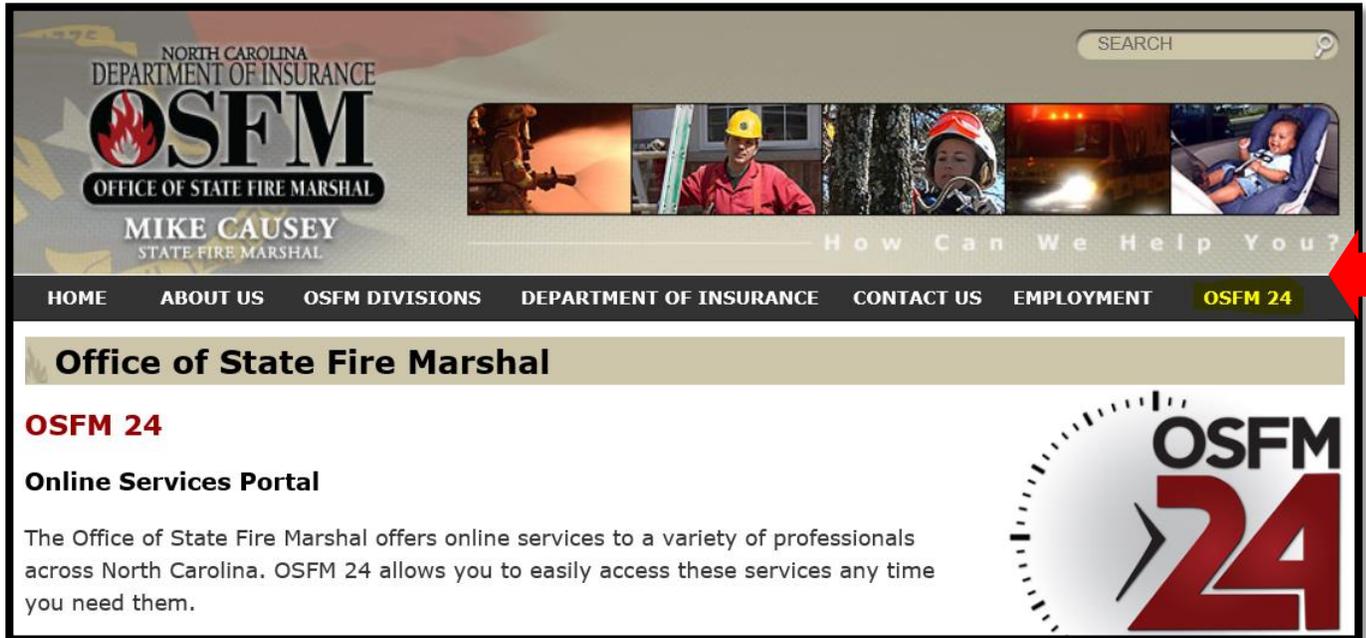# Image Trend Getting Started

Prior to logging into NCID, your agency administrator must add your name, email address, Personnel ID, permission group and NCID.

Go to https://apps.ncdoi.com/firebridge   OR

Go the OSFM home Page http://www.ncdoi.com/osfm/

Click on the OSFM 24 Portal Icon

Go to Fire Bridge NFIRS and Records Management Tools. Click on Sign up/Sign In

You will be prompted to key in your NCID.

Once you key in your NCID you will be directed straight into Fire Bridge.

**AGENCY ADMINS - To begin adding users follow the steps below:**

You will have to enter your members into the Fire Bridge staff tab. This will create users for your department. Users that will be accessing the application must have entered: their name, email address, personnel ID, permission group, and NCID. The choices for permission groups are listed below. It will depend on what applications you will want them to use. For example: If you only want a staff member to be able to use just the NFIRS reporting piece then select the permission group: NFIRS (fire) Only. You should only give Agency Administrator Permission Group to the members who will be responsible for assigning rights (permission groups). Agency Administration Permission Group would give a user rights to make changes to your user's permission groups and all applications. Please review all permission groups carefully before you assign a member to a permission group. Only OSFM staff can create new permission groups.

You will be directed to the Fire Bridge application. We strongly recommend you review the help section and review the getting started section before you start using the application. It is located under the more tab located along the top left side of the Image Trend screen. The manuals/guides are located under the Help tab. You can download the guides/manuals and print or save to your computer for reference. The site also has Image Trend University tools that are also located under the Help tab. There are videos and slide shows that are very helpful for beginners. Once you review these you can start adding your members.

Click Staff tab

Click Add user button

Complete the information. Please enter the email address, personnel ID, permission group, and NCID.
DO NOT ADD A USER ID AND PASSWORD!
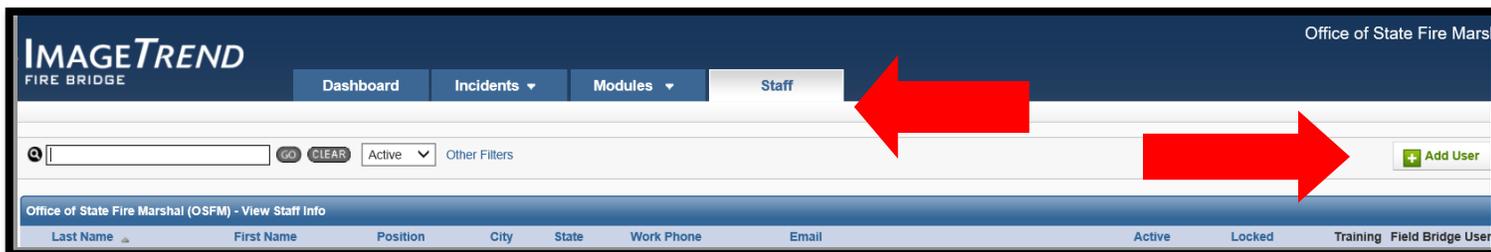
NOTE: You should complete all the tabs. We encourage you complete all the tabs you have available. You don't have to complete all tabs now, you can come back at a later time and complete the tabs.

Anyone who will be listed on a NFIRS report must have a personnel ID #. Once you have this section completed, click ok.

Click on Permissions Tab

Add NCID and Choose a permission group (drop down window).

DO NOT ADD A USER ID AND PASSWORD!

Note: if you are giving rights to another user to assign permissions you will need to assign them to the Agency Administrator group. They will then be able to assign members to the available permission groups. This should be used sparingly. It will allow the user with Agency Administration rights to change and input into all modules. Including staff and personnel records. It should be limited to the chief and system admin/chief officers.

NC Fire – Permission Groups

Agency Administrator
This person will be given full access to the fire department they are responsible for. They should have full rights and permissions to access and edit any data used or collected by their department. This level will also be responsible for setting up and giving permissions to all members of their departments. This user can add/edit/delete NCID's.

If a member if your department is an agency admin, they add/edit the chief's NCID. This user can add a new Chief, and INACTIVATE the current Chief.

County Administrator
*This person will be given full access to the county agency they are responsible for. They should have full rights and permissions to access and edit any data used or collected by county agency. This level will also be responsible for setting up and giving permissions to all members of their county. **(This does not include access to fire departments within your county; to view incidents and other modules within a county, the county will have to be assigned rights by the fire department agency administrator.) This user can add/edit/delete NCID's.***

NFIRS (Fire) only
Access to: Certification, Training, Activities, Incident List, Add Run, and Checklist

Fire Inspector
Access to: Locations, Occupancies, Inspections, Pre-Plans, Shift Setup, Hydrants, Activities, Add Runs and Documents.

Agency Training Officer
Access to: Certifications, Training, Activities, Occupants, Add Run, Inventory, Maintenance, Scheduler and Checklist.

Fire Department JFSI
Access to: JFSI Walk-in/ Referral only

Agency Company Officers
Access to: Add runs, Certifications, Training, Activities, Shift Setup, Inventory, Run History, Reports, Documents, Locations, Occupants, Hydrants, and Inspections.
No Access to: Staff and Service Setup.

Agency Support Staff
Access to: Add Runs, Run History, Reports, Inspections, Inventory, Documents, Locations, Occupants, and Hydrants.

Click OK and the user is complete.

County Fire Marshal's

County Fire Marshal's will have to contact every department in their county, have the department add you as a County Admin with all of the required information.

If any issues, you are welcome to contact OSFM.

Important: When creating an NCID Choose to set up a personal NCID, Use your personal email don't use a department, work, school etc. email account. Select INDIVIDUAL under NCID registration.

Should you have general questions or need help with Permission Groups please contact the following OSFM

Staff members as listed below:

If your Department's name begins with the letter A - H contact

Jessica Lasbrook at jessica.lashbrook@ncdoi.gov or by phone 919-647-

0087 If your Department's name begins with the letter I - Q contact

Monna Gillespie at monna.gillespie@ncdoi.gov or by phone 919-647-

0088 If you Department's name begins with the letter R - Z contact

Devin Cockrell at devin.cockrell@ncdoi.gov or by phone at 919-647-0090

*Please contact the ITS Service Desk if you experience a problem and require technical assistance with **NCID**.*

OSFM Staff cannot set up or reset NCID accounts nor see/reset passwords*. All NCID questions should be directed to NCID help desk:*

NCID Phone: 919.754.6000
Toll Free: 800.722.3946
Email: its.incidents@its.nc.gov

If you know you have already created NCID do not create another one. That will generate additional accounts which will slow down the process. If you create a new one, please contact OSFM with new username.

Image Trend cannot help with setting up NCID accounts, NCID resets or any questions regarding NCID. You have to contact NCID help for assistance with NCID accounts.

If you have any questions/or need help with how to use the Image Trend software please contact Image Trend Tech Support. You may also refer to the help tools that are available in the software. The Help tool is located under the More tab.

Contacting Image Trend Support

Hours are:

Monday thru Friday 7:30am – 6:00pm CST

We monitor and respond to our supporting system during non-business hours for high priority items.

1. **Call 888-730-3255 and one of our staff will create a ticket in our supporting system.**

2. **https://support.imagetrend.com : You can submit a ticket or start a live chat in our support**

3. **Email support@imagetrend.com – this will automatically create a ticket in our support system.**

When contacting support you will want to include:

1. **The website you are contacting us about.**
2. **Please state: "I am with the State of North Carolina and I am using our Fire Bridge." Fire Bridge needs to know who you are, please give them your name when you call. If you submit a ticket or send them an email, we will already know this.**
3. **Let them know the nature of the issue. Specific examples are the most helpful. So if you are getting an error within a specific incident or service. Let them know the service name, incident number and how to reproduce what you are seeing.**
4. **If you can provide them with the type of computer (windows vs Mac) and the browser you are using, this tends to be helpful in specific situations as well.**
5. **Also, CC OSFM Staff to your ticket.**