



# **Orange County Healthcare Agency Emergency Medical Service Division**

## **Online Licensure Application User Guide**

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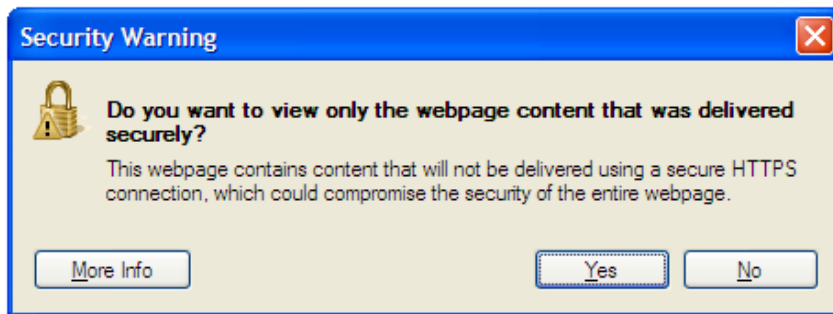
## 1) Technology Requirements

- a) **EMAIL** - You **MUST** have real time access to your **email** when you sit down to use the system. There are a number of areas where you will be sent information necessary to continue in the process. All email correspondence will come from [emslicensing@ochca.com](mailto:emslicensing@ochca.com).
- b) **WINDOWS** - You must use **Windows** operating system. Although it may appear to function, some features may not work properly on a Mac
- c) **INTERNET EXPLORER** - You **MUST** use Internet **Explorer (IE)** for this application process. Although it may appear to work in other browsers it is designed and coded specifically for IE.
- d) **DESKTOP or LAPTOP** - Use a **desktop or laptop** computer for the application. Although it may appear to work on smart phones or tablets, further testing is necessary to ensure complete functionality of all of the features.

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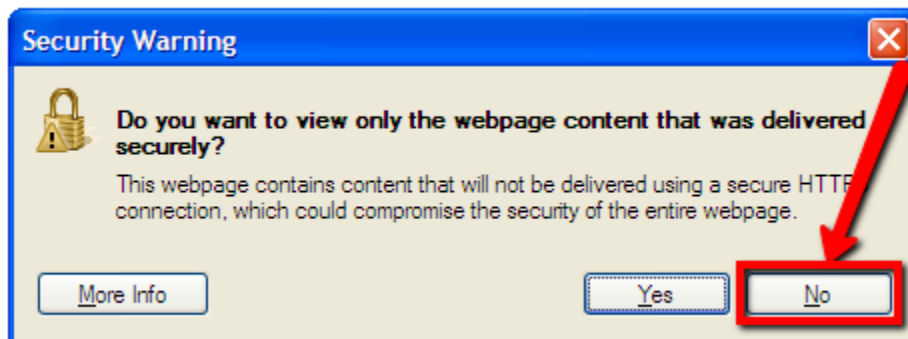
## 2) Personal Information and Security

- a) **PERSONAL INFORMATION** - Your personal information is secure. We are currently using this system for medical patient data and it is certified HIPAA compliant.
- b) **SECURITY** - When using IE, you may get an error message that says,



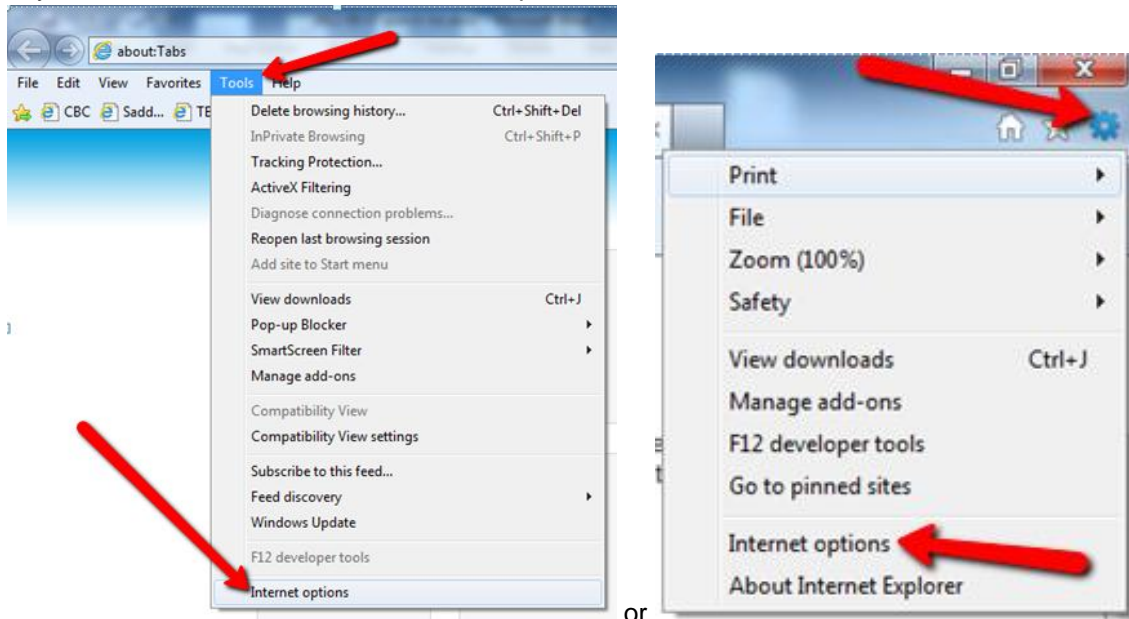
This is a very confusing message to most people. What this means is that some of the content (specifically images) on the page is stored on secured servers and some is not. Deciding to view the entire content will **NOT pose a security risk** for your computer, when clicking this option for our site.

When you see this warning, click the “No” button and the content will load and you will be on your way. You will see this for every new page that loads.

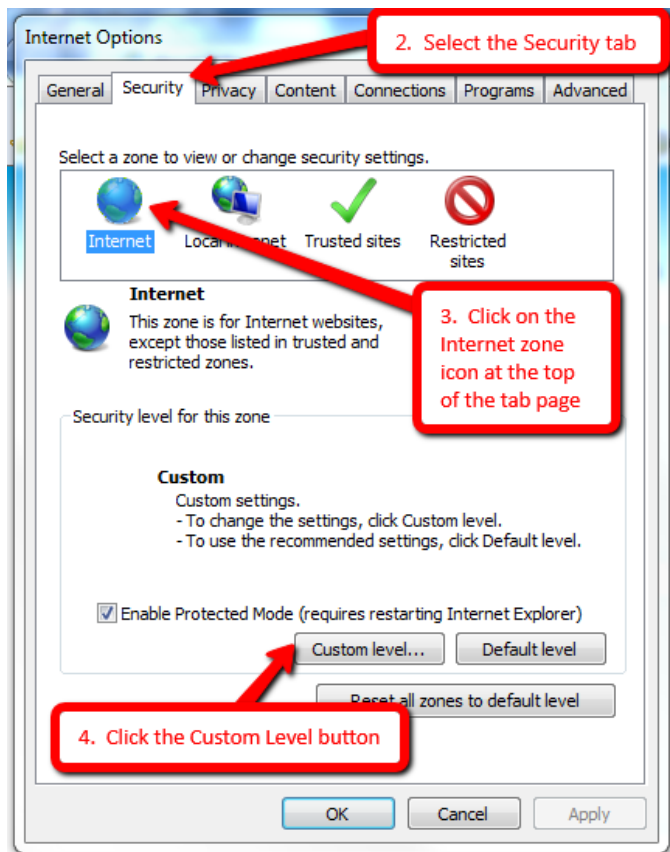


If you tire of this message, you can change the settings in IE to avoid having to click this every time. Here are the steps to do that:

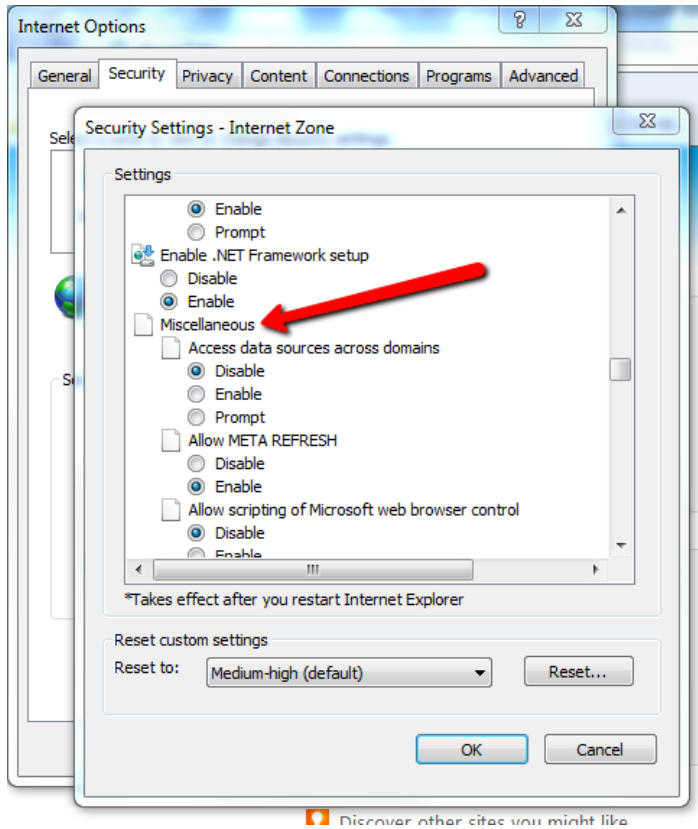
1. In your IE browser, Go to Tools->Internet Options->



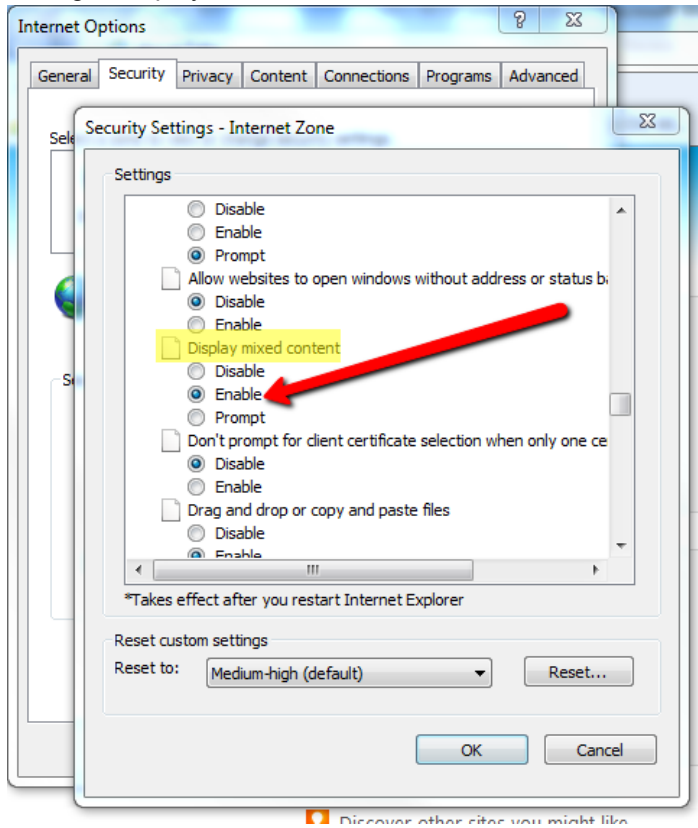
2. Select the Security tab
3. Click on the Internet zone icon at the top of the tab page
4. Click the Custom Level button



5. Find the Miscellaneous section



6. Change "Display mixed content" to Enable and click OK and then OK to close out the windows.



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### 3) Create a Profile

- a) In your IE browser, type in EXACTLY: <https://www.oc-meds.org/licensure/public/orangecounty/>  
Please note the “.org”, and the hyphen in “oc-meds”
- b) Select “**Create a Profile**” from either the left navigation menu or the button in the middle of the page



- c) Once on the “**Create a Profile**” page, enter your Account Demographics (items with an \* must be filled in or you may not continue with the profile creation)
  - i) First Name
  - ii) Last Name
  - iii) Social Security Number
  - iv) Birth Date
  - v) Address 1
  - vi) City, County and State – this will auto populate when you enter the Postal Code (zip code)
  - vii) Postal Code (aka zip code)
    - (1) Type in your zip code and click “Lookup”

This screenshot shows the 'City', 'County', and 'State' fields, which are currently greyed out. A red arrow points to the 'Postal Code' field, and another red arrow points to the 'Lookup' button. A blue icon is visible to the right of the 'State' field.

- (2) If the information that is populated in the grey fields is inaccurate, click the blue icon to the right of the fields

This screenshot shows the 'City', 'County', and 'State' fields populated with 'Capistrano Highlands', 'Orange', and 'California' respectively. A red arrow points to the 'City' field, and another red arrow points to the blue icon to the right of the 'State' field. The 'Postal Code' field is populated with '92653' and the 'Update Now' button is visible.

This screenshot shows the 'Account Demographics' form. A red arrow points to the 'First Name' field. The form includes fields for: \*First Name, Middle Name, \*Last Name, Suffix, Maiden Name, \*Social Security Number, \*Birth Date, \*Address 1, Address 2, \*City, County, \*State, \*Postal Code (with a 'Lookup' button), \*Email, Home Phone, Work Phone, Cell Phone, and \*User Name. 'Save' and 'Cancel' buttons are at the bottom.

(3) Select the correct City from the options presented and the window will close

City	County
<input checked="" type="checkbox"/> Capistrano Highlands	Orange
<input checked="" type="checkbox"/> LAGUNA BEACH	ORANGE
<input checked="" type="checkbox"/> LAGUNA HILLS	ORANGE
<input checked="" type="checkbox"/> Leisure World	Orange

(4) You should now see your corrected information in the grey fields

\*City: Leisure World  
\*County: Orange  
\*State: California  
\*Postal Code: 92653  
Update Now

viii) Email

- (1) This must be a VALID email to continue the application process
- (2) You must have immediate access to it

ix) Phone Numbers are optional

x) User Name

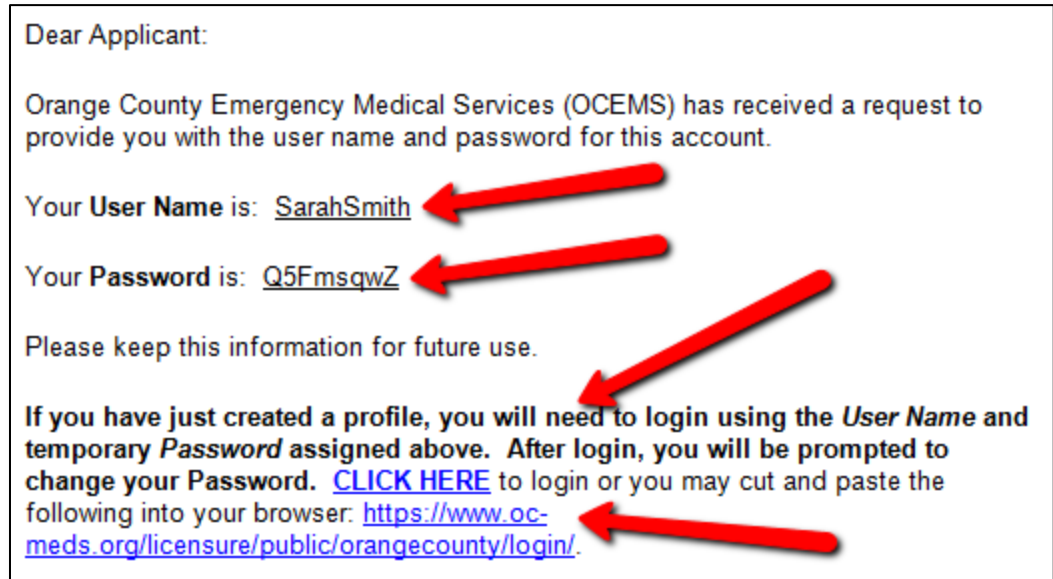
- (1) Select a User Name you will remember and write it down
- (2) It should be creative enough that others cannot guess it

xi) Click "Save"

\*User Name:   
Save Cancel

**\*\*NOTE\*\*** If you do not receive an Email with a couple of minutes, you are probably using some unique identifier (User Name, SS# or Email) that is already in the system. If this happens, start Step 3 over again using different unique identifiers.

- xii) Two things should now happen
- (1) You will be emailed your User Name and a temporary Password
    - (a) Email will come from [emslicensing@ochca.com](mailto:emslicensing@ochca.com)
    - (b) Email will contain
      - (i) User Name
      - (ii) Temporary Password
      - (iii) Further instructions
      - (iv) Links to "Login" page



- (2) You will be forwarded to the "Login" page

**Login, Password and User Name Recovery**

Enter your User Name and Password below to access your profile. Remember, the Password is **case sensitive**.

**\*\*Please Note\*\*** If you were returned to this page after attempting to access your profile, it means that:

- The User Name you entered does not match the one in our system
- The Password you entered does not match the one in our system (it is **case sensitive**)
- You do not have a profile in the system

If you have forgotten either one, use the other options for retrieval.

If you do not have a profile yet, please follow the Create a Profile link to the left to create one in the system.

User Name:

Password:

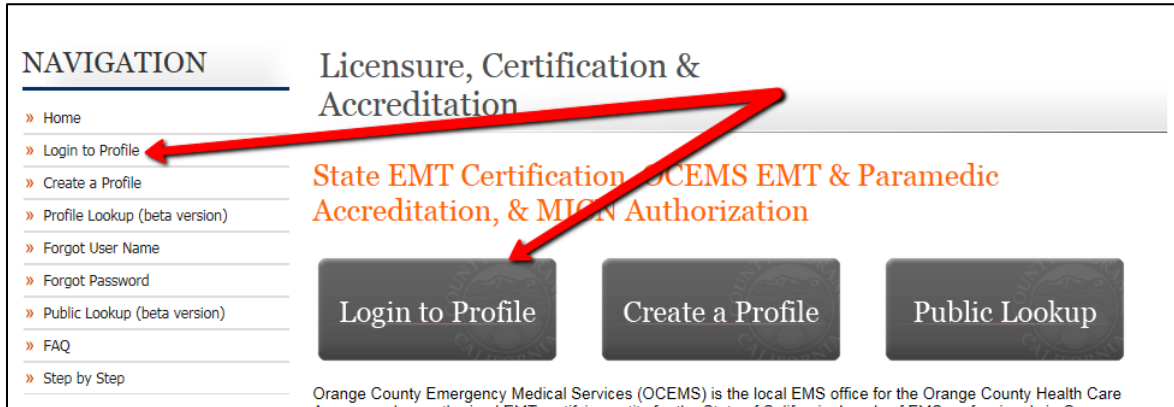
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#### 4) Login and Change Password

- a) Access the "Login" page using one of the following methods
  - i) Stay on the page after being forwarded there
  - ii) From the link in the Email

change your Password. [CLICK HERE](#) to login or you may cut and paste the following into your browser: <https://www.oc-meds.org/licensure/public/orangecounty/login/>.

- iii) Select "Login to Profile" from the left navigation menu
- iv) Click the "Login to Profile" button on the home page



- b) Read all of the information carefully and take notes on things that are good, confusing or missing

### Login, Password and User Name Recovery

Enter your User Name and Password below to access your profile. Remember, the Password is **case sensitive**.

**\*\*Please Note\*\*** If you were returned to this page after attempting to access your profile, it means that:

- The User Name you entered does not match the one in our system
- The Password you entered does not match the one in our system (it is **case sensitive**)
- You do not have a profile in the system

If you have forgotten either one, use the other options for retrieval.

If you do not have a profile yet, please follow the Create a Profile link to the left to create one in the system.

User Name:

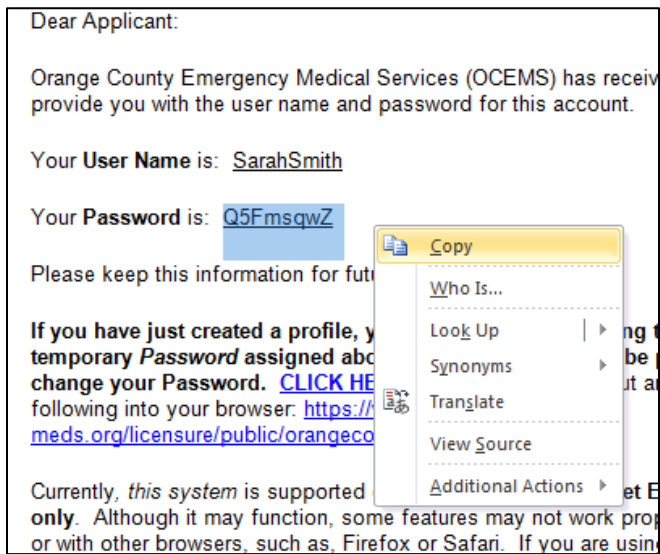
Password:

- c) Enter your User Name and Password as found in your Email

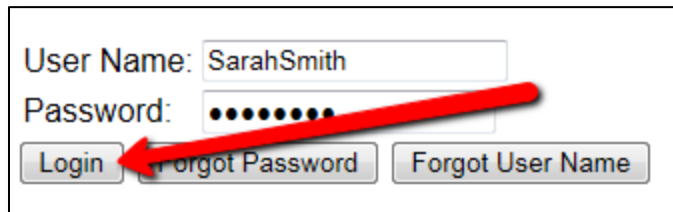
User Name:

Password:

- i) It is recommended to copy and paste the Password since it is case sensitive



- d) Click the "Login" button



- i) You will be directed to a "Password Expired" page. You must choose your own personal password before you can continue with the application process.  
ii) Read the Password instructions carefully

**Your password has expired. Please enter a new password that meets the minimum password requirements listed below.**

**Password Requirements**

- \* Password must be at least 7 characters long.
- \* Password must contain at least 1 numeric character.
- \* Password must contain a mix of upper and lower case characters.
- \* Do NOT use a password that contains your user name or any part of your full name (as is, reversed, CAPS, doubled, etc.)
- \* Do NOT use a word contained in English or foreign language dictionaries.
- \* Do NOT use information easily obtained about you (ie employee number, child or spouse name, pet name, address, etc.)

- iii) Enter and re-enter your chosen Password and click "Submit"

Reset Password

Password:

Re-enter Password:

- iv) WRITE DOWN your Password
- e) Once you submit your Password two things will happen
  - i) You will be emailed your new Password

Dear Applicant:

Orange County Emergency Medical Services (OCEMS) has received a request to provide you with the user name and password for this account.

Your User Name is: SarahSmith

Your Password is: w[REDACTED]2

- ii) You will be forwarded to your "Profile" page

Licensure, Certification & Accreditation

Account Demographics

Name: Sarah Smith

Suffix:

Maiden Name:

Social Security Number: xxx-xx-5510

Birth Date: Tuesday, October 10, 1978

Gender: - Gender -

\*Address 1: 6

Address 2:

\*City:

County:

\*State:

\*Postal Code: 92853

Home Phone: - -

Cell Phone: - -

Work Phone: - -

\*Email: admin@paramedicadvantage.com

Email

Text Messages (SMS)

Alerting Delivery Method: Though most notification will continue to be sent via email, in the event that an urgent alert is sent from this system please specify the preferred method of delivery. If you select text messages as your preferred method, please select your current wireless provider below or messages will not be sent.

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## 5) Edit Profile

a) You are now on your "Profile" page where you may update or add any other information and click "Save"

**Licensure, Certification & Accreditation**

Account Demographics

Name: Sarah Smith  
Suffix:  
Maiden Name:  
Social Security Number: xxx-xx-5510  
Birth Date: Tuesday, October 10, 1978  
Gender: - Gender -  
\*Address 1: 8  
Address 2:  
\*City:  
County:  
\*State:  
\*Postal Code: 92853   
Home Phone:  
Cell Phone:  
Work Phone:  
\*Email: admin@paramedicadvantage.com  
 Email  
 Text Messages (SMS)

Alerting Delivery Method: Though most notification will continue to be sent via email, in the event that an urgent alert is sent from this system please specify the preferred method of delivery. If you select text messages as your preferred method, please select your current wireless provider below or messages will not be sent.

User Certification Information

Sta Certification Level: - None -  
Sta Certification Issue Date:  
Sta Certification Expiration Date:  
CP Expiration Date: /  
AC Expiration Date: /  
PA Expiration Date: /  
A HTLS Expiration Date:  Yes  No \* required

b) After you click "Save" you will see your Profile as it appears in the system

c) To change anything, select "Update Profile" link now located in the navigation menu to the left

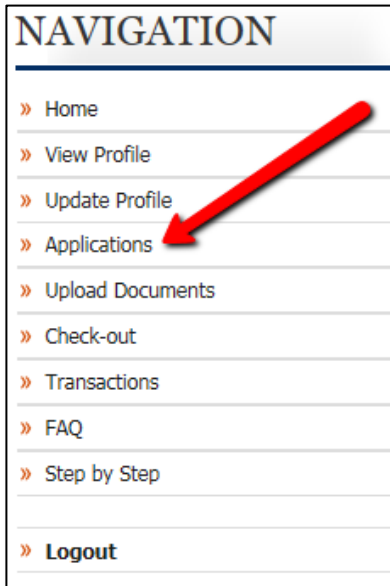
**NAVIGATION**

- » Home
- » View Profile
- » Update Profile
- » Applications
- » Upload Documents

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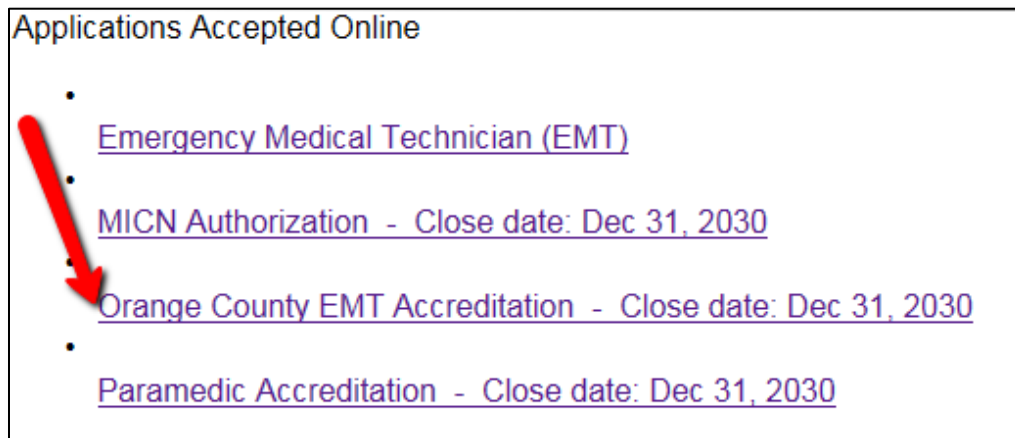
## 6) Access an Application

a) From the left navigation menu select "Applications"



b) First time you access this page

i) You may see multiple options, select the appropriate application



ii) Identify the application that you have selected, and click "Start"


Current Applications				
Applicant: Sarah Smith				
License: Orange County EMT Accreditation (Initiated on 09/20/2012)				
Form	Package	Requested	Completed	Status: None Actions
Orange County EMT Accreditation Application	Orange County EMT Accreditation Package	Thu 9/20/12		<a href="#">Start</a>

iii) If you accidentally chose the wrong application, click the "Remove" link to start over


c) Revisiting the Page

- i) If you had **logged out and are now coming back to continue the process**, when you clicked “Applications” you would select “Continue or check status of submitted applications”

Applications Accepted Online

- [Emergency Medical Technician \(EMT\)](#)
- [MICN Authorization - Close date: Dec 31, 2030](#)
- [Paramedic Accreditation - Close date: Dec 31, 2030](#)
- You have already begun the application process for the following licenses and are restricted from starting additional applications for these licenses at this time:
  - [Orange County EMT Accreditation - Close date: Dec 31, 2030](#)
- [Continue or check status of submitted applications](#) 

- ii) Identify the application that you want to complete and select “Continue”

Current Applications				
Applicant: Sarah Smith				
License: Orange County EMT Accreditation (Initiated on 09/20/2012)				
Form	Package	Requested	Completed	Status: None Actions
<a href="#">Orange County EMT Accreditation Application</a>	Orange County EMT Accreditation Package	Thu 9/20/12		<a href="#">Continue</a> 

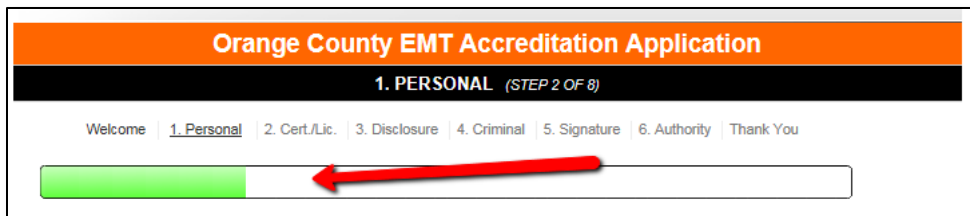
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## 7) Complete an Application

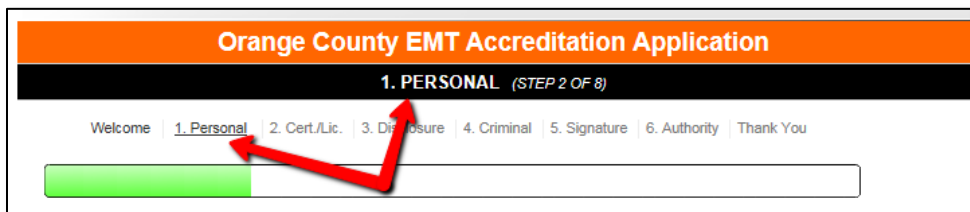
- a) You are now staring at the first page of the application
- b) Read through the information carefully
- c) At the end of each page you will be presented with two options, "Save and Stay on Page" or "Save and Continue"



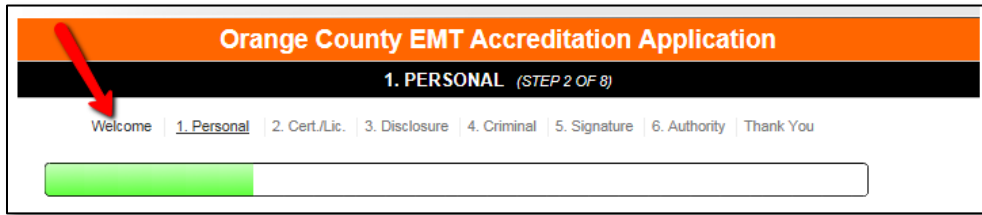
- i) Select which option you would like
  - ii) If there is any information missing that is required, it will be highlighted and you will not be able to continue until those errors are corrected.
- d) Complete each page and section of the application
- i) There are a total of 8 pages to the application
    - (1) Welcome - you are here, this page has important information to read prior to beginning the application process
    - (2) 1. Personal - on this page you will fill out your personal demographic information, or verify it if you are already in the system
    - (3) 2. Cert./Lic. - here you will enter pertinent information about your current certifications
    - (4) 3. Disclosure\*\* - any actions you have had against your certification(s) or license(s) need to be disclosed here
    - (5) 4. Criminal\*\* - if you have any criminal history, this page is where you will document and explain it
    - (6) 5. Signature - this page requires you to enter your *Username* and *Password* and date to certify your application
    - (7) 6. Authority - OCEMS has a number of statements that you will need to read and acknowledge on this page
    - (8) Thank You - your last opportunity to go back and change or update any information prior to the final application submission
  - ii) A progress bar across the top will show you where you are at in the process



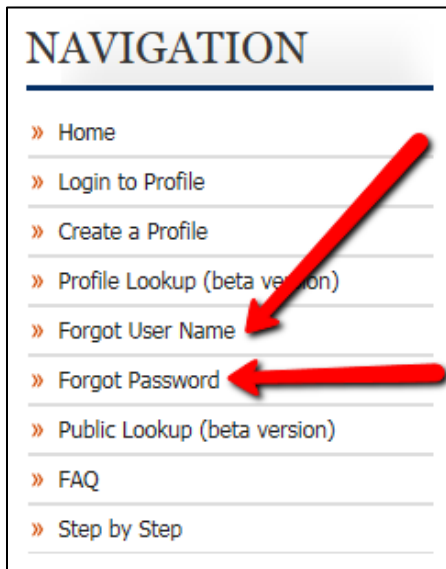
- iii) The page you are on is underlined and identified in the black header bar



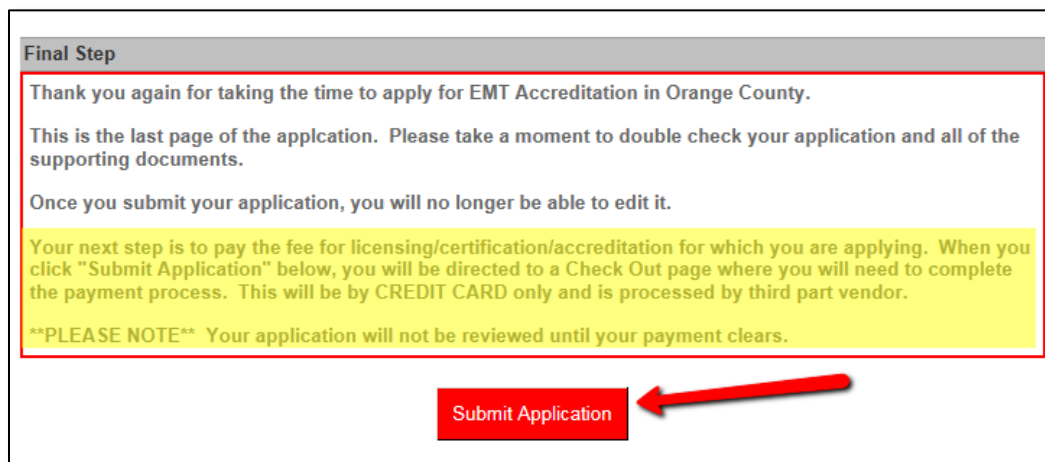
- iv) Once you have completed a page and saved it, you may go back to it by clicking on its corresponding name above the progress bar



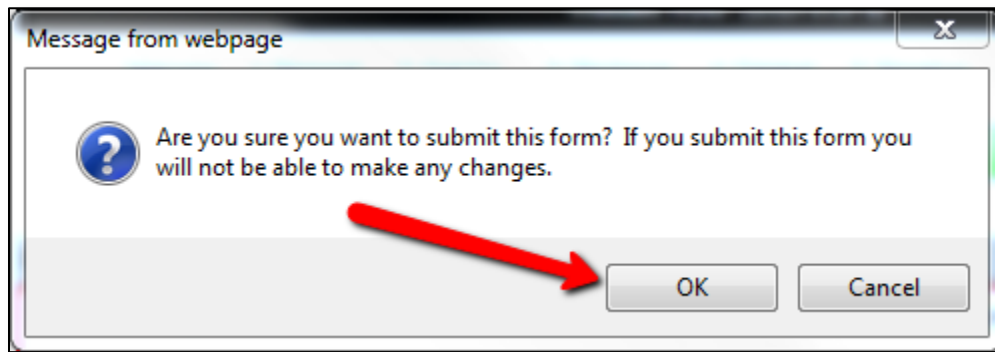
- v) You must complete the pages in order, and you cannot skip ahead to other pages
- e) For pages requesting document uploads, **please upload** the requested documents (the OC EMS staff will need to be able to compare the typed data with the scanned data, so make sure the images are clear)
  - i) Scan and attach images
  - ii) Take a picture with your phone or tablet and upload the digital photo
- f) When you get to “Signature” areas, simply type in your User Name and Password to move forward
  - i) If the page does not move forward, you have entered the wrong information
  - ii) If you have forgotten your User Name or Password, you must return to the home screen and use the recovery tools located in the navigation area



- g) The final page of the application has a note discussing payment, read it carefully



h) There will be one final last chance, click "OK"

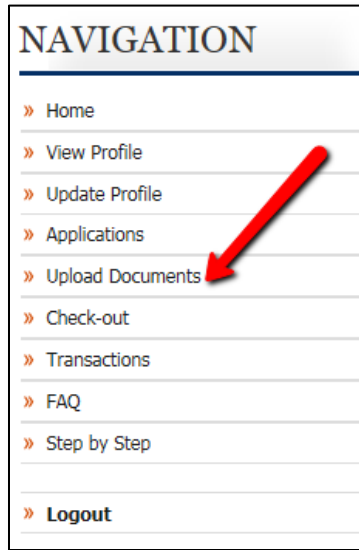


i) You will be logged out and returned to the "Login" page

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## 8) View Application

a) To view your completed application, Login and go to the "Upload Documents" link in the left navigation menu



b) Scroll down and select the file you would like to view

### Upload Documents

Welcome to our Upload Documents page.

During your application process, you were to upload a number of "proof" documents to be submitted with your application. These may have been scans of your driver's license, copies of your course completion records, or .pdfs of online CEs. If you have been notified that your documentation was incomplete, or you need to update a piece of documentation (for example an expired CPR card), this is the place to do it.

Using the form below, you may add your documentation to the application of your choice. Here are some guidelines to help ensure your documents are uploaded correctly and evaluated.

1. Name the document with your name and what the document is. For example, "Joan Wrigley CPR card"
2. Describe the document briefly. For example, "Scan of updated CPR card. The one on file just expired."
3. Click "Browse" to find the file on your computer, then select the file to upload.
4. Document Type doesn't really matter, but you have to pick something, so pick "Word Doc".
5. Attach you file to the correct application in the system. We cannot evaluate it if you attach it to the wrong one.

Once you have uploaded the file, you may scroll down and see the files associated with your particular application. The ones you have uploaded here you may delete. The others are view only.

Upload a Document


\*Name:

\*Description:

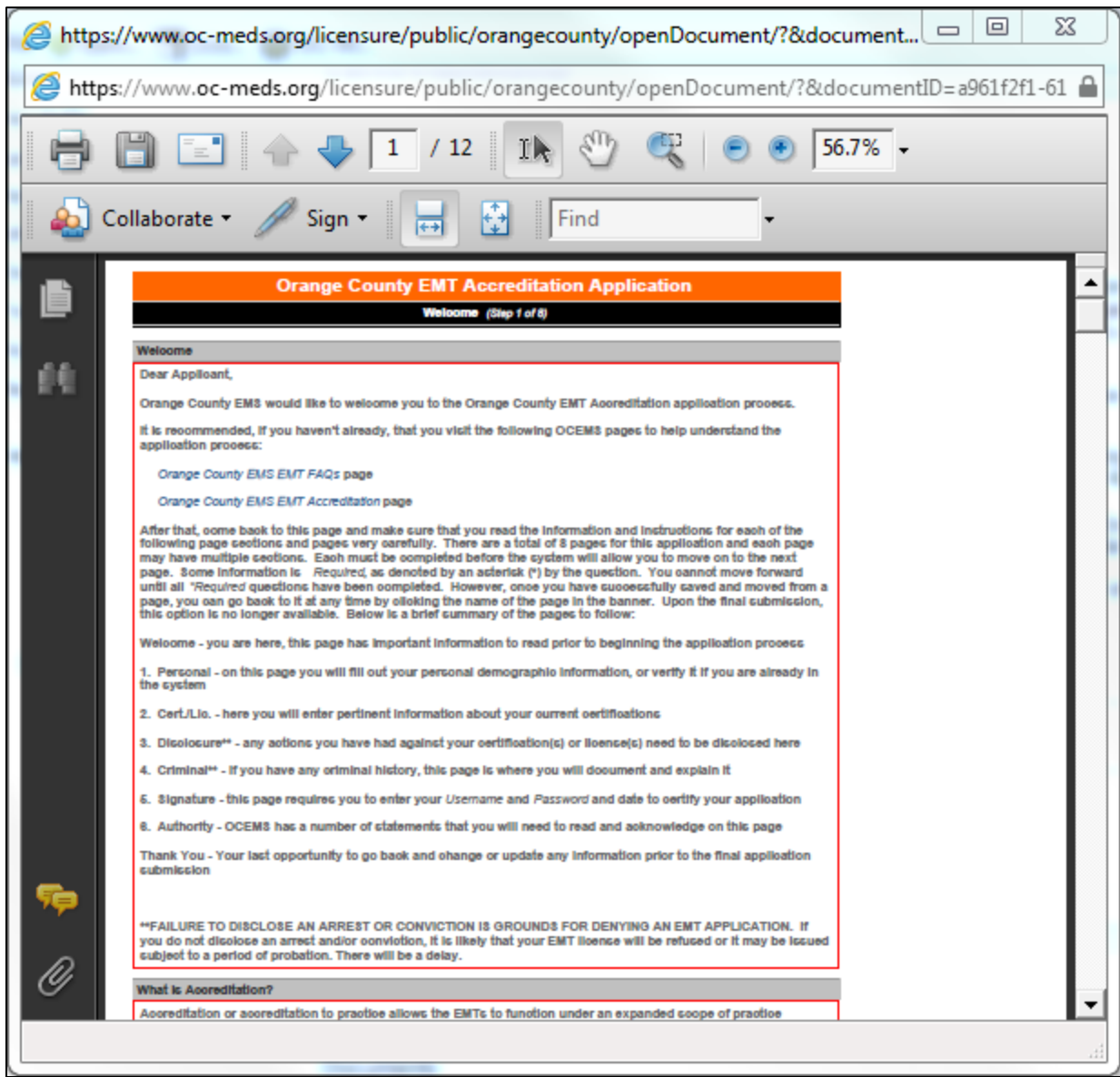
\*File Upload:

\*Document Type:  
- Document Type -

\* required

Name	License Title	Type	File	Uploaded
Orange County EMT Accreditation Application		Completed Application	 <a href="#">Completed EMT Accred. Application.pdf</a>	09/20/2012

c) When you select it, the document will open in a new window and you can see your entire application



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