

Email Notifications from VAMS

To ensure you receive VAMS email notifications without issue, work with your IT department to:

1. Allow email from the following email addresses

To ensure communications do not get delayed or blocked by your organization's exchange servers, please work with your IT department to allow notifications from the following email addresses:

- vams@cdc.gov
- no-reply@mail.vams.cdc.gov
- no-reply@envelope.mail.vams.cdc.gov
- VAMSHelp@cdc.gov
- *@salesforce.com

CDC also recommends users check junk/spam folders for VAMS emails that cannot be found in the default inbox.

2. Allow email from the following IP addresses

You will need to coordinate with your IT department to also allow email addresses from the following IPs:

Salesforce

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)

Amazon Web Services

23.251.255.1 – 23.251.255.150
23.251.253.228 – 23.251.254.250
54.240.40.1 – 54.240.40.54

What types of email notifications should you expect from VAMS?

While users can select their preferred method of communication to be email or SMS text, some communications will **always** be sent through email.

Email notifications from...

vams@cdc.gov will be auto-generated and related to Clinic, Jurisdiction, Organization Portal messages such as:

- ✓ Registration links to new VAMS users
- ✓ Re-occurring two-factor authentication for logins
- ✓ Updates on inventory requests

no-reply@mail.vams.cdc.gov and **no-reply@envelope.mail.vams.cdc.gov** will be auto-generated and related to the Recipient Portal such as:

- ✓ The initial two-factor authentication code
- ✓ Links for recipients to complete Pre vaccination Questionnaires
- ✓ Reminders about upcoming recipient appointments

Email Notifications from VAMS

What types of email notifications should you expect from VAMS? *(continued)*

VAMSHelp@cdc.gov will be:

- ✓ Communications from the VAMS Help Desk

Note: Do not send new help requests to this email address as they will not be received.

***@salesforce.com:** Depending on some email server configurations, we have heard of rare cases where emails are delivered directly from Salesforce. Potential cases include password resets and interacting with VAMS Help Desk agents.

Not Receiving Two-Factor Authentication Emails

Issue: Some users may not be receiving the One Time Password (OTP) required when they initially activate their VAMS account.

Solution:

- Search your inbox and spam folders for an email from vams@cdc.gov, no-reply@envelope.mail.vams.cdc.gov, or no-reply@mail.vams.cdc.gov.
- If you still cannot find the email, contact the VAMS Help Desk at +1 833-957-1100.

Note: The OTP is good for 60 minutes. If you have not successfully registered and try to register again within 60 minutes, you should use the OTP you received within the past 60 minutes. Do not request another OTP during that 60-minute time frame. If you try to register after 60 minutes, a new OTP will be sent to you. After five invalid attempts, VAMS will generate a new code.

VAMS or CDC will never ask you for your VAMS account password. Do not give anyone your password.

If you need additional support, contact the **VAMS Help Desk**. *To ensure jurisdictions and clinics are fully supported, VAMS Help Desk support is limited to jurisdiction and clinic personnel only.*

Toll-Free Number | +1 833-957-1100

Hours of Operation | 8:00 AM – 8:00 PM EST | Monday – Friday