



Accessing the EMS & Trauma Portal

I had an account in the old EMS Portal. Can I access my existing information in the new EMS & Trauma Portal without creating a new account? Individuals who had accounts in the old EMS Portal can access their existing information by claiming an account in the new EMS & Trauma Portal. To claim an account, go to ems.azdhs.gov, click "Forgot Username," and enter the information requested.

1. Click "Forgot Username."

The screenshot shows a login form titled "Login". It contains a "Username" input field, a "Forgot Username?" link highlighted in yellow, a "Password" input field with a "Show" checkbox, and a "Forgot Password?" link. Below the fields are "Login" and "Create Account" buttons.

2. Enter your Date of Birth, Email Address and Last Name associated with your old EMS Portal account.

The screenshot shows a form for account recovery. It includes fields for "*Date of Birth:" (with a calendar icon and "Today" text), "*Email:", and "*Last Name:". At the bottom, there is a checkbox for "I'm not a robot" and a reCAPTCHA logo with "Privacy - Terms" links.

3. Your username will be sent to the email address provided. Please check your email to obtain your username and instructions to reset your password.

How do I create an account in the new EMS & Trauma Portal? To create an account, follow the steps below:

1. Go to ems.azdhs.gov (Emergency Medical Care Technicians (EMCTs), Ambulance Providers, and Training Centers) or emshospitals.azdhs.gov (Trauma Centers and Base Hospitals).
2. Click "Create Account."

This screenshot is identical to the previous one, but the "Create Account" button at the bottom is highlighted in yellow.

- Fill out the demographics, address, and contact information sections. Fields with an asterisk are required. **You are required to use an Arizona address.**

EMS & Trauma System Home Page | Frequently Asked Questions | Hospital Login | Annual Response Time Report

Create Your Account

Please enter your private address and email in the Address and Email sections, respectively, and the address and email you would like to be displayed on your public profile in the Public Address and Public Email sections. The private address and email address may be used by the EMS office to send you official communications but will not be shared publicly.

Account Demographics

*First Name:

Middle Name:

*Last Name:

Prefix:

Suffix:

Preferred Name:

Social Security Number: Show

*Birth Date: Today

*Gender:

Race:

Occupation:

Occupation Employer:

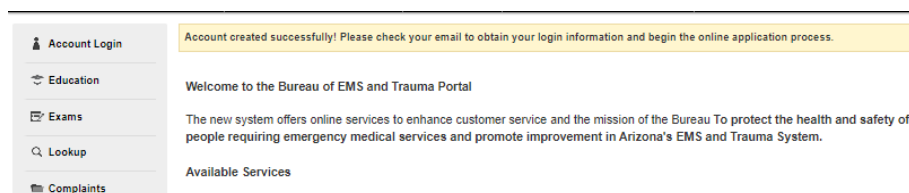
Highest Education Level:

Military: Yes No

Address Information

*Country:

- Click "Save" after completing the form. You will be redirected to the homepage and receive instructions to check your email to obtain your username.



- Follow the instructions to reset your password.

I want to reset my password in my EMCT portal, but my email address changed. What should I do?

If the email address you provided when creating an account is no longer active or you no longer have access to it, you are required to send an email to Daniel.Mesquita@azdhs.gov or Kathleen.Rodriguez@azdhs.gov to request that your email address be updated. Please provide the spelling of your first and last name and your new email address. For verification purposes please provide your date of birth and the last four digits of your social security number. **It is the responsibility of the EMCTs to keep all of their information updated.**

What Browser should be used for the EMS & Trauma Portal?

Our system will work well with latest browser versions of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari

Can mobile devices be used to create an online application in the EMS & Trauma Portal? YES. Keep in mind that using mobile devices may make navigating through the system difficult.

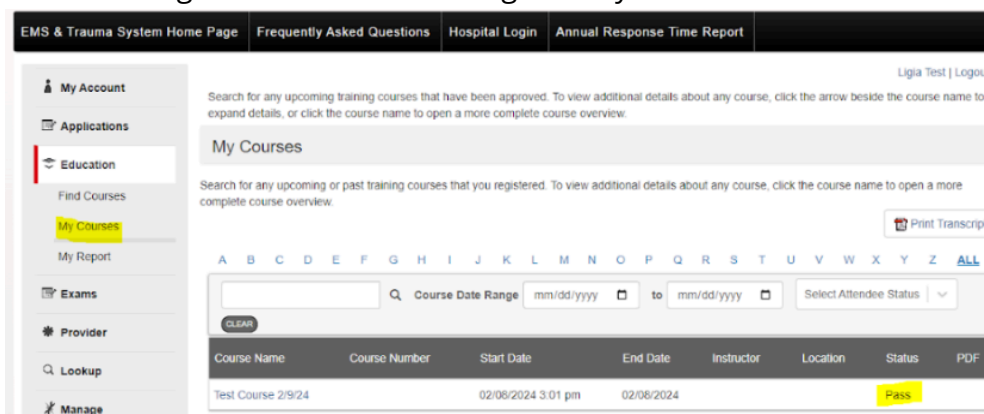
Where can I find information regarding EMCT Certification? You can review “Article 4. EMCT Certification” in our Statutes and Rules book by going to; <https://www.azdhs.gov/preparedness/emergency-medical-services-trauma-system/index.php> and selecting “Bureau Statutes & Rules Book”.

Initial EMCT Certification

Once I complete and pass the initial course, test and pass National Registry, do I create a new account? NO. Do not create a new account since you already have created an account when you registered to take the course. You are required to log into your profile by going to our online services at; <https://ems.azdhs.gov/> and create and submit an “EMCT Initial” application for your Arizona certification. All you need is to enter your National Registry certification number for the “Education Attestation” section of the application.

PLEASE NOTE: If your training program has not entered the course information and status for the course you completed, we will **not** be able to process your application. The training programs have up to ten (10) business days to enter the course information and status after the course has ended. If it has been more than ten (10) business days and the course information has not been entered, please contact your training program and ask them to enter your course information and status so that your application can be processed.

How can I tell if my course information and status have been entered? You must log into your account and go to “Education”. Then go to “My Courses”.



What is a Public Benefit Eligibility document? Federal and State statutory requirements; 8 U.S.C. § 1611, 1621 and Arizona Revised Statute (“A.R.S”) §41-1080, require, in general, that a person applying for a license (“Certification”) must submit documentation to the licensing agency that satisfactorily demonstrates the applicant is lawfully present and eligible to work in the United States. The document can be a birth certificate, United States passport or any document listed in the “Public Benefit Eligibility” document list provided as part of the initial application.

Does an employer letter satisfy the citizenship (“Public Benefit Eligibility”) requirement? YES. The Bureau has reviewed the list of eligibility documents and will allow a letter from your employer

verifying U.S. citizenship or national status and eligibility to work in the United States if the letter contains all of the following: (1) date (2) a signature by an authorized representative of the company (3) the applicant's full name (4) printed on the employer's letterhead (5) the employer attests that the applicant is an employee and (6) the letter states the employer has verified your lawful presence in the United States and eligibility to receive state or local public benefits as required by Federal and State statutes.

EMCT Recertification

What do I need to recertify as an EMCT?

EMCTs can recertify by creating and submitting an **"EMCT Recertification"** application with any of the five options listed below:

1. Current CPR card mirroring AHA and accepted by their agency (Competency Based) and:
2. 24-hour traditional refresher course using the content from a National Certification Organization (Includes 150 question written exam and Practical skills tests). **Online courses are not official traditional refresher courses. They may be used for continuing medical education.**
3. Arizona Challenge Examination with questions on the content from the above refresher.
4. Current National Registry.
5. 24 hours of continuing medical education (CME) mirroring the content of a traditional refresher course. EMTs can use this option **only if they have worked 240 hours** as an EMT during their 2-year certification cycle. If an EMT has not worked 240 hours, they must recertify using options 1 and 2 or 3 or 4 above.

Advanced-EMTs, Intermediate-99s and Paramedics can recertify by creating and submitting an application with any of the four options listed below:

1. Current CPR card and a current ACLS card mirroring AHA and accepted by their agency (CPR & ACLS competency based) and 48-hour traditional refresher using the content from a National Certification organization to include 150 question written exam and practical skills test.
2. 48 hours of continuing education (CEs) mirroring the content of a traditional refresher course.
3. Arizona Challenge Examination with questions on the content from the above refresher
4. Current National Registry

Where do I document that I have met my Continuing Medical Education (CME) requirements?

There is no documentation attachment feature when applying for renewal of your certification with CME. Applicants attest that they have obtained the required CME hours, are current with CPR and/or ACLS certifications and must maintain the documentation for three (3) years. This attestation appears in the "Education Attestation" section of the application. All you have to do is select the third option and select the **BLS & CPR option for EMTs or ALS with CPR and ACLS certificate attestation for Advanced-EMTs, Intermediate-99s and Paramedics**

Will the EMS & Trauma Portal allow an EMCT to submit a Renewal application more than 90 days prior to expiration date? NO. The system will only allow you to submit a Renewal application if you apply within 90 days or less, prior to the expiration date of your certification. You will receive reminder notices via email and through your EMCT account reminding you that you are up for renewal. The system will send a notice at 90, 60 and 30 days prior to your certification expiring. Renewal applications must be submitted prior to your certification expiration date. Please keep in mind that the reminder notices are sent as a courtesy. **If for some reason you do not receive a reminder notification, it is still your responsibility to submit the EMCT Recertification application on time.**

What happens if I do not meet my renewal requirements within the two-year certification cycle? If

you do not meet your renewal requirements and submit your **“EMCT Recertification”** application by the end of your certification expiration date, your certification expires and you will be required to pay a **non-refundable** extension fee in the amount of **\$150.00** by creating and submitting an **“EMCT Late Recertification”** application to renew your certification within 30 days after your certification has expired. **The extension fee will not be waived.**

What happens if I am not able to renew until after the 30-day extension period? Your certification will then become inactive. Once your certification becomes inactive, you no longer have a certification and are **NOT** allowed to work as an EMCT until you regain certification. You will be required to apply as an “initial” applicant and if you do not have a current National Registry certification, you will be required to obtain it prior to applying for Arizona certification. **Once your certification becomes inactive, your certification record will be archived and you will be assigned a new certification number once you meet all of the requirements for “initial” certification.**

*******IMPORTANT*******

Do not continue working as an EMCT. By working as an EMCT without Arizona certification, you will be in **violation of R9-25-401(A)** which states, “An individual shall not act as an EMCT unless the individual has current certification or recertification from the Department.”

If I become ill or a family member becomes ill or if I am in the military and will be deployed and I am not able to meet the recertification requirements on time, can I apply for an extension? YES. Prior to your certification expiration date, you can apply online for a 180-day extension by logging into your EMCT account and creating and submitting an **“Extension of Certification Renewal Period”** application. The 180-day extension is for military service deployment, authorized federal, state emergency response deployment, personal or family illness **only.**

- For military deployment or emergency response deployment, **deployment orders** are required to be submitted with the extension application prior to deployment.
- For personal or family illness, the EMCT would be eligible for one extension of time per certification cycle to file for recertification for no more than 180 days upon receipt of a written explanation.

NOTE: Please do not submit this application unless it is due to the reasons listed above; otherwise, the application will not be processed.

Upgrading & Downgrading EMCT Certification

How do I upgrade my certification from EMT to Advanced-EMT or Paramedic? EMTs can upgrade their certification with a higher-level National Registry certification and by submitting an **EMCT Upgrade of Certification Level** application by logging into their EMCT account.

How do I downgrade my certification from Advanced-EMT or Paramedic to EMT?

1. You will be required to submit an **“EMCT Downgrade of Certification Level”** application with a written statement from your administrative medical director attesting that the you are able to perform at the lower EMCT classification level requested; **OR** if applying for continued certification as an EMT, an Arizona EMT refresher course certificate of completion or an Arizona EMT refresher challenge examination certificate signed by the training program director designated for the Arizona EMT refresher course; **OR**
2. Recertification at a lower EMCT classification level by completing an EMT refresher course or EMT challenge exam or with documentation of current registration in a national certification organization at a higher level of EMCT classification. Example, you can use your National Registry certification at the Paramedic or Advanced-EMT level to recertify at the EMT level.

General Certification Questions

If an EMCT is relocating from another state to Arizona, what is needed to become Arizona certified? Can my certification be transferred to Arizona? NO. Arizona does not have reciprocal agreements with any other states; therefore, you cannot transfer your certification to Arizona. You are required to have a current and valid National Registry certification and an Arizona address to be certified in Arizona.

Pursuant to Arizona Administrative Code (AAC) R9-25-102(b), applicants must have an Arizona address. Applicants with an out-of-state address are not eligible to apply for Arizona certification. If you are employed by an agency based in Arizona, you may apply with the agency's address; otherwise, you may apply once you have an Arizona address as required in Arizona Statutes and Rules. This pertains to individuals applying for initial or recertification. The same applies for wildland firefighters. An application submitted with an out-of-state address will be automatically withdrawn.

I am considering/have moved from Arizona to another state and have a verification form that needs to be filled out by the state of Arizona. Can I email it to the Bureau to have it filled out and sent to the state requesting the verification of certification? YES. You can send a scanned copy to Daniel.Mesquita@azdhs.gov to be completed. For verification purposes, please include your date of birth and the last 4 digits of your social security. Please make sure you complete your portion of the form.

I am a wildland firefighter and I will be or have been deployed to Arizona to assist with fires during the fire season. What are the requirements to obtain Arizona certification? You are required to have a current and valid National Registry certification and an Arizona address. If you do not have an Arizona address and are contracted by an agency that is based in Arizona, you may use the agency's Arizona address.

Can I work as an EMCT in Arizona with just my National Registry certification? NO. National Registry certification is not a license to practice as an EMCT in any state. You are required to apply for Arizona certification.

What is the National Registry of EMTs (NREMT) phone number? What is the NREMTs website

Toll Free: (614) 888-4484

www.nremt.org

Does Arizona charge for certification? NO. Arizona does not charge for EMCT certification or recertification.

Once an application is submitted, how long will it take to be processed? Please allow at least five (5) to ten (10) business days for your application to be reviewed and processed.

After my application is approved, will a certification card be mailed to me? How do I view and print my certification card? NO. As of July 1, 2021, the Bureau implemented a completely digital certification process and is no longer printing certification cards. You will be able to access and print your electronic certification card by following the steps below:

1. Log into your EMCT Portal by going to ems.azdhs.gov.
2. Once logged in, click "Applications" on the left toolbar in your account.

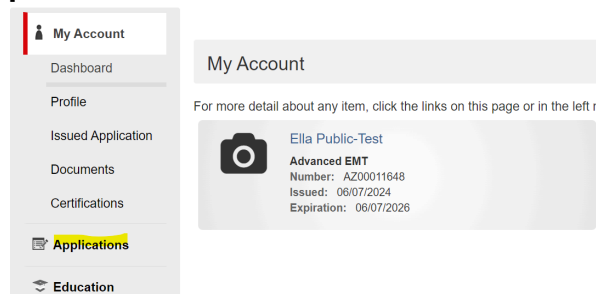
3. Click "Apply" next to the Application titled "Generate Certification Card for Active EMCT."
4. You will be able to access your EMCT card immediately by clicking on "Documents" under "My account."
5. You will also receive an email from "noreply@azdhs.gov" with a copy of your EMCT card attached.

Can I save a digital copy of my electronic certification on my cell phone? Yes. You can save a screenshot of your electronic certificate and save the image to your phone by following the steps below:

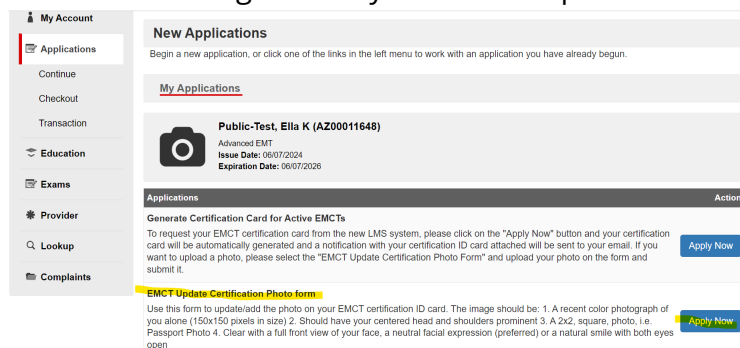
1. Log into your EMCT Portal by going to ems.azdhs.gov.
2. Follow the steps above to generate your EMCT card.
3. Now that the electronic certification is displayed, take a screenshot of the electronic certificate and save the image to the photograph section on your cell phone for quick access.

How can I upload a photo on my electronic certification?

1. Log into your EMCT Portal by going to ems.azdhs.gov.
2. Once logged in, click on **"Applications"** located on the left side column.



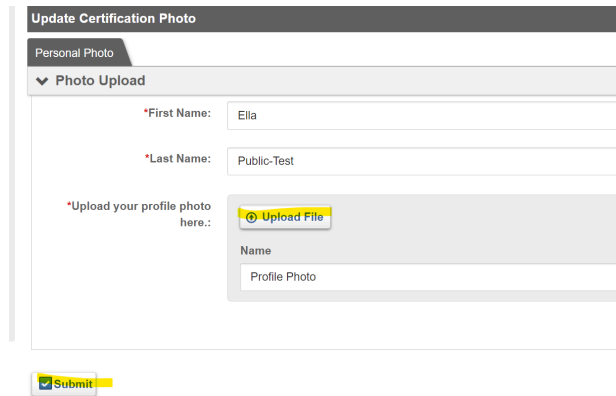
3. Click the **"Apply Now"** button on the right side by the "EMCT Update Certification Photo form".



4. Click on **"Upload File"** and click on **"Choose File"** to upload your photo and click **"Save."**



5. Once you have selected and saved your photo, click **"Submit."**



****Attention**** Please ensure the uploaded photo is appropriate for an official ID card. No sunglasses or hats. The photo should be of you and not include any other individual. The photo should be taken from your shoulders up and leave space above the hairline (similar to a Driver's License or State Identification card). Additionally, please ensure your photo's dimensions are 150 pixels.

How can I edit the dimensions of my photo to 150 pixels?

1. On your computer, go to the location where the photo is saved. Place the cursor over the photo and right click.
2. Select **"Edit."**
3. Select **"Resize."**
4. Select **"Pixels."**
5. Go to **"Horizontal"** and enter 150 Step
6. Click **"Save."**

How can I rotate my photo to a vertical position if it's saved in a horizontal position?

1. On your computer, go to the location where the photo is saved. Place the cursor over the photo and right click.
2. Select **"Edit."**
3. Select **"Rotate"** and adjust the positioning of your photo until it is in the vertical position. 4. Click **"Save."**

How do I update my name in the EMS & Trauma Portal if I get married or divorced? To update your name, you are required to create and submit an **"Applicant Name Change"** application with a document that proves the legal name change. Documents accepted as legal proof of name change are:

- Marriage Certificate
- Social Security Card
- Driver's License
- Divorce Decree (Only the page showing you changed your last name back to your maiden name should be uploaded.)

When uploading a document as part of the application process, what type of document is best to upload with the system? PDF, JPEG or JPG documents upload better with the system.

In the online profile, does the EMCT's certification number show to the public? YES. The certification number is not protected information and is important information for employers or future employers to verify the certification status.

Has the Bureau confirmed that the last 4 digits or any part of the social security number is not revealed on the public or coordinator pages? YES. The Bureau has reviewed the screen display of the public and coordinator views confirming that the social security number is not revealed.

When the public searches for an EMCT and clicks on the name of the EMCT the information that will be revealed is on the second image.

The screenshot shows the 'Public Personnel Lookup' search interface. On the left is a navigation menu with options: Account Login, Education, Exams, Lookup (selected), Personnel, and Provider. The main search area has the following fields: First Name (Ella), Last Name (Public-Test), Application Level (Select Application Level), and EMCT Number. Below the search fields is a 'Search Results' table with the following data:

Name	Certification Number	Expiration Date	Certification Status
Public-Test, Ella	AZ00011648	06/07/2026	Current

This is the result of the search. The social security number is not revealed.

The screenshot shows the 'Public Personnel Lookup Detail' page for 'Personnel: Public-Test, Ella'. It displays the following information:

- Expiration Date: 06/07/2026
- Certification Date: 06/07/2024
- Primary Certification Level: Advanced EMT
- Primary Certification Number: AZ00011648
- Certification Status: Current

Certification License Category	Certification Number	Certification Level	Certification Issue Date	Certification Expiration Date
Personnel	AZ00011648	Advanced EMT	06/07/2024	06/07/2026
National Registry	A1234567			

Below the table is an 'Investigation External Note' section with the text: 'No Records'.

Organizations

How many organizations can an EMCT select? The EMCTs cannot select an organization. The organization coordinator assigned for the agency or our office can assign you to one or more organizations.

Can the organization coordinator remove an EMCT's affiliation to that organization? Yes. The organization coordinator can add and remove an EMCT's affiliation to their organization.

How do I set up multiple coordinator accounts for an organization? To designate an individual as a coordinator, contact the Bureau of EMS & Trauma System Coordinator as indicated below.

If my organization is not available to select, how do I have the Bureau add it to the list of organizations on the online database system? If your organization does not seem to appear on the list, there is a possibility that it is on the list under another name. To add your organization to the selection list, contact your Bureau of EMS & Trauma System Coordinator as indicated below.

Training Program Compliance Officer	Air & Ground Ambulances	Base Hospitals
Dan.Modrzejewski@azdhs.gov	Margo.Vinson@azdhs.gov Steven.Foster@azdhs.gov Dewey.Anderson@azdhs.gov Stephen.Ferris@azdhs.gov Russell.Lindholm@azdhs.gov	Kimberly.Boehm@azdhs.gov Marissa.Salgado@azdhs.gov

If an organization’s name is spelled wrong or listed more than once, who do I contact at the Bureau for corrections? To correct misspelled or duplicate CON names, contact Karen Barnes, CON Auditor, at Karen.Barnes@azdhs.gov.

How do I add or change my “Organizational Assignments”? The agency’s assigned organization coordinator can add and remove EMCTs from the agency’s roster.

I volunteer or provide EMCT services for multiple EMS organizations and I was asked by my Medical Direction to indicate they are my Base Hospital as well. Can I have more than one organizational assignment associated with my certification? YES. The agency’s assigned organization coordinator can add and remove EMCTs from the agency’s roster.

Are the coordinators approved by the organization before the Bureau approves the individual? The coordinators currently listed for an organization were already established with the Bureau. If the organization is not a Bureau regulated entity, an authorized agent of that organization needs to submit a letter to the Bureau indicating approval for a specific coordinator

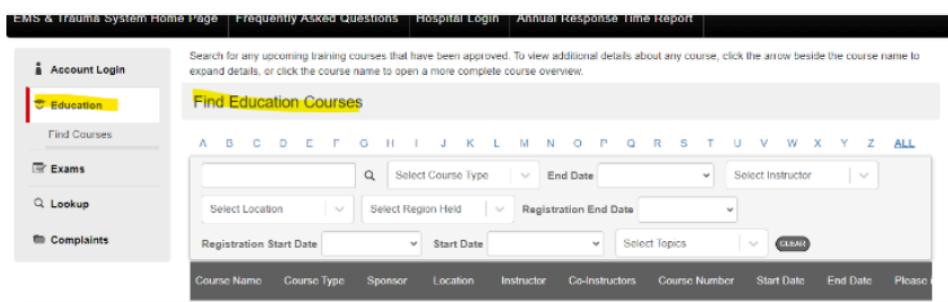
Training & Education

How can I enroll in an EMT course? Follow the steps to create an account mentioned previously. When you have created an account, you will log into your account and select the **“Trainee Account”** application to register your Trainee account and sign up for a course.

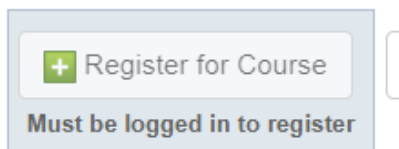
Where can I find a list of the training programs to enroll in a course?

To find a list of available training programs, go to:

<https://www.azdhs.gov/preparedness/emergency-medical-services-trauma-system/index.php#education-upcoming-courses>. This will bring you to our public portal. Click on “Education” in the left column. A list of courses will pop up for you to select from.



Once you select a course, click on the plus sign to be added to the course. You must be logged into your account to register for the course. If you do not have an account, you will need to create one.



Please note that the Advanced-EMT course is not currently available in Arizona.

Criminal Convictions

If I have a criminal conviction that occurred within the timelines specified in the application, what court documents do I have to provide? When you initially apply for certification or recertification, you will need to submit a legible copy of the court order (often called a **judgment and sentencing order**) that shows the offense(s) that you were convicted of, the date of the conviction, and the terms of the sentence that was imposed by the court.

Depending on the nature of the conviction, your application may be assigned to the Enforcement and Compliance Section for further review and an Investigator may send you a written request for additional information. If the Department sends such a request, your application cannot be processed further until all of the requested information is provided.

I have submitted an EMCT Recertification application but I have disclosed a conviction. If my certification expires while my application is under review am I allowed to continue working as an EMCT? Yes. Pursuant to Arizona Revised Statute (ARS) **41-1092.11**, "if a licensee makes timely and sufficient application for the renewal of a license the existing license does not expire until the application has been finally determined by the agency" and is therefore authorized to continue practicing under the prior license until the application is either approved or denied by the department. The statute can be found by going to the link below:

<https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/41/01092-11.htm>

How long does information about disciplinary action remain on the Department of Health website? Adverse actions against an EMCT remain on the EMCT's public profile for a period of five years after the date of the action. After 5 years, the notice of adverse action is automatically removed from the EMCT's public profile. However, the Department may be required by law to maintain internal records of investigations for a longer period of time, and these records may be subject to public records requests. Additionally, the Department is required to report many adverse actions to the U.S. Department of Health & Human Services's National Practitioner Data Bank (NPDB), a repository of records for health care providers. The NPDB record may be retained even after the Arizona adverse action is removed from the EMCT's profile.

Contact the Bureau's main number during normal business hours, Monday – Friday, 8:00 AM to 5:00 PM, excluding state holidays and weekends at 602-364-3150, option #0 if your question has not been answered.