



TEXAS
Health and Human
Services

**Texas Department of State
Health Services**

Emergency Medical Services and Trauma Registries Justice of the Peace User Guide

November 2023

EMSTR Team

Acronyms

- Emergency Medical Services and Trauma Registries – EMSTR.
- Justice of the Peace – JP.
- Medical Examiner – ME.
- Traumatic Brain Injury – TBI.
- Spinal Cord Injury – SCI.
- Long-Term Acute Care – LTAC.
- Identity and Access Management Online – IAMOnline.
- Texas Health and Human Services – HHS.

JP User Guide

Audience – JPs who submit data to the EMSTR system using the online submission method.

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

Governing code – Texas Administrative Code (TAC), Title 25, Part 1, [Chapter 103](#).

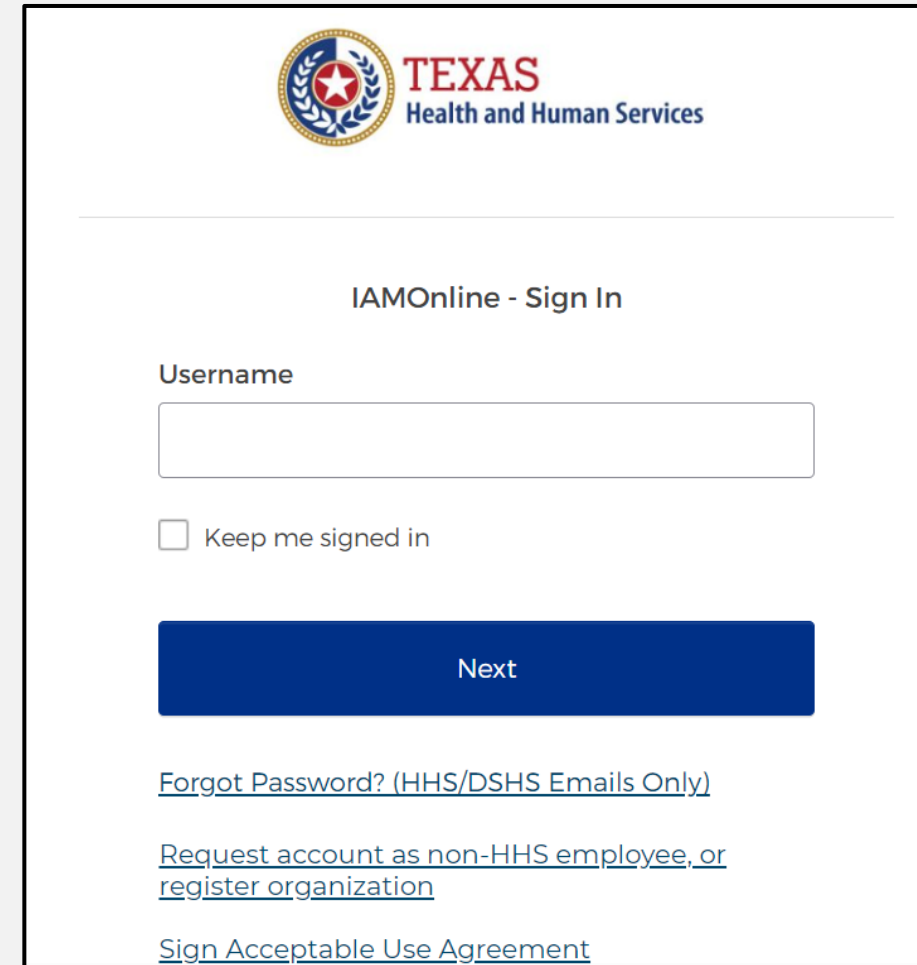
Submission Requirements

The EMSTR system is a statewide passive surveillance system that collects reportable events data from Emergency Medical Services (EMS) providers, hospitals, JPs, MEs, and LTAC rehabilitation facilities. EMSTR includes four registries:

- The EMS registry;
- The Acute Traumatic Injury registry;
- The TBI Registry and SCI registry; and
- The Submersion registry.

IAMOnline

- You will access all HHS applications, including EMSTR, through the Identity and Access Management Online (IAMOnline) platform.
- IAMOnline provides a more secure log-in process with a multifactor authentication feature.
- EMSTR will use **IAMOnline** beginning November 2023.



The screenshot shows the IAMOnline Sign In page for Texas Health and Human Services. At the top left is the Texas Health and Human Services logo, which includes a circular emblem with a star and the text "TEXAS Health and Human Services". Below the logo, the page title "IAMOnline - Sign In" is centered. 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](#)".

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Section 1: Activate your IAMOnline Account



Activate Your Account (1 of 2)

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

Hi [redacted],

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

Username: [redacted]@dshs.texas.gov

[Activate Account](#)

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

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

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

Thank you,
IAM Team

Activate Your Account (2 of 2)

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

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

Hi [redacted],

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

Username: [redacted]@dshs.texas.gov

Activate Account

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

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

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

Thank you,
IAM Team

Set Up Security Methods (1 of 2)




Set up security methods to protect your account with a **password**, your **phone**, and a **security question**.

Set up security methods

@ [redacted] @dshs.texas.gov

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

Set up required

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

[Back to sign in](#)

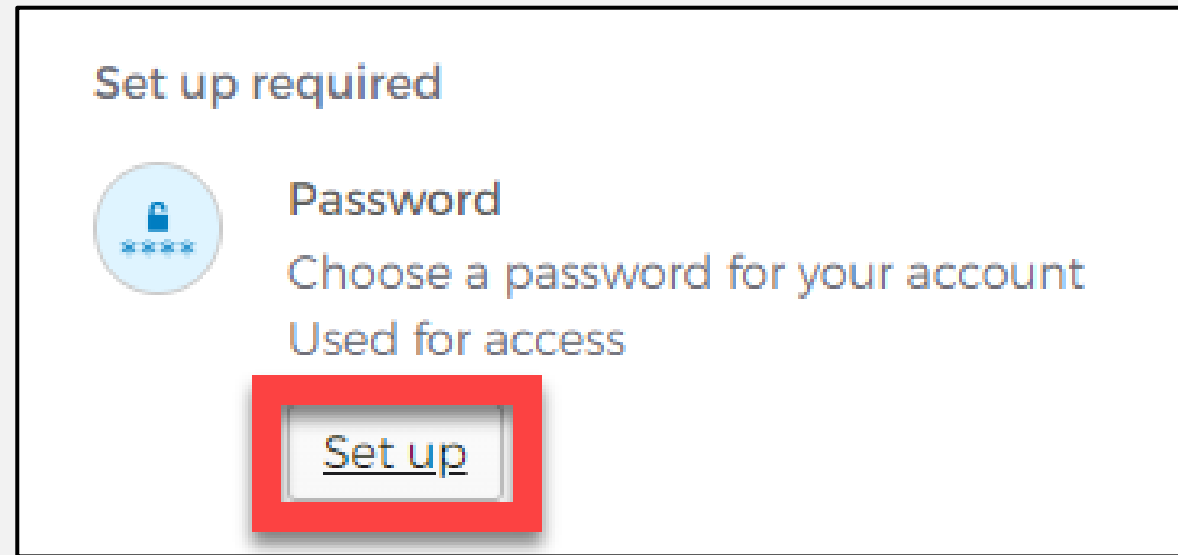
[Create a new account as a citizen](#)

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

[Sign Acceptable Use Agreement](#)

Set Up Security Methods (2 of 2)

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



Set Up Password

- Create your password in the “**Enter password**” text box and re-enter it in the “**Re-enter password**” text box.

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

- Click the “**Next**” button.

Set up password

@dshs.texas.gov

Password requirements:

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

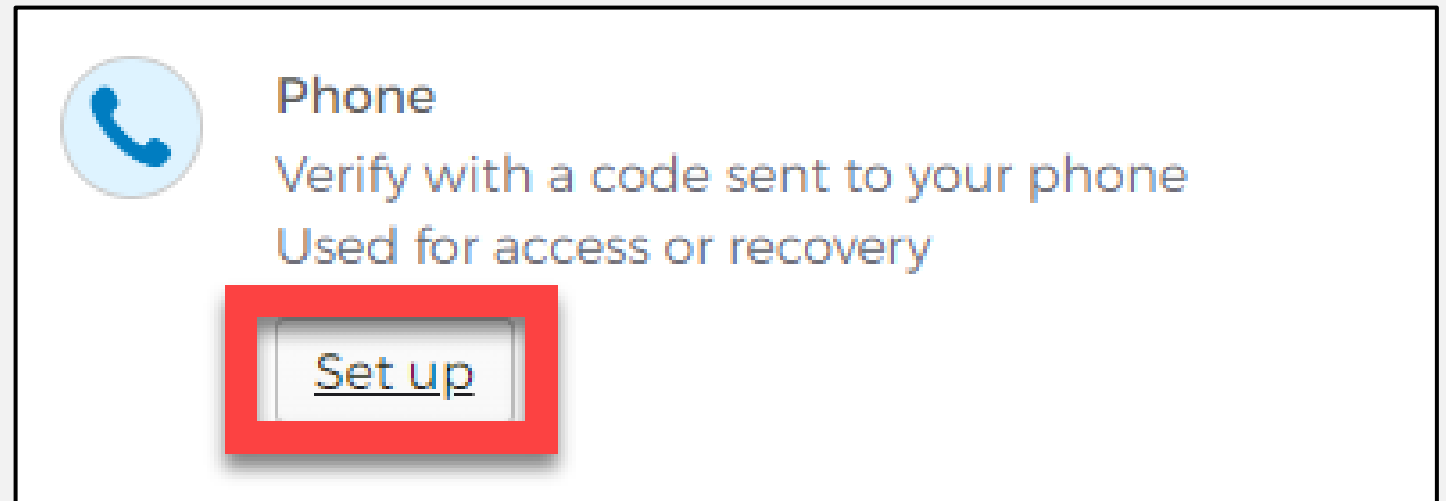
Enter password

Re-enter password

Next

Set Up Security Methods Screen

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



Set Up Phone Authentication (1 of 2)

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

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

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



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

SMS
 Voice call

Country
United States

Phone number
+1

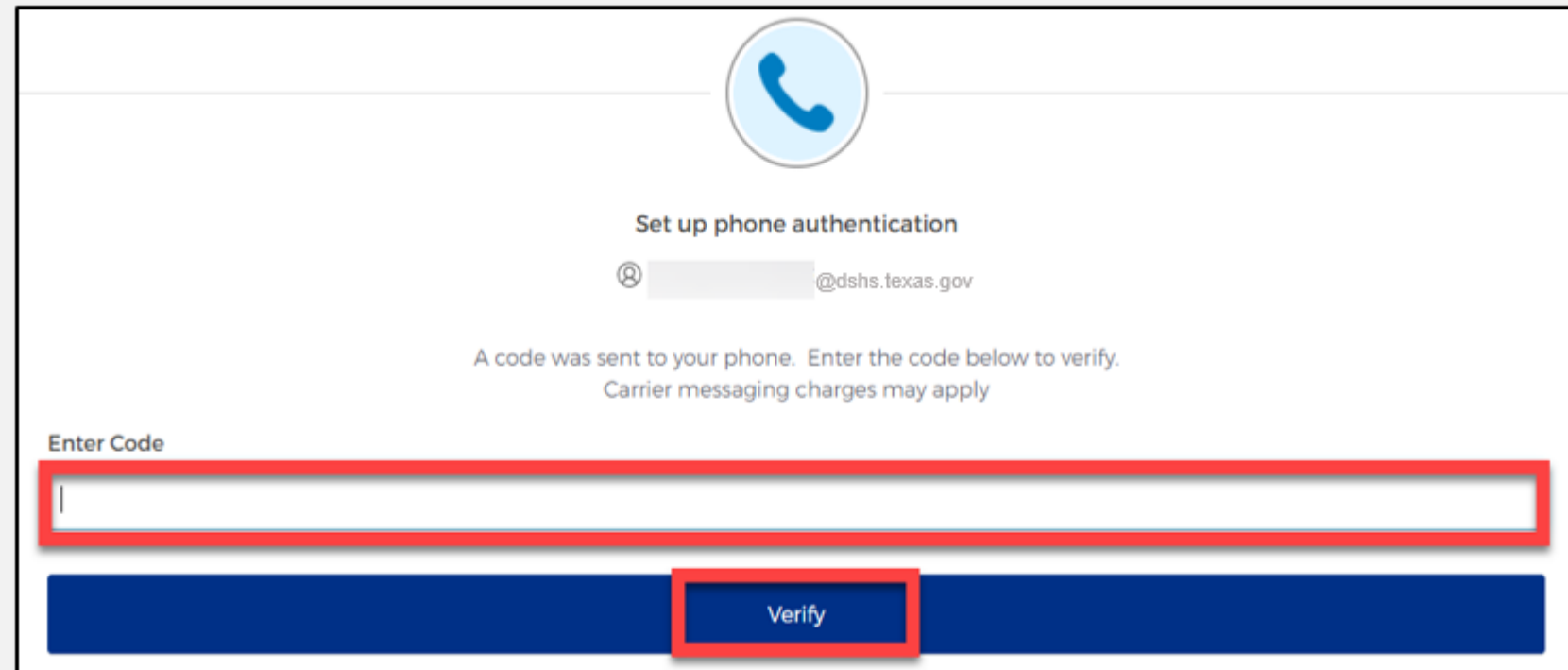
Receive a code via SMS

The screenshot shows a web form for phone verification. At the top, it says "Enter your phone number to receive a verification code via SMS." Below this are two radio button options: "SMS" (which is selected and highlighted with a red box) and "Voice call". Underneath is a dropdown menu for "Country" currently set to "United States". Below that is a text input field for "Phone number" with a "+1" prefix and a red box around the entire field. At the bottom is a blue button labeled "Receive a code via SMS".

*SMS stands for Short Message Service.

Set Up Phone Authentication (2 of 2)

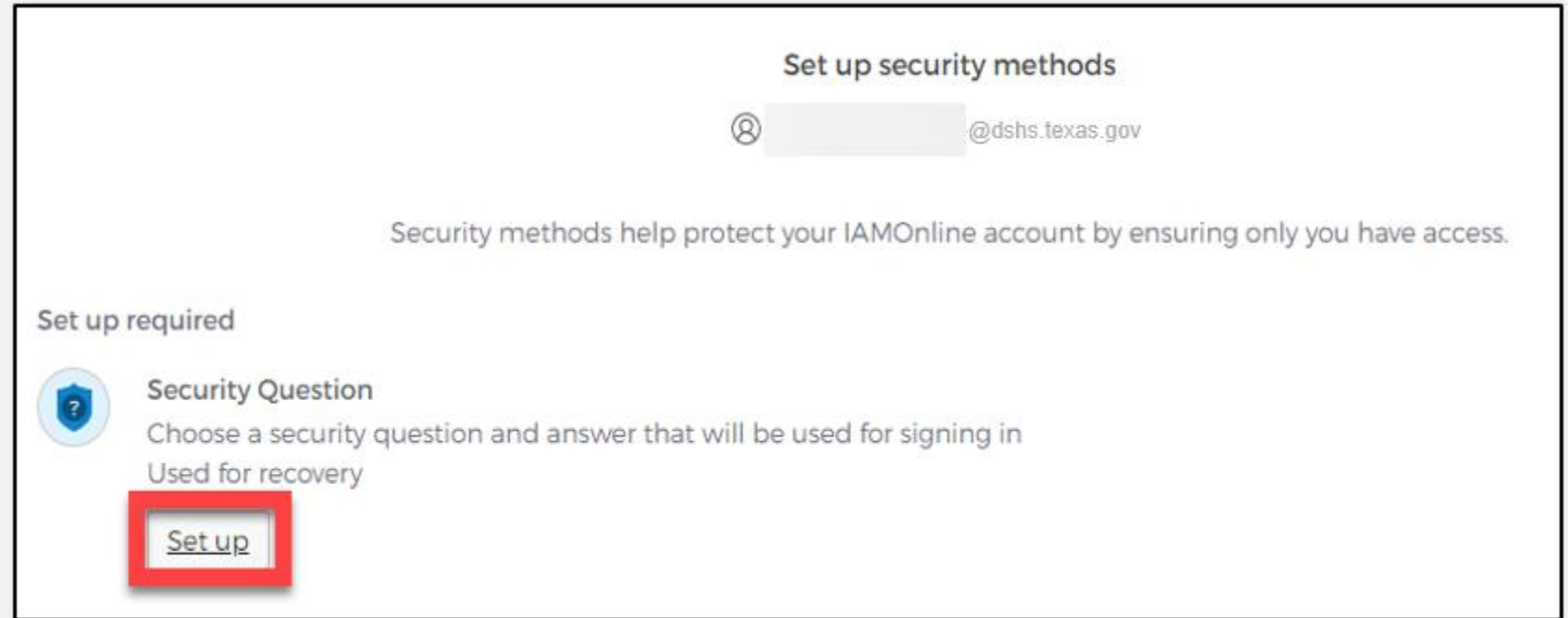
- The automated system sends you a verification code to your phone via the delivery choice you made – SMS or Voice call.
- Type the verification code in the “**Enter Code**” box.
- Click the “**Verify**” button.



The screenshot shows a mobile application interface for setting up phone authentication. At the top, there is a blue circular icon with a white telephone handset. Below the icon, the text reads "Set up phone authentication" followed by a redacted email address "@dshs.texas.gov". A message states: "A code was sent to your phone. Enter the code below to verify. Carrier messaging charges may apply". Below this message is a text input field labeled "Enter Code" with a red border. At the bottom of the screen is a dark blue bar with a white "Verify" button, also highlighted with a red border.

Set Up Security Methods

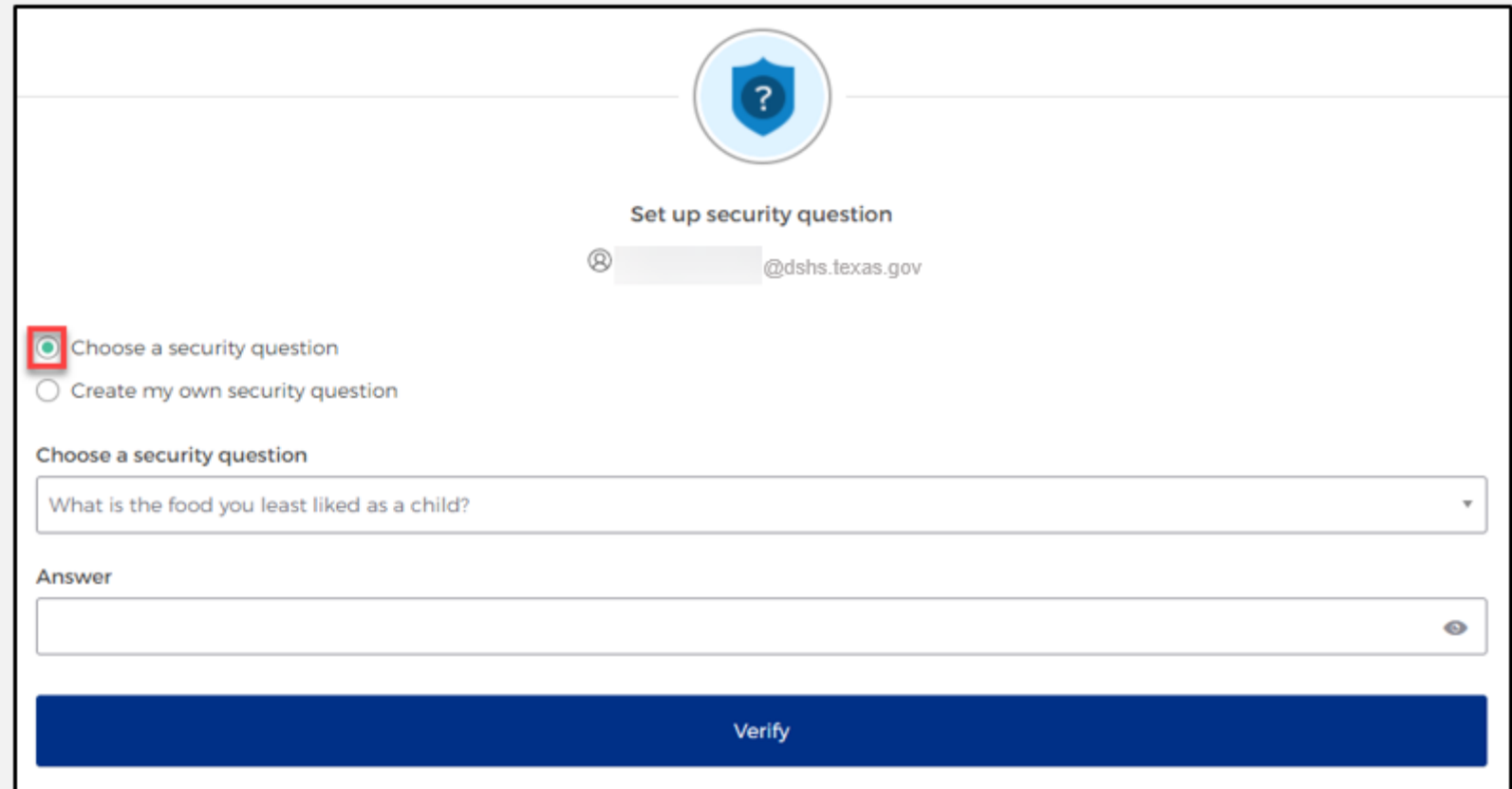
- After verifying your phone number, the system will direct you to set up a **Security Question**.
- To set up your security question, select the “**Set up**” button under **Security Question**.



Set Up Security Question (1 of 2)

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

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



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

Verify

Set Up Security Question (2 of 2)

- After selecting “**Choose a security question**”, select the drop-down icon and choose a security question.
- Enter the answer in the “**Answer**” box.
- To save your question and answer, select the “**Verify**” button.

Set up security question

@ [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

[redacted]

Verify

Section 2: Access MyApps Dashboard Process



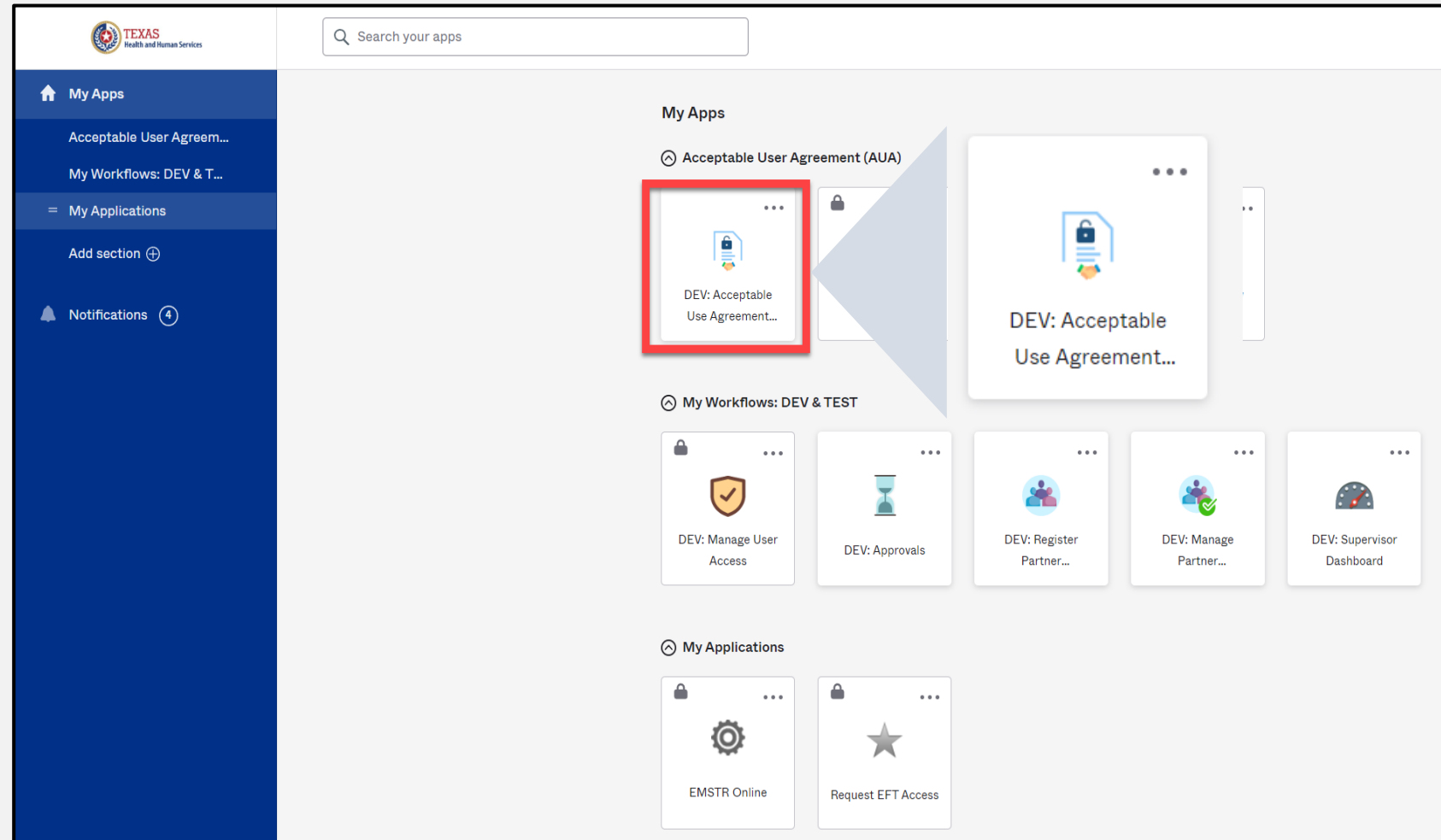
Access the MyApps Dashboard

After setting up your security methods, the system will direct you to your IAMOnline **MyApps** dashboard.

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

Acceptable Use Agreement (AUA)

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



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 it.

Acknowledgement

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

First Name

First Name *

Last Name

Last Name *

Your Work Email *

@dshs.texas.gov

Your Work Phone

I am (choose one and explain below): *

An employee of HHSC (specify department and division)

An employee of DSHS (specify department and division)

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

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

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

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

Date Agreement Signed *

08/09/2023

Submit

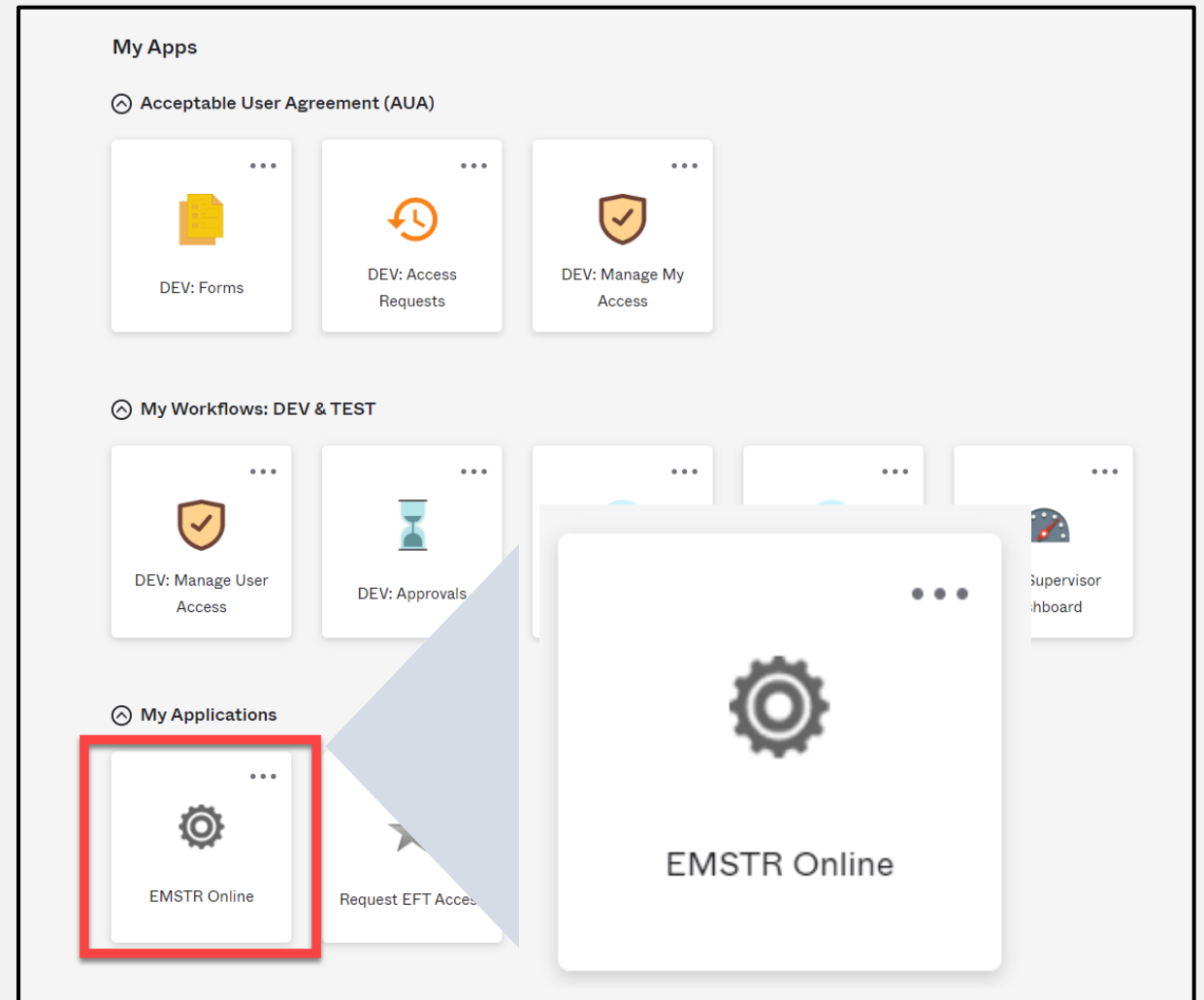
Submit

Section 3: Access EMSTR



Access EMSTR (1 of 2)

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



Access EMSTR (2 of 2)

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

The screenshot displays the EMSTR homepage. At the top left, there is a logo for the Texas Department of State Health Services. The main heading reads "Welcome to Texas Emergency Medical Services and Trauma Registry System". The page is organized into several sections: "Workflows" with a "Workflow Queue" and "Events" table; "Recently Accessed Records" with a table showing "Record Id", "Name", and "Record Type", currently displaying "No records found." and a "More..." link; "Resources" with a grid of links to various systems and dictionaries; and "Feedback/Tutorial" with links for "Review User Training Slides", "Review Group Administrator Training Slides", and "Contact/Provider Feedback". A top navigation bar includes links for Home, Create Record, Search Record, Workflows, File Upload, Entity, Reports, Admin, Settings, and Logout.

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

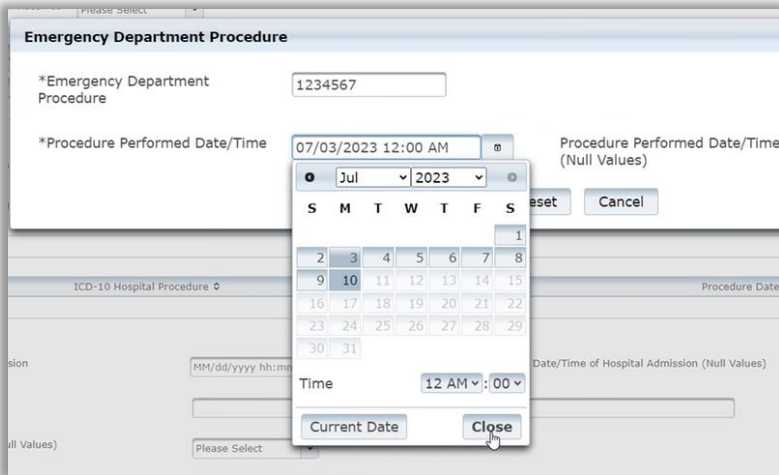
TX EMS/Trauma Home DSHS	TX EMS Trauma Systems DSHS	NHTSA.gov - Fundamental Components of Trauma Care
National EMS Information System	Glossary	NEMSIS Data Dictionary
NTDS Data Dictionary	ITDX/NTDB Data Dictionary	JP Submersion Data Dictionary
JP TBI SCI Data Dictionary	Rehab LTAC TBI SCI Data Dictionary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

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

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

Calendar Feature



The screenshot shows a form titled "Emergency Department Procedure". It includes a text field for "Emergency Department Procedure" with the value "1234567" and a date/time field for "Procedure Performed Date/Time" with the value "07/03/2023 12:00 AM". A calendar pop-up is displayed over the date field, showing the month of July 2023. The calendar has a grid of days from 1 to 31. The date "07/03/2023" is highlighted. Below the calendar, there is a time selection field showing "12 AM" and "00" minutes. There are "Current Date" and "Close" buttons at the bottom of the calendar pop-up.

Quick date and time selection.

Collapsible Sections

Injury Information - CPatient TestO - Patient Record

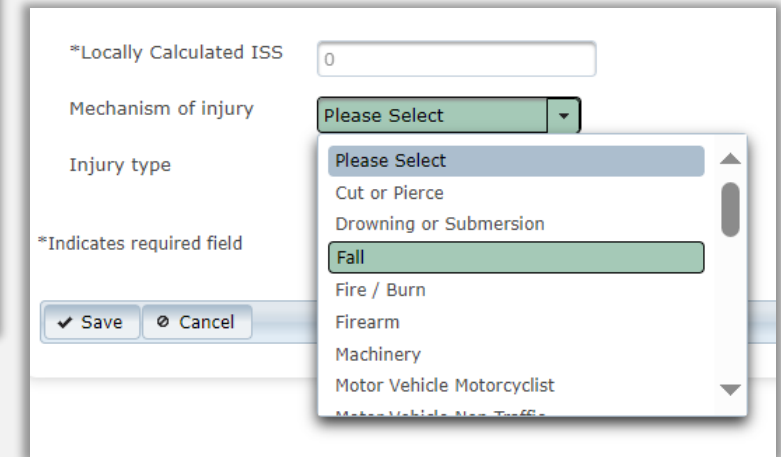
- ▶ Incident Date and Relative Information
- ▶ Incident ICD-10 Information
- ▶ Incident Location Information
- ▶ Incident Device and Relative Information

*Indicates required field

✓ Save ✕ Cancel

Easier page navigation to complete required fields.

Drop Down Menus



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

Intuitive process that avoids page clutter.

Section 4: Online Submission Process



Online Submission



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

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

Welcome to Texas Emergency Medical Services and Trauma Registry System

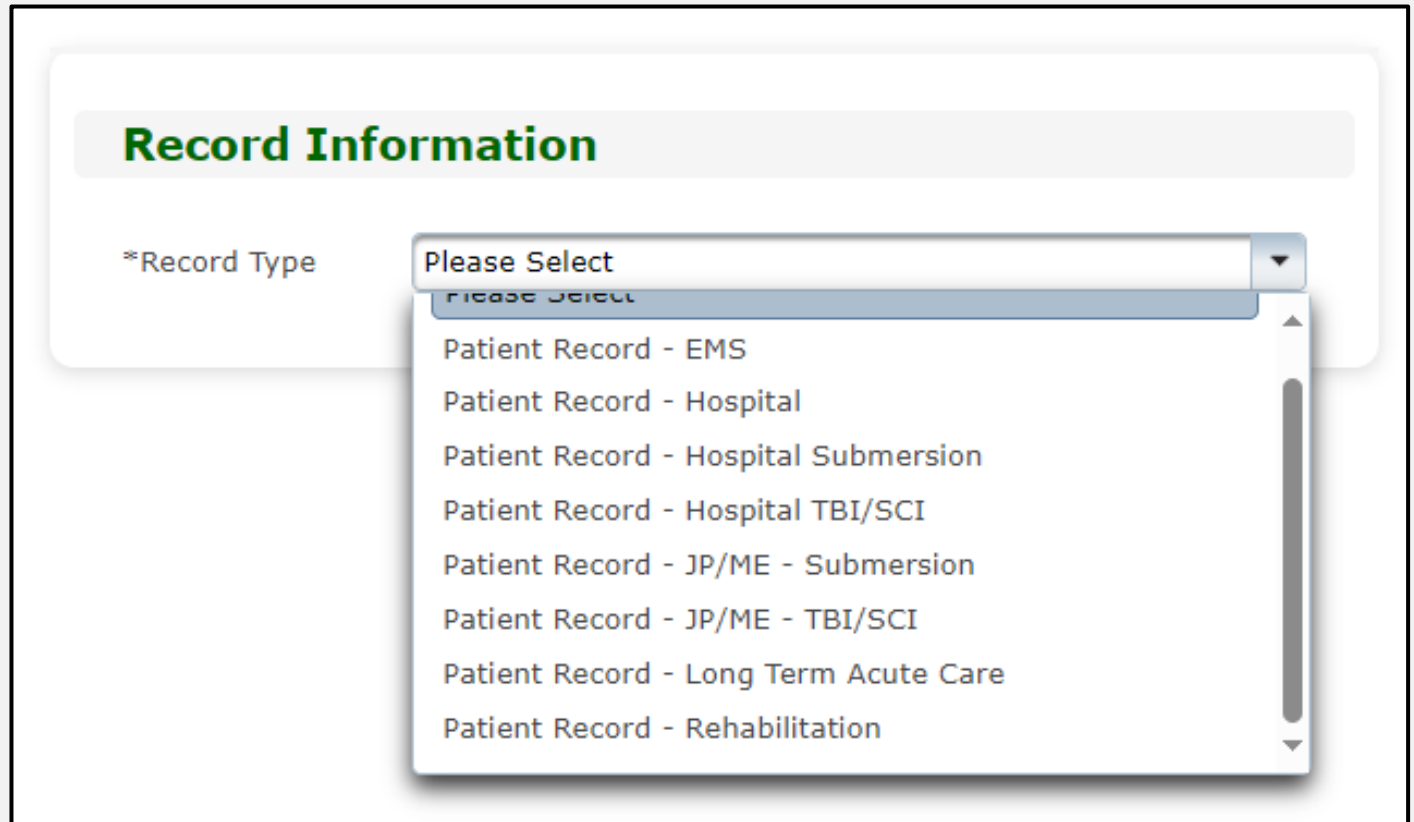
Workflows

| Create Record |

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

Create Record (1 of 3)

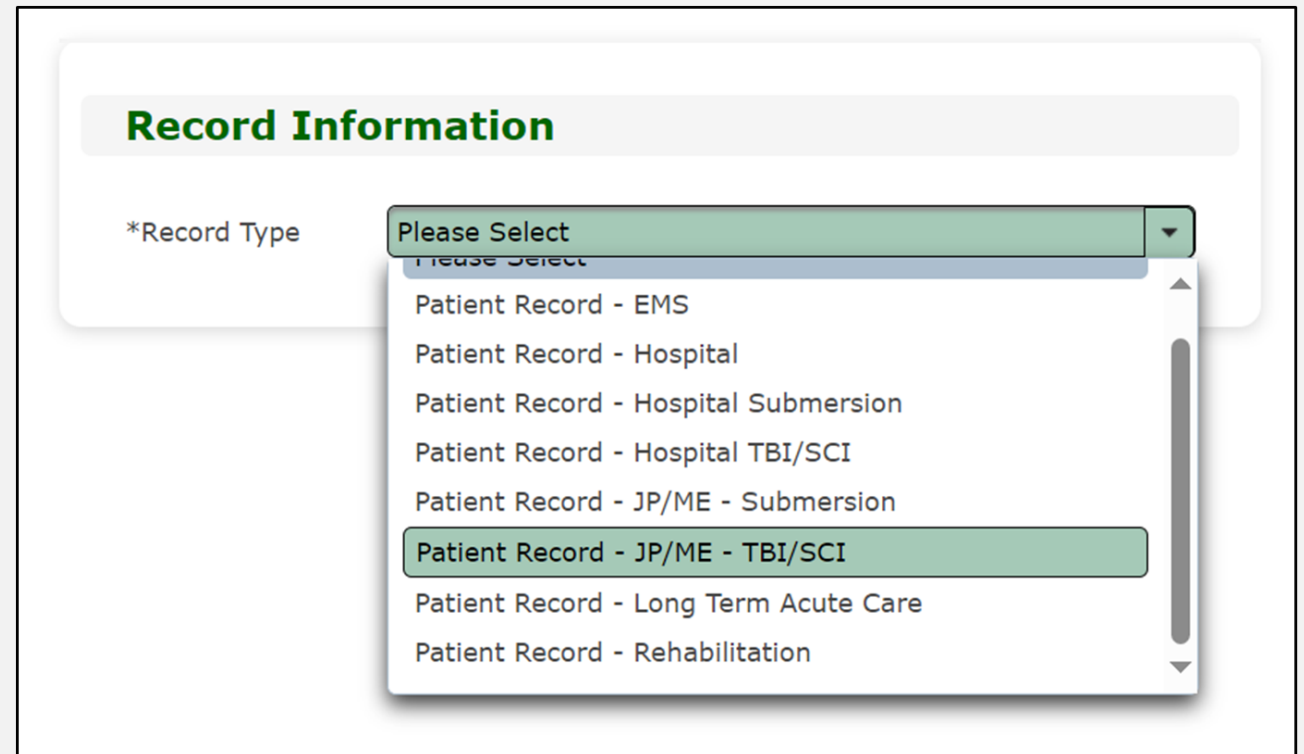
- After selecting “**Create Record**” from the EMSTR toolbar, choose the appropriate patient record for which you’re entering data.



The screenshot displays a web form titled "Record Information" with a green header. Below the header is a field labeled "*Record Type" with a dropdown menu. The dropdown menu is open, showing a list of options: "Please Select", "Patient Record - EMS", "Patient Record - Hospital", "Patient Record - Hospital Submersion", "Patient Record - Hospital TBI/SCI", "Patient Record - JP/ME - Submersion", "Patient Record - JP/ME - TBI/SCI", "Patient Record - Long Term Acute Care", and "Patient Record - Rehabilitation".

Create Record (2 of 3)

- In this example, “**Patient Record - JP/ME -TBI/SCI**” was chosen from the drop-down menu.
- The **Patient Record- JP/ME- TBI/SCI** record type is for JPs and MEs to submit TBI and SCI case records.



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

Create Record (3 of 3)

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

Create Event - Person Information

Record Information

*Record Type

Add Person

*First Name Middle Name *Last Name

*Birth Date *Gender

Contact Information

*Street

*City *State

*Zip Code *Zip Code (Null Values)

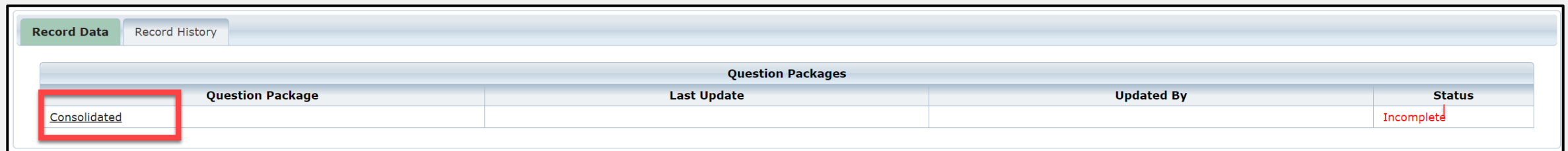
*County *Country

*Indicates required field

Phone Number E-Mail

Complete Question Package (1 of 10)

- To add data to the patient record, complete the question package listed in the **Question Package** table.
- The question packages will vary based on the **Record Type**.
- In this example, the user needs to complete the **Consolidated** question package for the “**Patient Record - JP/ME - TBI/SCI**” record.
- Select the name of the **Question Package** to access it.



The screenshot shows a software interface with two tabs: 'Record Data' (active) and 'Record History'. Below the tabs is a table titled 'Question Packages'. The table has four columns: 'Question Package', 'Last Update', 'Updated By', and 'Status'. The first row contains the text 'Consolidated' in the 'Question Package' column and 'Incomplete' in the 'Status' column. A red rectangular box highlights the 'Consolidated' text.

Question Package	Last Update	Updated By	Status
Consolidated			Incomplete

Complete Question Package (2 of 10)

- Upon selecting the **Consolidated Question Package**, you should complete four sections:
 - Entity Information;
 - Injury Information;
 - Individual Information; and
 - Event Information.

Consolidated Question Package - John Test - Justice of the Peace/Medical Examiner TBI/SCI

▶ Entity Information
▶ Injury Information
▶ Individual Information
▶ Event Information

*Indicates required field

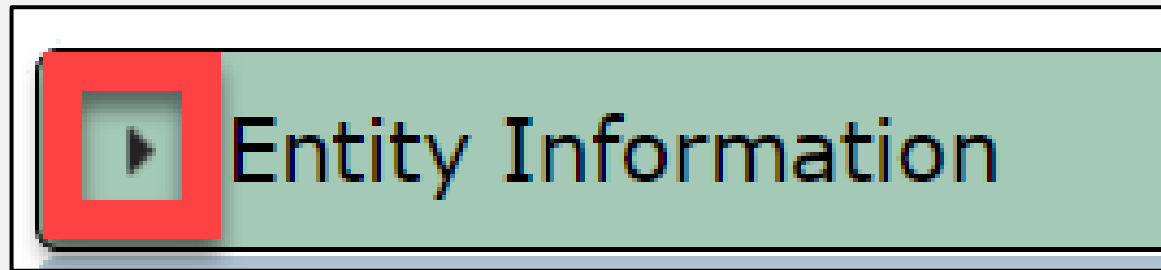
✓ Save

⊗ Cancel

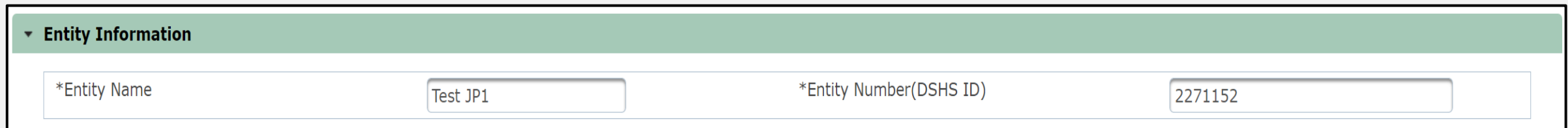
? Help

Complete Question Package (3 of 10)

- To begin, select the drop-down symbol next to the section name. This example begins with **Entity Information**.



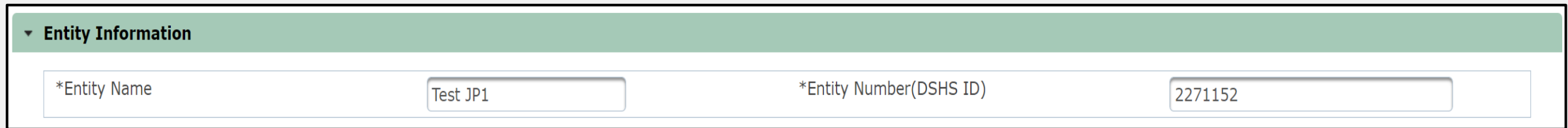
- Once selecting the drop-down symbol next to **Entity Information**, you can see the information for the section.

A screenshot of a form titled "Entity Information". The title is in a dark green bar at the top left. Below the title, there are two input fields. The first field is labeled "*Entity Name" and contains the text "Test JP1". The second field is labeled "*Entity Number(DSHS ID)" and contains the number "2271152".

*Entity Name	*Entity Number(DSHS ID)
Test JP1	2271152

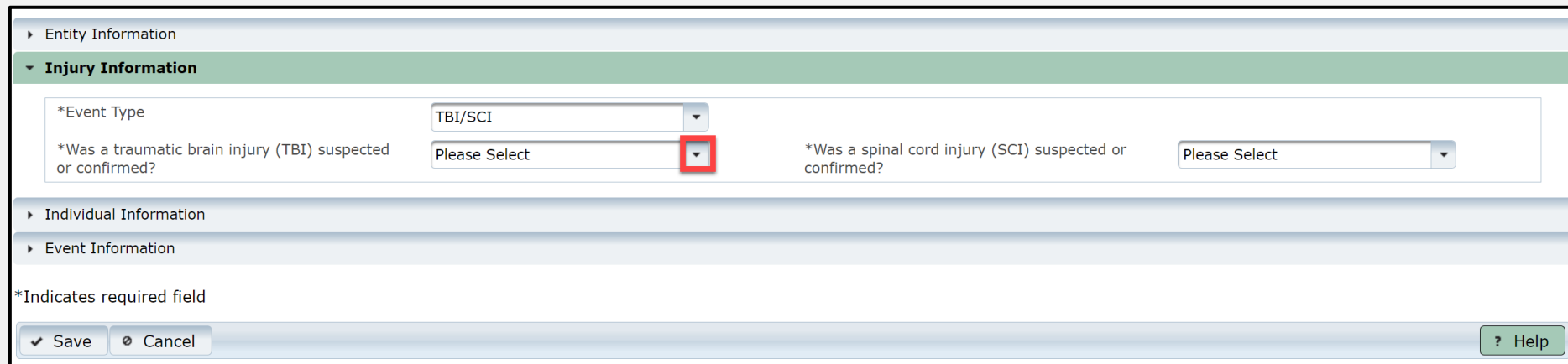
Complete Question Package (4 of 10)

- The **Entity Information** section of the **Consolidated** Question Package will auto-populate with information entered in the patient record.



A screenshot of a web form's 'Entity Information' section. The section is highlighted with a green header bar. Below the header, there are two input fields: '*Entity Name' containing the text 'Test JP1' and '*Entity Number(DSHS ID)' containing the text '2271152'.

- To continue, select the **“Injury Information”** section.



A screenshot of a web form showing the 'Injury Information' section. The 'Entity Information' section is collapsed. The 'Injury Information' section is expanded and highlighted with a green header bar. It contains three dropdown menus: '*Event Type' with 'TBI/SCI' selected, '*Was a traumatic brain injury (TBI) suspected or confirmed?' with 'Please Select' selected, and '*Was a spinal cord injury (SCI) suspected or confirmed?' with 'Please Select' selected. A red square highlights the dropdown arrow of the second field. Below the form, there are buttons for 'Save', 'Cancel', and 'Help'. A legend indicates that an asterisk (*) denotes a required field.

Complete Question Package (5 of 10)

- Enter data in the **Injury Information** section by selecting the drop-down buttons next to the corresponding text field.

Entity Information

Injury Information

*Event Type TBI/SCI

*Was a traumatic brain injury (TBI) suspected or confirmed? Please Select

*Was a spinal cord injury (SCI) suspected or confirmed? Please Select

Individual Information

Event Information

*Indicates required field

Save Cancel Help

Complete Question Package (6 of 10)

- Select the appropriate answer for all fields with an asterisk (*).
- After completing the **Injury Information** section, proceed to the **Individual Information** section.

The screenshot shows a web form with a green header bar labeled "Injury Information". Below the header, there are three main input fields:

- The first field is labeled "*Event Type" and has a dropdown menu with "TBI/SCI" selected.
- The second field is labeled "*Was a traumatic brain injury (TBI) suspected or confirmed?" and has a dropdown menu with "Please Select" selected. A dropdown menu is open below this field, showing "Please Select", "No", and "Yes" options.
- The third field is labeled "*Was a spinal cord injury (SCI) suspected or confirmed?" and has a dropdown menu with "Please Select" selected.


At the bottom of the form, there are two expandable sections:

- ▶ Individual Information
- ▶ Event Information

Complete Question Package (7 of 10)

- In the **Individual Information** section, complete all required fields indicated with an asterisk.
- After completing the section, proceed to the **Event Information** section.

Individual Information

*Individual's First Name	<input type="text" value="John"/>	*Individual's Last Name	<input type="text" value="Test"/>
Individual's Middle Name/Initial	<input type="text"/>		
Individual's Home Address	<input type="text" value="1234 Main Street"/>	Individual's Home City	<input type="text" value="1384879"/>
Individual's Home State	<input type="text" value="Texas"/>	Individual's Home Zip Code	<input type="text" value="78701"/>
*Individual's Date of Birth	<input type="text" value="04/15/1981"/> 		
*Individual's Sex	<input type="text" value="Please Select"/>		
*Individual's Race	<input type="text" value="Please Select"/>	*Individual's Race(Null Values)	<input type="text" value="Please Select"/>
*Individual's Ethnicity	<input type="text" value="Please Select"/>	*Individual's Ethnicity(Null Values)	<input type="text" value="Please Select"/>

Complete Question Package (8 of 10)

- In the **Event Information** section, complete all required fields indicated with an asterisk.

Event Information			
*Injury/Incident Date and Time	<input type="text" value="mm/dd/yyyy hh:mm"/>		*Injury/Incident Date and Time(Null Values)
*Incident State	<input type="text" value="Please Select"/>		*Incident State(Null Values)
*Incident County	<input type="text" value="Please Select"/>		*Incident County(Null Values)
*How Injury Occurred?	<input type="text" value="Please Select"/>		*How Injury Occurred?(Null Values)
*Cause of Death	<input type="text" value="Please Select"/>		*Cause Of Death(Null Values)
*Manner of Death	<input type="text" value="Please Select"/>		

Complete Question Package (9 of 10)

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

Consolidated Question Package - John Test - Justice of the Peace/Medical Examiner TBI/SCI

▶ Entity Information

▶ Injury Information

▶ Individual Information

▶ Event Information

*Indicates required field

✓ Save ✕ Cancel ? Help

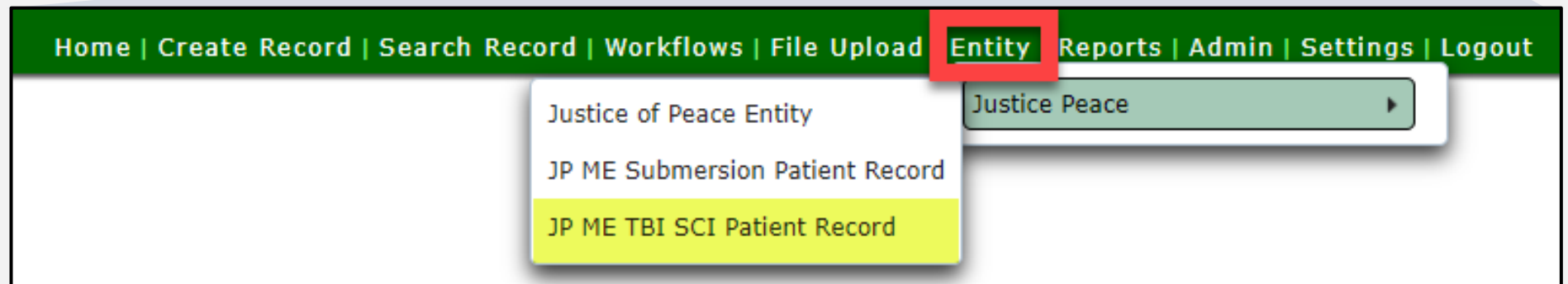
Complete Question Package (10 of 10)

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

Question Packages			
Question Package	Last Update	Updated By	Status
Consolidated	10/16/2023		Complete

View the Completed Record

- After saving the entered question package information, view the completed record by navigating to the EMSTR toolbar.
- Select **“Entity>Justice of the Peace>JP ME TBI SCI Patient Record”**.



Record Details (1 of 2)

You can view your submitted patient records.

Justice of the Peace JP ME Submersion Patient **JP ME TBI SCI Patient**

(Entities 1 - 1 of 1, Page: 1/1) ◀ ◄ 1 ▶ ▶▶ + Add New Entity + Clear filter 📄 Export Patient Record(s) JP ME TBI SCI

▶▶ 50 ▾

Record ID ▾	First Name ▾	Middle Name ▾	Last Name ▾	Status ▾	Action	<input type="checkbox"/>
1000019287	John		Test	Open	Record Details	<input type="checkbox"/>

(Entities 1 - 1 of 1, Page: 1/1) ◀ ◄ 1 ▶ ▶▶ ▶▶ 50 ▾

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



Record Details (2 of 2)

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

The screenshot displays the 'Record Summary (Patient)' interface. It is divided into several sections:

- Basic Information:** A table with fields: Record ID (1000019287), Record Type (Patient Record - JP/ME - TBI/SCI), Person (John Test), Status (Open), UUID, and Notifications (General Notifications). Below this is a link for 'Edit Patient Information'.
- Notes:** A text area for entering notes, with a '255 characters remaining' indicator and a 'Save' button.
- Notes Details:** A table with columns 'UserName', 'Entry Date', and 'Notes'. It currently shows 'No records found.'
- Record Data:** A tabbed interface with 'Record Data' selected. It contains a table for 'Question Packages'.

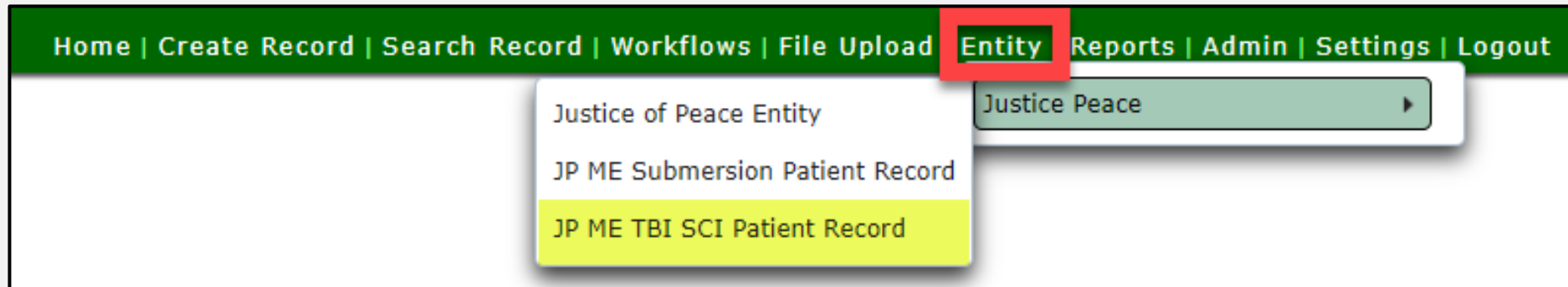
Question Package	Last Update	Updated By	Status
Consolidated	10/16/2023		Complete

Section 5: Record Summary



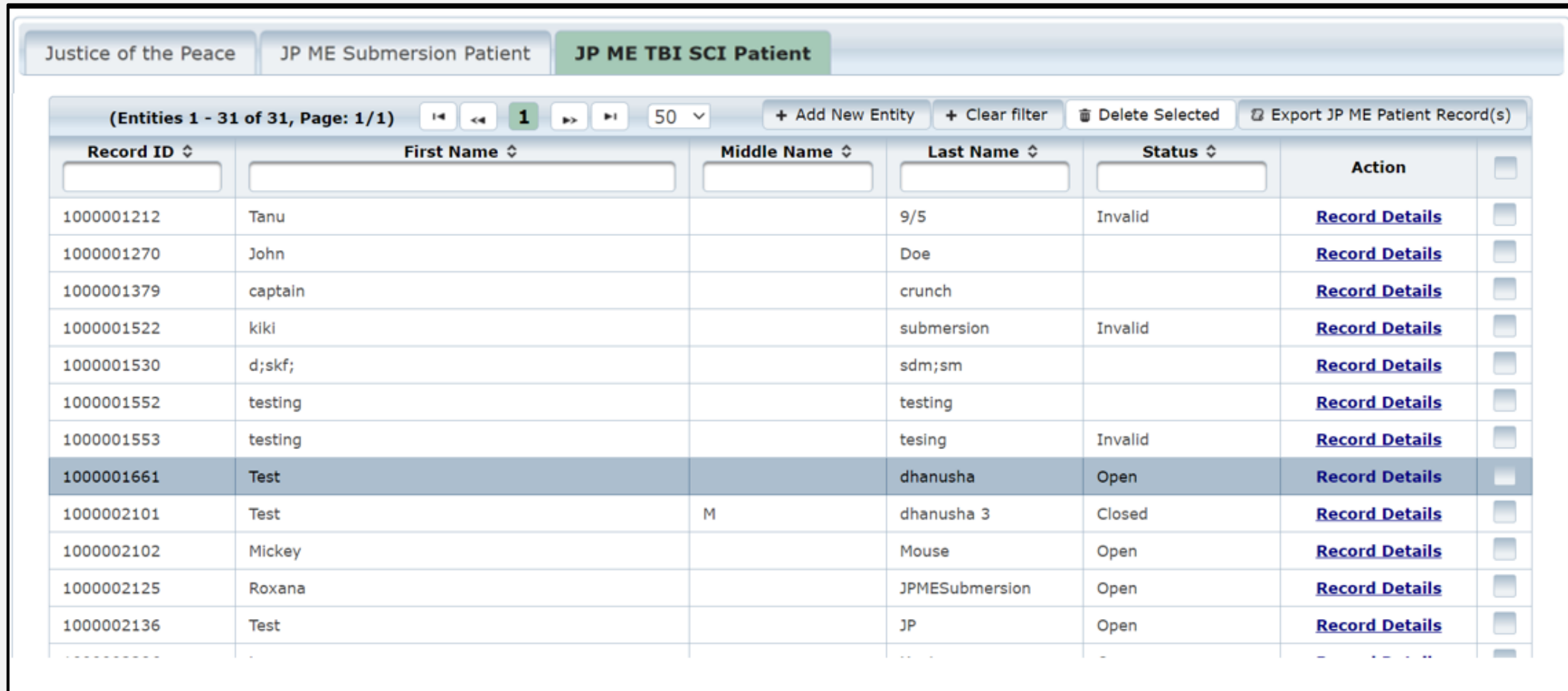
JP Patient Record

- To view a patient record summary, select **"Entity > Justice Peace"** and select the record type.
- In this example, the user selected **"JP ME TBI SCI Patient Record"**.



Record Summary Screen

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



The screenshot displays a web application interface for viewing patient records. At the top, there are three tabs: "Justice of the Peace", "JP ME Submersion Patient", and "JP ME TBI SCI Patient", with the latter being the active tab. Below the tabs is a control bar with the following elements: "(Entities 1 - 31 of 31, Page: 1/1)", navigation arrows, a page number "1", a dropdown menu set to "50", and buttons for "+ Add New Entity", "+ Clear filter", "Delete Selected", and "Export JP ME Patient Record(s)".

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000001212	Tanu		9/5	Invalid	Record Details	<input type="checkbox"/>
1000001270	John		Doe		Record Details	<input type="checkbox"/>
1000001379	captain		crunch		Record Details	<input type="checkbox"/>
1000001522	kiki		submersion	Invalid	Record Details	<input type="checkbox"/>
1000001530	d;skf;		sdm;sm		Record Details	<input type="checkbox"/>
1000001552	testing		testing		Record Details	<input type="checkbox"/>
1000001553	testing		tesing	Invalid	Record Details	<input type="checkbox"/>
1000001661	Test		dhanusha	Open	Record Details	<input type="checkbox"/>
1000002101	Test	M	dhanusha 3	Closed	Record Details	<input type="checkbox"/>
1000002102	Mickey		Mouse	Open	Record Details	<input type="checkbox"/>
1000002125	Roxana		JPMESubmersion	Open	Record Details	<input type="checkbox"/>
1000002136	Test		JP	Open	Record Details	<input type="checkbox"/>

Record Details

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

Justice of the Peace JP ME Submersion Patient **JP ME TBI SCI Patient**

(Entities 1 - 31 of 31, Page: 1/1) 1 50 + Add New Entity + Clear filter Delete Selected Export JP ME Patient Record(s)

Record ID	First Name	Middle Name	Last Name	Status	Action	
1000001212	Tanu		9/5	Invalid	Record Details	<input type="checkbox"/>
1000001270	John		Doe		Record Details	<input type="checkbox"/>
1000001379	captain		crunch		Record Details	<input type="checkbox"/>
1000001522	kiki		submersion	Invalid	Record Details	<input type="checkbox"/>
1000001530	d;skf;		sdm;sm		Record Details	<input type="checkbox"/>
1000001552	testing		testing		Record Details	<input type="checkbox"/>
1000001553	testing		tesing	Invalid	Record Details	<input type="checkbox"/>
1000001661	Test		dhanusha	Open	Record Details	<input type="checkbox"/>
1000002101	Test	M	dhanusha 3	Closed	Record Details	<input type="checkbox"/>
1000002102	Mickey		Mouse	Open	Record Details	<input type="checkbox"/>
1000002125	Roxana		JPMSubmersion	Open	Record Details	<input type="checkbox"/>
1000002136	Test		JP	Open	Record Details	<input type="checkbox"/>

Record Details

Section 6: Account Management



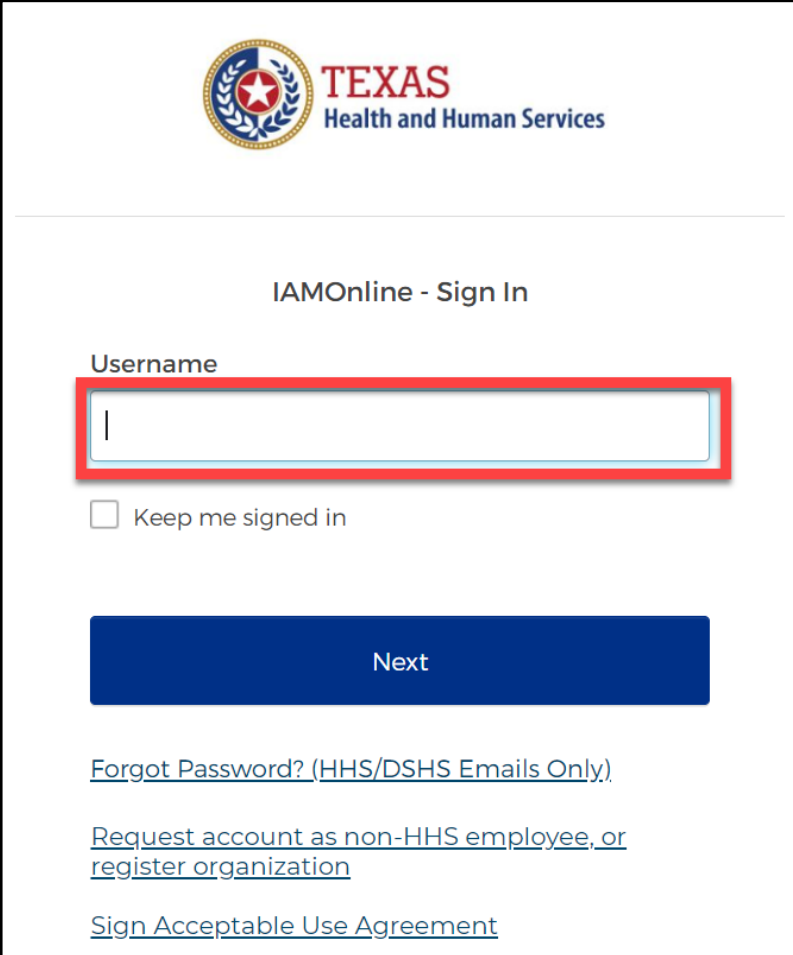
IAMOnline Home Page


Account management is available through IAMOnline.

The screenshot displays the IAMOnline Sign In page for Texas Health and Human Services. On the left, there is a background image of a city skyline with a river and a bridge. On the right, the page content includes the Texas Health and Human Services logo at the top. Below the logo, the text 'IAMOnline - Sign In' is centered. A 'Username' label is positioned above a text input field. Below the input field is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is located below the checkbox. Underneath 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'. At the bottom of the page, a dark blue footer contains the following links: '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.



 **TEXAS**
Health and Human Services

IAMOnline - Sign In

Username

Keep me signed in

Next

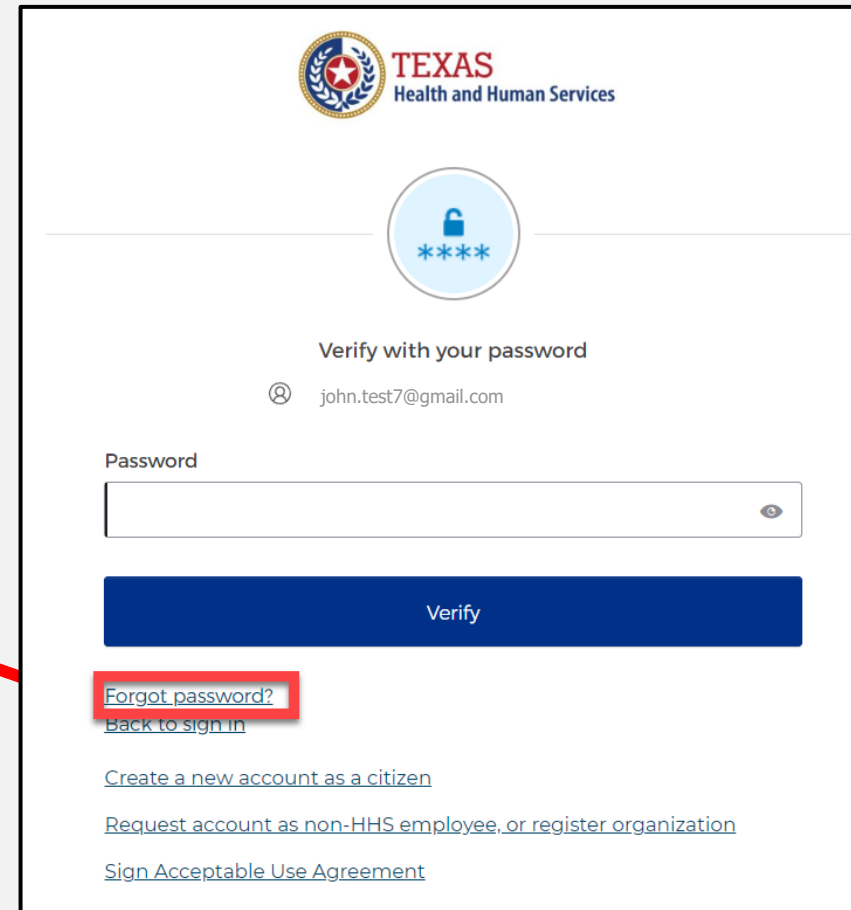
[Forgot Password? \(HHS/DSHS Emails Only\)](#)


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


[Sign Acceptable Use Agreement](#)

Forgot Password (2 of 2)


Click on the “Forgot password?” link.



 TEXAS
Health and Human Services



Verify with your password

 john.test7@gmail.com

Password

[Forgot password?](#)

[Back to sign in](#)

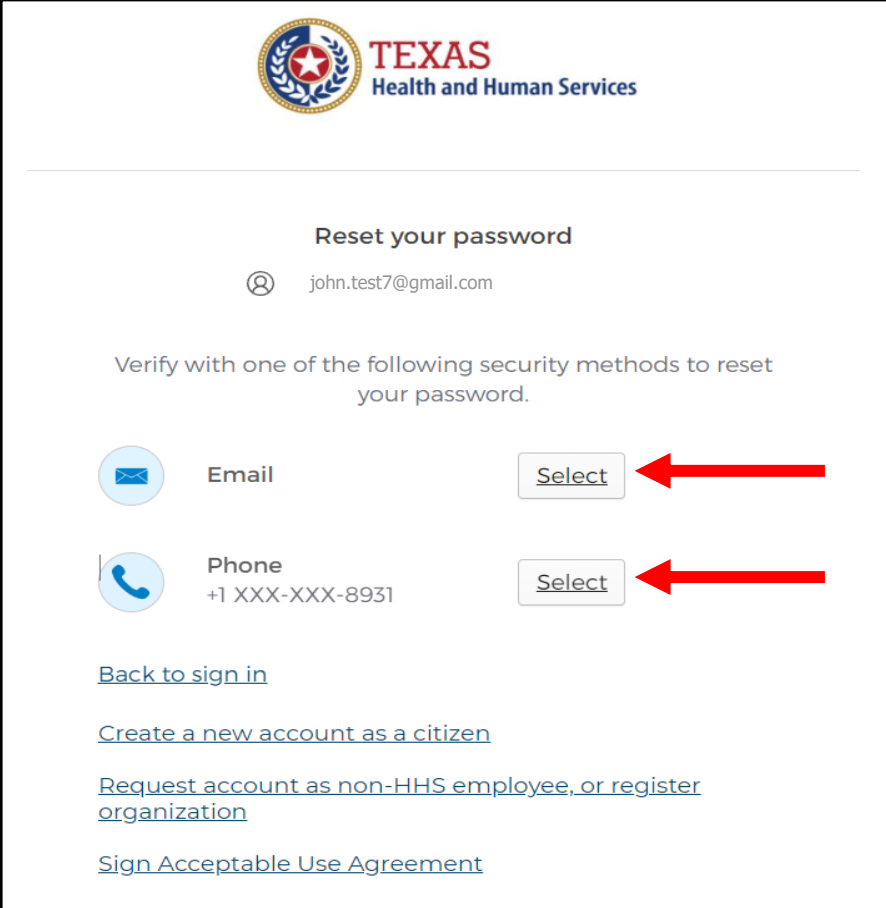
[Create a new account as a citizen](#)

[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 and click the **“Select”** button.





The screenshot shows the Texas Health and Human Services password reset interface. At the top is the Texas state seal and the text "TEXAS Health and Human Services". Below this is the heading "Reset your password" and the email address "john.test7@gmail.com". A message instructs the user to "Verify with one of the following security methods to reset your password." Two options are listed: "Email" with a "Select" button and "Phone" with a "Select" button. Red arrows point to both "Select" buttons. At the bottom, there are four links: "Back to sign in", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".



 **TEXAS**
Health and Human Services

Reset your password

 john.test7@gmail.com

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

 Email 

 Phone
+1 XXX-XXX-8931 

[Back to sign in](#)

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

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

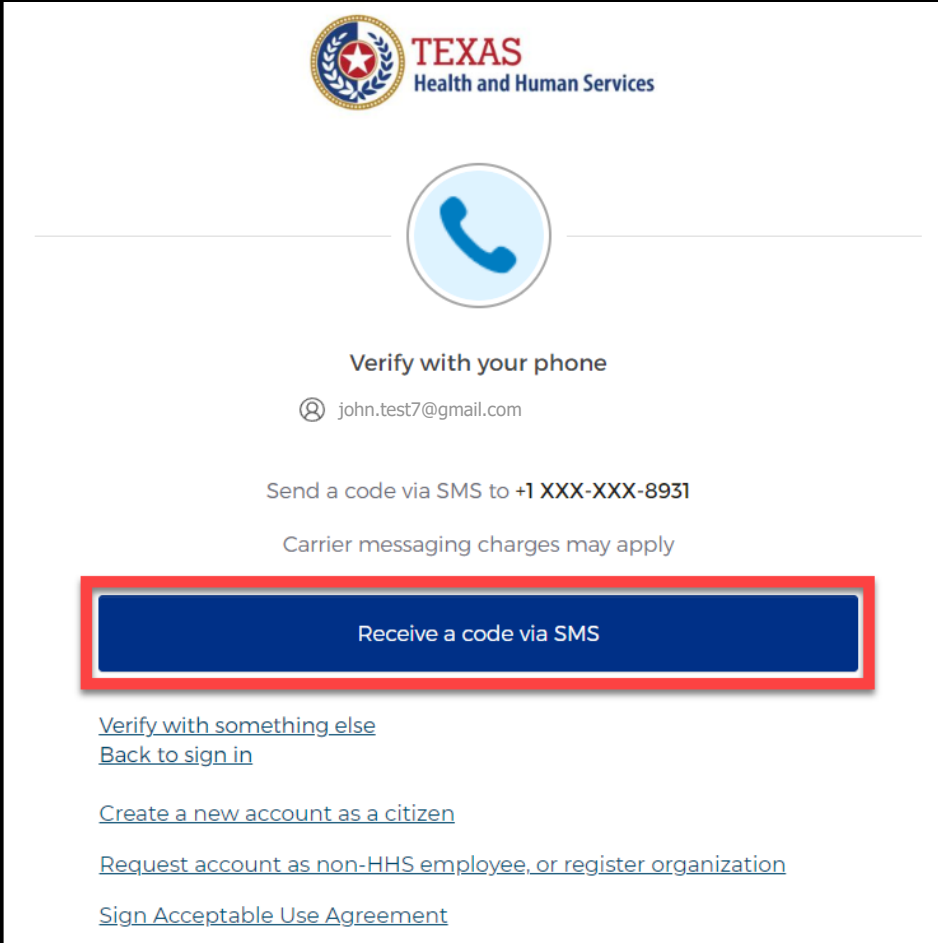
[Sign Acceptable Use Agreement](#)

Reset Your Password (2 of 3)

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

NOTE – The phone option was selected in this example.

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





The screenshot shows the Texas Health and Human Services verification interface. 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 circular icon of a telephone handset. The text "Verify with your phone" is centered below the icon, followed by the email address "john.test7@gmail.com" with a small envelope icon to its left. Below the email address, it says "Send a code via SMS to +1 XXX-XXX-8931" and "Carrier messaging charges may apply". A large blue button with a red border is highlighted, containing the text "Receive a code via SMS". At the bottom of the screen, there are four 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 Your Password (3 of 3)

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

Step 2 – Select the “**Verify**” button.

 TEXAS
Health and Human Services



Verify with your phone
@ john.test7@gmail.com

A code was sent to +1 XXX-XXX-8931. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

1

2

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

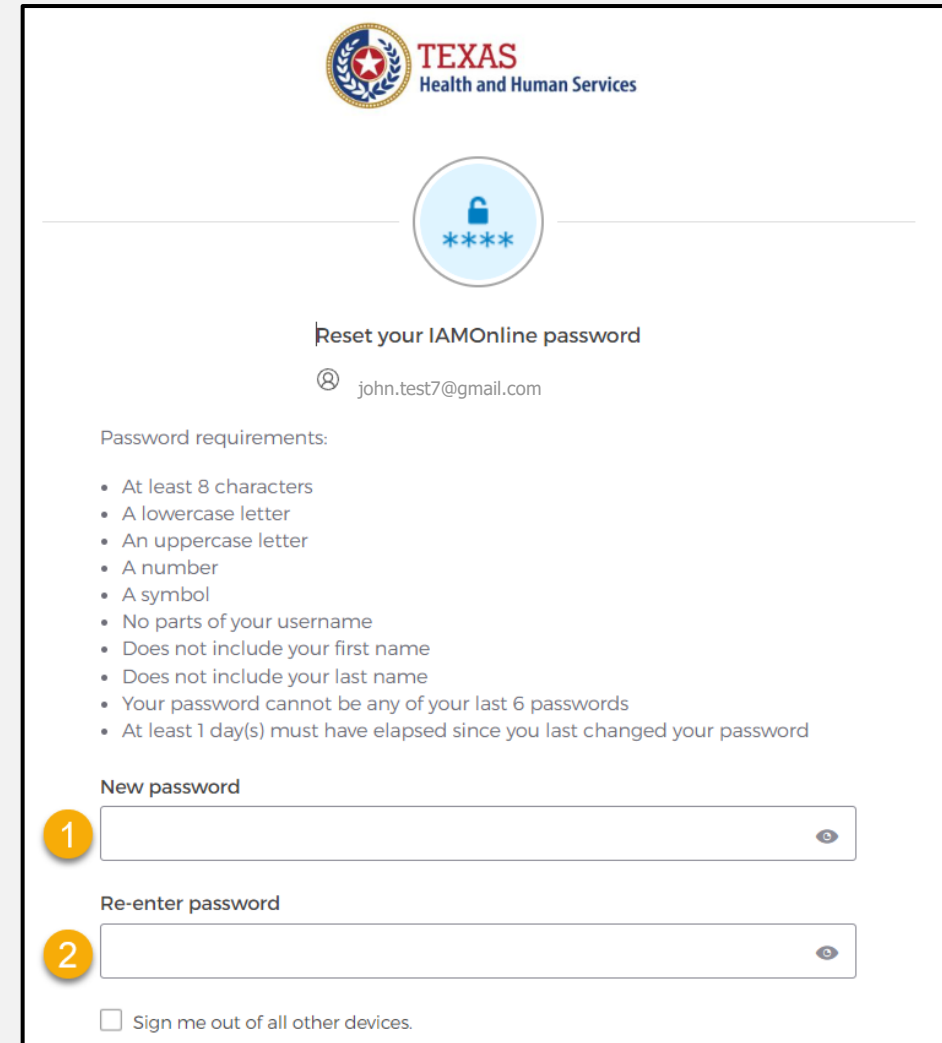
[Create a new account as a citizen](#)
[Request account as non-HHS employee, or register organization](#)
[Sign Acceptable Use Agreement](#)

Reset Your IAMOnline Password (1 of 2)

After you enter your verification code, the system will redirect you to the **Reset Your IAMOnline Password** page. Passwords must meet the organization's password requirements.

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

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




The screenshot shows the 'Reset your IAMOnline password' page for Texas Health and Human Services. At the top left is the Texas state seal logo, and to its right is the text 'TEXAS Health and Human Services'. In the center, there is a circular icon with a blue padlock and the text '****'. Below this, the heading 'Reset your IAMOnline password' is displayed, followed by the email address 'john.test7@gmail.com' with a user icon. A section titled 'Password requirements:' lists the following criteria:

- 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


Below the requirements are two input fields. The first field is labeled 'New password' and has a yellow circle with the number '1' to its left. The second field is labeled 'Re-enter password' and has a yellow circle with the number '2' to its left. At the bottom of the form, there is a checkbox labeled 'Sign me out of all other devices.'.

Reset Your IAMOnline password (2 of 2)

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




Reset your IAMOnline password

 john.test7@gmail.com


Password requirements:

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

New password

..... 

Re-enter password

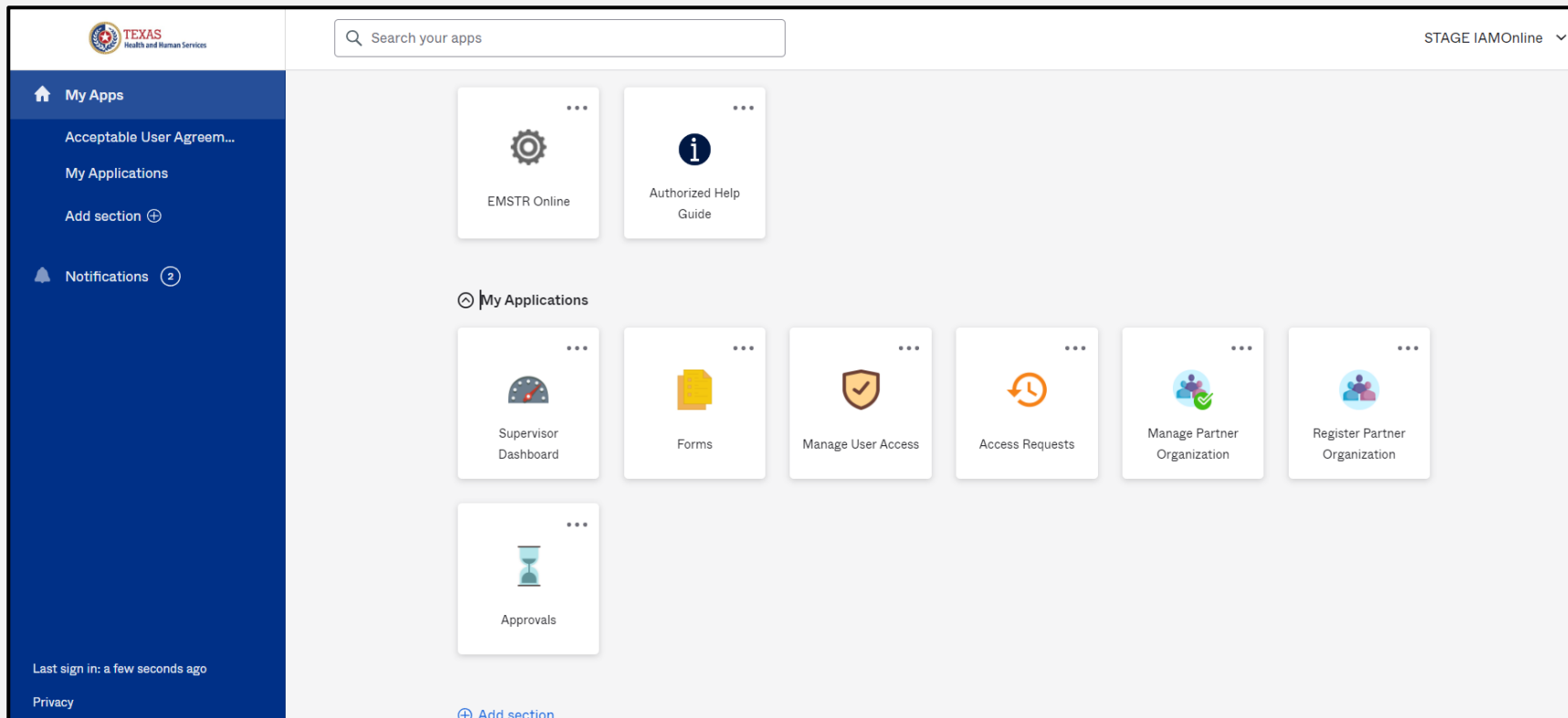
..... 

Sign me out of all other devices.

Reset Password

Reset Password Complete

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



Account Locked



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



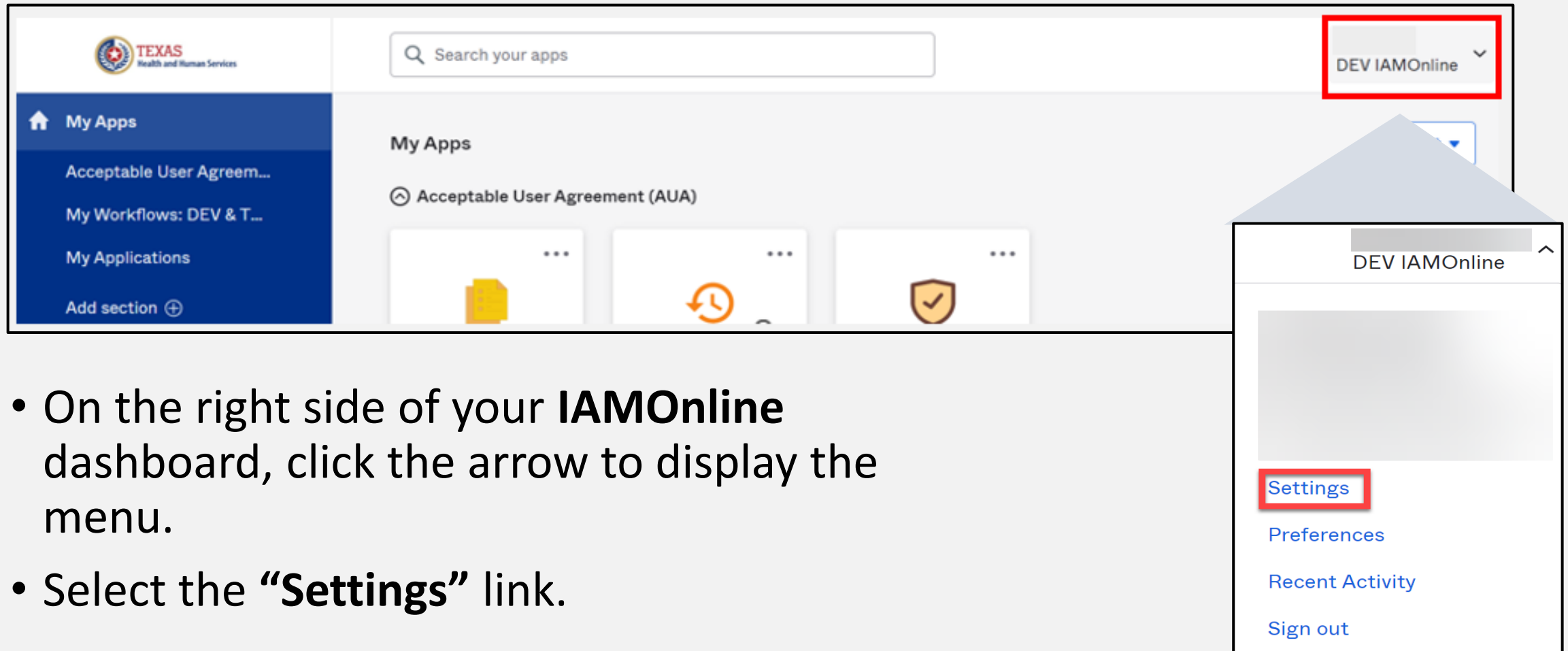
If you do not remember your password after the account unlocks, please reset your password.



If you need your password reset before 30 minutes for urgent requests, you may contact the help desk at:

512-438-4720 or 855-435-7181 (toll free).

Update Account (1 of 2)



The screenshot displays the IAMOnline dashboard interface. On the left, a blue sidebar contains navigation options: 'My Apps', 'Acceptable User Agreem...', 'My Workflows: DEV & T...', 'My Applications', and 'Add section'. The main content area features a search bar labeled 'Search your apps' and a 'My Apps' section with a card for 'Acceptable User Agreement (AUA)'. In the top right corner, the user's name 'DEV IAMOnline' is displayed with a dropdown arrow. A red box highlights this dropdown arrow. A callout box on the right shows the expanded user profile menu, which includes the user's name 'DEV IAMOnline' and a list of options: 'Settings', 'Preferences', 'Recent Activity', and 'Sign out'. The 'Settings' option is highlighted with a red box.

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

Update Account (2 of 2)

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

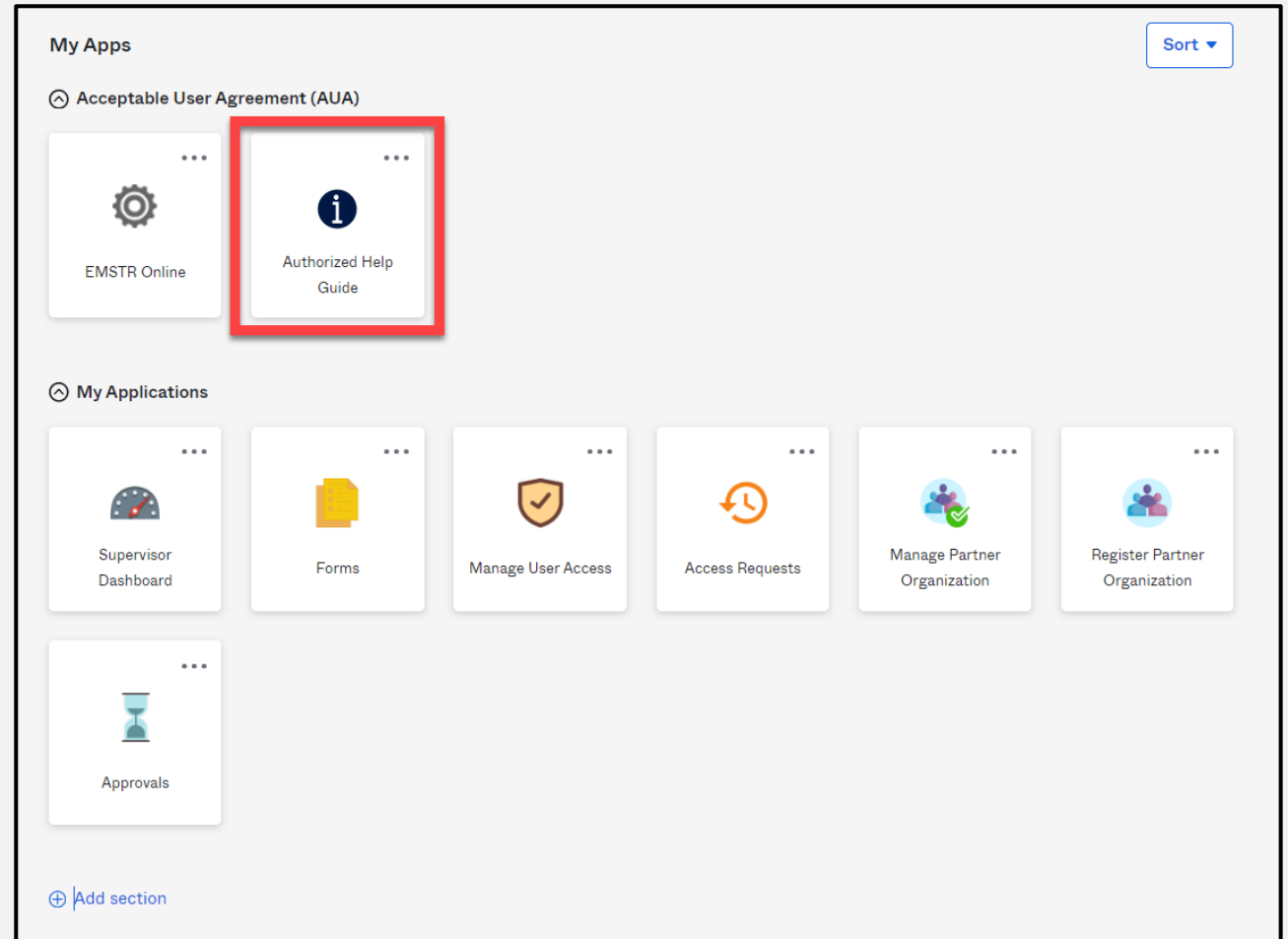


Section 7: Resources and Contact Information



Authorized Help Guide

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



Help Page

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

TEXAS
Health and Human
Services

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

Hello, how can we help?

Search our help site...

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

FAQs
Provides answers to Frequently Asked Questions.

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

Video Tutorials

Select the appropriate link to find specific video tutorials for your user type.

Video Tutorials

This page provides links to video tutorials hosted on Youtube. Select your user type to get started:

[Internal User](#)

[Internal Approver](#)

[External/Partner User](#)

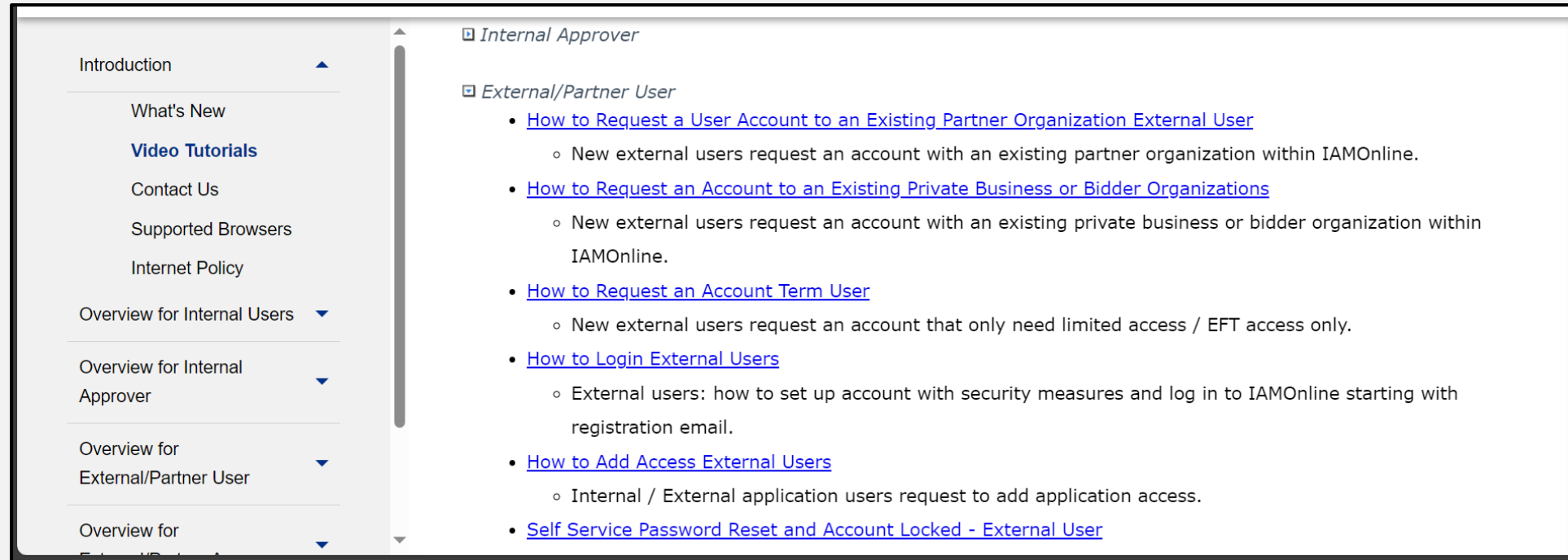
Facility User

[External/Partner Approver](#)

Facility Administrator

External Partner User Video Links

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



The screenshot displays a web interface with a left-hand navigation menu and a main content area. The navigation menu includes the following items:

- Introduction
- What's New
- Video Tutorials**
- Contact Us
- Supported Browsers
- Internet Policy
- Overview for Internal Users
- Overview for Internal Approver
- Overview for External/Partner User
- Overview for

The main content area is titled "External/Partner User" and contains a list of video links:

- [Internal Approver](#)
- [External/Partner User](#)
 - [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](#)

Additional Resources and Contact Information

Resources:

- For additional resources, visit the DSHS webpage [Justice of the Peace Requirements | Texas DSHS](#)

For questions regarding IAMOnline:

- Contact the DSHS Help Desk at **512-438-4720** or **855-435-7181** (toll free).

Thank you!

EMSTR Team

injury.web@dshs.texas.gov