

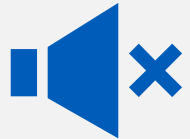


**TEXAS**  
Health and Human  
Services

**Texas Department of State  
Health Services**

# **ImmTrac2 IAMOnline (IAMO) Webinar**

# Webinar Reminders



All participants are automatically muted by webinar administrators.



Please type questions using the Q&A feature.



This webinar is being recorded for learning purposes.


# Agenda


- Transition from HHS Enterprise Portal to IAMOnline
- IAMOnline accounts between April 12 to April 14, 2024
- New IAMOnline accounts created after April 14, 2024
- Forgot password
- Forgot username
- Accessing the IAMOnline dashboard applications and the Acceptable Use Agreement (AUA)
- Questions and Answers


# Transition From the HHS Enterprise Portal to IAMOnline



# HHS Enterprise Portal is Going Away

HHS Enterprise Portal 

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### System Use Notification


Warning: This is a Texas Health and Human Services resources system that contains State and/or U.S. Government information. By logging into this system you acknowledge and agree that you have no right of privacy or confidentiality with your use of the system or your access to the information contained within it. By logging and using this system you are consenting to the monitoring of your use of the system for security assessment and auditing activities that may be required for law enforcement or other legally permissible purposes. Any unauthorized use, access, or any unauthorized attempts to use or access, this system may subject you to disciplinary action, sanctions, civil penalties, or criminal prosecution, as permitted by applicable law.

#### Sign In

Username

Password

[Sign In](#) [Forgot Username?](#)  
[Forgot Password?](#)

New to the portal? [REGISTER](#) 

[Click here to sign Acceptable Use Agreement \(AUA\)](#)

# Instead, We Will Use IAMOnline

- All DSHS and HHSC applications are transitioning to the Identity and Access Management (IAM) platform – [IAMOnline](#).
- ImmTrac2, Syntropi, and VAOS will use [IAMOnline](#).
- [IAMOnline](#) enables authentication and authorization to improve security during the login process.
- [IAMOnline](#) includes the “Forgot Password” links for external and internal users. The rules for creating passwords are still the same.
- [IAMOnline](#) includes the “Forgot Username” link for ImmTrac2, Syntropi, and VAOS users.

The screenshot shows the IAMOnline Sign In page for Texas Health and Human Services. It features a header with the state logo and the text 'TEXAS Health and Human Services'. Below the header, the page title is 'IAMOnline - Sign In'. There is a 'Username' input field and a 'Keep me signed in' checkbox. A large blue 'Next' button is positioned below the input field. At the bottom of the page, there are several links: 'Forgot Password? (HHS/DSHS Emails Only)', 'Forgot Password? (External Users Only)', 'Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)', 'Create a new account as a citizen', 'Request account as non-HHS employee, or register organization', and 'Sign Acceptable Use Agreement'. Red boxes and arrows highlight the 'Forgot Password' and 'Forgot Username' links, with labels 'Forgot Password' and 'Forgot Username' pointing to them.

# Why Are We Going to IAMOnline?

Increased login security



# Transition to IAMOnline

Beginning April 12

- The Go-Live date was originally set for March 22, 2024 and is rescheduled.
- The transition to IAMOnline will now begin April 12, 2024, at 6:00 p.m. and will continue through April 14, 2024.
- During this timeframe, the login site (URL) to ImmTrac2, Syntropi, and VAOS will transition from the HHS Enterprise Portal to IAMOnline.
- ImmTrac2, Syntropi, VAOS, and IAMOnline (the Immunizations ecosystem) will be unavailable from April 12 at 6:00 p.m. CDT until April 14 at 12:00 a.m. CDT (midnight).
- For Central Office users, your username will be your email address.  
Example: [john.smith@hhs.texas.gov](mailto:john.smith@hhs.texas.gov) or [john.smith@dshs.texas.gov](mailto:john.smith@dshs.texas.gov)

# What Is Changing?

Only the following are changing:

- Login,
- Link to the login, and,
- Navigation to the applications.

# What Stays the Same?

- The applications (ImmTrac2, Syntropi, and VAOS) are not changing.
- For external (2-4-2) users, you will continue using your same username and password. Example: MA4321JO
- If you have two logins to access an application, your two logins will remain the same.
- Reporting requirements for VAOS remain the same.

# When Can I Log In to IAMOnline?

- On April 13, 2024, IAMOnline will replace the HHS Enterprise Portal.
- Users will use and log into IAMOnline at [iamonline.hhs.state.tx.us](https://iamonline.hhs.state.tx.us).
- The HHS Enterprise Portal will be active for non-transitioned applications.
- This change affects ImmTrac2, Syntropi, and VAOS.
- Weekend support from the IT Help Desk will be unavailable.
- Users are urged to log in to IAMOnline after 8 a.m. on Monday, April 15, 2024.

# Which Browsers Can I Use?

IAMOnline works smoothly in Chrome, Edge, or Firefox.

# Accounts Migrated to IAMOnline During April 12–14, 2024



# Bookmark the Login Page

The IAMOnline login is  
[IAMOnline.hhs.state.tx.us](https://IAMOnline.hhs.state.tx.us)



IAMOnline - Sign In

Username

pa1234sp

Keep me signed in

Next

[Forgot Password? \(HHS/DSHS Emails Only\)](#)

[Forgot Password? \(External Users Only\)](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee or register organization](#)

[Sign Acceptable Use Agreement](#)

System Use Notification

Warning: This is a Texas Health and Human Services information resources system that contains State and/or U.S. Government information. 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. By accessing and using this system you are consenting to the monitoring of your use of the system, and

# Access IAMOnline

- Access IAMOnline at: [IAMOnline.hhs.state.tx.us](https://IAMOnline.hhs.state.tx.us)
- Enter your username:
  - If you are not a Central Office employee, use your 2-4-2 ImmTrac2 username.  
Example: John Smith uses JO1234SM.
  - If you are a Central Office employee, use your DSHS or HHS email address.
- Note the “Forgot Password” links for external or internal users.
- The “Forgot Username” link is for ImmTrac2, Syntropi, and VAOS users only.
- Click the “Next” button to continue.

The screenshot shows the IAMOnline Sign In page. At the top left is the Texas Health and Human Services logo. The page title is "IAMOnline - Sign In". Below the title is a "Username" label and a text input field containing "pa1234sp". A red arrow points from the title to the input field. Below the input field is a checkbox labeled "Keep me signed in". A red arrow points from the checkbox to a large blue "Next" button. Below the "Next" button are two "Forgot" links: "Forgot Password? (HHS/DSHS Emails Only)" and "Forgot Password? (External Users Only)", with a red box around them and a "Forgot Password" label with an arrow pointing to the first link. Below these are two more "Forgot" links: "Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)" and "Forgot Username", with a red box around them and a "Forgot Username" label with an arrow pointing to the first link. At the bottom are three links: "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".



# Dashboard of Applications

- Your applications will be locked if you have not signed the “Acceptable Use Agreement (AUA)”.
- Click the AUA to sign it.
- It can take up to ten minutes for the AUA to take effect.

The screenshot displays a user interface titled "My Apps". It is divided into two sections: "Acceptable User Agreement (AUA)" and "My Applications".

**Acceptable User Agreement (AUA) Section:**

- The first application, "Acceptable Use Agreement (AUA)...", is highlighted with a red border and has a red circle around its lock icon, indicating it is locked.
- The second application, "Authorized Help Guide", has a red circle around its lock icon.
- The third application, "Manage Access (Beta)", has a red circle around its lock icon.
- The fourth application, "ImmTrac2", has a red circle around its lock icon.

**My Applications Section:**

- The first application, "Forms", has a red circle around its lock icon.
- The second application, "Manage My Access", has a red circle around its lock icon.
- The third application, "Access Requests", has a red circle around its lock icon.

# Read, Sign, and Submit AUA

**Last Name \***

**Your Work Email \***

**Your Work Phone**

I am (choose one and explain below): \*

- An employee of HHSC (specify department and division)
- An employee of DSHS (specify department and division)
- An employee of another agency (specify agency, department, and division)
- A contractor (specify employer or non-state agency name)
- An intern or volunteer (specify agency, department, and division)
- Other (specify below if you are an advisory council member or an employee of a private provider)

**Comments**

**HHS Employee ID, if applicable**

**Date Agreement Signed \***

# Confirm the AUA Submission

The screenshot displays a web application interface with a dark blue header containing a menu icon, 'Home', and 'My Work'. A green notification bar at the top contains the message: 'Your signed AUA Form has been successfully submitted. Thank you.' A red arrow points from this message to a larger, red-bordered version of the same message. Below the notification, the 'Home' section features five cards: 'Manage Access(Beta)', 'Sign AUA Form', 'Policy Violations' (0), 'Approvals' (0), and 'Manage My Access'. Three data panels below show 'Latest Violation Work Items', 'My Access Reviews', and 'Latest Approvals', all displaying 'Currently no data'.

Home My Work

Your signed AUA Form has been successfully submitted. Thank you.

Your signed AUA Form has been successfully submitted. Thank you.

Home

Manage Access(Beta) > Sign AUA Form > Policy Violations 0 Approvals 0 Manage My Access >

Latest Violation Work Items Both

My Access Reviews

Latest Approvals

Currently no data

Currently no data

Currentl

# Applications are Now Unlocked

Your applications are now unlocked because you have signed the "Acceptable Use Agreement (AUA)."

NOTE: You will need to refresh your browser to see the locks go away.

The screenshot displays a user interface with two main sections: "My Apps" and "My Applications".

- My Apps:** This section is expanded and contains three application cards:
  - Authorized Help Guide:** Represented by an information icon (i).
  - Manage Access (Beta):** Represented by the HHS logo.
  - ImmTrac2:** Represented by the ImmTrac2 logo, with the text "Texas Immunization Registry" below it.
- My Applications:** This section is collapsed and contains three application cards:
  - Forms:** Represented by a document icon.
  - Manage My Access:** Represented by a shield icon with a checkmark.
  - Access Requests:** Represented by a circular arrow icon.

At the bottom of the interface, there is a link labeled "Add section" with a plus sign icon.

# **New IAMOnline Accounts Created After April 12, 2024**



# Activate Account

You will receive a “Welcome to IAMOnline” email from Okta.

It has an Activate Account link that you must select to activate and set up your account.

Hi

Welcome to IAMOnline! Your account is active and ready for use. Access the portal using the below link:

**Username:** te2246te

Activate Account

**Please note that the link will only be active for seven (7) days for security reasons.**

`\${user.profile.userType}` After accessing IAMOnline for the first time, set up will require a password, a phone number, and a security question for the account. The [Acceptable Use Agreement \(AUA\)](#) must be completed as well.

If you have any questions regarding how to complete this action, please review the IAMOnline [Web Help](#) and [FAQs](#). For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.


Thank you,


IAM Team

This is an automatically generated message from [IAMOnline](#). Replies are not monitored or answered.

# Verification Email from Okta


IAMOnline | Your Email Verification Inbox x

**Okta** <noreply@okta.com>  **Okta** <noreply@okta.com>  
to StatePaulSpock+10 ▾



Hi Tester,

You have requested an email verification code to sign in to IAMOnline. Enter the verification code into IAMOnline. The code will expire in five (5) minutes.

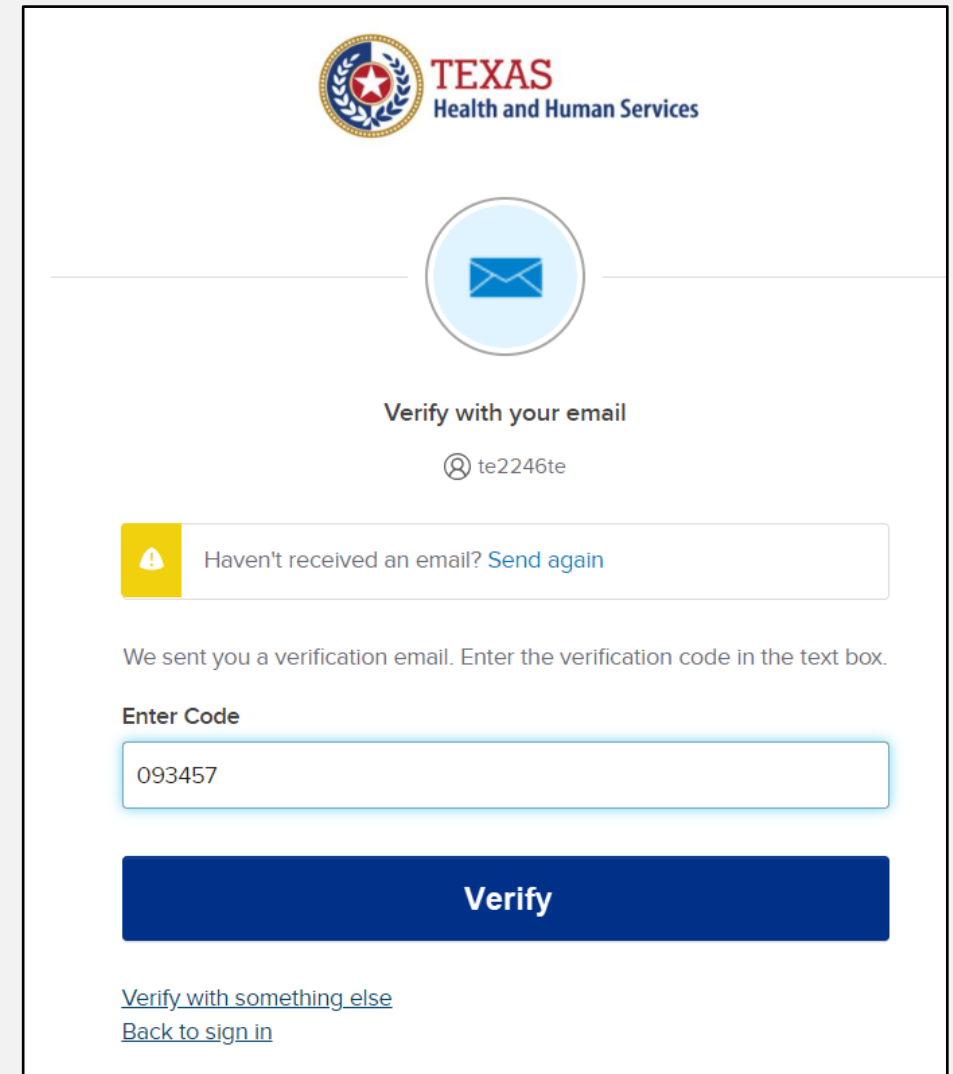
**Enter this code: 093457** 

For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.


Thank You,  
IAM Team


# Enter the Verification Code

Enter the verification code from the email and click "Verify."




The screenshot shows the Texas Health and Human Services verification interface. At the top is the state seal and the text "TEXAS Health and Human Services". Below this is a blue envelope icon in a circle. The text "Verify with your email" is centered, followed by the user ID "te2246te". A yellow button with a bell icon and the text "Haven't received an email? Send again" is on the left. Below this is the instruction "We sent you a verification email. Enter the verification code in the text box." and the label "Enter Code". A text input field contains the code "093457". A large blue "Verify" button is at the bottom. At the very bottom are two links: "Verify with something else" and "Back to sign in".

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Verify with your email

te2246te

 Haven't received an email? [Send again](#)

We sent you a verification email. Enter the verification code in the text box.

Enter Code

093457

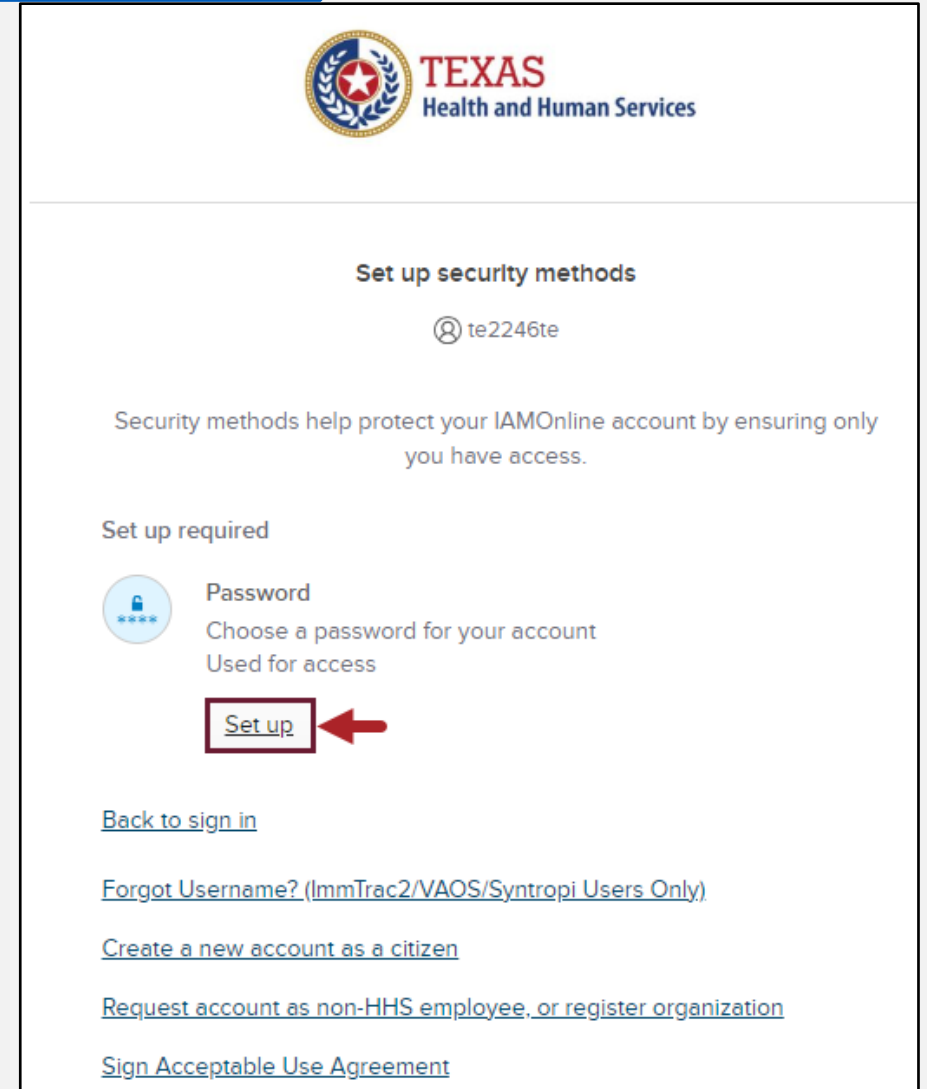
**Verify**

[Verify with something else](#)  
[Back to sign in](#)




# Set Up Security Methods

Click the "Set up" link to set up your security methods.



The screenshot shows the 'Set up security methods' page for a Texas Health and Human Services account. At the top left is the Texas Health and Human Services logo. The page title is 'Set up security methods' followed by the user ID 'te2246te'. A message states: 'Security methods help protect your IAMOnline account by ensuring only you have access.' Under the heading 'Set up required', there is a 'Password' section with a lock icon and the text 'Choose a password for your account Used for access'. A 'Set up' button is highlighted with a red box and a red arrow pointing to it from the right. At the bottom, there are several links: 'Back to sign in', 'Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)', 'Create a new account as a citizen', 'Request account as non-HHS employee, or register organization', and 'Sign Acceptable Use Agreement'.


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**Set up security methods**

te2246te

Security methods help protect your IAMOnline account by ensuring only you have access.

**Set up required**

 **Password**  
Choose a password for your account  
Used for access

[Set up](#) 

[Back to sign in](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

# Enter and Re-enter Password

Enter your password, re-enter it, and click "Next."

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords

Enter password

Re-enter password

Next

[Return to authenticator list](#)

[Back to sign in](#)

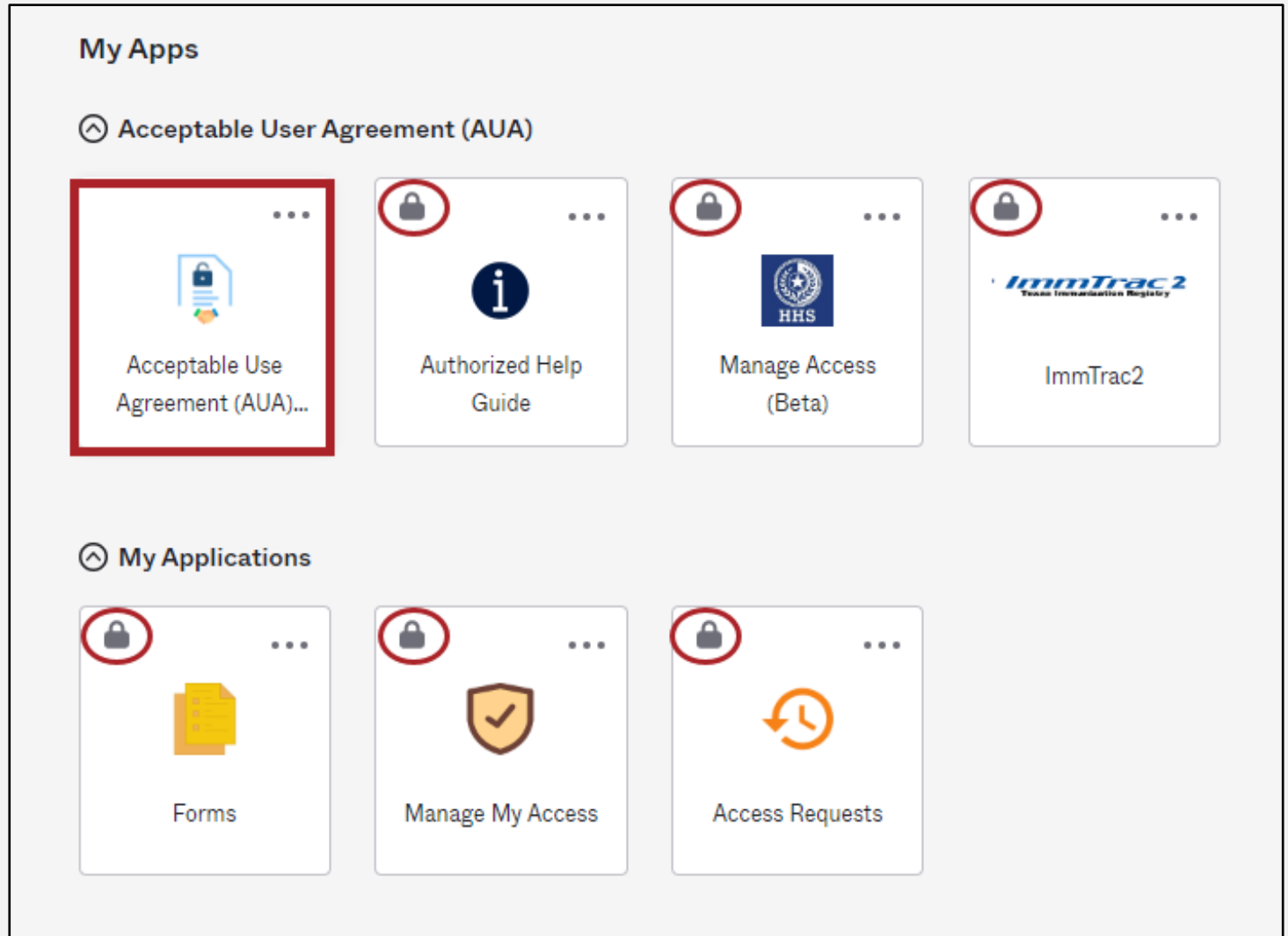
[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

# Dashboard Applications

- Your applications will be locked if you have not signed the "Acceptable Use Agreement (AUA)."
- Click the AUA to sign it.
- It can take up to ten minutes for the AUA to take effect.



# Read, Sign, and Submit the AUA

**Last Name \***

**Your Work Email \***

**Your Work Phone**

I am (choose one and explain below): \*

- An employee of HHSC (specify department and division)
- An employee of DSHS (specify department and division)
- An employee of another agency (specify agency, department, and division)
- A contractor (specify employer or non-state agency name)
- An intern or volunteer (specify agency, department, and division)
- Other (specify below if you are an advisory council member or an employee of a private provider)

**Comments**

**HHS Employee ID, if applicable**

**Date Agreement Signed \***

# Confirm AUA Submission

Your signed AUA Form has been successfully submitted. Thank you.

Your signed AUA Form has been successfully submitted. Thank you.

## Home

Manage Access(Beta) >

Sign AUA Form >

Policy Violations >

0

Approvals >

0

Manage My Access >

Latest Violation Work Items

Both ▾

Currently no data

My Access Reviews

Currently no data

Latest Approvals

Currentl

# Your Applications are Now Unlocked

Your applications are now unlocked because you have signed the "Acceptable Use Agreement (AUA)."

NOTE: You will need to refresh your browser to see the locks go away.

The screenshot displays a user interface with two main sections: "My Apps" and "My Applications".

- My Apps:** This section is expanded and contains three application cards:
  - Authorized Help Guide:** Represented by an information icon (i).
  - Manage Access (Beta):** Represented by the HHS (U.S. Department of Health and Human Services) logo.
  - ImmTrac2:** Represented by the ImmTrac2 logo, which includes the text "Texas Immunization Registry".
- My Applications:** This section is collapsed and contains three application cards:
  - Forms:** Represented by a yellow document icon.
  - Manage My Access:** Represented by a shield icon with a checkmark.
  - Access Requests:** Represented by a circular refresh icon.

At the bottom of the interface, there is a blue link with a plus icon labeled "Add section".

# Forgot Password




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Health Services

# Forgot Password Links

If you forgot your password, you can click the "Forgot Password?" link for either HHS/DSHS email users or external users.

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Health and Human Services

---

IAMOnline - Sign In

Username

te2246te

Keep me signed in

**Next**

[Forgot Password? \(HHS/DSHS Emails Only\)](#)  
[Forgot Password? \(External Users Only\)](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

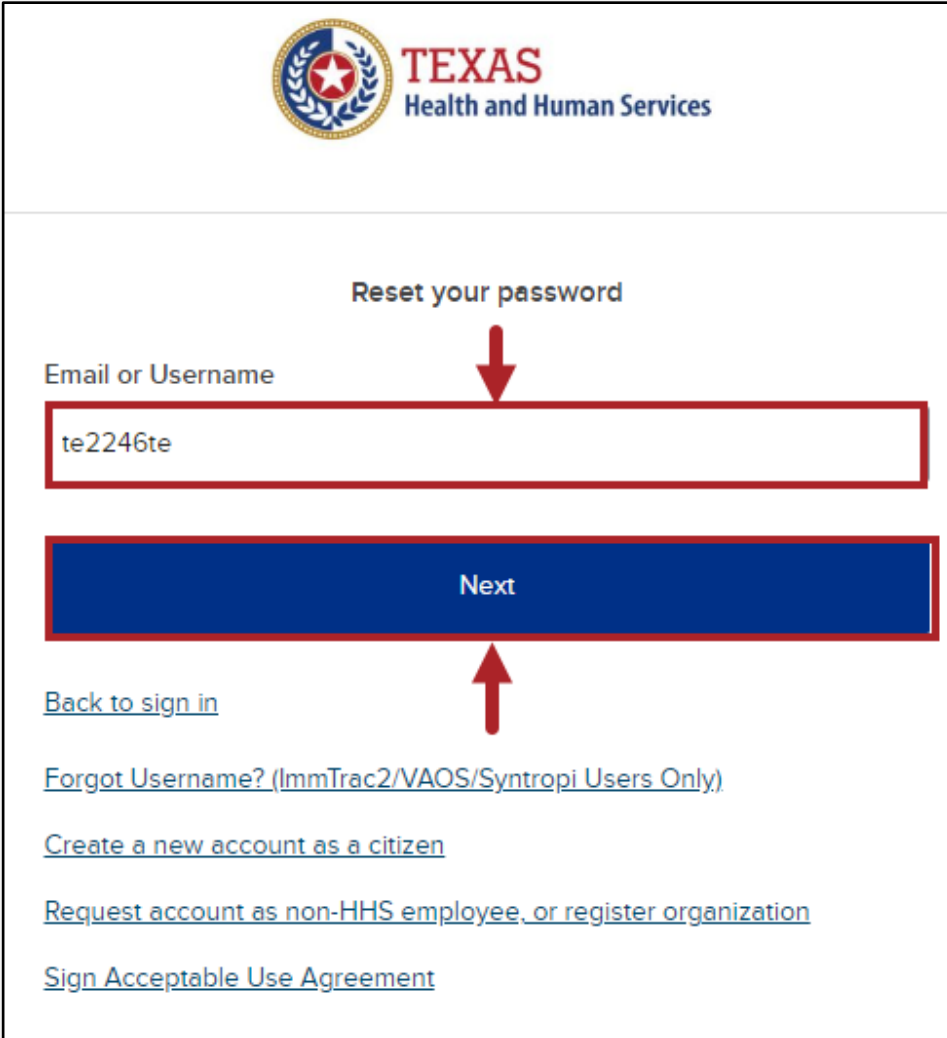
[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)



# Enter Email or Username

- Next enter your email or username.
- External users can use their 2-4-2 username.
- Central office staff can use their email address.
- Then click the "Next" button.



The screenshot shows the Texas Health and Human Services login interface. At the top left is the state seal, and to its right is the text "TEXAS Health and Human Services". Below this is a link for "Reset your password" with a red arrow pointing down to a text input field. The input field is labeled "Email or Username" and contains the text "te2246te". Below the input field is a large blue button with the text "Next" in white, with a red arrow pointing up to it. At the bottom of the page are several links: "Back to sign in", "Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

TEXAS  
Health and Human Services

Reset your password

Email or Username

te2246te

Next

[Back to sign in](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

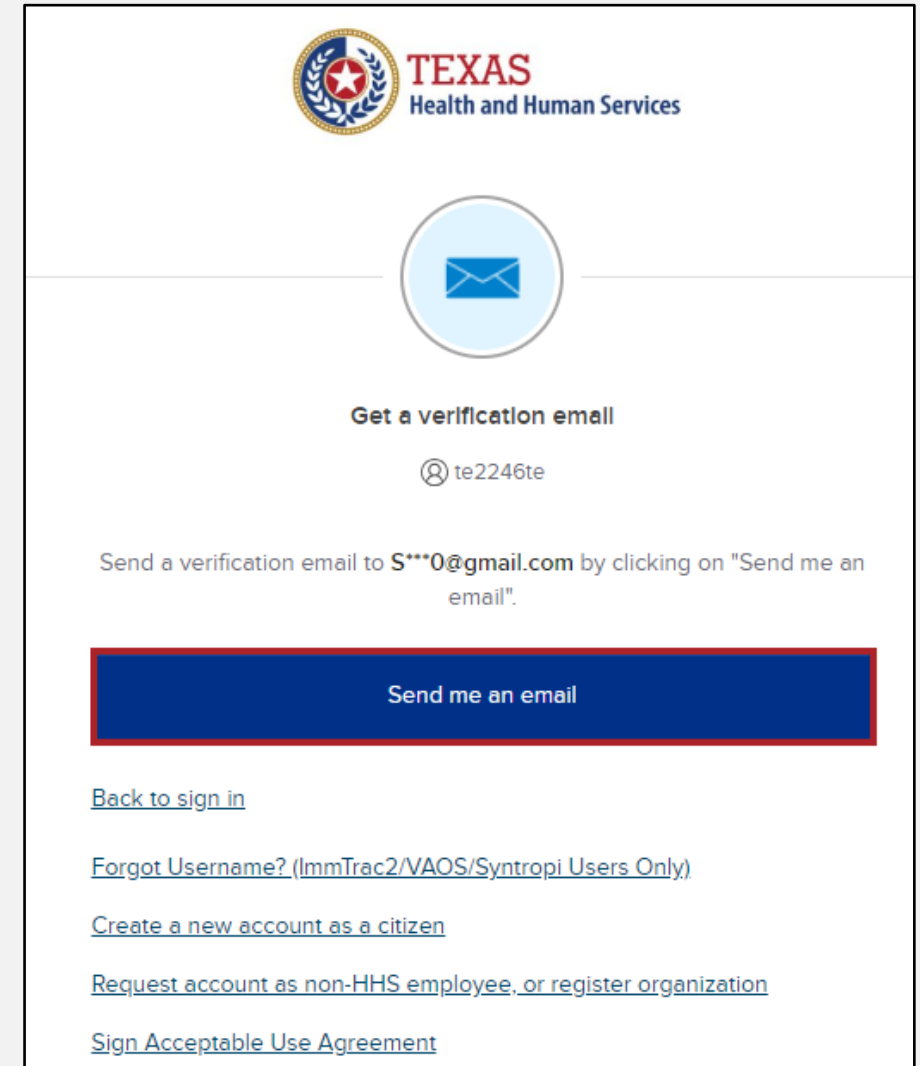
[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)


[Sign Acceptable Use Agreement](#)


# Request an Email

Click the "Send me an email" button.




The screenshot shows the Texas Health and Human Services logo at the top left. Below it is a circular icon containing an envelope symbol. The text "Get a verification email" is centered below the icon. Underneath, there is a user ID "te2246te" with a small circular icon to its left. A paragraph of text reads: "Send a verification email to S\*\*\*0@gmail.com by clicking on 'Send me an email'." Below this text is a large, dark blue button with a red border and the text "Send me an email" in white. At the bottom of the page, there are several links: "Back to sign in", "Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

 **TEXAS**  
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**Get a verification email**

 te2246te

Send a verification email to S\*\*\*0@gmail.com by clicking on "Send me an email".

**Send me an email**

[Back to sign in](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

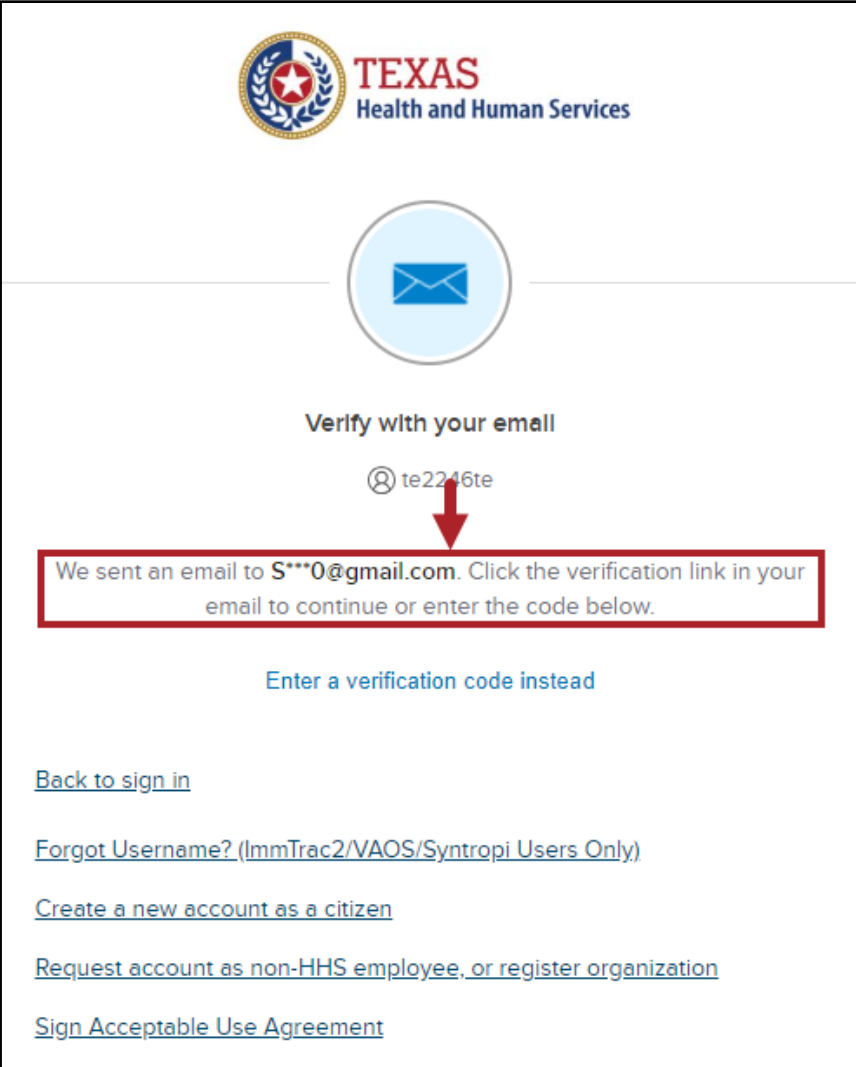
[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)


[Sign Acceptable Use Agreement](#)


# Confirmation Message

A message will display that you were sent an email with a verification link.




The screenshot shows a web page for Texas Health and Human Services. At the top left is the state seal of Texas, and to its right is the text "TEXAS Health and Human Services". Below this is a blue circular icon containing a white envelope symbol. Underneath the icon is the text "Verify with your email". Below that is a small circular icon with a red "X" and the text "te2246te". A red arrow points from this icon to a red-bordered box containing the text: "We sent an email to S\*\*\*0@gmail.com. Click the verification link in your email to continue or enter the code below." Below the box is the text "Enter a verification code instead". At the bottom of the page are several blue links: "Back to sign in", "Forgot Username? (ImmTrac2/VAOS/Syntropi Users Only)", "Create a new account as a citizen", "Request account as non-HHS employee, or register organization", and "Sign Acceptable Use Agreement".

 **TEXAS**  
Health and Human Services



Verify with your email

 te2246te

We sent an email to S\*\*\*0@gmail.com. Click the verification link in your email to continue or enter the code below.

Enter a verification code instead

[Back to sign in](#)

[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

[Sign Acceptable Use Agreement](#)

# “Reset Password” Link

- Open the email from Okta.
- Click the “Reset Password” button.

Hi Your Name,

Please click on the link to reset your IAMOnline password or enter the verification code into IAMOnline. Both will expire in five (5) minutes.



Reset Password

Note: this link expires in five minutes.

Can't use the link? Enter this code instead: **561108**

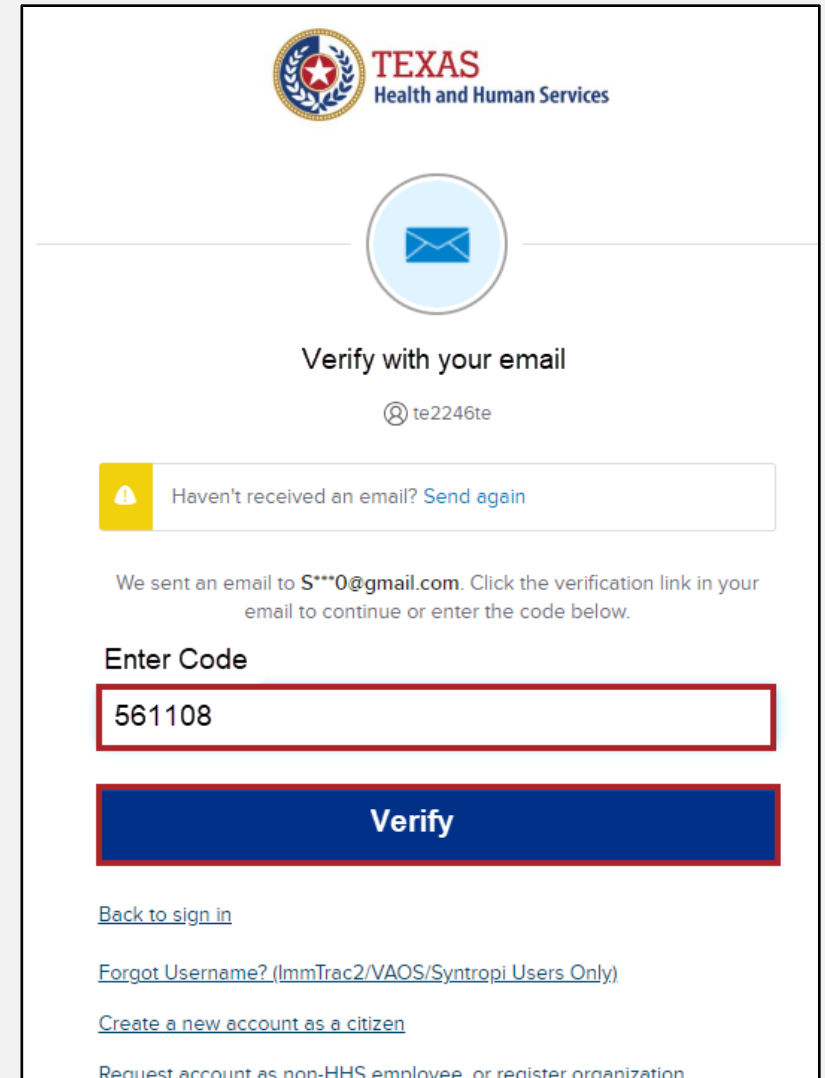
For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.


Thank You,


IAM Team

# Enter Verification Code


Enter the Verification Code and click "Verify."




 TEXAS  
Health and Human Services



Verify with your email

 te2246te

 Haven't received an email? [Send again](#)

We sent an email to S\*\*0@gmail.com. Click the verification link in your email to continue or enter the code below.

Enter Code

561108

**Verify**

[Back to sign in](#)


[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee, or register organization](#)

# Enter New Password

- Enter and then re-enter your new password.
- Password requirements are displayed.
- Then click "Reset Password."



Reset your IAMOnline password

te2246te

Password requirements:

- At least 15 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 24 passwords

**New password**

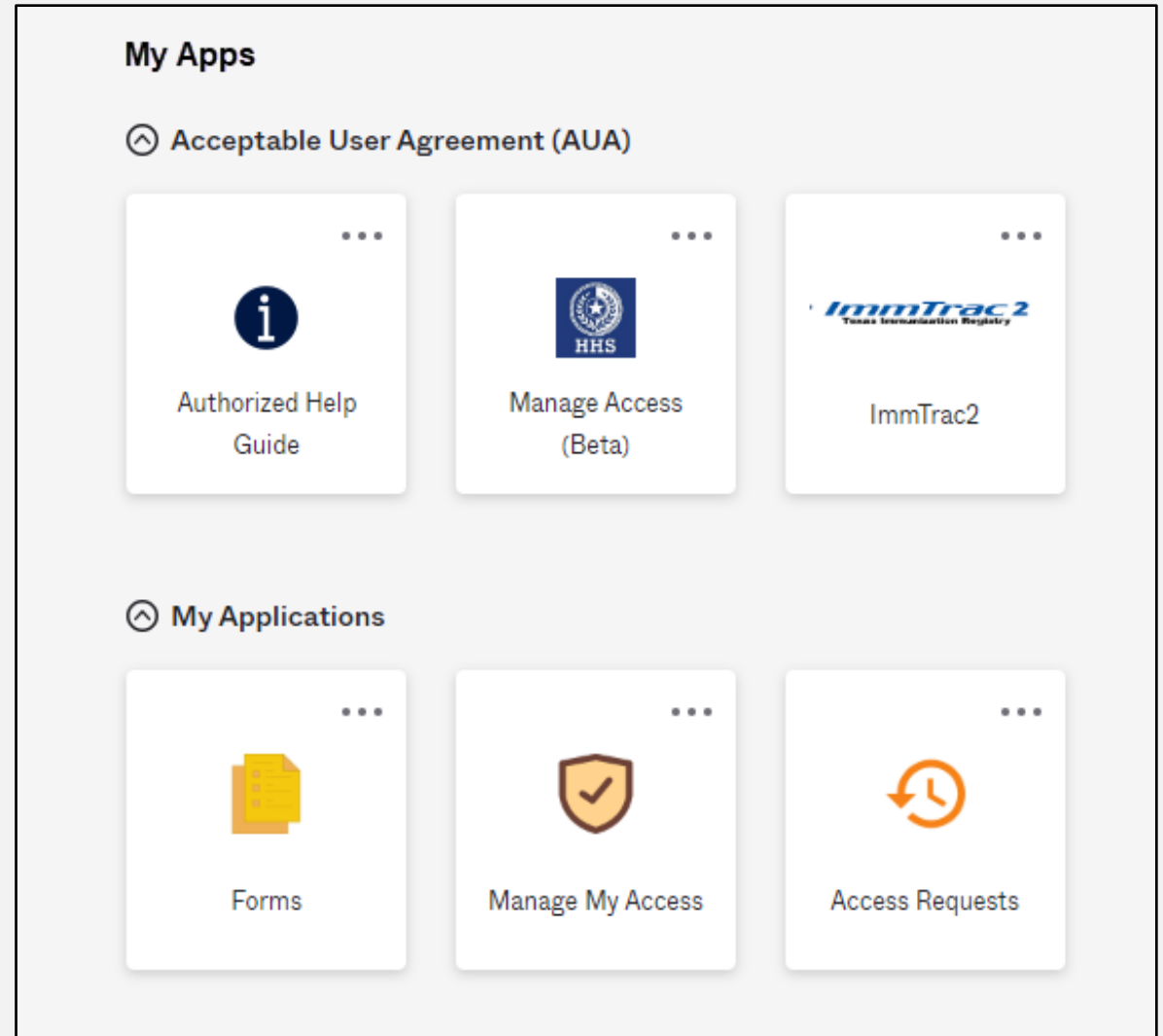
**Re-enter password**

Sign me out of all other devices.

**Reset Password**

# Success

After successfully resetting your password, your dashboard will display.



# Email: Your Password Was Changed

- You will receive an email from Okta that your IAMOnline password was changed.
- If you did not request the change, you can click the Report Suspicious Activity button.

Hi ...

The IAMOnline password was changed for your account

For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday–Friday.

**Don't recognize this activity?**

If you believe your account may have been compromised, we recommend reporting the suspicious activity to your organization.

[Report Suspicious Activity](#)

Thank you,

IAM Team



# Forgot Username

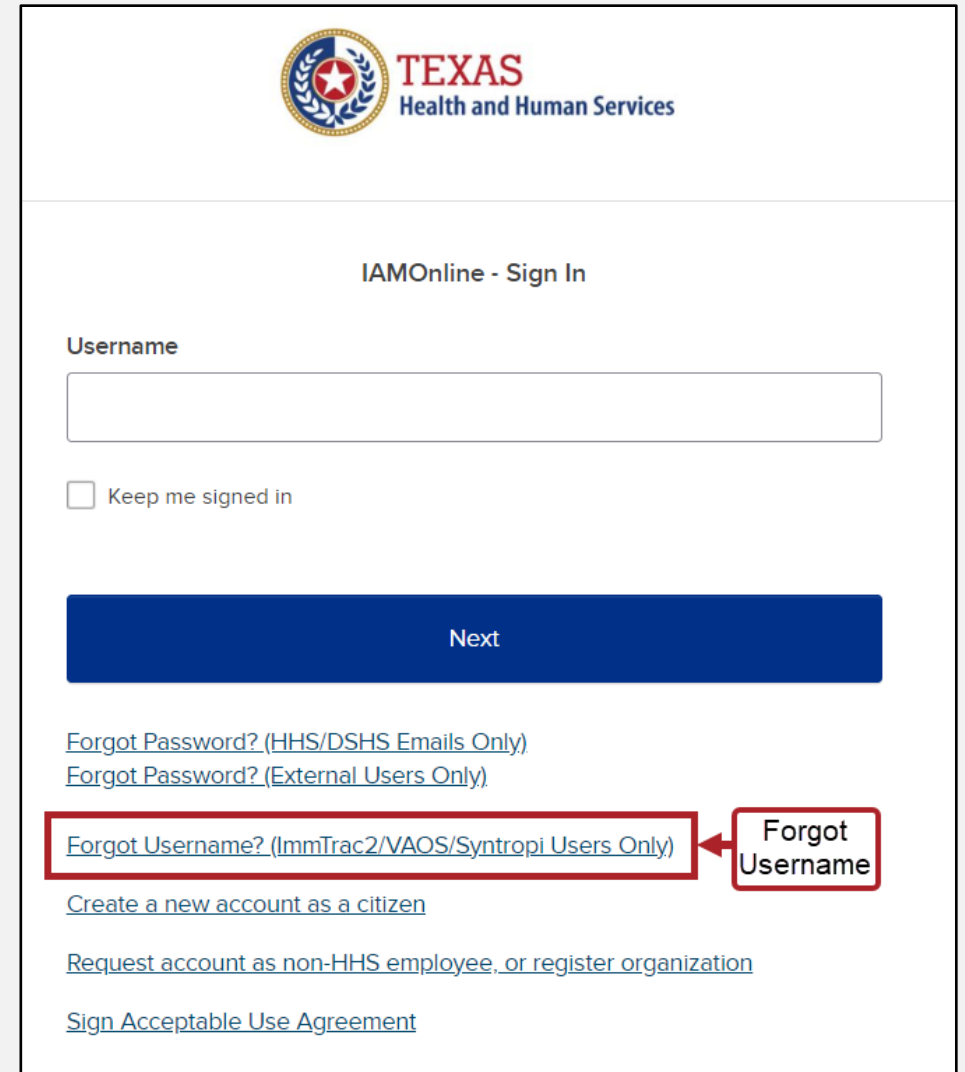



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Health Services

# Forgot Username Link

If you forgot your username and you are an ImmTrac2, Syntropi, or VAOS user, click the "Forgot Username" link.



 **TEXAS**  
Health and Human Services

IAMOnline - Sign In

Username

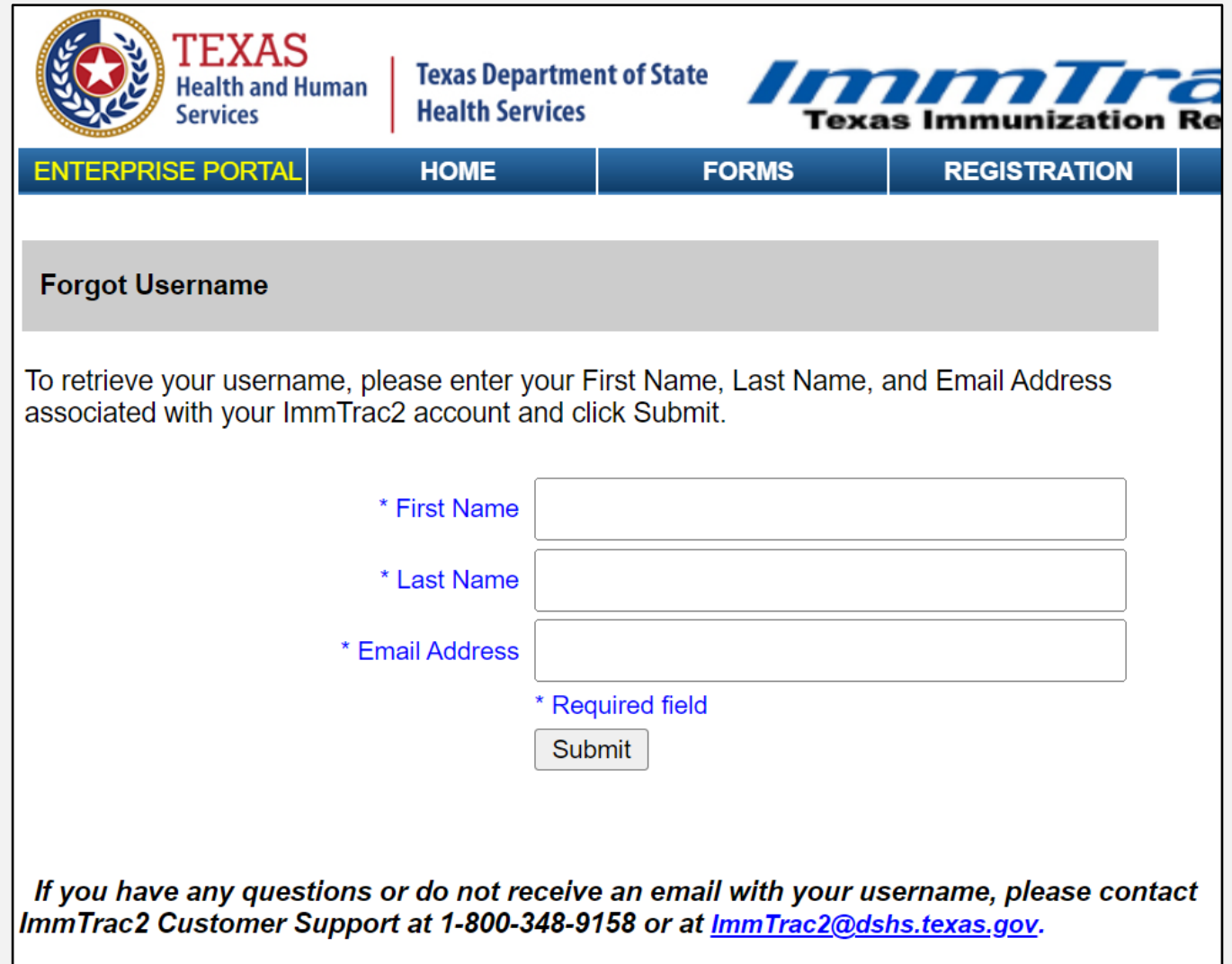
Keep me signed in

Next

[Forgot Password? \(HHS/DSHS Emails Only\)](#)  
[Forgot Password? \(External Users Only\)](#)  
[Forgot Username? \(ImmTrac2/VAOS/Syntropi Users Only\)](#) ← **Forgot Username**  
[Create a new account as a citizen](#)  
[Request account as non-HHS employee, or register organization](#)  
[Sign Acceptable Use Agreement](#)

# Enter Name and Email Address

Enter your first name, last name, and email address. Then click "Submit."



The screenshot shows the 'Forgot Username' form on the ImmTrac2 website. At the top, there are logos for the Texas Department of State Health Services and ImmTrac2. A navigation bar includes 'ENTERPRISE PORTAL', 'HOME', 'FORMS', and 'REGISTRATION'. The form title is 'Forgot Username'. Below the title, a paragraph instructs users to enter their first name, last name, and email address. There are three input fields: '\* First Name', '\* Last Name', and '\* Email Address'. A legend indicates that an asterisk denotes a required field. A 'Submit' button is located below the email field. At the bottom, contact information for ImmTrac2 Customer Support is provided.

**TEXAS**  
Health and Human Services

Texas Department of State Health Services

**ImmTrac2**  
Texas Immunization Registry

ENTERPRISE PORTAL | HOME | FORMS | REGISTRATION

### Forgot Username

To retrieve your username, please enter your First Name, Last Name, and Email Address associated with your ImmTrac2 account and click Submit.

\* First Name

\* Last Name

\* Email Address

\* Required field

Submit

*If you have any questions or do not receive an email with your username, please contact ImmTrac2 Customer Support at 1-800-348-9158 or at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).*

# Look for Email Notification

You will receive a notification that an email has been sent to you.

## System Notification

### Request Complete


- An email has been sent to the email address on file.






Ok

# Receive Username and Login

The email contains your username and login URL to IAMOnline.

ImmTrac2 Request

 ImmTrac2@dshs.texas.gov  
To Appleseed,Johnny (DSHS)

1:09 PM

Johnny Appleseed

You have recently requested to receive your ImmTrac2 username. Your username is listed below. Enter your username along with an assigned org code and password in order to log in to the system.

Username: [johnny.appleseed@dshs.texas.gov](mailto:johnny.appleseed@dshs.texas.gov) ←

In order to login to ImmTrac2, please visit the following URL:  
[iamonline.hhs.state.tx.us](http://iamonline.hhs.state.tx.us)

If you did not initiate this request, please contact the ImmTrac2 Customer Support Team at 1-800-348-9158 or at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

# Username for Central Office Users

Username: If you are a central office DSHS or HHS employee, use your DSHS or HHS email address.


- For example, [john.smith@dshs.texas.gov](mailto:john.smith@dshs.texas.gov)

# Username for External Users

- Username: For 2-4-2 users, use your ImmTrac2 2-4-2 username:
  - First two letters of first name
  - Four numbers
  - First two letters of last name
    - For example, John Doe (JO1234DO)


# Select Password Security Method

Click the "Select" button next to "Password."


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Health and Human Services


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Verify it's you with a security method

 pau1234sp

Select from the following options

 Email

 Password

[Back to sign in](#)

[Create a new account as a citizen](#)


[Request account as non-HHS employee, or register organization](#)


[Sign Acceptable Use Agreement](#)



# Enter Your Password

- Enter your current password and click the “Verify” button.
- External users can change their password.

 TEXAS  
Health and Human Services



Verify with your password

@jo1234te

**Password**

**Verify**

[Forgot Password? \(External Users Only\)](#)

[Verify with something else](#)

[Back to sign in](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee or register organization](#)

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# Password for Central Office

DSHS/HHS Employees

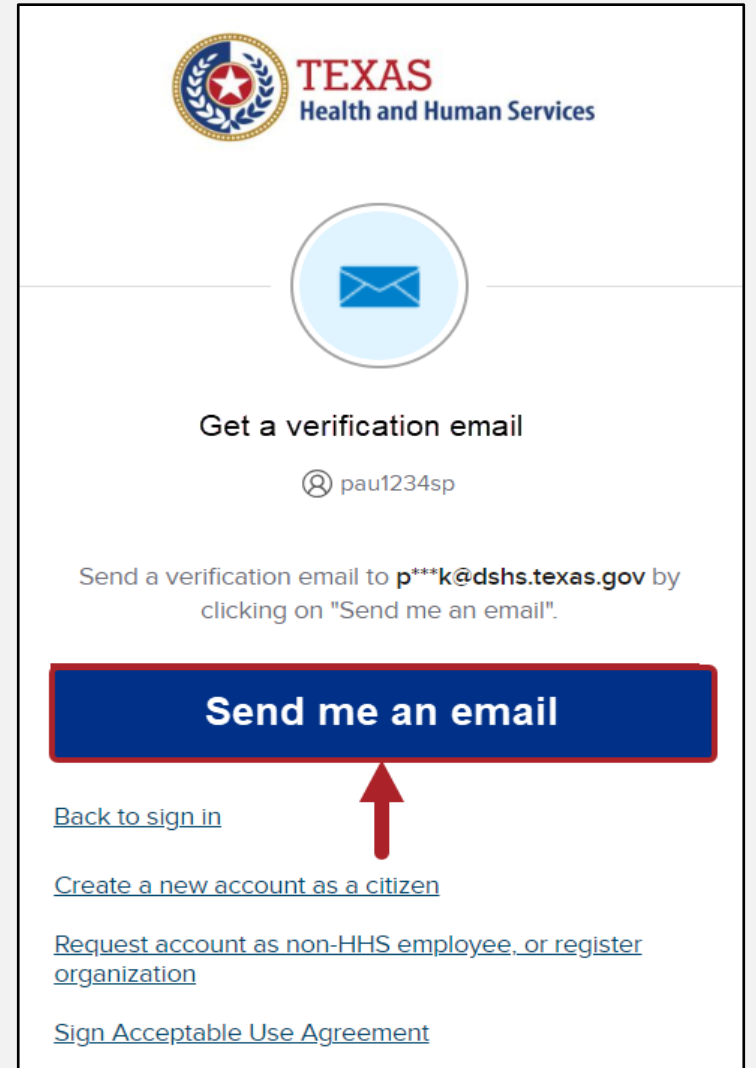
- Password: Use the password associated with your email address (active directory or network password).

# Password for External Users


Password: Use your existing password. The website will prompt you to change your password at some time. It will be part of the phased rollout process.


# Send Me an Email

Click the "Send me an email" button.




The screenshot shows the 'Send Me an Email' page. At the top left is the Texas Health and Human Services logo. Below it is a blue envelope icon inside a light blue circle. The text 'Get a verification email' is centered below the icon. Underneath is a user ID 'pau1234sp' with a person icon. A paragraph of text reads: 'Send a verification email to p\*\*\*k@dshs.texas.gov by clicking on "Send me an email".' A prominent blue button with white text 'Send me an email' is highlighted with a red border. A red arrow points upwards from the bottom of the page towards this button. Below the button are four links: 'Back to sign in', 'Create a new account as a citizen', 'Request account as non-HHS employee..or register organization', and 'Sign Acceptable Use Agreement'.

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Get a verification email

 pau1234sp

Send a verification email to p\*\*\*k@dshs.texas.gov by clicking on "Send me an email".

**Send me an email**

[Back to sign in](#)

[Create a new account as a citizen](#)

[Request account as non-HHS employee..or register organization](#)

[Sign Acceptable Use Agreement](#)

# Receive Email Verification Code

IAMOnline | Your Email Verification



Okta <noreply@okta.com>

To  Spock,Paul (DSHS)



Hi Paul,

You have requested an email verification code to sign in to IAMOnline. Enter the verification code into IAMOnline. The code will expire in five (5) minutes.


Enter this code: **354180**




For further help or if this email was received in error, please contact the Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 A.M. and 7:00 P.M. Central Time (CT), Monday-Friday.


# Enter Verification Code


To complete your Multi-Factor Authentication (MFA), enter the code you received in your email and click the "Verify" button.

 **TEXAS**  
Health and Human Services



Verify with your email

 pau1234sp

 Haven't received an email? [Send again](#)

We sent an email to p\*\*\*k@dshs.texas.gov. Enter the verification code in the text box.

Enter Code

354180

**Verify**

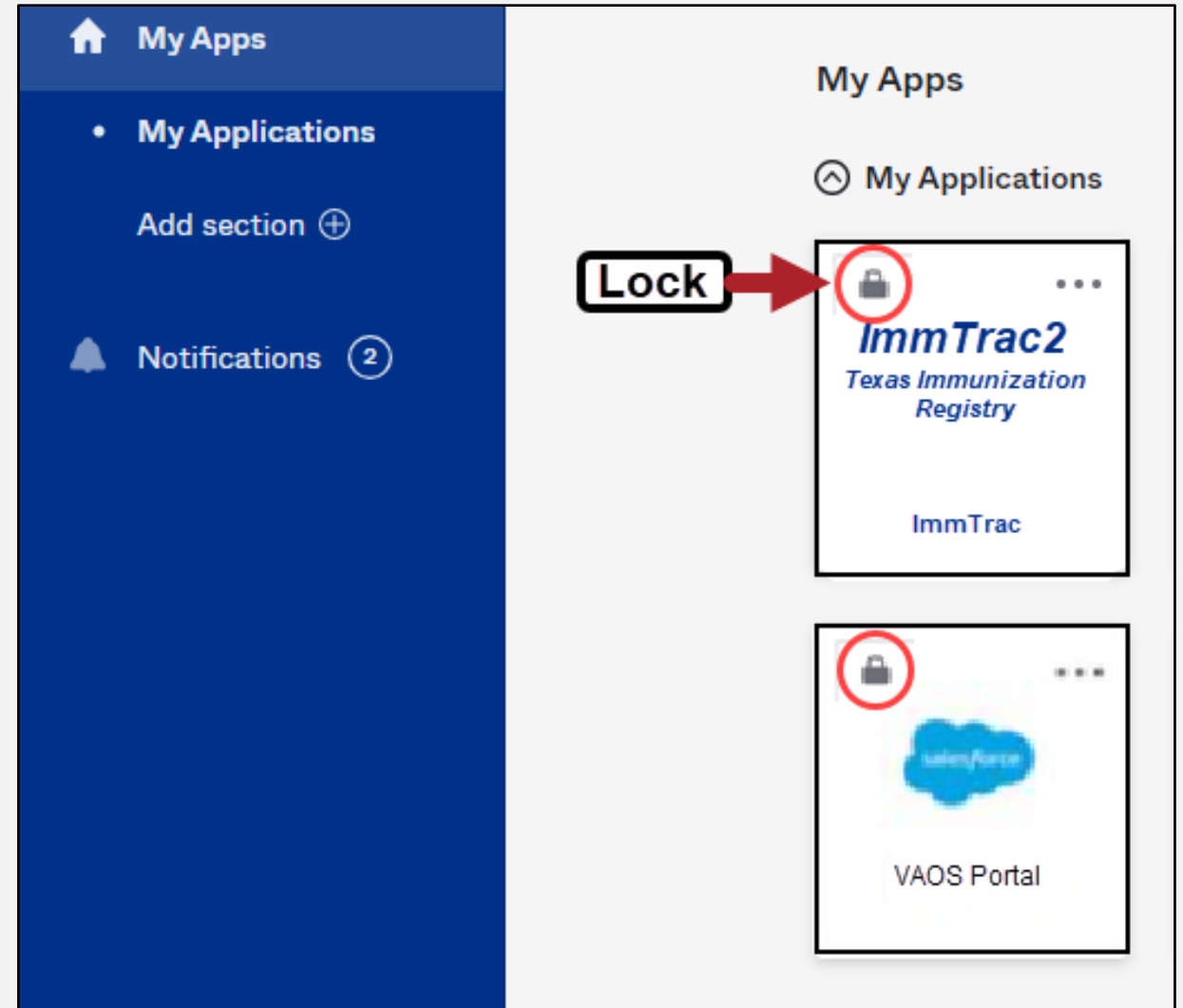
[Back to sign in](#)

# Access IAMOnline Dashboard and Acceptable Use Agreement (AUA)



# IAMOnline Dashboard Applications

- The IAMOnline dashboard displays your applications.
- Select an application to open it.
- If your applications have a lock on them, you need to select the Acceptable Use Agreement (AUA) and sign it.





# Acknowledge and Sign Your AUA

Read and complete the AUA Form. Then click the "Submit" button.

**Acknowledgement**

I have read, understand, and will comply with the requirements in the Information Security Acceptable Use Policy.

**First Name**

**First Name \***

**Last Name**

**Last Name \***

**Your Work Email \***

**Your Work Phone**

I am (choose one and explain below): \*

- An employee of HHSC (specify department and division)
- An employee of DSHS (specify department and division)
- An employee of another agency (specify agency, department, and division]
- A contractor (specify employer or non-state agency name)
- An intern or volunteer (specify agency, department, and division)
- Other (specify below if you are an advisory council member or an employee of a private provider)

**Date Agreement Signed \***

**Submit**

**Submit**

# Need Assistance?

For issues logging into the IAMOnline portal or Multifactor Authentication (MFA) issues:

- Contact the IT Help Desk at 512-438-4720 or 855-435-7181 (toll-free), 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday.

# Need Assistance?

## Continued

For issues with Syntropi or ImmTrac2 access:

- Call ImmTrac2 Customer Support at 800-348-9158, 8:00 a.m. to 4:30 pm, Monday through Friday or email [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).

# A Reminder to Bookmark the Login

The IAMOnline login is [IAMOnline.hhs.state.tx.us](https://IAMOnline.hhs.state.tx.us).

# Q&A

Share your questions



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# Thank You

The Texas Immunization Registry (ImmTrac2)

[ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)



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Health Services