CVMS Provider Enrollment Portal

Complete the Storage and Handling Attestation

As a PRIMARY VACCINE COORDINATOR or an ORGANIZATION ADMINISTRATOR, you will need to review and sign the STORAGE AND HANDLING ATTESTATION to complete the enrollment of your organization in the COVID-19 Vaccine Program. This step should be completed before your first COVID-19 vaccine deliveries. If you need to reopen your Provider Agreement to finalize the recently added Storage and Handling attestation, please follow these instructions:

1. Connect to the CVMS Provider Enrollment Portal: [https://covid-enroll.ncdhhs.gov/](https://covid-enroll.ncdhhs.gov/)

2. Enter your USERNAME (usually the email address you registered with) and Password, then click Log In¹.

3. If your profile is VACCINE COORDINATOR, you will be directed to COMPLETE SECTION B. If you are an ORGANIZATION ADMINISTRATOR, click on the LOCATIONS tab, then click on the AGREEMENT DETAILS button of the location you wish to complete.

3. From the first page named LOCATION INFORMATION, navigate to the REVIEW page, by hitting the NEXT button at the bottom right of the screen to proceed through seven screens. If any fields with a phone number in it has a leading 1, please remove the 1.

4. On the REVIEW page, draw your signature in the box and click on the ADOPT AND USE button. Then click Next.

5. On the STORAGE AND HANDLING ATTESTATION page, please review the agreement, draw your signature before clicking the ADOPT AND USE button.

7. Click the NEXT button located at the bottom left of the screen one last time. Your STORAGE & Handling Attestation is now completed.

Note: if you are an Organization Administrator, you may need to repeat this process for all locations.

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 Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center 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