

Quick Guide

Virginia EMS Portal

How to Change Your Password and Update Your Address with the Office of EMS



Virginia Office of Emergency Medical Services | vdh.virginia.gov/emergency-medical-services/

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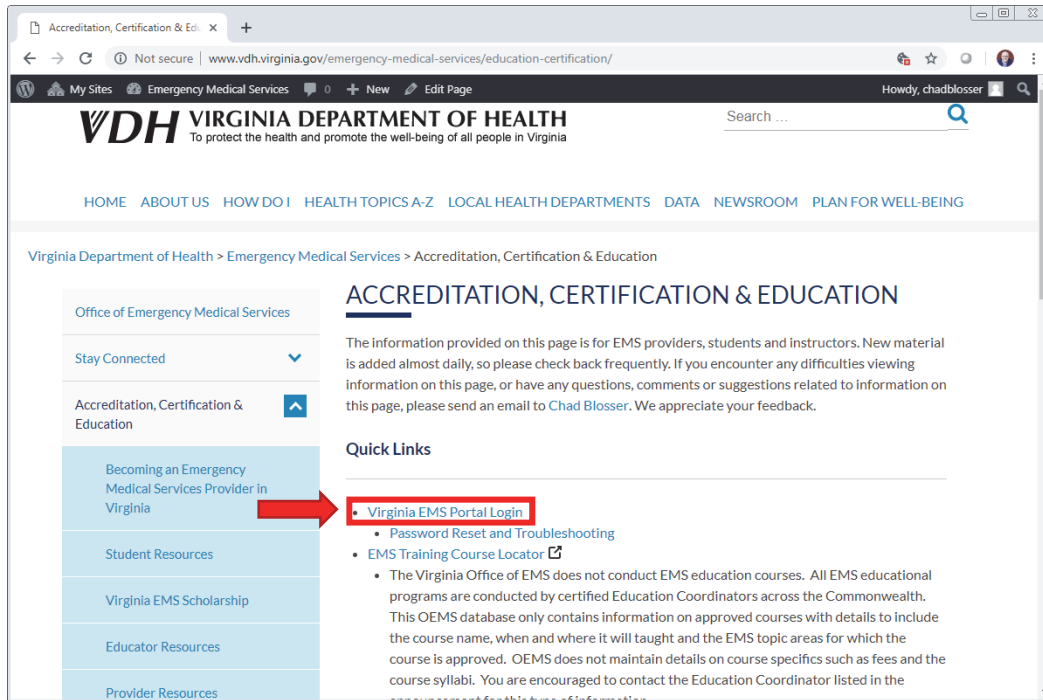
EMS Portal: Your Personal Dashboard, Security Settings and Profile Data

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.

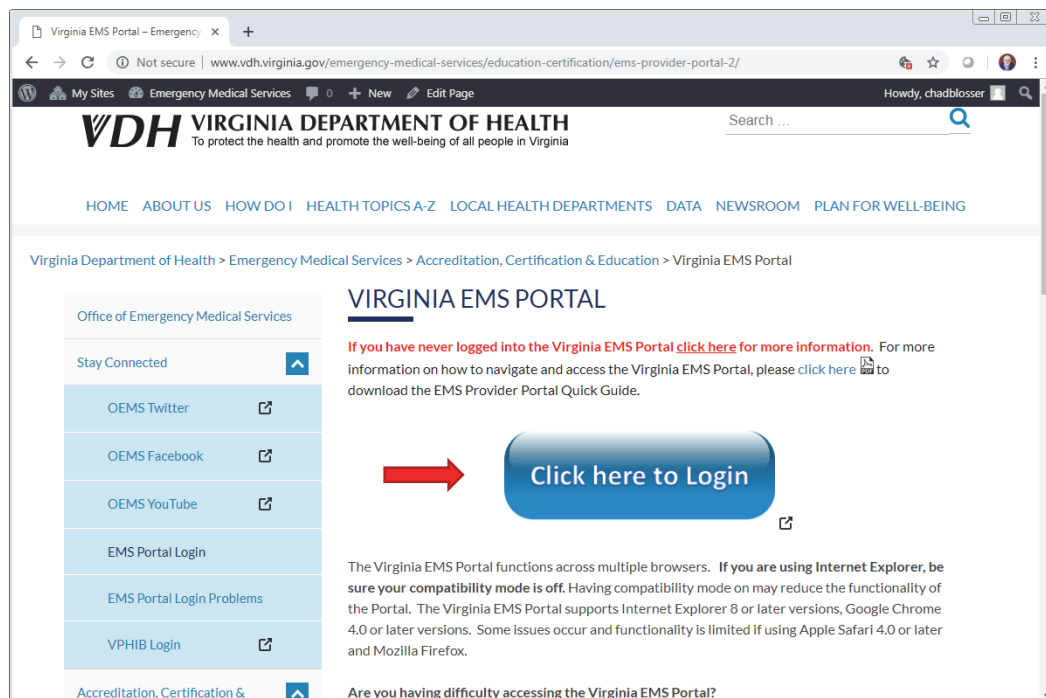
Step 1: Accessing the Virginia EMS Portal

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**.

The screenshot shows the Virginia EMS Portal login page. The page has a header with the Virginia Department of Health (VDH) logo and the text 'To protect the health and promote the well-being of all people in Virginia'. Below the header, there are two main sections: 'Welcome to Virginia EMS Portal' and 'EMS Provider Portal'. In the 'Welcome to Virginia EMS Portal' section, there is a red box around the 'Existing Users' login area. A red arrow points to this box. The login area contains two input fields: 'username' and 'password'. Below these fields is a 'Sign In' button. There are also links for 'New User? Sign up' and 'Forgot Password?'. The 'EMS Provider Portal' section contains a welcome message and a list of links for various services.

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.

The screenshot shows the Virginia EMS Portal Terms and Conditions page. The page has a header with the Virginia Department of Health (VDH) logo and the text 'To protect the health and promote the well-being of all people in Virginia'. Below the header, there is a section titled 'Commonwealth of Virginia Department of Health'. The main content area contains the terms and conditions of use. At the bottom of the page, there are two buttons: 'I agree' and 'I do not agree'. A red arrow points to the 'I agree' button. Below the buttons, there is a note: '(By clicking the "I agree" button below, you agree to the above terms and conditions)'. The page also includes a warning: 'Warning: All Computer System Users'.

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***.

The screenshot shows the Virginia EMS Portal dashboard for a user named Snow White. The page is titled "Virginia EMS Portal" and includes a header with the Virginia Department of Health logo and the text "To protect the health and promote the well-being of all people in Virginia".

Provider Details:

- Certification#: B073101701
- Current Level: B-EMT
- Expiration Date: 07/31/2020
- CE Report: [Icon]
- Agency Affiliations: 1 (Red circle)
- Enrolled Courses: 0 (Blue circle)

Continuing Education Stats:

Category	Progress
Category 1 - 11-AIRWAY, RESPIRATION, VENTILATION	50%
Category 1 - 12-CARDIOVASCULAR	33%
Category 1 - 13-TRAUMA	100%
Category 1 - 14-MEDICAL	100%
Category 1 - 15-OPERATIONS	100%
Category 2 - APPROVED	40%

Licensure:

- See More >
- BATH HIGHLAND VOLUNTEER FIRE DEPARTMENT
- Status: Active until April 30, 2020
- Address: 8601 MUDDY RUN ROAD BURNSVILLE VA 24487
- Contact: werespondmgwnet.com | (540) 925-2466
- Pending Provider Affiliations: 0 (Red circle)
- Active Provider Affiliations: 7 (Blue circle)
- Pending OMD Affiliations: 0 (Orange circle)
- Active OMD Affiliations: 1 (Green circle)
- Pending Exceptions: 0 (Grey circle)

Grant Applications:

- See More >
- BATH HIGHLAND VOLUNTEER FIRE DEPARTMENT

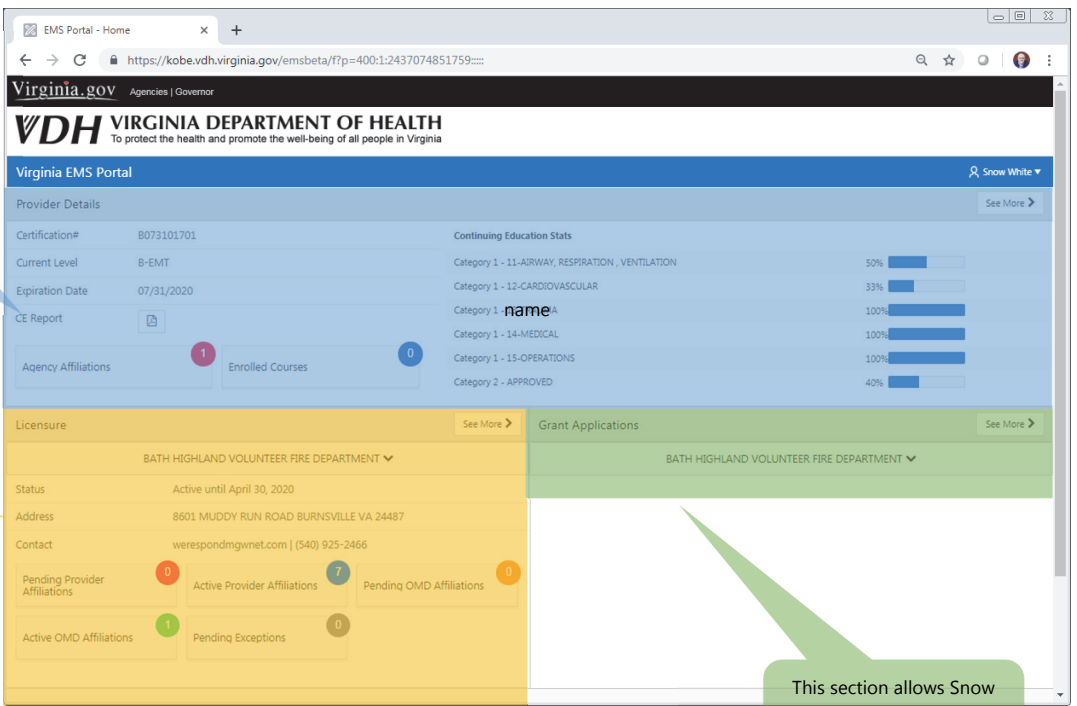
Step 6: Dashboard Overview

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.

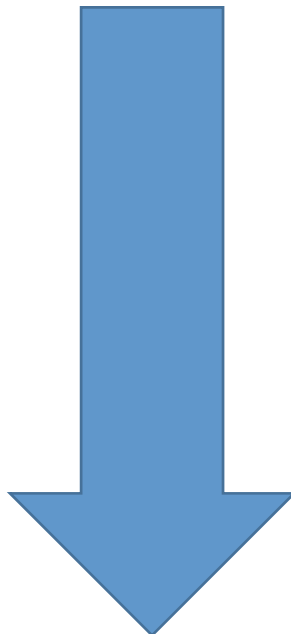
This section of the Dashboard displays agency specific information for Snow White's role as a SuperUser.

This section allows Snow White quick access to her agency's e-Gift grants.



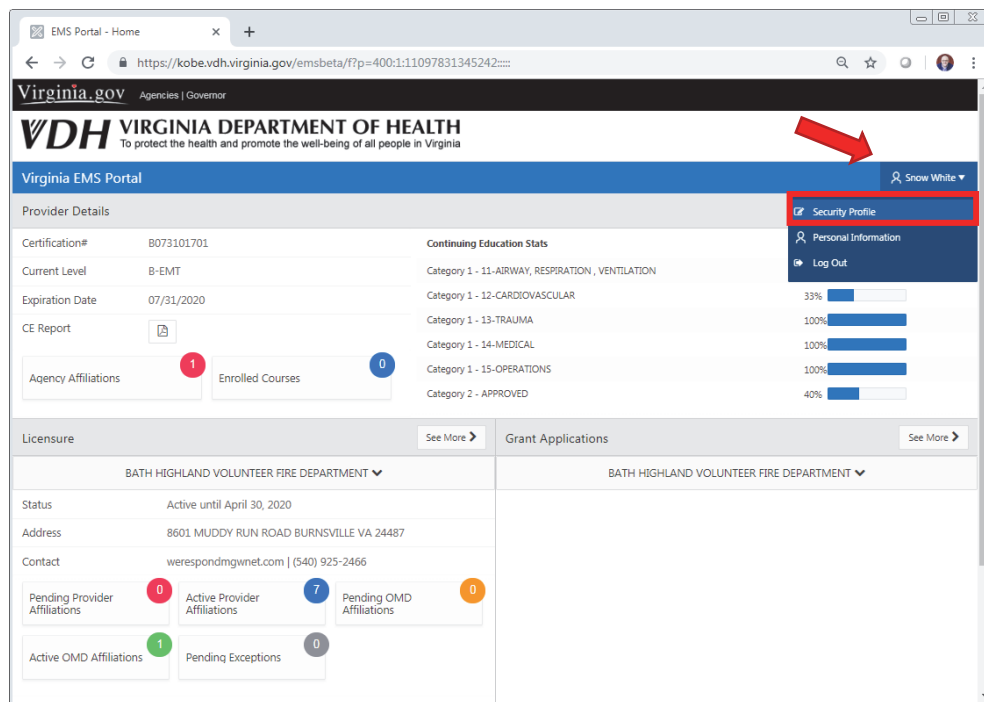
The screenshot shows the Virginia EMS Portal for user Snow White. The dashboard is divided into several sections:

- Provider Details:** Shows certification information (Certification#: 8073101701, Current Level: B-EMT, Expiration Date: 07/31/2020) and Continuing Education Stats (50% progress for Category 1 - 11-AIRWAY, RESPIRATION, VENTILATION; 33% for Category 1 - 12-CARDIOVASCULAR; 100% for Category 1 - 14-MEDICAL; 100% for Category 1 - 15-OPERATIONS; 40% for Category 2 - APPROVED).
- Licensure:** Shows agency-specific information for Bath Highland Volunteer Fire Department (Status: Active until April 30, 2020; Address: 8601 MUDDY RUN ROAD BURNSVILLE VA 24487; Contact: werespondimgwmet.com | (540) 925-2466). It also displays counts for Pending Provider Affiliations (0), Active Provider Affiliations (7), Pending OMD Affiliations (0), Active OMD Affiliations (1), and Pending Exceptions (0).
- Grant Applications:** Shows a list of grants for Bath Highland Volunteer Fire Department.



Step 7: How to Change Your Security Questions or Password

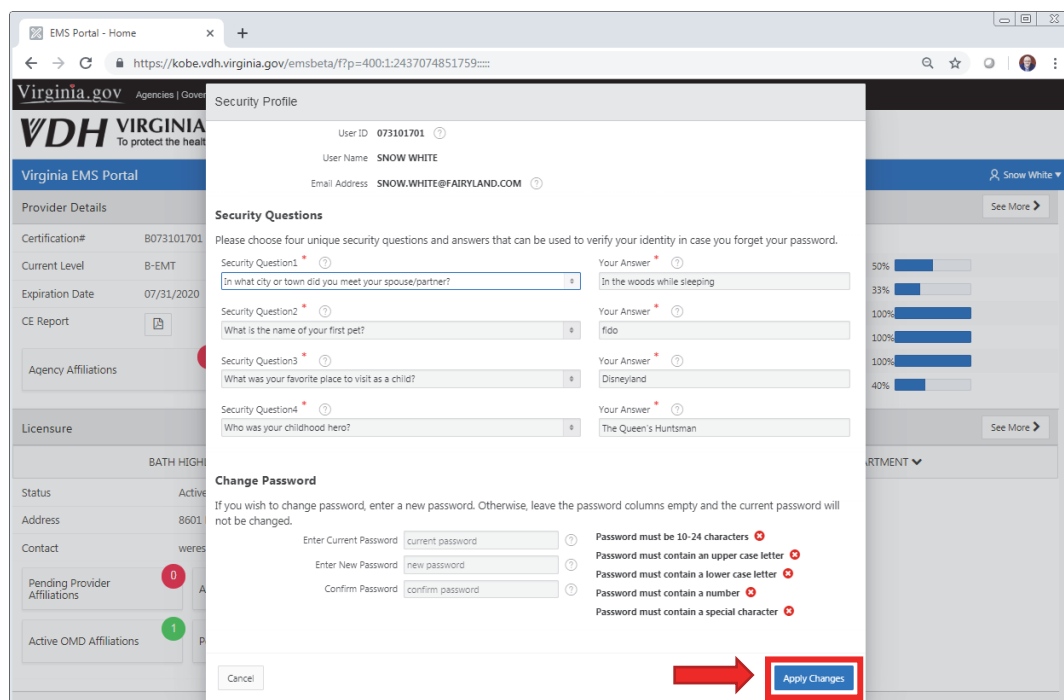
1. First, click your name in the upper right-hand corner of the screen to display your profile menu. Select the first entry in this list labeled **Security Profile**.



The screenshot shows the Virginia EMS Portal interface. In the top right corner, the user's name 'Snow White' is displayed with a dropdown arrow. A red arrow points to this dropdown menu, which is open and shows three options: 'Security Profile' (highlighted with a red box), 'Personal Information', and 'Log Out'. The background shows the user's profile details, including certification information, continuing education stats, and agency affiliations.

Step 8: Enter Updated Security Questions or Update Password

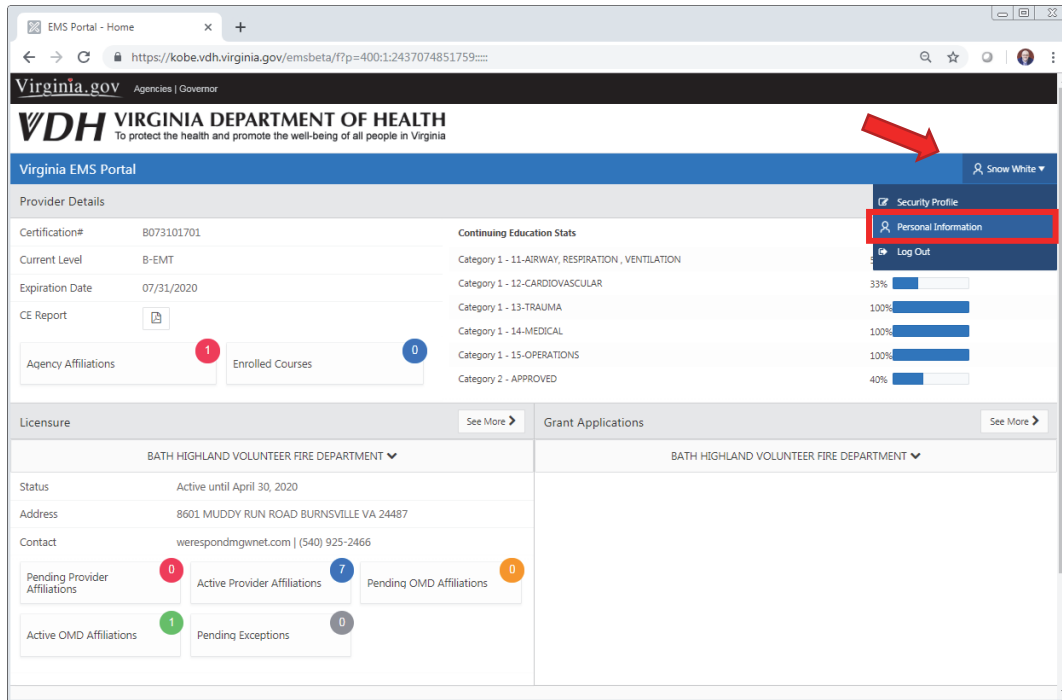
1. Select your new security questions, update answers or change your password as needed.
2. Click **Apply Changes**.



The screenshot shows the 'Security Profile' form. It includes fields for User ID (073101701), User Name (SNOW WHITE), and Email Address (SNOW.WHITE@FAIRYLAND.COM). Below these are four security questions with input fields for answers. The questions are: 'In what city or town did you meet your spouse/partner?' (Answer: In the woods while sleeping), 'What is the name of your first pet?' (Answer: fido), 'What was your favorite place to visit as a child?' (Answer: Disney/and), and 'Who was your childhood hero?' (Answer: The Queen's Huntsman). There is also a 'Change Password' section with fields for 'Enter Current Password', 'Enter New Password', and 'Confirm Password'. A red arrow points to the 'Apply Changes' button at the bottom right of the form.

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**.



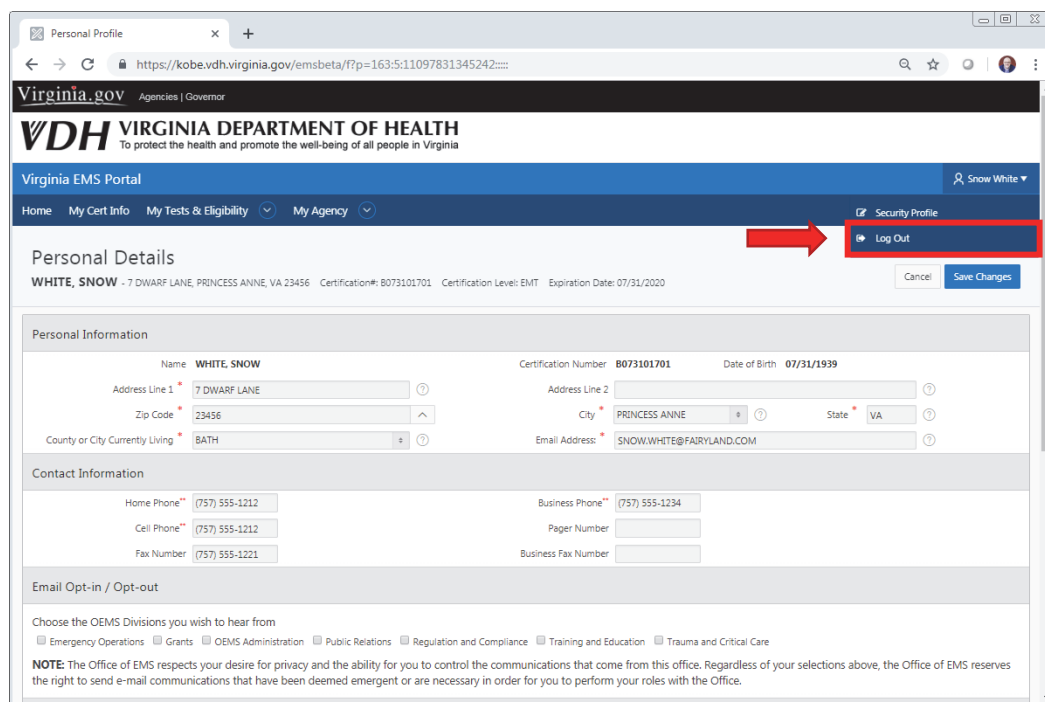
Step 10: Enter Updated Profile Information

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

A screenshot of the "Personal Profile" page in the Virginia EMS Portal. The page title is "Personal Profile". Below the header, there are navigation links: "Home", "My Cert Info", "My Tests & Eligibility", and "My Agency". The "Personal Details" section shows the user's name "WHITE, SNOW", address "7 DWARF LANE, PRINCESS ANNE, VA 23456", certification number "B073101701", and expiration date "07/31/2020". A red arrow points to a "Save Changes" button in the top right corner. Below this is the "Personal Information" section with fields for Name, Address Line 1, Address Line 2, Zip Code, City, State, County or City Currently Living, Email Address, Date of Birth, and Certification Number. The "Contact Information" section includes fields for Home Phone, Cell Phone, Fax Number, Business Phone, Pager Number, and Business Fax Number. At the bottom, there is an "Email Opt-in / Opt-out" section with checkboxes for various OEMS Divisions and a note about privacy.

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:
<https://vdhems.vdh.virginia.gov/emsapps/ResetPassword.html>