NC COVID-19 RESPONSE: HOW TO VIEW VACCINE INFORMATION (HEALTHCARE PROVIDER)

This guide provides an overview of how to view a recipient's vaccine information as a healthcare provider in the State of North Carolina's COVID-19 Vaccine Management System (CVMS).

To view a recipient's vaccine information, you must log in to the CVMS Provider Portal and follow the steps below.

Note: Please use the latest version of Chrome, Edge (Chromium), Firefox, or Safari browsers.

Internet Explorer or Edge non-chromium browsers will not be supported.

Where can I go for more information or get help?

For help, contact the COVID-19 Vaccine Help Center at:

+1 (888) 675-4567
Weekdays: 7AM – 7PM; Weekends: 8AM – 4PM

How can I view a recipient's vaccine information?

Step 1: Log in to the CVMS Provider Portal

- The link to the CVMS Provider Portal is https://covid-vaccine-provider-portal.ncdhhs.gov
- Click 'NCID' to access the login page, then enter your NCID and password.
- After logging in, the CVMS Provider Portal Homepage appears.

Step 2: Navigate to the Recipient Tab

- On the CVMS Provider Portal Homepage, click the RECIPIENT TAB, which is the second tab found in the top navigation bar.
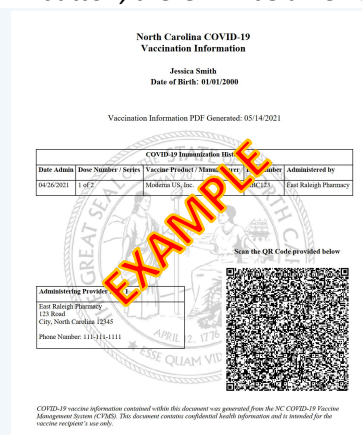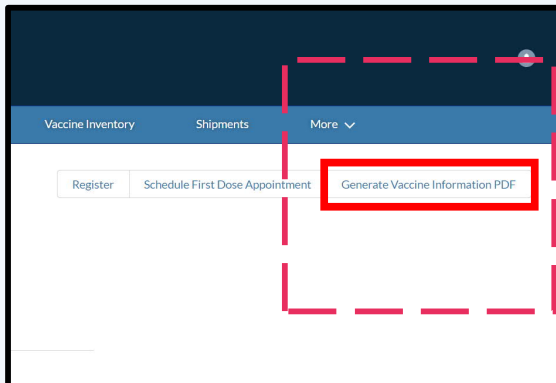
Step 3: Find the Recipient's Account

- Type the recipient's name in the search box and click SEARCH.
- Select the recipient's name from the list to open the recipient's "Person Account" .

Step 4: Download or Print the Vaccine Information

- On the "Person Account" page, click on GENERATE VACCINE INFORMATION PDF.
- The PDF with a QR code will either download to your device or open in another tab of your browser.

Note: *If a recipient has received no vaccinations and you try to click the GENERATE VACCINE INFORMATION PDF button, there will be an error.*

(subject to change)

- If it opens in another tab:
  - To save: use the Download feature of your browser to save a copy
  - To print: use the Print feature to print a copy

If you do not have Adobe or cannot generate a PDF, you can take a screenshot of your vaccine information. Instructions to take a screenshot will vary depending on what type of product you are using.