

# COVID-19 Vaccine Management System (CVMS) Sign-In Troubleshooting Guide

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. **CVMS is not compatible with Internet Explorer or Edge (non-Chromium), so these browsers should not be used to access CVMS.**

Download Google Chrome browser here: [Google Chrome - Download the Fast, Secure Browser from Google](#)

Download Safari browser here: [Apple - Support - Downloads](#)

Download Edge Chromium browser here: [Microsoft - Support - Downloads](#)

Download Firefox browser here: [Download Firefox Browser — Fast, Private & Free — from Mozilla](#)

## Step 2: Use the correct link

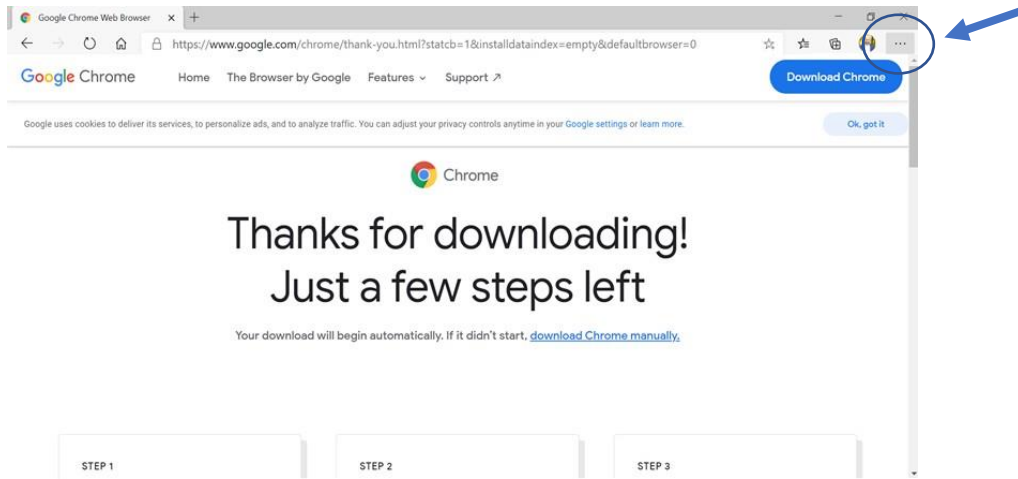
CVMS is comprised of multiple portals to support the multiple user groups of the system. See below for a description of the multiple portals and the link for each one. **Do not use previous bookmarks to CVMS.**

Portal Name	Description	Link
CVMS Provider 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.	<a href="https://covid-enroll.ncdhhs.gov/">https://covid-enroll.ncdhhs.gov/</a>
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. <b>NOTE:</b> 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 ( <a href="https://immunize.nc.gov/providers/covid-19training.htm">https://immunize.nc.gov/providers/covid-19training.htm</a> ) under Step 2. <b><u>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.</u></b> Username and passwords from other CVMS portals will not work.	<a href="https://covid-vaccine-provider-portal.ncdhhs.gov">https://covid-vaccine-provider-portal.ncdhhs.gov</a>
CVMS Recipient Portal	This portal allows recipients to register to receive the COVID-19 vaccine, provides second dose reminders to recipients, and provides proof of vaccination to recipients.	<a href="https://covid-vaccine-portal.ncdhhs.gov/">https://covid-vaccine-portal.ncdhhs.gov/</a>

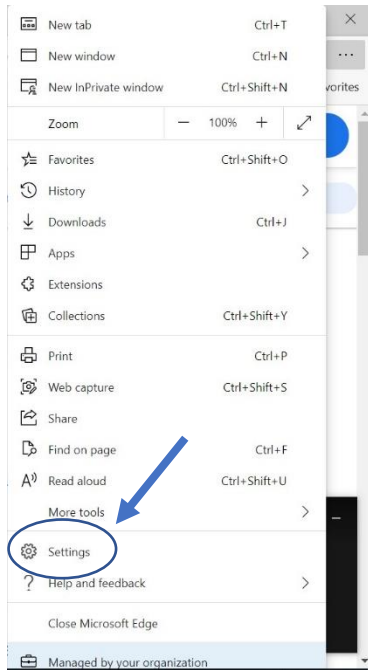
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## Step 3: Clear the browser history

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

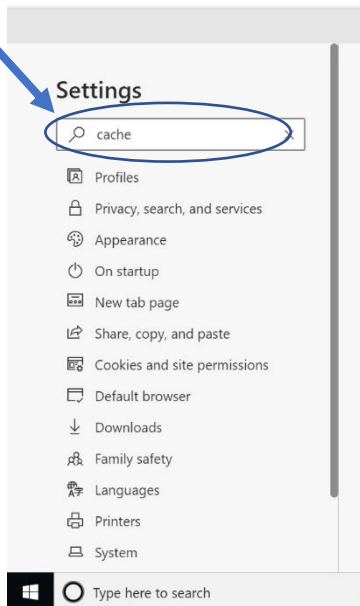


Step B: Click on Settings

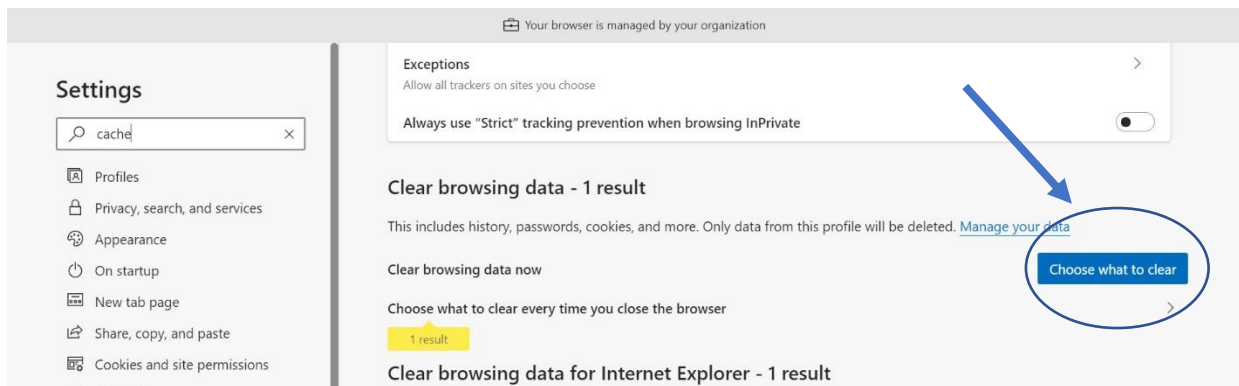


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**Step C:** Type cache in the top left search bar

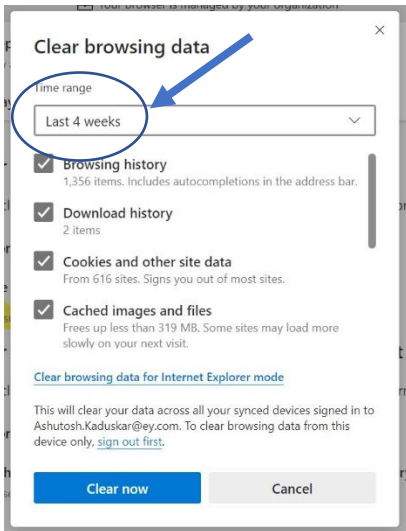


**Step D:** Click on Choose what to clear

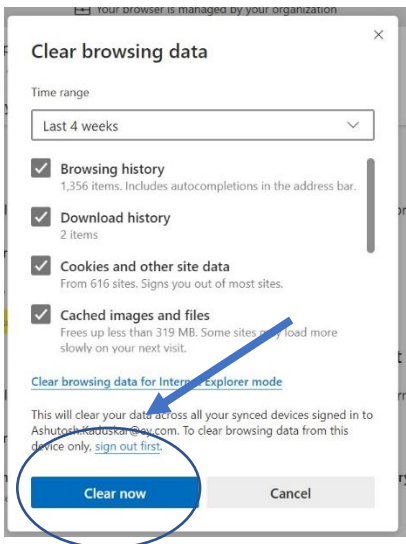


**Step E:** Select Last 4 weeks in the Time range drop down

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## Step F: Click on Clear Now



## 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



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**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](https://ncgov.servicenowservices.com/csm_vaccine) to request assistance.