License Renewal and Amanda Guidance
Amanda Portal Access

Bureau Web Page: http://idph.iowa.gov/BETS

1. Select Provider Information
2. Select Amanda Portal Resources
Amanda Portal Access

1. Select Amanda Portal

Renewing EMS Licenses In Amanda
WELCOME TO THE ONLINE SERVICES SITE FOR REGULATORY PROGRAMS WITHIN:
BUREAU OF EMERGENCY AND TRAUMA SERVICES
BUREAU OF ENVIRONMENTAL HEALTH SERVICES
BUREAU OF RADIOLOGICAL HEALTH

NOTE: This application works best in Chrome and Safari. If you need to use Internet Explorer, you will need to change three settings in order for the portal to function properly. Pop up blocker must be turned off and iowa.gov added to compatibility view and to trusted sites.

INDIVIDUAL APPLICANTS: If you have an @IOWAID account and password, select the Sign In button. If you have never used the online services site, create an account by selecting the New User Registration button. Please view the following tutorial to assist you with creating your account.

INSTRUCTIONS TO CREATE ACCOUNT

BUSINESS APPLICANTS: An individual authorized to represent your account will need to Sign In or create a new account as described above. Once this Individual is Logged In, they will be able to create a New Business Profile to apply for the appropriate license on behalf of your business. Additional instructions will be provided on how to complete the Business Application once the Individual is Logged In.
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Creating A New A&A Account

- Same account system used by most State Agencies
  - Detailed instructions found on-line at top of log in page
  - Must have a valid email address before beginning 2-step process
  - Must create a user/ID name and password following their standards
  - After successful creation of username & password, a message will be sent to your listed email address for completion of requirements
    - Requirements must be completed in one sitting (10 minutes)
  - Once completed secure log in information for future use
If you are locked out of Amanda

The Bureau of Emergency and Trauma Service is unable to assist in the retrieval or resetting of forgotten user ID or Password

- Must follow and try all provided instructions (log in screen) for retrieving forgotten user ID or Password
- If still unable to retrieve, contact the DAS OCIO:
  - 515-281-5703
  - 800-532-1174
  - Must be at computer with internet and email access when calling for assistance

- Or you can go to the BETS webpage for step by step instructions.
  https://idph.iowa.gov/BETS/EMS/providers_AMANDA
This screen may appear the first time you log in

Answer the questions regarding SSN and DOB then select continue
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### IDPH REGULATORY PROGRAMS
- Radiological Health
- Emergency Medical Services
- Environmental Health

### My Profile

#### Basic Profile Details
- **Name:** Johnny Gage
- **Date of Birth:** 01/01/1970
- **Email Address:** iowaeemsportaltest2@gmail.com
- **Preferred Address:**

#### Registered User’s Memberships

#### Physical Address Details
- **ATTN:**
- **Street Number:** 321
- **Street Prefix:** East
- **Street Name:** 12th
- **Street Type:** Street
- **Street Direction:**
- **Zip Code:** 50319
- **City:** Des Moines
- **County:** Polk
- **State:** Iowa
- **Country:** United States
- **Phone 1:** 5152810640
- **Primary:**

#### Actions
- **Continue**
- **Reset**
If you are an **Individual** and want to apply for a New Individual License, click on **Apply for a Program** on the above.

If you have an existing company, the company name should be listed in the left-hand column. Select the **Company** and click **continue**. If you do not see the company name contact the Program office. If you want to apply as a **Brand New Company** or enter an **Existing Company** for the **first** click on **New Company Registration**. **INSTRUCTIONS TO CREATE NEW COMPANY REGISTRATION**
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Application Form Tabs
Please select each tab prior to continuing

Select each of the tabs to answer questions and enter CEH information. The Affirmation questions must be answered. Personal information must be verified. The 2 disaster questions must be answered and the EMS continuing education questions must be answered and info entered cont.
Affirmation Questions:
If you answer “Yes” to one or more of the Affirmation Questions you must provide a detailed explanation in the text box below your “Yes” response. If you need to attach documentation, follow the directions at the bottom of the page for attachments.
Disaster Response Questions

- Are you willing to respond to a disaster in Iowa?
  - Yes
  - No

- Are you willing to respond to a disaster that occurred outside of Iowa?
  - Yes
  - No
1. Renewal Option 1: If renewing with your NREMT registration answer yes. If not renewing with your NREMT, answer no, then skip to #5.
2. If the date on your NREMT card exceeds your Iowa EMS certification answer yes.
3. Enter your NREMT number.
4. Enter your NREMT expiration.
5. Renewal Option 2: If you are not renewing your Iowa EMS Cert. with your NREMT registration, enter the total Core CEH’s completed during your certification period.
Renewing EMS Licenses In Amanda
Terms and Conditions

I hereby certify and declare under penalty of perjury that the information I provided in this document, including any attachments, is true and correct. I am responsible for the accuracy of the information provided regardless of who completes and submits the application. I understand that providing false and misleading information in or concerning my application may be cause for disciplinary action, denial, revocation, and/or criminal prosecution. I also understand that I am required to update answers or information submitted herewith if the response or the information changes.

In submitting this application, I consent to any reasonable inquiry that may be necessary to verify or clarify the information I provided on or in conjunction with this application.

I understand that this information is a public record in accordance with Iowa Code chapter 22 and that application information is public information, subject to the exceptions contained in Iowa law.

I have read the Administrative Rules governing this profession and I agree to comply with those provisions.

☑ I agree with the terms and conditions.

[Continue]
If no payment is required you will be returned to your program page.

Your submitted renewal application will need to be reviewed and processed by Bureau staff.

Once completed you will receive an email message confirming your renewal and a printable certification card.
Renewing EMS Licenses In Amanda

If you are an Individual and want to apply for a New Individual License, click on Apply for a Program on the above.

If you have an existing company, the company name should be listed in the left-hand column. Select the Company and click continue. If you do not see the company name contact the Program office. If you want to apply as a Brand New Company or enter an Existing Company for the first click on New Company Registration. INSTRUCTIONS TO CREATE NEW COMPANY REGISTRATION.
Renewing EMS Licenses In Amanda

Thank you for completing your Application or Request. You may now select the **Pay Now** button to continue for Payment. If you have additional Licenses to Apply for, Renew, or Reactivate you can select the **Pay Later** button.

**Note:** An application is not considered submitted until payment is made. You may check the status of your License(s) by signing into the website at a Later Date and reviewing on the **My Programs** page. Application fees are non-refundable.

<table>
<thead>
<tr>
<th>Reference (Row ID) #</th>
<th>Program</th>
<th>Program Detail</th>
<th>Status</th>
<th>Fee Description</th>
<th>Fee Amount</th>
<th>Paid in Full</th>
</tr>
</thead>
<tbody>
<tr>
<td>113962</td>
<td>EMS Provider</td>
<td>AEMT</td>
<td>Renewal</td>
<td>AEMT Renewal Fee</td>
<td>$10.00</td>
<td>No</td>
</tr>
</tbody>
</table>

**Total:**

| Fee Amount: | $10.00 |
| Paid Amount: | $0.00 |
| Cancelled Amount: | $0.00 |
| Fee Due: | $10.00 |
Regardless of the payment option chosen, your recertification application will not be processed until payment has been received by the Bureau.
If you work for a service that will be paying your rectification fee, select the “pay later” option and complete the renewal application.

Provide your service program with your name, PIN, & EMS certification number.

Your certification cannot be renewed until payment has been received by the Bureau and processed.
If you select the “pay later” option you can mail a check for the total amount to the Bureau – include your name, PIN, and certification number.
Renewing EMS Licenses In Amanda
If you are an **Individual** and wants to apply for a **New Individual License**, click on **Apply for a Program** on the above.

If you have an existing company, the company name should be listed in the left-hand column. Select the Company and click **continue**. If you do not see the company name contact the Program office. If you want to apply as a **Brand New Company** or enter an **Existing Company** for the first click on **New Company Registration**. **INSTRUCTIONS TO CREATE NEW COMPANY REGISTRATION**
Same instructions if selecting “Pay Now” as your initial option
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**IDPH REGULATORY PROGRAMS**  
Radiological Health • Emergency Medical Services • Environmental Health

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**Receipt**

Receipt Information:
- Receipt No.: 1639  
- Payment Date: 12/23/2016  
- Invoice No.: 3576, 4390, 4514

Payer Information:
- Company: Susan Van Horn  
- Payment Made By: Susan Van Horn  
- PO Box 1275 123 S 1st St Plaza Des Moines, IA 50319 US  
- Phone No.: (515) 281-3230

Payment Method: Online Payment

Payment Amount: 130.00

Comments: Payment Type=Purchase Web Transaction Confirmation ID=HWTST0909775521 Name=Susan Van Horn

Receipt Details:

<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Internal Ref. No.</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Radiographer Trainee Fee</td>
<td>4211</td>
<td>$75.00</td>
</tr>
<tr>
<td>AEMT Initial Fee</td>
<td>217990</td>
<td>$30.00</td>
</tr>
<tr>
<td>PARA Renewal Fee</td>
<td>431086</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

**Total:** $130.00
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If you are an Individual and want to apply for a New Individual License, click on Apply for a Program on the above.

If you have an existing company, the company name should be listed in the left-hand column. Select the Company and click continue. If you do not see the company name contact the Program office. If you want to apply as a Brand New Company or enter an Existing Company for the first click on New Company Registration. INSTRUCTIONS TO CREATE NEW COMPANY REGISTRATION
After your renewal application has been processed and approved by the Bureau you will receive an email message indicating the renewal process has been successfully completed along with a printable copy of your EMS certification.
Additional Questions

Please contact the AMANDA help desk at:
855-824-4357
or by email at:
ADPEREHreg@idph.iowa.gov