



Wisconsin EMS E-Licensing

Frequently Asked Questions

What is *E-Licensing*?

E-Licensing is a new online application for licensing and credentialing qualified individuals in Wisconsin. This website will be used by all levels from Emergency Medical Responder through Paramedic.

How do I access E-Licensing?

From the Wisconsin EMS homepage at www.dhs.wisconsin.gov/ems, click on the *E-Licensing* icon in the upper left corner under "Quick Links." This link will take you first to an information page. At the bottom of the information page, you will find an [E-Licensing](#) link that will take you to the logon page.

Do I have an account in E-Licensing?

Yes, if you held a first responder certificate or EMT license that either expired 06/30/08 or will expire on 06/30/10, you already have an account. Also, if you were enrolled in an EMT course through a Wisconsin EMS training center between July 1, 2007, through mid-July 2009, you most likely already have an account. Please do not create a new account!

What is my *E-Licensing* User Name?

E-Licensing user names and passwords were mailed to all persons with accounts in July 2009. As a convenience for users, individuals who have WARDS accounts most likely had their WARDS user names and passwords imported to *E-Licensing*. Those who did not have a WARDS account were in most instances given their Wisconsin EMS provider license number as the User Name.

Can I change my user name?

At this time, only those who create new accounts may select a user name.

What is my password?

Passwords for *E-Licensing* accounts were mailed in mid-July. If you do not have the letter containing your password, you may attempt to recover it through *E-Licensing*.

What do I do if I forgot my User Name or password?

On the *E-Licensing* logon page, click the *Forgot Password* button. On the next page, you can enter either your User Name or email address that is listed in your profile, then click *Submit*. An email will be sent to your address with your logon information.

I clicked on the *Forgot Password* button and entered my email address to have it sent to me, but it gives me an error message saying “Sorry, no matches found”. What can I do?

The email address you used is not on record. You will need to reach someone at the EMS office. Call 608-266-1568 for assistance. We are not able to make any changes to your account without speaking to you directly.

Do I need to log into *E-Licensing* if I am already licensed?

The EMS office has requested all licensed EMS providers log into *E-Licensing* to be sure they can access their account. Please update your profile to confirm your contact information is up to date. Logon will be required next spring when we start the 2010-2012 license renewal so we want to be sure you will be able to complete this process. Also, we will be sending a postcard to all EMS providers to notify them when renewal begins, so we need your most current home address.

I already hold an EMS provider license; do I have to complete a license application?

No. If you already hold an EMS provider license, you should not complete an application.

I misplaced my letter and do not know my User Name or Password. How can I gain access to my account?

You will need to reach someone at the EMS office. Call 608-266-1568 for assistance. We are not able to make any changes to your account without speaking to you directly.

Who should complete the initial license application?

Only individuals who have never been issued an EMS provider license or are applying for a license for the first time should complete the initial license application. This application contains a “flag” that assigns the license number upon issuance of the license.

Who should complete the upgrade to a license application?

Individuals who already hold a license at one level but have completed the requirements to apply for a higher level license need to complete the upgrade to a license application. This application does not assign a new license number and allows you to retain your original EMS provider license number.

What form(s) do I complete if I have had out of state training and want to be licensed in Wisconsin?

You will need to complete the *Verification of Out-of-State Education*. This form can be found by clicking the *Apply for a License* link under the *E-Licensing* logo after you logon.

What form(s) do I complete if I already have a license from another state and want to be licensed in Wisconsin?

You will need to complete the *Verification of Licensure Form*. If your training also took place in another state then a *Verification of Out-of-State Education* will also need to be completed. These forms can be found by clicking the *Apply for a License* link under the *E-Licensing* logo after you logon.

I tried to create an account but an error message tells me “User with identical information already exists.” Why can’t I create an account?

You already have an account established. Call our office so we can help you gain access to your existing account.

Why do I need to enter my Social Security number?

We are required by the Federal government to obtain this number for verification. It is used to identify individuals who are in arrears with child support payments.

Can I use an email address from my work?

We recommend that your profile reflect only personal information. This is your account, not your employers. If you or your employer sever those relations, you may lose access to the email and would not be able to recover your password.

Is my National Registry certification the same as my state license?

No, this is only a pre-requisite for some levels. Each individual still needs to obtain a license to practice as an EMT in Wisconsin.

If I belong to more than one service, will I still have a license for each one?

No, each individual will only have one license at their highest level of training. To practice with more than one service you will need to complete a Local Credential Agreement (LCA) for each service.

Is my Service Director responsible for completing my license renewal?

No, each individual is responsible to apply for, maintain and renew their license. Like any other professional license, individuals who hold licenses are responsible to meet all requirements to obtain and maintain their own licenses.

Will it still be necessary to get the signatures of the Service Director and Medical Director every two years during renewal?

No, once you have been credentialed with a service it will remain in force until it is either revoked or your service changes Medical Directors.

I am a Service Director, how can I see the roster for my service?

The service roster will be monitored in WARDS. While it is not totally complete as of today 09/22/09, we will be up-loading all roster members from E-Licensing to WARDS as LCA's are approved.

How will I know when my application has been approved?

You will receive an email notifying you that you're application or Local Credential Agreement (LCA) has been issued / approved. You can then logon, see the completed document by clicking on the *View* link. You can then print a copy for your records or to provide proof to your service it has been completed.