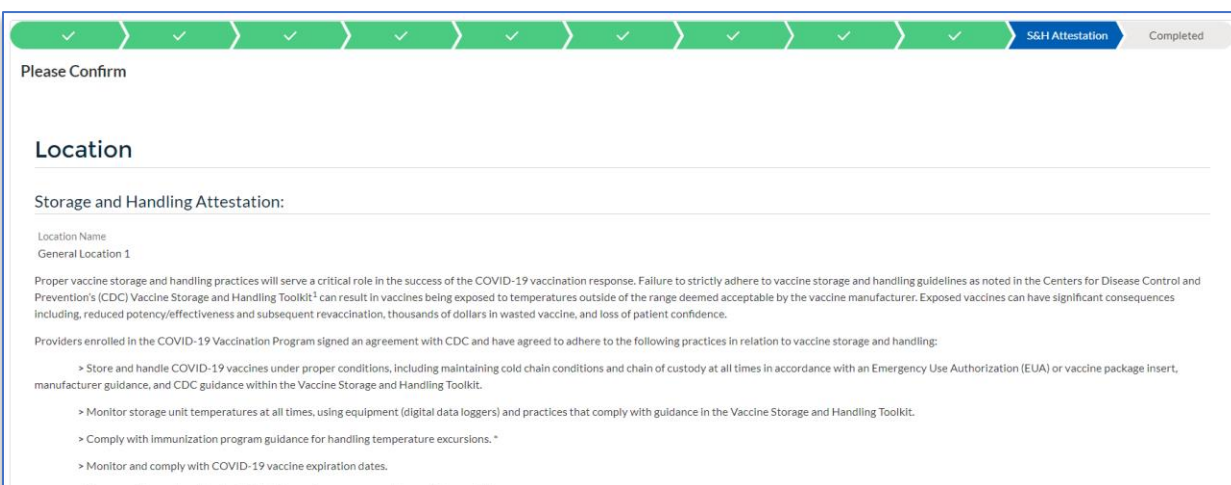


## CVMS Provider Enrollment Portal

### Complete the Storage and Handling Attestation

As a **PRIMARY VACCINE COORDINATOR** or an **ORGANIZATION ADMINISTRATOR**, you will need to review and sign the **STORAGE AND HANDLING ATTESTATION** to complete the enrollment of your organization in the COVID-19 Vaccine Program. This step should be completed before your first COVID-19 vaccine deliveries. If you need to reopen your Provider Agreement to finalize the recently added Storage and Handling attestation, please follow these instructions:

1. Connect to the CVMS Provider Enrollment Portal: <https://covid-enroll.ncdhhs.gov/>
2. Enter your **USERNAME (usually the email address you registered with)** and **Password**, then click Log In<sup>1</sup>.
3. If your profile is **VACCINE COORDINATOR**, you will be directed to **COMPLETE SECTION B**. If you are an **ORGANIZATION ADMINISTRATOR**, click on the **LOCATIONS** tab, then click on the **AGREEMENT DETAILS** button of the location you wish to complete.
3. From the first page named **LOCATION INFORMATION**, navigate to the **REVIEW** page, by hitting the **NEXT** button at the bottom right of the screen to proceed through seven screens. If any fields with a phone number in it has a leading 1, please remove the 1.



The screenshot shows a progress bar at the top with 10 steps, the 10th being 'S&H Attestation' (highlighted in blue) and the final step 'Completed'. Below the progress bar, the text reads 'Please Confirm' followed by 'Location'. Under 'Storage and Handling Attestation:', there is a 'Location Name' field with 'General Location 1' entered. Below this is a paragraph of text explaining the importance of proper vaccine storage and handling, followed by a list of practices providers must adhere to, such as maintaining cold chain conditions, monitoring temperatures, and complying with immunization program guidance.

4. On the **REVIEW** page, draw your signature in the box and click on the **ADOPT AND USE** button. Then click Next.
5. On the **STORAGE AND HANDLING ATTESTATION** page, please review the agreement, draw your signature before clicking the **ADOPT AND USE** button.

<sup>1</sup> If you experience Log-in issues, please reference the **CVMS Provider Enrollment Account Registration and Password Reset User Guide** for more information: <https://covid19.ncdhhs.gov/cvms-provider-enrollment-account-registration-and-password-reset-user-guide/download>



7. Click the **NEXT** button located at the bottom left of the screen one last time. Your **STORAGE & Handling Attestation** is now completed.

**Note:** if you are an Organization Administrator, you may need to repeat this process for all locations.

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If you have any questions or issues, please go to the CVMS Help Desk Portal at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine) and select the "**Vaccine Provider**" option to submit your question or issue.

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 – Friday: 7:00 AM – 7:00 PM ET  
Saturday – Sunday: 10:00 AM – 6:00 PM ET