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

Contents

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.
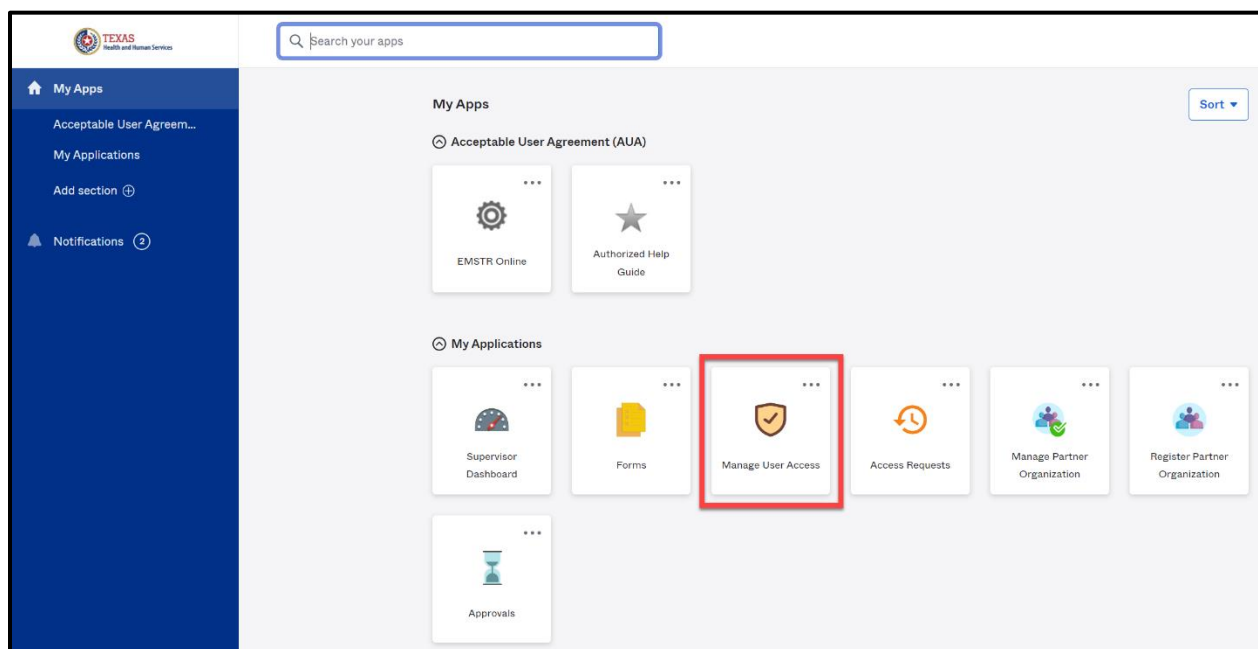
Important Note on Role-Based Access

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 <u>View Only Level 1</u>**, **EMSTR <u>Add/Edit Level 2</u>** and **EMSTR <u>Admin Level 3</u>.**

- *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.
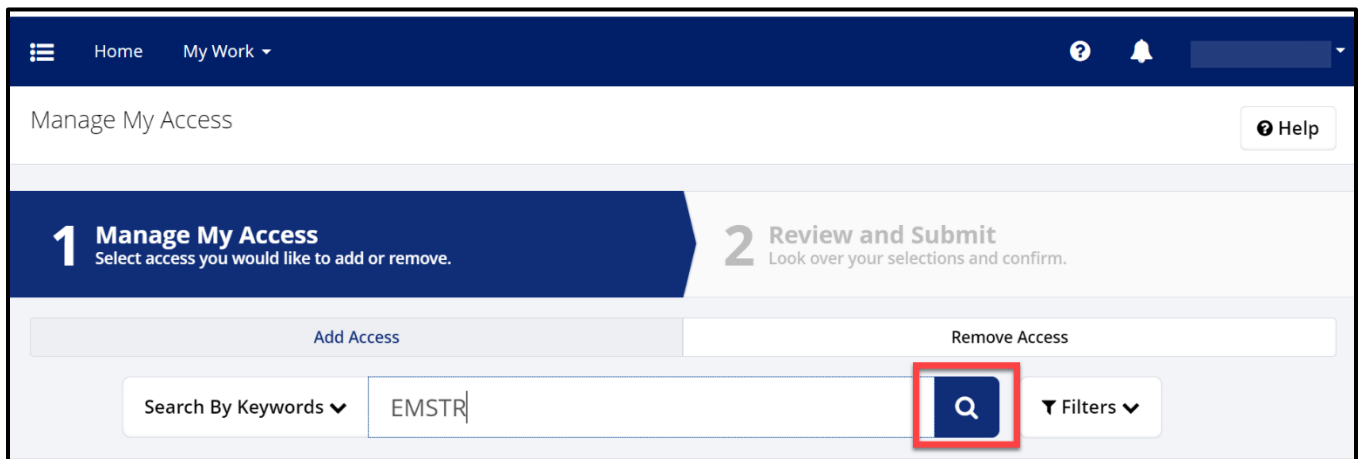- The tab will turn a light grey when selected.
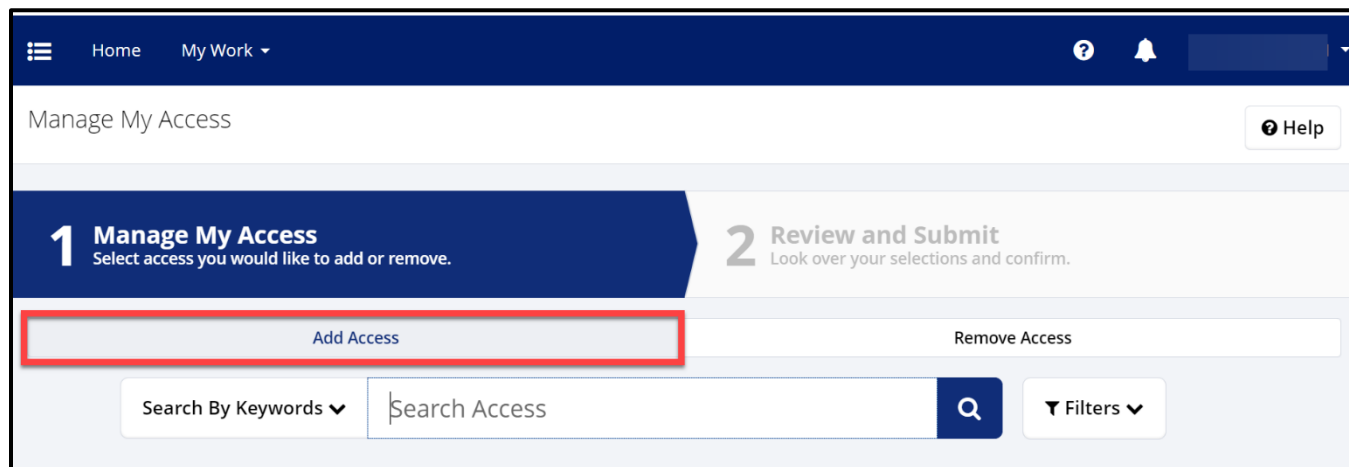
Search for EMSTR

Type "**EMSTR**" in the **Search by Keywords** box.
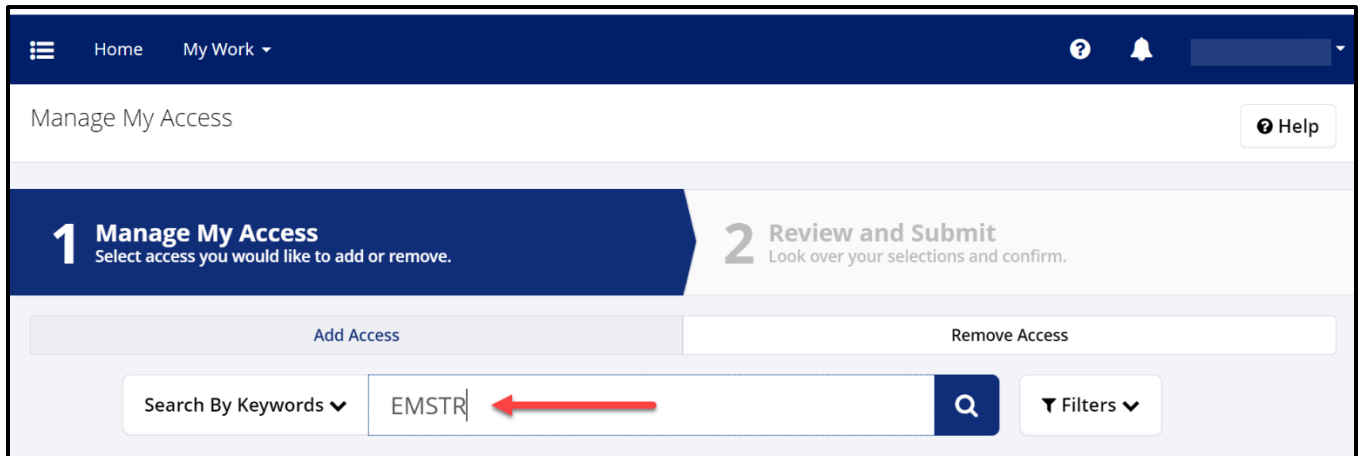
Select the button with the **Magnifying Glass Icon** to search for the application.
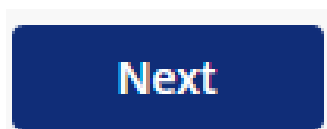

Select the Correct User Role

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:

Enlarged photo of the role types:

Review and Submit the Request

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

- 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.

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

After reviewing your request, select the **"Submit"** button.

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.
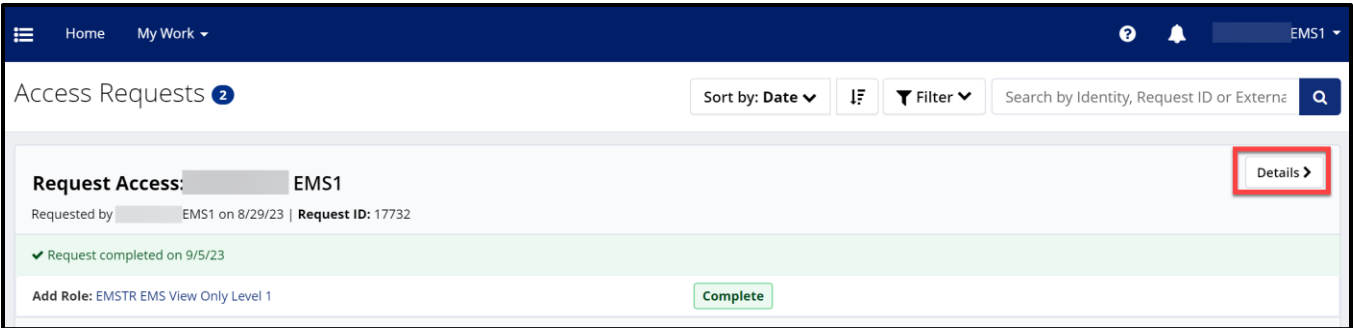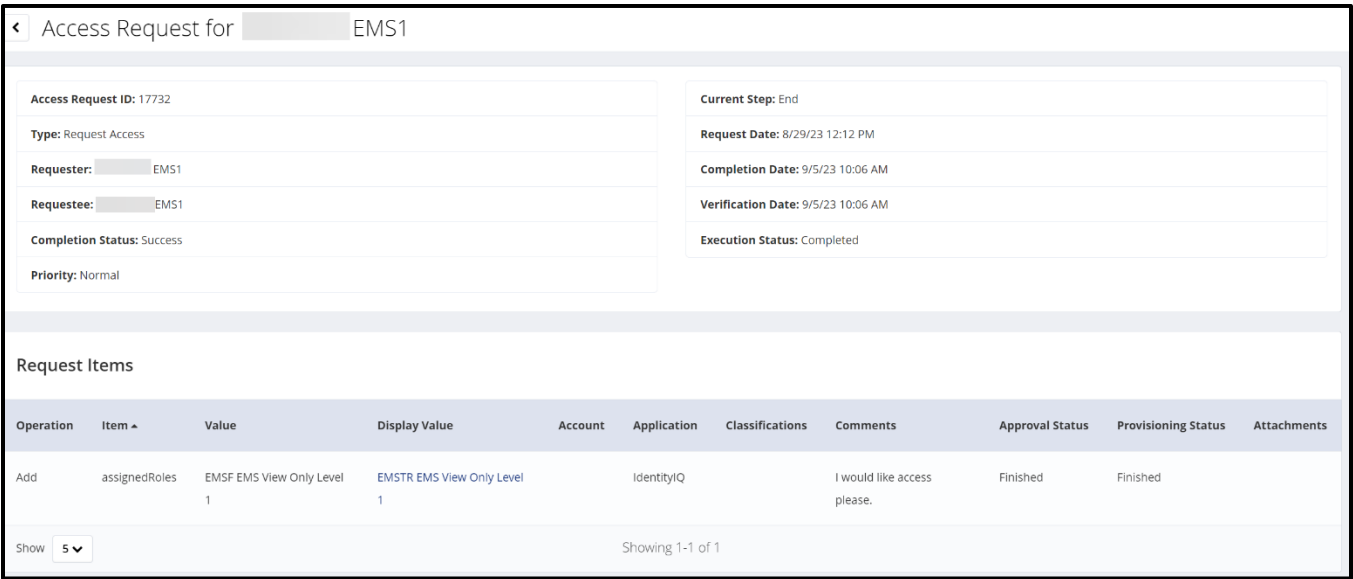- Select the **"Access Requests"** tile.
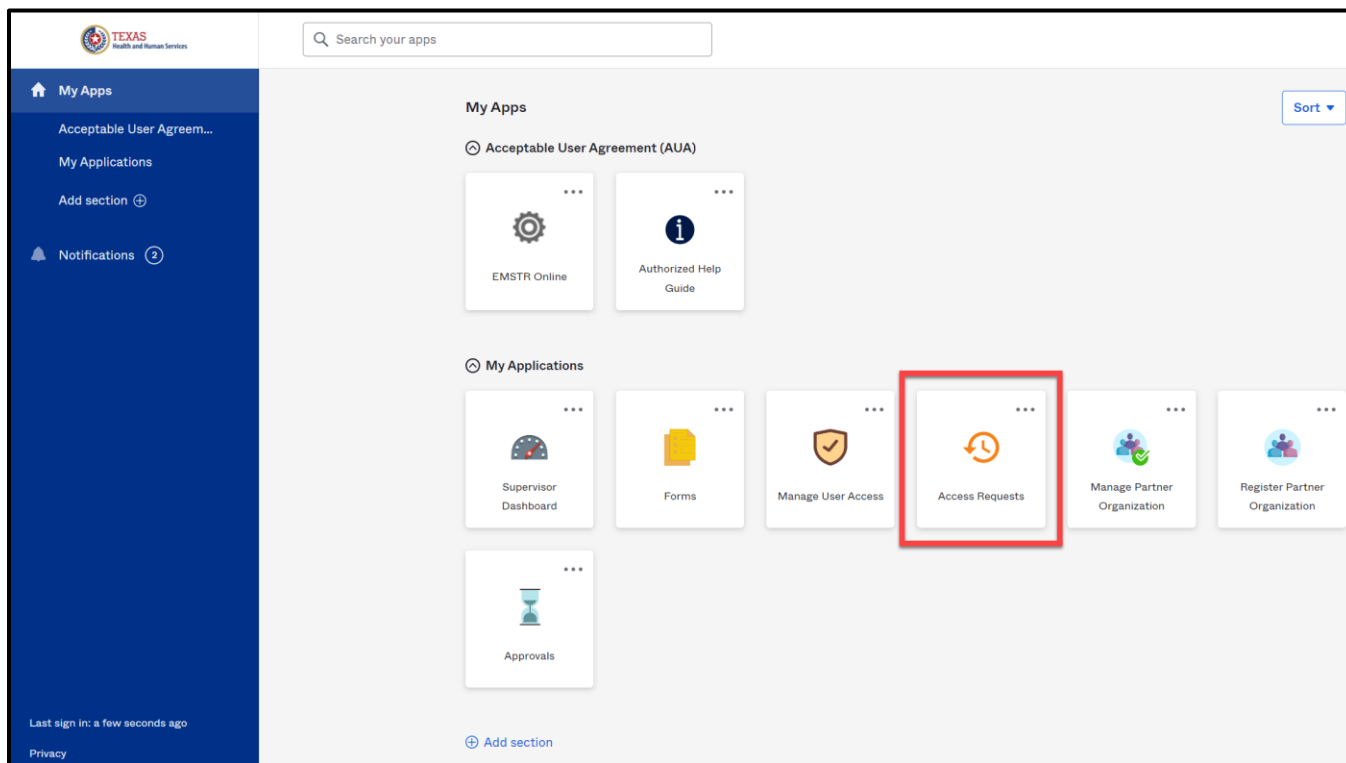
Access Requests

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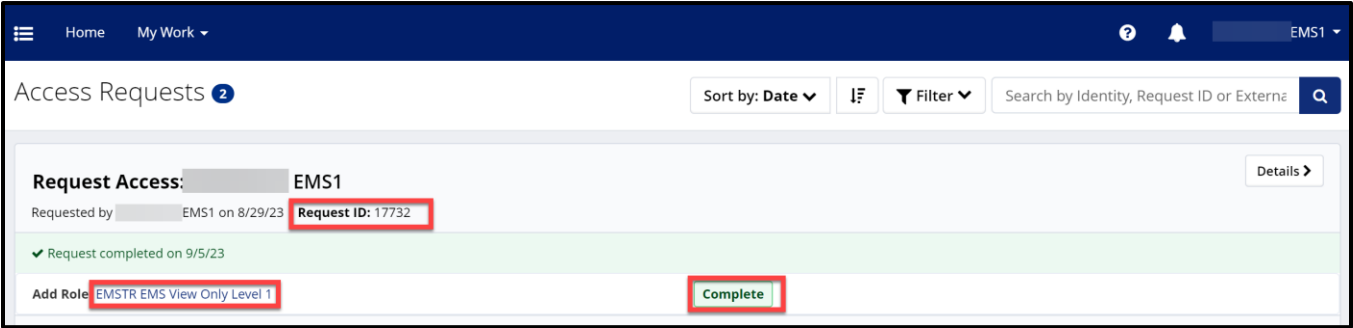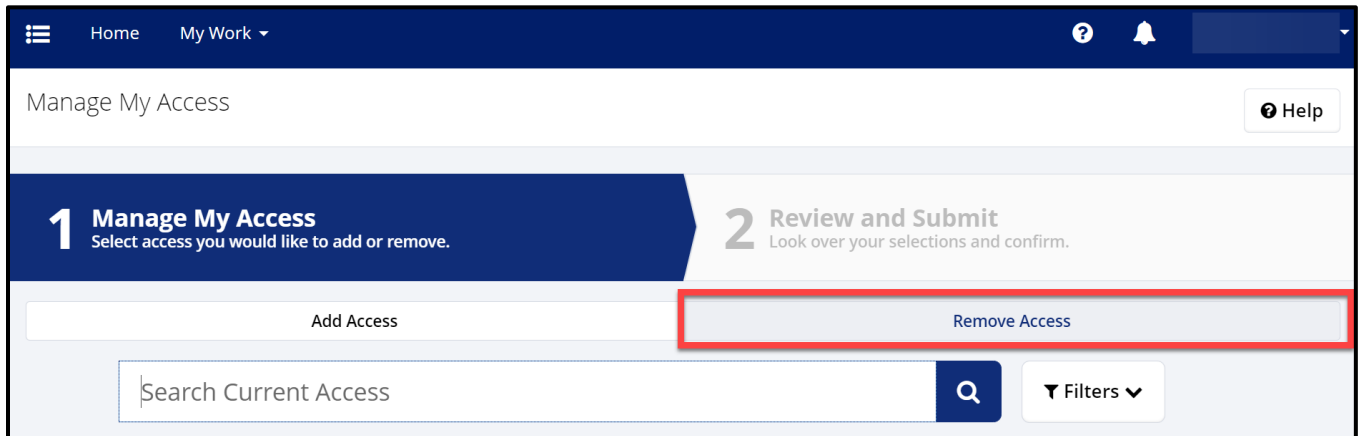

To view additional details, select the **"Details"** button.

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.
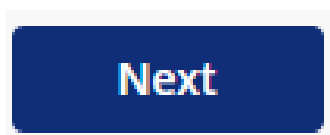- The tab will turn a light grey when selected.

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:

Enlarged photo of the role type:

Review and Submit:

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

- 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.

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

After reviewing your request, select the **"Submit"** button.

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.
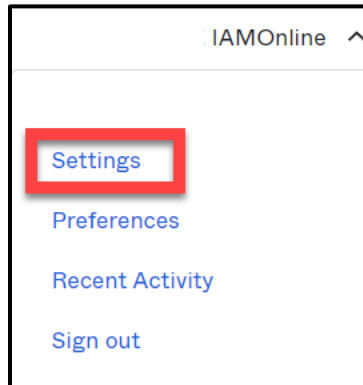
5. Self-Service Account Management

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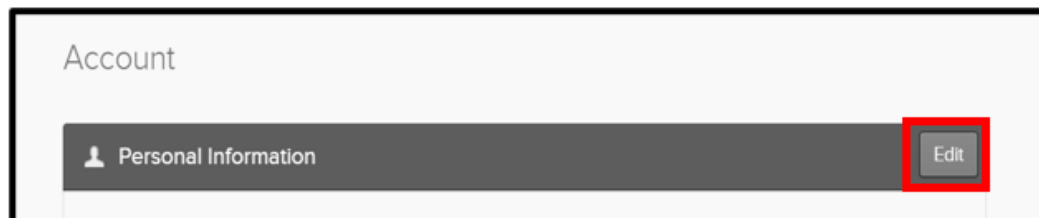
Update User Profile

You can update your profile.

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

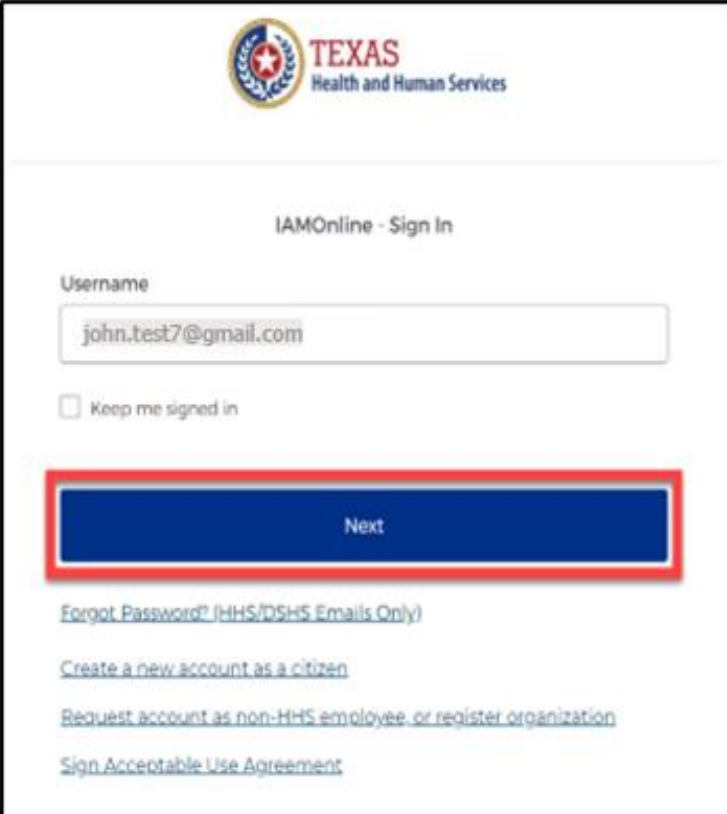- On the right side of the dashboard, click the **"Edit"** button in the **Personal Information** section.

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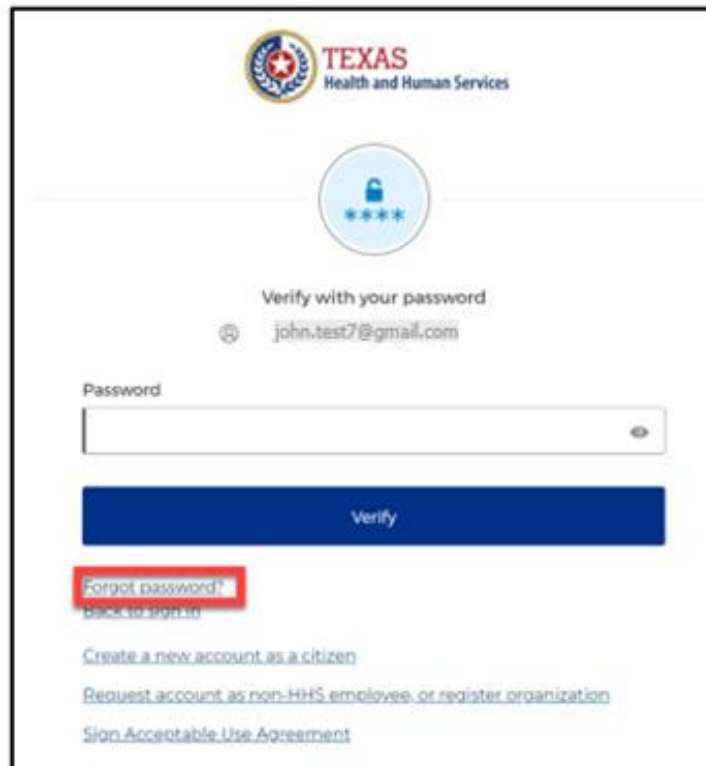
- Click the **"Forgot password?"** link.
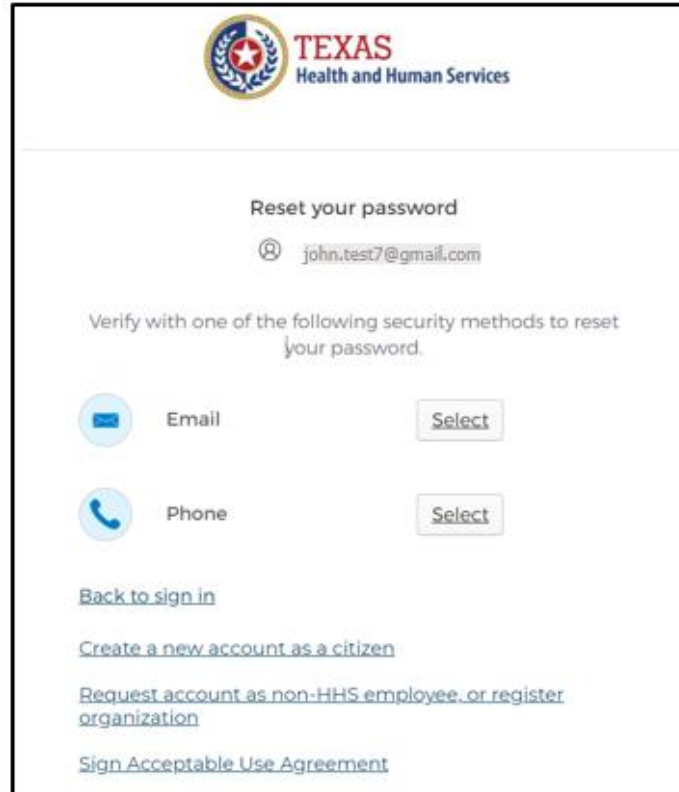
Two options exist to reset the password – **Email** or **Phone**. IAMOnline will use your preferred option for account verification so only one option is needed.
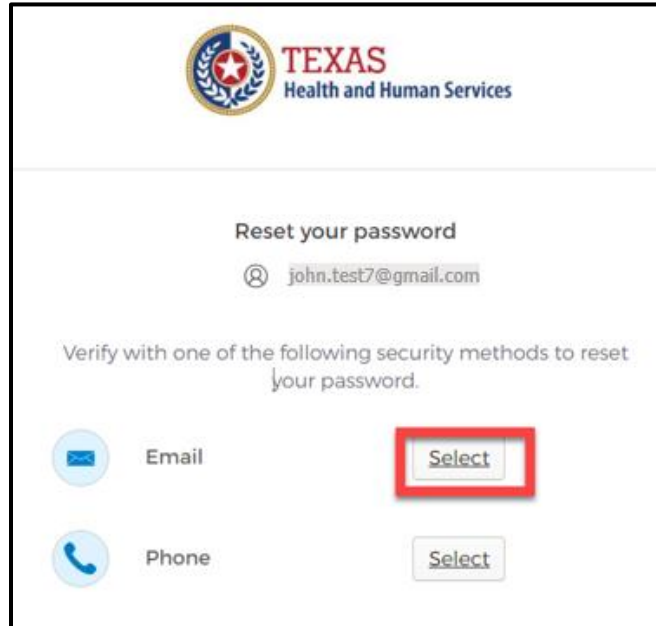
Email

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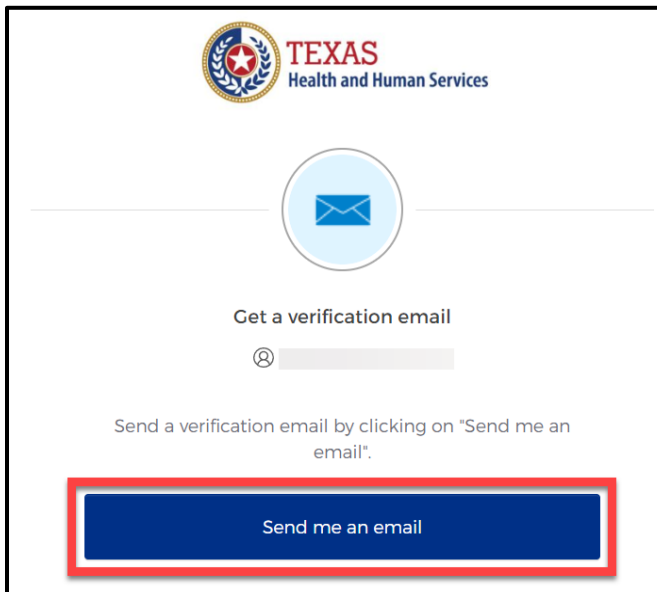
Verify the email address is correct and click the **"Send me an email"** button.

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.
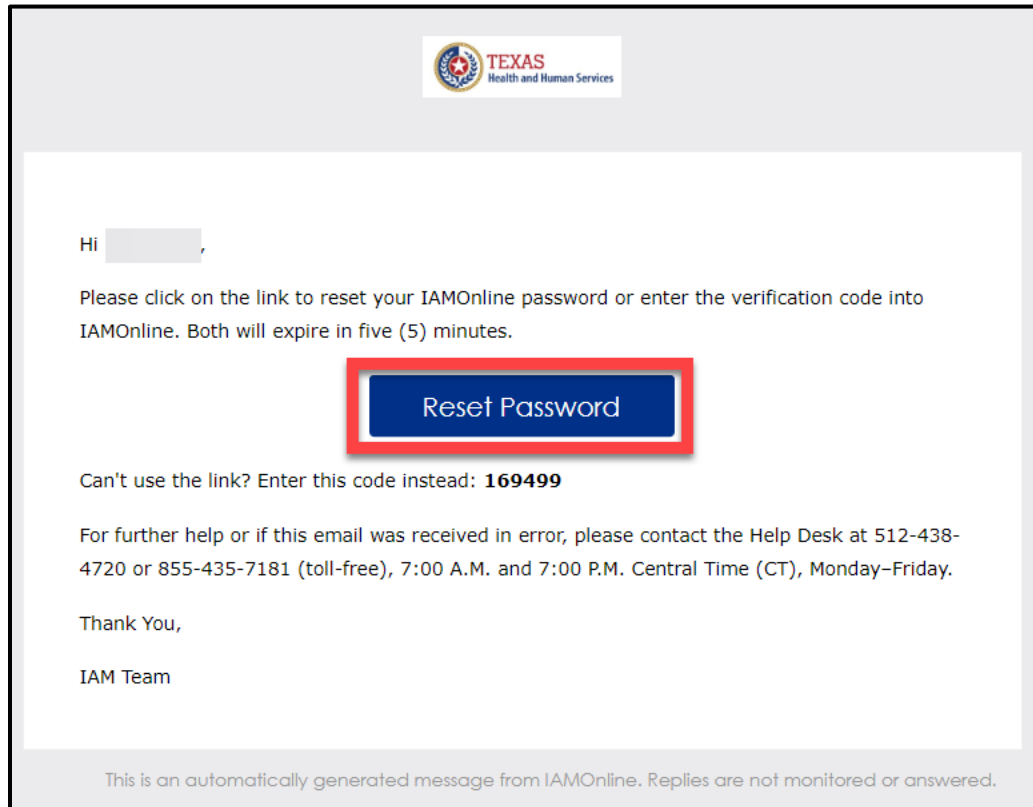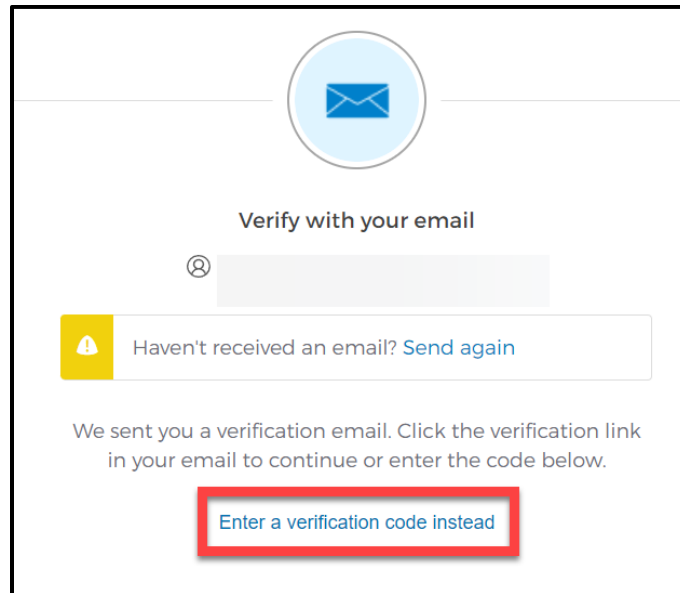

- Click the **"Reset Password"** button in the email and follow the instructions on IAMOnline.
- Continue to the **Reset your Password** section of this guide.
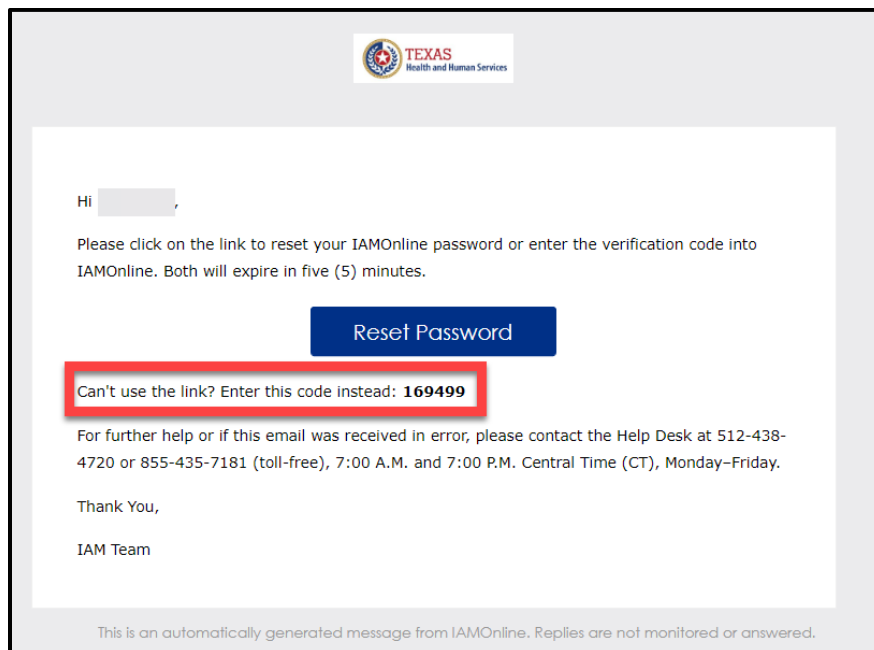
Email Verification Code

The second option is the email verification code.

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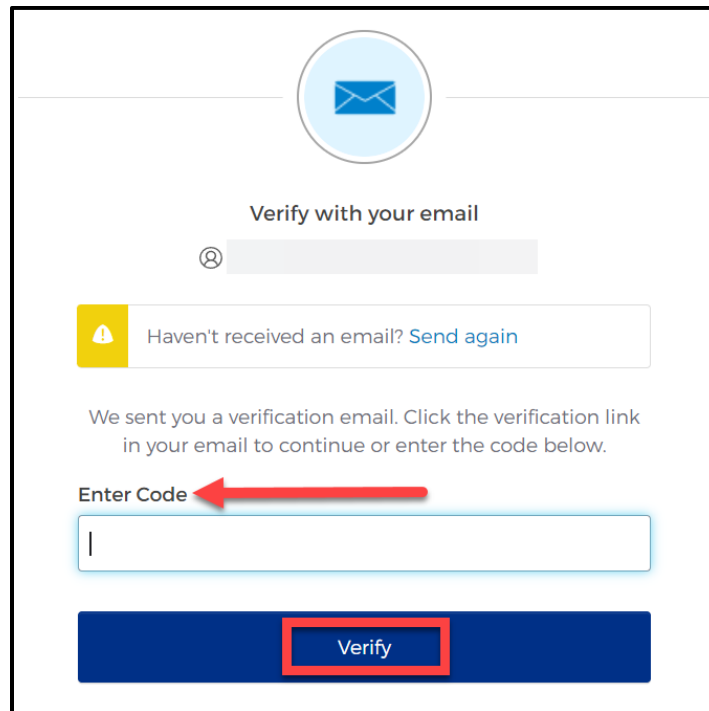

The code can be found in the **IAMOnline Password Reset** email.

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

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.

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.
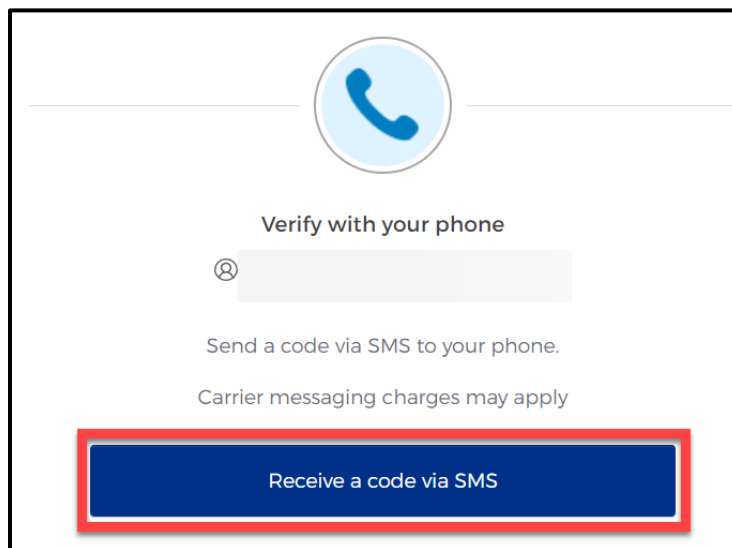
Receive a code via Short Message Services (SMS)

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

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.
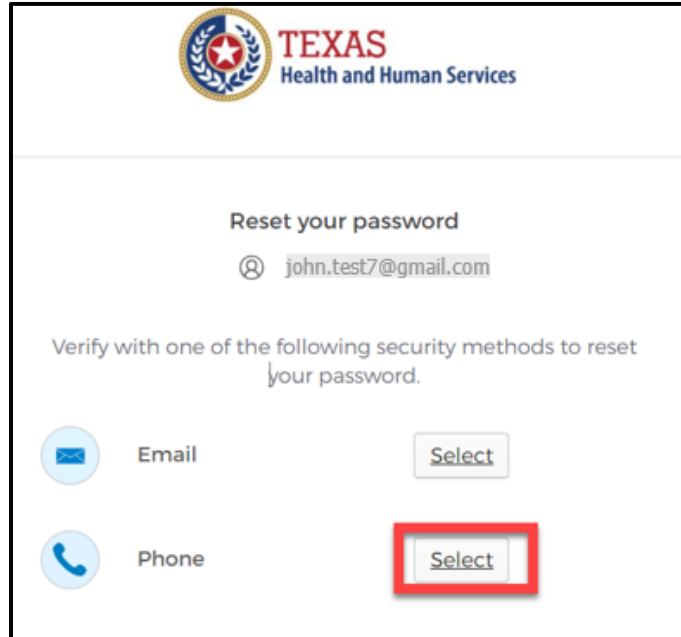
Reset your Password

- 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.

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
Mail Code 1922
Austin, Texas 78756

For program inquiries:
injury.web@dshs.texas.gov

dshs.texas.gov/injury-prevention/ems-trauma-registries

Emergency Medical Services and Trauma Registries

dshs.texas.gov/injury-prevention/ems-trauma-registries/