EMResource Interface 3.0 Admin

Overview

As the software bridge between WebEOC and EMResource, the *EMResource Interface* add-on allows WebEOC users, including public health officials and emergency operation center managers, to view critical hospital bed count data and more.

This real-time monitoring of resources is a key element in emergency event management initiatives to streamline data sharing, communications, and more.

Compatibility

Versions 7.8 and later

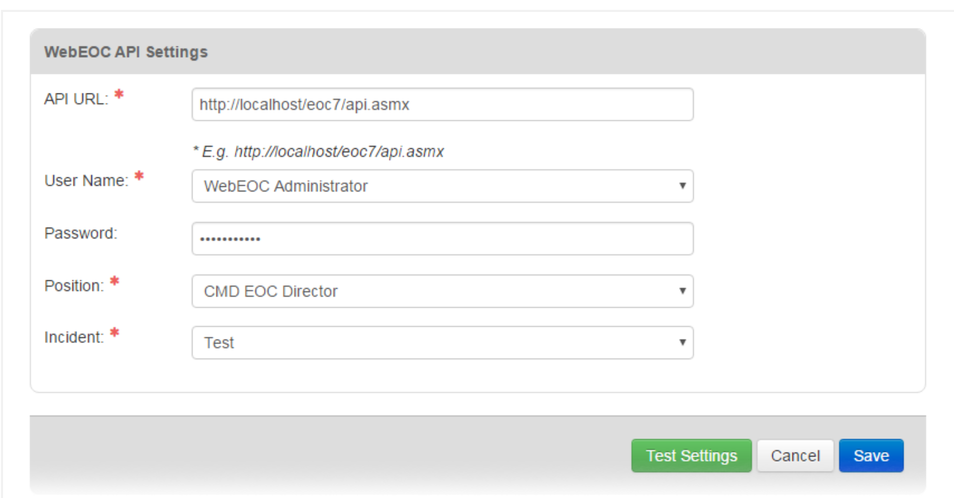
Core	✖	Not available
Professional	✚	Available to add
Enterprise	✚	Available to add

Connect Your Instances of WebEOC and EMResource

Once you have installed the *EMResource Interface* for your instance of WebEOC, you must enter the appropriate configuration settings to enable WebEOC to pull data from EMResource and display it in the applicable WebEOC board.

To Configure WebEOC API Settings

1. Open WebEOC and click the Admin icon in the header. The *Admin* window opens.
2. Go to **Plugins**: **EMResource**. The *EMResource* landing page opens in a new tab.



3. Verify the **WebEOC API** tab is selected.
4. For **API URL**, enter the URL for the instance of WebEOC that you want to receive data from EMResource.

   Tip*: This URL is the locally accessible address of the WebEOC API.*

5. For **User Name**, select the preconfigured username associated with a user who can access the board that will receive data from EMResource.

   ***Tip**: Typically, the account type for this user is Service as Administrator.*

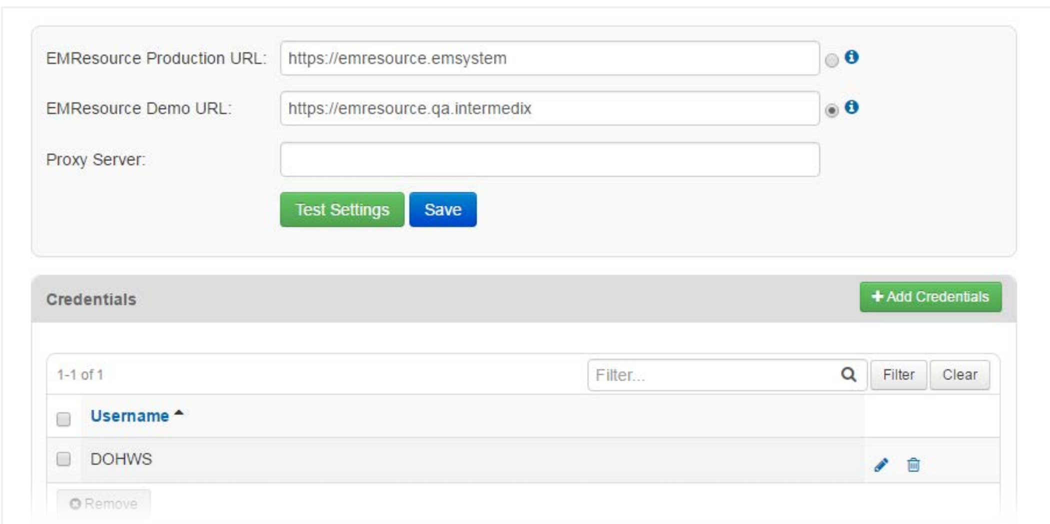
6. For **Password**, enter the password associated with the **User Name** you selected.
7. For **Position**, select the position the user must be logged in as to access the board.
8. For **Incident**, select the incident the user must be logged into to access the board.
9. Click **Test Settings**. If credentials are valid, a success message opens.

   Note: Invalid credentials return an error message. Verify the credentials you entered and re-test the settings.

10. Click **Save**.

To Configure EMResource API Settings

1. From the EMResource landing page, click the **EMResource API** tab.



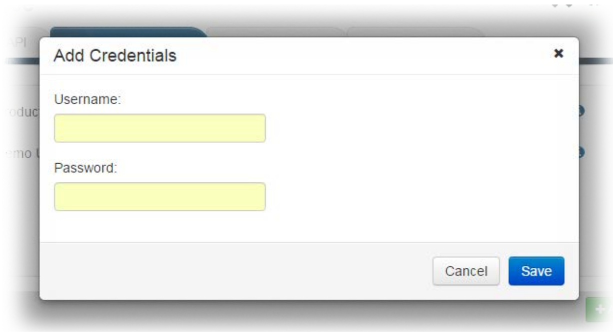
2. Select the URL associated with the EMResource instance from which you want to pull information to display in WebEOC.

   Note: By default, the **EMResource Production URL** and the **EMResource Demo URL** fields should be auto-populated appropriately. If this does not occur, enter the appropriate URLs, provided by your EMResource CSM, in their respective fields.

3. Optionally, for **Proxy Server**, enter the URL of the proxy server required to access EMResource (the URL configured in the previous step).
4. Click **Test Settings**. If the URLs are valid, a success message opens.

   Note: Invalid URLs or connectivity problems return error messages. Verify the URL addresses you entered and re-test the settings.

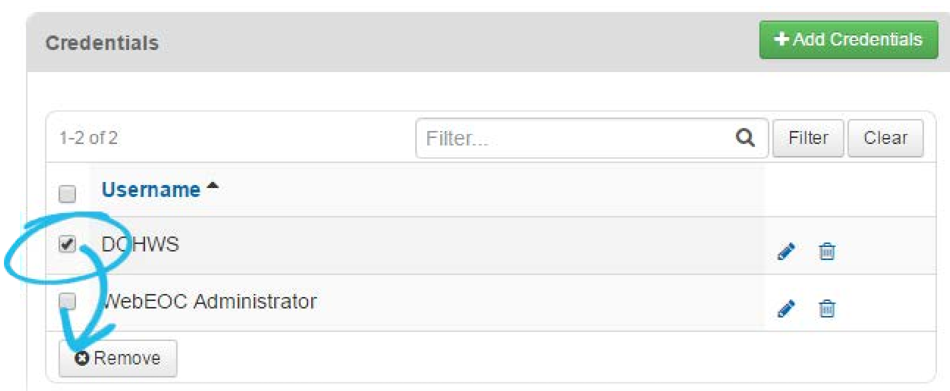
5. In the *Credentials* section, click **Add Credentials**. The *Add Credentials* window opens.



6. For **Username**, enter the username of the user provided to you by your EMResource CSM.
7. For **Password**, enter the password associated with the **Username** you entered.
8. Click **Save**. The user with the specified credentials appears in the list of all credentialed users at the bottom of the page.
9. Repeat steps 5-8 for each EMResource user you want to have data access.

You can modify credentials by editing and deleting configured credentials. To edit credentials, in the *Credentials* section, click the edit icon associated with the applicable credentials. To delete credentials, click the trash can icon associated with the applicable credentials. When the confirmation window opens, click **Yes**.

Alternatively, you can delete multiple credentials at once. Select the check box to the left of each credentials you want deleted and click **Remove**. When the confirmation window opens, click **Yes**.



> ***Tip**: To select all credentials at once, select the check box to the left of the **Username** table heading.*

Once you have entered the appropriate credentials and configuration settings in the first two tabs, you may proceed to mapping WebEOC boards and fields to the data that is pulled in from EMResource.

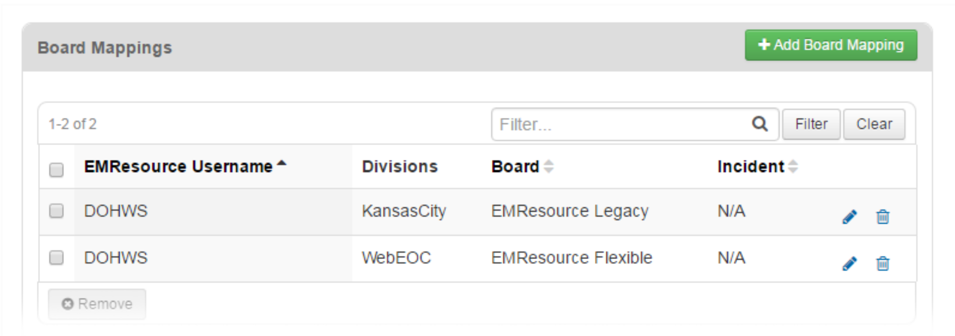
Create EMResource Interface Boards

The easiest way to facilitate data collection from EMResource into WebEOC is to create specific boards for the *EMResource Interface*. Best practice suggests the creation of a single board for each

EMResource interface type so that data can be displayed in whatever format is most applicable for your agency or an individual user. To create your own boards, see the *WebEOC Administrator Manual*. Intermedix offers pre-configured boards that you can use for this purpose as well.

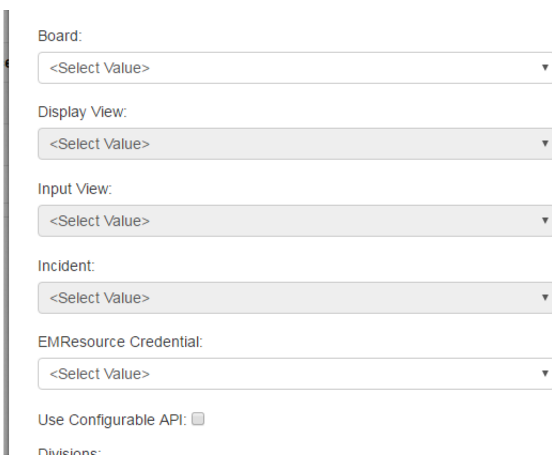
Map Boards and Fields

Once the API settings have been configured, you must then appropriately map WebEOC boards and views so that incoming data from EMResource is directed appropriately. Further, you must also map EMResource fields to corresponding fields in WebEOC so information is presented completely and accurately in the specified board.



To Map Boards

1. From the EMResource landing page, click the **Board Mapping** tab.
2. Click **Add Board Mapping**. The *Board Mappings* window opens.
3. Verify the **Board Mapping** tab is selected. Then, for **Board**, select the board that will store the information coming from EMResource.



   After board is selected, the **Display View** and **Input View** fields become available so you can populate them with view names from the selected board.

4. For **Display View**, select the view to be used by the interface to access data in the board.
5. For **Input View**, select the input view of the board that will be used to save EMResource data to the board.

6. If applicable, for **Incident**, select the incident for which the incoming data applies.

   Note: This field only needs to be completed if the board is incident-dependent.

7. For **EMResource Credential**, select any of the users you added credentials for in the "To Configure EMResource API Settings" procedure.

8. Depending on the EMResource interface type your agency was assigned, select **Use Configurable API**. Confirm the interface type with your EMResource CSM.

7. For **Divisions**, enter a division name for this board mapping, as provided by your EMResource CSM, and then click the add icon to the right of the empty field.

8. Repeat Step 9 for each division you want to include with this mapping.

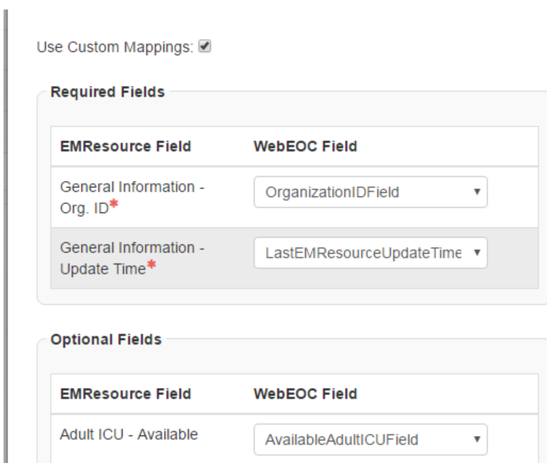
9. Click **Test Settings**. If the mappings were successful, a success message opens.

   Note: The most common errors received during configuration relate to entering the wrong divisions. If you receive errors while saving or testing settings, verify that you entered the appropriate divisions. When needed, contact your EMResource CSM for confirmation.

9. Click **Save**.

To Map Fields

1. From the *Board Mappings* window, click the **Fields Mapping** tab.



   Note: You cannot proceed to field mapping until board mapping is completed successfully.

2. To manually map EMResource fields to corresponding fields in the WebEOC board you specified, select **Use Custom Mappings**.

   Note: If you do not select **Use Custom Mappings**, fields are auto-mapped. Additionally, if **Configurable API** was selected, you cannot uncheck **Use Custom Mapping**.

3. For each EMResource field listed, select a corresponding WebEOC field to associate it with. Data for unmapped fields, or those populated with **<Select Value>**, are not stored in the board.

   ***Tip**: Click the mapping icon to automatically map fields with matching names.*

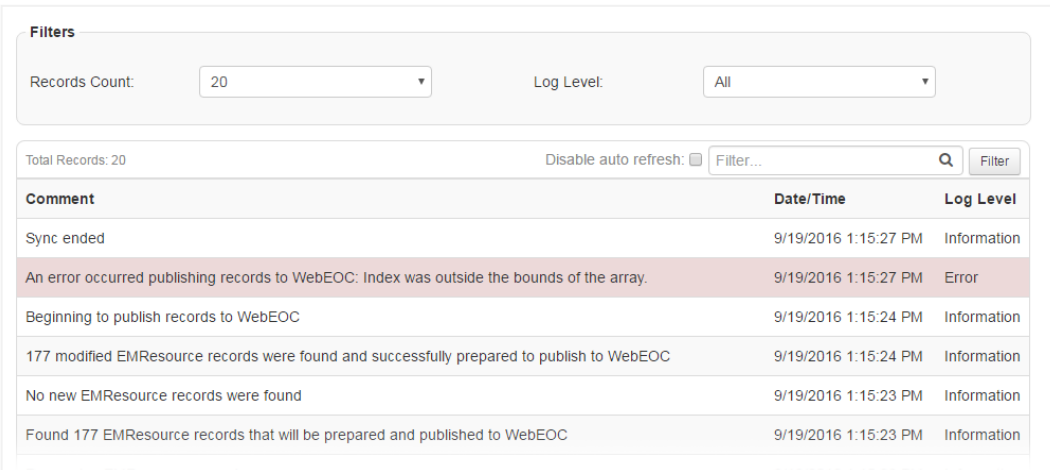
4. When satisfied with the mappings, click **Test Settings**. If the mappings were successful, a success message opens at the top of the window.

5. Click **Save**.

If you are unable to find a required board in **Board Mapping** tab, verify the WebEOC credentials you used. Ensure the correct EMResource URL is selected, because available usernames, divisions, and fields might differ between Demo and Production instances.

Recent History Tab

The **Recent History** tab contains a list of actions performed by *EMResource Interface* during data synchronization. These actions include the publishing and syncing of data from EMResource to WebEOC. Listed in the actions table is the date, time, and log level (type of message) for each action. When troubleshooting data sync issues, the **Recent History tab** is a great first place to look.



Comment	Date/Time	Log Level
Sync ended	9/19/2016 1:15:27 PM	Information
An error occurred publishing records to WebEOC: Index was outside the bounds of the array.	9/19/2016 1:15:27 PM	Error
Beginning to publish records to WebEOC	9/19/2016 1:15:24 PM	Information
177 modified EMResource records were found and successfully prepared to publish to WebEOC	9/19/2016 1:15:24 PM	Information
No new EMResource records were found	9/19/2016 1:15:23 PM	Information
Found 177 EMResource records that will be prepared and published to WebEOC	9/19/2016 1:15:23 PM	Information

Data Synchronization

Data synchronization is performed in the background on a regular basis. If data does not appear in a WebEOC board after five minutes, go to the **Recent History** tab to check for errors and ensure all aspects of the configuration are correct.

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