ELITE FIRE USER GUIDE

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Elite Version 1.18

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CHAPTER 1 – DOCUMENTING INCIDENTS

This chapter covers using the incident form to document incidents.

1.1 LOGGING IN TO ELITE

Log in to Elite to access Elite resources and begin recording incidents, inspections, investigations and more.

Facts

- Obtain your login credentials from your system or agency administrator. If you are the system or agency administrator, please contact support.

> ⚠ **IMPORTANT!** The Forgot Your Password link emails the reset password link to the email listed in your user account.

How to Log in to Elite

🎬 **WATCH THE MOVIE**

Watch the Introduction to Elite Part 1: Accessing Elite video for a short walk-through of accessing Elite and Elite Field.

> 🎓 **Help / University Keyword:** Introduction to Elite Part 1: Accessing Elite

1. On a device that is currently connected to the internet, enter the URL provided to you by ImageTrend or your system administrator into a browser.
2. Enter your username and password provided.
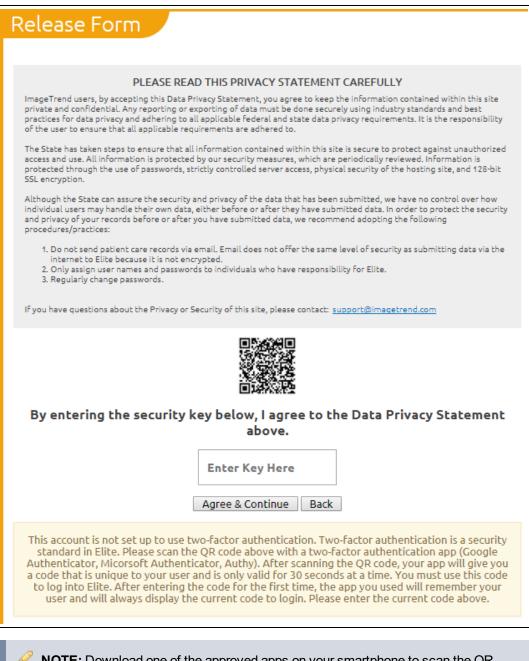
💡 **HINT:** Click *Forgot Your Password*, if you do not recall your password. Forgot password information is sent to the email address set in your user account.

✏️ **NOTE:** If you do not have a username or password to an Elite system, contact your System Administrator.

3. Click *Sign In*. If you are required to scan a QR code or enter a code, continue with step 4. Otherwise, skip to step 6.
4. If a QR code is visible, scan the QR using one of the approved 3rd-party two-factor authentication apps.

Release Form

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Although the State can assure the security and privacy of the data that has been submitted, we have no control over how individual users may handle their own data, either before or after they have submitted data. In order to protect the security and privacy of your records before or after you have submitted data, we recommend adopting the following procedures/practices:

1. Do not send patient care records via email. Email does not offer the same level of security as submitting data via the internet to Elite because it is not encrypted.
2. Only assign user names and passwords to individuals who have responsibility for Elite.
3. Regularly change passwords.

If you have questions about the Privacy or Security of this site, please contact: support@imagetrend.com

By entering the security key below, I agree to the Data Privacy Statement above.

Enter Key Here

[Agree & Continue] [Back]

This account is not set up to use two-factor authentication. Two-factor authentication is a security standard in Elite. Please scan the QR code above with a two-factor authentication app (Google Authenticator, Micorsoft Authenticator, Authy). After scanning the QR code, your app will give you a code that is unique to your user and is only valid for 30 seconds at a time. You must use this code to log into Elite. After entering the code for the first time, the app you used will remember your user and will always display the current code to login. Please enter the current code above.

🖉 **NOTE:** Download one of the approved apps on your smartphone to scan the QR code: Google Authenticator, Microsoft Authenticator or Authy. Complete the app's install instructions and then scan the QR code.

🛠 **Troubleshooting** If the QR code is not visible and you have never scanned the QR code, contact your administrator.

5. Open the authenticator app on your phone, and enter the code provided by the approved app into the *Enter Key Here* field on Elite.

Release Form

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3. Regularly change passwords.

If you have questions about the Privacy or Security of this site, please contact: support@imagetrend.com

By entering the authentication code below, I agree to the Data Privacy Statement above.

Enter Code Here

[Agree & Continue] [Back]

This account is set up to use two-factor authentication. Please enter the current code on your authenticator app above. If you no longer have access to the app to generate your user's unique code, please contact your site's administrator to recover your account.

6. Click *Agree & Continue*.

1.2 FIRE INCIDENT FORM NAVIGATION

In Elite, the incident form is almost identical in Elite and Elite Field. The differences are listed below in the image and the description of fields. This article walks you through a fire incident form's interface.

Navigation: *Incidents > Create New Fire > Select a Form* OR *Elite Field Login > New incident*

Facts

- You can only create incidents at the agency level.
- The incident form resizes based on the screen size of your device.

🔑 **Required Permissions:** *Incidents > My Fire Incidents = Add* or above to create new incidents.

Fire Incident Form Navigation

1. **Search Box:** Search the incident form for a particular field. Search for fields based on the label given to the data element, this is not necessary the field's official name.

2. **Sections:** Sections are headers containing panels. Selecting a section expands it to view the panels. Additional sections may appear below the last visible section. Scroll down to see all sections. Upon beginning an incident form, the first section and first panel are visible. The selected section has bold text.

3. **Panels:** All fields for data entry appear in the panels. When selected, panels open in the center of the screen. The selected panel has bold text. In the data entry section the panel appears at the top.

4. **Validation Colors:** The red and blue bars on the left side of sections and panels are visual indicators of validation. A red border and exclamation point indicates there are invalid fields. Blue indicates everything is accurate.

5. **Save Button:** Click to save changes. Additionally, information auto-saves when switching panels.

6. **Print Button:** Generate a printable HTML report of the incident while online or offline. The report opens in a new tab.

7. **PDF Button (Elite):** Click the *PDF* button to view a printable PDF report of the incident in a new tab.

8. **CAD Import:** Importing CAD incidents imports specific information from the incident into the incident form.

> ⚠️ **WARNING:** Importing a CAD incident after a new incident was created overwrites any duplicate information. Fields that have no information imported from the CAD incident keep the previously entered information.

9. **Messages Button (Elite):** Click *Messages* to open the Messages window to send and reply to messages related to the current incident.

10. **Close Button:** Click *Close* to close the incident.

11. **Data entry section:** The center portion of the incident form where the fields for the currently selected panel appear.

12. **Validation bar:** The bar is red when there are invalid fields and blue when all fields on the incident form are accurate.

13. **Validation Score:** The current validation score for the incident form. A perfect incident form score is 100. A score of less than 100 appears red. For each validation error on the incident form, the score reduces by the number of points assigned to that validation rule.

14. **Menu:** Click *Menu* to insert attachments, send messages, clear modules and delete or lock incidents.

15. **Incident Status:** Select the status of the incident from the drop down to change the incident status.

16. **Apparatus Power Tool:** Click to open the Apparatus power tool.

17. **Worksheet Forms:** Click a worksheet form to document that worksheet for the incident. Each time you click a worksheet form, you create a new worksheet.

18. **Worksheet Timeline:** The list of all the worksheets created for this incident. When this slide-out panel is open, you can open to worksheets for editing.

1.3 CREATING A NEW INCIDENT

Create new Fire incidents in Elite by opening the default incident form template or selecting one of the other incidents form templates.

> **Navigation:** *Incidents > Create New > Fire*

Facts

- Below are the different ways you can create new Fire incidents.
    1. **Elite**
    2. **Incident lists** (see Creating Incidents from the Incident List on page 17)
    3. **From CAD** (see Creating a New Incident from CAD on page 19)
- The Incidents tab in the app menu is where you choose a template to begin documenting an incident. The template with a star next to its name, is the default template.
- The View More Fire Forms button is a list of additional Fire incident form templates.

✎ **Required Permissions:**

🔥 **Fire Incidents:** *Incident > My Fire Incidents = Add* or above.

How to Create a New Incident

1. From Elite, click the *Incidents* tab in the **app menu**[1].
2. Select a template to use to create your incident.

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[1]The app menu is the bar at the top of the window in Elite, also known as the navigation bar. The app menu includes the System / Agency, Incidents, CQI, Locations, Community Health, Training & Activities, Foresty, Fire Investigation, Inventory, Resources, Tools and Community tabs.

- **To use the default template,** select the template with the star in the Create New column.
- **To use another template,** select a template without the star or click *View More Forms*.

3. Continue by learning how to navigate the form or how to document the incident.
   - Fire Incident Form Navigation on page 11 and Documenting Fire Incidents on page 28

1.4 CREATING INCIDENTS FROM THE INCIDENT LIST

Create new Fire incidents with the default templates from the EMS or Fire incident list.

Navigation: *Incidents > Select an incident list > New*

Facts

- Creating an incident from an incident list creates an incident in the default incident form template. When looking at the Incidents tab in app menu, this is the template with the star next to its name.

🗝 **Required Permissions:**

🔥 **Fire Incidents:** *My Fire Incidents OR Others' Fire Incidents = Add* or above.

How to Create Incidents from the Incident List

1. From the Incidents tab in the app menu, open an incident list under *View Existing* or *View CAD*.
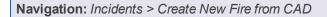

2. From the incident list, click *New*.

> ✏️ **NOTE:** If you clicked *View CAD*, you are navigating to the CAD incident list and can only create incidents from CAD from that list.

3. Continue by learning how to navigate the form or how to document the incident.

   - Fire Incident Form Navigation on page 11 and Documenting Fire Incidents on page 28

1.5 CREATING A NEW INCIDENT FROM CAD

Creating new CAD incidents downloads a CAD incident into the default or the selected incident form template. If you already have an incident started, you can import a CAD incident. See Importing CAD into an Incident on page 22.

> **Navigation:** *Incidents > Create New Fire from CAD*

Facts:

- There are two ways to import CAD incidents:
  1. **App mneu > Create New from CAD:** Download a CAD incident from the **app menu**[1] in Elite.
  2. **Inside an incident > Import CAD:** Download CAD into an incident, (see Importing CAD into an Incident on page 22).

🗝 **Required Permissions:**

🔥 **Fire Incidents** - *Incidents > My Fire Incidents = Add* or above.

How to Create a New Incident from CAD

1. From Elite, select the *Incidents* tab.

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[1]The app menu is the bar at the top of the window in Elite, also known as the navigation bar. The app menu includes the System / Agency, Incidents, CQI, Locations, Community Health, Training & Activities, Foresty, Fire Investigation, Inventory, Resources, Tools and Community tabs.

2. Select a template from the *Create New Fire from CAD* lists.

3. Use the filters to search for a CAD incident.

> 💡 **HINT:** Click *Go* after editing dates, search terms or changing the download filter. Click *Refresh List* to reload the list of results.

Import CAD Filters

- **Incident Date (Fire CAD):** Enter the date range to view the incidents that occurred within that date range.
- **Downloaded:** Select *Yes*, *No* or *All* to view the incidents previously downloaded or incidents never downloaded or both.
- **Search Bar:** Search all columns by entering criteria into the search bar.

4. Click the download button to create a new CAD incident.

The CAD incident begins load.

1.6 IMPORTING CAD INTO AN INCIDENT

Importing CAD incidents imports specific information from the incident into the existing incident form. For instructions on creating a new incidents from the CAD dispatch information, see Creating a New Incident from CAD on page 19.

> **Navigation:** *Incident form > CAD Import button*

Facts

- You can import CAD into EMS, fire and Community Health incidents.

- There are two ways to import CAD incidents:

    1. **App mneu > Create New from CAD:** Download a CAD incident from the **app menu**[1] in Elite.

    2. **Inside an incident > Import CAD:** Download CAD into an incident.

What Happens After Downloading Incidents?

- The crew and unit information, if different on the CAD incident, is added to the crew and unit information on the incident.

- Data is not overwritten if the CAD incident has no data for the field.

- You can reload or overwrite the current CAD incident by downloading again. See Reload or Download a Different CAD Incident on page 25.

Required Permissions:

Fire Incidents - *Incidents > My Fire Incidents = Add* or above.

How to Import CAD Incidents

> ⚠ **IMPORTANT!** CAD **may overwrite** data you manually entered; your agency configured which data can be overwritten.

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[1]The app menu is the bar at the top of the window in Elite, also known as the navigation bar. The app menu includes the System / Agency, Incidents, CQI, Locations, Community Health, Training & Activities, Foresty, Fire Investigation, Inventory, Resources, Tools and Community tabs.

1. From inside an incident, click the CAD button.

> 📝 **NOTE:** The above image is of an EMS incident. However, the CAD download button is in the same location for fire and Community Health incidents.

2. Use the filters to search for a CAD incident.

> 💡 **HINT:** Click *Go* after editing dates, search terms or changing the download filter. Click *Refresh List* to reload the list of results.

Import CAD Filters

- **Incident Date (Fire CAD):** Enter the date range to view the incidents that occurred within that date range.
- **Downloaded:** Select *Yes*, *No* or *All* to view the incidents previously downloaded or incidents never downloaded or both.
- **Search Bar:** Search all columns by entering criteria into the search bar.

3. Select the arrow to import the CAD incident.

1.7 RELOAD OR DOWNLOAD A DIFFERENT CAD INCIDENT

After downloading a CAD incident, you can reload the same CAD incident to get all of the CAD incident data. However, if you realize you downloaded the wrong CAD incident, you can overwrite that incident with the correct CAD incident.

> **Navigation:** *Incident form > CAD Download button*

Facts

- The second time you select the Import CAD button in the same incident, you get two options:

Re-Download CAD Incident?

This incident already has CAD data from Incident# 196828 NFIRS# 196828. How would you like to proceed?

| Download Other | Reload Current | Cancel |

  - **Reload Current:** reloads the current CAD incident with any new information.

    > ⓘ **IMPORTANT!** Reloading a CAD incident overwrites any duplicate information. Meaning if you added a value into a field that the CAD incident has a value for, your value gets overwritten.

  - **Download Other:** opens the window to search for and download a new CAD incident. Selecting a new CAD incident overwrites all previously imported CAD information.

    > ⓘ **IMPORTANT!** Downloading a different CAD incident means all data you previously imported from CAD is removed. Additionally, the new CAD incident overwrites any values you entered into CAD fields, if those fields were configured to be overwritten.
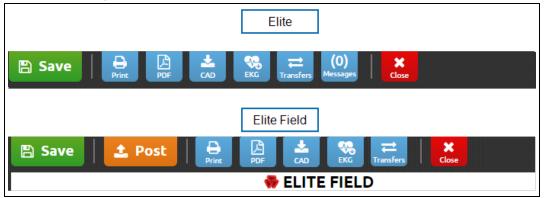
🔑 **Required Permissions:**

🔥 **Fire Incidents** - *Users > User's account > Employment Tab > User has Personnel ID **and** Employment tab > Show in Fire Form = Yes.*

How to Re-download or Overwrite a CAD Incident

1. Click the *CAD Import* button.

2. Choose how to continue:

- **To download a different CAD incident,** click *Download Other.* Continue with step 3.

  🖉 **NOTE:** This option overwrites the incident you are working on with the new incident you select.

  ⚠️ **WARNING:** Downloading a different CAD incident overwrites the current incident. This means CAD data you previously entered or imported from CAD, is removed from the form and cannot be retrieved.

- **To reload the current CAD incident,** click *Reload Current*.

  🖉 **NOTE:** This option adds any additional CAD data that was in progress during the initial download.

3. Use the filters to search for a CAD incident.

> 💡 **HINT:** Click *Go* after editing dates, search terms or changing the download filter. Click *Refresh List* to reload the list of results.

Import CAD Filters

- **Incident Date (Fire CAD):** Enter the date range to view the incidents that occurred within that date range.
- **Downloaded:** Select *Yes*, *No* or *All* to view the incidents previously downloaded or incidents never downloaded or both.
- **Search Bar:** Search all columns by entering criteria into the search bar.

4. Select the arrow to import the CAD incident.

1.8 DOCUMENTING FIRE INCIDENTS

Below is a quick overview of how to document fire incidents in Elite.

Facts

- The fields on your incident may change depending on the incident type you select.
- The red sections, panels, exclamation points and borders indicate that there is a validation error. See Fixing Validation Errors on page 51.

Field Types

- **Date / Time:** To enter the current time, select the clock ⊙ icon. To manually enter or edit the time, click into the time or date fields and use the date / time slide-out panel. See Entering Dates and Times on page 65 for instructions. To enter a Not Value or Pertinent Negative, click the Not Value ⊖ icon

- **Buttons:** Fields with less than six values display buttons instead of a drop down list. The selected value turns blue.

- **Pick lists:** Fields with a lot of values display a pick list ☰ icon. Click the pick list icon to view all the values in an easy-selection list.

- **Drop downs:** Click the drop down to select from the list of values or click the list button to open the pick-list on the left of the form. The pick-list is helpful when the list contains many values. To enter a Not Value or Pertinent Negative, click the Not Value ⊖ icon.

How to Document Fire Incidents

> ⊙ **IMPORTANT!** The values you select, determine which fields, sections and panels are visible and required.

Step 1: Select an Incident Type

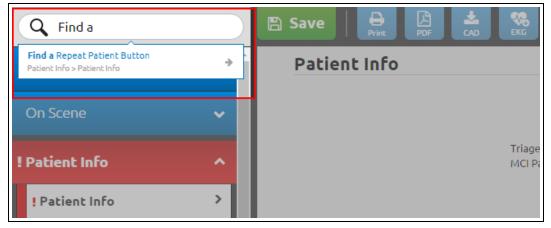After creating you incident or import CAD to create an incident, you are ready to begin documenting the fire event.

1. In the Incident Type field, select a value.

> ✏️ **NOTE:** The selected value might reveal or hide **sections**[1] and **panels**[2].

Step 2: Locate Fields

Locate the next fields you want to complete.

1. In the Find field bar, to locate a field, enter the field's name or code.

Step 3: Document the Fire Event

Below are a few things you might document in a fire incident. More topics are included in this guide at the end of these topics.

Using the Apparatus Power Tool on page 30

Adding Worksheets to Incidents on page 45

Documenting Mutual Aid on page 40

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[1]Sections appear as headers on forms and report layouts. Manage form sections in Form Manager or CQI Form Manager and report layout sections in Print Report Manager.
[2]Panels appear under sections on forms. Manage form panels in Form Manager.

1.9 USING THE APPARATUS POWER TOOL

Use the Apparatus Power Tool to quickly document your apparatuses on fire incidents.

> **Navigation:** *Inside a fire incident form > Power Tools > Apparatus*

Facts

- Selecting an apparatus in the Apparatus Power Tool applies the apparatus's roster information to the fire incident.
- The Apparatus Power Tool auto-populates the Apparatus grid on fire incidents.

How to Add Apparatuses to Fire Incidents

Step 1: Add an Apparatus

1. Click the Apparatus Power Tool button.

2. Click *Add New*.

3. To add an apparatus to the incident, select one of the apparatuses listed in the Apparatus ID section.

💡 **HINTS:**

- Search for an apparatus ID or, if you have mutual aid vehicles, search the term, Mutual Aid.
- Use the Overwrite All Apparatuses with Incident Times to use the times listed in the incident as apparatus times.

> ⚠ **IMPORTANT!** Select this button only when you want to overwrite all apparatus times.

🔧 **TROUBLESHOOTING:**

If you do not see your apparatus here, contact your Agency Administrator.

Step 3: Add or Edit the Personnel

1. To edit the personnel click *Edit Details*.

Inside mutual aid vehicles, users can document the number of personnel.

Apparatus Power Tool

🔆 Update Apparatus Actions   ✖ Cancel   💾 Save

Current Number of Personnel (0) ➡ **Edit Details**

Apparatus ID - 876 (Mutual Aid Vehicle)   **Apparatus Type -** 11-Engine   **Edit Details**
Apparatus Use - 1-Suppression   **Sent -** Y-Yes

Inside vehicles, users can document the current personnel.

Apparatus Power Tool

🔆 Update Apparatus Actions   ✖ Cancel   💾 Save

Current Personnel (0) - ➡ **Edit Details**

Apparatus ID - A756   **Apparatus Type -** 71-Rescue unit   **Apparatus Use -** 2-EMS   **Edit Details**

🖊 **NOTE:** On mutual aid vehicles, this section is for editing The Current Number of Personnel.

Add Personnel

1. If necessary, click *Add Personnel*.

Apparatus Power Tool

🔆 Update Personnel Actions   👥 **Add Personnel** ⬅   ⬅ Back   💾 Save

🖊 **NOTE:** If you did not select a vehicle with roster information or your agency did not set up roster information, add personnel to the apparatus.

2. Add personnel by selecting users.

> 💡 **HINTS:**
> - Use the search box to search for users by name or personnel ID.
> - Click Deselect All to clear you selections.

3. To edit the details of the personnel, click *Back* and continue with Edit Personnel below. To add another apparatus or close the power tool, click *Save*.

Edit Personnel

If your agency has roster information set up, the personnel for the selected apparatus auto-generates.

1. Edit the personnel as needed.

ℹ️ **Page Information**

Update Personnel Actions button	Click *Update Personnel Actions* to update the personnel action fields in the Apparatus Power Tool with the options selected in the fire incident form.
Add Personnel button	Click *Add Personnel* to add additional personnel to the fire incident.
Rank	Enter the personnel's rank. The rank auto-populates if the personnel has a rank in their user account. *FD19.3*
Role	The role assigned to the personnel when the apparatus's roster was created. *FD19.9*
Time In	Enter the time the user began work on the fire

	incident. *FD19.7*
Time Out	Enter the when the user ended work on the fire incident. *FD19.7*
Pay Rate	Select the personnel's rate of pay.
Rate Value	The rate value auto-populates after selecting a Pay Rate.
Hours Spent	Enter the number of hours spent on the current fire incident.
Primary Action Taken	Select a primary action taken by the personnel on the current fire incident. *FD1.48*
Other Action(s) Taken	Select other actions taken by the personnel on the current fire incident. *FD.166*

2. Click *Save* or Back to edit the apparatus.

Step 4: Edit the Apparatus's Details

1. If you just finished editing personnel, click *Edit Apparatus* and then click *Edit Details*. If you have not edited personnel, click *Edit Details*.

2. Complete the fields as needed.

3. Click *Back* or *Save* when finished.

Step 5: Edit Apparatus Actions

1. Click *Edit Apparatus*.

2. Choose how you wan to complete these fields.

- **To manually update these fields,** select values for each field.
- **To update the apparatus with the actions on the fire incident,** click *Update Apparatus Actions*.

3. Click *Back* or *Save* when finished.

Step 6: Close the Apparatus

1. When finished editing the apparatus, click *OK*.

1.10 DOCUMENTING MUTUAL AID

Use the following directions to document mutual aid vehicles through the apparatus grid or through the Apparatus Power Tool.
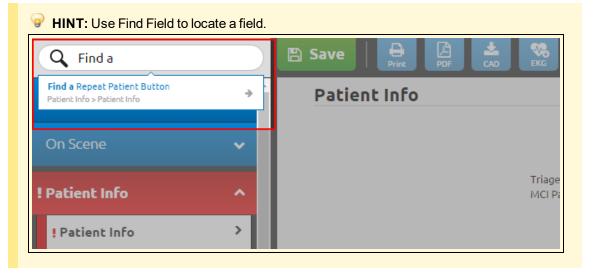
Facts

- There are two ways to document vehicles and mutual aid.
    1. Apparatus Power Tool[1]
    2. Apparatus grid[2]
- Adding a mutual aid vehicles to a fire incident automatically sets *Include Aid Received Resources = Yes* and deleting all mutual aid vehicles automatically sets *Include Aid Received Resources = No*.
- Importing fire CAD incidents with mutual aid vehicles imports the vehicles as mutual aid.

How to Add Mutual Aid Vehicles

Apparatus Grid

1. Locate the apparatus grid on a fire incident.

---

[1] Requires the Apparatus Power Tool.
[2] Requires the apparatus grid on the fire incident form.

2. Click *Add*.

3. In the Apparatus or Resource ID, select a mutual aid vehicle.

4. In Apparatus or Resource Number of Personnel, enter the number of personnel on the vehicle.

5. Complete the remaining apparatus fields as needed.
6. Click *OK* to close or *Add Another* to add another vehicle.

Apparatus Power Tool

1. Click the Apparatus Power Tool button.

2. Click *Add New*.

3. Select a mutual aid vehicle.

4. In the Current Number of Personnel field, click *Edit Details*.

5. Enter the number of personnel.

6. Complete the remaining apparatus fields as needed.
7. Click *Save*.

1.11 ADDING WORKSHEETS TO INCIDENTS

Add **worksheets**[1] to the current incident to document other content.

Facts

- Only the worksheets added to incident form templates appear on the incident form.
- Started and completed worksheets appear in the Worksheets Timeline in Fire incidents.

How to Add a Worksheet to an Incident

Fire Incidents

1. From inside a fire incident, to add a worksheet, select a worksheet form.

2. Complete the worksheet's fields as needed.

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[1]Groups of questions you can add to incident form templates.

> Learn how to navigate worksheets in Help / University.
>
> 🎓 **Help / University Keyword:** Navigating Worksheets

3. Click *OK* to save the worksheet.
4. View the started and completed worksheets in the Worksheet Timeline.

1.12 ADDING EXPOSURES TO FIRE INCIDENTS

Facts

- Below are the fields that copy over from the original fire incident.
    - Incident ID
    - FDID
    - FD State
    - Incident Date
    - Exposure
    - Incident Number
    - NFIRS Number
    - InSRA
    - Incident Status
    - Form ID
    - Origin ID
    - Agency ID
    - Person Involved:
        - Business name
        - First Name, Last Name, Middle Initial, Suffix
        - Involved
        - Owner
        - Phone Number
        - Street Name, Street Number, PO Box, Apartment Number
        - Street Prefix, Street Suffix, Street Type
        - City Name, City GNIS,
        - County Name, County GNIS
        - State Name, State GNIS
        - Postal Code
        - Person Type
        - Title
    - Incident Address
        - Street Name, Street Number, Apartment Number
        - City GNIS
        - Postal Code

- City Name, County Name
- Street Prefix, Street Suffix, Street Type
  - Incident First type
  - Aid Given
    - Supporting Agency ID
    - State GNIS
    - Incident Number
    - Aid
  - Incident Time
    - Alarm
    - Arrival
    - Controlled
    - Last Unit Cleared
  - Incident Alarms
    - Alarm
    - Shift
    - HazMat count
    - Detector
    - Alarm Type
  - Property Loss
  - Content Loss
  - Property Pre Incident Value
  - Content Pre Incident Value
  - Primary Station ID
  - Census Tract
  - Property Use, Mix Use Property
  - Location Type
  - Wildland Location
  - Primary Narrative
  - Primary Action taken
  - EMS Personnel, EMS Apparatus
  - Other Personnel, Other Apparatus
  - Suppression Personnel, Suppression Apparatus
  - Resource Used
  - Include Aid Received
  - Authorization Officer
    - License Number
    - Signature
    - Position

- Assignment
- Date
- Apparatus
  - Number
  - Sent
  - Number of People
  - Primary Apparatus Action
  - Apparatus Use
  - Arrival
  - Clear
  - Dispatch
  - License Number
  - Attended
  - First Name, Last Name
  - Rank
  - Time In, Time Out
  - is Attended
  - Primary Action
  - Other Actions
  - Role
  - Level
  - Supplemental questions' answers
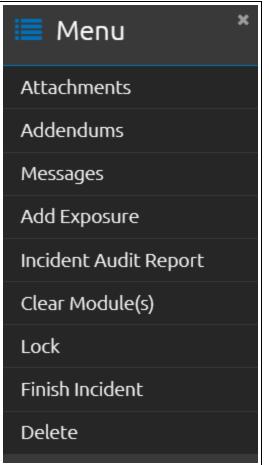
How to Add Exposures to Fire Incidents

1. From inside a fire incident, ensure the fire incident is complete as you cannot return to the original fire incident after creating an exposure.

   ⓘ **IMPORTANT!** You **cannot** return to the original fire incident after creating an exposure without returning to the incident list or to the Elite Field Dashboard. You can wait until the original fire incident is as complete as possible before adding an exposure pulls in the most information into the exposure.

2. Click *Menu > Add Exposure*.

3. If necessary, enter a new exposure number.

4. Click *OK*.
5. Complete the exposure as needed.

1.12 FIXING VALIDATION ERRORS

Quickly navigate to validation errors by using the validation menu on the incident form.

Navigation: *Incident form > Validation > Validation error*

Facts

- Validation scores indicate completeness of the data for submission against the state and local reporting requirements.
- A higher score indicates a more complete report.
- A score of 100 indicates that all validation requirements are met, although it does not necessarily indicate the information is correct.
- Correcting a validation error usually increases the validation score of the incident.

  🖊 **NOTE:**

  > It is possible to have more than one validation rule working in conjunction. In this situation, it is possible to correct one error and cause another error to occur.

Identifying Validation Errors

The incident forms in Elite display several visual marks each time there is a validation error.

- **Incident Form:** displays a thin red bar at the bottom of the incident form if there are errors on the incident form.

- **Sections and Panels:** sections are red and panels display a red stripe on the left side when a validation error is found. In the image below, the Response Times panel has a validation error, therefore

the CAD Info/Dispatch section is red.

- **Fields:** display a red border around the field and an exclamation point. Hover over the exclamation point to view the error.

- **Grids:** display a red border around the grid and an exclamation point. Inside the grid, the field respons-ible for the validation error displays a red border and an exclamation point.

- **Slide out Panels:** each slide out panel turns red border with an exclamation point when there is an error inside. Inside the slide out panel, the field or fields with errors display the red border and an exclamation point.

- **Power Tools:** the Power Tools display a red border and an exclamation point when there is an error inside.

How to Fix Validation Errors
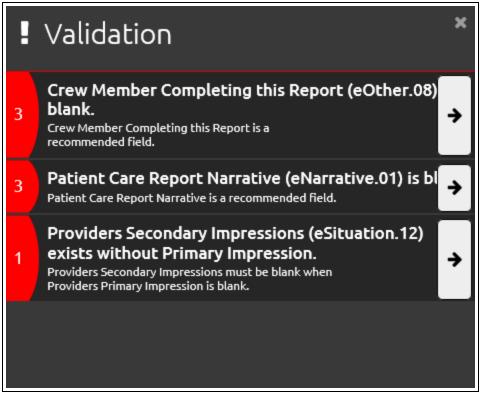
Use the Validation menu to navigate quickly to errors to correct them.

1. Click *Validation*.

2. Click the right arrow next to an error to navigate to that error.

3. Make corrections to the field as necessary. The validation score adjusts accordingly.

1.13 CLEARING MODULES

Clearing Modules inside a fire incident form allows you to remove modules that have no data entered. This allows you to submit incident data without empty sections.

> **Navigation:** *Inside a fire incident form > Menu > Clear Modules*

Clear a Module(s)

Choose one or more modules from below and click OK to delete all of the existing data entered relating to the module(s) selected.

☐ Fire Module

☐ Structure Fire Module

[OK]   [Cancel]

Facts

- Clear the data you entered into any of the fire modules through the menu inside an incident.
- The Clear Modules window only displays those module that contain data.
- You can clear multiple modules at one time by selecting multiple modules.

IMAGE*T*REND®

1.14 LOCK OR UNLOCK INCIDENTS

Lock incidents to prevent additional editing and unlock incidents to make changes.

Navigation: *Incident form > Menu > Lock / Unlock*

Facts

- You can lock or unlock incidents in a few locations:
  - **Inside an Incident:** *Menu > Lock / Unlock*.
  - **Incident List:** *Select an incident > Bulk Actions > Lock / Unlock*.
- Depending on your permissions, you can either lock incidents, unlock incidents or both.

Inside the Incident Form

> ⚠ **IMPORTANT!** You cannot edit a locked incident, except the incident's status. All other fields appear disabled inside locked incidents.

- Locked forms display differences to indicate the form has been locked.
  - On the form, the Save button is replaced with the text, "Locked Incident", the Import CAD button disappears and a "This incident is locked," message appears below the tool-bar.

  - In the menu, Lock changes to Unlock.

🗝 **Required Permissions:**

🔥 **Fire Incidents - and** *Employment tab > Show in Fire Form = Yes* **and** *Incidents > Lock Fire Incidents* and/or *Unlock Fire Incidents = Yes*.
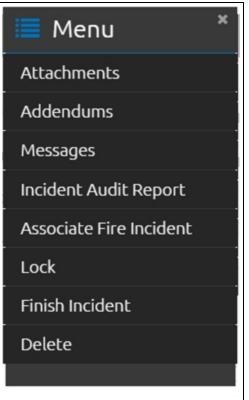
How to Lock and Unlock Incidents

1. From inside an incident, click *Menu*.

2. Click *Lock*.

☰ Menu ✖

Attachments

Addendums

Messages

Incident Audit Report

Associate Fire Incident

Lock

Finish Incident

Delete

The incident is locked. To continue to edit the incident you must unlock the incident.

3. To unlock, repeat step 1 and click *Unlock*.

1.15 UPDATING AN INCIDENT STATUS

Updating an incident status from inside an incident.

Navigation: *Incident form > Status*

Facts

> ⚠ **IMPORTANT!** If you **do not** have permission to view the **new** status, you are exited from the incident.

- Only the statuses you can apply to incidents are visible in the Status drop down.
- The available incident statuses are determined by your permission group's incident status permissions.

1.16 GENERATING AN INCIDENT REPORT

Generate a PDF version of an incident from inside an incident. If you have the ability to open an incident, then you have the ability to generate a PDF of the incident.

> **Navigation:** *Inside an incident > Print/PDF*

Facts

- Incident reports display who last edited the incident and attachments, and when they were updated.
- Incident reports can include attachments if the Attachments grid is on the incident form's template.

Fire

- The selected modules are the modules that currently have incident data.

IMAGE*TREND*®

- The incident report displays an apparatus narrative for each apparatus on the incident, if Additional Narratives is selected when generating the report.

How to Create a PDF or Print Version of an Incident

1. From inside the incident, click *Save*.
2. Click *PDF* or *Print*.

Fire

1. Select the modules and options to include in the report.

Create Report from Incident Data ✕

Select the modules you would like to display in this report
(Modules pertinent to this incident have automatically been selected)

☑ Basic	☑ Fire
☐ Structure Fire	☐ Civilian Casualties (0)
☐ Fire Service Casualties (0)	☐ EMS (0)
☐ HazMat (0)	☐ Wildland Fire
☑ Apparatus/Personnel (1)	☐ Arson
☐ JFSI (0)	

Select any additional options you would like added to this report

☐ Supplemental Forms	☑ Additional Narratives
☐ Special Studies	☐ Worksheets
☑ Apparatus Narratives	

OK	Cancel

2. Click *OK*.

1.17 USING THE NUMBER PAD

Throughout the incident form there are fields that require numerals; the number pad makes this process easy.

Facts

- Number Pads appear throughout the incident.
- Selecting a field that requires numerals opens the Number Pad to the on the left side of the screen.
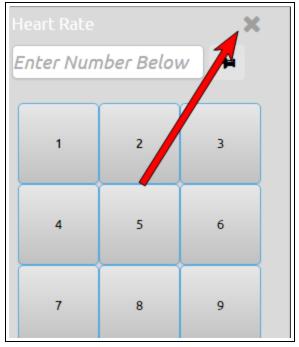
> 🖉 **NOTE:** The image above is of a power tool inside an EMS incident. However, the Number Pad opens to the left on EMS, fire and Community Health incidents.

- Enter a number by using the on-screen number pad or with a keyboard.

- The Back button deletes the last number entered.

- The Clear button clears the field.

- Click the X to close the number pad.

- Click the thumbtack button to pin the number pad to the screen.

1.18 ENTERING DATES AND TIMES

The following article instructs users how to enter dates and times using the Date / Time Picker and the Date Picker.

Facts:

- The Date / Time Picker appears when selecting fields that have both a date and a time field.
- Clicking the Not Value, Pertinent Negative or the Now button does not open the Date / Time Picker.
- Clicking the Clock icon auto-populates the date and time fields with the current date and time.
- Selecting a Not Value or Pertinent Negative removes the date and time entered.
- The date is in mm/dd/yyyy format.
- The time is in hh:mm:ss format.
- The name of the selected field is listed at the top of the Date / Time Picker.

- Clicking outside the date / time fields closes the Date / Time Picker from the screen.

Entering Date and Times with the Date / Time Picker

1. Click in the date or time field. A panel slides out from the left side with the Date/Time Picker.

2. There are two ways to enter the date/time:
   a. Apply the date/time recorded in either the On Scene, Patient Arrival or Destination Arrival fields

to the date/time field you are currently working on by selecting the corresponding button.

- **Current:** the current date/time.
- **On Scene:** the date/time of arrival on scene.
- **Patient Arrival:** the date/time your patient arrived.
- **Destination Arrival:** the date/time of arrival at your destination.

🖉 **NOTE:**

> The On Scene, Patient Arrival and Destination Arrival buttons are active for selection when their corresponding fields on the incident form are completed.

    b. Enter the date/time manually. Continue with Step 3 for manual instructions.

3. For the time section, click the plus symbol to add and the minus symbol to subtract hours or minutes. Use the -5/+5 and -1/+1 buttons to add to subtract one or five minutes at a time.

🖉 **NOTE:**

> Entering a time prior to entering a date automatically fills the date field with today's date.
> Change the date as needed by using the date section of the Date/Time Picker.

4. For the date section, click the plus symbol to add or the minus symbol to subtract days, months or years.
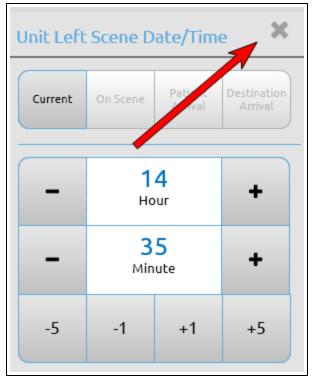
![pencil icon] **NOTE:**

> Entering a date prior to entering a time automatically fills the time field with the current. Change the time as needed by using the time section of the Date/Time Picker.

5. Click the *X* to close the Date/Time Picker.

CHAPTER 2 – FIRE INCIDENT LIST

This chapter covers using the Fire Incident List.

2.1 FIRE INCIDENT LIST

The fire incidents you created and those created by other users in your agency, appear in theFire Incident list.

Navigation: *Incidents > View Existing > Fire*

Facts

- All the fire incidents you have permission to view are visible in the Fire Incident List.

  🔧 **TROUBLESHOOTING**

  > If you cannot locate an incident, try switching views. See Changing Your List View on page 71.

- The Fire Incident List is accessible at all levels in the **Agency Tree**[1]. At the system level, the list displays fires incidents from all agencies in the system. Access the Fire Incident List through the Incid-

---

[1]The Agency Tree, also called the Agency Hierarchy Tree, is the "organizational listing" of all the tiers and agencies in your system.

ents tab in the **app menu**[1] or by closing fire incidents.

Incident List Views

- The **view**[2] applied to the list can change which incidents display in the list. Views control which export options, columns, filters and incidents appear in the list. See Changing Your List View on page 71.
- Create your own views to display the incidents and the information you require.

> 🎓 **Help / University Keyword:** Configurable Lists in Elite

What Can You Do on the Fire Incident List?

- Change the view, see Changing Your List View on page 71.
- Create new incidents in the default fire incident form, see Creating Incidents from the Incident List on page 17.
- Filter, see Filtering Incident Lists on page 72.
- Search, see Searching Incident Lists on page 74.
- NFIRS export, see NFIRS Export Walk-thru on page 80.
- Attachments, see Add and View Incident Attachments on page 82.
- Incident history, see View Incident History Reports on page 84.
- Incident messages, see View Incident Messages on page 85.
- Print reports, see Generating EMS Print Reports (PDF) and Generating Fire Print Reports (PDF) on page 86.
- Bulk update incident status, see Updating Incident Status on page 90.
- Bulk lock or unlock incidents, see Lock or Unlock Incidents from Incident Lists on page 93.

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[1]The app menu is the bar at the top of the window in Elite, also known as the navigation bar. The app menu includes the System / Agency, Incidents, CQI, Locations, Community Health, Training & Activities, Foresty, Fire Investigation, Inventory, Resources, Tools and Community tabs.

[2]An incident list view is a set of criteria, filters and columns that create customized list. Add or edit list views in Configuration > Incident List Views.

2.2 CHANGING YOUR LIST VIEW

Change the video on your list to display different columns and filters.

🎓 **Help / University Keyword:** Editing Incident List Views

Navigation: *Inside an incident list, fire investigations list or Inventory List pages*

💡 **HINT:** Click *Edit* or *View All* to edit the view or view all incident list views. Permissions required.

Facts

- **View Types**
    - **Built-In:** Deployed with Elite and accessible at all levels.
    - **System View:** A public view created at the system level and accessible by all users in the system.
    - **Agency View:** A public view created at the tier level and accessibly by all users in the tier and agency.
    - **My View:** Your private view created at whichever agency you are on when you create it and it accessible only to you in the agency where you created the view.

2.3 FILTERING INCIDENT LISTS

Filter the incident lists to narrow down the list of incidents in the list.

Facts

- Filters narrow down the list of incidents based on the information selected in the filters.
- Selecting more than one filter reduces the list to the incidents that meet the criteria of all the filters.
- Use both the filters and the search field to locate incidents.
- The available filters depend on the selected view. Change the view to have access to different filters or edit the view. See Changing Your List View on page 71.

> 🎓 **Help / University Keyword:** Editing Incident List Views

🔑 **Required Permissions:**

🔥 **Fire Incidents:** *My / Others' Fire Incidents = Read* or above.

How to Filter EMS, Fire and Community Health Incident Lists

Expand Filters

The **thumbtack** 📌 button pins the filter menu open

Select Filters

> 💡 **HINT:** Use multiple **filters** to narrow down incidents

Validity Filter Symbols

< means Less Than

< = means Less Than or Equal To

> means Greater Than

> = means Greater Than or Equal To

Search

Go initiates a search.

Reset Filters

Reset Filters clears all filters, click *Go* to return the list to the full list.

2.4 SEARCHING INCIDENT LISTS

Search incident lists to locate a specific incident.

Facts

- Filters narrow down the list of incidents based on the information selected in the filters.
- Selecting more than one filter reduces the list to the incidents that meet the criteria of all the filters.
- Use both the filters and the search field to locate incidents.
- The search bar searches all columns.
- The Go button begins a search. Click *Go* after entering search terms and / or after selecting filters.
- The Reset Filters button clears all the filters. See Filtering Incident Lists on page 72.

Required Permissions:

🔥 **Fire Incidents:** *My Fire Incidents OR Others' Fire Incidents = Read* or above.

Search Options

🔧 **Troubleshooting:** If you can't find an incident, try adding additional columns to your view or create a new view.

🎓 **Help / University Keyword:** Editing Incident List Views *or* Creating Incident List Views

Starts With

The search looks at the beginning of a number or word and looks for a match.

EXAMPLE: A search of "120" returns all incidents with "120" in one of the columns.

Contains

The search looks for information that contains the search text.

EXAMPLE: A search of "angle" returns all incidents with "angle" in one of the columns.

Exact

The search looks for information that matches the search text exactly.

EXAMPLE: A search of "smoke" returns no results while "smoke or odor removal" returns many results.

2.5 EDITING APPARATUSES FROM THE FIRE INCIDENT LIST

Edit an apparatus's information from the Fire Incident List page.

Navigation: *Incidents > View Existing > Fire*

Facts

- You can edit apparatus details for incidents in your Fire Incident List. However, you cannot add or remove an apparatus from a fire incident; to do so you must open the fire incident.

- If other users are working in the fire incident, a banner appears and you are unable to save your edits. After the other user(s) have closed the incident, you can save your edits to the apparatus.

- On the Fire Incident List, the fire truck icon opens the modal for users to edit the incident's apparatuses.

- You can edit:
  - The Primary Action Taken
  - Other Apparatus Actions

       ○ Apparatus Narrative

🔑 **Required Permissions:** *Incidents > My Fire Incidents and / or Others' Fire Incidents = Edit.*

How to Edit an Apparatus from the Fire Incident List

1. From the Fire Incident list, click fire truck button next to an incident.

2. Select an apparatus to edit.

3. Edit the fields as needed.

Apparatus Information

Incident Number: Incident20180104 Number007	NFIRS Incident Number: 18001	Incident Type: Building fire

Apparatus ID	Apparatus Type
4321	Ground fire suppression, other

Primary Action Taken:

Select an option ▼

Other Apparatus Actions:

▼

Apparatus Narrative:

[   ]

[OK]   [Cancel]

4. Click *OK*.

2.6 NFIRS Export Walk-thru

The following instructions walk you through exporting NFIRS files.

Facts

- Export NFIRS files at the System or Agency levels in the **Agency Tree**[1].
- All exports are performed from the Fire Incident list.

How to Create a NFIRS Export

Step 1: Select the File(s)

1. From the Fire Incident list, use the search filters to locate incidents to export.

> **Filters and Hints**
>
> - Clear all dates to view incidents without a unit notified date.
> - Use the *More > Select Columns* to add or remove columns from the list.
> - Filtering by incident status allows for different workflows, such as Completed.
> - Filtering by export status allows you to view only incidents that have not been exported.
> - Use the Validity filter and the Status column to view which incidents have the score you require as well as the status.
> - **Search by Date:** Enter a beginning and end date to locate files during a specified time period.
> - **Incident Status:** Choose which status incidents to view.
> - **Validity:** Choose which validity scores to view.

2. Select one or more incidents.
3. Click *Bulk Actions > Export*.

Step 2: Viewing Export Messages (Fixing Failed Exports)

Exports may include messages when they pass or fail export. Messages from successful exports often include warnings. Files can pass the Schema and Schematron with Warnings, but not with Errors or Fatal issue types. A failed file is not necessarily a bad file, it means there are issues with the incidents that are preventing the file from passing the Schema and Schematron. View the messages to determine why the file failed export.

---

[1]The Agency Tree, also called the Agency Hierarchy Tree, is the "organizational listing" of all the tiers and agencies in your system.

1. Click a *Messages* button that has one or more messages.

Why?

> View incidents and their corresponding messages to begin fixing the issues that caused the export to fail.

2. In the Message column, view the reason for the message.

Optional Fix

> Add additional validation rules to ensure the specific data is being captured.

3. Click the incident number to open the incident and fix the issue.

> 🎓 **Help / University Keyword:** Troubleshooting Imports and Exports

4. Repeat steps 1-3 as needed.
5. After completing the necessary fixes, re-export the files.

What's Next?

When the export is finished, you can manually send the export file to your billing company. Click *More > Download Export File*.

🔧 **TROUBLESHOOTING**

> The exporting time may be quick or take several minutes to complete. This is due to the number of users trying to export incidents at the same time from the same Elite system.

2.7 ADD AND VIEW INCIDENT ATTACHMENTS

View all the attachments associated with an EMS or fire incident.

🔑 **Required Permissions:**

🔥 **Fire** - *Incidents > My Fire Incidents and/or Others' Fire Incidents = Edit or above.*

How to Add and View Incident Attachments

1. From the EMS Incident list, click the paperclip button next to an incident.

2. Click *OK*.

3. Click the attachment to edit or view the attachment.

- Click the link to view the attachment.

- Click *Browse* to replace the attachment.
4. Click *Add New* to add another attachment to the incident.
5. Click the *X* to close the Incident Attachments window.

2.8 VIEW INCIDENT HISTORY REPORTS

View the audit history of the EMS or fire incidents from the EMS or Fire Incident List page.

> **Navigation:** *Incidents > View Existing > EMS, Fire or EMS / Fire*

Facts

- If you have permissions to view incident export or import history, then the export or import audit history becomes a link.

⚷ Required Permissions:

🔥 **Fire:** *Incidents > My Fire Incidents and / or Others' Fire Incidents = Read or above.*

2.9 VIEW INCIDENT MESSAGES

View all the messages associated with an EMS incident.

Navigation: *Incidents > View Existing > EMS or Fire*

🔑 **Required Permissions:**

🔥 **Fire** - *Incidents > My Fire Incidents or Others' Fire Incidents = Edit or above.*

2.10 GENERATING FIRE PRINT REPORTS (PDF)

Generating a PDF of a fire incident from the Fire incident list.

Navigation: *Incidents > View Existing > Fire*

Facts

- **PDFs** retain their formatting when viewed and printed. PDFs also take longer to generate.

- **Print views** generate faster but the formatting is subject to the web browser.
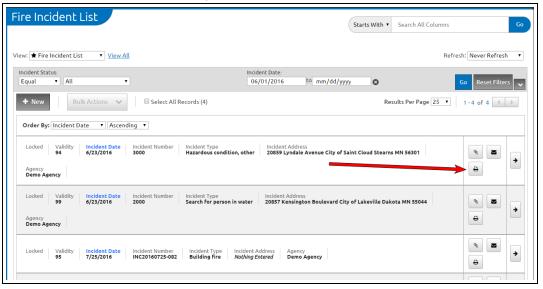
🔑 **Required Permissions:** *Incidents > My / Others' Fire Incidents* = *Read* or above **and** permissions to create the specific PDFs. See Assigning Access to Report Layouts.
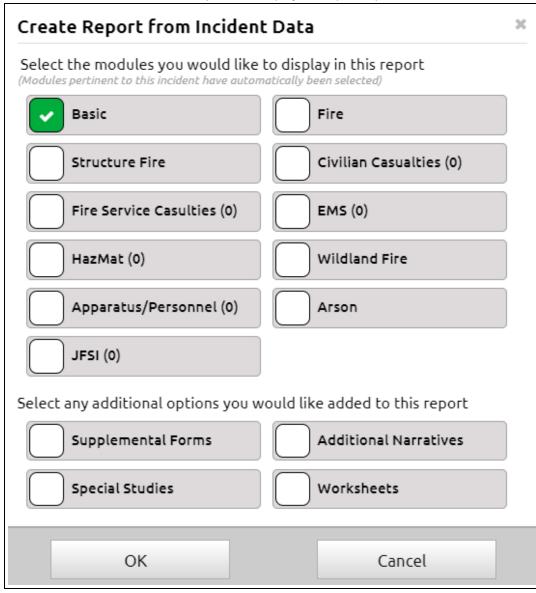
How to Generate a Fire Print Report (PDF)

1. From the Fire Incident list, click the printer button next to an incident.

2. Select the modules and additional options to display in the print report.

Create Report from Incident Data ✕

Select the modules you would like to display in this report
(Modules pertinent to this incident have automatically been selected)

✔ Basic	☐ Fire
☐ Structure Fire	☐ Civilian Casualties (0)
☐ Fire Service Casulties (0)	☐ EMS (0)
☐ HazMat (0)	☐ Wildland Fire
☐ Apparatus/Personnel (0)	☐ Arson
☐ JFSI (0)	

Select any additional options you would like added to this report

☐ Supplemental Forms	☐ Additional Narratives
☐ Special Studies	☐ Worksheets

OK   Cancel

3. Click *Print* to print or *PDF* to view a PDF of the incident.

2.11 UPDATING INCIDENT STATUS

You can update incident statuses one at a time or bulk update several from the EMS Incident List or Fire Incident List pages.

Facts

> ⊙ **IMPORTANT!** If you **do not** have permission to view an incident's **current** status, incidents with that status **do not** appear in your incident list.
>
> ⊙ **IMPORTANT!** If you **do not** have permission to view the **new** status, the incident is no longer visible in your incident list.

- Only the statuses you can apply to incidents are visible in the Bulk Actions drop down.
- The available incident statuses are determined by your permission group's incident status permissions.

⚷ **Required Permissions:**

🔥 **Fire:** *Incidents > My Fire Incidents and / or Others' Fire Incidents = Edit or above.*

How to Update an Incident Status from an Incident List

1. Navigate to the EMS, Fire, EMS / Fire, Community Health or Elite Viewer list page.

   > **Navigation Directions**
   >
   > **EMS:** *App menu > Incidents > View Existing > EMS*
   >
   > **EMS / Fire:** *App menu > Incidents > View Existing > EMS / Fire*
   >
   > **Fire:** *App menu > Incidents > View Existing > Fire*
   >
   > **Community Health:** *App menu > Incidents > Switch to Community Health > View Existing Visits*

2. From the incident list, select one or more incidents.

3. Click *Bulk Actions > Update Status*.

✏ **NOTE:**

The options in the Bulk Actions drop down are specific to the incident list. Some incident lists have fewer bulk action options.

4. Select a status.

5. Click *OK*.

2.12 LOCK OR UNLOCK INCIDENTS FROM INCIDENT LISTS

Lock incidents to prevent additional editing and unlock incidents to make changes.

Facts

- You can lock or unlock incidents in a few locations:
  - **Inside an Incident:** *Menu > Lock / Unlock*.
  - **Incident List:** *Select an incident > Bulk Actions > Lock / Unlock*.
  - **Elite Viewer:** *System level > Incidents > Elite Viewer > Bulk Actions > Lock / Unlock*. See .
- Depending on your permissions, you can either lock incidents, unlock incidents or both.

Inside the Incident Form

> ⓘ **IMPORTANT!** You cannot edit a locked incident, except the incident's status. All other fields appear disabled inside locked incidents.

- Locked forms display differences to indicate the form has been locked.
  - On the form, the Save button is replaced with the text, "Locked Incident", the Import CAD button disappears and a "This incident is locked," message appears below the tool-bar.

  - In the menu, Lock changes to Unlock.

🗝 **Required Permissions:**

How to Lock or Unlock Incidents

1. From inside an incident list, select one or more incidents.

> **Navigation Directions**
>
> **EMS:** *App menu > Incidents > View Existing > EMS*
>
> **EMS / Fire:** *App menu > Incidents > View Existing > EMS / Fire*
>
> **Fire:** *App menu > Incidents > View Existing > Fire*

Community Health: *App menu > Incidents > Switch to Community Health > View Existing Visits*

2. Click *Bulk Actions > Lock* or *Unlock*.

CHAPTER 3 – MESSAGES

This section covers the Inbox on Elite and sending and receiving incident-related messages from inside an incident.

3.1 INCIDENT MESSAGES BASICS

Send and receive **incident-related messages**[1] when inside an incident.

> **Navigation:** *Inside an incident form > Messages*

Facts

- You can send messages to any user that belongs to one of your agencies.

    Messages

    - The Messages button inside an incident, displays the number of messages **related** to the current incident.

    - Clicking *Messages* opens the list of sent and received messages for the current incident.

    Inbox

    - In Elite, the Inbox displays the **total** number of unread messages in your Inbox. This number refreshes automatically every few seconds.

    - Inbox includes **all** messages you sent, received, deleted and archived.

---

[1]An incident related message is a message composed from inside an incident and includes basic incident information. When replying to the message, you can click the incident's link to navigate to the incident.

IMAGETREND®
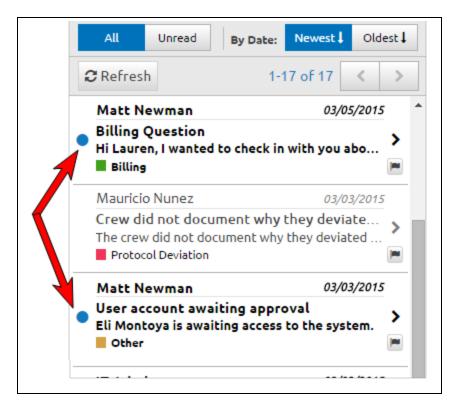
⚲ **Required Permissions:** *System / Agency> Inbox = Yes* to access incident related messages where you were a crew member.

Messages Navigation

1. **Incident Information:** The incident's related information appears at the top of your Messages window. When composing or replying to messages, this information is included automatically.
2. **New Message:** Click *New Message* to create new messages.
3. **Message Type:** Select the Message Type drop down to filter the message list by type. Message Types help categorize messages.
4. **Search:** Enter search terms to search for messages based on their subject, message or sender.
5. **Message List:** A list of all messages, sent and received, related to the open incident. New messages display a blue dot to the left of the message.

Sorting Options

Sort the messages in your Message List by clicking the corresponding button.

- **All button:** Displays all of the messages.
- **Unread button:** Displays only the unread messages.
- **Newest/Oldest buttons:** Sorts the list of messages by newest or oldest.

6. **Message Reading Pane:** The selected message appears in the reading pane.

   a. **Reply/Reply All:** Reply to the sender of the message or Reply All to all users included in the message. All replied messages appear in the Message List with a RE: in front of the message's subject.

   b. **Forward:** Forward the message to another user or to a group of users. All forwarded messages appear in the Message List with a FW: in front of the message's subject.

   c. **Flag:** Flag the message. Flagged messaged in the Message List show a green flag.

   d. **Delete:** Delete the message from **your** Inbox; all other users included on the message retain the message. You can view deleted messages in your Inbox in Elite.

Recipient Selector Navigation

The Recipient Selector is the window that appears when adding or removing recipients from a message.
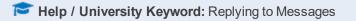
1. **Filters:** Use the filters to narrow down the list of available recipients.
   a. **Agency:** Filter the list by agency associations.
   b. **Permission Group:** Filter the list by their permission groups.
   c. **Contact Type:** Filter the list by contact type.
   d. **Staff Member:** Filter the list by their staff member status.
2. **Search:** Search for recipients by either their first name, last name or certification ID.
3. **Agency Users:**
   a. **Add All:** Clicking *All Users* adds all users in the Recipient Selector to your message.
   b. **Remove All:** Clicking *Remove All* removes all users from the new message. This button activates when you have one or more recipients added to the message.
4. **Add button:** Clicking *Add* adds the user to the list of recipients.

3.2 COMPOSING MESSAGES

Send new **incident-related messages**[1] to any user that belongs to any of your agencies from inside an incident.

> 🎓 **Help / University Keyword:** Replying to Messages

> **Navigation:** *Inside an incident form > Messages > New Message*

Facts

- Messages created from within an incident form, called incident related messages, contain incident specific information.

  > **Incident-specific information attached to messages:**
  >
  > - 🔥 **Fire Incidents:** validity score, FDID, state, agency, status, incident date, incident number, primary station, the name and date of the user that entered the incident, alarm date, exposure number and the date the incident was last updated and the name of the user that updated it.

- Only users with access to the incident forms can open the incident form from incident related messages.
- You can reply to incident-related messages from inside the incident or from Elite.

  > 🎓 **Help / University Keyword:** Replying to Messages

The Recipient Selector

- Use the **Recipient Selector**[2] to add recipients to messages. See Recipient Selector Navigation.
- The Recipient Selector's Staff Member filter defaults to displaying staff members and non-staff members.
- External messages **do not include** incidents or hyperlinks to incidents.
- New messages and replies always include the current crew as recipients. You can remove the crew from the recipient list as needed.

---

[1]An incident related message is a message composed from inside an incident and includes basic incident information. When replying to the message, you can click the incident's link to navigate to the incident.

[2]The Recipient Selector is the tool used to select recipients when editing or replying to messages.

> 🔥 **On Fire incident related messages,**
>   - (Crew, Member Making this Report) appears after the name of the crew member completing the report.
>   - (Crew, Member Making this Report) appears after the name of the crew member completing the report.

🗝 **Required Permissions:** *System / Agency > Inbox = Yes* to compose messages.

How to Compose New Messages

1. From inside an incident form, to create a new message, click *Messages*.

2. Click *New Message*.

3. To add recipients, click in the *Click here to Select Recipients* field.
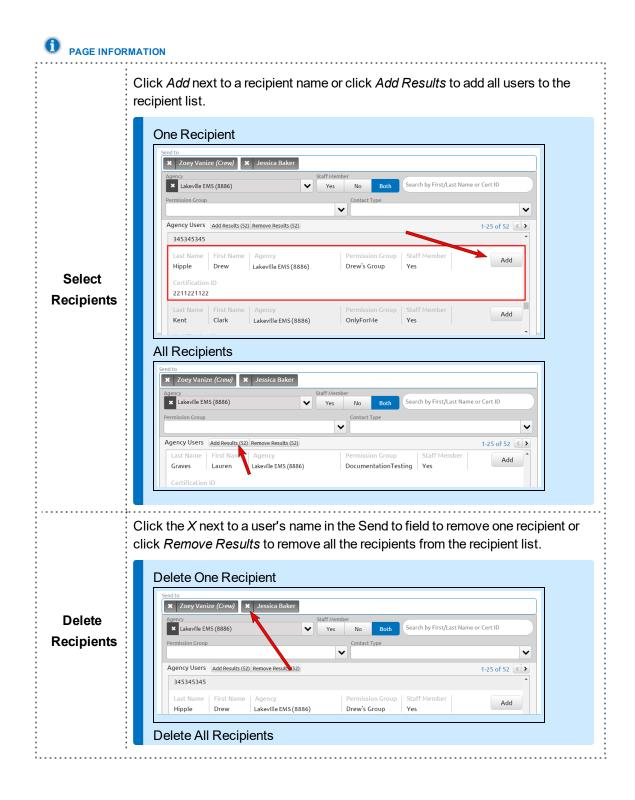
4. In the Recipient Selector, select the recipients.

💡 **HINT:** See Recipient Selector Navigation for additional information.

Select Recipients	Click *Add* next to a recipient name or click *Add Results* to add all users to the recipient list. One Recipient All Recipients
Delete Recipients	Click the *X* next to a user's name in the Send to field to remove one recipient or click *Remove Results* to remove all the recipients from the recipient list. Delete One Recipient Delete All Recipients

Filter the List	Use the Agency, Permission Group, Contact Type and Staff Member filters to filter the list. Only the users from the agencies you have access to appear in your list.
Search the List	Search for recipients by either their first name, last name or their certification ID.
Close Recipient Selector	Click *Close Recipient Selector* to begin writing your message.

5. Click *Close Recipient Selector*.
6. Enter a subject in the Subject field.
7. Select a message type from the Message Type drop down.

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8. Enter the message.

9. (Optional) To also send the message to the recipients' external email addresses, check the *Send the message to the user(s) Elite Inbox and their user profile email* box.
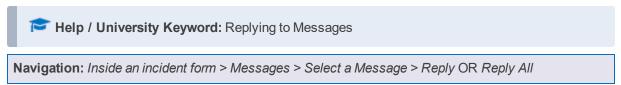
> ✎ **NOTE:** The checkbox is only visible if your system configured Inbox to allow external messages.

10. Click *Send*.

3.3 REPLYING TO MESSAGES

Reply to incident-related messages from inside the message related to the incident. You can also reply to an incident-related message from Elite.

> 🎓 **Help / University Keyword:** Replying to Messages

> **Navigation:** *Inside an incident form > Messages > Select a Message > Reply OR Reply All*
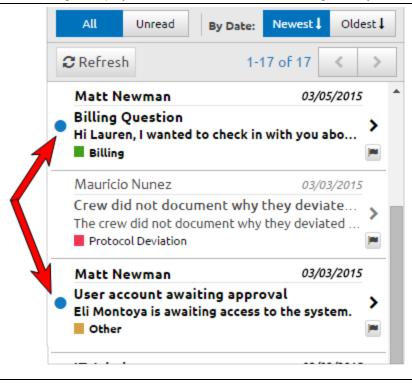
Facts

- The Messages button displays the **total** number of messages **related** to the current incident.

- If the first message in your Message List is unread, it automatically appears as read when you open Messages.
- New messages display a blue dot to the left of the message's subject.

- The Subject and Message Type fields are inactive when replying or forwarding messages.
- New messages and replies always include the current crew as recipients. You can remove the crew from the recipient list as needed.

> 📎 **NOTE:** Crew removed from an incident can see incident related messages they were included on until the time of their removal. New messages or replies do not include removed crew members. Crew members added to an incident can see messages from the time of their addition to the incident.

- You can reply to incident related messages from inside an incident or from your Inbox in Elite (*Elite > app menu > Inbox*).

🗝 **Required Permissions:** *System / Agency > Inbox = On* to reply to messages.

How to Reply to Messages

1. From inside an incident, click *Messages*.
2. Select a message.
3. Click *Reply* or *Reply All.*

> 📎 **NOTE:** *Reply All* sends a reply to all recipients and *Reply* sends a reply only to the message sender.

4. Enter the reply message.

5. Click *Send*.

> 📝 **NOTE:** To view the sent message, log into Elite and navigate to *Inbox > Sent Messages*.

GLOSSARY

A

Activity Event Templates

Training event templates and activity event templates are created with the resources in the Training & Activity Resources' tabs. Event template information can auto-populate several fields on training forms or activity forms if the form templates include the Course / Event Type field

Activity Form Templates

Training form templates and activity form templates are created in Form Manager. All training and event records are created using a training or activity form template. When documenting training or activity events, selecting a Course / Event Type auto-populates the training or activity event template information into the form.

Ad Hoc Questions

Ad hoc checklist questions are created by editing an existing question inside Checklist Manager. Ad hoc questions are only available for use on the checklist template where they were created; they are not added to the list of questions in Checklist Resources.

Add

1) You can add something to the system by creating a new record (e.g., an incident report, staff member, training course). 2) Add rights give you access to create new records in a specific section of the application.

Administrator

An administrator is a general term for a user with a high level of access to the system. Most administrators will be able to configure the system to some degree and may also have additional access to records within the system. Your organization may have several different levels of administrators who have different levels of access to the system.

Agency

a) An agency is a specific enterprise in Elite that can manage incidents, staff and other data independently. Users can log in to an agency, record their information and analyze their information. b) An agency is the specific organization (EMS service or fire department) that users work at.

Agency Hierarchy Tree

The Agency Hierarchy Tree, also called the Agency Tree, is the "organizational listing" of all the tiers and agencies in your system.

Agency Locations

Agency locations are a type of EMS or fire location that is either a fixed or pre-determined staging area, EMS or fire station, or agency headquarters. Agency Locations were previously known as Stations.

Agency Status

Agency Status is a setting located on the Account Details tab of each user's account. This setting determines whether the user can log in and access a specific agency.

Agency Tree

The Agency Tree, also called the Agency Hierarchy Tree, is the "organizational listing" of all the tiers and agencies in your system.

Allocation History

Allocation history is a list of all the allocations for a particular inventory record. View allocation history from the Inventory List page and from the Allocations slide-out panel inside an inventory record.

Allocations

Allocating inventory is the process of checking items out to users, checking items in from users and recording that information in an allocation record.

App Menu

The app menu is the bar at the top of the window in Elite, also known as the navigation bar. The app menu includes the System / Agency, Incidents, CQI, Locations, Community Health, Training & Activities, Foresty, Fire Investigation, Inventory, Resources, Tools and Community tabs.

Areas of Operation

A geographical region in which an incident occurs.

Attendee Position

Attendee Positions in Training & Activity Resources, can function as the required / optional positions or the attendee positions involved in a training or activity event. Use attendee positions to assist in writing training and activity reports in Report Writer.

B

Base Hospital

The facility where an agency transports patients to or from most frequently. Selecting a facility in the Base Hospital Contacted field on incidents adds the incident to the list of incidents on the selected hospital's Hospital Hub.

Base Type

Base type power tools are pre-designed power tools based on the six activities described by NEMSIS.

Built-in

Built-in power tools describes the hardcoded power tools which you have limited ability to edit.

Built-In View

The Built-In View is the view that deploys with Elite for an incident list.

Bulk Inventory

The Bulk inventory type is for inventory with a trackable quantity, such as consumables or medical supplies. Bulk allows you to create one inventory record with a trackable quantity for all the boxes of gloves in your agency. The inventory type is applied to inventory records when adding or editing an inventory record's details.

C

CARES

Cardiac Arrest Registry to Enhance Survival (CARES).

Categories

1) Categories in Training & Activity Resources organize training and activity records and assist in writing reports in Report Writer. Add categories to event templates to auto-populate the Category field on training and activity records. 2) Categories in Inventory auto-populate several values on inventory records and assist in organizing inventory.

Categories / Member Groups

Category / member groups are users or groups of users for which you want to be able to assign checklists. By default, you can assign checklists to agency locations and vehciles. Category / member groups give you the option to assign checklists to anyone you want. Create category / member groups in Resources > Checklist Resources.

Certifications

1) Certifications in Training & Activity Resources, function as tags indicating the users required to participate or the events required for a certification or compliance. Add topics to event templates to auto-populate the Certifications field on training and activity records. Use certification tags to assist in writing training and activity reports in Report Writer. 2) The Certifications tab in a user's account contains all the certification information for a user. Some certifications grant users abilities in different areas of the system. 3) The Additional Fire Certifications module is a list of the fire certifications available for selection in user accounts.

Checklist Assignment

A checklist assignment refers to the checklist instance you or other users must complete on a specific day. The Checklist page, displays one checklist assignment for each user or group of users assigned to the checklist. For example, a checklist assigned to engine A, engine B and engine C, displays three checklists assignments, one for each engine, on the Checklist page.

Checklist Instance

A checklist instance referes each checklist opened and completed by users. Instances are created by adding assignments to a checklist template.

Cloud

In Elite, users with internet access can use an EKG monitor's cloud to import cases directly into an incident. Clouds are particularly useful for tablets with mobile operating systems. Setup is required and only specific monitors have clouds.

Codes

Codes are identifiers you can add to shifts (e.g., part-time, full-time, sick, vacation, light duty, etc.) in Scheduler.

Complex Controls

In Print Report Manager, a complex control allows you to combine multiple fields into one cell on the report layout, e.g. Patient Name includes the First Name, Last Name and Middle Initial fields.

Configurable Incident List

A configurable incident list is an incident list where you can change the view. A view, is where you can choose which columns, filters and incidents appear in the list. Configure incident list views in System/Agency > Configuration > Incident List Views.

Continuous Quality Improvement (CQI)

Continuous Quality Improvement (CQI), previously known as QA/QI, is a set of modules and features that allow users to review EMS and Community Health incidents for quality of care.

Control

Controls, also known as data elements, are fields throughout the system that collect data (i.e., a field to be completed or question which can be answered). In Form Manager, add data elements to create form templates. In Dataset Manager, manage the data element and its values.

Countdown Timer

The countdown timer is option which you can turn on for each power tool. When turned on, providers can use the timer determine when to perform the next task or action. The timer counts down to 00:00, emits an audible alert, flahes and displays an alert icon and then begins to count upwards.

CQI

Continuous Quality Improvement (CQI), previously known as QA/QI, is a set of modules and features that allow users to review EMS and Community Health incidents for quality of care.

CQI Form

A CQI Form is a shortened version of the incident form which only displays the information needed for review by a particular category. For example, reviewers for STEMI incidents would only see the fields necessary for STEMI incident review on their CQI form.

CQI Questions

CQI questions are the questions reviewers answer when reviewing an incident. Only the questions tied to the category appear for review inside an incident.

CQI Report

A CQI report allows any users with access to CQI to preview incidents on the CQI report list. Create new CQI report lists in CQI Categories.

CQI Review

A CQI Review is a review of specific information in an incident. In a review, each reviewer has a reviewer status and the incident has its own CQI status, allowing you to track each reviewer's progress and the incident's progress through the review process.

CQI Rules

CQI rules determine if the call meets the excellent care expectations your department provides.

CQI Score

The CQI score is determined by the CQI rules and incident form's data.

CQI Status

The overall review status for the incident in that CQI category.

CQI Category

A CQI category is a set of criteria that determines which incidents, CQI questions, CQI form and reviewers can review the incidents from that category.

D

Daily Roster

Previously known as Fire Shifts, the Daily Roster is where Agency Administrators create their daily roster. Daily rosters are a list of apparatuses and personnel which you can add to a fire incident within the Apparatus Power Tool.

Data Elements

Data elements, also known as controls, are fields throughout the system that collect data (i.e., a field to be completed or question which can be answered). In Form Manager, add data elements to create form templates. In Dataset Manager, manage the data element and its values.

Data Validation

The process by which a data value or group of data values is evaluated for a particular condition (e.g., a data value is beyond a length constraint, a data value is the incorrect data type, data value 1 is greater than data value 2).

Data Value

Data values are the values selected on incident forms and throughout your system in drop downs and other style fields.

Dataset

A logical group of data elements (e.g., EMS, NEMSIS Demographic, Fire).

Dataset box

1) In Form Manager, the Dataset box contains all of the active data elements and other template options. 2) In Dataset Manager, the Dataset box contains all of the data elements in Elite. Open a data element to view the corresponding data values. 3) In Checklist Manager, the Dataset box contains your agency's active checklist questions.

Dataset Grouping

In Dataset Manager, the smaller groups of related data elements are a dataset grouping.

Dataset Section

In Dataset Manager, groups of data elements segmented by type are data sections.

Default

A default is something that will be used automatically unless a different value is selected. For example, a default value in a run form will be filled in automatically in each run form, although the user can manually change that value.

Default Mapping

All data values are mapped to NEMSIS or NFIRS codes: regular values, Not Values and Pertinent Negatives. If a NEMSIS or NFIRS required field is left blank, ImageTrend fills in the Not Recorded Not Value.

Default Refresh Rate

The default refresh rate in Incident Lists determines how often the list refreshes.

Default Values

A default value is a set value that automatically populates a field on incident forms. Users can change this value depending on the field's settings. Default values are set in Form Manager.

Dynamic Power Tool

A dynamic power tool, also known as a power tool, is a collection of fields that is an alternate way of collecting information such as vitals, procedures, medications given, labs and more.

E

Elite

Elite, also called Elite Web, is where all resources, users, forms, rules and more are managed. Elite Web requires an internet connection and is not intended for mobile use.

Elite Desktop Client

Elite Desktop Client is a tool that allows providers to import EKG cases into an incident on a device that does not use the cloud to transfer the cases.

Elite Field

Elite Field, is the mobile platform for documenting incidents. All resources sync down from Elite Web. An internet connection is not required until it is time to post.

Elite Viewer

The Elite Viewer allows personnel (typically hospital personnel) to review and report on all ePCR data available to them. The Elite Viewer is accessible only at the System level.

Elite Web

Elite Web, also called Elite, is where all resources, users, forms, rules and more are managed. Elite Web requires an internet connection and is not intended for mobile use.

Encounters

See Visit forms.

Endpoint

An endpoint is where you are submitting your data, such as states, billing companies or hospitals. End-points determine where you send data and if a Schema or Schematrons are applied.

Endpoint Type

An endpoint type is the type of files the endpoint is for, e.g. NEMSIS and NFIRS.

Enterprise

Agencies, Tiers and the System level are all enterprises.

Event Series

In Scheduler, an event series, also called a shift series, is an event that recurs. For example, shift A occuurs in a repeating pattern of 24 on / 48 off for 12 weeks.

Event Template

Event templates are a combination of values configured in the Course / Event Type tab of the Training & Activities module. You can select an event template from inside a training or activity record and auto-populate the record with the values saved in the Course / Event Type's event template.

External Messages

External messages are any messages sent to a user's external email address. External messages do not include links to incidents or incident information in the message. Add or edit user external email addresses in user accounts.

F

Facilities

Previously known as Agency Transfer/Transport and Destinations. Facilities are locations EMS agencies transport patients to or from and are described as either an assisted living facility, clinic, hospital, nursing home, urgent care or other facility that patients are transported to or from.

Fallback Code

A fallback code is a code used in Dataset Manager and is only applicable when applied to a custom element, not a standard RxNorm or ICD-10 code.

Form Workspace

The form workspace is the center or largest portion of your screen in Form Manager. Drag data elements onto the workspace to create a form.

G

Generic Label

The Generic Label can be added to all form templates and Situation Tools. The Generic Label allows you to add text, such as directions.

Grids

In Form Manager, a grid is a group of data elements you can only add to a form template together inside the selected grid. You can add up to two additional grids inside a grid, making a total of three nested grids.

I

Import

Importing data allows you to copy data from a properly formatted file into the system.

Incident-Related Messages

An incident related message is a message composed from inside an incident and includes basic incident information. When replying to the message, you can click the incident's link to navigate to the incident.

Incident Form Templates

Previously known as run forms, incident form templates are created in Form Manager and are the incident forms used to enter patient information.

Incident List View

An incident list view is a set of criteria, filters and columns that create customized list. Add or edit list views in Configuration > Incident List Views.

Incident Status

The status applied to incident forms to track their progress and level of completion.

Inspection Form

The forms used to complete inspections. Create inspection form templates in Form Manager.

Inspection Types

The different types of inspections offered by your agency.

Instance

A checklist instance referes each checklist opened and completed by users. Instances are created by adding assignments to a checklist template.

Integration Account

An integration account is the configuration between your agency and other Elite systems or 3rd party vendors. The configuration includes the credentials and permissions for communicating between systems.

IT Values

IT values are custom ImageTrend data values. Often the IT values were the results of custom development.

Item

Items in the Inventory module are inventory objects such as boots, medications, hoses, vehicles and gloves.

L

LAMS (Los Angeles Motor Score)

The Los Angeles Motor Score (LAMS) is a popular stroke scale. Points are assigned to the findings to determine stroke severity. LAMS scale includes facial droop with smile, grip strength and arm drift.

Library

The Library is where you can publish resources you created and import resources created by other Elite users into your agency. Access the Library through the Community tab in the app menu.

Location

A location is a physical location, such as an address, site or building used for recording and documenting property inspections. Buildings may contain one or more occupants. Location records include building information, pre-plan information and other building-related information such as maps or hydrants. To inspect the location, the location must have an occupant. Inspection records are tied to the location's occupant(s).

Location Lookup

The Set from Postal Code button searches the list of Civil, Populated Places and all other GNIS codes for matches. For more information, see Set from Postal Code vs. Location Lookup. To add new postal

code combinations to the system, see Managing Postal Codes. To add the Location Lookup button to form templates, see Adding Buttons to Form Templates.

Login Access

This is a status that determines whether or not a user can log in to the system. This is the status that automatically switches to Inactive if a user does not log in for a specified number of days or exceeds the maximum number of tries to correctly enter their login credentials.

M

Mapping

Mapping refers to the mapping of data element values for exports. Administrators can map a data element's values to another system's values, and upon export, those other system values export to the endpoint selected.

Message Type

Message types are the categories used to organize your inbox messages. Only the message composer can assign the message type.

Minutes at Scene

A time interval defined as the difference in time between Unit Arrived on Scene (eTimes.06) and Unit Left Scene (eTimes.09). You can create EMS and CQI incident list views using Minutes at Scene as a criteria or column.

Minutes to get to Destination

A time interval defined as the difference in time between Unit Left Scene (eTimes.09) and Patient Arrived at Destination (eTime.11). You can create EMS and CQI incident list views using Minutes to get to Destination as a criteria or column.

Minutes to get to Scene

A time interval defined as the difference in time between Unit En Route (eTimes.05) and Unit Arrived on Scene (eTimes.06) You can create EMS and CQI incident list views using Minutes to get to Scene as a criteria or column.

Mutual Aid Vehicle

Mutual aid vehicles are vehicles sent as mutual aid from another agency. Document the number of providers in a vehicle through the Apparatus Power Tool and the apparatus grid on fire incident forms.

N

Navigation Bar

The top navigation bar in Elite, also known as the app menu, which includes all the tabs at the top of the page in Elite.

Non-Staff Members

Non-staff members are users that are not part of the agency's personnel but still has rights to view certain content based on permissions. Non-staff members do not appear on staff reports or on incident forms

Not Value

Not Values are the NEMSIS values: Not Applicable, Not Recorded and Not Reporting.

O

Occupant

An occupant is a tenant of a location, which includes businesses and individuals; many occupants may belong to the same location. Occupants may change often, while the location does not change. Occupant records track occupant information including contact information, inspections, occupancy dates and maintenance. You can add inspections to occupant records.

Other System Values

The Other System Value field in Dataset Manager identifies the data element required by the other system to which you submit data for the data element.

P

Panels

Panels appear under sections on forms. Manage form panels in Form Manager.

Patient Encounter Timeline

The Patient Encounter Timeline displays past patient data if the patient is a repeat patient. The information displays within EMS and Community Health incidents in the Timeline slide-out when there is an internet connection.

Patient Identifiable

Data elements that are patient identifiable are visible only to users with patient identifiable permissions. You can determine which data elements are patient identifiable in Dataset Manager.

Permission Object

A permission object represents a single, defined area of the system or an action users can take. A user's permission setting for each permission object determines their ability to access the area of the system and what actions they can perform. For example, there are permission objects available for Facilities and My EMS Incidents.

Pertinent Negative

Pertinent Negatives, according to NEMSIS, are attributes of elements.

Plus-One Codes

Use plus-one codes to further define your base fire data elements. For more information, view the "NFIRSGram: the use of plus-one codes," article from the U.S. Fire Administration.

Power Tool

A power tool, also known as a dynamic power tool, is a collection of fields that is an alternate way of collecting information such as vitals, procedures, medications given, labs and more.

Primary Profile

In Merge Users, the primary profile describes the user's account with the most correct and up-to-date information. The Merger Users button is located in the Account Details tab of a user's account. ImageTrend recommends merging user accounts if a user in the system has more than one account.

Private Incident List View

A private incident list view is a view you created and a view only you can access.

Prmiary Email

A primary email address is the address that receives communication from Elite. If no email is selected as the priamry, all email addresses receive Elite communications. You can adjust the primary email setting in the Account Details tab of your user acccount.

Programs

Programs, also called Community Health Programs, are for managing patients enrolled in health programs. The Community Health module is an add-on module.

Propagate

Propagate describes the push of settings and resources down to the tiers and agencies listed below in the Agency Tree. Users in the tiers or agencies can use the resources they inherited or they can, typically, inactivate them.

Properties box

The Properties box is found in Worksheet Manager, Print Report Manager, CQI Form Manager, Form Manager and the Supplemental Form Manager modules. The propertie box is a list of all properties associated with the selected field.

PSAP

Primary or Secondary Service Answering Point.

Public Incident List View

A public incident list view is a view accessible by all users who have access to that incident list.

Q

Question Category

A question category organizes checklist questions on the Checklist Questions list page and inside a checklist template in Checklist Manager.

R

Read

A permission setting of Read allows users to view information, but not edit, add or delete the information.

Recipient Selector

The Recipient Selector is the tool used to select recipients when editing or replying to messages.

Repeat Last

Repeat Last is button you can add to Dynamic Power Tools. When the button is selected, the power tool loads the data from the last time the power tool was used in the current incident. This allows users to create multiple records while retaining the information from the previous record.

Report Layout

A report layout is a the layout of data elements for PDFs, print versions and emails of incidents, visits, inspections and other types of records. Configure report layouts in Print Report Manager.

Review Related Message

A review related message is a message composed from inside an incident review. When replying to the message, you can click the incident's link to navigate to the incident.

Reviewer Status

The status set by the reviewer for the incident in the CQI Category. Multiple reviewers can review an incident in a CQI Category and each has their own reviewer status.

S

Schema

Schema is a language used to express the constraints for XML documents.

Schemalocation

The schemalocation indicates what version of schema a particular Schematron file is using/referencing.

Schematron

A Schematron checks all records in the data file against all the rules in the Schema file. The Schema rules deploy with your Elite system and is required for NEMSIS. The rules are applied during an import or export in Data Exchange.

Sections

Sections appear as headers on forms and report layouts. Manage form sections in Form Manager or CQI Form Manager and report layout sections in Print Report Manager.

Selected User

1) A general term for the current user account you have selected. 2) When merging multiple user accounts into one account, the selected user is where you start the process of merging. The user information (such as name, username, etc.) is retained from this account during the merge process.

Set from Postal Code

The Set from Postal Code button searches the list of GNIS Civil codes for matches. If there are no matches, it looks at the GNIS Populated Places codes for matches. For more information, see Set from Postal Code vs. Location Lookup. To add new postal code combinations to the system, see Managing Postal Codes. To add the Location Lookup button to form templates, see Adding Buttons to Form Templates.

Shift Series

In Scheduler, a shift series, also called an event series, is an event that recurs. For example, shift A occurs in a repeating pattern of 24 on / 48 off for 12 weeks.

Shift Templates

Shift templates include the required personnel, roles, vehicles and recurrence patterns of shifts. You can apply shift templates to Schedules to quickly create schedules.

Single Inventory

The Single inventory type is for items for which you have more than one of a specific item, expendable or re-usable inventory such as safety vests and turnout gear. Single inventory should have on inventory record for each item to allow for allocation tracking. For example, each MTS Attack Jacket should have its own inventory record. Inventory type is applied to inventory records when adding or editing the record's basic details.

Site

Sites for Inventory are the physical location or container for your inventory, such as a station, storage locker or engine. Sites can be both a location and an item, meaning you can add your engine to inventory as both a site and an item. Inside site / items, you can add other items, such as gloves. Sites often require minimal data collection.

Site Administrator

The Site Administrator is a single user from the System level selected to manage the migration of content from your previous system to Elite.

Situation Tool

Situation Tools are one or more Dynamic Power Tools combined to create a quick data entry tool.

Staff Member

Users that are personnel of an agency, tier or level.

Subcategories

Subcategories in Training & Activity Resources, organize training and activity records and make it easier to write reports in Report Writer. You can add sub-categories to event templates to auto-populate the Sub-category field on training and activity records.

Supplemental Inspection Forms

The additional forms on inspections used to collect additional information. Create inspection supplemental forms in the Supplemental Form Manager.

Supplemental Questions

Supplemental questions are questions you can add to incident forms to collect additional information.

Sync

Syncing, or synchronizing, is the process of passing all information on Elite to Elite Field. This ensures that all data is up to date in the field systems.

System level

The System level is the top level in the Agency Tree, which means it is the top level in the system. Users at this level, depending on their permissions, can set up specific areas of the system which affect all users in the system.

System Status

This is a status that determines whether a user can log in to the system. Controlled by the system administrators, this option can prevent a user from logging in to the system regardless of whether their agency status is set to active for any agency.

System View

A System View is an incident list view which was created at the System level and is accessible at all levels in the system, except for Elite Viewer. Only users at the System level can access a System level Elite Viewer view.

T

Tag Number

Tag Number for Inventory is a field often used by agencies for specific item identification. Tag numbers can be assigned to inventory records when editing or creating copies of the inventory record.

Target Value

The minimum value required for an integer-style checklist question. When used with the "Less than Target Value" notification setting and the entered checklist value is less than the question's target value, a notification is sent. For example, if the target value is 2 and a user enters a response of 1. The value entered is less than the target value and therefore a notification is sent.

Text Labels

In Print Report Manager, a text label is an empty field you can add to your report layouts. You can add text, spaces, commas, measurement unites, etc. to text labels.

Tier

Tier, or Tier level, is the second level in the Agency Tree. Tiers are often called regions.

Topics

Topics in Training & Activity Resources, function as the subjects, events, or arbitrary tags for content covered in a training or activity. Add topics to event templates to auto-populate the Topics field on training and activity records. Use topics to assist in writing training and activity reports in Report Writer.

Training Event Templates

Training event templates and activity event templates are created with the resources in the Training & Activity Resources' tabs. Event template information can auto-populate several fields on training forms or activity forms if the form templates include the Course / Event Type field

Training Form Templates

Training form templates and activity form templates are created in Form Manager. All training and event records are created using a training or activity form template. When documenting training or activity events, selecting a Course / Event Type auto-populates the training or activity event template information into the form.

U

Unified PDF

A unified PDF is a PDF that includes two or more incidents.

V

Validation (Validity) Rule

A logical representation of a particular condition for one or more data values (e.g., Unit Notified by Date/Time is blank, PSAP Call Date/Time is after Dispatch Notified Date/Time).

Vendor

An ePCR system other than Elite.

View Type

A View Type describes the view's incident list: EMS, Fire, Community Health or Elite Viewer Incident Lists.

Visit forms

Visit forms are created in Form Manager and are the visit forms used to enter patient information on a Community Health call. Encounters is another common term used for Community Health visits.

W

Worksheets

Groups of questions you can add to incident form templates.