VAMS Readiness Checklist for Organization Coordinators

This checklist provides new VAMS organization coordinators resources to understand and prepare to use VAMS as well as tools to successfully navigate the system.

As a new organization coordinator, use this checklist to:

1. **Understand VAMS**
   - ❑ Review VAMS training materials.
2. **Prepare to Use VAMS**
   - ❑ Prepare your IT systems to receive emails from VAMS.
   - ❑ Upload members (individuals who are currently eligible for vaccination per your jurisdiction's vaccine rollout plan).
   - ❑ Resend registration links to members who have not received them.
3. **Access Helpful Guidance**
   - ❑ Two-factor authentication emails
   - ❑ Review data entry.

Phase 1: Understand VAMS

➢ Review VAMS training materials:
   - ❑ Organization Coordinator User Manual
   - ❑ Watch Organization Coordinator Role Demo

Phase 2: Prepare to Use VAMS

➢ Prepare your IT systems to receive emails from VAMS.

   - ❑ For best results, it is important to share this information with your organization's IT administrators **before taking any additional steps in this checklist.**
   - ❑ Coordinate with the appropriate IT administrators to explicitly permit emails from the following email addresses:
     - ▪ vams@cdc.gov
     - ▪ no-reply@mail.vams.cdc.gov
     - ▪ no-reply@envelope.mail.vams.cdc.gov
     - ▪ VAMSHelp@cdc.gov
     - ▪ *@salesforce.com

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Phase 2: Preparing to Use VAMS *(continued)*

➢ Prepare your IT systems to receive emails from VAMS. *(continued)*

❑ Coordinate with the appropriate IT administrators to allow mail from the following IPs:
- Salesforce
  - 96.43.152.64 - 96.43.152.80 (subnet mask = 255.255.255.0)
  - 96.43.153.64 - 96.43.153.80 (subnet mask = 255.255.255.0)
- Amazon Web Services
  - 23.251.255.1 - 23.251.255.150
  - 23.251.253.228 - 23.251.254.250
  - 54.240.40.1 - 54.240.40.54

❑ Coordinate with the appropriate IT administrators to ensure your organization explicitly permits VAMS emails within Safe Links policy.
- Users whose IT departments use Microsoft Office 365 with Safe Links protection may experience a loop when attempting to reset their password. You can verify this by checking the links in your email for a "safelinks" preface similar to this example:
  - https://ind01.safelinks.protection.outlook.com/?url=https%3A%2F%2Flogin.salesforce.com%<xxxx...>
- The instructions below should be shared with the appropriate IT administrators and need to be performed by your Microsoft Office 365 administrator at their discretion. If your administrator completes the steps below, the links you receive should no longer have the "safelinks" preface. This will resolve the issue for all users within your email domain.
  1. Launch https://protection.office.com/safelinksconverged with Office 365 admin credentials.
  2. Edit appropriate Safe Links policy defined under "Policies that apply to specific recipients" section.
  3. Click on "settings" and add the following under "Do not rewrite the following URLs": section:
     - https://*.cdc.gov
     - https://vams.cdc.gov/*
     - https://login.salesforce.com/*
     - https://*.salesforce.com
  4. Save changes.
- Additional documentation from Microsoft can be found at the links below:
  - https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/atp-safe-links?view=o365-worldwide
  - https://docs.microsoft.com/en-us/microsoft-365/security/office-365-security/set-up-atp-safe-links-policies?view=o365-worldwide

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Phase 2: Preparing to Use VAMS *(continued)*

➢ Upload members (potential recipients).

❑ Adding members to the system will automatically trigger an email to their listed email address. Before adding any members to VAMS, make sure that you have connected with the IT department on the above IT issues.

❑ Work closely with your jurisdiction points of contact (POCs) to add members in accordance with your jurisdiction's vaccine rollout plan. The members you add should be individuals who are currently eligible for vaccination.

❑ Add members one at a time or using the bulk upload function. Carefully review spelling and accuracy of first and last names and email addresses. Organization coordinators can change first name, last name, and email address of a member *prior* to that member registering in the system. After the member registers, they can update their own first name and last name (not email address).

▪ Bulk upload:

1. Download the latest bulk upload file from VAMS.

2. Carefully review the columns and place the first name, last name, and email address in the correct columns.

➢ Resend registration links to users who have not received the link.

❑ Organization coordinators can resend registration emails to users who have not received the link by navigating to the "My Members" tab and selecting the checkbox next to the individuals' names, then clicking the "Resend Registration Email" button on the top right of the screen.

Helpful Guidance

➢ Review data entry.

❑ At all stages, double-check all data as they are being entered. Some data entry errors will require Help Desk tickets to resolve.

➢ Two-factor authentication emails.

❑ All VAMS users will have to enter a One-Time Password (OTP) when they initially create their VAMS account.

❑ This OTP email comes from no-reply@mail.vams.cdc.gov, no-reply@envelope.mail.vams.cdc.gov, or VAMS@cdc.gov and is sent after the user clicks the link to register.

❑ This password is valid for 60 minutes. If a user is unsuccessful with registering for any reason and tries to register again within 60 minutes, they will not receive a new OTP code each time. They should use the original OTP code. After five invalid attempts, VAMS will generate a new code.