

# **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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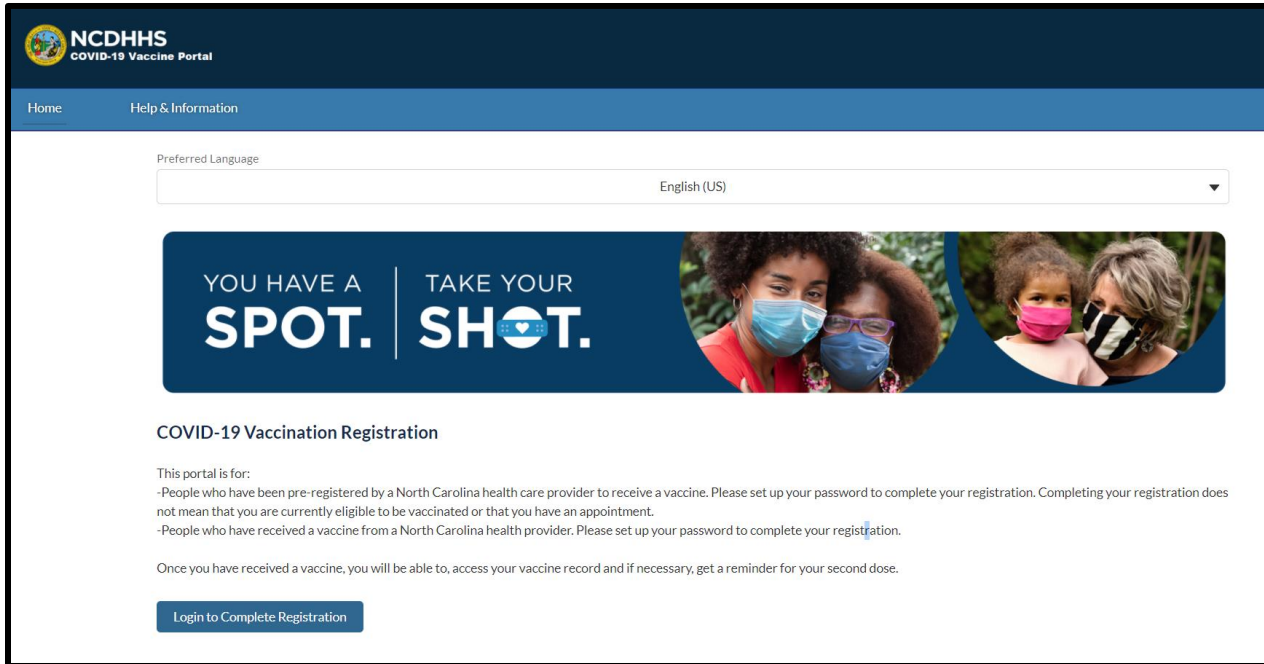
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# Portal Overview



# 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>.

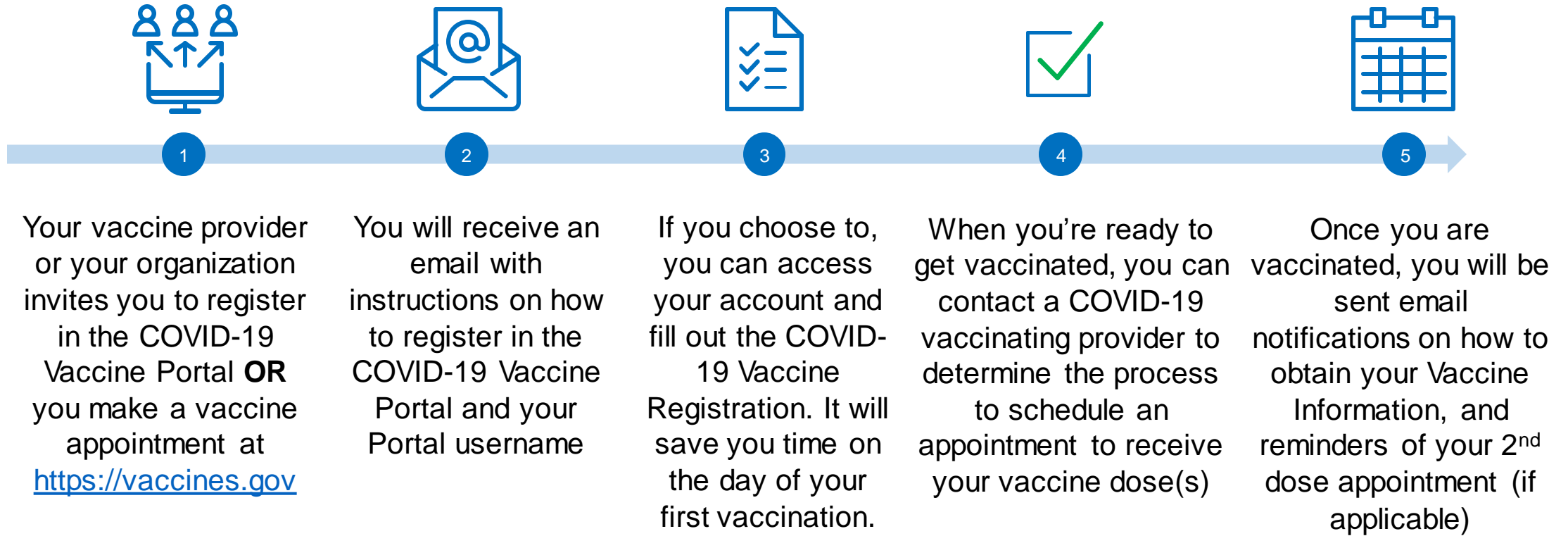
*In this guide, you will learn how to:*

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!**

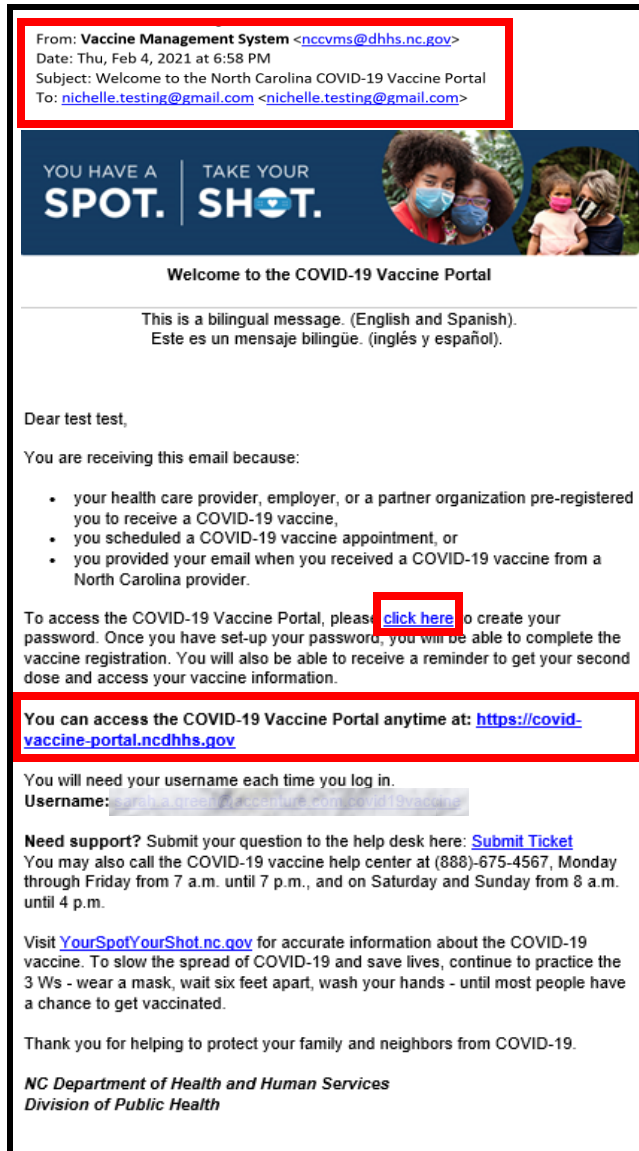
# COVID-19 Vaccine Portal Overview



**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



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](mailto: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.

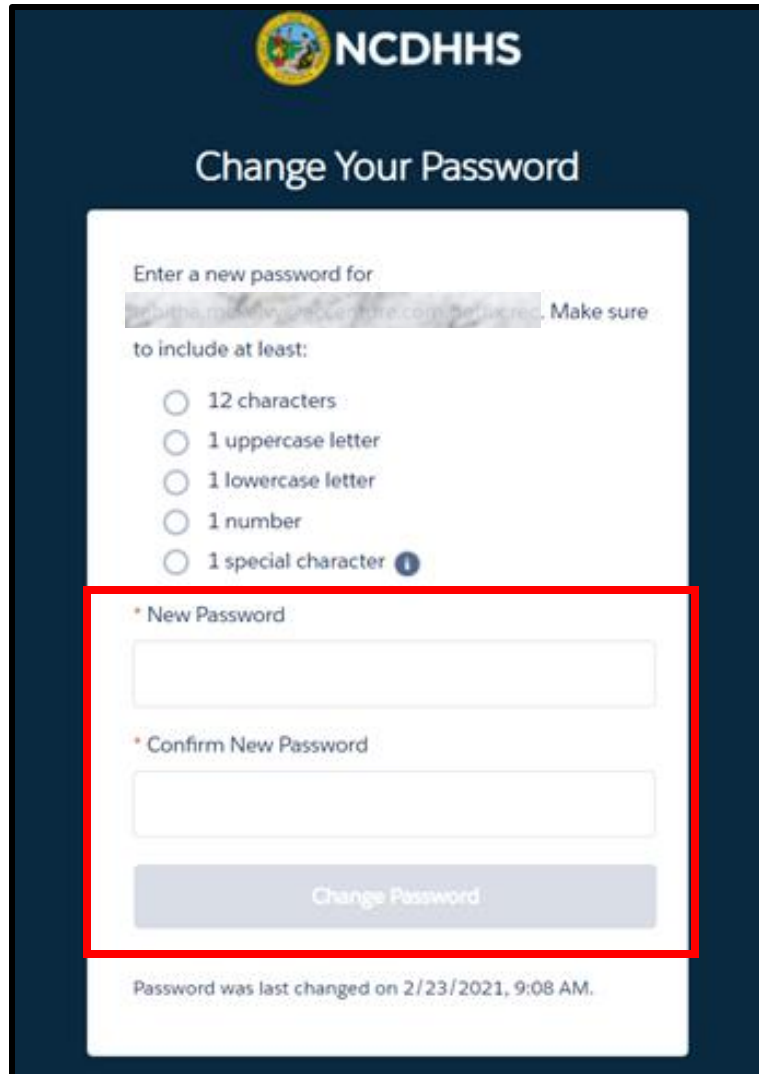
1. Click the **LINK** in the email
2. When the password setup page appears, follow the instructions to create your password


## 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/findyourspace> to see a list of vaccinating providers.




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



 **NCDHHS**

### Change Your Password

Enter a new password for [redacted]. 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.

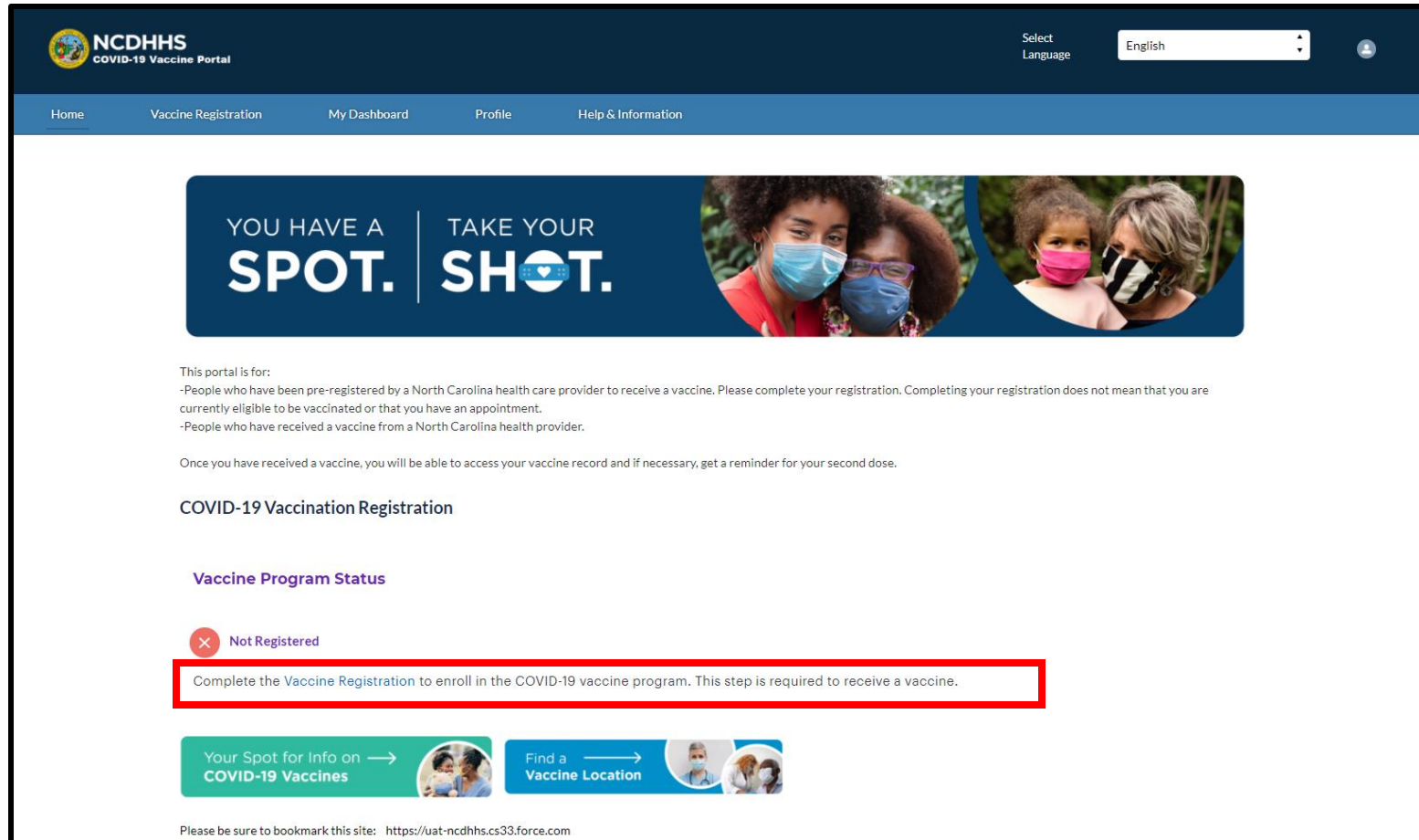
1. Follow the prompts to create a password for the COVID-19 Vaccine Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the COVID-19 Vaccine Portal Homepage

### 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**

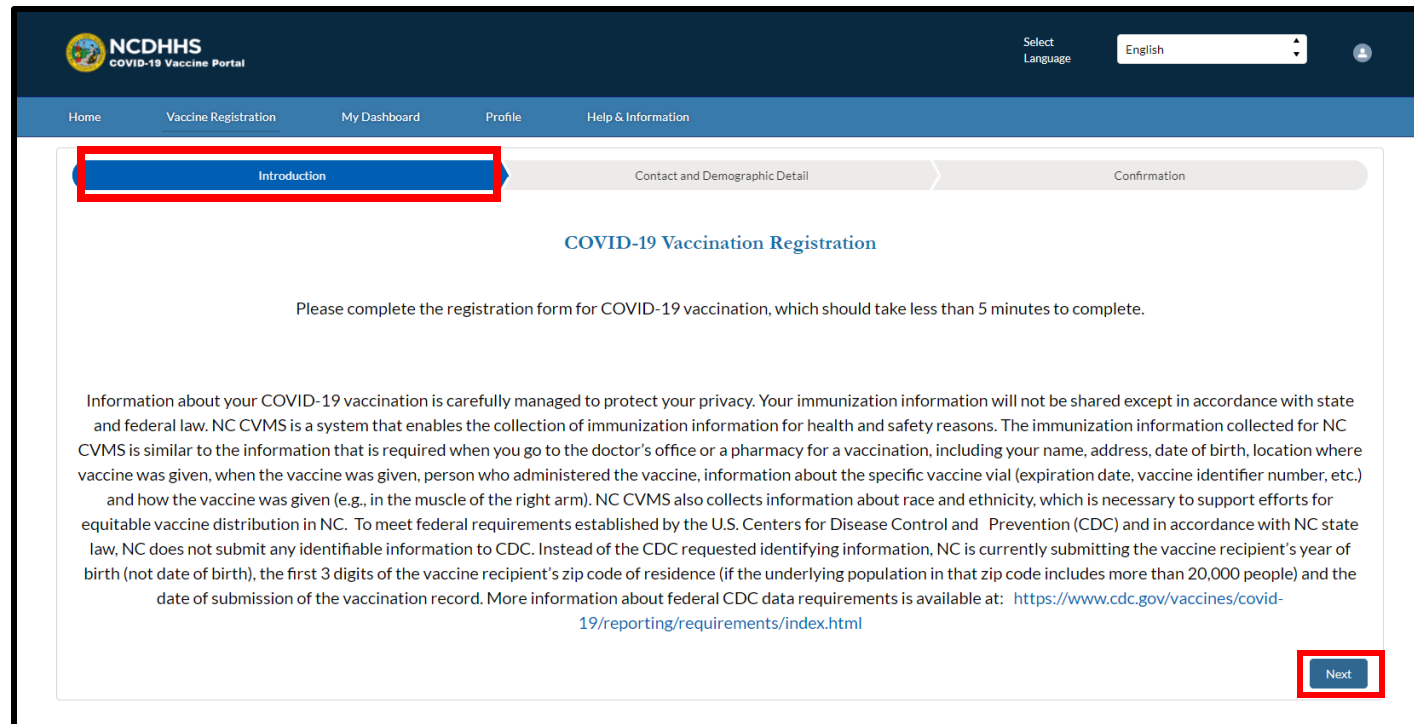


The screenshot displays the NCDHHS COVID-19 Vaccine Portal. The header includes the NCDHHS logo, the text "COVID-19 Vaccine Portal", a language selector set to "English", and a user profile icon. The navigation bar contains links for Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. A large banner features the text "YOU HAVE A SPOT. TAKE YOUR SHOT." alongside images of people wearing masks. Below the banner, a message states: "This portal is for: -People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please 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. 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." The section "COVID-19 Vaccination Registration" shows a "Vaccine Program Status" of "Not Registered" with a red 'x' icon. A red-bordered box highlights the instruction: "Complete the [Vaccine Registration](#) to enroll in the COVID-19 vaccine program. This step is required to receive a vaccine." At the bottom, there are two buttons: "Your Spot for Info on COVID-19 Vaccines" and "Find a Vaccine Location". A footer note asks users to bookmark the site at <https://uat-ncdhhs.cs33.force.com>.

## 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



The screenshot shows the NCDHHS COVID-19 Vaccine Portal. The header includes the NCDHHS logo, the text "COVID-19 Vaccine Portal", a language selector set to "English", and a user profile icon. The navigation bar contains links for Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. Below the navigation bar, a progress bar shows three steps: "Introduction" (highlighted with a red box and a blue arrow), "Contact and Demographic Detail", and "Confirmation". The main content area is titled "COVID-19 Vaccination Registration" and contains a paragraph: "Please complete the registration form for COVID-19 vaccination, which should take less than 5 minutes to complete." Below this is a detailed privacy statement explaining that the information collected is for health and safety reasons, including name, address, date of birth, location, vaccine details, and race/ethnicity. It also mentions that the information is submitted to the CDC and that NC does not submit identifiable information to the CDC. A link to the CDC requirements page is provided: <https://www.cdc.gov/vaccines/covid-19/reporting/requirements/index.html>. At the bottom right, there is a "Next" button highlighted with a red box.

# 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

The screenshot shows the 'Contact and Demographic Detail' step of the NCDHHS COVID-19 Vaccine Portal. The page has a dark blue header with the NCDHHS logo and 'COVID-19 Vaccine Portal' text. A navigation bar includes links for Home, Vaccine Registration, My Dashboard, Profile, and Help & Information. A progress bar at the top shows three steps: Introduction (green), Contact and Demographic Detail (blue), and Confirmation (grey). A red-bordered box highlights the instruction: 'Please provide the information below. Items with a \* are required.' The form contains several fields: First Name (John), Middle Name, Last Name (Appleseed), Address Line 1 (123 Main Street), Address Line 2 (Apt 3b), City (Raleigh), State (North Carolina), County (Wake), Zip Code (11111), Email (jonnyapples@mailinator.com), Mobile Phone, Date of Birth (Apr 11, 2002), Ethnicity (Not Hispanic or Latino), Preferred Language (English), Home Phone, The best way to contact you (None), Race (White), and Gender (Male). A section for disabilities includes checkboxes for 'Not Disabled' (checked), Cancer, Cognitive (Psychological or Psychiatric), Neurological, Physical (Mobility), Respiratory, Sensory (Vision or Hearing), and Other (Please Specify). A red-bordered box highlights the 'Next' button at the bottom right.

**Please provide the information below. Items with a \* are required.**

\* First Name: John Middle Name: Last Name: Appleseed

\* Address Line 1: 123 Main Street

Address Line 2: Apt 3b

\* City: Raleigh \* County: Wake

\* State: North Carolina \* Zip Code: 11111

Email (Will allow you to access your vaccine information in the COVID-19 Vaccine Portal.): jonnyapples@mailinator.com

Home Phone:

Mobile Phone:

\* Date of Birth (MM/DD/YYYY): Apr 11, 2002

\* Ethnicity: Not Hispanic or Latino

Preferred Language: English

\* The best way to contact you: None

\* Race: White

\* Gender: Male

\* Providing a Language preference will not provide translated text/communication, except Spanish.

Please check all disabilities that apply to you:

☒ Not Disabled

☐ Cancer

☐ Cognitive (Psychological or Psychiatric)

☐ Neurological

☐ Physical (Mobility)

☐ Respiratory

☐ Sensory (Vision or Hearing)

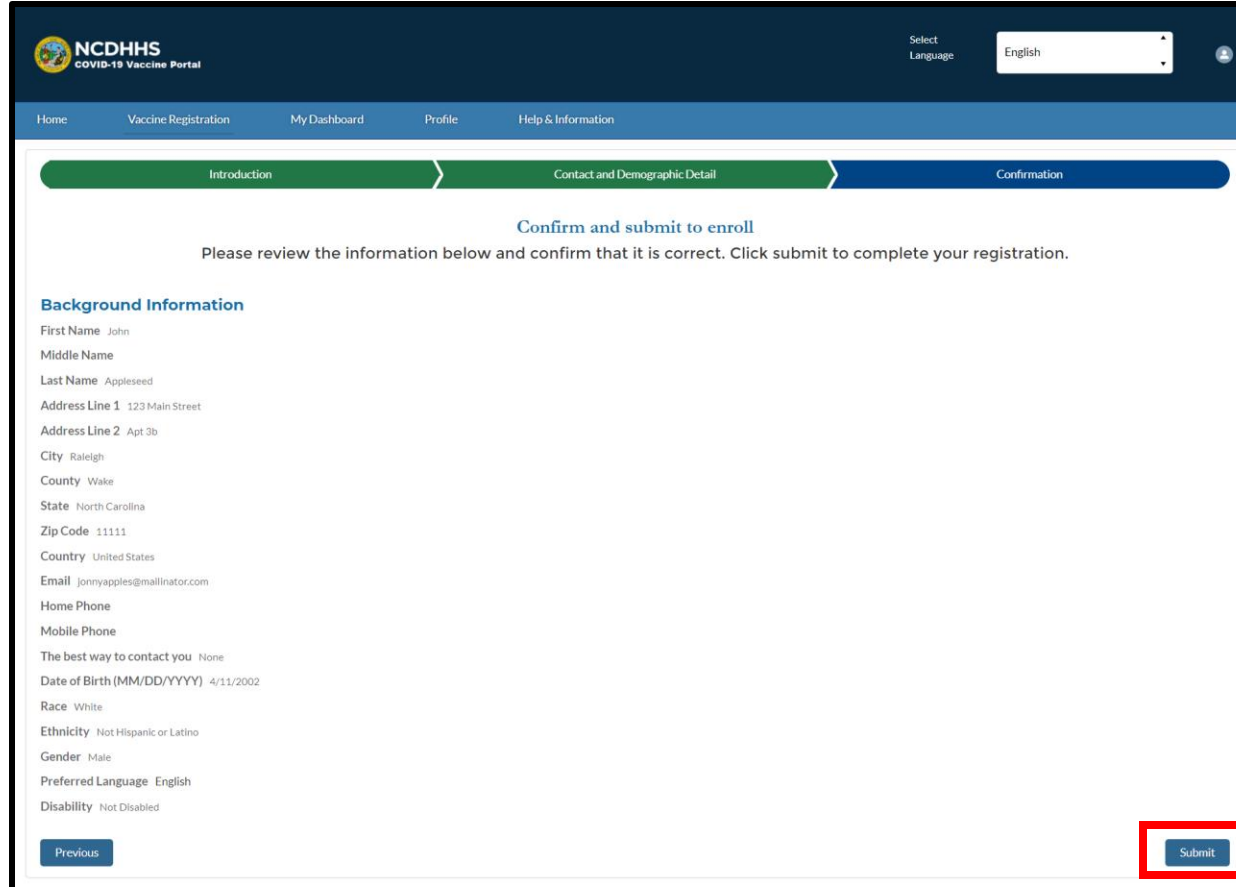
☐ Other (Please Specify)

**Next**

## 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**



The screenshot shows the 'Confirmation' step of the COVID-19 Vaccine Registration process. The header includes the NCDHHS logo and a language selector set to 'English'. A navigation bar shows 'Home', 'Vaccine Registration', 'My Dashboard', 'Profile', and 'Help & Information'. A progress bar indicates the current step is 'Confirmation'. The main heading is 'Confirm and submit to enroll', followed by the instruction: 'Please review the information below and confirm that it is correct. Click submit to complete your registration.' The 'Background Information' section lists the following details: First Name: John, Middle Name, Last Name: Applesseed, Address Line 1: 123 Main Street, Address Line 2: Apt 3b, City: Raleigh, County: Wake, State: North Carolina, Zip Code: 11111, Country: United States, Email: jonnyapples@mailinator.com, Home Phone, Mobile Phone, The best way to contact you: None, Date of Birth (MM/DD/YYYY): 4/11/2002, Race: White, Ethnicity: Not Hispanic or Latino, Gender: Male, Preferred Language: English, and Disability: Not Disabled. At the bottom, there are 'Previous' and 'Submit' buttons. The 'Submit' button is highlighted with a red rectangle.


### 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.



Select Language

English

Home

Vaccine Registration

My Dashboard

Profile

Help & Information

Introduction

Contact and Demographic Detail

Confirmation

Your registration is complete

Thank you for completing the registration process. Please remember that registration does not mean that you are currently eligible to be vaccinated or that you have an appointment. A free COVID-19 vaccine will be available to all who want it, but supplies are currently limited. Get accurate information about COVID-19 vaccines at <https://covid19.ncdhhs.gov/findyourspot>.

[NC.GOV HOME](#)


[TRANSLATION DISCLAIMER](#)

[ACCESSIBILITY](#)

[TERMS OF USE](#)

[PRIVACY](#)

[OPEN BUDGET](#)



# 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

**NCDHHS**  
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language  
English (US)

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

**COVID-19 Vaccination 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**

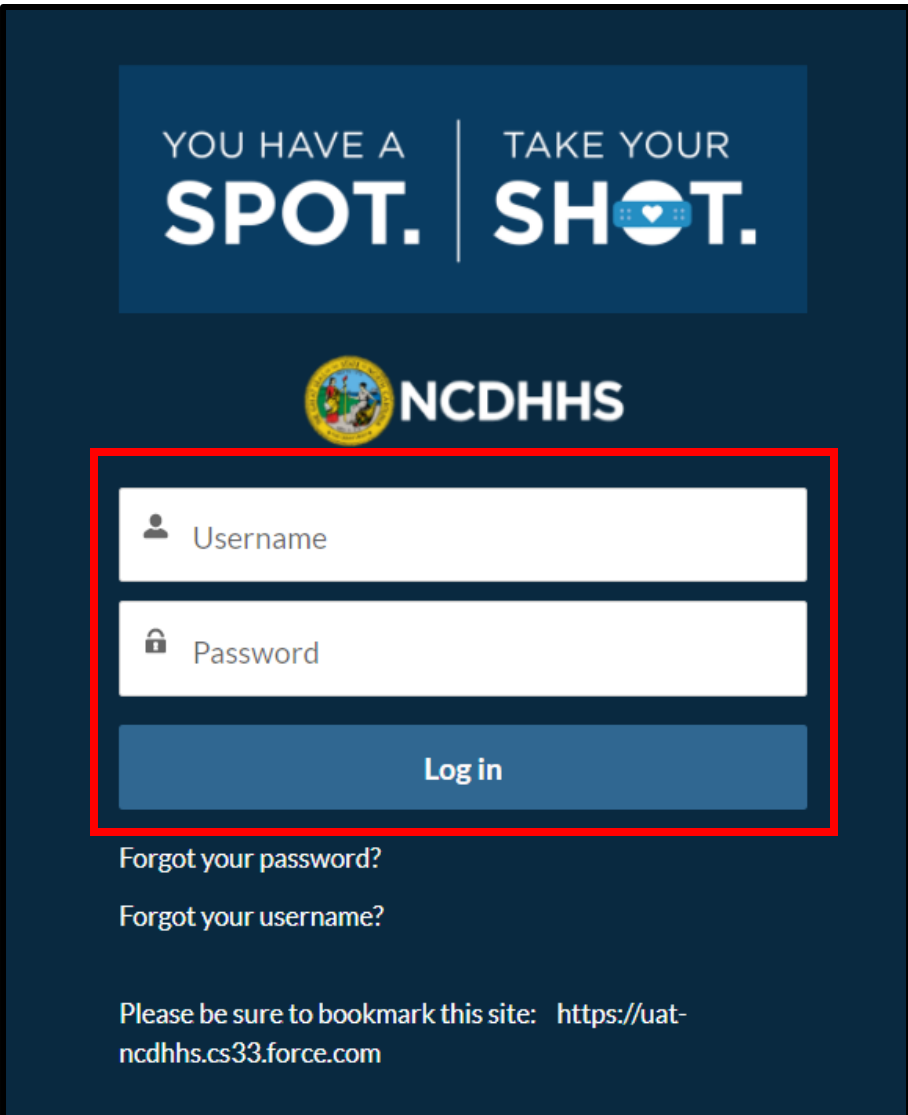
## Step 2 of 4: Enter Username and Password

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.



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

 **NCDHHS**

 Username

 Password

**Log in**

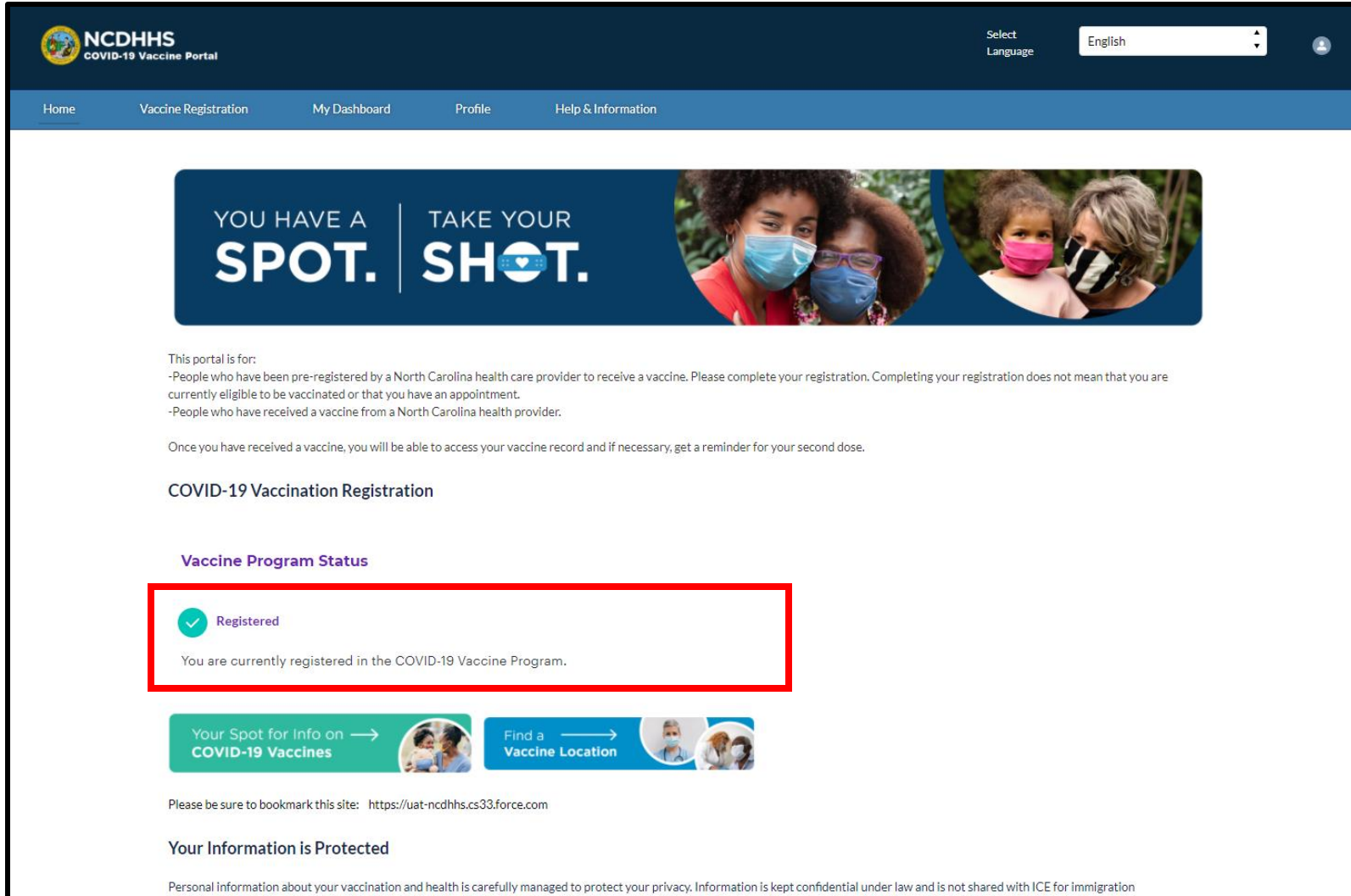
[Forgot your password?](#)

[Forgot your username?](#)

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

## 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**



The screenshot displays the NCDHHS COVID-19 Vaccine Portal homepage. At the top, there is a dark blue header with the NCDHHS logo and the text "COVID-19 Vaccine Portal". To the right of the header, there is a "Select Language" dropdown menu set to "English" and a user profile icon. Below the header is a light blue navigation bar with links for "Home", "Vaccine Registration", "My Dashboard", "Profile", and "Help & Information". The main content area features a large banner with the text "YOU HAVE A SPOT. | TAKE YOUR SHOT." and images of people wearing masks. Below the banner, there is a section titled "This portal is for:" with two bullet points: "-People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment." and "-People who have received a vaccine from a North Carolina health provider." Below this, there is a note: "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." The next section is titled "COVID-19 Vaccination Registration". Underneath, there is a section titled "Vaccine Program Status" which is highlighted with a red box. It shows a green checkmark icon and the text "Registered". Below this, it says "You are currently registered in the COVID-19 Vaccine Program." At the bottom of the page, there are two buttons: "Your Spot for Info on COVID-19 Vaccines" and "Find a Vaccine Location". Below these buttons, there is a footer with the text "Please be sure to bookmark this site: https://uat-ncdhhs.cs33.force.com" and "Your Information is Protected". At the very bottom, there is a small disclaimer: "Personal information about your vaccination and health is carefully managed to protect your privacy. Information is kept confidential under law and is not shared with ICE for immigration".

NCDHHS  
COVID-19 Vaccine Portal

Select Language: English

Home Vaccine Registration My Dashboard Profile Help & Information

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 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.

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 Vaccination Registration

Vaccine Program Status

Registered

You are currently registered in the COVID-19 Vaccine Program.

Your Spot for Info on COVID-19 Vaccines

Find a Vaccine Location

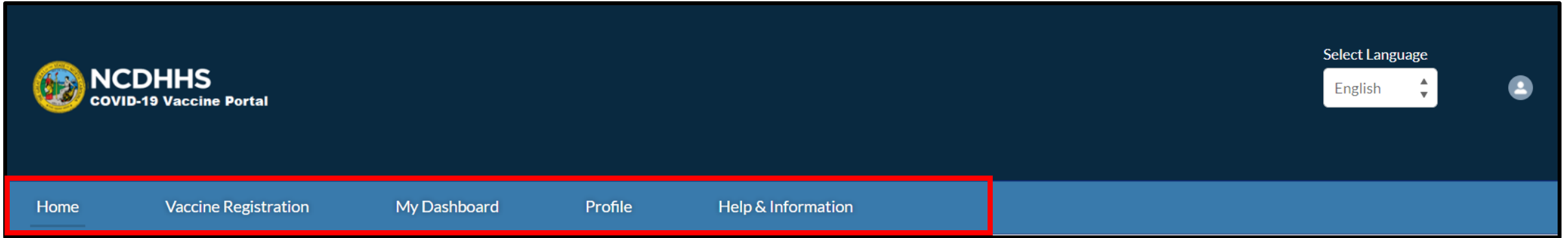
Please be sure to bookmark this site: <https://uat-ncdhhs.cs33.force.com>

Your Information is Protected

Personal information about your vaccination and health is carefully managed to protect your privacy. Information is kept confidential under law and is not shared with ICE for immigration



## 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

**NCDHHS**  
COVID-19 Vaccine Portal

Home Help & Information

Preferred Language  
English (US)

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

**COVID-19 Vaccination Registration**

This portal is for:

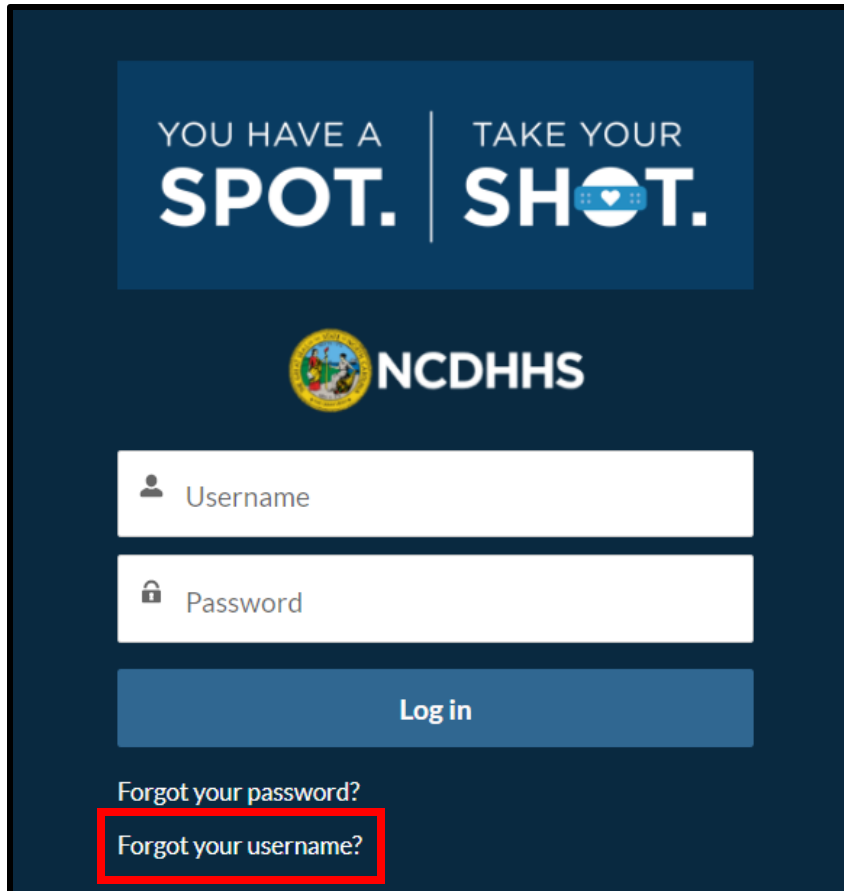
- People who have been pre-registered by a North Carolina health care provider to receive a vaccine. Please set up your password to complete your registration. Completing your registration does not mean that you are currently eligible to be vaccinated or that you have an appointment.
- People who have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

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

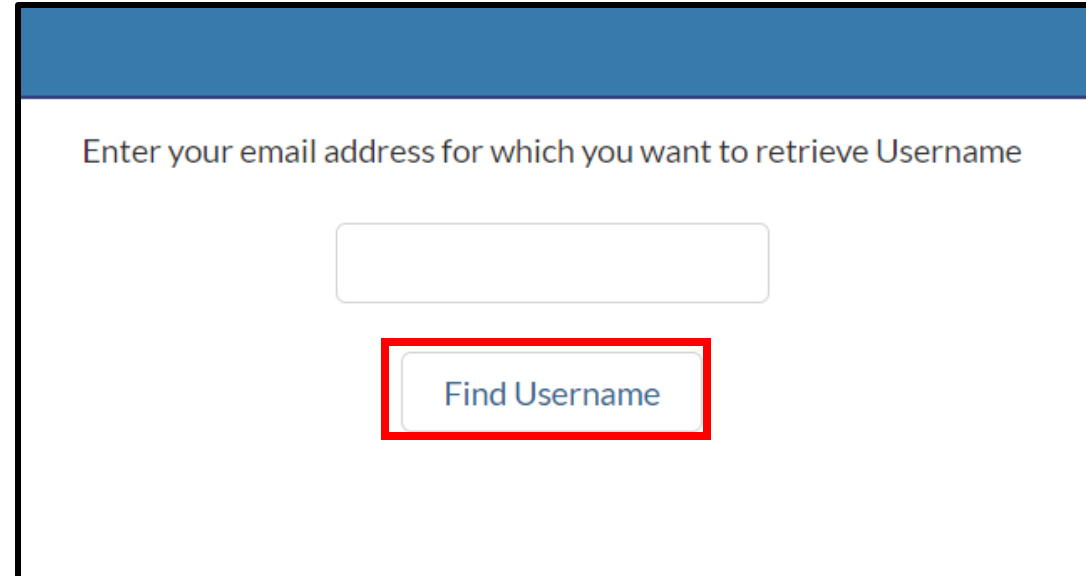
1. Click **FORGOT YOUR USERNAME?**
2. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal.
3. Click **FIND USERNAME** and an email will be sent including your username for the COVID-19 Vaccine Portal.



The screenshot shows the NCDHHS login page. At the top, it says "YOU HAVE A SPOT. | TAKE YOUR SHOT." with a bandage icon over the 'O' in SHOT. Below this is the NCDHHS logo. There are two input fields: "Username" and "Password". A blue "Log in" button is below the password field. At the bottom left, there are two links: "Forgot your password?" and "Forgot your username?". The "Forgot your username?" link is highlighted with a red rectangle.

### Quick Tip:

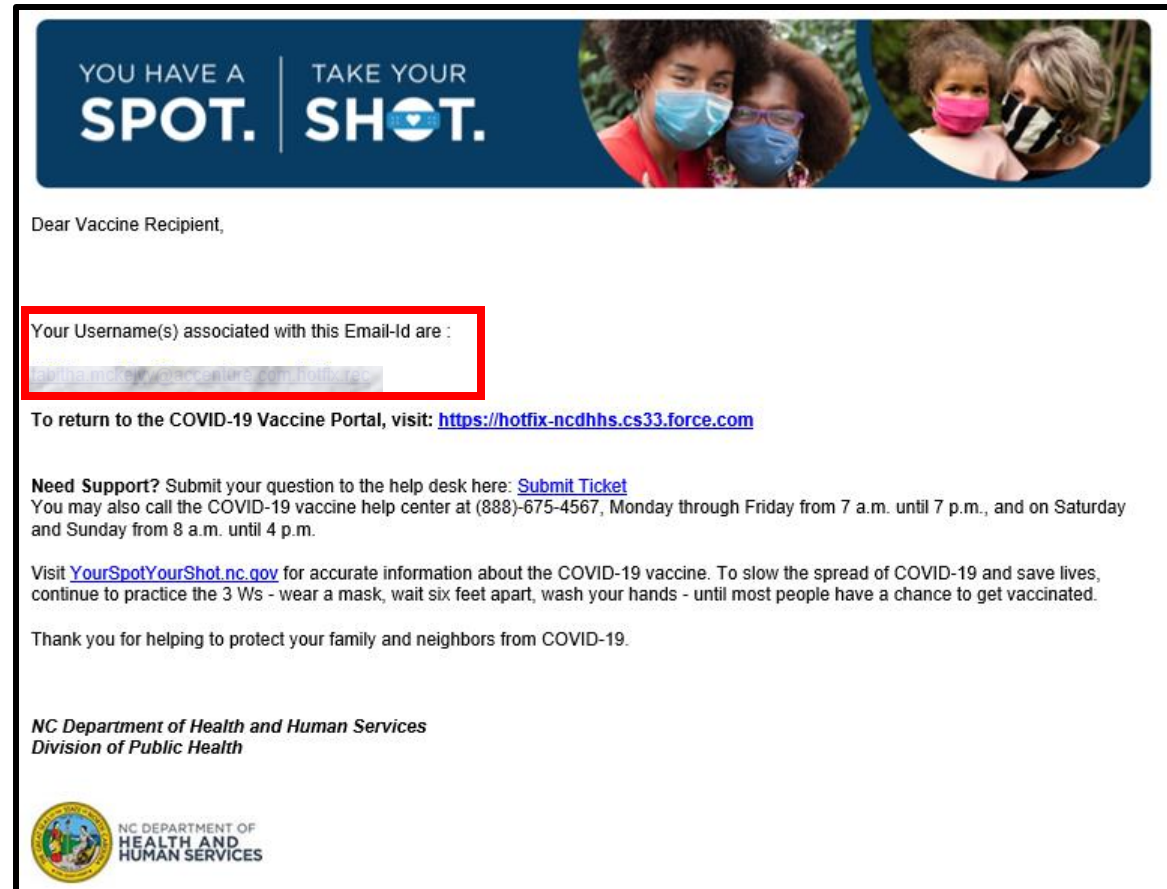
Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.



The screenshot shows the "Find Username" page. It has a blue header bar. Below the header, it says "Enter your email address for which you want to retrieve Username". There is a white input field for the email address. Below the input field is a button labeled "Find Username", which is highlighted with a red rectangle.

## 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.



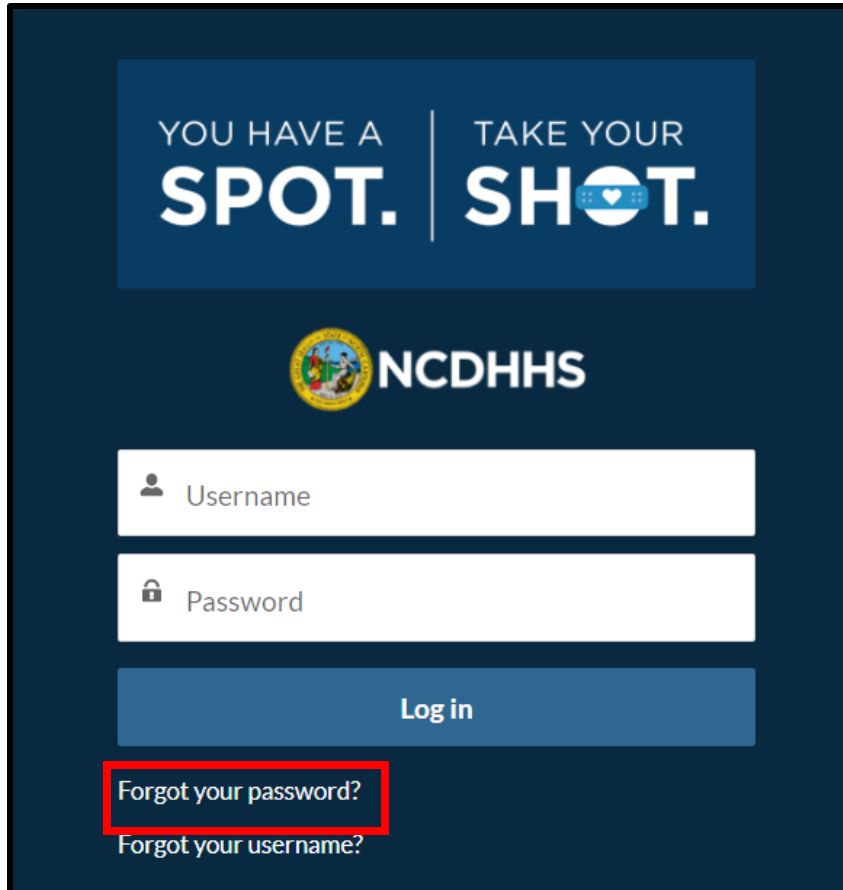


## Step 4 of 6: Initiate the Password Reset (if necessary)

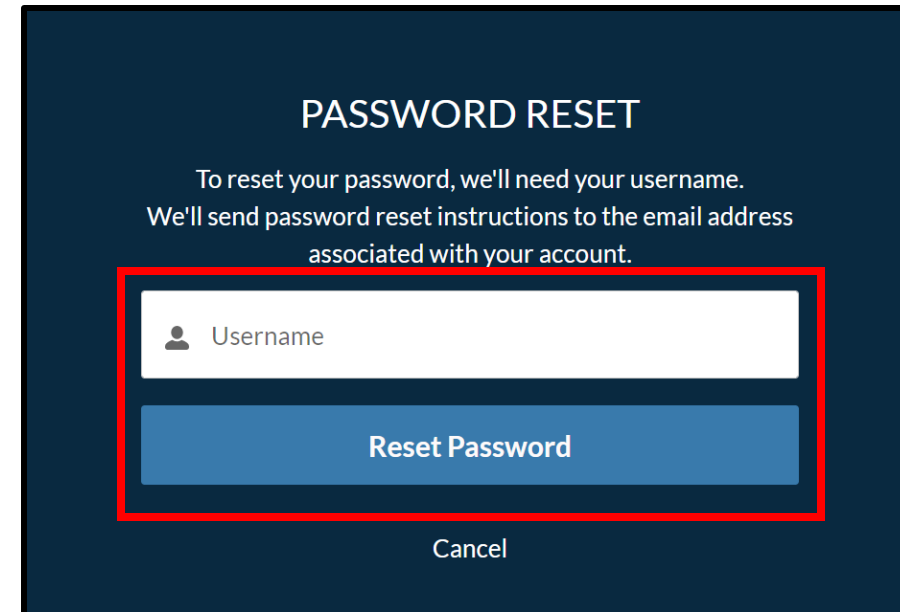
1. Click **FORGOT YOUR PASSWORD?**
2. You will see the Password Reset page. Enter your COVID-19 Vaccine Portal **USERNAME**
3. Click **RESET PASSWORD**

### 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.



The screenshot shows the NCDHHS login page. At the top, it says "YOU HAVE A SPOT. | TAKE YOUR SHOT." with a heart icon in the 'O' of SHOT. Below this is the NCDHHS logo. There are two input fields: "Username" and "Password". A blue "Log in" button is below the password field. At the bottom left, there are two links: "Forgot your password?" and "Forgot your username?". The "Forgot your password?" link is highlighted with a red rectangle.





The screenshot shows the "PASSWORD RESET" page. It says "To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account." Below this is a "Username" input field and a blue "Reset Password" button. Both the input field and the button are highlighted with a red rectangle. At the bottom, there is a "Cancel" link.

## 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.

YOU HAVE A  
**SPOT.**

TAKE YOUR  
**SHOT.**



Dear Recipient TestLast2100,

Your password was reset for the **COVID-19 Vaccine Portal**.

Please click on the link below to create your new password:  
[Reset Password](#)


To return the COVID-19 Vaccine Portal, visit: <https://covid-vaccine-portal.ncdhhs.gov>

**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](https://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.

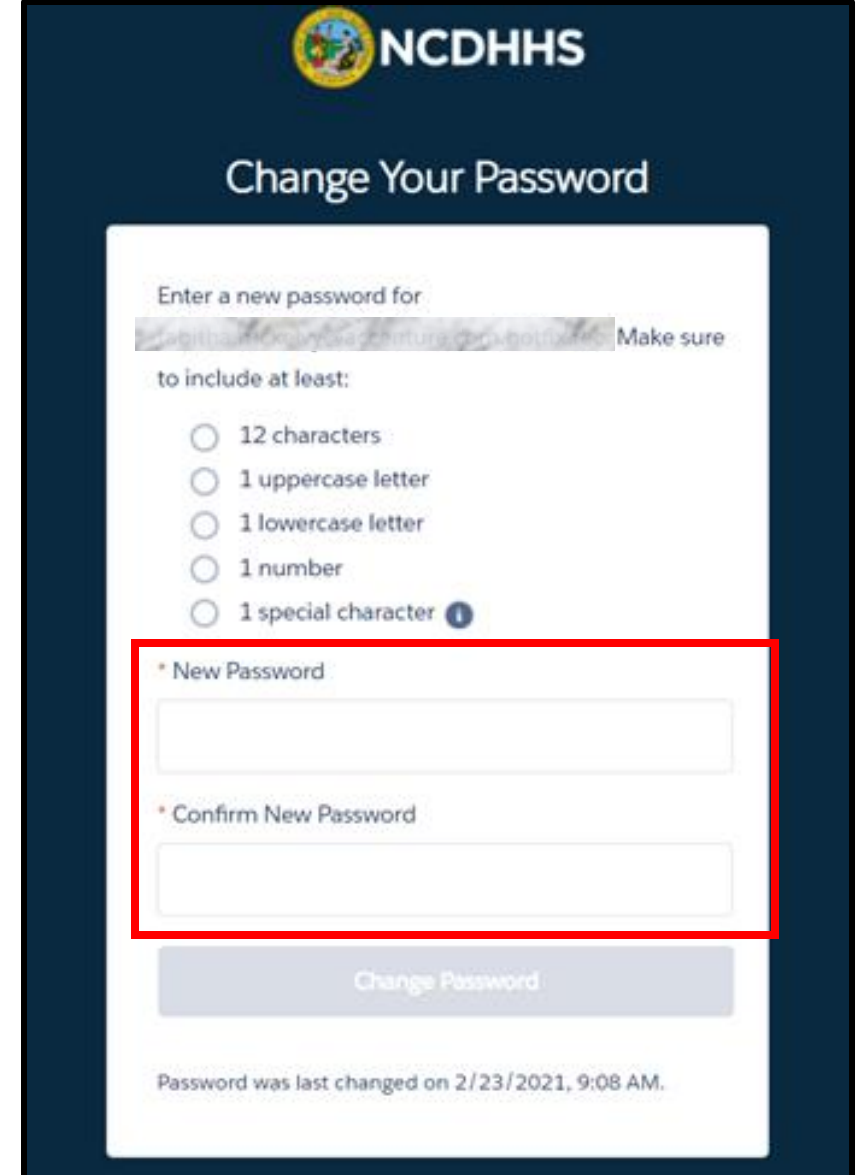
**NC Department of Health and Human Services**  
**Division of Public Health**




NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

## 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!




 **NCDHHS**

### Change Your Password

Enter a new password for  Make sure

to include at least:

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

\* New Password

\* Confirm New Password

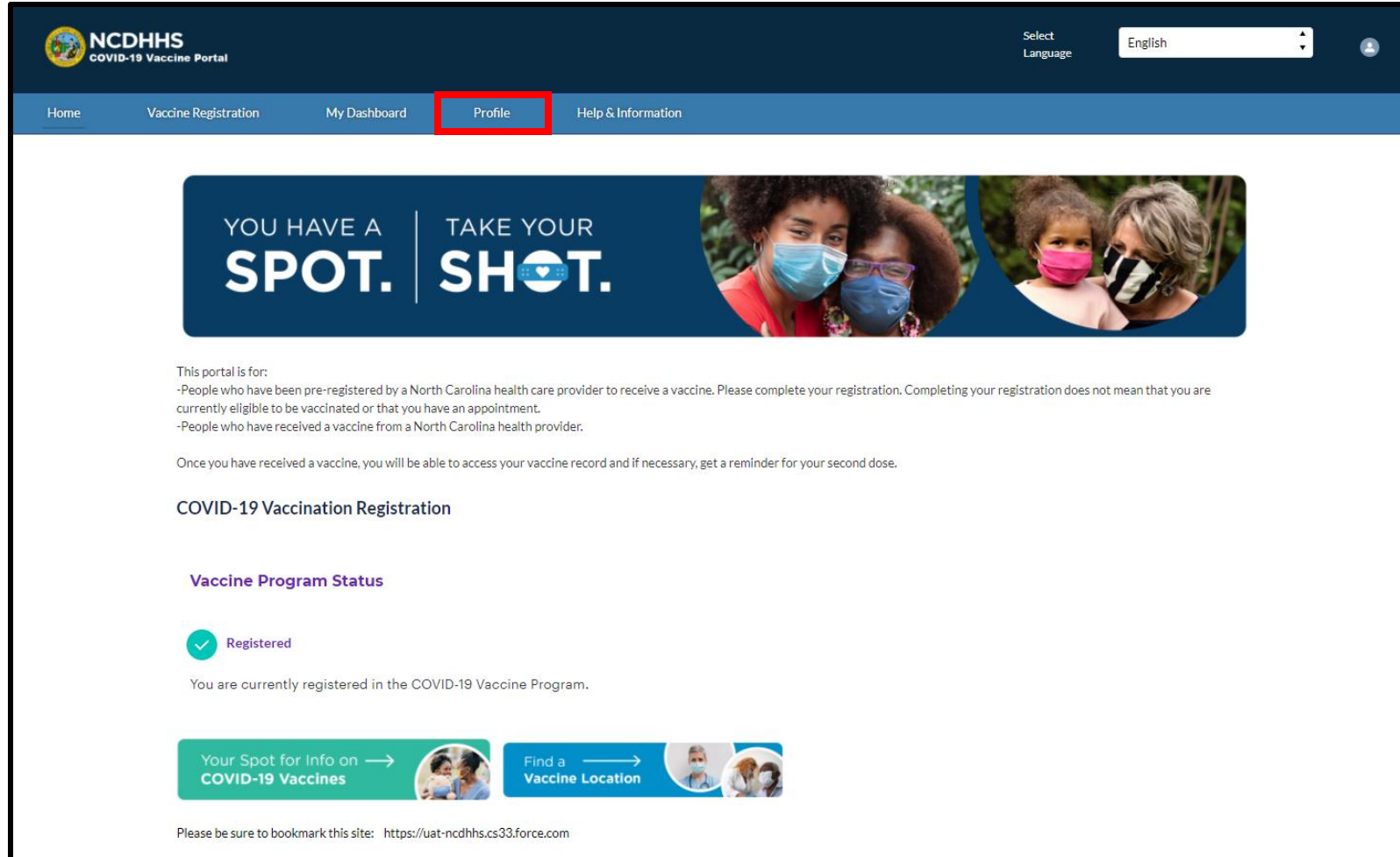
Password was last changed on 2/23/2021, 9:08 AM.

# Update Personal Information

# Step 1 of 3: Navigate to Profile

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

**My Profile**

test test test

**Edit**

First Name :	Middle Name :
test	test
Last Name :	Email :
test	test.test@test.com
Mobile Phone :	Address
	6907 test
	Charlotte, North Carolina 11001
Home Phone :	Communication Preference
	Email
Date of Birth (MM/DD/YYYY)	Age
3/30/2000	20 Years
Gender :	Race :
Unknown	Unknown
Ethnicity :	County :
Unknown	Alexander


**Edit Contact Information**

* First Name	Middle Name	Last Name
test	test	test
Email	* Gender	
test.test@test.com	Unknown	
* Address	* City :	
6907 test	Charlotte	
* County :	* State :	
Alexander	North Carolina	
	* Zip Code	
	11001	

**Cancel** **Update**

# Step 3 of 3: View Updated Personal Information

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



✔ Success

✕

Select Language

English

Home


Vaccine Registration

My Dashboard

Profile

Help & Information

My Profile

test test test

Edit

First Name :	Middle Name :
test	test
Last Name :	Email :
test	test.test@test.com
Mobile Phone :	Address
	6907 test
	Charlotte, North Carolina 11001
Home Phone :	Communication Preference
	Email
Date of Birth (MM/DD/YYYY)	Age
3/30/2000	20 Years
Gender :	Race :
Unknown	Unknown
Ethnicity :	County :
Unknown	Alexander

Vaccine Program Status

✔ Enrolled

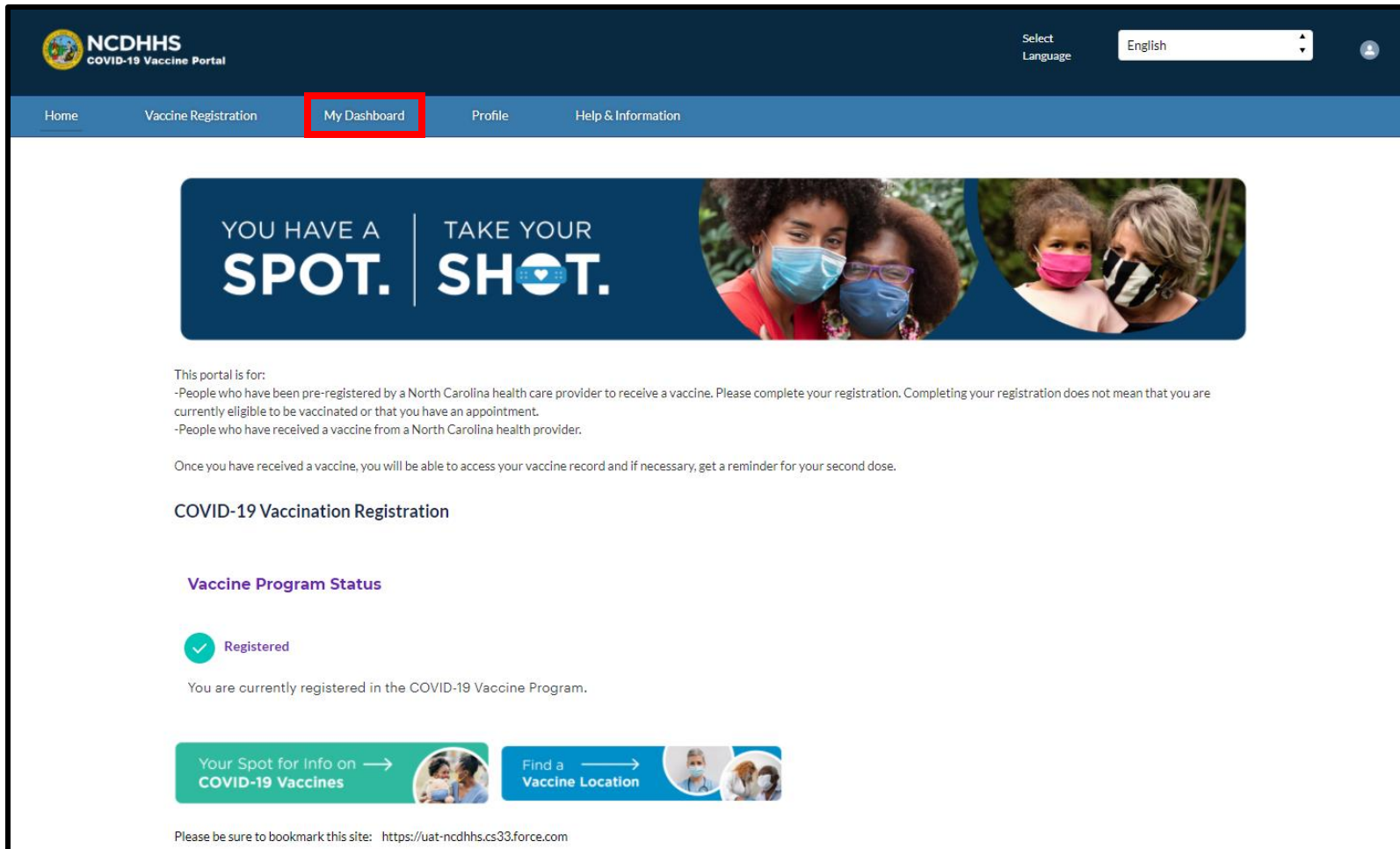
You are currently enrolled in the COVID-19 vaccine program, and are eligible to receive a vaccine.

# 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**




The screenshot shows the 'My Dashboard' page of the NCDHHS COVID-19 Vaccine Portal. The top navigation bar includes 'Home', 'Vaccine Registration', 'My Dashboard' (highlighted with a red box), 'Profile', and 'Help & Information'. A language selector is set to 'English'. Below the navigation bar is a banner with the text 'YOU HAVE A SPOT. TAKE YOUR SHOT.' and images of people wearing masks. The main content area explains the portal's purpose for pre-registered individuals and those who have received a vaccine. It also states that users can access their vaccine record and reminders. A section titled 'COVID-19 Vaccination Registration' shows a 'Vaccine Program Status' of 'Registered' with a green checkmark icon. Below this, it says 'You are currently registered in the COVID-19 Vaccine Program.' At the bottom, there are two buttons: 'Your Spot for info on COVID-19 Vaccines' and 'Find a Vaccine Location'. A footer note asks users to bookmark the site at <https://uat-ncdhhs.cs33.force.com>.

## 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**



The screenshot shows a web application interface for COVID-19 vaccine information. At the top is a blue navigation bar with links: Home, Vaccine Registration, My Dashboard (selected), Profile, and Help & Information. Below the navigation bar is a white sidebar with two items: 'My Appointments' with a calendar icon and 'COVID-19 Vaccine Information' with a vaccine icon and a red rectangular highlight. The main content area has a purple heading 'COVID-19 Vaccination Successful'. Below this heading, the following information is displayed: Recipient: [blank], Date of Birth: Jan 1, 1999, Vaccine Type: COVID-19, Manufacturer: Pfizer-BioNtech, Number of Doses in Series: 2, Date Administered: May 5, 2021, and Administered by Provider: Matt. On the right side, there are two blue buttons: 'Frequently Asked Questions About COVID-19 Vaccines' and 'Generate Your COVID-19 Vaccine Information'. Below the second button is a small text note: 'Download or print out a copy of your COVID-19 Vaccine Information PDF with a QR code that can be used to pull up your vaccine information by using a phone's camera or a QR Reader app.'

## 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.

The screenshot shows the 'COVID-19 Vaccine Information' section of the dashboard. It displays the following information for the recipient:

- Recipient: [Name Redacted]
- Date of Birth: Jan 1, 1999
- Vaccine Type: COVID-19
- Manufacturer: Pfizer-BioNtech
- Number of Doses in Series: 2
- Date Administered: May 5, 2021
- Administered by Provider: Matt

On the right side, there is a button labeled 'Generate Your COVID-19 Vaccine Information' which is highlighted with a red box. Below this button, a note states: 'Download or print out a copy of your COVID-19 Vaccine Information PDF with a QR code that can be used to pull up your vaccine information by using a phone's camera or a QR Reader app.'

The PDF document is titled 'North Carolina COVID-19 Vaccination Information' and is for 'JOE JOHNSON' with a 'Date of Birth: 03/05/1966'. It states 'Vaccination Information PDF Generated: 05/12/2021'.

**COVID-19 Immunization History**

Date Admin	Dose Number / Series	Vaccine Product / Manufacturer	Lot Number	Administered by
02/22/2021	1 of 1	DoNotUse NotRealLoc UAT2		

Scan the QR code provided below

**Administering Provider Dose 1**

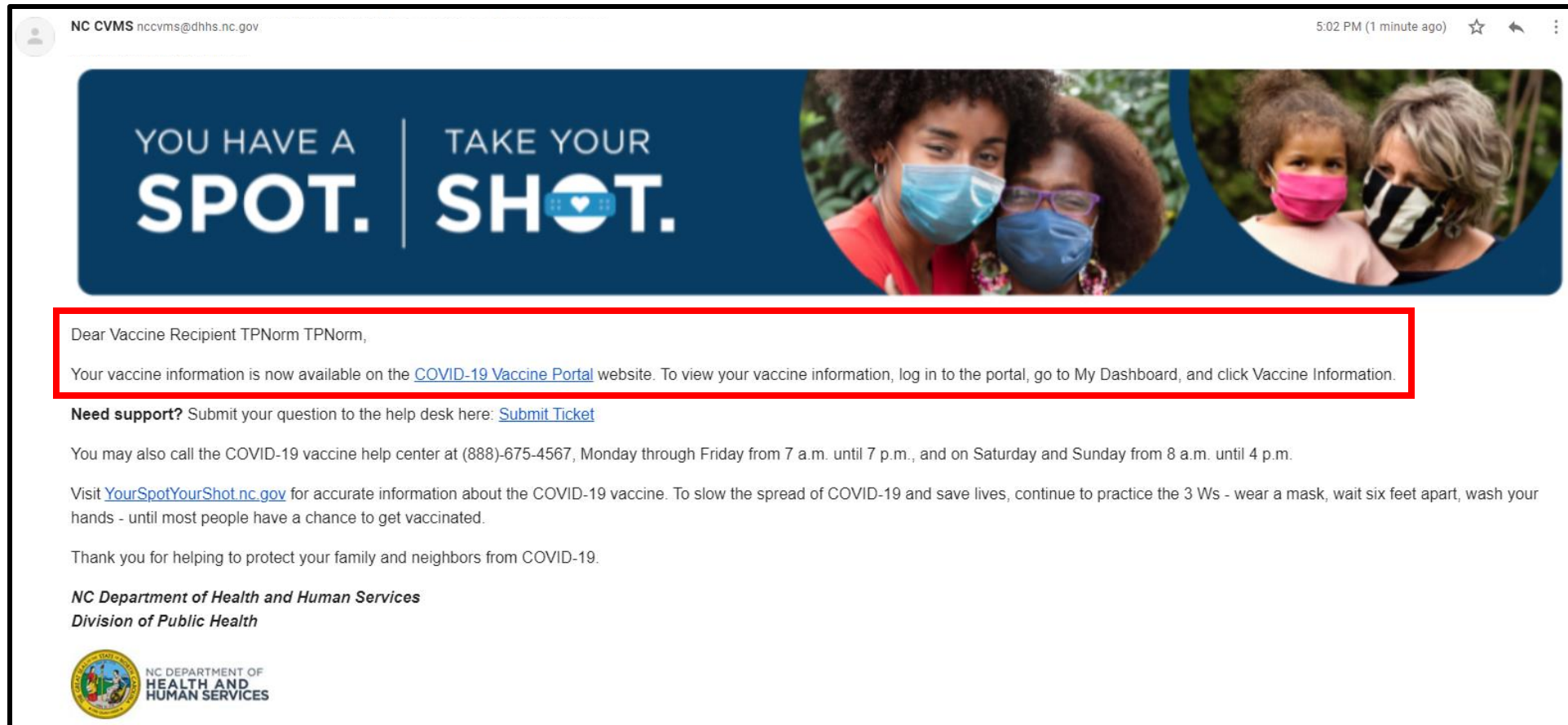
DoNotUse NotRealLoc UAT2
Hofn, Iceland, Palau 00000
Phone Number:

COVID-19 vaccine information contained within this document was generated from the NC COVID-19 Vaccine Management System (CIMS). This document contains confidential health information and is intended for the vaccine recipient's use only.

# 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](mailto:nccvms@dhhs.nc.gov).





# Receive Reminders for your Second Dose Appointment

## Post-Vaccine Administration Reminders (if necessary)

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**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

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## 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	<ul style="list-style-type: none"> <li>Original document</li> </ul>		Azalea Troche
2	12/21/2020	<ul style="list-style-type: none"> <li>Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password</li> </ul>	6, 9, 15, 22-26	Azalea Troche
3	01/14/2021	<ul style="list-style-type: none"> <li>Update email notification for COVID-19 Vaccine Portal Account registration</li> <li>Updated COVID-19 Vaccine Registration</li> <li>Updated Branding</li> <li>Date of Birth label change</li> </ul>	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"> <li>Included the email a recipient will receive after receiving a dose</li> </ul>	40	Courtney Seward
5	01/28/2021	<ul style="list-style-type: none"> <li>Updated branding on Priority Tier Grouping</li> </ul>	16	Steve DiGangi
6	02/05/2021	<ul style="list-style-type: none"> <li>Removed any mention of the covid-help email</li> </ul>	9,25,40	Courtney Seward
7	02/10/2021	<ul style="list-style-type: none"> <li>Remove Tribal question</li> </ul>	13,14, 33-35	Tabitha McKelvy
8	02/23/2021	<ul style="list-style-type: none"> <li>Update document to include all changes from Portal rebranding</li> </ul>	All Slides	Tabitha McKelvy
9	03/01/2021	<ul style="list-style-type: none"> <li>Update second dose reminder slide to reflect option for one dose</li> </ul>	44	Tabitha McKelvy
10	03/04/2021	<ul style="list-style-type: none"> <li>Update entire presentation to align with new branding and priority tiering logic</li> </ul>	All Slides	Tabitha McKelvy Kechia Scott
11	3/8/2021	<ul style="list-style-type: none"> <li>Middle name field added – updated screenshots</li> </ul>	12, 13 28-30	Tabitha McKelvy
12	3/8/2021	<ul style="list-style-type: none"> <li>Updated welcome email to not include directions regarding receiving vaccine group</li> </ul>	8	Tabitha McKelvy
13	4/14/2021	<ul style="list-style-type: none"> <li>Update slides to align with Group 5 eligibility enablement, new fields for disability and preferred language, updated self-attestation</li> </ul>	All Slides	Tabitha McKelvy
14	5/17/2021	<ul style="list-style-type: none"> <li>Added ability for Recipients to generate PDF Vaccine Information</li> <li>Added note about Recipients no longer editing name/date of birth</li> <li>Updated branding regarding Vaccine Information</li> </ul>	8, 29, 34, 35	Steve DiGangi
15	6/13/2021	<ul style="list-style-type: none"> <li>Updated screenshots to display the new text above email field</li> <li>Updated FAQ Button branding</li> <li>Added note about no email found during 'Forgot Username?' process</li> </ul>	12, 23, 33, 34	Steve DiGangi
16	6/30/2021	<ul style="list-style-type: none"> <li>Updated branding for registration</li> <li>Updated references for vaccines.gov and Find Your Spot</li> </ul>	5, 6, 8, 12-14	Steve DiGangi