SUMMARY

HC Standard® is a software platform that consolidates the County/Hospital Alert System (CHATS) and the Facility Resources Emergency Database (FRED) into a single system.

It also adds new features, like the County/Hospital Request System (CHRS), and the HC Patient Tracking System (PTS).

The HC Standard® web interface allows users to view and acknowledge FRED alert messages and provides the information requested using a standard web browser.

This guide explains how to login to HC Standard® using the web interface, and what to do when you receive a FRED alert message through HC.

LOGIN

STEP 1:

Open your web browser (ie. Microsoft Internet Explorer) and type http://www.miemss.org/FRED.

or

Select the “HC STANDARD®” link directly from the MIEMSS site under the HC Standard® Tab.
STEP 2:

Enter your username and passwords in the fields provided, and click the 'Login' button.

- NOTE: PASSWORDS ARE CASE-SENSITIVE. If you receive an error message indicating that you have entered an incorrect username or password, make sure that the 'Caps Lock' is not on and repeat the step above.
- If you receive a message indicating that your account is locked out, you must wait 20 minutes before attempting to login again, or contact a system administrator at MIEMSS to request that they unlock your account.
- If you receive a message indicating that your request could not be processed, contact a system administrator at MIEMSS.

STEP 3:

If you do not know your username or password, contact a system administrator at MIEMSS.

If you know your username, but have forgotten your password, request a temporary password.

a) Enter your username and click 'Forgot Password?'
b) Enter the answer to the password question that is displayed, and click the 'Send' button.
c) You will receive confirmation that an e-mail message containing your temporary password has been sent. Click OK.
Enter the answer to the password question that is displayed, and click the ‘Send’ button.

You will be required to change your password by entering the temporary password in the ‘Old Password’ field, and then entering and confirming your new password. Click Submit.

You will then receive confirmation that your password has been changed. Click OK.

--- SAMPLE VIEWS ---

**SETTING PREFERENCES**

**STEP 4:**

This is the main HC Standard Web Page. You can receive messages here and also set your preferences.

To set your FRED notification preferences, click on your username at the bottom of the page.
To receive alert notifications via
text messages delivered to your
 cell phone or pager.

Select your cell phone and/or
 pager service provider from the
dropdown list. Enter your cell
 and/or pager phone numbers.

Next, make sure you click on the Notify by SMS box in order to activate text messages.

To receive notifications by e-mail,
ensure the correct e-mail
 address is entered and click on
the notify by Email box.

Additionally, to receive pop-ups
while you are in HC Standard
Web, click on the Notification
Pop-ups box. (This will be
important to check if you are a
Hospital User and need to be
notified in a loud environment.)

READ/ACKNOWLEDGE FRED ALERTS

STEP 4:
Depending on the preferences set in
STEP 2, above, you may receive
FRED alert notifications via SMS Text,
e-mail or pop-ups in HC Standard®.
No matter how you receive an alert
notification, you must login to HC
Standard (as described above) to
acknowledge the notification.

• Once you have logged in, you
  may see a popup, hit OK
• or you can click on
  Notifications to see alerts.
• or you can click on the red
  triangle in the lower right. This
  indicates you have new alerts.
  Clicking on any of these will
  send you to the notification
  page.
STEP 5:
This is the Notifications Screen. After you have read a notification, acknowledge it by clicking the ‘Acknowledge’ button to the right of the notification.

STEP 6:
You may review past notifications that you have already acknowledged by clicking the appropriate button at the top of the notifications page to show notifications received during the Current Day, Yesterday, 5 Days Ago, etc.

UPDATING INFORMATION
STEP 7:
FRED alert notifications requesting you to provide information will specify the HC Standard® workspace and matrix where you are to respond.

Open the specified workspace by clicking on its tab under the ‘Workspaces’ heading on the left side of the page.
STEP 8:
Open the specified matrix by clicking its name in the ‘Matrices’ section of the workspace.

STEP 9:
Navigate to the hospital or other entity you represent, using the controls in the top right corner of the page to the first, previous, next or last record in the matrix. In most cases, you will only have access to your Hospital’s information, and therefore only one choice.

STEP 10:
Navigate to the hospital or other entity you represent, using the controls in the top right corner of the page to the first, previous, next or last record in the matrix.
Verify, enter or edit data in each of the fields displayed on the page. To enter or edit data, simply **double-click** in a field and enter the correct data.
STEP 11:

When you are finished updating the information on the page, save any changes you have made by clicking the red disk icon at the top of the page.

If you have been granted specific permissions, you may be able to add a new entity or item by clicking on the + sign.

LOGGING OUT

STEP 12:

Once you have completed updating your hospital data and reviewing/acknowledging notifications, you can log out by clicking the button at the bottom of the screen.

For added security, close your browser when the HC Standard® login page appears.