NEMSIS User Account Policy

Date

December 18, 2020
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Overview

A NEMSIS User Account (User Account) provides access to data that has been restricted from the public in reports and tools. Access to restricted data is closely monitored for security to honor restriction requests from States/Territories and for business purposes of EMS Software Vendors.

Types of User Accounts

NEMSIS User Accounts offer four types of access:

1. State/Territory Data Manager
2. State/Territory (Restricted User)
3. EMS Software Vendor
4. National

State/Territory Data Manager User Accounts

The purpose of the State/Territory User Account is to provide state officials with access to informative and dynamic state-specific dashboards that have been restricted to the public. The state's EMS data are used to produce dashboards and reports which provide details about submissions, data quality, geographic identifiers, and responding agency information. This restriction is currently specified in Data Use Agreements with the States/Territories.

The NEMSIS Technical Assistance Center (TAC) allows each State/Territory Office of EMS four User Accounts. The State Manager-level User Accounts are primarily designated for the EMS Data Manager, EMS Director, EMS Medical Director, and EMSC Program Manager. The EMS Data Manager may request the creation of an account for alternate staff if the state has not utilized all the accounts reserved for state directors and managers.

There are occasions when an EMS Data Manager may need to request additional accounts for staff members to access the state-level data. The TAC will review and manage each request individually. These accounts may be created temporarily with the goal of securing the data and equitably managing the number of User Accounts per state.

Restricted User Account *(To be discontinued July 2022)*

A State/Territory EMS Data Manager or Director may authorize **one** State/Territory Restricted User Account to access ONLY the state-level EMS COVID Resource Reporting Tool Dashboard. This type of access would be appropriate for the State Emergency Operations Center or State ESF 8/Health &

Medical leads without giving them access to all state-related EMS data. Access to the dashboard may provide better EMS situational awareness and support critical resource allocation decisions.

EMS Software Vendor User Accounts

The TAC provides NEMSIS-compliant EMS Software Vendors four User Accounts. These accounts permit the user to view tools and reports specific to their customers' submission of data. Software vendor accounts are also used for compliance testing and web services.

Some vendors will only use their accounts during compliance testing and may need to reset the account after periods of inactivity. *(See Inactive user Accounts below)*

National User Accounts

The TAC provides access to all State/Territory and EMS Software Vendor data to the NEMSIS program sponsor, NHTSA's Office of EMS. NHTSA's Office of EMS may also authorize restricted access to other Federal agencies on a case by case basis with clear instruction on which data are allowed to be published and which are restricted for official use only.

Requesting an Account

Stakeholders may request access to restricted data by completing the form here: https://nemsis.org/request-a-nemsis-account/ or submitting a help desk ticket here: https://nemsis.atlassian.net/servicedesk/customer/portals.

The TAC will validate if the requestor is authorized to access data by their State/Territory Office of EMS or the primary vendor account representative, whichever is applicable to the request.

Management of User Accounts

If a State/Territory has more than four active User Accounts, a list of all active accounts will be provided to the EMS Data Manager to confirm which accounts should remain open.

The TAC is proactive in managing the accounts, but it is the responsibility of the State/Territory Data Manager or EMS Software Vendor to notify the TAC when a User Account needs to be deactivated due to staffing changes.

Inactive User Accounts

As a security measure all User Accounts which have not had a log in within a 6-month period are disabled.

+6 months of inactivity
If the User Account is inactive for more than six months, the account will be deactivated *without notification* and the password reset link will not work for the account. The account can be reactivated by submitting a help desk ticket here: https://nemsis.atlassian.net/servicedesk/customer/portals.

Password Reset

All Account Users will have to reset their passwords every 90 days. If the User Account has been active within the last six months, the User can reset their password here:
https://reset.utahdcc.org/adssp/showLogin.cc.