

Accessing the Vaccine Allocation & Ordering System (VAOS)

Last Updated: 11/14/2023



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Overview

Purpose

- **Vaccine Allocation & Ordering System (VAOS)** is a place for providers to manage their ordering, waste, transfers and other vaccination details. The following information outlines the necessary steps for accessing VAOS.
- It includes a set-up guide for using Texas DSHS Immunization Program Portal, and brief tips to navigate the VAOS Home Page once you have access.

Audience

- TVFC, ASN, and Flu vaccine providers who access VAOS



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1. Important Reminders

What You Need to Know Before You Start



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 facilities 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 placing vaccine orders **after you receive VAOS access**.



Providers can **change who your primary and backup vaccine coordinators are** by contacting your Responsible Entity (RE) directly.



Vaccine orders take approximately **two weeks** (depending on presentation) to arrive after submission.

2. Registering, Enrolling, and Accessing VAOS via Syntropi

Step Before VAOS

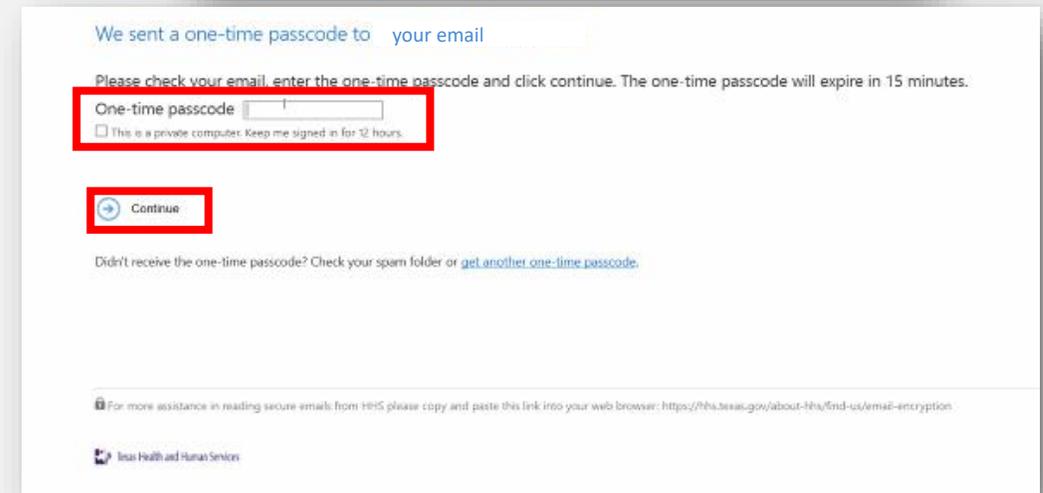
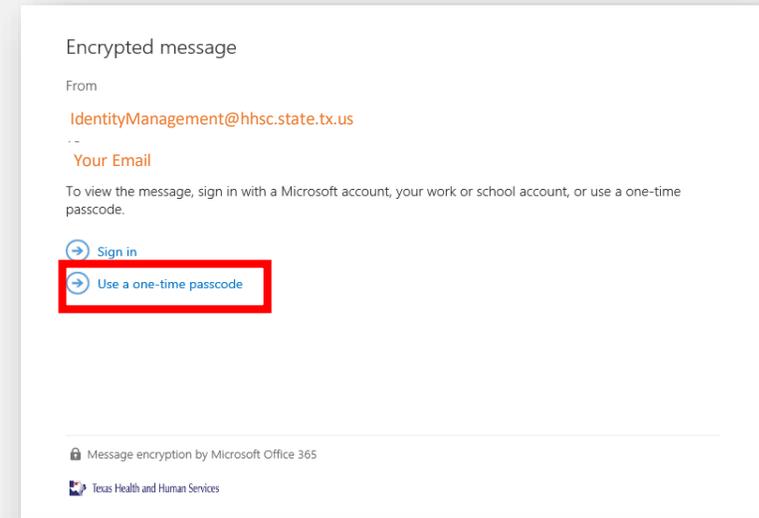


Who Receives VAOS Access?

- Only **two people per facility** can access VAOS (primary and backup vaccine coordinators).
 - Information for the primary and backup vaccine coordinator is provided 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 your Responsible Entity (RE).

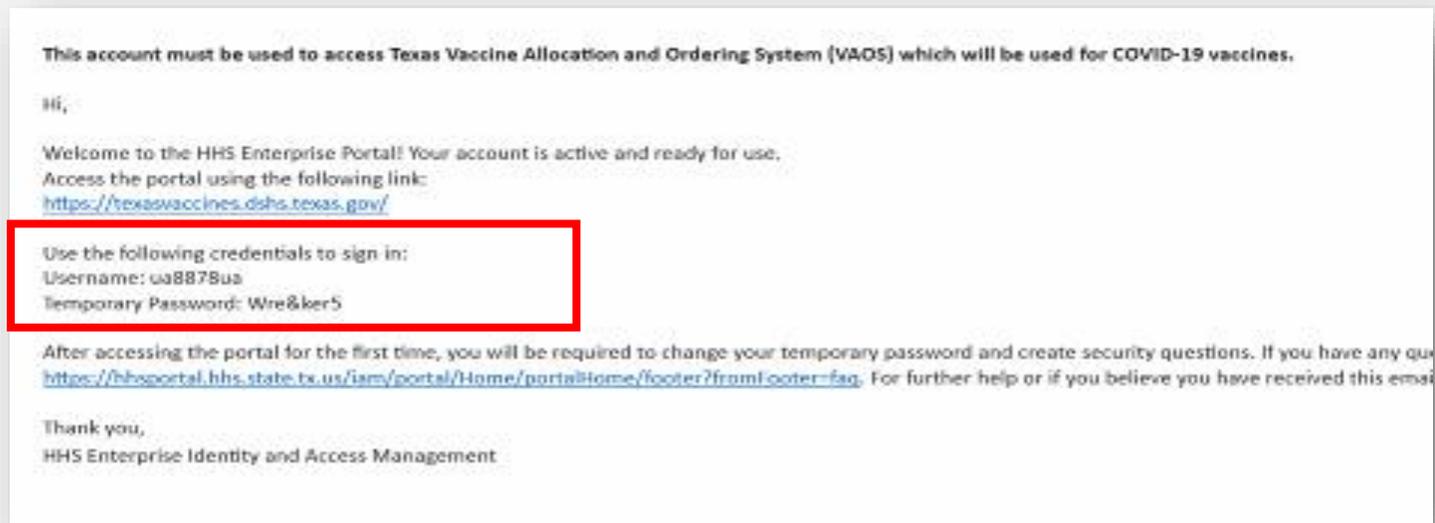
Decrypt Email

1. Your 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**.



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.



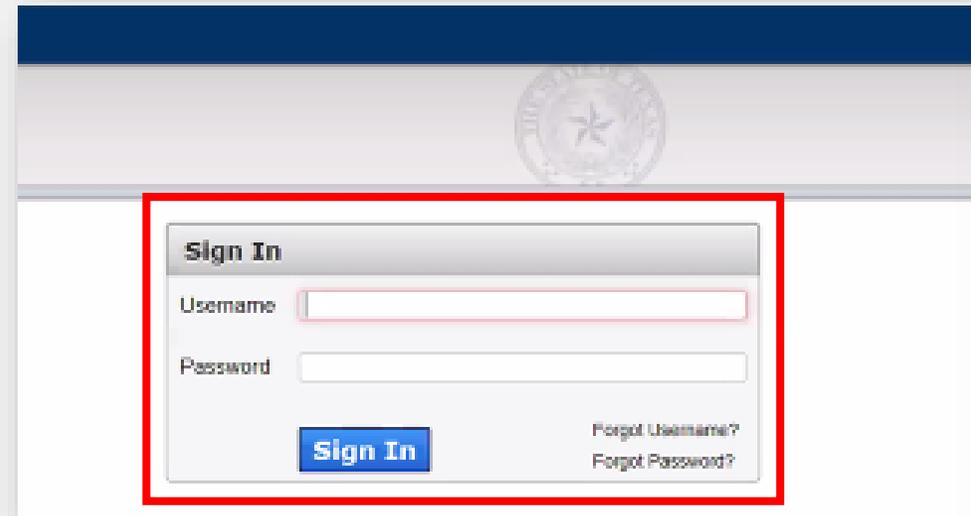
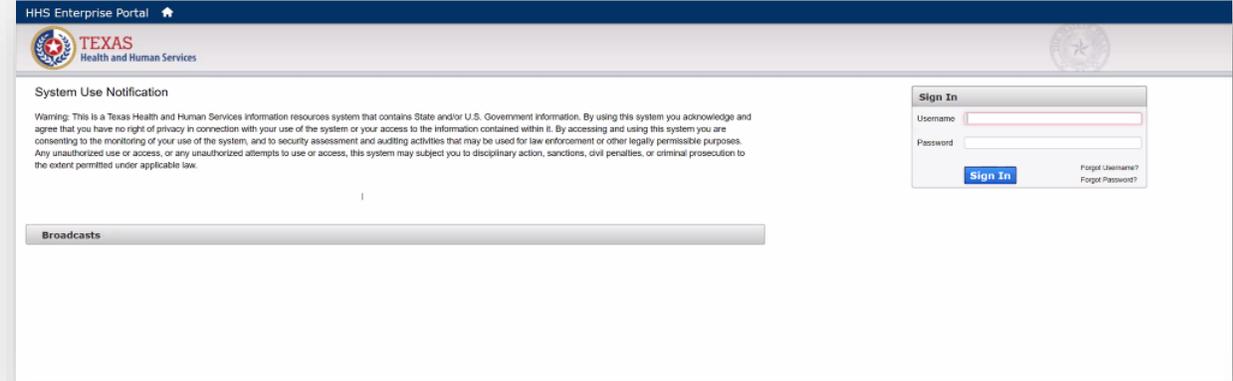
3. Navigating VAOS Homepage

What Processes Does VAOS Offer?



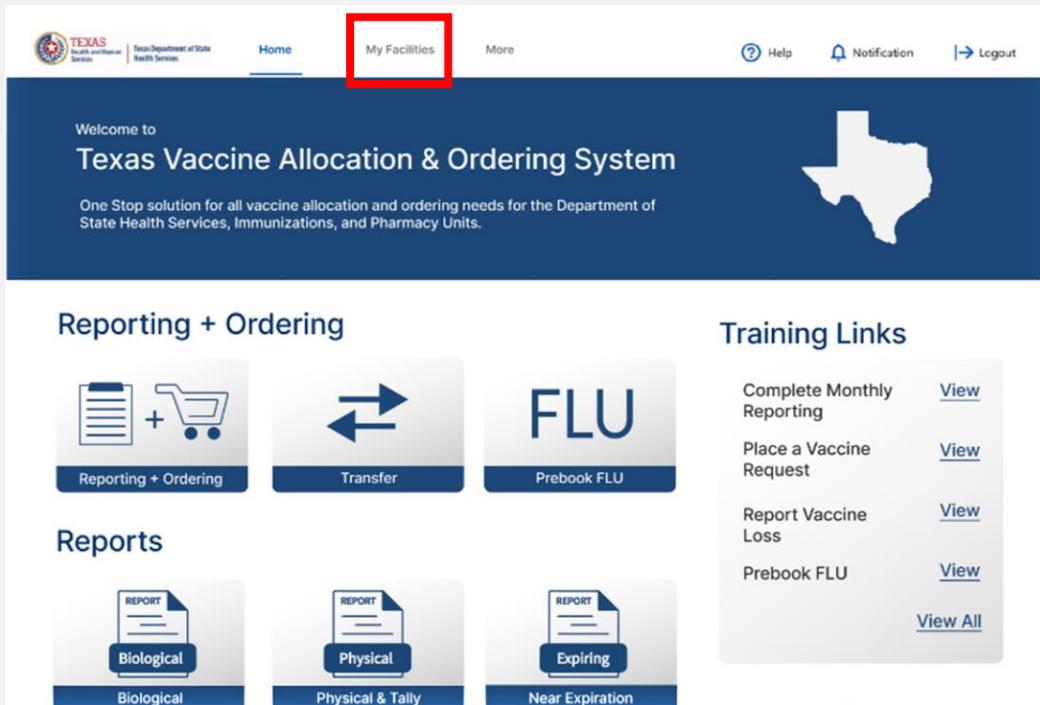
Access Home Page

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.



Navigating the Home Page: Accounts

1. On the home page, select **Facilities** at the top of the page.
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.



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Home **My Facilities** More

Help Notification Logout

Welcome to
Texas Vaccine Allocation & Ordering System

One Stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunizations, and Pharmacy Units.

Reporting + Ordering

- Reporting + Ordering
- Transfer
- FLU Prebook FLU

Reports

- Biological
- Physical
- Expiring

Training Links

- Complete Monthly Reporting [View](#)
- Place a Vaccine Request [View](#)
- Report Vaccine Loss [View](#)
- Prebook FLU [View](#)
- [View All](#)



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Accounts

All Accounts

Items: 2 • Sorted by Created Date • Filtered by All accounts - Created Date • Updated a few seconds ago

	Created Date ↑	Account Name	Billing State/Pr...	Phone	Type	Owner First Name	Owner Last Na...
1	10/22/2020, 11:55 AM	TX Test	TX			Julia Ames	Durnan
2	10/26/2020, 1:56 PM	Texas County Hospital	TX		#	Integration	User

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

Navigating the Home Page: Provider Pin

1. Log into VAOS at <https://texasvaccines.dshs.texas.gov/> and navigate to the **Facilities** tab.
2. Select your **Account name**.

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- Near Expiration

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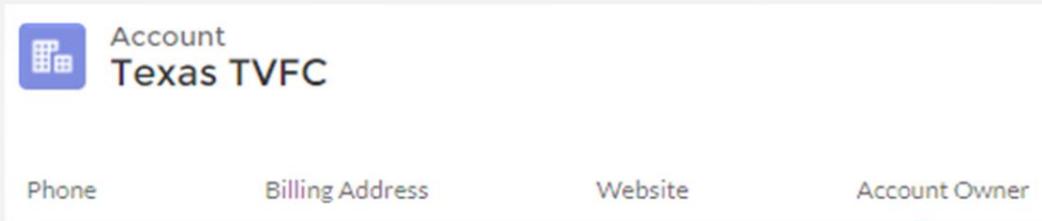
Accounts
Recently Viewed [Pin](#)

3 items • Updated a few seconds ago

	Account Name	Phone
1	Texas Test	
2	Texas Exclusion	
3	Texas TVFC	

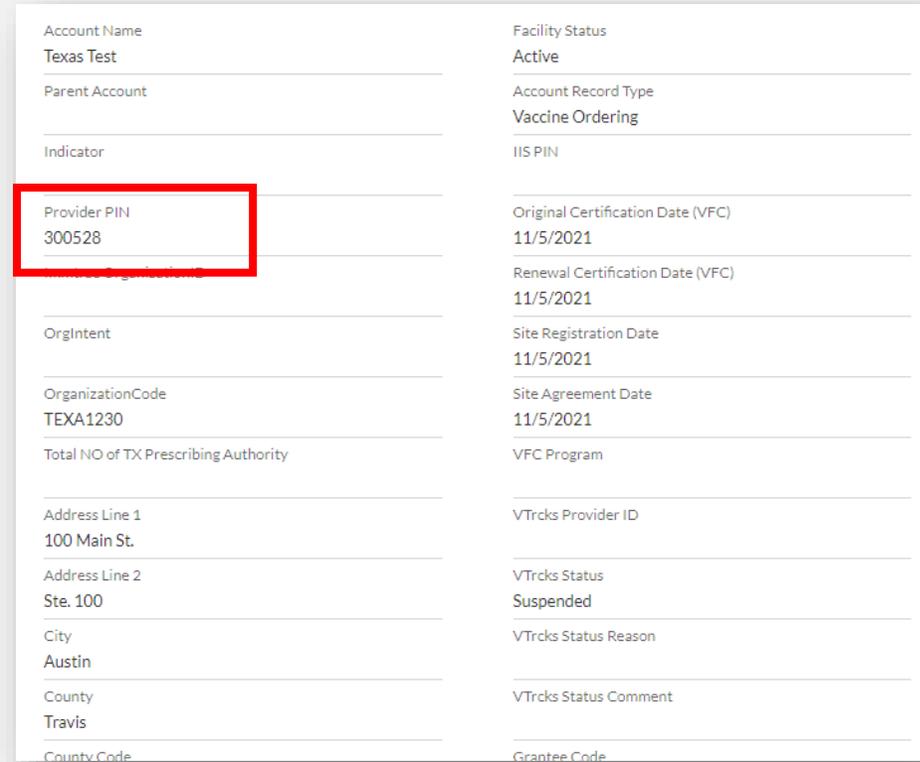
Navigating the Home Page: Provider Pin

3. View your **Provider Pin** here.
4. You will also need the pin of the Receiving Provider to complete a transfer request.



Account
Texas TVFC

Phone Billing Address Website Account Owner



Account Name	Texas Test	Facility Status	Active
Parent Account		Account Record Type	Vaccine Ordering
Indicator		IIS PIN	
Provider PIN	300528	Original Certification Date (VFC)	11/5/2021
		Renewal Certification Date (VFC)	11/5/2021
OrgIntent		Site Registration Date	11/5/2021
OrganizationCode	TEXA1230	Site Agreement Date	11/5/2021
Total NO of TX Prescribing Authority		VFC Program	
Address Line 1	100 Main St.	VTcks Provider ID	
Address Line 2	Ste. 100	VTcks Status	Suspended
City	Austin	VTcks Status Reason	
County	Travis	VTcks Status Comment	
CountyCode		Grantee Code	

Vaccines can **only** be transferred to an **approved TVFC/ASN vaccine provider** if they are short-dated, or you are withdrawing from the program.

Navigating the Home Page: Open Ordering

1. On the home page, select **Reporting + Ordering**
2. This tab lets you upload temperature logs, view vaccine shipments, report doses administered, report vaccine loss, create transfer requests, reconcile inventory, and submit new vaccine requests.

The screenshot shows the home page of the Texas Vaccine Allocation & Ordering System. The page features a navigation bar with 'Home', 'My Facilities', and 'More' options, along with 'Help', 'Notification', and 'Logout' links. The main content area is divided into several sections:

- Reporting + Ordering:** A section with three buttons: 'Reporting + Ordering' (highlighted with a red box), 'Transfer', and 'Prebook FLU'.
- Reports:** A section with six buttons: 'Biological', 'Physical', 'Expiring', 'Waste', 'Transfers', and 'View All'.
- Other Reporting:** A section with three buttons: 'Waste', 'Administered', and 'Inventory'.
- Training Links:** A section with four links: 'Complete Monthly Reporting', 'Place a Vaccine Request', 'Report Vaccine Loss', and 'Prebook FLU', each with a 'View' link.
- Vaccine News:** A section with four links: 'FAQ: Monthly Reporting', 'Update: Transfer Issue', 'Update: Shipments Button', and 'Update: Inventory Button', each with a 'View' link.

Navigating the Home Page: Vaccine Loss

1. On the home page, select **Reporting + Ordering** or **Waste**.
2. From here, you can submit vaccine loss for TVFC/ASN/Flu inventory.

Facility: ZZ TEST Data Purge

1. From the vaccine in your inventory, enter the number of doses that were wasted or expired for each vaccine lot. Use the drop down to select the reason for the loss
2. In the details box, enter a thorough explanation of the waste
3. Check any applicable boxes for the training that was conducted in order to prevent further loss. At least one check box must be checked.
4. Click Save.
5. After your Vaccine Loss records are saved and the green "Success" banner appears, use the "Download Vaccine Loss Report" button to retrieve your VLR in a PDF format.
6. If submitting waste for vaccines eligible for return, you will receive a return label from pkginfo@ups.com within one week.

* Check All That Apply (must check at least one)

- Trained staff to notify HSR or LHD 90 days before expiration for any vaccine that will not be used by the expiration date.
- Trained Staff to rotate stock and use the vaccine with the soonest expiration date first.
- Trained staff to take immediate action to correct out-of-range temperatures and to contact their HD.
- None of the Above.

	<input type="checkbox"/> Vaccine	Vac...	Vaccine Fam...	NDC	Lot Number	Expiration D...	Quantit...	Quantit...	Select Reason	Selecte...	Descrip...	How wil...
1	<input type="checkbox"/>	ActHib SDV 5 Pack; Ped	PED	HIB (Pediatric)	49281-0545-03	TT546546	10/13/2062	886				

Navigating the Home Page: Reports

1. On the home page, several Reports will be available to select. If there are additional reports you'd like to view or download, click View All.
2. From here, you can generate and export several reports regarding your vaccine orders and history.

The screenshot shows a navigation menu with several sections:

- Reporting + Ordering:** Reporting + Ordering, Transfer, Prebook FLU.
- Reports:** Biological, Physical, Expiring, Waste, Transfers, and a View All button. This entire section is highlighted with a red border.
- Training Links:** Complete Monthly Reporting, Place a Vaccine Request, Report Vaccine Loss, Prebook FLU, and a View All button.
- Vaccine News:** FAQ: Monthly Reporting, Update: Transfer Issue, Update: Shipments Button, Update: Inventory Button, and a View All button.
- Other Reporting:** Waste, Administered, Inventory.

Available Reports:

A grid of 12 report cards, each with an illustration and a title:

- Vaccines Near Expiration
- Doses Wasted Report
- Doses Transferred Report
- Current Inventory Report
- COVID Doses Requested Report
- Provider Master Vaccine Report
- Maximum Stock Level Report
- Aggregate Doses Administered
- Non-COVID Doses Requested Report
- Non-COVID Vaccine Loss Report

Navigating the Home Page: Training Links and Vaccine News

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.

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Waste Transfers View All

Other Reporting

Waste Administered Inventory

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