Quick Guide

Virginia EMS Portal

How to Change Your Password and Update Your Address with the Office of EMS
This Quick Guide has been developed to assist Virginia EMS Providers with understanding the Virginia EMS Portal’s new Dashboard.

Additionally, this Quick Guide provides information on how to change your password, security questions and update your address, phone numbers and e-mail address with the Office of EMS.
Step 1: Accessing the Virginia EMS Portal

1. Open 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 2: Launching the Virginia EMS Portal Application

1. After reading the information about web browser compatibility, click the Click Here to Login button to be redirected to the Virginia EMS Portal login page.
Step 3: Logging into Your Virginia EMS Portal Application

1. Type in your certification number and password to login to the Virginia EMS Portal.
2. Click **Sign In**.

![Logging into Virginia EMS Portal]

Step 4: Acknowledging the Terms of Service for the EMS Portal

1. Agree to the Terms of Use (TOU) for accessing the Commonwealth of Virginia computer systems.

![Terms of Service for EMS Portal]

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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 permitted to make submission of your personal Virginia EMS Portal credentials 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.

Step 5: Your Dashboard

1. Once you have successfully logged in you will be brought to your **Dashboard**.
Step 6: Dashboard Overview

1. The following is an overview of Snow White’s Dashboard. Snow White is an EMT who is the SuperUser for her agency and also serves as an e-Gift user.

This section of Snow White’s Dashboard shows her certification level, expiration date, a link to her detailed CE Report and a graphical overlay detailing her progress toward completing her CE requirements.

This section of the Dashboard displays agency specific information for Snow White’s role as a SuperUser.

This section allows Snow White quick access to her agency’s e-Gift grants.
Step 7: How to Change Your Security Questions or Password

1. First, click your name in the upper right-hand corner of the screen to display your profile menu. Select the first entry in this list labeled Security Profile.

Step 8: Enter Updated Security Questions or Update Password

1. Select your new security questions, update answers or change your password as needed.
2. Click Apply Changes.
Step 9: How to Update Address, Phone Numbers and E-mail Address

1. First, click your name in the upper right-hand corner of the screen to display your profile menu. Select the second entry in this list labeled **Profile Information**.

   ![Profile Information Screenshot]

Step 10: Enter Updated Profile Information

1. Enter any changes that need to be made to your personal information profile.
2. Click **Save Changes**.

   ![Save Changes Screenshot]
Step 11: Logging Out of the Virginia EMS Portal

1. It is always important to make sure that you log off the Virginia EMS Portal when you are through using it. If left unattended, someone else with access to your computer could submit erroneous and/or false information to the Office of EMS without your knowledge.

Step 12: EMS Portal Design

1. The Virginia EMS Portal is designed in a modular approach making it is flexible and capable of quick and easy expansion. User access is tied to role codes which enable access rights to be expanded or withdrawn depending on an EMS provider’s certification level and role in Virginia’s EMS system.
2. Access rights and availability of menu items will vary from provider to provider.

Step 13: Password Resets

1. Providers can reset their forgotten password from the following URL: