

## **ImmTrac2 IAMOnline Webinar Script**

April 8, 9, and 10, 2024

### **Slide 1**

(No narration on this slide)

### **Slide 2**

Welcome to the ImmTrac2 webinar for IAMOnline, abbreviated I-A-M-O!

### **Slide 3**

As a reminder:

- All participants are automatically muted by webinar administrators,
- Please enter your questions using the Question and Answer feature, and
- This webinar is being recorded for learning purposes.

### **Slide 4**

Our agenda will cover:

- Transitioning from the HHS Enterprise Portal to IAMOnline,
- IAMOnline Accounts Created between April 12 to April 14, 2024,
- IAMOnline Accounts Created After April 14, 2024
- Forgot password,
- Forgot username,
- Accessing the IAMOnline dashboard applications and the Acceptable Use Agreement, and finally,
- A question and answer session.

### **Slide 5**

We are transitioning from the HHS Enterprise Portal to IAMOnline!

### **Slide 6**

The HHS Enterprise Portal is going away!

## Slide 7

Instead, we will use IAMOnline.

- All DSHS and HHSC applications are transitioning to IAMOnline.
- This includes ImmTrac2, Syntropi, and VAOS.
- IAMOnline provides a more secure log-in process with an authentication feature.
- There are also “Forgot Password” links for both external users and internal (DSHS or HHS) users.
- A “Forgot Username” link is for ImmTrac2, VAOS, and Syntropi users.

## Slide 8

Why Are We Going to IAMOnline?

For increased login security.

## Slide 9

Transition to IAMOnline:

- The Go-Live date was originally set for March 22, 2024 and is rescheduled.
- The transition to IAMOnline will begin April 12, 2024, at 6:00 p.m. and continue through April 14, 2024.
- During this timeframe the login site (URL) to ImmTrac2, VAOS, and Syntropi will transition from the HHS Enterprise Portal to IAMOnline.
- ImmTrac2, VAOS, Syntropi 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. For example, john.smith@hhs.texas.gov or john.smith@dshs.texas.gov.

## Slide 10

What Is Changing?

Only the following are changing:

- The login,
- The link to the login, and,
- Navigation to the applications.

## Slide 11

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. For 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.

## Slide 12

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](http://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.

## Slide 13

Which Browsers Can I Use?

IAMOnline works smoothly in Chrome, Edge, or Firefox.

## Slide 14

The next section is for accounts that are migrated to IAMOnline during April 12 through April 14.

## Slide 15

Bookmark the login in your browser's list of favorites.

The login page for IAMOnline is [I-am-online dot hhs dot state dot tx dot us](http://I-am-online.hhs.state.tx.us).

## Slide 16

After you have accessed your IAMOnline account at [IAMOnline.hhs.state.tx.us](http://IAMOnline.hhs.state.tx.us):

- Enter your username.
  - If you are not a Central Office employee, then use your 2-4-2 ImmTrac2 username. For example, John Smith might use JO1234SM. The first two letters of the first name, followed by four numbers, and then the first two letters of the last name.
  - If you are a Central Office employee, use your DSHS or HHS email address.

- Note the "Forgot Password" links for external users or for internal DSHS or HHS employees.
- The "Forgot Username" link is for ImmTrac2, Syntropi, and VAOS users only.
- Click the "Next" button.

After these steps are completed, you can access your ImmTrac2 account through the IAMOnline dashboard.

## Slide 17

The Dashboard has icons for your available applications. They 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.

## Slide 18

Read through the HHS Acceptable Use Agreement, sign it, and submit the agreement by clicking the "Submit" button.

## Slide 19

You will see a message that "Your signed AUA Form has been successfully submitted. Thank you." Click "Home" to see your applications in the Dashboard.

## Slide 20

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.

## Slide 21

The next section is for new IAMOnline accounts created after April 12, 2024.

## Slide 22

You will receive a "Welcome to IAMOnline" email from Okta. It has an Activate Account link that you must select to set up your account.

## Slide 23

You will receive a verification email from Okta with a verification code.

## Slide 24

Next, enter the verification code and click "Verify".

## Slide 25

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

## Slide 26

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

## Slide 27

The Dashboard has icons for your available applications. They will be locked if you have not signed the "Acceptable Use Agreement (AUA)". Click the AUA to sign it and you may have to wait up to ten minutes for the AUA to take effect.

**Slide 28**

Read through the HHS Acceptable Use Agreement, sign it, and submit the agreement by clicking the "Submit" button.

**Slide 29**

You will see a message that "Your signed AUA Form has been successfully submitted. Thank you." Click "Home" to see your applications in the Dashboard.

**Slide 30**

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.

**Slide 31**

The next section is if you have forgotten your password.

**Slide 32**

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

**Slide 33**

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.

**Slide 34**

Click the "Send me an email" button.

**Slide 35**

A message is displayed that you were sent an email with a verification link.

**Slide 36**

Look in your emails and find the email sent to you from Okta with a "Reset Password" link in it. Click the link. Note that this link expires after five minutes.

**Slide 37**

Next, enter the Verification Code and click "Verify".

**Slide 38**

Enter and then re-enter your new password. Note that the password requirements are displayed. Then click "Reset Password" at the bottom.

**Slide 39**

When you are successful in resetting your password, the dashboard will display your available applications.

**Slide 40**

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 to report anything suspicious.

**Slide 41**

The next section is in case you forgot your username.

**Slide 42**

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

**Slide 43**

Next, enter your first name, last name, and email address, then click "Submit".

**Slide 44**

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

**Slide 45**

The email contains your username and the login URL for IAMOnline.

**Slide 46**

For Central Office DSHS or HHS employees: For your username, use your DSHS or HHS email address, for example [john.smith@dshs.texas.gov](mailto:john.smith@dshs.texas.gov).

**Slide 47**

Again, for external users, your username and password are not changing.

- The username for 2-4-2 users will be your ImmTrac2 2-4-2 username, consisting of the:
  - First two letters of your first name,
  - Four numbers, followed by
  - The first two letters of your last name. For example, John Doe might be "jo1234do".

**Slide 48**

You have two choices of verifying who you are, by email or by password. Click the "Select" button next to Password.

**Slide 49**

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

**Slide 50**

For Central Office DSHS or HHS employees: For your password, use the password associated with your email address (your active directory/network password).

## Slide 51

For external users: The password will be your existing password. You will at some time be prompted to change your password. It's part of the phased rollout process.

## Slide 52

Click the button "Send me an email" to receive an email with a verification code.

## Slide 53

Check your emails to receive your verification code in an email from Okta.

## Slide 54

To complete your multi-factor authentication (MFA), enter the verification code you received in your email and click the "Verify" button.

## Slide 55

The next section is about your IAMOnline Dashboard and the Acceptable Use Agreement.

## Slide 56

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 and sign it.

## Slide 57

Carefully read and complete the AUA Form. Once you complete the mandatory information and sign the form, click the "**Submit**" button.

## Slide 58

If you need assistance, for issues logging into the **IAMOnline portal** or **Multifactor Authentication Issues (MFA)**: Contact the IT Help Desk at 512-438-4720 or 1-855-435-7181 (toll-free), 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday.

## Slide 59

For issues with **Syntropi or ImmTrac2 access**: Call ImmTrac2 Customer Support Monday through Friday 8:00 a.m. to 4:30 p.m. at 1-800-348-9158 or email [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).

## Slide 60

This is a reminder to bookmark the login.

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

## Slide 61

We now begin the "Question and Answer" section. Enter any questions you have in the question box.

## Slide 62

Thank you from the Texas Immunization Registry, known as ImmTrac2. You can email us at [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov).