County of Orange
Emergency Medical Services

Orange County Medical Emergency Data System (OC-MEDS)
User Account Security and Password Reset Standards
Training for EMS Field Personnel

Account security and password reset standards for all users of the OC-MEDS Elite System require password updates on a regular interval (every 90 days).

A set of training videos have been developed to ensure field personnel know how to update their password when prompted, including how to use "forgot password" features. All EMS Provider Agencies are encouraged to share these with their staff.

<u>**Training Videos:**</u>

1. **Confirm and Update Your Account:** All field personnel should log into the Elite "Web" system at https://www.oc-meds.org/elite to review and/or update their user accounts on a regular basis (at least quarterly).

   a. Personnel should ensure that their **last name is spelled correctly**, that their **email address is correct**, and can manually **update their password** (if necessary). Confirmation of Last Name, Username, and email address are essential as this information is necessary for password retrieval when using forgot password features.
   b. A brief training video has been developed which describes this process.

2. **Update Password When Prompted:** Field personnel should familiarize themselves with the process for resetting their password when prompted by the system.

   a. All agency personnel will be prompted to update their password on a predetermined interval (every 90 days).
   b. A brief training video has been developed which describes this process.

3. **Know How to Use the "Forgot Password" Features:** Field personnel should familiarize themselves with how to use the system "Forgot Password" features.

   a. If personnel forget their password, they should use the "forgot password" link on the Elite Field login page.
   b. A brief training video has been developed which describes this process.