



Some VAMS users have been unable to access their accounts or receive VAMS emails. Please communicate the following to your clinic and employer POCs in order to resolve and prevent these instances. If you have called the help desk for any of these items, they are in the queue and are being worked. We understand this is urgent and are working diligently to address these tickets.

**Here is what we have discovered so far, with more details about each included below:**

- **Some organizations are blocking VAMS email addresses IP address.**
- **Some users are getting stuck in a loop when trying to reset their password.**
- **Some users are having trouble accessing their portals if they have more than one role in VAMS (e.g.: they are a clinic administrator and a recipient).**
- **Some users are not receiving two-factor authentication email.**

#### **Ensure your organization is not blocking VAMS emails**

To ensure communications do not get delayed or blocked by organizations' exchange servers, we are asking clinic POCs and employer POCs to whitelist these email addresses: [vams@cdc.gov](mailto:vams@cdc.gov), [no-reply@mail.vams.cdc.gov](mailto:no-reply@mail.vams.cdc.gov), [VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov). Additionally, allowing mail from specific IPs will greatly improve email deliverability in a timely fashion: **VAMS users will need to coordinate with their IT departments to whitelist the addresses above and allow mail from the following IPs:**

- 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)
- 23.251.255.1 - 23.251.255.150
- 23.251.253.228 - 23.251.254.250
- 54.240.40.1 - 54.240.40.54

For reference, users can expect the following kinds of emails from VAMS email addresses:

- [vams@cdc.gov](mailto:vams@cdc.gov) – auto-generated emails related to Clinic, Jurisdiction, Organization/Employer Portal messages as well as re-occurring two-factor authentication for logins
- [no-reply@mail.vams.cdc.gov](mailto:no-reply@mail.vams.cdc.gov) – auto-generated emails for Recipient Portal and two-factor authentication for VAMS
- [VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov) – communicating back and forth with the VAMS Help Desk

#### **Password Reset Loop**

When performing password resets, links to password resets are sometimes resulting in a loop where users submit their email address and request a link for password resets.

First, we want to ensure the user has completed user registration via their emailed registration link. "Forgot Password" will not work for users who have never completed registration and will also not send a new registration link to the user. If the user can't find their original registration link, they should first check their trash and spam folders, then submit a ticket to the VAMS Help Desk ([VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov) or 1-833-957-1100) if they still cannot find the email. We also recommend using the Chrome browser.

If the above resolutions do not solve the issue, ensure the user is going through the proper steps to reset their password: navigating to the login screen, selecting the "Forgot Password" link below the login button, correctly inputting their email address into the username field, and selecting the "Reset Password" button.

**If the issue persists, it may be due to the security settings implemented by the organization's IT Department and the utilization of Safelink in Outlook which scrambles our URL. It's a security setting to prevent phishing attacks.**

For the time being, here is a plain website they can copy and paste the link into: <https://www.o365atp.com/>

1. Copy the password reset link included in the password reset email.
2. Paste the password reset link into the text box labeled "Paste Safelinks URL."
3. Copy the link that appears in the text box below "Decode URL" and paste the link into your web browser.
4. Note this new link from the "Decode URL" can only be used once.

Additionally, here is a Chrome Plug-In (Un-Safelink Outlook) at the below link is able to un-scramble the password reset URL:

- <https://chrome.google.com/webstore/detail/un-safelink-outlook/pgchfppjhohfigdgfnglmbbeiingokmi?hl=en>

**Note:** If a third party is assisting the end user by performing the three-step process above on the user's behalf, the third party should share the decoded link via messenger or share the link in an email attachment. The decoded link should not be pasted into the body of an email.

### Accessing Multiple Portals

There are currently four different portals in VAMS: Jurisdiction, Clinic, Organization/Employer, and Recipient. It is possible for a single user to gain access to all four portals in VAMS. For example, a clinic administrator using the Clinic Portal may also become a vaccine recipient and access the Recipient Portal.

If a multi-portal user is unable to access their additional portal(s), there could be two causes: the user was added as a multi-portal user in the wrong order, or they may encounter an error when accessing their email registration link for their additional user persona. Accessing multiple portals works in a "top-to-bottom" approach based on the following hierarchy:

1. Jurisdiction Portal
2. Clinic and Organization/Employer Portals
3. Recipient Portal

This hierarchy means that jurisdictions must add clinics, and employers who can then add recipients. If a user is added as a recipient first, they cannot then become a clinic, employer, or jurisdiction user. Additionally, a clinic or employer user cannot later become a jurisdiction user.

Some multi-portal users encounter an error when clicking the registration link emailed to them for their new persona. To avoid this, multi-portal users can simply disregard the registration link and log into VAMS with their standard email and password. They should then see the various portals they can access.

If the user does click the email registration link, they should not attempt to create a new password. Instead, the user should select the VAMS logo located at the top left of the screen and they will be transitioned to the VAMS login page where they can proceed with the VAMS login they previously created.

### Not Receiving Two-Factor Authentication Email

Every time a user logs into VAMS, they must complete two-factor authentication using a one-time verification code emailed to them. If they do not receive this email, first verify the user is searching their inbox and spam folder for emails from the correct address. Two-factor authentication emails will come from [vams@cdc.gov](mailto:vams@cdc.gov) or [no-reply@mail.vams.cdc.gov](mailto:reply@mail.vams.cdc.gov).

If the user searches for the correct email address and still cannot find the authentication code, they should submit a ticket to the VAMS Help Desk ([VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov) or 1-833-957-1100). In this case, the issue is most likely caused by the security configurations put in place by the IT department servicing the user's domain. **If they still can't find the email, they should submit a ticket with the VAMS Help Desk** ([VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov) or 1-833-957-1100) for additional support.