

The purpose of this document is to help users successfully sign-in to the COVID-19 Vaccine Management System (CVMS).

Step 1: Use an approved browser

CVMS is compatible with the latest version of Chrome, Safari, and Firefox. <u>CVMS is not compatible with</u> Internet Explorer or Edge (non-Chromium), so these browsers should not be used to access CVMS.

Download Google Chrome browser here: <u>Google Chrome - Download the Fast, Secure Browser from Google</u> Download Safari browser here: <u>Apple - Support - Downloads</u> Download Firefox browser here: Download Firefox Browser — Fast, Private & Free — from Mozilla

Step 2: Use the correct link

CVMS is comprised of multiple portals to support the multiple user groups of the system. See below for a description of the multiple portals and the link for each one. **Do not use previous bookmarks to CVMS**.

Portal Name	Description	Link
CVMS Provider	This portal allows DHHS-invited Healthcare Provider	Provided to DHHS-invited
Enrollment	organizations to complete enrollment in the North Carolina	Healthcare Provider organizations
Portal	COVID-19 Vaccination Program, which is required for a provider	
	to be able to administer the COVID-19 vaccine to recipients.	
	Once approved, this portal allows enrolled providers to update	
	their Provider Agreement as needed.	
CVMS Provider	This portal allows enrolled Healthcare Provider organizations to	https://covid-vaccine-provider-
Portal	manage their COVID-19 vaccine inventory, upload their eligible	portal.ncdhhs.gov
	employees or individuals under their care as recipients to enable	
	them to register to receive the COVID-19 vaccine via the CVMS	
	Recipient Portal, and document COVID-19 vaccine	
	administrations to eligible recipients to support federal and state	
	reporting requirements. NOTE: This specific portal requires	
	users to obtain an NCID and work with their organization's	
	Vaccine Coordinator to complete the HCP User Onboarding	
	process. Details on the HCP User Onboarding process and the	
	HCP User Onboarding Template are available on the NC	
	Immunization Branch website	
	(https://immunize.nc.gov/providers/covid-19training.htm)under	
	the CVMS Provider Portal section. Once the user is added to	
	the CVMS Provider Portal by the State, they must use their	
	NCID Username and password when connecting to this	
	portal . Username and passwords from other CVMS portals will	
	not work.	
CVMS	This portal allows recipients to register to receive the COVID-19	https://covid-vaccine-
Recipient	vaccine, provides second dose reminders to recipients, and	portal.ncdhhs.gov/
Portal	provides proof of vaccination to recipients.	



Step 3: Clear the browser history

Step A: Open Google Chrome and click on top right '....'



Step B: Click on Settings

	New tab	Ctrl+1		×
	New window	Ctrl+N	1	
Ę	New InPrivate window	Ctrl+Shift+N	1	vorites
	Zoom —	100% +	2	
∑≞	Favorites	Ctrl+Shift+C)	
C	History		>	
$\underline{\downarrow}$	Downloads	Ctrl+.	J	
₽	Apps		>	
\$	Extensions			
¢	Collections	Ctrl+Shift+	(
凸	Print	Ctrl+F		
6	Web capture	Ctrl+Shift+S	5	
Ŕ	Share			
[}	Find on page	Ctrl+I	-	
A»	Read aloud	Ctrl+Shift+U	J	
	More tools		>	-
۲ <u>۵</u>	Settings			
?	Help and feedback		>	
	Close Microsoft Edge			
Ĥ	Managed by your organizat	ion		



Step C: Type cache in the top left search bar

Settings		
\sim	cache	
A	Profiles	
A	Privacy, search, and services	
-	Appearance	
Ċ	On startup	
000	New tab page	
Ŕ	Share, copy, and paste	
00	Cookies and site permissions	
D	Default browser	
$\underline{\downarrow}$	Downloads	
ቋዩ	Family safety	
一 A字	Languages	
日	Printers	
旦	System	

Step D: Click on Choose what to clear

	Your browser is managed by your organization
Settings	Exceptions > Allow all trackers on sites you choose > Always use "Strict" tracking prevention when browsing InPrivate •
Profiles Privacy, search, and services Privacy Appearance	Clear browsing data - 1 result This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data
🖒 On startup	Clear browsing data now Choose what to clear
📼 New tab page	Choose what to clear every time you close the browser
🖻 Share, copy, and paste	1 result
Cookies and site permissions	Clear browsing data for Internet Explorer - 1 result

Step E: Select Last 4 weeks in the Time range drop down



Browsing history	
1,356 items. Includes autocompletions in	the address bar.
Download history	
2 items	
Cookies and other site data	
From 616 sites. Signs you out of most site	es.
Cached images and files	
Frees up less than 319 MB. Some sites m	ay load more
slowly on your next visit.	
ar browsing data for Internet Explorer mo	de
s will clear your data across all your synced	devices signed in to
s will clear your data across all your synced	devices signed in to

Step F: Click on Clear Now

'ime range			
Last 4 weeks	~		
Browsing history 1,356 items. Includes autoco	mpletions in the address bar.		
Download history 2 items			
Cookies and other site of From 616 sites. Signs you ou	data it of most sites.		
Cached images and files Frees up less than 319 MB. S slowly on your next visit.	s ome sites may load more		
lear browsing data for Internet	Explorer mode		
his will clear your data across all y shuto ch kaduskar@ey .com. To cl wice only, <u>sign out first</u> .	your synced devices signed in to ear browsing data from this		
Clear now	Cancel		

Step G: Close on the 'x' to close the browser



Step H: Open the Google Chrome browser again and try to login into CVMS using the appropriate link from Step 2.

Step 3: Have only one browser session open at a time

We recommend having only one browser session open at a time.

If these sign-in troubleshooting tips did not resolve your issues, please contact the CVMS Help Desk at <u>cvms-help@dhhs.nc.gov</u> for assistance.

