Logging in to RE VAOS

Responsible Entity (RE) Job Aid

Last Updated 12/12/24

Overview

This job aid explains how to log in as a Responsible Entity (RE) to the Vaccine Allocation and Ordering System (VAOS). REs may use their RE VAOS access to maintain program oversight of providers in their jurisdiction, pull reports of regional immunization data, and manage providers' vaccine requests, among other actions. This job aid will be split into two parts: the first will go over how to set up your RE VAOS account when first logging in, and the second will cover how to access your RE VAOS account after setting it up.

## Important note about RE VAOS Passwords

REs *cannot* independently change their RE VAOS password after they have set up their account; they will need the DSHS Central Office to send a Password Reset email. Please email TXVaccineOrders@dshs.texas.gov if you need to change the password for your RE VAOS account.

First Time Accessing RE VAOS

Step 1: Find your "Welcome to Salesforce" email

After you've received confirmation that your RE VAOS account has been created, you should receive an email* with the subject line "Welcome to Salesforce: Verify your account". Click on the "Verify Account" button, which will open a new window in your internet browser.

*The link in this email will expire after 24 hours, so be sure to set up your account within that timeframe. If the link expires, please contact TXVaccineOrders@dshs.texas.gov to resend the set-up email.
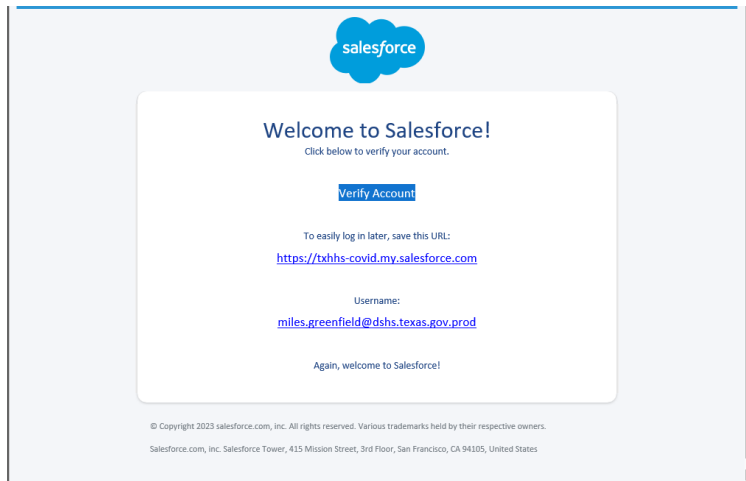
Step 2: Connect your Salesforce Authenticator App

After clicking the "Verify Account" button in your email and opening the Salesforce webpage, you must download the "Salesforce Authenticator" app from your smartphone's app store. Once downloaded, open the app on your smartphone and select the "Add an Account" option at the bottom of your screen. A "Connect Your Account" tab will be pulled up, with a two-word phrase featured in the box in the center of your phone screen.
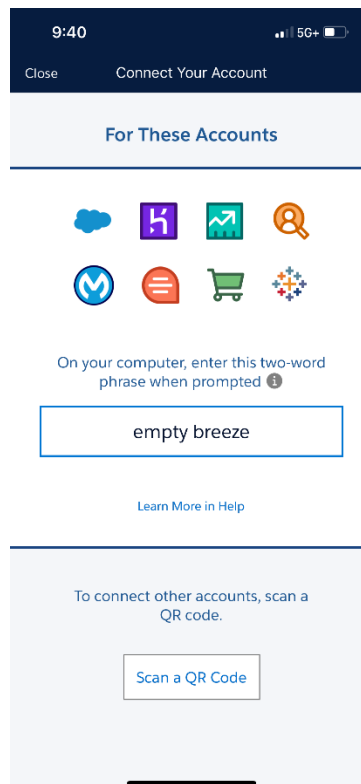

Enter the two-word phrase from your phone into the field on your computer's Salesforce browser, which should connect your phone to your Salesforce account. After submitting the two-word phrase in your computer's browser, you will be asked to do a second round of verification by entering a 6-digit code from your phone's Authenticator app into your computer's Salesforce browser.
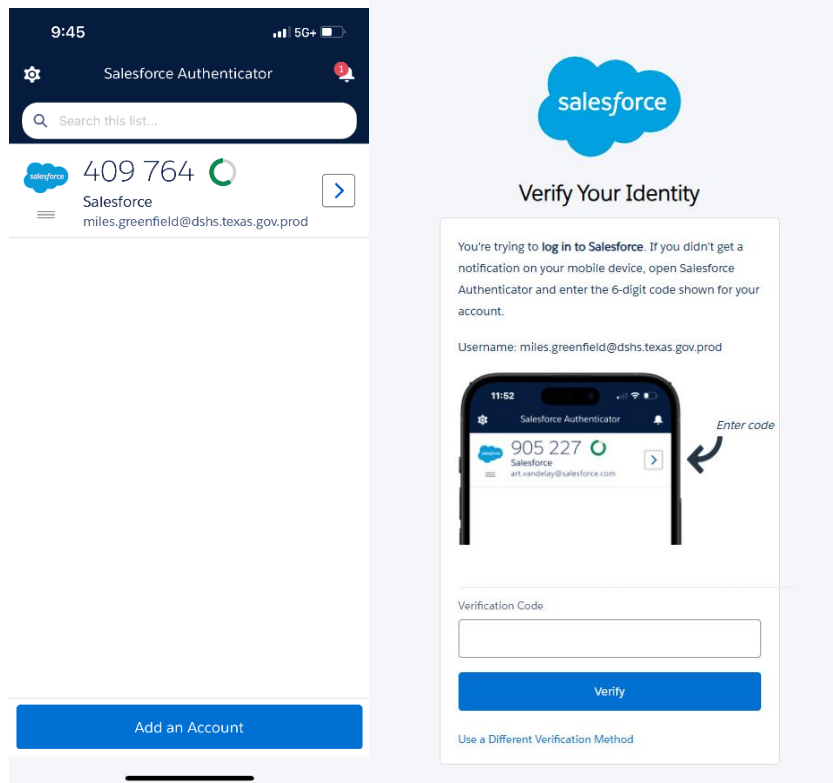
Step 3: Set up your RE VAOS Password

After entering the 6-number verification from the last step, you will be directed to the 'Change Your Password' screen, where you will set up your account's password and a security question, should you ever need to recover your account. Be certain that the password you choose satisfies the listed requirements. Additionally, please note that you are setting up your security question on this page, rather than needing to answer one.
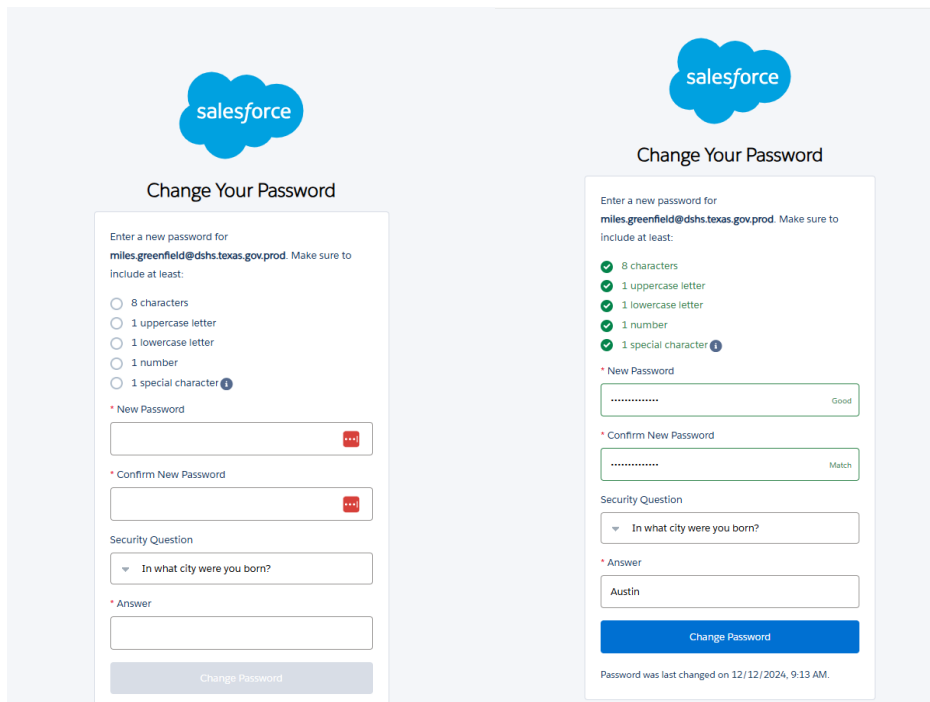
Step 4: Using VAOS and tips for future logins

After successfully changing your password and setting up your security question, the system should sign you into your RE VAOS access. Now that you are logged in, you should be able to exercise all your abilities as a Responsible Entity in VAOS, including seeing all TVFC/ASN providers under your jurisdiction, pulling reports on providers in your region, and managing your providers' vaccine requests. For details on these activities, please refer to their RE job aids.

Now that you're logged in and all set up, we strongly recommend writing your credentials down in a secure location so that you don't forget them. Remember that your username will have been included with your initial Salesforce email (picture from Step 1) and should be "[your email here].prod."

Returning User Accessing RE VAOS

Step 1: Go to the Salesforce Direct Login Link

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 have not already bookmarked this link, we strongly advise you to do so. The login page will look like the following image:

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: Using RE VAOS

Now that you are logged in, you should be able to exercise all your abilities as a Responsible Entity in VAOS, including seeing all TVFC/ASN providers under your jurisdiction, pulling reports on providers in your region, and managing your providers' vaccine requests. For details on these activities, please refer to their RE job aids.

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