



STATE OF MAINE  
DEPARTMENT OF PUBLIC SAFETY  
MAINE EMERGENCY MEDICAL SERVICES  
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Date: August 19, 2010

From: Jon Powers, NREMT-P

RE: MEMSRR System Maintenance

On Wednesday, September 1st, 2010 between 9:00 PM and 11:00 PM ImageTrend will be performing operating system upgrades to the MEMSRR that will disrupt all web-based application products to include the MEMSRR State Bridge and the Maine EMS Licensure Programs. We apologize that during this time, there will be times when users will be unable to access the MEMSRR site. This will also affect users posting runs from the FieldBridge application. While the maintenance timeframe spans 2 hours, we expect the interruption not to exceed 1 hour. This upgrade will allow for future expansion of the EMS Run Reporting system in the future as well as correct some small issues within the current system.

After the upgrade, we will also be improving the security of the MEMSRR. On the morning of September 2<sup>nd</sup>, 2010 the MEMSRR password security requirements will be increased as follows:

- Required minimum length of a password will be 8 characters
- Required to be alpha numeric with a minimum of 1 number
- Number of password attempts will be reduced to 5 attempts before an account is locked
- Security questions will be implemented and required when using the "Forgot Password" tool.

These changes will bring the MEMSRR up to current security standards; however this will require that all passwords currently in the system be reset. On the first login to the MEMSRR site after the changes have been made, each user will be prompted for a new password meeting the new established criteria and will also be asked to answer 6 security questions in the system.

- What is the name of your favorite childhood teacher?
- What are the last 5 digits of your driver's license number?
- What was your high school mascot?
- What school did you attend for sixth grade?
- In what city or town was your first job?
- Where were you when you first heard about 9/11?

The system will ask one of these questions each time a user requests the system email them their username and password using the "Forgot Password" tool on the login screen.

We hope that the upgrade and changes to the Maine EMS Run Reporting system will go smoothly. If you have any questions or problems please feel free to contact me either by email at [jon.n.powers@maine.gov](mailto:jon.n.powers@maine.gov) or by phone at 207-626-3861