EMTrack

Your EMTrack Training Journey

1. Getting Started – Kickoff Call

Start your EMTrack journey with a **clear plan, aligned expectations**, and **dedicated guidance** that prepares your team for a smooth and successful implementation.

▸ Your EMTrack journey begins with a **Kickoff Call** where your Client Success Manager (CSM) and Professional Services Project Manager review the rollout strategy, finalize training dates, and outline expectations to ensure a smooth onboarding experience.

▸ During the **Kickoff Call**, your team will walk through **project milestones, confirm training logistics**, and establish **communication channels**, ensuring everyone is aligned, informed, and prepared for the next phase of your EMTrack implementation.

2. Building Core Skills – Training

⚙ Regional Administrators

Live Virtual – Implementation

Prepare EMTrack Regional Administrators to confidently manage users, agencies, forms, workflows, and incidents, and to support daily operations and large-scale events throughout their region.

Build the skills you need to confidently manage users, agencies, forms, workflows, and incidents so you can support smooth daily operations and large-scale events across your region.

Duration: 3 hours

Content: This course provides hands-on administrator training covering user and agency management, dashboard and filter creation, form customization, and incident and template management. Participants will also review daily workflows and best practices, then conclude with a tabletop exercise and train-the-trainer guidance for supporting their end users.

On-Demand – Annual Refresher

Provide performance-based refresher training that enables Regional Administrators to maintain proficiency in configuring and managing EMTrack for regional operations and incident support.

Maintain your proficiency with EMTrack through performance-based refreshers that strengthen your ability to configure and manage regional operations and incident support.

Duration: Self-Paced (3 Hours)

Content: This course focuses on creating and customizing incident templates, understanding data elements, and working with filters to support searching and dashboard customization. Participants will learn how to start, edit, and end incidents, add patients, build dashboard gadgets, and tailor dashboards to the incident type and user needs.

Post Course: Participants receive a certificate of completion demonstrating that they successfully completed refresher training.

🏢 Facility Administrators & Staff

Live Virtual – Implementation

Prepare EMTrack Facility Administrators to confidently manage users, facilities, forms, workflows, and incidents at the facility level, supporting both day-to-day operations and planned or unplanned events.

Gain the skills to confidently manage users, facilities, forms, workflows, and incidents so you can support reliable daily operations and respond effectively to planned and unplanned events.

Duration: 1.5 Hours

Content: This course provides hands-on administrator training focused on facility-level management, including user administration, incident creation and oversight, form management, and dashboard/filter setup. Participants will review key workflows, best practices, and receive guidance to better support their internal end users.

On-Demand – Annual Refresher

Provide performance-based refresher training that enables Facility Administrators to maintain proficiency in configuring and managing EMTrack for regional operations and incident support.

Keep your skills sharp with performance-based refreshers that help you maintain confidence in configuring and managing EMTrack for your facility's operations and incident response.

Duration: Self-Paced (3 Hours)

Content: This course focuses on creating and customizing incident templates, understanding data elements, and working with filters to support searching and dashboard customization. Participants will learn how to start, edit, and end incidents, add patients, build dashboard gadgets, and tailor dashboards to the incident type and user needs.

Post Course: Participants receive a certificate of completion demonstrating that they successfully completed refresher training.

📊 EMS

Live Virtual – Implementation

Enable end users to confidently navigate EMTrack and the mobile app to perform essential patient-tracking actions during an incident, including viewing, updating, and managing patient information as part of their operational responsibilities.

Learn to confidently use EMTrack and the mobile app to complete essential patient-tracking tasks during an incident — from viewing and updating records to managing patient information in the field.

Duration: 1 Hour

Content: This course gives end users and EMS personnel practical training on using EMTrack and its mobile app to manage incidents and patient information. Participants learn how to access incidents, add patients using document scanning, update records, track movement, and use core tools for efficient patient tracking. The course also introduces PIN use as a fast way to access the system.

On-Demand – Annual Refresher

Provide end users with performance-based refresher training that builds confidence in completing essential patient-tracking tasks in EMTrack.

Strengthen your confidence in performing essential patient-tracking actions through focused, performance-based refresher training.

Duration: Self-Paced (30 Minutes)

Content: This course covers the core functions end users perform in EMTrack, including managing their profile and adding or updating patient records. Participants learn how to add patients using document scanning, acknowledge and move patients through their workflow, and manage patient property. The course also highlights PIN use for faster system access.

Post Course: Participants receive a certificate of completion demonstrating successful completion of the on-refresher training.

3. Ongoing Support - Expert Guidance & Resources

Get continuous access to experts, learning opportunities, and self-service resources that help you solve challenges quickly, strengthen your skills, and get the most value from EMTrack.

Ask-an-Expert (Office Hours):
▶ 1st Friday of each month - 2PM EST
▶ 3rd Friday of each month - 11AM EST
▶ Open Q&A with trainers, CSMs, and product experts
▶ Register here

Lunch & Learn Webinars
▶ Informal sessions to keep learning and share best practices.
▶ Review the schedule here
▶ Register here

Technical Support
Juvare's Support Portal Center remains available for urgent or time-sensitive issues.

CSM Support
Your Client Success Manager (CSM) is your primary contact, serving as your advocate and advisor to support your success with EMTrack, and if you are unsure who your CSM is, technical support can provide that information.

Help Center

Keys to Success
▶ Commit to the yearly refresher training to remain current.
▶ Revisit instructor-led recordings for quick refresher.
▶ Participate in Ask-an-Expert and Lunch & Learn sessions to gain valuable knowledge.

▶ Leverage instructor-led training recordings as a quick reference tool for ongoing learning or onboarding new staff.
▶ Engage your CSM for additional training requests (if deeper organizational adoption is needed).

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