EMSTR Quick Guide for Software Users

Submitting data to Emergency Medical Services and Trauma Registries (EMSTR) using a vendor software system requires you to activate your account after logging in for the first time. Completing these processes are necessary before DSHS grants permission to upload files.

Follow the steps below to activate your account. Please note that login information and the Acceptable Use Agreement (AUA) are a different process than activating an EMSTR system account.

EMSTR Account Information

- Visit [Identity and Access Management Online (IAMOnline)](#) and request an additional user account or register a new facility.

- IAMOnline will send you an email to access your user or facility account **after** the request is approved by the organization or state administrator.

- The Acceptable Use Agreement (AUA):

  - For new users in an existing account: Sign in and complete the AUA.

  - For **NEW** EMS facilities only: Click the link in the second email and activate your webservice account. Use the following information to sign the EMSTR webservices (AUA):

    - First Name: WebServiceAccount

    - Last Name: EMSTRWSGS

  - The AUA is signed annually.

  NOTE: Use the DSHS ID for your organization in the vendor software.

- Click the EMSTR tile to start uploading files in the EMSTR system.

Information to Use the Software System

After account activation, use the following vendor software information to enter your account in the web form:

- Enter the entire webservice username **including the domain information** (this may be case sensitive).

  Webservice Username Example: WS_EMSTR_0123456@partner.hhs.texas.gov

- Use the DSHS ID for your organization in the following fields: DAgency.01, DAgency.02 and eResponse.01.

  NOTE: The DSHS ID number is not your provider license number.

- For additional technical information, please review the [Webservice Technical Guide available on the DSHS website.](#)

Common Status Codes and IAM Information

Status Codes

Code	Summary	Note
-1	Privilege Error – authentication/ authorization	Invalid username and/or password.
-21	Server error	Monitor notifications for when the EMSTR application is down and re-attempt submission. During non-scheduled outage periods, please report any issues to injury.web@dshs.texas.gov.
-4	Invalid parameter value	Confirm you submitted your data in National EMS Information System (NEMSIS) version 3.5 format and address any errors.
-3	Permission denied	Confirm you entered username and password correctly. **NOTE**: Webservice account passwords must be reset every 90 days.

Identity Access Management Online (IAMOnline)

The IAMOnline platform manages accounts, requires a password update, and activity every 90 days for security purposes. EMSTR staff do not have access to your password(s) and cannot share or update them for you.

After multiple incorrect password attempts, the account may lock for 30 minutes and can impact any pending submissions.

EMSTR Resources

Please contact EMSTR if you have any questions or need your account unlocked by emailing injury.web@dshs.texas.gov. Provide your username and organization affiliation along with the details of your inquiry. If you encounter an error, include a screenshot of the error, and/or the XML file.

Additional resources and information are available on our website - Additional EMSTR Resources.

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