Emergency Medical Services and Trauma Registries (EMSTR) Vendor Webinar
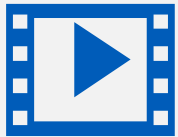
October 2023

EMSTR Team

Webinar Reminders

All participants are automatically muted by webinar administrators.

Please type questions using the "Q&A" feature.

This webinar is being recorded for learning purposes.

The webinar team will provide an overview of each process.

Agenda

- EMSTR Overview

- Identity and Access Management: IAMOnline

- Activate Your Account

- Access MyApps Dashboard

- Web Services

- Access EMSTR

- Account Management

- Questions and Answers

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.

- EMSTR will be compliant with the National Trauma Data Standard (NTDS) 2023 and the International Trauma Data Exchange (ITDX) 2023 data formats.

- NOTE – The projected date for the data modernization move and NEMSIS version 3.5 upgrade is November 10th, 2023.
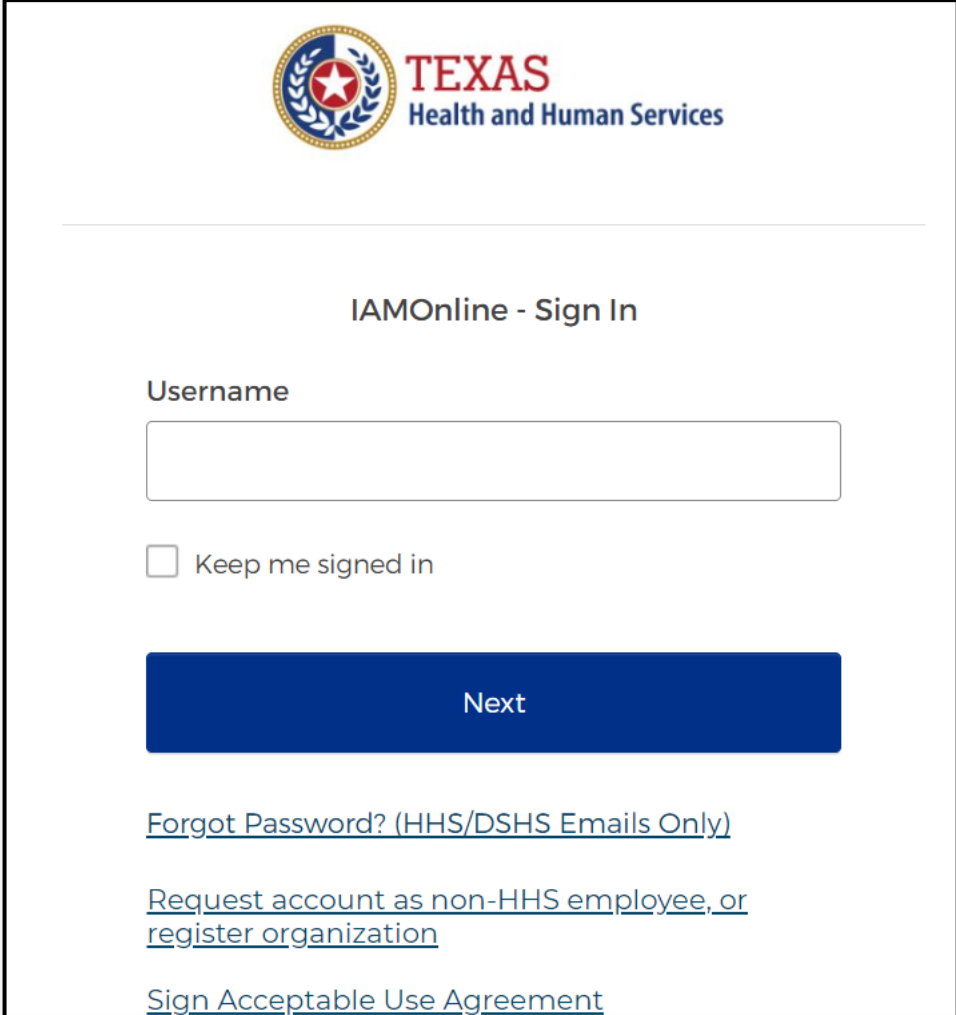
IAMOnline

IAMOnline (1 of 2)

- EMSTR will begin using the new Identity and Access Management (IAM) platform called **IAMOnline** beginning November 2023.

- All Texas Health and Human Services applications will be transitioning to IAMOnline.

- IAMOnline provides a more secure log-in process with an authentication feature.

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

Activate Your Account (1 of 2)

- Locate your **IAMOnline** registration email from noreply@okta.com.

- The activation email will be sent 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 promptly.

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.

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 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 on the **"Set up"** button under Password.

Set up required

Password
Choose a password for your account
Used for access
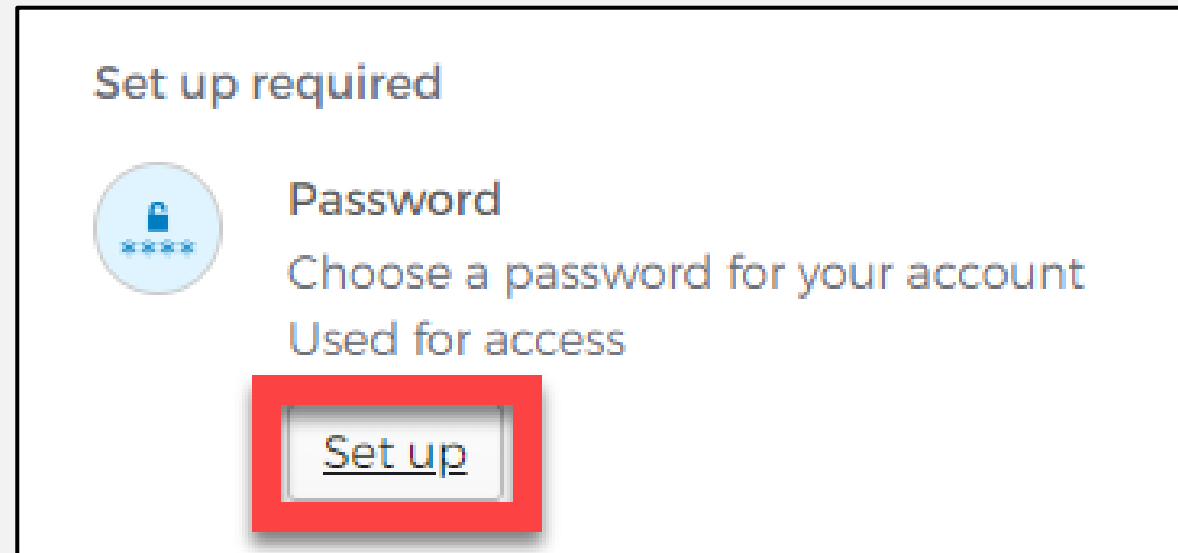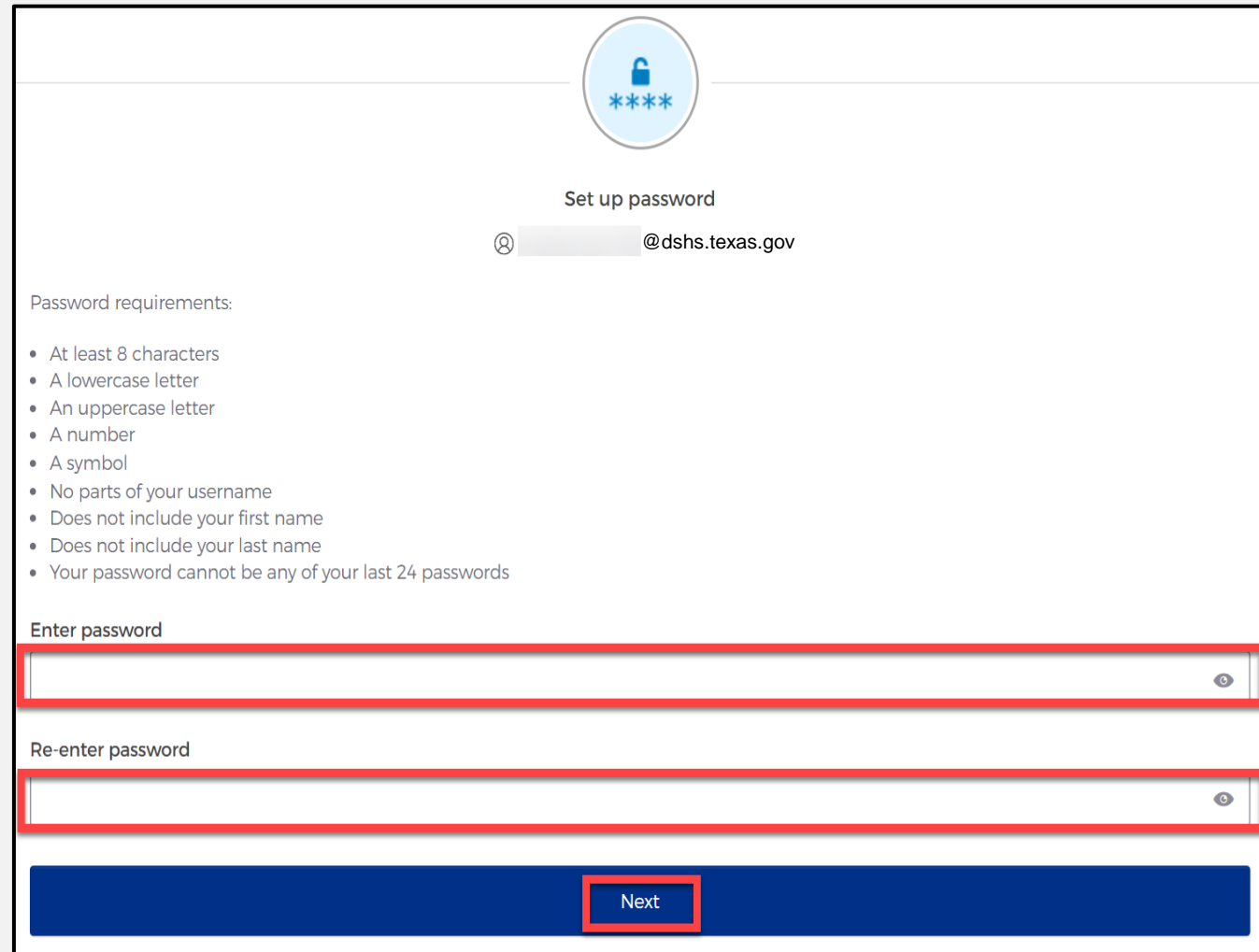
Set up

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

- To set up your phone number, 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**".
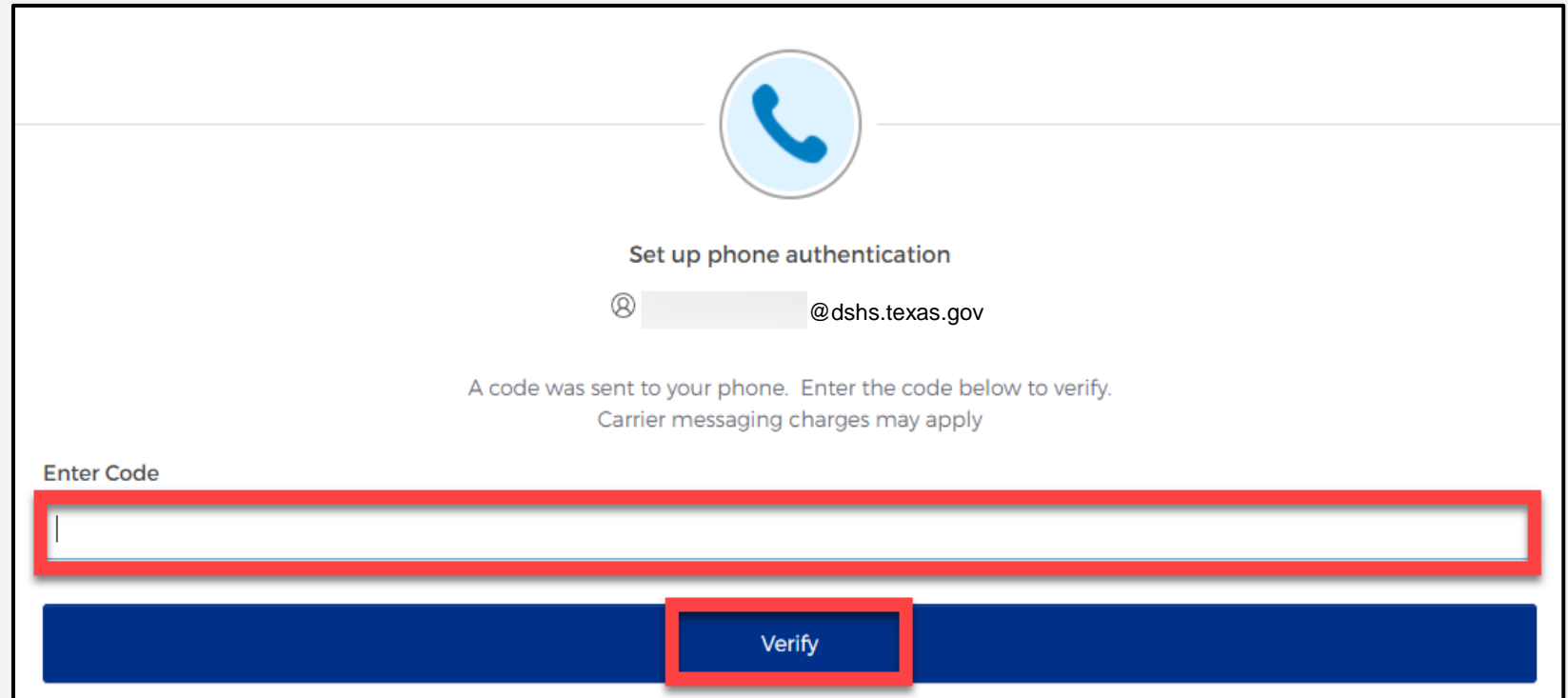
Enter your phone number to receive a verification code via SMS.

⦿ SMS
○ Voice call

Country

United States ▼

Phone number

+1

Receive a code via SMS

*SMS stands for Short Message Service.

- You will receive 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.
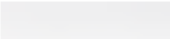
Set up phone authentication

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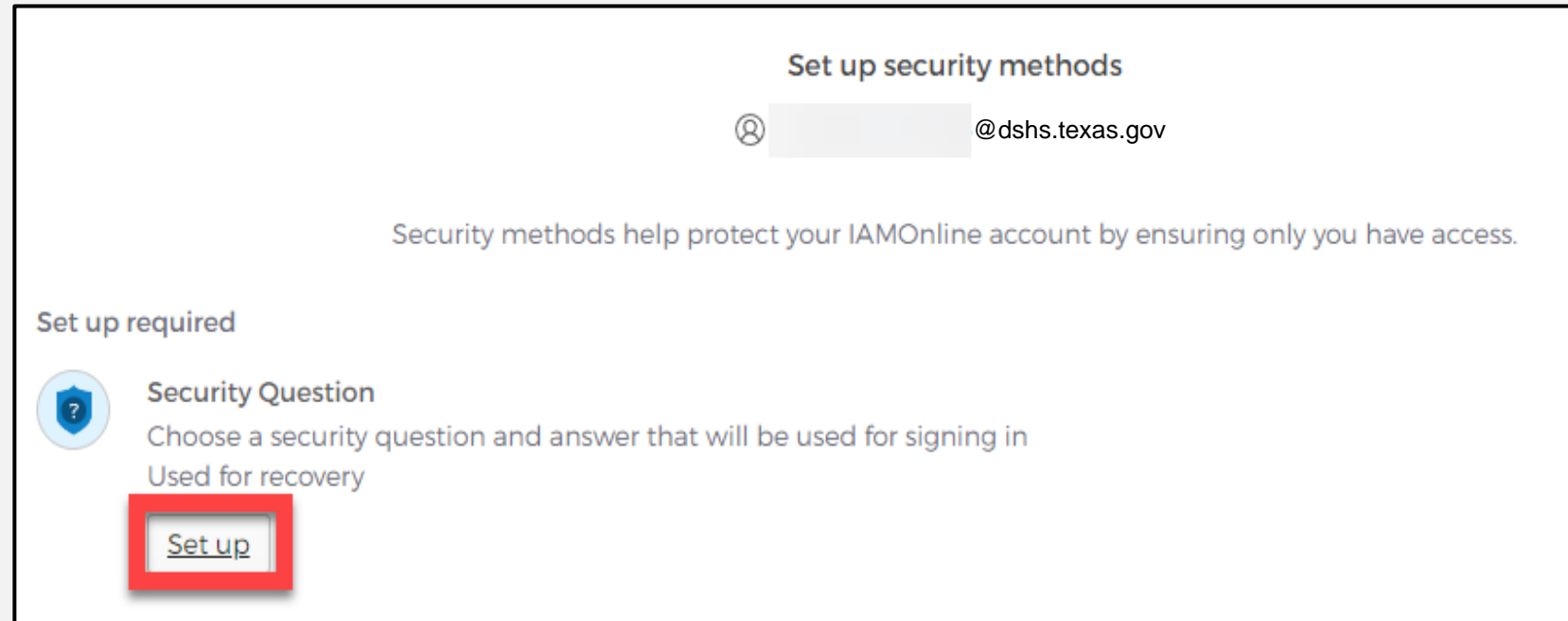
A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

Set Up Security Methods

- After verifying your phone number, you will be redirected 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

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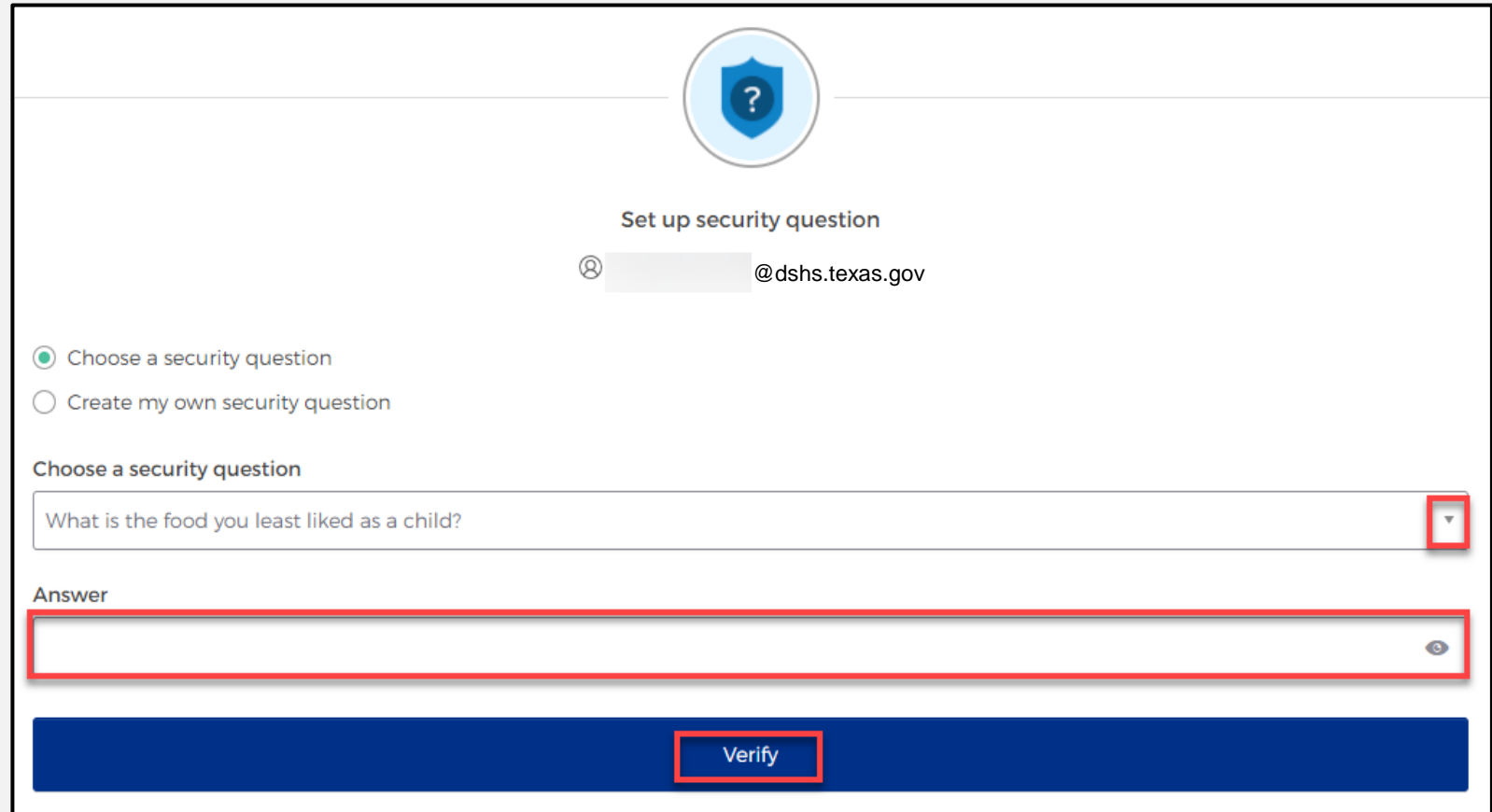
NOTE – If creating a security question, create one that cannot be guessed by others, even those that know you well, for security purposes.

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

- 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.

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

Access MyApps Dashboard

Access the MyApps Dashboard

Now that you have set up your security methods, you will be redirected to your IAMOnline **"MyApps"** dashboard.
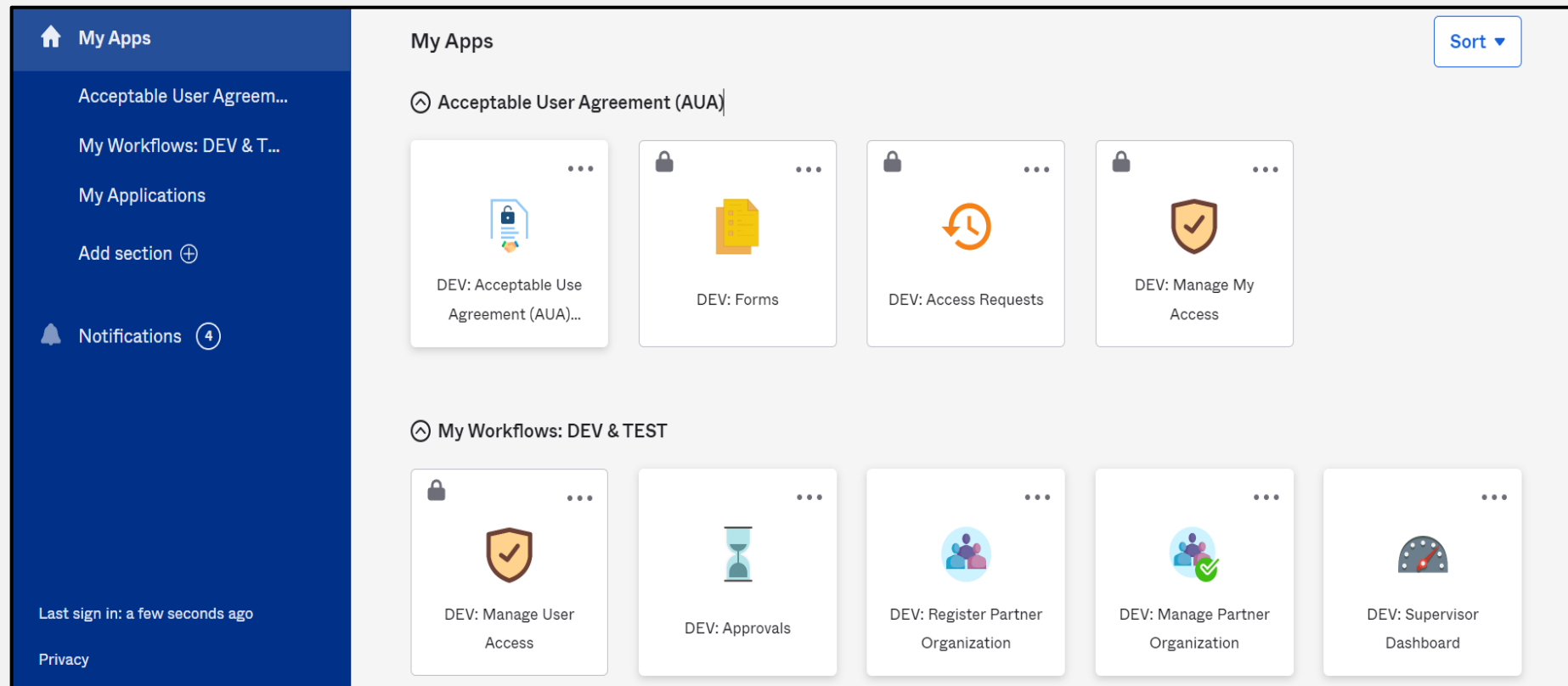
Acceptable Use Agreement (AUA)

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

- To do this, select the **"AUA"** tile on your MyApps dashboard.
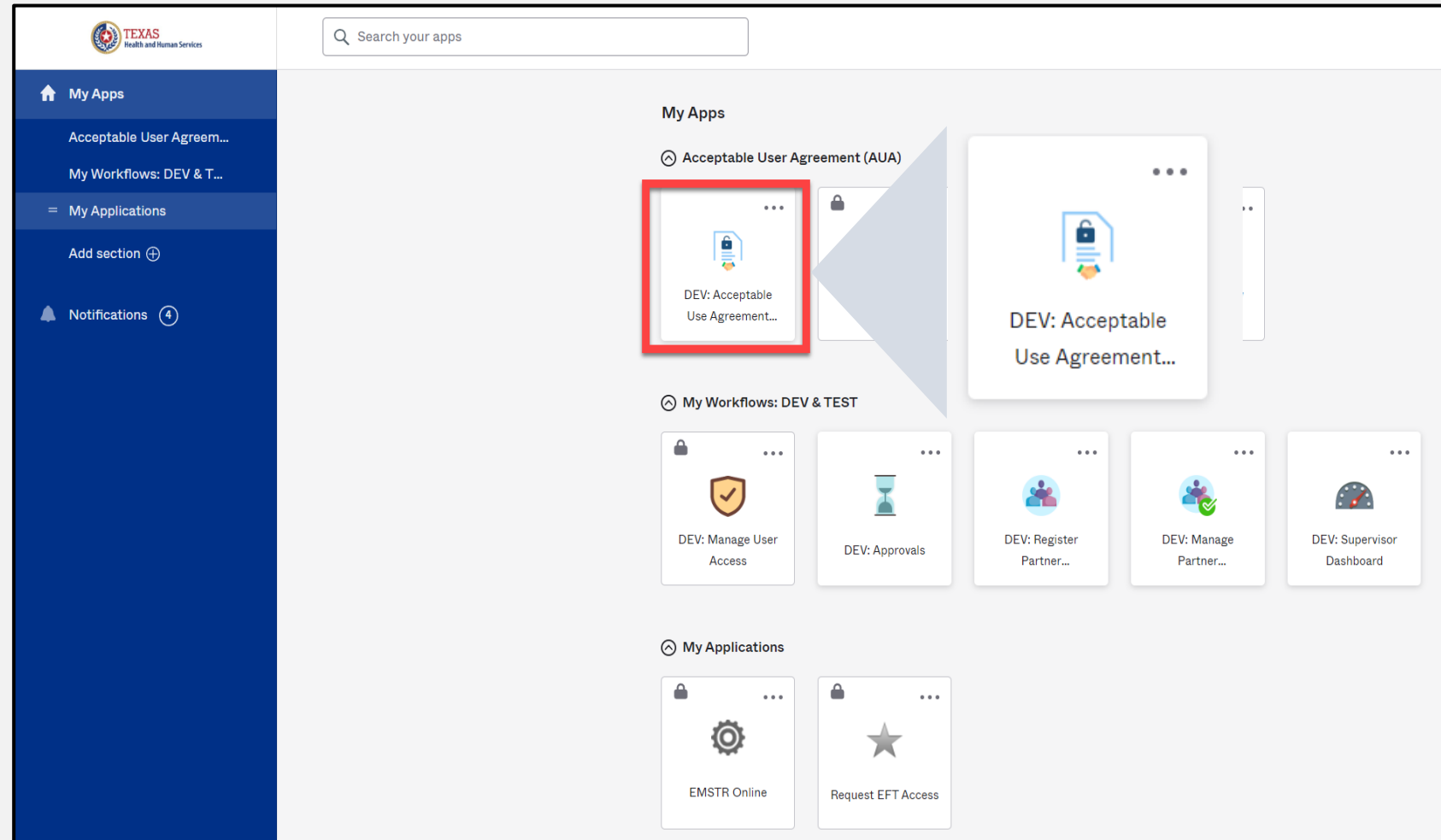
Acknowledge and Sign your AUA

- Carefully read and complete the AUA Form.

- Once you complete the mandatory information and sign the form, click the **"Submit"** button to complete it.

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 *

[blurred]@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

Business Associate Agreement (1 of 2)

- If an entity wishes a third-party (e.g., vendor, billing company, etc.) to have access to and/or submit data on their behalf, EMSTR must have a complete Business Associate Agreement (BAA) on file.

- EMSTR staff will review all agreements before allowing data access between parties.

- Each entity decides the document's format.
- Follow these three steps to receive DSHS approval:
  1. Submit a signed agreement by someone representing the entity's administration (e.g., hospital or EMS administrator, Chief Executive Officer, Medical Director, etc.)
  2. Make sure both parties sign the BAA (agency and vendor) and include the effective date.
  3. Send the BAA to injury.web@dshs.texas.gov for EMSTR account approval.

Approval Process

- You will receive notification when the request is approved by the agency administrator and DSHS.

- If you are experiencing a delay in receiving an approval, contact injury.web.@dshs.texas.gov.

Access EMSTR Process

- Once you complete the AUA form, the tiles on your **MyApps** dashboard will unlock.

- To access EMSTR, select the **"EMSTR Online"** tile.
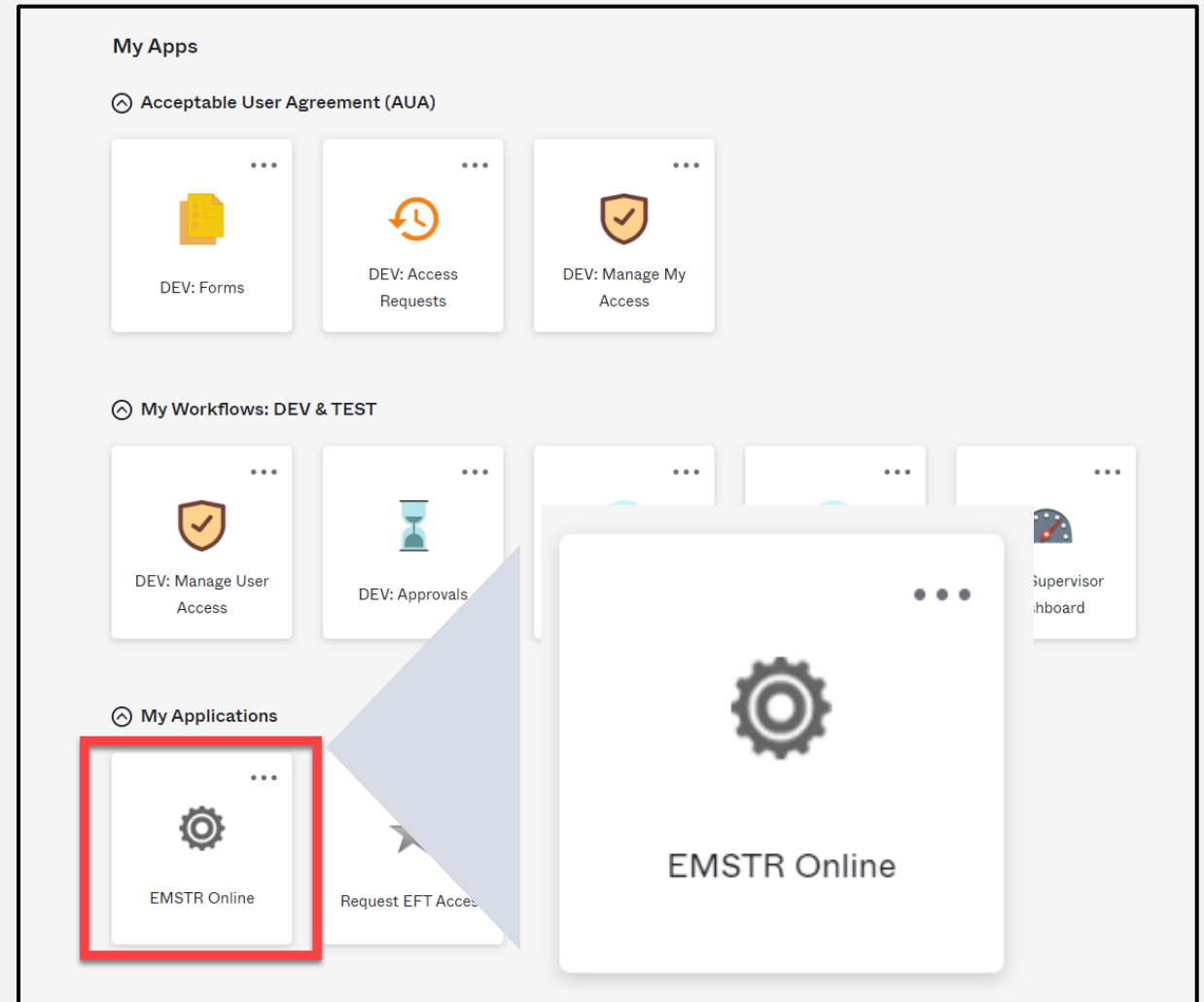
Once you select the **"EMSTR Online"** tile, you will be directed to the EMSTR homepage.

Improved User Experience

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

Calendar Feature
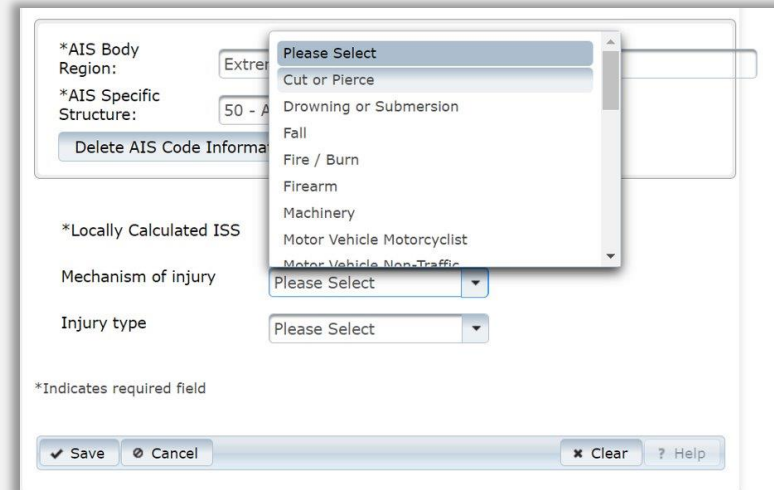
Quick date and time selection.

Collapsible Sections
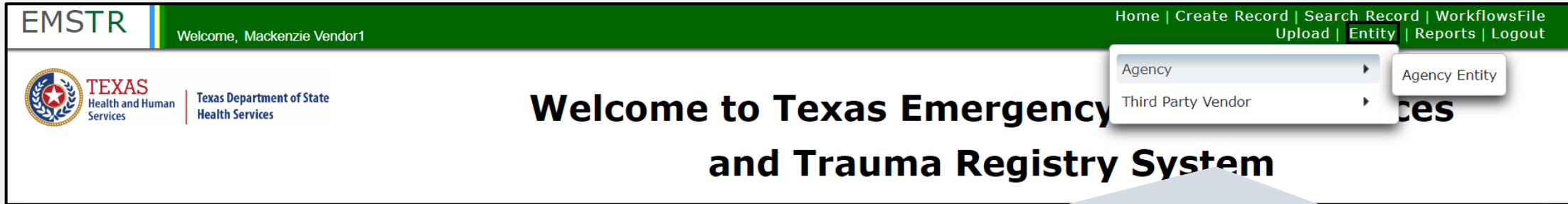
Easier page navigation to complete required fields.

Drop Down Menus

Intuitive process that avoids page clutter.

Agency Entity

Agency

- This provides the list of agencies associated with an account.

Third Party Vendor (1 of 2)

• This provides the list of agencies associated with an account.

Web Services

Web Services Testing URL

- You will use a URL (web address) to access and submit data through web services.

- The username and password are the same as the IAMOnline log in.

- The organization ID is the DSHS ID for the facility you are submitting.

Note – Data must be in the NEMSIS version 3.5 format.

Submit a request using the following format

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.nemsis.org/">
<soapenv:Header/>
<soapenv:Body>
<ws:SubmitDataRequest>
<ws:username> username here</ws:username>
<ws:password> password here</ws:password>
<ws:organization> organization ID here</ws:organization>
<ws:requestType>SubmitData</ws:requestType>
<ws:submitPayload>
<ws:payloadOfXmlElement>
          …. Type of data that is being submitted (EMSDataset/DEMDataset)
should be within the payloadOfXMLElement.
</ws:payloadOfXmlElement>
</ws:submitPayload>
<ws:requestDataSchema>61</ws:requestDataSchema>
<ws:schemaVersion>3.5.0</ws:schemaVersion>
<ws:additionalInfo>Token value</ws:additionalInfo>
</ws:SubmitDataRequest>
</soapenv:Body>
</soapenv:Envelope>
```

URLs

- NEMSIS WSDL to run web services must be implemented in the submitter's software:

https://nemsis.org/media/nemsis_v3/master/WSDL/NEMSIS_V3_core.wsdl


```
      </wsdl:operation>
    </wsdl:binding>
  ▼<wsdl:service name="NemsisImplService">
    ▼<wsdl:port binding="tns:NemsisImplServiceSoapBinding" name="NemsisImplPort">
        <soap:address location="http://app-hhsc-emstr-prod-backend-01.azurewebsites.net:8080/nemsis"/>
      </wsdl:port>
  </wsdl:service>
```

Update pilot URL address location in the WSDL to the following endpoint address location listed below to submit data to State web service.

- Pilot URL:
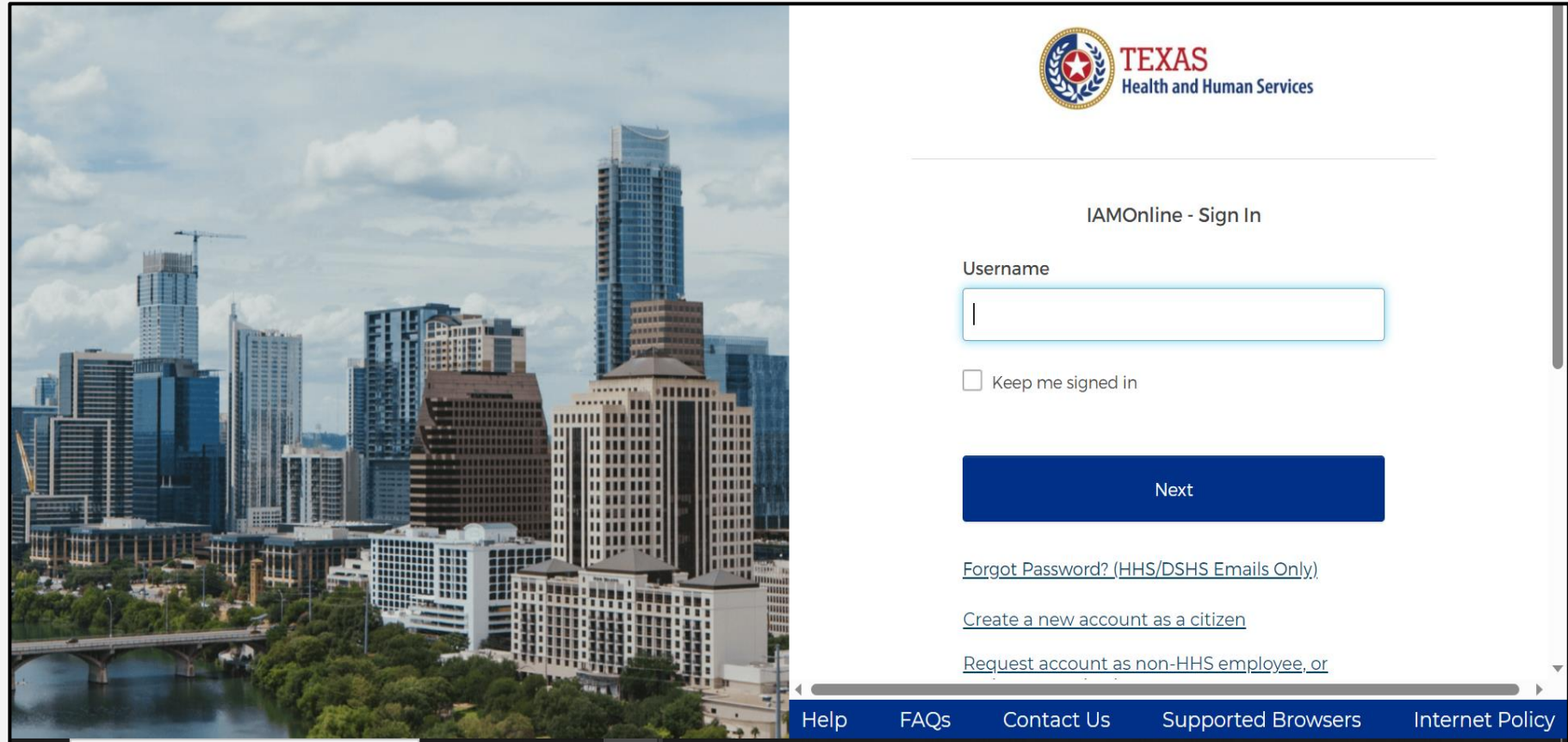
https://fd-hhsc-bep-emstr-prod-be-f7f9eba5eye8hrfg.z01.azurefd.net/nemsis?wsdl

Account Management

IAMOnline Home Page

Account management is available through 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 and click the **"Select"** button.

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, you will be redirected to the Reset Password Page.

- Step 1 – Enter your new password in the **"New password"** box.
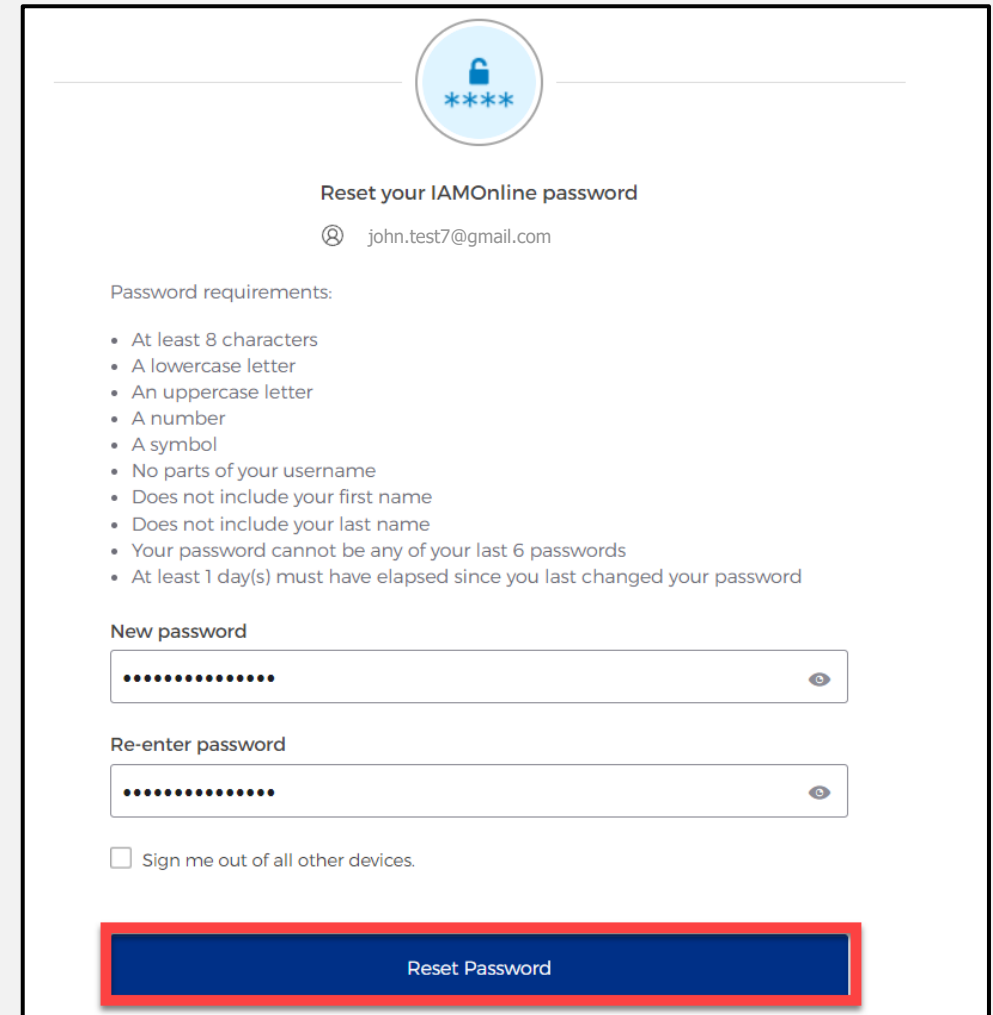
- Step 2 – Re-enter your password in the **"Re-enter password"** box.

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

Reset Password Complete

After resetting your password, you will be logged in and redirected 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.
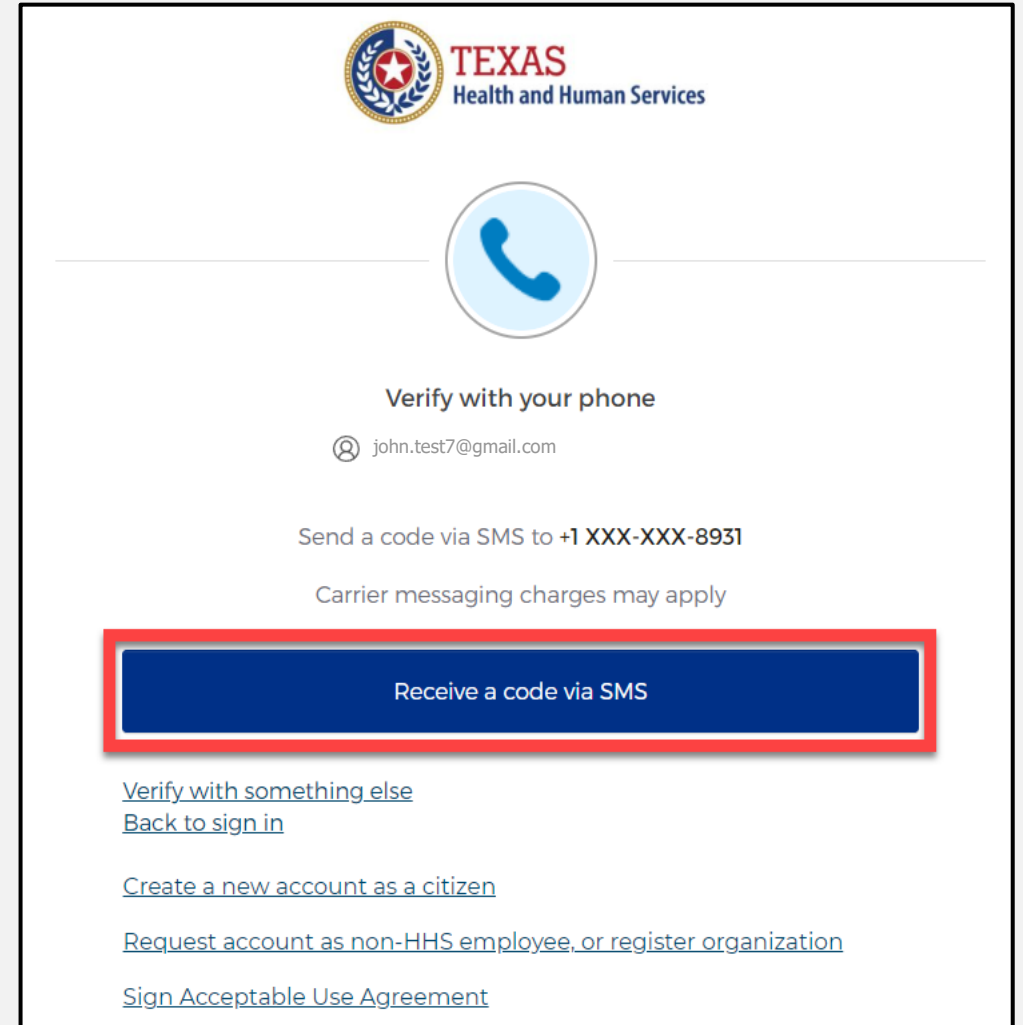
If you do not remember your password after the account unlocks, please reset your password.

If your password needs to be reset before 30 minutes for urgent requests, you may contact the help desk at **512-438-4720**.

- After selecting either phone or email you will be prompted to **Receive a code via** SMS or Email.

  (The phone option was selected in this example.)

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

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.
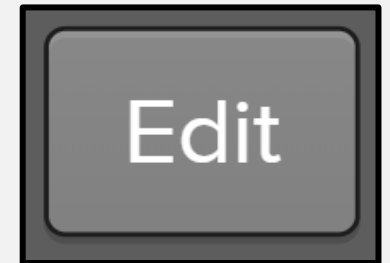
Texas Wristband Number (State Element)

0 : M	eOutcome.ExternalDataGroup		C
0 : 1	eOutcome.03 - External Report ID/Number Type		O
0 : 1	eOutcome.04 - External Report ID/Number		O

- You will submit the Patient Wristband through the EMS dataset eOutcome question package.
- If prompted by your software vendor, please select **"Other"** for the eOutcome.03 - *Wristband Type.*
- You must submit the Texas Wristband Number through the eOutcome.04 field. An option for <u>Null </u>responses will be permitted.
- Please contact your Regional Advisory Council (RAC) for any questions on wristband procurement.

Questions and Answers

Office Hours

The EMSTR Team will also be hosting Office Hours during the week of the webinars to answer questions. Office Hours will not be recorded and will be hosted for groups listed in the table below.

Office Hour Group	Date	Time
Hospital Stakeholders #1	09/26/2023	11:00 AM – 12:00 PM
EMS Stakeholders #1	10/04/2023	10:00 AM – 11:00 AM
Hospital Stakeholders #2	10/11/2023	3:00 PM – 4:00 PM
EMS Stakeholders #2	10/20/2023	2:00 PM – 3:00 PM

Question and Answer (Q&A)

Submit questions using the Q&A button from the menu.
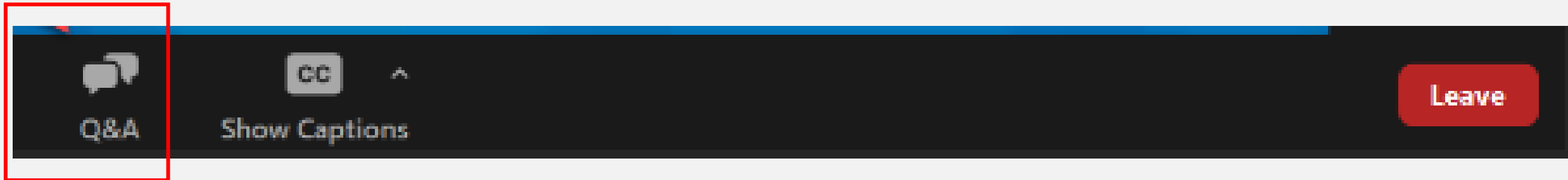
Contact Information and Resources

- If you have additional questions, please email us at injury.web@dshs.texas.gov.

- EMSTR will share additional resources as the launch date approaches.

Thank you!

EMSTR EMS Webinar

EMSTR Team

injury.web@dshs.Texas.gov