



CENTRAL REGISTRY GUIDANCE

Avoiding Errors - Placing a Hold to Prevent Unauthorized Approval

When an agency creates an **initial EMT application**, MLO cannot prevent other users from approving the application. This includes users from other agencies.

If your agency is investigating an **initial applicant** or waiting for additional documentation from an **initial applicant**, you may place a **HOLD** on the **application record** to prevent unauthorized approval.

1. Please ensure the **HOLD** is placed on the EMT application, not the Person record.

Licensing > Hold/Alerts

| Summary | | | | | |
|--------------|--|--------------|----------------|----------------|--|
| Name | Address | License Type | License Number | License Status | |
| Mickey Mouse | 1234 International Drive Rancho Cordova CA 95670 | EMT | N/A | Pending | |

Add Hold or Alert

Type: Alert

Reason: Alert Must Be Completed Before Renewal

Date Placed: Hold 024

(Add) Hold/Alert Details

| Hold Level | Date Released | Released By |
|--|---------------|-------------|
| <input checked="" type="checkbox"/> Hold on Person | | |
| <input type="checkbox"/> Certifying Entity | | |
| <input checked="" type="checkbox"/> EMT (#N/A) | | |

2. When approving an application, please review the **Hold/Alert** column to identify whether a **HOLD** has been placed.

- An **Alert** does not prevent application approval. **Alerts** are intended for informational purposes only.

| Search Results | | | | | | | Page 1 of 1 |
|---------------------|--|---------|----------------|------------|------------|-----------------|----------------|
| Name / License Type | Address/License Address | Subtype | License Number | Hold/Alert | Issue Date | Expiration Date | License Status |
| Mouse, Mickey | 1234 International Drive Rancho Cordova CA 95670 | | | HOLD | | | Pending |
| EMT | 1234 International Drive Rancho Cordova CA 95670 | | | | | | |

Current Hold/Alert Exists

3. Any **HOLD** must be released to complete the application approval process.

Any Questions?
 Contact: MLOHelpdesk@emsa.ca.gov
 Subject line: **OTHER**