



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

EMS Account Set Up

Audience – EMS users requesting an Emergency Medical Services and Trauma Registries (EMSTR) account to submit data.

Description – This guide provides step-by-step instructions on how to request an account, login to the new EMSTR platform, and upload data.

Emergency Medical Services and Trauma Registries (EMSTR) EMS Account Set Up

November 2023

EMSTR Team

EMSTR Overview



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EMSTR

- EMSTR is a statewide passive surveillance system that collects reportable event data from Emergency Medical Services (EMS) providers, hospitals, justices of the peace, medical examiners, and rehabilitation facilities.
- EMSTR includes four registries:
 - The EMS Registry;
 - The Acute Traumatic Injury Registry;
 - The Traumatic Brain Injury (TBI) Registry/ Spinal Cord Injury (SCI) Registry; and
 - The Submersion Registry.

Data Format Update

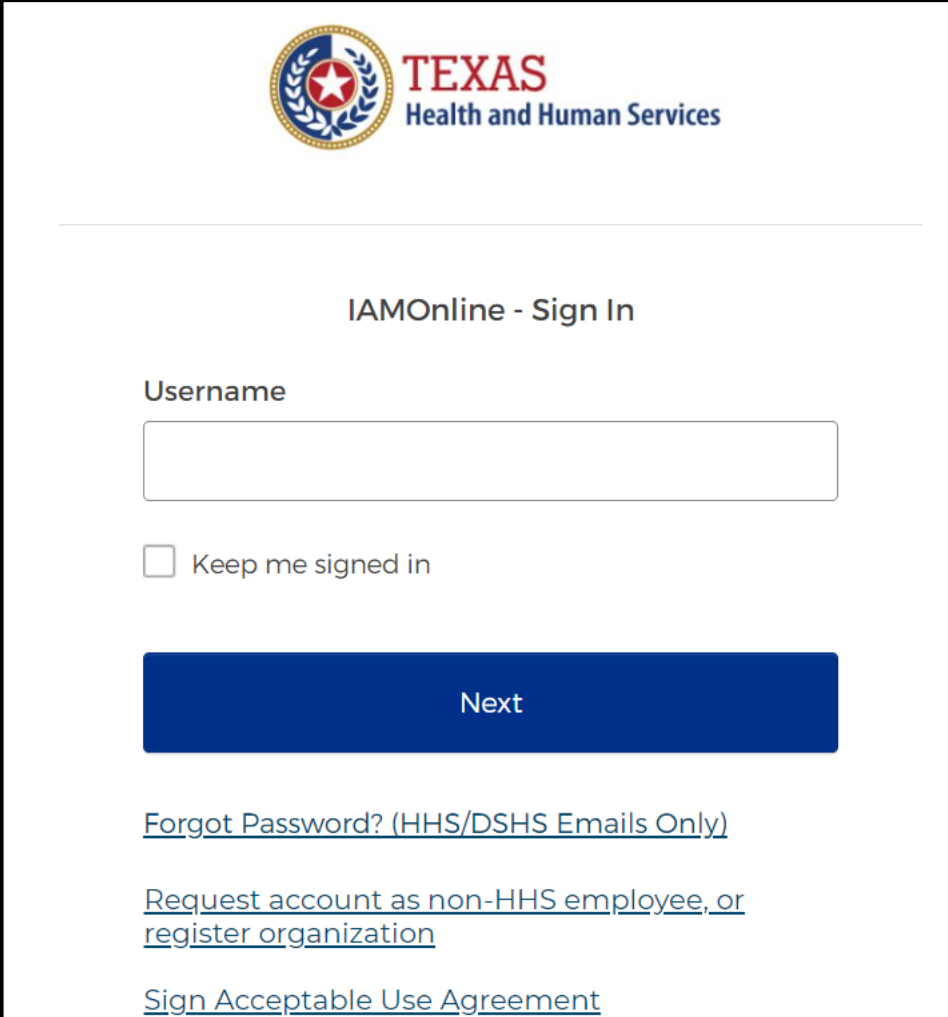
- EMSTR will upgrade to the National EMS Information System (NEMESIS) version 3.5.
- NOTE – The projected date for the move to the data modernization and NEMESIS version 3.5 implementation is November 20th, 2023.

Identity and Access Management Online (IAMOnline)



IAMOnline (1 of 2)

- EMSTR will begin using the new Identity and Access Management platform called [IAMOnline](#) beginning November 2023.
- All Texas Health and Human Services (HHS) applications will be transitioning to IAMOnline.
- IAMOnline provides a more secure log-in process with an authentication feature.



The screenshot shows the IAMOnline Sign In page for Texas Health and Human Services. At the top left is the Texas state seal, and to its right is the text "TEXAS Health and Human Services". Below this is a horizontal line, followed by the heading "IAMOnline - Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A large blue button labeled "Next" is positioned below the checkbox. At the bottom of the page, there are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

IAMOnline (2 of 2)

To access EMSTR, each person must complete the **one-time account set up** steps below:

- Activate your Account
- Set-up Security Methods
- Review and Acknowledge the Acceptable Use Agreement (AUA) Form

After completing these steps, you can access EMSTR directly by logging in to your IAMOnline MyApps dashboard.

Activate Your Account



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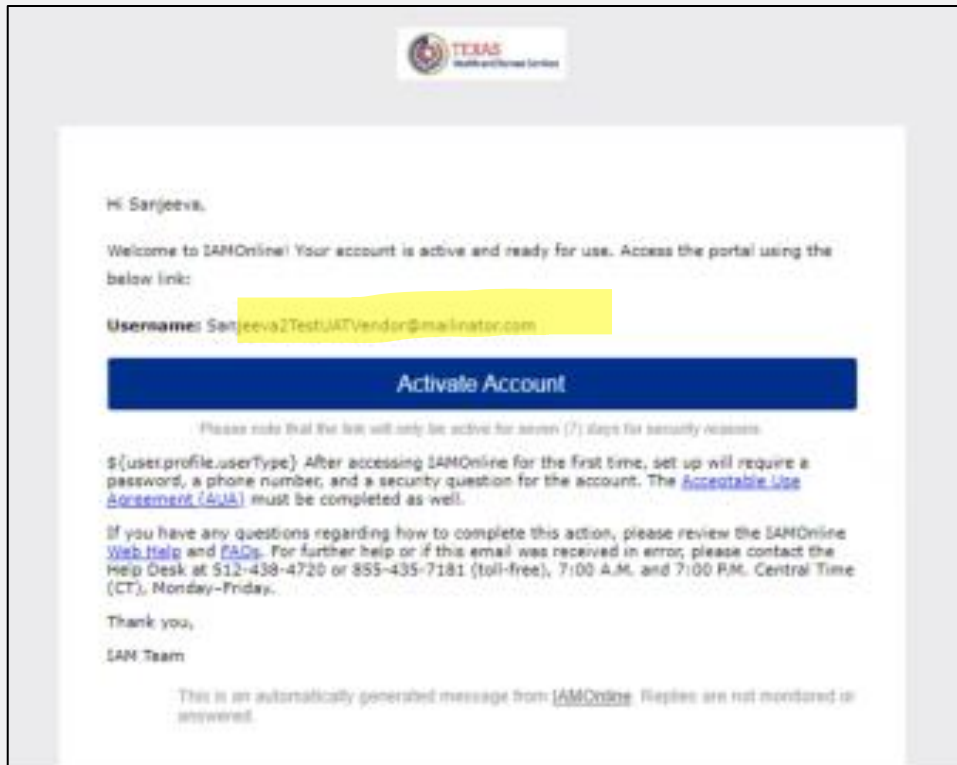
Activation Emails (1 of 2)

- Locate your **IAMOnline** activation email from do_not_reply_IAMOnline@partner.hhs.texas.gov.
- You will receive two (2) activation emails if you are submitting via web services – you must activate both accounts:
 - One for an organization account.
 - One for a webservice account.
- You will receive one (1) activation email if you are submitting via the online submission process.

Activation Emails (2 of 2)

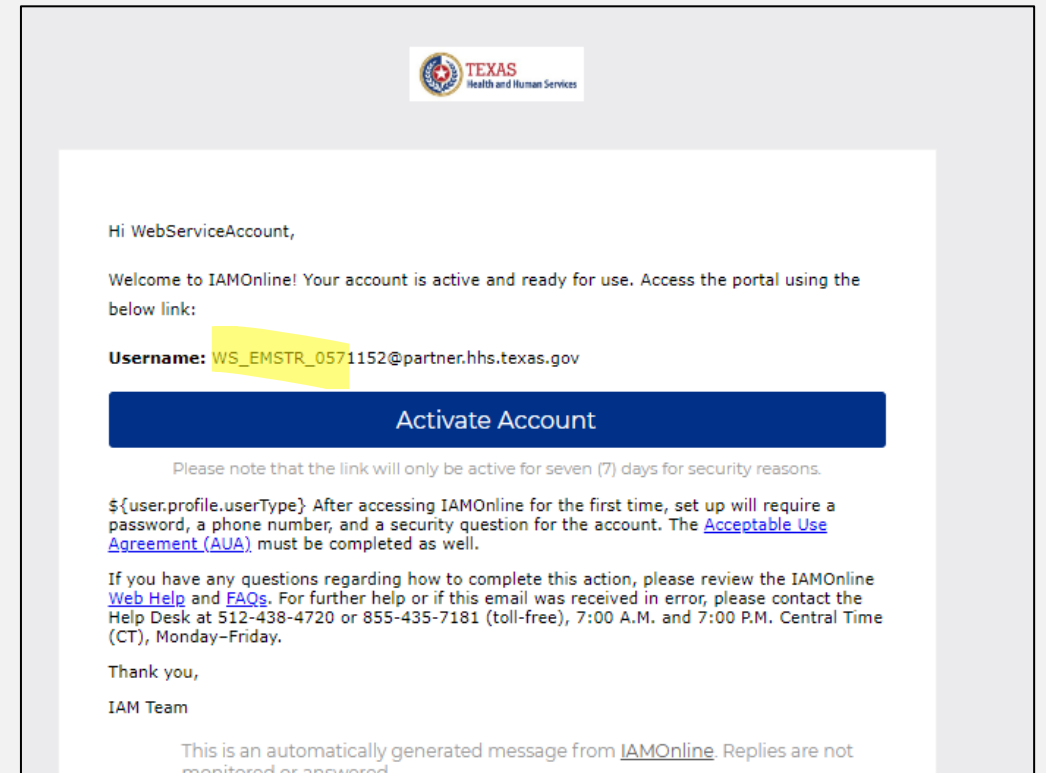
Organization Activation Email

Note: This is your employee email address.



Web Services Activation Email

Note: Assigned email with WS_EMSTR.



Activate Your Account (1 of 2)

- Locate your **IAMOnline** activation email from do_not_reply_IAMOnline@partner.hhs.texas.gov.
- **IAMOnline** will send the activation email to your employee email address.

Hi [redacted],

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

Username: [redacted]@dshs.texas.gov

[Activate Account](#)

Please note that the link will only be active for seven (7) days for security reasons.

After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The [Acceptable Use Agreement \(AUA\)](#) must be completed as well.

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

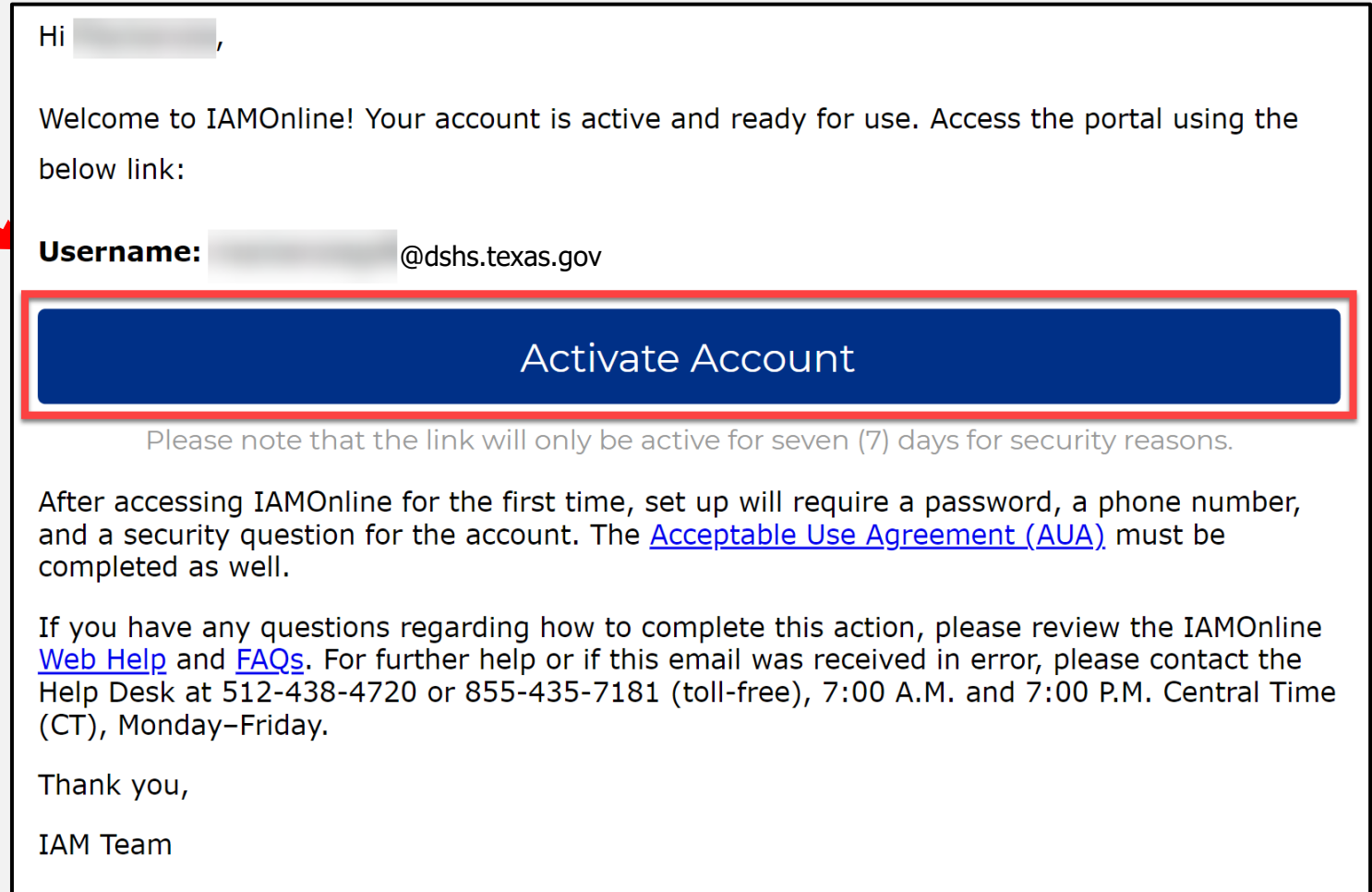
Thank you,

IAM Team

Activate Your Account (2 of 2)

- Your **username** is provided in the email.
- Click the **“Activate Account”** button to set up your account.

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



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](#)

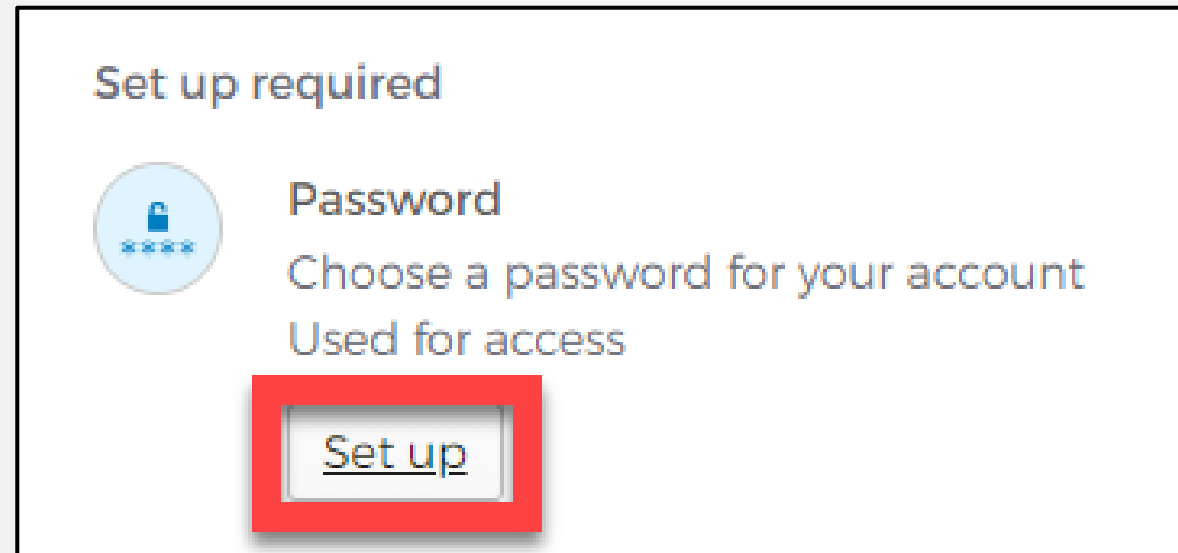
[Create a new account as a citizen](#)

[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

@ [redacted] @dshs.texas.gov

Password requirements:

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

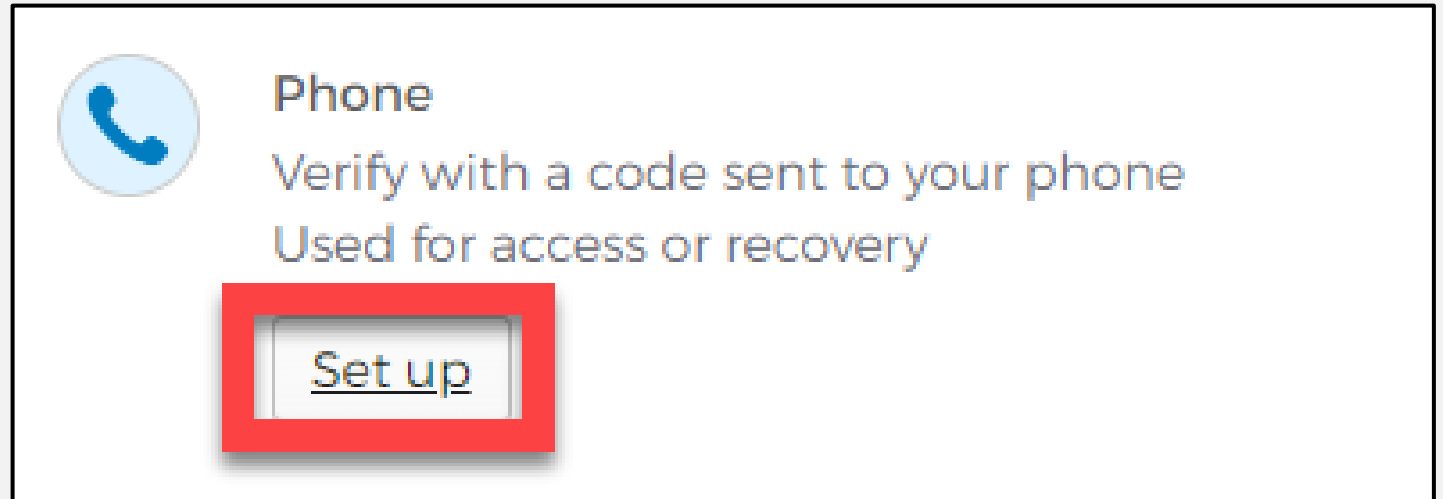
Enter password

Re-enter password

Next

Set Up Security Methods Screen

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

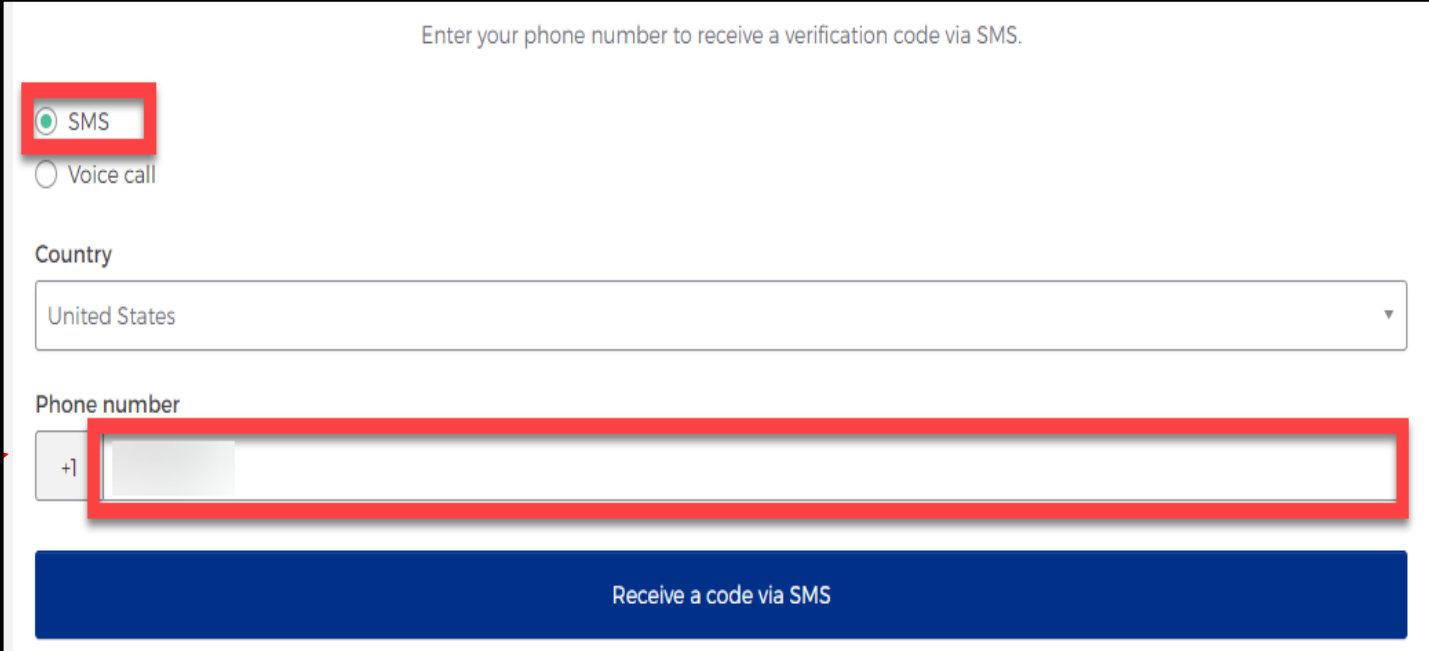


Set Up Phone Authentication (1 of 2)

- 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

The screenshot shows a form for phone verification. The 'SMS' radio button is selected and highlighted with a red box. The 'Voice call' radio button is unselected. The 'Country' dropdown menu is set to 'United States'. The 'Phone number' input field is empty and highlighted with a red box. A red arrow points from the text 'Verify your account by entering your phone number and select "Receive a code"' to the phone number input field. At the bottom of the form is a blue button labeled 'Receive a code via SMS'.

*SMS stands for Short Message Service.

Set Up Phone Authentication (2 of 2)

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

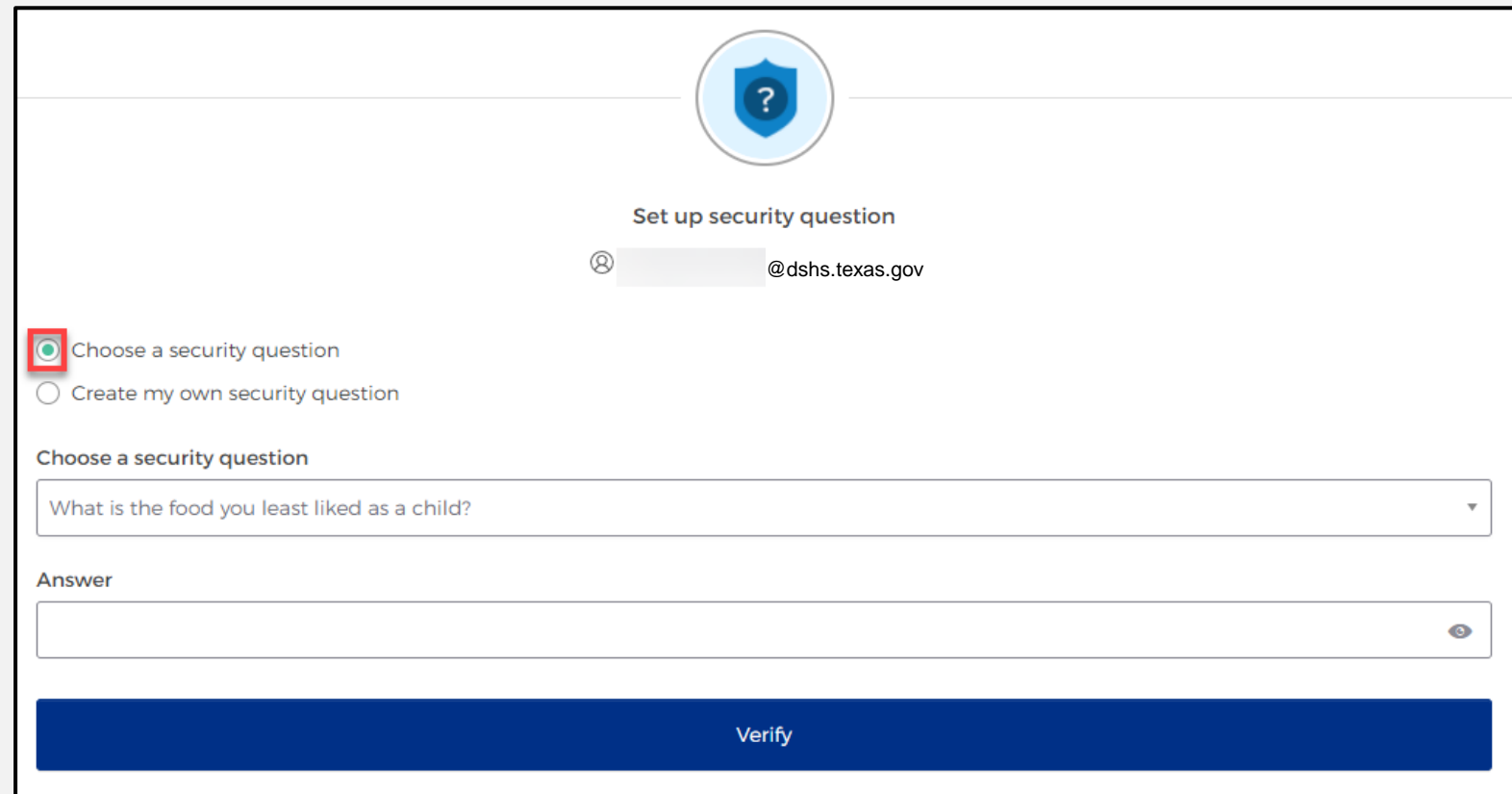
 Security Question
Choose a security question and answer that will be used for signing in
Used for recovery

Set up

Set Up Security Question (1 of 2)

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

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



The screenshot shows a web form titled "Set up security question" 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 value "What is the food you least liked as a child?". Below this is an "Answer" field, which is currently empty. At the bottom of the form is a blue "Verify" button.

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

Access MyApps Dashboard



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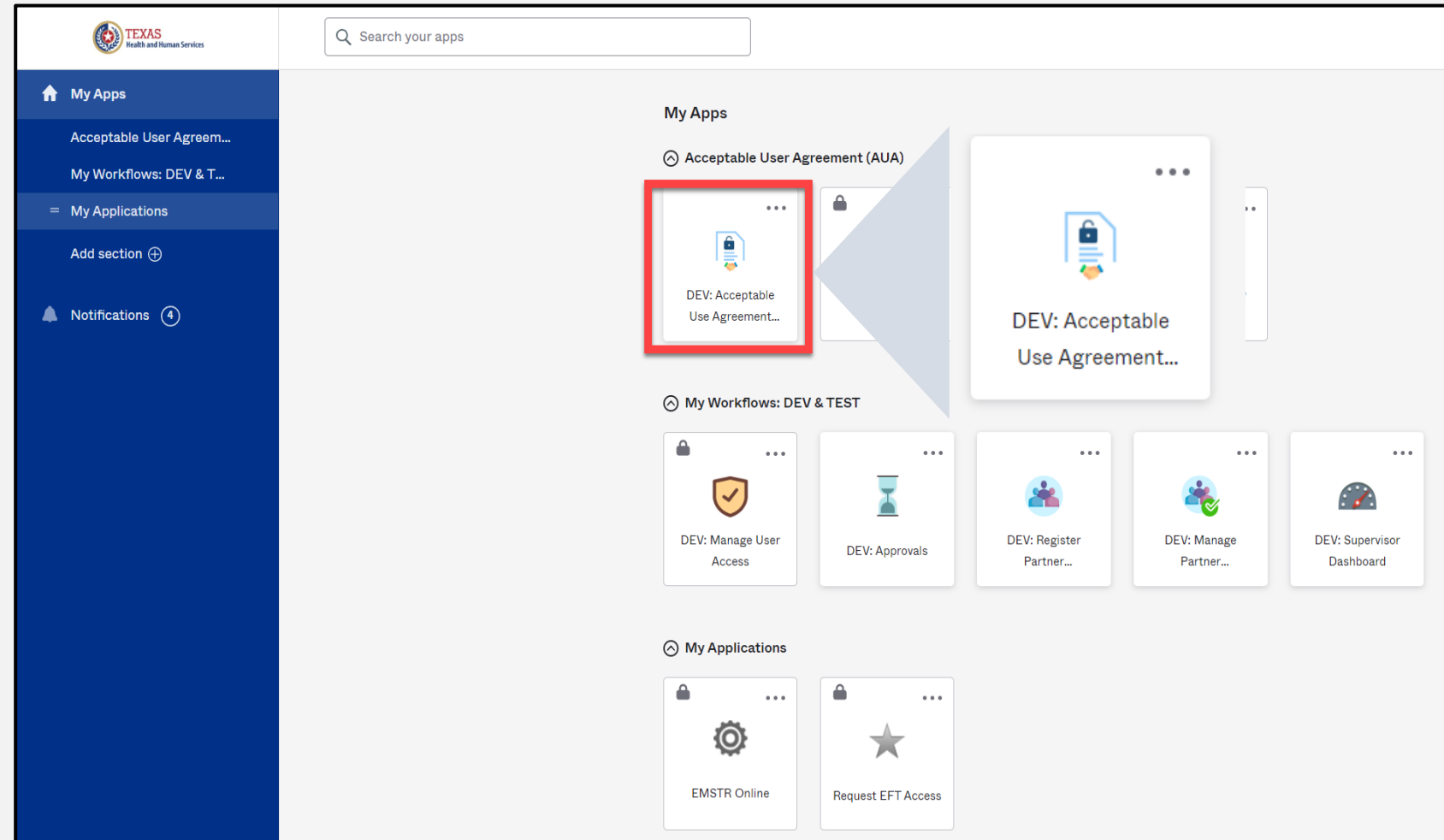
Access the MyApps Dashboard

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

The screenshot displays the MyApps dashboard interface. On the left is a dark blue sidebar with the following items: a home icon and 'My Apps', 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', 'Add section +', a notification bell icon with 'Notifications 4', 'Last sign in: a few seconds ago', and 'Privacy'. 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 in the top right corner.

Acceptable Use Agreement (AUA)

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



Acknowledge and Sign your AUA

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

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

First Name
[Redacted]

First Name *
[Redacted]

Last Name
[Redacted]

Last Name *
[Redacted]

Your Work Email *
[Redacted]@dshs.texas.gov

Your Work Phone
[Redacted]

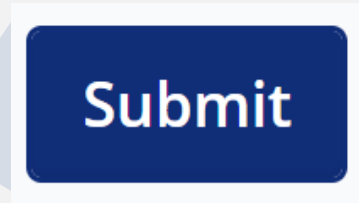
I am (choose one and explain below): *

- 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

[Redacted]

Submit



Account Activation Process

Repeat the process (slides 17-31) to activate the second account.

Continue to slide 30 when both accounts are activated.

Web Services Uniform Resource Locator (URL) (Web Address)



Web Services URL

- Use the [WS Tech Guide](#) for the URL and Simple Object Access Protocol (SOAP) set up.
- The username and password are the same as the IAMOnline **web service log in**.

Hi WebServiceAccount,

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

Username: WS_EMSTR_0571152@partner.hhs.texas.gov

- The organization ID is the DSHS ID for the facility you are submitting.
- Note – Data must be in the NEMESIS version 3.5 format.

Access EMSTR

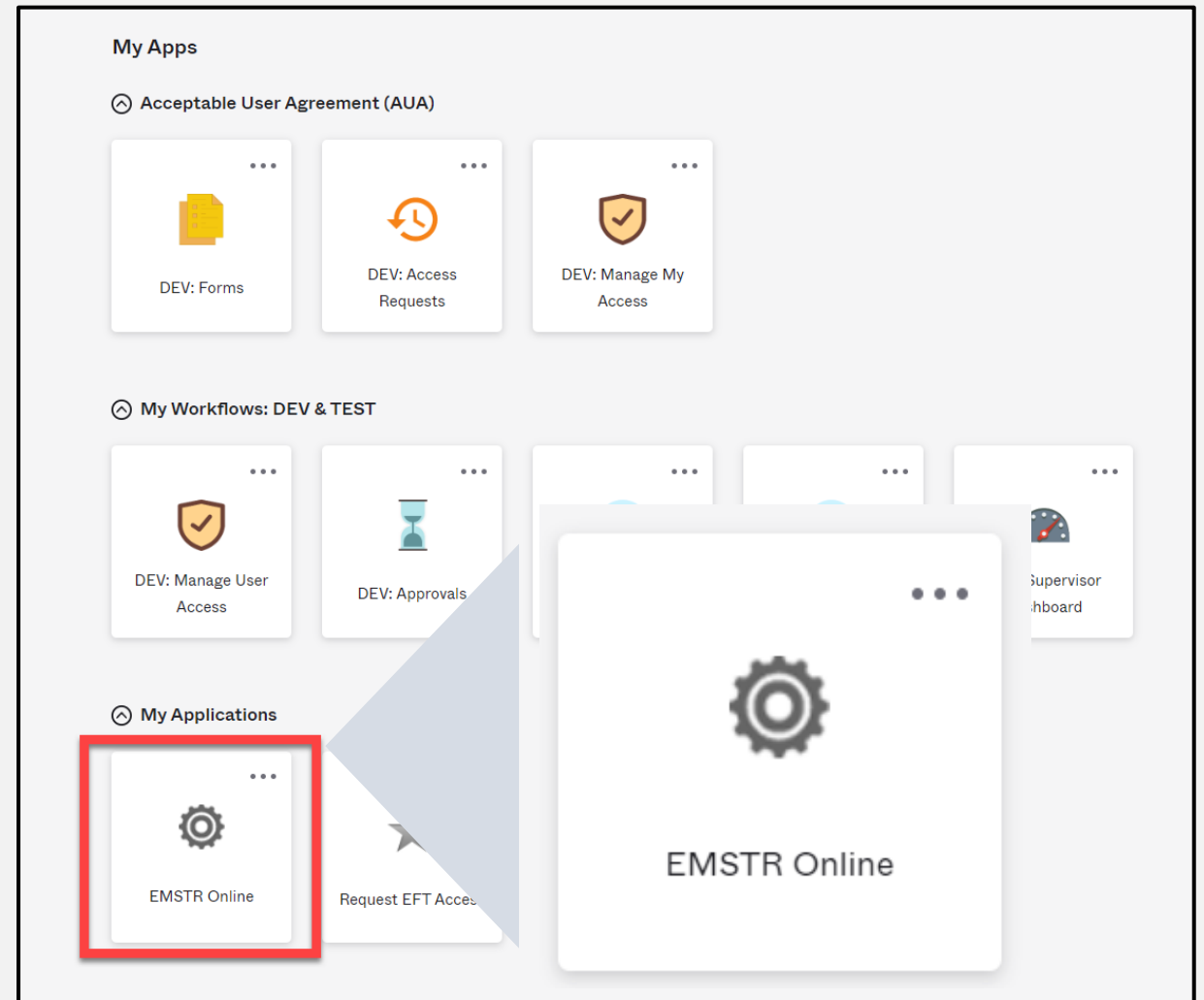


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Access EMSTR (1 of 2)

Once you receive approval, you can access EMSTR by selecting the “EMSTR Online” tile.



Access EMSTR (2 of 2)

Once you select the “EMSTR Online” tile, the HHS system will direct you the EMSTR homepage.

The screenshot displays the EMSTR homepage with the following sections:

- Header:** EMSTR logo, navigation links (Home, Create Record, Search Record, Workflows, File Upload, Entity, Reports, Admin, Settings, Logout), and the Texas Department of State Health Services logo.
- Section: Workflows**
 - Workflow Queue
 - Events
- Section: Recently Accessed Records**

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

[More...](#)
- Section: Resources**

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

Review User Training Slides	Review Group Administrator Training Slides	Contact/Provider Feedback
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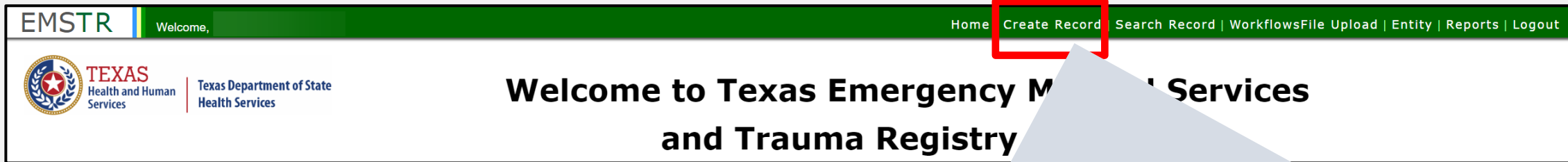
Online Submission Process




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Online Submission



EMSTR | Welcome, [User Name] | Home | **Create Record** | Search Record | Workflows | File Upload | Entity | Reports | Logout

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

Welcome to Texas Emergency Medical Services and Trauma Registry

| Create Record |

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

Create Record (1 of 2)

After selecting “**Create Record**” from the EMSTR toolbar, click the “**Patient Record-EMS**” Record Type from the drop-down menu.

Record Information

*Record Type

- Freestanding Emergency Department
- Hospital
- Justice of the Peace
- Local Health Department
- Long Term Acute Care Facility
- Medical Examiner
- Patient Record - EMS**
- Patient Record - Hospital
- Patient Record - JP/ME - Submersion

Create Record (2 of 2)

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

Record Information

*Record Type

Add Person

*First Name Middle Name *Last Name

*Birth Date *Gender

Contact Information

*Street

*City *State *Zip Code

*County *Country

*Indicates required field

Phone Number E-Mail

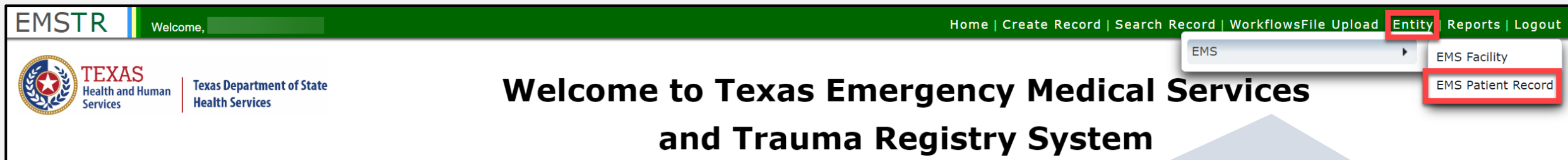
Add Record Data

To add patient record data, complete each of the ten **Question Packages**.

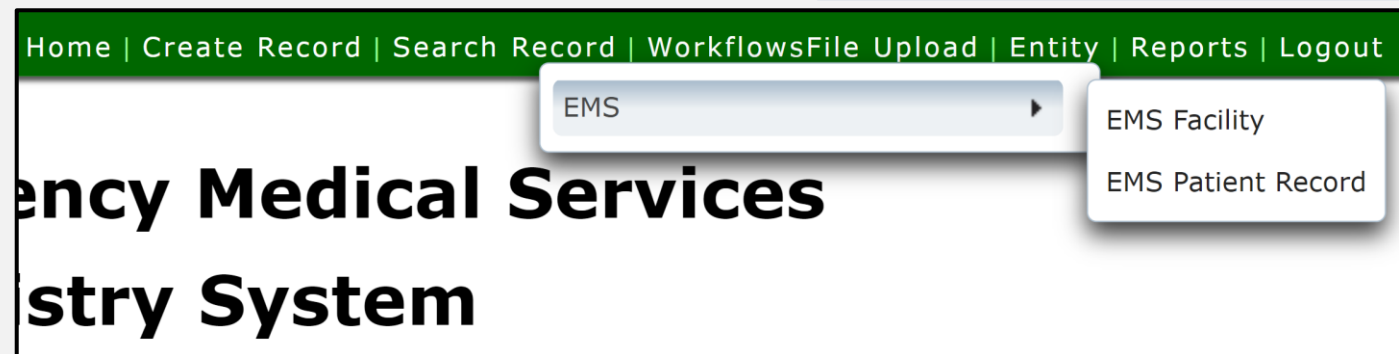
Question Packages			
Question Package	Last Update	Updated By	Status
Agency Responder			Incomplete
Vitals and Laboratory Information			Incomplete
Administrative			Incomplete
Patient Information			Incomplete
Payment Information			Incomplete
Pre-Hospital Information			Incomplete
Examination Information			Incomplete
Procedures and Treatments Information			Incomplete
Patient History			Incomplete
Disposition Outcome Information			Incomplete

Finish Creating a Record

- After saving the information entered in the ten **Question Packages**, view the completed record by navigating to the EMSTR toolbar.
- Select “**Entity>EMS>EMS Patient Record**”.



The screenshot shows the EMSTR system homepage. The top navigation bar is green and contains the following links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Logout. The 'Entity' link is highlighted with a red box. Below the navigation bar, the Texas Department of State Health Services logo is on the left, and the main heading reads 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. A dropdown menu is open under the 'Entity' link, showing 'EMS' with a right-pointing arrow. A second dropdown menu is open under 'EMS', showing 'EMS Facility' and 'EMS Patient Record', with the latter highlighted by a red box.



This is a close-up of the navigation menu from the previous screenshot. The top navigation bar is green and contains the following links: Home | Create Record | Search Record | Workflows | File Upload | Entity | Reports | Logout. The 'Entity' link is highlighted with a red box. Below the navigation bar, the main heading reads 'Welcome to Texas Emergency Medical Services and Trauma Registry System'. A dropdown menu is open under the 'Entity' link, showing 'EMS' with a right-pointing arrow. A second dropdown menu is open under 'EMS', showing 'EMS Facility' and 'EMS Patient Record', with the latter highlighted by a red box.

EMS Patient Record

You can view the patient records you submitted for your agency.

EMS Facility EMS Patient

(Entities 1 - 1 of 1, Page: 1/1) 1 50 + Add New Entity + Clear filter

First Name	Last Name	Status	Action
EMS	Test2		Record Details

(Entities 1 - 1 of 1, Page: 1/1) 1 50

Account Management

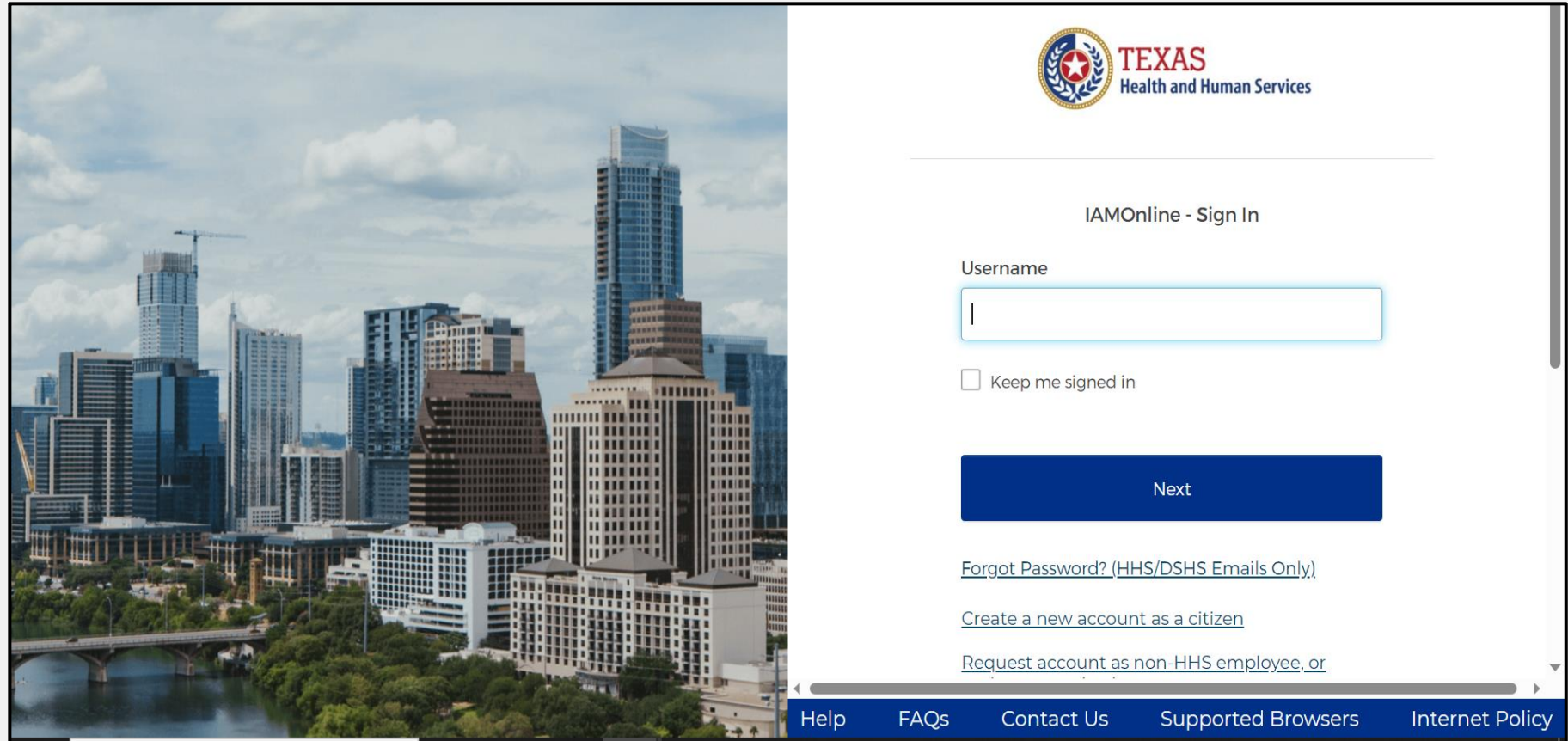


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IAMOnline Home Page

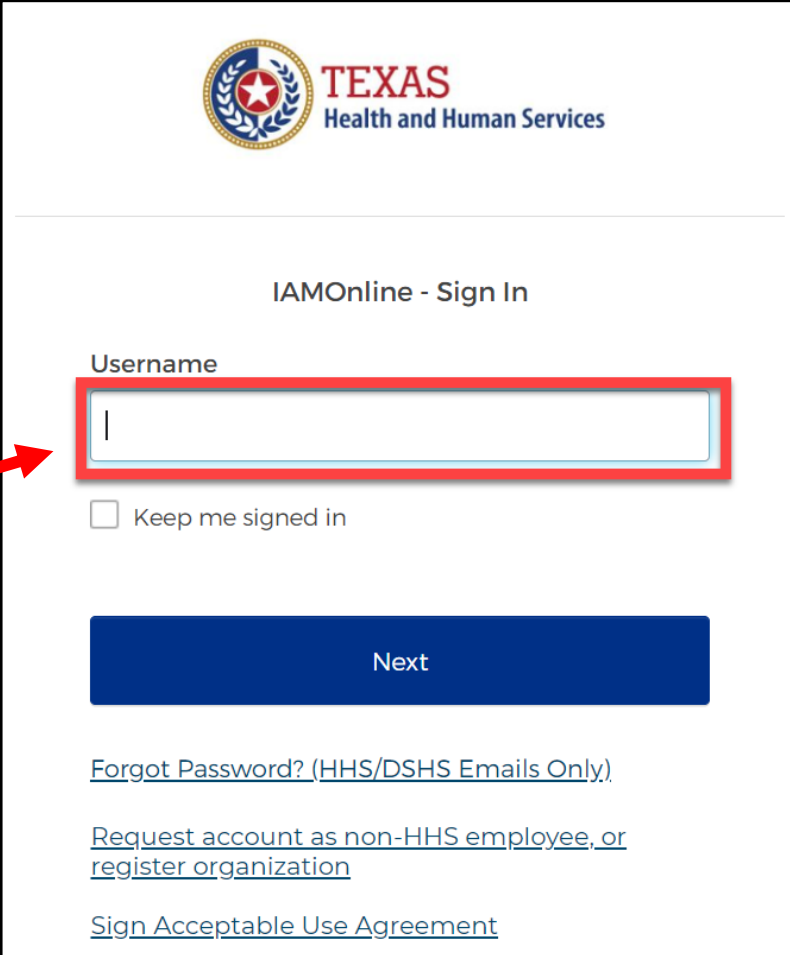
Account management is available through the Identity and Access Management Online platform (**IAMOnline**).



The screenshot displays the IAMOnline Sign In interface. At the top left is a cityscape image. The header features the Texas Health and Human Services logo. The main content area is titled "IAMOnline - Sign In" and includes a "Username" input field, a "Keep me signed in" checkbox, and a blue "Next" button. Below the button are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Create a new account as a citizen", and "Request account as non-HHS employee, or". A footer contains links for "Help", "FAQs", "Contact Us", "Supported Browsers", and "Internet Policy".

Forgot Password (1 of 2)

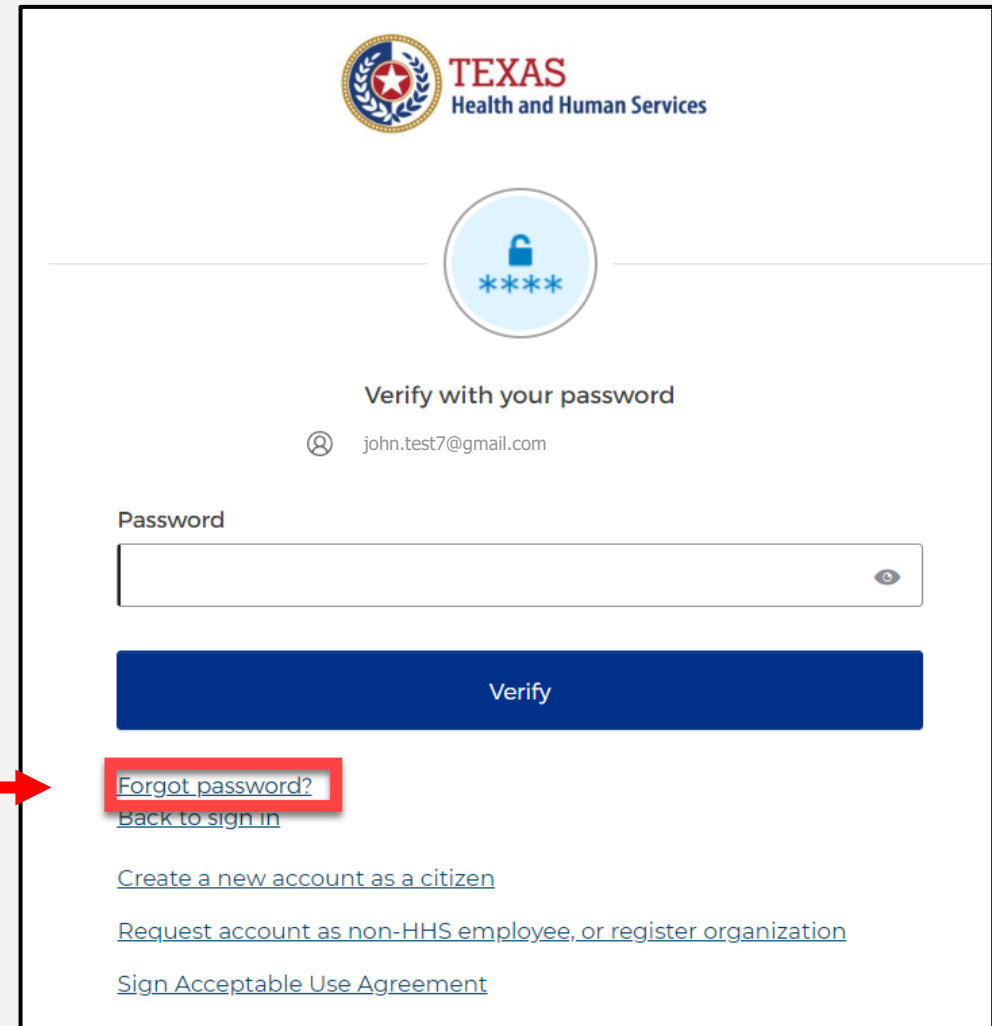
- If you forget your password, you can reset it on your own.
- From the **IAMOnline** sign-in page, type your user name in the “**Username**” box.





The screenshot shows the IAMOnline Sign In page. At the top left is the Texas Health and Human Services logo. The page title is "IAMOnline - Sign In". Below the title is a "Username" label and a text input field. The input field is highlighted with a red border, and a red arrow points from the text "type your user name in the 'Username' box" to it. Below the input field is a checkbox labeled "Keep me signed in". At the bottom of the form is a blue "Next" button. Below the button are three links: "Forgot Password? (HHS/DSHS Emails Only)", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

Forgot Password (2 of 2)


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



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Verify with your password

 john.test7@gmail.com

Password

Verify

[Forgot password?](#)

[Back to sign in](#)

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


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

[Sign Acceptable Use Agreement](#)


Reset Your Password (1 of 3)

Choose the “**Email**” or “**Phone**” method.





Click the “**Select**” button.

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Reset your password

 john.test7@gmail.com

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

	Email	<input type="button" value="Select"/>	
	Phone +1 XXX-XXX-8931	<input type="button" value="Select"/>	

[Back to sign in](#)

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

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

[Sign Acceptable Use Agreement](#)

Reset Your Password (2 of 3)

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

NOTE – The phone option was selected in this example.

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

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Verify with your phone

john.test7@gmail.com

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

Carrier messaging charges may apply

Receive a code via SMS

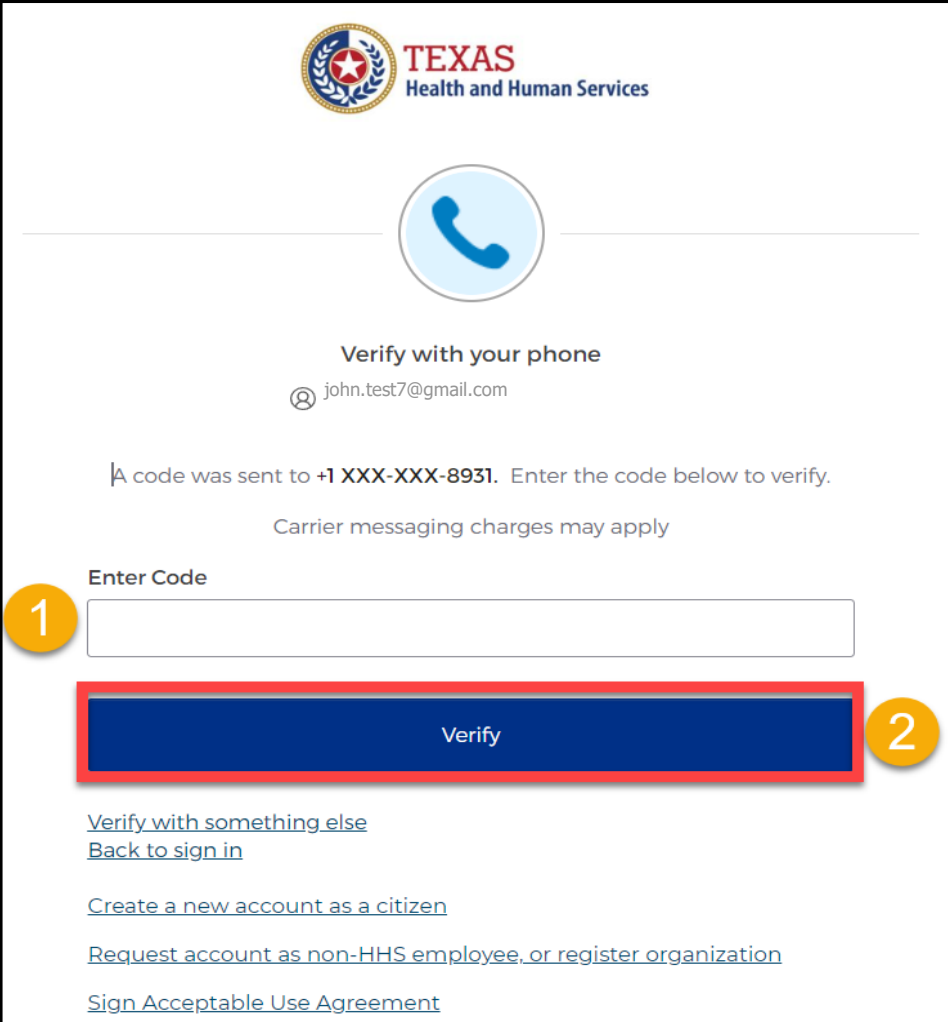
[Verify with something else](#)
[Back to sign in](#)

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

Reset Your Password (3 of 3)

Step 1 – Once you receive your verification code, enter it in the “Enter Code” box.

Step 2 – Select the “Verify” button.



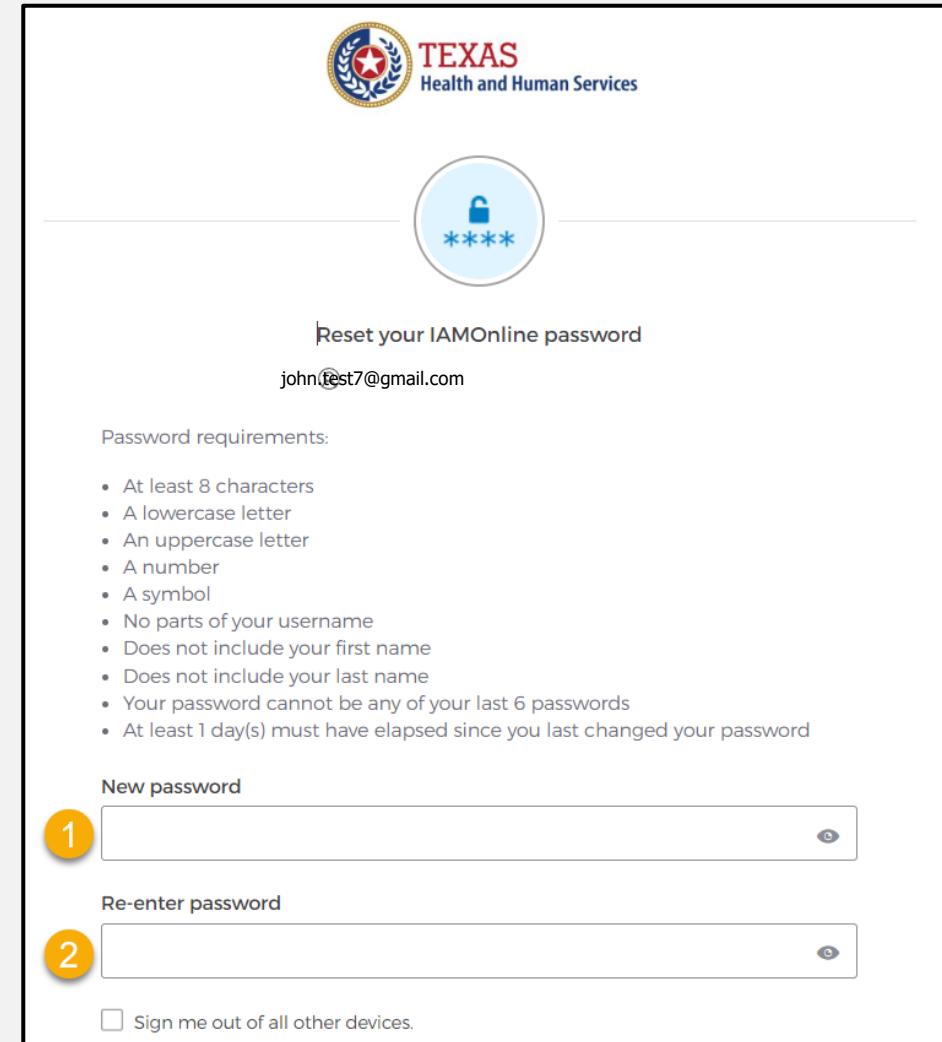
The screenshot shows the Texas Health and Human Services verification page. At the top is the Texas Health and Human Services logo. Below it is a phone icon and the text "Verify with your phone" followed by the email address "john.test7@gmail.com". A message states: "A code was sent to +1 XXX-XXX-8931. Enter the code below to verify." Below this is a note: "Carrier messaging charges may apply". There is an "Enter Code" label above a text input field, which is marked with a yellow circle containing the number "1". Below the input field is a blue "Verify" button with a red border, marked with a yellow circle containing the number "2". At the bottom, there are several links: "Verify with something else", "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

Reset IAMOnline Password (1 of 2)

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

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

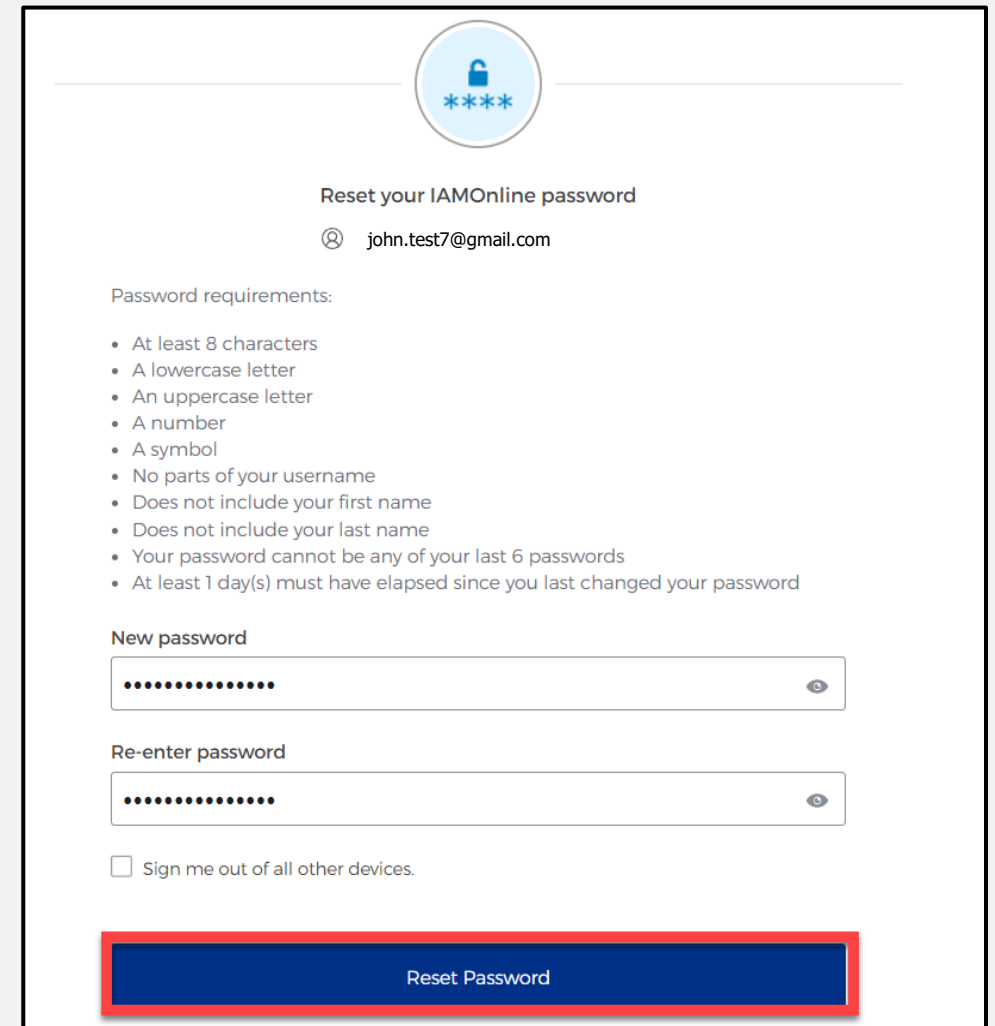
Step 2 – Re-enter your password in the **“Re-enter password”** box.



The screenshot shows the Texas Health and Human Services IAMOnline password reset page. At the top left is the Texas Health and Human Services logo. In the center, there is a blue circular icon with a padlock and four asterisks. Below this, the text reads "Reset your IAMOnline password" and "john.test7@gmail.com". Underneath, the "Password requirements:" section lists several criteria: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of the username, no first or last name, not a previous password, and at least 1 day since the last change. Below the requirements are two input fields: "New password" (labeled with a yellow circle containing the number 1) and "Re-enter password" (labeled with a yellow circle containing the number 2). At the bottom, there is a checkbox labeled "Sign me out of all other devices."

Reset 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

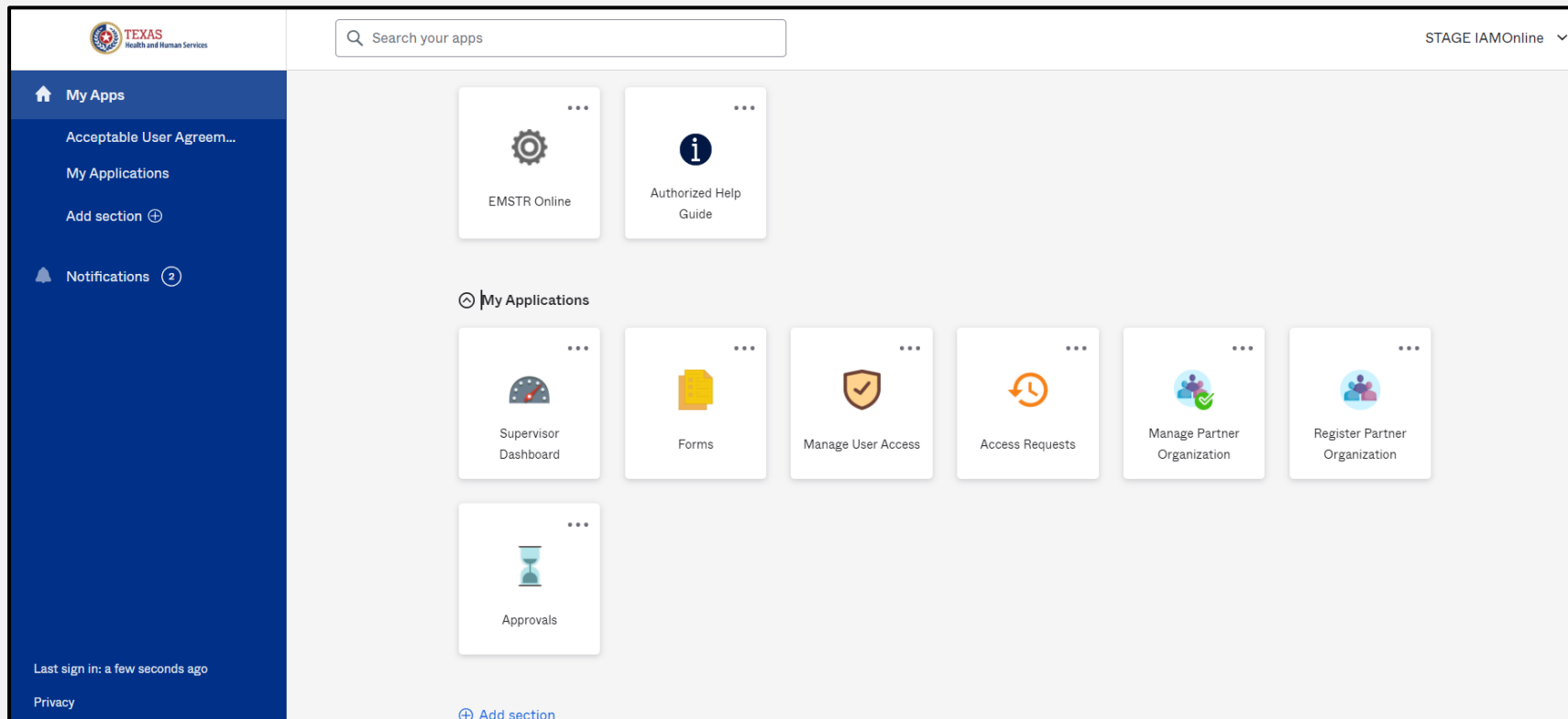
Re-enter password

Sign me out of all other devices.

Reset Password

Reset Password Complete

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



Account Locked

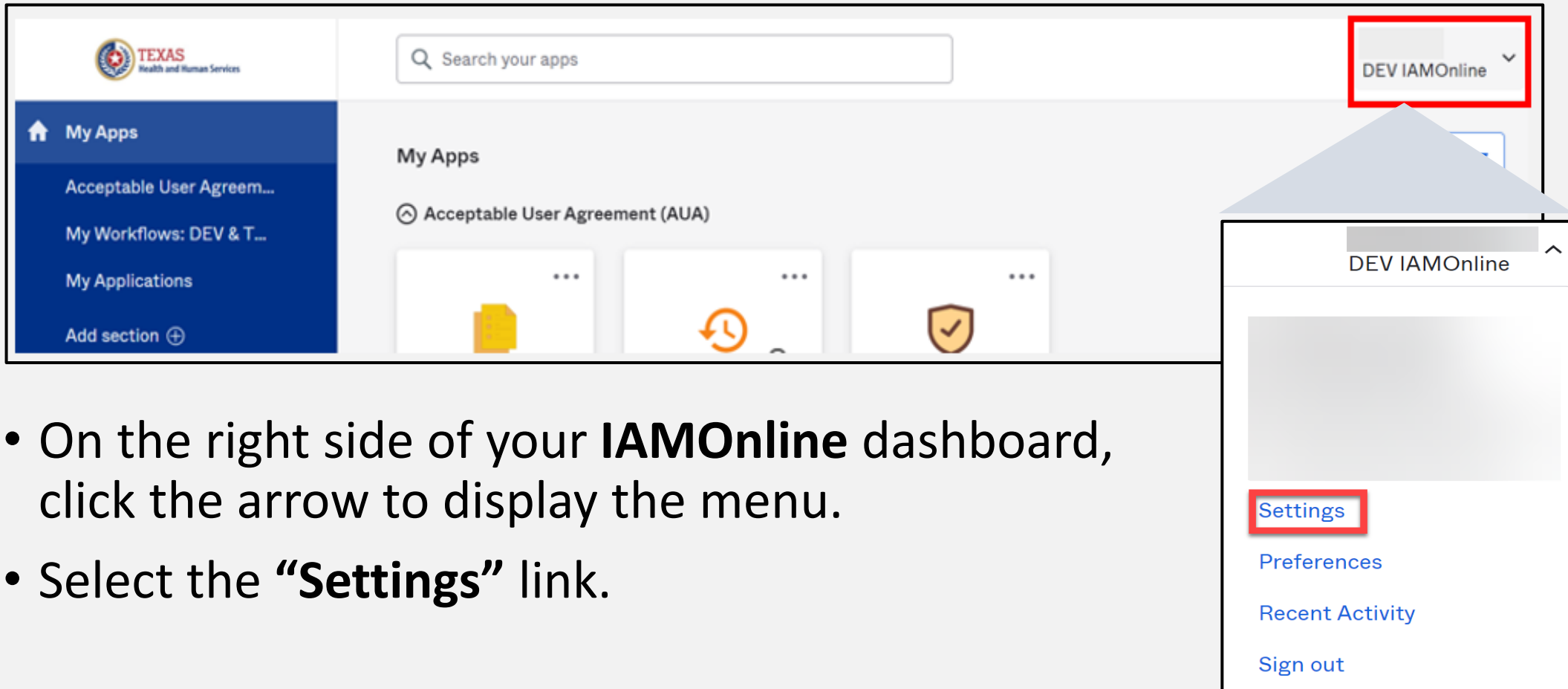


After multiple incorrect password attempts, your account will be locked. You will receive an email notifying you that your account will automatically unlock after 30 minutes.



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

Update Account (1 of 2)

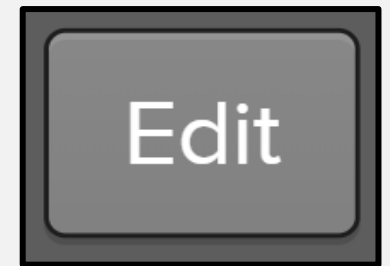


The screenshot displays the IAMOnline dashboard interface. On the left, a navigation menu includes 'My Apps', 'Acceptable User Agreement...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section'. The main content area shows a search bar and a 'My Apps' section with a card for 'Acceptable User Agreement (AUA)'. On the right, a user profile dropdown for 'DEV IAMOnline' is open, showing a menu with 'Settings', 'Preferences', 'Recent Activity', and 'Sign out'. The 'Settings' link is highlighted with a red box.

- On the right side of your **IAMOnline** dashboard, click the arrow to display the menu.
- Select the **“Settings”** link.

Update Account (2 of 2)

- Click the **“Edit”** button in the **Personal Information** section.
- You can update your personal information such as:
 - Add a phone number;
 - Add details; and
 - Adjust security methods including password and security questions.



Resources and Contact Information

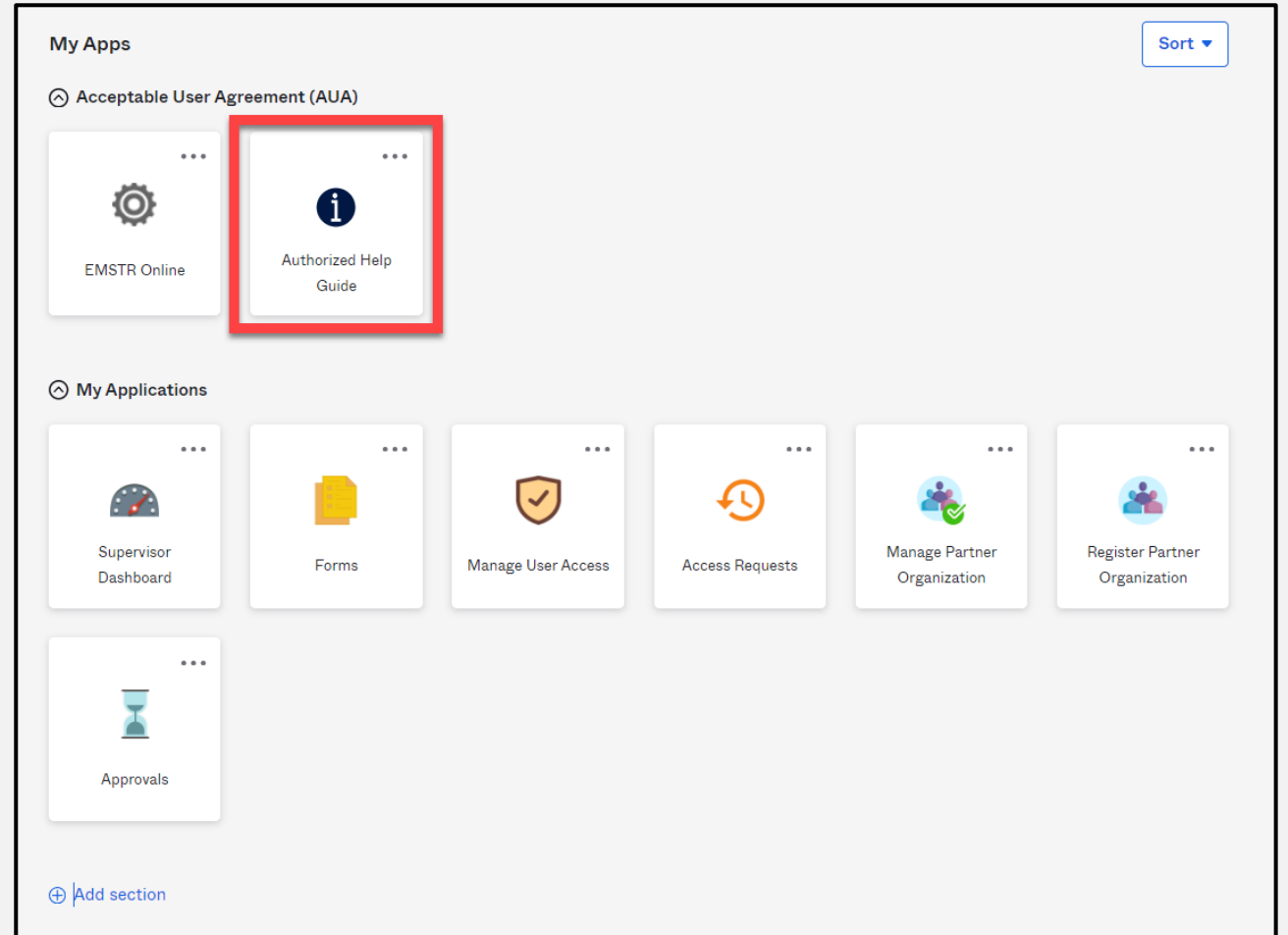


TEXAS
Health and Human
Services

Texas Department of State
Health Services

Authorized Help Guide

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



Help Page

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

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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

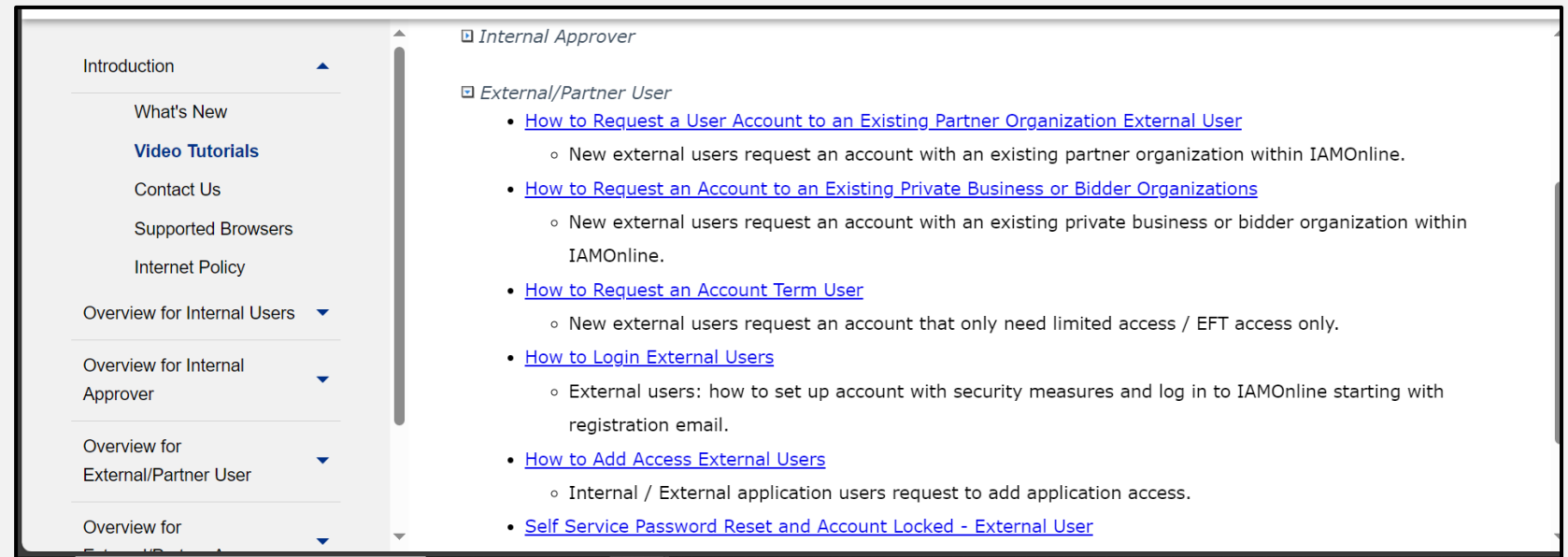
Internal Approver

External/Partner User

External/Partner Approver

External Partner User Video Links

After selecting the user type, find the video you are looking for and click 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 Contact Information

Resources – For additional resources, visit the DSHS page dshs.texas.gov/injury-prevention/ems-trauma-registries.

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

Thank you!

EMSTR EMS Quick Guide Set Up

EMSTR Team

injury.web@dshs.texas.gov