

# Caroline County Fire – Rescue

## RESCUE BRIDGE TRAINING BULLETIN

Bulletin No. 2

Date of Issue: March 15, 2013



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### **Synchronizing Field Bridge Software with Rescue Bridge Software**

Recently we have identified an issue related to the synchronization of Field Bridge computers. Synchronization is required any time Rescue Bridge system updates have been made. There has been some confusion related to performing “hard” synchronizations prior to logging into the Fire Bridge and “soft” synchronizations after logging into Field Bridge. This bulletin is intended to clarify this issue and provide guidance for correct synchronization procedures.

#### **Background**

Caroline Fire Rescue SOP # 102.20 *EMS and Fire Reporting and Documentation* calls for Field Bridge software to be synchronized with our Service Bridge server at least once per shift. These syncs ensure that Field Bridge computers have all necessary templates, user information, and field data requirements. We have discovered that most providers are conducting this sync after logging into Field Bridge (see figure #1). This process is sometimes referred to as conducting a “soft” synchronization.

We have discovered, however, that this soft sync does not completely synchronize all system changes with the Rescue Bridge server. This failure to completely synchronize is generating quality assurance and submission errors.

“Soft” Sync button that appears after logging onto the Field Bridge program.

This button does NOT fully sync the Field Bridge software with the Rescue Bridge server

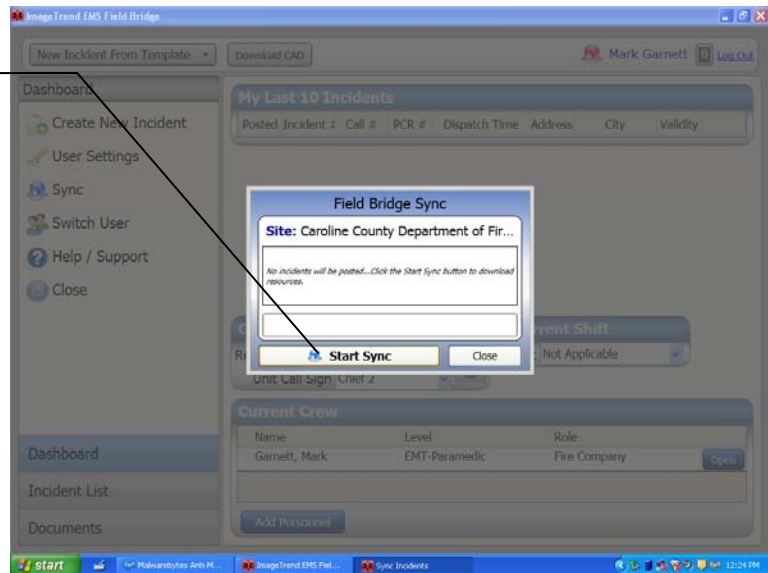
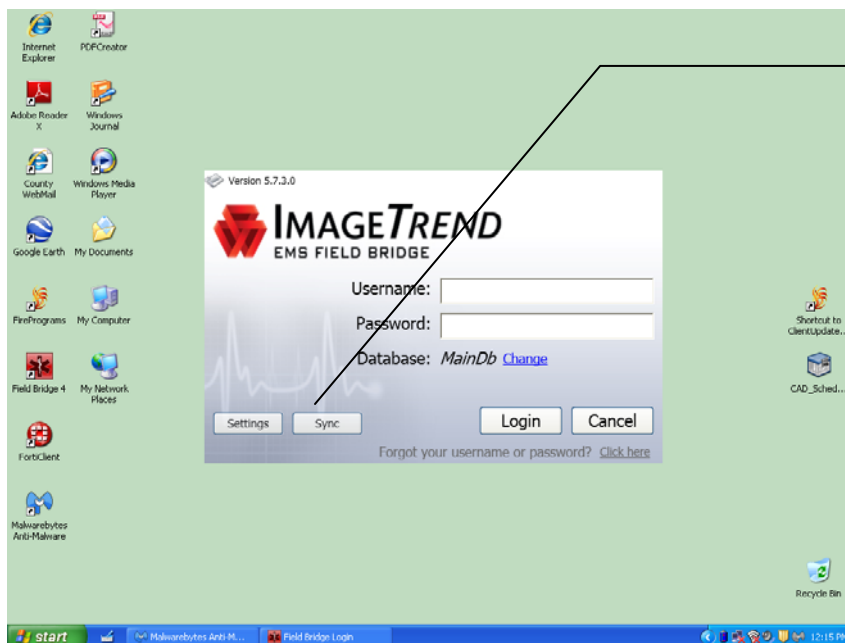


Figure 1

### Solution

To correct this issue, responders are asked to conduct a “hard” synchronization of their Field Bridge software prior to logging into the program. This is accomplished by selecting the synchronize button as shown in figure #2. This “hard” sync should be conducted at the start of each shift to ensure that all necessary program and data rules are downloaded. Additionally, please continue your practice of conducting a “soft” sync after logging into Field Bridge. Thank you for your assistance. As always, please contact the Training Division if you have particular questions or need assistance.



“Hard” Sync Button – Use this daily at the start of each shift. Select this button before logging into Field Bridge.