

# Quick Guide

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## Virginia EMS Portal

### How to Recertify On-Demand



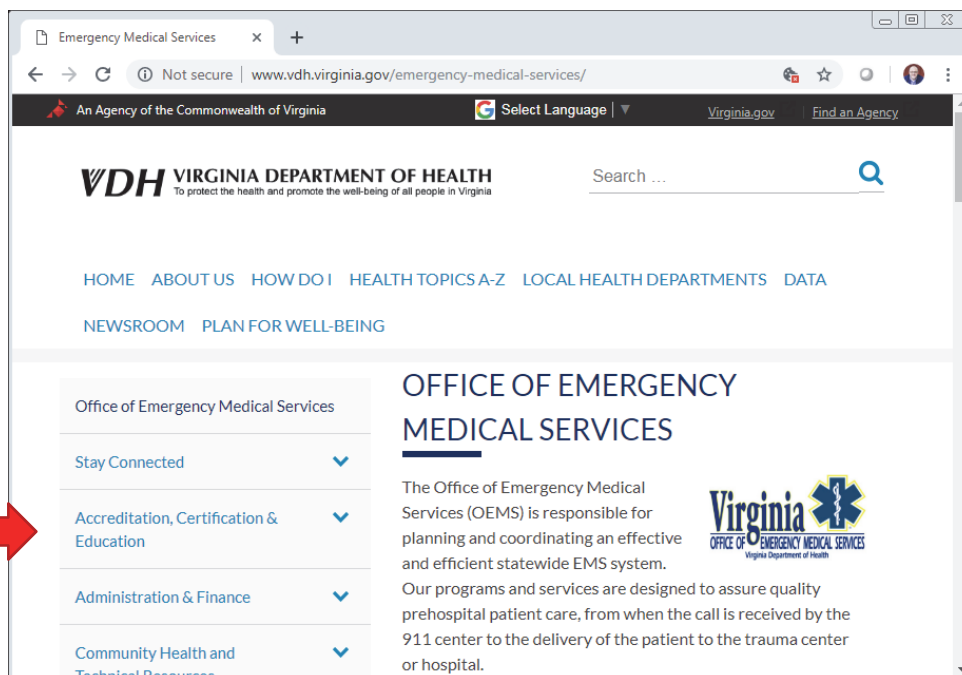
# EMS Portal: How to Recertify On-Demand

This Quick Guide provides guidance on how to make a formal request for the Office of EMS to recertify your Virginia EMS Certification on demand.

**Please note: This process is irrevocable—the Office of EMS cannot undo this process once the request has been made. Your recertification will be processed overnight on the day of your request and new certification card will be mailed to your address on file in the Virginia EMS Portal.**

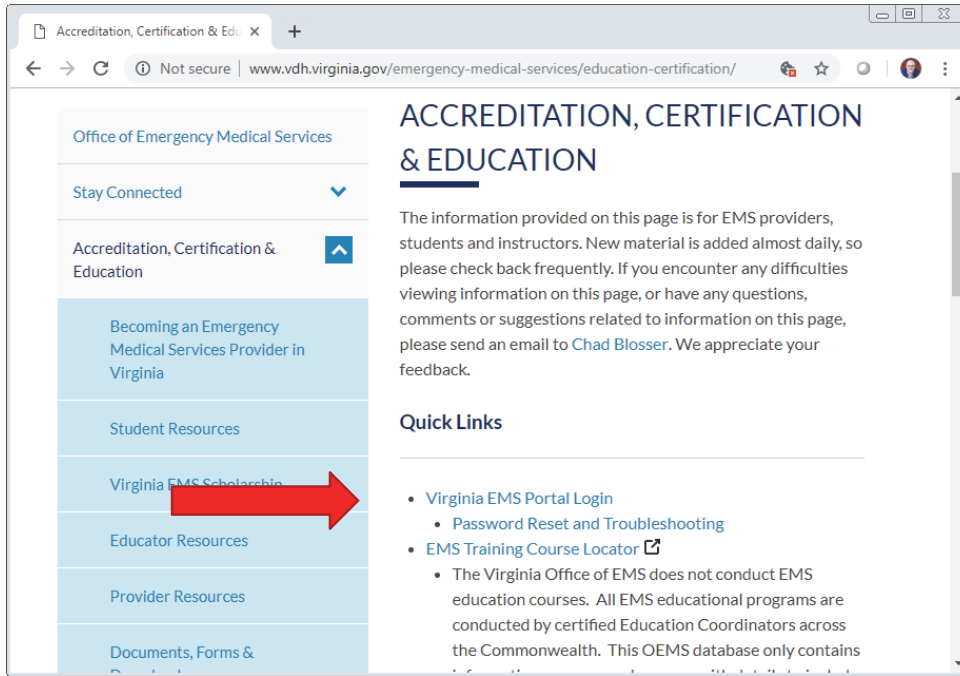
## Step 1: Logging into the Virginia EMS Portal

1. Open your web browser and type the following URL into the address bar:  
<http://www.vdh.virginia.gov/emergency-medical-services/>
2. Click on **Accreditation, Certification & Education** in the menu on the left-hand side of the screen.



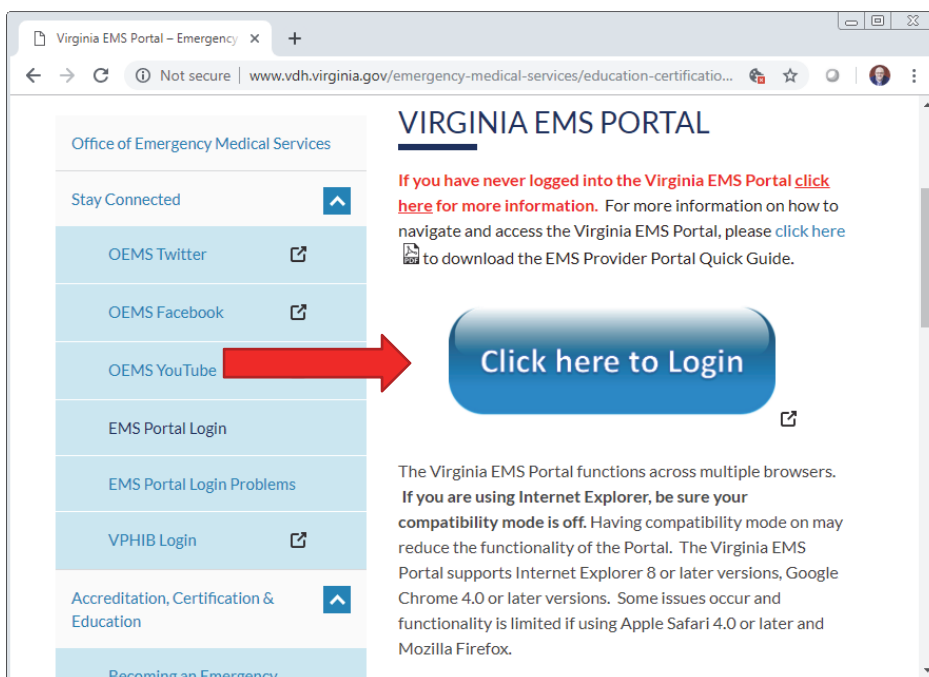
## Step 2: Accessing the Virginia EMS Portal

1. Scroll down through the *Accreditation, Certification & Education* main page and click on **Virginia EMS Portal Login** under the **Quick Links** section of this page.



## Step 3: Accessing the Virginia EMS Portal

1. Scroll down through the *Virginia EMS Portal* and locate the "Click here to Login" button.
2. Click on the button.



## Step 4: Login to Your EMS Portal Account

1. Type in your certification number and password to login to the Virginia EMS Portal.

Existing Users

password

Sign In

New User? Sign up | Forgot Passw

Having Trouble Logging In?

If you are still having difficulty accessing the EMS

EMS Provider Portal

Welcome to the Virginia EMS portal web site. As a reminder, your user ID is your Virginia EMS number. Your password is case sensitive.

If you are having trouble logging in, you can utilize one of the following to assist you:

1. Click on the Reset Password link under the Sign In button on the right. This will allow you to reset your password based upon your security questions.
2. Contact the OEMS/VDH Help Desk at 804-864-7200, option 2. The help desk is available Monday through Friday during normal business hours, except for state/federal holidays.
3. Email the VDH Helpdesk. Click on the Email VDH Helpdesk button on the right to send an email to the helpdesk.

Your Virginia EMS Portal is a powerful gateway to the Virginia EMS system. Through the portal you can:

1. Update your address.
2. Keep your contact information up to date.
3. Change your password.
4. Change your Security question.
5. Check your CE.
6. Confirm your recertification eligibility.
7. Obtain your eligibility to test letter for access to Va. Consolidated Test Sites and National Registry psychomotor examinations.
8. Initiate affiliating with an EMS Agency.

## Step 5: Acknowledging the Terms of Service for the EMS Portal

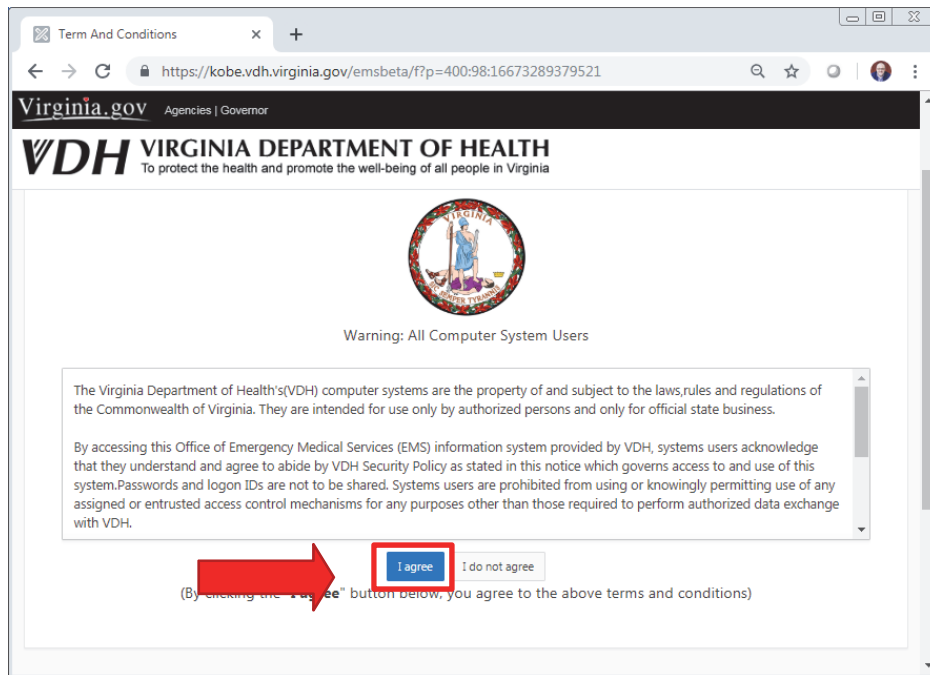
1. After successfully logging into the Virginia EMS Portal, you will need to acknowledge the terms of service for using a state website.

Key things to note about the Terms of Service: You are not allowed to share your user name or password with ANYONE. This includes your agency administrator or Operational Medical Director (OMD).

Your agency and/or OMD are not allowed to make submission of your personal EMS Portal account information a condition of employment.

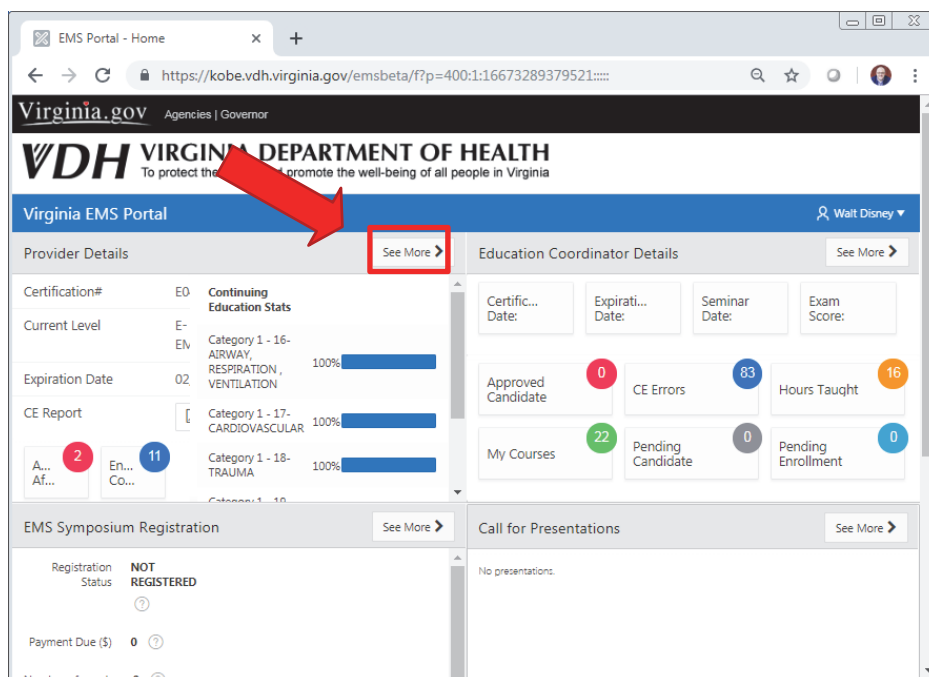
You should protect your Virginia EMS Portal account credentials like you would protect your social security number or online banking information.

If you have questions or concerns about this or require assistance with a request from a third party to have access to your EMS Portal credentials, please contact Chad Blosser at [chad.blosser@vdh.virginia.gov](mailto:chad.blosser@vdh.virginia.gov).



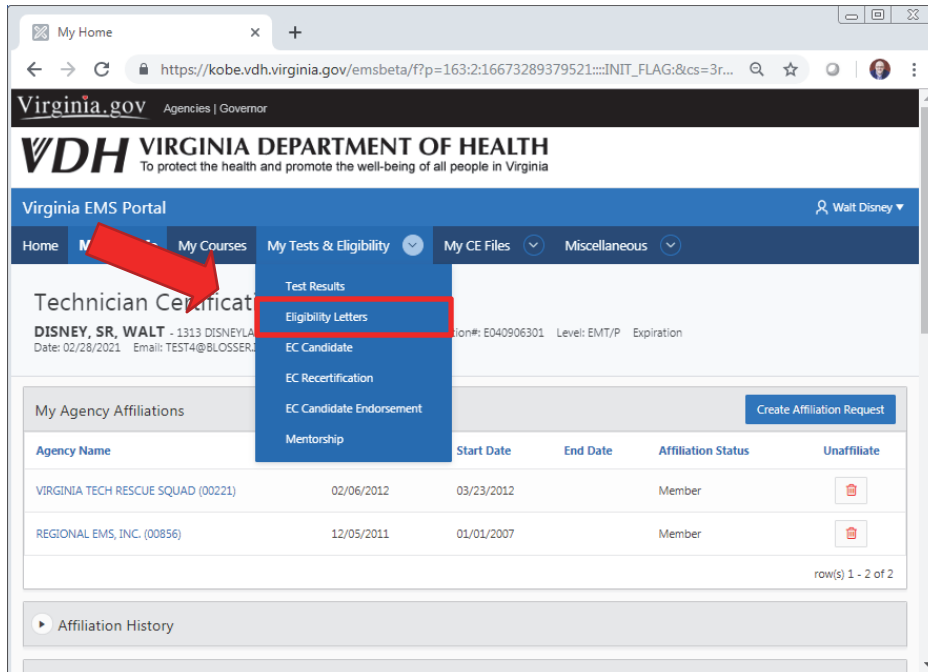
## Step 6: Your Virginia EMS Portal Dashboard

1. Once you have acknowledged the Terms of Service, the Virginia EMS Portal will bring you to your personalized **Dashboard**.
2. From your **Dashboard**, click on the **See More** button in your **Provider Details** section of the Dashboard.



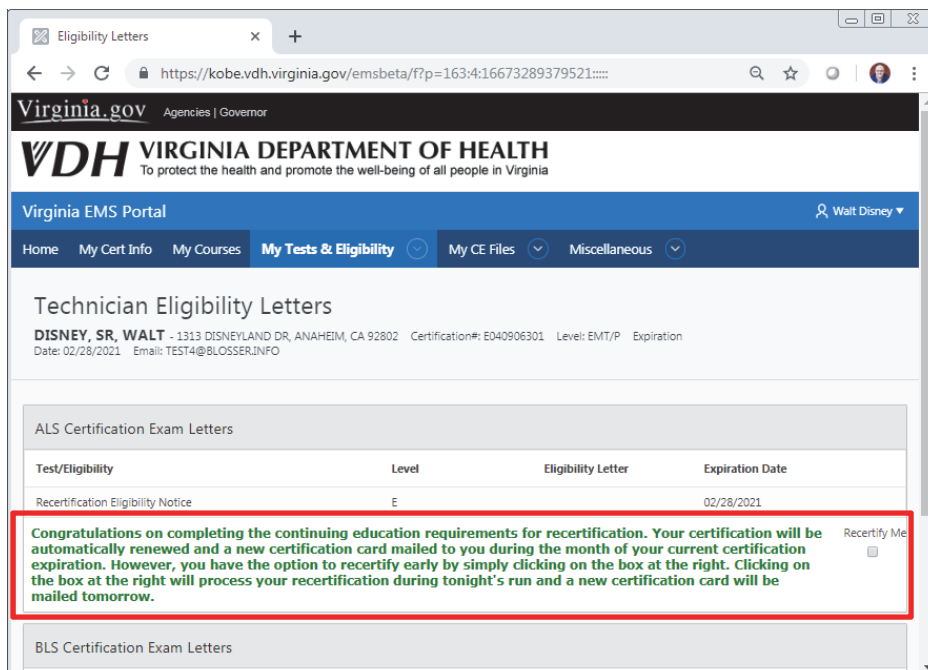
## Step 7: Accessing the “Recertify Me Now” Checkbox

1. Click on the menu **My Tests and Eligibility** and select the sub-menu **Eligibility Letters**.



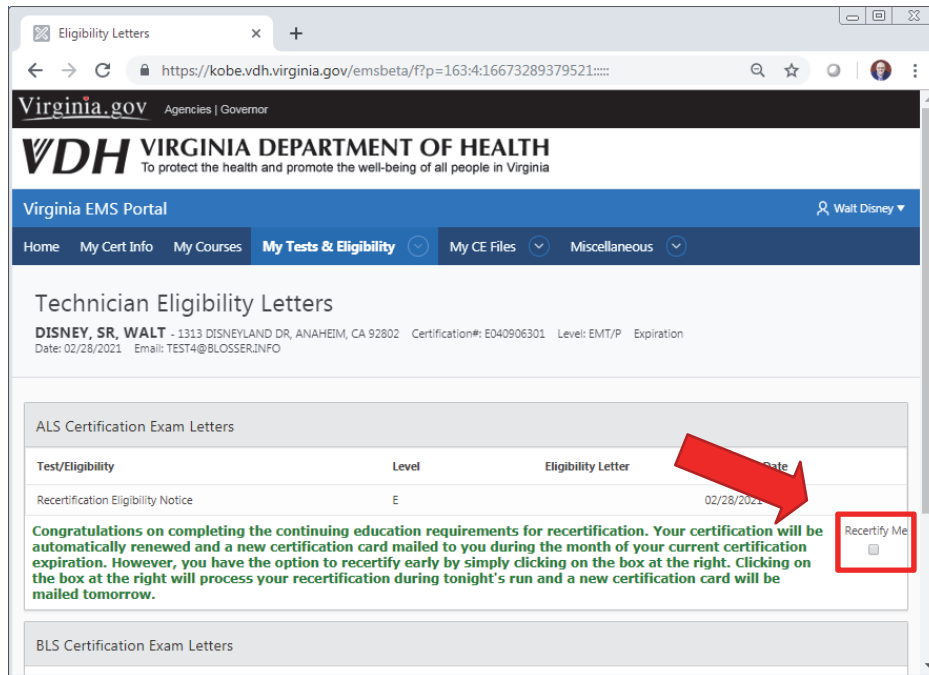
## Step 8: Check Your Eligibility to Recertify On-Demand

1. If you are eligible to recertify, you will see a section in green notifying you that you can now recertify—see highlighted section below.



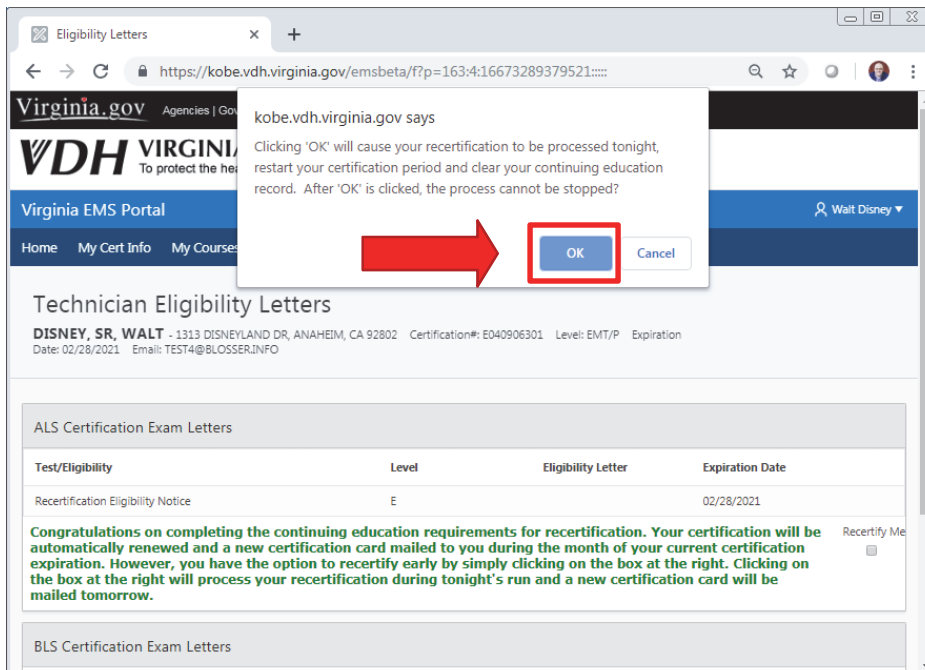
## Step 9: On-Demand Recertification

1. If you are eligible, click the Recertify Me now checkbox.



## Step 10: Acknowledge On-Demand Recertification Cannot be Cancelled

1. If you are sure you want to recertify early, then acknowledge the message from the Virginia EMS Portal indicating that you understand this action cannot be cancelled or reversed.



# Step 11: Log out of the Virginia EMS Portal

1. Please remember to Log Out of the Virginia EMS Portal in order to prevent unauthorized activity on your account.

