



**TEXAS**  
Health and Human  
Services

**Texas Department of State  
Health Services**

# **Emergency Medical Services and Trauma Registries Long Term Acute Care and Rehabilitation Facility User Guide**

November 2023

EMSTR Team

# LTAC and Rehab Guide

**Audience** – Long Term Acute Care (LTAC) and Rehabilitation (Rehab) users who submit data to the Emergency Medical Services and Trauma Registries (EMSTR) using the online submission method.

**Description** – This LTAC and Rehab facility guide provides step-by-step instructions on how to login into the EMSTR application and upload data.

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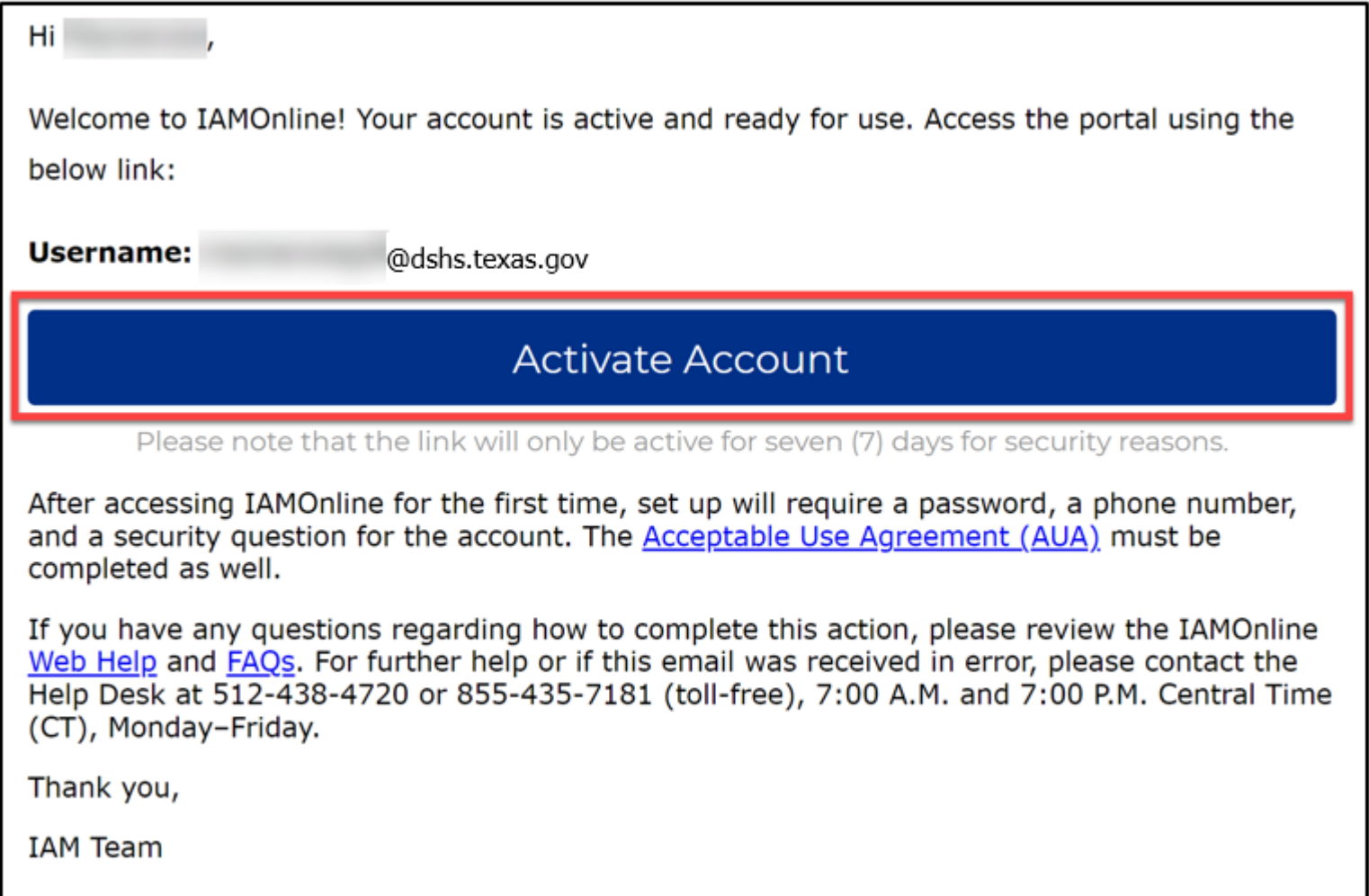
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# Section 1: Activate your IAMOnline Account



# Activate Your Account (1 of 2)

- Locate your Identity and Access Management Online (**IAMOnline**) registration email from [noreply@okta.com](mailto:noreply@okta.com).
- The automated system will send an activation email to your employee email address.



# 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 email receipt 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](#)

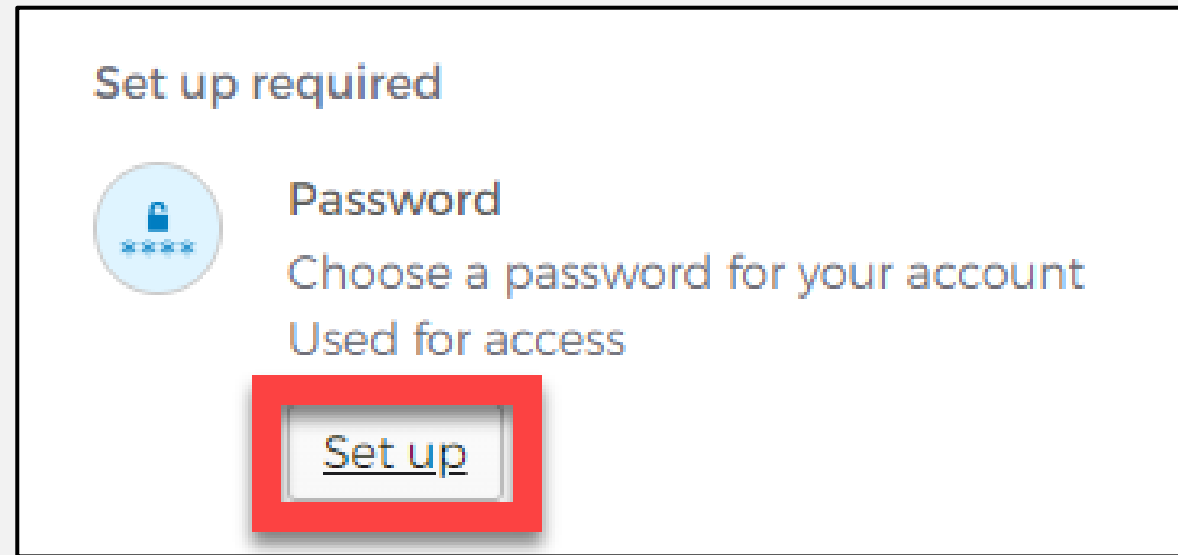
[Sign Acceptable Use Agreement](#)

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# 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

- To set up your 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.

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

# Set Up Security Methods Screen

Click the “**Set up**” button under **Phone**.



## Phone

Verify with a code sent to your phone

Used for access or recovery

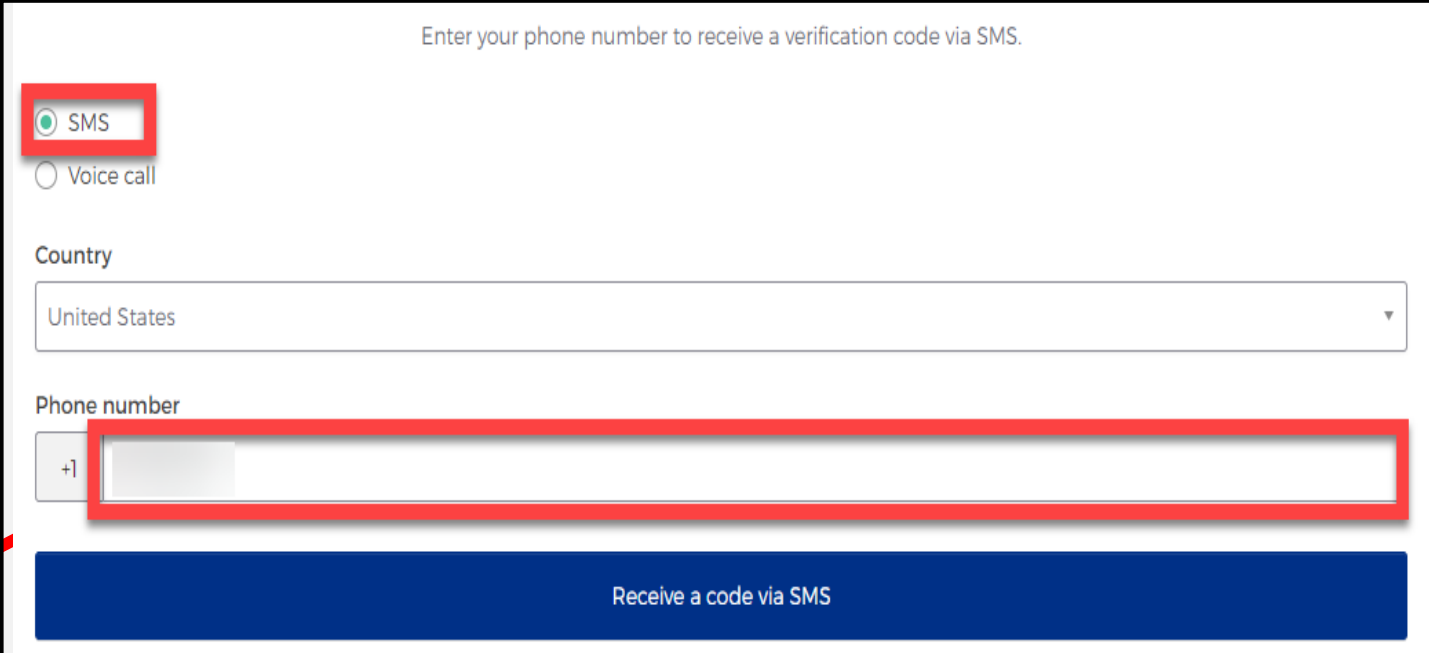
Set up

# 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 phone number and select “**Receive a code**”.

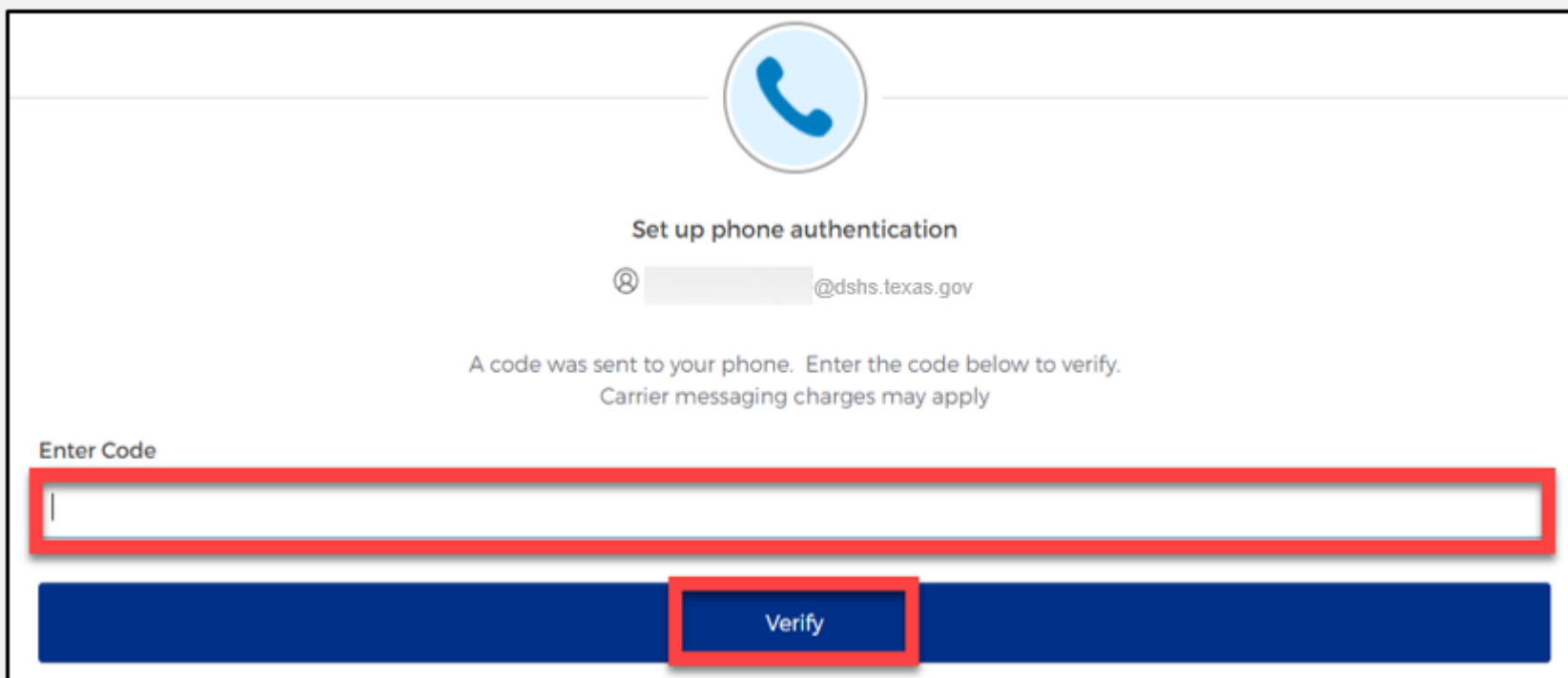



The screenshot shows a web form for phone authentication. At the top, it says "Enter your phone number to receive a verification code via SMS." Below this are two radio button options: "SMS" (which is selected and highlighted with a red box) and "Voice call". Underneath is a "Country" dropdown menu currently set to "United States". Below that is a "Phone number" field with a red box around it; the field starts with a "+1" icon and a small grey box for the area code. At the bottom is a large blue button labeled "Receive a code via SMS".

\*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 in the “**Enter Code**” box.
- Click the “**Verify**” button.





Set up phone authentication

 [redacted]@dshs.texas.gov

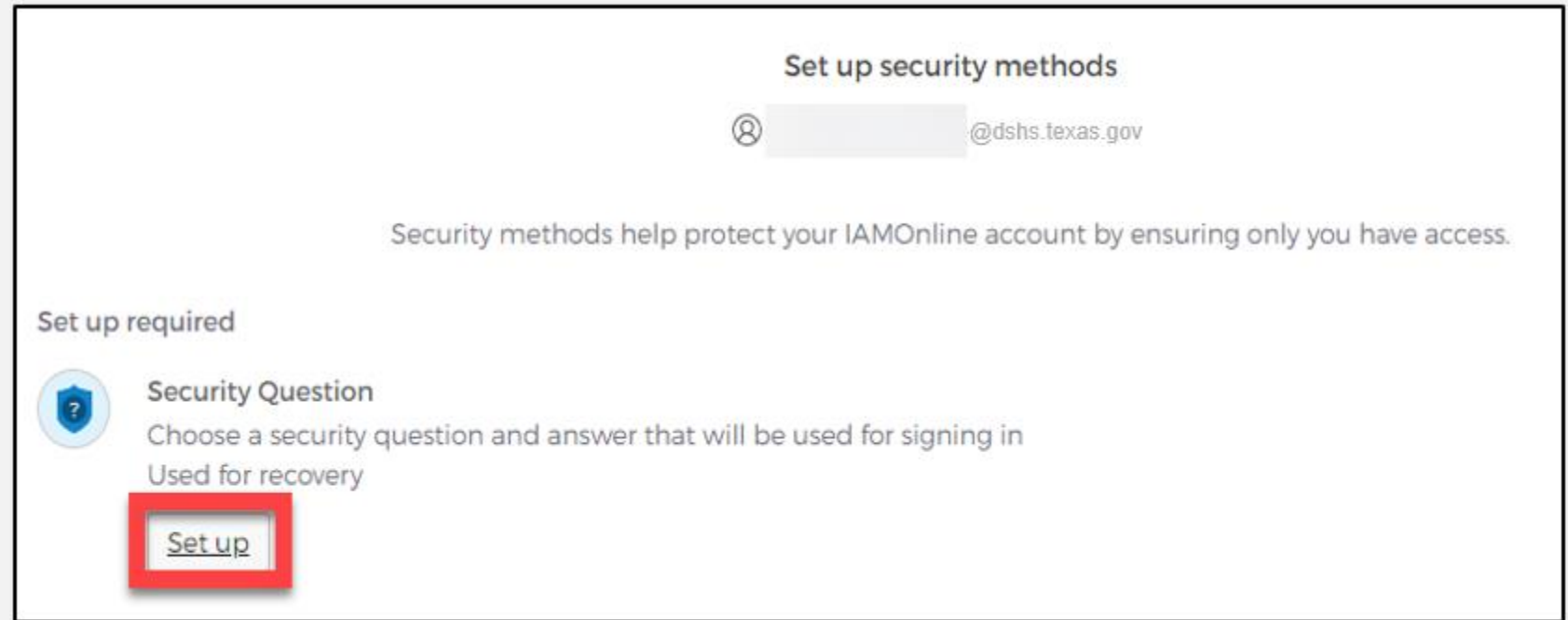
A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

Verify

# Set Up Security Methods

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

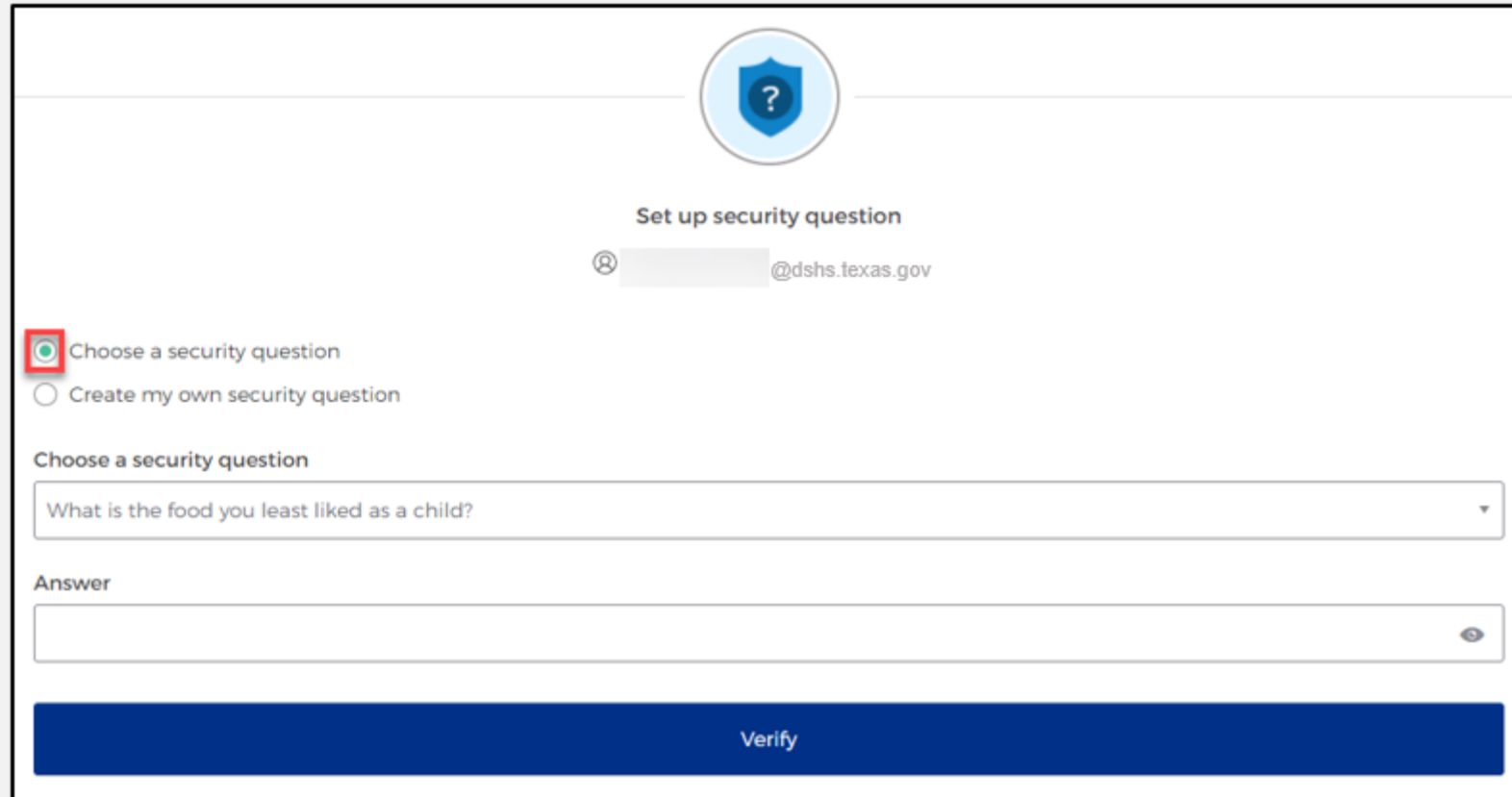


The screenshot shows a web interface for setting up security methods. At the top, it says "Set up security methods" followed by a user icon and the email address "@dshs.texas.gov". Below this is a message: "Security methods help protect your IAMOnline account by ensuring only you have access." Underneath, it says "Set up required". There is a section for "Security Question" with a shield icon containing a question mark. The text says "Choose a security question and answer that will be used for signing in" and "Used for recovery". A "Set up" button is highlighted with a red rectangle.

# Set Up Security Question (1 of 2)

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

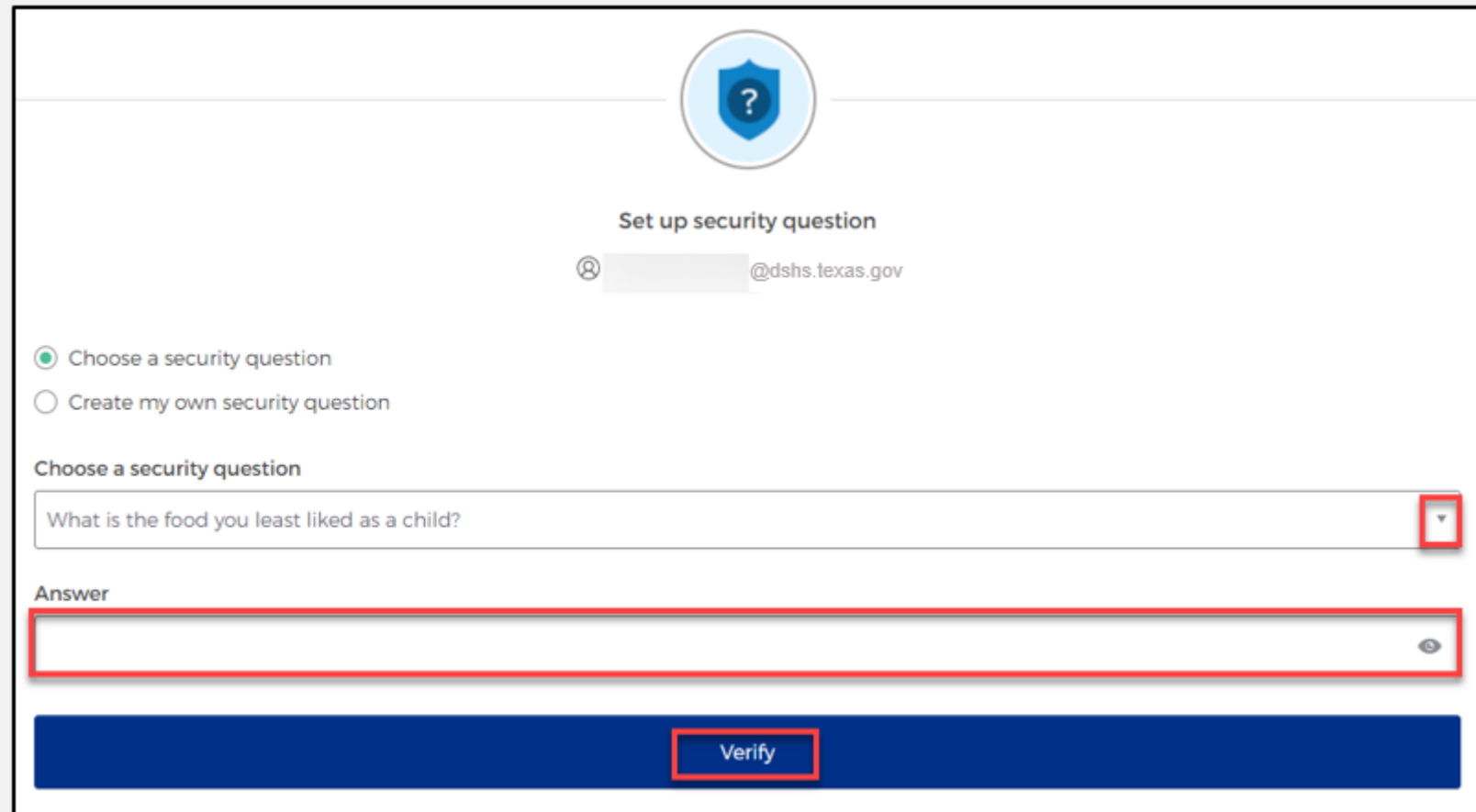
**NOTE** – *If creating a security question, create one that cannot be guessed by others, even people who know you well, for security purposes.*



The screenshot shows a web form titled "Set up security question" with a blue shield icon containing a question mark. Below the title is a placeholder email address "@dshs.texas.gov". There are two radio button options: "Choose a security question" (which is selected and highlighted with a red box) and "Create my own security question". Under the selected option, there is a dropdown menu with the text "What is the food you least liked as a child?". Below this is an "Answer" text input field with a toggle icon on the right. At the bottom 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.



The screenshot shows a web form titled "Set up security question" with a user icon and email address "@dshs.texas.gov". There are two radio buttons: "Choose a security question" (selected) and "Create my own security question". Below is a dropdown menu for "Choose a security question" with the text "What is the food you least liked as a child?". Below that is an "Answer" text input field. At the bottom is a blue "Verify" button. Red boxes highlight the dropdown arrow, the answer input field, and 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

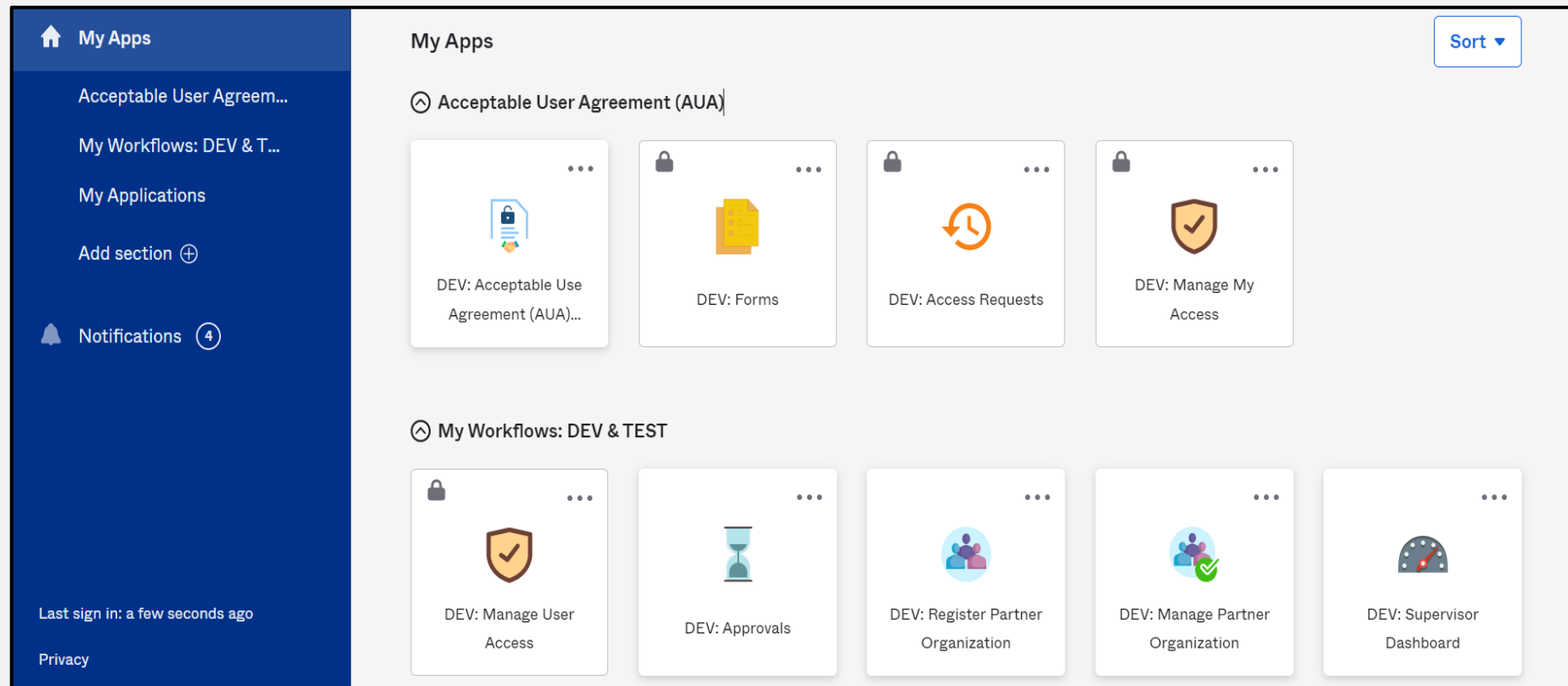


# Section 2: Access MyApps Dashboard Process



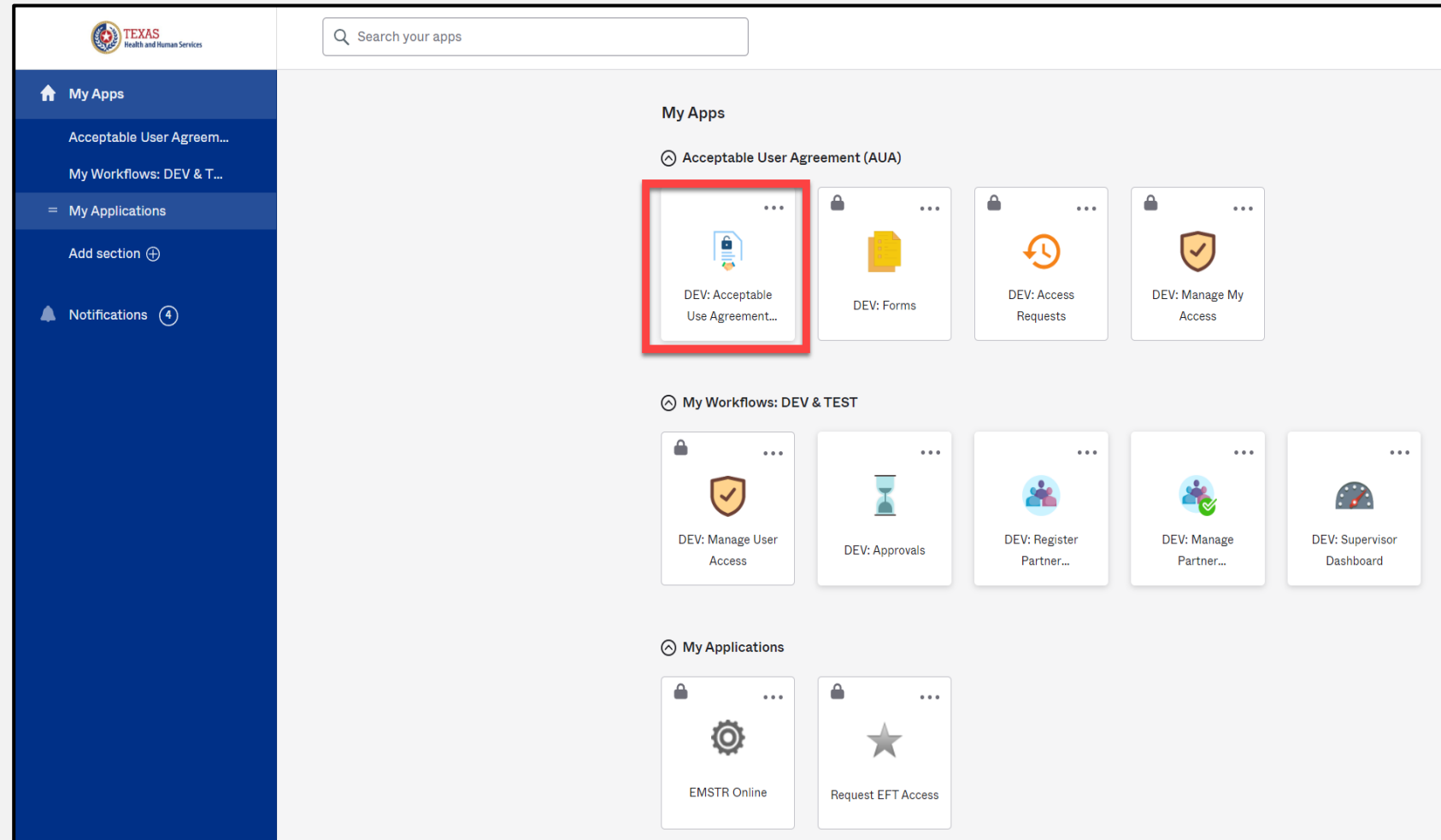
# Access the MyApps Dashboard

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



# Acceptable Use Agreement (AUA)

- All tiles are locked with a lock icon until you acknowledge and sign the AUA form.
- 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 the process.

**Acknowledgement**  
I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

**First Name**

**First Name \***

**Last Name**

**Last Name \***

**Your Work Email \***

**Your Work Phone**

**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 \***

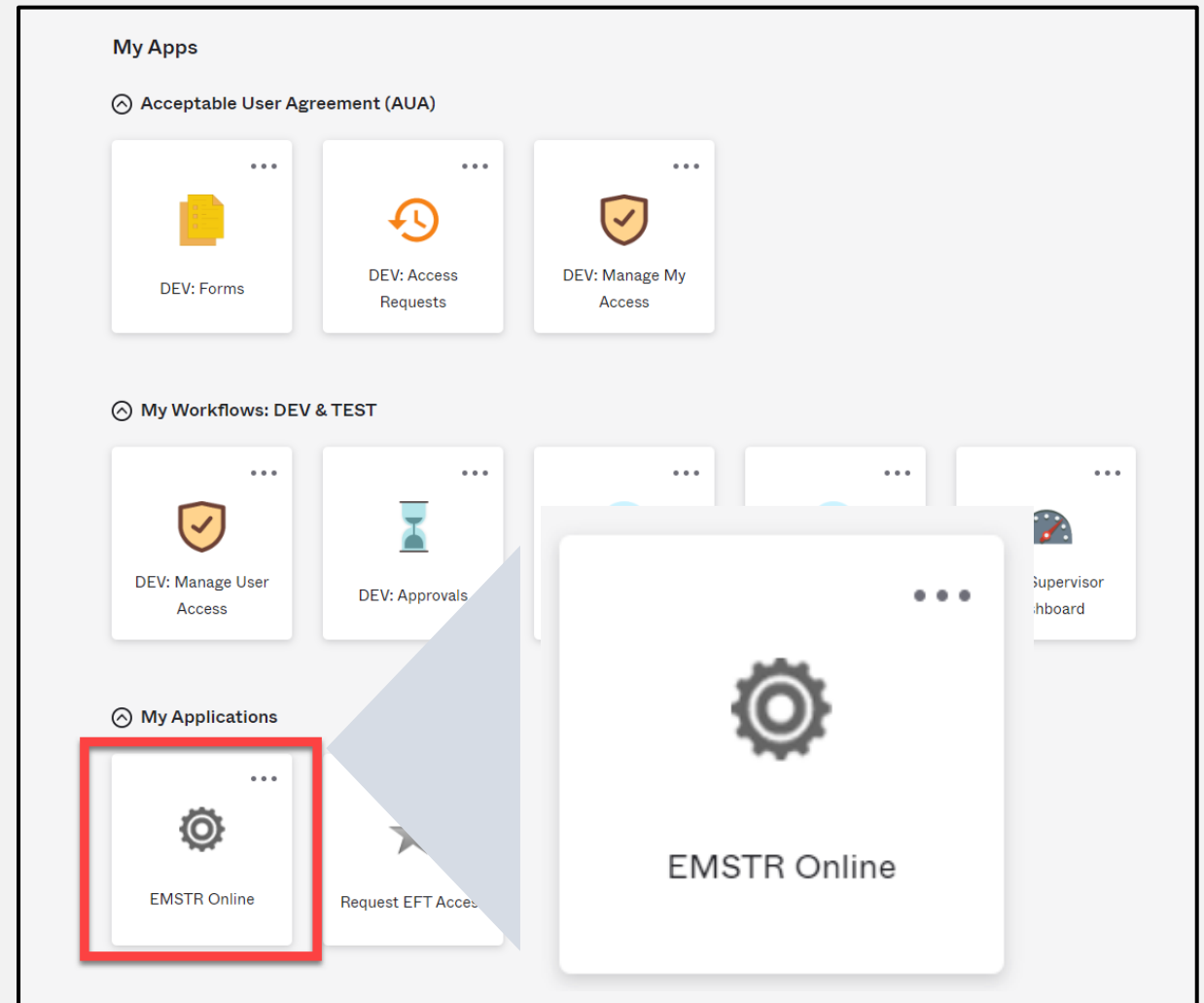
Submit

# Section 3: Access EMSTR



# Access EMSTR (1 of 2)

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




# Access EMSTR (2 of 2)

Once you've selected the **EMSTR Online** tile, the system will redirect you to the EMSTR homepage.

EMSTR

Welcome,

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
No records found.		
<a href="#">More...</a>		

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>

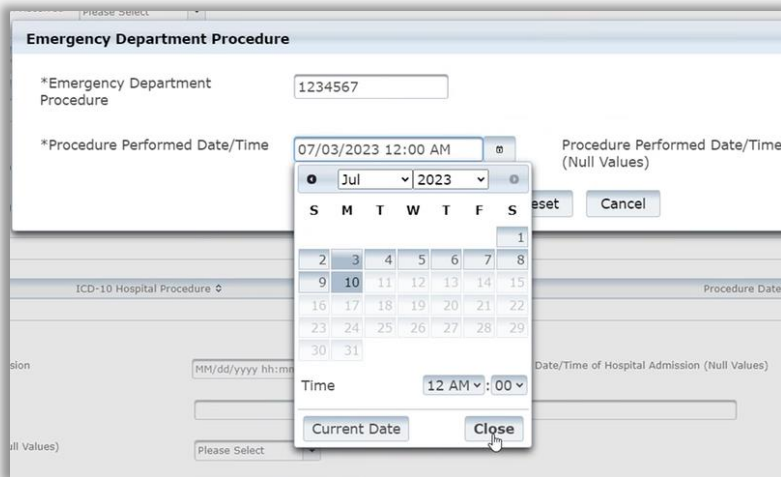
Feedback/Tutorial

<a href="#">Review User Training Slides</a>	<a href="#">Review Group Administrator Training Slides</a>	<a href="#">Contact/Provider Feedback</a>
---------------------------------------------	------------------------------------------------------------	-------------------------------------------

# Improved User Experience

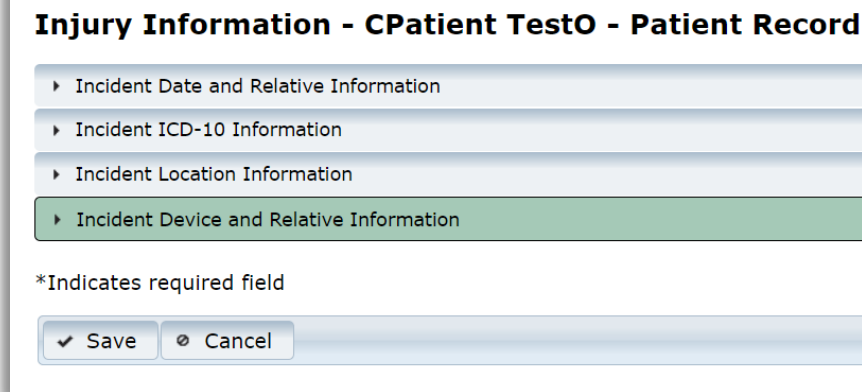
Updated features and new functionalities are incorporated throughout EMSTR for an improved user experience.

## Calendar Feature

A screenshot of the EMSTR interface. The main form has fields for 'Emergency Department Procedure' (with value 1234567) and '\*Procedure Performed Date/Time' (with value 07/03/2023 12:00 AM). A calendar pop-up is displayed over the date field, showing the month of July 2023. The calendar has a grid of days from 1 to 31. The time field is set to 12 AM. There are 'Current Date' and 'Close' buttons at the bottom of the calendar pop-up.

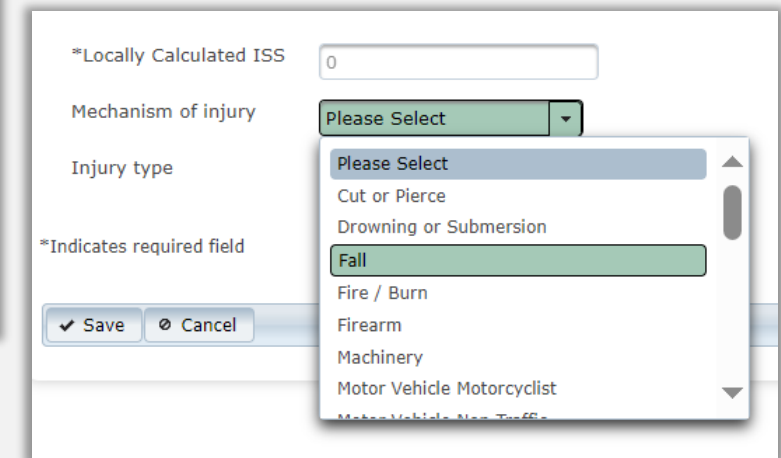
Quick date and time selection.

## Collapsible Sections

A screenshot of the EMSTR interface showing a form titled 'Injury Information - CPatient TestO - Patient Record'. The form has several sections with expandable/collapsible arrows: 'Incident Date and Relative Information', 'Incident ICD-10 Information', 'Incident Location Information', and 'Incident Device and Relative Information'. The 'Incident Device and Relative Information' section is currently expanded. At the bottom, there are 'Save' and 'Cancel' buttons. A note '\*Indicates required field' is present.

Easier page navigation to complete required fields.

## Drop Down Menus

A screenshot of the EMSTR interface showing a form titled 'Injury Information - CPatient TestO - Patient Record'. The form has several fields with drop-down menus: '\*Locally Calculated ISS' (with value 0), 'Mechanism of injury' (with value 'Please Select'), and 'Injury type' (with value 'Please Select'). The 'Injury type' drop-down menu is open, showing a list of options: 'Cut or Pierce', 'Drowning or Submersion', 'Fall', 'Fire / Burn', 'Firearm', 'Machinery', 'Motor Vehicle Motorcyclist', and 'Motor Vehicle Non-Traffic'. At the bottom, there are 'Save' and 'Cancel' buttons. A note '\*Indicates required field' is present.

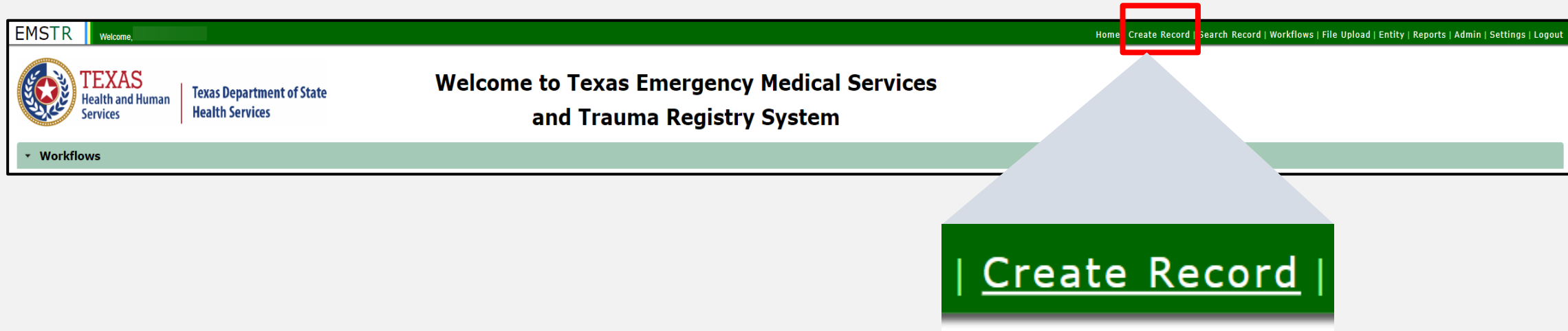
Intuitive process that avoids page clutter.



# Section 4: Online Submission Process



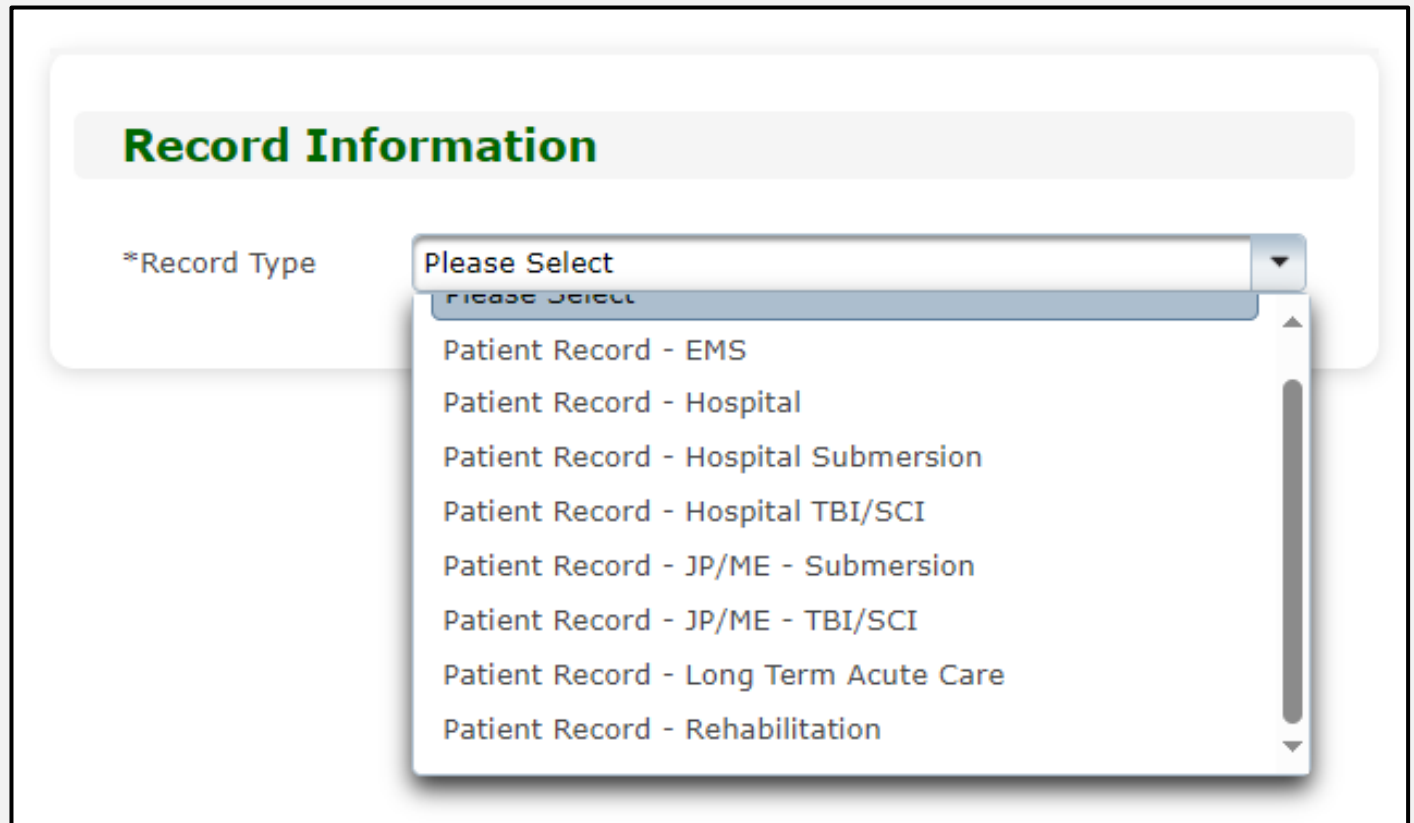
# Online Submission



To submit data manually, select “**Create Record**” from the navigation bar.

# Create Record (1 of 3)

- After selecting “**Create Record**” from the EMSTR toolbar, choose the appropriate patient record for which you’re entering data.



The screenshot displays a web form titled "Record Information" in green text. Below the title is a label "\*Record Type" followed by a dropdown menu. The dropdown menu is open, showing a list of options: "Please Select", "Please Select", "Patient Record - EMS", "Patient Record - Hospital", "Patient Record - Hospital Submersion", "Patient Record - Hospital TBI/SCI", "Patient Record - JP/ME - Submersion", "Patient Record - JP/ME - TBI/SCI", "Patient Record - Long Term Acute Care", and "Patient Record - Rehabilitation". The dropdown menu has a scrollbar on the right side.

# Create Record (2 of 3)

- In this example, the user chose “**Patient Record-Long Term Acute Care**” from the drop-down menu.

The screenshot shows a web form titled "Record Information" in green text. Below the title is a label "\*Record Type" followed by a dropdown menu. The dropdown menu is open, displaying a list of options. The option "Patient Record - Long Term Acute Care" is highlighted with a green background. The other options in the list are "Please Select", "Patient Record - EMS", "Patient Record - Hospital", "Patient Record - Hospital Submersion", "Patient Record - Hospital TBI/SCI", "Patient Record - JP/ME - Submersion", "Patient Record - JP/ME - TBI/SCI", and "Patient Record - Rehabilitation".

*Record Type
Please Select
Patient Record - EMS
Patient Record - Hospital
Patient Record - Hospital Submersion
Patient Record - Hospital TBI/SCI
Patient Record - JP/ME - Submersion
Patient Record - JP/ME - TBI/SCI
<b>Patient Record - Long Term Acute Care</b>
Patient Record - Rehabilitation

# Create Record (3 of 3)

- Enter the required information indicated by the asterisks (\*).
- Click “Save”.

**Create Event - Person Information**

**Record Information**

\*Record Type

**Add Person**

\*First Name  Middle Name  \*Last Name

\*Birth Date  \*Gender

**Contact Information**

\*Street

\*City  \*State

\*Zip Code  \*Zip Code (Null Values)

\*County  \*Country

\*Indicates required field

Phone Number  E-Mail

# Complete Question Package (1 of 5)

- The question packages will vary based on the **Record Type**.
- To add data to the patient record, complete the **Question Packages** listed in the **Question Package** table.
- In this example, you need to complete three question packages for the “**Patient Record-Long Term Acute Care**” record.
- Select the name of the question package to complete it.

Record Data

Record History

Question Packages			
Question Package	Last Update	Updated By	Status
<a href="#">Consolidated</a>			Incomplete
<a href="#">Disposition Outcome Information</a>			Incomplete
<a href="#">Procedures and Treatments Information</a>			Incomplete

# Complete Question Package (2 of 5)

- Upon selecting the **Consolidated Question Package**, you will find seven sections to complete.
- The sections include:
  - Administrative;
  - Response Information;
  - Time Information;
  - Scene Information;
  - Patient Information;
  - Patient History; and
  - Payment Information.

**Consolidated Question Package - Sam Test - Long-Term Acute Care**

- ▶ Administrative
- ▶ Response Information
- ▶ Time Information
- ▶ Scene Information
- ▶ Patient Information
- ▶ Patient History
- ▶ Payment Information

✓ Save   ✕ Cancel

# Complete Question Package (3 of 5)

- Select the drop-down symbol next to the section name.

## Consolidated Question Package - Sam Test - Long-Term Acute Care / Rehabilitation

▶ Administrative

- Once selecting the drop-down symbol **Administrative**, you will be able to see the information for the section.

▼ Administrative

\*Event Type

LTAC

Patient Record  
Number

1000021823

▶ Response Information



# Complete Question Package (4 of 5)

- Once you complete all seven **Consolidated Question Package** sections, select the **“Save”** button.

**Consolidated Question Package - Sam Test - Long-Term Acute Care**

- ▶ Administrative
- ▶ Response Information
- ▶ Time Information
- ▶ Scene Information
- ▶ Patient Information
- ▶ Patient History
- ▶ Payment Information

✓ Save    ✕ Cancel

# Complete Question Package (5 of 5)

- Upon selecting the **Save** button, the system will take you to the **Record Data** tab.
- You will see the status of the question package listed as **Complete**.
- Complete all question packages to finish the patient record.

Question Packages			
Question Package	Last Update	Updated By	Status
<a href="#">Consolidated</a>	10/16/2023	Test Name	Complete
<a href="#">Disposition Outcome Information</a>			Incomplete
<a href="#">Procedures and Treatments Information</a>			Incomplete

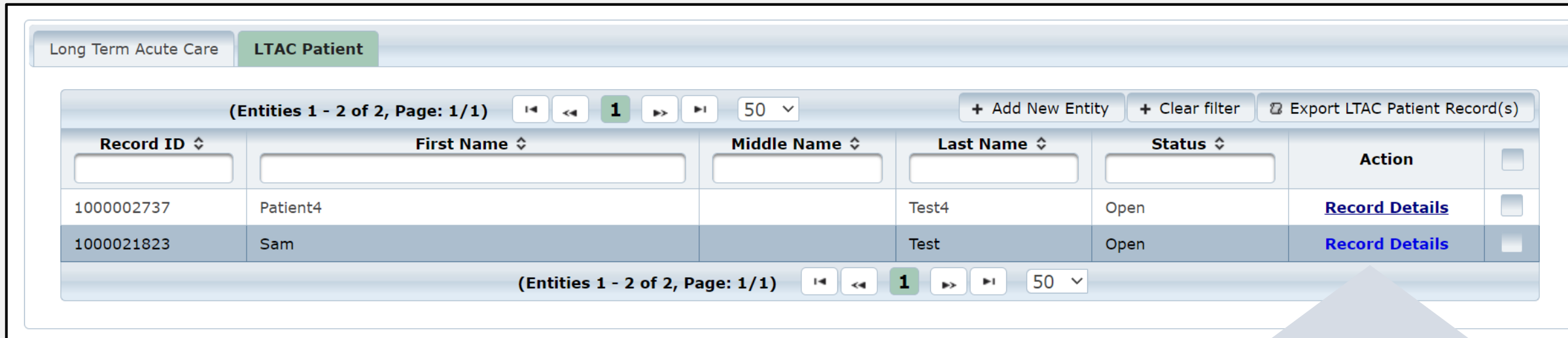
# View the Completed Record

- After saving the question packages information, view the completed record by navigating to the EMSTR toolbar.
- In this example, the user selected “**LTAC Patient Record**” on the **Entity>Long Term Acute Care>LTAC Patient Record** tab.

The screenshot displays the EMSTR (Emergency Medical Services Trauma Registry) system interface. The top navigation bar is green and contains the following links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Admin. The 'Entity' link is highlighted with a red box. Below the navigation bar, the main header area is white and contains the Texas Department of State Health Services logo and the text 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. On the right side of the header, there is a dropdown menu for 'Long Term Acute Care' which is open, showing two options: 'LTAC Facility' and 'LTAC Patient Record'. The 'LTAC Patient Record' option is highlighted with a green box. A light blue arrow points from the 'LTAC Patient Record' option in the dropdown menu to the main content area, indicating the next step in the process.

# Record Details (1 of 2)

You can view your submitted patient records.



The screenshot displays a web application interface for managing Long Term Acute Care (LTAC) patients. At the top, there are two tabs: 'Long Term Acute Care' and 'LTAC Patient', with the latter being selected. Below the tabs is a header bar containing the text '(Entities 1 - 2 of 2, Page: 1/1)', navigation icons, a page number '1', a dropdown menu set to '50', and three buttons: '+ Add New Entity', '+ Clear filter', and 'Export LTAC Patient Record(s)'. The main content area features a table with the following columns: 'Record ID', 'First Name', 'Middle Name', 'Last Name', 'Status', 'Action', and a checkbox. The table contains two rows of data. The first row has '1000002737' as the Record ID, 'Patient4' as the First Name, an empty Middle Name, 'Test4' as the Last Name, 'Open' as the Status, and a blue 'Record Details' link. The second row has '1000021823' as the Record ID, 'Sam' as the First Name, an empty Middle Name, 'Test' as the Last Name, 'Open' as the Status, and a blue 'Record Details' link. At the bottom of the table, there is a footer bar with the same pagination and navigation information as the header.

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000002737	Patient4		Test4	Open	<a href="#">Record Details</a>	<input type="checkbox"/>
1000021823	Sam		Test	Open	<a href="#">Record Details</a>	<input type="checkbox"/>

To view a specific patient record, click “Record Details”.

[Record Details](#)

# Record Details (2 of 2)

- Upon selecting **Record Details**, the system will take you back to the **Record Summary** page.
- You can view or edit information by selecting the “**Question Package**” link in the **Record Data** tab.

### Record Summary (Patient)

**Basic Information**

Record ID	1000021823
Record Type	Patient Record - Long Term Acute Care
Person	<a href="#">Sam Test</a>
Status	Open
UUID	9f5d3f88-8e14-45ab-a498-52648eb47aad
Notifications	General Notifications

[Edit Patient Information](#)

**Notes**

255 characters remaining.

☒ Save

**Notes Details**

UserName	Entry Date	Notes
No records found.		

**Record Data** | **Record History**

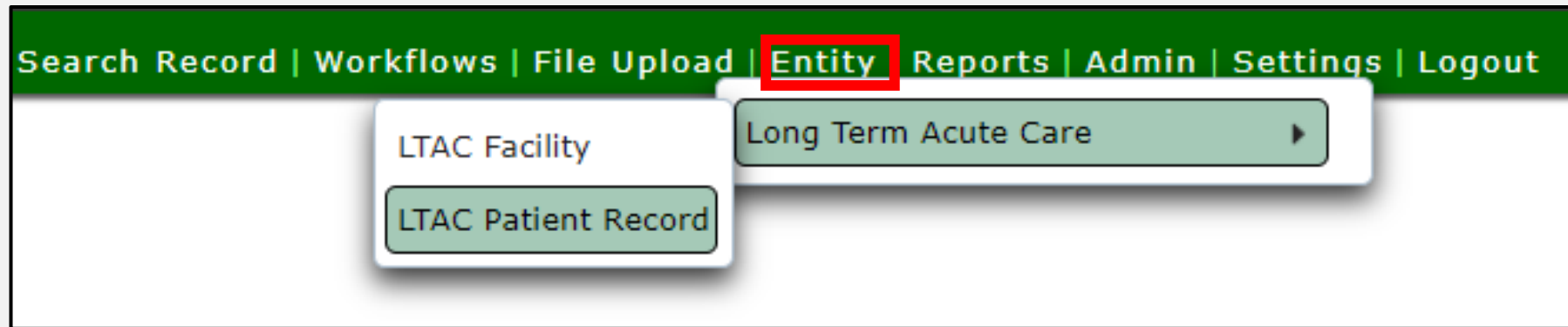
Question Packages			
Question Package	Last Update	Updated By	Status
<a href="#">Consolidated</a>	10/16/2023	Crystal Olalde	Complete
<a href="#">Disposition Outcome Information</a>	10/16/2023	Crystal Olalde	Complete
<a href="#">Procedures and Treatments Information</a>	10/16/2023	Crystal Olalde	Complete

# Section 5: Record Summary



# LTAC or Rehab Patient Record

- To view a patient record summary, select "**Entity >entity type >**" and the record type.
- In this example, the user selected "**LTAC Patient Record**".



# Record Summary Screen

On this screen, you can view the patient records list.

Long Term Acute Care

LTAC Patient

(Entities 1 - 2 of 2, Page: 1/1)

1

50

+ Add New Entity

+ Clear filter

Export LTAC Patient Record(s)

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000002737	Patient4		Test4	Open	<a href="#">Record Details</a>	<input type="checkbox"/>
1000021823	Sam		Test	Open	<a href="#">Record Details</a>	<input type="checkbox"/>

(Entities 1 - 2 of 2, Page: 1/1)

1

50



# Record Details

- To view a specific patient record, click “**Record Details**”.
- NOTE – The selected record is highlighted.

Long Term Acute Care

LTAC Patient

(Entities 1 - 2 of 2, Page: 1/1)

1

50

+ Add New Entity

+ Clear filter

Export LTAC Patient Record(s)

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000002737	Patient4		Test4	Open	<a href="#">Record Details</a>	<input type="checkbox"/>
1000021823	Sam		Test	Open	<a href="#">Record Details</a>	<input type="checkbox"/>

(Entities 1 - 2 of 2, Page: 1/1)

1

50

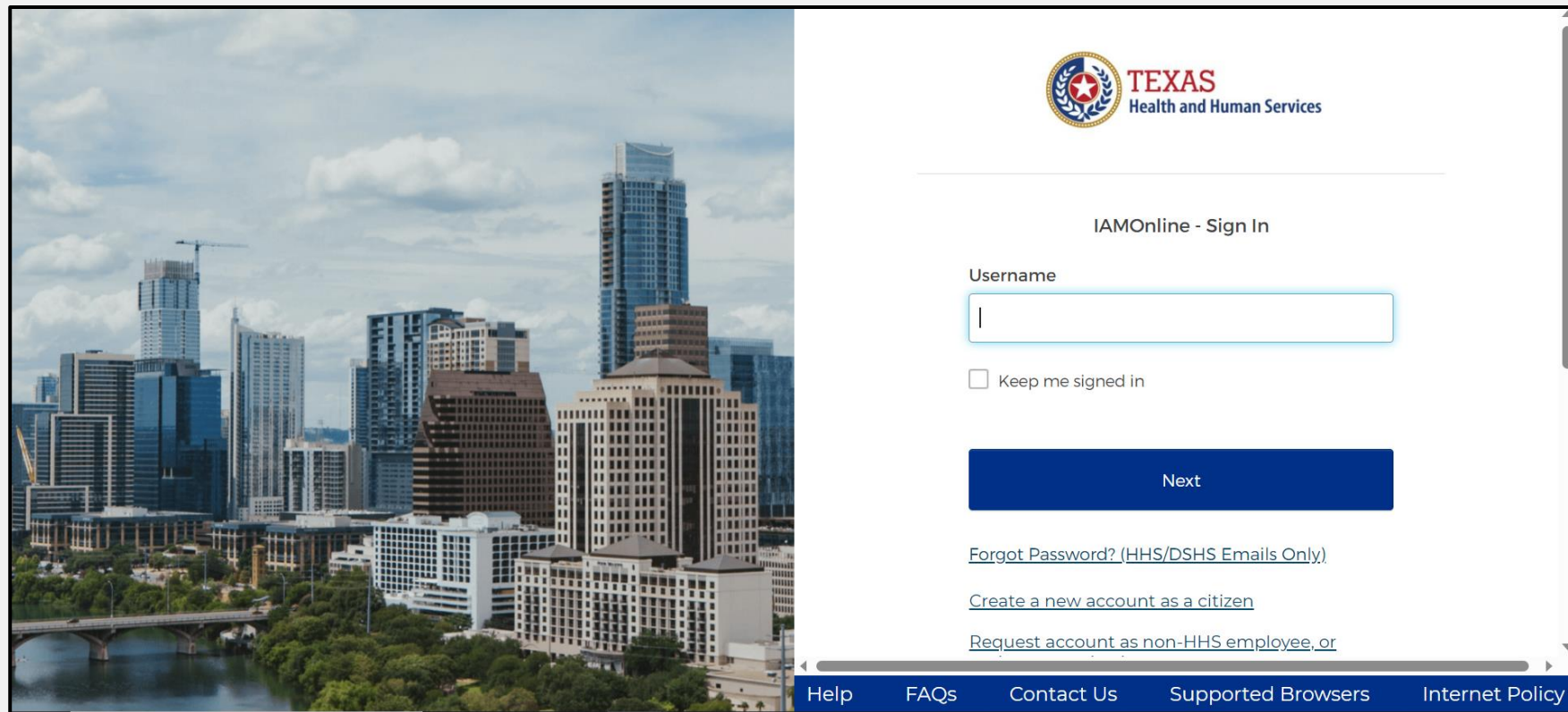
**Record Details**

# Section 6: Account Management



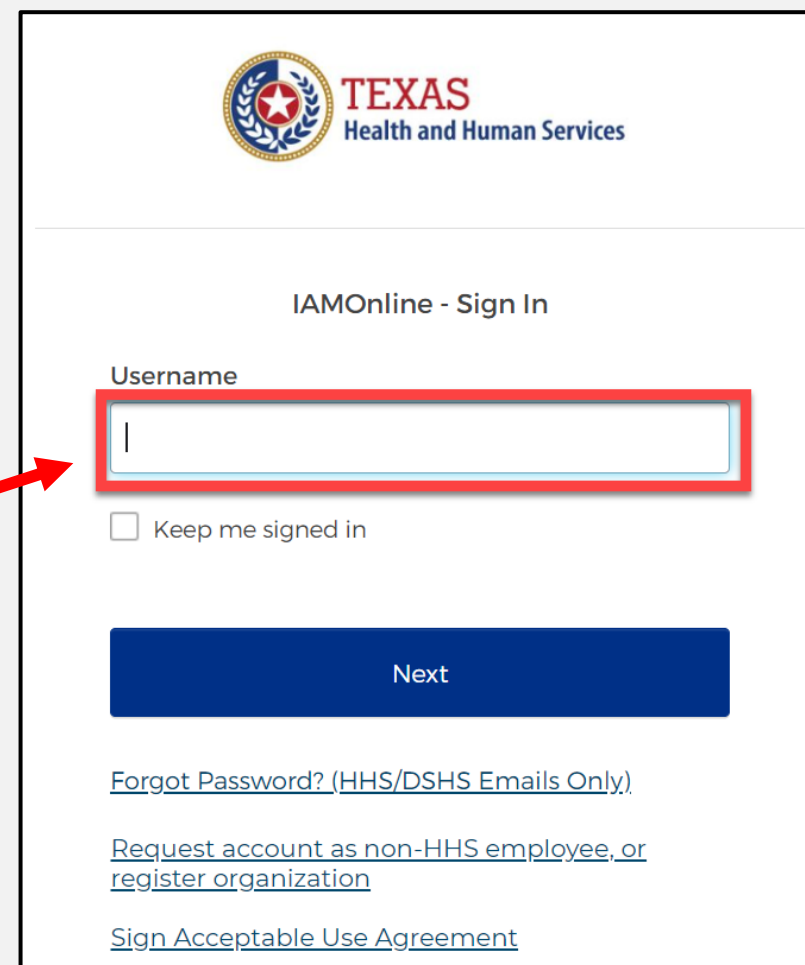
# IAMOnline Home Page

Account management is available through the Texas Health and Human Services (HHS) Identity and Access Management Online (IAMOnline).

The screenshot shows the IAMOnline Sign In page. On the left is a large image of the Dallas skyline. On the right is the sign-in interface. At the top right is the Texas Health and Human Services logo. Below it is the heading 'IAMOnline - Sign In'. There is a 'Username' label above a text 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 sign-in area 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 dark blue footer bar at the very bottom contains links for 'Help', 'FAQs', 'Contact Us', 'Supported Browsers', and 'Internet Policy'.

# Forgot Password (1 of 2)

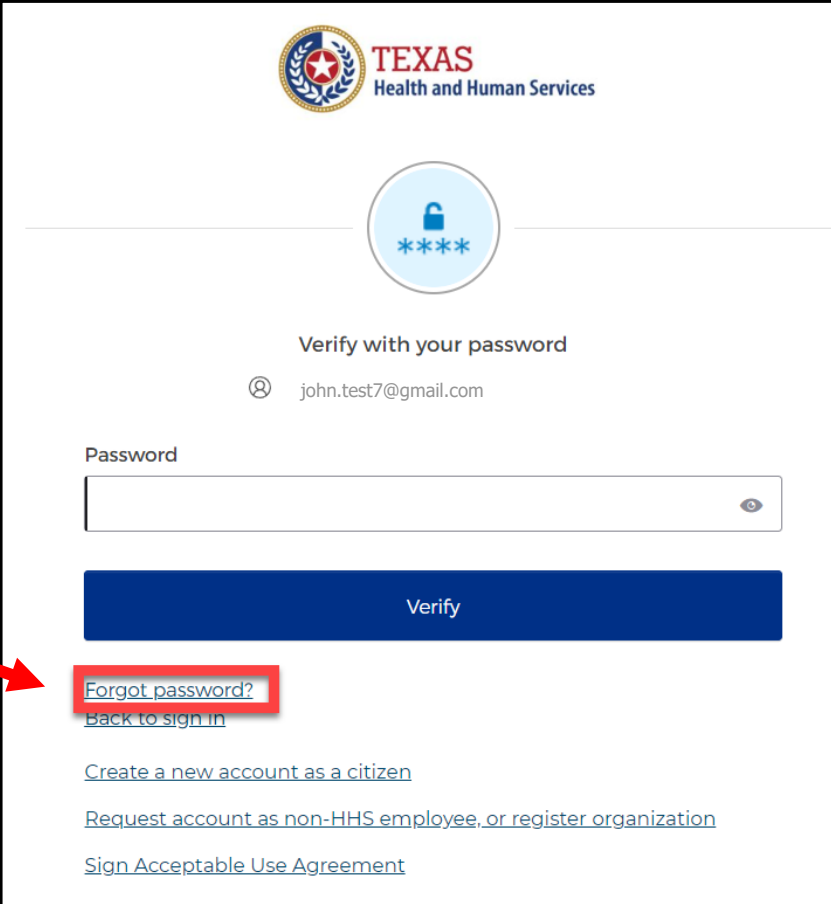
- If you forget your password, you can reset it on your own.
- From the IAMOnline sign-in page, type your username in the “Username” box.





The screenshot shows the Texas Health and Human Services IAMOnline Sign In page. At the top is the Texas Health and Human Services logo. Below it is the text 'IAMOnline - Sign In'. The 'Username' label is above a text input field, which is highlighted with a red border. A red arrow points from the text 'in the “Username” box.' in the list to the left to this input field. Below the input field is a checkbox labeled 'Keep me signed in'. At the bottom is a blue 'Next' button. Below the button 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 on 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](#)

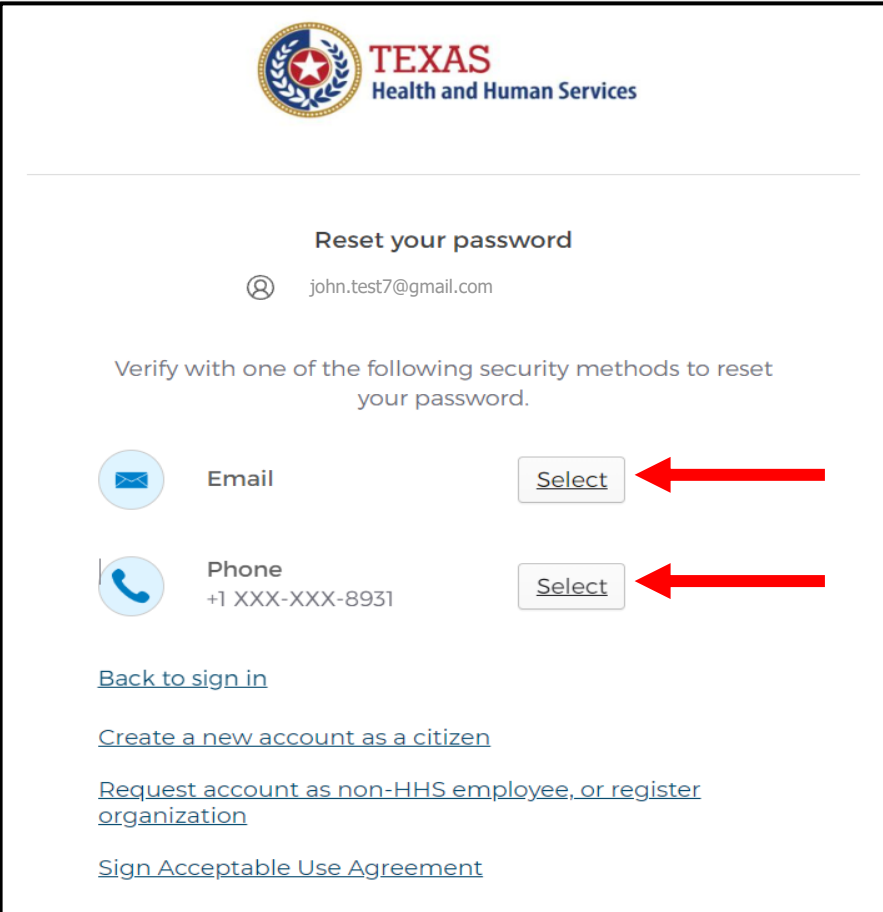
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

# Reset Your Password (1 of 3)

Choose either the **Email** or **Phone** method and click the “**Select**” button.



The screenshot shows the Texas Health and Human Services (HHS) password reset interface. At the top is the Texas HHS logo. Below it, the heading "Reset your password" is centered. A user icon and the email "john.test7@gmail.com" are displayed. A message states: "Verify with one of the following security methods to reset your password." Two options are listed: "Email" with an envelope icon and a "Select" button, and "Phone" with a phone icon, a placeholder "+1 XXX-XXX-8931", and a "Select" button. Red arrows point to both "Select" buttons. At the bottom are four links: "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

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 +1 XXX-XXX-8931 [Select](#)

[Back to sign in](#)

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

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

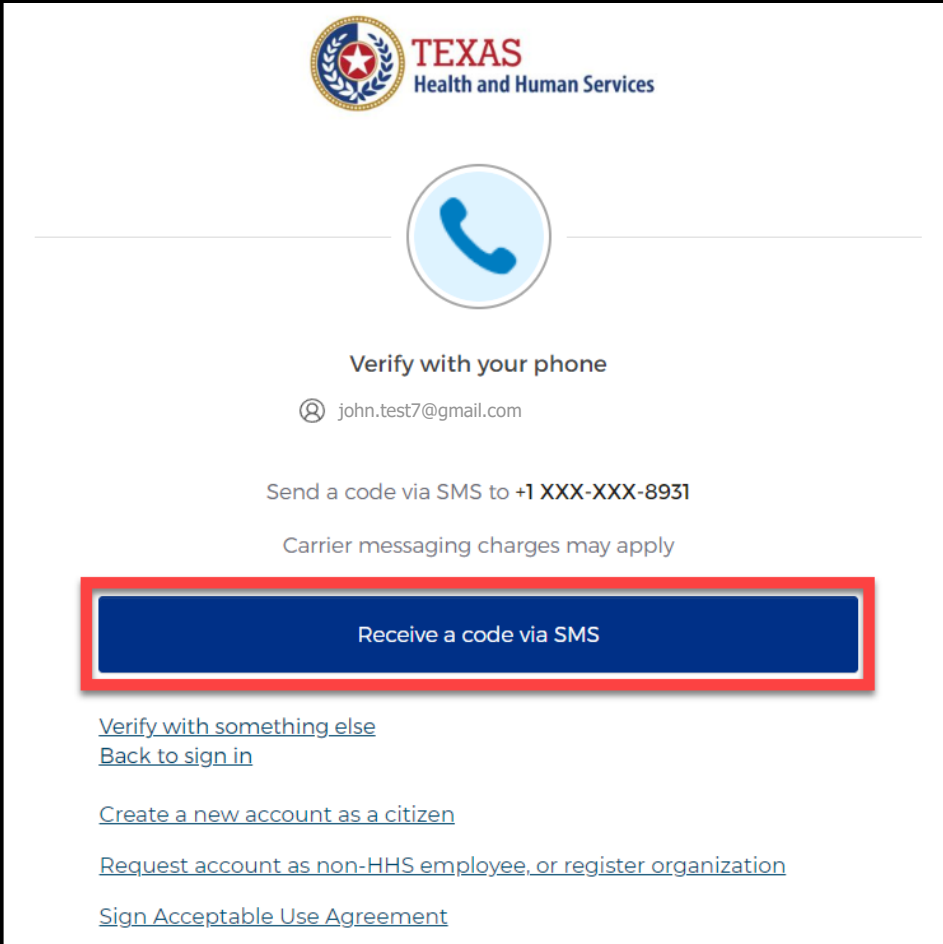
[Sign Acceptable Use Agreement](#)

# Reset Your Password (2 of 3)

- After selecting either phone or email, the system will prompt you to **receive a code via SMS or Email**.

*NOTE – The phone option was selected in this example.*

- Select the **“Receive a code via SMS”** button to receive a verification code.

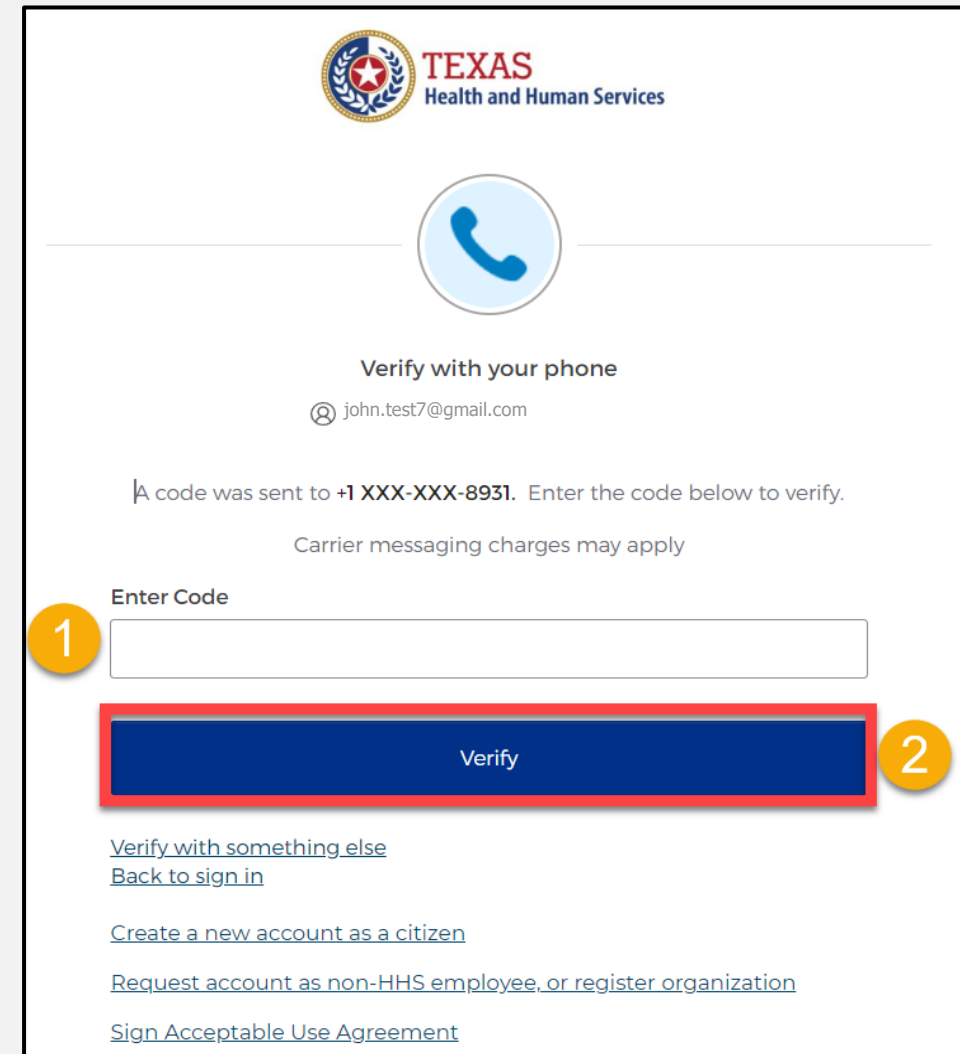


The screenshot displays the Texas Health and Human Services (HHS) password reset interface. At the top, the Texas HHS logo is visible. Below it, a circular icon with a blue telephone handset is centered. The text "Verify with your phone" is displayed below the icon. Underneath, the email address "john.test7@gmail.com" is shown with a small icon to its left. Further down, the text "Send a code via SMS to +1 XXX-XXX-8931" is displayed, followed by the note "Carrier messaging charges may apply". A prominent blue button with the text "Receive a code via SMS" is highlighted with a red rectangular border. At the bottom of the screen, there are several links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", 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.



The screenshot shows the Texas Health and Human Services verification interface. At the top is the Texas Health and Human Services logo. Below it is a blue telephone icon. The text "Verify with your phone" is displayed, followed by the email address "john.test7@gmail.com". A message states: "A code was sent to +1 XXX-XXX-8931. Enter the code below to verify." Below this, it says "Carrier messaging charges may apply". There is an "Enter Code" label above a text input field, which is marked with a yellow circle containing the number "1". Below the input field is a large blue "Verify" button with a red border, marked with a yellow circle containing the number "2". At the bottom, there are several links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

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

[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](#)

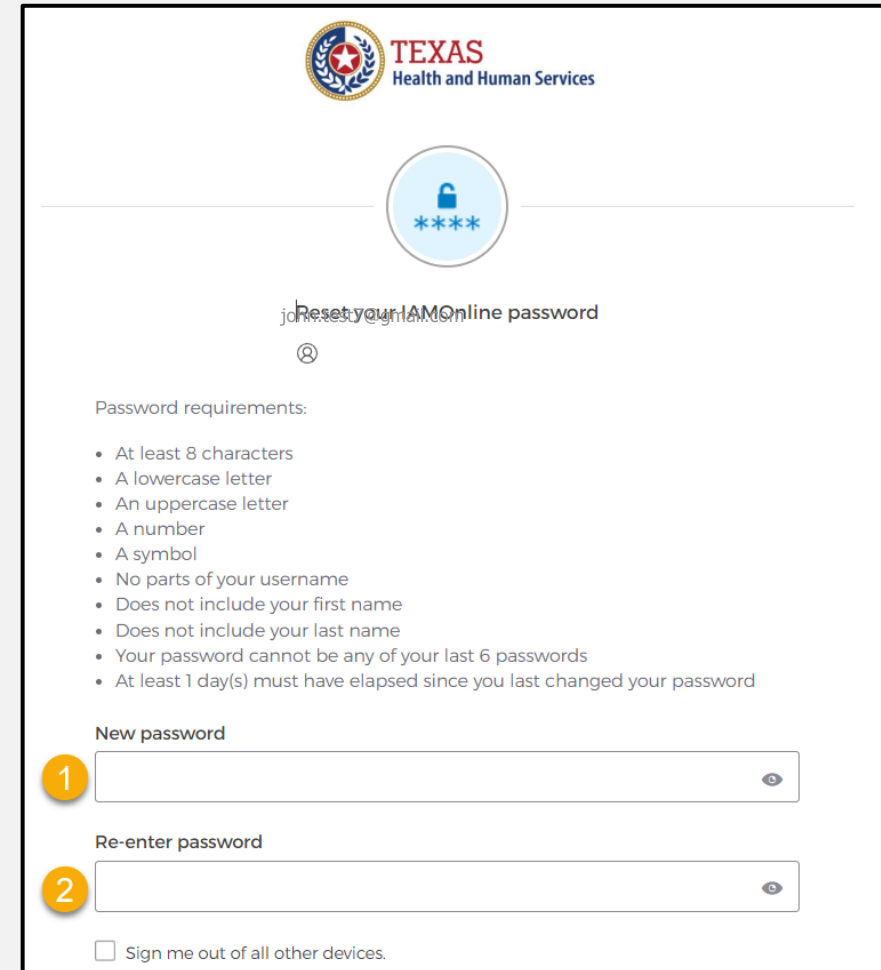


# Reset Your IAMOnline Password (1 of 2)

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 the Texas Health and Human Services. At the top is the Texas state seal and the text 'TEXAS Health and Human Services'. Below this is a blue circular icon with a lock and four asterisks. The page title is 'Reset your IAMOnline password'. There is a small icon of a person with a question mark. Under 'Password requirements:', there is a list of rules: 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, and At least 1 day(s) must have elapsed since you last changed your password. Below the requirements are two input fields: 'New password' (labeled with a yellow circle containing the number 1) and 'Re-enter password' (labeled with a yellow circle containing the number 2). Both fields have a toggle icon on the right. At the bottom, there is a checkbox labeled 'Sign me out of all other devices.'

TEXAS  
Health and Human Services

Reset your IAMOnline password

Ⓜ

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

1

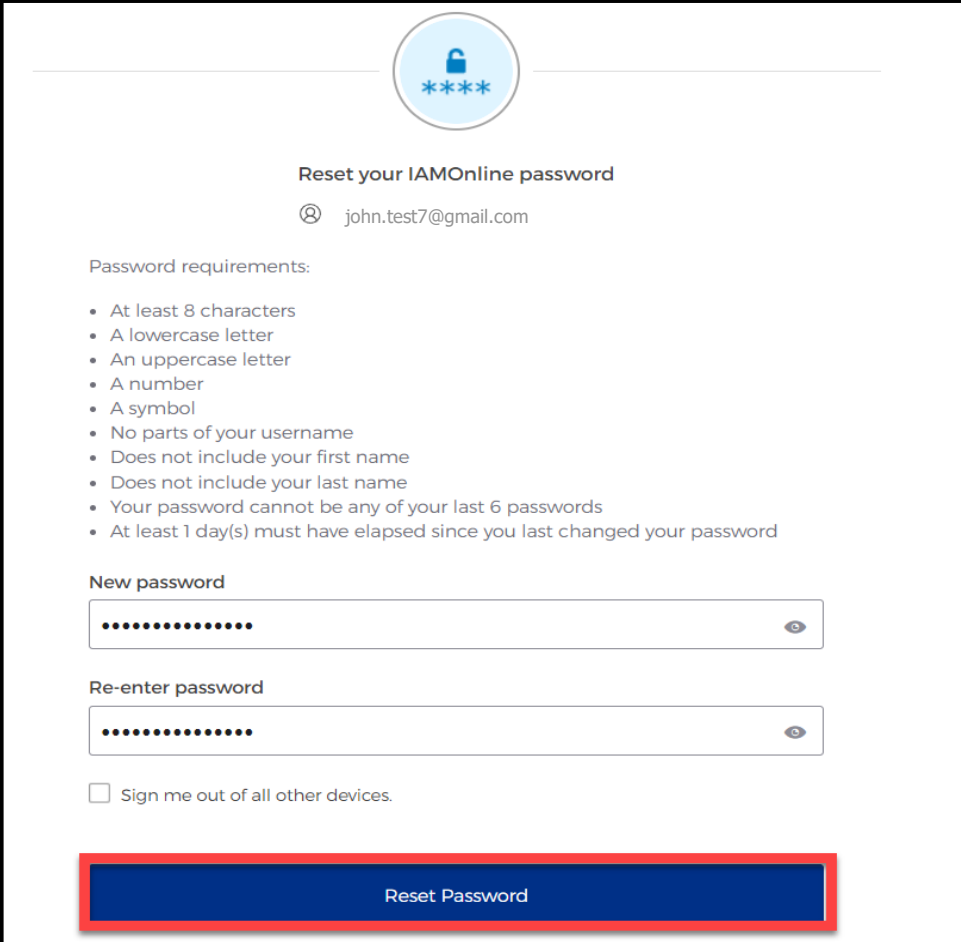
Re-enter password

2

☐ Sign me out of all other devices.

# Reset Your IAMOnline password (2 of 2)

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



The screenshot shows a web interface for resetting an IAMOnline password. At the top, there is a blue circular icon with a lock and four asterisks. Below this, the text "Reset your IAMOnline password" is displayed, followed by the email address "john.test7@gmail.com". A section titled "Password requirements:" lists ten criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, no first or last name, and not being one of the last 6 passwords. Below the requirements are two input fields: "New password" and "Re-enter password", both masked with dots and featuring an eye icon for toggling visibility. A checkbox labeled "Sign me out of all other devices." is positioned below the second field. At the bottom, a blue button with the text "Reset Password" is highlighted with a red border.

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

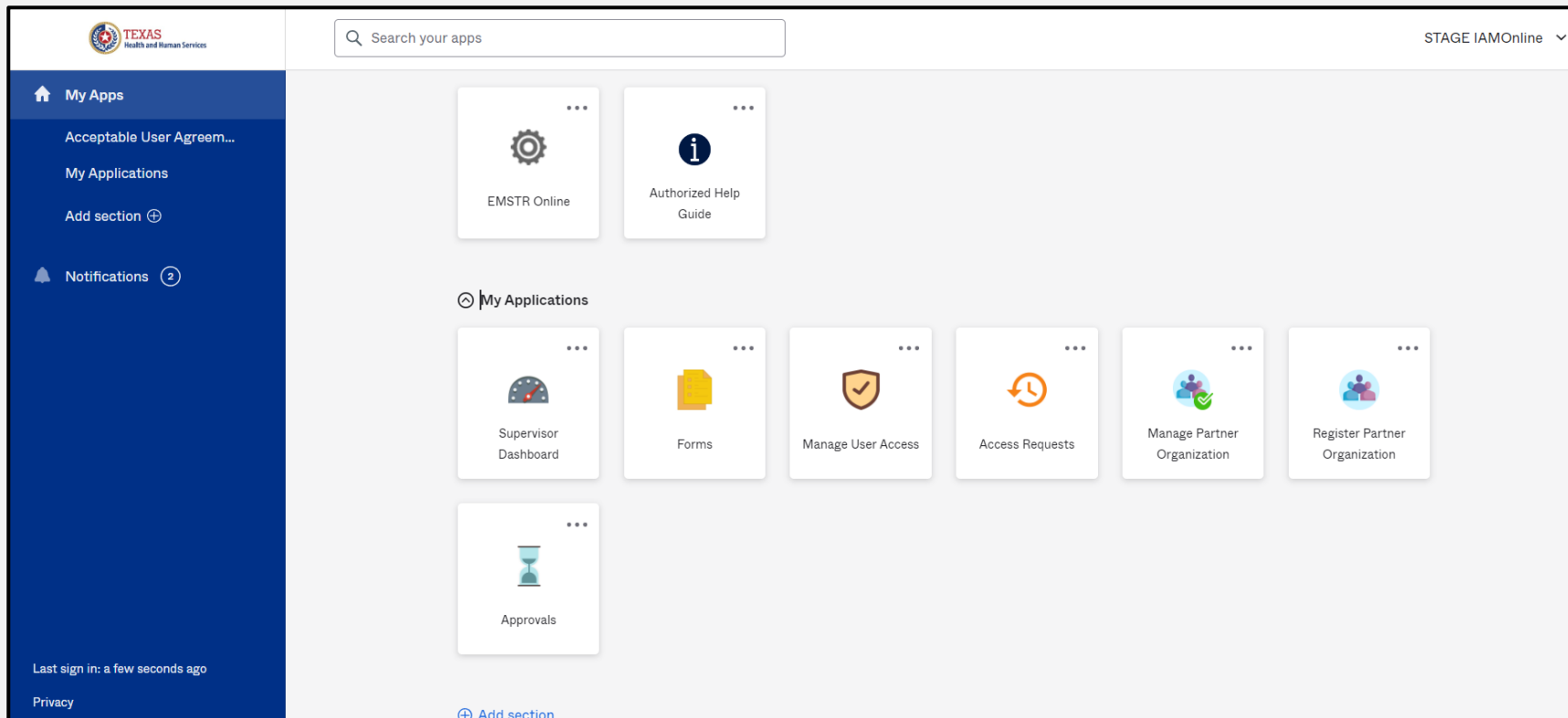
Re-enter password

☐ 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 the **MyApps** dashboard.



# Account Locked



After multiple incorrect password attempts, your account will be locked. The system will send you an email your account will automatically unlock after 30 minutes.

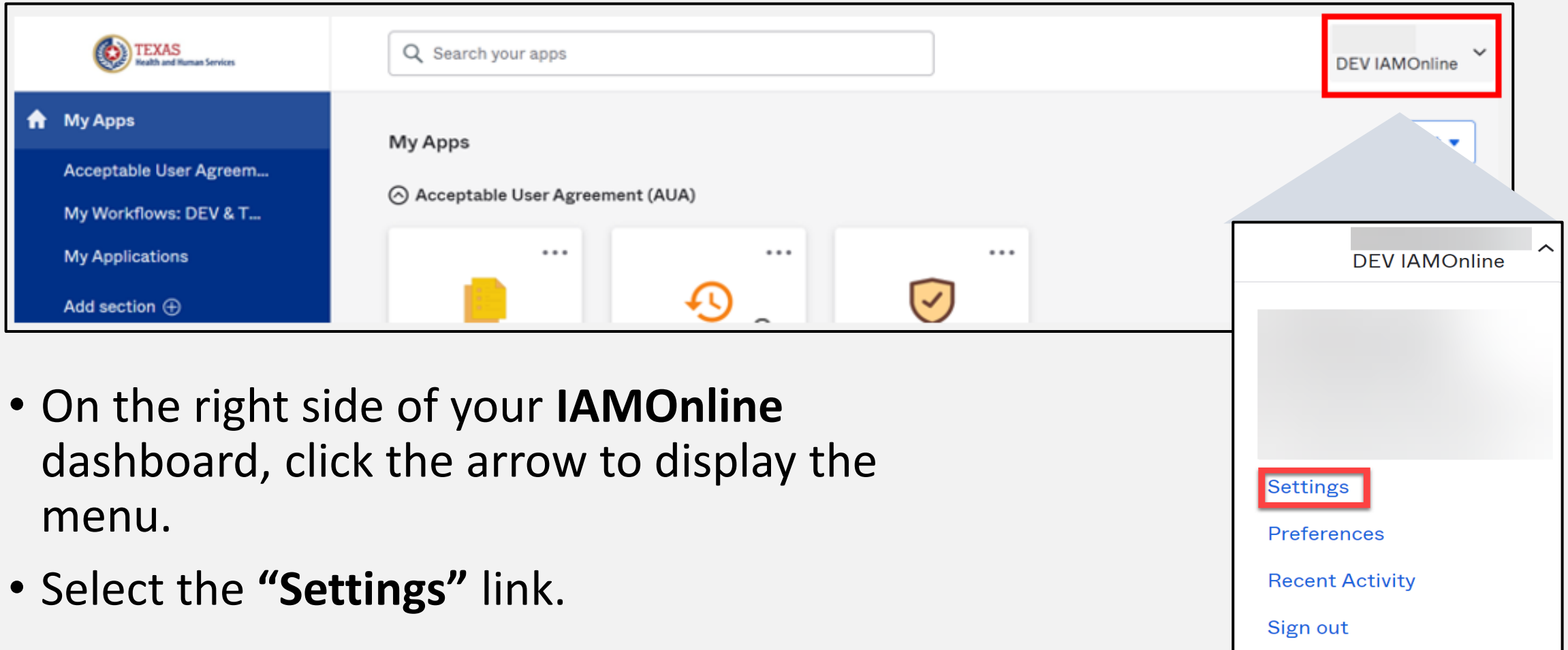


If you do not remember your password after the account unlocks, please reset your password.



If you need your password reset before 30 minutes for urgent requests, you may contact the [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

# Update Account (1 of 2)



The screenshot displays the Texas Health and Human Services IAMOnline dashboard. On the left is a blue sidebar with navigation links: 'My Apps', 'Acceptable User Agreem...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section (+)'. The main content area is titled 'My Apps' and shows an 'Acceptable User Agreement (AUA)' card. In the top right corner, a user profile dropdown menu is open, showing the user's name 'DEV IAMOnline' with a downward arrow. Below this, the menu items are listed: 'Settings' (highlighted with a red box), 'Preferences', 'Recent Activity', and 'Sign out'. A blue arrow points from the 'Settings' link in the menu to the 'Settings' link in the list.

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

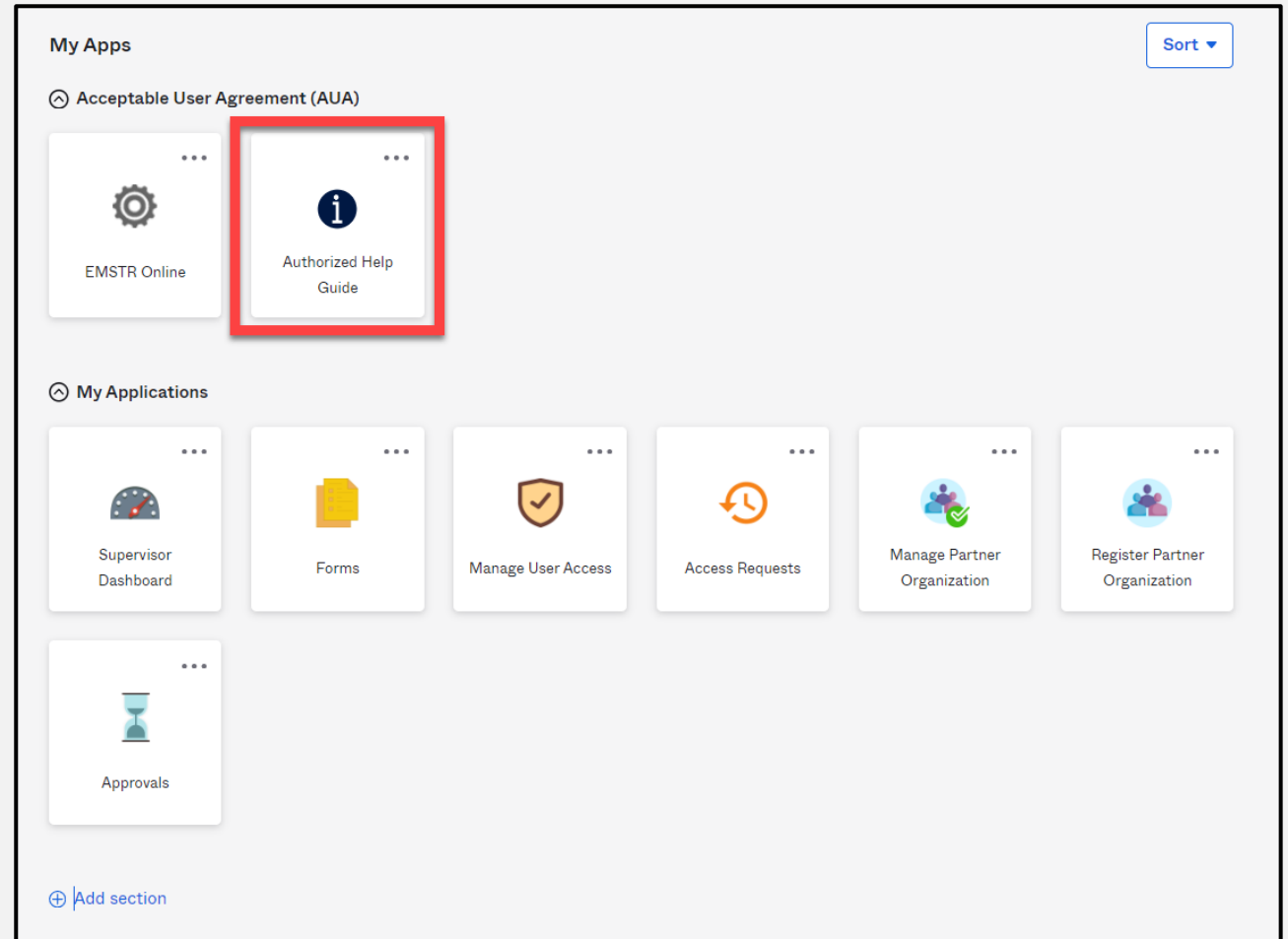


# Section 7: Resources and Contact Information



# Authorized Help Guide

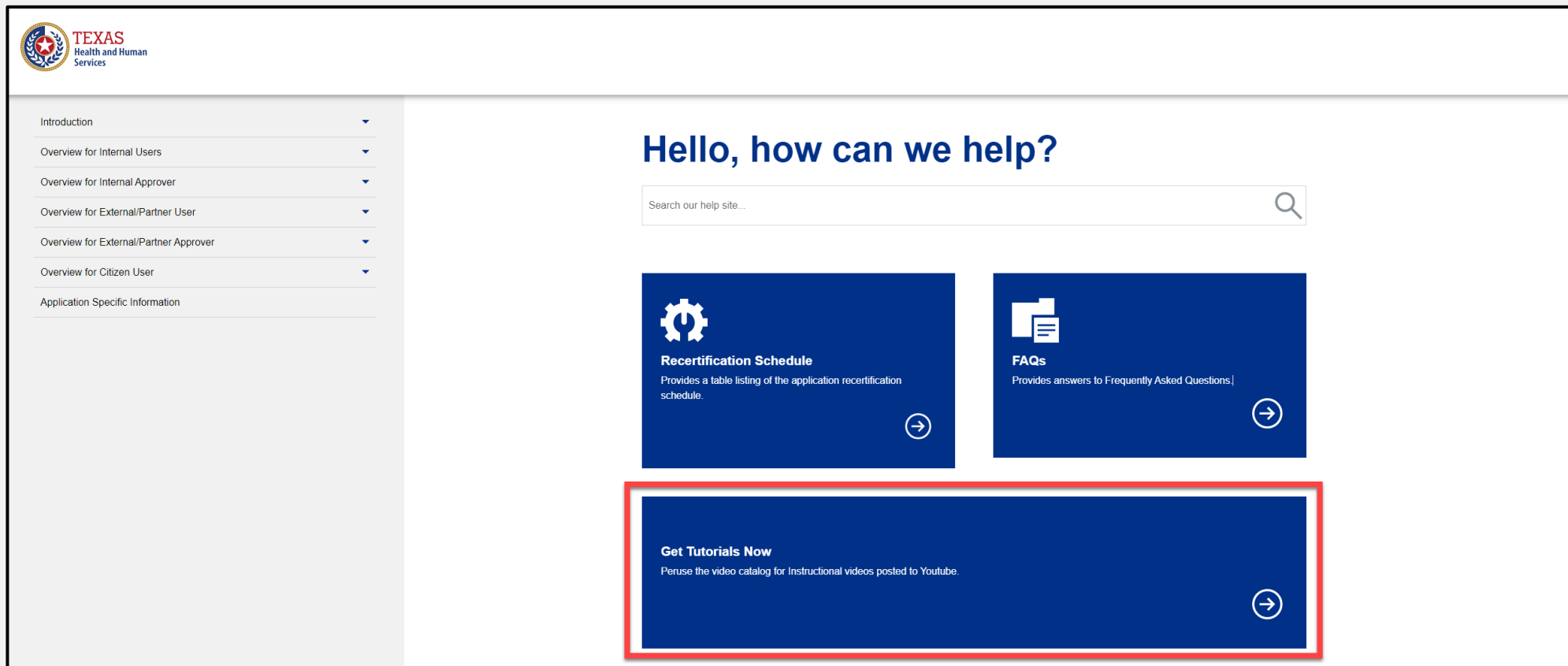
From your **MyApps** dashboard, select the “**Authorized Help Guide**” tile to access **IAMOnline** helpful videos and additional resource links.





# Help Page

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



# 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*

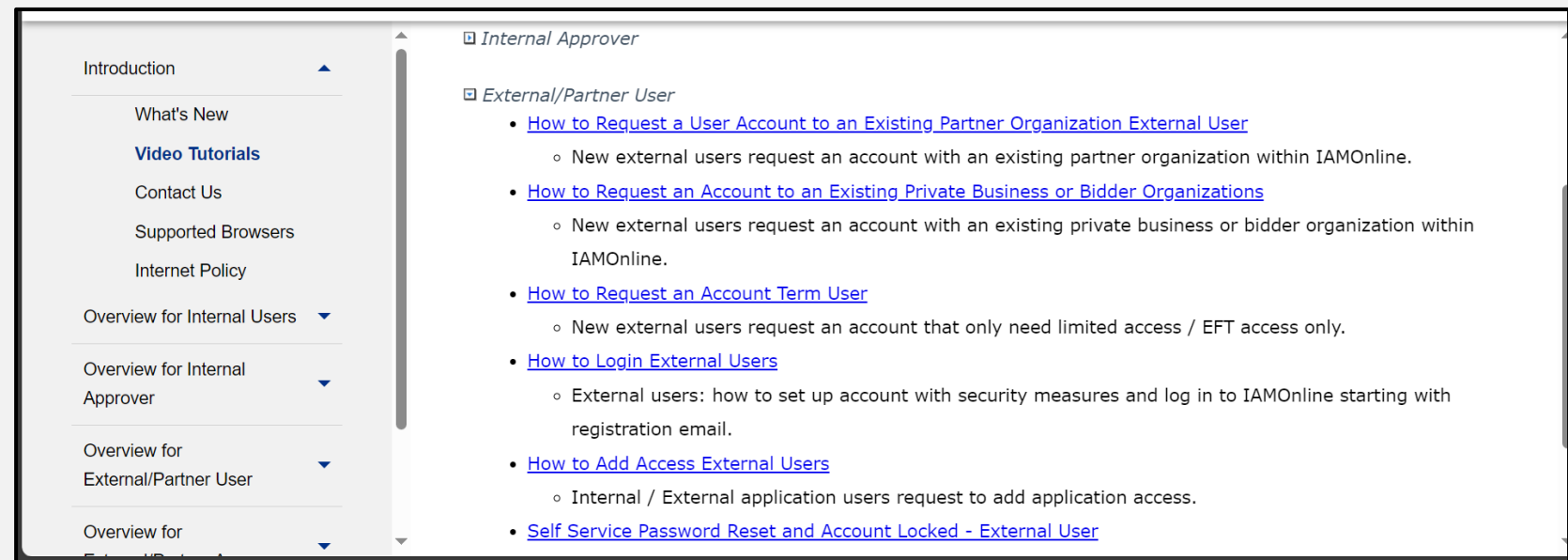
Facility User

☐ *External/Partner Approver*

Facility Administrator

# External Partner User Video Links

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



The screenshot displays a web interface with a left-hand navigation menu and a main content area. The navigation menu includes links such as 'Introduction', 'What's New', 'Video Tutorials' (highlighted in blue), 'Contact Us', 'Supported Browsers', 'Internet Policy', and several 'Overview for' sections. The 'Overview for External/Partner User' section is expanded, showing a list of video links. The main content area is titled 'External/Partner User' and contains a bulleted list of links with brief descriptions of each video's content.

- [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](#)

# Resources and Contacts

**Resources** – For additional resources, visit the DSHS webpage [Long-Term Acute Care \(LTAC\) Rehab | Texas DSHS](#).

**For questions regarding IAMOnline** – Contact the DSHS Injury Prevention EMSTR email at [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

# Thank you!

EMSTR Team

[injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov)