

EMResource User Guidance

Topic: Managing Alerts

Background: The EMResource application has extensive alerting capabilities. Users have a great deal of control over what they receive, how, and when. Details follow.

Notification management steps:

1. Locate the Preferences dropdown menu on the dark grey main menu bar located near the top of the EMResource screen and then select Event Notification.
 - a. A table of event types and notification methods will appear.
 - b. This is where you set up what you receive and how.
 - c. Decide on which events you would like to receive notifications for and then check one or more notification methods for each of those events. The choices are:
 - i. Email
 - ii. Text
 - iii. Pager
 - iv. Mobile app¹
 - v. Web page (this means within the EMResource application)
 - d. The last column in this table is labeled Notification Limit. Check the My Resources Only checkbox to limit notifications to the events that involve your hospital. It is recommended that you check this for all events for which you receive notifications.
 - e. Remember to click Save at the bottom when you are though making changes.
2. From the Preferences dropdown menu select User Info.
 - a. In the Notifications section of the screen that appears ensure that valid information is entered for each notification type that you selected in Step 1, above. For instance, if you checked the email box for one or more events make sure that an email address is set up in this section. Likewise for pager and text notifications.
 - b. Scroll to the Notification Overview section at the bottom of the screen. This section gives you global control over the notifications that you set up in Step 1.
 - i. If you turn any Notification Type off here it will be completely off for all notifications for all events.
 - ii. If you leave a Notification Type on but switch it from At All Times to Exclude Time Range you can then set when not to receive notifications using the From and To columns.
 - c. Remember to click Save at the bottom when you are though making changes.

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¹ EMResource has a free mobile app version available for Apple and Android phones.