



Telecommunications Bulletin

Customer Service Center (CSC)

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EMS Update – Changing Personnel Database

When you are adding a new employee to the EMS personnel database, **do not** overlay an existing employee. You must create a new account with the correct personnel information and allow the system to create a new employee id number.

This also applies to situations in which a new Telecommunications Coordinator will be taking over the role previously held by a past Coordinator. You should not change the name from the old employee to the new employee since this will override the original name with the new name on everything in history. Instead, you must create a new employee record with a new system generated id number.

You may, however, edit personal information as needed on any existing employee in the EMS personnel database (i.e. change in marital status).

If you have any questions regarding this EMS processes or procedures, please contact:

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- or -

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