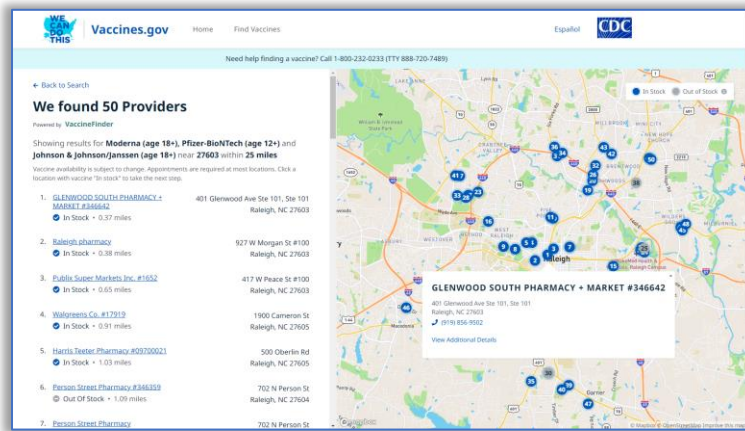




# COVID-19 Vaccine Management System (CVMS) Provider Portal

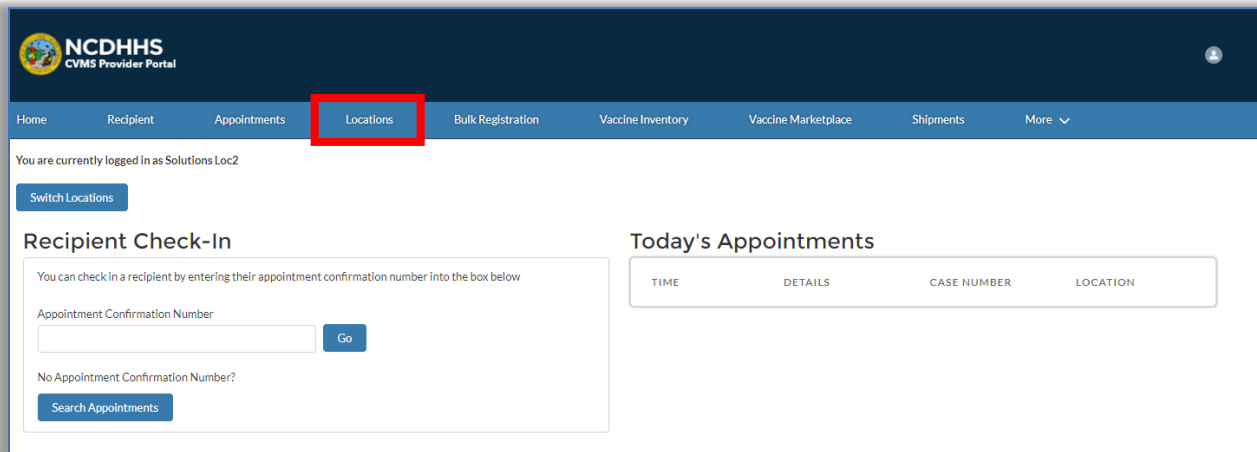
## Display a New Community Vaccination Event Location on the Vaccine Site Locator Website Job Aid

Please follow the instructions below if you are a Healthcare Location Manager who wishes to display a new Community Vaccination Event location on the Vaccine Site Locator website (<https://www.vaccines.gov/search/>)



### Step-by-step Instructions

1. Navigate to the CVMS Provider Portal at <https://covid-vaccine-provider-portal.ncdhhs.gov>
2. Login as a Healthcare Location Manager (if you are linked to multiple accounts, click on **SWITCH LOCATIONS**, and select the applicable location first). Click on the **LOCATIONS** tab





### 3. Click the **NEW** button

The screenshot shows the CVMS interface with a navigation bar at the top containing: Home, Recipient, Appointments, Locations, Bulk Registration, Vaccine Inventory, Vaccine Marketplace, Shipments, and More. Below the navigation bar is a filter section with four input fields: Filter by Name, Filter by Address, Filter by Start Date, and Filter by Closing Date. To the right of the filter section are two buttons: 'New' (highlighted with a red box) and 'Enable Scheduling'. Below the filter section is a table with the following columns: Location Name, Account, Address, Start Date, and Closing Date. The table contains four rows of data:

Location Name	Account	Address	Start Date	Closing Date
Test Event	Solutions Loc3	419 Cross Creek Mall Suite 12345, Fayetteville, North Carolina 28303 222-333-4444		
Solutions Loc1	Solutions Loc1	Test, Test, North Carolina 28200 3457465789	03/29/2021	04/04/2037
Solutions Location 1	Solutions Loc1	1 Happy Street, Morrisville, North Carolina 27560 9194445555	03/29/2021	12/31/2021
Solution Loc2	Solutions Loc2	2110 Blue Ridge Road, Raleigh, North Carolina 27606 222-333-444	03/31/2021	

### 4. Complete the **Top** section

- **Location Name** - The name that will appear on the Vaccine Site Locator website
- **Account** - The name of the location account as it appears in CVMS
- **Event Type** - Set your event type to Short-Term Community Event if a vaccine event will be organized only a few times at that location or Long-Term Community Event if multiple times

The screenshot shows the 'New Location: Pop-Up Locations' form. The 'Information' section is highlighted with a red box and contains the following fields:

- \* Location Name: A text input field.
- \* Account: A search input field with the placeholder text 'Search Accounts...' and a search icon.
- \* Event Type: A dropdown menu with the selected value '--None--' and an information icon.

Below the 'Information' section is the 'Scheduling Information' section.




5. Complete the **Scheduling Information** section

- **Display on Vaccine Site Locator** – “Yes” must be entered in this field for the Community Vaccination Event to appear on the Vaccine Site Locator website (<https://Vaccines.gov>)
- **Appointment Phone** - The number for recipients to call with questions about appointment scheduling for the Community Vaccination Event (must be valid format)
- **Appointment Scheduling Website** - If you are using your own non-CVMS scheduling tool, enter the public facing website address where people can schedule appointments or learn how to get vaccinated at your Community Vaccination Event location
- **Provider Website (optional)** – Where recipients can go to find more information about the vaccination location

**Note:** You must enter either a valid Appointment Phone, or a valid Appointment Scheduling Website if you are not using CVMS Scheduling. You may enter both an Appointment Phone and an Appointment Scheduling website if applicable.

The screenshot shows a web form titled "New Location: Pop-Up Locations". The "Scheduling Information" section is highlighted with a red border. It contains four fields: "Display on Vaccine Site Locator" (a dropdown menu with "Yes" selected), "Appointment Scheduling Website" (a text input field), "Appointment Phone" (a text input field), and "Provider Website" (a text input field). Below this section is the "Available Vaccine Brands" section, which has two columns: "Available" and "Chosen". The "Available" column lists "Janssen Products, LP", "Moderna US, Inc.", and "Pfizer-BioNtech". The "Chosen" column is currently empty. Below the vaccine brands section is the "Address" section.

6. Select the **Vaccine Brands** in the Available window and click the Arrow  button to list them in the Chosen window

- **Available Vaccine Brands** – Update the Available Vaccine Brands field to identify which COVID-19 vaccine product brands will be administered during the Community Vaccination Event. At least one brand must be selected to save the location. If no vaccine brand is selected, an error message will appear.



### New Location: Pop-Up Locations

**Scheduling Information**

Display on Vaccine Site Locator ⓘ

Appointment Scheduling Website ⓘ

Appointment Phone ⓘ

Provider Website

Available Vaccine Brands

Available	Chosen
Janssen Products, LP	
Moderna US, Inc.	
Pfizer-BioNtech	

Address

7. Enter the **ADDRESS** for the location where recipients will go to receive their COVID-19 vaccine for the Community Vaccination Event  
**Note:** Do not enter the location’s shipping address.

### New Location: Pop-Up Locations

**Address**

\* Street Address ⓘ

Street Address 2

\* City

\* County

\* State

\* Postal Code

Provider Survey for VaccineFinder Sites



8. Complete the **PROVIDER SURVEY** for your location (optional)

**New Location: Pop-Up Locations**

**Provider Survey for VaccineFinder Sites**

Do you accept insurance?

Do you accept walk-ins?

Provide Support for Non-English Speaker?

Are you providing in-home vaccinations?

Participant Name i

Participant Email i

Pre Screen Web Address i

**Language**

9. Select the **LANGUAGES** that you support at your location (optional)

**New Location: Pop-Up Locations**

**Language**

Supporting Languages i

Available

English

Spanish

French

Chinese

Portuguese

German

Japanese

Korean

Arabic

Hindi

Chosen

If Other, Enter Supporting Language(s)

**Appointment Schedule**



10. Enter the location's **opening hours** for each day of the week (optional)

### New Location: Pop-Up Locations

#### Appointment Schedule

Appointment Schedule Instructions  
Please indicate between what hours your provider location offers vaccine appointments for each day of the week

Monday Start Time <input type="text" value="--None--"/>	Monday End Time <input type="text" value="--None--"/>
Tuesday Start Time <input type="text" value="--None--"/>	Tuesday End Time <input type="text" value="--None--"/>
Wednesday Start Time <input type="text" value="--None--"/>	Wednesday End Time <input type="text" value="--None--"/>
Thursday Start Time <input type="text" value="--None--"/>	Thursday End Time <input type="text" value="--None--"/>
Friday Start Time <input type="text" value="--None--"/>	Friday End Time <input type="text" value="--None--"/>
Saturday Start Time <input type="text" value="--None--"/>	Saturday End Time <input type="text" value="--None--"/>
Sunday Start Time <input type="text" value="--None--"/>	Sunday End Time <input type="text" value="--None--"/>

Fields Required for locations using the Scheduling feature

11. **If this location is not using the scheduling feature in CVMS, skip this step.** Enter the **Scheduling Dates** for the location

- **CVMS Scheduling** – Be sure to check this box if you will use the scheduling feature in CVMS for this Community Vaccination Event location.
- **Start Date** – The first date for which recipients can book an appointment
- **Closing Date** – The last date for which recipients can book an appointment



**Fields Required for locations using the Scheduling feature**

CVMS Scheduling i

Start Date i  
📅

Closing Date i  
📅

Cancel    Save & New    **Save**

12. Review the Community Vaccination Event location's information, and click **SAVE**

Cancel    Save & New    **Save**

A success notification will appear across the top of the page

✔ Location "Saturday Health Care" was created. ✕

Home   Recipient   Appointments   Locations   Bulk Registration   Vaccine Inventory   More ▾

📍

Location

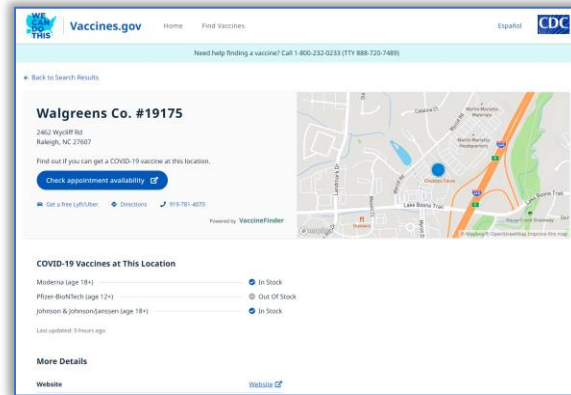
**Saturday Health Care**

Edit

Details   Related   Availability

13. Review your Community Vaccination Event location on the Vaccine Site Locator website (<https://Vaccines.gov>).

**Note:** It may take up to 7 days for updates to be displayed on the Vaccine Site Locator website. Contact the [CVMS Help Desk](#) if you need assistance in correcting location information displayed on Vaccines.gov



14. Once the Community Vaccination Event is over, select **NO** in the **DISPLAY ON VACCINE SITE LOCATOR** field and click **SAVE** to remove the location from being displayed to the public

### Edit Test Event

\* Location Name:

\* Account:

\* Event Type:

#### Scheduling Information

Display on Vaccine Site Locator:

Appointment Scheduling Website:

Appointment Phone:

Provider Website:

#### Available Vaccine Brands

Available	Chosen
Janssen Products, LP	Moderna US, Inc.
	Pfizer-BioNtech

Address:

Cancel Save & New **Save**





---

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 to Friday: 7 am – 7 pm ET

Saturday: 8 am – 4 pm ET

Sunday: Closed

*Version 7 – September 30, 2021*