# COVID-19 Vaccine Management System (CVMS) Provider Portal

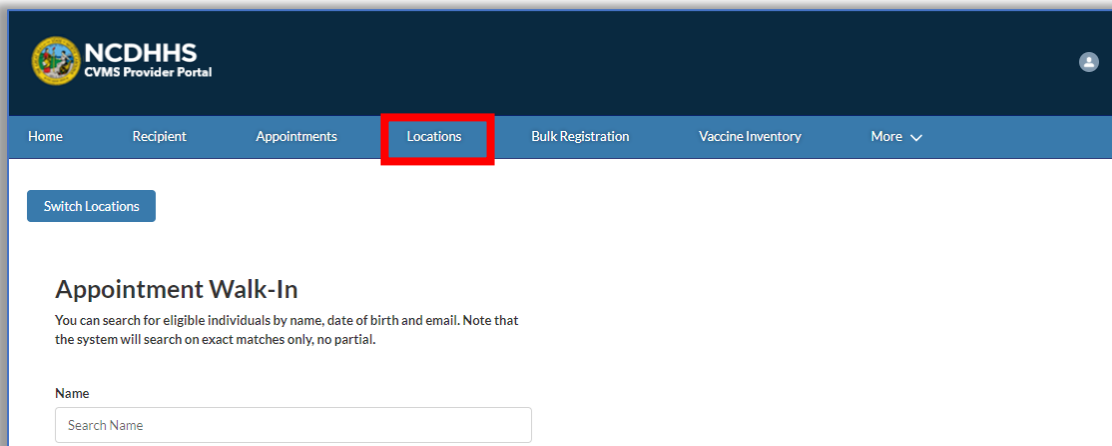# Display a New Community Vaccination Event Location on the Vaccine Site Locator Website Job Aid

Please follow the instructions below if you are a Healthcare Location Manager who wishes to display a new Community Vaccination Event location on the Vaccine Site Locator website (https://www.vaccines.gov/search/)
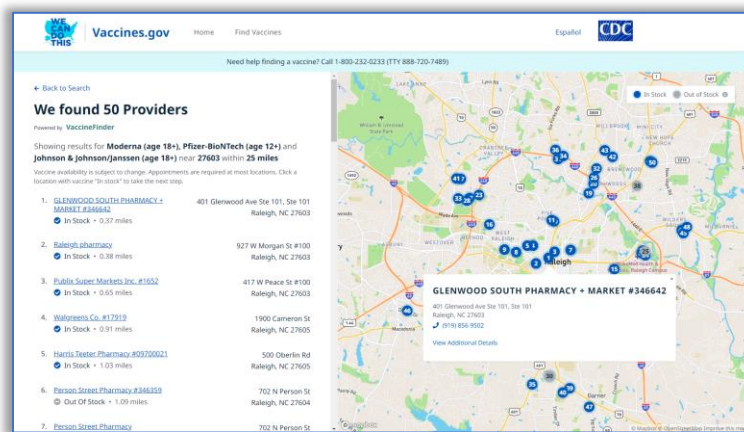
Step-by-step Instructions

1. Navigate to the CVMS Provider Portal at https://covid-vaccine-provider-portal.ncdhhs.gov

2. Login as a Healthcare Location Manager (if you are linked to multiple accounts, click on **SWITCH LOCATIONS,** and select the applicable location first). Click on the **LOCATIONS** tab

3. Click the **NEW** button

4. Complete the **Top** section
   - **Location Name** - The name that will appear on the Vaccine Site Locator website
   - **Account** - The name of the location account as it appears in CVMS
   - **Event Type** - Set your event type to Short-Term Community Event if a vaccine event will be organized only a few times at that location or Long-Term Community Event if multiple times

5. Complete the **Scheduling Information** section
   - **Display on Vaccine Site Locator -** This field MUST be checked for the Community Vaccination Event to appear on the Vaccine Site Locator website (https://Vaccines.gov).
   - **CVMS Scheduling -** Indicates that you will use the scheduling feature in CVMS for this Community Vaccination Event location. If selected, also enter **Available Date** – Today's date.
   - **Appointment Phone -** The number for recipients to call with questions about appointment scheduling for the Community Vaccination Event.
   - **Appointment Scheduling Website -** If you are using your own non-CVMS scheduling tool, enter the public facing website address where people can schedule appointments or learn how to get vaccinated at your Community Vaccination Event location.
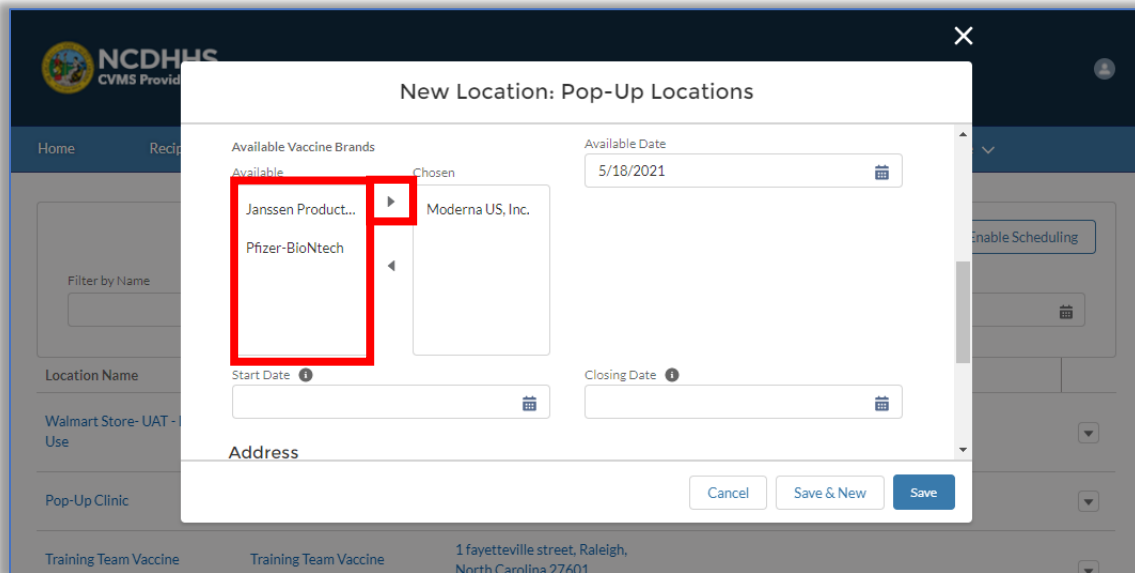
7. Select the **Vaccine Brands** in the Available window and click the Arrow ▸ button to list them in the Chosen window
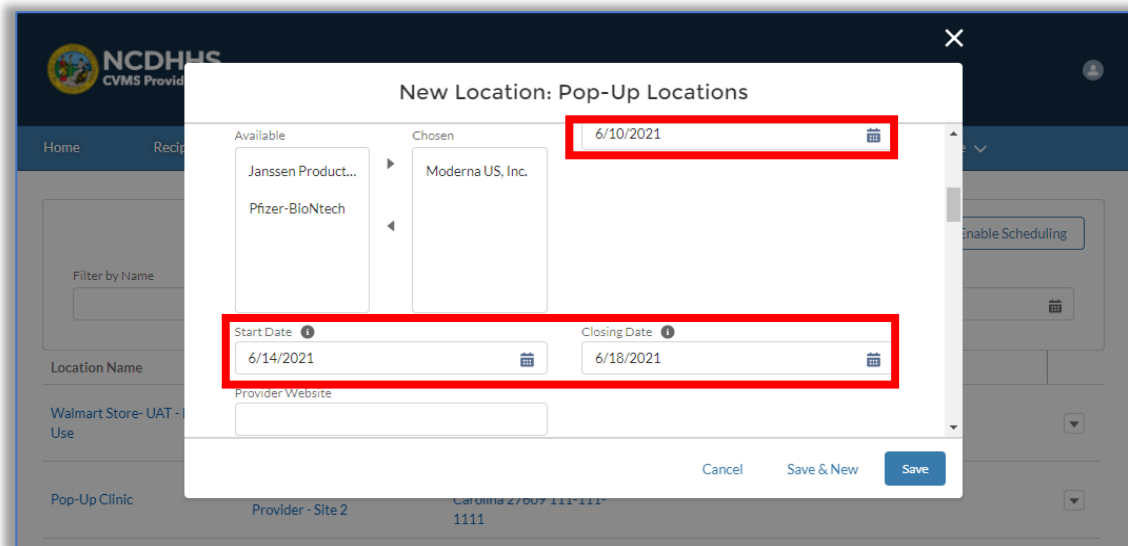
    - **Available Vaccine Brands –** Update the Available Vaccine Brands field to identify which COVID-19 vaccine product brands will be administered during the Community Vaccination Event. <u>At least one brand must be selected to save the location</u>. If no vaccine brand is selected an error message will appear.

7. **If this location is not using scheduling, skip this step.** Enter the **Scheduling Dates** for the location

    - **Available Date** – Enter today's date
    - **Start Date** – The first date for which recipients can book an appointment
    - **Closing Date** – The last date for which recipients can book an appointment

8. Enter the **PROVIDER WEBSITE** where recipients can go to find more information about the vaccination location

9. Enter the **ADDRESS** for the location where recipients will go to receive their COVID-19 vaccine for the Community Vaccination Event
    Note: Do not enter the location's shipping address.

10. Complete the **PROVIDER SURVEY** for your location

11. Select the **LANGUAGES** that you support at your location

COVID-19 Vaccine Management System

12. Enter the location's **opening hours** for each day of the week

13. Review the Community Vaccination Event location's information, and click **SAVE**

    A success notification will appear across the top of the page

14. Review your Community Vaccination Event location on the Vaccine Site Locator website
    (https://Vaccines.gov).
    Note: It may take up to 7 days for updates to be displayed. Contact the CVMS Help Desk to
    correct location information displayed on Vaccines.gov

15. Once the Community Vaccination Event is over, select **NO** to **DISPLAY ON VACCINE SITE LOCATOR** and click **SAVE** to remove the location from being displayed to the public

If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "**Vaccine Provider**" option to submit your question or issue.

You can also call the COVID-19 Vaccine Provider Help Desk at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Desk is available during the following hours:

Monday to Friday: 7 am – 7 pm ET
Saturday & Sunday: 8 am – 4 pm ET

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