North Carolina COVID-19 Vaccine Program Provider Enrollment Portal

Step 2 – Update My Enrollment Agreement

User Guide

Version 1
January 18, 2022
On the home page of the NC Vaccines Help Desk Portal, select Login at the top right-hand corner, then select the “Vaccine Provider” option to submit your question, issue, or request.

Providers that are first time users of the NC Vaccines Help Desk Portal will have to follow the steps below:

1. Register for an account by clicking 'Login' then 'Register’ on the left side of the screen
2. Populate your first name, last name, business e-mail, and registration code
   
   Note: If you do not know your organization’s registration code (ORG-ID), please contact the help desk
3. You will receive an e-mail with your username and temporary password to log into the portal

If you have any questions, issues or requests, please go to the NC Vaccines Help Desk * at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the NC Vaccines Help Desk at (877) 873-6247 and select option 1.

The NC Vaccines Help Desk is available during the following hours:
  Monday to Friday: 7 am – 7 pm ET
  Saturday: 8 am – 4 pm ET
  Sunday: Closed

* On the home page of the NC Vaccines Help Desk Portal, select Login at the top right-hand corner, then select the "Vaccine Provider" option to submit your question, issue, or request.
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Overview
In this user guide, we will discuss how to update your enrollment information to the COVID-19 Vaccination program of North Carolina. All actions described in this user guide can be performed AFTER you submitted your first version of the agreement for approval by the NCDHHS Immunization Branch.

The content included in this user guide is for the users with the following roles: Organization Administrator, Primary Vaccine Coordinator, Chief Executive Officer, and Chief Medical Officer.

Additionally, you will need to:
- Use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers
- Log into the Provider Enrollment Portal at https://covid-enroll.ncdhhs.gov/

Now, let’s get started!
Resubmit if Initial Agreement is Rejected by NCDHHS
After your Provider Enrollment application is reviewed, the NCDHHS Immunization Branch will either approve or reject your location.

If your location was rejected, you should have been sent an email notification with the Reason For Rejection in the body of the email. You will be able to resubmit your Section B for approval.

1. Click the PROVIDER ENROLLMENT PORTAL LINK in the body of the email
Step 2 of 10: Log In to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**
All changes to information recorded in Section B are required to be entered into Section B of the Provider Enrollment Portal. Follow these steps to access, edit, and resubmit Section B.

1. If you are the Organization Administrator, Navigate to Section B by clicking the PROVIDER ENROLLMENT LOCATIONS tab.
Step 4 of 10: Open Location Enrollment Record

1. Click on the toggle to the right of the location that requires editing
2. Click on AGREEMENT DETAILS

**NOTE:** If you are the Vaccine Coordinator, this screen will be your home page
Please take the time to scroll through your Agreement Details in case additional updates need to be made.

1. Select one of the **RESUBMIT REASON** and move it to the right using the right arrow

2. Click **RESUBMIT**
Step 6 of 10: Edit Information

The information in Section B is auto-populated with information that was entered before the application was rejected.

1. Navigate to the section that needs to be corrected by clicking the **NEXT** button at the bottom of the page
2. Make **EDITS** to the section
1. To resubmit your Provider Enrollment application for approval, you must add the details of the initial user of CVMS or NCIR. This can be the same individual entered during the start of the application process.
Step 8 of 10: Review and Sign

Review and confirm the accuracy of your application on the REVIEW tab.

1. Scroll to the bottom of the webpage and draw your SIGNATURE in the signature field using your mouse.
2. Click ADOPT AND USE.
3. Click NEXT to navigate to the Storage and Handling Attestation.
1. Review the Shipping and Handling Attestation
2. Scroll to the bottom of the webpage and draw your **SIGNATURE** in the signature field using your mouse.
3. Click **ADOPT AND USE**
4. Click **NEXT**
Step 10 of 10: Confirm Status Update

1. Once you have made the updates and saved the changes the status field should state that the application was **RESUBMITTED**. Once the Chief Medical Officer (CMO) and Chief Executive Officer (CEO) signatures have been obtained, the location enrollment process is considered COMPLETE and will be submitted to NCDHHS for review and approval.
Add a New Location to your Organization
Step 1 of 20: Log in to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.
Click **REGISTER** and use the same email registered in REDCAP.
Step 2 of 20: Begin Resubmission Process

1. Select **RESUBMIT FOR CHANGES** from the drop-down menu.
2. Click **NEXT**
3. Confirm details on Organization Information tab are correct. Update if necessary.
4. Click **NEXT**

*Note:* If you are the Organization Administrator and serve as the Vaccine Coordinator you will click on Provider Enrollment Locations at the top of menu bar.
Step 3 of 20: Enter New Location Details

1. Enter the following details for your new location:
   - Location Name
   - Primary Coordinator First & Last Name
   - Primary Coordinator Telephone & Email Address

2. Click CREATE LOCATION

3. Click NEXT
Once the new location’s details are entered and you select Next, the new location will appear under **PENDING LOCATIONS**.
Once the new location is in pending status, the Vaccine Coordinator will be sent a confirmation email with next steps to complete the process for adding a new location.

1. Click the **LINK** in the email to complete the form to enroll your new location.

![Email screenshot](image-url)
Step 6 of 20: Log in to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.
Click REGISTER and use the same email registered in REDCAP.
Step 7 of 20: Enter Location Information Details

1. Enter required fields under **ORGANIZATION ADDRESS FOR RECEIPT OF COVID-19 VACCINE SHIPMENTS**
2. Click **NEXT**
Step 8 of 20: Enter Vaccine Coordinator Details

1. Enter PRIMARY VACCINE COORDINATOR Details
2. Enter Backup Vaccine Coordinator Details
3. Click NEXT
Step 9 of 20: Enter Availability Details

1. Enter the DAYS AND TIMES Vaccine Coordinators are available for receipt of Covid-19 Vaccine Shipments by using the drop-down menu for each corresponding day of the week (Monday – Friday, mornings - afternoons)

2. Click NEXT
Step 10 of 20: Enter Provider Type/Setting/# of Patients Details

1. Select **PROVIDER TYPE** using drop-down menu
2. Select the **SETTING** for your location.
3. Enter the **APPROXIMATE NUMBER OF PATIENTS/CLIENTS** routinely served by this location
4. Click **NEXT**

**Tip**
Select more than one Setting by holding down CTRL (CMD+CTRL on Mac) and clicking on each additional population.

**Audience**
- Organization Administrator
- Vaccine Coordinator
Step 11 of 20: Share Profile of Population Served and Storage Capacity

1. Select **POPULATIONS SERVED** by new location.
2. Enter your vaccine administration data reporting details
3. Enter the estimated number of your vials that can be stored at your location
4. Click **NEXT**

**Audience**
- Organization Administrator
- Vaccine Coordinator

**Tip**
Select more than one population by holding down CTRL (CMD+CTRL on Mac) and clicking on each additional population.
Step 12 of 20: Share All Storage Unit Details for this Location

1. Enter **BRAND**, **MODEL**, and **TYPE** of storage units to be used for storing COVID-19 vaccine at this location.

2. Load a clear picture taken of the inside and of the outside of each storage unit (do not use catalog pictures from internet).

3. Click **NEXT**.
Step 13 of 20: Enter Practicing Providers Details

Share all licensed personnel that will administer or supervise administration of the COVID-19 vaccines at this location.

1. Enter the Practicing Provider’s details under **ADD NEW PROVIDER**
2. Click **CREATE PROVIDER**
Step 14 of 20: Confirm Practicing Providers

1. Once you select Create Provider, a green confirmation box will appear confirming that the provider was added. NCDHHS will review and approve/reject the provider.

2. Create NEXT
1. Identify an employee to be your site’s first **system administrator** (have them create an NCID if they do not have one) user by entering their details in the required fields under **ADD INITIAL USER**. Once this site is approved by NCDHHS to be a COVID-19 Vaccination Provider, the user above will be sent an email with instructions on how to log in to the system and next steps. This user will be able to create his/her coworkers’ accesses to CVMS or NCIR.

2. Click **NEXT**
Step 16 of 20: Review Details for Accuracy and Sign

1. REVIEW location details for accuracy
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT

Audience
Organization Administrator
Vaccine Coordinator
Step 17 of 20: Review and Sign Storage and Handling Attestation

1. REVIEW Storage and Handling Attestation
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 18 of 20: CEO and CMO Signs the New Agreements

The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Once the CMO and CEO signatures have been obtained, the location enrollment process is considered COMPLETE and will be submitted to NCDHHS for review and approval.

Organizations who successfully meet all the enrollment requirements will be sent an approval notification via email within ten business days of completion of a fully executed agreement. Incomplete agreements, organizations listing ineligible/unlicensed prescribers, and those with inappropriate storage units will not be approved for enrollment and will also be notified via email within ten business days.

For questions about the COC COVID-19 Vaccination Program enrollment process, please contact the NC Vaccines Help Desk at https://digivar/enrollment/ncsvax/rim/vaccine

Thank you for your commitment to assure the health of North Carolinians through your participation. NCDHHS looks forward to partnering with you in this effort.
Step 20 of 20: Confirm Status Change

Once the new location is approved the status will change from submitted to **APPROVED**.

An email will be sent to all users with next steps to follow.
Change your Agreement Post Enrollment
Select Reason for Resubmitting

If you are an Organization Administrator, you can make updates to Section A of your organization’s agreement after having been approved.

Audience
Organization Administrator
Select Reason for Resubmitting

If you are an Organization Administrator and/or Vaccine Coordinator you can make updates to Section B of the CDC COVID-19 Vaccination Program Provider Agreement.

Editable Fields Include:
- Days and Times to Receive Vaccine Shipment
- Primary Vaccine Coordinator Contact Information
- Storage and Handling Updates (images/make/model/capacity, etc.)
- Vaccine Shipment or Vaccine Administration Address
- Other

Audience
- Organization Administrator
- Vaccine Coordinator
Switch Reporting System from CVMS to NCIR
Step 1 of 6: Log In to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.
Click REGISTER and use the same email registered in REDCAP.
Step 2 of 6: Navigate to the COVID-19 System Submittal

1. In the HOME tab, navigate to the COVID-19 System Submittal section. If you read “Your current system selection is NONE”, then you are eligible to switch to NCIR.

2. To proceed, click on the link under the word HERE at the end of the sentence “For more information on choosing a COVID-19 System and to make a selection for your Organization, click HERE”.

Audience
Organization Administrator
Step 3 of 6: Select the NCIR System

1. Read the System Selection information text. When you reach the bottom of the page, make your selection by using the drop-down and select NCIR.
Step 4 of 6: Review and Accept Agreement

1. Once you select NCIR, an agreement for the North Carolina Immunization Registry (2021 COVID) will appear below the drop-down. Read the agreement, click the CHECKBOX next to the agreement attestation, and click NEXT.
1. On the homepage under “COVID-19 System Submittal”, you should now read “Your Current System Selection is NCIR”
Step 6 of 6: Next Steps

1. In the following hours upon submitting system selection as NCIR, all users associated with your organization will be sent an automated confirmation email with the next steps.

2. Your organization still needs to use CVMS to log inventories and vaccinations until onboarding to NCIR is completed (around 10 days). You should not attempt to report COVID-19 Vaccine administrations in NCIR until you have received a final email communication stating that your organization is ready to begin using it next morning. This final email will be sent to all users associated with your organization.

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**Audience**

Organization Administrator
Update Day and Times to Receive Vaccine Shipment
Step 1 of 9: Log In to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.

Click **REGISTER** and use the same email registered in REDCAP.
Step 2 of 9: Navigate to the Provider Enrollment Locations Tab

1. Navigate to the PROVIDER ENROLLMENT LOCATIONS tab.

Audience
- Organization Administrator
- Vaccine Coordinator
Step 3 of 9: Navigate to Agreement Details

1. Select the location with a new Vaccine Coordinator by clicking the toggle next to its name and select AGREEMENT DETAILS.
Step 4 of 9: Update Availability

To update your AVAILABILITY to receive shipments:

1. Click NEXT 2 times to get to the AVAILABILITY tab
2. Use the toggle buttons to select the times that you are available to receive shipments for each day of the week (Monday - Friday).
3. Click NEXT until you reach the Initial User tab
1. Identify an employee to be your site’s first **system administrator** (have them create an NCID if they do not have one) user by entering their details in the required fields under **ADD INITIAL USER**. Once this site is approved by NCDHHS to be a COVID-19 Vaccination Provider, the user above will be sent an email with instructions on how to log in to the system and next steps.

2. Click **NEXT**
Step 6 of 9: Review Details for Accuracy and Sign

1. REVIEW location details for accuracy
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT

Audience
- Organization Administrator
- Vaccine Coordinator
Step 7 of 9: Review and Sign Storage and Handling Attestation

1. REVIEW Storage and Handling Attestation
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Step 9 of 9: Confirm Completion of Steps

Once the CMO and CEO signatures have been obtained, the location enrollment resubmission process is considered **COMPLETE** and will be submitted to NCDHHS for review and approval.

> Your organization location has been submitted to the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Once all locations within your organization have completed their enrollment, the CMO and CEO will be notified for review and signature. Once the CMO and CEO signatures have been obtained, the enrollment process is considered complete and will be submitted to NCDHHS for review and approval.

Organizations who successfully meet all the enrollment requirements will be sent an approval notification via email within ten business days of completion of a fully executed agreement. Incomplete agreements, organizations listing ineligible/unapproved providers, and those with inappropriate storage units will not be approved for enrollment and will also be notified via email within ten business days.

For questions about the COE COVID-19 Vaccination Program enrollment process, please contact the NC Vaccines Help Desk at https://igd.prweb/knowledgebase.com/tam_vaccina

Thank you for your commitment to assure the health of North Carolinians through your participation in this program. NCDHHS looks forward to partnering with you in this effort.
Update your Primary Vaccine Coordinator
If a Provider Enrollment Location has a new Vaccine Coordinator, the user with an Organization Administrator role will need to update the information for the Vaccine Coordinator.

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account. Click REGISTER and use the same email registered in REDCAP.
Step 2 of 10: Navigate to the Provider Enrollment Locations Tab

1. Navigate to the PROVIDER ENROLLMENT LOCATIONS tab.
Step 3 of 10: Navigate to Agreement Details

1. Select the location with a new Vaccine Coordinator by clicking the toggle next to its name and select AGREEMENT DETAILS.
Step 4 of 10: Update Reason to Resubmit Field

1. Scroll to the bottom of the page and select Reason to resubmit your agreement: PRIMARY VACCINE COORDINATOR CONTACT INFORMATION, then select RESUBMIT.
1. Click NEXT to navigate to the Vaccine Coordinator Contact tab
2. Update Vaccine Coordinator details
3. Click NEXT
4. The CEO and CMO will be sent an email to review and sign the agreement. Users with an ORGANIZATION ADMINISTRATOR, CEO and CMO profiles will be sent a confirmation by email once the agreement has been reviewed by the NCDHHS team.
Step 6 of 10: Enter Initial User Information Details

1. Identify an employee to be your site’s first **system administrator** (have them create an NCID if they do not have one) user by entering their details in the required fields under **ADD INITIAL USER**. Once this site is approved by NCDHHS to be a COVID-19 Vaccination Provider, the user above will be sent an email with instructions on how to log in to the system and next steps.

2. Click **NEXT**
Step 7 of 10: Review Details for Accuracy and Sign

1. REVIEW location details for accuracy
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 8 of 10: Review and Sign Storage and Handling Attestation

1. REVIEW Storage and Handling Attestation
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 9 of 10: CEO and CMO Signs the New Agreements

The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Step 10 of 10: Confirm Completion of Steps

Once the CMO and CEO signatures have been obtained, the location enrollment resubmission process is considered **COMPLETE** and will be submitted to NCDHHS for review and approval.

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Finish: Your organization location has been submitted to the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Once all locations within your organization have completed their enrollment, the CMO and CEO will be notified for review and signature. Once the CMO and CEO signatures have been obtained, the enrollment process is considered complete and will be submitted to NCDHHS for review and approval.

Organizations who successfully meet all the enrollment requirements will be sent an approval notification via email within ten business days of completion of a fully executed agreement. Incomplete agreements, organizations listing incorrect/expired prescribers, and those with inappropriate storage units will not be approved for enrollment and will also be notified via email within ten business days.

For questions about the COV COVID-19 Vaccination Program enrollment process, please contact the NC Vaccines Help Desk at [https://nc.gov/ncvaccines](https://nc.gov/ncvaccines). Thank you for your commitment to assure the health of North Carolinians through your participation in this program. NCDHHS looks forward to partnering with you in this effort.
Update Storage & Handling Information (images/make/model/capacity, etc.)
1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.

Click **REGISTER** and use the same email registered in REDCAP.
Step 2 of 10: Navigate to the Provider Enrollment Locations Tab

1. Navigate to the PROVIDER ENROLLMENT LOCATIONS tab.
Step 3 of 10: Navigate to Agreement Details

1. Select the location with a new Vaccine Coordinator by clicking the toggle next to its name and select AGREEMENT DETAILS.
Step 4 of 10: Update Reason to Resubmit Field

1. Scroll to the bottom of the page and select Reason to resubmit your agreement: **STORAGE & HANDLING UPDATES (images/make/model/capacity, etc.)**, then select **RESUBMIT**
**Step 5 of 10: Update and/or Add Storage Unit Details**

**UPDATE** the details for your Storage Unit by modifying the previously populated information.

To **ADD** more than one Storage Unit:

1. Enter Storage Unit 2 Brand
2. Enter Storage Unit 2 Model
3. Enter Storage Unit 2 Type
4. Upload Storage Unit 2 Inside Picture
5. Upload Storage Unit 2 Outside Picture
6. Click **NEXT** until you reach the **Initial User** tab

**Note:** You can add up to 5 Storage Units
Step 6 of 10: Enter Initial User Information Details

1. Identify an employee to be your site’s first system administrator (have them create an NCID if they do not have one) user by entering their details in the required fields under **ADD INITIAL USER**. Once this site is approved by NCDHHS to be a COVID-19 Vaccination Provider, the user above will be sent an email with instructions on how to log in to the system and next steps.

2. Click **NEXT**
Step 7 of 10: Review Details for Accuracy and Sign

1. REVIEW location details for accuracy
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 8 of 10: Review and Sign Storage and Handling Attestation

1. REVIEW Storage and Handling Attestation
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 9 of 10: CEO and CMO Signs the New Agreements

The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Step 10 of 10: Confirm Completion of Steps

Once the CMO and CEO signatures have been obtained, the location enrollment resubmission process is considered **COMPLETE** and will be submitted to NCDHHS for review and approval.

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**Finished**

Your organization location has been submitted to the NCDHHS Provider Enrollment Portal of the COVID-19 Vaccine Management System (CVMS). Once all locations within your organization have completed their enrollment, the CMO and CEO will be notified for review and signature. Once the CMO and CEO signatures have been obtained, the enrollment process is considered complete and will be submitted to NCDHHS for review and approval.

Organizations who successfully meet all the enrollment requirements will be sent an approval notification via email within ten business days of completion of a fully executed agreement. Incomplete agreements, organizations listing inactive/suspended providers, and those with inappropriate storage units will not be approved for enrollment and will also be notified via email within ten business days.

For questions about the CDC COVID-19 Vaccination Program enrollment process, please contact the NC Vaccines Help Desk at https://govgenius KundenwServicess.com/zum_vaccine

Thank you for your commitment to assure the health of North Carolinians through your participation in this program. NCDHHS looks forward to partnering with you in this effort.
Update Vaccine Shipment or Vaccine Administration Address
Step 1 of 10: Log In to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

Tip
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.

Click REGISTER and use the same email registered in REDCAP.
Step 2 of 10: Navigate to the Provider Enrollment Locations Tab

1. Navigate to the PROVIDER ENROLLMENT LOCATIONS tab.
Step 3 of 10: Navigate to Agreement Details

1. Select the location with a new Vaccine Coordinator by clicking the toggle next to its name and select AGREEMENT DETAILS
Step 4 of 10: Update Reason to Resubmit Field

1. Scroll to the bottom of the page and select Reason to resubmit your agreement: **STORAGE & HANDLING UPDATES (images/make/model/capacity, etc.)**, then select **RESUBMIT**
Step 5 of 10: Update Vaccination/Shipmet Address

1. UPDATE Vaccination/Shipmet Address by updating the following required fields:
   - Location Name
   - Street Address
   - City
   - County
   - State
   - Zip Code
   - Phone Number
   - Administration Location Same as Shipping (Drop Down Menu Selection)
   - Will another Organization location order COVID-19 vaccine for this site (Drop Down Menu Selection)

2. Click NEXT until you reach the Initial User tab
1. Identify an employee to be your site’s first **system administrator** (have them create an NCID if they do not have one) user by entering their details in the required fields under **ADD INITIAL USER**. Once this site is approved by NCDHHS to be a COVID-19 Vaccination Provider, the user above will be sent an email with instructions on how to log in to the system and next steps.

2. Click **NEXT**
Step 7 of 10: Review Details for Accuracy and Sign

1. REVIEW location details for accuracy
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT

Audience
 Organization Administrator
 Vaccine Coordinator
Step 8 of 10: Review and Sign Storage and Handling Attestation

1. REVIEW Storage and Handling Attestation
2. DRAW YOUR SIGNATURE using the mouse
3. Click ADOPT AND USE
4. Click NEXT
Step 9 of 10: CEO and CMO Signs the New Agreements

The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Step 10 of 10: Confirm Completion of Steps

Once the CMO and CEO signatures have been obtained, the location enrollment resubmission process is considered COMPLETE and will be submitted to NCDHHS for review and approval.

Audience
- Organization Administrator
- Vaccine Coordinator
- CEO
- CMO
Complete Storage and Handling Attestation
As a Primary Vaccine Coordinator or an Organization Administrator, you will need to review and sign the Storage and Handling Attestation to complete the enrollment of your organization in the COVID-19 Vaccine Program. This step should be completed before your first COVID-19 vaccine deliveries.

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

**Tip**
If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.
Click REGISTER and use the same email registered in REDCAP.
Step 2 of 5: Navigate to the Storage and Handling Attestation

If your profile is Vaccine Coordinator, you will be directed to complete Section B

1. If you are an Organization Administrator, click on the PROVIDER ENROLLMENT LOCATIONS tab
2. Click on the AGREEMENT DETAILS button of the location you wish to complete
3. From the first page named LOCATION INFORMATION, navigate to the REVIEW page, by hitting the NEXT button at the bottom right of the screen to proceed through seven screens
Step 3 of 5: Review and Sign the Storage and Handling Attestation

1. On the **STORAGE AND HANDLING ATTESTATION** page, please review the agreement, draw your signature before clicking the **ADOPT AND USE** button.

2. Click the **NEXT** button located at the bottom left of the screen one last time. Your Storage & Handling Attestation is now completed.

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**Tips**

If you are an Organization Administrator, you may need to repeat this process for all locations.
Step 4 of 5: CEO and CMO Signs the New Agreements

The CEO and CMO will be notified by email of the updates.

The CEO and CMO should connect to the Provider Enrollment Portal to review and then electronically sign the agreements.
Step 5 of 5: Review and Sign the Storage and Handling Attestation

1. The CEO and CMO will be sent an email to review and sign the agreement. Users with an ORGANIZATION ADMINISTRATOR, CEO and CMO profiles will be sent a confirmation by email once the agreement has been reviewed by the NCDHHS team.

Audience

- Organization Administrator
- Vaccine Coordinator

Tips

If you are an Organization Administrator, you may need to repeat this process for all locations.
Sign Redistribution Agreement
Signing a Redistribution Agreement Job Aid Overview

Please follow these instructions if your organization is already enrolled in the North Carolina COVID-19 Vaccination Program and needs to sign the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT**.

This redistribution agreement will allow you to transfer inventories of vaccines between your locations without needing approval by the NC Immunization branch team.

The first step is for the user in your organization that has the **ORGANIZATION ADMINISTRATOR** profile to indicate that your organization is a **REDISTRIBUTION PARTICIPANT**.

The next step is for the users in your organization with the **CHIEF EXECUTIVE OFFICER (CEO)** and/or **CHIEF MEDICAL OFFICER (CMO)** profiles to review and sign the **CDC SUPPLEMENTAL COVID-19 VACCINE REDISTRIBUTION AGREEMENT**.
Step 1 of 12: Organization Administrator Logs In to the Provider Enrolment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**

Audience

- **Organization Administrator**

Tip

If your organization enrolled via REDCAP and you did not later create a login for the Provider Enrollment Portal, you must register for an account.

Click **REGISTER** and use the same email registered in REDCAP.
1. Select **REVIEW** under the question “Would you like to review or resubmit the organization record?”, then click **NEXT**

**Note:** If you do not see this page, you most likely are not the Organization Administrator. Contact the COVID-19 Vaccine Provider Help Center for assistance at (877) 873-6247 (option 1) to retrieve the name of this user.
1. Search for the field **REDISTRIBUTION PARTICIPANT** under the Organization Identification header, and confirm if it is set to **NO** (if set to **YES**, your organization already signed the REDISTRIBUTION AGREEMENT, and no further action is required)
Step 4 of 12: Navigate to the Home Tab

1. Click **HOME** at the top of the page
Step 5 of 12: Change Selection to Update Agreement

1. Select **RESUBMIT FOR CHANGES** under the question “Would you like to review or resubmit the organization record?”,

2. Click **NEXT**
Step 6 of 12: Make Redistribution Participant Selection

1. Select YES for REDISTRIBUTION PARTICIPANT
2. Click NEXT 2 times to navigate to RESPONSIBLE OFFICERS
Step 7 of 12: Send Agreement to CMO and CEO to Sign

1. Check the details entered for the CMO and CEO
2. Check box for question asking **SEND REQUEST FOR SIGNATURE NOW**
3. Click **NEXT** 2 times to navigate to the **NEXT STEPS** tab

**Tips**
As an Organization Admin, you can obtain the CMO and CEO signatures by clicking “CEO Review/Sign and review and CMO Review/Sign tabs at the top of this page and having each individual complete and sign where indicated.
1. Review for next steps and additional information.
1. The CEO and CMO will click the **LINK** in the email to navigate to the Provider Enrollment Portal.
Step 10 of 12: CEO and CMO - Log in to the Provider Enrollment Portal

1. Enter your **USERNAME** (Username is the email address used at the time of registration)
2. Enter your **PASSWORD**
3. Click **LOG IN**
Step 11 of 12: CEO & CMO Signs Agreement

1. Review Details under Review and Sign and scroll to the bottom of the page
2. Draw your **SIGNATURE** using your mouse
3. Click **ADOPT AND SAVE**
4. Click **NEXT** to navigate to **FINISH**
Step 12 of 12: Redistribution Agreement is Submitted

The redistribution agreement is fully signed once both the CEO and the CMO electronic signatures have been added.

Users with an ORGANIZATION ADMINISTRATOR, CEO and CMO profiles will be sent a confirmation by email once the agreement has been reviewed by the NCDHHS team.
Reset Password
Step 1 of 4: Initiate Password Reset

You will be able to reset your password at any time.

1. Navigate to PROVIDER ENROLLMENT PORTAL (https://covid-enroll.ncdhhs.gov/)
2. Click the FORGOT YOUR PASSWORD?

Tips
Consider using a password manager to keep your password if your organization’s security policy allows it.
You will be prompted to enter your **USERNAME**. You can expect an email from COVIDenroll@dhhs.nc.gov with a link to reset your password.

1. **ENTER YOUR USERNAME**. In most cases, this will be the email address you used to register your account
2. Click **RESET PASSWORD**
3. You will be directed to a page that says **NOW, CHECK YOUR EMAIL**

**Tips**
Check the spam/junk folder of your email account if you do not receive a password reset email.
Step 3 of 4: Check Password Reset Email

You will be sent an email with a **LINK TO RESET YOUR PASSWORD**.

1. **CHECK YOUR EMAIL INBOX**
2. Check your **SPAM OR JUNK FOLDER** if the email does not appear in your inbox
3. Open the email
4. **CLICK THE LINK** in the email

**Tips**

Contact the **NC Vaccines Help Desk** if you do not receive an email (see slide 2 of this user guide for contact information).
Step 4 of 4: Complete Password Reset

You will be directed to a page where you can reset your password.

1. Enter a **NEW PASSWORD** that meets the **PASSWORD CRITERIA**

2. Enter the same password under **CONFIRM NEW PASSWORD**

3. Click **CHANGE PASSWORD**

4. If you have successfully reset your password, you will be routed to the Provider Enrollment Portal

**Tips**
The Change Password will change color when all requirements have been met.
Additional Notes

Key Items:

**Hyperlinks** appear as light blue and will provide additional information or navigation.

* **Asterisks** are used to denote required information.

- A Toggle can be clicked to see selectable options.

- A Pen can be clicked to make edits to the field.

- Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.

- A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

**Supported Web Browsers:**

- Please use the latest version of Chrome, Firefox, Edge Chromium, or Safari browsers to access the Provider Enrollment Portal.

- For more information on supported browsers, see [https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5](https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5)

- Note: Internet Explorer and older versions of Edge (non-Chromium) browsers are not supported.
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User Guide Change Log