



OpenBeds® Crisis Management System

MCORT Crisis Administrator User Guide

NJ Specific - Version 1.0

3/3/25

Introduction

This guide details the responsibilities and distinct privileges for OpenBeds users with the role of Crisis Administrator as outlined below.

- Manage users with a Mobile Crisis Unit (MCU) Team Member role.
 - a. Add / edit / deactivate users
 - b. Apply and manage tags for Mobile Crisis Unit (MCU) Team Members
 - c. Monitor status for Mobile Crisis Unit (MCU) Team Members

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Logging In

To log into your account for the first time:

1. From your web browser, navigate to the OpenBeds URL: <https://nj.openbeds.net/> and select “Forgot Password”
2. Enter your work email in the ‘Username’ box and click ‘Request Password’
3. Enter the verification code sent to your email in the ‘Verification Code’ box
4. Create a new password and click ‘Reset Password’
5. Log in using your credentials

Username

Password

Login

[Forgot password?](#)

[Need Help?](#)

For subsequent log-ins:

1. From your web browser, navigate to the OpenBeds URL: <https://nj.openbeds.net/>
2. Enter your work email in the ‘Username’ box and your password in the ‘Password’ box
3. You can change your password at any time. Once logged in:
 - a. Click the drop-down icon beside your name at the top right of the page
 - b. Select ‘Change Password’ and complete the instructions as prompted

Getting Started

1. Navigate to <https://nj.openbeds.net/> and log into OpenBeds.
2. You will see a 'Select An Account' page listing one or more accounts associated with your work email address.
3. Select your **Crisis Administrator** role.



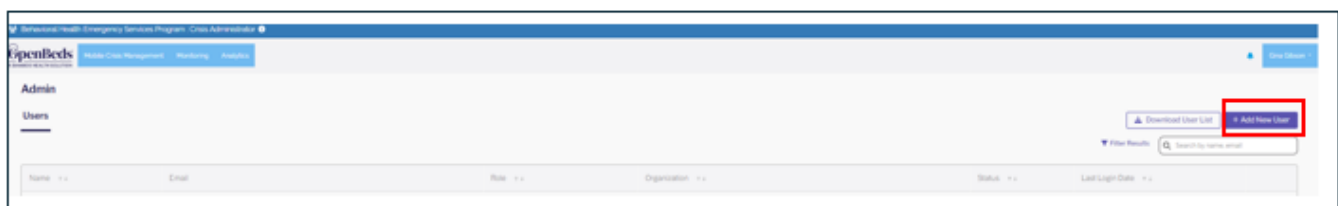
Once you select your account, you are directed to the **Users** page. **Note:** You can only create new users for the organization(s) your Administrator role is attached to.

Refer to the [Mobile Crisis Unit Team Member User Guide](#) for details on operationalizing the responsibilities and distinct privileges of these roles.

User Management

Create New User Account

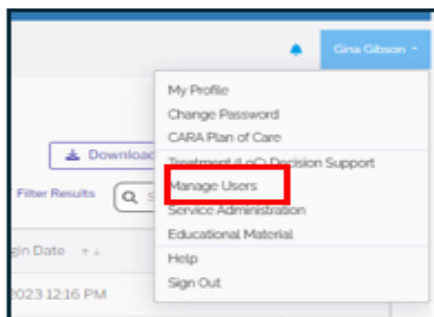
To add a new Crisis operator or MCU team member, select **+ Add New User**.



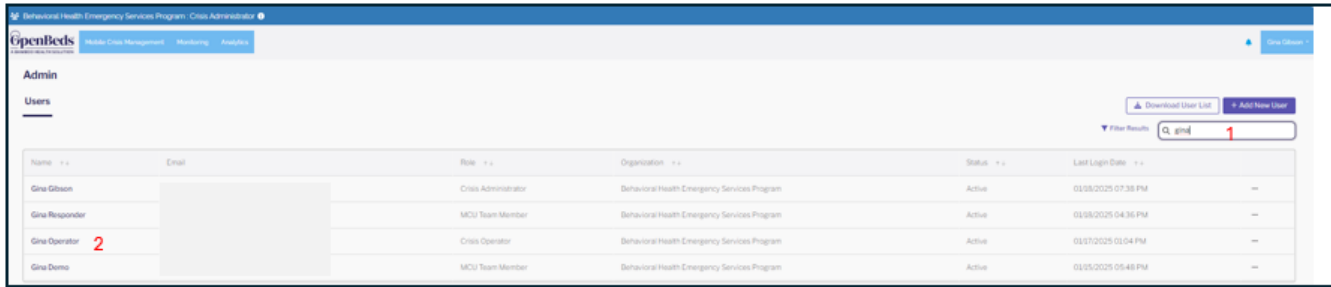
The **+ Add New User** drawer (1) opens displaying the information needed to create the new user. Required fields are denoted by a *. Enter all required **Details** (2) and click **Submit** to add the new user to your organization (3). **Note:** All data fields will be empty by default.

Edit an Existing User

To edit an existing user's profile, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select **Manage Users**.

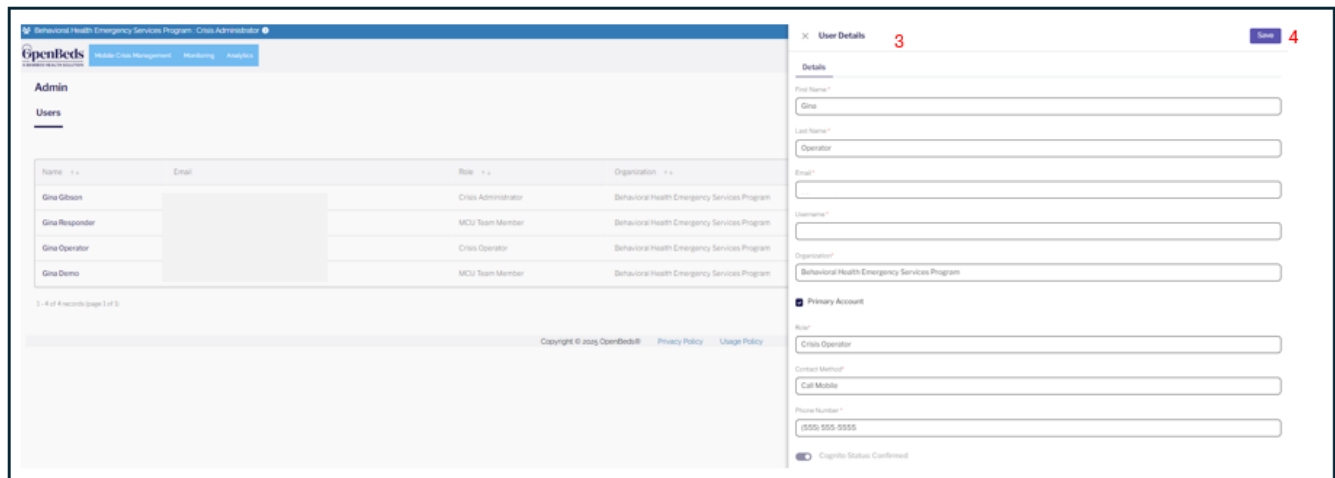


Enter the user's name or email address in the search bar (1) to narrow the user list. Click on the name of the applicable Crisis operator, MCU team member, or administrator (2).



Name	Email	Role	Organization	Status	Last Login Date
Gina Gibson		Crisis Administrator	Behavioral Health Emergency Services Program	Active	03/18/2025 07:38 PM
Gina Responder		MCU Team Member	Behavioral Health Emergency Services Program	Active	03/18/2025 04:36 PM
Gina Operator		Crisis Operator	Behavioral Health Emergency Services Program	Active	03/17/2025 03:04 PM
Gina Demo		MCU Team Member	Behavioral Health Emergency Services Program	Active	03/15/2025 05:48 PM

The **User Details** drawer (3) opens for editing.



Name	Email	Role	Organization
Gina Gibson		Crisis Administrator	Behavioral Health Emergency Services Program
Gina Responder		MCU Team Member	Behavioral Health Emergency Services Program
Gina Operator		Crisis Operator	Behavioral Health Emergency Services Program
Gina Demo		MCU Team Member	Behavioral Health Emergency Services Program

User Details

First Name*

Last Name*

Email*

Username*

Organization*

☒ Primary Account

Role*

Contact Method*

Phone Number*

☐ Captcha Status: Confirmed

Save

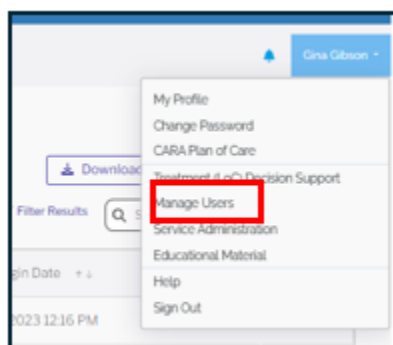
You can change any data field displayed at any time, even if the user's account has been deactivated. Click **Save** (4) to capture any changes made to the user's profile.

Pending Users

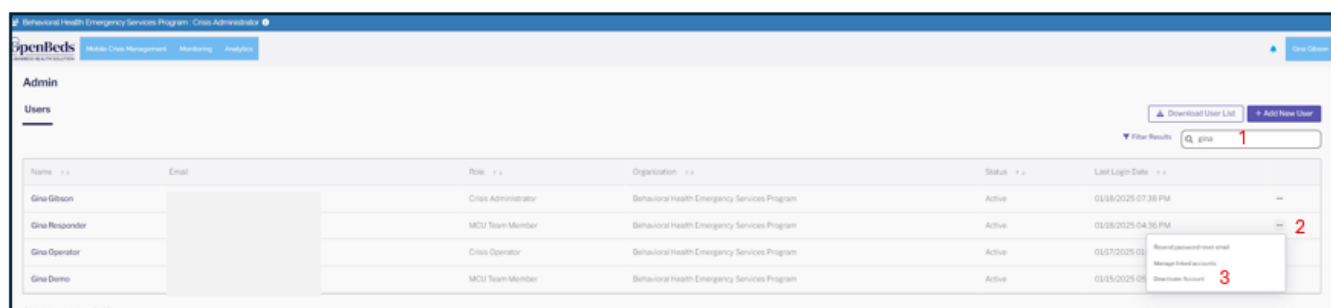
Users with the status of **Pending** on the **Manage User** page, have not signed into their newly created OpenBeds account. Direct these users to log in to change their status to **Active**.

Deactivate or Reactive a User

To deactivate or reactivate a user, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select **Manage Users**.



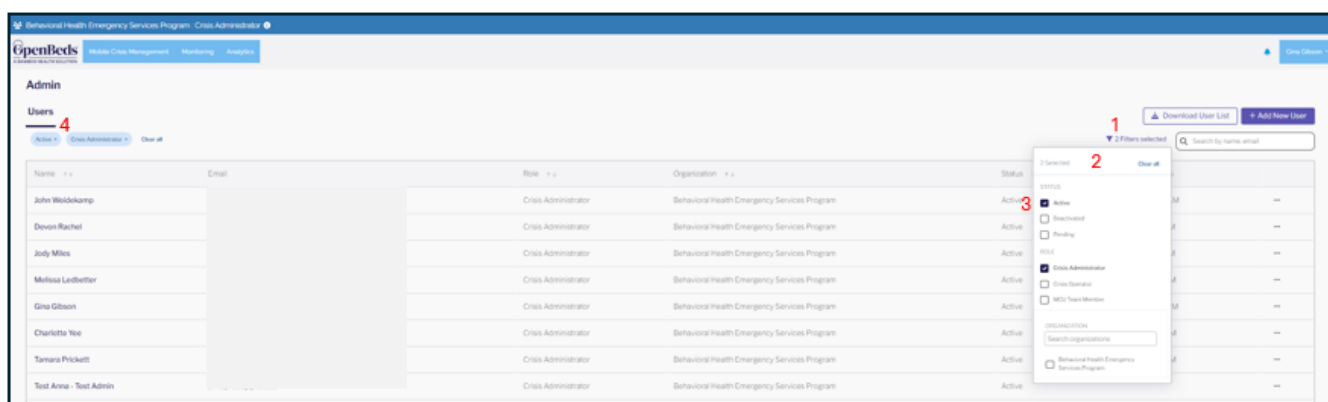
Enter the user's name or email address in the search bar (1) to display the appropriate user in the **Users** list.



Click on the ... (2) to the right of the user's name and select **Deactivate** or **Restore Account** from the action menu as applicable. **Note:** If the user's account is **Active** or **Pending** you will see the option to deactivate the account. If the user's account is already deactivated, you will see the option to restore the account.

Filter the User List

To apply filters to the user list,



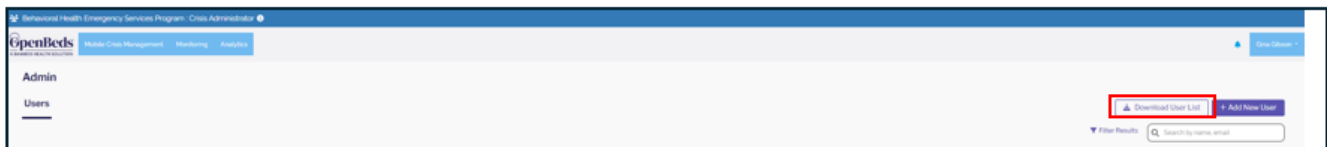
Click the filter icon (1) to open the filter dropdown menu (2) and apply the desired filters (3) for user status, user role, and/or organization name.

As filters are selected, that criteria will display as a pill (4) to indicate which filters are in place for your search. To remove filter criteria, you can either uncheck the box beside the filter in the dropdown menu or click the **x** in the filter pill.

Your user list will update based on the filter criteria you applied.

Download the User List

To download your organization(s) user list, click 'Download User List' to export the populated list.



If a filter is in place, the export will only populate information that matches the filter criteria. If no filter is in place, the total user list will be available in the export.

You will be able to see the following information in your exported download as applicable:

- All available information on the user table (name, email, role, organization, status, last log-in)
- Additional fields such as created date, activated date, last log-in, deactivation date, and deactivation method

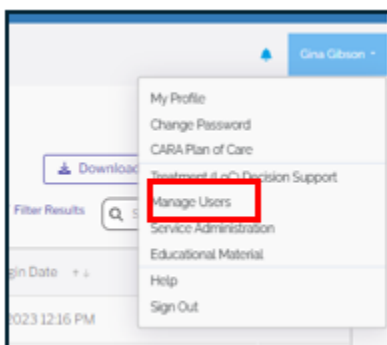
Note: Any accounts deactivated prior to the 90-day automated security deactivation process implemented on January 10, 2024 will not have an associated deactivation method.

Mobile Crisis Tags

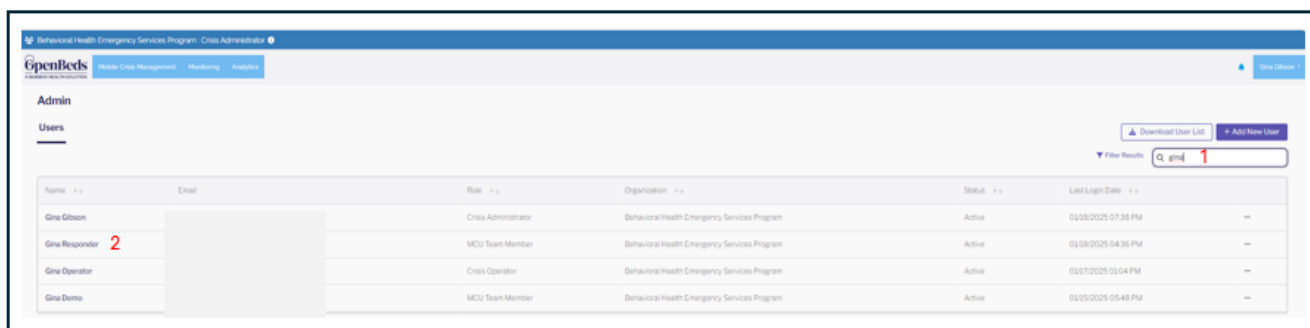
You will assign tags to MCU team members' profiles to help facilitate identification of the most appropriate responder for a mobile crisis dispatch. Tags are defined by DMHAS and managed at the organization level.

To add tags at account creation, select the MCU Team Member role to expose the Tags section. Select options from each applicable drop-down menu or type in additional **Tags** where indicated. Click **Submit** to save once you have entered all required information.

To add tags to an existing account, log into OpenBeds using your credentials, click the drop-down icon beside your name at the top of the page, and select **Manage Users**.



Enter the user's name or email address in the search bar (1) to narrow the user list. Click on the name of the applicable MCU Team Member (2).



Behavioral Health Emergency Services Program - Crisis Administrator

Admin

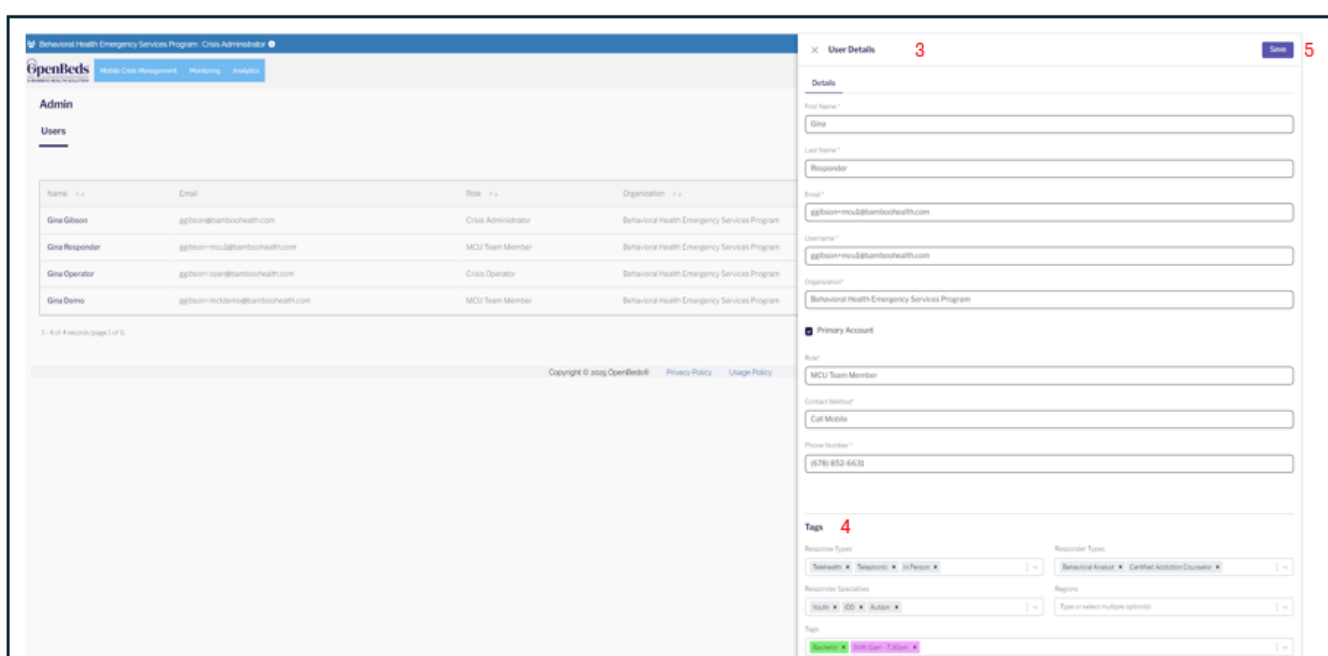
Users

Download User List + Add New User

Filter Results 1

Name	Email	Role	Organization	Status	Last Login Date
Gina Gibson		Crisis Administrator	Behavioral Health Emergency Services Program	Active	01/18/2025 07:38 PM
Gina Responder 2		MCU Team Member	Behavioral Health Emergency Services Program	Active	01/18/2025 04:36 PM
Gina Operator		Crisis Operator	Behavioral Health Emergency Services Program	Active	01/17/2025 01:04 PM
Gina Demo		MCU Team Member	Behavioral Health Emergency Services Program	Active	01/15/2025 05:48 PM

The **User Details** drawer (3) opens for editing.



Behavioral Health Emergency Services Program - Crisis Administrator

Admin

Users

Download User List + Add New User

Filter Results 1

Name	Email	Role	Organization
Gina Gibson	ggibson@bamboohhealth.com	Crisis Administrator	Behavioral Health Emergency Services Program
Gina Responder	ggibson-mcu@bamboohhealth.com	MCU Team Member	Behavioral Health Emergency Services Program
Gina Operator	ggibson-ope@bamboohhealth.com	Crisis Operator	Behavioral Health Emergency Services Program
Gina Demo	ggibson-mcdemo@bamboohhealth.com	MCU Team Member	Behavioral Health Emergency Services Program

1 - 4 of 4 records (page 1 of 1)

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User Details 3

Details

First Name*

Last Name*

Email*

Username*

Organization*

Primary Account

Role*

Contact Method*

Phone Number*

Tags 4

Response Types:

Responder Types:

Responder Specialties:

Regions:

Tags:

Save 5

Edit the desired data fields in the **Tags** (4) section and click **Save** (5) to capture these changes to the user's profile.

Monitoring

You can view and change the status of a mobile crisis responder via the **Monitoring** page.

Responder	Contact	Primary Service	Region	On Call (1)	Availability (2)
Jahar Wadkins		Mobile Crisis Team			
Deven Bachel		Mobile Crisis Team			
William Lindbaker		Mobile Crisis Team			
Gina Responder		Mobile Crisis Team			
Mobile Unit		Mobile Crisis Team	Region 1, Region 2, Region 3, Region 4, Region 5, Region 6, Winston-Salem, Clark County, NC - Piedmont, Mecklenburg County, Essex County, Wake County, Guilford County, North Carolina		

On Call (1) – This column displays whether the MCU team member is checked in or out on the **Mobile Crisis Unit Details** page. This information can be manually updated by the mobile responder, an Administrator, or system generated depending upon that's responder's dispatch status.

Availability (2) – This column displays whether the MCU team member is showing as available or unavailable on the **Mobile Crisis Unit Details** page. This information can be manually updated by the mobile responder, an Administrator, or system generated depending upon that's responder's dispatch status.

On Call Availability (3) – There are 4 combinations of On Call + Availability:

- 1. Checked In + Available** - generally means the MCU team member is ready and waiting to be dispatched
- 2. Checked In + Unavailable** - generally means the MCU team member is actively responding to a dispatch. The current level of engagement is indicated by the status.
- 3. Checked Out + Available** - generally means the MCU team member changed their status but didn't sign out.
- 4. Checked Out + Unavailable** - generally means the MCU team member changed their status and signed out.