

DSHR Self Service for Members

In supporting the primary purpose of the Disaster Services Human Resources (DSHR) System, alerting and moving readily available personnel to disaster sites quickly and efficiently, the member now has access to the online DSHR System. This access provides the member with the ability to do the following:

- view **DSHR Member Record**;
- update **Address Information**;
- update **Emergency Contact Information**;
- update **Availability Information** (limited fields);
- print profile.

Currently, this is a pilot project to find out the effectiveness of self service and to evaluate the impact it will have on the software in terms of load capability.

DSHR Self Service for members does not bypass the chapter. You should continue to work within established chapter procedures for sharing availability and update of contact information. Let your chapter know of any updates you make to your record. Just because it is entered into the DSHR System does not mean other record keeping systems (e.g., HCMS) your chapter uses are automatically updated.

How to get to the DSHR System:

The DSHR data base is a web-based application, which means that you will access the system via the Internet using a web browser. Your computer must have Microsoft Internet Explorer (IE) version 5.5 or later. It is not guaranteed the DSHR System will work with anything other than Microsoft IE. Enter the following address to get to the login page, <https://dshr.redcross.org>.

Before you log in, go to the toolbar on your IE, click **Tools**, go to **Internet Options**, then **Temporary Internet Files, Settings**, and make sure '*every visit to page*' is selected, click **o.k.**. This will allow you to see the changes you make in the database.

***NOTE:** Check any computer you try to access the DSHR System with for pop-up blockers. Pop-up blockers must be disabled or set up to accept the DSHR webpage before the DSHR System will open properly. If you have pop-up blockers activated, after entering your username and password and clicking "enter", the login screen will come back up with the fields cleared as if nothing happened.*

Enter your username and password. These two fields are case sensitive. Click **Enter**.

When you log into the DSHR System for the very first time, the **DSHR Update Password** page will open. You must create a new password before the system will let you into your DSHR record. These fields are case sensitive. There is no minimum combination (i.e., alpha numeric, upper case/lower case, etc.), so you may enter anything you like. Enter your original password first, then the new password, and enter it again in order to confirm it. Do not use your DSHR I.D. number as your password. Click **Submit**. **You will not be able to change your username.** Your **DSHR Member Record** will now open.

The DSHR System database contains confidential information on all the DSHR System members. Each member is responsible for the confidentiality of their record. Never give out your user ID/ password and make sure others do not find out what it is.

Moving Around a Member's Record

As you move the cursor over your record, you will notice each section highlights in a blue box. This is called a hyperlink. You can click on any highlighted section and the page for that section will open.

When the selected page comes up on your screen you will see a box to the left of the member's information, **Member Information Categories**. You can move your cursor over the categories and they will highlight in blue. Click on any of the categories and it will bring up that particular section of the member's record. The **Member Information Categories** box will be the only place you can select the categories of **Job History**, **Stop History**,

Training History, Promotion History. You will not see these sections in **View Full Record**. You can either click **View Full Record** in the **Member Information Categories** box or you can click **Close**. Both will take you back to the full **DSHR Member Record** page.

You will be able to view your entire **DSHR Member Record**; however, you will only be able to edit/change the following categories: **Address Information, Emergency Contact Information, and Availability Information.**

Address Information

The **Primary Address Information** is in a hyperlink. In order to change any information in this section you must move your cursor/mouse over the section and when the section highlights in blue, left click on the section. This opens the **Primary Address Information** page. *DO NOT* click **Add New** to edit/change the information in the **Primary Address Information**. Once you have completed updating your primary contact information, click **Submit**.

If you have additional contact information, click **Add New**. This will open the **Additional Address Information** page. Use this if you have additional contacts your unit needs to have in order to reach you. Once entered, click **Submit**. The new additional information will appear in your record with its own separate hyperlink. If you need to edit the information in the **Additional Address Information**, click on the hyperlink for that section. You may add as much additional contact information as you need. Each will have its own separate hyperlink. If there is **Additional Address Information** that you no longer want in your record, click on the hyperlink, and then click **Delete**. The section/hyperlink will be deleted. You cannot delete the **Primary Address Information** section. Only the **Primary Address Information** will appear on your profile. The **Additional Address Information** you enter will be saved in your **DSHR Member Record** but it will not appear on your profile.

Emergency Contact Information

The same applies to the **Emergency Contact Information** as to the **Address Information**. To edit the information in the **Primary Emergency Contact Information**, you select the hyperlink. To add **Additional Emergency Contact Information**, click **Add New**. Again, you may add (or delete) as much additional emergency contacts as you need; each will have its own hyperlink. Also, only the **Emergency Contact Information** will appear on your profile. The **Additional Emergency Contact Information** you enter will be saved in your **DSHR Member Record** but it will not appear on your profile.

Availability Information

Click **Edit Record**. The **Availability Information** page will open. The only fields you will be able to enter are **Available Begin Date** and **Available End Date**. The rest of the fields on this page will be inactive. Enter the begin date and end date you are available. Click **Submit**.

Print Profile

At the top of the page/header, right side, click **PrintProfile**. The profile will open in a new page. Right click on the page and select **Print**. Close the profile page. Currently, the **Background Check** fields still appear on the profile. Since this is a requirement of the organization and must be completed before someone can work/volunteer with the American Red Cross, this field is no longer maintained by the DSHR System. Therefore, it is not up to date.

Logoff

To logoff go to the top right hand of the screen and click **Logoff**. It will ask you if you are sure, you click either **OK** or **Cancel**. The DSHR System will automatically log you out if it does not detect any activity within an hour.

If you have any questions regarding your DSHR member record, if there are other changes that need to be made to your record but you are unable to make them, or you lose your password, please contact your chapter DSHR administrator.