COVID-19 Vaccine Management System (CVMS) – Provider Portal

Healthcare Location Manager Profile – Audit and Edit Vaccine Inventories Job Aid

Users that are assigned the Healthcare Location Manager profile in the CVMS Provider Portal can access vaccine inventory records for all locations to which they are assigned. It is imperative that the vaccine inventory records in the CVMS Provider Portal exactly reflect the actual vaccine supply on-hand.
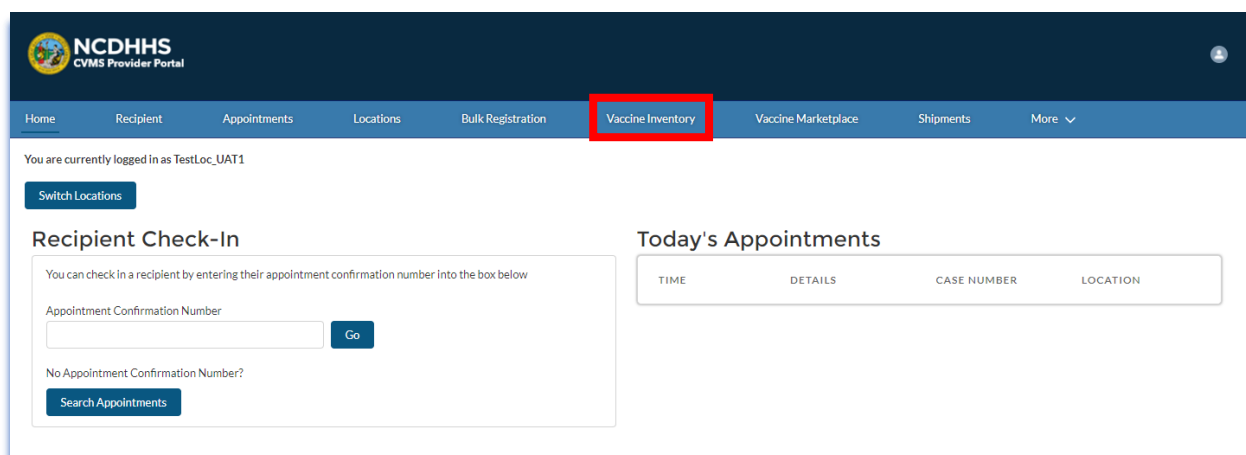
If you are a Healthcare Location Manager, please read these instructions to learn how to:

1. Audit vaccine inventory records
2. Edit vaccine inventories in the CVMS Provider Portal

1   Audit Vaccine Inventory Records

Before beginning this process, collect physical vaccine records to match against system data.

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

2. Connect using your NCID username and password
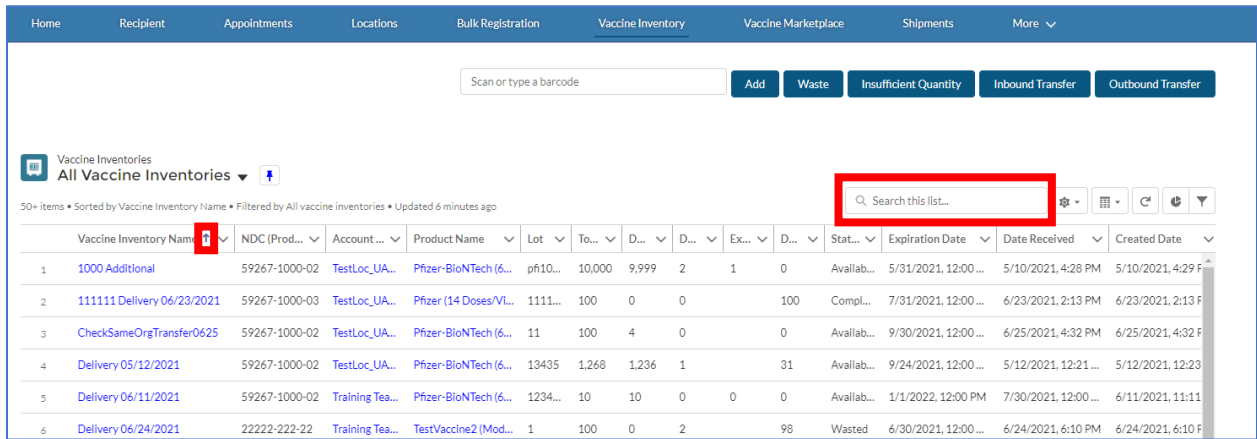
3. Click on the **VACCINE INVENTORY** tab
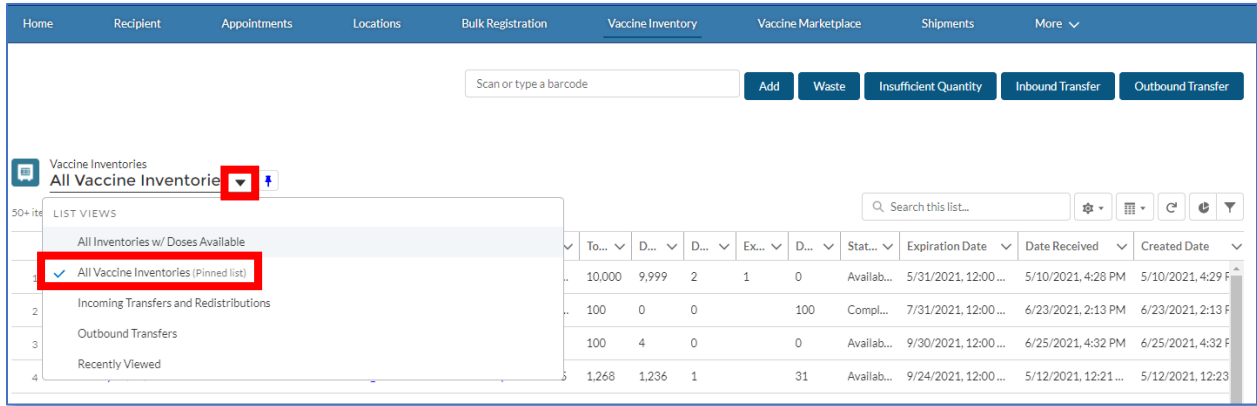
4. In the view dropdown list, select **ALL VACCINE INVENTORIES**

Tip: *It is recommended that you pin this as your default view.*

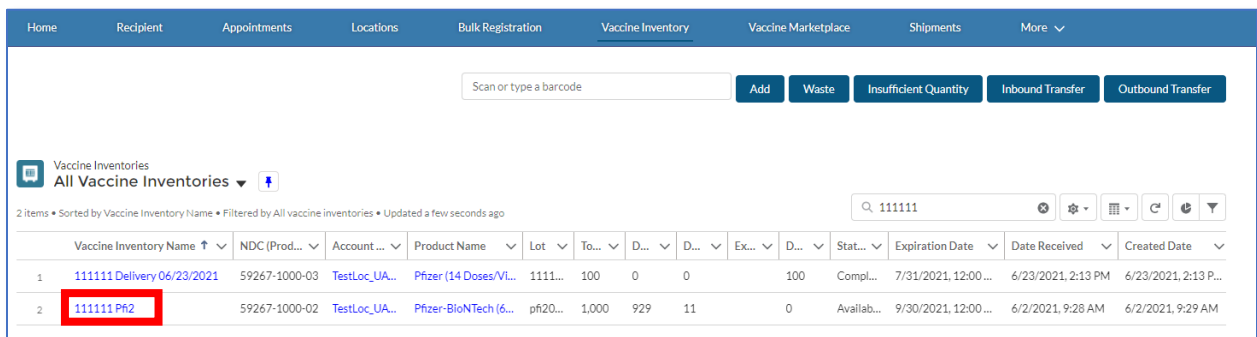**5.** Us the search box or sort columns by ascending or descending order to find the applicable vaccine inventory record

6. Open the desired vaccine inventory record by clicking on the name

7. From the **DETAILS** tab, scroll down and check each field in the **DOSE AMOUNTS** and match against the physical vaccine inventory on hand

2   Edit Vaccine Inventory Records in the CVMS Provider Portal

If you discover any discrepancies between the physical count and the on-hand counts in the CVMS Provider Portal, follow the steps below to edit the vaccine inventory record.

1. From the **DETAILS** tab, click on the pencil tab next to any **VACCINE INVENTOR DETAILS** that require editing

   Note: The only details that can be edited for **DOSE AMOUNTS** from this screen are **TOTAL DOSES** (which were entered at the time of record creation) and **EXTRA DOSES**

2. Enter corrections and click **SAVE**

3. Navigate to the **RELATED** tab

4. Check each section for deprecation events including transfers, vaccine administrations, wastage events, insufficient quantities, and consolidations

COVID-19 Vaccine Management System

5. Select individual events to edit or click **NEW** to add a new event, ensuring that all CVMS Provider Portal records match physical vaccine records and inventory

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 Desk at (877) 873-6247 and select option 1.
The COVID-19 Vaccine Provider Help Desk is available during the following hours:
  Monday – Friday: 7:00 AM – 7:00 PM ET
  Saturday – Sunday: 8:00 AM – 4:00 PM ET

Version 1 – August 26, 2021