E-Licensing System Frequently Asked Questions

1. **Email address**: Every person will need to have an email address in their account and the email address <u>cannot</u> be the same as someone else's. For example, if you are a married couple you cannot use the same email address in both your E-Licensing accounts. Your email address is unique to your account and that is used for correspondences, such as automatic email notifications to you when you are 90 days and 30 days from your certification expiring. Your email address is also used to reset your password if you forget it (by clicking the Forgot Password link at the bottom of the E-Licensing Portal page), amongst other types of correspondence from our office.

2. **What do I do if I can't remember my Username or Password**? On the E-Licensing Portal page, click the "Forgot Username" link at the bottom of the page, follow the instructions and the system will send you an email with your information and a link to click to reset your password.

3. **When I go to recertify, can I mail my application and paperwork in like I have done in the past**? No. Everyone will need to log into their E-Licensing account and do the EMR or EMT renewal application. Paperwork sent into the EMS Program for recertification will not be processed and your paperwork will be mailed back to you.

4. **If I lose my card can I get a replacement**? Yes. You can log into your E-Licensing account and click the "Generate Card" button next to your name and that will generate a paper copy of your card in a pdf which you can then print or save to your computer. You will only get a new hard card from our office when you renew your SD certification every two years.

5. **My National Registry Certification is current. Doesn't that automatically renew my SD certification or override needing a state certification?** No. National Registry Certification has never automatically renewed an EMR or EMT's state certification. Everyone (EMR or EMTs) will need to log into their E-Licensing account and apply for recertification during their open recertification period. If your state certification expires, you are not legally able to function at your level on a SD licensed ambulance service.

6. **If I renew my National Registry certification before I renew my state certification, do I have to enter all my continuing education hours again?** No. Within the renewal application, there will be a question that asks if you will be using National Registry to renew your state certification. If you answer Yes to that question, you just need to enter your National Registry information (NR # and expiration date), then upload a copy of your <u>NEW</u> National Registry card. When you do this, it will turn off the Education tab in your application and you will not enter your continuing education topics/hours.

7. **What documents do I need to have to complete the recertification application?** Within the application, it will ask you to upload a copy of your Driver's License (or other Govt. Issued photo ID), a copy of your current CPR certification or card, and if you are Nationally Registered, a copy of your NEW National Registry card. If you do not have an electronic copy of these items, you can scan and save the file to your computer or device then upload the files when asked. If you don't have a scanner, you can take a picture of your cards, save to your computer or device, then upload in your renewal application where asked for.

8. **What if I moved and have a new address, or phone number or Email address?** You can log into your E-Licensing account and edit your demographic information. You cannot edit/change your

name, date of birth, Social Security Number or race. If you have a name change, you will need to email the EMS program and include a copy of a legal document that has your new last name. If there is an error of information in your account, such as date of birth or SS#, please call the EMS Program.

9. **How do I access my E-Licensing account**? Every EMR and EMT already has an account in E-Licensing. Please do not create a new account as duplicate accounts will be deleted and anything you put into your account will be deleted and unrecoverable. To access your E-Licensing account you can click on this link: https://southdakota.imagetrendlicense.com/lms/public/portal#/login or you can go to the Office of EMS & Trauma's website:EMS.sd.gov then click on the blue button labeled "EMS Licensing".

10. **What do I do if my state certification expires**? If you fail to renew your state certification before its expiration date, depending on the amount of time that has lapsed, you can log into your E-Licensing account, click on the "Applications" button then complete the SDEMS Application – then select Reinstatement. You will also have to have an FBI and SD DCI Criminal History Background Check completed before you can be reinstated.

11. **How do I enter my continuing education topics/hours I have completed**? One feature of this system is if a course is being done in-house (for example your service's monthly training), the instructor has a feature when they apply for a course to allow public registration. If they allow this, you can log into your E-Licensing account, find the education course, open it up for more information, then at the bottom of the page there will be a button you can click to Register. This will put your name into the education course attendee list and your instructor will log into his/her account and sign you off and your topic and hours for the course will automatically be registered into your Education "My Report". If the instructor does not allow registration, he/she can log into their account, search and add you to their course attendee list and sign you off. Again, when he/she does this, it will automatically record the topics and hours into your Education "MY Report". If you did an online course, for example, you can log into your E-Licensing account, click "Education" in your menu list on the left of the page, then click "My Report". Next you will click the green circle with a white + on the right side of the page by the Topic you want to add hour(s) to. Fill in the information on the form then click the blue "Add" button. If you're not sure if your instructor will do this for you, please ask him/her if they will enter the hours for you.

12. **What if I was an EMR and I advanced to an EMT. How do I change my level?** If you were an EMR and advanced to an EMT (you passed and have your new National Registry card), you will log into your E-Licensing account, click on the "Applications" button and select the SDEMS Application, then you will select the box "I want to Upgrade my current SD EMR Certification to EMT Certification" then finish the rest of the two-part application form.

13. **There are detailed instruction sheets** on several areas of the E-Licensing System available on the EMS Program's website: EMS.sd.gov.