South Dakota Ambulance Service License Renewal Instructions

**Note**: Only those service personnel designated as the Service Director, Assistant Service Director or Operations Officer have the necessary permissions to access and complete the SD Ambulance Service License Renewal Application.

Ambulance Service Licenses are good for two years and expire on June 30th of even numbered years. The SD Ambulance Service License Renewal Application will appear in your Service’s Applications section on April 1st of the year your License will expire.

To access the E-Licensing System login page, you can go directly to the site by clicking or typing in this address: [https://southdakota.imagetrendlicense.com/ims/public/portal#/login](https://southdakota.imagetrendlicense.com/ims/public/portal#/login), or you can access it by going to the EMS Program’s website: [EMS.sd.gov](https://EMS.sd.gov) and clicking the red box labeled E-Licensing Portal.

If you have forgotten your Username and/or Password, you will go to the bottom of the page and click the “Forgot Username” or “Forgot Password” link.

The system will send you an automated email that has your Username and a link to click to reset your Password. If the email does not come to your inbox, check your junk or spam folder. *This email to reset your password is only valid for 72 hours* so be sure to click the link before it expires, or you will need to repeat the process described above.
Once you are logged into your account, click the “Applications” button in your menu list on the left side of the page:

Next, click the gray “View Services Applications” button by the name of your ambulance service:

Click the gray “Apply Now” button by the “SD Ambulance Service License Renewal Application”:
Doing the above will now open the application form for you to complete.

The first tab of the application form is the “Service Information, Level and Ownership” section where you can review, update/enter information for your service. Items that have a red asterisk is a required field to fill out.

Once done with the first tab, click the “Save and Continue” button at the bottom of the page to go to the next tab, “Medical Director, Billing, Charting System”. When done entering the information in this section, click the “Save and Continue” button at the bottom of the page to go to the “Vehicles or Aircraft” section.

Prior to starting your SD Ambulance Service License Renewal Application, you should go into your service account and review your vehicles/aircraft. You can add or make changes to your service’s vehicles by doing the appropriate application in your service’s application section.

This is the same for your service’s personnel list. If you can’t find a person to add to your service’s personnel list when searching for their name, for example a Paramedic, AEMT, RN, LPN, etc., you can email a list of people and their position to the EMS Program so then can be added.

More details/instructions about this (Vehicles or Aircraft, and Service Roster and Personnel) will be in these sections on the application form.

Once done completing all tabs of the application form, you will read the last tab “Acknowledgement and Submission” tab, enter the date, then enter your Password and click the blue “Submit” button at the bottom of the page:
When you click the “Submit” button, it will take you to the “Checkout” section in your Applications menu list on the left of your page.

If you will be paying the $12.00 License Renewal fee using a debit or credit card, you can click the gray “Pay Now” button.

If you will be paying by check or money order, you can make it out to: SD DOH – EMS Program and mail to:

SD Dept. of Health
Attn. Bob Hardwick
600 E. Capitol Ave.
Pierre, SD 57501

**Please note:** If you will be paying by check or money order, your application will be placed on hold until payment is received. If you need an Invoice, please send an email to: Lance.Iversen@state.sd.us and one will be emailed to you.

If paying using a debit or credit card, when you click the gray “Pay Now” button, a window will open where you will enter your account and card information:
Once you enter all the information, click the blue “Submit Transaction” button at the bottom of the page. You will receive a message if the transaction was successful or failed. If failed, check to make sure all the info you entered for your credit or debit card is correct and submit again.

Once payment is received and your application has been processed, a copy of your receipt will be in your “Transaction” button under your “Applications” tab in your menu box on the left side of your page:
A copy of your new South Dakota Ambulance Service License and a copy of your payment receipt will also be mailed to you.

If you need a copy of your Ambulance Service License, you can click “Documents” in your menu list on the left side of your page under your “My Account” tab, and click the one you want to open and print or save: