

Logging in as a Provider via RE VAOS

Responsible Entity (RE) Job Aid

Last Updated 12/12/2024

Overview

This job aid explains how a Responsible Entity can log in to VAOS as one of its providers. This VAOS procedure is generally used when an RE wants to see what their provider is seeing on their account, a provider needs assistance with a more advanced task, or an action needs to be taken on a VAOS account and the sites' Vaccine Coordinators cannot be reached.

Step 1: Login to VAOS as an RE

Remember that REs and Providers log in to VAOS differently. While Providers use the IAMOnline portal, REs must login using the following link: <https://txhhs-covid.my.salesforce.com/>. If you still need to bookmark this link, we strongly advise you to do so. The login page will look like the following image:

Enhanced Login Security with Multi-Factor Authentication

At TX Health and Human Services, we take the protection of our business data, and our users' data, very seriously. Which is why we have rolled out multi-factor authentication (or MFA) for all internal HHS Salesforce accounts.

For help on how to register a method and gain access to your account, click this [link](#).

DESKTOP ALTERNATIVES

There is an alternative that you can load into your browser to use for your MFA authentication app. To get directions on how to load this extension into your browser use this [link](#).

 **TEXAS**
Health and Human Services

WARNING: THIS SYSTEM CONTAINS U.S. GOVERNMENT INFORMATION. BY ACCESSING AND USING THIS COMPUTER SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. BY USING THIS SYSTEM YOU ACKNOWLEDGE AND AGREE THAT YOU HAVE NO RIGHT OF PRIVACY IN CONNECTION WITH YOUR USE OF THE SYSTEM OR YOUR ACCESS TO THE INFORMATION CONTAINED WITHIN IT. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES AS WELL AS CIVIL PENALTIES.

Proceeding past this point constitutes acceptance of the above.

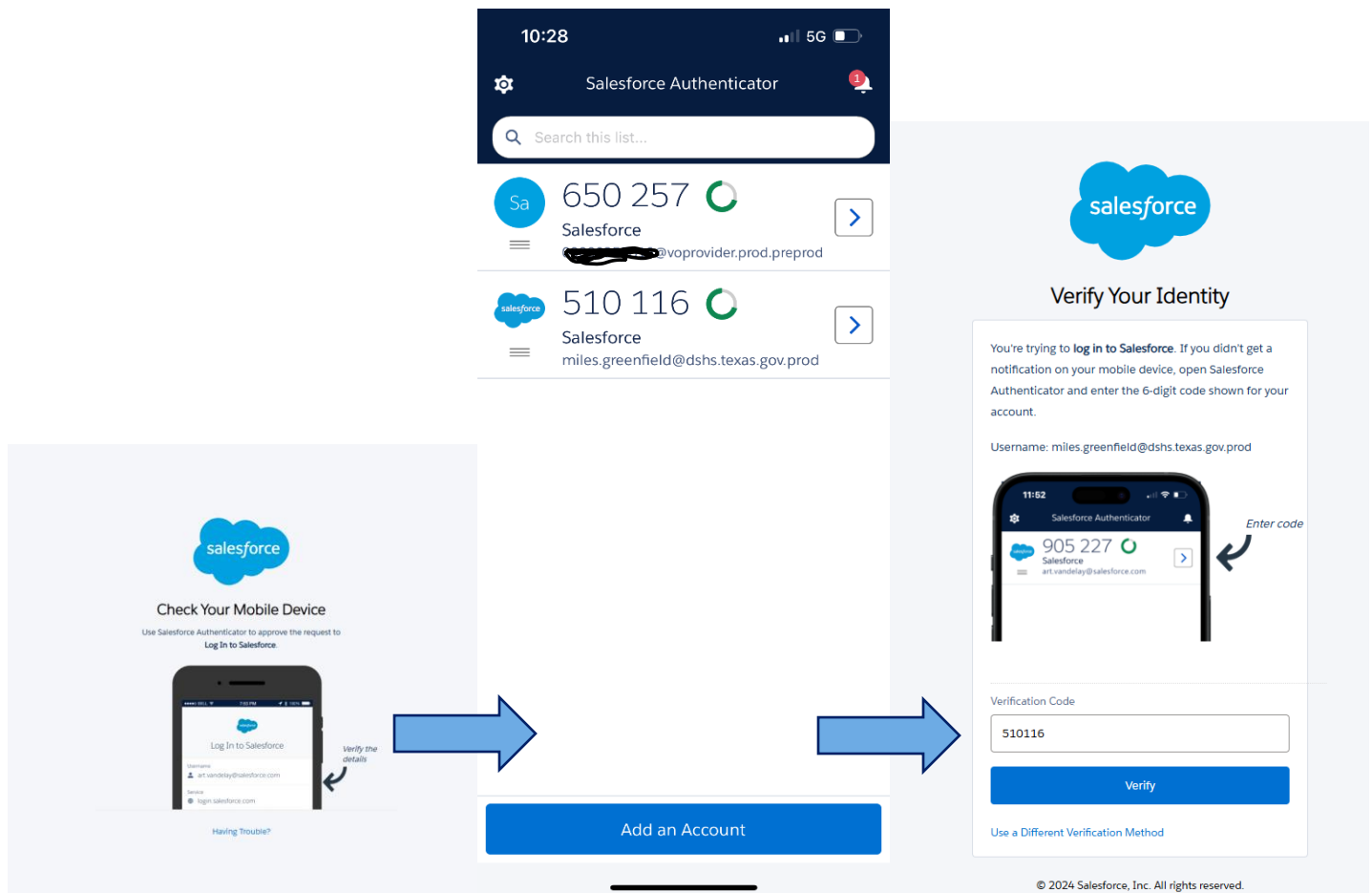
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Step 2: Enter your RE VAOS Credentials

Enter your Responsible Entity credentials (username ending in ".prod" and RE VAOS password) into the appropriate fields and click "Log In".

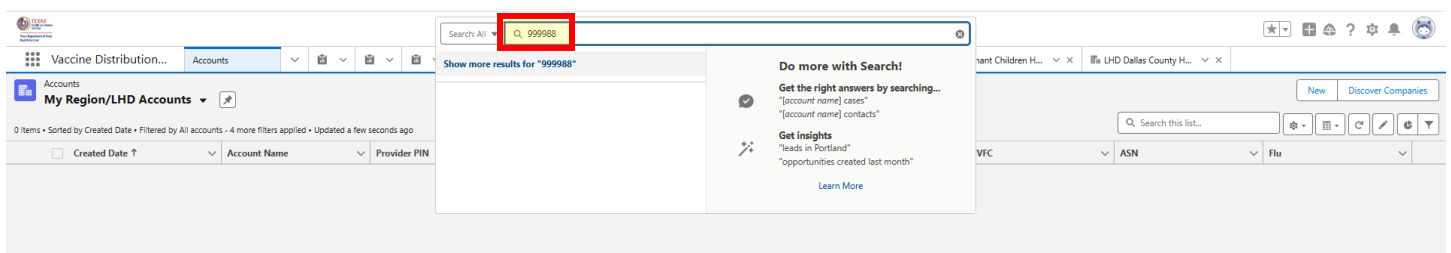
Step 3: Complete Multifactor Authentication

After clicking "Log In", you will be prompted to open the Salesforce Authenticator app on your phone and enter the verification code generated for your account.



Step 4: Finding your Provider's Account

From your VAOS homepage, enter the PIN of your Provider's account in the Salesforce search bar. After searching, select the site that is pulled up by clicking on its name.



Search: 999988

We searched for "999988".

Account Name	Region	Sub Region	Account Record Type	Phone	Account Owner	Provider PIN	VFC	ASN
DSHS CENTRAL PHARMACY WAREHOUSE	REGION 7	Austin HHS Division (city of)	Vaccine Ordering		iuser	999988	☐	☐

Service Requests

Step 5: Access Provider's 'Related Persons' list

View the site's Vaccine Coordinator contracts by clicking on the 'Related Persons' object, or by clicking the 'View All' option on that tile (see picture below).

DSHS CENTRAL PHARMACY WAREHOUSE

1111 NORTH LOOP
AUSTIN, TX 78756
US
Account Owner
Integration User

Amount Allocated

We can't draw this chart because there is no data.

Related List Quick Links

- Related Persons (4)**
- Vaccine Requests (10+)
- Vaccine Allocations (10+)
- Vaccine Items (10+)
- Vaccine Shipments (10+)
- Vaccine Support Tickets (3)
- Maximum Stock Levels (10+)
- Files (0)
- Service Requests (Facility) (10+)
- Vaccine choices (10)

Show All (13)

We found no potential duplicates of this Account.

No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.

Details

Account Name	DSHS CENTRAL PHARMACY WAREHOUSE	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	
Source Type	Manually Entered	Original Certification Date (VFC)	1/1/1990
Provider PIN	999988	Renewal Certification Date (VFC)	1/1/2020
Immunization OrganizationID	1502147008	Site Registration Date	12/18/2020
Orginent	N/A	Site Agreement Date	12/18/2020
OrganizationCode	DSHS6804	Temperature Log Date	8/28/2023

Related Persons (3+)

- Lester Mattson**
ImmTrac External ...
Email: lester.mattson@dshs.texas.gov
Roles:
- Rae Plaza**
ImmTrac External ...
Email: rae.plaza@dshs.texas.gov
Backup Vaccine Coordinator
Roles:
- Tracey Bronnenberg**
ImmTrac External ...
Email: tracey.bronnenberg@dshs.texas.gov
Roles:

View All

Step 6: Select a Vaccine Coordinator to Log In As

From the list of Related Persons on the site's account, select either the Primary or Backup Vaccine Coordinator to log in as. To select the Vaccine Coordinator's account, click their name to pull up their profile.

DSHS CENTRAL P... Account ...

Accounts > DSHS CENTRAL PHARMACY WAREHOUSE

Related Persons

4 Items • Sorted by Person Name • Updated a few seconds ago

Person Name	ImmTrac External ID	Email	Roles	Phone	Account Name	Active
Lester Mattson	28220763	lester.mattson@dshs.texas.gov		(512) 776-2495	DSHS CENTRAL PHARMACY WAREHOUSE	☐
Rae Plaza	398186	rae.plaza@dshs.texas.gov	Backup Vaccine Coordinator	(555) 555-5555	DSHS CENTRAL PHARMACY WAREHOUSE	☒
Tracey Bronnenberg	473681	tracey.bronnenberg@dshs.texas.gov		(512) 776-2706	DSHS CENTRAL PHARMACY WAREHOUSE	☐
Zachary Rice	525324	zachary.rice@dshs.texas.gov	Primary Vaccine Coordinator	(512) 484-2720	DSHS CENTRAL PHARMACY WAREHOUSE	☒

**Please note that accounts without the Primary or Backup Vaccine Coordinator roles cannot be accessed as they have been deactivated. They are only listed for documentation purposes.*

Step 7: Logging in as your Provider

To log in as the coordinator you selected in the previous step, click the "Log in to Experience as User" button on their profile. This will bring you to this provider's VAOS homepage, where you can take any necessary steps as your provider.

Person
ZZ Test Data Purge

Account Name: ZZ TEST Data Purge Phone: Email: austin.knaplund@dshs.texas.gov Role: Primary Vaccine Coordinator

Details Related

Person Information

Name	ZZ TEST Data Purge	Phone	
Account Name	ZZ TEST Data Purge	Email	austin.knaplund@dshs.texas.gov
Role	Primary Vaccine Coordinator	Is Email Verified	☐
ImmTrac External ID		Person Record Type	Facility Contact
Is Annual Training Completed		Fax Number	
Type Of Training			
Multiple Accounts	☐		
ContactUsersActive	☐		
Facility Role	Primary Vaccine Coordinator		

System Information

Created By	Andy Doran - 3/2/2022, 10:19 AM	Last Modified By	Rae Plaza - 10/10/2024, 2:21 PM
Person Owner	Andy Doran		

We found no potential duplicates of this Person.

Welcome to

Texas Vaccine Allocation & Ordering System

One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization, and Pharmacy Units

Reporting + Ordering

Reporting + Ordering

Transfer

FLU
Flu PreBook

Training Links

Video Walkthrough - Facilities Page

View

Video Walkthrough - Flu Pre-Book

View

Video Walkthrough - Report Generation

View

Video Walkthrough - TVFC/ASN Vaccine Loss

View

View All

Reports

REPORT

Biological

Monthly Biological

REPORT

Physical

Physical & Tally

REPORT

Expiring

Near Expiration

REPORT

Waste

Vaccine Loss

REPORT

Transfers

Doses Transferred

View All

View All

Vaccine News

Update: 2024-2025 Flu/Mist Replacement Program

View

Update: 2024-2025 Holiday Shipping Schedule

View

Update: Becerra PFS Posting Schedule Update

View

Update: Outbreak Response PINNEOS Expiration Extension

View

View All

Specialized Reporting

Additional Resources

VAOS Ordering Inquiries – TXVaccineOrders@DSHS.Texas.Gov

[DSHS Immunization Program Website](#)

[Immunization Program Homepage for Health Departments](#)

[TVFC/ASN Operations Manual for Responsible Entities](#)



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