

## Service Directors WARDS Info

If you need to inactivate a person from your roster please follow these steps:

- Go to your service Staff listing by clicking the *Staff* button on the left side of your screen.
- Click on the name of the person you want to inactivate.
- Click on the *Edit* button at the bottom of the next page.
- Go to the *Permissions* tab in their account.
- Part way down the page you will see their *Current Status*, click the *Inactivate* radio button.
- To save this change click on the *OK* button at the bottom of the page.

If your personnel are having difficulty accessing their WARDS account, remind them they can recover their password by clicking on the blue "*Forgot your password?*" hyperlink below the logon window. This will bring up another window where they can enter their email address. After they click the "*Send*" button, an email will be sent to their email address with their User ID and password. This will only work if the email address they entered is the same one that is recorded in their account. Otherwise they will be advised their email could not be found. Any changes made to the information under your *Service Setup* tab will also update the service information in E-Licensing. However, if you make changes to the contact info for a staff member other than your own individual account, it will NOT be updated to E-Licensing.

As an administrator you have the ability to reset a user's password or provide a User ID if that field in their account is blank. Be aware that User ID's must be unique. If it does not allow you to save a specific User ID, it might be because someone else has already been assigned that User ID. To access these fields, please follow the same directions noted above for inactivating a person's account.

Any changes made to the information under your *Service Setup* tab will also update the service information in E-Licensing. However, if you make changes to the contact info for a staff member other than your own individual account, it will NOT be updated to E-Licensing.

Licensed personnel are ONLY added to your roster through E-Licensing after the appropriate electronic forms are completed and approved. Drivers, RN's and Billing personnel can only be added to your roster by providing their name, contact info, preferably an email address but at a minimum a phone number to our office and we will add them for you.

## Training Information

We are planning to hold WARDS training sessions at various locations across the state this summer. As soon as we have the dates and times determined we will be sharing this information in the Memo Series, email broadcasts and they will be posted in our website as well as right here. In the meantime please use these other training resources that are available to everyone:

DO NOT use your regular WARDS account to create test run reports. The data in your regular service account is used to compile data for your service and for statewide comparisons. Test run reports should ONLY be created in the Training and Testing site. By the same token, actual run reports should not be entered in the Training and Testing site. As everyone has access to this data this would be a major HIPAA violation if you were to use actual patient information. This is the reason that any Training Center accounts are no longer linked to your regular WARDS account. You need a separate User ID and password to access these accounts.

If you already have a Training Center account this is the preferred location to create a test run report. If you do not have an active Training Center account at the WARDS logon screen you can enter the User ID of “*emsprov*” and password of “*testing*”. This will allow you access to the Training and Testing site where you can create a test run report to become familiar with it use.

Another resource is ImageTrend University. To access this, click on the “*Help*” hyperlink in the upper right-hand corner of this screen. On the next screen, choose “*EMS State Bridge*”. This will open another window where you can chose educational videos for a User, Medical Director or Administrator from the tabs on the left-hand side of the screen. You can also view FAQ’s, release notes and manuals for EMS State Bridge (WARDS) and other associated products.