New Hampshire Fire Academy
& Emergency Medical Services
Emergency Services Reporting

Service Management

The fire reporting system is designed to integrate with all aspects of your service reporting. As such, the first stop for fire reporting is to set up your service. This is done via RespondNH (RNH), the State of New Hampshire's Service Management System. Through RNH, authorized signers can manage their rosters, apparatus, and stations. Any changes made in RNH will immediately sync to NHESR once a form is completed.

1.) RNH – *If you have not already used RespondNH, complete the below actions:*
   a. Claim your account
   b. Have your personnel claim their accounts
   c. Review roster and have missing personnel request affiliation
2.) Complete the Applications at RNH:
   a. Service Form - 1: Update Service Demographics, Stations and Coverage Areas
   b. Service Form - 2: Update Service Personnel / Staff Positions / Elite Permissions
   c. Service Form - 3: Non-Ambulance Fire and EMS Apparatus for ELITE / NFIRS
   d. Remove Personnel Service Affiliations

NHESR Configuration

Configuration of the system is a case of investing in your future – the time spent here will decrease the time spent documenting incidents and other activities.

1.) Assign personnel IDs and allow them to show in the fire run form. *Go to section*
   a. Necessary to assign personnel to incidents
2.) Assign Districts, Shifts/Platoons, and Favorite Postal Codes. *Go to section*
3.) Activate Streets and Highways. *Go to section*
4.) Manage Mutual Aid departments. *Go to section*
5.) (In)activate Forms. *Go to section*
6.) University Resources. *Go to section*
7.) Go live with reporting.

Adding personnel to the run form

In order to add personnel to the fire run form, they must first be assigned a personnel ID and selected as 'Show in Fire Run Form'. The Personnel ID is also how imported records are linked to personnel in NHESR; all personnel should be assigned IDs prior to import of historical records.

Procedure

1.) From the Agency tab, select Users
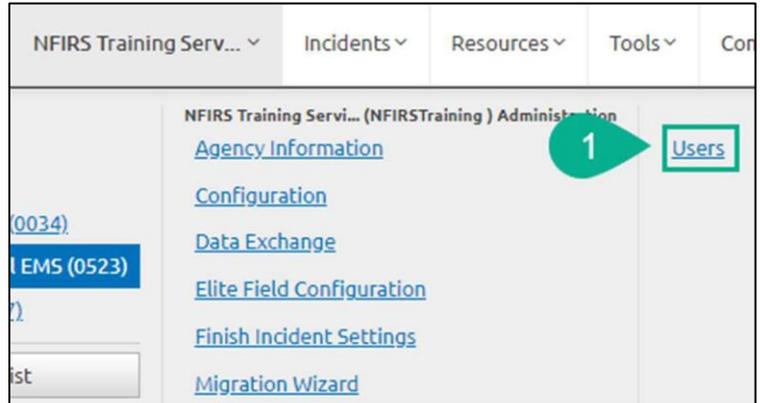
2.) Select the users first or last name to open the user's profile
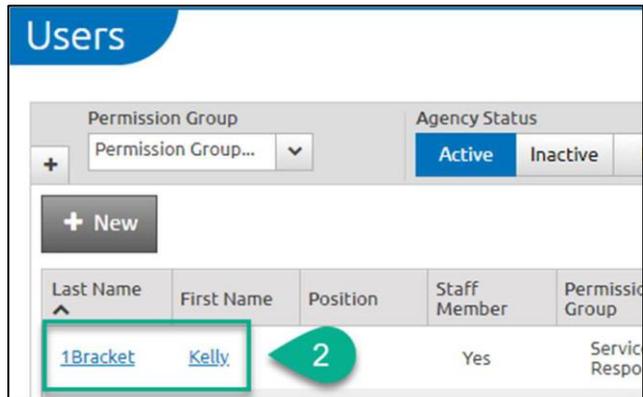
3.) Select the Employment tab

Adding personnel to the run form (Cont'd)

4.) Enter Personnel ID. This ID is agency assigned, however if you will be importing your data from an external system, this number must match the personnel number in your existing software. Mismatched IDs will result in the personnel's name not being listed in the run form.

Agency ID #	
Payroll ID	
Badge #	
Trainer/Instructor ID	
Personnel ID	1001
Hire Date	mm/dd/yyyy

Other Duties as Assigned

Show in EMS Run Form	Active / Inactive
Show in Fire Run Form	Active / Inactive

5.) Select user as 'Active' to show in the run form

Assign Districts, Shifts/Platoons, and Favorite Postal Codes

Shifts, Favorite Postal Codes, and Districts can improve documentation speed and accuracy. Below you will see how to access these resources and an overview of how they work.

Procedure

A.) Select the Resources tab, and then the desired resource
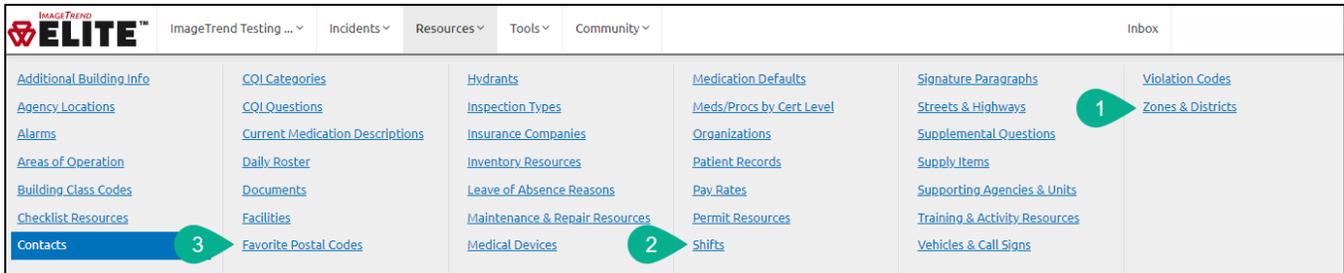
- Shifts: The shifts resource offers the ability to track what group of personnel are responding to calls, or what timeframe they are responding to calls during.
  - Ex. Shifts are made for Holiday, Weekend, Day, and Night to track metrics relating to time of day.

- Favorite Postal Codes: This resource decreases time required to search for a postal code, and speeds documentation by automatically completing City, County, State, and Zip Code fields with a single click.
  - Ex. Zip Codes for common mutual aid towns are added for easy selection.

- Districts: These can be added to track incidents that occur in a geographic area that you define. Target times can be assigned to these districts to easily track response time metrics.
  - Ex. Hydrant and Non-Hydrant districts are created to track potential need for additional hydrants.

Activating Streets and Highways

The Streets and Highways resource is used to maintain consistent formatting and spelling of incident locations. E911 data has been uploaded into Elite, and these values can be used by activating them for your service. Entries can be added, deleted, and edited at any time

Procedure

1.) Navigate to the
     Resources tab

2.) Select Streets and Highways
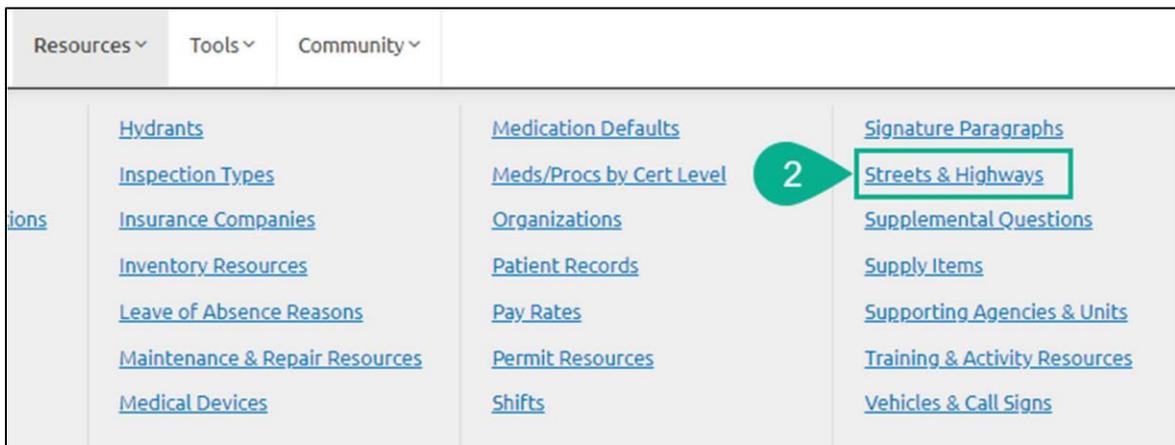
3.) Select the filter button, then 'inactive' to view inactive entries
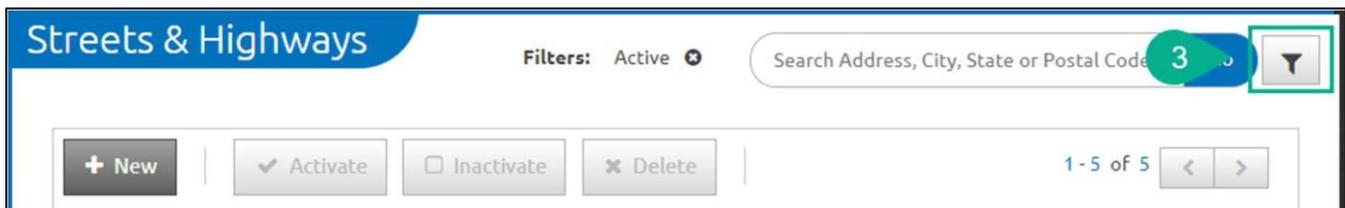
Adding Streets and Highways (Cont'd)

4, 5, 6.) Search for the road, town, or zip (zip recommended), select all entries to activate. Select 'Activate' and entries will be available for use.

Managing Mutual Aid

Mutual aid departments can be managed in the Supporting Agencies and Units resource to present mutual aid options within the fire reporting form. This allows fire protection services to maintain a manageable and applicable list of choices while documenting.

Procedure

1. From the NHESR dashboard, select the Resources tab (A), then Supporting Agencies and Units (B).
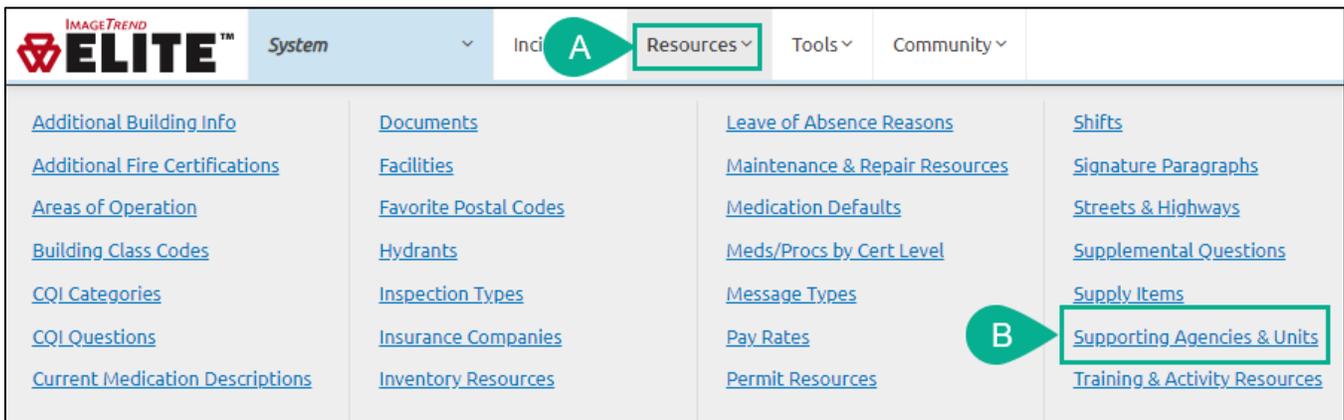
2. Search for a mutual aid department from the search bar, or scroll through the list.

3. Mutual aid departments will be presented in the fire reporting form if set to 'yes' (A). Note that you can change the order that agencies will be presented in the forms by clicking on the column header and assigning a sort number.

4. Status can be changed to 'inactive' to remove the service as an option from both fire and EMS forms (B).
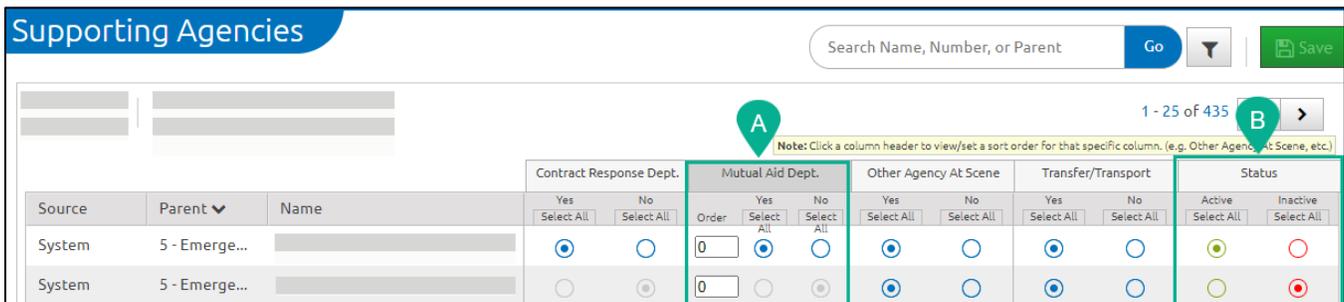
Activating or Inactivating Forms

Data is collected in the NHESR system via Forms (EMS, Fire, Inspections, Training, etc.). Specific forms can be inactivated or activated. When configuring MIH, Fire, or EMS to Fire linkage forms, you will need to activate the applicable state form in NHESR. All other forms can be copied from a template, or built from scratch.

Inactivation of EMS or Fire run forms should only be done if you are certain of the effect

Procedure

4.) From the Tools tab (A), select Form Manager (B).
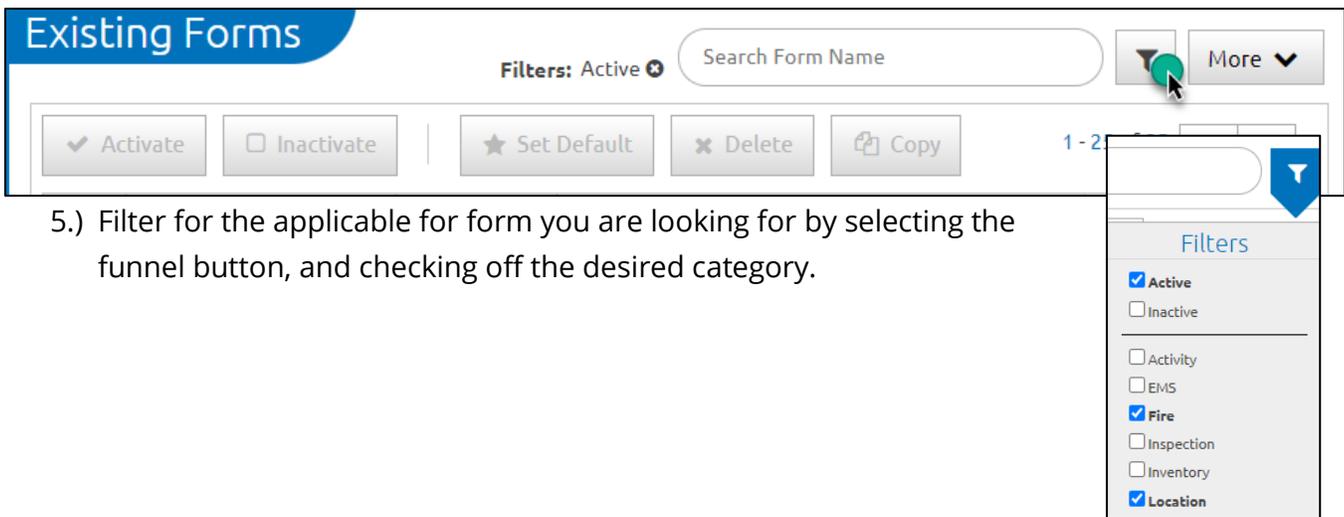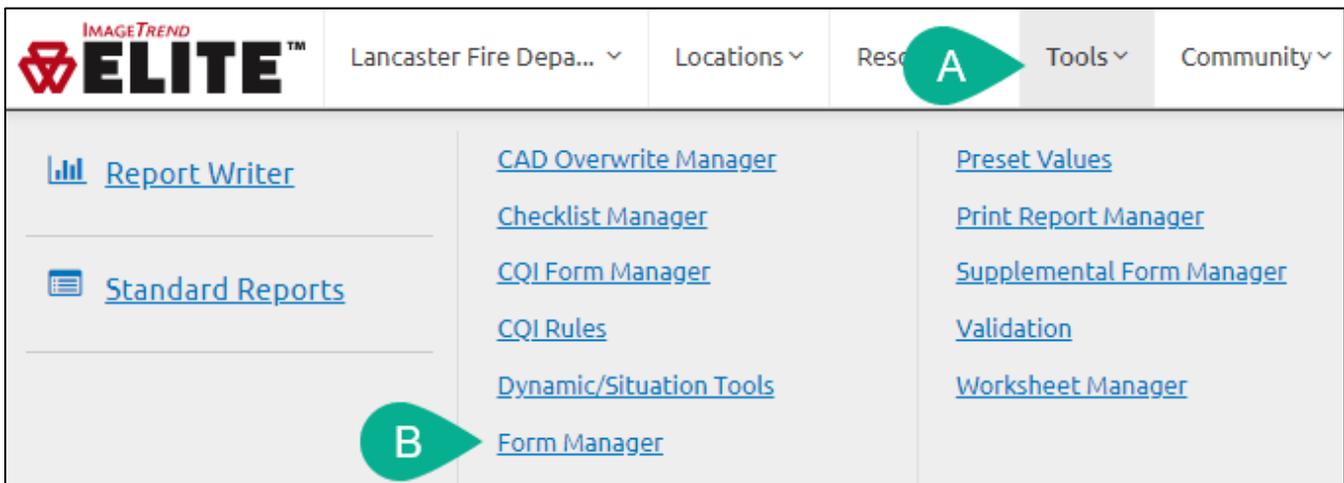
5.) Filter for the applicable for form you are looking for by selecting the funnel button, and checking off the desired category.

Procedure

6.) Select the form you wish to (in)activate by clicking on the form row, and then select the Activate or Inactivate button as applicable. Alternatively, you can select Copy to make an editable copy of a form if it is not tied to EMS or fire reporting.

Clicking on the name of the form will bring you to a different area; only click on the blank space

Additional Resources

To Access the below resources, sign into NHESR, navigate to Community, and select Help/University.

While many other useful videos exist, the webinars listed below are a great starting point.

Procedure

A.) Select the Community tab.

B.) Select Help/University.
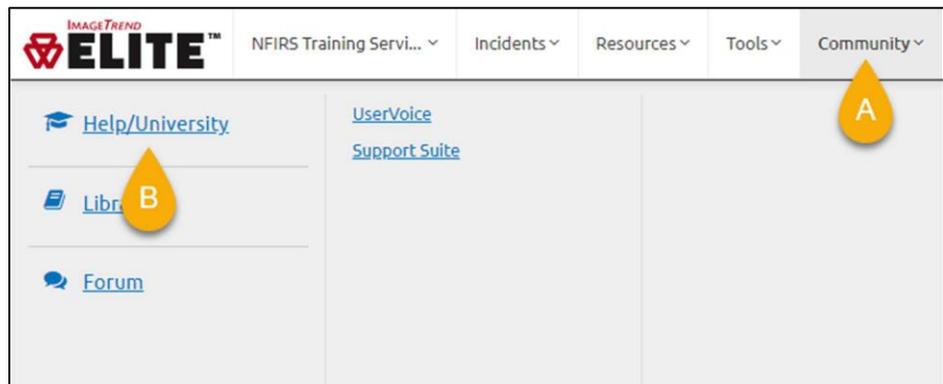
Recommended Viewing

- Incidents (Setup and Management)
  - Intro to Fire Agency Administrators (*Video*)
  - Fire Incident Hours (*Video*)
  - Mutual Aid (*Video*)
  - Incident Statuses
  - Agency Locations
  - Alarms
  - Daily Roster
  - Supplemental questions
  - Transfers
- Locations, Occupants, Inspections and Permits
  - Setting up Locations, Occupants, and Inspections (*Video*)
  - Key Features in Locations, Occupants, & Inspections (*Video*)
  - Additional Building Information
  - Building Class Codes
  - Inspection Types
  - Violations Codes
  - Inspection Supplemental Forms

Recommended Viewing (Cont'd)

- Checklists
    - Setting up Checklists
    - Checklist Manager
    - Checklist Resources
- Form Manager
    - Form Manager for Beginners
- Inventory
    - Setting up Inventory
    - Setting up Maintenance and Repairs
- Reporting
    - Fire Packaged Reports
    - Standard Reports
- User/Service Management
    - Reset Passwords
    - Unlock Logins
    - The Elite Dashboard
    - Pay Rates
    - Shifts