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

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 20th, 2023.
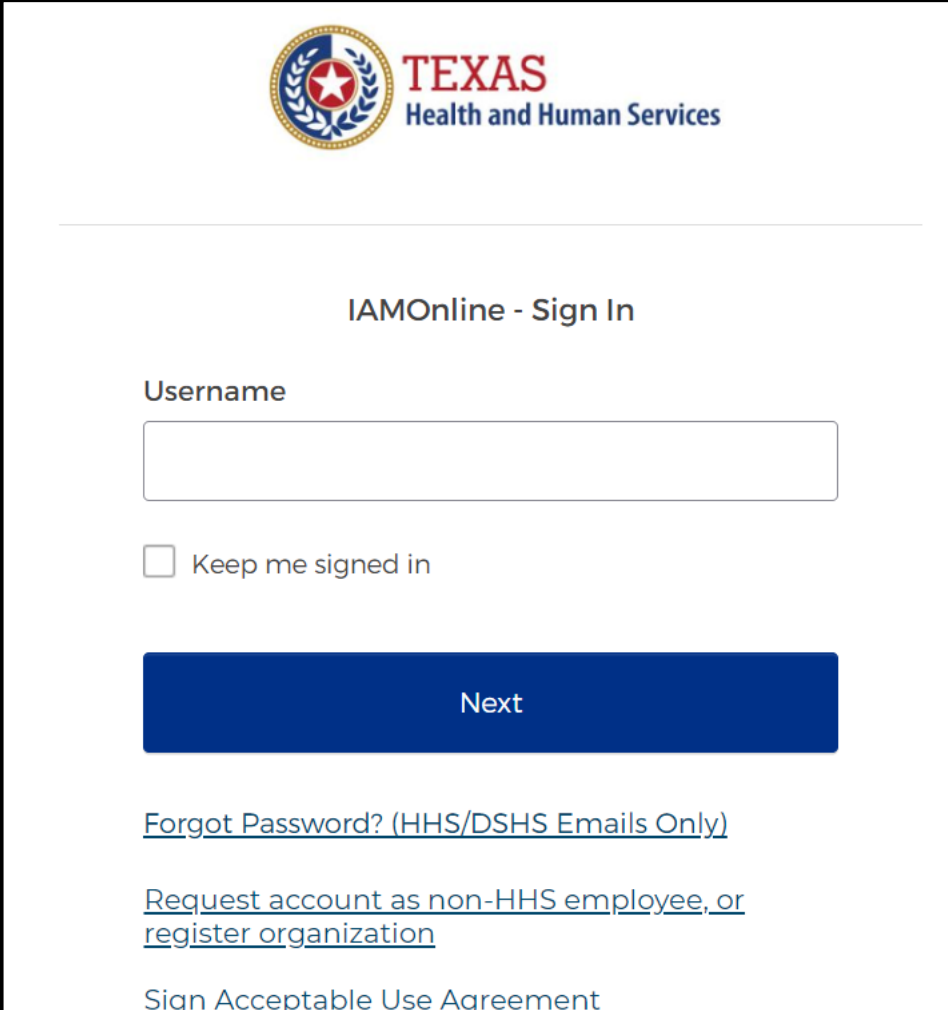
IAMOnline (1 of 2)

- 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.

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

Activation Emails (1 of 2)

- Locate your **IAMOnline** activation email from

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.
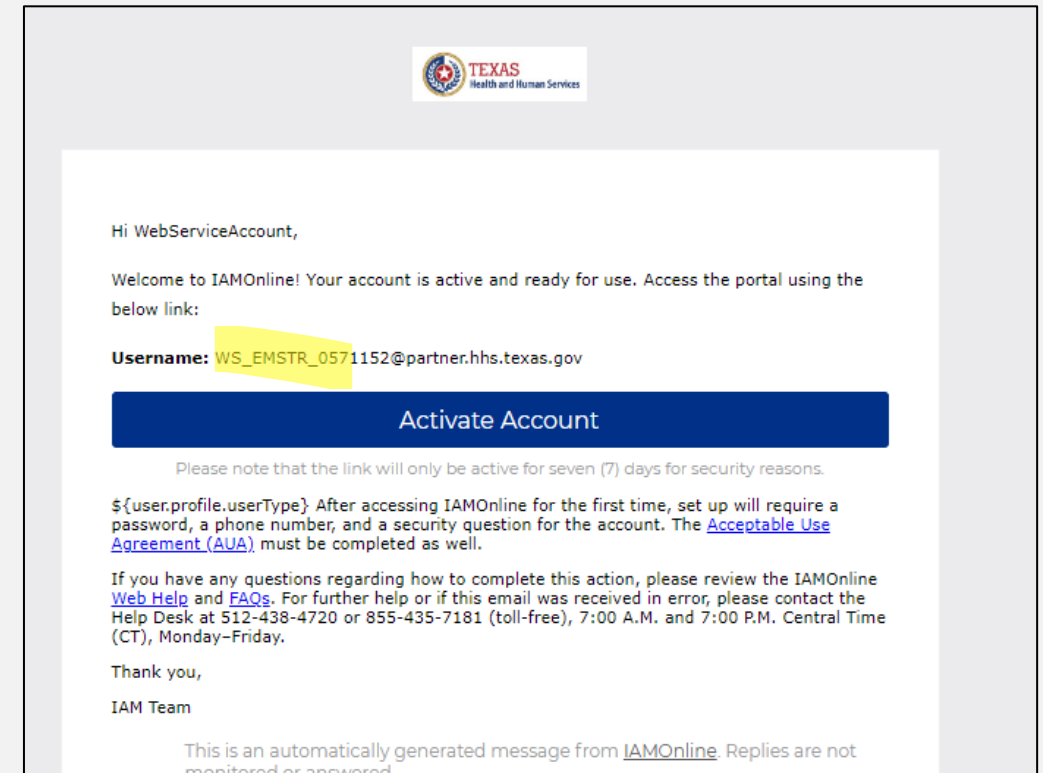
Activation Emails (2 of 2)

Organization Activation Email
Note: This is your employee email address.
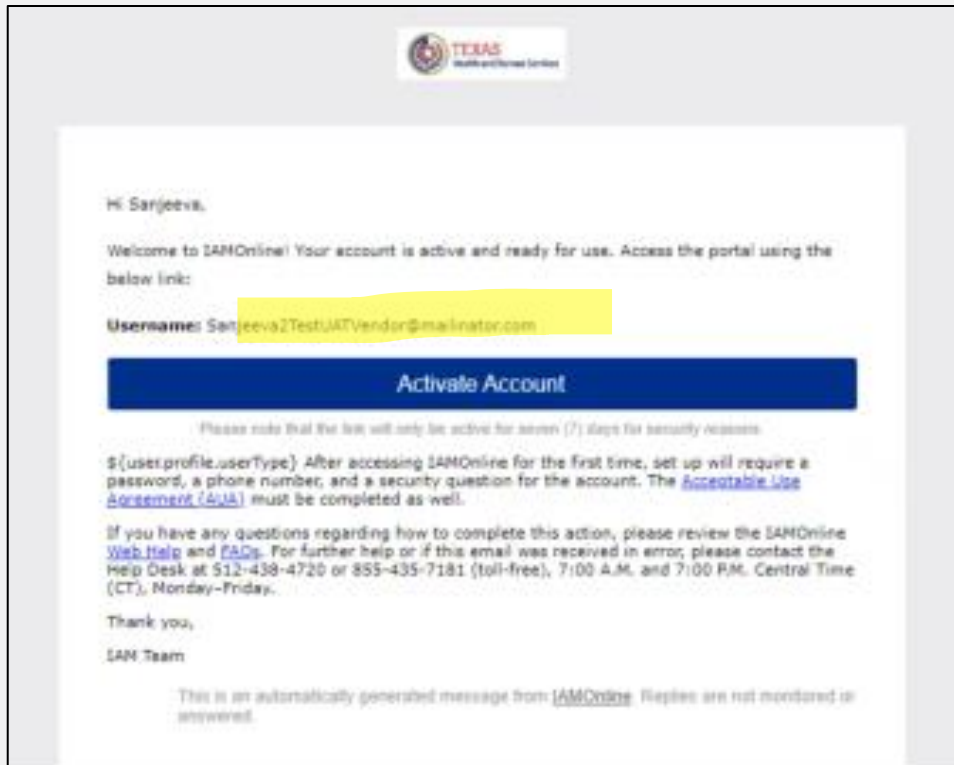
Web Services Activation Email
Note: Assigned email with WS_EMSTR.

- Locate your **IAMOnline** activation email from

do_not_reply_IAMOnline@partner.hhs.texas.gov.

- **IAMOnline** will send the activation email to your employee email address.

Hi ⬛⬛⬛,

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

Username: ⬛⬛⬛@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

- 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 ▮▮▮▮▮,

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

Username: ▮▮▮▮▮@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.

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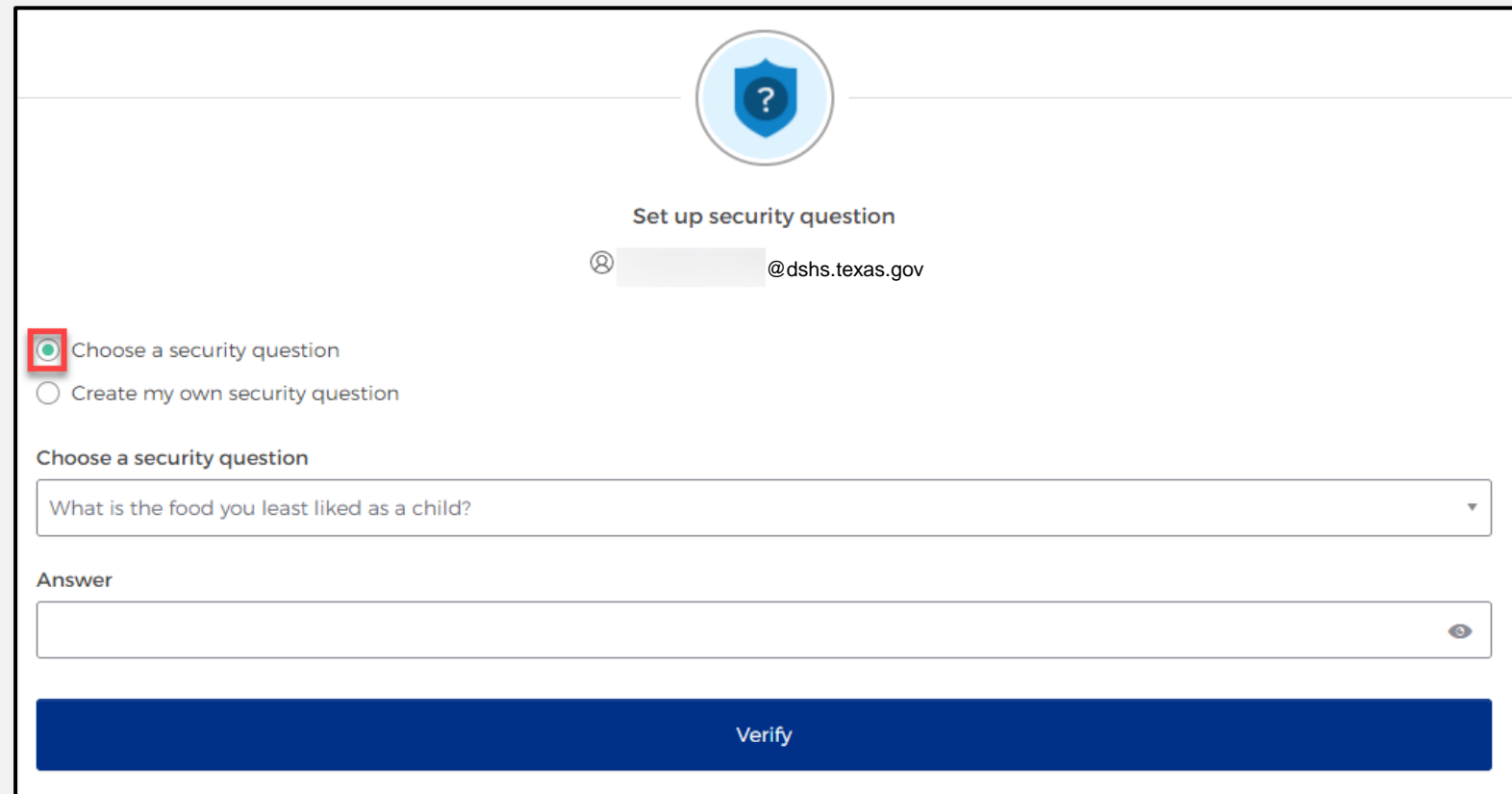Choose a security question and answer that will be used for signing in
Used for recovery

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

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**.
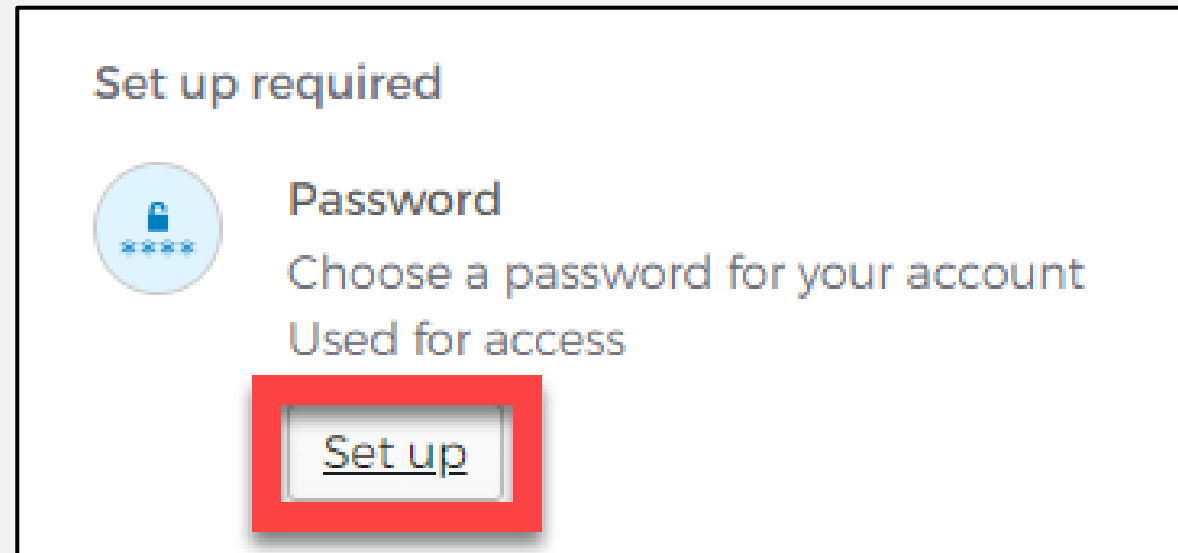
Set Up Password

- 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**.

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

*SMS stands for Short Message Service.
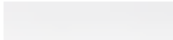
- **IAMOnline** will send you a verification code to your phone via the delivery choice you made – **SMS** or **Voice call**.

- 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**.

You can either select an option to **"Choose a security question"** or **"Create my own security question"**.
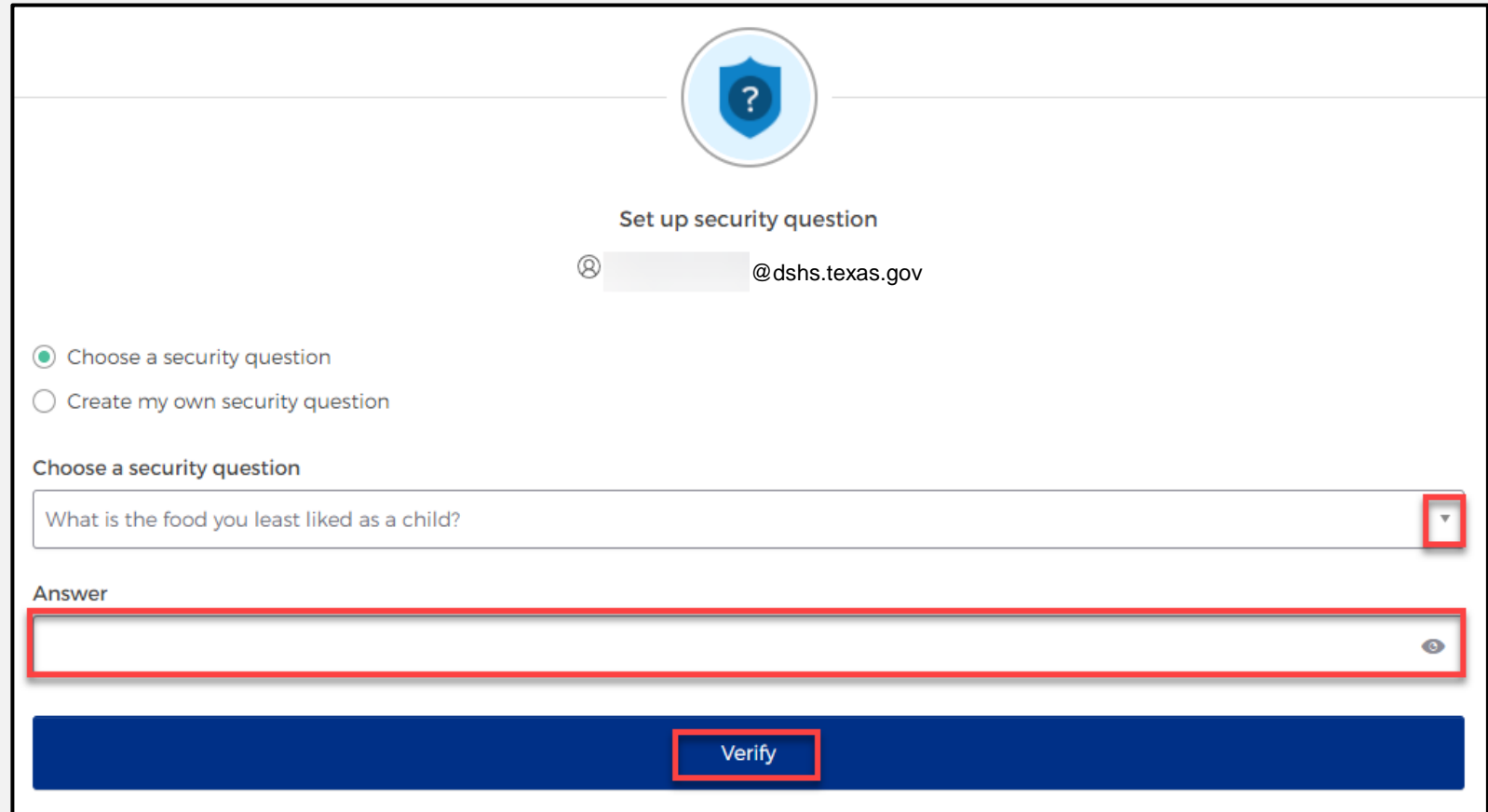
NOTE – If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.

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

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.

Access the MyApps Dashboard

Once you set up your security methods, IAMOnline will redirect you to your IAMOnline **"MyApps"** dashboard.
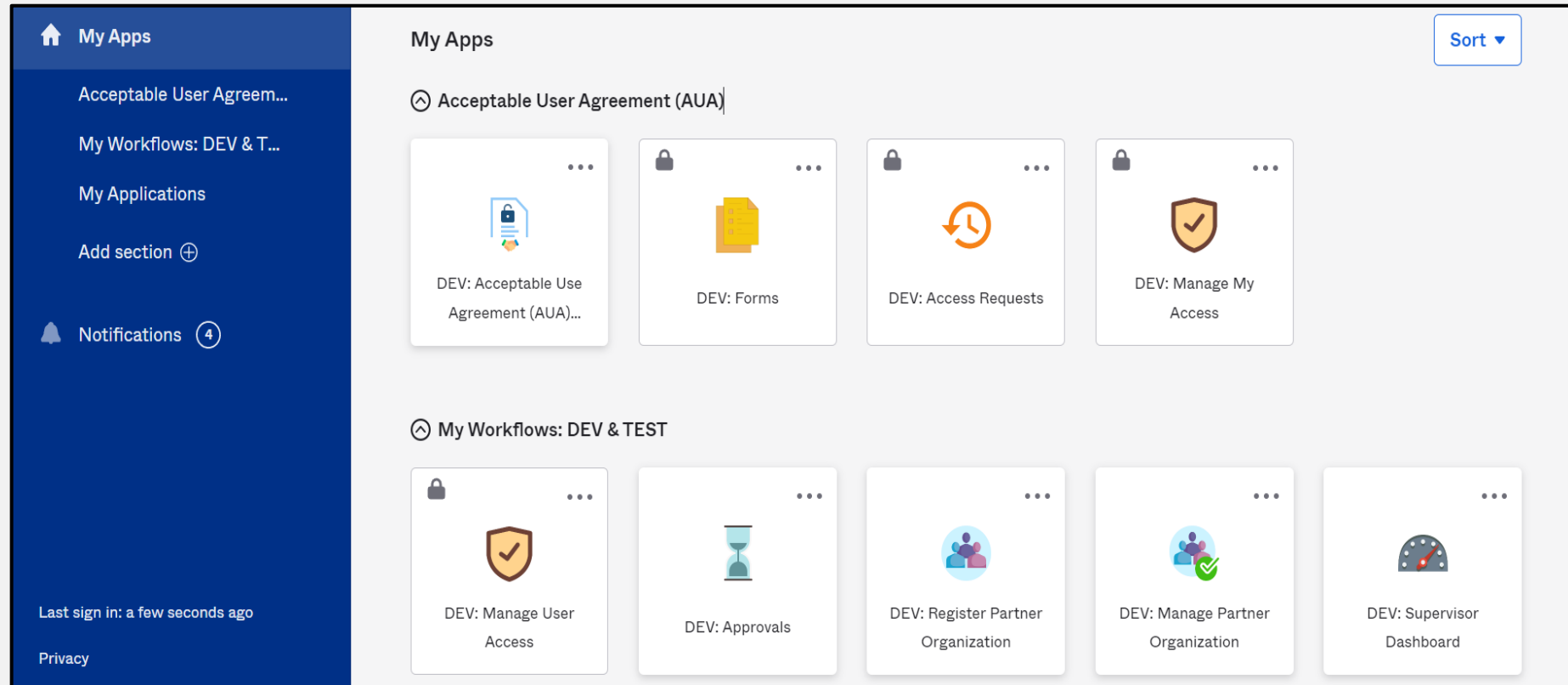
Acceptable Use Agreement (AUA)

- 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.
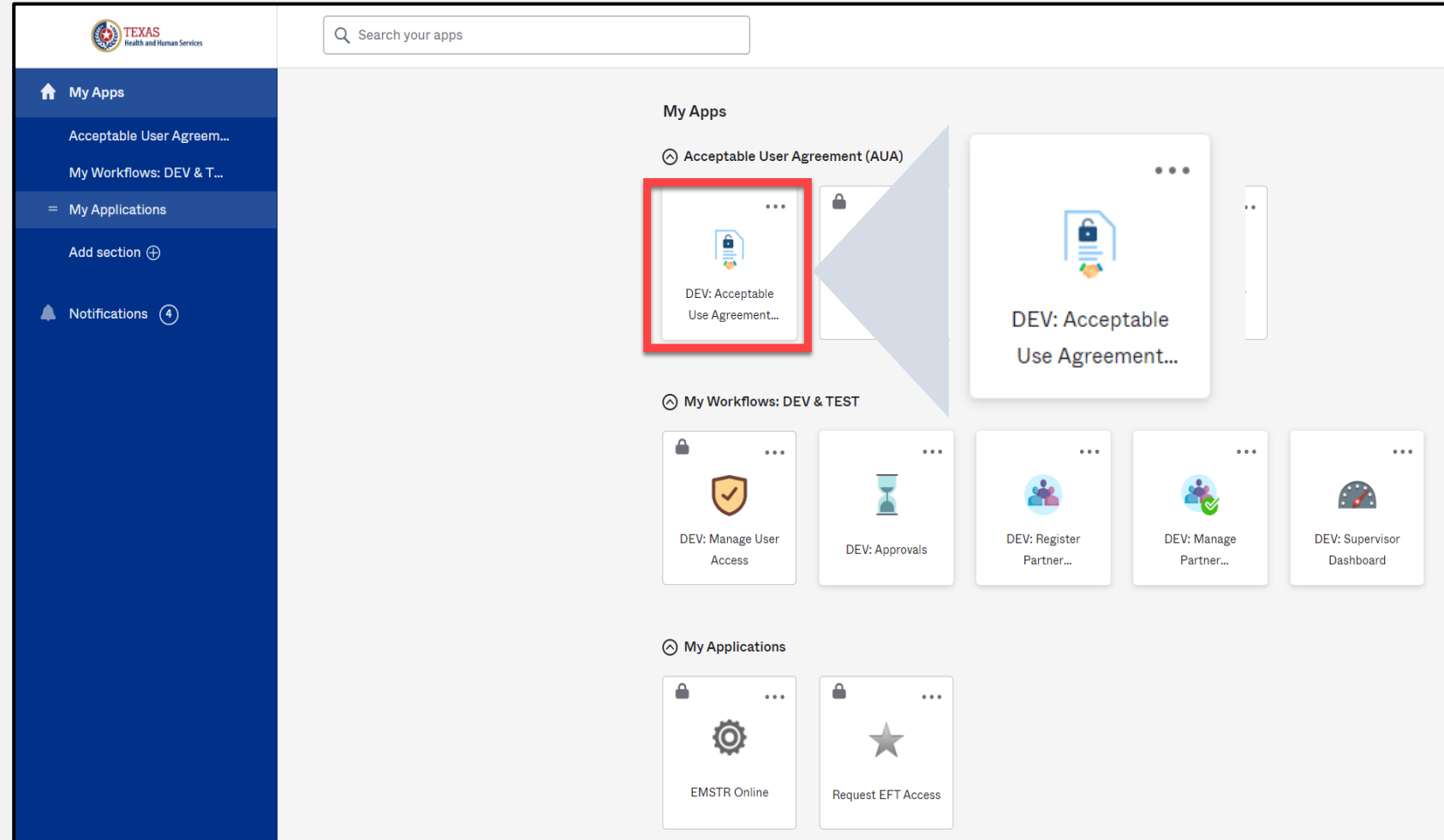
Acknowledge and Sign your AUA

- 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 *

_____@dshs.texas.gov

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 *

08/09/2023

Submit

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 NEMSIS version 3.5 format.

Access EMSTR

Once you receive approval, you can access EMSTR by selecting the **"EMSTR Online"** tile.
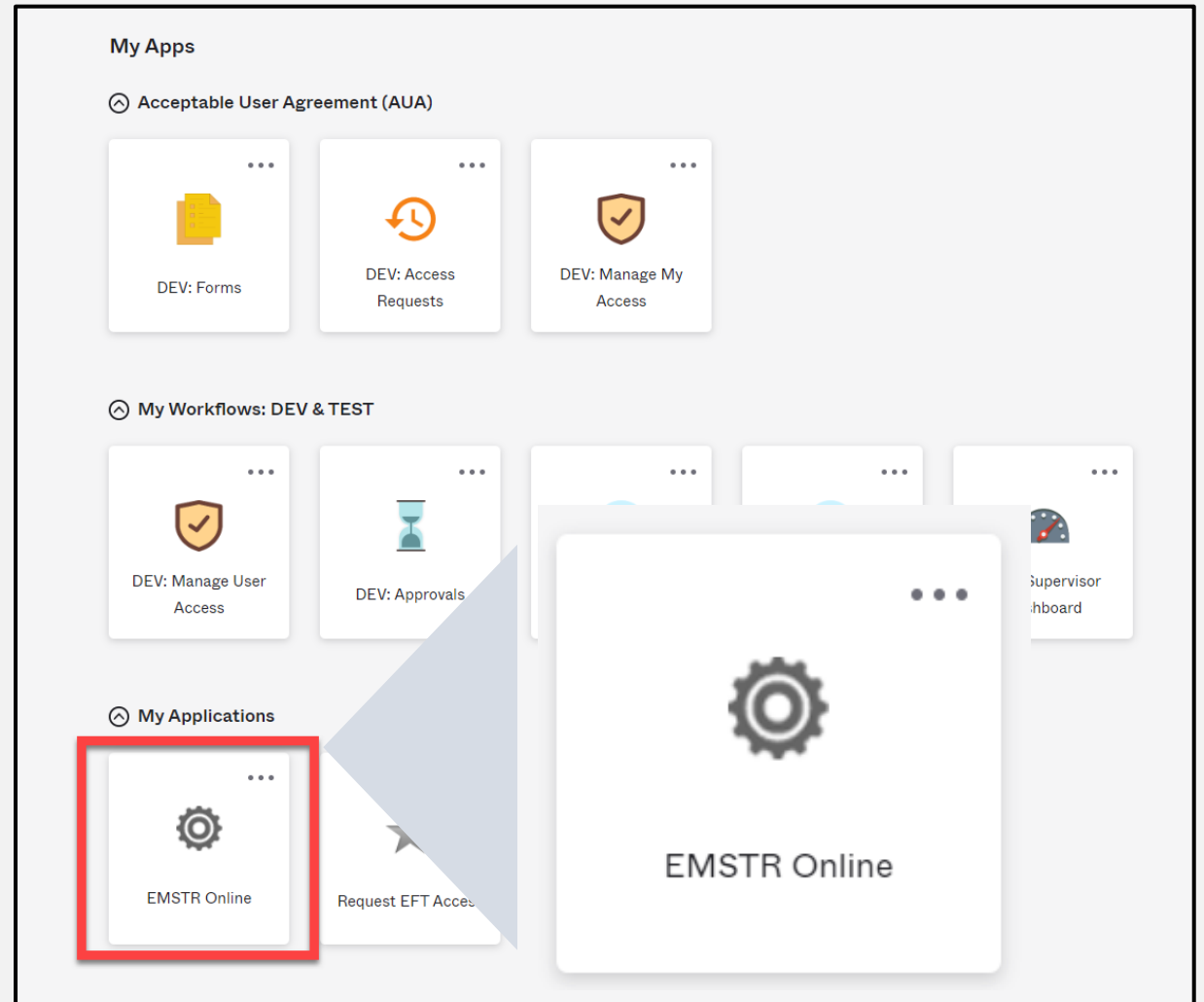
Once you select the **"EMSTR Online"** tile, the HHS system will direct you the EMSTR homepage.

Online Submission Process

Online Submission

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.

Record Information

*Record Type   Please Select   ▼

- Freestanding Emergency Department
- Hospital
- Justice of the Peace
- Local Health Department
- Long Term Acute Care Facility
- Medical Examiner
- Patient Record - EMS
- Patient Record - Hospital
- Patient Record - JP/ME - Submersion

- Enter the required information indicated by the asterisks (*).

- Click **"Save"**.

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
Agency Responder			Incomplete
Vitals and Laboratory Information			Incomplete
Administrative			Incomplete
Patient Information			Incomplete
Payment Information			Incomplete
Pre-Hospital Information			Incomplete
Examination Information			Incomplete
Procedures and Treatments Information			Incomplete
Patient History			Incomplete
Disposition Outcome Information			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"**.
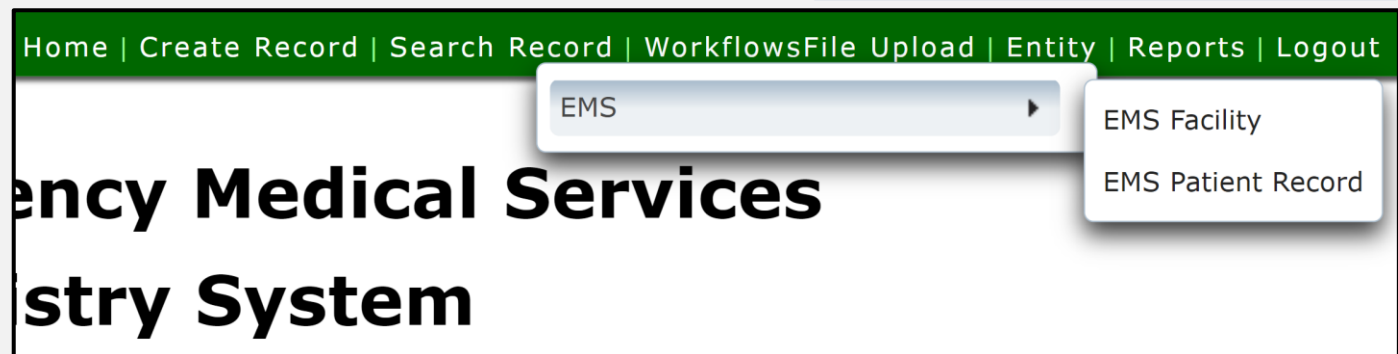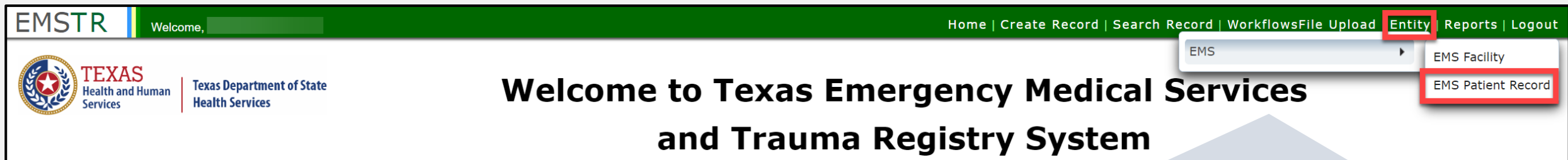
EMS Patient Record

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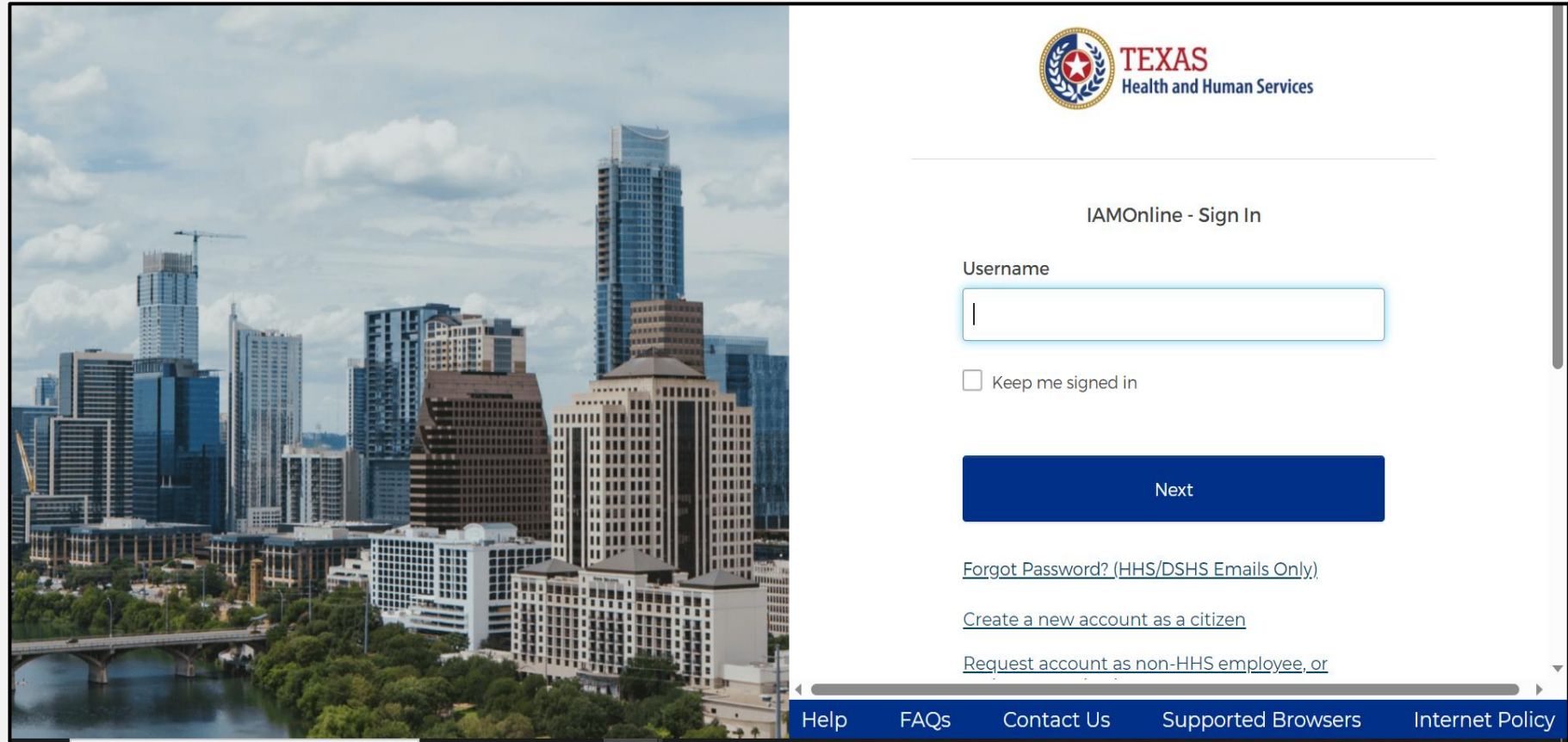
Account Management

IAMOnline Home Page

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

- 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.

Click on the **"Forgot password?"** link.

Choose the **"Email"** or **"Phone"** method.

Click the **"Select"** button.

- 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.

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.

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.

TEXAS
Health and Human Services

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

1

Re-enter password

2

☐ Sign me out of all other devices.

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

Reset your IAMOnline password

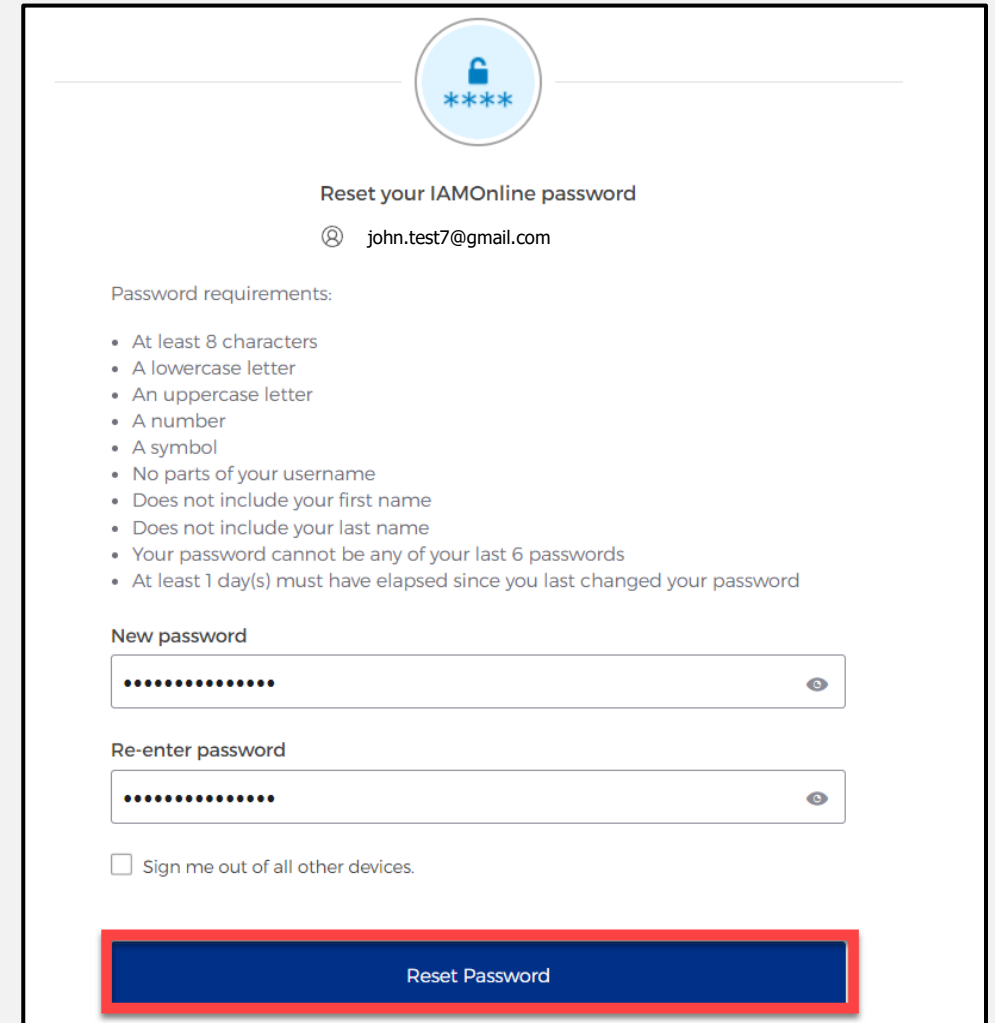john.test7@gmail.com

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.
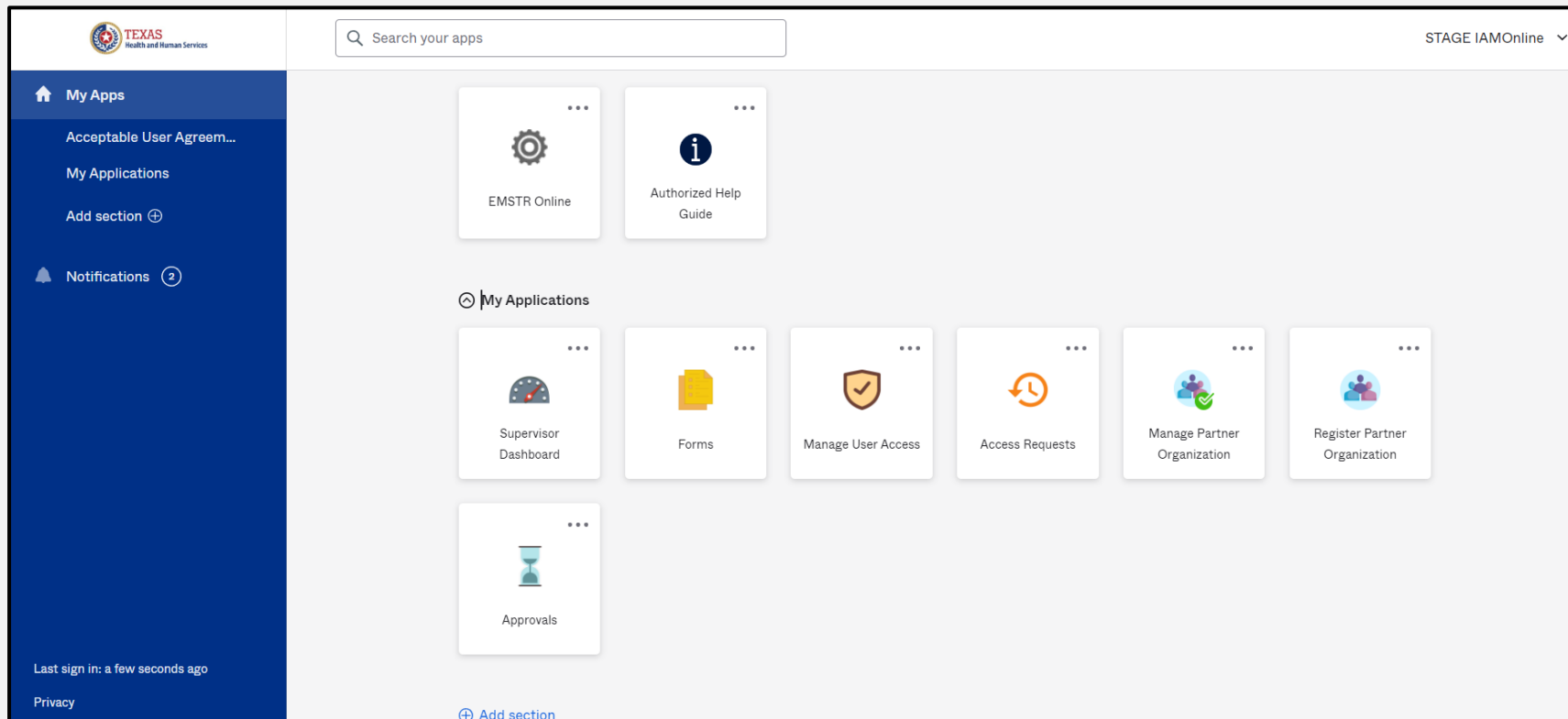
Account Locked

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)

- On the right side of your **IAMOnline** dashboard, click the arrow to display the menu.

- Select the **"Settings"** link.

- Click the **"Edit"** button in the **Personal Information** section.
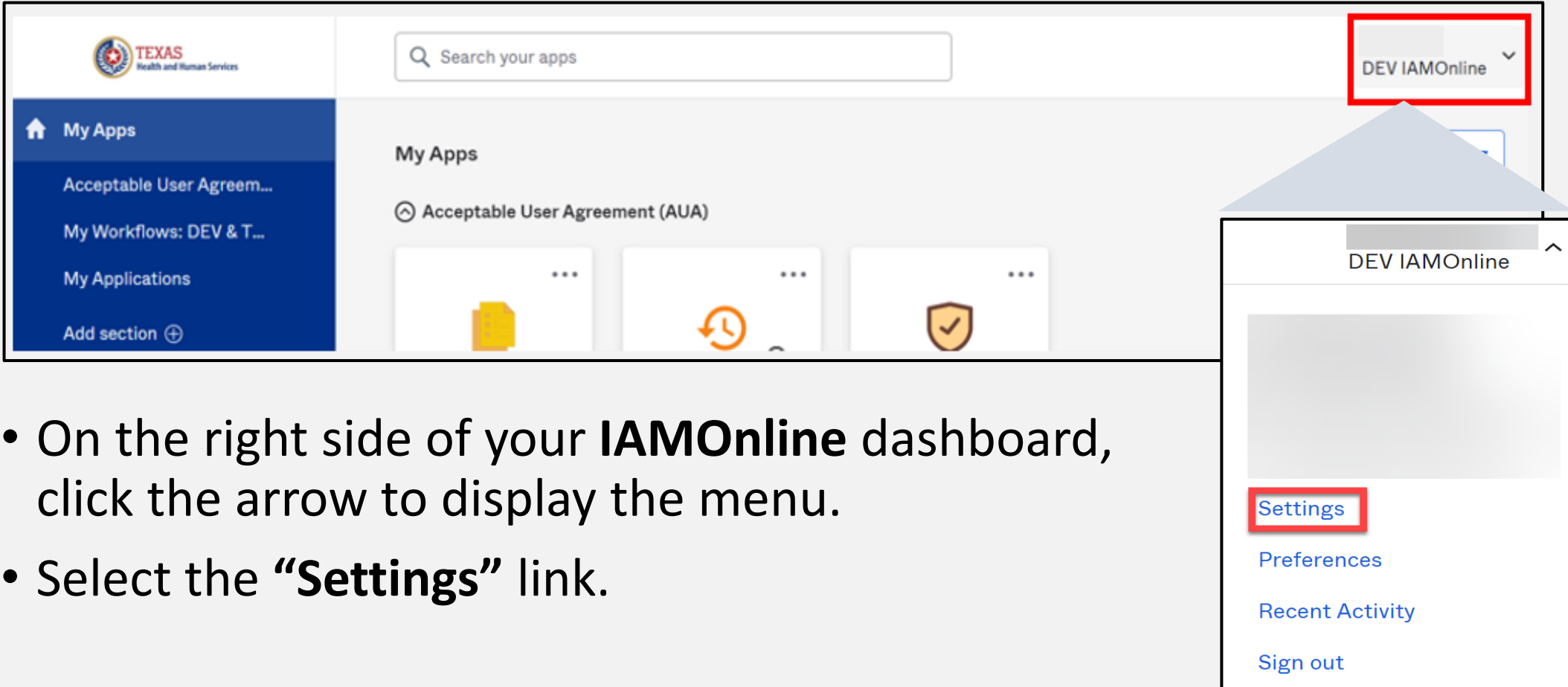
- You can update your personal information such as:
  - Add a phone number;
  - Add details; and
  - Adjust security methods including password and security questions.
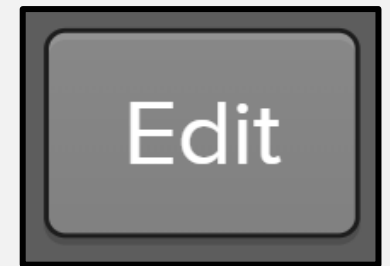
Account

👤 Personal Information .... Edit

Edit

Resources and Contact Information

Authorized Help Guide

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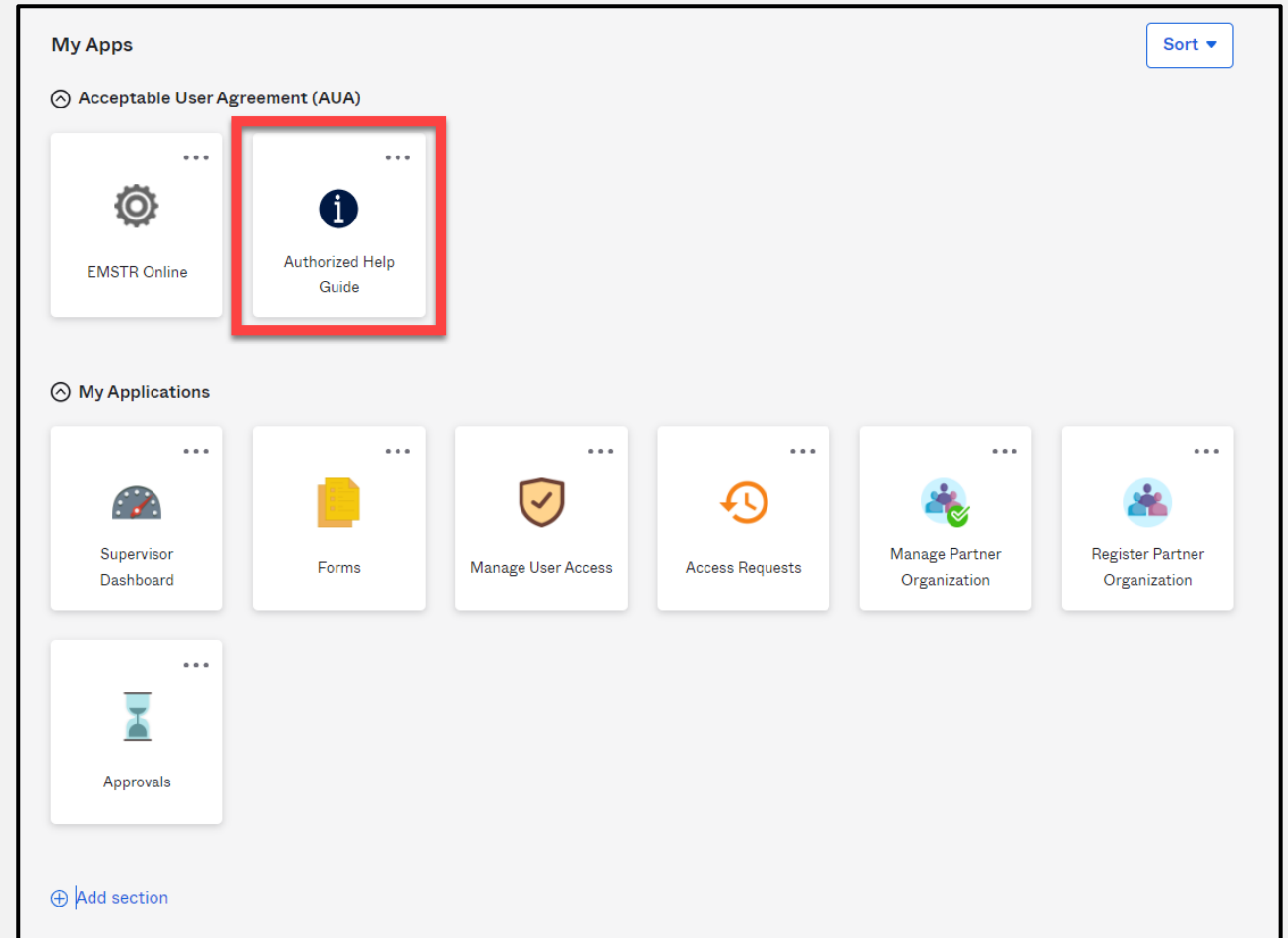
Help Page

To access the **IAMOnline** video tutorials, select the **"Get Tutorials Now"** tile.
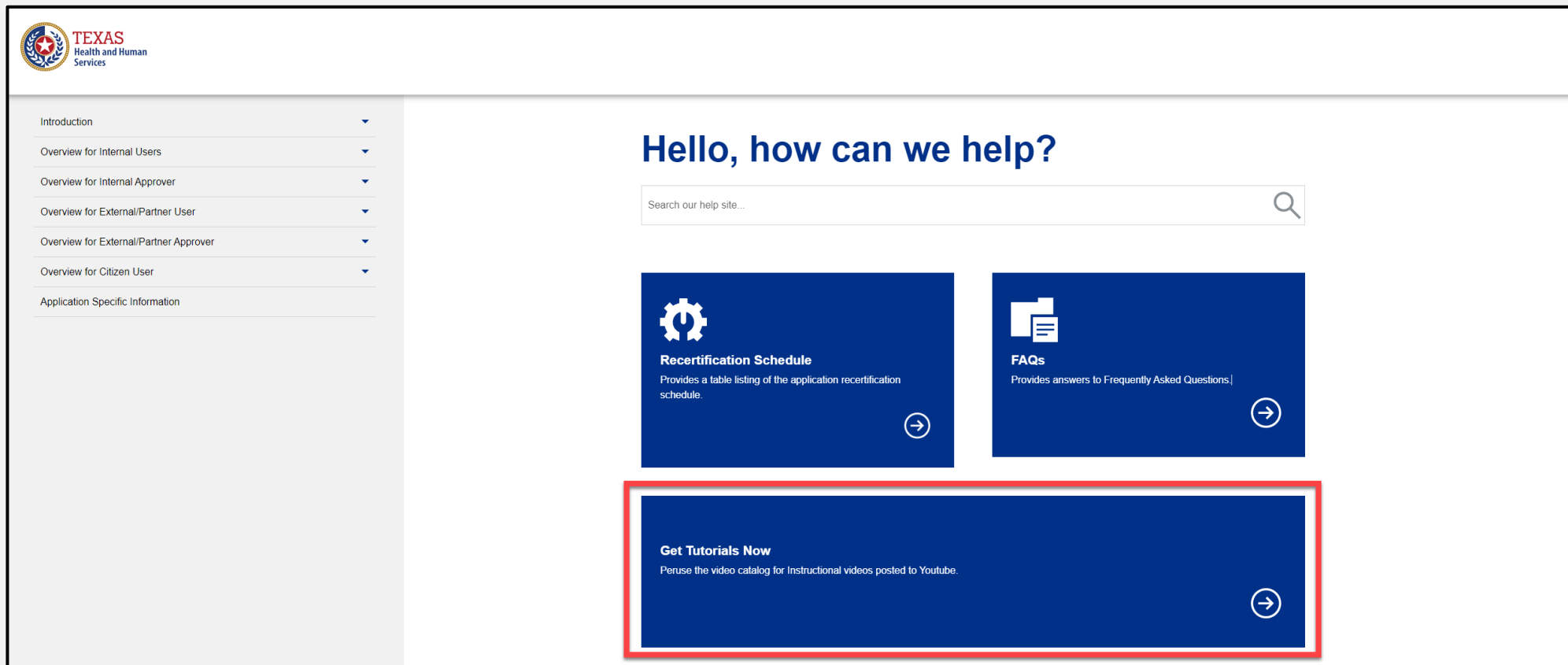
Video Tutorials

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.

⊞ *Internal Approver*

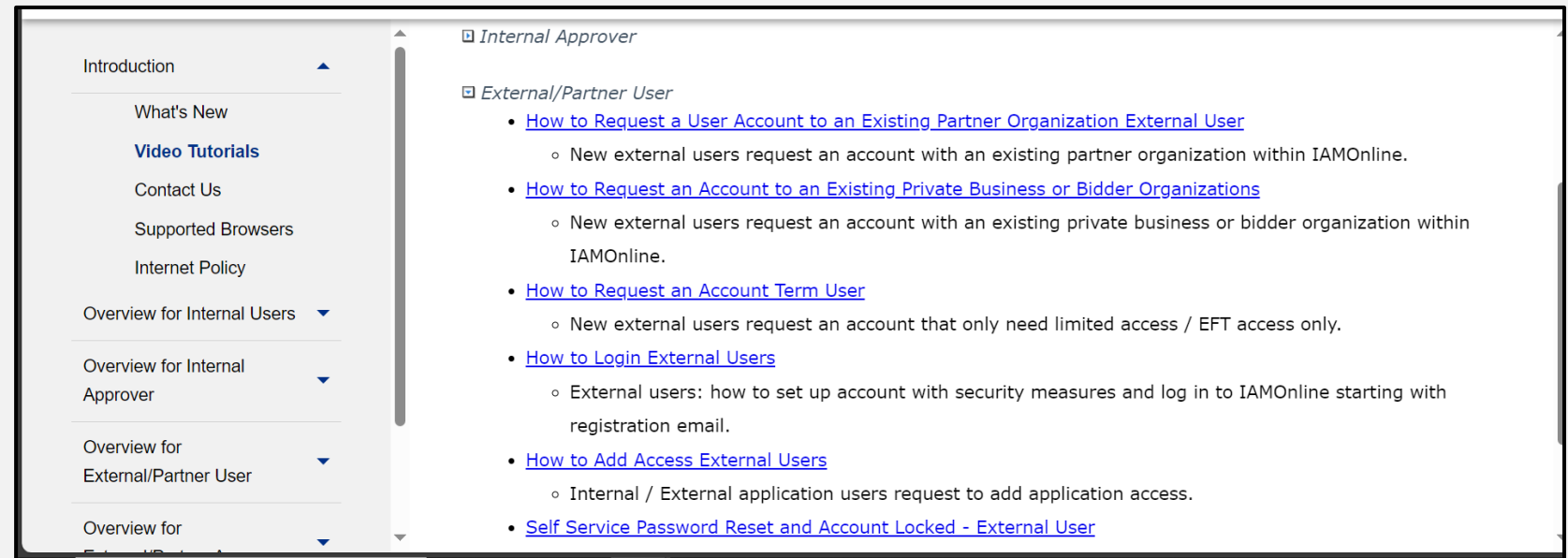⊞ *External/Partner User*
- How to Request a User Account to an Existing Partner Organization External User
  - New external users request an account with an existing partner organization within IAMOnline.
- How to Request an Account to an Existing Private Business or Bidder Organizations
  - New external 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.

Contact Information – For questions regarding EMSTR, including account access, please contact injury.web@dshs.texas.gov.

Thank you!

EMSTR EMS Quick Guide Set Up

EMSTR Team

injury.web@dshs.texas.gov