



# CENTRAL REGISTRY (MLO) GUIDANCE

## Avoiding Errors - Identifying Pending Application Creators

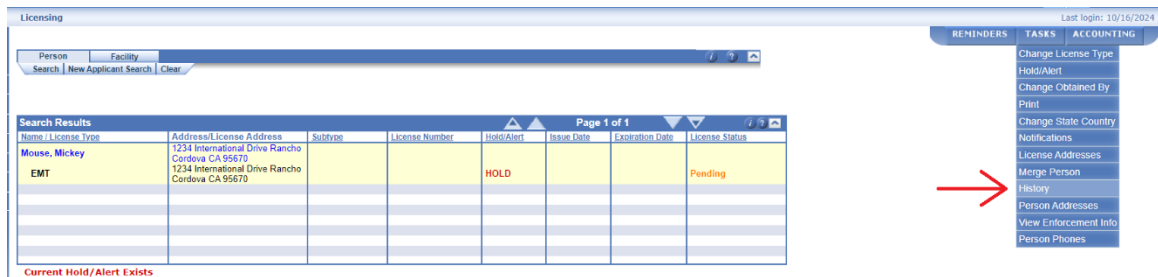
When approving any initial application in MLO, please note whether the applicant already has a **"Pending"** status in MLO. This status means they already have an existing initial application.

Please review the **Checklist History** to ensure the initial application was created by you or another member of your agency.

- Approving an application that was created by another agency will cause the EMT certification to be associated with the creating agency, causing errors in both MLO and certification action billing.
- If another agency has created the application, please **STOP** and contact the agency that created the application in order to determine next steps.

You may identify the creator of any initial application by following these steps:

1. Select **History** in the **Tasks** dropdown.



2. In the **History** panel, select **License Change** in the **Category** column.

Category	History Status	Last Changed By	Last Changed Date	Last Change Made
Alias	No History Present			
DBA	No History Present			
<b>License Change</b>	Last Transaction	testce	10/16/2024	Prerequisite
Person Change	Last Transaction	testce	10/14/2024	Application for Initial Licensure

3. In the **Change History** panel, identify the **Transaction: Application for Initial Licensure**. The person associated with this transaction is the creator of the initial application.

Transaction	Transaction Date	Reason	Process By
Prerequisite	10/16/2024		testce
Email Merge Address Updated	10/14/2024		testce
<b>Application for Initial Licensure</b>	10/14/2024		<b>testce</b>

Any Questions?

Contact: [MLOHelpdesk@emsa.ca.gov](mailto:MLOHelpdesk@emsa.ca.gov)

Subject line: **OTHER**