

NC COVID-19 RESPONSE: HOW TO SUBMIT A HELP DESK CASE (PROVIDERS)

This guide provides steps for submitting a Help Desk case as a Healthcare Provider in the State of North Carolina's COVID-19 Vaccine Management System (CVMS).

How do I create a Vaccine Provider account with the NC Vaccines Help Desk?



Step 1: Register within the NC Vaccines Help Desk Portal

- Navigate to the NC Vaccines Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.
- Select "LOGIN" in the top-right-hand corner of the Navigation ribbon. Select "REGISTER" on the left-hand side of the Login page. Complete the Customer Registration form. Required fields include first name, last name, business email, registration code, and Terms & Conditions.
 - NOTE: the registration code is your organization's CVMS ORG-ID, which can be found in the **Provider Enrollment Portal** within the **Responsible Officers** tab. If you need additional assistance locating your ORG-ID, please contact the NC Vaccines Help Desk at **877-873-6247**.



Step 2: Receive a Help Desk User ID and Temporary Password via Email

- An email will be sent to the provided email address with a Help Desk User ID and temporary password.
- Return to the NC Vaccines Help Desk Portal homepage and select "LOGIN" from the Navigation ribbon. Log in with these credentials.

Step 3: Set a Permanent Password

- After logging into the NC Vaccines Help Desk Portal with a temporary password, follow the system prompts for setting a permanent password.
- Save this User ID and permanent password for future use when logging into the NC Vaccines Help Desk Portal.

How do I submit a NC Vaccines Help Desk case as a Vaccine Provider?



Step 1: Navigate and Login to the NC Vaccines Help Desk Portal

- Navigate to the NC Vaccines Help Desk Portal homepage. Select "LOGIN" from the Navigation ribbon. Log in using Help Desk-specific User ID and Password.

Step 2: Submit a Help Desk Case Using the "Vaccine Provider" Tile

- From the Help Desk Portal homepage, select "VACCINE PROVIDER" to view the Provider Landing Page.
- Select "GET HELP" to view the Vaccine Provider intake form. Fill out all required fields.
- The first time that a provider submits a case, the **Provider Organization** field will populate as "**Generic Vaccine Provider**." Providers fill out the name of their primary Provider Organization in the field below. A return user will see that the name of the organization that they wrote into the first ticket now appears in the auto-filled Provider Organization field, replacing "Generic Vaccine Provider." Users can submit a ticket for this primary provider organization or for a secondary provider organization.
- Within the Request Information section, open the drop-down field labeled "REQUEST TYPE," and select the appropriate request type from the options. Then, use the "DESCRIPTION OF REQUEST" free-text field to provide more details about your issue or request.



Step 3: Track Changes Made to the Case and Provide Additional Information, If Requested

- Once you select "SUBMIT" on the intake form screen, you will be directed to a confirmation screen with the case ID number. Communications from the Help Desk agent assigned to your case will arrive via email.
- To view the status of your case(s) in the future, log in to the NC Vaccines Help Desk Portal and select "MY LISTS" from the Navigation ribbon.

Where can I go for more information?

For additional information, please view the [COVID-19 Resource Page](#).

Key resources include:

- Upcoming training schedule: [CVMS Upcoming Trainings | NC COVID-19](#)
- Training repository for Providers : [User Guides, Job Aids and Training Recordings](#)

To speak to a live agent, please contact:
NC Vaccines Help Desk Phone Line
1-877-873-6247

Hours of Operation
Monday – Friday: 7AM – 7PM (EST)
Saturday: 8AM – 4PM