



 first due



Bureau of Emergency
Preparedness, EMS
and Systems of Care





First Due Checklist for the State of Michigan

Please follow the steps below to complete your implementation. Items with an asterisk (*) must be completed before patient care records can be completed.

TASK	HOW TO
1 Log into First Due on all devices while connected to the internet, and open the ePCR module on each device*	<ul style="list-style-type: none"> • Firstdue.com → Reset your password • Incident Documentation → EMS Incident List → Add New → Close <i>This will cache the page, allowing offline access for 30 days.</i> • MFA access will be required starting 10/15/2025. You will have 14 days to set it up before your account becomes inactive. <i>Download the Microsoft MFA app on your phone and follow the instructions on the First Due screen.</i>
2 Update your agency information, and add your logo*	<ul style="list-style-type: none"> • Admin → Agency Setup <i>Complete the “General Information” tab and upload your Logo.</i> Knowledge Base article - Agency Setup
3 Update your agency location/stations*	<ul style="list-style-type: none"> • Admin → Locations Knowledge Base article - Agency Stations
4 Add your Dispatch Units/Crew Call Signs*	<ul style="list-style-type: none"> • Response → Dispatch Units Knowledge Base Article - Dispatch Units
5 Update your apparatus (vehicles) list*	<ul style="list-style-type: none"> • Admin → Apparatus List <i>The “Associate Dispatch Unit” field must link the Associate Dispatch Unit(s).</i> Knowledge Base Article - Adding Apparatus
6 Complete your Agency Demographics*	<ul style="list-style-type: none"> • Incident Documentation → EMS Setup → Demographics <i>Your “State Agency EMS ID” and “EMS Agency Number” are both your agency license number.</i> Knowledge Base Article - EMS Agency Demographics
7 Add your Personnel Licenses/NEMSIS Information*	<ul style="list-style-type: none"> • Personnel → Personnel List → Edit → NEMSIS <i>Complete the EMS Practice Level AND Licensure Information EMS Practice Level is the EMS Agency License Level or Personnel License Level, whichever is lower.</i> Knowledge Base Article - Personnel
8 Connect your Billing Software	<ul style="list-style-type: none"> • Incident Documentation → EMS Setup → Endpoints Configuration Knowledge Base Article - Billing Integration
9 Connect your monitor	<ul style="list-style-type: none"> • Complete this Integration Form <i>Your Product Specialist is Kurtis Gear</i> • Add monitor details. Knowledge Base Article - Monitor Integration
10 Review Training Videos	<ul style="list-style-type: none"> • We have posted recordings of the Kickoff call and training videos. Knowledge Base - Michigan Training Recordings
11 Utilize the Learning Management System	<ul style="list-style-type: none"> • Training → Training Classes <i>Three courses have been assigned for all users. Agency Administrators can assign courses to their personnel, and track completion.</i> Knowledge Base - LMS



Additional References, training and support can be found below:

State of Michigan FAQ page found here. This page shares videos, screenshots and articles.

Please email support for any immediate or technical assistance: support@firstduesizeup.zohodesk.com.

If you need a CAD or Kno2 connection, or would like to purchase any other First Due modules please email Rebecca Paquette, Rebecca.paquette@firstdue.com and Eric LeWinter, eric.lewinter@firstdue.com.

If your agency wants to join First Due within the MDHHS contract, please email Johnny Wagner, WagnerJ4@michigan.gov or the general email at ems@michigan.gov.

MI-EMIS (EMS records repository), is connected from First Due to biospatial. If you need access to biospatial, please email Johnny Wagner, WagnerJ4@michigan.gov.