

Manage a POD

Overview

The Illinois Department of Public Health (IDPH) is pleased to offer COVID-19 vaccinations for its population. Appointments are scheduled on the Internet at: <https://covidvaccination.dph.illinois.gov>. After an appointment is successfully scheduled, a ticket is generated that contains a QR Code. From within EMTrack, scan the QR Code or search the order number to bring up the patient's information.

Important: Ask the patient to keep their ticket with them throughout the appointment.

Additional EMTrack procedures that might be helpful are included here for quick reference.

To retrieve your username

1. On the log in page, click **Forgot Username?**. The *Forgot your username?* page
2. Enter your **Email**
3. Click **Continue**. A message opens, directing you to check your email.
4. Go to your email service and open the email. Your username is included.
5. Go to the log in page and continue to log in.

To reset your password

Important: Completing this procedure will change your password for connected Juvare solutions, including eICS, EMResource, EMTrack, and EMSupply.

1. On the log in page, click **Forgot Password?**. The *Forgot your password?* page
2. Enter your **Username**.
3. Click **Continue**. A message opens, directing you to check your email.
4. Go to your email service and open the email.
5. Click the link to reset your password. The *Security Question* page opens.
6. Enter the answer to your security question.
7. Click **Continue**. The new password page opens.
8. Enter a new password and enter it again to confirm.
9. Click **Save**.
10. Go to the log in page and continue to log in.

To change a user's password

1. On the upper right, click **System Settings**.
2. On the left, under *Users & Devices*, click **Users**. The *Users* page opens.
3. Locate the user you want to change and, on that row, click the edit icon. The *User Administration - Update* window opens.
4. At the bottom of the window, click **Change Password**. The *Change User Password* window opens.
5. Enter a **New Password** for the user.
6. Confirm the new password by entering it again in **Confirm New Password**.
7. Click **Save**.

To create a user account

1. On the upper right, click **System Settings**.
2. On the left, under *Users & Devices*, click **Users**. The *Users* page opens.
3. Click **New User**. The *Choose User Access Type* window opens.
4. Click **Password** or **PIN Only**. The window opens.
5. Enter the requested information.

Field	Description
Username	User's username; used to log in to the system.
Password	User's initial password; used to log in to the system.
First Name, Middle Name, Last Name	User's name.
Organization	User's organization affiliation.
Time Zone	User's time zone.
Work Phone, Mobile Phone, Text Pager, Email	User's contact information.
State, Level, License #	User's healthcare provider information, such as their level (doctor, nurse, EMT) and license number.
Location, Role	User's default location (division) and role at that location.

6. Click **Save**.

To search for and edit a patient

1. On the upper right, in the **Search** box, enter the patient's name or ID number. The results appear in the *Locate* tab.
2. Locate the patient and, on that row, click the magnifying glass icon on the left. The *Detailed Patient Information* window opens.
3. On the upper left, click **Edit**.
4. As necessary, enter or update the patient's information.