

# Logging in to RE VAOS

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## 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

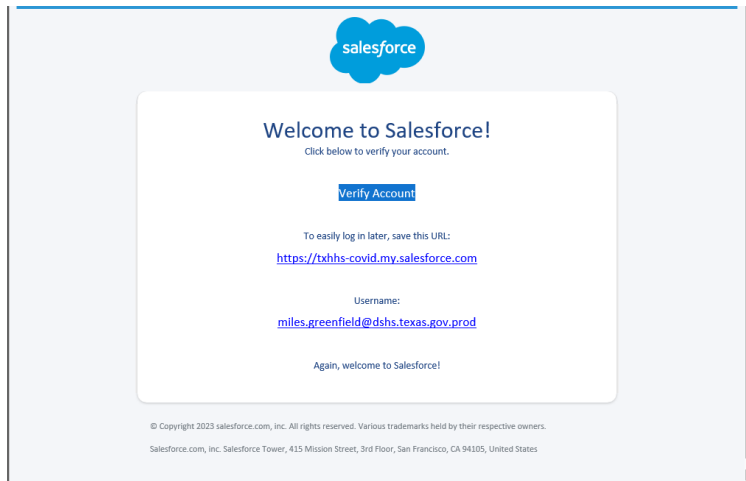
**REs *cannot* independently change their RE VAOS password after they have set up their account; they will need the DSHS Central Office to send a Password Reset email.** Please email [TXVaccineOrders@dshs.texas.gov](mailto:TXVaccineOrders@dshs.texas.gov) if you need to change the password for your RE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

### First Time Accessing RE VAOS

#### Step 1: Find your "Welcome to Salesforce" email

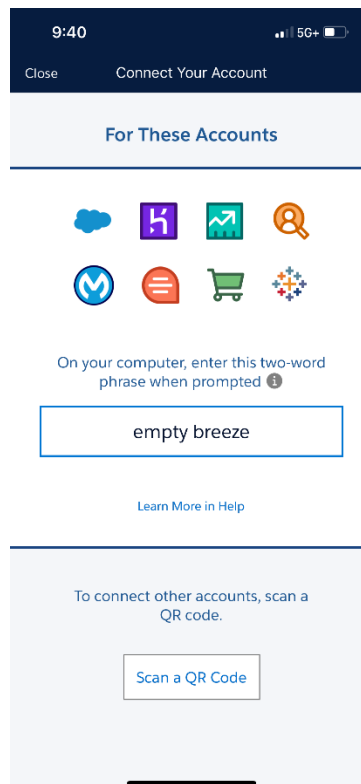
After you've received confirmation that your RE VAOS account has been created, you should receive an email\* with the subject line "Welcome to Salesforce: Verify your account". Click on the "Verify Account" button, which will open a new window in your internet browser.

*\*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](mailto:TXVaccineOrders@dshs.texas.gov) to resend the set-up email.*

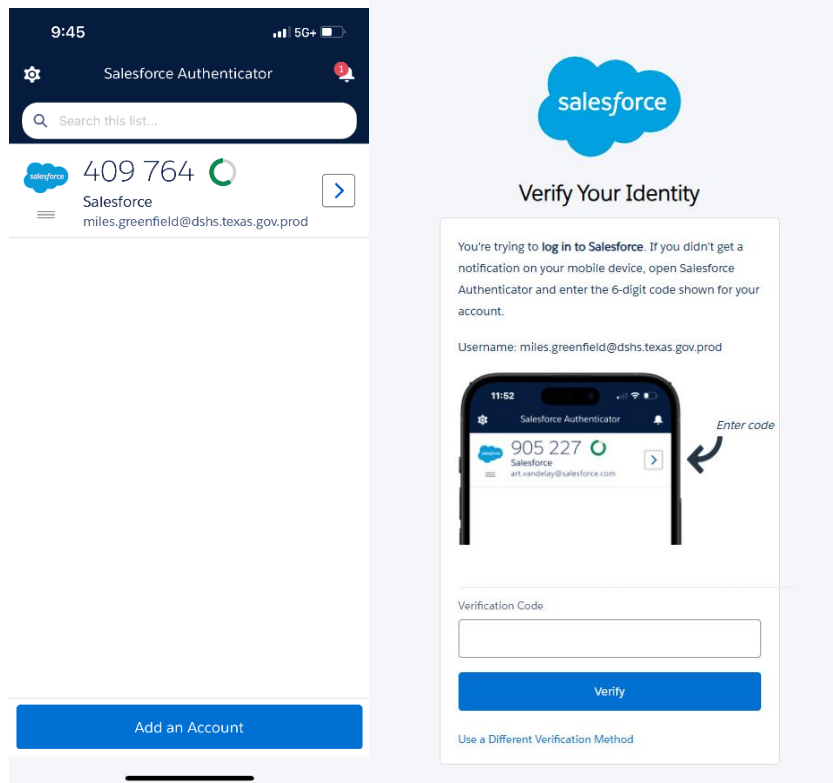


## Step 2: Connect your Salesforce Authenticator App

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.

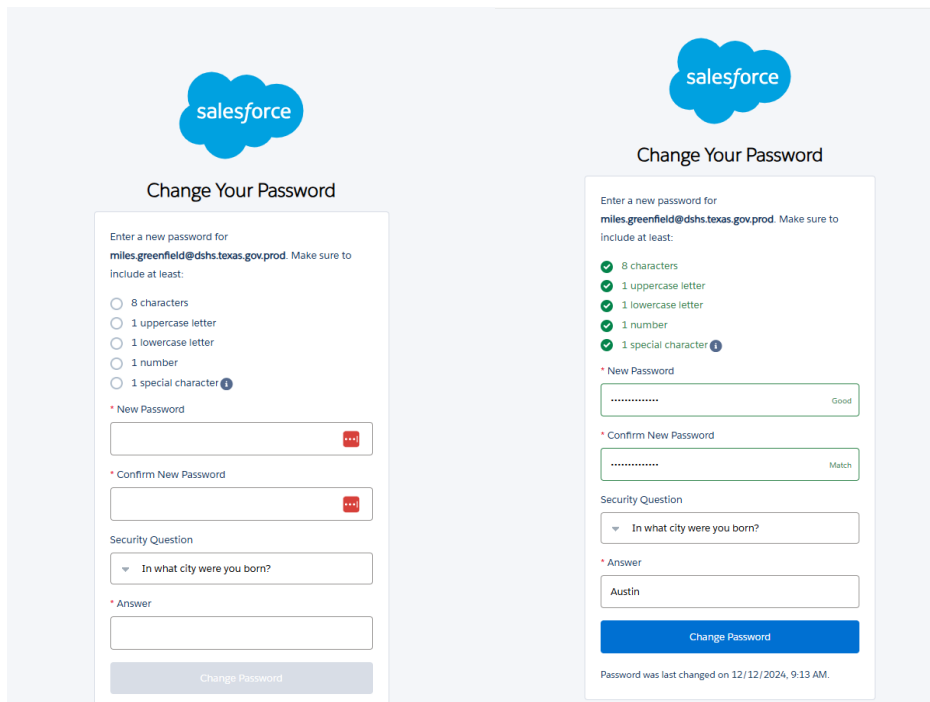


Enter the two-word phrase from your phone into the field on your computer's Salesforce browser, which should connect your phone to your Salesforce account. After submitting the two-word phrase in your computer's browser, you will be asked to do a second round of verification by entering a 6-digit code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


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.

10:28 5G

Salesforce Authenticator

Search this list...

Sa 650 257 Salesforce @vopprovider.prod.preprod

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

salesforce

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

11:52 905 227 Salesforce art.vandelay@salesforce.com

Enter code

Verification Code

510116

Verify

Use a Different Verification Method

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Check Your Mobile Device

Use Salesforce Authenticator to approve the request to Log In to Salesforce.

Log In to Salesforce

art.vandelay@salesforce.com

Verify the details

Having Trouble?

Add an 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](mailto: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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