Regional Administrator Training

Interactive Training

To log in to EMSupply for training

1. Through your internet browser, go to: https://EMSupply.juvare.com. The *Log In* page opens.
2. Enter the **Username** and **Password** on the provided training business card, and click **Log In**.

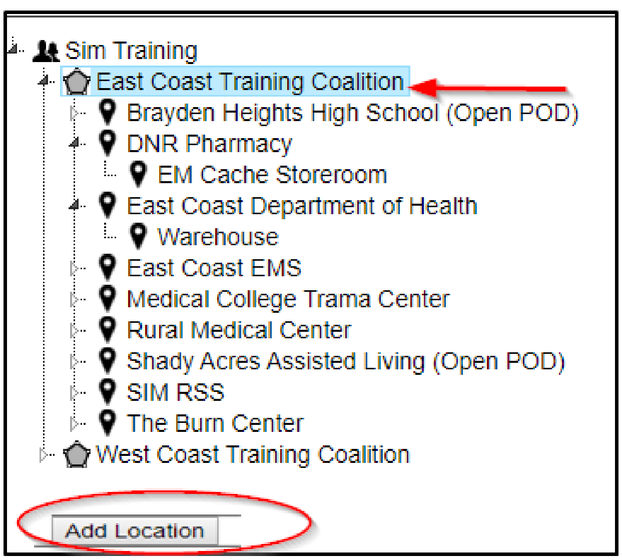
   Note: For training, use the identity on the business card you received from your instructor. Afterwards, you will create your own credentials for daily use.

Working with Locations

To add a location

1. On the *Settings* tab, click **Domains**. The *Domains* page opens.

2. Expand the top level of the hierarchy in the left pane. The left pane shows the existing regions.

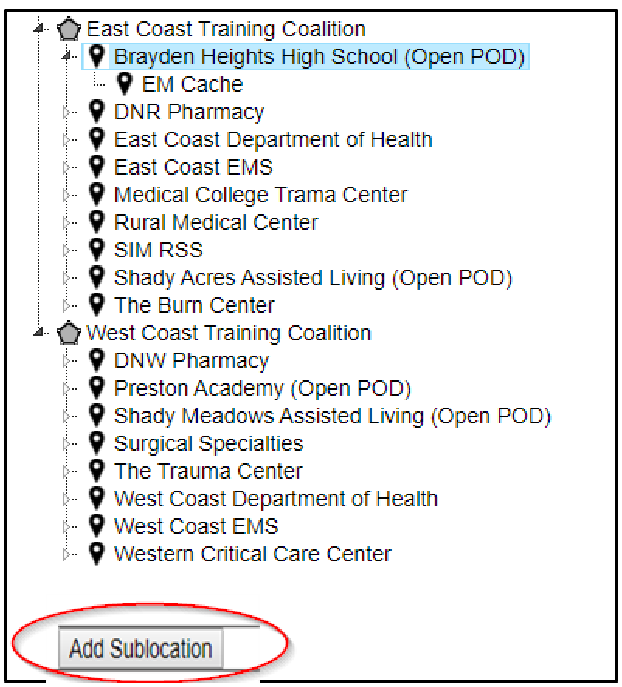


3. Locate, expand, and select the appropriate region.
4. Click **Add Location**. The right pane shows the fields to complete.
5. Enter the location's **Name**.

6. Enter its **Description**.
7. Select **Contact 1** and **Contact 2**.
8. Enter the Agency Number and select the Location Type.
9. Enter the location's **primary address.**
10. Enter the location's **Phone 1** and **Phone 2.**
11. Enter the **Fax** number.
12. Click **Save**.

To add a sublocation

1. On the *Settings* tab, click **Domains**. The *Domains* page opens.
2. Expand the top level of the hierarchy in the left pane. The left pane shows the existing regions.
3. Locate, expand, and select the appropriate region and location. The left pane shows the existing sublocations.
4. Click **Add Sublocation**. The right pane shows the fields to complete.

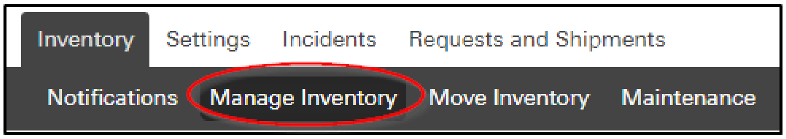


5. Enter the sublocation's **Name**.
6. Enter its **Description**.
7. Click **Save**.

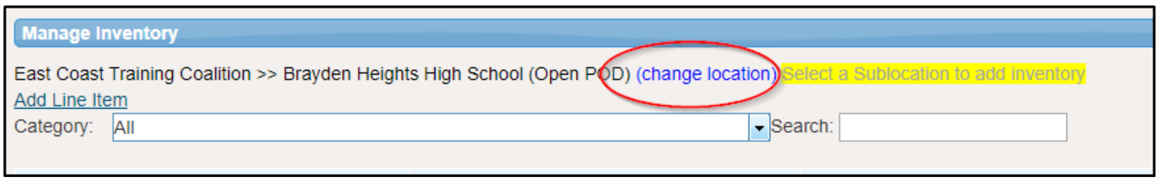
Working with Inventory

To view inventory

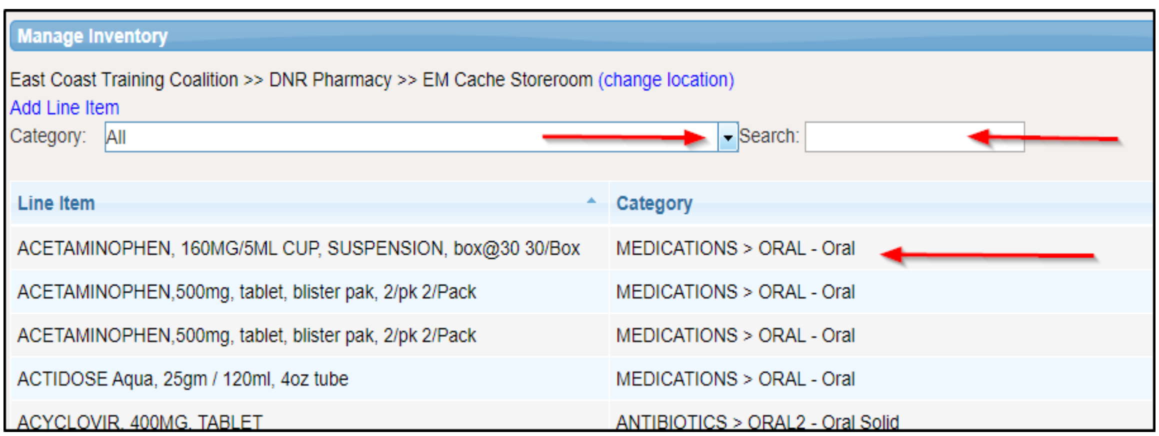
1. On the *Inventory* tab click **Manage Inventory**. The *Manage Inventory* page opens.



2. Click **change location**. The domain hierarchy window opens.

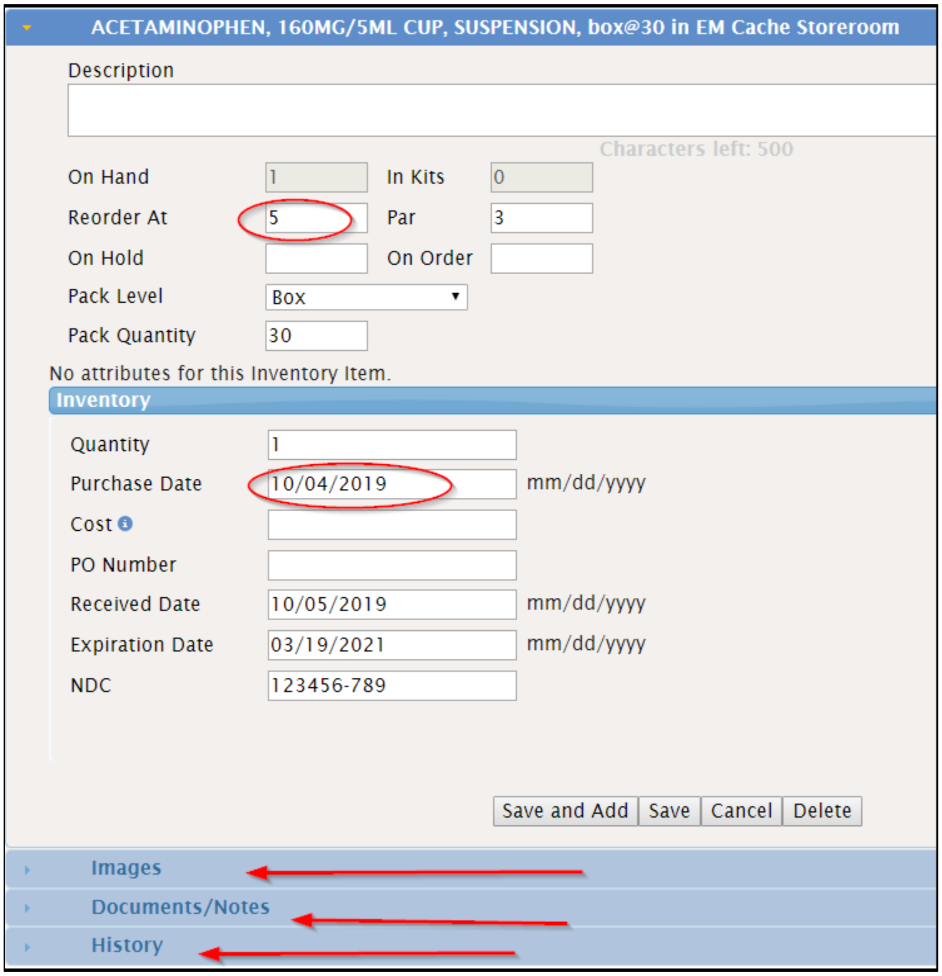


3. Click the domain, region, location, or sublocation you want to review. The page shows all inventory belonging to the selected level.
4. To refine your list of inventory, in the **Category** list, click a single category. To clear the selection, click **All**.



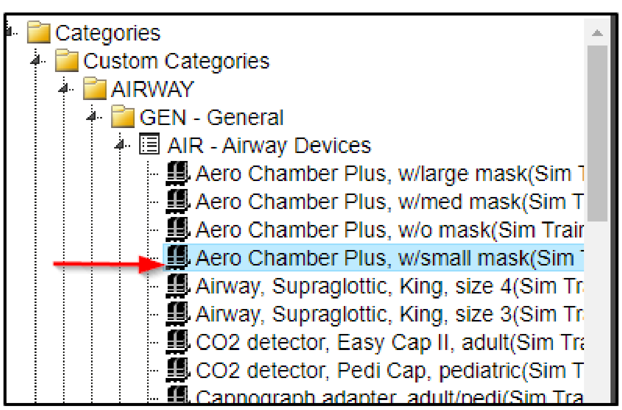
5. In the **Search**, enter all or part of the category, item, or kit name. To view all items, clear your entry.
6. To sort the inventory list, click a column header once for alphabetic or numeric order or twice for the reverse order.
7. At a location or sublocation, you can view the details for a line item by clicking it in the list.
8. To view images, click the **Images Drawers**.
9. To view documents and notes, click the **Documents Drawer**.

10. To view item history, click the **History Drawer**.



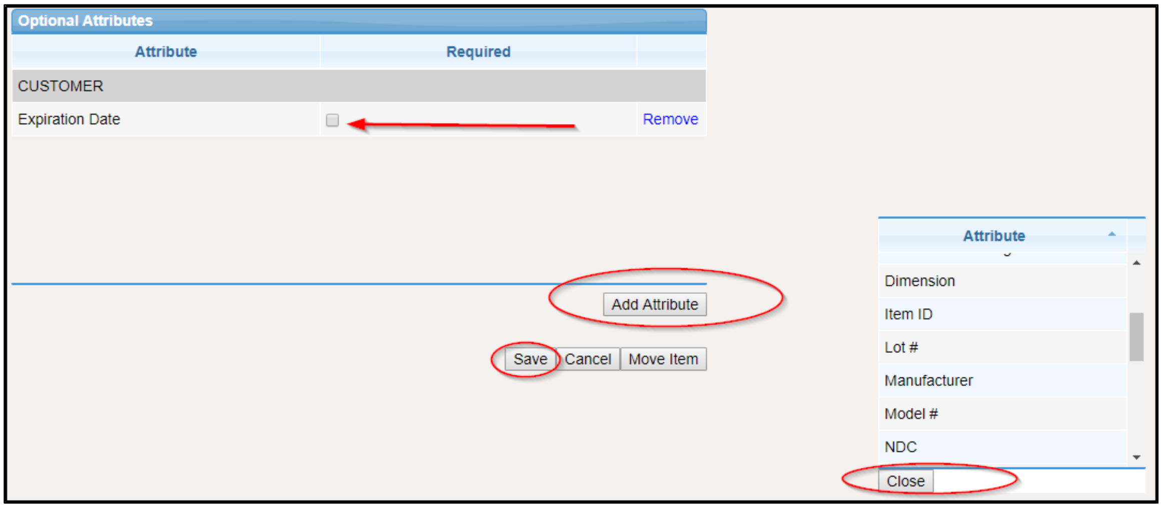
To add attributes to items

1. On the *Settings* tab, click **Categories**. The *Categories* page opens.
2. Locate and select the appropriate category folder.



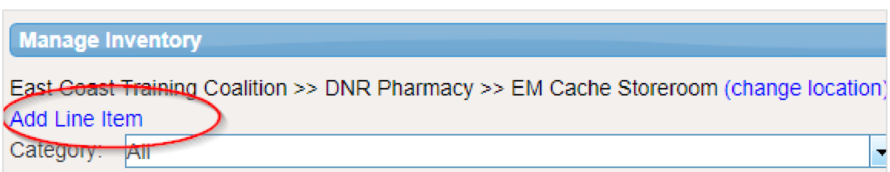
3. In the *Optional Attributes* section, click **Add Attribute**. The *Attribute* window opens.

4. Click each attribute you want to add to this type.
5. When you are done, click **Close**. To make an attribute required, select its **Required** check box.
6. Click **Save**.

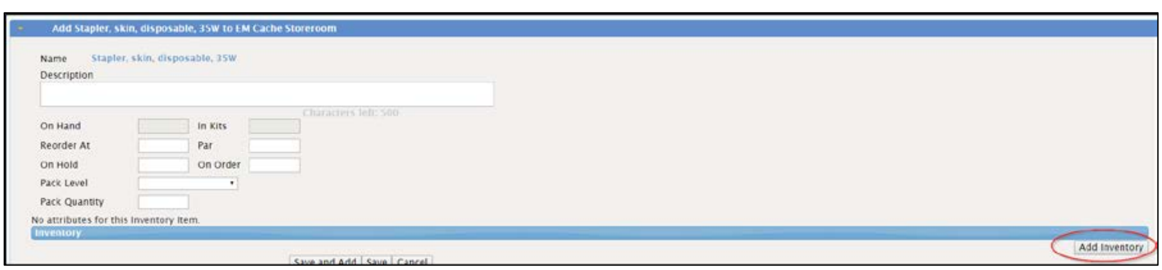


To add inventory

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and click the sublocation.



4. Click **Add Line Item.** The Select Item list opens.
5. Search for the name of the item and click on the item.
6. On the lower right, click **Add Inventory**.



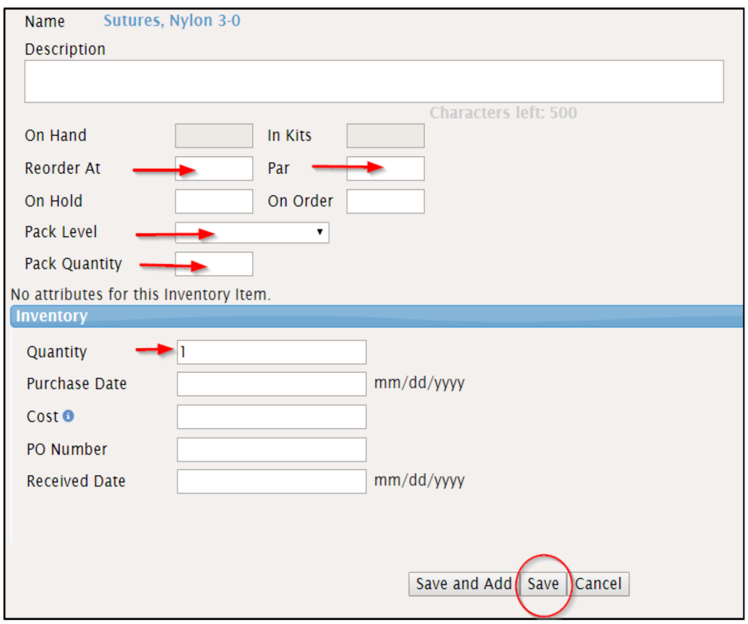
7. Enter the relevant information.
8. Click **Save.** The *Manage Inventory* page opens.

To update Inventory

1. In the inventory list, locate and click the existing item. The line item detail page opens.
2. In the Inventory batch, for **Quantity,** enter or change the number.
3. Click **Save.** The Manage Inventory page opens.

To add a new batch to an existing item

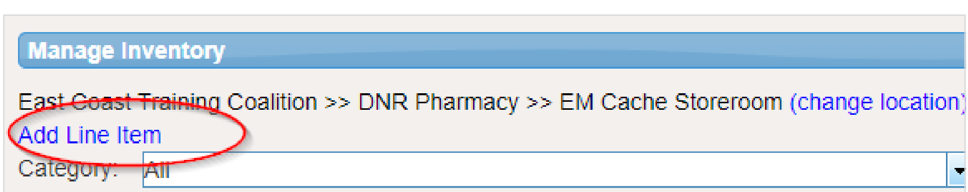
1. In the inventory list, locate and click the existing item. The line item detail page opens.
2. On the lower right, click **Add Inventory**.
3. Enter or change the information in the new batch.



4. Click **Save**. The Manage Inventory page opens.

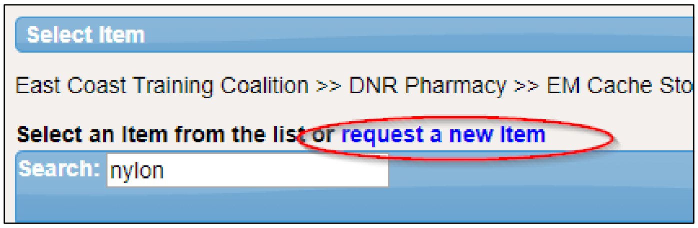
To create a new Item

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and click the sublocation.



4. Click **Add Line Item.** The *Select Item* list opens.

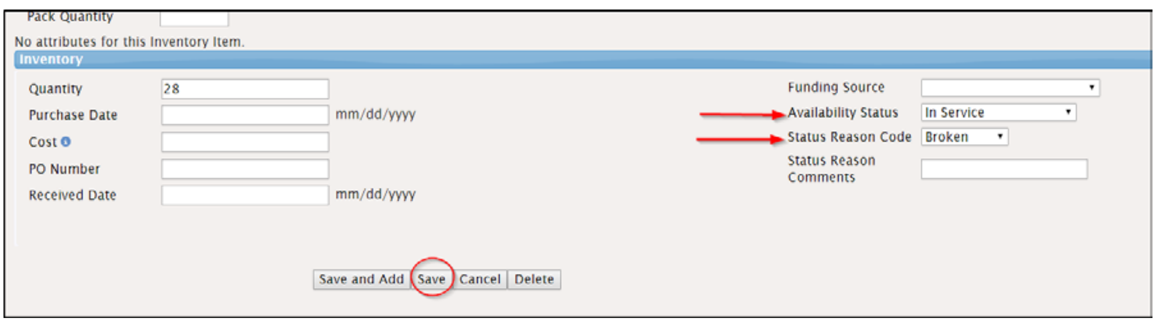
5. Click **request a new item.** The *Request New Item* window opens.



6. Enter a description of the requested item, along with your **Email** and **Phone**.
7. Click **Submit**. A message is sent to your administrator requesting the item. After the item is added to your domain and region, you can add it to your location.

To change the availability status of items

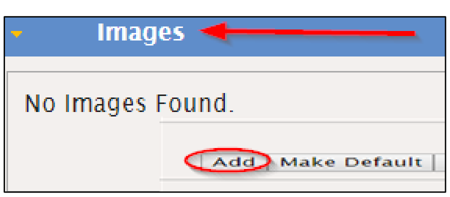
1. On the *Inventory* tab, click **Manage Inventory.** The *Manage Inventory* page opens.
2. Click **change location.** The domain hierarchy window opens.
3. Locate and click the location or sublocation.
4. Locate and click the item or kit you want to update. The item's page opens.
5. On the appropriate inventory batch, in the **Availability Status** list, click the new status.



6. Click **Save**.

To add images

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and select the sublocation.
4. Locate and click the item or kit you want to update. The item's page opens.
5. Click the **Images** drawer.
6. Click **Add**.



7. Click **Select files**. Your browser's *Open* window opens.
8. Navigate to and click the images you want to upload Click **Open**. The window closes, and the name of the image appears in the drawer. If you selected the wrong image, click **Clear** to remove it.
9. Click **Upload.** A thumbnail of the image appears. If this is the only image for this item, it is automatically the default image.
10. If you have multiple images, under the appropriate image, click **Default.**

To add documents

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and select the sublocation.
4. Locate and click the item or kit you want to update. The item's page opens.
5. Click the **Documents/Notes drawer.**
6. Click **Add.**
7. Click **Select** files. Your browser's **Open** window opens.
8. Navigate to and click the documents and notes you want to upload.
9. Click **Open.** The window closes, and the name of the document appears in the drawer.
10. Tip: If you selected the wrong document, click **Clear** to remove it.
11. Click **Upload**. The name of the document appears in the list.

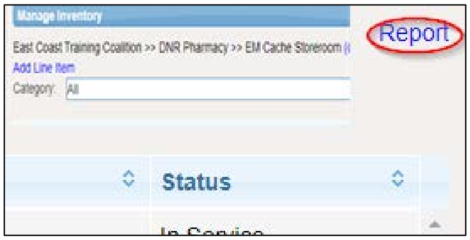
To add a note

1. On the *Inventory* tab, click **Manage Inventory.** The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and select the sublocation.
4. Locate and click the item or kit you want to update. The item's page opens.
5. Click the **Documents/Notes** drawer.
6. In the **Notes** area, enter your note or comment.
7. Click **Save**.

To generate a report

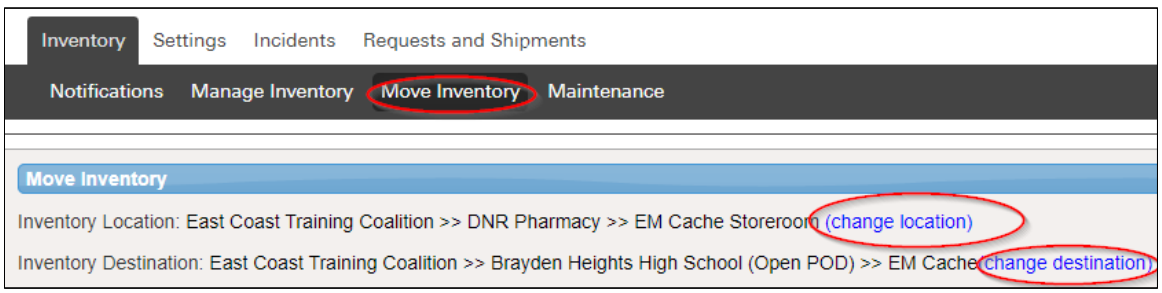
1. On the *Inventory* tab, click **Manage Inventory.** The *Manage Inventory* page opens.
2. Click **change location**. The domain hierarchy window opens.
3. Locate and select the domain, region, location, or sublocation for which you want to generate the report.

4. As appropriate, select the **Category** or use the **Search** to locate the correct inventory.
5. Click the table headings to sort or re-order the list of inventory.
6. Click **Report.** The file is downloaded through your browser.
7. Go to your downloads folder to open and view the file.



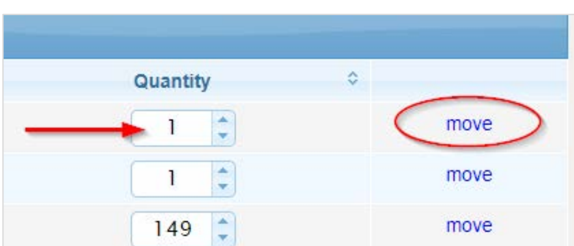
To move inventory

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Click **change location** the domain hierarchy window opens.
3. Locate and click the sublocation.



4. Click **change destination** to choose the new sublocation for the items.
5. To move inventory, select **Move All Inventory**.

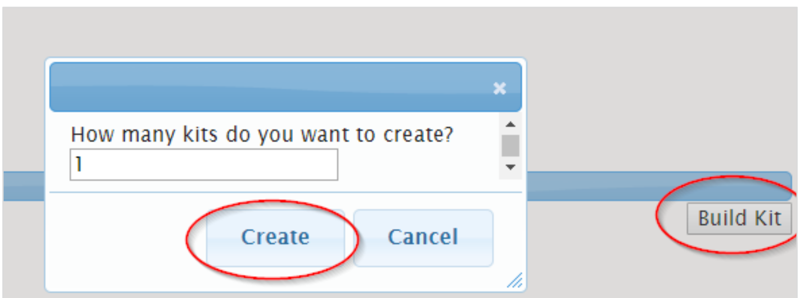
6. To move one inventory item at a time, enter the **Quantity** you want to move and click the item's **move link**. A note indicates the item has been moved.



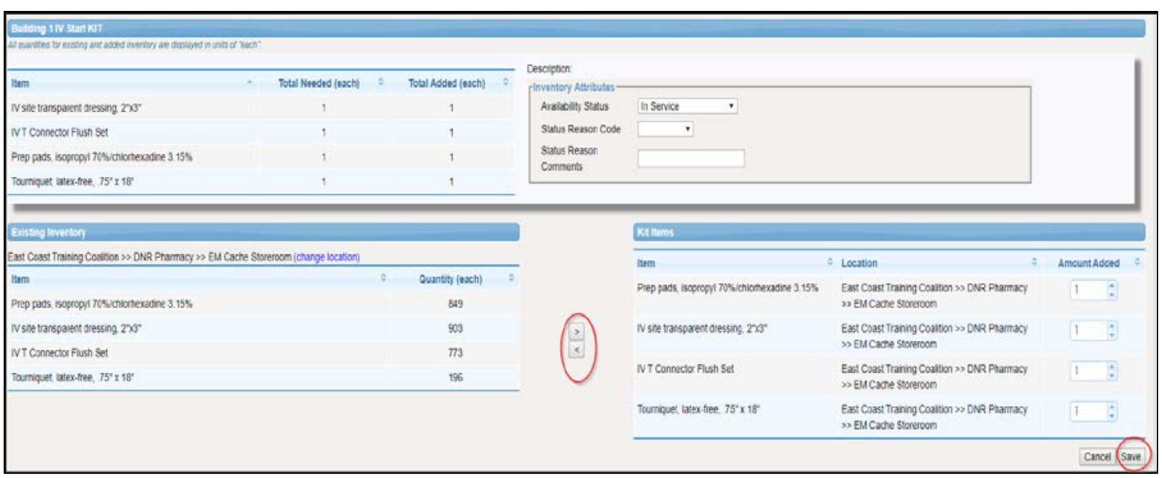
Working with Kits

To add kits

1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Select the sublocation where you want to build the kit (change location). The domain hierarchy drop-down list opens. **Search** for the kit in the sublocation or **add** a kit as **a new line item**.
3. Select the **kit template**.
4. When the kit opens select **to Build Kit**.



5. Enter the number of kits you want to create and Select to **create**.
6. Select an item in the list and click the right arrow to move it to the **Kit Items.** The **Amount Added** defaults to the number needed for the kits you are building.



7. If appropriate, change the **Amount Added.**
8. Repeat these steps to add additional quantities of an item or a different item.
9. When you are done, click **Save.**

To disassemble a kit

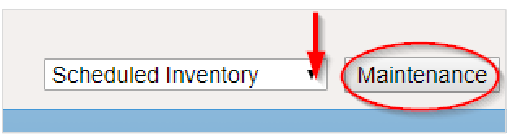
1. On the *Inventory* tab, click **Manage Inventory**. The *Manage Inventory* page opens.
2. Locate and select the sublocation where the kit resides. The page shows all items in all categories at this sublocation.
3. Click the kit you want to **update**. The line item's page opens.
4. Make sure the main drawer is open.
5. Locate the correct inventory tile.
6. Click **Disassemble.** The solution asks you to confirm this action.
7. Click **Disassemble**.
8. Click **Save**. The *Manage Inventory* page re-opens.
9. On the *Inventory* page, locate the disassembled kit's item that has expired or is otherwise unavailable.
10. Click the line item. The line item's page opens.
11. Make sure the main drawer is open.
12. Locate the appropriate tile.
13. Select an appropriate **Availability Status.**
14. Select the appropriate **Status Reason Code.**
15. **Enter a comment** in **Status Reason Comments**.
16. Click **Save.** The *Manage Inventory* page re-opens.

Inventory Maintenance

To record maintenance

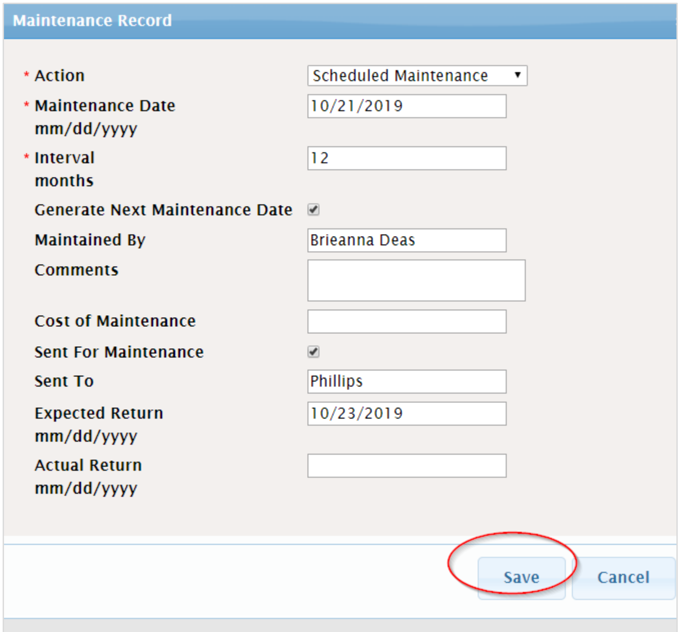
1. On the *Inventory* tab, click **Maintenance.** The *Maintenance* page opens. If appropriate, select a location (change location).
2. Select **Scheduled Inventory** or **Nonscheduled Inventory**.
3. Locate and select the item.

   Tip: Use the Search field at the top of the table to locate the item.
4. Click the **Maintenance** button.

5. Select the **Action**: **Scheduled Maintenance** or **Unscheduled Maintenance**.
6. Accept the default **Maintenance Date** or select a different date.

7. Accept the default **Maintained By** or enter a different name.

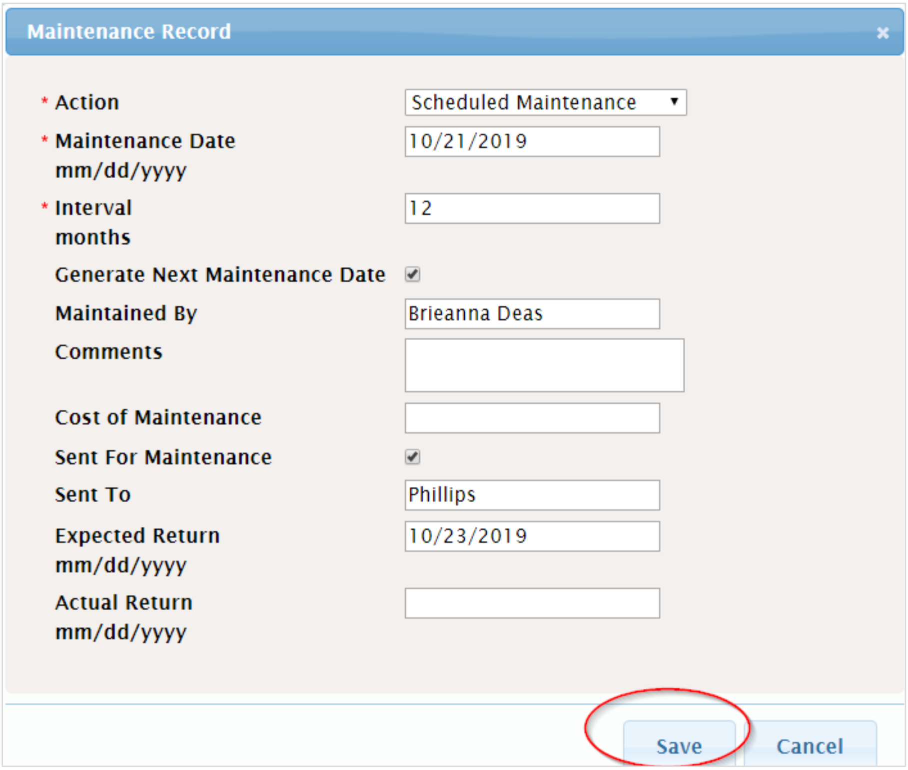


8. If appropriate, enter related **Comments**.
9. Click **Save**.

To sending inventory for repair

1. On the *Inventory* tab, click **Maintenance**. The *Maintenance* page opens.
2. If appropriate, select a location (change location).
3. Select **Scheduled Inventory** or **Nonscheduled Inventory** as the view.
4. Locate and select the item.
5. Click the **Maintenance** button. The *Maintenance Record* window opens.
6. Select the **Action**: **Scheduled Maintenance** or **Unscheduled Maintenance**.
7. If appropriate, change the **Maintenance Date**.
8. For the **Availability Status**, select **Out of Service**.
9. Accept the default **Maintained By** or enter a different name.
10. If appropriate, enter **Comments.**
11. If appropriate, enter the **Cost of Maintenance.**
12. Select Sent for Maintenance.
13. Enter **Sent To.**
14. Enter or select the **Expected Return** date.

15. Click **Save.**

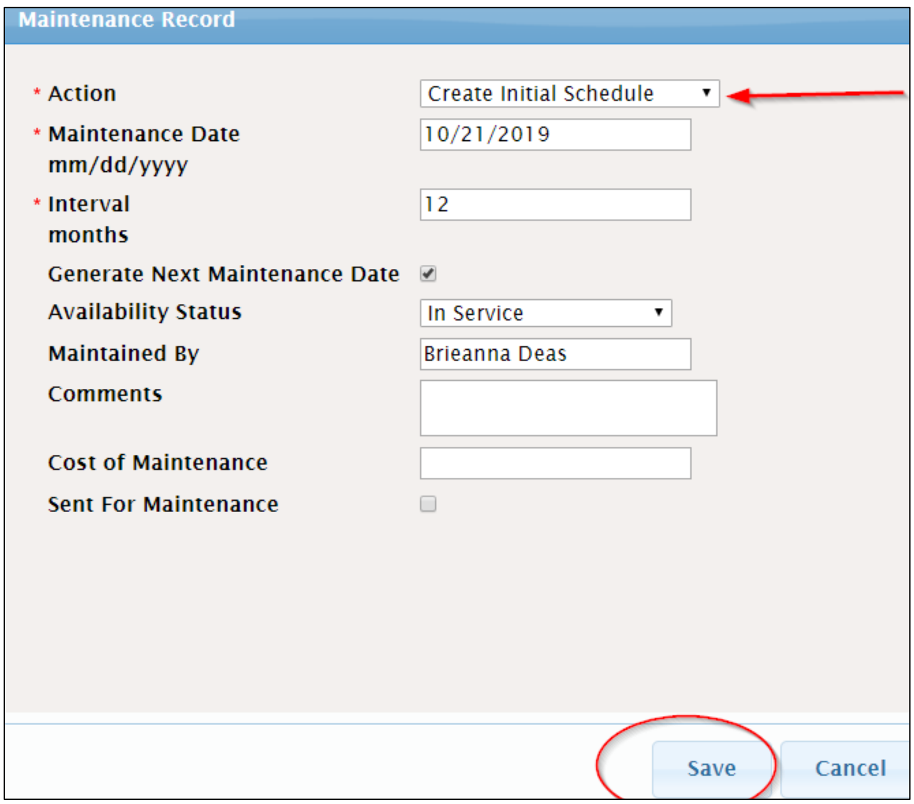


To record and update return dates

1. On the *Inventory* tab, click **Maintenance.** The *Maintenance* page opens.
2. If appropriate, select a location (change location).
3. Select **Out for Service Items** as the view.
4. Locate and select the item.
5. Click the **Maintenance** button.
6. In **Action**, select **Inventory Returned**.
7. Accept the default **Maintained By** or enter a different name.
8. If appropriate, enter **Comments**.
9. Enter or change the **Cost of Maintenance.**
10. Enter or select the **Actual Return date.** The **Availability Status** field appears.
11. Select the appropriate **Availability Status**.
12. Click **Save**.

To schedule initial maintenance

1. On the *Inventory* tab, click **Maintenance**. The *Maintenance* page opens.
2. If appropriate, select a location (change location).
3. Select **Nonscheduled Inventory**.
4. Locate and select the items.
5. Click **Maintenance.** The *Maintenance Record* window opens.
6. In **Action**, select **Create Initial Schedule**.



7. Accept the default **Maintenance Date** or select another date.
8. Enter the **Interval**.
9. Select or clear the **Generate Next Maintenance Date** check box.
10. If you clear the **Generate Next Maintenance** check box, enter a date for **Next Maintenance**.
11. Select the **Availability Status**.
12. Accept the default **Maintained By** or enter a different name.
13. If appropriate, enter **Comments**.
14. Click **Save**. The item is moved to the *Scheduled Inventory* view.
15. When you are done, click **Close**.

To change maintenance

1. On the *Inventory* tab, click **Maintenance**. The *Maintenance* page opens.
2. If appropriate, select a location (change location).
3. Select **Scheduled Inventory**.
4. Locate and select the item.

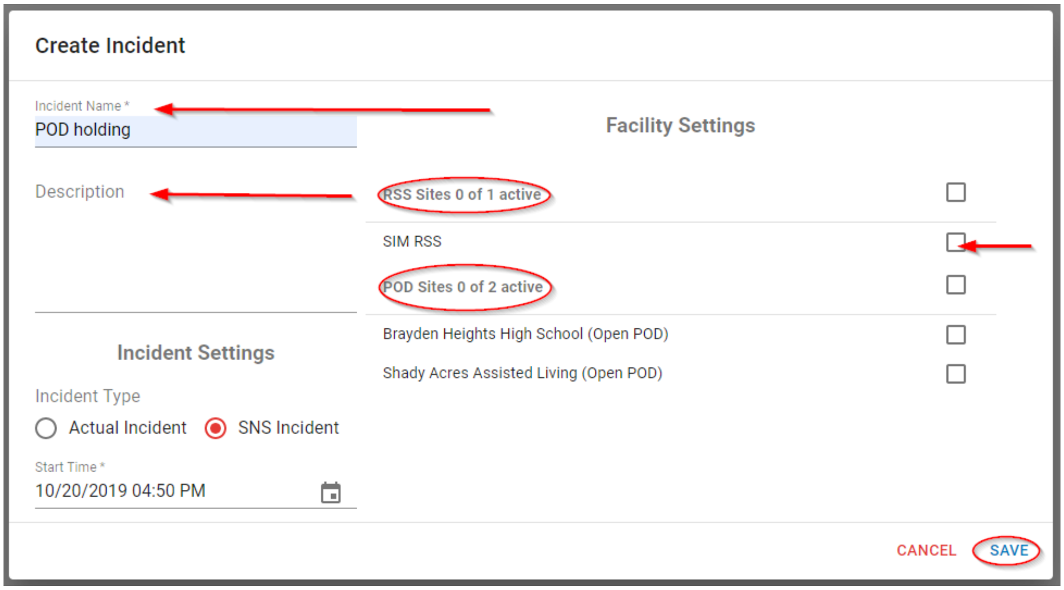
   Tip: Use the **Search** field at the top of the table to locate the item.
5. Click **Maintenance**. The *Maintenance Record* window opens.
6. In Action, select **Scheduled Maintenance**.
7. If appropriate, change the **Maintenance Date**.
8. If appropriate, change the **Interval**.
9. If appropriate, enter **Comments**.
10. Click **Save**.

Working with Incidents

To create incidents

1. On the *Incidents* tab, click **Create Incident**. The *Create Incident* window opens.
2. For **Name,** enter the name of the incident.
3. For **Description**, enter basic information about the incident to help other people better understand the situation.
4. For **Type**, click either **Actual Incident** or **SNS Incident**.
5. Enter the **Start Date and Time**.

6. If you are creating an SNS incident, in the *Facility Settings* area, select the **RSS** or **POD** check box.



7. Click **Save**. The incident appears on the page.

To edit incidents

1. On the *Incidents* tab, locate the incident and click **Edit Incident.** The Edit Incident window opens.
2. Update the **Name**, **Description**, **Type**, **Start Date** and **Time**, and/or **Facility Settings**.
3. Click **Save**.

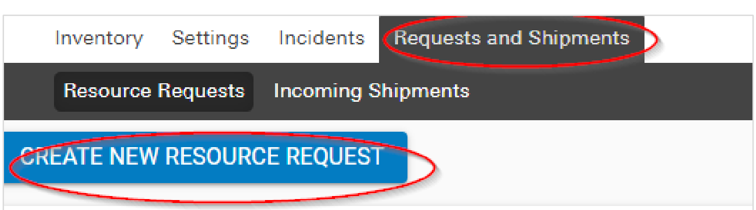
To end incidents

1. On the *Incidents* tab, locate the incident and click **End Incident**. The End Incident window opens.
2. Click **End**. The incident is removed from the page.

Working with Resource Requests and Shipments

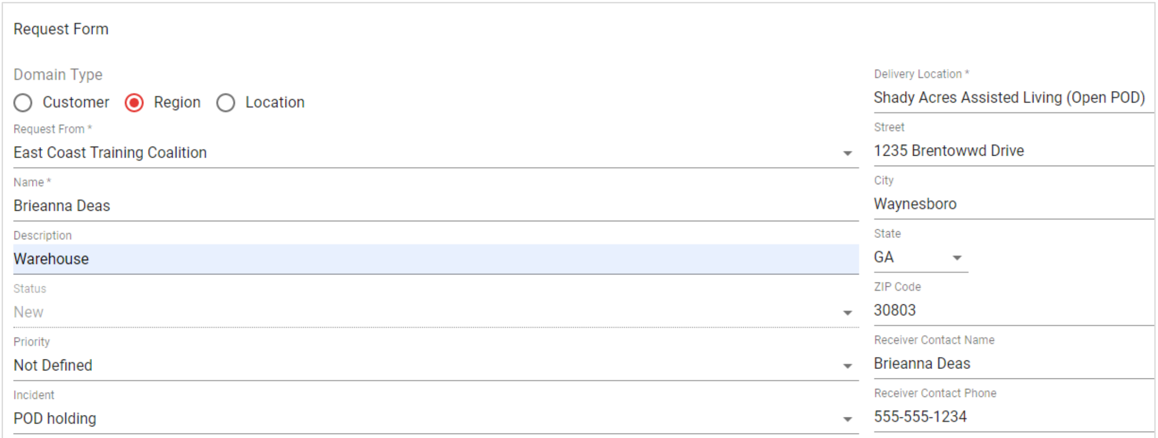
To create a resource request

1. On the *Requests and Shipments* tab, click **Resource Requests**.

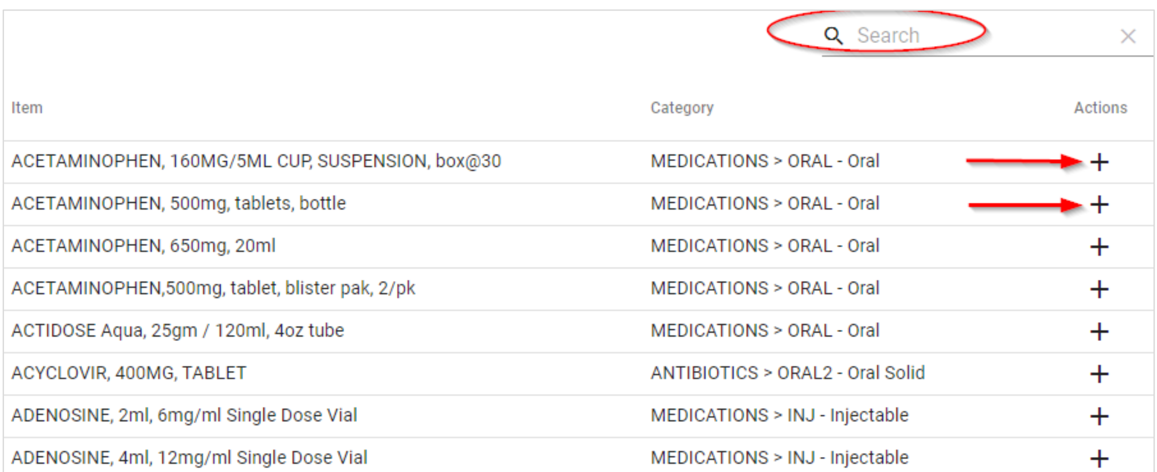


2. Click **Create Resource Request**. The *New Resource Request* page opens.

3. On the upper left, for *Domain Type*, click **Region** or **Location**.



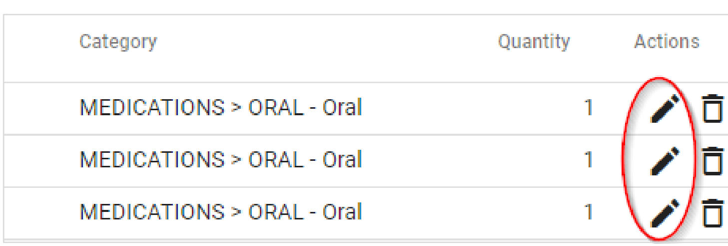
4. In the *Request From list*, click the **Region or Location** from whom you want to make the request.
5. Enter in the **Name, Description, Status, Priority, Incident, and Deliver Information**.
6. In the *Inventory list*, locate and click **the plus icon** for the items you want to include in the request. These items appear on the right, in the *Selected Inventory list*



Search

Item	Category	Actions
ACETAMINOPHEN, 160MG/5ML CUP, SUSPENSION, box@30	MEDICATIONS > ORAL - Oral	+
ACETAMINOPHEN, 500mg, tablets, bottle	MEDICATIONS > ORAL - Oral	+
ACETAMINOPHEN, 650mg, 20ml	MEDICATIONS > ORAL - Oral	+
ACETAMINOPHEN,500mg, tablet, blister pak, 2/pk	MEDICATIONS > ORAL - Oral	+
ACTIDOSE Aqua, 25gm / 120ml, 4oz tube	MEDICATIONS > ORAL - Oral	+
ACYCLOVIR, 400MG, TABLET	ANTIBIOTICS > ORAL2 - Oral Solid	+
ADENOSINE, 2ml, 6mg/ml Single Dose Vial	MEDICATIONS > INJ - Injectable	+
ADENOSINE, 4ml, 12mg/ml Single Dose Vial	MEDICATIONS > INJ - Injectable	+

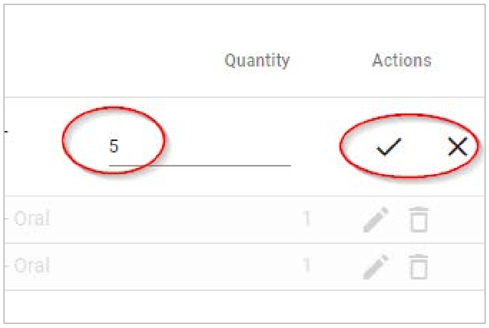
7. On the lower right, in *Selected Inventory* Update the quantity of the item requested.



Category	Quantity	Actions
MEDICATIONS > ORAL - Oral	1	
MEDICATIONS > ORAL - Oral	1	
MEDICATIONS > ORAL - Oral	1	

8. Click the **Edit** Icon.
9. For **Quantity**, enter the appropriate number.

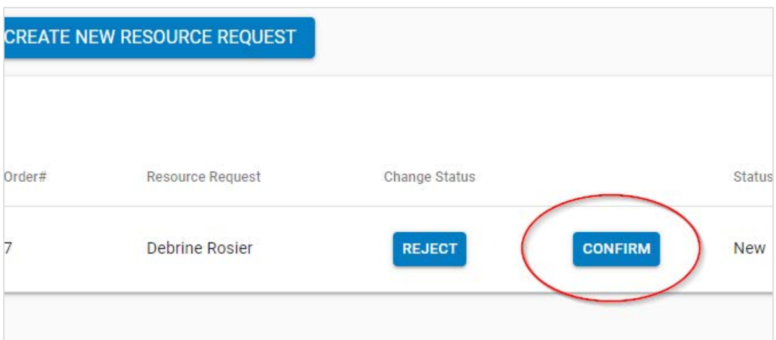
10. Click the **checkmark** icon to save or the **X** icon to cancel the quantity update.



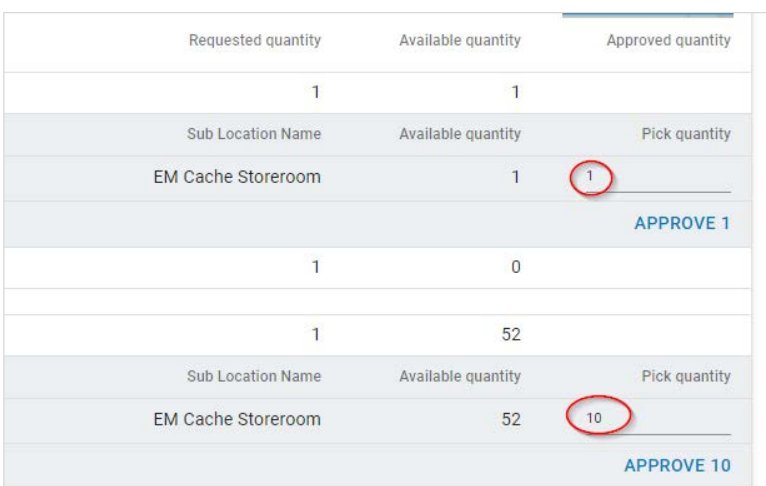
11. After you have added all items to the request, on the upper right, click **Save**.

To respond to a resource request

1. On the *Requests and Shipments* tab, click **Resource Requests**.

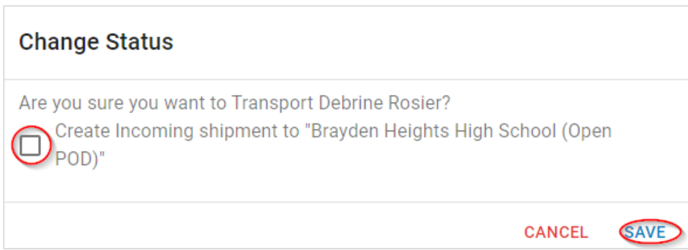


2. Locate the request.
3. On that row, click **Confirm**. The *Change Status* window opens.
4. On the *Inventory List* at the bottom approve the inventory number you are approving to send.



5. Then click at the top to **Save**.
6. Click **Pick**. The *Change Status* window opens.

7. Click **Save**.
8. Click **QC**. The *Change Status* window opens. Click **Save**.
9. Click **Ship**. The *Change Status* window opens. Click **Save**.
10. Click **Load**. The *Change Status* window opens. Click **Save**.
11. The *Resource Request* page opens, and the request status is *Loading for Transportation*.



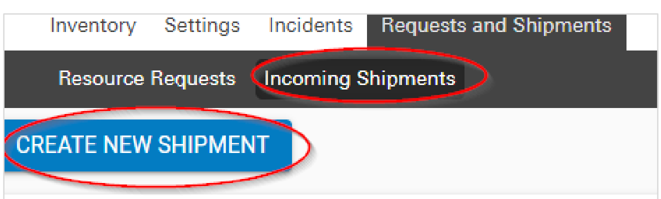
12. Click **Transport**. The *Change Status* window opens.
13. Click **Save**. The *Resource Request* page opens, and the request status is *Transporting*.
14. Click **Complete**. The *Change Status* window opens.
15. Click **Save**. The *Resource Request* page opens, and the request status is *Complete*.

To reject a resource request

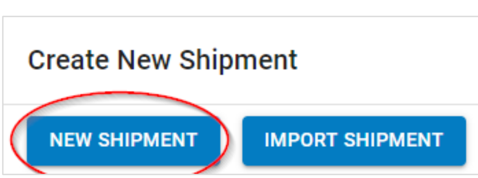
1. On the *Requests and Shipments tab,* locate the request.
2. On that row, click **Reject**. The *Change Status* window opens.
3. Click **Save**. The *Resource Request* page opens, and the request status is *Rejected*.

To create new shipments

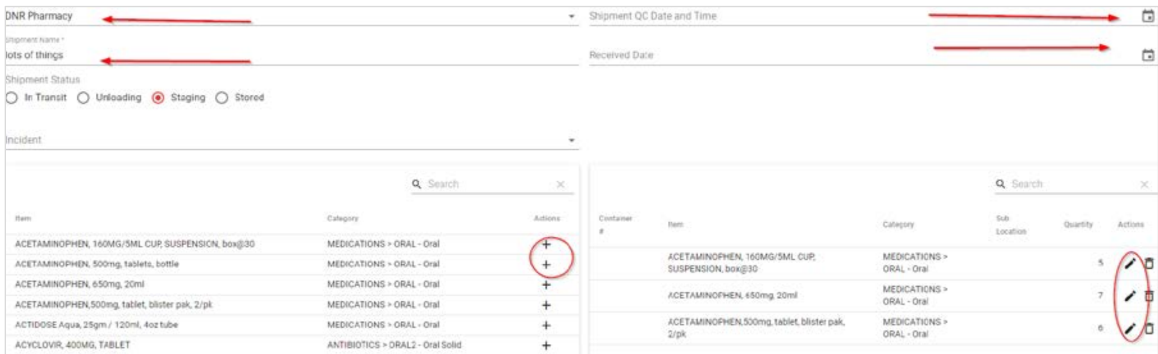
1. On the *Requests and Shipments* tab, click **Incoming Shipments**.



2. Click **Create Shipment**. A window opens.
3. Click **New Shipment.** The *New Shipment Page* Opens.



4. In the *Shipment Location* list, click the **location** where the shipment is currently located.
5. For *Shipment Name*, enter a brief **description** of the shipment contents or purpose.
6. For *Shipment Status***,** click the **status** that reflects the current stage of the receiving process.
7. In the **Incident** list, click the incident with which this shipment is associated.
8. Click the **QC Date** and The **Received Date** Icon to update.
9. On the lower left, in the *Inventory List,* locate and click the **plus** icon for the items in the request. These items appear on the right, in the *Selected Inventory* list.



10. On the lower right, in the *Selected Inventory* list, Update the quantity of the items received.
11. Click the **edit** icon.
12. For **Quantity**, enter the appropriate **number**.
13. Click the **checkmark** icon to save or the **X** icon to cancel the quantity update.

To import a shipment

1. On the *Requests and Shipments tab,* click **Incoming Shipments**.
2. Click **Create Shipment**. A window opens.
3. Click **Import Shipment**. The *Import Shipment* window opens.
4. For **Name**, enter a brief **description** of the shipment contents or purpose.
5. In the ***Location*** list, click the **location** where the shipment is currently located.
6. In the *Sub Location* list, click the **sublocation** where the shipment will be stored.
7. In the *Incident* list, click the **incident** with which this shipment is associated.
8. For *Shipment Import*, click **Choose File.** Your browser's select file window opens.
9. Navigate to and select the **shipment file**, then click **Open**.
10. Click **Import**.
11. If applicable, select the *Shipment Checked* **check box** and enter the **date and time** the shipment was inspected.

To process an incoming shipment

1. On the *Requests and Shipments* tab, click **Incoming Shipments**.
2. Locate the request and, on that row, click **Unload**. The *Change Status* window opens.
3. Click **OK**. The *Incoming Shipments* page opens, and the request status is Unloading.
4. Click **Stage**. The *Change Status* window opens.
5. Click **OK**. The *Incoming Shipments* page opens, and the request status is Staging.
6. Click **Store**. The *Change Status* window opens.
7. Click **OK**. The *Resource Request* page opens, and the request status is Stored.
8. Click **Save**. The *Resource Request* page opens, and the request status is Complete.

Configure your account

To update your account

1. Log out of the EMSupply application on the web and mobile application.
2. Log into the application using your real username and password.
3. Enter or update your e-mail address, phone number, and text pager address.
4. Log in to the mobile application using your real username and password.
5. Add the EMSupply phone numbers as contacts in your phone:
   - 470-260-9760
   - 916-640-1307
6. Please complete the Juvare Training Evaluation Survey: https://learning.juvare.com. Thank you for participating in today's training!