

VIRTUAL LEARNING CENTER

Unlock the full potential of your ImageTrend platform

ImageTrend's Virtual Learning Center (VLC) is your on-demand development portal available exclusively to ImageTrend customers. Whether you're a new administrator getting started or an experienced user wanting to master new features, the VLC offers flexible, self-paced courses designed to fit your schedule.

VLC provides:

- Short, engaging micro-lessons you can complete quickly
- Step-by-step guides for everyday tasks
- Flexible pacing—start, pause, rewatch, or skip anytime
- Support for implementing new features and modules
- In-depth content for specialized or advanced learning



Exclusive Certified System Administrator (CSA) Curriculum

Take your expertise even further with ImageTrend's CSA curriculum. Upon successful completion, you'll receive an ImageTrend Certified System Administrator Badge that signifies your mastery in managing and optimizing the ImageTrend platform.

Free to all administrators in 2026

All ImageTrend administrators receive complimentary access to the Virtual Learning Center throughout 2026, including the complete Certified System Administrator (CSA) curriculum.

How to get started

To register, email vlc@imagetrend.com with the following details:

- First / last name
- Email address
- Elite, Patient Registry or Billing Bridge site URL
- Agency name
- Desired content you want to access



VIRTUAL LEARNING CENTER

Full Content Catalog

Elite Implementation Curriculums: EMS, Fire, Rescue

- Elite Field Overview
- Elite Navigation
- Introduction to Elite
- Introduction to Elite Field
- Navigating an Elite EMS Incident
- Adding Users in Elite
- System & Agency Configuration
- AI Assist Overview for Elite
- Configuring General Settings in Elite
- Configuring Resources for Elite Implementations
- Customizing Key Configuration Settings in Elite
- Elite Resources Overview
- Elite Tools Overview
- Introduction to Dataset Manager
- Introduction to Configurable List Views
- Introduction to Elite Field Configuration
- Introduction to Incident Statuses
- Introduction to Permission Groups
- Introduction to Preset Values
- Introduction to Supplemental Questions
- Introduction to Validation Rules
- Introduction to Visibility Rules
- Dynamic Power & Situation Tools
- Finish Incident Settings
- Locking Workflow Settings
- Report Writer
- Form Manager
- NextGen Reporting
- Print Report Manager
- Community Tab
- Worksheet Manager
- Signatures
- Monitoring Exports

Locations, Occupants & Inspections Curriculum

- Documenting Locations & Occupants
- Inspections Module Configuration
- Elite Field Inspections
- Inspection Supplemental Forms
- Scheduling Inspections

Community Health Implementation Curriculum

- Overview
- Eligibility Review
- Form Manager
- Ineligible Reasons
- Patient Records
- Patient Status
- Patient Worksheets
- Program Enrollment
- Programs
- Referral Specialties
- Scheduling

Optional Elite Modules

- CQI
- Checklists
- Training & Activities
- Hydrants
- Inventory, Maintenance & Repairs

Visual Pre-Plans

- Overview of Elite Visual Pre-Plans



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Full Content Catalog

Elite Release Presentations

- 25.04
- 25.06
- 25.07
- 25.08
- 25.10
- 25.11
- 25.12
- 26.01

Continuum

- Introduction to Continuum

NERIS Transition (Elite Fire)

- Transition Guide
- Agency Information
- Agency Locations
- Auto-NERIS from CAD
- Auto Number
- CAD Overwrite Manager
- Configurable List Views
- Dataset Manager
- EMS-to-Fire Mapping
- Entity Exports & Autopost
- Finish Incident Settings
- Fire Merge Settings
- Fire Optional Modules
- Form Manager
- Locking Workflow Settings
- Preset Values
- Print Reports
- Report Writer & Continuum
- Supplemental Questions
- Supporting Agencies
- System Activation
- Validation Rules
- Vehicles & Call Signs
- Worksheets

Patient Registry Implementation

- Overview
- Groups & Security
- Facility Questions
- PI Audits
- Regions & Facilities
- Staff
- Users
- Incidents
- Incident Forms
- Facility Configuration
- Validation Rules
- Tools Bar
- Login & Password Permissions
- Report Writer
- Forms
- Data Elements

Certified System Administrator Curriculums

- Elite Certified System Administrator
- Patient Registry Certified System Administrator



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Full Content Catalog

Billing Bridge Implementation

- Overview
- Client Workbook
- Companies
- Charges
- General Settings
- Payers
- Facilities
- Security
- Users
- Roles
- Transaction Types
- Transaction Mapping
- Contracts
- Diagnosis Codes
- Clearinghouses
- Invoice Templates
- Availability Enrollment
- View Categories
- Views
- Triggers
- Named Rules
- Tags
- Note Types
- Employers
- Validity Rules
- Data Entry Workflows
- Letter Types
- Claim Types & Transformations
- Debt Collection Processing

