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Health and Human  
Services

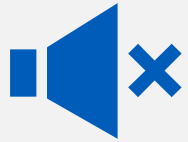
**Texas Department of State  
Health Services**

# Emergency Medical Services and Trauma Registries (EMSTR): EMS Webinar

October 2023

EMSTR Team

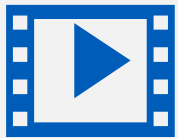
# Webinar Reminders



All participants are automatically muted by webinar administrators.



Please type questions using the “Q&A” feature.



This webinar is being recorded for learning purposes.



The webinar team will provide an overview of each process.

# Agenda

- EMSTR Overview
- Identity and Access Management: IAMOnline
- Access EMSTR
- Account Management
- Questions and Answers

# EMSTR Overview



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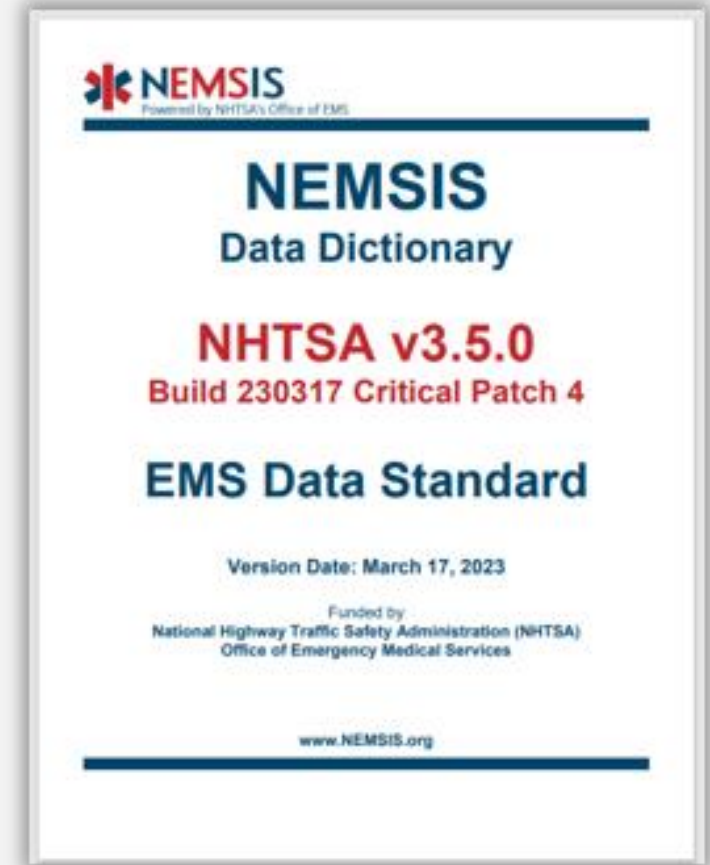
# EMSTR

- EMSTR is a statewide passive surveillance system that collects reportable event data from Emergency Medical Services (EMS) providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities.
- EMSTR includes four registries:
  - The EMS Registry;
  - The Acute Traumatic Injury Registry;
  - The Traumatic Brain Injury (TBI) Registry/ Spinal Cord Injury (SCI) Registry; and
  - The Submersion Registry.

# Data Format Update

- EMSTR will be upgrading to the National EMS Information System (NEMESIS) version 3.5.
- Once the upgrade is complete, EMSTR will stop accepting NEMESIS version 3.3.4.

NOTE – The projected date for the data modernization move and NEMESIS version 3.5 implementation is November 10<sup>th</sup>, 2023.



# IAMOnline Process



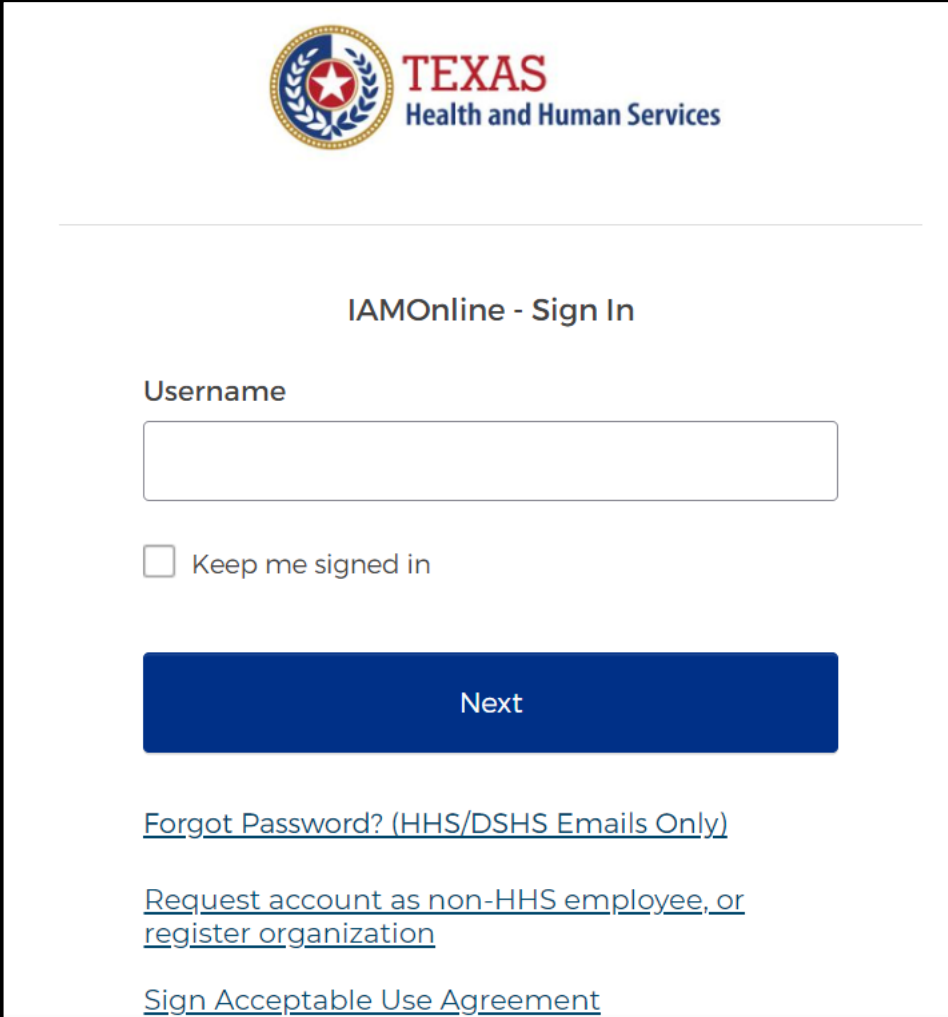
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# IAMOnline (1 of 2)

- EMSTR will begin using the new Identity and Access Management (IAM) platform called **IAMOnline** beginning November 2023.
- All Texas Health and Human Services applications will be transitioning to IAMOnline.
- IAMOnline provides a more secure log-in process with an authentication feature.



The screenshot shows the IAMOnline Sign In page for Texas Health and Human Services. At the top left is the Texas Health and Human Services logo, which includes the state seal and the text "TEXAS Health and Human Services". Below the logo is a horizontal line. The page title "IAMOnline - Sign In" is centered. There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the page, there are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

# IAMOnline (2 of 2)

To access EMSTR, each person must complete the **one-time account set-up** steps:



Activate your Account.



Set-up Security Methods.



Review and Acknowledge the Acceptable Use Agreement (AUA) Form.

After completing these steps, you can access EMSTR directly by logging in to your IAMOnline MyApps dashboard.

# Activate Your Account Process



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# Activate Your Account (1 of 2)

- Locate your **IAMOnline** registration email from [noreply@okta.com](mailto:noreply@okta.com).
- The activation email will be sent to your employee email address.

Hi [redacted],

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

**Username:** [redacted]@dshs.texas.gov

Activate Account

Please note that the link will only be active for seven (7) days for security reasons.

After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The [Acceptable Use Agreement \(AUA\)](#) must be completed as well.

If you have any questions regarding how to complete this action, please review the IAMOnline [Web Help](#) and [FAQs](#). For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.

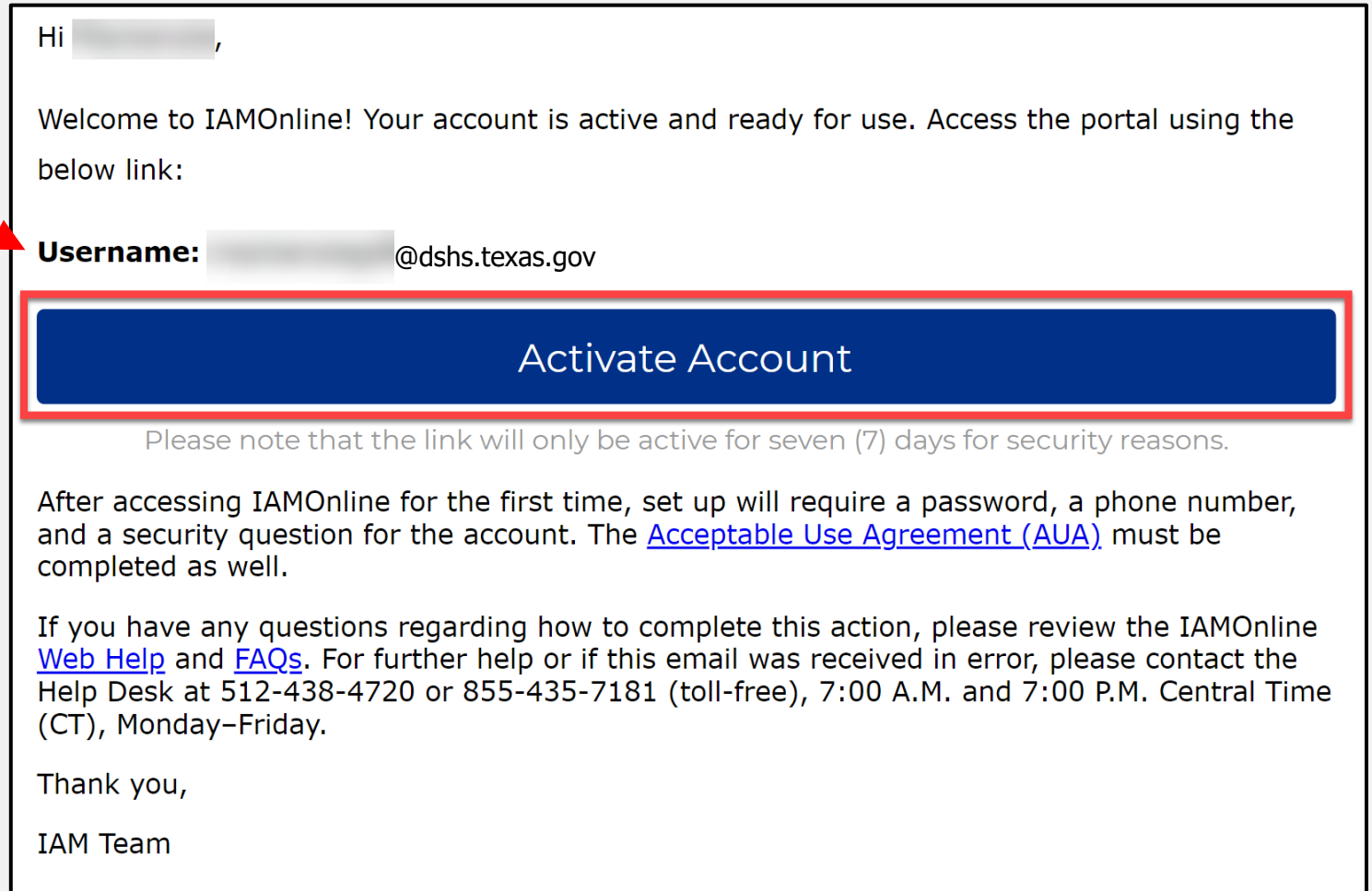
Thank you,

IAM Team

# Activate Your Account (2 of 2)

- Your **username** is provided in the email.
- Click the **“Activate Account”** button to set up your account promptly.

***NOTE – The link will only be active for seven (7) days after you receive the email for security reasons.***



Hi [redacted],

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

**Username:** [redacted]@dshs.texas.gov

**Activate Account**

Please note that the link will only be active for seven (7) days for security reasons.

After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The [Acceptable Use Agreement \(AUA\)](#) must be completed as well.


If you have any questions regarding how to complete this action, please review the IAMOnline [Web Help](#) and [FAQs](#). For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.

Thank you,  
IAM Team

# Set Up Security Methods (1 of 2)




Set up security methods to protect your account with a “password”, your “phone”, and a “security question”.

Set up security methods

 [Redacted] @dshs.texas.gov

Security methods help protect your IAMOnline account by ensuring only you have access.

**Set up required**

-  **Password**  
Choose a password for your account  
Used for access  
[Set up](#)
-  **Phone**  
Verify with a code sent to your phone  
Used for access or recovery  
[Set up](#)
-  **Security Question**  
Choose a security question and answer that will be used for signing in  
Used for recovery  
[Set up](#)

[Back to sign in](#)

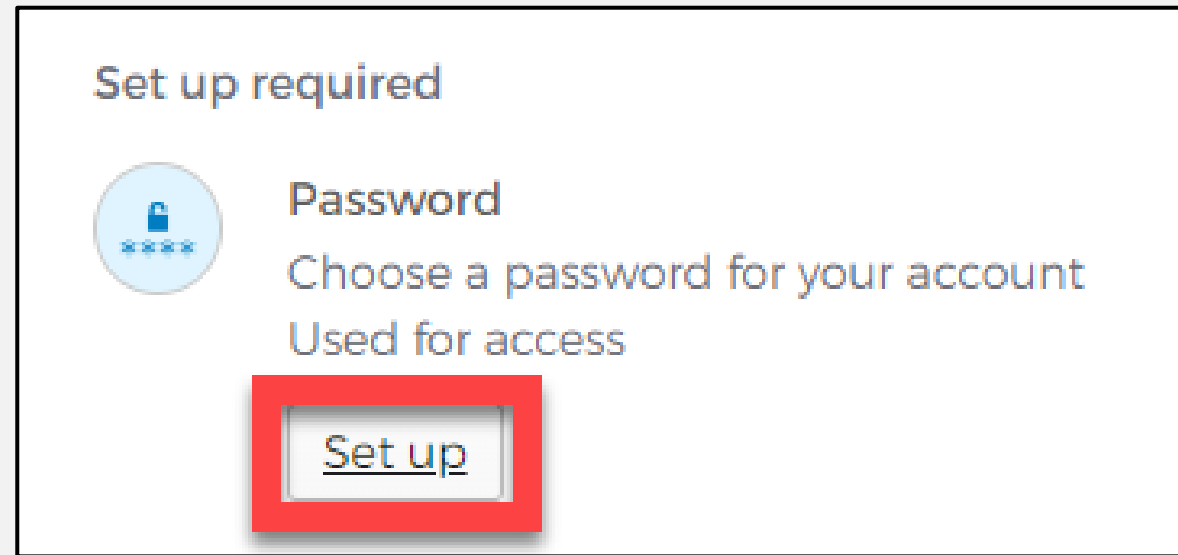
[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

# Set Up Security Methods (2 of 2)

- The first security method is to set up your password.
- To create your **password**, click on the **“Set up”** button under **“Password”**.

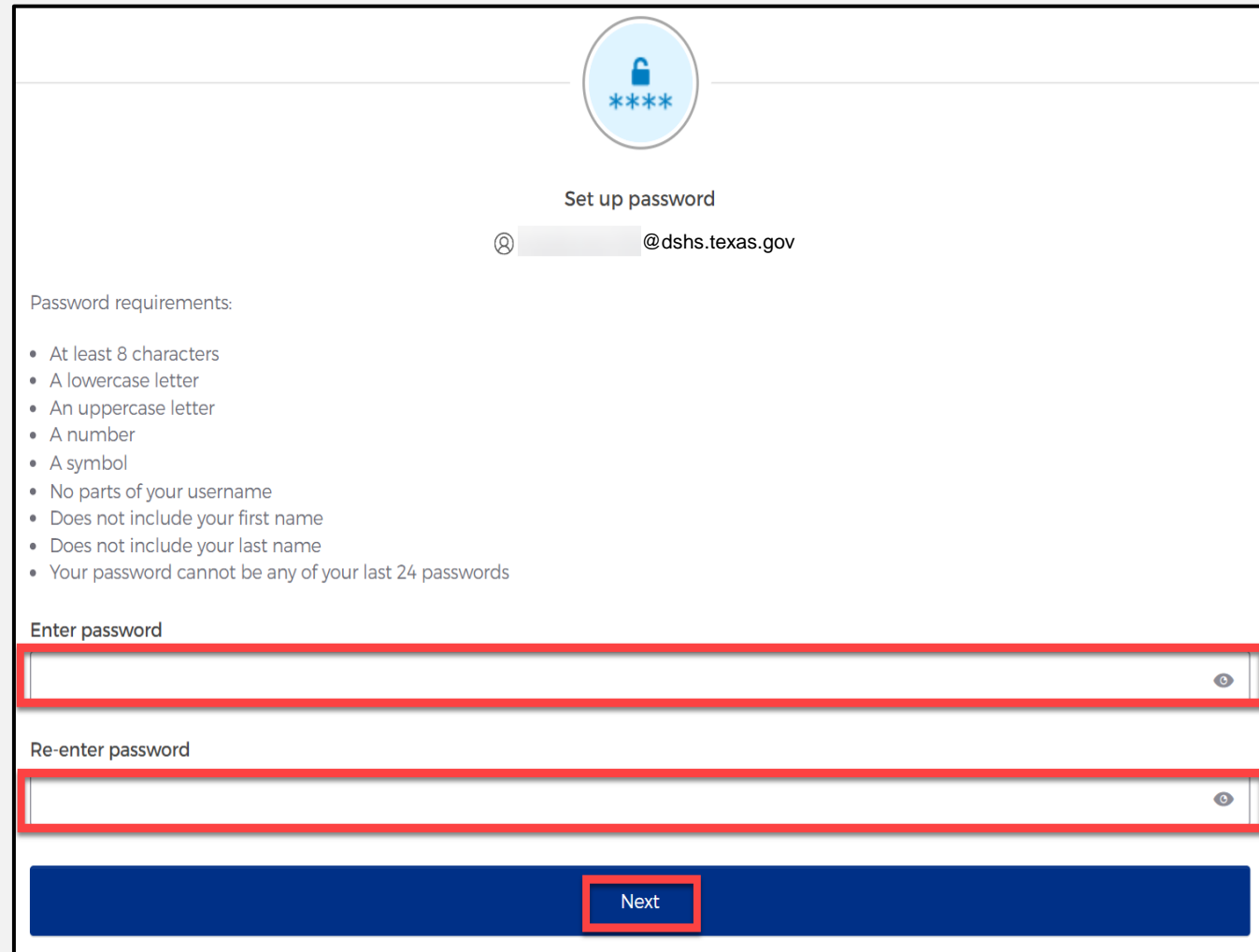


# Set Up Password

- To set up your password, create your password in the “**Enter password**” text box and re-enter it in the “**Re-enter password**” text box.

***NOTE*** – *You must create a password that meets all requirements set by the organization.*

- Then click the “**Next**” button.



The screenshot shows a web form titled "Set up password". At the top, there is a circular icon with a padlock and the text "\*\*\*\*". Below this, the text "Set up password" is displayed. A user email address is shown as "\*\*\*\*\*@dshs.texas.gov". The form includes a list of "Password requirements:" with the following items:

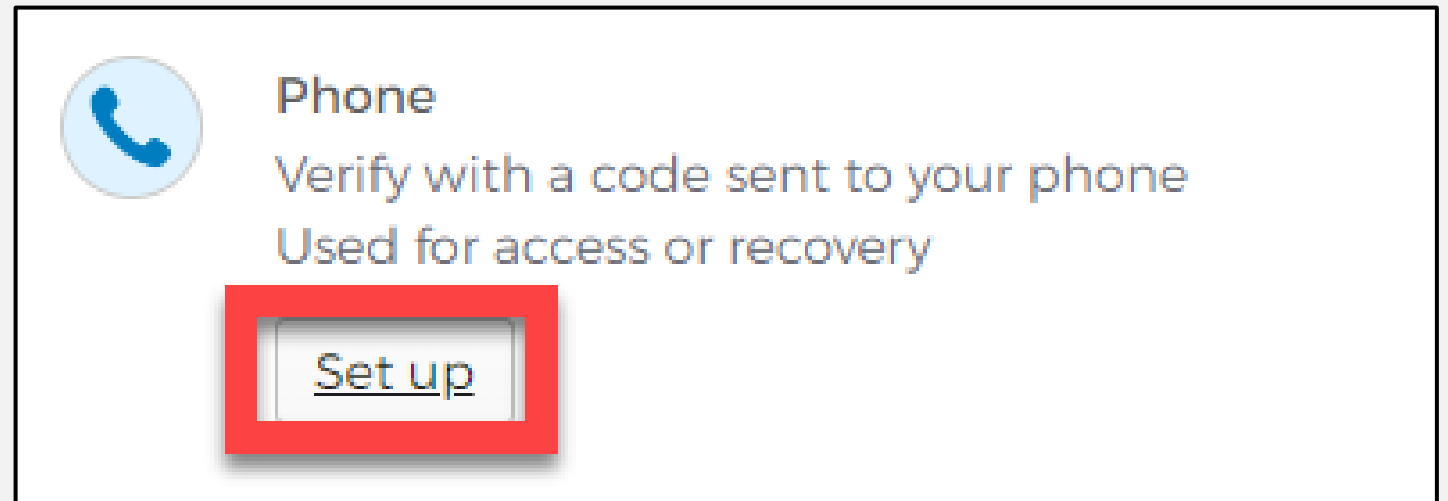
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

Below the requirements are two text input fields: "Enter password" and "Re-enter password". Both fields are highlighted with a red border. At the bottom of the form is a blue button labeled "Next", which is also highlighted with a red border.



# Set Up Security Methods Screen

Click on the “**Set up**” button under “**Phone**”.

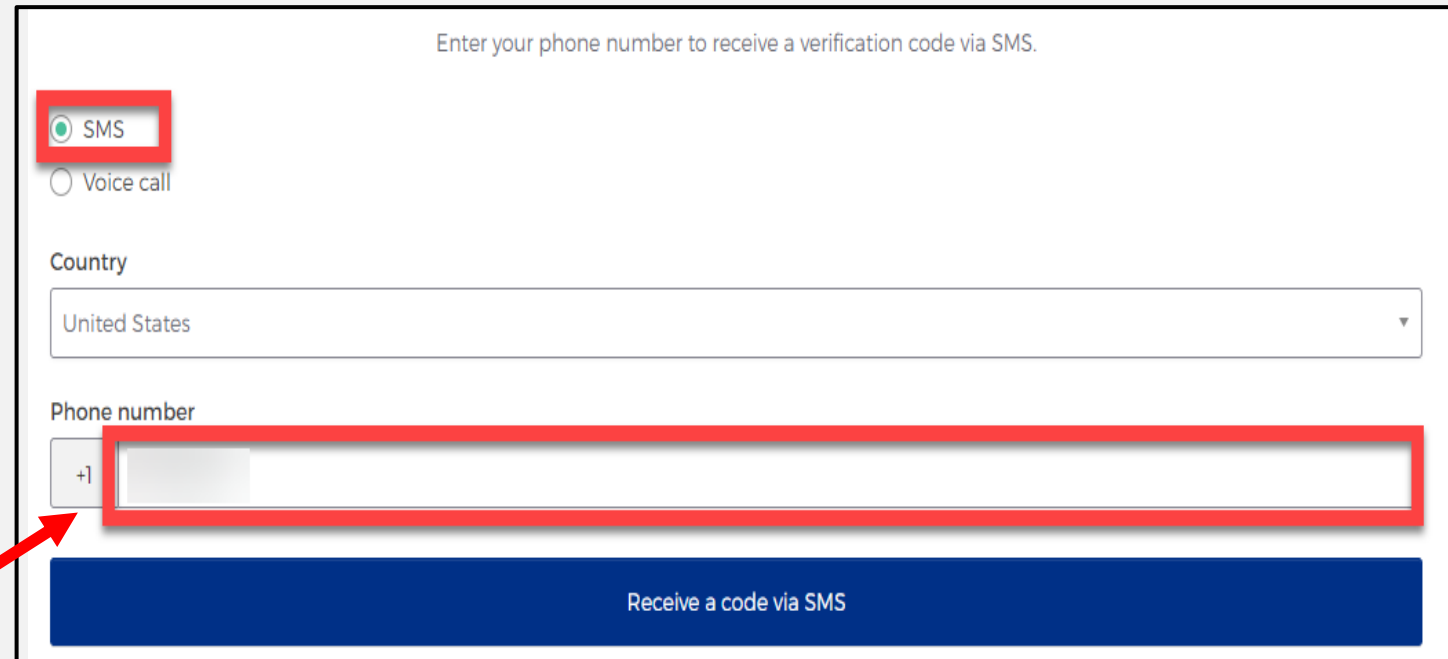


# Set Up Phone Authentication (1 of 2)

- To set up your phone number, first select the “**SMS**”\* or “**Voice call**” option.

*The **SMS** option will send a text message to your phone, and the **Voice call** option will send an automated call.*

- Verify your account by entering your phone number and select “**Receive a code**”.



Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

Country  
United States

Phone number  
+1

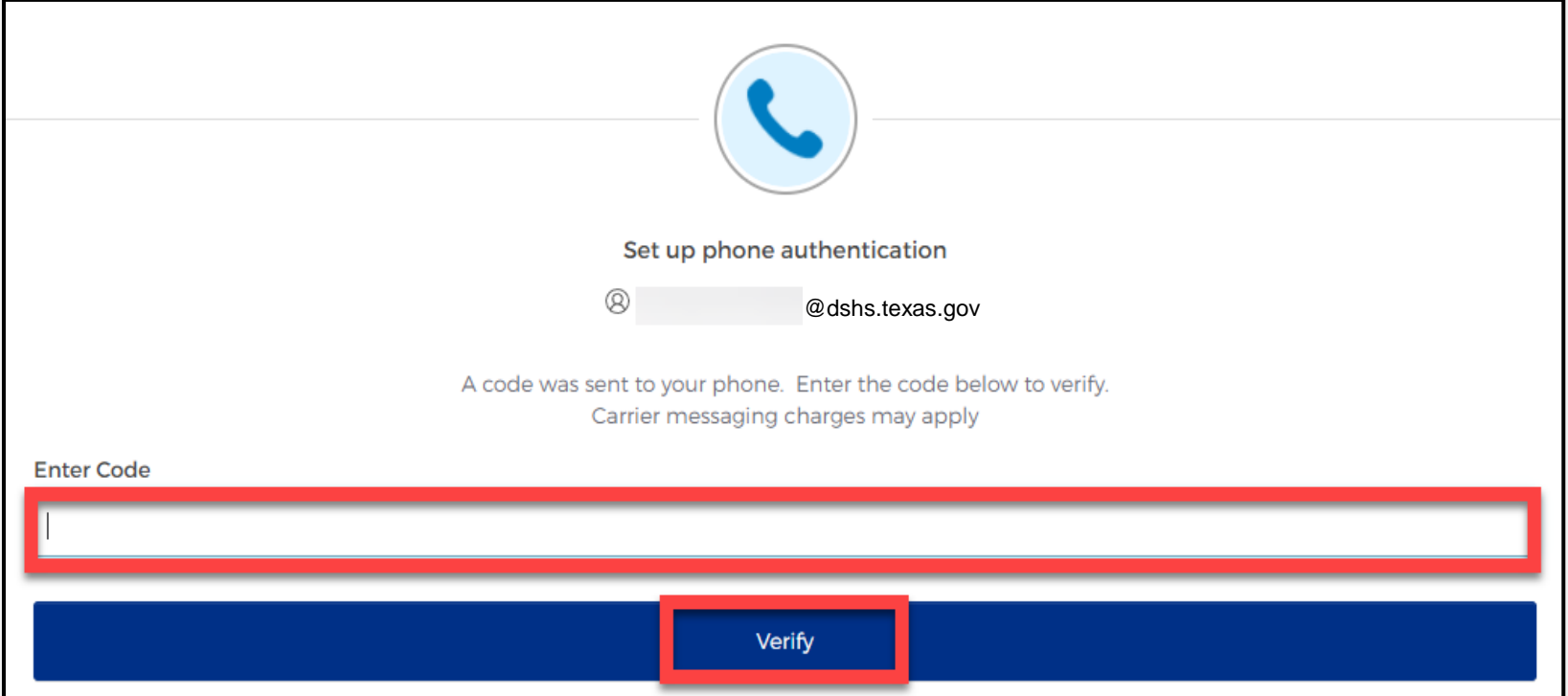
Receive a code via SMS

The screenshot shows a form for phone verification. The 'SMS' radio button is highlighted with a red box. The 'Phone number' input field is also highlighted with a red box, and a red arrow points to the '+1' country code dropdown. The 'Receive a code via SMS' button is a blue button at the bottom.

\*SMS stands for Short Message Service.

# Set Up Phone Authentication (2 of 2)

- You will receive a verification code to your phone via the delivery choice you made - SMS or Voice call\*.
- Type the verification code in the “**Enter Code**” box.
- Then click on the “**Verify**” button.



Set up phone authentication

@ [redacted] @dshs.texas.gov

A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

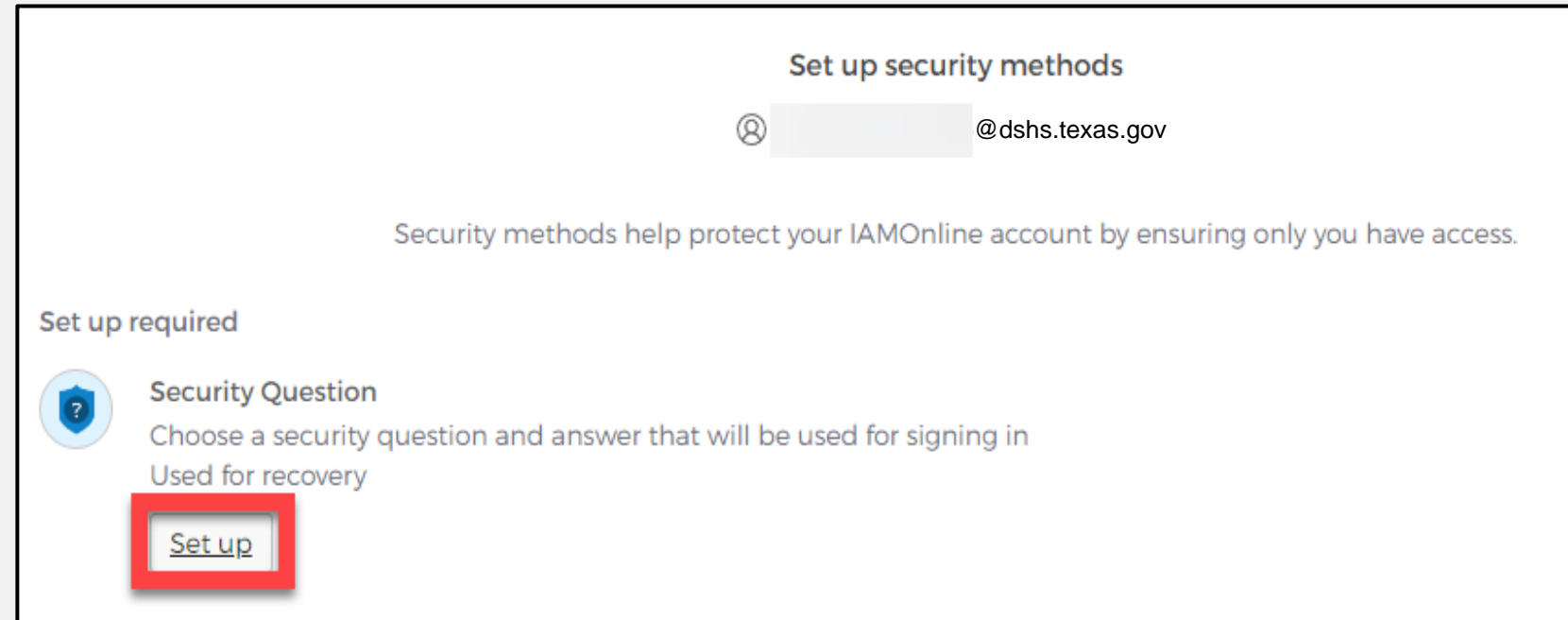
Enter Code

Verify

NOTE – for today’s presentation, we will demonstrate verification code receipt via SMS.

# Set Up Security Methods

- After verifying your phone number, you will be redirected to set up a Security Question.
- Select the **“Set up”** button under **“Security Question”**.




The screenshot shows a web page titled "Set up security methods" for a user with the email address [redacted]@dshs.texas.gov. The page explains that security methods help protect the account. Under the heading "Set up required", there is a section for "Security Question" with a sub-heading "Used for recovery". A red rectangular box highlights the "Set up" button next to the "Security Question" option.

Set up security methods

[redacted]@dshs.texas.gov

Security methods help protect your IAMOnline account by ensuring only you have access.

Set up required

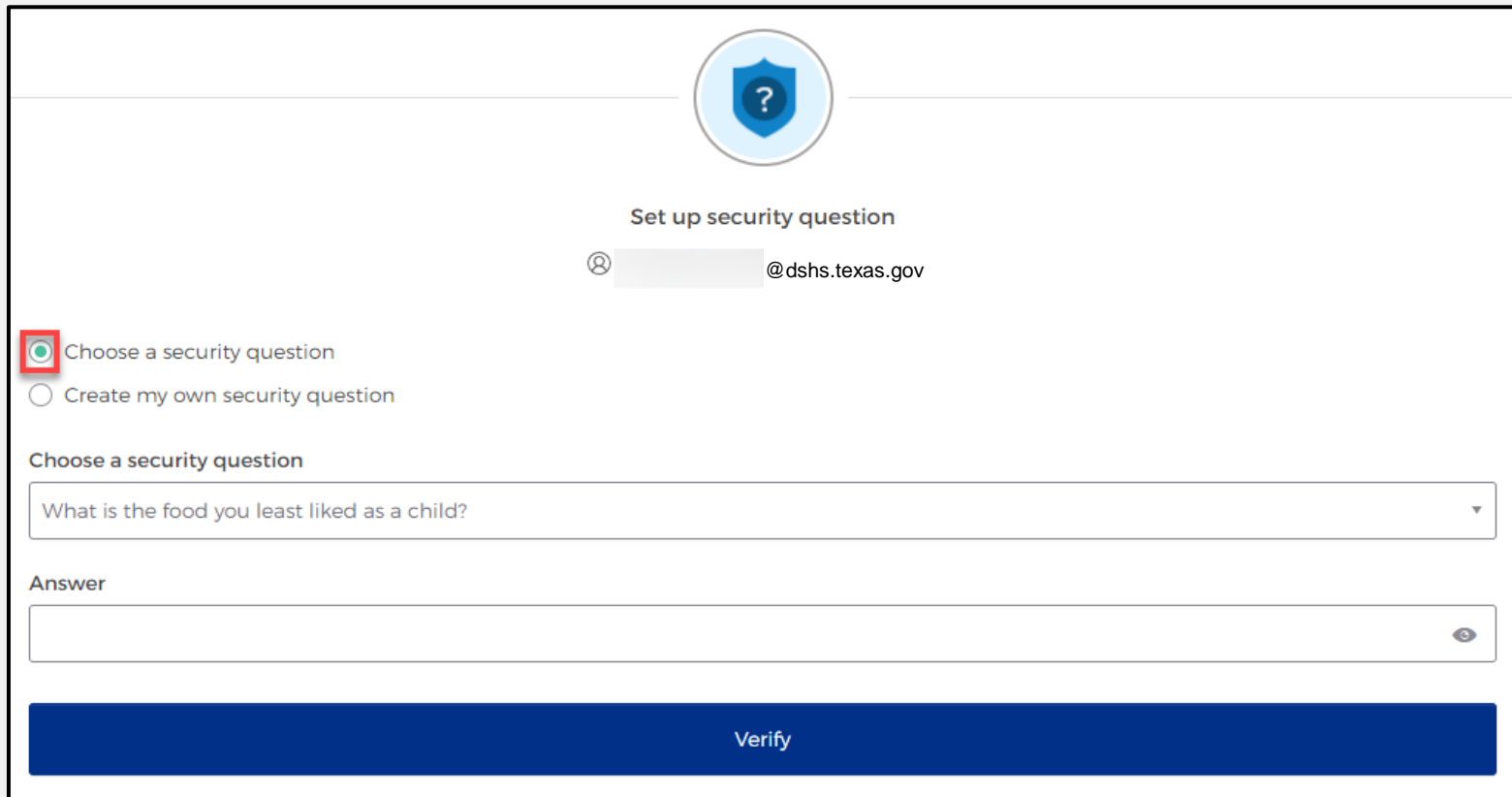
 **Security Question**  
Choose a security question and answer that will be used for signing in  
Used for recovery

**Set up**

# Set Up Security Question (1 of 2)

You can either “**Choose a security question**” or “**Create my own security question**”.

***NOTE** – If creating a security question, create one that cannot be guessed by others, including people who know you well, for security purposes.*



The screenshot shows a web interface for setting up a security question. At the top center is a blue shield icon with a white question mark. Below it, the text "Set up security question" is displayed. Underneath, there is a user identifier consisting of a person icon, a greyed-out name, and the email address "@dshs.texas.gov". There are two radio button options: "Choose a security question" (which is selected and highlighted with a red square) and "Create my own security question". Below these options is a dropdown menu labeled "Choose a security question" with the text "What is the food you least liked as a child?". Below the dropdown is an "Answer" field, which is currently empty. At the bottom of the form is a large blue button labeled "Verify".

# Set Up Security Question (2 of 2)

- After selecting “**choose a security question**”, select the drop-down icon and choose a security question.
- Enter the answer in the “**Answer**” box.
- To save your question and answer, select the “**Verify**” button.

Set up security question

@dshs.texas.gov

Choose a security question

Create my own security question

Choose a security question

What is the food you least liked as a child?

Answer

Verify

# Access MyApps Dashboard Process



# Access the MyApps Dashboard

You will be redirected to your IAMOnline “MyApps” dashboard.

The screenshot displays the MyApps dashboard interface. On the left is a dark blue sidebar with the following elements: a home icon and 'My Apps' header; a list of items including 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section +'; a notification bell icon with 'Notifications 4'; and at the bottom, 'Last sign in: a few seconds ago' and a 'Privacy' link.

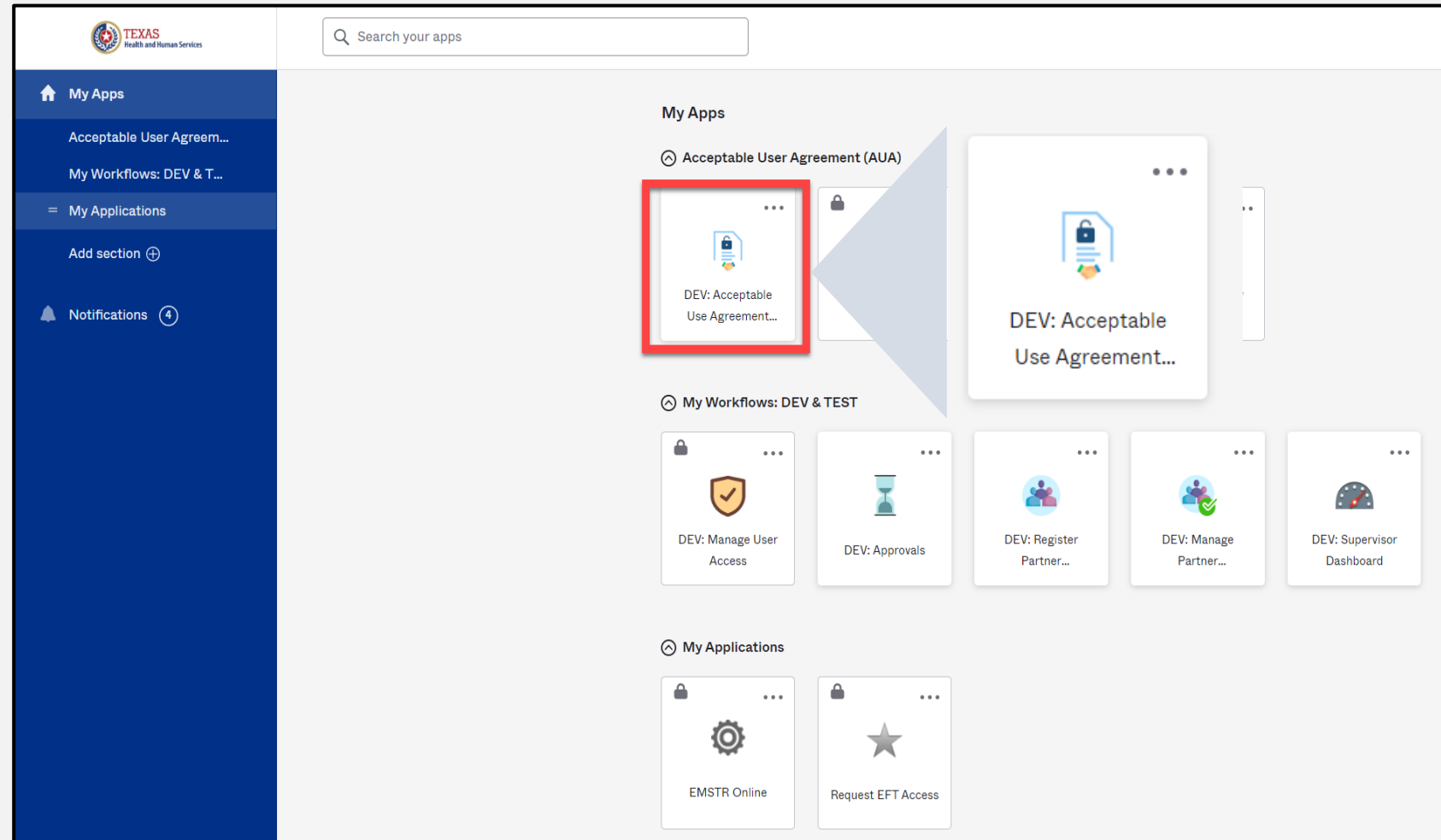
The main content area is titled 'My Apps' and features a 'Sort' button in the top right. It is organized into two sections:

- Acceptable User Agreement (AUA)**: This section contains four application tiles, each with a lock icon and a three-dot menu:
  - DEV: Acceptable Use Agreement (AUA)...
  - DEV: Forms
  - DEV: Access Requests
  - DEV: Manage My Access
- My Workflows: DEV & TEST**: This section contains five application tiles, each with a lock icon and a three-dot menu:
  - DEV: Manage User Access
  - DEV: Approvals
  - DEV: Register Partner Organization
  - DEV: Manage Partner Organization
  - DEV: Supervisor Dashboard



# Acceptable Use Agreement (AUA)

- All tiles will be locked with a lock icon until you acknowledge and sign the AUA form.
- Select the “AUA” tile on your MyApps dashboard.



# Acknowledge and Sign your AUA

- Carefully read and complete the AUA Form.
- Complete the mandatory information and sign the form.
- Click the **“Submit”** button to complete it.

**Acknowledgement**

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

**First Name**

**First Name \***

**Last Name**

**Last Name \***

**Your Work Email \***

**Your Work Phone**

I am (choose one and explain below): \*

An employee of HHSC (specify department and division)

An employee of DSHS (specify department and division)

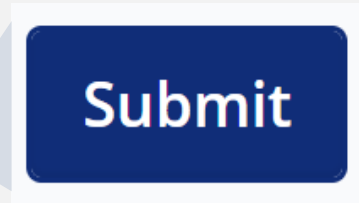
An employee of another agency (specify agency, department, and division)

A contractor (specify employer or non-state agency name)

An intern or volunteer (specify agency, department, and division)

Other (specify below if you are an advisory council member or an employee of a private provider)

**Date Agreement Signed \***

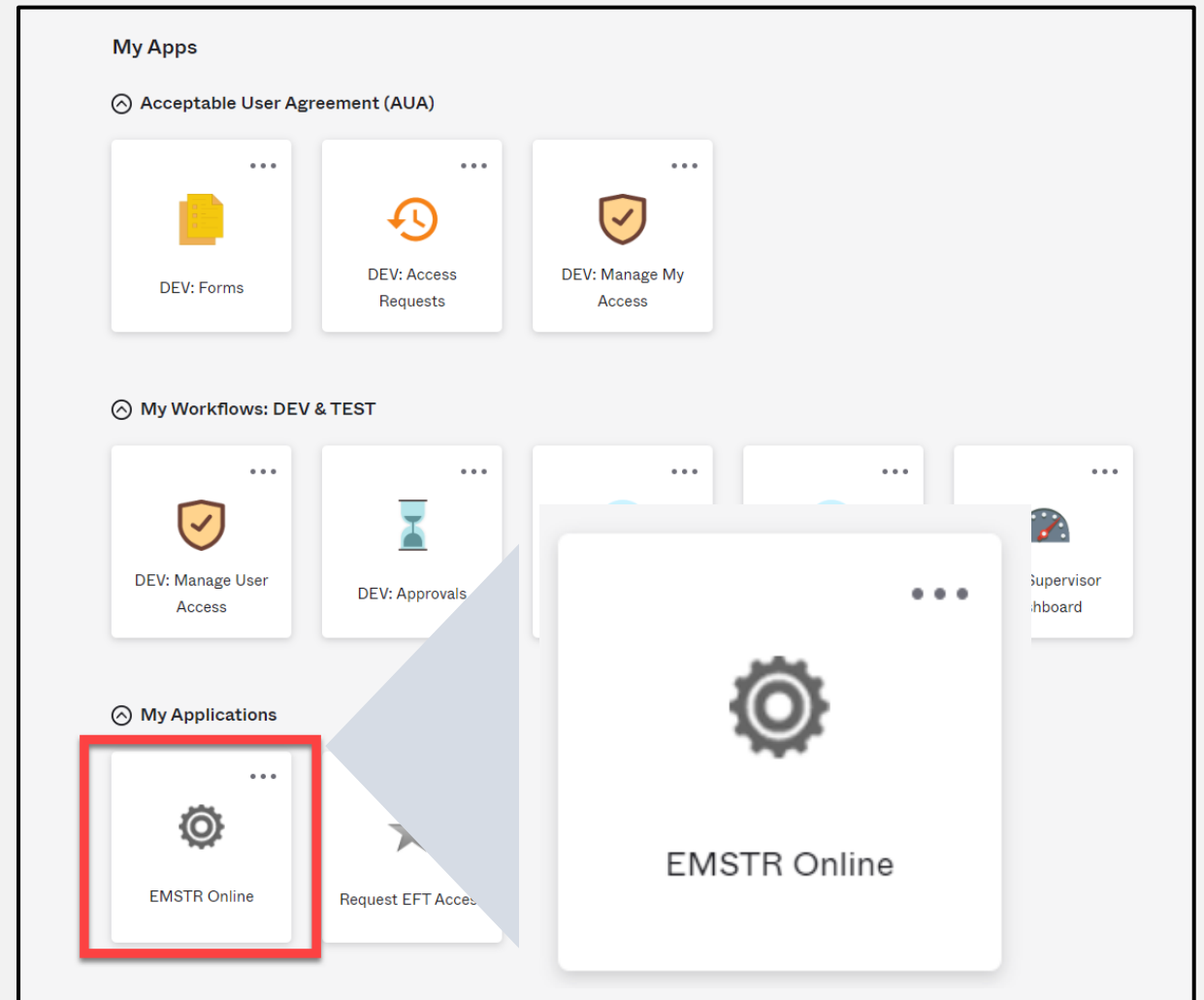


# Access EMSTR Process



# Access EMSTR (1 of 2)

- Once you complete the AUA form, the tiles on **MyApps** dashboard will unlock.
- To access EMSTR, select the **“EMSTR Online”** tile.



# Access EMSTR (2 of 2)

Once you've selected the "EMSTR Online" tile, you will be directed to the EMSTR homepage.

The screenshot displays the EMSTR homepage. At the top, there is a navigation bar with the EMSTR logo, a welcome message, and links for Home, Create Record, Search Record, File Upload, Entity, Reports, and Logout. Below the navigation bar, the Texas Department of State Health Services logo is visible on the left, and the main heading reads "Welcome to Texas Emergency Medical Services and Trauma Registry System".

The page is divided into two main sections:

- Workflows-TBD:** A table showing workflow queues and their corresponding event counts.
- Recently Accessed Records-TBD:** A table showing a list of recently accessed records with columns for Record Id, Name, and Record Type.

Workflow Queue	Events
<a href="#">135 Days Late</a>	28
<a href="#">Entitles Missing_RAC ID Information</a>	14
<a href="#">Missing Injury Diagnosis Codes</a>	10
<a href="#">All cases that failed workflow because of invalid data</a>	15
<a href="#">Pending Application Emails</a>	7

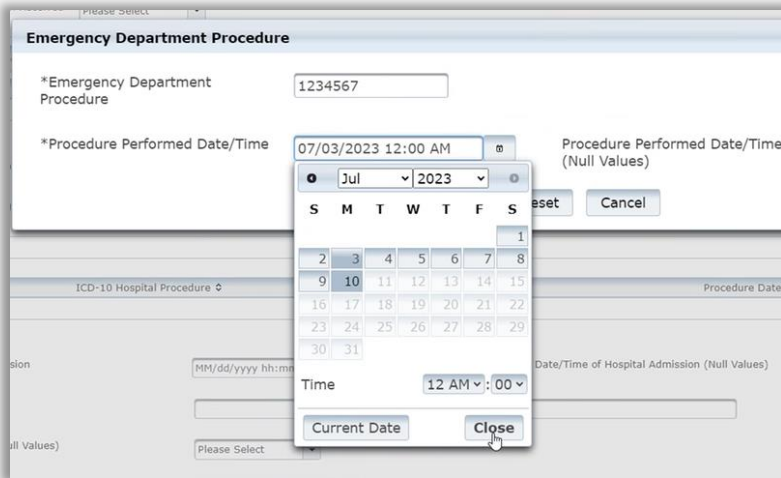
  

Record Id	Name	Record Type
123456789	Test Hospital	Hospital Facility
111111111	Test EMS	EMS Facility
124564545	Test McTester	Hospital Patient Record
897543456	John Doe	EMS Patient Record
987465367	Jane Doe	LTAC Patient Record

# Improved User Experience

Updated features and new functionalities are incorporated throughout EMSTR for an improved user experience.

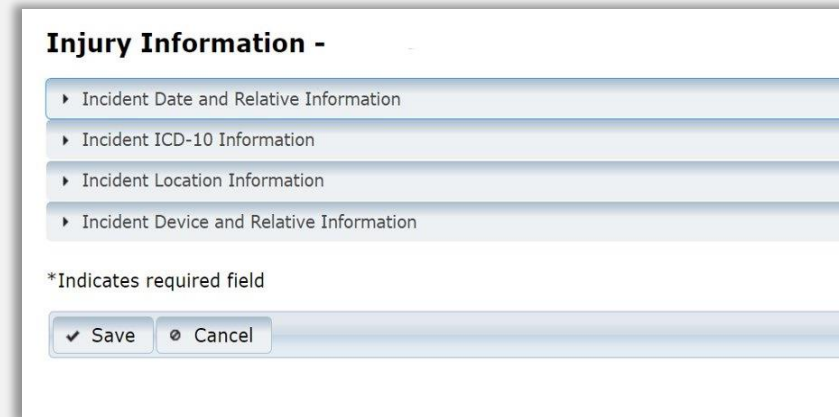
## Calendar Feature



The screenshot shows a web form titled "Emergency Department Procedure". It includes a text input for "Emergency Department Procedure" with the value "1234567" and a date/time picker for "Procedure Performed Date/Time" with the value "07/03/2023 12:00 AM". A calendar pop-up is displayed over the date picker, showing the month of July 2023. The calendar has a grid of days from 1 to 31. Below the calendar, there is a "Time" dropdown menu set to "12 AM" and a "Close" button. The form also has "Save" and "Cancel" buttons at the bottom.

Quick date and time selection.

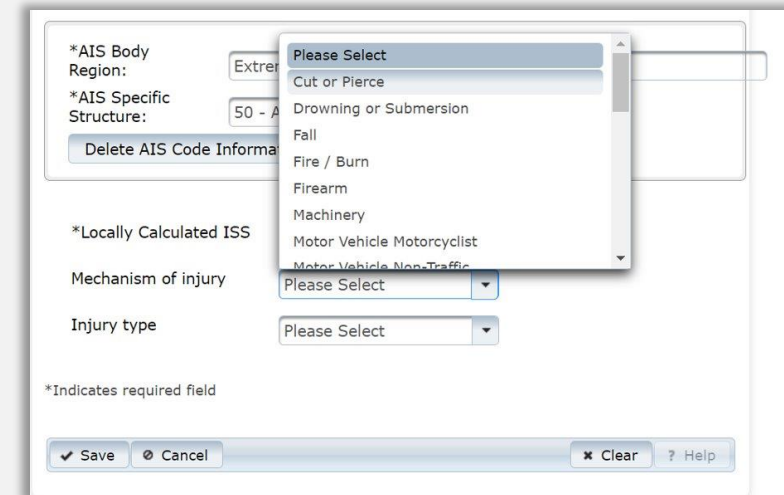
## Collapsible Sections



The screenshot shows a web form titled "Injury Information -". It has four collapsible sections, each with a right-pointing arrow: "Incident Date and Relative Information", "Incident ICD-10 Information", "Incident Location Information", and "Incident Device and Relative Information". Below these sections, there is a note: "\*Indicates required field". At the bottom, there are "Save" and "Cancel" buttons.

Easier page navigation to complete required fields.

## Drop Down Menus



The screenshot shows a web form with several fields. A dropdown menu is open for the "Mechanism of injury" field, showing a list of options: "Please Select", "Cut or Pierce", "Drowning or Submersion", "Fall", "Fire / Burn", "Firearm", "Machinery", "Motor Vehicle Motorcyclist", and "Motor Vehicle Non-Traffic". Other fields include "AIS Body Region" (value: "Extrem"), "AIS Specific Structure" (value: "50 - A"), and "Injury type" (value: "Please Select"). There are "Save", "Cancel", "Clear", and "Help" buttons at the bottom.

Intuitive process that avoids page clutter.

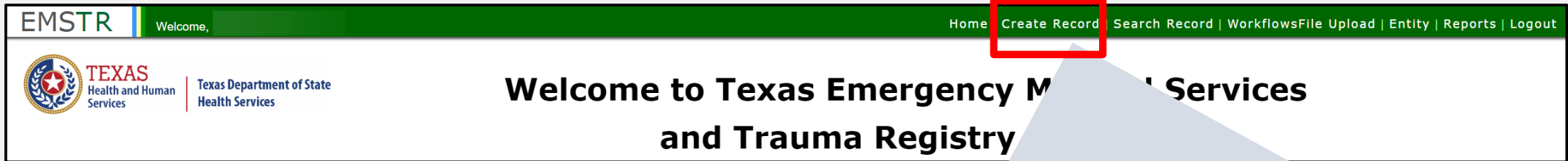
# Online Submission Process



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# Online Submission



The screenshot shows the top navigation bar of the EMSTR website. The navigation bar is green and contains the following links: Home, **Create Record**, Search Record, Workflows, File Upload, Entity, Reports, and Logout. The 'Create Record' link is highlighted with a red box. Below the navigation bar is a white header area with the Texas Department of State Health Services logo on the left and the text 'Welcome to Texas Emergency Medical Services and Trauma Registry' in the center.

| [Create Record](#) |

To submit data manually, select **“Create Record”** from the navigation bar.



# Create Record (1 of 2)

After selecting “**Create Record**” from the EMSTR toolbar, click the “**Patient Record-EMS**” Record Type from the drop-down menu.

**Record Information**

\*Record Type

- Freestanding Emergency Department
- Hospital
- Justice of the Peace
- Local Health Department
- Long Term Acute Care Facility
- Medical Examiner
- Patient Record - EMS**
- Patient Record - Hospital
- Patient Record - JP/ME - Submersion

# Create Record (2 of 2)

- Enter the required information indicated by the asterisks (\*).
- Click **“Save”**.

**Record Information**

\*Record Type

**Add Person**

\*First Name  Middle Name  \*Last Name

\*Birth Date  \*Gender

**Contact Information**

\*Street

\*City  \*State  \*Zip Code

\*County  \*Country

\*Indicates required field

Phone Number  E-Mail

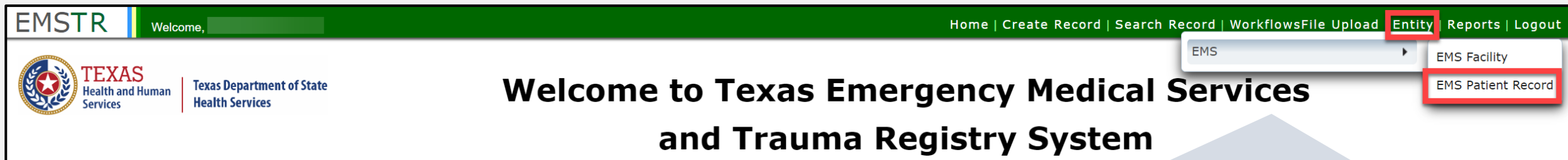
# Add Record Data

To add patient record data, complete each of the ten question packages.

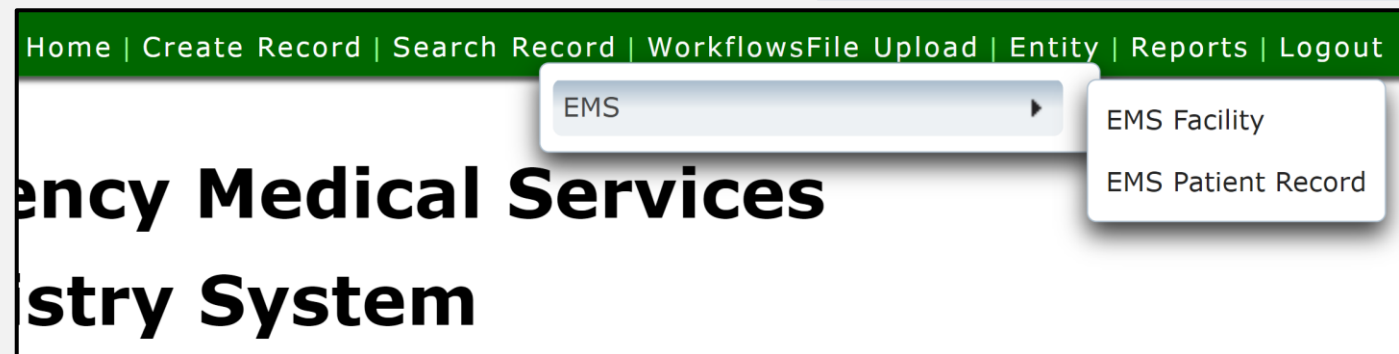
Question Packages			
Question Package	Last Update	Updated By	Status
<a href="#">Agency Responder</a>			Incomplete
<a href="#">Vitals and Laboratory Information</a>			Incomplete
<a href="#">Administrative</a>			Incomplete
<a href="#">Patient Information</a>			Incomplete
<a href="#">Payment Information</a>			Incomplete
<a href="#">Pre-Hospital Information</a>			Incomplete
<a href="#">Examination Information</a>			Incomplete
<a href="#">Procedures and Treatments Information</a>			Incomplete
<a href="#">Patient History</a>			Incomplete
<a href="#">Disposition Outcome Information</a>			Incomplete

# Finish Creating a Record

- After saving the information entered in the ten question packages, view the completed record by navigating to the EMSTR toolbar.
- Select “Entity>EMS>EMS Patient Record”.



The screenshot shows the EMSTR system homepage. The top navigation bar is green and contains the following links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Logout. The 'Entity' link is highlighted with a red box. Below the navigation bar, the Texas Department of State Health Services logo is on the left, and the main heading reads 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. A dropdown menu is open under the 'Entity' link, showing 'EMS' with a right-pointing arrow. A second dropdown menu is open under 'EMS', showing 'EMS Facility' and 'EMS Patient Record', with the latter highlighted by a red box.



This is a close-up of the navigation menu from the previous screenshot. The top navigation bar is green and contains the following links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Logout. The 'Entity' link is highlighted with a red box. Below the navigation bar, the 'EMS' dropdown menu is open, showing 'EMS Facility' and 'EMS Patient Record', with the latter highlighted by a red box.

# EMS Patient Record

You can view the patient records you submitted for your agency.

EMS Facility EMS Patient

(Entities 1 - 1 of 1, Page: 1/1) 1 50 + Add New Entity + Clear filter

First Name	Last Name	Status	Action
EMS	Test2		<a href="#">Record Details</a>

(Entities 1 - 1 of 1, Page: 1/1) 1 50

# Web Services Websites



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# Web Services URL

- Use a Uniform Resource Locator (URL) (web address) to access and submit data through web services.
- The user name and password are the same as the IAMOnline log in.
- The organization ID is the DSHS ID for the agency you are submitting.
- Note – Data must be in the NEMESIS version 3.5 format.

## Submit a request using the following format

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.nemesis.org/">
<soapenv:Header/>
<soapenv:Body>
<ws:SubmitDataRequest>
<ws:username> username here</ws:username>
<ws:password> password here</ws:password>
<ws:organization> organization ID here</ws:organization>
<ws:requestType>SubmitData</ws:requestType>
<ws:submitPayload>
<ws:payloadOfXmlElement>
... Type of data that is being submitted (EMSDataset/DEMDataSet)
should be within the payloadOfXMLElement.
</ws:payloadOfXmlElement>
</ws:submitPayload>
<ws:requestDataSchema>61</ws:requestDataSchema>
<ws:schemaVersion>3.5.0</ws:schemaVersion>
<ws:additionalInfo>Token value</ws:additionalInfo>
</ws:SubmitDataRequest>
</soapenv:Body>
</soapenv:Envelope>
```

# EMSTR Reports



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# Reports



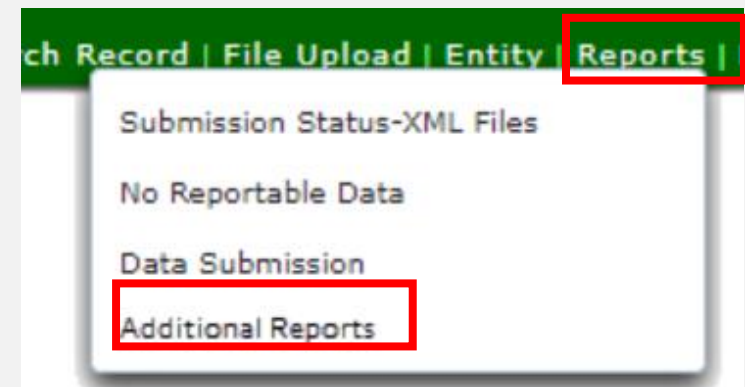
EMSTR | Welcome, Leo Arkaney | Home | Create Record | Search Record | File Upload | Entity | **Reports** | Logout

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**Welcome to Texas Emergency Medical Services and Trauma Registry System**

- Submission Status-XML Files
- No Reportable Data
- Data Submission
- Additional Reports

- You can quickly access reports from the navigation bar.
- Additional reports will be accessible from this menu.



ch Record | File Upload | Entity | **Reports** |

- Submission Status-XML Files
- No Reportable Data
- Data Submission
- Additional Reports**

# Submission Status-XML Report

**Submission Status-XML Files**

Entity Type  \*Entity Name

**XML Submissions History (Expand to See Detailed Information)**

Year ↕	File Name ↕	Report Period ↕	Submitted Number ↕
No records found.			

[Back](#) [? Help](#)

This report will show a summary of all the feedback reports submitted.

- Select the “**Entity Type**” from the drop-down menu.
- Type the year in the “**Year**” box.

# No Reportable Data (NRD)

**No Reportable Data**

Entity Type: Hospital

\*Entity Name - Record ID: Mackenzie\_Hospital\_04-308

NRD Year: Please Select

NRD Month: Please Select

NRD Indicated By: Mackenzie\_Hospital3@mai

Date NRD Indicated: 08/25/2023

Action: Cancel Add New

Save Cancel Help

**No Reportable Data History**

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
No records found.				

- Users submit an NRD for the months that they do not have data to report for their agency.
- Users submit an NRD for current or past dates; they cannot submit an NRD for a future date.

# Data Submission

**Data Submission**

▼ Data Submission

Entity Type: Hospital \*Entity Name - Record ID: Mackenzie\_Hospital\_04-308

\*Is data submission up to date? Please Select

Missing submission time frame: Please Select Contact attempted?: Please Select

Contact notes: [Text Area]

Letter sent date: MM/DD/YYYY \*Reason for missing submission: Please Select

Date RAC was notified: MM/DD/YYYY Processing agent: Mackenzie Hospital

Date regulatory notified: MM/DD/YYYY

Is data submission up to date?	Missing submission time frame	Contact attempted?	Contact Notes	Letter sent date	Reason for missing submission	Specify other reason	Date RAC was notified	Processing Agent	Date regulatory notified	Date added	Delete
No records found.											

Users should submit the NRD report for any month they do not have reportable data. An NRD should be submitted as soon as possible.

# Account Management

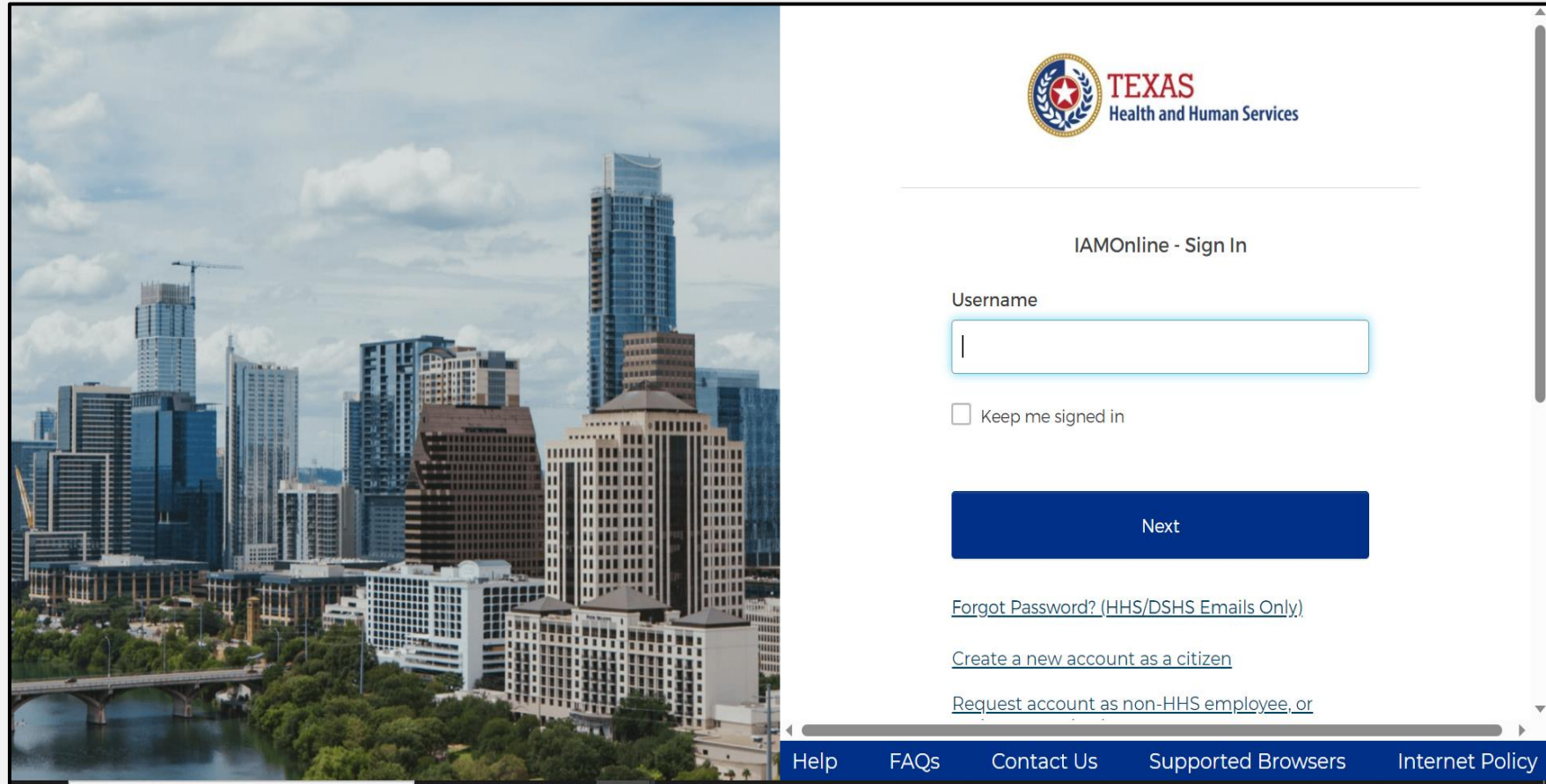



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# IAMOnline Home Page

Account management is available through IAMOnline.



 TEXAS  
Health and Human Services

IAMOnline - Sign In

Username

Keep me signed in

Next

[Forgot Password? \(HHS/DSHS Emails Only\)](#)

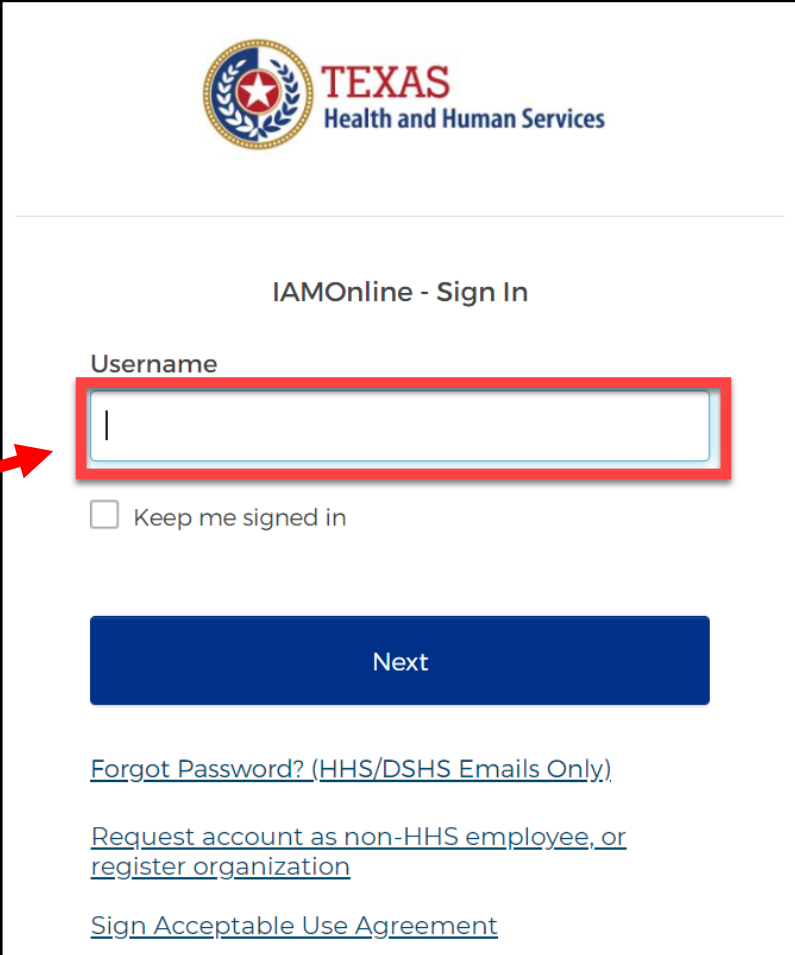
[Create a new account as a citizen](#)


[Request account as non-HHS employee, or](#)

Help   FAQs   Contact Us   Supported Browsers   Internet Policy

# Forgot Password (1 of 2)

- If you forget your password, you can reset it on your own.
- From the IAMOnline sign-in page, type your user name in the “**Username**” box.



 **TEXAS**  
Health and Human Services

IAMOnline - Sign In

Username

Keep me signed in

**Next**

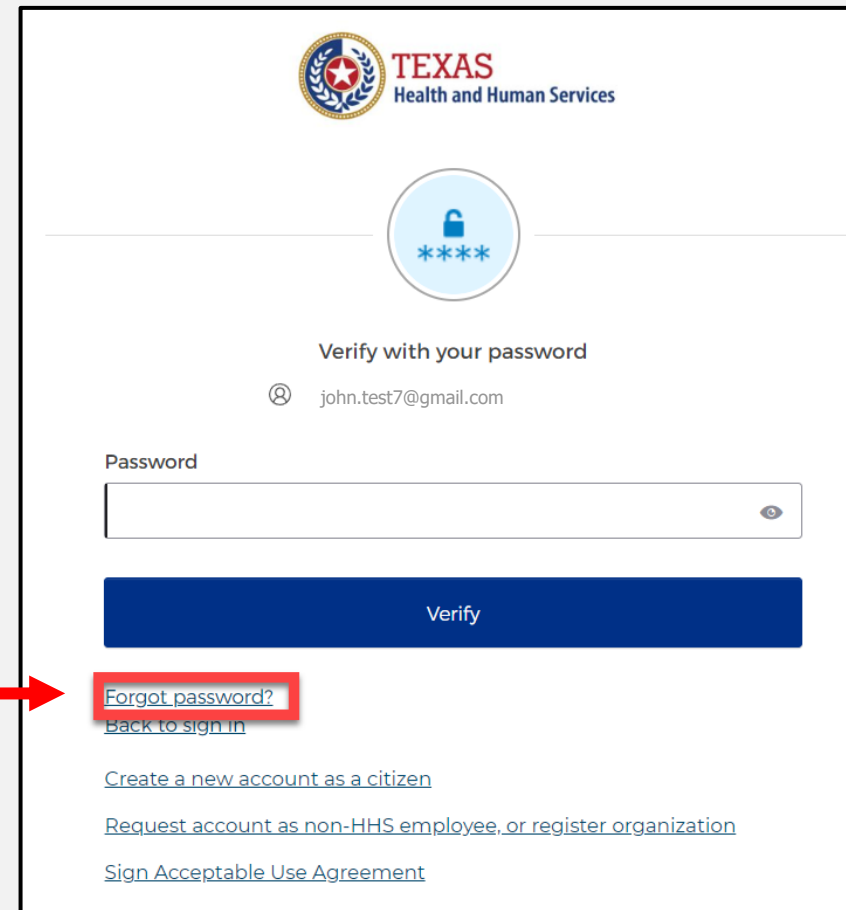
[Forgot Password? \(HHS/DSHS Emails Only\)](#)


[Request account as non-HHS employee, or register organization](#)


[Sign Acceptable Use Agreement](#)

# Forgot Password (2 of 2)


Click on the “Forgot password?” link.



 TEXAS  
Health and Human Services



Verify with your password

 john.test7@gmail.com

Password

[Forgot password?](#)

[Back to sign in](#)

[Create a new account as a citizen](#)

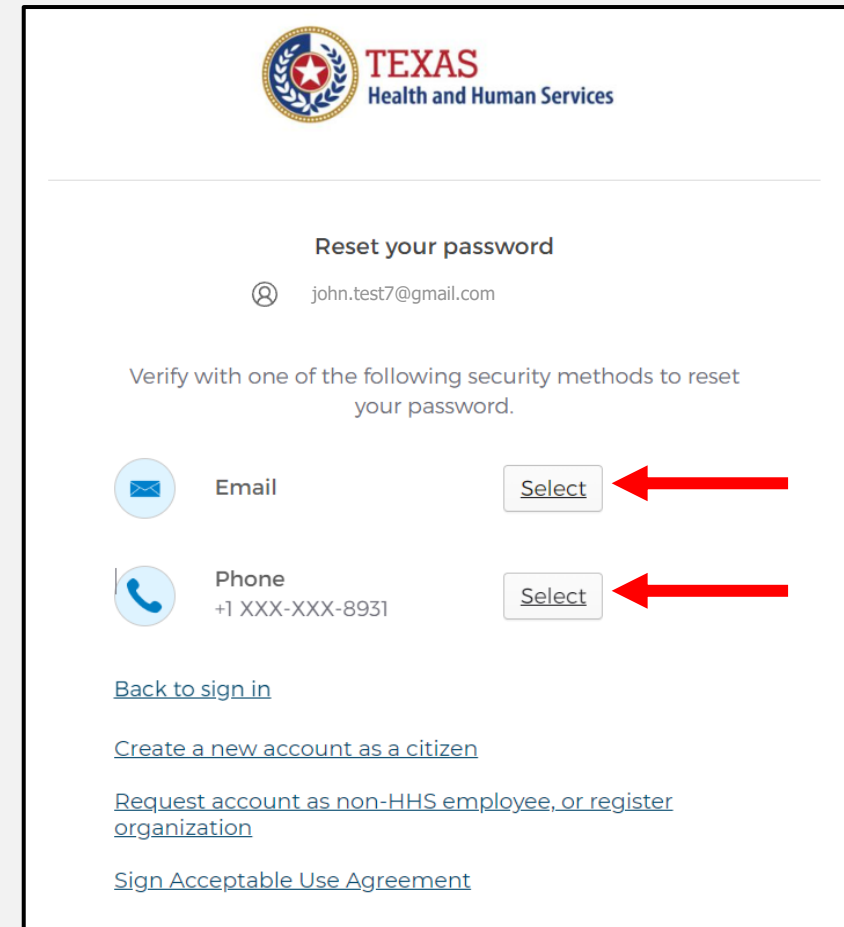
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)




# Reset Your Password (1 of 3)


Choose the “Email” or “Phone” method and click the “Select” button.





The screenshot shows the Texas Health and Human Services password reset interface. At the top is the Texas Health and Human Services logo. Below it, the heading "Reset your password" is followed by the user's email address, john.test7@gmail.com. A message instructs the user to verify with one of the following security methods to reset their password. Two options are listed: "Email" and "Phone". Each option has a "Select" button to its right, with a red arrow pointing to the button. Below the options are links for "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".



 TEXAS  
Health and Human Services

Reset your password

 john.test7@gmail.com

Verify with one of the following security methods to reset your password.

 Email  

 Phone  
+1 XXX-XXX-8931  

[Back to sign in](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

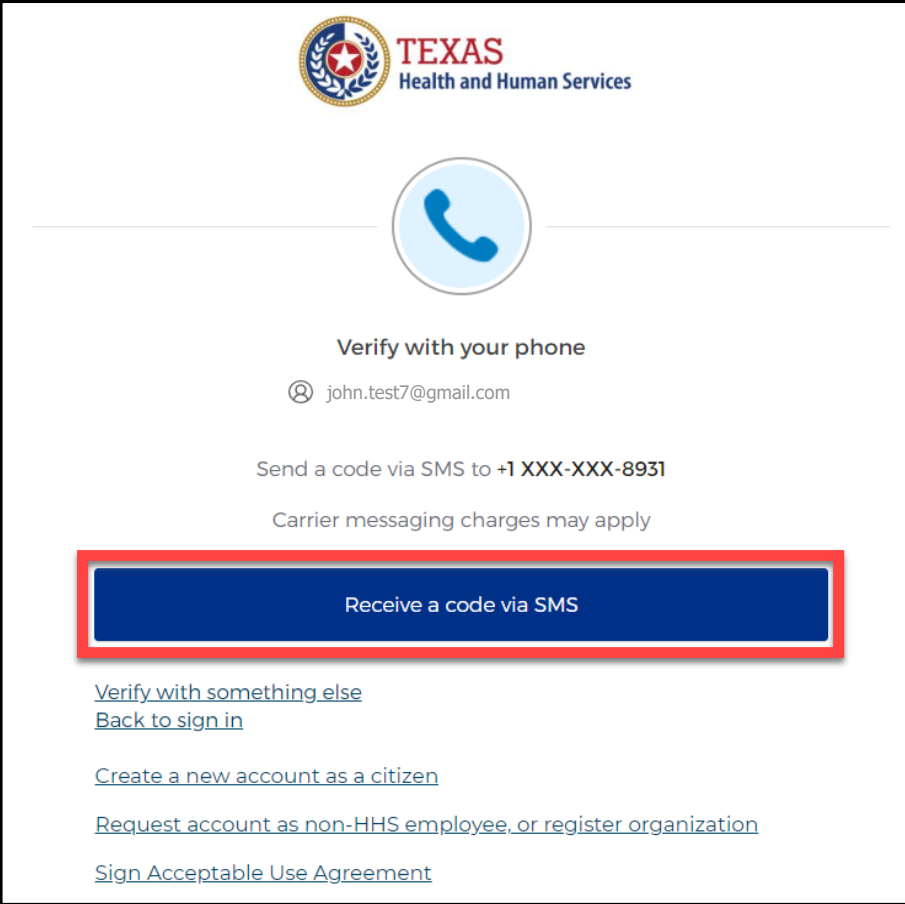
[Sign Acceptable Use Agreement](#)

# Reset Your Password (2 of 3)

- After selecting either phone or email, you will be prompted to **Receive a code via SMS** or email.

*NOTE – The phone option was selected in this example.*

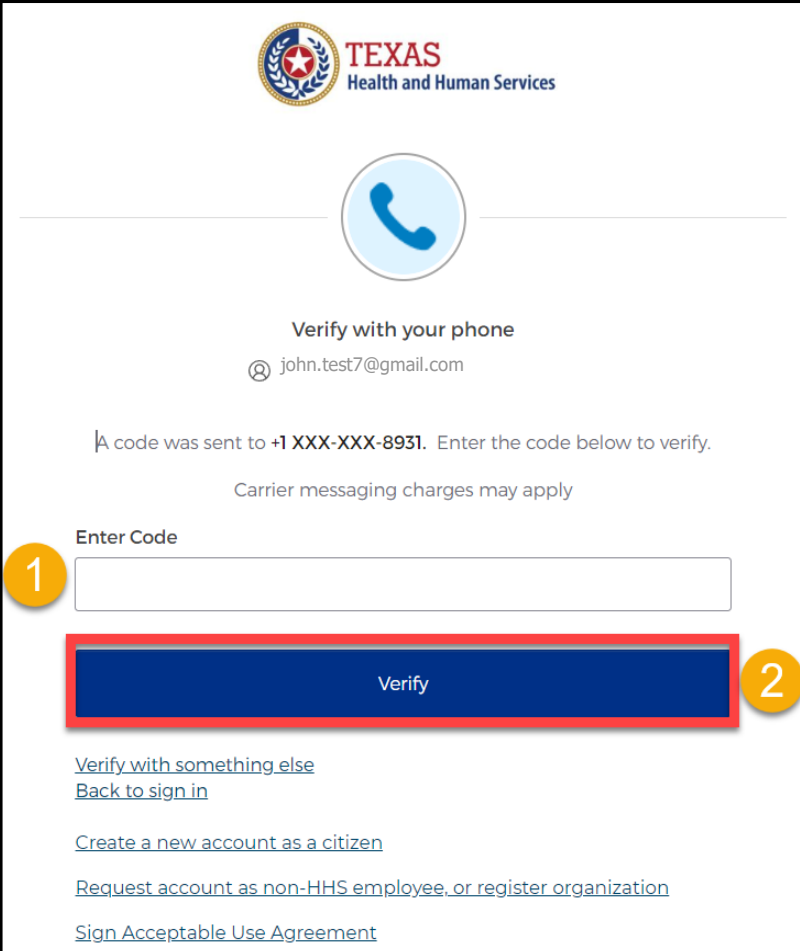
- Select **“Receive a code via SMS”** to receive a verification code.



The screenshot shows the Texas Health and Human Services verification screen. At the top left is the Texas state seal, and to its right is the text "TEXAS Health and Human Services". Below this is a blue telephone handset icon inside a light blue circle. Underneath the icon is the text "Verify with your phone" and the email address "john.test7@gmail.com" with a small person icon to its left. Below the email address is the text "Send a code via SMS to +1 XXX-XXX-8931" and "Carrier messaging charges may apply". A large blue button with the text "Receive a code via SMS" is highlighted with a red border. At the bottom of the screen are several links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

# Reset your password (3 of 3)

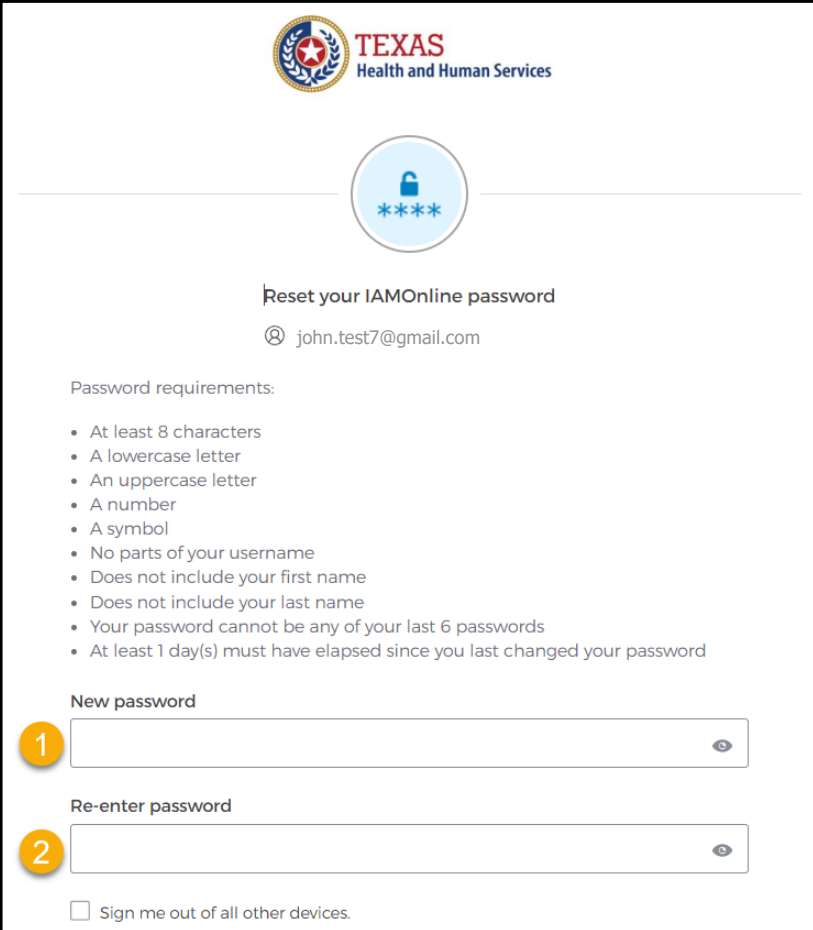
- Step 1 – Once you receive your verification code, enter it in the “Enter Code” box.
- Step 2 – Select the “Verify” button.



The screenshot shows the Texas Health and Human Services verification page. At the top is the Texas Health and Human Services logo. Below it is a phone icon. The text reads: "Verify with your phone" followed by the email address "john.test7@gmail.com". A message states: "A code was sent to +1 XXX-XXX-8931. Enter the code below to verify." Below this is a note: "Carrier messaging charges may apply". There is an "Enter Code" label above a text input field, which is marked with a yellow circle containing the number "1". Below the input field is a blue "Verify" button with a red border, marked with a yellow circle containing the number "2". At the bottom, there are several links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

# Reset Your IAMOnline Password (1 of 2)

- You will be redirected to the Reset Password Page.
- Step 1 – Enter your new password in the “**New password**” box.
- Step 2 – Re-enter your password in the “**Re-enter password**” box.



The screenshot shows the password reset interface for Texas Health and Human Services. At the top, the state seal and logo are displayed. Below the logo is a circular icon with a padlock and asterisks. The main heading is "Reset your IAMOnline password" followed by the email address "john.test7@gmail.com". A list of password requirements is provided, including length, character types, and exclusions. Two input fields are shown: "New password" (labeled with a yellow circle containing the number 1) and "Re-enter password" (labeled with a yellow circle containing the number 2). Both fields have eye icons for toggling visibility. At the bottom, there is a checkbox for "Sign me out of all other devices."

TEXAS  
Health and Human Services

Reset your IAMOnline password

john.test7@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

1

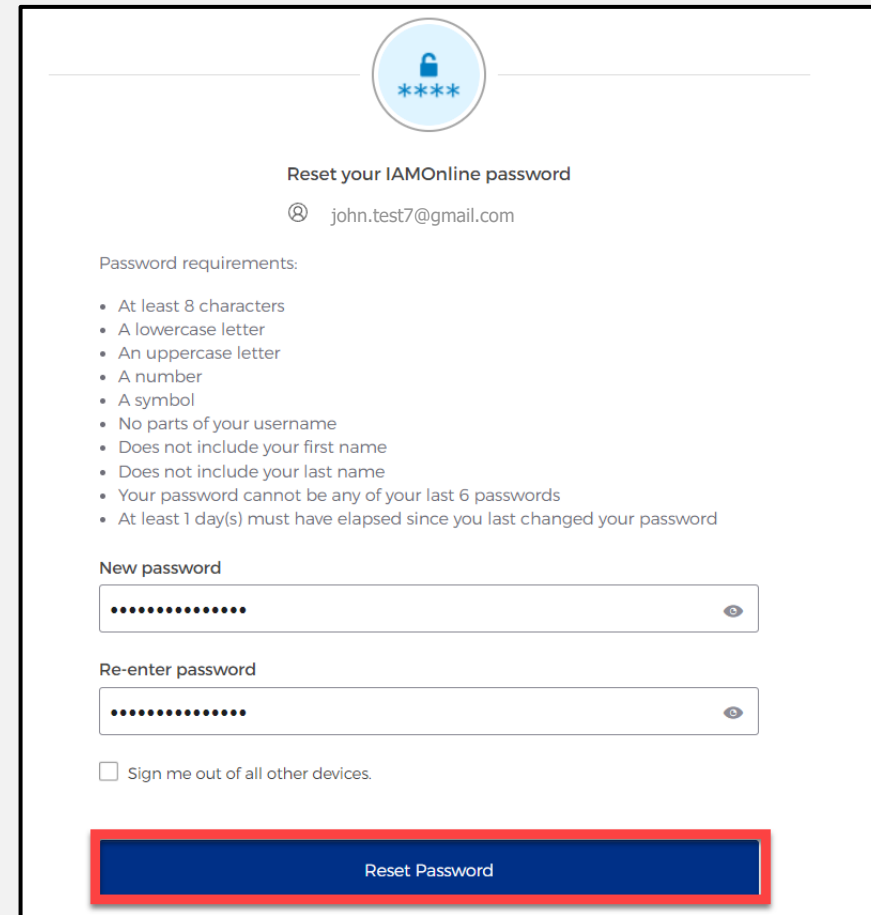
Re-enter password

2

Sign me out of all other devices.

# Reset Your IAMOnline Password (2 of 2)

Once you have created a new password and re-entered your password, select the “**Reset Password**” button.



The screenshot shows a web form for resetting an IAMOnline password. At the top, there is a circular icon with a padlock and four asterisks. Below this, the text reads "Reset your IAMOnline password" followed by the email address "john.test7@gmail.com". A section titled "Password requirements:" lists several rules: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, no first or last name, and a 1-day cooldown period. There are two password input fields: "New password" and "Re-enter password", both with masked characters and toggle icons. A checkbox for "Sign me out of all other devices." is present. At the bottom, a blue button labeled "Reset Password" is highlighted with a red border.

Reset your IAMOnline password

john.test7@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

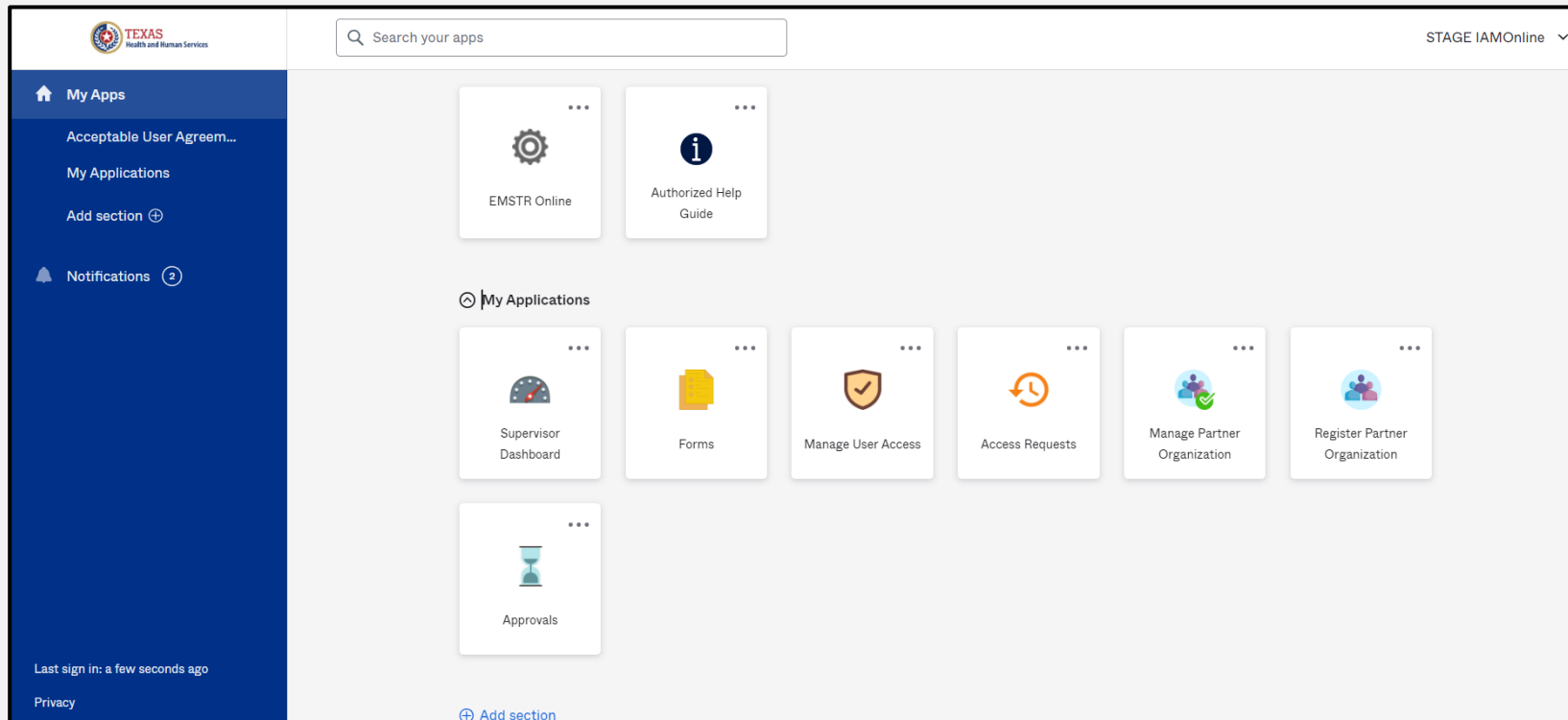
Re-enter password

Sign me out of all other devices.

Reset Password

# Reset Password Complete

After resetting your password, you will be logged in and redirected to the MyApps dashboard.



# Account Locked



After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



If you do not remember your password after the account unlocks, please reset your password.



If your password needs to be reset before 30 minutes for urgent requests, you may contact the help desk at **512-438-4720**.

# Update Account (1 of 2)

The screenshot displays the Texas Health and Human Services IAMOnline dashboard. On the left is a blue navigation sidebar with 'My Apps' selected. The main content area shows a search bar and a 'My Apps' section with a card for 'Acceptable User Agreement (AUA)'. In the top right corner, a dropdown menu for 'DEV IAMOnline' is open, with the 'Settings' link highlighted in a red box. Other menu items include 'Preferences', 'Recent Activity', and 'Sign out'.

- On the right side of your IAMOnline dashboard, click the arrow to display the menu.
- Select the “**Settings**” link.



# Update Account (2 of 2)

- Click the “**Edit**” button in the Personal Information section.
- Update your personal information such as:
  - Add a phone number;
  - Add details; and
  - Adjust security methods including password and security questions.



# Texas Wristband Number (State Element)

0 : M	eOutcome.ExternalDataGroup	C
0 : 1	eOutcome.03 - External Report ID/Number Type	<input type="radio"/>
0 : 1	eOutcome.04 - External Report ID/Number	<input type="radio"/>

- You will submit the Patient Wristband through the EMS dataset eOutcome question package.
- If prompted by your software vendor, please select "**Other**" for the eOutcome.03 - *Wristband Type*.
- You must submit the Texas Wristband Number through the eOutcome.04 field. An option for Null responses will be permitted.
- Please contact your Regional Advisory Council (RAC) for any questions on wristband procurement.

# Questions and Answers



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

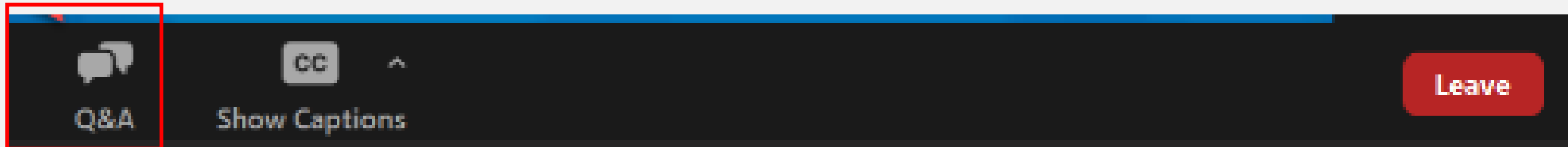
# Office Hours

EMSTR will host Office Hours during webinar weeks to answer questions. EMSTR will not record Office Hours and the time will be open for groups listed in the table below.

Office Hour Group	Date	Time
Hospital stakeholders #1 (Office Hour)	09/26/2023	11:00 AM – 12:00 PM
EMS stakeholders #1 (Office Hour)	10/04/2023	10:00 AM – 11:00 AM
Hospital stakeholders #2 (Office Hour)	10/11/2023	3:00 PM – 4:00 PM
EMS stakeholders #2 (Office Hour)	10/20/2023	2:00 PM – 3:00 PM

# Question and Answer (Q&A)

Submit questions using the Q&A button from the menu.



# Contact Information and Resources

- If you have additional questions, please email us at [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).
- EMSTR will share additional resources as the launch date approaches.



# Thank you!

EMSTR EMS Webinar

EMSTR Team

[injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov)