

Office of EMS

Go to: <http://oemssupport.kayako.com/>

E-mail: Support@OEMSSupport.Kayako.com

Call: (804)888-9149

Info: [OEMS VPHIB Website](#)

ImageTrend

Go to: <http://support.ImageTrend.com/>

Call: 888-469-7789

Your Agency VPHIB Administrator

- General Virginia State Bridge & Field Bridge Information
- Assistance with Functions & Features
- “Associate” Providers User Accounts When They Belong to More Than One Agency
- Mandatory Reporting Requirement Questions
- Compliance Status
- Restore Inactive Users (must be an agency admin. to request re-activation)
- Report System Down/Outage
- Add Medications or Procedures to System
- Add New Agency or Hospital to the System
- Add Hospital Users to System
- Request Additional Report Writer Reports
- Submit Suggested Changes/Enhancements for Consideration

- Data Exchange Setup or Problems from 3rd Party Vendor Software of Self-Purchased ImageTrend Service Bridge
- Field Bridge Posting Errors
- Field Bridge Trouble Shooting
- “Application Exception” Errors
- Billing Interface Setup or Problems
- Web Browser Issues
- Obtain/Purchase Other ImageTrend Products

- Forgotten User Name or Password
- Submit Provider Account Reactivation to OEMS
- Add/Remove Providers to Agency Roster
- Add User Defined Questions
- Maintain Agency Demographic Data (agency info, stations, vehicles, & Providers)
- Change agency level controlled State Bridge and Field Bridge Features