



# FACT Sheet

## eGov Online Paramedic License FAQs

1. What types of applications will the online license system accept?  
Initial In-State, Initial Out-of-State, Initial Challenge, and Renewal (non-audit) license applications.
2. Will paper applications still be accepted?  
Yes.
3. What requests and information updates will the online system accept?  
Mailing and residential addresses, email, and phone information may be updated in eGov. Name changes, verification requests, and duplicate card requests must continue to be submitted through mail, fax or to [paramedic@emsa.ca.gov](mailto:paramedic@emsa.ca.gov).
4. Will the online application be secure with a username and password specific to each applicant?  
Yes. Applicants will register individually and create a username and password.
5. What types of payment will the system accept?  
Visa and Mastercard credit and debit cards.
6. Will the applicant receive a receipt for payment?  
Yes. The applicant will receive an electronic receipt by email for each transaction; including payment status.
7. Will there be a process for fire departments/providers to pay for an individual's licensure?  
No. The online licencing system is designed to allow access to individual applicant's only.
8. Will the applicant receive a summary of their application submission?  
Yes. Applicants may view and print a summary of their application online.
9. Will the online licensing system notify applicants, employers, or other agencies when an individual renews, updates their information, or completes a renewal?  
No. Real-time paramedic, EMT, and Epinephrine licenses/certification statuses may be viewed online on [Central Registry Verification](#) (also known as the Public-Lookup).
10. Will the EMS Authority continue to send renewal notifications to the Fire Departments/providers or will this be sent to the individual?  
Yes. Renewal notifications will continue to be automatically generated to whatever address the applicant places in the "mailing" address section of the paper or online application.
11. Will the EMS Authority notify the fire departments/providers of individuals who are to be audited?  
Yes. Audit notifications will continue to be automatically generated and sent to whatever address the applicant places in the "mailing" address section of the paper or online application.
12. How will applicants provide evidence of attending the Continuing Education courses for renewal?  
Non-audit renewal applications, regardless of paper or online, require the medic to check a box attesting to meeting the minimum CE requirements for renewal. The online system is not available to those selected for audit. Audit applicants must continue to submit their renewal application through the mail and include copies of their CE's.

### Contact Information:

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