

# **EMResource - Juvare Exchange**

## **Navigation Guide**



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## About EMResource - Juvare Exchange

Juvare Exchange is the first-of-its-kind collaborative incident management network that connects government agencies and departments, private organizations, corporations, and healthcare facilities in real time. By eliminating organizational silos and optimizing information sharing, Juvare Exchange fosters scalable coordination for local, state, regional, and national emergency response to more effectively save lives, protect property, and strengthen brands.

Juvare Exchange is comprised of networks. JX networks consist of members that can be participants, JX user groups, and in some cases other JX networks. Network members see information that anyone in Juvare Exchange chooses to share with their network. Administrators can request membership in JX networks for the participants, JX user groups, and networks they manage.

Administrators determine if information about their resources, status types, and events is shared with Juvare Exchange. People with assigned rights to create and update events can choose to share that information with Juvare Exchange. Other people see the information you share through Juvare Exchange when a participant, JX user group, or JX network to which they belong is a member of a network with which you share data. In Juvare Exchange, networks can be filtered to limit or expand the data on your dashboard.

To help you better understand Juvare Exchange and how to use it, the central concepts are defined below.

### Participants

Participants are agencies, states, organizations, and corporations that belong to Juvare Exchange. When a participant is selected as a network member, all JX user groups that belong to that participant are included.

### Sources

Sources indicate from where the data originates. For example, clicking a status summary opens a details window with information about available statuses or types of information, and whether the data is coming from Juvare Exchange or another provider.

### Status Summaries

Status summaries are presented on the dashboard to keep you informed about critical information such as significant incidents, activated jurisdictions, weather alerts, emergency department statuses, available beds, and health advisories.

## Log In and Log Out



**JUVARE**  
Enterprise resilience solutions

**EMResource**

Username

Password

**Log In**

[Forgot Username?](#) | [Forgot Password?](#) | [Need Help?](#)

To access EMResource, you need to enter your username or login email and password.

If you forget your password, EMResource allows you to reset it only if you previously set up a security question and answer in your profile. After you log in to EMResource, if you have not already set up your security question and answer, the system automatically prompts you to do so.

You can bypass this by clicking **Cancel**. However, every time you log in you will be prompted to perform this task until you complete it. You can set up or change your question and answer from *Preferences*.

When you log in, if your password is due to expire within 14 days, the *Set Up Your Password* page opens. You can change it immediately or click **Cancel** and do it later.

[Privacy Policy](#) | [Terms and Conditions](#) | [www.juvare.com](http://www.juvare.com)

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**Set Up Your Password**

Enter and confirm a new password for your account.

\*New Password

\*Verify Password

**Submit** **Cancel**

Your password will expire in 3 days. When it expires you will have to change it. You may do so now.

If your administrator reset your password, you will need to get a temporary password from them.

This resource guide was developed by ESRD Network of Texas as a quick reference tool. Please refer to Juvaré Support Team and the Help website link for further assistance and any website updates. <https://confluence.juvare.com/display/PKC/EMResource>

## To log in for the first time

1. Obtain the website address for EMResource, your username, and a temporary password from your administrator.
2. In your browser, enter the website address and click **Enter**. The *Log In* page opens.
3. Enter your **Username** and **Password**. The *Set Up Your Password* page opens.
4. In **New Password**, enter a password.
5. In **Verify Password**, confirm your new password by entering it again.
6. Click **Submit**. The *Security Question and Answer* page opens.
7. In the **Question** list, click a question for which you will remember the answer.
8. In the **Answer** field, enter your answer.
9. For **Email Address**, enter your email address.
10. Click **Save**.

## To log in to EMResource

1. On the EMResource website, enter your **Username** and **Password**.
2. Click **Log In**. The default view for the region you were last logged in to opens.

## To log out

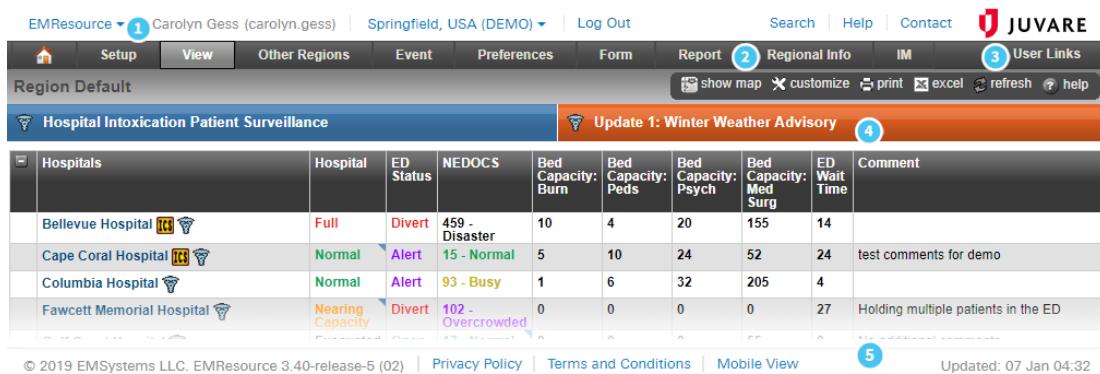
When you are done using the solution, near the upper middle of the page, click **Log Out**. The *Log In* page opens.

## User Interface

The system is designed so that you can easily navigate throughout the application and readily locate the information you need or the view or task page you want. While each page contains information specific to your current need, the basic layout of each page remains constant so that you can become familiar with the application in a short period of time.

### Page Elements

Using this example of a page from the application, look for the following standard elements:



The screenshot shows a web-based application for hospital patient surveillance. At the top, there's a navigation bar with links for 'EMResource' (logged in as Carolyn Gess), 'Springfield, USA (DEMO)', 'Log Out', 'Search', 'Help', and 'Contact'. The JUVARE logo is also present. Below the navigation is a menu bar with 'Setup', 'View', 'Other Regions', 'Event', 'Preferences', 'Form', 'Report', 'Regional Info', 'IM', and 'User Links'. A toolbar below the menu includes icons for 'show map', 'customize', 'print', 'excel', 'refresh', and 'help'. The main content area displays a table titled 'Hospital Intoxication Patient Surveillance' under 'Update 1: Winter Weather Advisory'. The table has columns for 'Hospitals', 'Hospital', 'ED Status', 'NEDOCS', 'Bed Capacity: Burn', 'Bed Capacity: Peds', 'Bed Capacity: Psych', 'Bed Capacity: Med Surg', 'ED Wait Time', and 'Comment'. Data rows include: 'Bellevue Hospital' (Full, Divert, Disaster), 'Cape Coral Hospital' (Normal, Alert, 15 - Normal), 'Columbia Hospital' (Normal, Alert, 93 - Busy), and 'Fawcett Memorial Hospital' (Nearing Capacity, Divert, 102 - Overcrowded). At the bottom of the page, there's a footer with copyright information: '© 2019 EMSystems LLC. EMResource 3.40-release-5 (02) | Privacy Policy | Terms and Conditions | Mobile View'. A timestamp 'Updated: 07 Jan 04:32' is also shown.

	Element	Description
1	Information bar	The EMResource information bar provides ready access to a number of options, including other Juvare applications, changing regions, contact information, the Help system, and more. Refer to <a href="#">Navigation: Information Bar</a> for more details.
2	Menu bar	Presents the features you have access to. Point (with your cursor) to the header to view a drop-down menu of options or click the header to view a page with all of your options in that area. All users can set their preferences, including their contact information ( <a href="#">User Info</a> ).  Refer also to <a href="#">Navigation: Menu</a> .
3	User Links	Open a pick list containing links (references) you may find useful as you work in EMResource. When you click a link, the reference opens in a new tab or browser window; the link may open a website, an EMResource form, or the page you can use to manually enter an incoming patient notification.  Refer also to <a href="#">Navigation: User Links</a> .

	Element	Description
4	Notifications banner	The banner shows event <b>notifications</b> appropriate to the region and to you (as a user).
5	Page footer	The footer of every page includes information about the application, including the copyright date, name and version of the application, your name and username, and the current date and time. You can also click Terms & Conditions to see EMResource's Terms and Conditions of Use, Privacy Policy, or Mobile View to see EMResource in its mobile device format

## View Elements

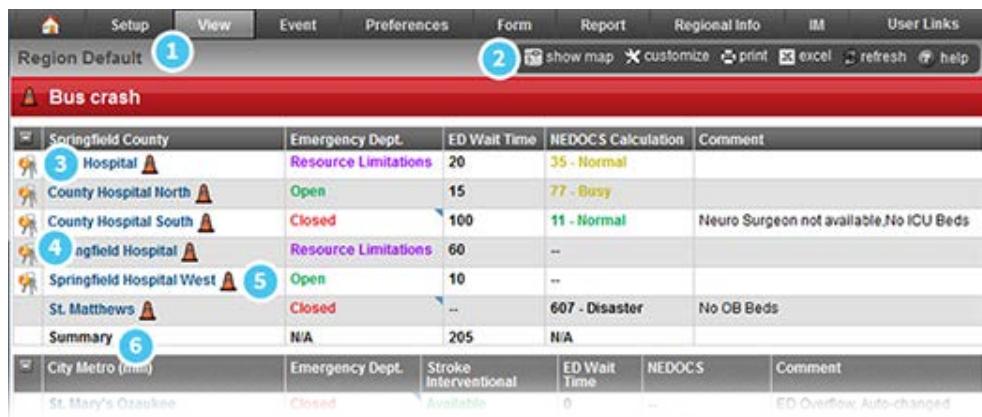
The very first time you log in to the application, one of the following occurs:

- Your Region's default View page opens, showing a listing of the resources to which you have access, as well as at least one currently reported status.
- The default view your administrator assigned to you opens.

EMResource is a highly configurable tool. You can choose to create your own default view, or use one of the existing views (such as this Region Default view) as your personal default. Whatever your choice, it is the first page you will see when you log in. This topic addresses basic elements of any view.

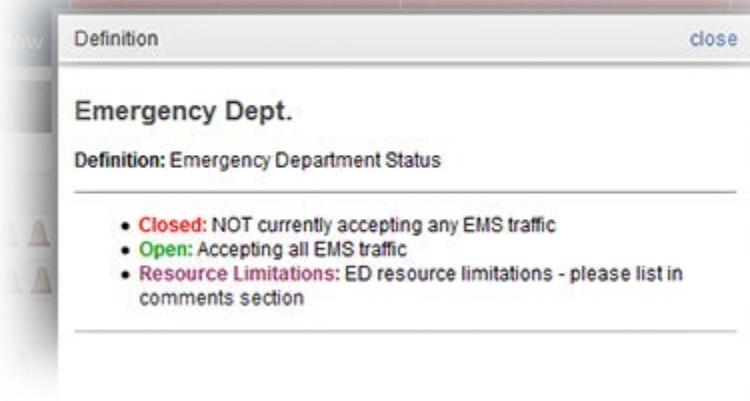
You can quickly return to your default view from any page by clicking the home icon  in the menu bar.

Use the following example of the Region Default view and the table that follows it to learn about potential elements of the View page:



The screenshot shows the EMResource Region Default view. The menu bar includes Setup, View (highlighted with a blue circle), Event, Preferences, Form, Report, Regional Info, IM, and User Links. The main content area displays a table titled "Bus crash" with the following data:

Facility	Status	Emergency Dept.	ED Wait Time	NEDOCS Calculation	Comment
Springfield County Hospital	Open	Resource Limitations	20	35 - Normal	
County Hospital North	Open	Open	15	77 - Busy	
County Hospital South	Closed	Closed	100	11 - Normal	Neuro Surgeon not available, No ICU Beds
Springfield Hospital	Open	Resource Limitations	60	--	
Springfield Hospital West	Open	Open	10	--	
St. Matthews	Closed	Closed	--	607 - Disaster	No OB Beds
<b>Summary</b>		N/A	205	N/A	
<b>City Metro (Im)</b>	Closed	Stroke Interventional Available	0	--	ED Overflow Auto-changed

	Element	Description
1	Name of the view	The name of your current view appears at the top of the page. In this example, the name is <b>Region Default</b> .
2	Action buttons	<p>A number of actions buttons may be available to you, depending on your access rights and the page you are viewing. These can include the following:</p> <p><b>Show map / Show table</b> - Change the format of the view from table to map and back again.</p> <p><b>Customize</b> - Customize this view.</p> <p><b>Print</b> - Print the current view.</p> <p><b>Excel</b> - Export the current view to Microsoft® Excel®.</p> <p><b>Refresh</b> - System automatically updates the View pages every three minutes; click to refresh the page immediately.</p> <p><b>Help</b> - Open the Help topic for this View/page.</p>
3	Expand/collapse column headers Column definitions	<p>Click the plus (+) or minus (-) symbol in the first column of each section header to expand or collapse that section.</p> <p>Click a column header to open a window that contains a definition (and, potentially, valid values) for this data element.</p> 
4	Keys icon Resource details	<p>Keys icon indicates you have access to changing this resource's status. Click the keys icon  to open the view-specific Update Status page.</p> <p>In addition, the resource name is a link that takes you to its details page.</p>

<b>5</b>	Event icons	<p>Indicates this resource is involved in an event. The icon can help you determine at a glance whether this is an ongoing event, such as HAvBED, or an emergency situation, such as an MCI.</p> <p>Examples: </p>																														
		The following elements may not be show in the image above.																														
	ICS icon	<p>If an incident has been created in Electronic ICS® and it affects one or more of your resources, the ICS icon  appears next to each affected resource in your region views.</p>																														
	Comment indicator (blue triangle)	<p>The blue triangle in a status cell indicates a comment is associated with this resource. Point to the cell to open the window containing the comment and, potentially, other relevant detail.</p>  <table border="1" data-bbox="523 874 1339 1136"> <tbody> <tr> <td>Open</td> <td>1+</td> <td>4</td> <td>No</td> <td>42</td> <td>--</td> </tr> <tr> <td>Open</td> <td>24</td> <td>9</td> <td>--</td> <td>65</td> <td>--</td> </tr> <tr> <td>Open</td> <td colspan="4">Last Update: 24 Jun 13:13</td> <td>--</td> </tr> <tr> <td>Open</td> <td colspan="4">Updated By: Azure B. Aqua</td> <td>--</td> </tr> <tr> <td>Open</td> <td colspan="4">Comment: Traffic decreased; normal operations</td> <td>--</td> </tr> </tbody> </table>	Open	1+	4	No	42	--	Open	24	9	--	65	--	Open	Last Update: 24 Jun 13:13				--	Open	Updated By: Azure B. Aqua				--	Open	Comment: Traffic decreased; normal operations				--
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Open	Comment: Traffic decreased; normal operations				--																											
	Last Update	<p>Indicates the date/time of the most recent update to the resource. If the date/time values are red, the status for the resource is expired and should be updated. Some views do not include this column.</p>																														
<b>6</b>	Summary	<p>Last row of a resource type section may be a <b>Summary</b>. This occurs when the resource type includes a status type that is numeric and for which the <b>Display Summary Totals</b> setting has been enabled. When enabled, this row shows the total of all values in that numeric status type (column). Other status types and other Number status types that do not have this setting enabled show <b>N/A</b> in the <b>Summary</b> row.</p>																														

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	Status Type Summary	<p>The last section in the View may be the <i>Status Type Summary</i>. The section appears when the view includes at least one numeric status type and one or more of the included numeric status types are configured to display in the summary totals section. When the view includes multiple regions, the section indicates the source region where appropriate. For the region you are currently viewing, the region is not listed.</p> <table border="1"> <thead> <tr> <th colspan="2">Clear Creek</th> </tr> <tr> <th>Region</th><th>ED</th></tr> </thead> <tbody> <tr> <td>City Metro</td><td></td></tr> <tr> <td>General Hospital</td><td>45</td></tr> <tr> <td><b>Summary</b></td><td><b>45</b></td></tr> <tr> <td><b>Status Type Summary</b></td><td><b>Total</b></td></tr> <tr> <td>Bed Capacity: Med Surg (Springfield, USA)</td><td>3</td></tr> <tr> <td>Bed Capacity: OR (Springfield, USA)</td><td>20</td></tr> <tr> <td>Bed Capacity: Psych (Springfield, USA)</td><td>7</td></tr> <tr> <td>Burn Beds</td><td>14</td></tr> <tr> <td>ED Wait Time</td><td>69</td></tr> </tbody> </table>		Clear Creek		Region	ED	City Metro		General Hospital	45	<b>Summary</b>	<b>45</b>	<b>Status Type Summary</b>	<b>Total</b>	Bed Capacity: Med Surg (Springfield, USA)	3	Bed Capacity: OR (Springfield, USA)	20	Bed Capacity: Psych (Springfield, USA)	7	Burn Beds	14	ED Wait Time	69									
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## Dashboard Default Views

Views are pages that provide an overview of a region's resources and their corresponding statuses.

Every region has a default view. Your region probably has a number of other views configured, some or all of which may be available to you. In addition, each user can create their own custom view.

Refer to the following topics for information on these views:

- [Region Views](#) - your administrator may have set up one or more views for this region and given you access to them
- [Map](#)
- [Custom](#) - one per user
- [Other regions](#)

Keep in mind that EMResource is highly customizable. This topic covers general elements in the view pages. Your region's page configuration and naming conventions may differ from those presented here.

Every user has a default view. When your administrator set up your user account, they chose a default view for you. You can change your default view [preference](#) at any time. You can keep your assigned view, create a [custom view](#) and make it your default, or change your default to any of the other views in your region to which you have access.

When you open the **View** menu, **(my default)** appears behind the name of your default view.



## Options

A number of options and actions may be available to you, depending on your access rights. In addition to the standard Map view, available in the **View** menu, you can see any view in map format by clicking the **show map** option. To return to the default format, click **show table**. You can quickly return to your default view from any page by clicking the home icon in the menu bar.

The screenshot shows the EMResource software interface. At the top, there's a navigation bar with tabs: Event, Preferences, Form, Report, Regional Info, and User Links. Below the navigation bar is a toolbar with icons for 'show map', 'customize', 'print', 'excel', 'refresh', and 'help'. A blue circle highlights the 'Report' tab. To the right of the map, there's a sidebar with user information and a dropdown menu for 'Event Resources (filter)' which includes 'Select All', 'ACS Trailer', 'Aeromedical', and 'Ambulance'.

You have the option to [print](#) and [export](#) the views to which you have access. For more information on options and elements within a view, refer to [User Interface](#).

## Type and Status

Resources are grouped by resource type and each type appears in its own section in the table. Each resource occupies a row in the table.

The screenshot shows a table of resources grouped by type. The table has two sections: 'Region Default' and 'City Metro'. Each section contains multiple rows of resources with columns for name, emergency dept., bed capacity, monitored beds, peds, ED wait time, and NEDOCs. The 'Region Default' section includes rows for Springfield County, Care Hospital, County Hospital, St. Matthews, and a summary row for City Metro. The 'City Metro' section includes rows for Columbia Hospital, Memorial Lutheran Hospital, Sinai Samaritan Medical Center, and St. Francis Hospital.

Your administration developed these resource types, defined the resources that belong to each, and determined the detail (columns) that would appear in each table. The resource's row always contains its name and statuses. A resource's status can report its level of operation, diversion/facility status, bed availability, or response unit availability. Your region defined the statuses that are appropriate for the resource type.

If a resource's status is overdue, the status date is in red in the **Last Update** column of the page. This column is not available in summary style pages.

Last Update	By User
28 May 16:59	Neon Oran
28 May 17:00	Neon Oran
23 Jun 16:33	Azure
20 Jun 08:57	Azure
24 Jun 11:27	Azure

Your administration defined certain rules for updating statuses and if/when they are considered overdue. For example, users may be required to update the status at a specific time every day or a specific status may be set to expire after a certain period of time.

If you are authorized and required to update that resource's status, when you log in, take some other action in the application, or the screen refreshes, the system automatically takes you to the Update Status page so you can update that resource.

## Detail/Comment

Pop-up detail windows are also available for some data elements in the view pages. If a cell contains a resource's status, point to the cell; a pop-up window opens showing the last update date/time and the user who updated the status.

A small blue triangle in the upper right corner of a cell indicates a comment exists for that status. Point to that status, and the detail pop-up window opens also. It shows the user who last updated this resource and the comment they entered.



The screenshot shows a table row with several columns. A blue circle highlights the second column, which contains the number '24'. A tooltip window is overlaid on this cell, displaying the text 'Last Update: 24 Jun 13:13' in a dark blue background. Below the tooltip, the text 'Updated By: Azure B. Aqua' and 'Comment: Traffic decreased; normal operations' are visible in a greyed-out area.

Open	24	4	No	42	--
Open					

In addition, some views may include the **Comment** column, which shows all comments associated with any status type that appears in the view. A resource may note that they have resource limitations due to equipment problems.

Emergency Dept.	Comment
Resource Limitations	Equipment failure
Open	
Open	MCI; surge in clients
Open	Traffic decreased; normal operations
Open	

## About Resource Details

Your resources are entities (facilities, organizations, and agencies) that report specific information, such as medical capabilities, capacities, services, and/or supplies, such as ICU, ED, evacuation, dialysis, bed availability, hazardous materials, and pharmaceuticals.

You can view or edit resource details from the View pages. Following is an example of a *Region Default* view.

Resource Type	Emergency Dept.	Stroke Interventional	Bed Capacity	ED Wait Time	NEDOCs
Care Hospital	Resource Limitations	Unavailable	25	Yes	15
County Hospital	--	--	26	--	--
St. Matthews	Resource Limitations	--	--	--	20
City Metro	Emergency Dept.	Bed Capacity	ED Wait Time	NEDOCs	
Columbia Hospital	Open	Unavailable	--	12	216 - Disaster
Memorial Lutheran Hospital	Open	--	--	4	--
Sinai Samaritan Medical Center	Open	Available	--	6	89 - Busy
St. Francis Hospital	Open	Available	--	0	20 - Normal

Click the resource's name to view its detail:

**Care Hospital**

Type: Springfield County  
Address: 8395 W. Bluemound Road Milwaukee, WI 53214  
County: Milwaukee County  
Lat/Longitude: 43.035924 / -88.016177  
EMResource/AHA ID: 90393 /

Website: Contact: Lake Blue  
Contact Title: Phone 1:  
Phone 2:  
Fax:  
Email:  
Notes:

**Map:** A Google Map showing the location of Care Hospital at 8395 W. Bluemound Road, Milwaukee, WI 53214. The hospital is marked with a yellow 'H' icon. The map includes labels for Elm St, Glenview Ave, Rockway Pl, Brookside Pl, N. Hennepin Ave, and N. 10th St. A blue line labeled 'All Honey Creek Pkwy' runs through the area. A small 'Google' logo is visible in the bottom left corner of the map.

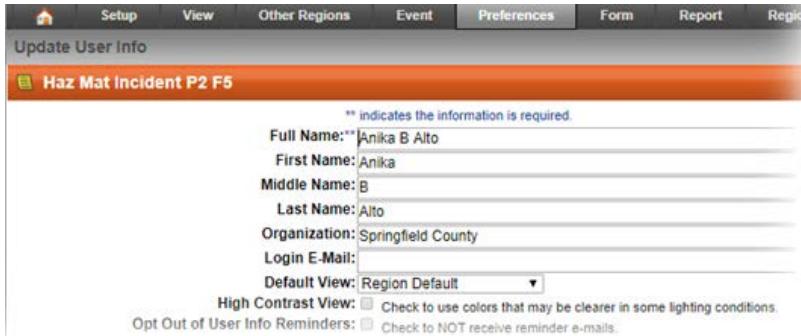
Current Status	Status	Comment	Last Update	HAvBED	Status
Emergency Dept.	--			Burn Beds	--
MCI	Status	Comment	Last Update	No Section Assigned	Status
1. MCI Red	--			Unit Status	--
ED Wait Time	--				

The top portion of the Detail View displays the resource's detail and a map of its location. EMResource uses Google Maps™. Use Google's standard map tools to zoom in and out, move the map to change focus, view traffic and/or satellite information, and more.

You can edit the resource by clicking the **edit resource details** link (if you are authorized to edit it). You can also **refresh** the information in the view, **print** it, or go back to the previous View page (**back to view**).

## Update Your User Information

You can update your user info in EMResource through the **Preferences** menu. We recommend that you review and update this information regularly to make sure you receive important notifications from EMResource.



The screenshot shows the 'Update User Info' page. At the top, there's a navigation bar with tabs: Setup, View, Other Regions, Event, Preferences (which is selected), Form, Report, and Region. Below the navigation bar, the title 'Update User Info' is displayed, followed by a breadcrumb trail: Haz Mat Incident P2 F5. The main form contains the following fields:

- Full Name: \*\*Anika B Alto
- First Name: Anika
- Middle Name: B
- Last Name: Alto
- Organization: Springfield County
- Login E-Mail: (field is empty)
- Default View: Region Default (dropdown menu)

Below the form, there are two sections of checkboxes:

- High Contrast View:  Check to use colors that may be clearer in some lighting conditions.
- Opt Out of User Info Reminders:  Check to NOT receive reminder e-mails.

### To update your information

1. Point to **Preferences** and in the menu, click **User Info**. The *Update User Info* page opens.
2. Update your personal information, including your name, organization, and login email.
3. For **Default View**, click the name of the view you want to open by default when you access EMResource through the mobile app.
4. As appropriate, take either of these actions.

If you want to...	Then...
Use colors that may make the solution easier to view and read in certain lighting conditions (such as outside or on a large, wall-mounted monitor).	Select the <b>High Contrast View</b> check box.
Quit receiving reminders to update your User Info.	Select the <b>Opt Out of User Info Reminders</b> check box.

5. In the *Notifications* section, next to *Email*, *Text*, *Pager*, and/or *Voice*, click **Add**. A window opens.
6. Enter the corresponding address or number.
7. Click **Save**. Your information appears in the list.
8. To edit or delete your notification details, on that row, click **Update** or **Remove**. A window opens, allowing you to edit or confirm deletion of that information.
9. In the *Notifications Overview* section, take these actions.

If you want to...	Then...
Turn certain types of notifications on or off,	In the <b>E-mail, Text, Pager, Voice, and Web Page</b> rows, in the <i>All Notifications</i> column, click <b>On</b> or <b>Off</b> .
Include updated statuses for all resources in the same resource type in your notifications,	Select the <b>Include Resource Summary</b> check box.  If you want to receive status change notifications only for certain resources, clear this check box and see the procedure <a href="#">Update Status Change Notification Preferences</a> .
To receive notifications at any time or only a specific time range,	Click <b>At All Times</b> or click <b>Exclude Time Range</b> .  If you click <b>Exclude Time Range</b> , you must enter the exclusion period in the <b>From</b> and <b>To</b> columns using the 24-hour format.

10. Click **Save**.

## Update Your Personal Login

When using a shared account, your personal login details, including your login email, name, security questions and default account for mobile access, can be updated through *Preferences*.

When you define a login email, you need to use that instead of your username to access the account. Creating a password for your personal login allows you to manage your personal access to the shared account.

### To update your personal login

1. Point to **Preferences** and in the menu, click **Personal Info**. The *Identify Personal Login* page opens.
2. For **Login Email** and **Password**, enter your current personal login credentials.
3. Click **Next**. The *Update Personal Info* page opens.
4. As necessary, edit the **Login Email** or **Full Name**.
5. As appropriate, click the EMResource account you want to open by default when accessing the solution through the mobile application.
6. Click **Submit**.

## Set Up Your Security Question

If you forget your password, you will need to correctly answer a security question to gain access to the [reset password](#) feature. If you have not set up your question, you must contact your system administrator to reset your password.

You can set up or change your security question from your profile.

### To set up or change the security question

1. Point to **Settings** and click **My Profile**. The *My Profile* page opens.
2. In the **General Info / Email / Phone** drawer, click **Edit Security Question**. The *Edit Security Question* window opens.
3. From the list of predefined questions, select a question for which you can supply a unique answer.
4. For **Answer**, enter the appropriate response to the question.
5. If appropriate, change your email address.
6. Click **Save**

## Change Your Password

You can change your EMResource password at any time.



### Notes:

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- *In case you forget your password at some point, set up your password [security question](#). Answering this question correctly allows you to quickly and easily reset your password.*
- *Keep in mind that following this procedure changes your password for the following Juvare solutions to which you have access: eIIS, EMResource, and EMTrack.*

### To change your password

1. From any page, open the **Preferences** menu in the main navigation bar, and select **Change Password**. The *Change Password* window opens.
2. In **New Password**, enter your password.
3. To confirm it, enter it again in **Verify Password**.
4. Click **Submit**.
5. Click **close**.



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