

Arkansas Department of Health, Section of EMS

Initial Licensure Application Frequently Asked Questions

1. A reciprocity candidate/student is unable to register due a social security number is already being used during registration.
 - a. The social security number is already on file with the Section of EMS. A student or reciprocity candidate was previously licensed as an Emergency Medical Service Provider in Arkansas. Please call the Section of EMS at 501-661-2262.
2. A reciprocity candidate/student is unable to use an email address due to an email address is already being used during registration.
 - a. The reciprocity candidate/student needs to verify that the email was entered correctly. If problems persist, please enter an alternate email address.
 - b. The reciprocity candidate/student is already registered on the Initial Licensure website. They will need to reset their password.
3. The reciprocity candidate/student has served in the military does he/she have to pay the licensure fee?
 - a. The licensure fee is only waived for military individuals seeking reciprocity into Arkansas with a National Registry Emergency Medical Technician certification card.
4. Does the reciprocity candidate/student have to pay all fees up front during registration?
 - a. Yes, please have a form of payment ready during the registration process.
 - b. If a reciprocity candidate/student does not have a payment available, please have him or her fill out the demographic information and click save. Once the save button is clicked, have them log out and log back in at a later time to complete the process. It is the reciprocity candidates/students responsibility to complete the process to ensure licensure as an EMSP.
5. Students are informing the instructor of double payment from the GovPay website.
 - a. The reciprocity candidate/student will receive an email from ArkansasGovPay@ark.org with an email subject titled as Arkansas GovPay Receipt. This email will be the Payment Summary that will detail the transaction and will contain a Confirmation Number (Order Id) of the transaction.
 - b. The reciprocity candidate/student could be double charged if he or she is paying for another individual. If they are paying for another individual, he or she will receive an email confirmation with the information detailed in part A.
 - c. If a student has question about the double charge, please have their receipt ready with the Confirmation Number and contact GovPay at 1-877-727-3468.
 - d. Also have student contact their banking institution or credit card agency regarding the double charges as well.
6. The University or College is paying for the initial licensure fee, what fees will the students be responsible for?
 - a. The new course application form will have a check off box that will address if a College or University is paying for the licensure. The student will be responsible for the creation of an account and the State or Federal background fees.
7. The University or College is paying for the initial licensure fee and background fees of the students, what process the students will have to perform.

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- a. The new course application form will have a check off box that will address if a College or University is paying for All Fees Paid by Institution. The student will be responsible for the creation of an account. The University or College will be responsible for ALL FEES associated with Licensure.
8. Are fees refundable if a reciprocity candidate decides not to become an Arkansas EMSP?
 - a. Sorry, all fees are non-refundable.
9. Are fees refundable if a student drops the class or drops out of school?
 - a. Sorry, all fees are non-refundable.
10. My students are unable to register online using the Initial Licensure website.
 - a. Has the course application been submitted to the Section of EMS for approval? If yes, you should have received a course approval letter from the EMS specialist. If no, please contact the Section of EMS to address this issue.
 - b. Make sure the students are using the correct course identification number.
 - c. Make sure the students have entered the internet address correctly or clicked the correct hyperlink.
11. Reciprocity candidates/ students receive a server error while registering for the initial licensure website.
 - a. If multiple reciprocity candidates or students are using the same computer, make sure the previous person logs off the website completely or closes the web browser to prevent this error.
 - b. Close out the browser that one is using and try another web browser.
12. When a reciprocity candidate/student clicks the save button on the registration page, he or she is redirected to the log in screen.
 - a. Please try another internet browser. Example of an internet browser would be Firefox, Opera, Safari, Internet Explorer, Chrome, and etc. Copy and paste the link in the address bar and hit enter. At the login screen, enter the email address and password that was used for registration.

If you have questions or concerns not outlined in the FAQ, please contact the Section of EMS at 501-661-2262.