Healthshare Referral Manager (HSRM) Single Sign-On External (SSOE) Quick-Reference Guide (QRG)

1. Purpose
The purpose of this QRG is to provide instructions on how community providers log into HSRM using the Department of Veterans Affairs' SSOe system.

2. HSRM SSOe Login Prerequisites
The graphic below illustrates the steps needed to sign up for HSRM as a community provider. Steps 1-4 must be completed before you can use SSOe to log into HSRM.

Exhibit 1: HSRM Account Creation Process for Community Providers

<table>
<thead>
<tr>
<th>Step 1</th>
<th><strong>Training:</strong> Each staff member attends virtual training or completes eLearning lessons.</th>
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<tbody>
<tr>
<td>Step 2</td>
<td><strong>ID.me:</strong> Each staff member creates an ID.me account and verifies their identity at <a href="https://www.id.me/government">https://www.id.me/government</a>.</td>
</tr>
<tr>
<td>Step 3</td>
<td><strong>Submit EUT:</strong> One staff point of contact (POC) fills out the End User Tracker (EUT), then sends it to <a href="mailto:hsrmsupport@va.gov">hsrmsupport@va.gov</a>.</td>
</tr>
<tr>
<td>Step 4</td>
<td><strong>Receive Accounts:</strong> Help Desk creates accounts in HSRM, then provides confirmation of account creation to the facility POC.</td>
</tr>
<tr>
<td>Step 5</td>
<td><strong>Log Into HSRM:</strong> Each staff member logs into HSRM at <a href="https://ccracommunity.va.gov">https://ccracommunity.va.gov</a>.</td>
</tr>
</tbody>
</table>

Once these steps are complete, contact the [VA Medical Center(s)](https://www.va.gov) you work with to let them know you have access to HSRM and to discuss your transition to using HSRM.

**HSRM Account Creation Step 1: Training**
Each staff member attends a live virtual training or completes the [eLearning lessons](https://elearning.va.gov).

**HSRM Account Creation Step 2: ID.me**
Each staff member creates an account and verifies their identity with ID.me. Instructions on performing identity verification are available [here](https://www.id.me/government).

**HSRM Account Creation Step 3: Submit EUT**
One point of contact (POC) from your organization completes the [End User Tracker (EUT)](https://www.id.me/government) with names, email addresses, and additional information for staff members requiring HSRM access. (Note: Please ensure the email addresses included on the EUT match those used for each respective user's ID.me account). The POC submits the EUT to the HSRM Help Desk at [hsrmsupport@va.gov](mailto:hsrmsupport@va.gov).
HSRM Account Creation Step 4: Receive Accounts

The HSRM Help Desk provides the POC with confirmation the requested access has been granted. At this point, staff can log into HSRM.

3. HSRM SSOe Login

1. Go to the HSRM login screen at https://ccracommunity.va.gov
2. Select the Community Care Referral and Authorization (CCRA) icon on the top left.

Exhibit 2: CCRA icon

3. Select Sign in with ID.me.

Exhibit 3: AccessVA Sign-In Options

4. Accept the Terms of VA System Use.

Exhibit 4: Secure Login Redirect
5. Enter your ID.me email address and password.

Exhibit 5: ID.me Sign-in

6. Complete the two-factor authentication method you chose when you set up your ID.me account (Note: This example shows the text message method. Your screen may appear different depending upon which two-factor authentication method you chose.)

Exhibit 6: Complete Sign-in via Two-Factor Authentication

7. Once you complete two-factor authentication, you will be logged into HSRM.

4. Resources

• For assistance with the ID.me website, please visit the ID.me Help Center.

• For assistance with HSRM, contact HSRM Support using either of the following methods:
  • Call 1-844-293-2272
  • Email hsrmsupport@va.gov