COVID-19 Vaccine Management System - CVMS Provider Portal

Switch Location Job Aid

Please follow these instructions if you are a user operating from multiple locations within your organization.

Note that a user must first be set up in CVMS for each location using the same NCID username. If you are currently set up with a different NCID for each location, please submit a request to consolidate multiple locations into a single NCID username following the steps on page 22 in the [HCP User Onboarding Process User Guide](#)*, and using the* [template file](#)*.*

Step-by-step instructions

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

2. Connect using your NCID username and password

When you log in to the CVMS Provider Portal, all of your operations in the CVMS Provider Portal (e.g., booking appointments, logging vaccine administration) will be attributed to the location that you select.


NOTE: Each time you log in to the CVMS Provider Portal, you will first need to select the location in which you will be performing operations in the CVMS Provider Portal. Therefore, prior to conducting any activity in the CVMS Provider Portal, you will first need to select the location from which you are operating. If you reconnect after logging out, you will once again need to select the location to be allowed to book appointments, document vaccine administration, or manage inventories.
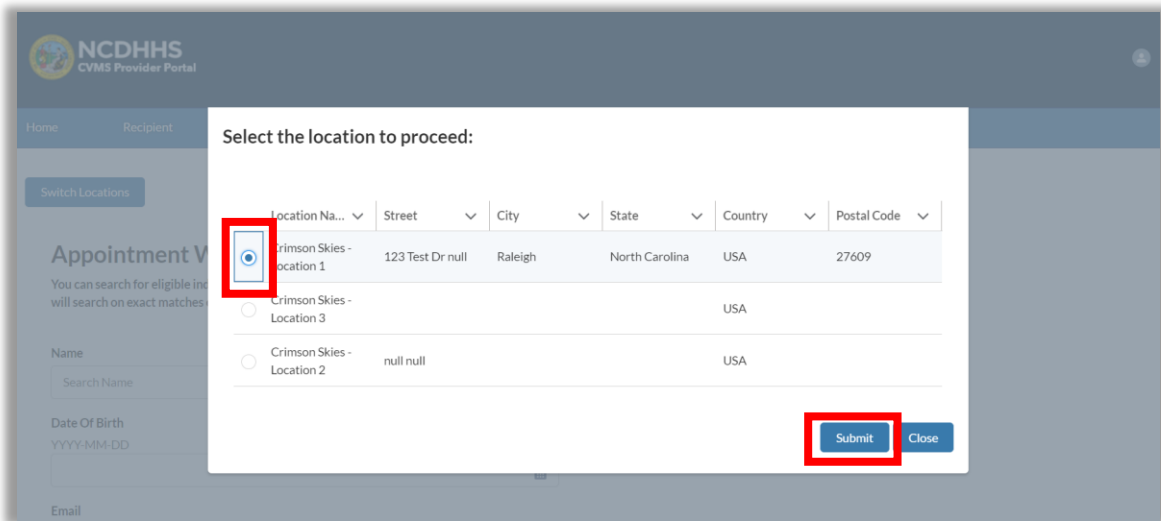
If there is no location displayed at the top of the **HOME** page, switch to the correct location by following these instructions:
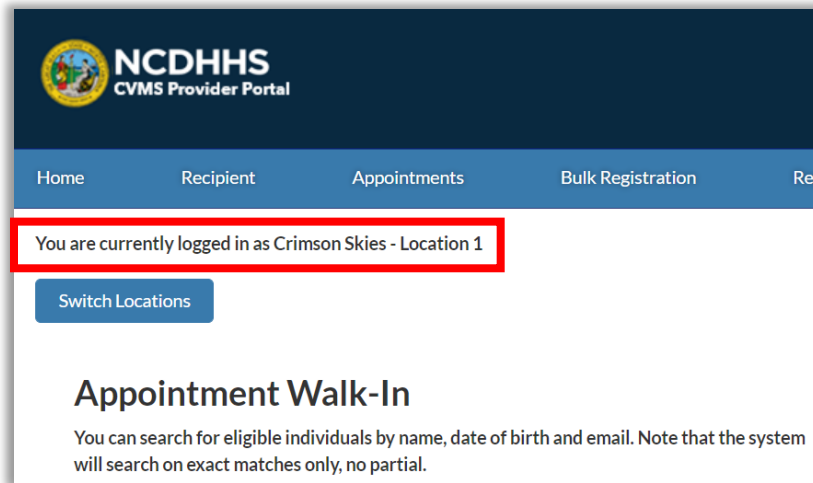
1. Select **SWITCH LOCATIONS**
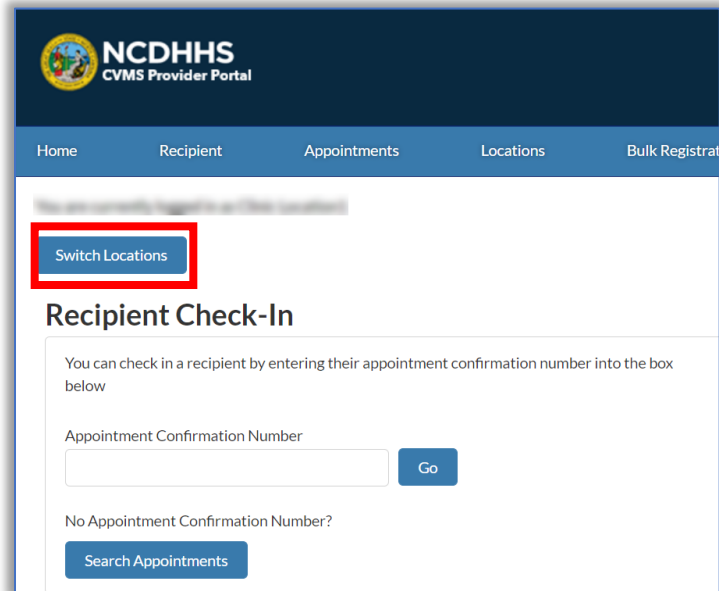
2. Select the appropriate location from the list that appears and click **SUBMIT**

3. **Please always confirm that you switched to the location of your choice** by checking the location name displayed at the top of the **HOME** page

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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: 8:00 AM – 4:00 PM ET
   Sunday: Closed

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