

HEALTHSHARE REFERRAL MANAGER (HSRM) SINGLE SIGN-ON EXTERNAL (SSOE) QUICK-REFERENCE GUIDE

Purpose: The purpose of this quick reference guide is to provide a simple set of instructions for using the single sign-on external (SSOe) authentication system to log in to HealthShare Referral Manager (HSRM). The guide also outlines the general process for obtaining access to HSRM for community providers.

Prerequisites

Community providers who are interested in using HSRM should complete the following prerequisite activities before establishing their single sign-on credentials as outlined in the **ID.me Account Registration** section of this quick reference guide.

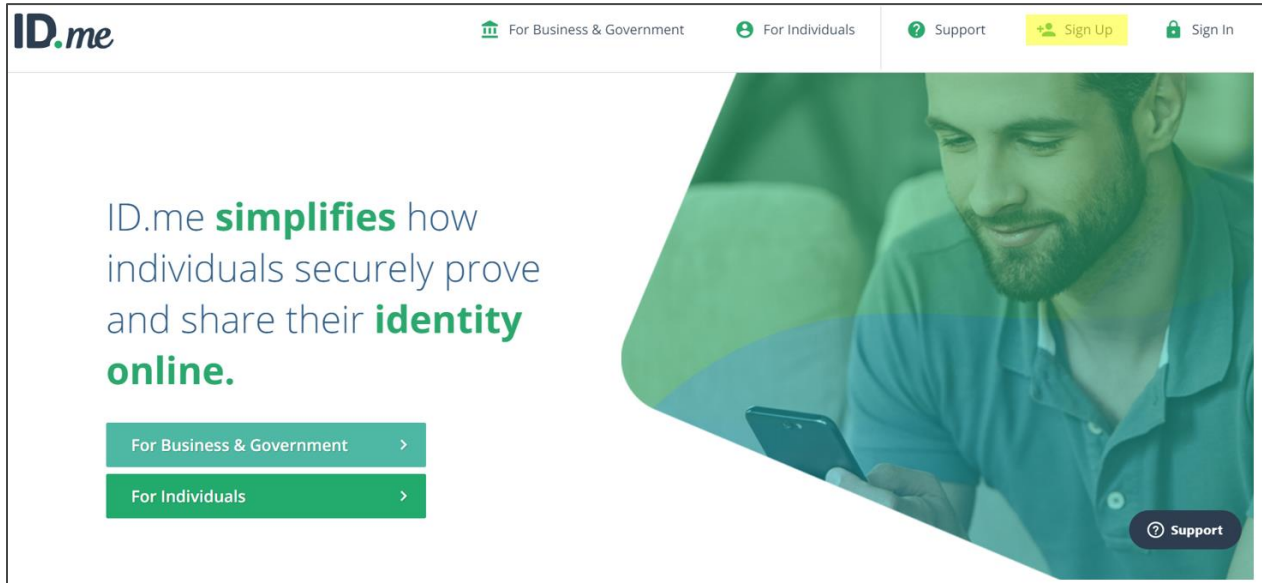
1. Reach out to the Community Care point of contact at the VA Medical Center(s) you partner with to
 - a. confirm that your facility has an active community care agreement with VA, and
 - b. to determine the ideal timing for your facility to begin using HSRM.
2. **Strongly recommended:** Attend the training webinar on [VHA TRAIN](#) or review the *Community Provider User Guide* to learn how to use HSRM

Once you have completed these activities, proceed with the instructions below to establish and use your single sign-on credentials.

ID.me Account Registration

Single sign-on external (SSOe) access to HSRM requires users to have a verified ID.me account. Those who do not already have such an account can create one using the following process:

1. Go to the [ID.me](#) website.
2. Click **Sign Up** at the top right.



3. On the next screen, fill out the required fields. **Note: The email address you use for your ID.me account will be the same email you provide for your HSRM credentials.**

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Sign Up or [sign into your account](#)

Email

Password

Confirm password

I accept the ID.me [terms of service](#) and [privacy policy](#).

I want to subscribe to ID.me offers and discounts

Sign up

4. Go to the [Access VA website](#).
5. Click the **Community Care Referral and Authorization (CCRA)** icon.

The screenshot shows the AccessVA website interface. At the top left is the U.S. Department of Veterans Affairs logo. The main header features the AccessVA logo and the text "Securing your Access to VA" next to the IAM (Identity & Access Management) logo. Below the header is a navigation bar with links for "AccessVA Home", "About AccessVA", and "Contact Us". The main content area welcomes users and provides a list of VA websites to sign in with:

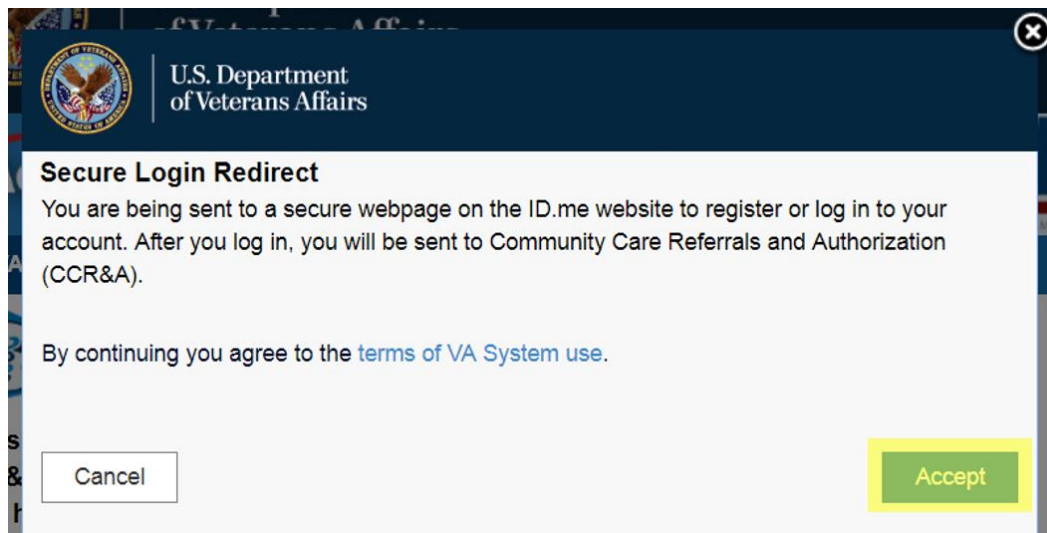
- AHOBPR: Airborne Hazards & Open Burn Pit Registry
- CCRA: Community Care Referral & Authorization
- Life Insurance Online Policy Access
- Loan Guaranty
- My healthvet
- ForSite2020 OPSS

6. Click **Sign in with ID.me**.

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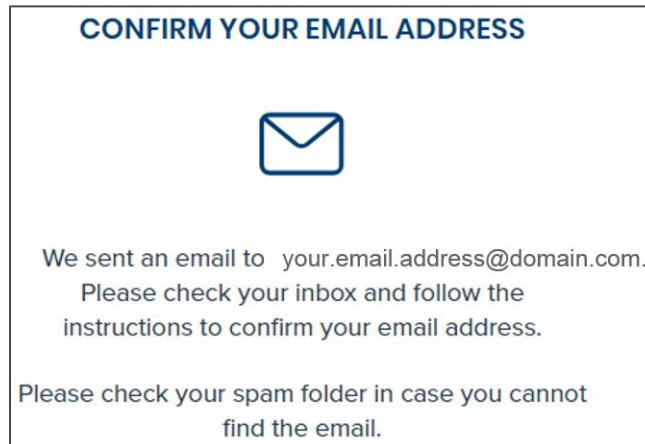


7. Accept the terms of service.

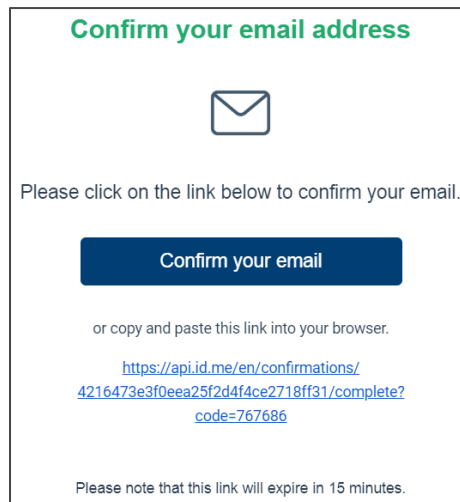


8. The next screen will direct you to check your inbox for a confirmation email.

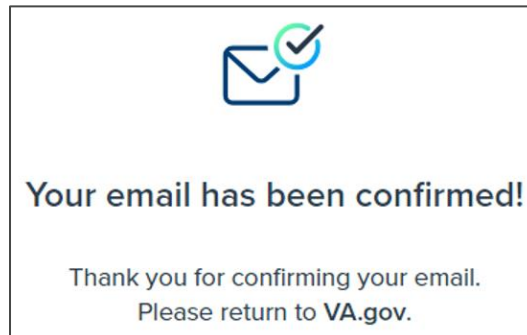
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9. Follow the instructions provided in the confirmation email.



10. A new browser window will open. Instead of going to VA.gov, as directed on the screen, return to the [Access VA website](#).



11. **Repeat steps 6 through 7.**
12. When prompted, enter your email address and password.

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Sign In [or sign up for an account](#)

Email

Password

Sign in

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13. When prompted to secure your account, follow the instructions to enable two-factor authentication (2FA).

SECURE YOUR ACCOUNT

1 — 2


Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. **You only need to set up your device for two-factor authentication once.**

Select an option below to setup two-factor authentication




Text Message or Phone Call
Get a 6-digit code sent to your phone by text message or phone call.

Select




ID.me Wallet Mobile App
Download our free mobile app and get a secure request prompt to sign in.

Select



Code Generator Application
Use a code generator app (like ID.me Authenticator or Google Authenticator) to generate a single-use code for signing in.

Select

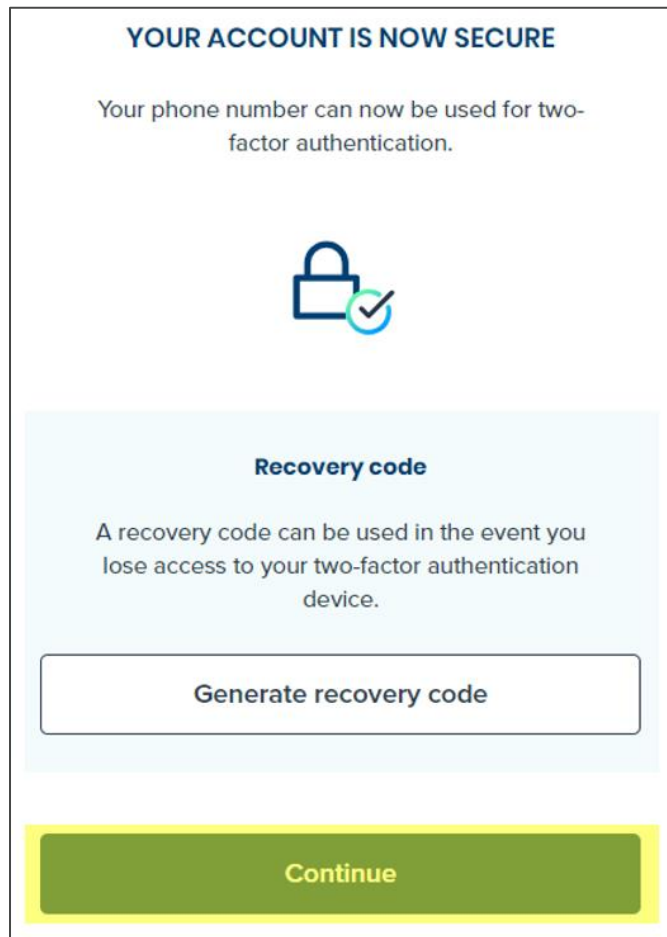


FIDO U2F Security Key
Use a security key, a small device that connects to your computer's USB port. **This option requires Google Chrome.**

Select

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14. Once you have completed the steps to enable 2FA, you will see a confirmation screen similar to the one shown here. Click **Continue**.



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15. Next, you'll be prompted to verify your identity. Select one of the options and follow the provided instructions.

VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes.
You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry, this won't affect your credit score.


Choose a verification method



Answer questions about your credit history

Tell us your name, address, phone number, birth date, and social security number so we can confirm your identity.


[Start now](#)



Upload photos of your license or state ID

Upload photos of your driver's license or state ID, and enter your social security number. Then we'll confirm your identity with public records.


[Start now](#)



Upload a photo of your passport

Upload a photo of your passport and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)



Upload photos of your passport card

Upload photos of your passport card and enter your social security number. Then we'll confirm your identity with public records.

[Start now](#)

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16. Once you have verified your information, you will be prompted to provide ID.me with permission to share your information with the VA application. Click **Allow**.

We've verified your identity!

Before we send you back to your VA application, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

your VA application will receive:

<input checked="" type="checkbox"/> Birth Date	<input checked="" type="checkbox"/> Middle Name
<input checked="" type="checkbox"/> City	<input checked="" type="checkbox"/> Phone
<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> Postal Code
<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> State
<input checked="" type="checkbox"/> Full SSN	<input checked="" type="checkbox"/> Street
<input checked="" type="checkbox"/> Last Name	

Allow

[Deny](#)

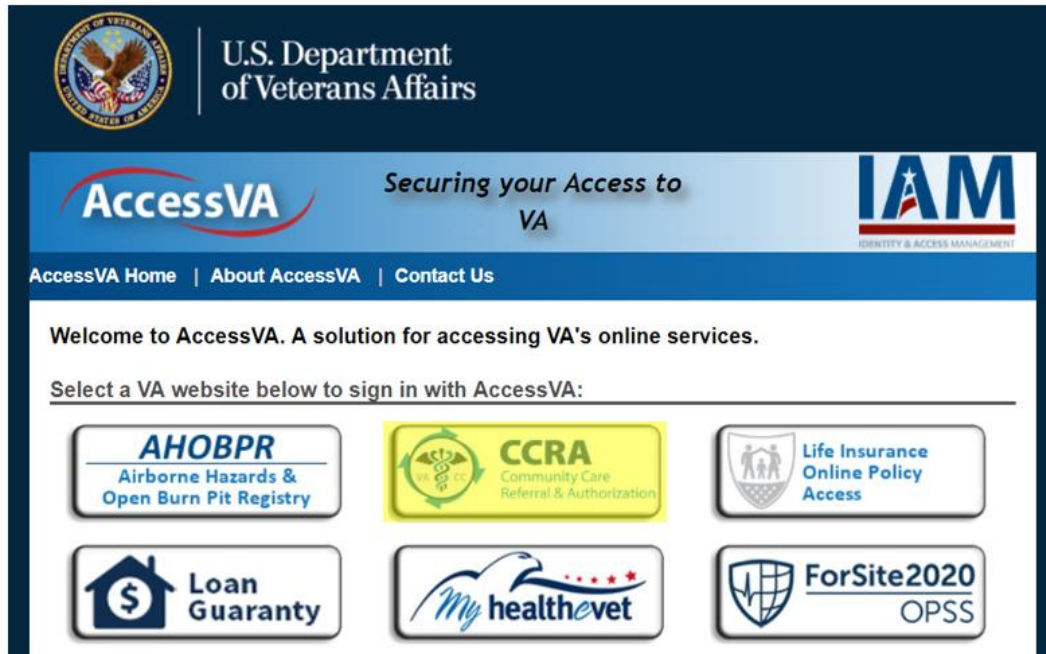
17. You will then be logged into HSRM.

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Login to HealthShare Referral Manager

For users who already have an ID.me account, the following process should be used:

1. Go to the [Access VA website](#).
2. Click the **Community Care Referral and Authorization (CCRA)** icon.

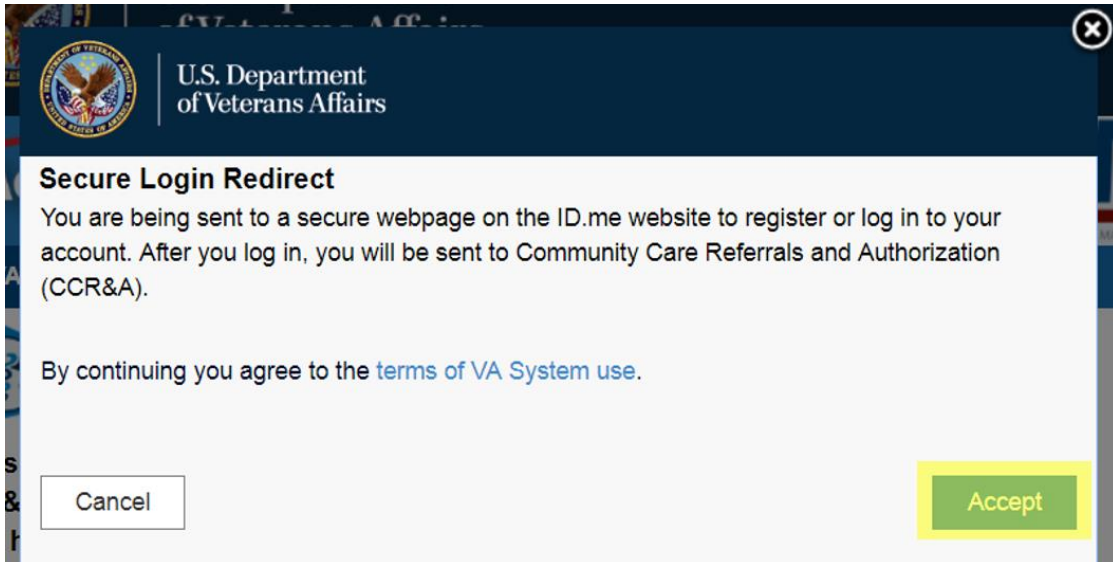


3. Click **Sign in with ID.me**.



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4. Accept the terms of service.



5. When prompted, enter your email address and password.

Sign In

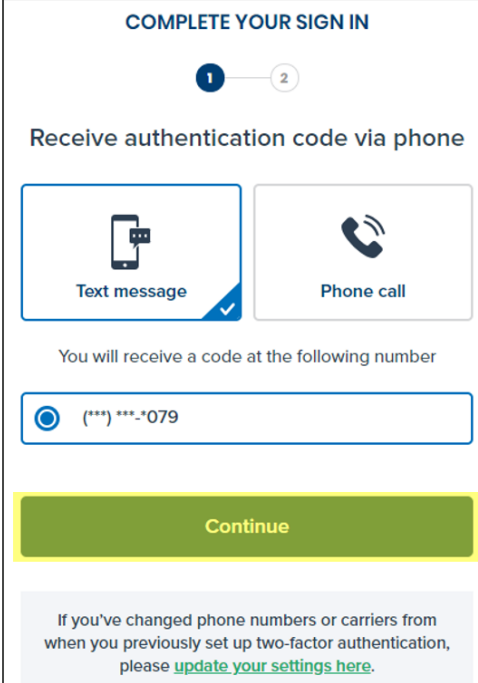
or [sign up for an account](#)

Email

Password

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6. The next screen will prompt you to complete your sign-in via the 2FA method you chose when you set up your account (this example shows the phone method of 2FA). **Note:** There are four methods of 2FA (see [Step 13](#) in the “Create an Account” section); your choice below may be different depending upon which 2FA method you have chosen.



COMPLETE YOUR SIGN IN

1 — 2

Receive authentication code via phone

Text message

Phone call

You will receive a code at the following number

(***) ***-079

Continue

If you've changed phone numbers or carriers from when you previously set up two-factor authentication, please [update your settings here](#).

7. Once you complete your chosen method of 2FA, you will be logged into HSRM.

Next Steps

After completing the ID.me account registration process, users must be provisioned to obtain access to HSRM.

Specific next steps include:

1. One facility manager or point of contact from the community provider organization will fill out the end user tracker with all the names and emails of end users requiring access at the facility. *Note: Please ensure the email addresses listed match those used for each respective user's ID.me account*
2. The facility manager or point of contact will then submit the end user tracker to the HSRM Help Desk at HSRMsupport@va.gov
3. The HSRM Help Desk will provide the facility manager or point of contact with confirmation that staff access has been granted

Resources

For direct support with HSRM, contact the HSRM Help Desk:

- Open a ticket by calling 1-844-293-2272 (TTY: 1-512-326-6638)
- Open a self-service ticket by emailing HSRMsupport@va.gov