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 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:
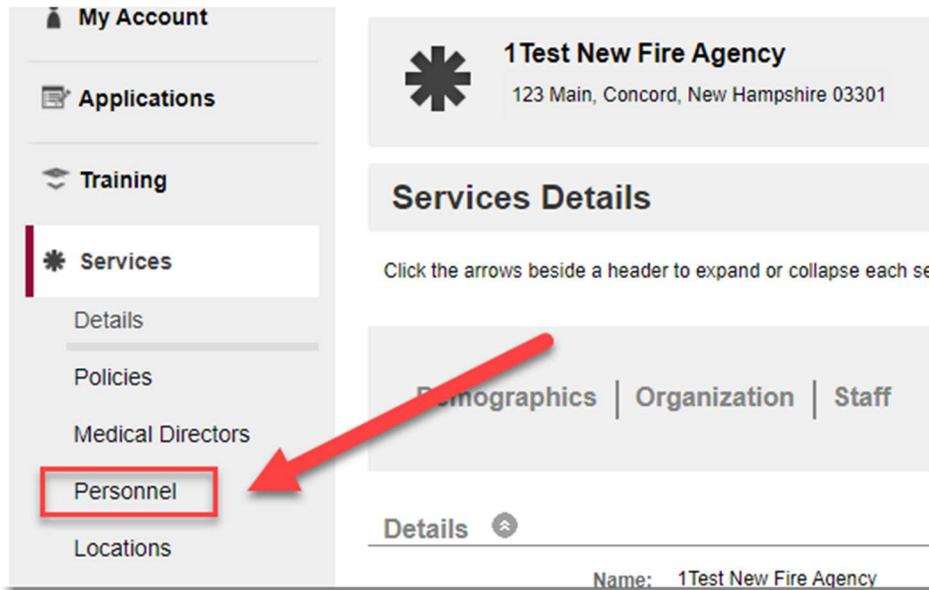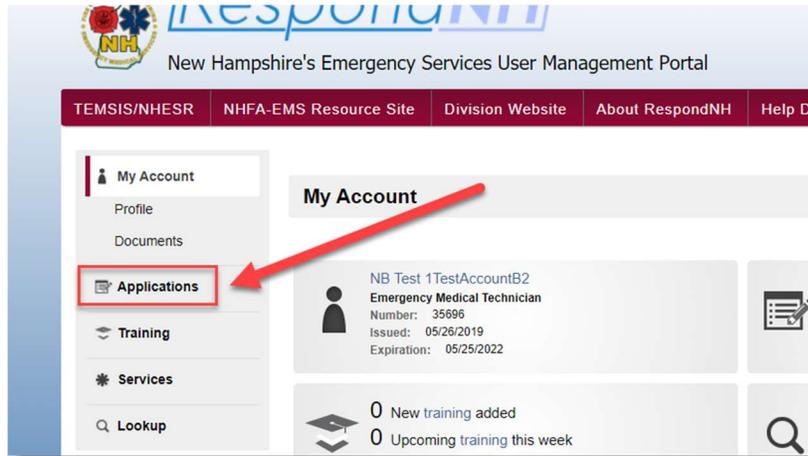
3. Choose Personnel:

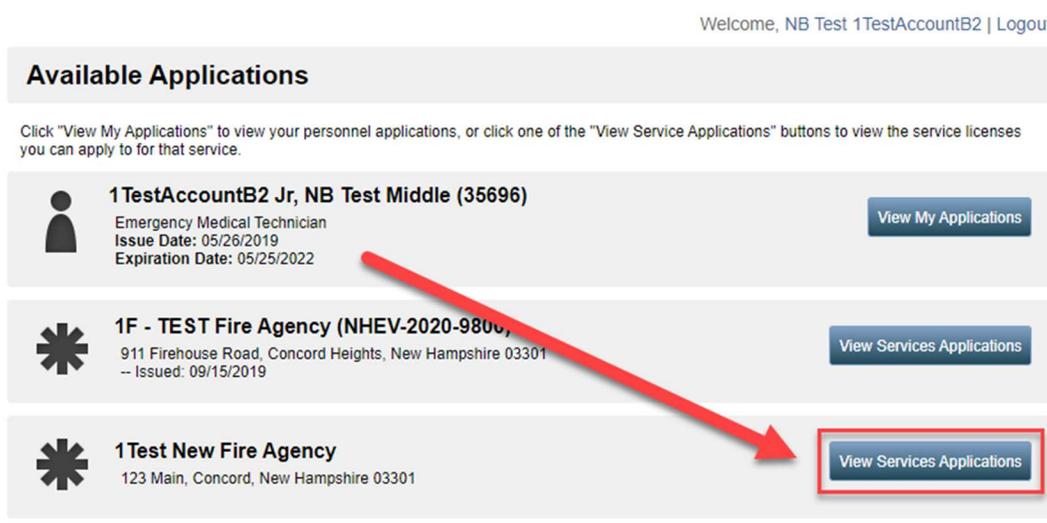4. View your service roster for any irregularities, noting any individuals you need to remove from the service:
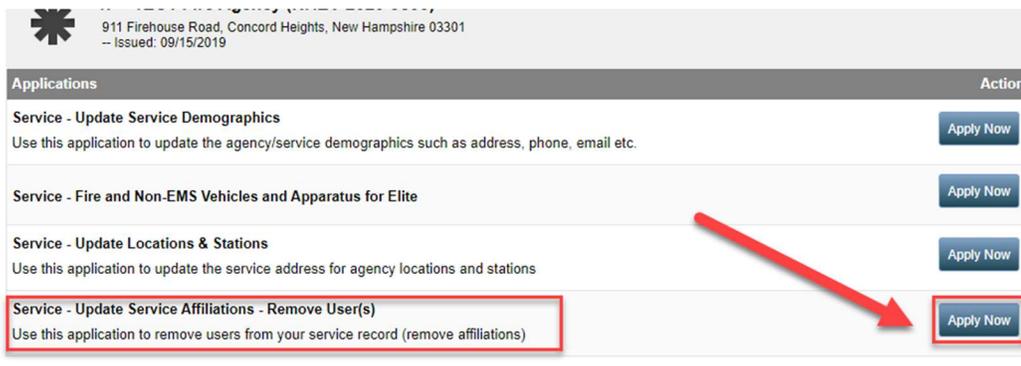
5. Choose Applications:

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:
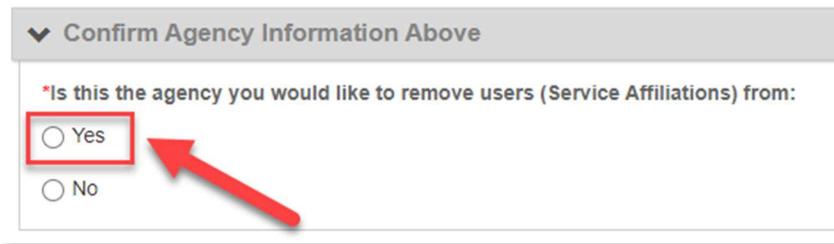

10. Choosing yes will open the remainder of the form. Please enter the names of users you would like to remove from your service in the first box. This text box will provide the only record of the removal, so please be sure to include all users removed with this application:
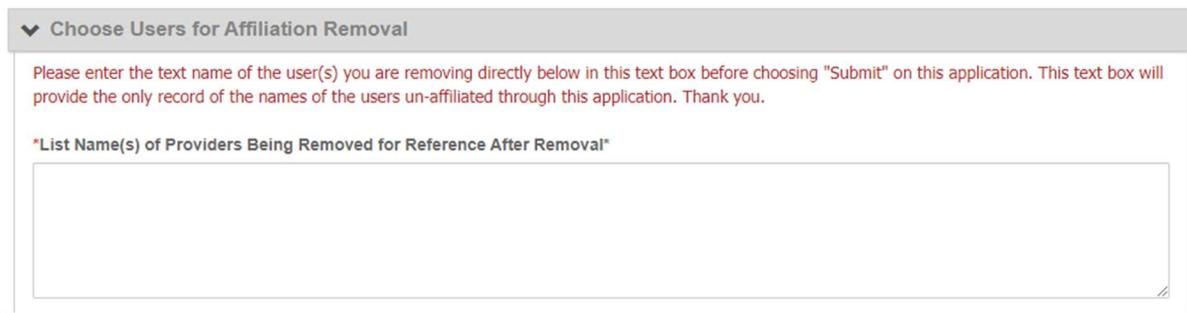
11. To select user(s) for <u>removal</u> from service, choose the blue square icon with the pen: ☑ The user will populate at the **bottom** of the staff list below.
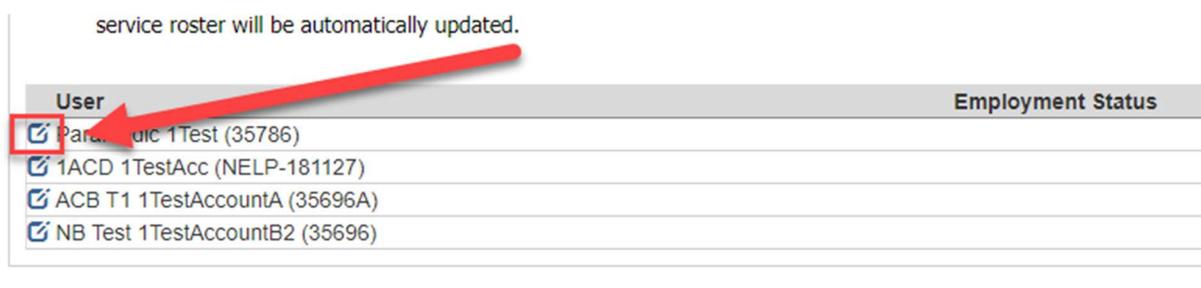
12. Scroll to the bottom of the staff list, and locate the user you have selected:

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.

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

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.

16. Re-enter your RespondNH password:

17. Choose Submit

☑ 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 for assistance.