

4. COVaxON Account Setup

When a new user is setup in COVaxON, they must follow the two-factor authentication steps (below) when initially setting up their account. All COVaxON users require two (2) devices each time they log into COVaxON: (1) a smartphone, and (2) a tablet or computer for using COVaxON.

For existing users that are adding a secondary account to the Salesforce authenticator app, skip to section 4B ([Setting up Two-Factor Authentication](#)), step 11.

Attention new COVaxON users:

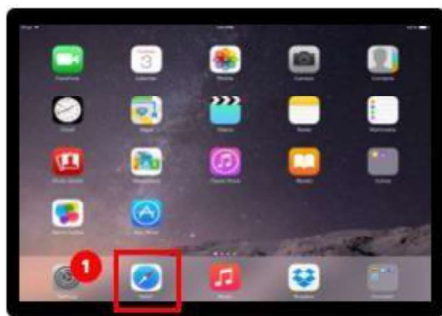
- Please setup your account prior to the first day of administering vaccinations
- The step-by-step instructions for doing so are included in this job aid
- You will require your smartphone (or mobile device) and a separate device (e.g., laptop or iPad) **Recommended**

browsers:

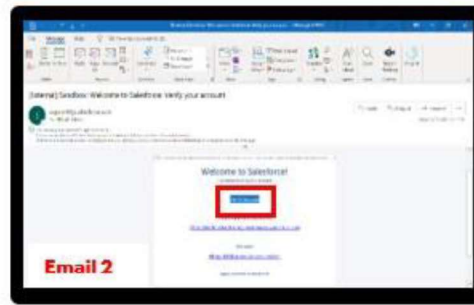
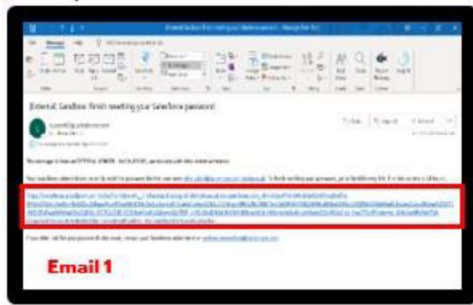
- **For iPad** – Safari
- **For desktop/laptop** – Safari, Google Chrome, Microsoft Edge, or Mozilla Firefox

A. Accessing the Salesforce Support Email

1. On the provided tablet, computer, or laptop, open COVaxON in one of the recommended browser applications.
2. Using the search bar, enter the URL of your email provider (e.g., Gmail, Outlook, UHN).



3. Log into your email account.
4. Open one of the following emails from support@ip.salesforce.com:
 - **Email 1** – copy the email link and paste it into a separate browser window
 - **Email 2** – right click the **Verify Account** button, select **Copy Hyperlink**, and paste the URL into your browser.

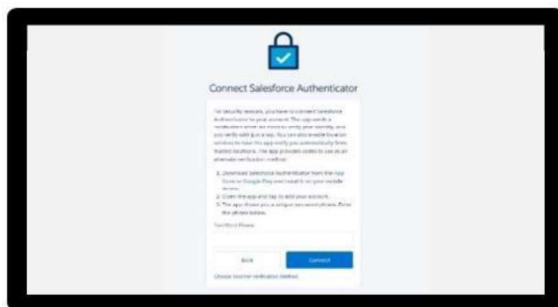


5. Once the link is pasted in your browser, click **Enter**.
6. A new Safari window will open. You will see the **Acceptable Use Policy**. Scroll down to read through the policy. To agree to the terms, click the **Finish** button at the bottom.

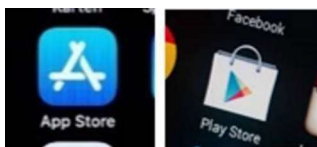
B. Setting Up Two-Factor Authentication

Two-factor authentication is a security feature that adds a second layer of security to the user authentication process through approval on their smartphone or mobile device (secondary device). Each time a user logs in to COVaxON, they will require their mobile device on hand to approve the login. For any account timeout issues, please inquire with your site lead about contacting the MOH ITS team.

1. You will be directed to this screen. Do not exit this window. Set the tablet, computer, or laptop aside and grab your mobile device.

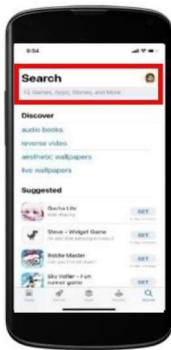


2. On your mobile device, open either the **Google Play** (for Android or Pixel) or **Apple App Store** (for iPhone).

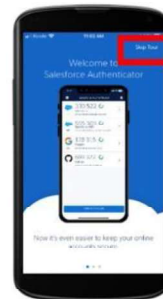
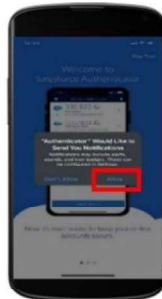


Note: If you have already gone through the registration process on the Salesforce authenticator app, and see a two-word phrase, skip to step 12 to setup a new account.

3. Using the search bar, type in 'Salesforce Authenticator'. Click on the title **Salesforce Authenticator**.

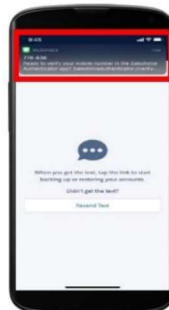


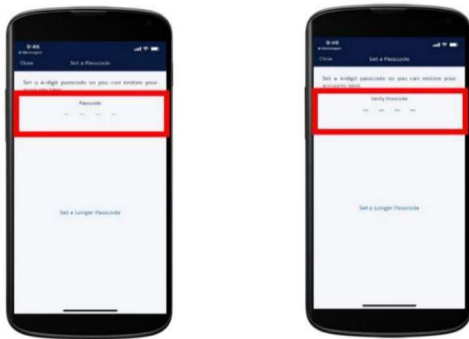
4. Click **Get**. Enter your Play Store or App Store credentials if needed.
5. *Still on your mobile device*, open the Salesforce Authenticator app.
6. When asked if you **allow this application to send notifications**, select 'Allow'.
7. Click **Skip Tour** at the top right of the screen.



Enter your mobile phone number using the keypad. Click **Send** to have Salesforce send you an automated SMS message.

8. Wait to receive an automated SMS message from Salesforce. Once you have received the SMS message, open the message. Click the **link** that is provided.
9. Once you click the **link**, another window will open on your mobile device.
10. Choose a 4-digit **passcode**, and then verify that passcode by entering it in a second time.

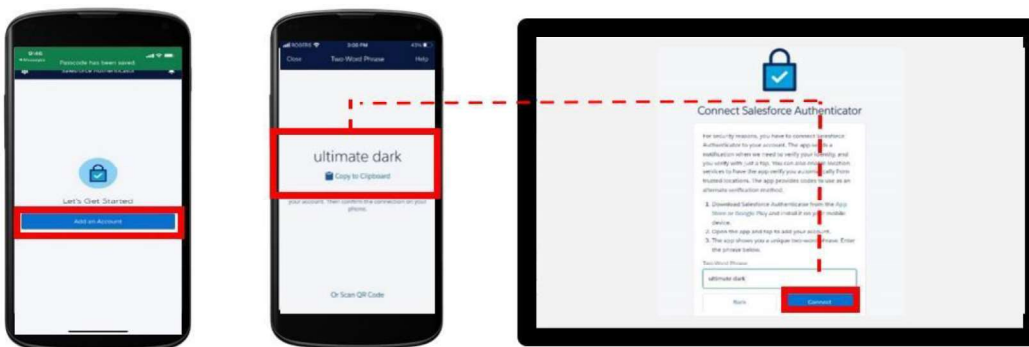




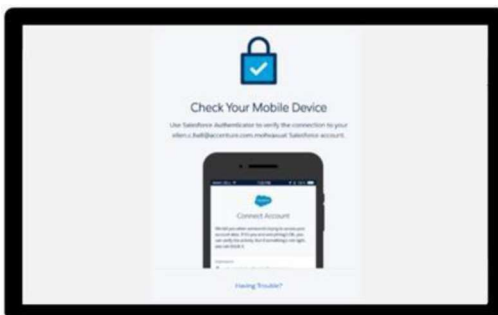
11. A green message will appear at the top of your screen indicating that the passcode has been saved. Click **Add an Account** to continue.

Note: If you have already gone through the registration process on the Salesforce authenticator app, and you are logging into a new environment, you can start here by selecting **Add an Account**.

12. On your mobile device within the Salesforce authenticator app, you will see a **two-word phrase** provided.
13. *Put your mobile device down.* Using the tablet, computer, or laptop, go back to the browser window from step 1. Enter the **two-word phrase** in the box.



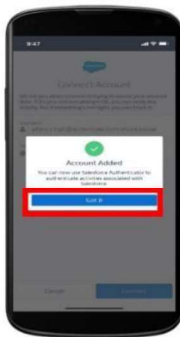
14. The following message will appear. Follow the prompt and *go back to your mobile device*.



15. On your mobile device, open the Salesforce authenticator app.
16. The following screen will appear. Click **Connect**.



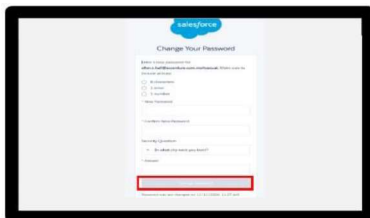
17. The app will indicate that the connection is successful. Click **Got It** to confirm.
18. The Salesforce authenticator app will ask you to approve the account. Click **Approve**.



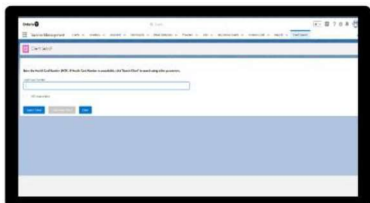
C. Changing Your Password

1. Using the tablet, computer, or laptop, go back to the browser window from step 14 above. Follow the prompts to create a suitable password. Ensure that you remember this password for future use. Click **Change Password**. You will then be logged in. You must remember this password to log into COVaxON.

Note: You may have to repeat this step if you forget your password, or if it is incorrectly entered in the future.

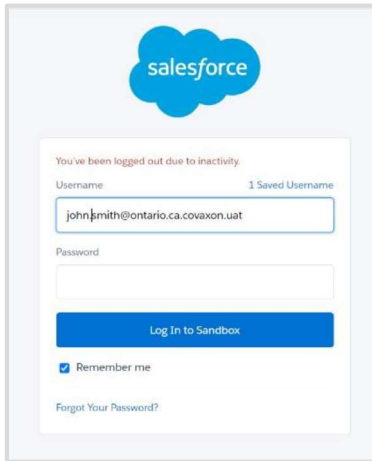


2. Once logged int, the COVaxON home page will appear as follows:

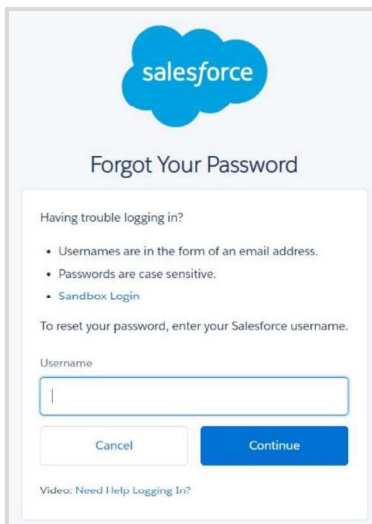


5. Reset Your Password to Login to COVaxON

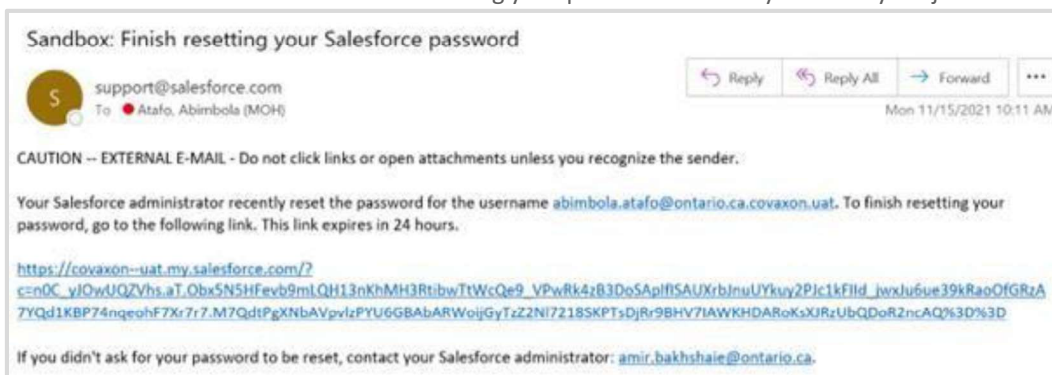
1. Click on the **Forgot Your Password** hyperlink.



2. Enter your **Username** and click **Continue**.



3. Check your inbox for email notification to finish resetting your password. Ensure you check your junk mail folder.



4. On your mobile device, open the Salesforce authenticator app.

5. Enter the numbers displayed on the authenticator app.
6. Change your password by entering a **New Password** confirming the new password.
7. **Save** the updated information.

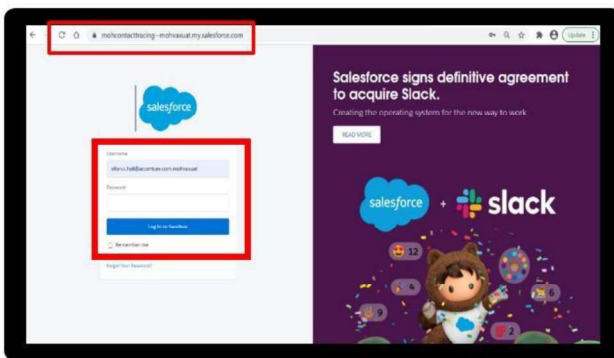


Notes:

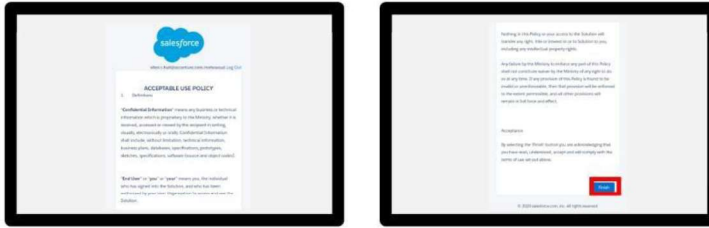
- You do not require an **authorized contact** to reset your password unless your account has also been deactivated. (Note: Your account will be auto deactivated after not logging in for three consecutive weeks.)
- You cannot perform the password reset on the same device you have your Salesforce authenticator app installed on (most likely your mobile device). As such, you'll need to open the email from a different device such as a work computer or MOH iPad.
- The email link expires after 24-hours.

6. Subsequent Logins to COVaxON

1. Open COVaxON by opening your browser (Safari, Google Chrome, or Microsoft Edge) and go to the COVaxON URL link: <https://covaxon.my.salesforce.com>.
2. Enter **username** and **password** credentials. Click on **Log In To Sandbox**.

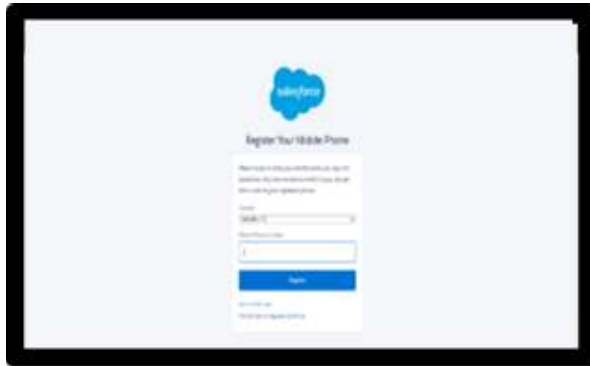


3. Users will see the **Acceptable Use Policy**. Scroll down to read through the policy. Click the **Finish** button at the bottom of the acceptable use policy to agree to the terms.



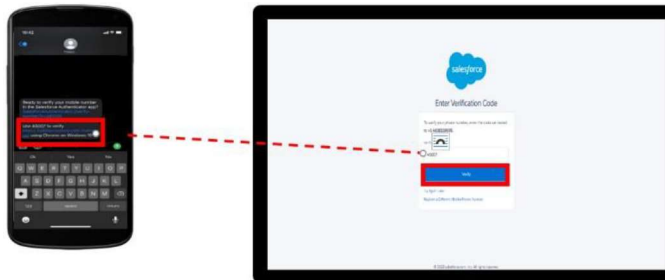
4. The first time a user normally logs in, mobile device registration is required.

- Ensure you change the country to 'Canada'
- Enter your mobile phone number, then click **Register**



5. Users will receive a text message on their mobile device with a **verification code**.

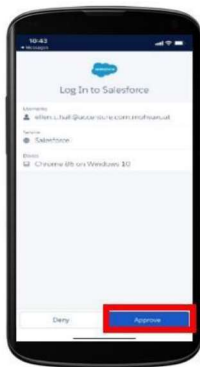
- Enter this code on the screen
- Click **Verify**



Note: This is a one-time step. Once you complete this step, it will not appear for future logins.

Note: Users that have two (2) login credentials for COVaxON, may be asked to **Add an Account** prior to approval.

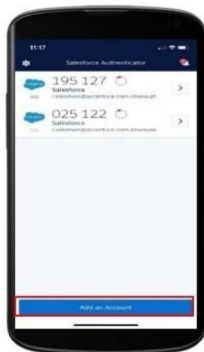
6. On your mobile device, users will receive a request from the Salesforce authenticator app.
7. Open the application and click **Approve**.



8. On the tablet, computer, or laptop, the COVaxON home page will open.



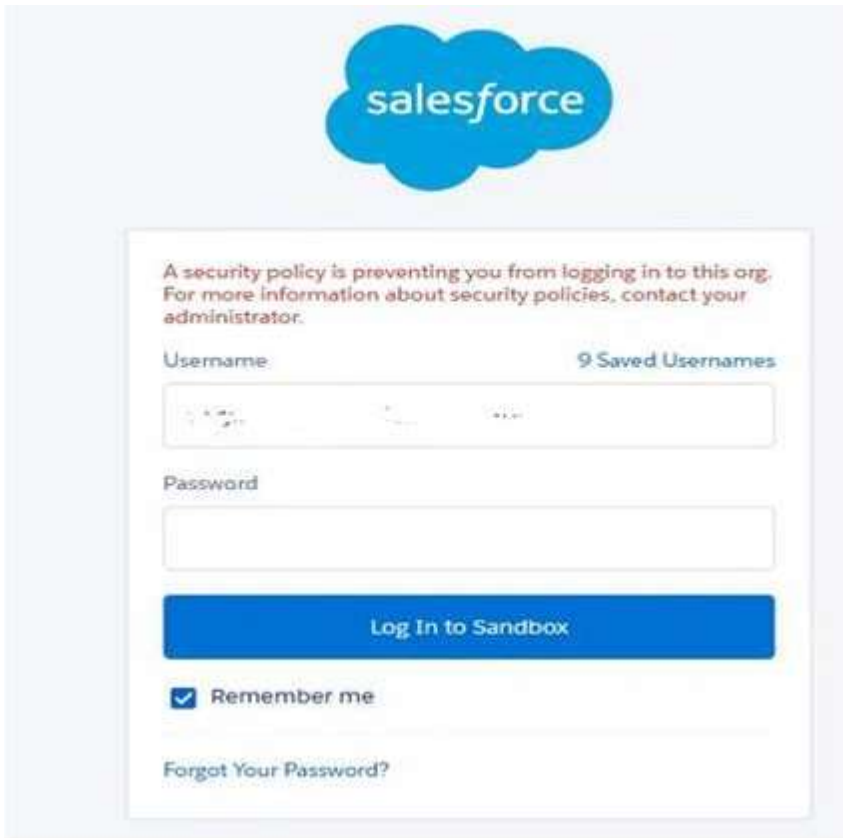
9. If using multiple Salesforce logins (e.g., if you belong to multiple AOs and require different logins), you will need to add a new account to your Salesforce authenticator app. On the app home screen, click **Add an Account**.



7. Restricted User Login to COVaxON Outside of Canada

Users can only log into the COVaxON application from within Canada. In addition, some users with VPN connections routed through another country will also be unable to access the application.

Users accessing the COVaxON application outside of Canada will receive the following error message.

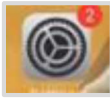


8. Clearing Cache and Logging Out of COVaxON

A. Clearing the Cache

If the COVaxON solution is lagging or having trouble loading the data, try clearing the cache. To do this, follow the steps below for an iPad, or follow alternative steps for the specific device. It is recommended that this is done prior to logging on and also as part of the logout routine.

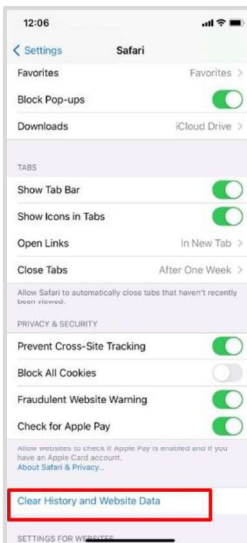
1. Open device **Settings**.



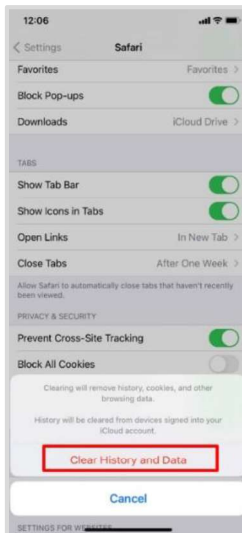
2. Scroll down to select 'Safari'.



3. Scroll down to select 'Clear History and Website Data'.



4. Click **Clear History and Data**.

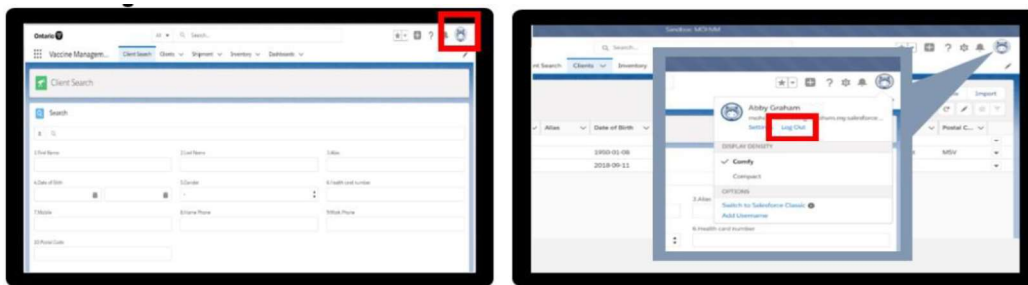


- Sanitize each iPad according to individual site protocols.

B. Logging Out of COVaxON

It is important that at the end of each use, and before exchanging devices with another user, the user logs out of their COVaxON account. Some locations have been provided with their own devices to access COVaxON. Therefore, the instructions below are recommended to **properly log out of COVaxON**.

- On the tablet, computer, or laptop, click on the icon on the top right corner of the COVaxON home screen. Select 'Log Out'.



- Exit the browser window.
- Go to **Settings** and clear the cache (website and browsing history) for the next user.
- Do not** save the password in the Salesforce login page. This will prevent other users from easily logging in.
- Sanitize shared devices according to individual site protocols, then return the device to onsite IT.