



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

Emergency Medical Services and Trauma Registries Long Term Acute Care and Rehabilitation Facility User Guide

November 2023

EMSTR Team

LTAC and Rehab Guide

Audience – Long Term Acute Care (LTAC) and Rehabilitation (Rehab) users who submit data to the Emergency Medical Services and Trauma Registries (EMSTR) using the online submission method.

Description – This LTAC and Rehab facility guide provides step-by-step instructions on how to login into the EMSTR application and upload data.

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Section 1: Activate your IAMOnline Account



Activate Your Account (1 of 2)

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

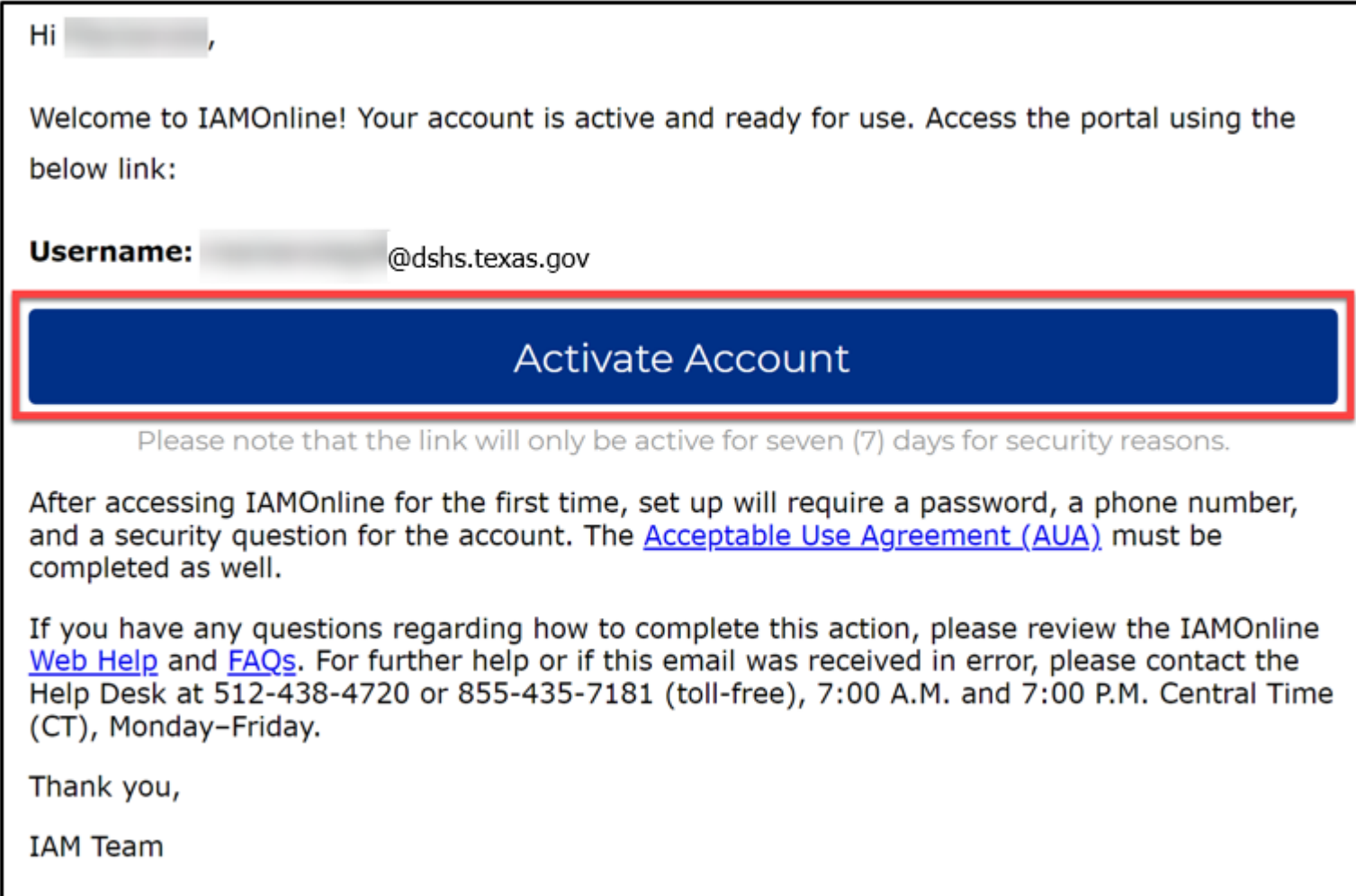
If you have any questions regarding how to complete this action, please review the IAMOnline [Web Help](#) and [FAQs](#). For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday-Friday.

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 email receipt for security reasons.*



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

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

@ [redacted] @dshs.texas.gov

Security methods help protect your IAMOnline account by ensuring only you have access.

Set up required

-  **Password**
Choose a password for your account
Used for access
[Set up](#)
-  **Phone**
Verify with a code sent to your phone
Used for access or recovery
[Set up](#)
-  **Security Question**
Choose a security question and answer that will be used for signing in
Used for recovery
[Set up](#)

[Back to sign in](#)

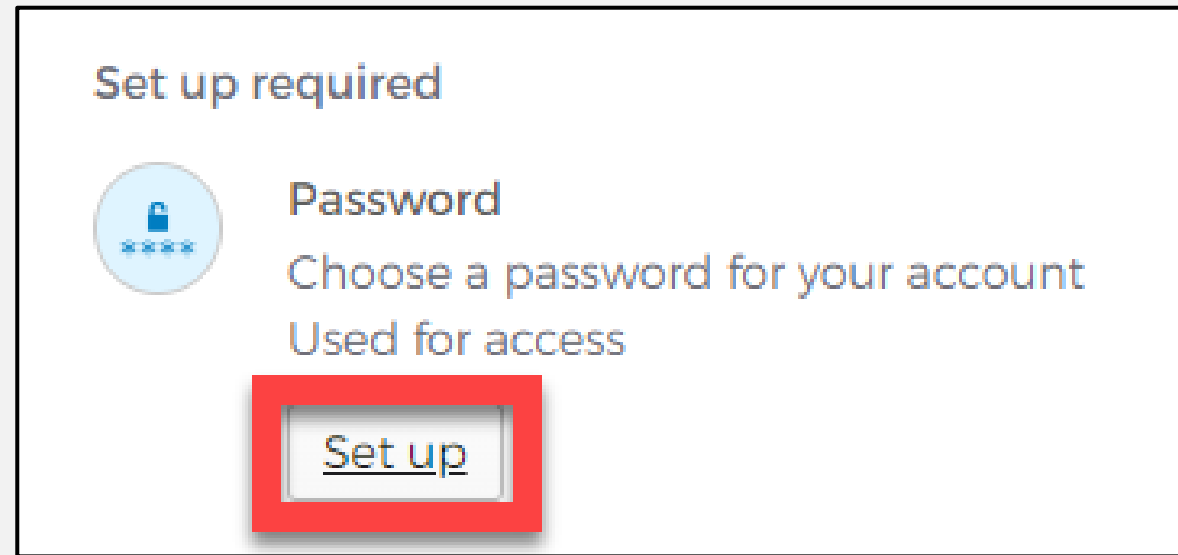
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

Set Up Security Methods (2 of 2)

- The first security method is to set up your password.
- To create your password, click the “**Set up**” button under **Password**.



Set Up Password

- To set up your password, create your password in the “**Enter password**” text box and re-enter it in the “**Re-enter password**” text box.

***NOTE** – You must create a password that meets all requirements set by the organization.*

- Click the “**Next**” button.

Set up password

@dshs.texas.gov

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 24 passwords

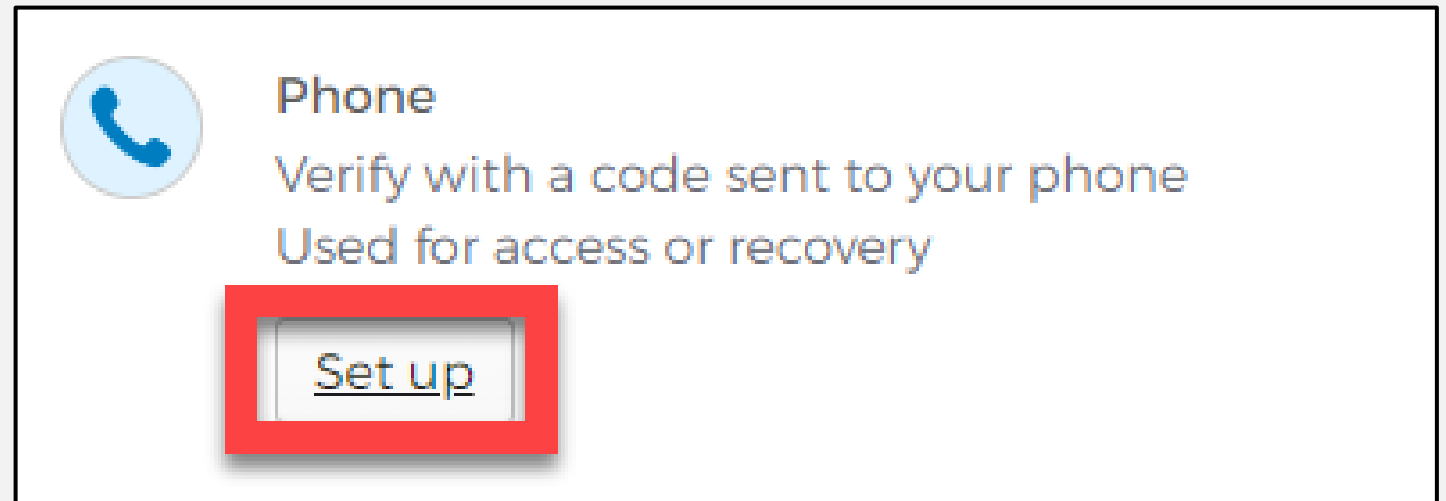
Enter password

Re-enter password

Next

Set Up Security Methods Screen

Click the “**Set up**” button under **Phone**.

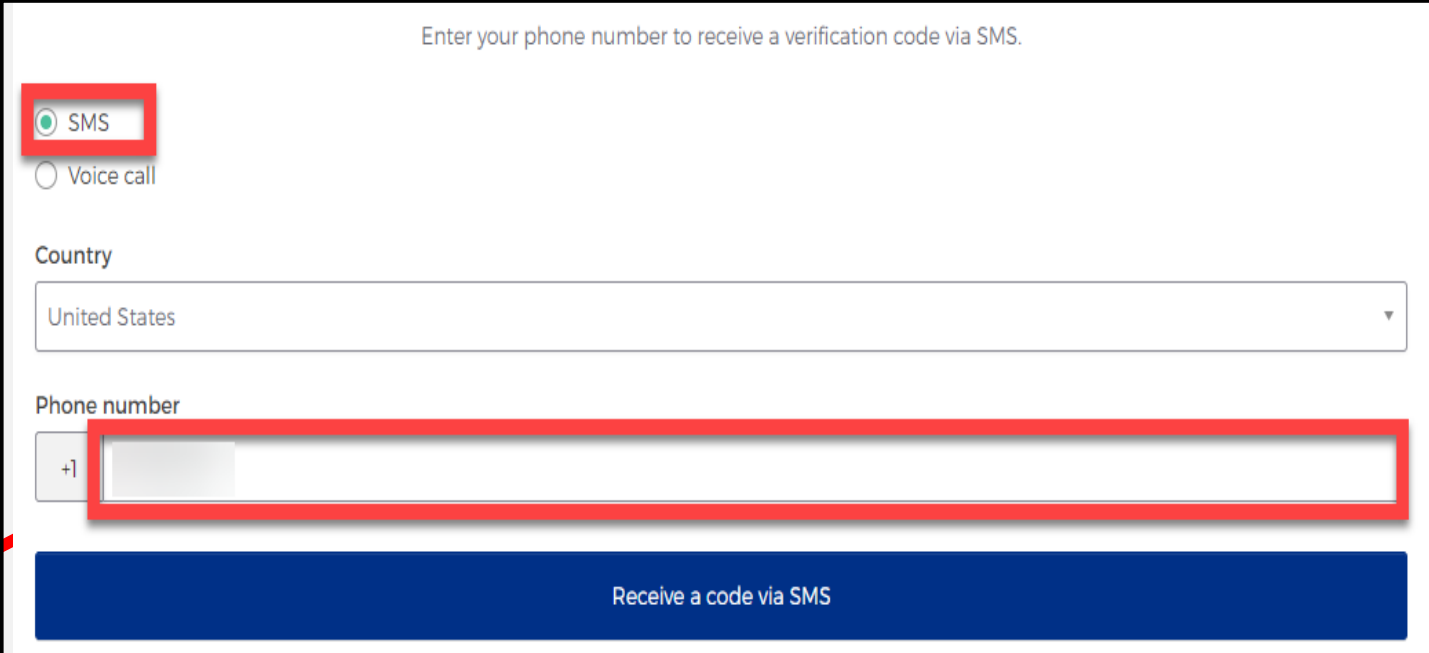


Set Up Phone Authentication (1 of 2)

- To set up your phone number, first select the **“SMS”*** or **“Voice call”** option.

*The **SMS** option will send a text message to your phone, and the **Voice call** option will send an automated call.*

- Verify your account by entering your phone number and select **“Receive a code”**.



Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

Country
United States

Phone number
+1

Receive a code via SMS

*SMS stands for Short Message Service.

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 in the “**Enter Code**” box.
- Click the “**Verify**” button.

Set up phone authentication

@ [redacted] @dshs.texas.gov

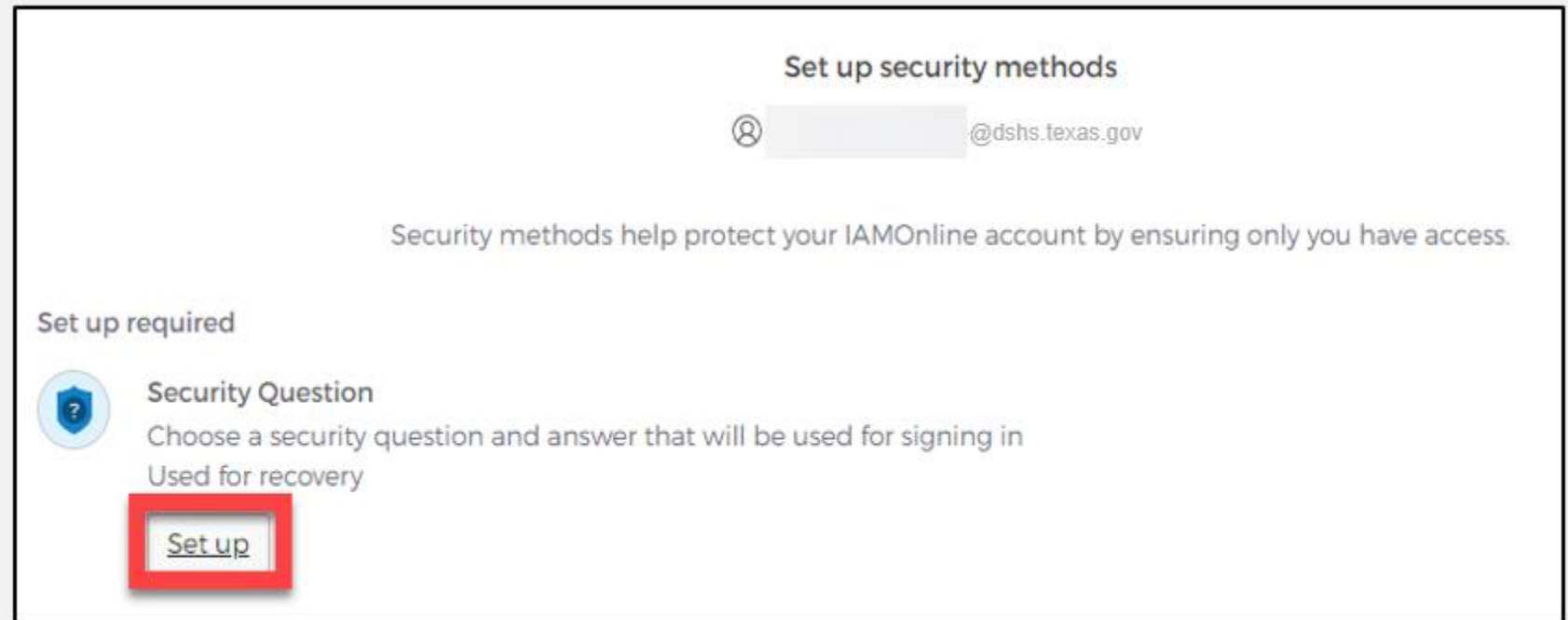
A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

Set Up Security Methods

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

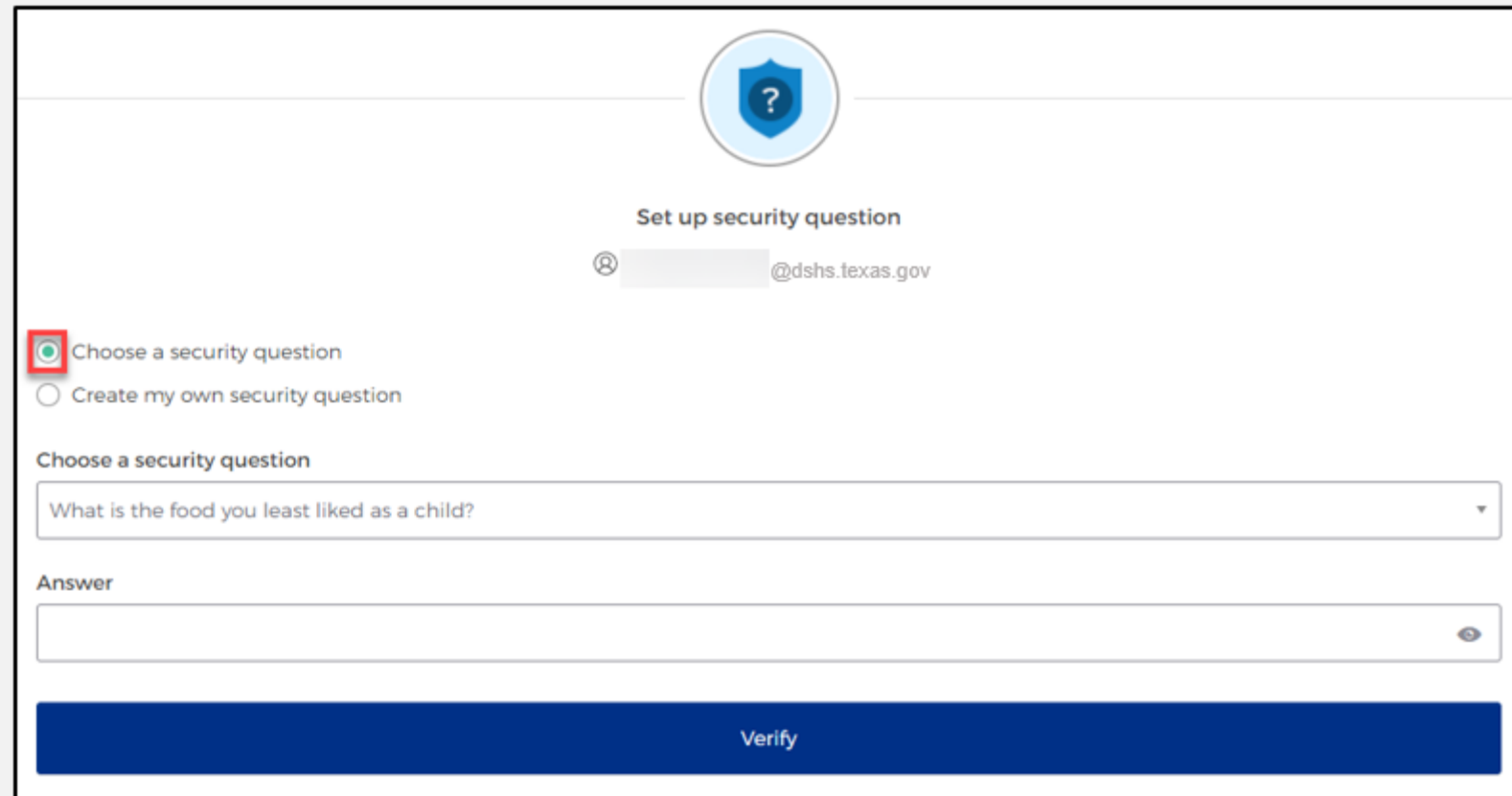


The screenshot shows a web page titled "Set up security methods" for a user with the email address [redacted]@dshs.texas.gov. Below the title, a message states: "Security methods help protect your IAMOnline account by ensuring only you have access." Underneath, a section titled "Set up required" lists "Security Question" with a sub-instruction: "Choose a security question and answer that will be used for signing in. Used for recovery." A red rectangular box highlights the "Set up" button located below the "Security Question" section.

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 people who know you well, for security purposes.*



The screenshot shows a web form titled "Set up security question" for the user "@dshs.texas.gov". At the top center is a blue shield icon with a white question mark. Below the title, 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". Under the selected option, there is a dropdown menu with the text "Choose a security question" and the selected question "What is the food you least liked as a child?". Below this is an "Answer" field, which is currently empty and has a small eye icon on the right side. 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.

Set up security question

@dshs.texas.gov

Choose a security question

Create my own security question

Choose a security question

What is the food you least liked as a child?

Answer

Verify

Section 2: Access MyApps Dashboard Process



Access the MyApps Dashboard

Once you set up your security methods, the system will redirect you to your IAMOnline “MyApps” dashboard.

The screenshot displays the MyApps dashboard interface. On the left is a dark blue sidebar with navigation options: 'My Apps' (home icon), 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', 'Add section +', and 'Notifications 4'. At the bottom of the sidebar, it shows 'Last sign in: a few seconds ago' and a 'Privacy' link. The main content area is titled 'My Apps' and features a 'Sort' button in the top right. It is organized into two sections: 'Acceptable User Agreement (AUA)' and 'My Workflows: DEV & TEST'. The 'AUA' section contains four app tiles: 'DEV: Acceptable Use Agreement (AUA)...', 'DEV: Forms', 'DEV: Access Requests', and 'DEV: Manage My Access'. The 'My Workflows: DEV & TEST' section contains five app tiles: 'DEV: Manage User Access', 'DEV: Approvals', 'DEV: Register Partner Organization', 'DEV: Manage Partner Organization', and 'DEV: Supervisor Dashboard'. Each tile includes an icon, a title, and a three-dot menu icon.

Acceptable Use Agreement (AUA)

- All tiles are locked with a lock icon until you acknowledge and sign the AUA form.
- Select the “AUA” tile on your **MyApps** dashboard.

The screenshot displays the MyApps dashboard interface. On the left is a dark blue sidebar with navigation options: 'My Apps', 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', 'Add section +', and 'Notifications 4'. The main content area features a search bar at the top and three sections of application tiles. The first section, 'My Apps', contains four tiles: 'DEV: Acceptable Use Agreement...' (highlighted with a red box), 'DEV: Forms', 'DEV: Access Requests', and 'DEV: Manage My Access'. The second section, 'My Workflows: DEV & TEST', contains five tiles: 'DEV: Manage User Access', 'DEV: Approvals', 'DEV: Register Partner...', 'DEV: Manage Partner...', and 'DEV: Supervisor Dashboard'. The third section, 'My Applications', contains two tiles: 'EMSTR Online' and 'Request EFT Access'. All tiles include a lock icon in the top-left corner, indicating they are currently locked.

Acknowledge and Sign your AUA

- Carefully read and complete the AUA Form.
- Select **"An employee of another agency"**.
- Once you complete the mandatory information and sign the form, click the **"Submit"** button to complete the process.

Acknowledgement

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

First Name

First Name *

Last Name

Last Name *

Your Work Email *

@dshs.texas.gov

Your Work Phone

I am (choose one and explain below): *

An employee of HHSC (specify department and division)

An employee of DSHS (specify department and division)

An employee of another agency (specify agency, department, and division)

A contractor (specify employer or non-state agency name)

An intern or volunteer (specify agency, department, and division)

Other (specify below if you are an advisory council member or an employee of a private provider)

Date Agreement Signed *

08/09/2023

Submit

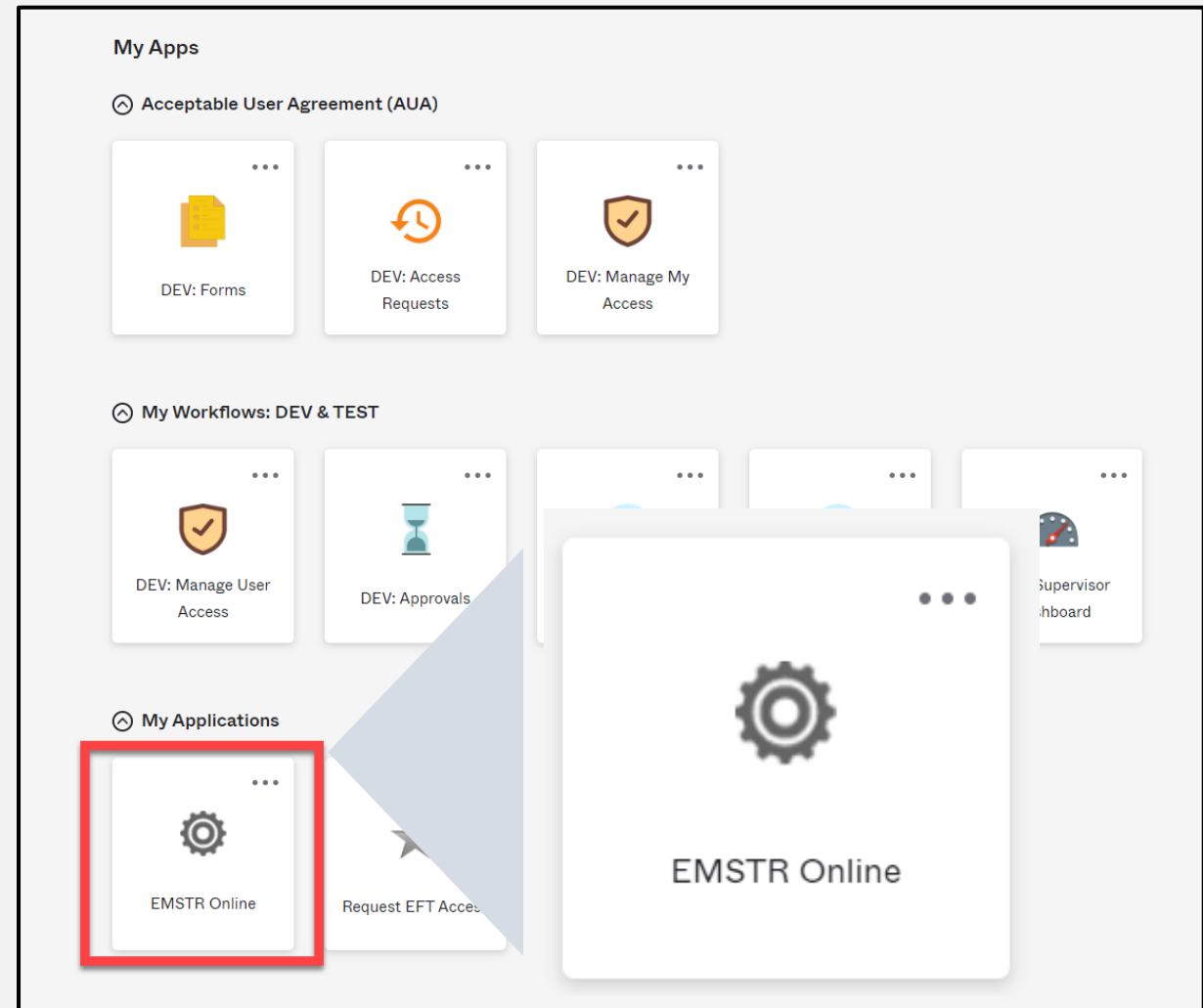
Submit

Section 3: Access EMSTR



Access EMSTR (1 of 2)

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



Access EMSTR (2 of 2)

Once you've selected the **EMSTR Online** tile, the system will redirect you to the EMSTR homepage.

The screenshot displays the EMSTR homepage. At the top, there is a green navigation bar with the EMSTR logo and a 'Welcome,' message. On the right side of this bar, there are links for Home, Create Record, Search Record, Workflows, File Upload, Entity, Reports, Admin, Settings, and Logout. Below the navigation bar, the page features the Texas Department of State Health Services logo and the title 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. The main content area is organized into several sections: 'Workflows' with a table containing 'Workflow Queue' and 'Events'; 'Recently Accessed Records' with a table header for 'Record Id', 'Name', and 'Record Type', and a message 'No records found.' with a 'More...' link; 'Resources' with a table of various links including 'TX EMS/Trauma Home DSHS', 'National EMS Information System', 'NTDS Data Dictionary', 'JP TBI SCI Data Dictionary', 'TX EMS Trauma Systems DSHS', 'Glossary', 'ITDX/NTDB Data Dictionary', 'Rehab LTAC TBI SCI Data Dictionary', 'NHTSA.gov - Fundamental Components of Trauma Care', 'NEMSIS Data Dictionary', 'JP Submersion Data Dictionary', and 'NEMSIS Webservices User Guide'; and 'Feedback/Tutorial' with a table containing 'Review User Training Slides', 'Review Group Administrator Training Slides', and 'Contact/Provider Feedback'.

Record Id	Name	Record Type
No records found.		
More...		

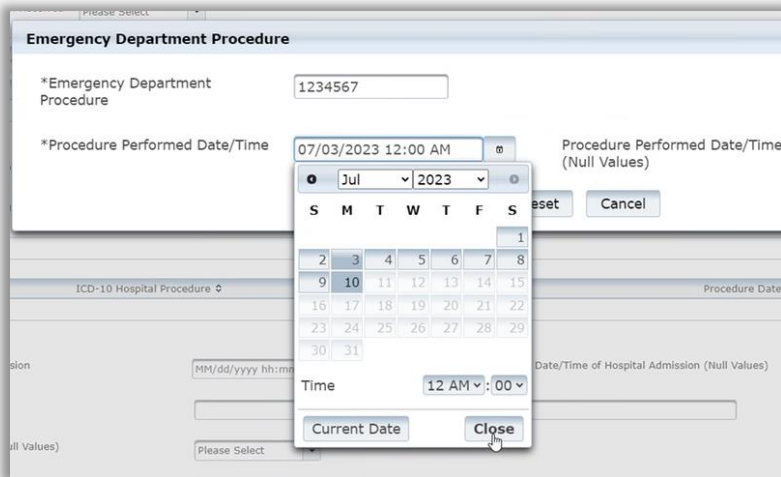
TX EMS/Trauma Home DSHS	TX EMS Trauma Systems DSHS	NHTSA.gov - Fundamental Components of Trauma Care
National EMS Information System	Glossary	NEMSIS Data Dictionary
NTDS Data Dictionary	ITDX/NTDB Data Dictionary	JP Submersion Data Dictionary
JP TBI SCI Data Dictionary	Rehab LTAC TBI SCI Data Dictionary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

Review User Training Slides	Review Group Administrator Training Slides	Contact/Provider Feedback
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Improved User Experience

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

Calendar Feature



The screenshot shows a form titled "Emergency Department Procedure". It includes a text field for "*Emergency Department Procedure" with the value "1234567". Below it is a date and time selector for "*Procedure Performed Date/Time" showing "07/03/2023 12:00 AM". A calendar pop-up is open, displaying the month of July 2023. The calendar has a grid with days of the week (S, M, T, W, T, F, S) and dates from 1 to 31. The date "10" is selected. Below the calendar is a time selector showing "12 AM" and "00". There are "Current Date" and "Close" buttons at the bottom of the calendar pop-up.

Quick date and time selection.

Collapsible Sections

Injury Information - CPatient TestO - Patient Record

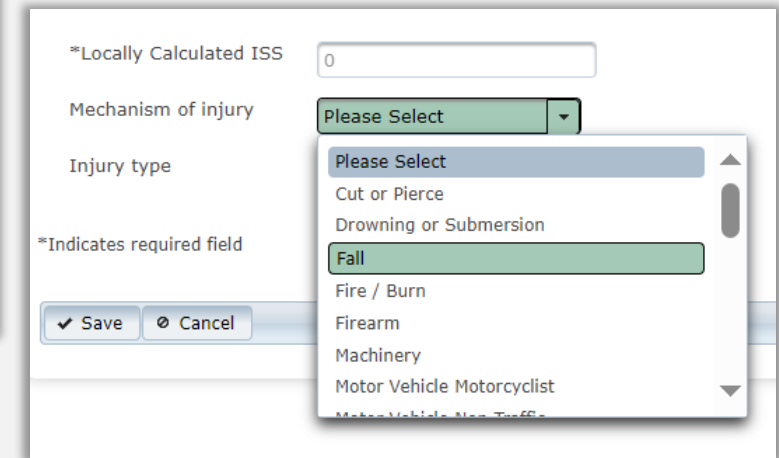
- ▶ Incident Date and Relative Information
- ▶ Incident ICD-10 Information
- ▶ Incident Location Information
- ▶ Incident Device and Relative Information

*Indicates required field

✓ Save ✕ Cancel

Easier page navigation to complete required fields.

Drop Down Menus



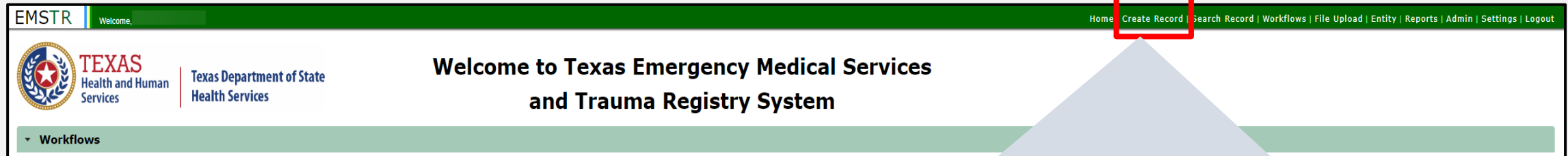
The screenshot shows a form with several fields. The first is "*Locally Calculated ISS" with a value of "0". Below it is "Mechanism of injury" with a "Please Select" dropdown menu. The "Injury type" field has a "Please Select" dropdown menu that is open, showing a list of options: "Cut or Pierce", "Drowning or Submersion", "Fall", "Fire / Burn", "Firearm", "Machinery", "Motor Vehicle Motorcyclist", and "Motor Vehicle Non-Traffic". The "Fall" option is selected. There are "Save" and "Cancel" buttons at the bottom of the form.

Intuitive process that avoids page clutter.


Section 4: Online Submission Process



Online Submission



EMSTR | Welcome, | 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**

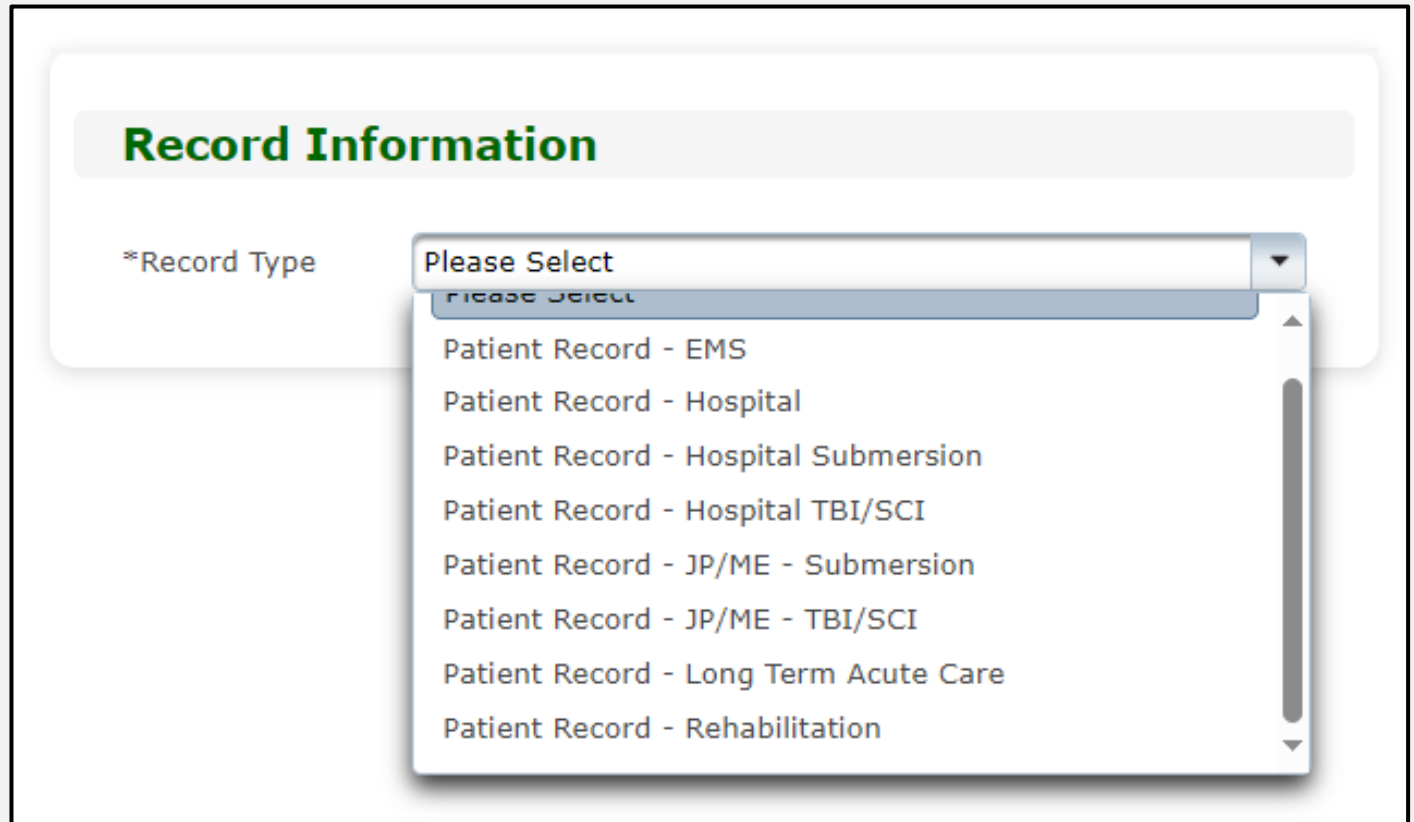
Workflows

| Create Record |

To submit data manually, select “**Create Record**” from the navigation bar.

Create Record (1 of 3)

- After selecting “**Create Record**” from the EMSTR toolbar, choose the appropriate patient record for which you’re entering data.



The screenshot shows a web form titled "Record Information" with a dropdown menu for the field "*Record Type". The dropdown menu is open, displaying a list of record types. The list includes "Please Select" at the top, followed by "Patient Record - EMS", "Patient Record - Hospital", "Patient Record - Hospital Submersion", "Patient Record - Hospital TBI/SCI", "Patient Record - JP/ME - Submersion", "Patient Record - JP/ME - TBI/SCI", "Patient Record - Long Term Acute Care", and "Patient Record - Rehabilitation".

*Record Type
Please Select
Patient Record - EMS
Patient Record - Hospital
Patient Record - Hospital Submersion
Patient Record - Hospital TBI/SCI
Patient Record - JP/ME - Submersion
Patient Record - JP/ME - TBI/SCI
Patient Record - Long Term Acute Care
Patient Record - Rehabilitation

Create Record (2 of 3)

- In this example, the user chose “**Patient Record-Long Term Acute Care**” from the drop-down menu.

The screenshot shows a web form titled "Record Information". The form contains a field labeled "*Record Type" with a dropdown menu. The dropdown menu is open, displaying a list of options. The option "Patient Record - Long Term Acute Care" is highlighted in green, indicating it is the selected option. Other options in the list include "Patient Record - EMS", "Patient Record - Hospital", "Patient Record - Hospital Submersion", "Patient Record - Hospital TBI/SCI", "Patient Record - JP/ME - Submersion", "Patient Record - JP/ME - TBI/SCI", and "Patient Record - Rehabilitation".

Record Type
Please Select
Please Select
Patient Record - EMS
Patient Record - Hospital
Patient Record - Hospital Submersion
Patient Record - Hospital TBI/SCI
Patient Record - JP/ME - Submersion
Patient Record - JP/ME - TBI/SCI
Patient Record - Long Term Acute Care
Patient Record - Rehabilitation

Create Record (3 of 3)

- Enter the required information indicated by the asterisks (*).
- Click “Save”.

Create Event - Person Information

Record Information

*Record Type

Add Person

*First Name Middle Name *Last Name

*Birth Date *Gender

Contact Information

*Street

*City *State

*Zip Code *Zip Code (Null Values)

*County *Country

*Indicates required field

Phone Number E-Mail

Complete Question Package (1 of 5)

- The question packages will vary based on the **Record Type**.
- To add data to the patient record, complete the **Question Packages** listed in the **Question Package** table.
- In this example, you need to complete three question packages for the “**Patient Record-Long Term Acute Care**” record.
- Select the name of the question package to complete it.

Question Packages			
Question Package	Last Update	Updated By	Status
Consolidated			Incomplete
Disposition Outcome Information			Incomplete
Procedures and Treatments Information			Incomplete

Complete Question Package (2 of 5)

- Upon selecting the **Consolidated Question Package**, you will find seven sections to complete.
- The sections include:
 - Administrative;
 - Response Information;
 - Time Information;
 - Scene Information;
 - Patient Information;
 - Patient History; and
 - Payment Information.

Consolidated Question Package - Sam Test - Long-Term Acute Care

- ▶ Administrative
- ▶ Response Information
- ▶ Time Information
- ▶ Scene Information
- ▶ Patient Information
- ▶ Patient History
- ▶ Payment Information

✓ Save ✕ Cancel

Complete Question Package (3 of 5)

- Select the drop-down symbol next to the section name.

Consolidated Question Package - Sam Test - Long-Term Acute Care / Rehabilitation

▶ Administrative

- Once selecting the drop-down symbol **Administrative**, you will be able to see the information for the section.

▼ **Administrative**

*Event Type LTAC Patient Record Number 1000021823

▶ Response Information

Complete Question Package (4 of 5)

- Once you complete all seven **Consolidated Question Package** sections, select the **“Save”** button.

Consolidated Question Package - Sam Test - Long-Term Acute Care

- ▶ Administrative
- ▶ Response Information
- ▶ Time Information
- ▶ Scene Information
- ▶ Patient Information
- ▶ Patient History
- ▶ Payment Information

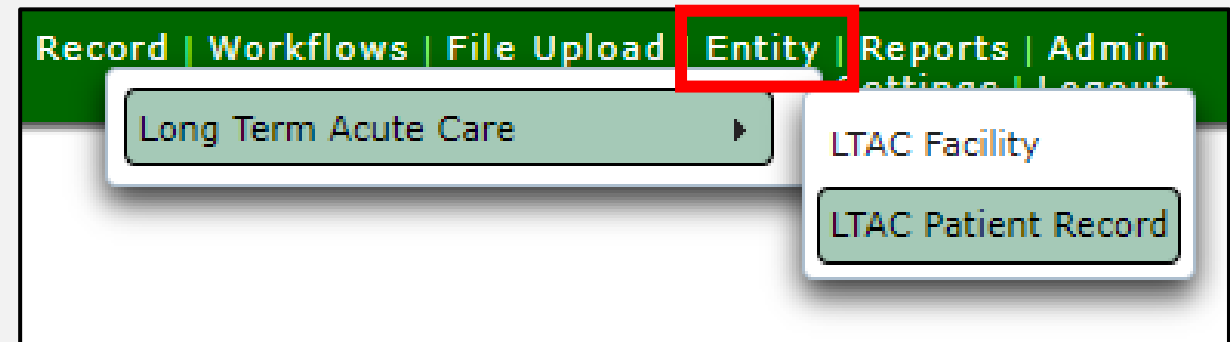
Complete Question Package (5 of 5)

- Upon selecting the **Save** button, the system will take you to the **Record Data** tab.
- You will see the status of the question package listed as **Complete**.
- Complete all question packages to finish the patient record.

Question Packages			
Question Package	Last Update	Updated By	Status
Consolidated	10/16/2023	Test Name	Complete
Disposition Outcome Information			Incomplete
Procedures and Treatments Information			Incomplete

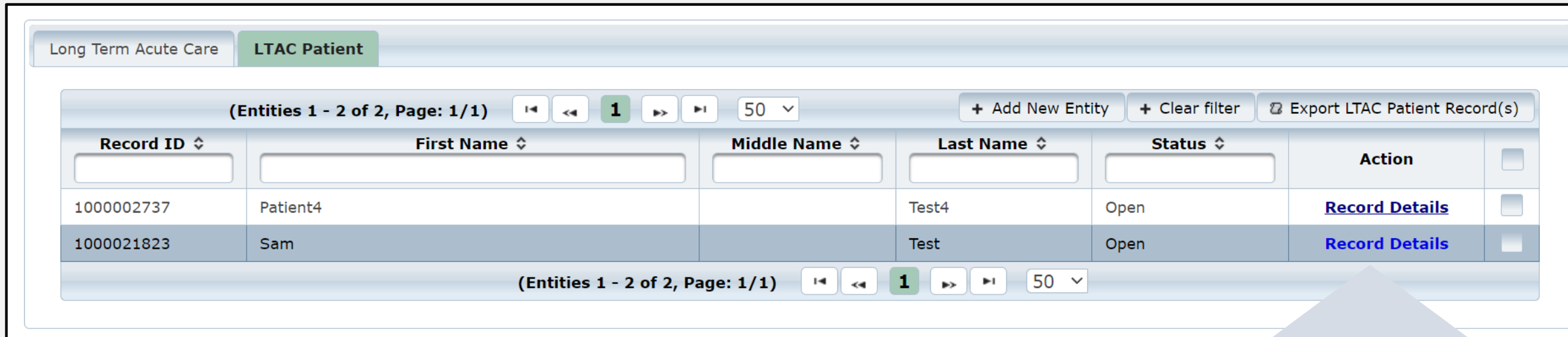
View the Completed Record

- After saving the question packages information, view the completed record by navigating to the EMSTR toolbar.
- In this example, the user selected “**LTAC Patient Record**” on the **Entity>Long Term Acute Care>LTAC Patient Record** tab.



Record Details (1 of 2)

You can view your submitted patient records.



Record ID	First Name	Middle Name	Last Name	Status	Action
1000002737	Patient4		Test4	Open	Record Details
1000021823	Sam		Test	Open	Record Details

To view a specific patient record, click **“Record Details”**.



Record Details (2 of 2)

- Upon selecting **Record Details**, the system will take you back to the **Record Summary** page.
- You can view or edit information by selecting the “**Question Package**” link in the **Record Data** tab.

The screenshot displays the 'Record Summary (Patient)' interface. It is divided into three main sections: 'Basic Information', 'Notes', and 'Notes Details'. Below these is a 'Record Data' tab with a sub-table for 'Question Packages'.

Basic Information

Record ID	1000021823
Record Type	Patient Record - Long Term Acute Care
Person	Sam Test
Status	Open
UUID	9f5d3f88-8e14-45ab-a498-52648eb47aad
Notifications	General Notifications

[Edit Patient Information](#)

Notes

255 characters remaining.

Save

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data | [Record History](#)

Question Packages

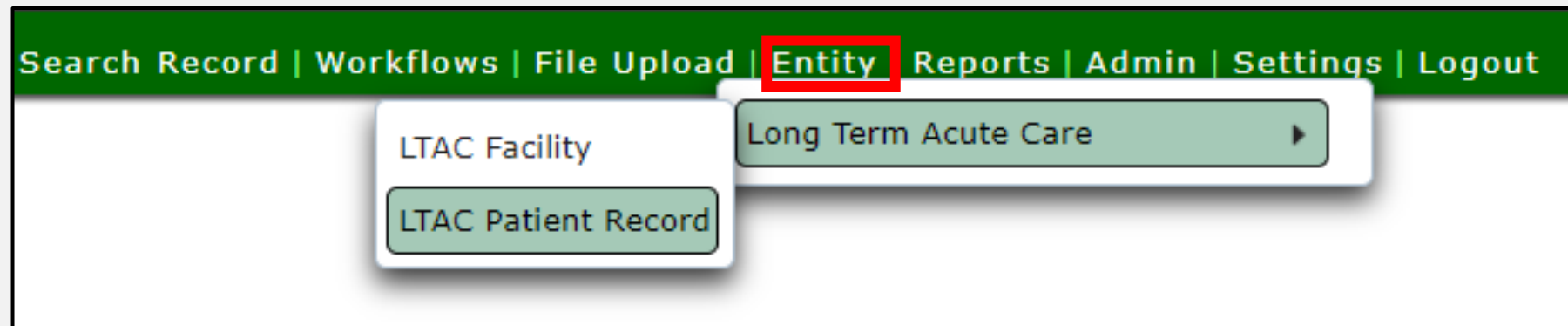
Question Package	Last Update	Updated By	Status
Consolidated	10/16/2023	Crystal Olalde	Complete
Disposition Outcome Information	10/16/2023	Crystal Olalde	Complete
Procedures and Treatments Information	10/16/2023	Crystal Olalde	Complete

Section 5: Record Summary



LTAC or Rehab Patient Record

- To view a patient record summary, select "**Entity >entity type >**" and the record type.
- In this example, the user selected "**LTAC Patient Record**".



Record Summary Screen

On this screen, you can view the patient records list.

The screenshot displays a web application interface for viewing patient records. At the top, there are two tabs: "Long Term Acute Care" and "LTAC Patient", with "LTAC Patient" being the active tab. Below the tabs is a header bar containing the text "(Entities 1 - 2 of 2, Page: 1/1)", navigation icons, a page number "1", and a dropdown menu set to "50". To the right of the header are three buttons: "+ Add New Entity", "+ Clear filter", and "Export LTAC Patient Record(s)".

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000002737	Patient4		Test4	Open	Record Details	<input type="checkbox"/>
1000021823	Sam		Test	Open	Record Details	<input type="checkbox"/>

At the bottom of the table, there is another header bar with the text "(Entities 1 - 2 of 2, Page: 1/1)", navigation icons, a page number "1", and a dropdown menu set to "50".

Record Details

- To view a specific patient record, click **“Record Details”**.
- NOTE – The selected record is highlighted.

Long Term Acute Care **LTAC Patient**

(Entities 1 - 2 of 2, Page: 1/1) ⏪ ⏩ 1 ⏪ ⏩ 50 + Add New Entity + Clear filter Export LTAC Patient Record(s)

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000002737	Patient4		Test4	Open	Record Details	<input type="checkbox"/>
1000021823	Sam		Test	Open	Record Details	<input type="checkbox"/>

(Entities 1 - 2 of 2, Page: 1/1) ⏪ ⏩ 1 ⏪ ⏩ 50

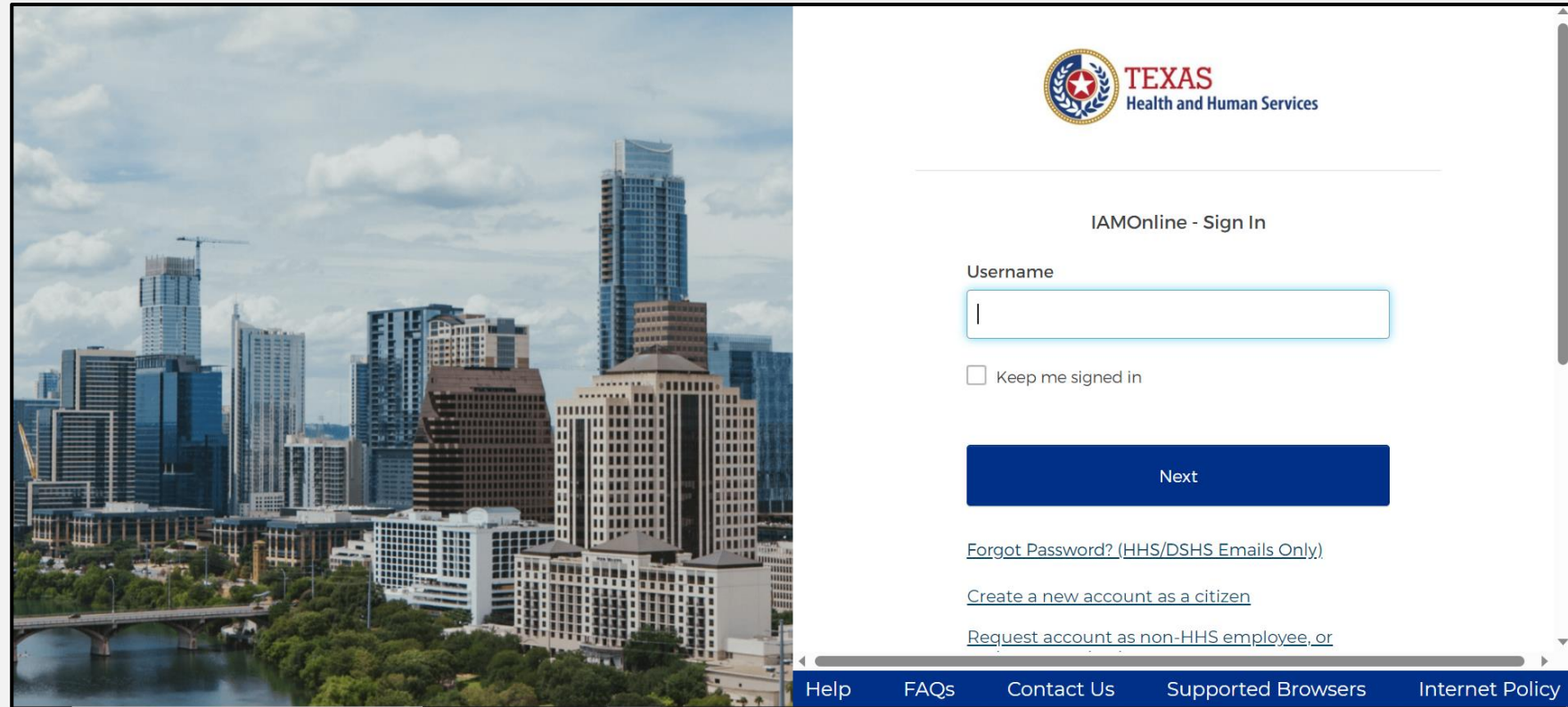
Record Details


Section 6: Account Management



IAMOnline Home Page

Account management is available through the Texas Health and Human Services (HHS) Identity and Access Management Online (IAMOnline).



 TEXAS
Health and Human Services

IAMOnline - Sign In

Username

Keep me signed in

Next

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

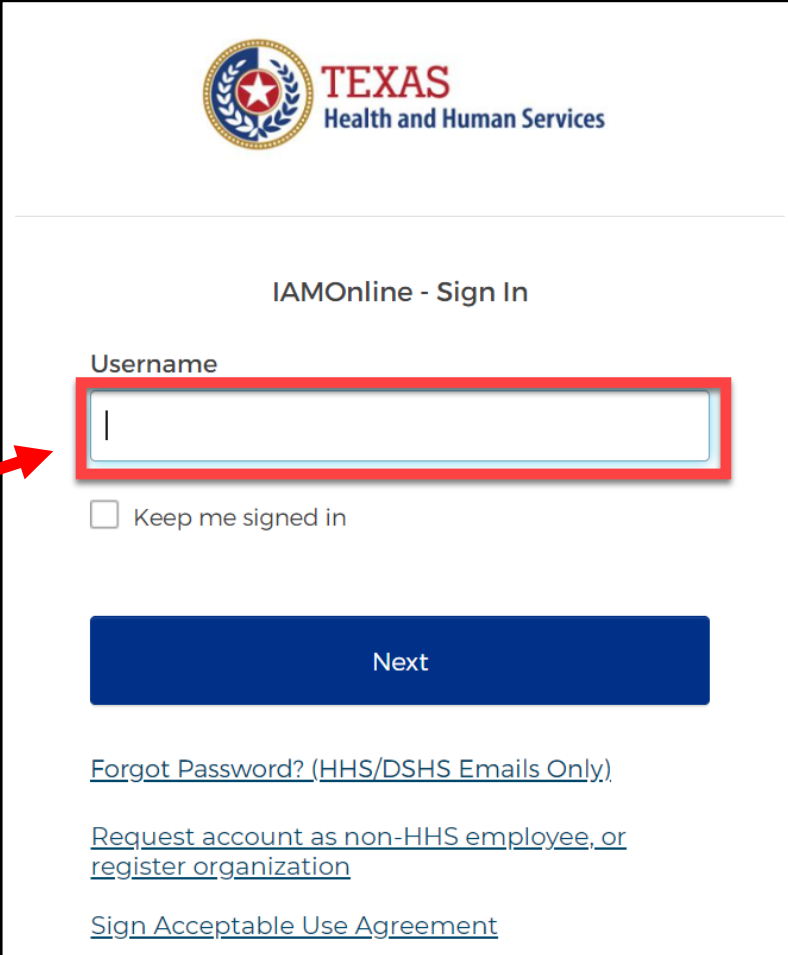
[Create a new account as a citizen](#)


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

Help FAQs Contact Us Supported Browsers 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 username in the “**Username**” box.



 **TEXAS**
Health and Human Services

IAMOnline - Sign In

Username

Keep me signed in

Next

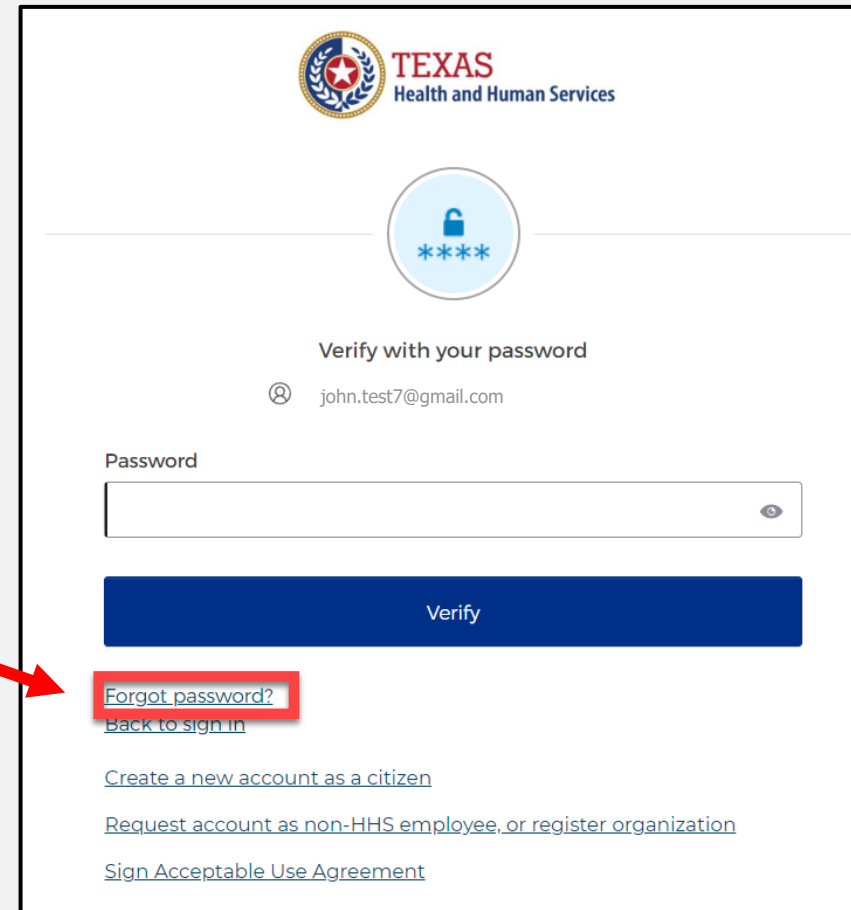
[Forgot Password? \(HHS/DSHS Emails Only\)](#)


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


[Sign Acceptable Use Agreement](#)

Forgot Password (2 of 2)


Click on the “Forgot password?” link.



 TEXAS
Health and Human Services



Verify with your password

 john.test7@gmail.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

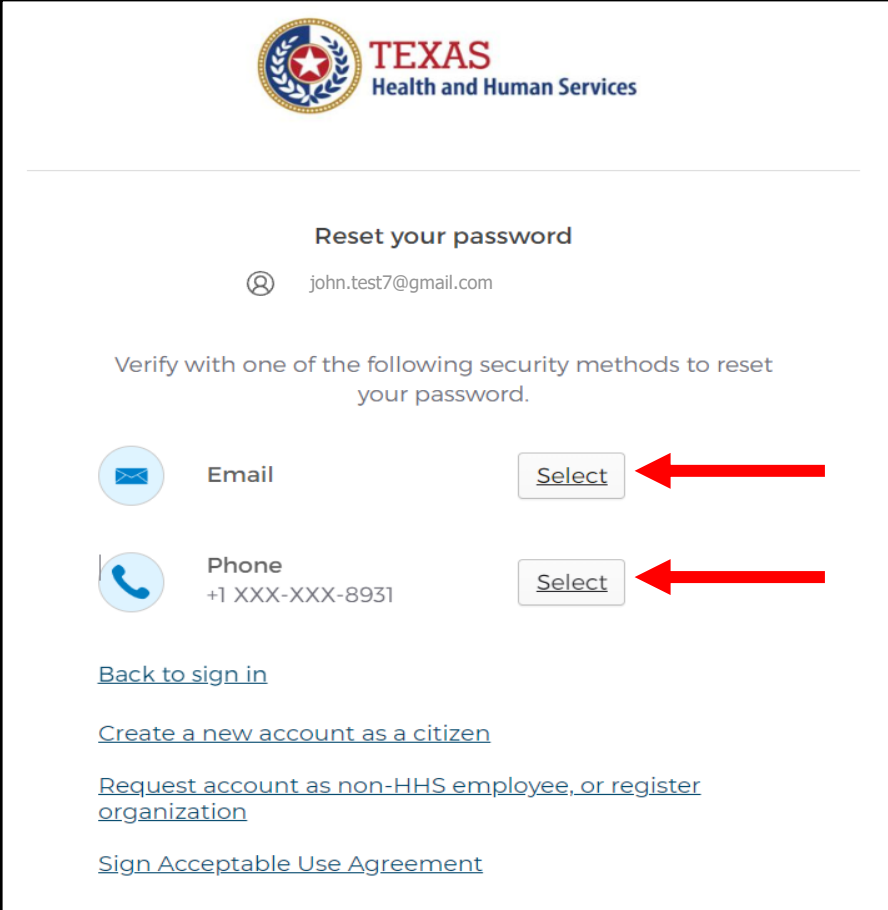
[Create a new account as a citizen](#)

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


[Sign Acceptable Use Agreement](#)

Reset Your Password (1 of 3)


Choose either the **Email** or **Phone** method and 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 displayed. The user's email address, "john.test7@gmail.com", is shown with a user icon. The instruction "Verify with one of the following security methods to reset your password." is followed by two options: "Email" and "Phone". Each option has a "Select" button, which is highlighted with a red arrow. Below the options 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".



 **TEXAS**
Health and Human Services

Reset your password

 john.test7@gmail.com

Verify with one of the following security methods to reset your password.

 Email 

 Phone
+1 XXX-XXX-8931 

[Back to sign in](#)

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

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

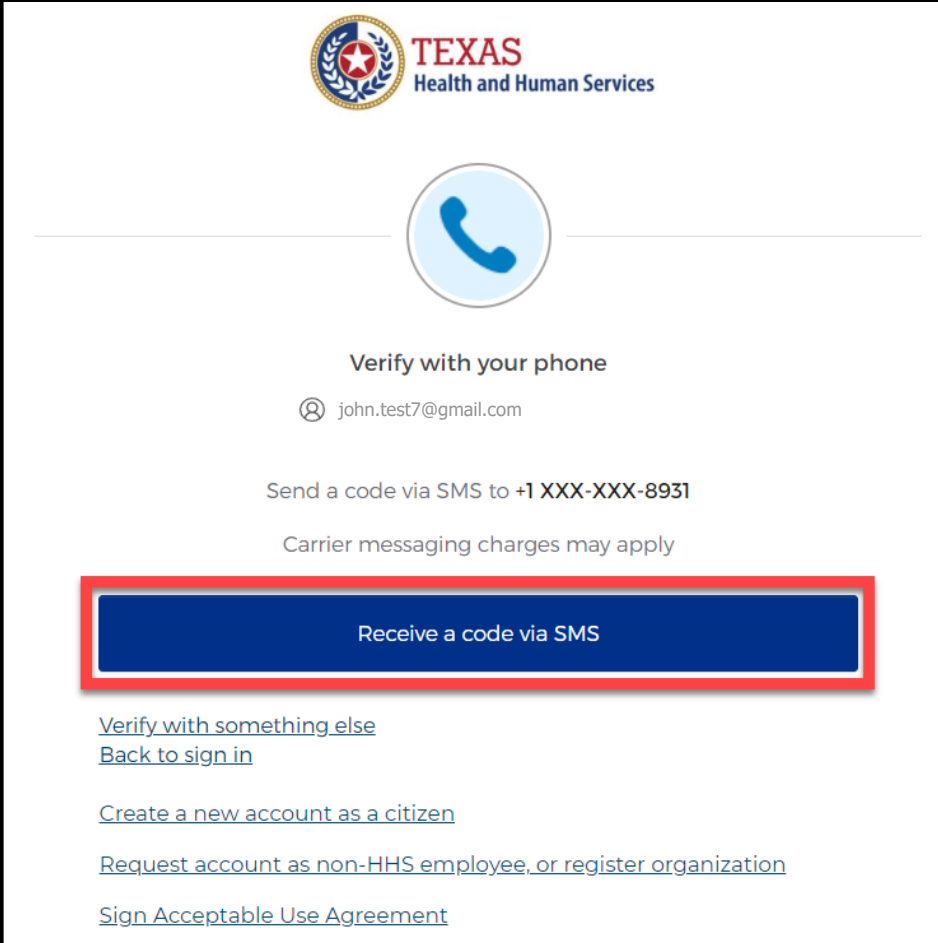
[Sign Acceptable Use Agreement](#)


Reset Your Password (2 of 3)


- After selecting either phone or email, the system will prompt you to **receive a code via SMS** or Email.

NOTE – The phone option was selected in this example.


- Select the **“Receive a code via SMS”** button to receive a verification code.



 TEXAS
Health and Human Services



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.

 TEXAS
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 with something else](#)
[Back to sign in](#)

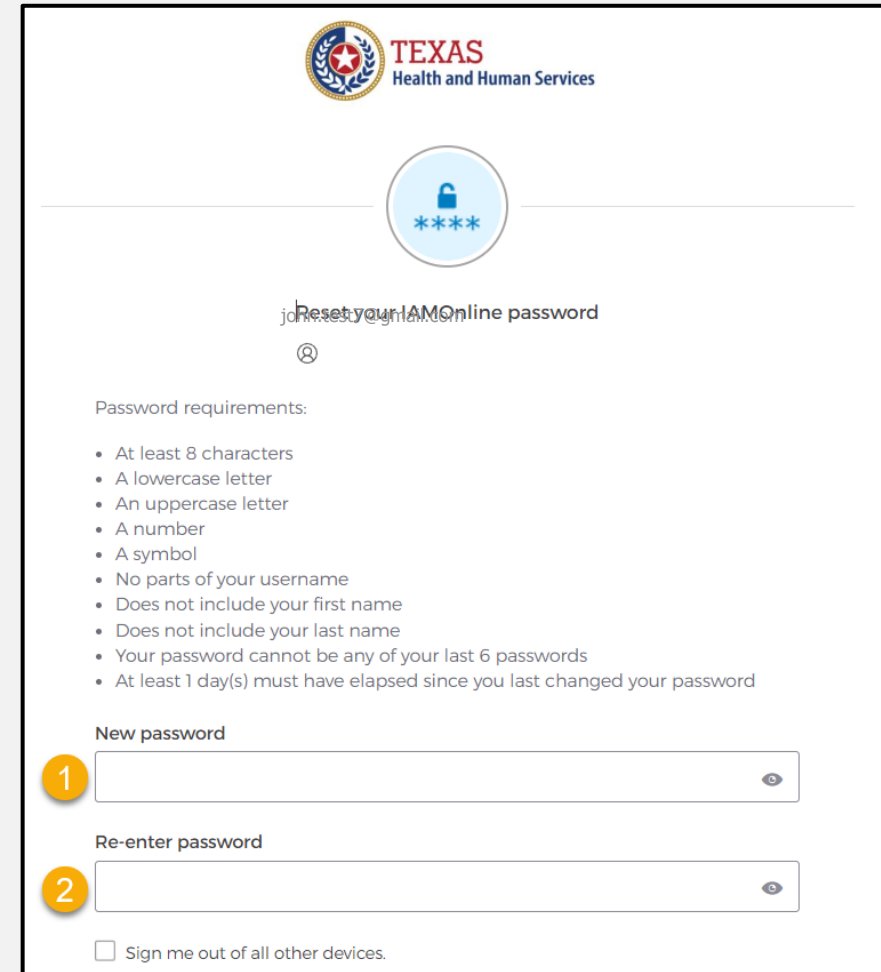
[Create a new account as a citizen](#)
[Request account as non-HHS employee, or register organization](#)
[Sign Acceptable Use Agreement](#)

Reset Your IAMOnline Password (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. At the top is the Texas Health and Human Services logo. Below it is a circular icon with a padlock and '****'. The page title is 'Reset your IAMOnline password'. There is a search icon. The 'Password requirements' section lists: 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, and At least 1 day(s) must have elapsed since you last changed your password. There are two input fields: 'New password' (marked with a '1' in a yellow circle) and 'Re-enter password' (marked with a '2' in a yellow circle). Both fields have eye icons for visibility. At the bottom is a checkbox for 'Sign me out of all other devices.'

Reset Your IAMOnline password (2 of 2)

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



Reset your IAMOnline password

 john.test7@gmail.com

Password requirements:

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

New password

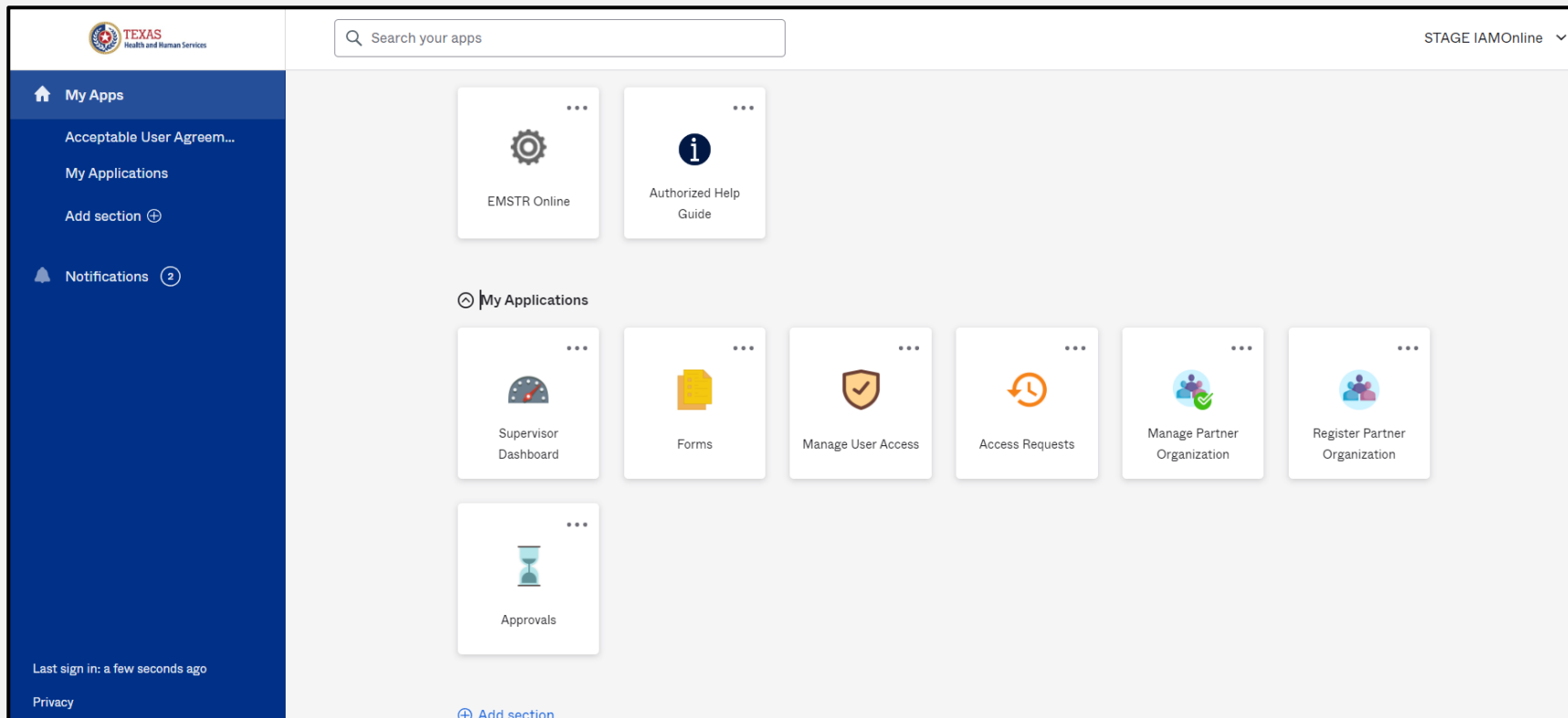
Re-enter password

Sign me out of all other devices.

Reset Password

Reset Password Complete

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



Account Locked



After multiple incorrect password attempts, your account will be locked. The system will send you an email your account will automatically unlock after 30 minutes.

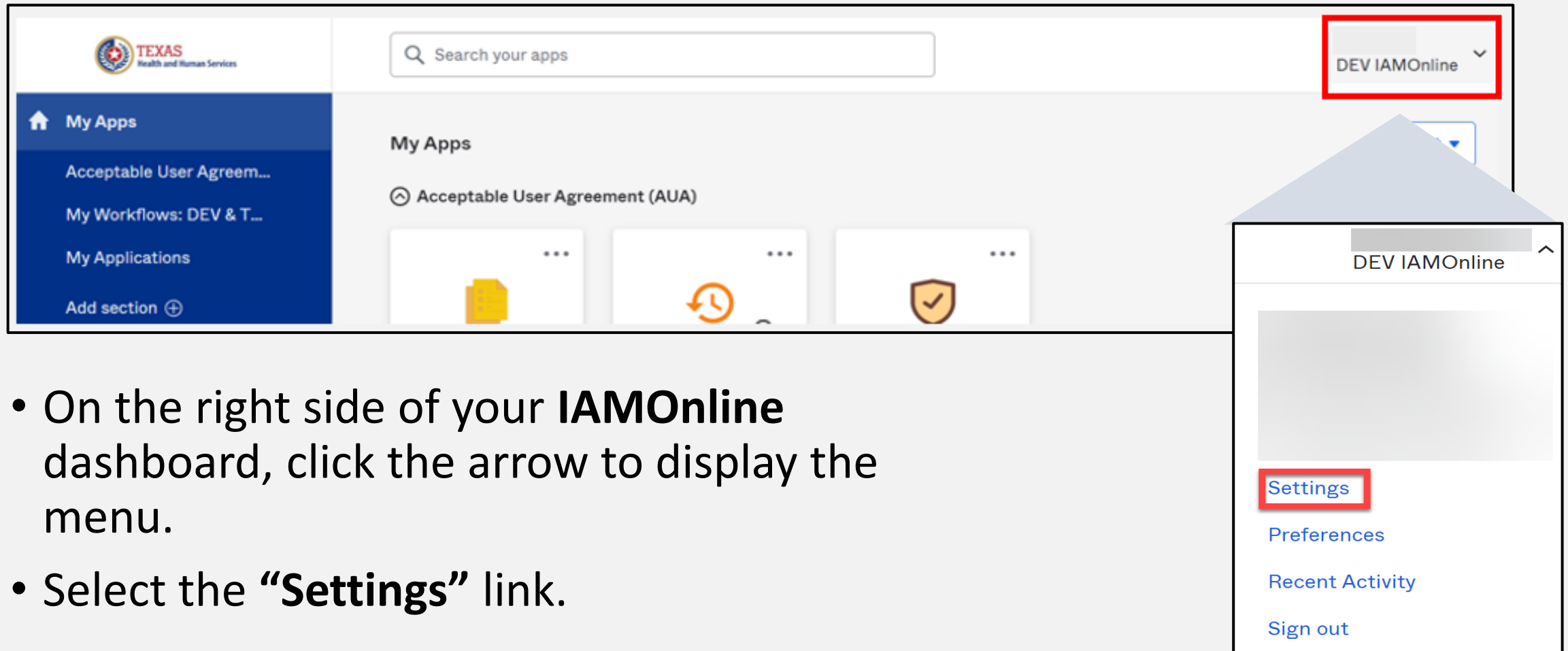


If you do not remember your password after the account unlocks, please reset your password.



If you need your password reset before 30 minutes for urgent requests, you may contact the injury.web@dshs.texas.gov.

Update Account (1 of 2)



The screenshot displays the IAMOnline dashboard interface. On the left, a blue sidebar contains navigation options: 'My Apps', 'Acceptable User Agreem...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section'. The main content area features a search bar labeled 'Search your apps' and a 'My Apps' section with a card for 'Acceptable User Agreement (AUA)'. In the top right corner, the user's name 'DEV IAMOnline' is displayed with a dropdown arrow. A red box highlights this dropdown arrow. A callout box on the right shows the expanded user profile menu, which includes 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.
- Update your personal information such as:
 - Add a phone number;
 - Add details; and
 - Adjust security methods including password and security questions.

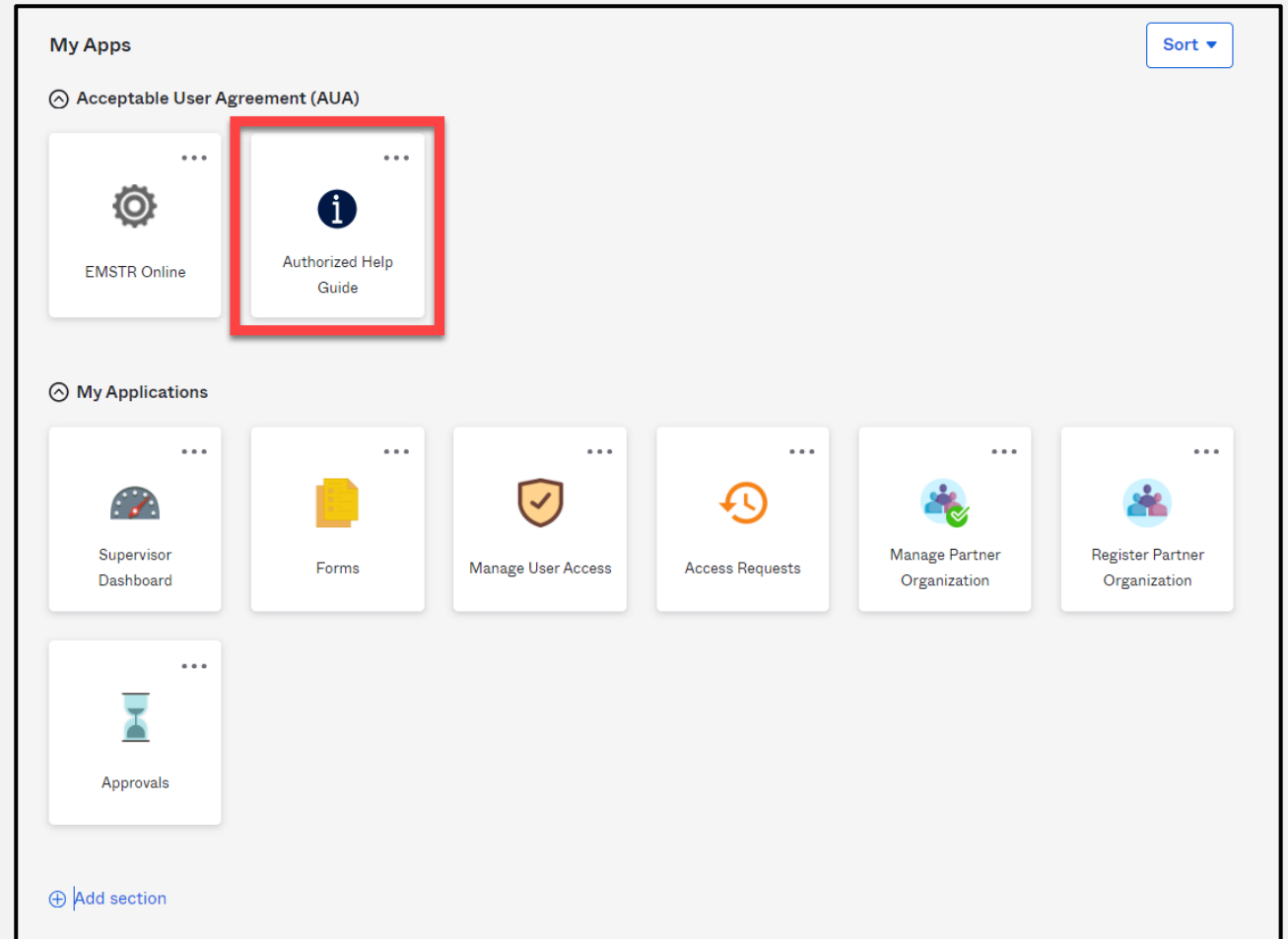


Section 7: Resources and Contact Information



Authorized Help Guide

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



Help Page

To access the **IAMOnline** video tutorials, select the “**Get Tutorials Now**” tile.

TEXAS
Health and Human
Services

Introduction ▾
Overview for Internal Users ▾
Overview for Internal Approver ▾
Overview for External/Partner User ▾
Overview for External/Partner Approver ▾
Overview for Citizen User ▾
Application Specific Information

Hello, how can we help?

Search our help site...

Recertification Schedule
Provides a table listing of the application recertification schedule.

FAQs
Provides answers to Frequently Asked Questions.

Get Tutorials Now
Peruse the video catalog for instructional videos posted to Youtube.

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

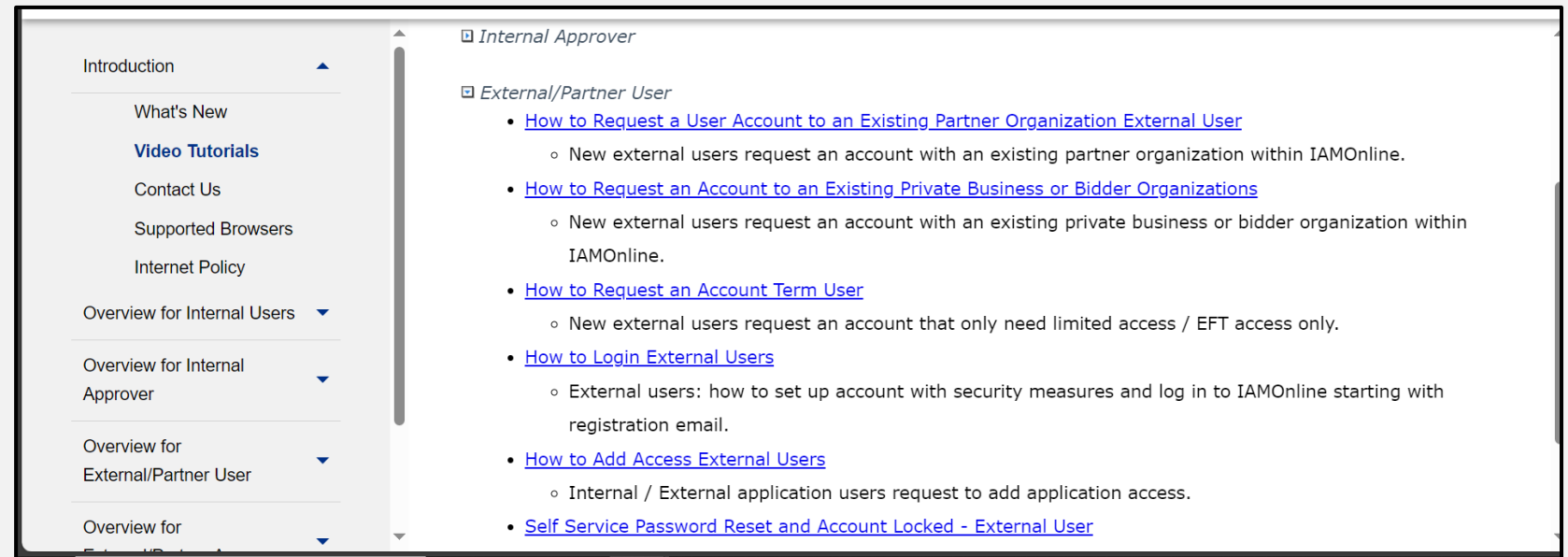
Facility User

External/Partner Approver

Facility Administrator

External Partner User Video Links

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



The screenshot displays a user management interface. On the left is a navigation menu with the following items: Introduction (with an upward arrow), What's New, Video Tutorials (highlighted in blue), Contact Us, Supported Browsers, Internet Policy, Overview for Internal Users (with a downward arrow), Overview for Internal Approver (with a downward arrow), Overview for External/Partner User (with a downward arrow), and Overview for (with a downward arrow). The main content area on the right is titled 'Internal Approver' and 'External/Partner User'. Under 'External/Partner User', there is a list of video links:

- [How to Request a User Account to an Existing Partner Organization External User](#)
 - New external users request an account with an existing partner organization within IAMOnline.
- [How to Request an Account to an Existing Private Business or Bidder Organizations](#)
 - New external users request an account with an existing private business or bidder organization within IAMOnline.
- [How to Request an Account Term User](#)
 - New external users request an account that only need limited access / EFT access only.
- [How to Login External Users](#)
 - External users: how to set up account with security measures and log in to IAMOnline starting with registration email.
- [How to Add Access External Users](#)
 - Internal / External application users request to add application access.
- [Self Service Password Reset and Account Locked - External User](#)

Resources and Contacts

Resources – For additional resources, visit the DSHS webpage [Long-Term Acute Care \(LTAC\) Rehab | Texas DSHS](#).

For questions regarding IAMOnline – Contact the DSHS Injury Prevention EMSTR email at injury.web@dshs.texas.gov.

Thank you!

EMSTR Team

injury.web@dshs.texas.gov