

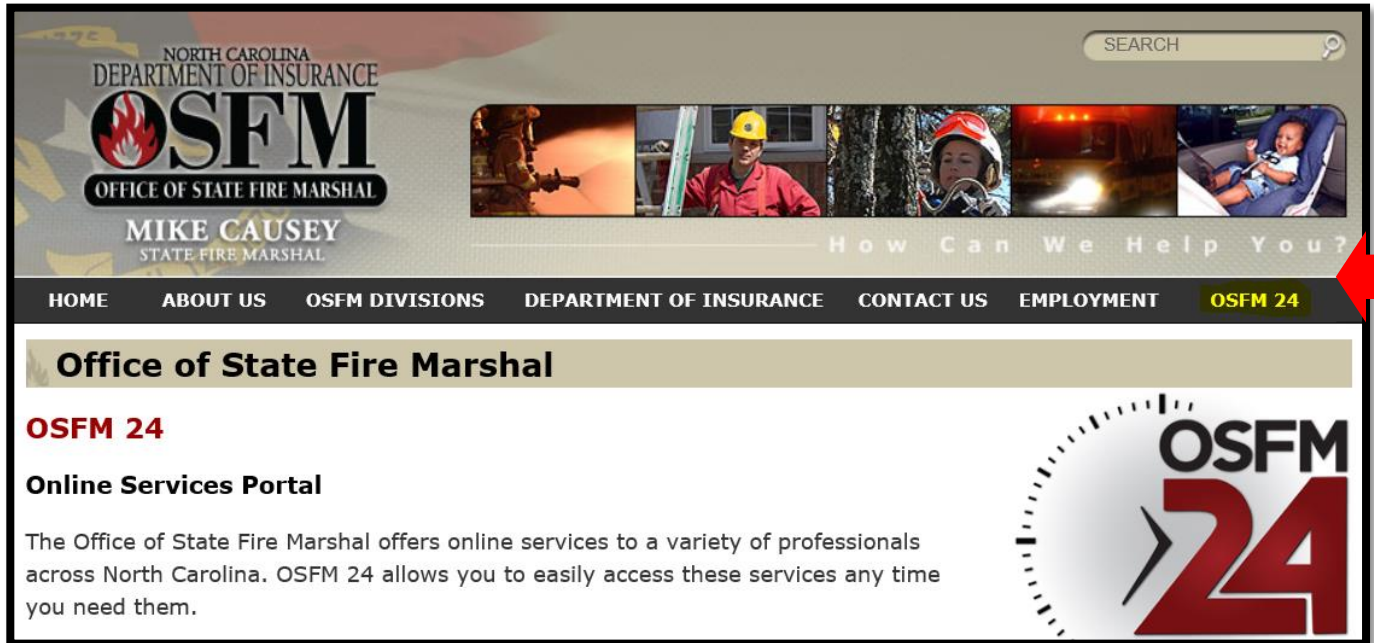
## Image Trend Getting Started

Prior to logging into NCID, your agency administrator must add your name, email address, Personnel ID, permission group and NCID.

Go to <https://apps.ncdoi.com/firebridge> OR

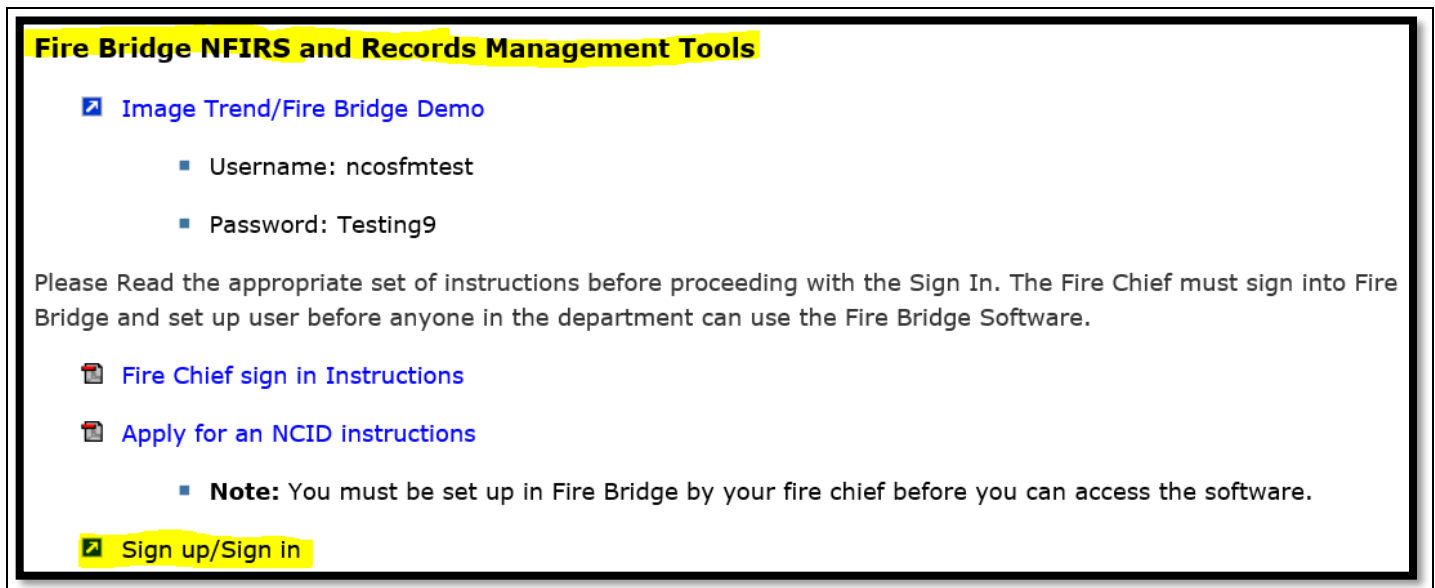
Go the OSFM home Page <http://www.ncdoi.com/osfm/>

Click on the OSFM 24 Portal Icon



The screenshot shows the OSFM 24 Online Services Portal. At the top left is the OSFM logo with the text "NORTH CAROLINA DEPARTMENT OF INSURANCE" and "OFFICE OF STATE FIRE MARSHAL MIKE CAUSEY STATE FIRE MARSHAL". To the right is a search bar. Below the logo is a banner with five images: a firefighter, a firefighter with a ladder, a firefighter with a helmet, a fire scene, and a baby in a stroller. Below the banner is the text "How Can We Help You?". The navigation menu includes "HOME", "ABOUT US", "OSFM DIVISIONS", "DEPARTMENT OF INSURANCE", "CONTACT US", "EMPLOYMENT", and "OSFM 24". The "OSFM 24" link is highlighted in yellow and has a red arrow pointing to it. Below the navigation menu is the "Office of State Fire Marshal" header. The main content area has the "OSFM 24 Online Services Portal" title and a description: "The Office of State Fire Marshal offers online services to a variety of professionals across North Carolina. OSFM 24 allows you to easily access these services any time you need them." To the right of the text is the OSFM 24 logo, which features a clock face and the text "OSFM 24".

Go to Fire Bridge NFIRS and Records Management Tools. Click on Sign up/Sign In



The screenshot shows the "Fire Bridge NFIRS and Records Management Tools" page. The header is highlighted in yellow and contains the text "Fire Bridge NFIRS and Records Management Tools". Below the header is a list of links: "Image Trend/Fire Bridge Demo", "Fire Chief sign in Instructions", and "Apply for an NCID instructions". There is also a "Sign up/Sign in" link highlighted in yellow. Below the links is a note: "Note: You must be set up in Fire Bridge by your fire chief before you can access the software." Below the note is a "Sign up/Sign in" link highlighted in yellow.

You will be prompted to key in your NCID.

Once you key in your NCID you will be directed straight into Fire Bridge.

## AGENCY ADMINS - To begin adding users follow the steps below:

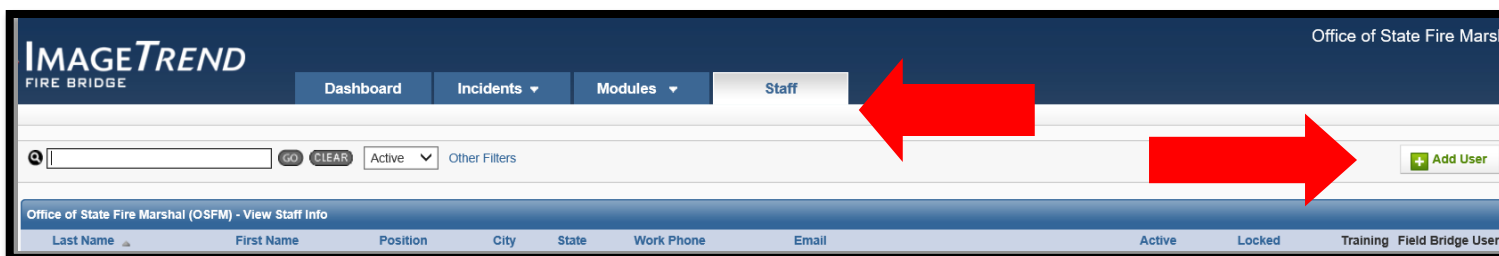
You will have to enter your members into the Fire Bridge staff tab. This will create users for your department. Users that will be accessing the application must have entered: their name, email address, personnel ID, permission group, and NCID. The choices for permission groups are listed below. It will depend on what applications you will want them to use. For example: If you only want a staff member to be able to use just the NFIRS reporting piece then select the permission group: NFIRS (fire) Only. You should only give Agency Administrator Permission Group to the members who will be responsible for assigning rights (permission groups). Agency Administration Permission Group would give a user rights to make changes to your user's permission groups and all applications. Please review all permission groups carefully before you assign a member to a permission group. Only OSFM staff can create new permission groups.

You will be directed to the Fire Bridge application. We strongly recommend you review the help section and review the getting started section before you start using the application. It is located under the more tab located along the top left side of the Image Trend screen. The manuals/guides are located under the Help tab. You can download the guides/manuals and print or save to your computer for reference. The site also has Image Trend University tools that are also located under the Help tab. There are videos and slide shows that are very helpful for beginners. Once you review these you can start adding your members.

Click Staff tab

Click Add user button

Complete the information. Please enter the email address, personnel ID, permission group, and NCID.  
DO NOT ADD A USER ID AND PASSWORD!



NOTE: You should complete all the tabs. We encourage you complete all the tabs you have available. You don't have to complete all tabs now, you can come back at a later time and complete the tabs.

Project Support - Search    North Carolina State Fire B...    +

https://apps.ncdoi.net/firebridge/resource/intranet/performers/performer\_list.cfm?layout=true&cs=C4CA4238A0B923820DCC509A6F75849B

401 - Unauthorized: Ac...    Home - ImageTrend P...    CR    V2    V3    V3 DD    RR    Elite RR    TC    FIPS    KS    CAD    Alpha    ERC    ERM    PPM    Migrat

Services    Data Exchange    Dispatch    More =

IMAGETREND  
FIRE BRIDGE

Dashboard    Incidents    Modules    Staff    Setup

Setup > Account Management > Caviness, Michael

Demographics	Employment	Certifications	Permissions	Emergency Contacts	Equipment
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**Employment Information**

Personnel ID 12341 [View Log](#)  
Personnel identification number required for staff member to appear on the Apparatus and Personnel module of the NFIRS run form.

Payroll ID  A 6-digit max number used by some third party payroll vendors.

Badge #

Rank or Grade  Start Date  End Date  [View Log](#)

Position  Start Date  End Date  [View Log](#)

Employment Status Full Time Paid Employee Status Date  End Date  [View Log](#)

Pay Rate (Default)

Total Length of Service (years)

Active Service  Years

Primary Contact  Yes  No

Medical Director  Yes  No

Operations Officer  Yes  No

Inspector  Yes  No

Anyone who will be listed on a NFIRS report must have a personnel ID #. Once you have this section completed, click ok.

The screenshot shows a web-based user management interface. At the top, there are tabs for 'Demographics', 'Employment', 'Certifications', 'Permissions' (which is selected and highlighted in orange), 'Emergency Contacts', and 'Equipment'. Below the tabs is a 'Login Information' section with the following fields: 'User ID' (text input), 'Password' (text input with a help icon), 'Verify' (text input with an asterisk), 'Cancel' (button), 'NCID' (text input, highlighted with a yellow circle), 'Permission Group' (dropdown menu showing 'County Administrator' with a help icon), 'User Permissions' (button labeled 'View Permissions'), and 'Reset User Password' (checkbox with a help icon). Below this is an 'Account Status' section with 'Current Status' (radio buttons for 'Active' and 'Inactive', with a note: '(NOTE: Only system administrators can reactivate staff)') and 'Lock Status' (radio buttons for 'Unlock' and 'Lock'). At the bottom of the form are four buttons: 'Back to Staff List' (blue), 'OK' (blue), 'Reset' (blue), and 'Delete' (red). A small asterisk and the text '\* Required Fields' are located below the 'OK' button.

Click on Permissions Tab

Add NCID and Choose a permission group (drop down window).

DO NOT ADD A USER ID AND PASSWORD!

**Note:** if you are giving rights to another user to assign permissions you will need to assign them to the Agency Administrator group. They will then be able to assign members to the available permission groups. This should be used sparingly. It will allow the user with Agency Administration rights to change and input into all modules. Including staff and personnel records. It should be limited to the chief and system admin/chief officers.

## NC Fire – Permission Groups

### **Agency Administrator**

*This person will be given full access to the fire department they are responsible for. They should have full rights and permissions to access and edit any data used or collected by their department. This level will also be responsible for setting up and giving permissions to all members of their departments. This user can add/edit/delete NCID's.*

**If a member if your department is an agency admin, they add/edit the chief's NCID. This user can add a new Chief, and INACTIVATE the current Chief.**

### **County Administrator**

*This person will be given full access to the county agency they are responsible for. They should have full rights and permissions to access and edit any data used or collected by county agency. This level will also be responsible for setting up and giving permissions to all members of their county. **(This does not include access to fire departments within your county; to view incidents and other modules within a county, the county will have to be assigned rights by the fire department agency administrator.)** This user can add/edit/delete NCID's.*

### **NFIRS (Fire) only**

*Access to: Certification, Training, Activities, Incident List, Add Run, and Checklist*

**Fire Inspector**

*Access to: Locations, Occupancies, Inspections, Pre-Plans, Shift Setup, Hydrants, Activities, Add Runs and Documents.*

**Agency Training Officer**

*Access to: Certifications, Training, Activities, Occupants, Add Run, Inventory, Maintenance, Scheduler and Checklist.*

**Fire Department JFSI**

*Access to: JFSI Walk-in/ Referral only*

**Agency Company Officers**

*Access to: Add runs, Certifications, Training, Activities, Shift Setup, Inventory, Run History, Reports, Documents, Locations, Occupants, Hydrants, and Inspections.*

*No Access to: Staff and Service Setup.*

**Agency Support Staff**

*Access to: Add Runs, Run History, Reports, Inspections, Inventory, Documents, Locations, Occupants, and Hydrants.*

Click OK and the user is complete.

**County Fire Marshal's**

County Fire Marshal's will have to contact every department in their county, have the department add you as a County Admin with all of the required information.

If any issues, you are welcome to contact OSFM.

**Important: When creating an NCID Choose to set up a personal NCID, Use your personal email don't use a department, work, school etc. email account. Select INDIVIDUAL under NCID registration.**

Should you have general questions or need help with Permission Groups please contact the following OSFM

Staff members as listed below:

If your Department's name begins with the letter A - H contact

Jessica Lasbrook at [jessica.lashbrook@ncdoi.gov](mailto:jessica.lashbrook@ncdoi.gov) or by phone 919-647-

0087 If your Department's name begins with the letter I - Q contact

Monna Gillespie at [monna.gillespie@ncdoi.gov](mailto:monna.gillespie@ncdoi.gov) or by phone 919-647-

0088 If you Department's name begins with the letter R - Z contact

Devin Cockrell at [devin.cockrell@ncdoi.gov](mailto:devin.cockrell@ncdoi.gov) or by phone at 919-647-0090

Please contact the ITS Service Desk if you experience a problem and require technical assistance with **NCID**.

**OSFM Staff cannot set up or reset NCID accounts nor see/reset passwords.** All NCID questions should be directed to NCID help desk:

NCID Phone: 919.754.6000

Toll Free: 800.722.3946

Email: [its.incidents@its.nc.gov](mailto:its.incidents@its.nc.gov)

***If you know you have already created NCID do not create another one. That will generate additional accounts which will slow down the process. If you create a new one, please contact OSFM with new username.***

**Image Trend cannot help with setting up NCID accounts, NCID resets or any questions regarding NCID.**

**You have to contact NCID help for assistance with NCID accounts.**

If you have any questions/or need help with how to use the Image Trend software please contact Image Trend Tech Support. You may also refer to the help tools that are available in the software. The Help tool is located under the More tab.

### **Contacting Image Trend Support**

**Hours are:**

**Monday thru Friday 7:30am – 6:00pm CST**

~~We monitor and respond to our supporting system during non-business hours for high priority items.~~

- ~~1. Call 888-730-3235 and one of our staff will create a ticket in our supporting system.~~
- 2. <https://support.imagetrend.com> : You can submit a ticket or start a live chat in our support**
- 3. Email [support@imagetrend.com](mailto:support@imagetrend.com) – this will automatically create a ticket in our support system.**

**When contacting support you will want to include:**

- 1. The website you are contacting us about.**
- 2. Please state: “I am with the State of North Carolina and I am using our Fire Bridge.” Fire Bridge needs to know who you are, please give them your name when you call. If you submit a ticket or send them an email, we will already know this.**
- 3. Let them know the nature of the issue. Specific examples are the most helpful. So if you are getting an error within a specific incident or service. Let them know the service name, incident number and how to reproduce what you are seeing.**
- 4. If you can provide them with the type of computer (windows vs Mac) and the browser you are using, this tends to be helpful in specific situations as well.**
- 5. Also, CC OSFM Staff to your ticket.**