



Frequently Asked Questions

What is Elite?

- *ImageTrend's Elite system is used for direct entry and/or importing of electronic patient care records (ePCRs). Direct entry agencies will use Elite to enter ePCRs into the system. Agencies that use a third-party vendor will have their data uploaded to the Elite system from their vendor.*

What is LMS?

- *ImageTrend's License Management System (LMS) is used for applying for certification, recertification, and tracking continuing education. LMS is also used to complete inspections and investigations.*

How do I get an account or log in to Elite/LMS?

- *Sign in to Elite:* <https://westvirginia.imagetrendelite.com/Elite/Organizationwestvirginia/>
- *Sign in to LMS:* <https://westvirginia.imagetrendlicense.com/lms/public>

I forgot my password; who do I contact to get it reset?

- *Password resets can be completed by clicking on the "Forgot your Password" link on the login screens. (If self-service links do not work, you can email emscertification@wv.gov – please allow 24 hours for a response.)*

Sign In

Username

Password

[Forgot your password?](#)

IMAGE TREND
LICENSE MANAGEMENT

You must be logged in to view that page

Username

Password

[Forgot your password?](#)

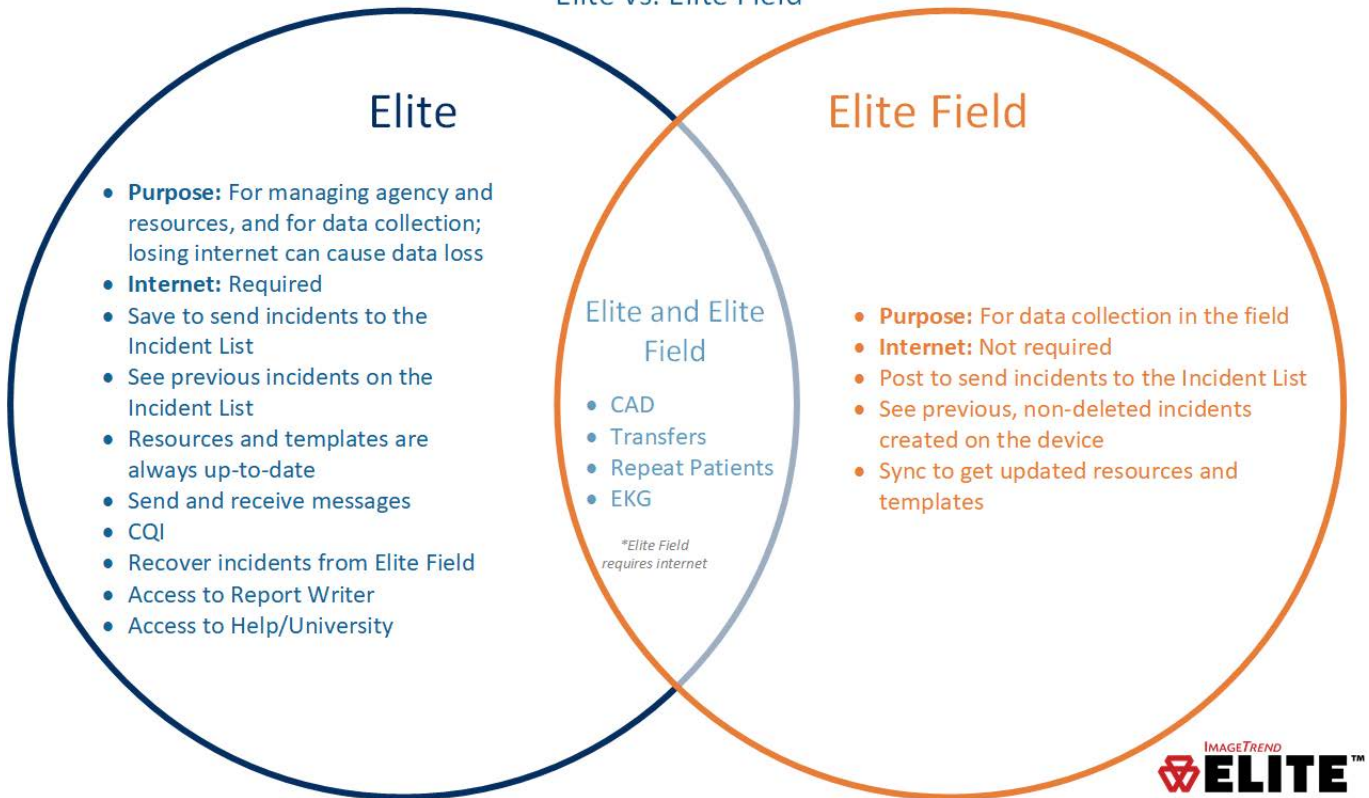
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What is the difference between Elite and Elite Field?

Elite vs. Elite Field



When do I use Elite versus Elite Field?

- *If you are at the station, use Elite; if you are on a call in the field, use Elite Field.*

How do I log in to Elite Field?

- *This document provides a walkthrough of the process:*



Logging in to Elite Field.pdf

I use a third-party vendor; how do I import my data?

- *This document provides a walkthrough of the process:*



3rd Party Importing.pdf





How do I manage agency licenses, application, and provider applications?

- Go to: <https://westvirginia.imagetrendlicense.com/lms/public>
 - On the left of the screen, you will see:
 - **My Account** (for your personal provider issues)
 - **Applications** (for completing various applications you have access to)
 - **Education** (to manage your personal courses for certification or to search for courses throughout West Virginia)
 - **Agency** (ONLY if you are an Administrator, Official Representative, Training Officer, or Assistant Training Officer): This is where you would review your agency's providers, affiliated providers, stations, vehicles, and documents.
 - **Manage** (ONLY if you are an Administrator, Official Representative, Training Officer Assistant Training Officer, Lead Instructor, or Program Administrator) this is where you would add courses for your Educational Institute.
 - **Application Tab** is where any application can be located, either for your certification, agency, or Educational Institute:
 - **Top application:** is your personal certification application
 - **Middle application:** is ONLY for agency licensure application
 - **Bottom application:** is ONLY for management of Educational Institute and Instructor application.

How do I print my certification card?

- *The digital WV OEMS license card is accessible on your Public Portal record under My Account > Documents.*

What do I do if I cannot print my certification card?

- *If there is not a certification card available in your documents, please log in to LMS and fill out a replacement card application. Once this has been reviewed, you will be able to print your card from your Public Portal record under My Account > Documents.*





I work for a BLS agency and cannot answer some the fields in Elite, what should I do?

- *There will be a warning issued for leaving some fields blank, but the ePCR can be submitted despite the warning. In the coming months, OEMS will create specific validation rules for BLS.*

I am not affiliated with an agency yet; can I still sign up for LMS access?

- *You can still sign up for an account. When setting up your account, please choose “unaffiliated” from the drop-down menu. When you do join an agency, your affiliation will be updated in the system once it has been confirmed.*

