

## HELPFUL HINTS FOR ON-LINE CERTIFICATION RENEWAL:

1. Have all of your paperwork filled out before you log on to the system to renew your certification.
2. Make sure that you are using Internet Explorer.
3. Make sure that you have an email address that you can access.
4. If you have a joint email account and both people hold EMS and/ or Fire certifications one of you will need to create a different email account. There are several sites that offer free email.
5. As you are verifying your identity you are asked about training that you have received. For example:

[EMT - Primary Instructor - PI45-03-11](#)

[Fire - Hazardous Material Awareness - 10-7935A](#)

The numbers at the end are the course numbers. If one of the listed courses is one that you think you may have taken look at the course number the last two numbers on all EMS courses is the year that course was taken. The first two numbers on all of the Fire courses is the year the course was taken. If that is not the year you took the course then do not choose that one.

6. Make sure that you are using Internet Explorer. Fire Fox does not work well with our system.
7. Your complete email address is your username and cannot be changed by anyone outside of our agency