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**Texas Department of State
Health Services**

Emergency Medical Services and Trauma Registries (EMSTR) Organization Administrator Training

November 2023

EMSTR Team

Organization Administrator Training

Audience – Account managers and facility administrators.

Description – This Organization Administrator Training guide provides step-by-step instructions on how to log-in to Emergency Medical Services and Trauma Registries (EMSTR), manage your users' access, and manage your account.

Table of Contents

- [IAMOnline Process](#)
- [Activate Your Account](#)
- [Access MyApps Dashboard](#)
- [Access EMSTR](#)
- [Reviewing the Entity Record Summary](#)
- [Regional Advisory Council and Other Business Associate Agreements](#)
- [Adding a User to Your Entity](#)
- [Removing a User from Your Entity](#)
- [Assigning EMSTR Access to Your User](#)
- [Approving or Denying User's EMSTR Access Request](#)
- [Account Management](#)
- [Resources and Contact Information](#)

IAMOnline Process

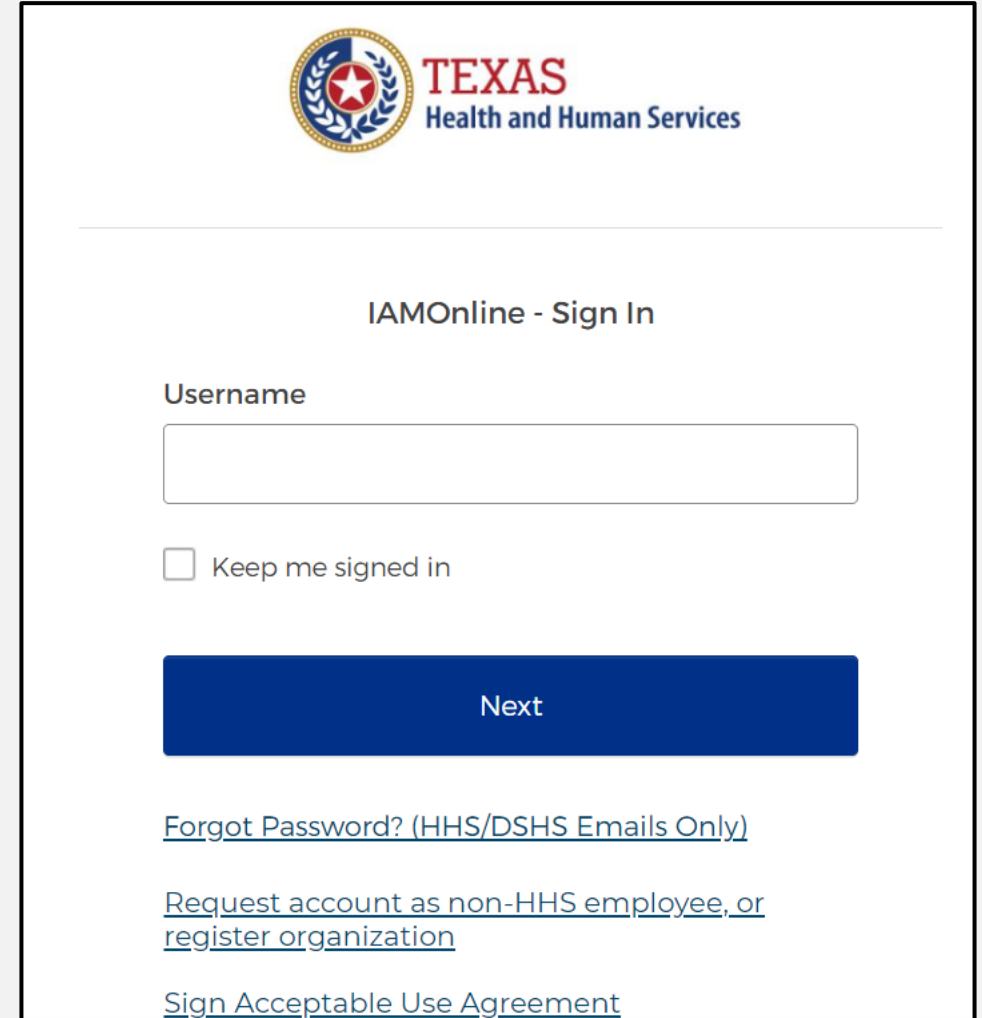


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IAM Online (1 of 2)

- EMSTR will begin using the new Identity and Access Management (IAM) Online 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 multifactor authentication features.



The screenshot displays the IAMOnline Sign In interface. At the top, the Texas Health and Human Services logo is visible, featuring the state seal and the text "TEXAS Health and Human Services". Below the logo, the heading "IAMOnline - Sign In" is centered. A "Username" label is positioned above a text input field. Underneath the input field is a checkbox labeled "Keep me signed in". A prominent blue "Next" button is located 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".

IAM Online (2 of 2)

- Account management capabilities through IAMOnline include:
 - Accessing password resets;
 - Updating your contact information;
 - Updating your security question; and
 - Managing your entity's users.

Entity/Administration Level 3

In the updated EMSTR application, account managers and facility administrators are known as **Entity/Administration (Level 3)** users.

*For example, a hospital administrator is an **EMSTR Hospital Admin Level 3** user.*

Entity / Administration (Level 3) permissions:

- Available for account managers;
- Manages assigned users through the IAMOnline platform;
- Monitors data submissions;
- Runs reports; and
- Inputs data.

Activate Your Account



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Activate Your Account (1 of 2)

- The HHS system will automatically send current users a registration email.
- Locate your Identity and Access Management Online (**IAMOnline**) registration email from noreply@okta.com.
- The automated system 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.

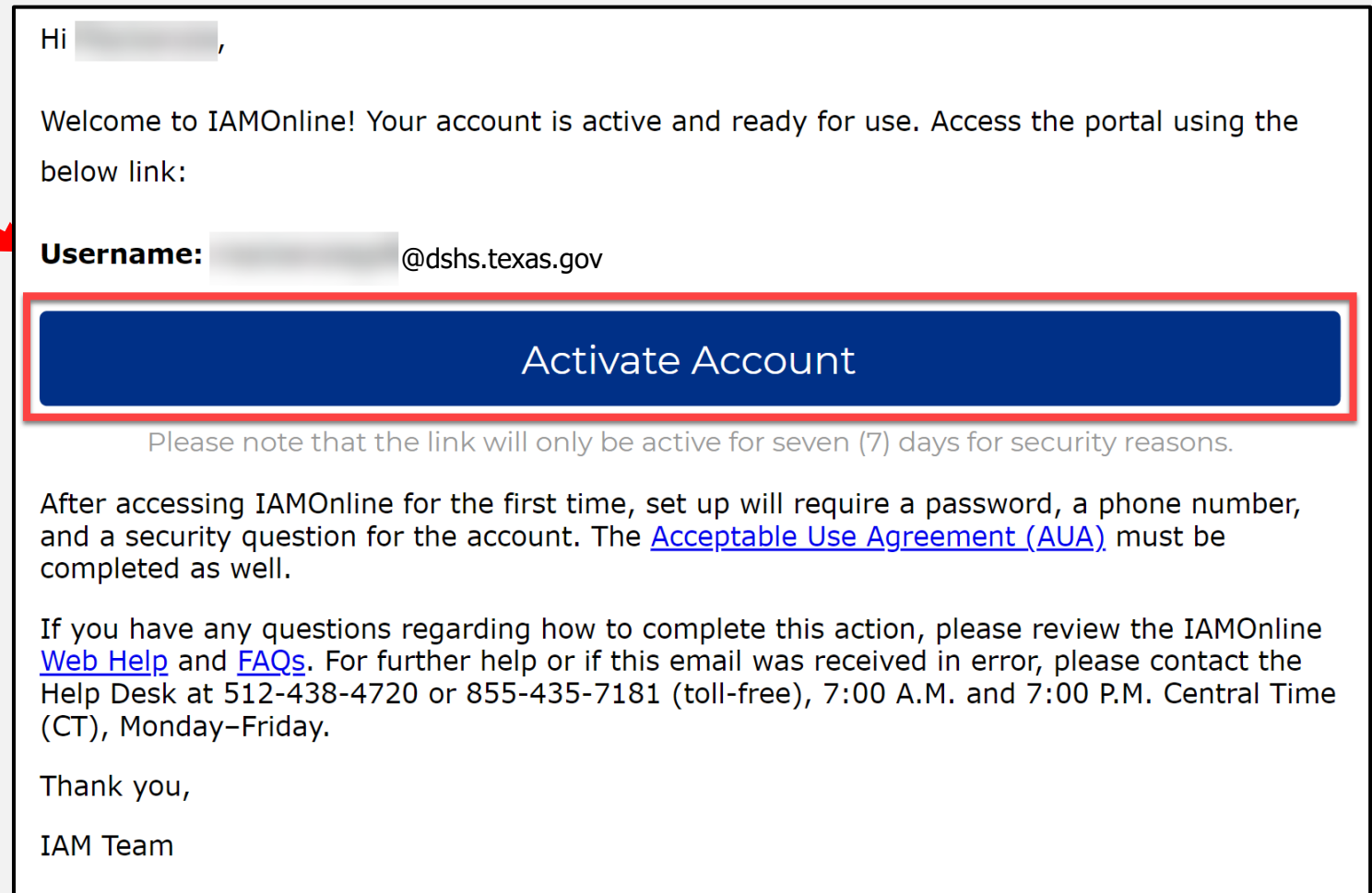
Thank you,

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.



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](#)

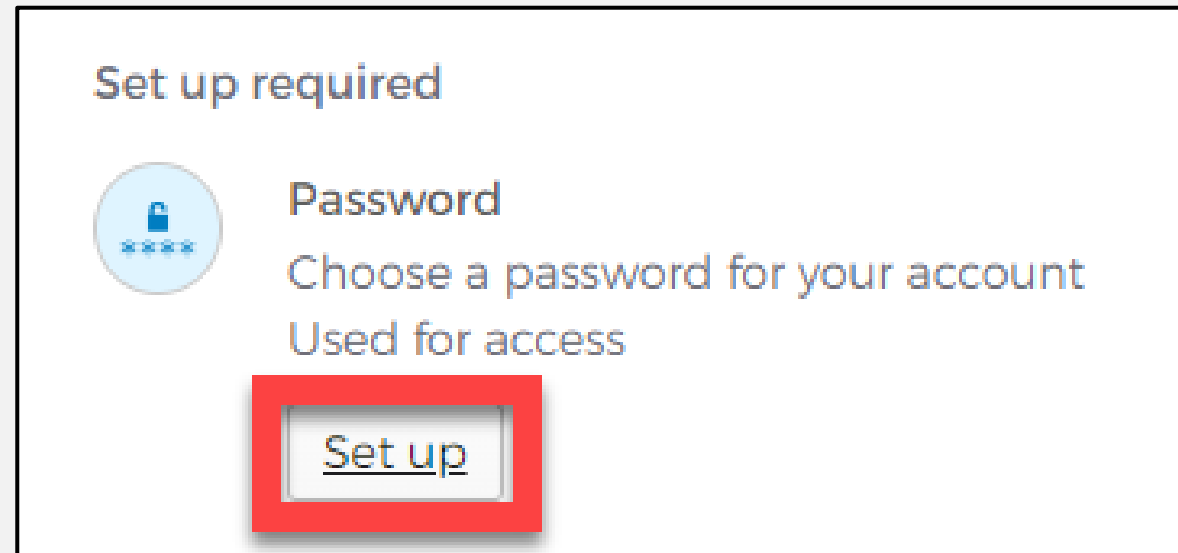
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

12

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

- 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

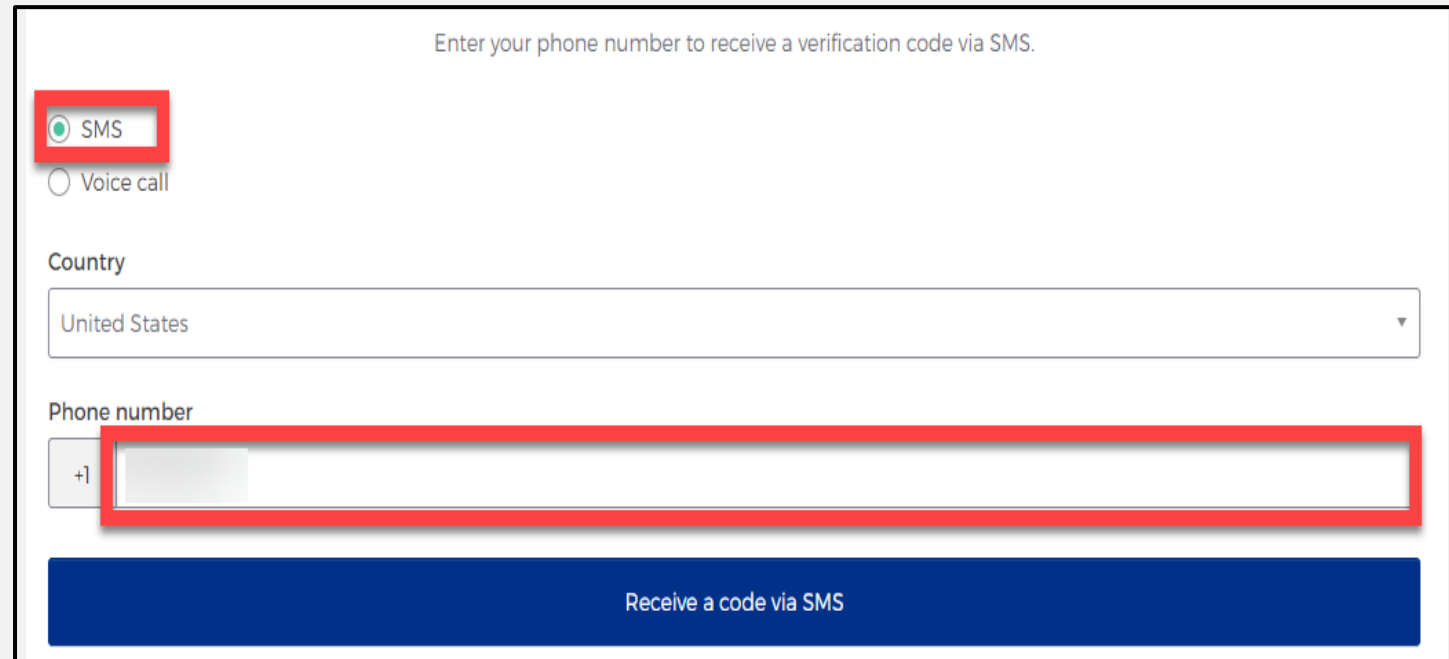
Set up

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 ten-digit phone number and select “**Receive a code**”.

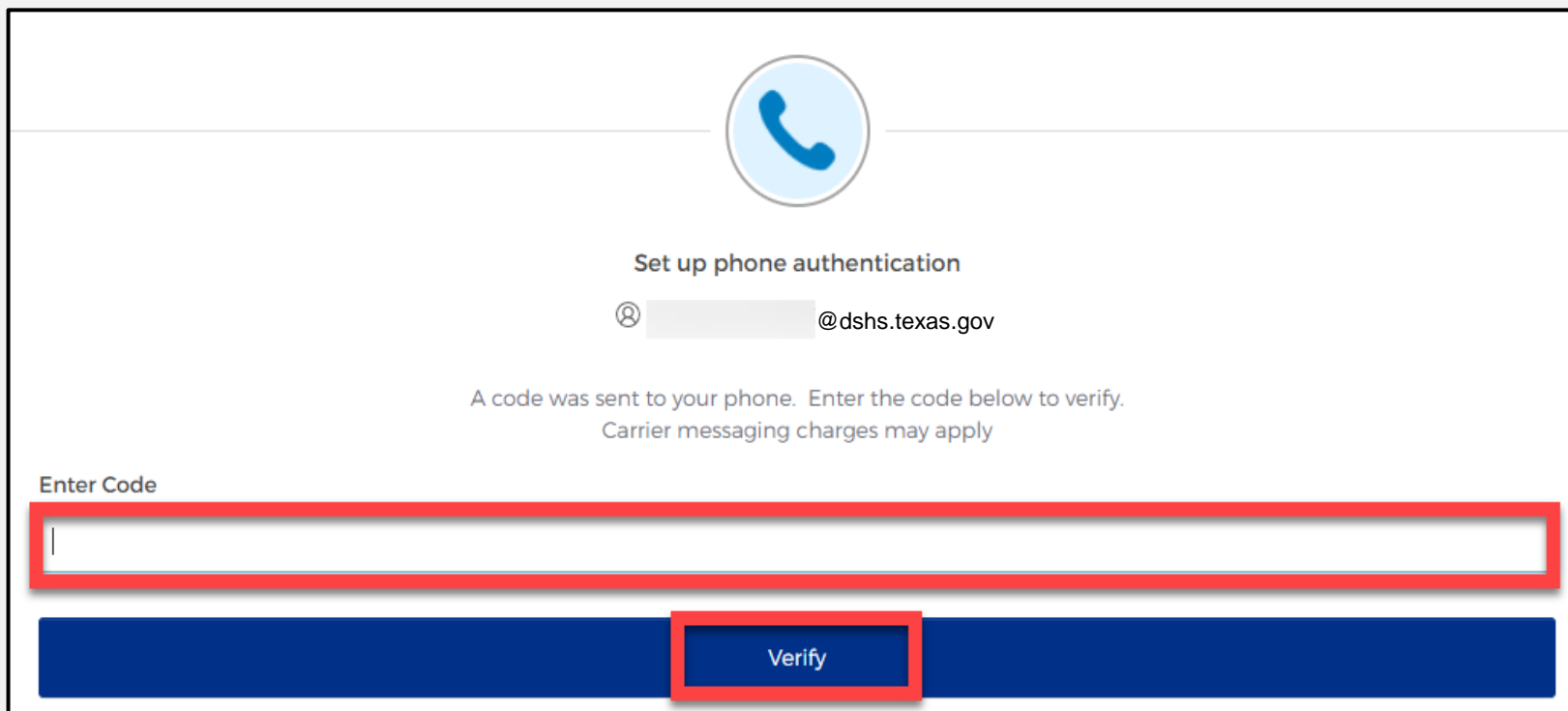



The screenshot shows a web form for phone verification. At the top, it says "Enter your phone number to receive a verification code via SMS." Below this are two radio button options: "SMS" (which is selected and highlighted with a red box) and "Voice call". Underneath is a "Country" dropdown menu currently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

*SMS stands for Short Message Service.


Set Up Phone Authentication (2 of 2)

- The automated system will send you a verification code to your phone via the delivery choice you made – SMS or Voice call.
- Type the verification code you received in the “**Enter Code**” box.
- Click the “**Verify**” button.





Set up phone authentication

 @dshs.texas.gov

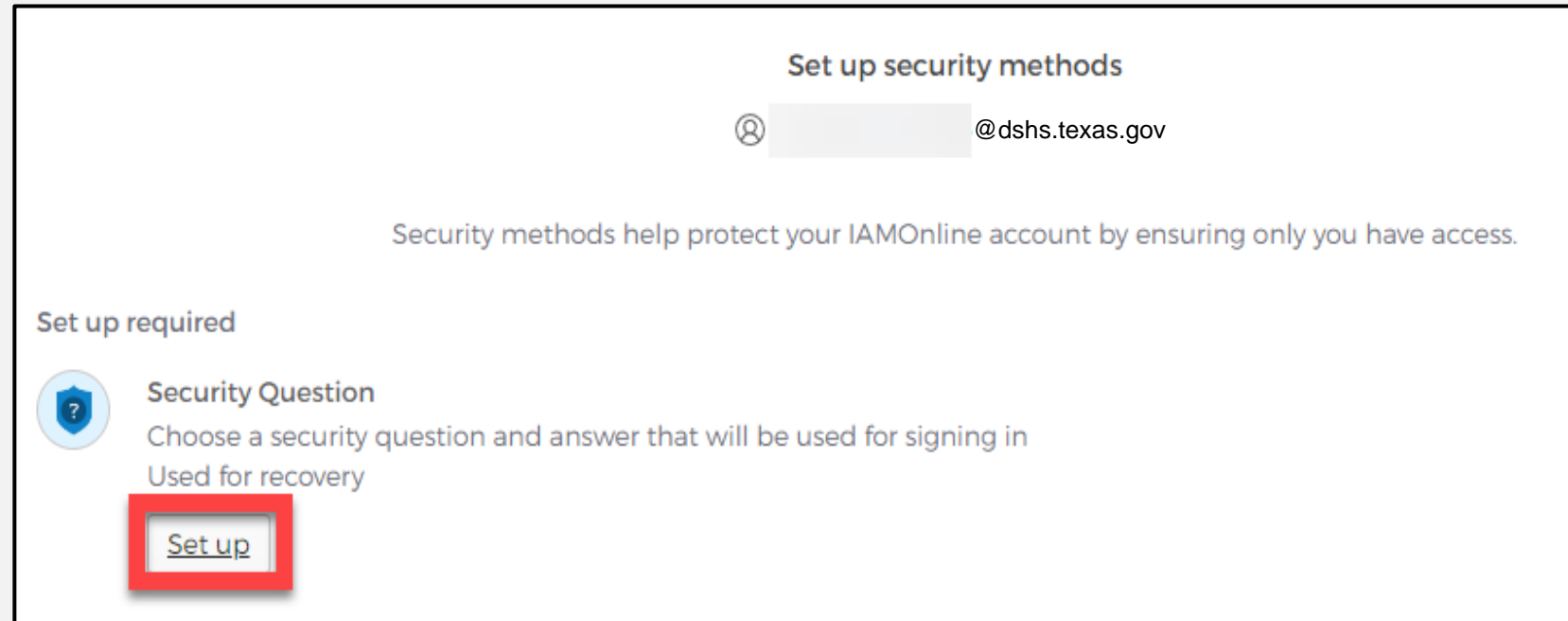
A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

Set Up Security Methods

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

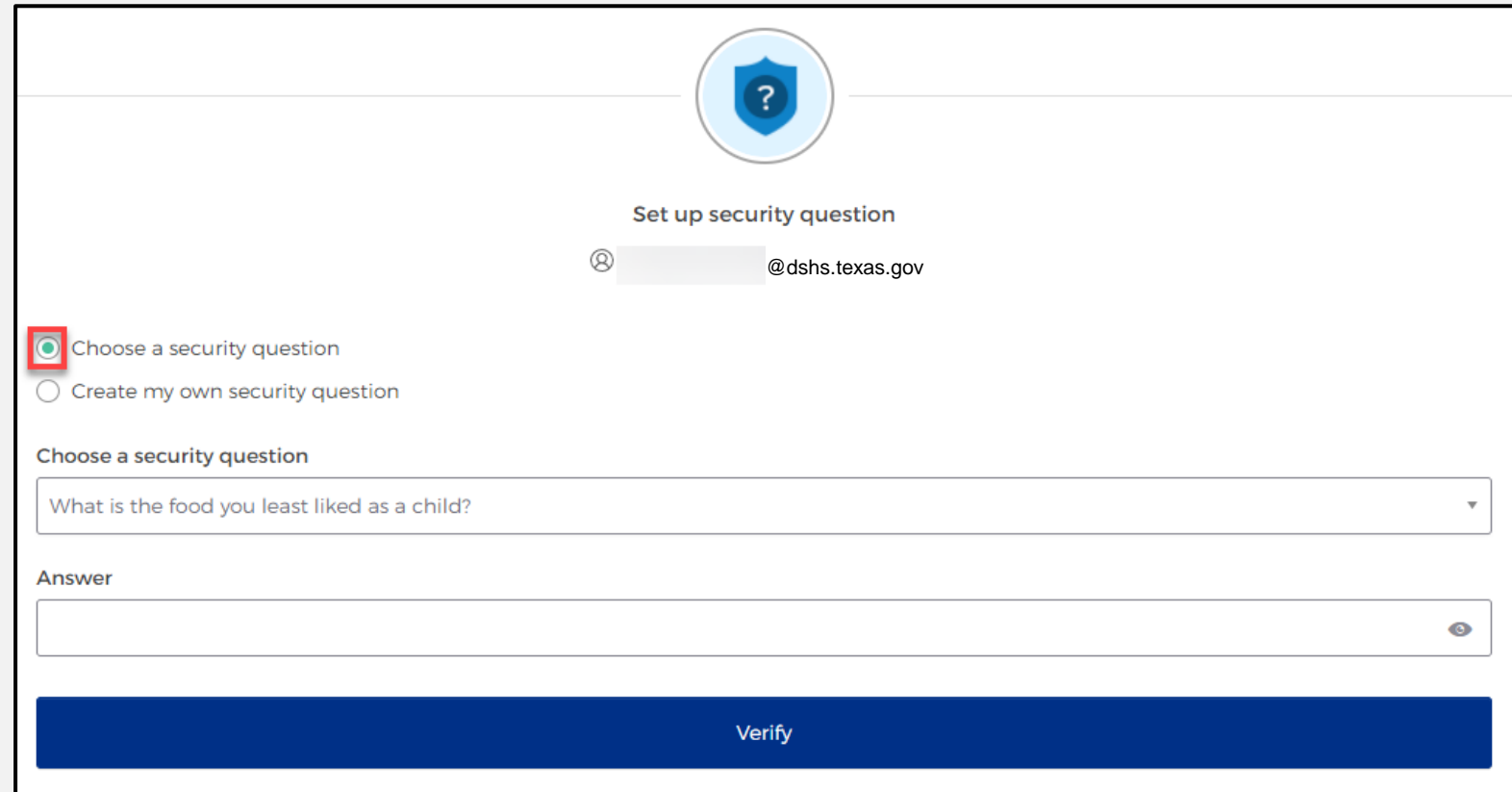


The screenshot shows a web interface for setting up security methods. At the top, it says "Set up security methods" with a user icon and the email address "@dshs.texas.gov". Below this, a message states: "Security methods help protect your IAMOnline account by ensuring only you have access." Under the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

Set Up Security Question (1 of 2)

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

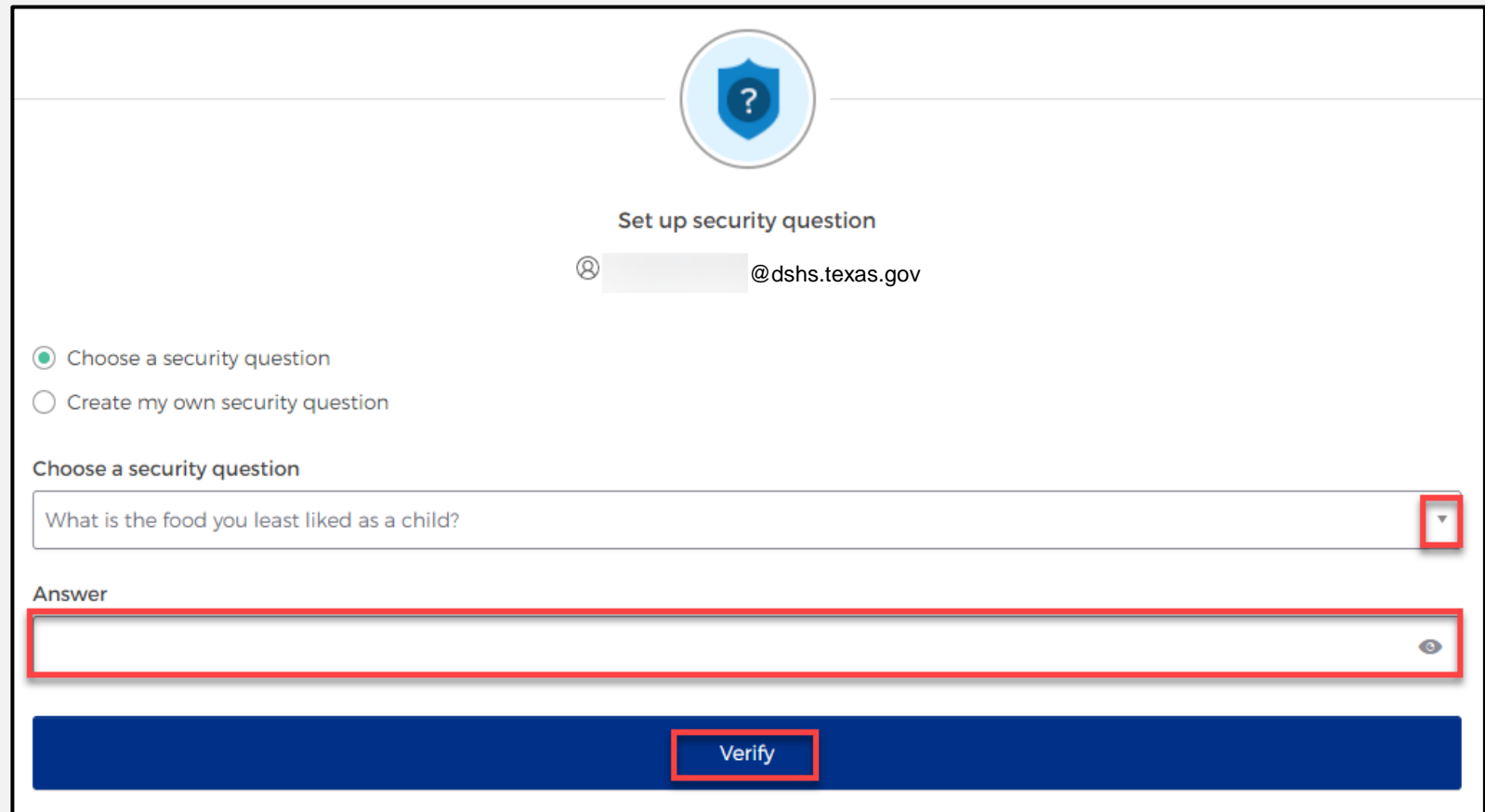
NOTE – *If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.*



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, a dropdown menu is labeled "Choose a security question" and currently displays "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" for a user with email "@dshs.texas.gov". There are two radio buttons: "Choose a security question" (selected) and "Create my own security question". Below the radio buttons is a dropdown menu labeled "Choose a security question" with the text "What is the food you least liked as a child?". A red box highlights the dropdown arrow icon. Below the dropdown is an "Answer" field, which is a text input box with a red border and a red box around it. At the bottom of the form is a blue bar with a "Verify" button, which is also highlighted with a red box.

Access MyApps Dashboard

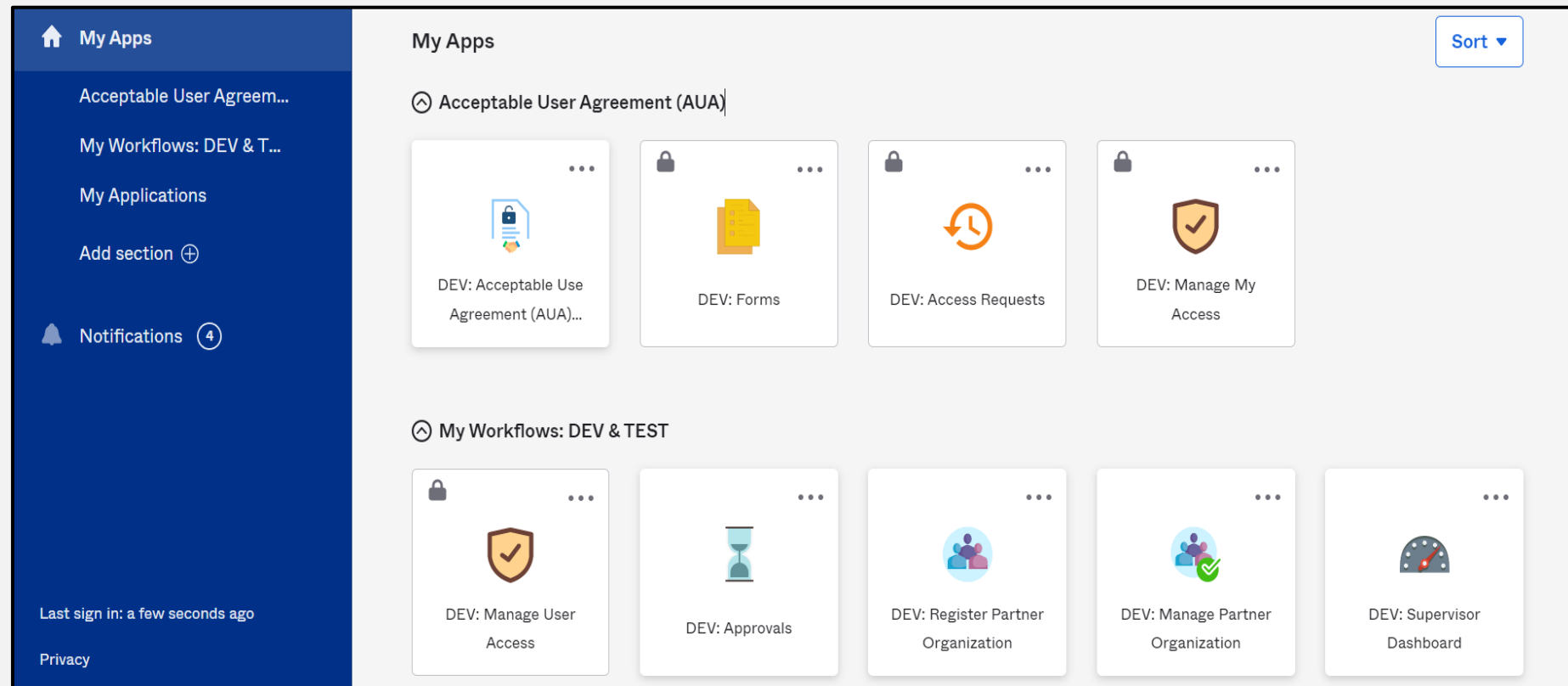


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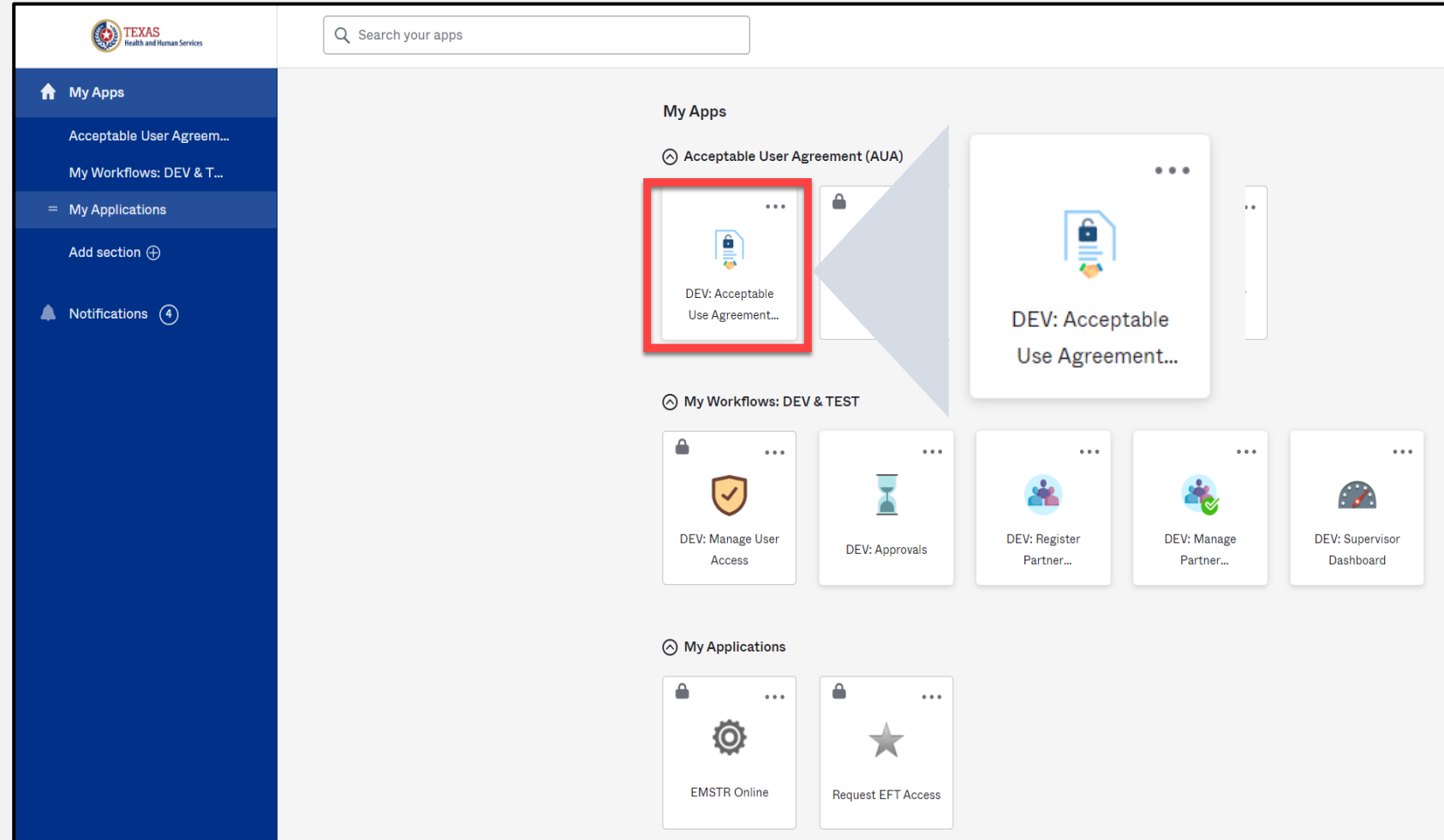
Access the MyApps Dashboard

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



Acceptable Use Agreement (AUA)

- All tiles display with a "lock" icon until you acknowledge and sign the AUA form.
- To begin the unlock process, 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 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

Access EMSTR

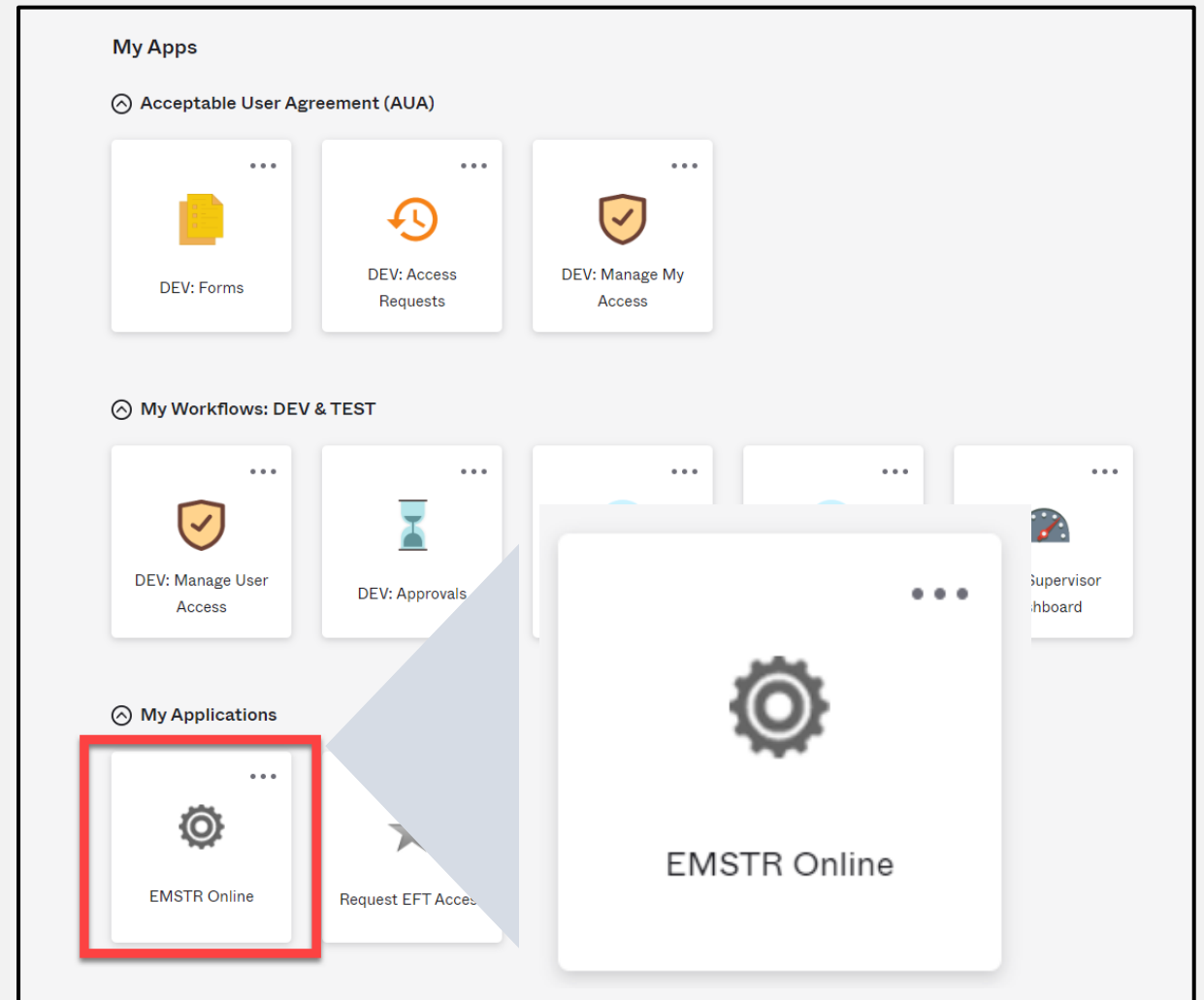


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Access EMSTR (1 of 2)

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



Access EMSTR (2 of 2)

Once you select the **EMSTR Online** tile, the system will redirect you to the EMSTR homepage.

EMSTR | Welcome, [User Name]

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

TEXAS Health and Human Services | Texas Department of State Health Services

Welcome to Texas Emergency Medical Services and Trauma Registry System

Workflows

Workflow Queue	Events
----------------	--------

Recently Accessed Records

Record Id	Name	Record Type
1000001976	Crystalb Testb	Patient Record - Hospital Submersion
1000002673	crystal test2	Patient Record - Hospital Submersion
544	crystalhospital2	Hospital
1000001532	Test Crystal	Patient Record - Hospital

[More...](#)

Resources

TX EMS/Trauma Home DSHS	TX EMS Trauma Systems DSHS	NHTSA.gov - Fundamental Components of Trauma Care
National EMS Information System	Glossary	NEMSIS Data Dictionary
NTDS Data Dictionary	ITDX/NTDB Data Dictionary	JP Submersion Data Dictionary
JP TBI SCI Data Dictionary	Rehab LTAC TBI SCI Data Dictionary	NEMSIS Webservices User Guide

Feedback/Tutorial

Review User Training Slides	Review Group Administrator Training Slides	Contact/Provider Feedback
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Reviewing the Entity Record Summary



Entity Facility

- To view your entity information, select “**Entity**” from the navigation bar.
- This example shows “**Entity >Hospital >Hospital Facility**”.

The screenshot displays the EMSTR (Emergency Medical System Trauma Registry) interface. The top navigation bar includes links: Home | Create Record | Search Record | Workflows | File Upload | **Entity** | Reports | Admin | Settings | Logout. The 'Entity' link is highlighted with a red box. A dropdown menu is open under 'Entity', showing options: Hospital Facility, Hospital Patient Record, Hospital Submersion Patient Record, and Hospital TBI SCI Patient Record. The 'Hospital Facility' option is selected. Below the navigation bar, the main header reads 'Welcome to Texas Emergency and Trauma Registry'. The left sidebar contains sections: Workflows, Workflow Queue, Events, Recently Accessed Records, and Resources. The 'Recently Accessed Records' section contains a table with the following data:

Record Id	Name
1000002685	CPatient TestO
1000001532	Test Crystal
1000001976	Crystalb Testb
1000002673	crystal test2
544	crystalhospital2

Hospital Facility Example

To view your entity information, select “Record Details”.

The screenshot shows a web application interface for managing hospital facilities. At the top, there are four tabs: "Hospital Facility" (selected), "Hospital Patient", "Hospital Submersion Patient", and "Hospital TBI SCI Patient". Below the tabs is a table with the following columns: Name, Facility Record ID, DSHS ID, Entity Types, License Number, Status, and Action. The table contains one row with the following data: Name (redacted), Facility Record ID (544), DSHS ID (2271173), Entity Types (Hospital), License Number (redacted), Status (Active), and Action (Record Details). The "Record Details" link is highlighted in blue. Above the table, there is a pagination bar showing "(Entities 1 - 1 of 1, Page: 1/1)" and a dropdown menu set to 50. To the right of the pagination bar are two buttons: "+ Clear filter" and "Export Hospital Facility Record(s)".

Name	Facility Record ID	DSHS ID	Entity Types	License Number	Status	Action
	544	2271173	Hospital		Active	Record Details

Note –The row you select will be highlighted.

This screenshot is identical to the one above, but the first row of the table is highlighted in green. A green callout box with the text "Record Details" is positioned over the "Record Details" link in the Action column of the highlighted row.

Name	Facility Record ID	DSHS ID	Entity Types	License Number	Status	Action
	544	2271173	Hospital		Active	Record Details

Entity Record Summary Example (1 of 2)

The **Record Summary** screen provides an overview of the entity's record submissions.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data

Concerns

Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative				Incomplete
General Information				Incomplete
Entity Import Information				Incomplete

Entity Record Summary Example (2 of 2)

There are **three** main sections on this screen – **Basic Information**, **Notes**, and **Question Packages**.

1. Basic Information

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications
	Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

☒ Save

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data | Concerns | Record History

Question Package	Status
Administrative	Incomplete
General Information	Incomplete
Entity Import Information	Incomplete

2. Notes

3. Question Packages

Basic Information Example (1 of 2)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications ConcernsPlease see Concerns tab for XSD messages.
DSHS ID	2271173

[Edit Entity Information](#)

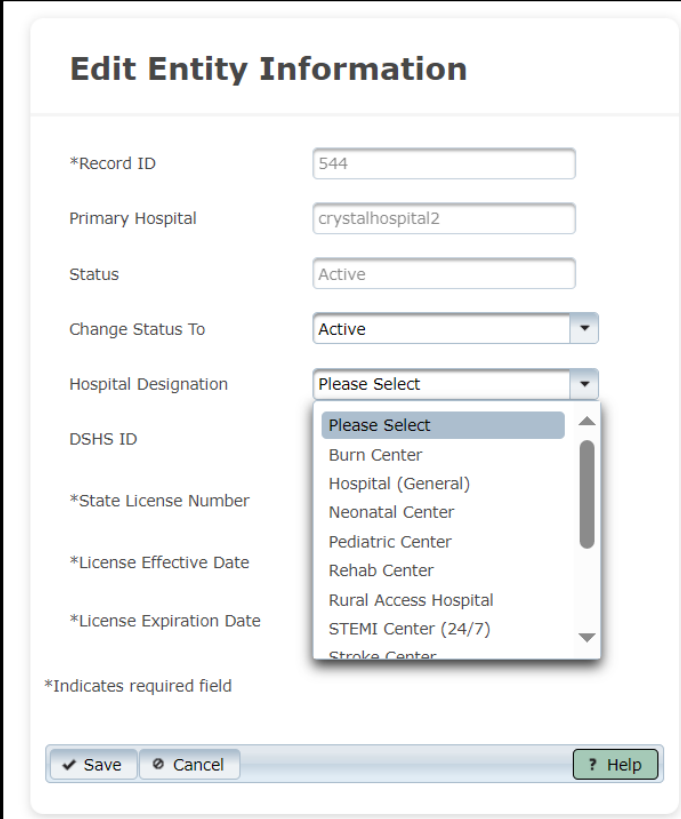
- **Record ID** – Unique identification (ID) assigned by the system.
- **Record Type** – Type of event (varies based on facility type.)
- **Primary Hospital** – Hospital name.
- **Status** – Current status of event.
- **Notifications** – Custom information (e.g., system will provide XSD rule violations that you need to review and correct).
- **DSHS ID** – Unique facility number.

Click “**Edit Entity Information**” to update your information.

Basic Information Example (2 of 2)

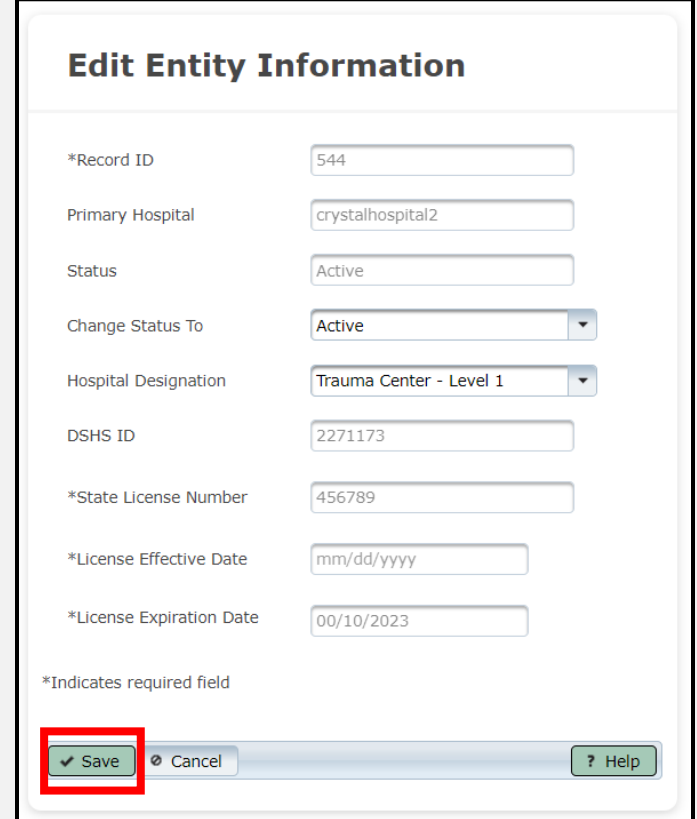
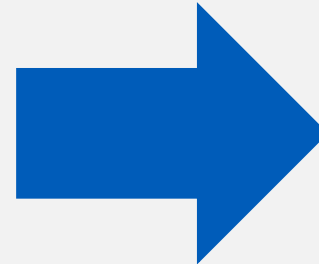
Choose the appropriate option from the **Hospital Designation** drop-down field and click **“Save”**.

Note – Most fields are not editable.



The screenshot shows the 'Edit Entity Information' form. The 'Hospital Designation' dropdown menu is open, displaying a list of options: Please Select, Burn Center, Hospital (General), Neonatal Center, Pediatric Center, Rehab Center, Rural Access Hospital, STEMI Center (24/7), and Stroke Center. The 'Save' button is visible at the bottom left.

Edit Entity Information	
*Record ID	544
Primary Hospital	crystalhospital2
Status	Active
Change Status To	Active
Hospital Designation	Please Select
DSHS ID	
*State License Number	
*License Effective Date	
*License Expiration Date	
*Indicates required field	
✓ Save	✗ Cancel
? Help	



The screenshot shows the 'Edit Entity Information' form after the 'Hospital Designation' has been updated to 'Trauma Center - Level 1'. The 'Save' button is highlighted with a red box.

Edit Entity Information	
*Record ID	544
Primary Hospital	crystalhospital2
Status	Active
Change Status To	Active
Hospital Designation	Trauma Center - Level 1
DSHS ID	2271173
*State License Number	456789
*License Effective Date	mm/dd/yyyy
*License Expiration Date	00/10/2023
*Indicates required field	
✓ Save	✗ Cancel
? Help	

Notes Example

In the notes section, DSHS can enter additional comments or information regarding your entity. Facility organization administrators can see the notes.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	
Status	Active
Notifications	General Notifications
	Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

☒ Save

Notes Details

No records

Notes Details

UserName	Entry Date	Notes
	10/23/2023 03:37 PM	Type note here.

Record Data

Concerns Record History

Question Package	Hospital	Last Update	Updated By	Status
Administrative				Incomplete
General Information				Incomplete
Entity Import Information				Incomplete

Facility Question Packages (1 of 2)

Question Packages are groups of questions that share a common theme.

Record Summary (Hospital)

Basic Information

Record ID	544
Record Type	Hospital
Primary Hospital	crystalhospital2
Status	Active
Notifications	General Notifications Concerns
DSHS ID	2271173

[Edit Entity Information](#)

Notes

255 characters remaining.

✓ Save

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data | Concerns | Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative				Incomplete
General Information				Incomplete
Entity Import Information				Incomplete

Facility Question Packages (2 of 2)

Click a “Question Package” link to input information.

Record Data

Concerns

Record History

Question Packages				
Question Package	Hospital	Last Update	Updated By	Status
Administrative	[REDACTED]			Incomplete
General Information	[REDACTED]			Incomplete
Entity Import Information	[REDACTED]			Incomplete

Complete Question Package (1 of 2)

Enter the required information indicated by asterisks (*). In this example, the user selected the **Entity Import Information Question Package**.

Entity Import Information -		Hospital	
Local Information			
*State License Number	456789	State License ID	456789
*Hospital Name		State License ID(original)	456789
Doing Business As		License Effective/Issue Date	mm/dd/yyyy
*Active	Active	License Expiration Date	00/10/2023
*Street	123 main	*City	Austin
*Zip Code	78701	*County	Travis
Region	O	TSA/RAC	RAC O - Capital Area Trauma
*State	Texas		
Mailing Address			
Street			
City			
*State	Texas		
Zip Code			
Telephone Number			
*Telephone Number	(817) 395-4714		
Telephone Number Extension			
Telephone Number Type	Please Select		

Entity Import Information Question Package Example

Complete all sections of the question package and click **“Save”**.

Entity Import Information - [Redacted] - Hospital

- ▶ Local Information
- ▶ Mailing Address
- ▶ Telephone Number
- ▶ Contact Information
- ▶ Trauma Coordinator
- ▶ Trauma Medical Director
- ▶ Trauma Administrator
- ▶ Entity Information

✓ Save Cancel

Complete Question Packages

The **Record Data** tab shows the **Question Packages** and additional details:

- **Hospital** name;
- **Last Update** date;
- **Updated By**; and
- **Status**.

Record Data Concerns Record History						
Question Packages						
Question Package		Hospital	Last Update		Updated By	Status
Administrative			10/23/2023			Complete
General Information			10/23/2023			Complete
Entity Import Information			10/23/2023			Complete

Concerns Tab

- The **Concerns** tab shows a history of logged concerns. Concerns can be added by:
 - DSHS personnel;
 - Organization administrators; and
 - Automatically generated.
- Click “**Add Concern**” to create a new concern.

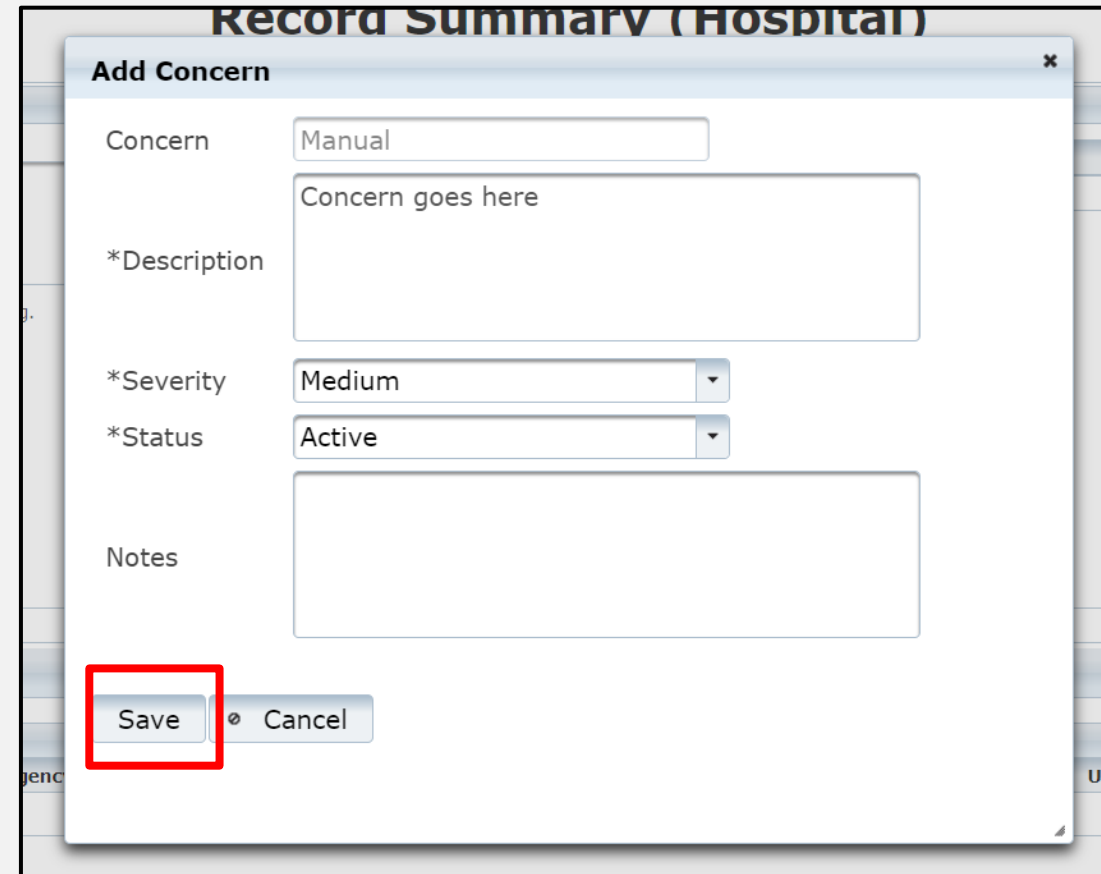
The screenshot shows a web interface for the 'Concerns' tab. At the top, there are three tabs: 'Record Data', 'Concerns' (which is selected and highlighted with a red box), and 'Record History'. Below the tabs is a table titled 'Concerns'. The table has the following columns: 'Concern', 'Description', 'Hospital Agency', 'Last Update', 'Severity', 'Status', 'Notes', 'Updated By', 'Create Date', and 'Action'. The table is currently empty, displaying the text 'No records found.' at the bottom. Below the table, there is a button labeled 'Add Concern' with a green checkmark icon, which is also highlighted with a red box.

Concern	Description	Hospital Agency	Last Update	Severity	Status	Notes	Updated By	Create Date	Action
No records found.									

✓ Add Concern

Add a Concern (1 of 2)

- Type the concern in the **“Description”** box;
- Select the appropriate **Severity** from the drop-down field;
- Specify if the **Status** of the issue is ‘active’ or ‘resolved’;
- Add additional notes if needed; and
- Click **“Save”**.



The screenshot shows a software interface with a window titled "Record Summary (Hospital)". Overlaid on this is a smaller dialog box titled "Add Concern". The dialog box contains the following fields and controls:

- Concern**: A text input field containing the word "Manual".
- *Description**: A large text area containing the placeholder text "Concern goes here".
- *Severity**: A dropdown menu currently set to "Medium".
- *Status**: A dropdown menu currently set to "Active".
- Notes**: A text area at the bottom of the form.
- Buttons**: At the bottom left, there is a "Save" button highlighted with a red rectangle, and to its right is a "Cancel" button.

Add Concern (2 of 2)

The system will show submitted concerns in the **Concerns** table with details.

Record Data

Concerns

Record History

Concerns									
Concern	Description	Hospital Agency	Last Update	Severity	Status	Notes	Updated By	Create Date	Action
Manual	Concern goes here		10/23/2023 03:43 PM	Medium	Resolved			10/23/2023 03:29 PM	<div>Edit</div>

✓ Add Concern

Record History

The **Record History** tab shows the list of updates with details such as **Time**, **Event**, **Message**, and **User**.

Record Data

Concerns

Record History

Record History			
Time	Event	Message	User
09/12/2023 03:55 PM	Case Created	Created Hospital Facility:	489535640
10/23/2023 08:20 PM	Administrative	Completed: Administrative	
10/23/2023 08:27 PM	Edit Entity Information	Updated: Entity Information	

Regional Advisory Council and Other Business Associate Agreements



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Business Associate Agreements (1 of 3)

- The EMSTR team will review all business associate agreements (BAAs) before allowing access to data between parties.
- The entity decides the BAA format. Please visit EMSTR webpages for examples.
- EMSTR requires a BAA if your entity wishes your Regional Advisory Council (RAC) or a third-party (e.g., vendor, billing company etc.) to have access to and/or submit data for your entity.
- Both parties (entity and third-party/RAC) must complete and sign the BAA.

BAAs (2 of 3)

Entities must follow three steps to receive DSHS EMSTR approval:

Step 1 – Submit a signed agreement by someone representing the entity's administration (e.g., hospital or EMS administrator, chief executive officer, medical director, etc.)

Step 2 – Check both parties (the vendor and the entity) signed the BAA and the form includes an effective date and an expiration date (typically two years).

Step 3 – Send the BAA to injury.web@dshs.texas.gov for EMSTR account access approval.

BAAs (3 of 3)

For EMSTR to approve a third-party request to create an account, the third-party vendor must complete two steps:

Step 1 – If an entity wishes a third-party (e.g., vendor, billing company, etc.) to have access to and/or submit data on their behalf, both parties must complete a BAA.

Step 2 – Contact injury.web@dshs.texas.gov to request the entity information required in the registration form:

- Employer organization name;
- Tax Identification Number (TIN); and
- Agency sponsor email address.

Adding a User to Your Entity



Adding a User Approval Process

Each facility user request will go through a three-tier approval process:

- Facility or organization administrator approval;
- Data steward (DSHS staff) approval; and
- Data owner (DSHS program management) approval.

EMSTR User Types

Application access is grouped by role. There are three EMSTR application role types:

- EMSTR View Only Level 1;
- EMSTR Add/Edit Level 2; and
- EMSTR Admin Level 3.

Examples:

- **EMSTR View Only Level 1** – End-users who need limited application access.
- **EMSTR Add/Edit Level 2** – Facility users who submit data for their facility but are not facility administrators.
- **EMSTR Admin Level 3** – Organization / facility administrators.

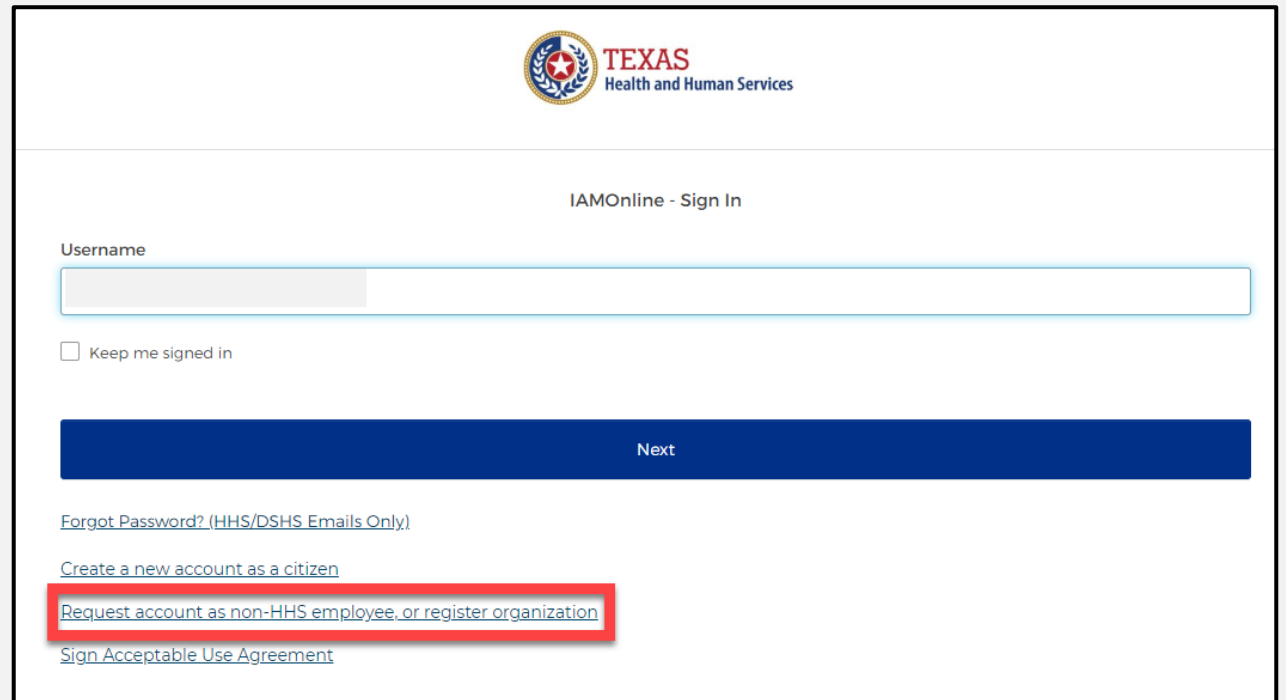
Adding a User Process (1 of 2)

- Step 1 – The user requests an IAMOnline account and provides the facility's organization name;
- Step 2 – The facility administrator approves the IAMOnline account request;
- Step 3 – The user receives an IAMOnline account activation email from OKTA;
- Step 4 – The administrator submits the EMSTR access request on the user's behalf or the user submits their own request;
- Step 5 – The facility administrator approves the EMSTR access request;
- Step 6 – The account goes through two additional (DSHS-led) approvals; and
- Step 7 – The user receives access to EMSTR and the requested facility data.

IAMOnline Account Request

A facility user must first request an IAMOnline account for their facility.

Note – The facility name must match exactly as displayed in the EMSTR system.



TEXAS
Health and Human Services

IAMOnline - Sign In

Username

☐ Keep me signed in

Next

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

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

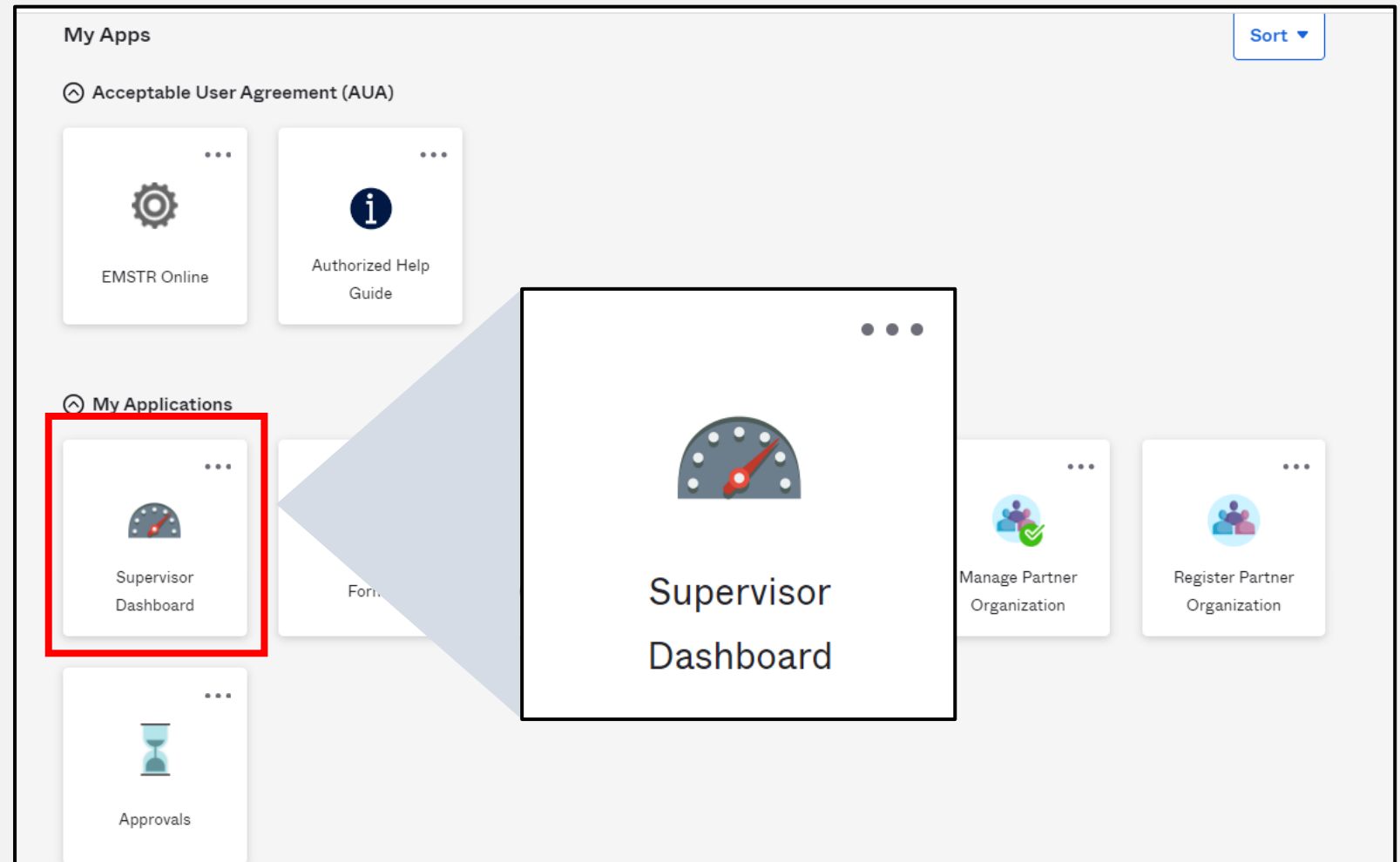
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

Supervisor Dashboard (1 of 2)

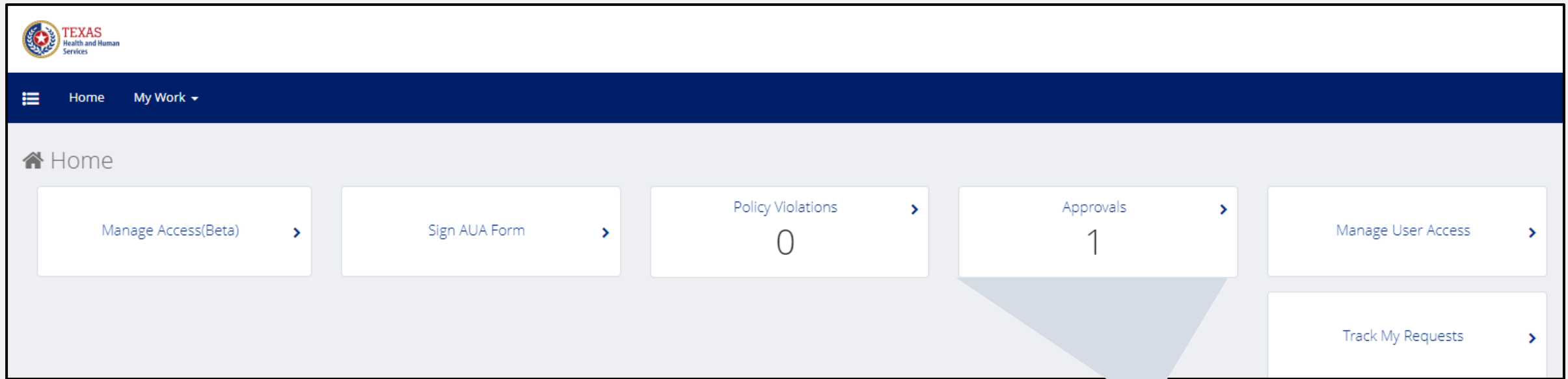
Facility administrators can select the **Supervisor Dashboard** tile to:

- View access requests;
- Manage facility users;
- and
- Track requests.



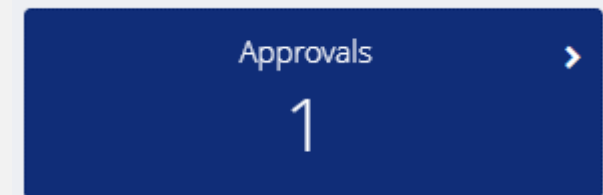
Supervisor Dashboard (2 of 2)

The **Approvals** tile shows how many request(s) the organization administration needs to review.



Click the “**Approvals**” tile to review requests.

Note – The tile will turn blue.



Approvals

Your facility account requests will display on the **Approvals** screen.

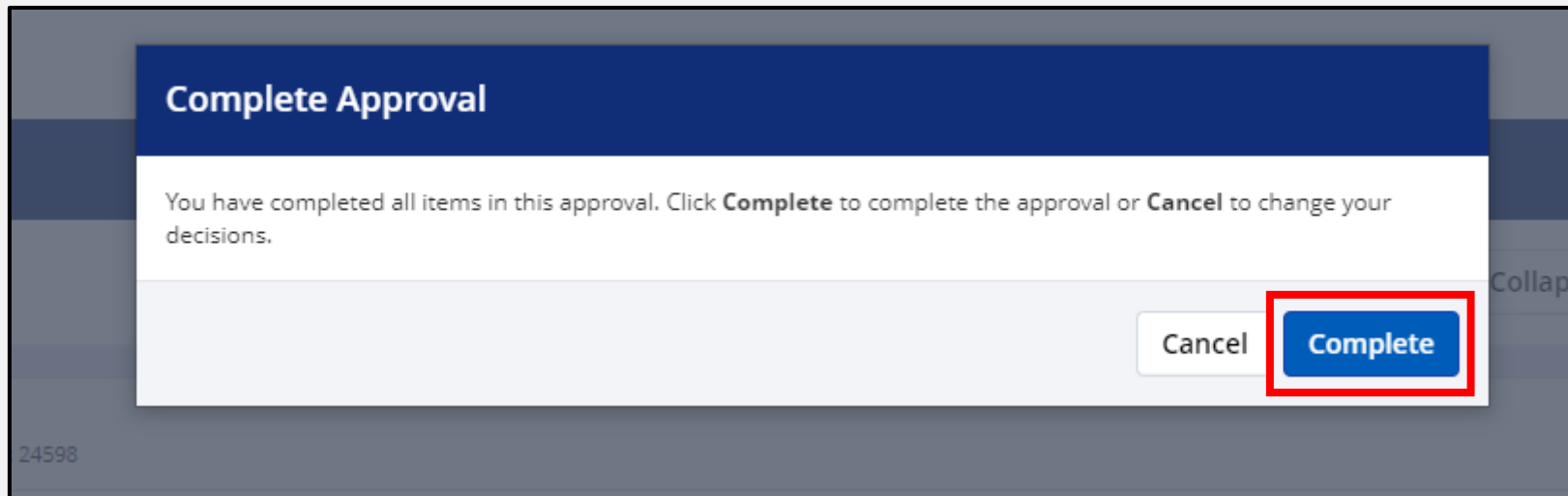


Click **“Approve”** to approve a request.



Complete Access Approval

- After selecting **Approve**, a pop-up **Complete Approval** box will appear.
- Click “**Complete**” to confirm the account update.



Removing a User from Your Entity



TEXAS
Health and Human
Services

Texas Department of State
Health Services

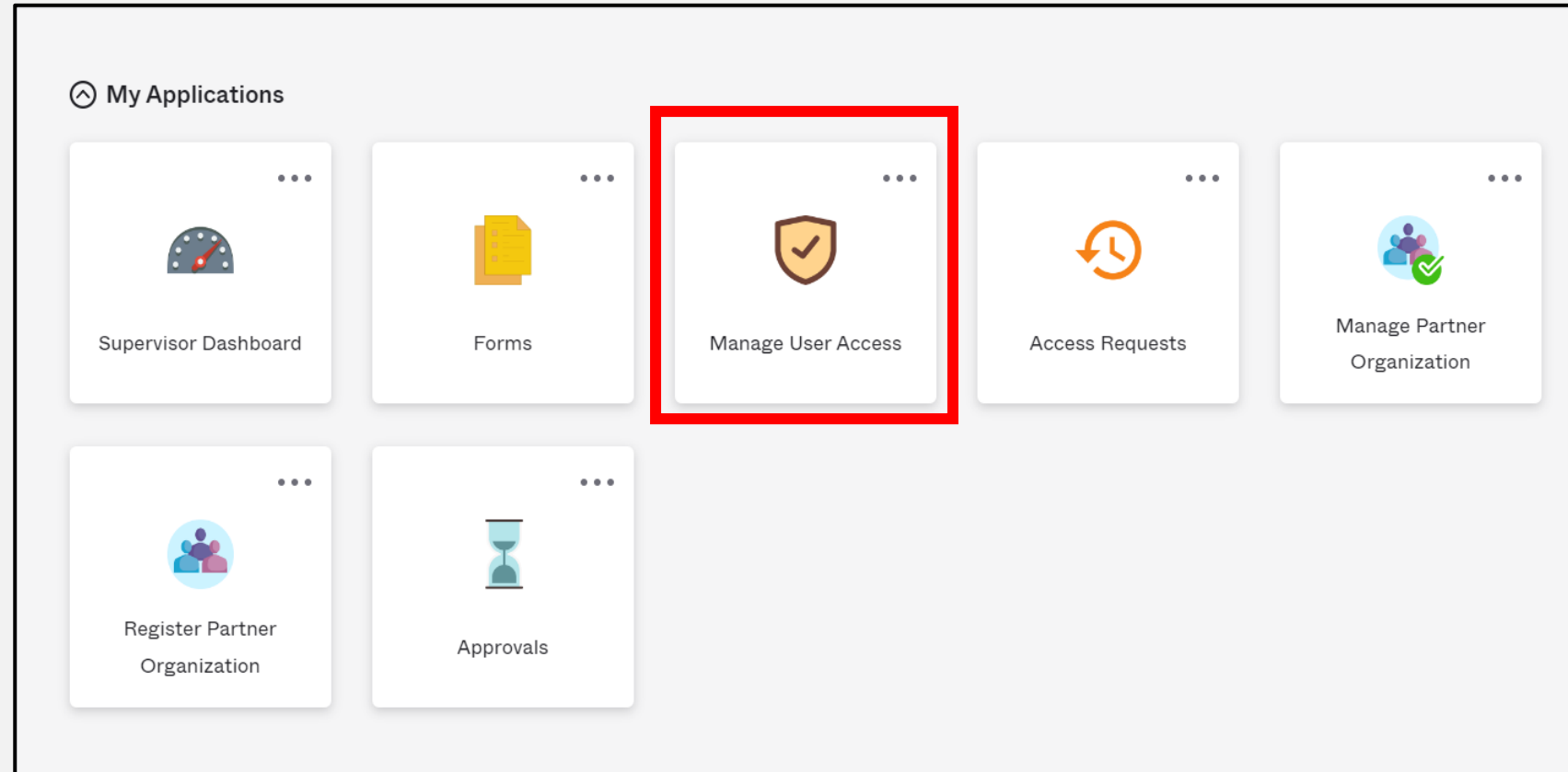
Removing a User

- All users can remove their own EMSTR access in IAMOnline.
- This section will provide instructions for facility administrators to remove a user from their facility.

Manage User Access

To remove a user, click on the “**Manage User Access**” tile from **MyApps** dashboard.

Note – Removing a user’s access does not require a verification process. The user will immediately lose EMSTR access.



Select Users (1 of 2)

Select the user by clicking the checkmark box by their name.

The screenshot shows a web application interface for selecting users. At the top, there is a dark blue navigation bar with a menu icon, 'Home', 'My Work', a help icon, a notification bell, and 'Crystal Hospital'. Below this is a progress bar with three steps: '1 Select Users' (active), '2 Manage Access', and '3 Review and Submit'. The main area features a 'Search Users' input field with a magnifying glass icon and a 'Filters' dropdown. Below the search bar, it says 'Identities Selected: None' and 'Showing 1-2 of 2'. There are two user cards displayed. The first card is for a 'Hospital' identity, with a checked checkbox, 'Username: om', and 'Manager: Account'. The second card is for an 'Employee' identity, with a checked checkbox (highlighted by a red square), 'Username: e8711718222', and 'Manager: Hospital'. Both cards have a small user icon at the bottom.

Identity	Username	Manager
Hospital	om	Account
Employee	e8711718222	Hospital

Select Users (2 of 2)

- The checkmark box will turn green.
- After selecting the checkmark box icon, click the “**Next**” button.

The screenshot displays a web interface for selecting users. At the top, there is a dark blue navigation bar with 'Home' and 'My Work' links, and a 'Hospital' dropdown menu. Below the navigation bar is a search bar labeled 'Search Users' and a 'Filters' dropdown. The main content area shows two user cards. The first card is for 'Hospital' and the second is for 'Employee'. The 'Employee' card has a green checkmark box. Below the cards, there is a 'Next' button highlighted with a red box.

Identities Selected: Employee Showing 1-2 of 2 ✓ All

☒ Hospital

Username:
Manager: Account

☒ Employee

Username: e8711718222
Manager: Hospital

Identities Selected: Employee Showing 1-2 of 2

Next

Manage Access (1 of 4)

- Select the “**Remove Access**” button.
- The box will turn from white to grey.

Manage User Access Help

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.

[Add Access](#) **Remove Access**

Search By Keywords ▼ Search Access Q Filters ▼

Identities Selected: Employee

Manage Access (2 of 4)

- Type “**EMSTR**” in the text box.
- Click the “**magnifying glass icon**” button.

The screenshot shows a web interface for managing access. At the top, there are three steps: 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 'Manage Access' step is currently active. Below the steps, there are two buttons: 'Add Access' and 'Remove Access'. A search bar is present with the text 'EMSTR' entered, and a magnifying glass icon to its right. To the right of the search bar is a 'Filters' dropdown menu. Below the search bar, it says 'Identities Selected: Employee' and 'Showing 1-12 of 29'. At the bottom, there is a section titled 'Access Requests' with a 'Details' button. Navigation buttons 'Previous' and 'Next' are at the very bottom.

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.

Add Access Remove Access

EMSTR 🔍 Filters ▼

Identities Selected: Employee Showing 1-12 of 29

Access Requests Details

Previous Next

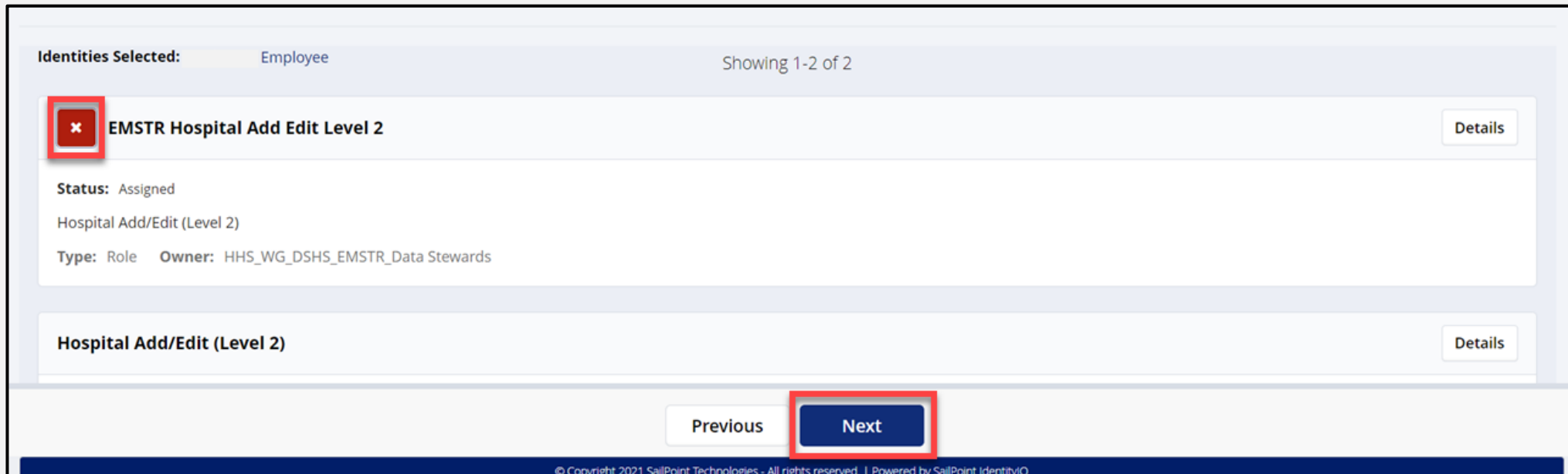
Manage Access (3 of 4)

- Select the assigned role by clicking the “X” icon.
- The X icon will turn from white to red.

The screenshot displays the EMSTR Manage Access interface. At the top, there is a search bar containing 'EMSTR' and a 'Filters' dropdown. Below this, a section titled 'Identities Selected: Employee' shows 'Showing 1-2 of 2' items. The first item, 'EMSTR Hospital Add Edit Level 2', has a red 'X' icon in a box next to it, indicating it is the selected role. To the right of this item is a 'Details' button. Below the item name, the status is 'Assigned' (highlighted in yellow), followed by 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'. The second item, 'Hospital Add/Edit (Level 2)', also has a 'Details' button. At the bottom, there are 'Previous' and 'Next' navigation buttons.

Manage Access (4 of 4)

Click the “**Next**” button.



The screenshot displays a web interface for managing access. At the top, it shows 'Identities Selected: Employee' and 'Showing 1-2 of 2'. Below this, there are two identity cards. The first card, titled 'EMSTR Hospital Add Edit Level 2', has a red square with a white 'x' icon in its top-left corner, which is highlighted by a red box. This card also includes a 'Details' button in the top-right, a 'Status: Assigned' field, the role 'Hospital Add/Edit (Level 2)', and the text 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'. The second card, titled 'Hospital Add/Edit (Level 2)', also has a 'Details' button. At the bottom of the interface, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red box. A footer at the very bottom reads '© Copyright 2021 SailPoint Technologies - All rights reserved. | Powered by SailPoint IdentityIQ'.

Identities Selected: Employee Showing 1-2 of 2

EMSTR Hospital Add Edit Level 2 Details

Status: Assigned
Hospital Add/Edit (Level 2)
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Hospital Add/Edit (Level 2) Details

Previous Next

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Review and Submit (1 of 2)

Click the “**message bubble**” icon button to type a comment. All removals require a comment.

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. 1

Identities Selected: Employee

Remove Access 1 items selected

× EMSTR Hospital Add Edit Level 2

Hospital Add/Edit (Level 2)

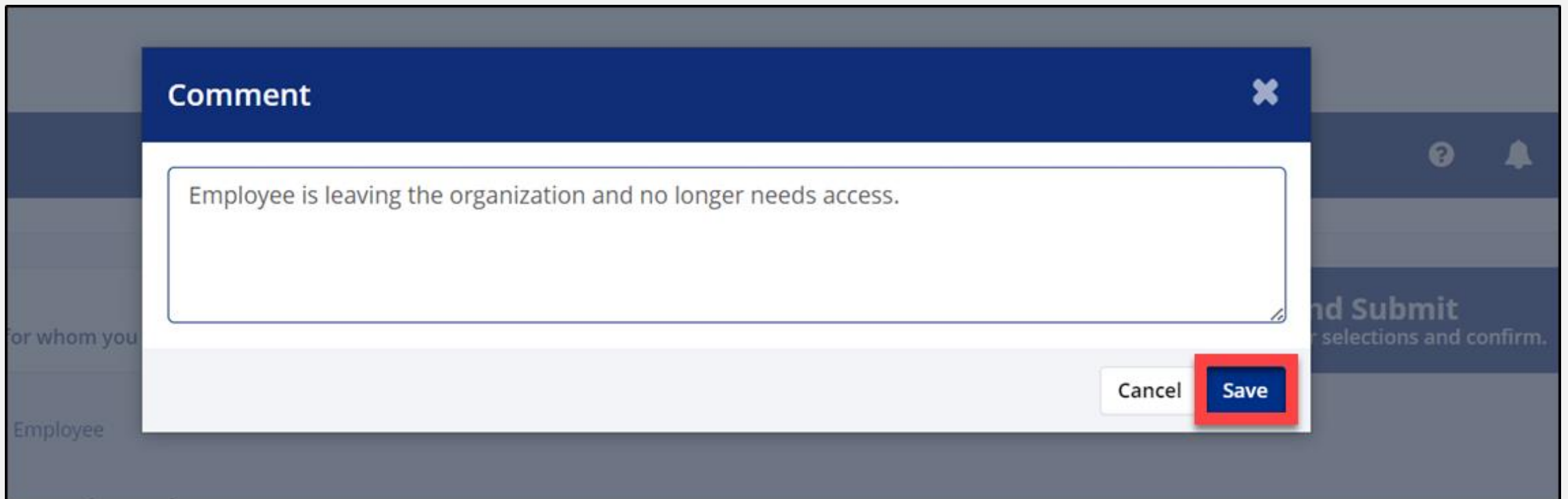
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

Previous Cancel Submit

Add a Comment

- Type a comment in the text box.
- Click the “**Save**” button.

Note – The system requires you to add a comment. An example comment is shown below.



The screenshot shows a modal dialog box titled "Comment" with a close button (X) in the top right corner. Inside the dialog, there is a text input field containing the text "Employee is leaving the organization and no longer needs access." Below the text field, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular border. The background of the application window is dimmed, showing parts of a sidebar and a main content area with a "Submit" button.

Review and Submit (2 of 2)

- After you leave a comment, the message bubble will turn from white to green.
- Click “**Submit**”.
- **Reminder** – the selected user will immediately lose EMSTR access.

The screenshot displays 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 white '1' in a circle.

Below the process bar, the 'Identities Selected:' section shows 'Employee'.

The 'Remove Access' section indicates '1 items selected'. A list item is shown with a close button (x) and the text 'EMSTR Hospital Add Edit Level 2'. To the right of this item is a green speech bubble icon and a 'Details' button.

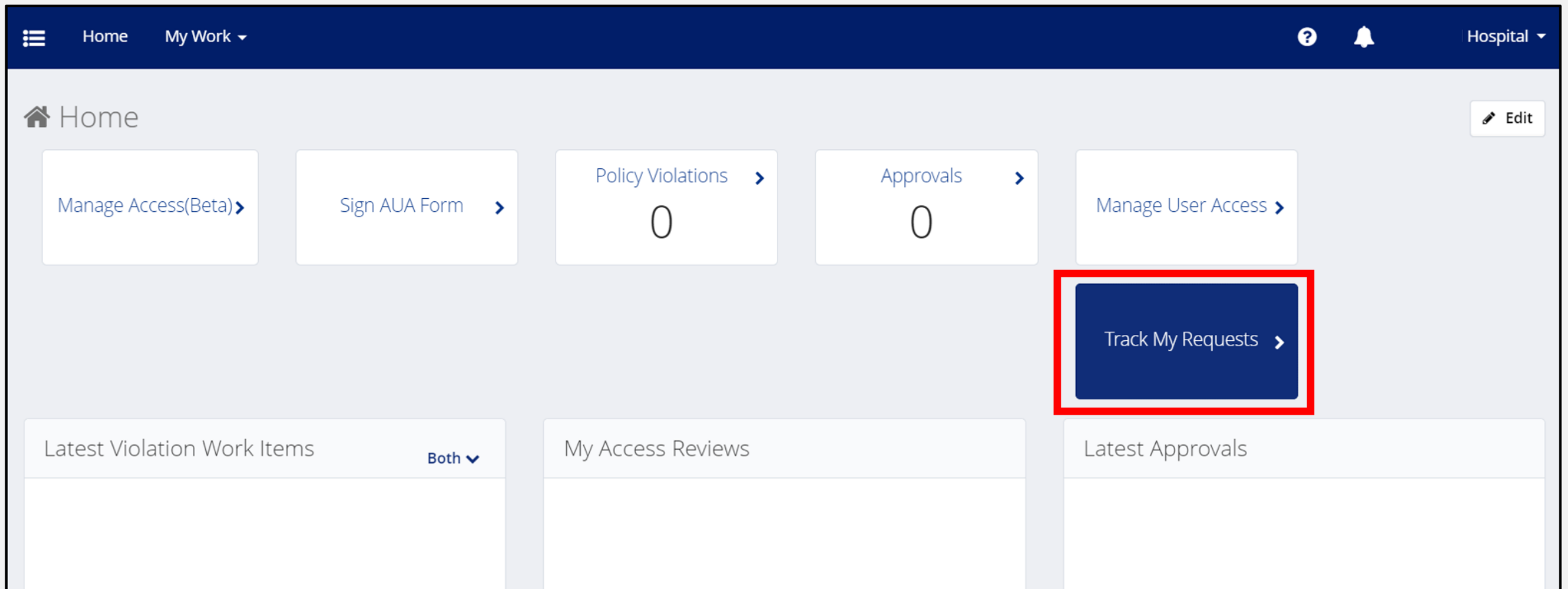
Below the list item, the details for the selected item are displayed: 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'.

At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Submit'. The 'Submit' button is highlighted with a red rectangular border.

The footer of the interface contains the text: '© Copyright 2021 SailPoint Technologies - All rights reserved. | Powered by SailPoint IdentityIQ'.

Verify User Removal

To verify the user is removed, click the “Track My Requests” tile.



Access Requests

- **Access Request** details will display indicating:
 - **Request Access** by “employee name”;
 - **Request** completion date; and
 - The type of role removal.
- Removing access is immediate and does not require further verification.

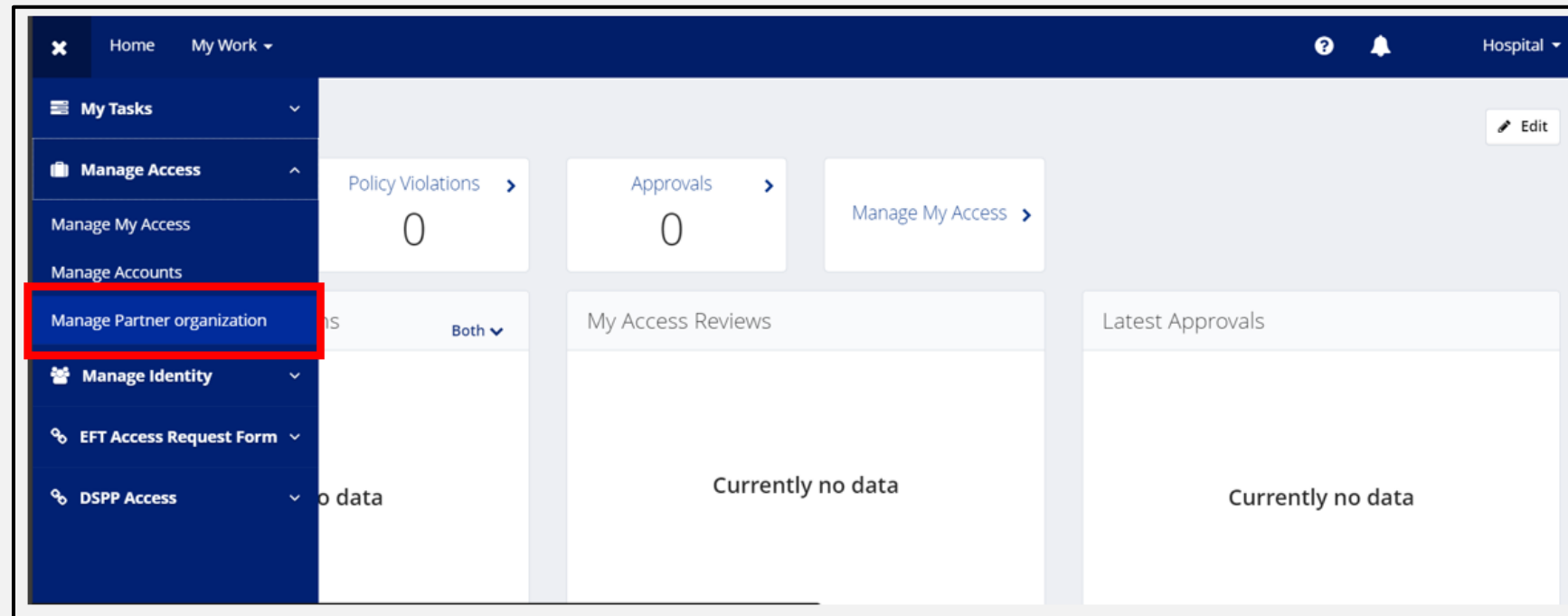
The screenshot displays the 'Access Requests' interface. At the top, there's a header with 'Access Requests' and a blue circle containing the number '3'. To the right are controls for 'Sort by: Date', a list icon, a 'Filter' dropdown, and a search bar with the placeholder 'Search by Identity, Request ID or External ID'. Below this, a card shows 'Request Access: [redacted] Employee' with a 'Details >' button. Underneath, it states 'Requested by [redacted] Hospital on 10/24/23 | Request ID: 33953'. A green banner contains a checkmark and the text 'Request completed on 10/24/23'. Below the banner, it says 'Remove Role: EMSTR Hospital Add Edit Level 2' and a green 'Complete' button. A red rectangle highlights the green banner and the 'Remove Role' text.

Assigning EMSTR Access to a User



Manager User Access

- After approving the account request, you must assign the appropriate EMSTR access.
- Click “**Manage Partner organization**” from the **Manage Partner organization** menu.



Select Users

- Select the user by clicking the checkmark box – it will turn green.
- Click the “**Next**” button.

The screenshot displays a web interface for selecting users. At the top, there are three steps: 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 steps is a search bar labeled 'Search Users' and a 'Filters' dropdown. The main content area shows a list of users. The first user is 'Hospital' with a checkmark box. The second user is 'Employee' with a checkmark box that is highlighted with a red square. A red callout box points to the 'Hospital' user's details, stating 'Here you will see your username and email'. The details for the 'Hospital' user show 'Username: Manager:'. The details for the 'Employee' user show 'Username: e8711718222' and 'Manager: Hospital'. At the bottom, a 'Next' button is highlighted with a red square.

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.

Search Users

Filters

Identities Selected: Employee Showing 1-2 of 2

✓ All

✓ Hospital

Here you will see your username and email

Username: Manager:

Employee

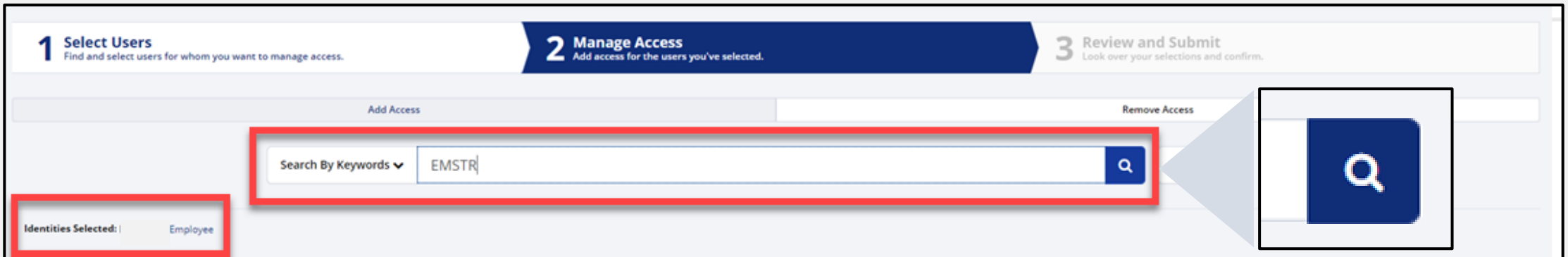
Username: e8711718222
Manager: Hospital

Identities Selected: Employee Showing 1-2 of 2

Next

Manage Access (1 of 2)

Type “**EMSTR**” in the text box and click the magnifying glass icon.



The screenshot displays a three-step process for managing access. Step 1, 'Select Users', is completed. Step 2, 'Manage Access', is the current step, where a search for 'EMSTR' is being performed. A red box highlights the search bar and the 'Identities Selected' section, which shows 'Employee'. A magnifying glass icon is also highlighted with a red box and a callout arrow.

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.

Add Access Remove Access

Search By Keywords ▼ EMSTR

Identities Selected: | Employee

Note – The “**Identities Selected**” is the user you are managing access for your organization.

Manage Access (2 of 2)

- Choose the appropriate access level by clicking the checkmark box – it will turn green.
- Click “**Next**”.

The screenshot displays the 'Manage Access' interface for an 'Employee'. At the top, there are buttons for 'Add Access' (with a green indicator) and 'Remove Access'. A search bar contains the text 'EMSTR' with a search icon and a 'Filters' dropdown. Below the search bar, it indicates 'Identities Selected: Employee' and 'Showing 1-3 of 3'. Three access levels are listed:

- ☐ **EMSTR Hospital Admin Level 3**
EMSTR Hospital Admin Level 3
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards
- ☒ **EMSTR Hospital Add Edit Level 2**
Hospital Add/Edit (Level 2)
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards
- ☐ **EMSTR Hospital View Only Level 1**
Hospital View Only (Level 1)
Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

At the bottom, it again shows 'Identities Selected: Employee' and 'Showing 1-3 of 3'. Navigation buttons 'Previous' and 'Next' are at the bottom right, with 'Next' highlighted by a red box. A footer at the very bottom reads: '© Copyright 2021 SailPoint Technologies - All rights reserved. | Powered by SailPoint IdentityIQ'.

Review and Submit Adding Access

Click the message bubble icon. This step is required.



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.

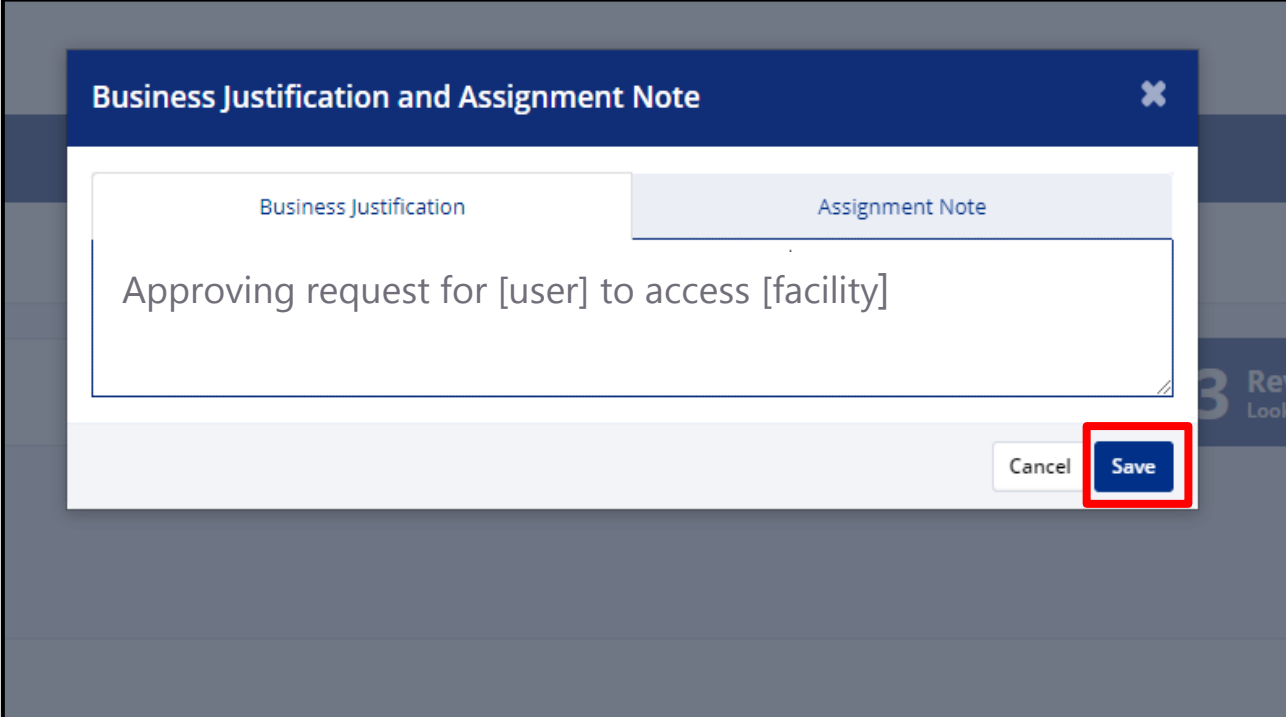
Below the process bar, the 'Identities Selected' section shows 'Employee'. The 'Add Access' section indicates '1 items selected'.

The selected item is 'EMSTR Hospital Add Edit Level 2'. Below this, details are shown: 'Hospital Add/Edit (Level 2)' and 'Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards'.

A red arrow points from the 'EMSTR Hospital Add Edit Level 2' item to a small message bubble icon in the top right corner of the item's details area. A larger, red-outlined square with a message bubble icon is shown below the screenshot, with a grey triangle pointing to the icon in the screenshot.

Business Justification / Assignment Note

- Type a justification for approving the request. An example is shown here.
- The EMSTR system requires a comment for all requests.
- Click the “**Save**” button.



The screenshot shows a dialog box titled "Business Justification and Assignment Note" with a close button (X) in the top right corner. Inside the dialog, there are two tabs: "Business Justification" and "Assignment Note". The "Assignment Note" tab is currently selected. Below the tabs is a text input field containing the text "Approving request for [user] to access [facility]". At the bottom right of the dialog, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red rectangular border.

Review and Submit Access Request

- The message bubble will turn green.
- Click the “**Submit**” button.

The screenshot displays a web interface for reviewing and submitting an access request. At the top, a progress bar shows three steps: '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.), with the third step being the active one. Below the progress bar, the 'Identities Selected' section shows 'Employee'. The 'Add Access' section indicates '1 items selected' and lists 'EMSTR Hospital Add Edit Level 2'. A detailed view of this item shows 'Hospital Add/Edit (Level 2)' with 'Type: Role' and 'Owner: HHS_WG_DSHS_EMSTR_Data Stewards'. A large blue 'Submit' button is prominently displayed in the center. At the bottom, there are 'Previous', 'Cancel', and 'Submit' buttons. On the right side, a green message bubble icon and a 'Details' button are visible, with a callout arrow pointing to the 'Submit' button.

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: Employee

Add Access 1 items selected

EMSTR Hospital Add Edit Level 2

Hospital Add/Edit (Level 2)

Type: Role Owner: HHS_WG_DSHS_EMSTR_Data Stewards

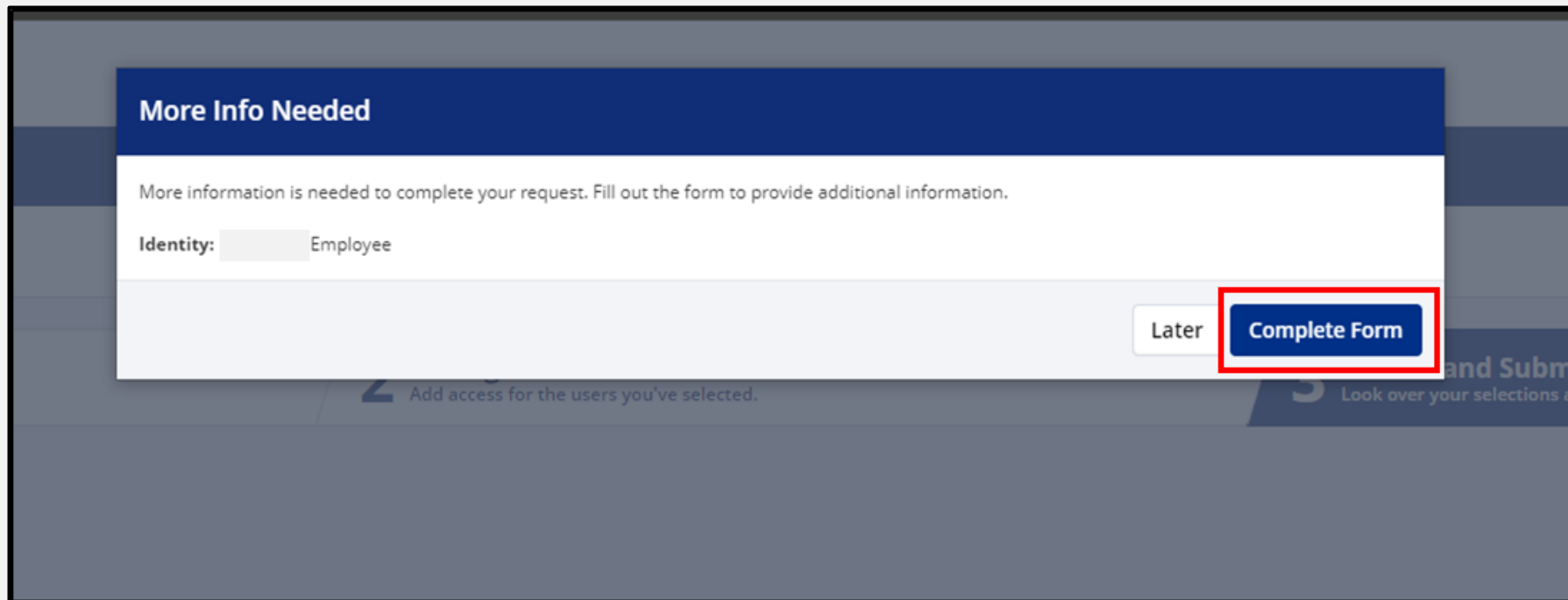
Submit

Previous Cancel Submit

Details

More Info Needed

A pop-up screen will appear, click the “**Complete Form**” button.



The screenshot shows a modal window titled "More Info Needed" with a dark blue header. The main content area is white and contains the text: "More information is needed to complete your request. Fill out the form to provide additional information." Below this text is a form field labeled "Identity:" with a dropdown menu currently showing "Employee". At the bottom right of the modal, there are two buttons: a light blue "Later" button and a dark blue "Complete Form" button. The "Complete Form" button is highlighted with a red rectangular border. In the background, a blurred interface shows a step indicator with "2" and the text "Add access for the users you've selected." and another step indicator with "3" and the text "Look over your selections and Submit".

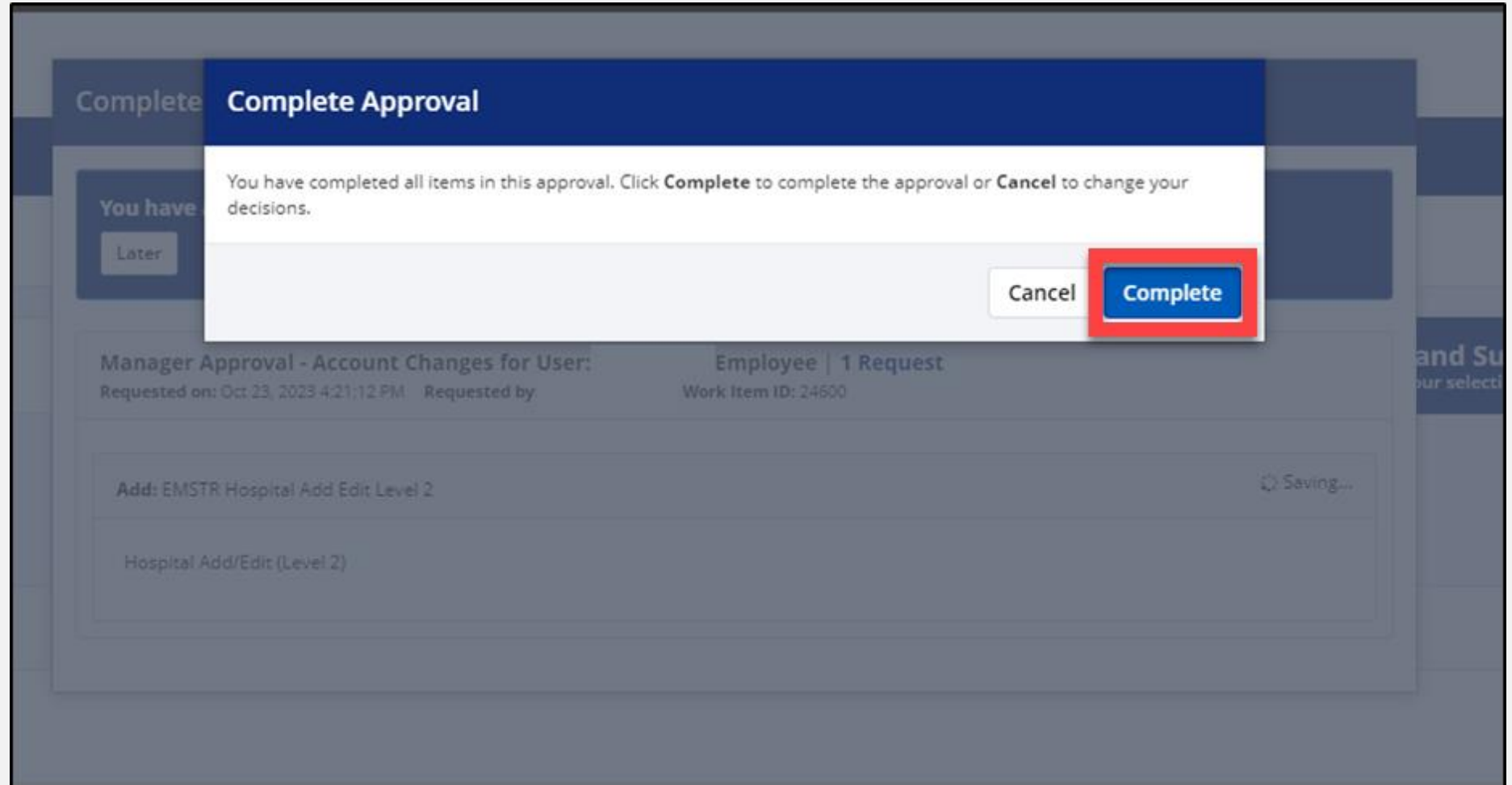
Complete Work Item

Review details and click the **“Approve”** button.

The screenshot displays a web interface titled "Complete Work Item". At the top, a dark blue banner contains the text "You have an Approval pending, complete it now or later." with a "Later" button below it. The main content area is divided into sections. The first section, "Manager Approval - Account Changes for User:", includes details like "Requested on: Oct 23, 2023 4:21:12 PM", "Requested by: Crystal Hospital", and "Work Item ID: 24600". It also shows "Employee | 1 Request". Below this are "Approve All" and "Deny All" buttons. The second section, "Add: EMSTR Hospital Add Edit Level 2", features an "Approve" button highlighted with a red rectangle, along with "Deny" and a "1" indicator. The third section, "Hospital Add/Edit (Level 2)", is currently empty.

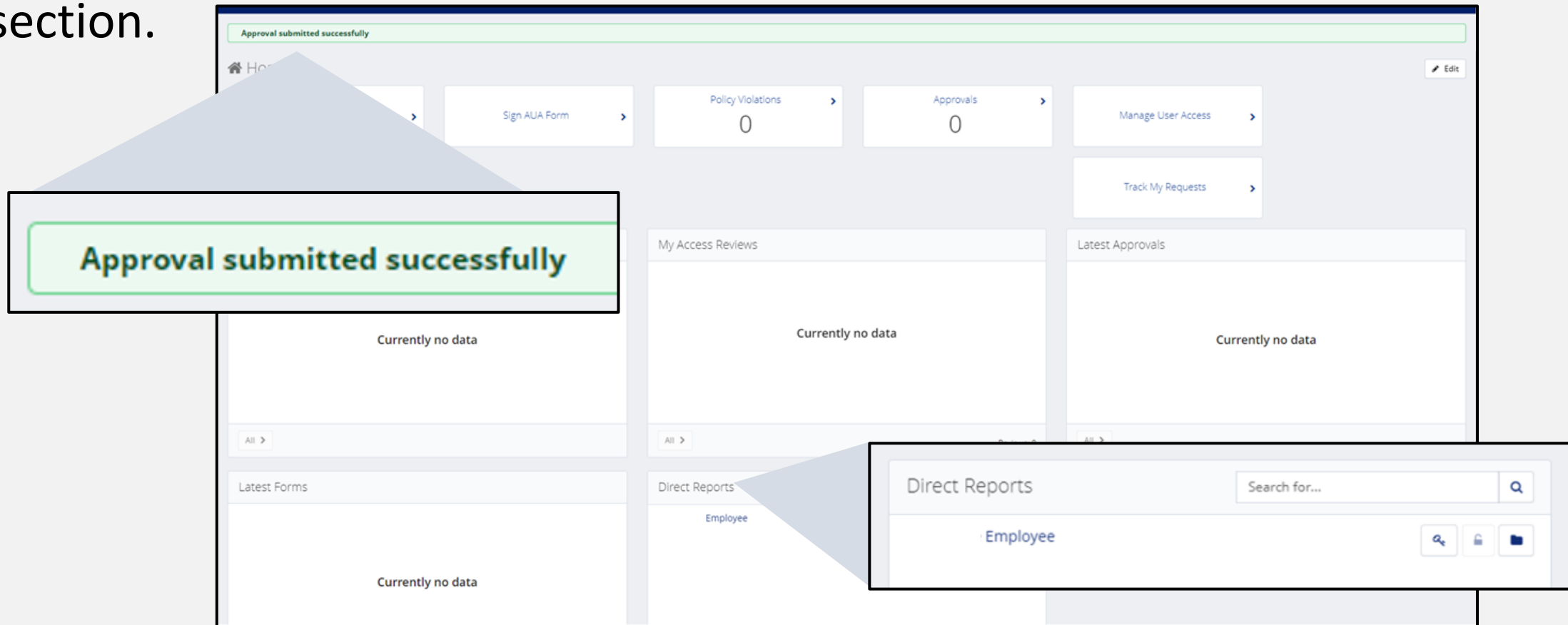
Complete Approval

Click the
“**Complete**”
button.



Approval Success

The system will redirect you to the **MyApps** dashboard where you will see **“Approval submitted successfully”** and the user account in the **“Direct Reports”** section.



Finish the Approval Process

- The user now needs DSHS data steward and data owner approval.
- Only after all three approvals are complete will the user be able to access the **EMSTR** tile on their **MyApps** dashboard.
- The system will send the user an email notification indicating the access request was approved.

Approve or Deny User's EMSTR Access Request

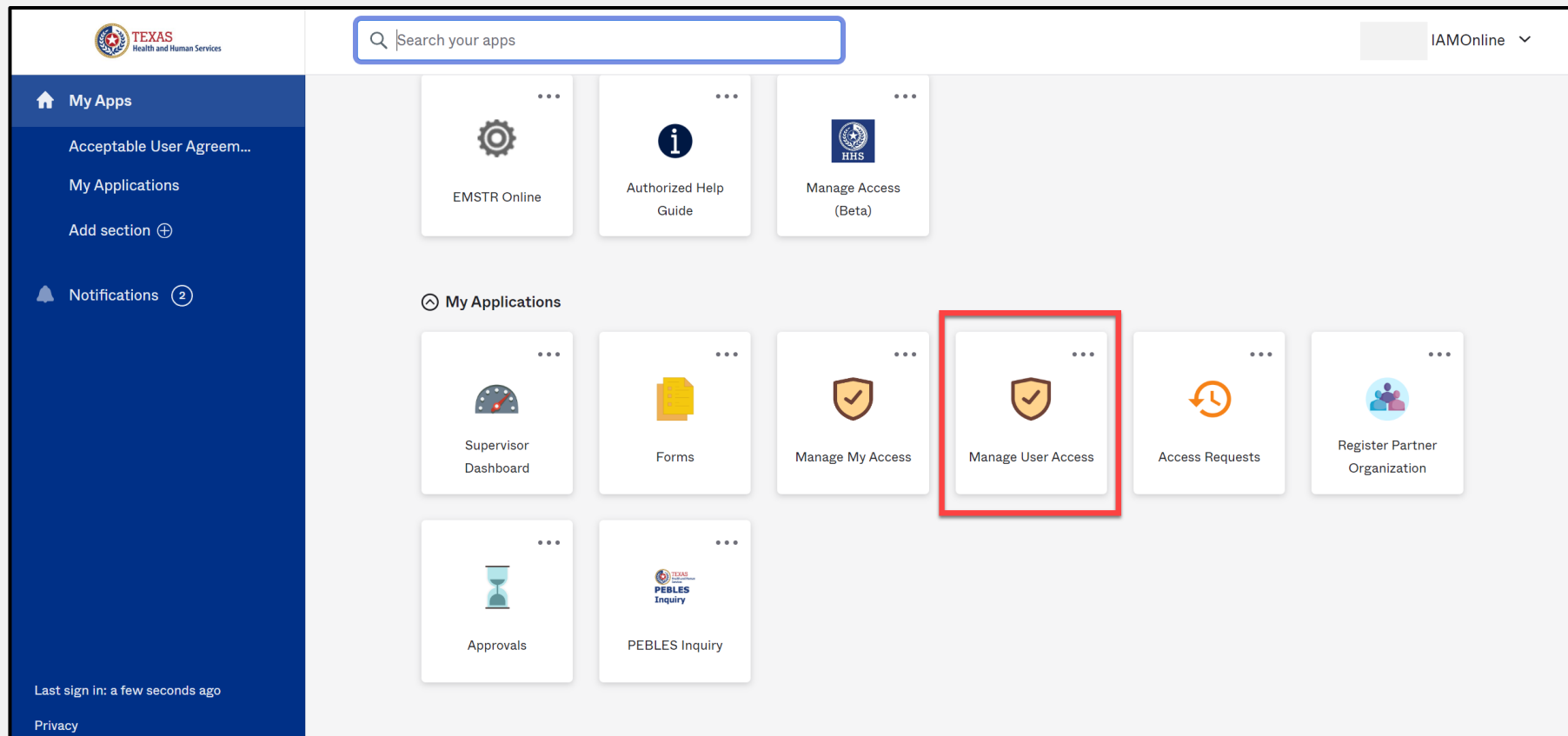


TEXAS
Health and Human
Services

Texas Department of State
Health Services

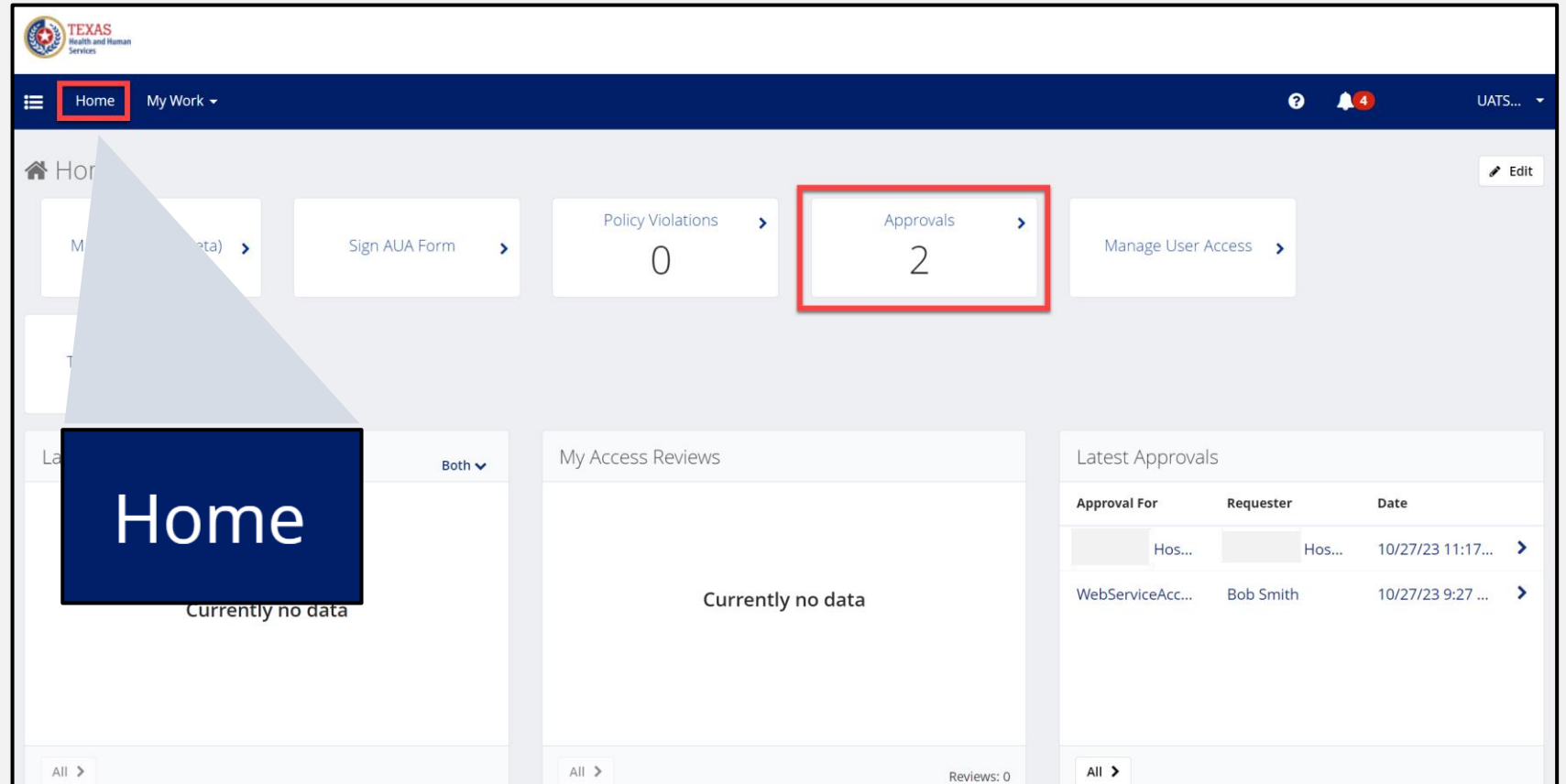
Approve or Deny User's Request (1 of 13)

To approve or deny your user's access request, click the “**Manage User Access**” tile.



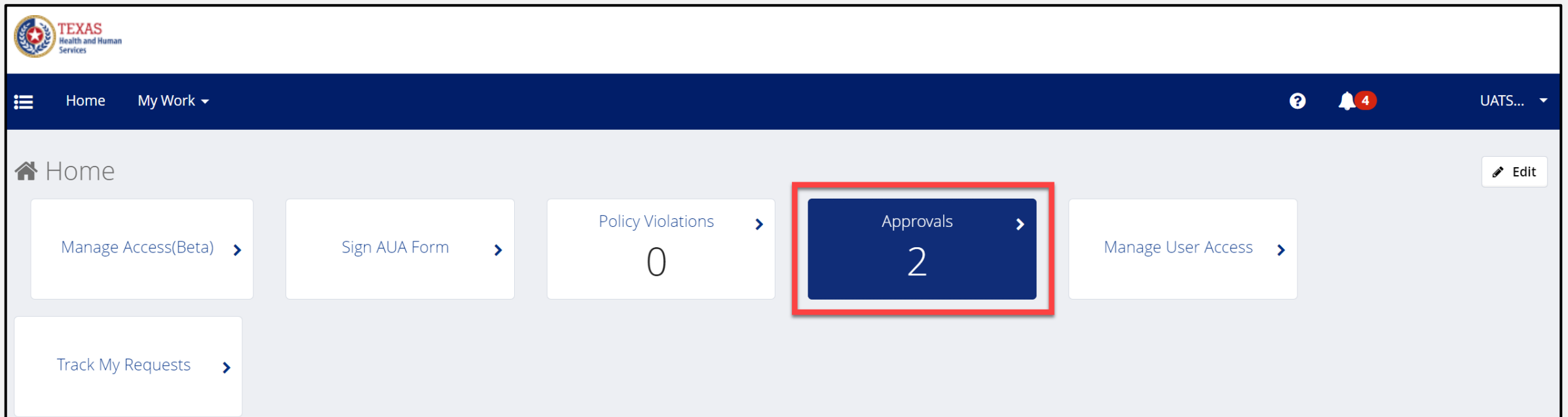
Approve or Deny User's Request (2 of 13)

- Select the “**Home**” button at the top left of the webpage.
- After selecting **Home**, you will see the **Approvals** tile.



Approve or Deny User's Request (3 of 13)

Select the “**Approvals**” tile to navigate to your approval queue.



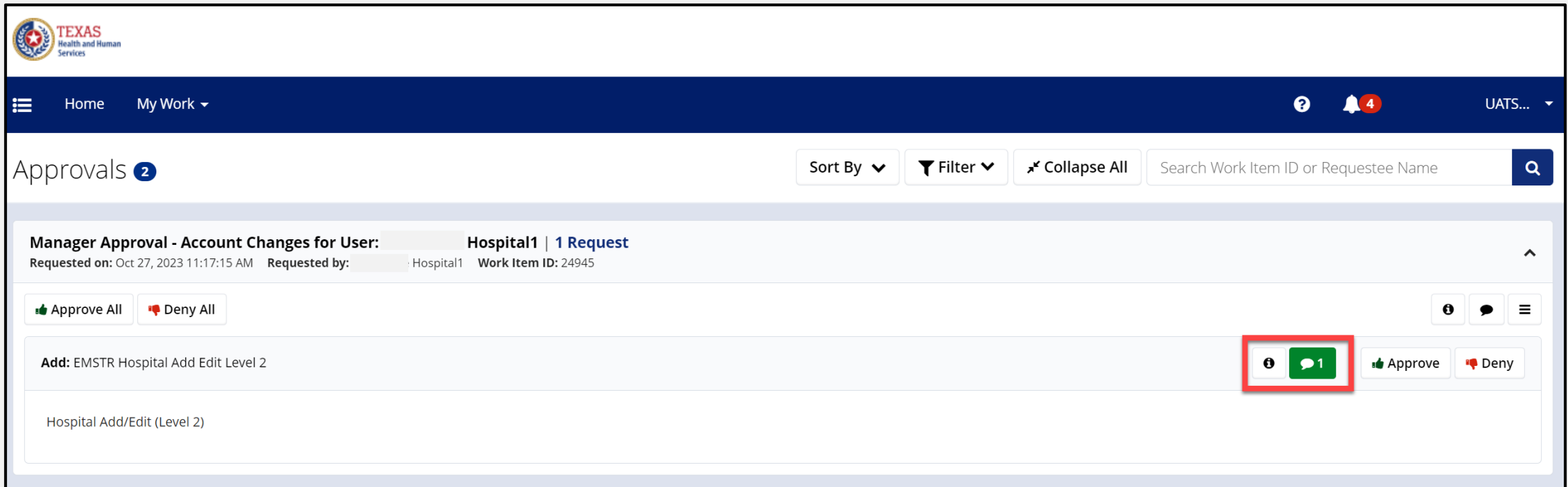
Approve or Deny User's Request (4 of 13)

On the **Approvals** page, you can “**Approve**” or “**Deny**” the request.

The screenshot displays the 'Approvals' section of the Texas Health and Human Services portal. The header includes the Texas Health and Human Services logo, navigation links for 'Home' and 'My Work', and a notification bell with a red '4'. The main content area is titled 'Approvals' with a blue badge indicating 2 items. It features a search bar and filters for 'Sort By', 'Filter', and 'Collapse All'. A specific request is highlighted: 'Manager Approval - Account Changes for User: [redacted] Hospital1 | 1 Request'. Below this, it shows 'Requested on: Oct 27, 2023 11:17:15 AM' and 'Requested by: [redacted] Hospital1 Work Item ID: 24945'. The request details include 'Add: EMSTR Hospital Add Edit Level 2' and 'Hospital Add/Edit (Level 2)'. At the bottom right, there are buttons for 'Approve' and 'Deny', which are highlighted with a red box. Above these buttons are icons for information, comments (showing 1), and a menu.

Approve or Deny User's Request (5 of 13)

Click the “**comment bubble**” to review the business justification and determine if you want to approve the request.



The screenshot displays the Texas Health and Human Services portal interface. At the top, the Texas Health and Human Services logo is visible. The navigation bar includes links for Home and My Work, along with a notification bell icon showing 4 alerts and a user profile dropdown labeled UATS... Below the navigation bar, the main content area is titled "Approvals" with a blue badge indicating 2 items. To the right of the title are filters for Sort By, Filter, and Collapse All, and a search bar for Work Item ID or Requestee Name. The main content area shows a "Manager Approval - Account Changes for User: Hospital1 | 1 Request" card. The card includes the text "Requested on: Oct 27, 2023 11:17:15 AM Requested by: Hospital1 Work Item ID: 24945". Below this, there are buttons for "Approve All" and "Deny All". The card also displays the request details: "Add: EMSTR Hospital Add Edit Level 2" and "Hospital Add/Edit (Level 2)". On the right side of the card, there is a red box highlighting a comment bubble icon with a speech bubble and the number 1, indicating one comment. Next to the comment bubble are buttons for "Approve" and "Deny".

Approve or Deny User's Request (6 of 13)

Below is an example of when you click the **comment bubble** and see the business justification to determine if the request should be approved.

The screenshot displays a web application interface for managing approvals. A modal window titled "Approval Item Comments" is open, showing a comment from "Hospital1" dated "10/27/23 11:17 AM" with the text: "I need EMSTR Hospital Add Edit Level 2 access to run reports." Below the comment is a text input field labeled "Type your comment here" and buttons for "Cancel" and "Post". The background shows a "Manager Approval" page for "Account Changes for User: Ma" with "Approvals 2" and buttons for "Approve All" and "Deny All".

Approve or Deny User's Request (7 of 13)

Once you approve the request, leave a comment for tracking purposes.
This step is required.

The screenshot displays the Texas Health and Human Services portal interface. In the background, a request for "EMSTR Hospital Add Edit Level 2" is visible, requested by Mackenzie. Overlaid on this is a modal window titled "Approval Item Comments". The modal shows a list of comments. The first comment, from "Hospital1" on "10/27/23 11:17 AM", states: "I need EMSTR Hospital Add Edit Level 2 access to run reports." Below this, a new comment is being entered in a text field, which is highlighted with a red border. The text in the field is "The administrator approves this request." At the bottom right of the modal, there are "Cancel" and "Post" buttons.

Approve or Deny User's Request (8 of 13)

After leaving a comment, select the “**Post**” button to save the comment.

The screenshot displays the Texas Health and Human Services portal interface. A modal window titled "Approval Item Comments" is open, showing a comment thread. The first comment, from "Hospital1" on "10/27/23 11:17 AM", reads: "I need EMSTR Hospital Add Edit Level 2 access to run reports." The second comment, from an administrator, reads: "The administrator approves this request." At the bottom right of the modal, there are "Cancel" and "Post" buttons. The "Post" button is highlighted with a red border. In the background, the portal shows a "Manager Approval - Account Changes for User: Mackenzie" request, with options to "Approve All" or "Deny All". The "Add: EMSTR Hospital Add Edit Level 2" section is also visible.

Approve or Deny User's Request (9 of 13)

To add another comment before approving or denying the request, click the **“comment bubble”** button.

Approvals 2

Sort By ▼ Filter ▼ Collapse All Search Work Item ID or Requestee Name

Manager Approval - Account Changes for User: Hospital1 | 1 Request

Requested on: Oct 27, 2023 11:17:15 AM Requested by: Hospital1 Work Item ID: 24945

Approve All Deny All

Add: EMSTR Hospital Add Edit Level 2

Hospital Add/Edit (Level 2)

comment bubble 2 Approve Deny

Approve or Deny User's Request (10 of 13)

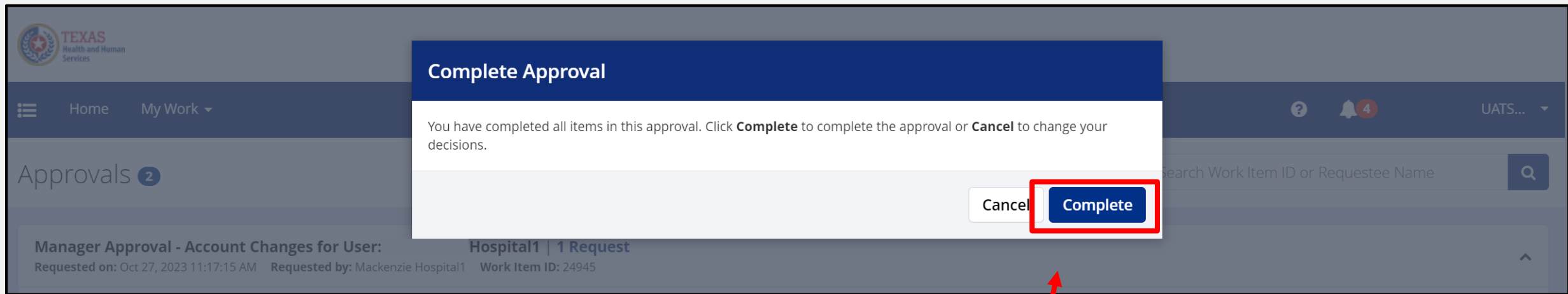
To approve the request, select the “**Approve**” button.

The screenshot displays the 'Approvals' section of a system. At the top, there's a header with 'Approvals 2' and navigation options like 'Sort By', 'Filter', and 'Collapse All'. A search bar is also present. Below this, a specific approval request is shown: 'Manager Approval - Account Changes for User: Hospital1 | 1 Request'. It includes details like 'Requested on: Oct 27, 2023 11:17:15 AM' and 'Requested by: Hospital1'. The request description is 'Add: EMSTR Hospital Add Edit Level 2'. At the bottom of the request card, there are two buttons: 'Approve' (with a green thumbs-up icon) and 'Deny' (with a red thumbs-down icon). Both buttons are highlighted with red rectangular boxes. A red arrow points from the 'Approve' button to the text below, and another red arrow points from the 'Deny' button to the text above.

To deny the request, select the “**Deny**” button.

Approve or Deny User's Request (11 of 13)

After selecting **Approve** or **Deny**, a **Complete Approval** box will appear.



Select the **“Complete”** button to submit the request.

Approve or Deny User's Request (12 of 13)

Select the “**Cancel**” button to delete the request.

The screenshot displays the Texas Health and Human Services portal interface. A modal dialog box titled "Complete Approval" is centered on the screen. The dialog contains the text: "You have completed all items in this approval. Click **Complete** to complete the approval or **Cancel** to change your decisions." At the bottom right of the dialog are two buttons: "Cancel" (highlighted with a red square) and "Complete". The background shows the portal's navigation bar with "Home" and "My Work" links, a search bar, and a notification bell with a "4" badge. Below the navigation bar, the "Approvals" section is visible, showing a "Manager Approval - Account Changes for User: Hospital1 | 1 Request" with details: "Requested on: Oct 27, 2023 11:17:15 AM" and "Requested by: Mackenzie Hospital1 Work Item ID: 24945".

Approve or Deny User's Request (13 of 13)

- Once you complete the review process, the system will send the user an email to notify them the access request was approved or denied by their facility administrator.
- The user now needs DSHS data steward and data owner approval.
- After all approval levels are complete, the user will see the **EMSTR** tile on their **MyApps** dashboard.

Account Management

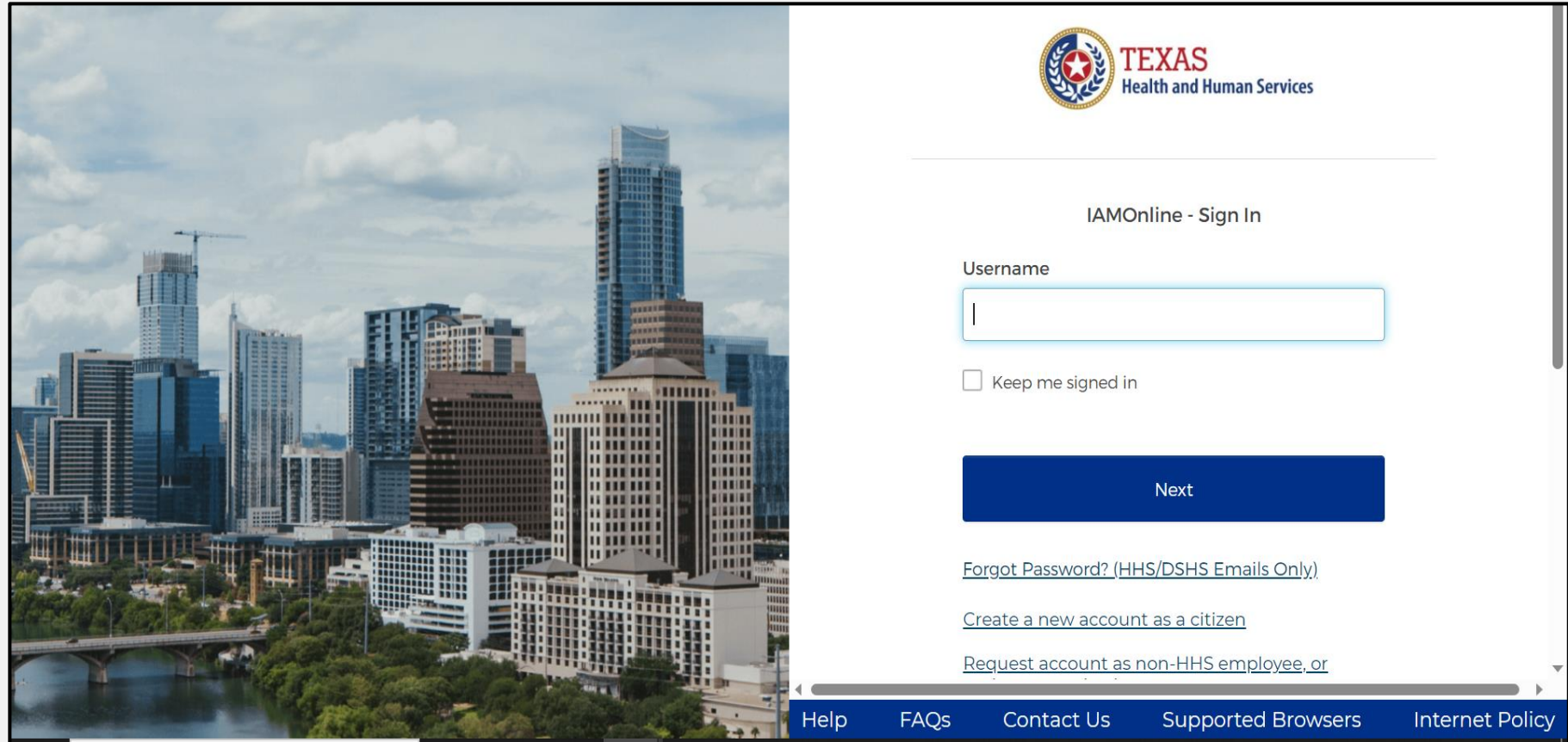


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Services

Texas Department of State
Health Services

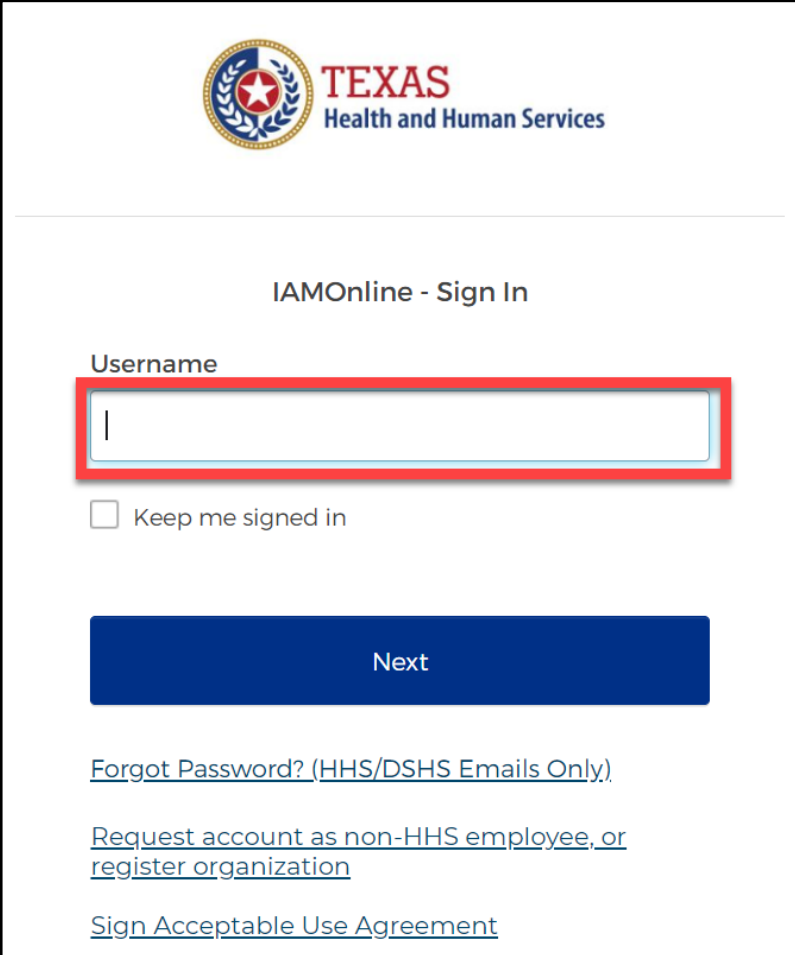
IAMOnline Home Page

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

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 title 'IAMOnline - Sign In'. The form has 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 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'.

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 IAMOnline Sign In page for Texas Health and Human Services. At the top is the Texas Health and Human Services logo. Below it, the text 'IAMOnline - Sign In' is centered. There is a 'Username' label above a text input box. A red arrow points from the 'Username' label in the text to this input box. Below the input box is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is below the checkbox. At the bottom, there are three links: 'Forgot Password? (HHS/DSHS Emails Only)', 'Request account as non-HHS employee, or register organization', and 'Sign Acceptable Use Agreement'.

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IAMOnline - Sign In

Username

☐ Keep me signed in

Next

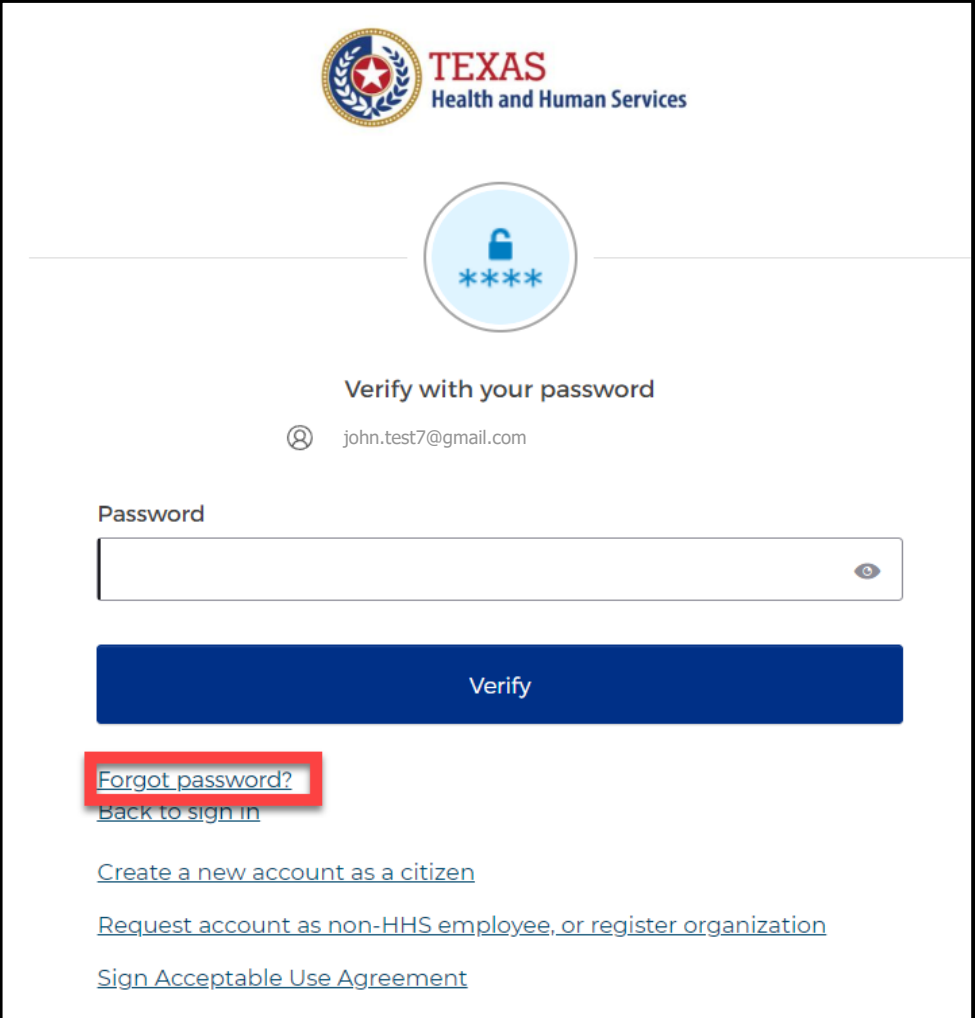
[Forgot Password? \(HHS/DSHS Emails Only\)](#)


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


[Sign Acceptable Use Agreement](#)

Forgot Password (2 of 2)


Click the “Forgot password?” link.



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Verify with your password

 john.test7@gmail.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

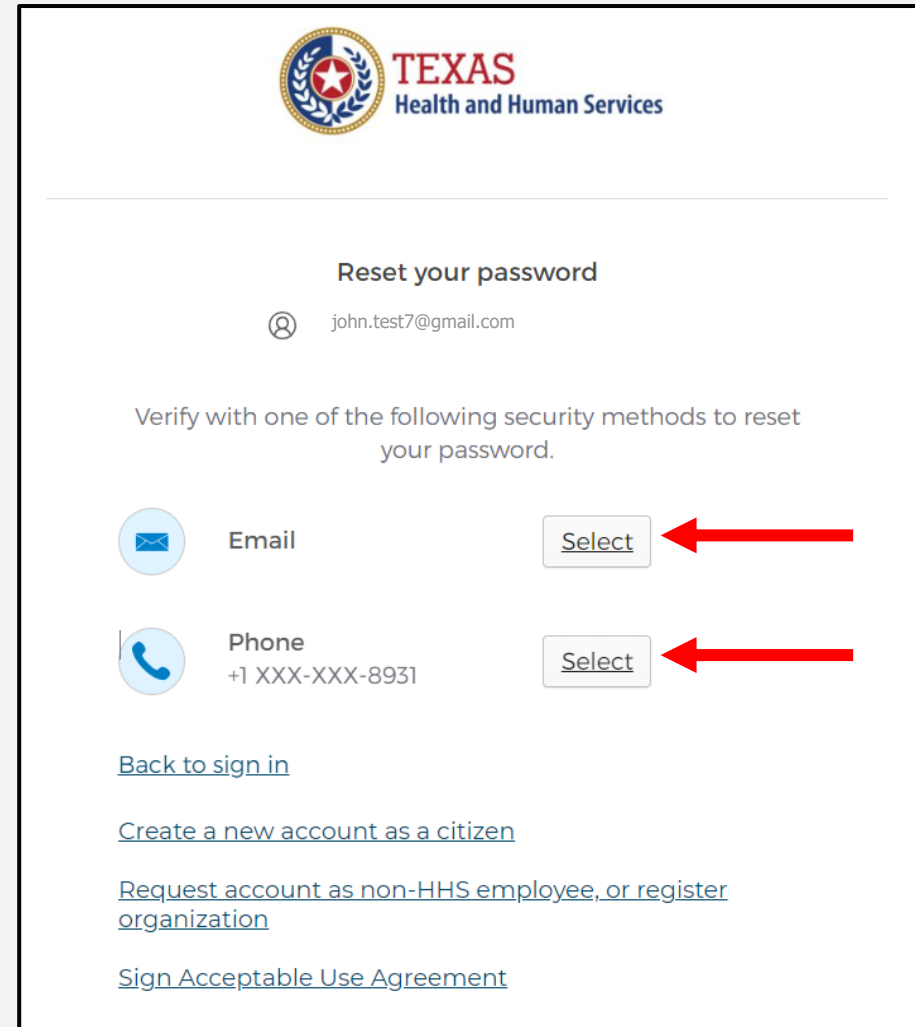
[Create a new account as a citizen](#)

[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 instructs the user to "Verify with one of the following security methods to reset your password." Two options are presented: "Email" and "Phone". Each option includes a "Select" button, which is highlighted by a red arrow. At the bottom, there are four links: "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

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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 +1 XXX-XXX-8931	Select 

[Back to sign in](#)

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

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

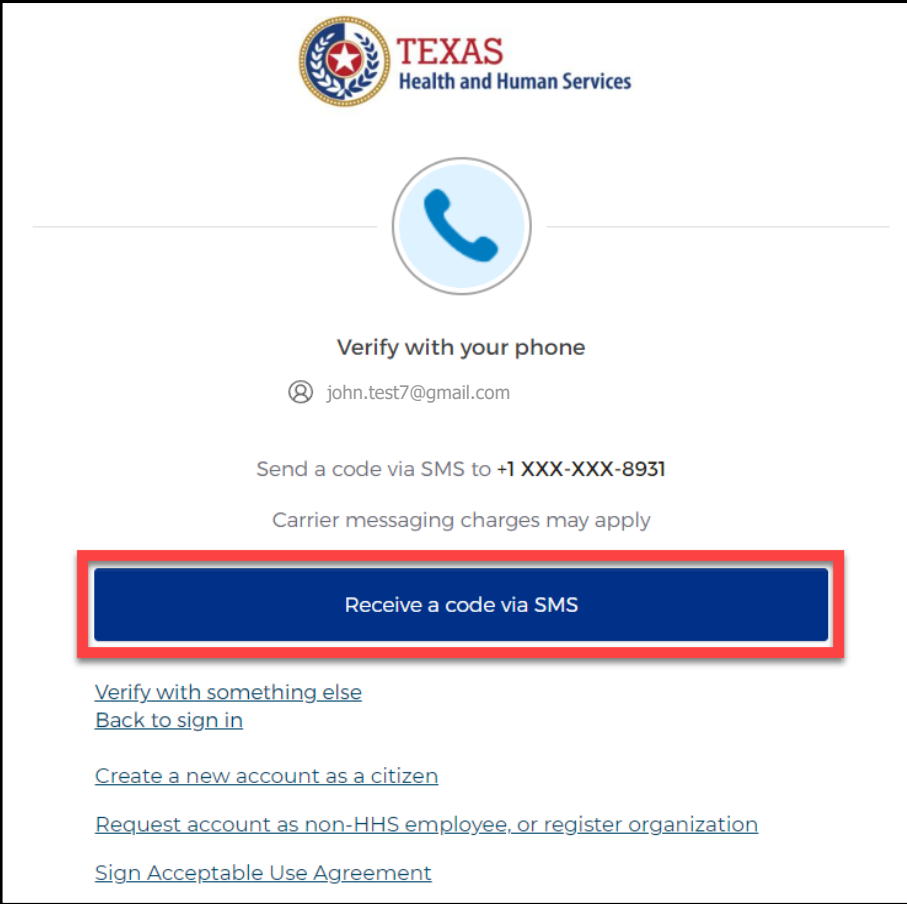
[Sign Acceptable Use Agreement](#)


Reset Your Password (2 of 3)


- After selecting either phone or email, you will be prompted 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 via text.



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Verify with your phone

 john.test7@gmail.com

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

Carrier messaging charges may apply

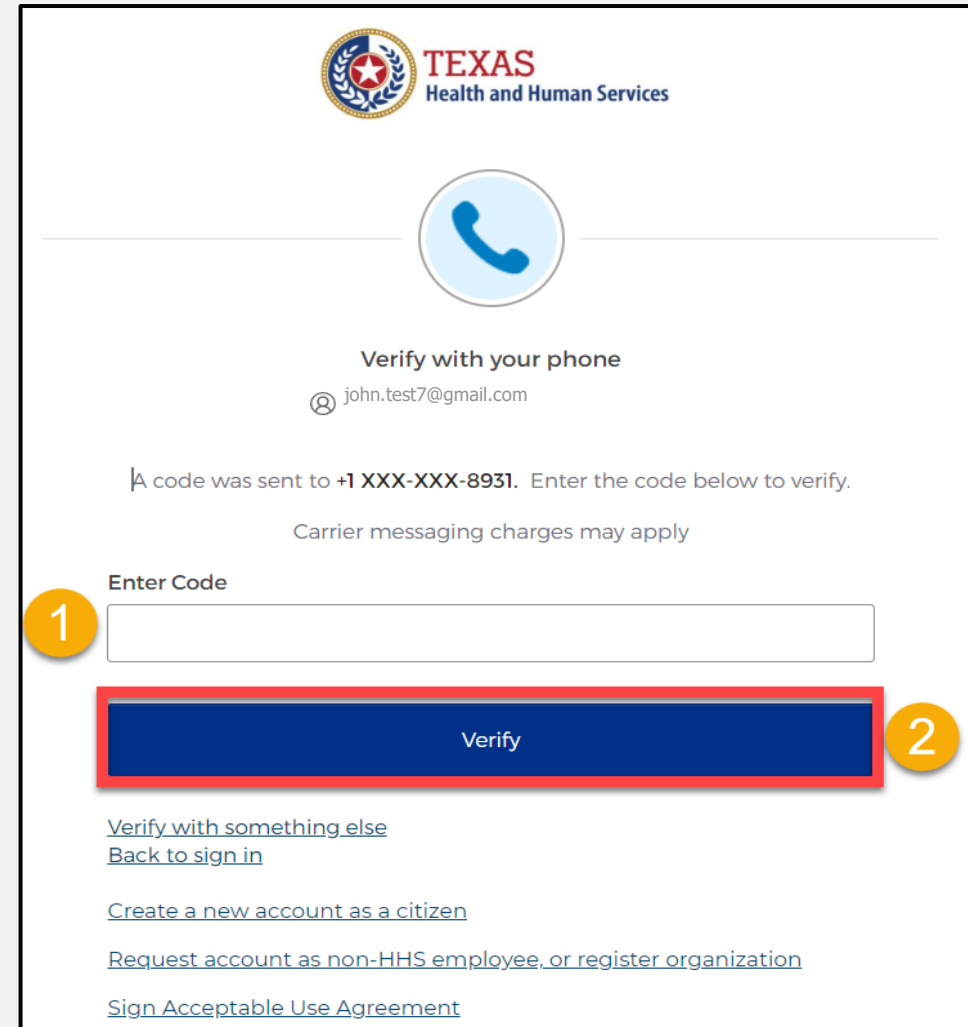
Receive a code via SMS

[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".

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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

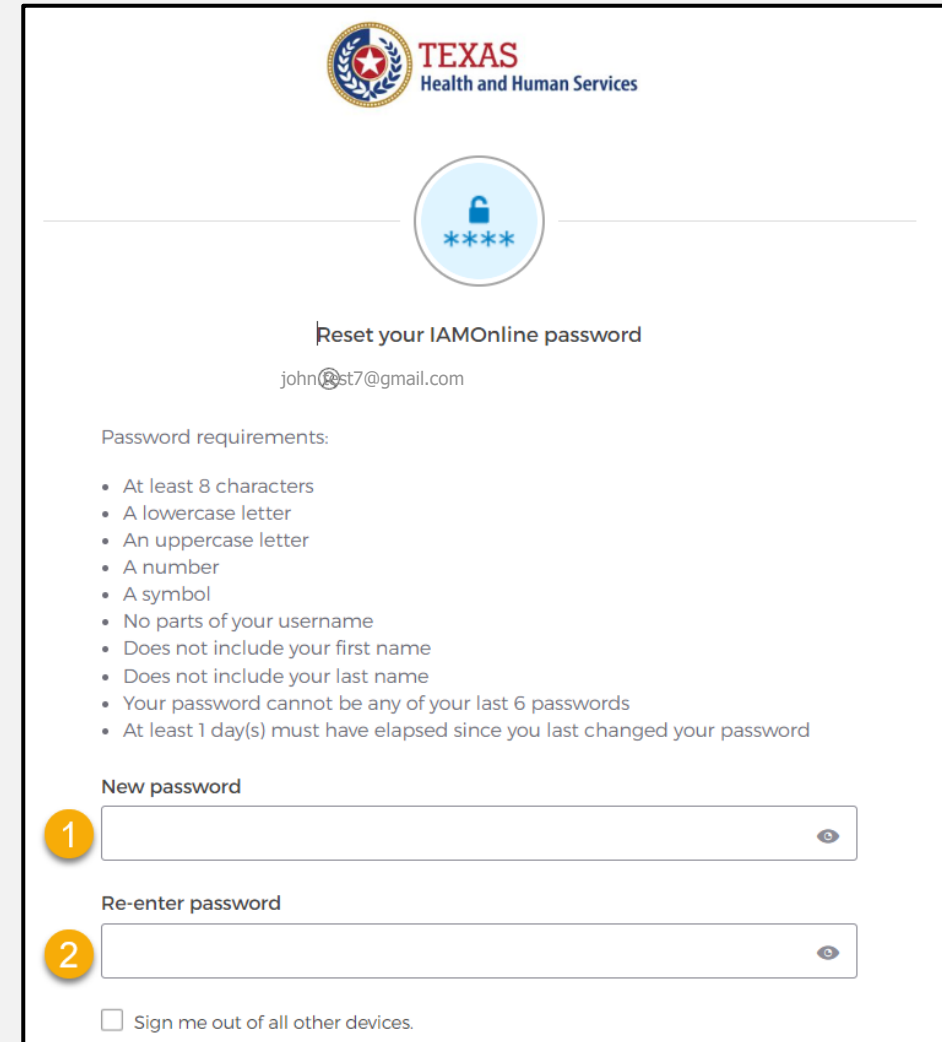
[Verify with something else](#)
[Back to sign in](#)
[Create a new account as a citizen](#)
[Request account as non-HHS employee, or register organization](#)
[Sign Acceptable Use Agreement](#)

IAMOnline Password Reset (1 of 2)

After you enter your verification code, the system will redirect you to the **Reset your IAMOnline Password Page**.

Step 1 – Enter your new password in the “**New password**” box.

Step 2 – Re-enter your password in the “**Re-enter password**” box.



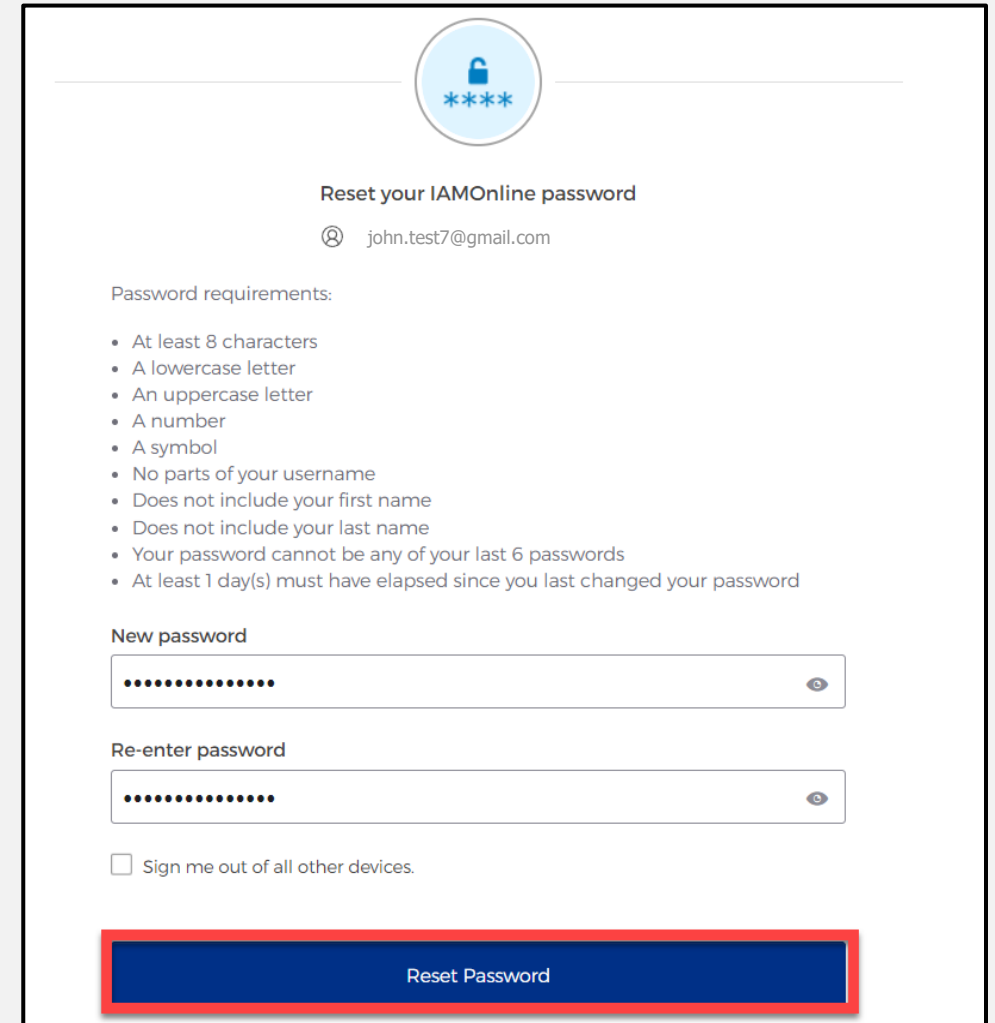
The screenshot shows the 'Reset your IAMOnline password' page for the Texas Health and Human Services. At the top is the Texas state seal and the text 'TEXAS Health and Human Services'. Below this is a circular icon with a blue padlock and four asterisks. The main heading is 'Reset your IAMOnline password' followed by the email address 'john@st7@gmail.com'. 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 is preceded by a yellow circle with the number '1'. The second field is labeled 'Re-enter password' and is preceded by a yellow circle with the number '2'. Both fields have a small eye icon to the right, indicating a toggle for password visibility. At the bottom, there is a checkbox labeled 'Sign me out of all other devices.'

IAMOnline Password Reset (2 of 2)

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



The screenshot shows a web form for resetting an IAMOnline password. At the top, there is a circular icon with a padlock and four asterisks. Below this, the text "Reset your IAMOnline password" is displayed, followed by the email address "john.test7@gmail.com". A section titled "Password requirements:" lists ten criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, no first or last name, and not being one of the last 6 passwords, and at least 1 day(s) must have elapsed since the last change. Below the requirements are two input fields: "New password" and "Re-enter password", both masked with dots and featuring an eye icon for toggling visibility. A checkbox labeled "Sign me out of all other devices." is located below the second input field. At the bottom, a blue button with a red border is labeled "Reset Password".

Reset your IAMOnline password

john.test7@gmail.com

Password requirements:

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

New password

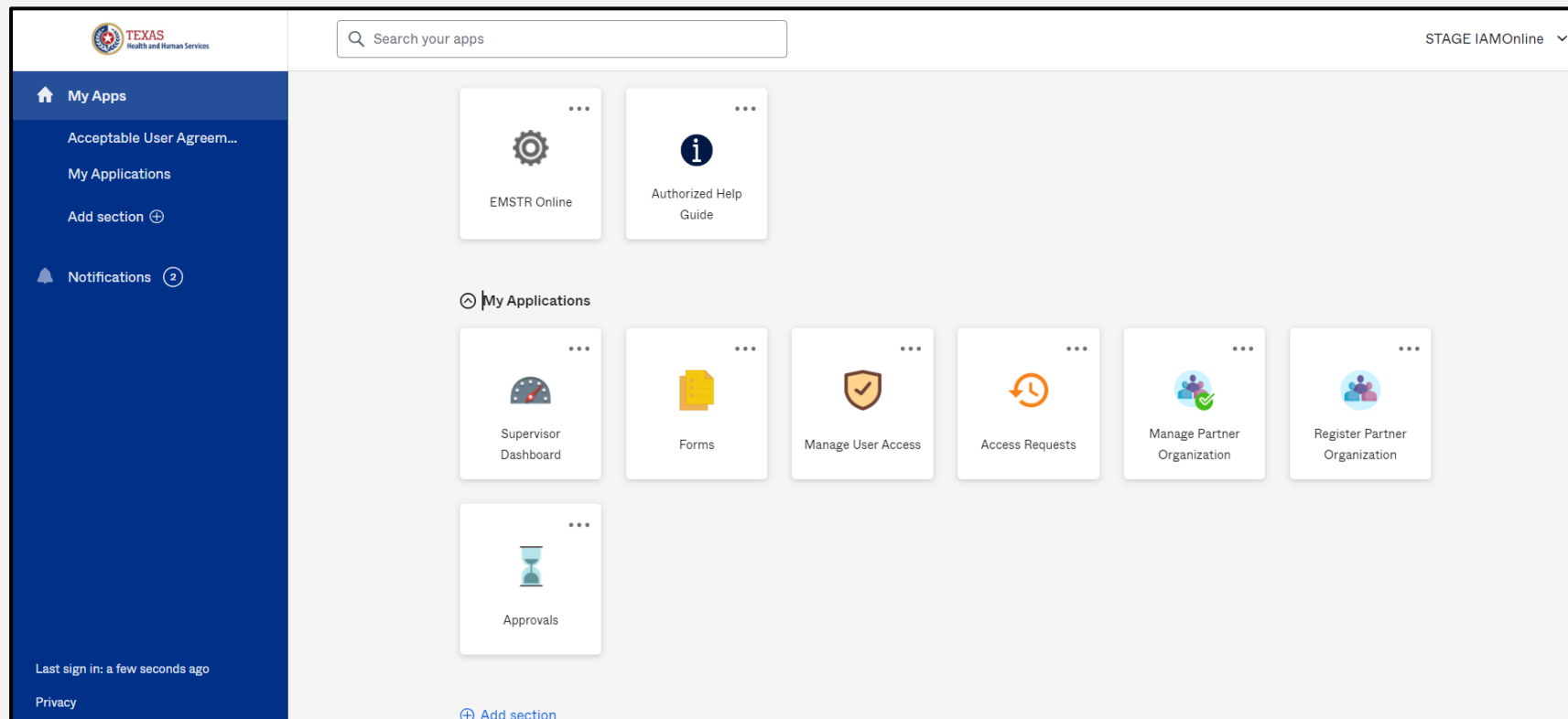
Re-enter password

☐ Sign me out of all other devices.

Reset Password

Reset Password Complete

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



Account Locked

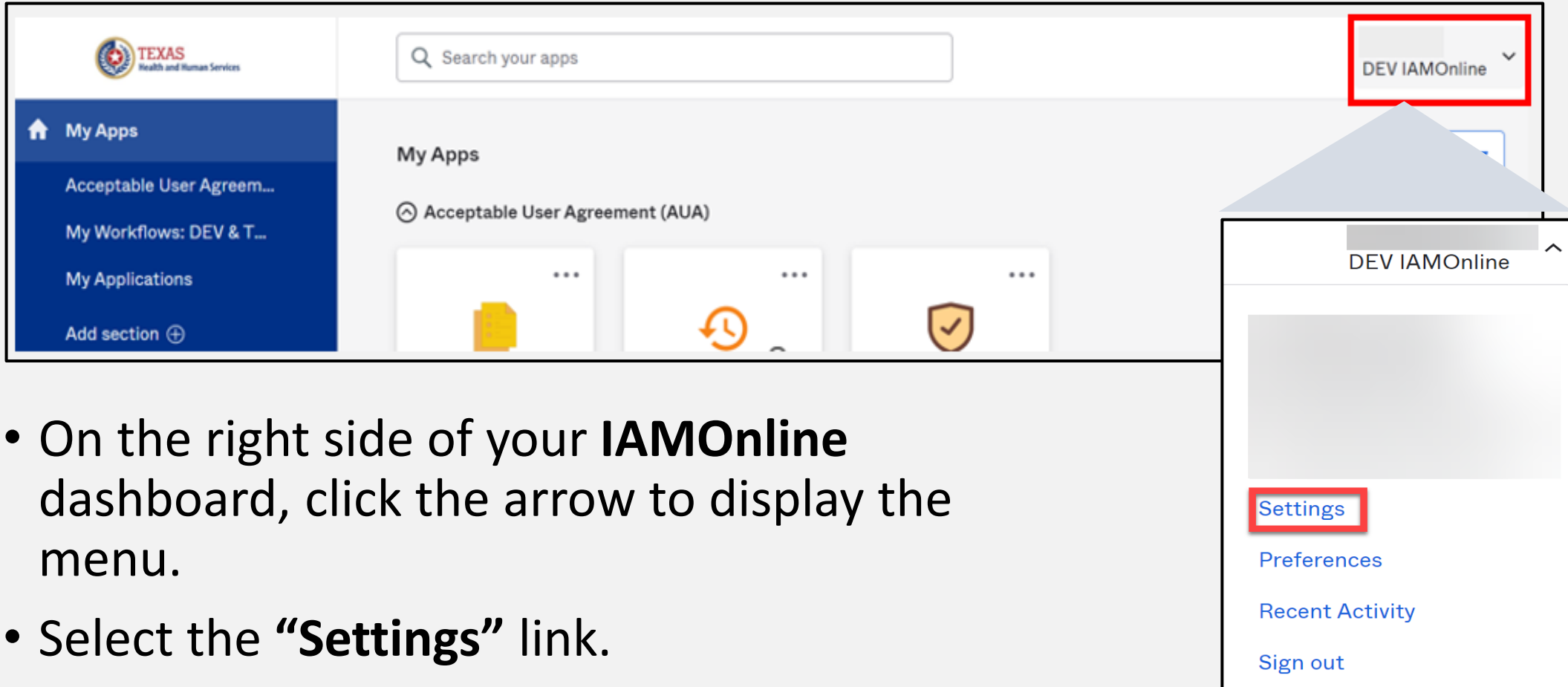


After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



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

Update Account (1 of 2)

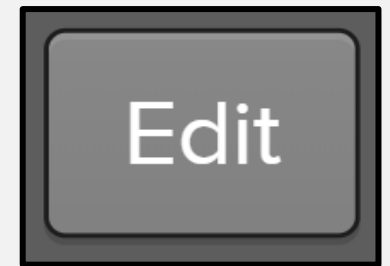


The screenshot displays the Texas Health and Human Services IAMOnline dashboard. On the left is a blue sidebar with a 'My Apps' section containing links for 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', and an 'Add section' button. The main content area features a search 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, which includes '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

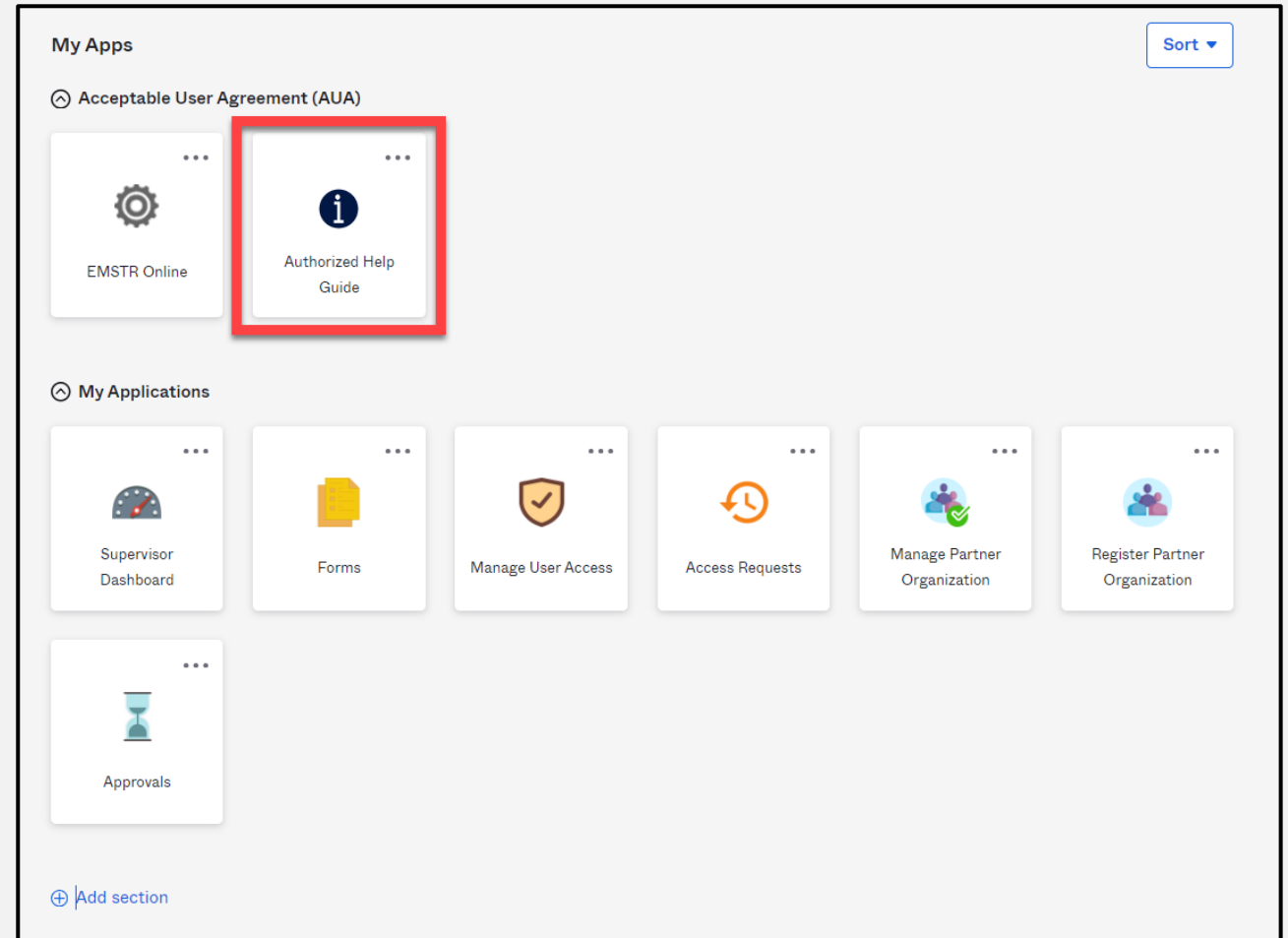


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Health and Human
Services

Texas Department of State
Health Services

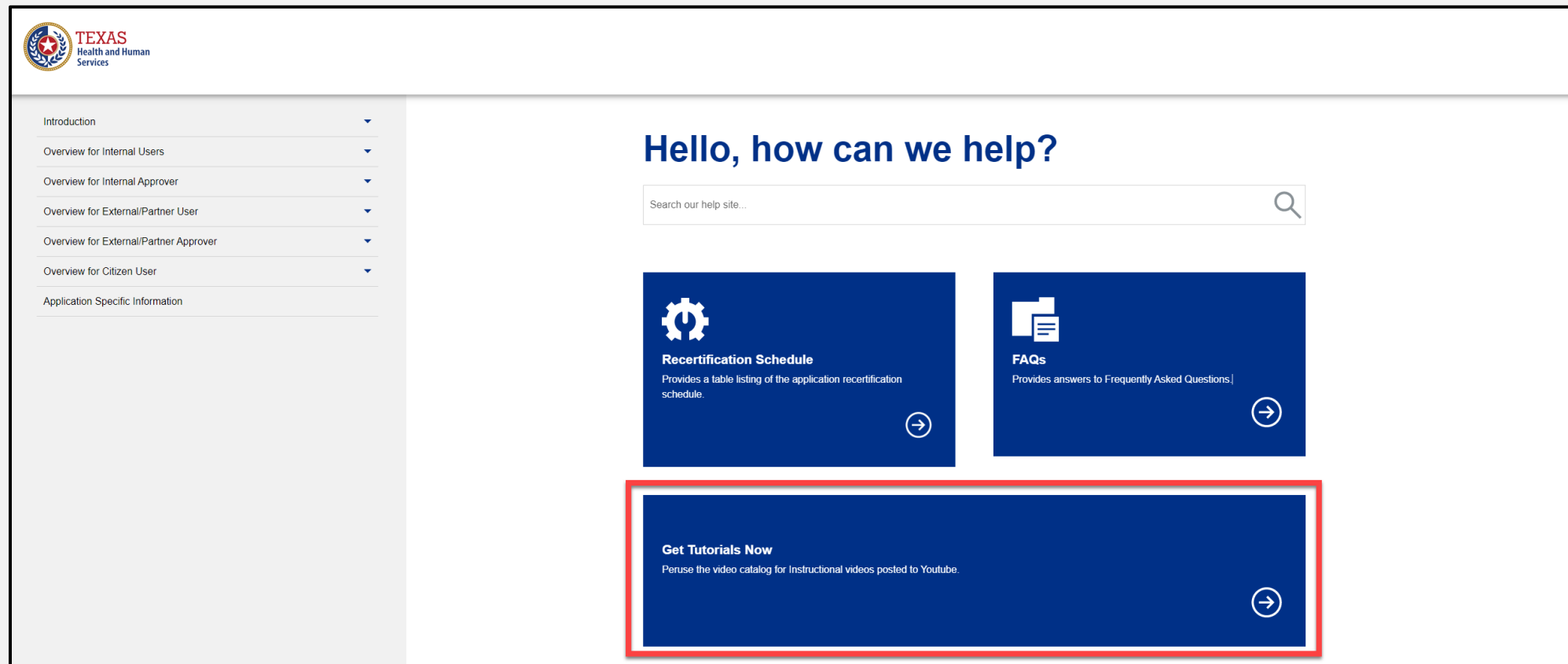
Authorized Help Guide

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](#)

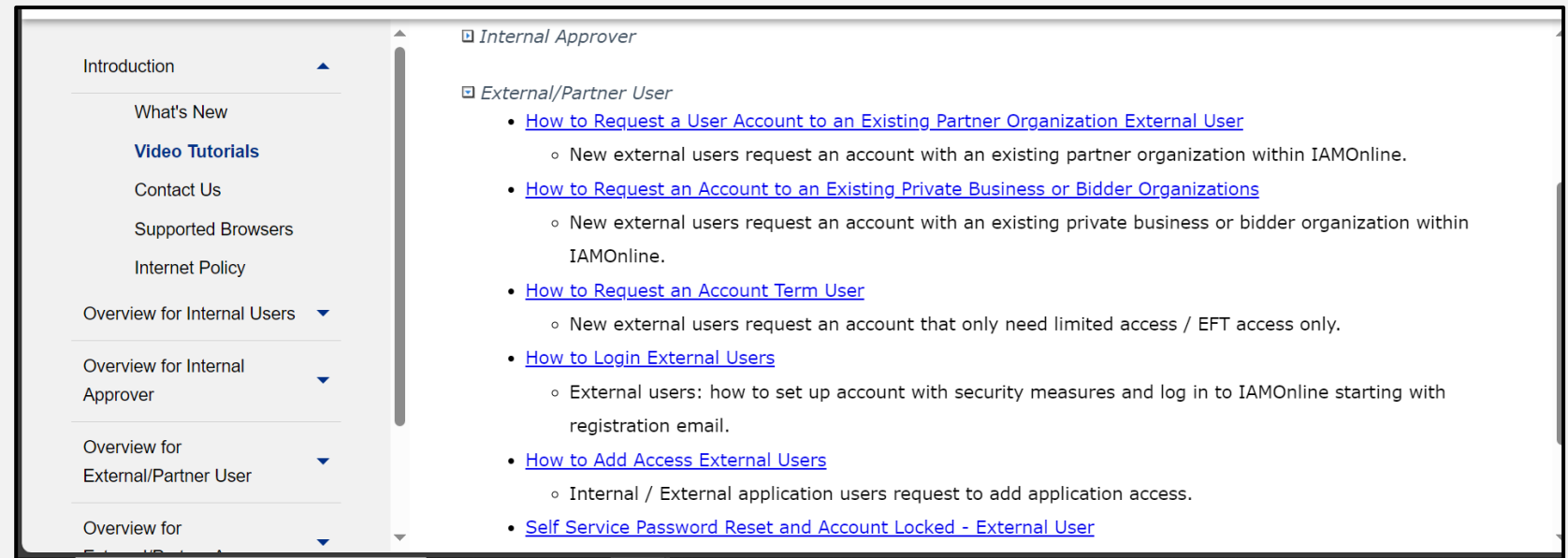
[External/Partner User](#)

[External/Partner Approver](#)

Facility Administrator

External/Partner User Video Links

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



Additional Resources and Contacts

Resources – For additional resources, visit the DSHS page [EMS and Trauma Registries](#).

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