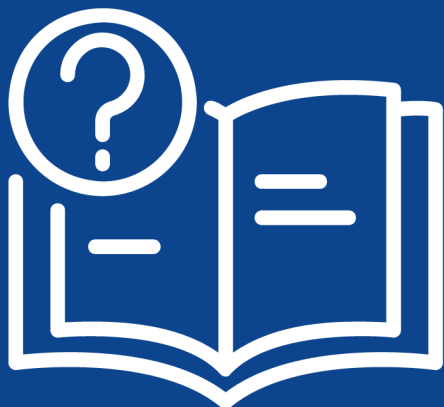




ImageTrend Elite for NERIS Node

A GUIDE FOR UPDATING

AGENCY INFORMATION



PREPARED JUNE 2025



THIS GUIDE IS FOR UPDATING AGENCY
INFORMATION IN IMAGETREND ELITE
FOR NERIS NODE

All Oregon Fire Agencies will need to
complete this Agency Information
Update Task.

This should be completed by the
Agency's Chief and or the Agency's
Primary Incident Reporting Contact by
8/15/2025.

AGENCY INFORMATION UPDATE **TASK HELP GUIDE**

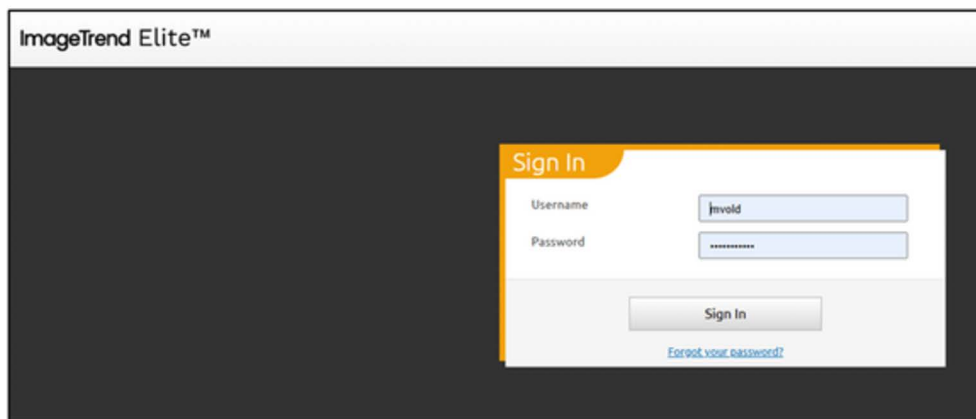
All Oregon fire agencies will onboard to NERIS+ at the same time. To do this, every agency will need to have their NERIS Node (entity information) created at the federal level. OSFM wants to make this as easy for agencies as possible. The state repository vendor, ImageTrend, has arranged to extract all necessary nodal information from Elite to import at NERIS. Therefore, we want to ensure that extracted data is current. Each Oregon fire agency regardless of reporting format (direct entry or 3rd party vendor) will need to log into the state repository (ImageTrend Elite) to review and update key information areas. This guide has been created to aid with completing this task in the most efficient order.



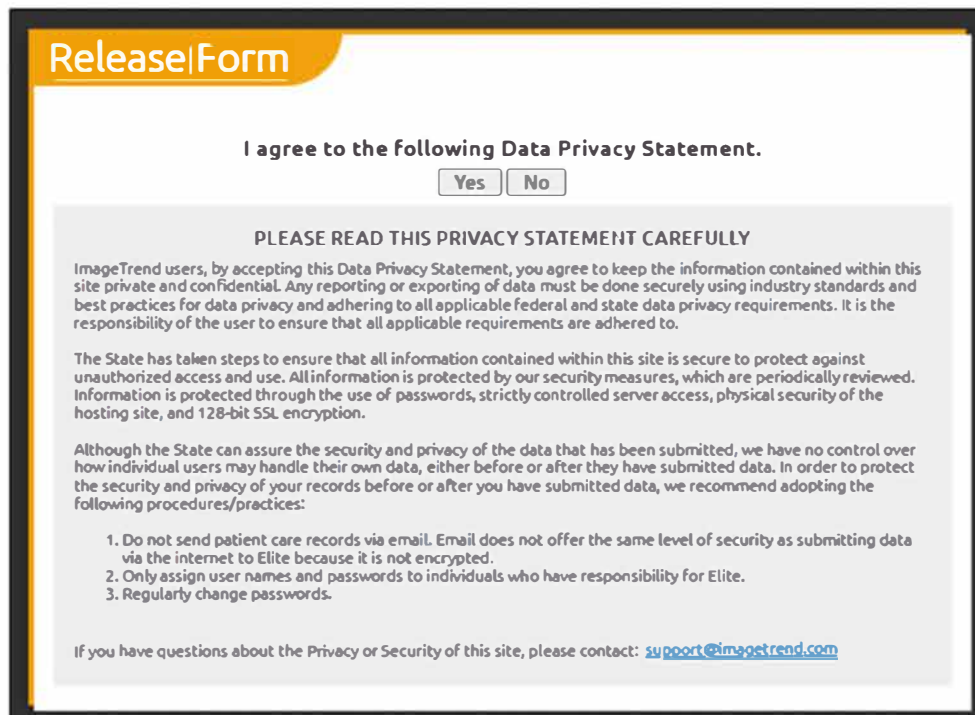
AGENCY INFORMATION UPDATE TASK HELP GUIDE

Step 1: 1. Access the state repository (ImageTrend Elite) using the state's URL:
<https://oregon.imagetrendelite.com/Elite/Organizationoregon/>

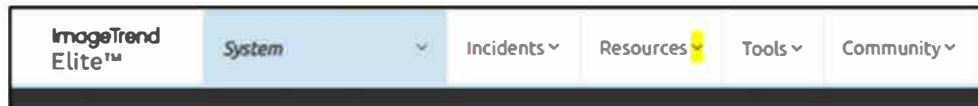
Step 2: Enter your case-sensitive Username and password.

The screenshot shows the login interface for ImageTrend Elite. At the top left, the text "ImageTrend Elite™" is displayed. The main area is dark gray with a white "Sign In" box on the right. Inside this box, there are two input fields: "Username" with the text "jnvold" and "Password" with masked characters. Below these fields is a "Sign In" button and a link that says "Forgot your password?".

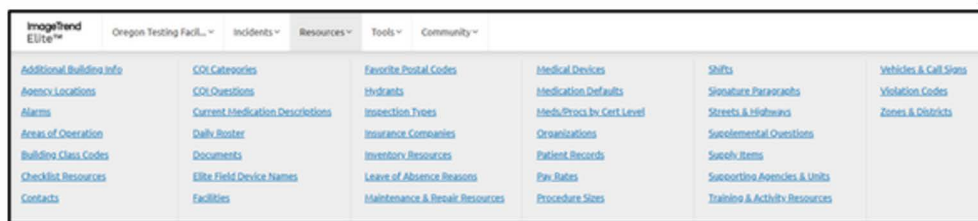
Step 3: Review and agree to the Data Privacy Statement.

The screenshot shows a "ReleaseForm" titled "I agree to the following Data Privacy Statement." with "Yes" and "No" buttons. Below this is a section titled "PLEASE READ THIS PRIVACY STATEMENT CAREFULLY" containing several paragraphs of text. The text explains that users agree to keep information private and confidential, and that the State has taken steps to ensure security. It also mentions that the State has no control over how individual users handle their own data. At the bottom, there is a list of three recommendations: 1. Do not send patient care records via email. 2. Only assign user names and passwords to individuals who have responsibility for Elite. 3. Regularly change passwords. A contact link for support is provided at the bottom: support@imagetrend.com.

Step 4: 1. From the primary dashboard, locate the **Resources Tab** in the top banner bar.



Step 5: Using the **Resources** drop down arrow to reveal the resources menu.



Step 6: Select the **Agency Locations** Option to review, edit, and update the Agency's stations/locations.

- Review the existing lists to ensure all active stations/locations are listed.
 - If any stations are missing, use the **+NEW** button to enter a new Agency Location and all known information.

Agency Location Information

Active: ☐ Yes ☐ No

Agency Location #

NERIS Station ID

NERIS Station Staffing

Agency Location Name

Agency Location Type

Primary Contact

Latitude

Longitude

US National Grid Coordinates

Zone/District

Physical Address

Address

Address 2

Postal Code

City

State

Country

Country

Mailing Address

Address

Address 2

Postal Code

City

State

- For **NERIS Station ID**, assign a 3-digit numeric that will be used to identify this station (ex: 001, 002, 003, etc.)
- For **NERIS Station Staffing**, enter the number of staff assigned to the station.
- **Save** all changes and entered information.

- If any stations are listed as inactive that should be Active, highlight the station/location and then select the **Activate** button at the top of the page.

Agency Locations

Filters: Active

1 - 12 of 12 < >

Order	Source	Type	Name	Number	Address	City	State	Postal Code	Phone	Status
1	Oregon Testing Facility	Fire Station	Test Location	99Test	3565 Trelstad Ave Se	Salem	OR	97317		Active
2	Oregon Testing Facility	Fire Station	Y2P Test	1	1234 Test Ave SE	Salem	OR	97317		Inactive

- If any stations are listed as Active that should be inactive, highlight the station/location and then select the **Inactivate** button at the top of the page.

Agency Locations

Filters: Active

1 - 12 of 12 < >

Order	Source	Type	Name	Number	Address	City	State	Postal Code	Phone	Status
1	Oregon Testing Facility	Fire Station	Test Location	99Test	3565 Trelstad Ave Se	Salem	OR	97317		Active
2	Oregon Testing Facility	Fire Station	Y2P Test	1	1234 Test Ave SE	Salem	OR	97317		Active
3	Oregon Testing Facility	Fire Station	Station 21-1	26110 Ridge Ave	26110 Ridge Ave			97306		Active
4	Oregon Testing Facility	Fire Station	5408 N Place	Station 21-2	5408 N Place			97306		Active
5	Oregon Testing Facility	EMS Station	EAST	2715						Active

- Open each active station listing to review and update Agency Location Information.

Agency Location Information

Active ☒ ☐

Agency Location # 99Test

NERIS Station ID 001

NERIS Station Staffing 2

Agency Location Name Test Location

Agency Location Type Fire Station

Primary Contact Middle Vale SA

Latitude

Longitude

US National Grid Coordinates

Zone/District testm

Physical Address

Address 3565 Trelstad Ave Se

Address 2

Postal Code 97317

City Salem

State OR

County Marion

Country United States

Mailing Address

Address

Address 2

Postal Code

City

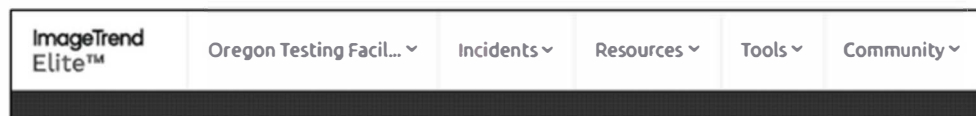
State

Phone Numbers

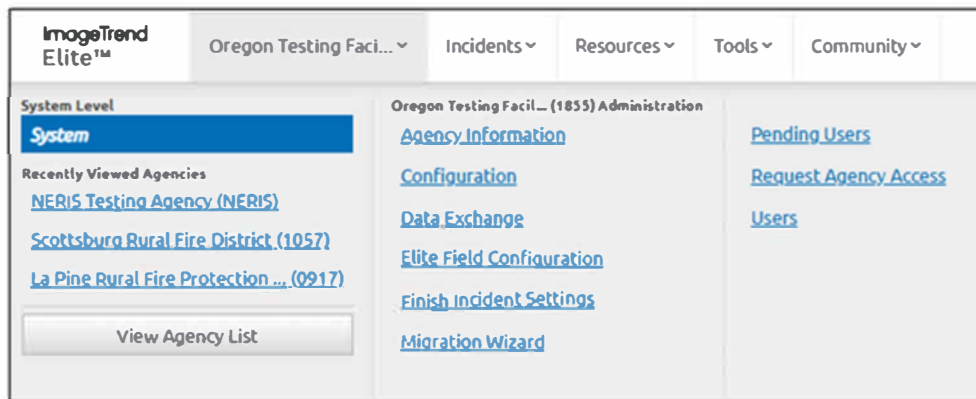
Primary	Phone Number	Type	Status
	503-934-6250	Work	Active

- For **NERIS Station ID**, assign a 3-digit numeric that will be used to identify this station (ex: 001, 002, 003, etc.)
- **Save all** changes and entered information.

Step 7: Using the **Agency Name** Tab, located to the right of the ImageTrend Logo, select the drop-down arrow to reveal the administrative menu.



Step 8: Select **Agency Information** from the alphabetical list.



Step 9: 1. Once the Agency Information opens for your agency, review the information on the **Details** tab for accuracy. Make all necessary edits and updates.

- **Please do not attempt to alter the Unique State ID, Agency Number, Agency Name, NFIRS FDID, or NERIS ID.**
- If your agency name is reflected inaccurately in Elite, please complete the rest of the agency information review, leaving the name as is for now, and then send an email to Michelle.vold@osfm.oregon.gov.
 - OSFM will reach out to discuss and ensure the name matches the listing with the Secretary of State's office and the Special Districts Association of Oregon, then make the applicable changes before the agency's node is created.
- If the NERIS ID field is blank, do not worry, this will be assigned during the NERIS Node creation process and can be added later.

 A screenshot of the 'Agency Information' form for the 'NERIS Testing Agency'. The form is divided into two main columns. The left column contains fields for 'Unique State ID', 'Agency Number', 'Agency Name', 'State', 'License Agency', 'NFIRS FDID', 'NFIRS ID', 'NFIRS Reporting Agency', 'Email', 'Website', 'Telephone', 'State Reporting To', 'Billing Status', 'EMD Provided to Agency Service Area', 'Primary Type of Service', 'Other Types of Service', and 'Level of Service'. The right column contains fields for 'EMD Vendors', 'Dispatch Center Name or ID', 'Organization Status', 'Organizational Type', 'Organization Type', 'Agency Time Zone', 'Daylight Savings Time', 'Specialty Service Capabilities', and 'Patient Monitoring Capabilities'. At the bottom, there are sections for 'National Provider Identifier' and 'Fire Department ID Numbers Served'.

- After all Details tab information has been updated, edited, or added, select **Save** before moving on to the NERIS tab.

Step 10: Finally, navigate one tab to the right to the tab labeled **NERIS**.

Step 11: Complete the following fields:

- Physical Address Location - Use the drop-down arrow to select the agency's **Physical Address Location**. This list populates from the list of Agency Stations/Locations you previously edited.
- Mailing Address Location - Use the drop-down arrow to select the agency's **Mailing Address Location**. This list populates from the list of Agency Stations/Locations you previously edited.
- Fire Stations Excluded/Included - Select all the Fire Stations that should be included in the agency's station dropdown list for incident reporting and move them from the left **Excluded** box to the right **Included** box using the directional arrows.

- Agency Dispatch Information - Use the dropdowns for the applicable selections for each.

- Agency Staffing Information – Enter the **number of staffing** by category. (Either manually or via up and down arrows). Please note that the Staff total will *automatically calculate*.

Agency Staffing Information	
Staff Total	102
Full Time Career FF	100
Part Time Career FF	0
Volunteer FF	0
Full Time Career EMS Only	2
Part Time Career EMS Only	0
Volunteer EMS Only	0
Full Time Career Civilians	0
Part Time Career Civilians	0
Volunteer Civilians	0

Step 12: Continue completing the following fields:

- Station Count – Enter the **number of stations** the agency has in total.
- Fire Services Excluded/Included – Select the Fire Services the agency provides from the left-hand **Excluded** list. Using the directional arrows, move those services to the **Included** box.

Fire Services Excluded		Included
Animal Tech Rescue	» > < «	Collapse Rescue
ARFF Firefighting		Confined Space
Cause Origin		Hazmat Ops
Cave Search and Rescue		Helicopter Search and Rescue
Dive Search and Rescue		Surf Rescue
Flood Search and Rescue		Training Academy, Entry-Level Firefighter
Hazmat Technician		Trench Rescue
Highrise Firefighting		
Ice Rescue		
Machinery Rescue		
Marine Firefighting		

- EMS Services Excluded/Included - Select the EMS Services the agency provides from the left-hand **Excluded** list. Using the directional arrows, move those services to the **Included** box.

EMS Services Excluded		Included
Aero Transport	» > < «	ALS No Transport
ALS Transport		
BLS No Transport		
BLS Transport		
Emergency Community Medicine		
No Medical		

- Investigation Services Excluded/Included - Select the Investigation Services the agency provides from the left-hand **Excluded** list. Using the directional arrows, move those services to the **Included** box.

Investigation Services Excluded		Included
Company Level	» > < «	K9 Detect
Dedicated		Law Enforcement
Youth Firesetter		

- RMS Software - Enter the name of your **software vendor** (if a 3rd party vendor is used by the agency for reporting.)
- Continuing Education - Select **Yes or No** for your agency.
- Shift Count - Enter the **number of shifts** that your agency runs.
- Shift Duration - Enter the **number of hours** your agency's shifts runs.
- Shift Signup - Enter the **number of shift signups** your agency has.

- ISO Rating – Enter the **agency's ISO rating** number
- CPSE Accredited – Select **Yes** or **No** on whether the agency is CPSE Accredited.
- CAAS Accredited – Select **Yes** or **No** on whether the agency is CAAS Accredited.

Step 13: Select **Save** to save your changes and updates.

Step 14: Last Step is to **send an email** to michelle.vold@osfm.oregon.gov that your agency has completed the Agency Information Update task for your agency.

Congratulations! You've finished the agency information update. We appreciate your assistance.

If you need assistance, need to obtain a log in for the state repository, or have questions, please email the Fire Incident Reporting System Program Coordinator, Michelle Vold at michelle.vold@osfm.oregon.gov.