COVID-19 Vaccine Management System (CVMS)

Statewide Location Manager Profile – Switch Location Job Aid

Users that are assigned the Statewide Location Manager profile in the CVMS Provider Portal can access CVMS and provide support to any enrolled COVID-19 vaccine provider location across the State.

If you are assigned this profile, please read these instructions to learn how to:

1. Add a new location to your list of locations

2. Switch to a different location

1   Add a new location to your list of locations

When you start supporting a <u>new location</u>, you will need to add it to your list of locations at the first connection. This action will allow you to be identified as an approved Location Manager to create or modify CVMS records for this location.

1. Navigate to the CVMS Provider Portal (https://covid-vaccine-provider-portal.ncdhhs.gov)

2. Connect using your NCID username and password

3. Click on the **ADD LOCATION** button
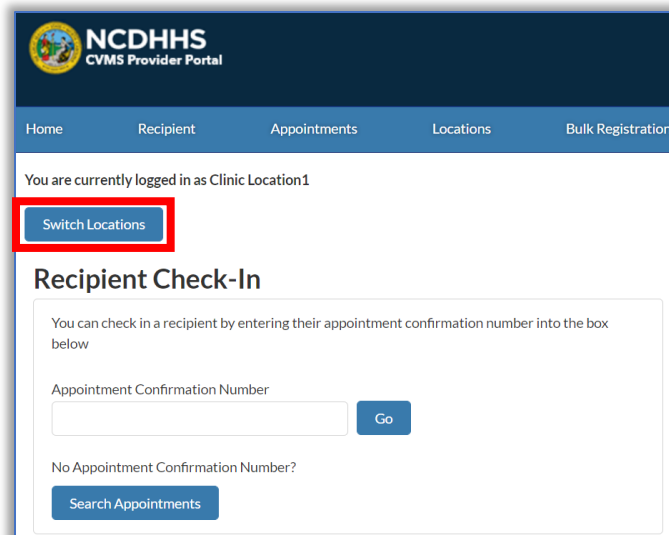
4. Enter the **NAME OF THE LOCATION** you need to add (a list of suggestions will appear after you type the first 3 letters)

   Tip: If you do not know the exact name of the location, please ask CVMS Provider Portal users at that location to share it with you.

5. Select the appropriate location in the drop-down and click **Submit**

*** LOCATION SUCCESSFULLY ADDED ***

2   Switch to a different location

When you log in to the CVMS Provider Portal, **please pay attention to the banner showing at the top of the Home page.** All of your operations in the portal (booking appointments, logging vaccine administration, etc.) will be attributed to the location that you select.
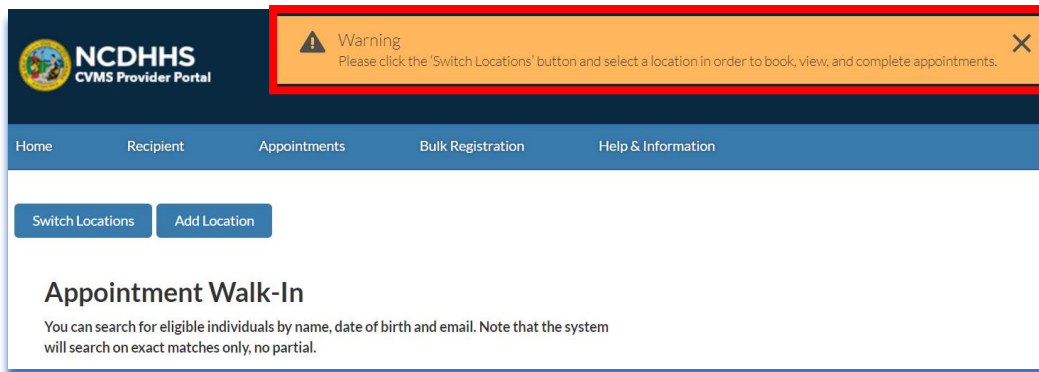
NOTE: Each time you log in to the CVMS Provider Portal, you will be directed to switch locations to connect to the primary location in which you will be performing operations in the CVMS Provider Portal. Therefore, prior to conducting any activity in the CVMS Provider Portal, you will first need to select the location from which you are operating. If you reconnect after logging out, each time you will be directed to switch locations, and you will once again need to select the location from which you are operating.

If there is no location displayed at the top of the **HOME** page, switch to the correct location by following these instructions:
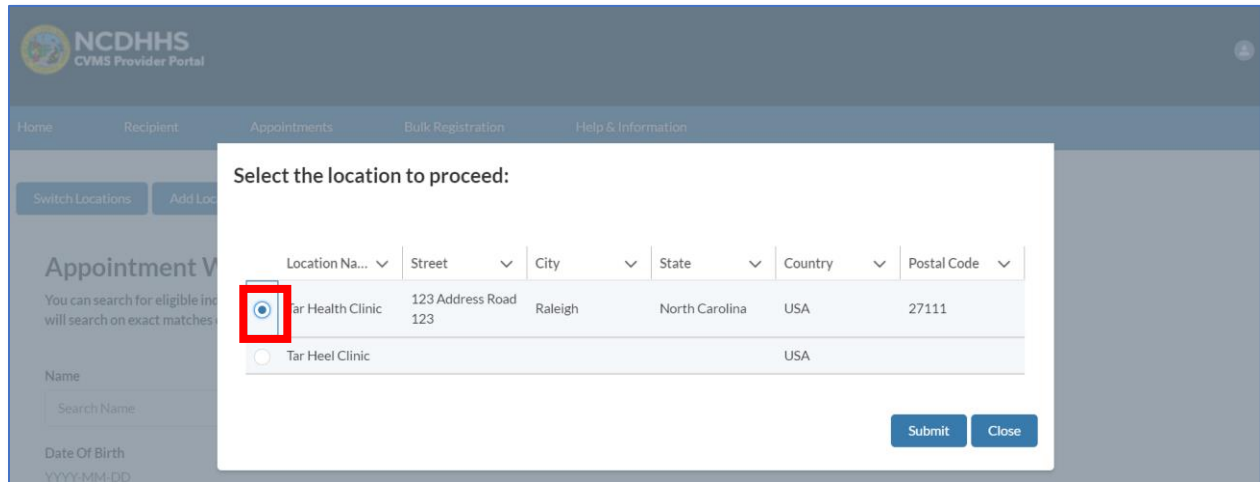
1. Select **SWITCH LOCATIONS**.
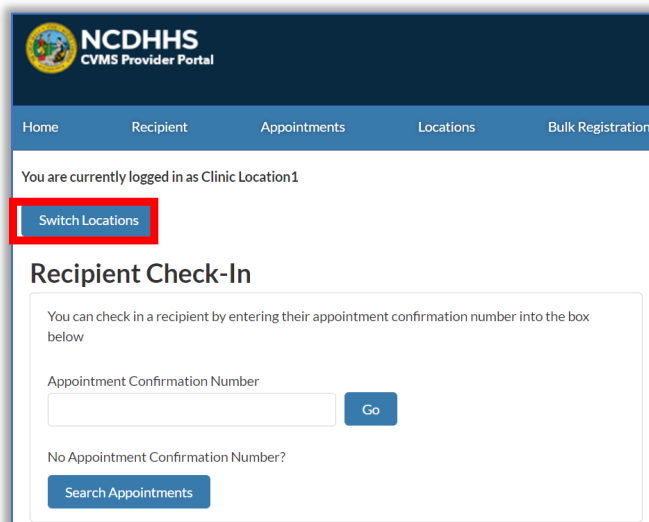
2. Select the appropriate location from the list that appears and click **SUBMIT**

Tip: *The list includes your primary location as well as all the locations that you have added. If the location from which you are operating is not available, close the list and click* ***ADD LOCATION*** *first.*

3. **Please always confirm that your location was switched to the location of your choice** by checking the location name displayed at the top of the **HOME** page
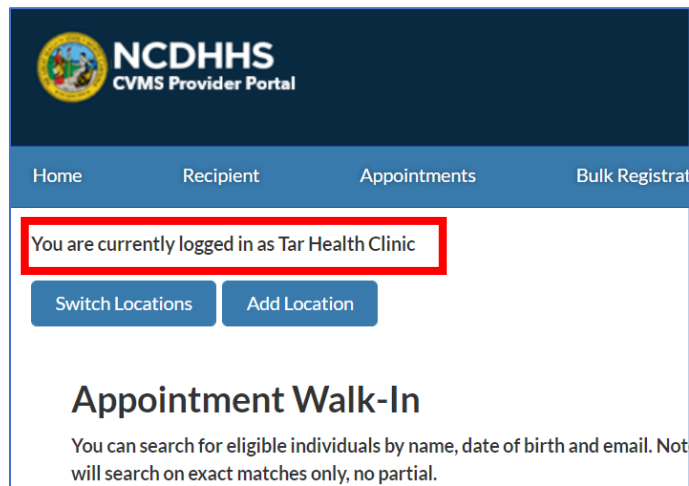
If you have any questions or issues, please go to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine and select the "**Vaccine Provider**" option to submit your question or issue.

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

Version 3 – March 11, 2021