

# EMResource Notifications

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EMResource sends a variety of notifications related to events, status changes, and occasionally, general system issues, that are delivered through email, text, pager, mobile app, and within the solution (web page).

If your organization subscribes to Event Notifications by Phone, a premium add-on, you can also choose to receive voice notifications for events. To receive a call when events are started, updated, or ended, you must have at least one valid phone number specified on your user profile.

You and your administrator can manage the type, method, and limits for these notifications through *Preferences*, in the main menu. These preferences allow you to decide when and how notifications are sent depending on the event setup, as well as the type of event, resource, and notification.

Additional preferences in your profile allow you to turn notifications on and off for specific devices and time ranges, as well as include or exclude resource summaries. It is important to update your notification details and preferences regularly to make sure you receive the information you need to complete your work.

Email, text, pager, and mobile app notifications are delivered according to your preferences. Additional notifications are available through the events bar and the solution notification center.

## Helpful Links

[Juvare.com](#)

[Juvare Training Center](#)

[Announcements](#)

[Community Resources](#)

## Events Bar

Event notifications also appear in the events bar, in the top banner. When an event is started, the event appears in the events bar. You click an event in the events bar, the event page opens with additional details such as the date and time the event was created, the end date and time, the name of the person who created it, and a listing of participating resources. When provided, the address of the event is also displayed.

For more information about the events bar, see the article [Top Banner](#).

## Notification Center

Notifications delivered through the solution notification center (or web page) are available for events with certain resource types, resource status changes, and forms that need your attention. The notifications you receive through the center are based on event configuration by your administrator and your preferences (main menu) and notification preferences (profile).

When these notifications are delivered, an animated bell icon appears in the solution bar with an audible alert, and the notification center opens to list your notifications. The alert sound may differ based on the type of notification. The animation and alert continue until you mute (snooze) or acknowledge the notifications.

To acknowledge the receipt of notifications, click the notification or click Mute. If you choose to mute the notification, the solution silences the alert for ten minutes or until you receive another notification.

**Note:** In your browser settings, you must allow pop-up windows for EMResource or windows such as the notification center may not display properly.

## Events

By default, web page notifications are enabled for all event types. To view and change your event notification options, see [Preferences](#).

## Status Changes

When a resource status changes, you may receive a web page notification.

For example, you may choose to receive notifications when your resource's ED status changes to Closed or Resource Limitations. If you chose Web Page as one of your notification methods, the change in status triggers the notification in EMResource.

## Forms

Form notifications can also appear in the notification center. For example, if you have been assigned to complete a form, when you log in to EMResource the notification center opens to let you know about the form.

If you are authorized to activate forms, you may want to know that a form has been viewed by its intended recipients. For example, as a dispatcher, if you activate a patient form, fill in the medical and transport details, and send it to the appropriate facility, it would be good to know that the facility received, reviewed, and acknowledged the form.

When a recipient acknowledges a form, the solution records the date and time and sends this information as a read receipt to the person who activated and completed the form. An audible alert notifies the person that the read receipt arrived.

## Incoming Patients

Incoming patient notifications can also appear in the web page. For example, if your organization uses EMResource in conjunction with EMTrack, medical transport companies may send a patient notification to your facility in transit. If you have the right to receive these notifications, they will appear in the notification center with details about the patient.

Notifications that you and others at your facility have acknowledged are available through the main menu, under Form > Form List for 24 hours after acknowledgement.

## Notification Settings

As an administrator, you can configure notification settings through various channels, depending on your level of access within the region. For example, you may be able to adjust notification settings for all users, through event and form templates, or for specific user and yourself through preferences.

Notification settings are managed through:

- Event Templates
- Form Templates
- Preferences
- Notification preferences

Keep in mind, individual users can adjust their notification settings through their preferences.

Phone notifications are enabled based on the event type or event template. You can manage your phone notifications by pointing to Preferences and clicking Event Notifications. You can manage phone notifications for other users by pointing to Events, clicking Event Setup, and then, on a template row, clicking Notifications.