

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, Edge Chromium, and Firefox. <u>CVMS is not</u> compatible with 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 Edge Chromium browser here: <u>Microsoft - Support - Downloads</u> Download Firefox browser here: <u>Download Firefox Browser — Fast, Private & Free — from Mozilla</u>

Step 2: Use the correct link

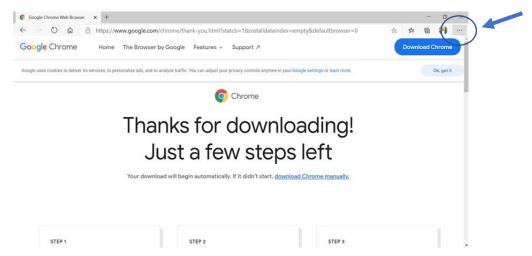
CVMS is comprised of multiple portals to support the multiple user groups of the system. See below for a description of the multiple portals and the link for each one. **Do not use previous bookmarks to CVMS**.

Portal Name	Description	Link
CVMS Provider Enrollment Portal	This portal allows Healthcare Provider organizations to complete enrollment in the North Carolina 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.	https://covid-enroll.ncdhhs.gov/
CVMS Provider Portal	This portal allows enrolled Healthcare Provider organizations to manage their COVID-19 vaccine inventory, upload their eligible employees or individuals under their care as recipients to enable them to register to receive the COVID-19 vaccine via the CVMS Recipient Portal, document COVID-19 vaccine administrations to eligible recipients to support federal and state reporting requirements, and run specific reports. 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 (<u>https://immunize.nc.gov/providers/covid-19training.htm</u>) under Step 2. <u>Once the user is added to the CVMS Provider Portal</u> 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.	https://covid-vaccine-provider- portal.ncdhhs.gov
CVMS	This portal allows recipients to register to receive the COVID-19	https://covid-vaccine-
Recipient Portal	vaccine, provides second dose reminders to recipients, and provides proof of vaccination to recipients.	portal.ncdhhs.gov/



Step 3: Clear the browser history

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



Step B: Click on Settings

	New tab		Ctrl+	r	×
	New window		Ctrl+№	1	
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	Zoom	- 100%	+	2	
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品	Print		Ctrl+I	0	
6	Web capture	Ct	rl+Shift+S	5	
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[¢	Find on page	/	Ctrl+	F	
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	More tools			>	-
ŝ	Settings				
?	Help and feedback			>	
	Close Microsoft Edge				
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Step C: Type cache in the top left search bar

Set	ttings
\sim	cache
R	Profiles
A	Privacy, search, and services
3)	Appearance
Ċ	On startup
	New tab page
Ē	Share, copy, and paste
	Cookies and site permissions
	Default browser
$\overline{\uparrow}$	Downloads
A.	Family safety
一 A字	Languages
日	Printers
日	System
0	Type here to search

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 	Clear browsing data - 1 result This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data
 Appearance On startup Newtob access 	Clear browsing data now Choose what to clear
 Image <li< td=""><td>Choose what to clear every time you close the browser</td></li<>	Choose what to clear every time you close the browser
	Clear browsing data for Internet Explorer - 1 result

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



Last 4 weeks	~
Browsing history	ocompletions in the address bar,
	scompletions in the address bar.
2 items	I
Cookies and other sit	te data
From 616 sites. Signs you	out of most sites.
Cached images and f	iles
Frees up less than 319 M slowly on your next visit.	B. Some sites may load more
ear browsing data for Intern	et Explorer mode
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Step F: Click on Clear Now

me	Time range		
Lá	ast 4 weeks	\sim	
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/	Download history 2 items		
~	Cookies and other site data From 616 sites. Signs you out of m	ost sites.	
~	Cached images and files Frees up less than 319 MB. Some s slowly on your next visit.	ites proviload more	
lea	r browsing data for Interpretexplor	er mode	
Ashu	will clear your data across all your sy uto ch.Kaduskar@ov.com . To clear bro ce only, <u>sign out first</u> .		
	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 4: Have only one browser session open at a time

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

Step 5: Avoid using Virtual Private Networks (VPNs) when trying to access any CVMS portal



Step 6: Go to the CVMS Help Desk Portal for further assistance

If these sign-in troubleshooting tips did not resolve your issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine to request assistance.