Accessing the COVID-19 Vaccine Allocation & Ordering System (VAOS)
June 3, 2021
**VAOS Tips & Tricks**

*Keep in mind...*

- **VAOS works best with **Chrome** as your browser.**

- Please **check your Spam** folder for emails from **noreply@salesforce.com** as needed. You may also receive emails from **CDCCustomerService@McKesson.com**. If possible, flag these addresses as safe-senders to avoid emails being sent to Spam.

- Regardless of the number of Providers or facility locations you are associated with, you will have **one set of login credentials**.
Rules of the Road!

*Remember...*

Only the **primary and backup vaccine coordinators** will get access to VAOS. You cannot create an account.

You can start requesting COVID-19 vaccine orders **as soon as you receive VAOS access**.

You can **change who your primary and backup vaccine coordinators are** by contacting the Provider Help Desk! (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: [COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

Vaccine orders take approximately **two weeks** to arrive after being submitted.
1. Enroll to be a COVID-19 Vaccine Provider
   - Providers enroll through Syntropi

2. Gain Access to VAOS
   - Providers receive an email from IdentityManagement@hhsc.state.tx.us with log in credentials, and an email from COVID19VacMgmt@dshs.Texas.gov with instructions to log into VAOS.

3. Place a Vaccine Order
   - Place a vaccine order in VAOS for the quantity and presentation that best serves your patient population

4. Confirm Receipt of Vaccine Shipment
   - Approximately 2 weeks after placing a vaccine order, providers will receive their shipment
   - Providers can track the status of their order and track their shipment through VAOS

5. Transfer
   - If needed, use VAOS to initiate a request to transfer vaccine doses between 2 facilities

6. Administer Vaccines
   - Providers maintain proper storage & handling requirements for their vaccine presentation
   - Providers administer vaccine to their patient populations

7. Report
   - Administration in ImmTrac2 within 24 hours
   - Wasted doses in VAOS
   - Adverse Effects in VAERS and v-safe
   - If desired, review and export reports from VAOS

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Who Receives VAOS Access?

• Only **2 people per facility** receive access to VAOS (primary & backup vaccine coordinators).
  • You provided information for the primary & backup vaccine coordinator during the enrollment process.

• You can **change who has access** to VAOS for your facility.
  • If you would like to designate a different person to have access to VAOS for your facility, contact the DSHS COVID-19 Vaccine Provider Help Desk:
    • (877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday
    • COVID19VacEnroll@dshs.Texas.gov
1. Your COVID-19 Vaccine Coordinators will receive an encrypted email from IdentityManagement@hhsc.state.tx.us

2. The email will need to be decrypted. To decrypt the email, select the message file and choose to open it.

3. You will be redirected to a web browser. From here, select Use a one-time passcode.

4. Your temporary code will be emailed to you.

5. Enter your one-time code and select Continue.
6. Once you select **Continue** the encrypted message will open.

7. The message will contain **your username and a temporary password** for VAOS.

8. Select the link to VAOS to be redirected to the VAOS login page.

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**This account must be used to access Texas Vaccine Allocation and Ordering System (VAOS) which will be used for COVID-19 vaccines.**

**Hi,**

Welcome to the HHS Enterprise Portal! Your account is active and ready for use.

Access the portal using the following link: https://texasvaccines.dshs.texas.gov/

**Use the following credentials to sign in:**

Username: s1813818a
Temporary Password: *NA*

After accessing the portal for the first time, you will be required to change your temporary password and create security questions. If you have any questions, please refer to the help center at https://phsportal.hhs.state.tx.us/Support/HelpCenter/FAQ. For further help or if you believe you have received this email in error, please contact us.

Thank you,

HHS Enterprise Identity and Access Management
9. Use the provided credentials from the encrypted email to log in and change the temporary password to a password of your choosing. You will be prompted to do this.

10. Once you’ve created your new password, use it to log in to your Provider portal at https://texasvaccines.dshs.Texas.gov
    • Note: You may be required to complete a captcha. Simply solve the math problem and select Enter.
1. On the home page, select **Accounts**.

2. The default view in VAOS is “Recently Viewed.” To view your account(s), you’ll need to select **All Accounts** from the dropdown menu.

Make sure you change this dropdown to say **All Accounts**!
1. On the home page, select **Vaccine Loss**.

2. From here, you will be able to enter a new COVID-19 vaccine waste report or view previous reports.
Navigating the Home Page: Dashboard

1. On the home page, select **Dashboard**.

2. You may access to the dashboards as needed to gain visibility into vaccine distribution for your facility or region.

3. There are 3 views you can navigate through: **Allocation**, **Supply Chain**, and **Administration**.

4. Your dashboard will appear empty until you receive your first vaccine shipment.

5. The data in the Tableau Provider Dashboard refreshes nightly, so you may not see updated data, such as orders received until the next day.
Navigating the Home Page: Dashboard

Your Dashboard may show 0 doses on hand or seem incorrect if...

- You haven’t received an order.
- You reported a vaccine Lot ID as administered before the transfer was approved and you received it.
- You transferred vaccines even though your transfer request was denied.
- You enter the vaccine lot number or provider ID incorrectly.
- You just entered your administrations into ImmTrac2—uploads sometimes take 3-5 days to make it into VAOS.
- There are additional available doses in a vial that are not officially allocated – if they are administered and Quantity on Hand shows as 0, those records get rejected by VAOS.

It is very important to confirm shipment received from DSHS before reporting vaccines administered into ImmTrac2. If this is not done, the dashboard data may not appear accurate.

For questions about the VAOS Dashboard, send an email to COVID19VacMgmt@dshs.Texas.gov
1. On the home page, select **Vaccine Requests and Transfers**.

2. This tab allows you to view previous order requests and submit new COVID-19 vaccine orders.
1. On the home page, select **Reports**.

2. From here, you’ll be able to generate and export several reports regarding your COVID-19 vaccine orders and history.
Navigating the Home Page: Updates and Resources

1. On the home page, select **Updates and Resources**.

2. This tab includes a helpful list of provider resources for navigating VAOS, as well as an outline of the most recent system updates to keep you up to speed.
Questions?

Access Provider Support Resources Here