This manual contains login and other basic IGEMS system information for EMS Providers, EMS Agency Administrators, Medical Directors, EMS Education Programs and Instructors.

IGEMS
User Guide

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# IGEMS User Guide

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Introduction

Getting Started

Welcome to the Idaho Gateway for EMS (IGEMS), Idaho’s new EMS licensing system. Before you can access IGEMS you need to either claim your account or create a new account. If you were an EMS student or licensed as an EMS provider prior to October 24, 2016, your account information was imported from our previous licensing system (IWISE) into IGEMS and you may use the ‘Claim Account’ option to access your account. If you are unsure if you have an account in IGEMS you may use the ‘Personnel Lookup’ function to check. If you do not find your account when using the ‘Personnel Lookup’, or you are a new user, you will need to create an account.

The figure on the next page is the landing page for IGEMS. You should bookmark or add this page to your browser favorites. This is the page you will use to claim or create an account, and once claimed or created, the page to access and login to your account.

Note that regardless of what screen you are on you will have a row at the top containing useful links to the main page of the Bureau’s website, links to NREMT, TRAIN Idaho, Criminal History Unit, and sections within the Bureau’s website.

This guide is intended as an overview of the website. Almost all screens have on-screen instructions. If you have difficulties performing a desired task and the on-screen instructions or information in this guide is inadequate, please share your feedback with us. This is your guide and any suggestions for improvement will be appreciated.

EMS Providers, Agency Administrators, EMS Instructors, Education Program Directors, and EMS students, as well as Agency Medical Directors must have an IGEMS account to perform the functions associated with provider licensure, agency licensure, education program activities, and optional module and skills credentialing. If you encounter any difficulties while claiming or creating your account, please contact us at 208-334-4000 or toll free at 1-877-554-3367.
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IGEMS Login Page

A. Click the Personnel Lookup button to see if you have an account in IGEMS.

B. Click the Claim My Account button if you found your account in the Personnel Lookup or if you are certain you have an unclaimed account in IGEMS.

C. Click the Create Account button if you are a new user or do not have an account in IGEMS.

D. Click the Login button for access to your account once it’s been created or claimed.

If you have any questions or concerns while using IGEMS, you can contact the Idaho Bureau of EMS & Preparedness at EMSPROVLIC@chw.idaho.gov or 1-877-554-3367 toll free.

IDAHO DEPARTMENT OF HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH
**Public Lookup**

Use the Public Lookup to see if you have any records imported from our previous database.

**Personnel:** If you do, then you need to claim your account instead of creating a new one.
Claim Your Account

NOTE: If you click the ‘Forgot Username or Forgot Password?’ link on the login screen you will be routed to the same screen used to Claim Your Account (top of page). Enter the required information and an email will be sent to your email address on record. The message will contain your username and a link to reset your password.
Create an Account: Enter the required information to create your account.

Items marked with a red asterisk (*) must be populated to create an account.
My Account

My Account Dashboard

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Created 1/27/2017

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Profile - Demographic

Make updates to your demographic information of your profile.

Profile information:

- **Name:** MacGyver, Idaho (208-160007)
- **License:** Paramedic 2011
- **Issue Date:** 10/21/2016
- **Expiration Date:** 03/31/2018

My Profile:

Make updates to your account information on your profile. Click Save at the bottom of the page.

Demographics:

- **First Name:** Idaho
- **Middle Name:**
- **Last Name:** MacGyver
- **Suffix:**
- **Maiden Name:**
- **Preferred Name:** Mac
- **Social Security Number:**
- **Birth Date:** 02/17/1968
- **Gender:** Male
- **Highest Education Level:** Bachelor Degree

Address Information:

- **Country:** United States
- **Address:** 2224 Old Pendleton Rd
- **Postal Code:** 83712
- **City:** Boise (corporate name Boise City)
- **County:** Ada
- **State:** Idaho

Contact Information:

- **Email:** idahoems@dhw.idaho.gov
- **Primary Phone:** 208-334-4000
- **Work Phone:**

Form fields are clickable and editable for updates.
Profile - Certifications

Personnel licensing information for your current or most recent Idaho license.
This page shows all provider applications available for this user. The applications available are determined by provider level and current license status, agency administration permissions, instructor or education program permissions, and current date. Renewal applications will not show until six months prior to your expiration date.

NOTE: Applications refer to agency and provider initial license and renewal license applications, Instructor and ABC applications, as well to all forms used to update data elements within IGEMS.
Agency (Service) Applications

Applications and forms that allow the Agency or Medical Director to make updates automatically.

As an Agency Administrator, this Provider can see applications for that Agency under the Service Applications.

Agency administrators will have access to the Service Applications. Providers without agency administration permissions will be unable to view or access service applications.

Continue

The ‘Continue My Applications’ section show below contains any incomplete applications that you started and were incomplete when saved. Before starting a new application one should check this section to ensure one is not starting an application that has already been initiated.
You will also check back here to see the status of your application and look for any additional request for information made by the Bureau. You will also receive email correspondence regarding your application so check the email account you have listed in the Profile section for information as well.

This section allows you to work with the forms for applications you have already started. Click Start to work with forms you have not yet started filling out, Continue for forms that are still in progress or the PDF icon to view a form you already completed.
Fill-out and Submit Applications

Read the questions on the applications and answer honestly and accurately for the best processing times and to avoid delays in licensing.
Access Idaho allows personnel to pay application fees online through Access Idaho.

To pay fees online through Access Idaho’s web service follow the instructions on the page.

Agency Administrators can also pay for fees through Access Idaho after selecting the Providers on their Personnel Roster.

Agencies can submit payment for Personnel who have fees from Advanced/Paramedic License applications by clicking on the box next to their name to check mark it, then selecting from the drop down menu at the bottom of the page the option “Pay License for Selected Users”, then clicking the Go button. You will be directed to the same Access Idaho payment options but it will be a list of your Personnel instead of just individual account.
Payment Method

Payment Method indicates how you are going to pay through Access Idaho.

Access Idaho

Follow Access Idaho’s instructions for processing payment.
Review Applications for Approvals

Agency Administrators and Medical Directors will receive notifications to review Personnel applications that require agency or Medical Director approval.

Agency Administrators will find application approvals in the Review Applications page. They will need to select the Start/Continue button and answer any relevant questions then sign electronically using their IGEMS username/password.
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Training

Personnel: Add CE Hours

Manage Courses

State Approved Courses and Exams require approval. When the course or exam is approved, it will appear on the Manage Courses page where you can add attendees and update their status.
The steps are the same for Adding CE and Initial Courses/Exams, except only Program Directors can view the Request menu option and have the Initial Courses and Exam Course Types.

Step 1. Details Tab
Step 2. Topical Hours/Documents/Confirmation Tabs

Select **Save and Continue**, you'll enter hours later.

<table>
<thead>
<tr>
<th>Details</th>
<th>Topical Hours</th>
<th>Documents</th>
<th>Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update the number of hours that are applicable to each category for this training after you've added the course.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Currently the selected instructor does not have permissions to teach any topics associated with the selected course type.

- **Add Topic**

<table>
<thead>
<tr>
<th>Topics</th>
<th>Completed Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>... Topic ...</td>
<td></td>
</tr>
</tbody>
</table>

Select **Save and Continue**, you can upload Certificates later.

<table>
<thead>
<tr>
<th>Details</th>
<th>Topical Hours</th>
<th>Documents</th>
<th>Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE Hours Entry: (Optional) Upload supporting documents for Proof of Completion requirements. Any documents uploaded to IGEMS will be considered to have been provided in the event of an audit.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Select **Add Training**, and return to the Manage Courses page to continue.

<table>
<thead>
<tr>
<th>Details</th>
<th>Topical Hours</th>
<th>Documents</th>
<th>Confirmation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: CE Hours Entry</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trainer:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Topics</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Topics Added</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Multiple Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
</tr>
<tr>
<td>End Date</td>
</tr>
<tr>
<td>Attendee Signup</td>
</tr>
<tr>
<td>Test Date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Add Training</th>
<th>Cancel</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Add Training</th>
<th>Cancel</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Add Training</th>
<th>Cancel</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Add Training</th>
<th>Cancel</th>
</tr>
</thead>
</table>
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Step 3. Click on the course you entered to add CE Hours, Yourself as an attendee, and any supporting Documents like certificates or rosters.

Manage Training Courses

Add CE hours by selecting the Add New Course button.

**Add Category Hours, Attendees, and supporting documents by clicking on your course from the list below.**

<table>
<thead>
<tr>
<th>Name</th>
<th>Number</th>
<th>Status</th>
<th>Training Date</th>
<th>Closing Date</th>
<th>Trainer</th>
<th>Location</th>
<th>Completed Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE Hours Entry</td>
<td>CE-18-00018</td>
<td>CE Hours</td>
<td>10/25/2016</td>
<td></td>
<td></td>
<td>Reporting CE Hours</td>
<td>0 / 0</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>CEU-2018-00011</td>
<td>CE Hours</td>
<td>04/06/2016</td>
<td></td>
<td>Brioy E-MT</td>
<td>CEU Venus: Nationally recognized courses</td>
<td>1 / 1</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>CE-18-00006</td>
<td>CE Hours</td>
<td>10/21/2016</td>
<td></td>
<td>Idaho McNally</td>
<td>CE Hours Reporting</td>
<td>0 / 1</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>CE-18-00009</td>
<td>CE Hours</td>
<td>10/27/2016 at 8:00 AM - 9:00 PM</td>
<td></td>
<td>Second Tester</td>
<td>CE Hours Reporting</td>
<td>1 / 1</td>
</tr>
<tr>
<td>Continuing Education</td>
<td>CE-18-00010</td>
<td>CE Hours</td>
<td>10/28/2016 at 8:00 AM - 5:00 PM</td>
<td></td>
<td>Second Tester</td>
<td>CE Hours Reporting</td>
<td>0 / 0</td>
</tr>
</tbody>
</table>

Records 1-5 of 5 | First | Previous | Next | Last | Per Page 10 |

Select the Topical Hours Tab

CE Categories are now prepopulated and you can enter CE Hours

Training Topical Hours

Update the number of hours that are applicable to each category for this training after you’ve added the course.

<table>
<thead>
<tr>
<th>Topics</th>
<th>Completed Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE - C1: Airway, Respiration, and Ventilation</td>
<td></td>
</tr>
<tr>
<td>CE - C2: Cardiovascular</td>
<td>0</td>
</tr>
<tr>
<td>CE - C3: Trauma</td>
<td>0</td>
</tr>
<tr>
<td>CE - C4: Medical</td>
<td>0</td>
</tr>
<tr>
<td>CE - C5: Operations: Landing Zone &amp; Extrication Awareness</td>
<td>0</td>
</tr>
<tr>
<td>CE - C6: Pediatrics</td>
<td>0</td>
</tr>
</tbody>
</table>

[Save]
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Select the Attendees Tab

Search for your name and check the box next to your name when it comes up. Then click **Add Selected Providers**

**Training Attendees**

CE Hours Entry: Type your name in the Search Providers box and check the box next to your name when it appears. Select the Add Selected Providers button. Then select the Completion Date and update the status to Pass to receive credit for hours and save the roster.

Education Program Directors and Instructors: Search for students and add them to the roster. When they have completed the initial EMS Course or Exam update the Complete Date and Status then save the roster.

**Details** | **Topical Hours** | **Attendees** | **Documents**

To make additions to this course attendee roster, search for providers with the text box below, check them, and then click ‘Add Selected Providers’. You can search by name, email, or certification number.

**Add Attendees**

Completed On: __/__/__

**Search Personnel to Add to Training:** EMT, EL

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Email</th>
<th>Birth Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMT, Elroy George</td>
<td>IDEMSTest!@gmail.com</td>
<td>01/02/1966</td>
</tr>
</tbody>
</table>

**Add Selected Providers**

Enter the **Completed Date** and set **Status to Pass**, then **Apply to All & Save Training Roster**
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Select Documents Tab
(Optional) You can upload certificates of completion or signed Training Rosters.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>File</th>
<th>Size</th>
<th>Modified</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Records</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Records 0-0 of 0  | First  | Previous | Next | Last | Per Page | 10 |

Report: CE Tracker

Select the level of license you want to check requirements and make sure the dates are correct.

Select the license level requirements you want to check, and verify the date range. Hit the GO button.

CE Requirements will change to the level selected. The hours that have been reported in IGEMS by the Provider and Agency will populate the Completed column. Any categories that haven't met the requirements will be in the Remaining column and the Total remaining hours are at the bottom of the Remaining column.
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Agency

Agency Administration & Medical Directors
Access Agency options by selecting Agency from the menu and clicking on the agency name.

Agency Information and Licensing
Agency Medical Director Information

Personnel Roster allows you to add or remove personnel. Their current roles in the agency are indicated by the position icons which are detailed below the roster view.
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**Personnel**

Use the Position drop down menu and the search box to search for personnel with specific positions or names. To view all personnel again, click Clear. Click the arrow to the right of each person’s name to view additional details about them. To view a list of documents submitted for that person, click the icon in the Documents column.

**Agency Administration Roster Role Updates**

Select the **Agency Admin Roster Role Update** from the Applications menu then click the **Apply Now** button to the right of the ‘Agency Admin Roster Role Update’ entry. Follow the on-screen instructions to update agency administrator roles such as Primary Contact, Agency Administration, Medical Director Designee, as well as provider roles such as Credentialed Provider, OM Credentialed, Instructor, and Education Program Director. One may also add or remove the Medical Director role with this application.
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Agency Stations

Click on the station name to see more details.

AAA Archer Air Ambulance
2220 Old Pemontary Rd, Boise City (corporate name for Boise), Idaho 83712

Details

Stations

To sort the list of stations 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).

Name: AAA Archer Headquarters
Agency Headquarters: True
Site Address: 2220 Old Pemontary Rd
City: Boise City (corporate name for Boise)
County: Ada
State: Idaho
Non-Emergency Site Phone: 208-334-4000
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Agency Vehicles

Click on the vehicles to see more details.

Vehicle Details

AAA Archer Air Ambulance
2220 Old Penntetary Rd. Boise City (corporate name for Boise), Idaho 83712
Advanced 85

Vehicle Details

Identification
- Unit Number: 0084
- Call Sign: Werkmamn
- Serial Number: VIN 9987367694623
- Registration Number: Status: Active

Details
- Make: Chevrolet
- Model: Bel Air
- Year: 1958
- Vehicle Type: Ambulance
- Resource Category: Type: 
- Purchase Date: 12/21/1954
- Mutual Aid Response Type: 
- Apparatus Use: Yes

Certifications

Statistics
- Initial Cost: $0.00
- Yearly Stats: There isn't any yearly statistical information.

Back