



COVID-19 Vaccine Management System (CVMS) Provider Portal Job Aid

For Users with a *“Healthcare Provider - Read Only”* Profile

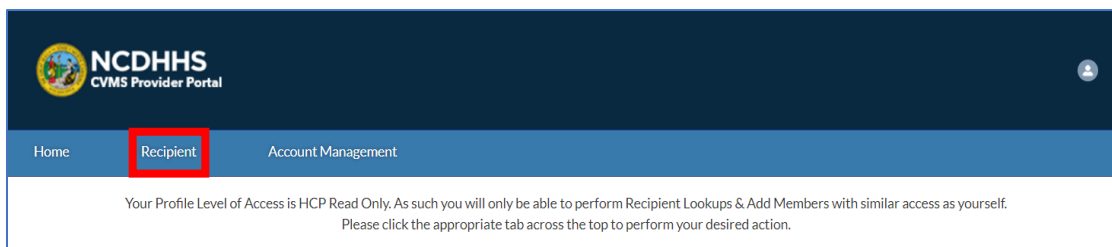
Please follow instructions below if you are a user with a **“HEALTHCARE PROVIDER – READ ONLY”** profile. This profile will allow you to:

- Access the database of recipients in the CVMS Provider Portal
- Check their vaccination information
- Grant access to the CVMS Provider Portal for other authorized users in your organization

1 – Search for a Recipient

For most individuals that received a COVID-19 vaccine in the State of North Carolina, you will be able to access the CVMS Provider Portal to look up the recipient and see key details about their vaccination (e.g., the date of vaccination, the type of vaccine they received, and which provider vaccinated them). Follow the steps below to do so:

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password
3. Click the **RECIPIENT** tab





- On the **RECIPIENTS** page, enter the name of the recipient you are looking for in the **SEARCH** bar, or enter the EMAIL of the recipient in the email search bar

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search fields: Thomas James, Email, John@j.com, Date of Birth (optional), MM/DD/YYYY

Search button

Recipients within CVMS

- Click the **SEARCH** button

Note: *If searching for the recipient’s name alone isn’t sufficient, you can also add the recipient’s date of birth (DOB) to further filter the search results)*

Search results will display...

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search fields: Thomas James, Email, John@j.com, Date of Birth (optional), MM/DD/YYYY

Search button

Recipients within CVMS

1 records found

First Name	Middle N...	Last Name	Date of Birth	Gender	Vaccine P...	Recipient...	Date of A...	Email	Inactive ...
Thomas		James	Jan 1, 1978	Male	Pfizer-BioNTE...	Dose 1 Admin...	May 6, 2021, ...	somnathqa05...	

Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufac...	Vaccination Administ...
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Three potential outcomes:

- ✓ If the recipient you are searching for has an entry in the **RECIPIENTS WITHIN CVMS** table, the recipient has already had a record created in CVMS that can be reviewed. Follow the next steps to do so.
- ✓ If the recipient has an entry in the second table named **RECIPIENTS FROM LONG TERM CARE FACILITIES / FEDERAL PHARMACY PROGRAMS**, their COVID-19 vaccine was administered by a Long-Term Care Facility partner or Federal Pharmacy Program partner



(e.g., CVS, Walgreens). There is no other vaccine information available in CVMS than the one displayed in that table (Vaccine Manufacturer and administration date).

✓ If there are not any search results, or if the **CORRECT** recipient does not appear in the search results, the recipient does not have a record in CVMS.

6. Click the RECIPIENT NAME to view their tab to view their PERSON ACCOUNT

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

1 Recipients within CVMS

1 records found

First Name	Middle N...	Last Name	Date of Birth	Gender	Vaccine P...	Recipient...	Date of A...	Email	Inactive ...
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1 Recipients from Long Term Care/Federal Pharmacy Programs

First Name	Last Name	Date of Birth	Gender	Dose Number	Vaccine Manufac...	Vaccination Administr...
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7. Use the DETAILS tab to review the recipient’s contact and demographic information

Person Account
Thomas James

Birthdate: 1/1/1978 Gender: Male Mobile: Email: somnathqa05+thomas@gmail.com Complete Address: 123 Main St,Cary,Alamance,North Carolina,27601,United States

DETAILS RELATED

Account Name	Thomas James	Birthdate	1/1/1978
Gender	Male	Ethnicity	Hispanic or Latino
Race	American Indian or Alaska Native	Recipient Dose Status	Dose 1 Administered



- Use the **RELATED** tab to review the recipient's appointment history and vaccine information

The screenshot shows the NCDHHS CVMS Provider Portal interface. At the top, there is a navigation bar with 'Home', 'Recipient', and 'Account Management'. Below this, the 'Person Account' for 'Thomas James' is displayed. The account details include Birthdate (1/1/1978), Gender (Male), Mobile, Email (sommathqa05+thomas@gmail...), Complete Address (123 Main, St.Cary,Alamance,North Carolina,27601,United States), and Recipient Dose Status (Dose 1 Administered). Below the account details, there are two tabs: 'DETAILS' and 'RELATED'. The 'RELATED' tab is highlighted with a red box. Under the 'RELATED' tab, there are two sections: 'Appointments (1)' and 'Proof of Vaccination (1)'. The 'Appointments (1)' section contains a table with columns 'Appointment', 'Date and Time of Vaccination', and 'Vaccine Status'. The 'Proof of Vaccination (1)' section contains a table with columns 'Date', 'Dose', 'Brand/Manufacturer', and 'Proof of Vaccination...'. The 'RELATED' tab is highlighted with a red box.

Appointment	Date and Time of Vaccination	Vaccine Status
09018424		Registered <input type="button" value="▼"/>

Date	Dose	Brand/Manufacturer	Proof of Vaccination...
5/6/2021	Dose 1	Pfizer-BioNtech	Recipient Proof of Vaccination <input type="button" value="▼"/>

- Click on the Recipient Proof of Vaccination to view their vaccine details

This is a close-up view of the 'Proof of Vaccination (1)' section from the previous screenshot. The table has columns 'Date', 'Dose', 'Brand/Manufacturer', and 'Proof of Vaccination...'. The 'Proof of Vaccination...' column contains a link 'Recipient Proof of Vaccination' which is highlighted with a red box. There is also a dropdown arrow next to the link.

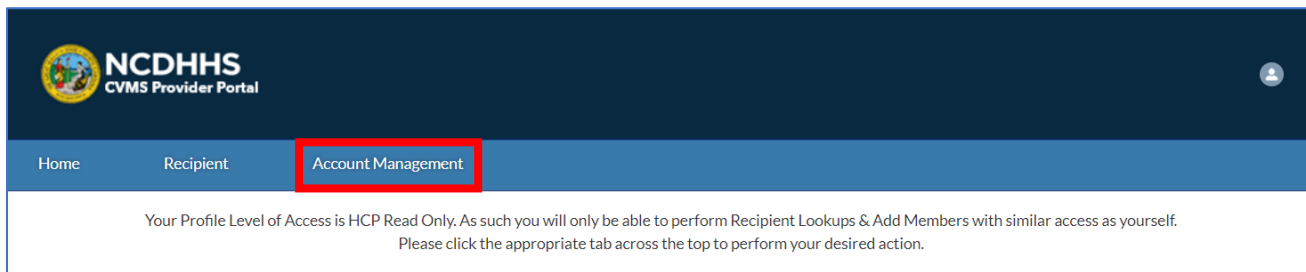
Date	Dose	Brand/Manufacturer	Proof of Vaccination...
5/6/2021	Dose 1	Pfizer-BioNtech	Recipient Proof of Vaccination <input type="button" value="▼"/>



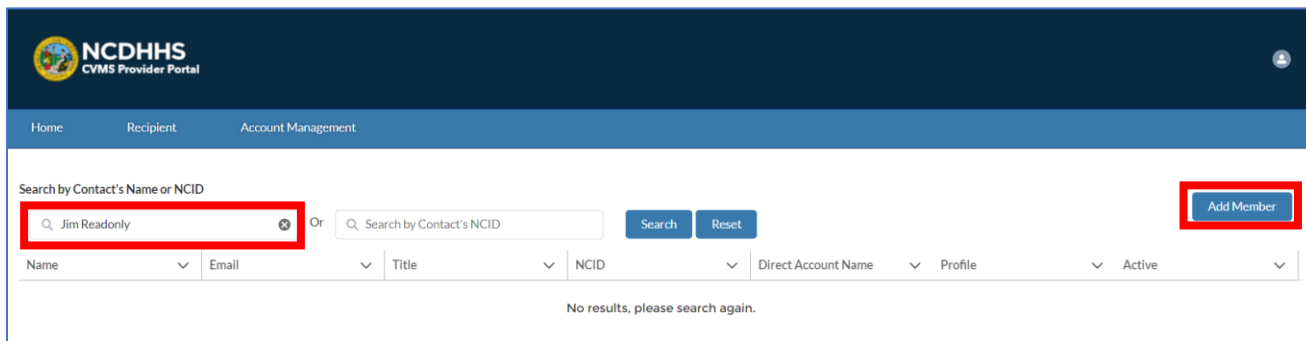
2 – Create Additional Users

If other authorized members of your organization also need access to the CVMS Provider Portal, you should first collect their NCID username and then follow the steps below:

1. Navigate to the CVMS Provider Portal (<https://covid-vaccine-provider-portal.ncdhhs.gov>)
2. Connect using your NCID username and password
3. Click the **ACCOUNT MANAGEMENT** tab



4. Search for the user who needs a *Healthcare Provider – Read Only* profile to ensure they have not already been added
5. Once you have ensured the user does not already have a profile, click **ADD MEMBER**






6. Enter the new user's name, email address, account name (select your Location Account name), select **HEALTHCARE PROVIDER – READ ONLY** from the **PROFILE** drop down, and input the new user's NCID username

The screenshot shows a web form titled "Create HCP Portal Contact". The form contains several input fields, most of which are highlighted with a red border. The fields and their values are: "First Name" with "Jim", "Last Name" with "Readonly", "Email" with "jimreadonly@mailinator.com", "Account Name" with "TestLoc_UAT1" (with a close icon), "Title" (empty), "Profile" with a dropdown menu showing "Healthcare Provider - Read Only", "NCID" with "jimreadonly", and "Phone" (empty). At the bottom of the form, there are two buttons: "Cancel" and "Save Record", with the "Save Record" button highlighted by a red box.

7. Click **SAVE RECORD**

Note: You can update a user account at any time. To do so, navigate back to **ACCOUNT MANAGEMENT**, click their name, and click on the **pen icon**  located in the different fields.

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

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