

# North Carolina COVID-19 Vaccine Management System (CVMS)

## Provider Portal

### *How to Add, Edit, and Remove your Location on the Vaccine Site Locator Website*

Version 7

June 23, 2021



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**



**CVMS Help Desk Portal**

**Vaccine Provider**  
For use by Vaccine Providers

**Vaccine Redistribution/Transfer**  
Request redistribution or transfer of COVID-19 vaccine inventory

**Vaccine Recipient**  
For use by Vaccine Recipients

**Organization/Employer**  
For use by front-line Organizations/Employers

**Knowledge**  
Browse and search for articles

**HCP Onboarding & Recipient Bulk Upload**

**Quick links for Vaccine Providers**

1. Please **Login** using the username from the registration email, **NOT** your NCID.
2. If you are a first time user - please **Register**
3. Forgot your password? **Let's reset it!**

**Most Read Articles**

- As a Provider, how do I submit a question, issue or request for assistance related to CVMS?
- What should I do if a Provider or a Frontline Organization calls the Recipient Help Center?
- How can I get assistance with the COVID-19 Vaccine Management System (CVMS) Provider Portal?
- How do I update a recipient's information in CVMS (DOB, email address, date of admin, etc.)?
- How can I schedule a vaccine appointment for a recipient?

**Featured Articles**

No content to display

**Most Useful Articles**

- What is the COVID-19 Vaccine Management System (CVMS)?
- How do I register to administer the COVID-19 vaccine?
- As a Provider, how do I submit a question, issue or request for assistance related to CVMS?
- Can I vaccinate someone not registered in CVMS but is eligible for the current phase of vaccination?
- How do employees of an HCP get access to the CVMS Provider Portal to support vaccine management?

If you have any questions, issues or requests, please go to the CVMS Help Desk Portal\* at

[https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)

You can also call the COVID-19 Vaccine Provider Help Center at **(877) 873-6247** and select option 1.

The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday to Friday: 7 am – 7 pm ET

Saturday & Sunday: 10 am – 6 pm ET

\* On the home page of the CVMS Help Desk Portal, select Login at the top right-hand corner, then select the **"Vaccine Provider"** option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, and business e-mail
3. You will receive an e-mail with your username and temporary password to log into the portal

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# Overview

**WE CAN DO THIS** | **Vaccines.gov** | Home | Find Vaccines | Español | **CDC**

Need help finding a vaccine? Call 1-800-232-0233 (TTY 888-720-7489)

← Back to Search

## We found 50 Providers

Powered by VaccineFinder

Showing results for **Moderna (age 18+)**, **Pfizer-BioNTech (age 12+)** and **Johnson & Johnson/Janssen (age 18+)** near **27601** within **25 miles**

Vaccine availability is subject to change. Appointments are required at most locations. Click a location with vaccine "In stock" to take the next step.

- GLENWOOD SOUTH PHARMACY + MARKET #346642**  
● In Stock  
0.59 miles  
401 Glenwood Ave Ste 101, Ste 101  
Raleigh, NC 27603
- Publix Super Markets Inc. #1652**  
● In Stock  
0.62 miles  
417 W Peace St #100  
Raleigh, NC 27603
- Person Street Pharmacy #346359**  
● Out Of Stock  
0.71 miles  
703 N Peace St

**Contact Us** | **COVID-19 Vaccine FAQ** | **COVID-19 Vaccine Incentives** | **Provider Resources**

**Privacy** | **CDC Website Exit Disclaimer** | **Nondiscrimination**

This user guide will explain how to:

- Edit a location's information on the Vaccine Site Locator website
- Add a location to the website
- Remove a location

The CDC's Vaccine Site Locator website (<https://vaccines.gov>) helps recipients find COVID-19 vaccine providers close to them.

It displays COVID-19 providers' locations and their websites and/or phone numbers where eligible recipients can schedule an appointment to receive a COVID-19 vaccine.

**ALL providers that are receiving dose allocations and are taking appointments or walk-ins should be displayed on the Vaccine Site Locator website.**

The only providers that receive allocations that should not be on the Vaccine Site Locator website are providers who are only vaccinating their own patient population (e.g., long term care, correctional facilities, or primary care providers only vaccinating their own patients)

**Now, let's get started!**

# Edit Location Details Displayed on the Vaccine Site Locator Website

# Step 1 of 14: Log in to the CVMS Provider Portal

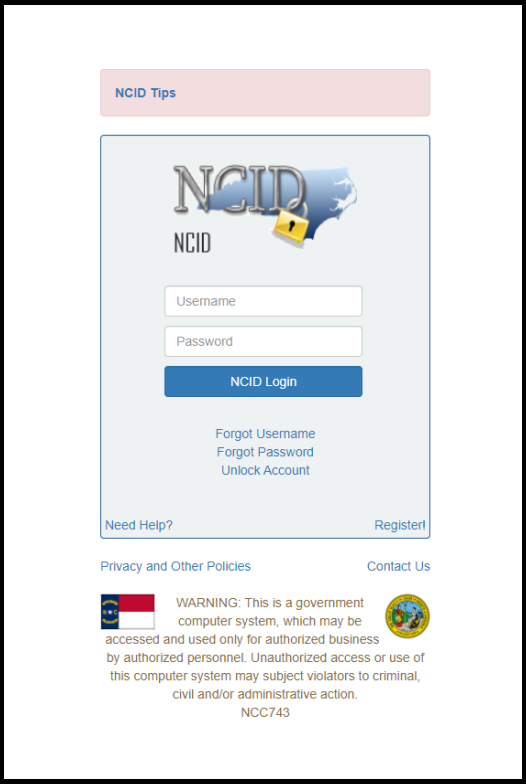


This user guide is for users with the Healthcare Location Manager profile only.

## Audience


Healthcare  
Location Manager

1. Log into the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>
2. Enter your NCID username and password



# Step 2 of 14: Navigate to the Locations Tab

1. Click on the **LOCATIONS** tab



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

You are currently logged in as Clinic Location1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

| TIME                 | DETAILS                                 | CASE NUMBER | LOCATION         |
|----------------------|---|-------------|------------------|
| Mar 10, 21, 08:00 AM | TJ TJ<br>Dose 1 Scheduled               | 03045802    | Clinic Location1 |
| Mar 10, 21, 09:47 AM | Wednesday Morning<br>Dose 1 Scheduled   | 03045809    | Clinic Location1 |
| Mar 10, 21, 09:57 AM | Jennifer Yu<br>Dose 2 Scheduled         | 03045108    | Clinic Location1 |
| Mar 10, 21, 10:46 AM | Tar Ramses Heels<br>Dose 1 Scheduled    | 03045812    | Clinic Location1 |
| Mar 10, 21, 10:48 AM | Buzz Fred Lightyear<br>Dose 1 Scheduled | 03045814    | Clinic Location1 |

View all

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

## Audience


Healthcare  
Location Manager

# Step 3 of 14: Select the Specific Location

1. Click on the **LOCATION NAME** you wish to edit

## Audience

Healthcare  
Location Manager



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

More

New

Enable Scheduling

Filter by Name

Filter by Address

Filter by Start Date


Filter by Closing Date

| Location Name                           | Account                                 | Address   | Start Date | Closing Date |
|---|---|---|------------|--------------|
| Walmart Store- UAT - Do Not Use         | TestLoc_UAT1                            | 3633 Clemmons Rd, Clemmons, North Carolina 27012-8725<br>336-293-1395 |            |              |
| Training Team Vaccine Provider - Site 2 | Training Team Vaccine Provider - Site 2 | 1 fayetteville street, Raleigh, North Carolina 27601<br>123456789     |            |              |
| Walmart Store # 1060- UAT -             | TestLoc_UAT1                            | G120 Morganton Heights Blvd, Morganton, North Carolina                |            |              |



# Step 4 of 14: Edit your Location Record

- 1. Click **EDIT**



Home

Recipient


Appointments

Locations

Bulk Registration

Vaccine Inventory

More ▾

 Location

Training Team Vaccine Provider - Site 2

Edit

Details

Related

Availability

Location Name

Training Team Vaccine Provider - Site 2

Event Type ⓘ

Not Applicable

▼ Scheduling Information

Display on Vaccine Site Locator ⓘ

Yes

Appointment Phone ⓘ

123456789

Available Vaccine Brands

Account

[Training Team Vaccine Provider - Site 2](#)

Appointment Scheduling Website ⓘ

[www.trainingsite.com](#)

Brand Override

☒

Provider Website

## Audience

Healthcare  
Location Manager

# Step 5 of 14: Change Location Name

Edit Training Team Vaccine Provider - Site 2

Location Name

Training Team Vaccine Provider - Site 2

Account

Training Team Vaccine Provider - Site 2

Event Type

Not Applicable

Scheduling Information

Display on Vaccine Site Locator

Yes

Appointment Scheduling Website

www.trainingsite.com

Appointment Phone

123456789

Brand Override

☒

Provider Website

Available Vaccine Brands

Available

Chosen

Janssen Products, LP

Moderna US, Inc.

Pfizer-BioNtech

Address

Street Address

1 fayetteville street

Street Address 2

City

Raleigh

County

Wake

State

North Carolina

Postal Code

27601

Provider survey for VaccineFinder Sites

Cancel

Save & New

Save

1. Edit **LOCATION NAME** to change the name that displays on the Vaccine Site Locator website

*Note: Create a new location instead of editing an existing location if this is a different vaccination location.*

*Do not change the Event Type if it is Not Applicable.*

2. Click **SAVE**


## Audience

Healthcare  
Location Manager

## Tips

The **LOCATION NAME** field will have to be less than 80 characters.

**CLICK SAVE** to save any changes.



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## Step 6 of 14: ADD or REMOVE a Location from the Vaccine Site Locator Website

Edit Training Team Vaccine Provider - Site 2

\*Location Name  
Training Team Vaccine Provider - Site 2

\*Account  
Training Team Vaccine Provider - Site 2

\*Event Type  
Not Applicable

Scheduling Information

Display on Vaccine Site Locator  
Yes

Appointment Scheduling Website  
www.trainingsite.com

Appointment Phone  
123456789

Brand Override  
☒

Provider Website

Available Vaccine Brands

| Available            | Chosen           |
|----------------------|------------------|
| Janssen Products, LP | Moderna US, Inc. |
|                      | Pfizer-BioNtech  |

Address

\*Street Address  
1 fayetteville street

Street Address 2

\*City  
Raleigh

\*County  
Wake

\*State  
North Carolina

\*Postal Code  
27601

Provider survey for VaccineFinder Sites

Cancel Save & New Save

1. Select Yes to **DISPLAY ON VACCINE SITE LOCATOR** to *add* your site to the Vaccine Site Locator website
  - This should be checked if your location provides COVID-19 vaccines to the general public.
2. Select No to **DISPLAY ON VACCINE SITE LOCATOR** to *remove* your site from the Vaccine Site Locator website
3. Click **SAVE**

### Audience

Healthcare  
Location Manager

### Tips

Only uncheck the **DISPLAY ON VACCINE SITE LOCATOR** if your location is a correctional facility, long-term care facility, or a location that is providing COVID-19 vaccines within a restricted group of recipients.

**CLICK SAVE** to save any changes.

## Step 7 of 14: Change Scheduling Phone Number and Website

Edit Training Team Vaccine Provider - Site 2

\*Location Name  
Training Team Vaccine Provider - Site 2

\*Account  
Training Team Vaccine Provider - Site 2

\*Event Type  
Not Applicable

Scheduling Information

Display on Vaccine Site Locator  
Yes

Appointment Phone  
123456789

Appointment Scheduling Website  
www.trainingsite.com

Brand Override  
☒

Provider Website

Available Vaccine Brands

Available  
Janssen Products, LP

Chosen  
Moderna US, Inc.  
Pfizer-BioNtech

Address

\*Street Address  
1 fayetteville street

Street Address 2

\*City  
Raleigh

\*County  
Wake

\*State  
North Carolina

\*Postal Code  
27601

Provider survey for VaccineFinder Sites

Cancel Save & New Save

1. Enter the **APPOINTMENT SCHEDULING WEBSITE** link to your location's website
  - You should enter the address for the website where people can book appointments
2. Enter **APPOINTMENT PHONE NUMBER** (optional if NOT using scheduling feature in CVMS)
  - This should be a public phone number that people can call for appointments or information
  - This is required if the location is using the scheduling feature in CVMS
3. Click **SAVE**

### Audience

Healthcare  
Location Manager

### Tips

If both **CVMS Scheduling** is checked and **Display on Vaccine Site Locator** is Yes, you are required to provide a phone number or a site URL.

If you have not enabled the scheduling feature in CVMS (e.g., do not check CVMS Scheduling) and **only select Yes to Display on Vaccine Site Locator**, only a website URL is required.

# Step 8 of 14: Identify Vaccine Brands Your Scheduling Location Is Administering (optional)

Edit Training Team Vaccine Provider - Site 2

Location Name

Training Team Vaccine Provider - Site 2

Event Type

Not Applicable

Account

Training Team Vaccine Provider - Site 2

Scheduling Information

Display on Vaccine Site Locator

Yes

Appointment Phone

123456789

Appointment Scheduling Website

www.trainingsite.com

Brand Override

☒

Provider Website

Available Vaccine Brands

Available

Janssen Products, LP

Chosen

Moderna US, Inc.

Pfizer-BioNtech

Address

Street Address

1 fayetteville street

City

Raleigh

State

North Carolina

Street Address 2

County

Wake

Postal Code

27601

Provider survey for VaccineFinder Sites

Cancel

Save & New

Save

For primary locations, CVMS will automatically select all vaccine brands for which you have inventory available. CVMS will review and update inventory on the Vaccine Site Locator website daily at 5:00 AM and 5:00 PM so that it is in sync with the inventory available for this location.

If you prefer to **MANUALLY** manage the vaccine brands recipients will see, you can follow the instructions below:


- 1. Select the **BRAND OVERRIDE** checkbox
- 2. **EDIT** the **AVAILABLE VACCINE BRAND** field pick-list by using the left facing arrow to **DE-SELECT** the vaccine brands that will NOT be administered at your location
- 3. Continue with any other edits to your location and **SAVE**

Audience

Healthcare Location Manager

**Tips**

For more information on the **Brand Override** functionality, see the next slide of this user guide.

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## Step 9 of 14: Using the Brand Override Functionality

The screenshot shows a web interface for managing vaccine brands. At the top, there is a field for 'Appointment Phone' with the number '123456789'. To the right, a 'Brand Override' checkbox is checked. Below this, there are two columns: 'Available Vaccine Brands' and 'Chosen'. In the 'Available' column, 'Janssen Products, LP' is highlighted with a red box. A red arrow points from this box to the 'Chosen' column, where 'Moderna US, Inc.' and 'Pfizer-BioNtech' are listed. A 'Provider Website' field is also visible on the right.

- By selecting **BRAND OVERRIDE**, you will override CVMS' automatic COVID-19 vaccine brand selection based on your location's inventory and you will be responsible for ensuring that the **CHOSEN** brand(s) reflect what is available in this location's inventory on an on-going basis.
- If you decide that you no longer wish to override CVMS' automatic COVID-19 vaccine brand selections, **DE-SELECT** Brand Override to opt-out of the override feature.
- The system will then update your COVID-19 vaccine brands to align with the location's inventory daily at 5:00 AM and 5:00 PM.

The screenshot shows the Vaccines.gov website. The header includes the 'WE CAN DO THIS' logo, 'Vaccines.gov', navigation links for 'Home' and 'Find Vaccines', a language selector for 'Español', and the CDC logo. A banner at the top provides a phone number for help: 'Need help finding a vaccine? Call 1-800-232-0233 (TTY 888-720-7489)'. The main content area states 'We found 50 Providers' and 'Showing results for Moderna (age 18+), near 27609 within 25 miles'. A note mentions that vaccine availability is subject to change and appointments are required at most locations. A list of providers is shown, with the first entry being 'Harris Teeter Pharmacy #09700422', which is marked as 'In Stock' and is '0.18 miles' away. On the right, a map shows the location of the pharmacy in the Cary, NC area, with several blue dots indicating 'In Stock' locations and grey dots indicating 'Out of Stock' locations.

### Vaccine Site Locator Website - Recipient View:

When a vaccine brand is de-selected from the **CHOSEN** list, the location will not appear on the Vaccine Site Locator website when a recipient searches by the vaccine product.

## Step 10 of 14: Complete Provider Survey (Optional)

New Location: Pop-Up Locations

**Provider Survey for VaccineFinder Sites**

Appointment Schedule Instructions  
Please indicate between what hours your provider location offers vaccine appointments for each day of the week

Do you accept insurance?  
Yes

Do you accept walk-ins?  
Yes, We take appointments or Walk ins

Provide Support for Non-English Speaker?  
Yes

Are you providing in-home vaccinations?  
No

Participant Name ⓘ  
Johnathon

Participant Email ⓘ  
Hardwick

Pre Screen Web Address ⓘ  
www.findmygroup.com

Language

Supporting Languages ⓘ

Available

- English
- Spanish
- French
- Chinese
- Portuguese
- German
- Japanese
- Korean
- Arabic
- Hindi

Chosen

Cancel Save & New Save

Complete the **PROVIDER SURVEY** for your vaccination location to share additional information with the public (optional):

1. **Do you Accept Insurance?**
2. **Do you accept walk-ins** (or only appointments)?
3. **Provider Support for Non-English Speaker?** If the answer is Yes, select the additionally supported languages (see next slide of this user guide)
4. **Are you providing in-home vaccinations?**
5. **Participant Name and Email:** this information will not be displayed on the website, but will serve as a point of contact if there are any questions from NCDHHS
6. **PreScreen Web Address:** enter the direct link to your organization or jurisdiction's pre-screener that is required to make an appointment (if applicable and different from the Appointment Scheduling Website)

### Audience

Healthcare  
Location Manager

### Tips

Hover over the circle information icon for additional guidance on how to answer each question.

# Step 11 of 14: Select the Supported Languages (Optional)

New Location: Pop-Up Locations

Language

Supporting Languages ⓘ

Available

French

Chinese

Portuguese

German

Japanese

Korean

Arabic

Hindi

Italian

Other

Chosen

English

Spanish

If Other, Enter Supporting Language(s)

Appointment Schedule

Monday Start Time

--None--

Monday End Time

--None--

Tuesday Start Time

--None--

Tuesday End Time

--None--

Wednesday Start Time

--None--

Wednesday End Time

--None--

Thursday Start Time

--None--

Thursday End Time

--None--

Cancel


Save & New

Save

1. Select the **LANGUAGES** that you support at this location

## Audience

Healthcare  
Location Manager



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# Step 12 of 14: Enter the Appointment Schedule (Optional)

New Location: Pop-Up Locations

Other

If Other, Enter Supporting Language(s)

Appointment Schedule

Monday Start Time

--None--

Monday End Time

--None--

Tuesday Start Time

--None--

Tuesday End Time

--None--

Wednesday Start Time

--None--

Wednesday End Time

--None--

Thursday Start Time

--None--

Thursday End Time

--None--

Friday Start Time

07:00 AM

Friday End Time

07:00 PM

Saturday Start Time

07:00 AM

Saturday End Time

07:00 PM

Sunday Start Time

07:00 AM

Sunday End Time

07:00 PM

Fields Required for locations using the Scheduling feature

CVMS Scheduling

☐

Start Date

Closing Date

Cancel

Save & New


Save

1. Enter the **APPOINTMENT SCHEDULE** (opening hours during which the public can receive a vaccine at your location)

*Note: If you are using the scheduling feature in CVMS, you must also create the Availability Schedule on the Availability tab of the location.*

## Audience

Healthcare  
Location Manager



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## Step 13 of 14: Activate the Scheduling Feature of CVMS and Set Appointment Dates (Optional)

New Location: Pop-Up Locations

Other

If Other, Enter Supporting Language(s)

**Appointment Schedule**

|                      |                    |
|----------------------|--------------------|
| Monday Start Time    | Monday End Time    |
| --None--             | --None--           |
| Tuesday Start Time   | Tuesday End Time   |
| --None--             | --None--           |
| Wednesday Start Time | Wednesday End Time |
| --None--             | --None--           |
| Thursday Start Time  | Thursday End Time  |
| --None--             | --None--           |
| Friday Start Time    | Friday End Time    |
| 07:00 AM             | 07:00 PM           |
| Saturday Start Time  | Saturday End Time  |
| 07:00 AM             | 07:00 PM           |
| Sunday Start Time    | Sunday End Time    |
| 07:00 AM             | 07:00 PM           |

Fields Required for locations using the Scheduling feature

CVMS Scheduling ☐

Start Date

Closing Date

Cancel Save & New Save

1. If your location will use the scheduling feature in CVMS, check the **CVMS SCHEDULING** box
2. Set the **START DATE** to be the first date for which you would like recipients to book appointments initially
3. Set the **CLOSING DATE** to be the last date for which you would like recipients to book appointments initially

*Note: You can change the Start Date and Closing Date later, but recipients will be able to book appointments once the location is displayed on the Vaccine Site Locator website.*

*You can choose to display the location on the Vaccine Site Locator website later once you are ready for the location to be displayed.*

### Audience


Healthcare  
Location Manager


### Tips


You will be able to check the CVMS Scheduling box only after the scheduling feature is enabled for your location. See the **CVMS Provider Portal Manage Appointment Scheduling User Guide** for more information about utilizing the scheduling feature in CVMS at <https://covid19.ncdhhs.gov/cvms-provider-portal-manage-appointment-scheduling-user-guide/download>.

# Step 14 of 14: Receive Confirmation of Changes

Once you are done editing, and have **clicked SAVE** to save the changes, a success notification will appear at the top of the screen.



Location "Training Team Vaccine Provider - Site 2" was saved. 



HomeRecipientsAppointmentsLocationsBulk RegistrationVaccine InventoryVaccine MarketplaceMore

Location

Training Team Vaccine Provider - Site 2

Edit

DetailsRelatedAvailability

Location Name

Training Team Vaccine Provider - Site 2

Event Type

Not Applicable

Scheduling Information

Display on Vaccine Site Locator

Yes

Appointment Phone

123456789

Available Vaccine Brands

Moderna US, Inc.;Pfizer-BioNtech

Address

Account

Training Team Vaccine Provider - Site 2

Default

Appointment Scheduling Website

www.trainingsite.com

Brand Override

☒

Provider Website

## Audience

Healthcare  
Location Manager

# Create Community Vaccine Event Locations

# Step 1 of 12: Create a New Community Vaccine Event Location

If you organize a community COVID-19 vaccine event, you must add these locations to CVMS and display them on the Vaccine Site Locator website.

It can take up to 3 days for your community vaccine event to show on <https://vaccines.gov>. The NCDHHS will need to manually register your location with the CDC to obtain a unique identifier. Only then will your location show on the Vaccine Site Locator website.


- 1. To begin, click on the **LOCATIONS TAB**

## Audience

Healthcare  
Location Manager

## Tips

Adding your vaccine event to CVMS does not impact dose allocation, or where doses are shipped to.



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

Shipments

More

You are currently logged in as Training Team Vaccine Provider - Site 2

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments


| TIME | DETAILS | CASE NUMBER | LOCATION |
|------|---------|-------------|----------|
|------|---------|-------------|----------|

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial.

# Step 2 of 12: Click New

1. Click the **NEW** button



Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

More

New

Enable Scheduling

Filter by Name

Filter by Address

Filter by Start Date

Filter by Closing Date

| Location Name                           | Account                                 | Address  | Start Date | Closing Date |
|---|---|--|------------|--------------|
| Walmart Store- UAT - Do Not Use         | TestLoc_UAT1                            | 3633 Clemmons Rd, Clemmons, North Carolina 27012-8725 336-293-1395 |            |              |
| Pop-Up Clinic                           | Training Team Vaccine Provider - Site 2 | 123 Test Dr, Raleigh, North Carolina 27609 555-555-5555            |            |              |
| Pop-Up Clinic                           | Training Team Vaccine Provider - Site 2 | 123 Test Dr, Raleigh, North Carolina 27609 111-111-1111            |            |              |
| Training Team Vaccine Provider - Site 2 | Training Team Vaccine Provider - Site 2 | 1 fayetteville street, Raleigh, North Carolina 27601 123456789     |            |              |

## Audience

Healthcare  
Location Manager

## Step 3 of 12: Name Your Location

New Location: Pop-Up Locations

**Information**

\* Location Name

\* Account

\* Event Type

**Scheduling Information**

Display on Vaccine Site Locator

Appointment Scheduling Website

Appointment Phone

Provider Website

**Available Vaccine Brands**

Available

- Janssen Products, LP
- Moderna US, Inc.
- Pfizer-BioNtech

Chosen

**Address**

\* Street Address

\* City

\* State

Street Address 2

\* County

\* Postal Code

Cancel Save & New Save

1. Enter **LOCATION NAME** (location Name must be less than 80 characters)
2. Select an **ACCOUNT**
  - Select the provider account that the event is affiliated with. If your user ID is associated with multiple providers, you can select from those providers here.

### Audience

Healthcare  
Location Manager

# Step 4 of 12: Select Event Type

New Location: Pop-Up Locations

Information

\* Location Name

Pop-Up Clinic

\* Event Type ⓘ

Short Term Community Event

\* Account

Training Team Vaccine Provider - Site 2

Scheduling Information

Display on Vaccine Site Locator ⓘ

No

Appointment Phone ⓘ

Appointment Scheduling Website ⓘ

Provider Website

Available Vaccine Brands

Available

Janssen Products, LP

Moderna US, Inc.

Pfizer-BioNtech

Chosen

Address

\* Street Address ⓘ

\* City

\* State

--None--

Street Address 2

\* County

--None--

\* Postal Code

Cancel

Save & New

Save


Indicate whether this location is a community vaccine event in **EVENT TYPE**.

1. Select **EVENT TYPE** from list

- Select “Short Term Event” if the location is a pop-up event that will run for less than 3 weeks
- Select “Long Term Event” if the location is an event that will run for 3 weeks or longer

## Audience

Healthcare  
Location Manager

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## Step 5 of 12: Display your Location on the Vaccine Site Locator Website

New Location: Pop-Up Locations

**Information**

\* Location Name  
Pop-Up Clinic

\* Account  
Training Team Vaccine Provider - Site 2

\* Event Type  
Short Term Community Event

**Scheduling Information**

Display on Vaccine Site Locator  
Yes

Appointment Scheduling Website  
www.yourshot.com

Appointment Phone  
555-555-5555

Provider Website  
www.providerinfo.com

Available Vaccine Brands

Available  
Janssen Products, LP  
Moderna US, Inc.  
Pfizer-BioNtech

Chosen

**Address**

\* Street Address

\* City

\* State  
--None--

Street Address 2

\* County  
--None--

\* Postal Code

Cancel Save & New Save

### 1. Select **DISPLAY ON VACCINE SITE LOCATOR = YES**

- Only select **DISPLAY ON VACCINE SITE LOCATOR = NO** if your location is a correctional facility, long-term care facility, or a location that is providing vaccines within a selected group of recipients.

### 2. Enter the **APPOINTMENT SCHEDULING WEBSITE** link to your location's website (required when CVMS Scheduling is unchecked)

### 3. Enter **APPOINTMENT PHONE NUMBER** for recipients to contact your location

### 4. Enter your **PROVIDER WEBSITE** for recipients to find more information on your location

## Audience

Healthcare  
Location Manager

## Step 6 of 12: Identify Vaccine Brands Your Scheduling Location Is Administering

New Location: Pop-Up Locations

**Information**

\* Location Name  
Pop-Up Clinic

\* Account  
Training Team Vaccine Provider - Site 2

\* Event Type  
Short Term Community Event

**Scheduling Information**

Display on Vaccine Site Locator  
Yes

Appointment Scheduling Website  
www.yourshot.com

Appointment Phone  
555-555-5555

Provider Website  
www.providerinfo.com

**Available Vaccine Brands**

| Available       | Chosen               |
|-----------------|----------------------|
| Pfizer-BioNtech | Moderna US, Inc.     |
|                 | Janssen Products, LP |

**Address**

\* Street Address

\* City

\* State  
--None--

Street Address 2

\* County  
--None--

\* Postal Code

Cancel Save & New Save

1. Select products in the **AVAILABLE** vaccine brand field pick list
2. Click on the Arrow pointing to the right ► to add them to the **CHOSEN** list to decide which brands recipients will see on the Vaccine Site Locator website

### Audience

Healthcare  
Location Manager

### Tips

For pop-up locations, the system will NOT automatically select vaccine product brands. **You will need to select all vaccine product brands to be displayed on the Vaccine Site Locator website manually.**

# Step 7 of 12: Enter Address

New Location: Pop-Up Locations

Address

\* Street Address ⓘ

123 Test Dr

\* City

Raleigh

\* State

North Carolina

Street Address 2

\* County

Wake

\* Postal Code

27609

Provider Survey for VaccineFinder Sites

Appointment Schedule Instructions

Please indicate between what hours your provider location offers vaccine appointments for each day of the week

Do you accept insurance?

No

Do you accept walk-ins?

--None--

Provide Support for Non-English Speaker?

No

Are you providing in-home vaccinations?

No

Participant Name ⓘ

Participant Email ⓘ

Pre Screen Web Address ⓘ

Language

Supporting Languages ⓘ

Available

English

Spanish

Chosen

Cancel

Save & New

Save

1. Enter the Street Address, City, State, Postal Code, and County

## Audience


Healthcare  
Location Manager

## Tips

The **Address** is the location where you are vaccinating recipients; this is the address that will be displayed on the Vaccine Site Locator website (please do not enter the location’s shipping address).

After making changes, please connect to the Vaccine Site Locator website at <https://vaccines.gov> to check that the geolocation correctly identified your location’s address.

There will be a delay (up to 3 days) on syncing before your updated address is shown on the Vaccine Site Locator website.



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## Step 8 of 12: Complete Provider Survey

New Location: Pop-Up Locations

**Provider Survey for VaccineFinder Sites**

Appointment Schedule Instructions  
Please indicate between what hours your provider location offers vaccine appointments for each day of the week

Do you accept insurance?  
Yes

Do you accept walk-ins?  
Yes, We take appointments or Walk ins

Provide Support for Non-English Speaker?  
Yes

Are you providing in-home vaccinations?  
No

Participant Name ⓘ  
Johnathon

Participant Email ⓘ  
Hardwick

Pre Screen Web Address ⓘ  
www.findmygroup.com

Language

Supporting Languages ⓘ

Available

- English
- Spanish
- French
- Chinese
- Portuguese
- German
- Japanese
- Korean
- Arabic
- Hindi

Chosen

Cancel Save & New Save

Complete the **PROVIDER SURVEY** for your vaccination location to share additional information with the public (optional):

1. **Do you Accept Insurance?**
2. **Do you accept walk-ins** (or only appointments)?
3. **Provider Support for Non-English Speaker?** If the answer is Yes, select also supported languages (see next slide in this user guide)
4. **Are you providing in-home vaccinations?**
5. **Participant Name and Email:** this information will not be displayed on the Vaccine Site Locator website, but will serve as a point of contact if there are any questions from NCDHHS
6. **PreScreen Web Address:** enter the direct link to your organization or jurisdiction's pre-screener that is required to make an appointment (if applicable and different from the Appointment Scheduling Website)

### Audience

Healthcare  
Location Manager

### Tips

Hover over the circle information icon for additional guidance on how to answer each question.

# Step 9 of 12: Select the Supported Languages

New Location: Pop-Up Locations

Language

Supporting Languages ⓘ

Available

French

Chinese

Portuguese

German

Japanese

Korean

Arabic

Hindi

Italian

Other

Chosen

English

Spanish

If Other, Enter Supporting Language(s)

Appointment Schedule

Monday Start Time

--None--

Monday End Time

--None--

Tuesday Start Time

--None--

Tuesday End Time

--None--

Wednesday Start Time

--None--

Wednesday End Time

--None--

Thursday Start Time

--None--

Thursday End Time

--None--

Cancel


Save & New

Save

- 1. Select the **LANGUAGES** that you support at this location

## Audience

Healthcare  
Location Manager



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# Step 10 of 12: Enter the Appointment Schedule

New Location: Pop-Up Locations

Other

If Other, Enter Supporting Language(s)

Appointment Schedule

Monday Start Time

--None--

Monday End Time

--None--

Tuesday Start Time

--None--

Tuesday End Time

--None--

Wednesday Start Time

--None--

Wednesday End Time

--None--

Thursday Start Time

--None--

Thursday End Time

--None--

Friday Start Time

07:00 AM

Friday End Time

07:00 PM

Saturday Start Time

07:00 AM

Saturday End Time

07:00 PM

Sunday Start Time

07:00 AM

Sunday End Time

07:00 PM

Fields Required for locations using the Scheduling feature

CVMS Scheduling

☐

Start Date

Closing Date

Cancel

Save & New


Save

1. Enter the **APPOINTMENT SCHEDULE**  
(opening hours during which the public can receive a vaccine at your location)

*Note: If you are using the scheduling feature in CVMS, you must also create the Availability Schedule on the Availability tab of the location.*

## Audience

Healthcare  
Location Manager



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## Step 11 of 12: Activate the Scheduling Feature of CVMS and Set Appointment Dates (Optional)

New Location: Pop-Up Locations

Other

If Other, Enter Supporting Language(s)

**Appointment Schedule**

|                      |                    |
|----------------------|--------------------|
| Monday Start Time    | Monday End Time    |
| --None--             | --None--           |
| Tuesday Start Time   | Tuesday End Time   |
| --None--             | --None--           |
| Wednesday Start Time | Wednesday End Time |
| --None--             | --None--           |
| Thursday Start Time  | Thursday End Time  |
| --None--             | --None--           |
| Friday Start Time    | Friday End Time    |
| 07:00 AM             | 07:00 PM           |
| Saturday Start Time  | Saturday End Time  |
| 07:00 AM             | 07:00 PM           |
| Sunday Start Time    | Sunday End Time    |
| 07:00 AM             | 07:00 PM           |

Fields Required for locations using the Scheduling feature

CVMS Scheduling ☐

Start Date

Closing Date

Cancel Save & New Save

1. If your location will use the scheduling feature in CVMS, check the **CVMS SCHEDULING** box
2. Set the **START DATE** to be the first date for which you would like recipients to book appointments initially
3. Set the **CLOSING DATE** to be the last date for which you would like recipients to book appointments initially

*Note: You can change the Start Date and Closing Date later, but recipients will be able to book appointments once the location is displayed on the Vaccine Site Locator website.*

*You can choose to display the location on the Vaccine Site Locator website later once you are ready for the location to be displayed.*

### Audience

Healthcare  
Location Manager

### Tips

You will be able to check the CVMS Scheduling box only after the scheduling feature is enabled. See the **CVMS Provider Portal Manage Appointment Scheduling User Guide** for more information about utilizing the scheduling feature in CVMS at <https://covid19.ncdhhs.gov/cvms-provider-portal-manage-appointment-scheduling-user-guide/download>.

# Step 12 of 12: Confirmation

## ALWAYS CLICK SAVE AFTER YOU ARE DONE

Once you are created the location and saved the changes, a success notification will appear at the top of the screen.

Location "Pop-Up Clinic" was created.

Home

Recipient

Appointments

Locations

Bulk Registration

Vaccine Inventory

Vaccine Marketplace

More

Location

Pop-Up Clinic

Edit

Details

Related

Availability

Location Name

Pop-Up Clinic

Account

Training Team Vaccine Provider - Site 2

Event Type

Short Term Community Event

Scheduling Information

Display on Vaccine Site Locator

Yes

Appointment Scheduling Website

www.yourshot.com

Appointment Phone

555-555-5555

Provider Website

www.providerinfo.com

Available Vaccine Brands

Janssen Products, LP;Moderna US, Inc.

Address

### Audience

Healthcare  
Location Manager

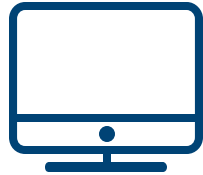


# Appendix

# Location Management Overview

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Users with a Healthcare Location Manager profile can list their information on the Vaccine Site Locator website (<https://vaccines.gov>).



1

As a Healthcare Location Manager, you can edit your location information that is displayed on the Vaccine Site Locator website (<https://vaccines.gov>).

You can also add new locations for community vaccine events that can be displayed on the Vaccine Site Locator website.



2

In the CVMS Provider Portal, you can click on the name of the location you wish to edit and then click on the edit button.

To create a new location for a community vaccine event, you can click on the new button.

# Vaccine Site Locator Key Terms

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## Public Location Name

The location name that appears on the Vaccine Site Locator website (<https://vaccines.gov>).

## Community Vaccine Event

Select Long-Term Events for recurring pop-up events (i.e., weekly). Select Short Term Events for one-time pop-up community vaccine events. For permanent locations, select 'Not Applicable'.

## Display on Vaccine Site Locator

This field MUST have the value of YES to appear on the public Vaccine Site Locator website. Select NO if your location should NOT be listed. You should only ever set it to NO if you are only vaccinating a limited recipient population (e.g., long-term care facility, prison).

## Appointment Scheduling Website

Enter the public facing website URL where people can schedule appointments or learn how to get vaccinated at your site. You can leave blank this field if you are using the scheduling feature in CVMS.





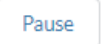
## CVMS Scheduling

Indicates that this location will use the scheduling feature in CVMS. This feature is optional.

# Additional Notes

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## Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- **\* Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

## Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more information on supported browsers, see [https://help.salesforce.com/articleView?id=getstart\\_browsers\\_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)
- 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       | 03/12/2021     | <ul style="list-style-type: none"> <li>Initial document</li> </ul>   | -               | Kevin Kauffman, Kechia Scott, Kristin Clark |
| 2       | 03/25/2021     | <ul style="list-style-type: none"> <li>Added tip about Display Vaccine Site Locator field</li> </ul>   | 13              | Tabitha McKelvy                             |
| 3       | 04/01/2021     | <ul style="list-style-type: none"> <li>Update screenshots to add Available Vaccine Brand field to location record</li> </ul>   |                 | Tabitha McKelvy                             |
| 4       | 04/16/2021     | <ul style="list-style-type: none"> <li>Updated screenshots and content to show Enable Scheduling and Display on Vaccine Site Locator dropdown</li> <li>Added tip to set the Location Setting to Default</li> </ul> | 7-17,20-28      | Kevin Kauffman                              |
| 5       | 05/17/2021     | <ul style="list-style-type: none"> <li>Updated screenshots and content to show the scheduling dates being on the location details</li> <li>Removed references to Location Setting</li> </ul>                       | 8-28            | Kevin Kauffman                              |
| 6       | 06/11/2021     | <ul style="list-style-type: none"> <li>Updated new location information to align with CDC Vaccine Site Locator</li> </ul>  | 15,18-30        | Kevin Kauffman                              |
| 7       | 06/23/2021     | <ul style="list-style-type: none"> <li>Updated order of new and edit location fields</li> </ul>  | 8-31            | Kevin Kauffman                              |