

EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

IAMONLINE SELF SERVICE ACCOUNT JOB AID



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Emergency Medical Services and Trauma Registries (EMSTR)

Job Aid for:

All EMSTR Users

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Overview

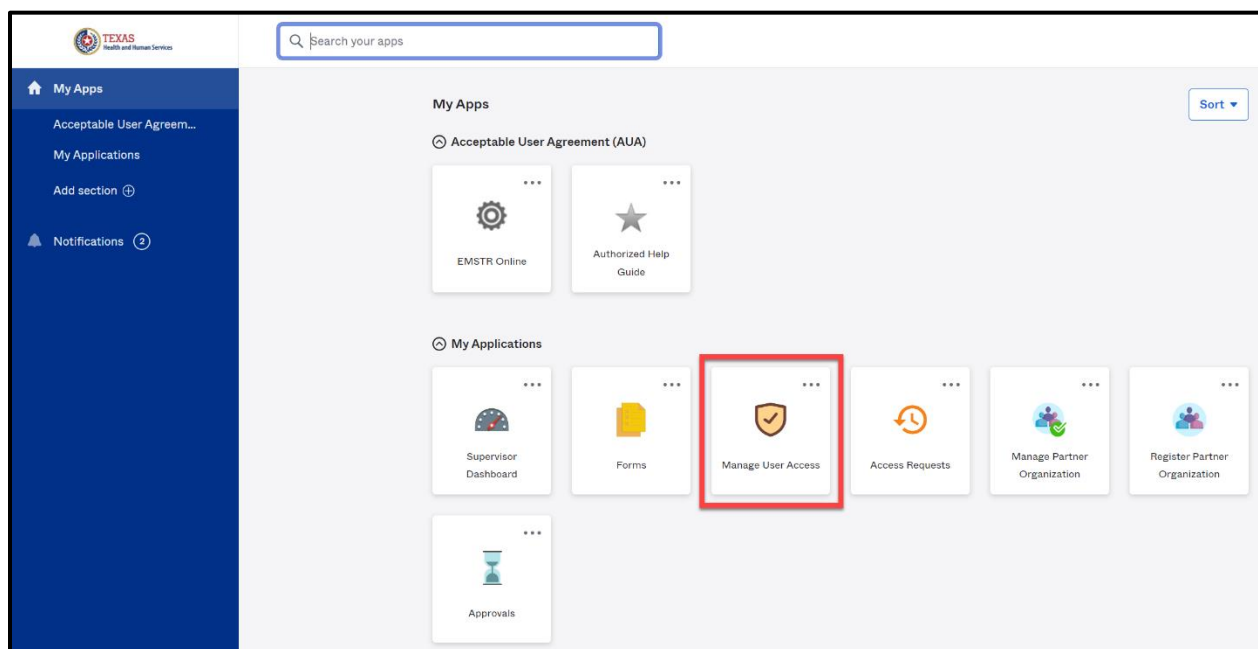
This Identity and Access Management Online (IAMOnline) self-service account job aid provides instructions on how to request and remove access from the Texas Department of State Health Services (DSHS) Emergency Medical Services and Trauma Registries (EMSTR) and other self-service capabilities such as how to update your user profile and reset password.

1. Access IAMOnline

To access IAMOnline, click this [Link](#).

2. Manage Account Access

You can request to add or remove application access to your **MyApps** dashboard. After logging into IAMOnline, the **My Apps** dashboard will appear on the screen. Select the “**Manage User Access**” tile to manage account access.



Important Note on Role-Based Access

Application access is grouped by role, and you must select the correct EMSTR role that fits your access needs.

EMSTR has three (3) role types:

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

Once you type “EMSTR” into the **Search Access** textbox, three types of results will appear: **EMSTR View Only Level 1**, **EMSTR Add/Edit Level 2** and **EMSTR Admin Level 3**.

- *Example– **End-users** who need limited application access should only request **EMSTR View Only Level 1** access.*
- *Example–**Facility users** that submit data for their facility but are not facility administrators should select the **EMSTR Add/Edit Level 2** access.*
- *Example– **Organization Administrators** requesting application access should select the **EMSTR Admin Level 3** access.*

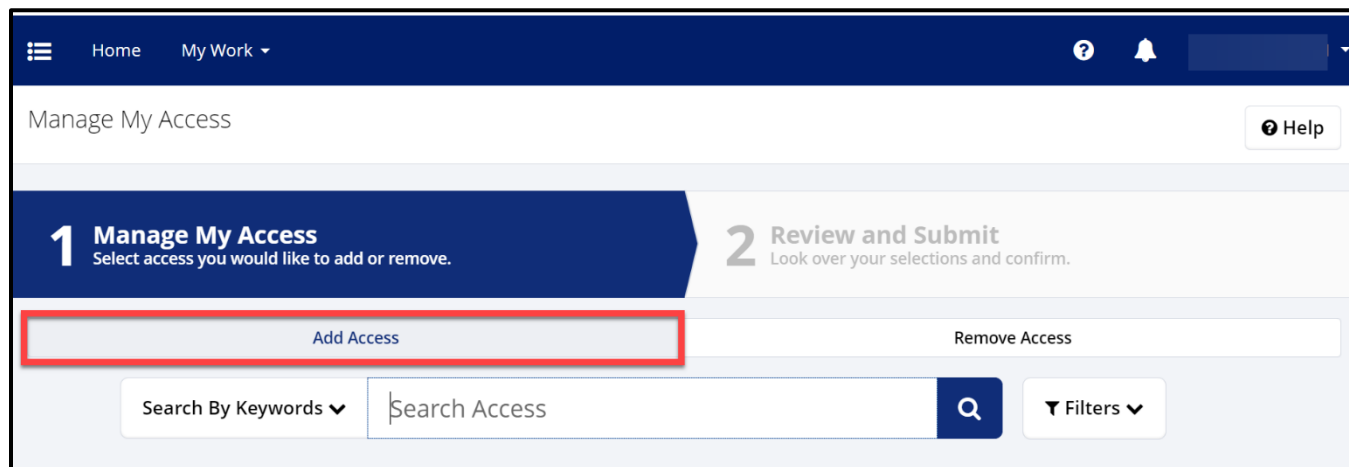
Please note user roles vary for each HHS application and this guide is specific to the EMSTR application. If you are unsure of which application or role you should request access to, please contact your supervisor or team lead for further clarification.

3. Add EMSTR Access

Overview

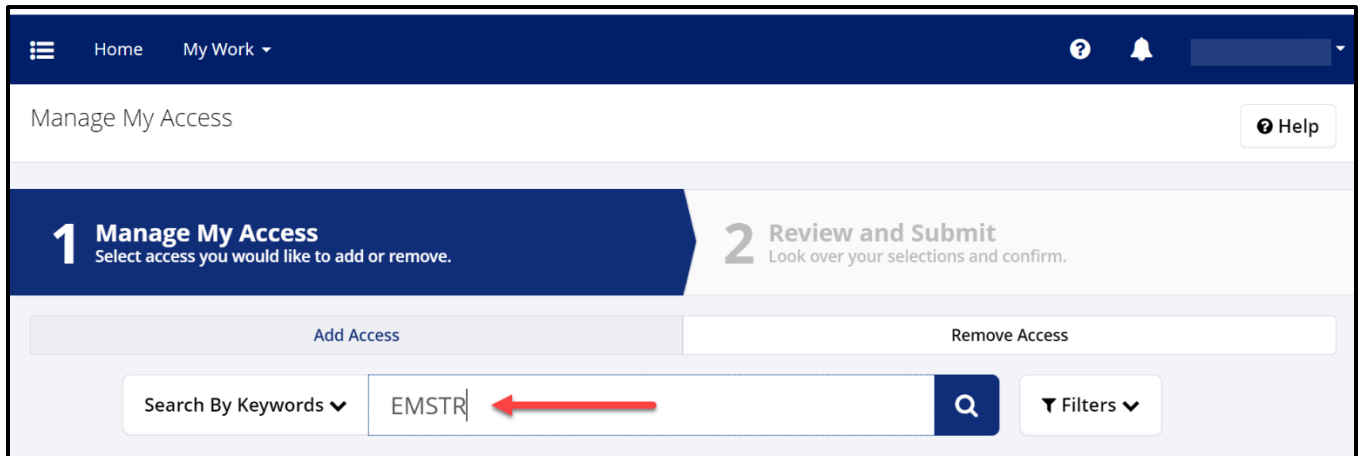
If you do not have access to the EMSTR data platform because you are new to your organization or are now responsible for submitting data on behalf of your facility, you must request access to the EMSTR application.

- Click the “**Add Access**” tab to add application access.
- The tab will turn a light grey when selected.

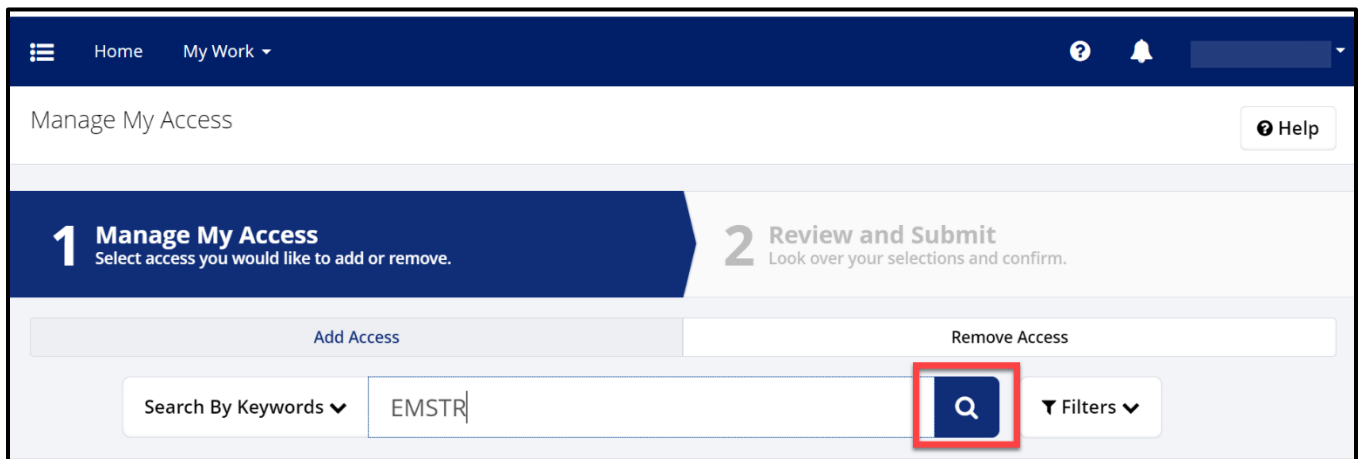


Search for EMSTR

Type “EMSTR” in the **Search by Keywords** box.



Select the button with the **Magnifying Glass Icon** to search for the application.



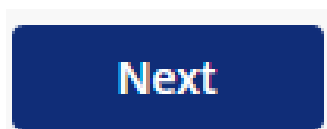
Select the Correct User Role

Once you select the magnifying glass icon button:

- Click on the check mark icon to select your requested EMSTR role type.
- The check mark icon will turn green once selected.



- Once you select the appropriate EMSTR role level, select the “**Next**” button.



EMS facility providers view example:

The screenshot displays the 'Manage My Access' interface. At the top, there are two tabs: '1 Manage My Access' (selected) and '2 Review and Submit'. Below the tabs, there is a search bar with 'EMSTR' entered and a 'Filters' dropdown. A table lists three access roles, each with a green checkmark icon and a 'Details' link. The third role, 'EMSTR EMS Add Edit Level 2', is highlighted with a red border. Below the table, there is a 'Next' button.

Access Role	Type	Owner
EMSTR EMS View Only Level 1	Role	HHS_WG_DSHS_EMSTR_Data Stewards
EMSTR EMS Admin Level 3	Role	HHS_WG_DSHS_EMSTR_Data Stewards
EMSTR EMS Add Edit Level 2	Role	HHS_WG_DSHS_EMSTR_Data Stewards

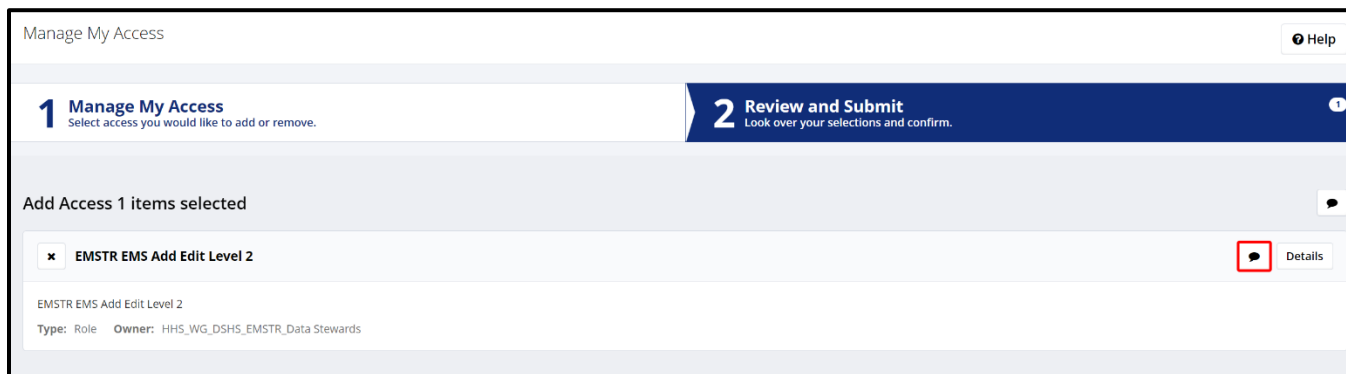
Enlarged photo of the role types:

This enlarged view shows two role entries. Each entry has a green checkmark icon, a title, a description, and a 'Type' field. The first role is 'EMSTR EMS Admin Level 3' and the second is 'EMSTR EMS Add Edit Level 2'. Both roles have the same owner: 'HHS_WG_DSHS_EMSTR_Data Stewards'. A green 'Add 1' button is located at the bottom of the second role entry.

Role	Type	Owner
EMSTR EMS Admin Level 3	Role	HHS_WG_DSHS_EMSTR_Data Stewards
EMSTR EMS Add Edit Level 2	Role	HHS_WG_DSHS_EMSTR_Data Stewards

Review and Submit the Request

Once you select your requested application role type, the system will direct you to the **Review and Submit** page.



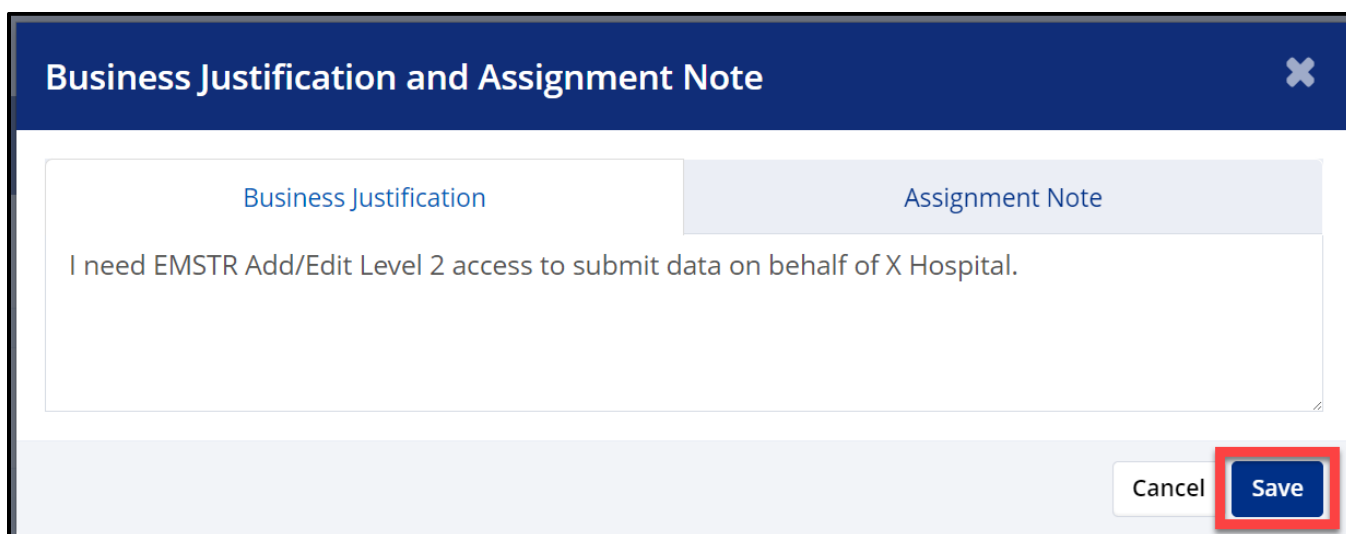
The screenshot shows the 'Manage My Access' interface. At the top, there's a header with 'Manage My Access' and a 'Help' icon. Below this, a progress bar indicates two steps: '1 Manage My Access' (Select access you would like to add or remove.) and '2 Review and Submit' (Look over your selections and confirm.). The '2 Review and Submit' step is currently active. Below the progress bar, it says 'Add Access 1 items selected'. There's a list of selected items: 'EMSTR EMS Add Edit Level 2'. To the right of this item is a comment bubble icon, which is highlighted with a red box. Below the list, there's a 'Details' button. At the bottom, there's a section for 'EMSTR EMS Add Edit Level 2' with 'Type: Role' and 'Owner: HHS_WG_DSHS_EMSTR_Data Stewards'.

- For business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.



- Leave a comment to explain why you are requesting EMSTR access.
- Click the **“Save”** button.

An example comment is shown below.



The screenshot shows a dialog box titled 'Business Justification and Assignment Note'. It has a dark blue header with a close button (X). Below the header, there are two tabs: 'Business Justification' and 'Assignment Note'. The 'Business Justification' tab is selected. The main area of the dialog box contains a text input field with the text 'I need EMSTR Add/Edit Level 2 access to submit data on behalf of X Hospital.' At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box.

Once you save your comment, the comment bubble icon will change from white with a red outline to green.

Manage My Access Help

1 Manage My Access
Select access you would like to add or remove.

2 Review and Submit
Look over your selections and confirm.

Add Access 1 items selected

× EMSTR EMS Add Edit Level 2 Details

EMSTR EMS Add Edit Level 2
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Previous Cancel Submit

After reviewing your request, select the **“Submit”** button.

Manage My Access Help

1 Manage My Access
Select access you would like to add or remove.

2 Review and Submit
Look over your selections and confirm.

Add Access 1 items selected

× EMSTR EMS Add Edit Level 2 Details

EMSTR EMS Add Edit Level 2
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Previous Cancel Submit

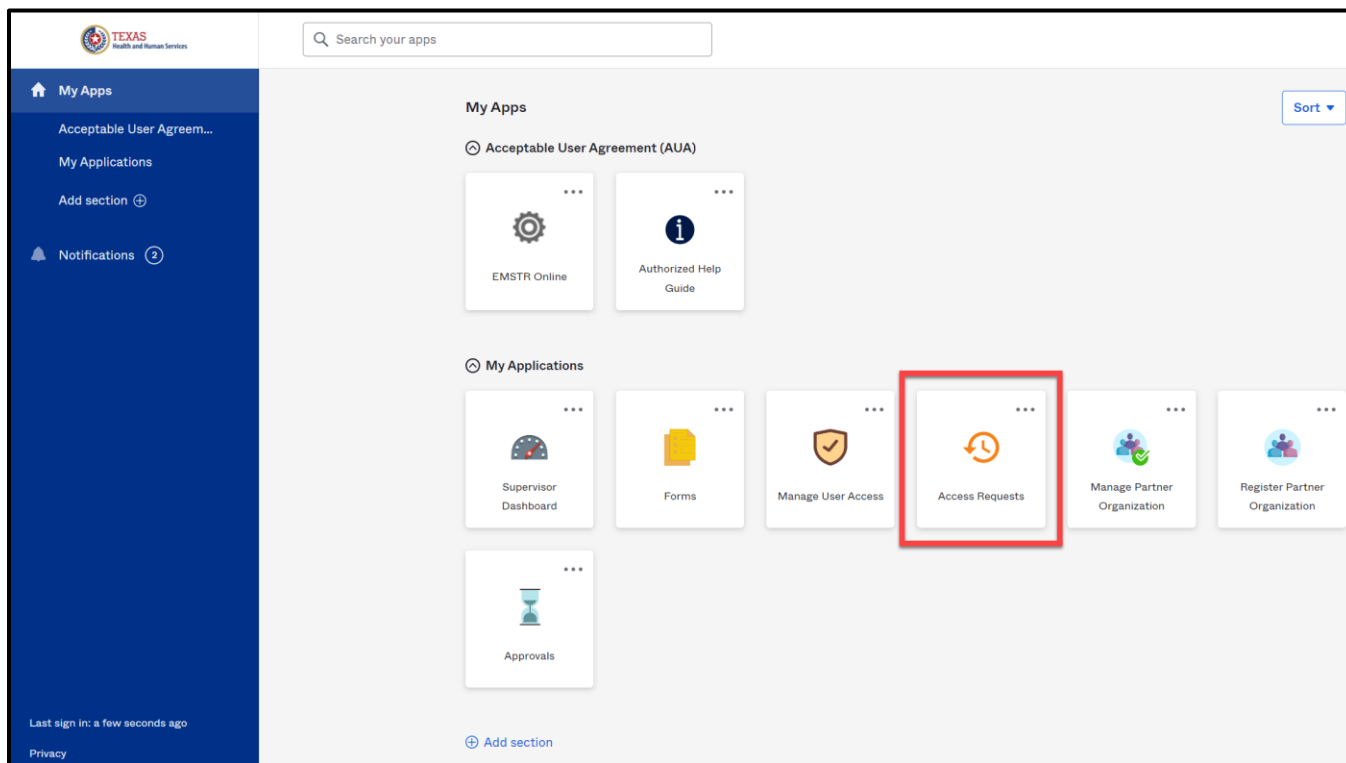
Request Overview

Once you submit your EMSTR application access request, your request will go through an approval process. If you are requesting **EMSTR Add Edit Level 2** access, your organization administrator will review and then the DSHS EMSTR team will review and approve. If you are designated as your organization's administrator or requesting **EMSTR Admin Level 3** access, the system will send your request directly to the Injury Prevention Unit EMSTR team to approve.

Track your Request

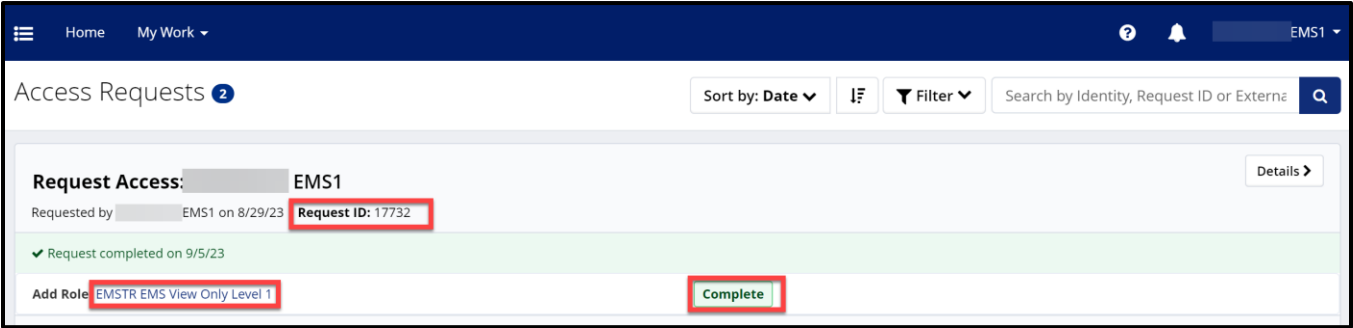
After you submit your request, you can track the status of your access request. The automated HHS system will notify EMSTR team approvers to approve the request as it moves through the approval process.

- Navigate to the **MyApps** dashboard within IAMOnline.
- Select the **"Access Requests"** tile.

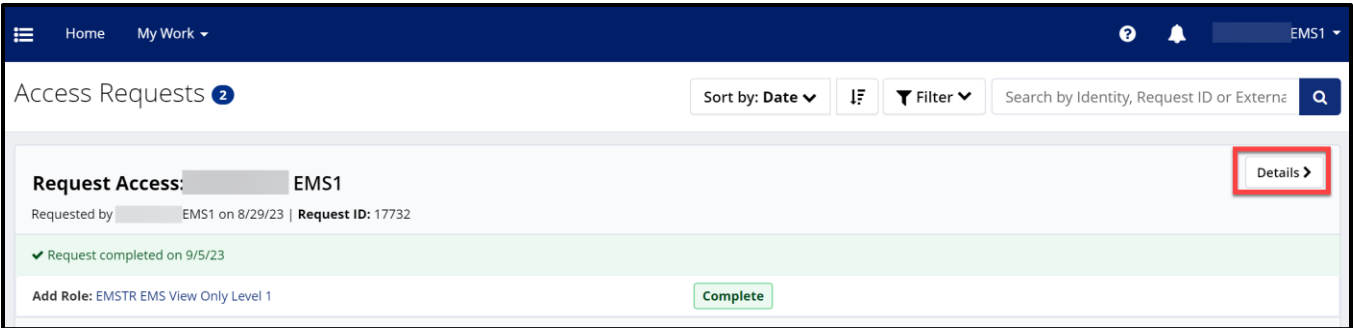


Access Requests

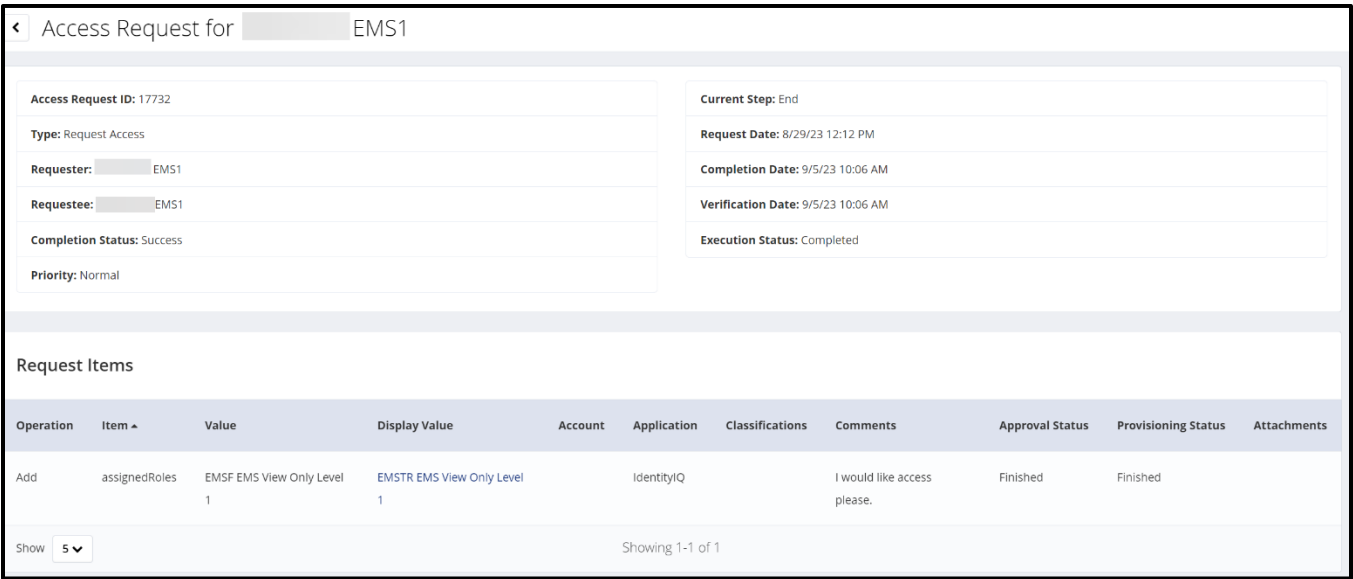
You can view your access requests and details on this screen.



To view additional details, select the “Details” button.



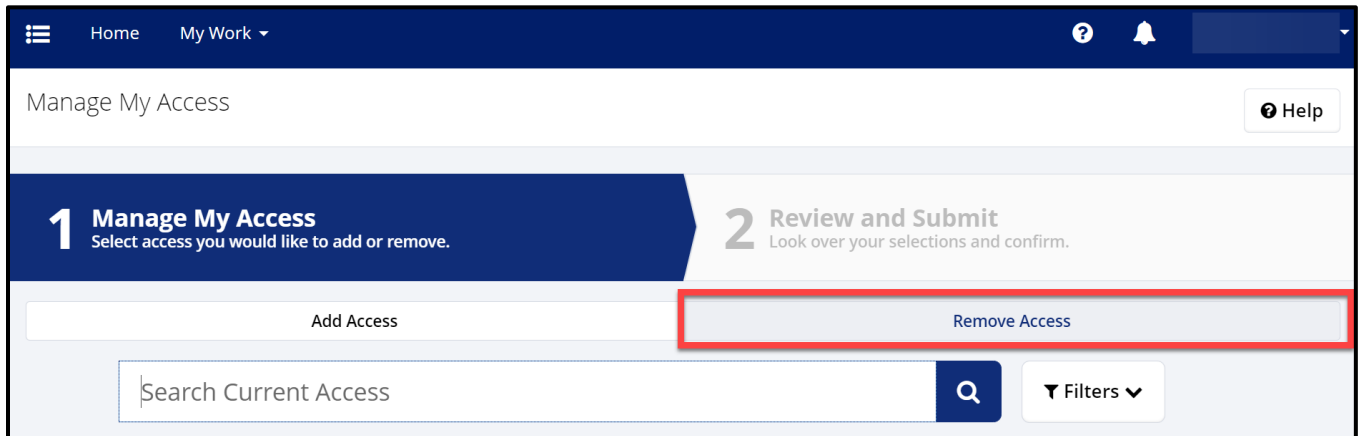
Once you select the “Details” button, you will be taken to the Access Request Details Page.



4. Remove EMSTR Access

Remove Your Access

- To remove access, click the **“Remove Access”** tab to remove application access for a user.
- The tab will turn a light grey when selected.



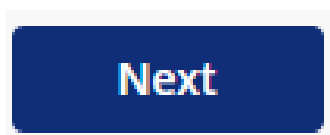
Select your user role

Once you complete the search process, select the correct EMSTR role.

- Click on the **“X”** icon to select the application.



- To **remove** application access, the **X** icon will turn red when selected.
- Select the **“Next”** button.



Hospital Providers view example:

Manage My Access Help

1 Manage My Access

Select access you would like to add or remove.

2 Review and Submit

Look over your selections and confirm.

Add Access

Remove Access 1

QFilters

Remove 1

Showing 1-1 of 1

× EMSTR Hospital Admin Level 3

Status: Assigned

EMSTR Hospital Admin Level 3

Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Details

Remove 1

Showing 1-1 of 1

Next

Enlarged photo of the role type:

Remove 1

× EMSTR Hospital Admin Level 3

Status: Assigned

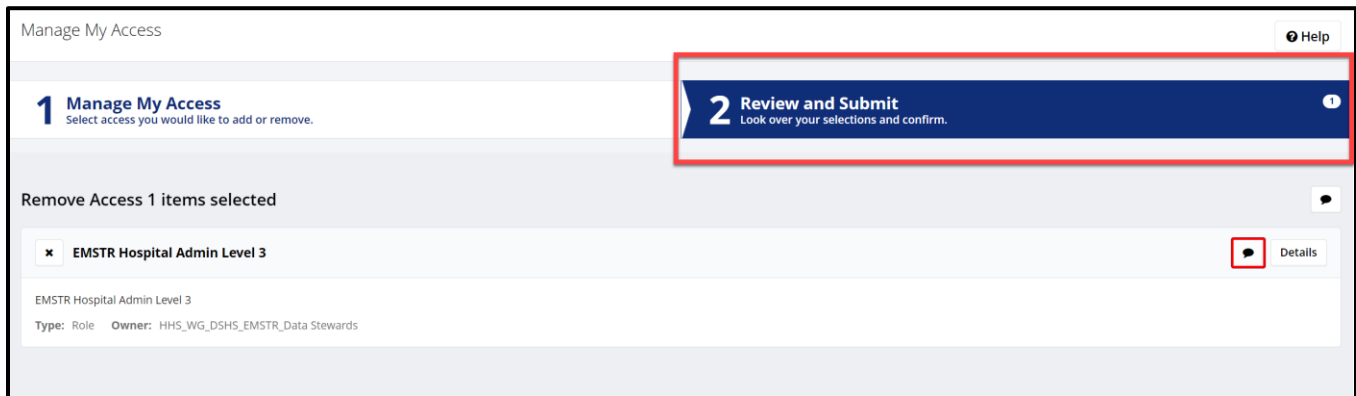
EMSTR Hospital Admin Level 3

Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Remove 1

Review and Submit:

Once you select the application role type you are removing, the system will direct you to the **Review and Submit** page.



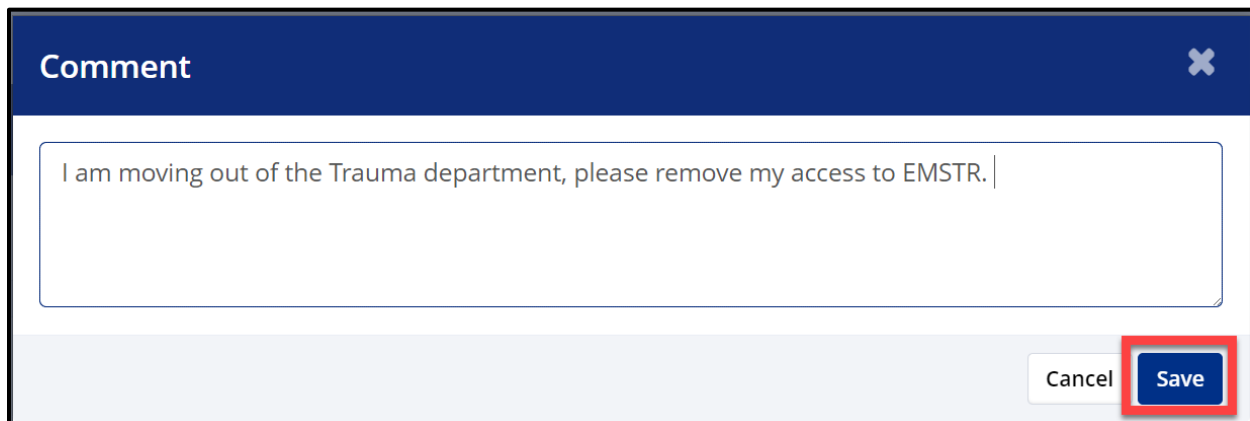
The screenshot shows the 'Manage My Access' interface. At the top, there are two tabs: '1 Manage My Access' and '2 Review and Submit'. The '2 Review and Submit' tab is selected and highlighted with a red box. Below the tabs, the text 'Remove Access 1 items selected' is displayed. Underneath, there is a list of selected items, with 'EMSTR Hospital Admin Level 3' highlighted. To the right of this item, there is a 'Details' button with a comment bubble icon, which is also highlighted with a red box. The interface includes a 'Help' link in the top right corner.

- For business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.



- Leave a comment to explain why you are removing EMSTR access.
- Click the **“Save”** button.

Example comment shown below.



The screenshot shows a 'Comment' dialog box. It has a dark blue header with the title 'Comment' and a close button (X). The main area contains a text input field with the example comment: 'I am moving out of the Trauma department, please remove my access to EMSTR.' At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box.

Once you save your comment, the comment bubble icon will change from white with a red outline to green.

The screenshot shows the 'Manage My Access' interface. At the top, there's a header with 'Manage My Access' and a 'Help' link. Below the header, there are two main steps: '1 Manage My Access' (Select access you would like to add or remove.) and '2 Review and Submit' (Look over your selections and confirm.). The 'Review and Submit' step is currently active. Under the heading 'Remove Access 1 items selected', there is a list of items. The first item is 'EMSTR Hospital Admin Level 3'. To the right of this item, there is a green comment bubble icon with a white speech bubble inside, and a 'Details' link. A red box highlights this icon and link. Below the list, there are three buttons: 'Previous', 'Cancel', and 'Submit'.

After reviewing your request, select the “**Submit**” button.

This screenshot is identical to the one above, showing the 'Manage My Access' interface in the 'Review and Submit' step. However, a red box now highlights the 'Submit' button at the bottom right of the interface, instead of the comment bubble icon.

Important Note

Once you submit your request, your access will be **immediately** removed from the EMSTR system. There is no approval process for removing your EMSTR application access.

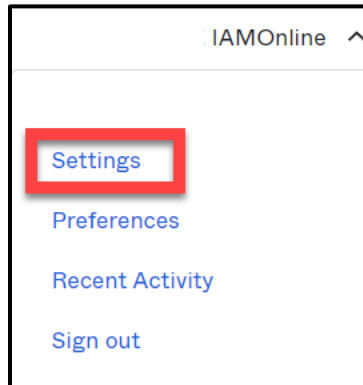
5. Self-Service Account Management

IAMOnline offers self-service capabilities such as updating your user profile and resetting your password.

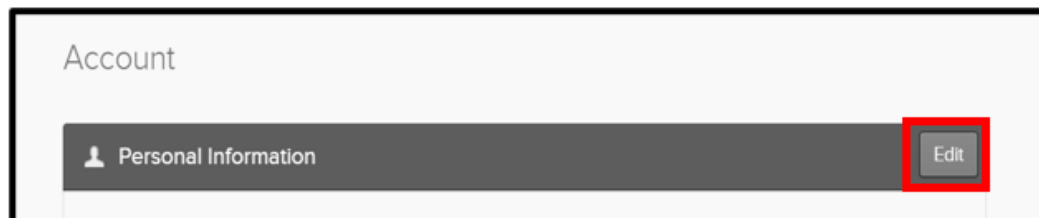
Update User Profile

You can update your profile.

- Click the upper right side of the **MyApps** dashboard.
- Click the “**Settings**” link.



- On the right side of the dashboard, click the “**Edit**” button in the **Personal Information** section.

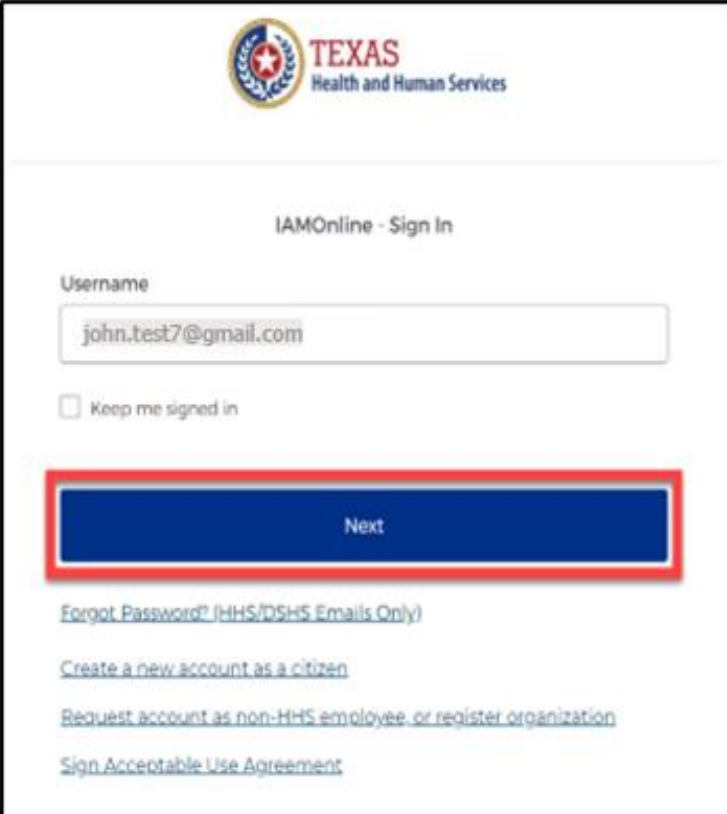



- You can update your personal information:
 - Add details;
 - Add a phone number; and
 - Adjust other security methods, including password and security questions.

Forgot Password

If you forget your password, you can reset your password on your own.

- On the **IAMOnline** sign-in page, type your **Username** and click the **“Next”** button.



 **TEXAS**
Health and Human Services

IAMOnline - Sign In

Username

☐ Keep me signed in

Next

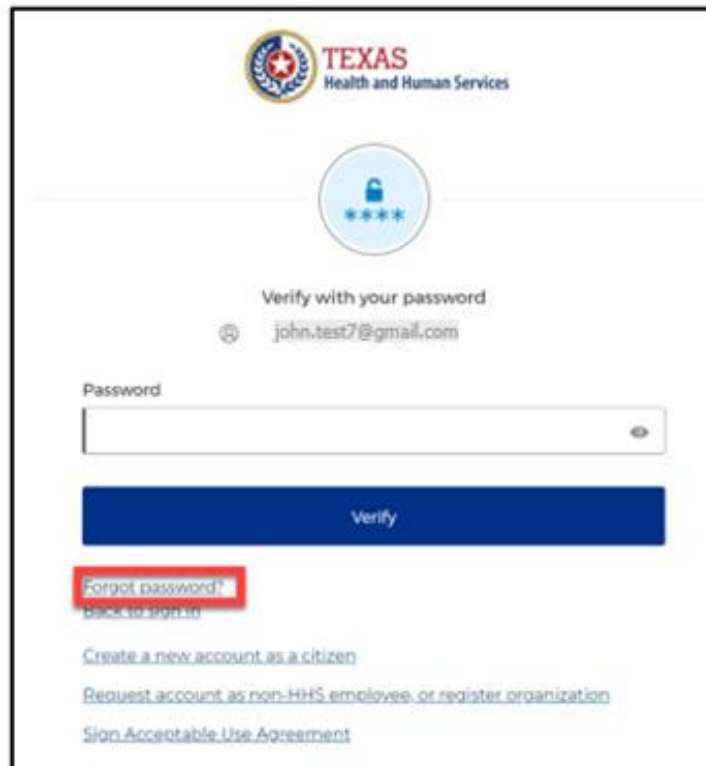
[Forgot Password? \(HHS/DSHS Emails Only\)](#)

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

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

[Sign Acceptable Use Agreement](#)

- Click the **“Forgot password?”** link.



TEXAS Health and Human Services

Verify with your password

john.test7@gmail.com

Password

Verify

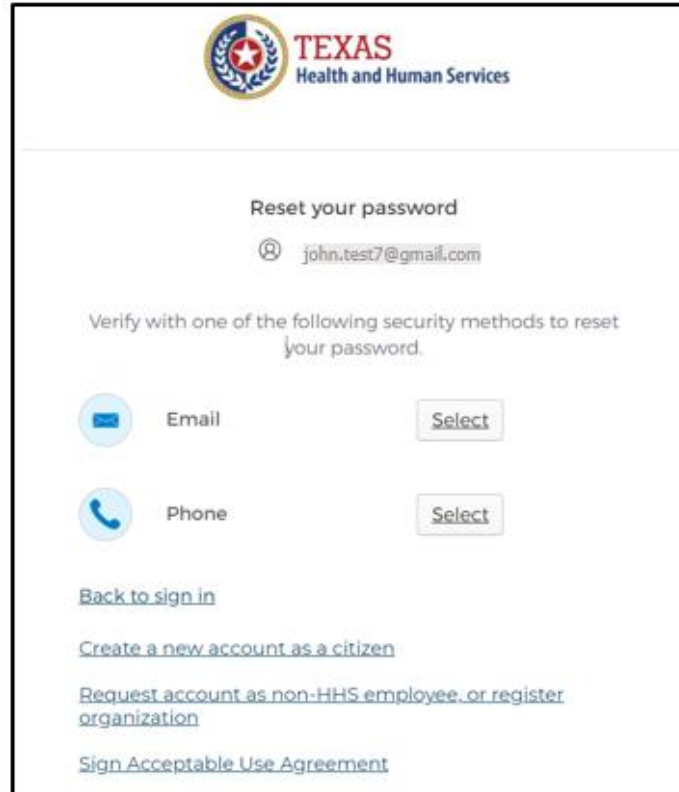
Forgot password?
Back to sign in

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

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

[Sign Acceptable Use Agreement](#)

Two options exist to reset the password – **Email** or **Phone**. IAMOnline will use your preferred option for account verification so only one option is needed.



TEXAS Health and Human Services

Reset your password

john.test7@gmail.com

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

Email

Phone

[Back to sign in](#)

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

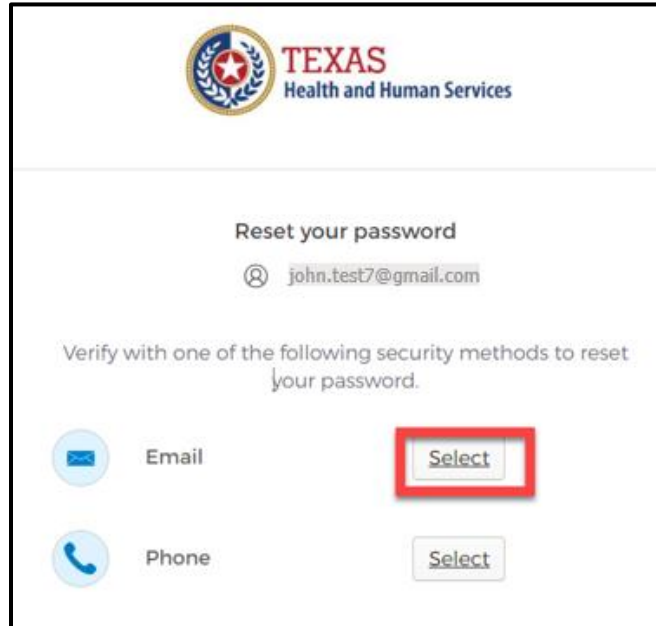
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

Email

To verify your email, you can select either **Email Verification Link** or **Email Verification Code**. You only need to follow one of the two steps below.

Next to **Email**, click the **“Select”** button.



TEXAS Health and Human Services

Reset your password

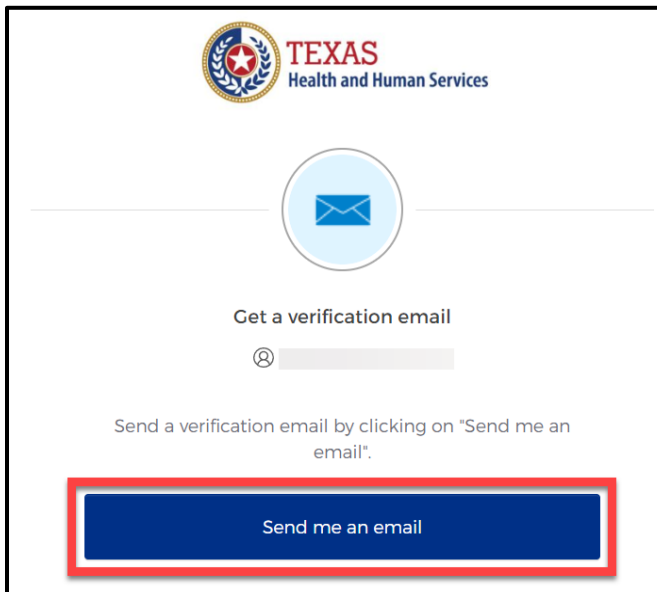
john.test7@gmail.com

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

Email Select

Phone Select

Verify the email address is correct and click the **“Send me an email”** button.



TEXAS Health and Human Services

Get a verification email

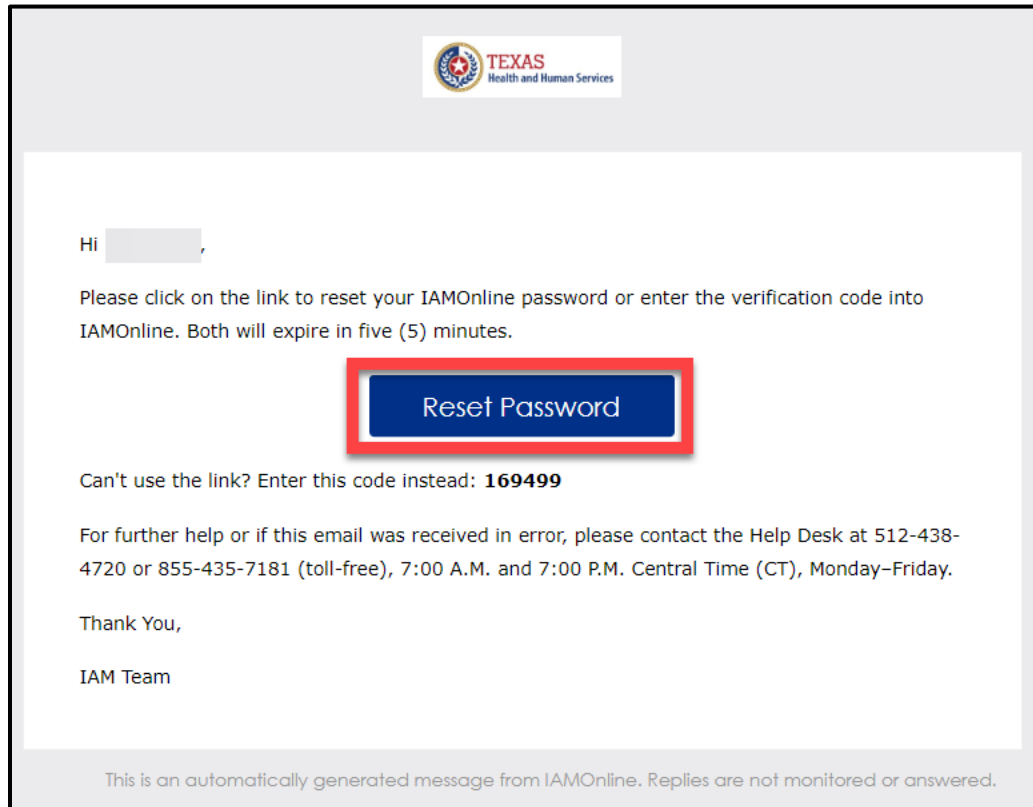
Send a verification email by clicking on "Send me an email".

Send me an email

Reset Password Button

The first email option is the **Reset Password** button.

- After selecting the **Send me an email** button, the automated system will send you an **IAMOnline Password Reset email** to verify your account.

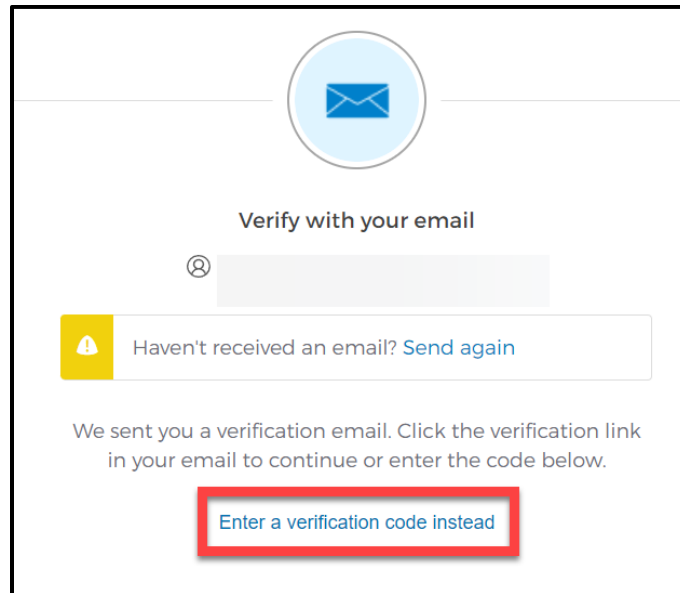


- Click the **“Reset Password”** button in the email and follow the instructions on IAMOnline.
- Continue to the **Reset your Password** section of this guide.

Email Verification Code

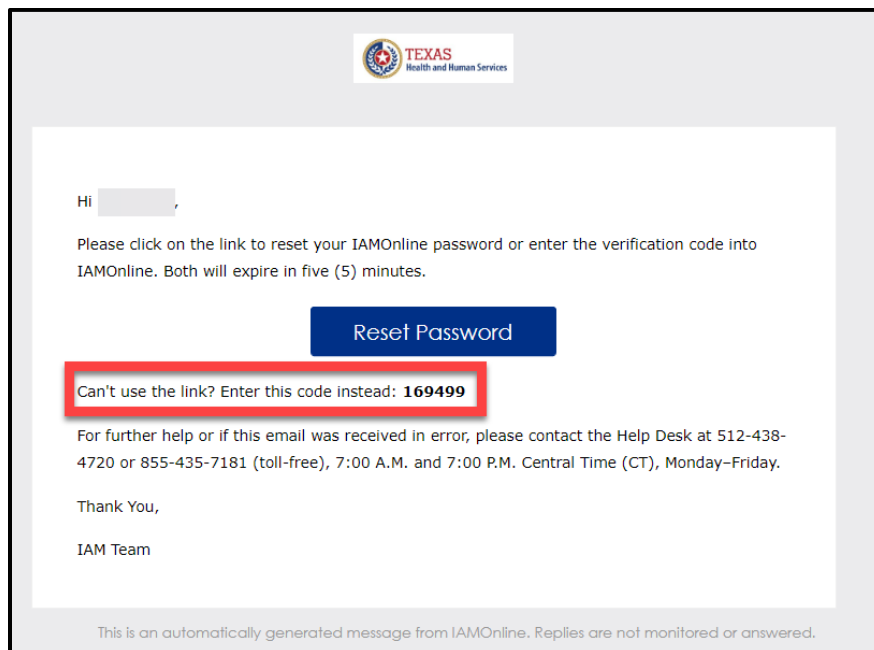
The second option is the email verification code.

- Navigate to the sign in page and click the **“Enter a verification code instead”** link.



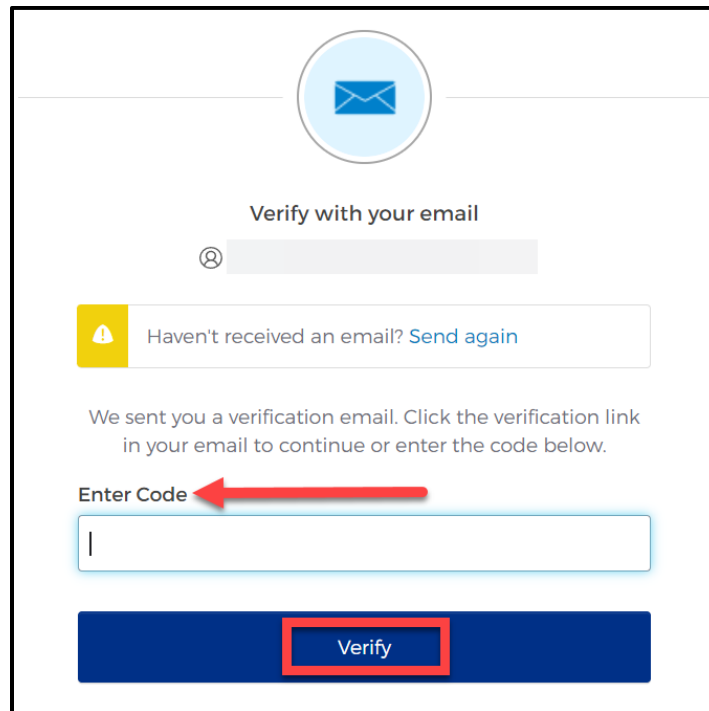
The image shows a web interface for email verification. At the top is a blue envelope icon inside a circle. Below it is the text "Verify with your email". There is a grey input field for an email address. Below the input field is a yellow button with an exclamation mark icon and the text "Haven't received an email? [Send again](#)". Below this is a paragraph: "We sent you a verification email. Click the verification link in your email to continue or enter the code below." At the bottom is a red-bordered button with the text "Enter a verification code instead".

The code can be found in the **IAMOnline Password Reset** email.



The image shows an email from the State of Texas, Health and Human Services. The email is addressed to "Hi [redacted]". It contains the text: "Please click on the link to reset your IAMOnline password or enter the verification code into IAMOnline. Both will expire in five (5) minutes." Below this is a blue button labeled "Reset Password". Below the button is a red-bordered box containing the text: "Can't use the link? Enter this code instead: **169499**". Below this is a paragraph: "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." Below this is the text: "Thank You, IAM Team". At the bottom is a footer: "This is an automatically generated message from IAMOnline. Replies are not monitored or answered."

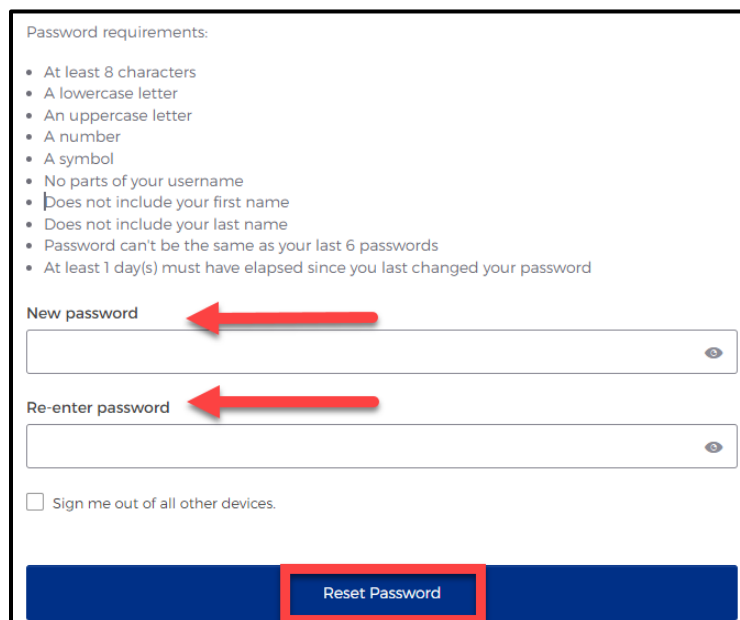
Type the code you receive in the text box and click the **“Verify”** button.



The image shows a web interface for email verification. At the top, there is a blue circular icon with a white envelope. Below it, the text "Verify with your email" is centered. Underneath, there is a grey rectangular box with a small circular icon on the left. Below that, there is a yellow square icon with a white exclamation mark, followed by the text "Haven't received an email? [Send again](#)". Below this, there is a paragraph of text: "We sent you a verification email. Click the verification link in your email to continue or enter the code below." Below the text, there is a label "Enter Code" with a red arrow pointing to a text input box. Below the input box, there is a blue button with the text "Verify" inside a red rectangular border.

Reset your Password

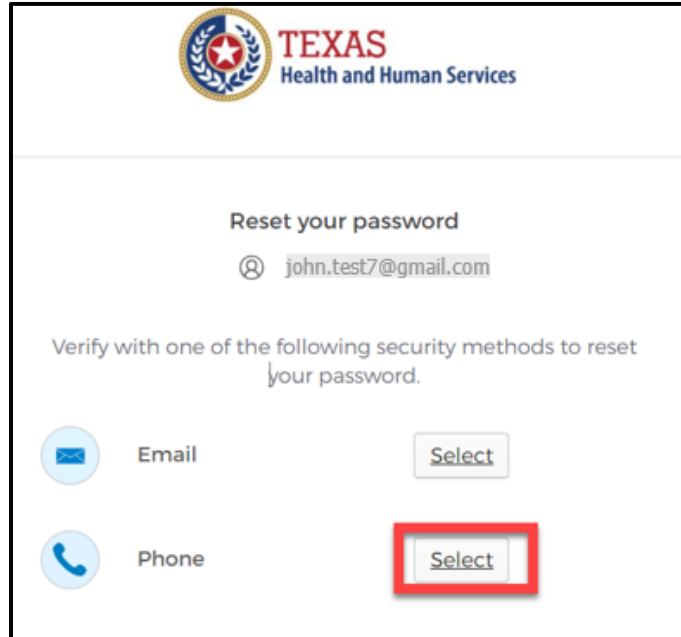
- Enter your new password in the **“New Password”** box, then re-enter your password in the **“Re-enter Password”** box.
- Once you re-enter your password, select the **“Reset Password”** button and follow the instructions on IAMOnline.



The image shows a web interface for resetting a password. At the top, there is a section titled "Password requirements:" followed by a list of 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", "Password can't be the same as your last 6 passwords", and "At least 1 day(s) must have elapsed since you last changed your password". Below the requirements, there is a label "New password" with a red arrow pointing to a text input box. Below the input box, there is a label "Re-enter password" with a red arrow pointing to another text input box. Below the input boxes, there is a checkbox labeled "Sign me out of all other devices." Below the checkbox, there is a blue button with the text "Reset Password" inside a red rectangular border.

Phone

You can reset your password using your phone number. To reset your password using the **Phone** option, click the **“Select”** button next to **Phone** on the forgot password screen.



TEXAS
Health and Human Services

Reset your password

john.test7@gmail.com

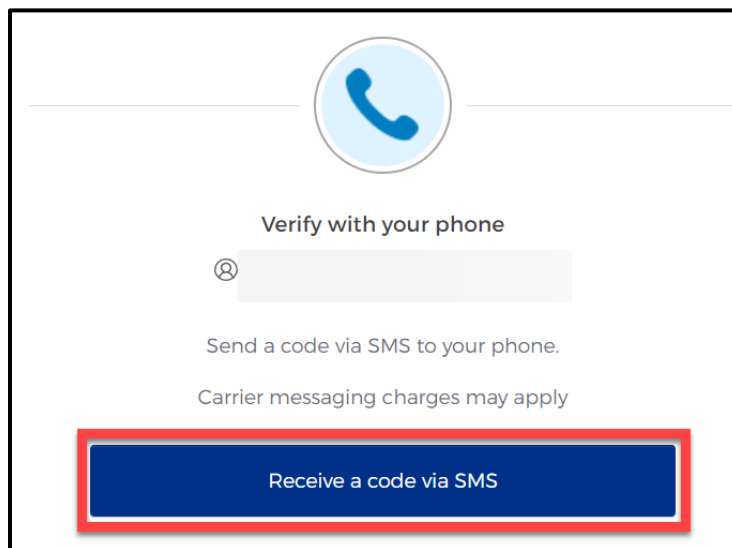
Verify with one of the following security methods to reset your password.

Email Select

Phone Select

Receive a code via Short Message Services (SMS)

- Click on the **“Receive a code via SMS”** button. *Carrier messaging charges may apply.*



Verify with your phone


Send a code via SMS to your phone.

Carrier messaging charges may apply


Receive a code via SMS


Verify your Account

- The system will send a code to the registered phone number via SMS (text message).
- Type the code you receive in the text box and click the **“Verify”** button.



Verify with your phone





 Haven't received an SMS? [Send again](#)

A code was sent to your phone . Enter the code below to verify.

Carrier messaging charges may apply

Enter Code






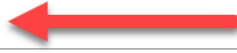
Reset your Password

- Enter your new password in the **“New Password”** box, then re-enter your password in the **“Re-enter Password”** box
- Once you re-enter your password, select the **“Reset Password”** button and follow the instructions on IAMOnline.

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
- Password can't be the same as 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

6. Account Locked

After multiple incorrect password attempts, your account will lock. The HHS system will send an email notifying you that your account will automatically unlock after 30 minutes.

- If you do not remember your password after the account unlocks in 30 minutes, you can reset your own password. Please refer to **Forgot Password** steps for instructions.
- If you need your password reset for urgent reasons (within 30 minutes), call the HHS Help Desk at 512-438-4720 or 855-435-7181 (toll free).

7. Contact Information

If you have specific EMSTR questions, submit them via email to injury.web@dshs.texas.gov.

For IAMOnline questions, visit the Texas Department of State Health Services (DSHS) IAMOnline website [here](#).

General Information

The Emergency Medical Services and Trauma Registries (EMSTR) is made up of four registries – the EMS Registry; the acute Traumatic Injury Registry; the Traumatic Brain Injury Registry / Spinal Cord Injury Registry; and the Submersion Registry. EMSTR is a statewide passive surveillance system that collects reportable event data from EMS providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities. Texas is home to one of the largest EMS registries in the U.S. with more than 4 million records submitted annually.



Our Goals

- To ensure a robust registry reporting framework for recording reportable traumas, submersions, traumatic brain injuries, spinal cord injuries, and EMS runs in Texas.
- To reduce the burden of injury to the public resulting from preventable occurrences using trend analysis.
- To provide data as close to real-time as possible for local, state, and national leadership use.

Our Mission

To improve the Texans' health, safety, and well-being through good stewardship of public resources with a focus on core public health functions.

Contact Information

Emergency Medical Services and Trauma Registries

Texas Department of State Health Services
1100 West 49th Street
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dshs.texas.gov/injury-prevention/ems-trauma-registries

Emergency Medical Services and Trauma Registries

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