

**American  
Red Cross**

# **DSHR Self Serve**

---

**Access Made *Easy***

# Overview

---

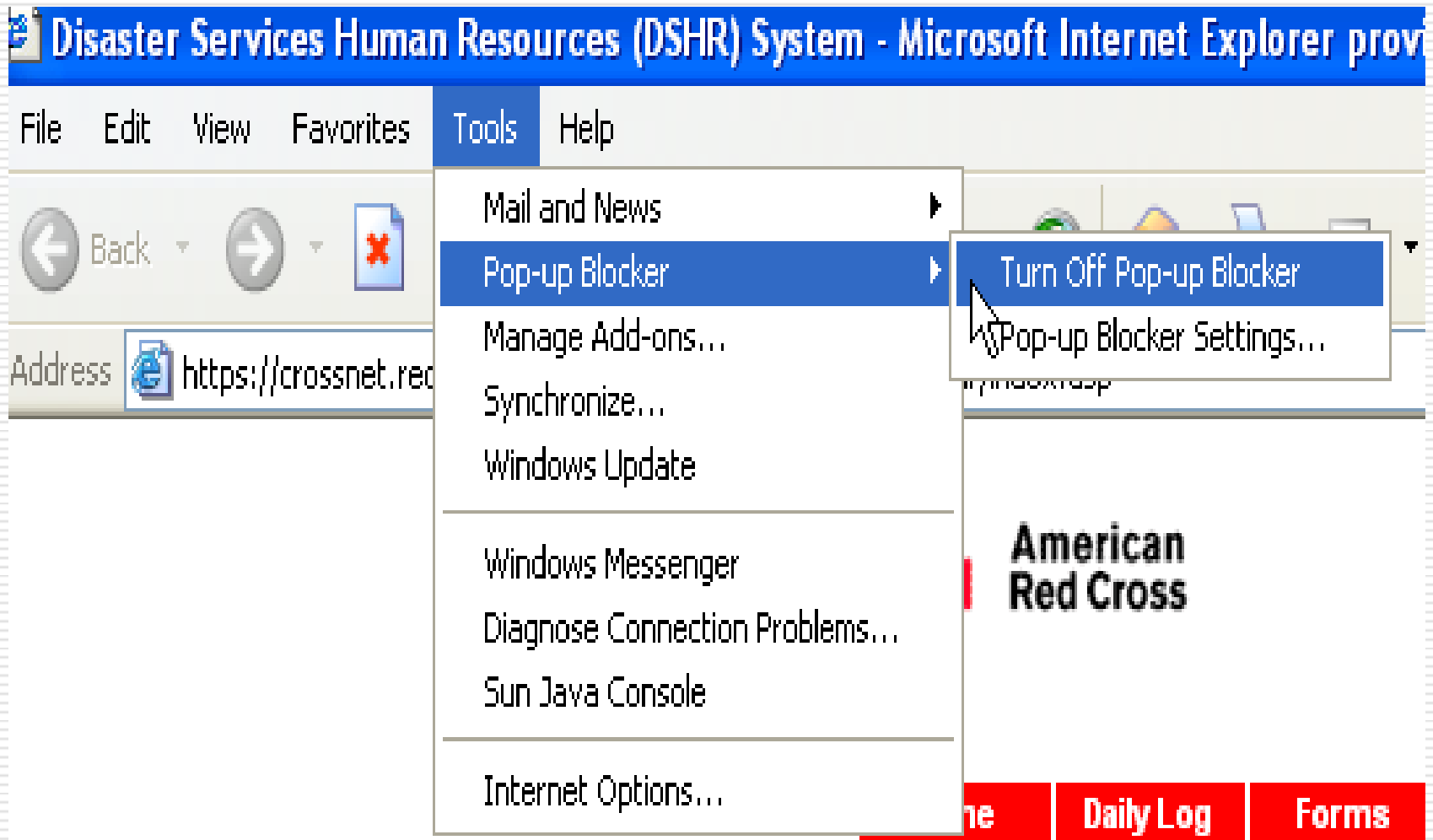
- ❑ The Self Serve feature of the DSHR system allows you to view and print your DSHR profile and update the following fields:
  - ❑ 1. Primary Address information
  - ❑ 2. Emergency Contact information
  - ❑ 3. Availability information
-

# Before you log in...

---

- ☐ Turn off pop up blockers
  - ☐ Check the following locations
    - Internet browsers
    - Operating system
    - All installed toolbars
-

# Internet Explorer





# Disaster Services

## DSHRSystem

This application requires the use of a  
Microsoft Internet Explorer 5.5 (or later) Web Browser.

You must disable pop-up blockers to use the DSHR SYSTEM

USER NAME:	PASSWORD:
<input type="text"/>	<input type="password"/>
<input type="button" value="Enter"/>	

\* NOTE: The above values are case sensitive.

\*\*\*\* Please adjust if necessary. \*\*\*\*

It is recommended that the resolution of your monitor be set to 1024 x 768px when viewing/using this application. This setting may be checked by Clicking START (lower left corner), Settings, Control Panel, Display and Settings. Your resolution size will be displayed under the Screen Area heading.

<https://dshr.redcross.org>

# User Login



**American Red Cross**

Disaster Services

**DSHR**System

This application requires the use of a  
Microsoft Internet Explorer 5.5 (or later) Web Browser.  
You must disable pop-up blockers to use the DSHR SYSTEM

**User Name:**  **Password:**

\* NOTE: The above values are case sensitive.


\*\*\*\* Please adjust if necessary. \*\*\*\*  
It is recommended that the resolution of your monitor be set to 1024 x 768px when viewing/using this application. This setting may be checked by Clicking START (lower left corner), Settings, Control Panel, Display and Settings. Your resolution size will be displayed under the Screen Area heading.

# Troubleshooting


---

- ❑ If you are unable to login, **call your DSHR Administrator** NOT User Support.
  - ❑ If you are returned to a blank login screen when you click “Enter” that means you have popup blockers on somewhere. Use the job aid provided to turn them off.
  - ❑ Only if you get a red error message indicating an incorrect user name or password is your user name or password the problem
-

# Initial Login

 **American Red Cross**

**DSHR System**  
DISASTER SERVICES



[LogOff](#) | [PrintProfile](#)

**DSHR UPDATE PASSWORD**

USER NAME: DSHRY\_230101

Password:

New Password:

Confirm New Password:

\* Please be sure that the information above is filled out correctly before clicking the submit button.

- ☐ When you login the first time, you will be prompted to change your password.
- ☐ Choose something you can remember and write it down.
- ☐ Remember passwords are **case sensitive**



# DSHR Passwords

---

- ☐ Case Sensitive
    - RedCross is different from redcross
  - ☐ Do not expire
  - ☐ No “Lockouts” with incorrect attempts
  - ☐ Can be reset by your DSHR administrator if needed.
-

# Viewing your record

## DSHR MEMBER RECORD

\* To edit Member Record information click the respective header.

MEMBER ID: 132744

<u>MEMBER INFORMATION</u>			
MEMBER NAME:	Doe, John		
OCCUPATION:		EMPLOYEE ID:	
ETHNIC CODE:	W - White	DATE OF BIRTH:	1/1/1980
PERSONNEL CATEGORY:	V - Volunteer	SEX:	M
APPLICATION STATUS:	Not Selected.	DATE:	
MEMBERSHIP STATUS:	Not Selected.	DATE:	8/1/2006

### PRIMARY ADDRESS INFORMATION

STREET: 211 N. Union St.		
CITY: Natchez	STATE: MS - Mississippi	ZIP CODE: 39120
HOME PHONE: (601) 555-5555	WORK PHONE: (601) 555-5555	
CELL PHONE:	PAGER PHONE:	PAGER PIN:
EMAIL:		

### ADDITIONAL ADDRESS INFORMATION

This Member has no Additional Address information.

### EMERGENCY CONTACT INFORMATION

CONTACT NAME:		RELATIONSHIP:
STREET:		
CITY:	STATE: Not Selected.	ZIP CODE:
HOME PHONE:	WORK PHONE:	

### ADDITIONAL EMERGENCY CONTACT INFORMATION

This Member has no Additional Emergency Contact information.

### SPECIALTY TRACK INFORMATION:

PRIMARY: ERV - ERV Crew Member

There are three parts of your record that you can edit:

- Contact information
- Emergency contact information
- Availability Dates

# Personal Address Information

---

- ☐ Address
- ☐ Email
- ☐ Telephone numbers

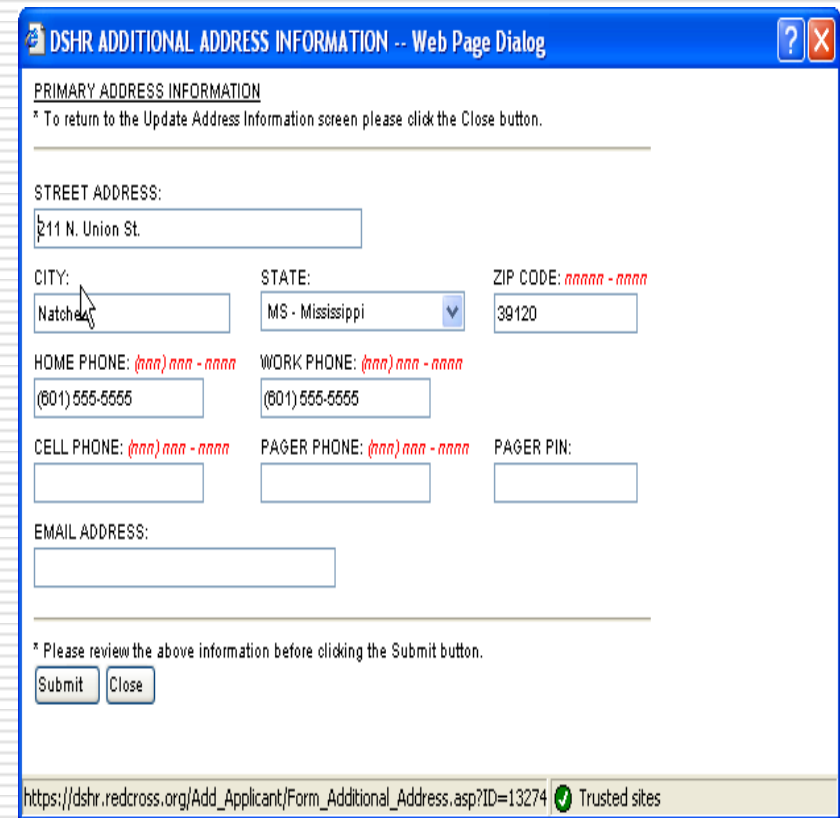
It is **very** important to keep these up to date.

Please notify your chapter if you change these because your contact information is maintained in multiple locations within the chapter.

---

# Editing Contact Information

- ❑ Move the cursor over the section you wish to update until it turns blue and click.
- ❑ In the pop up window, you can edit all the information listed. After the information has been updated, click **Submit**. The system will then return you to the previous screen with the updated information.



The screenshot shows a web dialog box titled "DSHR ADDITIONAL ADDRESS INFORMATION -- Web Page Dialog". It contains a form for updating contact information. The form includes fields for Street Address, City, State, ZIP Code, Home Phone, Work Phone, Cell Phone, Pager Phone, and Pager PIN. The City field is currently set to "Natchez" and the State field is set to "MS - Mississippi". The ZIP Code field is set to "39120". The Home Phone and Work Phone fields are both set to "(601) 555-5555". The Cell Phone, Pager Phone, and Pager PIN fields are empty. The EMAIL ADDRESS field is also empty. At the bottom of the form, there is a "Submit" button and a "Close" button. A note at the bottom of the dialog box states: "\* Please review the above information before clicking the Submit button." The URL at the bottom of the dialog box is "https://dshr.redcross.org/Add\_Applicant/Form\_Additional\_Address.asp?ID=13274" and it is marked as a "Trusted sites".

DSHR ADDITIONAL ADDRESS INFORMATION -- Web Page Dialog

PRIMARY ADDRESS INFORMATION

\* To return to the Update Address Information screen please click the Close button.

STREET ADDRESS:  
211 N. Union St.

CITY: Natchez STATE: MS - Mississippi ZIP CODE: 39120

HOME PHONE: (601) 555-5555 WORK PHONE: (601) 555-5555

CELL PHONE: (601) 555-5555 PAGER PHONE: (601) 555-5555 PAGER PIN:

EMAIL ADDRESS:

\* Please review the above information before clicking the Submit button.

Submit Close

https://dshr.redcross.org/Add\_Applicant/Form\_Additional\_Address.asp?ID=13274 Trusted sites

# Emergency Contact Information

---

- ☐ Your emergency contact information is used to contact those people you designate if you are injured or become ill on while responding.
  - ☐ If you frequently go on assignment with a spouse or friend, please list an additional contact since that person may also be on assignment at the same time.
-

# Updating Emergency Contacts

- ❑ To update this information move the cursor over the “emergency contact information” field, click and update the same way you updated the address information.

MEMBER INFORMATION CATEGORIES

MEMBER INFORMATION

ADDRESS INFORMATION

EMERGENCY CONTACT INFORMATION

GROUP, ACTIVITY AND POSITION INFORMATION

AFFILIATION INFORMATION

LANGUAGE INFORMATION

LICENSE INFORMATION

AVAILABILITY INFORMATION

STATEMENT AND MAILING INFORMATION

RESTRICTION INFORMATION

VETERAN STATUS INFORMATION

JOB HISTORY

STOP HISTORY

TRAINING HISTORY

PROMOTION HISTORY

VIEW FULL RECORD

minimize categories

# Troubleshooting-Emergency Contacts

- ❑ The “Relationship” field is limited in length. If you click ***submit*** and the record doesn’t save properly, try shortening the information in the “Relationship” field.

**DSHR UPDATE EMERGENCY CONTACT INFORMATION**

\* To edit Emergency Contact information please click the Add New button or the Primary/Name hyperlinks.  
\* To return to the main screen please click the Close button.

MEMBER ID #: 13274  
MEMBER NAME: Do

[Add New](#) [Close](#)

**PRIMARY EMERGENCY CONTACT INFORMATION**

CONTACT NAME:   
STREET ADDRESS:   
CITY:   
HOME PHONE:

**ADDITIONAL EMERGENCY CONTACT INFORMATION**

This Member currently has  additional emergency contacts.

[Add New](#) [Close](#)

**ADDITIONAL EMERGENCY CONTACT INFORMATION -- Web Page Dialog**

**ADDITIONAL EMERGENCY CONTACT INFORMATION**

\* To return to the Update Emergency Contact screen please click the Close button.

CONTACT NAME:  RELATIONSHIP:


STREET ADDRESS:

CITY:  STATE:  ZIP CODE:

HOME PHONE:  WORK PHONE:

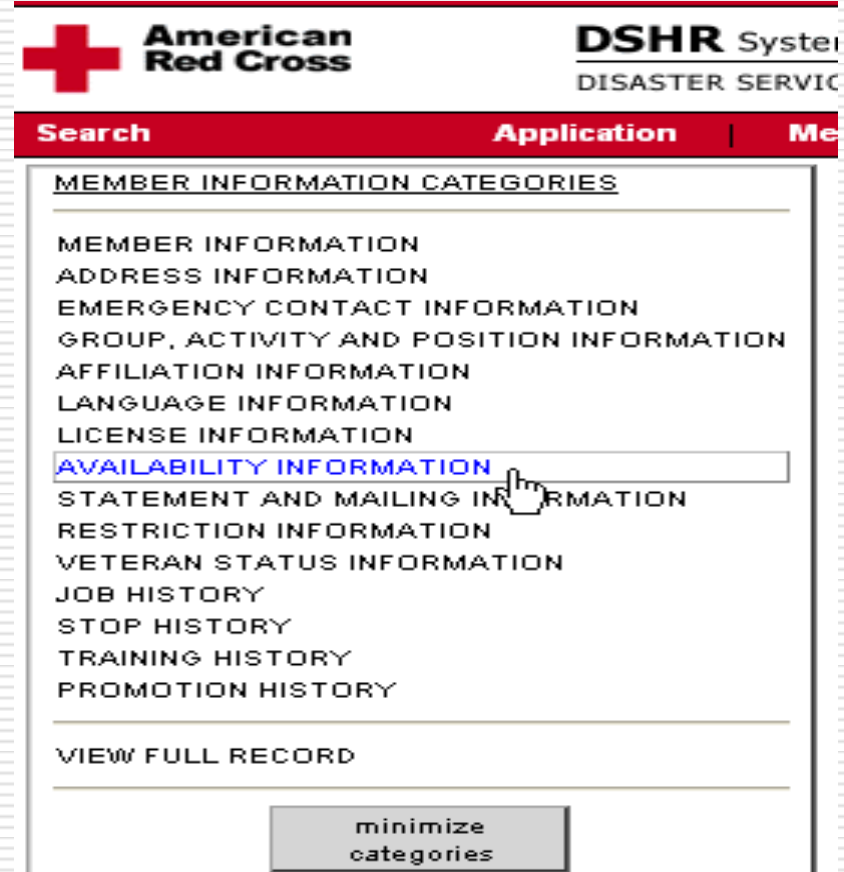
\* Please review the above information before clicking the Submit button.

[Submit](#) [Close](#)

[https://dshr.redcross.org/Add\\_Applicant/Form\\_Additional\\_Emerg\\_Contact](https://dshr.redcross.org/Add_Applicant/Form_Additional_Emerg_Contact) 

# Updating Availability Information

- ❑ The availability information screen in the DSHR system tells your chapter DSHR Administrator when you are available to work on a relief operation
- ❑ Move your cursor to the **Availability Information** section and click when it turns blue.



The screenshot displays the American Red Cross DSHR System interface. At the top, the American Red Cross logo is on the left, and the text "DSHR System" and "DISASTER SERVICE" is on the right. Below this is a red navigation bar with the words "Search", "Application", and "Me" in white. The main content area is titled "MEMBER INFORMATION CATEGORIES" and contains a list of information categories: MEMBER INFORMATION, ADDRESS INFORMATION, EMERGENCY CONTACT INFORMATION, GROUP, ACTIVITY AND POSITION INFORMATION, AFFILIATION INFORMATION, LANGUAGE INFORMATION, LICENSE INFORMATION, AVAILABILITY INFORMATION (highlighted in blue), STATEMENT AND MAILING INFORMATION, RESTRICTION INFORMATION, VETERAN STATUS INFORMATION, JOB HISTORY, STOP HISTORY, TRAINING HISTORY, and PROMOTION HISTORY. At the bottom of the list is a link that says "VIEW FULL RECORD". Below the list is a button labeled "minimize categories".



# Important Availability Information (Must be updated by Chapter)

---

## ☐ Availability Code

- CU – Responding in Chapter
- CZ – Responding in Region
- CS – Responding in State
- CN – Responding Nationally

## ☐ Inactive Code

- Should be blank unless you are inactive.

## ☐ Last contact code

- Automatically updated when you are assigned.
-

# Availability Dates (Updated by member)

## □ Availability Begin Date

- The date you can ***leave your home*** to begin working on an operation

## □ Availability End Date

- The date you must ***return home*** from an operation.

### DSHR UPDATE STATUS INFORMATION

\* To edit status and availability information please click the the Edit Record button.

\* To return to the main menu please click the Close button.

MEMBER ID #: 132

MEMBER NAME: D

Edit Record

EXISTING STATUS

LAST CONTACT

AVAILABILITY CO

AVAILABLE FROM

INACTIVE CODE:

Edit Record

### DSHR AVAILABILITY INFORMATION -- Web Page Dialog

#### AVAILABILITY INFORMATION

\* To return to the Availability screen please click the Close button.

LAST CONTACT CODE:

-- NOT SELECTED --

LAST CONTACT DATE:

AVAILABILITY CODE:

-- NOT SELECTED --

AVAILABLE BEGIN DATE: mm / dd / yyyy

AVAILABLE END DATE: mm / dd / yyyy

#### INACTIVE INFORMATION

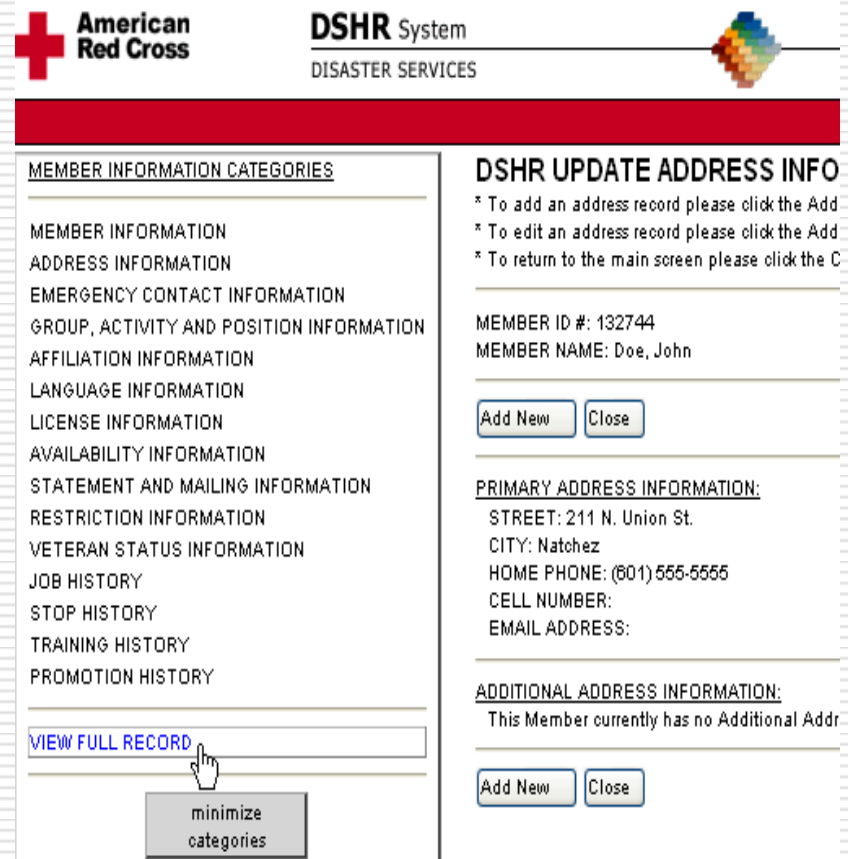
# Availability Dates-Additional Information


---

- ☐ Indicating availability in the DSHR Systems means that you will be available to travel ***within 24 hours*** at any time during your availability dates entered
  - ☐ Dates should be updated ***no less than quarterly*** - every three months.
  - ☐ Date range should be no more than ***six months***.
  - ☐ Availability End Date should not be blank.
  - ☐ Update your dates when you have conflicts.
-

# Viewing/Printing your Profile

- ❑ Click on the "View full record" tab (see following screen)



**American Red Cross** **DSHR System**   
DISASTER SERVICES

---

**MEMBER INFORMATION CATEGORIES**

- MEMBER INFORMATION
- ADDRESS INFORMATION
- EMERGENCY CONTACT INFORMATION
- GROUP, ACTIVITY AND POSITION INFORMATION
- AFFILIATION INFORMATION
- LANGUAGE INFORMATION
- LICENSE INFORMATION
- AVAILABILITY INFORMATION
- STATEMENT AND MAILING INFORMATION
- RESTRICTION INFORMATION
- VETERAN STATUS INFORMATION
- JOB HISTORY
- STOP HISTORY
- TRAINING HISTORY
- PROMOTION HISTORY

**VIEW FULL RECORD**

minimize categories

**DSHR UPDATE ADDRESS INFO**

- \* To add an address record please click the Add
- \* To edit an address record please click the Add
- \* To return to the main screen please click the C

MEMBER ID #: 132744  
MEMBER NAME: Doe, John

Add New Close


**PRIMARY ADDRESS INFORMATION:**

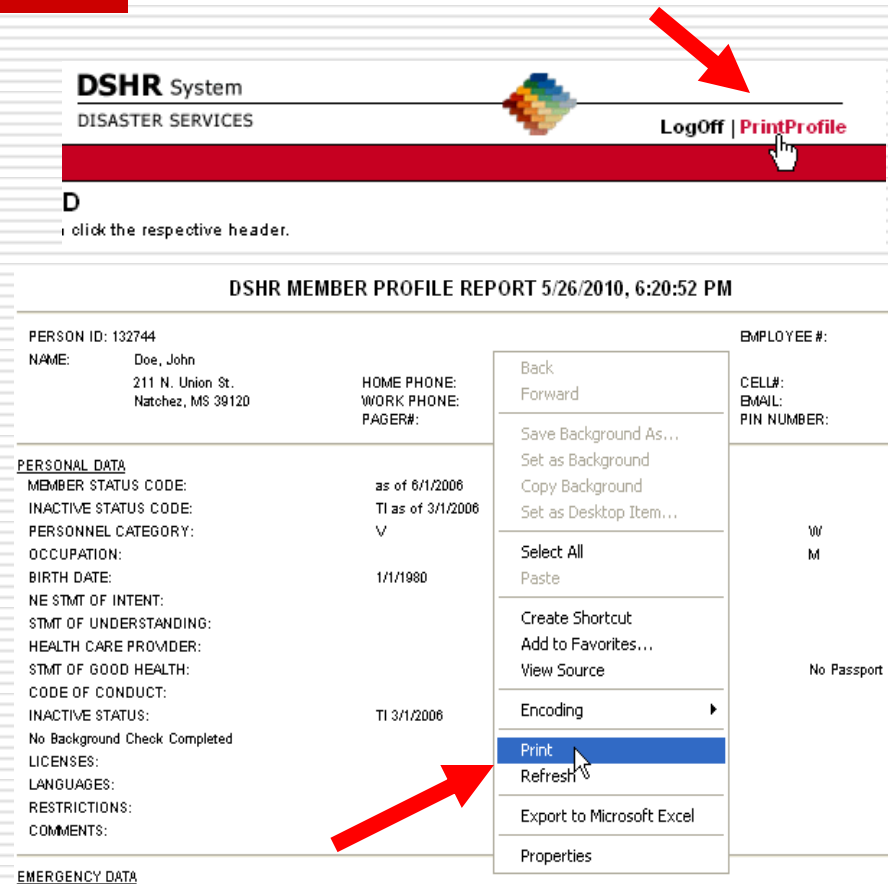
STREET: 211 N. Union St.  
CITY: Natchez  
HOME PHONE: (601) 555-5555  
CELL NUMBER:  
EMAIL ADDRESS:

**ADDITIONAL ADDRESS INFORMATION:**  
This Member currently has no Additional Addr

Add New Close

# Printing your profile

- ❑ Select PrintProfile from the upper right section of the screen
- ❑ You will see a pop up window that has your profile information in a printer-friendly view.
- ❑ Right click in this pop up window and select Print. Then print as you normally do.
- ❑ Close this window by clicking on the red box  in the upper right corner of the print screen.



The screenshot shows the DSHR System interface. At the top, there is a header with "DSHR System" and "DISASTER SERVICES". To the right of the header is a rainbow-colored logo. Further right are the links "LogOff" and "PrintProfile". A red arrow points to the "PrintProfile" link. Below the header is a red bar with the letter "D" and the text "click the respective header." Below this is a section titled "DSHR MEMBER PROFILE REPORT 5/26/2010, 6:20:52 PM". The report contains personal data for a member with ID 132744, including name, address, phone numbers, and birth date. A right-click context menu is open over the report, with the "Print" option highlighted. A red arrow points to the "Print" option. The context menu also includes options like "Back", "Forward", "Save Background As...", "Set as Background", "Copy Background", "Set as Desktop Item...", "Select All", "Paste", "Create Shortcut", "Add to Favorites...", "View Source", "Encoding", "Refresh", "Export to Microsoft Excel", and "Properties".

DSHR System  
DISASTER SERVICES

LogOff | **PrintProfile**

D  
click the respective header.

DSHR MEMBER PROFILE REPORT 5/26/2010, 6:20:52 PM

PERSON ID: 132744	EMPLOYEE #:
NAME: Doe, John	CELL#:
211 N. Union St.	EMAIL:
Natchez, MS 39120	PIN NUMBER:
HOME PHONE:	
WORK PHONE:	
PAGER#:	

PERSONAL DATA

MEMBER STATUS CODE:	as of 6/1/2006
INACTIVE STATUS CODE:	TI as of 3/1/2006
PERSONNEL CATEGORY:	V
OCCUPATION:	
BIRTH DATE:	1/1/1980
NE STMT OF INTENT:	
STMT OF UNDERSTANDING:	
HEALTH CARE PROVIDER:	
STMT OF GOOD HEALTH:	
CODE OF CONDUCT:	
INACTIVE STATUS:	TI 3/1/2006
No Background Check Completed	
LICENSES:	
LANGUAGES:	
RESTRICTIONS:	
COMMENTS:	

EMERGENCY DATA

Back  
Forward  
Save Background As...  
Set as Background  
Copy Background  
Set as Desktop Item...  
Select All  
Paste  
Create Shortcut  
Add to Favorites...  
View Source  
Encoding  
**Print**  
Refresh  
Export to Microsoft Excel  
Properties

# Questions???

---



Disaster Services

**DSHR**System