

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



Vaccine orders take approximately **two weeks** to arrive after being submitted.

The Provider Journey



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**

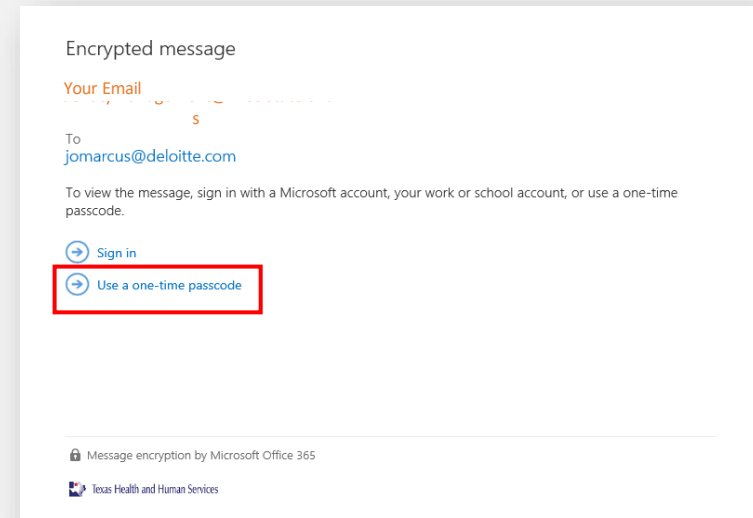
Who Receives VAOS Access?

- 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

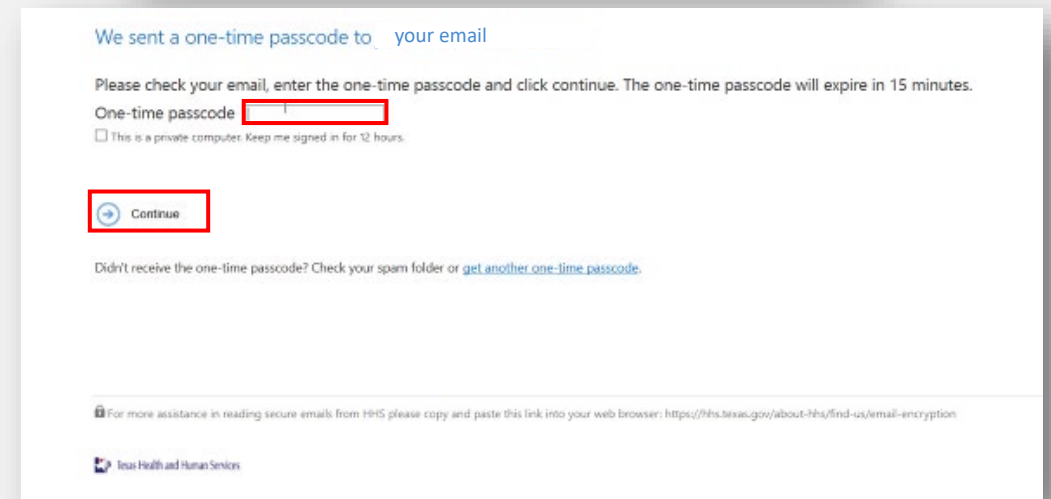
The screenshot shows a web form titled "PANDEMIC PROVIDER ENROLLMENT" with the subtitle "Enroll to request COVID-19 Vaccine". The form is divided into several sections, each with a dropdown arrow: "Location and Shipping" (checked), "Pandemic Vaccine Coordinators" (highlighted in red), "Delivery Times", "Vaccine Storage Capacity", "Prescribing Providers", "Patient Profile", "Administration and Reporting", and "Responsible Officers". The "Pandemic Vaccine Coordinators" section contains a heading "Pandemic Vaccine Coordinators" and a sub-heading "Designate the primary and backup pandemic vaccine coordinators for this facility. The coordinators will become the main point-of-contact for vaccine distribution, accountability and other communications." Below this, there are two sections: "Primary Vaccine Coordinator" and "Backup Vaccine Coordinator". Each section has fields for *Last Name, *First Name, *Telephone, *Email, and Degree/Credentials. At the bottom right of the form, there are two buttons: "Save & Continue" and "Save & Exit".

Decrypt Email

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**.



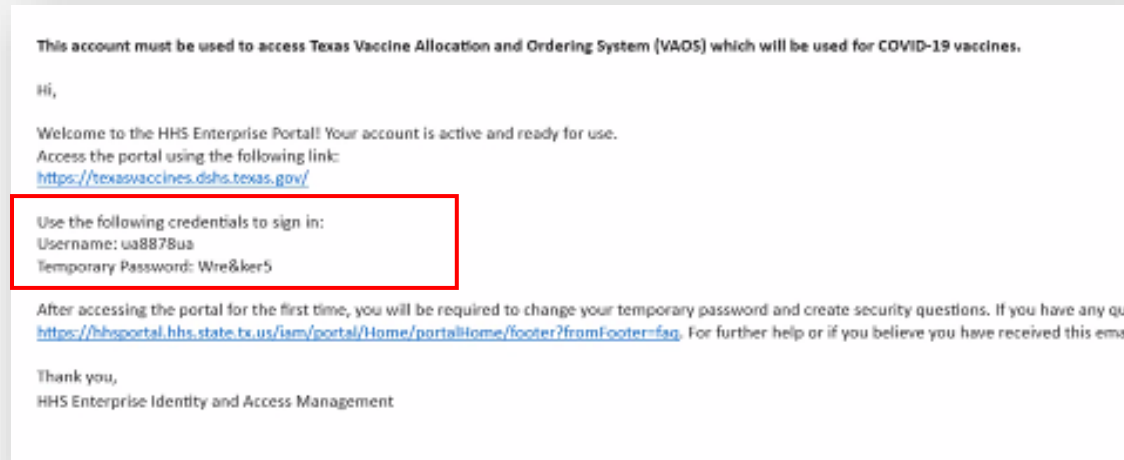
3



4-5

Decrypt Email

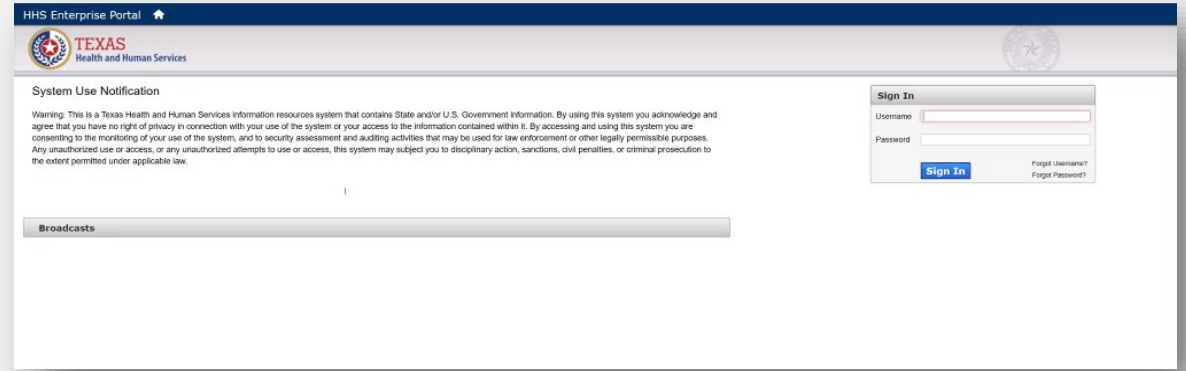
6. Once you select **Continue** the encrypted message will open.
7. The message will contain **your username and a temporary password** for VAOS.
8. Select the link to VAOS to be redirected to the VAOS login page.



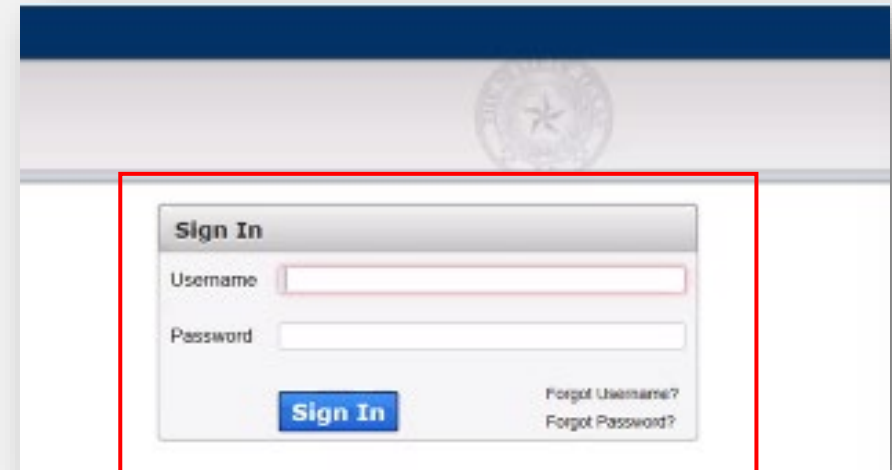
Access Home Page

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.

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Navigating the Home Page: Accounts

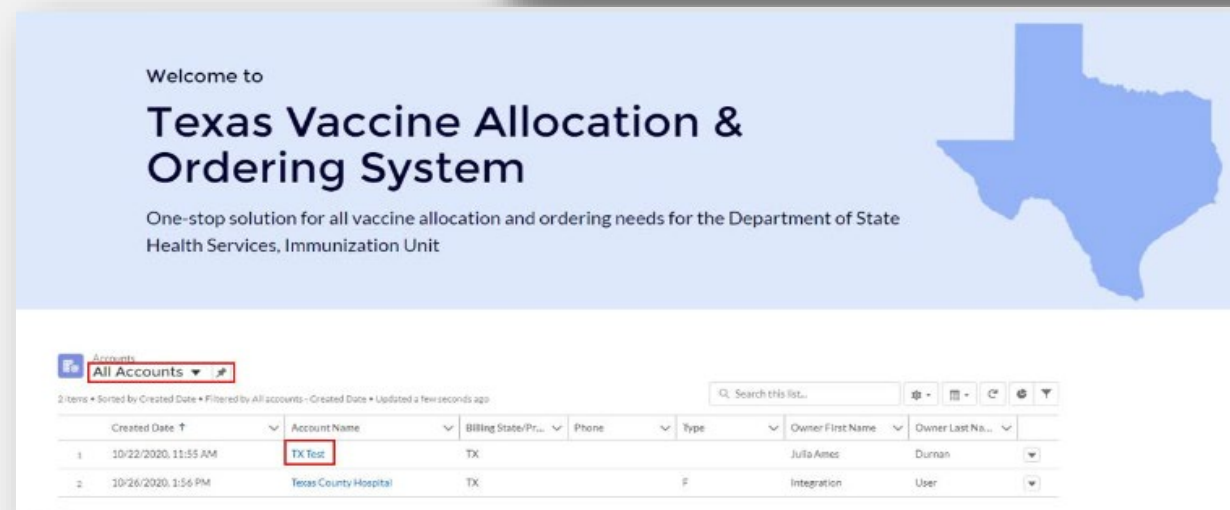
1. On the home page, select **Accounts**.
2. The default view in VAOS is “Recently Viewed.” To view your account(s), you’ll need to select **All Accounts** from the dropdown menu.

1



*Make sure you change this dropdown to say **All Accounts!***

2



Navigating the Home Page: Vaccine Loss

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.



Vaccine Uses
Recently Viewed ▾

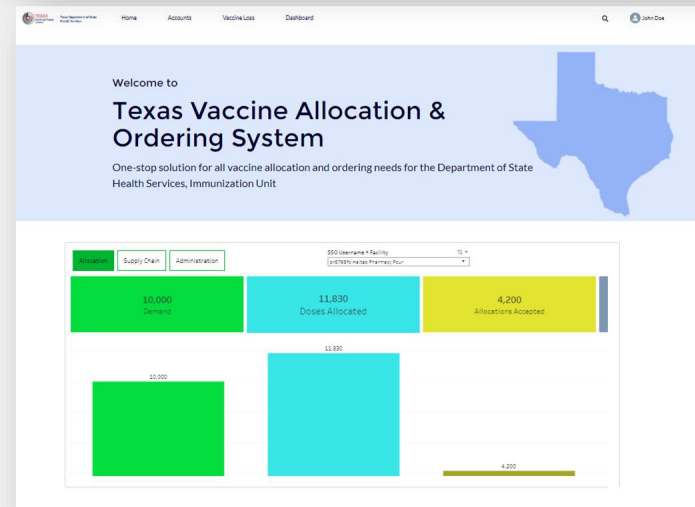
4 items

	Vaccine Administration Number ▾	Quantity Consumed ▾	Vaccine ▾	Status ▾	
1	VA-0001243	10	VI-0000140	Wastage	▾
2	VA-0001221	2	VI-0000413	Wastage	▾
3	VA-0001113	2	VI-0000140	Wastage	▾
4	VA-0000237	2	VI-0000140	Wastage	▾

2

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



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.**

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.**

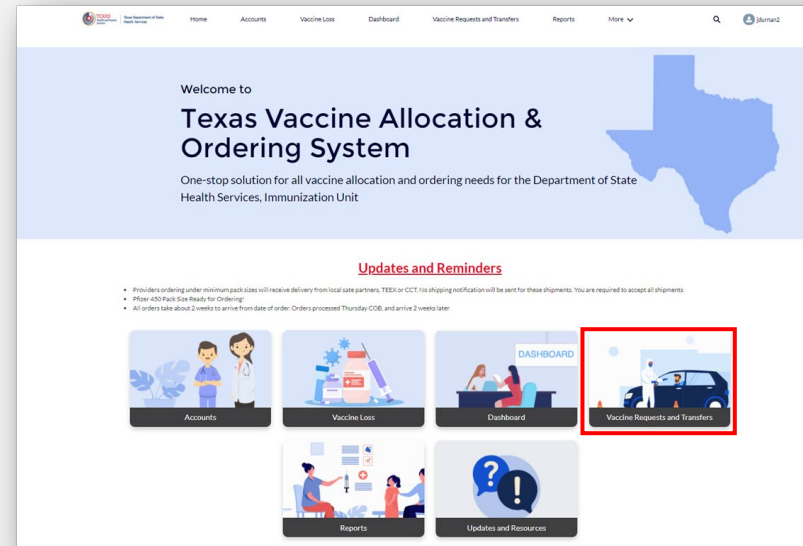
There are additional available doses in a vial that are not officially allocated – if they are administered and Quantity on Hand shows as 0, those records get rejected by VAOS.

For questions about the VAOS Dashboard, send an email to COVID19VacMgmt@dshs.Texas.gov

Navigating the Home Page: Vaccine Requests and Transfers

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



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Service Requests
Recently Viewed ▾

37 items

	Service Request Name	
1	SR-52644	▾
2	SR-52643	▾

3

New Service Request

Select a record type

- Vaccine Transfer Request
- COVID Order Request
- Vaccine Return Request

Cancel Next

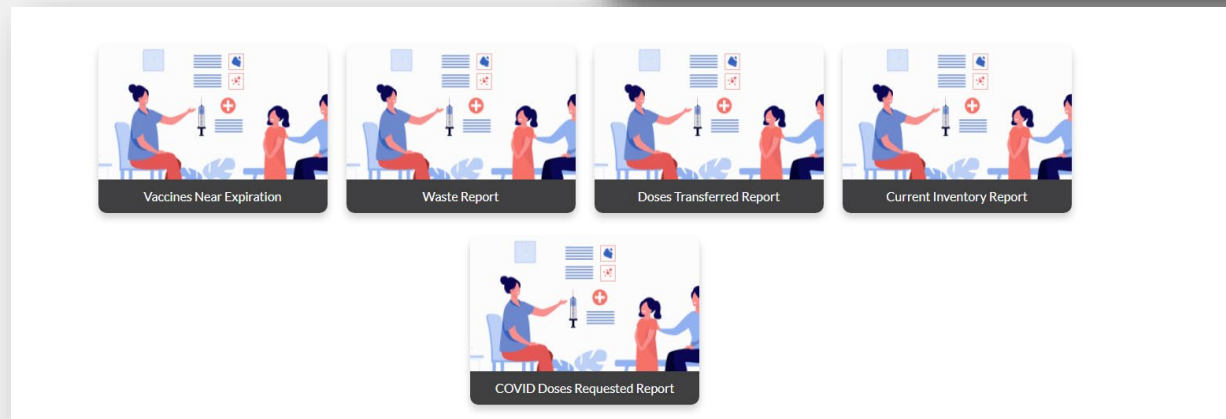
Navigating the Home Page: Reports

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.

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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](#)



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Texas Department of State
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