MEMSIS Frequently Asked Questions

Where can I find MEMSIS guides, videos, webinars, articles, FAQs and more for setting up and using Elite/Elite Field?

Once you are logged into Elite you can access the Imagetrend Help/University via the Community tab and use keywords to search for content. You can limit your results by adding quotation marks around your search terms. The Help/University works just like a textbook to look up topics and navigate content. The Help/University provides access to help/support content, software integrations, document downloads and current release notes.

As a field EMS provider, I attempted to gain access to the MEMSIS ePCR system and cannot remember my password. How do I reset my password?

Elite: When gaining access to your account in MEMSIS, the system automatically locks the user account after 3 attempts or exceeding the number of allowed days of account inactivity. If this happens to you, contact your local service administrator. He/She has permissions to reset individual passwords. If the administrator encounters any issues, he/she will contact the MEMSIS system administrator via email and/or by phone for resolution.

eLicensing: Contact BEMS at 601.576.7380

As an Administrator, can I reset an employee's password?

Elite: Administrators can reset logins for employees who have forgotten their passwords or exceeded the number of allowed days of account inactivity. If an employee works for multiple services, any of their service administrators can reset their login if they have the appropriate permissions. Administrators can reset passwords and activate login access by clicking on the Users tab in the service drop down and by selecting the employee's Account Details tab. Administrators resetting an account must check the Require Reset box, enter a temporary password and save. Upon the employee's next login, after entering the temporary password, the employee will be prompted to create a new password. If an employee's account is locked the service administrator can unlock the account by setting the employee's Login Access to Yes and saving the change. The password reset and login access can be completed simultaneously.

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When should I submit my data to the state?

You can transmit your data to the state as often as you would like. Some services are transmitting daily, some weekly and some once a month. All Mississippi minimum EMS data set are due within fourteen (14) days to the BEMS office. More frequent submissions may require by the State Health Officer or his/her designee for real time syndromic surveillance. All record returned for corrections must be corrected and returned to the BEMS office within two weeks calculated from the date of their return.

How does a service verify or check the status of certification for individuals working for the service?

EMS certification's can be checked by accessing the EMS eLicensing public portal https://mississippi.emsbridge.com/licensure/public/mississippi/portal#/login Lookup and entering any required search criteria. Service administrators can view their service information, vehicles, employee roster and Jurisdictional Medical Control Agreements through their login with appropriate permissions.

How can I connect with support?
If you have a problem with MEMSIS and you can't locate the solution here, contact:

Macy Bassett, RT(R)
Phone: 1.601.576.7380 or 1.601.933.2453
Email: macy.bassett1@msdh.ms.gov

ImageTrend Support
Phone: 1.888.730.3255
Email: support@imagetrend.com

If you are reporting a problem, please remember to provide as much relevant information as possible, such as:
- The product that you are using (Elite, Elite Field, eLicensing)
- Service Name
- General problem description
- Scope of the issue (System, State, Local, User, Multiple Users)
- Web Browser i.e. (Internet Explorer, Chrome, Firefox, IE, Safari)
- The Website Address URL
- Report name or number