

# EMSTR ADMINISTRATORS **GETTING STARTED**



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

Emergency Medical Services and Trauma Registries  
(EMSTR)  
Administrator Guide:  
Getting Started

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, Long-Term Acute Care (LTAC) facilities, and Rehabilitation (Rehab) facilities.

EMSTR monitors and analyzes Texas EMS and trauma care registries 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 (TSAs) / 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 for organization / facility administrators as a tool for getting started and activating an account in the EMSTR reporting platform. This guide is intended for after you set up an account. For more information about getting access to the EMSTR platform, please visit the **EMSTR Account Set Up** to gain access to Identity and Access Management Online ([IAMOnline](#)) before an organization / facility can activate an account.

## Activate Your Account

The Texas Health and Human Services (HHS) system will automatically send users an activation email after [registering](#). Locate your [IAMOnline](#) registration email from [noreply@okta.com](mailto:noreply@okta.com). The automated system will send the activation email to your employee email address on file.

Hi [redacted],

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

**Username:** [redacted]@mailinator.com

**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

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

**NOTE:** The link is only active for **seven (7)** days from receipt of email for security reasons.


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

Set up security methods

  @dshs.texas.gov

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


Set up required



1

**Password**  
Choose a password for your account  
Used for access


[Set up](#)



2

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

[Set up](#)



3

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

[Set up](#)

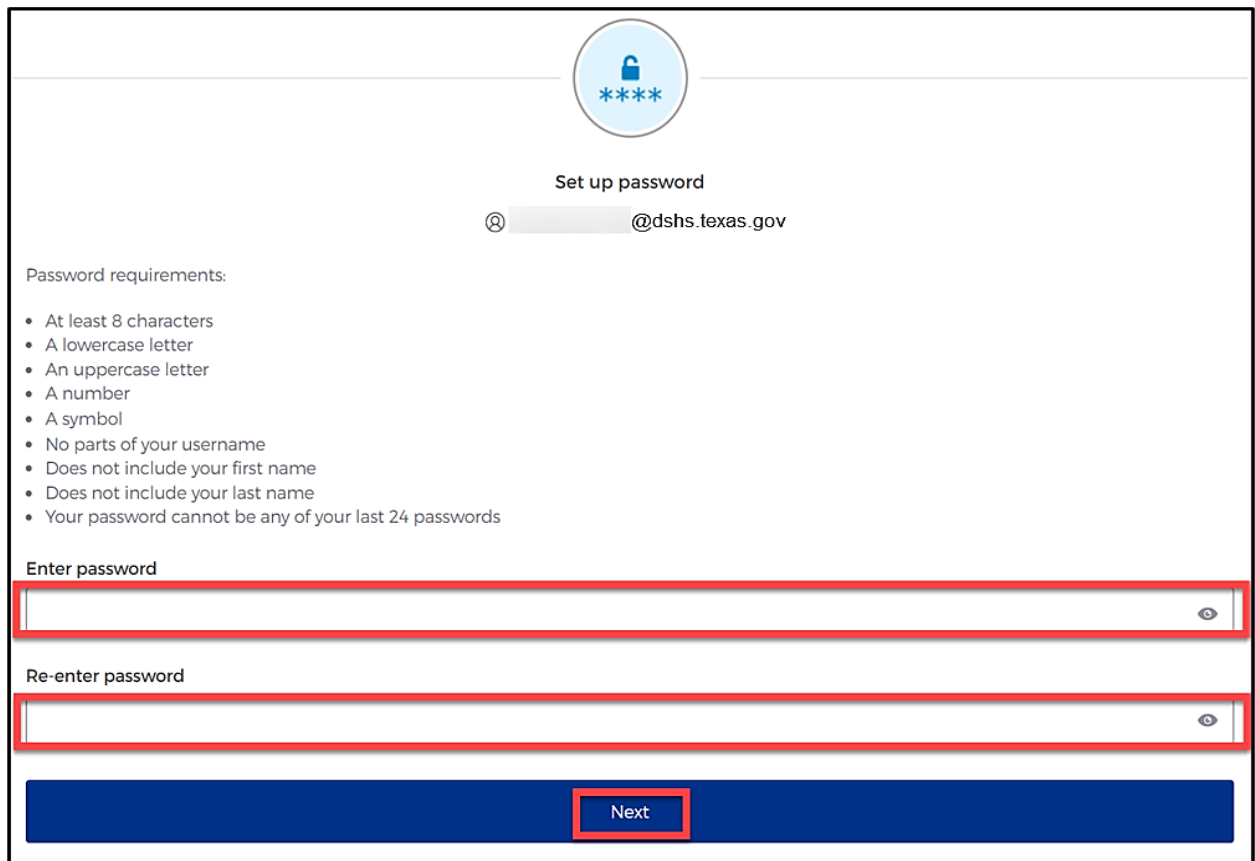
[Back to sign in](#)

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

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

[Sign Acceptable Use Agreement](#)

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



Set up password

@dshs.texas.gov

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

Enter password

Re-enter password

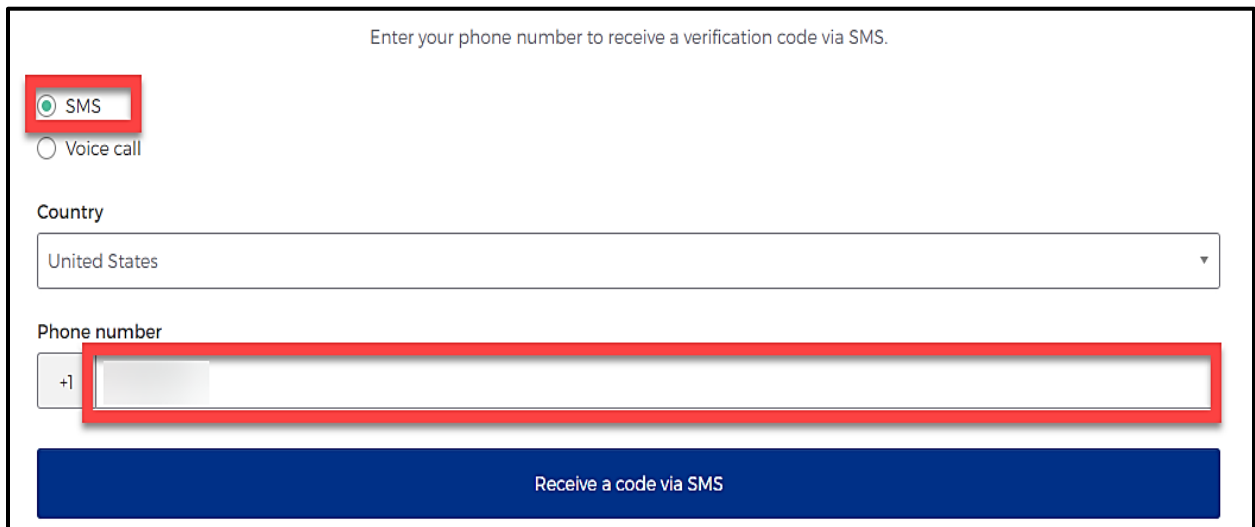
Next

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.

Click on the **“Set up button”** under **Phone**. To set up your phone number, first select the **“SMS”** (Short Message Service) or **“Voice call”** option.



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

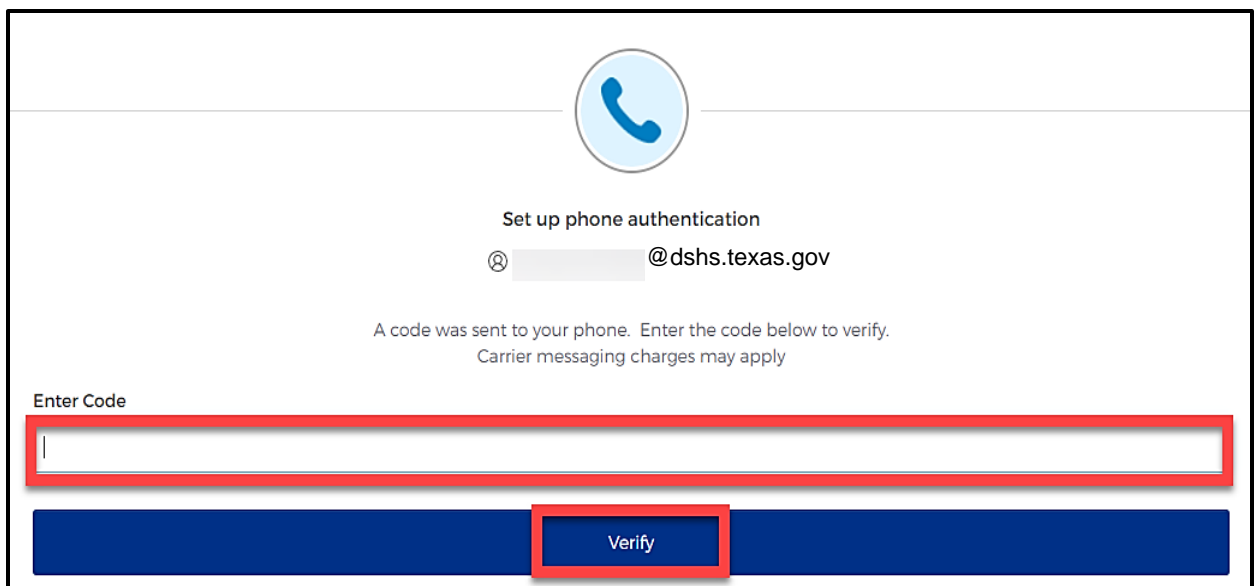
☒ SMS  
☐ Voice call

Country  
United States

Phone number  
+1

Receive a code via SMS

The **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”**. 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

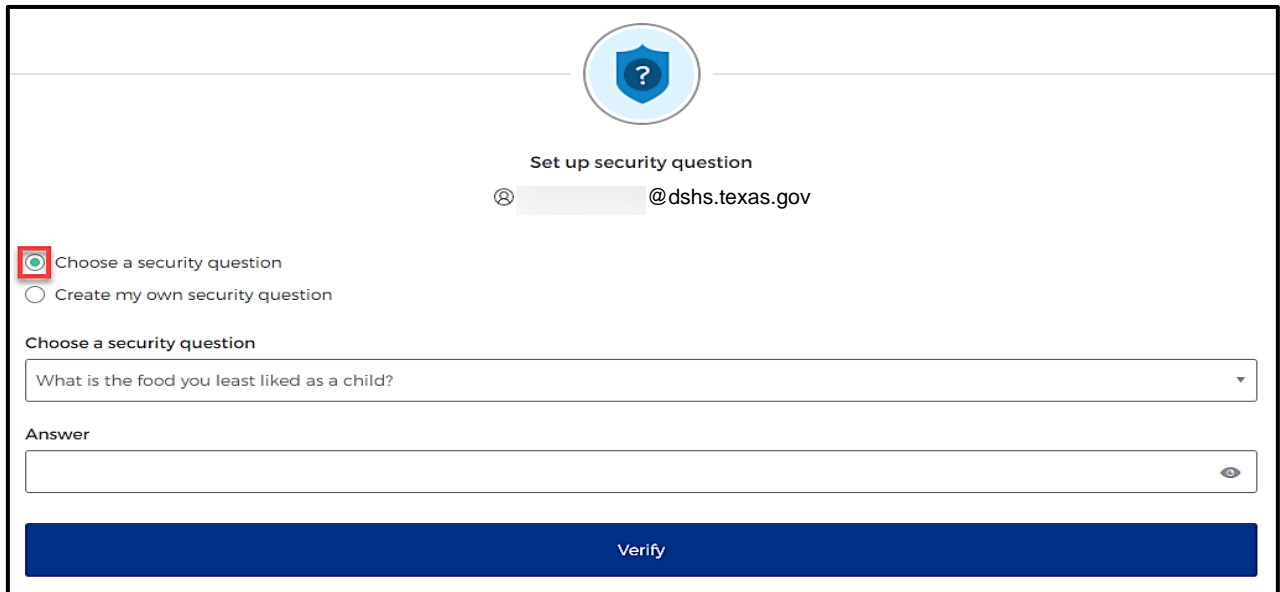
A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

Verify



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**.



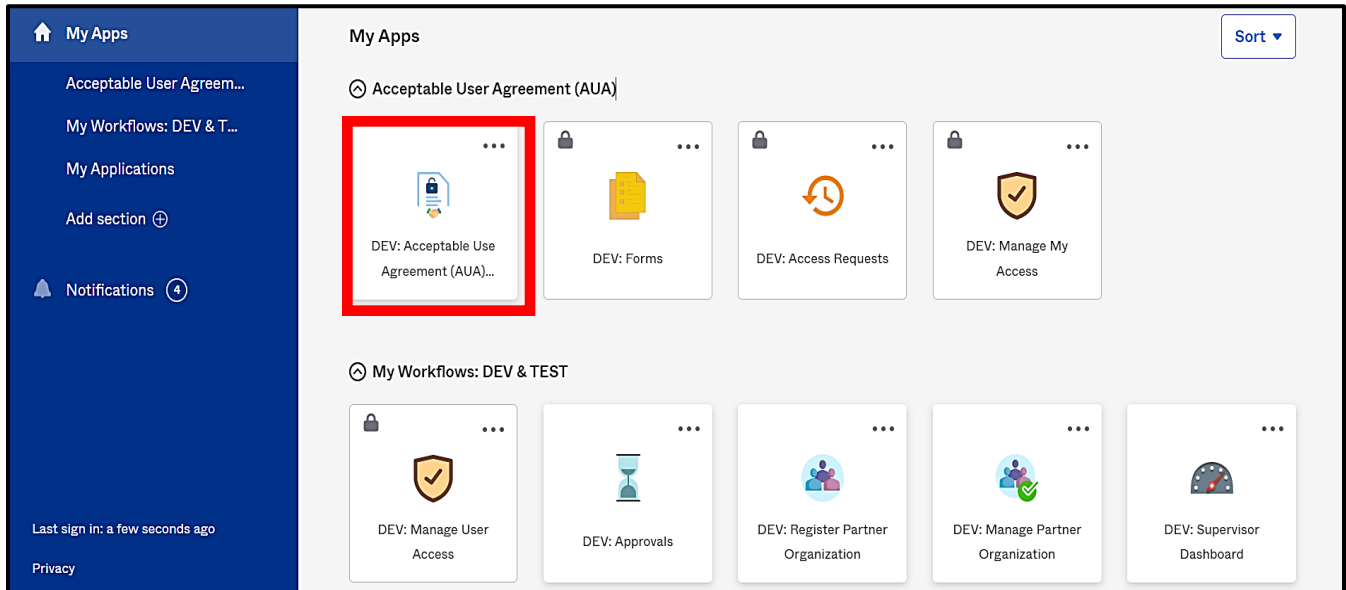
You can either select an option to **“Choose a security question”** or **“Create my own security question”**.

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

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.

## Access MyApps Dashboard

Once you set up your security methods, the system will redirect you to your IAMOnline **“MyApps”** dashboard.

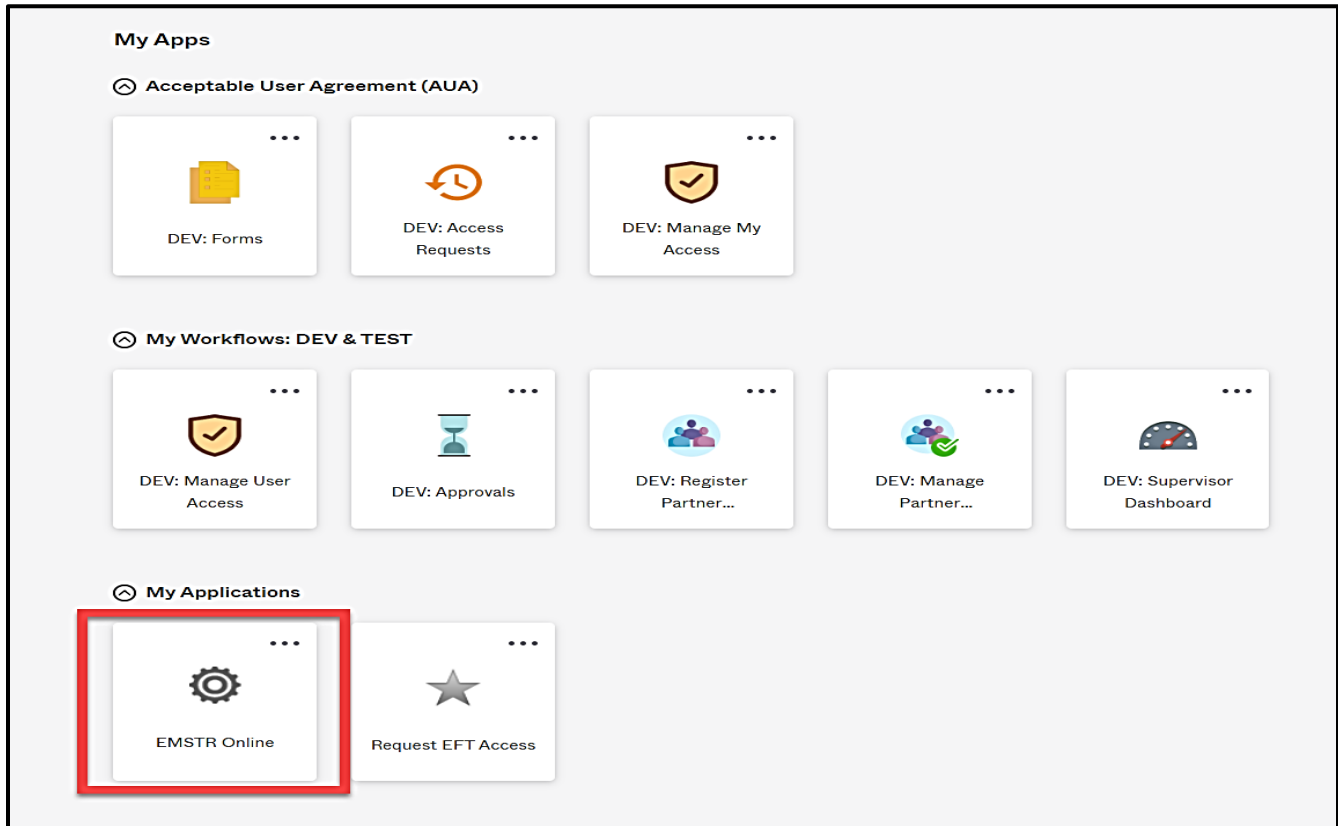


All tiles display with a “lock” icon until you acknowledge and sign the Acceptable Use Agreement (AUA) form. To begin the unlock process, select the **“AUA tile”** on your **MyApps** dashboard (highlighted in red above).

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.

## Access EMSTR

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




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

EMSTR

Welcome, [\[User Name\]](#)

Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Admin | Settings | Logout



TEXAS

Health and Human Services

Texas Department of State Health Services

Welcome to Texas Emergency Medical Services and Trauma Registry System

Workflows

Workflow Queue

Events

Recently Accessed Records

Record Id	Name	Record Type
<a href="#">1000001976</a>	Crystalb Testb	Patient Record - Hospital Submersion
<a href="#">1000002673</a>	crystal test2	Patient Record - Hospital Submersion
<a href="#">544</a>	crystalhospital2	Hospital
<a href="#">1000001532</a>	Test Crystal	Patient Record - Hospital

More...

Resources

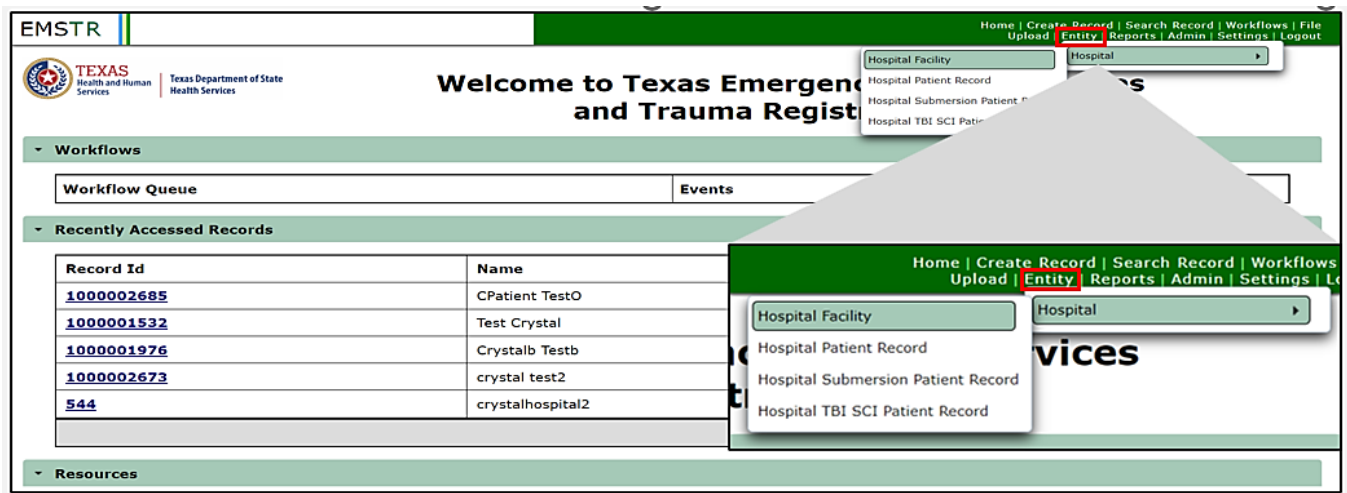
<a href="#">TX EMS/Trauma Home DSHS</a>	<a href="#">TX EMS Trauma Systems DSHS</a>	<a href="#">NHTSA.gov - Fundamental Components of Trauma Care</a>
<a href="#">National EMS Information System</a>	<a href="#">Glossary</a>	<a href="#">NEMSIS Data Dictionary</a>
<a href="#">NTDS Data Dictionary</a>	<a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

Feedback/Tutorial

<a href="#">Review User Training Slides</a>	<a href="#">Review Group Administrator Training Slides</a>	<a href="#">Contact/Provider Feedback</a>
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# Reviewing the Entity Record Summary

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

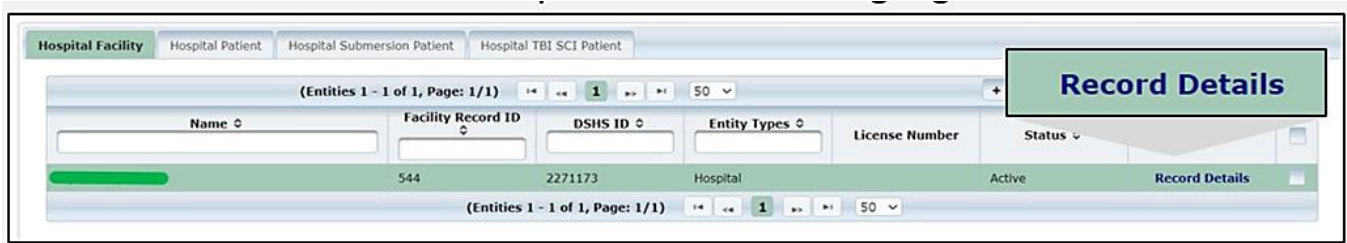


## Hospital Facility Example

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



**NOTE:** The row you select will be highlighted.



## Entity Record Summary Example

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.

☒ Save

**Notes Details**

Username	Entry Date	Notes
No records found.		

**Record Data** | Concerns | Record History

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

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

**Record Summary (Hospital)**

**1. Basic Information**

**2. Notes**

**3. Question Packages**

## Basic Information Example

- **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**

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

[Edit Entity Information](#)

Choose the appropriate option from the **Hospital Designation** drop-down field and click **“Save”**. **Note:** Most fields are not editable.

**Edit Entity Information**

\*Record ID: 544

Primary Hospital: crystalhospital2

Status: Active

Change Status To: Active

Hospital Designation: Please Select

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

**Hospital Designation Options:**

- Please Select
- Burn Center
- Hospital (General)
- Neonatal Center
- Pediatric Center
- Rehab Center
- Rural Access Hospital
- STEMI Center (24/7)
- Stroke Center

## Notes Example

In the **Notes** section, DSHS staff can enter additional comments or information regarding your entity or registration history. Facility organization administrators can see these notes.

**Record Summary (Hospital)**

**Basic Information**

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

[Edit Entity Information](#)

**Notes**

255 characters remaining.

Save

**Notes Details**

No records.

**Notes Details**

Username	Entry Date	Notes
	10/23/2023 03:37 PM	Type note here.

**Record Data** | Concerns | Record History

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

## Facility Question Packages

**Question Packages** are groups of questions that share a common theme. Click a “Question Package” link to input information.

Record Data   Concerns   Record History				
Question Package	Hospital	Last Update	Updated By	Status
Administrative				Incomplete
General Information				Incomplete
Entity Import Information				Incomplete

Complete the question package by entering 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

456789

State License ID

456789

\*Hospital Name

C

State License ID(original)

456789

Doing Business As

License Effective/Issue Date

mm/dd/yyyy

\*Active

Active

License Expiration Date

00/10/2023

\*Street

123 main

\*City

Austin

\*State

Texas

\*Zip Code

78701

\*County

Travis

TSA/RAC

RAC O - Capital Area Trauma

Region

O

Mailing Address

Street

City

\*State

Texas

Zip Code

Telephone Number

\*Telephone Number

(817) 395-4714

Telephone Number Extension

Telephone Number Type

Please Select

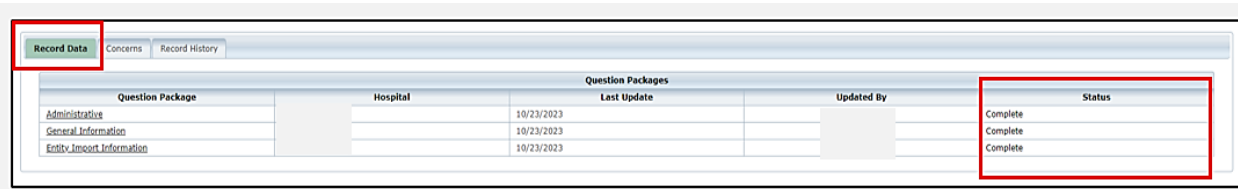
Complete all sections of the question package and click “**Save**”.



## Complete Question Packages

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

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



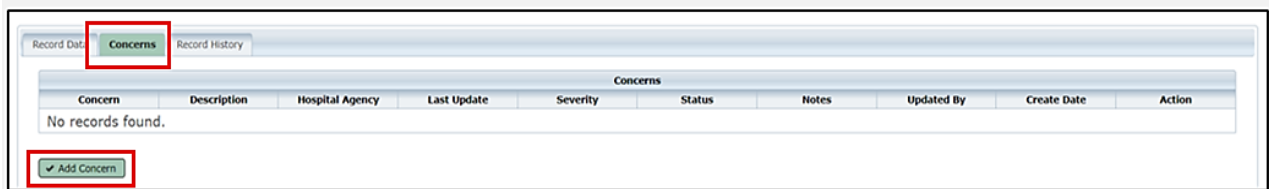
The screenshot shows the 'Record Data' tab selected. Below the tabs, there is a table titled 'Question Packages'. The table has columns: Question Package, Hospital, Last Update, Updated By, and Status. The 'Status' column is highlighted with a red box. The data rows show three packages, all with a status of 'Complete'.

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

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.



The screenshot shows the 'Concerns' tab selected. Below the tabs, there is a table titled 'Concerns'. The table has columns: Concern, Description, Hospital Agency, Last Update, Severity, Status, Notes, Updated By, Create Date, and Action. The table is empty, showing 'No records found.' Below the table, there is a button labeled 'Add Concern' with a checkmark icon, which is highlighted with a red box.

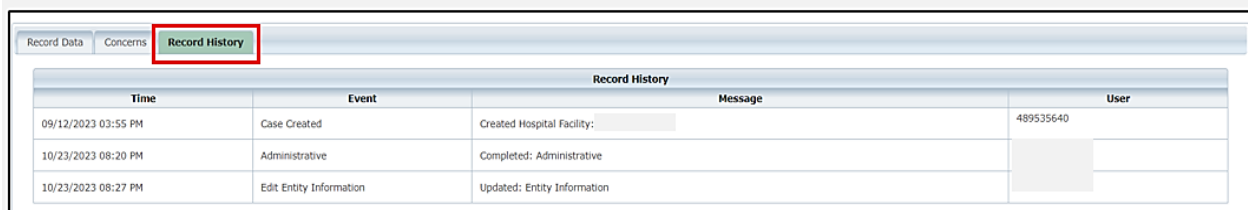
Concern	Description	Hospital Agency	Last Update	Severity	Status	Notes	Updated By	Create Date	Action
No records found.									

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

## 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:	489535640
10/23/2023 08:20 PM	Administrative	Completed: Administrative	
10/23/2023 08:27 PM	Edit Entity Information	Updated: Entity Information	

**NOTE: For Regional Advisory Council and Other Business Associate Agreements** – If you wish to submit via Direct-Entry or File Upload, this will complete your configuration. Please see the [File Upload Guide](#) and [Online Submission Guide](#) for additional instructions on uploading case records to EMSTR.

**For EMS Users working with a 3<sup>rd</sup> Party Submitter** – EMSTR 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 a sample. EMSTR requires a BAA if your entity chooses your Regional Advisory Council (RAC) or a third-party (e.g., vendor, billing company etc.) to submit data for your entity, through web-services. Both parties (entity and third-party/RAC) must complete and sign the BAA.

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.) in addition to a data steward (RAC or vendor) signature.

**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 five years) prior to submittal.

**Step 3** – Send the BAA to [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov) for EMSTR account access approval.

## EMSTR Resources

For additional information, please visit EMSTR [New Platform Resources Page](#).  
EMSTR developed Administrator guidance on Employee Accounts Management.  
Contact [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov) if you have questions.

Emergency Medical Services and Trauma Services

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