

Squad Leader - Process for logging in to the Big Picture system:

If you have previously created a new password and logged in to the new Big Picture system, you can skip to 'Viewing agency information'

- Go to the Online Services page: <https://services.ndhhs.gov/>
- Click on Emergency Medical Systems (EMS)
- Under "Licensee Dashboard" you can click on either 'Update your address, contact information or name' or 'Print your Agency license card'
- Both links 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. This email **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.

Viewing agency information/rosters within the new Big Picture system:

- Go to the Online Services page: <https://services.ndhhs.gov/>
- Click on Emergency Medical Systems (EMS)
- Under "Licensee Dashboard" click on 'Update your address, contact information or name'
- Log in using your license number and the password you have previously created for the New Big Picture system
- You will see the information currently maintained within your ND EMS personnel record
- Scroll down to the 'Services' section of the page to see the agencies you are listed as a squad leader for
- Click 'Review' next to the agency you want to review or view the roster
 - This will open window shades containing agency information including the current personnel roster and vehicle roster
 - At this time, you are not able to manipulate these rosters – you are only able to view them

- From this screen you can also click on 'Print Service License' under the 'Service Information' section
 - You will need to log in to this section using YOUR license number and the EMS AGENCY NUMBER. This does not use the password you have previously created, but rather the AGENCY license number in the second field.
 - Click on 'Submit & Continue'
 - Click on 'Print'
 - This will download a copy of that service license to your local download location
 - You can then open the download and print the license

Printing agency license/certificate:

- Go to the Online Services page: <https://services.ndhhs.gov/>
- Click on Emergency Medical Systems (EMS)
- Under "Licensee Dashboard" click on 'Print Your Agency License Card'
 - You will need to log in using YOUR license number and the EMS AGENCY NUMBER. This does not use the password you have previously created, but rather the AGENCY license number in the second field.
 - Click on 'Submit & Continue'
 - Click on 'Print'
 - This will download a copy of that service license to your local download location
 - You can then open the download and print the license