Creating an Initial Secure Account
Who Needs an Account?

If you’re a first time applicant for Emergency Medical Care Technician “EMCT” certification, you must create an account with the Bureau and have it activated by Bureau certification staff to begin the application submission process.
What is an EMCT?

Think of it like this, the term EMCT is the house and EMCTs are the people in that house with the titles of:

- Emergency Medical Technician “EMT”
- Advanced Emergency Medical Technician “AEMT”
- Emergency Medical Technician I-99 (EMT I-99)
- Paramedic

Collectively, they are considered Emergency Medical Care Technicians.
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Who Else Needs an Account?

If you’re a first time user as an organizational coordinator who is regulated by the Bureau, you must create an account with the Bureau and have it activated by Bureau staff to begin accessing the secure features available.
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Anyone Else Need an Account?

If you’re a first time EMS Provider coordinator who employs EMCT staff, you must create an account with the Bureau and have it activated by Bureau staff to begin accessing the secure features available.
How do we get started?

Before you move forward to register and create your account, you should take the time to develop and write down on a piece of paper a unique Log-In ID and Password as you will need to enter the password twice when you proceed to the next screen. Your password must be a mix of numbers, symbols, upper and lower case letters (at least one of each), and between 8 and 20 characters in length.
When Will My Account Be Activated?

Once your request for an account is received at the Bureau, it must be activated by Bureau staff before you can have access to secured information which includes the application submission process.

Bureau staff will review your request during normal business hours excluding weekends and state holidays.

Therefore, the approval turn-a-round time is estimated at between 8 hours to 72 hours.
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Once Approved, What Features Will Be Available To Me?

► Submit certification applications
► Request certification renewal extensions
► Apply to make a name change
► Request a duplicate card if you lose yours
► Update your email address
► Change your primary employer
► Update your contact information with the Bureau
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When you’re ready, follow these steps:

Step 1: Simply go to www.azdhs.gov/bems
On the left side of the Bureau Web Page
Select:
“Online Services”
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Next:

Step 2: On the new On-line Services Page, Click on:

“Register”
Next;
Review the
Introduction:

Step 3: When ready, select
“Continue Registration”
Inclusion of Photographs on EMCT Certification Cards:

If you wish to include a photograph on an EMCT Certification Card, the individual must have the photo in the form of a JPEG or compatible format and upload it in the account section of the Bureau system.

Organizations will also be welcome to upload their corporate logo which will be displayed on their account screens.

Note: The Bureau does not take photographs at their offices.
Step 4: Enter your legal name, as this will be the official name used on all future certificates, and certification cards for EMCTs.

If you wish to have your photo inserted on your next certification card, simply use the browse button to upload an appropriate photo from your computer.
Next; Name & Profile Image Errors:

If you receive an error based on an improper entry of information, you will see that the field changes to red and the requirements for that field are displayed for your review.
Next; Address Information:

Step 5: Place the address type & contact information where you wish to have all official Bureau mail sent.

Use the Address #2 for apartment, suite, and mail drop numbers.
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Next; Personal Identifying Information:

Step 6: This page collects your personal information and once sent to the Bureau it is encrypted.

Current email addresses are very important as this will be the primary method of Bureau communication with all certificate holders.
Next; Role & Organization Information:

Step 7: This page only has one drop down menu and is designed to establish what your role will be in the system. You have two choices:

- EMCT
- Organizational Coordinator
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Next; User Name & Password Information:

Step 8: This page allows the user to establish their own user name and password.

The “Challenge Question” feature is designed to assist Bureau staff in confirming identity, should you forget your password or user name.
If you receive an error based on an improper entry of information, you will see that the field changes to red and the requirements for that field are displayed for your review.

Remember; Your password must be a mix of numbers, symbols, upper and lower case letters (at least one of each), and between 8 and 20 characters in length.
The following set of screens allows the applicant to review the information prior to it being submitted to the Bureau for review and approval of an initial account; it is not an application.

- If you need to make a correction, click on the “Change Name Details” button to modify the photo or name being submitted.
Account Finalizing Review Screens

The following set of screens allows the applicant to review the information prior to it being submitted to the Bureau for review and approval of an initial account; it is not an application.

- If you need to make a correction, click on the “Change Address Details” button to modify the information being submitted.
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Account Finalizing Review Screens

The following set of screens allows the applicant to review the information prior to it being submitted to the Bureau for review and approval of an initial account; it is not an application.

- Notice the Social Security Number has been secured already to only show the last four digits, even to you!
- If you need to make a correction, click on the “Change Personal Details” button to modify the information being submitted.
Account Finalizing Review Screens

The following set of screens allows the applicant to review the information prior to it being submitted to the Bureau for review and approval of an initial account; it is not an application.

- If you need to make a correction, click on the “Change Role Assignment” button to modify the information being submitted.
Account Finalizing Review Screens

The following set of screens allows the applicant to review the information prior to it being submitted to the Bureau for review and approval of an initial account; it is not an application.

- If you need to make a correction, click on the “Change Logon Credentials” button to modify the information being submitted.
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Account Finalizing Review Screens

Once you are satisfied with the information being accurate, all you need to do now is click on the “Create Account” button and the information will be sent to Bureau certification staff for review and activation.

Once the account is activated, the individual may complete and submit an application.
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While we anticipate a need for our certification staff to keep both systems for a period of time, at some point over the next year, we will move to an all-electronic certification application process.
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It is very important to keep email addresses for an account up to date, as the Bureau will send out messages related to your account, applications submitted, changes to your certification, and training opportunities provided solely for the Arizona EMS Community.

Future versions of the Web-Based system will introduce a secure message center inside the secure environment which can be accessed from any computer.
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The End