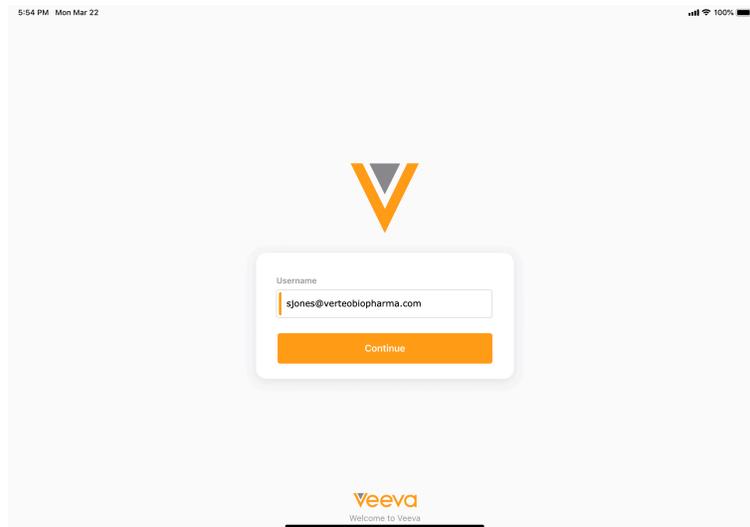


Veeva Vault Login: Guide to All Authentication Methods

By IntuitionLabs • 5/1/2025 • 20 min read

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Veeva Vault Login: Comprehensive Guide to Authentication Methods

Veeva Vault is a secure cloud-based content management platform with multiple applications (QualityDocs/QMS, eTMF, PromoMats, Submissions, etc.). Different user roles (sponsors, sites, quality, regulatory, commercial, external partners) can log in via several methods. This guide covers **all Vault login methods** and application-specific notes. We include standard username/password and Single Sign-On (SSO), Vault Mobile, and external/partner access. We also link to official portals and docs, and provide troubleshooting tips and FAQs for common issues.

Standard Username/Password Login

All Vault users can log in with a Vault user name (formatted as `user@domain`) and password. For example, [tibanez@veepharm.com](#) ([Logging into Vault-Veeva Vault Help](#)). Vault user names always include the company's domain name ([Creating & Managing Users-Veeva Vault Help](#)). To sign in:

- **Navigate to the Vault login page.** Go to the generic Vault portal at <https://login.veevavault.com> or to a customer-specific domain (e.g. <https://<yourcompany>.veevavault.com>). Opening any Vault link when logged out will redirect to this login page ([Logging into Vault-Veeva Vault Help](#)).
- **Enter your user name.** On first login, type your full Vault user name (usually your corporate email address plus Vault domain). Vault will remember the last user name you entered on that device ([Logging into Vault-Veeva Vault Help](#)). If another user needs to log in, click **Switch user** and enter their name ([Logging into Vault-Veeva Vault Help](#)).
- **Click Continue, then enter your password.** In the new screen, provide your Vault password and click **Log In** ([Veeva Vault Login at Login.Vivavault.com – Complete Guide 2024](#)). (Optionally, bookmark the login page for quick access ([Veeva Vault Login at Login.Vivavault.com – Complete Guide 2024](#)).)
- **Select a Vault (if prompted).** If your account has access to multiple Vaults, Vault may prompt you to choose which Vault to enter. Otherwise, you will be directed to the last Vault you used or the most relevant available Vault ([Logging into Vault-Veeva Vault Help](#)). (If you opened a link to a specific Vault, you'll go straight there ([Logging into Vault-Veeva Vault Help](#)).)

Vault supports session persistence: after entering the password, you stay logged in until you sign out or your session expires. Vault locks out accounts after 5 unsuccessful attempts ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)). If locked, a password reset is required.

Single Sign-On (SSO) Login

Vault can be integrated with corporate identity providers (IdPs) via **SAML or OAuth/OpenID Connect**, enabling Single Sign-On. With SSO, users log in using their corporate credentials managed outside

Vault ([Single Sign-on Basics-Veeva Vault Help](#)). Vault verifies users against the IdP instead of using a separate Vault password ([Single Sign-on Basics-Veeva Vault Help](#)). To use SSO:

- **Initiate login.** Open the Vault link or portal as usual. If SSO is configured for your account, Vault will automatically redirect you to your organization's IdP (for example, Azure AD or Okta) when you attempt to sign in ([Logging into Vault-Veeva Vault Help](#)).
- **Authenticate at the IdP.** At your corporate login page, enter your corporate credentials (username/password, or other corporate MFA). The IdP authenticates you.
- **Return to Vault.** After successful IdP login, you are returned to Vault with an active session. You will be logged in without ever entering a Vault password.

SSO can be **IdP-initiated** or **SP-initiated**. In IdP-initiated SSO, a user first logs into the identity portal, then opens Vault and is already authenticated. In SP-initiated SSO, opening Vault triggers a redirect to the IdP login page ([Single Sign-on Basics-Veeva Vault Help](#)). Vault SSO is set up by admins (via SAML or OAuth profiles) ([Configuring Single Sign-on-Veeva Vault Help](#)) ([Single Sign-on Basics-Veeva Vault Help](#)). Note: If your account uses SSO, you cannot change the Vault password in Vault – password changes must be done via the corporate IdP ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)). (Vault still locks the local account after failed attempts, but only after redirect failures on the Vault side ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)).

Supported IdPs: Vault is SAML 2.0 compliant and supports major providers (Okta, ADFS, PingFederate, etc.) ([Supported IdPs/AS for Vault Products-Veeva Vault Help](#)). The Vault Mobile app and File Manager support OAuth/OIDC (e.g. PingFederate, ADFS 4.0+, Okta) ([Supported IdPs/AS for Vault Products-Veeva Vault Help](#)). See Veeva's SSO documentation for detailed setup steps.

Vault Mobile App Login

Users can also log in via the **Veeva Vault Mobile** app (iOS and Android) ([Vault Mobile-Veeva Vault Help](#)). The app is free in the Apple App Store and Google Play Store ([Vault Mobile-Veeva Vault Help](#)). Mobile login works as follows:

- **Download and launch the app.** Install "Veeva Vault" from your device's app store.
- **Enter your credentials.** On the login screen, tap **Sign In** and enter your Vault user name (username@domain) ([How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal](#)). Tap **Next** to proceed.
- **Enter your password.** Provide your Vault password on the next screen and tap **Log In** ([How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal](#)).
- **(Optional) Enable biometrics.** On supported iOS/Android devices, you can enable Touch ID or Face ID on the login screen for quick unlock (this is available to users on basic (non-SSO) security profiles) ([How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal](#)).
- **SSO in mobile.** If your Vault account uses SSO, the mobile app will trigger an OAuth/OIDC flow. The app will redirect you to your organization's IdP login page ([How to Login to the Vault Mobile](#)

[App on iOS? – Veeva Product Support Portal](#)). After authenticating at the IdP, you are returned to Vault Mobile.

Once signed in, the mobile app has a persistent session (you stay logged in until you manually sign out). Vault Mobile versions are updated frequently to match Vault releases ([Vault Mobile-Veeva Vault Help](#)); if your app is out of date, it will prompt for update on launch.

Partner/External User Login

Vault distinguishes **external users** (partners, vendors, investigators, sites, etc.) with special license types and login flows. Key points: external users **must** have an email outside your company's Vault domain and are given "External User" or portal licenses ([About License Types & Security Profiles-Veeva Vault Help](#)). External accounts have limited permissions (no dashboards, reports, bulk actions, etc.) ([About License Types & Security Profiles-Veeva Vault Help](#)). The login method depends on the Vault application:

- **External (Vendor/Supplier) Users:** Typically use the standard Vault login (username/password). They log in at the same Vault URL, but with their external Vault account. They can also use SSO if your IdP allows it, but usually Vault-managed credentials are used. (If an external user's organization also uses the same IdP, SSO may be an option.)
- **SiteVault (Clinical Sites, Monitors, CRAs):** External monitors or site users use **VeevaID** for single sign-on across Veeva products ([Log in to SiteVault-SiteVault Help](#)). A monitor should register for a VeevaID account (at id.veeva.com) if they don't have one ([Create a Monitor or External User-SiteVault Help](#)). To log in, navigate to login.veevavault.com and select **Log In**. On first login, enter the VeevaID email (username); on subsequent logins, enter the password ([Log in to SiteVault-SiteVault Help](#)). (Click **Switch user** if multiple VeevaIDs are used on the device.)
- **Vault eTMF Investigator Portal:** In clinical trials, site investigators often use an **eTMF Portal (Portal Users)** account. Investigators are assigned the "Portal User" license (eTMF only) which grants very limited access ([About License Types & Security Profiles-Veeva Vault Help](#)). They log in at the Vault domain specified by the sponsor (often a custom URL) or via login.veevavault.com. Portal users can only see documents for their assigned site/study. Their login process (username/password) is the same as standard Vault users, just with a portal license.
- **Vault PromoMats Collaborators:** External agencies (creative vendors, etc.) are given "External User" or Collaborator licenses for Vault PromoMats ([About License Types & Security Profiles-Veeva Vault Help](#)). They log in at the PromoMats Vault URL with standard credentials. (Some organizations may allow SSO for agencies, but typically they use Vault credentials.)

In each case, the login **URL** is the same Vault portal (generic or customer domain), and users simply enter their assigned credentials. External user limitations are governed by license and security profile (see *About License Types & Security Profiles* ([About License Types & Security Profiles-Veeva Vault Help](#))). Portal and SiteVault users should use VeevaID when applicable.

Application-Specific Login Notes

Each Vault application may have additional considerations for its user base. The table below summarizes login methods by Vault application and user type:

Vault Application	Standard Login (Username/Password)	SSO (IdP)	Vault Mobile App	External/Portal Access
Vault QMS (QualityDocs)	Yes (user@domain, via standard Vault UI) (Logging into Vault-Veeva Vault Help)	Yes (SAML/OIDC) (Single Sign-on Basics-Veeva Vault Help)	Yes (Vault Mobile) (How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal)	Supplier/contractor accounts use External User license (About License Types & Security Profiles-Veeva Vault Help). (Quality external collab often via email invite (External Collaboration Overview-Veeva Vault Help).)
Vault eTMF (Clinical)	Yes (sponsor/CRO users)	Yes	Yes	Site investigators use Portal User license (limited-view) (About License Types & Security Profiles-Veeva Vault Help). Site monitors/CRAs use SiteVault (VeevaID) logins (Log in to SiteVault-SiteVault Help).
Vault PromoMats	Yes (marketing/commercial users)	Yes	Yes	Agency collaborators use External User license (About License Types & Security Profiles-Veeva Vault Help). (No separate

Vault Application	Standard Login (Username/Password)	SSO (IdP)	Vault Mobile App	External/Portal Access
				portal; same Vault URL.)
Vault Submissions (RIM)	Yes (regulatory users)	Yes	Yes	External aggregator/collaborator accounts (if any) use External license (similar to QMS).

Each application's login portal is typically the same format: either the global login at `login.veevavault.com` or a customer-specific domain (`https://<company>.veevavault.com`). There is *no* different URL per app, but each app's domain (e.g. `regulatory.veevavault.help` in docs) is for help content, not login. In practice, users often bookmark the login for their company's main Vault instance.

Troubleshooting Login Issues

- **Forgot password / User name:** On the login page, click **Having trouble logging in?** or **Forgot password?**. Enter your email address or user name as prompted. Vault will email password reset instructions (valid 24 hours) ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)). If you forget your user name, click the retrieval link to have Vault email it to you ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)).
- **Locked account:** After 5 failed login attempts, Vault locks the account until a reset ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)). To unlock, use the reset procedure above or contact your Vault admin.
- **SSO password change:** If you log in via SSO, you cannot reset your password in Vault. Change it in your corporate IdP (Azure AD/Okta/etc.) ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)).
- **Access denied / insufficient license:** If you successfully log in but see "Access Denied" on trying to open a Vault, check that you have the appropriate Vault license and security profile for that application. An External or Read-Only user will be blocked from parts of the system (e.g. reports, admin tabs) ([About License Types & Security Profiles-Veeva Vault Help](#)). Contact your Vault admin to confirm your profile and license.
- **Multi-vault domains:** If you have access to multiple Vaults, ensure you're selecting the correct vault after login. If you open a specific Vault link, Vault should take you directly there; otherwise you may land on your last-used vault or a Vault selector page ([Logging into Vault-Veeva Vault Help](#)). Use "My Vaults" (if available) to switch domains.

- **Browser issues:** Use a supported browser and enable cookies/TLSv1.2. Vault supports recent versions of Chrome, Edge, Firefox (Windows), Safari (Mac/iOS), and Chrome (Android) ([Supported Browsers-Veeva Vault Help](#)) ([Supported Browsers-Veeva Vault Help](#)). In Edge, disable IE mode and add `*.veevavault.com` to **Trusted Sites** to avoid sporadic login/password-reset problems ([Supported Browsers-Veeva Vault Help](#)). Pop-up blockers or proxies may interfere; try an incognito/private window if issues persist.
- **Mobile login problems:** Ensure your Vault Mobile app is up to date. If SSO isn't working on mobile, confirm your OAuth/OIDC mobile profile is configured correctly (Vault admins set this up) ([How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal](#)).
- **Certificate/Network restrictions:** Vault requires TLS 1.2+ and valid SSL certificates on the login page. Corporate firewalls should allow connections to `login.veevavault.com` and your vault domain.

For most login troubles, start by resetting your password and retrying. If problems persist, contact Veeva Support or your Vault domain administrator with details (error messages, steps attempted).

Frequently Asked Questions (FAQs)

- **Q: How do I access Vault if I have multiple Vault accounts?**
A: Use the specific Vault URL for the account you want (e.g. the link from an email notification), or log in at login.veevavault.com and choose the Vault from the selector or last-used vault ([Logging into Vault-Veeva Vault Help](#)).
- **Q: I entered my credentials but nothing happens. Why?**
A: Make sure you're using the correct Vault domain and that cookies/TLS are enabled. Try a different browser. If using SSO, you should be redirected to the IdP login page—ensure popup/redirect is allowed.
- **Q: Can I use the same Vault credentials on multiple devices?**
A: Yes. Vault allows simultaneous sessions on different devices and browsers. Each device will remember the last user, but you may need to re-enter your password if sessions time out.
- **Q: What is VeevaID and do I need one?**
A: VeevaID is a single sign-on identity for research sites (SiteVault). Site monitors and investigators use VeevaID to access SiteVault (and Site-connected Vaults). If your sponsor tells you to use SiteVault, register at id.veeva.com and then log in with VeevaID ([Log in to SiteVault-SiteVault Help](#)). Otherwise, regular Vault users do not need VeevaID.
- **Q: Why didn't I receive the reset email?**
A: Check your spam/junk folder and that your Vault user profile has the correct email. The reset link expires in 24 hours ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)). If necessary, try again or ask your admin to manually reset your password.
- **Q: How does Vault log me into multiple Veeva applications (Vault, CRM, etc.)?**
A: Vault itself only logs you into Vault. However, if you use VeevaID or your IdP SSO, those can give you single sign-on across multiple Veeva platforms. Vault's SSO only affects Vault logins ([Single Sign-on Basics-Veeva Vault Help](#)).

- **Q: My browser zoom is set high and the page looks odd.**

A: Vault is optimized for at least 1280×768 resolution ([Supported Browsers-Veeva Vault Help](#)). High zoom levels can distort page layouts. Try resetting zoom to 100%.

- **Q: What if I'm using VPN or corporate proxy?**

A: Vault should work over VPN/proxy as long as the connection allows TLS to the Vault servers. If you see certificate errors, ensure your proxy/SSL inspection is not blocking Vault's domains.

- **Q: How do I log in as another user (delegate access)?**

A: A user with delegate access can switch into another user's account *after logging in*. From the Home tab or Tasks tab, select **Log in as** and choose the delegated user ([How to Log in with Delegate Access in Vault? – Veeva Product Support Portal](#)). This is not a separate login method but a feature within Vault once authenticated.

References & Documentation

- **Login Portal:** login.veevavault.com (main entry point) ([Logging into Vault-Veeva Vault Help](#)).
- **Vault Help Center:** Official documentation covers login and security. See *Logging into Vault* ([Logging into Vault-Veeva Vault Help](#)) ([Logging into Vault-Veeva Vault Help](#)), *Single Sign-on Basics* ([Single Sign-on Basics-Veeva Vault Help](#)), and *Changing Your Profile, Password & Notifications* ([Changing Your Profile, Password & Notifications-Veeva Vault Help](#)).
- **Support Articles:** The Veeva Support Portal has useful articles (e.g. *How to Login to Vault Mobile* ([How to Login to the Vault Mobile App on iOS? – Veeva Product Support Portal](#)), *SiteVault Login* ([Log in to SiteVault-SiteVault Help](#))).
- **License Details:** For external/portal user differences, see *About License Types & Security Profiles* ([About License Types & Security Profiles-Veeva Vault Help](#)).
- **Browser Support:** Vault's supported browsers and known issues are listed in *Supported Browsers* ([Supported Browsers-Veeva Vault Help](#)) ([Supported Browsers-Veeva Vault Help](#)).

All information above is based on Veeva documentation and support materials (links cited) as of 2025. For issues beyond login (MFA, advanced security, etc.), consult your Veeva system administrator or Veeva Support.

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