

Image Trend Getting Started

Fire/Rescue Chiefs with existing NCIDs

Go to the OSFM home Page

<http://www.ncdoi.com/osfm/>

Click on the OSFM 24 Portal Icon

Fire Bridge NFIRS and Records Management Tools

Click on Sign up/Sign In

You will be prompted to key in your NCID.

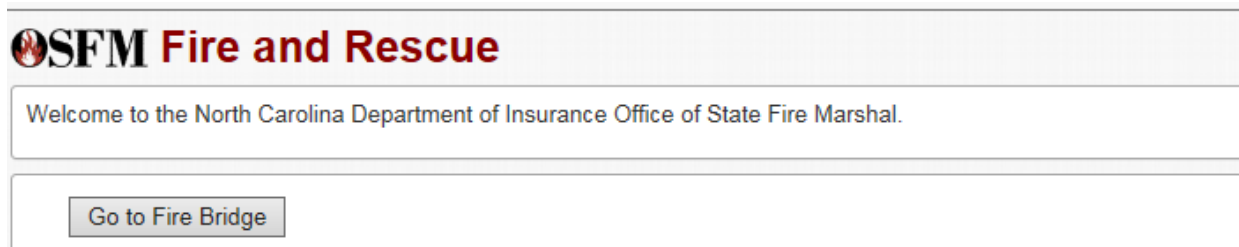
Once you key in your NCID you will see the OSFM online programs you have access to.

Click on the Go to Fire Bridge button.

You will have to enter your members into the Fire Bridge program. This will create users for your department. You will need to assign them to a permission group. The choices are listed below. 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. Your users should be given rights to one of the other permission groups set up. 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. Please review all permission groups carefully before you assign a member to a permission group. Only OSFM staff can create new permission groups.

To begin adding users follow the steps below:

Click on the Go to Fire Bridge button



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

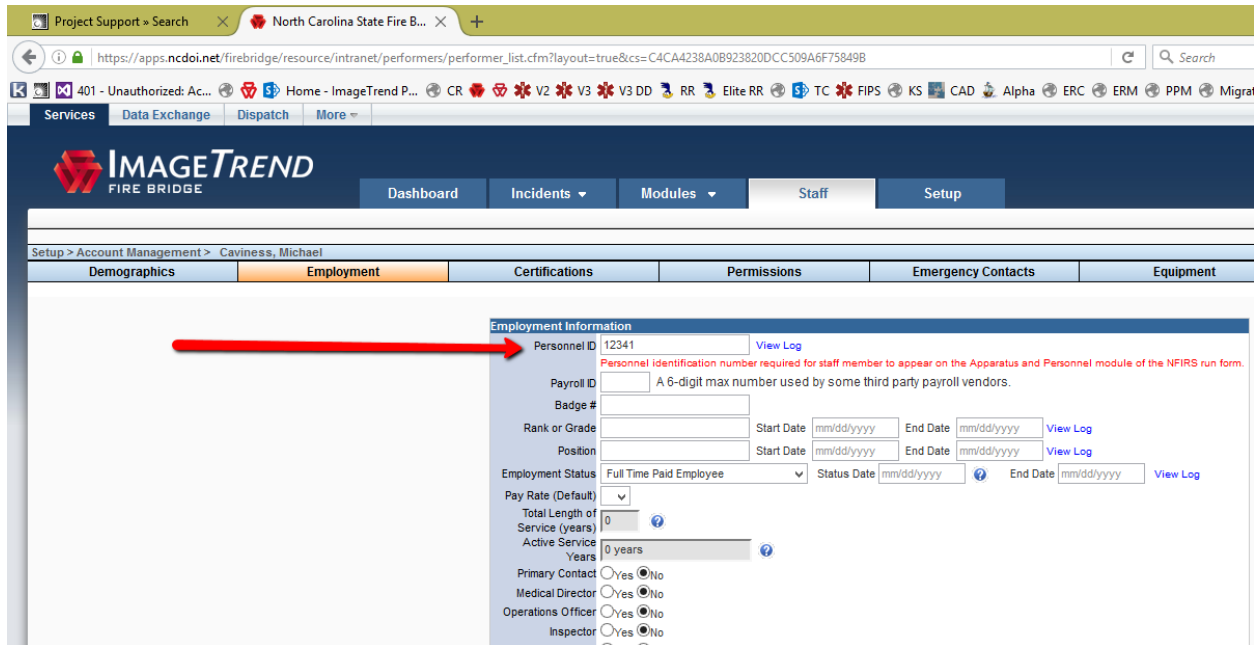
Click Add user button

Complete the information. Fields with * are required. Please enter the email address of the user to ensure they receive the email notification for their NCID authorization. Without the email the user will not be able to use the software.

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.

Click OK button

GO to Employment Tab



The screenshot shows the 'Employment Information' form in the IMAGE TREND FIRE BRIDGE application. A red arrow points to the 'Personnel ID' field, which is highlighted in red and contains the value '12341'. Below it, a red box highlights the 'Personnel identification number required for staff member to appear on the Apparatus and Personnel module of the NFIRS run form.' message. Other fields include 'Payroll ID' (with a note: 'A 6-digit max number used by some third party payroll vendors.'), 'Badge #', 'Rank or Grade', 'Position', 'Employment Status' (set to 'Full Time Paid Employee'), 'Pay Rate (Default)', 'Total Length of Service (years)' (set to 0), 'Active Service Years' (set to 0), and checkboxes for 'Primary Contact', 'Medical Director', 'Operations Officer', and 'Inspector'.

We recommend you complete this information during set up. 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

Choose a permission group (drop down window)

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.

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.)

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.

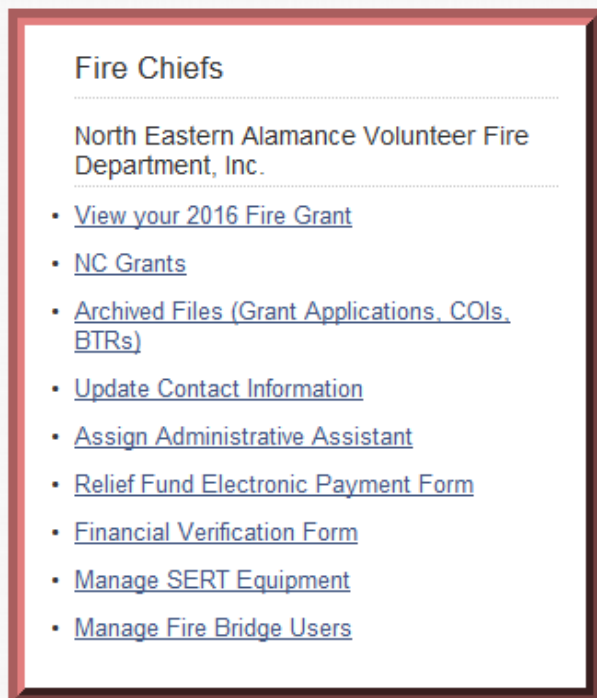
Agency Support Staff

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

Click ok

Click Back to Staff List and you will see the ones you have added. Log out of Fire bridge and go back to OSFM application, you will be prompted to log back in if you had closed OSFM application or if it timed out. You will see [Manage Fire Bridge Users](#) link in your Department Tasks list (Box). Click on [Manage Fire Bridge Users](#) to see a list of personnel. You will have the option to Provide Access to the members listed. This will give the user/member the permissions you selected in Fire Bridge, click provide access to give them access to Fire Bridge.

Your Fire Department Tasks



The screenshot shows a list of tasks for a fire department. The tasks are:

- [View your 2016 Fire Grant](#)
- [NC Grants](#)
- [Archived Files \(Grant Applications, COIs, BTRs\)](#)
- [Update Contact Information](#)
- [Assign Administrative Assistant](#)
- [Relief Fund Electronic Payment Form](#)
- [Financial Verification Form](#)
- [Manage SERT Equipment](#)
- [Manage Fire Bridge Users](#)

Once they are created, they will receive an email with instructions. The instructions email goes out when you provide access to the users who are new to the OSFM 24 online applications and have not used any of OSFM online applications. They will be required to create an NCID

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.

The new user will be sent the following (sample) email with instructions to create an NCID:

Dear testNorth testEast:

The Office of State Fire Marshal has developed an internet based on-line-program. Our records indicate you are from the department of North Eastern Alamance Volunteer Fire Department, Inc.. Please follow these steps to register and create logon credentials in the State of North Carolina Identity Management (NCID) service:

Step 1: If not already done so, register with NCID to create and activate an NCID individual account using below link.

<https://ncid.nc.gov/pmf/Registration.html>

Step 2: After activating your NCID account, please use your NCID account login credentials to login to OSFM Fire and Rescue using the below link.

https://apps.ncdoi.com/f?p=301:100:::::P100_FB_USER_TOKEN:2838675030:

*Please contact the ITS Service Desk if you experience a problem and require technical assistance with NCID. **OSFM Staff can not set up or reset NCID accounts.** All NCID questions should be directed to NCID help desk:*

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.

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 system.**
- 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.**
 - a. You can say I am with the State of North Carolina and I am using our Fire Bridge**

- 2. We need to know who you are, please give us your name when you call. If you submit a ticket or send us an email, we will already know this.**
- 3. Let us 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 us know the service name, incident number and how to reproduce what you are seeing.**
- 4. If you can provide us with the type of computer (windows vs Mac) and the browser you are using, this tends to be helpful in specific situations as well.**

Should you have general questions or need help with Permission Groups please contact the following as listed below:

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

Emily Narron at emily.narron@ncdoi.gov or by phone 919-647-0088

If your Department's name begins with the letter I – P contact

Devin Cockrell at devin.cockrell@ncdoi.gov or by phone 919-647-0087

If your Department's name begins with the letter Q – U contact

Shirley Lofton at shirley.lofton@ncdoi.gov or by phone 919-647-0091

If your Department's name begins with the letter V – Z contact

Paula Brennan at paula.brennan@ncdoi.gov or by phone 919-647-0090