



Bureau of EMS and Trauma System Secure, Encrypted, On-Line EMS Services System

2014

Train the Trainer
Series

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Series

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Creating an Initial Secure Account





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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.





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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.





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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.





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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”

The screenshot shows the Arizona Department of Health Services website. The header includes the logo, the text "Arizona Department of Health Services Health and Wellness for All Arizonans", a search bar, and the "AZ.GOV" logo. The navigation menu contains "Home", "Contact Us", "EMCT Profile Search", and "Login". The main content area is titled "EMS and Trauma Systems Automated On-line Services" and includes a "Register" button. A large orange arrow points to the "Register" button. Below the "Register" button, there is a "Login Prompt" form with fields for "Logon Name" and "Logon Password", and a "Login" button. A link for "Forgot your password? Reset Password" is also visible.





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Next;
Review the
Introduction:
Step 3: When ready,
select
“Continue Registration”

Registering For The EMS Site

What is this Site?

This web site is a secure and encrypted system; it is restricted to Arizona Emergency Medical Care Technicians (“EMCT”); regulated Arizona EMS organizations and Emergency Medical Care Technician applicants requesting Arizona certification. A user must create an account and be approved by Bureau staff in order to enter the secure environment.

Who manages this site?

The Bureau of Emergency Medical Services and Trauma System (Bureau), an arm of the Arizona Department of Health Services.

Who should register on this site?

Registration is required for EMCTs, coordinating members of emergency service provider organizations and coordinators of EMCT certification training organizations. Registration with this site is subject to verification by the Bureau staff before logon access will be enabled. Internal access is not provided to the general public.

Do I need any documents ready before I begin the registration process?

Yes, if you wish your identification card to display your photograph, or you are a coordinator for an Arizona regulated emergency service provider organization or training program, you will need to have the photograph or organizational logo saved on your computer. You will be prompted when to attach the photograph or logo during the registration process.

Important!

Account Password

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 password as you will need to enter that password twice when you proceed to the next screen. Your user 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.

Cancel Continue Registration





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Account Image Information

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 up-load 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.



**The Bureau Does Not Take
Photo's at the Bureau Offices**





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Next; Name & Profile Image:

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.

Enter a Name and Profile Image

PHOTO NOT AVAILABLE

First Name *

Initials

Last Name *

Suffix

Profile Image Browse...

Next

Discard/Cancel Account

Steps remaining in creating this account:

- ✓ Name
- ⚠ Address
- ⚠ Additional Personal Details
- ⚠ User Role and Assignments
- ⚠ Logon Credentials
- ⚠ Finalize New Account



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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.

The screenshot shows a web form titled "Enter a Name and Profile Image". At the top, there are two warning icons with the following messages: "The First Name field is required." and "The Last Name field is required." Below the title, there is a placeholder for a profile picture labeled "PHOTO NOT AVAILABLE". The form contains several input fields: "First Name *", "Initials", "Last Name *", "Suffix", and "Profile Image". The "First Name" and "Last Name" fields are highlighted in red, and red arrows point to them from the error messages. The "Profile Image" field has a "Browse..." button next to it. At the bottom right of the form is a "Next" button, and at the bottom left is a "Discard/Cancel Account" button.



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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

Enter an Address

Address Type *

Addr 1 *

Addr 2

City *

State *

Zip Code *

Zip Plus

Steps remaining in creating this account:

- Address
- Additional Personal Details
- User Role and Assignments
- Login Credentials
- Finalize New Account





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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.

Enter additional Personal Details

Date of Birth *

SSN / TIN *

Gender * Male

Phone Number *

Phone Number Type * Home

Extension

Email Address *

Confirm Email *



Previous Next

Discard/Cancel Account

Steps remaining in creating this account:

- ✓ Additional Personal Details
- ⚠ User Role and Assignments
- ⚠ Logon Credentials
- ⚠ Finalize New Account





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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

Role and Organization Assignments

Assigned Role *

Previous Next

Discard/Cancel Account

Steps remaining in creating this account:

- ✓ User Role and Assignments
- ⚠ Logon Credentials
- ⚠ Finalize New Account



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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.

Enter Username and Password Info

Login Id *

Login Password *

Confirm Password *

Challenge Question *

Challenge Answer *

Previous Next

Discard/Cancel Account

Steps remaining in creating this account:

- Logon Credentials
- Finalize New Account





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Next; User Name & Password Error Example:

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.



Enter Username and Password Info

Login Id * TilliePublic

Login Password * ●●●●

Confirm Password *

Challenge Question * In what city were you born?

Challenge Answer *

Previous Next

Discard/Cancel Account

Steps remaining in creating this account:

- Logon Credentials
- Finalize New Account

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.





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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.

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

Finalize this New Account

Name Address Details Role & Assignments Logon Credentials

Name

 Tillie Q. Public

[Change Name Details](#)

[Discard/Cancel Account](#) [Create Account](#)





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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.

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

Finalize this New Account

Name Address Details Role & Assignments Logon Credentials

Address

Home Address 12584 N. Wherever
Somewhere, AZ 85000

Change Address Details

Discard/Cancel Account Create Account



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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.

Finalize this New Account

Name Address **Details** Role & Assignments Logon Credentials

Personal Details

Date of Birth 12/20/1965
Gender Male
SSN / TIN 8888
Phone Number Type Home
Phone Number (602) 364-3182
Email Address andersro@azdhs.gov

 Change Personal Details

Discard/Cancel Account Create Account



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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.

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

Finalize this New Account

Name Address Details **Role & Assignments** Logon Credentials

Role

Assigned Role Org Coordinator ←

Change Role Assignment

Discard/Cancel Account Create Account



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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.

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

Finalize this New Account

Name Address Details Role & Assignments Logon Credentials

Login Account Info

Login Id TilliePublic

Challenge Question In what city were you born?

Challenge Answer Jamaca

Change Logon Credentials

Discard/Cancel Account Create Account



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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.

Finalize this New Account

Name Address Details Role & Assignments Logon Credentials

Login Account Info

Login Id TilliePublic

Challenge Question In what city were you born?

Challenge Answer Jamaica

Change Logon Credentials

Discard/Cancel Account Create Account

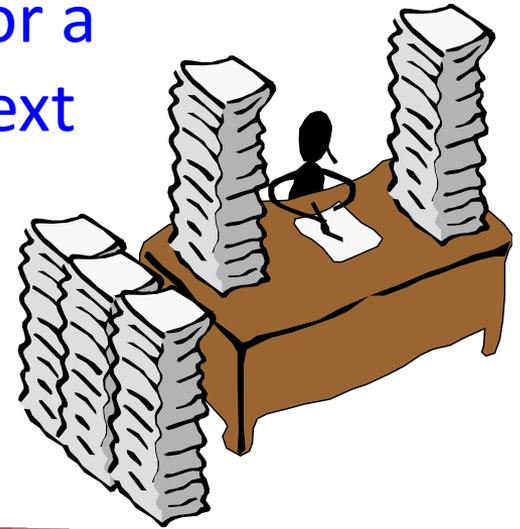




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While we anticipate a need for our certification staff to keep both systems for a period of time, at some point over the next year, we will move to an all-electronic certification application process.





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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

