EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

IAMONLINE ACCOUNT ACTIVATION AND LOGIN JOB AID

TEXAS
Health and Human Services

Texas Department of State
Health Services

Emergency Medical Services and Trauma Registries (EMSTR)

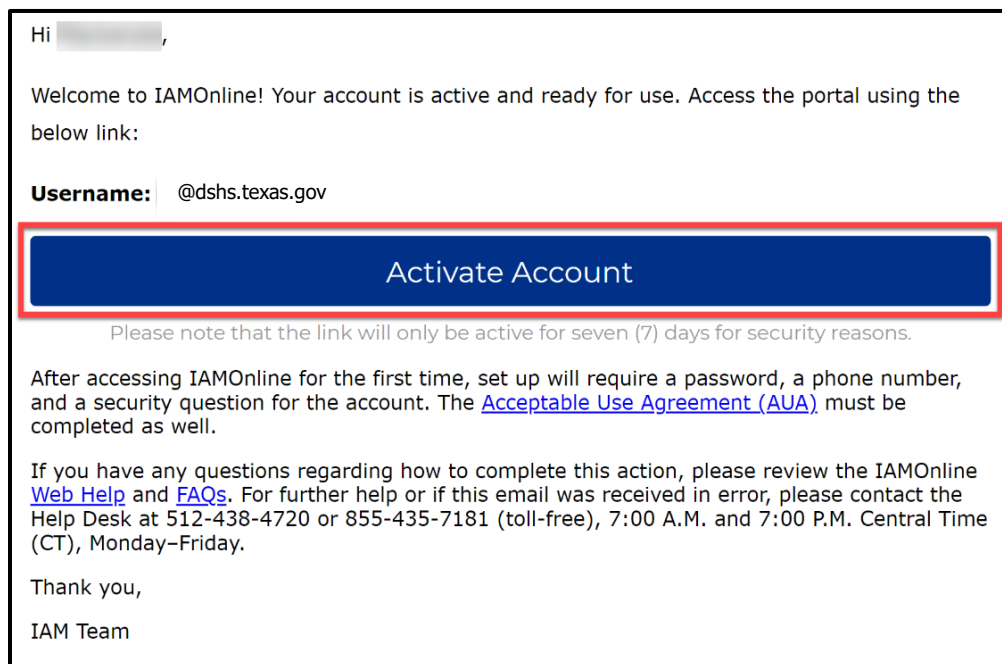## Job Aid for:

All EMSTR Users

Contents

Overview:

This Information and Access Online (IAMOnline) account activation and login job aid provides users with step-by-step instructions on how to activate your IAMOnline account, set-up your account, access the MyApps dashboard, and sign into your account. If you already activated your account and only need instructions on how to login, please access the IAMOnline Login In Only on the **EMSTR New Platform Resources** website.

Step 1: Activate Account

To access your account, find the email from **noreply@okta.com** in your employee email inbox. Check your Junk folder if you don't see 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.

Hi _____,

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

Username: ____@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

Step 2: 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 known as multifactor authentication (MFA).

Password

You need a password to access the account as the system provides a single sign-on to all Texas Health and Human Services (HHS) applications. To set up a **Password**, click the **"Set up"** button.

You must create a password that meets all HHS requirements listed below:

- 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.

- Create a new password by typing it in the **"Enter password"** text box and re-entering it in the **"Re-enter password"** text box.
- Click 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 Number

To set up your phone number, select the **"SMS"** (short messaging service) 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. The phone number must be a valid U.S. number.

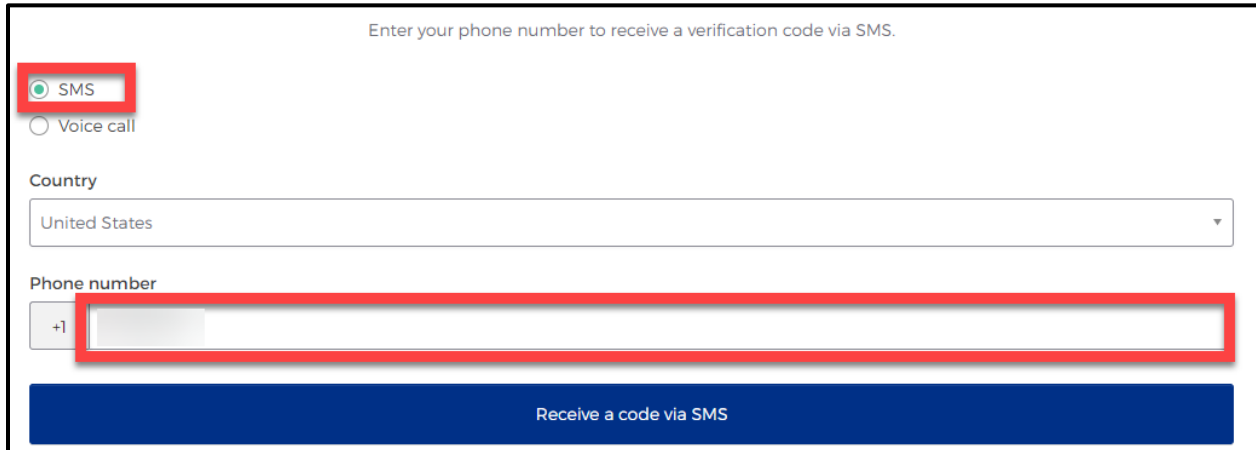*Example of SMS option selected.*

Short Messaging Service (SMS)

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

- The **Country** code must be for the **United States** (+1).
- Type your ten-digit **Phone number** in the 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.

The system will send an automated code to the listed phone number via SMS.

Type the code you receive in the text box and click the **"Verify"** button.

Voice Call

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

- The **Country** must be for 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.

- Type the code provided by the voice call in the **Enter Code** text box and click the **"Verify"** button.
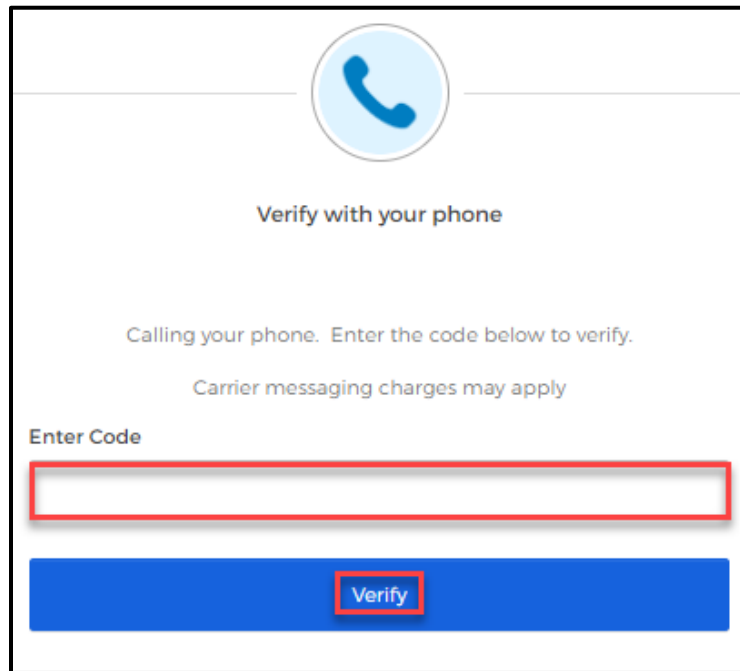
Security Question

Set up a security question to protect the account.
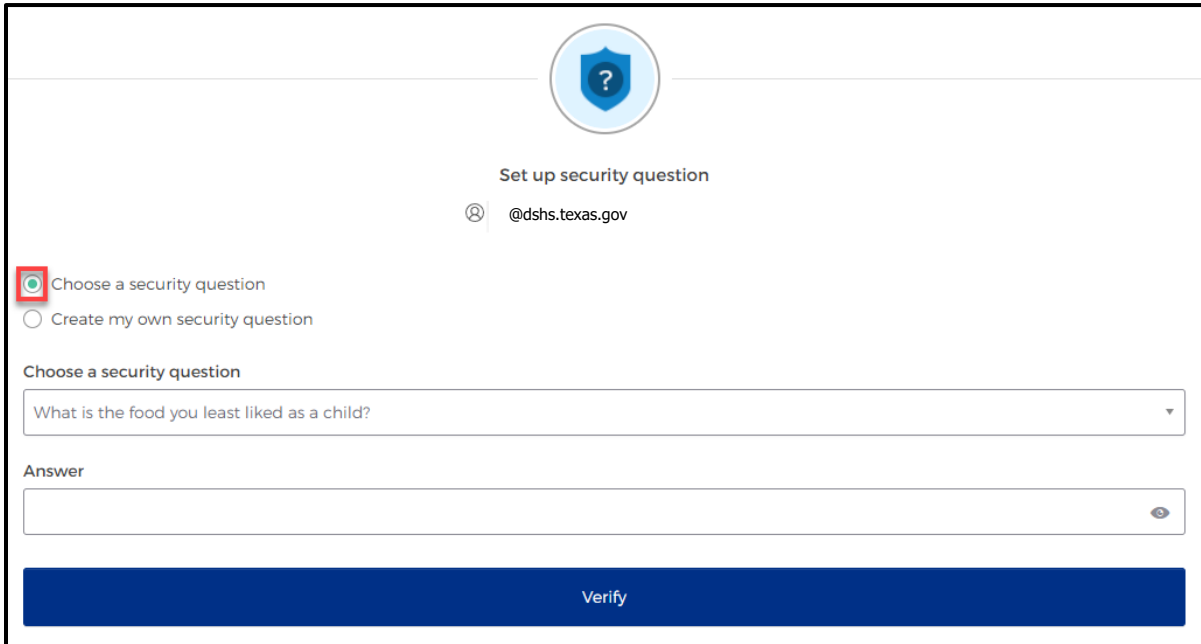
- Click the **"Set up"** button.
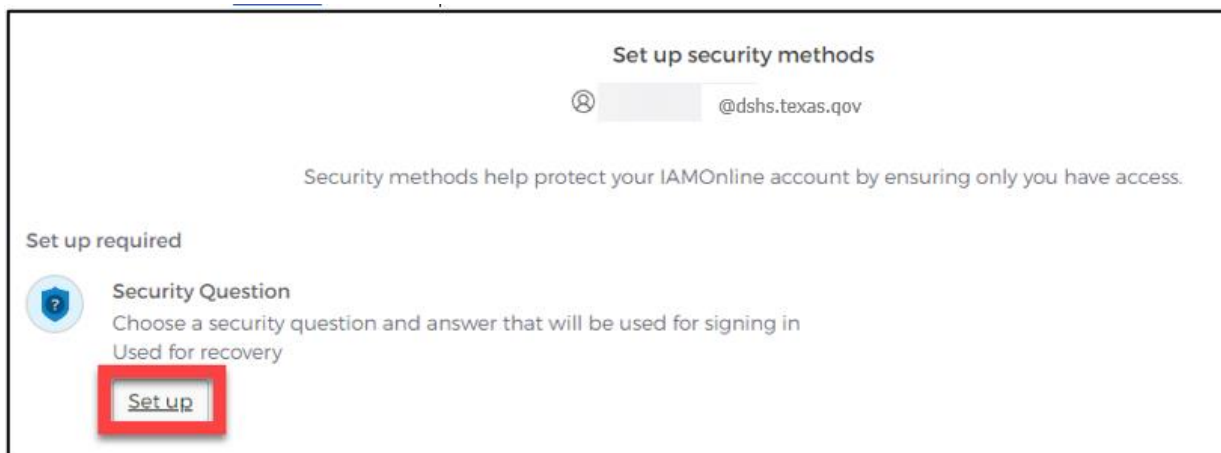
You can either **Choose a security question** or **Create my own security question**.

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

- To choose a security question, select the **"Choose a security question"** option.
- Select the drop-down icon ▼ and scroll to select a security question.

Step 3: Access the MyApps Dashboard

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

- This centralized dashboard holds applications, systems, and software in one place for the user to easily access and use.
- IAMOnline will also allow you to request and easily manage EMSTR access.
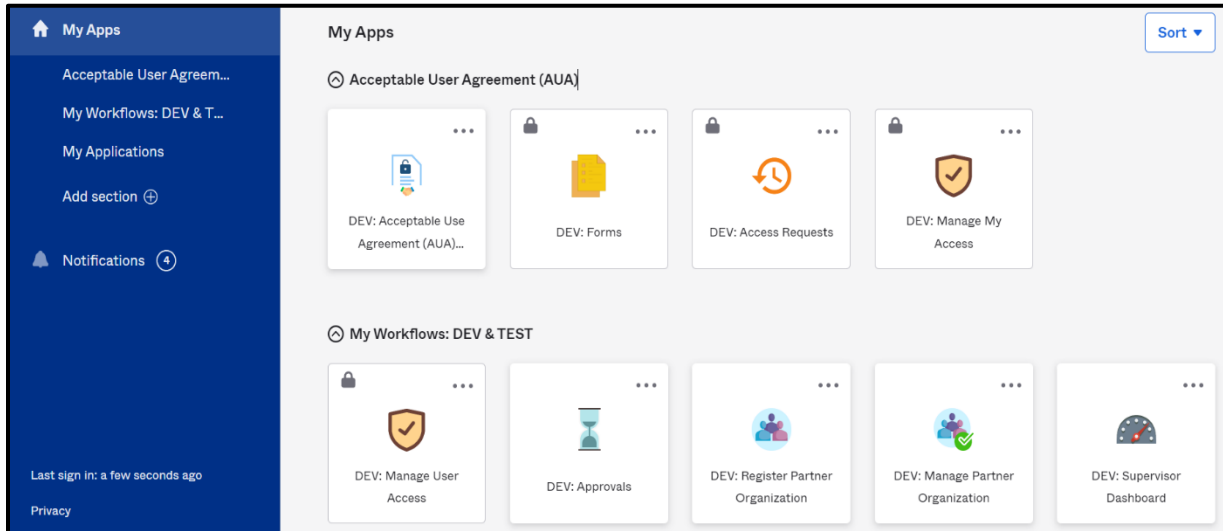
Acceptable Use Agreement (AUA)

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.
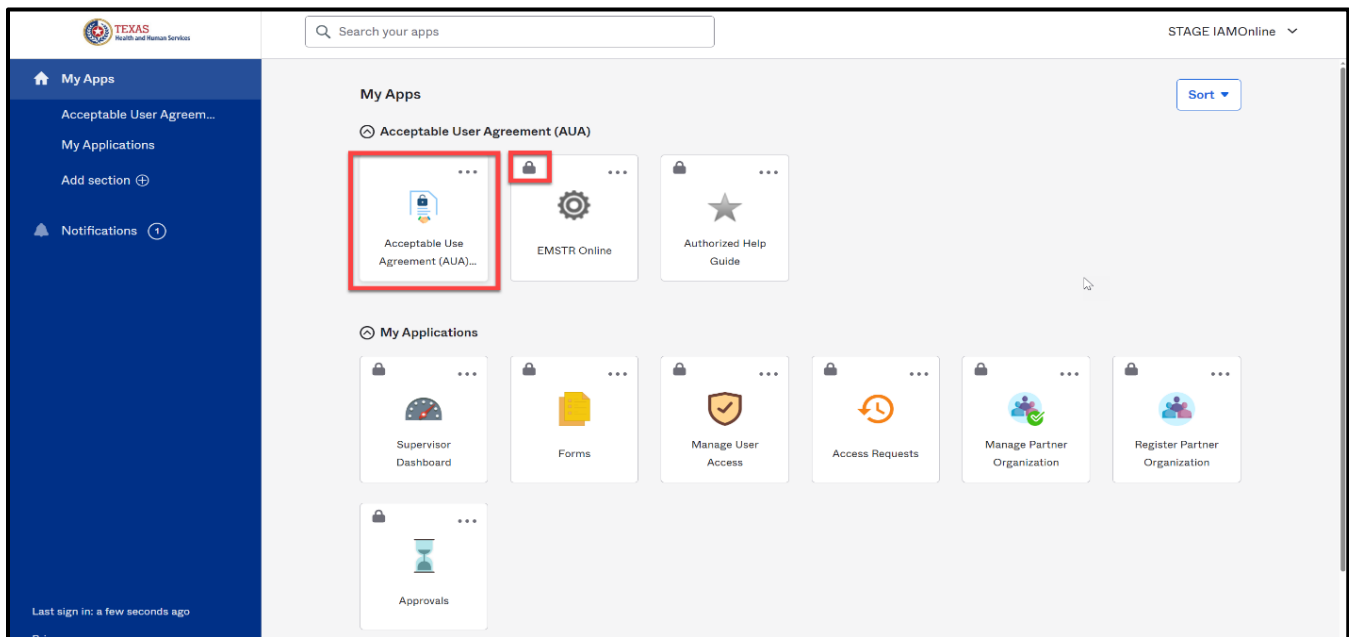
Review and Sign the AUA Form

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 AUA form expires;
  - A second warning is provided ten (10) days before AUA form expires;
  - A third warning is provided five (5) days before AUA form expires;
  - A fourth warning is provided each day until the AUA form has reached 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 will be locked until the form is reviewed and signed.
- Once the form is signed, the 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.
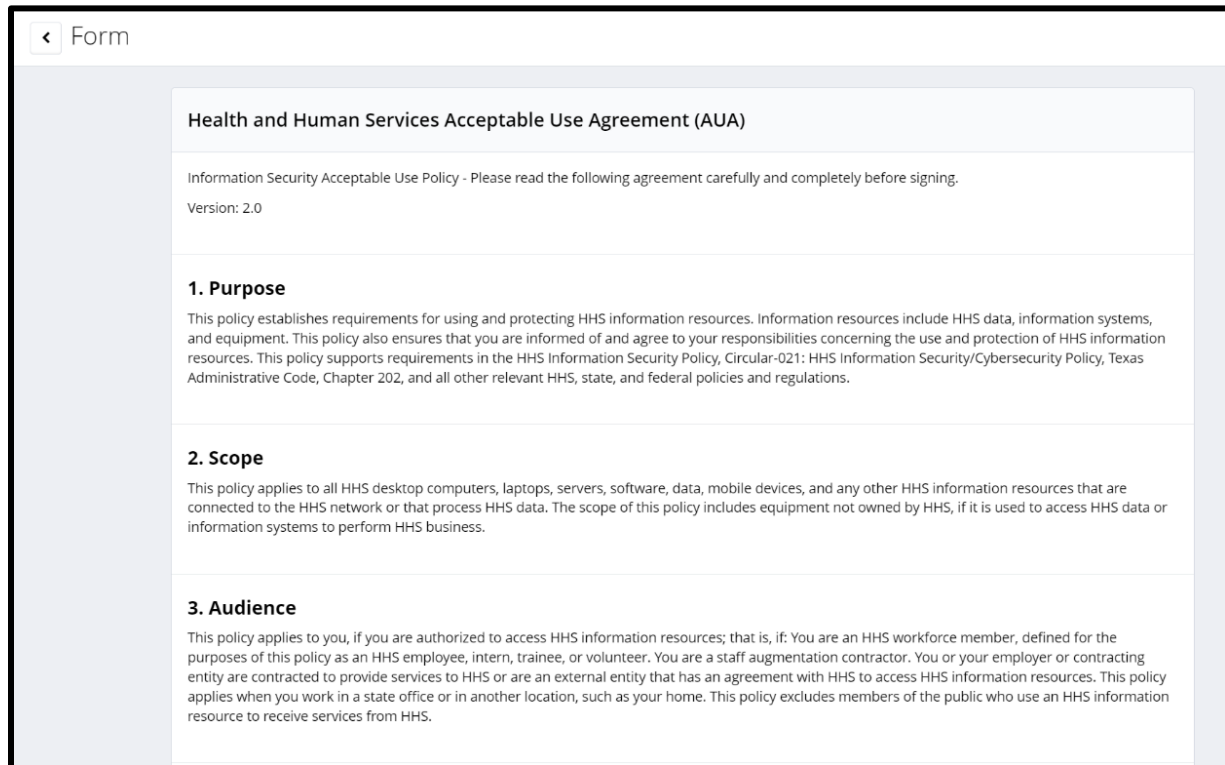
Version: 2.0

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**."
- Input your **"First Name"** and "**Last Name"** into the respective text boxes located at the bottom of the agreement.
- Select and identify your role as an employee, contractor, or intern with your associated organization.
- Once you carefully read the AUA form and complete all required entry fields, click the **"Submit"** button.

Acknowledgement

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

First Name

First Name *

Last Name

Last Name *

Your Work Email *

@dshs.texas.gov

Your Work Phone

I am (choose one and explain below): *

- ○ An employee of HHSC (specify department and division)
- ○ An employee of DSHS (specify department and division)
- ○ An employee of another agency (specify agency, department, and division)
- ○ A contractor (specify employer or non-state agency name)
- ○ An intern or volunteer (specify agency, department, and division)
- ○ Other (specify below if you are an advisory council member or an employee of a private provider)

Date Agreement Signed *

08/09/2023

Submit

Step 4: Accessing EMSTR

- The system will redirect you to the IAMOnline **My Apps** dashboard.
- Select the **"EMSTR Online"** tile to access the application.
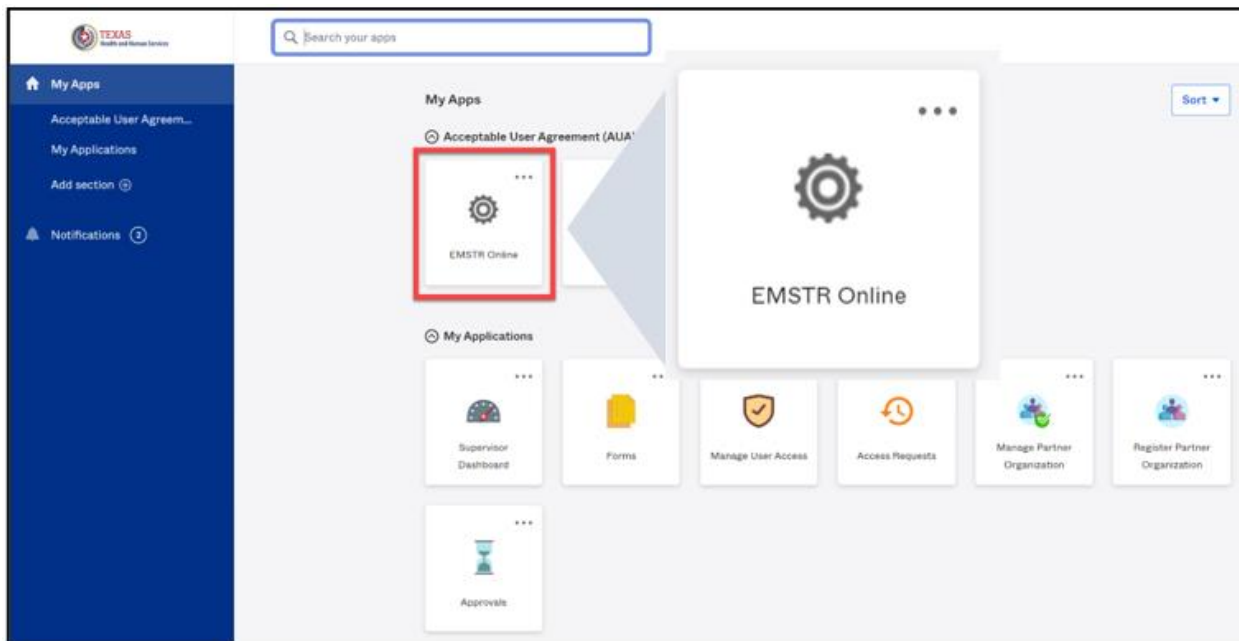
Contact Information

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.

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

Emergency Medical Services and Trauma Registries

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