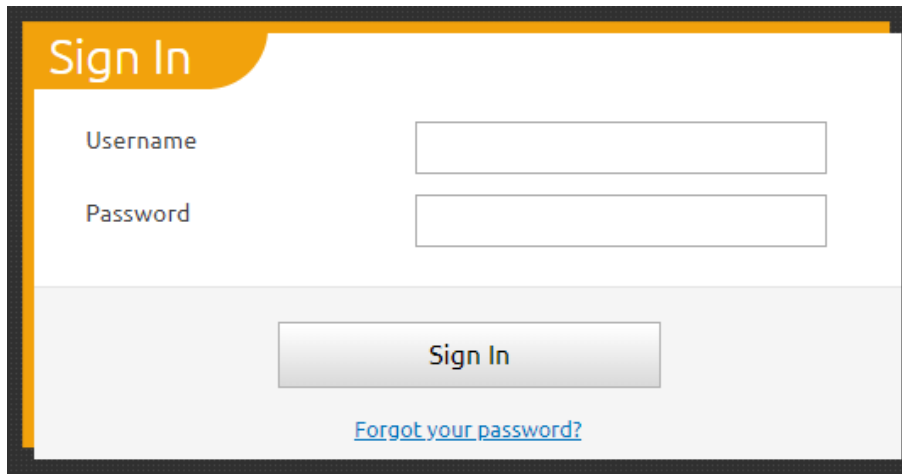# Welcome to the AZ-PIERS version 3 Elite State system

Please always <u>keep your email up to date</u> in your user profile so that we may contact you if needed and so you can reset your password if needed.

You must <u>log in at least once a year</u> or the account will lock due to inactivity.

Please <u>keep your Agency User Lists up to date</u> and inactivate any accounts for users who should not or no longer need access to the system.
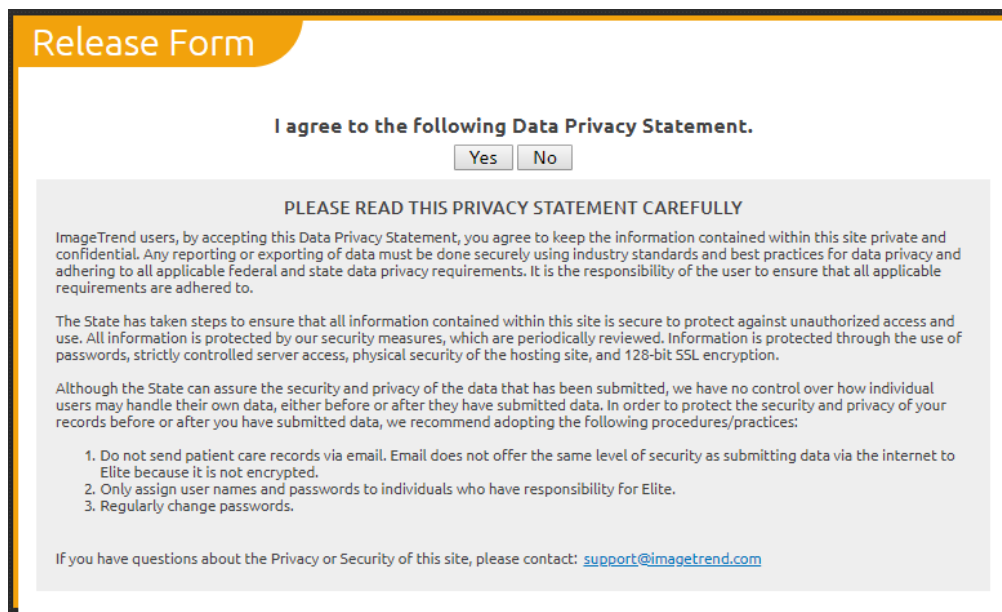
AZ-PIERS v3 State Bridge Elite URL: https://arizona.imagetrendelite.com/elite/organizationarizona/

Your Username and temporary password were sent to you in the body of an email.
- Update your password to one of you choosing.
- If you forget your password, click on "Forgot your password?" and an email with a link to reset will be sent to the email you have in your user profile.

Once you get to the log in screen and log in successfully, read and click "yes" for the Data Privacy Statement
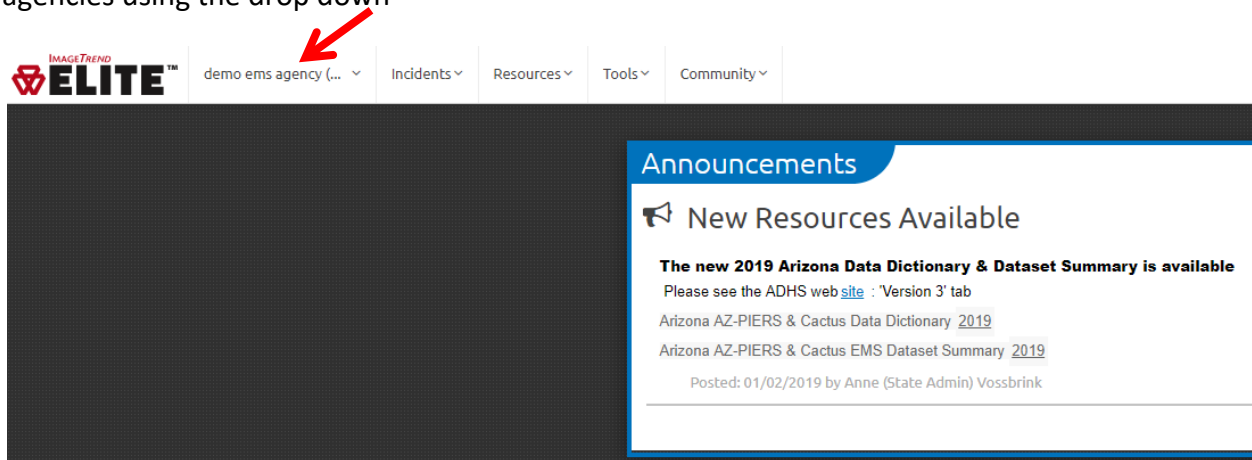
Help guides, as they are available, will be posted at: Community → Support: Help/University
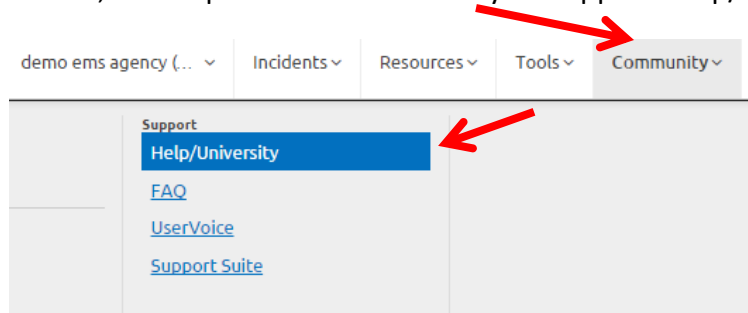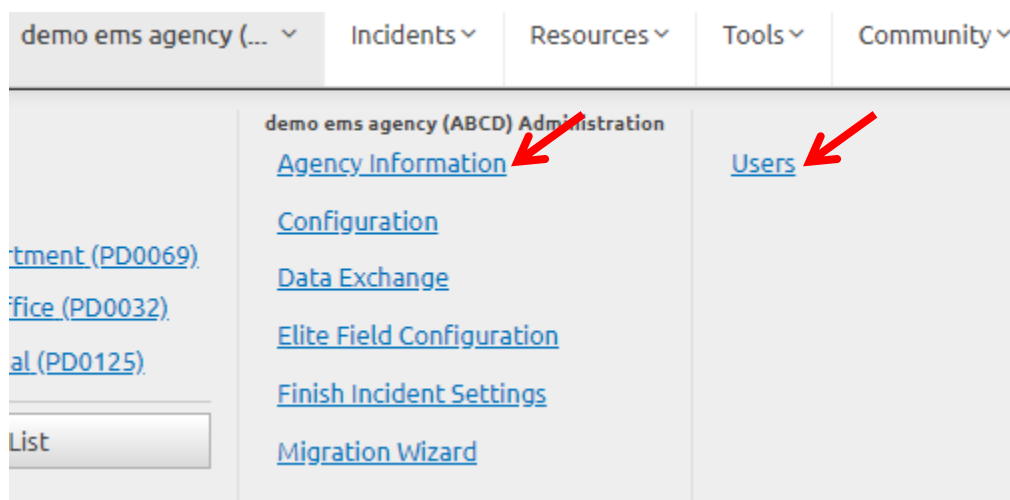

Video clips of navigating Elite are available at:
Community → Help/University → Introduction → Navigating Elite

You should now see the main agency page. If you have access to more than one agency, you will be able to switch agencies using the drop down

Next, please check your agency's "Information" and your agency's "Users" sections, and add or change any info which needs updating.

The Users section lists persons who have access to your agency

To add a user, click "New" and follow the short video instructions available in Community → Help/University → System/Agency Setup → Users → **New User**   There are many short videos and documents that can show you how to set up staff and users

Please keep your Users section and the users updated

To update or check, access the user by clicking on their first or last name.

A. Current email address
    click the Demographics tab, then scroll to bottom of screen, if email address needs to be added or updated, click "Edit" and then when done entering updated or new email, you must click the 'OK' button that will appear in place of the edit button

B. Primary contact (you can have more than one person designated as a primary contact)
    click the Employment tab, then scroll down to see the Primary Contact buttons → Make sure 'Active' is selected in blue for any persons you wish to have as an agency Primary contact

 → Then click Save (upper right of screen).
    These persons will get contacted for questions related to AZ-PIERS and your agency. The minimum Primary Contact per agency is one, but having more than one is recommended.

C. Log in status/Agency Status.
    o Unlocking an account allows the user access to the information in AZ-PIERS that their permission group allows.
    o Locking an account deigns the user access to the agency.

Click the Account Details tab →
    a. To **UNLOCK** a user's account:

       Change Login Access from to 'Yes'

       Click in the Password box and set a new password.

       Enter a new password that meets the Password Requirements.

       The box 'Require Reset' will automatically become checked.
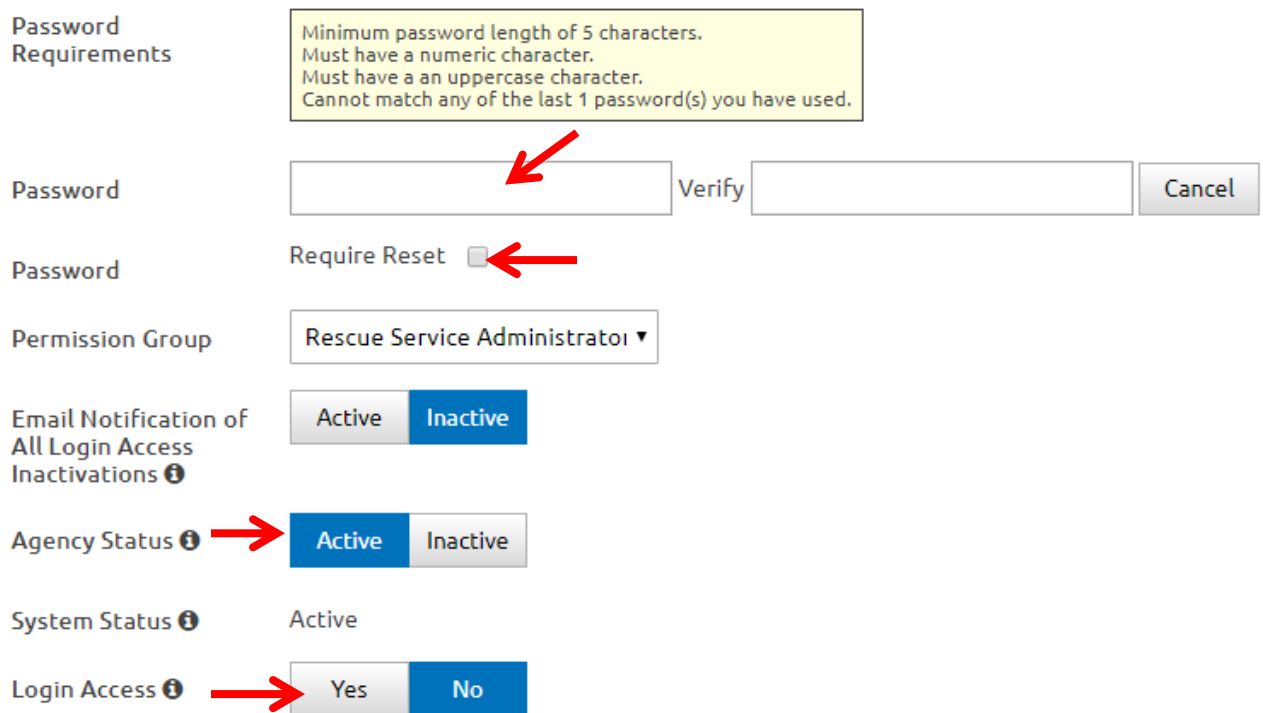
       You will need to send the user this new password and they will need to reset it to one of their choosing when they next log in.

       Make sure the Agency Status is set to "Active"

       Click Save [💾 Save]

       If System Status is not listed as Active, contact your AZ-PIERS system administrator Anne.Vossbrink@azdhs.gov

    b. To **LOCK** a user's account:

       Click Agency Status to "Inactive"

       Click Save [💾 Save]

To View Incidents your agency has created or uploaded, Click the tab Incidents → View existing.

Features include a Unit Notified date range of display you can adjust

The arrow button will take you into the run form (run forms can be copied and configured in Tools →Form Manager)
The paperclip button shows attachments, the envelope shows any messages, the clock shows audit history

The View controls what columns are displayed in the incident list. Views can be created and customized.

For more on these features go to Community → Help/University → Incident Lists *or* Documenting Incidents

Other items available in the Incidents tab is **CQI, Training & Activities, Inventory, and Checklists**
More information on how to use these features is available at Community → Help/University
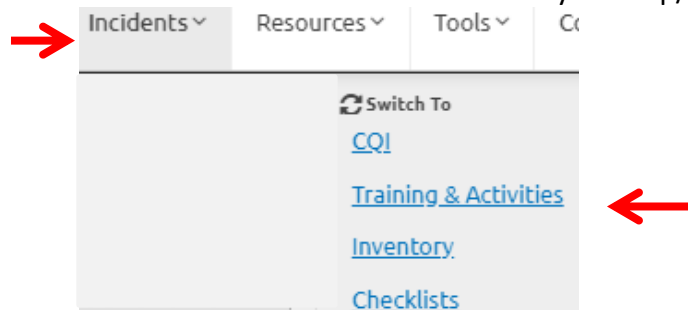
Next go to the **Resources** tab and review the information in any pertinent sections, updating as needed.
More information on how to use these features is available at Community → Help/University →
System/Agency Set up → Resources

The **Tools** tab has various tools available to you. Your agency may want to determine which ones to customize.
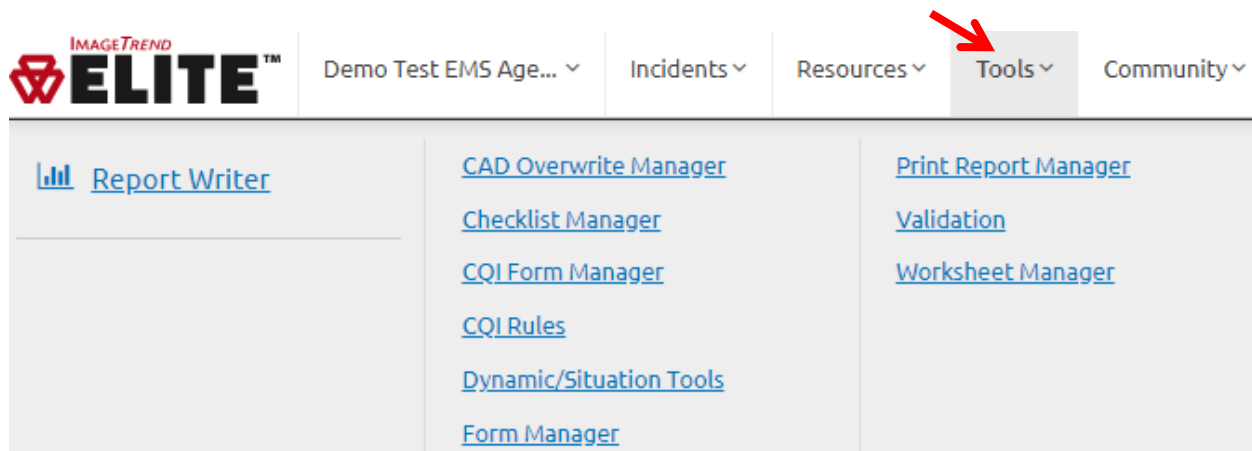

Form Manager is the tool to use to create or copy and create a customized run form. In additions to these EMS forms, it is also where you can create forms for Inventory, Training, and Activity. You can build as many forms as you like, and choose a default. The various EMS forms can be available for crews to choose when adding a new run if you use the system for ePCR creation. The EMS run form you choose to be the default for your agency will be the one that the system will display when you open a run in AZ-PIERS from your Incident list.

Tip: when working on customizing a run form it is best to inactivate it or if it is active (and available for crews to pick) name it something temporarily like "DO NOT USE – TEST"

Print Report Manager is where you can build custom PDFs and choose which permission groups (Ex: Billing, Elite Viewer) can see that specific PDF. An agency can build several and choose which are viewable by whom (to assign who can see certain PDFs, go to Print Report Manager → More → Assign Permission Groups).

Dynamic/Situation Tools are helpful to agencies using the system enterprise license directly. This feature allows custom on scene tools to be built to allow for easier recording of defined types of data. For example, custom tools applied to the EMS form for collecting information on Exam, or IVs, etc.

Some agencies upload their form templates to a national library, and those can be downloaded from Community → Library → Find Books (choose form type you want to find) → Search
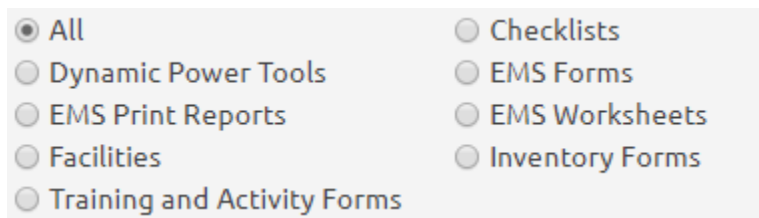
Report Writer is a tool that allows agencies to build custom reports, configure the display, and then export the report in various formats including PDF and excel. Reports can also be shared with others at the agency and/or scheduled to run at certain intervals (ex: each week) and send to the user's email address (as long as the reports do not contain PHI (Protected Health Information). Features like Bulk Extract Reports can also be used to schedule larger reports that contain PHI for later retrieval within the AZ-PIERS report writer system.

More information on how to use these features is available at Community → Help/University →Form Templates and Tools *or* Reporting

The **Community** Tab has several features including:

Help/University: documents and videos explaining how to use Elite
Library: National repository of various forms and tools uploaded by other agencies for use and download.
FAQ: Frequently asked questions regarding Elite
User Voice: Request new features and vote for favorites to get them developed. Every user has votes.
Support Suite: Enter a support ticket and keep track of where any tickets are in process.
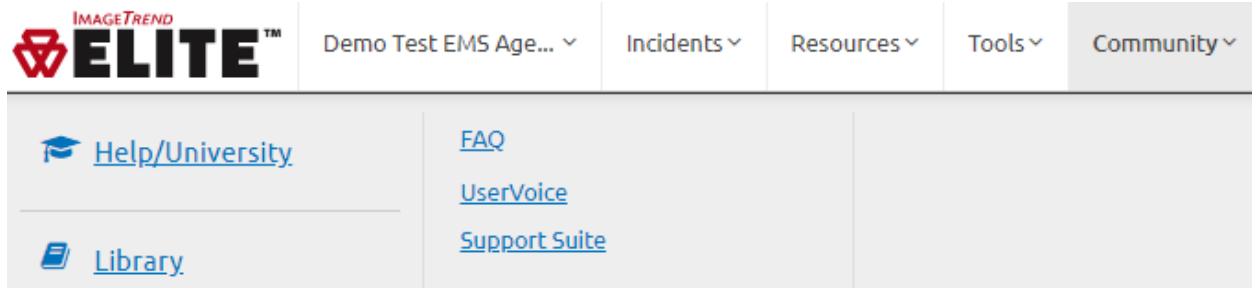
The system also contains an **Inbox** feature most used by direct use agencies using the enterprise license. The inbox is in the upper right of the AZ-PIERS screen next to your name.
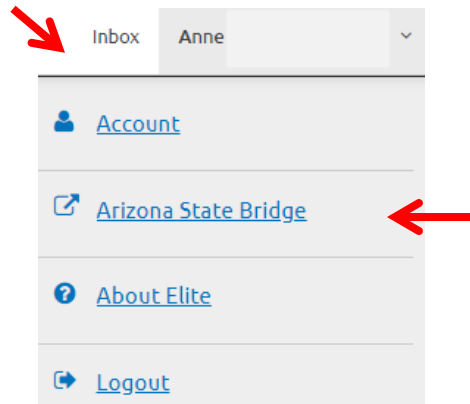
If you click your name ⌄ you will see an additional menu. It includes the link to the "**Arizona State Bridge**". This link will take you to your agency in the old V2 system if your account is associated with that system. If your account is not associated, this screen will appear and you can enter the information to access the old system. If your agency did not have data in the old system, ignore this feature.

If you need help, please contact Anne.Vossbrink@azdhs.gov or support@imagetrend.com to find out more about access.

Elite Field is for direct use agencies using the enterprise license. It is a feature allowing providers in the field without reliable internet access to create and complete an EMS run. Internet is needed for initial set up and to sync down any changes made to forms, etc. in Elite and to upload the run to the main Elite Bridge.

The main Elite bridge or sometimes called State Bridge or Elite State, is the main bridge in which all the above mentioned administrative functions are preformed. Elite Field is the product add on that can be used off line and later linked with Elite to upload the run off of the device on which it was created.
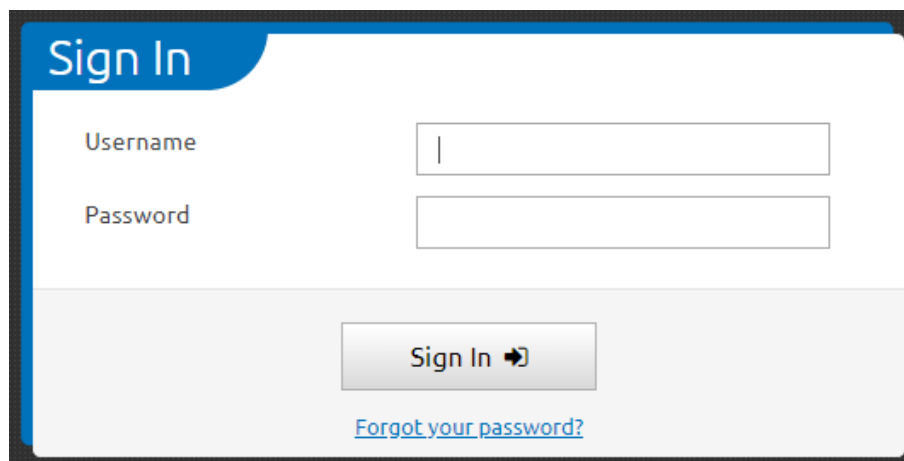
Elite Field is easy to distinguish from Elite State by noting that the log in box is blue for Elite Field

It can be reached initially on a device by opening a browser window (ex: Google Chrome) and logging into Elite State (orange log in box). This will require internet access. Then going to the Incidents tab → Elite Field Login

Field Incident Cloud
Elite Field Login

If you have not already, bookmark the Elite Field site. You can create a shortcut and place it on your device if you choose.

From there, the user should log in using their same Username and Password as they do for Elite State

Once it has synced Elite Field to your Elite State agency settings, your device has Elite Field. The user can now create a 'New Incident'
You will now be able to open that bookmark or shortcut in the browser without internet and it will open and allow run forms to be created and completed.

Internet access is required for syncing of any changes to the Elite Field (ex: if you updated the crew or run form on the Elite State site) and for the device to be able to post the incident to Elite State (otherwise it is 'stuck' on that device).

Settings on syncing and posting can be set in Elite State. For more about Elite Field and the use of Field Incident Cloud, see:

Community → Help/University → Incident list → Using Elite Field Cloud *or* Elite Field Settings

Troubleshooting tips:

- If you see the below message, asking you to allow azdhs.gov to use additional storage on your computer, click "Yes"

- Rarely, browsers will not allow a user to log into the website and the user will get an error message.
    - You may just need to close the browser (all tabs) and re-open.
    - The system should work with Chrome, Safari, Foxfire, and Internet Explorer 11 (or higher). If you have more than one browser available to you, try the other if one does not appear to be functioning correctly.
    - This may mean your browser cache is full. As you visit web pages, more information is stored in your browser cache. Clearing your browser cache can help prevent "caching" issues and prevent your device from running out of space to cache data.
    - If the system is being updated for routine maintenance, it can be out of service for a few minutes. Waiting a few minutes and trying again should work if this is the case.

When documenting issues, make sure to be as specific as possible, including screen shots (no PHI viewable please), pathways (ex: 'when I go from Service → Set up → Resources, and then choose Data Elements,……), what you are trying to do/update/etc., or anything else you think might help ImageTrend recreate the issue to allow them to troubleshoot. You may want to know what version of window or iOS you are operating, and what web browser (ex: IE, or chrome, etc.) and the version of that web browser (IE 10, etc.). If you are having issues with something that is associated with a patient record, you can give support the incident number and unit notified by dispatch date to help them see an example.

You can email me to see if I know the answer, or open a ticket with support. The best way is via the Support Suite at Community → Support Suite

Video clips of navigating Elite are available at:
Community → Help/University → Introduction → Navigating Elite

New Features and Modules in Elite are available at:
Community → Help/University → Introduction → What's New in Elite _or_ Release Notes