

EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

HOW TO RECOVER ACCOUNT APPLICATION ACCESS



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Emergency Medical Services and Trauma Registries

Job Aid for:

Registry Users who lost access and need to re-open an EMSTR User Account

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Overview:

The Texas Department of State Health Services (DSHS) Emergency Medical Services and Trauma Registries (EMSTR) application requires users and their supervisors to sign an Acceptable Use Agreement (AUA) every 12 months and re-certify their access periodically. EMSTR users who miss one of the deadlines will lose access to the EMSTR application tile.

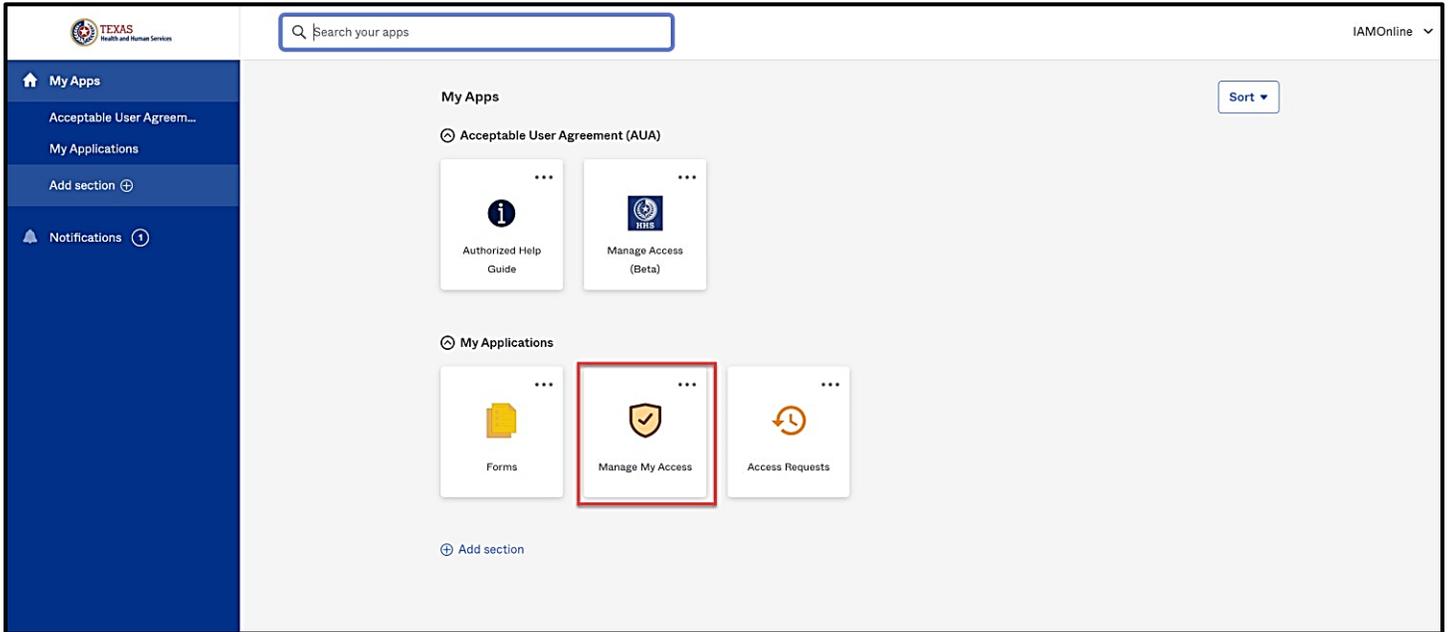
If your account was not certified as part of the 2025 user access review, the Health and Human Services (HHS) system temporarily revoked your EMSTR tile and your role. This job aid is for users who lost their certification and need to request an account to access the DSHS EMSTR application again. You can find information on the different roles EMSTR has available on [page 5](#). The system will route the request to DSHS staff for review and they will consult with your organization approver.

This job aid provides step-by-step instructions on how to request an EMSTR application role within your Identity and Access Management (IAM) Online account.

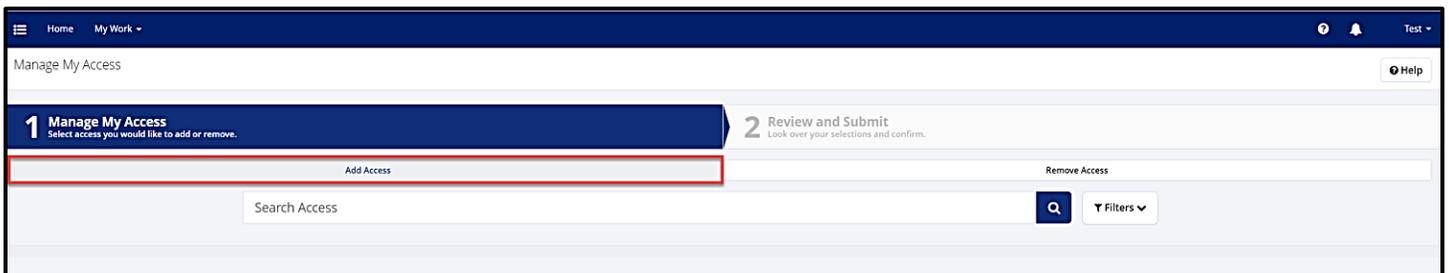
If your organization is new to accessing EMSTR, please proceed to the “How to Register a New Facility” tutorial [here](#).

Step 1: Request Access to the EMSTR tile

To request access to EMSTR, select the “**Manage My Access**” tile.

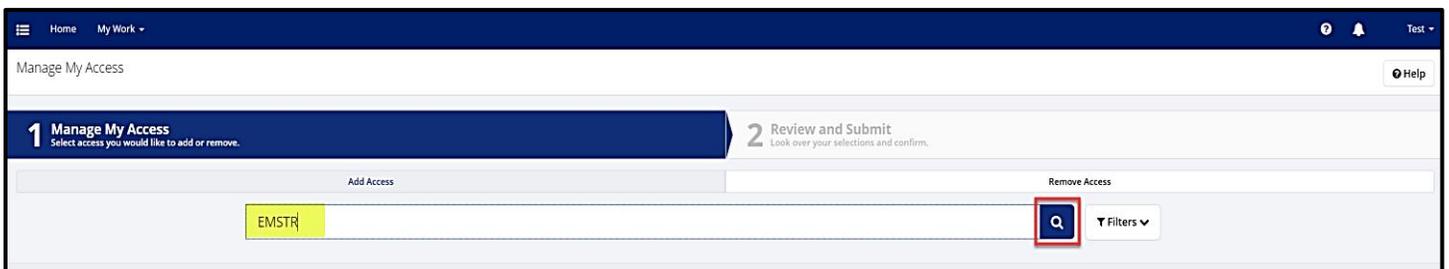


- Click the “**Add Access**” tab to add application access.
- The tab will turn a light grey when selected.



Search for EMSTR

Type “**EMSTR**” in the **Search by Keywords** box.



Select the **Magnifying Glass Icon** button to search for the application.

Important Note on Role-Based Access

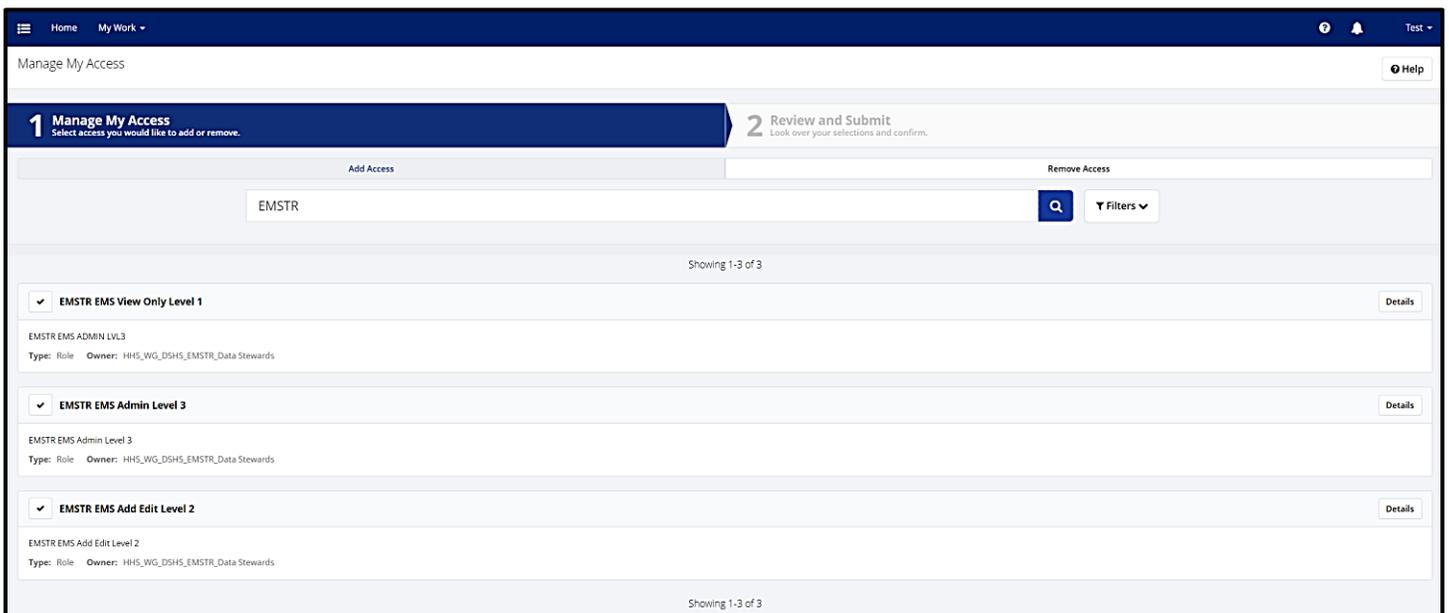
Application access is grouped by role, so you must select the correct EMSTR role access that fits your access needs.

EMSTR has three (3) role types:

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

Once you type “EMSTR” into the **Search Access** textbox, three types of results will appear: **EMSTR View Only Level 1**, **EMSTR Add/Edit Level 2**, and **EMSTR Admin Level 3**.

- *Example – End-users* who need limited application access should only request **EMSTR View Only Level 1** access.
- *Example – Facility users* that submit data for their facility but are not facility administrators should select the **EMSTR Add/Edit Level 2** access.
- *Example – Organization Administrators* requesting application access should select the **EMSTR Admin Level 3** access.



Select the Correct User Role

Once you select the **Magnifying Glass Icon** button:

- Click the “**Check Mark**” **Icon** to select the EMSTR role type you are requesting.

- The **Check Mark Icon** will turn green once selected.



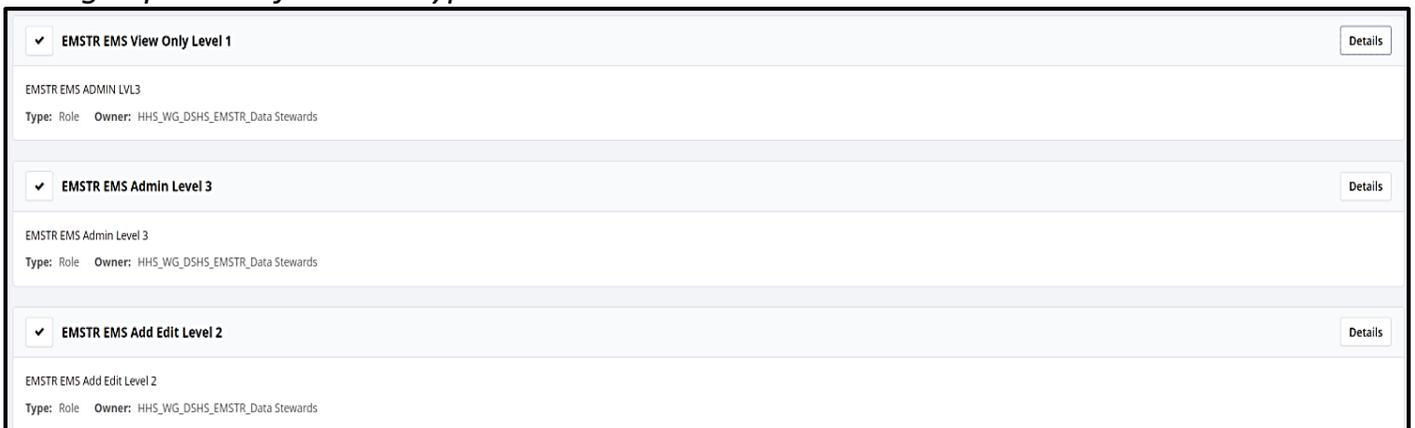
- Once you select the appropriate EMSTR role level, select the **“Next”** button.



EMS facility providers view example:

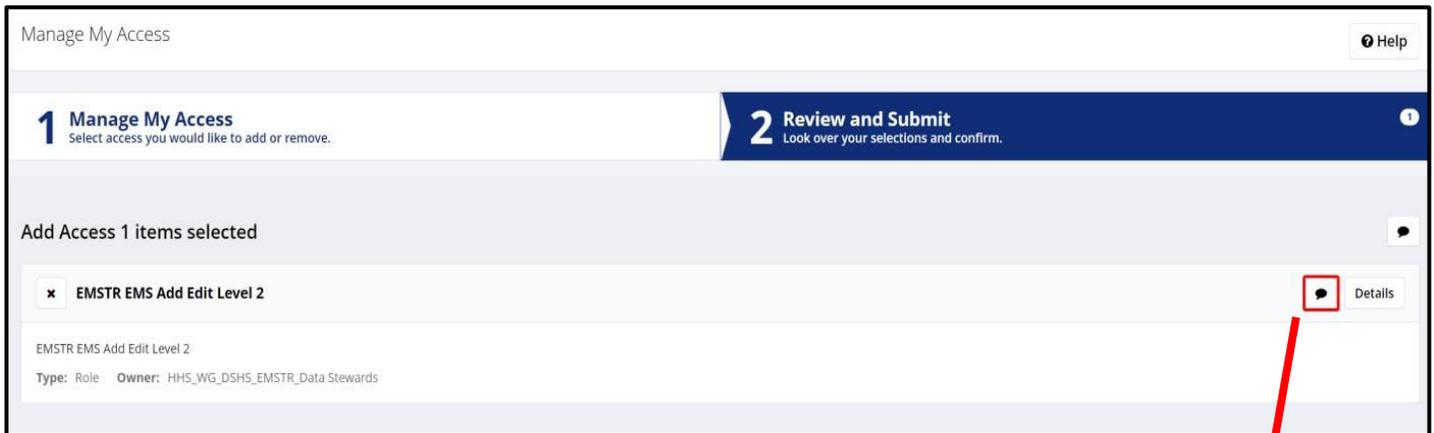


Enlarged picture of the role types:



Review and Submit the Request

Once you select the application role type you are requesting, the HHS system will direct you to the **Review and Submit** page.

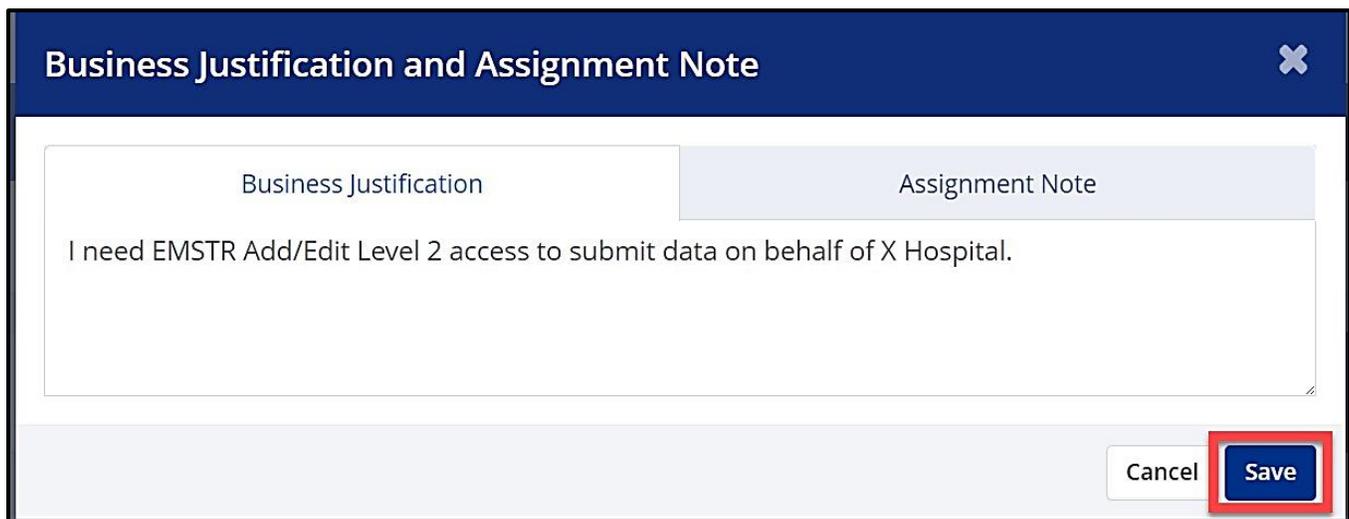


- For a business justification, you are required to leave a comment.
- To leave a comment, select the **“Comment Bubble”**.

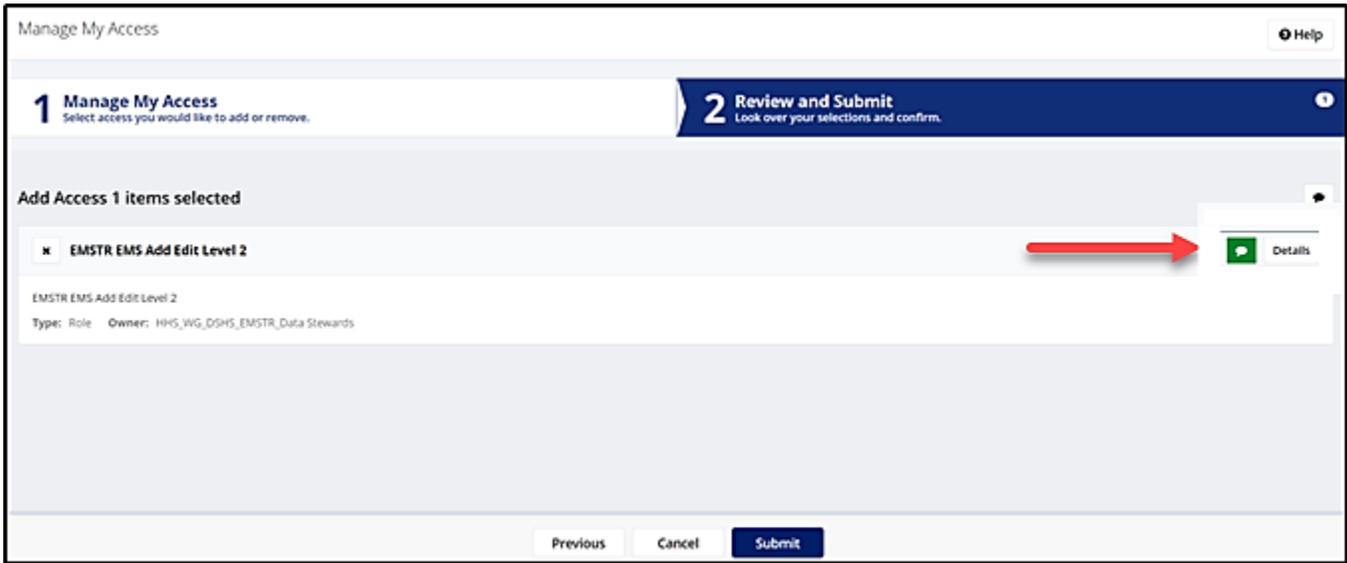


- Leave a comment to explain why you are requesting EMSTR access.
- Click the **“Save”** button.

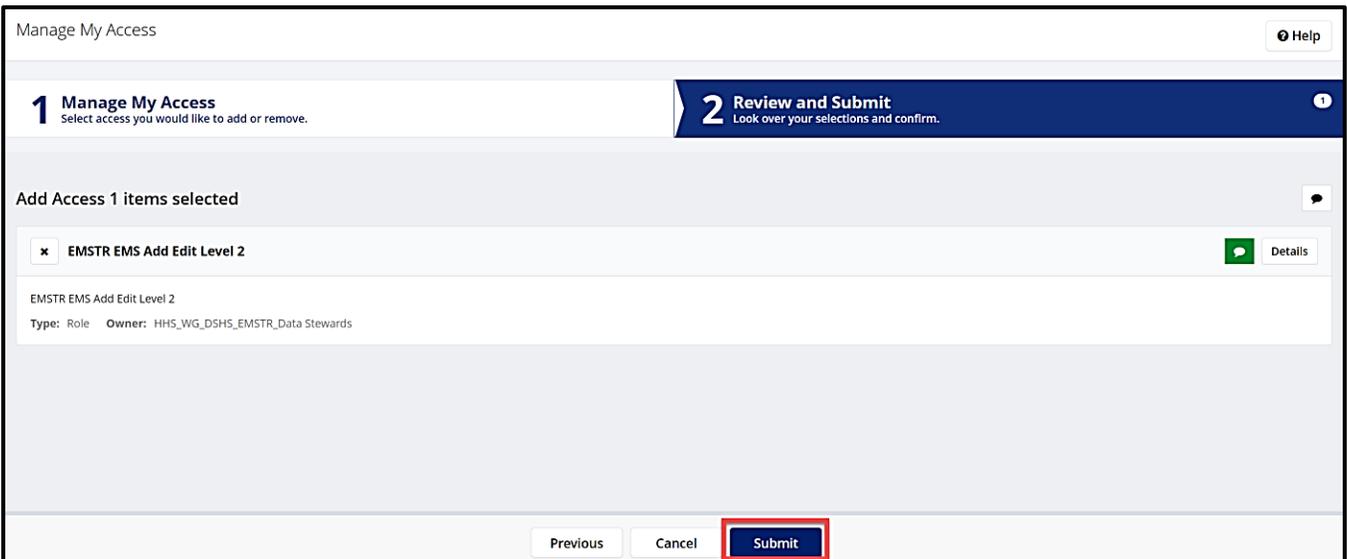
An example comment is shown below.

A screenshot of a dialog box titled 'Business Justification and Assignment Note'. The dialog has a dark blue header with a close button (X). Below the header, there are two tabs: 'Business Justification' and 'Assignment Note'. The 'Business Justification' tab is active, and it contains a text area with the text: 'I need EMSTR Add/Edit Level 2 access to submit data on behalf of X Hospital.' At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red box.

Once you save your comment, the **Comment Bubble Icon** will change from white with a red outline to green.



After reviewing your request, select the **“Submit”** button.



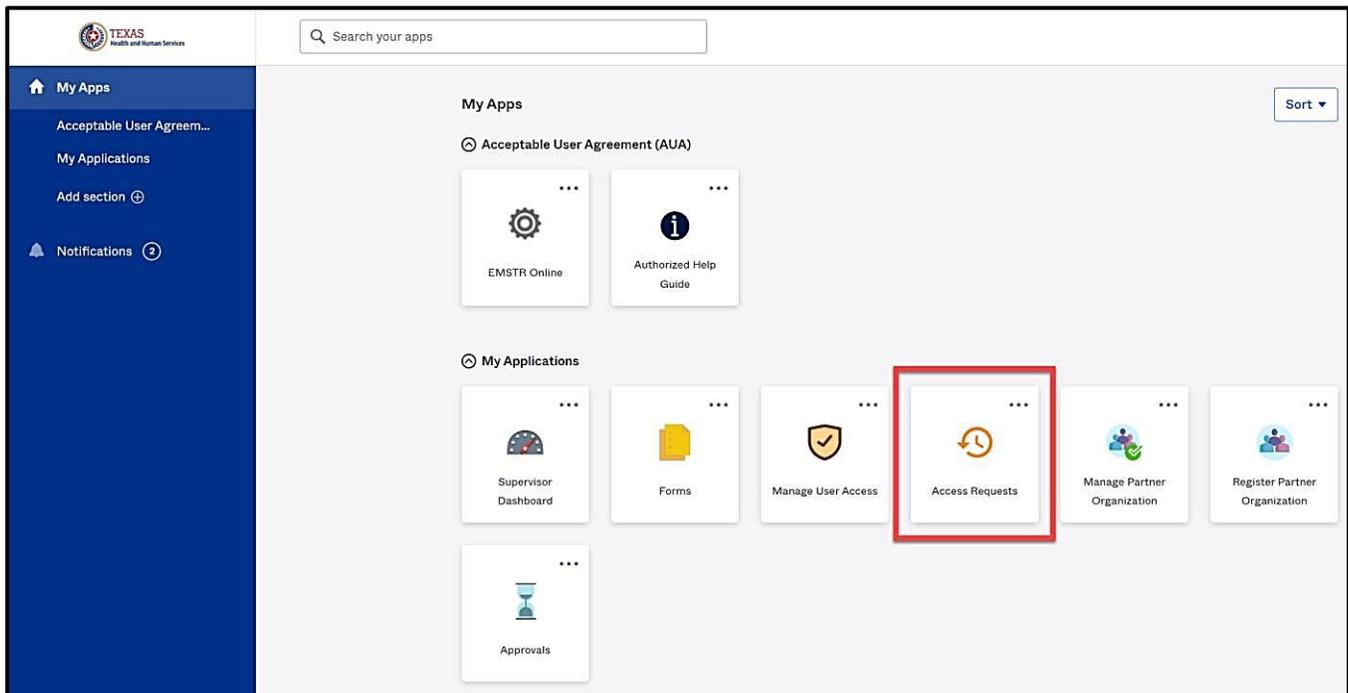
Request Overview

Once you submit your EMSTR application access request, your request will go through an approval process. If you are designated as your organization’s administrator or requesting **EMSTR Admin Level 3** access, your request will be sent directly to the Injury Prevention Unit EMSTR team to approve. This may take EMSTR a few business days to approve your access.

Track Your Request

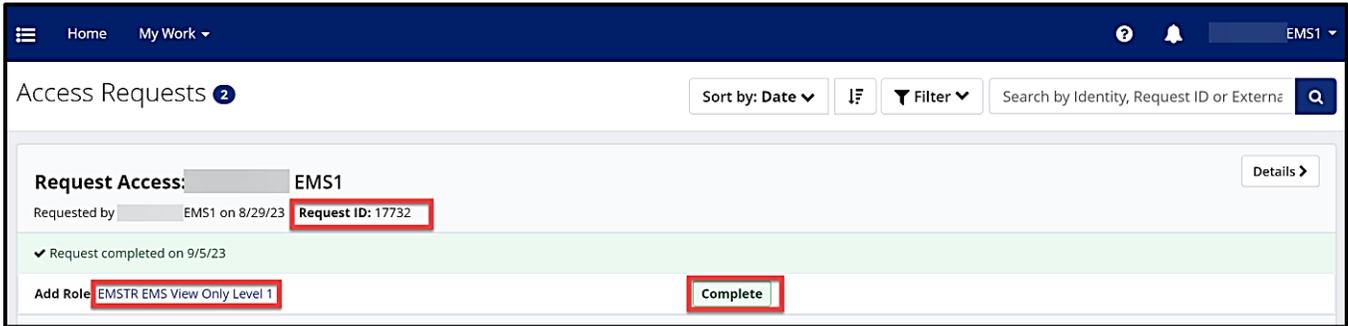
After you submit your request, you can track the status of your access request. The HHS system will send notification emails to EMSTR approvers to approve the request as it moves through the approval process.

- Navigate to the **MyApps** dashboard within IAM Online.
- Select the “**Access Requests**” tile.

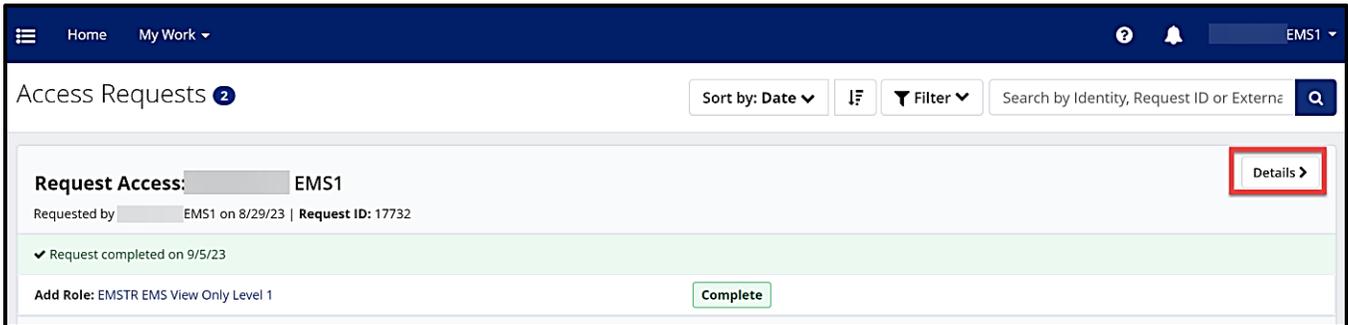


Access Requests

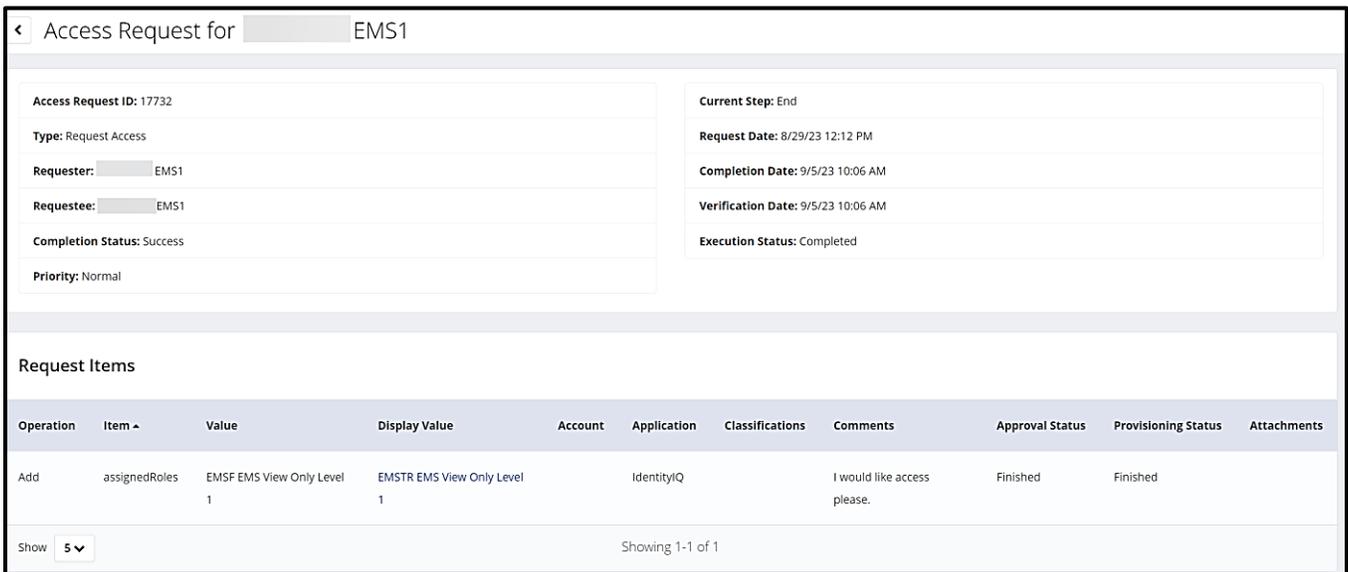
View your access requests and details.



To view additional details, select the “Details” button.

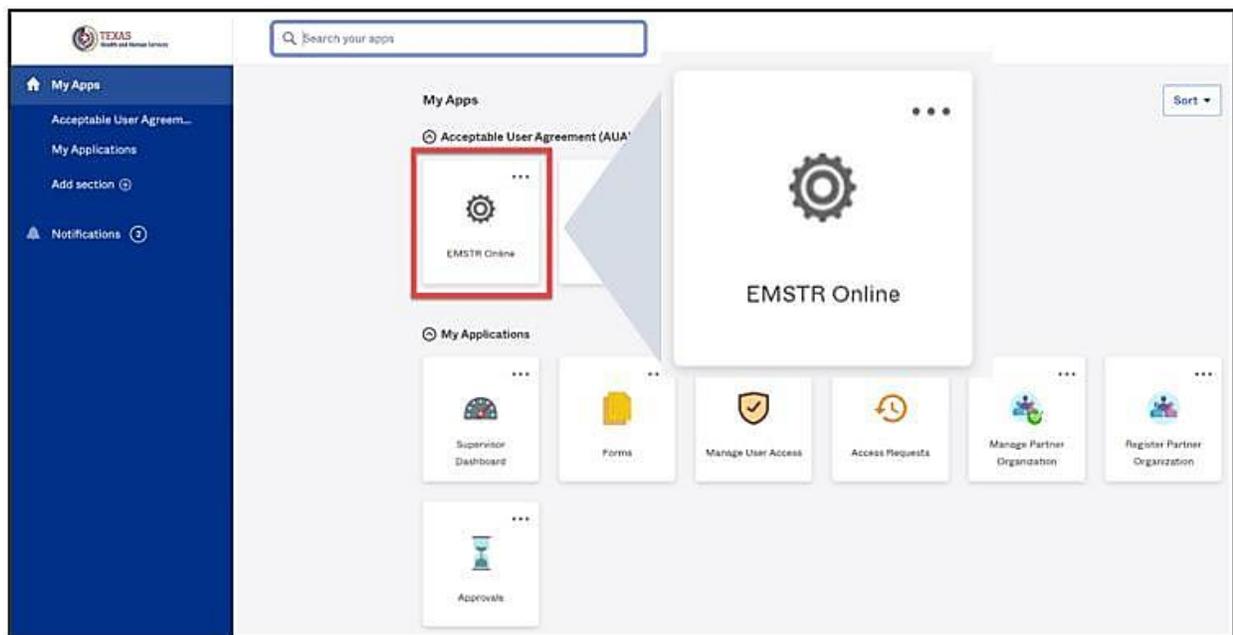


Once you select the **Details** button, the HHS system will take you to the **Access Request Details** page.



Step 2: Accessing EMSTR

- The system will redirect you to the IAM Online **My Apps** dashboard.
- Select the **“EMSTR Online”** tile to access the application.
- The EMSTR tile may be locked. The lock will disappear after EMSTR and your administrator approve your role.



Contact Information

If you have specific EMSTR questions, submit them via email to injury.web@dshs.texas.gov.

For IAM Online questions, visit the Texas Department of State Health Services (DSHS) IAM Online website at

gatewayaw.hhs.state.tx.us/publicHelpGuide/Content/Q_External/EXT_HomePage.htm.

General Informational Page

General Information

The Emergency Medical Services and Trauma Registries (EMSTR) is made up of four registries – the EMS Registry; the acute Traumatic Injury Registry; the Traumatic Brain Injury Registry / Spinal Cord Injury Registry; and the Submersion Registry. EMSTR is a statewide surveillance system that collects reportable event data from EMS providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities. Texas is home to one of the largest EMS registries in the U.S. with more than 4 million records submitted annually.



Our Goals

- To ensure a robust registry reporting framework for recording reportable traumas, submersions, traumatic brain injuries, spinal cord injuries, and EMS runs in Texas.
- To reduce the burden of injury to the public resulting from preventable occurrences using trend analysis.
- To provide data as close to real-time as possible for local, state, and national leadership use.

Our Mission

To improve the Texans' health, safety, and well-being through good stewardship of public resources with a focus on core public health functions.

Contact Information

Emergency Medical Services and Trauma Registries

Texas Department of State Health Services
1100 West 49th Street
Mail Code 1920
Austin, Texas 78756

For program inquiries:

injury.web@dshs.texas.gov

dshs.texas.gov/injury-prevention/ems-trauma-registries

Emergency Medical Services and Trauma Registries

***[dshs.texas.gov/injury-
prevention/ems-trauma-registries/](https://dshs.texas.gov/injury-prevention/ems-trauma-registries/)***