Health EMS Manager Employee Set-up

Only EMPLOYEES who will need to log in will need to have user-names created and assigned. Variance drivers can be set up as employees, but the user-name is unnecessary. (Skip to step 2 if setting up a variance driver)

STEP 1 SETTING UP USER-NAME

Setup→Agency→Users→

    a. Create new
    b. User Name (first initial, last name number if necessary)
    c. Set password (Reset1234)
    d. Password Expires—Select at next log in.
    e. Password question and answer
    f. Roles and permissions
        i. Field User --> MobileTouch Field User
        ii. QA/QI Personnel --> Quality Assurance, Clinical Supervisor, MobileTouch Field User
        iii. Billers-->Billing
        iv. Chief --> Agency Director
    g. Password expired Next Login
    h. Next tab → Contact Info
    i. First last name and email address
    j. Next tab→ Notification Preferences
        i. This is how they will receive notifications if a report is sent back for corrections
        ii. Enter email or SMS info
        iii. In both the Messages and QA Box, select the appropriate method (Email, pager, text)
    k. Save

Username ↑	Roles	Password Expires	First Name	Last Name	Status	Actions
cfrench	Agency Director,System Administrator	4/30/2026 10:49 AM	Carly	French	Enabled	✏ 🕒 ▼

    l. **Under actions column (far right), click on the funnel and select appropriate branch. (MANDATORY FOR ALL EMPLOYEES DON'T SKIP THIS STEP)**

Branches

[Item] [Group]   Sort By

Seminole EMS ✖   ✕

STEP 2 SETTING UP EMPLOYEE

Setup→Agency→Employees

a. Create New
b. Employe ID next number (sort column first)
   i. Click on 3 dots to the right of Employee ID
   ii. Sort Descending
   iii. Use the next number in sequence
c. Select username that you previously created (if applicable)
d. Enter first and last name
e. Enter Branch (Your agency name)
f. Next Tab→ Employment Info
g. Title (Driver, EMT, AEMT, Paramedic, ect)
h. Department (service name)
i. Primary role
j. Feel free to enter any other information your service requires
k. Save

STEP 3 ADDING CERTIFICATION LEVEL TO EMPLOYEE

STAY ON EMPLOYEE Page (DON'T SKIP THIS STEP, IT WILL CAUSE VALIDATION ERRORS AND PREVENT PROPER SUBMISSION TO THE TRAUMA REGISTRY)

l. Find your newly created employee

Employee ID	First Name	Last Name ↑	Department	Certifications	Training	Requirements	Actions
516	Carly	French	Seminole EMS	🖊	➕	➕	🖉 🗑 🕓

m. Certification Column (5ᵗʰ column from the left)
n. Click on blue circle with plus sign to create (green box with pencil to edit)
o. Create new
p. Select Certification, State of Licensure, and State Licensure
q. If no certification- (I.E Drivers) the select Driver Variance.

In the event your employee obtains a higher level of certification, you must come here and repeat these steps to add the new certification.