

EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

FILE UPLOAD GUIDE



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Emergency Medical Services and Trauma Registries (EMSTR)

File Upload Guide for:

Emergency Medical Services (EMS) Providers

Hospitals

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1. Introduction

The Texas Department of State Health Services (DSHS) Emergency Medical Services and Trauma Registries (EMSTR) is a statewide passive surveillance system that collects reportable events data from emergency medical services (EMS) providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities. EMSTR includes four registries:

- The EMS Registry;
- The Acute Traumatic Injury Registry;
- The Traumatic Brain Injury (TBI) Registry and Spinal Cord Injury (SCI) Registry; and
- The Submersion Registry.

You will access all Texas Health and Human Services (HHS) applications, including EMSTR, through the Identity and Access Management Online (IAMOnline) platform. IAMOnline provides single sign-on, multifactor authentication, and password reset self-service capabilities. The authorization feature enables request management processes, automated access management workflows, certification, and reporting.

2. Overview

The EMSTR program prepared training materials for all providers who report data to the registries. This user guide is to provide step-by-step instructions for EMS and hospital providers to submit data to the registry using the file upload data submission process.

Providers should review the following:

- Activate your new account by following the instructions in your IAMOnline registration email sent to your inbox, or if you did not have access to the registry prior to November 2023, by requesting access to EMSTR in IAMOnline;
- Secure your new account with a password and multifactor authentication;
- Sign in to access the My Apps dashboard and sign the Acceptable Use Agreement (AUA);
- Access EMSTR from the My Apps dashboard;
- Submit EMSTR data;
- Run reports; and
- Manage account access through self-service functions.

3. Data Format Requirements

Hospital Providers:

The new EMSTR application includes the **National Trauma Data Standard (NTDS) 2023** data dictionary definitions and the **International Trauma Data Exchange (ITDX) 2023** data formats for all hospital patient records. The EMSTR application will continue to accept the 2020 ITDX format.

Note – After 11/09/2023, the new EMSTR application will not accept NTDS 2017.

EMS Providers:

By 11/20/2023, the new EMSTR application will upgrade to the **National EMS Information System (NEMSIS) version 3.5** format.

Note – After 11/09/2023, EMSTR will not accept NEMSIS version 3.3.4.

4. IAMOnline Account

Request an IAMOnline Account

If you have not accessed your EMSTR account in the past year, DSHS will not migrate your account to the new system.

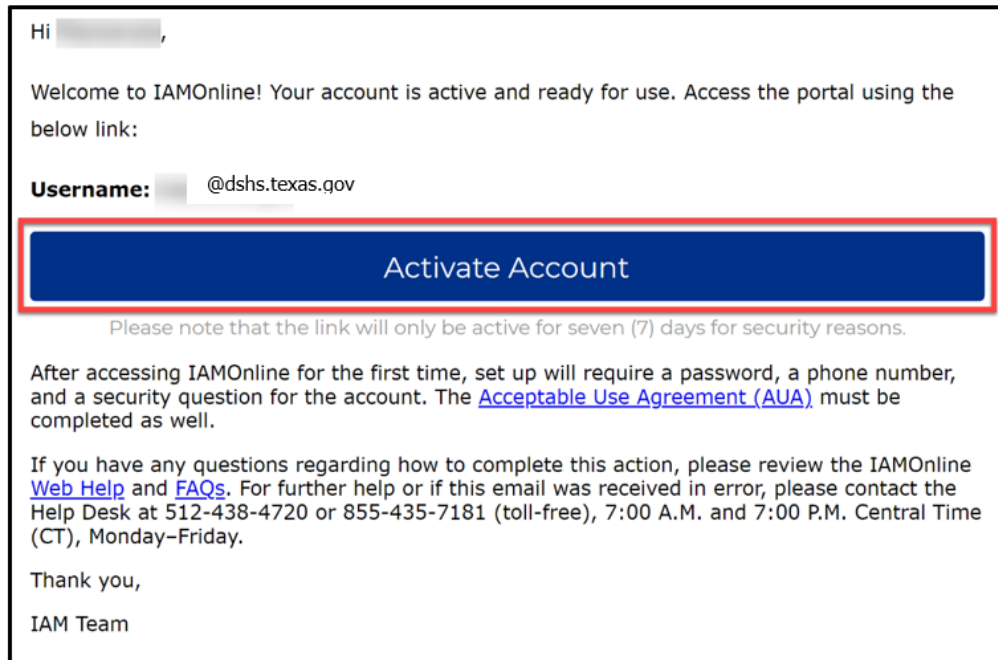
To begin, contact injury.web@dshs.texas.gov. Once you request an IAMOnline account, the Texas Health and Human Services (HHS) system will send you an activation email and you can continue with the **Activate New Account** section of this guide.

If you are a migrated user, meaning you reported data to EMSTR prior to 11/10/2022, continue to **Activate New Account** within this guide.

Activate New Account

The HHS system will send migrated users who reported to EMSTR since 11/10/2022 an activation email to their organization's employee email address.

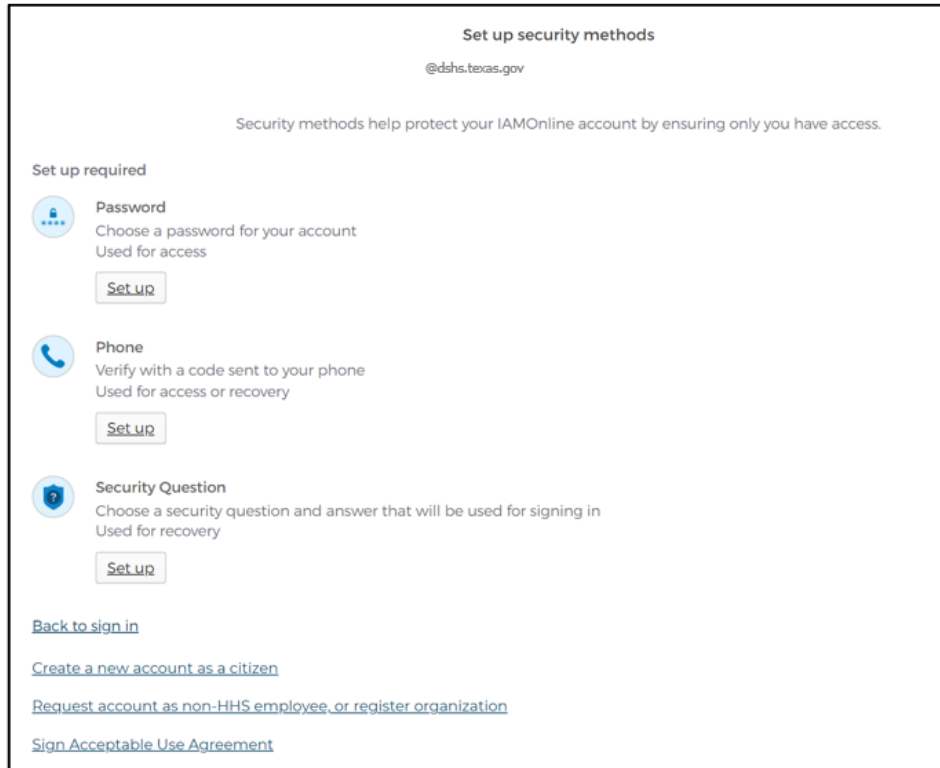
To access your account, find the email from noreply@okta.com in your email inbox. Check your junk mail if you don't find it in your inbox. Click the **Activate Account** button.



Note – This link will only be active for **seven (7) days** from receipt of the email for security purposes. If it has been more than seven days since you received your activation email, request EMSTR access by following the **Add EMSTR Access steps** under the **Manage Account Access** section of this guide.

5. Set up security methods

After selecting **Activate Account**, the system will immediately prompt you to set up your security methods to protect your account with a **Password**, your **Phone**, and a **Security Question**. This is also known as multifactor authentication.

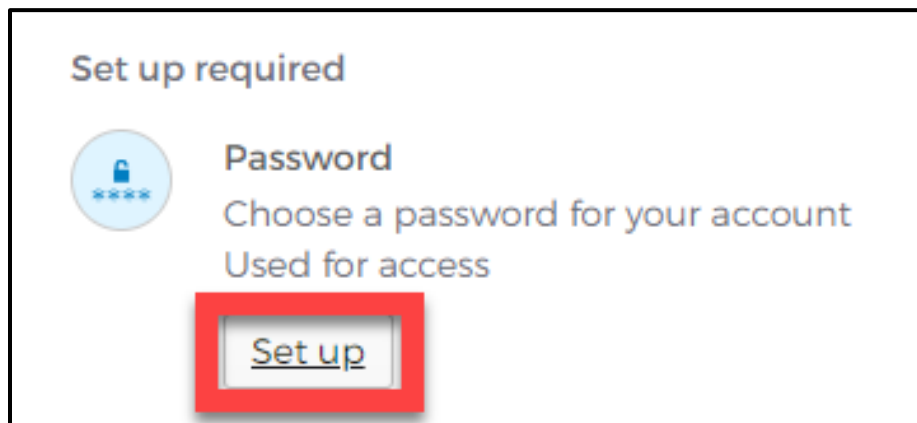


The screenshot shows a web page titled "Set up security methods" with the email address "@dshs.texas.gov". Below the title, it states "Security methods help protect your IAMOnline account by ensuring only you have access." Under the heading "Set up required", there are three options: "Password" (Choose a password for your account, Used for access), "Phone" (Verify with a code sent to your phone, Used for access or recovery), and "Security Question" (Choose a security question and answer that will be used for signing in, Used for recovery). Each option has a "Set up" button. At the bottom, there are links for "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".

Password

You need a password to access the account as the system provides a single sign-on to all HHS applications.

To set up a **Password**, click on the **“Set up”** button.



This close-up shows the "Set up required" section for the "Password" option. It includes a lock icon with four asterisks, the text "Password", "Choose a password for your account", and "Used for access". A red rectangular box highlights the "Set up" button.

You must create a password that meets all HHS organizational requirements:

- At least eight (8) characters in length;
- A lowercase letter;
- An uppercase letter;
- A number;
- A symbol;
- Does not include any parts of the user’s username;
- Does not include the user’s first name;
- Does not include the user’s last name;
- The password cannot be any of the user’s previous six (6) passwords; and
- At least one (1) day must have passed since you last changed your password.

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

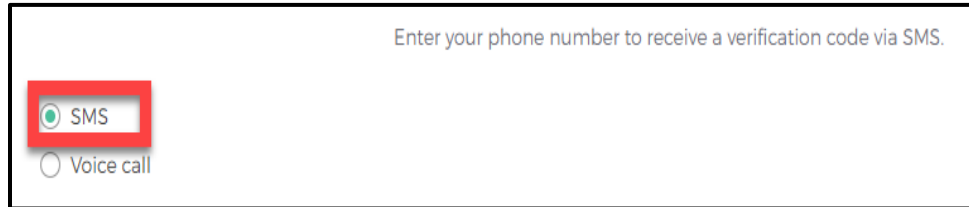
Re-enter password

Next

- Create a new password by typing it in the **“Enter password”** text box and re-entering it in the **“Re-enter password”** text box.
- Continue by clicking the **“Next”** button.
 - **Tip** – Click the password reveal icon to see the typed text. ⓘ
 - **Tip** – If an error message appears, re-read the password requirements, and create a different password.

Phone

To set up your phone number, first select the “**SMS**” (short messaging services) 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. Your phone number must be a valid U.S. number.



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

SMS

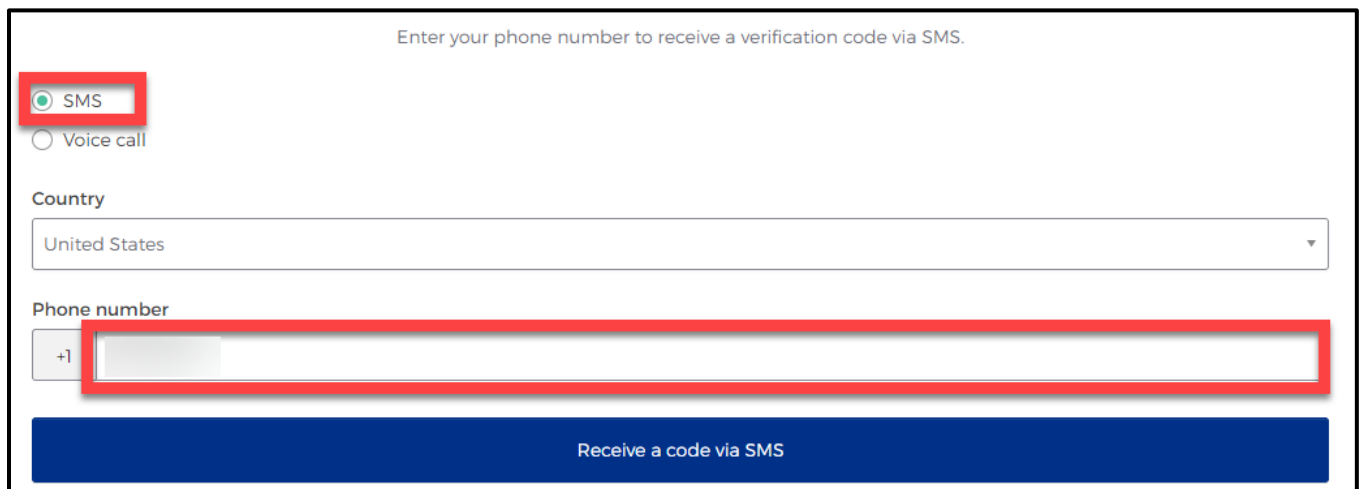
Voice call

Example of SMS option selected.

Short Messaging Service (SMS)

You can use your phone number to verify the account. The automated system will send a verification code to your phone number via **SMS**.

- The **Country** must be the United States (+1).
- Type your ten-digit phone number in the **Phone number** text box. This phone number must be able to receive an SMS. *Carrier messaging charges may apply.*
- Click the “**Receive a code via SMS**” button.



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

- The HHS system will send an automated code to the listed phone number via SMS (text message).
- Type the code you receive in the text box and 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

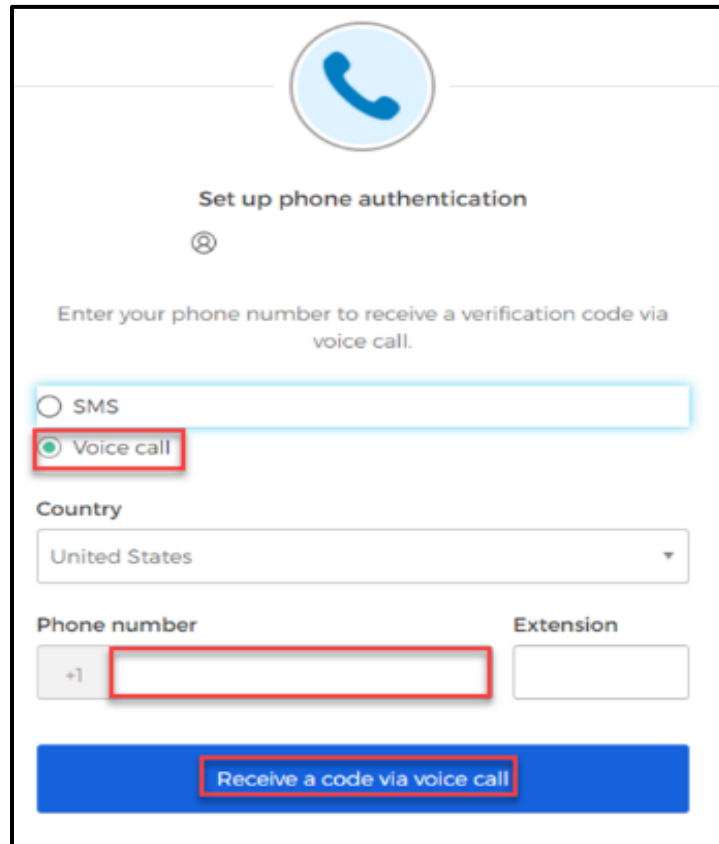
Enter Code

Verify

Voice Call

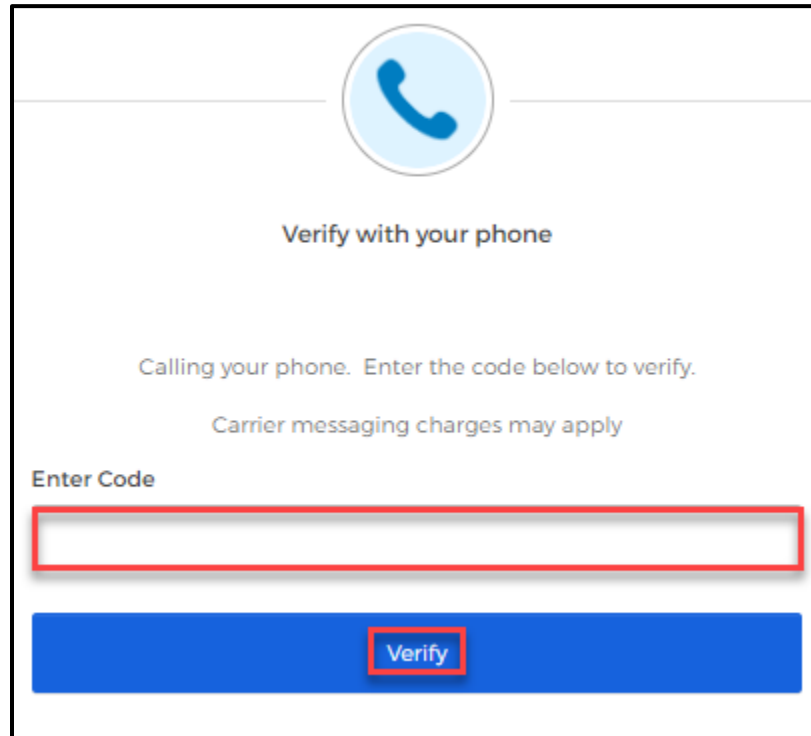
The second option to verify the account is a voice call. The HHS system can provide an automated **verification code** via **Voice call**.

- The **Country** must be the United States (+1).
- Type your ten-digit **Phone number** in the text box to receive a code by voice call.
- Click the **“Receive a code via voice call”** button.



The screenshot shows a web form titled "Set up phone authentication" with a phone icon at the top. Below the title is a small icon of a person. The main instruction reads: "Enter your phone number to receive a verification code via voice call." There are two radio button options: "SMS" and "Voice call". The "Voice call" option is selected and highlighted with a red box. Below this is a "Country" dropdown menu set to "United States". Underneath are two input fields: "Phone number" (with a "+1" prefix and a red box around the ten-digit area) and "Extension". At the bottom is a blue button labeled "Receive a code via voice call", which is also highlighted with a red box.

- Type the code provided by the voice call in the **“Enter Code”** text box and click the **“Verify”** button.



Verify with your phone

Calling your phone. Enter the code below to verify.

Carrier messaging charges may apply

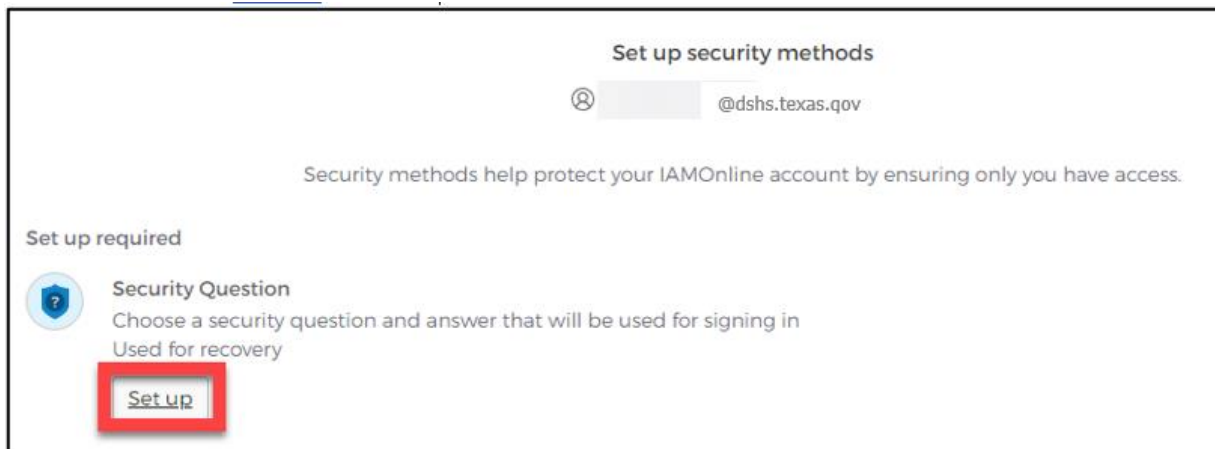
Enter Code

Verify

Security Question

Set up a security question to protect the account.

- Click the **“Set up”** button.



Set up security methods

@dshs.texas.gov

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


Set up required

Security Question
Choose a security question and answer that will be used for signing in
Used for recovery

Set up

You can either **Choose a security question** or **Create your own security question**.

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


Set up security question

@ [redacted] @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

[Empty text input field]

Verify

- To choose a security question, select the **“Choose a security question”** option.
- Select the drop-down icon ▾ and scroll to select a security question.
- Type your answer in the **Answer** box and click the **“Verify”** button


Set up security question

@ [redacted] @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

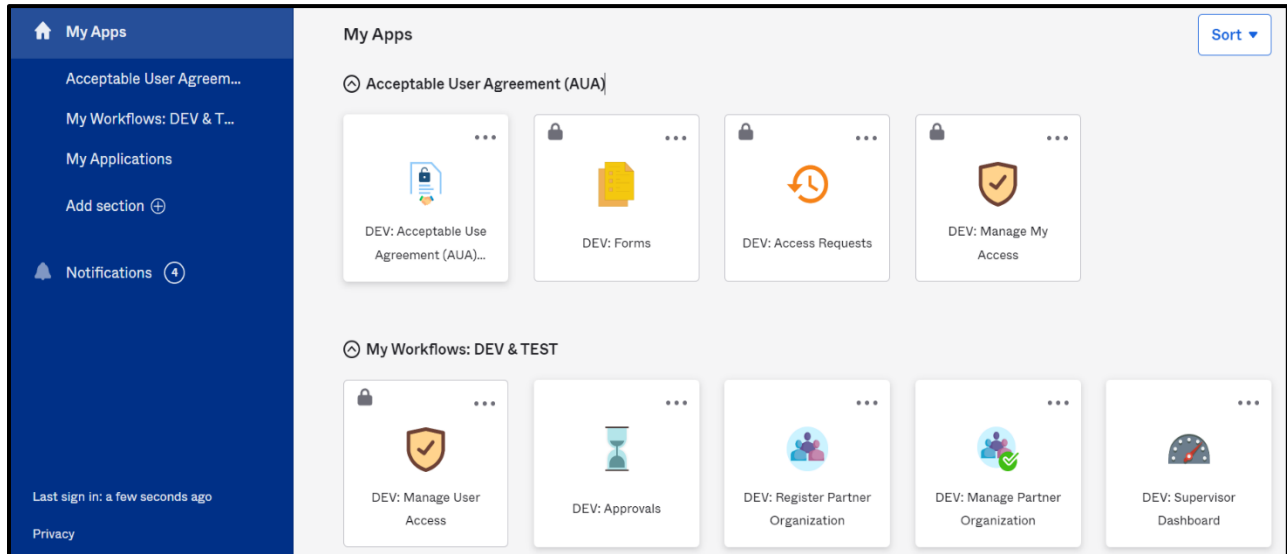
[Empty text input field]

Verify

6. Welcome to the MyApps Dashboard

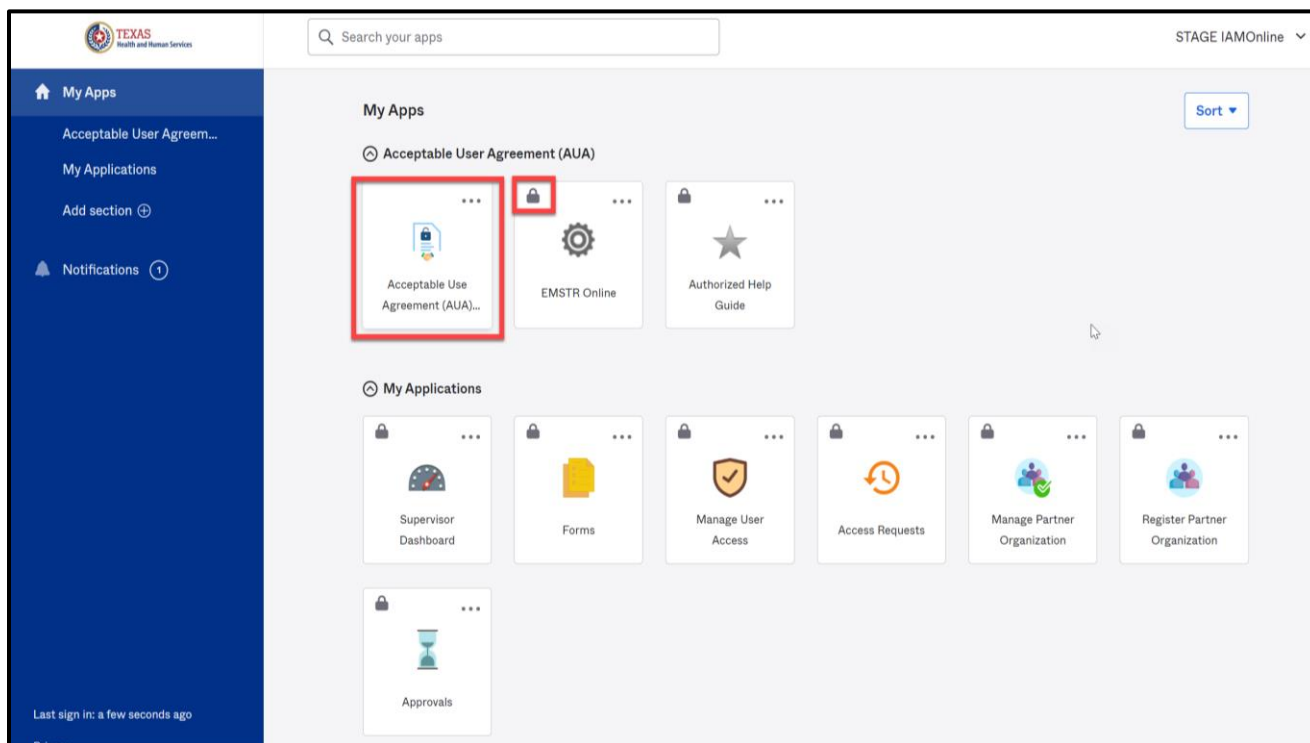
Your account set up is now complete and you can access your **MyApps** dashboard.

- This centralized dashboard holds applications, systems, and software within one place for you to easily access and use.
- IAMOnline will also give you the ability to request and easily manage EMSTR access.



7. Acceptable Use Agreement (AUA)

All application access tiles are locked with a lock icon until you complete the Acceptable Use Agreement form (AUA). To review and sign the AUA form, click the **“Acceptable Use Agreement”** tile located on the dashboard.

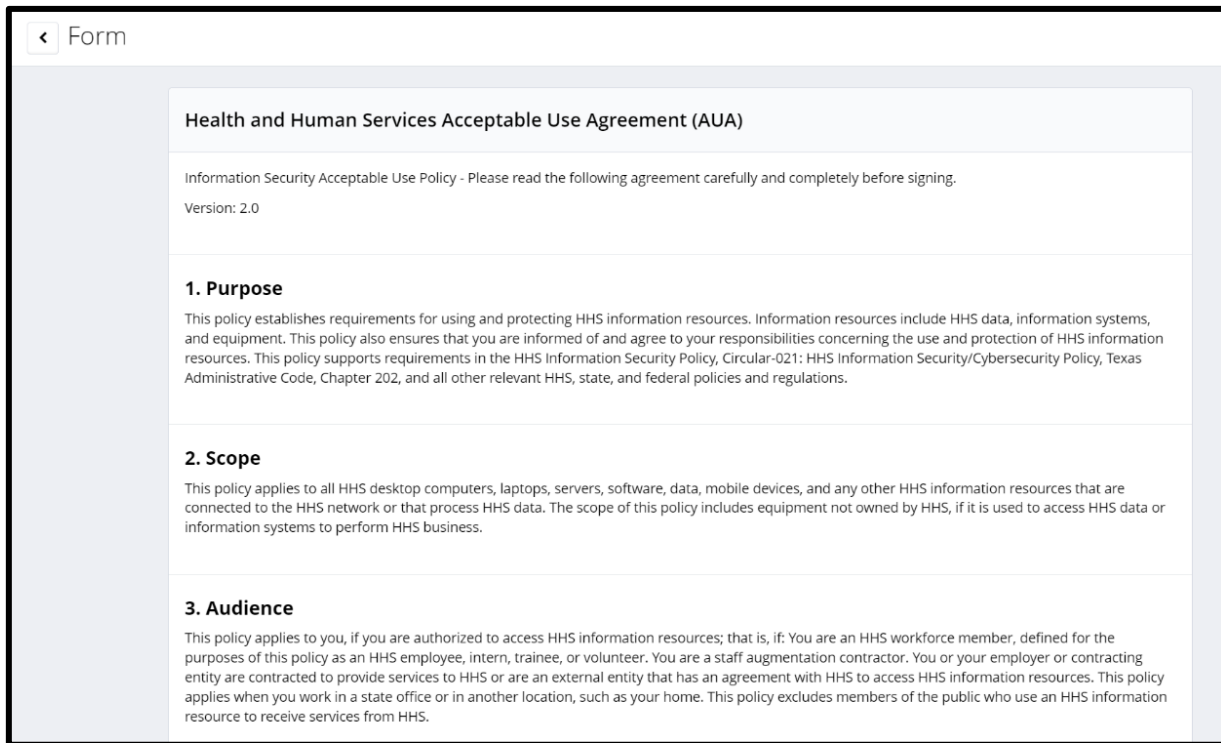


Review and Sign the AUA Form

The **AUA** tile on the **My Apps** dashboard will take you directly to the AUA form for review and completion.

- You must sign this form once a year, every year.
- The automated HHS system will send email reminders in the following frequency to remind you to complete the form:
 - A first warning is provided fifteen (15) days before your AUA form expires;
 - A second warning is provided ten (10) days before your AUA form expires;
 - A third warning is provided five (5) days before your AUA form expires;
 - A fourth warning is provided each day until your AUA form reaches the expiration date; and
 - A fifth and final warning is provided on the expiration date, 365 days following its last review and signature.
- If you forget to sign the form, all application access tiles will lock until the form is reviewed and signed.

- Once the form is signed, the HHS system will unlock and renew your application access.



Form

Health and Human Services Acceptable Use Agreement (AUA)

Information Security Acceptable Use Policy - Please read the following agreement carefully and completely before signing.
Version: 2.0

1. Purpose
This policy establishes requirements for using and protecting HHS information resources. Information resources include HHS data, information systems, and equipment. This policy also ensures that you are informed of and agree to your responsibilities concerning the use and protection of HHS information resources. This policy supports requirements in the HHS Information Security Policy, Circular-021: HHS Information Security/Cybersecurity Policy, Texas Administrative Code, Chapter 202, and all other relevant HHS, state, and federal policies and regulations.

2. Scope
This policy applies to all HHS desktop computers, laptops, servers, software, data, mobile devices, and any other HHS information resources that are connected to the HHS network or that process HHS data. The scope of this policy includes equipment not owned by HHS, if it is used to access HHS data or information systems to perform HHS business.

3. Audience
This policy applies to you, if you are authorized to access HHS information resources; that is, if: You are an HHS workforce member, defined for the purposes of this policy as an HHS employee, intern, trainee, or volunteer. You are a staff augmentation contractor. You or your employer or contracting entity are contracted to provide services to HHS or are an external entity that has an agreement with HHS to access HHS information resources. This policy applies when you work in a state office or in another location, such as your home. This policy excludes members of the public who use an HHS information resource to receive services from HHS.

AUA Form Acknowledgement

After you carefully read the AUA form, you must acknowledge and sign the agreement.

- **Check** the box located next to the statement, **“I acknowledge that I read and understood the agreement, and I agree to comply with its terms.”**
- Enter your **First Name** and **Last Name** into the respective text boxes located at the bottom of the use agreement.
- Select and identify your role as an employee, contractor, or intern with your associated organization.

- Click the **“Submit”** button once you fully read the AUA form and complete all required entry fields.

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

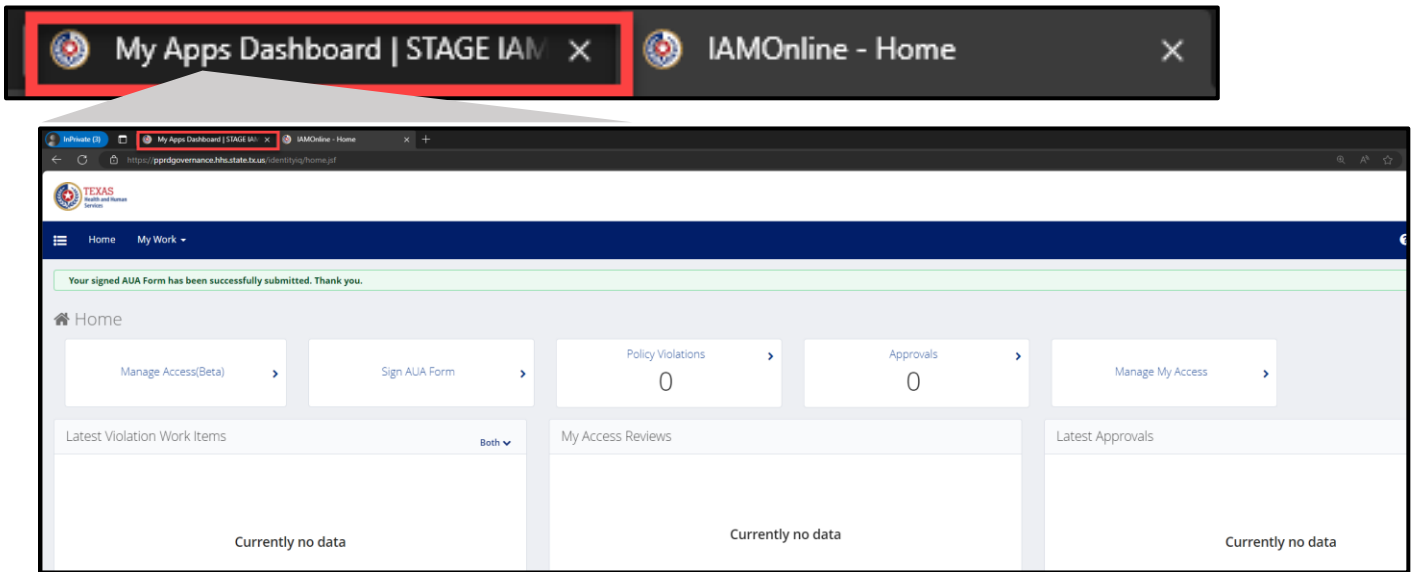
I am (choose one and explain below): *

- 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)

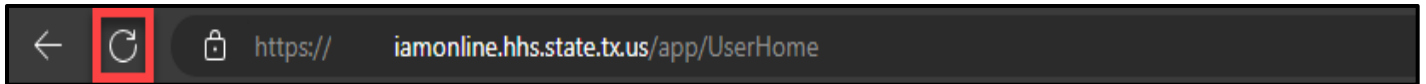
Date Agreement Signed *

Submit

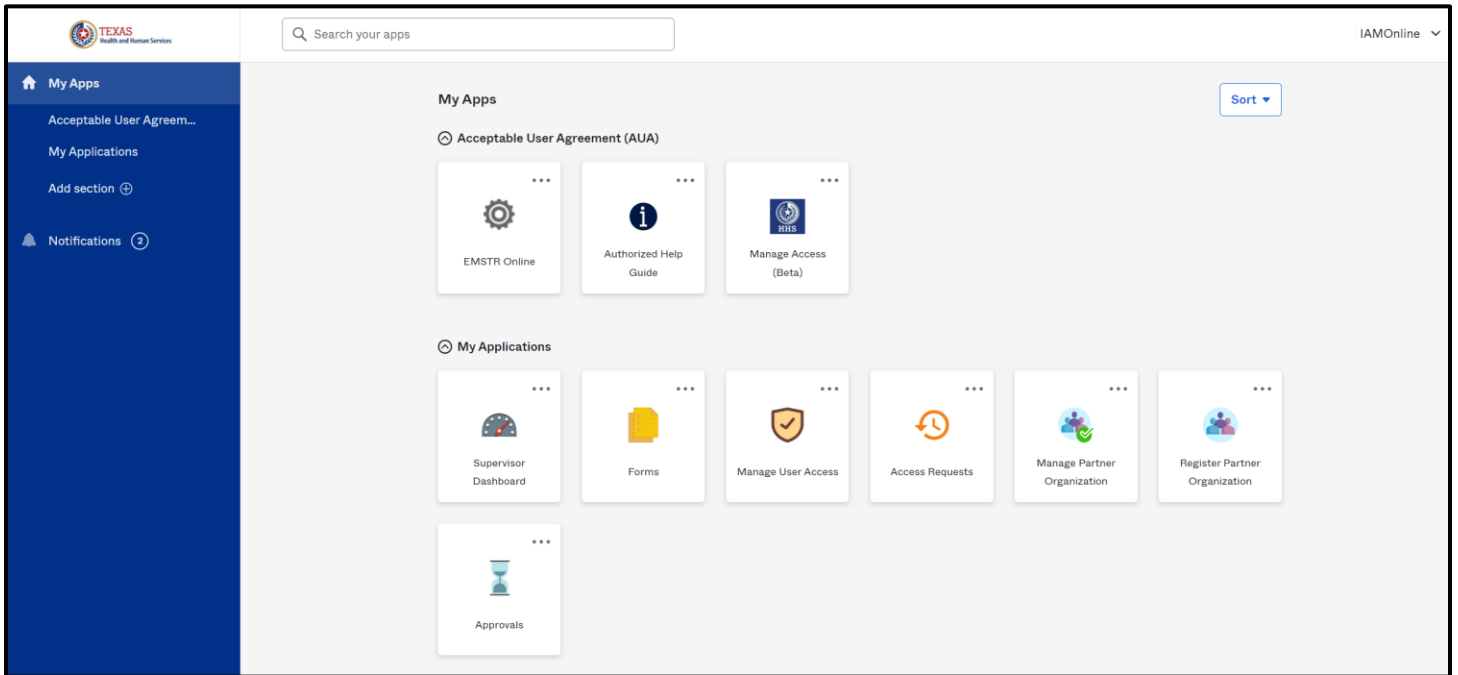
After submitting your AUA form, toggle back to your **MyApps** dashboard webpage.



Refresh your browser by clicking the refresh button.

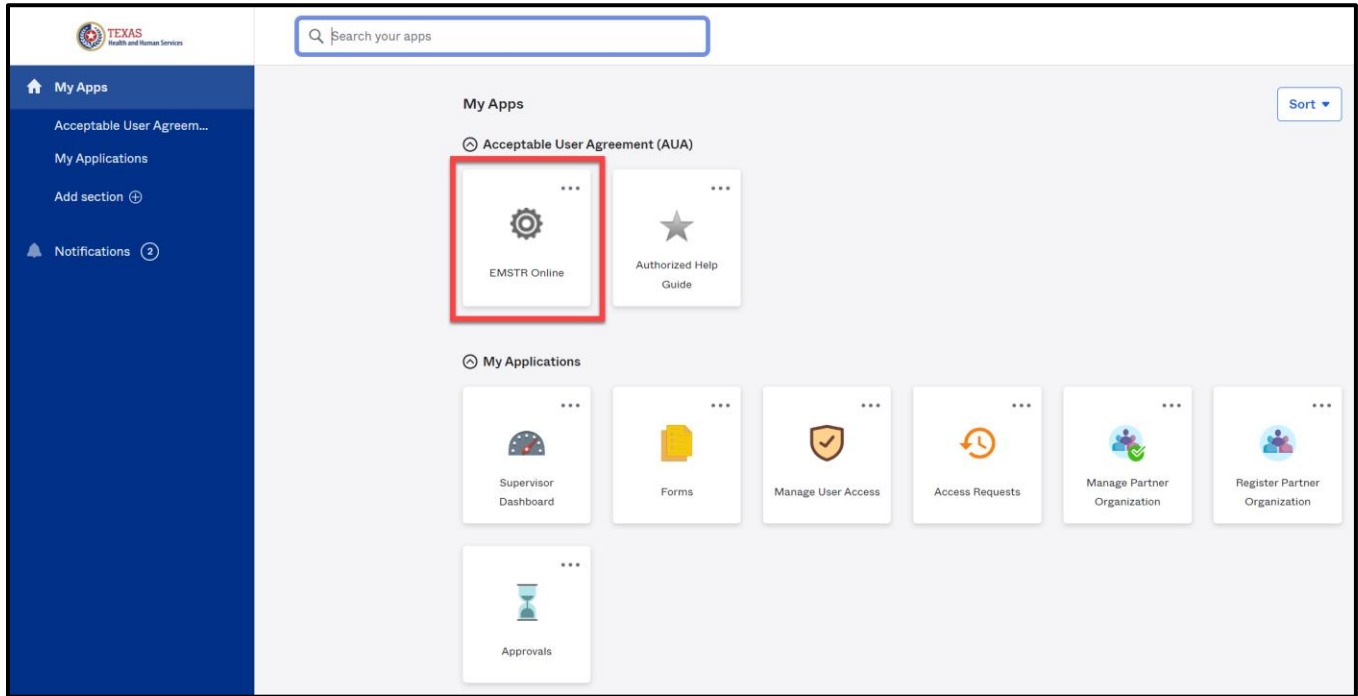


After refreshing your browser, your IAMOnline **MyApps** dashboard tiles will unlock.



9. Accessing EMSTR

- To access the **EMSTR Online** application, select the “**EMSTR Online**” tile from the **MyApps** dashboard.



- After selecting the **EMSTR Online** tile from the **MyApps** dashboard, the HHS system will direct you to the EMSTR application.

The screenshot shows the EMSTR application home page. The header includes the EMSTR logo, a "Welcome" message, and a "Logout" link. The main content area is titled "Welcome to Texas Emergency Medical Services and Trauma Registry System" and features the Texas Department of State Health Services logo. Below the title, there are several sections: "Workflows" with a "Workflow Queue" and "Events" table; "Recently Accessed Records" with a table showing a record for "Michael Test"; "Resources" with a table of links to various systems and dictionaries; and "Feedback/Tutorial" with a table of links to training materials and feedback forms.

Record Id	Name	Record Type
1000002276	Michael Test	Patient Record - Hospital

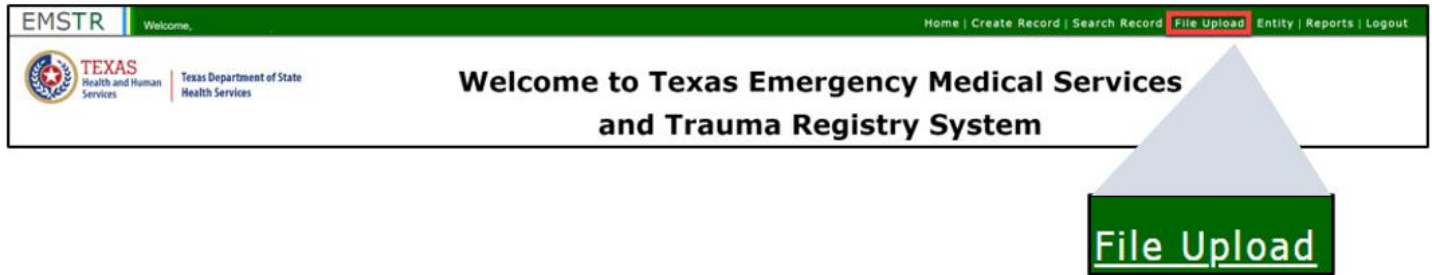
Resources	Resources	Resources
TX EMS/Trauma Home DSHS	TX EMS Trauma Systems DSHS	NHTSA.gov - Fundamental Components of Trauma Care
National EMS Information System	Glossary	NEMSIS Data Dictionary
NTDS Data Dictionary	ITDX/NTDR Data Dictionary	JP Submersion Data Dictionary
JP TBI SCI Data Dictionary	Rehab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

Feedback/Tutorial	Feedback/Tutorial	Feedback/Tutorial
Review User Training Slides	Review Group Administrator Training Slides	Contact/Provider Feedback

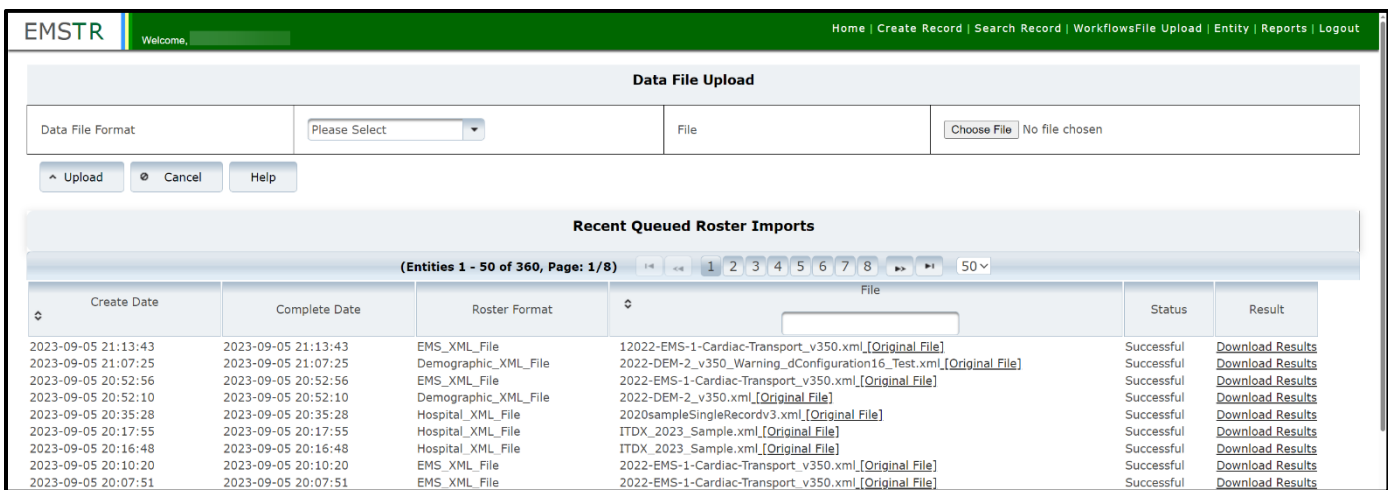
10. File Upload Data Submission Process

Navigate to the File Upload link from the Home Page

- To begin the file upload process, navigate to the EMSTR toolbar and select the “**File Upload**” link.

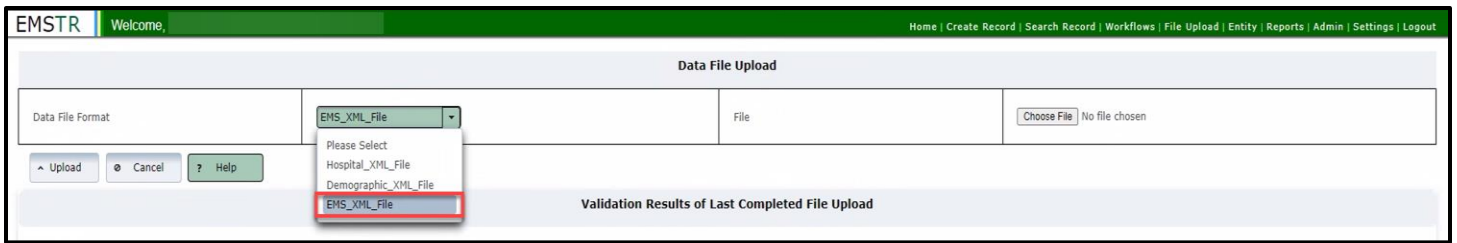


- After selecting the file upload link, the EMSTR application will direct you to the file upload page.



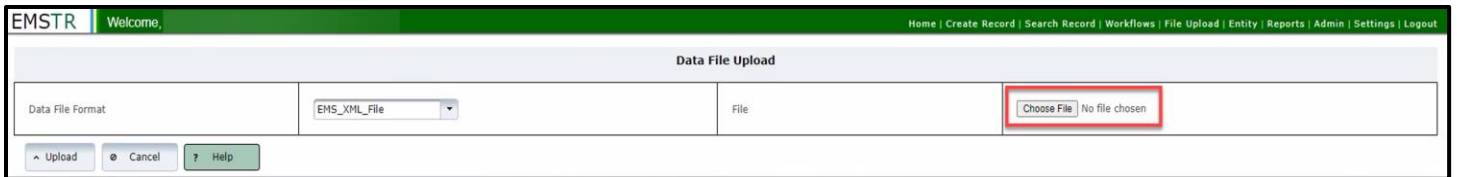
Upload your File

- Data File Format Overview – before uploading your file, make sure you select the correct file format using drop-down menu:
 - The **Hospital XML file** format is for uploading hospital patient data;
 - The **Demographic XML file** is for EMS facility data; or
 - The **EMS XML file** is for uploading EMS patient data.



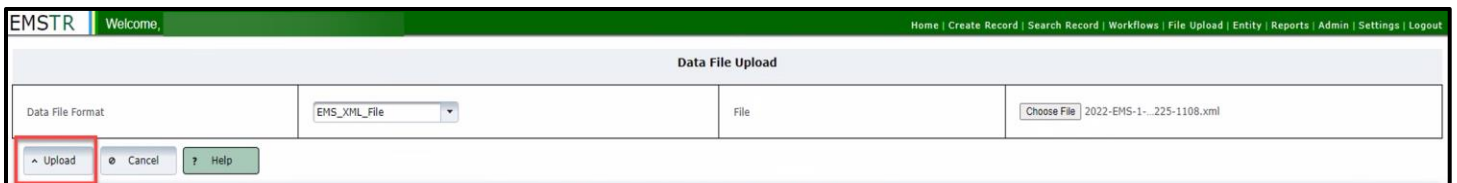
Select the File

- Select **“Choose File”** to upload the file from your computer.

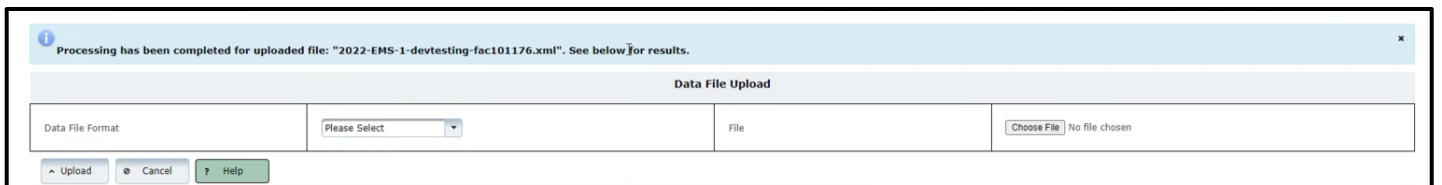


Upload the file

- Once you select the file, click the **“Upload”** button.

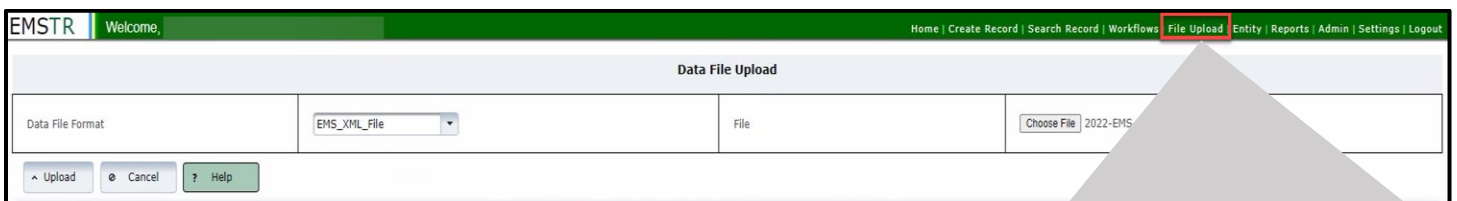


- You will see a message confirming the upload was complete



Single File Uploads:

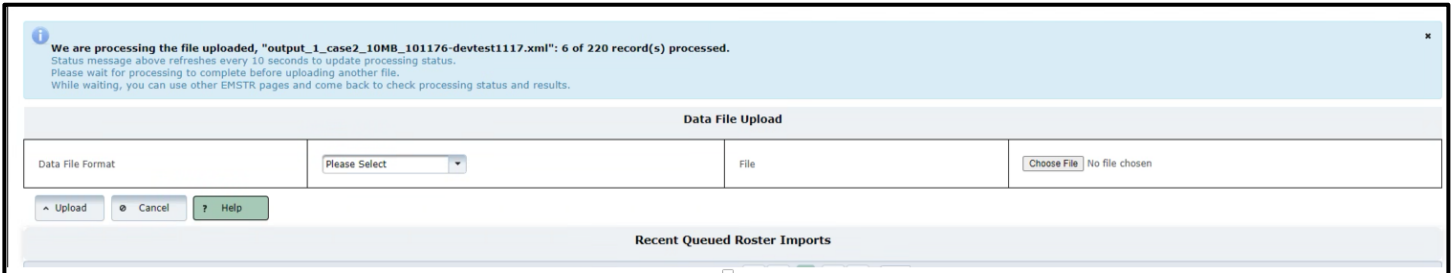
- If you are uploading a single record file, you must wait one to two minutes before selecting **“File Upload”** link for the page to refresh so you can see the validation results.



File Upload

Multiple File Uploads:

- If you are uploading a large file (i.e., a file having multiple records), you will see a blue box appear providing updates every 10 seconds.



- This process could take up to six minutes based on file size (i.e., file having multiple records).

Validation Results:

If you click "**File Upload**" or refresh your browser, you will see in the **Validation Results** table whether your file was successfully uploaded to the EMSTR application. Any file upload errors will be reported in the **Validation Results** table. The EMSTR application immediately validates the data once the file is uploaded.

Example of a file upload with no errors:

The screenshot shows the "Data File Upload" interface. The "Data File Format" dropdown is set to "EMS_XML_File". The "File" input field has a "Choose File" button and "No file chosen" text. Below the input fields are buttons for "Upload", "Cancel", and "Help". A red box highlights the "Validation Results" section, which contains a table with the following data:

Record Count	1
Valid Record Count	1
Error	1 of the 1 records in the file have been successfully uploaded!

- The **Validation Results** table includes a description of the error in the **Error** row. If the file includes errors, you will need to address the error(s) and re-upload the file.
- To view an example of a report with errors, proceed to the [Example of a file upload with errors](#) section in this guide.

File Submission Report:

- Upon **successful** submission of the file, the EMSTR application will send you a **Validation Result** and an immediate **File Submission Report** to your email.

08/02/2023 22:45		File Submission Report			
Entity Number	null				
Entity Name					
Report Period	02/01/2020 - 02/01/2020				
Submission Date	08/02/2023 10:40 PM				
Submission Number	1000000731				
Processed Date	08/02/2023 10:40 PM				
Submitted By					
Total Records Submitted (new/resubmitted)	1 (1/0)				
= Records with Errors [Rejected](%)	0 (0%)				
= Records with Warnings [Accepted](%)	1 (100%)				
= Records with no Errors/Warnings [Accepted](%)	0 (0%)				
Total Records Accepted(%)	1 (100%)				
Total Records Rejected(%)	0 (0%)				
Total Records Incomplete(%)	0 (0%)				
Details					
Record ID	Element Name[Tag]	Submitted Value	Dictionary Value	Flag	Description
0771002_12345678	IncidentTime	235100	235100	W	1304_IncidentTime: 1304: Injury Incident Time is later than EMS Dispatch Time
0771002_12345678	IncidentTime	235100	235100	W	1305_IncidentTime: 1305: Injury Incident Time is later than EMS Unit Arrival on Scene Time
0771002_12345678	PulseRate	1	1	W	4804_PulseRate: 4807: The value is below 30

Example of a file upload with errors:

If you upload a file with errors, one error at a time will show in the **Error** row of the **Validation Results** table.

Data File Upload	
Data File Format	EMS_XML_File
File	Choose File No file chosen
<input type="button" value="Upload"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	
Validation Results	
Record Count	1
Valid Record Count	0
Error	1 of the 1 records were not uploaded due to errors: Validation error inside tag eResponse. Value '22070155678' is not facet-valid with respect to enumeration [2207011, 2207013, 2207015, 2207017, 2207019, 2207021, 2207023, 2207025, 2207027]. It must be a value from the enumeration.

The Error above reads: *Validation error inside tag eResponse '22070155678' is not facet-valid with respect to enumeration '[2207011, 2207013, 2207015, 2207017, 2207019, 2207023, 2207025, 2207027]'. It must be a value from the enumeration.*

- To locate the exact error, open the XML file you uploaded.
- In this example, the error indicates an **eResponse.07** error.

```
25 <eCustomConfiguration.09>123456789</eCustomConfiguration.09>
26 </eCustomConfiguration.CustomGroup>
27 </eCustomConfiguration>
28 <!-- PatientCareReport/@UUID must be auto-generated by Collect Data software. -->
29 <PatientCareReport UUID="bd657192-9e53-4255-81d4-aeb38e91ae76">
30 <!-- Elements in eRecord must be auto-generated by Collect Data software. -->
31 <eRecord>
32 <eRecord.01>2022EMSCT_v350</eRecord.01>
33 <eRecord.SoftwareApplicationGroup>
34 <eRecord.02>Texas Custom Variable</eRecord.02>
35 <eRecord.03>Texas Wristband Custom Variable Testing</eRecord.03>
36 <eRecord.04>3.5.0_231014</eRecord.04>
37 </eRecord.SoftwareApplicationGroup>
38 </eRecord>
39 <eResponse>
40 <eResponse.AgencyGroup>
41 <eResponse.01>227160</eResponse.01>
42 <eResponse.02>2 Test EMS</eResponse.02>
43 </eResponse.AgencyGroup>
44 <eResponse.03>350-2021100700394</eResponse.03>
45 <eResponse.04>350-20211007M200394</eResponse.04>
46 <eResponse.ServiceGroup>
47 <eResponse.05>2205001</eResponse.05>
48
49 <eResponse.06>2206001</eResponse.06>
50 </eResponse.ServiceGroup>
51 <eResponse.07>22070155678</eResponse.07>
52 <eResponse.08>2208013</eResponse.08>
53 <eResponse.09>2209011</eResponse.09>
54 <eResponse.10>2210017</eResponse.10>
55 <eResponse.11>2211011</eResponse.11>
56 <eResponse.12>2212013</eResponse.12>
57 <eResponse.12>2212033</eResponse.12>
58 <eResponse.13>058-263</eResponse.13>
59 <eResponse.14>Yuma 1090</eResponse.14>
```


- For this example, you would reference the NEMESIS data dictionary.
- In the NEMESIS data dictionary, you would reference the **eResponse Elements** table.

Legend

Dataset Level: **N** National **S** State **D** Deprecated

Usage: **M** = Mandatory, **R** = Required, **E** = Recommended, or **O** = Optional

Attributes: **N** = Not Values, **P** = Pertinent Negatives, **L** = Nillable, **C** = Correlation ID, and/or **U** = UUID

Element ID	Element Name	Dataset Level	Usage	Attributes
1:1	eResponse.AgencyGroup			
1:1	eResponse.01 - EMS Agency Number	N	M	S, M
0:1	eResponse.02 - EMS Agency Name	S	E	N, L
1:1	eResponse.03 - Incident Number	N	R	S, R, N, L
1:1	eResponse.04 - EMS Response Number	N	R	S, R, N, L
1:1	eResponse.ServiceGroup			
1:1	eResponse.05 - Type of Service Requested	N	M	S, M
0:1	eResponse.06 - Standby Purpose		O	
1:1	eResponse.07 - Unit Transport and Equipment Capability	N	M	S, M
1:M	eResponse.08 - Type of Dispatch Delay	N	R	S, R, N, L, C
1:M	eResponse.09 - Type of Response Delay	N	R	S, R, N, L, C
1:M	eResponse.10 - Type of Scene Delay	N	R	S, R, N, L, C
1:M	eResponse.11 - Type of Transport Delay	N	R	S, R, N, L, C
1:M	eResponse.12 - Type of Turn-Around Delay	N	R	S, R, N, L, C
1:1	eResponse.13 - EMS Vehicle (Unit) Number	N	M	S, M
1:1	eResponse.14 - EMS Unit Call Sign	N	M	S, M
0:1	eResponse.16 - Vehicle Dispatch Location		O	
0:1	eResponse.17 - Vehicle Dispatch GPS Location		O	
0:1	eResponse.18 - Vehicle Dispatch Location US National Grid Coordinates		O	
0:1	eResponse.19 - Beginning Odometer Reading of Responding Vehicle	S	O	
0:1	eResponse.20 - On-Scene Odometer Reading of Responding Vehicle	S	O	
0:1	eResponse.21 - Patient Destination Odometer Reading of Responding Vehicle	S	O	
0:1	eResponse.22 - Ending Odometer Reading of Responding Vehicle	S	O	
1:1	eResponse.23 - Response Mode to Scene	N	M	S, M
1:M	eResponse.24 - Additional Response Mode Descriptors	N	R	S, R, N, L, C

eResponse Elements

Grouping

Elements

- eResponse.01 - EMS Agency Number
- eResponse.02 - EMS Agency Name
- eResponse.03 - Incident Number
- eResponse.04 - EMS Response Number
- eResponse.05 - Type of Service Requested
- eResponse.06 - Standby Purpose
- eResponse.07 - Unit Transport and Equipment Capability
- eResponse.08 - Type of Dispatch Delay
- eResponse.09 - Type of Response Delay
- eResponse.10 - Type of Scene Delay
- eResponse.11 - Type of Transport Delay
- eResponse.12 - Type of Turn-Around Delay
- eResponse.13 - EMS Vehicle (Unit) Number
- eResponse.14 - EMS Unit Call Sign
- eResponse.16 - Vehicle Dispatch Location
- eResponse.17 - Vehicle Dispatch GPS Location
- eResponse.18 - Vehicle Dispatch Location US National Grid Coordinate
- eResponse.19 - Beginning Odometer Reading of Responding Vehicle
- eResponse.20 - On-Scene Odometer Reading of Responding Vehicle
- eResponse.21 - Patient Destination Odometer Reading of Responding Vehicle
- eResponse.22 - Ending Odometer Reading of Responding Vehicle
- eResponse.23 - Response Mode to Scene
- eResponse.24 - Additional Response Mode Descriptors

eResponse.07

State National

eResponse.07 - Unit Transport and Equipment Capability

Definition
The transport and equipment capabilities of the EMS Unit which responded to this specific EMS event.

National Element	Yes	Pertinent Negatives (PN)	No
State Element	Yes	NOT Values	No
Version 2 Element	E02_05	Is Nillable	No
Usage	Mandatory	Recurrence	1 : 1

Associated Performance Measure Initiatives

Airway Cardiac Arrest Pediatric Response STEMI Stroke Trauma

Code List

Code	Description
2207011	Air Transport-Helicopter
2207013	Air Transport-Fixed Wing
2207015	Ground Transport (ALS Equipped)
2207017	Ground Transport (BLS Equipped)
2207019	Ground Transport (Critical Care Equipped)
2207021	Non-Transport-Medical Treatment (ALS Equipped)
2207023	Non-Transport-Medical Treatment (BLS Equipped)
2207025	Wheel Chair Van/Amulette
2207027	Non-Transport-No Medical Equipment

Data Element Comment
Element relabeled from "Primary Role of Unit" to "Unit Transport and Equipment Capability" to better reflect its new defined purpose and allow the deprecation of eResponse.15 "Level of Care of This Unit". V3.4.0 Non-Transport values deprecated as these are types of service and were moved to eResponse.05 "Type of Service Requested". Values have been added to better capture transport capability and available equipment. These values should be tied to the capabilities and role of the unit and not reflect the level of providers responding to an event.

Supervisor clarified to Administrative Only. If the Supervisor is responding to assist, that would be considered Non-Transport. Transport separated into Air and Ground. In Version 2 there was no way to identify Air Transport.

Version 3 Changes Implemented
With the release of V3.5.0 values were deprecated, added, and relabeled to meet the needs of EMS.

- Once you review the data dictionary information and correct the file, re-upload the file.
- To re-upload the file, follow the steps in this guide's **File Upload Submission** section.

View Recent Imports:

After you successfully upload your file, you can view the record in the **Recent Queued Roster Imports** section of the data submission page.

Recent Queued Roster Imports						
(Entities 1 - 50 of 671, Page: 1/14)						
Create Date	Complete Date	Roster Format	File	Status	Result	
2023-07-28 20:51:29	2023-07-28 20:51:29	Hospital_XML_File	2020sampleSingleRecord.xml [Original File]	Successful	Download Results	
2023-07-28 20:20:01	2023-07-28 20:20:00	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-28 19:32:52	2023-07-28 15:32:52	Hospital_XML_File	2020sampleMultipleRecord_8_Records_2_new.xml [Original File]	Successful	Download Results	
2023-07-28 15:13:39	2023-07-28 11:13:38	Demographic_XML_File	2022-DEM-2_v350.xml [Original File]	Successful	Download Results	
2023-07-26 20:09:53	2023-07-26 16:09:53	Hospital_XML_File	ITDX_2023_Sample.xml [Original File]	Successful	Download Results	
2023-07-26 19:58:19	2023-07-26 15:58:19	Hospital_XML_File	2020sampleSingleRecord.xml [Original File]	Successful	Download Results	
2023-07-26 19:51:54	2023-07-26 15:51:53	Hospital_XML_File	2020sampleSingleRecord.xml [Original File]	Successful	Download Results	
2023-07-26 19:34:49	2023-07-26 15:34:35	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 19:29:15	2023-07-26 15:29:15	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 19:26:01	2023-07-26 15:26:01	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 19:06:42	2023-07-26 15:06:41	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 18:44:17	2023-07-26 14:44:17	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 18:41:27	2023-07-26 14:41:26	EMS_XML_File	2022-EMS-1-Cardiac-Transport_v350.xml [Original File]	Successful	Download Results	
2023-07-26 18:26:25	2023-07-26 14:26:25	Demographic_XML_File	2022-DEM-2_v350_schError_dAgency01==02.xml [Original File]	Successful	Download Results	
2023-07-26 18:24:24	2023-07-26 14:24:24	Demographic_XML_File	2022-DEM-2_v350_schError_dAgency01==02.xml [Original File]	Successful	Download Results	
2023-07-26 18:21:35	2023-07-26 14:21:35	Demographic_XML_File	2022-DEM-2_v350.xml [Original File]	Successful	Download Results	
2023-07-26 17:09:30	2023-07-26 13:09:29	Demographic_XML_File	2022-DEM-2_v350.xml [Original File]	Successful	Download Results	
2023-07-26 17:06:18	2023-07-26 13:06:18	Demographic_XML_File	2022-DEM-2_v350.xml [Original File]	Successful	Download Results	
2023-07-26 16:50:23	2023-07-26 12:50:22	Demographic_XML_File	2022-DEM-2_v350.xml [Original File]	Successful	Download Results	

- You can view the file submission report by clicking the **"Download Results"** link in the **Recent Queued Roster Imports** section of the data submission page.

Recent Queued Roster Imports					
(Entities 1 - 50 of 355, Page: 1/8)					
Create Date	Complete Date	Roster Format	File	Status	Result
2023-09-13 16:29:16	2023-09-13 16:29:15	Hospital_XML_File	ValidFacilityId-2023sampleWithTexasCustomElements - Copy.xml_ Original File	Successful	Download Results

- After you select the **Download Results** link, a copy of your File Submission Report will download.
 - Note – This is the same **File Submission Report** that was sent to your email after the file was uploaded.

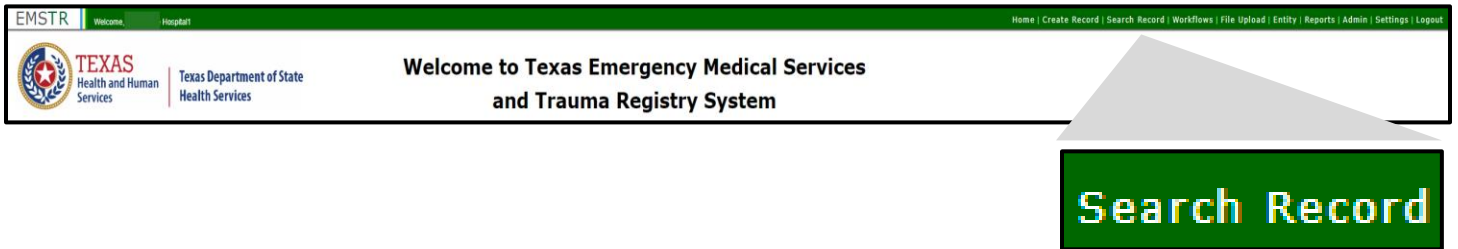
09/21/2023 15:41 File Submission Report	
Entity Number	227151
Entity Name	EMS1
Report Period	09/21/2023 - 09/21/2023
Submission Date	09/21/2023 03:39 PM
Submission Number	1000001836
Processed Date	09/21/2023 03:39 PM
Submitted By	EMS1
Total Records Submitted (new/resubmitted)	1 (1/0)
= Records with Errors [Rejected](%)	0 (0%)
= Records with Warnings [Accepted](%)	0 (0%)
= Records with no Errors/Warnings [Accepted](%)	1 (100%)
Total Records Accepted(%)	1 (100%)
Total Records Rejected(%)	0 (0%)
Total Records Incomplete(%)	0 (0%)

Search Records

Overview

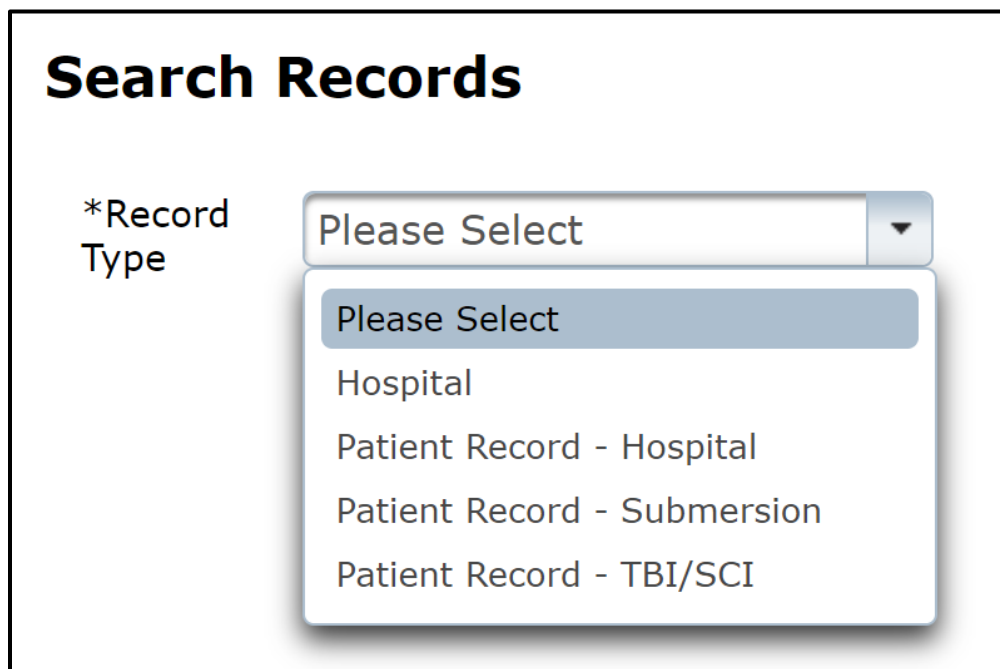
Most users can only access to search for their facility records. If you are an administrator, please follow the steps in the administrator guide.

- To search for a record, navigate to the **EMSTR** toolbar and click the “**Search Record**” link.



- Once you click the **Search Record** button, the EMSTR application will take you to the **Search Records** page.
- Select the drop-down menu to select the **Record Type**.

The photo below is from a hospital provider view.



Once you select the **Record Type**, search for a record by using any of the text fields in the **Search Criteria** area.

NOTE – the example below searched for a **hospital** record using the **Facility Name** text field.

Search Records

*Record Type: Hospital | Record ID Number: | DSHS Number: |

Search Criteria

Facility Name: Test | Create Date From: mm/dd/yyyy | Create Date To: mm/dd/yyyy

Address: | State: Please Select | Zip Code: |

Search | Clear

After typing in the search criteria information, select the **“Search”** button.

Search Records

*Record Type: Hospital | Record ID Number: | DSHS Number: |

Search Criteria

Facility Name: Test | Create Date From: mm/dd/yyyy | Create Date To: mm/dd/yyyy

Address: | State: Please Select | Zip Code: |

Search | Clear

Upon selecting the **Search** button, the relevant record(s) will appear.

Search Results

Record Type	Record ID Number	DSHS Number	Facility Name	Create Date	Address	State	Zip Code
Hospital	454948385			06/23/2023		TX	79221
Hospital	100000225			07/24/2023		TX	78755
Hospital	100000369			07/27/2023		TX	78701
Hospital	70			07/31/2023		TX	73301
Hospital	71			07/31/2023		TX	73301
Hospital	99			08/01/2023		TX	77003
Hospital	101			08/02/2023		TX	77003
Hospital	139			08/03/2023		TX	73301
Hospital	143			08/03/2023		TX	73301
Hospital	171			08/07/2023		TX	77003
Hospital	215			08/08/2023		TX	77003
Hospital	218			08/08/2023		TX	78701
Hospital	100000720			08/09/2023		TX	78755
Hospital	277			08/15/2023		TX	73301
Hospital	384			08/23/2023		TX	73301
Hospital	386			08/23/2023		TX	75206
Hospital	387			08/23/2023		TX	73301
Hospital	388			08/23/2023		TX	79338
Hospital	414			08/29/2023		TX	78751
Hospital	469			09/05/2023		TX	78701

(Entities 1 - 20 of 21, Page: 1/2) | 1 2 | 20

To select the record you want to see, click the link in the **“Record Type”** column of the **Search Results** table.

Search Results

Record Type	Record ID Number	DSHS Number	Facility Name	Create Date	Address	State	Zip Code
Hospital	454948385			06/23/2023		TX	79221
Hospital	100000225			07/24/2023		TX	78755
Hospital	100000369			07/27/2023		TX	78701
Hospital	70			07/31/2023		TX	73301
Hospital	71			07/31/2023		TX	73301
Hospital	99			08/01/2023		TX	77003
Hospital	101			08/02/2023		TX	77003
Hospital	139			08/03/2023		TX	73301
Hospital	143			08/03/2023		TX	73301
Hospital	171			08/07/2023		TX	77003
Hospital	215			08/08/2023		TX	77003
Hospital	218			08/08/2023		TX	78701
Hospital	100000720			08/09/2023		TX	78755
Hospital	277			08/15/2023		TX	73301
Hospital	384			08/23/2023		TX	73301
Hospital	386			08/23/2023		TX	75206
Hospital	387			08/23/2023		TX	73301
Hospital	388			08/23/2023		TX	79338
Hospital	414			08/29/2023		TX	78751
Hospital	469			09/05/2023		TX	78701

(Entities 1 - 20 of 21, Page: 1/2) 20

Once you select the record type, the EMSTR application will take you to the **Record Summary** page where you can update record data, add concerns, and view record history.

Record Summary (Hospital)

Basic Information

Record ID: 454948385
 Record Type: Hospital
 Primary Hospital: test
 Status: Inactive
 Notifications: General, Concerns
 DSHS ID: [redacted]

[Edit Entity Information](#)

Notes

[Text Area]

255 characters remaining.

Notes Details

UserName	Entry Date	Notes
No records found.		

Record Data | Concerns | Record History

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

11. Reports

EMS and hospital report users, Add/Edit Level 2, and Admin Level 3 users will have access to run the **Submission Status XML files**, **No Reportable Data** (NRD) reports, and **Data Submission** reports.

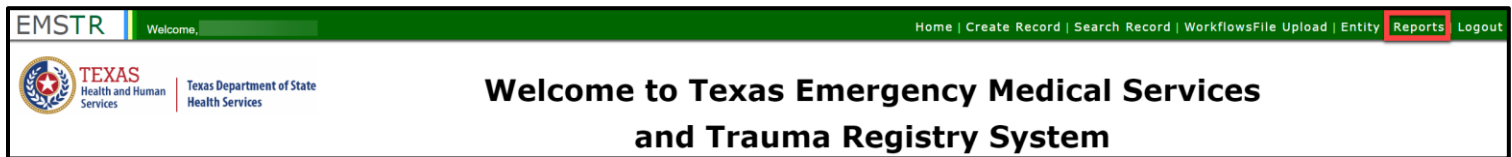
Submission Status XML Files

Overview

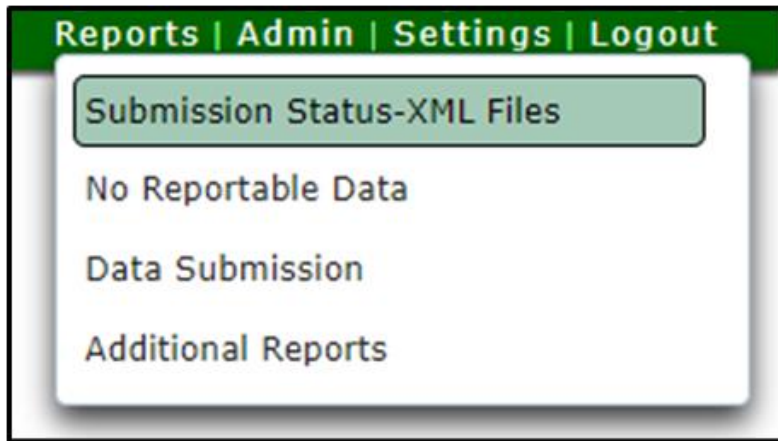
The **Submission Status-XML Files** report is a feature allowing you to search for the XML files upload status for a patient.

Searching for the status of a report:

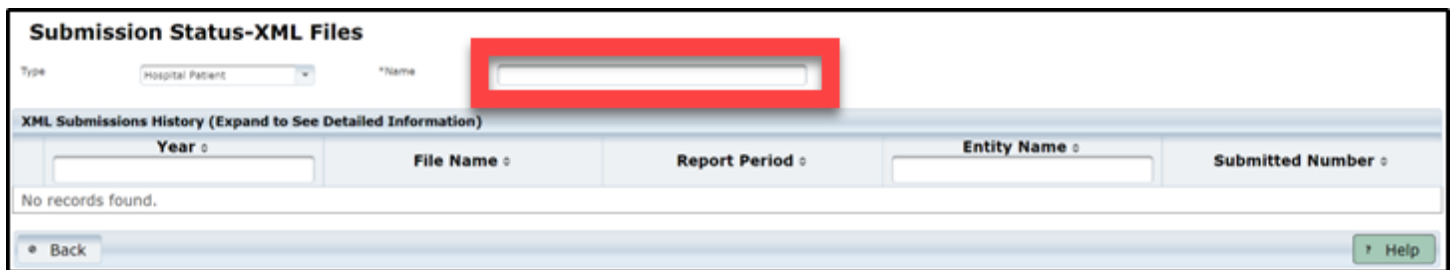
To search an XML file status, access the **“Reports”** tab from the **EMSTR** navigation bar.



Select the **“Submission Status-XML Files”** option from the drop-down menu.



To find a patient’s XML file(s), type their name in the **“Name”** text field.



Once you type the patient's name, the associated XML file(s) will appear.

Submission Status-XML Files

Type: *Name:

XML Submissions History (Expand to See Detailed Information)

Year	File Name	Report Period	Entity Name	Submitted Number
2023	Hospitaltest7.xml	02/01/2023 - 02/01/2023	Hospital2	1000002678

[Back](#) [? Help](#)

To view the status submission report, click the **“Submitted Number”** link.

Submission Status-XML Files

Type: *Name:

XML Submissions History (Expand to See Detailed Information)

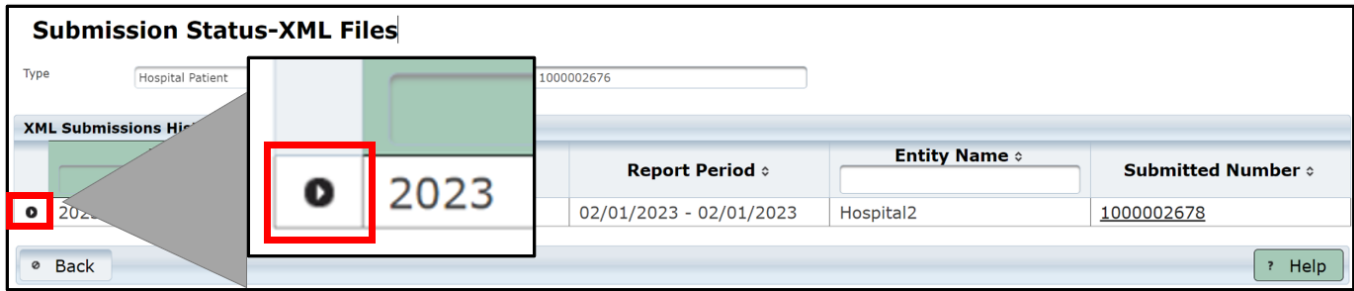
Year	File Name	Report Period	Entity Name	Submitted Number
2023	Hospitaltest7.xml	02/01/2023 - 02/01/2023	Hospital2	1000002678

[Back](#) [? Help](#)

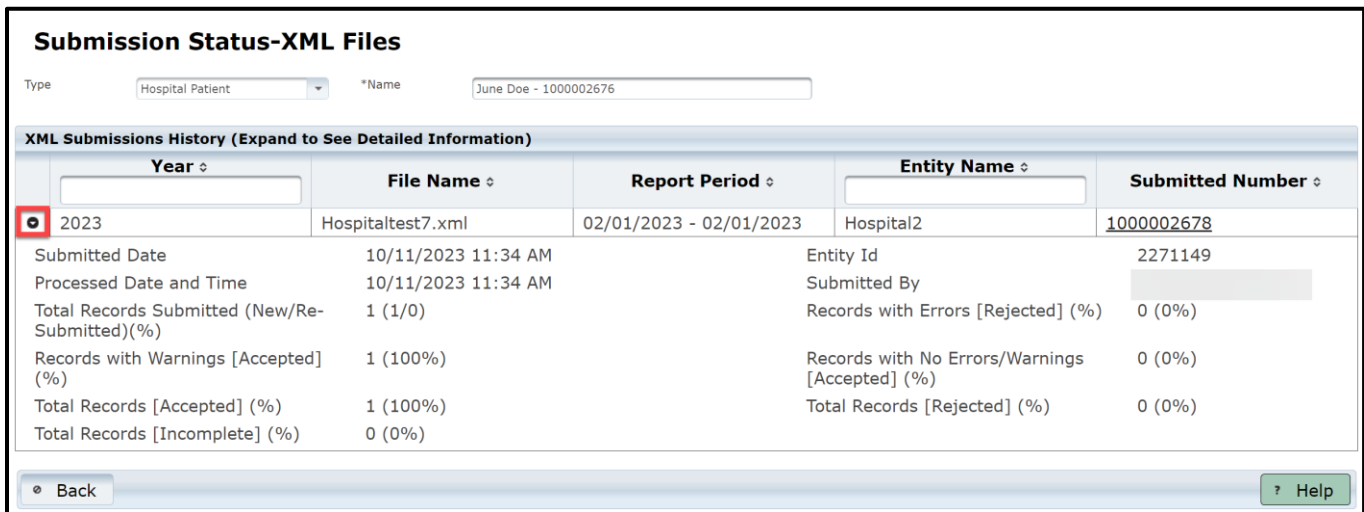
After selecting the **Submitted Number**, a **File Submission Report .pdf** will download. You should follow your agency's confidentiality policies on any reports the HHS system sends.

10/11/2023 11:00 AM File Submission Report					
Entity Number	2271149				
Entity Name	Hospital2				
Report Period	02/01/2023 - 02/01/2023				
Submission Date	10/11/2023 11:00 AM				
Submission Number	1000002676				
Processed Date	10/11/2023 11:34 AM				
Submitted By					
Total Records Submitted (new/resubmitted)	1 (1/0)				
= Records with Errors [Rejected](%)	0 (0%)				
= Records with Warnings [Accepted](%)	1 (100%)				
= Records with no Errors/Warnings [Accepted](%)	0 (0%)				
Total Records Accepted(%)	1 (100%)				
Total Records Rejected(%)	0 (0%)				
Total Records Incomplete(%)	0 (0%)				
Details					
Record ID	Element Name[Tag]	Submitted Value	Dictionary Value	Flag	Description
2271149_12345678	IncidentTime	235100	235100	W	1304_IncidentTime: 1304: Injury Incident Time is later than EMS Dispatch Time

To view details of the XML file, select the drop-down button.



The XML file details will display.



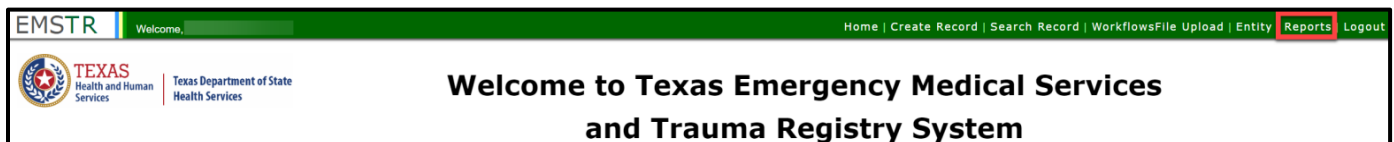
No Reportable Data (NRD) Reports

Overview

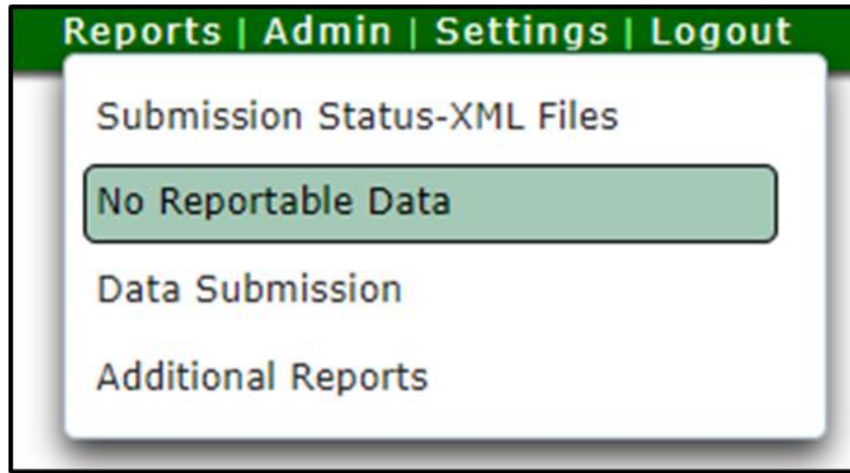
You should submit the NRD report for any month the facility you are reporting for does not have data records to submit. You need to submit NRD reports for current or past dates, but you cannot submit a NRD for a future date.

Submitting a NRD Report:

To run a NRD report, access the “**Reports**” tab from the **EMSTR** navigation bar.



Select **“No Reportable Data”** from the drop-down menu.



Indicate the NRD **Year** and **Month** using the drop-down menus.

No Reportable Data

Entity Type: Hospital

*Entity Name - Record ID: Hospital2-421

NRD Year: Please Select (dropdown menu open showing 2022, 2023)

NRD Month: Please Select

NRD Indicated By: [text input]

Date NRD Indicated: 10/09/2023

Action: Cancel Add New

? Help

No Reportable Data History

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September	mackenzie.hospital1@mailinator.com	10/09/2023	Delete

No Reportable Data

Entity Type: Hospital

*Entity Name - Record ID: Hospital2-421

NRD Year: 2023

NRD Month: Please Select (dropdown menu open showing February, March, April, May, June, July, August, September, October)

NRD Indicated By: [text input]

Date NRD Indicated: 10/09/2023

Action: Cancel Add New

Save Cancel

? Help

No Reportable Data History

NRD Year	NRD Month	NRD Indicated By	Date NRD Indicated	Actions
2023	September	mackenzie.hospital1@mailinator.com	10/09/2023	Delete

After you add the NRD year and month, the **Add New** button will become accessible. To submit the NRD, you must select the **“Add New”** button.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'Hospital' and the '*Entity Name - Record ID' is 'Hospital2-421'. The 'NRD Year' is '2023' and the 'NRD Month' is 'September'. The 'Date NRD Indicated' is '10/09/2023'. The 'Action' buttons are 'Cancel' and 'Add New', with 'Add New' highlighted by a red box. Below the form is a 'No Reportable Data History' table with columns for 'NRD Year', 'NRD Month', 'NRD Indicated By', 'Date NRD Indicated', and 'Actions'. The table currently shows 'No records found.'

Upon selecting the **Add New** button, you will see the report in the **No Reportable Data History** table.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'EMS Facility' and the '*Entity Name - Record ID' is empty. The 'NRD Year' is 'Please Select' and the 'NRD Month' is 'Please Select'. The 'Date NRD Indicated' is '09/12/2023'. The 'Action' buttons are 'Cancel' and 'Add New'. Below the form is a 'No Reportable Data History' table with columns for 'NRD Year', 'NRD Month', 'NRD Indicated By', 'Date NRD Indicated', and 'Actions'. The table has one record: '2023', 'September', an empty 'NRD Indicated By' field, '09/12/2023', and a 'Delete' button. The entire table area is highlighted with a red border.

If you made an error and need to remove the NRD, you can select the **“Delete”** button from the **No Reportable Data History** table.

The screenshot shows the 'No Reportable Data' form. The 'Entity Type' is 'Hospital' and the '*Entity Name - Record ID' is 'Hospital2-421'. The 'NRD Year' is 'Please Select' and the 'NRD Month' is 'Please Select'. The 'NRD Indicated By' is 'mackenzie.hospital1@maili' and the 'Date NRD Indicated' is '10/09/2023'. The 'Action' buttons are 'Cancel' and 'Add New'. Below the form is a 'No Reportable Data History' table with columns for 'NRD Year', 'NRD Month', 'NRD Indicated By', 'Date NRD Indicated', and 'Actions'. The table has one record: '2023', 'September', an empty 'NRD Indicated By' field, '10/09/2023', and a 'Delete' button. The 'Delete' button is highlighted by a red box.

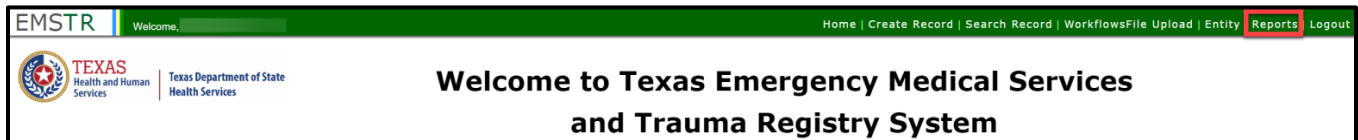
Data Submission Reports

Overview

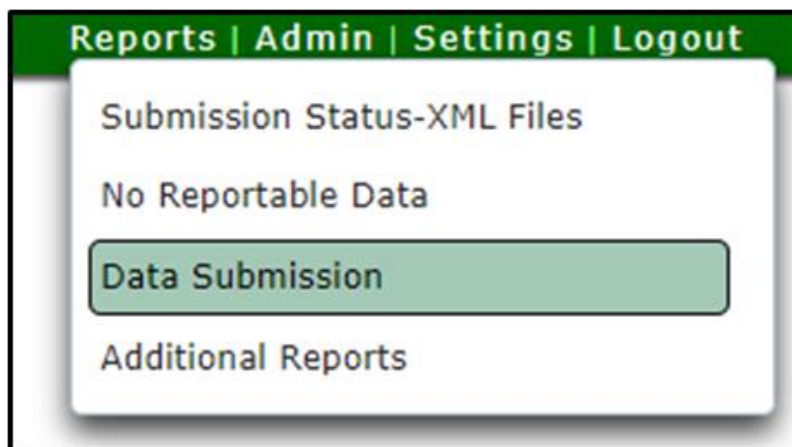
If you have not submitted a NRD report for your facility for 90 days up to 180 days, you will receive an email from the EMSTR application. If you receive an email, you must submit the **data submission report**.

How to submit a data submission report

To submit a data submission report, access the **Reports** tab from the **EMSTR** navigation bar.



Select **"Data Submission"** from the drop-down menu.



Upon selecting **Data Submission** from the **Reports** drop-down, a new page will open.

Complete each required field indicated by asterisks.

Once you complete the required fields, select the **“Add New”** button.

Data Submission

Data Submission

Entity Type: Hospital *Entity Name - Record ID: Hospital2-421

*Is data submission up to date?: No

Missing submission time frame: 90 days Contact attempted?: Yes

Contact notes: [Text Area]

Letter sent date: MM/DD/YYYY *Reason for missing submission: Entity closed

Date RAC was notified: MM/DD/YYYY Processing agent: Mackenzie Hospital1

Date regulatory notified: MM/DD/YYYY

Add New

Is data submission up to date?	Missing submission time frame	Contact attempted?	Contact Notes	Letter sent date	Reason for missing submission	Specify other reason	Date RAC was notified	Processing Agent	Date regulatory notified	Date added	Delete
No records found.											

Save Cancel Help

After selecting **Add New**, select the **“Save”** button to save the report.

Data Submission

Data Submission

Entity Type: Hospital *Entity Name - Record ID: Hospital2-421

*Is data submission up to date?: Please Select

Missing submission time frame: Please Select Contact attempted?: Please Select

Contact notes: [Text Area]

Letter sent date: MM/DD/YYYY *Reason for missing submission: Please Select

Date RAC was notified: MM/DD/YYYY Processing agent: Mackenzie Hospital1

Date regulatory notified: MM/DD/YYYY

Add New

Is data submission up to date?	Missing submission time frame	Contact attempted?	Contact Notes	Letter sent date	Reason for missing submission	Specify other reason	Date RAC was notified	Processing Agent	Date regulatory notified	Date added	Delete
No	90 days	Yes			Entity closed			Mackenzie Hospital1		10/09/2023	

Save Cancel Help

12. Manage Account Access

Important Note on Role-Based Access

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

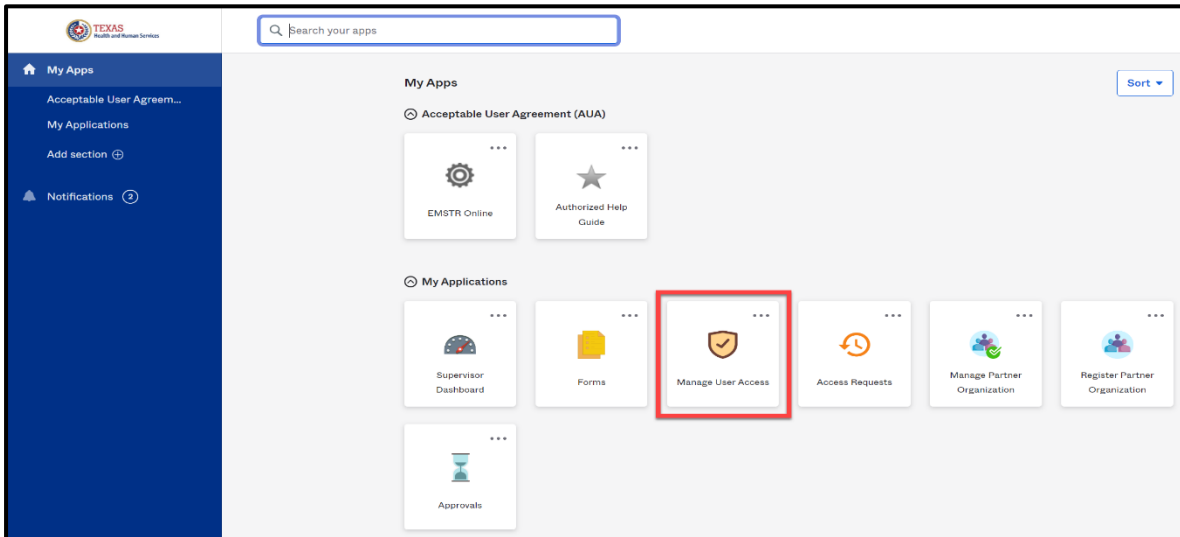
EMSTR View Only Level 1, **EMSTR Add/Edit Level 2** and **EMSTR Admin Level 3**.

- *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.

Manage User Access Overview

All users can request to add or remove application access through your **MyApps** dashboard. After logging into IAMOnline, the **My Apps** dashboard will appear on the screen. Select, the **Manage User Access** tile to manage account access.

Facility administrators and account managers can reference the [Administrative User Guide](#) for additional details.

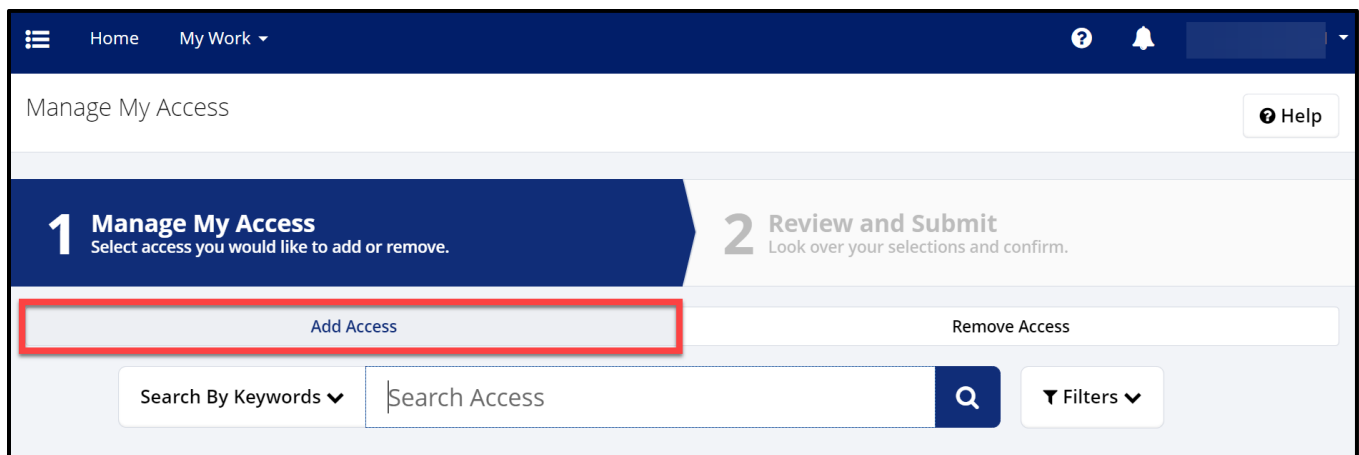


Add EMSTR Access

Overview

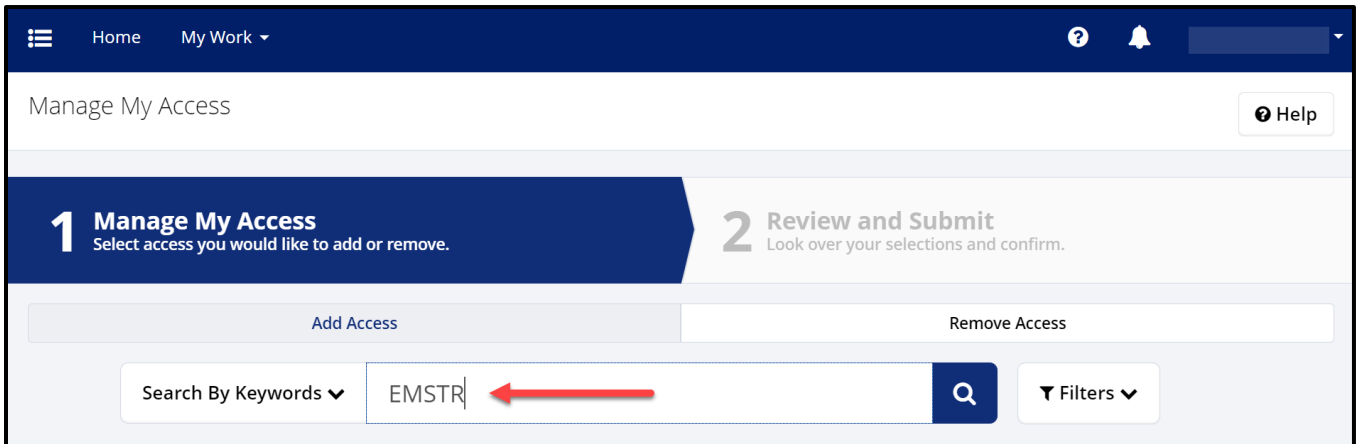
If you did not previously have access to the EMSTR application because you are new to your facility or are now responsible for submitting data on behalf of your facility, you must request access to the EMSTR Application.

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

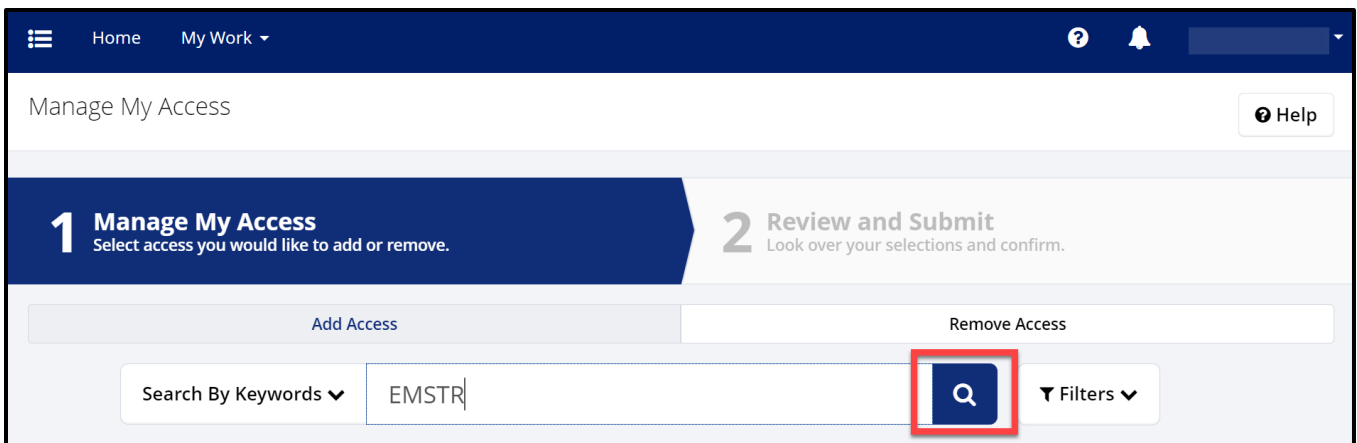


Search for EMSTR

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



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



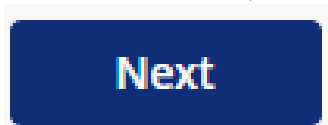
Select the Correct User Role

Once you select the magnifying glass icon button:

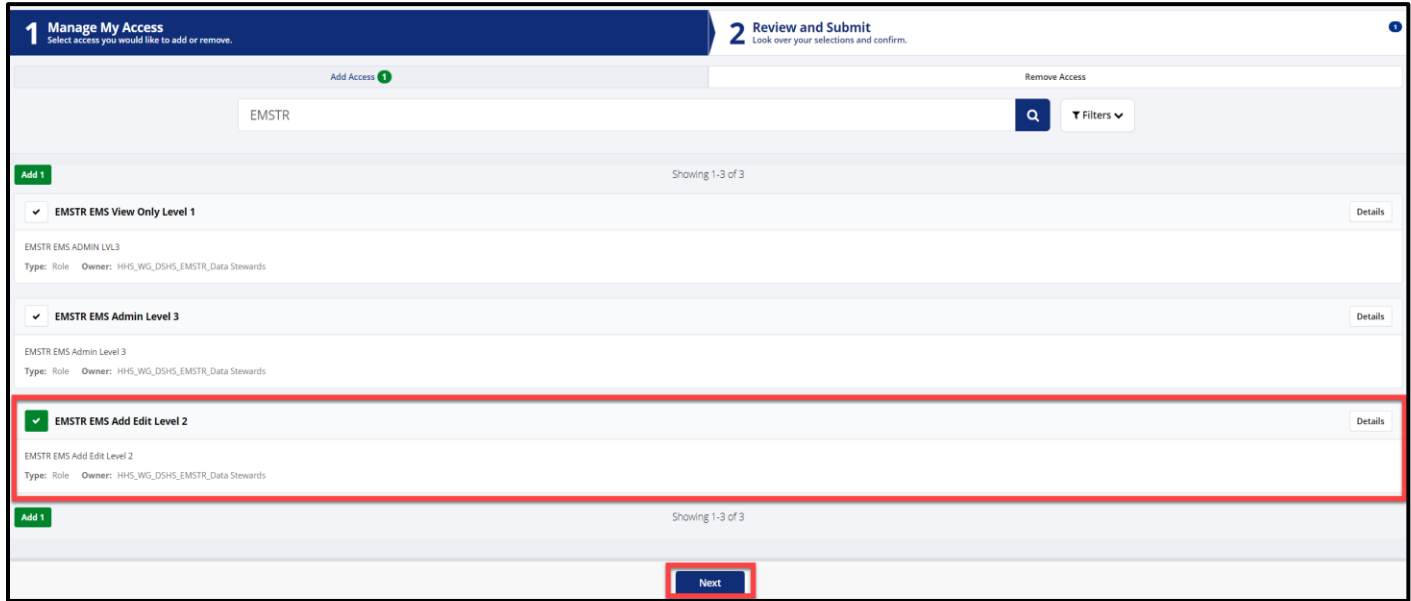
- Click on the check mark icon to select the EMSTR role type you are requesting.
- The check mark icon will turn green once selected.



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



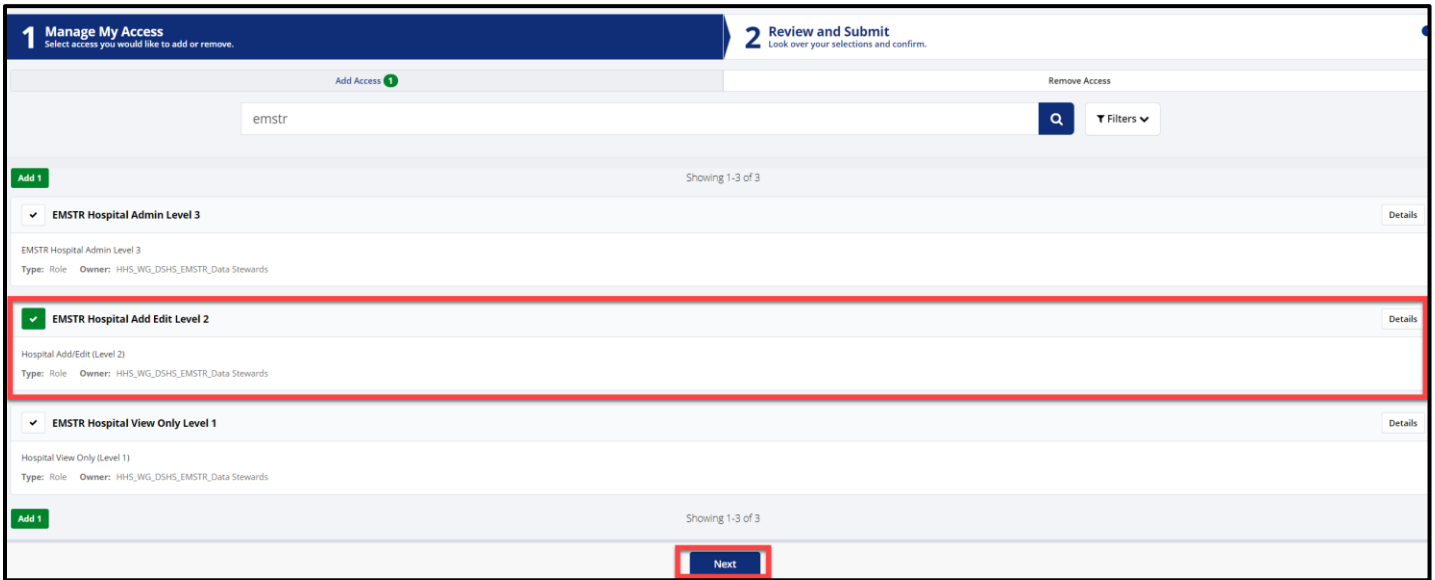
EMS facility providers view example:



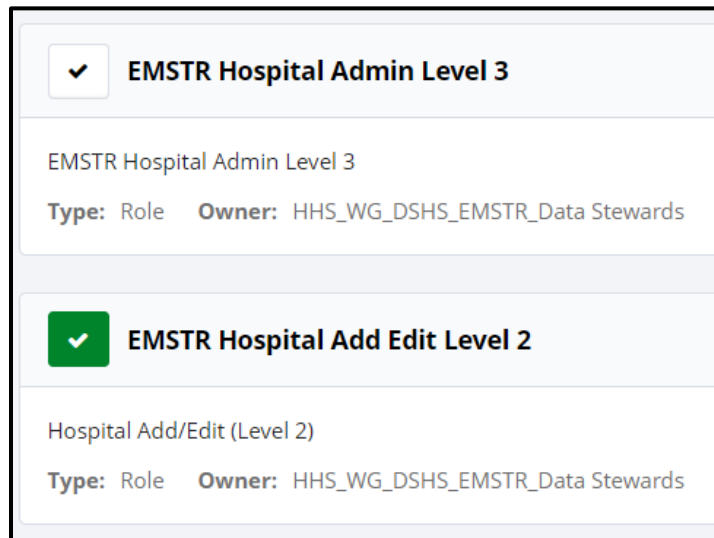
Enlarged picture of the role types:



Hospital providers view example:

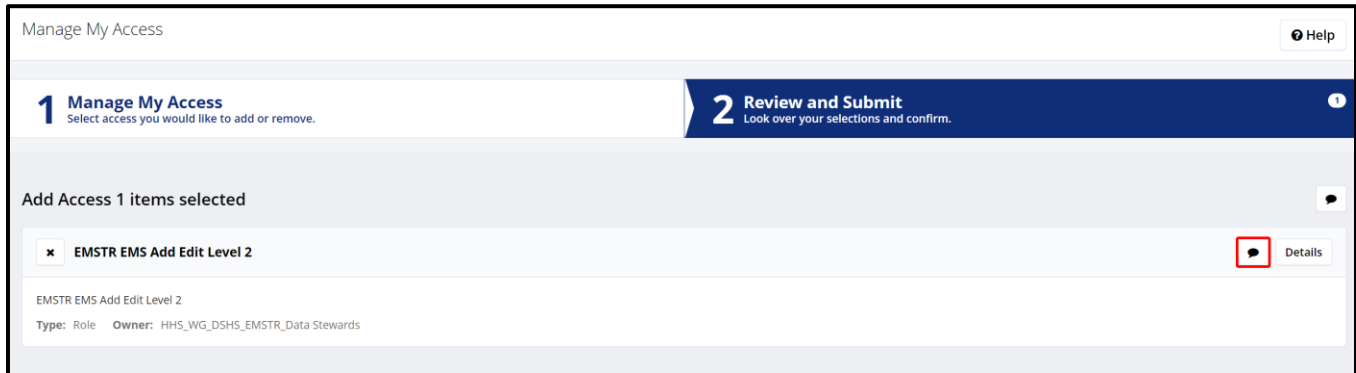


Enlarged picture of the role types:



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.

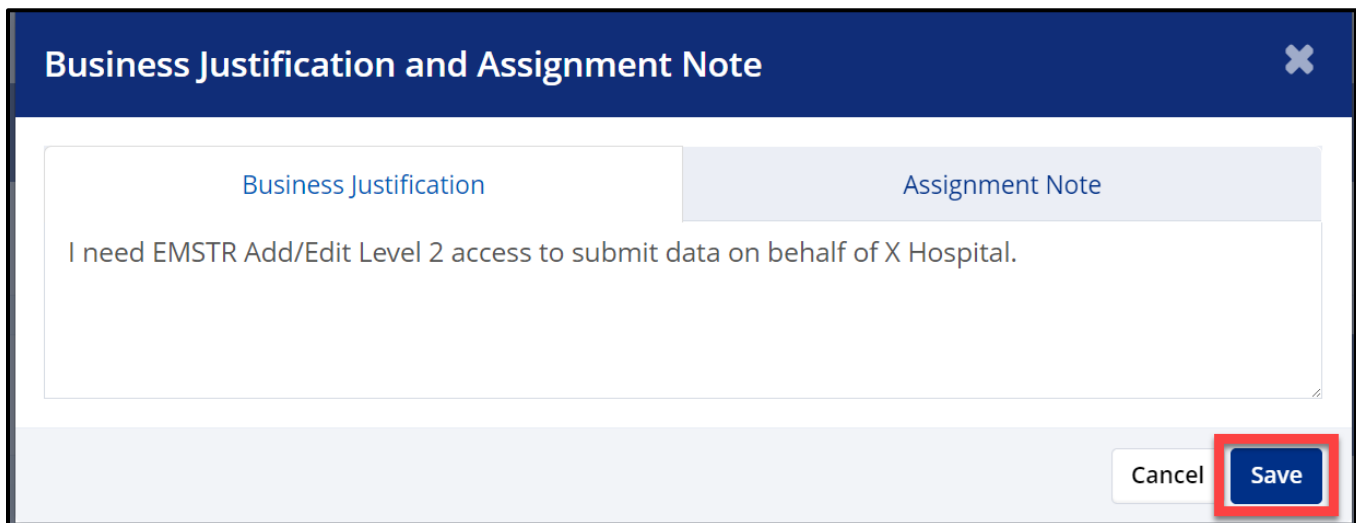


- For a business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.

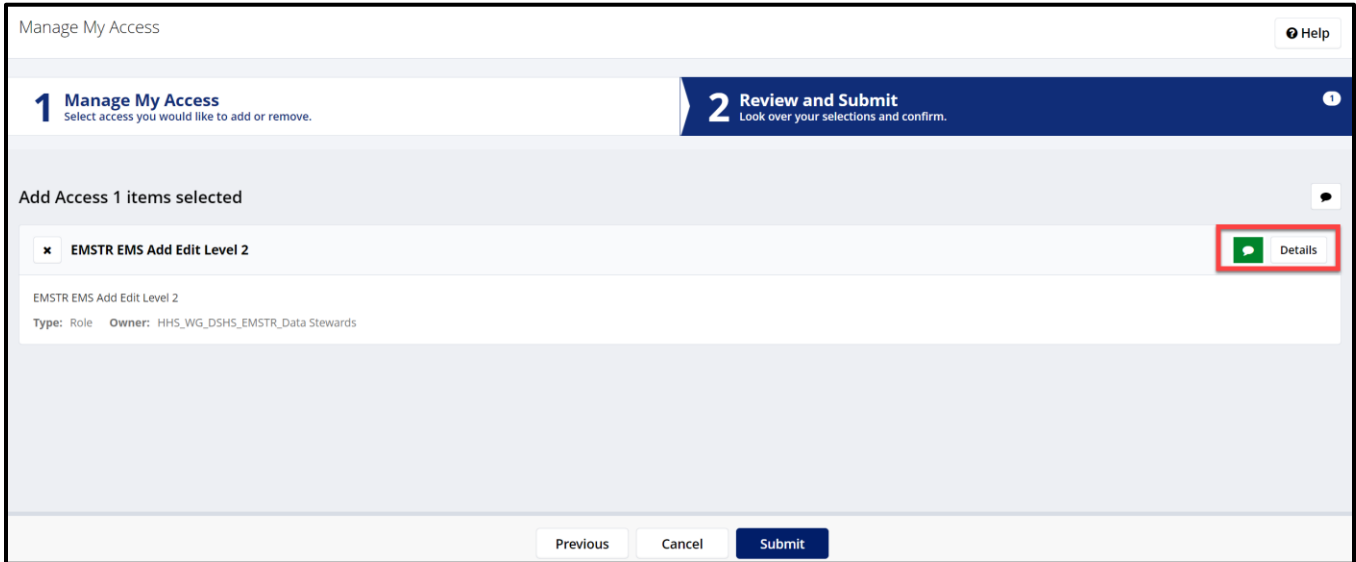


- Leave a comment to explain why you are requesting EMSTR access.
- Click the **“Save”** button.

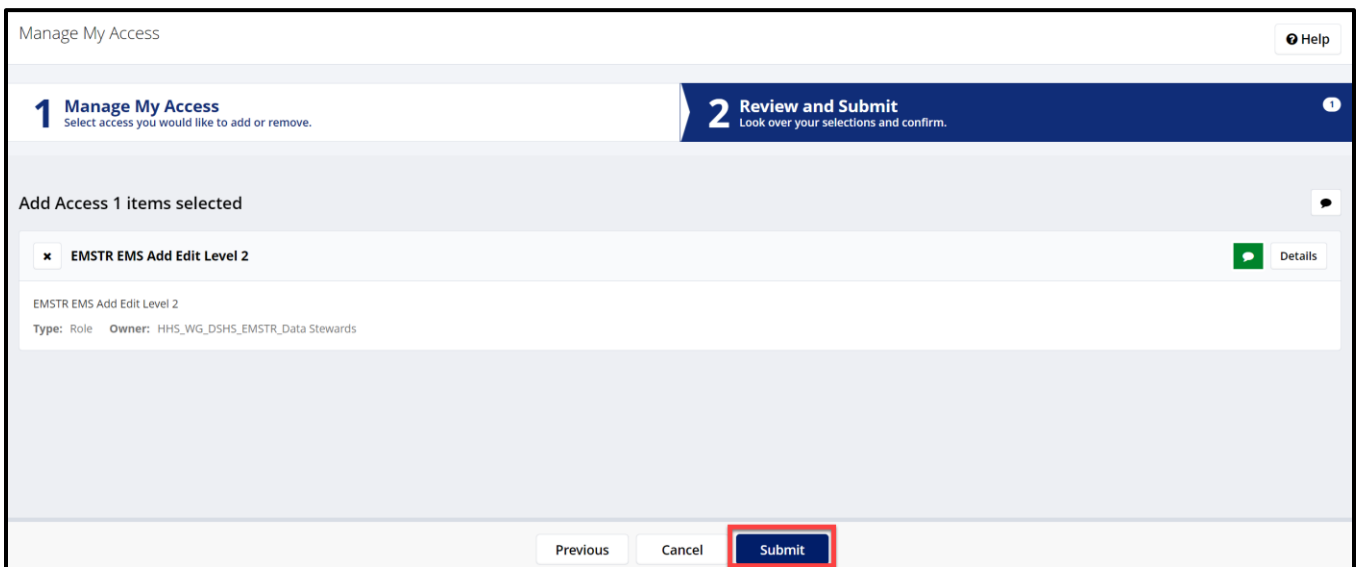
An example comment is shown below.



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.



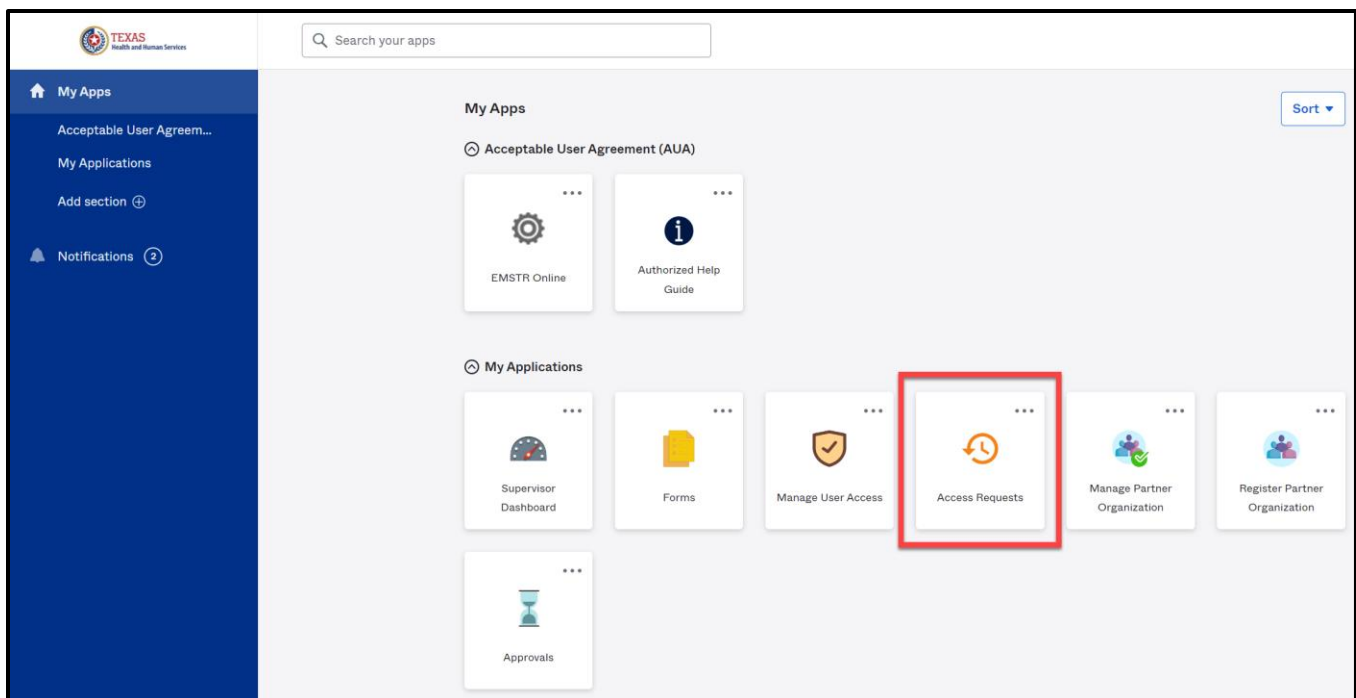
Request Overview

Once you submit your EMSTR application access request, your request will go through an approval process. If you are requesting **EMSTR Add Edit Level 2** access, your organization administrator will review and then the DSHS Injury Prevention Unit EMSTR team will review and approve. 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.

Track your Request

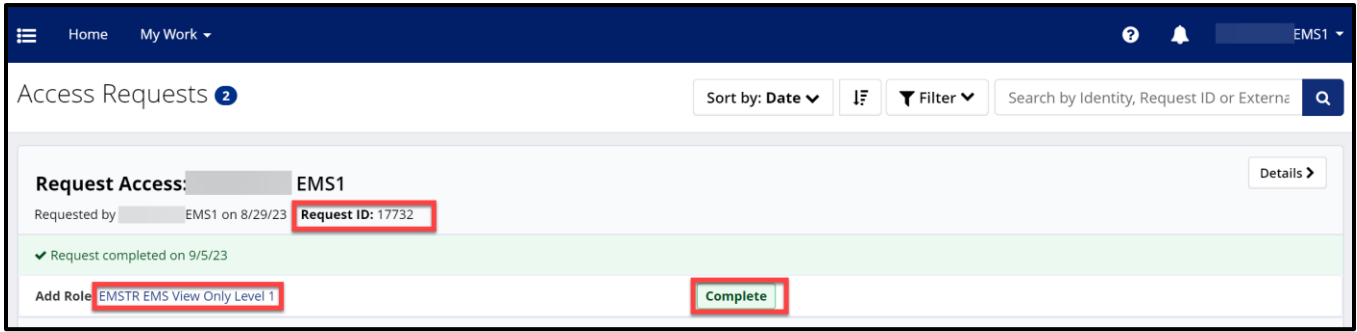
After you submit your access request, you can track the status. The HHS system will send notification emails to EMSTR approvers to approve the request as it moves through the approval process.

- Navigate to the **MyApps** dashboard within IAMOnline.
- Select the **"Access Requests"** tile.

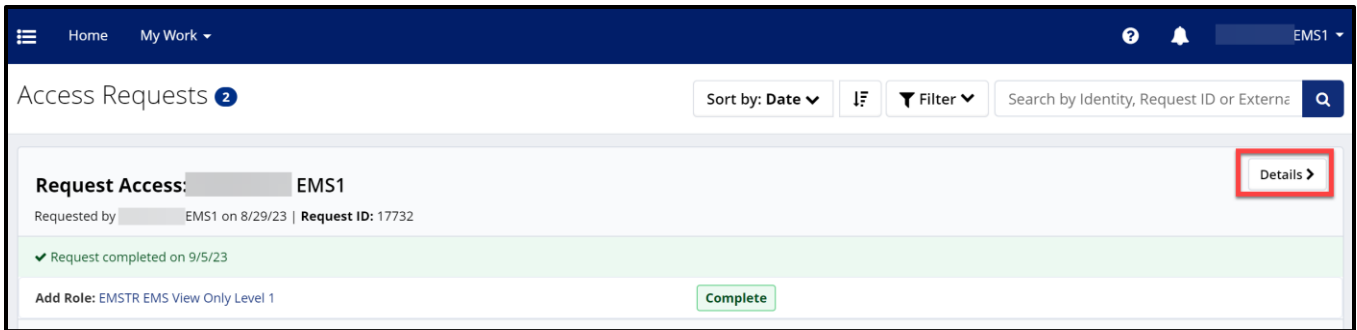


Access Requests

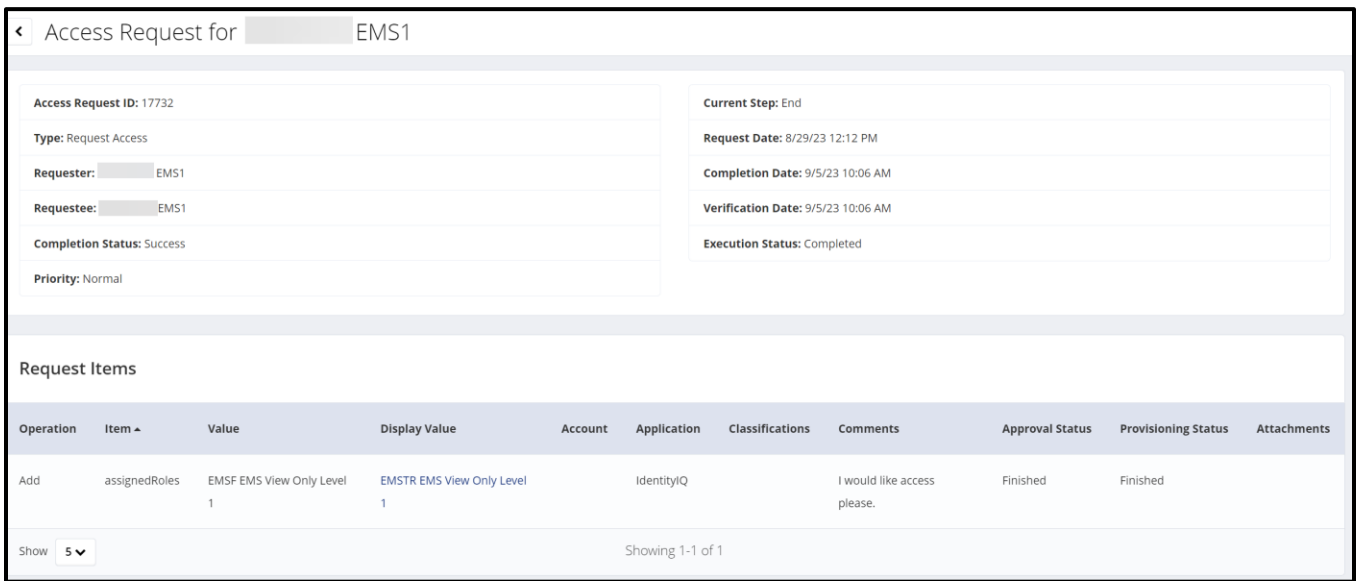
View your access requests and details.



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.

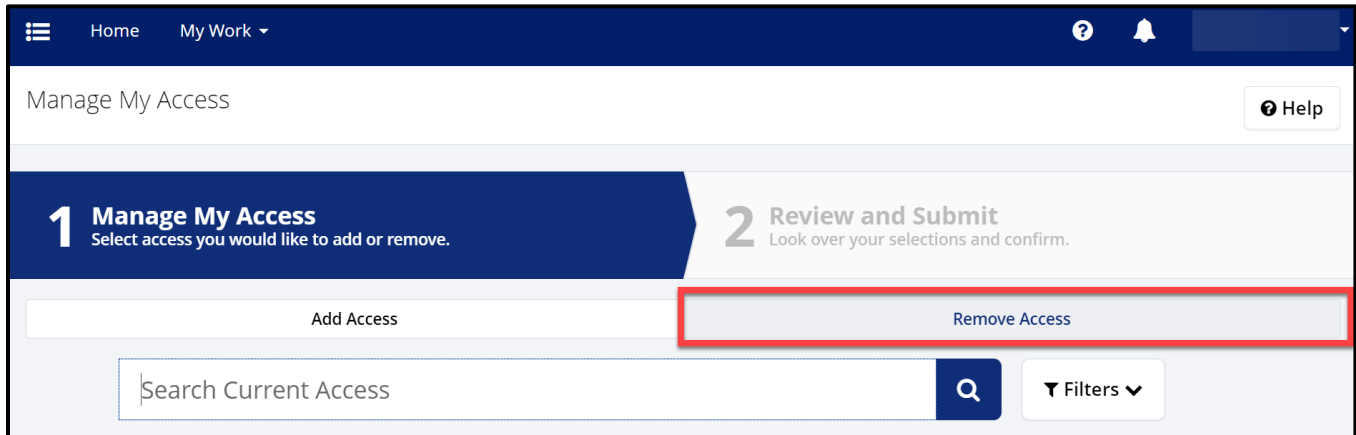


Remove EMSTR Access

All users can remove their own EMSTR access. Please note—selected user will immediately lose access once the removal request is processed by the system.

Remove User Access

- To remove application access for any user, click the **“Remove Access”** tab.
- The tab will turn a light grey when selected.



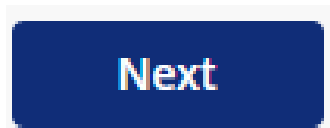
Select your user role

Once you complete the search process, select the correct EMSTR role.

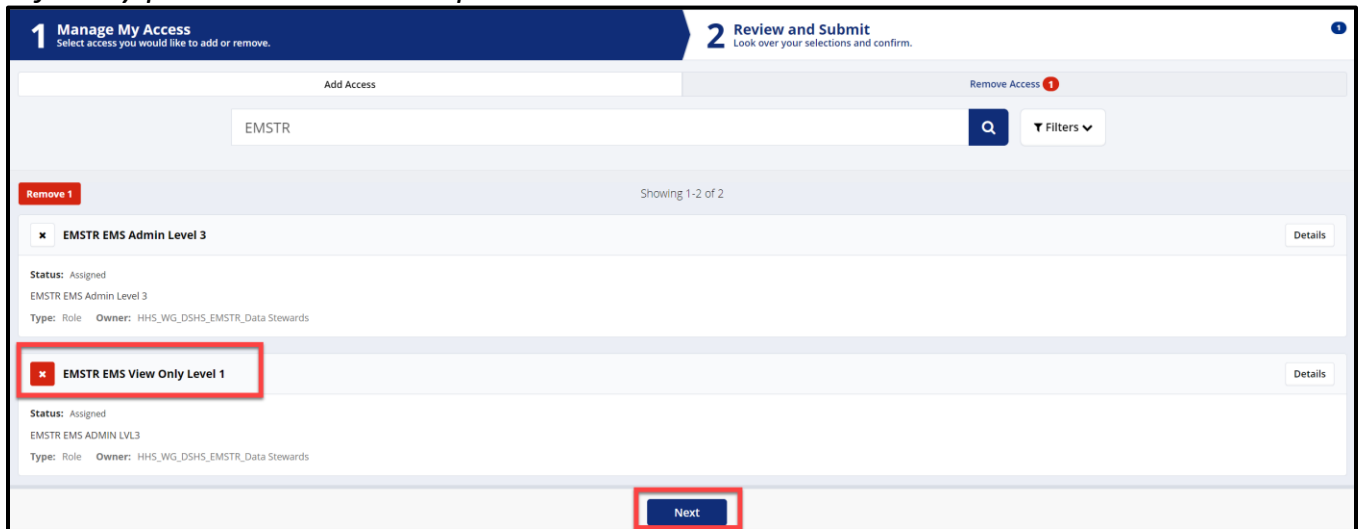
- Click on the **“X”** icon to select the application and role.



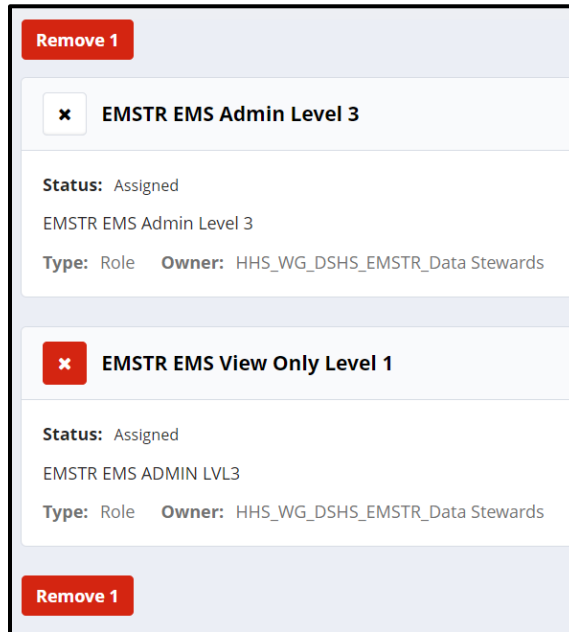
- To **remove** application access, the **X** icon will turn red when selected.
- Select the **“Next”** button.



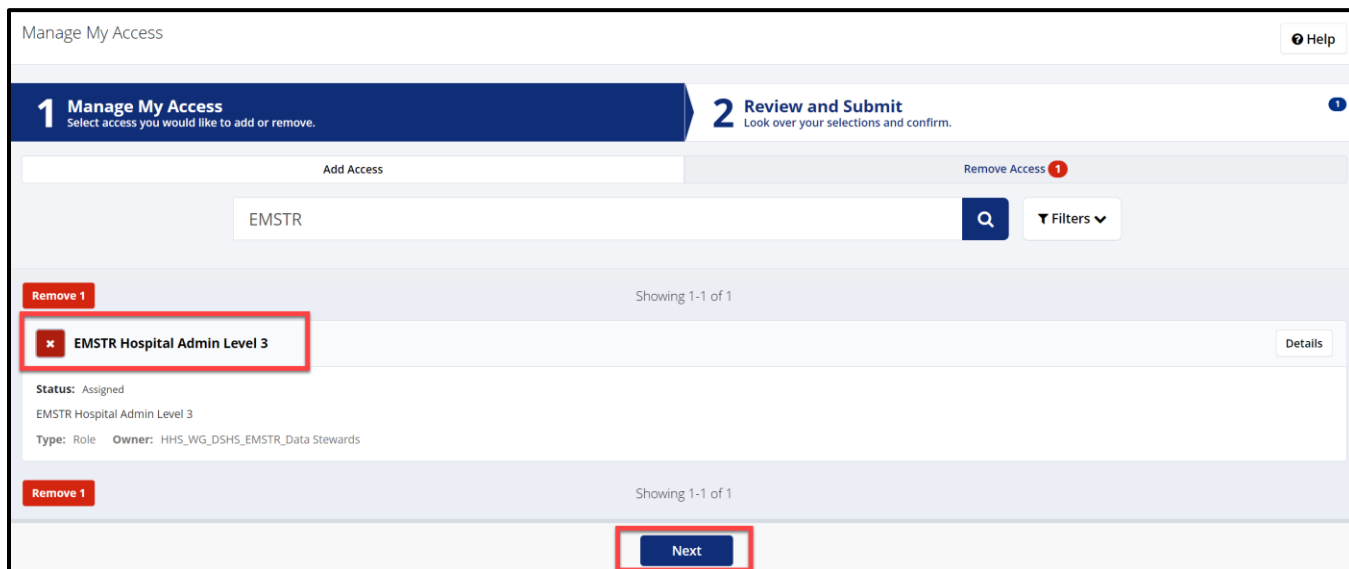
EMS facility providers view example:



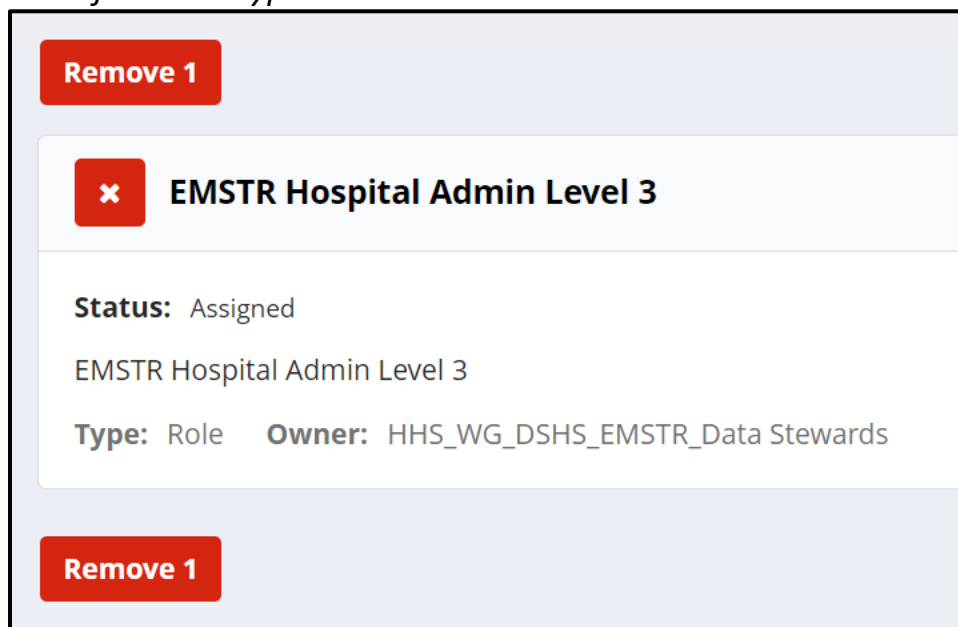
Enlarged photo of the role types:



Hospital providers view example:

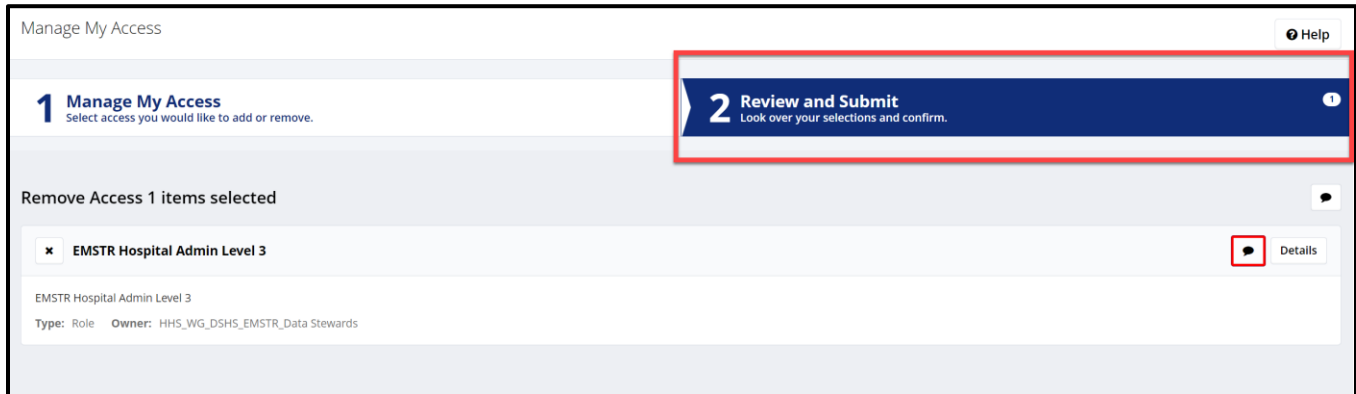


Enlarged picture of the role type:



Review and Submit:

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

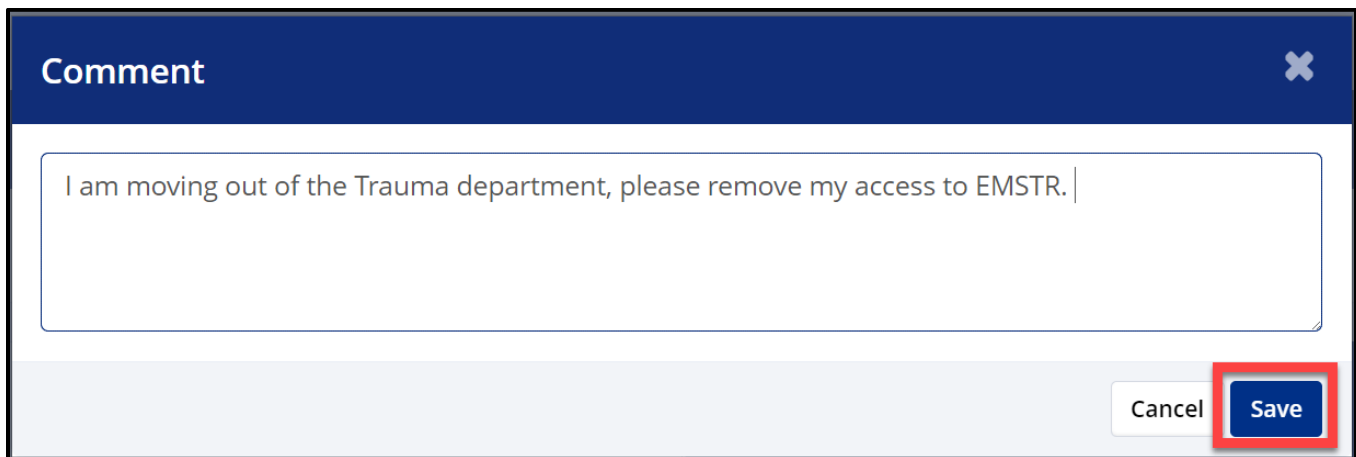


- For a business justification, you are required to leave a comment.
- To leave a comment, select the comment bubble.

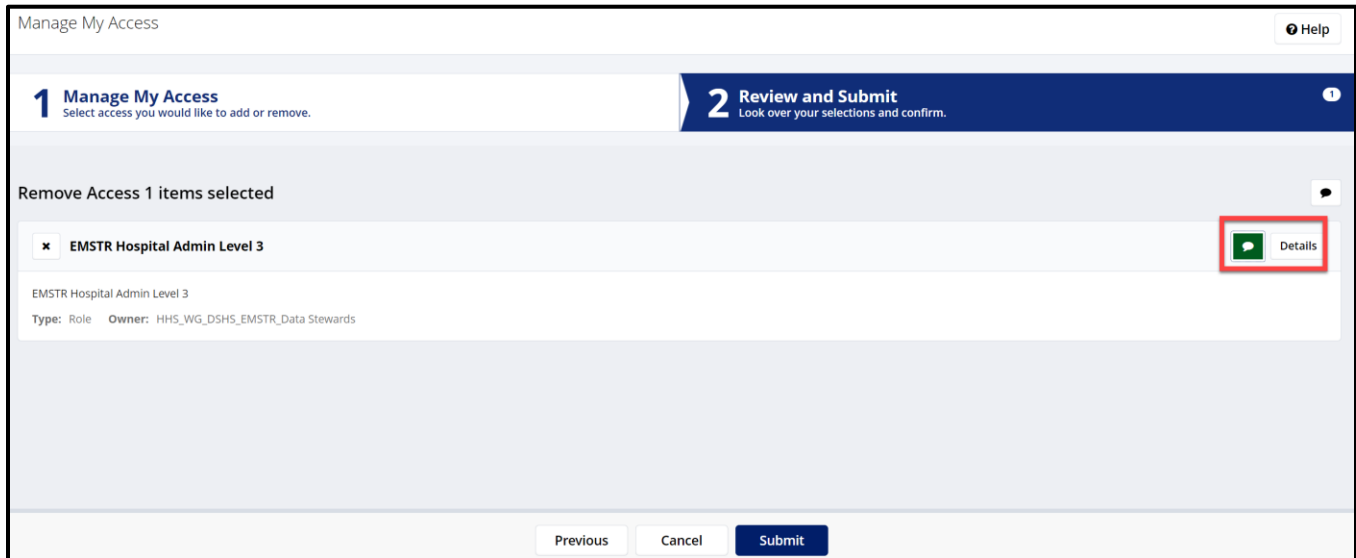


- Leave a comment to explain why you are removing EMSTR access.
- Click the **“Save”** button.

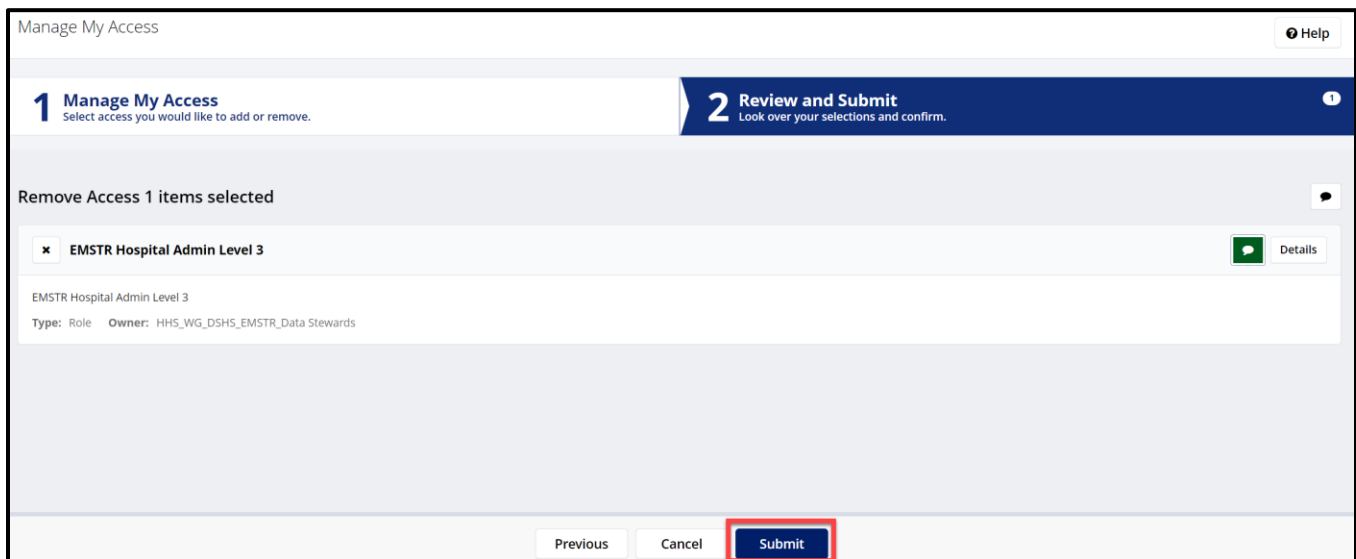
Example comment is shown below.



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.



Important Note

Once you submit your request, the HHS system will immediately remove the selected user’s access to EMSTR. There is no approval process for removing EMSTR application access.

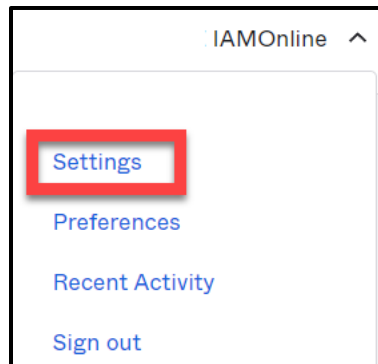
13. Self-Service Account Management

IAMOnline offers self-service capabilities such as updating your user profile and resetting your password.

Update User Profile

You can update your profile.

- Click the upper right side of the **IAMOnline** dashboard.
- Click the “**Settings**” link.



- On the right side of the **IAMOnline** dashboard, click the “**Edit**” button in the **Personal Information** section.

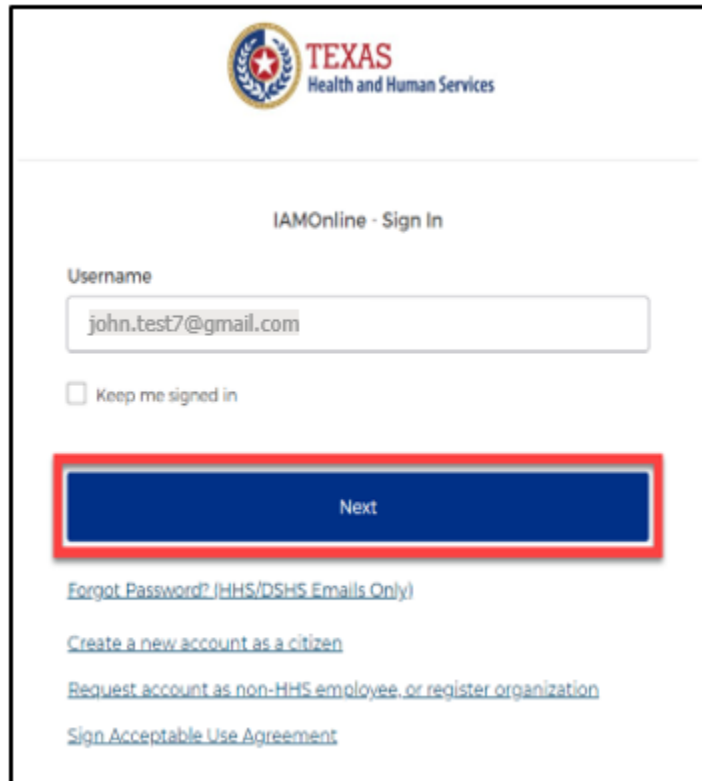


- You can update your personal information:
 - Add details;
 - Add a phone number; and
 - Adjust your security methods including password and security questions.

Forgot Password

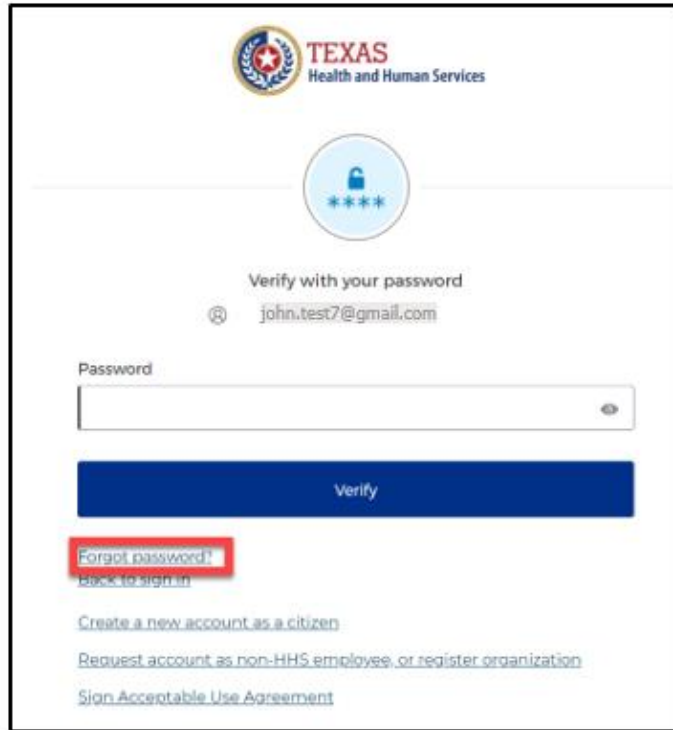
If you forget your password, you can reset the password on your own.

- On the **IAMOnline** sign-in page, type your **Username** and click the **“Next”** button.

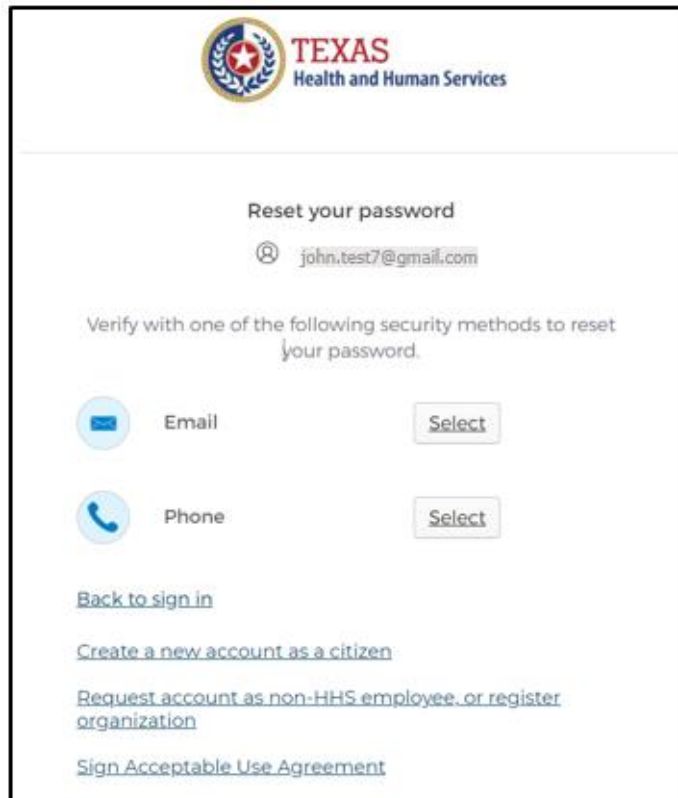


The screenshot displays the IAMOnline sign-in interface. At the top, the Texas Health and Human Services logo is visible. The main heading is "IAMOnline - Sign In". Below this, there is a "Username" label and a text input field containing "john.test7@gmail.com". A checkbox labeled "Keep me signed in" is present below the input field. A prominent blue button with the text "Next" is highlighted with a red rectangular border. Underneath the button, there are four hyperlinks: "Forgot Password? (HHS/DSHS Emails Only)", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

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



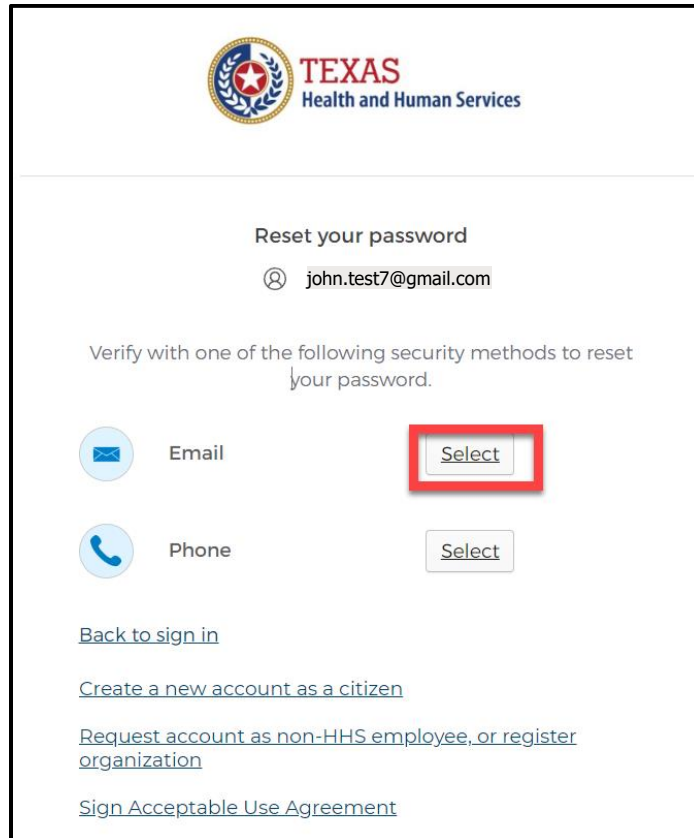
Two options exist to reset the password – **Email** or **Phone**. **IAMOnline** will use your preferred option to verify the account so only one option is needed. Follow steps for **Email** or **Phone**.




Email


If you choose Email, you have two options – **Email Verification Link** or **Email Verification Code**.

Next to **Email**, click the **“Select”** button.





 **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

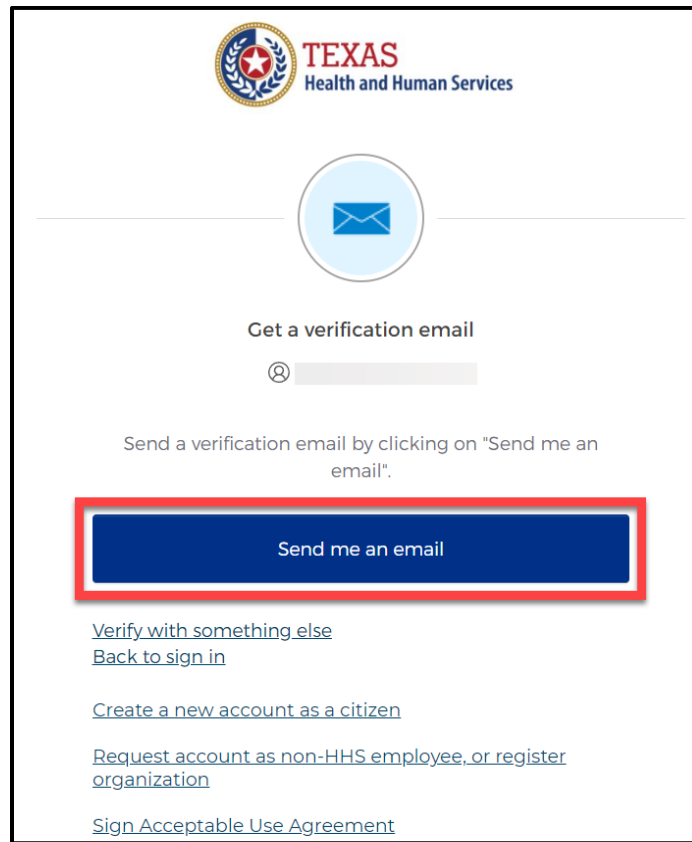
[Back to sign in](#)


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


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

[Sign Acceptable Use Agreement](#)

Verify the email address is correct and click the **“Send me an email”** button.







Get a verification email

Send a verification email by clicking on "Send me an email".

[Send me an email](#)

[Verify with something else](#)

[Back to sign in](#)

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

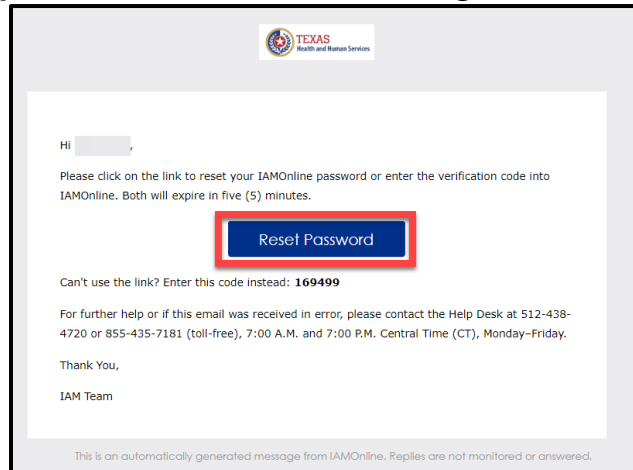
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

Reset Password Button

The first option is the **Reset Password** button.

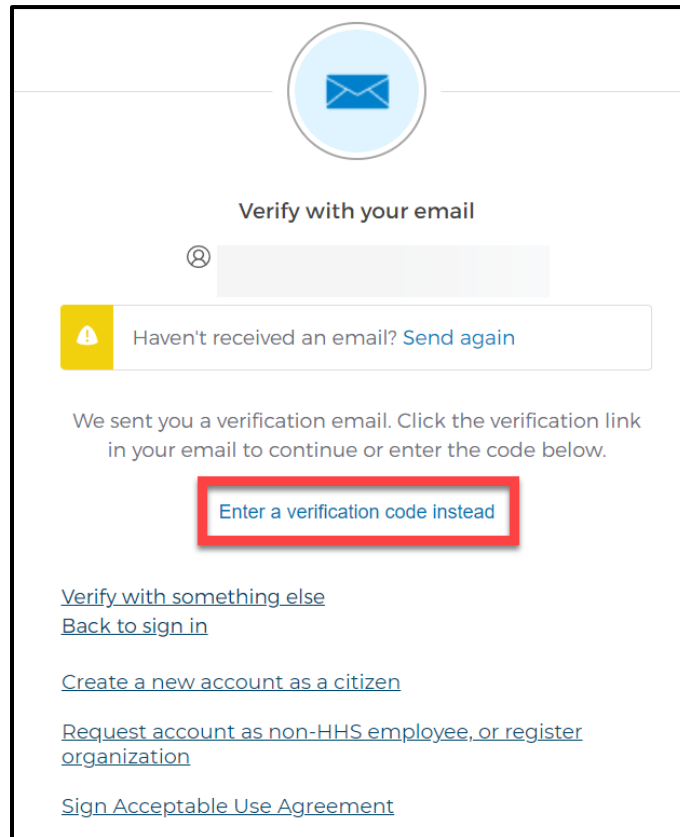
- After selecting the **Send me an email** button, you will receive an **IAMOnline Password Reset email** to verify your account.
- Click the **“Reset Password”** button in the email and follow the instructions on IAMOnline.
- Continue to the **Reset your Password** section of this guide.



Email Verification Code

The second option is the email verification code.

- If you're unable to use the **Reset Password** button, navigate to the sign in page and click the **“Enter a verification code instead”** link.



Verify with your email

Ⓜ [Redacted Email Address]

⚠ Haven't received an email? [Send again](#)

We sent you a verification email. Click the verification link in your email to continue or enter the code below.

[Enter a verification code instead](#)

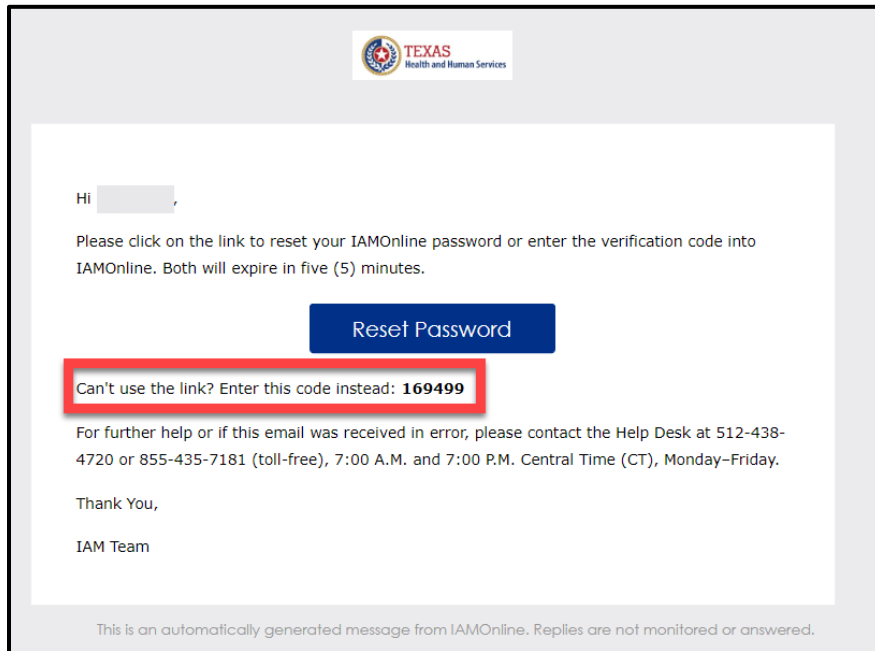
[Verify with something else](#)
[Back to sign in](#)

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

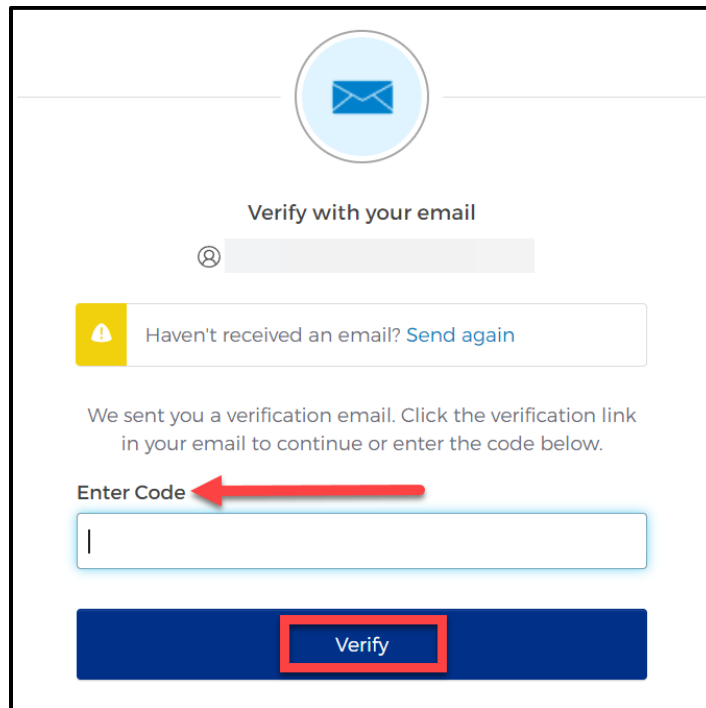
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

You will find the code in the **IAMOnline Password Reset** email.



Type the code you received in the text box and click the **“Verify”** button.





Reset your Password


- Enter your new password in the **New password** box, then re-enter your password in the **Re-enter password** box.
- Once you re-enter your password, select the **“Reset Password”** button and follow the instructions on **IAMOnline**.


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
- Password can't be the same as your last 6 passwords
- At least 1 day(s) must have elapsed since you last changed your password

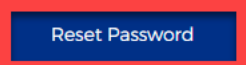
New password 



Re-enter password 

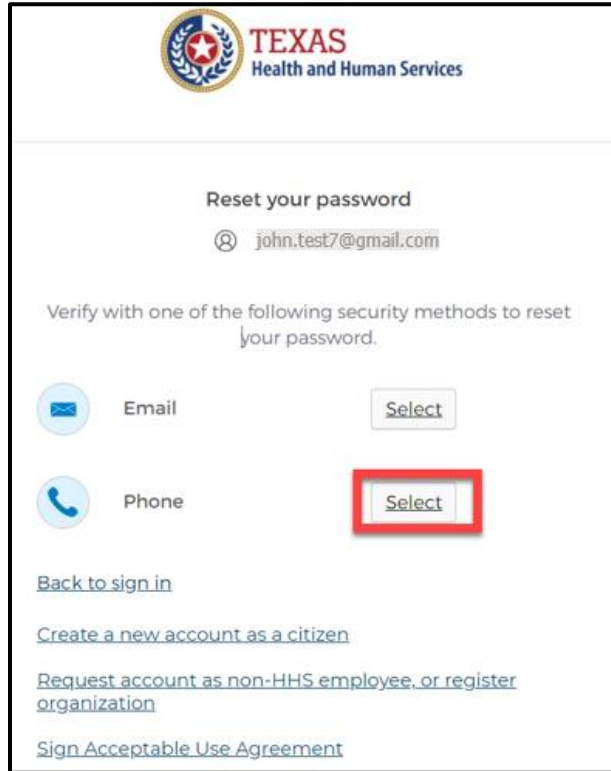



Sign me out of all other devices.



Phone

You can reset your password using your phone number to verify your account. To reset your password using the **Phone** option, click the **“Select”** button next to **Phone** on the forgot password webpage.





 **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

[Back to sign in](#)

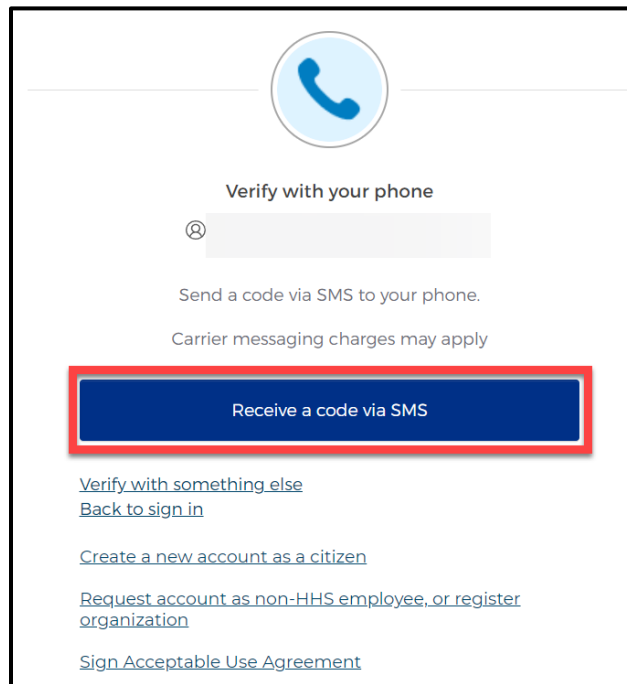
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

Receive a code via SMS

- Click the **“Receive a code via SMS”** button. *Carrier messaging charges may apply.*



Verify with your phone

Send a code via SMS to your phone.

Carrier messaging charges may apply

[Receive a code via SMS](#)

[Verify with something else](#)

[Back to sign in](#)

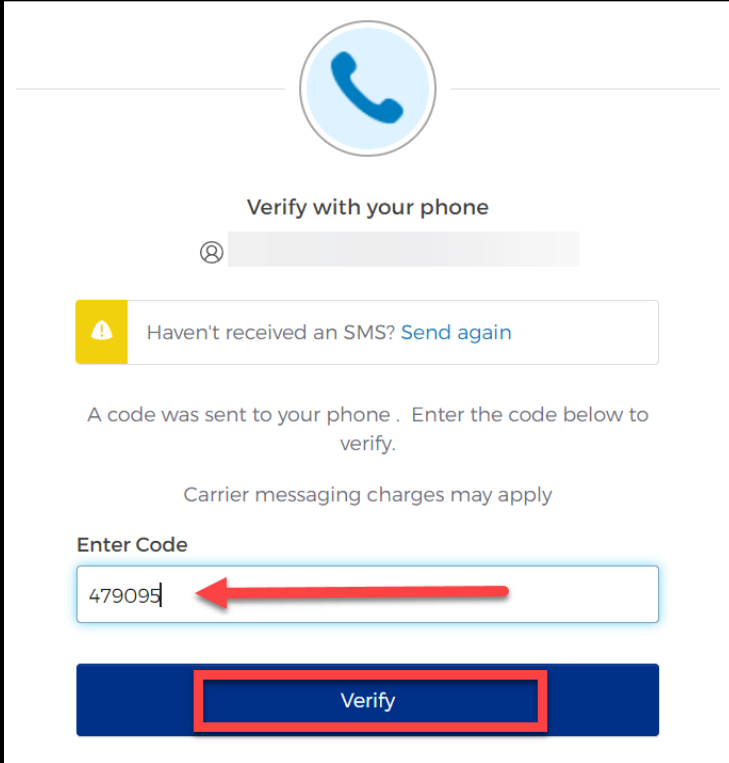
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

Verify your Account

- The HHS system will send a code to the registered phone number via SMS.
- Type the code you receive in the **Enter Code** text box and click the **“Verify”** button.




The screenshot shows a mobile verification screen. At the top is a blue telephone icon in a circle. Below it is the text "Verify with your phone" and a greyed-out phone number field with a lock icon. A yellow warning icon is next to the text "Haven't received an SMS? Send again". Below that is the instruction "A code was sent to your phone . Enter the code below to verify." followed by "Carrier messaging charges may apply". The "Enter Code" field contains the number "479095" with a red arrow pointing to it. At the bottom is a dark blue bar with a "Verify" button highlighted by a red rectangle.


Reset your Password

- Enter your new password in the **New password** box, then re-enter your password in the **Re-enter password** box.
- Once you re-enter your password, select the **“Reset Password”** button and follow the instructions on **IAMOnline**.

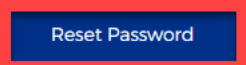
Password requirements:

- 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
- Password can't be the same as 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.



14. Account Locked

After multiple incorrect password attempts, your account will lock. The HHS system will send an email notifying you the account will automatically unlock after 30 minutes.

- If you do not remember your password after the account unlocks in 30 minutes, you can reset your own password. Please refer to step **Forgot Password** for instructions.
- If the password needs to be reset for urgent reasons before 30 minutes, call the HHS Help Desk at 512-438-4720 or 855-435-7181 (toll free).

15. Contact Information

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

For IAMOnline questions, visit the Texas Department of State Health Services (DSHS) IAMOnline website [here](#).

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 passive 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.



TEXAS
Health and Human Services

**Texas Department of State
Health Services**

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 1922
Austin, Texas 78756

For program inquiries:
injury.web@dshs.texas.gov

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