



Covax for new users

A step by step guide to getting logged into the Covax Production and Training Systems



The resources you will need to get started are

A Smart Phone or Tablet



The MFA app



Access to email



IMPORTANT: Your manager or a team lead will have to request that your accounts be created on Covax before you will be able to proceed with the steps below.

Download the MFA app

Receive email for Covax Production

Receive email for Covax Training

Verify your Covax production account

Verify your Covax training account

NEXT STAGE
Set up MFA

Download the MFA app

Using a smartphone or tablet download the Microsoft Authenticator App (MFA)

Microsoft Authenticator



When you are set up on Covax you get accounts on two systems.

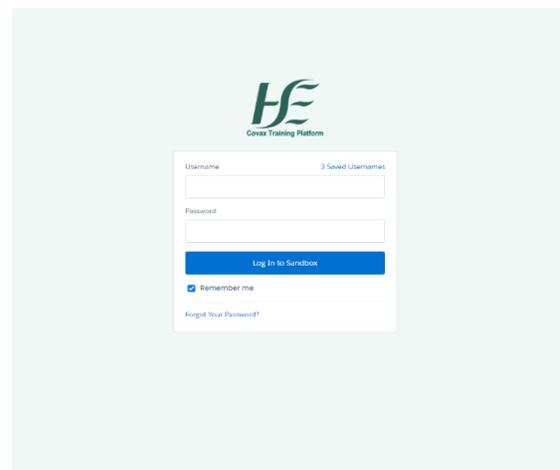
1. Covax Production System

This is the system you will be using to record the vaccinations you administer to clients.



2. Covax Training system

This is the system you will be using to practice recording vaccinations while you are doing your training.

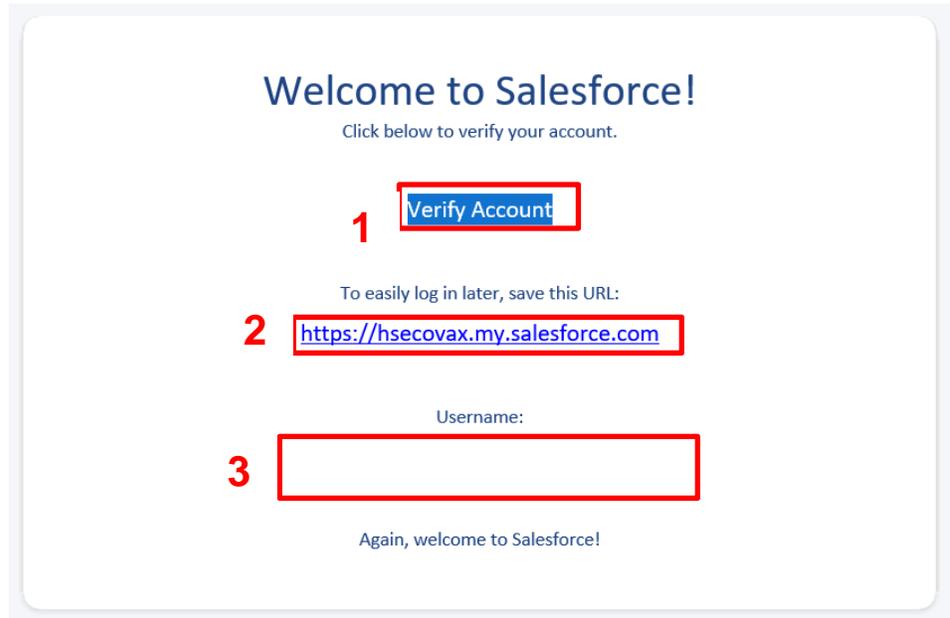


How do you get your account details?

Your details to log on to the Covax systems will be emailed to you as soon as your account has been set up by the Covax team.

You will receive two emails from support@emea.salesforce.com

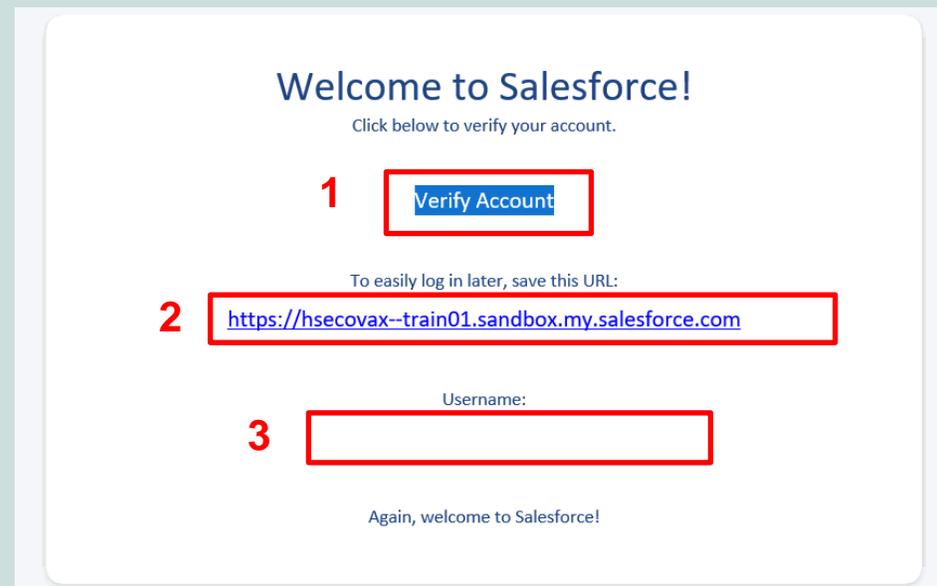
Email 1 - Your Production Account Login



There are 3 important details on this email

1. The link to verify your account. You have 1 week from the time you receive the email to verify your Covax account.
2. The link for the Covax Production System. Save this link so you can access the production system later.
3. Your username for the Covax Production System

Email 2 - Your Training Account Login



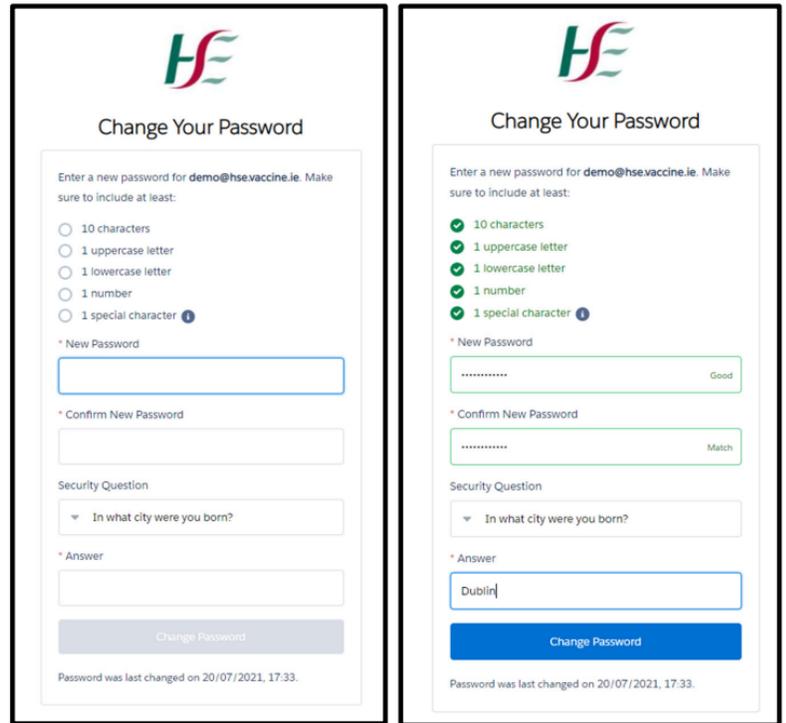
There are 3 important details on this email

1. The link to verify your account. You have 1 week from the time you receive the email to verify your Covax account.
2. The link for the Covax Training System. Save this link so you can access the training system later.
3. Your username for the Covax Training System

You will notice the emails look very similar, however the training systems URL is longer and contains the word TRAIN

Next, you must verify each account using the link in the emails
 !! Remember to verify your account as soon as possible as the link expires.

You will be prompted to create a password and answer a security question.



Now that you have verified your account it is time to set up your MFA.

The next time you log in to Covax the MFA setup will automatically begin.

Before you set up your MFA join one of our online training sessions where we will guide you through setting up MFA. They run Monday, Wednesday and Friday @ 11:30

What's next?

Link to join: <https://hse.webex.com/hse/j.php?MTID=md2c0e8e376ac937cd38cd5ecea0b4748>
 Password: flu2022

Alternatively, if you want to start setting up MFA right now go to the link below and follow Step 2: Setting up Multi-Factor Authentication (MFA)

<https://www.hse.ie/eng/health/immunisation/hcpinfo/hsecovid19vms.html>

Troubleshooting

I did not receive an email?

The first thing to do is check your spam folder. If the email is not in your spam folder then you need to contact support to confirm your details and request a new email.

Has my verification link expired?

If you do not activate your account within one week of receiving your welcome email you will need to contact support.

The username and or password are incorrect?

Make sure you have verified your account before attempting to log in for the first time. Check the username you are using is the same as the one on the email you received.

I have forgotten my password.

Click the Forget your password? Link on the log-in field. You will get an email to reset your password. If you do not receive the email and you have checked your spam folder for it also then contact support.

The Verify Account button is not bringing me to the screens shown above?

If you are sent back to the login page instead of the screens shown above your verification link could have expired or you clicked on the link below the verify button by mistake. Try the verify button on the email again, if it does not work contact support.

Support

Email covid19.support@healthservice.ie

Subject line = "User Administration"

Or

Call 0818 300 136