

# 3 EASY STEPS OPEN YOUR EMS ACCOUNT TODAY

Revised 5/2018



## On-Line Certification System



You must create an on-line secure account with the Bureau to begin any application submission process. To open an encrypted and secure Bureau of EMS & Trauma System on-line account, follow these three easy steps.

## Step 1

To prepare for the information that will be requested, take the time to develop and write down a unique username 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 (*The symbols to be used are the ones above the number keys 1 – 0 as these are the only symbols that are accepted by the system*), upper and lower case letters (*at least one of each*), and between 8 and 20 characters in length.

Next, you will be required to enter a current email address **Keep your email address 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 Arizona Emergency Medical Care Technicians at all levels.

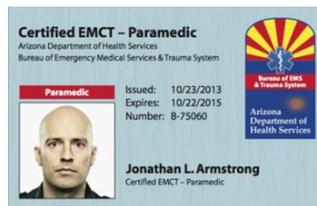
Now that you're prepared to open your on-line account, proceed to Step 2.

## Step 2

Simply go to <https://ems.azdhs.gov/> and click on the "Register" button and enter the information requested. The system will show your progress at the bottom of each screen which will allow you to monitor how many screens remain.

At any time, a user can add a photo to the account which will be attached to the certification card.

PHOTOS NOT SUITABLE FOR A  
CERTIFICATION CARD WILL BE REMOVED.



When you have completed each screen the system will display all completed screen in tabs across the top of the final screen. Once you have reviewed the information provided, press the "Submit" button.

## Step 3

**Wait for an account activation email from the Bureau.** DO NOT attempt to log in until you receive this email, usually within a short period of time during regular business hours.

When your information has been transmitted to the Bureau, the Customer Service Representative will review the information, make any necessary corrections and activate your account.

Once your account is activated, you can submit applications, request renewal extensions, name changes, duplicate cards if you lose yours, and generally update your contact information.

## Renewal Extension Fees

As provided for in A.R.S. § 36-2202(H), if an Applicant submits an application for recertification, with a certification extension fee, within 30 days after the expiration date of the applicant's EMCT certification, the applicant will then pay the non-refundable or disputable \$150.00 renewal extension fee by credit or debit card on-line as part of the application process.



## Submitting an Application

If you are a first time applicant for Emergency Medical Care Technician certification, you must create an account with the Bureau and have it activated by Bureau certification staff to begin any application submission process.

Prior to submitting an Initial, Renewal or Upgrade application, you may need a scanned copy of your eligibility document showing the right to work in the United States. The document is usually a birth certificate, USA Passport, Employer Letter, or any document listed in our "Acceptable Eligibility Documents" List found in the certification section of the Bureau web page shown below.

If you have been convicted of a crime you will also need a scanned copy of the sentence and judgment court document signed by the judge. All of these documents will be uploaded in the new system during the application process.

To Create an Application, Simply go to <https://ems.azdhs.gov/> and then "Login" at the top of the page. Once inside your account, select "Create Application".

Since the system launched in April of 2014, each account holder has been given a secure message center which the Bureau will use to deliver application and general certification information. Certificate Holders will no longer receive notices of approaching expiration or application deficiencies by U.S. Mail.

Should you have questions, or issues with the on-line system, please feel free to contact the Bureau certification main number for assistance. (M-F, 8-5).



Certification Main Switchboard  
(602) 364-3150



Toll Free  
(800) 200-8523



Kathleen Rodriguez,  
Customer Service Representative  
(602) 364-3175



Maria Dominguez, Manager  
602-364-3176

## “Remember”

**It is the responsibility of each individual certificate holder to ensure timely renewal every two years prior to expiration.**

**[EMCT renewal applications are accepted as early as 90 days prior to expiration date.]**

Arizona Administrative Code (“AAC”) R9-25-401(A) prohibits an individual from acting in the capacity of an EMCT unless the individual has current certification or recertification from the Department.



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