North Carolina COVID-19 Vaccine Management System

CVMS Recipient Portal User Guide

Version 5
January 28, 2021
If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "Vaccine Recipient" option to submit your question, issue, or request, and fill the form with your question.
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CVMS Recipient Portal Overview
Since there is initially a very limited supply of COVID-19 vaccines, North Carolina has implemented a risk-based prioritization approach based on guidance from the National Academy of Medicine, the CDC’s Advisory Committee Immunization Practice, and the NC Institute of Medicine.

During the first stages of vaccination, you will need to be invited by an authorized organization first (your employer or your care provider). At a later stage, it will be possible to self-register allowing any North Carolinian candidate-recipients to register prior to receiving the COVID-19 vaccine.

In this guide, you will learn how to:
1. Create your account in the CVMS Recipient Portal
2. Complete the COVID-19 Vaccination (Health) Questionnaire
3. Check your priority tier group and eligibility
4. Update your registration details, if needed
5. And view your Proof of Vaccination after receiving each of your vaccine doses

Please use the latest version of Chrome, Edge (Chromium) Firefox, or Safari (Internet Explorer or Edge non-chromium will not be supported).

Now, let’s get started!
During the first phases of the COVID-19 Vaccination program of North Carolina, your participating employer may invite you to register in the CVMS Recipient Portal.

Your employer or care provider may load your name and email in the system to invite you to register in the CVMS Recipient Portal.

If invited, you will receive an email with instructions on how to register in the CVMS Recipient Portal and providing you with a username.

If you choose to, you can complete the registration and fill out the COVID-19 Vaccination (Health) Questionnaire.

You can then review your Eligibility and Priority Tier in the CVMS Recipient Portal.

When you are Eligible, you can follow the process communicated to you by your employer on when and where to obtain the COVID-19 vaccine.

Note: If you are unable to register by yourself, you might also contact your participating care provider to verify your eligibility and schedule an appointment to receive the COVID-19 vaccine. They may provide you with a paper registration form to complete prior to your receiving the COVID-19 vaccine.

You can go to https://covid19.ncdhhs.gov/findyourspot to find COVID-19 vaccinating providers.
Since there is initially a very limited supply of COVID-19 vaccines, North Carolina has implemented a risk-based prioritization approach based on guidance from the National Academy of Medicine, the CDC’s Advisory Committee Immunization Practice, and the NC Institute of Medicine. The NC population is divided into five Priority Tier Groups based on an individual’s occupation, medical history, and age. Health Care Workers & Long-Term Care Staff and Residents are assigned to Group 1. Anyone 65 years or older will be assigned to Group 2. Group 3 will include the Frontline essential workers (the CDC defines frontline essential workers as workers who are in sectors essential to the functioning of society and who are at substantially higher risk for exposure to COVID-19, regardless of health status or living situation). Adults at High Risk for Exposure and Increased Risk of Severe Illness will be included in Group 4. Everyone else will be assigned to Group 5. Note that anyone younger than 16 years old is currently not eligible as no COVID-19 vaccines are currently approved for that part of the population.

A Recipient’s Eligibility status is determined by the Priority Tier they fall under as determined by the NC Immunization Branch. Eligibility requirements may be adjusted in the future by the NC Immunization Branch.
Register for the CVMS Recipient Portal
Step 1 of 8: Register for the CVMS Recipient Portal

After your employer or care provider uploads your name and email address into the CVMS Provider Portal, you will receive an email inviting you to register on the CVMS Recipient Portal.

The email will come from:
Vaccine Management System nccvms@dhhs.nc.gov

Email Subject: Welcome to the North Carolina Vaccine Management Recipient Portal

This EMAIL CONTAINS A LINK TO RESET YOUR PASSWORD. Your USERNAME is listed in the email.

1. Click the LINK in the email
2. The password reset page appears, follow the instructions to create your password

Tips
Your CVMS Recipient Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.

Update: The email CVMS-Help@dhhs.nc.gov mentioned in this screenshot is now retired. Please contact the CVMS Help Desk Portal with any questions!
Step 2 of 8: Change your CVMS Recipient Portal Password

1. Follow the prompts to create a password for the Recipient Portal
2. Click **CHANGE PASSWORD**
3. You will be directed to the CVMS Recipient Portal Homepage

**Tips**
Choose a password that meets the criteria specified on the page: 12 characters or more, 1 letter or more, 1 number or more.
Step 3 of 8: Complete the COVID-19 Vaccination (Health) Questionnaire

1. From the Home Page, you will be prompted to complete the COVID-19 VACCINATION (HEALTH) QUESTIONNAIRE
2. Click HEALTH QUESTIONNAIRE
3. After completing the COVID-19 Vaccination (Health) Questionnaire, you will receive your ELIGIBILITY and PRIORITY TIER
Step 4 of 8: Begin COVID-19 Vaccination (Health) Questionnaire

After clicking Health Questionnaire, the COVID-19 Vaccination (Health) Questionnaire appears. You must complete the questionnaire to receive your Priority Tier and Eligibility status. **The COVID-19 Vaccination (Health) Questionnaire must be completed either by you in CVMS in advance or by the COVID-19 participating 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 questionnaire
2. You must **CHECK THE BOX** to confirm your consent
3. Click **START QUESTIONNAIRE** to continue the Vaccine Registration process
Step 5 of 8: 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 **CONTINUE** at the bottom of the page

**Tips**

You will be able to update this information after you submit the form.
You will then be directed to **MEDICAL DETAILS**.

1. Answer the **REQUIRED QUESTION**
2. Click the **LINK** to see list of conditions known to increase risk of severe illness to COVID-19
3. Click **NEXT**
Step 7 of 8: Confirm and Submit Your COVID-19 Vaccination (Health) Questionnaire

REVIEW the information you entered before submitting the COVID-19 Vaccination (Health) Questionnaire.

1. If the information is correct, click **SUBMIT**

2. To make a change, click **PREVIOUS**
Step 8 of 8: View your Eligibility

After clicking Submit, your REGISTRATION IS COMPLETE. On this page, you will be told if you are potentially ELIGIBLE or NOT ELIGIBLE YET.

If you are Eligible, you will read a message displaying YOU ARE ELIGIBLE TO RECEIVE A VACCINE

It is recommended you contact your Healthcare Provider to schedule an appointment

To find a Provider with COVID-19 vaccines, please navigate to the following portal: https://covid19.ncdhhs.gov/findyourspot

If you are not yet eligible, your PRIORITY TIER group will be visible on the confirmation screen. You will be notified once your group becomes eligible.

If you believe the system did not assign the correct Priority Tier group, you can review your answers to the COVID-19 Vaccination (Health) Questionnaire and update them if wrongly answered (reference section UPDATE COVID-19 VACCINATION (HEALTH) QUESTIONNAIRE on this user guide).

Audience
Recipient

Tips
Check the CVMS Recipient Portal for changes to your Eligibility Status.
Log In to the CVMS Recipient Portal
Step 1 of 4: Log Into the CVMS Recipient Portal

After registering for a CVMS Recipient Portal account, you may Log In to the CVMS Recipient Portal.

1. From the Log In screen, click **LOG IN AS REGISTERED USER**
2. The Log In page appears
Step 2 of 4: Enter Username and Password

1. On the Log In page, enter your **USERNAME** and **PASSWORD**
2. Click **LOG IN**
3. If you forgot your password, click **FORGOT YOUR PASSWORD?**

**Tips**
Refer to your email from **Vaccine Management System** for your username.

Your CVMS Recipient Portal username is unique. It will have `.covid19vaccine` added to the end of the email address that was provided when your account was created.
Step 3 of 4: View the Homepage

1. After logging in, the **CVMS RECIPIENT PORTAL HOMEPAGE** appears

2. The Homepage displays your **VACCINE PROGRAM STATUS** and indicates if you are **ENROLLED** or **NOT ENROLLED**
Step 4 of 4: View the CVMS Recipient Portal Tabs

In the CVMS Recipient 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 Vaccination (Health) Questionnaire** section in this training guide.
   - For initial registration, refer to the **Register for CVMS Recipient Portal** section.
3. Use the **MY DASHBOARD** tab to view your Appointments and your Vaccine Record
4. Use the **PROFILE** tab to update your Enrollment Questionnaire and personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions
How to Reset Your Password
Step 1 of 4: Log Into the CVMS Recipient Portal

1. From the Log In screen, click **LOG IN AS REGISTERED USER**
2. The Log In page appears
Step 2 of 4: Initiate the Password Reset

1. Click **FORGOT YOUR PASSWORD?**.

2. You will see the Password Reset page. Enter your CVMS Recipient Portal **USERNAME**.
3. Click **RESET PASSWORD**.

**Tips**
Your CVMS Recipient Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created.
Step 3 of 4: Confirm your Email Address

1. **CHECK YOUR EMAIL INBOX.** You will receive an email from the CVMS Recipient Portal with a link to reset your password.

2. Open the Email. Click the **RESET PASSWORD LINK.**

3. A new page will open.

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**Hi Jane Doe,**

Your password has been reset for the State of North Carolina's Vaccine Management System Recipient Portal. Click on the following link to create a new password:

https://urldefense.proofpoint.com/v2/url?u=https%3A__odc0vhs.audem.cc&h=PpMhZQBv%2fX9%2f7Q%3D&c=Zkos7UfOq7e2v2vX6Y1g%3D&k=H2Dv8f%3D&s=1AFE9n5%3D&v=4Ew1w2z%3D&f=ZkbUxv9%3D&e=

For future logins please use the following instructions to access the Recipient Portal:

2. Enter your Username
3. Enter your Password
4. Click Logon

If you have any questions, please submit all inquiries to: CVMS-Help@dhhs.nc.gov

Thank you,
NC Department of Health and Human Services
Division of Public Health
Immunization Branch
Step 4 of 4: 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 CVMS Recipient Portal. You successfully reset your password!
Update Personal Information
Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the CVMS Recipient 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**
4. The pop-up window closes

Tips
To close Edit Contact Information without saving, click Cancel.
After updating your personal information, the SUCCESS banner appears. Your updates were saved.
Update COVID-19 Vaccination (Health) Questionnaire
Step 1 of 4: Navigate to My Profile

You will be able to **UPDATE** your responses to the **COVID-19 VACCINATION (HEALTH) QUESTIONNAIRE** that you completed when you first enrolled.

1. Click **PROFILE**
2. You will be directed to your **PROFILE PAGE**
Step 2 of 4: Navigate to Enrollment Questionnaire (COVID-19 Vaccination (Health) Questionnaire)

From the PROFILE page, locate the section ENROLLMENT QUESTIONNAIRE

1. Click ENROLLMENT QUESTIONNAIRE
2. The ENROLLMENT QUESTIONNAIRE page will open
Step 3 of 4: Edit Enrollment Questionnaire (COVID-19 Vaccination (Health) Questionnaire)

1. Click EDIT
2. The EDIT QUESTIONNAIRE pop-up window appears
3. EDIT your information as needed
4. Click UPDATE
5. The Edit Questionnaire pop-up window closes

Tips
Editing the questionnaire may update your Priority Tier and Eligibility status.
Step 4 of 4: View Updated Enrollment Questionnaire (COVID-19 Vaccination (Health) Questionnaire)

After updating the questionnaire, the SUCCESS banner appears.
View Vaccine Record
Step 1 of 3: 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 DETAILS in the CVMS Recipient Portal.

1. From the home page, click **MY DASHBOARD**

2. You will be directed to the **MY DASHBOARD PAGE**
Step 2 of 3: Navigate to Vaccine Record

The **MY DASHBOARD** page has **THREE MAIN SECTIONS**. You can view your Vaccine information under **VACCINE RECORD**.

1. Click **VACCINE RECORD**
2. You will be directed to the **VACCINE RECORD PAGE**

![Vaccine Record Page Screenshot]
Step 3 of 3: View Vaccine Record

On the VACCINE RECORD page, you can VIEW your PROOF OF VACCINATION and the VACCINE DETAILS.

Tips
If needed, use your browser’s print option to print this page.

Recipient: Nicholas Test
Date of Birth (MM/DD/YYYY): Test
Manufacturer: Test
Number of Doses in Series: 2
Date Administered: Dec 7, 2020
Administered by Provider: Test

Recipient does not require any additional doses.
Proof of vaccination received by email

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 CVMS Recipient Portal (if any). This email will inform you how to view your proof of vaccination within the CVMS Recipient Portal.

This email will be sent from the Vaccine Management System at nccvms@dhhs.nc.gov.
Receive Reminders for your Second Dose Appointment
Post-Vaccine Administration Reminders

After you received your first dose, you will be sent **TWO (2) SECOND DOSAGE REMINDER NOTIFICATIONS**, please be mindful of the timing requirements for the second dosage and make an appointment with your provider:

1. The first reminder is sent **24 HOURS** after your first dose is entered into CVMS by the 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).

**Tips**

Take a picture of the vaccination record card you receive from your Provider to help keep track of the second dose due date.
Additional Notes

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm_vaccine](https://ncgov.servicenowservices.com/csm_vaccine).
- Select the "Vaccine Recipient" option to submit your question, issue, or request.

Supported Web Browsers:

- Please use the latest version of Chrome, Edge (Chromium only), Firefox, or Safari 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 will not be supported.
## User Guide Change Log

### Key Items:
- **Date of Change:** Date that any updates were made to the User Guide
- **Changes Made:** Summary of the updates made within the User Guide
- **Impacted Slides:** Specific slides that were updated or changed
- **Author:** The user that made the updates to the User Guide

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<tr>
<td>1</td>
<td>12/10/2020</td>
<td>• Original document</td>
<td></td>
<td>Azalea Troche</td>
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| 2       | 12/21/2020     | • Registering is optional, COVID-19 Vaccination (Health) Questionnaire
   Updates, how to reset the password | 6, 9, 15, 22-26                  | Azalea Troche                   |
| 3       | 01/14/2021     | • Update email notification for CVMS Recipient Portal Account registration
   • Updated COVID-19 Vaccination (Health) Questionnaire
   • Updated Branding
   • Date of Birth label change | 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     | • Included the email a recipient will receive after receiving a dose           | 40                               | Courtney Seward     |
| 5       | 01/28/2021     | • Updated branding on Priority Tier Grouping                                  | 16                               | Steve DiGangi       |