

Overview

On Friday, January 16, 2026, during routine web development, an email was incorrectly sent to some providers enrolled in the Texas Vaccines for Children (TVFC) program and with the Texas Immunization Registry (ImmTrac2) from the DSHS single-sign-on system, IAMOnline.

Announcement

Please disregard any emails received with the title 'Notification about your STAGE IAMOnline Account'. If you wish to confirm that your IAMOnline access is still operational, please use the link included below to access the active IAMOnline login page:

<https://iamonline.hhs.state.tx.us/>

Impacts

There have been no reported impacts to production IAMOnline accounts at this time.

Contact

For issues with logging into VAOS:

- Contact the Provider Support Help Desk at 512-438-4720, or email TXVaccineOrders@dshs.texas.gov with your Provider PIN and issue included with your message.
- If you have any questions or concerns related to your orders in VAOS, please reach out to TXVaccineOrders@dshs.texas.gov for assistance.

For issues with logging into ImmTrac2:

- Contact the ImmTrac2 Help Desk at 800-252-9152 and Press Option 2 or email ImmTrac2@dshs.texas.gov.

Thank you for your continued partnership,

Texas Department of State Health Services Immunization Section