SIREN Elite Frequently Asked Questions!

1. **How do I use SIREN offline?**
- The offline version of SIREN Elite is called Elite Field (this will replace FieldBridge). It is URL based, which means you don't have to download anything - it will open in a web browser. A SIREN admin at each agency should open the Elite Field login page with internet access the first time, and bookmark this page in every browser on every device that an agency will be using in the field. If providers open Elite Field using this bookmark, then they can log in offline, the whole form will be saved, and they can enter incidents, save them on the device, and post them whenever there is internet access. You can get to the Elite Field Log in from the www.sirenems.com/elite website by going to the "Incidents" tab and then selecting "Elite Field Log In."

2. **I want to add a new user to my agency's SIREN.**
- If the user already has a SIREN account with another agency, email the EMS Data Manager at SIREN@Vermont.gov so they can add your agency to the user's SIREN account. This way, they will be able to use the same username and password for all their accounts. If the user does not have a SIREN profile yet, a SIREN admin will go to the "Users" section (by clicking on your agency name), and then selecting the "+NEW" button at the top of the page. Make sure you add AT LEAST name, email, State license ID, State license level, Agency license level, User ID, password, and Permission group.

3. **There is someone in my staff list that no longer works here.**
- To remove people from your staff list, a SIREN administrator will need to open the user's account, go to the "Account Details" tab, and set the "Agency Status" to "Inactive."

4. **Crew member level is not auto-populating on the run form when I add the crew member's name.**
- In order for the crew member's level to auto-populate on the run form, they must have their "Agency License Level" filled out in the "Certifications" tab of their profile (they will also need their State License Level filled out on this tab). Have a SIREN admin edit their account to add this information.

5. **The log in page is asking for an "Organization ID"?**
- You are at the universal log in page for SIREN Elite. This shouldn't happen normally – our SIRENEMS URL is a keyword to take you to the Vermont specific log in page. However, if your computer has certain firewall settings it doesn't allow the keyword to act. If this happens to you, you just need to enter "Vermont" (all lowercase) in as the Organization ID and you will be able to log in.

6. **I forgot my password. How do I log in?**
- Use the "Reset Forgotten Password" link on the log in screen. As long as you have a valid email address in your user profile, you will be able to update your forgotten password without calling your agency admin or the EMS Data Manager. To add an email address in to your account, click on your name at the top right hand page of SIREN Elite, select "Account," and then "edit."

7. **What operating systems or browsers work with SIREN Elite?**
   - SIREN Elite works on almost all operating systems and browsers! You can use it on PC and Mac computers, and in Firefox, Chrome, and Safari. The form does work in Internet Explorer 11+, but you will not have repeat patient capabilities. I would suggest not using Internet Explorer if possible. If you are looking to purchase new devices, always look at the ImageTrend System Requirements website: http://www.imagetrend.com/resources-system-requirements/

8. **Can agencies create their own Service Defined Questions?**
- Yes! Go to the "Resources" tab on SIREN Elite, and then select "Supplemental Questions."

9. **How does the Driver's License Scan Work?**
- Scanning a driver's license in SIREN will send all the patient demographic information that is saved on a license to the form so that you don't have to type it in. Every state will have different information saved on the license, but it could include: patient name, date of birth, address, etc.). If you use iPads in the field, you can download a free application (instructions on the ImageTrend Help/University site) and simply use the iPad camera to scan the license. If you don't use an iPad, you can purchase an external barcode scanner that can do this, just make sure you get one that is compatible with whatever device you use in the field.

10. **The Facilities and Supporting Agencies lists are too long. Can they be shorter?**
    - Yes! SIREN Admin can go in to the "Resources" tab on SIREN Elite and inactivate any facility or supporting agency that you would never see in your geographical area. This will shorten those lists so each agency only sees the facilities and agencies that make sense for them.

11. **I want to add a Facility or Supporting Agency that is not currently in SIREN Elite.**
    - E-mail the EMS Data Manager at SIREN@Vermont.gov to ask for a new facility or supporting agency to be added to the Run Form. You will need to include in this request the name of the facility/agency, the address, and a valid license number (either NPI or CMS number for facilities, which you can get by contacting the facility).

12. **The system automatically locks users that haven't logged on in 365 days. Does this mean that we will have to reactive users who don't log in (like drivers, or people who won't be documenting) each year so they don't disappear from the run form?**
- After the 365 days, these users will lose their log in privileges (they will be locked out of logging in to your agency), but they will still show up as options in your Run Form.

13. **There are two options to print a run form… "Print" and "PDF." Is one better than another?**
- The PDF generation is only available in the online version of SIREN Elite. It is easier to print from a PDF since it will open a PDF reader. You can still print from the "Print" function, but it will open your browser's print window. You will just need to adjust the browser specific print options so that the margins are set to 0 and there are no headers or footers.