COVID-19 Vaccines:
Your best shot against COVID-19.

COVID-19 Vaccine Portal User Guide

Version 19
Last Updated September 16, 2021
If you have any questions, please call us:

COVID-19 Vaccine Help Center
(888) 675-4567

Monday to Friday: 7 am – 7 pm
Saturday & Sunday: 8 am – 4 pm
# Table of Contents

<table>
<thead>
<tr>
<th>Topic</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal Overview</td>
<td>4 – 6</td>
</tr>
<tr>
<td>First Time Logging In to the COVID-19 Vaccine Portal</td>
<td>7 – 10</td>
</tr>
<tr>
<td>Log in to the COVID-19 Vaccine Portal</td>
<td>11 – 15</td>
</tr>
<tr>
<td>Register for the COVID-19 Vaccine</td>
<td>16 – 21</td>
</tr>
<tr>
<td>Manage Forgotten Username or Password</td>
<td>22 – 28</td>
</tr>
<tr>
<td>Update Personal Information</td>
<td>29 – 32</td>
</tr>
<tr>
<td>View and Download Vaccine Information</td>
<td>33 – 37</td>
</tr>
<tr>
<td>Receive Reminders for your Second Dose Appointment</td>
<td>38 – 39</td>
</tr>
<tr>
<td>Appendix</td>
<td>40 – 42</td>
</tr>
</tbody>
</table>
Portal Overview
Overview

The COVID-19 Vaccine Portal is where you register for the COVID-19 vaccine in North Carolina and / or view your COVID-19 vaccine information.

You may be invited by an authorized organization such as your employer or your Healthcare Provider to complete the registration process through the COVID-19 Vaccine Portal. You can also receive an invitation by registering for your appointment at https://vaccines.gov.

In this guide, you will learn how to:
1. Complete the COVID-19 Vaccine Registration
2. Update your personal details, if needed
3. View your vaccine information after receiving your COVID-19 vaccine

The link to the COVID-19 Vaccine Portal is https://covid-vaccine-portal.ncdhhs.gov

Now, let’s get started!

Please use the latest version of Chrome, Edge Chromium, Firefox, or Safari browsers (Internet Explorer or older versions of Edge (non-Chromium) browsers are not supported).
Your vaccine provider or your organization invites you to register in the COVID-19 Vaccine Portal OR you make a vaccine appointment at https://vaccines.gov

You will receive an email with instructions on how to register in the COVID-19 Vaccine Portal and your Portal username

If you choose to, you can access your account and fill out the COVID-19 Vaccine Registration. It will save you time on the day of your first vaccination.

When you're ready to get vaccinated, you can contact a COVID-19 vaccinating provider to determine the process to schedule an appointment to receive your vaccine dose(s)

Once you are vaccinated, you will be sent email notifications on how to obtain your vaccine information, and reminders of your 2nd dose appointment (if applicable)

**Note:** If you are unable to register by yourself, you can contact a participating COVID-19 vaccinating provider to register you in the COVID-19 Vaccine Portal prior to receiving the COVID-19 vaccine. You can go to https://covid19.ncdhhs.gov/findyourspot to find participating COVID-19 vaccinating providers.
First Time Logging In to the COVID-19 Vaccine Portal
Step 1 of 3: Locate the email invitation to the COVID-19 Vaccine Portal

Depending on how you were loaded you into the system, you may be sent an email directing you to a set of challenge questions before creating your password to the COVID-19 Vaccine Portal. If you received a welcome email and did not receive an email asking you to verify your account, click on the link in the welcome email you received and skip to STEP 3 in this section.

The email will come from:

Vaccine Management System nccvms@dhhs.nc.gov

Email Subject: Welcome to the North Carolina COVID-19 Vaccine Portal

This EMAIL CONTAINS A LINK TO COMPLETE YOUR CHALLENGE QUESTIONS BEFORE SETUP OF YOUR PASSWORD. Your COVID-19 Vaccine Portal USERNAME is listed in the email.

1. Click the LINK in the email
2. The link will direct you to the Challenge Questions, which will ensure that your health information can only be accessed by you and the intended recipient
Step 2 of 3: Answer the challenge questions for the COVID-19 Vaccine Portal

From the Challenge Questions Page, you will be presented with a set of challenge questions based on data already collected in the COVID-19 Vaccine Management System (CVMS).

1. If your account was created but you have not yet completed your registration, you will be asked to enter your Date Of Birth

2. If you have already received a COVID-19 vaccination dose, you will be asked to enter your Date Of Birth, select the appointment location, and select the vaccine manufacturer of your COVID-19 vaccination dose

3. If you have scheduled an appointment but have NOT YET received a dose, you will be asked to enter your Date Of Birth, enter your appointment date, and select your appointment location

4. When all questions are answered, click SUBMIT

NOTE: All challenge questions must be answered correctly in order to proceed. After 3 unsuccessful attempts to enter in the correct answers, you will receive an error message and will prompted to contact the COVID-19 Vaccine Help Center to gain access.
Step 3 of 3: Create your COVID-19 Vaccine Portal Password

Next, you will be directed to create a password for your COVID-19 Vaccine Portal account.

1. Type your desired password in both fields, being sure to meet all the listed password requirements
2. Click SUBMIT
3. You will now be able to log in to the COVID-19 Vaccine Portal Homepage, using the username from the welcome email and your newly created password
Log in to the COVID-19 Vaccine Portal
Step 1 of 4: Log in to the COVID-19 Vaccine Portal

After successfully creating your password, you will then be able to log in to the COVID-19 Vaccine Portal at any time.

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**

2. The Login page will appear
Step 2 of 4: Enter Username and Password

1. On the Login page, enter your **USERNAME** and **PASSWORD**
2. Click **LOGIN**

**Quick Tip:**
Refer to your email from *Vaccine Management System* for your username.

Your COVID-19 Vaccine Portal username is unique. It will typically have `.covid19vaccine` added to the end of the email address that was provided when your account was created.
Step 3 of 4: View the Homepage

1. After logging in, the COVID-19 Vaccine Portal HOMEPAGE appears
In the COVID-19 Vaccine Portal, **TABS** help you navigate between pages.

1. Use the **HOME** tab to return to the Homepage
2. Use the **VACCINE REGISTRATION** tab to register for the COVID-19 vaccine.
   - You can only register once, after registration is complete, refer to the **Update COVID-19 Vaccine Registration** section in this training guide.
   - For initial registration, refer to the **Register for the COVID-19 Vaccine Portal** section.
3. Use the **MY DASHBOARD** tab to view your Appointments and your vaccine information
4. Use the **PROFILE** tab to update your personal information
5. Use the **HELP & INFORMATION** tab for Frequently Asked Questions and Support information
Register for the COVID-19 Vaccine
Step 1 of 5: Complete the COVID-19 Vaccine Registration

After creating your password and logging in, you will be able to register for the COVID-19 vaccine if you are not already registered.

1. From the Home Page, click the VACCINE REGISTRATION tab
Step 2 of 5: Begin COVID-19 Vaccine Registration

After clicking the Vaccine Registration tab, the COVID-19 Vaccine Registration form appears. You must complete the registration to receive your registration confirmation. The COVID-19 Vaccine Registration must be completed either by you in the COVID-19 Vaccine Portal prior to your first dose appointment or by the participating COVID-19 vaccinating provider on your behalf at the time of your first dose appointment for you to receive the COVID-19 vaccine. If your appointment was made using the online scheduling feature, you may already be registered.

1. **READ** the statement before starting the Vaccine Registration process

2. Click **NEXT** to continue the Vaccine Registration process
Step 3 of 5: Enter Your Contact and Demographic Details

You will first enter your **CONTACT AND DEMOGRAPHIC DETAILS**.

1. Enter **ALL REQUIRED FIELDS**
2. Answer the **REQUIRED QUESTION** at the bottom of the page
3. Click **NEXT** at the bottom of the page
Step 4 of 5: Confirm Your Background Information

REVIEW the information you entered before submitting the COVID-19 Vaccine Registration form.

1. If the information is correct, click SUBMIT
2. To make a change, click PREVIOUS

Quick Tip:

You will be able to update most of this information after you submit the form.
Step 5 of 5: Confirmation of Completed Registration

REVIEW the confirmation of the COVID-19 Vaccine Registration.
Manage Forgotten Username or Password
Step 1 of 6: Log on to the COVID-19 Vaccine Portal

1. From the Login screen, click **LOGIN TO COMPLETE REGISTRATION** or **LOGIN**

2. The Login page appears
1. Click **FORGOT YOUR USERNAME?**
2. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal.
3. Click **FIND USERNAME** and an email will be sent including your username for the COVID-19 Vaccine Portal.

**Quick Tip:**
Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.
Step 3 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed.

   **NOTE:** If the email address is not found in the COVID-19 Vaccine Portal, the email will state that a username was not found with the email address entered.

2. To return to the COVID-19 Vaccine Portal, click the COVID-19 Vaccine Portal link in the email.
Step 4 of 6: Initiate the Password Reset (if necessary)

1. Click **FORGOT YOUR PASSWORD**?
2. You will see the Password Reset page. Enter your COVID-19 Vaccine Portal **USERNAME**
3. Click **RESET PASSWORD**

**Quick Tip:**
Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created.
Step 5 of 6: Check Your Email Inbox

1. **CHECK YOUR EMAIL INBOX.** You will be sent an email from the COVID-19 Vaccine Portal with a link to reset your password.
2. Open the Email. Click the **RESET PASSWORD LINK.**
3. The Reset Password page will appear.

![Email Image]"
Step 6 of 6: Enter your New Password

1. Enter a **NEW PASSWORD**. On this page, you will see Password Criteria. Your Password must meet the criteria.
2. **CONFIRM THE NEW PASSWORD**. Your password must match.
3. Click **CHANGE PASSWORD**.
4. You will be logged into the COVID-19 Vaccine Portal. You successfully reset your password!
Update Personal Information
Step 1 of 3: Navigate to Profile

You will be able to **UPDATE YOUR PROFILE** in the COVID-19 Vaccine Portal.

1. From the home page, click **PROFILE**
2. You will be directed to your **PROFILE PAGE**
Step 2 of 3: Edit Personal Information

From the **PROFILE PAGE**, you can edit your Personal Information.

1. Click **EDIT**
2. Update your information as needed in the pop-up window
3. Click **UPDATE**

**NOTE:** To prevent creation of false vaccine information PDFs, you will not be able to edit your First Name, Middle Name, Last Name, or Date of Birth. Please contact your COVID-19 vaccinating provider if you need to make updates to these specific fields.

**Quick Tip:**
To close Edit Contact Information without saving, click Cancel.
Step 3 of 3: View Updated Personal Information

After updating your personal information, the SUCCESS banner appears. Your updates were saved.
View and Download Vaccine Information
Step 1 of 2: Navigate to My Dashboard

Once you receive the COVID-19 vaccine (first dose, second dose, or both), you will be able to **VIEW YOUR VACCINATION INFORMATION** in the COVID-19 Vaccine Portal.

1. From the home page, click **MY DASHBOARD**. You will be directed to the **MY DASHBOARD PAGE**
Step 2 of 3: Navigate to COVID-19 Vaccine Information tab

On the **MY DASHBOARD** page, you can view your COVID-19 vaccine information under the **COVID-19 VACCINE INFORMATION** tab.

1. Click **COVID-19 VACCINE INFORMATION** tab
2. You will be directed to the **VACCINE INFORMATION PAGE**
Step 3 of 3: Generate Vaccine Information PDF

If you need a copy of your vaccine information to use for various venues which may require COVID-19 vaccination for entry, there is an option to generate a PDF copy of your COVID-19 vaccine information.

1. Click **GENERATE VACCINE INFORMATION PDF** button (NOTE: the button will only appear once you have received a COVID-19 vaccine)

2. A PDF will open in a new tab, with a scannable QR code that includes the same information

3. Download or print the PDF as needed

**NOTE:** If you change the language to Spanish using the drop-down at the top of the screen, the PDF will generate in Spanish.
Vaccine Information

Once you receive the first dose and/or second dose of the COVID-19 vaccine, an email will be sent to the email address in your profile in the COVID-19 Vaccine Portal (if any). This email will inform you how to view your vaccine information within the COVID-19 Vaccine Portal.

This email will be sent from the Vaccine Management System at nccvms@dhhs.nc.gov.
Receive Reminders for your Second Dose Appointment
Post-Vaccine Administration Reminders (if necessary)

You will be sent **SECOND DOSE REMINDER NOTIFICATIONS** after you received your first dose (if applicable). Please be mindful of the timing requirements for the second dose and make an appointment with your provider if they did not already do so during your first dose vaccination appointment.

1. The first reminder is sent **24 HOURS** after your first dose is entered into the COVID-19 Vaccine Management System (CVMS) by the vaccinating provider.

2. The second reminder is sent **ONE WEEK AFTER** the first dose is administered.

You also will be sent a **NOTIFICATION** informing you of your **PROOF OF VACCINATION**. This will be automatically generated for you.

**IF YOUR VACCINE REQUIRES A BOOSTER DOSE**, another notification should be sent to you with more information.

**NOTE:** COVID-19 Vaccination Record cards should be provided to you after you receive your vaccine.

You can request your Provider to share a completed vaccination record card with important information about the COVID-19 vaccine you received (i.e., vaccine manufacturer, lot number, date of first dose administration, and second dose due date (if applicable)).

**Quick Tip:**

Take a picture of the vaccination record card you receive from your Provider to help keep track of the second dose due date.
Appendix
Additional Notes

Support Information:
• All questions should be directed to the COVID-19 Vaccine Help Center at (888) 675-4567

Supported Web Browsers:
• Please use the latest version of Chrome, Edge Chromium, Firefox, or Safari browsers to access the COVID-19 Vaccine Portal

• Note: Internet Explorer and older versions of Edge (non-Chromium) browsers are not supported
## User Guide Change Log

<table>
<thead>
<tr>
<th>Version</th>
<th>Date of Change</th>
<th>Changes Made</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12/10/2020</td>
<td>• Original document</td>
<td>Azalea Troche</td>
</tr>
<tr>
<td>2</td>
<td>12/21/2020</td>
<td>• Registering is optional, COVID-19 Vaccine Registration Updates, how to reset the password</td>
<td>Azalea Troche</td>
</tr>
<tr>
<td>3</td>
<td>01/14/2021</td>
<td>• Update email notification for COVID-19 Vaccine Portal Account registration</td>
<td>Azalea Troche</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated COVID-19 Vaccine Registration</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated Branding</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Date of Birth label change</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>4</td>
<td>01/19/2021</td>
<td>• Included the email a recipient will receive after receiving a dose</td>
<td>Courtney Seward</td>
</tr>
<tr>
<td>5</td>
<td>01/28/2021</td>
<td>• Updated branding on Priority Tier Grouping</td>
<td>Steve DiGangi</td>
</tr>
<tr>
<td>6</td>
<td>02/05/2021</td>
<td>• Removed any mention of the covid-help email</td>
<td>Courtney Seward</td>
</tr>
<tr>
<td>7</td>
<td>02/10/2021</td>
<td>• Remove Tribal question</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>8</td>
<td>02/23/2021</td>
<td>• Update document to include all changes from Portal rebranding</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>9</td>
<td>03/01/2021</td>
<td>• Update second dose reminder slide to reflect option for one dose</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>10</td>
<td>03/04/2021</td>
<td>• Update entire presentation to align with new branding and priority tiering logic</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Removed Tribal question</td>
<td>Kechia Scott</td>
</tr>
<tr>
<td>11</td>
<td>3/8/2021</td>
<td>• Middle name field added – updated screenshots</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>12</td>
<td>3/8/2021</td>
<td>• Updated welcome email to not include directions regarding receiving vaccine group</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>13</td>
<td>4/14/2021</td>
<td>• Update slides to align with Group 5 eligibility enablement, new fields for disability and preferred language, updated self-attestation</td>
<td>Tabitha McKelvy</td>
</tr>
<tr>
<td>14</td>
<td>5/17/2021</td>
<td>• Added ability for Recipients to generate PDF Vaccine Information</td>
<td>Steve DiGangi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added note about Recipients no longer editing name/date of birth</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated branding regarding Vaccine Information</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>6/13/2021</td>
<td>• Updated screenshots to display the new text above email field</td>
<td>Steve DiGangi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated FAQ Button branding</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Added note about no email found during ‘Forgot Username?’ process</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>6/30/2021</td>
<td>• Updated branding for registration</td>
<td>Steve DiGangi</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Updated references for vaccines.gov and Find Your Spot</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>7/22/2021</td>
<td>• Updated screenshots to display updates to homepage, registration, and Vaccine Information PDF</td>
<td>Kaitlin Gates</td>
</tr>
<tr>
<td>18</td>
<td>8/26/2021</td>
<td>• Updated and added new section for new first-time log in procedure (challenge questions)</td>
<td>Kaitlin Gates</td>
</tr>
<tr>
<td>19</td>
<td>9/16/2021</td>
<td>• 39: Booster dose text update</td>
<td>Kaitlin Gates</td>
</tr>
</tbody>
</table>