



Bureau of Emergency Medical Services and Trauma System

Online Services Frequently Asked Questions

Revised 3/26/2019

How many organizations can an EMCT select?

Each EMCT can select one primary organization and unlimited secondary organizations.

Can the organization coordinator remove an EMCT's affiliation to that organization?

NO, not in the current version of the software design, the coordinator must contact the Bureau certification staff to request the EMCT be removed from that organization.

How do I set up multiple coordinator accounts for an organization?

At this time, only one coordinator per organization is available.

If an organization's name is spelled wrong or listed more than once, who do I contact at the Bureau for corrections?

Please email Maria.Dominguez@azdhs.gov explaining the errors and corrections requested.

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?

To confirm that your organization is not already on the organizational selection list; 1) there is a possibility that it is on the list under another name; 2) to add your organization to the selection list, contact your Bureau Coordinator as indicated below:

Training Programs	Air & Ground Ambulances	Base Hospitals
Douglas.Crunk@azdhs.gov	Margo.Vinson@azdhs.gov	Kimberly.Boehm@azdhs.gov
	Robert.Hayes@azdhs.gov	Brian.Beard@azdhs.gov
	Steven.Foster@azdhs.gov	

What is the difference between a Trainee Vs EMCT when selecting an account role as a student?

A Trainee is an individual who does not have Arizona certification and wishes to enroll in an Arizona Training Program. Trainee students cannot be added to the training program course until they have an activated account. An EMCT is an individual who has Arizona certification whether expired, in-active, or preregistered and wishes to enroll in an Arizona Training Program. EMCTs that have a status other than "Active" need to activate an account to allow a training program to enter the EMCT into a course.

Once I complete and pass the course and test and pass National Registry, do I create an EMCT account even though I have a Trainee Account?

NO, do not create an EMCT account. You are required to log in to your Trainee account and create your initial application. Your Trainee account will automatically switch to EMCT once you submit your initial application.

PLEASE NOTE: If your training program has not entered the scores for the course completed, the system will **not** allow you to create an initial application. The training programs have up to ten (10) business days to enter the scores after the course has ended. If it has been more than ten (10) business days and your scores have not been entered, please contact your training program and ask to have your scores entered.

How can we tell if our scores have been entered?

You must log in to your account and look at your profile. You should have a “Training” tab attached to your profile. Click on the “Training” tab; if your scores were entered there should be a “Result” tab. If there is no “Result” tab, this means your scores were not entered. Contact your training program and let them know your scores have not been entered; otherwise, the system will not allow you to create an application.

What if there is no “Training” tab attached to my profile after completing the course?

Then your training program has not attached you to the electronic roster. Contact the training program and have them attach you to the electronic roster and enter your scores. Before contacting the training program, make sure you are registered as a “Trainee” and not as an “EMCT,” and that you have affiliated yourself to the training program; otherwise, the training program will not find you to attach you to the roster. In this case, you must contact the Bureau and speak to one of the Customer Service Representatives to assist you in correcting your account prior to contacting the training program.

I forgot my Username and/or Password. What do I do?

Go to the log in page and click on the “[Send Username](#)” link. The system will email you your username. Wait at least 20 minutes for the email to arrive. If you know your username, but do not remember your password, click on the “[Reset Password](#)” link and the system will email you a link to the email on record for you to click on and reset the password.

PLEASE NOTE: If the email address you provided when registering is no longer active or you no longer have access to it, you are required to send an email to Maria.Dominguez@azdhs.gov or Kathleen.Rodriguez@azdhs.gov to request to have your email address updated with the one you currently have.

- **It is the responsibility of the EMCTs to keep all of their information up to date. It is not the responsibility of the Bureau.**

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 to employers or future employers to verify the certification status.

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.

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 a coordinator role and public views confirming that the “Detail Tab” which contains the date of birth and social security number is not displaying.

When does the disciplinary information disappear from the website?

Adverse Actions taken against an EMCT remain in the profile for a period of five (5) years after the date of action. The system is designed to delete the action after that timeframe expires.

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 the following: (1) date; and (2) a signature by an authorized representative of the company; and (3) the applicant’s full name; and (4) is printed on the employer’s letterhead; and (5) the employer attests that the applicant is an employee; and (6) the letter states that your 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.

Will the new system 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 are 90 or less days 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 expiring.

PLEASE NOTE: If you submit your application on the same day or after your certification expires, you will be required to pay a **nonrefundable** late fee in the amount of \$150.00 to renew your certification.

Can I apply for an extension if I am not able to meet my renewal requirements on time?

You get an automatic 30-day extension; however, you are required to pay a nonrefundable extension / late fee in the amount of \$150.00 to renew your certification no more than 30 days after the expiration date. The extension cycle is good for thirty (30) calendar days. Day one begins on the day your certification expires.

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 are **NOT** allowed to work as an EMCT until you get your certification back. You will be required to apply as an initial applicant and if you do not have current National Registry, you will be required to get your National Registry back 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.

*******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 renewal requirements on time, can I apply for an extension?

YES, you can apply online for a 180-day extension by logging in to your EMCT account and submitting an Extension Application. The 180-day extension application is for military service, authorized federal, state emergency response, deployment, personal or family illness.

- For military deployment or emergency response deployment, deployment orders are required to be submitted with the extension application.
- 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.

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.

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. Once your application is approved, your certification card will be printed and mailed by the next business day.

You should receive your certification card in a few days. You can see a preview copy of your certification card by logging in to your EMCT account.

RENEWING YOUR EMCT CERTIFICATION

I am an EMT, what do I need to renew my certification?

EMTs can renew with any of the four options listed below:

1. Current CPR card mirroring AHA and accepted by their agency (Competency Based) and:
24-hour traditional refresher using the content from a National Certification organization (Includes 150 question written exam and Practical skills tests.
2. 24 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 and practical skills examination.
4. Current National Registry.

I am a Paramedic, what do I need to renew my certification?

Paramedics can renew 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.

PLEASE NOTE: Advanced-EMTs and Intermediate-99s are required to use one of the four options Paramedics have to renew their certification. If an Advanced-EMT and Intermediate-99 uses one of the four options an EMT uses to renew, then you have not met your renewal requirements for your level.

Where do I document I have met my Continuing Education requirements?

There is no documentation attachment feature when submitting an application. Applicants only attest that they have obtained the required Continuing Education hours, are current with CPR and/or ACLS certifications and will maintain the documentation for three (3) years. This attestation appears in the application screens under the Educational Attestation. All you have to do is click on the "Edit Educational Attestation" button and select the BLS & CPR option for EMTs or ALS with CPR and ACLS certificate attestation for Advanced-EMT and Paramedics.

Does the system allow for an account to enter more than one email address?

NO, the current version of the software only allows one email address per account. If you have an EMCT and an Organizational Coordinator account you would have two separate email addresses, one for each account.

If I have a criminal conviction within the timeframes specified in the application, what court document do I have to upload in the application?

You will only need to upload a legible copy of the Sentence and Judgment document that shows the crime for which you were convicted and the judge's signature or electronic signature dated. Plea agreement or other court documents are not necessary.

How can I add a photo to my certification card?

You must log in to your account and under the "Name" tab, click on "Edit Name/Photo" button and a browser will pop up so you can upload your photo. Once you have uploaded your photo, you must click on the "Save" button. After you save the photo, you may contact one of the Bureau Representatives at 602-364-3150 or toll free at 1-800-200-8523 and inform them you updated your profile picture and would like another card issued. The card will then print with your photo and will be mailed to you. Please make sure the photo is appropriate for an ID card. No sunglasses. The photo should be of you and you only. The photo should be taken from your shoulders up.

What Browser should be used for the EMCT database?

Our system will work well with latest browser versions of:

- Internet Explorer (version 11)
- Google Chrome
- Mozilla
- Safari

Can mobile devices be used to create an online application?

YES, just keep in mind that using mobile devices may make navigating through the system difficult. It is best to use a desktop computer or laptop.

How do I add or change my “Organizational Assignments”?

Due to the design of the security features for the system, you must contact one of the Customer Service Representatives with the Bureau at 602-364-3150 or toll free at 1-800-200-8523 and inform them you need to make a change to your organizational assignment.

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 to my certification?

YES, if you have already activated your account and selected your organization assignments, you must contact one of the Customer Service Representatives at the Bureau at 602-364-3150 or toll free at 800-200-8523 and inform them you need to make an addition or change to your organizational assignment list. You can also send an email to Maria.Dominguez@azdhs.gov or Kathleen.Rodriguez@azdhs.gov.

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 current and valid National Registry and reside in Arizona. Arizona will not certify anyone initially at any level if they do not have current and valid National Registry.

REGISTERING FOR ARIZONA EMCT CERTIFICATION WITH AN OUT OF STATE ADDRESS:

Bureau policy prescribes that a certification manager must obtain approval before processing any Emergency Medical Care Technician applications submitted with current NREMT, if the applicant resides in a state other than Arizona.

Does Arizona charge for certification?

NO, there is no charge for Arizona certification.

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

Click on the box for “EMS Education,” then scroll down until you see “Up Coming Courses” and click on it. You will be able to click on any of the course options listed below:

EMT
EMT-Refresher
EMT- Challenge
Advanced-EMT (This course is not currently available in Arizona.)
Paramedic
ALS –Refresher
ALS- Challenge

If I lose my certification card, what do I do to have another card sent to me?

You can send an email requesting a duplicate card to Maria.Dominguez@azdhs.gov or Kathleen.Rodriguez@azdhs.gov and a new card will be mailed to you. Before requesting a new card, please log in to your account and verify your address is correct.

What is National Registry’s (NREMT) phone number? What is National Registry’s (NREMT) website address?

Toll Free: (614) 888-4484

www.nremt.org

You may 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 if your question has not been answered.