



HSE's Covax System

Module 1A Training Guide

Unit 1

HSE's Covax System FAQs and Additional Support

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Estimated reading time is 30 mins

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Glossary of Terms

The following terms will be used in this document and throughout your Covax learning journey.

Term	Description
Client	Term given to the person receiving the vaccine.
Covax	The main system utilised by the new user, also called 'Production'
HSELand	The HSE database for mandatory training for all HSE Employees
MyTrailhead	The database of mandatory training modules tailored for Vaccinators/ Ops Admins and module completion in the form of myTrailhead badges
Multi Factor Authentication (MFA)-	A security software and mandatory step in setting up an account
Operations Administrator (Ops Admin)	A type of Persona (account) given to the user. They manage a client's data on the Covax system and oversees any 'walk-in' appointments, registering them on the Covax system.
Personas	A term used for the different groups or types of users within Covax
Release/Sprint	A term given to a set of updates that are routinely given to Covax
Sandbox Site	A term used for a replica of Production, primarily used for practicing Vaccinator/Ops Admin training.
Salesforce	The parent company to Covax
Service Cloud	an Application within Covax used to assign cases and track resolution of issues raised by Support teams.
Tablet	The smart device used by the Vaccinator/Operations Administrator
Train 01	The training system utilised by the new user
URL	The smart device used by the Vaccinator/Operations Administrator
Vaccinator	A type of Persona (account) given to the user. They are the person performing the vaccine for the client, and who enters the vaccine details on the Covax system.

1. FAQ's Troubleshooting – Setting up your account for Covax

1. I did not receive an email?

1. The first thing to do is check your spam folder.
2. If the email is not in your spam folder then you should check with your super user if a request has been submitted for an account for you.
3. If it has, and it has been more than 3-5 working days since the request has been submitted, please ask your lead to contact support to confirm your details and request the activation login email to be sent to you.

2. Has my verification link expired?

1. If you do not activate your account within 7 days of receiving your email with your login details.
2. You will need to contact the support team through raising a support case.
 - a. See the support avenues listed below in Additional Support.

3. The webpage is saying that my username and/ or password is incorrect?

1. Make sure you have verified your account, before attempting to log in for the first time.
2. Check the username you are using is the exact same as the one on the email you received.
3. If you are still having issues, you will need to contact the support team via through the support channels listed below. You can email to covid19.support@healthservice.ie or if not, then call 0818 300 300, and select Option 1 to speak to a member of the support team.

4. I have forgotten my password?

Click the "Forgot your password?" link on the log-in page and follow the steps

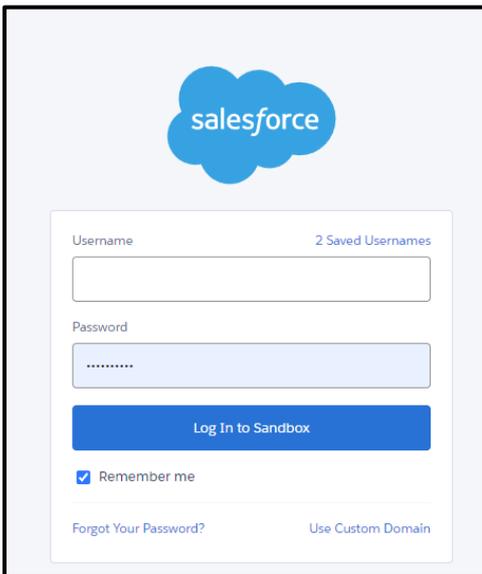
1. You will get an email to reset your password.
2. If you have not received the email within an hour, and you have checked your spam folder for it also, then contact support via email to covid19.support@healthservice.ie or call 0818 300 300, and select Option 1 to speak to a member of the support team.
3. Your account may have been deactivated if it has been a while since you used it last.

5. I have been locked out of my account after entering an incorrect password?

1. If the incorrect password is put in 5 times, you will be locked out of your account for 15 minutes and then try again.
2. If you require urgent access within that 15 minutes, contact support to unlock your account via emailing covid19.support@healthservice.ie or Call 0818 300 300, and select Option 1 to speak to a member of the support team.

6. The 'Verify Account button' in the email I received is not bringing me to the screens shown above?

1. If you are sent back to the login page below, your verification link could have expired or you clicked on the link below the verify button by mistake.



2. Try the verify button on the email again
3. If it this is unsuccessful, contact support via email to covid19.support@healthservice.ie or Call 0818 300 300, and select Option 1 to speak to a member of the support team.
4. When you have contacted support, they will issue you a password reset email where you can create your new password, and this will verify your new account.

7. I'm not sure, I think my account might have been deactivated? How do I know if it has been?

A sign that you have been deactivated, is you will be redirected to the log in page on a 'loop'.

1. If you believe you have been deactivated, check the inbox of the email address linked to the account in question, and search for an email received **from 'HSEVaxOpsSupport'**.
2. Upon deactivation you would have been sent an email similar to below:

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

Due to inactivity or the receipt of a request to deactivate, your Covax account has now been marked inactive.

If you have a business reason for continued access to the Covax system, please reply to this email address covid19.support@healthservice.ie with the following in the subject line of your email: **User Administration/Covax Deactivation**

Please copy the template below into the body of your email and complete the details under Business Reason for access, Authorised Approver name and your current work location:

Business reason for access:	
Authorised Approver name:	
Location:	

If you have any queries in relation to this, please email the address above or contact the NSD Covid Team on 0818 300 300.

Kind regards,

Covid Support Team

Note: If you did not receive the email and you have checked your spam folder for it also, then contact support via email to covid19.support@healthservice.ie or Call 0818 300 300 and select Option 1 to speak to a member of the support team.

If you require further support aside from the questions listed above, again, please see the support avenues listed below in 'Additional Support'.

2. FAQ's Troubleshooting – Frequently Asked Questions: Multi Factor Authentication (MFA), the security feature for accessing Covax

1. Forgotten Phone or Smart Device

1. If a person leaves their phone or smart device with the authenticator app at home or cannot access it, they will need a **temporary verification code** generated in order to access Covax.
2. In order to receive this temporary verification code, they should contact support, raising a case via the support avenues listed below.
3. Please ensure the nature of the request is stated, e.g., **Forgotten phone** and include a contact number.
4. When the support case has been raised on, the support team will generate a temporary verification code for the person to sign in with.
5. The support team will contact the Case Owner via phone, in order to speak to the person directly and relay the code in a secure manner. This code will only remain active for **12 hours**.

Note: It should be stressed that it is important that the person must keep this temporary verification code hidden and secure. Keeping the temporary verification code written on a post it or piece of paper near the device, for example, is not permitted.

2. Lost or Stolen Phone/Smart Device

1. If a person has either lost their smart device or had their smart device stolen, the Multi Factor Authentication link between the person's Covax account and the authenticator app on their smart device must be disconnected by the support team.
2. The Support Team will generate a temporary verification code in order to allow the person to access Covax.
3. Please raise a support case (*see support avenues listed below*) and ask for the phones Multi Factor Authentication Link to the authenticator app to be disconnected, and for a temporary verification code to be issued to you.
4. Please ensure the nature of the request is stated in the case, e.g., **Lost/Stolen phone** and include a contact number.
5. When the support case has been raised, the support team will generate a temporary verification code for the person to sign in with.
6. The Support Team will call the Case Owner via phone in order to speak to the person directly and relay the code in a secure manner.

This code will only remain active for **12 hours**.

Note: It should be stressed that it is important that the person must keep this temporary verification code hidden and secure. Keeping the temporary verification code written on a post it or piece of paper near the device, for example, is not permitted.

3. MFA Setup with Incorrect App

1. If a person has downloaded and completed the MFA setup with an app other than the Microsoft Authenticator app, such as the "Salesforce Authenticator" app, then they should switch over to the Microsoft Authenticator App.
2. To do this, the link between the Covax account and the incorrect app will need to be disconnected by the NSD Covid Team.
3. To disconnect the link please raise a support case for the incorrect authenticator app to be disconnected.

4. Please ensure the nature of the request is stated, example, **MFA Setup with incorrect app.**
5. Once the old link is disconnected, the person can download the Microsoft Authenticator app to their smart device and login to their Covax account to prompt MFA Setup.

Note: if a person deletes the Salesforce App and downloads the correct Microsoft app without doing this, they will be unable to access their Covax account.

4. Microsoft Authentication App Deleted

1. If a person already has MFA setup but then deletes the Microsoft Authenticator app from their smart device, then they will need **go through the MFA set up process again.**
2. However, the existing link between their Covax account and the deleted authenticator app must be disconnected by the Support Team
3. To disconnect the link, raise a support case for the deleted authenticator app to be disconnected.
4. Please ensure the nature of the request is stated, example, **Microsoft Authenticator App Deleted.**
5. Once the old link is disconnected, the person can download the app and login again to prompt MFA Setup.

Note: If a person deletes the Microsoft Authenticator App and then re-downloads the app without doing this, they will not be able to access their Covax account or set up MFA with the new app.

5. Person has New Smart Device

1. If a person has a new smart device, the existing link between the authenticator app on the old smart device and the Covax account must be disconnected by the support team.
2. This is to allow the person to set up a new link with the authenticator app on the new device.
3. To have the existing link disconnected, the person must raise a support case.
4. Please ensure you state the nature of this request, example **new phone/smart device, please disconnect MFA from old phone/smart device.**
5. Once the old link has been disconnected, when the person attempts to log in again, they will be prompted to set up the MFA.

6. Code Not Being Recognised/Not Valid

1. The first step is to check that the time on the person's smart device with the authenticator app is exactly the same as the time on the device with the Covax account – both devices must be the exact same time.
2. You may need to check that the time and date settings on the person's smart device are set to **automatic** and not set up manually as this can affect the code being recognised by Covax when entered on the computer.
3. Using a Samsung phone:
 - a. Select Settings
 - b. General Management
 - c. Date and Time
 - d. Ensure Automatic date and time is selected.
4. Using an iPhone:
 - a. Turn on Set Automatically in Settings
 - b. General
 - c. Date & Time.
 - d. This automatically sets your date and time based on your time zone.

5. If there's an available time zone update, your device lets you know.
6. Allow your device to use its current location to determine the correct time zone.
7. To do this, go to Settings > Privacy > Location Services > System Services and select Setting Time Zone.
8. Once the settings have been changed, return to the Authenticator app, enter the code it is giving you into the computer screen which has Covax open, and it should now recognise the correct code.

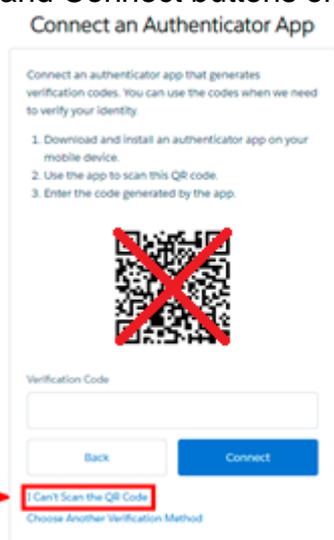
PLEASE NOTE: In some cases, you may need to restart the smart device if it is still not recognising the code.

If the automatic time is different to the time on the device with the Covax account, then the person needs to manually set the time on the smart device that has the authenticator app to match the time on the device with the Covax account, to the nearest minute.

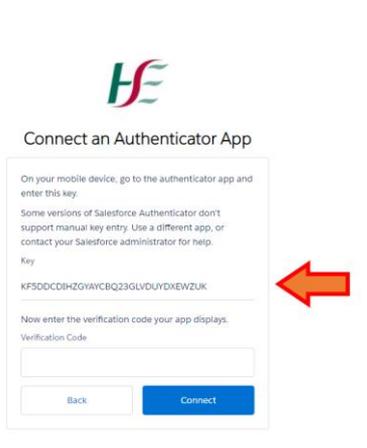
7. Unable To Scan Code

If you are unable to scan a QR code:

1. Click on "I Can't Scan the QR Code" on the screen in Covax – this is located below the Back and Connect buttons on the QR code screen.



2. This will generate a long code (Highlighted in the image below) that you can use to connect the App on your smart device to your Covax account by following the next steps.

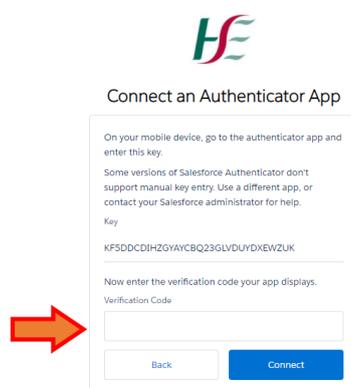


3. Open MS Authenticator App and Select **Add Account** from the three dots on the top right corner of the screen.

4. Select **“Other account (Google, Facebook, etc.)** this brings up the screen to scan the QR code, however please select **Enter Code Manually** at the bottom of the screen
5. Under **Account Name** enter the name you want to use to identify this account in your Authenticator app, for example HSE Covax.
6. Then enter the **Secret Key** which is the code that appears on the screen in Covax in the first step above when you clicked on **“I Can’t Scan the QR Code”** on your computer.

Note: this is free text, and it can be difficult to distinguish between O (character) and 0 (number), so please take care entering this key into the App

7. Once the Secret Key has been entered into the App, the new account should be created under the App.
8. You should then enter the six-digit code generated by the app into the box labelled **“Verification Code”** below the **“Key”** on the computer (see below) and click on **Connect**.
9. This will connect the App on your smart device to your Covax account.
10. Once connected you will only need to enter the six-digit code when logging on again.



8. MFA Lockout

- Attempting to enter an MFA code unsuccessfully **10 times** will result in an MFA lockout.
- This lockout will remain in place for **1 hour**.
- There is no option to bypass the lockout, as this is a necessary security precaution built into the Covax salesforce platform.
- MFA lockouts may occur for a number of reasons as listed above in the troubleshooting guide.

All of the following scenarios will result in an incorrect MFA code being generated on the Microsoft Authenticator app which may lead to an MFA lockout:

- Time and date settings on the smart device are not matching the device with the Covax account.
- Person has deleted their old Microsoft Authenticator app without correctly setting up a new version (MFA Link still tied to old app).
- Person has a new smart device but MFA has not been setup correctly (MFA link tied to app on old device).

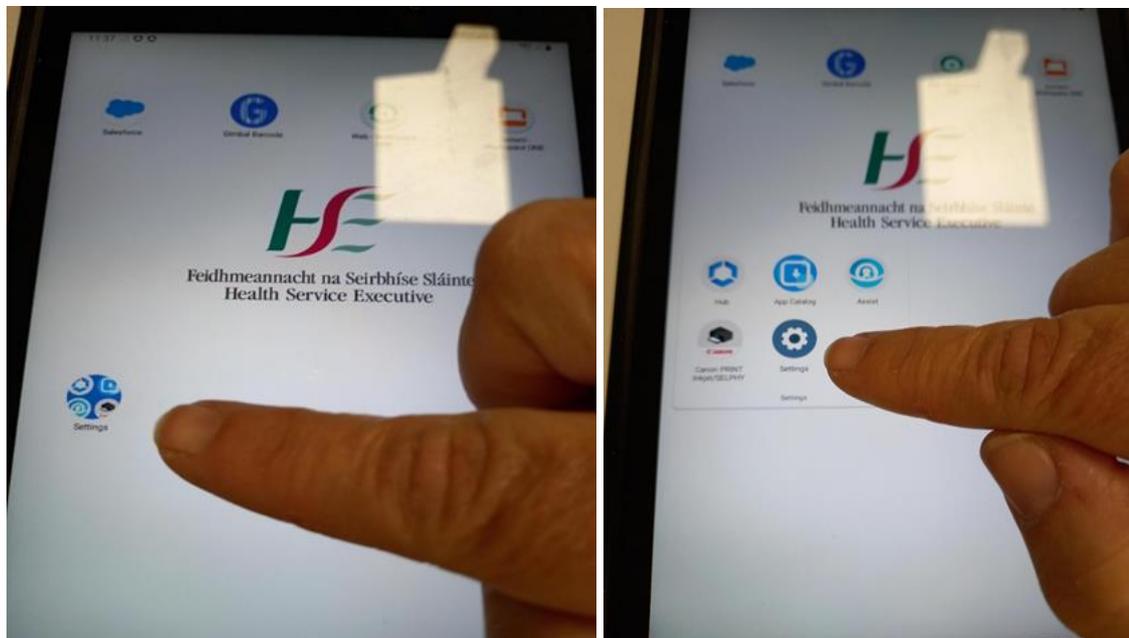
Note: Please do not persist with invalid/unsuccessful MFA attempts and instead raise a support case. The support team may diagnose and resolve the issue.

3. FAQ's Tablet Troubleshooting

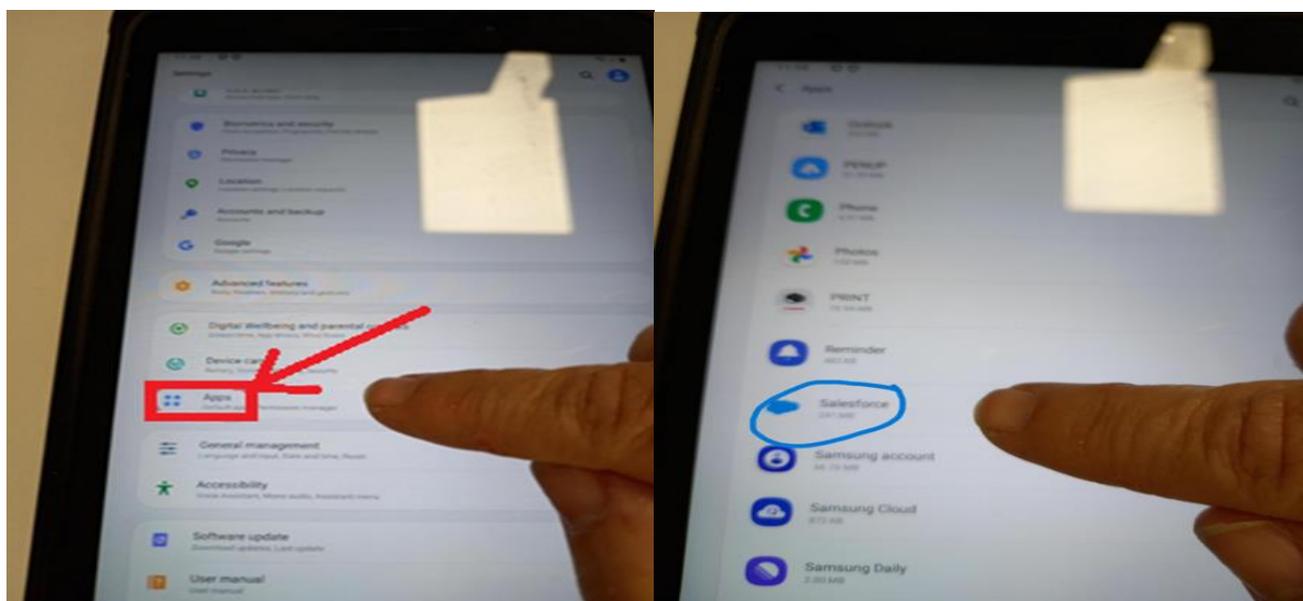
1. Clearing Cache on the Samsung Tablet

Please see the following steps to clear the cache on the Samsung tablet.

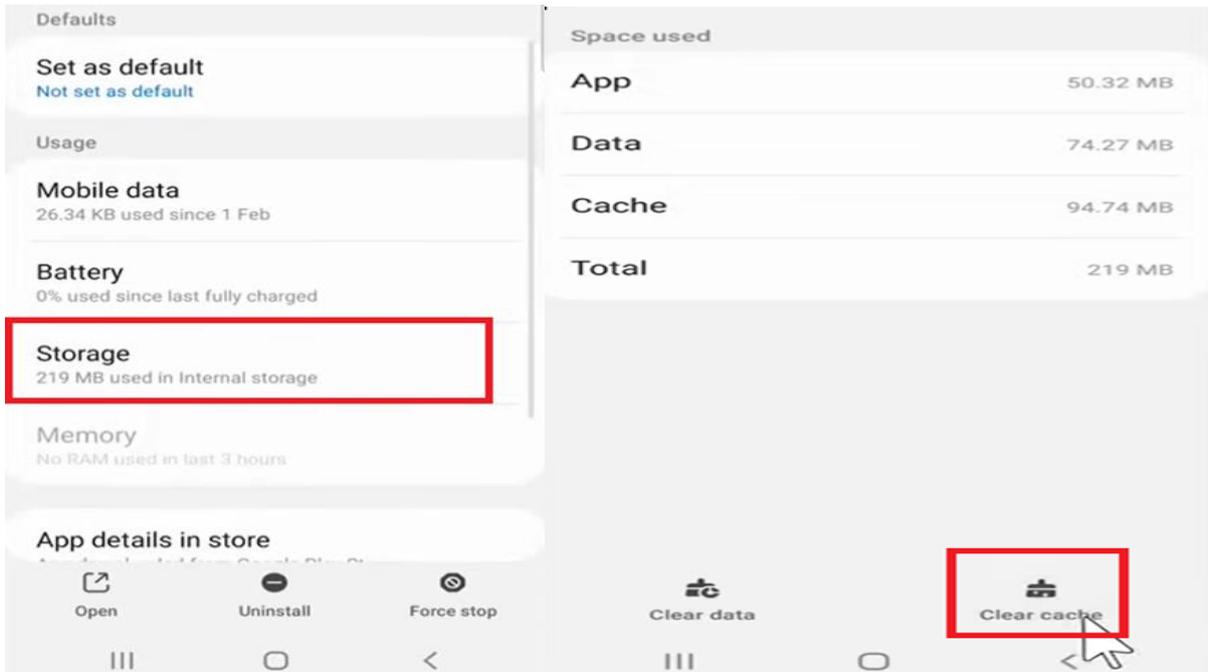
Step 1: Please click on the “**Settings**” option shown in the image below. Then click the gear symbol label “**settings**” again.



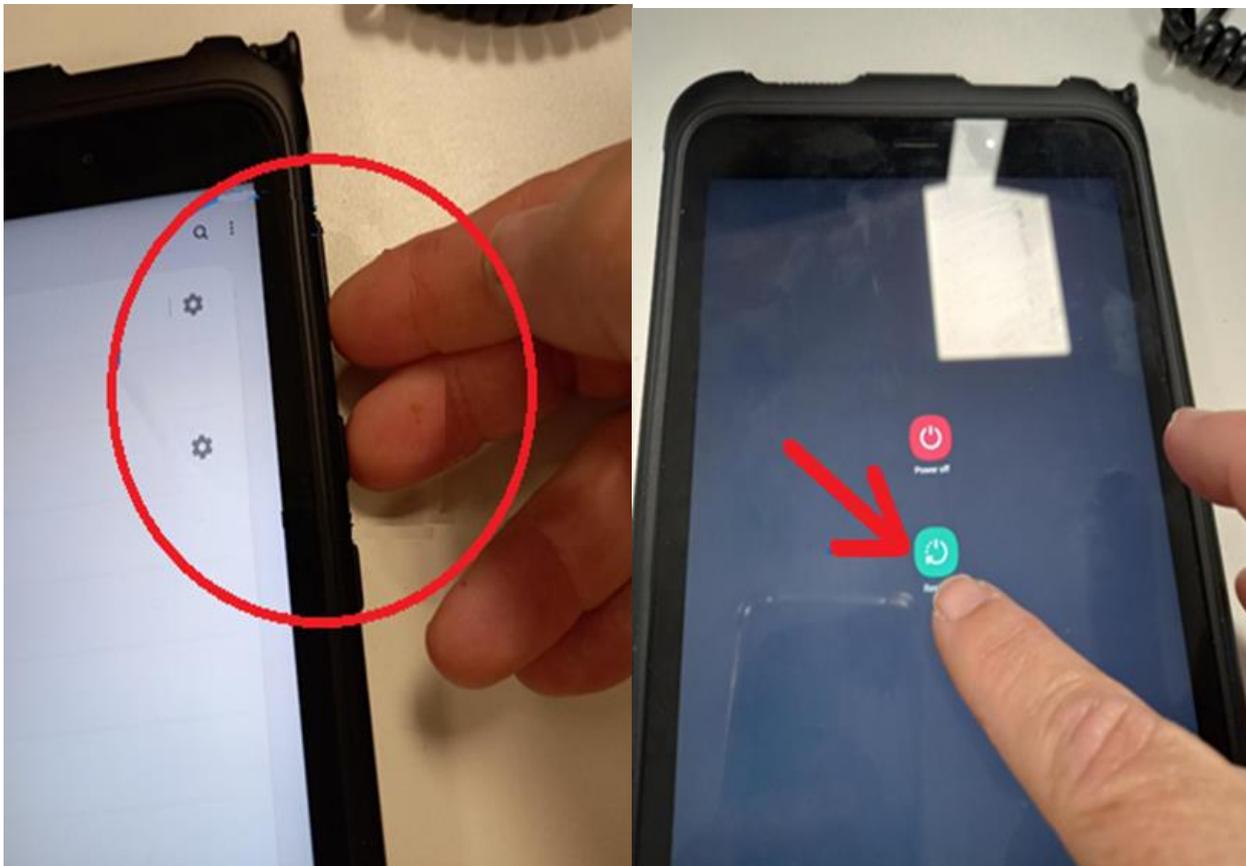
Step 2: Scroll down and select the “**Apps**” option. Then click on the “**Salesforce**” option.



Step 3: Scroll down and click on the “**Storage**” option. Next click on the “**Clear Cache**” option in the bottom right corner of the screen. Once this is done it will ask you to confirm clearing the cache, please click Yes.



Step 4: Next Restart the Tablet. This can be done by pressing and holding the Start button and the Top Volume button. The screen will then give you two options, power off or restart. Please select **Restart**. The process to clear the tablets cache is now complete.



4. Additional Support

If you require any further additional support during your onboarding, please see the following support avenues listed below.

4.1. Your Super User

Your 1st line of support when experiencing an issue with logging in, MFA, or with your tablet is to contact your Super User who can support you if the issue can be resolved locally.

4.2 Raising a Support Case online

If the issue cannot be resolved locally, you need to raise a case on Service cloud (e.g. to request MFA setup or to raise cases in relation to trouble shooting issues found in this guide).

You can raise a Service Cloud case in the following ways:

- a) You can request your onsite super user to raise the case on your behalf. They will notify when the case has been resolved as they will be in contact with support teams.
- b) If you are an Ops Admin then you can raise the case directly yourself on Service Cloud. The details on this process are as follows and are also contained in myTrailhead via module MOD 1B - "How to Raise a Support Request or Log an Incident":
- c) If you do not have access to a super user, you can email covid19.support@healthservice.ie. Give the details of your request in the subject line and in the body of the email and a member of the NSD Covid Team will contact you in relation to your case. See the Module 1B which outlines different types of case reasons you can should select to put in subject line of email.
- d) You can call the support team please on 0818 300 300. You will be able to select an option and your call will go to the appropriate queue. Currently, a support service is available to Covax users from 8am to 8pm Monday to Sunday.

Appendices

A. Summary table: User Access Timelines

User Access	Covax – the live system	'Train 01' Training System
User Login - Verification Link	Access as soon as possible Expires within 5 working Days	Access as soon as possible Expires within 5 working Days
Password Reset Link	Expires in 24 hours	Expires in 24 hours
Email Change Confirmation Link	Expires in 72 hours	Expires in 72 hours
User Password Expiry	90 Days	90 Days
User Deactivation	User will be deactivated over a period of non-use Note: Training Only Profile does is not deactivated	At refresh intervals
Max Password Attempts	5 (with a 30 minute lock out time after 5 attempts made)	5 (with a 30 minute lock out time after 5 attempts made)
Max Attempts for Multifactor Authentication (MFA) code	10 (with a 1 hour lockout time after the 10 invalid attempts made)	10 (with a 1 hour lock out time after the 10 invalid attempts made)

B. Supporting Documents and Links

[HSE CoVax Training Page](#)

C. Related Modules

[Your Learning Journey on CoVax](#)

[How to Raise a Support Request](#)