COVID-19 Vaccines:

Your best shot against COVID-19.

COVID-19 Vaccine Portal User Guide

Version 16

Last Updated June 28, 2021

If you have any questions, please call us:

COVID-19 Vaccine Help Center
1 (888) 675-4567

Weekdays: 7 am – 7 pm
Weekends: 8 am – 4 pm

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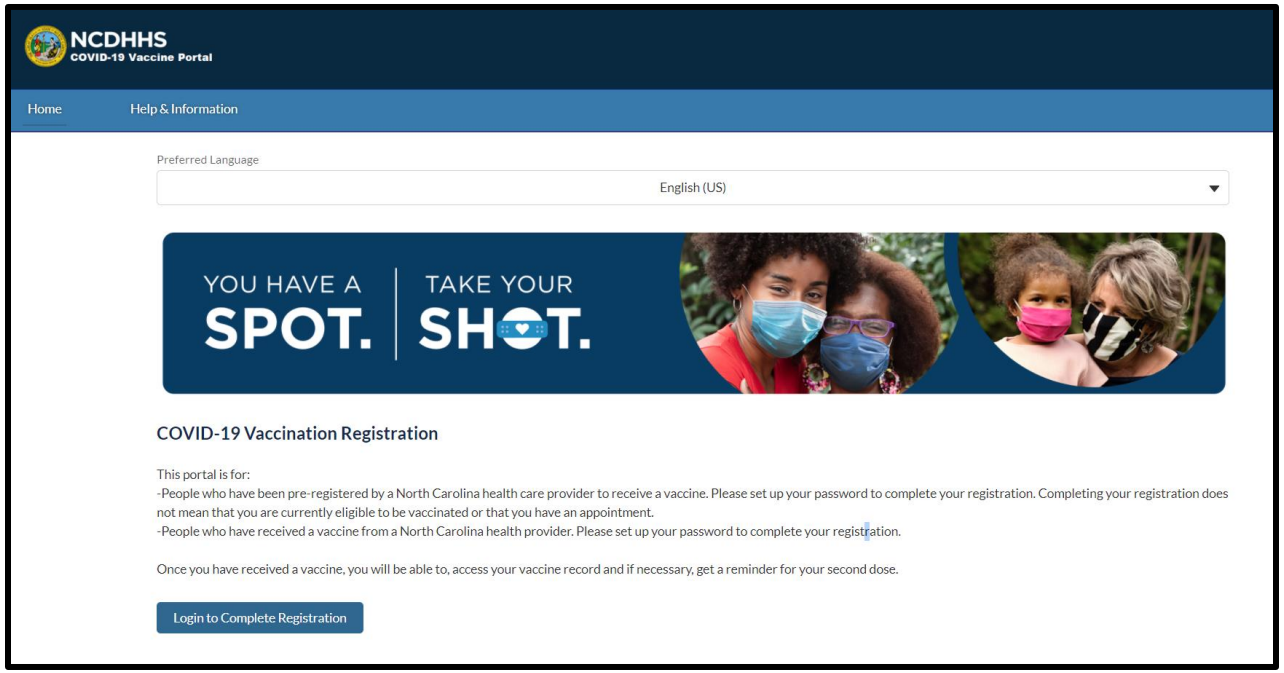
Portal Overview

Overview



Please use the latest version of Chrome, Edge, Firefox, or Safari browsers (Internet Explorer or older versions of Edge browsers are not supported).

The COVID-19 Vaccine Portal is where you register for the COVID-19 vaccine in North Carolina.

You will be invited by an authorized organization such as your employer or your Healthcare provider to complete the registration process through the COVID-19 Vaccine Portal. You can also receive an invitation by registering for your appointment at https://vaccines.gov.

In this guide, you will learn how to:

1. Complete the COVID-19 Vaccine Registration
2. Update your personal details, if needed
3. View your vaccine information after receiving your COVID-19 vaccine

The link to the COVID-19 Vaccine Portal is **https://covid-vaccine-portal.ncdhhs.gov**

Now, let's get started!

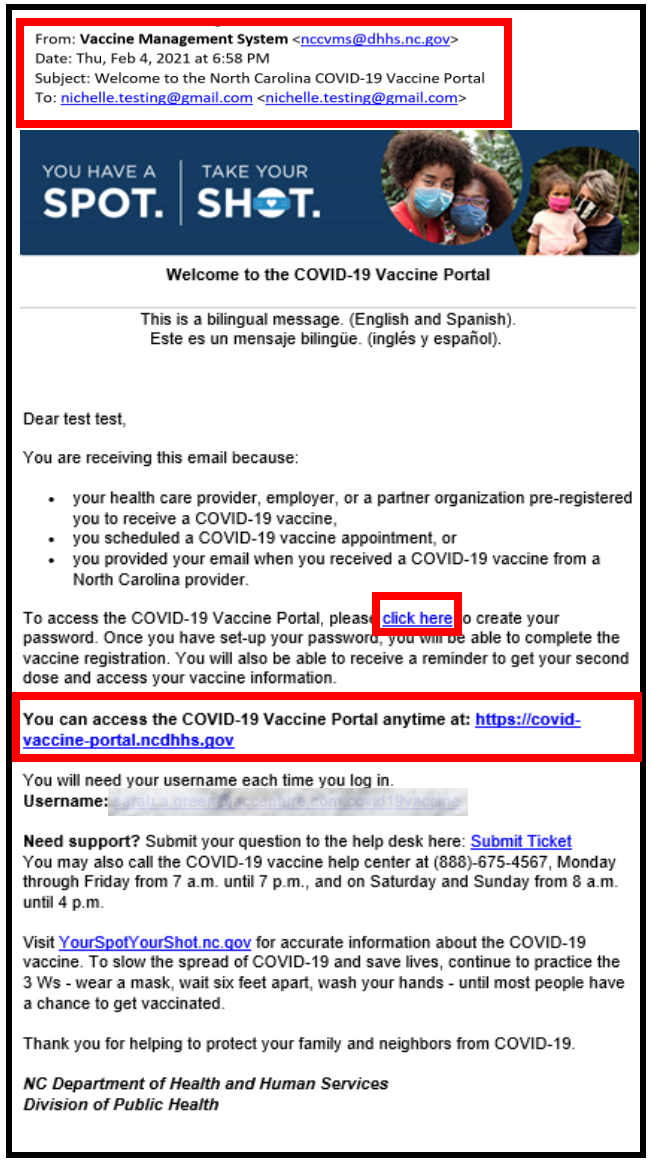
COVID-19 Vaccine Portal Overview

1. Your vaccine provider or your organization invites you to register in the COVID-19 Vaccine Portal **OR** you make a vaccine appointment at https://vaccines.gov
2. You will receive an email with instructions on how to register in the COVID-19 Vaccine Portal and your Portal username
3. If you choose to, you can access your account and fill out the COVID-19 Vaccine Registration. It will save you time on the day of your first vaccination.
4. When you're ready to get vaccinated, you can contact a COVID-19 vaccinating provider to determine the process to schedule an appointment to receive your vaccine dose(s)
5. Once you are vaccinated, you will be sent email notifications on how to obtain your Vaccine Information, and reminders of your 2nd dose appointment (if applicable)

Note: *If you are unable to register by yourself, you can contact a participating COVID-19 vaccinating provider to register you in the COVID-19 Vaccine Portal prior to receiving the COVID-19 vaccine. You can go to https://covid19.ncdhhs.gov/findyourspot to find participating COVID-19 vaccinating providers.*

Register for the COVID-19 Vaccine Portal

Step 1 of 7: Register for the COVID-19 Vaccine 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

This is a bilingual message. (English and Spanish).
Este es un mensaje bilingüe. (inglés y español).

Dear test test,

You are receiving this email because:

- your health care provider, employer, or a partner organization pre-registered you to receive a COVID-19 vaccine,
- you scheduled a COVID-19 vaccine appointment, 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. You will also be able to receive a reminder to get your second dose and access your vaccine information.

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:

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

You will receive an email inviting you to register on the COVID-19 Vaccine Portal.

The email will come from:

Vaccine Management System nccvms@dhhs.nc.gov

Email Subject: Welcome to the North Carolina COVID-19 Vaccine Portal

This **EMAIL CONTAINS A LINK TO SETUP YOUR PASSWORD.** Your **COVID-19 Vaccine Portal USERNAME** is listed in the email.

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

Quick Tip:

If you do not have a valid email address or do not want to register, you can contact any participating COVID-19 vaccinating provider to schedule an appointment for a COVID-19 vaccine. Go to https://covid19.ncdhhs.gov/findyourspot to see a list of vaccinating providers.

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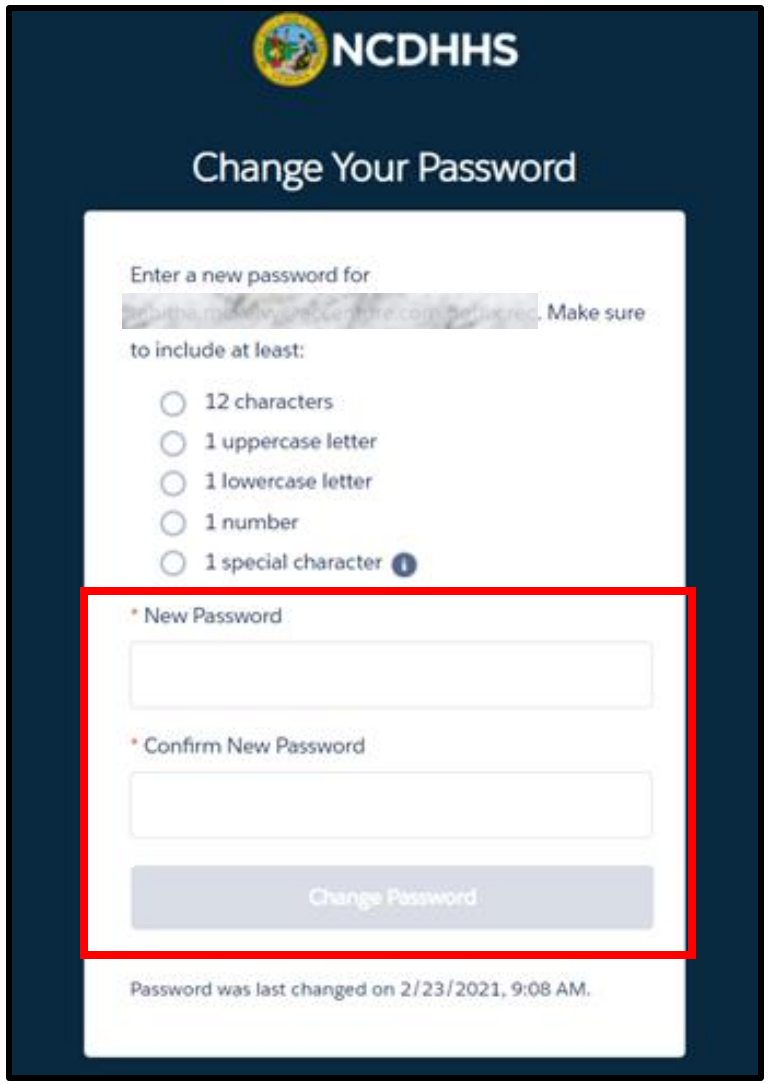
Step 2 of 7: Change your COVID-19 Vaccine Portal Password



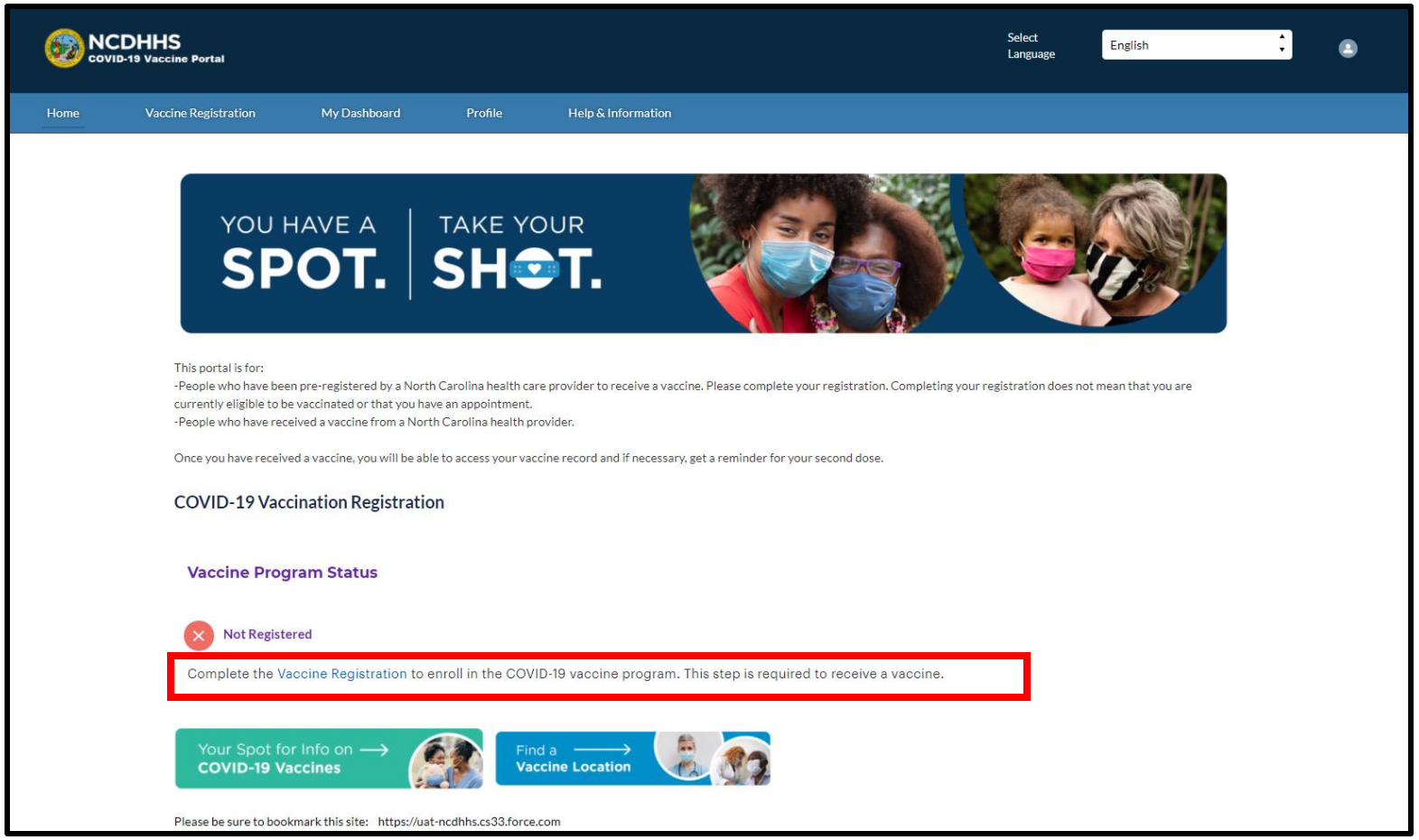
1. Follow the prompts to create a password for the COVID-19 Vaccine Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the COVID-19 Vaccine Portal Homepage

Quick Tip:

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

Step 3 of 7: 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 **CONFIRMATION OF REGISTRATION**

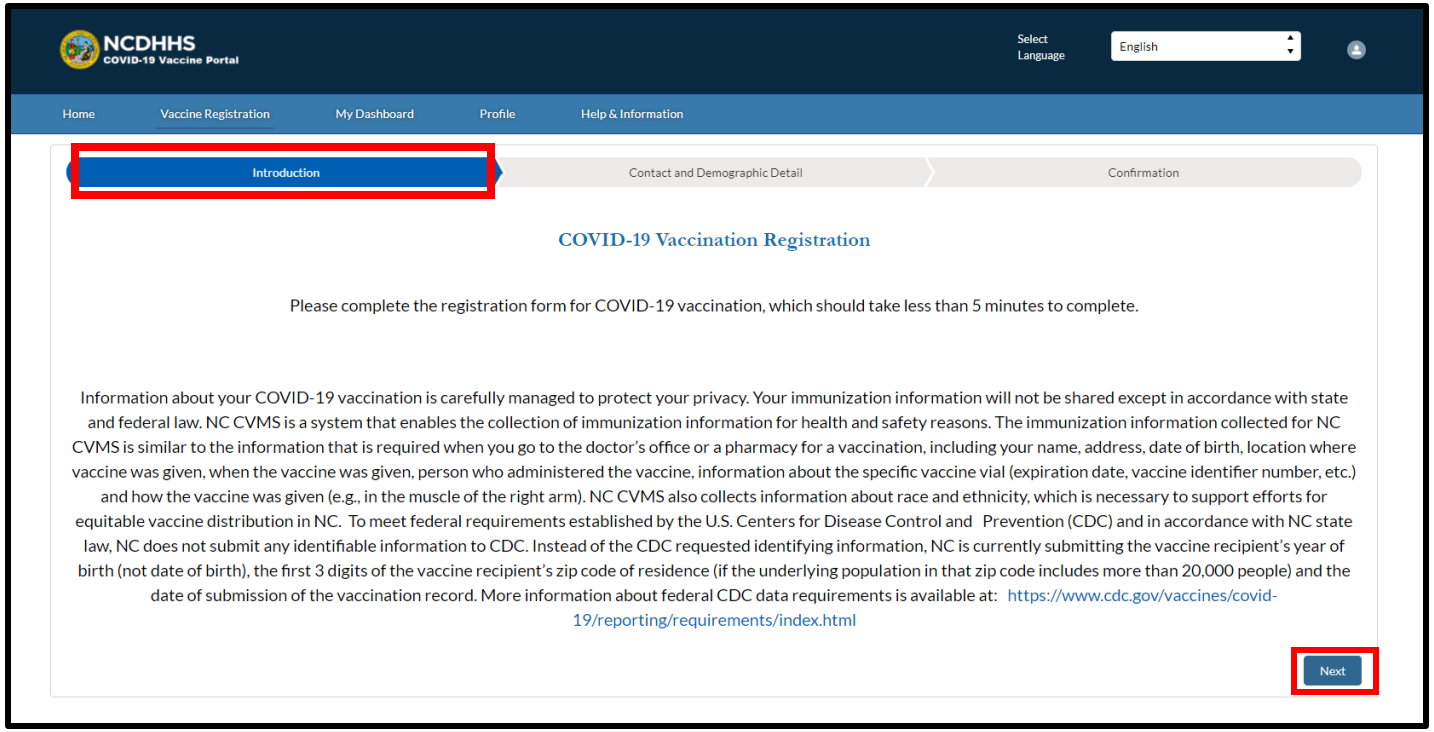


Step 4 of 7: Begin COVID-19 Vaccine Registration

After clicking COVID-19 Vaccine Registration, the COVID-19 Vaccine Registration appears. You must complete the registration to receive your registration confirmation. **The COVID-19 Vaccine Registration must be completed either by you in the COVID-19 Vaccine Portal 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 Vaccine Registration process

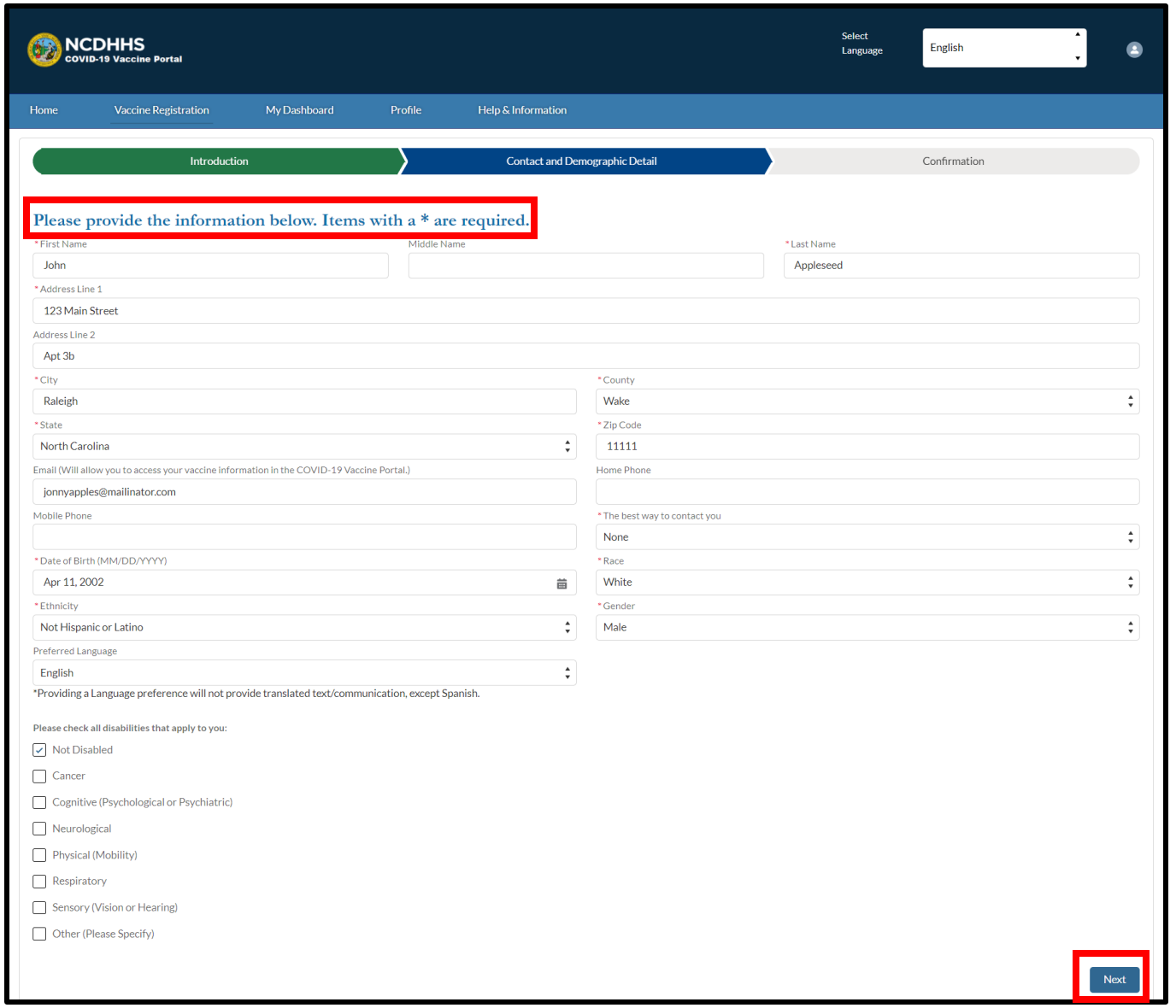
2. Click **NEXT** to continue the Vaccine Registration process



Step 5 of 7: Enter Your Contact and Demographic Details

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

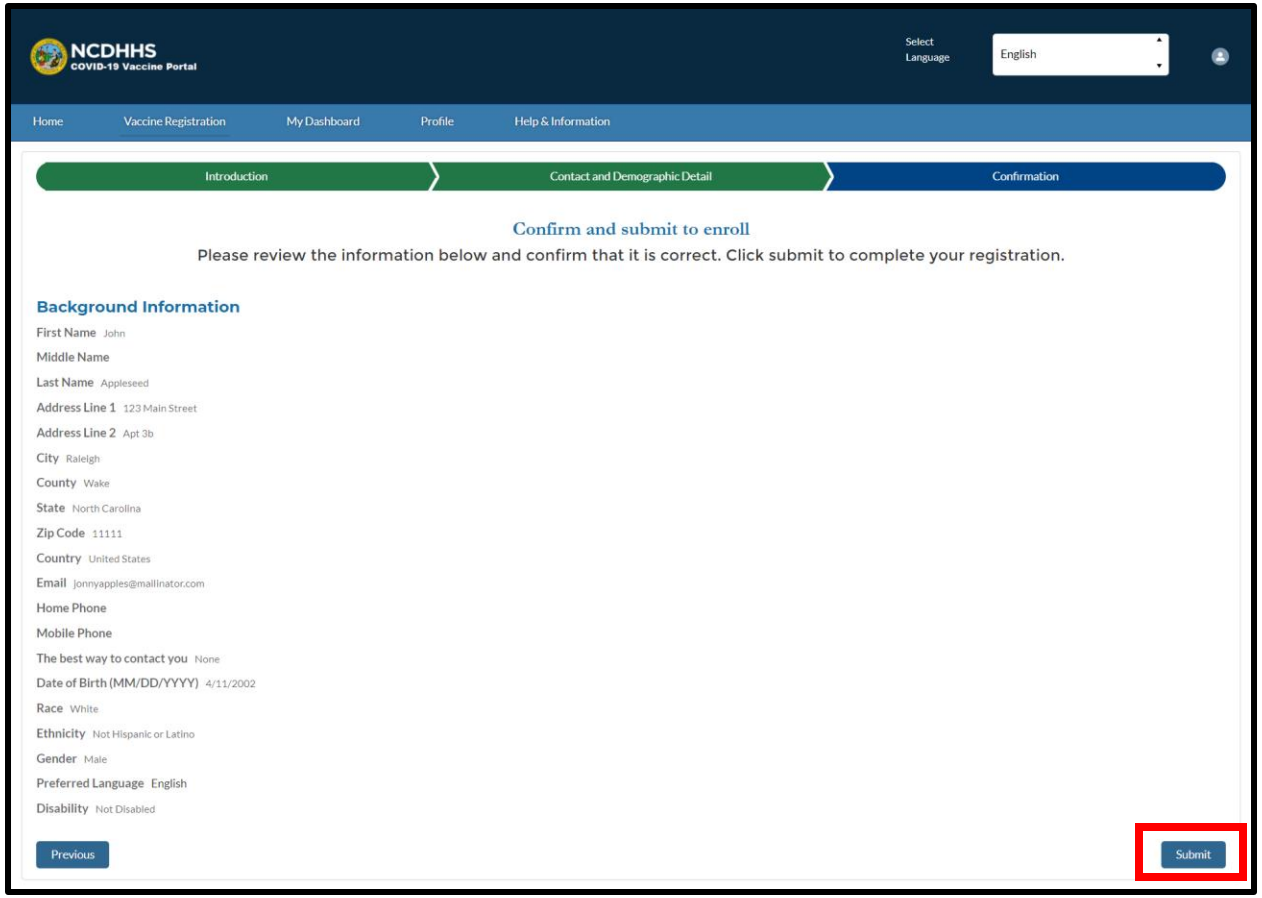
1. Enter **ALL REQUIRED FIELDS**
2. Answer the **REQUIRED QUESTION** at the bottom of the page
3. Click **NEXT** at the bottom of the page



Step 6 of 7: Confirm Your Background Information

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**

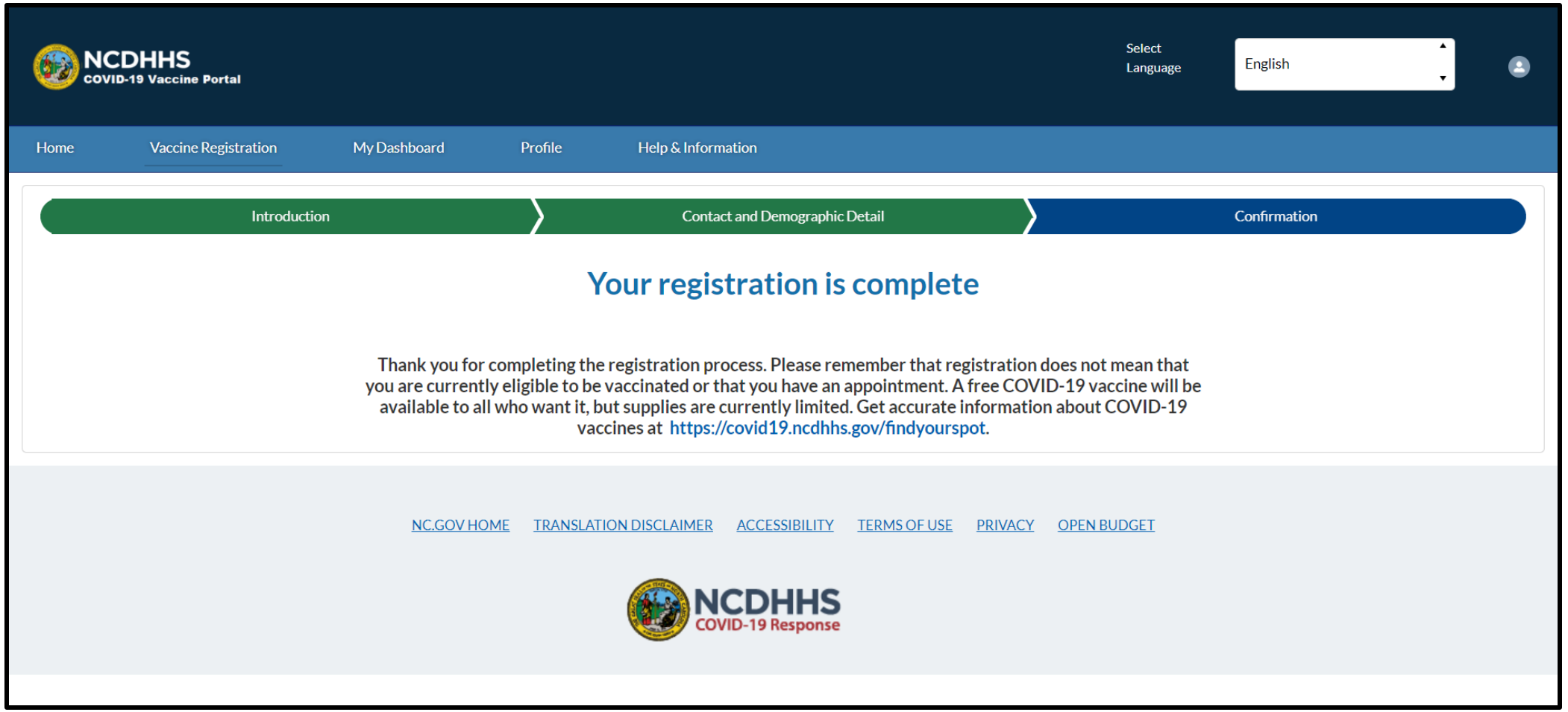


Quick Tip:

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

Step 7 of 7: Confirmation of Completed Registration

REVIEW the confirmation of the COVID-19 Vaccine Registration.

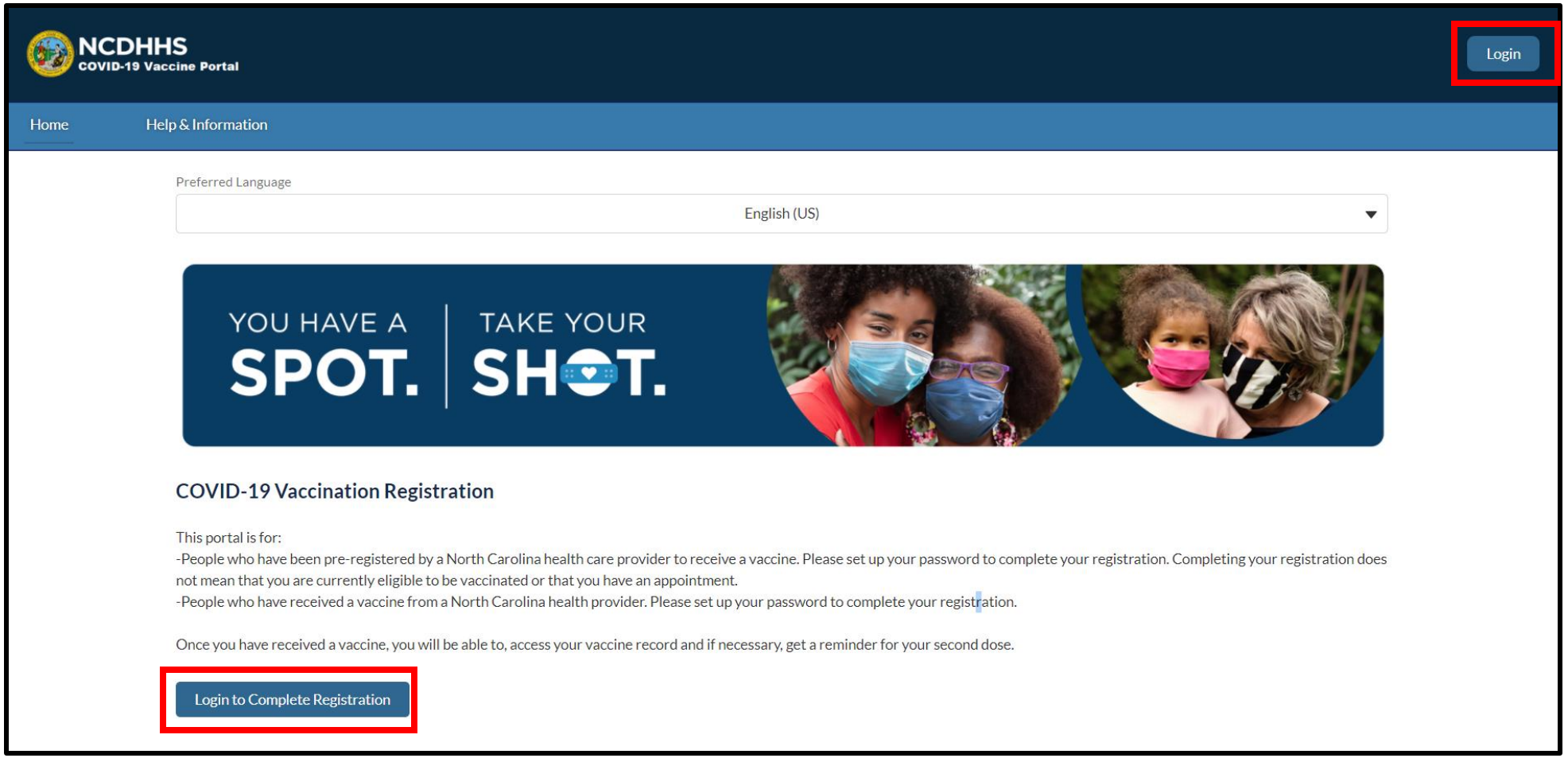


Log on to the COVID-19 Vaccine Portal

Step 1 of 4: Log on to the COVID-19 Vaccine Portal

After registering for a COVID-19 Vaccine Portal account, you may log on to the COVID-19 Vaccine Portal.

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION or LOGIN**
2. The Login page will appear



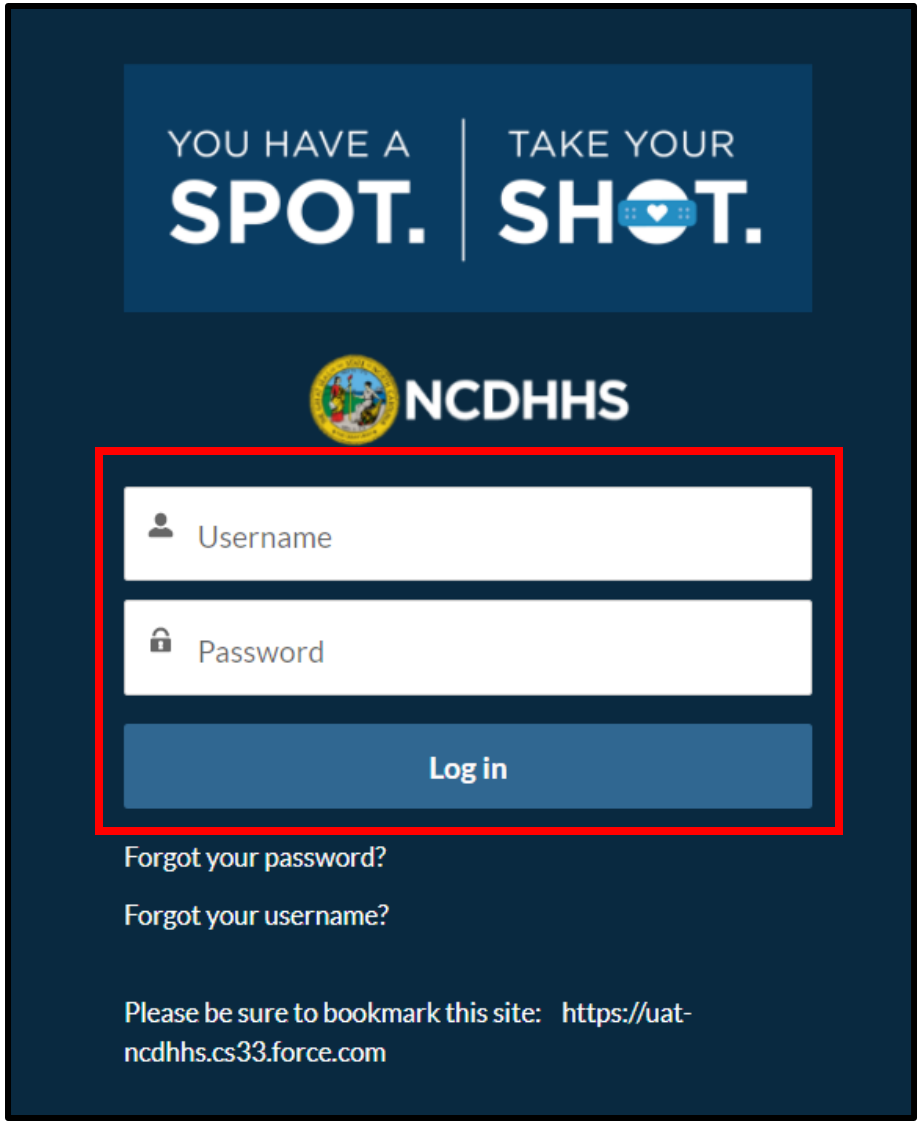
Step 2 of 4: Enter Username and Password

1. On the Login page, enter your **USERNAME** and **PASSWORD**
2. Click **LOGIN**

Quick Tip:

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

Your COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.



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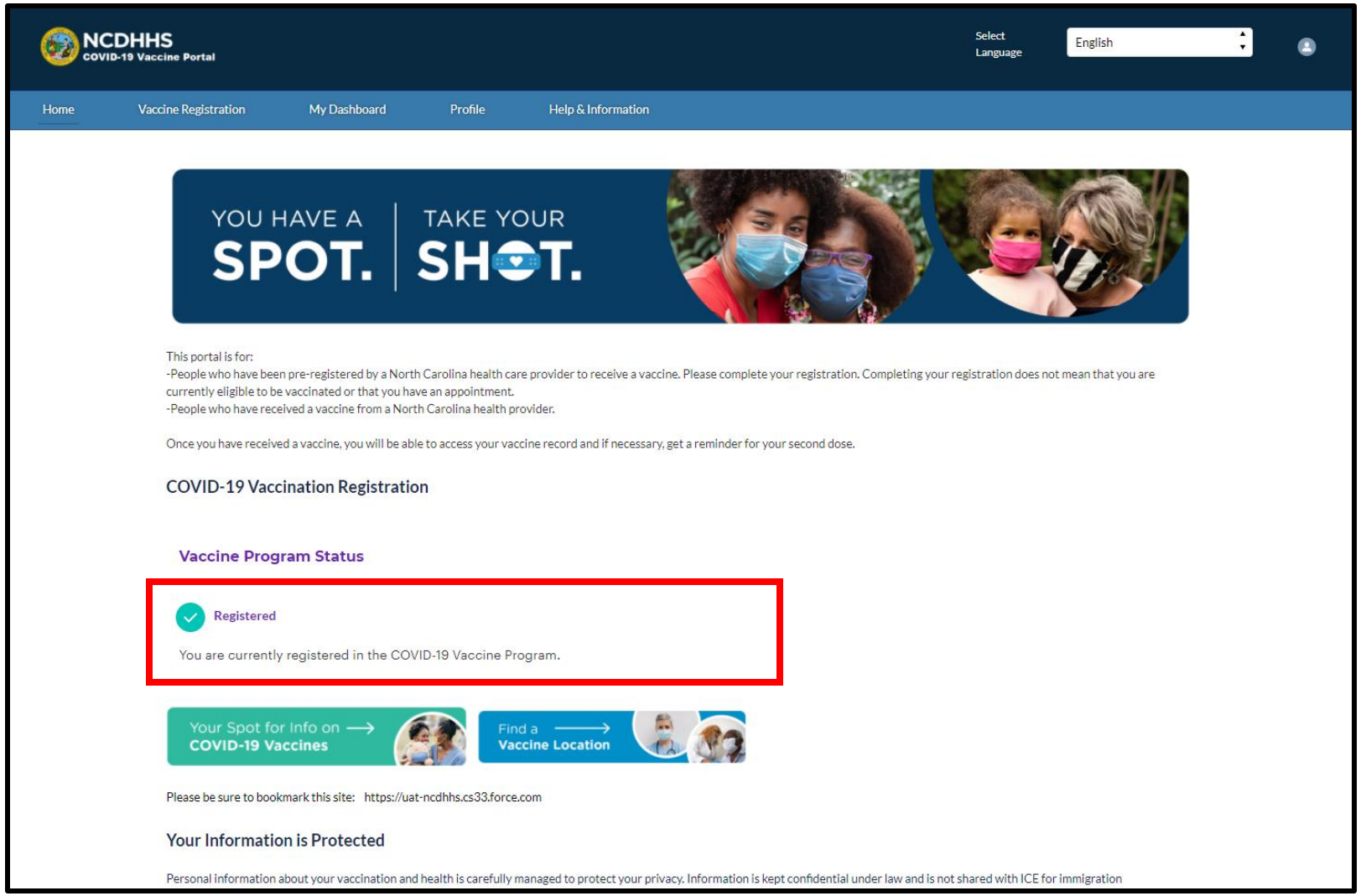
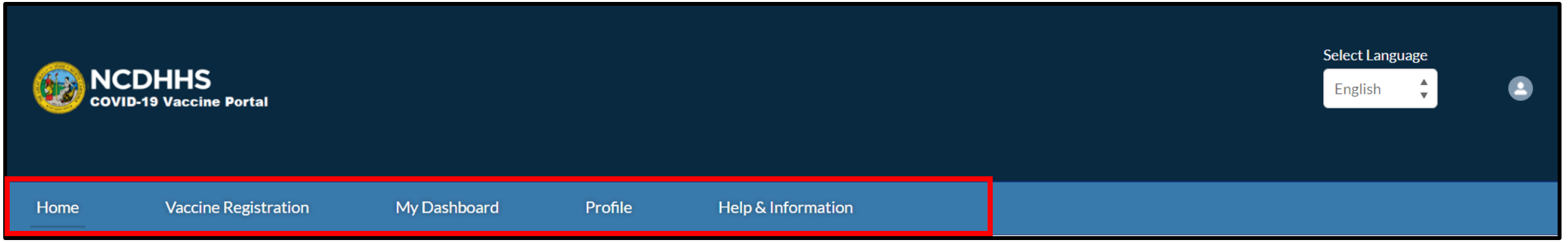
Step 3 of 4: View the Homepage

1. After logging on, the **COVID-19 Vaccine Portal HOMEPAGE** appears
2. The Homepage displays your **VACCINE PROGRAM STATUS** and indicates if you are **REGISTERED**



Step 4 of 4: View the COVID-19 Vaccine Portal Tabs



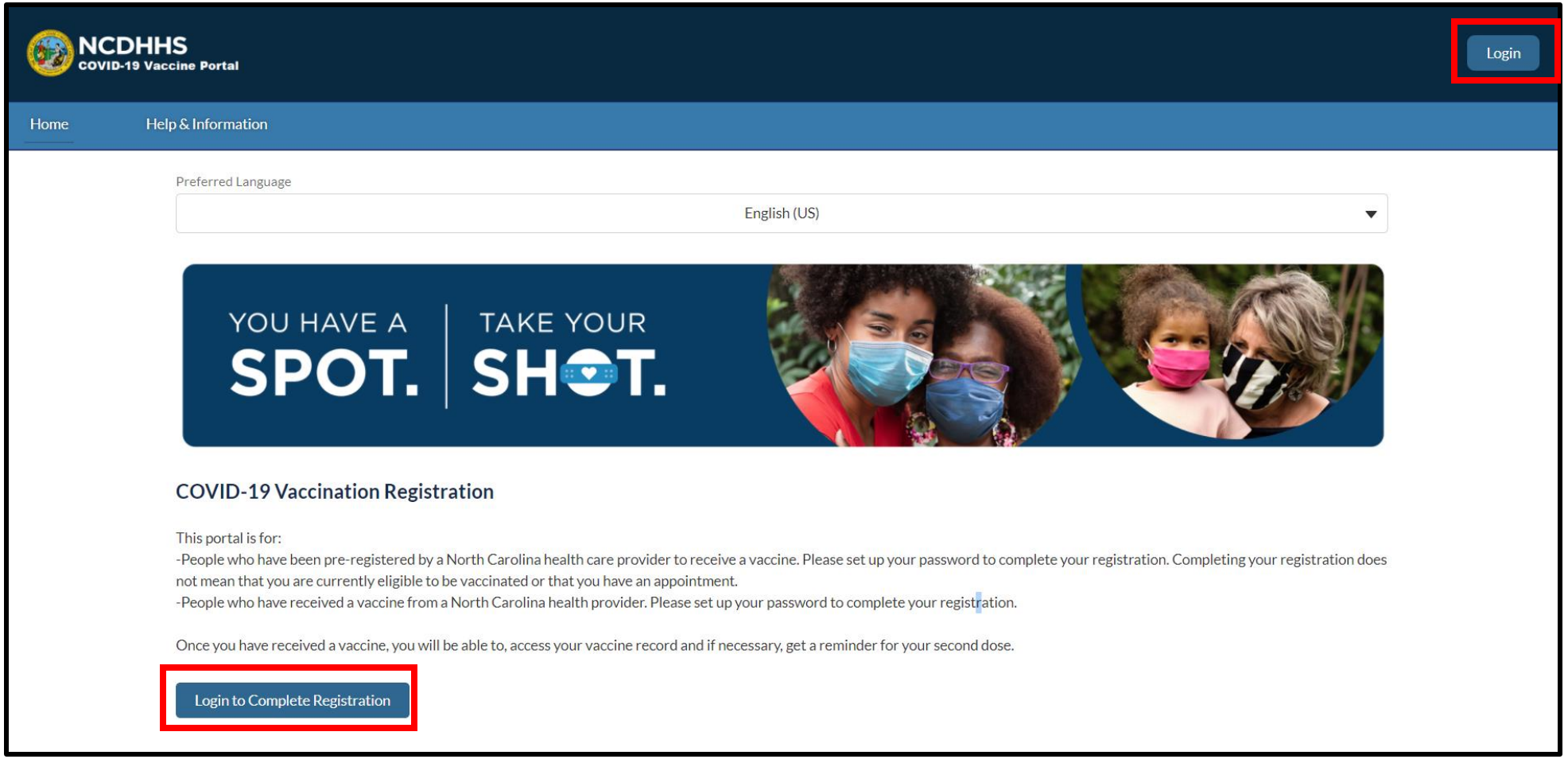
In the COVID-19 Vaccine Portal, ***TABS*** *help you navigate between pages.*

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 COVID-19 Vaccine Portal*** *section.*
3. Use the **MY DASHBOARD** tab to view your Appointments and your Vaccine Information
4. Use the **PROFILE** tab to update your personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions and Support information

Manage Forgotten Username or Password

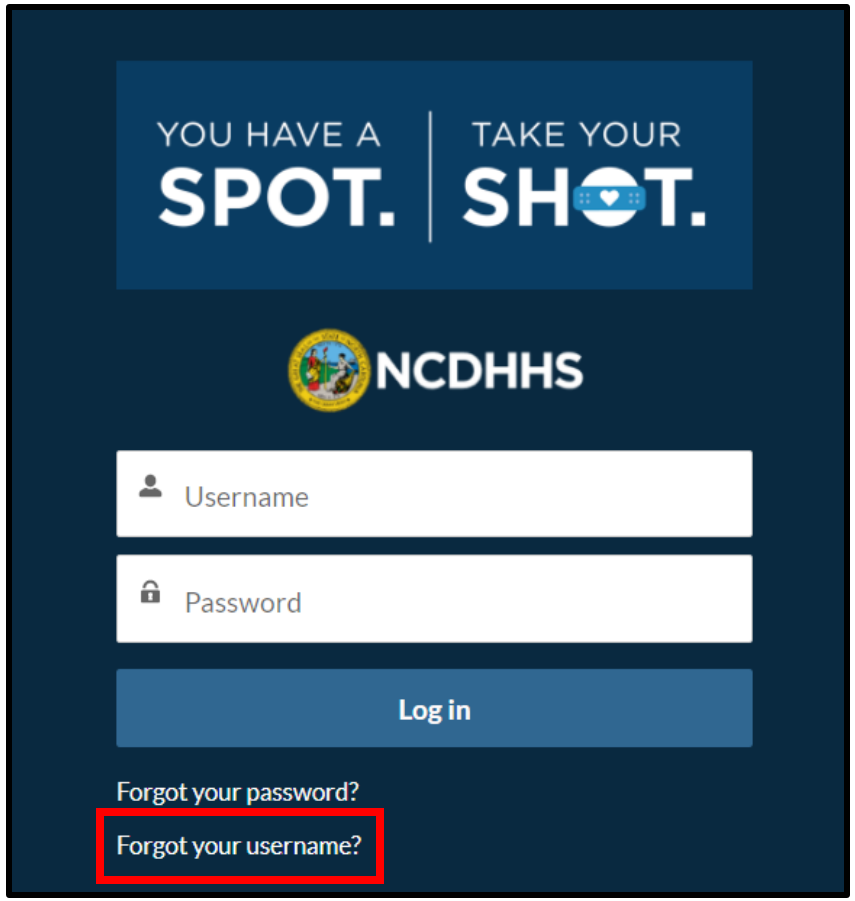
Step 1 of 6: Log on to the COVID-19 Vaccine Portal

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION or LOGIN**
2. The Login page appears



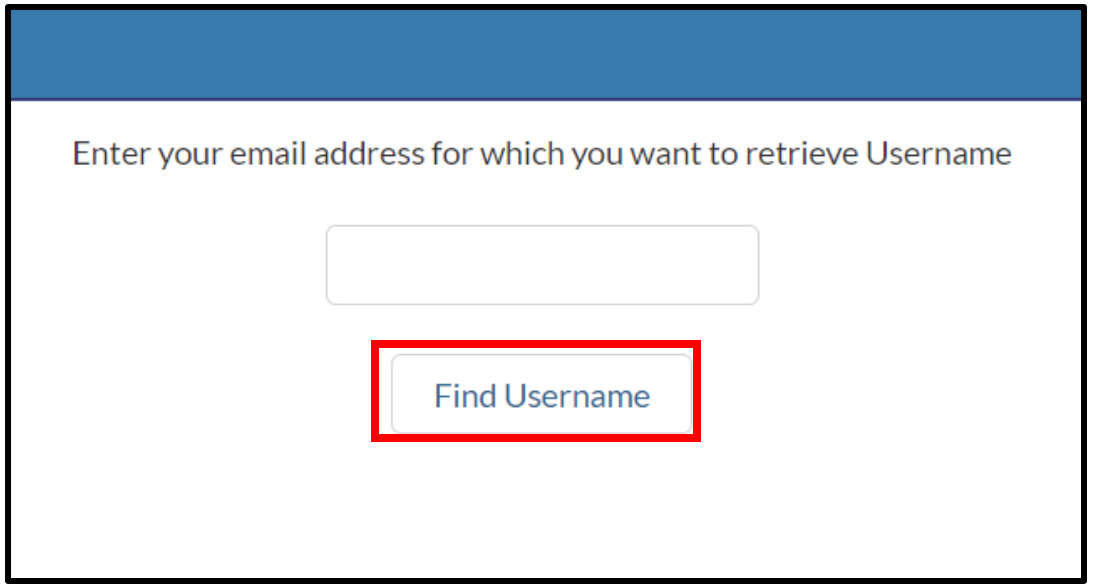
Step 2 of 6: Retrieve a Forgotten Username (if necessary)

1. Click **FORGOT YOUR USERNAME?**
2. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal.
3. Click **FIND USERNAME** and an email will be sent including your username for the COVID-19 Vaccine Portal.



Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.

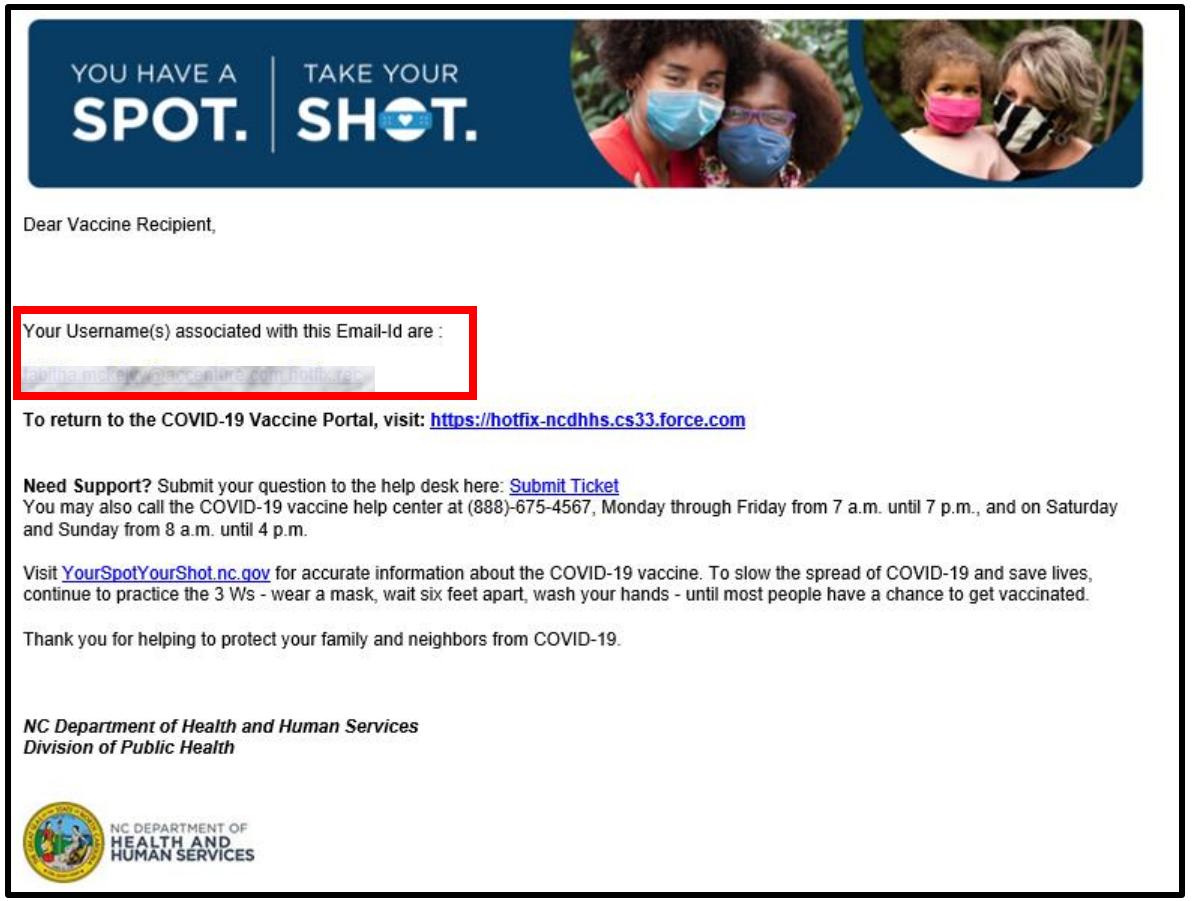


Step 3 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed

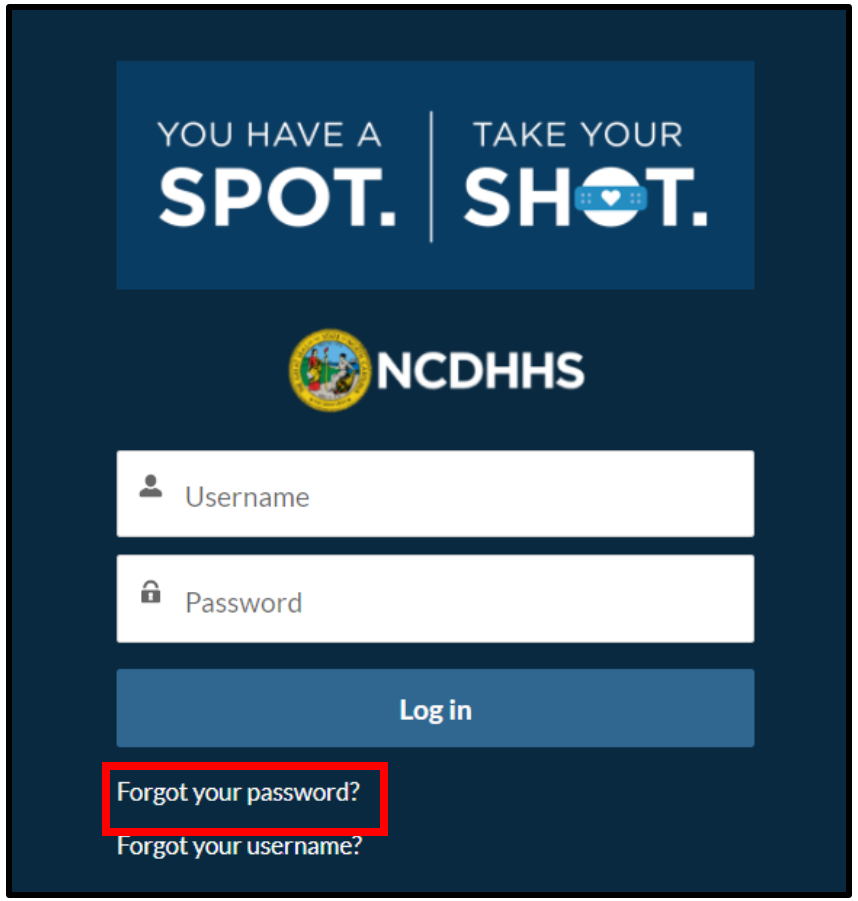
NOTE: If the email address is not found in the COVID-19 Vaccine Portal, the email will state that a username was not found with the email address entered.

2. To return to the COVID-19 Vaccine Portal, click the COVID-19 Vaccine Portal link in the email.



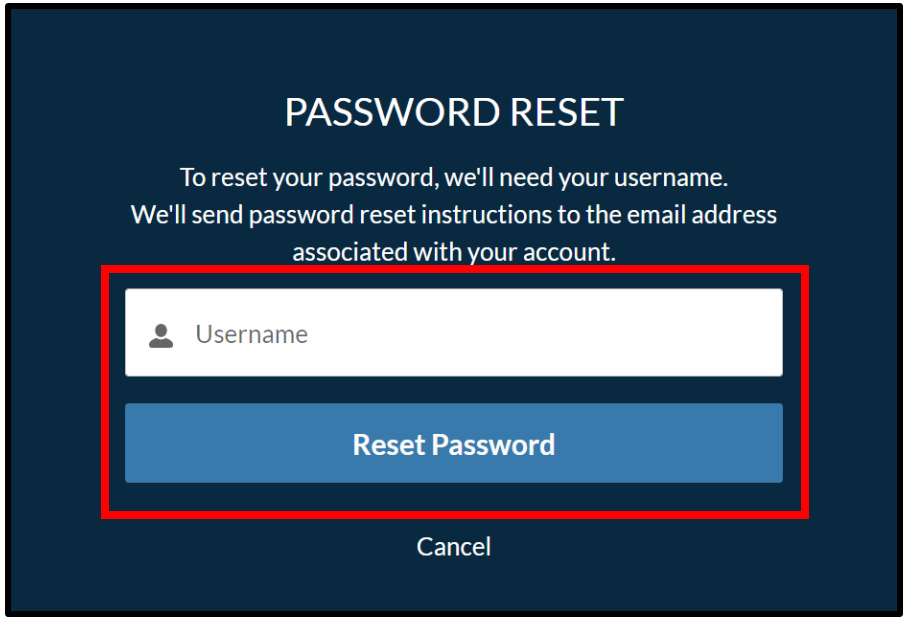
Step 4 of 6: Initiate the Password Reset (if necessary)

1. Click **FORGOT YOUR PASSWORD?**
2. You will see the Password Reset page. Enter your COVID-19 Vaccine Portal **USERNAME**
3. Click **RESET PASSWORD**



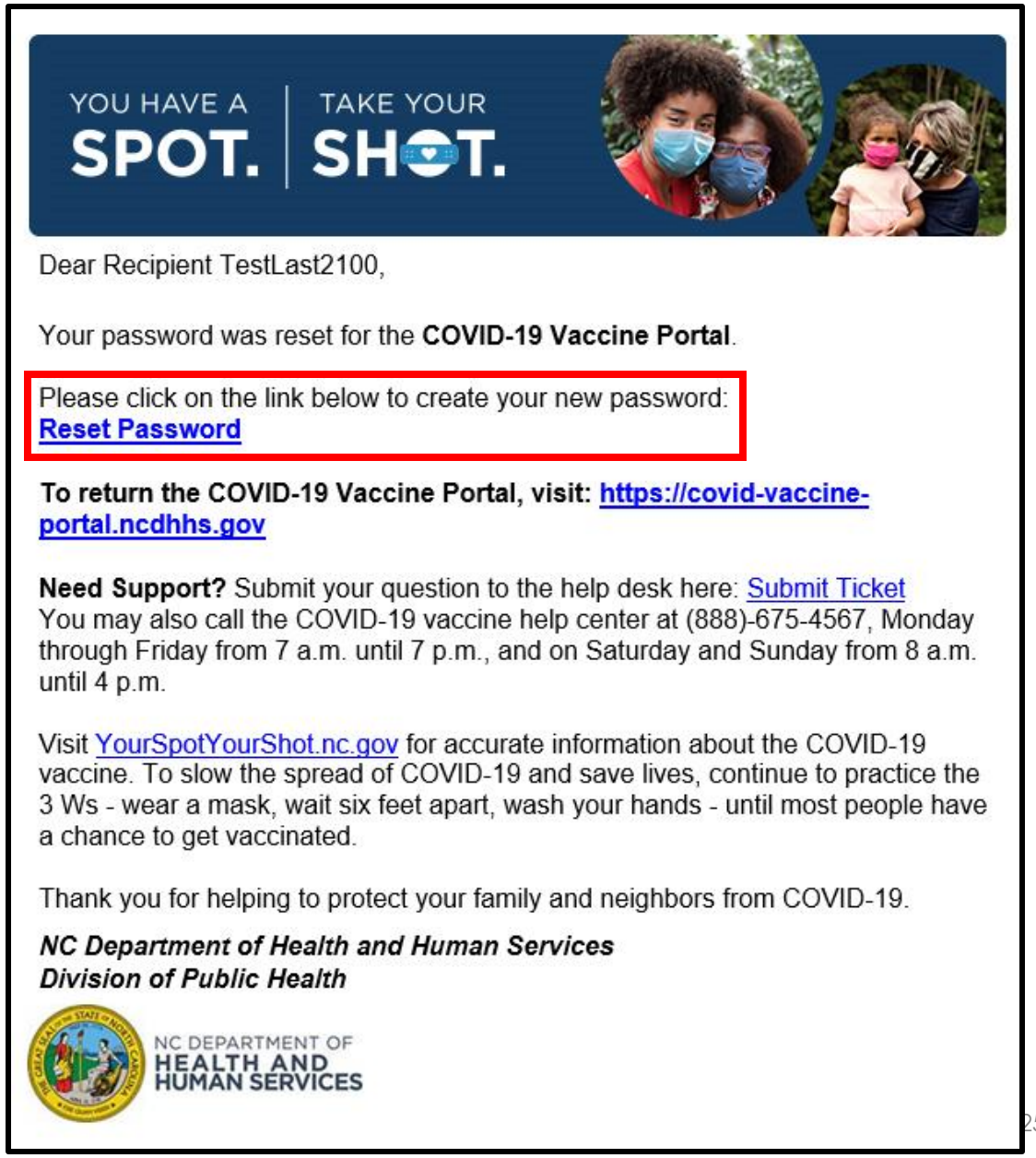
Quick Tip:

Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.



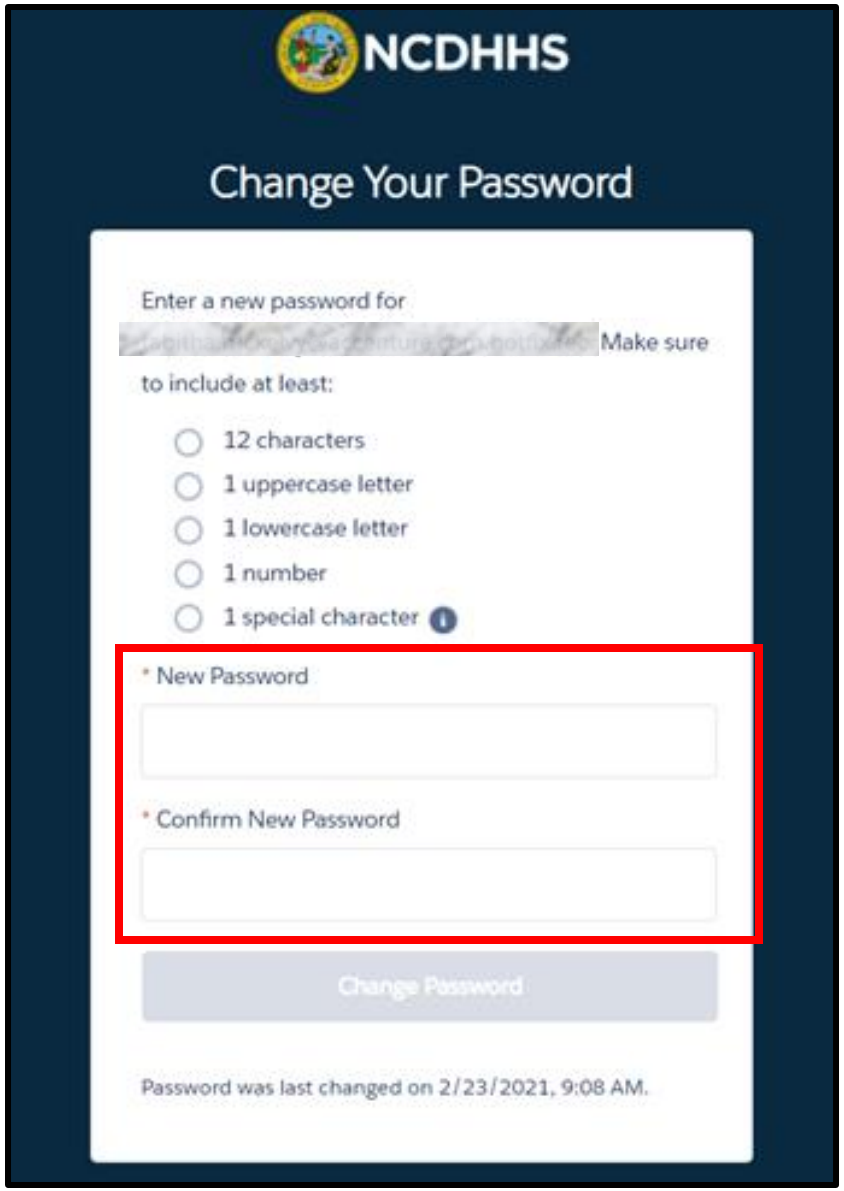
Step 5 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with a link to reset your password.
2. Open the Email. Click the **RESET PASSWORD LINK.**
3. The Reset Password page will appear.



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 COVID-19 Vaccine Portal. You successfully reset your password!

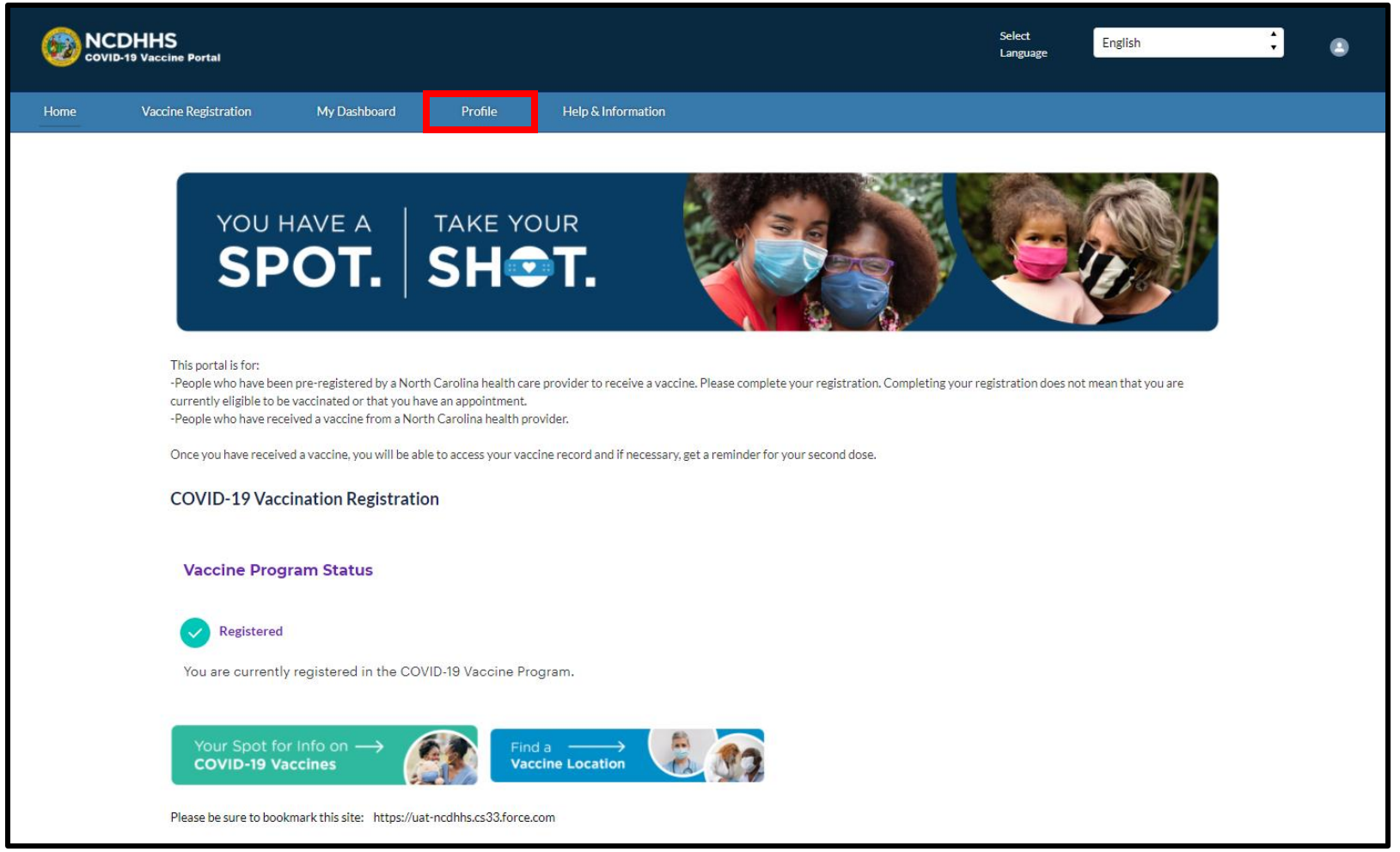


Update Personal Information

Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the COVID-19 Vaccine Portal.

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



Step 2 of 3: Edit Personal Information

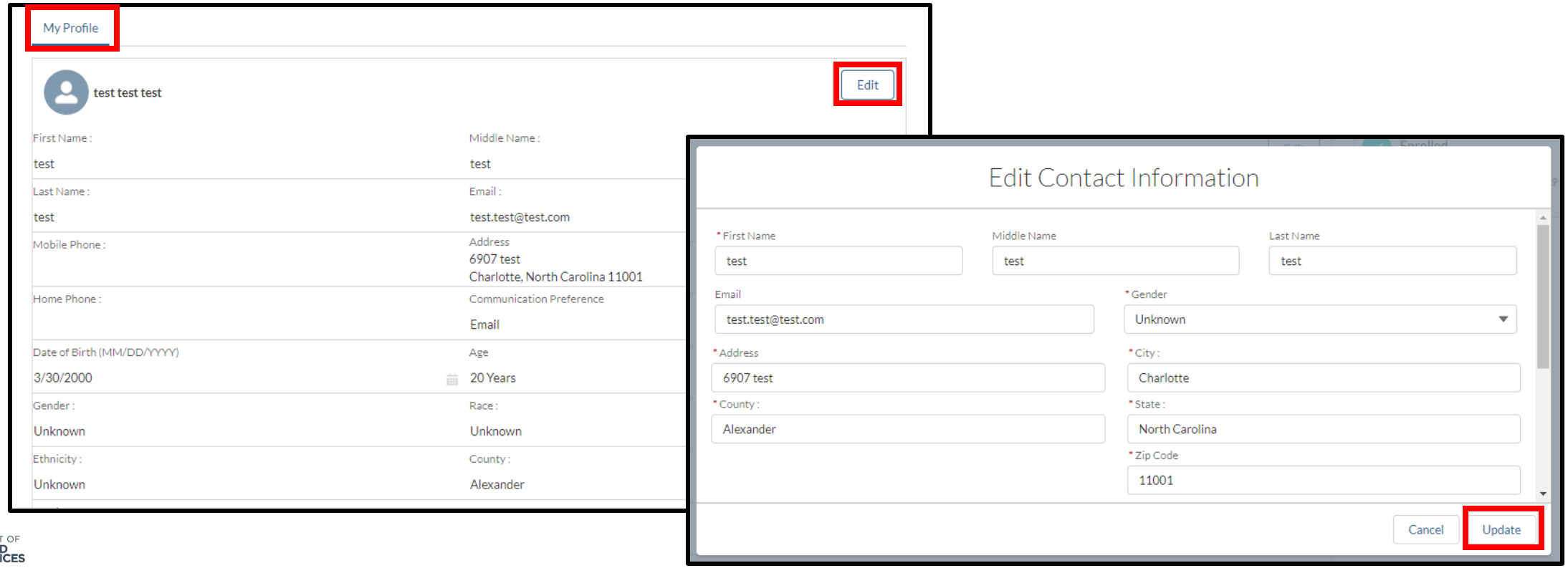
From the **PROFILE PAGE**, you can edit your Personal Information.

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

Quick Tip:

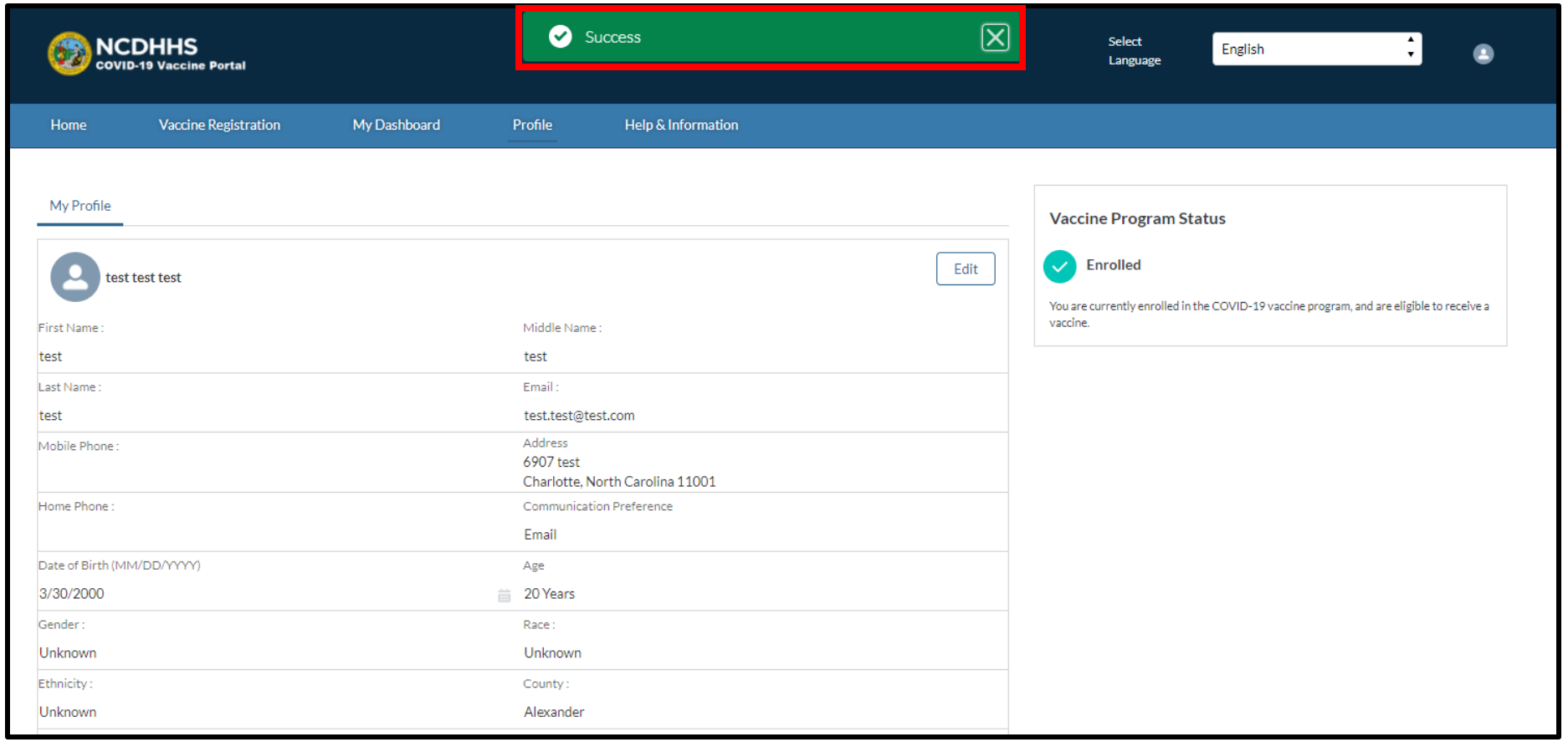
To close Edit Contact Information without saving, click Cancel.

NOTE: To prevent creation of false vaccine information PDFs, you will not be able to edit your First Name, Middle Name, Last Name, or Date of Birth. Please contact your COVID-19 vaccinating provider if you need to make updates to these specific fields.



Step 3 of 3: View Updated Personal Information

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

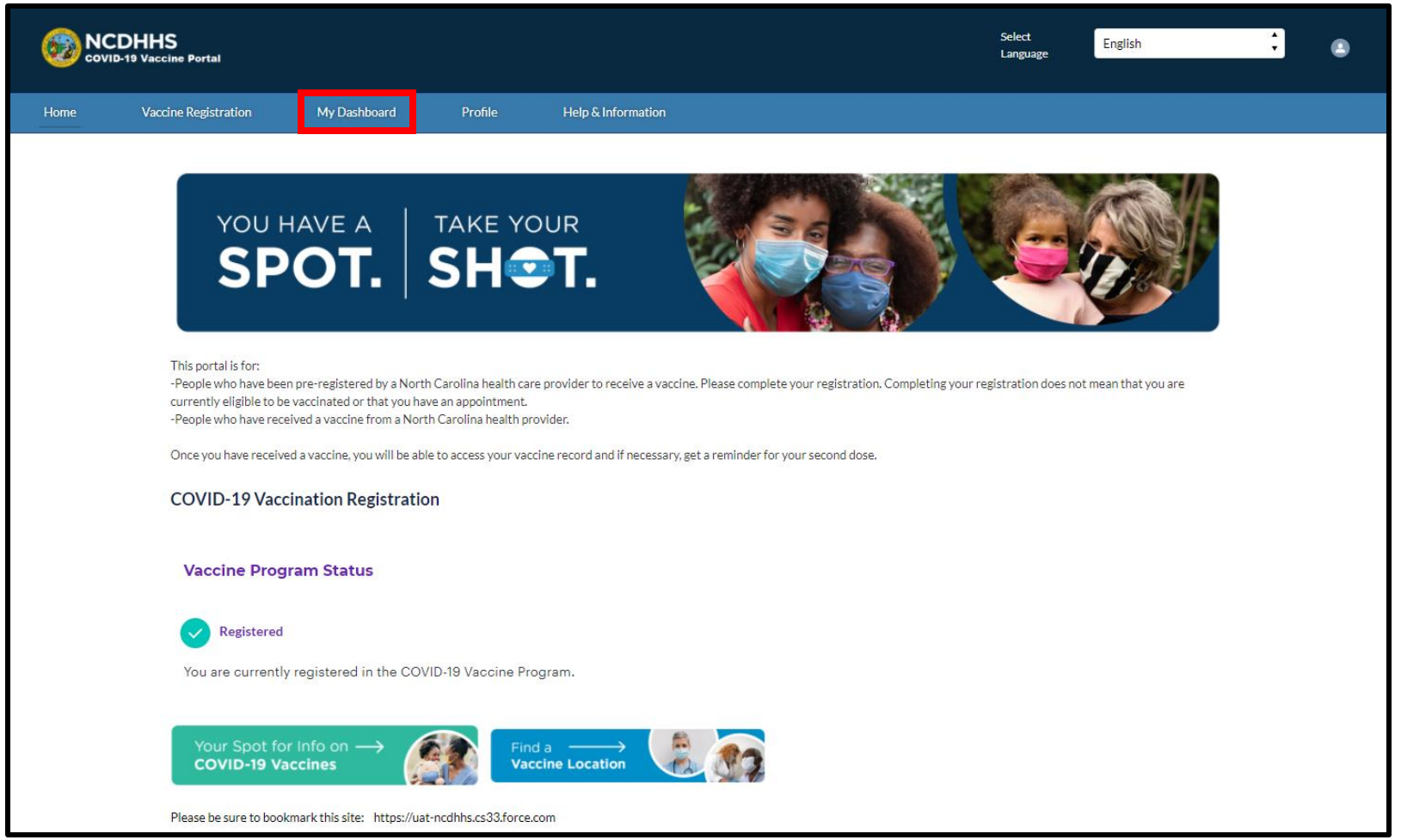


View and Download Vaccine Information

Step 1 of 2: 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 INFORMATION** in the COVID-19 Vaccine Portal.

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



Step 2 of 3: Navigate to COVID-19 Vaccine Information

On the **MY DASHBOARD** page, you can view your COVID-19 Vaccine Information under **COVID-19 VACCINE INFORMATION**.

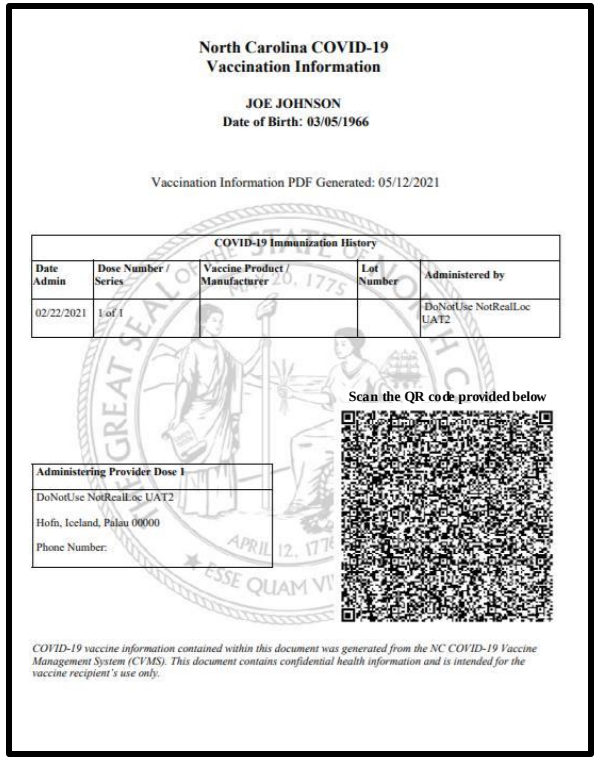
1. Click **COVID-19 VACCINE INFORMATION**
2. You will be directed to the **VACCINE INFORMATION PAGE**

Step 3 of 3: Generate Vaccine Information PDF

If you need a copy of your vaccine information to use for various venues which may require COVID-19 vaccination for entry, there is an option to generate a PDF copy of your COVID-19 vaccine information.

1. Click **GENERATE VACCINE INFORMATION PDF** button (**NOTE**: the button will only appear once you have received a COVID-19 vaccine)
2. A PDF will open in a new tab, with a scannable QR code that includes the same information
3. Download or print the PDF as needed

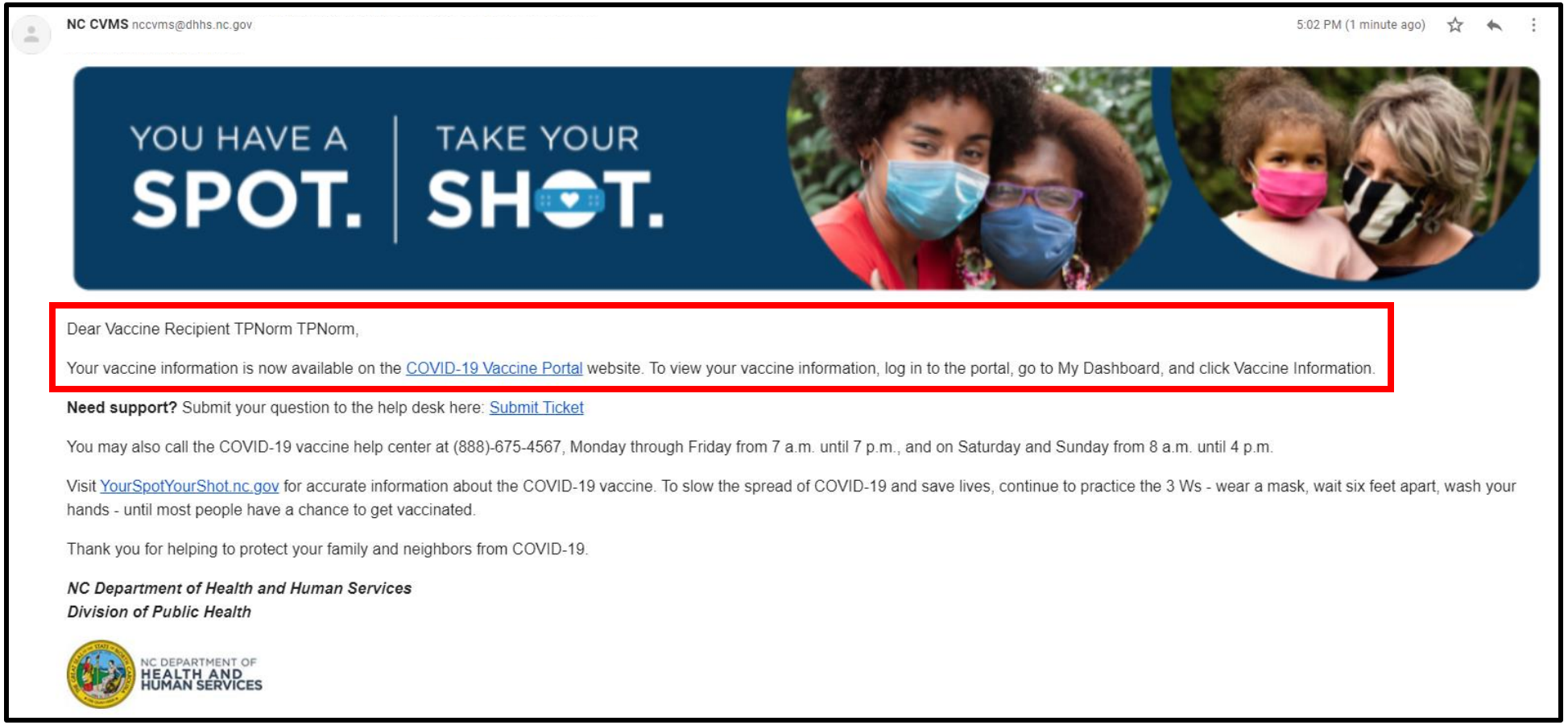
NOTE: If you change the language to Spanish using the drop-down at the top of the screen, the PDF will generate in Spanish.



Vaccine Information

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 COVID-19 Vaccine Portal (if any). This email will inform you how to view your Vaccine Information within the COVID-19 Vaccine Portal.

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



NC CVMS nccvms@dhhs.nc.gov 5:02 PM (1 minute ago)

Dear Vaccine Recipient TPNorm TPNorm,

Your vaccine information is now available on the COVID-19 Vaccine Portal website. To view your vaccine information, log in to the portal, go to My Dashboard, and click Vaccine Information.

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

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Receive Reminders for your Second Dose Appointment

Post-Vaccine Administration Reminders (if necessary)

IF YOUR VACCINE REQUIRES AN ADDITIONAL DOSE, you will be sent **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS** after you received your first dose. Please be mindful of the timing requirements for the second dose and make an appointment with your provider if they did not already do so during your first dose vaccination appointment.

1. The first reminder is sent **24 HOURS** after your first dose is entered into the COVID-19 Vaccine Management System (CVMS) by the vaccinating 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 (if applicable)).

Quick Tip:

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, Firefox, or Safari browsers to access the COVID-19 Vaccine Portal

- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported

User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020	• Original document		Azalea Troche
2	12/21/2020	• Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password	6, 9, 15, 22-26	Azalea Troche
3	01/14/2021	• Update email notification for COVID-19 Vaccine 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	• Included the email a recipient will receive after receiving a dose	40	Courtney Seward
5	01/28/2021	• Updated branding on Priority Tier Grouping	16	Steve DiGangi
6	02/05/2021	• Removed any mention of the covid-help email	9,25,40	Courtney Seward
7	02/10/2021	• Remove Tribal question	13,14, 33-35	Tabitha McKelvy
8	02/23/2021	• Update document to include all changes from Portal rebranding	All Slides	Tabitha McKelvy
9	03/01/2021	• Update second dose reminder slide to reflect option for one dose	44	Tabitha McKelvy
10	03/04/2021	• Update entire presentation to align with new branding and priority tiering logic	All Slides	Tabitha Mckelvy Kechia Scott
11	3/8/2021	• Middle name field added – updated screenshots	12, 13 28-30	Tabitha McKelvy
12	3/8/2021	• Updated welcome email to not include directions regarding receiving vaccine group	8	Tabitha McKelvy
13	4/14/2021	• Update slides to align with Group 5 eligibility enablement, new fields for disability and preferred language, updated self-attestation	All Slides	Tabitha McKelvy
14	5/17/2021	• Added ability for Recipients to generate PDF Vaccine Information • Added note about Recipients no longer editing name/date of birth • Updated branding regarding Vaccine Information	8, 29, 34, 35	Steve DiGangi
15	6/13/2021	• Updated screenshots to display the new text above email field • Updated FAQ Button branding • Added note about no email found during 'Forgot Username?' process	12, 23, 33, 34	Steve DiGangi
16	6/30/2021	• Updated branding for registration • Updated references for vaccines.gov and Find Your Spot	5, 6, 8, 12-14	Steve DiGangi