



COVID-19 Vaccine Management System (CVMS) Provider Portal

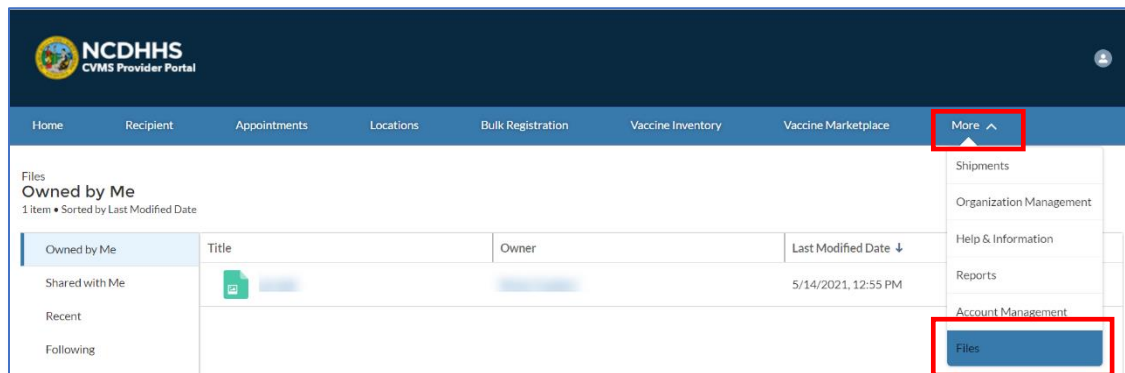
Access Custom Reports in Files Tab Job Aid

Please follow these instructions if the NCDHHS team shared with you a custom report through the Files Tab in the CVMS Provider Portal.

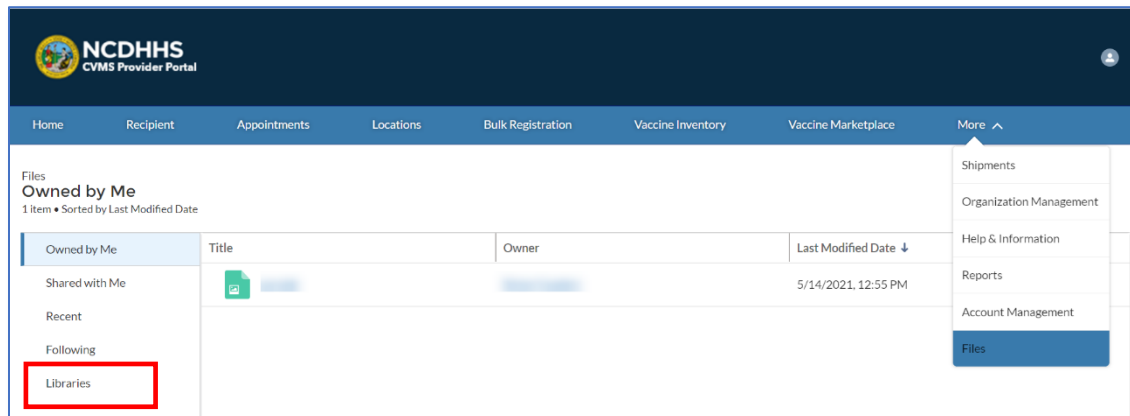
Note that not all Healthcare Location Managers have access to shared files; only specific users will be able to see and open these files. If a Healthcare Location Manager needs to grant access to shared files to additional users, please submit a request via the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine indicating your organization name, the user's full name, email address, and the name of the report file they should have access to.

Step-by-step instructions

1. Navigate to the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>
2. Log in using your **NCID** username and password
3. Navigate to the **FILES** tab

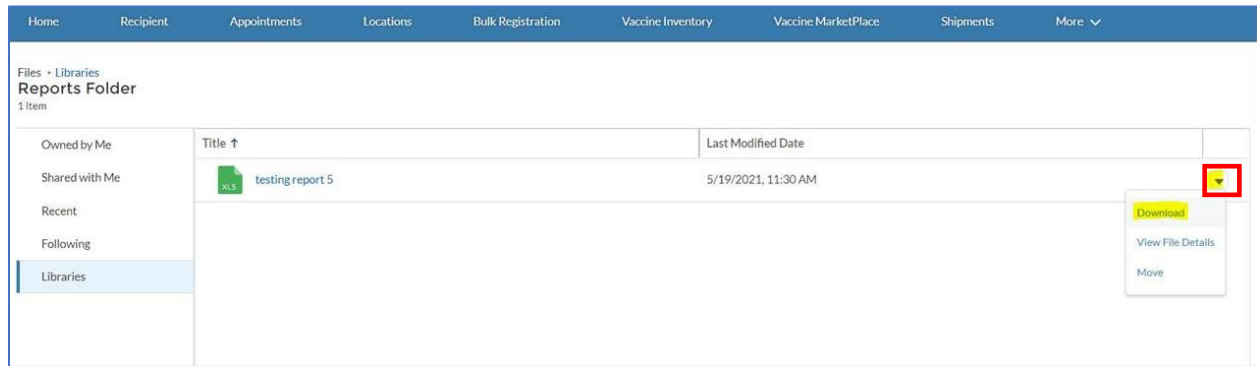


4. Select **LIBRARIES** to view the files that were shared with you





5. From any file shared with you, use the toggle on the right to Download, or View the file



6. If you select download, the file will be downloaded in the default folder set in browser (in general, the file will be downloaded in the Downloads folder of your PC)

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

Version 2 – September 15, 2021