SERVFL
Florida Department of Health

Responder Guide

Version 4.20

intermedix™

Address any questions, comments, or suggestions to:

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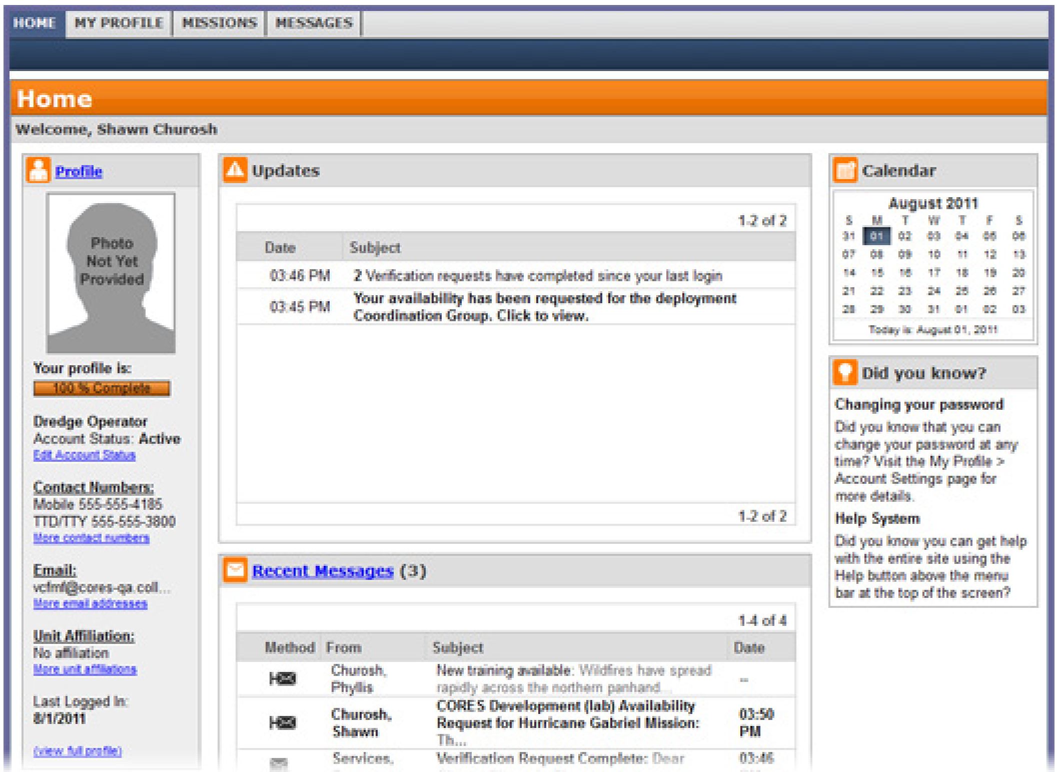
Table of Contents

Home

Responder Home

When you log into the system, you will be taken to the **Home** page. Your **Home** page is a starting point for getting situated in the system and catching up on the activity that happened while you were logged out. It shows the most recent updates and has the tools you need to begin your first task.



The **Home** page has the following sections:

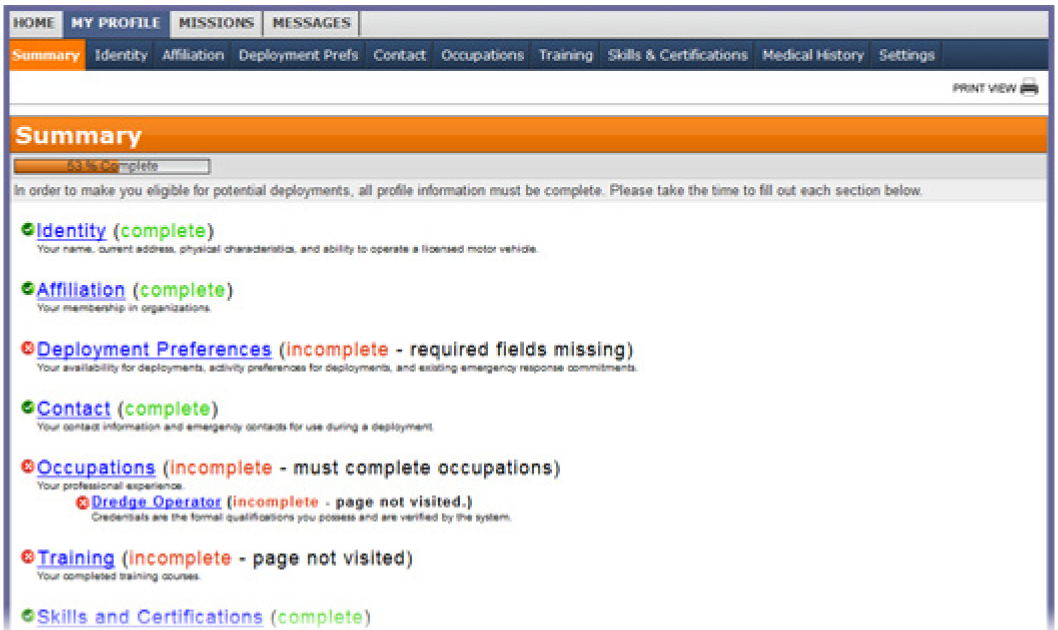
- **Profile** - this section displays your profile activity and overview. Click the **(view full profile)** link to see your profile in more details.
- **Updates** - this section notifies you about the most recent activity in the system.
- **Calendar** - this is a calendar for your reference with the current date selected.
- **Recent Messages** - this section shows new messages that you have recently received in your mailbox. Click the section name to go to your inbox.
- **Did you know?** - a snippet with helpful tips about using the system.

- **Mission Summary** - this section shows updates about your missions.
- **Profile Summary** - this section displays the content of your **Summary** page.

Profile

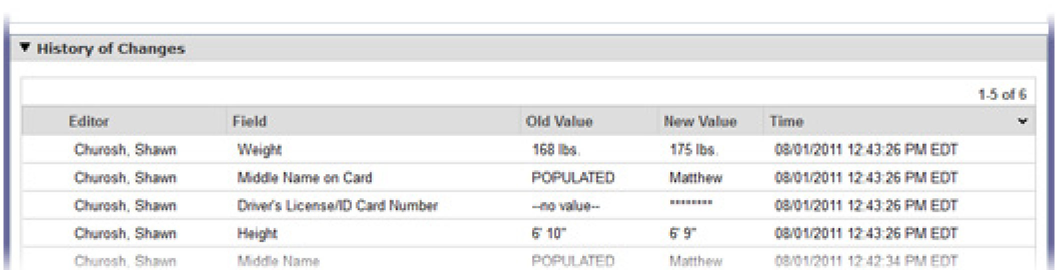
Summary

The Profile **Summary** page allows easy access to the information completed and not completed during the initial registration. A summary indicator shows the percentage of the responder profile that is complete. Use the **Complete** and **Incomplete** links to complete or edit information in the **Profile** sections.



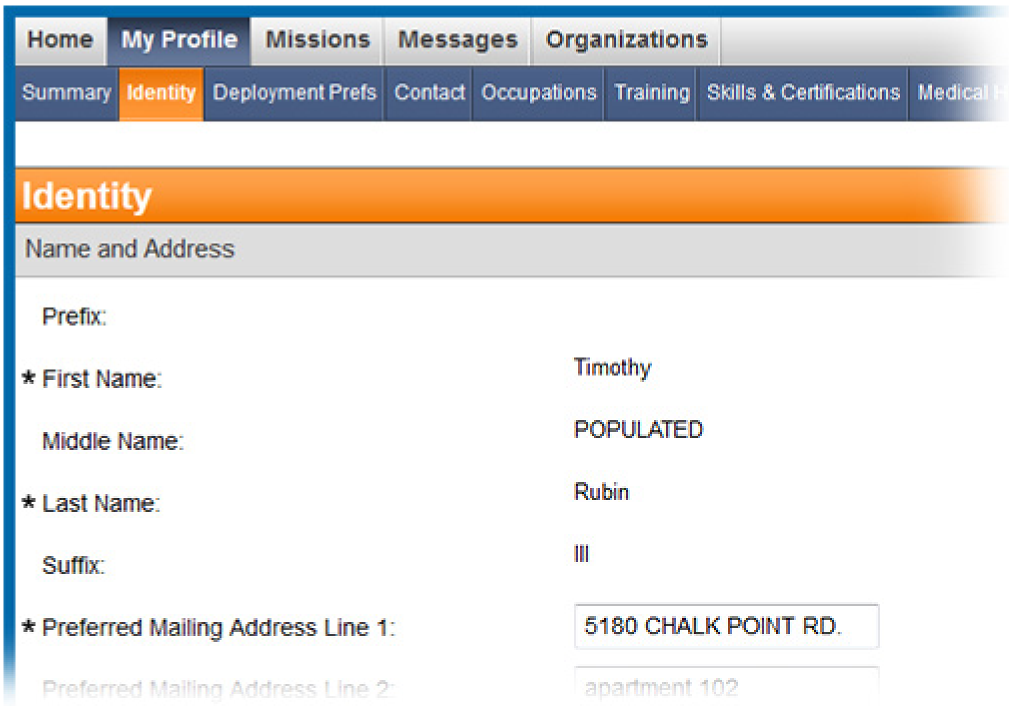
Tip: *To edit profile information, click the blue link for the section to modify or click on the appropriate link in the secondary navigation bar.*

The **History of Changes** section at the bottom of each page in the **Profile** section displays any changes made to that section.



Identity

To access the **Identity** page, go to **My Profile: Identity**. The following page opens.

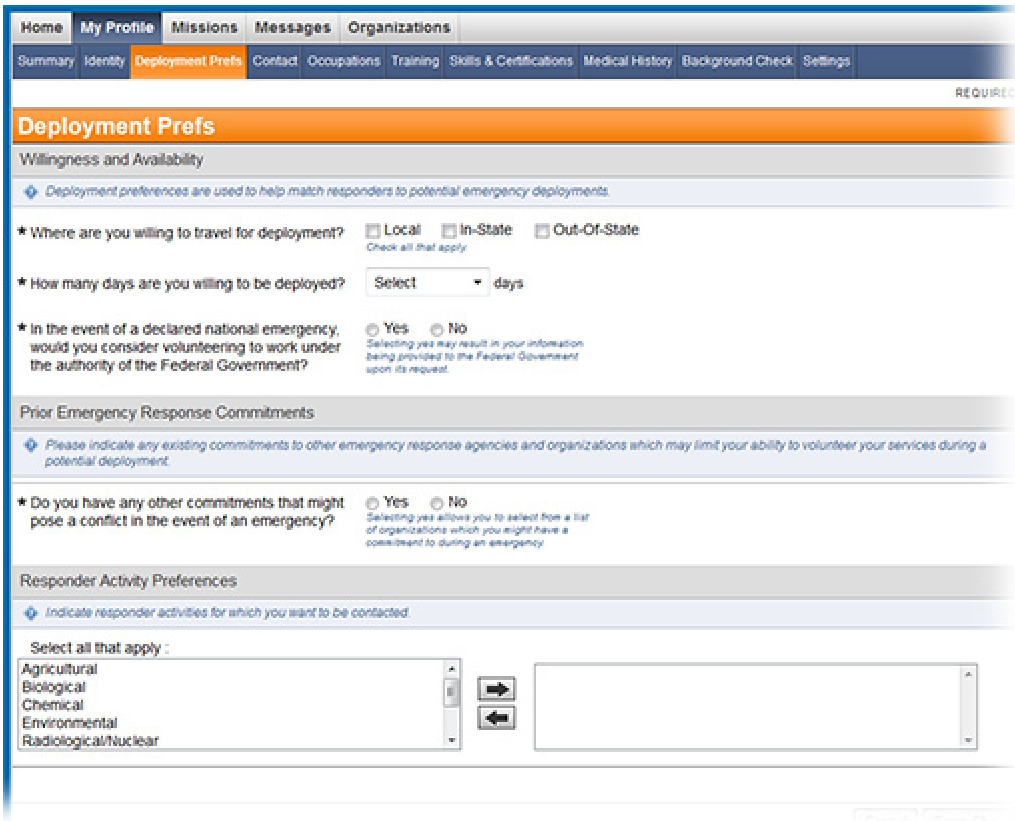


In addition to the information collected during the initial registration, you can use this page to enter an alternate address and identifying information such as date of birth, gender, and height. You can also update your driver license information, other state license information, and any license endorsements. All information entered during the initial registration is saved and automatically displayed on the page.

Tip: *To edit your identity information, click the* ***Edit Information*** *button on the top left of the page. Click* ***Save Changes*** *when you are finished.*

Deployment Preferences

To access the **Deployment Preferences** page, go to **My Profile: Deployment Prefs**. The following page opens.

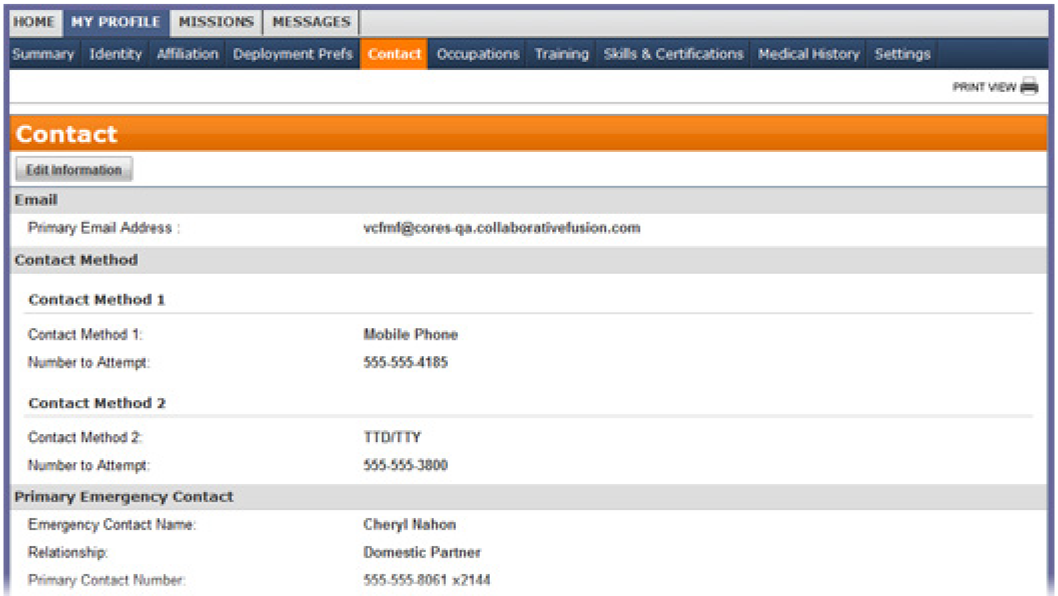


In **Deployment Preferences**, you can indicate your willingness and availability for deployments, prior emergency response commitments, and any activity preferences.

Tip: *To edit your deployment preferences, click the* ***Edit Information*** *button on the top left of the page. Click* ***Save Changes*** *when you are finished.*

Contact

To access the **Contact** page, go to **My Profile: Contact**. The following page opens.

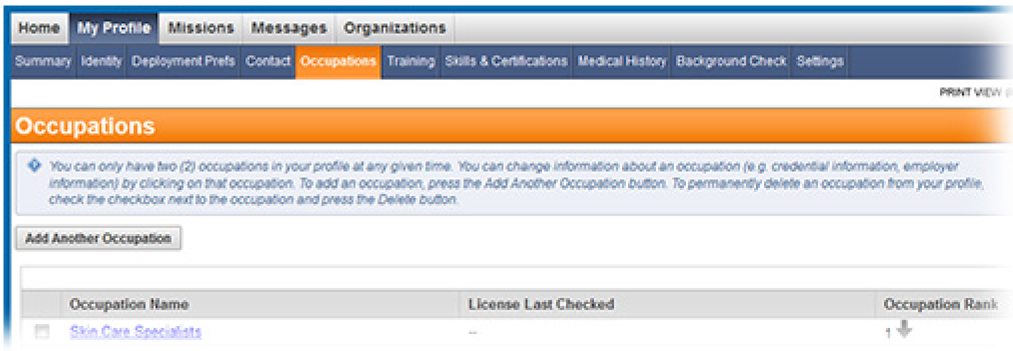


You can use this page to perform the following tasks:

- Provide a primary email address. Without an email address, important messages and notifications may be missed. The system does not allow two accounts with the same email address.
- Enter at least one contact method. The more contact methods you enter, the more likely the system is to successfully reach you during emergency situations. Use the **X** button to delete a contact method.
- Specify a primary emergency contact who should be notified in the event of a personal emergency during deployment.

Occupations

To access the **Occupations** page, go to **My Profile: Occupations**. The following page opens.



You can use this page to specify your occupations. Each registered responder must have no less than one and no more than three occupations listed. You can Include professions you are not actively practicing but hold or will hold a license or professional certification for.

To add an occupation:

1. Go to **My Profile: Occupations**.
2. Click the **Add Another Occupation** button.
3. Enter the occupation information (see field descriptions below). Required fields are marked with an asterisk [*].
4. Click **Save Changes**.

You can edit an occupation by clicking its name. To delete an occupation, select an occupation from the list and click the **Delete** button.

***Tip:** At least two occupations must be in the system before an occupation can be deleted. In a situation where only one occupation exists, add the new one first, then delete the old occupation.*

Add an Occupation: Fields

What is your occupation type?

Select whether the occupation type is medical or non-medical.

Occupation

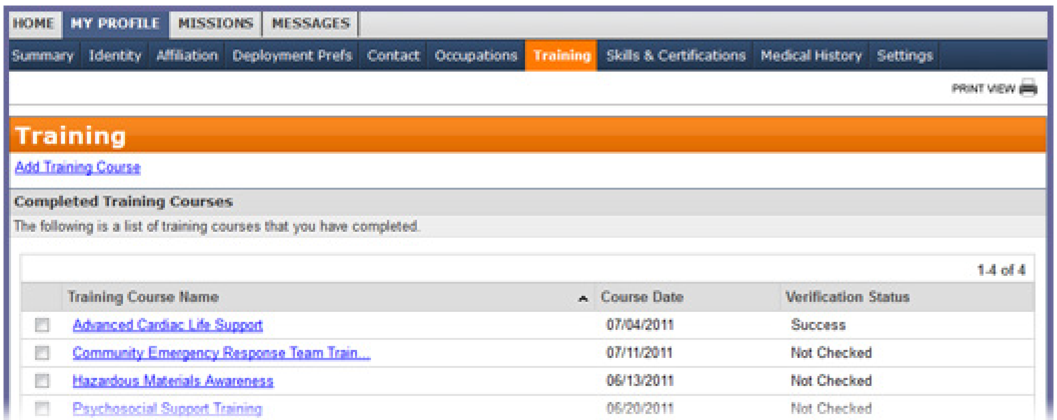
Select the specific occupation from the drop-down list. Select **Other** if your occupation does not appear in the list.

What is your current professional status for this occupation?

Select your professional status for the selected occupation.

Training

To access the **Training** page, go to **My Profile: Training**. The following page opens.



You can use this page to enter information on training courses you have completed and upload training certificates. Once training courses are added to a responder's record, an administrator can verify credentials to ensure the information submitted is accurate.

To add a training course:

1. Go to **My Profile: Training**.
2. Click the **Add Training Course** link.
3. Enter the training course information (see field descriptions below). Required fields are marked with an asterisk [*].
4. Click **Save Changes**.

You can edit a training course by clicking its name. To delete a training course, select it from the list and then click **Delete Training Courses**.

***Note:** Click a training course in the **Training Sessions** section of the page to sign up for an upcoming training course.*

Add a Training Course: Fields

Training Course

Select the training course from the drop-down list.

Institution

Enter the name of the institution where the training was completed.

Training Course Date

Enter the date the training course was completed on.

Expiration Date

Enter the date the training expires on. Select the check box if the course has no expiration date.

Upload Certificate

Click the **Browse...** button to add a training certificate. Click **Add Another Certificate** to add multiple certificates.

Verification Status

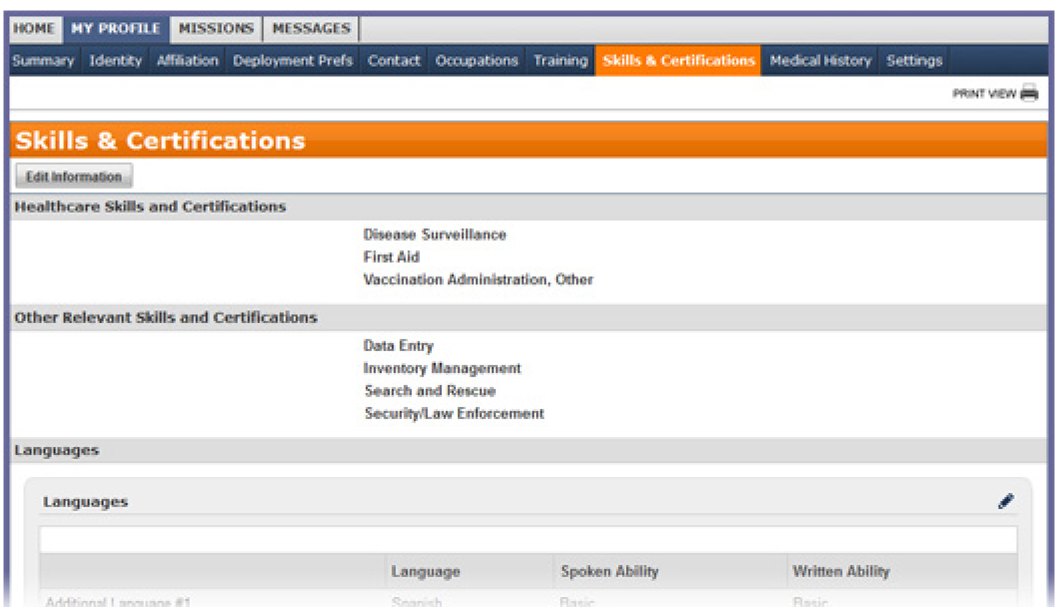
Set a verification status if a credential check has been performed on your profile.

Verification Notes

Enter any notes regarding the verification status.

Skills and Certifications

To access the **Skills & Certifications** page, go to **My Profile: Skills & Certifications**. The following page opens.



Use this page to enter skills and certifications that have been obtained either through a certification process or through non-required training. You can also enter languages you speak and your prior deployment experience. These elements are used to determine potential eligibility in deployments.

Tip: *To edit your skills and certifications, click the* ***Edit Information*** *button on the top left of the page. Click* ***Save Changes*** *when you are finished.*

Languages

This page shows languages, other than English, that you have proficiency in.

To add a language:

1. Go to **My Profile: Skills & Certifications**.
2. Click the **Edit Information** button in the upper left corner of the page.
3. On the page that opens, scroll down to the **Languages** section.
4. Select the desired language and indicate your spoken and written ability in this language.
5. Click **Save Changes**.

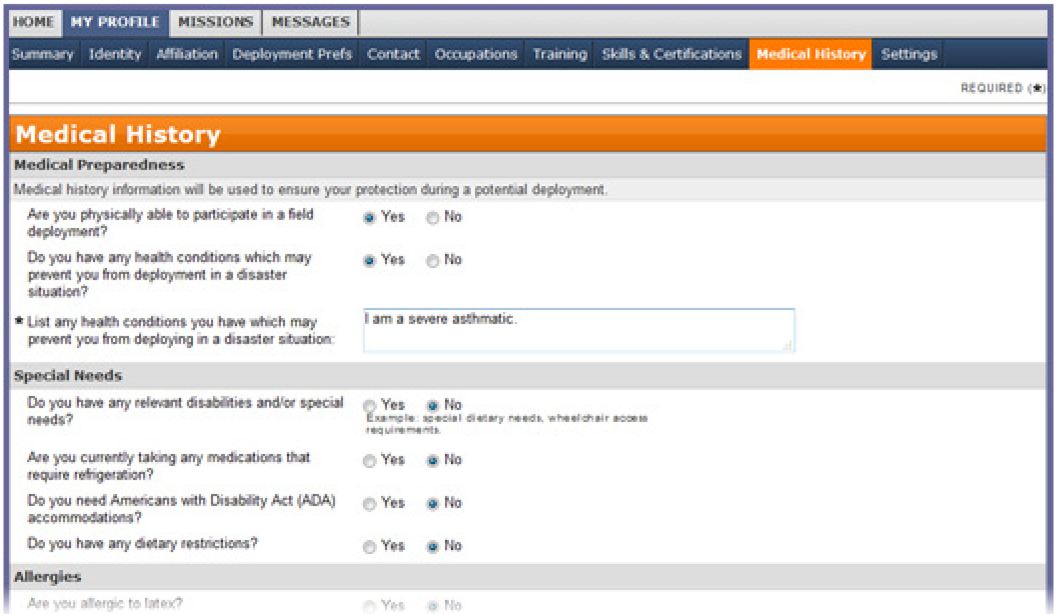
Prior Deployment Experience

This is where responders can enter information regarding being deployed as part of a response effort. Below are Prior Deployment Experience options:

- Deployment Event - Text field
- Initial Deployment Date - Month / Year
- Period of Deployment - Days
- Description of Experience During Deployment - Text field

Medical History

To access the **Medical History** page, go to **My Profile: Medical History**. The following page opens.



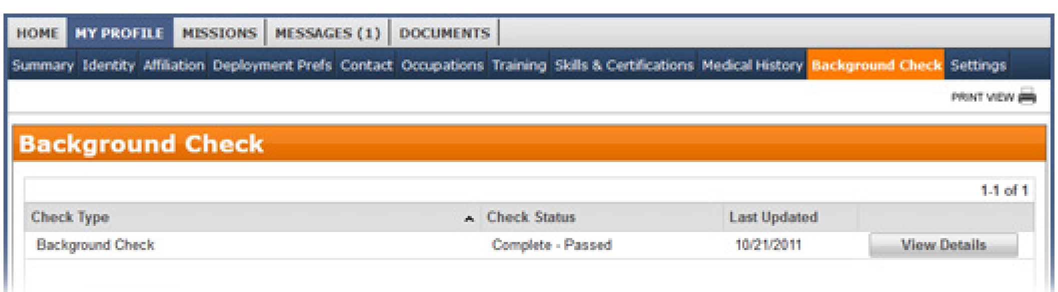
Use this page to verify and update your medical history. This information is collected to ensure a responder's safety during a deployment.

***Tip:** To edit your medical history, click the **Edit Information** button on the top left of the page. Click **Save Changes** when you are finished.*

Background Check*

** Note that this section may be used differently, or not used at all, by your system administrators.*

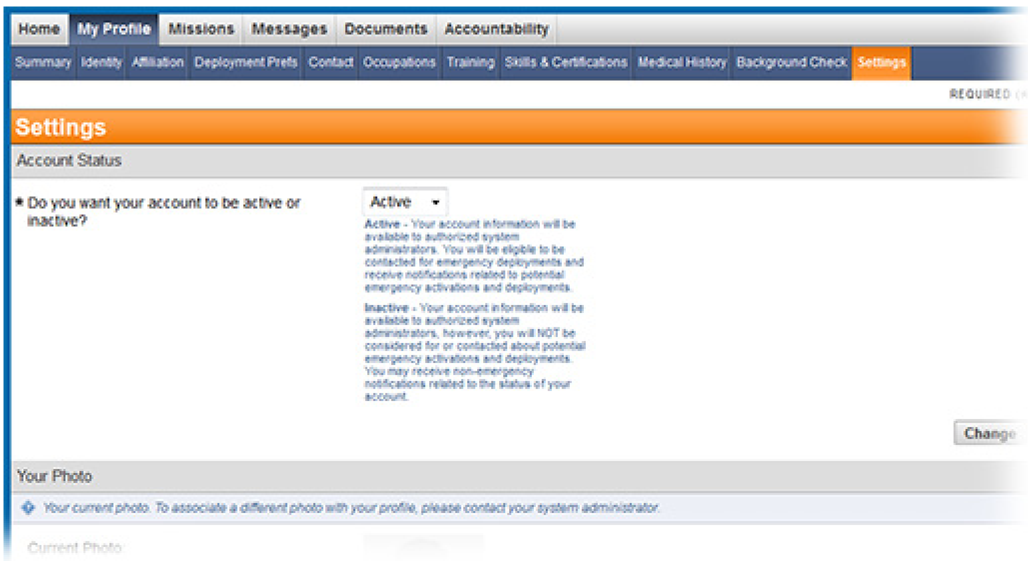
To view the status of your background check, go to **My Profile: Background Check**. The following page opens.



Click the **View Details** button for an explanation of your status.

Settings

To access settings for your account, go to **My Profile: Settings**. The following page opens.



To edit settings:

1. Go to **My Profile: Settings**.
2. Select or enter the information in the desired category (see category descriptions below). Required categories are marked with an asterisk [*].
3. Click the **Change** button in the lower right corner of that section.

Settings: Categories

Account Status

Select whether your account should be active or inactive. Inactive accounts are not considered for potential emergency deployments.

Your Photo

Upload a profile photo. If your computer has a webcam, you can click **Toggle Webcam View** to use it to take a photo, or click the **Browse...** button to upload a photo. Click **Upload** to upload the photo.

System Role

Displays your current system role. Only system administrators have the ability to change your system role.

Username

Displays your current username. To change your current username, enter a new username in the **New Username** field and click **Change**.

Password

If you would like to change your password, enter your current password, then enter and confirm your new password. Follow the guidelines in the box on the right when choosing a new password.

If you are an administrator wanting to change a responder's password, open a responder's profile window and click the **Settings** tab.

Secret Question and Answer

Select a secret question from the drop-down list and enter your answer to the question. You are prompted to answer this question if you forget your password.

Display Preferences

Select how many table results you would like to view by default on pages with tables or result sets.

System Roles

System role types include:

- **Responder** - can create and update personal profile information, view mission information when assigned, view messages, and create notifications to administrators.
- **Local Administrator** - can create missions and notifications and accept or reject responders only within their organizations.
- **Regional Administrator** - can perform all the functions of a local administrator but with enhanced access to multiple organizations.
- **System Coordinator** - can perform all functions available on the system.

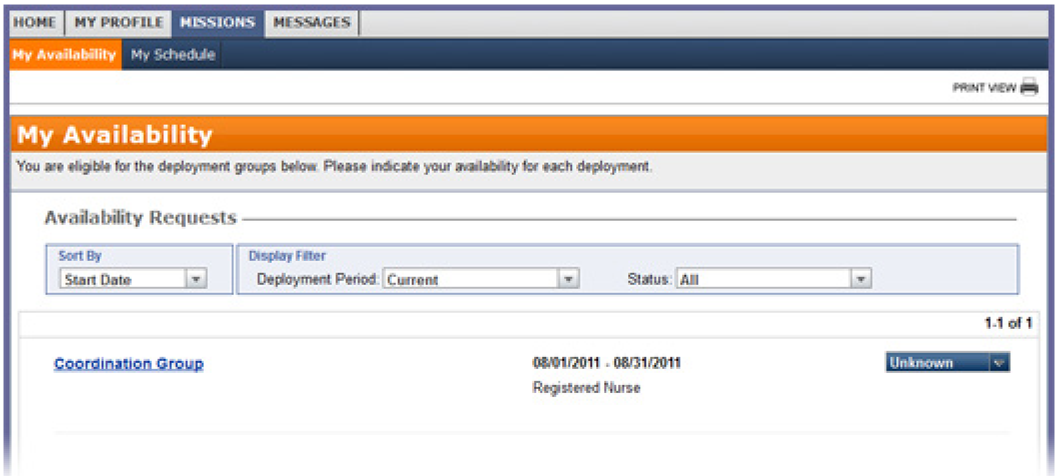
- **Call Center Operator** - can view all missions and send notifications.

Missions

My Availability

The **My Availability** page lists each deployment group for which you are qualified. You may see a deployment group listed multiple times if you are qualified for more than one position.

To access the **My Availability** page, go to **Mission: My Availability**. The following page opens.



Indicate your availability for the deployment period using the drop-down menu in the row of the deployment. Selecting **Available** indicates to the Administrator that you are willing and able to work at any time during the specified deployment period.

If an administrator assigns you to this deployment group, you will receive a notification and your status is updated to Assigned here. Click on a deployment group's name to view additional information that the administrator has provided, including:

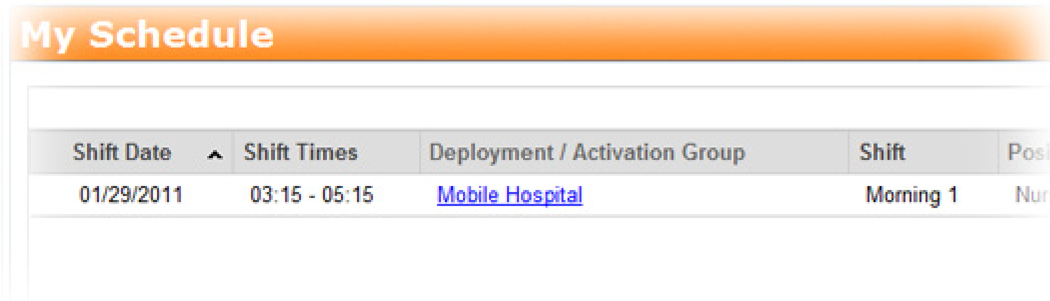
- Mission information
- Work description
- Check-in and service locations
- Contact information
- Accommodations
- Items to bring

- Deployment instructions

My Schedule*

** Note that this function might not be available to you due to the configuration of your system.*

When an administrator assigns you to a shift, it appears on this page as your final schedule. To access the **My Schedule** page, go to **Mission: My Schedule**. The following page opens.



You will receive a notification each time your schedule changes. Click on a deployment group's name to view additional information that the administrator has provided, including:

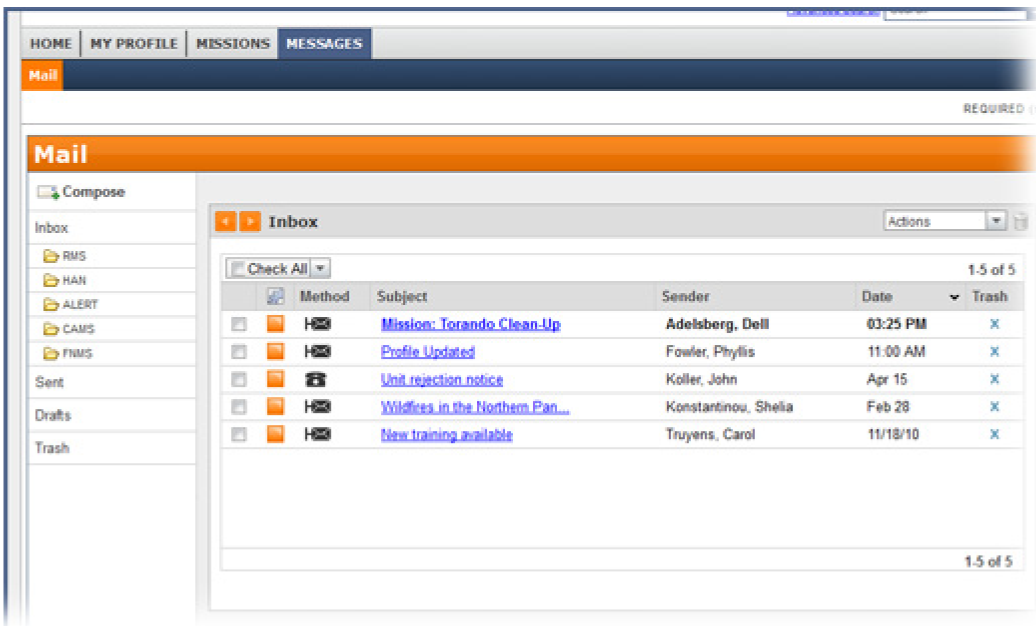
- Mission Information
- Work description
- Check-in and service locations
- Contact information
- Accommodations
- Items to bring
- Deployment instructions

Messages

Mail

Check Messages

To check the inbox for new messages, go to **Messages: Mail** and click the **Inbox** side tab on the left. The following page opens.



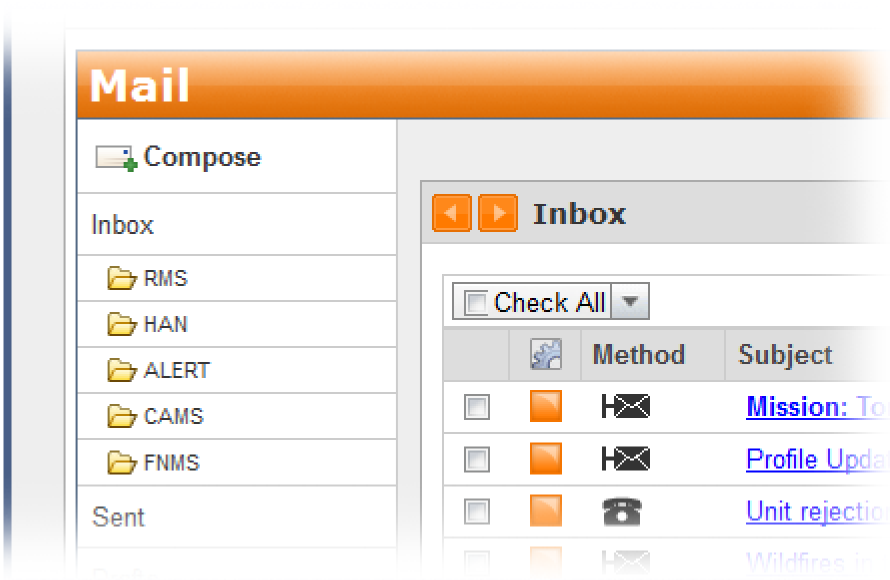
All messages are displayed in the table of messages. The **Method** column shows the message delivery method. The attachment icon to the right of the message indicates whether the message has an attachment.

Use the **Actions** drop-down menu to perform the following actions on the selected message(s): mark as read, mark as unread, move to **Trash**.

View Messages by System

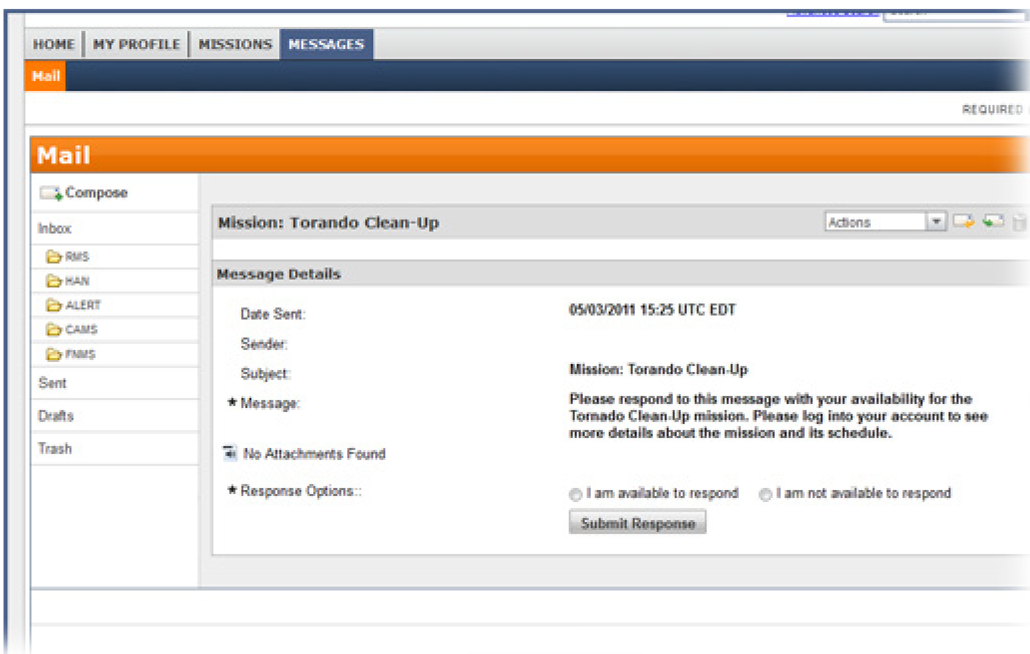
If you are registered in more than one CORES system, your inbox will show messages received through all systems. The color of the square to the left of the message subject indicates which system the message was sent from.

To view incoming messages by each system, click the system folder tab on the left.



View Individual Messages

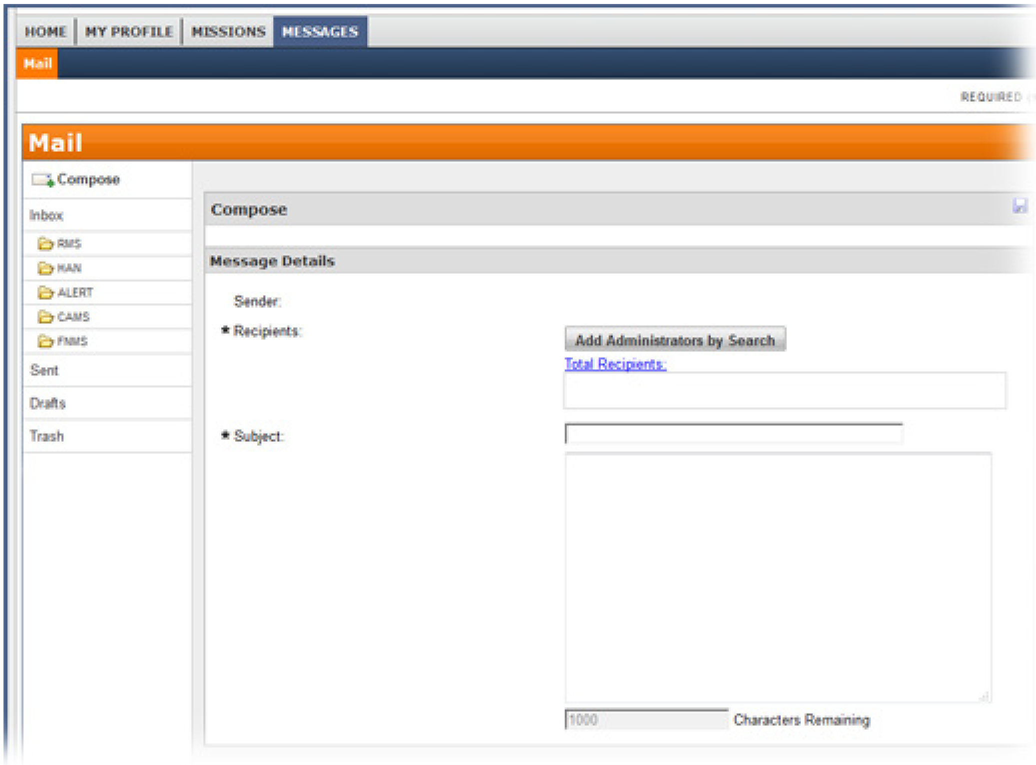
To view an individual message, click its subject line in the table of messages. The page with the message details and content opens.



Compose a Message

To compose a message:

1. Go to **Messages: Mail** and select the **Compose** side tab on the left. The following page opens.



2. Enter the message information in the fields (see field descriptions below). Required fields are marked with an asterisk [*].

3. If you want to save this message in **Drafts**, click the save icon in the upper right corner of the page.

4. Click **Send** to send the message.

Compose a Message: Fields

Sender

This field will display your name.

Recipients

Add administrators who will receive your message.

Subject

Enter the message subject.

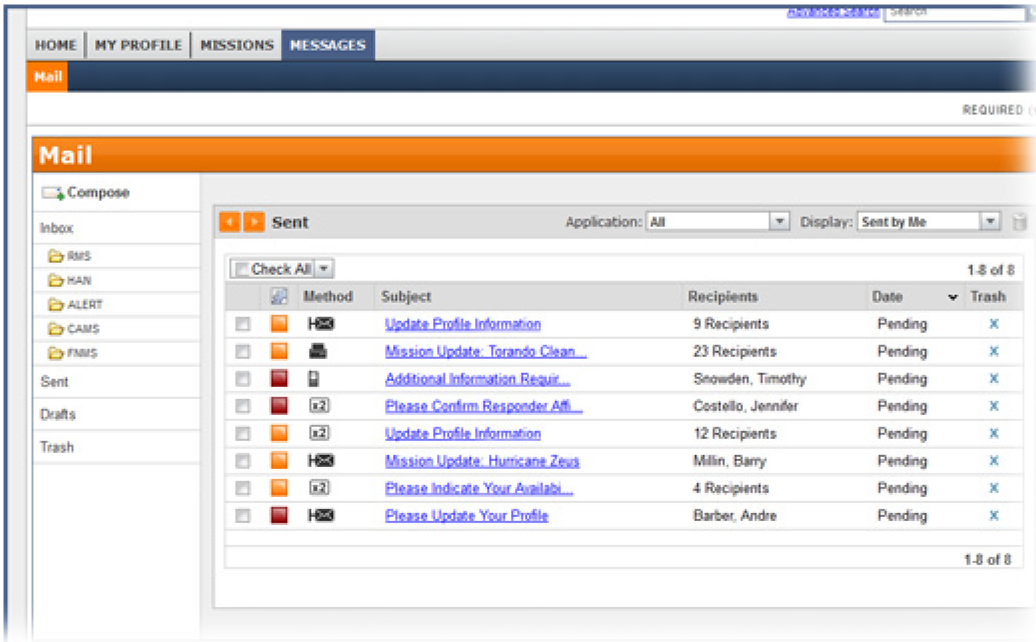
Message

Enter the message text.

Manage Sent, Drafts, and Trash

Sent Messages

To view sent messages, go to **Messages: Mail** and click the **Sent** side tab on the left.

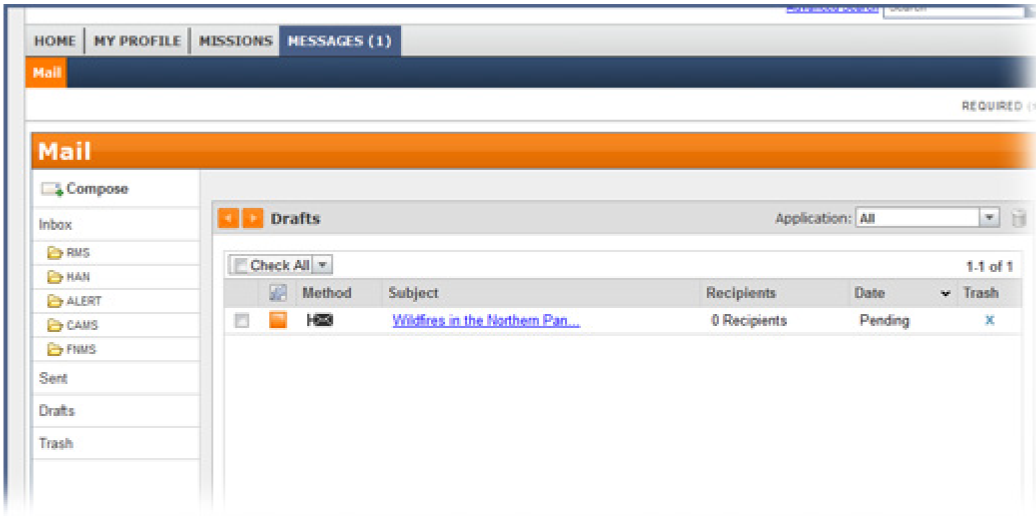


To view the details of a sent message, click the subject line of the message.

To move multiple messages to **Trash**, select the messages and click the trash icon in the upper right corner of the page. To move messages to **Trash** individually, click the trash icon in the corresponding message rows.

Drafts

To view your message drafts, go to **Messages: Mail** and click the **Drafts** side tab on the left.

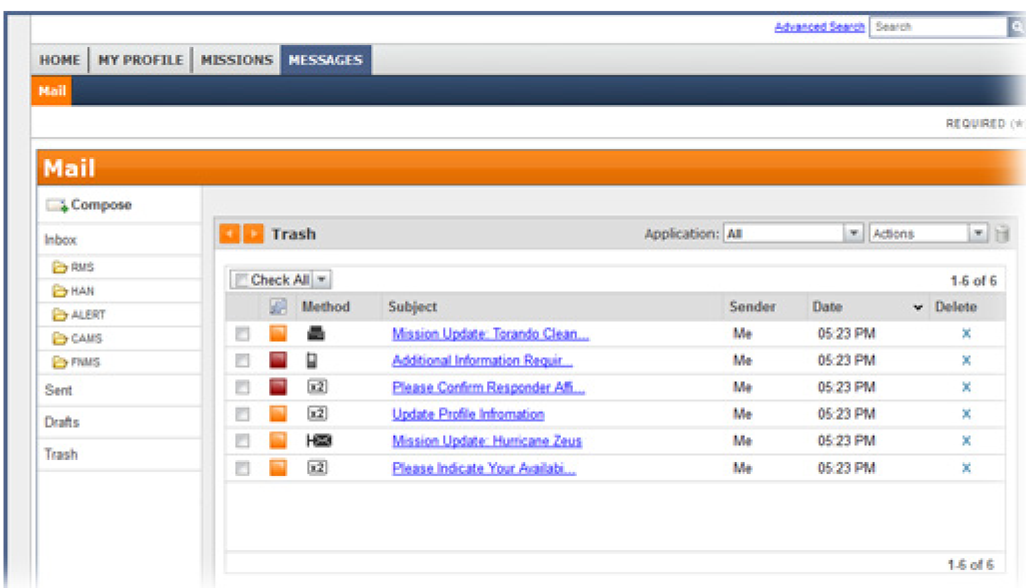


To open a draft, click the subject line of the message you want to view.

To move multiple messages to **Trash**, select the messages and click the trash icon in the upper right corner of the page. To move messages to **Trash** individually, click the trash icon in the corresponding message rows.

Trash

To view deleted messages, go to **Messages: Mail** and click the **Trash** side tab on the left.



Use the **Actions** drop-down menu to perform the following actions on the selected messages: restore, mark as read, mark as unread, or delete.

To permanently delete multiple messages, select the messages and click the delete icon  in the upper right corner of the page. If you want to permanently delete individual messages, click the delete icon  in the corresponding message rows.

Delivery Methods

The table that follows shows available message delivery methods:

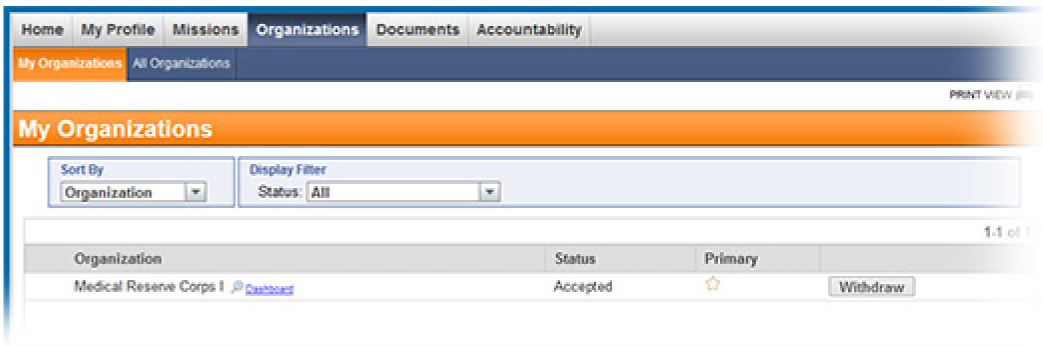
Icon	Method	Description
	Internal Message	The recipient will receive this message through the CORES account. In addition, the system will send a notification about the new internal message to the recipient's primary email address*. Note that if multiple delivery methods are selected, the recipient will not receive the email notification.
	Email	This method ensures that the recipient gets the message through the external email service.
	Fax	The recipient will get this message via fax.
	Text Message	This message will be delivered to the recipient's cell phones as a text message.
	Pager	This message will be delivered to the pager number specified by the recipient.
	Voice Notification	This message will be delivered as a voice mail to the primary phone number specified by the recipient.
	Multiple methods	This message will be delivered using more than one method.

** Note that this function might not be available due to the configuration of your system.*

Organizations

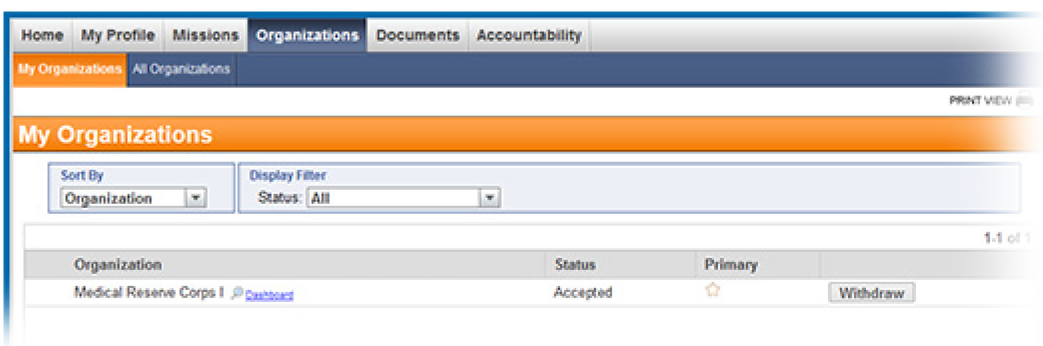
My Organizations

The **My Organizations** tab allows you to view only the organizations that you most frequently use. To access this page, go to **Organizations: My Organizations**. The following page opens.



View My Organizations

To view the organizations you belong to or manage, go to **Organizations: My Organizations**. The following page opens.



To manage your organizations:

- Use **Display Filter** to change how the organizations are displayed on the page. Select **Belong To** to display organizations you have joined and been accepted into. Select **Manage** to show organizations that you manage or have created.

> ***Note:*** *The* ***System*** *organization is the highest level organization and always appears when the* ***Manage*** *filter is selected.*

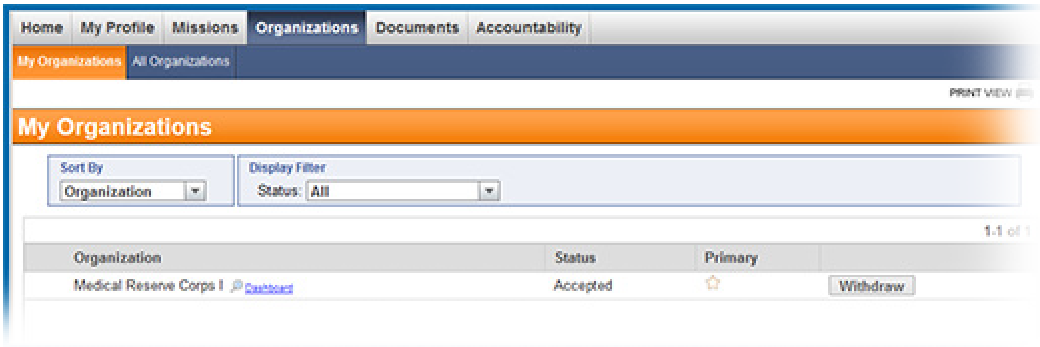
- Click the name of the organization to view the organization's network.

- Click the **Dashboard** link to go directly to the organization's dashboard page.

Withdraw from an Organization

To withdraw membership from an organization:

1. Go to **Organizations: My Organizations**. The following page opens.



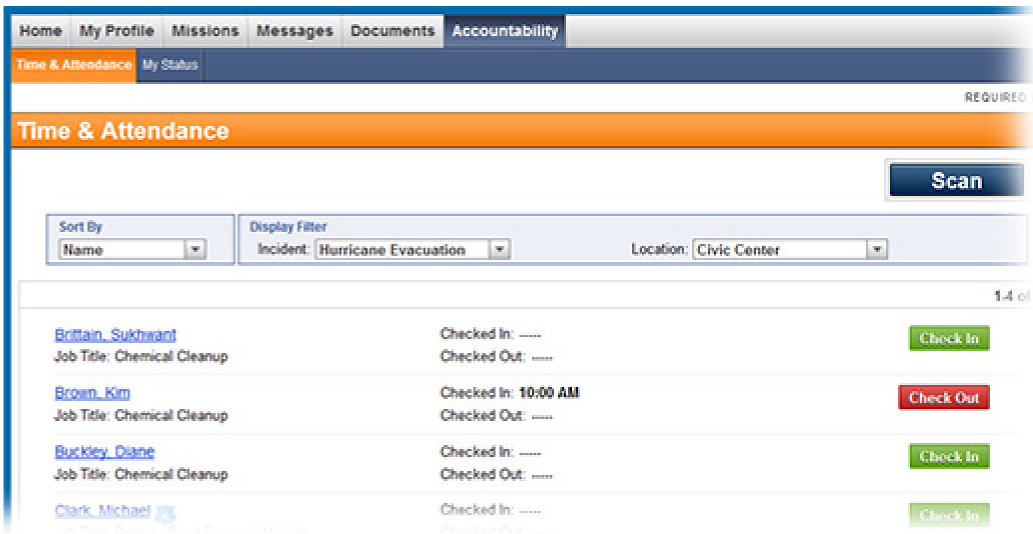
2. Select **Belong To** from the **Display Filter**.

3. Click the **Withdraw** button next to the organization you would like to withdraw from

Accountability

Time & Attendance

The **Time & Attendance** tab allows you to manage responder on-scene time and attendance by location. To access this tab, go to **Accountability: Time & Attendance**.

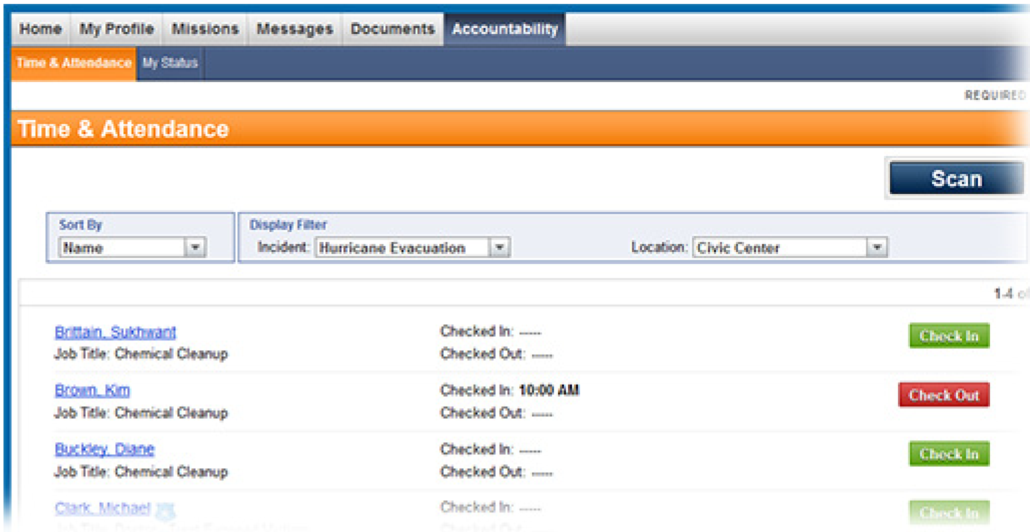


Under this tab, you can check responders in and out of a location and scan their badges.

Check Responders In and Out

To check responders in at a location, follow these steps:

1. Go to **Accountability: Time & Attendance.** The following page opens.



2. Using **Display Filter**, select the desired incident and location.

3. Click the **Check In** button corresponding to each responder you want to check in.

To check responders out:

1. Go to **Accountability: Time & Attendance**.

2. Using **Display Filter**, select the desired incident and location.

3. Click the **Check Out** button corresponding to each responder you want to check out.

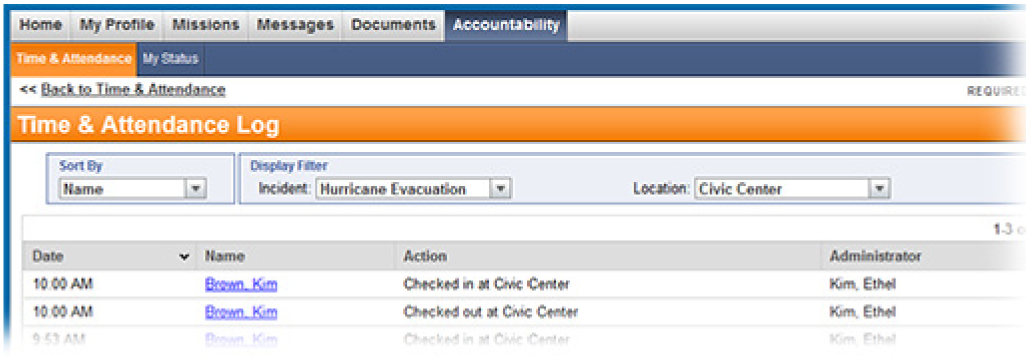
Note: *If you are assigned to an incident as a responder, you can check yourself in and out.*

View Time & Attendance Log

To view the Time & Attendance Log, follow these steps:

1. Go to **Accountability: Time & Attendance**.

2. Click the View Time & Attendance Log link at the bottom of the page. You will see the following page.



- Use the **Sort By** menu to sort the log entries by date, responder name, action, or administrator.

- Use **Display Filter** to filter the log by incident and location.

Change Deployment Status

To change a responder's deployment status, follow these steps:

1. Go to **Accountability: Time & Attendance**.

2. Using **Display Filter**, select the desired incident and location.

3. Click the responder's name to open his or her **User Quick View** window.

4. Select the desired status in the **Deployment Status** drop-down list.

5. Click **Save**.

Note: *If you are assigned to an incident as a responder, you can change your own deployment status.*

Assign Responders to Jobs*

** Note that you may not have the appropriate permissions to perform this task.*

To assign a responder to a job, follow these steps:

1. Go to **Accountability: Time & Attendance**.

2. Using **Display Filter**, select the desired incident and location.

3. Click the responder's name to open his or her **User Quick View** window.

4. Select the desired job in the **Job Status** drop-down list.

5. Click **Save**.

Scan a Badge

To scan a responder's badge:

1. Click the barcode icon to the right of the quick search field. Note that this icon is available at the top of any page in your system.

2. When the **Badge Scanner** window opens, scan the barcode on a responder's badge. The scanner field populates with the information encoded in the barcode.

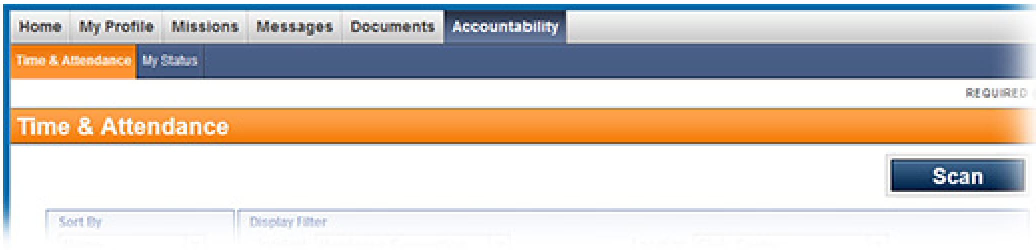
3. Click **Search**. The **User Quick View** window opens displaying the responder's basic profile details. You can use this information to verify the responder's identity and validate the status of his or her badge.

Note: *This option allows you to search for responders in the entire system. To locate a responder in a selected mission or incident, use the* ***Scan*** *button on the* ***Time & Attendance*** *page.*

Scanning Responder Badges

You can scan a responder's badge to get instant access to his or her profile details. The scan icon is available at the top of any page in your system.

You can also scan a responder's badge on the **Time & Attendance** page using the **Scan** button in the upper right corner of the page.



Scanning a responder's badge on the **Time & Attendance** page allows you to:

- Instantly find the responder on a location roster. Note that, unlike the scan icon feature, using this option limits search results only to responders assigned to the location roster you currently have selected.
- Check the responder in or out of a location. Scanning a responder's badge opens his or her **User Quick View** window that displays the responder's basic profile details as well as the **Check In/Out** button.
- Validate the responder's badge status. The **User Quick View** window shows the status of the responder's badge along with its issue and expiration dates.
- Change the responder's deployment status in the **User Quick View** window.

Deployment Status

Responder *deployment status* lets you keep track of the responders on your roster for the duration of an incident. You can set a deployment status for every responder to provide additional details about their location and availability. You can also set your own deployment status for any incidents you have been assigned to. Deployment statuses also allow you to keep track of responders after they check out of a location.

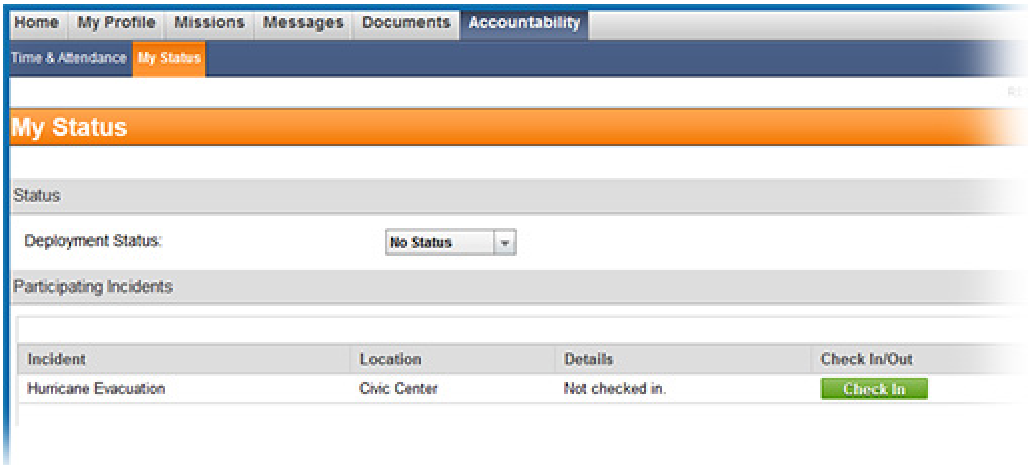
The **User Quick View** window shows the current deployment status of a responder.

You can set the deployment status to one of the following:

- **Demobilized** - The responder is no longer part of the deployment.
- **In Transit** - The responder is on the way to or back from the assigned location.
- **Mobilized** - The responder has been activated for the deployment.
- **No Status** - Default option indicating that the responder's status has not been set.
- **Off Duty** - The responder is at a location, but is not currently performing work.
- **On Duty** - The responder is performing work at the assigned location.

My Status

The **My Status** tab displays your current deployment status and the incidents you are assigned to. To access this tab, go to **Accountability: My Status**.

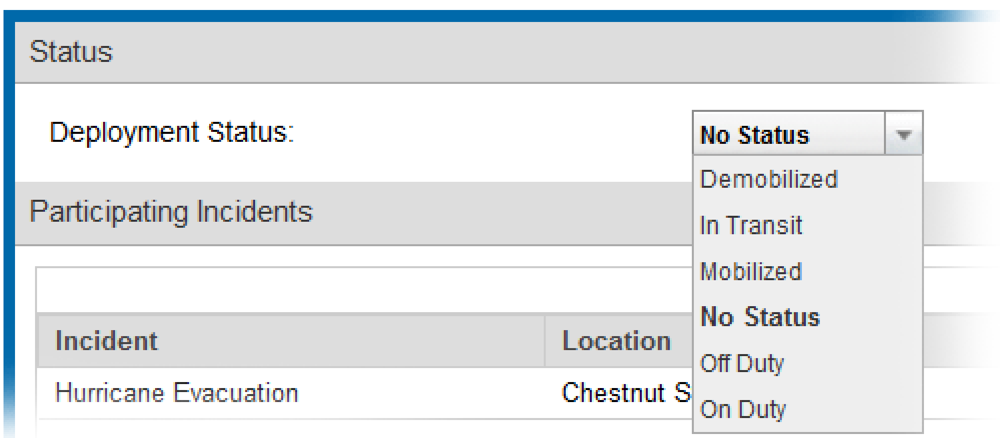


Under this tab, you can manage your personal deployment status as well as check in and out of incidents.

Change Your Deployment Status

To change your deployment status, follow these steps:

1. Go to **Accountability: My Status**.
2. Select the desired status in the **Deployment Status** drop-down list.

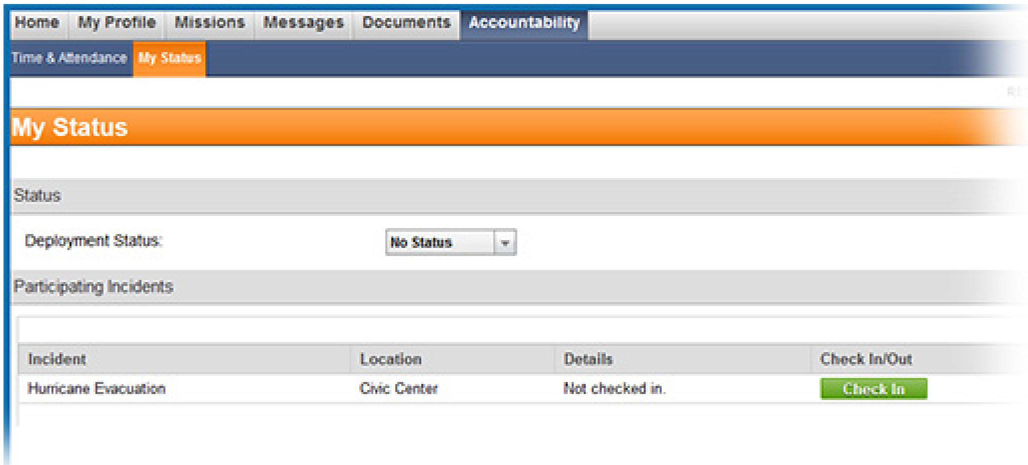


Check In and Out

Important: *An administrator may have disabled self-check in/out for certain locations. If so, an on-scene officer will check you in and out.*

To check in to an incident, follow these steps:

1. Go to **Accountability: My Status**.
2. Click **Check In** next to the corresponding incident under the **Participating Incidents** section.



To check out of an incident, follow these steps:

1. Go to **Accountability: My Status**.
2. Click **Check Out** next to the corresponding incident under the **Participating Incidents** section.

Glossary

A

Accepted: A status of an organization membership request showing that the administrator has accepted the request and the responder is now a member of the organization.

Accommodations: Places where a responder might potentially stay during a deployment.

Account: Collection of information that identifies a CORES user.

Account Creation: First step in registration. Create a username and password and agree to the Terms of Service and Privacy Policy of CORES.

Account Status: The state of a user account. It could be active, inactive, closed, or archived.

Account Type: The type of account. Differentiated between responder accounts and all types of administrator accounts.

Action Successful Alert: A green banner at the top of the page indicates that an action was successfully completed.

Actions: A specific process that is initiated by the user.

Active Account: Responders with active accounts can be contacted about emergency deployments and receive notifications related to potential emergency activations and deployments.

Adobe Acrobat Portable Document Format (PDF): A fixed-layout format used for representing two-dimensional documents in a manner independent of the application software, hardware, and operating system. Adobe® Reader® needs to be installed on your computer to open and read the PDF.

Archived: Mission status showing that the mission has been archived. Archiving is an alternative to deleting a mission from the system; however, an archived mission can be reverted to its previous status. Missions that have been archived do not appear in reports or contribute towards responder hours.

Archived Account: Archiving an account is an alternative to deleting it. Once archived, the account no longer appears in the system.

Available: Responder status showing that the responder is available to respond during the specified time period.

B

Badge: An identification card issued to a responder by the administrator. Badges provide evidence that the responder is registered in the system and verify his or her identity, occupation or title, and unit affiliation.

C

Call Center Operator: An account type that has limited access to the system resulting in reduced administrator functionality. Useful account type for mass registration of responders.

Check-in Location: A location where responders can check in before performing services during a mission.

Closed: Mission status showing that all deployment groups in the mission have been closed.

Closed Account: An account that has been terminated and can no longer be used. Responders with closed accounts cannot log into their account or receive notifications.

Comma Separated Value (CSV) File: A spreadsheet-like file format; typically viewed in an application such as Microsoft Excel.

Complete: Mission status showing that all deployments in the mission have ended.

Credential Verification: Various ways of connecting to licensure databases to verify a responder's credentials.

Credentials Verification Organization (CVO): A CVO certification is available to organizations that conduct credentials verification, report the credentialing information to clients, and have systems in place to protect the confidentiality and integrity of the information.

D

Declined: See Rejected.

Deployed: Mission status showing that at least one deployment group in the mission has been deployed.

Deployment: The distribution of several groups of responders in response to an emergency.

Deployment Preferences: Where responders are willing to travel, how long they are willing to be deployed, and any other emergency response commitments.

Deployment Status: Responder status that helps track on-scene time and attendance and provides additional details about the location and availability of a responder.

Document Library: A module that allows users to share and exchange documents.

E

Emergency Credential Level (ECL): Part of the ESAR-VHP guidelines, a way to determine how much credential information has been accepted and verified about a particular individual.

Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP): ESAR-VHP System is an electronic database of health care personnel who volunteer to provide aid in an emergency. An ESAR-VHP System must (1) register health volunteers, (2) apply emergency credentialing standards to registered volunteers, and (3) allow for the verification of the identity, credentials, and qualifications of registered volunteers in an emergency.

ERC (Emergency Responder Card) Administrator: An account type that has access rights which are limited to exporting information for emergency responder identification cards.

ESF #8: The ESF (Emergency Support Function) is a mechanism that consolidates multiple agencies that perform similar or like functions into a single, cohesive unit to allow for the better management of emergency response functions. ESF #8, Public Health and Medical Services includes behavioral health needs of incident victims and response workers, additional medical response assistance for medical needs populations, and veterinary and/or animal health issues.

Export: A method to transfer information from the system to a document.

F

Filters: Filters will show information within a table that meets certain criteria. Use the drop down menu at the upper right above the table to filter display results.

G

Group: A collection of users in the system that allows administrators to simultaneously perform an action on multiple users. For example, users can be grouped based on their residence location to receive alerts relevant to that particular location.

I

Identity: Includes name, address, and identifying information such as date of birth, gender, and height. Optional information includes state license number and license endorsements.

Inactive Account: Responders with inactive accounts do not appear in search results and cannot be contacted about potential emergency activations and deployments; however, they may receive non-emergency notifications related to the status of their account.

Incident Command System (ICS): The ICS is a management system designed to enable effective and efficient domestic incident management. The system integrates a combination of facilities, equipment, personnel, procedures, and communications operating within a common organization structure, designed to enable effective and efficient domestic incident management.

Incident Job: A specific job function that an assigned responder should perform during an incident. Jobs are specific to the Accountability module and should not be confused with occupations.

Internal Message: A message sent and received through the CORES's internal messaging system.

Invalid: Badge status showing that the badge has expired or has been revoked by the administrator.

J

Job: See Incident Job.

L

Local Administrator: An account type that has access rights that include creating missions, notifications, and accepting or declining responders only within their unit.

M

Medical History: Information about immunizations, allergies, and special needs.

Medical Reserve Corps (MRC): The MRC was founded in 2002. It is a partner program with Citizen Corps, a national network of responders dedicated to ensuring hometown security. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's USA Freedom Corps, which promotes volunteerism and service nationwide. MRC organizations are community-based and function as a way to locally organize and utilize volunteers who want to donate their time and expertise to prepare for and respond to emergencies and promote healthy living throughout the year. MRC volunteers supplement existing emergency and public health resources.

Message Priority: The priority of a message, either normal (a standard message priority) or urgent (a message that contains a label marking them as urgent).

Mission: A potential deployment situation.

Mission Manager: A module within CORES to help administrators locate, request, and deploy responders during an emergency situation or pre-planned incident.

N

New: Mission status showing that the mission does not have any deployment groups.

Not Available: Responder status showing that the responder is not available to respond during the specified time period due to any reason aside from other deployment responsibilities.

O

Occupation Category: The type grouping for occupations, either medical or non-medical.

Occupation Credential Information: Occupation categories, types, and current status. Options are: Licensed and Active, Licensed and Active Part-Time, Licensed and Inactive for Less than 5 Years, Licensed and Inactive for More than 5 Years, Non-Licensed and Active, Non-Licensed and Retired, Non-Licensed and Student. Up to three (3) licenses, memberships, work experiences, and other categories are accepted.

Occupation Type: The profession of a responder. Includes physician, registered nurse, psychologist, etc. for medical; and accountant, electrician, engineer, etc. for non-medical.

On-scene Officer: A designated user with the rights to manage responders at specific locations within an incident. This user role exists only in the Accountability module and does not give the user administrator rights.

Organization: Organizations represent institutions and associations that exist in real world, such as government agencies, health care, non-profit or legal organizations.

P

Password: Responder passwords must be at least six (6) characters long, include at least one numeral, one letter, and contain no spaces. Administrator passwords must be at least eight (8) characters long, include one numeral, one letter and contain no spaces. Passwords are case sensitive.

Pending: A status of an organization membership request showing that the administrator has not yet taken any action on this request.

Preparation and Reimbursement: Various mission aspects that deal with how responders should prepare for a mission, as well as any reimbursements entitled to them after a mission is completed.

Profile: All information collected during registration, including identity, organization membership, deployment preferences, contact, skills and certifications, training, occupations, and medical history. Profile also includes a special link, Settings, to edit specific account information.

Progress Alert: The progress alert symbol is used to identify areas of the site where further action may be required on the part of the user.

Protections and Coverages: Any protective policies that are in place for a responder during a mission. An example would be Worker Compensation.

Q

Quick Search: Provides instant search results when searching for a responder or group by name.

R

Regional Administrator: An account type with access rights that are the same as local administrators with enhanced access for multiple organizations.

Registration: A 9-step process to make responders available within the system.

Rejected: A status of an organization membership request showing that the administrator has rejected the request and the user cannot be an organization member.

Requesting Authority: An outside party that requests assistance during an emergency or an event.

Required Fields: Asterisks (*) indicate required fields. An error will occur if information is not entered in a required field.

Researching: A default status of an organization membership request showing that the administrator is gathering additional information to determine whether the responder's organization affiliation is authentic.

Responder: Any person who could potentially respond during a disaster situation. Access rights include the ability to view mission information when assigned, ability to view messages, and send internal messages to their local/regional administrator.

Responder Request: The mechanism to request qualified medical and non-medical responders for a deployment or mission.

Responder Status: Responder statuses are classified as one of the following: accepted, declined, researching, or pending.

Roles: See specific roles: Local Administrator, Regional Administrator, State Administrator, Responder, and Call Center Operator.

Roster: A list of all responders who can potentially be involved in incident response efforts.

S

Schedule Manager: Allows administrators to manage personnel during an activation by allowing rostered responders to be placed in shifts over the course of a deployment.

Secondary Navigation Bar: The links that populate underneath the main navigation tabs are referred to as the secondary navigation bar.

Service Location: The location where responders will be providing service during an emergency or event.

Settings: Options such as account status, recent photo, role, username, password, secret question and answer, emergency responder card request status, and display preferences are editable from the Settings page.

Skills and Certifications: Health skills, non-health skills, and prior disaster experience.

Staffing: Mission status showing that all deployment groups in the mission have start dates in the future and you can start assigning responders to the groups.

State Administrator: An account type that has full access rights within CORES to create missions, send notifications, check system utilities, and access every organization within the system.

Strategic National Stockpile (SNS): The Strategic National Stockpile (SNS) of the U.S. Centers for Disease Control (CDC) is a national repository of antibiotics, chemical antidotes, antitoxins, life-support medications, IV administration, airway maintenance supplies, and medical/surgical items. The SNS is designed to supplement and re-supply state and local public health agencies in the event of a national emergency anywhere and at anytime within the U.S. or its territories.

T

Templates: A method of storing options when creating messages, deployments, and responder requests.

Training: Any sort of training class or certification class that a responder has taken and finished that provides a skill.

U

Unknown: Responder status showing that the responder has not indicated his or her availability.

Username: Unique identifying name.

V

Valid: A badge status showing that a responder can use the badge as an effective identification document.

Voice Notification: A method to notify responders using a text-to-speech engine to call and inform responders of an emergency.

Index