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


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**

![Image of the COVID-19 Vaccine Management System interface]

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

![Image of the New Location: Pop-Up Locations form]
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.

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

9. Select the **LANGUAGES** that you support at your location (optional)
10. Enter the location’s **opening hours** for each day of the week (optional)

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

A success notification will appear across the top of the page.

13. Review your Community Vaccination Event location on the Vaccine Site Locator website ([https://Vaccines.gov](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.
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 to Friday: 7 am – 7 pm ET
- Saturday: 8 am – 4 pm ET
- Sunday: Closed

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