

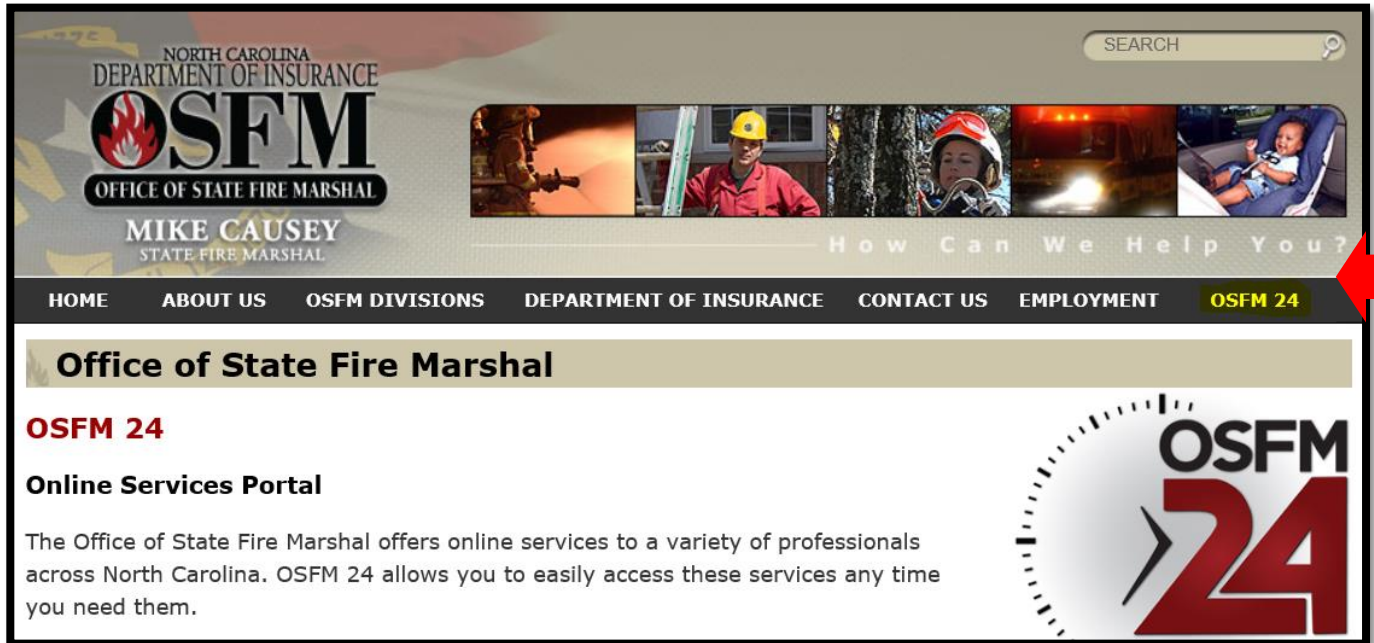
# Image Trend Getting Started

## Fire/Rescue Chiefs with existing NCIDs

Go to the OSFM home Page

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

Click on the OSFM 24 Portal Icon



NORTH CAROLINA  
DEPARTMENT OF INSURANCE  
**OSFM**  
OFFICE OF STATE FIRE MARSHAL  
MIKE CAUSEY  
STATE FIRE MARSHAL

SEARCH

HOME ABOUT US OSFM DIVISIONS DEPARTMENT OF INSURANCE CONTACT US EMPLOYMENT **OSFM 24**

**Office of State Fire Marshal**

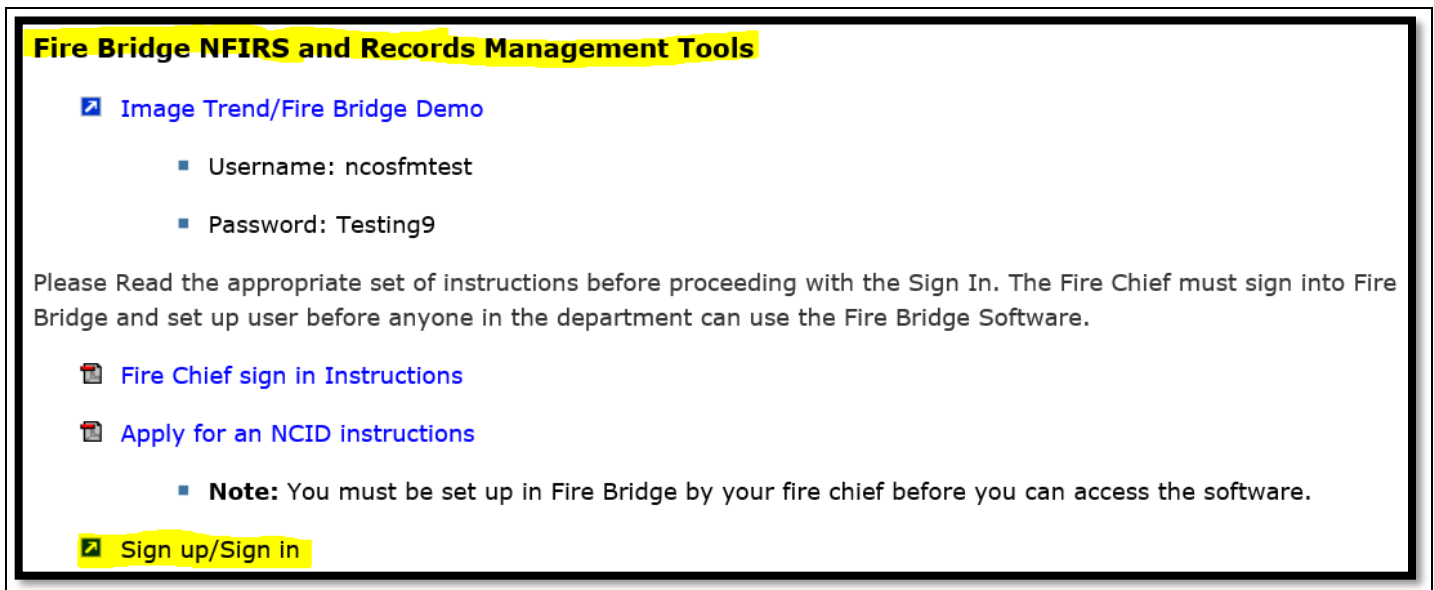
**OSFM 24**

**Online Services Portal**

The Office of State Fire Marshal offers online services to a variety of professionals across North Carolina. OSFM 24 allows you to easily access these services any time you need them.

**OSFM 24**

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



**Fire Bridge NFIRS and Records Management Tools**

[Image Trend/Fire Bridge Demo](#)

- Username: ncosfctest
- Password: Testing9

Please Read the appropriate set of instructions before proceeding with the Sign In. The Fire Chief must sign into Fire Bridge and set up user before anyone in the department can use the Fire Bridge Software.

[Fire Chief sign in Instructions](#)

[Apply for an NCID instructions](#)

- **Note:** You must be set up in Fire Bridge by your fire chief before you can access the software.

[Sign up/Sign in](#)

You will be prompted to key in your NCID.

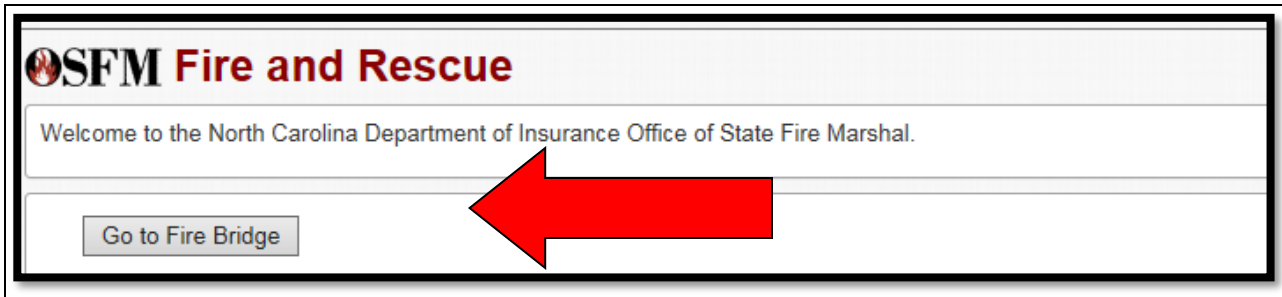
Once you key in your NCID you will see the OSFM online programs you have access to.

Click on the Go to Fire Bridge button (as seen in picture below).

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**

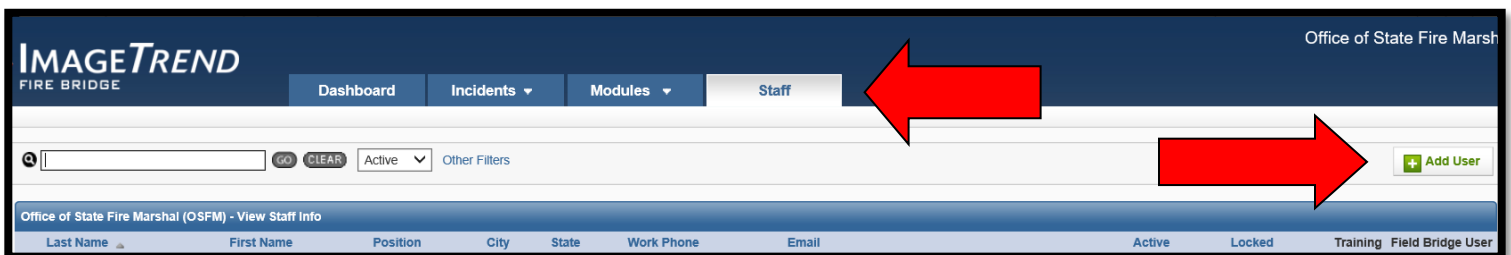


You will be directed to the Fire Bridge application. We strongly recommend you review the help section and review the getting started section before you start using the application. It is located under the more tab located along the top left side of the Image Trend screen. The manuals/guides are located 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

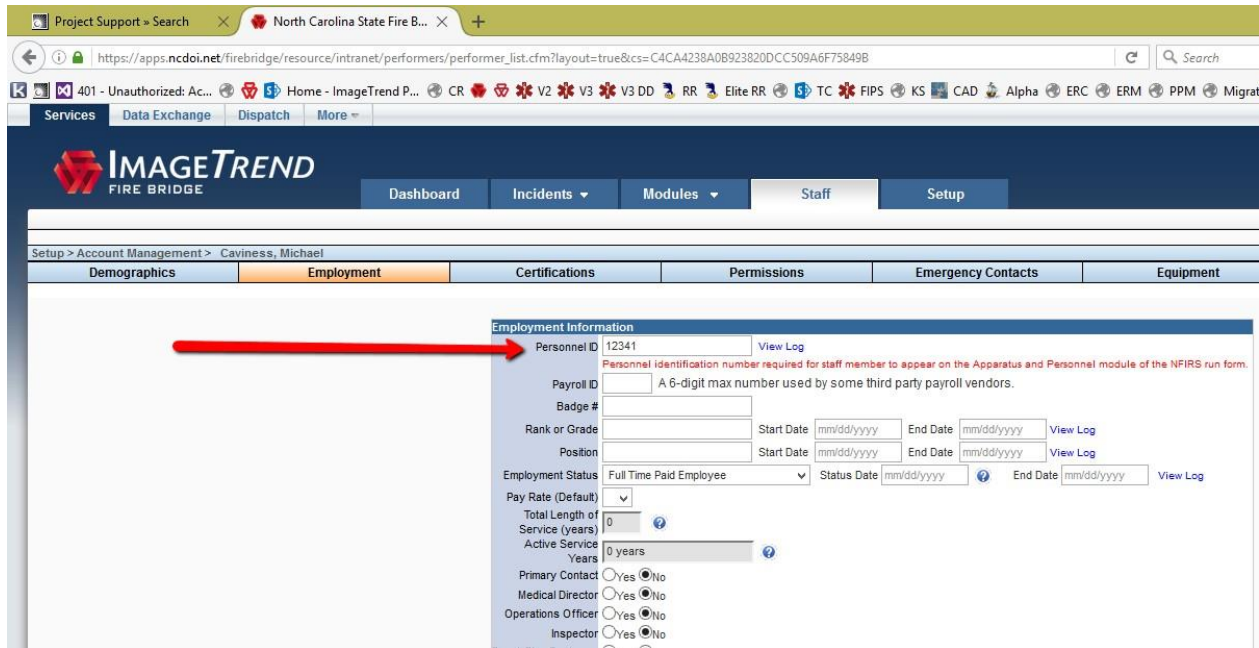
Complete the information. Fields with \* are required. Please enter the email address of the user to ensure they receive the email notification for their NCID authorization. Without the email the user will not be able to use the software.



**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 a web browser window with the URL https://apps.ncdoi.net/firebridge/resource/intranet/performers/performer\_list.cfm?layout=true&cs=C4CA4238A0B923820DCC509A6F75849B. The application header includes the ImageTrend Fire Bridge logo and navigation tabs for Dashboard, Incidents, Modules, Staff, and Setup. Below the header, there are sub-tabs for Demographics, Employment, Certifications, Permissions, Emergency Contacts, and Equipment. The Employment Information form is displayed, containing fields for Personnel ID (12341), Payroll ID, Badge #, Rank or Grade, Position, Employment Status (Full Time Paid Employee), Pay Rate, Total Length of Service, Active Service Years, and various role checkboxes (Primary Contact, Medical Director, Operations Officer, Inspector). A red arrow points to the Personnel ID field.

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


Fire Chiefs

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North Eastern Alamance Volunteer Fire Department, Inc.

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- [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. Select INDIVIDUAL under NCID registration.**

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

**User's MUST use STEP 2 to link their NCID to their associated Fire Department: (This is a test email, do not use or give out the link in this STEP 2. User will use link in email sent to them.)**

From: [monna.gillespie@ncdoi.gov](mailto:monna.gillespie@ncdoi.gov) [<mailto:monna.gillespie@ncdoi.gov>]  
Sent: Thursday, March 15, 2018 3:34 PM  
To: [janedoeosfm@gmail.com](mailto:janedoeosfm@gmail.com)  
Cc: Gillespie, Monna <[monna.gillespie@ncdoi.gov](mailto:monna.gillespie@ncdoi.gov)>  
Subject: OSFMFIRE: NCID Verification

Dear Jane Doe:

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

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

<https://ncidp.nc.gov/ncidsspr/>

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:2859082172:](https://apps.ncdoi.com/f?p=301:100:::::P100_FB_USER_TOKEN:2859082172:)

*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](mailto: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 system.**
- 3. Email [support@imagetrend.com](mailto: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.**

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](mailto: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](mailto:monna.gillespie@ncdoi.gov) or by phone 919-647-

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

Devin Cockrell at [devin.cockrell@ncdoi.gov](mailto:devin.cockrell@ncdoi.gov) or by phone at 919-647-0090