The purpose of this Fact Sheet 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 Fact Sheet 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 Fact Sheet.

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 network agreement or Veteran Care Agreement (VCA) 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](#) found on the [Care Coordination webpage](#) (under the [HSRM Resources](#) section) to learn how to use HSRM.

Once you have completed these activities, proceed with the following instructions 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 as your HSRM credentials.
4. Go to the Access VA website.

5. Click the Community Care Referral and Authorization (CCRA) icon.

6. Click Sign in with ID.me.

7. Accept the terms of service.

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

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 5 through 7.

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

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

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

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

17. Your information has been submitted to ID.me. Next, please ensure your team completes the activities listed in the Registration Next Steps section of this guide.

**HealthShare Referral Manager Account Registration Next Steps**

After completing the ID.me account registration process, HSRM accounts can be created by the HSRM Help Desk by following the steps below:

1. One point of contact from the community provider organization will fill out the end user tracker (available on the Care Coordination webpage under the HSRM Resources section) with names, email addresses, and additional information for the staff members requiring HSRM access. **Note: Please ensure the email addresses listed match those used for each respective user’s ID.me account**

2. The 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 point of contact with confirmation that staff access has been granted. At this point, staff can log into HSRM using the steps in the Log into HealthShare Referral Manager section of this guide.

**Log into HealthShare Referral Manager**

Once a user has received confirmation from the HSRM Help Desk that their HSRM account has been created, the following process should be used to log into the system:

1. Go to the [Access VA website](https://www.accessva.gov).

2. Click the **Community Care Referral and Authorization (CCRA) icon**

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

4. Accept the terms of service.
5. When prompted, enter your email address and password.

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 of this guide). Your choice below may be different depending upon which 2FA method you have chosen.

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

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