New Licensing Portal

In the fall of 2018, the Louisiana Bureau of EMS transitioned to a new electronic licensing system, commonly referred to as “The Portal”.

While all existing licensing data was transferred from the previous licensing portal (emsbridge or ImageTrend) to the new portal, the existing agency data was found to be out of date. In order to populate the new portal system with accurate data, all EMS agencies (service and educational) are required to create new agency profiles.

The new portal is web-based and is found at:

- [https://labems.ldh.la.gov](https://labems.ldh.la.gov)

The portal may be accessed from any internet enabled device, using any current internet browser.
1) Open an internet browser (e.g. Google Chrome, Microsoft Edge, Mozilla Firefox) of your choice.

2) Go to portal: https://labems.ldh.la.gov

3) Users may wish to bookmark the portal URL in the web browser.

4) Login into an existing user account. Please note, users must have first claimed or created an account before creating an agency.

5) Please note, all agency applications are reviewed and must be approved by BEMS.

HINT: Make sure all of your agency administrators, including Medical Directors, have claimed/created their accounts before creating an agency.
6) Under the “For Agencies” section, click the link “Create a new EMPLOYMENT or EDUCATIONAL PROGRAM AGENCY.”

Hint: If you begin creating an agency and have to stop, the application will be saved and you can return to complete it later.
7) Please read the Service Registration page carefully. Once you have read the page, press the green forward arrow at the bottom of the page to continue.
8) Complete the “Agency Information.”

9) High school based EMS programs will register each school as a location. The school district should not be registered as an agency.

10) Once the “Agency Information” is complete, press the green forward arrow to proceed.

Paying license fees? Selecting yes, only allows your agency to authorize payments, it does not automatically pay for licenses.
10) Select Educational Program status. If yes, continue to the next slide. If no, skip to slide/page 10, “Personnel Roster.”

11) Existing educational programs will be cross checked and once verified, they will be approved.

12) Please note, agencies applying to be an educational program will have their applications reviewed by BEMS. A subsequent site visit and program review will be required before educational program approval.

Did you know? Menu navigation buttons are always located to the top right of the page.
13) Select the license levels and type of courses the agency will offer.

14) If your agency is registered with NREMT enter the Program Code. If the agency is not registered with NREMT, enter “9999” as the code.

15) Enter the primary location for the Educational Program. Multiple locations may be added for programs that have multiple sites.

16) Once all the locations have been added, click the green forward arrow at the bottom of the page to continue.

Agencies offering only EMR courses, Refreshers, or Continuing Education may not have a NREMT Program Code.

Location Details contain a description of the location of the site or directions to the site (e.g. 3rd Floor, Building A).

Hint: Be sure to click the “Add” button for each site location.
17) Complete the “Agency Questionnaire.” Questionnaires that are submitted incomplete or with inaccurate information will be returned to corrections.

18) Only documents saved as image files (e.g. .pdf, .jpg, .bmp) are permitted to upload.

19) Once the questionnaire is completed, click the green forward arrow at the bottom of the screen to continue.

Hint: If you do not have all the required information to complete the questionnaire, you may “Save & Exit” and return to complete the application later.
20) Add administrators to the “Personnel Roster” by entering their Social Security Number and Date of Birth.

21) Once all administrators have been added to the agencies “Personnel Roster”; they should be assigned roles by clicking on the pencil icon by their name.
22) Every Agency User Account must be assigned at least one role.

23) Every agency (service or education) must have at least one:
   • Agency Administrator
   • Personnel Admin

24) Only agencies that will pay for licenses are required to have a Finance Admin.

25) All education agencies must have at least one:
   • Program Director
   • Medical Director
   • EMS Primary Instructor

26) When selecting the "Employee Only" option, you cannot assign any other functionality types to the User Account.

27) All remaining roles are optional.
28) Once the required administrators have been added to the Personnel Roster, click the button “Submit for Review.”

FYI: Until personnel and the agency have been approved, the status will show as “Incomplete.”
29) Please note, once the agency application agency has been submitted for review, it is not editable.

30) BEMS reviews and must approve all agency applications. Review may take up to one business week for review.

Hint: Items awaiting approval or items that require action will always show up in red text. Be sure to check on your account regularly.
31) Once the agency has been approved by BEMS, administrators may utilize the portal by clicking “Manage Agency.”
32) Depending on the type of agency and the roles assigned, users may see different options in the “Agency Maintenance” menu.

33) For guidance specific to the functionality of different agencies roles, please refer to the Bureau of EMS website: https://ems.ldh.la.gov

Hint: It is possible for individuals to affiliate with multiple agencies. Use this drop down menu to navigate between agencies.