COVID-19 Vaccine Management System (CVMS)

Local Health Department (LHD) Shared Files Job Aid

Please follow the instructions below to download and view shared files from the CVMS Provider Portal. Due to NCDHHS security requirements, all shared files with sensitive data in the CVMS Provider Portal are required to use of a password for additional information protection. In addition, all shared files are compressed to reduce file size. This Job Aid provides the steps to download and open compressed shared file using a recent version of WinZip or 7-Zip. Windows Explorer will not be able to decompress the compressed shared files.

Note: Not all Healthcare Location Managers have access to shared files in the CVMS Provider Portal; only specific users will be able to see and access these shared files. If a Healthcare Location Manager needs to grant access to shared files to additional users, please submit a request via the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine indicating your organization name, the user's full name, NCID username, email address, and the name of the report file they should have access to.
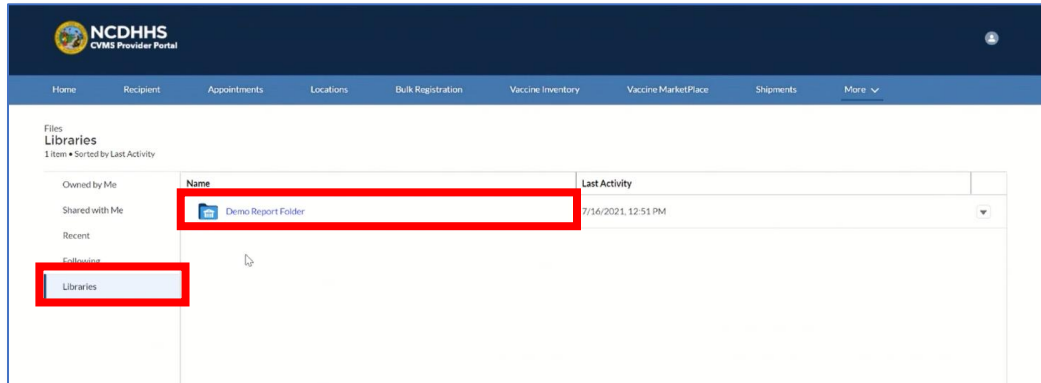
Step-by-step instructions to download a compressed shared files

1. Navigate to the CVMS Provider Portal at https://covid-vaccine-provider-portal.ncdhhs.gov
2. Log in using your **NCID** username and password
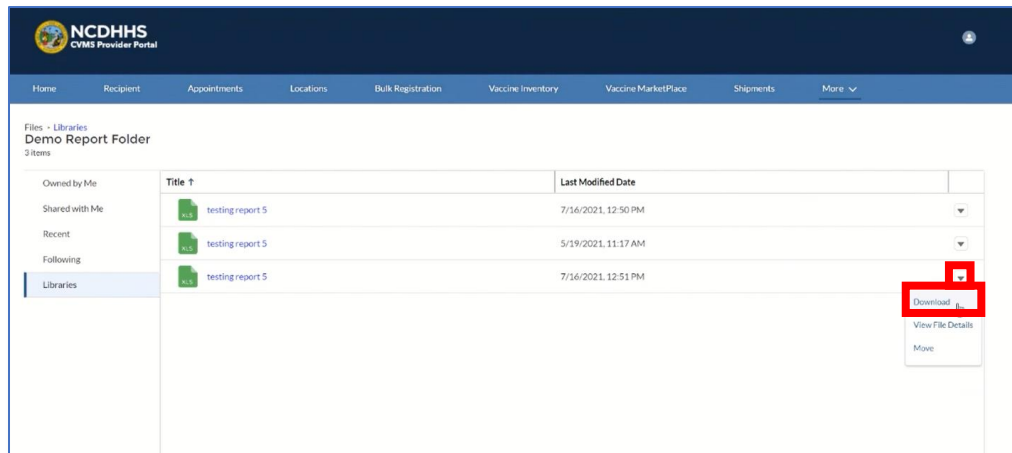3. Navigate to the **FILES** tab
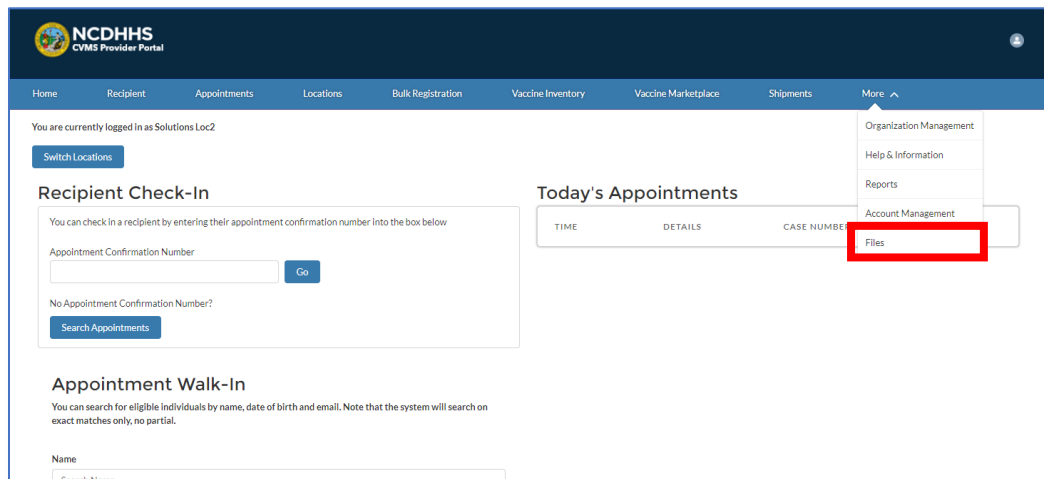
4. From the files tab, Select the **LIBRARIES** tab on the left and locate the appropriate folder

5. Locate the report you wish to access then select the arrow to the right of the report and select **DOWNLOAD**

6. If your file is password protected, then you will need a password and a recent version of WinZip or 7-Zip to decompress the file.

   *Note: The password for the protected file will be communicated in a separate email*
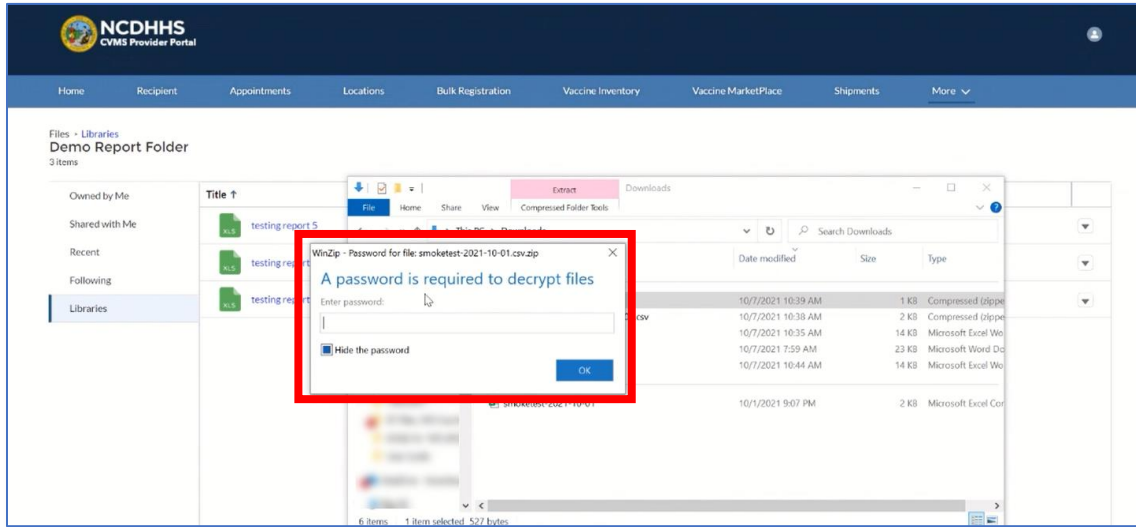
7. To obtain a recent version of WinZip or 7-Zip, you can navigate to the WinZip website or the 7-Zip website and follow the download and installation instructions.

8. *After you download the shared file from the CVMS Provider Portal to your selected location, follow one of the two options below to decompress and access the shared file.*
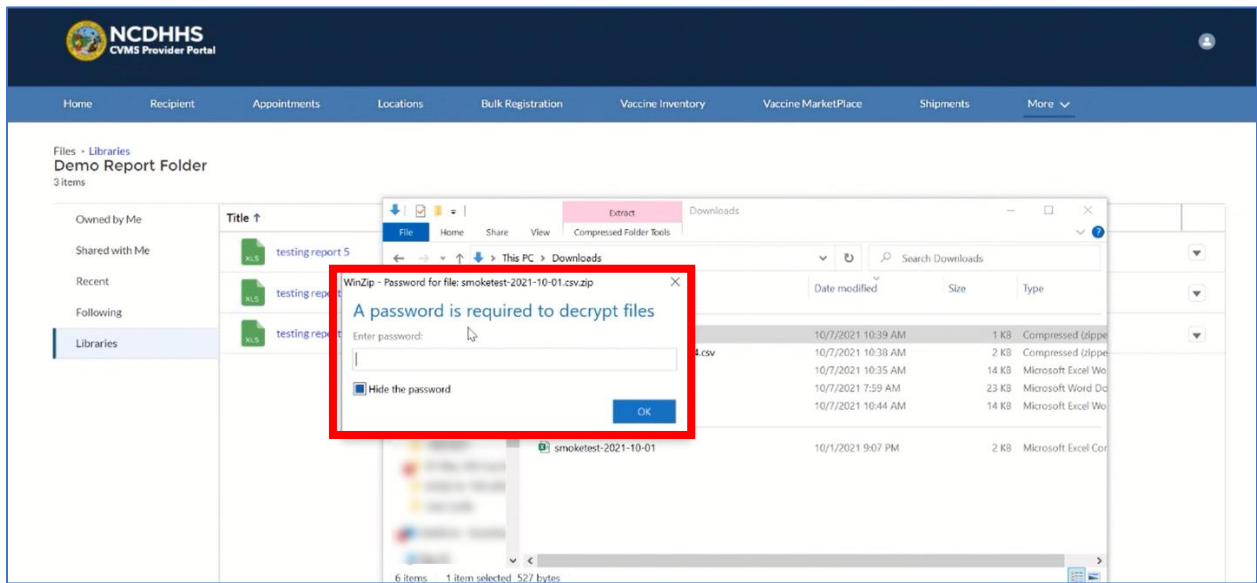
Option 1: Opening downloaded compressed file using WinZip

If you choose to use WinZip to open the downloaded compressed shared file, follow these steps:
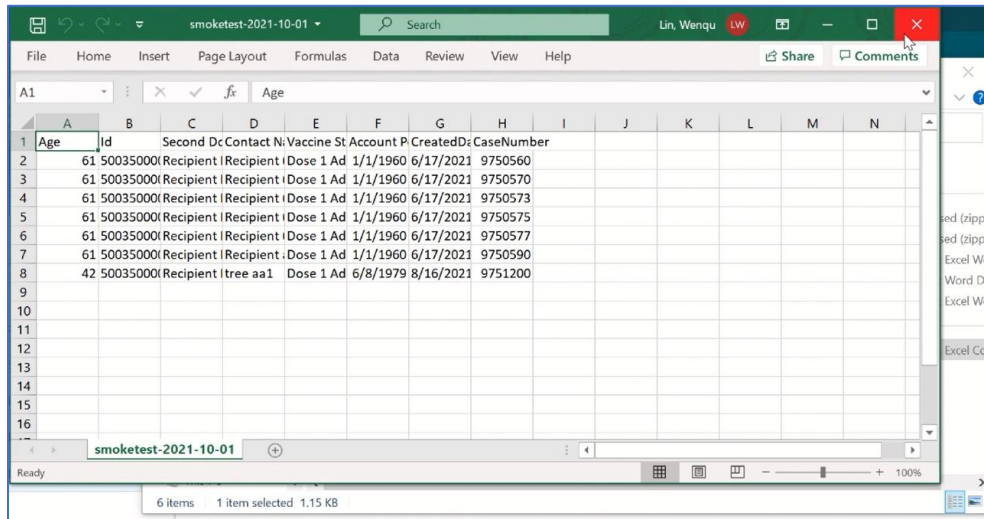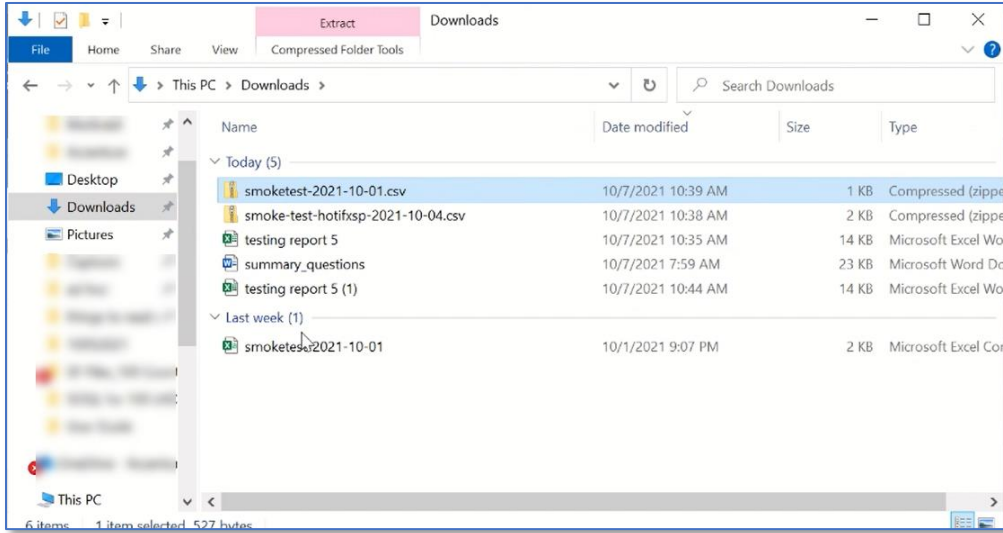
1. Right click on the file, select "WinZip". On the following picklist, select "Unzip to here".
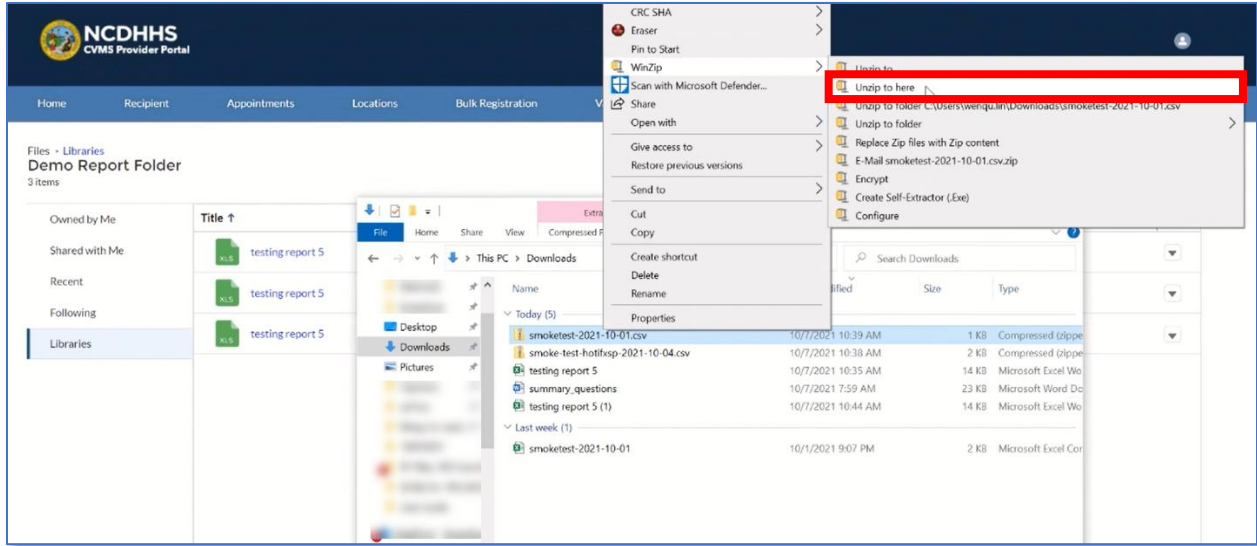
2. A window will pop up to enter password. Please enter the password you received and click the "OK" button.

3. The file will be decompressed and extracted to the same folder as the compressed file you downloaded. You can now open the extracted file.

COVID-19 Vaccine Management System
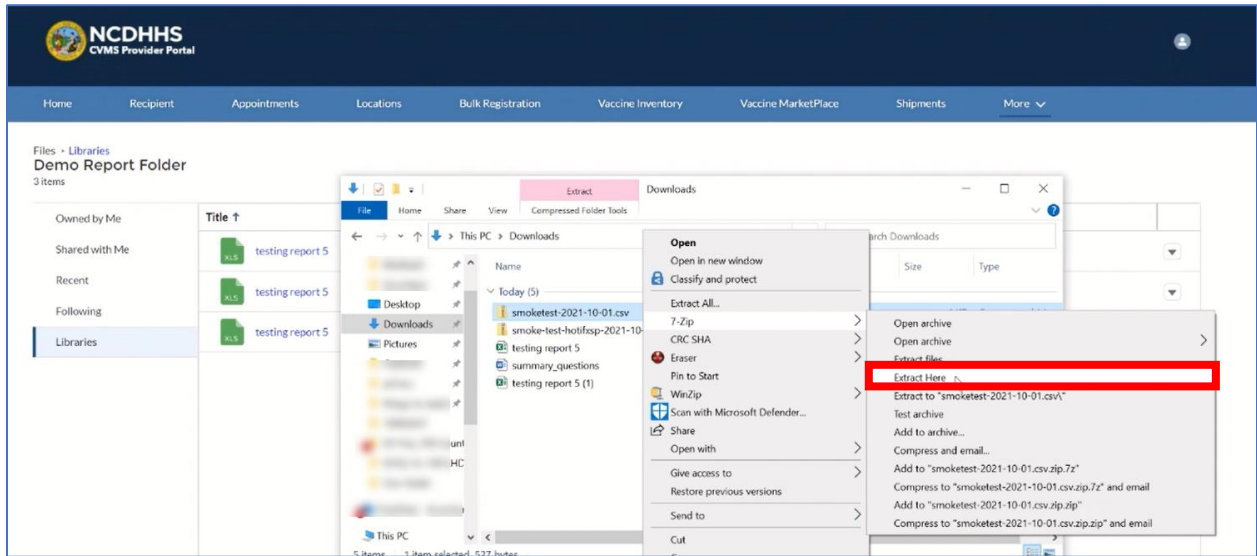
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Option 2: Opening downloaded compressed file using 7-Zip

If you choose to use 7-Zip to open the downloaded compressed shared file, follow these steps:

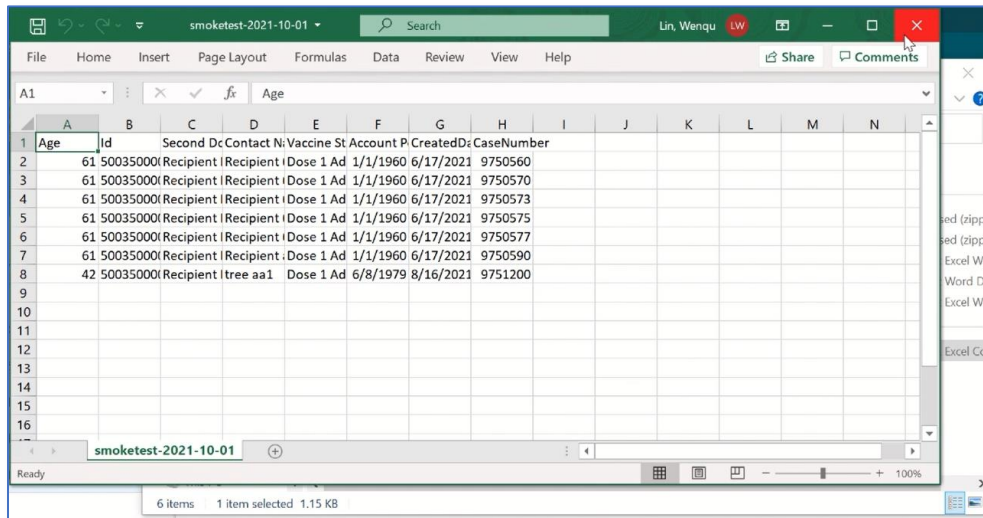1. Right click on the file, select "7-Zip". On the following picklist, select "Extract Here".
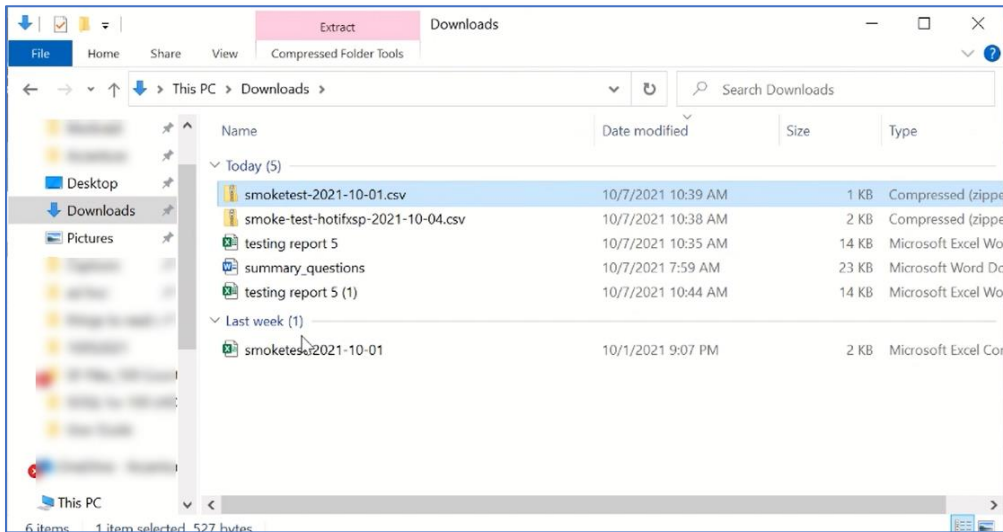

2. A window will pop up to enter password. Please enter the password you received and click the "OK" button.
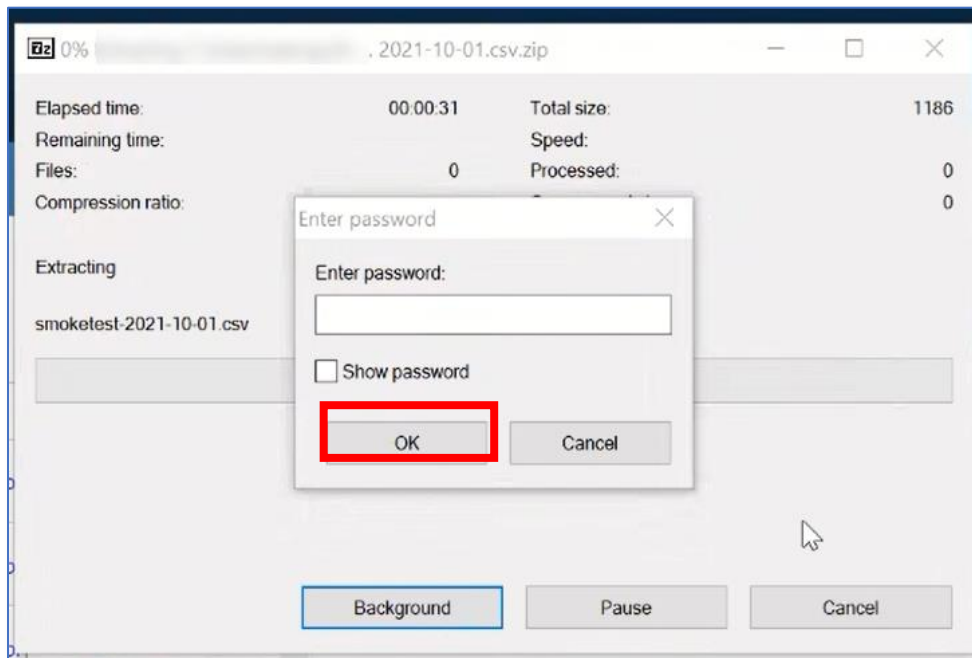
3. The file will be decompressed and extracted to the same folder as the compressed file you downloaded. You can now open the extracted file.

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
Sunday: Closed

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