

11/10/2011

Effective Immediately

Due to the large volume of calls and changes in staffing within the EMS/Trauma and Office of Health Statistics Programs, e-NARSIS technical assistance questions must be handled by ImageTrend. These types of questions include, but are not limited to, password resetting, how to create a report to retrieve data, demographics updating, etc.

There are three means through which assistance from ImageTrend may be requested. They are:

- ImageTrend Online Support Ticket System – A support ticket may be created via <http://support.imagetrend.com>. This is a very popular and effective means for e-NARSIS support.
- ImageTrend Help Desk – this is available by dialing 888-469-7789 and asking for the Emergency Data Systems (EDS) Help Desk
- ImageTrend University – this is an online resource once a person logs into e-NARSIS

Those services interested in initial or ongoing training of e-NARSIS need to contact the EMS Coordinator who is responsible for e-NARSIS in your region:

Metro and Southeast EMS Regions

Doug Fuller – doug.fuller@nebraska.gov, 800-422-3460 ext 25, 402-471-3578

Northeast EMS Region

Carrie Crawford – caroline.crawford@nebraska.gov, 877-277-3609, 402-664-2346

North Central EMS Region

Carol Jorgensen – carol.jorgensen@nebraska.gov, 800-642-4095, 308-856-4697

South Central EMS Region

Julie Smithson – julie.smithson@nebraska.gov, 888-466-0669, 308-946-3409

Western and Panhandle EMS Regions

Sharon Steele – sharon.steele@nebraska.gov, 800-572-7239, 308-535-8095

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