

# 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.

© 2024 Salesforce, Inc. All rights reserved.

## 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.

10:28  
Salesforce Authenticator  
Search this list...

Sa 650 257  
Salesforce  
@vopprovider.prod.preprod

510 116  
Salesforce  
miles.greenfield@dshs.texas.gov.prod

Check Your Mobile Device  
Use Salesforce Authenticator to approve the request to Log In to Salesforce.

Log In to Salesforce  
art.vandelay@salesforce.com  
login.salesforce.com

Having Trouble?

Add an Account

Verify Your Identity

You're trying to log in to Salesforce. If you didn't get a notification on your mobile device, open Salesforce Authenticator and enter the 6-digit code shown for your account.

Username: miles.greenfield@dshs.texas.gov.prod

905 227  
Salesforce  
art.vandelay@salesforce.com

Enter code

Verification Code  
510116

Verify

Use a Different Verification Method

© 2024 Salesforce, Inc. All rights reserved.

## 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.

Vaccine Distribution... Accounts

Search: All 999988

Show more results for "999988"

Do more with Search!

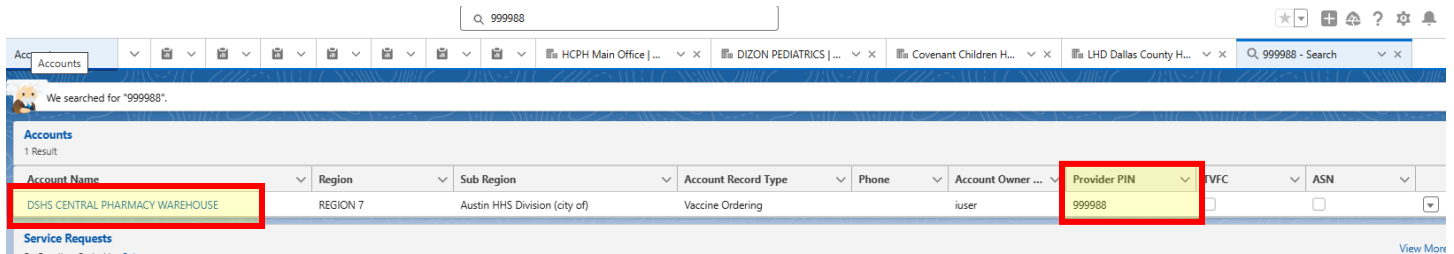
Get the right answers by searching...  
"[account name] cases"  
"[account name] contacts"

Get insights  
"leads in Portland"  
"opportunities created last month"  
Learn More

My Region/LHD Accounts

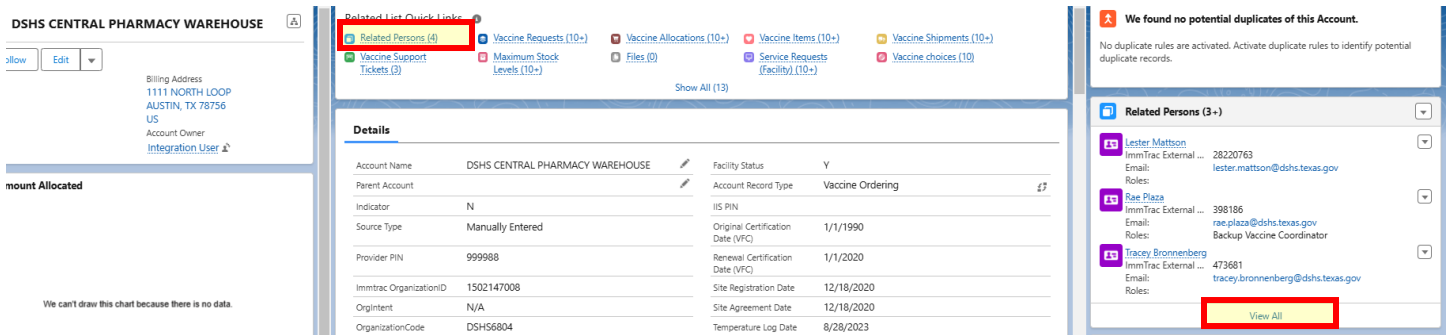
0 Items • Sorted by Created Date • Filtered by All accounts • 4 more filters applied • Updated a few seconds ago

Created Date ↑	Account Name	Provider PIN
----------------	--------------	--------------



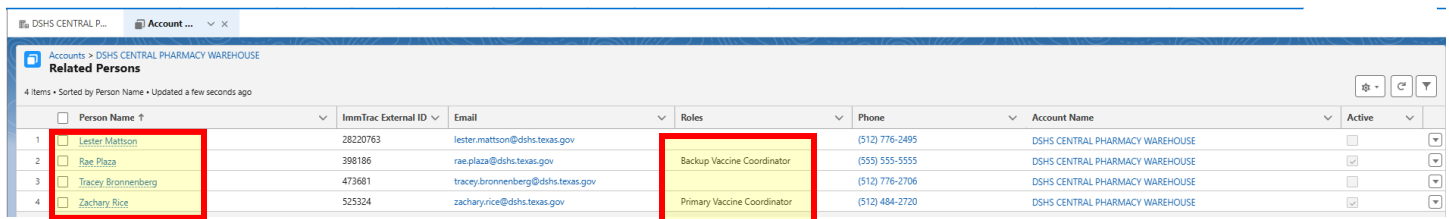
## Step 5: Access Provider's 'Related Persons' list

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).



## 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.



*\*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.

Search...

Vaccine Distribution... Accounts HCPH Main Offi... DIZON PEDIATRI... Covenant Childr... UH Dallas Coun... 999988 - Search ZZ Test Data Pur...

Person  
**ZZ Test Data Purge**

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

Details | Related

Person Information

Name	ZZ Test Data Purge	Phone	
Account Name	ZZ TEST Data Purge	Email	austinknaplund@dshs.texas.gov
Role	Primary Vaccine Coordinator	Is Email Verified	<input type="checkbox"/>
ImmTrac External ID		Person Record Type	Facility Contact
Is Annual Training Completed		Fax Number	
Type Of Training			
Multiple Accounts	<input type="checkbox"/>		
ContactUsersActive	<input type="checkbox"/>		
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.

Home Facilities Reporting and Ordering Vaccine Choice More

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
- Video Walkthrough - Flu Pre-Book
- Video Walkthrough - Report Generation
- Video Walkthrough - TVFC/ASN Vaccine Loss

Reports

- Monthly Biological
- Physical & Tally
- Near Expiration
- Vaccine Loss
- Doses Transferred
- View All

Vaccine News

- Update: 2024-2025 Flu/Mist Replacement Program
- Update: 2024-2025 Holiday Shipping Schedule
- Update: Becerra PFS Posting Schedule Update
- Update: Outbreak Response PINNEOS Expiration Extension

Specialized Reporting

## Additional Resources

VAOS Ordering Inquiries – [TXVaccineOrders@DSHS.Texas.Gov](mailto:TXVaccineOrders@DSHS.Texas.Gov)

[DSHS Immunization Program Website](#)

[Immunization Program Homepage for Health Departments](#)

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



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services