



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](https://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

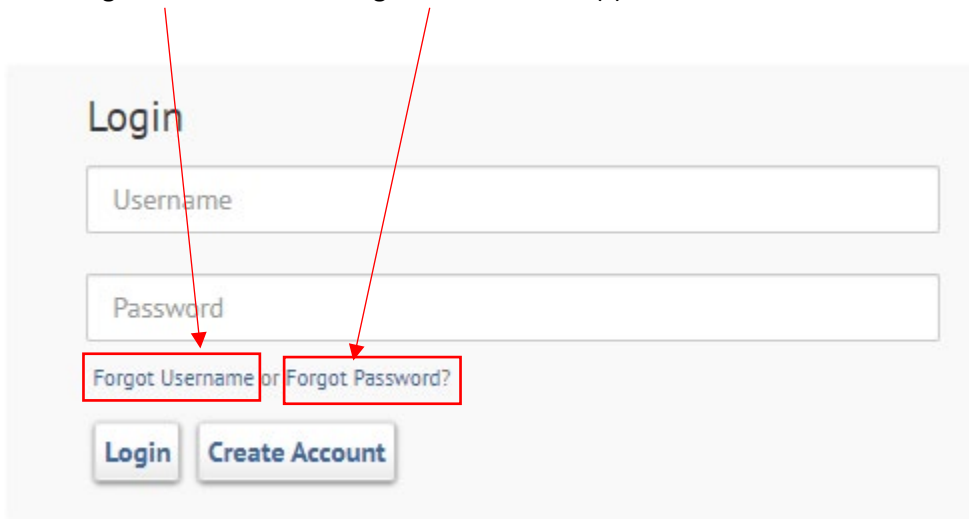
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Accessing the E-Licensing System and your Account **(Forgot Username or Forgot Password Instructions)**

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](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(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:

Forgot Username

Search for your username by entering the following information:

*Date of Birth:  Today

*Last Name:

*Social Security Number: - - Show

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:

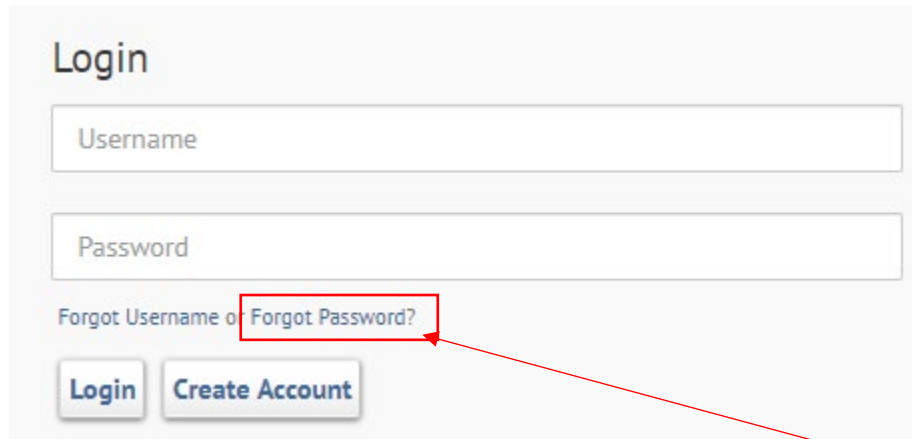
User Record Found!

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

Email:

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:



Login

Username

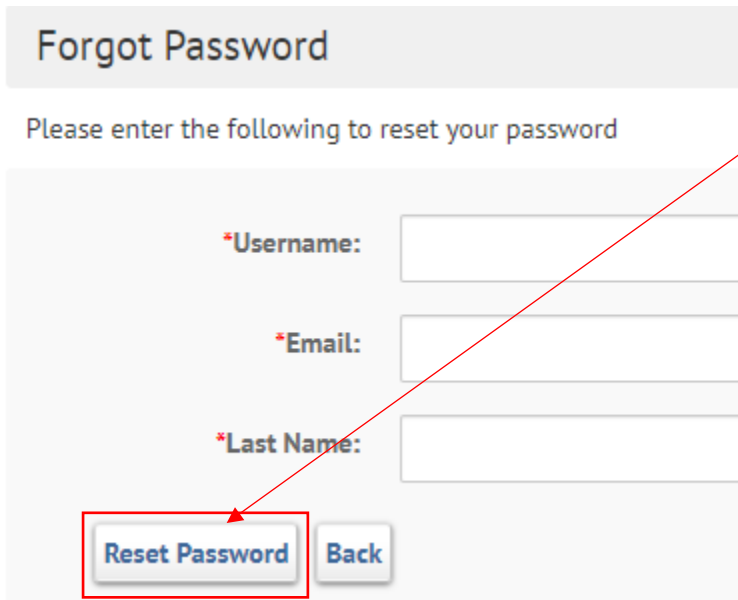
Password

Forgot Username or **Forgot Password?**

Login **Create Account**

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:



Forgot Password

Please enter the following to reset your password

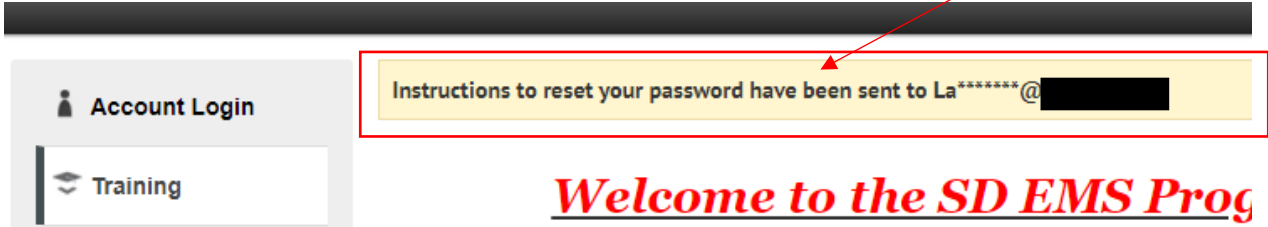
*Username:

*Email:

*Last Name:

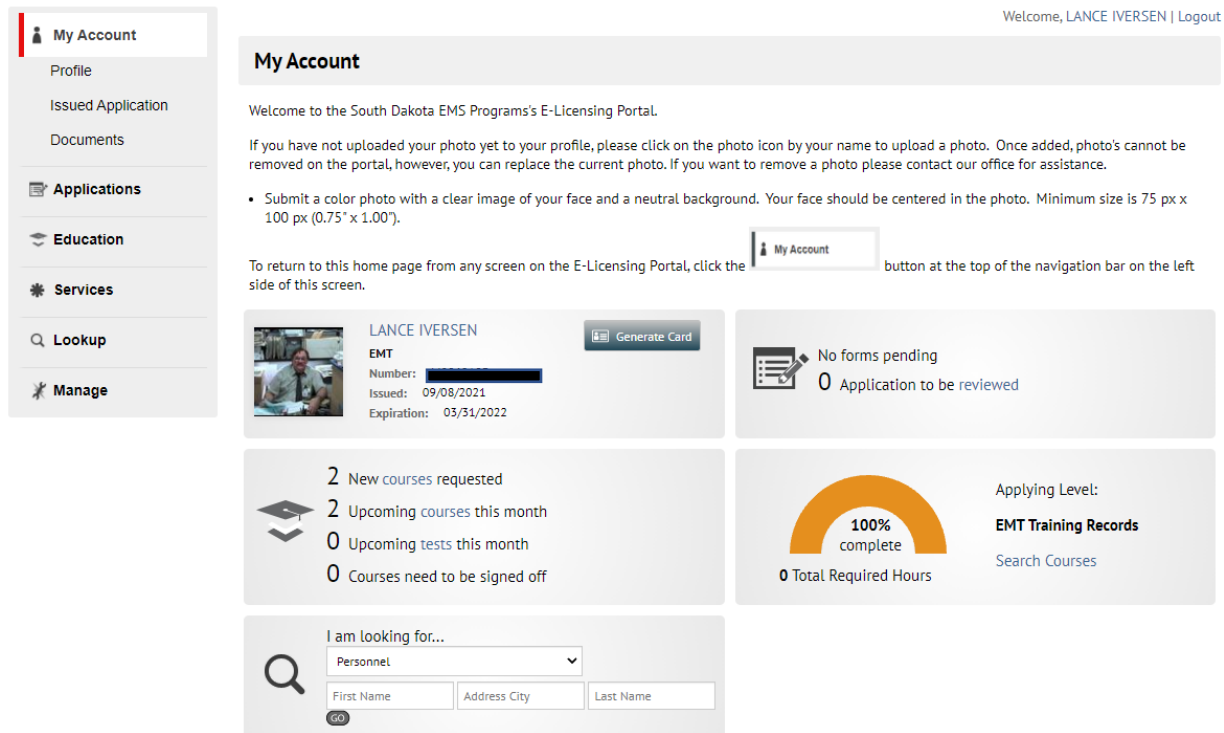
Reset Password **Back**

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:



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 your junk or spam folder.

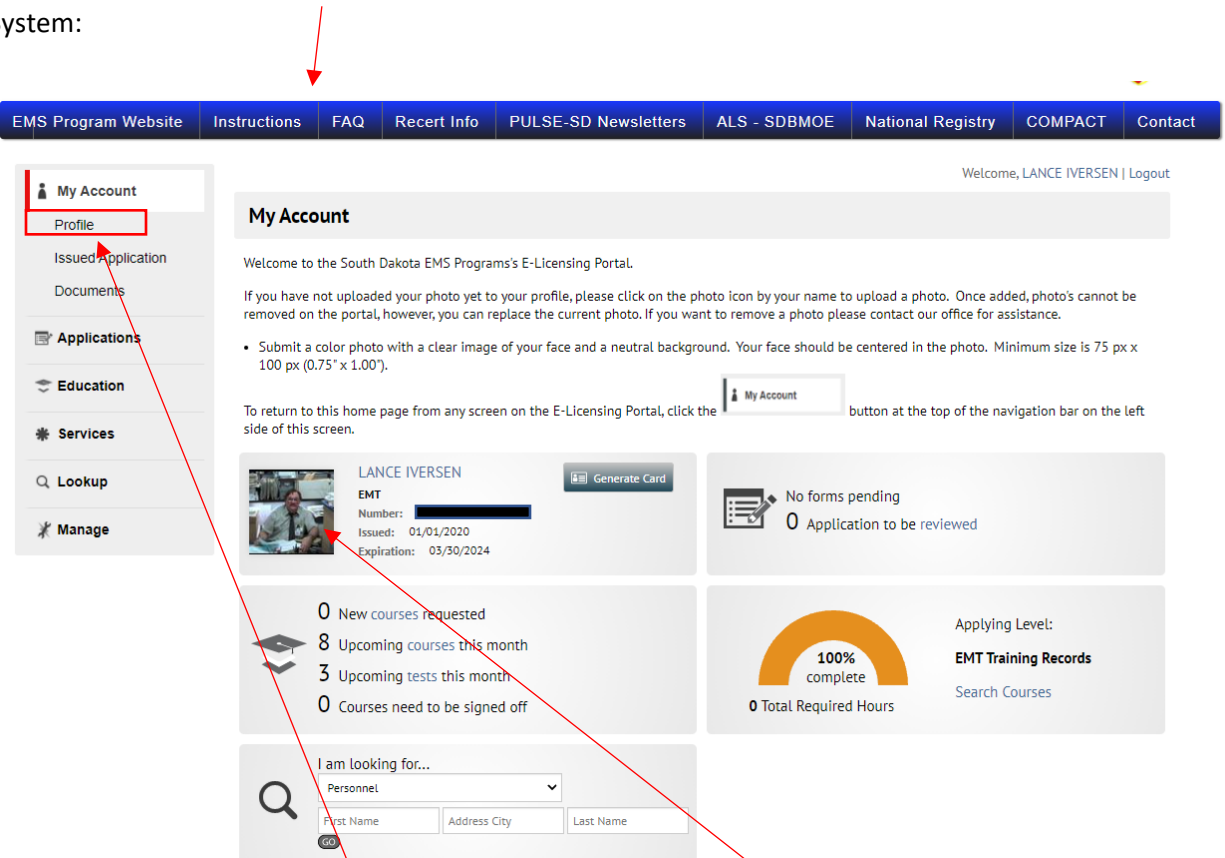
Once you log into your E-Licensing account your page will look something like this example (you may have more or fewer menu items based on the permissions for your account, such as if you are a Service Director, Training Officer, etc.):



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:



The screenshot shows the 'My Account' section of the E-Licensing Portal. At the top, a blue navigation bar contains links: EMS Program Website, Instructions, FAQ, Recert Info, PULSE-SD Newsletters, ALS - SDBMOE, National Registry, COMPACT, and Contact. Below this is a 'Welcome, LANCE IVERSEN | Logout' message. The main content area is titled 'My Account' and includes a welcome message, instructions on photo uploads, and a list of pending forms (0 pending, 0 to be reviewed). A user profile card for LANCE IVERSEN (EMT) shows issuance and expiration dates, a 'Generate Card' button, and a photo icon. Below the profile card are statistics for courses and tests, and a section for 'Applying Level: EMT Training Records' with a '100% complete' progress indicator and '0 Total Required Hours'. At the bottom, there is a search bar for personnel with fields for First Name, Address City, and Last Name.

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:



Demographics | **Certifications**

Account Demographics

* **First Name:** LANCE

Middle Name: T

* **Last Name:** IVERSEN

Demographics | **Certifications**

| Provider | Instructor Certification | National Registry |
|---|---|--|
| <p>Certification Number: [REDACTED]</p> <p>Certification Level: EMT</p> <p>Certification Status: Active</p> <p>Certification Date: 01/01/2020</p> <p>Expiration Date: 05/30/2024</p> <p>Initial Issue Date: 9/27/2019 9:13 AM</p> | <p>Number: IC-Test</p> <p>Instructor Level: Instructor Coordinator</p> <p>Instructor Status: Current</p> <p>Issue Date: 04/30/2020</p> <p>Expiration Date: 04/30/2022</p> <p>Initial Issue Date: 4/27/2020 12:55 PM</p> | <p>National Registry Number: [REDACTED]</p> <p>Level: Paramedic</p> <p>Issue Date:</p> <p>Expiration Date: 03/31/2022</p> <p>Certification Status: IA</p> <p>Recertification Status:</p> |
| Student | | |
| <p>Number:</p> <p>Level(s):</p> <p>Status: Pending</p> <p>Issue Date:</p> <p>Expiration Date:</p> | | |

Instructor Information

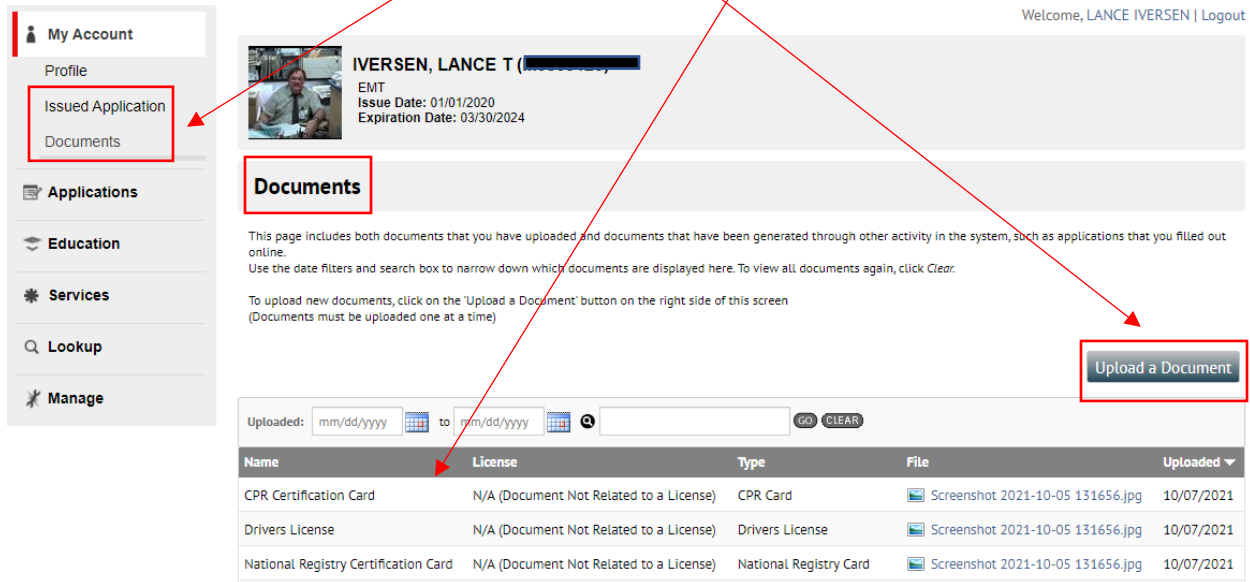
Instructor: Yes

Instructing Topics: Airway/Respiration/Ventilation
Cardiovascular
CPR Certification
EMR Course Curriculum
EMT Course Curriculum
Medical
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.



Welcome, LANCE IVERSEN | Logout

My Account

- Profile
- Issued Application**
- Documents

Applications

Education

Services

Lookup

Manage

Documents

This page includes both documents that you have uploaded and documents that have been generated through other activity in the system, such as applications that you filled out online.
Use the date filters and search box to narrow down which documents are displayed here. To view all documents again, click **Clear**.

To upload new documents, click on the 'Upload a Document' button on the right side of this screen
(Documents must be uploaded one at a time)

Uploaded: mm/dd/yyyy to mm/dd/yyyy **GO CLEAR**

| Name | License | Type | File | Uploaded |
|--------------------------------------|---|------------------------|----------------------------------|------------|
| CPR Certification Card | N/A (Document Not Related to a License) | CPR Card | Screenshot 2021-10-05 131656.jpg | 10/07/2021 |
| Drivers License | N/A (Document Not Related to a License) | Drivers License | Screenshot 2021-10-05 131656.jpg | 10/07/2021 |
| National Registry Certification Card | N/A (Document Not Related to a License) | National Registry Card | Screenshot 2021-10-05 131656.jpg | 10/07/2021 |

Upload a Document


“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.

- My Account**
- Applications**
- Continue
- Checkout
- Transaction
- Review
- Education
- Services
- Lookup
- Manage

Available Applications

Click "View My Applications" button to view your personal applications, or click the "View Service Applications" button (if applicable) to view the service application(s) you have access to (for Service Directors, Asst. Directors, or Operation Managers).



IVERSEN, LANCE T (██████████)

EMT
Issue Date: 01/01/2020
Expiration Date: 03/30/2024

View My Applications

✱

Test - Mine (SD-AL-1071)

20855 Kensington Blvd., Lakeville, Minnesota 55044
In-State Ground Ambulance Service -- Issued: 08/17/2021 -- Expires: 08/17/2023


View Services Applications

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.

My Applications

Service Applications



IVERSEN, LANCE T (██████████)

EMT
Issue Date: 01/01/2020
Expiration Date: 03/30/2024

View My Applications

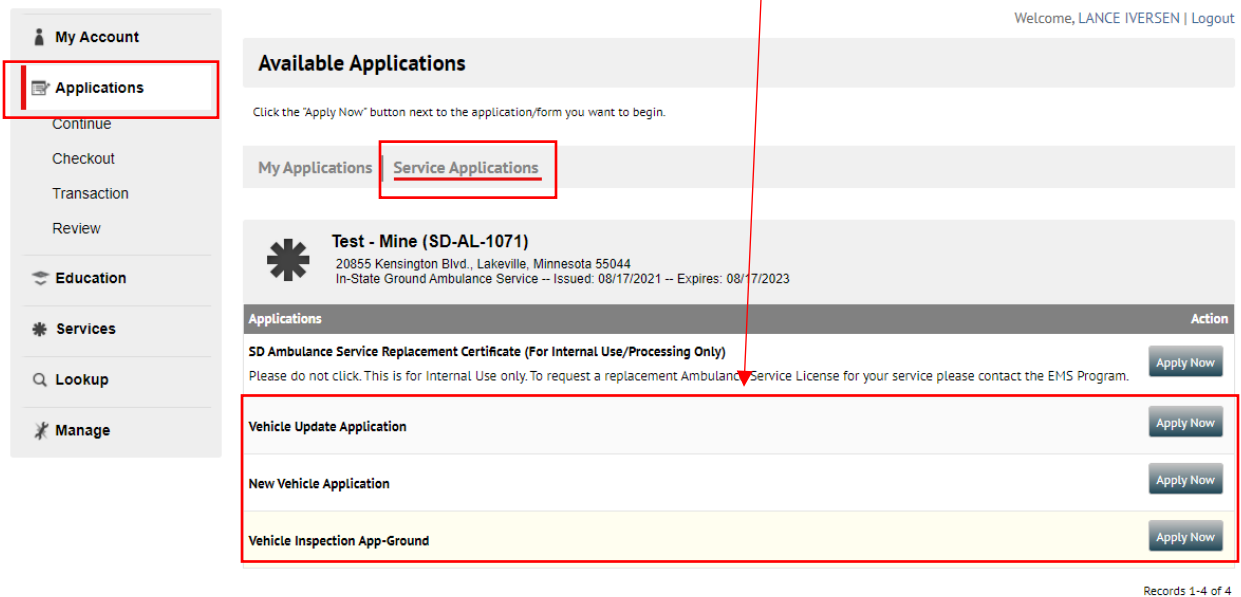
| Applications | Action |
|---|---|
| <div style="border: 1px solid red; padding: 2px 5px; background-color: #444; color: white; margin-bottom: 5px;">SDEMS Application</div> <p style="font-size: 0.8em;">This is a multi-part application. You will use this to apply for initial SD EMR or EMT Certification, and Renew or Reinstatement your SD EMR or EMT Certification. Depending on which of these tasks you choose, once Part 1 is submitted the next form (Part 2) will be placed in the Applications tab of your Licensing account. You will be able to open the next form by clicking the START button.</p> | <div style="border: 1px solid red; padding: 2px 5px; background-color: #444; color: white; margin-bottom: 5px;">Apply Now</div> |
| <p>(For Internal Use Only). Provider Replacement Card</p> <p style="font-size: 0.8em;">To print a replacement card, please click the gray "Generate Card" button next to your name on your "My Account" main page.</p> | <div style="padding: 2px 5px; background-color: #444; color: white; margin-bottom: 5px;">Apply Now</div> |
| <p>Starting a NEW Ambulance Service in SD? If yes, complete this License Application (Step 1)</p> <p style="font-size: 0.8em;">This is how a company who wants to begin ambulance service operations in South Dakota will apply for a SD Ambulance Service License - Step 1</p> | <div style="padding: 2px 5px; background-color: #444; color: white; margin-bottom: 5px;">Apply Now</div> |

Records 1-3 of 3

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.



Welcome, LANCE IVERSEN | Logout

My Account

- Applications**
- Continue
- Checkout
- Transaction
- Review

Education

Services

Lookup

Manage

Available Applications

Click the "Apply Now" button next to the application/form you want to begin.

My Applications **Service Applications**

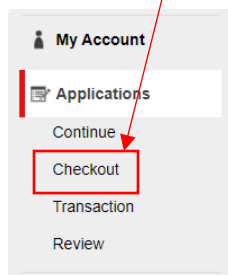
Test - Mine (SD-AL-1071)
20855 Kensington Blvd., Lakeville, Minnesota 55044
In-State Ground Ambulance Service -- Issued: 08/17/2021 -- Expires: 08/17/2023

| Applications | Action |
|---|-----------|
| SD Ambulance Service Replacement Certificate (For Internal Use/Processing Only) Please do not click. This is for Internal Use only. To request a replacement Ambulance Service License for your service please contact the EMS Program. | Apply Now |
| Vehicle Update Application | Apply Now |
| New Vehicle Application | Apply Now |
| Vehicle Inspection App-Ground | Apply Now |

Records 1-4 of 4

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.



My Account

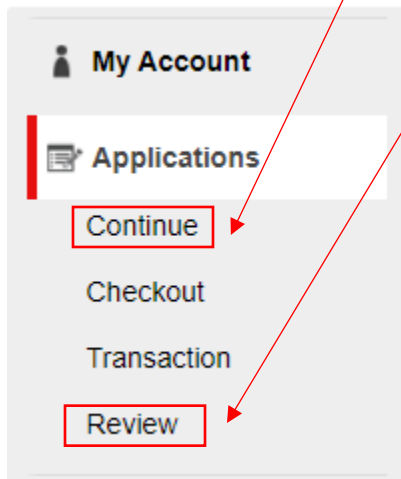
- Applications**
- Continue
- Checkout**
- Transaction
- Review



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:

Welcome, LANCE IVERSEN | Logout

Search for any upcoming training courses that have been approved. To view additional details about any course, click the arrow beside the course name to expand details, or click the course name to open a more complete course overview.

If On-Line Registration is allowed by the course instructor, when you open the course for more details you can click the “Register” button at the bottom of the page to have your name added to the course roster. If not, you can contact the Instructor for more details of his/her course and if you will be able to attend.

Find Education Courses

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

| Course Name | Course Number | Course Type | Start Date | End Date | Sponsor | Location | District Held | Instructor |
|-------------------------------|---------------|----------------------------|------------|------------|---------|----------|---------------|------------|
| Airway | SDCE2163 | Continuing Education Class | 10/18/2021 | 10/18/2021 | | | District 7 | |
| Hypothermia | SDCE2162 | Continuing Education Class | 10/18/2021 | 10/18/2021 | | | District 7 | |
| Documentation | SDCE2160 | Continuing Education Class | 11/11/2021 | 11/11/2021 | | | District 2 | |

Course: Airway



Date: 10/18/2021 8:00 PM - 10/18/2021 9:00 PM

Location: [REDACTED]

Status: Approved

Instructor: [REDACTED]

Attendees: 0/0 attendees completed

^ 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:

| Topic | Credit Hours |
|--------------------------------|--------------|
| Airway/Respiration/Ventilation | 1 |

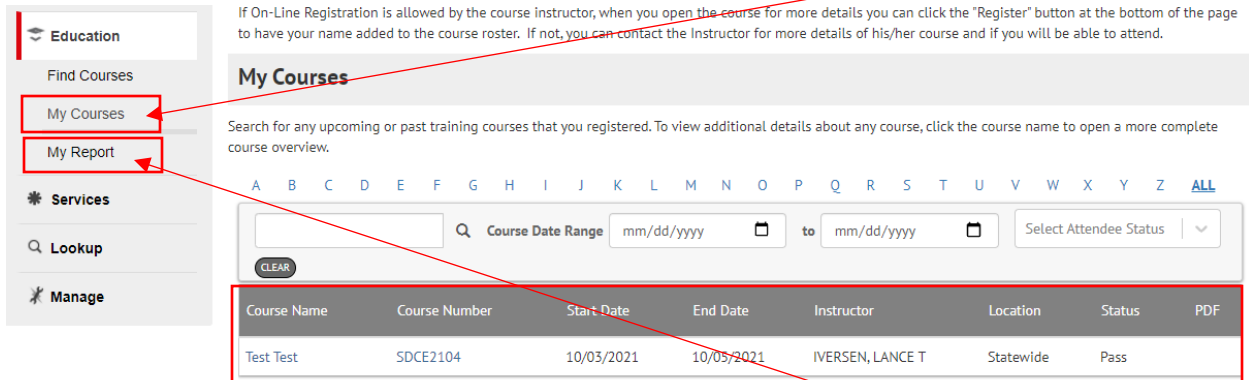
| Documents | File Name | File Size |
|------------|-----------|-----------|
| No Records | | |

[+ Register for Course](#)

[← Back](#)

Course is not open for registration on portal

To see courses you have registered for (past or upcoming courses), click the “My Courses” tab:



If On-Line Registration is allowed by the course instructor, when you open the course for more details you can click the "Register" button at the bottom of the page to have your name added to the course roster. If not, you can contact the instructor for more details of his/her course and if you will be able to attend.

My Courses

Search for any upcoming or past training courses that you registered. To view additional details about any course, click the course name to open a more complete course overview.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [ALL](#)

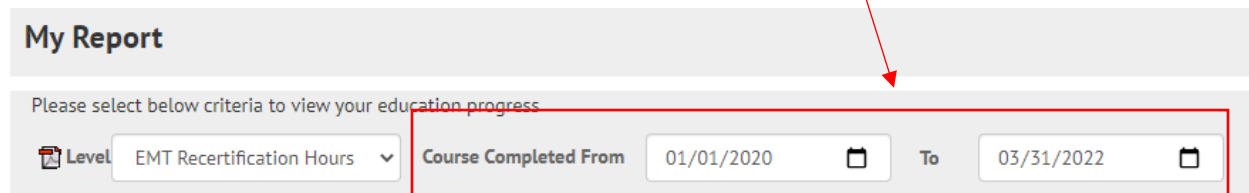
Course Date Range: mm/dd/yyyy to mm/dd/yyyy Select Attendee Status:

| Course Name | Course Number | Start Date | End Date | Instructor | Location | Status | PDF |
|-------------|---------------|------------|------------|------------------|-----------|--------|-----|
| Test Test | SDCE2104 | 10/03/2021 | 10/03/2021 | IVERSEN, LANCE T | Statewide | Pass | |

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.:



My Report

Please select below criteria to view your education progress

Level: Course Completed From: To:

- My Account**
- Applications
- Education**
 - Find Courses
 - My Courses
 - My Report
- Services
- Lookup
- Manage

Search for any upcoming training courses that have been approved. To view additional details about any course, click the arrow beside the course name to expand details, or click the course name to open a more complete course overview.

If On-Line Registration is allowed by the course instructor, when you open the course for more details you can click the "Register" button at the bottom of the page to have your name added to the course roster. If not, you can contact the Instructor for more details of his/her course and if you will be able to attend.

My Report

Please select below criteria to view your education progress

Level: EMT Recertification Hours Course Completed From: 01/01/2020 To: 03/31/2022

2 topics remaining to meet all of your education requirements within filtered date range
 Click "Find My Courses" to show you all of the courses that would satisfy your remaining requirements

EMT Recertification Hours (current level):

In Progress
 Level Total: 36.50 of 20.00


| Required | | State & NR Approved Training | | | | | |
|--------------------------|----------------|---------------------------------------|--------------------------------|-----------|-----------|------|--|
| 36.50 Completed | 0.00 Remaining | Topic | Required | Completed | Remaining | | |
| 20.00 Total Requirements | | <input checked="" type="checkbox"/> > | Airway/Respiration/Ventilation | 1.50 | 15.00 | 0.00 | <input style="background-color: green; color: white; border: 1px solid red; border-radius: 50%;" type="button" value="+"/> |
| Topic Hours Remaining | | <input checked="" type="checkbox"/> > | Cardiovascular | 6.00 | 9.00 | 0.00 | <input style="background-color: green; color: white; border: 1px solid red; border-radius: 50%;" type="button" value="+"/> |
| | | <input type="checkbox"/> > | Medical | 6.00 | 2.00 | 4.00 | <input style="background-color: green; color: white; border: 1px solid red; border-radius: 50%;" type="button" value="+"/> |
| | | <input checked="" type="checkbox"/> > | Trauma | 1.50 | 6.50 | 0.00 | <input style="background-color: green; color: white; border: 1px solid red; border-radius: 50%;" type="button" value="+"/> |
| | | <input type="checkbox"/> > | Operations | 5.00 | 4.00 | 1.00 | <input style="background-color: green; color: white; border: 1px solid red; border-radius: 50%;" type="button" value="+"/> |


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.

Add Course


* Course Name

Start Date 

* Completed Date 

Location 



File Upload No file chosen
Accepted File Types: BMP, css, doc, docx, html, jpeg, jpg, mht, mp4, msg, odt, pdf, pjpeg, ppt, pptx, rtf, tbf, ttf, txt, xls, xlsx, xml - application
No files larger than 23000 KB


Topics 

Options AED 12 Lead EKG Chest Pain Aspirin Assist Nitroglycerin Assist
 Post-Resuscitation Care Ventricular Assist Devices Stroke/CVA Cardiac Arrest
 Pediatric Cardiac Arrest

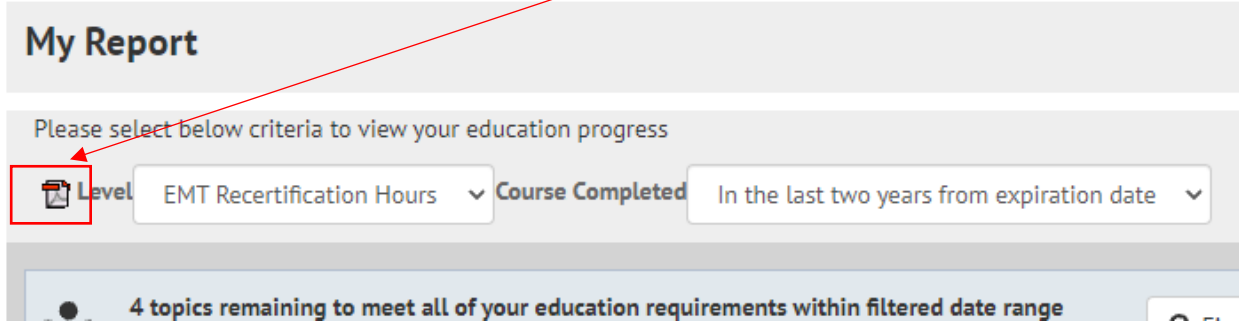
You will fill out the form with the Course Name, Start and Completed Dates, Location, select the Topic and enter the hour(s) and any sub-topics. If you have more than one Topic for this training course, you can click the “+ Add Topic” button at the bottom of the page. **Note**, if you use the drop-down 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:

| Topic | Required | Completed | Remaining |
|--|----------|-----------|-----------|
|  > Airway/Respiration/Ventilation | 1.50 | 3.00 | 0.00 |
|  v Airway/Respiration/Ventilation | 1.50 | 3.00 | 0.00 |


| Course Completed | Credits | Completed On | Document | Remove |
|------------------|---------|--------------|----------|---|
| Test (123) | 3.00 | 9/15/2021 | |  |

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":



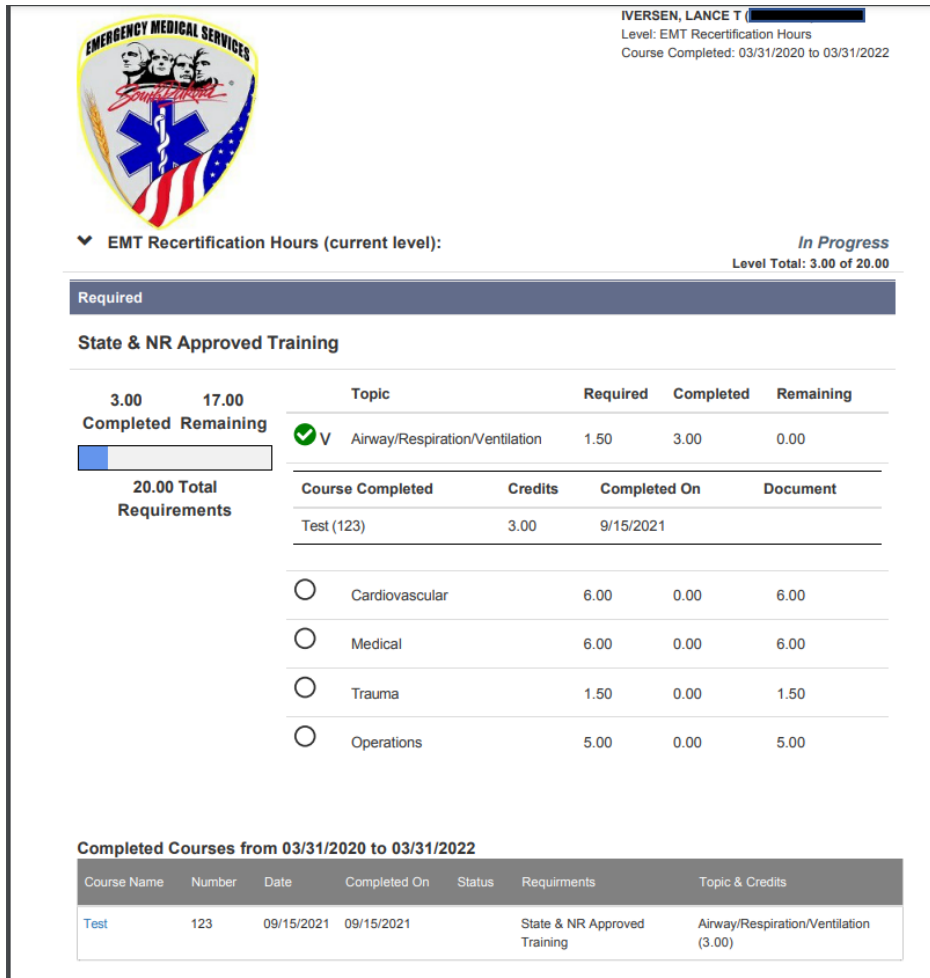
My Report

Please select below criteria to view your education progress


 Level: EMT Recertification Hours | Course Completed: In the last two years from expiration date

4 topics remaining to meet all of your education requirements within filtered date range

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:



EMERGENCY MEDICAL SERVICES

IVERSEN, LANCE T
Level: EMT Recertification Hours
Course Completed: 03/31/2020 to 03/31/2022

▼ EMT Recertification Hours (current level): *In Progress*
Level Total: 3.00 of 20.00

Required

State & NR Approved Training

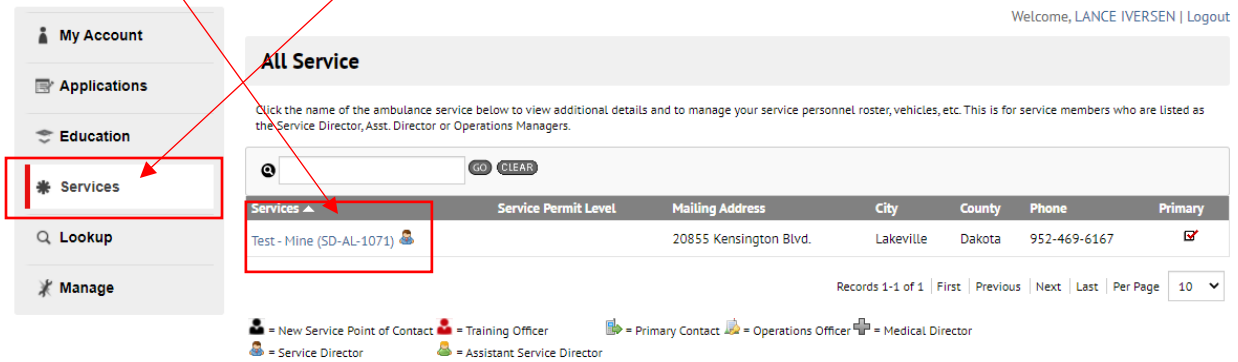
| 3.00 Completed | 17.00 Remaining | Topic | Required | Completed | Remaining |
|-------------------------------------|-----------------|---|----------|-----------|-----------|
| <input checked="" type="checkbox"/> | | Airway/Respiration/Ventilation | 1.50 | 3.00 | 0.00 |
| 20.00 Total Requirements | | | | | |
| | | <input type="checkbox"/> Cardiovascular | 6.00 | 0.00 | 6.00 |
| | | <input type="checkbox"/> Medical | 6.00 | 0.00 | 6.00 |
| | | <input type="checkbox"/> Trauma | 1.50 | 0.00 | 1.50 |
| | | <input type="checkbox"/> Operations | 5.00 | 0.00 | 5.00 |

Completed Courses from 03/31/2020 to 03/31/2022

| Course Name | Number | Date | Completed On | Status | Requirements | Topic & Credits |
|-------------|--------|------------|--------------|------------------------------|--------------|---------------------------------------|
| Test | 123 | 09/15/2021 | 09/15/2021 | State & NR Approved Training | | Airway/Respiration/Ventilation (3.00) |

“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.



Welcome, LANCE IVERSEN | Logout

All Service

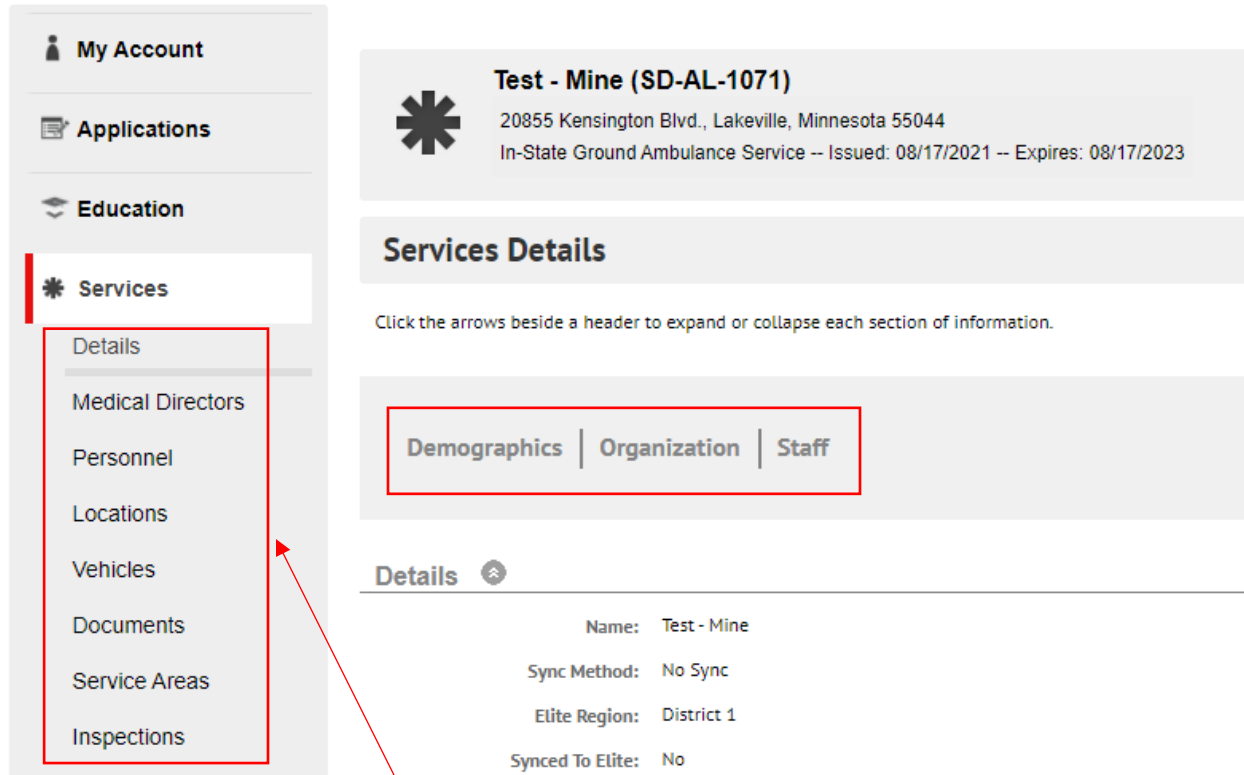
Click the name of the ambulance service below to view additional details and to manage your service personnel roster, vehicles, etc. This is for service members who are listed as the Service Director, Asst. Director or Operations Managers.

| Services | Service Permit Level | Mailing Address | City | County | Phone | Primary |
|--------------------------|----------------------|------------------------|-----------|--------|--------------|-------------------------------------|
| Test - Mine (SD-AL-1071) | | 20855 Kensington Blvd. | Lakeville | Dakota | 952-469-6167 | <input checked="" type="checkbox"/> |

Records 1-1 of 1 | First | Previous | Next | Last | Per Page 10

= New Service Point of Contact = Training Officer = Primary Contact = Operations Officer = Medical Director
 = Service Director = Assistant Service Director

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:



The screenshot shows a web interface for EMS services. On the left is a sidebar menu with the following items: My Account, Applications, Education, Services (highlighted with a red box), Details, Medical Directors, Personnel, Locations, Vehicles, Documents, Service Areas, and Inspections. A red arrow points from the 'Medical Directors' item in the sidebar to the 'Medical Directors' tab in the main content area. The main content area displays details for a service named 'Test - Mine (SD-AL-1071)'. It includes the address '20855 Kensington Blvd., Lakeville, Minnesota 55044' and the service type 'In-State Ground Ambulance Service -- Issued: 08/17/2021 -- Expires: 08/17/2023'. Below this is a 'Services Details' section with a note: 'Click the arrows beside a header to expand or collapse each section of information.' Underneath are three tabs: 'Demographics', 'Organization', and 'Staff', all enclosed in a red box. At the bottom, there is a 'Details' section with a dropdown arrow, containing the following information: Name: Test - Mine, Sync Method: No Sync, Elite Region: District 1, and Synced To Elite: No.

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:

- Services
- Details
- Medical Directors
- Personnel
- Locations
- Vehicles
- Documents
- Service Areas
- Inspections
- Lookup
- Manage

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: Add Existing Personnel to Test - Mine

Search by Personnel name or License number

| Name | Positions | Number | Level | Issued | Expiration | Status | Docs | Education Report |
|---|-----------|----------|-------|------------|------------|---------|------|------------------|
| <input type="checkbox"/> <input type="checkbox"/> > Tester, Joshua T (E00043) | | E00043 | EMT | 07/21/2021 | 03/31/2023 | Active | | |
| <input type="checkbox"/> > Flintstone, Fred F (E00035) | | E00035 | EMR | 08/18/2020 | 09/30/2022 | Active | | |
| <input type="checkbox"/> > Smith, Johnny | | | | | | | | |
| <input type="checkbox"/> > Smithson, Julie K (E00018) | | E00018 | EMT | | 06/30/2020 | Expired | | |
| <input type="checkbox"/> > IVERSEN, LANCE T (██████████) | | M0869123 | EMT | 09/08/2021 | 03/31/2022 | Active | | |
| <input type="checkbox"/> > Test, John (Test1) | | Test1 | EMT | 01/01/2018 | 03/31/2021 | Expired | | |

Select I Want To Go Records 1-6 of 6 | First | Previous | Next | Last | Per Page 10

= Service Director = New Service Point of Contact = Training Officer = Primary Contact = Operations Officer = Medical Director
 = Assistant Service Director = Inactive User

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:


| Name | Positions | Number | Level | Issued | Expiration | Status | Docs | Education Report |
|--|------------------|--------------|--------------|-------------|-------------|----------------|------|------------------|
| <input type="checkbox"/> > Tester, Joshua T (E00043) | | E00043 | EMT | 07/21/2021 | 03/31/2023 | Active | | |
| Profile | Positions | Email | Home | Cell | Work | Address | | |
| Default | | ██████████@m | 6 ██████████ | ██████████ | | ██████████ | | |

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:

| <input type="checkbox"/> | Name | Positions ▼ | Number |
|-------------------------------------|-------------------------------|-------------|----------|
| <input type="checkbox"/> | ▶ Tester, Joshua T (E00043) | | E00043 |
| <input type="checkbox"/> | ▶ Flintstone, Fred F (E00035) | | E00035 |
| <input checked="" type="checkbox"/> | ▶ Smith, Johnny | | |
| <input type="checkbox"/> | ▶ Smithson, Julie K (E00018) | | E00018 |
| <input type="checkbox"/> | ▶ IVERSEN, LANCE T (M0869123) | | M0869123 |
| <input type="checkbox"/> | ▶ Test, John (Test1) | | Test1 |

Remove Selected Users ▼

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

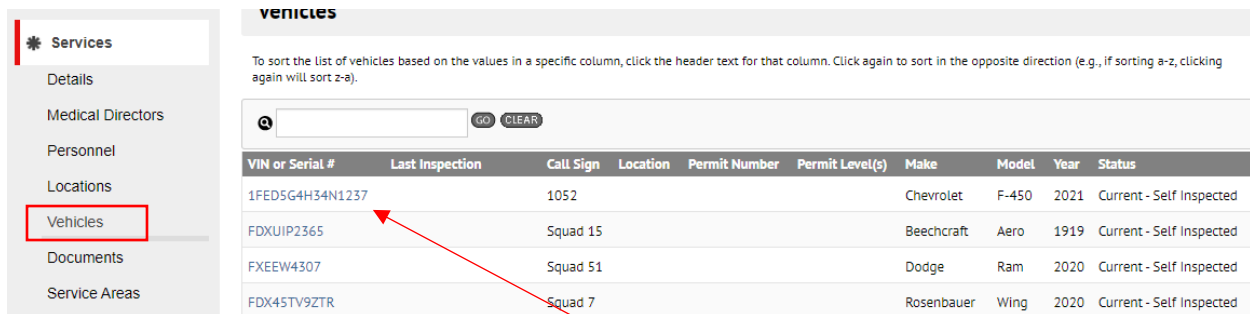
Personnel:

Search by Personnel name or License number

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:



| VIN or Serial # | Last Inspection | Call Sign | Location | Permit Number | Permit Level(s) | Make | Model | Year | Status |
|-----------------|-----------------|-----------|----------|---------------|-----------------|------------|-------|------|--------------------------|
| 1FED5G4H34N1237 | | 1052 | | | | Chevrolet | F-450 | 2021 | Current - Self Inspected |
| FDXUIP2365 | | Squad 15 | | | | Beechcraft | Aero | 1919 | Current - Self Inspected |
| FXEEW4307 | | Squad 51 | | | | Dodge | Ram | 2020 | Current - Self Inspected |
| FDX45TV9ZTR | | Squad 7 | | | | Rosenbauer | Wing | 2020 | Current - Self Inspected |

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:

Identification

Unit Number:

Call Sign: 1052

VIN or Serial #: 1FED5G4H34N1237

License Plate or Tail #:

Status: Active

Details

Make: Chevrolet

Model: F-450

Year: 2021

Vehicle Type: Ambulance

Certifications

Permit Number:

Issue Date: 08/17/2021

Expiration Date: 08/17/2023

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.

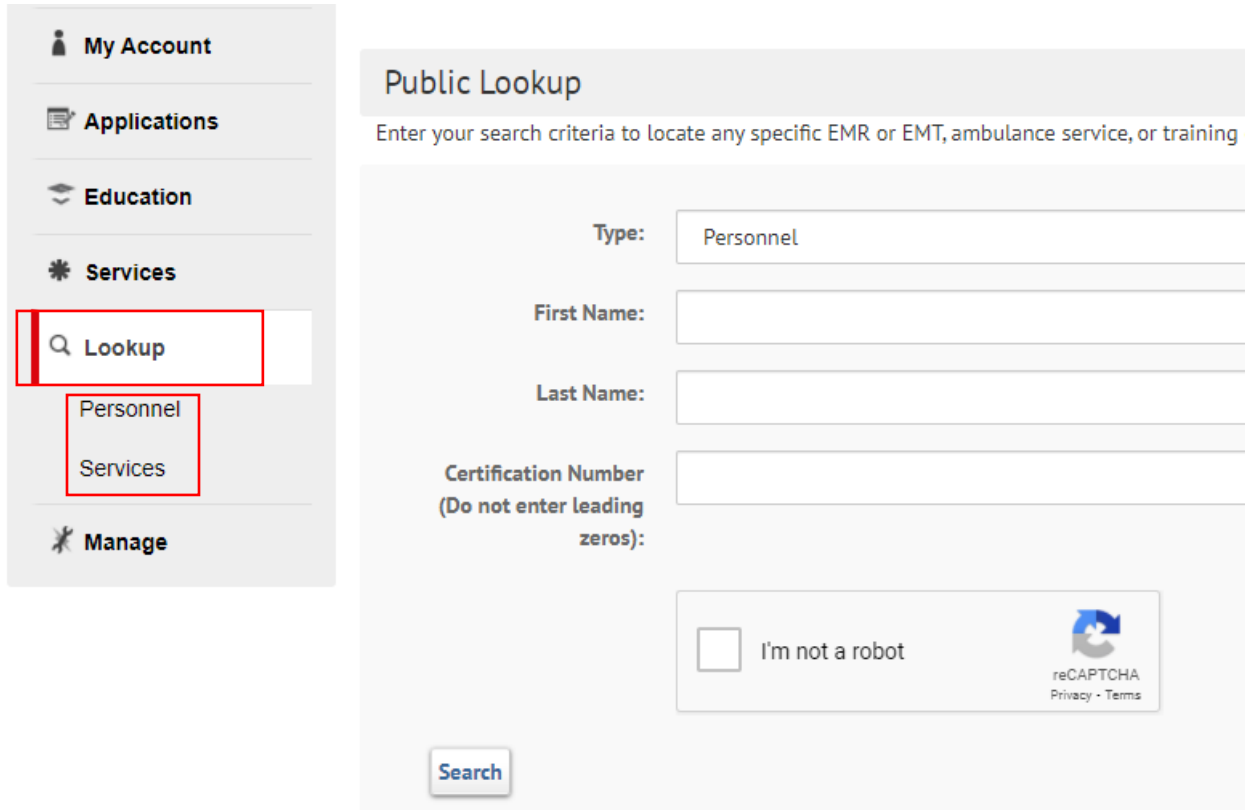
The seventh tab is **“Service Areas”**. At this time, we do not have/list service areas for your ambulance service so there will not be any information in this tab. This may change in the future.

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.

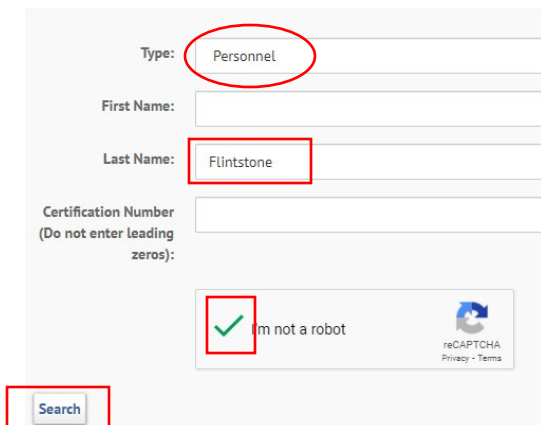
“Lookup” Section

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.



The screenshot shows a navigation menu on the left with options: My Account, Applications, Education, Services, and Manage. The 'Services' section is expanded, showing 'Lookup' (highlighted with a red box), 'Personnel' (highlighted with a red box), and 'Services' (highlighted with a red box). The main content area is titled 'Public Lookup' and contains the following fields: 'Type:' with a dropdown menu set to 'Personnel'; 'First Name:'; 'Last Name:'; 'Certification Number (Do not enter leading zeros):'; a reCAPTCHA box with an unchecked 'I'm not a robot' checkbox; and a 'Search' button.

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:



This screenshot shows the 'Public Lookup' form with the following fields filled or highlighted: 'Type:' is set to 'Personnel' (circled in red); 'Last Name:' is 'Flintstone' (boxed in red); the reCAPTCHA 'I'm not a robot' checkbox is checked (boxed in red); and the 'Search' button is boxed in red.

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

| Name | Certification Level | Certification Number | Expiration Date | Certification Status |
|--------------------|---------------------|----------------------|-----------------|----------------------|
| ▶ Flintstone, Fred | EMR | E00035 | 09/30/2022 | None |

Records 1-1 of 1 | First|Previous|Next|Last | Page 1 | Per Page 10

Personnel: Flintstone, Fred

Certification Level: EMR

Certification Number: E00035

Certification Status: None

Expiration Date: 09/30/2022

Ambulance Service(s) Affiliated With

Test - Mine

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



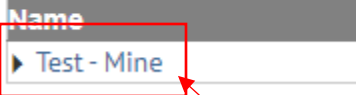
reCAPTCHA
Privacy - Terms

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



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

Agencies Lookup Detail

Services: Test - Mine

| | |
|---|---|
| <p>Name: Test - Mine</p> <p>Certification Date: 08/17/2021</p> <p>License Status: None</p> <p>County: Dakota</p> <p>Type of Service: Ground - 911 Response (Scene) with Transport Capability</p> <p>Mailing Address: [REDACTED]</p> <p>Primary Contact: None</p> <p>Website: test</p> | <p>License Number: SD-AL-1071</p> <p>Expiration Date: 08/17/2023</p> <p>City: Lakeville</p> <p>Certification Level: In-State Ground Ambulance Service</p> <p>Classification: Ground ambulance service operating at the ALS/BLS levels to provide emergency and non-emergency care & transportation</p> <p>Shipping/Physical Address: [REDACTED]</p> <p>Phone: [REDACTED]</p> |
|---|---|

“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.

- My Account
- Applications
- Education
- Services
- Lookup
- Manage
- Courses

Welcome, LANCE IVERSEN | Logout

Search for any upcoming training courses that have been approved. To view additional details about any course, click the arrow beside the course name to expand details, or click the course name to open a more complete course overview.

If On-Line Registration is allowed by the course instructor, when you open the course for more details you can click the "Register" button at the bottom of the page to have your name added to the course roster. If not, you can contact the Instructor for more details of his/her course and if you will be able to attend.

Manage Courses

+ Add New Course Import Attendees

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL

Select Course Type
Select Status
Course Start

Test Date
Select Location
CLEAR

| Name | Number | Status | Course Date | Closing Date | Test Date | Instructor | Location | Completed Attendees |
|---|----------|----------|-------------|--------------|-----------|------------------|--------------------------------------|---------------------|
| SD EMS Program - LMS & Elite Systems Overview | SDCE2128 | Approved | 10/28/2021 | 11/29/2021 | | IVERSEN, LANCE T | SD EMS Association Annual Conference | 0/0 |
| Test Test | SDCE2104 | Approved | 10/03/2021 | 11/04/2021 | | IVERSEN, LANCE T | Statewide | 4/5 |

Records 1-2 of 2 | First | Previous | Next | Last | Page 1 | Per Page 10

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”.

EMERGENCY MEDICAL SERVICES

Welcome to the South Dakota Department of Health, Office of Rural Health – EMS Program’s website.

The EMS Program is responsible for:

- Improving access to quality Emergency Medical Services in South Dakota
- Providing technical assistance to ambulance services and providers
- Partnering with industry stakeholders
- Collecting and reporting EMS data
- Licensing ambulance services
- Certifying Emergency Medical Responders and Emergency Medical Technicians
- Approving BLS education for EMS providers



Helmsley Charitable Trust AED First Responder Project

EMS Provider Update Webinar

COVID-19
EMS Updates
& Information

| | | |
|--|--|--|
| E-Licensing Portal <i>Account Access, Public Lookup</i> | E-Licensing System Instruction Sheets | EMS Laws/Regulations & Basic Life Support <i>Scope of Practice & Patient Care Guidelines</i> |
| EMR/EMT Course Coordinator & Student Information <i>Supporting Documents</i> | EMR & EMT Courses <i>Current Refresher & Specialty Courses</i> | Ambulance Service <i>Information, Licensure Application, Maps, Inspection Forms</i> |
| SD Naloxone Project | Continuing Education & Recertification <i>Continuing Ed. Application, EMR/EMT Recert. Info., Resources</i> | EMS Compact <i>Interstate Commission for EMS Personnel Practice</i> |
| PULSESD Newsletter <i>Subscribe/Unsubscribe, Past Editions</i> | SD ePCR System <i>ImageTrend Elite</i> | Career Opportunities & Classifieds |
| EMS Stakeholders <i>Leadership, Sessions, Information</i> | Comfort One <i>Advanced Directive</i> | SD Trauma System |
| SIM-SD <i>Simulation in Motion</i> | EMS Resources | Contact Us |



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

4101 W. 38th Street, Suite 102

Sioux Falls, SD 57106-0741

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605-941-1209 (cell)

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Thank you