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# Emergency Medical Services and Trauma Registries (EMSTR) Webinar

Modernization Support  
December 2023

EMSTR Team

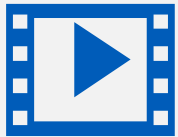
# Webinar Reminders



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](#)
- [Business Associate Agreements](#)
- [Add EMSTR Access- Web Service Process](#)
- [Online Submissions](#)
- [Contact Information](#)
- [Resources](#)

# 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 upgraded to the National EMS Information System (NEMSIS) version 3.5.
- EMSTR is compliant with the National Trauma Data Standard (NTDS) 2023 and the International Trauma Data Exchange (ITDX) 2023 data formats.

# IAMOnline



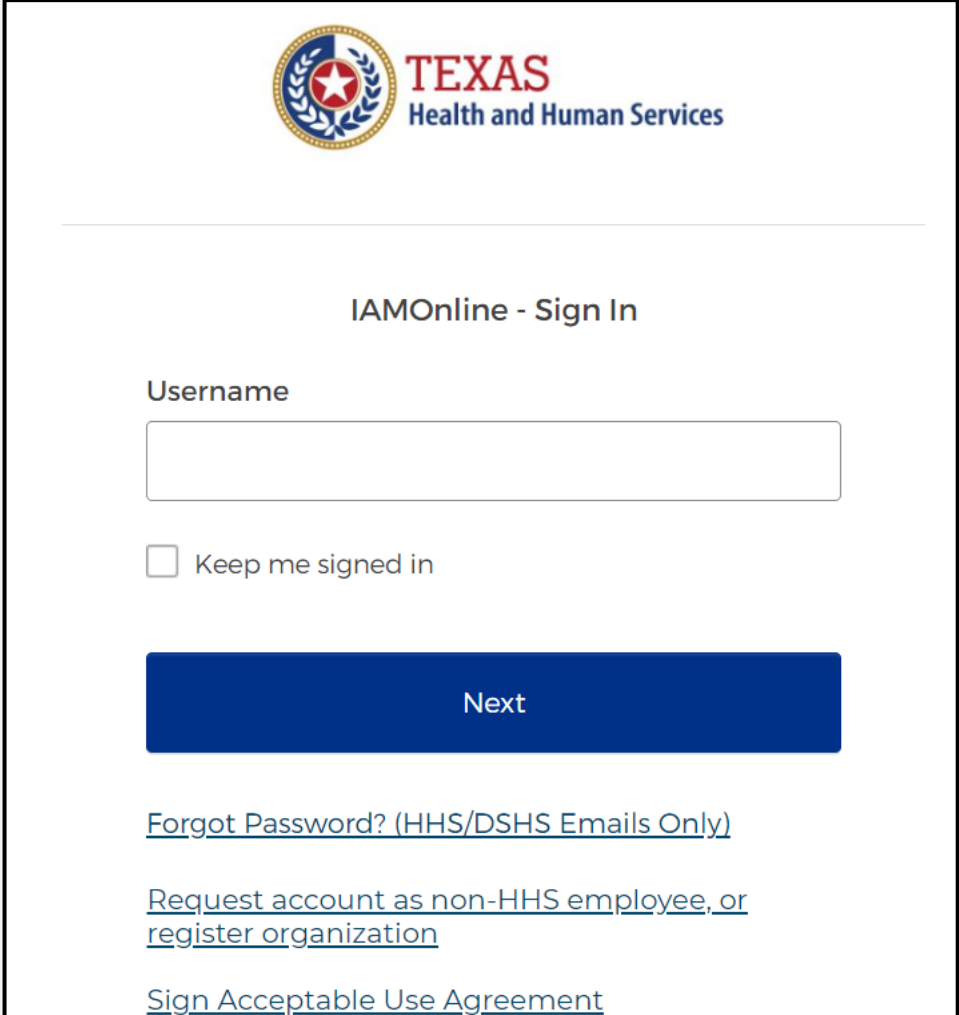
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# IAMOnline (1 of 2)

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



The screenshot shows the IAMOnline Sign In page. At the top is the Texas Health and Human Services logo, which includes a circular seal with a star and the text "TEXAS Health and Human Services". Below the logo is the title "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 large blue button labeled "Next" is positioned 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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# Activate Your Account (1 of 2)

- Locate your **IAMOnline** activation email(s) from [do\\_not\\_reply\\_IAMOnline@partner.hhs.texas.gov](mailto:do_not_reply_IAMOnline@partner.hhs.texas.gov).
- The activation email(s) are sent 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.

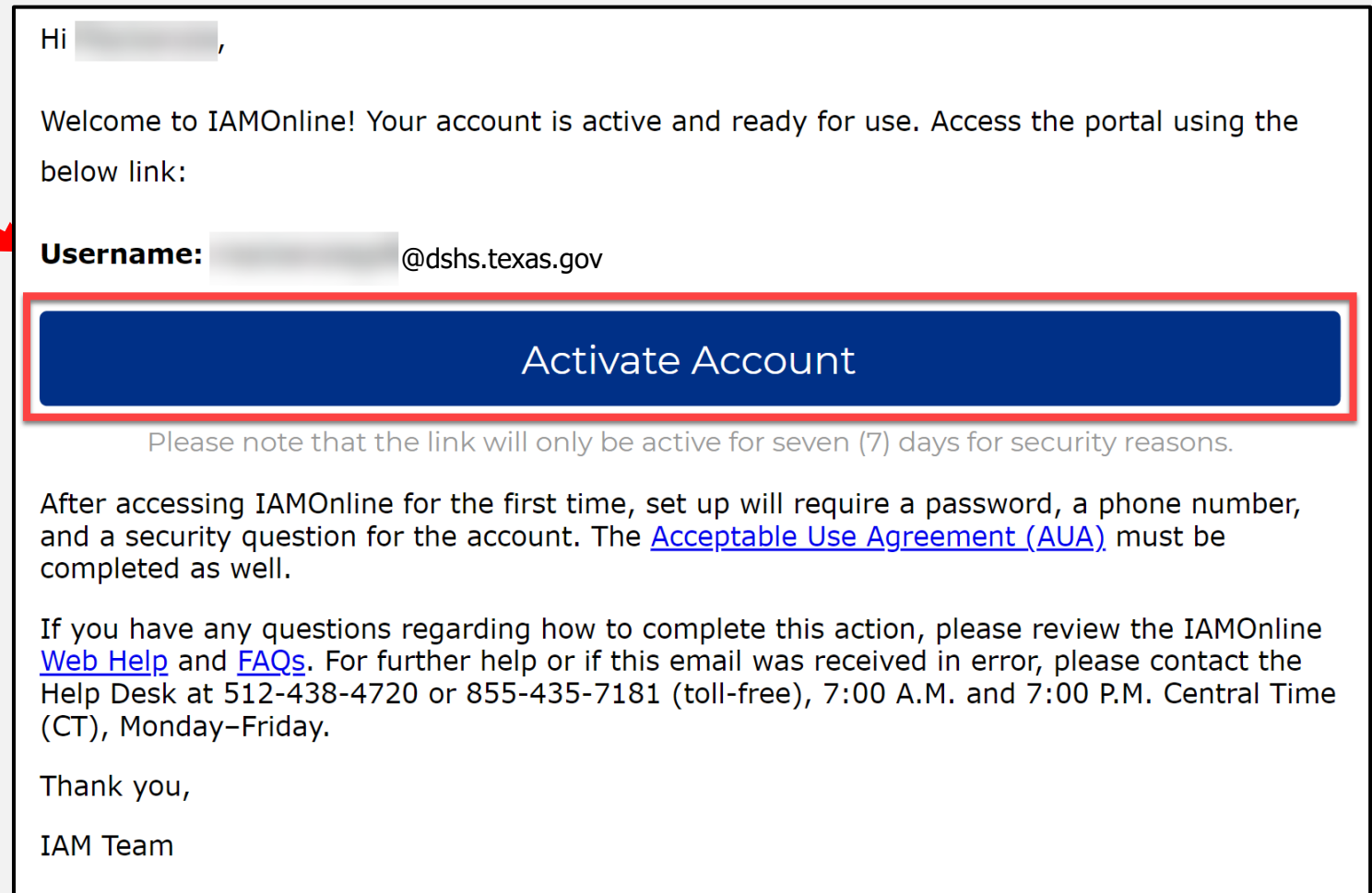
Thank you,

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 promptly.


***NOTE – The link will only be active for seven (7) days from receipt of email for security reasons.***



# Set Up Security Methods


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](#)

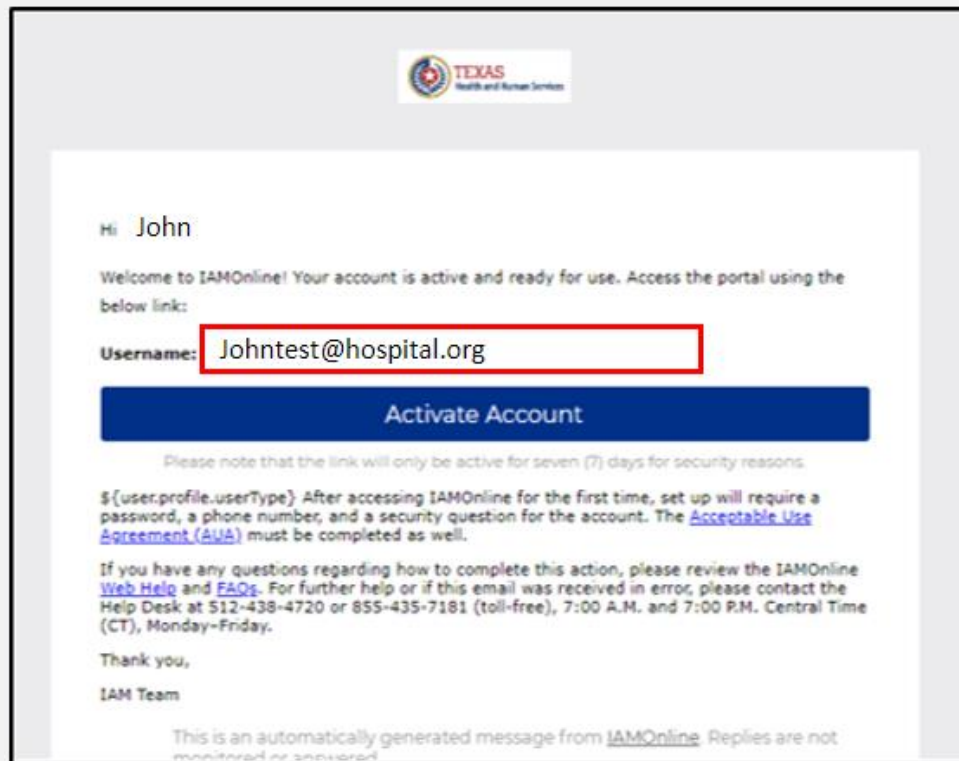
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

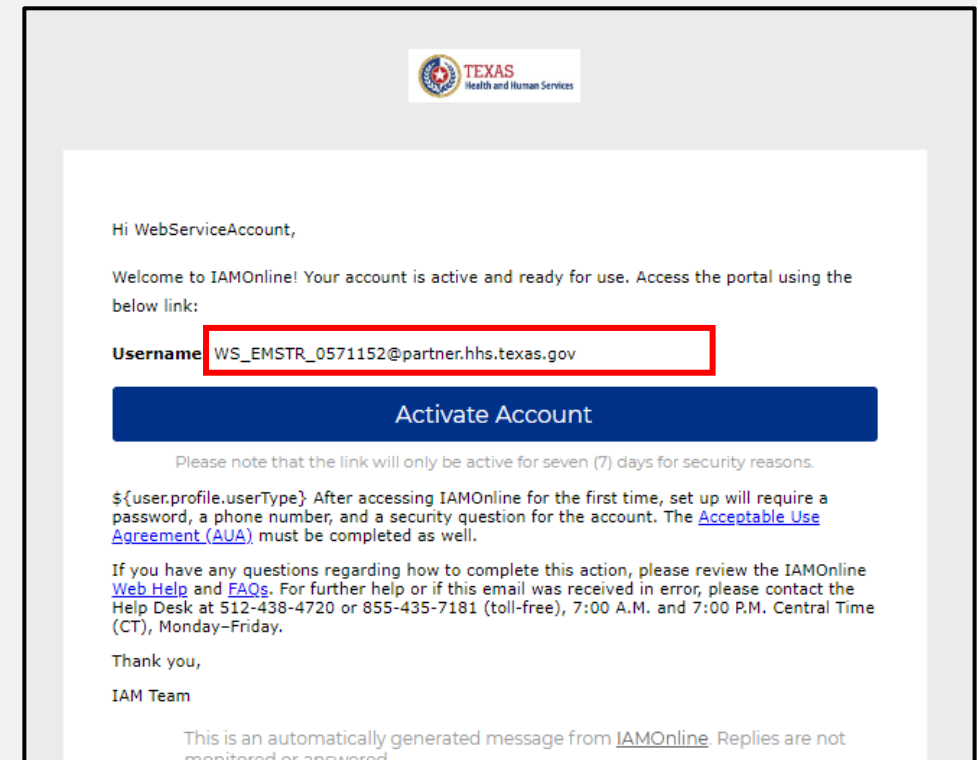
14

# EMS and Vendor Activation Emails

**Organization Activation Email -**  
Your employee email address.



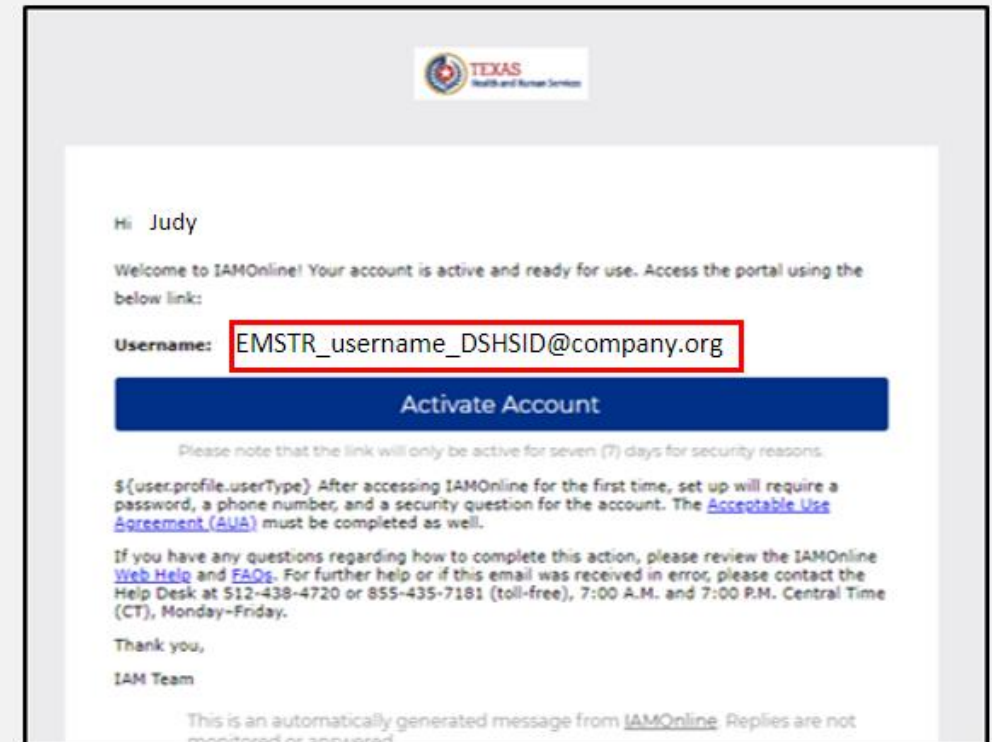
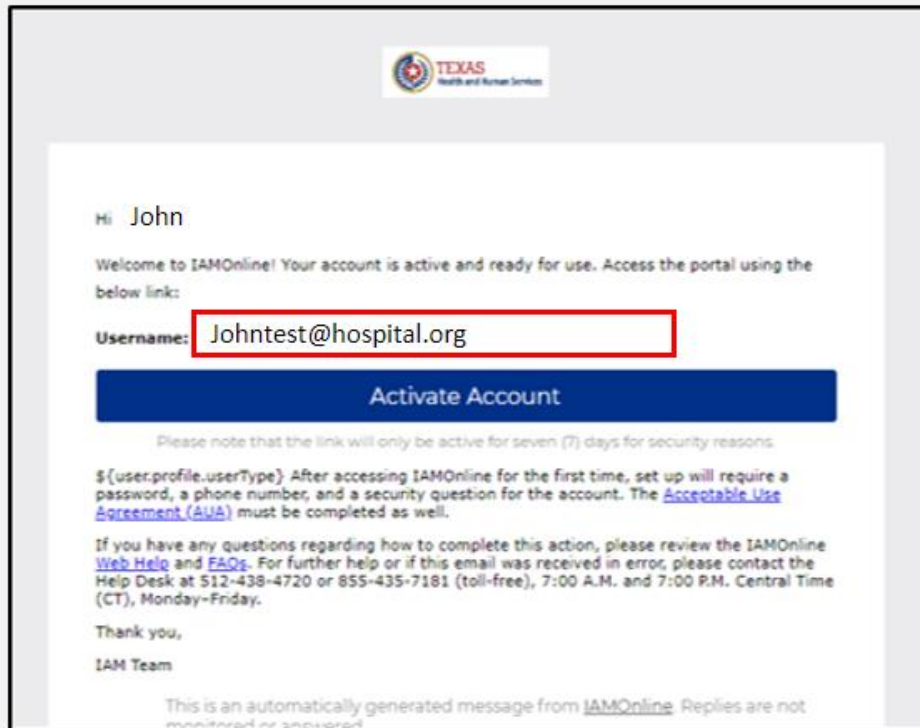
**Web Services Activation Email -**  
Assigned email with WS\_EMSTR.



# Multiple Facilities Activation Emails

**Primary Account Activation Email -**  
Your employee email address.

**Additional Assigned Email(s) -**  
EMSTR\_[username\_DSHSID@[your  
company.org].



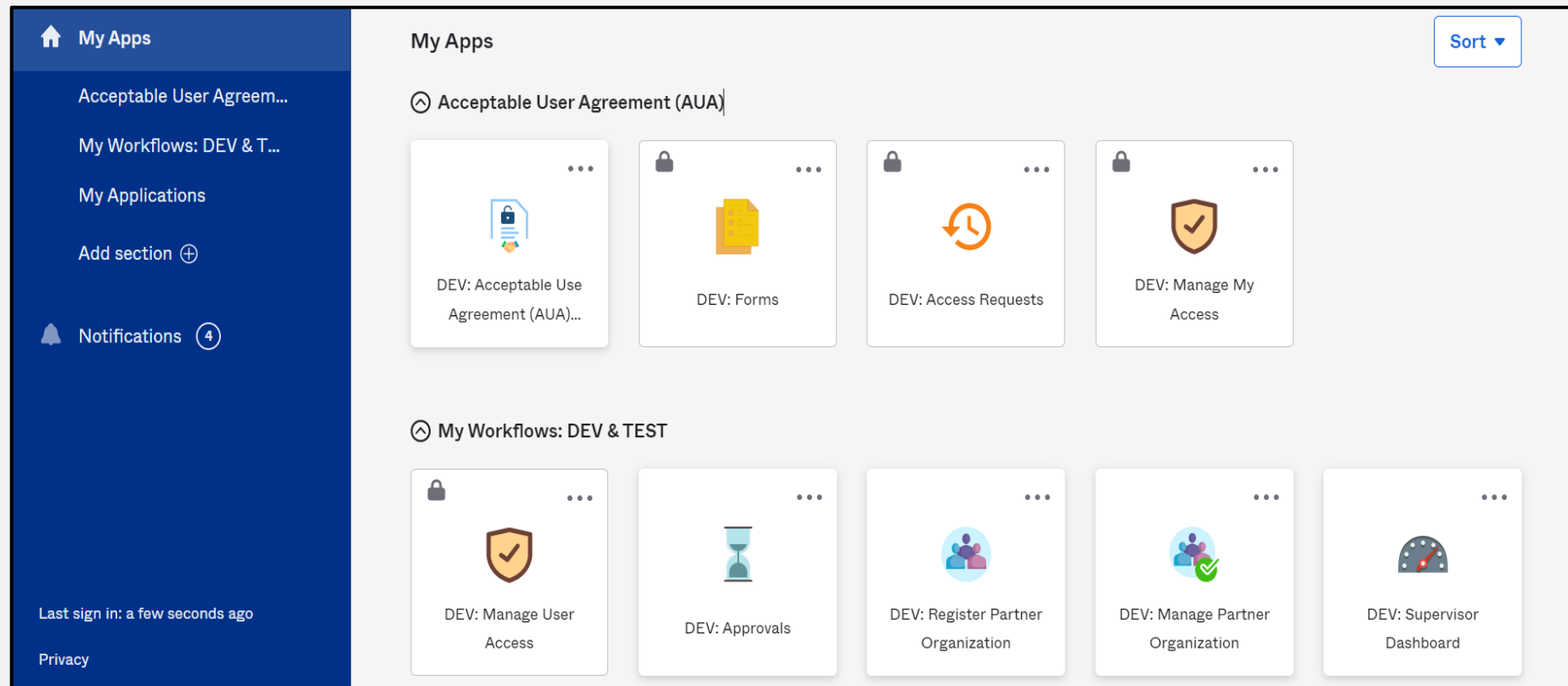


# Access MyApps Dashboard and Acceptable Use Agreement (AUA)



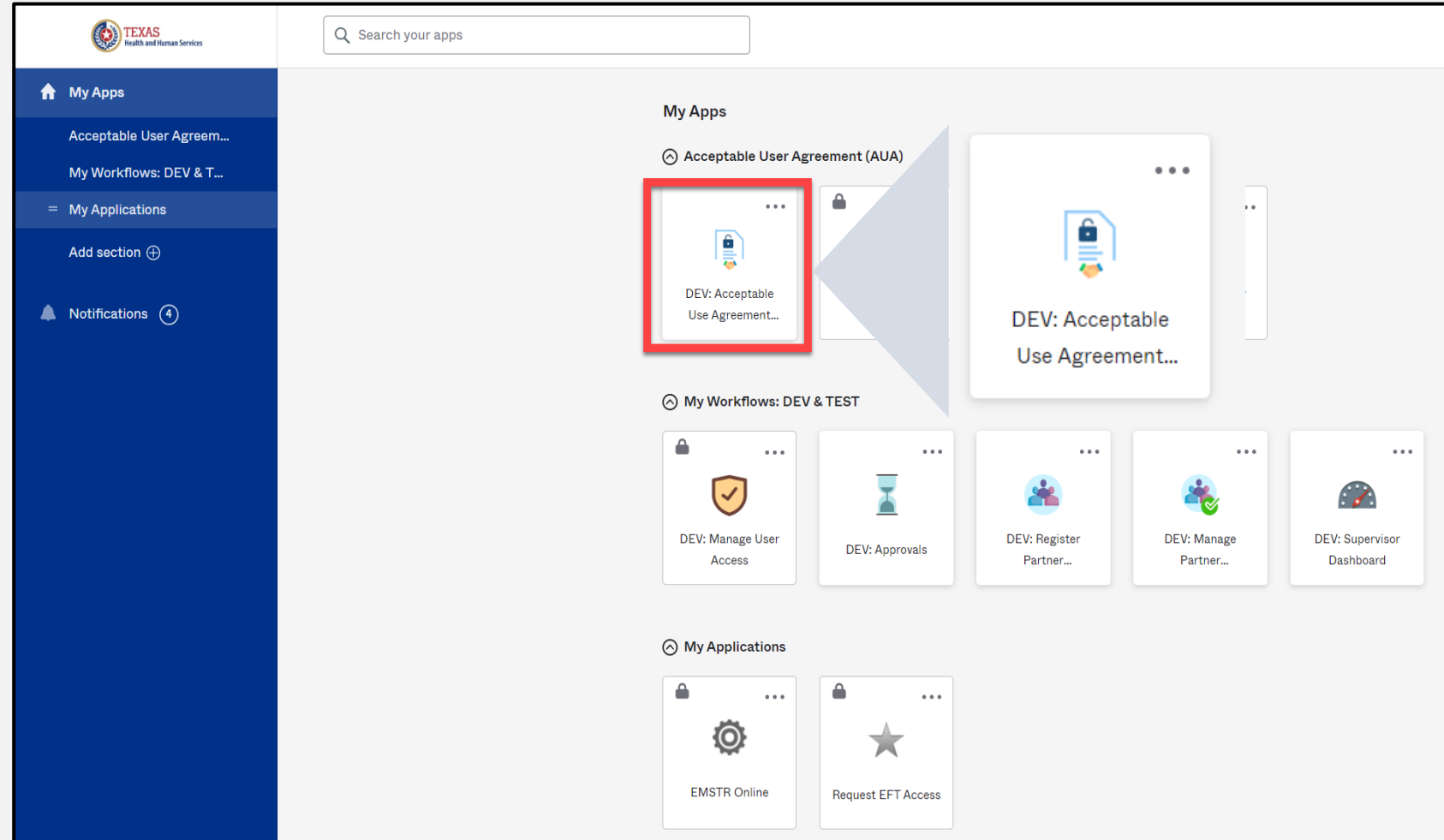
# Access the MyApps Dashboard

Once you set up your security methods, the HHS 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.
- 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 \***  
  
**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

# Web Service Account AUA

- Carefully read and complete the **AUA** form.
- For the web service account use:
  - First Name: WebServiceAccount
  - Last Name: EMSTRWS
- 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 \***

**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

# Signing Multiple AUAs

- Start a new browser – all other browsers must be closed.
- Sign in to one account at a time and sign the AUA.
- Close the browser completely and repeat process for each AUA.

# Business Associate Agreements



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# 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.



## BAA (2 of 2)

Each entity chooses their BAA document format.

To receive DSHS approval, follow three steps:

1. Submit a signed agreement by someone representing the entity's administration (e.g., hospital or EMS administrator, company executive officer, medical director, etc.)
2. Make sure the BAA is signed by both parties (agency and vendor) and includes the effective date.
3. Send the BAA to [injury.web@dshs.texas.gov](mailto: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](mailto:injury.web.@dshs.texas.gov).

# Add EMSTR Access – Web Service Process



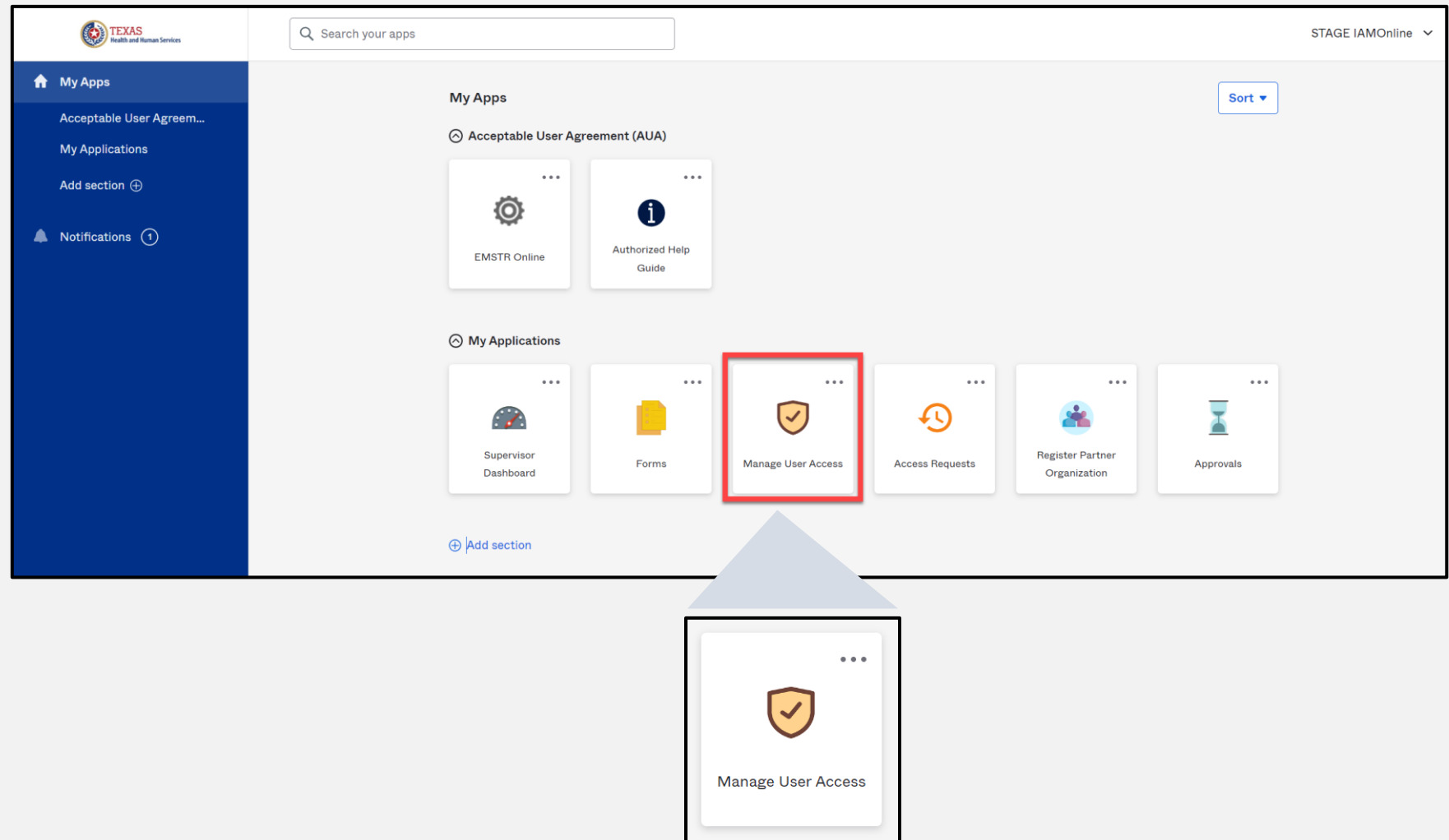
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# Manage User Access

Log in to your **organization account** to request access for a specific facility.

Click the “**Manage User Access**” tile.



# Select Web Service Account

- Select the “webservice account”.
- Click “Next”.

The screenshot displays the 'Manage User Access' interface for the Texas Health and Human Services. The page is divided into three steps: 1. Select Users, 2. Manage Access, and 3. Review and Submit. The 'Select Users' step is active, showing a search bar and a list of identities. The 'WebServiceAccount EMSTRWS' is highlighted with a red box. A callout box provides details for this account.

**Identities Selected:** WebServiceAccount EMSTRWS

Showing 1-2 of 2

Identity	Username	Manager
<input checked="" type="checkbox"/> Mackenzie Vendor7		Mackenzie UATSupAccount
<input checked="" type="checkbox"/> WebServiceAccount EMSTRWS	@partner.hhs.texas.gov	Mackenzie UATSupAccount

**WebServiceAccount EMSTRWS**

**Username:** @partner.hhs.texas.gov

**Manager:** Mackenzie UATSupAccount

**Next**

# Manage Access

The screenshot displays the 'Manage User Access' interface. At the top, there is a dark blue navigation bar with 'Home' and 'My Work' links. Below this, the page title 'Manage User Access' is visible. The main content area features a three-step process bar: '1 Select Users' (Find and select users for whom you want to manage access.), '2 Manage Access' (Add access for the users you've selected.), and '3 Review and Submit' (Look over your selections and confirm.). Below the process bar, there are two tabs: 'Add Access' and 'Remove Access'. The 'Add Access' tab is active. In the search bar, the text '101174' is entered, and the magnifying glass icon is highlighted with a red box. To the right of the search bar is a 'Filters' dropdown menu.

- Search for the agency by typing the DSHS ID number or name of facility that you are requesting access.
- Click the magnifying glass icon.

# Manage Access (Continued)

- From the list, select the option with the matching “**Org ID**” (DSHS ID).
- NOTE – “**EMSTR BAA**” must be in the title.
- Click “**Next**”.

The screenshot displays the 'Manage Access' interface, which is divided into three main sections: '1 Select Users', '2 Manage Access', and '3 Review and Submit'. The '2 Manage Access' section is active, showing a search bar with the text '101174' and a 'Search By Keywords' dropdown. Below the search bar, a list of identities is shown, each with a checkbox, a title, and a 'Details' button. The identities are:

- EMSTR BAA Org ID: 101172 | Org. Name: EMSAVI090103
- EMSTR BAA Org ID: 101173 | Org. Name: EMSAVI090141
- EMSTR BAA Org ID: 101175 | Org. Name: EMSAVI090500
- EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT

The identity 'EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT' is highlighted with a red box. A zoomed-in view of this identity is shown below, with a red box around the 'Next' button. The 'Next' button is labeled 'Next' and is located at the bottom right of the zoomed-in view.

# Review and Submit

## 1 Select Users

Find and select users for whom you want to manage access.

## 2 Manage Access

Add access for the users you've selected.

## 3 Review and Submit

Look over your selections and confirm.

Identities Selected: WebServiceAccount EMSTRWS

Add Access 1 items selected

✕ EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT

Type: Role Owner: HHS\_WG\_DSHS\_EMSTR\_Data Stewards



Details

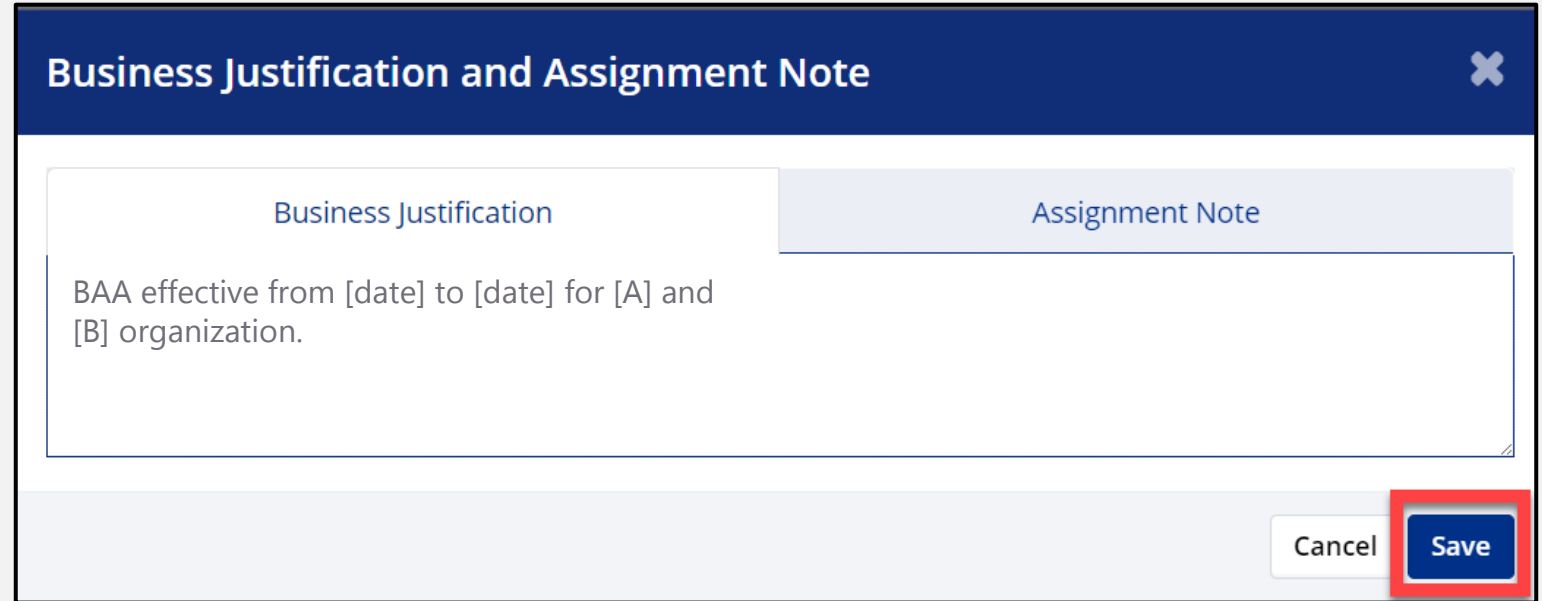
Click the mandatory message bubble.





# Business Justification and Assignment Note

Type in “BAA effective from [date] to [date] for [A] and [B] organization” and click “Save”.



Business Justification and Assignment Note

Business Justification

Assignment Note

BAA effective from [date] to [date] for [A] and [B] organization.

Cancel Save

Example – *BAA effective from June 12, 2022 to June 12, 2025 for ‘Vendor Company’ and ‘EMS Facility’.*

Save

# Review and Submit (Continued)

The screenshot shows a three-step process bar at the top: 1. Select Users (Find and select users for whom you want to manage access.), 2. Manage Access (Add access for the users you've selected.), and 3. Review and Submit (Look over your selections and confirm.). The 'Review and Submit' step is currently active and highlighted in dark blue with a '1' in a circle.

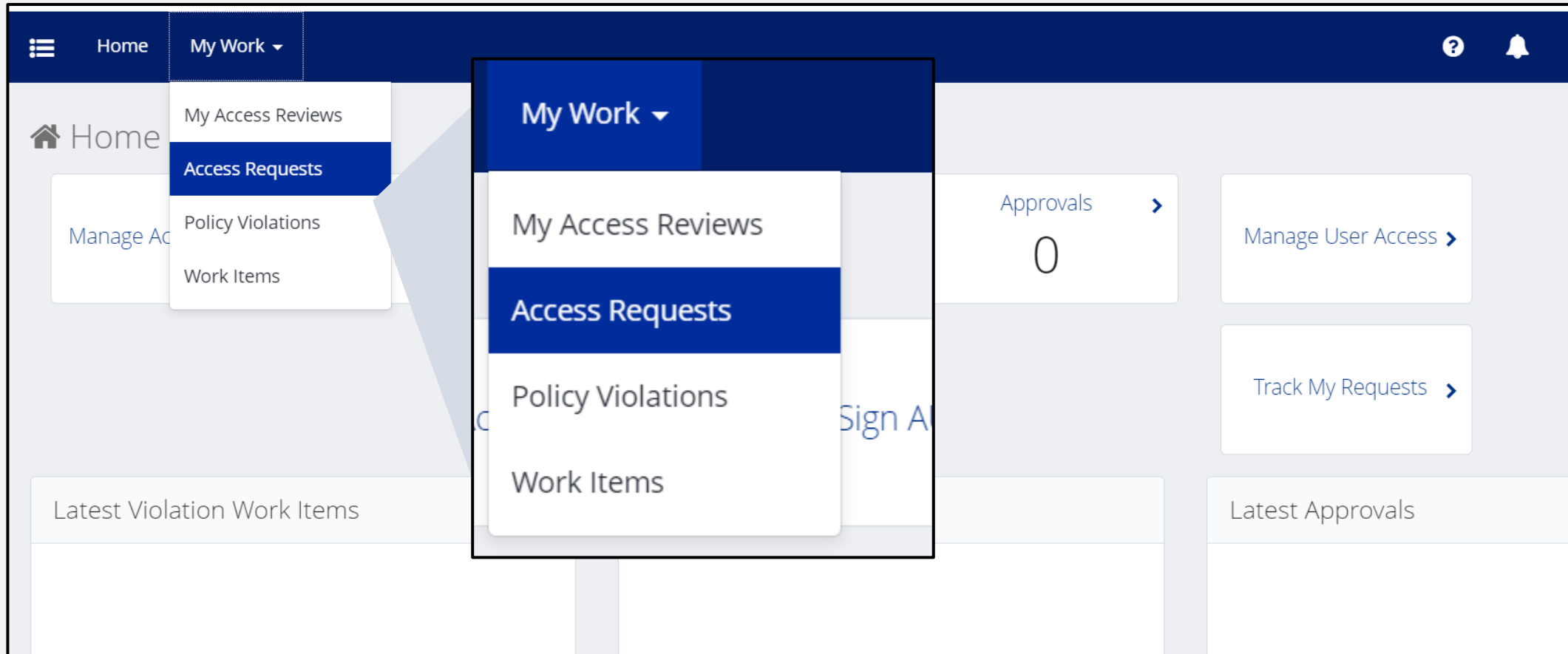
Below the process bar, the text 'Identities Selected: WebServiceAccount EMSTRWS' is displayed. Underneath, it says 'Add Access 1 items selected'. A list item is shown with a close button (x) and the text 'EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT'. Below this list item, the details 'Type: Role' and 'Owner: HHS\_WG\_DSHS\_EMSTR\_Data Stewards' are visible.

On the right side of the list item, there is a green speech bubble icon and a 'Details' button, which are highlighted with a red rectangular box. A callout bubble points from this box to a larger version of the green speech bubble icon and the 'Details' button.

At the bottom center of the interface is a large blue button labeled 'Submit'. At the bottom right, there is a 'Previous' button, a 'Cancel' button, and a 'Submit' button.

- The message bubble will now be green.
- Click **“Submit”**.

# Access Requests (1 of 2)



- Select “**My Work**” from the navigation bar.
- Click on “**Access Requests**”.

# Access Requests (2 of 2)

Access Requests 2

Sort by: Date Filter

Search by Identity, Request ID or External Ticket ID

**Request Access: WebServiceAccount EMSTRWS** Details >

Requested by Mackenzie Vendor7 on 9/18/23 | Request ID: 31739

Request pending

Add Role: EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT

Waiting on: Mackenzie UATSupAccount

1

Cancel Request

This action shows you successfully submitted the request and it is pending.

**Request Access: WebServiceAccount EMSTRWS**

Requested by Mackenzie Vendor7 on 9/18/23 | Request ID: 31739

Request pending

Add Role: EMSTR BAA Org ID: 101174 | Org. Name: EMSFacilityUAT

Cancel Request

# Web Services



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# SOAP Protocol Example

- 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 web service account log in.
- The organization ID is the DSHS ID for the facility you are submitting.
- NOTE – Data must be in the NEMESIS version 3.5 format.
- Refer to the [Web Services Guide](#) for additional details.

## Sample SOAP Protocol XML File Configuration

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ws="http://ws.nemesis.org/">
  <soapenv:Header/>
  <soapenv:Body>
    <ws:SubmitDataRequest>
      <ws:username> WS_EMSTR_XXXXXX@partner.hhs.texas.gov</ws:username>
      <ws:password>YOUR PASSWORD</ws:password>
      <ws:organization>DSHS_ID</ws:organization> (123456) 6 Digit BA Agreement between TPV and EMS
      service provider.
    </ws:SubmitDataRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

# Software and Third-Party Vendors

Work with a vendor if –

- Your organization has activated both their accounts.
- Web service account is linked to organization.

Contact EMSTR if –

- Your organization does not have an account in the upgraded EMSTR.
- Your organization is missing a web service account.

# Online Submissions



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# Online Submission

## EMS

- Submissions must be in NEMSIS 3.5 format.

## Hospitals

- Submissions must be in the ITDX 2023 format.
- Submissions must be in the NTDB 2020 or 2023 format.
- Hospital resources are available at [dshs.texas.gov/injury-prevention/ems-trauma-registries/hospital](https://dshs.texas.gov/injury-prevention/ems-trauma-registries/hospital).
- The following 2 slides cover common inquiries – ITDX Record Control and Hospital Procedure Information.

# ITDX Record Control-Not Applicable

- Select “**Not Applicable**” on the far right.
- Click “**Add New**”.
- Click “**Save**”.

**ITDX Record Control - Patient Record - Hospital**

**Record Linkage Information**

*RecordLinkageType	<input type="text"/>	Record Linkage Type(Null Values)	<input type="text" value="Please Select"/>
*NEMSIS V3 state ID for EMS linkage	<input type="text" value="TX"/>	NEMSIS v3 agency number for EMS linkage(Null Values)	<input type="text" value="Please Select"/>
*NEMSIS v3 agency number for EMS linkage	<input type="text"/>	NEMSIS v3 patient care report number for EMS linkage(Null Values)	<input type="text" value="Please Select"/>
*NEMSIS v3 patient care report number for EMS linkage	<input type="text"/>	GUID/UUID for document or record being referenced(Null Values)	<input type="text" value="Please Select"/>
*GUID/UUID for document or record being referenced	<input type="text"/>		<input type="button" value="Add New"/>

Record Linkage Type	NEMSIS V3 state ID for EMS linkage	NEMSIS v3 agency number for EMS linkage	NEMSIS v3 patient care report number for EMS linkage	GUID/UUID for document or record being referenced
No records found.				

**Software Information**

*Name of software vendor for record created:	<input type="text" value="Please Select"/>	*Name of software vendor for record created(Null Values)	<input type="text" value="Please Select"/>
*Name of software product which created record:	<input type="text" value="Please Select"/>	*Name of software product which created record(Null Values)	<input type="text" value="Please Select"/>
*Software Version:	<input type="text"/>	Software Version(Null Values)	<input type="text" value="Please Select"/>

\*Indicates required field

# Hospital Procedure– Not Applicable

You must complete three steps in the following order:

- 1) ICD-10 (International Classification of Disease, Tenth Revision) Hospital Procedure: type **“Not Applicable”**;
- 2) Hospital Procedure Start Date: select **“Not Applicable”**; then
- 3) Select **“Add New”**.

The screenshot shows a web form titled "Hospital Procedure Information - [REDACTED] - Patient Record - Hospital". The form contains the following elements:

- A red box labeled "3" highlights the "+ Add New" button.
- A red arrow labeled "1" points to the "ICD-10 Hospital Procedure" text input field, with the instruction "Type 'Not Applicable'".
- A red box labeled "2" highlights the "Hospital Procedure Start Date (Null Value)" dropdown menu, which currently shows "Please Select".
- Other fields include "Hospital Procedure Start Date" (a date-time picker) and a "Save Hospital Procedure" button.
- A "Clear" button is located below the "Hospital Procedure Start Date" field.
- A "Cancel" button is located below the "Hospital Procedure Start Date (Null Value)" dropdown.
- A footnote at the bottom left states: "\*Indicates required field".

# Account Management



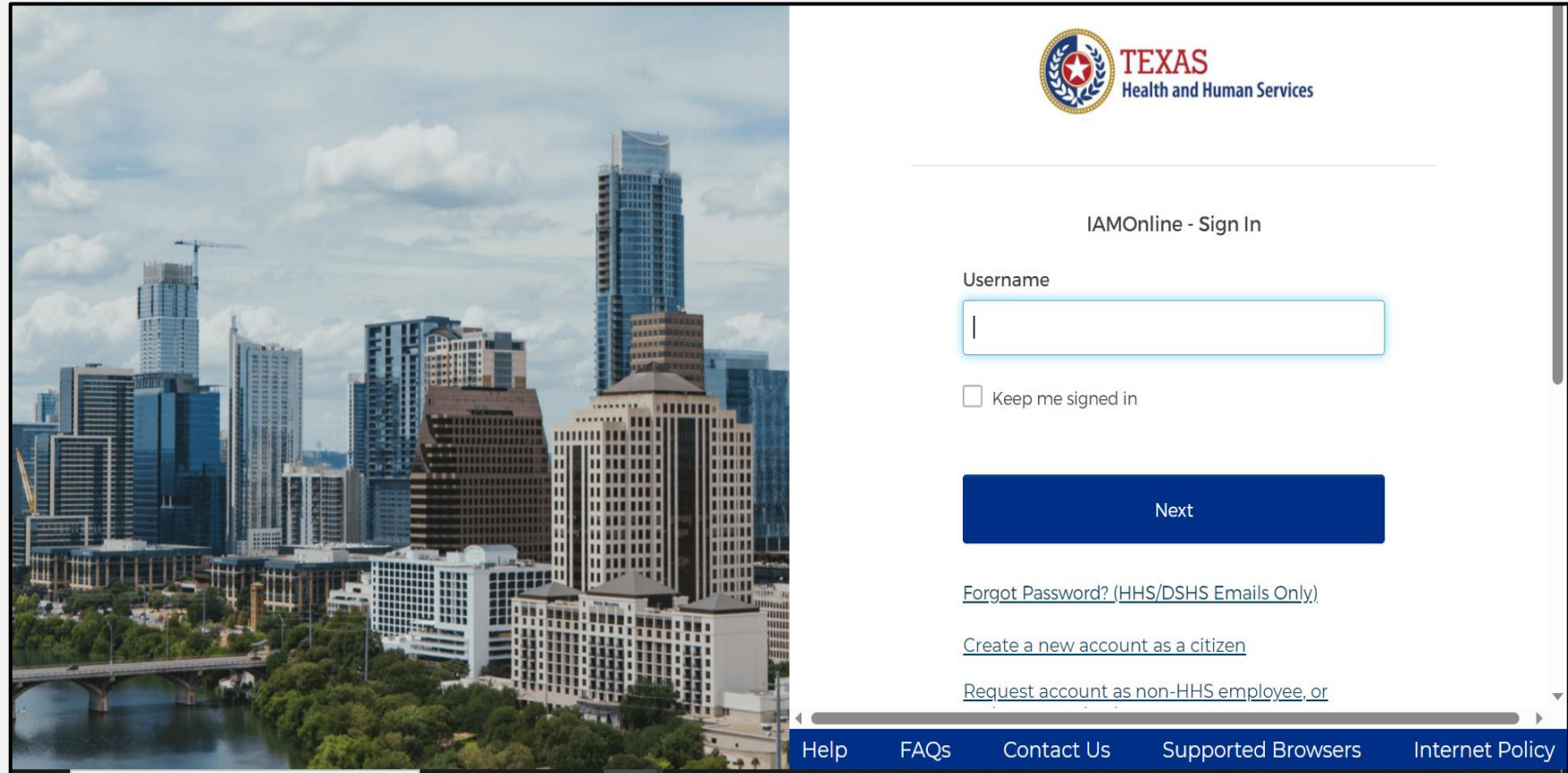
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# IAMOnline Home Page

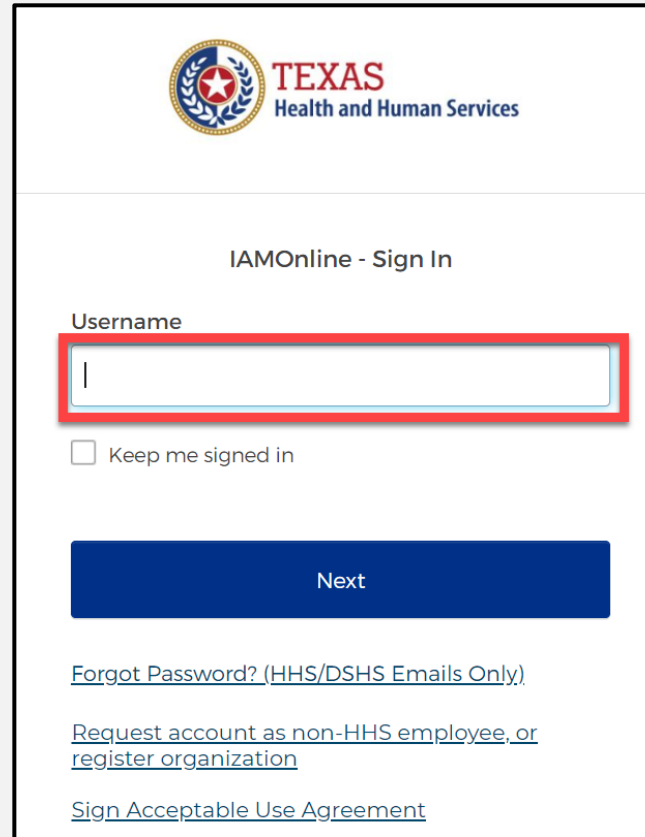
Account management is available through IAMOnline.


DSHS staff can no longer reset your password or provide password information to others.

The screenshot shows the IAMOnline Sign In page. 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 is the Texas Health and Human Services logo. Below it is the text '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 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'. At the very bottom is a navigation bar with links: 'Help', 'FAQs', 'Contact Us', 'Supported Browsers', and 'Internet Policy'.

# Forgot Password

- 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.
- Click the “Forgot password?” link.



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IAMOnline - Sign In

Username

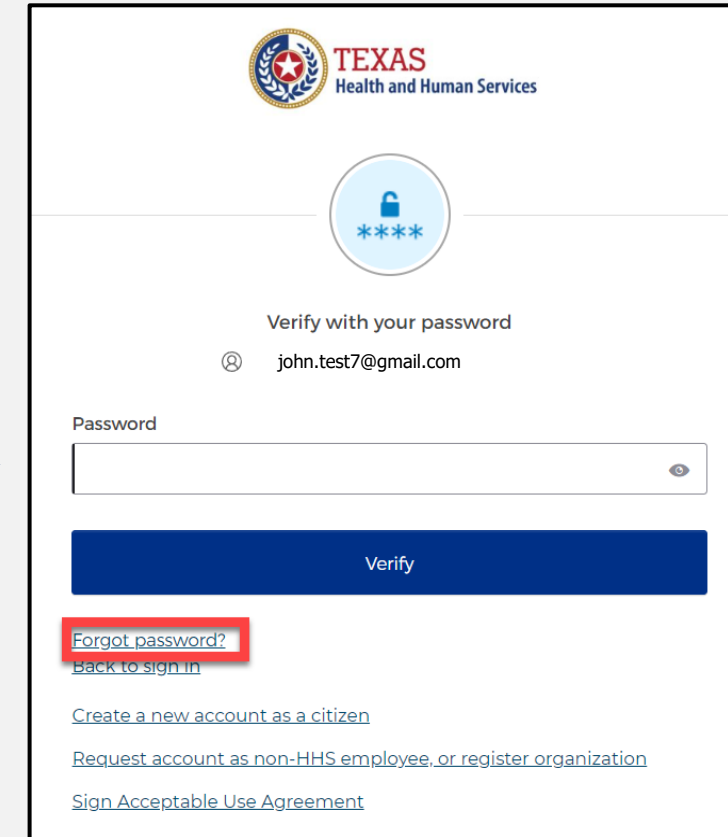
☐ Keep me signed in


Next


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

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


[Sign Acceptable Use Agreement](#)



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Verify with your password

 john.test7@gmail.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

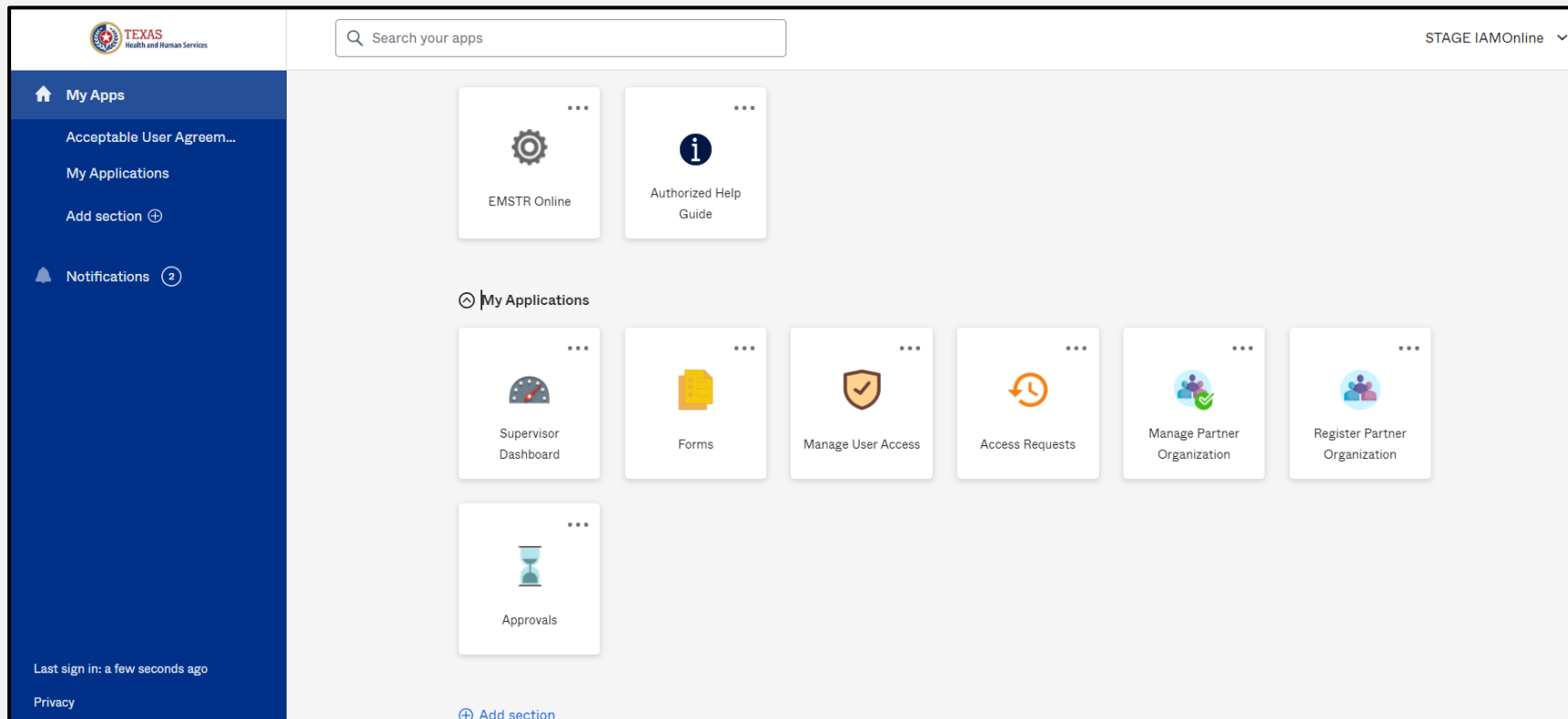
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

# Reset Password Complete

After resetting your password, you will be logged in and redirected to the **MyApps** dashboard.



# Account Locked



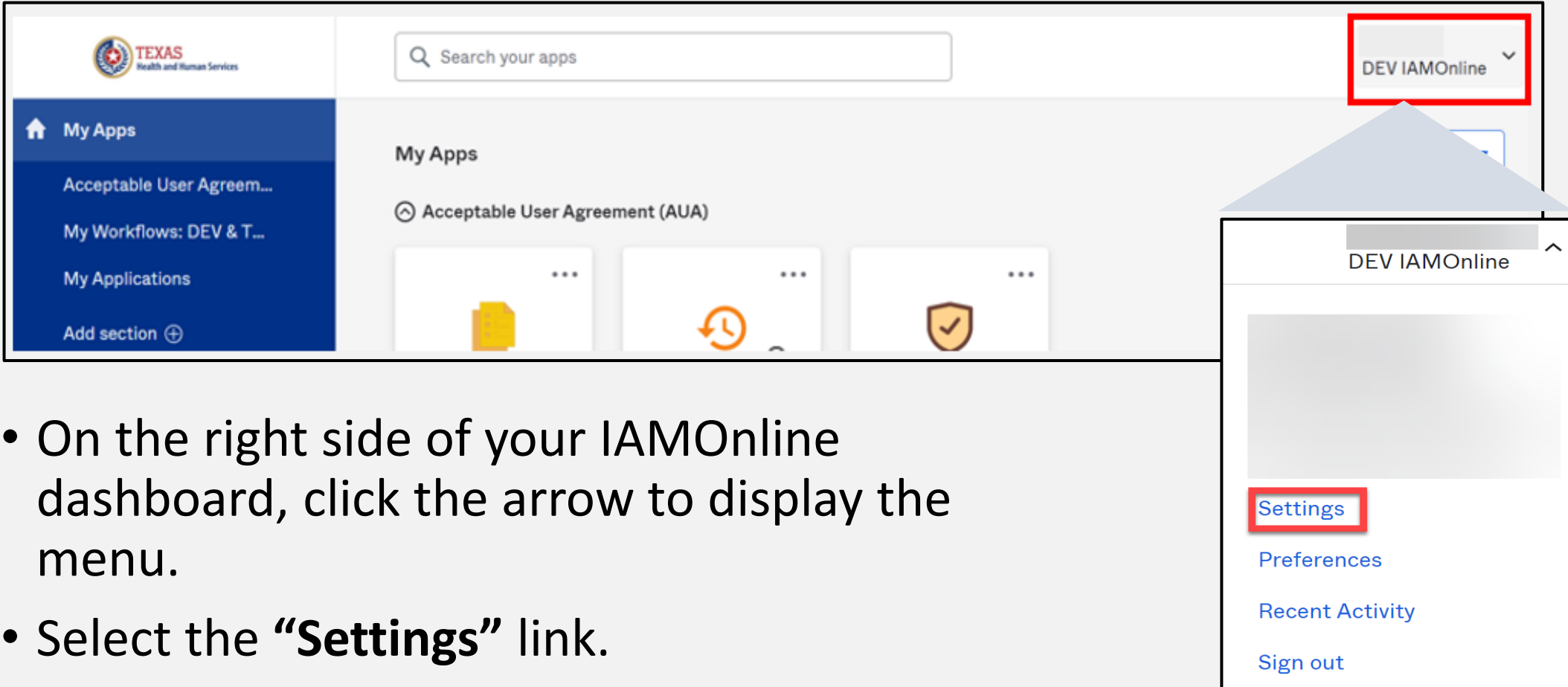
After multiple incorrect password attempts, the system will lock your account. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



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



# Update Account (1 of 2)

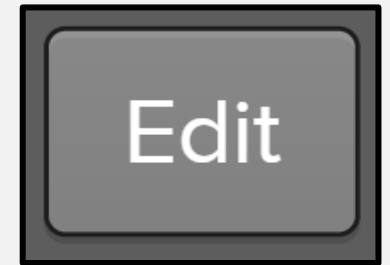


The screenshot displays the Texas Health and Human Services IAMOnline dashboard. On the left, a blue sidebar contains the 'My Apps' menu with options: 'Acceptable User Agreement (AUA)', 'My Workflows: DEV & T...', 'My Applications', and 'Add section (+)'. The main content area shows a search bar 'Search your apps' and a 'My Apps' section with three app tiles. On the right, a user profile dropdown menu is open, showing the user's name 'DEV IAMOnline' and a list of links: 'Settings', 'Preferences', 'Recent Activity', and 'Sign out'. The 'Settings' link is highlighted with a red box.

- 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.



# Questions and Answers



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# Contact Information

- If you have additional questions, please email us at [injury.web@dshs.texas.gov](mailto:injury.web@dshs.texas.gov)
- To submit inquiries, include DSHS ID, username, and screenshots if applicable.



# Resources

- [File Upload Guide](#)
- [Online Submission Guide](#)
- [Web Services Guide](#)
- [Administrative Users Guide](#)
- Additional resources  
[dshs.texas.gov/injury-prevention/ems-trauma-registries/emstr-platform-resources](https://dshs.texas.gov/injury-prevention/ems-trauma-registries/emstr-platform-resources)



# Thank you!

Modernization Support  
EMSTR Webinar

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