

Pennsylvania Department of Health

PA-EMS Recognition

**PA-EMS Recognition Release 1.1
QRS Public User Manual**

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Document History

Version	Date	Author	Status	Notes
0.1	19 August 2005	Hemang Dholakia	Draft	Initial Draft
0.2	25 August 2005	Hemang Dholakia	Draft	Draft Document with Team Input
1.0	31 August 2005	Hemang Dholakia	Published	Published for DOH Program Management review
1.1	15 November 2005	Jeremy Zeh	Published	Updated to reflect application changes

1. Overview

The goal of the Emergency Medical Service (EMS) Recognition Project is to create a web-based application that automates the current EMS service provider recognition process. The Emergency Medical Service Office (EMSO), through sixteen regional EMS councils, licenses or recognizes 445 Quick Response Units, approximately 50 Voluntary Rescue Services and approximately 240 Medical Command Facilities. The new system will allow these service providers to request recognition by completing and submitting online applications. The system will also allow EMS office personnel to review submitted applications and manage the approval process.

The Quick Response System (QRS) recognition system was designed for electronic submission and processing of applications. An individual seeking recognition for his/her QRS can submit an application by electronically completing it using a web interface through Internet Explorer.

2. Logging into the Application

2.1. Returning User

DEPARTMENT OF HEALTH

Pennsylvania Department of Health
Emergency Medical Services

Register

Forgot Password?

Edit Personal Information

To access the information contained within this site, you must first supply your User ID and Password. If you are a new user, please click the **Register** hyperlink on the left.

User Name:

Password:

Login Reset

All EMS programs have been designed and tested using Microsoft Internet Explorer 5.0 or greater. Click here to [download](#) a free copy of Microsoft Internet Explorer.

Contact Us | Online Help

- If you are a returning user, then login to the system with your username in the field next to the text 'Login'.
- Enter a valid password in the field next to the text 'Password'.

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Contact Us | Online Help

- Then click on the 'Login' button.



Pennsylvania Department of Health
Emergency Medical Services
EMS Applications Entry



Please select the EMS application that you would like to access by clicking the hyperlink below.



» **Ambulance Service Applications**
 Requires a person, or other entity, as an owner, agent or otherwise, to operate, conduct, maintain, advertise or otherwise engage in or profess to be engaged in providing a BLS or ALS ambulance service in the Commonwealth. The Pennsylvania Department of Health through the Emergency Medical Services Office (EMSO) has instituted an electronic application process for an initial license, a renewal or an amendment of an existing license for an ambulance service.



» **Continuing Education/Certification Course Applications**
 A continuing education sponsor shall submit an application for approval of a continuing education course. Each course is registered at the regional EMS council for verification of course specifics, i.e. instructor qualifications and hours, and issuance of a class number prior to the course being conducted. Continuing education sponsor informs/advertises to the prehospital practitioner of the number and type of CE credits awarded and the level of certification for which the credits are given prior to presentation of the course.



» **Learning Management System (LMS)**
 The Learning Management System (LMS) is a web-based system for training programs and information sharing regarding bio-terrorism and public health issues. The LMS will allow persons to complete training, continuing education for EMS providers and share information at their convenience 24/7. The LMS provides educational content and information at the fingertips of public health professionals around the Commonwealth at not cost.



» **Medical Command Facility/Medical Command Physician (MEDCO)**
 The distinct unit within a facility that contains the necessary equipment and personnel, as prescribed in subsection 1009.1 (relating to operational criteria) for providing medical command to and control over pre-hospital personnel when providing medical command. To qualify for the civil immunity protection afforded by section 11(j) (4) of the act (35 P.S. subsection 6931 (j) (4)), a facility shall secure recognition as a medical command facility form the Department. To secure recognition as a medical command facility, a facility shall submit an application to the

- Note that you are on the 'EMS Applications Entry Web Page'.

2.2. New User

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Pennsylvania Department of Health
Emergency Medical Services

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User Name:

Password:

Login Reset

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Contact Us | Online Help

- If you are a new user, then click on the 'Register' link in the upper-left corner.



Pennsylvania Department of Health
Emergency Medical Services
Register New User



Profile Information

First Name:

Middle Initial: Your full name will be sent with all outbound mail messages.

Last Name:

State:

Service County: If out of state, select closest county in Pennsylvania.
See map of [Service Counties](#) in Pennsylvania

E-Mail Address:

Sign On Information

Login Name: Begin with a letter, and user only letters (A-Z), numbers (0-9), no underscore (_), and no spaces.

Password: Must be at least eight (8) characters long, may contain numbers (0-9) and letters (A-Z), but no spaces. Make sure it is difficult for others to guess!

Verify Password:

[Home](#)
11/15/2005
[Login](#)

- Fill out the Profile Information section.
 - Fill out your First Name in the field next to the text 'First Name'
 - Fill out your Middle Initial in the field next to the text 'Middle Initial'
 - Note that the Middle Initial is an optional field.
 - Fill out your Last Name in the field next to the text 'Last Name'
 - Fill out the name of the state where you reside by selecting that state from the drop down list next to the text 'State'.
 - Fill out the name of your residence service county by selecting that service county from the drop down list next to the text 'Service County'.
 - Note that your residence service county is not related to your QRS service county.
- Fill out the Sign On Information
 - Fill out your User Name which will serve as your 'Login' for the system in the field next to the text 'User Name'.

- Think of User Name that you will be able to remember easily.
- Fill out a valid password which will serve as your 'Password' for the system in the field next to the text 'Password'.
 - The Password should be easy for you to remember, but hard for someone else to guess.
- Fill out the same password as above in the field next to the text 'Verify Password'.
- Note down your User Name and Password information at a safe place where only you can access it.



Pennsylvania Department of Health
Emergency Medical Services
Register New User



Profile Information

First Name:

Middle Initial: Your full name will be sent with all outbound mail messages.

Last Name:

State: ▼

Service County: ▼ If out of state, select closest county in Pennsylvania.
See map of [Service Counties](#) in Pennsylvania

E-Mail Address:

Sign On Information

Login Name: Begin with a letter, and user only letters (A-Z), numbers (0-9), no underscore (_), and no spaces.

Password: Must be at least eight (8) characters long, may contain numbers (0-9) and letters (A-Z), but no spaces. Make sure it is difficult for others to guess!

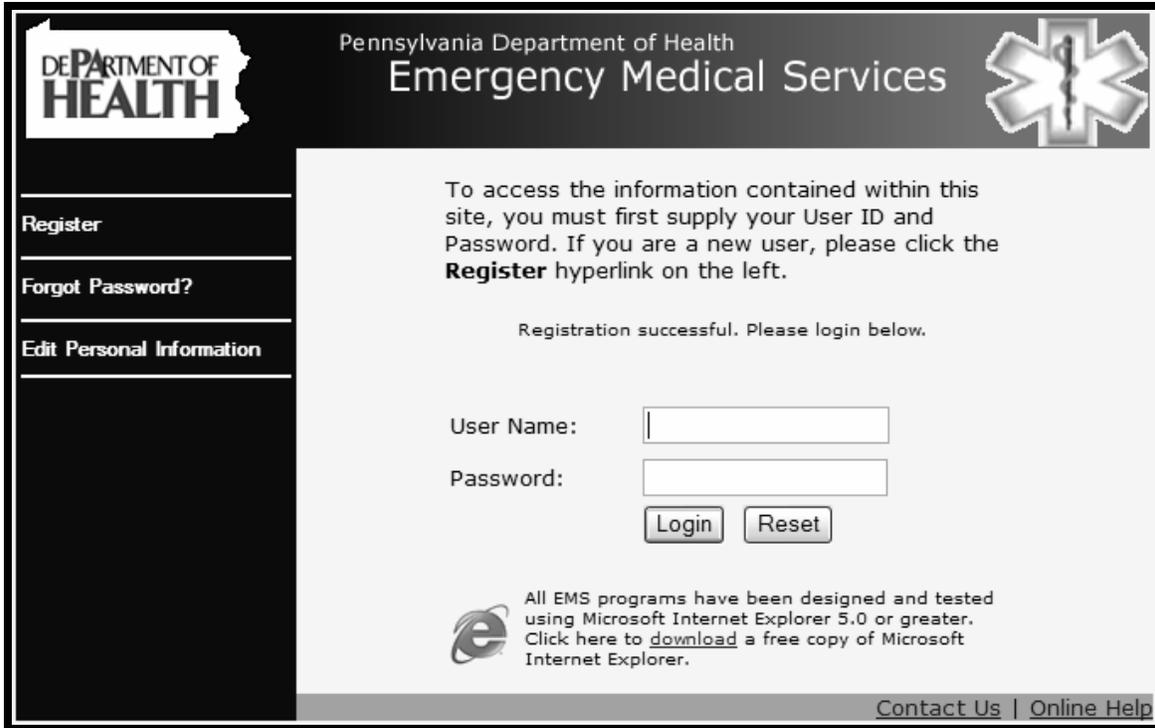
Verify Password:

[Home](#)

11/15/2005

[Login](#)

- Click on the 'Register' button.



- Note the message stating 'Registration successful. Please login below'.
- Login to the system with your username in the field next to the text 'Login'.
- Enter a valid password in the field next to the text 'Password'.



- Then click on the 'Login' button.



**DEPARTMENT OF
HEALTH**

Pennsylvania Department of Health
**Emergency Medical Services
EMS Applications Entry**



Please select the EMS application that you would like to access by clicking the hyperlink below.



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» **Learning Management System (LMS)**
The Learning Management System (LMS) is a web-based system for training programs and information sharing regarding bio-terrorism and public health issues. The LMS will allow persons to complete training, continuing education for EMS providers and share information at their convenience 24/7. The LMS provides educational content and information at the fingertips of public health professionals around the Commonwealth at not cost.



» **Medical Command Facility/Medical Command Physician (MEDCO)**
The distinct unit within a facility that contains the necessary equipment and personnel, as prescribed in subsection 1009.1 (relating to operational criteria) for providing medical command to and control over pre-hospital personnel when providing medical command. To qualify for the civil immunity protection afforded by section 11(j) (4) of the act (35 P.S. subsection 6931 (j) (4)), a facility shall secure recognition as a medical command facility form the Department. To secure recognition as a medical command facility, a facility shall submit an application to the

- Note that you are on the 'EMS Applications Entry Web Page'.

Version 1.1 – 15 November 2005



Deloitte.

3. Accessing QRS (Quick Response Service)



Pennsylvania Department of Health
Emergency Medical Services
EMS Applications Entry



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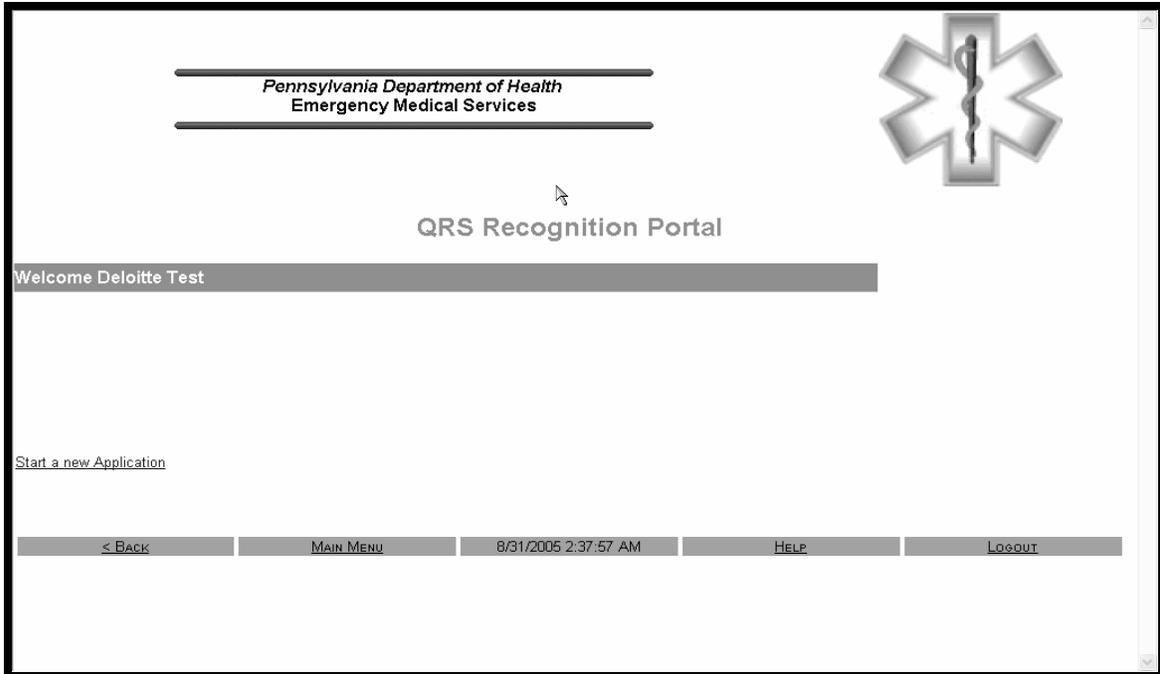


» **Learning Management System (LMS)**
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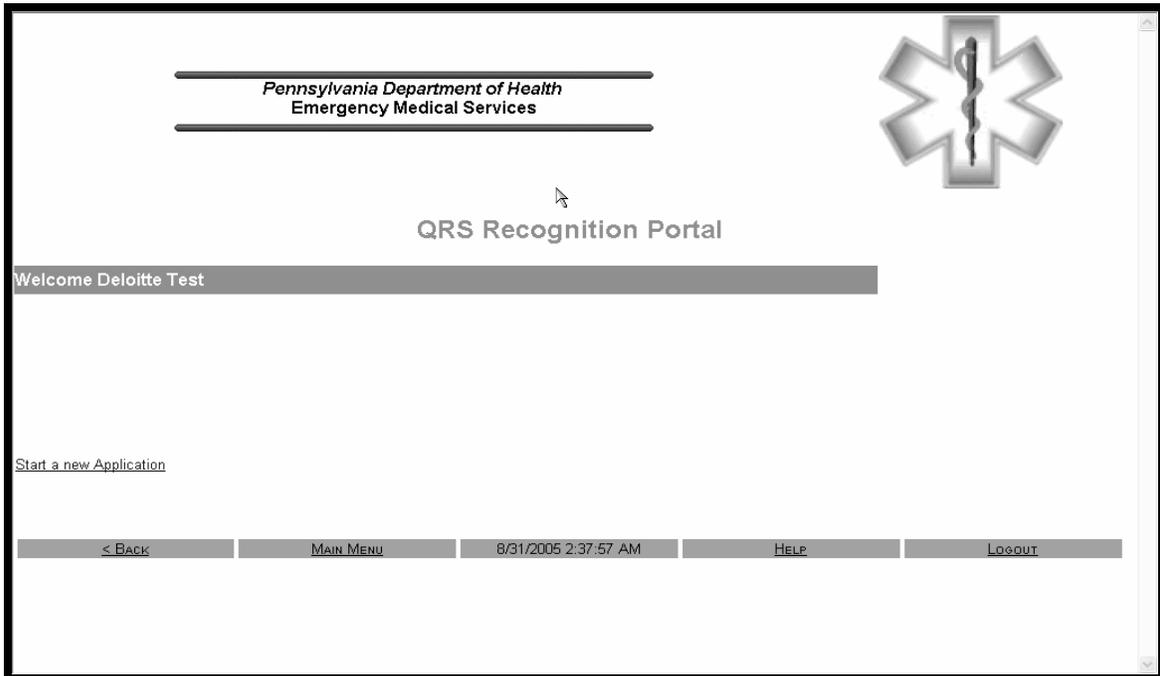
» **Medical Command Facility/Medical Command Physician (MEDCO)**
The distinct unit within a facility that contains the necessary equipment and personnel, as prescribed in subsection 1009.1 (relating to operational criteria) for providing medical command to and control over pre-hospital personnel when providing medical command. To qualify for the civil immunity protection afforded by section 11(j) (4) of the act (35 P.S. subsection 6931 (j) (4)), a facility shall secure recognition as a medical command facility from the Department. To secure recognition as a medical command facility, a facility shall submit an application to the

- Click on the 'Quick Response Service' hyperlink.

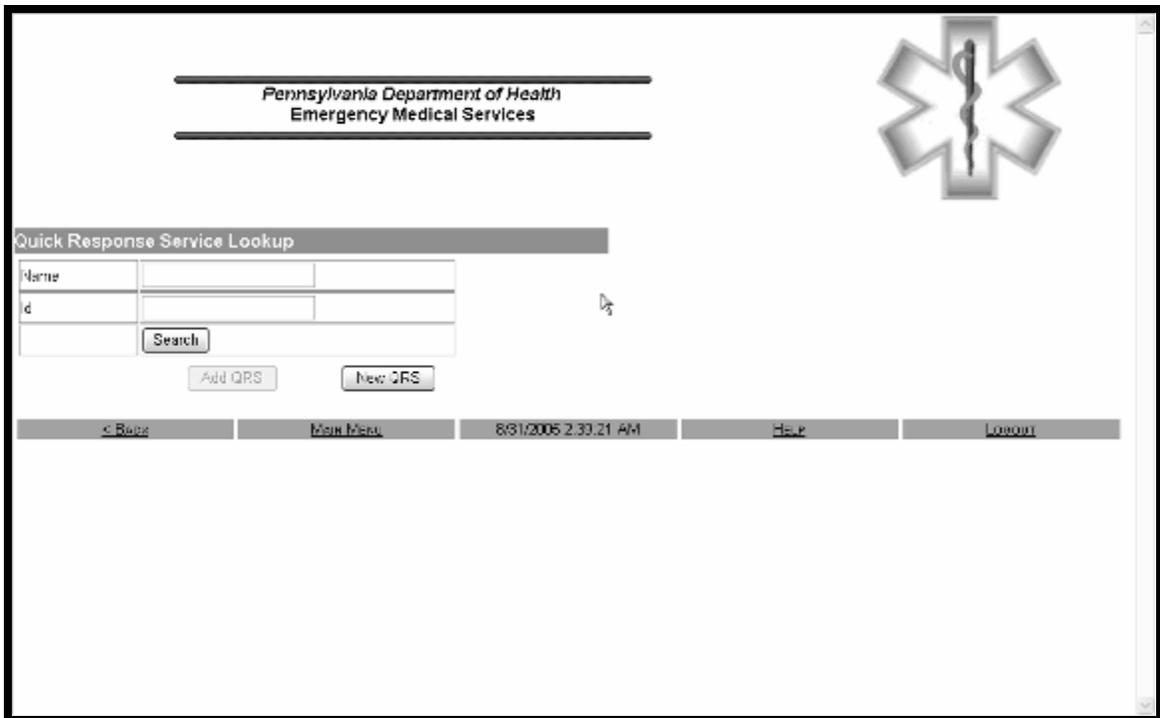


- Note that you are on the 'QRS Recognition Portal' page.

4. Start a new application for Quick Response Service (QRS)



- Click on 'Start a new Application' link.

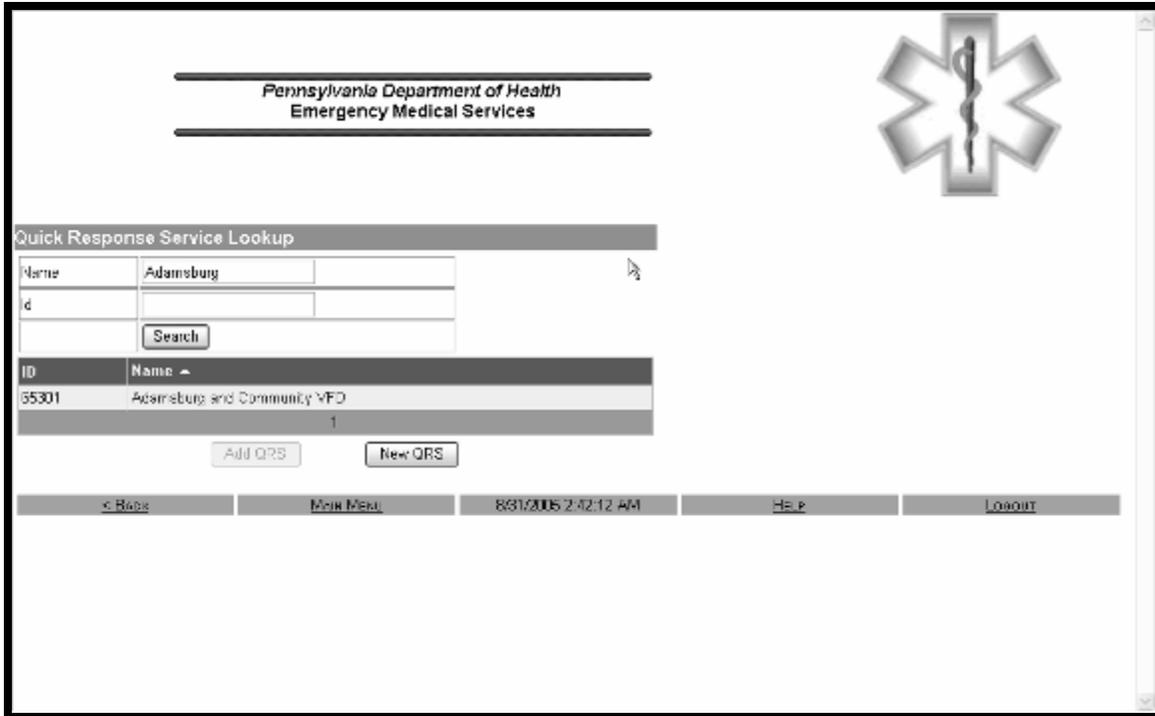


- In the field next to the text 'Name' type in the name of the QRS you wish to start an application for.

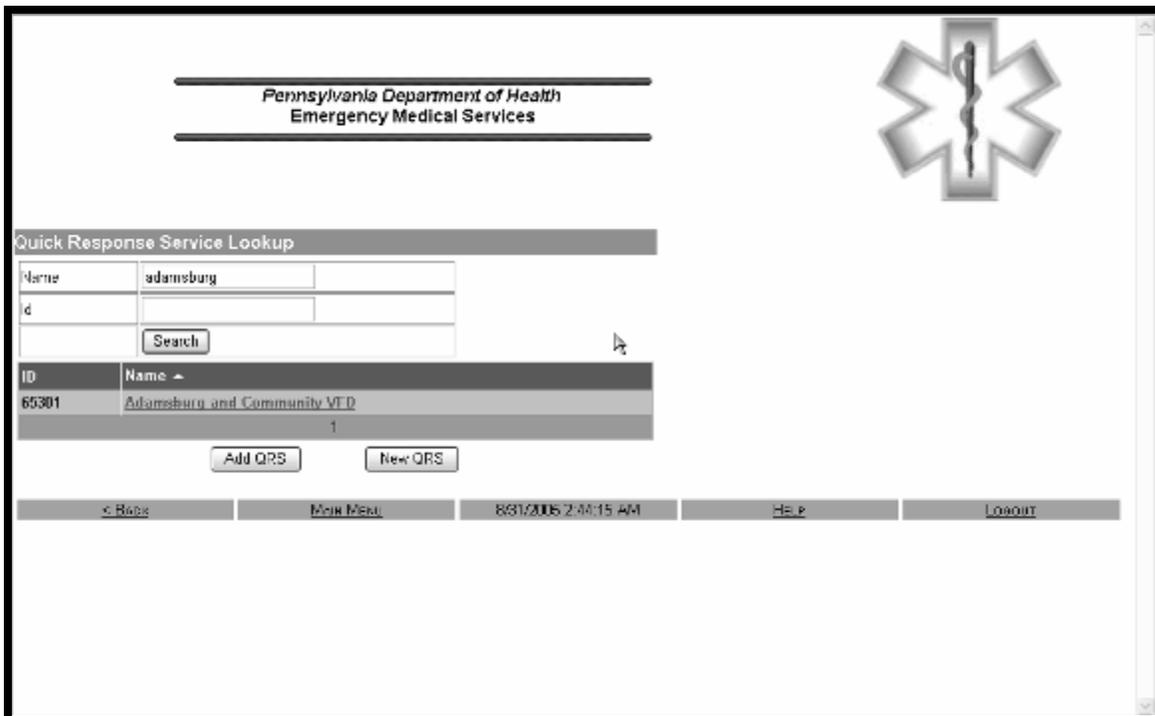
- Note that QRS which can be searched are limited to a list maintained by Department of Health Emergency Medical Services Office.
- In order to start a new application for a QRS that does not exist in the current list, click on 'New QRS' button.
- Note that if a QRS application has already been submitted within the system, then you cannot start a new application for that QRS. Please contact that QRS administrator for access to the QRS application for amendments or re-recognition.
- If you wish to search by QRS ID, then enter a QRS ID in the field next to the text 'Id'.

The screenshot shows a web application interface for the Pennsylvania Department of Health Emergency Medical Services. At the top, the department name is displayed between two horizontal lines. To the right is a logo featuring a caduceus (a staff with two snakes) inside a six-pointed star. Below this is a section titled "Quick Response Service Lookup". It contains two input fields: "Name" and "Id". The "Id" field is highlighted with a mouse cursor. Below the input fields is a "Search" button. Further down are two buttons: "Add QRS" and "New QRS". At the bottom of the interface is a navigation bar with links for "Home", "Main Menu", "8/31/2005 2:43:15 AM", "Help", and "Logout".

- Click on the 'Search' button.



- Note the search results are displayed in a table/grid below.
- Verify that the QRS for which you wish to submit an application is in the results.
- Click on the 'Name' of the QRS in the search results and note the selection.



- Click on 'Add QRS' button.

The screenshot displays a complex web form with multiple sections, each containing various input fields, checkboxes, and dropdown menus. The form is titled 'QRS Application Form' and includes a header with a logo. The sections are numbered and include fields for personal information, contact details, and professional credentials. The form is presented in a standard web browser layout with a white background and black text.

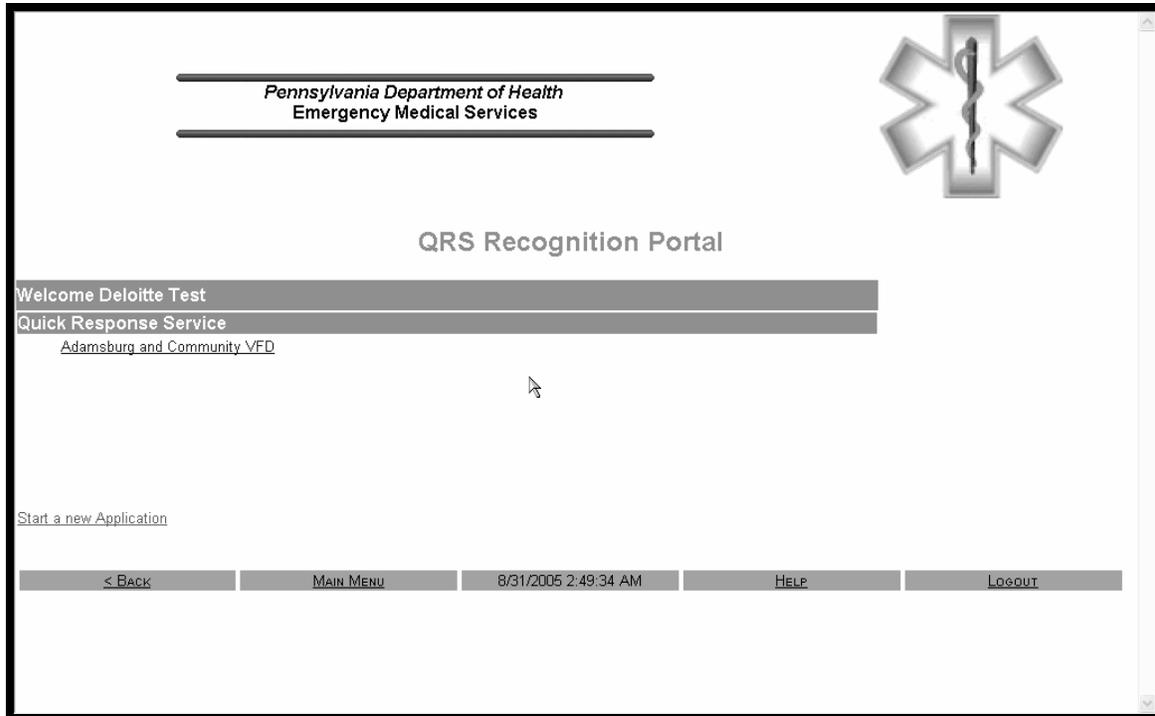
- Note that you are on the QRS application form.
- The QRS Name is pre-populated based on your selection.
- Fill out all the other fields with data.
- Required fields have an * next to them.

If yes, provide the expiration date of license.

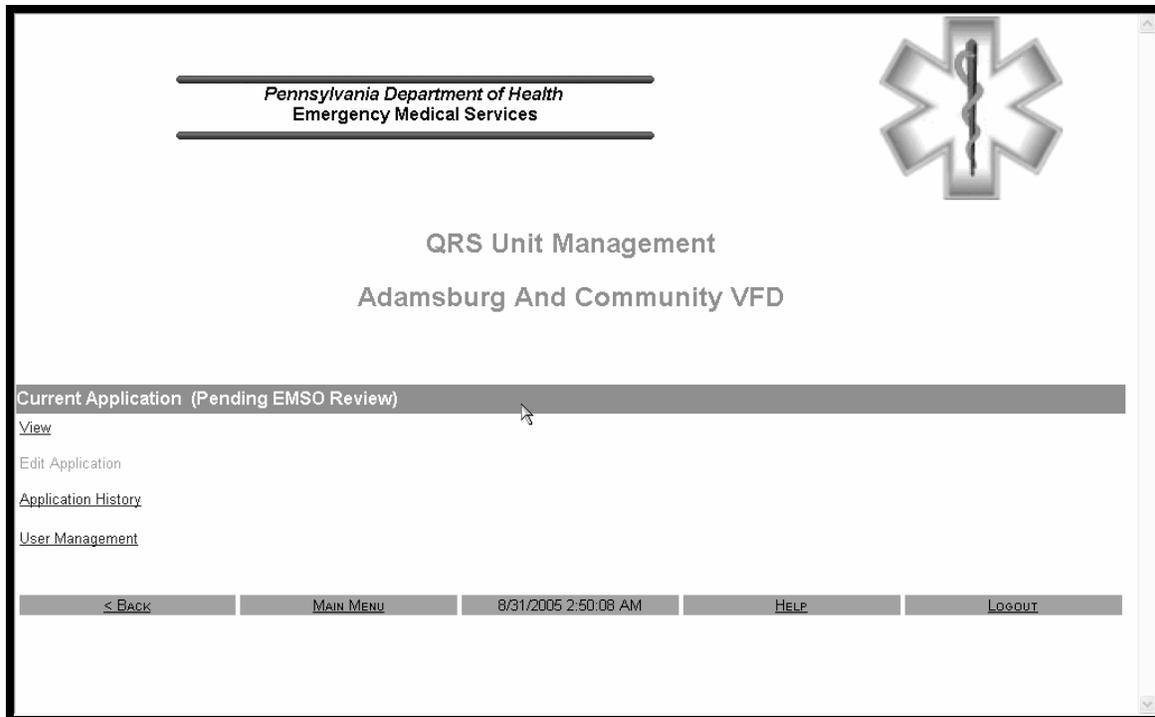
If yes, attach a copy of license. Format (Month/Day/Year) Ex. 01/01/2004

- Help on each question can be obtained by moving the mouse (hover) over the field.

- Click on the 'next' or 'submit' button at the bottom of the page (whichever one is available) to continue.
 - Note that unless you complete all the required fields the system will not allow you to continue.

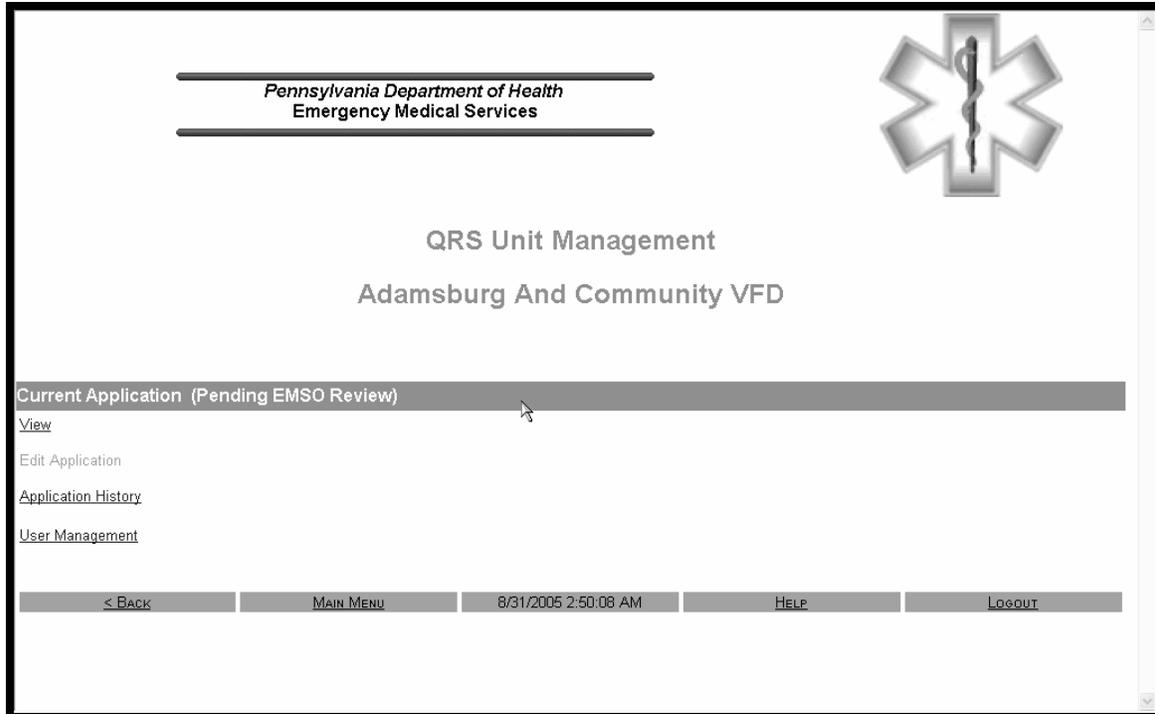


- Note that you are back on 'QRS Recognition Portal' page.
- Note that the name of the QRS for which you submitted the application is displayed as a link.
- Click on the QRS Name for which you wish to manage/edit information.

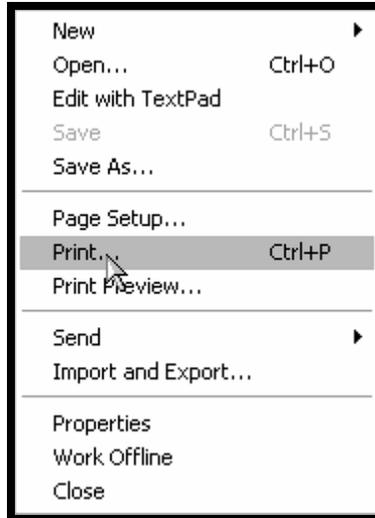


- Note that the status of your QRS application is displayed in brackets next to the 'Current Application' header.
 - Note that if you started a new QRS application, then by default you become a user with administrative rights for the system, which allows you grant/deny access to the QRS application information to a registered user of the system for managing the information. Please refer to User Management sections.
- When an application status is 'Pending Regional Council Review' or 'Pending EMSO Review' you cannot edit it.

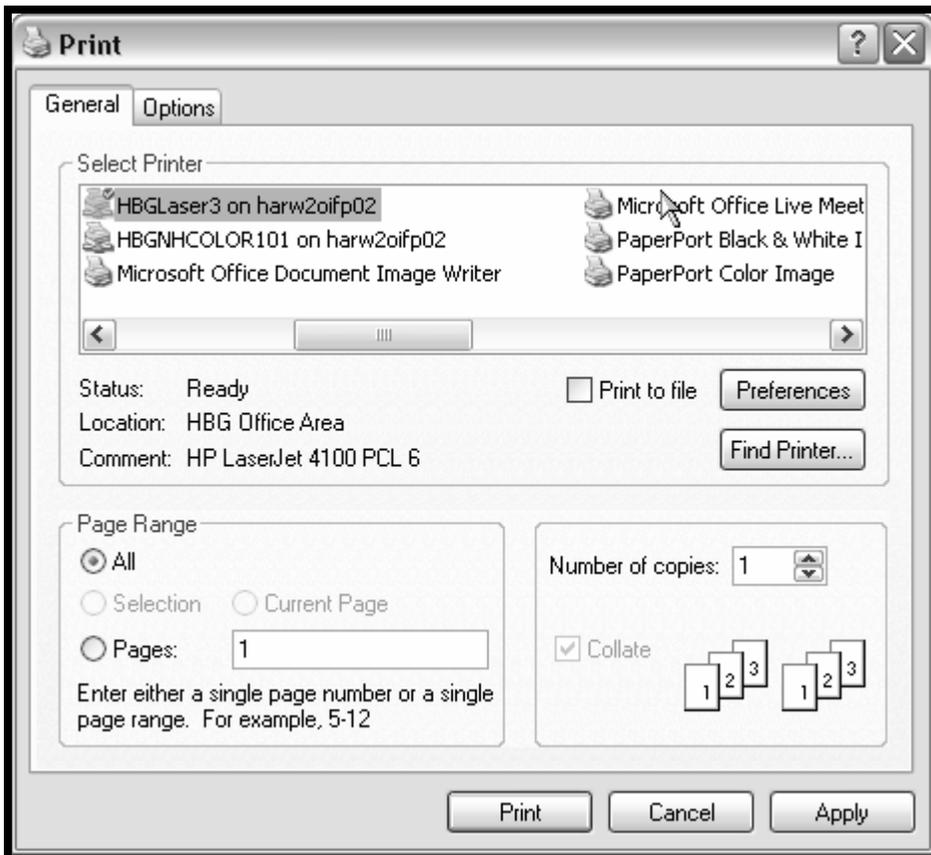
5. View an existing Quick Response Service (QRS) application



- Please refer to the section 'Start a New Application for Medical Command QRS (QRS)' for instructions on how to create a QRS application and how to access QRS information and get to the QRS Unit Management page for a QRS.
- On the QRS Unit Management page, click on the 'View' hyperlink to view a QRS application.

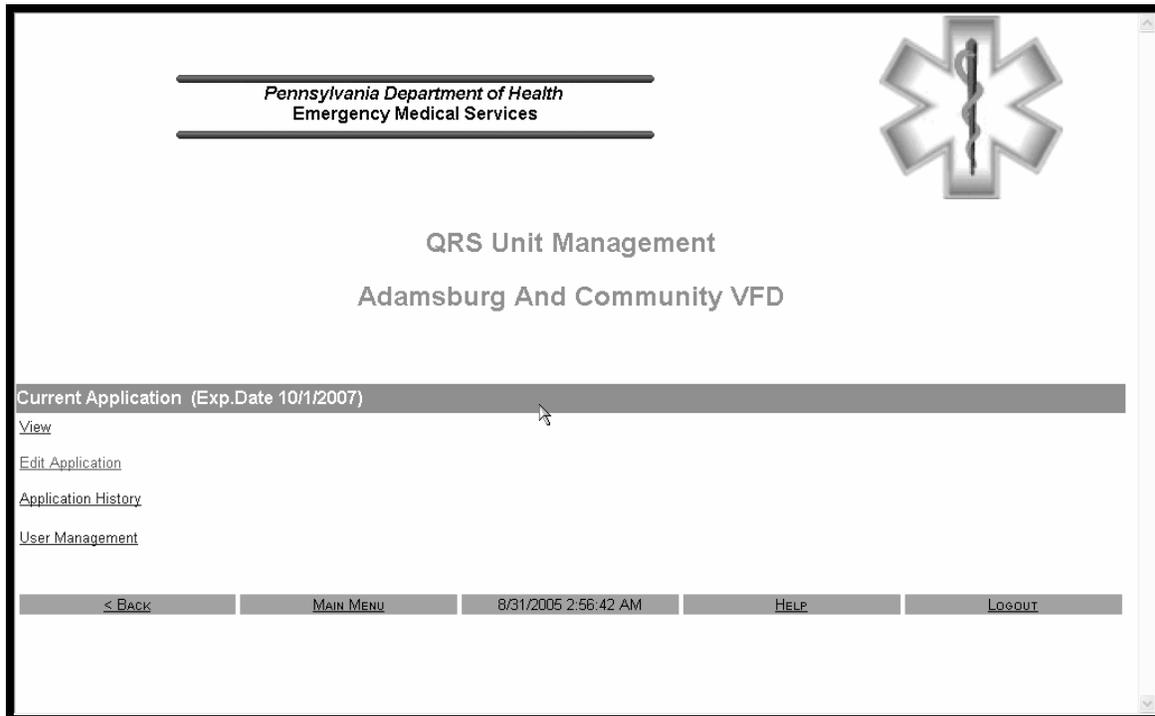


- o Now click on 'Print'.



- o Now select a valid printer and click on 'Print' within the dialog box.

6. Amend/Edit/Renew an existing Quick Response Service (QRS) application



- On the QRS Unit Management page, click on the 'Edit' hyperlink.

The screenshot shows a web-based application form titled "QRS Public User Manual: PA-EMS Recognition Release 1.1". The form is divided into several sections, each with a heading and a list of fields. The fields are pre-populated with data, and some have asterisks indicating they are required. The sections include:

- 1. PERSONAL INFORMATION:** Fields for Name, Address, City, State, Zip, and Phone.
- 2. CONTACT INFORMATION:** Fields for Email, Fax, and Mobile Phone.
- 3. EMERGENCY SERVICES:** Fields for Emergency Services, including Fire, Police, and Ambulance.
- 4. EDUCATION:** Fields for Education Level, Degree, and Institution.
- 5. EMPLOYMENT:** Fields for Employer, Position, and Start Date.
- 6. LICENSES AND CERTIFICATIONS:** Fields for License Number, Expiration Date, and Issuing Authority.
- 7. REFERENCES:** Fields for Reference Name, Title, and Contact Information.
- 8. COMMENTS:** A text area for additional information.

At the bottom of the form, there are buttons for "Next" and "Submit".

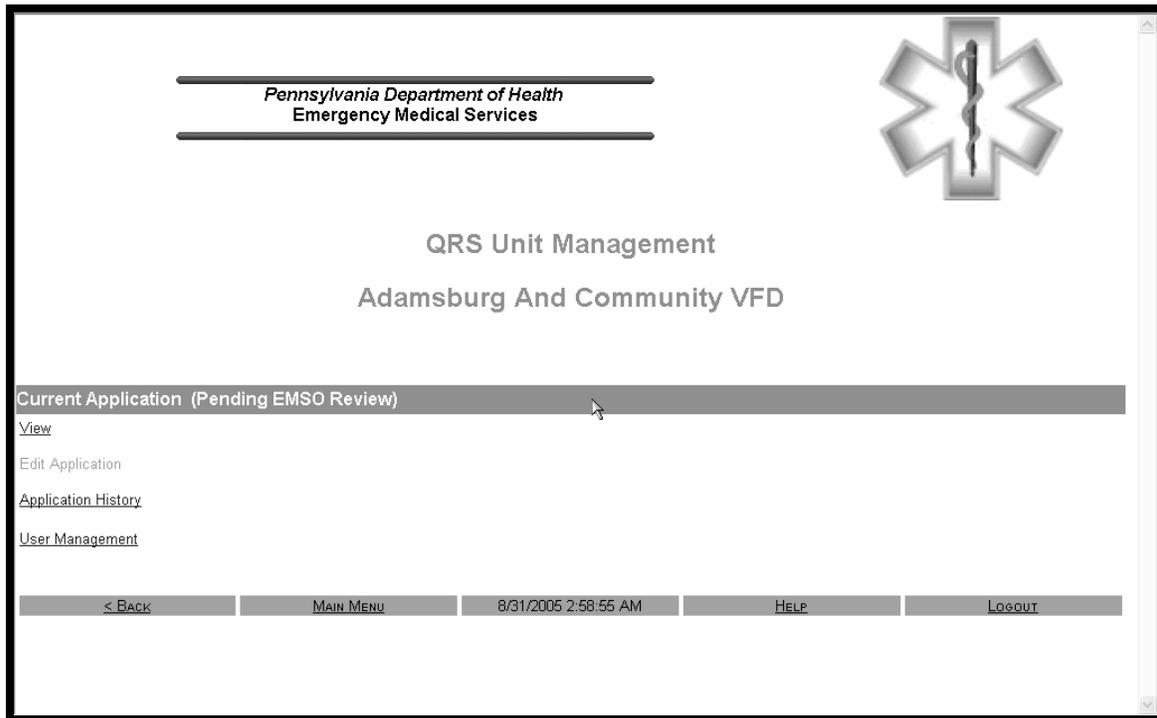
- Note that you are on the QRS application form.
- Data from the original application is pre-populated.
- Fill out all the other fields with data.
- Required fields have an * next to them.

If yes, provide the expiration date of license.

If yes, attach a copy of license.

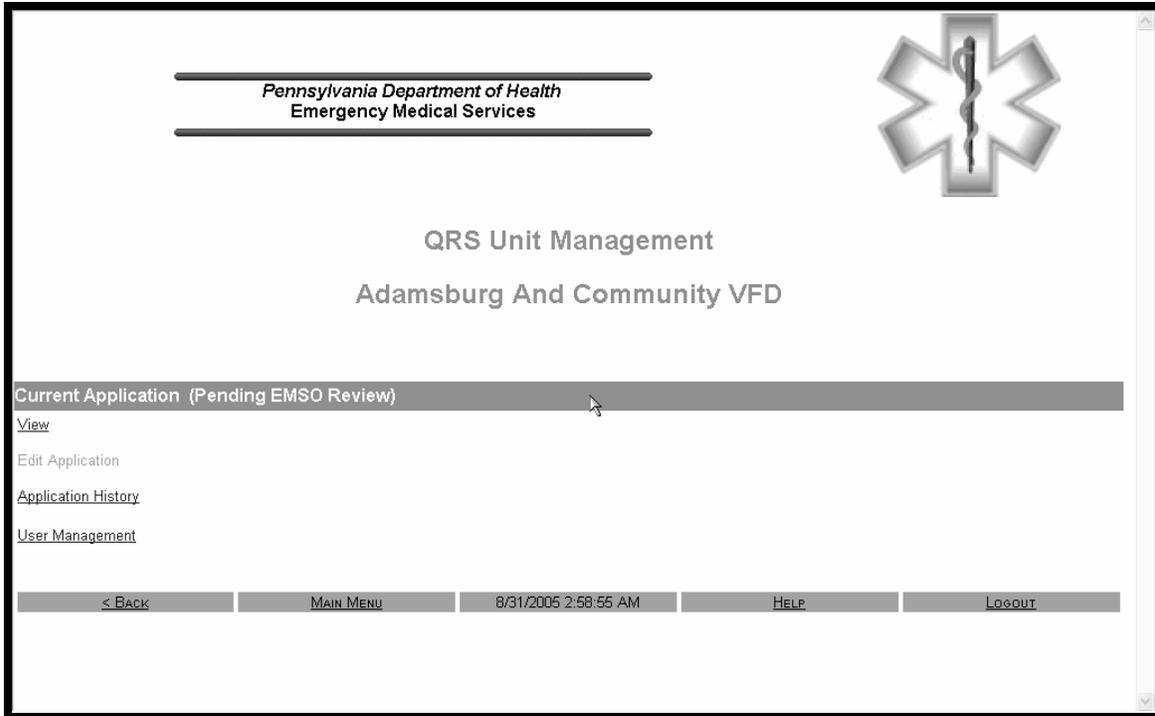
- Help on each question can be obtained by moving the mouse (hover) over the field.
- Click on the 'next' or 'submit' button at the bottom of the page (whichever one is available) to continue.

- Note that unless you complete all the required fields the system will not allow you to continue.

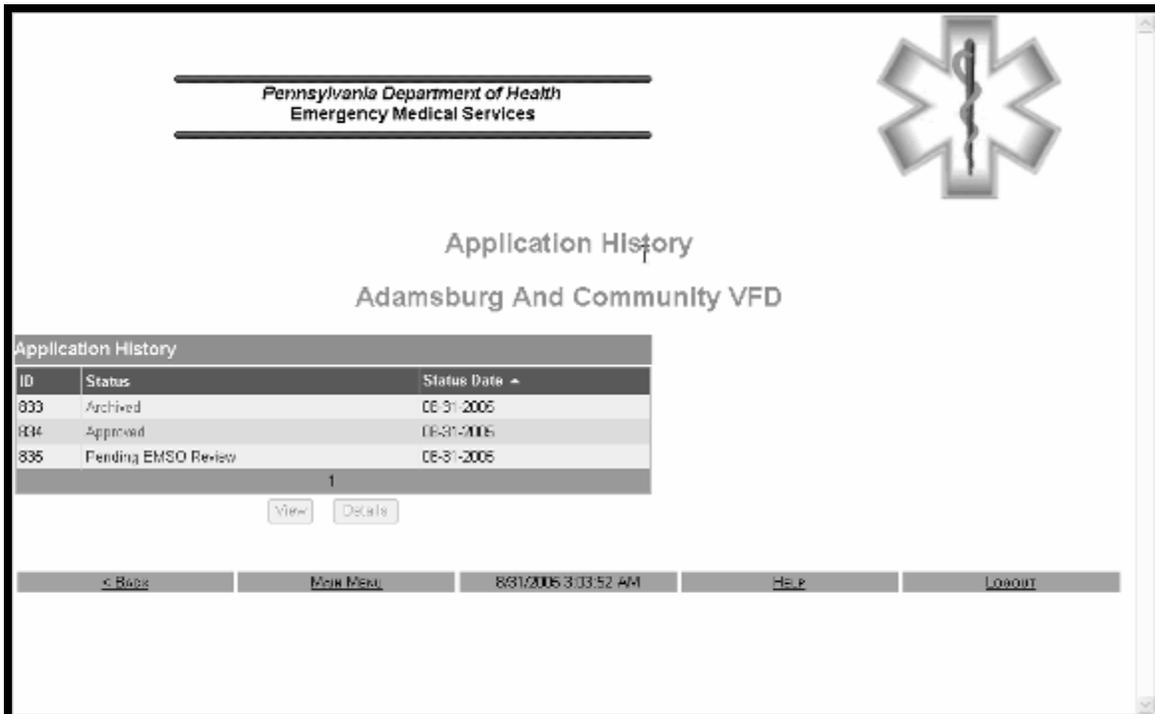


- Note that you are back on 'QRS Unit Management' page.

7. View Application History for Quick Response Service (QRS) applications



- On the QRS Unit Management page for a given QRS, click on the 'Application History' hyperlink.



- Note the various 'applications' submitted based on the unique IDs on the Application history page.

The screenshot shows a web application interface. At the top left, the text "Pennsylvania Department of Health Emergency Medical Services" is displayed between two horizontal lines. To the right is a Star of Life logo. The main heading is "Application History" followed by "Adamsburg And Community VFD". Below this is a table titled "Application History" with three columns: "ID", "Status", and "Status Date". The table contains three rows of data. Below the table are two buttons: "View" and "Details". At the bottom of the page is a navigation bar with links for "Home", "Main Menu", a timestamp "8/31/2005 3:04:13 AM", "Help", and "Logout".

ID	Status	Status Date
833	Archived	08-31-2005
834	Approved	08-31-2005
835	Pending EMSO Review	08-31-2005

- Click on a given application status for a unique ID and click on the 'view' button.

**Pennsylvania Department of Health
Emergency Medical Services**

Application History
Adamsburg And Community VFD

ID	Status	Status Date
833	Archived	08-31-2005
834	Approved	08-31-2005
835	Pending EMSO Review	08-31-2005

1

[View](#) [Details](#)

< Back Main Menu 8/31/2005 3:04:13 AM Help Logout

- Click on a given application status for a unique ID and click on the 'Details' button to see all the various statuses the application has been through.

**Pennsylvania Department of Health
Emergency Medical Services**

Application History Details
Adamsburg And Community VFD

Status Date	From Status	To Status	Reviewed By
08-31-2005	Application Submit	Pending EMSO Review	Deloitte Test
08-31-2005	Pending EMSO Review	Pending Regional Council Review	Super K Man
08-31-2005	Pending Regional Council Review	Pending EMSO Review	Super K Man
08-31-2005	Pending EMSO Review	Approved	Super K Man

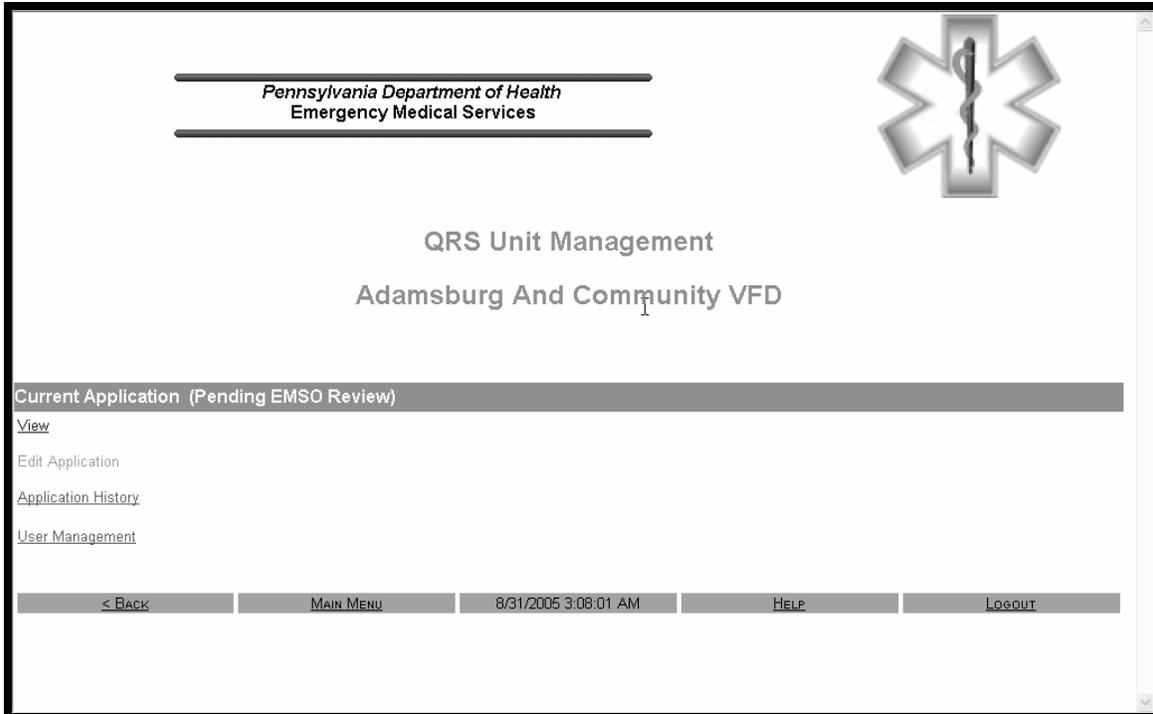
1

< Back Main Menu 8/31/2005 3:05:57 AM Help Logout

- Click on the 'Back' link in the blue navigation bar below to get back to the application history page.

8. User Management – Add/Remove Users to manage the QRS applications

8.1. Add a User



- On the QRS Unit Management page for a user who is an 'administrator' the User Management link shows up.
 - Note that if you started a QRS application within the system then you are the administrator for that QRS by default.
 - Note that there must be a minimum of one active administrator for a QRS.
- Click on the 'User Management' hyperlink.

Pennsylvania Department of Health
Emergency Medical Services

User Management

Search:

First Name

Last Name

User ID

Users:

First Name	Last Name	User Id	Role
Super	Man	superuser	Admin

1

8:30:2005 8.43.24 PM

- Now search for a user within the Emergency Medical Services System using either 'First Name' or 'Last Name' or 'User ID'.
 - Note that a User ID can be created using the method showed in the sub section 'New User' of section 'Logging into the application'.
- Click on 'Go' after entering the search criterion.

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

Search:

First Name	bob	
Last Name		
User ID		

Results:

First Name ▲	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Page	bobpage	
Bob	Reedy	Breedy	
bob	wurzel	bw608	
Bob	Ward	bward	
Bob	Wiemer	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	

1 2

Users:

First Name ▲	Last Name	User Id	Role
Super	Man	superuser	Admin

1

< BACK	MAIN MENU	8/30/2005 8:50:25 PM	HELP
			LOGOUT

- In the search results displayed below (in the grid) select the user you wish to add to your QRS. This user can manage application information, such as submit new physician/director applications or amend existing QRS/physician/director applications.

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

Search:

First Name	bob	
Last Name		
User ID		
<input type="button" value="Go"/> <input type="button" value="Cancel"/>		

Results:

First Name ▲	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Page	bobpage	Stand ▼
Bob	Reedy	Breedy	
bob	wurzel	bw608	
Bob	Ward	bward	
Bob	Wiemer	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
1 2			
<input type="button" value="Add"/> <input type="button" value="Cancel"/>			

Users:

First Name ▲	Last Name	User Id	Role
Super	Man	superuser	Admin
1			
<input type="button" value="Update"/> <input type="button" value="Remove"/> <input type="button" value="Cancel"/>			

[< BACK](#)
[MAIN MENU](#)
8/30/2005 8:53:17 PM
[HELP](#)
[LOGOUT](#)

- From the drop down select the role for the user you wish to add as either 'standard' or 'admin'.
 - An admin user can use User Management to add/remove access to other users.
- Click on 'Add' to add the user to your QRS.

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

 User added successfully.

Search:

First Name	bob	
Last Name		
User ID		

Results:

First Name ^	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	

1 2

Users:

First Name ^	Last Name	User Id	Role
Bob	Page	bobpage	Standard
bob	wurzel	bw606	Standard
Super	Man	superuser	Admin

1

< BACK	MAIN MENU	8/30/2005 8:56:03 PM	HELP
			LOGOUT

- The new user is added to your QRS.

8.2. Change Role for a User

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

 User added successfully.

Search:

First Name	bob	
Last Name		
User ID		

Results:

First Name ▲	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	

1 2

Users:

First Name ▲	Last Name	User Id	Role
Bob	Page	bobpage	Standard
bob	wurzel	bw606	Standard
Super	Man	superuser	Admin

1

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- Click on a record for the user you wish to modify access rights or 'role' for in the 'Users:' grid.



**Pennsylvania Department of Health
Emergency Medical Services**

User Management

Search:

First Name	bob	
Last Name		
User ID		
<input type="button" value="Go"/> <input type="button" value="Cancel"/>		

Results:

First Name ^	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	
1 2			
<input type="button" value="Add"/> <input type="button" value="Cancel"/>			

Users:

First Name ^	Last Name	User Id	Role
Bob	Page	bobpage	Standard
bob	wurzel	bw608	Standard <input type="button" value="v"/>
Super	Man	superuser	Admin
1			
<input type="button" value="Update"/> <input type="button" value="Remove"/> <input type="button" value="Cancel"/>			

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- Click on the drop down list and select the role change option 'standard' or 'admin'.
- Click on the 'Update' button.

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

 User role updated successfully.

Search:

First Name	bob	
Last Name		
User ID		

Results:

First Name ^	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	

1 2

Users:

First Name ^	Last Name	User Id	Role
Bob	Page	bobpage	Standard
bob	wurzel	bw606	Admin
Super	Man	superuser	Admin

1

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- Note that the user's role has been updated for your QRS.

8.3. Remove a User



**Pennsylvania Department of Health
Emergency Medical Services**

User Management

Search:

First Name	bob	
Last Name		
User ID		
<input type="button" value="Go"/> <input type="button" value="Cancel"/>		

Results:

First Name ▲	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	
1 2			
<input type="button" value="Add"/> <input type="button" value="Cancel"/>			

Users:

First Name ▲	Last Name	User Id	Role
Bob	Page	bobpage	Standard ▼
bob	wurzel	bw608	Admin
Super	Man	superuser	Admin
1			
<input type="button" value="Update"/> <input type="button" value="Remove"/> <input type="button" value="Cancel"/>			

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- Select the user from the 'Users:' grid whose rights you wish to remove for your QRS information management.
- Click on 'Remove'
 - Note that the system will not let you remove the one and only admin on a given QRS.

**Pennsylvania Department of Health
Emergency Medical Services**



User Management

 User removed successfully.

Search:

First Name	bob	
Last Name		
User ID		

Results:

First Name ▲	Last Name	User Id	Role
BOB	NOTARFRANCESCO	AHMT	
Bob	Reedy	Breedy	
Bob	Ward	bward	
Bob	Wierner	hstm	
Bob	Page	mlmedics	
Bob	Carpenter	pa171214	
Bob	Hotchkiss	rhotchkiss	
Bobbi	Rodino	bobbi159	
Bobbi Jo	Falcon	Bobbijo	
Bobbie	Connor	bobbiejo	

1 2

Users:

First Name ▲	Last Name	User Id	Role
bob	wurzel	bw608	Admin
Super	Man	superuser	Admin

1

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- Note that the user has been removed from your QRS.