



Arkansas Department of Health

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Governor Asa Hutchinson

Nathaniel Smith, MD, MPH, Director and State Health Officer

MEMORANDUM

TO: All EMS Providers in the State of Arkansas

FROM: Scott Gann, Licensure Administrator

SUBJECT: New Licensure Software

DATE: June 23, 2015

On July 1st, 2015 the Section of EMS implemented a new licensure and data software. Our new vendor, ImageTrend, will host the software which maintains the personnel, service, vehicle and training records and as of July 1st, 2015 has gone live. As with any new product, there is an adjustment period that each provider will need to go through. The first step in this process will be for each provider to claim their personal account/profile. This process is needed so each provider can obtain their own unique username and password which you will create once you have claimed your account. In order to complete this process you will need to go to the following URL: <https://aremslicense.adh.arkansas.gov/>

Once the user has navigated to this page, the user will need to click the “claim your account” option located at the right side of the screen. This option will take the user to a new screen where they will be able to create their own unique password. Once these steps are complete, the user will have successfully claimed their account.

One of the most significant differences between this system and our previous one is that all changes made inside of the new system will be updated in real-time. This means that all additions and modifications that is made by either the Section of EMS or the end user can and will be seen with seconds rather than the waiting period that was experienced before.

Your personal account is where most forms pertaining licensure and service licensure will be located. Due to this being a new system with different operating procedures it will take some time to get used to each area. While the Section of EMS has worked very diligently to ensure that all records were transferred into the new system; there may be some missing items that the user will need to re-enter into the new system. The following is an overview of the “Public Portal” or better known as the “user profile” section.

Once the “claim your account” process is complete the user will be in users own portal. Once inside of your personal page there is a menu on the left side. The topics are:

- My Account
- Applications
- Training
- Service
- Lookup.

These are very broad categories and for the first time user, this may be a little confusing. To alleviate some of this confusion, the Section of EMS has attempted to place a brief description on each application and menu when possible to explain the goal of each area you may explore. The Section of EMS would like to encourage the exploration of your profile to assist the user in becoming familiar with the new system. Should the user issues locating needed items during their navigation of the program, please look for a brief explanation in this memo that will in many cases provide some guidance for these common processes and goals that users will be using. If further difficulty is experienced, the user is more than welcome to call the Section of EMS and speak to a Specialist for assistance.

My Account

Under the “My Account” menu there are the options of:

- Profile - The Profile section is the area where the user can update contact information and be able to update demographic information as needed. Some items cannot be changed such as SSN, DOB and Licensure Number. Should the user need assistance in these areas, please contact the Section of EMS for assistance
- Issued Application - The issued application area is only used in case of a manual issuance from the section of EMS. Should this area be used, the section of EMS will contact the individual and provide any guidance that may be needed.
- Documents. Under this area the user will be able to locate all documents that they have complete and sent into the Section of EMS. This will keep a running record for the users’ reference and allow the section of EMS to be transparent as to the communications that you submit.

Applications

Under the “Applications” option you will find forms relevant to your licensure and permissions given by your service or as a provider. The common forms under this tab are:

- Service affiliation
- Continuing Educations
- Renewal Application
- Initial Applications.

This is where providers will spend most of their time within the system. Forms will have a short description under them to allow the user to better understand which application or form to choose from depending on the particular need of the user. You will not be able to open multiple “applications” of the same category. Should an issue arise with this process, please contact our office immediately to provide assistance. When completing applications it is important to understand that once an application has been processed, refunds will be unavailable.

Training

The training section will also be a highly utilized area inside of the system. Once you choose the training category, the following menus will be available:

- **Training** – This menu allows the user to see what classes are available as well as those that are upcoming. Should the user need a course, this section will provide information for upcoming training with a description of the class and contact information to enroll into the class. Programs may use this to advertise classes to achieve enrollment or justification. Just because a course is listed does not mean that it is open for anyone. The user must contact the instructor or program to obtain information on enrollment.
 - **Manage Courses** – This is the section where you can follow the courses you have entered into the system. This is the area where both CE hours can be created by using the “add New Course” option and to request initial and/or refresher course for approval. There are a total of 5 sub menus that the user will have to enter information to fully place a course into the system. Should the user experience any issues or have questions, please contact the Section of EMS for assistance.
 - **Request** – This area is used to see the classes that the user has placed into the system. Once a class is approved, it will no longer be inside of this area, but can be found in the Manage Courses section.
 - **Registrations** – This is the area of the training tab that will provide the user with the classes that they have attended. There can be some missing information in this area. Please either enter the information into the system, contact your instructor or the Section of EMS for assistance if needed.
 - **Report** – This area is for the user to be able to see their “tally” of hours earned. This area provides the user a “report” to see what areas they need to cover. It will also allow the user to see what topics are pre-approved and how many hours they are able to claim for the renewal process. The Section of EMS will be working on this function to improve the users experience inside of the system.

Service

This is the area where the user will be able to see the information of the service they are affiliated with. Should the user not be affiliated with an agency, there will be no records available. If a user is responsible for a service, this is where the service information will be found also. If the user is not responsible for service requirements, only the name of the service will show. Please contact the Section of EMS should you need clarification on this area.

Lookup

This area is to validate a licensure. You will be able to look an individual up by licensure number and/or name. This area is the replacement of the old area at <https://healthy.arkansas.gov/EMS>