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**Texas Department of State  
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# EMS Account Set Up

**Audience** – EMS users requesting an Emergency Medical Services and Trauma Registries (EMSTR) account to submit data.

**Description** – This guide provides step-by-step instructions on how to request an account, login to the new EMSTR platform, and upload data.

# Emergency Medical Services and Trauma Registries (EMSTR) EMS Account Set Up

November 2023

EMSTR Team

# EMSTR Overview



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# EMSTR

- EMSTR is a statewide passive surveillance system that collects reportable event data from Emergency Medical Services (EMS) providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities.
- EMSTR includes four registries:
  - The EMS Registry;
  - The Acute Traumatic Injury Registry;
  - The Traumatic Brain Injury (TBI) Registry/ Spinal Cord Injury (SCI) Registry; and
  - The Submersion Registry.

# Data Format Update

- EMSTR will upgrade to the National EMS Information System (NEMSIS) version 3.5.
- NOTE – The projected date for the move to the data modernization and NEMSIS version 3.5 implementation is November 20<sup>th</sup>, 2023.

# Identity and Access Management Online (IAMOnline)

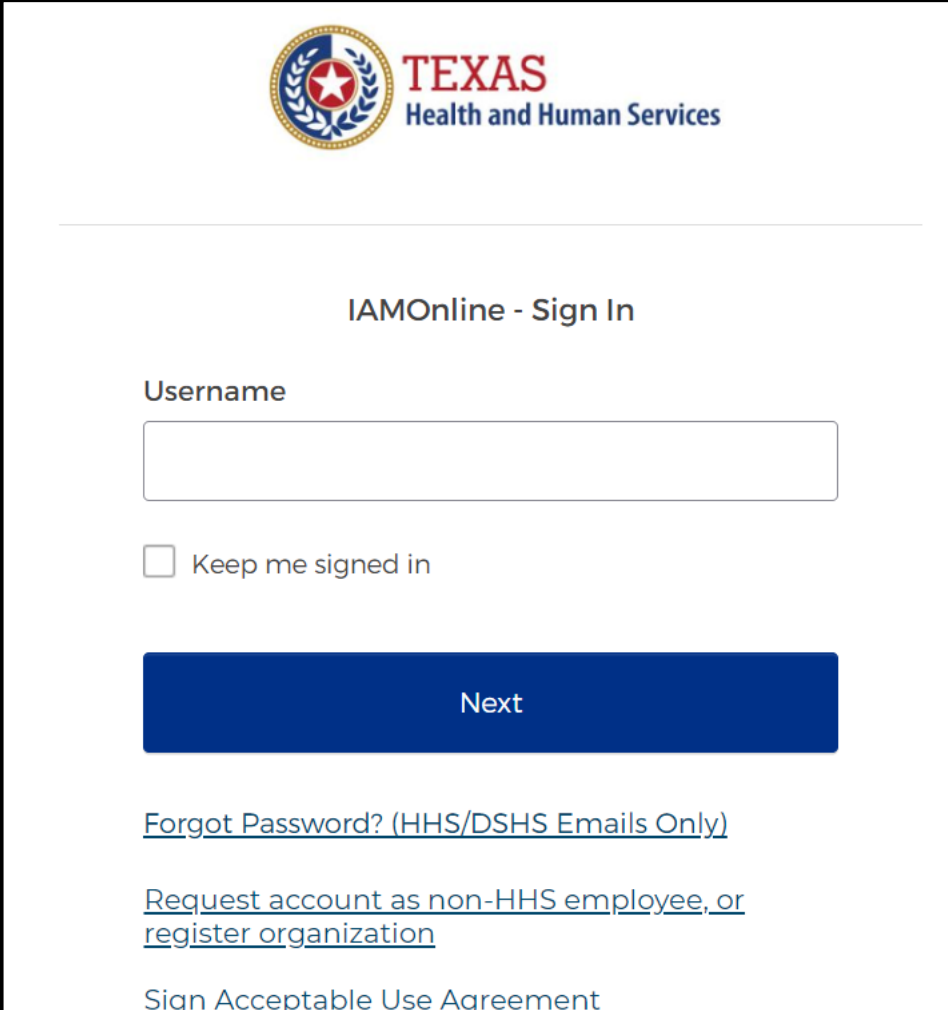


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# IAMOnline (1 of 2)

- EMSTR will begin using the new Identity and Access Management platform called [IAMOnline](#) beginning November 2023.
- All Texas Health and Human Services (HHS) applications will be transitioning to IAMOnline.
- IAMOnline provides a more secure log-in process with an authentication feature.



The screenshot displays the IAMOnline Sign In interface. At the top left is the Texas Health and Human Services logo, featuring a circular seal with a star and the text "TEXAS Health and Human Services". Below the logo, the title "IAMOnline - Sign In" is centered. A "Username" label is positioned above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A large blue button with the text "Next" is centered below the checkbox. At the bottom of the page, there are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".



# IAMOnline (2 of 2)

To access EMSTR, each person must complete the **one-time account set up** steps below:

- ☒ Activate your Account
- ☒ Set-up Security Methods
- ☒ Review and Acknowledge the Acceptable Use Agreement (AUA) Form

After completing these steps, you can access EMSTR directly by logging in to your IAMOnline MyApps dashboard.

# Activate Your Account



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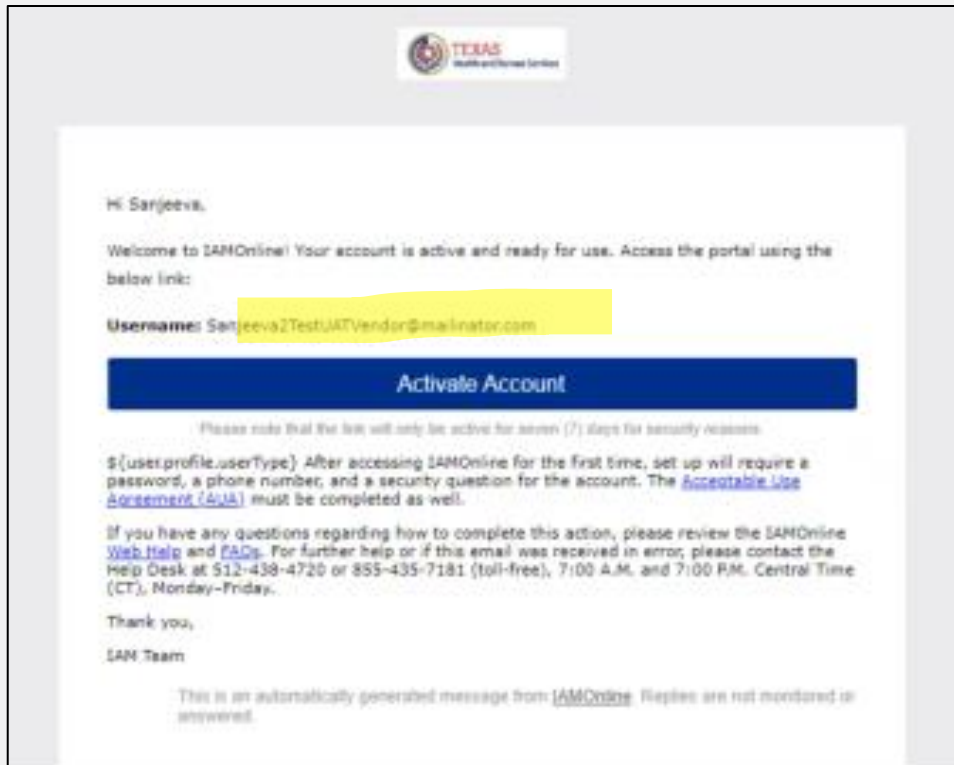
# Activation Emails (1 of 2)

- Locate your **IAMOnline** activation email from [do\\_not\\_reply\\_IAMOnline@partner.hhs.texas.gov](mailto:do_not_reply_IAMOnline@partner.hhs.texas.gov).
- You will receive two (2) activation emails if you are submitting via web services – you must activate both accounts:
  - One for an organization account.
  - One for a webservice account.
- You will receive one (1) activation email if you are submitting via the online submission process.

# Activation Emails (2 of 2)

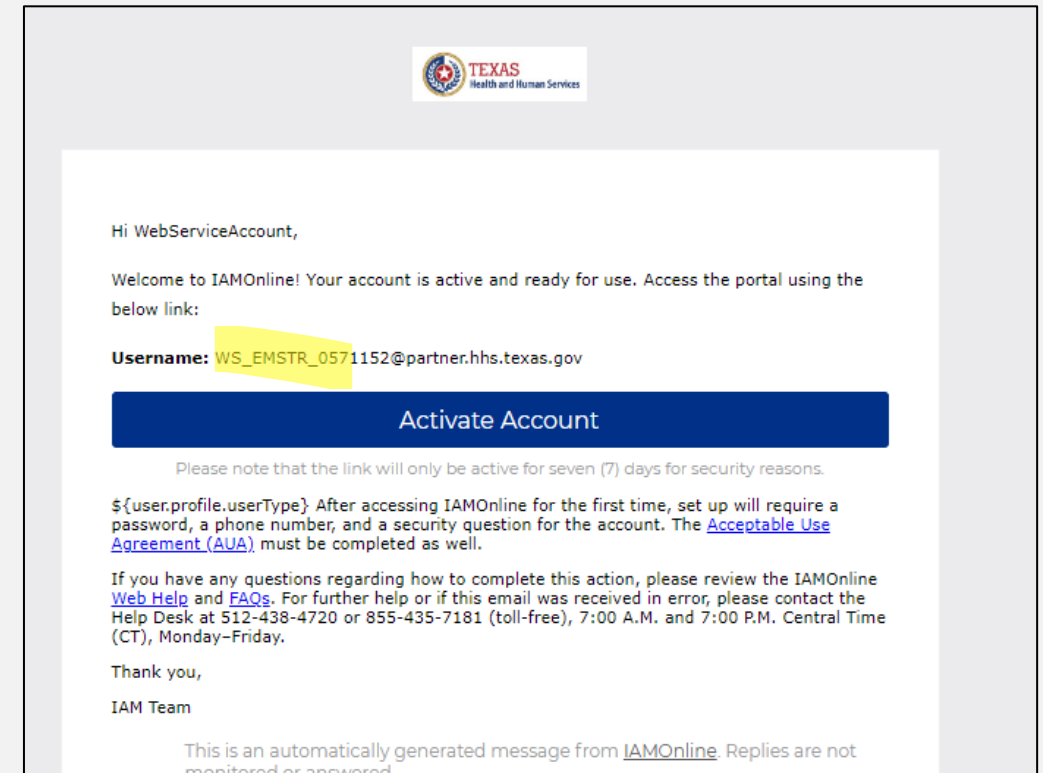
## Organization Activation Email

Note: This is your employee email address.



## Web Services Activation Email

Note: Assigned email with WS\_EMSTR.



# Activate Your Account (1 of 2)

- Locate your **IAMOnline** activation email from [do\\_not\\_reply\\_IAMOnline@partner.hhs.texas.gov](mailto:do_not_reply_IAMOnline@partner.hhs.texas.gov).
- **IAMOnline** will send the activation email to your employee email address.

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

# 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 receipt of email 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]@dshtexas.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

 @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](#)

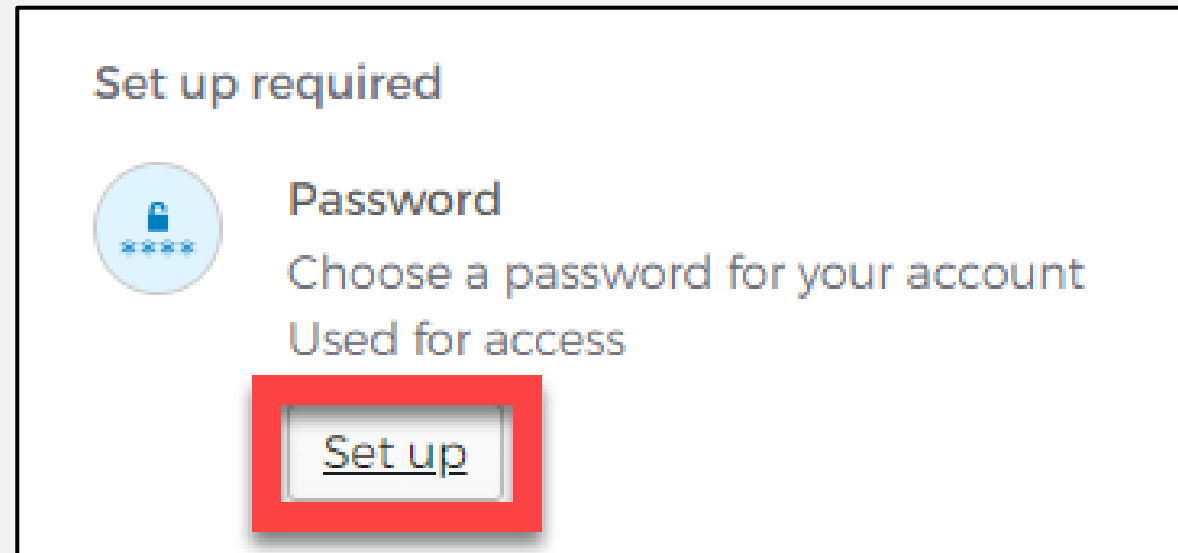
[Request account as non-HHS employee, or register organization](#)

[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 on the “**Set up button**” under **Phone**.



## Phone

Verify with a code sent to your phone

Used for access or recovery

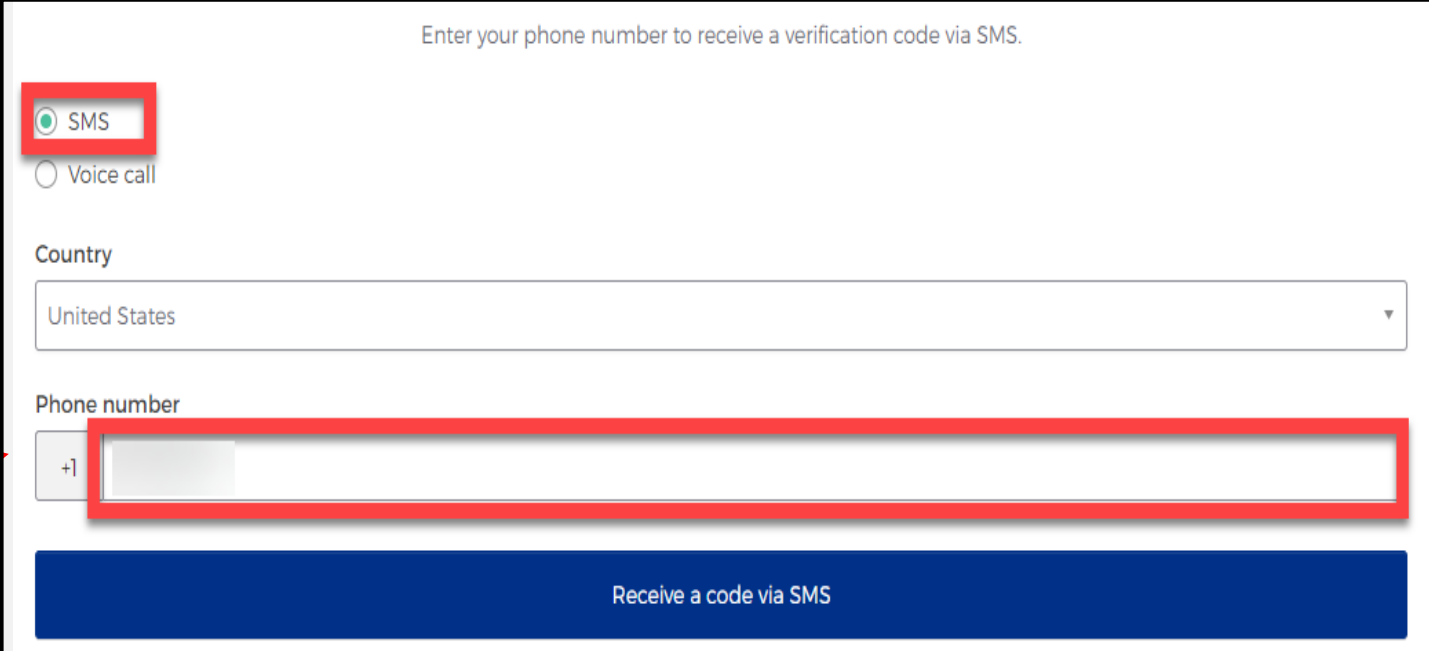
Set up

# 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**”.



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

☒ SMS  
☐ Voice call

Country  
United States

Phone number  
+1

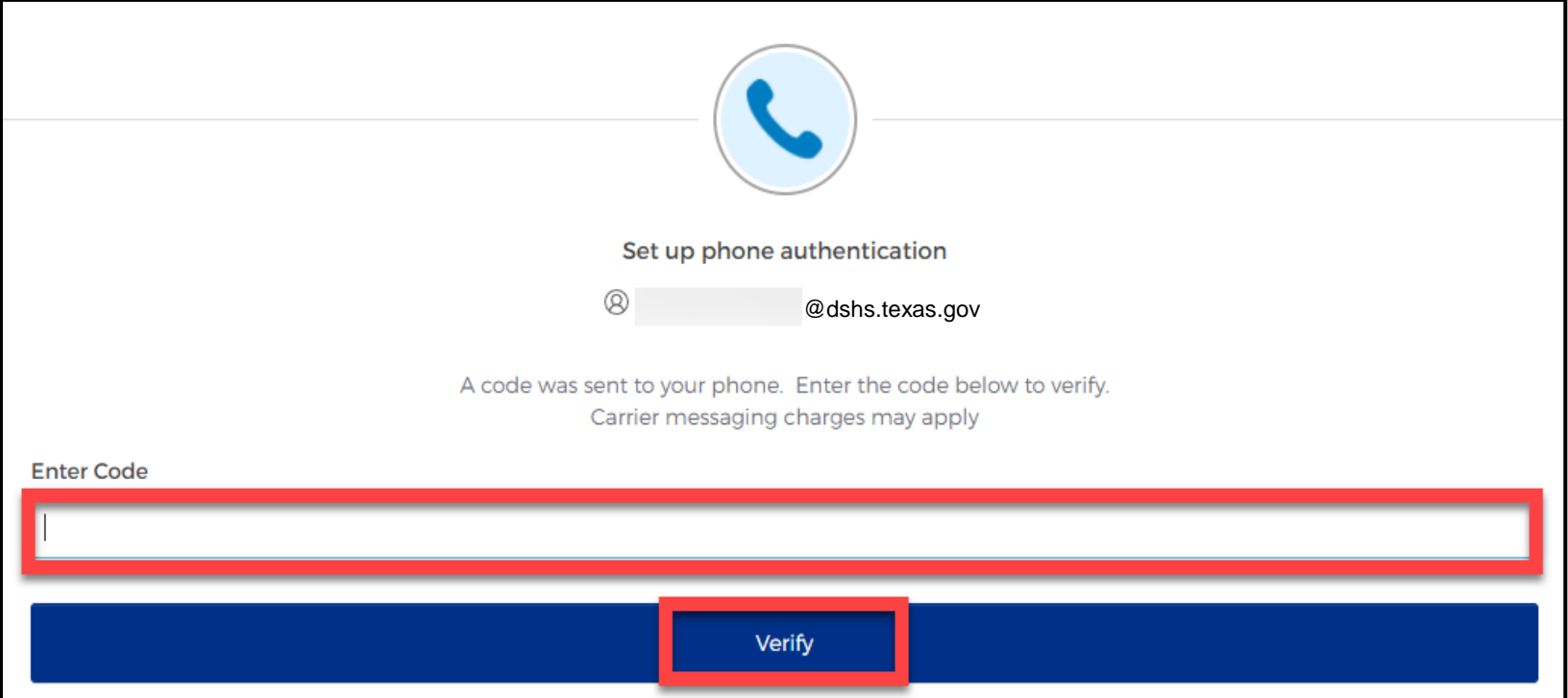
Receive a code via SMS


The screenshot shows a web form for phone verification. 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 and a red arrow pointing to it from the text 'Verify your account by entering your phone number'. The field contains the prefix '+1' followed by a greyed-out area. At the bottom is a blue button labeled 'Receive a code via SMS'.

\*SMS stands for Short Message Service.


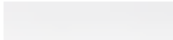
# Set Up Phone Authentication (2 of 2)

- **IAMOnline** 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

  @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, IAMOnline will redirect you to set up a **Security Question**.
- To set up your security question, select the “**Set up**” button under **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

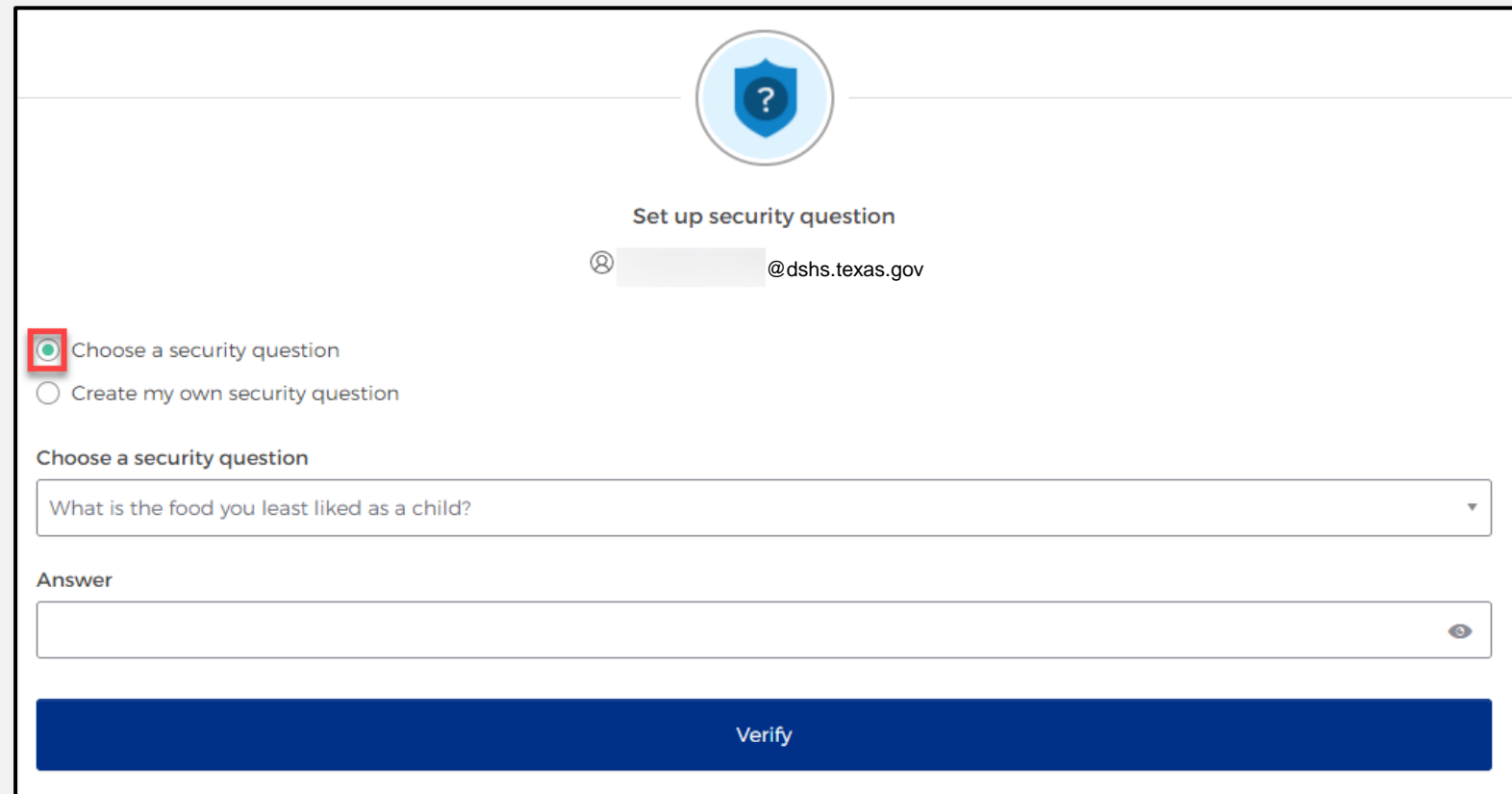
 **Security Question**  
Choose a security question and answer that will be used for signing in  
Used for recovery

[Set up](#)

# Set Up Security Question (1 of 2)

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

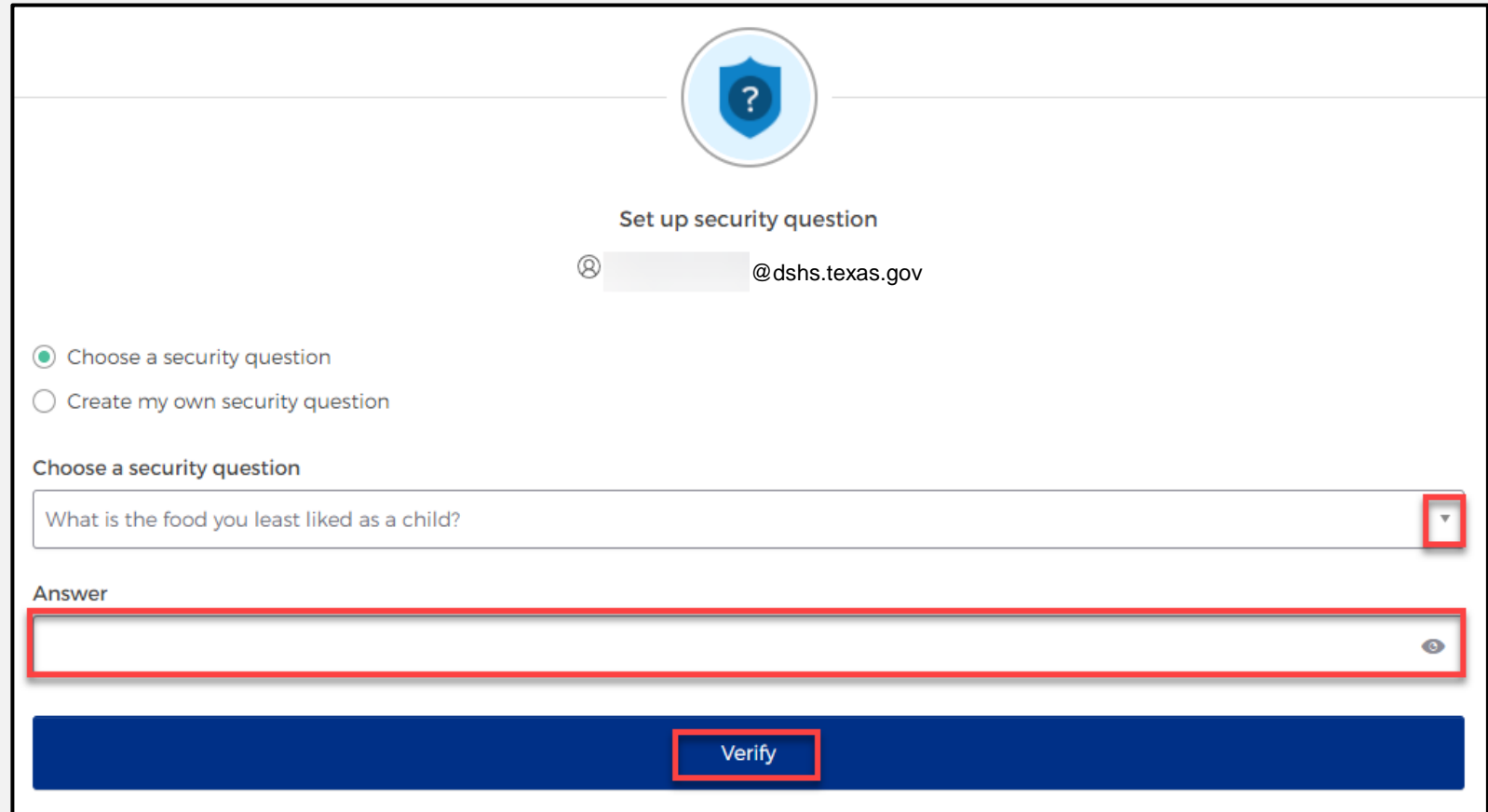
**NOTE** – *If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.*



The screenshot shows a web form titled "Set up security question". At the top, there is a blue shield icon with a white question mark. Below the icon, the text "Set up security question" is displayed. Underneath, a user icon is followed by a redacted email address and "@dshs.texas.gov". There are two radio button options: "Choose a security question" (which is selected and highlighted with a red square) and "Create my own security question". Below these options, there is a dropdown menu labeled "Choose a security question" with the text "What is the food you least liked as a child?". Below the dropdown is a text input field labeled "Answer". At the bottom of the form is a large blue button labeled "Verify".

# 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". At the top, there is a blue shield icon with a question mark. Below it, the text "Set up security question" is displayed, followed by a user identifier "dshs.texas.gov". There are two radio buttons: "Choose a security question" (which is selected) and "Create my own security question". Below the radio buttons, there is a dropdown menu labeled "Choose a security question" with the text "What is the food you least liked as a child?". Below the dropdown menu, there is a text input field labeled "Answer". At the bottom of the form, there is a blue button labeled "Verify". Red boxes highlight the dropdown menu, the answer field, and the "Verify" button.

# Access MyApps Dashboard



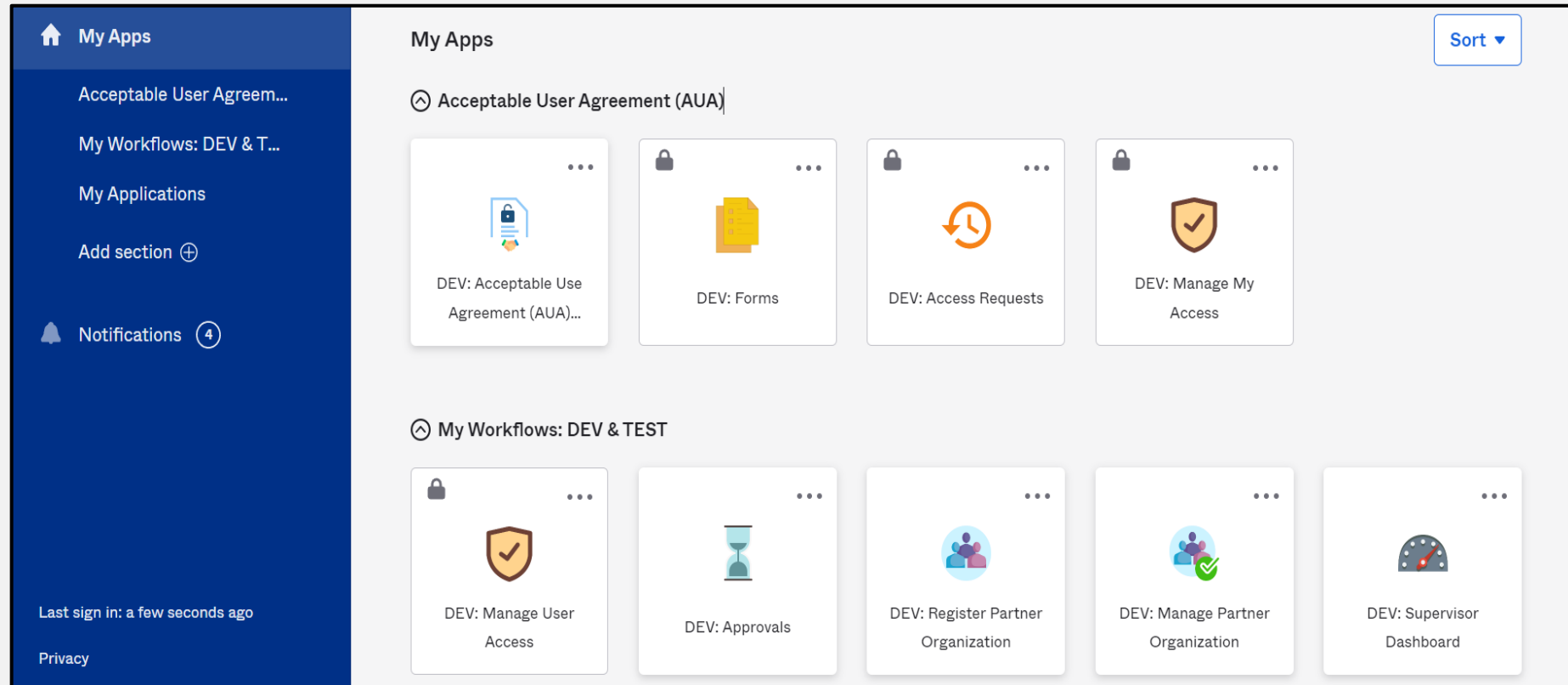
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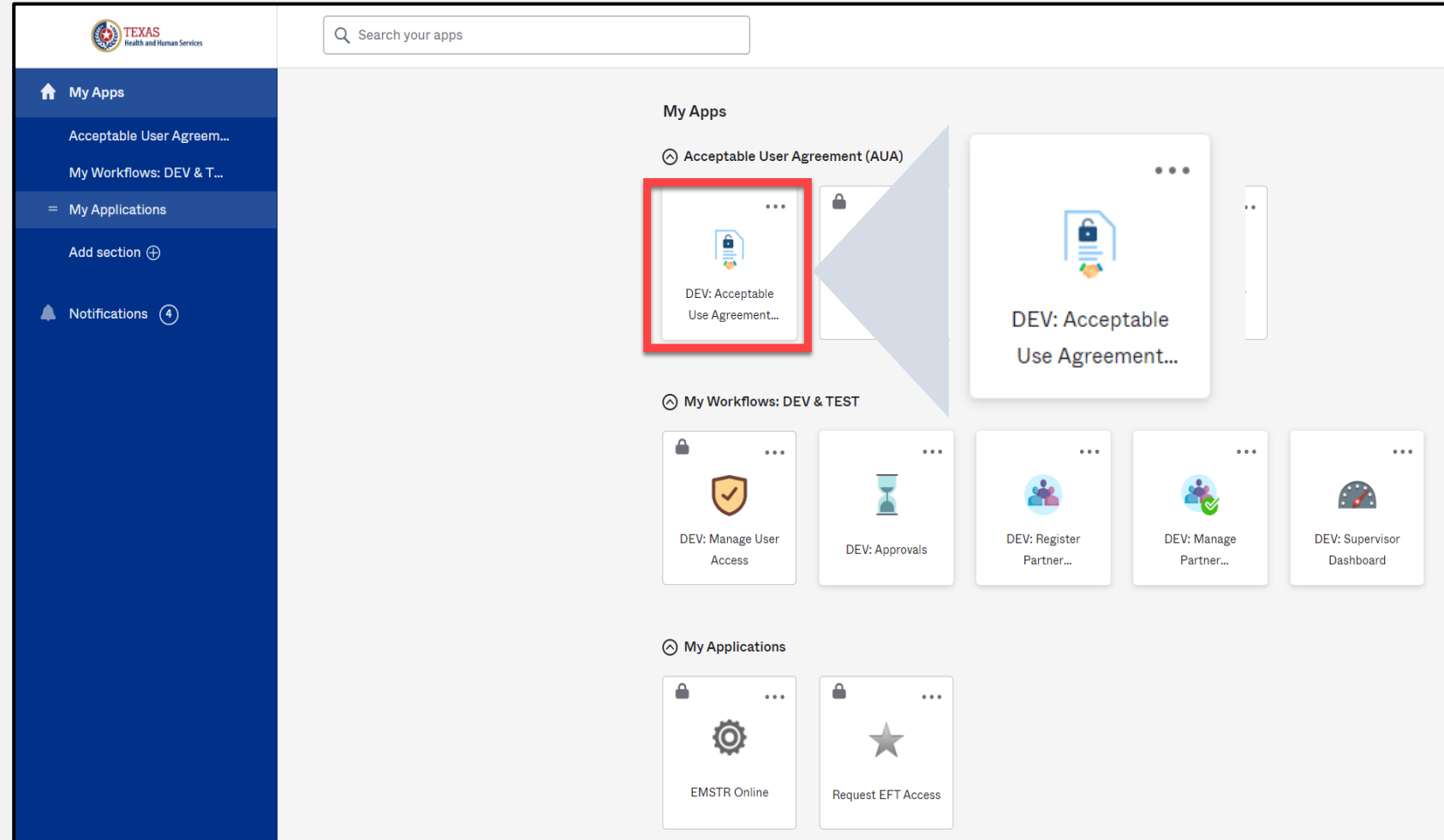
# Access the MyApps Dashboard

Once you set up your security methods, IAMOnline 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.
- To do this, 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 AUA.

**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

# Account Activation Process

Repeat the process (slides 17-31) to active the second account.

Continue to slide 30 when both accounts are activated.

# Web Services Uniform Resource Locator (URL) (Web Address)



# Web Services URL

- Use the [WS Tech Guide](#) for the URL and Simple Object Access Protocol (SOAP) set up.
- The username and password are the same as the IAMOnline **web service log in**.

Hi WebServiceAccount,

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

Username: WS\_EMSTR\_0571152@partner.hhs.texas.gov

- The organization ID is the DSHS ID for the facility you are submitting.
- Note – Data must be in the NEMESIS version 3.5 format.

# Access EMSTR

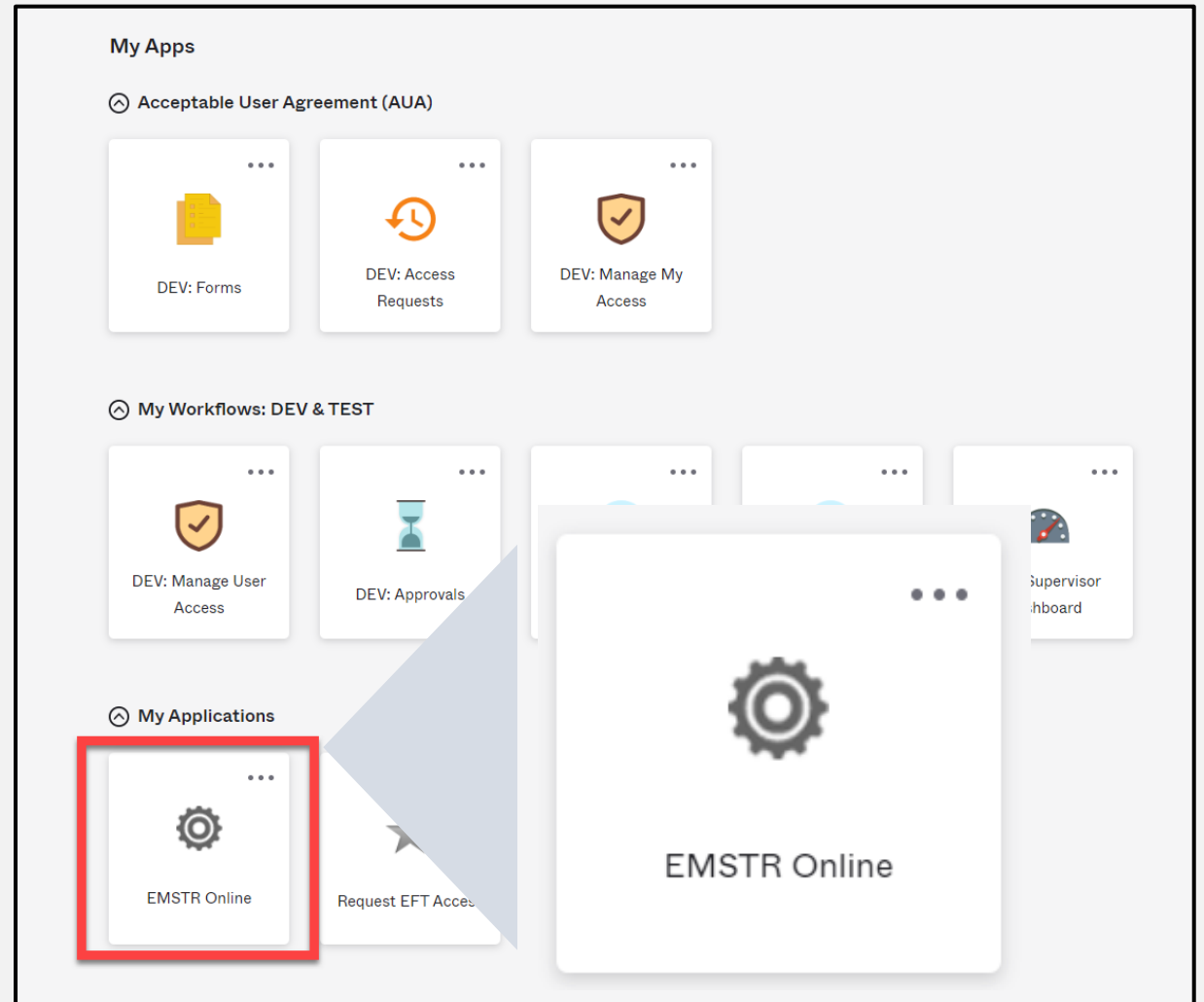


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# Access EMSTR (1 of 2)

Once you receive approval, you can access EMSTR by selecting the “**EMSTR Online**” tile.





# Access EMSTR (2 of 2)

Once you select the “EMSTR Online” tile, the HHS system will direct you the EMSTR homepage.

**EMSTR** | Welcome, [User Name]

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

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## 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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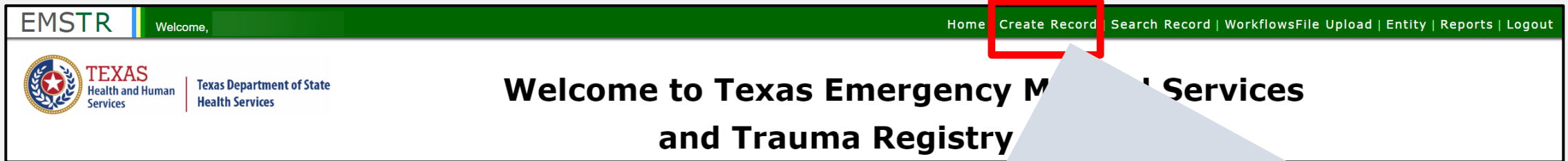
# Online Submission Process



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# Online Submission

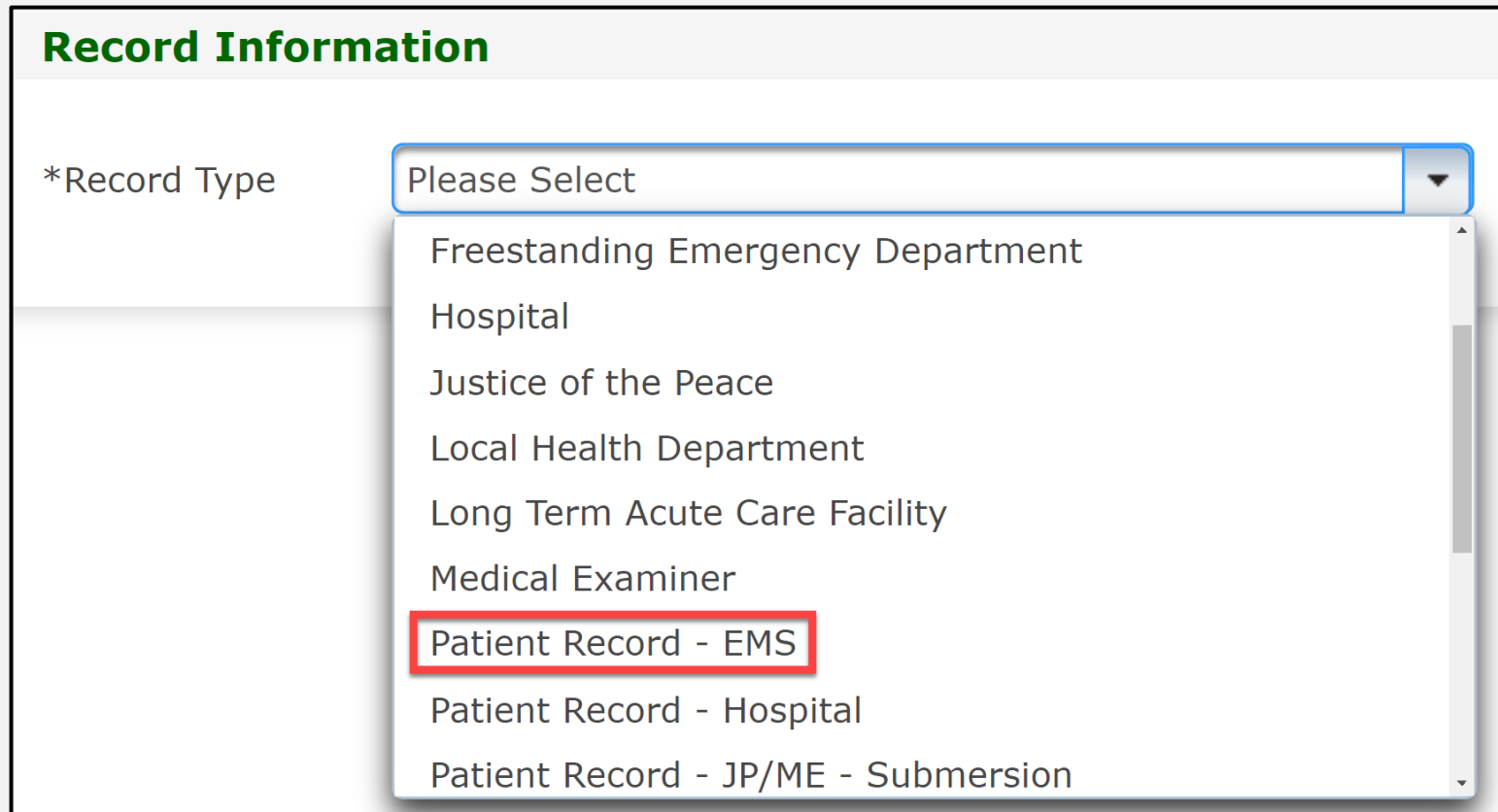


| Create Record |

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

# Create Record (1 of 2)

After selecting “**Create Record**” from the EMSTR toolbar, click the “**Patient Record-EMS**” Record Type 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, showing a list of options. The option "Patient Record - EMS" is highlighted with a red rectangular box. The other options in the list are: "Please Select", "Freestanding Emergency Department", "Hospital", "Justice of the Peace", "Local Health Department", "Long Term Acute Care Facility", "Medical Examiner", "Patient Record - Hospital", and "Patient Record - JP/ME - Submersion".

*Record Type
Please Select
Freestanding Emergency Department
Hospital
Justice of the Peace
Local Health Department
Long Term Acute Care Facility
Medical Examiner
<b>Patient Record - EMS</b>
Patient Record - Hospital
Patient Record - JP/ME - Submersion

# Create Record (2 of 2)

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

**Record Information**

\*Record Type

Patient Record - EMS

**Add Person**

\*First Name

Middle Name

\*Last Name

\*Birth Date

mm/dd/yyyy

\*Gender

Please Select

**Contact Information**

\*Street

\*City

\*County

Please Select

\*State

Texas

\*Country

USA

\*Zip Code

\*Indicates required field

Phone Number

Enter Phone

E-Mail

✓ Save

✗ Cancel

✗ Clear

? Help

# Add Record Data

To add patient record data, complete each of the ten **Question Packages**.

Record Data

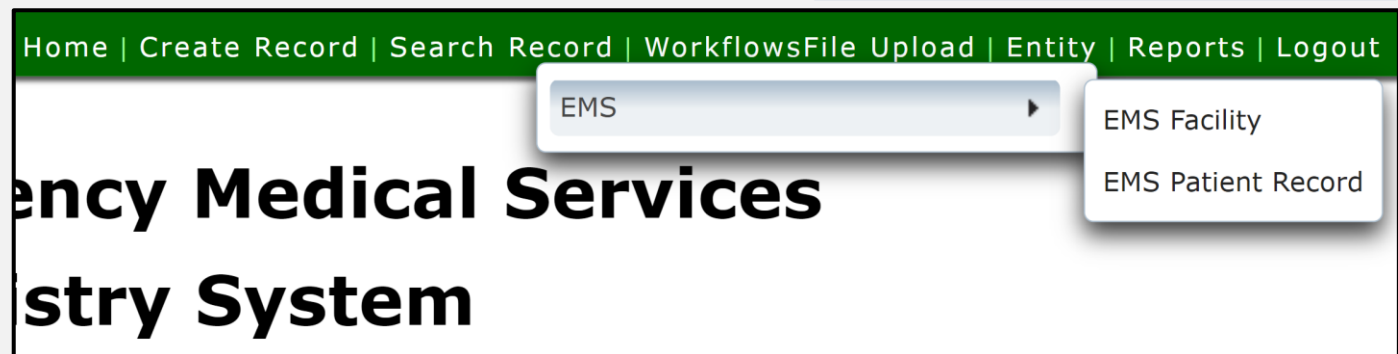
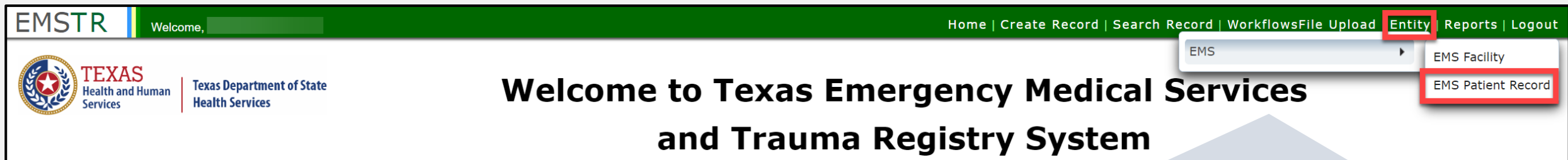
Concerns

Record History

Question Packages			
Question Package	Last Update	Updated By	Status
<a href="#">Agency Responder</a>			Incomplete
<a href="#">Vitals and Laboratory Information</a>			Incomplete
<a href="#">Administrative</a>			Incomplete
<a href="#">Patient Information</a>			Incomplete
<a href="#">Payment Information</a>			Incomplete
<a href="#">Pre-Hospital Information</a>			Incomplete
<a href="#">Examination Information</a>			Incomplete
<a href="#">Procedures and Treatments Information</a>			Incomplete
<a href="#">Patient History</a>			Incomplete
<a href="#">Disposition Outcome Information</a>			Incomplete

# Finish Creating a Record

- After saving the information entered in the ten **Question Packages**, view the completed record by navigating to the EMSTR toolbar.
- Select “**Entity>EMS>EMS Patient Record**”.



# EMS Patient Record

You can view the patient records you submitted for your agency.

EMS Facility

EMS Patient

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

1

50

+ Add New Entity

+ Clear filter

First Name ↕	Last Name ↕	Status ↕	Action
EMS	Test2		<a href="#">Record Details</a>

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

1

50



# Account Management

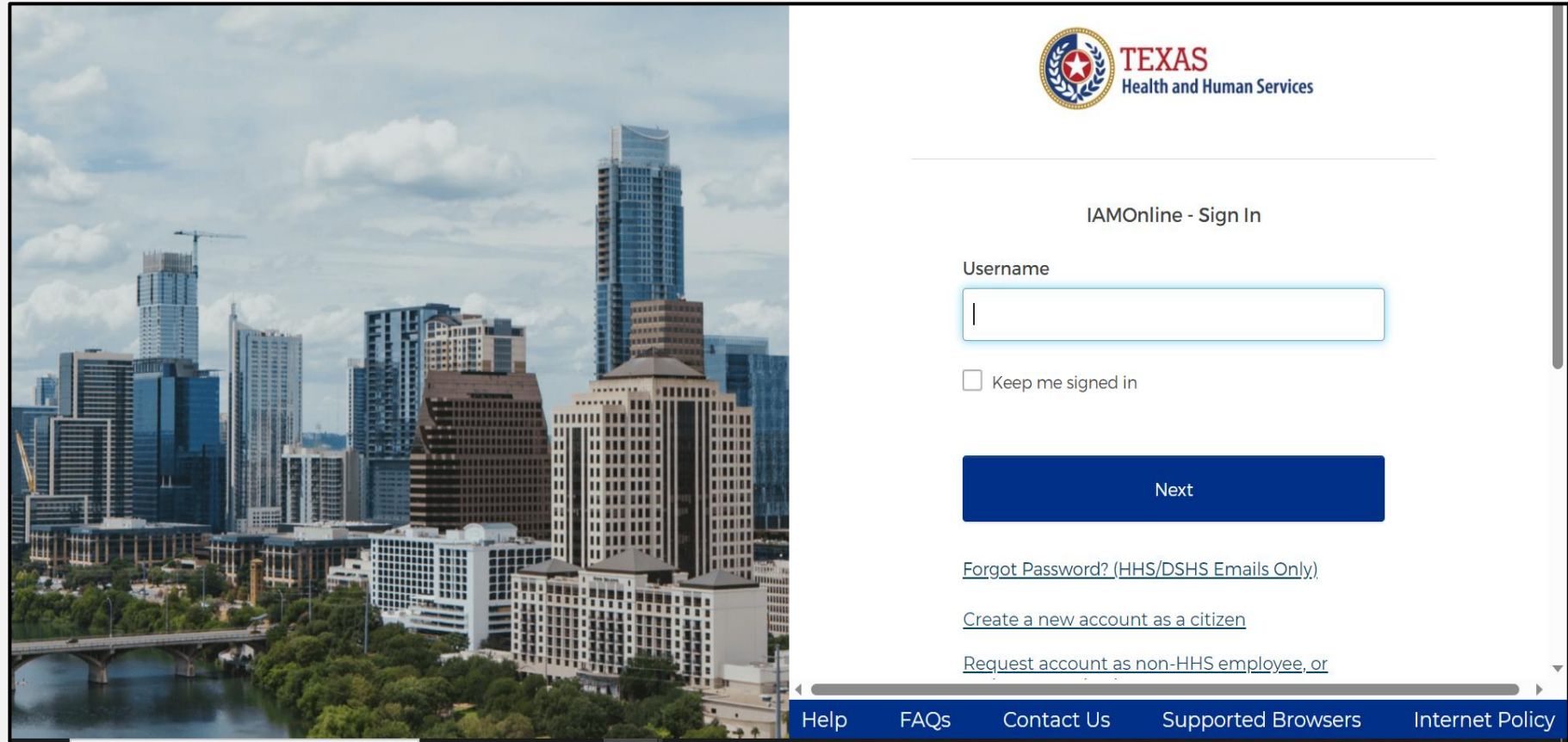


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# IAMOnline Home Page

Account management is available through the Identity and Access Management Online platform (**IAMOnline**).



The screenshot displays the IAMOnline Sign In interface. On the left is a large image of a city skyline with a river and a bridge. On the right is the sign-in form. At the top right of the form is the Texas Health and Human Services logo. Below the logo is the heading "IAMOnline - Sign In". The form includes a "Username" label and 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 form 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 footer bar at the bottom contains links for "Help", "FAQs", "Contact Us", "Supported Browsers", and "Internet Policy".

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IAMOnline - Sign In

Username

☐ Keep me signed in

Next

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

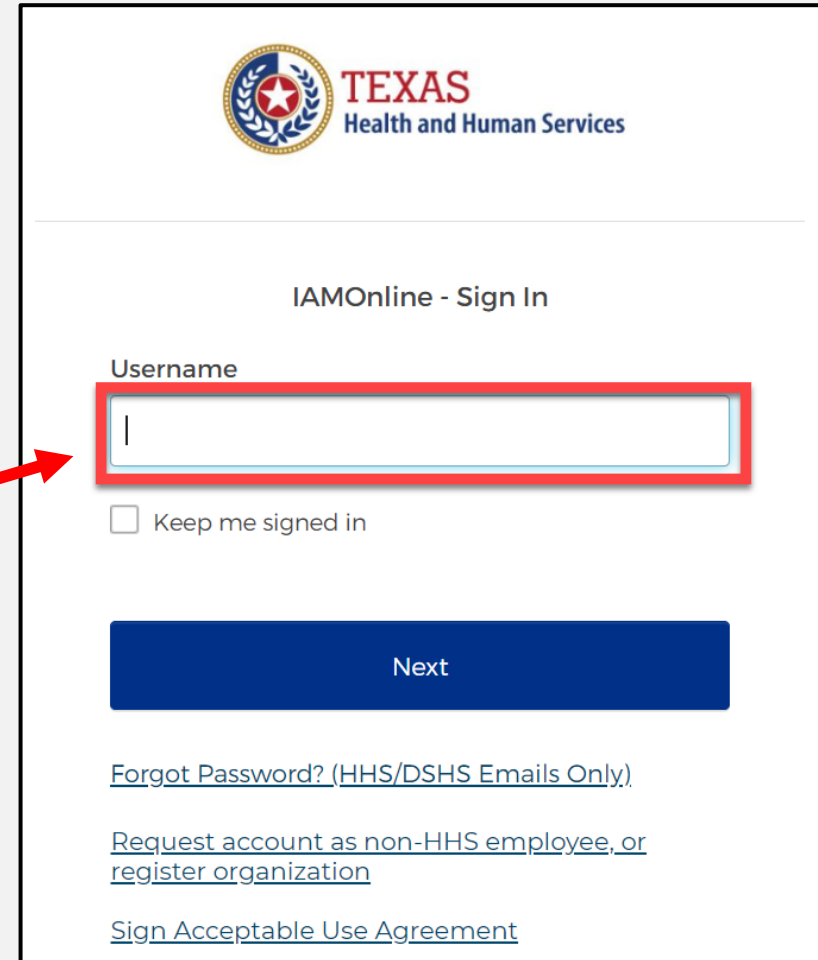
[Create a new account as a citizen](#)

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

Help FAQs Contact Us Supported Browsers Internet Policy

# Forgot Password (1 of 2)

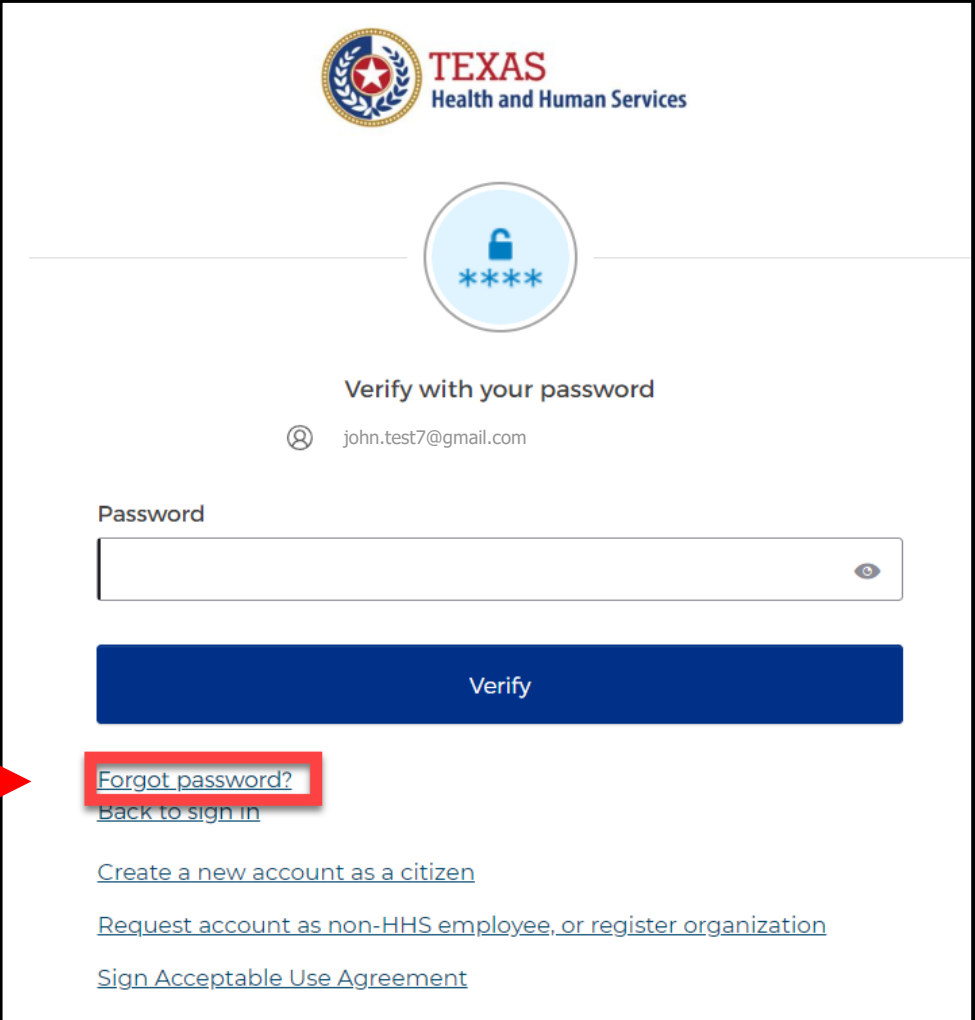
- If you forget your password, you can reset it on your own.
- From the **IAMOnline** sign-in page, type your user name in the “**Username**” box.



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 heading "IAMOnline - Sign In". There is a "Username" label above a text input field. The input field is highlighted with a red border. A red arrow points from the word "Username" in the list 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.



The screenshot shows the Texas Health and Human Services login interface. At the top is the state seal and the text "TEXAS Health and Human Services". Below this is a circular icon with a padlock and four asterisks. The text "Verify with your password" is centered, followed by the email address "john.test7@gmail.com". A password input field is labeled "Password" and has a toggle icon. Below the input field is a blue "Verify" button. At the bottom, the link "Forgot password?" is highlighted with a red box and a red arrow points to it from the left. Other links include "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".

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\*\*\*\*

Verify with your password

john.test7@gmail.com

Password

Verify

**Forgot password?**

[Back to sign in](#)

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

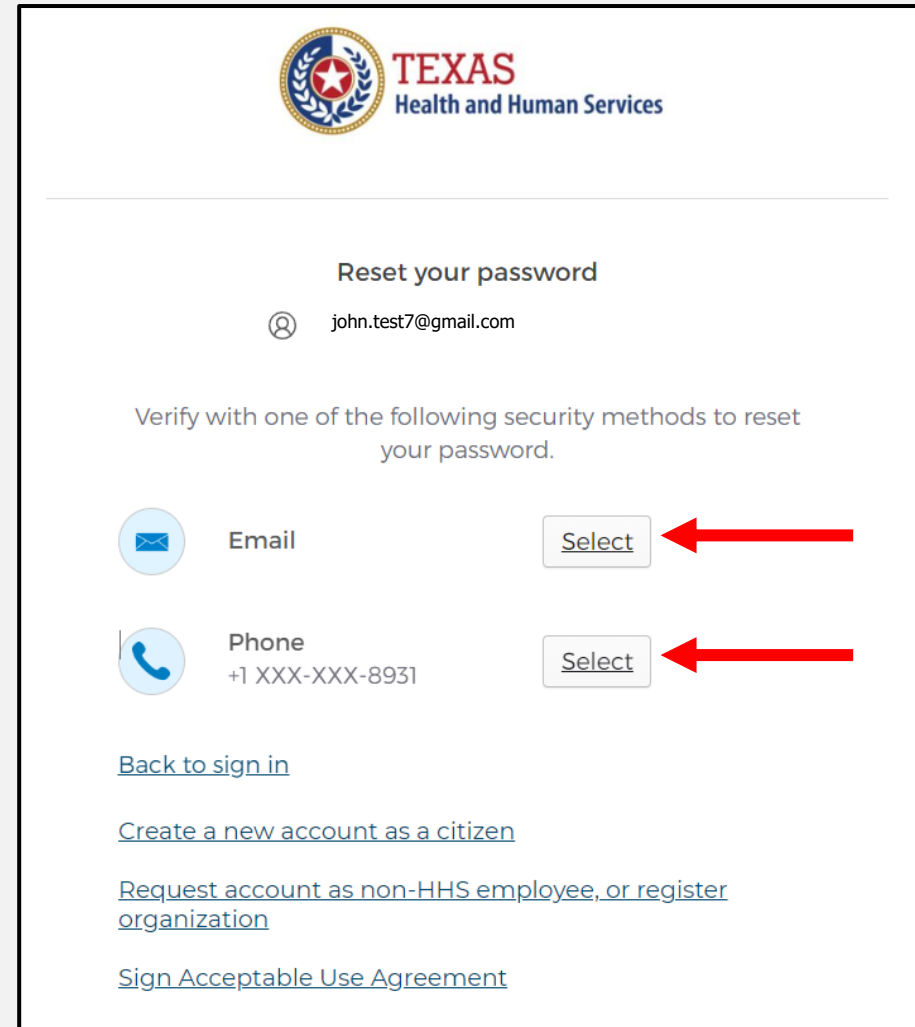
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

# Reset Your Password (1 of 3)

Choose the “**Email**” or “**Phone**” method.

Click the “**Select**” button.



The screenshot shows the Texas Health and Human Services password reset interface. At the top is the Texas Health and Human Services logo. Below it, the heading "Reset your password" is followed by the email address "john.test7@gmail.com". A message states: "Verify with one of the following security methods to reset your password." There are two options: "Email" with a "Select" button and "Phone" with a "Select" button. Red arrows point to both "Select" buttons. At the bottom, there are links for "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".

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Reset your password

john.test7@gmail.com

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

Email [Select](#)

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

[Back to sign in](#)

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

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

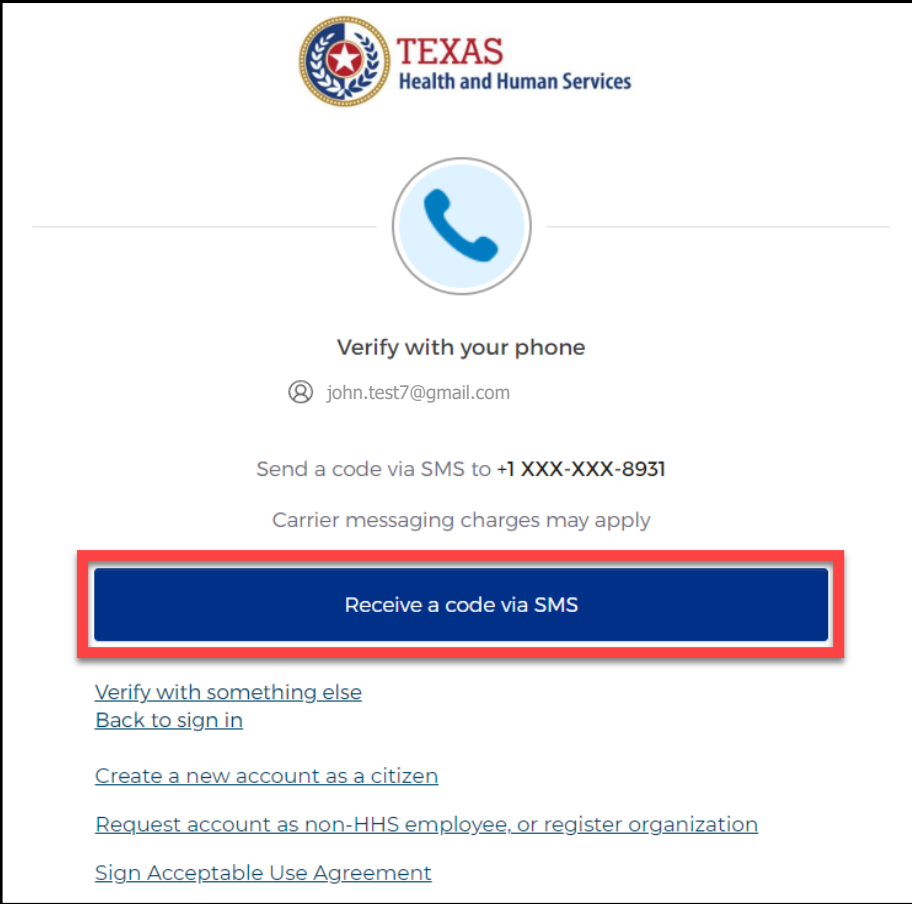
[Sign Acceptable Use Agreement](#)

# Reset Your Password (2 of 3)

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

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

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



The screenshot shows the Texas Health and Human Services IAMOnline system verification screen. At the top is the Texas Health and Human Services logo. Below it is a blue circular icon with a white telephone handset. The text "Verify with your phone" is centered. Below that is the email address "john.test7@gmail.com". The text "Send a code via SMS to +1 XXX-XXX-8931" is displayed, followed by "Carrier messaging charges may apply". A large blue button with the text "Receive a code via SMS" is highlighted with a red border. At the bottom, there are five 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

Send a code via SMS to +1 XXX-XXX-8931

Carrier messaging charges may apply

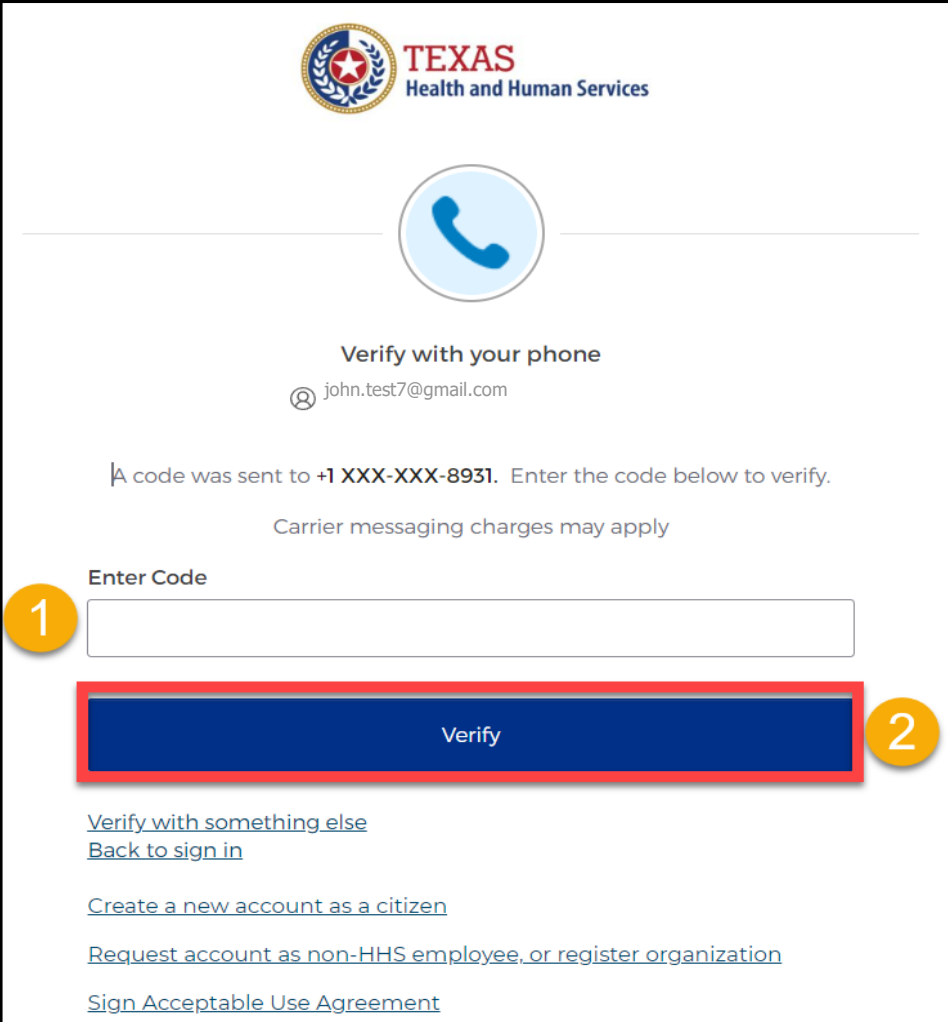
Receive a code via SMS

[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 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

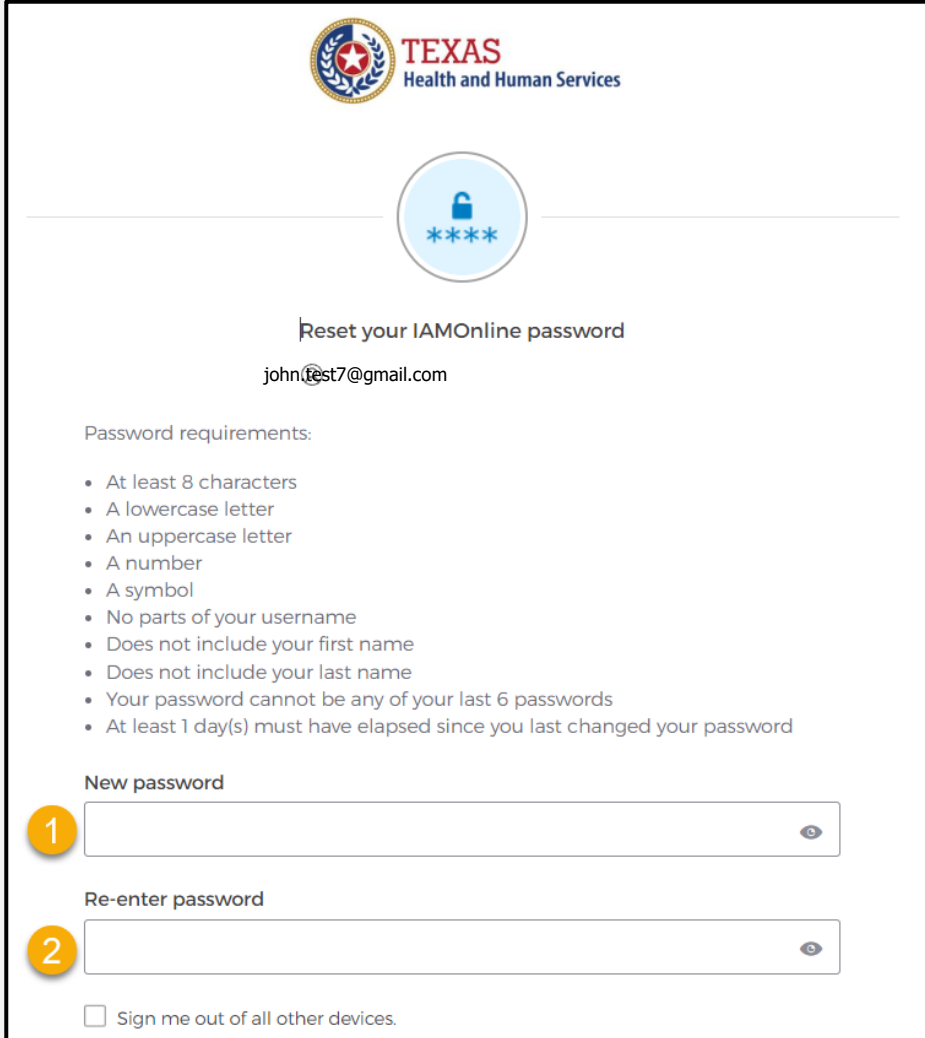
[Verify with something else](#)  
[Back to sign in](#)  
[Create a new account as a citizen](#)  
[Request account as non-HHS employee, or register organization](#)  
[Sign Acceptable Use Agreement](#)

# Reset IAMOnline Password (1 of 2)

After you enter your verification code, the IAMOnline 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 circular icon with a blue padlock and four asterisks. The page title is 'Reset your IAMOnline password' and the email address 'john.test7@gmail.com' is displayed. A section titled 'Password requirements:' lists the following rules:

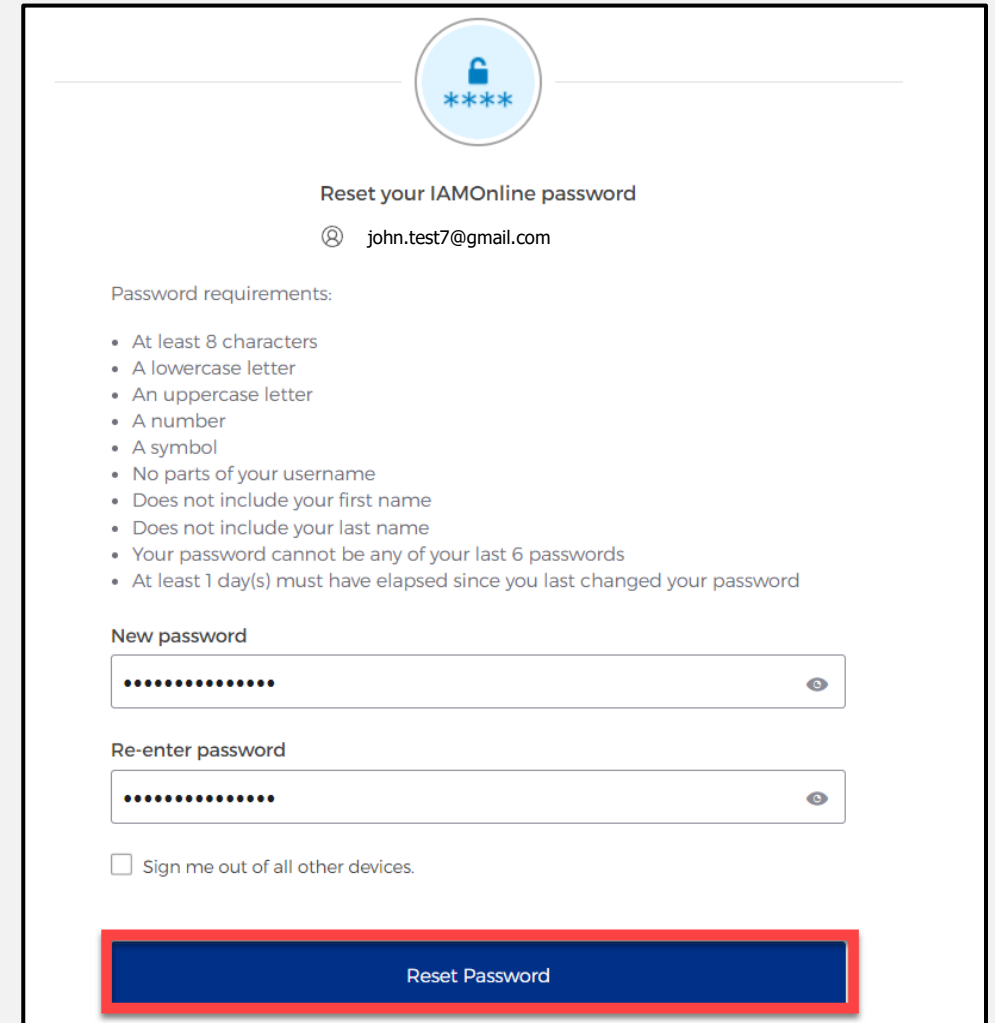
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password


Below the requirements are two input fields. The first field is labeled 'New password' and has a yellow circle with the number '1' to its left. The second field is labeled 'Re-enter password' and has a yellow circle with the number '2' to its left. Both fields have a small eye icon to the right of the input box. At the bottom, there is a checkbox labeled 'Sign me out of all other devices.'




# Reset IAMOnline Password (2 of 2)

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






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

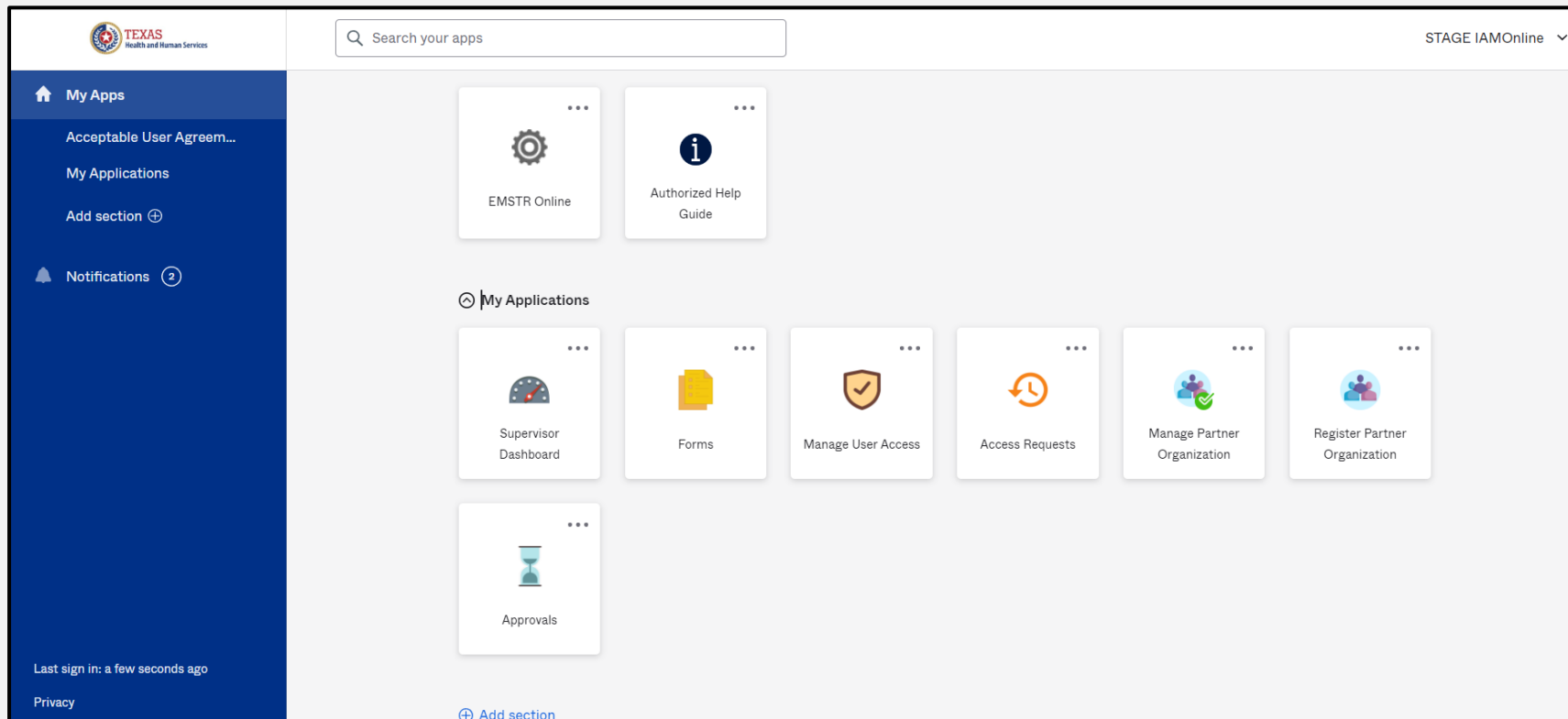
..... 

☐ Sign me out of all other devices.

**Reset Password**

# Reset Password Complete

After resetting your password, you are logged in and the HHS system will redirect you to the **MyApps** dashboard.



# Account Locked

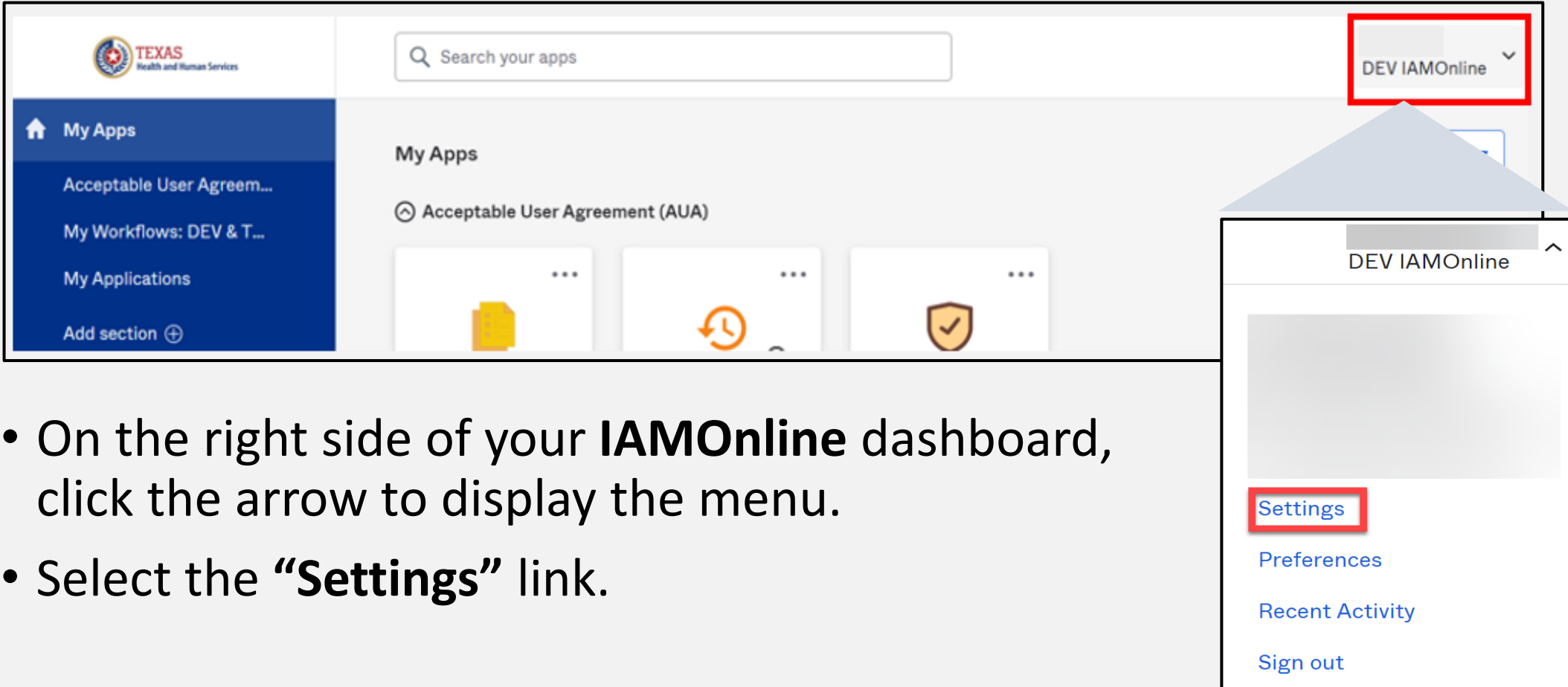


After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



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

# Update Account (1 of 2)

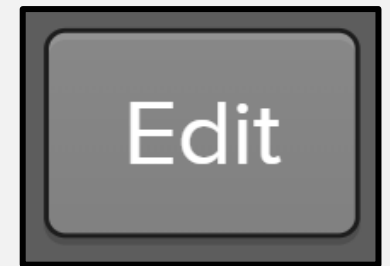


The screenshot displays the IAMOnline dashboard interface. On the left is a blue sidebar with the 'TEXAS Health and Human Services' logo and a 'My Apps' section containing links for 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', and an 'Add section' button. The main content area features a search bar and a 'My Apps' section with a list of applications, including 'Acceptable User Agreement (AUA)'. On the right side of the dashboard, a user profile card for 'DEV IAMOnline' is visible, with a dropdown arrow. A callout box shows the expanded menu with options: 'Settings' (highlighted with a red box), 'Preferences', 'Recent Activity', and 'Sign out'.

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



# Resources and Contact Information

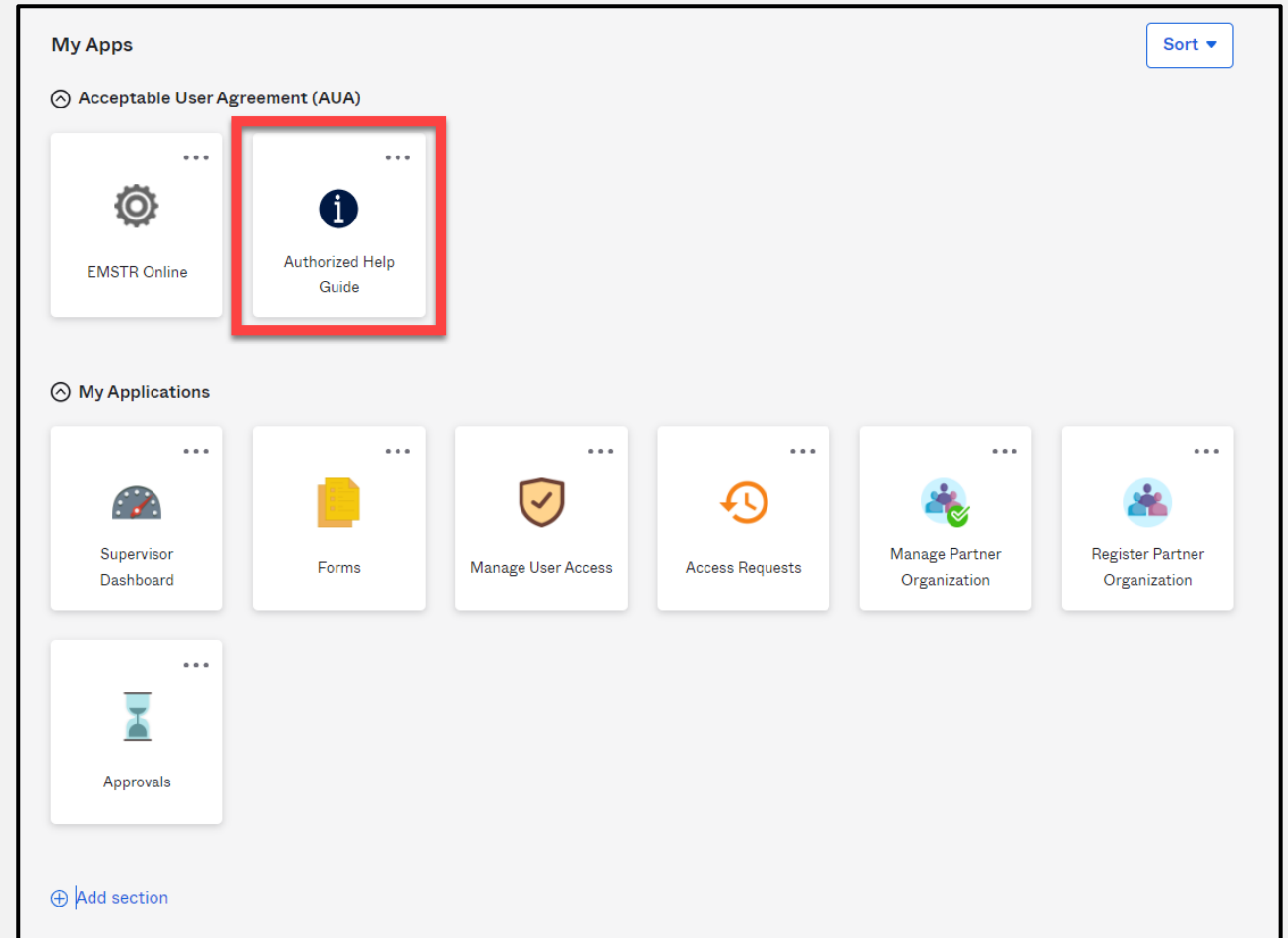


**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

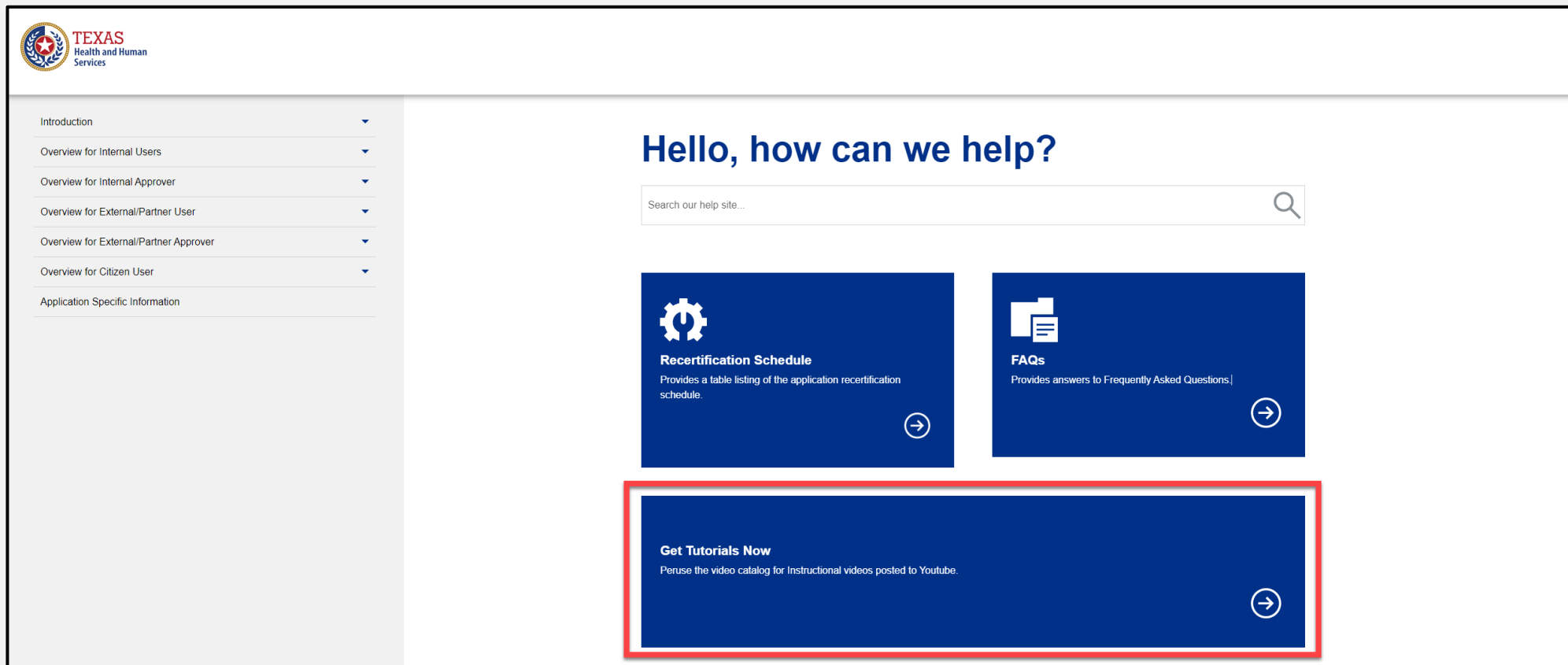
# Authorized Help Guide

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



# 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*

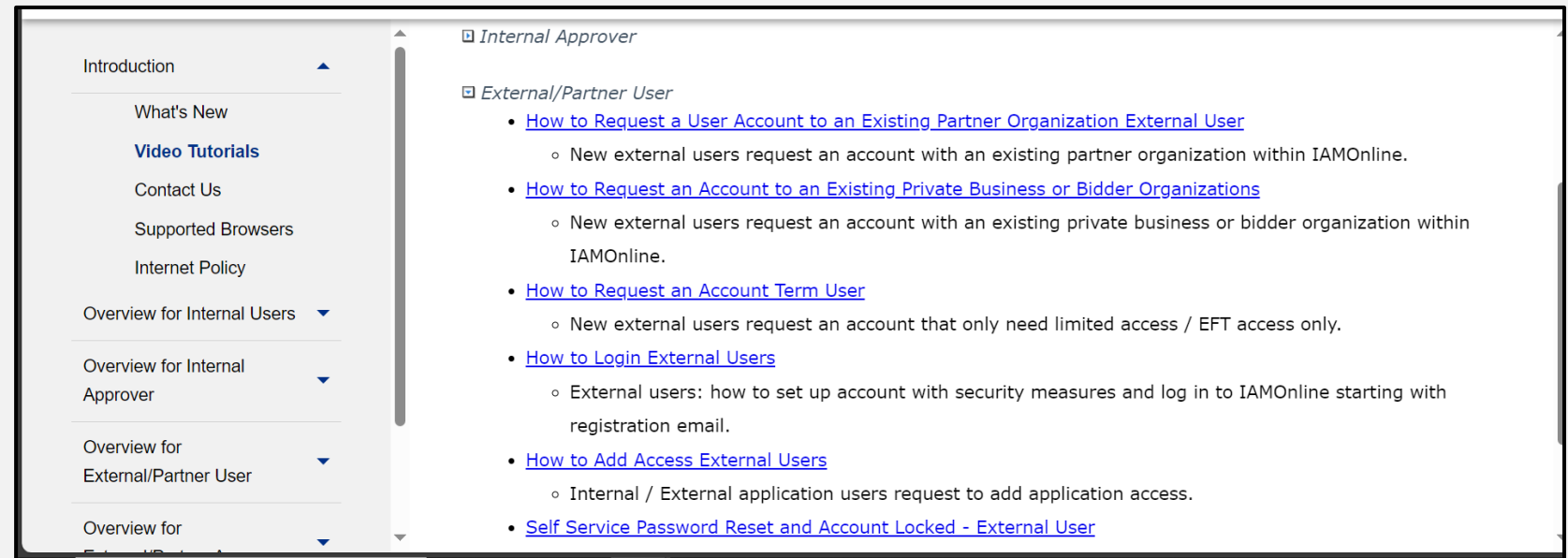
☐ *Internal Approver*

☒ *External/Partner User*

☐ *External/Partner Approver*

# External Partner User Video Links

After selecting the user type, find the video you are looking for and click 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 Contact Information

**Resources** – For additional resources, visit the DSHS page [dshs.texas.gov/injury-prevention/ems-trauma-registries](https://dshs.texas.gov/injury-prevention/ems-trauma-registries).

**Contact Information** – For questions regarding EMSTR, including account access, please contact [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov).

# Thank you!

EMSTR EMS Quick Guide Set Up

EMSTR Team

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