2.4 Managing Service Personnel List

Purpose

This training guide is to help Service Leaders in managing their personnel list in various service applications and forms. When managing personnel lists, Service Leaders can edit employment status, primary and additional job roles, staff positions and permissions, remove personnel and approve affiliation requests.

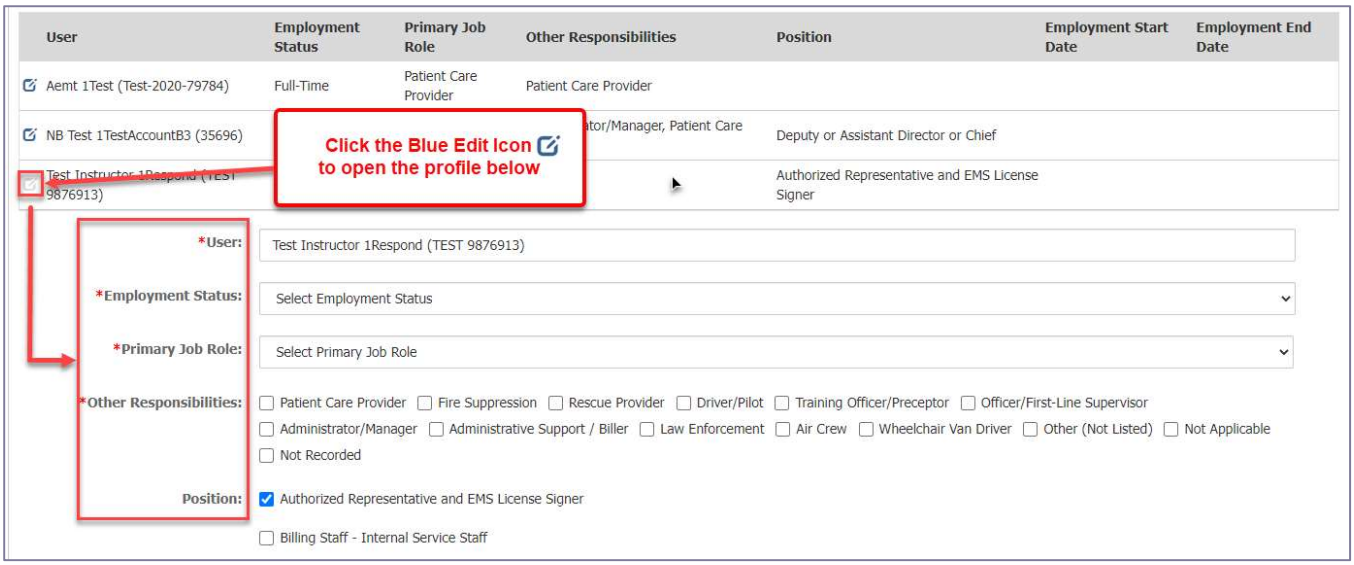
Users that need their personal profile updated (e.g. email or mailing address) must log into their personal account to do this.

To see a description of staff positions / permissions, see Guide *2.4 Service Position & Permissions Definitions.*

Procedure

Opening a personnel profile for editing:

1. After clicking the Edit Icon next to a staff member's name, their profile opens at the *bottom of the staff list.*
    a. You can open multiple staff profiles to edit them all in one go. Each will open at the bottom of the list. This makes knowing which person you are editing a challenge until you get used to the layout.
    b. We recommend doing one at a time until you get comfortable with this format.



Editing a Staff Member

1. Click the edit icon next to the person's name. The staff member's employment profile will open at the bottom of the staff list for editing.
2. Once you have edited a staff members employment profile, click the done button Done at the bottom of the staff profile
3. Any staff profile that showing the alert icon means required information in the profile is missing.
   a. An Alert Icon shows for each field missing information for an individual.
   b. The form cannot be submitted until all missing information has been entered.

User	Employment Status	Primary Job Role	Other Responsibilities	Position	E D
Aemt 1Test (Test-2020-79784)	Full-Time	Patient Care Provider	Patient Care Provider		
NB Test 1TestAccountB3 (35696)	Part-Time	Fire Suppression	Administrator/Manager, Patient Care Provider	Deputy or Assistant Director or Chief	
Test Instructor 1Respond (TEST 9876913)				Authorized Representative and EMS License Signer	

4. If a staff members general profile needs to be updated (e.g. email or address), the staff member needs to log into their own user profile in RespondNH to make those updates.

Removing Personnel

1. **ATTENTION: Please do not remove individuals with the following positions!**
   - Medical Director / Medical Director - Secondary Services
   - Hospital Coordinator / Hospital Coordinator - Secondary Services
   - [State Use Only] Hospital or Billing Co Staff
   - [State Use Only] State Staff
   - [State Use Only] Researcher

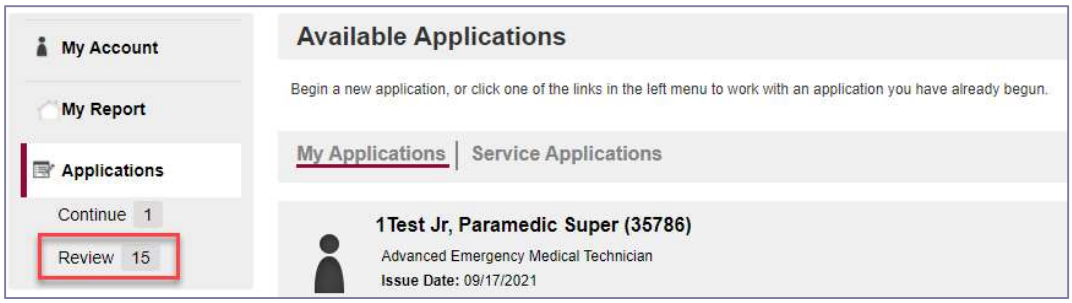
   a. These positions are related to your MRH agreements, billing access, or state administrators and are linked to TEMSIS / NHESR Elite.
   b. To remove or change them, please contact the Division of Fire Standards and Training at EMSlicensing@dos.nh.gov or NHESR@dos.nh.gov
2. When removing a user from your service, they will disappear from the personnel list *as soon as you click* Remove.
   a. Once you have removed them in the form, there is no record of the person having been on your service or removed in this application.

   b. To solve this issue, type their name(s) in the memo box at the top provided for this purpose for later reference.
   c. You can still a view of personnel who were previously on your service in your service user list in TEMSIS / NHESR Elite. Use the filters to see inactive agency status.

3. Click the edit icon next to their name in the staff list
4. Navigate to the user's profile at the bottom of the page and then click the Remove remove button at the bottom left of the user's profile. Done Remove
5. The staff member will immediately disappear from your personnel list.
6. If you mistakenly removed someone, they will need to request to be re-affiliated from their own user profile (see adding personnel below).
7. The user has now been removed from your services RespondNH and the change has also synchronized to TEMSIS / Elite and will be viewable in about 10 minutes.

Adding Personnel

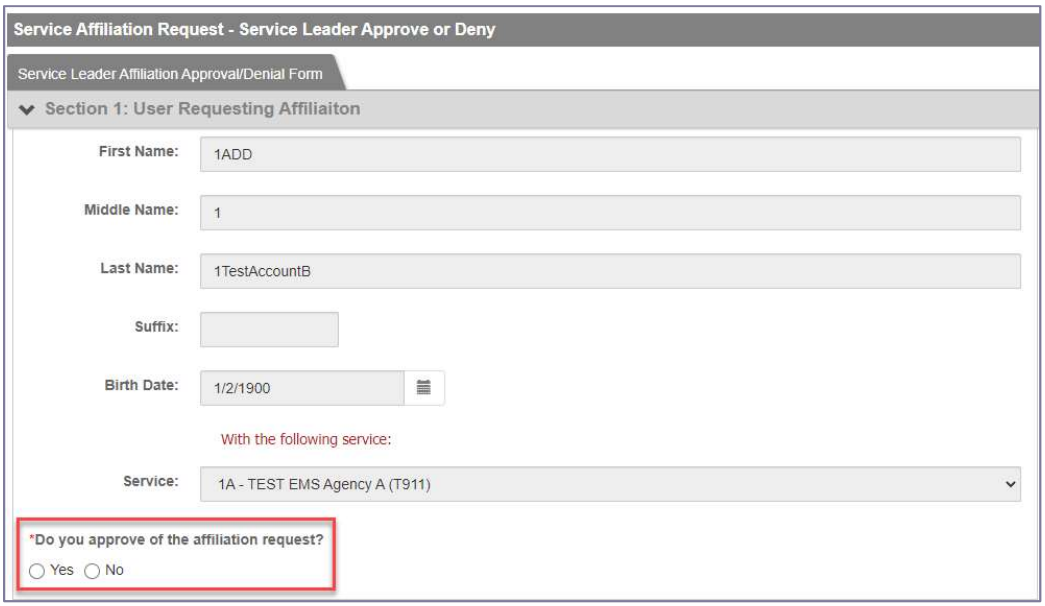
1. Personnel affiliation requests cannot be initiated from a service application.
2. Personnel affiliation requests must be initiated by the user from their personal RespondNH profile using the "Request a New Service Affiliation" application. This insures both the user and the service leader have both approved the affiliation.
3. Once they have submitted the application requesting affiliation,
   a. All Authorized Representatives and EMS Signers for your service will get an email notification that an approval request is pending.
   b. Any of the Authorized Representatives for your service can then log into RespondNH and approve the request. Once one person has done this, the "Review" task will clear from your Applications to-do list in RespondNH.
   c. To approve, log into RespondNH and click on "Review" under the Applications panel on the left side.



d. Search for "Request a New Service Affiliation – (Persons Name)

e. Click the Start button to the right of the approval form name to open the form.

f. Mark your approval or disapproval and submit the form.



g. This form should now drop from your Review list.

4. As soon as an Authorized Representative approves the affiliation request, the user appears on your services RespondNH personnel list and they are synched to TEMSIS / NHESR so they are available to be added to EMS and Fire Reports in TEMSIS / NHESR.