

# NC COVID-19 RESPONSE: HOW ORGANIZATIONS CAN SUBMIT A HELP DESK CASE

This guide provides steps for submitting a Help Desk case as a Frontline Organization/Employer to get help related to the State of North Carolina's COVID-19 Vaccine Management System (CVMS).



## Step 1: Navigate to the CVMS Help Desk Portal

- Navigate to the CVMS Help Desk Portal homepage at [https://ncgov.servicenowservices.com/csm\\_vaccine](https://ncgov.servicenowservices.com/csm_vaccine)



## Step 2: Submit a Help Desk Case Using the “Organization/Employer” Tile

- From the Help Desk Portal homepage, select “FRONTLINE ORGANIZATION” to view the Organization Landing Page.
- Select “GET HELP” to view the Frontline Organization intake form and fill out all required fields.
- 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

- Communications from the Help Desk agent assigned to your case will arrive via email. If an agent requests more information or proposes a solution, you will receive a link that will allow you to view agent comments and respond.



Note: If an agent requests more information or proposes a solution and does not receive a response after 8 days, the case will be auto-closed. You will receive two email reminders when a case is approaching closure.

## Where can I go for more information?

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

Key resources include:

- CVMS User Guide for Organizations: [Organization Portal User Guide](#)

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

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