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:

2. Connect using your NCID username and password
3. Click the RECIPIENT tab
4. 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.

![Search bar on the Recipients page](image)

5. 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...

![Search results](image)

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

7. Use the DETAILS tab to review the recipient’s contact and demographic information
8. Use the RELATED tab to review the recipient’s appointment history and vaccine information

9. Click on the Recipient Proof of Vaccination to view their vaccine details
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:

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.

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](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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