



ePCR FAQ



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*	- Firstdue.com → Reset your password - Incident Documentation → EMS Incident List → Add New → Close This will cache the page, allowing offline access for 30 days. - MFA access will be required starting 10/15/2025. You will have 14 days to set it up before your account becomes inactive. Download the Microsoft MFA app on your phone and follow the instructions on the First Due screen.
2 Update your agency information, and add your logo*	Admin → Agency Setup Complete the “General Information” tab and upload your logo.
3 Update your agency location/stations*	- Admin → Locations Knowledge Base article - ePCR Stations
4 Add your Dispatch Units/Crew Call Signs*	Response → Dispatch Units
5 Update your apparatus (vehicles) list*	- Admin → Apparatus List The “Associate Dispatch Unit” field must link the Associate Dispatch Unit(s). Knowledge Base article - How to Add or Edit Apparatus
6 Complete your Agency Demographics*	- Incident Documentation → EMS Setup → Demographics Your “State Agency EMS ID” and “EMS Agency Number” are both your agency license number. Knowledge Base article - ePCR Demographics
7 Add your Personnel Licenses/NEMSIS Information*	- Personnel → Personnel List → Edit → NEMSIS Complete the EMS Practice Level AND Licensure Information. EMS Practice Level is the EMS Agency License Level or Personnel License Level, whichever is lower. Knowledge Base article - Set Up NEMSIS Fields in Personnel Knowledge Base article - Adding New Personnel Records
8 Connect your Billing Software	- Incident Documentation → EMS Setup → Endpoints Configuration Knowledge Base article - ePCR Endpoints Configuration
9 Connect your monitor	- Your Product Specialist is Kurtis Gear. - Add monitor details. Knowledge Base article - ePCR Devices
10 Review Training Videos	- We have posted recordings of the kickoff call and training videos. First Due State of Michigan Kickoff Call Recording Step-by-Step Guides for Completing an ePCR
11 Utilize the Learning Management System	- Training → Training Classes Three courses have been assigned for all users. Agency Administrators can assign courses to their personnel and track completion. ePCR 101 - End User ePCR 201 - Supervisor ePCR 301 - Administrator