

## Forgotten Password

- Go to <https://ems.health.state.pa.us/emsportal>
- Click on unlock account/Reset Password
  - a. Enter User ID
  - b. Select Authentication Method
    - i. **Email authentication:** To access your information, we will send an email to the address on file for you. Please follow the directions inside the email to reset your password
    - ii. **Answer security questions:** To access your account information, you will need to answer two of the three security questions when you created your account.
      1. **Enter Date of Birth (2 digit month/2 digit Day/4 digit year)**
      2. **Answer the 2 Security questions.** If you would like the system to randomly pick two other security questions from your profile, please click [here](#).
      3. **If the question are answered correctly you will be directed back to the login screen.**

## Forgotten User ID

- Go to <https://ems.health.state.pa.us/emsportal>
- Click on Forgot User ID
  - a. Enter First Name
  - b. Enter Last Name
  - c. Enter e-mail address
  - d. Click next button

The System Keeps looping me back to the log in screen

I don't have a blue star of life

When I click on the continuing education I get bounced out

- Go to <https://ems.health.state.pa.us/emsportal>
- Log in
- Click on Edit Profile Information
  - a. Verify the information in Step 1 is correct
    - i. State (State of Residence)
    - ii. Service County (County of residence)
    - iii. E-Mail Address
  - b. Verify the information in Step 2
    - i. Enter Password
  - c. Verify information in step 3
    - i. Ensure ALL security questions are answered
    - ii. Verify Zip Code is correct
    - iii. Verify last 4 of SSN is correct
    - iv. Confirm last 4 of SSN by entering last 4 of SSN in space provided
    - v. Verify Date of Birth is correct
    - vi. Verify Certification number is correct
  - d. Click Save, you will then be directed back to the log in screen.