

Type of Policy:	REGION 5 EMRESOURCE POLICY GUIDELINE	Category:	EMERGENCY RESPONSE
Title:	<i>Updating User and Notifications Preferences within EMResource</i>	Policy #:	#6
Page:	1 of 4	Replaces #:	
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Revision Dates:		Approved By:	Region 5 EMResource Steering Committee?

Update Your User Information

You can update your user info in EMResource through the *Preferences* menu or through your badge (located on the upper right of the solution bar). We recommend that you review and update this information regularly to make sure you receive important notifications.

The screenshot shows the 'Edit User: Springfield Administrator' interface. At the top, there are navigation tabs for 'Springfield, USA (DEMO)', 'Setup', and 'User Info'. A blue header bar contains a user icon and the text 'Edit User: Springfield Administrator'. Below this are two buttons: 'CANCEL' (with a red X) and 'SAVE' (with a green checkmark). The main content area is titled 'User Profile' and contains several input fields:

- 'Full Name *' with the value 'Springfield Administrator' and a subtext 'Name shown to identify this person.'
- 'First Name', 'Middle name', and 'Last Name' fields, all currently empty.
- 'Organization' with the value 'Springfield Opioid Crisis Center' and a subtext 'Center, service or location for whom the person works.'

To update your information

1. In the main menu, click **Preferences** and then select **User Info**. The *Edit User Info* page opens.
2. Take any of these actions.

If you want to...	Then...
Update your personal information,	In the <i>User Profile</i> section, enter the requested information.
Use colors that may make the solution easier to view in certain lighting conditions (such as outside or on a large, wall-mounted monitor),	In the <i>User Profile</i> section, select the High Contrast View checkbox.
Add a contact method,	<ol style="list-style-type: none"> In the <i>Contact Information</i> section, click +Contact Method. A window opens. Click Email, Text, or Pager. Enter the corresponding address or number. Click Save. Your information appears in the list.
Edit or delete a contact method,	<ol style="list-style-type: none"> In the <i>Contact Information</i> section, locate the information you want to update. On that row, click the information to edit or click Remove to delete it.
Turn certain notification methods on or off,	In the <i>Notifications Preferences</i> section, locate the notification method and, on that row, select or clear the Receive Notifications checkbox.
Include updated statuses for all resources of the same resource type in your notifications,	<p>In the <i>Notifications Preferences</i> section, locate the notification method and, on that row, select or clear the Include Resource Summary checkbox.</p> <p>Note: If you want to receive status change notifications only for certain resources, clear this checkbox and go to the procedure Update Status Change Preferences.</p>
Receive notifications at any time or only a specific time range,	<p>In the <i>Notifications Preferences</i> section, locate the notification method and, on that row, select or clear the Exclude Time Range checkbox.</p> <p>Note: If you click Exclude Time Range, you must enter the exclusion period in the From and To columns using the 24-hour format.</p>
Identify your default landing page,	In the <i>Home</i> section, click the name of the view you want to open when you access EMResource.

3. Click **Save**.

Update Event Notification Preferences

Through the *Notification Preferences* page, you choose how you want to be notified about different types of events.

For everything from regional Ad-Hoc events to Winter Storm Advisories, you can select the methods (email, text, pager, voice, or web page) through which you receive notifications. When an event is created, edited, or ended, the solution sends notifications through the selected methods using the details entered on your User Info page.

Event notifications sent via email and text pager contain high-level details, such as the name of the event, the name of the individual who created or edited the event, and the affected regions. To make event access even easier, the email notification also includes a link to EMResource that you can click to open the *Log In* page. Upon entering your credentials, the event detail page opens. Selecting the Web Page option means that when you are working in EMResource, a window opens, and an alert sounds to notify you about the event.

For some event types, you can limit notifications to only include you if the event involves resources you manage. If the event type supports this feature, the **My Resources Only** checkbox appears in the **Notification Limit** column.

Note: If resources are not identified in the event template, the notification limit is not supported by event type. In this case, N/A appears in the Notification Limit column.

For details on automated alerts and notifications, refer to [Types of Notifications](#).

To define event notification preferences

1. In the main menu, click **Preferences** and, in the list, select **Notification Preferences**. The *Notification Preferences for (user)* page opens.
2. In the Event Notifications section, for each *Event Type*, on that row, select the corresponding checkboxes to enable these *Notification Methods*:
 - **E-mail**
 - **Text**
 - **Pager**
 - **Mobile App**
 - **Voice** (available with the add-on)
 - **Web Page**

3. For event types that have a *Notification Limit*, select the **My Resources Only** checkbox to only receive notifications about resources with which you are associated.
4. Click **Save**.