



EMS SYSTEM ADVISORY #2017-03/31

TO: Riverside County EMS System

FROM: Trevor Douville, EMS Agency Supervisor

SUBJECT: REMSA ePCR Helpdesk – ImageTrend Elite

DATE: March 31, 2017

The Riverside County EMS Agency (REMSA) has launched a new 24/7 helpdesk service to provide technical support to Riverside County EMS providers and hospitals during the final phases of migration to the ImageTrend Elite ePCR platform. The REMSA ePCR Helpdesk is not intended to provide assistance with internet connectivity or hardware/device problems. These types of problems should be referred to the respective Information Technology departments.

REMSA ePCR Helpdesk

1. Non-Urgent problems please open a ticket: <http://remsa.freshdesk.com>
2. Urgent Problems please contact: **(951) 840-0675**

REMSA ePCR Helpdesk Services:

- ImageTrend Elite/ Elite Field - Accessibility
 - REMSA ePCR Helpdesk staff are available to assist with ImageTrend License Management System (LMS) and Elite/ Elite Field access problems.
- ImageTrend Elite/ Elite Field - Incidents
 - REMSA ePCR Helpdesk staff are available to assist with software problems and error messages.
- ImageTrend Elite/ Elite Field - Incident Escalation
 - If the nature of the incident is too complex for resolution locally, REMSA ePCR Helpdesk staff will ensure that the incident is escalated to the software vendor, ImageTrend.

