



## Service Leader - Service Affiliations - Remove Users

### Purpose

This guide will outline the process to update Service Affiliations by removing users in RespondNH. This application is limited to users with the following permissions with the associated service: Director or Chief, Assistant Director or Chief, and Authorized Representative and EMS Signer.

This application will only remove users from the service in question (and the service the administrator has access to). It will not remove the user from the system itself nor affect any other service affiliations. This application is unilateral; service administrators may terminate any user affiliation, at any time, without notice.

The user removed will not know their affiliation has been severed until they log into RespondNH and check their current associations.

RespondNH tracks positions such as Hospital Coordinator, Medical Director, and Billing Staff. It is critical that RespondNH Service administrators do not make changes to these service positions as they have implications for hospital MRH agreements and billing access to TEMSIS reporting data. If you believe there is an error with one of the following positions, please contact the Emergency Services Reporting group at: [nhesr@dos.nh.gov](mailto:nhesr@dos.nh.gov) or by calling 603-223-4200 and asking for Emergency Services Reporting:

= Medical Director = Medical Director - Secondary Services = z[State Use Only] Hospital or Billing Co Staff  
 = Billing Staff - Internal Service Staff = z[State Use Only] State Staff = z[State Use Only] Researcher  
 = Hospital Coordinator = Hospital Coordinator - Secondary Services

### Procedure

1. Login to your RespondNH account. Please see “Claiming your RespondNH account” if you have never logged in before. We recommend using Google Chrome web browser.
2. View your Service and Personnel to be sure you know which user(s) you would like to remove service affiliations from. Choose Services, then the service you would like to check affiliations for:

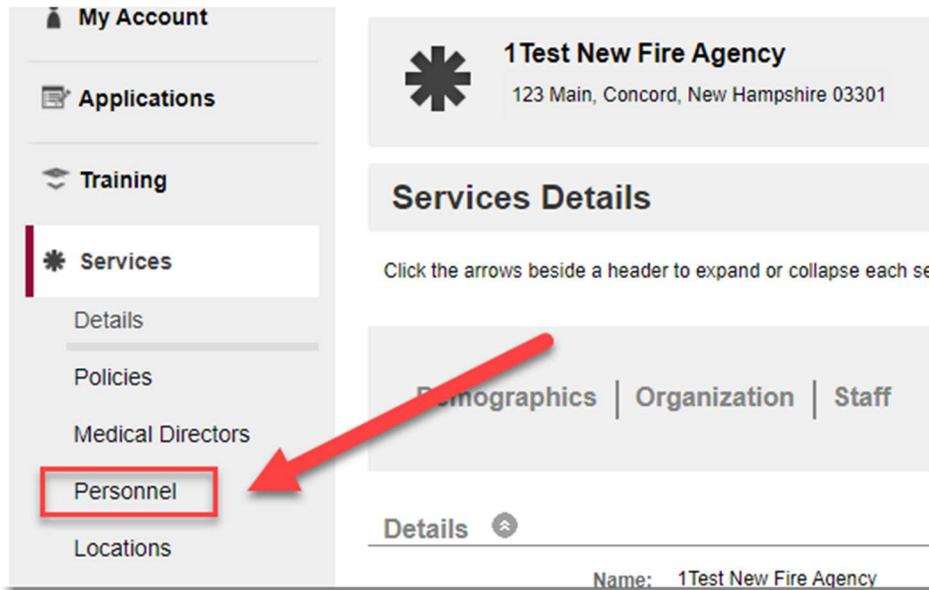
**All Service**

Click the name of the service to view additional details about it. Use the search box to find a specific service or click a specific letter.

GO CLEAR

Services ▲	Routine Level of Service	Physical Address
1F - TEST Fire Agency (NHEV-2020-9800)	EMT	911 Firehouse Road
1Test New Fire Agency		123 Main

3. Choose Personnel:

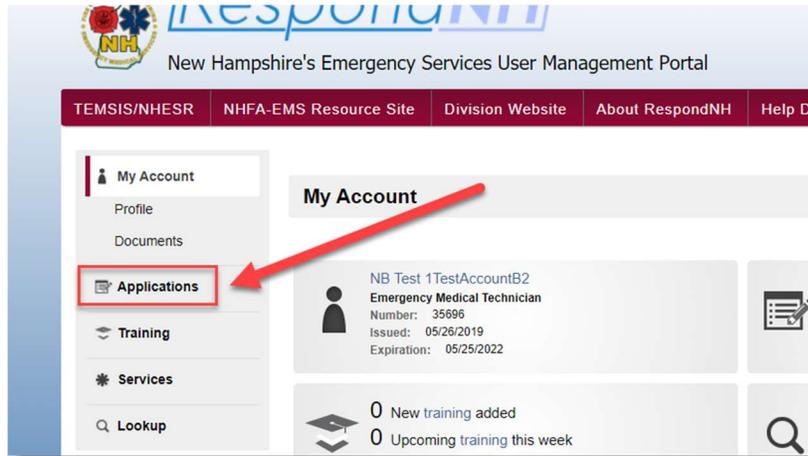


4. View your service roster for any irregularities, noting any individuals you need to remove from the service:

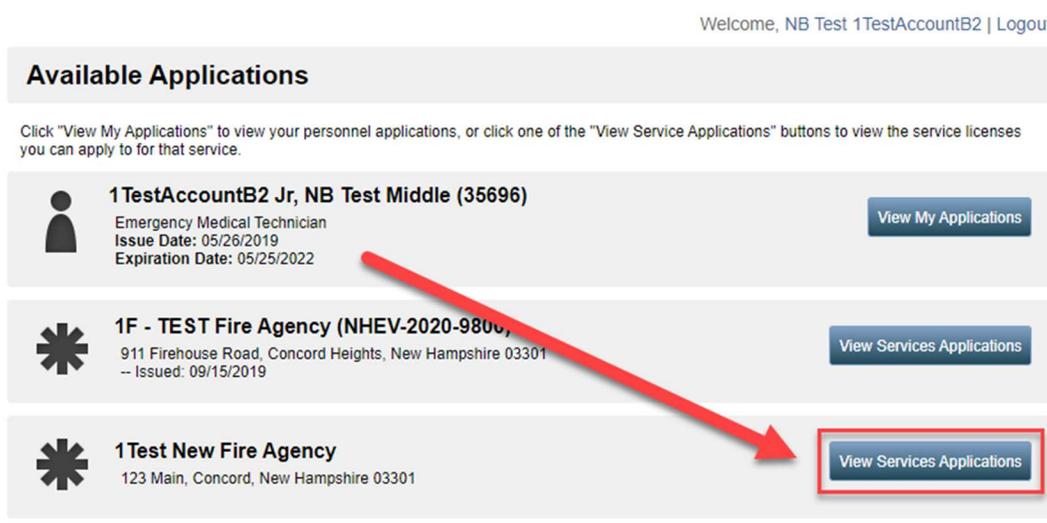
The screenshot shows the 'Personnel' page for '1Test New Fire Agency'. It includes a search bar with 'Personnel' entered, a table of personnel, and a 'Go' button. The table has columns: Name, Positions, Number, Level, Issued, Expiration, Status, and Docs. The entry '1Test Jr, Paramedic Super (35786)' is highlighted with a red box and a red arrow.

Name	Positions	Number	Level	Issued	Expiration	Status	Docs
1TestAccountB2 Jr, NB Test Middle (35696)		35696	Emergency Medical Technician	05/26/2019	05/25/2022	Current	
1TestAcc, 1ACD A (NELP-181127)		NELP-181127					
1TestAccountA, ACB T1 (35696A)		35696A	Emergency Medical Technician	06/11/2021	12/11/2021	Current	
1Test Jr, Paramedic Super (35786)		35786	Advanced Emergency Medical Technician	07/15/2021	04/30/2023	Current	

5. Choose Applications:

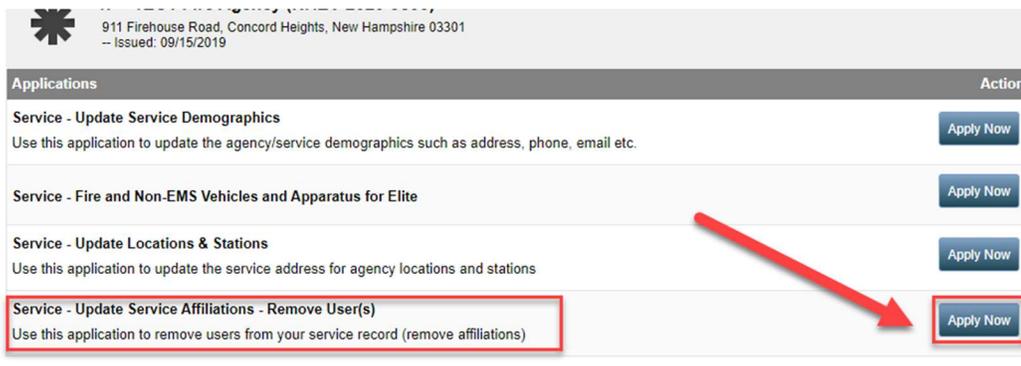


6. Under Available Applications, choose “View Services Applications” next to the correct service:

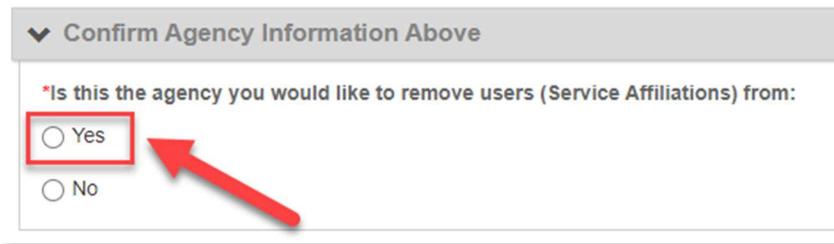


7. Scroll to the bottom of the page and under Applications, click “Apply Now” next to “Service – Update Service Affiliations – Remove User(s)”:

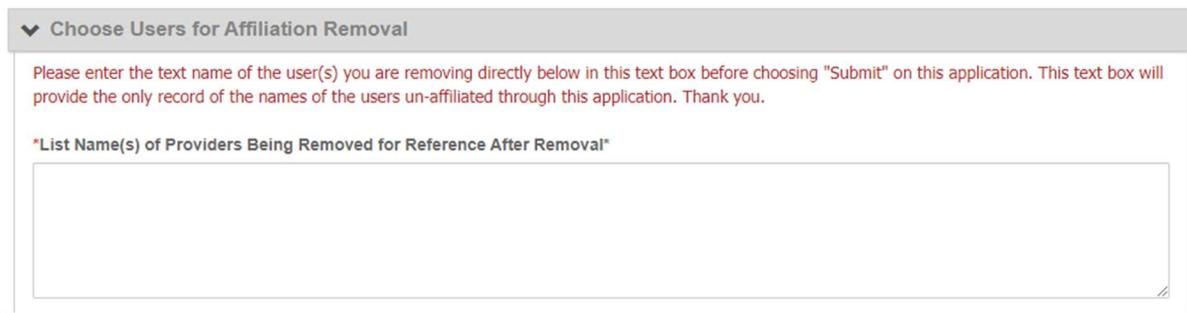
8.



- 9. The “Service Leader – Remove Affiliations” Form will open. Scroll down and confirm you are in the correct agency you wish to remove affiliations from:

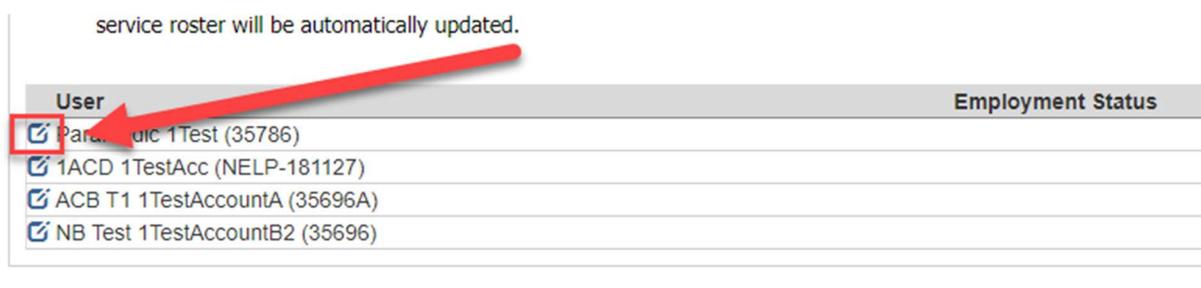


- 10. Choosing yes will open the remainder of the form. Please enter the names of users you would like to remove from your service in the first box. This text box will provide the only record of the removal, so please be sure to include all users removed with this application:



- 11. To select user(s) for removal from service, choose the blue square icon with the pen:  The user will populate at the **bottom** of the staff list below.

service roster will be automatically updated.



- 12. Scroll to the bottom of the staff list, and locate the user you have selected:



13. To confirm each removal, press the "Remove" button. If you made a selection in error, choose "Done" to unselect the user and keep them on your roster.

User: Paramedic 1Test (35786)

Employment Status: Select Employment Status

Done  Remove

14. A window will pop up asking: "Are you sure you would like to remove this user's affiliation from the service?" Choose "Yes"

Are you sure you would like to remove this user's affiliation from the service?

Yes  No

Once you choose "Yes" to remove, *they will immediately drop from the visible list*. Users who have been had an affiliation removed in error will need to request the affiliation from their personal RespondNH accounts.

15. Answer the Group 2 Retirement Question. If a firefighter participated in Group 2 retirement, it is necessary to notify the Division of the affiliation severance. This button will also send the service leader a copy of the Form B – Retirement notification form.

Group 2 Retirement Notification

\*Were any Group 2 Retirement full-time firefighters unaffiliated with this service through this application?

Yes

No

16. Re-enter your RespondNH password:

Signature and Confirmation

\*Please re-enter your RespondNH Password to confirm your identity:

Username: N1TestAccount

Password:

17. Choose Submit



18. Your roster is updated automatically and can be viewed by repeating steps 1-4.

If you have any questions or concerns with this application, please call 603-223-4200 during normal business hours or email: [nhesr@dos.nh.gov](mailto:nhesr@dos.nh.gov) for assistance.