Script for the HHS Enterprise Portal Access to Immunization Applications

January 28, 2022

Welcome to the HHS Enterprise Portal Access to Immunization Applications, otherwise known as Single Sign-On.

In this presentation we'll discuss:

- An Introduction to the Single Sign-On,
- Navigating to and logging in to the HHS Enterprise Portal,
- The HHS Acceptable Use Agreement,
- How to change your Security Questions in the Portal,
- How to open an Application from the Portal,
- How to reset your password in the HHS Enterprise Portal when needed,
- Best Practices,
- References and Customer Support,
- And we'll end with a Knowledge Check.

First, an Introduction

DSHS Immunization Applications Include:

- **Syntropi**, where organizations can register to become a COVID-19 provider, or a provider in the Texas Vaccines for Children program, or a provider in the Adult Safety Net program.
- **ImmTrac2** is the State Immunization Registry where all vaccine administration data is reported.
- And the Vaccine Allocation and Ordering System (**VAOS**) is where COVID-19 providers can place vaccine orders, report wasted doses, and manage vaccine inventory.
  Each of these applications required separate login credentials in the past.
- Now, all you need is one thanks to the HHS Enterprise Portal! Starting January 2022, users are able to access all three applications with one set of credentials!
- The star of the Single Sign-On is the HHS Enterprise Portal where you login to access the three applications.

So, What's Changed?

- Where you log in and reset your password has changed. You don't enter your org code to log into the HHS Enterprise Portal.

- ALL ImmTrac2 users, VAOS users, and Syntropi users must go through the HHS Enterprise Portal to get to those applications.

- Here's an IMPORTANT NOTE: The only things that have changed for users is where they login and where they reset their password. Both are now in the HHS Enterprise Portal. The HHS Enterprise Portal is the gateway to the applications.

And What Hasn't Changed?

- Nothing in the applications except the login and reset password has changed.

- How you enter vaccines hasn't changed.

- If you are a Point of Contact for multiple sites in ImmTrac2 you still have access to all of your sites to do renewals, etc. This hasn't changed.

- Your ImmTrac2 Web FTP Upload login and password haven't changed.

Navigating to and Logging into the HHS Enterprise Portal

To access the HHS Enterprise Portal use this link below:

https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/notifications/

To sign in, enter your Username and Password and click the "Sign In" button.

As a time saving tip, bookmark this URL for the Portal in your internet browser!

For Existing HHS Enterprise Portal Users

Continue using the same username and password that you have been using.

For Existing ImmTrac2 Users (and Contractors Not Affiliated with DSHS or HHSC)

Use your ImmTrac2 username and password to log into the HHS Enterprise Portal.

For HHS or DSHS Employees

Use your 11-digit employee number for your username. Your password is your ImmTrac2 password. Be sure to include leading zeroes!

HHS Acceptable Use Agreement, which is abbreviated A-U-A.

In the HHS Acceptable Use Agreement,

Every user of the HHS Enterprise Portal is required to complete the HHS Acceptable Use Agreement.

Don't Share Your Username and Password!

- You must prevent unauthorized use of HHS information resources that you are authorized to use. Immediately report known security incidents to the HHS IT Customer Support Help Desk at 1-855-435-7181.

- You must use your own assigned credentials to access HHS information resources.

- Never reveal your password to anyone, including administrative assistants, management, or the Help Desk.

- If you suspect that your account or password is compromised, you must immediately change your password and then report it to the Help Desk.

ImmTrac2 Site Agreement

Everyone accessing ImmTrac2 is assigned a unique username. Usernames must not be shared.

The Authorized Signer agreed to "…protect the ImmTrac2 username and password from unauthorized users".

Changing Your Security Questions

First log into the HHS Enterprise Portal.

Click on "My Profile" in the Upper Right Corner.

Click on "Change Security Questions" in the Upper Right Corner.

Choose the Questions You Want, Enter Your Responses, and Click Submit.

Your Security Questions Have Been Updated. Click Close.

Opening Applications from the Portal

Before we begin, this image in the top left corner,

- is the roadmap to follow as we navigate through the applications.

Start By Logging into the HHS Enterprise Portal

The HHS Enterprise Portal Displays Applications You Can Open

Everyone has access to ImmTrac2 and Syntropi (the Immunization Program Portal), but only Primary and Secondary Vaccine Coordinators can see VAOS.

Some Viewers Will See Horizontal Links to Applications; Others Will See Icons, but Both Work the Same

- Depending on how your browser is set up (by you or your IT dept), when you click on an application, it may open in a new window or it may replace the existing window. Your IT dept can change that but we can't.

Next, Click on the ImmTrac2 Application.

Then, Click on the "I Agree" button in the Confidentiality Statement.

You will see a Landing Screen. Click on the "ImmTrac2" button.

Click "OK" when you see the Pandemic Message.

The ImmTrac2 Screen Displays with an Enterprise Portal Button at the Top.

Go back to the HHS Enterprise Portal by clicking the Enterprise Portal button, or if the Portal window is still open, select it.

In the Portal, Click on the Vaccine Allocation and Ordering System (VAOS).

The Vaccine Allocation and Ordering System (VAOS) Screen Opens.

Go Back to Enterprise Portal if it is Still Open, or Open It, and Select Syntropi.

The Syntropi Screen Opens. Note the link to the Enterprise Portal on the right side of the Syntropi screen.

Password Reset in the HHS Enterprise Portal (When Needed)

To Reset Your HHS Enterprise Portal Password

First go to the HHS Enterprise Portal at the following link: https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/notifications/

Next, select the "Forgot Password" link in the lower right corner.

A Security Question is Asked

Enter your Username, the answer to the security question, and click Next.

Select an Option to Reset Your Password

In this example, a one-time security code was chosen. You can also choose to answer security questions if you have set them up.

You will Receive an Email from IdentityManagement@hhsc.state.tx.us.

It contains a security code that expires after thirty minutes.

Enter your One-Time Security Code that was Emailed to You.

Check your junk and spam folders if you don't see it in your email box. Remember that the security code expires in 30 minutes.

Finally, Enter a New Password and Confirm It.

Use the password rules that are listed on the right side of the screen. After confirming your password, click the Submit button.

Best Practices

Best Practices – Bookmark the HHS Enterprise Portal

- Bookmark the URL listed below in your internet browser!

  https://hhsportal.hhs.state.tx.us/iam/portal/Home/portalHome/notifications/

- And, please don't use Internet Explorer as a browser!

Best Practices for User Credentials

- Be sure to set up your security questions!
- Passwords expire after 90 days. Change it.
- Never reveal your password to anyone.

Be Aware of Time-Outs

If you are inactive in any application such as the HHS Enterprise Portal, Syntropi, ImmTrac2, or VAOS, for longer than 15 minutes, you will be logged out.

Resources and Customer Support

Customer Support

- If you incorrectly enter the username and password for the HHS Enterprise Portal,
- You will get a message warning you to call 855-435-7181 for the Help Desk. Don't do it! Instead, call the ImmTrac2 Customer Support.

As a Reminder of ImmTrac2 Customer Support

- You can reach ImmTrac2 Customer Support by emailing ImmTrac2@dshs.texas.gov, or call us at 800-348-9157, option 2.

- Due to high call volumes, wait times have been longer than normal. Emailing ImmTrac2@dshs.texas.gov can save you time!

Resources to Self Serve

- On our User Training webpage, you can find previously recorded webinars and videos. The link for the User Training webpage is:

  https://www.dshs.texas.gov/immunize/immtrac/User-Training/

- On our Forms and Documents webpage you can find consent forms and instructional documents. The link for it is:

  https://www.dshs.texas.gov/immunize/immtrac/forms.shtm

You Can Find the Forms Button and the User Training button at the top of the Immtrac2 screen.

- The Forms button takes you to the Forms and Publications webpage where consent forms and instructional publications are listed.

- The User Training button takes you to the User Training webpage listing recorded webinars, PowerPoint decks, and scripts.

For VAOS and Syntropi Support:

- For VAOS credentialing: You can reach the Vaccine Management team at COVID19VacMgmt@dshs.texas.gov.

- For all other VAOS related questions, including ordering: Please reach out to the Vaccine Shipments Team at COVID19VacShipments@dshs.texas.gov.

- For all Syntropi related questions, including login-in credentials and PIN/re-enrollment issues: Please reach out to VacCallCenter@dshs.texas.gov and include your PIN in the subject or body of the email.

Knowledge Check

Here's Question 1.

- Can I reset my password for the HHS Enterprise Portal?

- And the answer is… Yes, you can!

Feedback for Resetting Your HHS Enterprise Portal Password

- We went over resetting passwords earlier, and it all begins with selecting the "Forgot Password" link in the bottom right corner of the HHS Enterprise Portal Sign In screen.

Question 2.

- Is it okay to share my username and password with other staff?

- And the answer is… "No!!".

Feedback for Sharing Usernames and Passwords

You must use your own assigned credentials to access HHS information resources.
Never reveal your password to anyone, including administrative assistants, management, or the Help Desk.

Question 3.

- How long do you have to use your one-time security code, when resetting your password in the HHS Enterprise portal?
- The answer is… 30 minutes.

Question 4.

- As a healthcare provider, which username do I use to log into the HHS Enterprise Portal?
- The answer is, use your ImmTrac2 Username as your username in the HHS Enterprise Portal.

Feedback for Existing ImmTrac2 Users and Contractors Not Affiliated with DSHS or HHSC.

Use your ImmTrac2 username and password to log into the HHS Enterprise Portal.

Question 5.

- How many times can you reset your password in the HHS Enterprise Portal?
- The answer is… once a day!

Question 6.

- If I lock myself out of my account in the HHS Enterprise Portal, who can I contact for assistance?
- You should contact… the ImmTrac2 Customer Support group.

For ImmTrac2 Customer Support

- Email them at immTrac2@dshs.texas.gov, or,
- Phone 800-348-9158, option 2.

Thank You!

From the Texas Department of State Health Services, for all that you do. This concludes our presentation.