EMERGENCY MEDICAL SERVICES AND TRAUMA REGISTRIES

REGISTERING A NEW FACILITY

TEXAS
Health and Human
Services

Texas Department of State
Health Services

Emergency Medical Services and Trauma Registries (EMSTR)

Job Aid for:

Facility Organization Administrators Who Need to Register their Facility with EMSTR

Contents

Overview:

This job aid is for Emergency Medical Services and Trauma Registries (EMSTR) facility organization administrators who need to register a new facility with EMSTR. It provides step-by-step instructions on how to register your facility with the Texas Department of State Health Services (DSHS) new Identity and Access Management Online (IAMOnline), activate your facility's account, set-up security methods, access the MyApps dashboard, and access EMSTR data system.

The **Facility Organization Administrator** is the person who oversees data management of a particular facility. They have supervisor permissions to request access on behalf of EMSTR app users tied to the facility as well as manage the web service (if applicable). They are the approver for external partner user accounts as well as the first-level approver when an external user submits an EMSTR access request.

If you are not a Facility Organization Administrator but you are a representative of your facility who needs access to the EMSTR system, please access the **EMSTR new platform resources**.

Step 1: Acquire Facility Information

Before you begin the registration process, you will need the following information for your facility:

All users:

- **Tax Identification Number (TIN) –** A nine-digit identification number that identifies a facility to the Internal Revenue Service (IRS).
- **Agency Sponsor Email Address –** This is the DSHS team who oversees approving the facility IAMOnline registrations. Please use **judy.whitfield@dshs.texas.gov**.

Emergency medical services (EMS), hospital, rehabilitation facilities, long term acute care (LTAC) facilities, and free-standing emergency departments:

- **State License Number –** A six-digit identification number associated with your facility's license or, if you are registering an EMS facility, your seven-digit state license number.
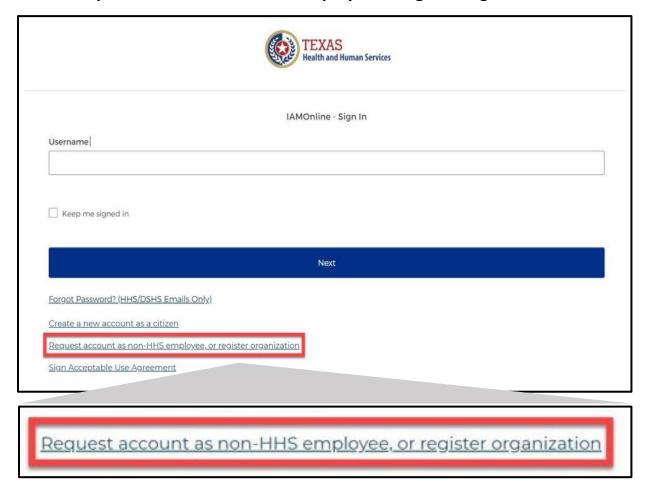- **State License Start Date –** The state license's effective date.

If you do not have this information, email the EMSTR team at **injury.web@dshs.texas.gov**.

Note – You cannot register a new facility without this information.

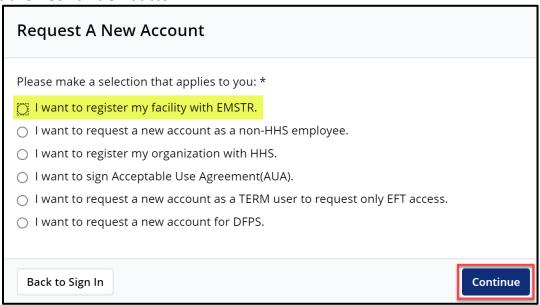Once you have this information, proceed to **Step 2** of this guide.

Step 2: Register Facility

- To request a new EMSTR account, access the **IAMOnline sign-in page**.
- Select **"Request account as non-HHS employee or register organization"**.

- After selecting **Request account as non-HHS employee or register organization**, click the **"I want to register my facility with EMSTR"** option.

- Select the **"Continue"** button.

Request A New Account

Please make a selection that applies to you: *

☐ I want to register my facility with EMSTR.

○ I want to request a new account as a non-HHS employee.

○ I want to register my organization with HHS.

○ I want to sign Acceptable Use Agreement(AUA).

○ I want to request a new account as a TERM user to request only EFT access.

○ I want to request a new account for DFPS.

Back to Sign In   Continue
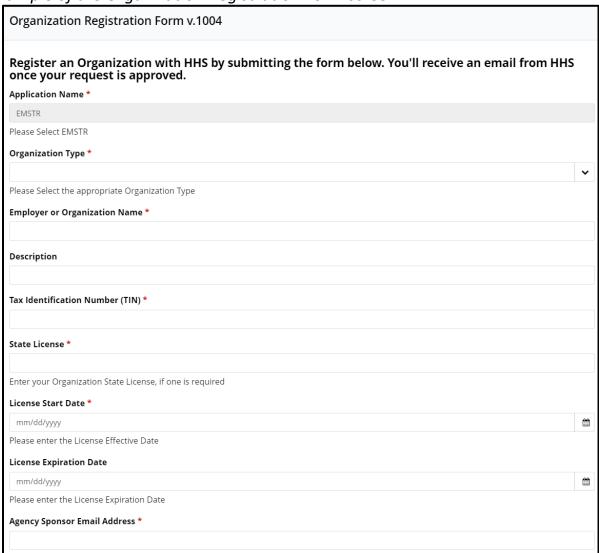
Complete the Registration Form

Complete the Organization Registration form's required fields indicated by red asterisks (*). The required fields are listed below:

- **Application Name –** Select EMSTR in this field;
- **Organization Type –** Select your facility type from the drop-down menu, (EMS, Hospital, Justice of the Peace, etc.);
- **Employer or Organization Name –** Enter your facility's name and indicate specific location if applicable;
- **Tax Identification Number –** A nine-digit identification number a facility sends to the Internal Revenue Service (IRS);
- **State License –** A six-digit number associated with your facility's license or, if you are registering an EMS facility, your seven-digit state license number;
- **License Start Date –** The state license's effective date; and
- **Agency Sponsor Email –** The DSHS Administrator who oversees approving the IAMOnline facility registrations, **judy.whitfield@dshs.texas.gov** .
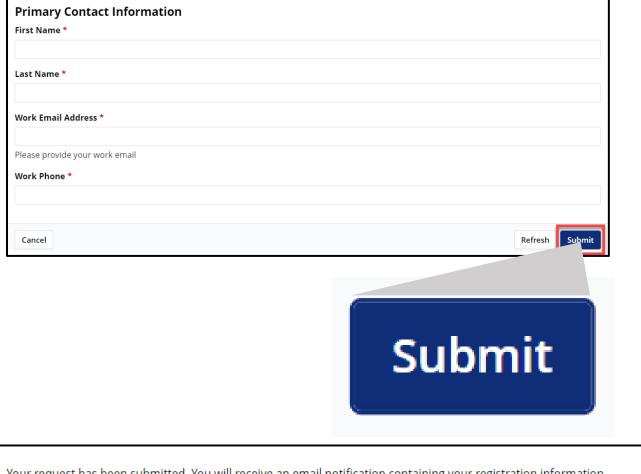
Example of the Organization Registration Form screen:

Organization Registration Form v.1004

Register an Organization with HHS by submitting the form below. You'll receive an email from HHS once your request is approved.

Application Name *

EMSTR

Please Select EMSTR

Organization Type *

Please Select the appropriate Organization Type

Employer or Organization Name *

Description

Tax Identification Number (TIN) *

State License *

Enter your Organization State License, if one is required

License Start Date *

mm/dd/yyyy

Please enter the License Effective Date

License Expiration Date

mm/dd/yyyy

Please enter the License Expiration Date

Agency Sponsor Email Address *

Complete the required **Organization Registration Form** fields on the **Work Location Information** section.

Work Location Information

Address *

City *

County *

State *

Zip Code *

Complete the **Organization Registration Form** required fields on the **Primary Contact Information** section and select the **"Submit"** button.

Primary Contact Information

First Name *

Last Name *

Work Email Address *

Please provide your work email

Work Phone *

Cancel   Refresh   Submit

Your request has been submitted. You will receive an email notification containing your registration information.
Note: If you are unable to submit a registration request, please contact the Help Desk at 512-438-4720 or contact your Supervisor.

Login

- After you submit the **Organization Registration Form**, your agency sponsor will review your request.
- If your agency sponsor approves your request, you will receive an Activation Email from **noreply@okta.com** to set up your IAMOnline user account.
- If your agency sponsor denies your request, please contact them directly to determine next steps.
- Re-submit the request if needed.

Step 3: Activate Your Account

To activate your account, find the **noreply@okta.com** email in your employee email inbox. Check your junk folder if you do not find it in your inbox. Click the **"Activate Account"** button.

Note – This link will only be active for **seven (7) days** from receipt of the email for security purposes.

Step 4: 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**.

Password

You need a password to access your account, as the new DSHS 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 text message) 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.
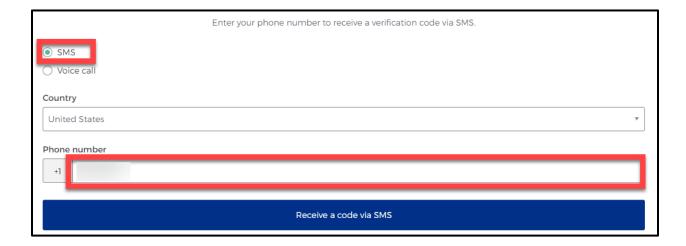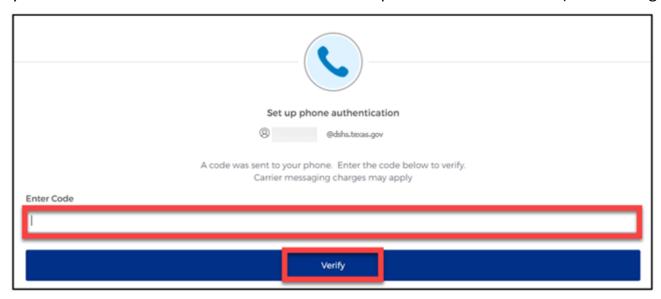
Example of SMS option selected

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** (text message).

- 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 (text message).

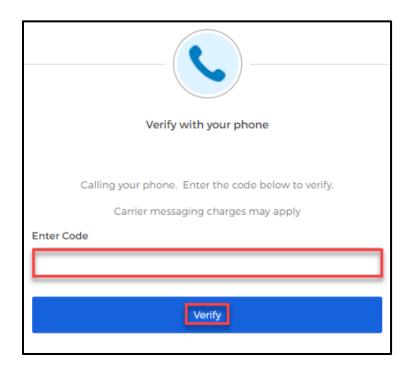Type the code your receive in the text box and click the **"Verify"** button.

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.
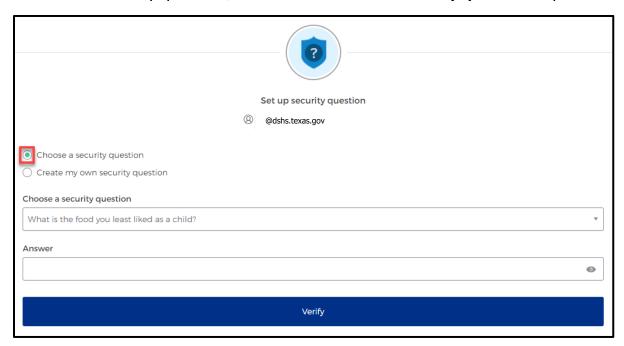
- Click the **"Set up"** button.

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

Creating your own security question

- If creating a security question, create one that cannot be guessed by others, even those who know you well, for security purposes.
- Type your answer in the **"Answer"** box.

Choosing a security question

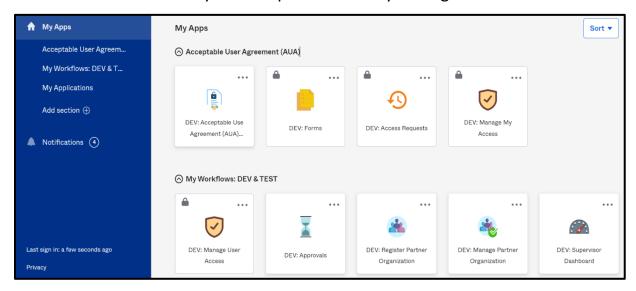- To choose a security question, select the **"Choose a security question"** option.

- Select the drop-down icon ▼ and scroll to select a security question.
- Type your answer in the **"Answer"** box.
- After selecting a secuirty question, select the **"Verify"** button.

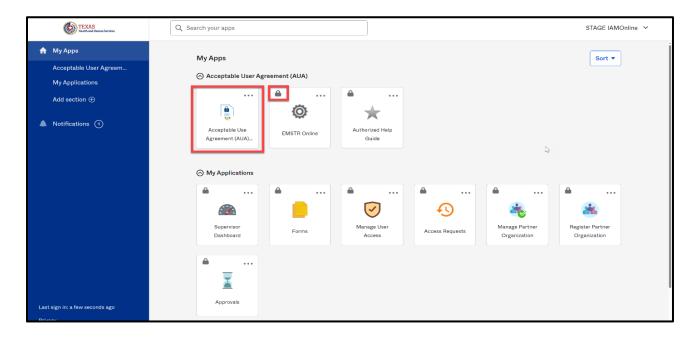# Step 5: Access the MyApps Dashboard

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.
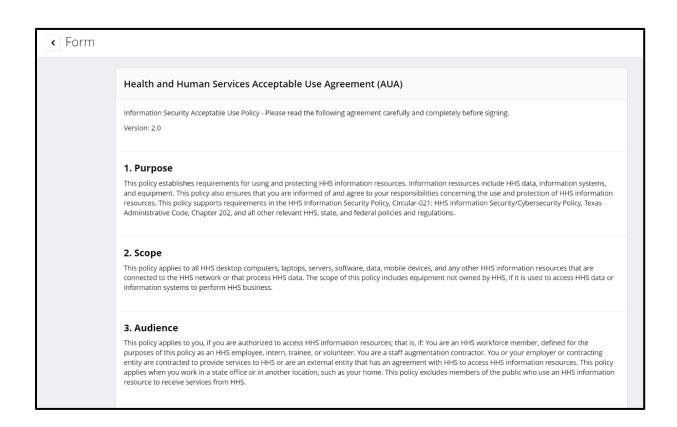

Acceptable Use Agreement (AUA)

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.
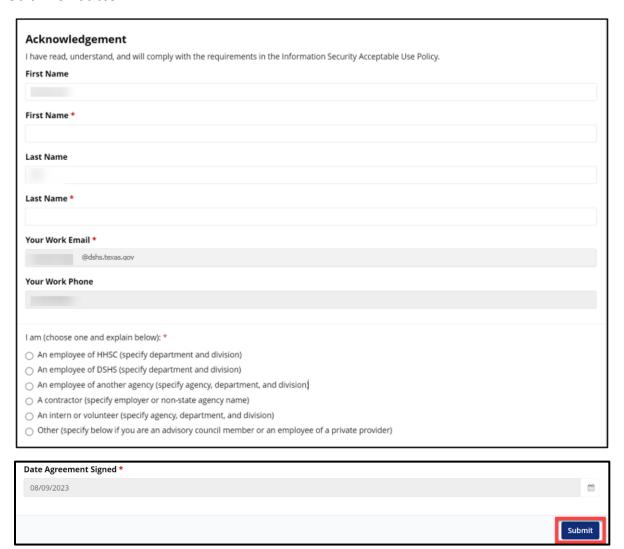
- You must sign this form once a year, every year.
- The automated HHS system will send email reminders in the following frequency to remind you to complete the form:
  - A first warning is provided fifteen (15) days before AUA form expires;
  - A second warning is provided ten (10) days before AUA form 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.
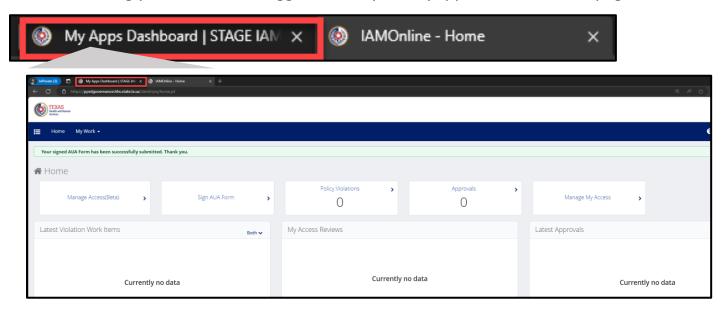- Once the form is signed, the system will unlock and renew your application access.

AUA Form Acknowledgement

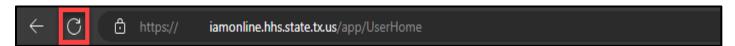After you carefully read the AUA form, you must acknowledge and sign the agreement.

- 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 of another agency (specify agency, department and division)"**
- Once you carefully read the AUA form and complete all required entry fields, click the **"Submit"** button.
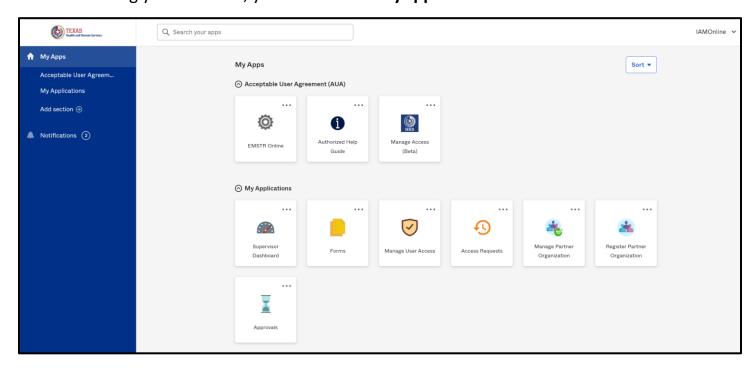
After submitting your AUA form, toggle back to your MyApps Dashboard webpage.

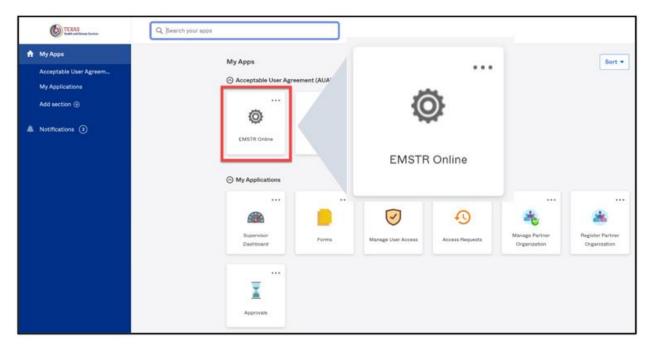Refresh your browser, by clicking the refresh button.

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

Step 6: Accessing EMSTR

From 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/