

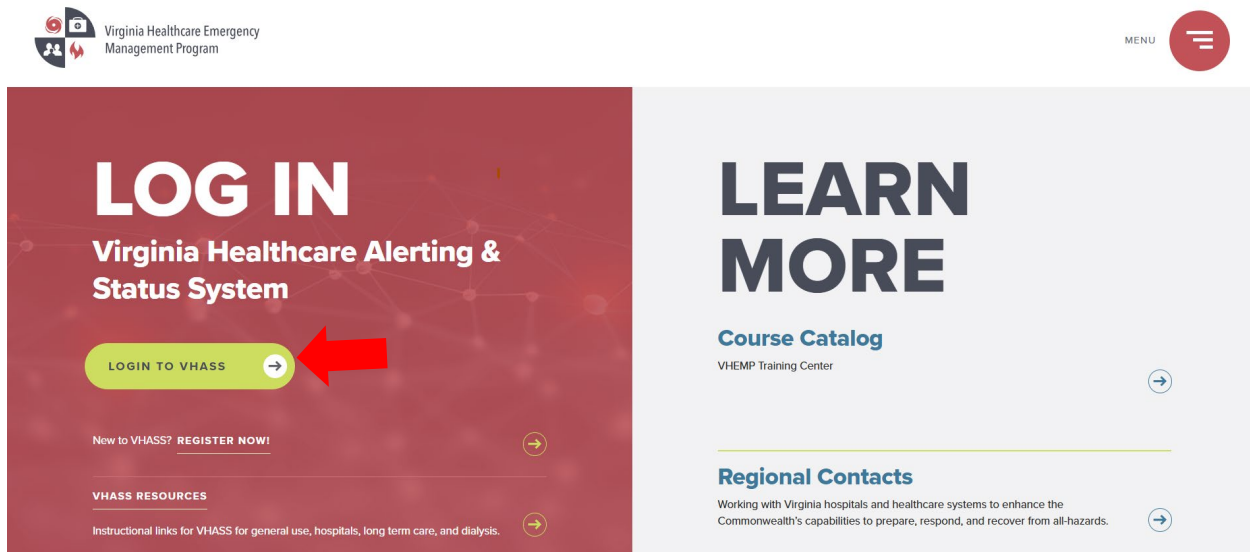


Frequently Asked Questions

- I am not sure how to... where can I find the catalog for VHASS job aids?
 - VHASS job aids are located on our website <https://vhass.org/resources/>.
- I am a designated organization contact – can I reset the MFA for my colleague?
 - Yes, please reference the job aid titled “How to Provide Administrative Support for Multi-Factor Authentication” located at <https://vhass.org/resources/>.
- Who do I contact if I cannot find the answers I need in the VHASS job aids?
 - Please reach out to your [Regional Healthcare Coalition](#) or preparedness@vhha.com.
- Can we use SMS or email authentication instead of the MFA Authenticator App?
 - These verification methods do not provide the appropriate level of protection we require for VHASS to meet PHI/PII security standards.
- My IT Department wants to know what Authenticator App I can use for VHASS – what do I tell them?
 - The Authenticator App should be installed on a phone or tablet.
 - If your device does not have camera access to scan the QR code - you may enter the key code during MFA setup.
 - The VHASS MFA will work with most Authenticator Apps that use TOTP tokens producing a 6-digit verification code based on the QR/key code generated by VHASS during MFA setup. A few options are listed below:
 - Google Authenticator - <https://support.google.com/accounts/answer/1066447>
 - Microsoft Authenticator - <https://support.microsoft.com/en-us/authenticator/about-microsoft-authenticator>
 - Duo - <https://guide.duo.com/>
- Can we continue using shared accounts?
 - At this time, organizations using shared accounts may continue to use those accounts if the organization supplies a shared device with the Authenticator App installed for those users AND such practice follows the organization’s policies and procedures. If the shared account cannot maintain the appropriate level of access control - each user should have their own account (username, password, authenticator app) to log into VHASS.
- How are additional user accounts created for my organization?
 - The designated organization contacts for each organization may add additional user accounts directly via their membership management tab.
 - Additionally, each user who needs an account may begin the registration process at <https://vhass.org/> and the designated organization contacts will be notified of the account that is pending their approval.



1. Go to the VHASS website: <http://vhass.org/> and click "Login to VHASS".



2. Login to VHASS with your current username and password.



3. Use your authenticator app to scan the QR code and store the token on your device. Once you have scanned the code successfully, press the 'Verify Code' button to proceed.

Please do not click "Verify Code" until the token is showing on your authenticator app.


If the setup process is not working - technical Support can be provided by your Designated Organization Contacts, [Regional Healthcare Coalition](#) or preparedness@vhha.com

Setup Multifactor Authentication


Setup Multifactor Authentication

Google Authenticator Setup

Multifactor authentication is required for your account. You may use any authentication app with TOTP tokens, but we recommend and support Google Authenticator. To set up Google Authenticator, first install the Google Authenticator app from the App Store (iOS) or Google Play (Android). Open the app and tap the '+' button (or 'Get Started' if it's your first time), then choose 'Scan a QR code.' Allow camera access if prompted, and point your phone at the QR code displayed below. [You may also follow the full Google guide here.](#) The app will automatically add the account and begin generating a 6-digit verification code that refreshes every 30 seconds. Once this code has been generated, click the 'Verify Code' button below and enter it on the next page to login.



For illustration purposes only – unique QR Codes / Keys are generated by VHASS for each user during MFA setup



You may also enter this key into your authenticator app: XXXXXXXXXX

or [Cancel](#)



4. Enter the 6-digit code provided by your Authenticator App and click “Verify”.

Verify Multifactor Authentication

Verify Multifactor Authentication

Verify Access Code

Please enter the six digit code from your authenticator app below. If you are experiencing issues with authentication, please [use this guide](#) or contact preparedness@vhha.com for support.

Verify Token:

5. Once MFA has been set up, if you still have access to your Authenticator App and need to change devices or Authenticator App, you can reset your MFA in your Account Settings. This will log you out of VHASS and force you to re-enter your credentials and set up MFA again.

Home | EMERGENCY OPERATIONS | Status Boards | Documents | Resources | Administration

Account Information

Home > Personal Information > Account Information

Step 2 of 3

General Information

* First Name:

Middle Initial:

* Last Name:

Job Title:

Security Information

Security Question:

If you lose access to your authentication app or have trouble with authentication, please reach out to your Designated Organization Contacts, [Regional Healthcare Coalition](#) or preparedness@vhha.com for assistance.