



Alaska Department of  
Health & Social Services  
Emergency Medical Services



# State of Alaska

## EMS Certification Management System User Guide

18 NOV. 2014

# Table of Contents

Click on the link to jump to the page. Click on “Jump to Table of Contents” at the bottom of each page to come back here.

1. Public Portal Overview:
  - A. Lookup
    - i. Public Lookup
    - ii. Personnel
    - iii. Services
    - iv. Training Report
    - v. Training Courses
  - B. Account Login
2. Creating an Account
3. Claiming Your Account
4. User Homepage:
  - A. My Account Overview
    - i. My Account
    - ii. Profile
    - iii. Issued Application
    - iv. Training Report
  - B. Applications Overview
    - i. Continue
    - ii. Checkout
    - iii. Transaction
  - C. Service
  - D. Lookup
5. Submitting an Application
  - A. Application Submitted. Now What?
6. Contact Information

# Public Portal Overview

Welcome to the State of Alaska EMS Certification Management System (Public Portal).

The Public Portal is the place to manage your EMT certification.

The homepage will have several options for you to choose from. From here you can:

- Look up: - Personnel
  - Services
  - Training Reports
  - Training Courses
- 

Log in to your account

STATE OF ALASKA  
Department of Health and Social Services

## Alaska Department of Health and Social Services

Public Portal

**Account Login**

**Lookup**

- Personnel
- Services
- Training Report
- Training Courses

### Public Lookup

Enter your search criteria to locate any specific personnel, service, or training course.

Type: Personnel

Certification Number:

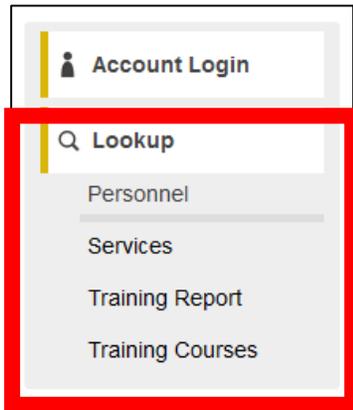
First Name:

Last Name:

**Search**

© 2014 ImageTrend, Inc.

# Lookup



## Public Lookup:

This page will allow you to search the public records for specific personnel, services, training reports and training courses. To do so, select a category from the drop-down menu and enter the information. This function is similar to those below.

## Personnel:

A list of EMS providers in the state are listed here. To find a specific provider, enter the information in the search field. To display more personnel information, click on the arrow next to their name.

Search Results				
Name	Certification Number	City	State	
▼ Kent, Clark Test	14000082	Juneau	Alaska	
Certification Level: EMT-1 Initial		Certification Status: Current		
Instructor Level: None		Instructor Status: None		
Certification Expiration Date: 12/31/2016		Instructor Expiration Date: None		

Records 1-1 of 1 | First | Previous | Next | Last | Per Page 10 ▼

## Services:

This page will allow you to find EMS services based on the criteria you enter. If you would only like to search for services within a city or county, enter the information and leave the other search fields blank.

## Training Report:

Training hours and classes taken by an EMS provider can be viewed quickly in this page. You can also view your own report through this page without having to log in into your account. A certification number is required in order to view the report. For more information on Training Report, click [HERE](#).

## Training Courses:

You can search for any upcoming training that have been approved through this page. If you are searching for a specific type of course, a region where courses are being held, or a course by EMT level, use the drop down menus and click on the **Go** button. You can also search by the start and end dates or by a keyword using the search field. Clicking on headers will allow you to sort your search results in order (see picture).

To display the course details, click on the arrow next to the Course Number.  
**For a more complete course overview, click on the Course Number.**

Account Login

Lookup

Personnel

Services

Training Report

Training Courses

### Training Courses

Search for any upcoming training courses that have been approved. To view additional details about any course, click the arrow beside the course name to expand details, or click the course name to open a more complete course overview. For questions regarding EMS Training, please contact: EMSTraining@alaska.gov

- Course Type -   - Region -   - Level -

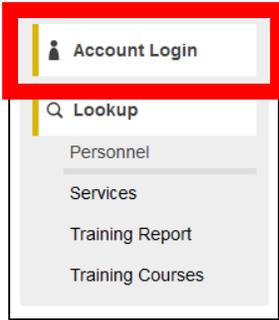
Start:   End:   training   GO   CLEAR

Course Number	Course Type	Description	End Date
▶ 24029	EMS Instructor Development	Basic Instructor Orientation	03/06/2015
▶ 23938	Initial	Medevac Escort Initial	11/18/2014
▶ 23935	Initial	Medevac Initial and refresher	12/14/2014
▼ 24027	EMS Instructor Development	Alaska Specific Orientation	03/03/2015
Level: Location: Fairbanks Name: Alaska Specific EMS Orientation Course Primary Instructor: David Rockney Region: Interior Start Date: 03/02/2015			
▶ 24036	Refresher	ETT Refresher	11/15/2014
▶ 24055	Refresher	ETT Refresher	11/24/2014
▶ 14657	Initial	ETT Initial Course	12/17/2014
▶ 23965	Initial	ETT Initial	12/15/2014
▶ 24016	Initial	ETT Initial	12/13/2014
▶ 24047	Initial	ETT Initial	01/25/2015

Click on the arrow to display the course details

Click these headers to sort the results

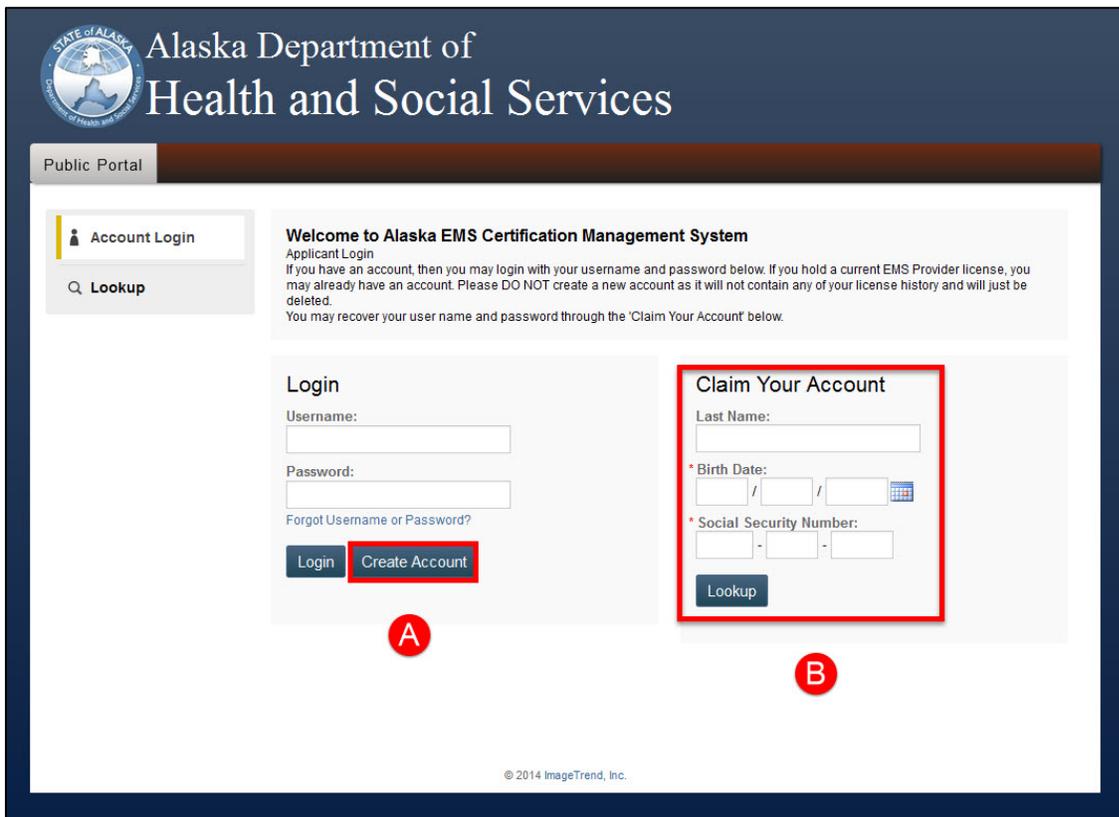
# Account Login



The Account Login page is the starting point for managing your EMT certification. From here you can create an account, claim your account, or log in to your account.

If you know your login information, you can proceed to log in to your account. If you do not know your login information, please follow the steps below:

- A) If you are NOT certified as an EMT in Alaska or are unable to claim an account, you must create one. To do so, click on **Create Account**.
- B) If you are already a state of Alaska certified EMT and this is your first time logging into Public Portal, you may already have an account and must claim it. To do so, enter your information and click on **Lookup**.



# Creating an Account

If you are NOT certified as an EMT in Alaska or are unable to claim an account, you must create one. To create an account, follow the steps below:

## 1) Complete the form

In order to create your account you must enter your personal information.

Information with a red asterisk \* are required. You will not be able to create your account until these are entered. When completing the form, **please note that some required information such as last name, birth date, and social security number cannot be changed once the account has been created.** The Username also cannot be changed once submitted, so make sure you use one that you can easily remember. If you have created your account and made a mistake in entering one of these, you must contact the EMS Data Manager to correct it.

Public Portal

Account Login

Lookup

### 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

\* Required Information

\* First Name:

Middle Name:

\* Last Name:

Suffix:

Maiden Name:

\* Social Security Number:  -  -  [What is this?](#)

\* Birth Date:  /  /

Degree/Field of Study: Available Selected

Not Reporting  
Not Recorded  
Not Applicable  
Biological and Biomedical Sciences  
Business  
Communication, Journalism, and Rela  
Communications Technologies  
Computer and Information Sciences  
Education  
Emergency Medical Services

## Step 1 continued

The address section will have the city, county, and state grayed out. You cannot enter any information in these fields. To enter your address, enter your street address first and then enter your zip code and click on the blue **Update Now** button. This will automatically fill in the city, county, and state.

### Address Information

\* Address:

\* City:

County:

\* State:  

Click blue icon above to select a different city for this postal code.

\* Postal Code:  **Update Now**

If the city information is incorrect, click on the binocular icon . This will display the Zip Code Lookup window. From here you can search for the city or select the correct one from the list by clicking on the green arrow  next to the city name.

### Zip Code Lookup

**Instructions:** Enter the criteria in the following boxes and click 'Search.' Once you find the desired record, click on the icon relative to the location.

City:

State:

Postal Code:

City	County	State	Zip
 Akhiok	Kodiak Island	Alaska	99615
 Akhiok (ANV/ANVSA)	Kodiak Island	Alaska	99615
 Chiniak	Kodiak Island	Alaska	99615
 Kodiak	Kodiak Island	Alaska	99615
 Kodiak Airport	Kodiak Island	Alaska	99615
 Kodiak Coast Guard Station	Kodiak Island	Alaska	99615

**More than 6 Results Found. Please Specify additional criteria to refine your search.**

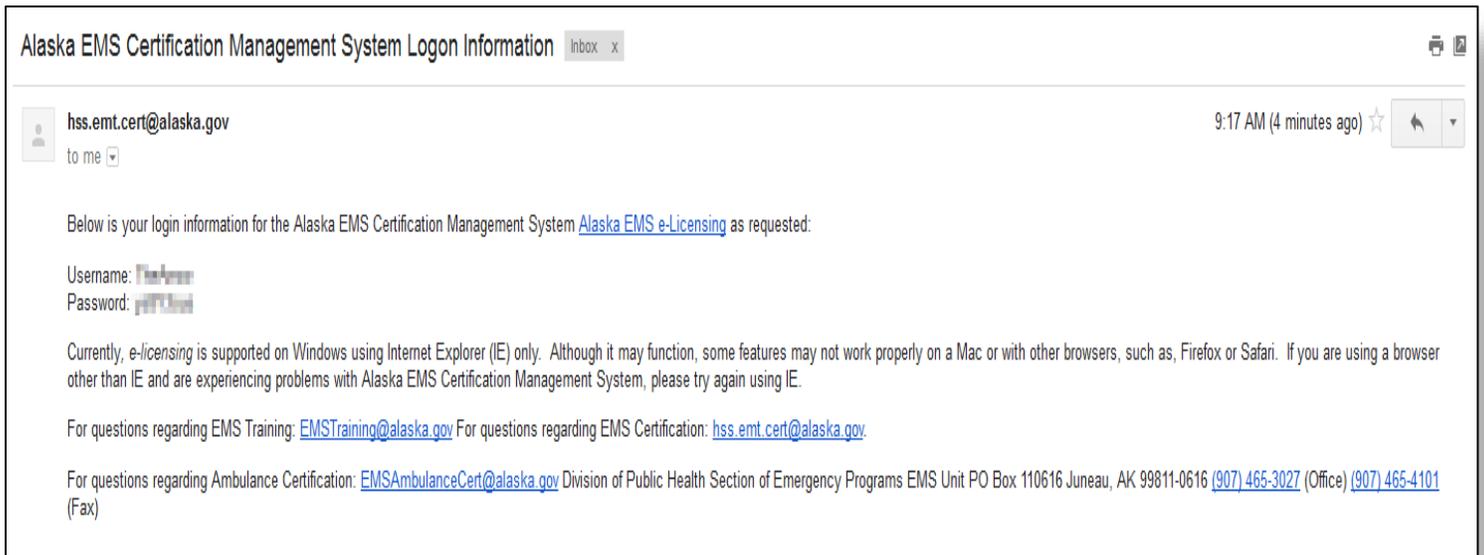
Step 1 continued

Once you have completed and successfully submitted the form, you will be redirected back to the login page with a message confirming that your account has been created.

The screenshot displays the Alaska Department of Health and Social Services Public Portal. At the top left is the state logo. The main header reads "Alaska Department of Health and Social Services". Below this is a "Public Portal" navigation bar. On the left, there are two menu items: "Account Login" with a red arrow pointing right, and "Lookup". A prominent red-bordered message box at the top right states: "Account created successfully! Please check your email to obtain your login information and begin the online application process." Below this message is a "Welcome to Alaska EMS Certification Management System" section, which includes an "Applicant Login" heading and instructions for existing and new users, along with a link to "Claim Your Account". The page features two main form areas: "Login" with fields for "Username:" and "Password:", a "Forgot Username or Password?" link, and "Login" and "Create Account" buttons; and "Claim Your Account" with fields for "Last Name:", "Birth Date:" (with a calendar icon), "Social Security Number:", and a "Lookup" button. The footer contains the copyright notice "© 2014 ImageTrend, Inc."

## 2) Check your email

You will receive an email from **[hss.emt.cert@alaska.gov](mailto:hss.emt.cert@alaska.gov)** with your login information which should look similar to the picture below. If you do not see the email, please check your spam/junk folder and mark it as not spam/junk in order to receive updates regarding your certification and application process.



## 3) Log in OR change your password

The password you receive from the email is randomly generated by the system. You may log in with the password provided or you can change it to one that you can easily remember. To change your password see Claiming Your Account on the next page.

# Claiming Your Account

If you are already a state of Alaska certified EMT and this is your first time logging into Public Portal, you may already have an account and must claim it. You can also change your password anytime through this process.

The screenshot displays the Alaska Department of Health and Social Services Public Portal. The header includes the state logo and the department name. Below the header, there are navigation options for 'Account Login' and 'Lookup'. The main content area is titled 'Welcome to Alaska EMS Certification Management System' and provides instructions for applicants. It features two primary sections: 'Login' and 'Claim Your Account'. The 'Claim Your Account' section is highlighted with a red border and contains fields for 'Last Name', 'Birth Date', and 'Social Security Number', along with a 'Lookup' button. The footer of the page includes the copyright notice '© 2014 ImageTrend, Inc.'

To claim your account follow these steps:

## 1) Enter your information

In order for the system to find your account in the database, enter your information in the fields provided and click on **Lookup**.

## 2) Edit your email and create/change your password

Once your account has been found, it will display your username and the email associated with your account. Please note that the username cannot be changed. However, you can change your email and create/change your password. Follow the password requirements when creating or changing your password. Click on **Submit** when you are ready to proceed and this will bring you to your user homepage.

The screenshot shows the Alaska Department of Health and Social Services Public Portal. The page has a dark blue header with the state logo and the department name. Below the header is a navigation bar with 'Public Portal'. On the left, there are buttons for 'Account Login' and 'Lookup'. The main content area is titled 'Please Enter in Your Login Information.' and 'Account Lookup'. A yellow box contains 'Password Requirements' with the following text:

- \* Password must be at least 8 characters long.
- \* Password must contain at least 1 numeric character.
- \* Password must contain a mix of upper and lower case characters.
- \* Do NOT use a password that contains your user name or any part of your full name (as is, reversed, CAPS, doubled, etc.)
- \* Do NOT use a word contained in English or foreign language dictionaries.
- \* Do NOT use information easily obtained about you (ie employee number, child or spouse name, pet name, address, etc.)

Below the requirements are form fields for 'User Name', 'Email', 'Password', and 'Re-Enter Password'. The 'Password' field has a 'Display characters' checkbox, and the 'Re-Enter Password' field has a checked 'Display characters' checkbox. A red arrow points from the text 'Check these if you would like to display the characters of the password you type.' to the 'Display characters' checkboxes.

Submit

© 2014 ImageTrend, Inc.

**Check these if  
you would like  
to display the  
characters of the  
password you  
type.**

If you click Submit and are redirected to the Account Login page with a message that your account is locked, please contact the EMS Data Manager.

The screenshot displays the 'Public Portal' interface. A red-bordered yellow message box at the top states: 'Your login credentials have been locked. Contact the State of Alaska EMS Unit to determine eligibility for continued authorization.' Below this, the 'Account Login' section is highlighted with a yellow bar. The main content area is titled 'Welcome to Alaska EMS Certification Management System' and includes an 'Applicant Login' section with instructions on how to log in and recover a locked account. Two form panels are visible: 'Login' with fields for 'Username' and 'Password', and 'Claim Your Account' with fields for 'Last Name', 'Birth Date', and 'Social Security Number'. A 'Lookup' button is located at the bottom of the 'Claim Your Account' panel. The footer contains the copyright notice '© 2014 ImageTrend, Inc.'

# User Homepage

The user homepage is the place to manage your EMT certification. From here you can:

- Edit your profile
- View any completed and approved application and print off a copy of your certification
- View your training report
- Complete and submit applications
- Pay for your application fee
- View the service(s) you are affiliated with
- Lookup personnel, services, training report, and training courses

The screenshot shows the user homepage for the Alaska Department of Health and Social Services. The header includes the state logo and the department name. A navigation bar contains 'Public Portal'. A left sidebar menu lists 'My Account', 'Applications', 'Service', and 'Lookup'. The main content area shows a welcome message for 'Clark Kent', a 'My Account' section with a 'Generate Card' button, and a 'Form pending completion' notification. A search section is also visible at the bottom.

STATE OF ALASKA  
Department of Health and Social Services

## Alaska Department of Health and Social Services

Public Portal

Welcome, Clark Kent | Logout

You are logged in. Welcome Clark Kent.

### My Account

For more detail about any item, click the links on this page or in the left menu.

**Clark Kent**  
EMT-1 Initial  
Number: 14000082  
Issued: 11/08/2014  
Expiration: 12/31/2016

Generate Card

Form pending completion

I am looking for...  
Personnel  
Certification Number First Name  
Last Name GO

© 2014 ImageTrend, Inc.

# My Account Overview

The **My Account** page is the default page that displays when you log in. This page contains information pertaining to your certification. You can view and edit your profile, view any completed and approved applications and certificates, and your training hours. The page will display widgets that contain your profile picture, certification details, a button to generate a digital certification card, any forms that need completion, and the public lookup panel. Below is an explanation of each widget labeled A, B, and C.

STATE of ALASKA  
Department of Health and Social Services

Alaska Department of Health and Social Services

Public Portal

Welcome, Clark Kent | Logout

You are logged in. Welcome Clark Kent.

**My Account** **A**

For more detail about any item, click the links on this page or in the left menu.

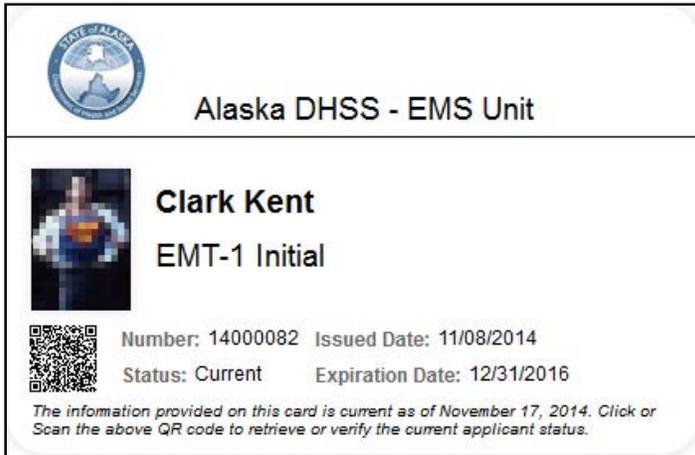
Clark Kent  
EMT-1 Initial  
Number: 14000082  
Issued: 11/08/2014  
Expiration: 12/31/2016  
Generate Card

Form pending completion **B**

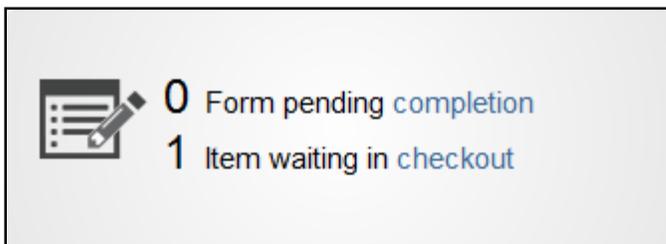
I am looking for...  
Personnel  
Certification Number First Name  
Last Name GO **C**

© 2014 ImageTrend, Inc.

- A) This displays your certification information such as your certification number, issued date, and expiration date. You can upload a profile picture by clicking on the  icon. To generate an electronic card click on the blue Generate Card button. Below is an example of the electronic card with a profile picture.

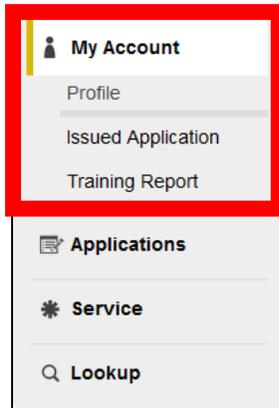


- B) This is the forms pending widget. It will display the amount of any forms such as applications or transactions (for application fee) that need to be completed. Clicking on the blue link will direct you to the form.



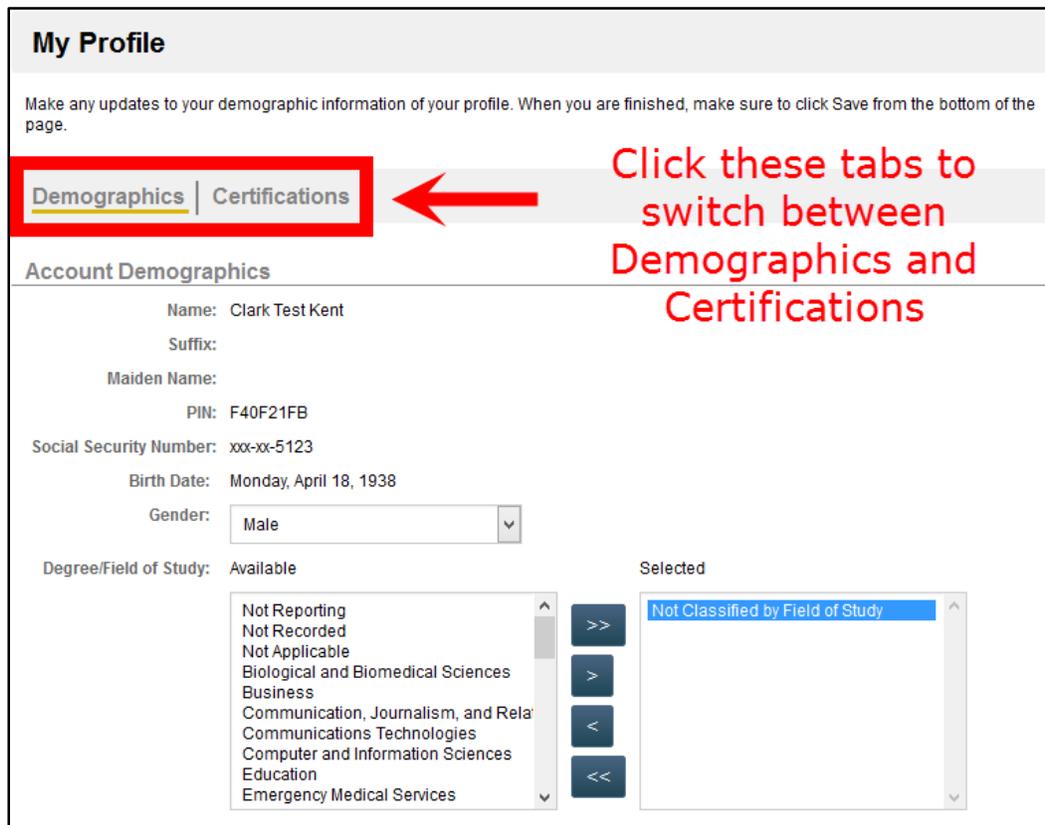
- C) This widget is the same as the public lookup where you can search for specific personnel, services, training reports, and training courses. Click [HERE](#) for more information.

# My Account



## Profile:

In the profile page, you can edit your demographics information such as address, email, and phone numbers. You can also enter any certification information such as your PALS and PHTLS expiration dates by clicking on the certifications tab. Make sure to click on the Save button located below the page to keep any changes you have made.



## Issued Application:

Any applications that you have submitted and have been approved by the State EMS office will be listed here. Your certification details are also displayed. To search for a specific application, use the search toolbar and enter the date or type the license level and click on Go. You can also view a pdf copy of your certificate and any completed application by clicking on the pdf icon. The Generate card button located here is the same as the one found in the homepage.

**Public Portal** Welcome, Clark Kent | Logout

**My Account**  
Profile  
Issued Application  
Training Report

**Applications**

**Service**

**Lookup**

**Kent, Clark Test (14000082)**  
Issue Date: 11/08/2014  
Expiration Date: 12/31/2016

**Search Toolbar**

You can use the date filters and search box to find specific applications that you have submitted. To generate a printable version of your certification card in a new window, click *Generate Card*.

to  License

EMT-1 Initial

Status: Approved  
Number: 14000082  
Forms: 2 of 3 completed  
Issue Date: 11/08/2014  
Initiated On: 11/08/2014  
Expiration Date: 12/31/2016 (774 days until expiration)

Alaska Provider Certificate	
Form	Requested Completed
Alaska Provider Certificate	Sat 11/8/14 Sat 11/8/14
EMT-1 Initial	
Form	Requested Completed
Application for EMT-1 Initial Certification	Sat 11/8/14 Sat 11/8/14
Alaska Provider Certificate	
Form	Requested Completed
Certificate: All Levels	Sat 11/8/14

Records 1-1 of 1

© 2014 ImageTrend, Inc.

**Click the arrow to expand or collapse the details** →

**Click the PDF icon to view a copy of your certificate or completed application**

# Training Report:

This page will help you keep track of any training hours and classes that you have taken as well any remaining hours needed for certification. The hours are listed by the course, exams, and other pertinent topics. To search for specific training hours, use the toolbar and select a training level (EMT-1, EMT-2, etc.) and enter the dates and click on Go. If you would like to view all the training hours you have for each level instead of a specific one, select *All Training Levels* from the drop-down menu.

Public Portal

Welcome, Clark Kent | Logout

**My Account**

- Profile
- Issued Application
- Training Report

**Applications**

**Service**

**Lookup**

**Kent, Clark Test (14000082)**  
Issue Date: 11/08/2014  
Expiration Date: 12/31/2016

### Training Report

Click the links at the top of the page to switch between viewing a summary of your credit hours by level and a list of the trainings that you have recorded. To narrow down the information displayed on each page, use the *Training Levels* drop down menu and the *Date Range* search filters and click *Go*.

**Topical Training Hours** | **Trainings**

Use the toolbar to search for hours by EMT levels and dates

Click these tabs to switch between Training Hours and Trainings

Training Levels associated to License Level: EMT-1 Initial | Date Range: 11/08/2014 to 11/17/2014 | GO

Level	Requirement	Topic/Competency	Required Hours/Credits	Max Hours/Credits	Completed Hours/Credits	Remaining Hours/Credits
EMT-1 Initial						
Reporting hours from 11/08/2014 to 11/17/2014						
Initial EMT-1 Course						
		EMT-1 Initial	120.00	120.00	120	0
		State Exam - Practical	1.00	1.00	1	0
		State Exam - Written	1.00	1.00	1	0
		Topics Total:	122		122	0
		Flex Hours:	0		0	0
		Requirement Total:	122.00		122	0
		Level Total:	122		122	0

© 2014 ImageTrend, Inc.

Topical hours that have been completed (ex. EMT-1 Initial, Pediatrics, CME, etc.) will display a green 0 under the *Remaining Hours/Credits* column. Any remaining hours will be displayed in red. See below examples.

### Completed Hours

Level	Requirement	Topic/Competency	Required Hours/Credits	Max Hours/Credits	Completed Hours/Credits	Remaining Hours/Credits
EMT-1 Initial			All required hours completed.			
Reporting hours from 11/08/2014 to 11/17/2014						
Initial EMT-1 Course						
		EMT-1 Initial	120.00	120.00	120	0
		State Exam - Practical	1.00	1.00	1	0
		State Exam - Written	1.00	1.00	1	0
	Topics Total:		122		122	0
	Flex Hours:		0		0	0
	Requirement Total:		122.00		122	0
	Level Total:		122		122	0

### Incomplete Hours

Level	Requirement	Topic/Competency	Required Hours/Credits	Max Hours/Credits	Completed Hours/Credits	Remaining Hours/Credits
EMT-2			Required hours are incomplete			
Reporting hours from 11/08/2014 to 11/17/2014						
EMT-2 Refresher Course (24+ hrs)						
		Continuing Medical Education	48.00	48.00	0	48
	Topics Total:		24.00		0	24
	Flex Hours:		0		0	0
	Requirement Total:		24.00		0	24
Initial EMT-2 Course						
		EMT-2 Initial	50.00	50.00	0	50
	Topics Total:		50		0	50
	Flex Hours:		0		0	0
	Requirement Total:		50.00		0	50
	Level Total:		74		0	74

To view all the courses and exams you have taken click on the **Trainings** tab. This will display the details of each course and exam such as training number, dates, and credits. You can also use the toolbar to search for a specific training.

Public Portal

Welcome, Clark Kent | Logout

**My Account**

- Profile
- Issued Application
- Training Report

**Applications**

**Service**

**Lookup**

**Kent, Clark Test (14000082)**  
Issue Date: 11/08/2014  
Expiration Date: 12/31/2016

### Training Report

Click the links at the top of the page to switch between viewing a summary of your credit hours by level and a list of the trainings that you have recorded.  
To narrow down the information displayed on each page, use the *Training Levels* drop down menu and the *Date Range* search filters and click Go.

Topical Training Hours | Trainings

All Training Levels | Date Range: 11/08/2014 to 11/17/2014 GO

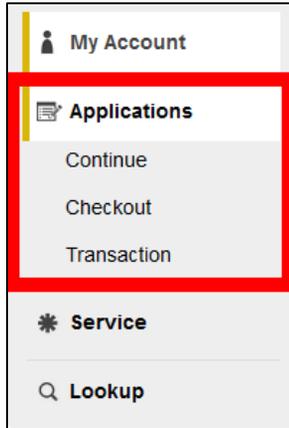
Course Name	Training Number	Training Date	Date Completed	Requirements ▲	Topics	Credits
EMT-1 Course	EMT-114781	11/12/2014 - 12/31/2015	11/12/2014	Initial EMT-1 Course	EMT-1 Initial	120
State Exam - Written	14763	10/23/2014 - 12/31/2014	11/12/2014	Initial EMT-1 Course	State Exam - Written	1
EMT-1 (ETT to EMT-1 Bridge Course)	EMT-1 Bridge14788	11/13/2014 - 12/31/2014	11/13/2014	Initial EMT-1 Course	EMT-1	80
State Exam - Practical	14765	10/23/2014 - 12/31/2014	11/13/2014	Initial EMT-1 Course	State Exam - Practical	1

© 2014 ImageTrend, Inc.

Use the toolbar to search for courses taken by EMT levels and dates

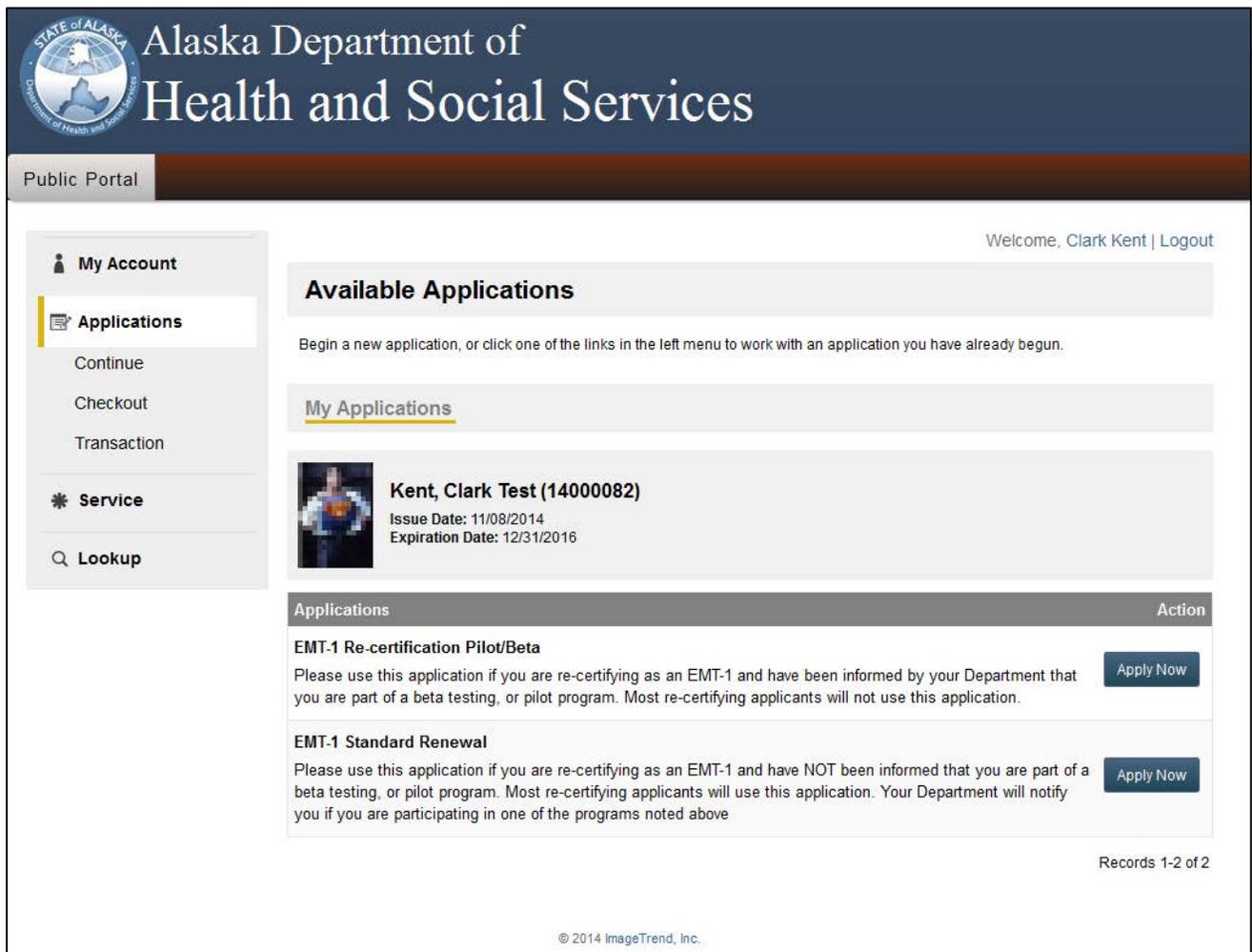


# Applications Overview



The **Applications** page is where you can submit applications, continue any applications that you have started, pay for an application fee, and view your transactions. The applications displayed will be relevant to your certification level. For example, applicants who are not certified at any EMT level will only be able to submit an EMT-1 initial application. Likewise, an EMT-2 who has completed an initial EMT-3 course will be able to submit either an EMT-2 renewal or an EMT-3 Initial application.

For help with submitting an application, click [HERE](#).



## Continue:

This page will display any applications that you have already started and have not yet completed. A number displayed next to *Continue* on the left side menu indicates the number of applications that are awaiting your completion. You can search for the pending applications by using the search toolbar. You can also expand and collapse the details of an application by clicking on the arrow next to it. To continue filling out an application, click on the blue **Continue** button.

The screenshot shows the 'Public Portal' interface. On the left is a navigation menu with 'My Account', 'Applications', 'Continue 1', 'Checkout', 'Transaction', and 'Service'. The 'Continue 1' item is highlighted with a red box. A blue box labeled 'Search toolbar' points to the search area at the top of the main content, which includes date pickers, dropdown menus for '- Issued -' and '- Status -', and a search input field with 'GO' and 'CLEAR' buttons. A yellow box labeled 'Click the arrow to expand or collapse the details' points to a dropdown arrow next to the application title 'EMT-1 Re-certification Pilot/Beta'. The application details show 'Status: In Progress', 'Number: 14000077', 'Forms: 0 of 1 completed', 'Issue Date: 10/31/2014', and 'Expiration Date:'. Below this is a table for 'EMT-1 Renewal' with columns for 'Form', 'Requested', and 'Completed'. One row is shown: 'Application for EMT-1 Standard Certification Renewal' with 'Requested' date 'Fri 10/31/14' and a 'Continue' button. The footer shows 'Records 1-1 of 1' and '© 2014 ImageTrend, Inc.'

## Checkout: Paying for an Application Fee

Any application fees that have not yet been paid will be listed here. A number next to *Checkout* on the left side menu indicates the number of pending fees.

If you are paying by check, click on the link in the instructions. This will open a new tab within your browser with a fillable PDF check form. You can complete the form by typing in it and printing it out or you can also print it out and fill it in by hand. If you want to fill it out electronically, it is recommended that you use Internet Explorer as the feature may not work properly in other browsers such as Firefox or Safari. You can also download the form and open it with any PDF reader software.

To pay for an application(s) with a credit card, follow these steps:

### 1) Select the applications

Check the box next to the application you would like to pay and click on the **Pay Now** button.

Public Portal

Welcome, EMT Joe | Logout

**My Account**

- Applications
- Continue
- Checkout 1**
- Transaction

**Service**

- Lookup

### Checkout

Please note that applications will only be processed after payment has been received and posted to your account. If you are paying by credit or debit card please select the certification(s) your are paying for, and click *pay now* to proceed with payment. If an organization is submitting payment on your behalf no other payment action is necessary on your part and your application will be processed on receipt of payment from the organization. Check or money order payments must submitted by mail to the following address:

State of Alaska  
Department of Health & Social Services  
Division of Public Health  
Emergency Programs - EMS  
PO Box 110616  
Juneau, Ak 99811-0616

When making payment by check or money order please be sure to enclose the following form found [here](#) with your check or money order.

<input checked="" type="checkbox"/> Certificate	Application Date	Total Amount	Balance Due
<input checked="" type="checkbox"/> EMT-1 Standard Renewal	11/17/2014	\$25.00	\$25.00
<b>Totals:</b>		<b>\$25.00</b>	<b>\$25.00</b>

[Pay now](#)

© 2014 ImageTrend, Inc.

Check the box next to the application(s) you are paying for and click on the Pay Now button

Click this link if you are paying by check

## 2) Select a payment method

This page is for credit card payments. From here you can select the payment method from the drop down menu. You must select a payment method in order to continue with the payment. The following payment methods are available:

*Credit Card:* Select this if you are paying with your personal credit card.

*Credit Card – Organization:* Select this if your organization is paying for your application fee.

Once you have selected a payment method click on the **Submit Transaction** button which will bring you to the Card Holder Information page.

Public Portal

Welcome, Oliver Queen | Logout

**My Account**

**Applications**

Continue

Checkout 1

Transaction

**Service**

Lookup

### Payment Detail

This section is for automated credit card payments only. If you are paying by check or money order please follow instructions on previous page.

**Account**

\* Payment Method:

- Payment Method -

**Submit Transaction**

Certificate	Amount
EMT-1 Initial	\$25.00
<b>Totals:</b>	<b>\$25.00</b>

© 2014 ImageTrend, Inc.

### 3) Enter your cardholder information

This is where you will enter your cardholder information. Enter your information accurately or it may result in the payment being rejected. Click on the **Continue** button when you are ready to proceed. This will direct you to the Credit Card Information page.

If you need to return to the Public Portal, click on the link at the bottom of the page.

## DPH EMS CERTIFICATION

**Cardholder Information**

Note: Enter the address to which your card statement is mailed. An incorrect address may result in your payment being rejected.

Cardholder Name

Company (Optional)

Cardholder Address

City

Province/State

Postal/ZIP Code

Country

Phone Number

Email Address   
To receive your payment receipt

We Accept   

   
powered by Symantec

\* By providing this information you agree to InternetSecure's [Privacy Policy](#) and [Terms of Use](#)

[Click here to cancel and return to Merchant's website](#)

Click this link to go back to Public Portal

#### 4) Enter your credit card information

This page will show your order details such as the amount of applications you are paying for and the subtotal. Enter your credit card information accurately and click on the **Submit to Card Issuer** button to complete the transaction.

## DPH EMS CERTIFICATION

**ORDER DETAILS**

Code	Quantity	Description	Unit Price	Subtotal
	1	EMT-1 Initial	25.00	25.00
			<b>US Dollar Total</b>	<b>25.00</b>

**PAYMENT DETAILS**

This secure real-time card transaction will be submitted for authorization to your Card Issuer

**Card Details**

We accept   

Cardholder Name

Card Number

Expiry Date (mm/yy)  /

CVN  [What is this?](#)

   
powered by Symantec



Step 5 continued.

Below is an example of the transaction receipt you will receive in your email.

DPH EMS CERTIFICATION Tue, Nov 18 10:18 AM  
to [REDACTED]

Payment Receipt: 560 Confirmation from DPH EMS CERTIFICATION ▶

## DPH EMS CERTIFICATION

**Your Purchase has been approved**

This receipt confirms payment for your purchase from STATE OF ALASKA. This order will appear on your credit card statement as **DPH EMS CERTIFICATION**. To contact us, please send an e-mail to [hss.emt.cert@alaska.gov](mailto:hss.emt.cert@alaska.gov) or call [907-465-3029](tel:907-465-3029).

**Receipt**

Transaction Time: Nov 18, 2014 02:15 PM  
Gateway ID: 64180  
Receipt Number: 1440684634.35A4  
Sales Order Number: 560  
Transaction Type: eCommerce  
Authorization Code: 015736

**Billing Information**

Name: [REDACTED]  
Company (Optional): [REDACTED]  
Card Type: [REDACTED]  
Card Number: [REDACTED]

**Order Details**

Code	Quantity	Description	Unit Price	Subtotal
	1	EMT-1 Initial	25.00	25.00
<b>US Dollar Total</b>				<b>25.00</b>

The information contained in this e-mail and in any attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. This message has been scanned for known computer viruses.

# Transaction

Any application fee that you have paid will be listed in the transaction page. To search for a specific transaction, use the toolbar by entering the dates or typing in the certification level. You can also sort the transactions by clicking on a column header.

Public Portal

Welcome, [User] | Logout

### All Transactions

Use the filters and search box to find transactions that were submitted between certain dates or transactions for specific licenses. After you have entered search criteria, click Go to search for transactions matching your criteria. If you want to view all transactions again, click Clear.

Submitted: [ ] to [ ] License [GO] [CLEAR]

Transaction	Date	Item	Amount	Billing User	Status	Receipt
00000194	11/18/2014 1:15 PM	EMT-1 Initial	\$25.00			N/A

Records 1-1 of 1 | First | Previous | Next | Last | Per Page 10

© 2014 ImageTrend, Inc.

Click on a column header to sort the transactions by that type

# Service

The Service page contains information about the EMS service you are affiliated with.

Public Portal

Welcome, Clark Kent | Logout

### All Service

Click the name of the service to view additional details about it. Use the search box to find a specific service or click the alphabet links to look for services beginning with a specific letter.

Service	Permit Level ▲	Address	City	County	Phone	Primary
EMS Data Test Site (1855)	Expanded Scope of Practice - Yes	23 Main			231-123-1231	<input checked="" type="checkbox"/>

Records 1-1 of 1 | First | Previous | Next | Last | Per Page 10

= Primary Contact = Operations Officer = Medical Director Online = Medical Director Offline = Service Director

© 2014 ImageTrend, Inc.

# Lookup

This page is identical to the one found in the Public Portal homepage. Click [HERE](#) for more information.

# Submitting an Application

Submitting an application electronically is a faster process compared to paper applications. Before you begin, you will need to have the following ready:

- 1) A scanned copy or photographs of both the front and back of your CPR card for upload within the application.
- 2) CME documentation for upload (if submitting a renewal application).
- 3) Details of any criminal history (if applicable).

To submit an application, follow these steps:

**\*\*Note: the example used here is an EMT-1 Initial application\*\***

## 1) Log in to your account

You must be logged in to your account to submit an application. For login information click [HERE](#).

## 2) Select an application

Once you are logged in, click on *Applications* from the left side menu. This will bring up a page where you can select an application to submit by clicking on the blue **Apply Now** button. Please note that once you apply for an application, it will be recorded in the database. If you have made a mistake clicking on the wrong application, please contact the EMS Data Manager.

The screenshot displays the 'Public Portal' interface. On the left, a navigation menu includes 'My Account', 'Applications' (highlighted with a red box), 'Continue', 'Checkout', 'Transaction', 'Service', and 'Lookup'. The main content area shows a welcome message for 'Oliver Queen' and a section for 'Available Applications' with instructions to begin a new application or work with an existing one. Below this is a 'My Applications' section for 'Queen, Oliver Test (14500014)'. A table lists two application options: 'EMT-1 Initial' and 'EMT-1 Initial Bridge', each with an 'Apply Now' button. The footer includes the copyright notice '© 2014 ImageTrend, Inc.' and a record count of 'Records 1-2 of 2'.

### 3) Select the EMT level you are applying for

The first page of the application will have a drop-down menu with different EMT levels to choose from. Select the one you are applying for. This page also contains the legal documentation. Please read through it and click **Yes** on the required information which will have a red asterisk \*. You cannot proceed until this page is complete.

Welcome, Oliver Queen | Logout

Application created successfully. Please complete this form.

Be sure to click Save before continuing to another tab to save your changes.

Application for EMT-1 Initial Certification

Progress bar and tabs indicate where you are in the application process

Before You Start (Step 1 of 5) Personal Information Background Training and Testing Signature

ALASKA EMS CERTIFICATION MANAGEMENT SYSTEM

\* The level you are applying for is:  
EMT-1 Initial

Select the certification level you are applying for from this drop-down menu

Before You Start

**Important Information Regarding This Application**

The information contained in this application for certification and in your permanent EMS certification record at the State EMS Office is considered a "Public Record" and is not protected from disclosure by law. By completing this application and submitting it you are confirming the accuracy of the information you have entered. Your EMS certification records may be retained in electronic, paper, and/or microfilm formats. You have the right to request a copy of your records at any time. Any individual has the right to inspect and copy public records under reasonable rules and during regular office hours. All requests must be made in writing. Information which is non-disclosable will not be made available. The Department may charge a fee for searching and copying its records in accordance with AS 40.25.110 and 6 AAC 96.130. It is the responsibility of the applicant to keep the Department informed of his or her current mailing address. The Department will send correspondence, including applications for recertification, to the address on file. If an individual believes information contained in his or her certification records is incorrect, the individual should notify the Section of Emergency Programs in writing, of the perceived error. More information about public records in Alaska can be obtained by reviewing AS 40.25.110 - 40.25.220 and 6 AAC 96.010 – 6 AAC 96.900.

\* I understand and agree to the above:  
 Yes

Required

At the bottom of the page you will see this button:



**Save Page** – Click this if you need to save your progress and will be returning at a later time to continue the application. This will place the application in the *Continue* section. Click [HERE](#) for more information.

**Save and Continue** – Click this to save your progress and move to the next page of the application.

#### 4) Enter or review your information – Personal Information

Your demographic information should already be filled with the information you entered when you created your account or from an existing account. Review the information and make any necessary changes. Please note that the last name, birth date, and social security number cannot be changed. If you need to change these, contact the EMS Data Manager. Click on the **Save and Continue** button at the bottom of the page to proceed.

### Application for EMT-1 Initial Certification

Personal Information (Step 2 of 5) | Background | Training and Testing | Signature

#### Personal Information

**Please complete the following demographic information and remember to keep your profile updated with your most current information.**

\* First Name:

Middle Name:

\* Last Name:

Suffix:

Email:

Maiden Name:

\* Address:

City:

State:  

Click blue icon above to select a different city for this postal code.

Postal Code:

## 5) Complete criminal history questions - Background

This page contains information for applicants with criminal history. Read the instructions and follow the links provided in the page for more information.

### Application for EMT-1 Initial Certification

Background (Step 3 of 5)

Training and Testing

Signature

---

#### Criminal History

**[Click Here for Criminal History FAQ's](#)**

People with certain criminal convictions are not eligible to be certified as an EMT or EMS Instructor under [7 AAC26.950](#). If an applicant has criminal convictions, he or she must submit additional materials that can be used by the staff at the Section of Emergency Programs to determine eligibility for certification. If any of the following questions are answered with "Yes" The following materials must be submitted prior to further processing of your application.

- An affidavit
- An Interested Person Report, which can be found [here](#).

**Factors Affecting the Time Frame for Barrier Crimes and Ineligibility.**

Crimes that may be a barrier to certification are listed in 7 AAC 26.950 (a) and (b). Crimes listed in 7 AAC 26.950 (a) are permanent barriers to certification. The duration of the applicant's ineligibly for certification due to a conviction for a crime listed in 7 AAC 26.950 (b) may be lengthened or shortened based on 7 AAC 26.950 (f). The factors which may be considered are:

- The seriousness or frequency of the offense
- The length of time since the offense
- Evidence of rehabilitation
- The satisfactory completion of all sentencing requirements
- The potential danger posed to the public by an individual

Step 5 continued.

These questions must be answered before you can continue on to the next page. If you answered **YES** (not “Yes, Previously Reported to State of Alaska EMS”) to any of the questions, you must enter the details regarding the criminal history.

**The following questions must be answered prior to continuing.**

\* Have you ever been convicted\* of any criminal offense\*\*?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Have you ever been found to have committed a civil infraction involving use or possession of illegal drugs?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Are charges pending against you in any state or Federal court?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Have you ever had any action taken against any professional license or certification you currently hold or have ever held?:  
 Yes  No

**If any of the above questions were answered YES please complete the following.**

Name of Offense	Location	Name of Authority/Court	Action Taken	Delete
<p>If you answered YES to any of the questions, you must provide details. To do so, click the Add button.</p>				<input type="button" value="+ Add"/>

Step 5 continued.

You can add multiple entries by clicking on the  button. To delete an entry, click on the Delete button .

**The following questions must be answered prior to continuing.**

\* Have you ever been convicted\* of any criminal offense\*\*?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Have you ever been found to have committed a civil infraction involving use or possession of a firearm?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Are charges pending against you in any state or Federal court?:  
 Yes  No  Yes, Previously Reported to State of Alaska EMS

\* Have you ever had any action taken against any professional license or certification you currently hold or have ever held?:  
 Yes  No

**If any of the above questions were answered YES please complete the following.**

Name of Offense	Location	Name of Authority/Court	Action Taken	Delete
	Miami, Florida		Guilty Conviction After No Contest Plea	

**History of Criminal Convictions**

Type/Name of Offense or Action:

Date of Offense or Action:  /  /  Today  
*mm/dd/yyyy*

Location of Offense or Action:

Name of Authority/Court:

Action Taken:

**Once you have filled out the information, click Add to save it. To make another entry, click on Add again.**

Once you have completed this page, click on the **Save and Continue** button below the page to proceed.

## 6) Manage and upload Continuing Medical Education documents and CPR verification – Training & Testing

This page contains information regarding your training and continuing medical education requirements (CMEs) as well as CPR verification and uploading documents. This page will look differently depending on the application you are submitting. There are three sections in this page:

### 1) Training and Testing Verification:

In this example of an EMT-1 Initial application, there are no CMEs listed since the applicant is not applying for a renewal. Renewal applications will have an entry field where you can input your CME hours.

The screenshot shows a web interface for an EMT-1 Initial Certification application. At the top, the title is "Application for EMT-1 Initial Certification". Below the title is a progress bar with a blue segment and a white segment. Below the progress bar are two tabs: "Training and Testing (Step 4 of 5)" and "Signature". The "Training and Testing (Step 4 of 5)" tab is highlighted with a red border. Below the tabs is a section titled "Training and Testing" with a sub-section "Training and Testing Verification". The text in this section reads: "For this application, completion of a State approved full EMT-1 Course is required along with a State Written Test and State Practical Test. Once the application is submitted, and payment is made, the course and testing requirements will be verified electronically and you will either receive an email stating the application is being forwarded for the background check and final approval or an email stating the application is being held awaiting entry of all scores and further verification. If your application is being held for entry of all scores and further verification please check the Training Section in your profile. Any requirements that have not been met will have a zero next to them and your application will not receive further processing until all scores and training information has been updated in the system."

Step 6 continued.

2) CPR Verification:

Select your CPR credential from the drop-down menu and enter the expiration date. Please note that the CPR credentials listed in the drop-down menu are those that are accepted by the State of Alaska EMS Unit.

**CPR Verification**

---

**CPR Verification**

Please upload or mail evidence of a valid CPR card from the American Heart Association, American Red Cross, or other CPR training agency approved by the Department of Health and Social Services in accordance with [7 AAC 26.985](#). Approved classes are listed [here](#). The CPR card should verify successful completion of a CPR course appropriate for healthcare providers and included instruction in CPR and air way obstruction skills in adults, children and infants, to included two rescuer CPR and barrier devices. Programs that do not include all of the necessary components or that offer a card valid for greater than two years do not meet the CPR requirements for EMT certification. Requirements for CPR certification and training are specified in 7 AAC 26.985 (d) of the Alaska EMS Regulations.

CPR Sponsor:

American Heart Association – "CPR for the Healthcare Professional" ▼

CPR Expiration Date:

12 / 2015

Step 6 continued.

3) Documentation Upload:

This section is where you can upload your CME documents and CPR credential.

To upload a document click on the **+ Add** button. This will bring up a

File Upload panel where you can browse your computer for the file to upload. Once you have uploaded a file, select the document type from the drop-down menu. To add the file, click on the **Add** button again. Repeat this process for each document.

**File Upload**

CPR Card

Search CPR Card

Organize New folder

Favorites

- Desktop
- Downloads
- Recent places
- Creative Cloud Fi
- Dropbox
- OneDrive

CPR Card Sample - Back CPR Card Sample - Front

File name: All Files

Open Cancel

---

**Documentation Upload**

**Documentation Upload**

Please upload a copy of your CPR Card (front and back) below.

Click browse to locate the files from your computer.

Edit	Name	File Name	Document Type
None			

**File Upload**

File: **Browse...** No file selected.

\* Document Type: - Document Type -

+ Add x Cancel

Save Page Save and Continue

Select the type of document you are uploading.

Step 6 continued.

Once you have added your files, the Documentation Upload section will look similar to the picture below. Click on **Save and Continue** to move to the final page.

### Documentation Upload

**Documentation Upload**

Please upload a copy of your CPR Card (front and back) below.

Edit	Name	File Name	Document Type
		CPR Card Sample - Back.jpg	CPR Card Front
		CPR Card Sample - Front.jpg	CPR Card Front

[+ Add](#)

[Save Page](#) [Save and Continue](#)

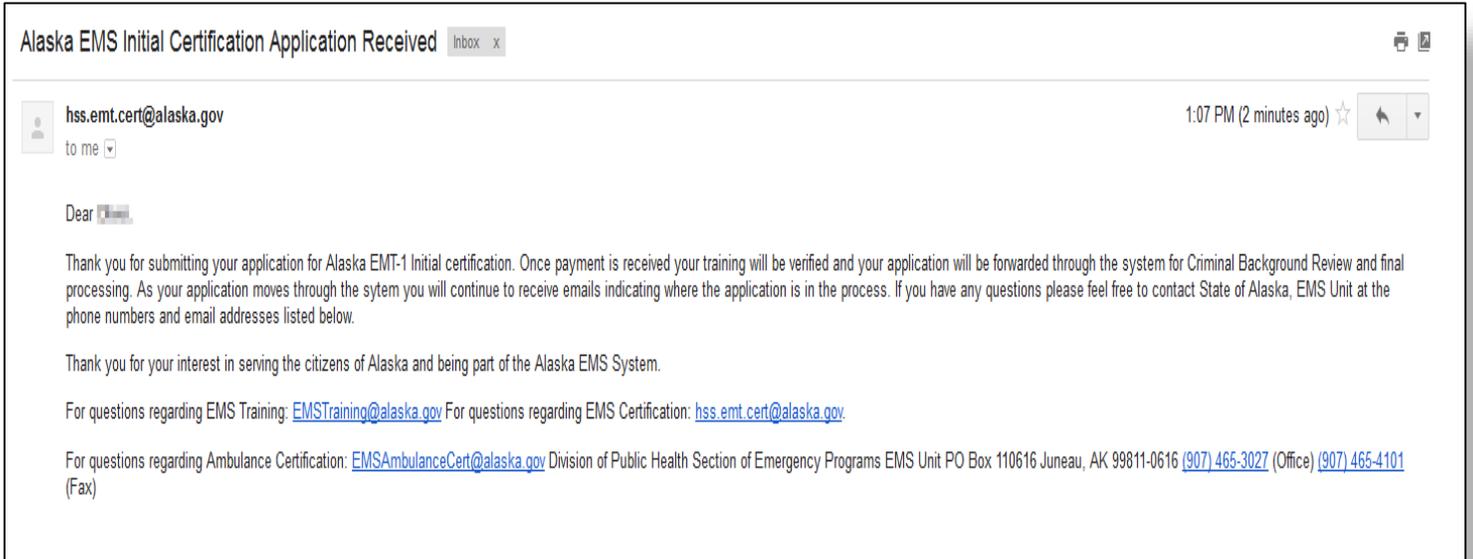
## 7) Sign your application - Signature

The final page is a release of information form. Please read the form and sign your application by entering your Public Portal username and password in the field provided and by clicking on the blue **Submit** button. A pop-up message will ask you to confirm your submission. Click **OK** to submit your application or click **Cancel** to go back.

The screenshot shows a web application interface for EMT-1 Initial Certification. The main heading is "Application for EMT-1 Initial Certification". Below it is a progress bar and a breadcrumb trail showing "Signature (Step 5 of 5)". The page title is "Signature Page" and the section is "Release of Information and Verifying Signature". A white pop-up dialog box is centered on the screen, containing the text: "Are you sure you want to submit this form? If you submit this form you will not be able to make any changes." with "OK" and "Cancel" buttons. The background text includes a release of information statement: "I authorize the Section of Emergency Programs to discuss my records with persons or organizations which are considered appropriate by the Section in connection with an official investigation, and to provide copies of my records to those persons or organizations, if appropriate. I understand that records disclosed to the Department may become part of a public record and may not be protected from further disclosure by law and that this authorization is given expressly in connection with my application for certification as an Emergency Medical Technician, or EMS Instructor in Alaska. This authorization expires one year from the date of my signature or at the expiration of my certification, whichever is last. By entering my login information below I acknowledge that I have read, and understand the entire application for certification. I further acknowledge that by entering my login information I am electronically signing the application and certify, under penalty of perjury, that the foregoing is complete, true and accurate." At the bottom, there are input fields for "Username:" (containing "CKent") and "Password:" (masked with dots), and a blue "Submit" button.

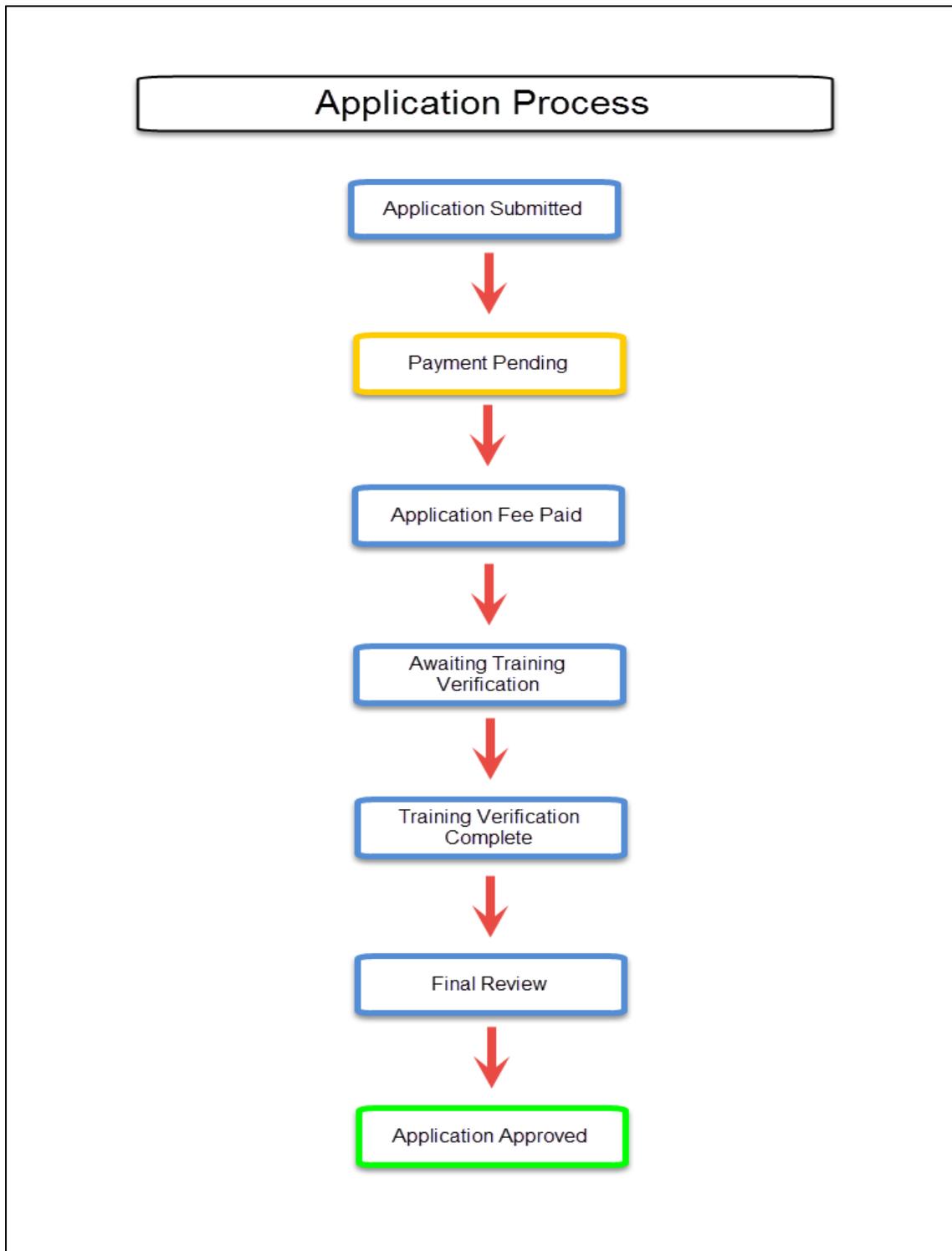
## 8) Check your email

Congratulations! You have successfully submitted your application. Check your email for confirmation which will look similar to the one pictured below.



## Application Submitted. Now What?

An application will go through several stages when it is submitted. See the flowchart below. Each stage of the application process is explained in the next page.



### **Application Submitted:**

Once you have submitted your application you will be redirected to the Checkout page where you can pay for your application fee. Click [HERE](#) for more information.

### **Payment Pending → Application Fee Paid:**

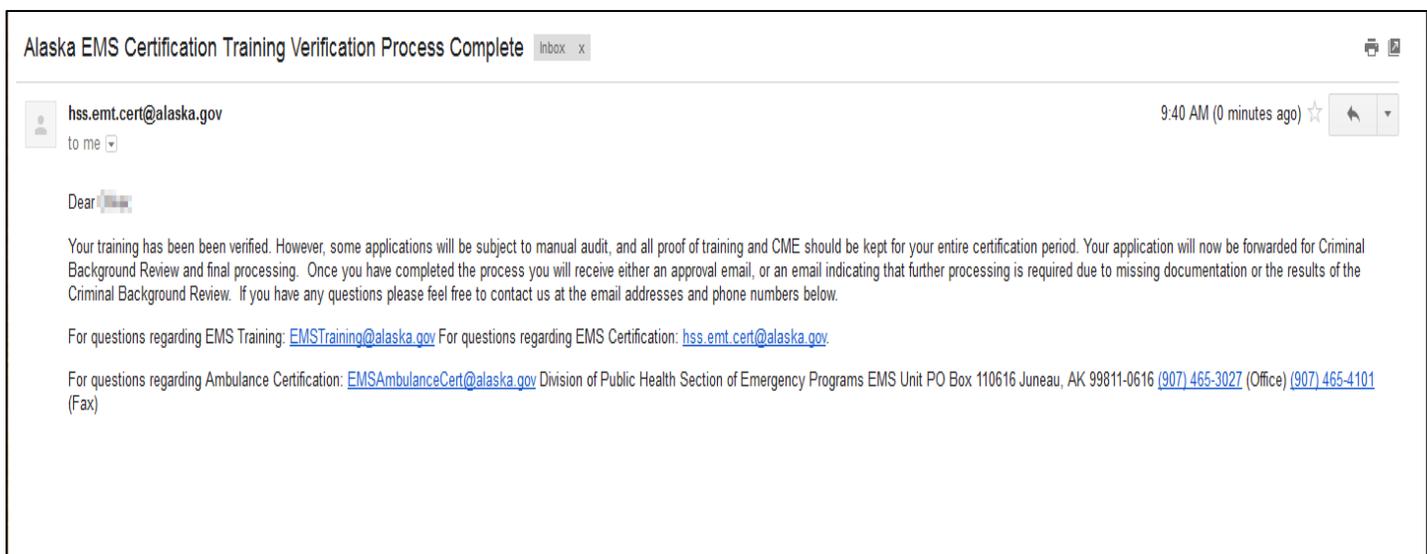
Your application will be placed in a Payment Pending status and will not be processed until it has been paid. When the payment is made, your application will then be placed in an Awaiting Training Verification status.

### **Awaiting Training Verification:**

This is where the course you have taken, exams, and CMEs will be reviewed and verified.

### **Training Verification Complete:**

Once your training has been verified, your application will now be ready for the final review. You will also receive an email confirmation similar to the one pictured below.

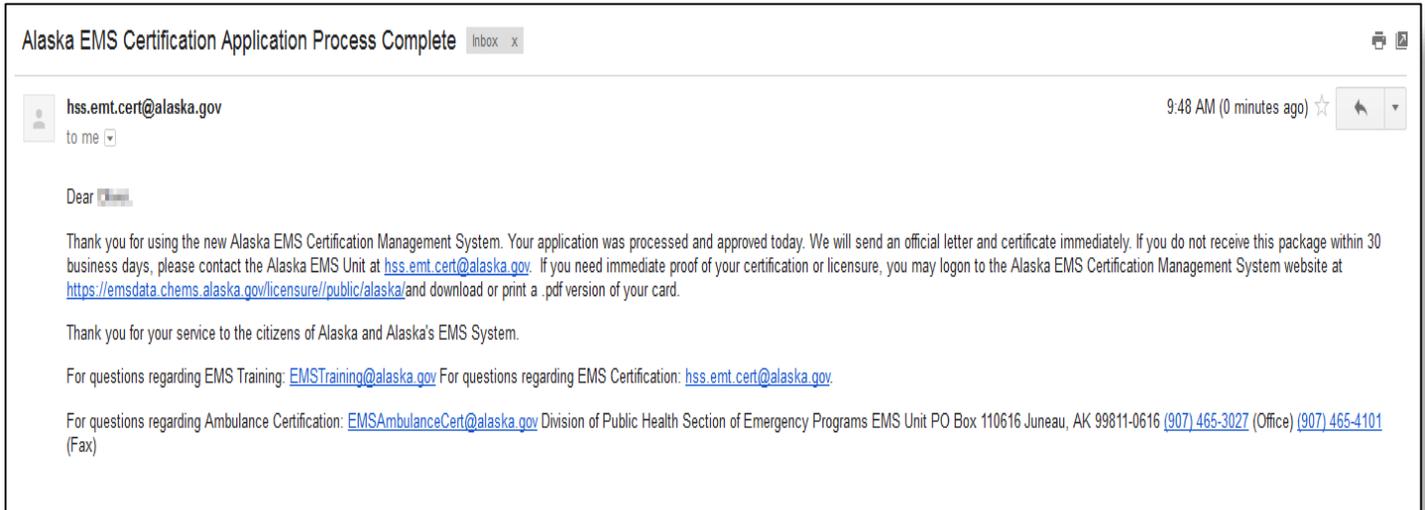


### **Final Review:**

This involves a criminal background check and a final review of the application and any information provided. If there is an issue, you will be notified by the State EMS office.

## Application Approved:

Once your application has passed the final review your certification status will be updated and a PDF copy of your submitted application and EMT certificate will be generated. These will be located in the *Issued Application* page. Click [HERE](#) for more information. You will also receive an email confirmation similar to the one below.



# **Contact Information**

For issues, assistance, or questions regarding the State of Alaska EMS Certification Management System, please contact the EMS Data Manager.

## **EMS Data Manager**

(907) 465-8634

Other contact information:

## **EMS Unit Manager**

(907) 465-8633

## **EMS Certification**

(907) 465-3029

(907) 465-2262

## **EMS Training Coordinator**

(907) 465-8508

## **EMS for Children, Code Blue, Hepatitis B Program**

(907) 465-5467

