Personnel - Process for Logging in to the Big Picture System:

- Go to the Online Services page: <u>https://services.ndhhs.gov/</u>
- Click on Emergency Medical Systems (EMS)
- Click on 'Licensee Dashboard'
 - o As an individual this will allow you to
 - Update personal contact information
 - Print personnel licensure
 - o As an agency squad leader this will allow you to
 - Review and/or update agency contact information
 - Review agency personnel and vehicle roster (the ability to update these rosters is not yet available)
 - Print agency license
- This will take you to the login page
 - The first time you access the Licensee Dashboard you will need to create a password using the 'Forgot Password' link at the bottom of the page
 - This will redirect you to the Forgot Password page where you will input your email address and your ND EMS #. The email you enter **must match** the email contained in your NDEMS record.
 - You must then select 'Email' or 'Phone'.
 - You will then receive a six-digit code to either your email or phone.
 - Enter the six-digit code in the 'Code' box.
 - This will redirect you to the 'Change Password' page. Following the password requirements listed, you will be required to input your password twice for confirmation.
 - Click on the 'Update Password' button. A "Your password has been changed" message will display once successful.
 - Click on 'Return to Login Page' and proceed using your newly created password.
 - If you forget your password at any time, follow the above steps through the 'Forgot Password' link to create a new password.
- If you have problems, please email <u>dems@nd.gov</u> for assistance.

Changing personal information within the new Big Picture system:

- Go to the Online Services page: <u>https://services.ndhhs.gov/</u>
- Click on Emergency Medical Systems (EMS)
- Click on 'Licensee Dashboard'
- Log in using your EMS ID and the password you have previously created using the steps above
- You will see the information currently maintained within your ND EMS personnel record
- Select the 'Edit' button to make changes to your name or contact information.
 - You will need to log in once again
 - Click 'Yes' in order to make changes to one or both of the sections listed
 - 'Yes' will open fields enabling you to change the information shown

- 'Yes' or 'No' must be selected for each section before clicking 'Submit & Continue'
- Once done making changes or reviewing the information, click 'Submit & Continue'
- This will take you to a 'thank you' page with an option to return to the Account Dashboard Home or to Exit

Printing personnel license/certificate:

- Go to the Online Services page: <u>https://services.ndhhs.gov/</u>
- Click on Emergency Medical Systems (EMS)
- Click on 'Licensee Dashboard'
- Scroll towards the bottom of this screen until you see the 'Print License' button
 - You will need to log in once again
 - Click on 'Print License'
 - You will need to log in once again
 - This will take you to the 'Printing License' page
 - Click on 'Print'
 - The file will be sent to your local 'Downloads' folder for you to open and print
 - The license/certificate is designed to allow the top portion to be cut off, folded and laminated to be carried in your wallet/purse if you so desire



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