



Utah Responds registration instructions

Table of Contents

Table of Contents.....	1
Introduction.....	1
Register a new account.....	2
Create a new account.....	2
Opt-in to SMS (text) messages	3
Update an existing account.....	4
Update account information.....	4
Add your U-TRAIN username	5
Update volunteer agency	5
Leave a volunteer agency.....	6
Join a volunteer agency	6
Update or reset password	6
Support	6

Introduction

To all State of Utah medical volunteers:

The Utah Responds state volunteer registry is a secure, web-based system that helps identify, credential, and deploy volunteers when needed to support public health and medical response. Registration is open to licensed health and medical professionals, as well as community members, who live or work in Utah and want to help during a public health emergency or event.

Volunteering is always your choice. You may accept or decline any deployment request you receive.

Resources:

- Utah Responds website: utahresponds.org
- Utah Responds volunteer training: learning.juware.com/cores-rms-volunteerresponder

★ *Registering for a Juware training account is free*



Department of Health & Human Services

- Utah Responds FAQ: utahresponds.org/faq
- Utah Responds privacy policy: www.utahresponds.org/privacy-policy
- Utah Responds terms of service: www.utahresponds.org/terms-of-service
- **Contact us:** utahresponds.org/contact-us
 - ★ Contact the **admin** to update primary email address or reactivate a closed account
 - ★ Contact the **organization admin** for all other inquiries

Tips:

1. **Save** 1-877-649-8901 and the short code, 85079, as a contact in your phone to recognize incoming calls and text messages from Utah Responds.
2. **Add** your U-TRAIN username to your profile under personal information to sync your training from U-TRAIN to Utah Responds.

Register a new account

Follow the instructions below if you've **never** had an account in Utah Responds. If you already have an account, go to **update an existing account** on [page 4](#).

Create a new account

1. Go to www.utahresponds.org on your web browser.
2. Click **register**.
3. Enter the **required information**:
 - i. **Personal information** (first name, last name, home address)
 - ii. **Identification** (gender, eye color, date of birth, height, hair color)
 - iii. **Contact details** (primary (login) email address and phone number)
 - ★ Click **+ add** to add multiple email addresses or phone numbers

Additional Contact Emails

+ ADD

Phone Numbers

ⓘ Add your number below to receive emergency alerts via SMS on your mobile device. Once you add your number, you will receive a welcome message to the number provided. Reply START to complete the opt-in process. Message and data rates may apply. Message frequency varies. You can text STOP to cancel or HELP for more information. Please visit the [Terms and Conditions](#) and [Privacy Policy](#) for more information.

Phone * [Redacted]

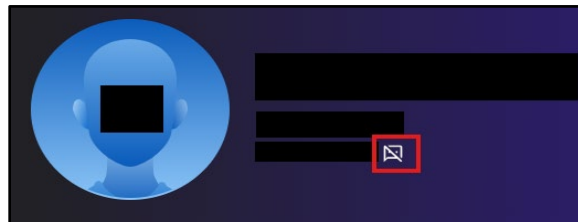
Method ☒ Voice ☐ Text ☐ Fax

+ ADD PHONE NUMBER

Opt-in to SMS (text) messages

You must complete the **two-step** process:

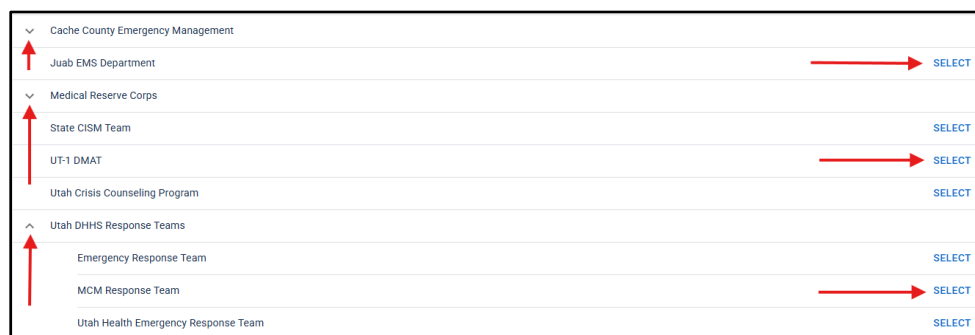
1. Click **+ add phone number**, **enter** the phone number you want to receive SMS (text) messages at, **check the text box**, click **save** – AND –
 2. Reply **“yes”** to the automated text message.
- ✗ If you **do not reply “yes”** to the automated message, there will be a slash through the message box for the inactive phone number in your profile ribbon.
- ★ Text **“YES”** to **+1 877-649-8901** from the inactive phone number to opt-in.



4. Add your **occupations** (up to three).
5. Add your **volunteer organizations** (up to five).

To add volunteer organizations:

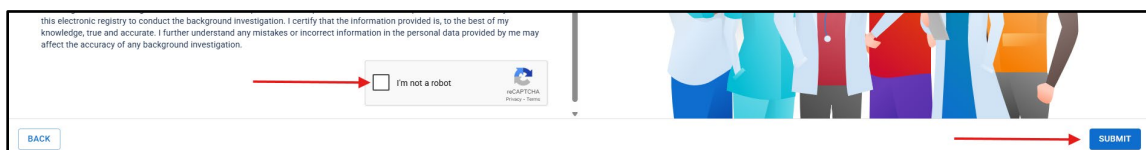
- i. Click **+ add organizations**.
- ii. Click on the **drop-down arrow** next to the *main organization* for the agency you want to volunteer with to expand the drop-down list.
- iii. Locate the *agency* you want to volunteer with and click **select** to the right of the agency.



- iv. Add multiple organizations by clicking **select** next to *each volunteer agency* you want to volunteer with.
- v. Click **select** in the bottom right of the window.
6. Review and agree to **consent** items.
 - i. Check the boxes to consent to:
 - a. The **terms of service**
 - b. Agreement to provide **correct information**
 - c. Consent to **background check**

**UTAH RESPONDS REQUIRES CONSENT FOR EACH OF THESE ITEMS,
IF YOU DO NOT AGREE DO NOT REGISTER.**

7. Check **I'm not a robot** and click **submit**.



8. You have registered to volunteer through Utah Responds, now complete your profile. See **update account information**, on [page 5](#), for more information.

Update an existing account

You may already have an account in Utah Responds if you were once affiliated with a Utah Responds volunteer agency. You **do not need to create another account**.

- ★ To **reactivate** a closed account or update your **primary (login) email address** contact the system administrator at utahresponds@utah.gov.

Update account information

1. Login to Utah Responds at utahresponds.org.
2. Click on **your initials/picture** in the upper right corner, then click on **your name** to open your profile.



★ **Tip:** Click the **pencil** icon next to the information that needs to be updated.

3. Click the **personal info** tab to update:

a. Personal Information

Add your U-TRAIN username

Adding your U-TRAIN username under **personal information** syncs training from your U-TRAIN transcript to Utah Responds.

b. Contact information

★ Click the **+ add** links to add multiple email addresses or phone numbers.

c. Driver's license endorsements

d. Home address

4. Click the **occupations** tab to update or add additional (up to three) occupations.

5. Click the **deployments** tab to add deployment preferences and experience.

6. Click the **qualifications tab** to add completed training, skills, certifications, and languages or to see training and credentials synced from your U-TRAIN account.

7. Click **background check** to view the status of your background check.

8. Click the **organizations** tab to update and add volunteer agencies (up to five).

9. Click the **consent** tab to review and consent to the background check, terms of service, and agreement to provide correct information.

10. Click the **badges** tab to view any badges that have been issued to you.

Update volunteer agency

1. Login to Utah Responds at utahresponds.org.

2. Click on **your initials/picture** in the upper right corner, then click on **your name** to open your profile.

3. Click on the **organizations** tab.



Leave a volunteer agency

1. Click **withdraw** on the volunteer agency you want to leave, then click **withdraw** to confirm.

You will no longer receive alerts or be able to volunteer for this agency.

Join a volunteer agency

1. Click **find organizations**.
 2. Click on the **drop-down arrow** next to the *main organization* for the agency you want to volunteer with to expand the drop-down list.
 3. Locate the *agency* you want to volunteer with and click **select** to the right of the agency.
 4. Click **join organizations** in the bottom right of the window.
- ★ If you previously left an agency and want to rejoin, contact the agency administrator to change your status.

Update or reset password

1. Go to Utah Responds at utahresponds.org.
2. Click **forgot password?**.
3. **Enter** your primary (login) *email address* and click **next**.
 - ★ To update your primary (login) email address, contact the system administrator at utahresponds@utah.gov.
4. Select **email** or **phone**.
5. Click **send me an email** or **receive a code via SMS**.
6. Follow the instructions received in your email or via text to reset your password.

Support

- ★ **For general support, contact your organization administrator.**
- ★ For account reactivation or primary (login) email address updates contact the Utah Responds administrator at utahresponds@utah.gov.