

Please have your PSID number ready if you have a need to call into the office to help expedite the resolution to your issue. If you are sending an email please include your PSID number to help identify your record more efficiently. There will be additional processing time regarding certification of EMT candidates who have a criminal conviction.

## General Questions:

- What is your fax number?
  - Our fax number is 317-233-0497
- What is your mailing address?
  - 302 West Washington Street Room E239  
Indianapolis, IN 46204
- What forms are allowed to be faxed into your office?
  - We will accept the following form by fax into our office:
    - The Advanced Life Support Certification Application
    - Reciprocity Applications and certifications
    - PSID applications
    - Recertification based on previous certification applications
    - All others have to be approved before they will be accepted by fax.
- Where do I find the Continuing Education Forms?
  - All of our forms can be printed off of our web site. The forms are listed under each certification level. <http://www.in.gov/dhs/3527.htm>

## Portal Account Questions:

- What is a portal account and how do I set mine up?
  - A portal account is an account that gives you access to your personal record in our database. This account allows you to renew your certification, check to see if your certification has been posted to your record, check your training records, change your address, add your birth date, add /update your driver's license number and print your certifications.
  - To set up your portal account, go to the following link: <https://acadisportal.in.gov/AcadisViewer/Login.aspx>. Select "do not have an account" then follow the steps. If you have any problems, please email our office at [dhsemscertifications@dhs.in.gov](mailto:dhsemscertifications@dhs.in.gov) and one of our EMS Certifications Specialist will assist you.

## Certification Verification:

- Where do I send the forms to verify my certification for reciprocity to another state?
  - Please mail them to: 302 W. Washington Street Room E239  
Indianapolis, IN 46204  
Or you can fax them to 317-233-0497 or email them to [DHSemscertifications@dhs.in.gov](mailto:DHSemscertifications@dhs.in.gov)
  
- How do I get verification of my certification for Indiana professional licensing?
  - You will need to obtain the verification form from Professional Licensing. Once you obtain their verification form, please fill out your name and address then mail it to: 302 W. Washington Street Room E239  
Indianapolis, IN 46204  
Or you can fax it to 317-233-0497 or email it to [DHSemscertifications@dhs.in.gov](mailto:DHSemscertifications@dhs.in.gov)

## Reciprocity:

- How do I obtain reciprocity into Indiana?
  - You will need to print a reciprocity application off of our web-site for your appropriate level at the following link: <http://www.in.gov/dhs/3527.htm>. Please send the completed application along with a copy of your current state certification and/or your National Registry card into our office: 302 W. Washington Street Room E239  
Indianapolis, IN 46204
  
- Is there a fee associated with my reciprocity application?
  - No. At this time Indiana does not charge for reciprocity.

## Exam questions:

- How long does it take to get my certification once I have taken all my exams?
  - It could be up to 4-6 weeks before we have all of your documentation processed and your certification posted on our web site. If you do not receive your certification within 6 weeks, contact our office either through email at [DHSemscertifications@dhs.in.gov](mailto:DHSemscertifications@dhs.in.gov) or 1-800-666-7784. When you contact our office, please have your psid number, your course number, your instructor's name, and the location where you took your exam (if you do not have part of the information, please contact your instructor to find out. Having this information will help us to answer your question faster). ***We will not give out test scores over the phone. We will only tell you if your exam results have been received.***

## Service Providers:

- How do I transfer a certification number from one vehicle to another (replacing an old vehicle with a new one)?
  - You will need to fill out the New or Replacement Vehicle application. You will find the application at the following link: <http://www.in.gov/dhs/3528.htm> and send it to our office at 302 West Washington Street Room E239 Indianapolis, IN 46204.
- Where do I find the service provider application?
  - You will find the all service provider applications as the following link: <http://www.in.gov/dhs/3528.htm>
- Can I fax or email in my service provider application?
  - No. You are required to mail in your service provider application because we are required to have the original signatures on file here in our office.
- How long does it take to process my service provider application?
  - It can take up to three weeks if everything is included in the application when it is originally mailed into our office. If there is any information missing from your application, our office will contact you to request the missing information.
  - If you are sending in a renewal application with an upgrade, it may take longer than three weeks depending on the number of scheduled inspections throughout the state.