PURPOSE:
To provide instructions on how to enter an initial EMT applicant into the Central Registry and document the statewide certification.

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

REFERENCE:
- Chapter 10: California EMT Central Registry, Section 100344
- Chapter 2: EMT Initial Certification Requirements, Section 100079
- Procedure 650-58 Renewing an EMT Certification
- Procedure 650-68 Reinstating an Expired EMT Certification
- Procedure 650-80 Unarchiving an EMT Record
- Procedure 650-82 Creating an Alias
- Procedure 650-52 Documenting a Certification Denial
- Procedure 650-66 Removing a Pending Application
- Procedure 650-65 How to Print an EMT card

PROCEDURE:
1. In the left column of the Central Registry, click on Licensing.

   Under Licensing, click > Edit (a).

For questions or support, send an email request to mlohelpdesk@emsca.ca.gov using the MLO_HELPDESK_KEYWORDS.
2. Before you can enter a new person record, you will need to search to see if the person is currently in the registry. In the License panel, set the fields as follows:

- In the Profession field, select “Certifying Entity” from the drop-down menu.
- In the License Type field, select “EMT” or “Advanced EMT” from the drop-down menu.
- In the License Status field, leave at the default of “All Status.”
- Enter the SSN (recommended) or the name.

**VERY IMPORTANT:** Click on the “New Applicant Search” tab at the bottom of the panel (a). This tab will search the database for person specific fields (e.g. name, SSN, etc.) including those who have different license types such as paramedic or AEMT. Selecting “New Applicant Search” will prevent the creation of duplicate person record or certification. **Do not click the “Search” button;** this will only search the database for person profiles with the selected profession or license type.

3. If the person is in the Registry, it could be any of the following possible scenarios.
   Review each subsection here to identify how to find an existing record. If you do not find the record in these pathways, go to Step 4 to create a new record.

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a. A person record may already exist in the registry if they **hold a Paramedic license, AEMT or Epi Pen certification**. Click on the underlined name (a) to add a **new application** (EMT or AEMT) to the same person record. Do not click the New Person tab. Then skip to Step 7 to complete the new certification.

OR

b. A person record may already exist in the registry if their **NREMT exam results were uploaded**. You will see the underlined person record as shown below, but no license number (b). Click on the underlined person name to add an EMT or AEMT certification. Do not click the New Person tab. Go to Step 7 complete the certification.

OR

c. A person record will be displayed **if the person is or has been certified previously as an EMT**. Do not click the New Person tab; the EMT should be “renewed” or “reinstated” from the **existing** person record. You would click on the underlined EMT (c) to pull up the existing EMT record and process a renewal or reinstatement by following procedures #650-58 and #650-68 respectively.

For questions or support, send an email request to **mlohelpdesk@emsa.ca.gov** using the **MLO_HELPDESK_KEYWORDS**.
IMPORTANT NOTE: If you search by Name, you may find multiple persons with the same name as shown below. You will need to verify the person by their SSN and address. Failure to correctly verify the SSN can cause duplicative records and compliance violations by your agency.

OR

d. A person record might be archived. If you searched Licensing Edit and did not find the person, try searching for the EMT record through Licensing Edit, Licensee – Person Advanced (1) and check the “Archive Only” box (2). If archived, it will need to be “unarchived” in order to process the re-certification. Follow the procedure for “Unarchiving an EMT Record” #650-80.
4. If the SSN or name does not find any results, you will see the phrase “no results were found” and may click on “New Person” (a) and continue to Step 5.

5. Below is the new page that you will see:

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6. Fill in the following fields:
   - First Name, Middle (if they have one), Last Name, SSN, DOB. Please note that the SSN will auto populate to reduce chance of errors.
   - **Ethnicity and Gender are new fields** required per regulation for EMT/AEMTs. This information should be provided to you on the submitted application. Choose from the options in the dropdown. **If you do not fill this in, an error code will appear after you attempt to Make Complete in the checklist.** You will not be able to proceed until it is complete.

   Here is an example of the first portion of the ethnicity drop down:

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- Zip Code (once you input the Zip Code, the City, County and State will auto-populate), Address and Phone Number.
- Note: The Create Alias box in the lower left corner (a) is used to update the Person record later as needed for legal name changes and these will show up in the Alias panel. For future reference: Follow the procedure for “Creating an Alias” #650-82.
- Click >Save (b) to proceed with the Initial application.

7. The following screen will display. Click on the New Application tab (a).

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8. Next you will see the Application Information fields.
   - The profession (certifying entity) will autopopulate.
   - Choose the license type (EMT or AEMT) and the proper Obtained By (requirements met to obtain initial certification).
     - Enter the correct date into the “Application Received Date” – you can type in the date or click on the calendar to the right.

An example of the Initial Obtained By dropdown options is shown below.

**IMPORTANT NOTE**: If you chose the wrong Obtained By and discover this mid-process, you may send a helpdesk ticket for assistance. This can be changed while still in pending, by the BLS Coordinator. Once the certification is approved, it cannot be changed, but you can document notes in the License panel clarifying. Click NEXT to continue.
9. If the mailing address is the same as the address you typed in on Step 6, then you can click on Copy Person Address Fields (a) or you may fill in the mailing address. The “Select Email” and “Use License Address for Mailing” fields autopopulate to be used for letters. Click >Finish (b) at the bottom of the page.

10. Below is the top half of the next screen that you will see next. There is a note at the top that says “Insert New License Successful.” This does not mean that the certification is complete, but that you have entered a person record and their data. In the following steps, you will fill in the ethnicity if you added a new application to an existing person record, enter the background check information for the live scan and check off the requirements.

- Under Search Results, you will see a “pending” status on the record (circled below). This status will remain until you have completed the certification process on the EMT.
- This panel is where you would Deny or Remove the application if applicable. See the procedures for Denial (with prejudice) and Remove/withdraw (no prejudice) in the Reference section on page one.

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**IMPORTANT NOTE:** If you time out of MLO or leave this application and return later, you will simply need to go into Licensing Edit and search the name or SSN to pull up the pending certification to continue the process. There you will be able to access “DETAILS” in all of the mini-panels and continue until the process is complete.

11. Below is the bottom half of the screen you will see. This is where you will check off all requirements and enter the background check and NREMT exam information as detailed in upcoming steps.

12. If you added a new application to an existing person record, click on the details tab (a) in the Person minipanel. Here is where you will add the Ethnicity and Gender requirements (b). If you do not enter it here, an error code will appear when you click Make Complete in the checklist and you will need to go back and complete that field.

If you already added the Ethnicity and Gender to a New Person record, you may skip this step and go to step #13.

For questions or support, send an email request to mlohelpdesk@emsca.ca.gov using the MLO_HELPDESK_KEYWORDS.
Click Save once you have entered the Ethnicity and Gender from the dropdowns.

13. Click on the “details” button in the top right-hand corner (a) of the Background Check mini panel.

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Below is the screen that will open. Click on the “Add” tab (b).

14. The Background Check mini panel will open – this is where certifying entities can log receipt of criminal offender record information (CORI) as required in regulation.
   - There are two options in the drop down menu for CORI status (a):
     - Background check prior to July 1, 2010 is used only for EMTs that were grandfathered into the Central Registry and the certifying entity submitted a Letter of Verification to EMSA at that time. Do not use this option unless it was left blank originally and now needs to be filled in. You must verify that this process was done.
     - EMSA Receiving CORI Report is the option to choose for all new EMTs, EMTs changing certifying entities or EMTs that are reinstating and have lapsed over one year.
   - Requested By: this would be your agency
   - Date of CORI: the date both FBI and DOJ reports have been received from the Department of Justice (DOJ) by your agency.
   - ATI Number: This is the Automated Transaction Identifier and will be on the report you receive from DOJ and is on the live scan application.
   - DO NOT FILL IN “NLI.” This means No Longer Interested and is used for documenting when an agency cancelled the CORI with DOJ. Reference Procedure 650-55 Submitting a No Longer Interested (NLI) form.

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Below is an example of what should be filled in on the background check mini panel for an initial EMT applicant. Click >Save (b)

This is the screen you will see once you have entered all necessary background check information. Click >Back (c)

15. The Employment mini panel (a) is not necessary for processing EMT certification. It is used in paramedic licensure. If you can find the employer in the drop down, then you can add it if you like.

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16. The Exam mini panel is where you document the NREMT exam results if this is a requirement for the initial pathway the applicant chose or if you have been provided the results using a different initial pathway. Highlighted in the steps below is the information you will need to obtain from the EMT/AEMT. You do not have to record their failed exams, just the passing. You may document failed exams if you have that information.

If you receive the NREMT card instead of the actual Exam information, you may enter the issue date for the NREMT registration as the exam date for this is proof the exams were passed by that date.

a. Click on the details tab

<table>
<thead>
<tr>
<th>Exam</th>
<th>Exam Battery</th>
<th>Exam Type</th>
<th>Result Code</th>
<th>Exam Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>No Data</td>
</tr>
</tbody>
</table>

b. Click Add (or Edit or Delete if you need to revise/cancel)

c. Enter whether it was the Basic NREMT (EMT) or Advanced (AEMT)
d. Highlighted below are all the fields you should fill in which includes the dropdown choice of Pass or Fail. Click SAVE.

![Image of application form]

17. The next step is to complete the Requirements mini panel. Click on the “Details” button in the top right-hand corner of this panel to open the checklist (a).

![Image of checklist]

18. The first item on the checklist, “Certified By,” should already show a status of Completed (as shown in the screenshot above), because that is tied to the pre-requisite mini panel and the UserID. If it is Completed, continue to Step #22.

If “Certified By” shows an “incomplete” status, you may ADD your agency or contact EMSA with a helpdesk request to add the prerequisite relationship for you. Instructions continue below.

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**IMPORTANT NOTE:** Deny/Reapply, Revoked/Reapply and Withdrawn applications currently do not auto populate the prerequisite relationship to your agency. You will need to add this or request assistance.

If the prerequisite is **incomplete**, click on the underlined “Certified By” (a), and the Prerequisite Information panel below the checklist will display. Then click the ADD button (b).

For questions or support, send an email request to mlohelpdesk@emsa.ca.gov using the MLO_HELPDESK_KEYWORDS.
19. The following screen will display. Click on Facility (a). Type in the name of your agency with an asterisk after it to locate the correct certifying entity (b). Ensure that the highlighted fields (c) are filled in and then click SEARCH.

20. When you see the correct agency that you are associated with in the Search Results, click on the underlined phrase “certifying entity”(a) below the name of the agency.

21. The following summary will display. Go to the lower panel entitled Prerequisite Information. Enter the Association date (a) which is the date you are entering the pre-requisite relationship. Check the Selected pre-requisite box (b) and click SAVE and then Back to continue with the certification. If you have questions about adding the prerequisite, send a mlohelpdesk request via email.

For questions or support, send an email request to mlohelpdesk@emsa.ca.gov using the MLO_HELPDESK KEYWORDS.
22. Each checklist of requirements will be slightly different based upon which Obtained By is chosen. **Each item on the checklist is required.** If one item is not complete, then the certification should be left in pending temporarily until all requirements are met.

Check off all the boxes in the initial requirements checklist (a) shown in the example below and please note:

- DOJ and FBI CORI Received means that the livescan report was reviewed and cleared by your certifying entity.
- If the application is withdrawn or incomplete for a long period of time, it can be removed. If an application was created in error, it can be removed and archived. If an application is denied without prejudice (such as abandoned), it should be removed and notes documented. See Procedure #650-66 Removing a Pending Application.
- If any requirements in the checklist were not met, the renewal should not be processed completely or approved. You may leave the application in pending (not approved) for a reasonable period until ALL requirements are met. If it is not processed in a timely fashion, you may receive notification from EMSA to review the status of the certification.

At bottom of the checklist, choose the “completed” tab (b).
23. The screen will refresh, and you will now see the status shows “Completed” for all checklist items, the date and your UserID under Changed By.
   a. Now click on the Make Complete tab circled below (a). This step is commonly forgotten, so take heed! You will not receive an APPROVE TAB until you Make Complete all Requirements.
   b. After you choose Make Complete, click >BACK (b).
IMPORTANT NOTE: If you clicked Make Complete and Back, then received an error code, you will need to fill in the missing information (example below) or send a helpdesk request, then come back to the Requirements mini-panel shown in Step #22 to click the Make Complete tab again.

Following error(s) have occurred:
- “Background Check” CORI Status data missing.
- “Background Check” Date of CORI missing.
- “Background Check” Requested By is missing.

24. The Search Results screen and the Person record will now appear, as shown in the two screenshots below. You will see the APPROVE tab below the Search panels and above the EMT person record. If the Approve tab does not appear, then something is missing in the record. Check Fields, all requirements (including the Make Complete tab), background check, ethnicity and verify that the pre-requisite relationship is established correctly (with your agency listed). If the Approve tab still does not appear, send a helpdesk request to mlohelpdesk@emsa.ca.gov for further assistance.

The process is not complete until you approve, the dates are filled in and EMT or AEMT number is assigned. You will see that the requirements checklist is “complete,” (a) but the certification is still pending (b). Do not exit until you complete all steps and obtain the new EMT certification # (unless you wish to leave it in pending temporarily). Click the Approve tab (c).

For questions or support, send an email request to mlohelpdesk@emsa.ca.gov using the MLO HELPDESK KEYWORDS.
25. After you click the Approve tab, you will see the Summary in the Licensing>Approval module shown in the example below.

- For EMTs, the Central Registry will automatically generate the Issue Date, Effective Date and Expiration Date.
- For AEMTs, fill in the expiration date two years from the system generated issue date. This does not populate automatically currently.
- For both EMT and AEMT, the issue date and effective date for an initial application is the day the certificate is completed/issued from the Central Registry.
- For both EMT and AEMT, the expiration date is the last day of the month two (2) years from the effective date of an initial application.
- Do not change any dates in this panel. If you have a question about the dates or forget to add the AEMT date, send a mlohelpdesk request for assistance.

For questions or support, send an email request to mlohelpdesk@emsa.ca.gov using the MLO_HELPDESK KEYWORDS.
REMINDER: Regulations require certifying entities to enter certification information into the Registry for each certification applicant no later than 14 days from the date the applicant successfully meets the certification requirements. Backdating an issue date beyond the 14 days may be a violation of Title 22, Division 9, Chapter 10, Section 100344.

26. Finally, click OK, and the record will be saved to the Licensing module of the database and sent to your “Batch Control/Current” area (on the left hand side of the page). The card is ready to print. See Procedure 650-65 for How to Print an EMT Card (Reference, page one).

The certification has been completely processed and approved.