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 blue box labeled EMS Licensing.

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

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 you 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:

Forgot Username

Search for your username by entering the following information:

*Date of Birth:	mm/dd/yyyy 📅 Today
*Last Name:	
*Social Security Number:	☐Show

[Lookup] [Back]

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:

Forgot Username

Search for your username by entering the following information:

User Record Found!

Username sent to La*******⬛⬛⬛com. If you would like to update your email address on record and re-send the email, you may do so here.

Email:

[Update Email and Re-Send] [Go to Login]

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:

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.):