

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

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
- Site URL: (Elite, Patient Registry, Billing Bridge, Slate, Market Intelligence)
- Agency name
- Desired content you want to access



VIRTUAL LEARNING CENTER

Catalog

Certified System Administrator Curriculum

- Elite Certified System Administrator
- Patient Registry Certified System Administrator

Elite Implementation Curriculum: EMS, Fire, Rescue

- | | | |
|---|---|--------------------------------------|
| • Elite Field Overview | • Elite Tools Overview | • Dynamic Power & Situation Tools |
| • Elite Navigation | • Introduction to Dataset Manager | • Finish Incident Settings |
| • Introduction to Elite | • Introduction to Configurable List Views | • Locking Workflow Settings |
| • Introduction to Elite Field | • Introduction to Elite Field Configuration | • Report Writer |
| • Navigating an Elite EMS Incident | • Introduction to Incident Statuses | • Form Manager |
| • Adding Users in Elite | • Introduction to Permission Groups | • Next Gen Reporting |
| • System and Agency Configuration | • Introduction to Preset Values | • Print Report Manager |
| • AI Assist Overview for Elite | • Introduction to Supplemental Questions | • Community Tab |
| • Configuring General Settings in Elite | • Introduction to Validation Rules | • Worksheet Manager |
| • Configuring Resources for Elite Implementations | • Introduction to Visibility Rules | • Signatures |
| • Customizing Key Configuration Settings in Elite | | • Monitoring Exports |
| • Elite Resources Overview | | Optional Modules: |
| | | • CQI |
| | | • Checklists |
| | | • Training & Activities |
| | | • Hydrants |
| | | • Inventory, Maintenance and Repairs |

NERIS Transition (Elite Fire)

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



VIRTUAL LEARNING CENTER

Catalog

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

Visual Pre-Plans

- Overview of Elite Visual Pre-Plans

Continuum

- Introduction to Continuum

NEW IN 2026:

Slate Implementation & Management

Curriculum Duration: 16 minutes

- Slate Site Navigation
- Configuring Agency Settings
- Adding Divisions
- Adding Notices & Notice Categories
- Adding Ad Hoc Reasons & Ad Hoc Reason Categories
- Adding Employment Status
- Adding Position Change Reasons
- Configuring Time Codes & Time Code Categories
- Adding & Applying Shift Modification Reasons & Categories
- Adding Regions & Deployment Locations
- Adding & Assigning Positions & Attributes
- Creating Resource Templates & Adding Resources
- Adding Shifts & Shift Patterns
- Configuring Permission Groups
- Building the Roster & Assigning Personnel
- Understanding the Slate Roster
- Building & Managing Views
- Unassigning a User from a Shift
- Utilizing a Bid List
- Notifying Staff of Open Shifts
- Addressing Employee Requests
- Adding Ad Hoc Personnel
- Generating Reports
- Syncing to External Calendars
- Using the Public Roster
- Adding Availability (End-User)
- Configuring & Using a Seniority List
- Configuring Fill Rules
- Building & Using Fill Queues & Fill Lists



VIRTUAL LEARNING CENTER

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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
- Availity Enrollment
- View Categories
- Views
- Triggers
- Named Rules
- Tags
- Note Types
- Employers
- Validity Rules
- Data Entry Workflows
- Letter Types
- Claim Types & Transformations
- Debt Collection Processing

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

Navigate Market Intelligence Essentials

Curriculum Duration: 16 minutes

- Introduction to Navigate Market Intelligence
- Adding A User
- Creating, Managing & Leveraging Saved Searches
- Introduction to the Navigate Market Intelligence Dashboard

