

# EMSTR ADMINISTRATOR GUIDE

# **EMPLOYEE ACCOUNT MANAGEMENT**



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

Texas Emergency Medical Services and  
Trauma Registries  
(EMSTR)  
Administrator Guide  
Employee Account Management

November 2024

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## Introduction

Texas Department of State Health Services (DSHS) Emergency Medical Services and Trauma Registries (EMSTR) is a statewide surveillance system collecting reportable event data from EMS providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities.

EMSTR monitors and analyzes Texas EMS and trauma care system data by integrating National EMS Information System (NEMSIS) Version 3.5, National Trauma Data Bank (NTDB) / International Trauma Data Exchange (ITDX) 2020 and 2023 hospital data standards, and Texas-specific questions.

EMSTR uses data from 22 Texas trauma services areas / regional advisory councils (RACs) to benchmark and compare Texas with other states and conduct epidemiological investigations to identify public health issues. By identifying public health issues, stakeholders can use data to support injury prevention initiatives, enhancing the efficiency and quality of care for patients in Texas.

DSHS developed this guide as a tool for organization / facility administrators regarding ongoing administrative management of user accounts.

## Adding a User to Your Entity

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

- Organization / facility 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.

### Definitions:

- EMSTR view only – Level 1: end-users who need **limited application access**.
- EMSTR add / edit – Level 2: organization / facility users who **submit data for their facility** but are not facility administrators.
- EMSTR Admin – Level 3: organization / facility **administrators**.

## ***Add a User – Each step is explained in detail throughout the guide.***

Step 1 – The user requests an Identity and Access Management Online ([IAMOnline](#)) account as an additional user.

Step 2 – The organization / facility administrator approves the IAMOnline account request.

Step 3 – The user receives an IAMOnline account activation email from OKTA (an automated security system supporting IAMOnline access.)

Step 4 – The user submits the level of access requested on the Manage User Access Dashboard or the administrator can do it for them instead of receiving a request.

Step 5 – The organization / facility administrator approves the EMSTR access request.

Step 6 – The account goes through additional DSHS-level approvals; and

Step 7 – The user receives access to the EMSTR application and the requested facility data.

## IAMOnline Account Request

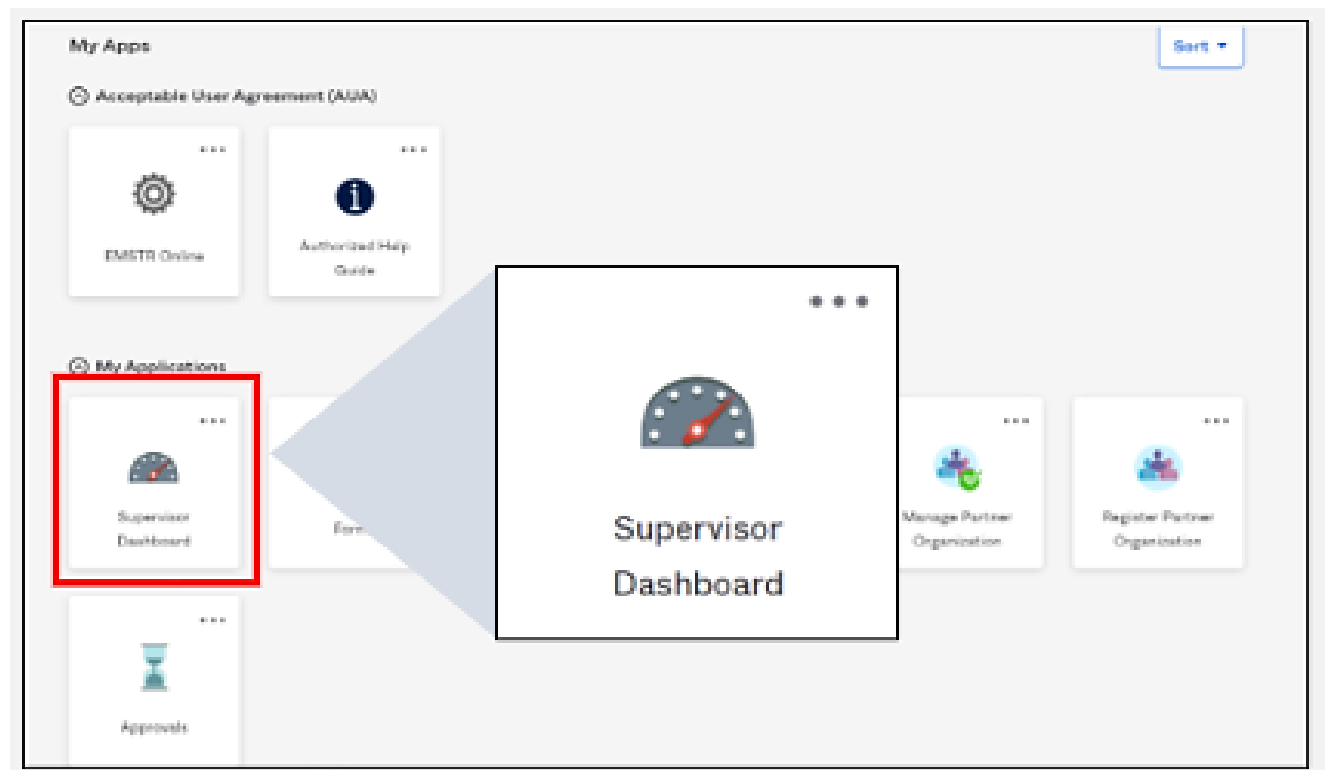
An organization / facility administrator must first register a **New Facility Account** in IAMOnline before having any other staff register as additional users.

**NOTE:** If joining an existing account, your organization / facility name or Tax ID number must match exactly on the EMSTR **Additional User Registration Form**. Please contact EMSTR staff at [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov) if you're unsure whether your organization / facility already has an EMSTR account.

## Supervisor Dashboard

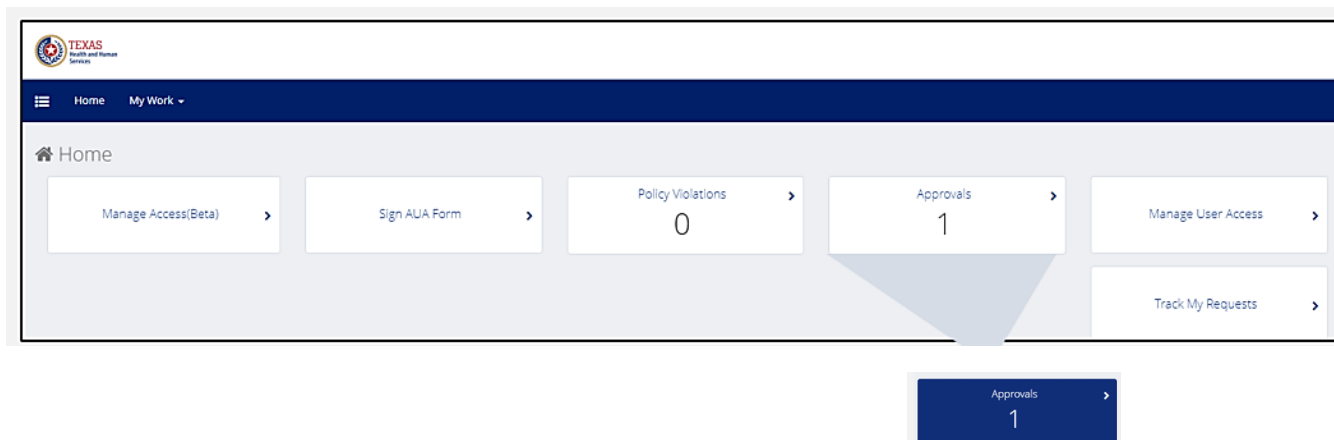
Organization / facility administrators can select the **Supervisor Dashboard** tile to:

- View access requests.
- Manage organization / facility users.
- Track requests.



The **Approvals** tile shows how many request(s) the organization / facility administration needs to review. Click the **“Approvals”** tile to review requests.

**Note:** The tile will turn blue.



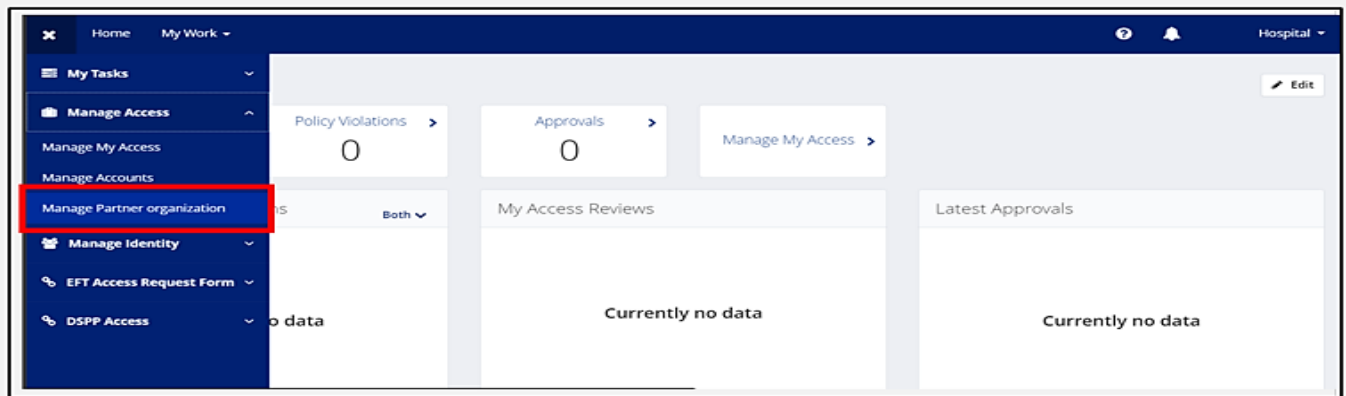
Your organization / facility account requests will display on the **Approvals** screen. Click **“Approve”** to approve a request.

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

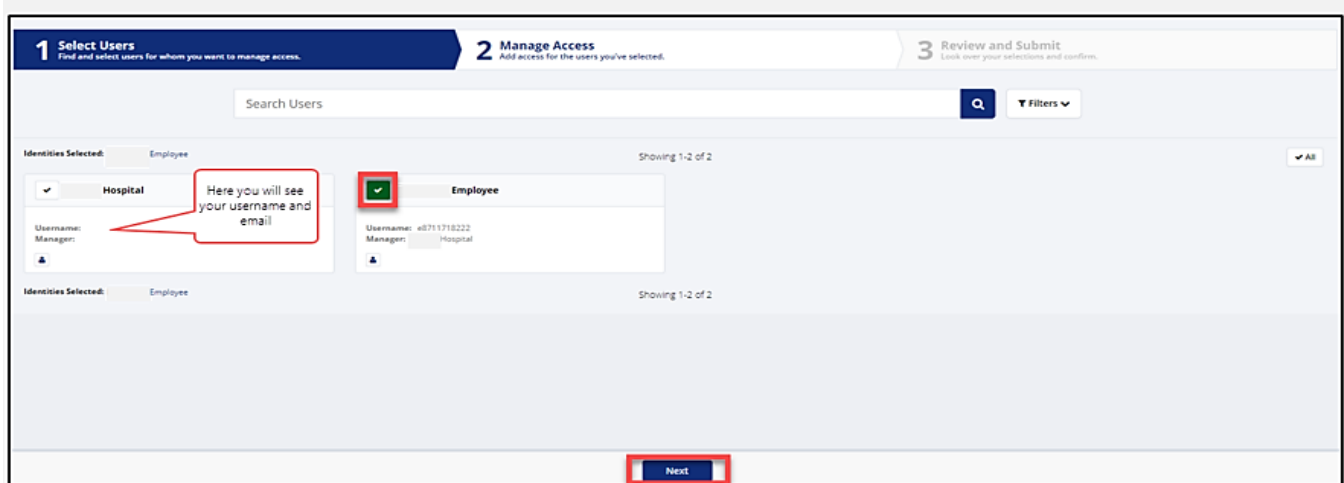
## Assigning EMSTR Access to a User

### Manager User Access

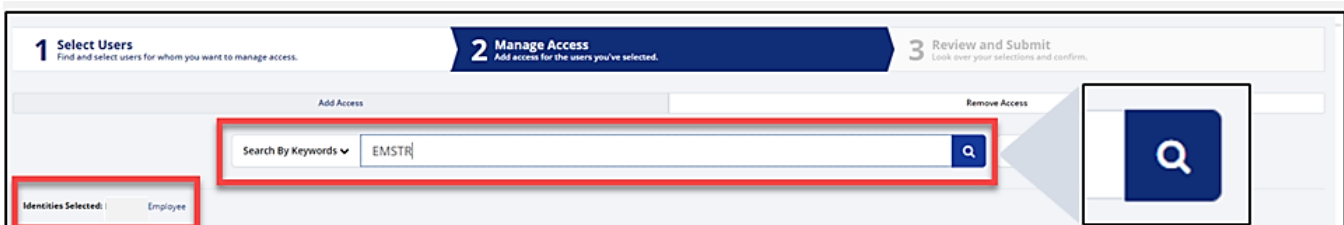
After approving the account request, you must assign the appropriate EMSTR access. Click **“Manage Partner organization”** from the **Manage Partner organization** menu.



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



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 / facility.





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

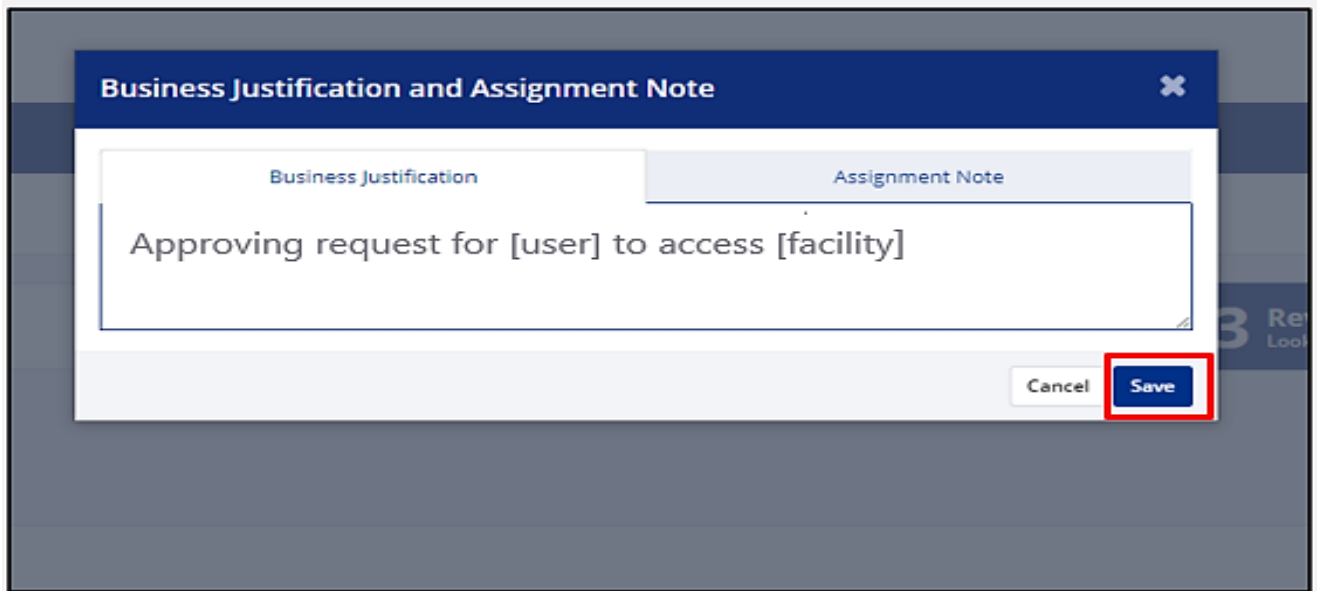
The screenshot shows the 'Add Access' step (1) of a user management process. At the top, there's a search bar with 'EMSTR' entered and a 'Filters' button. Below, a list of three access levels is shown: 'EMSTR Hospital Admin Level 3', 'EMSTR Hospital Add Edit Level 2', and 'EMSTR Hospital View Only Level 1'. The 'EMSTR Hospital Add Edit Level 2' row has a green checkmark in a box, which is highlighted with a red square. At the bottom, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a red rectangle. The footer contains copyright information for SailPoint Technologies.

Click the message bubble icon. This step is required.

The screenshot shows the 'Review and Submit' step (3) of the user management process. It displays a list of selected access items, with 'EMSTR Hospital Add Edit Level 2' selected. A red arrow points from the 'Details' button next to this item to a message bubble icon in the bottom right corner, which is highlighted with a red square. The interface includes progress indicators for '1 Select Users', '2 Manage Access', and '3 Review and Submit'.

## Business Justification / Assignment Note

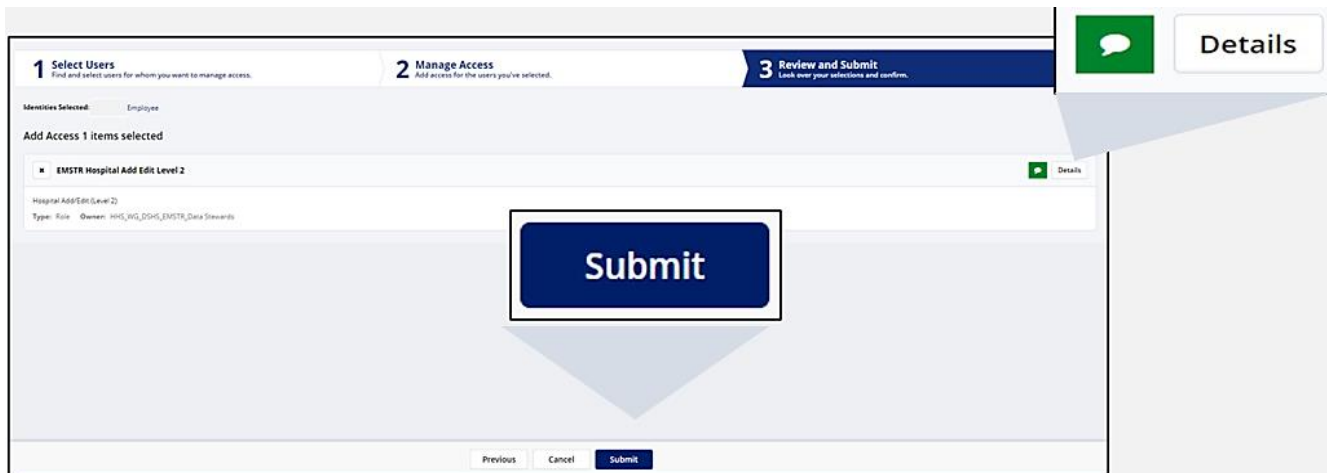
Type a justification for approving the request. An example is shown here.



The screenshot shows a modal dialog box titled "Business Justification and Assignment Note" with a close button (X) in the top right corner. Inside the dialog, there are two tabs: "Business Justification" (active) and "Assignment Note". The "Business Justification" tab contains a text area with the placeholder 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 rectangular border.

The EMSTR system requires a comment for all requests. Click the **“Save”** button.

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



The screenshot shows the EMSTR system interface. At the top, there are three steps: "1 Select Users", "2 Manage Access", and "3 Review and Submit". The "3 Review and Submit" step is currently active. On the right side, there is a green speech bubble icon and a "Details" button. In the center of the screen, there is a large blue button labeled "Submit". Below the "Submit" button, there are three smaller buttons: "Previous", "Cancel", and "Submit".

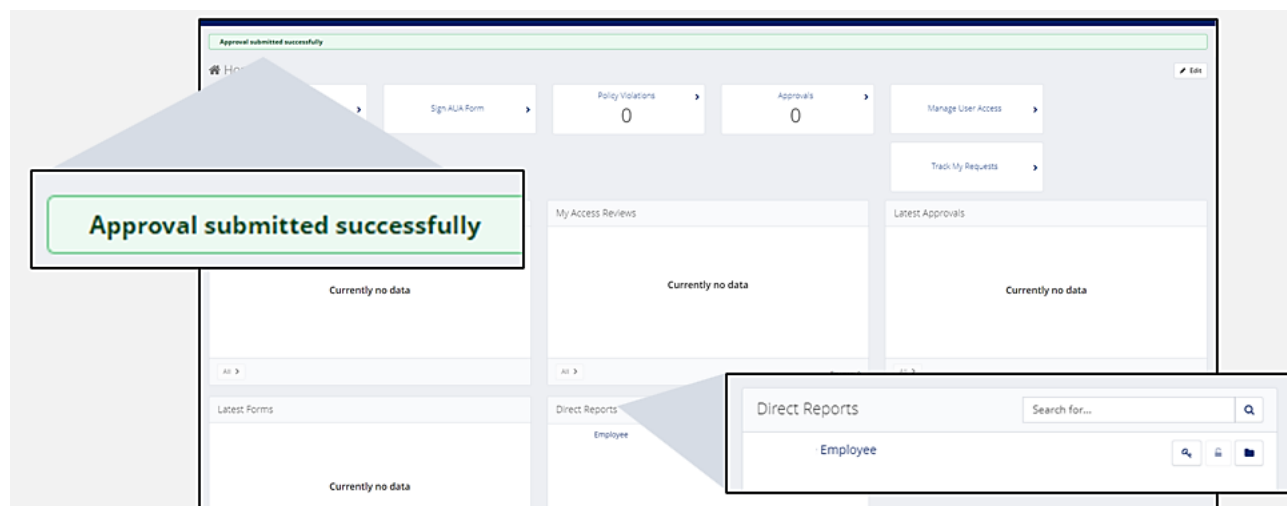
A pop-up screen will appear. Click the **“Complete Form”** button. Review details and click the **“Approve”** button.

The screenshot shows a 'Complete Work Item' pop-up window. At the top, a dark blue header contains the title 'Complete Work Item'. Below this, a message states 'You have an Approval pending, complete it now or later.' with a 'Later' button. The main content area is titled 'Manager Approval - Account Changes for User: Employee | 1 Request' and includes metadata: 'Requested on: Oct 23, 2023 4:21:12 PM', 'Requested by: Crystal Hospital', and 'Work Item ID: 24600'. There are 'Approve All' and 'Deny All' buttons. A list of items for approval is shown, with the first item 'Add: EMSTR Hospital Add Edit Level 2' having an 'Approve' button highlighted by a red rectangle. The item details 'Hospital Add/Edit (Level 2)' are visible below it.

Click the **“Complete”** button.

The screenshot shows a 'Complete Approval' pop-up window. A message states 'You have completed all items in this approval. Click Complete to complete the approval or Cancel to change your decisions.' At the bottom right, there are 'Cancel' and 'Complete' buttons, with the 'Complete' button highlighted by a red rectangle. The background shows a dimmed view of the approval details from the previous screen, including the title 'Manager Approval - Account Changes for User: Employee | 1 Request' and the item 'Add: EMSTR Hospital Add Edit Level 2'.

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.

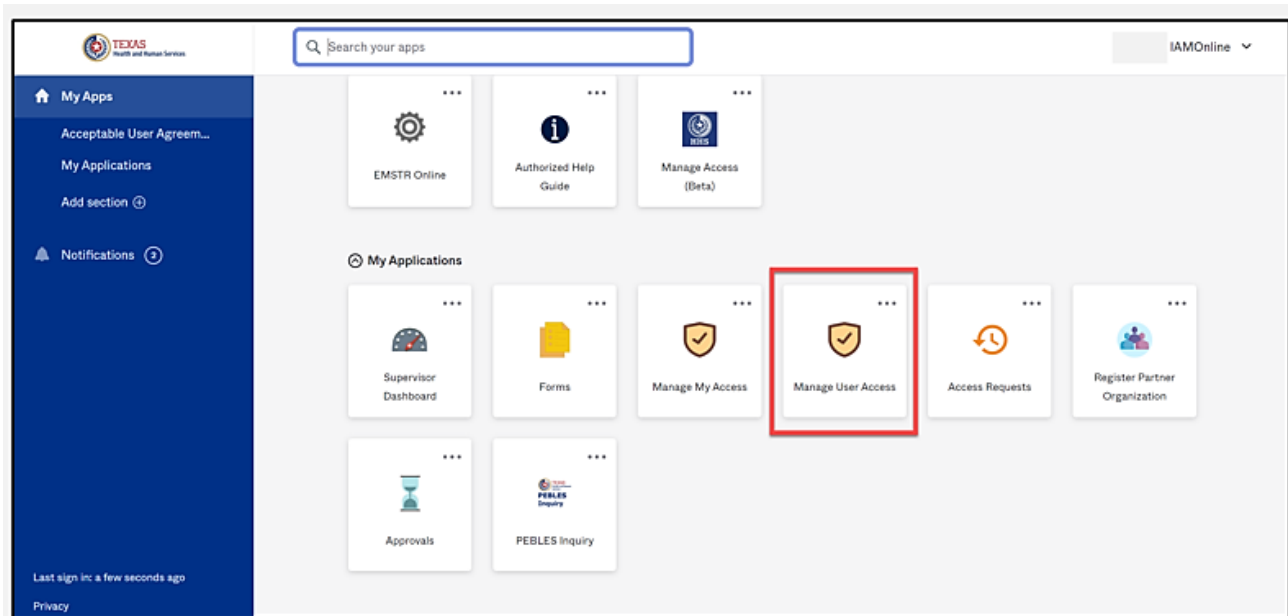


The user now needs DSHS data steward and data owner approval. Only after all three approvals are complete will the user be able to access the **EMSTR** tile on their **MyApps** dashboard.

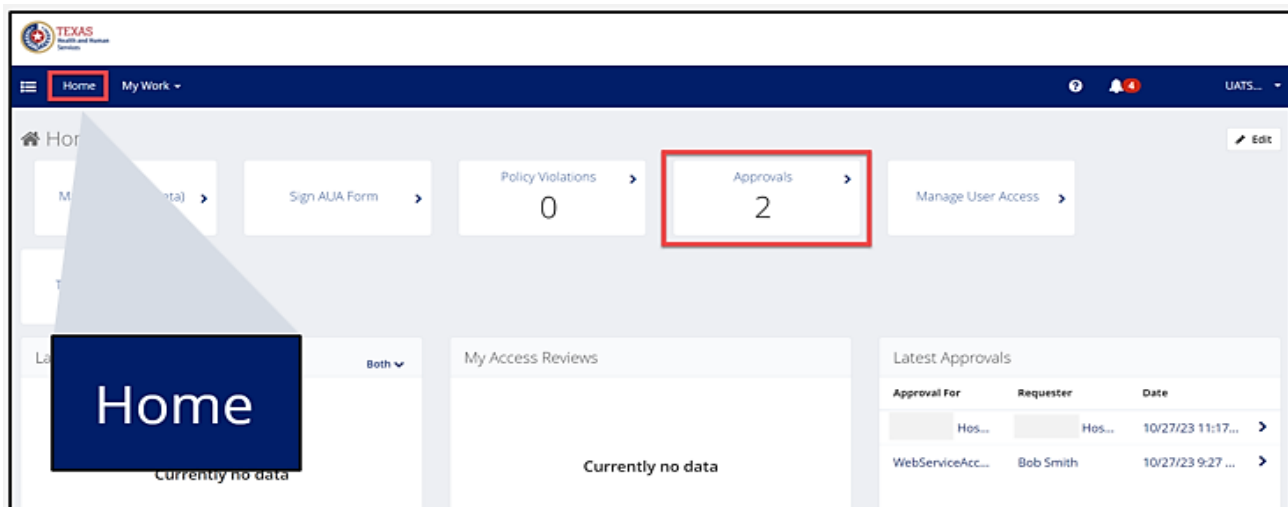
The system will send the user an email notification indicating the access request was approved.

## Approve or Deny User's EMSTR Access Request

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



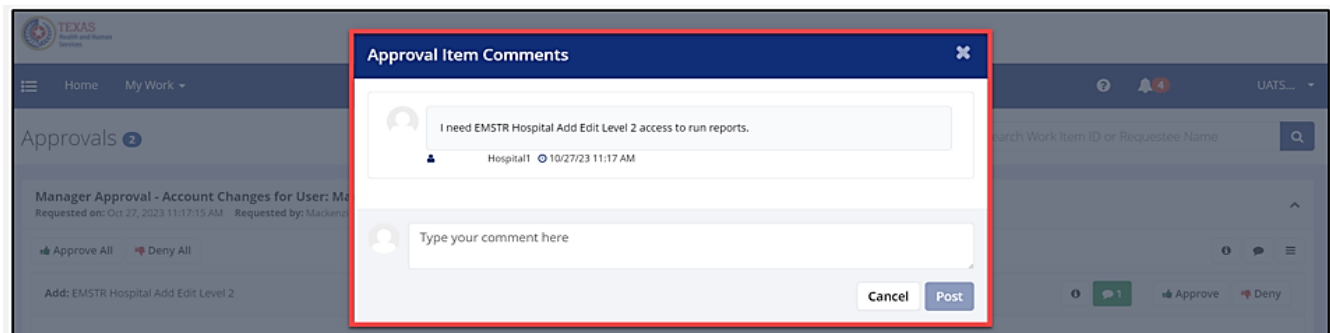
Select the **"Home"** button at the top left of the webpage.



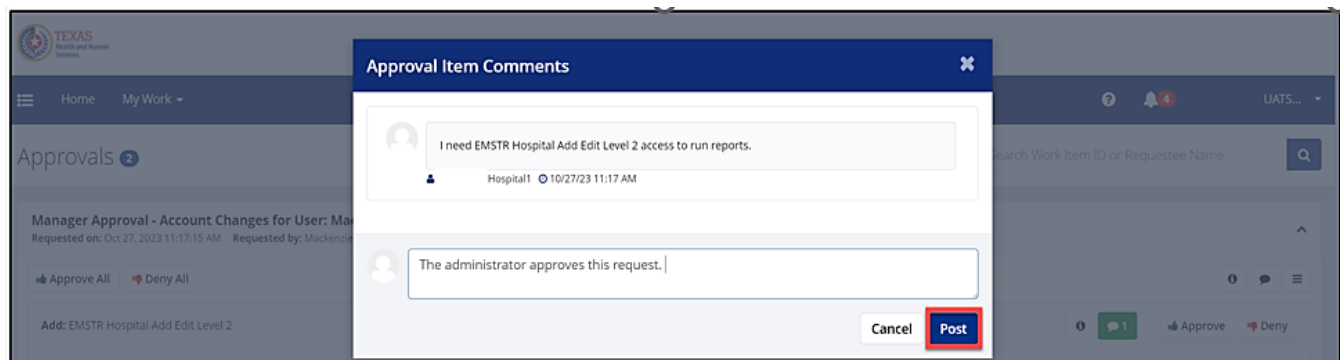
After selecting **Home**, you will see the **Approvals** tile. Select the **“Approvals”** tile to navigate to your approval queue. Click on that tile to go to the **Approvals** page. On the **Approvals** page, you can **“Approve”** or **“Deny”** the request.



Click the **“comment bubble”** to review the business justification and determine if you want to approve the request. Here is an example of when you click the **comment bubble** and see the business justification to determine if the request should be approved.



Once you approve the request, leave a comment for tracking purposes. This step is required. After leaving a comment, select the **“Post”** button to save the comment.



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

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



After selecting **Approve** or **Deny**, a **Complete Approval** box will appear. Select the **“Complete”** button to submit the request. Select the **“Cancel”** button to delete the request.

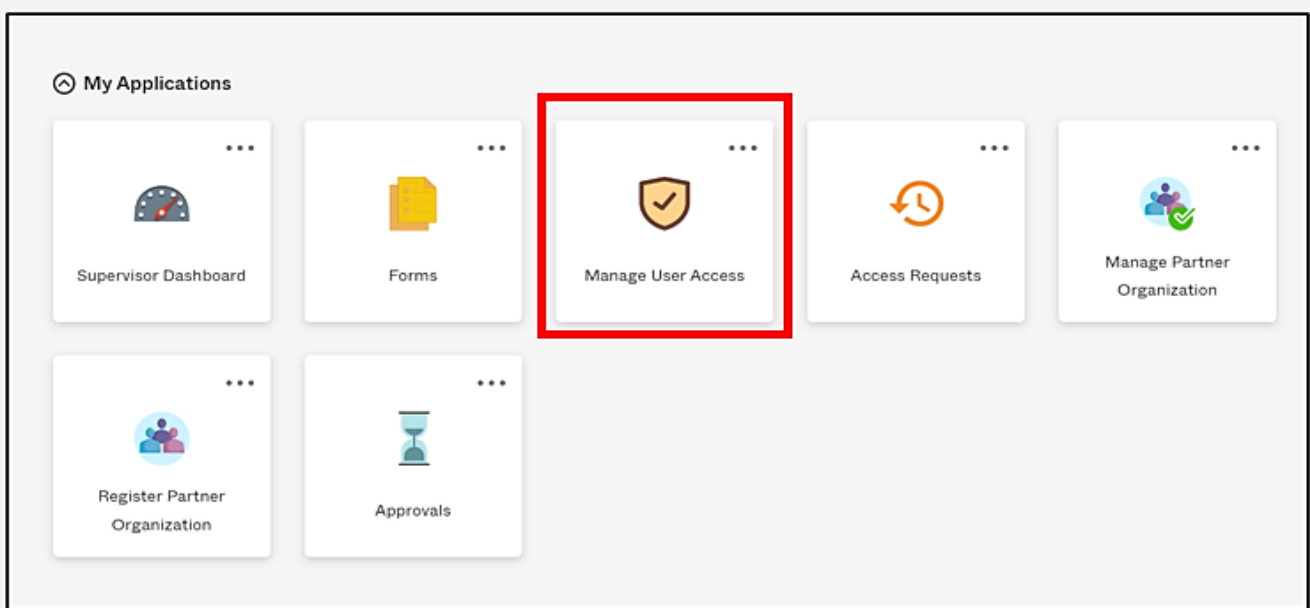
Once you complete the review process, the system will send the user an email to notify them the access request was approved or denied by their organization / facility administrator. The user now needs DSHS data steward and data owner approval.

After all approval levels are complete, the user will see the **EMSTR** tile on their **MyApps** dashboard.

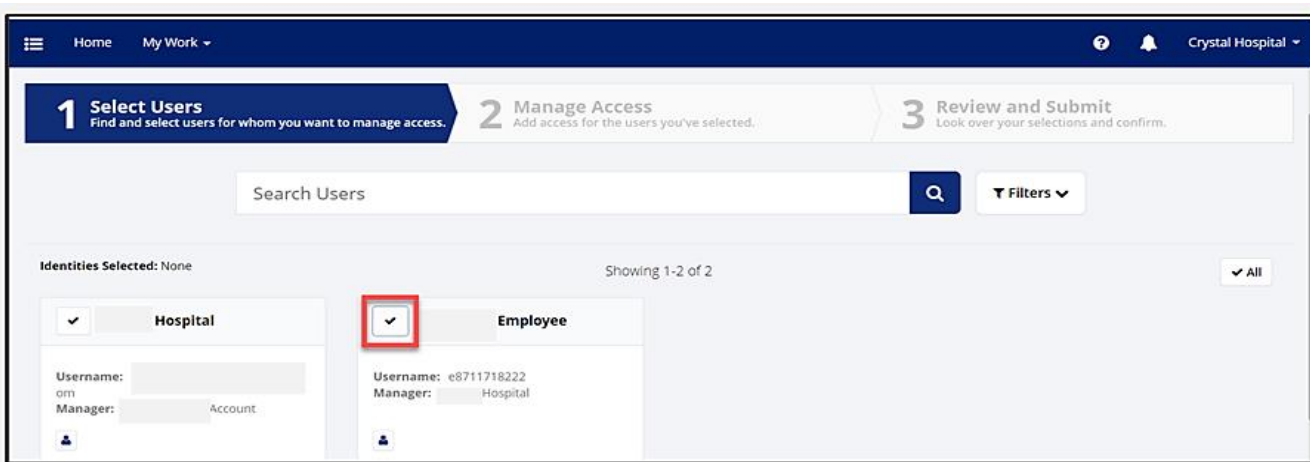
## Removing a User From Your Entity

All users can remove their own EMSTR access in [IAMOnline](#). This section will provide instructions for organization / facility administrators to remove a user from their organization / facility account.

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 the user by clicking the checkmark box by their name.





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

The screenshot shows a 'Search Users' interface. At the top, there's a search bar and a 'Filters' dropdown. Below, there are two user cards. The first card is for 'Hospital' and the second is for 'Employee'. Both cards have a green checkmark in the top left corner. The 'Next' button is highlighted with a red box.

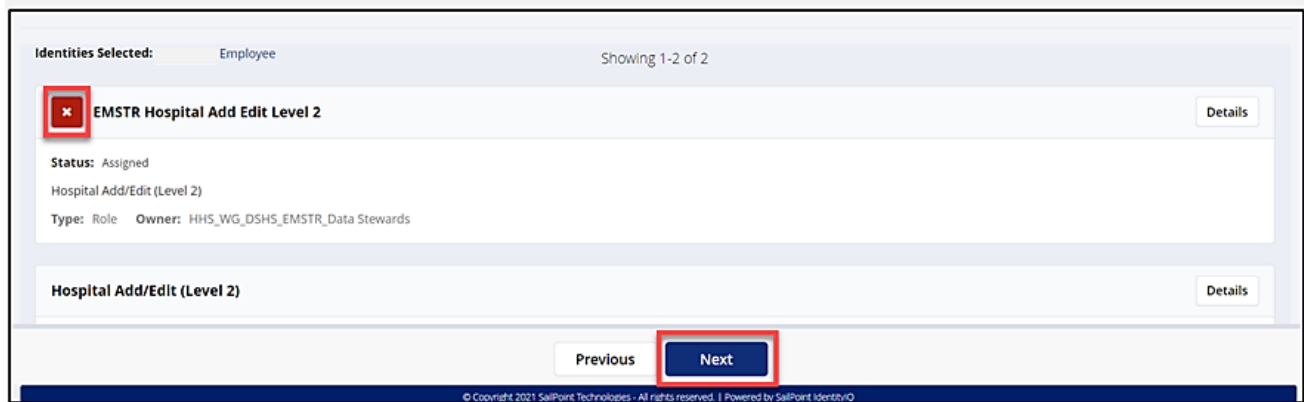
Select the **“Remove Access”** button. The box will turn from white to grey.

The screenshot shows the 'Manage User Access' interface. It has three steps: 1. Select Users, 2. Manage Access, and 3. Review and Submit. The 'Remove Access' button is highlighted with a red box.

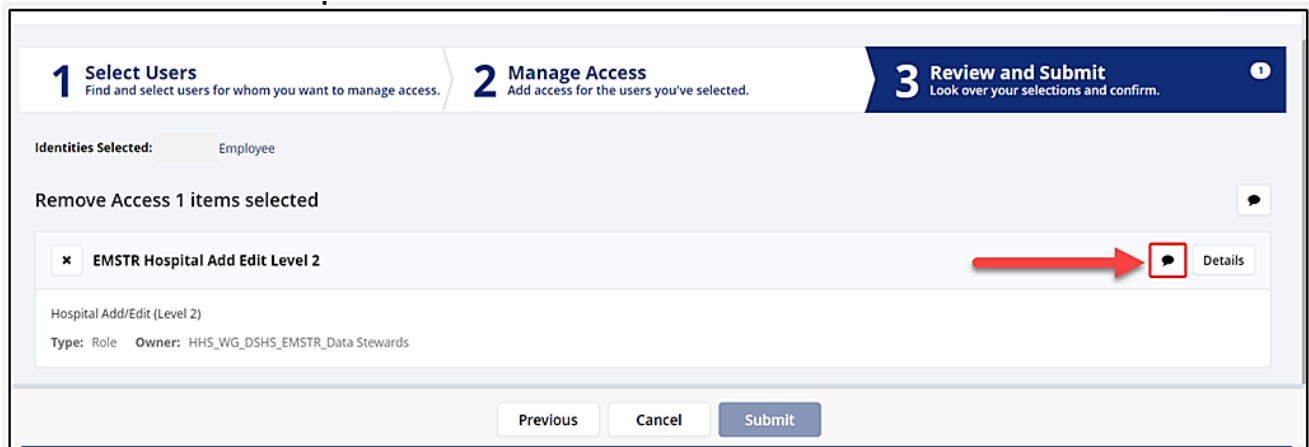
Type **“EMSTR”** in the text box. Click the **“magnifying glass”** icon button.

The screenshot shows the 'Manage User Access' interface. The search bar contains 'EMSTR' and the magnifying glass icon is highlighted with a red box. Below the search bar, there are two buttons: 'Add Access' and 'Remove Access'. The 'Remove Access' button is highlighted with a red box. Below the buttons, there are two tabs: 'Access Requests' and 'Details'. The 'Access Requests' tab is selected. Below the tabs, there are two buttons: 'Previous' and 'Next'.

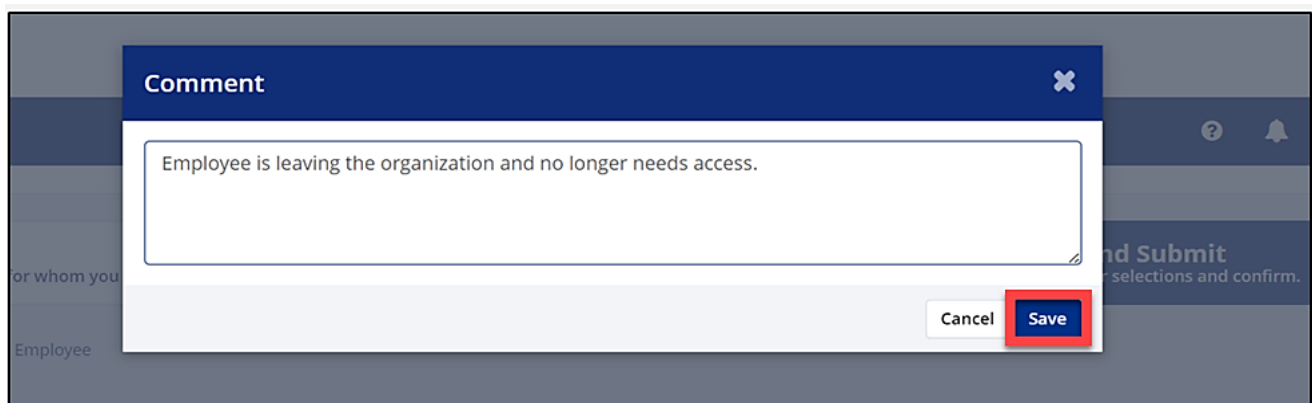
Select the assigned role by clicking the “X” icon. The X icon will turn from white to red.



Click the “Next” button. Click the “message bubble” icon button to type a comment.  
**Note** – The system requires you to add a comment.



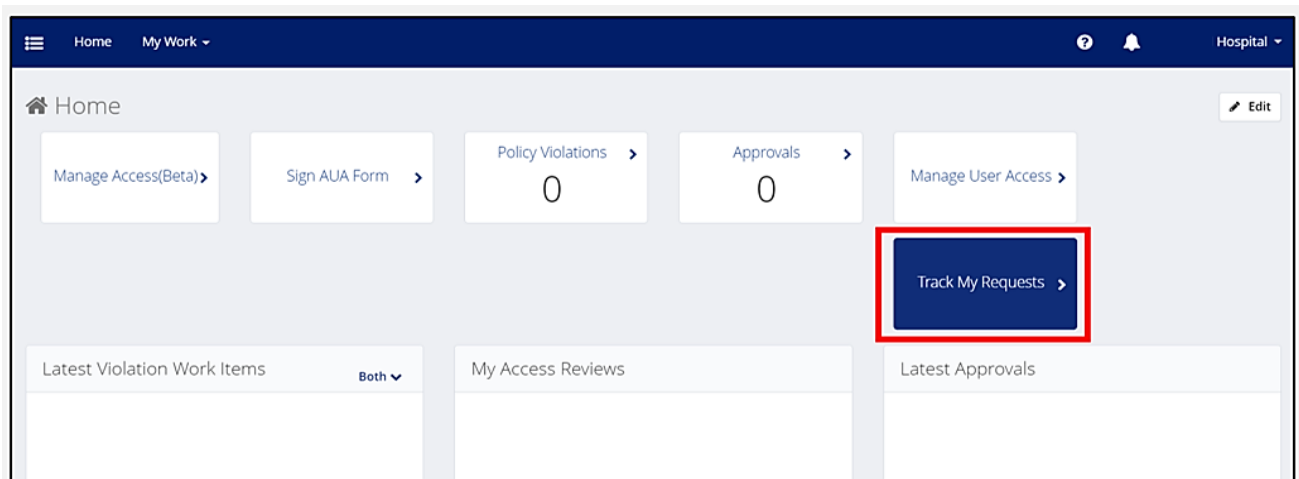
Type a comment in the text box. Click the “Save” button. An example comment is shown below.



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 shows the 'Manage Access' step of a three-step process. Step 1 is 'Select Users' and Step 3 is 'Review and Submit'. Under 'Identities Selected', 'Employee' is chosen. Below, it says 'Remove Access 1 items selected'. A list shows 'EMSTR Hospital Add Edit Level 2' with a green message bubble and a 'Details' link. Below the list, it says 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS\_WG\_DSHS\_EMSTR\_Data Stewards'. At the bottom are 'Previous', 'Cancel', and 'Submit' buttons. The 'Submit' button is highlighted with a red box.

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



**Access Request** details will display indicating:

- **Request Access** by employee name.
- **Request** completion date.
- The type of role removal.

The screenshot shows the 'Access Requests' details page. It displays 'Request Access: Employee' and 'Requested by: Hospital on 10/24/23 | Request ID: 33953'. A green bar indicates 'Request completed on 10/24/23'. Below this, it says 'Remove Role: EMSTR Hospital Add Edit Level 2' and 'Complete'. The 'Remove Role' text is highlighted with a red box.

Removing access is immediate and does not require further verification.

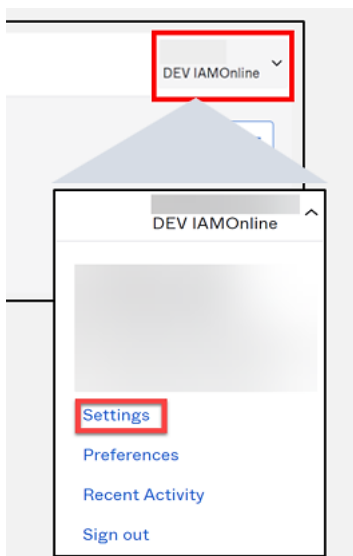
## Account Management

Follow the [IAMOnline](#) steps located in the IAMOnline Job Aid if you forget your password or need to reset your password.

**NOTE:** After multiple incorrect password attempts, your account will lock. You will receive an email notifying you that your account will automatically unlock after 30 minutes.

### Update Your Account

On the right side of your [IAMOnline](#) dashboard, click the arrow to display the menu. Select the **“Settings”** link.



Click the **“Edit”** button in the **Personal Information** section. You can update your personal information such as:

- Add a phone number.
- Add details.
- Adjust security methods including password and security questions.

## EMSTR Resources

For additional information, please visit EMSTR’s [New Platform Resources Page](#). Contact [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov) if you have questions.

Emergency Medical Services and Trauma Registries

***[dshs.texas.gov/injury-  
prevention/ems-trauma-registries](https://dshs.texas.gov/injury-prevention/ems-trauma-registries)***