



## **Coalition MNTrac Training Curriculum**

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## Logging Into MNTrac

MNTrac is not compatible with Internet Explorer. For best results use Google Chrome.

<https://mntrac.org>

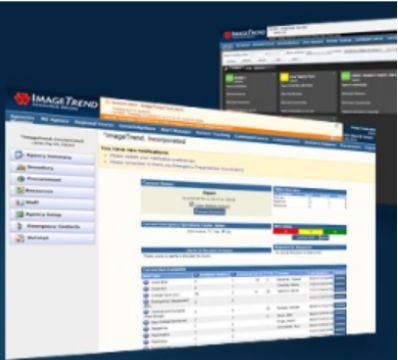
Enter your username and login


**Note: If you have issues logging in - reach out to the coalition for assistance.**



[MNTRAC HOME](#)[ABOUT IMAGETREND](#)[CONTACT US](#)


# Tracking resources, alerts and communications for a better Minnesota





## INTEGRATIVE PREPAREDNESS

**About MNTrac**  
Minnesota system for Tracking Resources, Alerts, and Communications (MNTrac) is a database-driven web application intended as a statewide solution. This system has been designed specifically to track bed, pharmaceutical and resource availability from all designated facilities within the state as well as providing for allocation of these resources to support surge capacity needs. Hospital bed diversion status, emergency event planning, emergency chat, and alert notifications are supported in real time. Information is aggregated from all facilities and can be transported to other systems and agencies to improve communications and share pertinent information. Standard and ad hoc reports can also be generated to turn data into useful information.




## SYSTEM LOGIN

**Username:**

**Password:**

[Forgot your password?](#)




## Acknowledging An Alert

If you have any alerts that are diversions to requesting your acknowledgement, they will be listed here. Simply click Acknowledge

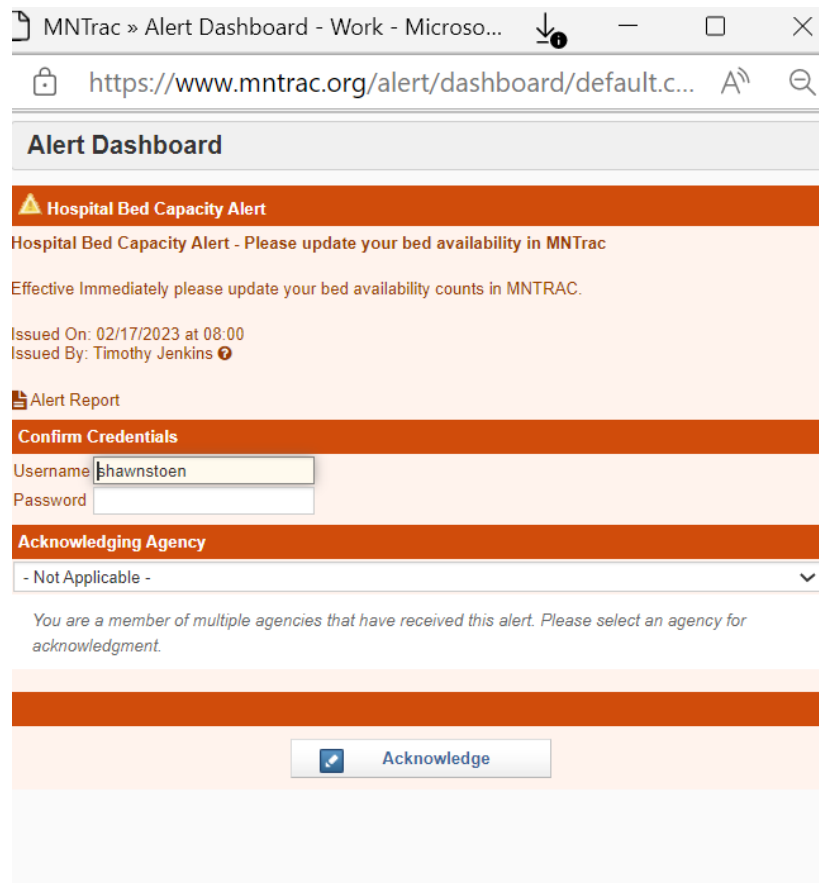


Listed below are all alerts and diversions that are requesting an acknowledgement from you. Please click on the icon under the Acknowledge column to acknowledge each notification individually. To bypass this screen and go directly to MNTrac, click on the link at the bottom of this page. **Note:** Doing this will present you with one pop-up per notification upon entering MNTrac.

Unacknowledged Alerts			
Alert Type	Description	Date Of Ale	Acknowledge
Minneapolis - I-35W Full Road Closure between Hwy 62 to I-694 - July 27 to July 30, 2018	Minneapolis: I-35W from Hwy 62 in Richfield to I-694 in Arden Hills closed both directions from Friday, July 27th at 9:00 pm to Monday, July 30th at 5:00 am. The weekend closures are scheduled for July 27th to July 30th AND August 3rd to August 6th. The closure will shut off access to downtown to and from I-35W at Washington Avenue, Third Street and Fourth Street near US Bank Stadium. Please review attached detour map. Go to: <a href="http://www.dot.state.mn.us/55w94/">http://www.dot.state.mn.us/55w94/</a> and <a href="http://www.dot.state.mn.us/metro/projects/i35w-mpls-roseville/index.html">http://www.dot.state.mn.us/metro/projects/i35w-mpls-roseville/index.html</a>	07/24/2018 2:31:12	

[Continue To MNTrac](#)

You will be required to confirm your credentials and click Acknowledge



The screenshot shows a web browser window with the address bar displaying "https://www.mntrac.org/alert/dashboard/default.c...". The page title is "Alert Dashboard". Below the title, there is a section for "Hospital Bed Capacity Alert" with a warning icon. The alert text states: "Hospital Bed Capacity Alert - Please update your bed availability in MNTRac" and "Effective Immediately please update your bed availability counts in MNTRAC." It also includes the issue date and time: "Issued On: 02/17/2023 at 08:00" and the issuer: "Issued By: Timothy Jenkins". Below the alert, there is a section for "Alert Report" with a sub-section "Confirm Credentials" containing fields for "Username" (filled with "shawnstoen") and "Password". Below this is a section for "Acknowledging Agency" with a dropdown menu showing "- Not Applicable -". A note below the dropdown says: "You are a member of multiple agencies that have received this alert. Please select an agency for acknowledgment." At the bottom of the form, there is a blue button labeled "Acknowledge".

**When receiving phone alerts, expect a call from: 651-829-9912 (please program this in your phone).**

## Agency Summary Page (Dashboard)

Agency Summary Page-is a place to view and update agency-specific information, such as diversion statuses, MCI capabilities and bed availability.

The screenshot shows the MNTRAC dashboard for the NW MN Health Coalition. The top navigation bar includes links for Home, Availability Status, Patient Tracking, Alert Manager, Command Center, Reports, Document Hub, and More. The main content area is divided into several widgets:

- Alerts:** Displays an EMS General Notification for Minneapolis - I-35W Full Road Closure between Hwy 62 to I-694 - July 27 to July 30, 2018. It includes details about the closure and a link to the alert report.
- Alerts in the past 24 hours:** Shows a message: "There were no alerts in the past 24 hours."
- Emergency Contact Favorites:** A table with columns for Contact Type, Name, and Contact Numbers. A "Go to Emergency Contacts" button is present.
- Send Alert:** A section with two buttons: "Region-wide hospital bed alert" (red) and "NW Regional 800 MHz Portable Radio Test" (green). An "Edit Quick Alerts" button is also visible.
- Current Emergency Operations Center Status:** Shows "EOC Active" with a toggle set to "Yes". Below it, a bar chart displays "MCI Patient Capacity" with three segments: 0 (red), 0 (yellow), and 0 (green). Buttons for "Update MCI" and "Reset" are provided.
- Sticky Note:** A yellow note that reads: "Update staff in MNTRAC once a month."
- Document Hub Favorites:** A search bar and a table with columns for File and Name. A "Go to Document Hub" button is present.
- NEDOCS Score:** A section showing the "NEDOCS Score" and an "Update Score" button.

## Widget Preferences

This screenshot shows the same dashboard as the previous one, but with the "Widget Preferences" menu open. The menu is located in the top right corner and contains a search bar and a list of widgets with checkboxes to toggle their visibility:

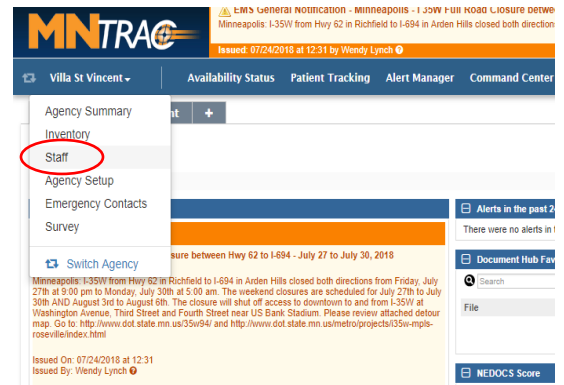
- Alerts
- Alerts in the past 24 hours
- Bed Surge
- Clock
- Current Bed Availability
- Current Emergency Operations Center Status
- Current Status
- Document Hub Favorites
- Emergency Contact Favorites
- MCI Patient Capacity
- NEDOCS Score
- Report 1
- Report 2
- Report 3
- Report 4
- Report 5
- Report 6
- Send Alert
- Status Overview
- Sticky Note
- Weather

The "Widget Preferences" menu is circled in red, and the "Save" button is visible at the top right of the menu.

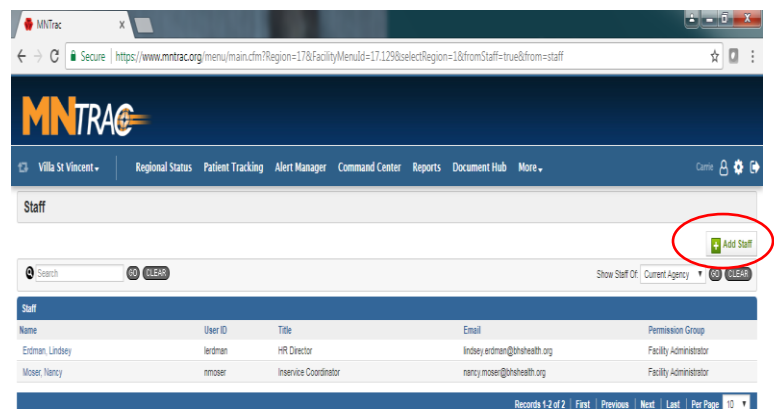
## Staff Settings

On a monthly basis, check for accuracy. Inactivate any staff that have left the organization.

1. Click on the down arrow next to your facility page
2. Click on Staff



3. Click on Add Staff



4. Demographics tab:

Must Have:

- First/Last Name
- Please put in employee's title
- Work phone number
- Cell phone and provider
- Email Address

Hit Save and Continue.....

The screenshot shows the 'Demographics' form in MNTRAC. The form contains various input fields for staff information, including First Name, Middle Name, Last Name, Department, Title, Street Address, City, State (set to Minnesota), Postal Code, Fax, Home Phone, Work Phone, Extension, Cell Phone, Cell Phone Provider, Pager, Pager Provider, and E-mail. There are 'Verify' links next to the Cell Phone Provider and Pager Provider dropdowns. At the bottom, there are two buttons: 'Save' and 'Save And Continue'.

## Permissions tab:

- Create a username
- Password (minimum of 8 characters and must have one number and one capital)  
Optional: have them change their password the first time they log in.
- Primary agency is your facility name
- Permission group (select either):
  - Facility Administrator (have ability to change/add staff and change facility settings)
  - Facility User (able to participate in Command Center and do diversions and bed updates)
- Selected roles – scroll down and select either: (make sure you select the correct coalition)
  - West Central or Central Hospital staff
  - West Central or Central LTC
  - West Central or Central Public Health
  - West Central or Central Emergency Management
  - West Central or Central EMS

- Current Status – should be ACTIVE
- Report writer permission group should be REPORT USERS
- Skip Patient tracking at this time
- Skip Command Center Settings – it will default automatically.

CLICK SAVE AND CONTINUE

**NOTE: This is where you would inactivate an employee that is listed in your facility and is no longer employed or no longer needing access to your MNTrac account. (Change the Active to Inactive)**

**It is very important that Facility administrators monitor who is assigned as staff in their MNTrac account to ensure that only active employees have access.**

## 6. Options/Notifications:

The only tabs that you will be setting up are:

- Alert Settings
- Diversion Settings
- Command Center Settings

### Alert Settings:

- Facility-Level Advisory
- Regional Advisory
- Regional Alert
- SNF Capacity Alert

SAVE AND CONTINUE

Alert Type	Enable	Disable
Emergency NEMS Bed Capacity Alert	<input type="checkbox"/>	<input type="checkbox"/>
EMS General Notification	<input type="checkbox"/>	<input type="checkbox"/>
EMS System Advisory	<input type="checkbox"/>	<input type="checkbox"/>
Facility-Level Advisory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hospital Bed Capacity Alert	<input type="checkbox"/>	<input type="checkbox"/>
NEMS Alert	<input type="checkbox"/>	<input type="checkbox"/>
NEMS System Notification	<input type="checkbox"/>	<input type="checkbox"/>
NEMS Test Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>
NEMS Amber Alert	<input type="checkbox"/>	<input type="checkbox"/>
Coordination	<input type="checkbox"/>	<input type="checkbox"/>
Regional Advisory	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Regional Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Scheduled NEMS Bed Count Advisory	<input type="checkbox"/>	<input type="checkbox"/>
SNF Bed Capacity Alert	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### Diversion Settings:

- This is the optional section. You choose which agencies and what types of diversions that you would be notified from. Typically, it is facilities that would have a direct impact on yours if they were to divert. (i.e neighboring LTC facility)
- EMS agencies should have any of the hospitals that they typically transport too/from checked (consider including any Metro or specialty hospital that you may transfer too).

Shawn Stoen

Options | Alert Settings | Diversion Settings | **Specialty Settings** | Received Notifications | Alert Acknowledgements | Command Center Settings

Continue

Search: [GO] [CLEAR]

- All Regions - | - All Agencies - | - All Agency Types - | - All Specialties - | [GO] [CLEAR]

Specialty	Region	Agency	Agency Type	Enable	Disable
*NICU Level	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Acute Care Tiering	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Antepartum	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gestational Age	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Labor and Delivery (L&D)	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>LDRP</b>	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Post Partum (PP)	Central	Buffalo Hospital	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Acute Care Tiering	Central	Cambridge Medical Center	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
mAb Infusion Site	Central	Cambridge Medical Center	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*NICU Level	Central	CentraCare Health - Long Prairie	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Acute Care Tiering	Central	CentraCare Health - Long Prairie	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Antepartum	Central	CentraCare Health - Long Prairie	Hospital	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Need to ensure that you select the regions/agencies and/or agency types that you want to receive notifications from.
- When you check on the envelope and turn it to green you will receive the notification via email.

- When you check on the cell phone and turn it to green you will receive the notification via text message.

Hit continue to go to Command Center Settings

Command Center:

The screenshot shows the 'Command Center Settings' page. At the top, there is a navigation bar with tabs: Options, Alert Settings, Diversion Settings, Specialty Settings, Received Notifications, Alert Acknowledgements, and Command Center Settings. Below the navigation bar, a red error message box states: 'You do not have a cell phone and cell phone provider selected. You do not have a pager and pager provider selected. You can change your settings in the demographics tab.' Below the error message, there are two buttons: 'Save' and 'Save And Continue'. The main content area is titled 'Command Center Notifications' and contains a table with the following data:

	Envelope	Cell Phone	Pager
Room Member Invitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

At the bottom of the page, there are two buttons: 'Save' and 'Save And Continue'.

Click on the envelope and the cell phone to ensure all users have access to command center.

CLICK ON SAVE – AND YOU ARE DONE SETTING UP THE STAFF



## Agency Set-Up

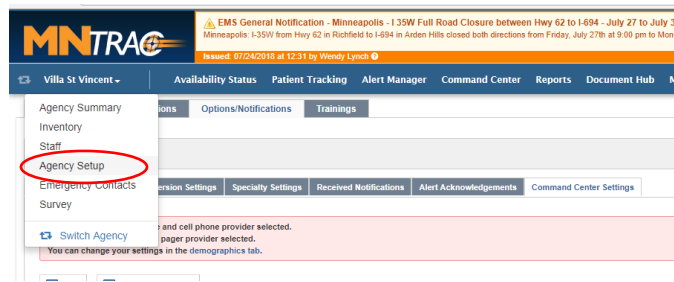
1. Click on Agency Setup

2. Click on Beds

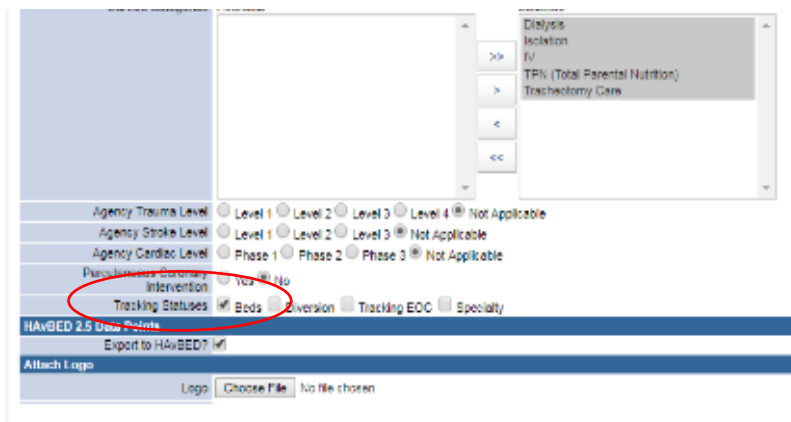
- Check SNF Bariatric Bed
- SNF Regular Beds
- SNF Secured Unit Beds

3. Enter your total beds for specific types that are checked

4. Go to OverView and make sure Beds is checked in Tracking Statuses



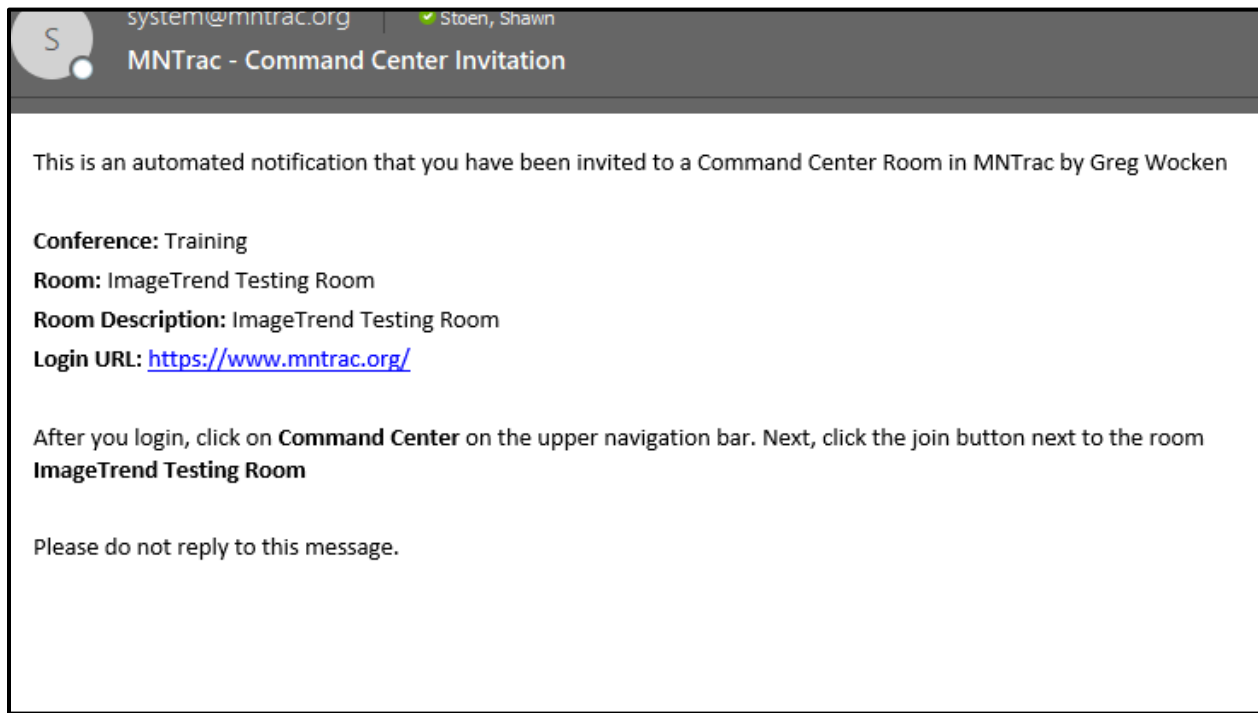
Bed Type	Total	Active	In ED	Last Modified	Modified By
Adult Intensive Care Unit	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Airborne Infection Isolation	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Assisted Living		<input type="checkbox"/>	<input type="checkbox"/>		
Assisted Living-Secured Memory Care		<input type="checkbox"/>	<input type="checkbox"/>		
Burn Care	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Medical and Surgical	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Neonatal ICU (NICU)	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Non Critical Monitored	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Operating Rooms	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Pediatric Intensive Care Unit	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Pediatrics	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
Psychiatric	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
SNF Bariatric Beds - TOTAL	2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	07/20/2018 09:55 AM	Nancy Moser
SNF Regular Beds - FEMALE	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
SNF Regular Beds - MALE	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
SNF Regular Beds - TOTAL	78	<input checked="" type="checkbox"/>	<input type="checkbox"/>	07/20/2018 09:55 AM	Nancy Moser
SNF Secured Unit Beds - FEMALE	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
SNF Secured Unit Beds - MALE	0	<input type="checkbox"/>	<input type="checkbox"/>	04/13/2013 05:37 PM	Jason Branden
SNF Secured Unit Beds - TOTAL	24	<input checked="" type="checkbox"/>	<input type="checkbox"/>	07/20/2018 09:55 AM	Nancy Moser



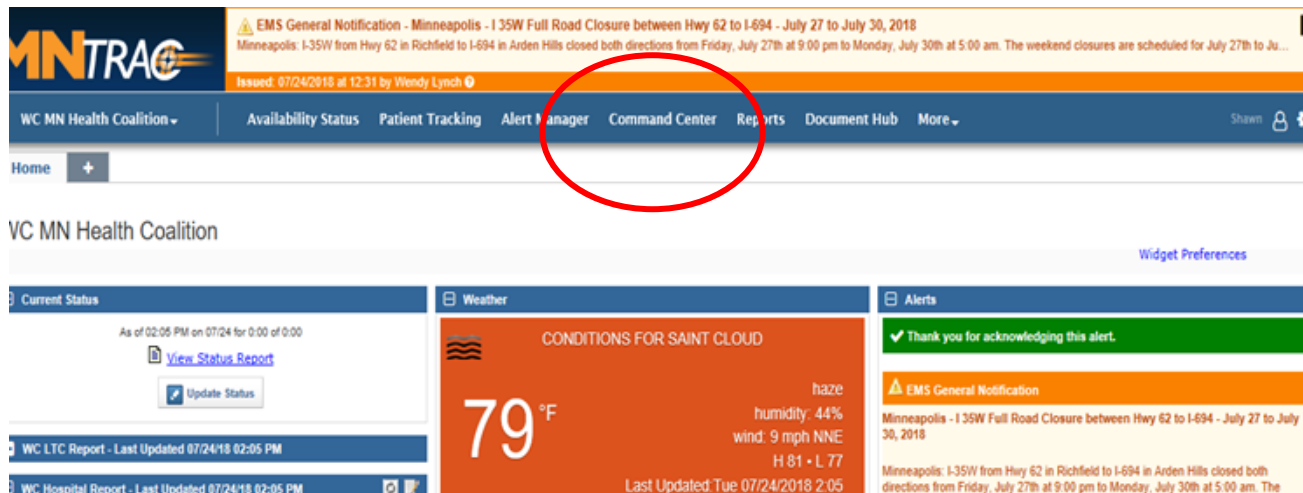
# COMMAND CENTER

The Command Center allows multiple partners to log in and communicate as well as share documents within a secure platform.

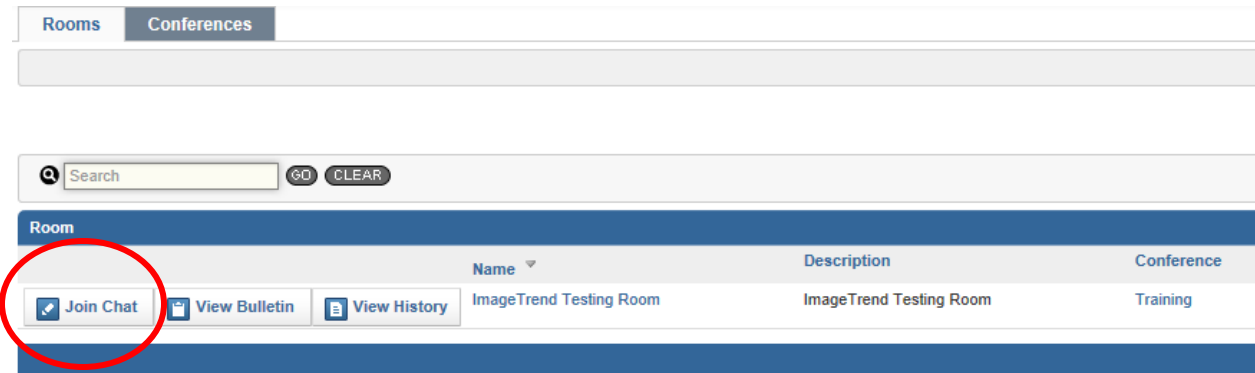
Command Center invitations are received via text message and email.



To go to Command Center, log into MNTrac and click on Command Center.

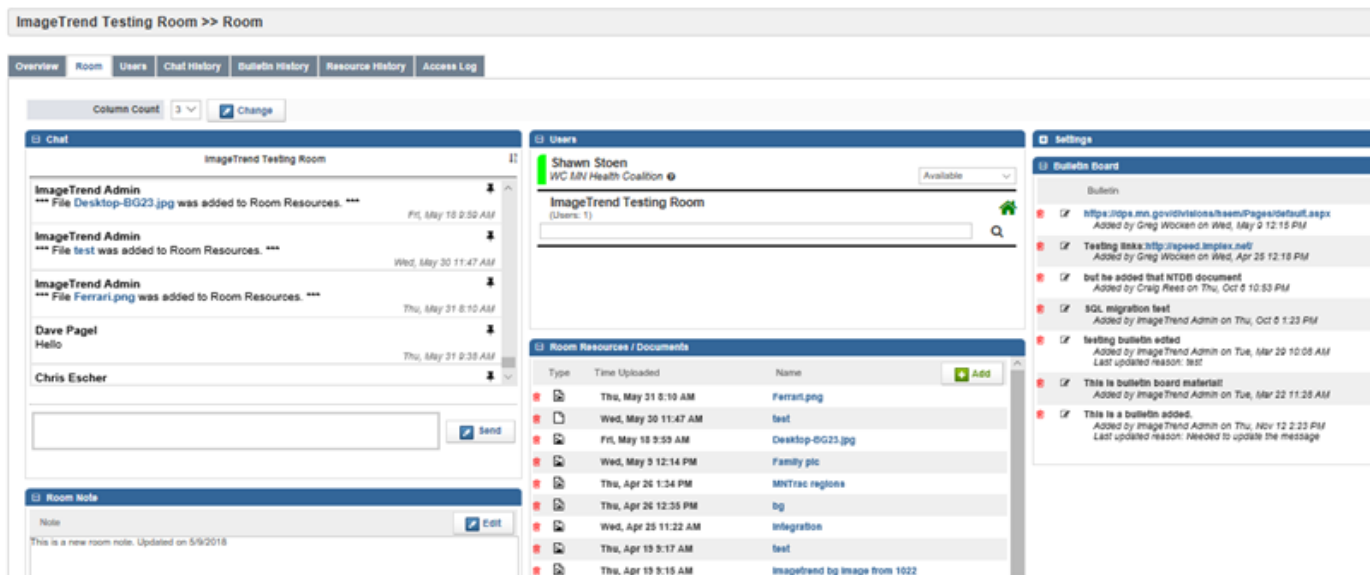


Click on the Join Chat button next to the name of the Command Center room that you have been invited to.....



When you get into the room you will see five sections:

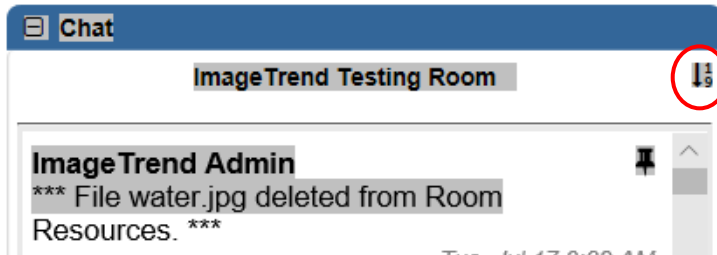
- Chat
- Room Note
- Users
- Bulletin Board
- Room Resources



- The layout of this room is unique to each user; no one else sees the room in your configuration.
- You can move, expand and collapse widgets to view the information most important to you.
- The Room tab is where all activity such as chats, uploading resources or for this room actually takes place.

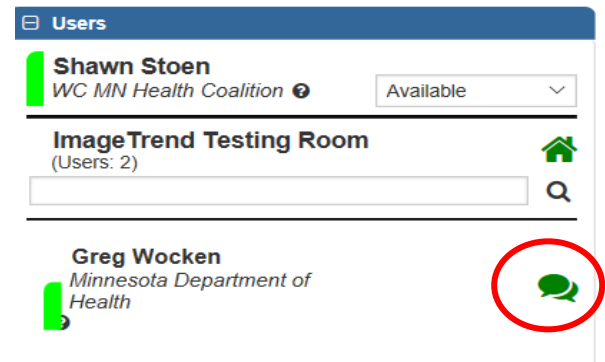
## Chat

- All users in the room can participate in the room Chat.
- Please introduce yourself and the facility/agency that you are representing
- To make it easier to monitor, there is a toggle in the top right-hand corner of the chat widget that looks like an arrow – the numbers on the top indicate how many pages there are.



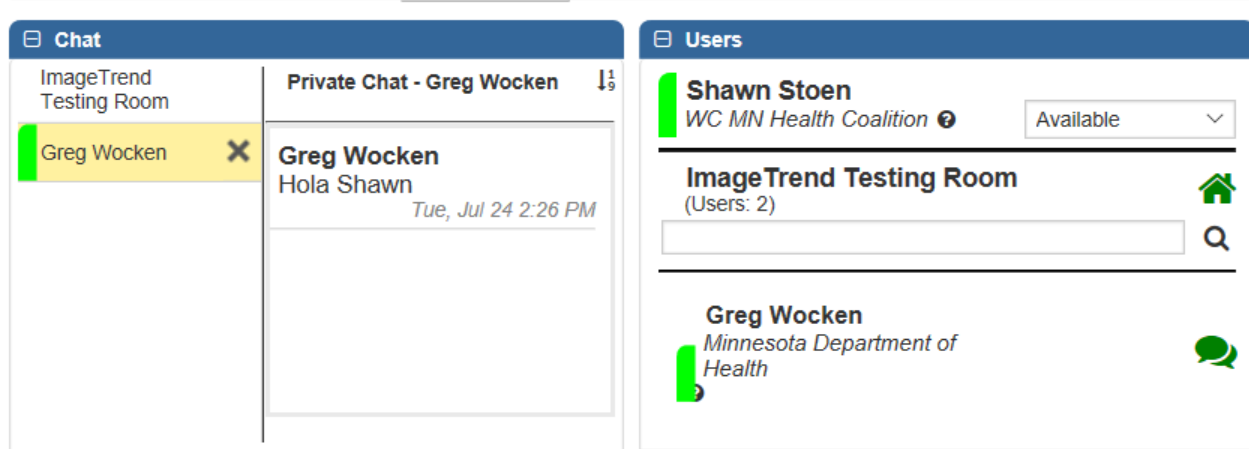
## Users

- This area lists all the active users currently in the room.

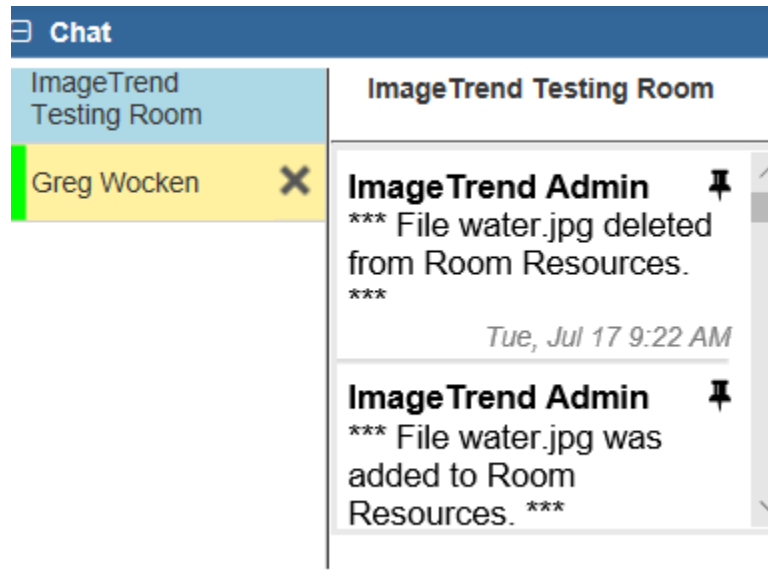


- You can privately chat with any user in the room. This chat is not seen by the other users. To access the private chat – click on the green bubbles next to the name of the individual that you want to chat with.....

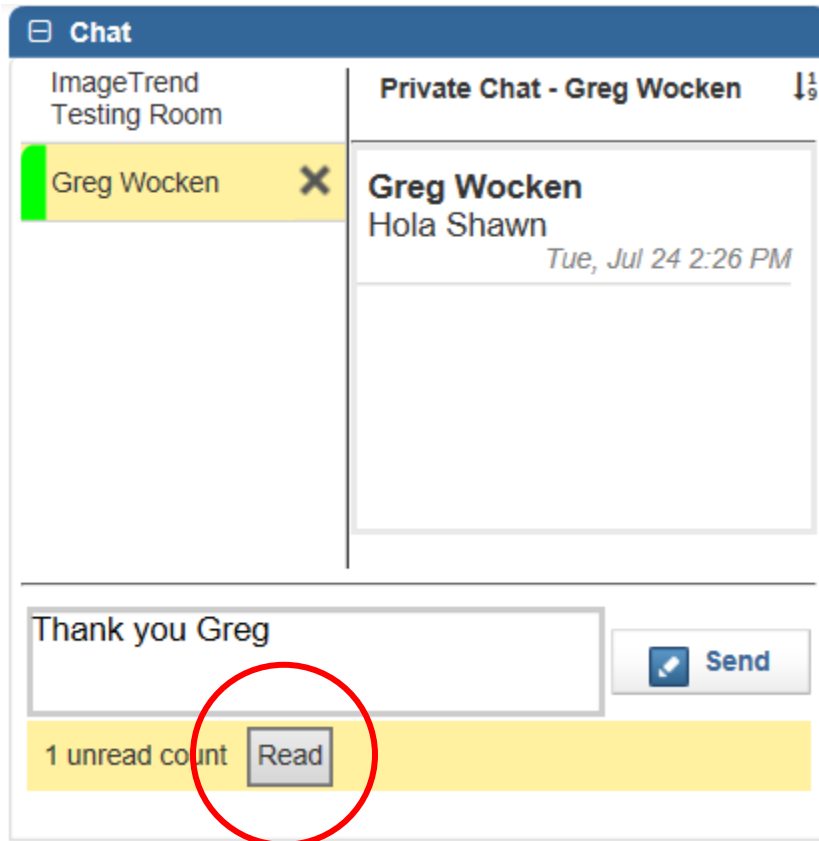
- A new tab will open in the Chat box with the name of the individual that you are chatting with.



- To toggle back and forth between the private chat and the room chat simply highlight the name of the chat that you wish to follow.

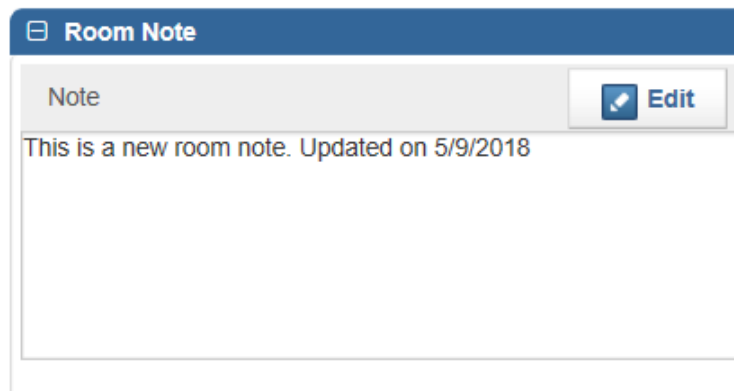


- During private chat – there may be a message that states #unread count.....this means that while you are in private chat – there have been additional comments made in the main Chat room that you have missed. Simply click on the Read button to be returned back to the main Chat.



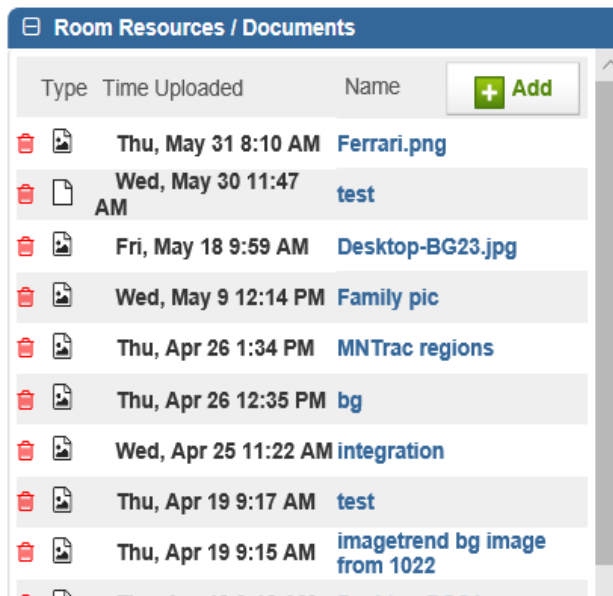
### Room note

- The room note is used to provide specific information about the room or the situation.
  - May include contact information for the room organizers
  - Description of why the room is open



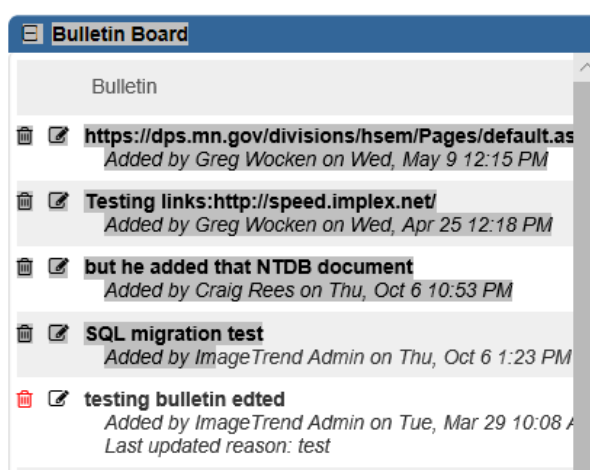
## Room resources/documents

- Room resources are viewed, added and deleted in the Room Resources widget for all users in the room.
- Since every room is configurable to every user, your Room Resources widget might appear anywhere on the Room page.
- Most common types of files are allowed as room resources, including PDF, JPEG, PNG, and Word or Excel documents. However, .jar, .cfm, .cfc, .exe and .bat files cannot be uploaded.
- Deleting a resource requires users to enter a reason for its removal. The reason for removal can be found in the Resource History tab. The only person that can delete a resource/document in this section is the person that uploaded the document.



## Bulletin Board

- Bulletin board items are items that are placed by the room organizers or designees and can include documents and/or links to other sources.



## How To Update Your Current Bed Status

Maintaining your current bed availability census within MNTrac allows your regional coordinators the ability to quickly access the availability within their region. All hospitals are asked to update their current bed availability at least once a day.

To update your daily bed census, simply log into MNTrac to get to your facilities summary page.....

1. In the Current Bed Availability widget – click on the Update All button.

The screenshot shows the MNTrac web application for Villa St Vincent. The 'Current Bed Availability' section is highlighted with a red circle. It contains a table with the following data:

Bed Type	Available Staffed
<input checked="" type="checkbox"/> SNF Bariatric Beds - TOTAL Contact: Moser, Nancy Last Updated: 07/20/18 09:55 AM	0
<input checked="" type="checkbox"/> SNF Regular Beds - TOTAL Contact: Moser, Nancy Last Updated: 07/20/18 09:55 AM	0
<input checked="" type="checkbox"/> SNF Secured Unit Beds - TOTAL Contact: Moser, Nancy Last Updated: 07/20/18 09:55 AM	0

Below the table is an 'Update All' button. At the bottom of the page, the 'MCI Patient Capacity' section shows three colored bars (red, yellow, green) each with a count of 0.

2. Change the bed available counts based on your current available staffed beds. You cannot select a number that is more than what your facility is licensed for (in the facility set up section). Make sure to select your name in the Contact drop down area.
3. Click Save All



## Responding To A Bed Update Alert

When a regional or state bed update request is activated – you will receive an email, text message or phone call.

To acknowledge and update your beds you can either:

- Click on the “click here” link in the email
- or
- Log into MNTrac

When you log into MNTrac or click on the link within the email, a pop-up box will appear that will request you to put in your credentials and update the bed availability.....

- When you put in the updated bed availability numbers click on Acknowledge and Submit.
- If you are having someone else put In the bed availability numbers, please acknowledge the alert by putting in your credentials and clicking on the Acknowledge Only box.

**Alerts**

**Acknowledge Alerts**

**Chemical Spill**

There has been a chemical spill at a local towers hotel in the downtown area. Please update bed counts to prepare for possible patients.

Issued On: 04/15/2016 at 10:24  
Issued By: ImageTrend Admin

**Alert Report**

**Confirm Credentials**

Username

Password

**MCI**

3	5	31
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**Beds**

Bed type	Available Beds
Neurosurgical	<input type="text" value="0"/>
Adult ICU	<input type="text" value="3"/>
Burn Care	<input type="text" value="0"/>
Intensive Care Unit (ICU)	<input type="text" value="2"/>
Medical and Surgical (Med-Surge)	<input type="text" value="4"/>
Negative Flow Iso Beds	<input type="text" value="10"/>
Pediatrics	<input type="text" value="1"/>

☒ Acknowledge and Submit

☒ Acknowledge Only

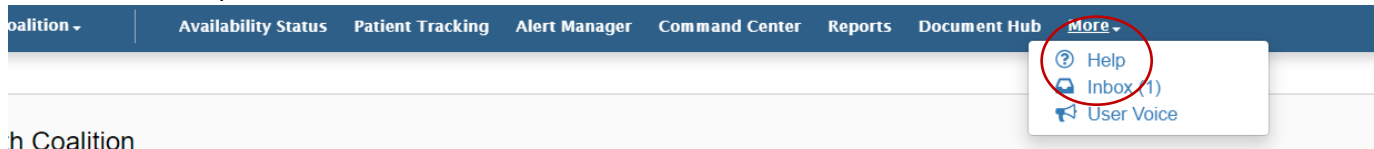
## Assistance Resources

### IMAGETrend University:

Click on:

More

Help



h Coalition

