



The Michigan EMS eLicensing Portal:  
USERGUIDE FOR AGENCIES

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## Overview

This guidebook is intended specifically for Michigan EMS Life Support Agencies (LSAs). It covers information that is helpful to eLicensing system users who are responsible for maintaining a Michigan LSA's information and license. In order to have access to the information described in this guidebook, you must have an eLicensing user account and have registered with the State of Michigan EMS Office, as an EMS Agency Licensure Administrator. For more information on how to register as an EMS Agency Licensure Administrator, please see our LSA and Vehicles page on our website by [CLICKING HERE](#).

## Public Portal Homepage Tools and User Account Login

From the eLicensing public portal homepage @ [www.mi-emsis.org/lms/public/](http://www.mi-emsis.org/lms/public/) you can:

- Claim an existing user account
- Create a new user account
- Log into a user account
- Lookup Michigan EMS providers, instructor-coordinators, or agencies
- View National Registry Psychomotor Exam dates in Michigan

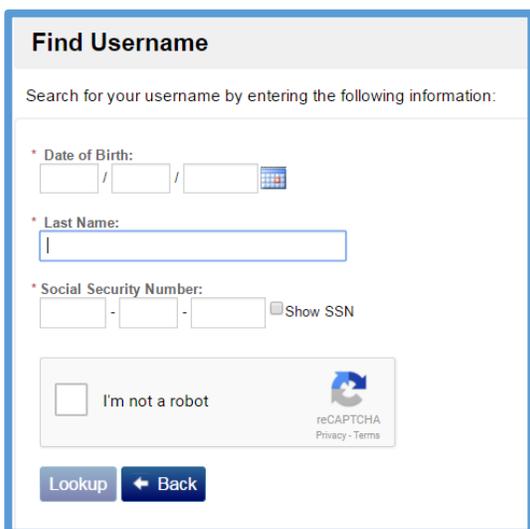
### [Claim an Existing User Account](#)

This option is used for existing EMS providers or eLicensing account users that are logging into the system for the first time. To claim an existing account, follow the steps below:

- Step 1: Click on the green **YES** button next to **Claim Your Account/Find Username**.
- Step 2: Enter the identification information requested.

In order for the system to locate your account in the database, enter your information in the required fields provided. Be sure to check the box next to I'm not a robot, then click the **Lookup** button.

**IMPORTANT NOTE:** Please verify your DOB is entered as DD/MM/YYYY and all information is correct before selecting **Lookup**.



**Find Username**

Search for your username by entering the following information:

\* Date of Birth:  /  /  

\* Last Name:

\* Social Security Number:  -  -   Show SSN

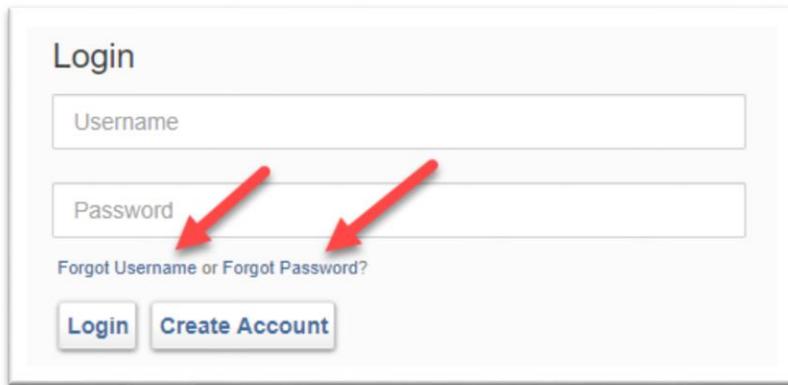
I'm not a robot  reCAPTCHA  
Privacy - Terms

- Step 3: Create a password  
Once your account has been found, the system will send a notification to the email address associated with your user account. The email will contain your eLicensing username, and a link to create your password. Your username cannot be changed. Follow the password requirements to

create or change your password. Click **Submit** when you are ready to proceed, and this action will log you into your eLicensing user homepage.

#### [Forgot Username or Password](#)

If you have forgotten your username or password, you can click the applicable link below the login fields on the public portal homepage and follow the instructions.



The image shows a login form titled "Login". It contains two input fields: "Username" and "Password". Below the "Password" field is a link that reads "Forgot Username or Forgot Password?". At the bottom of the form are two buttons: "Login" and "Create Account". Two red arrows point from the "Forgot Username or Forgot Password?" link to the "Forgot Username" and "Forgot Password" parts of the text.

After selecting a link you will be prompted to enter information to verify your identity. You will then receive an email from [noreply@imagetrend.com](mailto:noreply@imagetrend.com) with information on how to proceed.

NOTE: If you are redirected to the account login page with a message that your account is inactive, or suspended, you will need to contact the EMS office to unlock your account by email @ [MDHHS-MichiganEMS@michigan.gov](mailto:MDHHS-MichiganEMS@michigan.gov) or by phone at (517) 241-3025.

#### [Create a New eLicensing Account](#)

This option is for people that have never held a Michigan EMS license. To create a new user account, follow the steps below:

- Step 1: Click on the red **NO** button next to **Create an Account**.
- Step 2: Complete the form.

To create your account, you must enter your personal information. Information with a red asterisk \* are required. You will not be able to create an account until these are entered. Some required information such as name, birth date, and social security number cannot be edited once the account has been created. If you create your account and make a mistake entering your Name, Date of Birth, or Social Security Number, or if you need to make changes due to a life event, you must submit a *Personal Data Change/Correction License Application*. Indicate the changes and attach proof (e.g., Birth Certificate, Marriage License, Driver's License, SS Card, Probate Court Order, etc.) substantiating the changed information.

**Account Login**

**Lookup**

## Create Your Account

Please enter your information below. Fields marked with a red asterisk (\*) are required. Your email address must be unique and not used by anyone else in the system. The information you provide here will be used to communicate directly with you regarding your application or license. Your username will be generated by the system and sent to you along with a temporary password at the email address you provided.

### Account Demographics

\* Required Information

\* First Name:

Middle Name:

\* Last Name:

Suffix:

\* Social Security Number:  -  -   Show SSN  
What is this?

\* Verify Social Security Number:  -  -   Show SSN  
What is this?

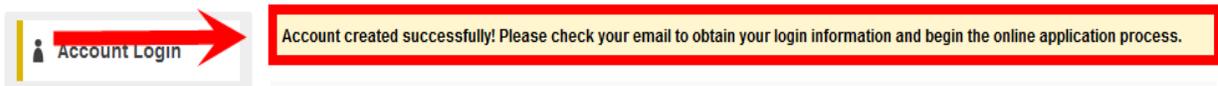
\* Birth Date:  /  /

Gender:

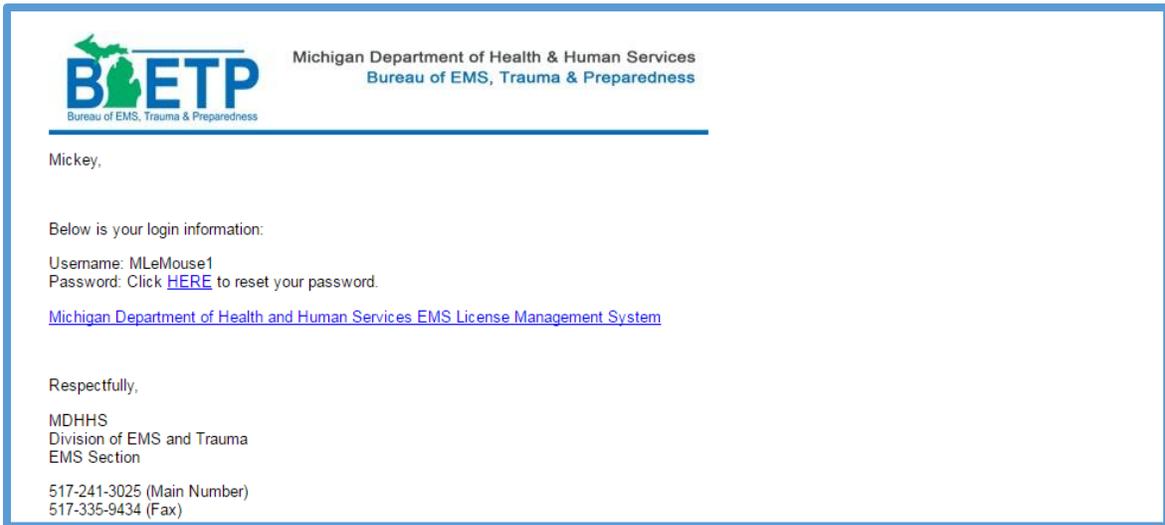
Race: Available  Selected

The address section will have the city, county, and state grayed out. You cannot enter any information in these fields. To enter your address, enter your street address first and then enter your zip code and click on the **Lookup** button. This will automatically fill in the city, county, and state. NOTE: If auto populated city/postal code information is incorrect, please select the correct city and send an email to request with the correct city/postal code combination to Kevin Putman ([PutmanK@michigan.gov](mailto:PutmanK@michigan.gov)).

Once you have completed and successfully submitted the form, you will be redirected back to the eLicensing public portal homepage. At the top of the screen, you should see a message confirming that your account has been created.



- Step 2: Check your email. You will receive an email from [noreply@imagetrend.com](mailto:noreply@imagetrend.com) with your Username and a link to reset/create your password. If you do not see the email, please check your spam/junk folder and mark it as not spam/junk in order to receive updates regarding your license and application process.



➤ **Step 3: Log in and create password**

Click on the link within the email to create/change your password.

NOTE: If you click **Submit** and are redirected back to the account login page with a message that your account is locked, you will need to contact the EMS office to unlock your account by email @ [MDHHS-MichiganEMS@michigan.gov](mailto:MDHHS-MichiganEMS@michigan.gov) or by phone at (517) 241-3025.

## Training

The **Training** page includes a list of National Registry Psychomotor Exam dates available at Michigan training sites. From this page, you may only view scheduled dates for Michigan test locations. To register for an exam, you must first create an eLicensing user account. Once logged in, click on **Applications** from the main menu, and complete the *National Registry Psychomotor Examination Application*.

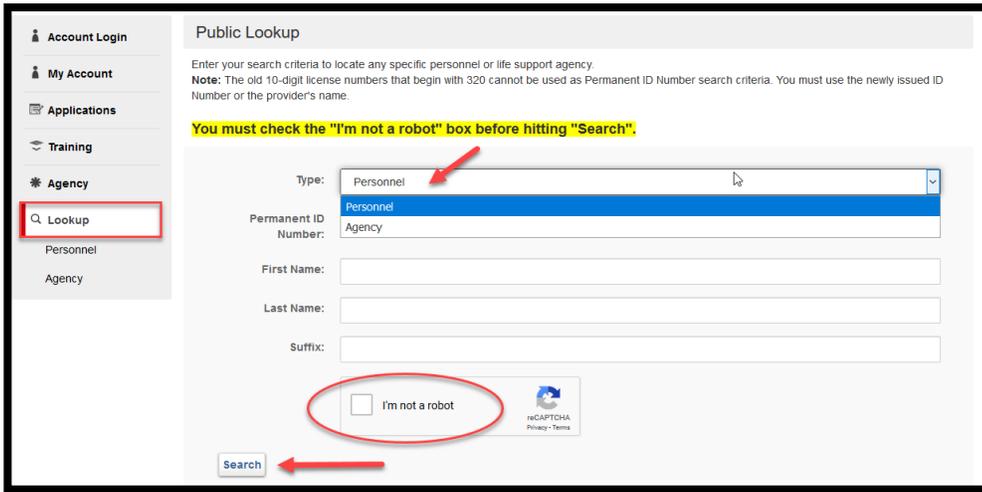
## Lookup: Personnel and Agency Search Tool

The **Lookup** page is used to search the public records for specific EMS personnel (providers or instructor-coordinators) and agencies. A search may be conducted without being logged in, or if logged in, you may perform a search by selecting **Lookup** from the main menu.

To complete a search:

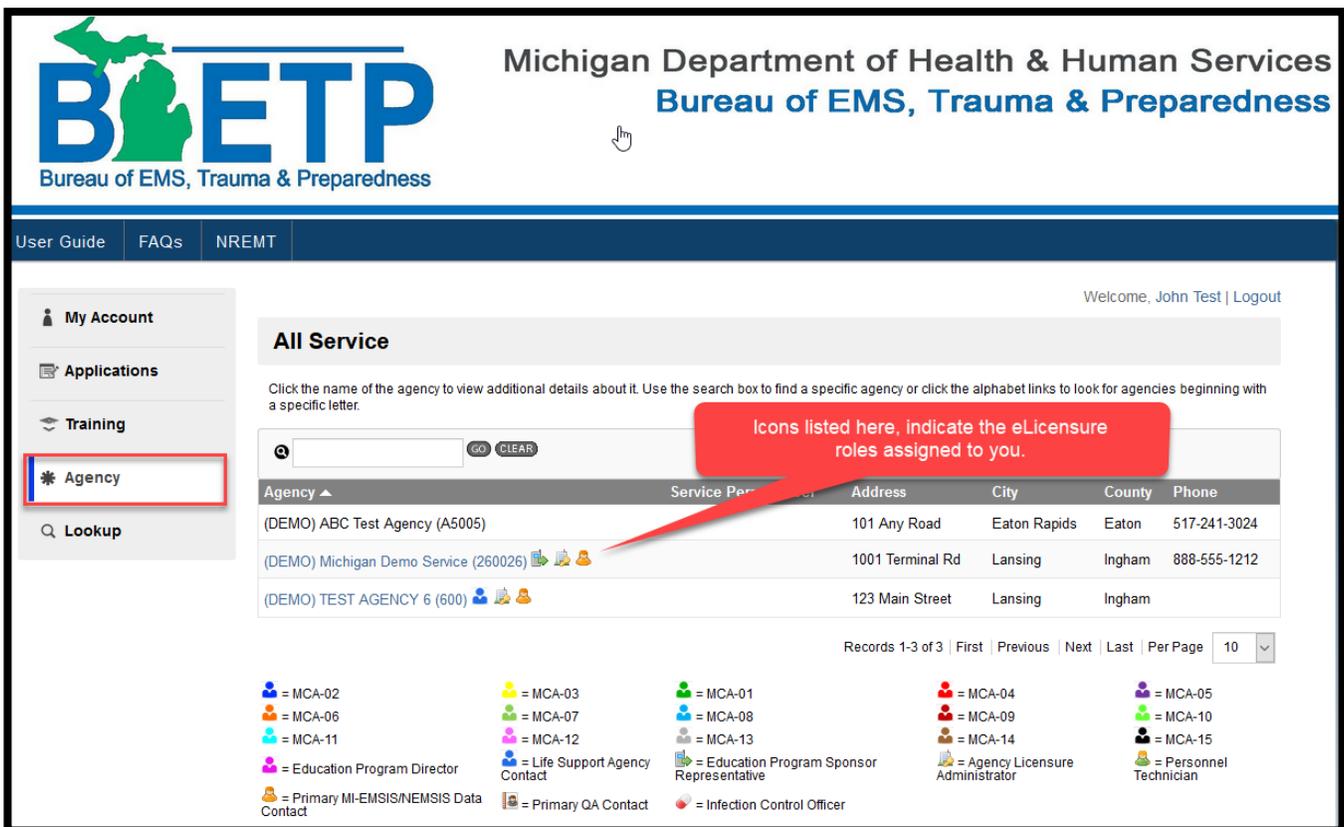
- Step 1: Click on **Lookup**.
- Step 2: Select **Personnel** or **Agency** from the drop-down menu.
- Step 3: Enter the search information.
- Step 4: Click the **I'm not a Robot** box.
- Step 5: Click the **Search** button.

For more information on search results, please see the *Public Portal User Guide: For Providers*, by [CLICKING HERE](#).



## Agency Menu

The **Agency** page lists any LSA that you are affiliated with. Icons next to the agency name, indicate specific roles in the eLicensing system that you are assigned to. If no icon is listed next to an agency name, that means you are listed on the agency’s roster, but do not hold a specific eLicensing role. The key at the bottom of the **Agency** page lists all of the eLicensing roles available. Further descriptions of these roles are listed below.



## Viewing and Updating a Personnel Roster

A listing of the agency personnel roster may be viewed and updated from the Personnel page of the Agency menu. To view or edit the roster, select the **Agency** menu, then select the **Personnel** page. A listing of all agency personnel will be located on this page.

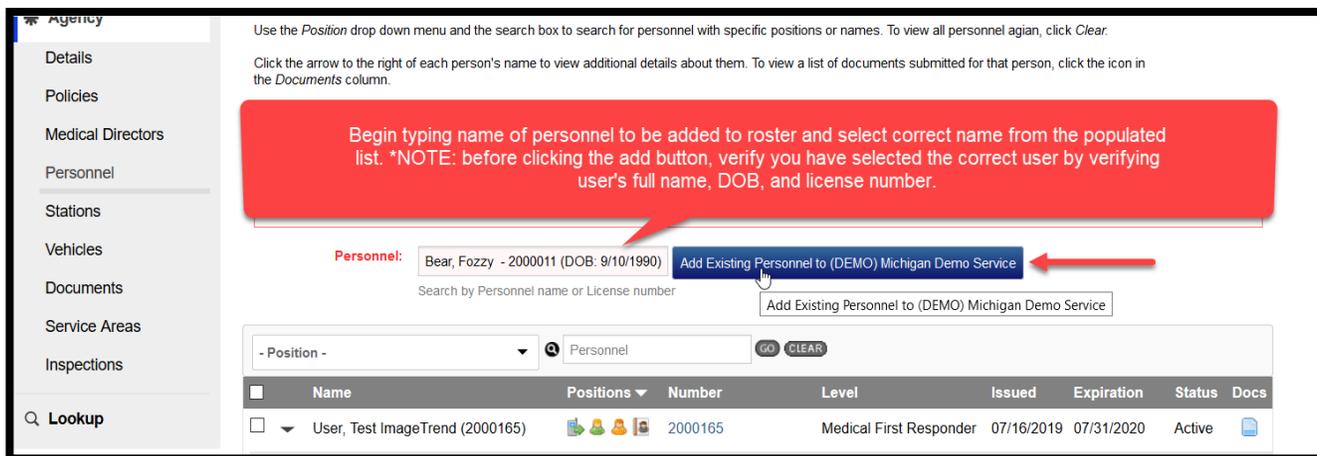
### Editing an Existing Person on a Roster:

- Click the box next to the personnel name.
- At the bottom of the page, select the appropriate action from the **I Want To** drop-down menu.



### Adding a New Person to a Roster:

- Begin typing the person's name (last, first) into the search bar.
- A list of matches will populate for selection. Select the correct person from the list to be added.
- **IMPORTANT:** Before clicking the **Add** button, verify the user's full name, DOB, and license number.
- Click **Add Existing Personnel to Service** button.



### Verifying and Updating Agency Vehicle Listing

Under the Agency menu, the **Vehicles** page provides the entire vehicle listing for the agency. It is important to view and verify all vehicle information for an agency **PRIOR** to initiating the *SERVICES: Application to Operate (Renewal) Application*. When verifying the listing, if vehicle information needs to be updated, the applicable vehicle update application needs to be processed prior to initiating the service renewal application.

Welcome, John Test | Logout

**(DEMO) Michigan Demo Service (260026)**  
 1001 Terminal Rd, Lansing, Michigan 48906  
 Advanced Life Support -- Issued: 10/08/2018 -- Expires: 03/31/2019

[← Back To Agency](#)

**Vehicles**

To sort the list of vehicles based on the values in a specific column, click the header text for that column. Click again to sort in the opposite direction (e.g., if sorting a-z, clicking again will sort z-a).

Vehicle Identification Number (VIN)	Last Inspection	Last Inspection Outcome	Permit Number	Permit Level(s)	Make	Model	Year
10241801	07/25/2019	Passed	P10241801	Basic Life Support	FORD		2018
10241802	07/19/2019	Passed	P10241802	Medical First Response	FORD		2018
10081802	07/22/2019	Passed	P10081802	Basic Life Support	CHEVROLET		2018
10221801	07/19/2019	Passed	P10221801	Limited Advanced Life Support	FORD		2018

### To Make a Vehicle Correction

- Navigate to the **Applications** menu.
- Select the **View** button next to the agency name.
- Locate the applicable application for the necessary edit and click **Apply Now**.
  - VEHICLES: Addition / Replacement Vehicle Application
  - VEHICLES: Remove a Vehicle Application
  - VEHICLES: Upgrade Application
  - VEHICLES: Downgrade Application
  - VEHICLES: Vehicle Correction Application
- Submit the application
- Check email for a confirmation that change has been processed

### EMS eLicensing Roles and Functions

**MCA 01-15:** All Medical Control Authority (MCA) Medical Directors, responsible for signing off on an LSA license renewal, should be assigned this role in the eLicensing system. Person(s) assigned this role are indicated by the following symbol: 

**Education Program Director:** This role is not currently in use in the eLicensing system. Person(s) assigned this role are indicated by the following symbol: 

**Life Support Agency Contact (Optional):** While not required to submit the application, this position should be used in concert with the Agency Licensure Administrator. It is not required that every Agency Licensure Administrator be assigned to this role; however, the individual with primary responsibility for completing applications should be assigned to this role. You may also to assign individuals to this role whom can speak, and act, on behalf of the agency. This is also the contact group that will be used to send agency related communications from the system, such as renewal notifications.

**Education Program Sponsor Representative:** This role is not currently in use in the eLicensing system. Person(s) assigned to this role are indicated by the following symbol: 

**MCA Key Staff:** MCA staff may be assigned this role in the eLicensing system. This role allows staff, other than the Medical Director, to login to the portal and view LSA renewal applications and documentation submitted for LSA license renewal. Person(s) assigned this role are indicated by the following symbol: 

**Agency Licensure Administrator (Required):** Person(s) with primary agency responsibility and responsibility for submission of agency applications should be assigned to this role. Only persons in this role are able to view, edit, and submit agency and vehicle applications. At least one person must be assigned to this role for an agency, but it is recommended that at least two individuals be assigned. Person(s) assigned this role are indicated by the following symbol: 📄

**Personnel Technician (Optional):** This role has the ability to add and remove individuals to the agency's personnel roster via the eLicensing portal but cannot access agency applications and documents. The intent of this role is for larger agencies that may utilize a human resources coordinator to keep the personnel roster up to date, but that individual would not be responsible for submitting agency or vehicle applications. If the desired individual is not a licensed EMS provider, he/she would need to create an account in the eLicensing system prior to being able to add the individual to this role. There is no need to assign this role to someone whom is assigned as an Agency Licensure Administrator, as that role also grants the ability to edit the personnel list via the eLicensing portal. Person(s) assigned this role are indicated by the following symbol: 👤

**Primary MI-EMSIS/NEMSIS Data Contact (Required):** This position is to identify a person or persons with responsibility over EMS data submissions and compliance. This role serves only to identify contacts and has no other administrative access to the agency. However, this role can be assigned to someone that has been assigned other positions. Person(s) assigned this role are indicated by the following symbol: 🗨️

**Primary QA Contact (Optional):** This role is to identify the person(s) involved with the agency's CQI or QA/QI efforts if one exists. This is an identifying role only. This role has no access to agency's information within the eLicensing system. **Infection Control Officer (Optional):** This would be the person(s) responsible for establishing and monitoring the agency's infection control policy. This is an identifying role only. This role has no access to agency's information within the eLicensing system.

**Infection Control Officer (Optional):** This is a position that is required by OSHA, but it is optional to assign a person to this role in the eLicensing system. Person(s) assigned this role are indicated by the following symbol: 🏠

## Applications Menu

The **Applications** menu is where you can view and access applications for your personal EMS license, or EMS agencies for which you have been designated permissions. From the menu, you can view available applications grouped by personal applications or by agency name. To begin a new application, click on the designated blue **View My Applications** or **View Agency Applications** button to the right of the group. Once you have selected an application group you can use the applications menu to:

- Start a new application.
- Continue an application that you have already started.
- Submit an application.
- Checkout and pay application fees.
- View a payment transaction for an application.
- View an application status

**BETP**  
Bureau of EMS, Trauma & Preparedness

Michigan Department of Health & Human Services  
Bureau of EMS, Trauma & Preparedness

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Welcome, John Test | Logout

**My Account**

- Applications**
- Continue 5
- Checkout 1
- Transaction
- Review 5

**Training**

**Available Applications**

Click "View My Applications" to view your personnel applications, or click one of the "View Service Applications" buttons to view the service licenses you can apply to for that service.

**Test, John Robert (TEST1234567)**  
Emergency Medical Technician  
Issue Date: 03/06/2017  
Expiration Date: 12/31/2020

**(DEMO) ABC Test Agency (A5005)**  
101 Any Road, Eaton Rapids, Michigan 48827  
Advanced Life Support -- Issued: 03/01/2017 -- Expires: 03/31/2020

### Submitting an Application

- **Step 1: Log in to the portal.**  
Navigate to the eLicensing portal page @ [www.mi-emsis.org/lms/public/](http://www.mi-emsis.org/lms/public/).
- **Step 2: Select an EMS agency.**  
Click on **Applications** from the left menu. Next, click the **View Agency Applications** button to the right of the agency name.

Welcome, John Test | Logout

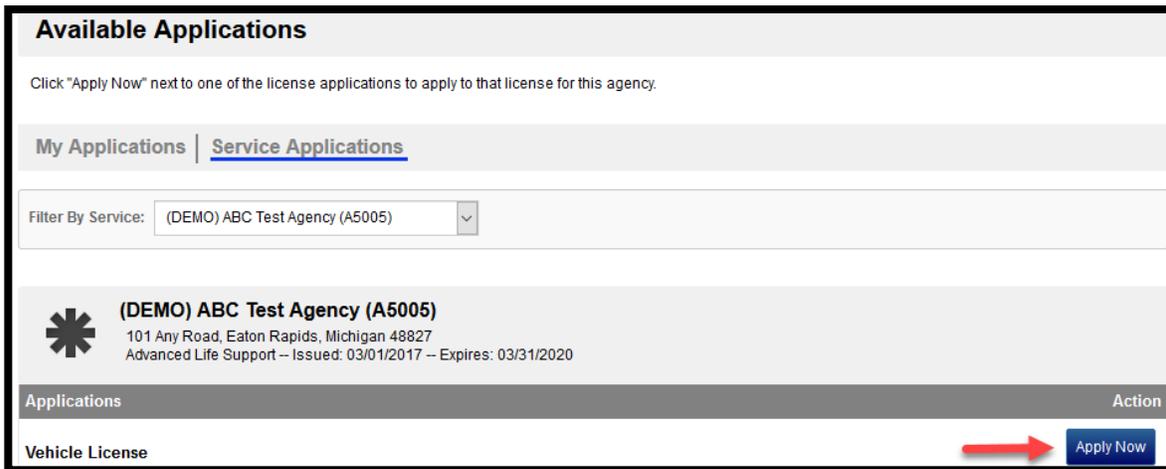
**Available Applications**

Click "View My Applications" to view your personnel applications, or click one of the "View Agency Applications" buttons to view the service licenses you can apply to for that agency.

**Test, John Robert (TEST1234567)**  
Emergency Medical Technician  
Issue Date: 03/06/2017  
Expiration Date: 12/31/2020

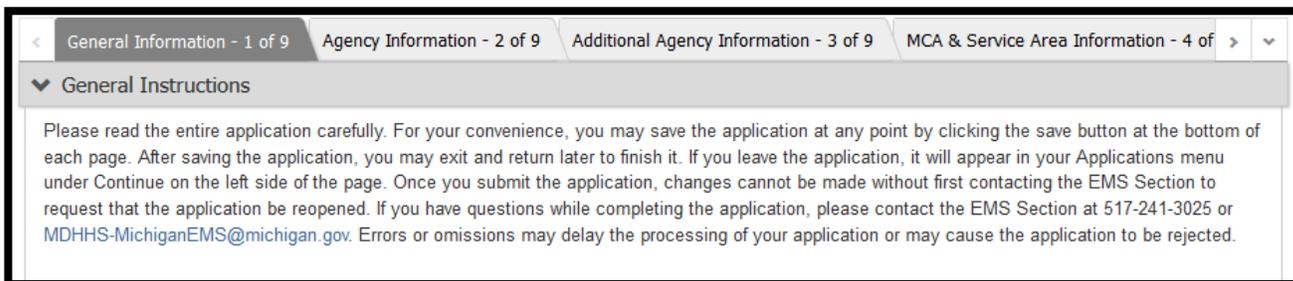
**(DEMO) ABC Test Agency (A5005)**  
101 Any Road, Eaton Rapids, Michigan 48827  
Advanced Life Support -- Issued: 03/01/2017 -- Expires: 03/31/2020

- **Step 3: Select an application.**  
Click on the **Apply Now** button to the right of the application name to begin the application.



➤ Step 4: Complete the application tabs.

The first page of the application will be **General Information**. Please be sure you read the instructions before you begin an application. You will see the steps of the application are listed at the top. The tab you are currently working on will be highlighted in dark gray. At the bottom of each page, be sure to save your work. You can click **Save**, if you would like to save and exit the application to finish later. Click **Save and Continue**, to save the current page and proceed to the next page of the application.



➤ Step 5: Sign your application – Electronic Signature.

The final page is a release of information form. Please read the form and sign your application by entering your Public Portal password in the field provided and click on the blue **Submit** button. A pop-up message will ask you to confirm your submission. Click **OK** to submit your application or click **Cancel** to go back.

➤ Step 6: Check your email.

A confirmation email will be sent with information on the next steps for your application process.

[Continue: Returning to an Application](#)

The **Continue** page, under the applications menu, will display any applications that you have already started and not yet completed. A number displayed next to **Continue** in the left menu, indicates the number of applications that are awaiting your completion. You can search for a pending application by using the search toolbar. You can also expand and collapse the details of an application by clicking on

the arrow next to it. To continue filling out an application, click on the **Continue** button next to the application.

SEARCH TIP: Click the grey header bar for any license application to expand or collapse the list of forms associated with that license. Additionally, you can use the filters and search box at the top of the page to narrow down which licenses are displayed on this page. After you have entered search criteria, click **Go** to search for licenses matching your criteria. If you want to view all applications again, click **Clear**.

Welcome, John Test | Logout

### Continue My Applications

This page allows you to work with applications that you have already started. From this page you can:

- Click **Start** to begin an application you have not yet started
- Click **Continue** for applications that are still in progress
- Click the **PDF** icon to view an application that you already completed

SEARCH TIP: Click the grey header bar for any license application to expand or collapse the list of forms associated with that license. Additionally, you can use the filters and search box at the top of the page to narrow down which licenses are displayed on this page. After you have entered search criteria, click **Go** to search for licenses matching your criteria. If you want to view all licenses again, click **Clear**.

**PLEASE NOTE:** If you have reached this page after completing an application without an associated fee, you have finished the process. You can review your completed application below by clicking on the **PDF** icon, or you may close the portal.

**Provider and IC Applicants:** If you were taken directly to this page after submitting a Provider or IC application and the Application Status (listed below) reads "Payment Pending", you will need to select **Checkout** from the left-side menu to be taken to the payment portal. Your application will not be processed until payment has been made.

**Agency or Vehicle Applications:** If the Application Status (listed below) reads "Need to Generate Agency Invoice", this indicates that a fee is associated with the application and an invoice is being generated for payment. Please monitor your email for the notification indicating the invoice is ready for payment. The email will include instructions on how to pay the application fee.

Click the arrow to expand or collapse the details.

SEARCH: [ ] CLEAR

➤ SERVICES: Application to Operate (Renewal) - ((DEMO) Michigan Demo Service)

▼ SERVICES: Application to Operate (Renewal) - ((DEMO) TEST AGENCY 6)

Status: Need to Generate Agency Invoice  
Number: 600  
Level(s):  
Forms: 2 of 3 completed

Initiated On: Dec 4, 2019  
Issue Date:  
Expiration Date:

SERVICE: Application to Operate (Renewal)

Form	Requested	Completed	Action
SERVICE: Application to Operate (Renewal)	Dec 4, 2019	Dec 4, 2019	View PDF

### [Checkout: Paying for an Application](#)

The **Checkout** page, under the applications menu, will display application fees that have not yet been paid. Agency and vehicle applications can now be paid via credit card through the eLicensing system. If payment is not able to be made online, check or money order payments are accepted.

### [Making a Payment by Check](#)

If making a payment by check is preferred, you may mail a check or money order to the EMS cashiers office at the address listed below. Please include a copy of the invoice with your payment. Invoices for agency and vehicle applications are sent via email after the application(s) are received.

MDHHS-EMS Section  
Agency/Vehicle Licensing Application  
P.O. Box 30437  
Lansing, Michigan 48909

PLEASE NOTE: Application(s) will remain in a payment pending status until payment has been received by the cashier's office and then manually applied to the open invoice in the eLicensing system by the EMS office.

### Making an Electronic Payment

- Step 1: Select the application(s) to pay by checking the box next to any application you wish to pay and click the blue **Pay Now** button.

Select multiple applications to make a single payment transaction

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Welcome, John Test | Logout

**My Account**

- Applications
  - Continue 5
  - Checkout 1**
  - Transaction
  - Review 6
- Training
- Agency
- Lookup

**Checkout**

Select the license(s) you want to pay fees for and click *Pay Now* to continue to checkout. If you applied for a fee waiver, you may still owe an additional fee if the waiver is not approved. If the fee waiver is denied, you will be contacted by email to inform you that a fee is due. Your application will not be processed until the payment is complete.

<input checked="" type="checkbox"/> License	Agency	Application Date	Total Amount	Balance Due
<input checked="" type="checkbox"/> VEHICLES: Upgrade	(DEMO) Michigan Demo Service	09/30/2019	\$25.00	\$25.00
<input type="checkbox"/> Inspection		Date	Total Amount	Balance Due
No Records				
<input type="checkbox"/> Training		Course Start Date	Total Amount	Balance Due
No Records				
<b>Totals:</b>			<b>\$25.00</b>	<b>\$25.00</b>

**Pay now**

- Step 2: Select a payment method, by choosing **credit card** from the drop-down menu. You use a debit or credit card for payment with this selection. The payment portal accepts VISA, MasterCard, and Discover. Other forms of payment are not accepted. Next, click on the **Submit Transaction** button. This will take you to the State of Michigan credit card processing page.

Welcome, Mickey LeMouse | Logout

**My Account**

- Applications
  - Continue
  - Checkout 1**
  - Transaction
- Services
- Lookup

**Payment Detail**

**Account**

\* Payment Method:  
- Payment Method -

**Submit Transaction**

License	Amount
Michigan Course Completion or Downgrade Licensure	\$40.00
<b>Totals:</b>	<b>\$40.00</b>

- Step 3: Select **Pay by credit card** and click the **Next** button.

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Your internal source for keeping up with department news & opportunities

MICHIGAN.GOV  
Michigan's Official Website

Payment Method

### State of Michigan EMS Payment Request

Welcome to the CEPAS Credit Card Processing Payment Module for State of MI EMS.  
This process is being used as a secure means of processing credit card authorizations.  
Payment may be made with a valid Visa, MasterCard, or Discover.  
Click "NEXT" to Continue.

\* Indicates required field

Choose method of payment

Pay by credit card

VISA MasterCard DISCOVER

Back Next Exit

- Step 4: Enter your card and card billing information. You can select **Use Business Name** to enter a business card for the payment. Be sure the information is entered accurately, or it may result in the payment being rejected. Click the **Next** button to proceed.

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MICHIGAN.GOV  
Michigan's Official Website

Payment Information

### State of Michigan EMS Payment Request

Enter your credit card information in the fields below.  
Click "NEXT" to Continue.

\* Indicates required field

Billing Address

Use Business Name

\*First Name:

M.I.:

\*Last Name:

\*Street Line 1:

Street Line 2:

- Step 5: Next, you will be directed to a confirmation page. To complete the payment process, click the **Pay Now** button.

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Michigan's Official Website

Payment Review

### State of Michigan EMS Payment Request

Confirm your Payment Information and Click "PAY NOW".

Address
Billing Address: Mickey LeMouse 123 Club House Rd. Lansing, MI 48922
Payment Method
Credit Card Mickey LeMouse x6243 04/18
Payment Amount
Amount: 40.00 USD Total: 40.00 USD

Back Pay Now Exit

- Step 6: Once the payment has finished processing, you will be redirected to the **Transactions** page where you can view the paid transaction and receipt. A confirmation email including receipt is also sent via email.

Transaction: Viewing Application Payments

The **Transaction** page will list any application fee that has been paid. To search for a specific payment transaction, use the toolbar by entering the dates or typing in the license level. You can also sort the transactions by clicking on a column header.

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**My Account**

- Applications
  - Continue 5
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  - Transaction**
  - Review 6
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**All Transactions**

Use the filters and search box to find transactions that were submitted between certain dates or transactions for specific licenses. After you have entered search criteria, click Go to search for transactions matching your criteria. If you want to view all transactions again, click Clear.

Submitted:  to  License

Transaction	Date	Item	Amount	Billing User	Status	Receipt
00022477	12/05/2019 5:20 PM	SERVICES: Application to Operate (Renewal)	\$0.00			
00022465	12/05/2019 1:52 PM	SERVICES: Application to Operate (Renewal)	\$0.00			
00022087	11/20/2019 10:29 PM	VEHICLES: Upgrade	\$25.00		Payment Cancelled	N/A
00021271	10/21/2019 10:52 AM	VEHICLES: Addition / Replacement Vehicle Application	\$25.00		Payment Initiated	N/A

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Welcome, John Test | Logout

**My Account**

- Applications**
  - Continue 5
  - Checkout 1
  - Transaction
  - Review 6
- Training
- Agency
- Lookup

**Available Applications**

Click "View My Applications" to view your personnel applications, or click one of the "View Agency Applications" buttons to view the service licenses you can apply to for that agency.

- Test, John Robert (TEST1234567)**  
Emergency Medical Technician  
Issue Date: 03/06/2017  
Expiration Date: 12/31/2020
- (DEMO) ABC Test Agency (A5005)**  
101 Any Road, Eaton Rapids, Michigan 48827  
Advanced Life Support -- Issued: 03/01/2017 -- Expires: 03/31/2020
- (DEMO) Michigan Demo Service (260026)**  
1001 Terminal Rd, Lansing, Michigan 48906  
Advanced Life Support -- Issued: 10/08/2018 -- Expires: 03/31/2019

## Review: Viewing an Application Status

The **Review** page shows a summary of information on applications that have been submitted. From the **Review** page, you can:

- Check the current status of an application.
- View a PDF copy of a submitted application.
- Check the status of an MCA approval for an application.
- View a PDF copy of an MCA approval form for an application.

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### Review Applications

The *Continue* button will be displayed for each form that you need to review.

You can click the grey header bar for any application to expand or collapse the list of forms associated with that license. Additionally, you can use the filters and search box at the top of the page to narrow down which licenses are displayed on this page. After you have entered search criteria, click Go to search for licenses matching your criteria. If you want to view all licenses again, click Clear.

Select Application Status

▼ SERVICES: Application to Operate (Renewal) - (Test, John Robert)

Status: Need to Generate Agency Invoice  
Number: 260026  
Level(s):  
Forms: 1 of 2 completed

Initiated On: Dec 18, 2019  
Issue Date:  
Expiration Date:

Form	Requested	Completed	Action
SERVICE: Application to Operate (Renewal)	Dec 18, 2019	Dec 18, 2019	View PDF

Additional Forms

Form	Requested	Completed	Action
SERVICE: MCA 01 Approval Form	Dec 18, 2019		

## Agency License Renewal Process Overview

Before initiating an agency renewal application, it is important that the Agency Licensure Administrator has first verify the agency vehicle listing and make any necessary changes prior to initiating a renewal application. Doing this will ensure the correct fees are applied to the renewal invoice and avoid a delay in renewal processing. It is also recommended that the agency's personnel roster is also verified prior to initiating the renewal application. Completing any necessary roster updates prior to beginning the application will allow for faster completion of the application. Once the agency information is current, you may then begin the renewal application.

To begin the renewal process, follow the steps below. To view a flowchart on the agency eLicensing renewal process [CLICK HERE](#).

- Step 1: Log in to the eLicensing portal @ [www.mi-emsis.org/lms/public/](http://www.mi-emsis.org/lms/public/).
- Step 2: Review agency information is correct prior to initiating the renewal application. To begin, click on **Agency** from the left menu.
- Step 3: Select an **Agency Name** to review.
- Step 4: Click on **Personnel** from the left menu. Make any necessary changes. For further instructions on this process [CLICK HERE](#).

- Step 5: Click on Vehicles from the left menu. Make any necessary changes. For further instructions on this process [CLICK HERE](#).
- Step 6: Select the *Application to Operate (Renewal)* application by clicking, **Apply Now**.
- Step 7: Monitor email for invoice (if applicable).
- Step 8: Make invoice payment. For more detailed instructions [CLICK HERE](#).
- Step 9: Monitor status of electronic MCA approval.
- Step 10: Wait for emailed confirmation that renewal is complete.

# EMS Office Contact Information

For issues, assistance, or questions regarding the State of Michigan EMS eLicensing system, please contact the EMS office at:

Email: [MDHHS-MichiganEMS@michigan.gov](mailto:MDHHS-MichiganEMS@michigan.gov)

Phone: **(517) 241-3025.**