E-Licensing System Guide
For Ambulance Service Leadership
(Service Directors, Assistant Service Directors and Operations Officers)
Greetings Ambulance Service Directors, Assistant Directors and Operation Officers.

This guide is to assist you with navigating the South Dakota EMS Program’s E-Licensing System.

Many ambulance services have more than one person who needs management permissions in our systems to manage your program, staff, vehicles, etc. We have three permission levels built into the E-Licensing System. There should be one person who is in charge (responsible party and primary contact) for your ambulance service. This position is referred to as the Service Director. If there are other people within your organization who also need management level permissions, we can give them the title of Assistant Service Director or Operations Officer. These three permission groups all act the same and will allow the person to have full management control for your service in the E-Licensing System.

It is important/required, and your responsibility, to keep your service information up-to-date and notify the EMS Program of any management changes, including if you have a change in Medical Directors. It is also important to keep your Service Personnel list current and to verify that your EMS staff have valid Certification/License (not expired), including a current CPR certification. If you have a crew member with an expired Certification or License (from the EMS Program for EMR and EMTs, or from the SDBMOE for I-85, AEMT, I-99 and Paramedic), including an expired CPR Certification, they cannot work on a SD Licensed Ambulance Service as a provider, however, they can be a Driver for your service.

This system will also allow you to manage your vehicles and do self-Inspections, renew your SD Ambulance Service License, apply for, and manage education courses (if you have Instructor permissions in your account), see your EMR and EMTs Education Report, and many other things, which will be shown throughout this guide.

This is the URL to the E-Licensing System:
https://southdakota.imagetrendlicense.com/lms/public/portal#/login

Or you can access the E-Licensing System from the EMS Program’s website: EMS.sd.gov. On our website you will find nearly everything you will need to know for operating an ambulance service in South Dakota (Laws/Regulations, Defined Scope-of-Practice for BLS, BLS Patient Care Guidelines, Pulse-SD Newsletters, etc.), including detailed instruction guides for areas of the E-Licensing System.

If you have questions on the E-Licensing System, please contact:

For Recertification questions, please contact Bob Hardwick, (605) 773-4440 or Bob.Hardwick@state.sd.us

For Ambulance Service Vehicle Addition and Inspections questions, please contact Julie Smithson, (605) 394-5113 or Julie.Smithson@state.sd.us

For all other areas/questions, please contact Lance Iversen, (605) 394-6027 or Lance.Iversen@state.sd.us
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Accessing the E-Licensing System and your Account
(Forgot Username or Forgot Password Instructions)

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/lms/public/portal#/login, or you can access it by going to the EMS Program’s website:  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(s).

Do not click the Create Account button as you already have an E-Licensing account. If you create a new account, that account and any information/documents you put in there will be deleted and unrecoverable.

When click the Forgot Username link, it will open a page where you will enter your Date of Birth, Last Name and Social Security Number, then click the blue “Lookup” button.

Example on next page:
If we have the above information for you in your account you will get the following message and you will have the opportunity to change your email address if you have a new one or enter an email address if you don't have one in your account, then click either the button that says “Update Email and Re-Send”, or click “Go to Login”, depending what you want to do:

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.
You can then log into your account by putting in your Username and Password:

If you know your Username but do not remember your Password, click the “Forgot Password” link at the bottom of the E-Licensing page.

It will ask you to enter your Username, Email address and Last Name, then click the “Reset Password” button:
When you do this, it will take you back to the main E-Licensing page with a message in a yellow box at the top of the page:

![Instructions to reset your password have been sent to L********@example.com](image)

Welcome to the SD EMS Portal

Check your email and follow the instructions. The email will come from a noreply@imagetrend address so if it does not come to your inbox, check you junk or spam folder.

Once you log into your E-Licensing account your page will look something like this example (you may have more or fewer menu items based on the permissions for your account, such as if you are a Service Director, Training Officer, etc.):
Overview of your Home Page

“My Account” Section

When you log into your account, your home page will look like the example below. Note that in the top blue bar of the page are links to several different areas you can navigate to outside of the E-Licensing System:

To review and/or update your demographics (such as you have a new mailing address, phone number, email address, etc.), click the “Profile” button in your menu list on the left side of the page. Also, when you click the “Profile” button you can toggle between the “Demographics” tab and your “Certifications” tab (see example on next page). When you click the “Profile” button, the page that will open defaults to the “Demographics” section. In your “Demographics” section you can also reset your password if needed.

We also want everyone to upload their picture in their account. To do so, you will click the photo icon above (no, that’s not really a picture of me) then upload a picture from your computer or device. For EMR and EMT’s, their picture will be printed on their certification card.

Click the “Certifications” tab to switch over to see what we have for you in the system. See examples on next page:
## Account Demographics

- **First Name:** LANCE
- **Middle Name:** T
- **Last Name:** IVERSEN

### Provider
- **Certification Number:** [Redacted]
- **Certification Level:** EMT
- **Certification Status:** ACTIVE
- **Certification Date:** 01/01/2020
- **Expiration Date:** 03/20/2024
- **Initial Issue Date:** 09/27/2019 9:13 AM

### Instructor Certification
- **Number:** [Redacted]
- **Instructor Level:** Instructor Coordinator
- **Instructor Status:** Current
- **Issue Date:** 04/29/2020
- **Expiration Date:** 04/29/2022
- **Initial Issue Date:** 04/27/2020 12:35 PM

### National Registry
- **National Registry Number:** [Redacted]
- **Level:** Paramedic
- **Issue Date:** [Redacted]
- **Expiration Date:** 03/31/2022
- **Certification Status:** IA
- **Recertification Status:** [Redacted]

### Student
- **Number:** [Redacted]
- **Level(s):** [Redacted]
- **Status:** Pending
- **Issue Date:** [Redacted]
- **Expiration Date:** [Redacted]

### Instructor Information
- **Instructor:** Yes
- **Instructing Topics:**
  - Artery/Respiration/Ventilation
  - Cardiovascular
  - CPR Certification
  - EPR Course Curriculum
  - EMT Course Curriculum
  - Medic
  - Operations
  - Trauma
- **Instructing Locations:**
  - SD EMS Association Annual Conference
  - SD EMS Association Annual Virtual Conference
  - Statewide
  - Virtual (Online)
- **Administrator Locations:** None
The next two buttons under the My Account section are “Issued Application” and “Documents”. You can click on these to see the applications you have submitted in the past that were issued and in the “Documents” section you will see all the documents (including a copy of your State EMR or EMT Card issued) you have ever uploaded into your account. For example, if you are an EMR or EMT and you did the renewal application and uploaded documents in the application such as your Driver’s License, National Registry Card, FEMA Certs, EVOC Certificate, etc., those will show up here and you can click on it to open, print, or save. This comes in handy when a person needs a copy of a certification they did years ago and can’t find it at home. You can also upload any document want to your account so it’s always in there for future reference by clicking the gray “Upload a Document” tab.

**“Applications” Section**

In the “Applications” tab is where you will find applications for your personal account, as well as for the Ambulance Service you are over (if you are listed with us as the Service Director, Assistant Service Director, or Operations Officer). On the next page is an example of what this page looks like. In my example I am an EMT and I am also the Service Director for Test-Mine Ambulance Service. If you are over more than one ambulance service you will see all the ambulance services you are over in this list and you can select the service you want to do applications for.
To see applications for your personal account (such as if you are an EMR or EMT and you want to recertify), click the gray “View My Applications” button.

You will see three applications in this section. The only one you will use (if you are an EMR or EMT) is the SDEMS Application. This is the application EMR or EMTs will click to apply for recertification, reinstatement of an expired EMR or EMT certification, upgrade from an EMR to EMT level, etc.

You will also notice above that you can toggle to your “Service Applications” from this page, or you can go back to your “Applications” tab and click the “View Service Applications” for your ambulance service.
When you go to your “Service Applications” you will have three applications you can complete: Vehicle Update Application (use this to application to remove a vehicle from your list such as you sold it, or it’s no longer in service, change in Call Sign, etc.); New Vehicle Application (you will use this application if you purchased a new ambulance and want to add to your fleet); Vehicle Inspection-Ground (use this application to do a self-inspection of your vehicle(s). You can see the vehicles we have for your service under your “Services” tab then “Vehicles (shown later in this document), and the status of your vehicle inspection(s).

If your service is an Air Ambulance, you will have the Vehicle Inspection App-Air in your section.

**Note:** When the Ambulance Service License Renewal period opens (April 1 – June 30th on even number years), the “SD Ambulance Service License Renewal Application” will be available in the list of Service Applications above.

At this time the only fee we charge is for Ambulance Service Licenses. Once you complete and submit the Renewal Application for your service, you can go over to your menu list under “Applications” and click the “Checkout” button to pay the fee with a credit or debit card. You can also view transactions by clicking the “Transaction” button.
If you will not use a credit or debit card to pay the Ambulance Service License fee online (as described on previous page), you can mail a check, cashier’s check or money order made out to SD Dept of Health – EMS Program and mail to:

SD Dept of Health
Attn. EMS Program
600 E. Capitol Ave.
Pierre, SD 57501

If you begin an application (either for your personal account or your service) and do not finish it, you can access it by clicking on the “Continue” or “Review” buttons under “Applications” in your menu list. If there is a number behind the word Continue and/or Review, that means you have that many applications you have started but not finished.
“Education” Section

In the “Education” tab is where you can go to view/search for upcoming training around the state that Instructors have applied for. You can use the filters to narrow down your search. Once you find a course you would like more information, click the name of the course. See Example below and on next page:

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Number</th>
<th>Course Type</th>
<th>Start Date</th>
<th>End Date</th>
<th>Sponsor</th>
<th>Location</th>
<th>District Held</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atway</td>
<td>SDCE2163</td>
<td>Continuing Education Class</td>
<td>10/18/2021</td>
<td>10/18/2021</td>
<td></td>
<td></td>
<td>District 7</td>
<td></td>
</tr>
<tr>
<td>Hypothermia</td>
<td>SDCE2162</td>
<td>Continuing Education Class</td>
<td>10/18/2021</td>
<td>10/18/2021</td>
<td></td>
<td></td>
<td>District 7</td>
<td></td>
</tr>
<tr>
<td>Documentation</td>
<td>SDCE2160</td>
<td>Continuing Education Class</td>
<td>11/11/2021</td>
<td>11/11/2021</td>
<td></td>
<td></td>
<td>District 2</td>
<td></td>
</tr>
</tbody>
</table>
Course: Airway

Date: 10/18/2021 8:00 PM - 10/18/2021 9:00 PM
Location: [redacted]
Status: Approved
Instructor: [redacted]
Attendees: [redacted]

Details
Course Name: Airway
Course Number: SDCE2163
Course Type: Continuing Education Class
Start Date: 10/18/2021 at 8:00 PM
End Date: 10/18/2021 at 9:00 PM
Location: [redacted]
District Held: District 7
Sponsor: [redacted]
Instructor: [redacted]
Co-Instructors:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airway/Respiration/Ventilation</td>
<td>1</td>
</tr>
</tbody>
</table>

Documents

<table>
<thead>
<tr>
<th>File Name</th>
<th>File Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records</td>
<td></td>
</tr>
</tbody>
</table>

Register for Course

Course is not open for registration on portal
To see courses you have registered for (past or upcoming courses), click the “My Courses” tab:

To see the education you have in your account (for the EMR and EMT levels), click the “My Report” tab.

This will open your training report so you can see what hours are required for each topic for your level, how many hours you have completed for each topic, and how many hours still needed. When there is a green check box in front of each topic, that means you have the required number of hours for that topic for your recertification period. See example on next page:

**Note:** When you open the “My Report” tab the page will open to a default setting of when your certification was issued and your expiration date for your current recertification cycle. For example, the EMS Program received and processed my recertification application on January 1st, 2020 so the dates that will auto-populate when I click “My Report” will be 01/01/2020 to 03/31/2022. I can start to record recertification hours between those dates. EMR and EMTs can change the dates to see hours from previous recertification cycles if needed.
To add EMS education you have completed and NOT entered by the Course Instructor, you will click the green circle(s) with white plus sign by the Topic (right side of page). This will then open a box where you can enter you course information. See example on next page:

**Note:** If hours are still needed in your required Topics section, there will not be a green check box in front of the Topic. If you have more hours than required for a Topic but don’t have the required hours in other Topic(s), you will see in red print that you still have Topic Hours Remaining to complete.
You will fill out the form with the Course Name, Start and Completed Dates, Location, select the Topic and enter the hour(s) and any sub-topics. If you have more than one Topic for this training course, you can click the “+ Add Topic” button at the bottom of the page. **Note**, if you use the drop-down box to look for a location, not all of them will show up as ImageTrend has a limit on the number that populates in the list. I would recommend typing the name of the location in the box to find the one you want. For example, if you did an online course you can type in online then select “Virtual (Online). When done, you will click the blue “Add’ button at the bottom of the page.

To see the education you have in each of the Topics, you can click the > symbol and that will open that section and you can see the course information. Example:
To generate a pdf of your Education Report, you will click the small pdf icon in the light gray bar below the wording “My Report:

Below is an example of what the report will look like with all your training courses in your account for your current recert period. Since it is a pdf, you can print or save to your computer if needed:
“Services” Section

If you are listed as the Service Director, Assistant Service Director, or Operations Officer you will have the “Services” tab in your menu list. This is where you will go to manage your service, personnel list, vehicles, etc. When you click the “Services” tab it will open a page where your ambulance service name is listed. If you are over more than one ambulance service, you can select which one you want to go into. Click the name of the service to open the section.

You will notice when you click the name of your service it will open a page where you will see the information we have for you for your service (Read Only). You can view more information for your service by clicking the three different tabs at the top of the page. See example on next page:
To make updates to your service areas (where allowed) or to see information we have listed, you can click the tabs under “Services” on the left side of the page.

The second tab is “Medical Directors”. Click on this to view the information we have for your service’s Medical Director. If you have a change in Medical Director please contact the EMS Program to make the changes.

The third tab is “Personnel”. This is where you will go to add/remove EMS providers to your service, view their certification information/status (for the EMR and EMT level), their position with your service, etc. **It is extremely important, and required, to keep your personnel list, and other service information up to date.** See example on next page:
In the example above, you will see a list of people affiliated with your service. The page defaults to 10 people so to expand your list, click the box on the bottom right side of your page.

You will notice on the right side of each person’s line that there is a blue paper looking icon and a colored stack of books icon. You can click on those to see more information for the person. In the Docs section, you will be able to see copies of their CPR Card, Certification Card, etc. that the person uploaded into their account/or when added to their recert application. This will help you verify, for example, if your crew member is current with their CPR Certification. The icon under Education Report will take you to that person’s Education Report so you can see what training hours they have in their account for the current certification period, how many more recert hours they need, etc.

To see more information on the person, such as their contact info., click the > in front of their name to expand their line:
To remove a person from your Personnel Roster, click the blank box in front of their name then go to the bottom of the page and click the drop-down box “Select I Want To”, and select “Remove Selected Users” and click the gray “Go” button:

<table>
<thead>
<tr>
<th>Name</th>
<th>Positions</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tester, Joshua T (E00043)</td>
<td></td>
<td>E00043</td>
</tr>
<tr>
<td>Flintstone, Fred F (E00035)</td>
<td></td>
<td>E00035</td>
</tr>
<tr>
<td>Smith, Johnny</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smithson, Julie K (E00018)</td>
<td></td>
<td>E00018</td>
</tr>
<tr>
<td>IVERSEN, LANCE T (M0869123)</td>
<td></td>
<td>M0869123</td>
</tr>
<tr>
<td>Test, John (Test1)</td>
<td></td>
<td>Test1</td>
</tr>
</tbody>
</table>

To add a person to your Personnel Roster, begin typing the person’s name or certification number in the Personnel search box. As you begin typing in a person’s name a list will populate below the search box where you are typing in the person’s name or cert. number. When you find the person to add, click the person’s name, then click the gray “Add Existing Personnel to (your service name)” button:

Test - Mine (SD-AL-1071)
20855 Kensington Blvd., Lakeville, Minnesota 55044
In-State Ground Ambulance Service -- Issued: 08/17/2021 -- Expires: 08/17/2023

Personnel
Use the Position drop down menu and the search box to search for personnel with specific positions or names. To view all personnel again, click Clear.
Click the arrow to the right of each person’s name to view additional details about them. To view a list of documents submitted for that person, click the icon in the Documents column.

Add an Existing Personnel to Services Roster
Personnel: Smith, Johny - none
Search by Personnel name or License number

Add Existing Personnel to Test - Mine
Note: Since the EMS Program only certifies the EMR and EMT levels, your ALS personnel may not be in our system to select as they are licensed by the SD Board of Medical & Osteopathic Examiners. At this time, we have 635 Paramedics, 66 Intermediate 85s, 83 Advanced EMTs, and 5 Intermediate 99s, as well as hundreds of other positions such as Drivers, RNs LPNs, etc. If you have people on your service who do not show up in the list to select (other than the EMR and EMT levels), please email their name, license number and license level/position to the EMS program so we can add them for you. Also, since we can only verify the EMR and EMT certification status, you will need to verify your other staff (ALS, RN’s, MD, etc.) with the licensing agency over that person, such as the SDBMOE, Nursing Board, etc. **It is your responsibility to ensure your staff members are properly credentialed and have a valid certification/license to work at their level on your ambulance service.** If they have an expired certification/license, including an expired CPR certification they can not work on your ambulance service, however, you can use them as drivers. Please contact the EMS Program if you have questions.

The fourth tab is “Locations”. When you applied for a SD Ambulance Service License, or when doing your SD Ambulance Service License Renewal Application, you can list other locations where you have sub-stations or other bases. If you have other locations other than your primary location tied to your SD Ambulance Service License they will be located in this section.

The fifth tab is “Vehicles”. This is where you will find a list of your vehicles/aircraft we have listed or your ambulance service:

![Vehicles tab](image)

To see more information of a vehicle in your list click the VIN/Serial #.

This will open a page to show you more details for this vehicle/aircraft. See example on next page:
Like your personnel roster list, it is important/required to keep your vehicle list updated and status current with inspections. As described earlier in this guide under Applications, you can do applications to add/remove/update a vehicle (such as adding a call sign/number to each vehicle if not already done) and do self-inspections of your vehicles/aircraft.

The sixth tab is “Documents”. This is where you can go to see copies of your documents associated with your ambulance service, such as your inspection forms for your vehicles, copy of your SD Ambulance Service License, and other documents you have uploaded when doing your service renewal applications.

The seventh tab is “Service Areas”. At this time, we do not have/list service areas for your ambulance service so there will not be any information in this tab. This may change in the future.

The eighth tab is “Inspections”. Here you can see an overview of the vehicle inspections, status, etc. for your service. At this time, we do not charge an Inspection Fee so you can ignore that button.

Note: You are able to do self-inspections of your vehicles/aircraft. The EMS Program Specialists may conduct on-site audits/inspections of your service, vehicles/aircraft, personnel, at any time, with or without notice.
“Lookup” Section

In this section you can do a public lookup of SD Certified EMR or EMTs (expired or current), or look up information on a SD Licensed Ambulance Service.

In either of the two Lookups (Personnel or Services) you do not need to enter data in all the fields. Examples below and next page:
Find the person in the list that populates and click their name to open a page with more information. In this example, we only have one person in our system with the last name Flintstone so only one name shows up in the list:

**Search Results**

<table>
<thead>
<tr>
<th>Name</th>
<th>Certification Level</th>
<th>Certification Number</th>
<th>Expiration Date</th>
<th>Certification Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flintstone, Fred</td>
<td>EMR</td>
<td>E00035</td>
<td>09/30/2022</td>
<td>None</td>
</tr>
</tbody>
</table>

If the person is affiliated with an ambulance service, the name of the ambulance service will show and you can click on the name of the service to go to their public portal information page.

**Services Lookup**

Enter any search criteria to view the public profile information of any South Dakota licensed ambulance service.

- **Address City:**
- **License Number:**
- **Name:** Test

I'm not a robot

[Search] [Clear]
Find the Ambulance Service in the list that populates and click the name to open a page with more information. In this example, we only have one service in our system with the name Test so only one name shows up in the list:

**Search Results**

- Name: Test - Mine

Click the name of the service to open a page to see more information on this ambulance service:

**Agencies Lookup Detail**

**Services:** Test - Mine

- Name: Test - Mine
- Certification Date: 08/17/2021
- License Status: None
- County: Dakota
- Type of Service: Ground - 911 Response (Scene) with Transport Capability
- Mailing Address: 
- Primary Contact: None
- Website: test

- License Number: SD-AL-1071
- Expiration Date: 08/17/2023
- City: Lakeville
- Certification Level: In-State Ground Ambulance Service
- Classification: Ground ambulance service operating at the ALS/BLS levels to provide emergency and non-emergency care & transportation
- Shipping/Physical Address: 
- Phone: 

**“Manage” Section**

This section will appear in your menu list if we have you listed as an Instructor. This is where you will go to view all the education courses you have applied for, manage them such as adding your students to the course Attendee list, sign them off, etc. This is where you will also go to apply for an Education Course or to have an EMR or EMT Course. For detailed instructions please see the Instructor Instructions guide, located on the EMS Program’s website or click here to open the Instructor’s Instruction guide.

[Image of a webpage with a menu option highlighted: Manage]
Summary

We hope you found this guide helpful.

We have several other instruction guides for different areas of the E-Licensing System available on our EMS Program’s website (EMS.sd.gov) which you or your EMR and EMT crewmembers may find helpful.

When you go to our website, click the orange button labeled “E-Licensing System Instruction Sheets” which will open a page where you can open and/or download/print the instruction sheets. You can also access the E-Licensing Portal page by clicking the red button labeled “E-Licensing Portal”.
As always, if you have questions on the E-Licensing System, or any other area, please reach out to a member of the EMS Program:

**Sioux Falls**

**Marty Link**, EMS Director, [Marty.Link@state.sd.us](mailto:Marty.Link@state.sd.us)
4101 W. 38th Street, Suite 102
Sioux Falls, SD 57106-0741
605-367-5372 (office)
605-941-1209 (cell)

**Pierre**

**Bob Hardwick**, Central Specialist, Recertifications, [Bob.Hardwick@state.sd.us](mailto:Bob.Hardwick@state.sd.us)
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Pierre, SD 57501
605-773-4031 (office)

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Pierre, SD 57501
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Thank you