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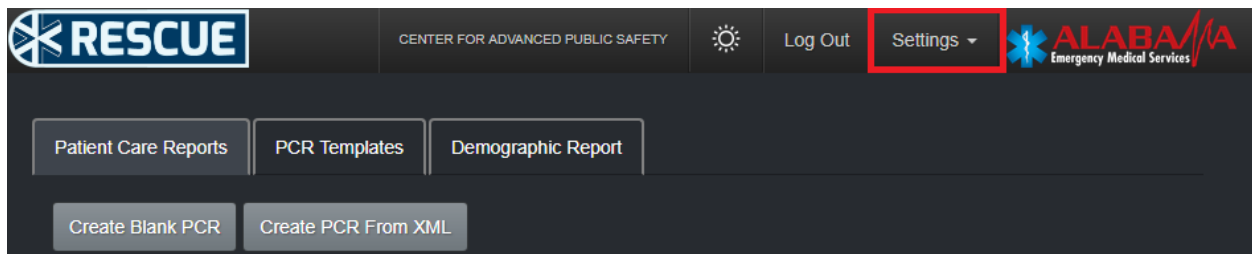
# 1. ADMINISTRATOR ACTIONS

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## 1.1. SETTING AGENCY PRIVILEGES

Agency privileges are privileges given to users by default when their accounts are first created. For instance, if “PCR Viewer” is set to “Yes” in the Agency Management page, then every user created will have the PCR Viewer privilege, unless you or another administrator specifies otherwise.

To change what privileges is set for your agency, first log in to RESCUE. Then click “Settings” in the bar at the top of the screen. Then click “Agency Management”.



**Note:** If you cannot see “Agency Management” in the dropdown, then you do not have the Administrator privilege.

On the Agency Management page, you will first see information about the organization you are associated with, such as name, address, etc. Just underneath is where you will find the agency privileges.

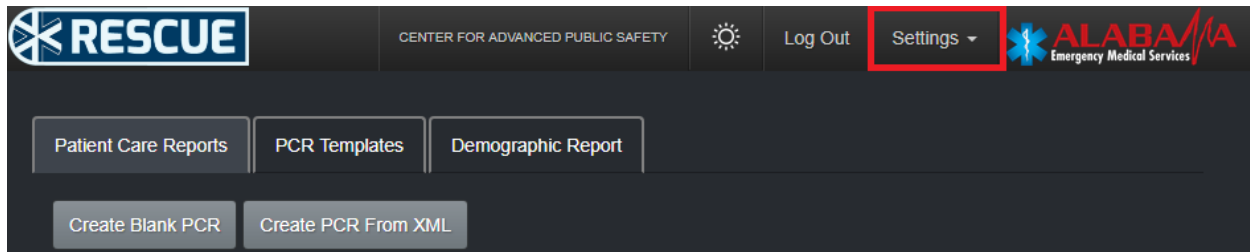
A screenshot of the Agency Management page. The top section is titled 'Information' and contains several input fields: 'Name' (CENTER FOR ADVANCED PUBLIC SAFETY), 'Address Line 1' (CYBER HALL), 'Address Line 2' (100 3RD PLACE), 'City' (TUSCALOOSA), 'State' (AL), 'Zip Code' (35401), 'Phone Number' (empty), and 'Description' (A CENTER OF THE UNIVERSITY OF ALABAMA). An 'Edit' button is located at the bottom right of this section. Below this is the 'Agency Privileges' section, which is highlighted with a red border. It contains six toggle switches for different roles: 'Supervisor' (Yes), 'Agency PCR Viewer' (No), 'DR Editor' (No), 'Submit PCRs Without Approval' (Yes), and 'PCR Editor' (Yes).

Set the ones you want users to have by default to “Yes”, and otherwise “No”.

## 1.2. ADDING A NEW USER TO YOUR ORGANIZATION

There are two ways to add a user to your organization. The method you use will be determined by whether or not the user has an existing account with another agency.

The first thing you will want to do is log in with the organization that you want to add the new user. Then, click the “Settings” dropdown, and then click “Agency Management”.

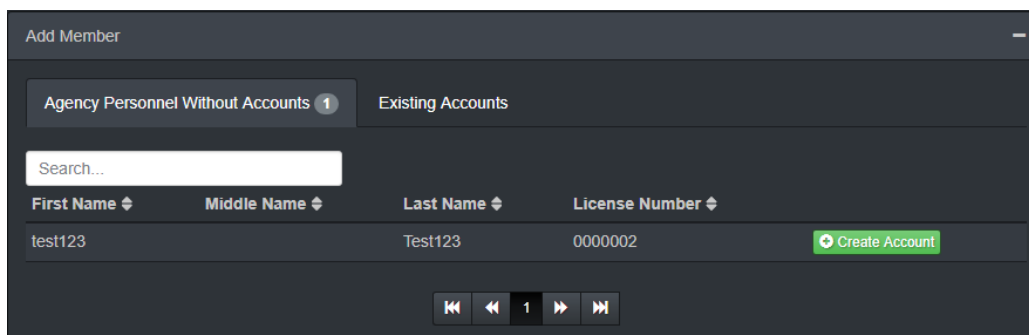


**Note:** If you cannot see “Agency Management” in the dropdown, then you do not have the Administrator privilege.

On the Agency Management page, scroll down to the bottom of the page, where you will find the “Add Member” heading.

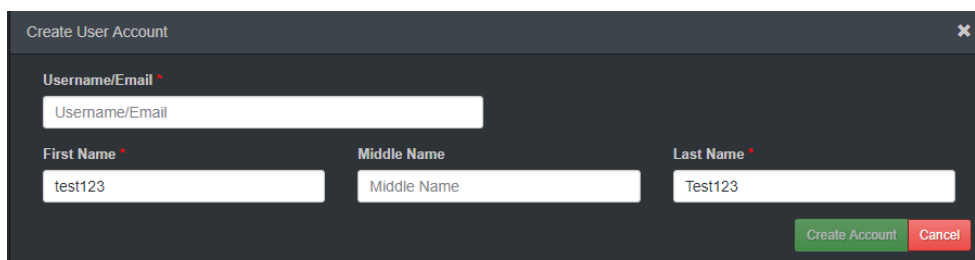
### 1.2.1. Adding a user that does not already have an account with another agency

To add a member that does not have an existing account, click the “Agency Personnel Without Accounts” tab (it may already be clicked for you). In the table below, you should be able to see all personnel within your agency that need accounts. You can search the table using the search box provided as needed.



Once you find the personnel you are looking for, simply click “Create Account”.

On the new screen, enter a username for the account you are creating under the “Username/Email” field (typically this is an email address), and then click “Create Account”.



You will then be able to edit the privileges for the user.

**Note:** If you receive an error saying that account already exists, then please try again using the method provided under [“Adding a user that already has an existing account with another agency”](#).

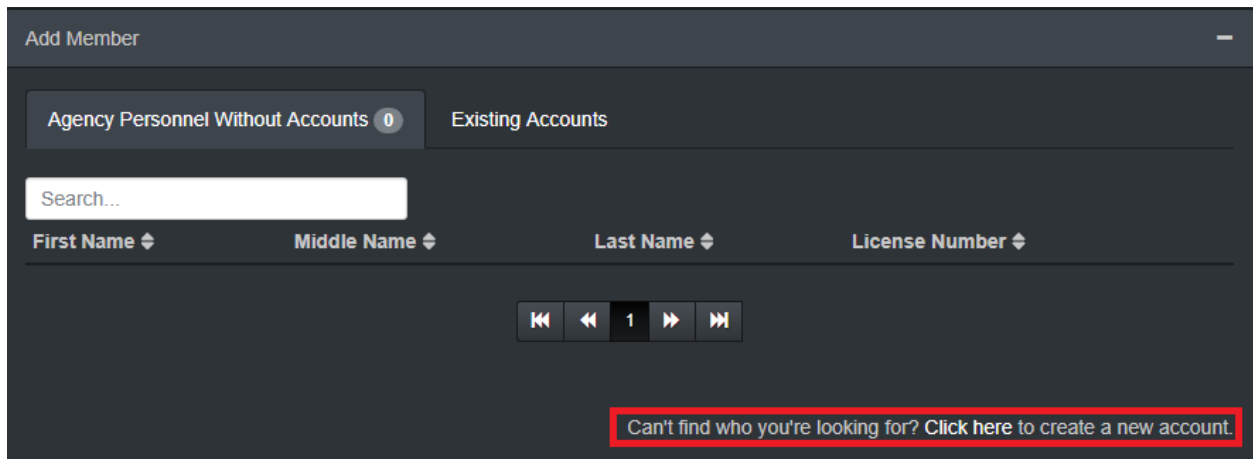
### 1.2.2. Adding a user that already has an existing account with another agency

To add a user who already has an account, click the “Existing Accounts” tab. You will then be able to search for a user either by searching their username/email, their name, or by their license number.

Once you find the user you are looking for, click “Create Account”. To edit their privileges, please refer to the information provided under [“Editing an existing user”](#).

### 1.2.3. Adding a user who is unlicensed

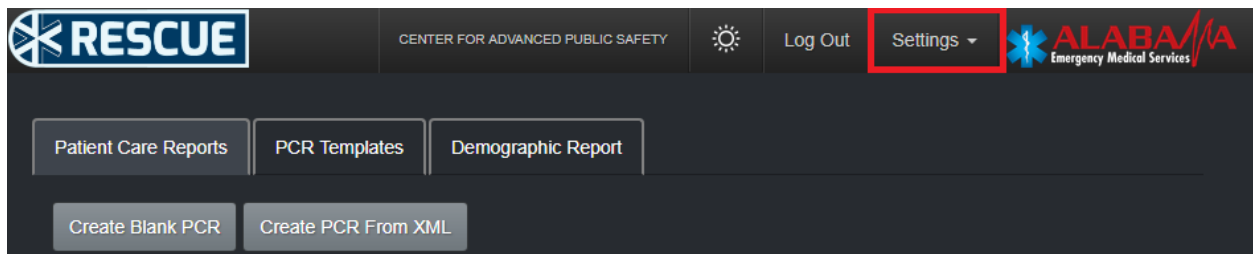
To add a user who is unlicensed, look for “Can’t find who you’re looking for? Click here to create a new account” at the bottom of the Agency Management page.



This will take you to a new page where you can set the Username, first name, middle name, and last name of the personnel. Click “Create Account” when you are finished.

## 1.3. EDITING AN EXISTING USER

To edit an existing user, first log in to RESCUE. Click the “Settings” dropdown at the top of the page, then click “Agency Management”.



On this page, scroll down to the “Members” heading.

Members 14

Search...

Username/Email	First Name	Middle Name	Last Name	
tommy.dunckley@ua.edu	Tommy		Dunckley	<a href="#">View</a> <a href="#">Remove</a>
ethan.mckenzie@ua.edu	Ethan		McKenzie	<a href="#">View</a> <a href="#">Remove</a>
viewonlyuser	Ethan		McKenzie	<a href="#">View</a> <a href="#">Remove</a>
nlmorgan@crimson.ua.edu	Cole		Morgan	<a href="#">View</a> <a href="#">Remove</a>
jr pate@ua.edu	Jeremy		Pate	<a href="#">View</a> <a href="#">Remove</a>
rhonda.stricklin@ua.edu	Rhonda		Stricklin	<a href="#">View</a> <a href="#">Remove</a>
test123@email.com	test123		Test123	<a href="#">View</a> <a href="#">Remove</a>
test12345@email.com	test123		Test123	<a href="#">View</a> <a href="#">Remove</a>
testuser2	test2		test2	<a href="#">View</a> <a href="#">Remove</a>
todd.tilley@ua.edu	Todd		Tilley	<a href="#">View</a> <a href="#">Remove</a>

Navigation: << < 1 2 > >>

Here you will be able to see all the members of your organization. Find the user you wish to edit, then click "View".

User Details ✕

**Information**

Username/Email \*  Account Status Locked Active

First Name \*  Middle Name  Last Name \*

[Edit](#)

**User Privileges**

Supervisor	<input type="radio"/> No <input checked="" type="radio"/> Default (Yes) <input checked="" type="radio"/> Yes	Submit PCRs Without Approval	<input type="radio"/> No <input checked="" type="radio"/> Default (Yes) <input type="radio"/> Yes
Agency PCR Viewer	<input type="radio"/> No <input checked="" type="radio"/> Default (No) <input type="radio"/> Yes	PCR Editor	<input type="radio"/> No <input checked="" type="radio"/> Default (Yes) <input type="radio"/> Yes
DR Editor	<input type="radio"/> No <input checked="" type="radio"/> Default (No) <input type="radio"/> Yes	Administrator	<input type="radio"/> No <input type="radio"/> Default (No) <input checked="" type="radio"/> Yes

[Reset User Password](#) [Close User Details](#)

Edit the information/privileges you need to, click "Save Changes" (This will pop up once you have made any changes), and you're done!

## 2. DEMOGRAPHIC REPORTS

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### 2.1. NAVIGATING TO THE DEMOGRAPHIC REPORT

Clicking on the “Demographic Report” tab on the RESCUE Home Page takes you directly to the demographic report for your agency. If the tab is not shown, you do not have access to it (due to privileges).

### 2.2. ENTERING DATA IN THE DEMOGRAPHIC REPORT

For more information about the types of fields and about entering data in general, refer to Section 3.3, which talks all about the different fields and groups.

#### 2.2.1. Importing Agency Service Data

You can find the Agency Service Area Builder tool <https://nemsis.org/media/ServiceAreaBuilder/>. You can also find a link to this website located in the Agency Section. This tool generates an XML file that you can import into RESCUE using the button at the top of the Agency section labeled “Import Agency Service Area Builder File”. This imports all the data for EMS Agency Service Area County(ies), Census Tracts, and Zip Codes.

#### 2.2.2. Vehicle Data

You can edit the vehicle data on the Vehicle section. The names input here are what show in the vehicle related lists in Patient Care Reports.

#### 2.2.3. Saving and Validating

Saving works a little differently in the Demographic Reports. When you save, the report is automatically validated and submitted, since it is important to have equivalent data presented to you here in the Demographic report as in the state server.