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Health and Human
Services

**Texas Department of State
Health Services**

Emergency Medical Services and Trauma Registries Organization Administrator Training

November 2023

EMSTR Team

Organization Administrator Training

Audience – Account managers and facility administrators.

Description – This Organization Administrator Training guide provides step-by-step instructions on how to log-in to Emergency Medical Services and Trauma Registries (EMSTR), manage your users' access, and manage your account.

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IAMOnline Process

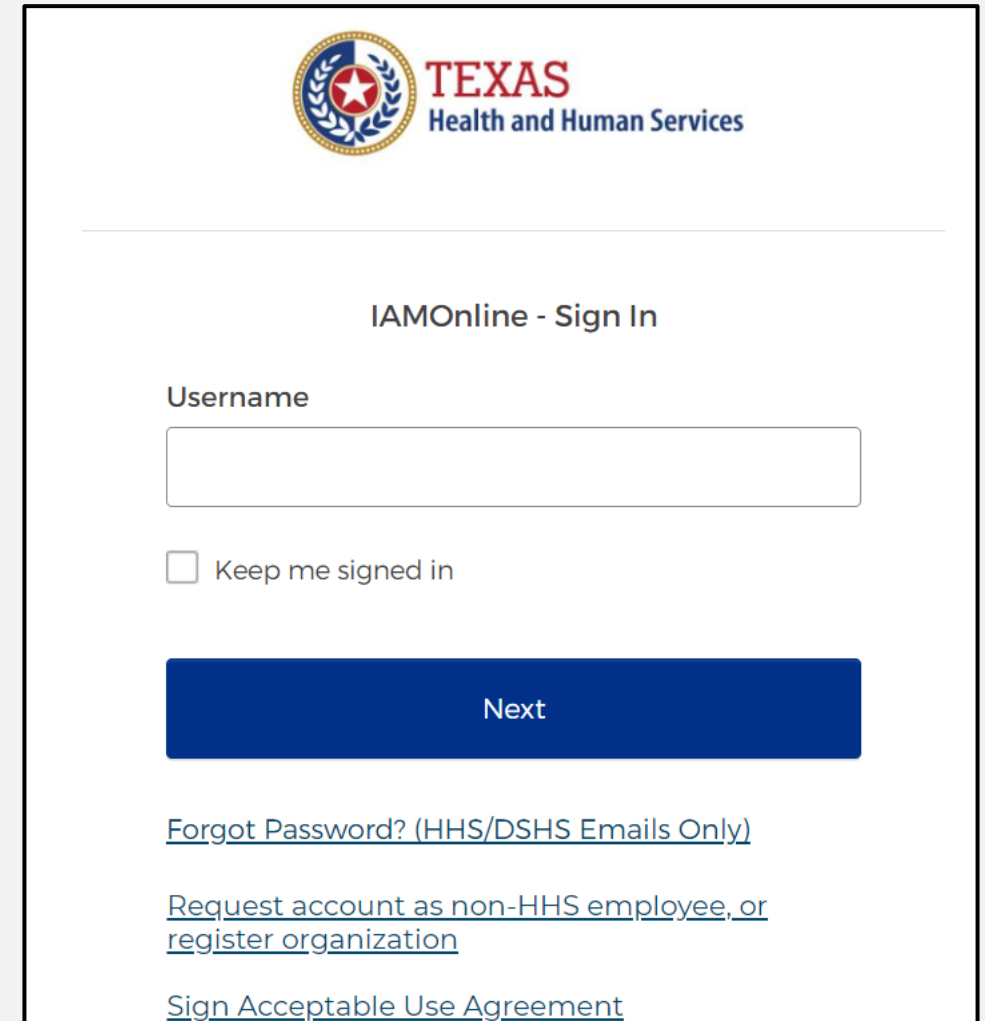


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IAM Online (1 of 2)

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



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 a star in a circle and the text "TEXAS Health and Human Services". Below the logo is the title "IAMOnline - Sign In". There is a text input field for "Username". Below the input field is a checkbox labeled "Keep me signed in". A large blue button labeled "Next" 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".

IAM Online (2 of 2)

- Account management capabilities through IAMOnline include:
 - Accessing password resets;
 - Updating your contact information;
 - Updating your security question; and
 - Managing your entity's users.

Entity / Administration Level 3

In the updated EMSTR application, account managers and facility administrators are known as **Entity / Administration (Level 3)** users.

*For example, a hospital administrator is an **EMSTR Hospital Admin Level 3** user.*

Entity / Administration (Level 3) permissions:

- Are available for account managers;
- Manage assigned users through the IAMOnline platform;
- Monitor data submissions;
- Run reports; and
- Input data.

Activate Your Account



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Activate Your Account (1 of 2)

- The HHS system will automatically send current users a registration email.
- Locate your Identity and Access Management Online (**IAMOnline**) registration email from noreply@okta.com.
- The automated system will send the activation email 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.

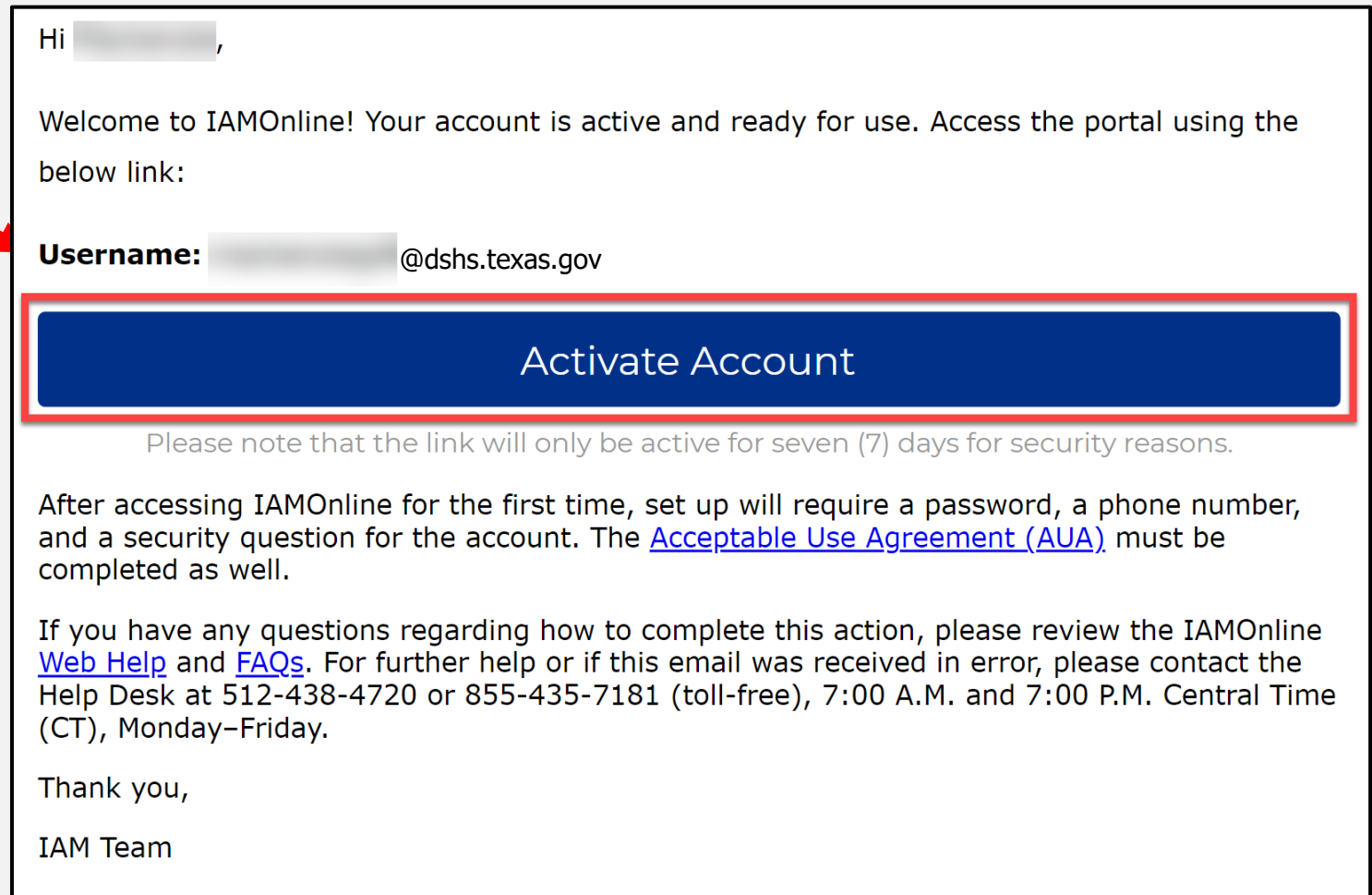
Thank you,

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.

NOTE: *The link will only be active for seven (7) days from receipt of 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](#)

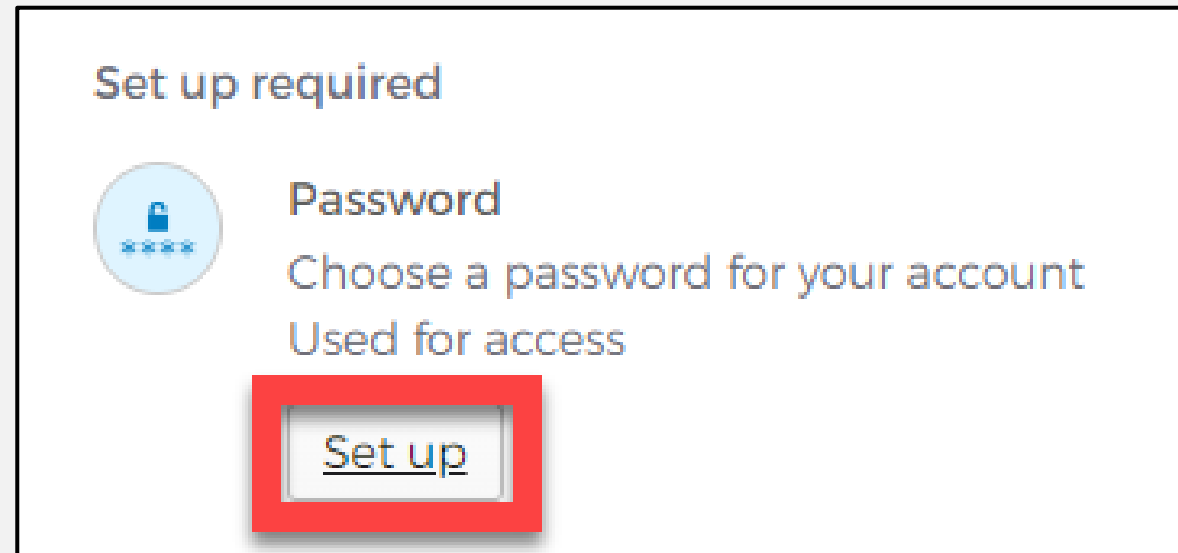
[Create a new account as a citizen](#)

[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 the **“Set up”** button under **Password**.

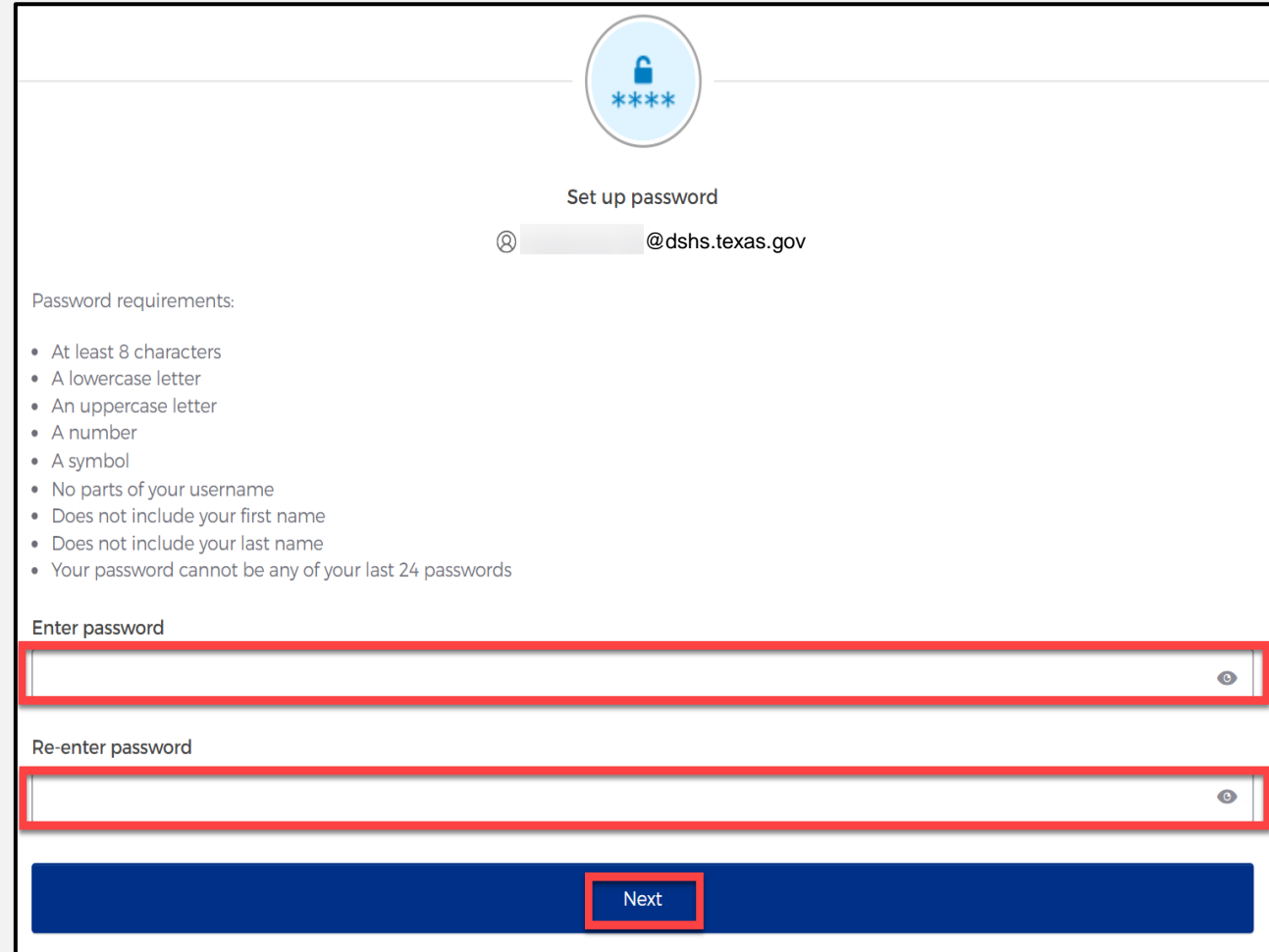


Set Up Password

- 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.*

- Click the “**Next**” button.



The screenshot shows a web form titled "Set up password" for a user with the email address "@dshs.texas.gov". At the top, there is a circular icon containing a padlock and the text "****". Below the title, the email address is displayed. The form includes a list of "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 24 passwords

There 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, there 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**.



Phone

Verify with a code sent to your phone
Used for access or recovery

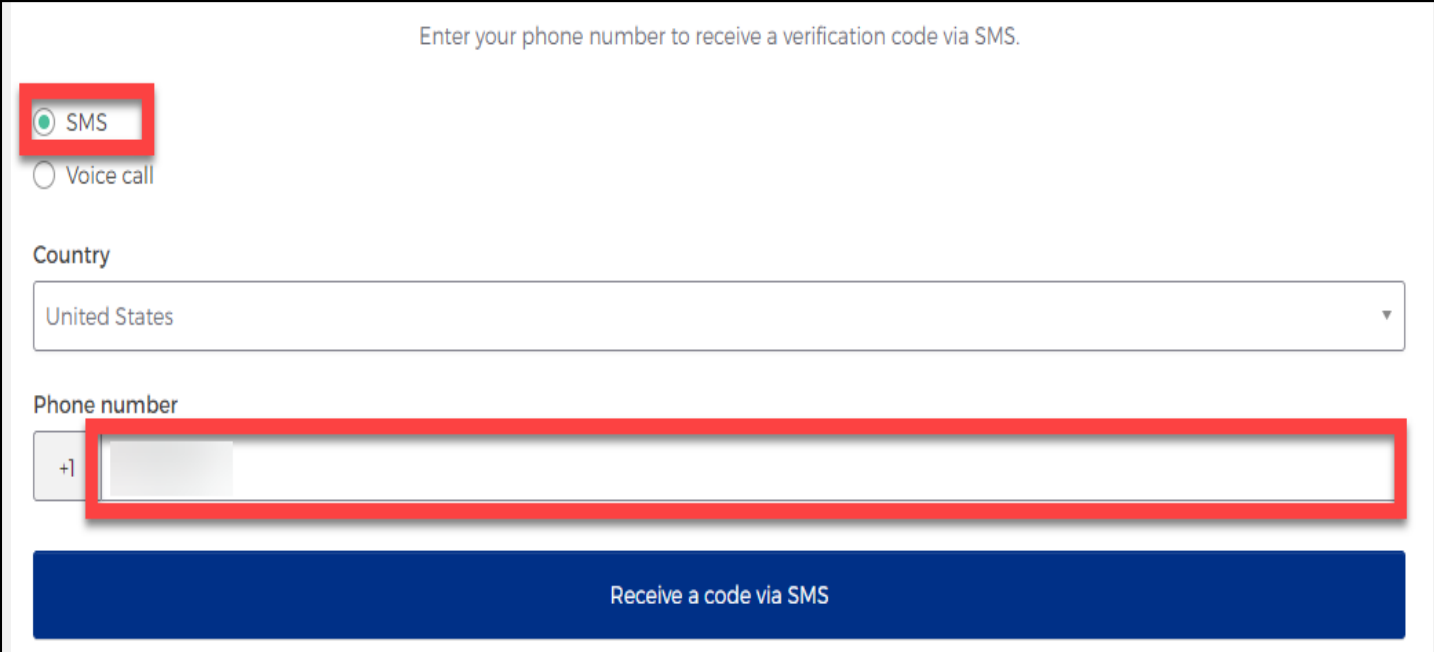
Set up

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 ten-digit 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 web form for phone verification. At the top, it says "Enter your phone number to receive a verification code via SMS." Below this are two radio button options: "SMS" (which is selected and highlighted with a red box) and "Voice call". Underneath is a "Country" dropdown menu currently set to "United States". Below that is a "Phone number" input field with a red box around it, containing the prefix "+1" and a greyed-out area for the rest of the number. At the bottom of the form is a blue button labeled "Receive a code via SMS". A red arrow points from the text in the first bullet point to the "SMS" option.

*SMS stands for Short Message Service.

Set Up Phone Authentication (2 of 2)

- The automated system will send you a verification code to your phone via the delivery choice you made – SMS or Voice call.
- Type the verification code you received in the “**Enter Code**” box.
- Click the “**Verify**” button.

Set up phone authentication

Ⓜ [redacted] @dshs.texas.gov

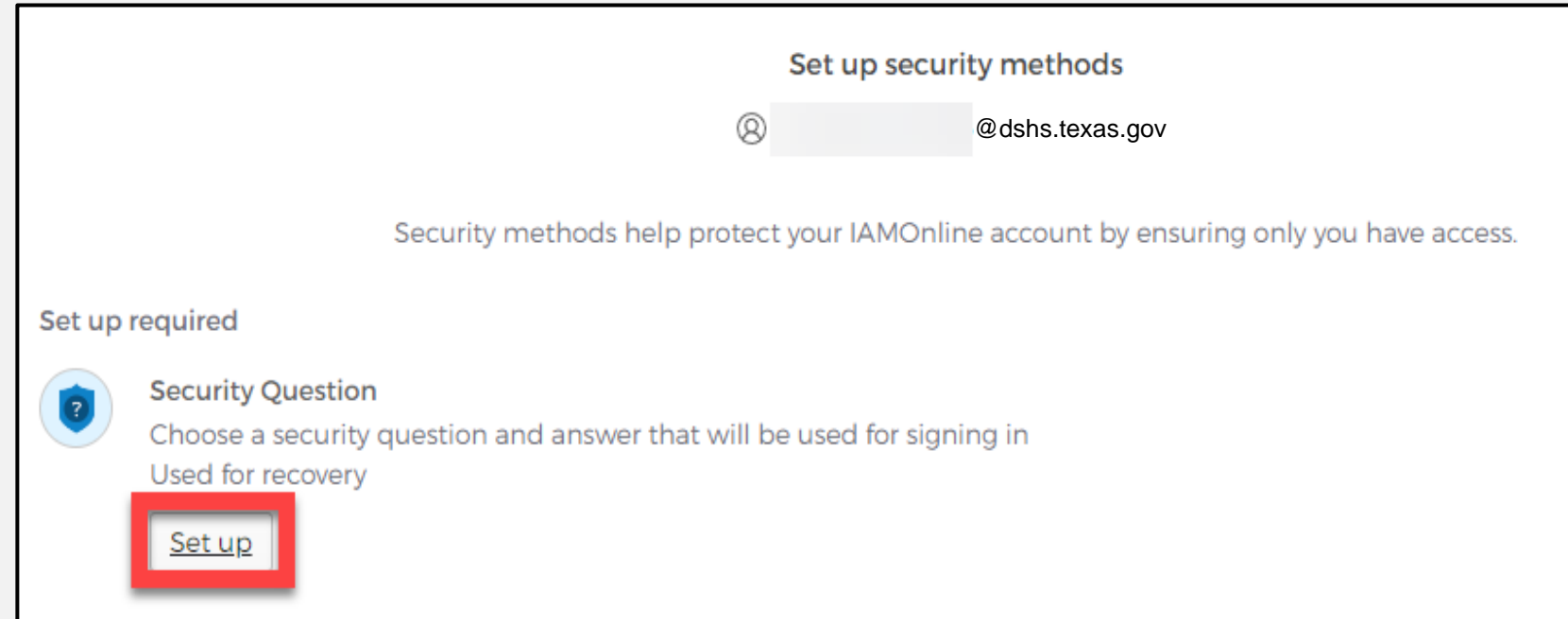
A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

Set Up Security Methods

- After verifying your phone number, the system will redirect you to set up a **Security Question**.
- To set up your security question, select the **“Set up”** button under **Security Question**.

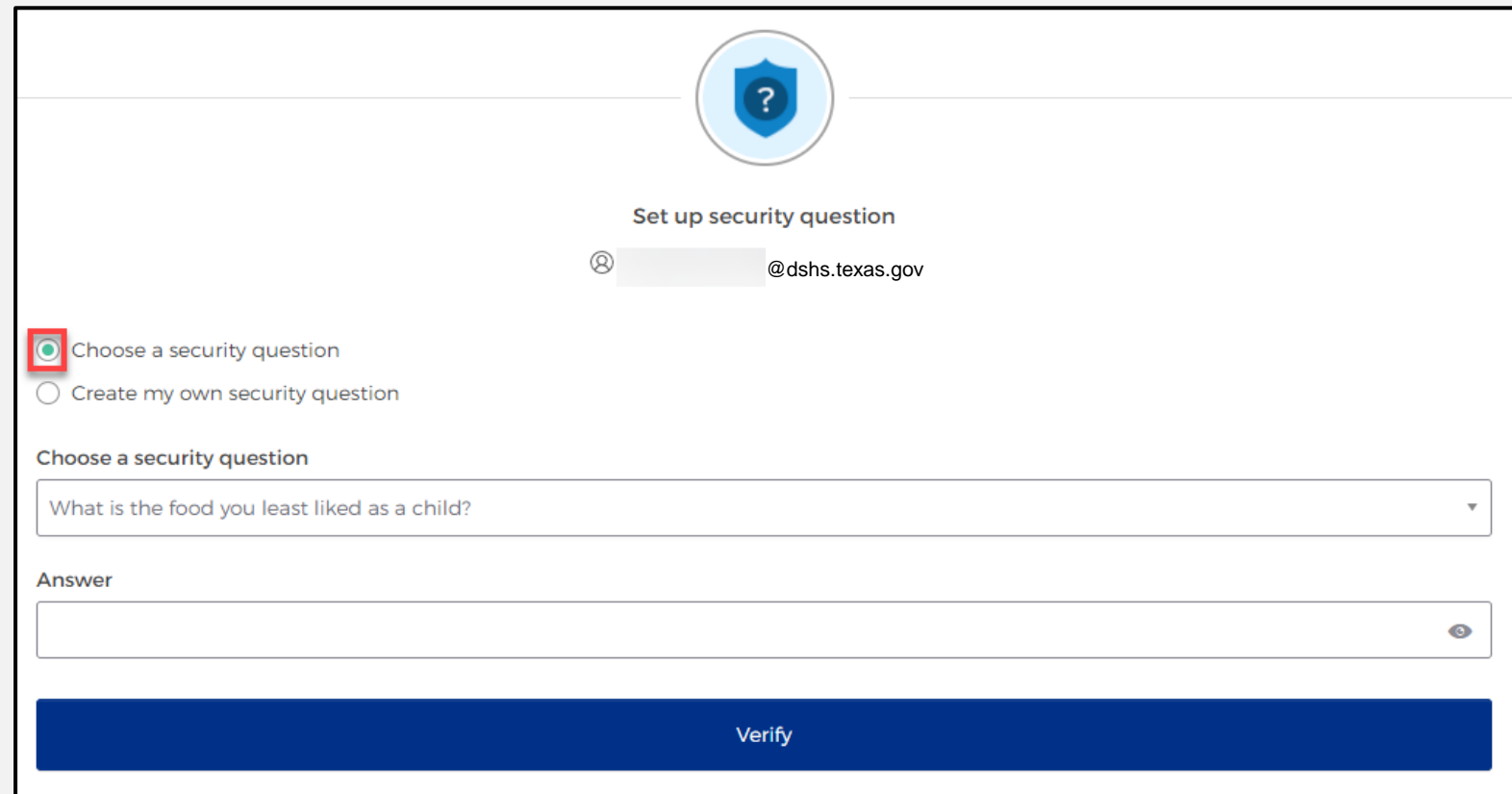


The screenshot shows a web interface for setting up security methods. At the top, it says "Set up security methods" and displays a user email address as "[redacted]@dshs.texas.gov". Below this, a message states: "Security methods help protect your IAMOnline account by ensuring only you have access." Underneath, it says "Set up required" and lists "Security Question" with a sub-description: "Choose a security question and answer that will be used for signing in Used for recovery". A red rectangular box highlights the "Set up" button located below the "Security Question" section.

Set Up Security Question (1 of 2)

You can either select an option to “**Choose a security question**” or “**Create my own security question**”.

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



The screenshot shows a web form titled "Set up security question" for the user "@dshs.texas.gov". At the top center is a blue shield icon with a white question mark. Below the title, 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". Under the selected option, there is a dropdown menu with the text "Choose a security question" and the selected value "What is the food you least liked as a child?". Below this is an "Answer" field, which is currently empty. At the bottom of the form is a blue "Verify" button.

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



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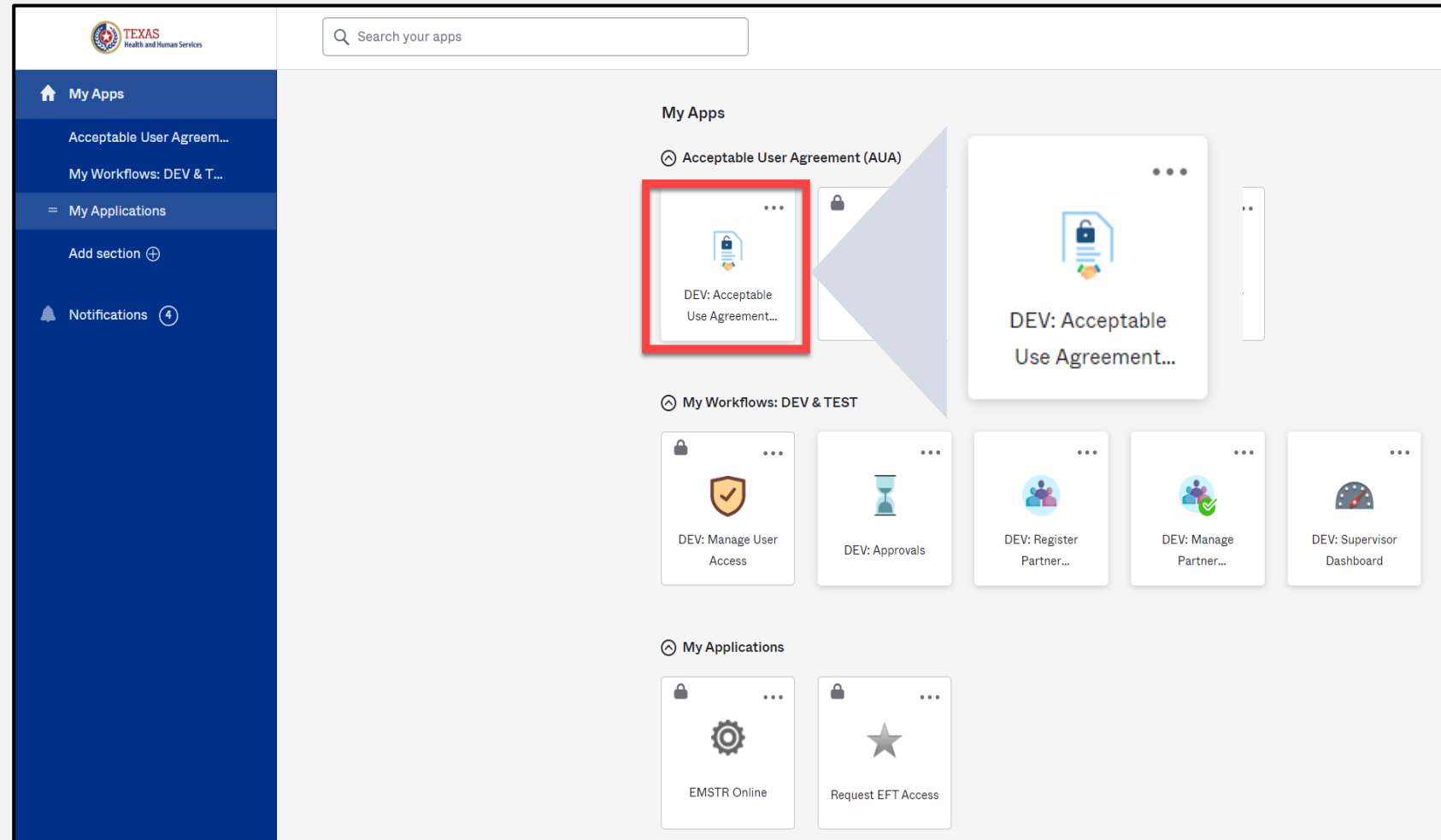
Access the MyApps Dashboard

Now that you have set up your security methods, the system will redirect you to your IAMOnline “MyApps” dashboard.

The screenshot displays the MyApps dashboard interface. On the left is a dark blue sidebar with the following items: a home icon and 'My Apps', 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', 'Add section +', a notification bell icon with 'Notifications 4', '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)' and 'My Workflows: DEV & TEST'. The 'AUA' section contains four app tiles: 'DEV: Acceptable Use Agreement (AUA)...', 'DEV: Forms', 'DEV: Access Requests', and 'DEV: Manage My Access'. The 'My Workflows: DEV & TEST' section contains five app tiles: 'DEV: Manage User Access', 'DEV: Approvals', 'DEV: Register Partner Organization', 'DEV: Manage Partner Organization', and 'DEV: Supervisor Dashboard'. Each tile includes an icon, a title, and a three-dot menu icon in the top right corner.

Acceptable Use Agreement (AUA)

- All tiles display with a "lock" icon until you acknowledge and sign the AUA form.
- To begin the unlock process, select the **"AUA tile"** on your **MyApps** dashboard.



Acknowledge and Sign your AUA

- Carefully read and complete the AUA Form.
- Select "An employee of another agency".
- Once you 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
[Redacted]

First Name *
[Redacted]

Last Name
[Redacted]

Last Name *
[Redacted]

Your Work Email *
[Redacted]@dshs.texas.gov

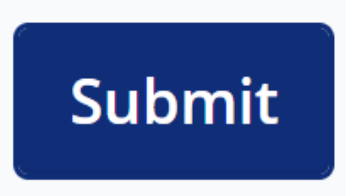
Your Work Phone
[Redacted]

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 *
08/09/2023

Submit



Access EMSTR

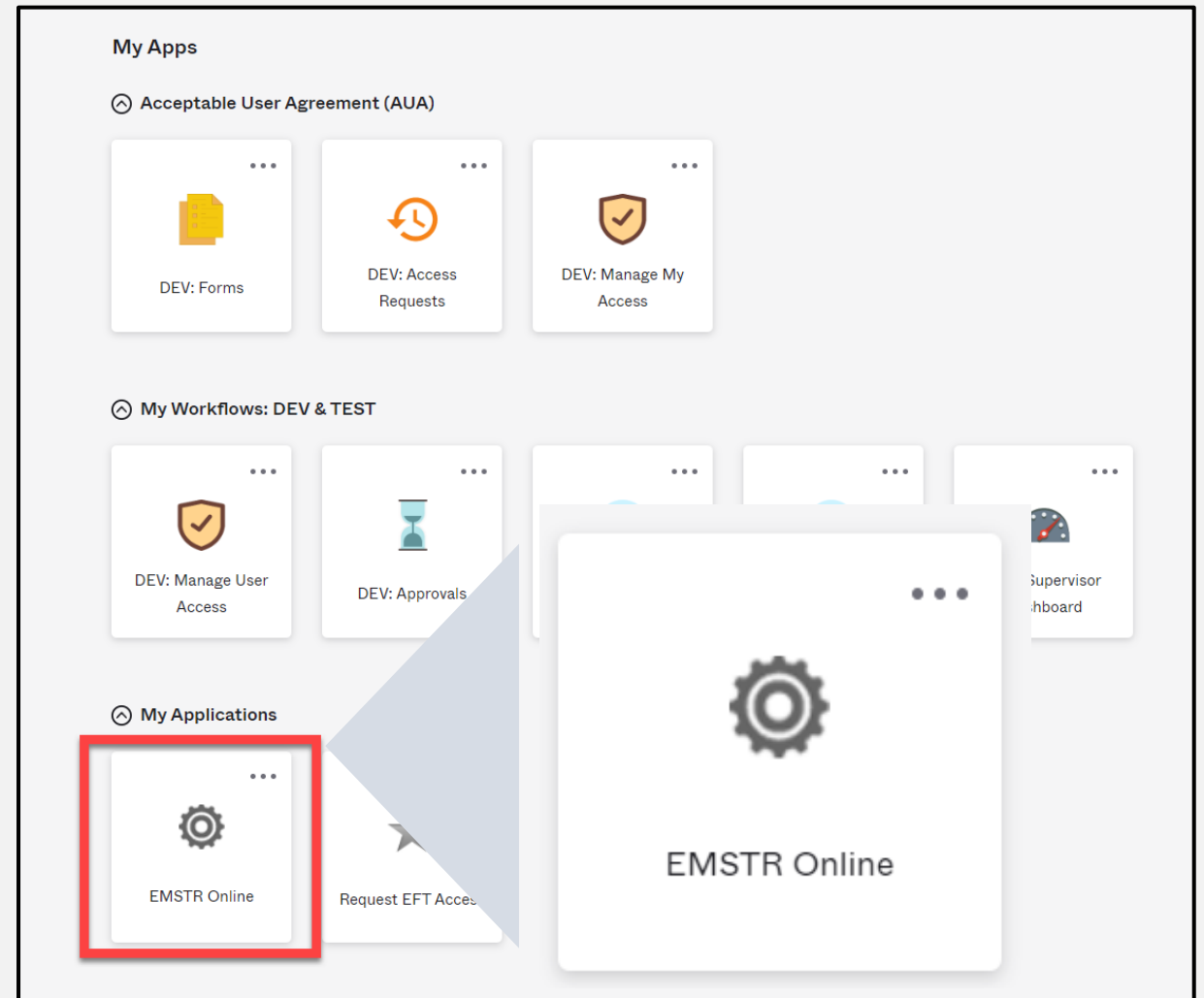


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Access EMSTR (1 of 2)

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



Access EMSTR (2 of 2)

Once you select the **EMSTR Online** tile, the system will redirect you to the EMSTR homepage.

The screenshot displays the EMSTR homepage with the following sections:

- Header:** EMSTR logo, Texas Health and Human Services logo, and Texas Department of State Health Services. Navigation links include Home, Create Record, Search Record, Workflows, File Upload, Entity, Reports, Admin, Settings, and Logout.
- Welcome Message:** "Welcome to Texas Emergency Medical Services and Trauma Registry System".
- Workflows:** A section with a "Workflow Queue" and "Events" link.
- Recently Accessed Records:** A table with columns for Record Id, Name, and Record Type.
- Resources:** A table of external links for various systems and dictionaries.
- Feedback/Tutorial:** A section with links for "Review User Training Slides", "Review Group Administrator Training Slides", and "Contact/Provider Feedback".

Record Id	Name	Record Type
1000001976	Crystalb Testb	Patient Record - Hospital Submersion
1000002673	crystal test2	Patient Record - Hospital Submersion
544	crystalhospital2	Hospital
1000001532	Test Crystal	Patient Record - Hospital

Resources	Resources	Resources
TX EMS/Trauma Home DSHS	TX EMS Trauma Systems DSHS	NHTSA.gov - Fundamental Components of Trauma Care
National EMS Information System	Glossary	NEMSIS Data Dictionary
NTDS Data Dictionary	ITDX/NTDB Data Dictionary	JP Submersion Data Dictionary
JP TBI SCI Data Dictionary	Rehab LTAC TBI SCI Data Dictionary	NEMSIS Webservices User Guide

Feedback/Tutorial	Feedback/Tutorial	Feedback/Tutorial
Review User Training Slides	Review Group Administrator Training Slides	Contact/Provider Feedback

Reviewing the Entity Record Summary



Entity Facility

- To view your entity information, select “Entity” from the navigation bar.
- This example shows “Entity >Hospital >Hospital Facility”.

The screenshot displays the EMSTR web application interface. At the top left, the logo for the Texas Department of State Health Services is visible. The main header area contains the text "Welcome to Texas Emergency and Trauma Registry". A navigation bar at the top right includes links for Home, Create Record, Search Record, Workflows, File Upload, Entity, Reports, Admin, Settings, and Logout. The "Entity" link is highlighted with a red box. A dropdown menu is open under "Entity", showing options: Hospital Facility, Hospital Patient Record, Hospital Submersion Patient Record, and Hospital TBI SCI Patient Record. The "Hospital Facility" option is selected, and a second dropdown menu is open under "Hospital", showing the same four options. The "Hospital Facility" option is selected in this menu as well. Below the navigation bar, there is a section for "Workflows" with a "Workflow Queue" and "Events" table. Below that is a section for "Recently Accessed Records" with a table containing the following data:

Record Id	Name
1000002685	CPatient TestO
1000001532	Test Crystal
1000001976	Crystalb Testb
1000002673	crystal test2
544	crystalhospital2

At the bottom of the page, there is a "Resources" section.

Hospital Facility Example

To view your entity information, select “Record Details”.

The screenshot shows a web application interface for managing hospital facilities. At the top, there are four tabs: "Hospital Facility" (selected), "Hospital Patient", "Hospital Submersion Patient", and "Hospital TBI SCI Patient". Below the tabs is a table with the following columns: Name, Facility Record ID, DSHS ID, Entity Types, License Number, Status, and Action. The table contains one row with the following data: Name (redacted), Facility Record ID (544), DSHS ID (2271173), Entity Types (Hospital), License Number (empty), Status (Active), and Action (Record Details). The "Record Details" link is highlighted in blue. Above the table, there is a pagination control showing "(Entities 1 - 1 of 1, Page: 1/1)" and a dropdown menu set to 50. There are also buttons for "Clear filter" and "Export Hospital Facility Record(s)".

Note –The row you select will be highlighted.

This screenshot is identical to the one above, but the row containing the facility information is highlighted in green. A callout box with a green background and a white border points to the "Record Details" link in the Action column, with the text "Record Details" written in blue. The callout box has a white shadow effect.

Entity Record Summary Example (1 of 2)

The **Record Summary** screen provides an overview of the entity's record submissions.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data

Concerns | Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative	██████████			Incomplete
General Information	██████████			Incomplete
Entity Import Information	██████████			Incomplete

Entity Record Summary Example (2 of 2)

There are **three** main sections on this screen – **Basic Information, Notes, and Question Packages.**

1. Basic Information

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications
	Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

Save

Notes Details

UserName	Entry Date	Notes
No records found.		

Question Packages

Question Package	Status
Administrative	Incomplete
General Information	Incomplete
Entity Import Information	Incomplete

2. Notes

3. Question Packages

Basic Information Example (1 of 2)

Basic Information	
Record ID	544
Record Type	Hospital
Primary Hospital	[REDACTED]
Status	Active
Notifications	General Notifications ConcernsPlease see Concerns tab for XSD messages.
DSHS ID	2271173

[Edit Entity Information](#)

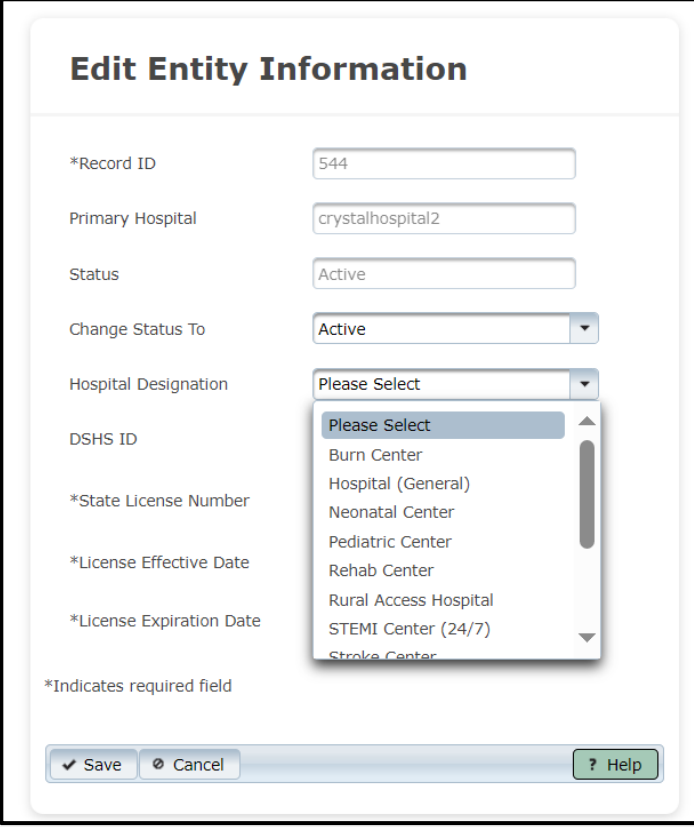
- **Record ID** – Unique identification (ID) assigned by the system.
- **Record Type** – Type of event (varies based on facility type.)
- **Primary Hospital** – Hospital name.
- **Status** – Current status of event.
- **Notifications** – Custom information (e.g., system will provide XSD rule violations that you need to review and correct).
- **DSHS ID** – Unique facility number.

Click “**Edit Entity Information**” to update your information.

Basic Information Example (2 of 2)

Choose the appropriate option from the **Hospital Designation** drop-down field and click **“Save”**.

Note – Most fields are not editable.

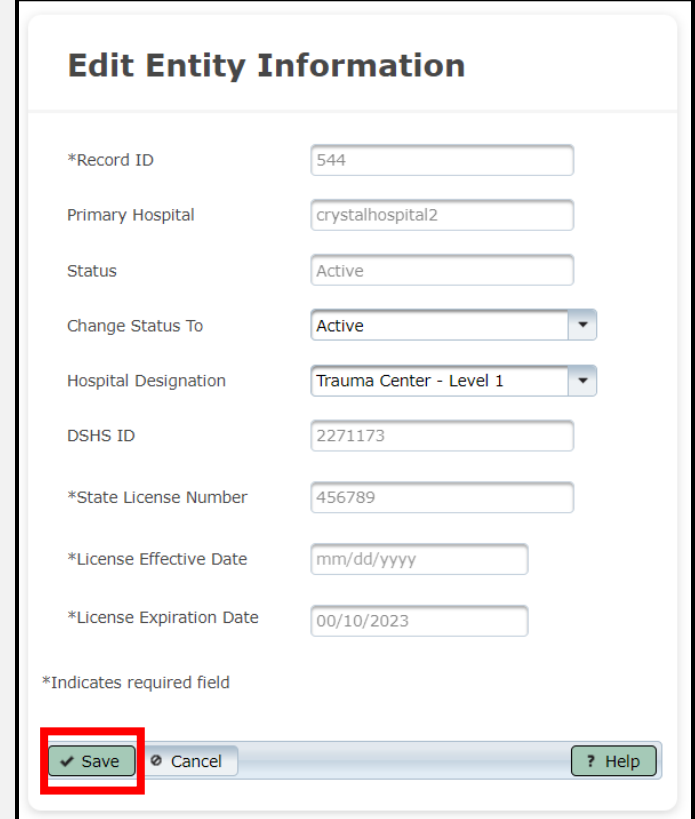
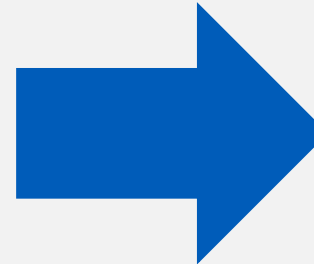


The screenshot shows the 'Edit Entity Information' form. The 'Hospital Designation' dropdown menu is open, displaying a list of options: Please Select, Burn Center, Hospital (General), Neonatal Center, Pediatric Center, Rehab Center, Rural Access Hospital, STEMI Center (24/7), and Stroke Center. The 'Save' button at the bottom is not highlighted.

*Record ID	544
Primary Hospital	crystalhospital2
Status	Active
Change Status To	Active
Hospital Designation	Please Select
DSHS ID	
*State License Number	
*License Effective Date	
*License Expiration Date	

*Indicates required field

Save Cancel ? Help



The screenshot shows the 'Edit Entity Information' form after the 'Hospital Designation' dropdown menu has been closed. The 'Hospital Designation' field now displays 'Trauma Center - Level 1'. The 'Save' button at the bottom is highlighted with a red box.

*Record ID	544
Primary Hospital	crystalhospital2
Status	Active
Change Status To	Active
Hospital Designation	Trauma Center - Level 1
DSHS ID	2271173
*State License Number	456789
*License Effective Date	mm/dd/yyyy
*License Expiration Date	00/10/2023

*Indicates required field

Save Cancel ? Help

Notes Example

In the notes section, DSHS can enter additional comments or information regarding your entity. Facility organization administrators can see the notes.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications
	Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

Notes Details

No records

Notes Details

UserName	Entry Date	Notes
[Redacted]	10/23/2023 03:37 PM	Type note here.

Record Data | Concerns | Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative	[Redacted]			Incomplete
General Information	[Redacted]			Incomplete
Entity Import Information	[Redacted]			Incomplete

Facility Question Packages (1 of 2)

Question Packages are groups of questions that share a common theme.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	crystalhospital2
Status	Active
Notifications	General Notifications
	Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

Save

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data | Concerns | Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative				Incomplete
General Information				Incomplete
Entity Import Information				Incomplete

Facility Question Packages (2 of 2)

Click a “Question Package” link to input information.

The screenshot shows a web application interface with a table titled "Question Packages". The table has five columns: "Question Package", "Hospital", "Last Update", "Updated By", and "Status". The "Question Package" column is highlighted with a red box. The table contains three rows, all with a status of "Incomplete".

Question Package	Hospital	Last Update	Updated By	Status
Administrative	[Redacted]			Incomplete
General Information	[Redacted]			Incomplete
Entity Import Information	[Redacted]			Incomplete

Complete Question Package (1 of 2)

Enter the required information indicated by asterisks (*). In this example, the user selected the **Entity Import Information Question Package**.

Entity Import Information -		Hospital	
Local Information			
*State License Number	<input type="text" value="456789"/>	State License ID	<input type="text" value="456789"/>
*Hospital Name	<input type="text"/>	State License ID(original)	<input type="text" value="456789"/>
Doing Business As	<input type="text"/>	License Effective/Issue Date	<input type="text" value="mm/dd/yyyy"/> <input type="button" value="🗓"/>
*Active	<input type="text" value="Active"/>	License Expiration Date	<input type="text" value="00/10/2023"/> <input type="button" value="🗓"/>
*Street	<input type="text" value="123 main"/>	*City	<input type="text" value="Austin"/>
*Zip Code	<input type="text" value="78701"/>	*County	<input type="text" value="Travis"/>
Region	<input type="text" value="O"/>	TSA/RAC	<input type="text" value="RAC O - Capital Area Trauma"/>
*State	<input type="text" value="Texas"/>		
Mailing Address			
Street	<input type="text"/>		
City	<input type="text"/>		
*State	<input type="text" value="Texas"/>		
Zip Code	<input type="text"/>		
Telephone Number			
*Telephone Number	<input type="text" value="(817) 395-4714"/>		
Telephone Number Extension	<input type="text"/>		
Telephone Number Type	<input type="text" value="Please Select"/>		

Entity Import Information Questions

Complete all sections of the question package and click **“Save”**.

Entity Import Information - [REDACTED] - Hospital

- ▶ Local Information
- ▶ Mailing Address
- ▶ Telephone Number
- ▶ Contact Information
- ▶ Trauma Coordinator
- ▶ Trauma Medical Director
- ▶ Trauma Administrator
- ▶ Entity Information

✓ Save ↩ Cancel

Complete Question Packages

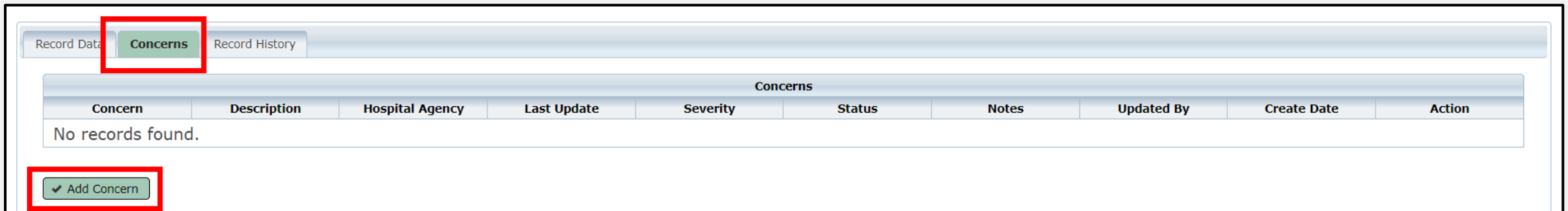
The **Record Data** tab shows the **Question Packages** and additional details:

- **Hospital** name;
- **Last Update** date;
- **Updated By**; and
- **Status**.

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative		10/23/2023		Complete
General Information		10/23/2023		Complete
Entity Import Information		10/23/2023		Complete

Concerns Tab

- The **Concerns** tab shows a history of logged concerns. Concerns can be added by:
 - DSHS personnel;
 - Organization administrators; and
 - Automatically generated.
- Click **“Add Concern”** to create a new concern.



Add a Concern (1 of 2)

- Type the concern in the “**Description**” box;
- Select the appropriate **Severity** from the drop-down field;
- Specify if the **Status** of the issue is ‘active’ or ‘resolved’;
- Add additional notes if needed; and
- Click “**Save**”.

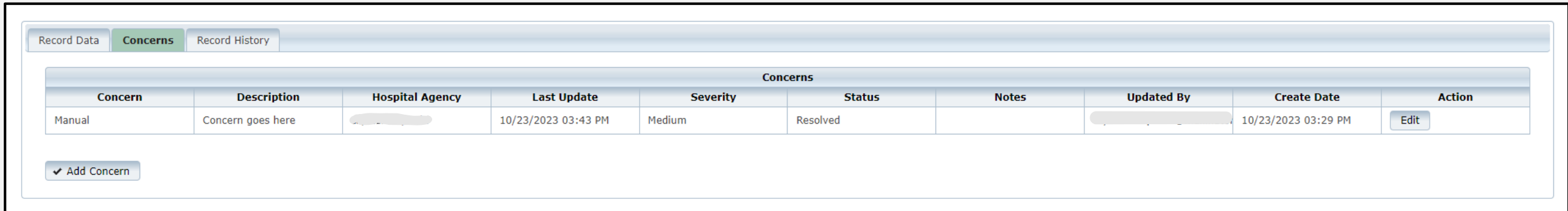
The screenshot shows a software interface for adding a concern. The main window is titled "Record Summary (Hospital)". A modal dialog box titled "Add Concern" is open. It contains the following fields:

- Concern:** A text box containing the word "Manual".
- *Description:** A large text area containing the placeholder text "Concern goes here".
- *Severity:** A dropdown menu currently set to "Medium".
- *Status:** A dropdown menu currently set to "Active".
- Notes:** A large empty text area.

At the bottom of the dialog, there are two buttons: "Save" and "Cancel". The "Save" button is highlighted with a red rectangular box.

Add Concern (2 of 2)

The system will show submitted concerns in the **Concerns** table with details.



The screenshot displays a web interface with three tabs: 'Record Data', 'Concerns', and 'Record History'. The 'Concerns' tab is active. Below the tabs is a table titled 'Concerns' with the following columns: Concern, Description, Hospital Agency, Last Update, Severity, Status, Notes, Updated By, Create Date, and Action. A single row of data is present in the table. Below the table is a button labeled 'Add Concern' with a checkmark icon.

Concern	Description	Hospital Agency	Last Update	Severity	Status	Notes	Updated By	Create Date	Action
Manual	Concern goes here	[REDACTED]	10/23/2023 03:43 PM	Medium	Resolved		[REDACTED]	10/23/2023 03:29 PM	Edit

Record History

The **Record History** tab shows the list of updates with details such as **Time**, **Event**, **Message**, and **User**.

Record History			
Time	Event	Message	User
09/12/2023 03:55 PM	Case Created	Created Hospital Facility: [REDACTED]	489535640
10/23/2023 08:20 PM	Administrative	Completed: Administrative	[REDACTED]
10/23/2023 08:27 PM	Edit Entity Information	Updated: Entity Information	[REDACTED]

Regional Advisory Council and Other Business Associate Agreements



Business Associate Agreements (1 of 3)

- The EMSTR team will review all business associate agreements (BAAs) before allowing access to data between parties.
- The entity decides the BAA format. Please visit EMSTR webpages for examples.
- EMSTR requires a BAA if your entity wishes your Regional Advisory Council (RAC) or a third-party (e.g., vendor, billing company etc.) to have access to and/or submit data for your entity.
- Both parties (entity and third-party/RAC) must complete and sign the BAA.

BAAAs (2 of 3)

Entities must follow three steps to receive DSHS EMSTR approval:

Step 1 – Submit a signed agreement by someone representing the entity's administration (e.g., hospital or EMS administrator, chief executive officer, medical director, etc.)

Step 2 – Check both parties (the vendor and the entity) signed the BAA and the form includes an effective date and an expiration date (typically two years).

Step 3 – Send the BAA to injury.web@dshs.texas.gov for EMSTR account access approval.

BAAs (3 of 3)

For EMSTR to approve a third-party request to create an account, the third-party vendor must complete two steps:

Step 1 – If an entity wishes a third-party (e.g., vendor, billing company, etc.) to have access to and/or submit data on their behalf, both parties must complete a BAA.

Step 2 – Contact injury.web@dshs.texas.gov to request the entity information required in the registration form:

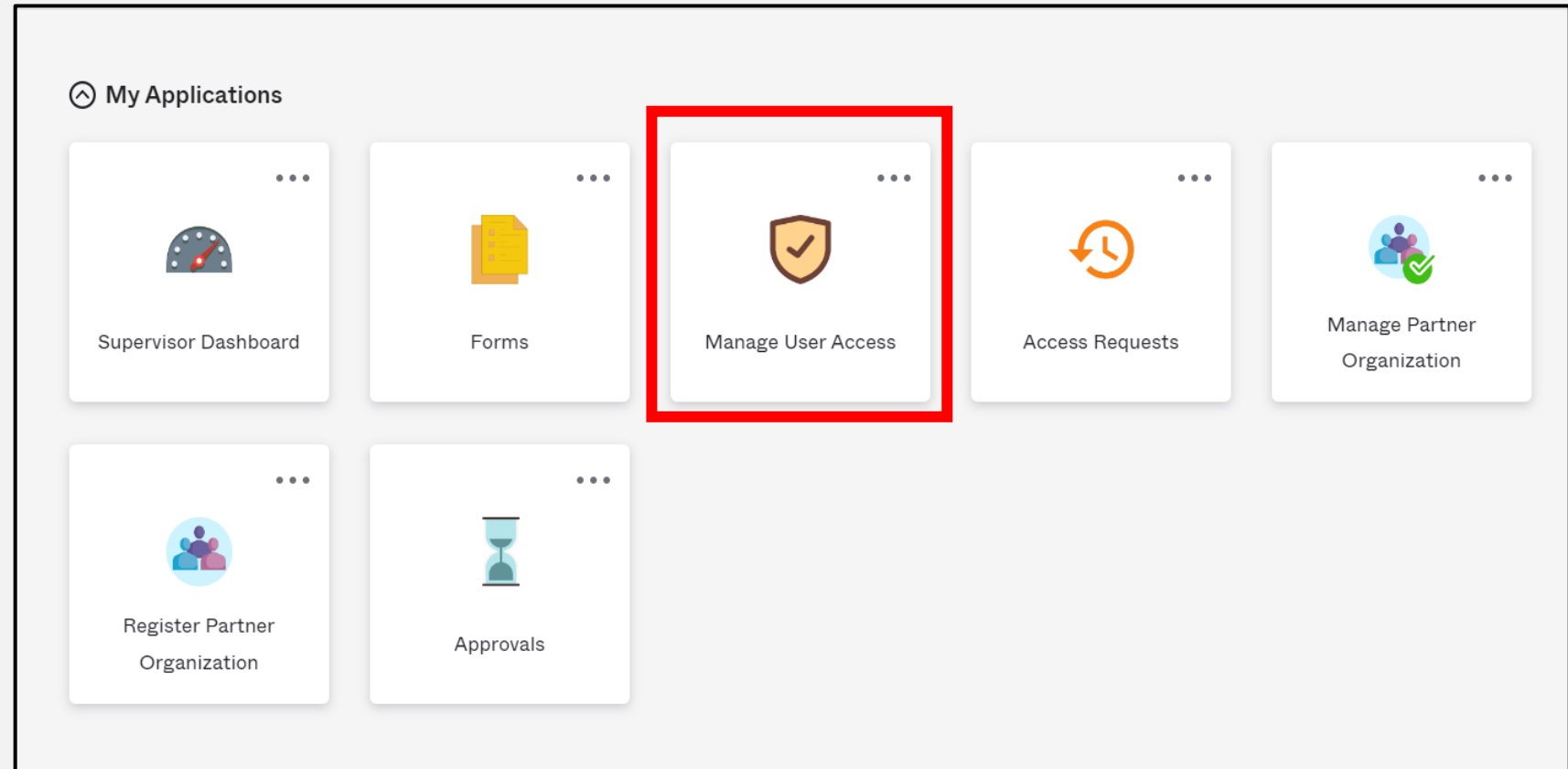
- Employer organization name;
- Tax Identification Number (TIN); and
- Agency sponsor email address.

Organization Name and DSHS Number



Manage User Access

- To locate the registered name for your organization and DSHS number, select the "**Manage User Access**" tile.



Identity Selection



Select the person icon for your account.

Manage User Access

1 Select Users Find and select users for whom you want to manage access. **2 Manage Access** Add access for the users you've selected. **3 Review and Submit** Look over your selections and confirm.

Search Users

Identities Selected: None Showing 1-2 of 2

<input checked="" type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="text" value="e"/>
Username: Manager:		Username: Manager:	

Identities Selected: Showing 1-2 of 2

User Details

- Identify the **Company Code** and **Organization Name**.
- Users will need this information to register for your organization in the following format:
 - Organization Name[space]Company Code.
 - Example—
Hospital of City 123456.

Company Code:

Organization Name:

The screenshot shows a 'User Details' form with the following fields and values:

User Name:	
First Name	
Last Name:	
Email:	
Manager:	
Type:	External / Partner
Physical City	
Company Code:	Hospital of City
Title:	Primary Admin
Department Name:	
Department Code:	
Phone:	
Physical Zip:	78701
County:	
Physical Address:	
Physical State:	TX
Organization TIN Number:	
Organization Name:	123456
AUA Last Signed:	09-12-2023
AUA Expiration:	09-11-2024

Organization Name

- The user requesting to be associated with your account must type **Organization Name [SPACE]Company Code** exactly as it appears in the administrator account.
- Example—Hospital of City 123456.

Preregistration

Do you work for a Non-HHS Government Agency or Partner Organization?*

Yes
 No

Not sure what type of account to request? If you are a HHS employee, contractor, temporary worker, volunteer, or intern you can sign in with your HHS Employee ID and Password. If you are unsure of which account applies to you, please contact the Help Desk at 512-438-4720 or contact your Supervisor.

Employer Identification Number (EIN) or Organization Name *

In order for you to request a new account, your employer or organization must already be registered with HHS. If your employer or organization is not registered with HHS yet, please navigate to the "Request a New Account"page and select "I want to register my organization with HHS"

[Back](#) [Continue](#)

Adding a User to Your Entity



Adding a User Approval Process

Each facility user request will go through a three-tier approval process:

- Facility or organization administrator approval;
- Data steward (DSHS staff) approval; and
- Data owner (DSHS program management) approval.

EMSTR User Types

Application access is grouped by role. There are three EMSTR application role types:

- EMSTR View Only Level 1;
- EMSTR Add/Edit Level 2; and
- EMSTR Admin Level 3.

Examples:

- **EMSTR View Only Level 1** – End-users who need limited application access.
- **EMSTR Add/Edit Level 2** – Facility users who submit data for their facility but are not facility administrators.
- **EMSTR Admin Level 3** – Organization / facility administrators.

Adding a User Process

- Step 1 – The user requests an IAMOnline account and provides the facility's organization name;
- Step 2 – The facility administrator approves the IAMOnline account request;
- Step 3 – The user receives an IAMOnline account activation email from OKTA;
- Step 4 – The administrator submits the EMSTR access request on the user's behalf or the user submits their own request;
- Step 5 – The facility administrator approves the EMSTR access request;
- Step 6 – The account goes through two additional (DSHS-led) approvals; and
- Step 7 – The user receives access to EMSTR and the requested facility data.

IAMOnline Account Request

A facility user must first request an IAMOnline account for their facility.

Note – The facility name must match exactly as displayed in the EMSTR system.

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](#)

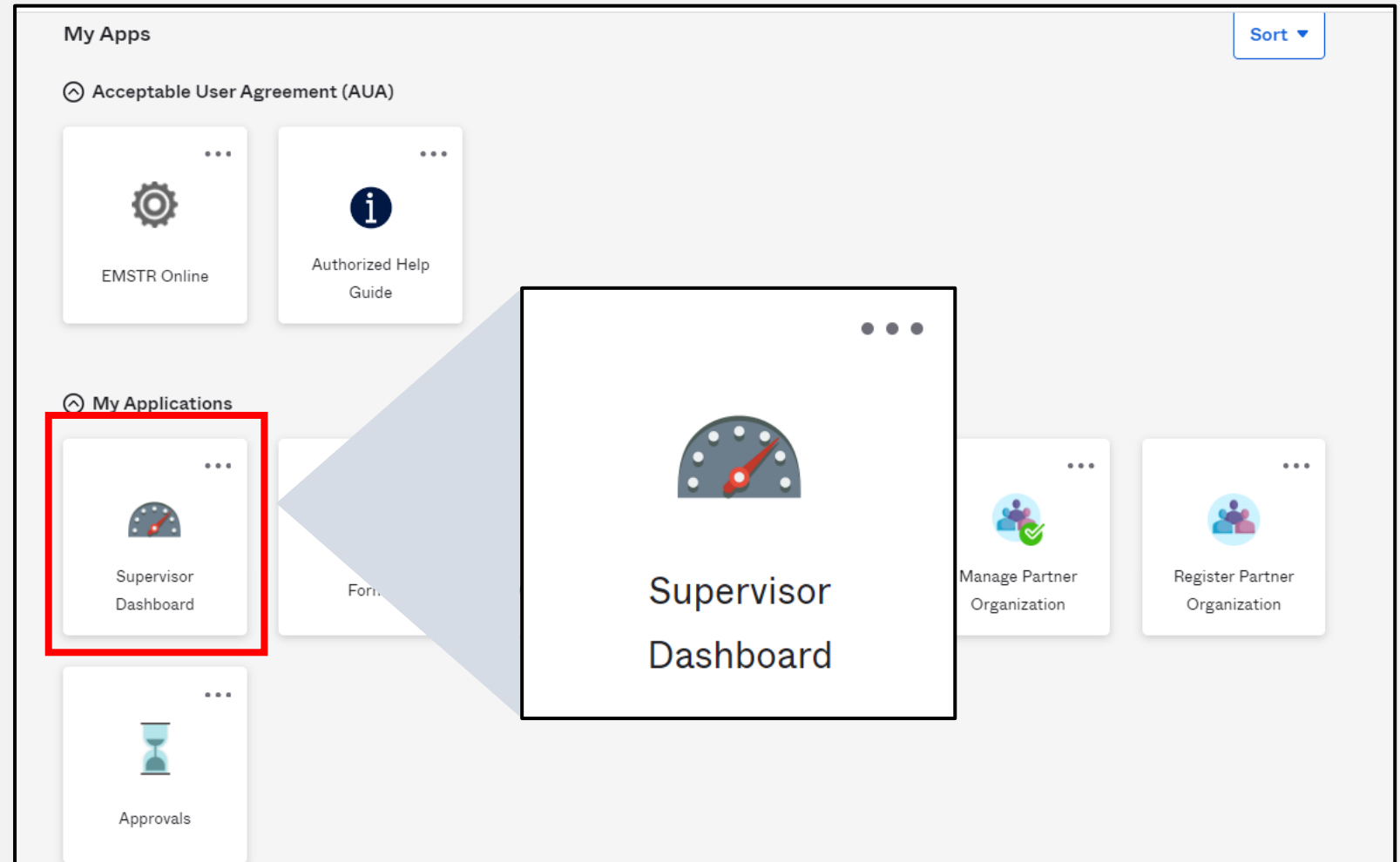
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

Supervisor Dashboard (1 of 2)

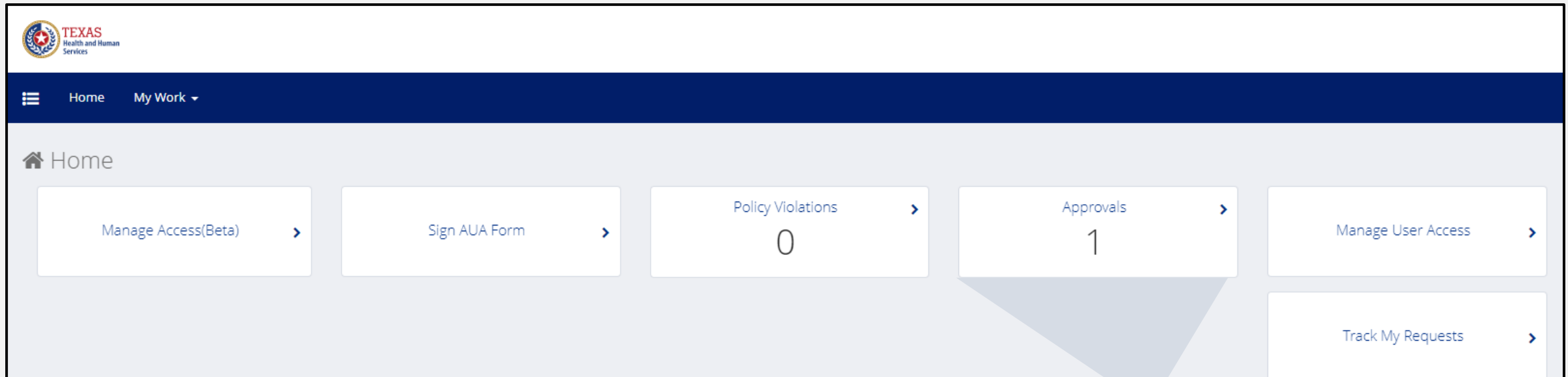
Facility administrators can select the **Supervisor Dashboard** tile to:

- View access requests;
- Manage facility users; and
- Track requests.



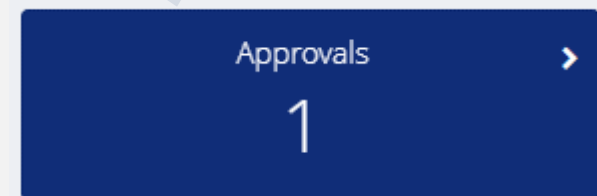
Supervisor Dashboard (2 of 2)

The **Approvals** tile shows how many request(s) the organization administration needs to review.



Click the **“Approvals”** tile to review requests.

Note – The tile will turn blue.



Approvals

Your facility account requests will display on the **Approvals** screen.

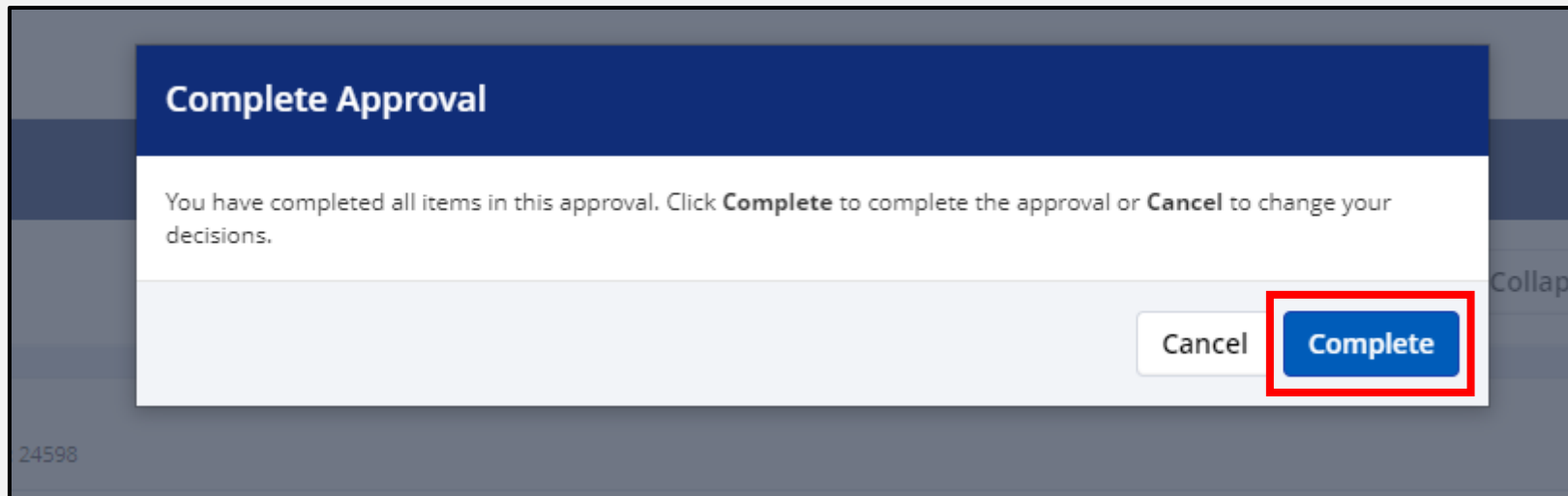


Click **“Approve”** to approve a request.



Complete Access Approval

- After selecting **Approve**, a pop-up **Complete Approval** box will appear.
- Click “**Complete**” to confirm the account update.



Removing a User from Your Entity



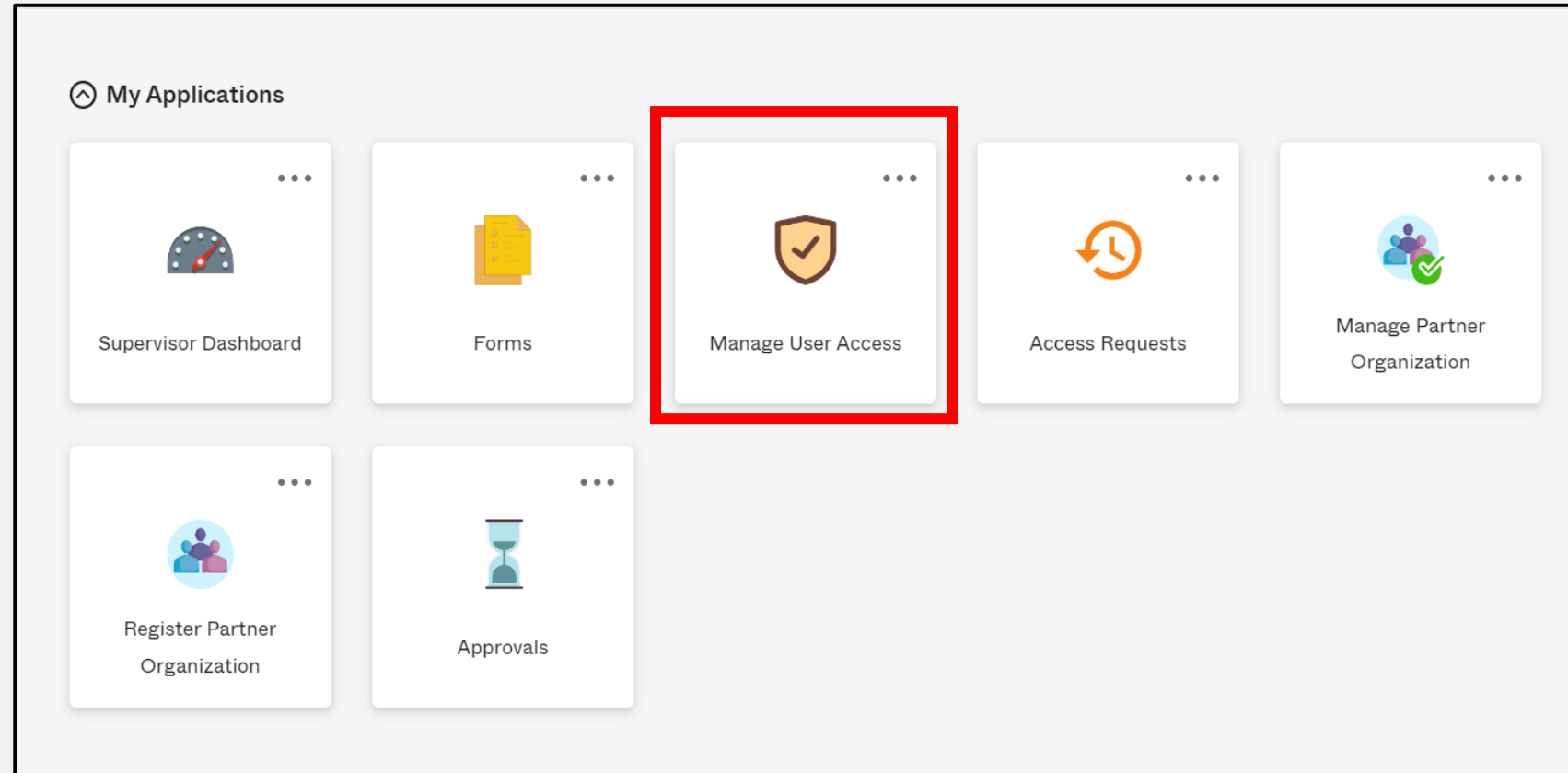
Removing a User

- All users can remove their own EMSTR access in IAMOnline.
- This section will provide instructions for facility administrators to remove a user from their facility.

Manage User Access - Removal

To remove a user, click on the “**Manage User Access**” tile from **MyApps** dashboard.

Note – Removing a user’s access does not require a verification process. The user will immediately lose EMSTR access.



Select Users (1 of 2)

Select the user by clicking the checkmark box by their name.

The screenshot shows a web application interface for selecting users. At the top, there is a navigation bar with 'Home', 'My Work', and 'Crystal Hospital'. Below this is a progress indicator with three steps: '1 Select Users' (highlighted in blue), '2 Manage Access', and '3 Review and Submit'. A search bar labeled 'Search Users' and a 'Filters' dropdown are present. The main content area shows 'Identities Selected: None' and 'Showing 1-2 of 2'. Two user cards are displayed: 'Hospital' and 'Employee'. The 'Employee' card has a checkmark box highlighted with a red square. The 'Employee' card details include Username: e8711718222 and Manager: Hospital.

Identity	Username	Manager	Selected
Hospital	[Redacted]	[Redacted] Account	<input type="checkbox"/>
Employee	e8711718222	Hospital	<input checked="" type="checkbox"/>

Select Users (2 of 2)

- The checkmark box will turn green.
- After selecting the checkmark box icon, click the “**Next**” button.

The screenshot displays a user selection interface. At the top, there is a navigation bar with 'Home' and 'My Work' options, and a search bar labeled 'Search Users'. Below the search bar, there are two sections for user selection. The first section shows a user with the identity 'Hospital' and a white checkmark box. The second section shows a user with the identity 'Employee', username 'e8711718222', and manager 'Hospital', with a green checkmark box. At the bottom of the interface, a blue 'Next' button is highlighted with a red box.

Manage Access (1 of 4)

- Select the “**Remove Access**” button.
- The box will turn from white to grey.

The screenshot displays the 'Manage User Access' interface. At the top left, the title 'Manage User Access' is visible, and at the top right, there is a 'Help' button. Below the title, a progress bar shows three steps: '1 Select Users' (Find and select users for whom you want to manage access.), '2 Manage Access' (Add access for the users you've selected.), and '3 Review and Submit' (Look over your selections and confirm.). The '2 Manage Access' step is currently active and highlighted in dark blue. Below the progress bar, there are two buttons: 'Add Access' and 'Remove Access'. The 'Remove Access' button is highlighted with a red rectangular border. Below the buttons, there is a search section with a 'Search By Keywords' dropdown, a 'Search Access' input field, a search icon, and a 'Filters' dropdown. At the bottom left, it shows 'Identities Selected: Employee'.

Manage Access (2 of 4)

- Type “EMSTR” in the text box.
- Click the “magnifying glass icon” button.

The screenshot shows a three-step process: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.). The 'Manage Access' step is active. Below the progress bar, there are two buttons: 'Add Access' and 'Remove Access'. A search bar contains the text 'EMSTR' and is highlighted with a red box. To the right of the search bar is a magnifying glass icon and a 'Filters' dropdown menu. Below the search bar, it says 'Identities Selected: Employee' and 'Showing 1-12 of 29'. At the bottom, there are 'Access Requests' and 'Details' buttons, and 'Previous' and 'Next' navigation buttons.

Manage Access (3 of 4)

- Select the assigned role by clicking the “X” icon.
- The X icon will turn from white to red.

EMSTR

EMSTR Hospital Add Edit Level 2

Status: Assigned

Hospital Add/Edit (Level 2)

Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Hospital Add/Edit (Level 2)

Previous Next

Manage Access (4 of 4)

Click the “**Next**” button.

The screenshot displays a web interface for managing access. At the top, it shows "Identities Selected: Employee" and "Showing 1-2 of 2". Below this, there are two identity entries. The first entry, "EMSTR Hospital Add Edit Level 2", has a red square with a white 'x' icon next to it. Below the entry name, it shows "Status: Assigned", "Hospital Add/Edit (Level 2)", and "Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards". To the right of the entry name is a "Details" button. The second entry is "Hospital Add/Edit (Level 2)" with a "Details" button to its right. At the bottom of the interface, there are two buttons: "Previous" and "Next". The "Next" button is highlighted with a red square. At the very bottom, there is a copyright notice: "© Copyright 2021 SailPoint Technologies - All rights reserved. | Powered by SailPoint IdentityIQ".

Review and Submit (1 of 2)

Click the “message bubble” icon button to type a comment. All removals require a comment.

The screenshot displays a three-step process for managing access:

- 1 Select Users**: Find and select users for whom you want to manage access.
- 2 Manage Access**: Add access for the users you've selected.
- 3 Review and Submit**: Look over your selections and confirm. This step is currently active and indicated by a '1' in a circle.

Identities Selected: Employee

Remove Access 1 items selected

EMSTR Hospital Add Edit Level 2

Hospital Add/Edit (Level 2)

Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

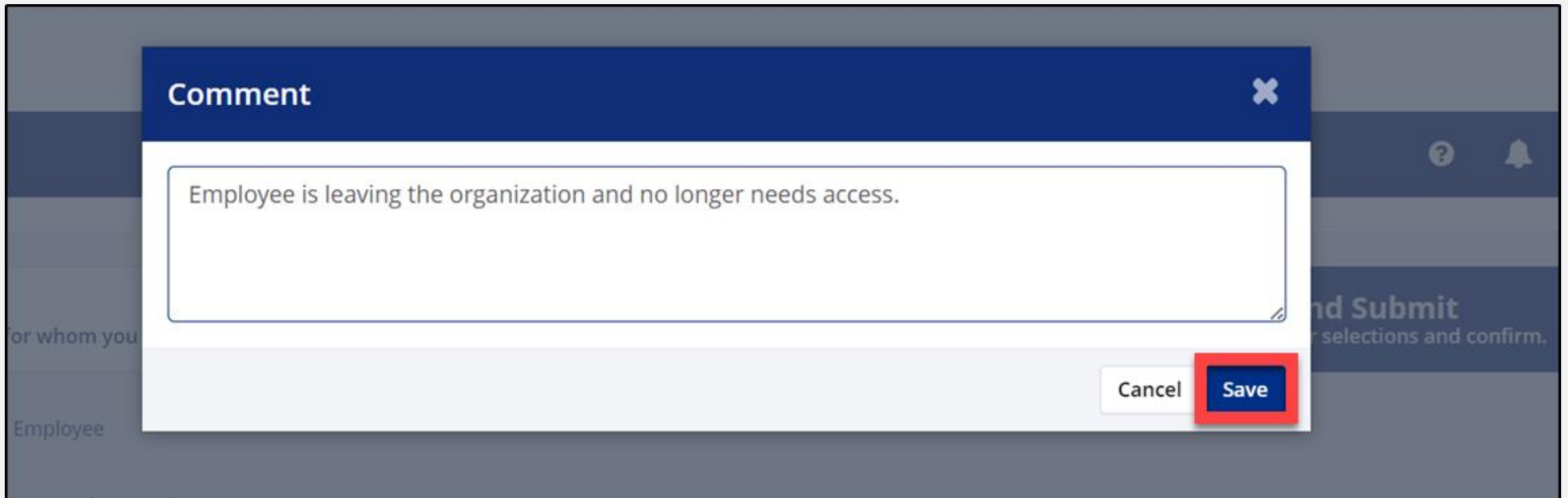
Previous Cancel Submit

A red arrow points to a message bubble icon next to the selected item, which is also highlighted with a red box. A 'Details' button is located to the right of the message bubble icon.

Add a Comment

- Type a comment in the text box.
- Click the “**Save**” button.

Note – The system requires you to add a comment. An example comment is shown below.



The screenshot shows a modal dialog box titled "Comment" with a close button (X) in the top right corner. The dialog contains a text input field with the text "Employee is leaving the organization and no longer needs access." Below the text field are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red square. The background of the dialog is dark blue, and the text area is white. The background of the entire slide is a blurred interface with a dark blue header and a yellow arrow pointing right.

Review and Submit (2 of 2)

- After you leave a comment, the message bubble will turn from white to green.
- Click “**Submit**”.
- **Reminder** – the selected user will immediately lose EMSTR access.

The screenshot displays a three-step process bar at the top: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.). The 'Review and Submit' step is currently active and highlighted in dark blue with a white '1' in a circle.

Below the process bar, the 'Identities Selected:' section shows 'Employee'. Underneath, it says 'Remove Access 1 items selected' with a speech bubble icon. A list item is shown: 'EMSTR Hospital Add Edit Level 2' with a close button (x) and a green speech bubble icon labeled 'Details'. Below this list item, the details are shown: 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'.

At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Submit'. The 'Submit' button is highlighted with a red rectangular border.

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Verify User Removal

To verify the user is removed, click the “Track My Requests” tile.

The screenshot shows a dashboard with a dark blue header. On the left, there are navigation links for 'Home' and 'My Work'. On the right, there are icons for help and notifications, and a 'Hospital' dropdown menu. Below the header, the main content area is titled 'Home' and includes an 'Edit' button. The dashboard features several tiles: 'Manage Access(Beta)', 'Sign AUA Form', 'Policy Violations' (with a count of 0), 'Approvals' (with a count of 0), and 'Manage User Access'. A dark blue tile labeled 'Track My Requests' is highlighted with a red border. Below these tiles are three sections: 'Latest Violation Work Items' (with a 'Both' dropdown), 'My Access Reviews', and 'Latest Approvals'.

Access Requests

- **Access Request** details will display indicating:
 - **Request Access** by “employee name”;
 - **Request** completion date; and
 - The type of role removal.
- Removing access is immediate and does not require further verification.

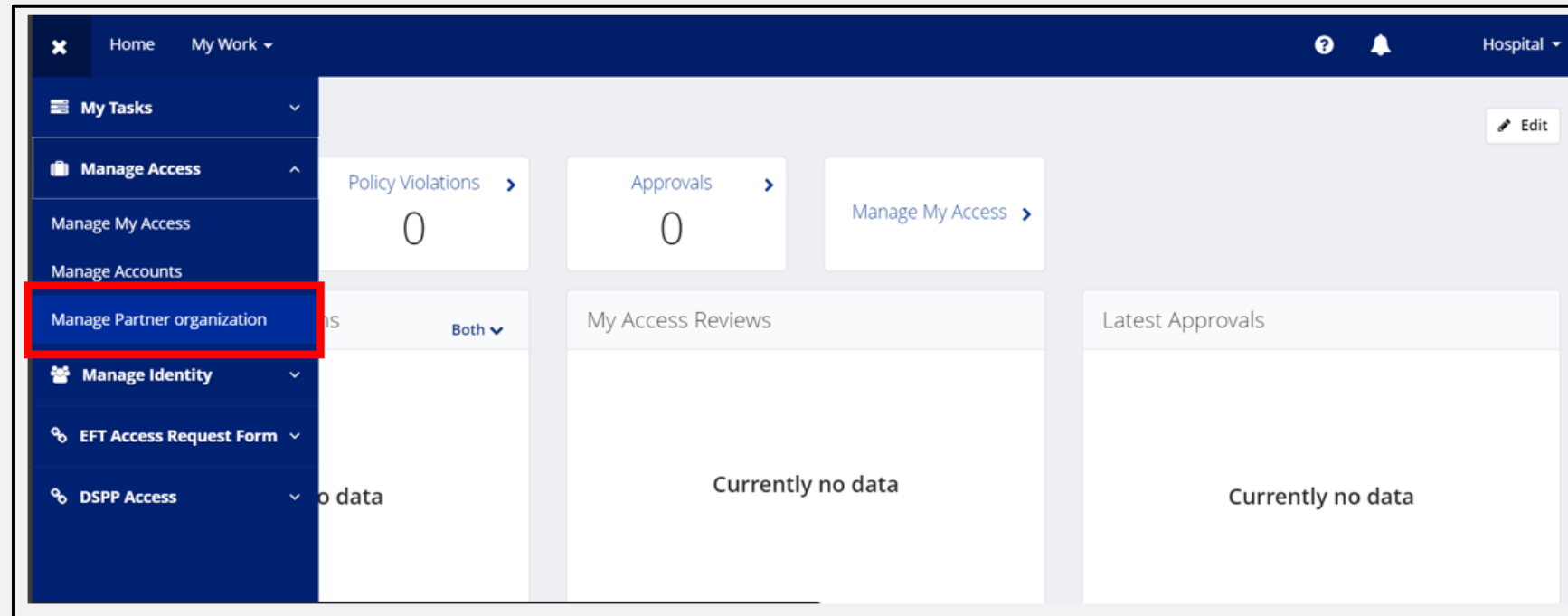
The screenshot displays the 'Access Requests' interface. At the top, there is a header 'Access Requests' with a notification badge '3'. To the right, there are controls for 'Sort by: Date', a list icon, a 'Filter' dropdown, and a search bar with the placeholder text 'Search by Identity, Request ID or External ID'. Below the header, a card shows the details of a request: 'Request Access: [redacted] Employee' with a 'Details >' button. Underneath, it states 'Requested by [redacted] Hospital on 10/24/23 | Request ID: 33953'. A green bar highlights the status '✓ Request completed on 10/24/23'. Below this, the text 'Remove Role: EMSTR Hospital Add Edit Level 2' is shown next to a green 'Complete' button. A red rectangular box highlights the green status bar and the role removal text.

Assigning EMSTR Access to a User



Manager User Access

- After approving the account request, you must assign the appropriate EMSTR access.
- Click **“Manage Partner organization”** from the **Manage Partner organization** menu.



Select Users

- Select the user by clicking the checkmark box – it will turn green.
- Click the “**Next**” button.

The screenshot displays a three-step process: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.).

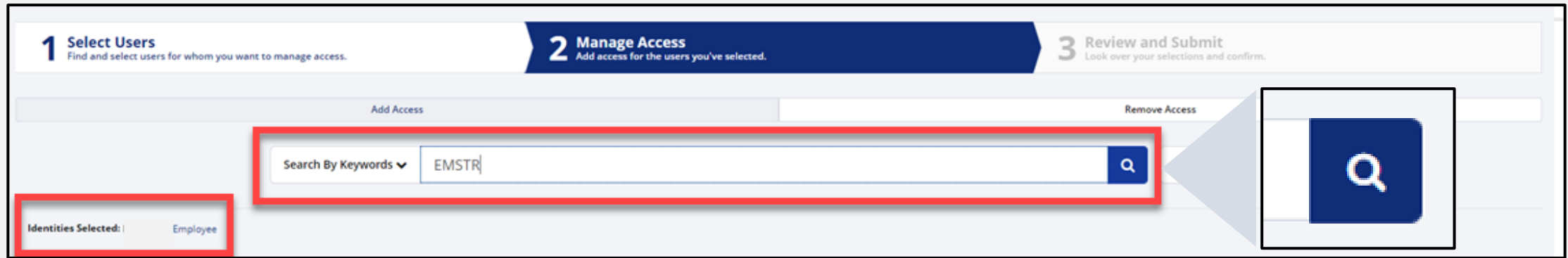
At the top, there is a search bar labeled "Search Users" and a "Filters" dropdown. Below this, the "Identities Selected" section shows a list of users. The first user is "Hospital" and the second is "Employee". The "Employee" user's selection checkbox is checked and highlighted with a green box. A red callout box points to the "Hospital" user's details, containing the text: "Here you will see your username and email".

Below the list, there is a "Next" button highlighted with a red box.

Identities Selected:	Employee	Showing 1-2 of 2	All
<input checked="" type="checkbox"/>	Hospital		
Username:			
Manager:			
<input type="checkbox"/>	Employee		
Username:	e8711718222		
Manager:	Hospital		
<input type="checkbox"/>			

Manage EMSTR Access (1 of 2)

Type “EMSTR” in the text box and click the magnifying glass icon.



Note – The “Identities Selected” is the user you are managing access for your organization.

Manage EMSTR Access (2 of 2)

- Choose the appropriate access level by clicking the checkmark box – it will turn green.
- Click “Next”.

The screenshot displays the 'Add Access' interface for EMSTR. At the top, there are buttons for 'Add Access' (with a notification icon) and 'Remove Access'. Below this is a search bar with 'EMSTR' entered and a search icon. A 'Filters' dropdown is also visible. The main content area shows three access levels under the heading 'Identities Selected: Employee' and 'Showing 1-3 of 3':

- EMSTR Hospital Admin Level 3
EMSTR Hospital Admin Level 3
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards
- EMSTR Hospital Add Edit Level 2
Hospital Add/Edit (Level 2)
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards
- EMSTR Hospital View Only Level 1
Hospital View Only (Level 1)
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

At the bottom, there are 'Previous' and 'Next' navigation buttons. The 'Next' button is highlighted with a red box. A copyright notice at the bottom reads: '© Copyright 2021 SailPoint Technologies - All rights reserved. | Powered by SailPoint IdentityIQ'.

Review and Submit Adding Access

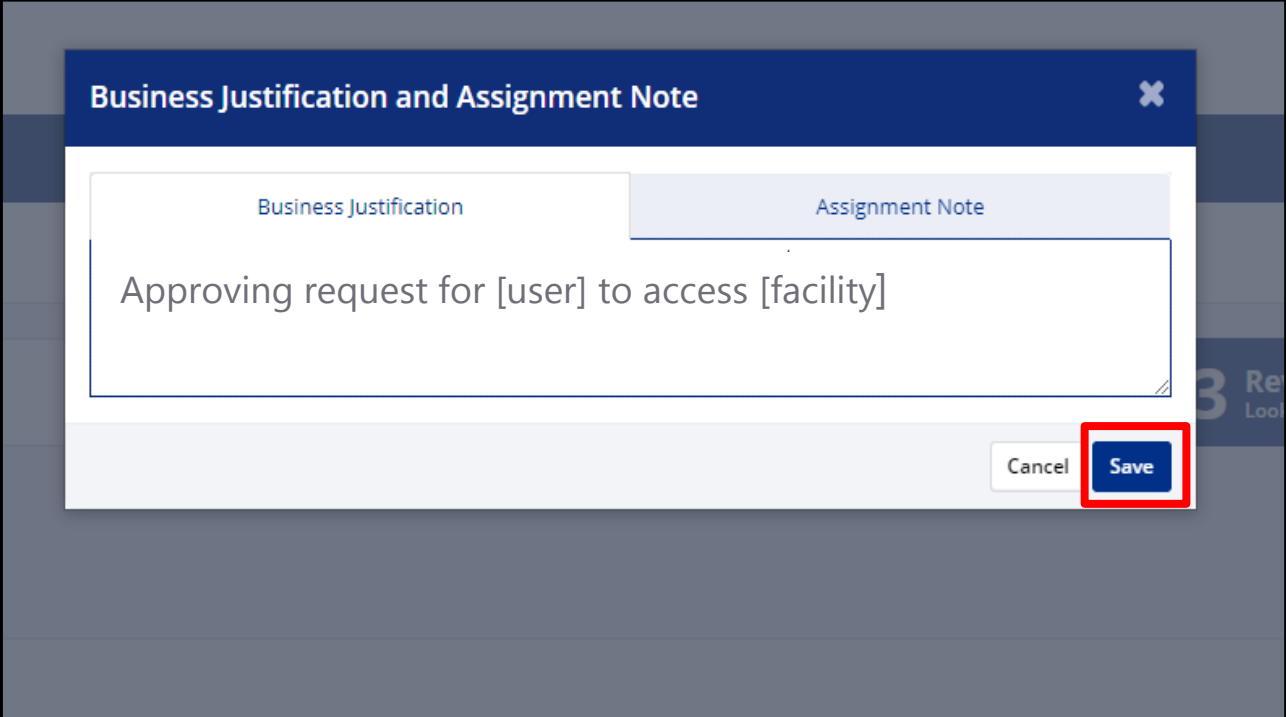
Click the message bubble icon. This step is required.

The screenshot shows a three-step process: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.). The 'Review and Submit' step is active. Under 'Identities Selected', 'Employee' is listed. Below, 'Add Access 1 items selected' is shown. A list item 'EMSTR Hospital Add Edit Level 2' is displayed with a red arrow pointing to a message bubble icon next to it. Below the list item, details are shown: 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'. A 'Details' button is also visible.



Business Justification Note

- Type a justification for approving the request. An example is shown here.
- The EMSTR system requires a comment for all requests.
- Click the “**Save**” button.



The screenshot shows a dialog box titled "Business Justification and Assignment Note" with a close button (X) in the top right corner. The dialog has two tabs: "Business Justification" (selected) and "Assignment Note". The "Business Justification" tab contains a text area with the text "Approving request for [user] to access [facility]". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red square.

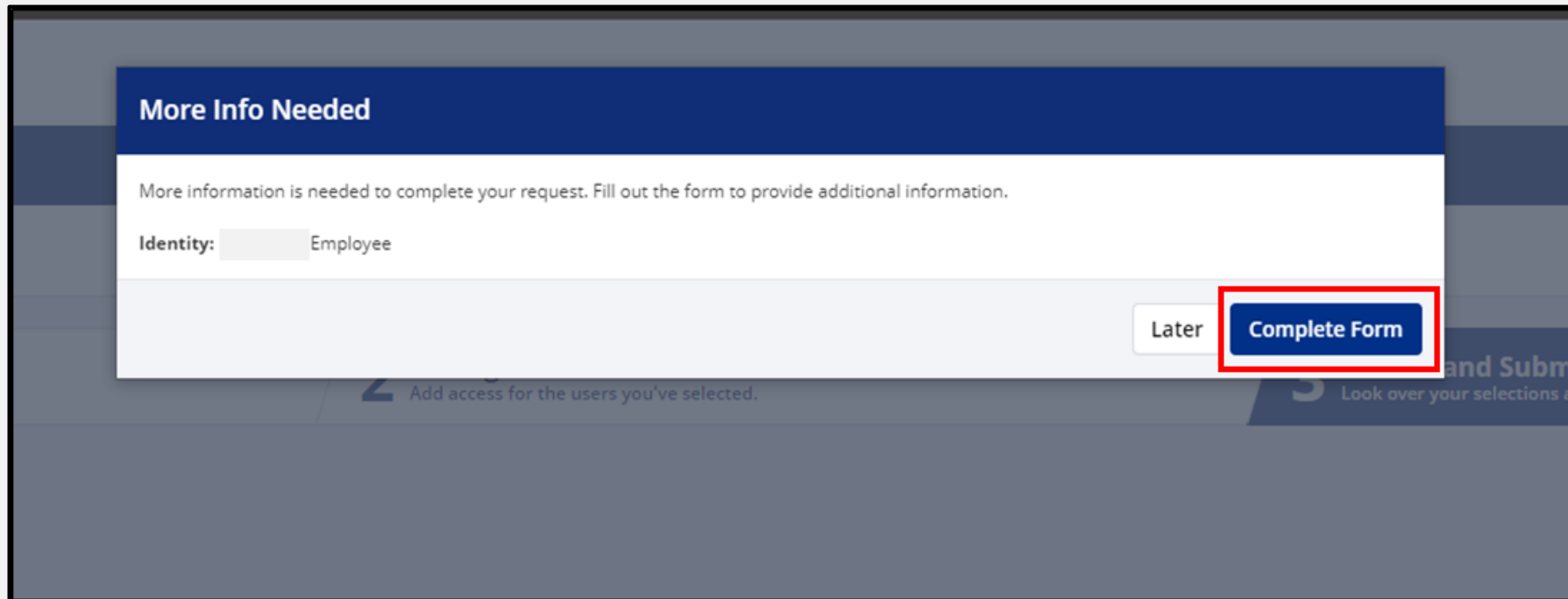
Review and Submit Access Request

- The message bubble will turn green.
- Click the “**Submit**” button.

The screenshot displays a three-step process: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.). The 'Review and Submit' step is highlighted in blue. Below the progress bar, it shows 'Identities Selected: Employee' and 'Add Access 1 items selected'. A list item is shown: 'EMSTR Hospital Add Edit Level 2' with a green message bubble icon and a 'Details' button. Below the list, a large blue 'Submit' button is highlighted with a white box. At the bottom, there are 'Previous', 'Cancel', and 'Submit' buttons.

More Information Needed

A pop-up screen will appear, click the **“Complete Form”** button.



The screenshot shows a modal window titled "More Info Needed". The text inside reads: "More information is needed to complete your request. Fill out the form to provide additional information." Below this, there is a label "Identity:" followed by a dropdown menu currently showing "Employee". At the bottom right of the modal, there are two buttons: "Later" and "Complete Form". The "Complete Form" button is highlighted with a red rectangular border.

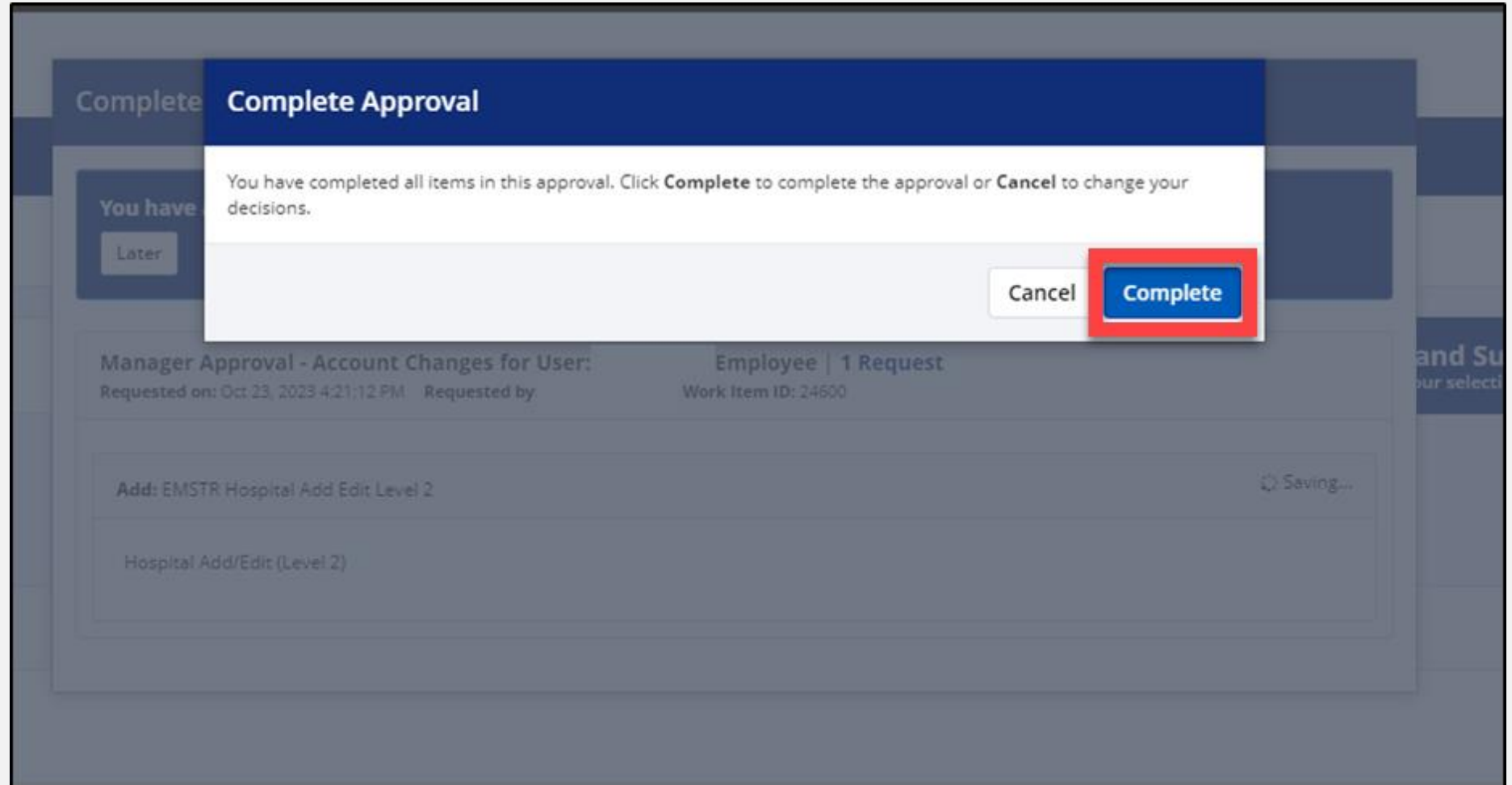
Complete Work Item

Review details and click the **“Approve”** button.

The screenshot displays a 'Complete Work Item' interface. At the top, a dark blue banner reads 'Complete Work Item'. Below this, a dark blue box contains the message 'You have an Approval pending, complete it now or later.' with a 'Later' button. The main content area shows a 'Manager Approval - Account Changes for User: Employee | 1 Request' card. It includes the text 'Requested on: Oct 23, 2023 4:21:12 PM Requested by: Crystal Hospital Work Item ID: 24600'. Below this are 'Approve All' and 'Deny All' buttons. The central part of the card lists the request: 'Add: EMSTR Hospital Add Edit Level 2' with an 'Approve' button highlighted in red and a 'Deny' button. At the bottom of the card, the text 'Hospital Add/Edit (Level 2)' is visible.

Complete Approval

Click the
“**Complete**”
button.



Approval Success

The system will redirect you to the **MyApps** dashboard where you will see **“Approval submitted successfully”** and the user account in the **“Direct Reports”** section.

The screenshot displays the MyApps dashboard interface. At the top, a green notification banner reads "Approval submitted successfully". Below this, a navigation bar contains several menu items: "Sign AUA Form", "Policy Violations" (with a count of 0), "Approvals" (with a count of 0), "Manage User Access", and "Track My Requests". The main content area is divided into several sections: "My Access Reviews" and "Latest Approvals", both of which currently show "Currently no data". At the bottom, the "Direct Reports" section is visible, showing a search bar and a list of reports, with "Employee" listed as the first item. A callout box on the left highlights the success message, and another callout box on the right highlights the "Direct Reports" section.

Finish the Approval Process

- The user now needs DSHS data steward and data owner approval.
- Only after all three approvals are complete will the user be able to access the **EMSTR** tile on their **MyApps** dashboard.
- The system will send the user an email notification indicating the access request was approved.

Approve or Deny User's EMSTR Access Request



Approve / Deny User Request (1 of 13)

To approve or deny your user's access request, click the **“Manage User Access”** tile.

The screenshot displays the IAMOnline dashboard interface. At the top left is the Texas Health and Human Services logo. A search bar labeled 'Search your apps' is at the top center. The top right shows the user 'IAMOnline' with a dropdown arrow. A dark blue sidebar on the left contains navigation options: 'My Apps' (with a home icon), 'Acceptable User Agreeem...', 'My Applications', 'Add section +', 'Notifications 2' (with a bell icon), and 'Last sign in: a few seconds ago' and 'Privacy' at the bottom. The main content area features a grid of application tiles. The first row includes 'EMSTR Online', 'Authorized Help Guide', and 'Manage Access (Beta)'. The second row, under the heading 'My Applications', includes 'Supervisor Dashboard', 'Forms', 'Manage My Access', 'Manage User Access' (highlighted with a red border), 'Access Requests', and 'Register Partner Organization'. The third row includes 'Approvals' and 'PEBLES Inquiry'.

Approve / Deny User Request (2 of 13)

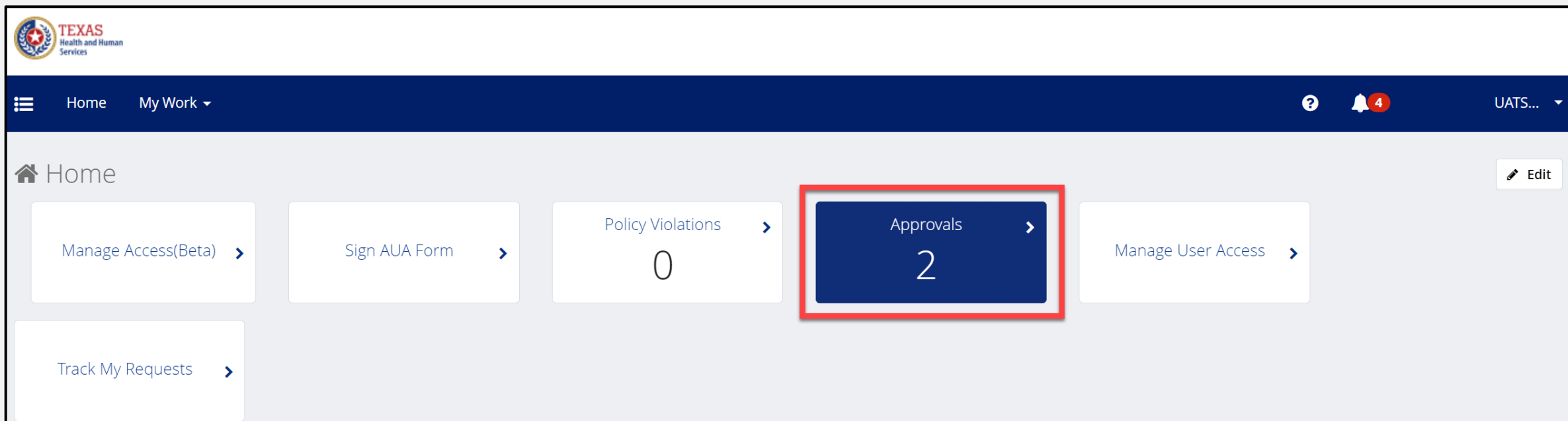
- Select the “**Home**” button at the top left of the webpage.
- After selecting **Home**, you will see the **Approvals** tile.

The screenshot shows the Texas Health and Human Services portal. The top navigation bar includes a 'Home' button (highlighted with a red box) and a 'My Work' dropdown. The dashboard features several tiles: 'Sign AUA Form', 'Policy Violations' (0), 'Approvals' (2, highlighted with a red box), and 'Manage User Access'. Below the dashboard, there are sections for 'My Access Reviews' and 'Latest Approvals'. The 'My Access Reviews' section shows 'Currently no data'. The 'Latest Approvals' section displays a table with columns for 'Approval For', 'Requester', and 'Date'.

Approval For	Requester	Date
Hos...	Hos...	10/27/23 11:17...
WebServiceAcc...	Bob Smith	10/27/23 9:27 ...

Approve / Deny User Request (3 of 13)

Select the “**Approvals**” tile to navigate to your approval queue.



The screenshot displays the Texas Health and Human Services dashboard. The top navigation bar includes the Texas Health and Human Services logo, a hamburger menu, 'Home', 'My Work', a help icon, a notification bell with a red '4', and 'UATS...'. The main content area is titled 'Home' and features several tiles: 'Manage Access(Beta)', 'Sign AUA Form', 'Policy Violations' (with a count of 0), 'Approvals' (with a count of 2 and highlighted by a red box), and 'Manage User Access'. A 'Track My Requests' tile is also visible in the lower-left corner. An 'Edit' button is located in the top right of the dashboard area.

Approve / Deny User Request (4 of 13)

On the **Approvals** page, you can “**Approve**” or “**Deny**” the request.

The screenshot displays the 'Approvals' page in the Texas Health and Human Services system. The page header includes the Texas Health and Human Services logo, navigation links for 'Home' and 'My Work', and utility icons for help, notifications (4), and user profile (UATS...). The main content area shows a list of approvals with the following details:

- Approvals** (2 items)
- Sort By (dropdown), Filter (dropdown), Collapse All (button)
- Search Work Item ID or Requestee Name (input field with search icon)
- Manager Approval - Account Changes for User: [redacted] Hospital1 | 1 Request**
- Requested on: Oct 27, 2023 11:17:15 AM | Requested by: [redacted] Hospital1 | Work Item ID: 24945
- Buttons: Approve All, Deny All, Info, Comments, Menu
- Request details: Add: EMSTR Hospital Add Edit Level 2
- Request description: Hospital Add/Edit (Level 2)
- Action buttons: Info, Comments (1), Approve, Deny (highlighted with a red box)

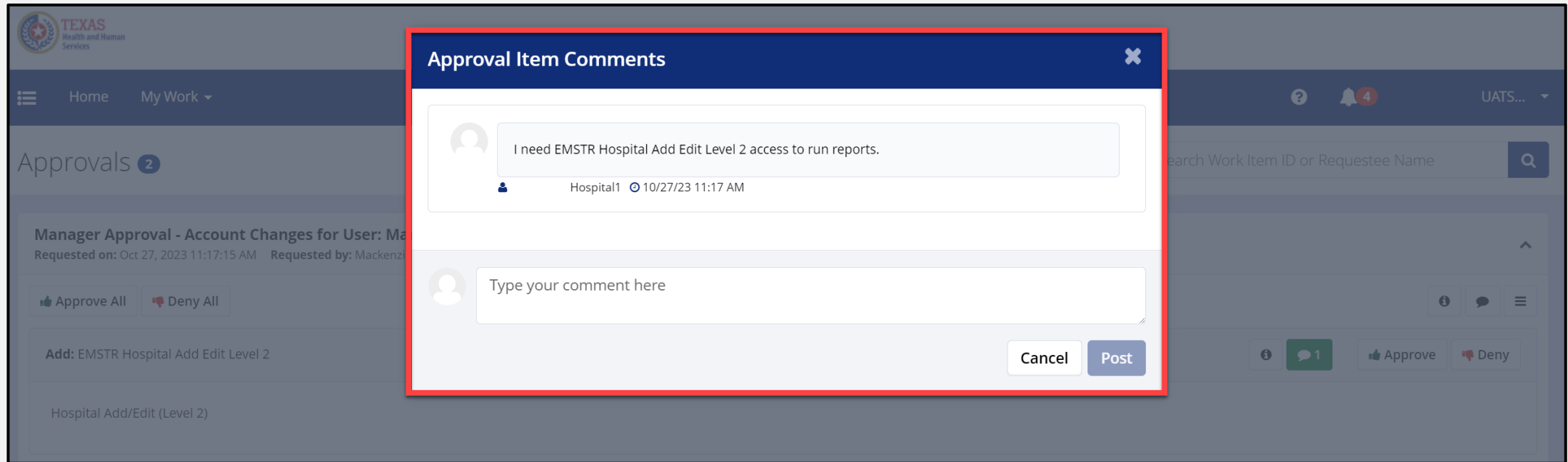
Approve / Deny User Request (5 of 13)

Click the “comment bubble” to review the business justification and determine if you want to approve the request.

The screenshot displays the Texas Health and Human Services portal interface. At the top left is the logo for TEXAS Health and Human Services. The navigation bar includes 'Home' and 'My Work' with a dropdown arrow. On the right side of the navigation bar are icons for help, notifications (4), and user profile (UATS...). Below the navigation bar, the main content area is titled 'Approvals' with a notification badge showing '2'. There are controls for 'Sort By', 'Filter', and 'Collapse All', along with a search bar for 'Search Work Item ID or Requestee Name'. The main content area shows a 'Manager Approval - Account Changes for User: [redacted] Hospital1 | 1 Request'. Below this, it states 'Requested on: Oct 27, 2023 11:17:15 AM Requested by: [redacted] Hospital1 Work Item ID: 24945'. There are buttons for 'Approve All' and 'Deny All'. The main request item is 'Add: EMSTR Hospital Add Edit Level 2' with a red box highlighting the comment bubble icon (a speech bubble with '1' inside) and the 'Approve' and 'Deny' buttons. Below the request item, the text 'Hospital Add/Edit (Level 2)' is visible.

Approve / Deny User Request (6 of 13)

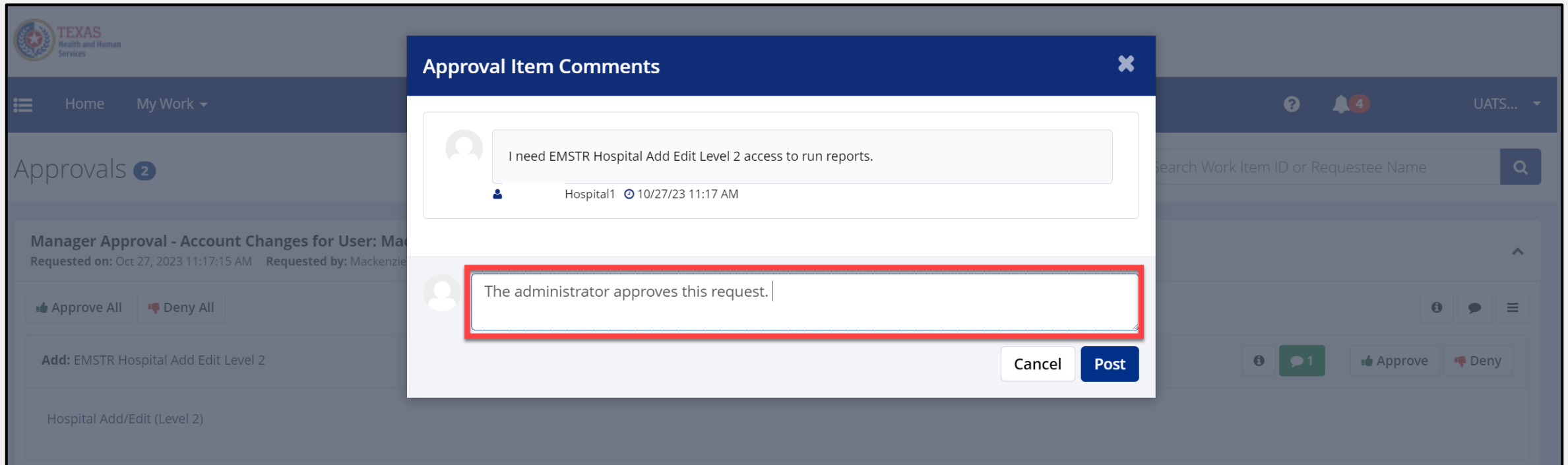
Below is an example of when you click the **comment bubble** and see the business justification to determine if the request should be approved.



The screenshot shows a web application interface for managing user requests. The background is a dimmed view of the 'Approvals' page, which includes a header with the 'TEXAS Health and Human Services' logo, navigation links for 'Home' and 'My Work', and a search bar. The main content area shows a 'Manager Approval - Account Changes for User: Ma' request, with details like 'Requested on: Oct 27, 2023 11:17:15 AM' and 'Requested by: Mackenz'. There are buttons for 'Approve All' and 'Deny All', and a section for 'Add: EMSTR Hospital Add Edit Level 2' with a sub-section for 'Hospital Add/Edit (Level 2)'. Overlaid on this is a modal window titled 'Approval Item Comments'. The modal has a dark blue header with a close button. It contains a comment from 'Hospital1' dated '10/27/23 11:17 AM' with the text 'I need EMSTR Hospital Add Edit Level 2 access to run reports.' Below the comment is a text input field with the placeholder 'Type your comment here' and two buttons: 'Cancel' and 'Post'.

Approve / Deny User Request (7 of 13)

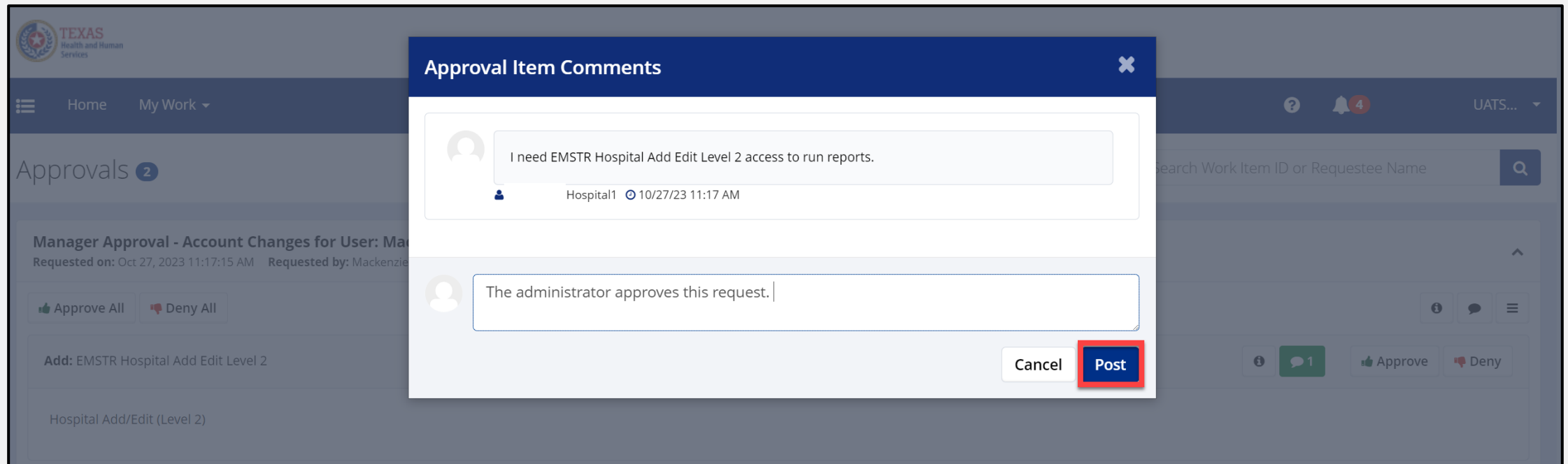
Once you approve the request, leave a comment for tracking purposes. This step is required.



The screenshot displays the Texas Health and Human Services portal interface. A modal dialog box titled "Approval Item Comments" is open, showing a comment from "Hospital1" dated "10/27/23 11:17 AM" with the text "I need EMSTR Hospital Add Edit Level 2 access to run reports." Below this, a new comment input field is highlighted with a red border, containing the text "The administrator approves this request." The dialog box also features "Cancel" and "Post" buttons. The background shows the portal's navigation menu, including "Home" and "My Work", and a list of approval items, with the selected item being "Add: EMSTR Hospital Add Edit Level 2".

Approve / Deny User Request (8 of 13)

After leaving a comment, select the “**Post**” button to save the comment.



The screenshot displays a web application interface for managing user requests. In the foreground, a modal window titled "Approval Item Comments" is open. It contains a text input field with the comment "I need EMSTR Hospital Add Edit Level 2 access to run reports." and a timestamp "Hospital1 10/27/23 11:17 AM". Below this, another text input field contains the comment "The administrator approves this request." At the bottom right of the modal, there are two buttons: "Cancel" and "Post". The "Post" button is highlighted with a red border. In the background, the main interface shows a "Manager Approval - Account Changes for User: Mackenzie" request. It includes a search bar, a "Request Work Item ID or Requestee Name" field, and buttons for "Approve All" and "Deny All". The "Add: EMSTR Hospital Add Edit Level 2" request is visible, along with a "Hospital Add/Edit (Level 2)" section. The top navigation bar includes "Home" and "My Work" options, and the bottom right corner shows "Approve" and "Deny" buttons.

Approve / Deny User Request (9 of 13)

To add another comment before approving or denying the request, click the **“comment bubble”** button.

The screenshot displays the 'Approvals' section of a system. At the top, there is a header 'Approvals' with a notification badge '2'. To the right are controls for 'Sort By', 'Filter', 'Collapse All', and a search bar for 'Search Work Item ID or Requestee Name'. Below this is a card for a 'Manager Approval - Account Changes for User: [redacted] Hospital1 | 1 Request'. The card includes details: 'Requested on: Oct 27, 2023 11:17:15 AM', 'Requested by: [redacted] Hospital1', and 'Work Item ID: 24945'. Action buttons for 'Approve All' and 'Deny All' are on the left, and 'Info', 'Comment', and 'Menu' icons are on the right. The main content area shows the request 'Add: EMSTR Hospital Add Edit Level 2' with a 'Hospital Add/Edit (Level 2)' description. On the right side of this area, there is an 'Info' icon, a 'Comment' bubble icon with a '2' (highlighted with a red box), and 'Approve' and 'Deny' buttons.

Approve / Deny User Request (10 of 13)

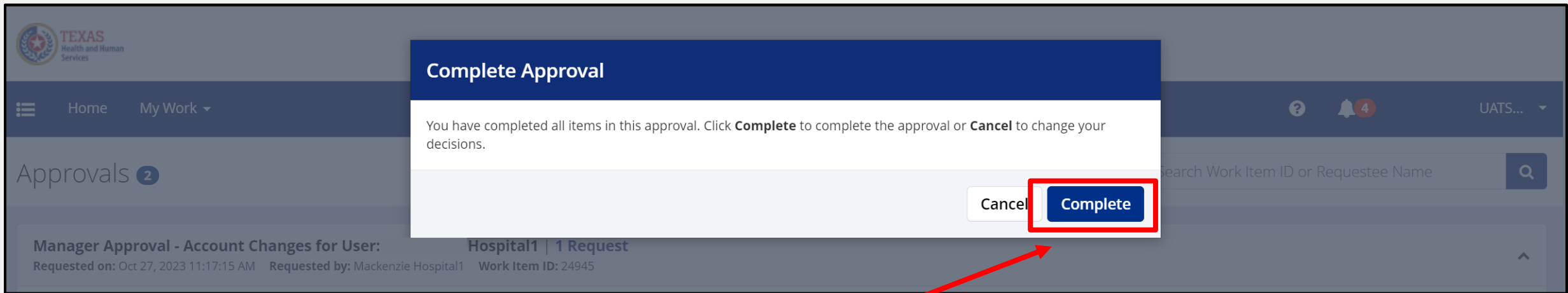
To approve the request, select the “**Approve**” button.

The screenshot displays the 'Approvals' section of a system. At the top, there are navigation options: 'Sort By', 'Filter', 'Collapse All', and a search bar for 'Work Item ID or Requestee Name'. Below this, a specific approval request is shown: 'Manager Approval - Account Changes for User: Hospital1 | 1 Request'. The request details include 'Requested on: Oct 27, 2023 11:17:15 AM', 'Requested by: Hospital1', and 'Work Item ID: 24945'. There are 'Approve All' and 'Deny All' buttons at the top left of the request card. The main request item is 'Add: EMSTR Hospital Add Edit Level 2'. At the bottom right of this item, there are 'Approve' and 'Deny' buttons, both of which are highlighted with red boxes. A red arrow points from the text above to the 'Approve' button, and another red arrow points from the text below to the 'Deny' button.

To deny the request, select the “**Deny**” button.

Approve / Deny User Request (11 of 13)

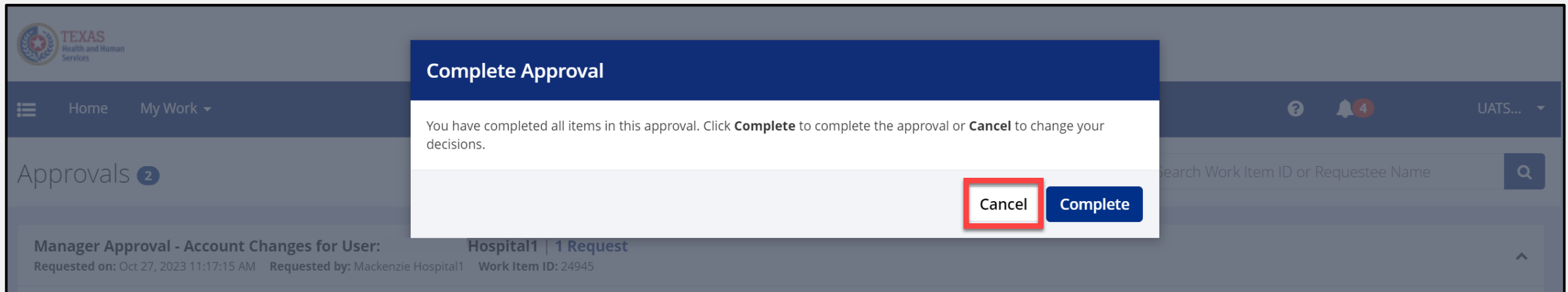
After selecting **Approve** or **Deny**, a **Complete Approval** box will appear.



Select the **“Complete”** button to submit the request.

Approve / Deny User Request (12 of 13)

Select the “**Cancel**” button to delete the request.



The screenshot displays a web interface for Texas Health and Human Services. A modal dialog titled "Complete Approval" is centered on the screen. The dialog text reads: "You have completed all items in this approval. Click **Complete** to complete the approval or **Cancel** to change your decisions." At the bottom of the dialog, there are two buttons: "Cancel" and "Complete". The "Cancel" button is highlighted with a red square. In the background, the application shows a navigation menu with "Home" and "My Work", a search bar for "Work Item ID or Requestee Name", and a list of approvals. One approval is visible: "Manager Approval - Account Changes for User: Hospital1 | 1 Request", with details "Requested on: Oct 27, 2023 11:17:15 AM" and "Requested by: Mackenzie Hospital1 | Work Item ID: 24945".

Approve / Deny User Request (13 of 13)

- Once you complete the review process, the system will send the user an email to notify them the access request was approved or denied by their facility administrator.
- The user now needs DSHS data steward and data owner approval.
- After all approval levels are complete, the user will see the **EMSTR** tile on their **MyApps** dashboard.

Account Management

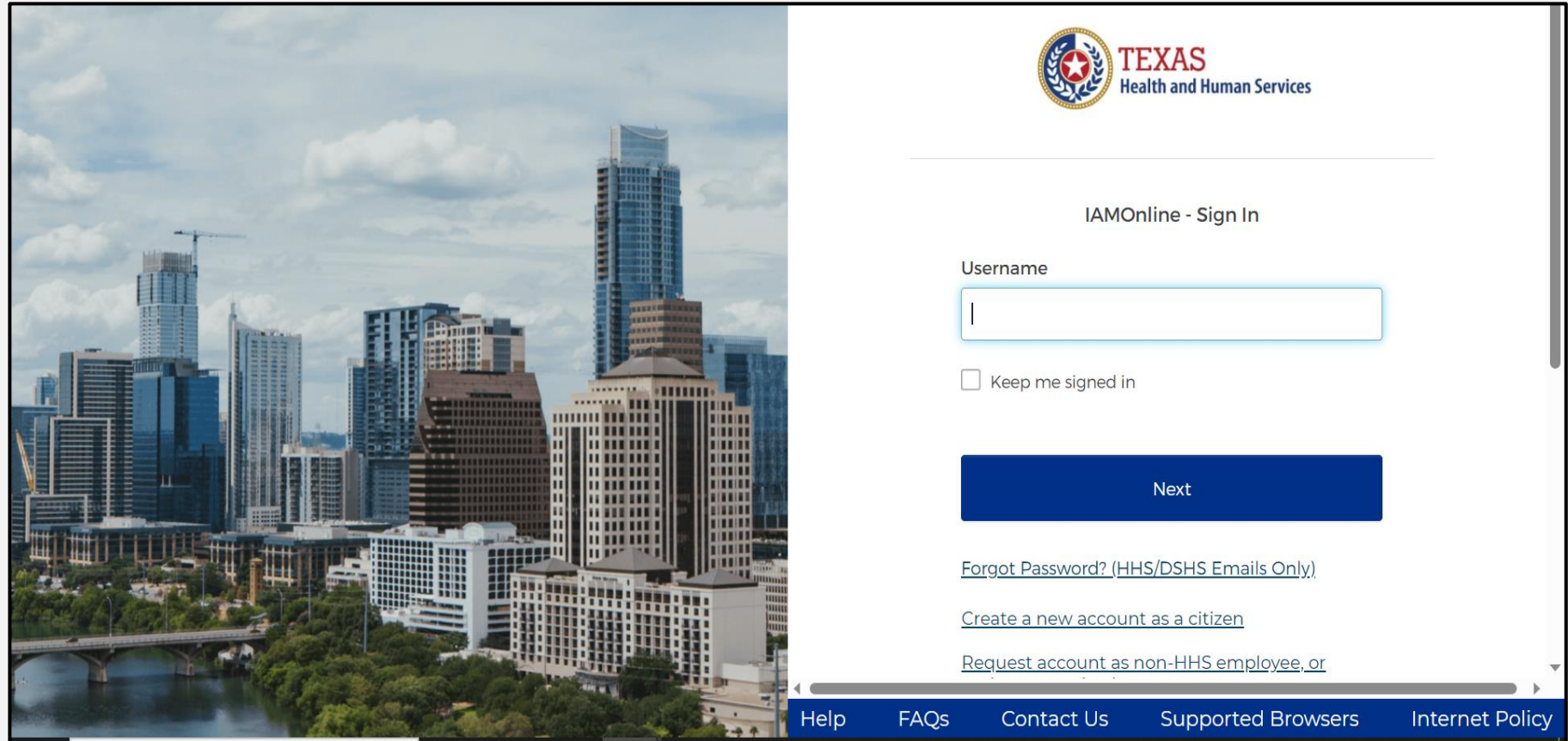


TEXAS
Health and Human
Services

Texas Department of State
Health Services

IAMOnline Home Page

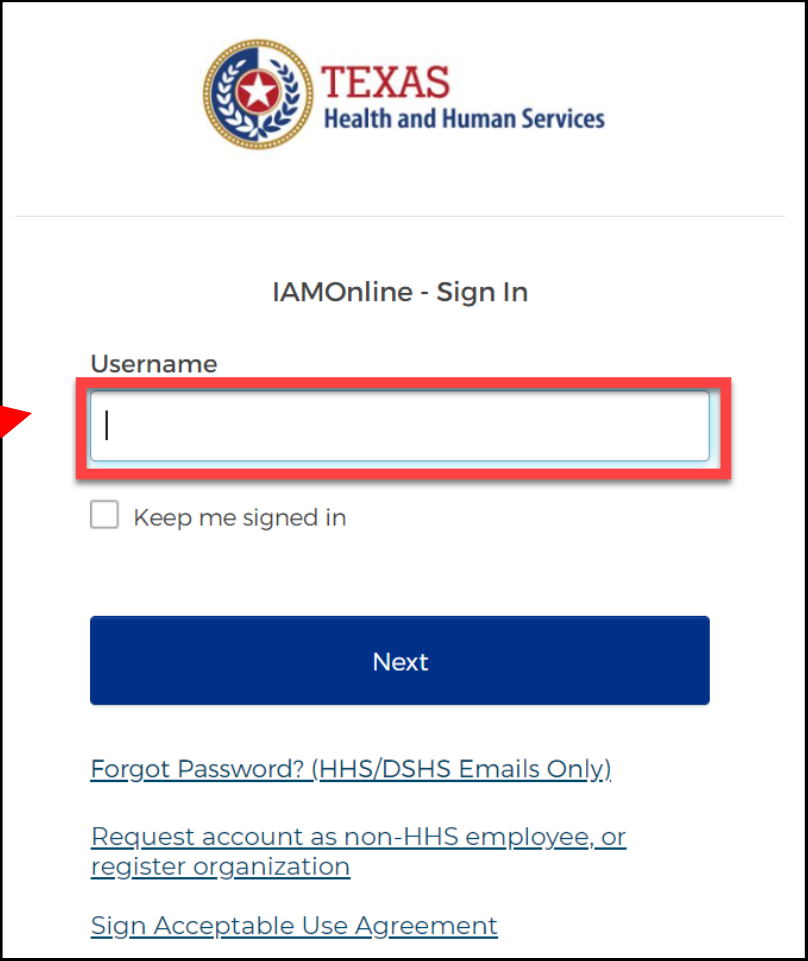
Account management is available through the Identity and Access Management Online platform (**IAMOnline**).



The screenshot displays the IAMOnline Sign In interface. At the top left is a cityscape image. The header features the Texas Health and Human Services logo. The main content area is titled "IAMOnline - Sign In" and includes a "Username" input field, a "Keep me signed in" checkbox, and a blue "Next" button. Below the button are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Create a new account as a citizen", and "Request account as non-HHS employee, or". A footer contains links for "Help", "FAQs", "Contact Us", "Supported Browsers", and "Internet Policy".

Forgot Password (1 of 2)

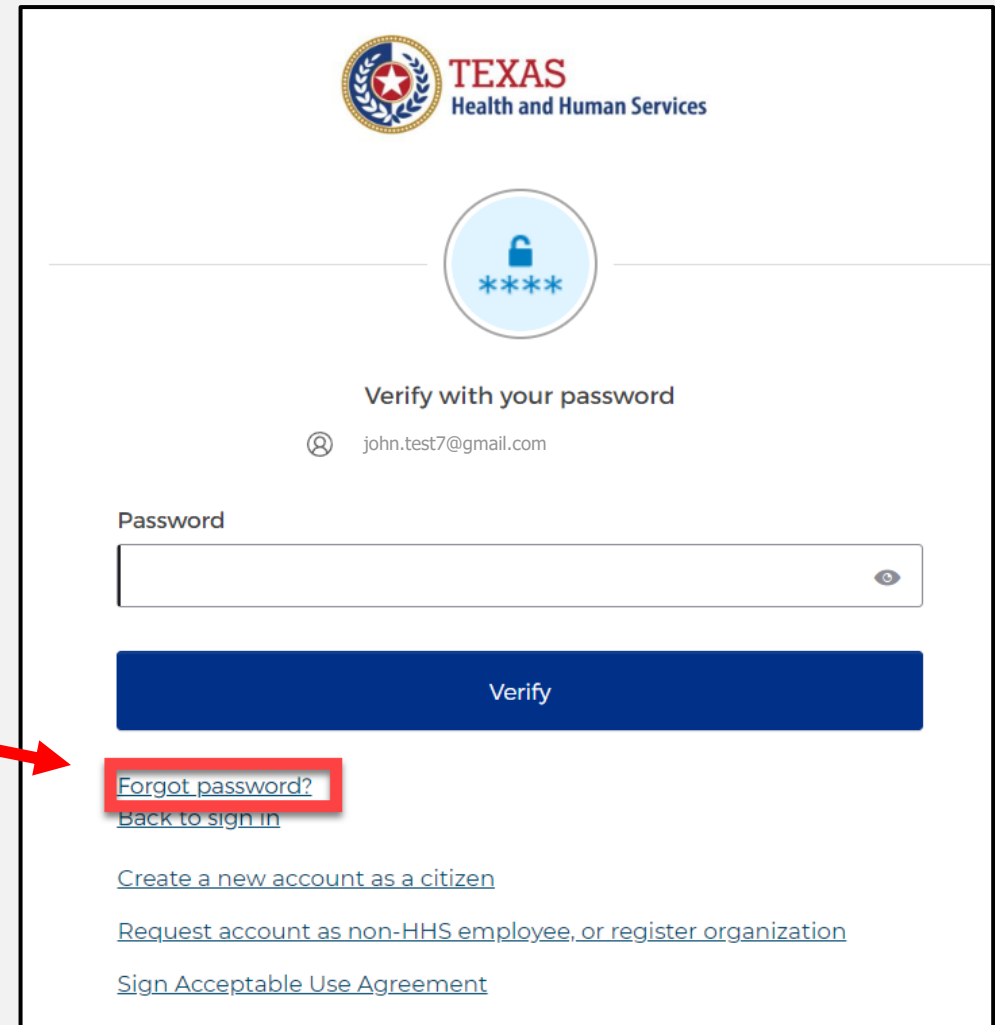
- If you forget your password, you can reset it on your own.
- From the **IAMOnline** sign-in page, type your user name in the “**Username**” box.





The screenshot shows the IAMOnline Sign In page. At the top left is the Texas Health and Human Services logo. The page title is "IAMOnline - Sign In". Below the title is a "Username" label and a text input field. A red arrow points from the text "type your user name in the 'Username' box" to this 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".

Forgot Password (2 of 2)


Click the “Forgot password?” link.




 **TEXAS**
Health and Human Services



Verify with your password

 john.test7@gmail.com

Password



Verify

[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.
- Click the “**Select**” button.

 **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	<input type="button" value="Select"/>	
	Phone +1 XXX-XXX-8931	<input type="button" value="Select"/>	

[Back to sign in](#)

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

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

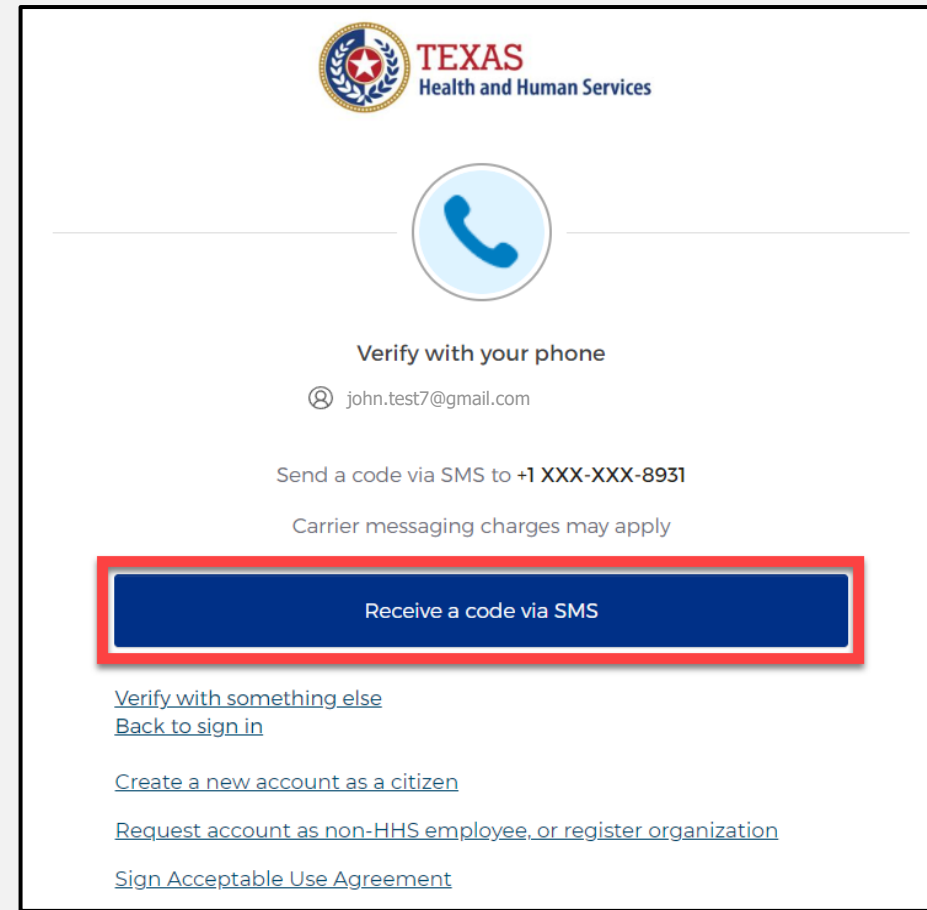
[Sign Acceptable Use Agreement](#)

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 via text.





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, the text reads "Verify with your phone" followed by the email address "john.test7@gmail.com" with a small person icon to its left. Below the email address, it says "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, there are four links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", 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.

 TEXAS
Health and Human Services



Verify with your phone
@ john.test7@gmail.com

A code was sent to +1 XXX-XXX-8931. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

1

2

[Verify with something else](#)
[Back to sign in](#)

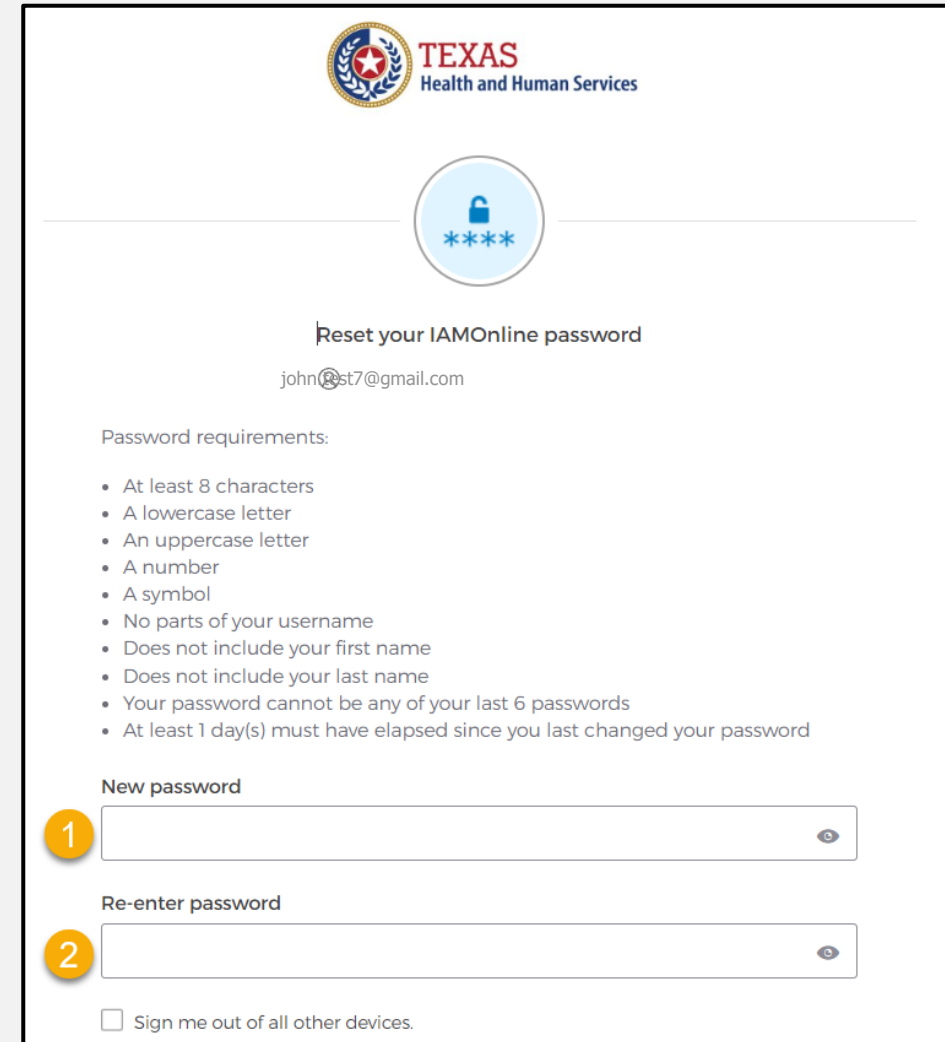
[Create a new account as a citizen](#)
[Request account as non-HHS employee, or register organization](#)
[Sign Acceptable Use Agreement](#)

IAMOnline Password Reset (1 of 2)

After you enter your verification code, the system will redirect you to the **Reset your IAMOnline Password Page**.

Step 1 – Enter your new password in the **“New password”** box.

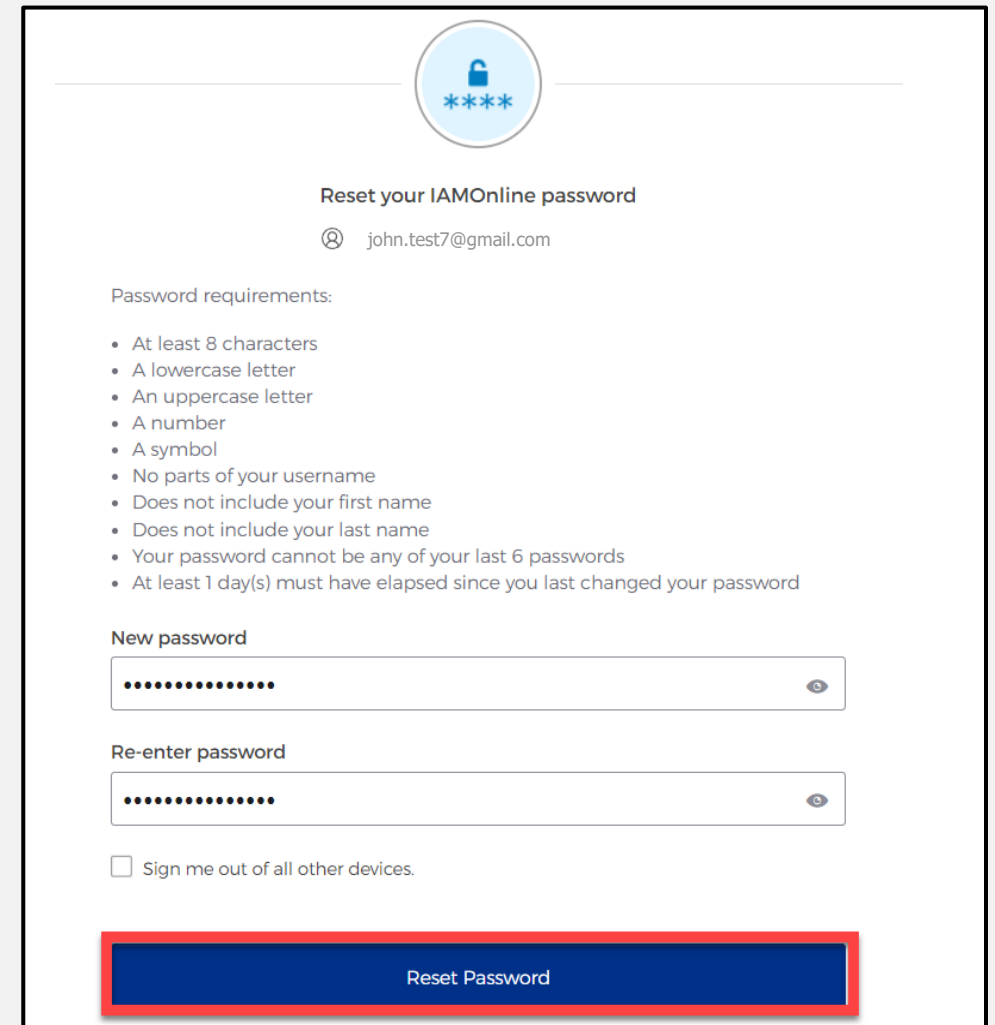
Step 2 – Re-enter your password in the **“Re-enter password”** box.



The screenshot shows the 'Reset your IAMOnline password' page for Texas Health and Human Services. At the top left is the Texas state seal, and to its right is the text 'TEXAS Health and Human Services'. In the center, there is a circular icon with a blue padlock and four asterisks '****'. Below this icon, the text reads 'Reset your IAMOnline password' and 'john@st7@gmail.com'. Underneath, the 'Password requirements:' section lists several criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, no first or last names, not a previous password, and a 1-day wait period. Two input fields are provided: 'New password' (marked with a yellow circle containing the number 1) and 'Re-enter password' (marked with a yellow circle containing the number 2). Both fields have an eye icon for toggling visibility. At the bottom, there is a checkbox labeled 'Sign me out of all other devices.'

IAMOnline Password Reset (2 of 2)

Once you create a new password and re-enter your password, select the **“Reset Password”** button.



The screenshot shows a password reset form for IAMOnline. At the top, there is a blue circular icon with a lock and four asterisks. Below this, the text reads "Reset your IAMOnline password" followed by the email address "john.test7@gmail.com". The form includes a list of password requirements, two password input fields (one for the new password and one for re-entering the password), and a checkbox for "Sign me out of all other devices". A prominent blue button with a red border labeled "Reset Password" is at the bottom.

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

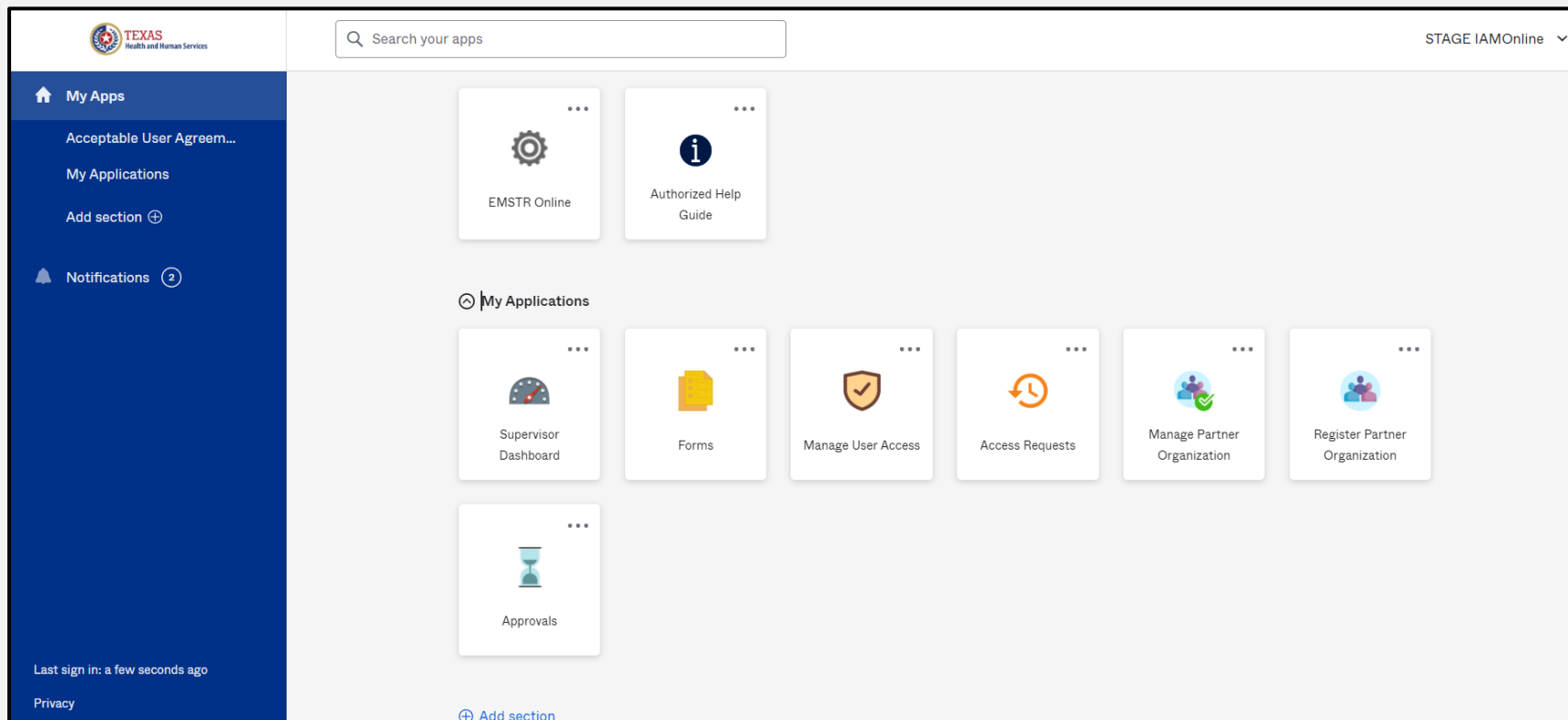
Re-enter password

Sign me out of all other devices.

Reset Password

Reset Password Complete

After resetting your password, you are logged in and the system will redirect you to your **MyApps** dashboard.



Account Locked

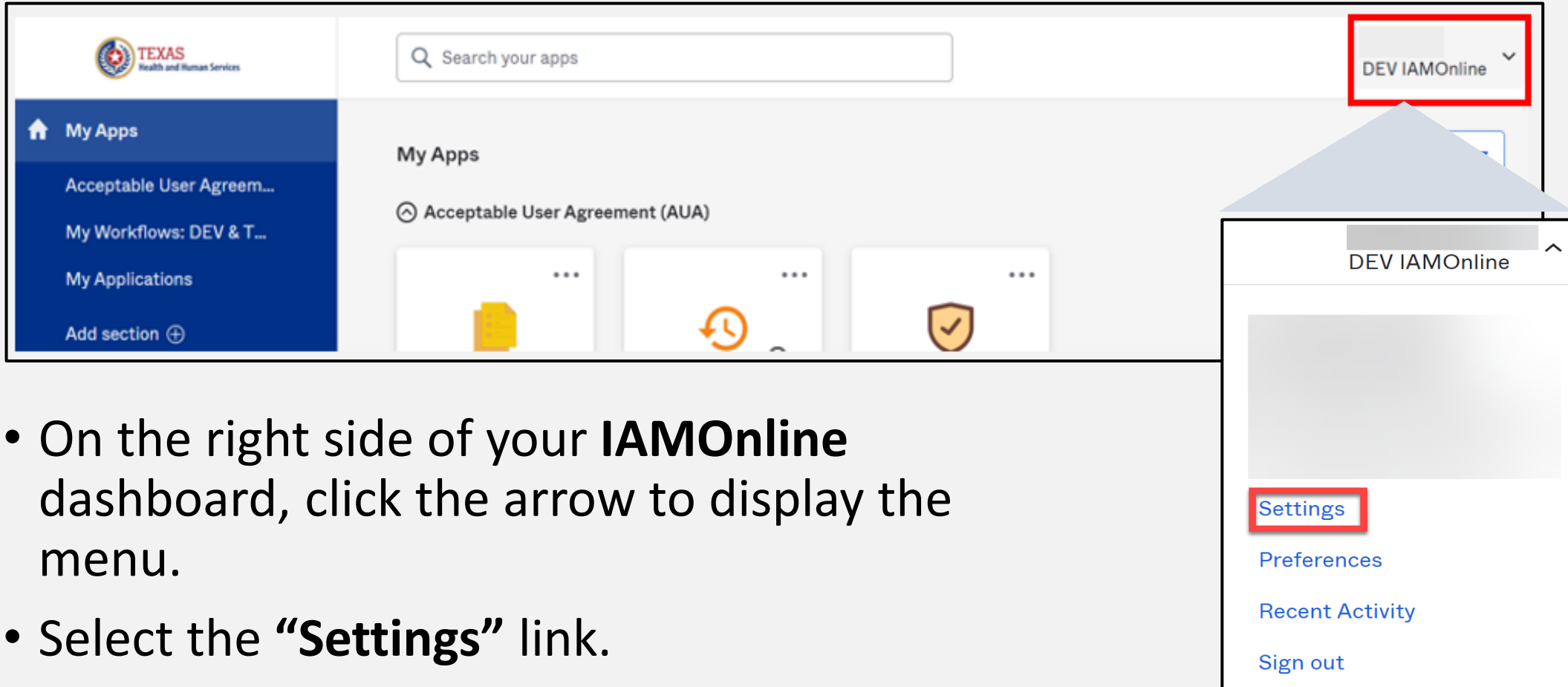


After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



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

Update Account (1 of 2)

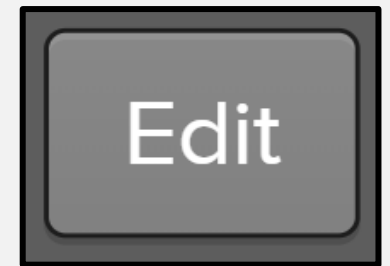


The screenshot displays the IAMOnline dashboard interface. On the left is a navigation sidebar with the Texas Health and Human Services logo and options like 'My Apps', 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section'. The main area features a search bar and a 'My Apps' section with an 'Acceptable User Agreement (AUA)' card. In the top right corner, the user's name 'DEV IAMOnline' is shown with a dropdown arrow. A callout box on the right shows the expanded user menu with options: 'Settings', 'Preferences', 'Recent Activity', and 'Sign out'. The 'Settings' option is highlighted with a red box.

- 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.
- You can update your personal information such as:
 - Add a phone number;
 - Add details; and
 - Adjust security methods including password and security questions.



Resources and Contact Information

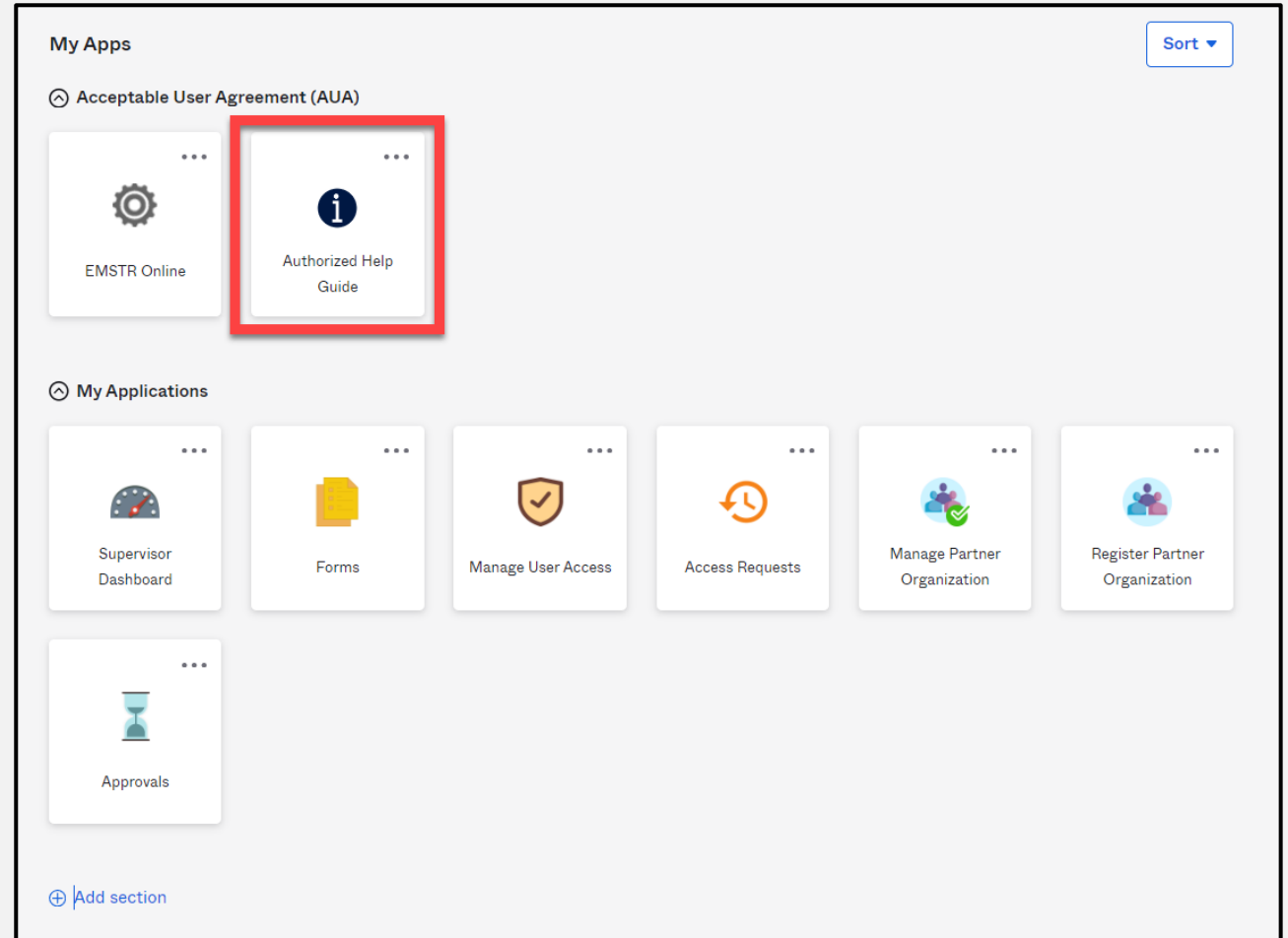


TEXAS
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Services

Texas Department of State
Health Services

Authorized Help Guide

From your **MyApps** dashboard, select the “**Authorized Help Guide**” tile to access **IAMOnline** links to helpful videos and additional resources.



Help Page

To access the **IAMOnline** video tutorials, select the “**Get Tutorials Now**” tile.

The screenshot shows the Texas Health and Human Services Help Page. On the left is a navigation menu with the following items: Introduction, Overview for Internal Users, Overview for Internal Approver, Overview for External/Partner User, Overview for External/Partner Approver, Overview for Citizen User, and Application Specific Information. The main content area is titled "Hello, how can we help?" and includes a search bar. Below the search bar are three tiles: "Recertification Schedule" (with a gear icon), "FAQs" (with a document icon), and "Get Tutorials Now" (with a right-pointing arrow icon). The "Get Tutorials Now" tile is highlighted with a red border. The text for the "Get Tutorials Now" tile reads: "Peruse the video catalog for Instructional videos posted to Youtube."

Video Tutorials

Select the appropriate link to find specific video tutorials for your user type.

Video Tutorials

This page provides links to video tutorials hosted on Youtube. Select your user type to get started:

[Internal User](#)

[Internal Approver](#)

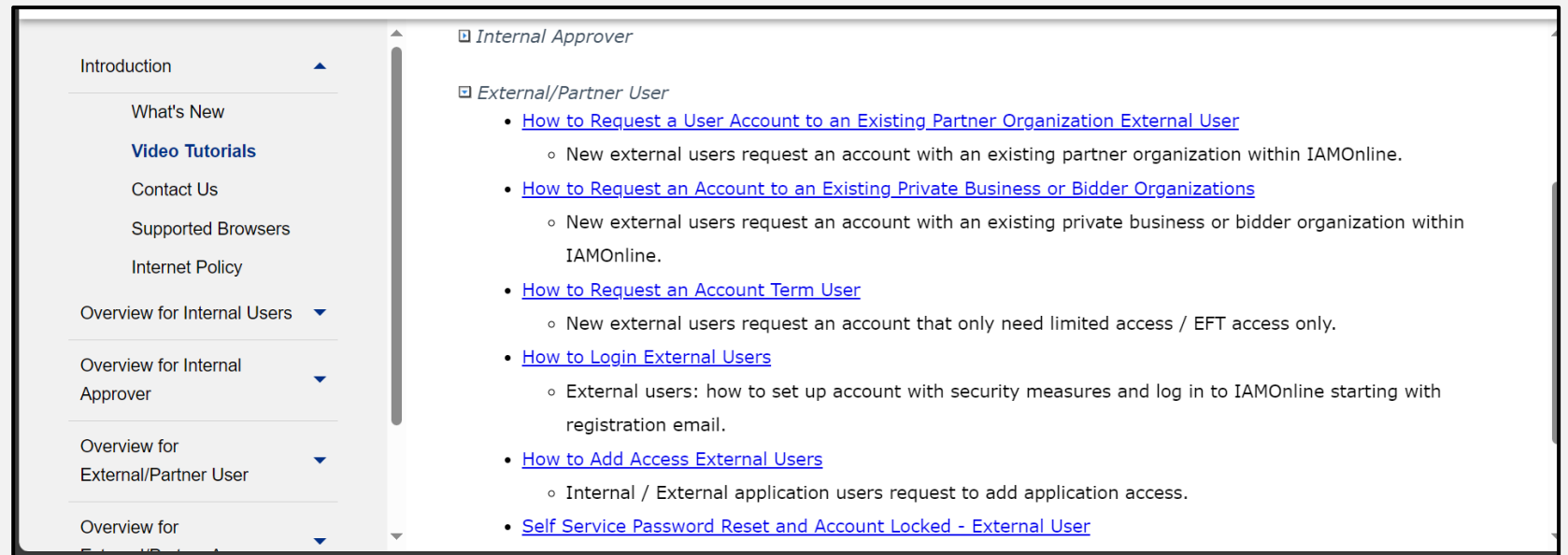
[External/Partner User](#)

[External/Partner Approver](#)

Facility Administrator

External/Partner User Video Links

After selecting the user type, find the video you are looking for and select the link.



The screenshot displays a user management interface. On the left is a navigation menu with the following items: Introduction (with an up arrow), What's New, Video Tutorials (highlighted in blue), Contact Us, Supported Browsers, Internet Policy, Overview for Internal Users (with a down arrow), Overview for Internal Approver (with a down arrow), Overview for External/Partner User (with a down arrow), and Overview for (with a down arrow). The main content area on the right is titled 'External/Partner User' and contains a list of video links:

- Internal Approver
- External/Partner User
 - [How to Request a User Account to an Existing Partner Organization External User](#)
 - New external users request an account with an existing partner organization within IAMOnline.
 - [How to Request an Account to an Existing Private Business or Bidder Organizations](#)
 - New external users request an account with an existing private business or bidder organization within IAMOnline.
 - [How to Request an Account Term User](#)
 - New external users request an account that only need limited access / EFT access only.
 - [How to Login External Users](#)
 - External users: how to set up account with security measures and log in to IAMOnline starting with registration email.
 - [How to Add Access External Users](#)
 - Internal / External application users request to add application access.
 - [Self Service Password Reset and Account Locked - External User](#)

Additional Resources and Contacts

Resources – For additional resources, visit the DSHS page [EMS and Trauma Registries](#).

Contact Information – For EMSTR questions, including account access, please contact injury.web@dshs.texas.gov.