

MIAMI-DADE FIRE RESCUE - EMS DIVISION - EMS SUPPORT GROUP

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[MetroPCR web site](#) | [MOBI web site](#)

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GENERAL QUESTIONS ABOUT METROPCR:

- MDFR is required to submit our EMS Reports to the Florida Department of Health by Florida Statute, and Florida Administrative Code. The Florida Department of Health requires the reports or records to be submitted in the latest National EMS Information System (NEMSIS) standard. MetroPCR is written to the latest NEMSIS 3.5 Data Standard.
- The auto rotate works on devices, but MetroPCR is locked in only 1 portrait mode view which is with all the buttons on left side. We have requested this feature with MetroPCR.
- Disposition of Interfacility Transports does not exist in the new Nemsis 3.5 (State requirements) this would be documented as a Transported by This Unit and under Response Service Requested you can select Hospital-to-Hospital Transfer.
- To change the color of the screen for MetroPCR from dark to light click on the little icon at very bottom of screen on the far-right side or left.
- When entering Zip code MetroPCR does not auto fill City and State. MetroPCR is looking into this.
- Edit PCR Times under Menu is where you can edit all the date/times you have entered in your EMS Report.
- The Date Times scrollable editor will not be changing, however MetroPCR has added the date/time to default to NOW if date is Empty.

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UNABLE TO LOGIN TO THE METROPCR MOBILE APPLICATION TO WRITE MY EMS REPORTS?

1. On the Mobile App Login Screen Click on **"Update Datasets"**
 1. **Repeat** this step until you get **Already up to date.**
 2. Login Email will be your e#####@miamidade.gov is not required
 3. Enter your MetroPCR **Password** (This is not the same as your county login)
 4. Click on the **Sign in** Button
 5. Successfully Logged in will take you to [Crew Setup](#).
 - Go to [Crew Setup](#) or [How to Login to for start of shift or Change in Officer?](#)
2. Still Unable to login
 1. Open Browser and go to <https://mdfr.metropcr.net>
 2. Click on the link just below the sign-in button labeled **"Trouble Signing In"**
 3. Enter your email address using your e-number (e#####@miamidade.gov) and click on "Reset Password" should get message **Success** if not check the email address you entered.
3. Go to your County e-Mail and open the e-Mail from MetroPCR **Note:** Check your junk email if not in your inbox.
 1. Go back to the Browser and click **Return to sign in.**
 2. Enter your Email/Username e#####@miamidade.gov
 3. Type in the **Temporary Password**
 4. Will be prompted to **Enter a New Password** follow instructions on screen **Note:** Set your password to the same thing you use to login to County Computer.
 5. Will get message **Password changed successfully!**
 6. Now that you have changed your password on the Web the Mobile App needs to get your New Password.
4. Start over at [Step #1 "Update Datasets"](#).

HOW TO LOGIN FOR START OF SHIFT OR CHANGE IN OFFICER?

1. Logging in with your **E-Number** is required if you want to be able to download any of your **Stashed/Closed Reports.**
2. Click on **Menu** in upper right corner and Click on **Sign Out**
3. Confirmation window will popup Click on **Yes.**
4. Click on the button at bottom of page **Update Datasets.** This will make sure you have all the updates.
 1. If you changed your password, you must Update Datasets to get the new password.
5. Login Email will be your e#####@miamidade.gov is not required.
6. Enter your MetroPCR **Password** (This is not the same as your county login)
7. Click on the **Sign In** Button
8. **Successfully** Logged in will take you to **Crew Setup** and a popup window, Click **OK.**
9. See below for [How do I enter or change my Crew members?](#)
10. See below for [How do I enter my LifePak to receive ECG's?](#)
11. Click on **Done** when all information has been filled in.

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HOW TO ENTER OR CHANGE MY CREW MEMBERS?

1. Click on **Menu** in upper right corner
2. Click on **Crew Setup**
 1. Select Unit/Station Code (will auto save when sign out)
 2. Select Shift (does not save on sign out)
 3. Select Transport/Equipment Capability (will auto save when sign out)
 4. Click Button to Attach LifePak transfers to your tablet. (will auto save when sign out) See below for [How do I enter my LifePak to receive ECG's.](#)
5. To add Crew at bottom of page click on + Add Crew Member
 1. Start typing Name or EMT/PMD.
 2. Click on Correct Employee.
 3. Click on Response Role(s) and select role for the person.
 4. Click on **Done** at bottom of Page if keyboard is still showing click on the Down Arrow at bottom to close keyboard.
 5. Repeat these steps for each Crew member.
 6. See below for LP15/35 setup [How do I enter my LifePak to receive ECG's?](#)
1. Click on **Done** when all crew members have been added.
3. Swipe Left on the Crew Member you want to Remove them.

HOW DO I ENTER MY LIFEPAK TO RECEIVE ECG'S ON METROPCR?

1. Click on **Menu** in upper right corner and Click on **Crew Setup**
2. Once LifePak has been setup it will automatically save it on every crew change (sign out).
3. If not, setup you will see **Attach Device** if already setup you will see **Attached Device: LP15####** Click on button.
4. Make sure the unit is correct and then click on **Device Serial Number**
 1. Enter your Unit's LP15/35 Serial number. It must be **all UPPERCASE**
 - **LP15#####**
 - **LP35#####**
 2. To get Serial Number press the Print Button on your LifePak 15.
 3. Click on **Done** to save LifePak information.
5. Click on **Done** when completed.

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HOW DO I DELETE AN ANSWER OR A GROUP OF ANSWERS?

1. To the right of the question, you will see icon (X) click on it.
2. In a group of questions/answer in the upper right corner you will see a delete icon (X) after you click on it you will get a popup message on the bottom of the screen **Item deleted successfully** with **Undo**.
3. The Undo message will only be visible for about 5 to 10 seconds. If you click on the **Undo**, it will restore everything you just deleted.

HOW DO I SET A QUESTION TO A NOT VALUE OR PERTINENT NEGATIVE, LIKE REFUSED?

1. For single input questions, to the left of the question you will see the Ban Icon  click on it to get options available.
2. **Example options:** Unable to Complete, Unresponsive or Refused

HOW DO I SET A SINGLE OR MULTI SELECT LIST TO A NOT VALUE OR PERTINENT NEGATIVE, LIKE REFUSED OR UNABLE TO COMPLETE?

1. Click on the Answer you want to add
 - o This will move the Answer to the top of the page in the black box.
 - o Once you have all your Answers click on each answer you want to set, and it will give you popup with options. (**if available**)
2. Press and Hold on the Answer and if available it will give you popup with options.
3. **Example:** In Exam Assessment under Skin, you add Clammy you can click on it and set it to **Finding Not Present**. In Symptoms you would see **Symptom Not Present**

HOW DO I EDIT ALL THE TIME STAMPED EVENTS ON MY REPORT IN ONE PLACE?

1. Click on the menu on the in the upper right-hand corner.
2. Click on the **Edit PCR Times**.
3. Click the event you want to edit the time for.
4. Click the **-1 Min or +1 Min** to move/edit the highlighted event time up or down in one-minute increments or Click the Set Time button to edit the time via the Scrolling Date/Time editor.
6. Click **Done** when finished.

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HOW DO I KNOW IF METROPCR IS CONNECTED TO THE INTERNET?

1. If you look at the top of screen to the right of MetroPCR you will see a Light Blue cloud  with check mark in it - This means you are **Connected** to Internet.
2. If the cloud  at top of screen is blank with slash / then there is **No Internet Connection**.
3. Try to Fix this
 1. Press and hold **Power Button** for 2-3 seconds and click on **Power Off**.
 2. Wait for about 10 seconds and they press and hold **Power Button** for 2-3 seconds to power the device back on.
 3. Enter pin to unlock device, MetroPCR should auto launch once tablet is fully up and running.
 4. Once your tablet is up and running check connection
 5. If the Cloud icon is still dark and not Light Blue with Check, then contact Call EMS Support Group ext. 4404 or 4419 or the Help line 786-258-0088 (Mon-Fri 7 to 5) or call your EMS Captain.

WHY IS THE LIGHT BLUE TAB AT TOP OF SCREEN NOW SHOWING YELLOW TEXT TAB

1. When you click on the Up Arrow then click on **Close and Send** the light blue tab with alarm and PT info at top of screen will change to **Yellow Text tab** This means the report is being sent to MetroPCR server it is still open on your tablet once gone MetroPCR will auto download Dataset Updates and restart.
2. If this stays for a few mins or longer the report is still on the tablet and has **not** been sent to MetroPCR, this is because there is No Internet Connection refer to [FAQ above](#)
3. Once you are connected to the internet again you should see the **Yellow Text tab** disappear, This means your report has successfully closed and sent to MetroPCR.

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WHY IS MY EMS REPORT NOT SHOWING IN MY CONTROLLED SUBSTANCE ELOG?

1. Go to your tablet and open the MetroPCR app
 - If you forgot to Close your EMS Report then you will not see it in the CS eLOG, Click on the Up Arrow to close and send your report.
 - If you see your report incident number in the tab at top of screen but you see the **Yellow Text tab** that means you might not have an internet connection, and the report is still on the tablet (**refer to FAQ above**)
2. I forgot to add a controlled substance medication to my PCR and i can't do my drug log entry, what do i do?
3. Now on MetroPCR you can download it to your tablet by following instructions below.
4. On your **Tablet**.
 - Make sure you are **signed** into the MetroPCR app.
 - Click on the menu in upper right corner
 - Click on **Edit a PCR**
 - if the Unit and Dispatch date is correct, enter the incident number or just click on the Search button to see all your stashed/closed report for the current date set.
 - Click on the correct Incident (**note:** you can swipe left/right on the grid the last column shows the status of report stashed or closed)
 - Click on the **Download/Edit Selected PCR**
 - It is **important** when editing a **Closed** report on your tablet it will not let you edit any other reports until you close and send this report back to server. The report you are edit will have an **Orange colored Tab**.
 - Click on **Medication** and add the missing controlled substance to your report.
 - If all  red badges are gone then click on the **Up Arrow** on top toolbar to close and send your report.
 - Once the report leaves your tablet, you don't see the **Yellow Text tab** at top of screen anymore.
 - Login into the **Controlled Substance eLog** and you should see your report in the EMS Reports window.
5. On a Desktop computer.
 - Open your browser and go to <https://mdfr.metropcr.net> and login
 - Click on **PCR Search**, it should default to search for the past 24 hours for your EMS Reports if not add search condition for Incident number and enter correct incident number.
 - Click on the correct row of the Incident number you need to edit.
 - On the top of the page click on the **Pencil** icon to edit the report.
 - Click on **Medication** and add the missing controlled substance to your report. **Note:** Must click the **Enter key** to save any text entry field when editing on web site.
 - Click on CLOSE PCR & EXIT
 - Once the report is finished validating rules and closing Login to the **Controlled Substance eLog** and you should see your report in the EMS Reports window.

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HOW DO I VIEW A TRANSFER THAT WAS RECEIVED FROM ANOTHER UNIT?

1. On the MetroPCR App click the Icon for **Inbox** on the top toolbar
2. Click on the **Transfers** button
3. Select the Transfer you want to view.
4. Click on the button on right side toolbar.
5. This will bring up a window that you can scroll up/down to view the information.
6. After the report has been merged into your EMS Report you can go back to the inbox anytime to view the Transfer until the report is closed and sent.

HOW TO DOWNLOAD A CLOSED OR STASHED PCR TO MY TABLET?

1. Open MetroPCR App make sure you are Signed in
2. Click **Menu**
3. Click **Edit a PCR**
4. Enter **Unit**
5. Enter **Alarm Number**
6. Enter **Date** of Call
7. Click on **Search**
8. Click on the Report in the Search results to download.
9. Complete the Report
10. Click up arrow to Close & Send report to MetroPCR
11. Option: If you need to Delete the PCR, Click Menu and select **Delete PCR**

HOW TO FIND ALL MY STASHED REPORTS ONLINE?

1. Go to [MetroPCR](#) and Login with your **E#####** and MetroPCR password.
2. Click **PCRs** in Menu
3. Click **PCR Search**
4. Top Bar Next to PCR Search Click **[Load a Preset]**
5. Click on **View Stashed Reports**
 - To go back to default search, click on **View All My Reports**.
6. Click on **Search**

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HOW TO EDIT MY PCR ON METROPCR WEBSITE?

1. Click on any PCR to View
2. Click on **Pencil** in top bar to Edit that PCR. *You can only have 1 PCR in Editing mode at a time so make sure you click CLOSE PCR & EXIT even if not finished yet.*
3. Complete the Report
 1. If the report is already completed and not closing,
 1. Go to **Dispatch** and **copy** the Incident number
 2. Delete incident by clicking **X** or clearing it and must hit **enter key**
 3. **Paste** incident back in and hit **enter key**
 4. Continue below
4. Click on **Validate PCR** until it shows (0 errors)
5. Click on **CLOSE PCR & EXIT**
6. Confirm the Report is in a **Closed** status
7. **Note:** When editing a report online whenever typing in the Answer you must hit the **Enter key** on your keyboard for it to Save the information. Example: Incident number, Patient Name or Medication Dose.

HOW TO RECONCILE MY REPORT TO CAD?

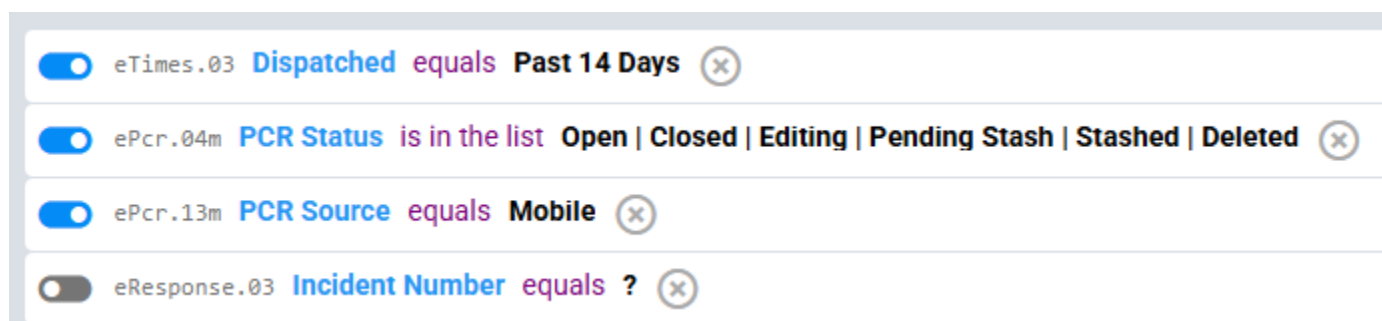
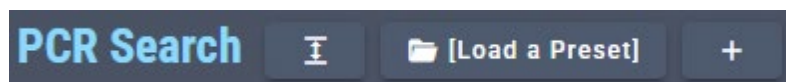
1. Go to [MetroPCR](#) and Login with your **E#####** and MetroPCR password.
2. Click **PCRs** in Menu
3. Click **PCR Search**
4. Search for your report
 - Click on report to reconcile to CAD (only closed reports)
 - On top bar look for icon of Phone  and click on it
 - This will show Incident on Left and all CAD calls on right for that unit and date. It will auto highlight in blue the matching Incident number and address if not locate correct Incident and select.
 - Click on Incident number to Reconcile
 - This will load another popup with **Incident** Info on Top and **Unit and Times** on Bottom
 - Click anywhere in the Incident box to select once selected you will see green check
 - To also Reconcile times, click anywhere in the Unit box
 - Once you have the green check mark(s) click on **Write Incident to PCR**
 - After reconciling is completed, it will take you back to viewing your PCR.

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HOW TO FIX METROPCR WEBSITE NOT SHOWING BUTTON ICONS OR SEARCH TOGGLES

1. Open Browser Chrome or Edge.
2. Login to [MetroPCR](#).
3. Press the **F12** key on your keyboard (this will open a developer window leave alone).
4. Goto **PCRs - PCR Search**.
5. On top bar next to PCR Search Click **[Load a Preset]**
6. Find **View All My Reports** and click on it
7. Click on **Search**
8. Now **HOLD CTRL key and press F5 (Ctrl+F5)** or **HOLD CTRL and SHIFT and press R (Ctrl+Shift+R)** this will sign you out of MetroPCR.
9. Login back into [MetroPCR](#) and go to **PCRs - PCR Search**.
10. You should see the icons on top bar and the search toggles 
11. If you still don't see them then repeat the steps above.

MetroPCR top bar and Search options for what it should look like.



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