Accessing the Vaccine Allocation & Ordering System (VAOS)

Last Updated: 11/14/2023

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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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

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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.**
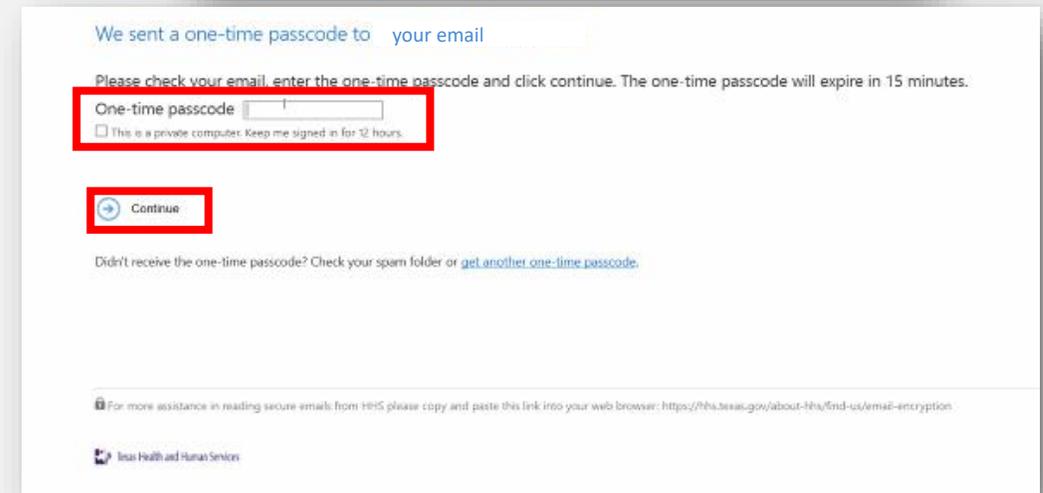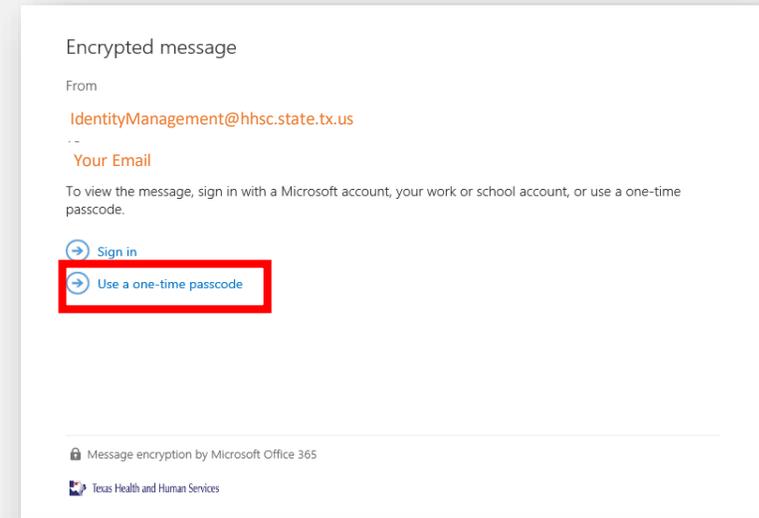
Decrypt Email

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.
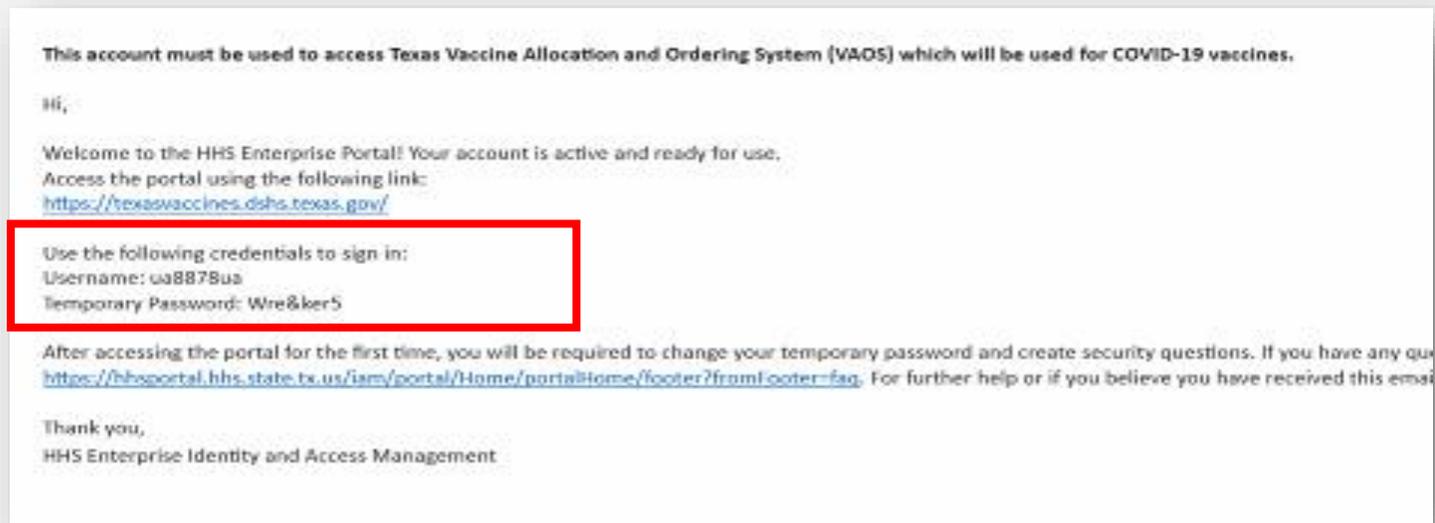
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What Processes Does VAOS Offer?

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.**
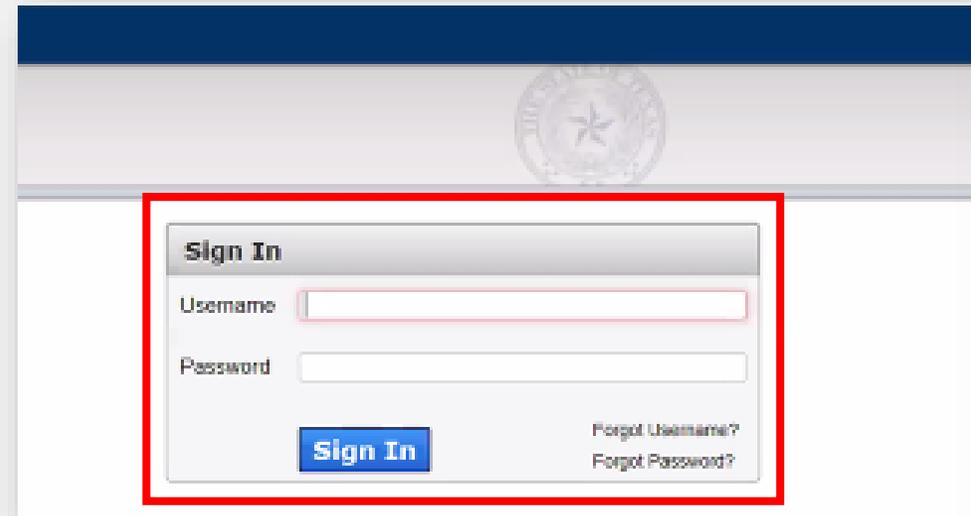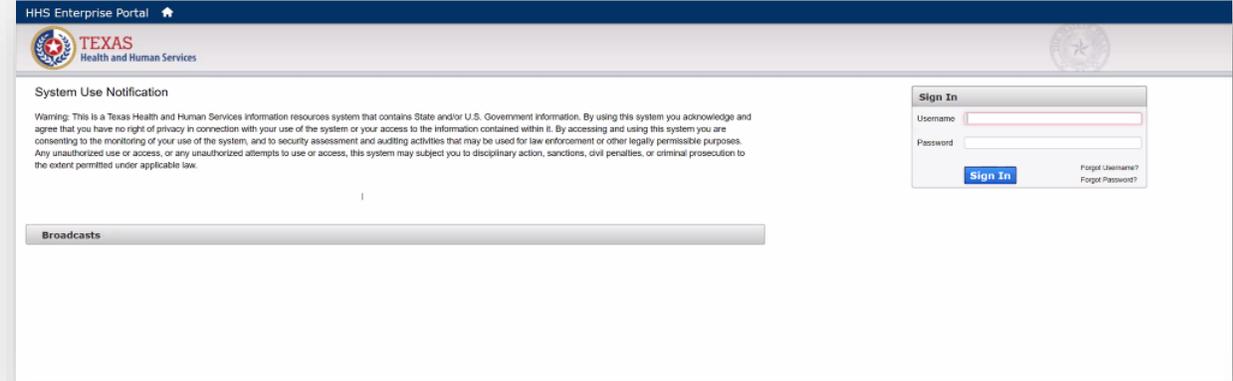
Navigating the Home Page: Accounts

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.

*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.**

3. View your **Provider Pin** here**.**

4. You will also need the pin of the Receiving Provider to complete a transfer request.
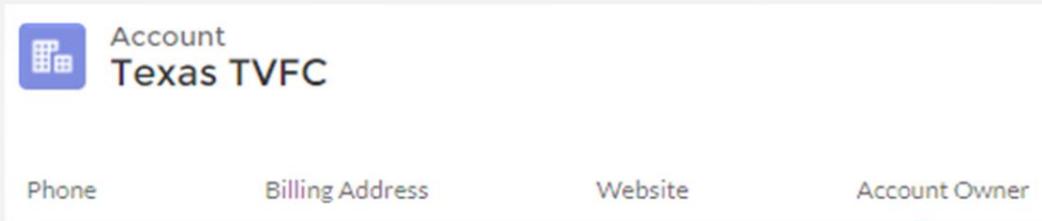
Account
Texas TVFC

| Phone | Billing Address | Website | Account Owner |

Vaccines can **only** be transferred to an **approved TVFC/ASN vaccine provider** if they are short-dated, or you are withdrawing from the program.
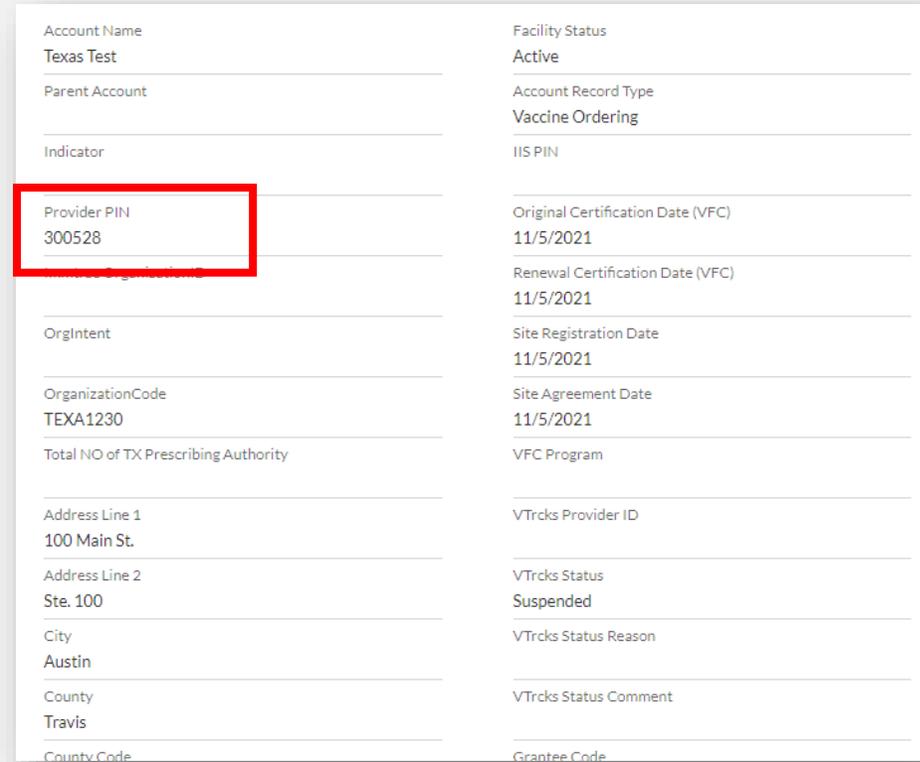
Account Name	Facility Status
Texas Test	Active
Parent Account	Account Record Type
	Vaccine Ordering
Indicator	IIS PIN
Provider PIN	Original Certification Date (VFC)
300528	11/5/2021
	Renewal Certification Date (VFC)
	11/5/2021
OrgIntent	Site Registration Date
	11/5/2021
OrganizationCode	Site Agreement Date
TEXA1230	11/5/2021
Total NO of TX Prescribing Authority	VFC Program
Address Line 1	VTrcks Provider ID
100 Main St.	
Address Line 2	VTrcks Status
Ste. 100	Suspended
City	VTrcks Status Reason
Austin	
County	VTrcks Status Comment
Travis	
County Code	Grantee Code

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.

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.

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.

Available Reports:

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.