

CENTRAL REGISTRY PROCEDURE MANUAL

Subject: Removing a Pending Application and Archive Processes

Number: 650-66

Effective Date: 11/4/2020

PURPOSE:

To provide instructions on how to remove a pending EMT application from the Central Registry, archive an erroneous application, search for an archived record or unarchive a record. If an application that has been initiated in the Central Registry is not completed, the status will show as pending until it is completed or removed/withdrawn. A few reasons an application may need to be removed and show a withdrawn status are: data entry error, duplication or an abandoned application.

REGULATION GUIDANCE:

According to Chapter 10, Section 100344, a certifying entity is required to enter certification into the Central Registry for each certification applicant no later than 14 calendar days from the date the applicant successfully meets the certification requirements.

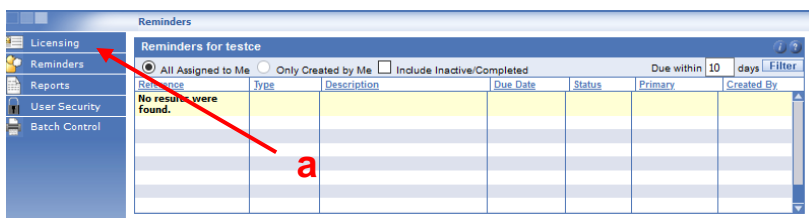
If an application is denied with prejudice, the process should be finished and a denial documented in the Central Registry. This procedure is referenced below.

REFERENCE:

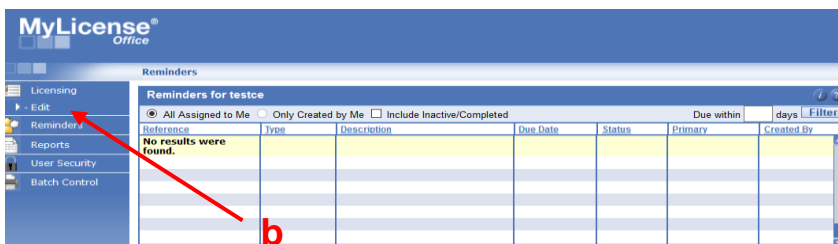
- Chapter 10: California EMT Central Registry, Section 100344
- Procedure 650-56 Creating an Initial Application
- Procedure 650-68 How to Reinstate an EMT
- Procedure 650-52 Documenting LEMSA Denial of an Initial Application

PROCEDURE TO REMOVE:

1. Once you are logged into MLO, click on the Licensing module (a) to see the Edit option.



In the left column of the Central Registry under Licensing, click > Edit (b).



For questions or support, send an email request to mlohelpdesk@emsa.ca.gov using the [MLO Helpdesk Keywords](#).

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2. Enter the EMT or AEMT certification number or SSN for the person record/certification that you wish to search and update. Use the **Search tab** (a) **NOT the New Applicant Search tab** which is used for initial applications. You may also search by name.

Licensing

Person Facility

Profession: Certifying Entity License Type: EMT License Number: []

License Status: <All Status> First Name: [] Middle Name: []

Last Name: Merts Address Line1: [] Address Line2: []

City: [] State: [] Zip Code: []

SSN: [] Address Type: General Licensee Only:

Licensee - Person Advanced

Search New Applicant Search Clear

3. When the search is complete, the record will come up showing the pending EMT. If there is more than one application or persons with this name, choose the correct applicant by verifying the SSN and then click on the underlined EMT to open the record. Click on the **Remove** tab at the bottom of the Search Results panel (a).

Licensing

Person Facility

Search New Applicant Search Clear

Search Results Page 1 of 1

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
<u>Merts, Ethel</u>	2 White Rock Road Rancho Cordova CA 95670						
EMT	2 White Rock Road Rancho Cordova CA 95670						Pending

New Application Check Fields Deny Delete **Remove**

Person Details

Prefix:

First Name: Ethel

Middle Name:

Last Name: Merts

Date of Birth: 02/10/1994

SSN: 111551111

Registration Code: 81141193

Gender:

License Details

License Type: EMT

Certification Number:

Applicant Number: 254237

Status: Pending

Date This Status: 10/01/2020

Reason Changed:

Issue Date:

Expiration Date:

Effective Date:

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4. Choose the Removal Reason (a)

Licensing > Remove

Summary					
Name	Address		License Type	License Number	License Status
Ethel Merts	2 White Rock Road Cordova CA 95670	Rancho	EMT	N/A	Pending

Confirm Application Removal

Removal Reason: ---

- License Withdrawn
- Application Abandoned
- Administrative Error

Remove Cancel

a

5. Click Remove

Licensing > Remove

Summary					
Name	Address		License Type	License Number	License Status
Ethel Merts	2 White Rock Road Cordova CA 95670	Rancho	EMT	N/A	Pending

Confirm Application Removal

Removal Reason: Application Abandoned

Remove Cancel

6. You will see a message that the Application was removed successfully. Click on OK.

Licensing > Remove

Summary					
Name	Address		License Type	License Number	License Status
Ethel Merts	2 White Rock Road Cordova CA 95670	Rancho	EMT	N/A	Pending

Messages

Application Removed Successfully

OK

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7. You have completed the application removal and will be returned to the Search Results screen in Applicant Edit. Here you will see the License status now shows **Withdrawn**. This removal does not delete the application from the Central Registry. The history will be retained.

The screenshot shows a web interface for a licensing system. At the top, there is a 'Licensing' header. Below it, there are navigation tabs for 'Person' and 'Facility', with sub-options for 'Search', 'New Applicant Search', and 'Clear'. The main content area is titled 'Search Results' and displays a table with the following data:

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
Merts, Ethel EMT	2 White Rock Road Rancho Cordova CA 95670 2 White Rock Road Rancho Cordova CA 95670						Withdrawn

At the bottom of the search results, there are buttons for 'New Application' and 'Archive'. The word 'Withdrawn' in the 'License Status' column is circled in red.

- If the applicant did apply, the process was started with your agency and in the Registry but was abandoned by the applicant for various reasons; you will want to leave this record unarchived. It will show in the Public Look Up (verification site) as an application started/withdrawn by the EMT. Other certifying entities can now see that the EMT applied elsewhere and they may wish to inquire further.
- **Applications may only be archived if they were done in error.** An error might be a duplicate certification on one EMT or a data entry error. You would then proceed to archive the removed application so that it does not appear when this EMT is searched in the Public Look Up.

PROCEDURE TO ARCHIVE:

1. Follow steps one and two in the above **PROCEDURE TO REMOVE** if you are searching for a withdrawn application to archive. If you are continuing from Step 7 above or have the applicant record open, go to Step 2 below.

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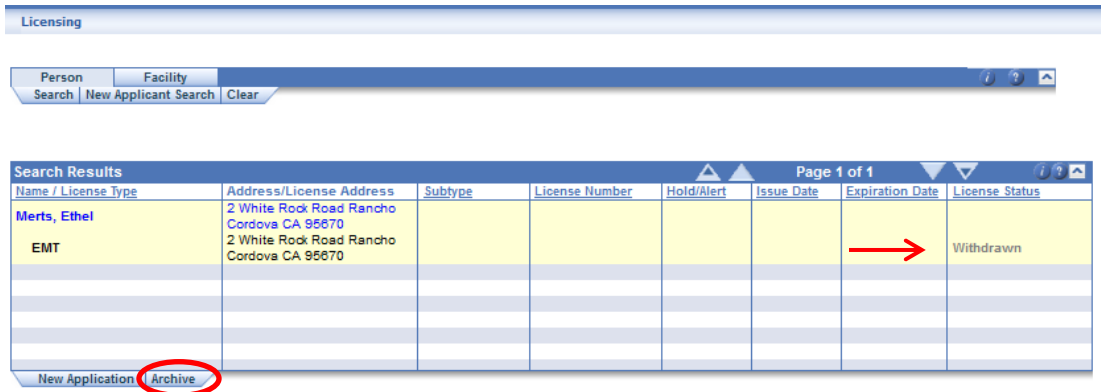
CENTRAL REGISTRY PROCEDURE MANUAL

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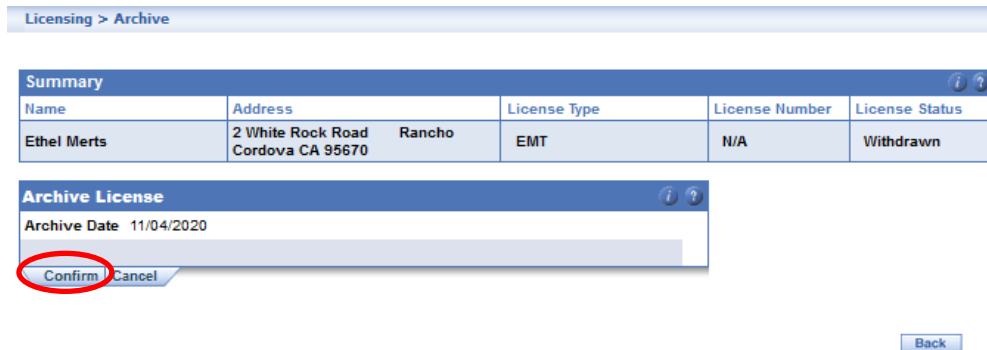
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2. You will see that the Applicant is in the system showing a withdrawn status. Click on the archive tab at the bottom.



3. Now click on Confirm. The withdrawn application will be archived in the system history and will not show when the EMT is searched in the Public Look Up. Your screen will return to the Licensing Search menu.



The process of removing and archiving a pending application is now complete.

PROCEDURE TO SEARCH FOR ARCHIVED RECORDS AND HOW TO UNARCHIVE:

1. If you wish to discover whether an EMT application was archived, you can search in **Licensing Edit** shown in the example below. Click on License - Person Advanced (a), check the Archive Only box (b) and enter the Name or SSN or Applicant # and click Search.

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MyLicense[®] Office

Licensing

Person Facility

Profession: Certifying Entity License Type: EMT License Number: []

License Status: <All Status> First Name: [] Middle Name: []

Last Name: Merts Address Line1: [] Address Line2: []

City: [] State: [] Zip Code: []

SSN: [] Address Type: General Licensee Only:

▼ Licensee - Person Advanced

Date Of Birth: mm/dd/yyyy Archive Only: Renewal Id: []

Applicant Number: [] Old Address Search: County: []

Include Alias: Soundex: Phone: []

Search New Applicant Search Clear

- The record will pull up if it is archived. You will see the License status “Archived – Withdrawn.” Click on the UNARCHIVE tab below the Search Results panel to unarchive this record. It will now show in the public look up. You may now Add a New Application to this person record or leave it unarchived if it was not an erroneous application.

Licensing

Person Facility

Search New Applicant Search Clear

Search Results Page 1 of 1

Name / License Type	Address/License Address	Subtype	License Number	Hold/Alert	Issue Date	Expiration Date	License Status
Merts, Ethel	2 White Rock Road Rancho Cordova CA 95670						Archived - Withdrawn
EMT	2 White Rock Road Rancho Cordova CA 95670						

New Application UnArchive

Person Details

Prefix:
First Name: Ethel
Middle Name:
Last Name: Merts
Date of Birth: 02/10/1994
SSN: 111551111
Registration Code: 81141193
Gender:

License Details

License Type: EMT
Certification Number:
Applicant Number: 254237
Status: Withdrawn
Date This Status: 11/04/2020
Reason Changed: Application Abandoned
Issue Date:
Expiration Date:
Effective Date:

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