

North Carolina COVID-19 Vaccine Management System (CVMS)

CVMS Recipient Portal User Guide

Version 8

February 23, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, please call the COVID-19 Vaccine Help Center at **(888) 675-4567**

Monday - 7 a.m. to 7 p.m.

Tuesday - 7 a.m. to 7 p.m.

Wednesday - 7 a.m. to 7 p.m.

Thursday - 7 a.m. to 7 p.m.

Friday - 7 a.m. to 7 p.m.

Saturday - 8 a.m. to 4 p.m.

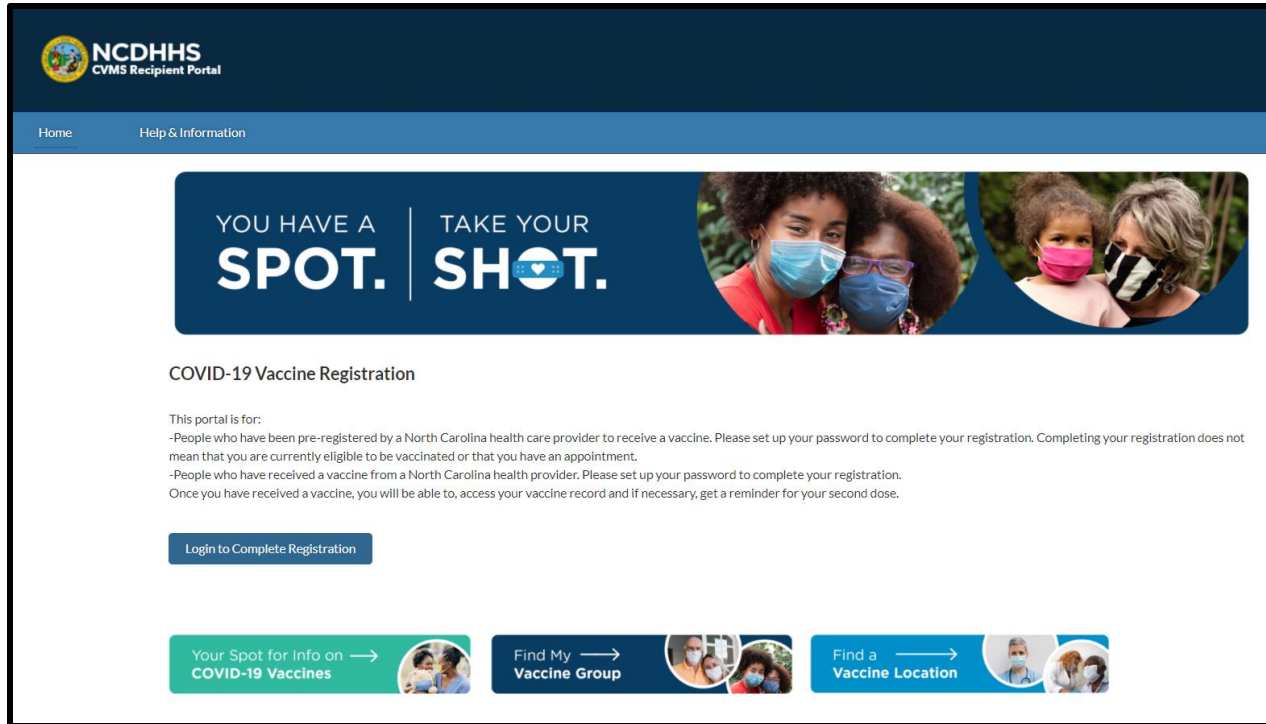
Sunday - 8 a.m. to 4 p.m.

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CVMS Recipient Portal Overview

Overview



Please use the latest version of Chrome, Edge (Chromium) Firefox, or Safari browsers (Internet Explorer or Edge non-chromium will not be supported).

The primary intent of the CVMS Recipient Portal is to enable you to register for the COVID-19 vaccine.

At this time, you will need to be invited by an authorized organization such as your employer or your Healthcare provider to complete the registration process through the CVMS Recipient Portal. This is because with the limited COVID-19 vaccine supply, North Carolina has implemented an approach that focuses on our most at risk populations first. At a later stage, **we expect this to change allowing any North Carolinian to register via the CVMS Recipient Portal prior to receiving the COVID-19 vaccine.**

In this guide, you will learn how to:

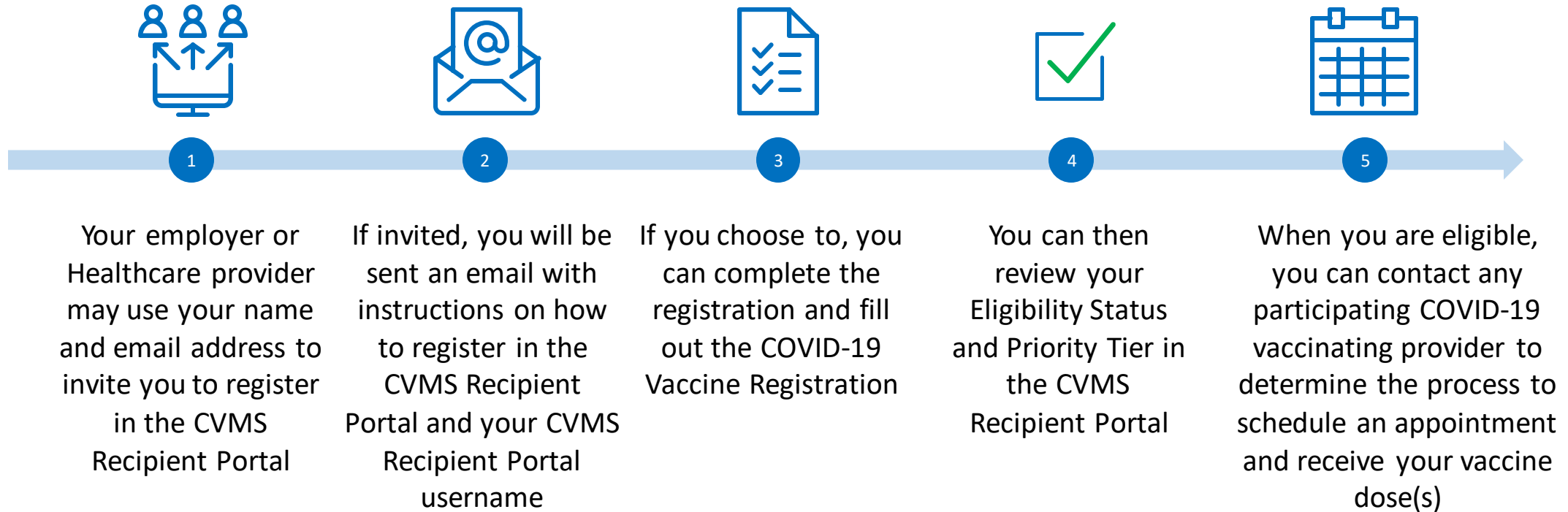
1. Complete the COVID-19 Vaccine Registration
2. Update your registration details, if needed
3. View your Proof of Vaccination after receiving each of your vaccine doses

The link to the CVMS Recipient Portal is <https://covid-vaccine-portal.ncdhhs.gov>

Now, let's get started!

CVMS Recipient Portal Overview

During the first phases of the North Carolina COVID-19 Vaccination Program, your participating employer or Healthcare provider may invite you to register in the CVMS Recipient Portal.



Note: If you are unable to register by yourself, you can contact a participating COVID-19 vaccinating provider to verify your eligibility and schedule an appointment to receive the COVID-19 vaccine. They can help you register in CVMS prior to receiving the COVID-19 vaccine. You can go to <https://covid19.ncdhhs.gov/findyourspot> to find participating COVID-19 vaccinating providers.

Terminology



Priority Tier



Eligibility
Status

Since there is initially a very limited supply of COVID-19 vaccines, **North Carolina has implemented a risk-based prioritization approach** based on guidance from the National Academy of Medicine, the CDC's Advisory Committee Immunization Practice, and the NC Institute of Medicine.

The **NC population is divided into five Priority Tiers based on an individual's occupation, medical history, and age.**

- **Group 1:** Healthcare Workers & Long-Term Care Staff and Residents
- **Group 2:** Anyone 65 years or older
- **Group 3:** Frontline essential workers (the CDC defines frontline essential workers as workers who are in sectors essential to the functioning of society and who are at substantially higher risk for exposure to COVID-19, regardless of health status or living situation)
- **Group 4:** Adults at High Risk for Exposure and Increased Risk of Severe Illness
- **Group 5:** Everyone else will be assigned to **Group 5.**

Note that anyone younger than 16 years old is currently not eligible as no COVID-19 vaccines are currently approved for that part of the population.


A Recipient's **Eligibility Status is determined by the Priority Tier they fall under** as determined by the NC Immunization Branch. Eligibility requirements may be adjusted in the future by the NC Immunization Branch.

Register for the CVMS Recipient Portal

Step 1 of 8: Register for the CVMS Recipient Portal

From: Vaccine Management System <nccvms@dhhs.nc.gov>
Date: Thu, Feb 4, 2021 at 6:58 PM
Subject: Welcome to the North Carolina COVID-19 Vaccine Portal
To: nichelle.testing@gmail.com <nichelle.testing@gmail.com>

YOU HAVE A SPOT. TAKE YOUR SHOT.



Welcome to the COVID-19 Vaccine Portal

Dear Recipient TestLast2100,

You are receiving this email because your health care provider or employer pre-registered you to receive a COVID-19 vaccine or you provided your email when you received a COVID-19 vaccine from a North Carolina provider.

To access the COVID-19 Vaccine Portal, please [click here](#) to create your password. Once you have set-up your password, you will be able to complete the vaccine registration. After you register, you will see which vaccine group you are in and which groups are currently being vaccinated. You will also be able to receive a reminder to get your second dose and access your vaccine record.

You can access the COVID-19 Vaccine Portal anytime at: <https://covid-vaccine-portal.ncdhhs.gov>


You will need your username each time you log in.
Username: nichelle.testing@gmail.com.covid19vaccine

Need support? Submit your question to the help desk here: [Submit Ticket](#)
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

NC Department of Health and Human Services
Division of Public Health



After your employer or Healthcare provider shares your name and email address, **you will receive an email inviting you to register on the CVMS Recipient Portal.**

The email will come from:

Vaccine Management System nccvms@dhhs.nc.gov

Email Subject: Welcome to the North Carolina Vaccine Management Recipient Portal

This **EMAIL CONTAINS A LINK TO SETUP YOUR PASSWORD.** Your **CVMS RECIPIENT PORTAL USERNAME** is listed in the email.

1. Click the **LINK** in the email
2. The password setup page appears, follow the instructions to create your password

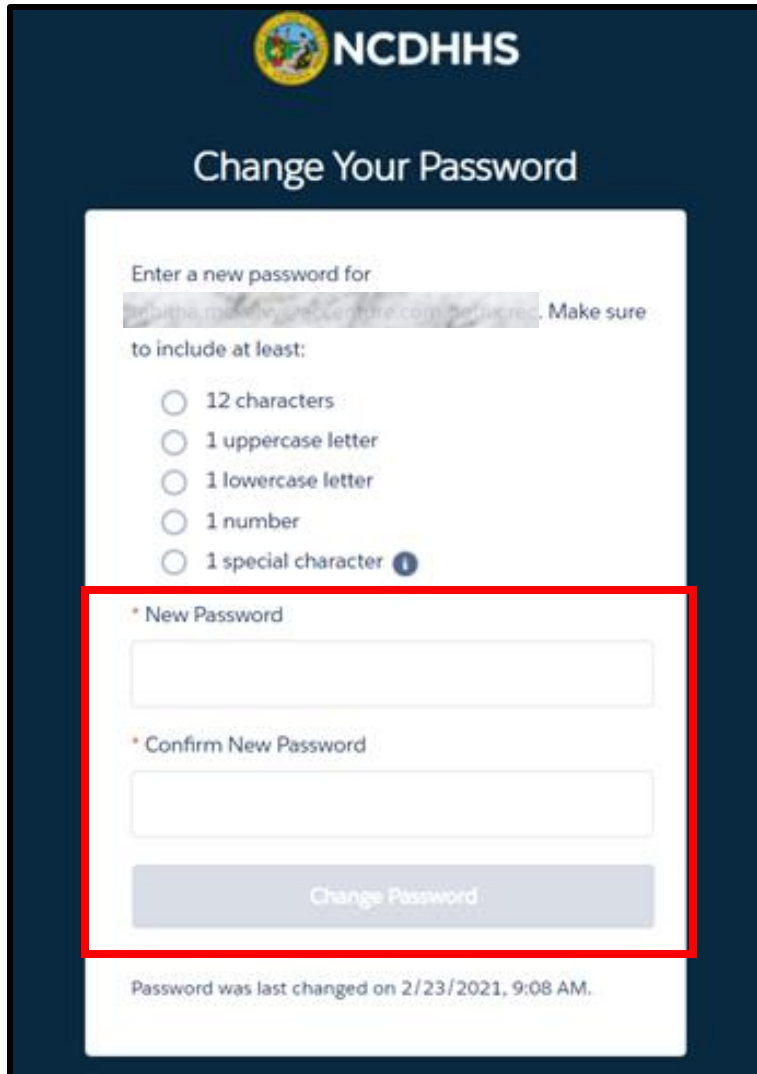
Audience

Recipient

Tips

Your CVMS Recipient Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.

Step 2 of 8: Change your CVMS Recipient Portal Password



NCDHHS

Change Your Password

Enter a new password for [email address]. Make sure to include at least:

- ☐ 12 characters
- ☐ 1 uppercase letter
- ☐ 1 lowercase letter
- ☐ 1 number
- ☐ 1 special character ⓘ

* New Password

* Confirm New Password

Change Password

Password was last changed on 2/23/2021, 9:08 AM.

1. Follow the prompts to create a password for the Recipient Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the CVMS Recipient Portal Homepage

Audience

Recipient

Tips

Choose a password that meets the criteria specified on the page.

Step 3 of 8: Complete the COVID-19 Vaccine Registration



- 1. From the Home Page, you will be prompted to complete the **COVID-19 Vaccine Registration**
- 2. Click **COVID-19 VACCINE REGISTRATION**
- 3. After completing the COVID-19 Vaccine Registration, you will receive your **ELIGIBILITY** and **Priority Tier**

Audience

Recipient

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.



This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration. Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

COVID-19 Vaccine Registration

Vaccine Program Status

×

Not Enrolled

Complete the [COVID-19 Vaccine Registration](#) to enroll in the COVID-19 vaccine program. This step is required to receive a vaccine.

Your Spot for Info on
COVID-19 Vaccines

Find My
Vaccine Group

Find a
Vaccine Location

Step 4 of 8: Begin COVID-19 Vaccine Registration

After clicking COVID-19 Vaccine Registration, the COVID-19 Vaccine Registration appears. You must complete the registration to receive your Priority Tier and Eligibility Status. **The COVID-19 Vaccine Registration must be completed either by you in CVMS prior to your first dose appointment or by the participating COVID-19 vaccinating provider on your behalf at the time of your first dose appointment for you to receive the COVID-19 vaccine.**

1. **READ** the statement before starting the questionnaire
2. You must **CHECK THE BOX** to confirm your consent
3. Click **NEXT** to continue the Vaccine Registration process

Home Vaccine Registration My Dashboard Profile Help & Information

Introduction Contact and Demographic Detail Medical Details Confirmation

COVID-19 Vaccination Registration

Thank you for your interest in the COVID-19 vaccine. We must gather personal information to determine what priority tier you align to when the COVID-19 vaccine is available. The questionnaire takes about 5-10 minutes to complete.

☒ I certify that I am: (a) at least 18 years of age (b) the parent or legal guardian of the minor patient; or (c) the legal guardian of the patient. Further, I hereby give my consent to the licensed healthcare provider administering the vaccine, as applicable (each an 'applicable Provider'), to share my personal, demographic and health condition information in order to provide me with vaccination services for the COVID-19 vaccine. I understand that the health information shared within this questionnaire will be used to determine my eligibility for receiving the COVID-19 vaccination and further determine timing of when the vaccine will be made available to me.

Next

Audience

Recipient

Step 5 of 8: Enter Your Contact and Demographic Details

You will first enter your **CONTACT AND DEMOGRAPHIC DETAILS**.

- 1. Enter **ALL REQUIRED FIELDS**
- 2. Answer the **REQUIRED QUESTION** at the bottom of the page
- 3. Click **NEXT** at the bottom of the page

HomeVaccine RegistrationMy DashboardProfileHelp & Information

Introduction

Contact and Demographic Detail

Medical Details

Confirmation

Tell us a bit about yourself

* First Name

Test

* Last Name

Test

* Street

test

* City

test

* State

North Carolina

* Country

Home Phone

* Best way to contact you

--None--

* Race

--None--

* Gender

--None--

* County

Alamance

* Zip Code

Email

Mobile Phone

* Date of Birth (MM/DD/YYYY)

* Ethnicity

--None--

Do you identify as any of the following?

--None--

Next

Audience

Recipient

Tips

You will be able to update this information after you submit the form.

Step 6 of 8: Enter Your Medical Details

You will then be directed to **MEDICAL DETAILS**.

1. Answer the **REQUIRED QUESTION**
2. Click the **LINK** to see the list of conditions known to increase risk of severe illness to COVID-19
3. Click **NEXT**

Audience

Recipient

The screenshot shows a web application interface for vaccine registration. At the top is a navigation bar with links: Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. Below the navigation bar is a progress bar with four steps: Introduction (green), Contact and Demographic Detail (green), Medical Details (blue and highlighted with a red box), and Confirmation (grey). The main content area is titled 'Please provide your medical background' in blue. It contains a required question: '* How many conditions known to increase risk of severe illness from COVID-19 do you have?'. Below the question are three radio button options: 'None', '1', and '2 or more'. A link is provided: '*Review the CDC website to see list of conditions known to increase risk of severe illness to COVID-19 at: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>'. At the bottom left is a 'Previous' button, and at the bottom right is a 'Next' button, which is highlighted with a red box.

Home Vaccine Registration My Dashboard Profile Help & Information

Introduction Contact and Demographic Detail **Medical Details** Confirmation

Please provide your medical background

* How many conditions known to increase risk of severe illness from COVID-19 do you have?

☐ None

☐ 1

☐ 2 or more

*Review the CDC website to see list of conditions known to increase risk of severe illness to COVID-19 at:
<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

Previous **Next**

Step 7 of 8: Confirm and Submit Your COVID-19 Vaccine Registration

REVIEW the information you entered before submitting the COVID-19 Vaccine Registration.

- 1. If the information is correct, click **SUBMIT**
- 2. To make a change, click **PREVIOUS**

Audience

Recipient

Introduction

Contact and Demographic Detail

Medical Details

Confirmation

Confirm and submit to enroll

Please confirm your details below, and click submit at the bottom of the page to complete your enrollment

Background Information

First Name

Test

Last Name

Test

Street

test

City

test

County

Alamance

State

North Carolina

Zip Code

20002

Country

test

Email

Home Phone

Mobile Phone

Best way to contact you

Email

Date of Birth

9/2/1905

Race

American Indian or Alaska Native

Ethnicity

Not Hispanic or Latino

Gender

Female

Do you identify as any of the following?

Other Essential Worker (non-frontline)

How many conditions known to increase risk of severe illness from COVID-19 do you have?

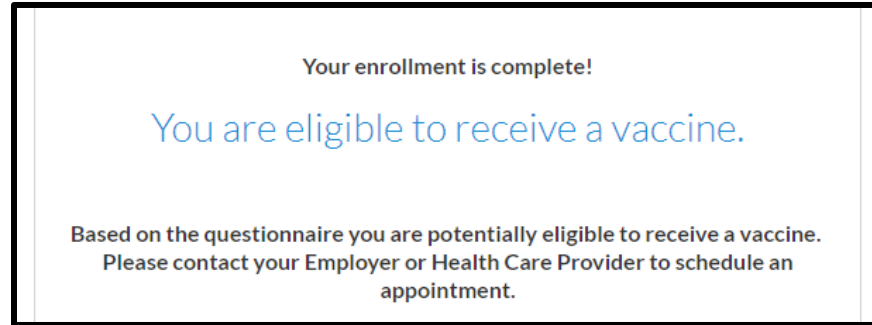
2 or more

Previous

Submit

Step 8 of 8: View your Eligibility Status

After clicking Submit, your **REGISTRATION IS COMPLETE**. On this page, you will be told if you are potentially **ELIGIBLE** or **NOT ELIGIBLE YET**.



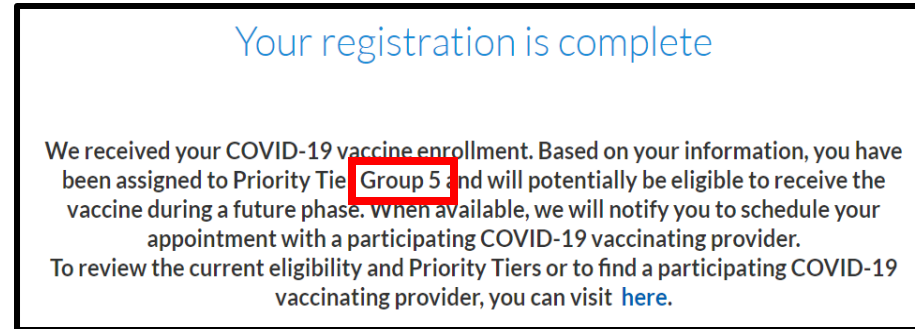
If you are Eligible, you will read a message displaying **YOU ARE ELIGIBLE TO RECEIVE A VACCINE**.

It is recommended you contact a participating COVID-19 vaccinating provider to schedule an appointment.

To find a participating COVID-19 vaccinating provider, please go to: <https://covid19.ncdhhs.gov/findyourspot>

If you are not yet eligible, your **PRIORITY TIER** group will be visible on the confirmation screen
You will be notified once your group becomes eligible

If you believe the system did not assign the correct Priority Tier group, you can review your answers to the COVID-19 Vaccine Registration and update them if wrongly answered (reference section **UPDATE COVID-19 VACCINE REGISTRATION** on this user guide).



Audience

Recipient

Tips

Check the CVMS Recipient Portal for changes to your Eligibility Status.

Log In to the CVMS Recipient Portal


Step 1 of 4: Login to the CVMS Recipient Portal

After registering for a CVMS Recipient Portal account, you may Log In to the CVMS Recipient Portal.

- 1. From the Log In screen, click **LOGIN TO COMPLETE REGISTRATION**
- 2. The Log In page appears

Audience

Recipient



NCDHHS
CVMS Recipient Portal



Login

Home

Help & Information

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.



COVID-19 Vaccine Registration


This portal is for:

-People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.


-People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration. Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

Login to Complete Registration


Your Spot for Info on
COVID-19 Vaccines



Find My
Vaccine Group

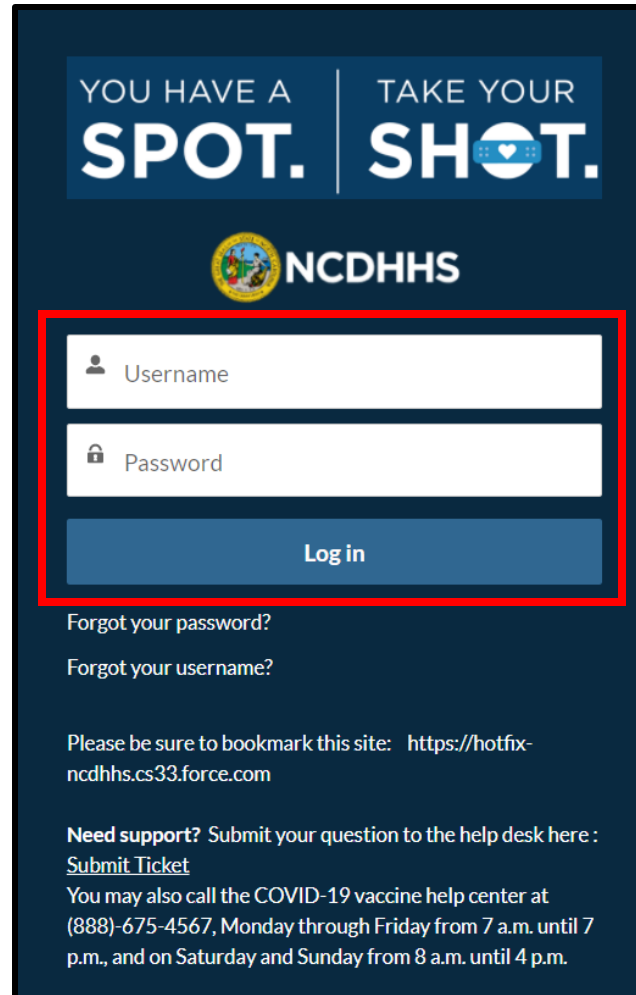


Find a
Vaccine Location





Step 2 of 4: Enter Username and Password


1. On the Log In page, enter your **USERNAME** and **PASSWORD**
2. Click **LOG IN**



YOU HAVE A **SPOT.** | TAKE YOUR **SHOT.**

 **NCDHHS**

 Username

 Password

Log in

[Forgot your password?](#)

[Forgot your username?](#)

Please be sure to bookmark this site: <https://hotfix-ncdhhs.cs33.force.com>

Need support? Submit your question to the help desk here :
[Submit Ticket](#)

You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Audience

Recipient

Tips

Refer to your email from *Vaccine Management System* for your username.

Your CVMS Recipient Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.

Step 3 of 4: View the Homepage

- 1. After logging in, the **CVMS RECIPIENT PORTAL HOMEPAGE** appears
- 2. The Homepage displays your **VACCINE PROGRAM STATUS** and indicates if you are **ENROLLED** or **NOT ENROLLED**

Audience

Recipient



This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.

Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

COVID-19 Vaccine Registration

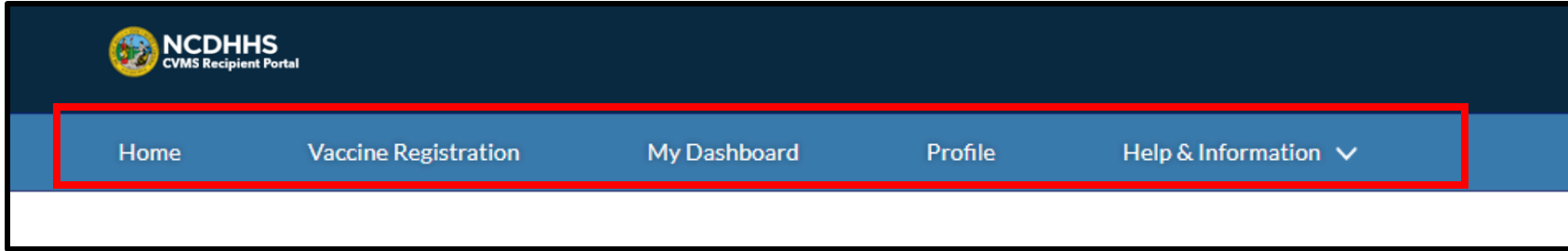
Vaccine Program Status

✓

Vaccine Scheduled

You are currently enrolled in the COVID-19 vaccine program and are eligible to receive a vaccine.

Step 4 of 4: View the CVMS Recipient Portal Tabs



Audience

Recipient

In the CVMS Recipient Portal, **TABS** help you navigate between pages.

1. Use the **HOME** tab to return to the Homepage
2. Use the **VACCINE REGISTRATION** tab to register for the COVID-19 vaccine.
 - You can only register once, after registration is complete, refer to the **Update COVID-19 Vaccine Registration** section in this training guide.
 - For initial registration, refer to the **Register for the CVMS Recipient Portal** section.
3. Use the **MY DASHBOARD** tab to view your Appointments and your Vaccine Record
4. Use the **PROFILE** tab to update your COVID-19 Vaccine Registration and personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions


Manage Forgotten Username or Password

Step 1 of 6: Log Into the CVMS Recipient Portal

- 1. From the Log In screen, click **LOGIN TO COMPLETE REGISTRATION**
- 2. The Log In page appears

Audience

Recipient





Login

Home

Help & Information

YOU HAVE A
SPOT.

TAKE YOUR
SHOT.



COVID-19 Vaccine Registration


This portal is for:

- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have received a vaccine from a North Carolina health provider. Please set up your password to complete your registration.


Once you have received a vaccine, you will be able to, access your vaccine record and if necessary, get a reminder for your second dose.

Login to Complete Registration


Your Spot for Info on
COVID-19 Vaccines



Find My
Vaccine Group

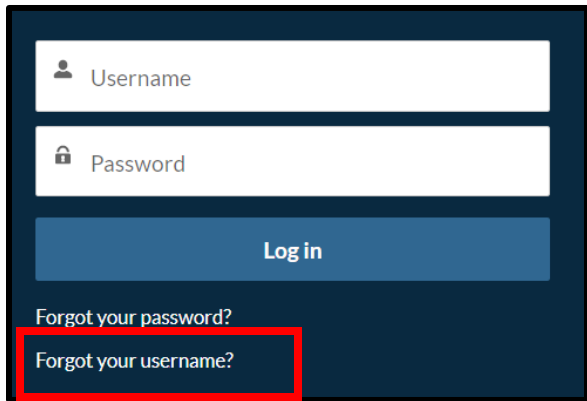


Find a
Vaccine Location



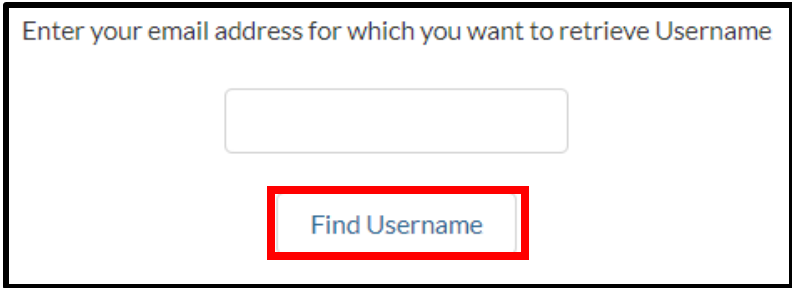
Step 2 of 6: Retrieve a Forgotten Username (if necessary)

- 1. Click **FORGOT YOUR USERNAME?**

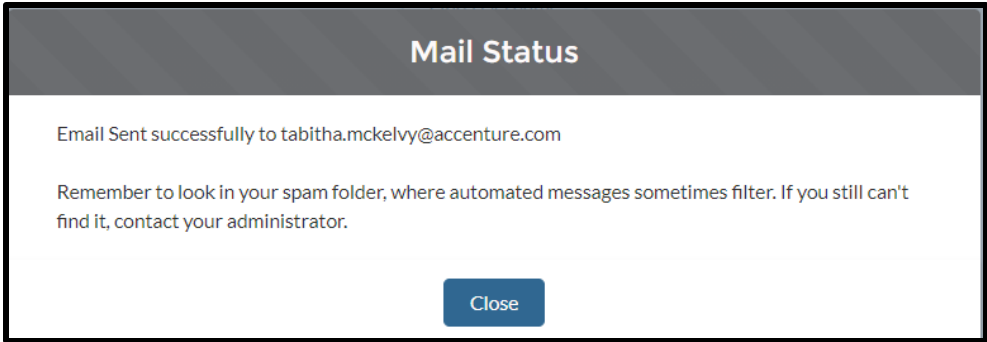


A screenshot of a login interface. It features a dark blue background with white input fields for 'Username' and 'Password'. Below the fields is a blue 'Log in' button. At the bottom, there are two links: 'Forgot your password?' and 'Forgot your username?'. The 'Forgot your username?' link is highlighted with a red rectangular border.

- 2. You will see the Find Username page. Enter the email address used to register for the CVMS Recipient Portal.
- 3. Click **FIND USERNAME** and an email will be sent including your username for the CVMS Recipient Portal.



A screenshot of the 'Find Username' page. It has a light gray header with the text 'Enter your email address for which you want to retrieve Username'. Below this is a white input field. At the bottom, there is a blue button labeled 'Find Username' which is highlighted with a red rectangular border.



A screenshot of a 'Mail Status' confirmation message. It has a dark gray header with the title 'Mail Status'. The body text reads: 'Email Sent successfully to tabitha.mckelvy@accenture.com' and 'Remember to look in your spam folder, where automated messages sometimes filter. If you still can't find it, contact your administrator.' At the bottom right is a blue button labeled 'Close'.

Audience

Recipient

Tips

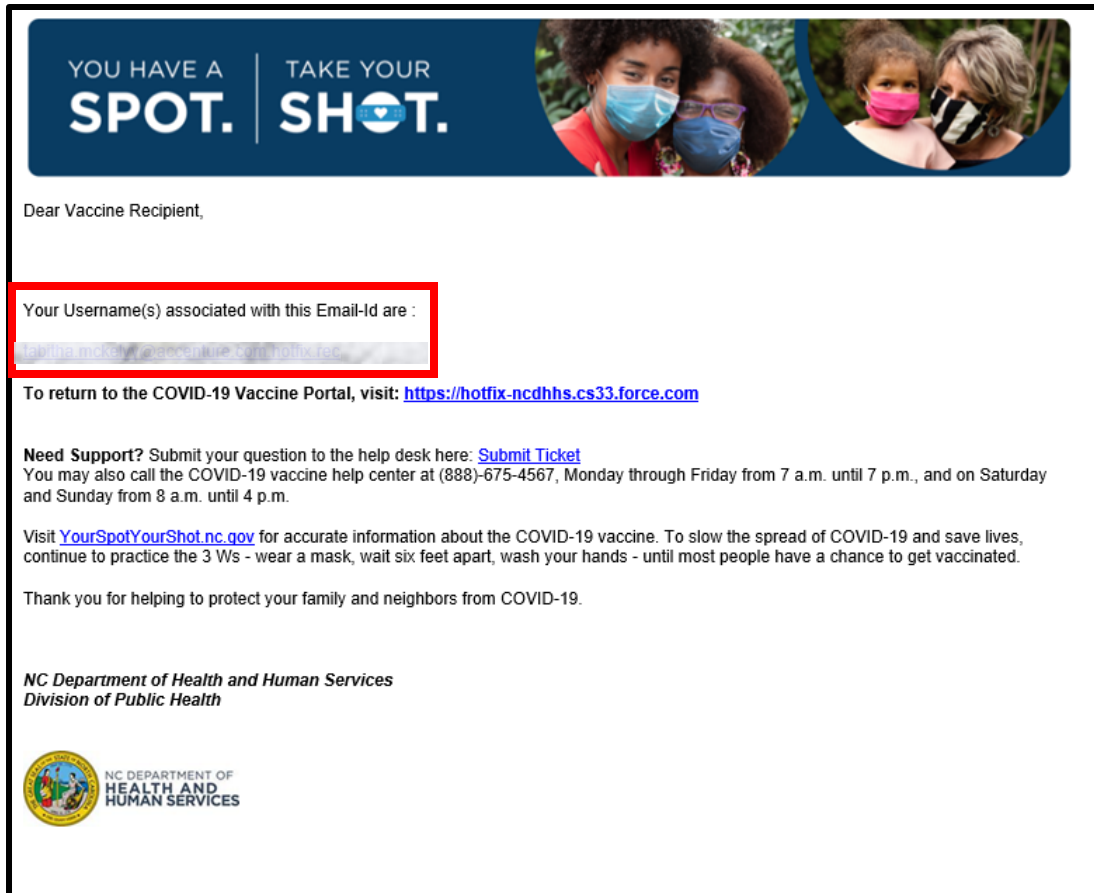
Your CVMS Recipient Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.

Step 3 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the CVMS Recipient Portal with your username enclosed
2. Open the Email. To return to the CVMS Recipient Portal, click the COVID-19 Vaccine Portal link in the email.

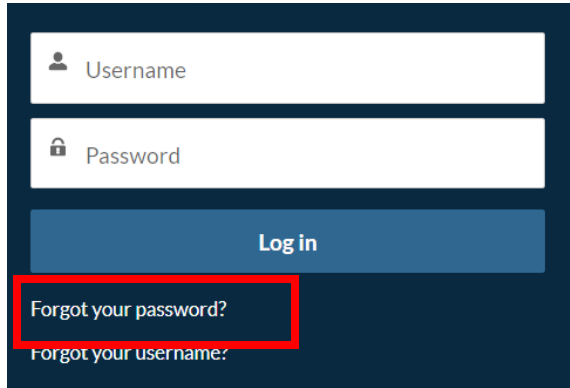
Audience

Recipient



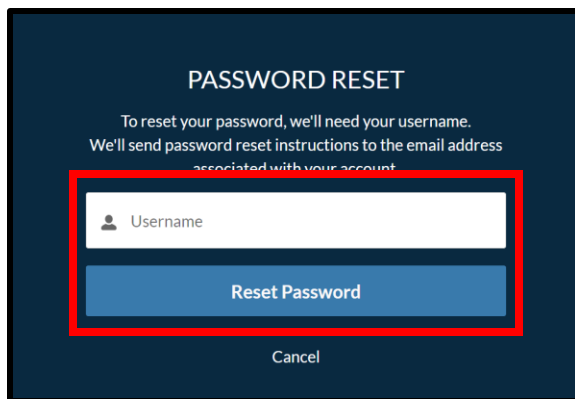
Step 4 of 6: Initiate the Password Reset (if necessary)

1. Click **FORGOT YOUR PASSWORD?**.



A login form with a dark blue background. It features two white input fields: the top one is labeled 'Username' with a person icon, and the bottom one is labeled 'Password' with a lock icon. Below these fields is a blue 'Log in' button. At the bottom left, there is a red rectangular box containing the text 'Forgot your password?' and 'Forgot your username:'.

2. You will see the Password Reset page. Enter your CVMS Recipient Portal **USERNAME**.
3. Click **RESET PASSWORD**.



A 'PASSWORD RESET' page with a dark blue background. The title 'PASSWORD RESET' is at the top. Below it, text reads: 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a white input field labeled 'Username' with a person icon. Below the input field is a blue 'Reset Password' button, which is highlighted by a red rectangular box. At the bottom center is a 'Cancel' link.

Audience

Recipient

Tips

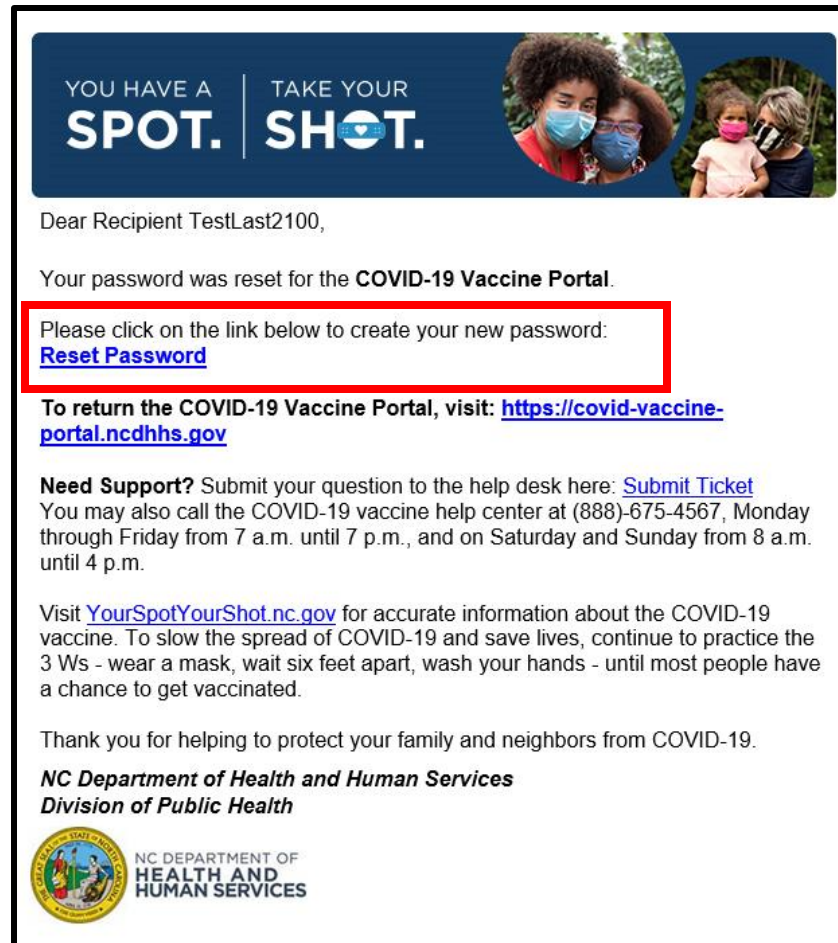
Your CVMS Recipient Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.

Step 5 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the CVMS Recipient Portal with a link to reset your password.
2. Open the Email. Click the **RESET PASSWORD LINK.**
3. A new page will open.

Audience

Recipient

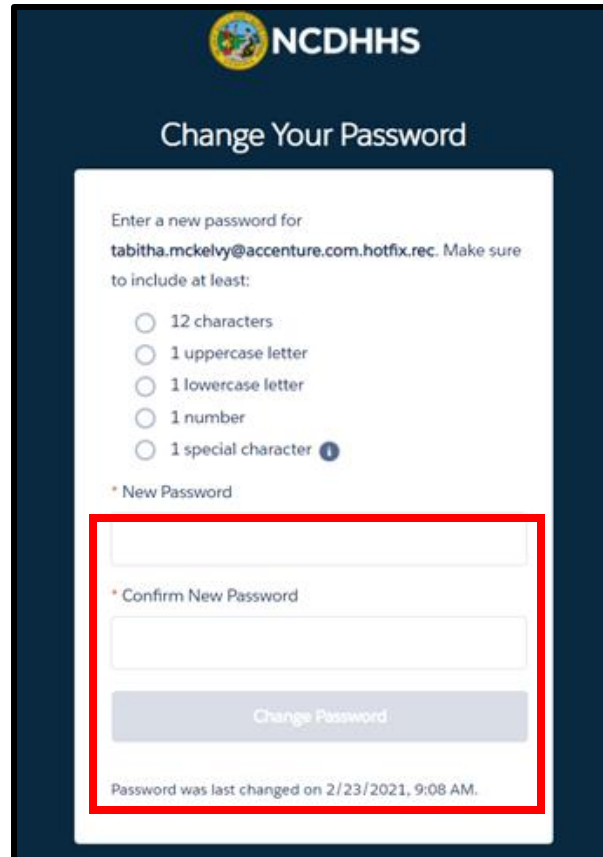



Step 6 of 6: Enter your New Password

1. Enter a **NEW PASSWORD**. On this page, you will see Password Criteria. Your Password must meet the criteria.
2. **CONFIRM THE NEW PASSWORD**. Your password must match.
3. Click **CHANGE PASSWORD**.
4. You will be logged into the CVMS Recipient Portal. You successfully reset your password!

Audience

Recipient



 **NCDHHS**

Change Your Password

Enter a new password for
tabitha.mckelvy@accenture.com.hotfix.rec. Make sure
to include at least:

- ☐ 12 characters
- ☐ 1 uppercase letter
- ☐ 1 lowercase letter
- ☐ 1 number
- ☐ 1 special character ⓘ

* New Password

* Confirm New Password

Change Password

Password was last changed on 2/23/2021, 9:08 AM.

Update Personal Information

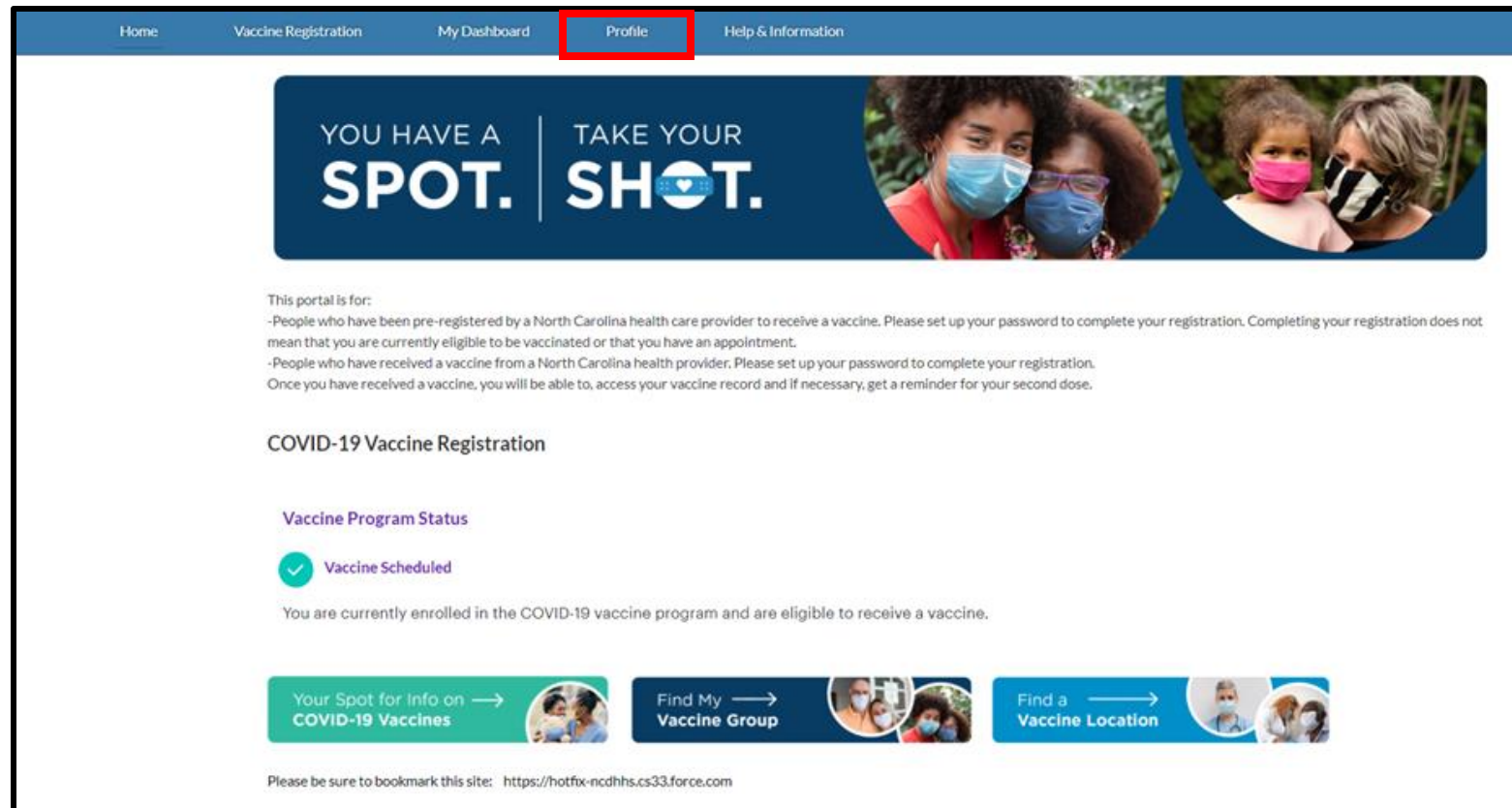
Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the CVMS Recipient Portal.

1. From the home page, click **PROFILE**
2. You will be directed to your **PROFILE PAGE**

Audience

Recipient



Step 2 of 3: Edit Personal Information

The screenshot shows the NCDHHS CVMS Recipient Portal. The top navigation bar includes 'Home', 'Vaccine Registration', 'My Dashboard', 'Profile' (highlighted with a red box), and 'Help & Information'. Below the navigation bar, the 'My Profile' link is highlighted with a red box. The user's name 'Carey Jones' is displayed. The 'Edit' button is highlighted with a red box. A pop-up window titled 'Edit Contact Information' is shown, containing the following fields:

* First Name	* Last Name
Carey	Jones
* Email	* Gender
carey.jones@email.com	Male
* Street	* City
123 Street	City
* County	* State
Wake	North Carolina
* Country	* Zip Code

At the bottom of the pop-up window, there are 'Cancel' and 'Update' buttons. The 'Update' button is highlighted with a red box.

From the **PROFILE PAGE**, you can edit your Personal Information.

1. Click **EDIT**
2. Update your information as needed in the pop-up window.
3. Click **UPDATE**
4. The pop-up window closes

Audience


Recipient

Tips


To close Edit Contact Information without saving, click Cancel.

Step 3 of 3: View Updated Personal Information

After updating your personal information, the **SUCCESS** banner appears. Your updates were saved.



NCDHHS
CVMS Recipient Portal




NCI
CVMS Recipient Portal

Success

[Home](#)[Vaccine Registration](#)[My Dashboard](#)[Profile](#)[Help & Information](#)

[My Profile](#)[Enrollment Questionnaire](#)




Test Test

Edit

First Name	Last Name
Test	Test
Email	Mobile Phone
Address (MM/DD/YYYY)	
test, North Carolina 20002	
Communication Preference	Date of Birth (MM/DD/YYYY)
Email	9/2/1905
Age	Gender
115 Years	Male
Race	Ethnicity
American Indian or Alaska Native	Not Hispanic or Latino
County	
Alamance	

Vaccine Program Status



Vaccine Scheduled

You are currently enrolled in the COVID-19 vaccine program, and are eligible to receive a vaccine.

Audience

Recipient

Update COVID-19 Vaccine Registration

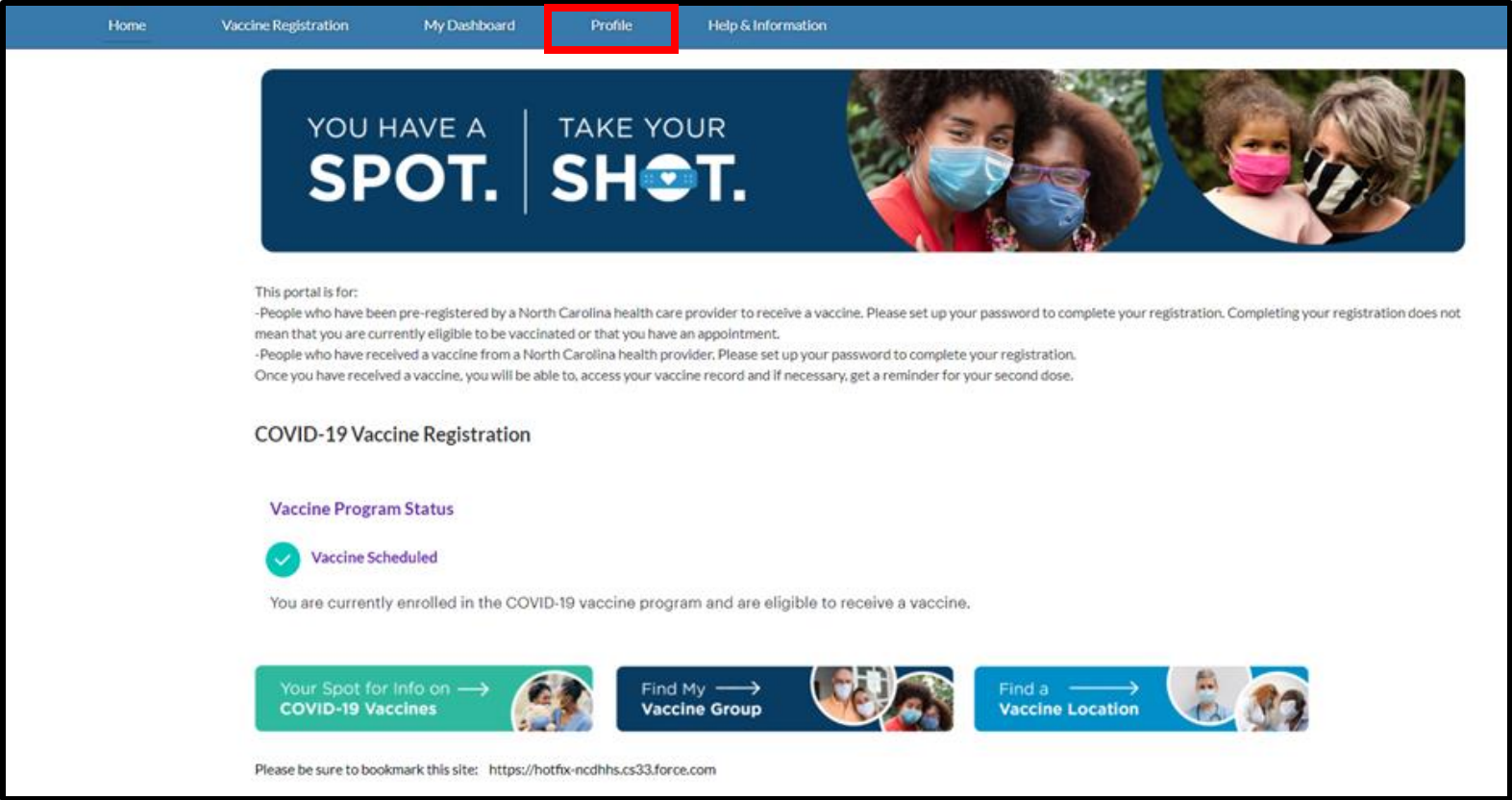
Step 1 of 4: Navigate to My Profile

You will be able to **UPDATE** your responses to the **COVID-19 VACCINE REGISTRATION** that you completed when you first registered.

- 1. Click **PROFILE**
- 2. You will be directed to your **PROFILE PAGE**

Audience

Recipient



Step 2 of 4: Navigate to COVID-19 Vaccine Registration

From the **PROFILE** page, locate the section **COVID-19 Vaccine Registration**

- 1. Click **ENROLLMENT QUESTIONNAIRE**
- 2. The **ENROLLMENT QUESTIONNAIRE** page will open

Audience

Recipient

HomeVaccine RegistrationMy DashboardProfileHelp & Information

My Profile

Enrollment Questionnaire

Enrollment Questionnaire

Edit

Do you identify as any of the following?
High Risk (Phase 1a) Healthcare Worker

Eligibility Status
Approved

How many conditions known to increase risk of severe illness from COVID-19 do you have?
2 or more

Priority
Phase 1a

Step 3 of 4: Edit COVID-19 Vaccine Registration

Home Vaccine Registration My Dashboard Profile Help & Information

My Profile **Enrollment Questionnaire**

Enrollment Questionnaire

Do you identify as any of the following?
High Risk (Phase 1a) Healthcare Worker

How many conditions known to increase risk of severe illness from COVID-19 do you have?
2 or more

Eligibility Status
Approved

Priority
Phase 1a

Edit

1. Click **EDIT**
2. The **EDIT QUESTIONNAIRE** pop-up window appears
3. **EDIT** your information as needed
4. Click **UPDATE**
5. The Edit Questionnaire pop-up window closes

Audience

Recipient

Tips

Editing the questionnaire may update your Priority Tier and Eligibility Status.

Edit Questionnaire

Do you identify as any of the following?
High Risk (Phase 1a) Healthcare Worker


How many conditions known to increase risk of severe illness from COVID-19 do you have?
2 or more

*Review the CDC website to see list of conditions known to increase risk of severe illness to COVID-19 at:
<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

Cancel Update

Step 4 of 4: View Updated COVID-19 Vaccine Registration

After updating the questionnaire, the **SUCCESS** banner appears.



✓ Success

✕

HomeVaccine RegistrationMy DashboardProfileHelp & Information

My Profile

Enrollment Questionnaire

Enrollment Questionnaire

Edit

Do you identify as any of the following?
Other Essential Worker (non-frontline)

Eligibility Status
Approved

How many conditions known to increase risk of severe illness from COVID-19 do you have?
1

Priority
Group 2

Audience

Recipient

View Vaccine Record

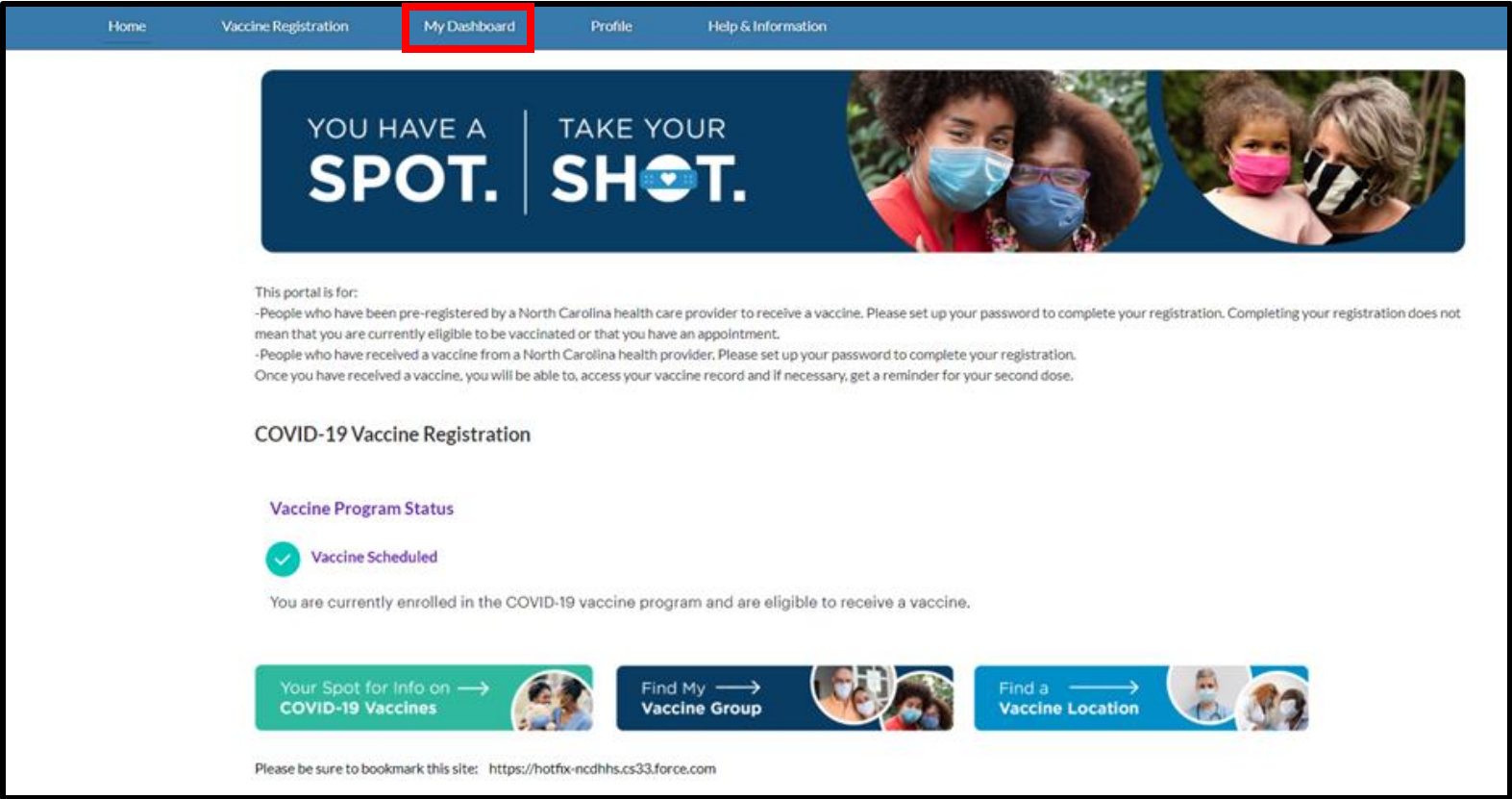
Step 1 of 3: Navigate to My Dashboard

Once you receive the COVID-19 vaccine (first dose, second dose, or both), you will be able to **VIEW YOUR VACCINATION DETAILS** in the CVMS Recipient Portal.

- 1. From the home page, click **MY DASHBOARD**
- 2. You will be directed to the **MY DASHBOARD PAGE**

Audience

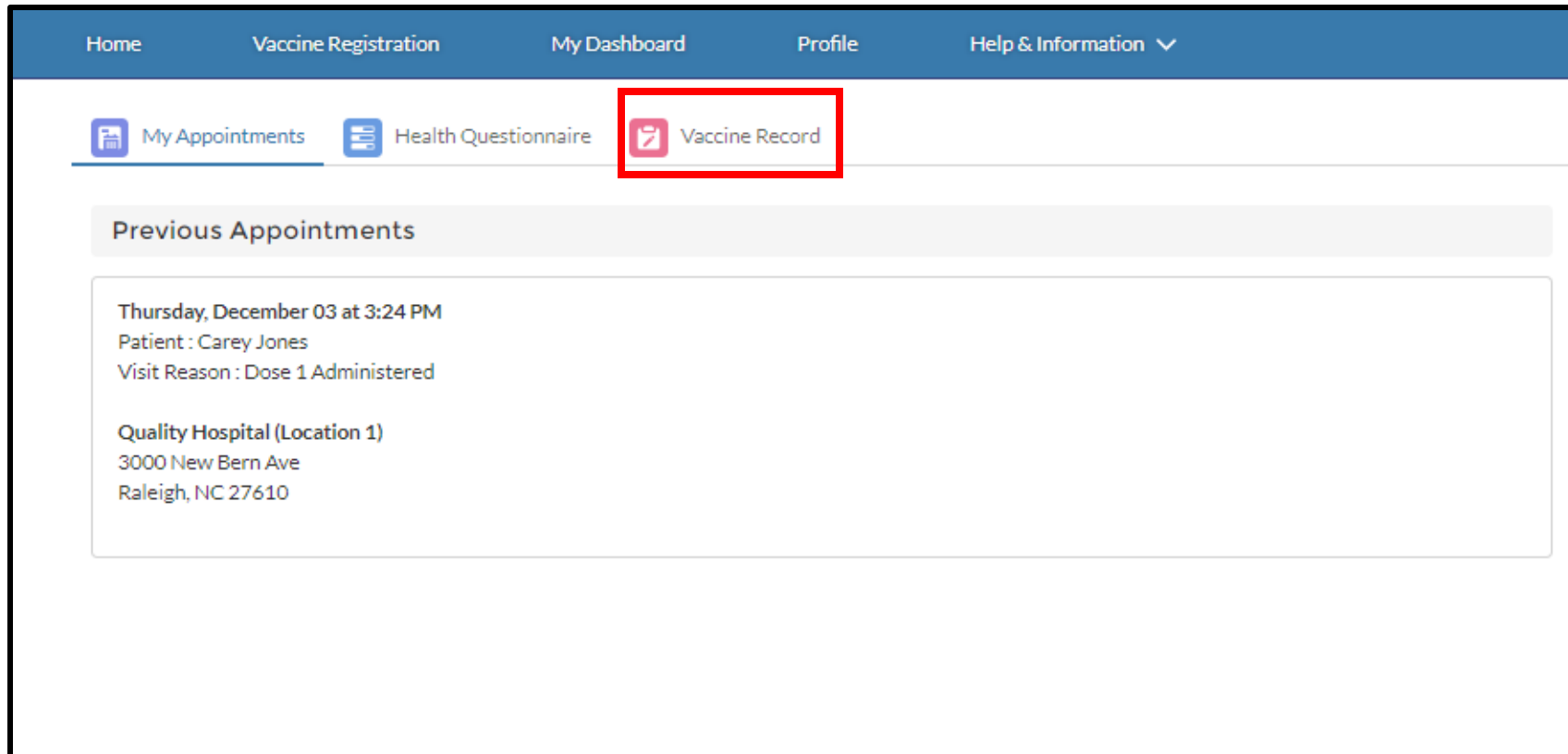
Recipient



Step 2 of 3: Navigate to Vaccine Record

The **MY DASHBOARD** page has **THREE MAIN SECTIONS**. You can view your Vaccine information under **VACCINE RECORD**.

1. Click **VACCINE RECORD**
2. You will be directed to the **VACCINE RECORD PAGE**

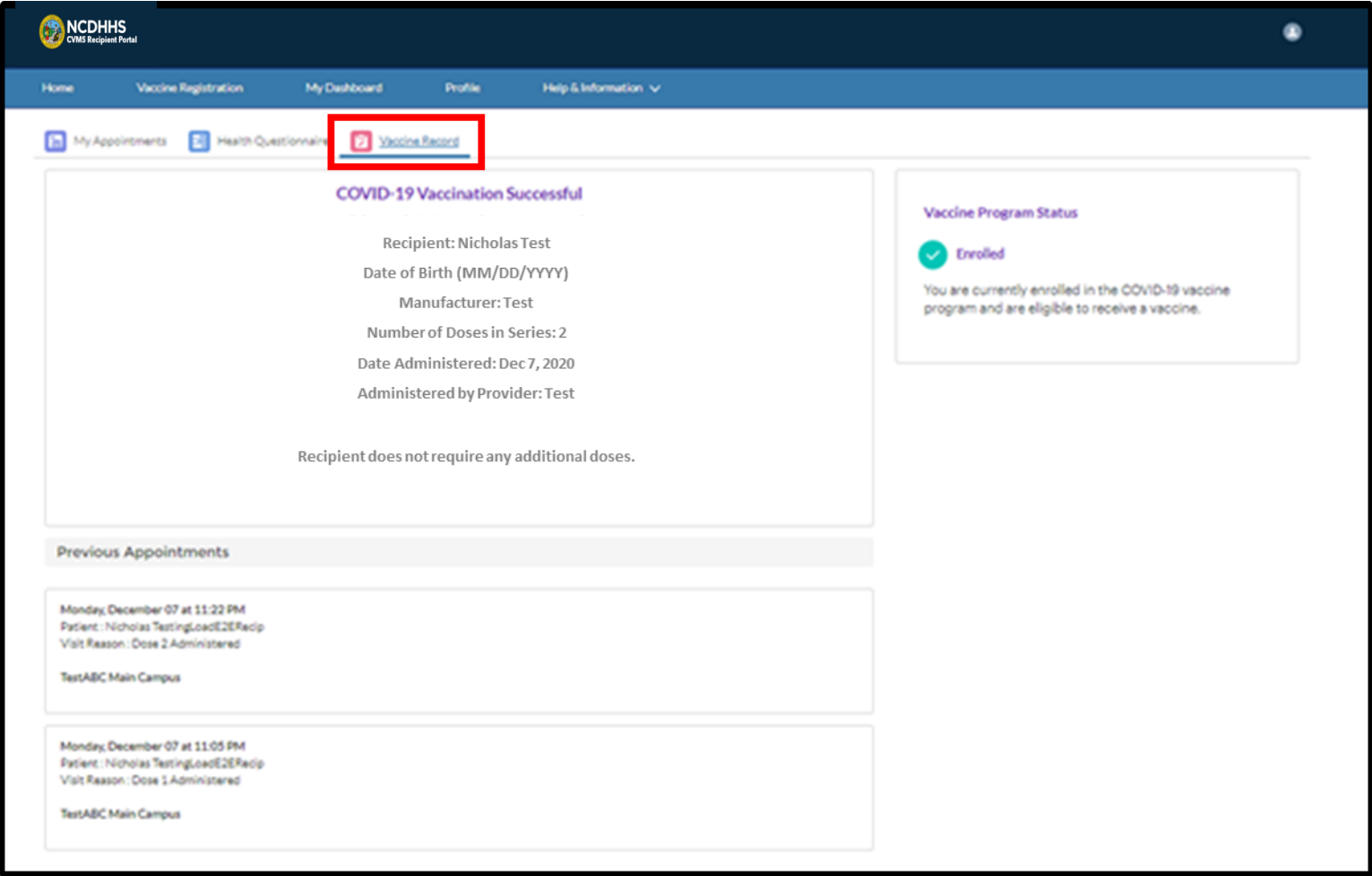


Audience

Recipient

Step 3 of 3: View Vaccine Record

On the **VACCINE RECORD** page, you can **VIEW** your **PROOF OF VACCINATION** and the **VACCINE DETAILS**.



Audience

Recipient

Tips

If needed, use your browser’s print option to print this page.

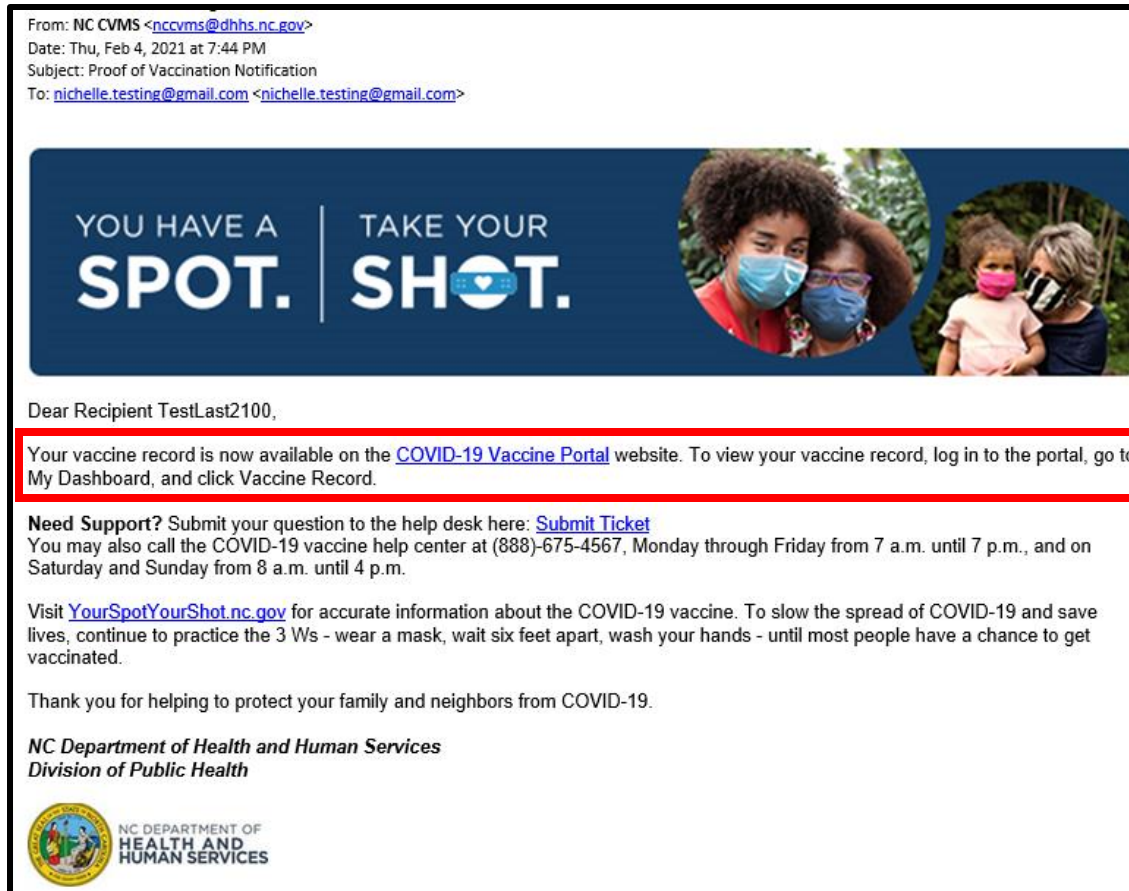
Proof of Vaccination

Once you receive the first dose and / or second dose of the COVID-19 vaccine, an email will be sent to the email address in your profile in the CVMS Recipient Portal (if any). This email will inform you how to view your Proof of Vaccination within the CVMS Recipient Portal.

This email will be sent from the Vaccine Management System at nccvms@dhhs.nc.gov.

Audience

Recipient



Receive Reminders for your Second Dose Appointment

Post-Vaccine Administration Reminders

After you received your first dose, you will be sent **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS**, please be mindful of the timing requirements for the second dosage and make an appointment with your provider:

1. The first reminder is sent **24 HOURS** after your first dose is entered into CVMS by the provider
2. The second reminder is sent **ONE WEEK AFTER** the first dose is administered.

You also will be sent a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for you.

NOTE: COVID-19 Vaccination Record cards should be provided to you after you receive your vaccine.

You can request your Provider to share a completed vaccination record card with important information about the COVID-19 vaccine you received (i.e., vaccine manufacturer, lot number, date of first dose administration, and second dose due date).

Audience

Recipient

Tips

Take a picture of the vaccination record card you receive from your Provider to help keep track of the second dose due date.

Appendix

Additional Notes

Support Information:

- All questions should be directed to the COVID-19 Vaccine Help Center at **(888) 675-4567**

Supported Web Browsers:

- Please use the latest version of Chrome, Edge (Chromium only), Firefox, or Safari browsers to access CVMS
- For more information on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge Non-Chromium will not be supported

User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020	<ul style="list-style-type: none"> Original document 		Azalea Troche
2	12/21/2020	<ul style="list-style-type: none"> Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password 	6, 9, 15, 22-26	Azalea Troche
3	01/14/2021	<ul style="list-style-type: none"> Update email notification for CVMS Recipient Portal Account registration Updated COVID-19 Vaccine Registration Updated Branding Date of Birth label change 	9, 13, 15, 33, 34, 35 5, 11, 13, 15, 18, 20, 21, 23, 29, 30, 35, 39	Azalea Troche Tabitha McKelvy
4	01/19/2021	<ul style="list-style-type: none"> Included the email a recipient will receive after receiving a dose 	40	Courtney Seward
5	01/28/2021	<ul style="list-style-type: none"> Updated branding on Priority Tier Grouping 	16	Steve DiGangi
6	02/05/2021	<ul style="list-style-type: none"> Removed any mention of the covid-help email 	9,25,40	Courtney Seward
7	02/10/2021	<ul style="list-style-type: none"> Remove Tribal question 	13,14, 33-35	Tabitha McKelvy
8	02/23/2021	<ul style="list-style-type: none"> Update document to include all changes from Portal rebranding 	All Slides	Tabitha McKelvy