



# Bureau of Emergency Medical Services and Trauma System

## Online Services Frequently Asked Questions

Revised December 7, 2021

### 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.** 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 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 Coordinator as indicated below:

| Training Programs  | Air & Ground Ambulances  | Base Hospitals   |
|--|--|--|
| <a href="mailto:Thomas.Mackay@azdhs.gov">Thomas.Mackay@azdhs.gov</a> | <a href="mailto:Margo.Vinson@azdhs.gov">Margo.Vinson@azdhs.gov</a>     | <a href="mailto:Kimberly.Boehm@azdhs.gov">Kimberly.Boehm@azdhs.gov</a>   |
|  | <a href="mailto:Steven.Foster@azdhs.gov">Steven.Foster@azdhs.gov</a>   | <a href="mailto:Marissa.Salgado@azdhs.gov">Marissa.Salgado@azdhs.gov</a> |
|  | <a href="mailto:Dewey.Anderson@azdhs.gov">Dewey.Anderson@azdhs.gov</a> |  |

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

You may contact one of the Bureau Coordinators listed above, explaining the errors and corrections requested.

### 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, inactive, 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.

### 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 are entered there should be a "Result" tab. If there is no "Result" tab, this means your scores have not been 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 course 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 instructor will not find you in the

database to attach you to the course 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 should I do?**

Go to the login 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 both [Maria.Dominguez@azdhs.gov](mailto:Maria.Dominguez@azdhs.gov) or [Kathleen.Rodriguez@azdhs.gov](mailto:Kathleen.Rodriguez@azdhs.gov) to request your email address be updated.

- **It is the responsibility of the EMCTs to keep all of their information up to date.**

### **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.

### **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 are not displaying.

### **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.

### **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 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 expiring.

**PLEASE NOTE:** If you do not submit your application by the end of your expiration date your certification expires and you will be required to pay a **non-refundable** late fee in the amount of \$150.00 to renew your certification within 30 days after your certification has expired. \*\*\*\*

### **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 non-refundable 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.

### **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 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 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 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.

**UPLOADING DOCUMENTS**

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.

**INITIAL APPLICATION FOR EMT CERTIFICATION**

**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 for your Arizona certification. Your Trainee account will automatically switch to EMCT once you submit your initial application. All you need is your National Registry certification information for the “Educational Attestation” section of the application.

**What is a “Public Benefit Eligibility” document?**

A photo of your Arizona Driver’s License, birth certificate or a United States Passport as proof of your legal presence in the United States. This will be in the “Eligibility” section of the 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.

**RENEWING YOUR EMCT CERTIFICATION**

EMCTs 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. Arizona Challenge Examination with questions on the content from the above refresher.
3. Current National Registry.
4. 24 hours of continuing education (CEs) 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 renew their certification using one of the options listed above.

Advanced-EMTs, Intermediate-99s and 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.

## **CONTINUING MEDICAL EDUCATION**

### **Where do I document I have met my Continuing Medical Education requirements?**

There is no documentation attachment feature when submitting an application. Applicants only attest that they have obtained the required Continuing Medical 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” section. 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-EMTs and Paramedics.

## **UPGRADING YOUR CERTIFICATION FROM EMT TO ADVANCED-EMT OR PARAMEDIC**

### **How do I upgrade my certification?**

EMTs can upgrade their certification with a higher-level National Registry certification and by submitting an upgrade application by logging in to their EMCT account.

## **DOWNGRADING YOUR CERTIFICATION FROM ADVANCED-EMT OR PARAMEDIC TO EMT**

### **How do I downgrade my certification?**

1. You will be required to submit a downgrade application with a written statement from your administrative medical director attesting that the EMCT is able to perform at the lower EMCT classification level requested. The statement must be on the agency’s letterhead and must be dated and signed by the medical director; **OR**
2. 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**
3. 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 renew at the EMT level.

**NOTE:** For #3 only, the system will ask you to upload the statement from your medical director. You may instead upload a copy of the BLS refresher course completion certificate or a copy of your current Paramedic or Advanced-EMT National Registry certification in place of the medical director’s statement.

## **CRIMINAL CONVICTIONS**

### **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.

**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 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.

**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.** 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 by emailing [Maria.Dominguez@azdhs.gov](mailto:Maria.Dominguez@azdhs.gov) or [Kathleen.Rodriguez@azdhs.gov](mailto:Kathleen.Rodriguez@azdhs.gov) they will update your organizational assignment.

**If an EMCT is relocating from another state to Arizona, what is needed to become Arizona certified? Can my certification be transferred to Arizona?**

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

**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 a current National Registry certification if the applicant resides in a state other than Arizona.

**Does Arizona charge for certification?**

**NO.**

**Once an application is submitted, how long will it take to be processed?**

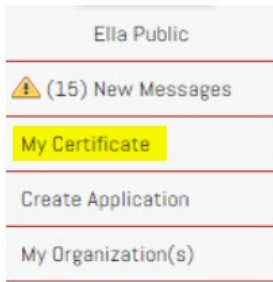
Please allow at least five (5) to ten (10) business days for your application to be reviewed and processed.

## 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:

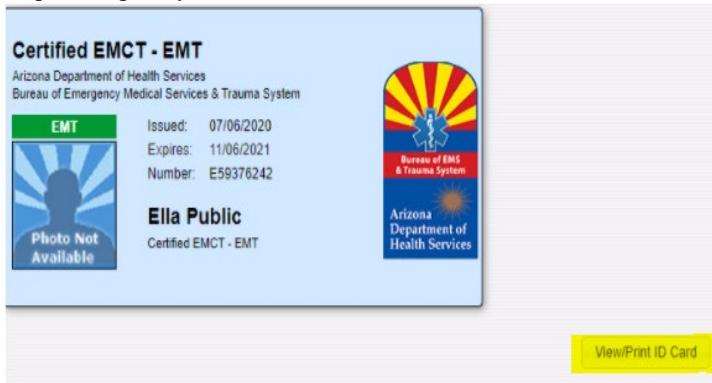
Step 1: Log in to your EMCT Portal by going to <https://ems.azdhs.gov/>.

Step 2: Once logged in, click on “My Certificate” (highlighted in yellow).



Step 3: After clicking on “My Certificate,” your electronic certification card will appear.

Step 4: To print your electronic certification card, click “View/Print ID Card” (highlighted in yellow).



**\*\*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 upload a photo on my electronic certification?

Step 1: Log in to your EMCT Portal by going to <https://ems.azdhs.gov/>.

Step 2: Once logged in, click on the “Edit/Name Photo,” button located near the bottom right side of your screen.

Step 3: Click “Choose File”

Step 4: Select the file and click “Save”

Step 5: Send an email to [Angie.McNamara@azdhs.gov](mailto:Angie.McNamara@azdhs.gov) or [Kathleen.Rodriguez@azdhs.gov](mailto:Kathleen.Rodriguez@azdhs.gov) and inform them you have uploaded a photo and they will update your certification card.

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

Step 1: On your computer, go to the location where the photo is saved. Place the cursor over the photo and right click.

Step 2: Select “Edit”

Step 3: Select “Resize”

Step 4: Select “Pixels”

Step 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?

Step 1: On your computer, go to the location where the photo is saved. Place the cursor over the photo and right click.

Step 2: Select “Edit”

Step 3: Select “Rotate” and adjust the positioning of your photo until it is in the vertical position.

Step 4: Click “Save”

## 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:

Step 1: Log in to your EMCT Portal by going to <https://ems.azdhs.gov/>.

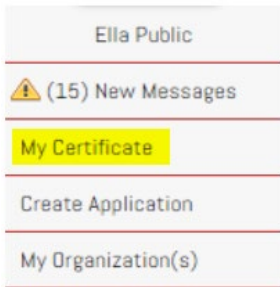
Step 2: Once logged in, click on the “My Certificate” button located near the bottom right side of your screen.

Step 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.

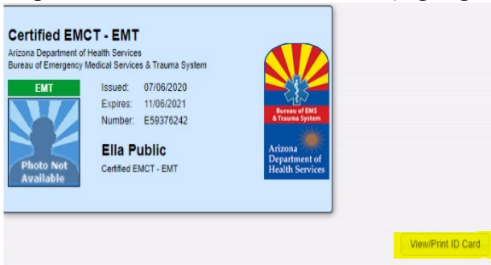
## How do I save my electronic certification card as a PDF?

Step 1: Login to your EMCT Portal by going to <https://ems.azdhs.gov/>

Step 2: Once logged in, click on “My Certificate” (highlighted in yellow)



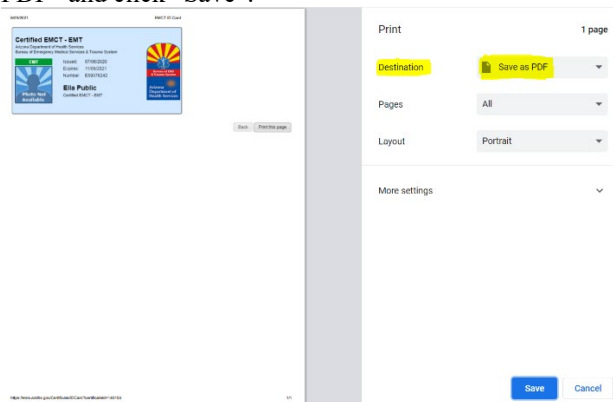
Step 3: Click “View/Print ID Card” (highlighted in yellow)



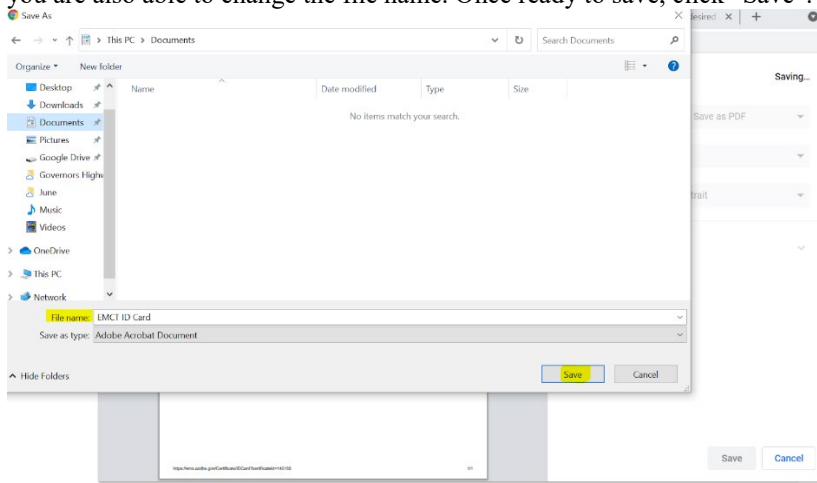
Step 4: Click “Print this page” (highlighted in yellow)



Step 5: A print popup window will appear. Under the “Destination” field (highlighted in yellow), change the destination to “Save as PDF” and click “Save”.



Step 6: A new popup window will appear which will allow you to save the PDF in a desired location on your computer. At this point, you are also able to change the file name. Once ready to save, click “Save”.



**Will I be able to update my name in my EMCT Portal if I get married or divorced?**

**NO.** 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
- Divorce Decree (Only the page showing you changed your last name back to your maiden name should be uploaded.)
- Social Security Card
- Driver’s License

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

Go to: <https://azdhs.gov/documents/preparedness/emergency-medical-services-trauma-system/training/courses.pdf> and click on the type of course you are looking for as shown below.

- [EMT](#)
- [EMT - Refresher](#)
- [EMT - Challenge](#)
- [Advanced EMT](#)
- [Paramedic](#)
- [ALS - Refresher](#)
- [ALS - Challenge](#)

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

### **VERIFICATION/RECIPROCITY FORM**

**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 [Angie.McNamara@azdhs.gov](mailto:Angie.McNamara@azdhs.gov) to be completed. Include your date of birth and the last 4 numbers of your social security for identification purposes only. Please make sure you complete your portion of the form.

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

Toll Free: (614) 888-4484

[www.nremt.org](http://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, option #0 if your question has not been answered.**