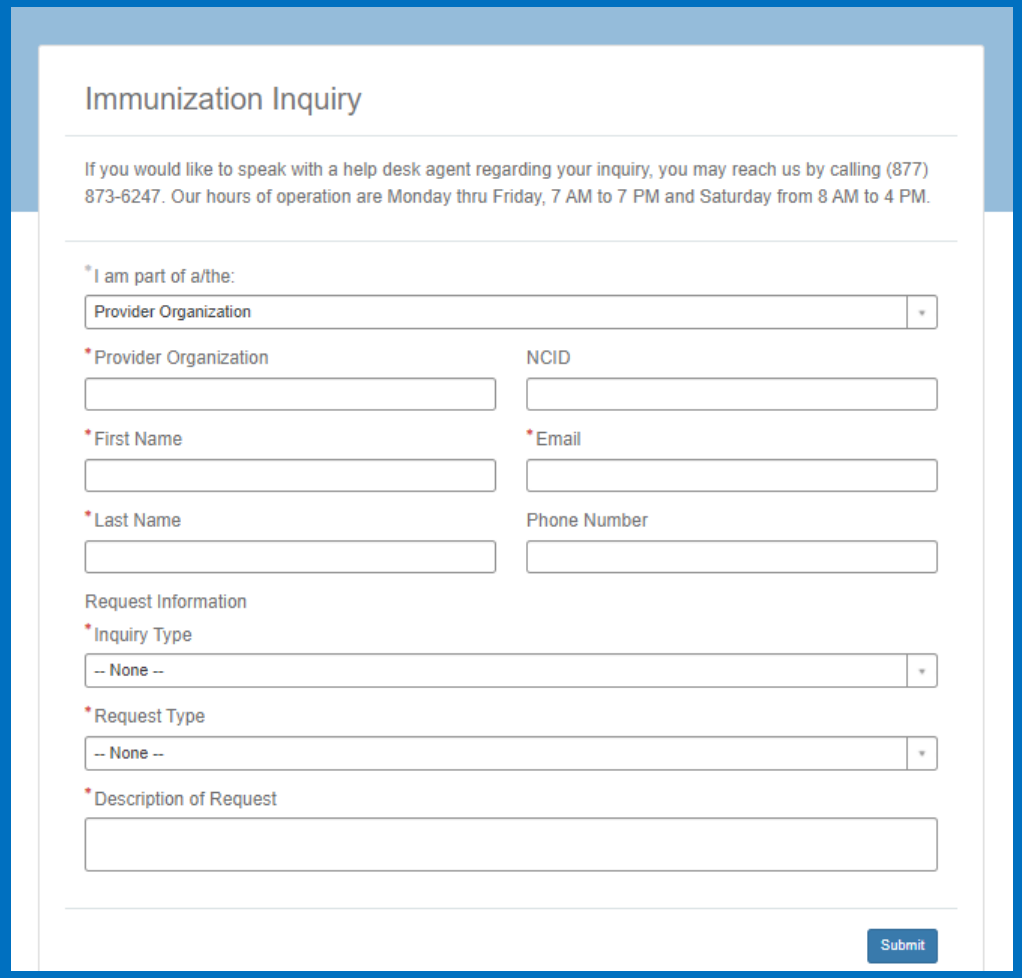
Provider Enrollment Portal

Vaccines.gov Vaccine Site Locator User Guide

For users linked to organizations reporting on NCIR only

Version 3, March 31, 2022

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES



Immunization Inquiry

If you would like to speak with a help desk agent regarding your inquiry, you may reach us by calling (877) 873-6247. Our hours of operation are Monday thru Friday, 7 AM to 7 PM and Saturday from 8 AM to 4 PM.

*I am part of a/the:

Provider Organization

*Provider Organization

NCID

*First Name

*Email

*Last Name

Phone Number

Request Information

*Inquiry Type

-- None --

*Request Type

-- None --

*Description of Request

Submit

If you have any questions, issues or requests, please submit a Help Desk ticket available at https://ncgov.servicenowservices.com/csm_vaccine

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

Help desk is available during the following hours:

Monday to Friday: 7:00 AM – 7:00 PM ET

Saturday: 8:00 AM – 4:00 PM ET

Table of Contents

	Pages
Overview	4 – 5
How to Edit your Main Location Details Displayed on Vaccines.gov	6 – 19
How to Display a “Pop-Up” Vaccine Clinic Location on Vaccines.gov	20 – 30
How to Maintain Available Vaccine Brands	31 – 34
Appendix	35 – 37

Overview

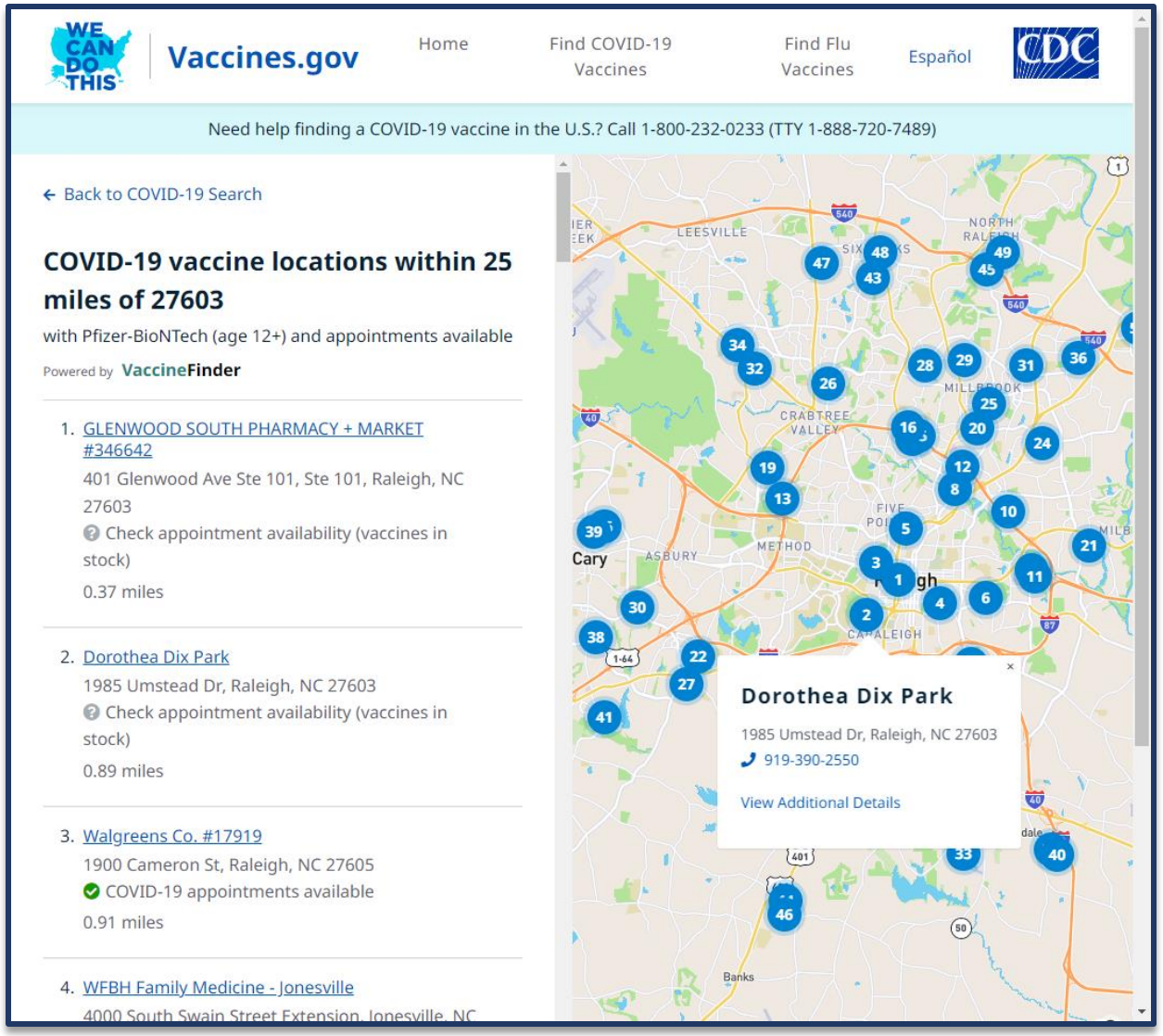
Share your vaccination site(s) information with the general public on Vaccines.gov

Vaccines.gov helps the general public find clinics, pharmacies, and other locations that offer COVID-19 vaccines in the United States.

As you enrolled in the North Carolina program and selected NCIR as your organization's reporting system, know that you are required to display each of your COVID-19 vaccination sites if you are offering the vaccine to the general public. You can do so by updating the location information on the Provider Enrollment Portal at Covid-enroll.ncdhhs.gov.

This user guide outlines how users with an Organization Administrator or Vaccine Coordinator profile can maintain their location's information to be displayed on Vaccines.gov through the Provider Enrollment Portal.

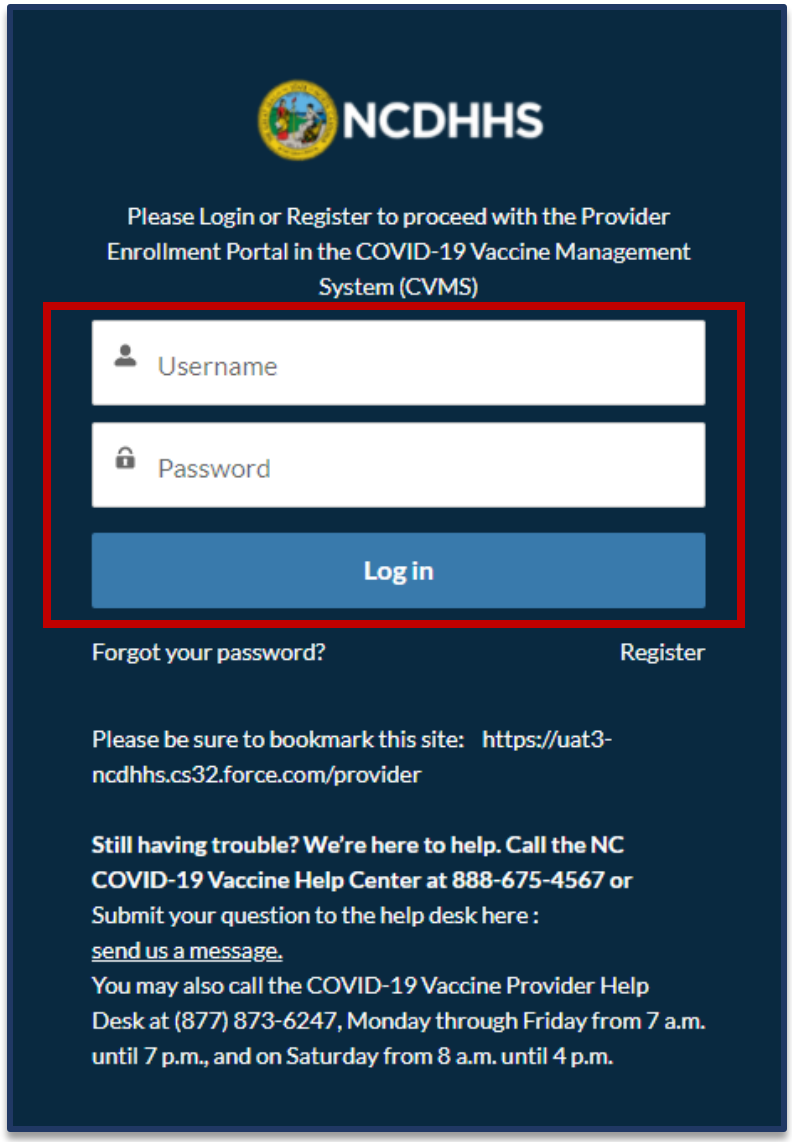
Now, let's get started!



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

How to Edit your Main Location Details Displayed on Vaccines.gov

Step 1 of 13: Login to Provider Enrollment Portal



1. User your Internet browser to navigate to the NCDHHS Provider Enrollment Portal login page at Covid-enroll.ncdhhs.gov
2. Enter your Username and Password
3. Click **LOG IN**

Audience

Organization Administrator

Vaccine Coordinator

Tips

Your username is the email address provided upon registration.

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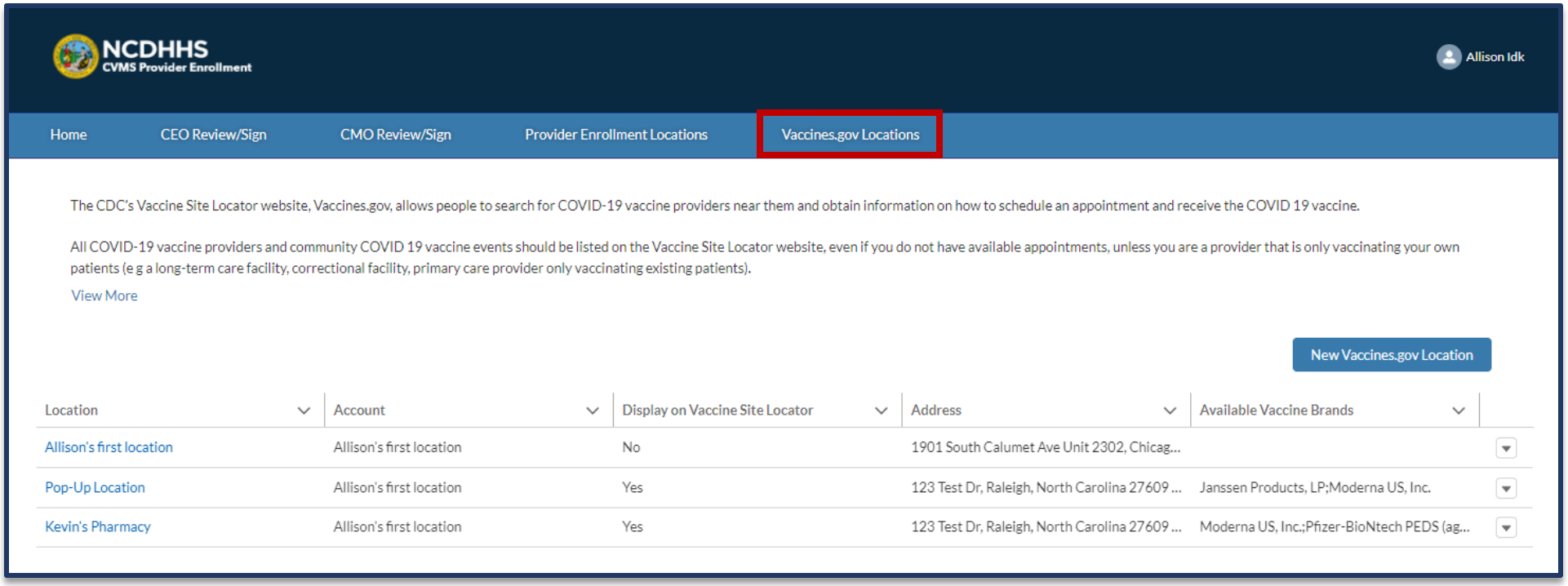
Step 2 of 13: Navigate to Vaccines.gov Locations

1. Click on the **VACCINES.GOV LOCATION** tab



Audience

Organization Administrator

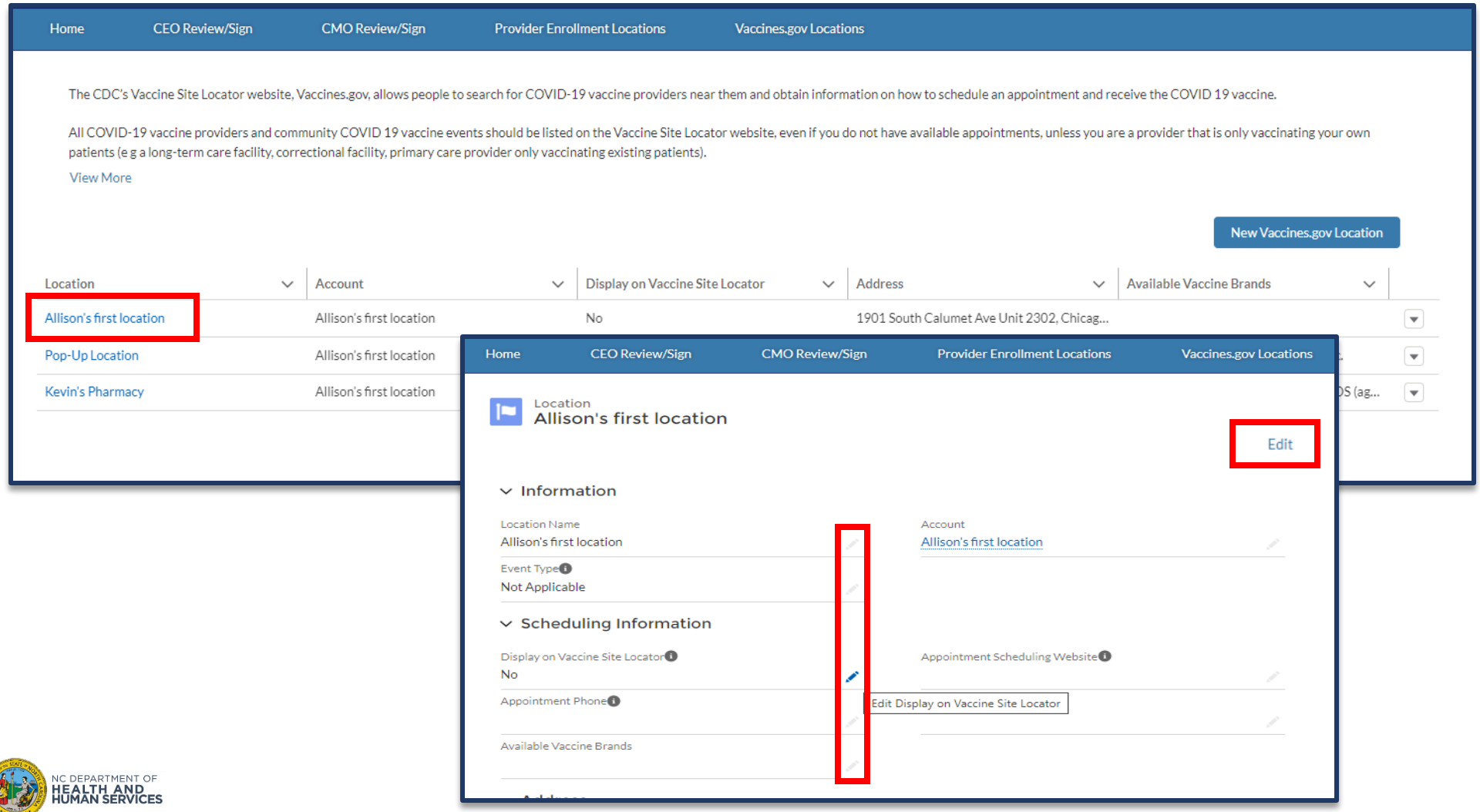
Vaccine Coordinator

Tips

The Vaccines.gov Locations tab will appear once enrollment is approved (or onboarding is complete if migrating from using CVMS to NCIR as your COVID-19 reporting system).

Step 3 of 13: Open Your Vaccines.gov Location Record

1. Open record by clicking on the name of the location
2. Either click on the **PENCIL ICON** or **EDIT** button



Audience

Organization Administrator

Vaccine Coordinator

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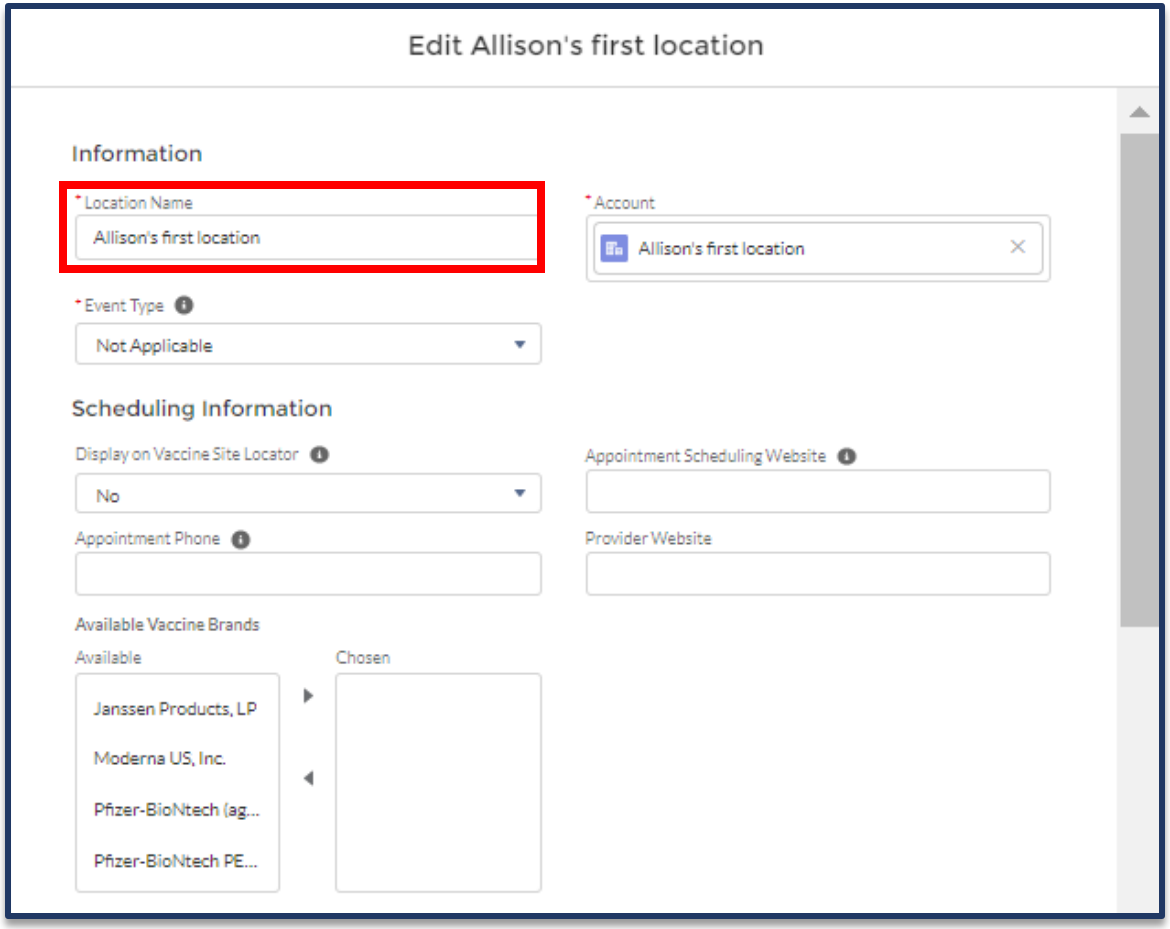
Step 4 of 13: Change Location Name

1. You can edit the **LOCATION NAME** to change the name that displays on the Vaccine Site Locator website

Please ignore the event type field. It will be set to "Not Applicable" for your primary enrolled location.



Audience

Organization Administrator

Vaccine Coordinator

Tips

The **LOCATION NAME** field will have to be less than 80 characters.

Click **SAVE** to save any changes.

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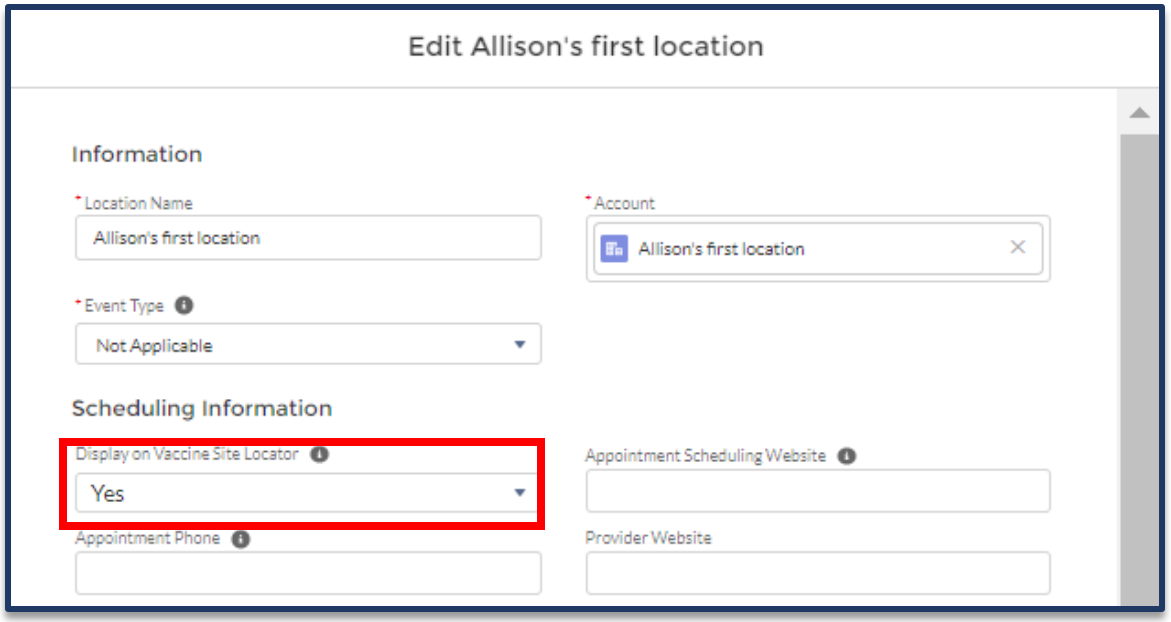
Step 5 of 13: ADD or REMOVE a Location from the Vaccine Site Locator Website

1. Select **Yes** to **DISPLAY ON VACCINE SITE LOCATOR** to *add* your site to the Vaccine Site Locator website
   - This should ALWAYS be checked if your location provides COVID-19 vaccines to the general public

Or Select **No** to *remove* your site

- Only select No if your location is a correctional facility, long-term care facility, or a location that is providing COVID-19 vaccines within a restricted group of recipients



Audience

Organization Administrator

Vaccine Coordinator

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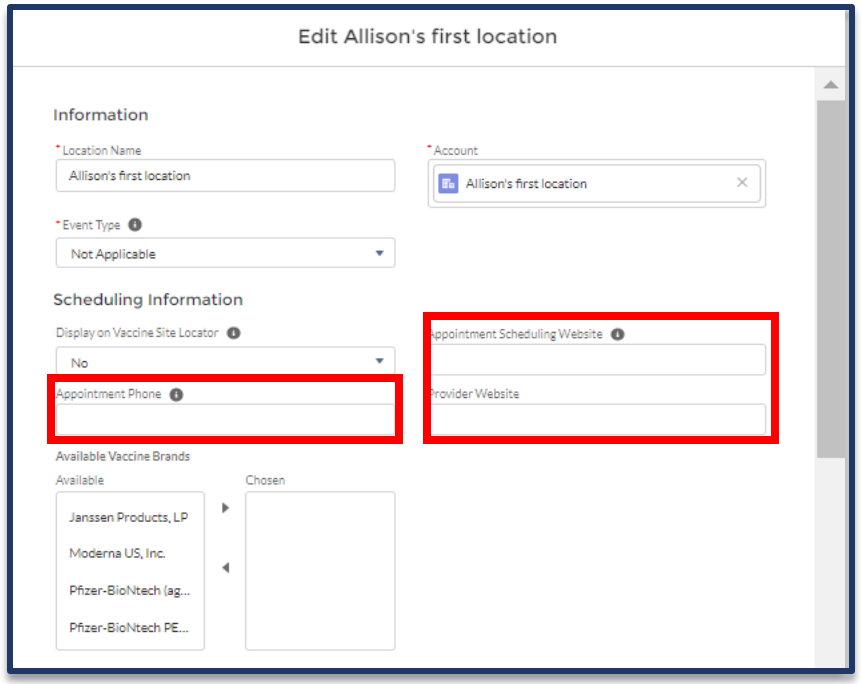
Step 6 of 13: Add an Appointment Scheduling Phone Number and Website

Enter at least one of the following:

1. A valid **APPOINTMENT SCHEDULING WEBSITE** link to your location's website
   - You should enter the full URL for the website where people can book appointments if applicable
2. A valid **APPOINTMENT PHONE NUMBER**
   - This should be a public phone number that people can call for appointments or information

You can also add the following information:

3. Your organization Website URL (optional)

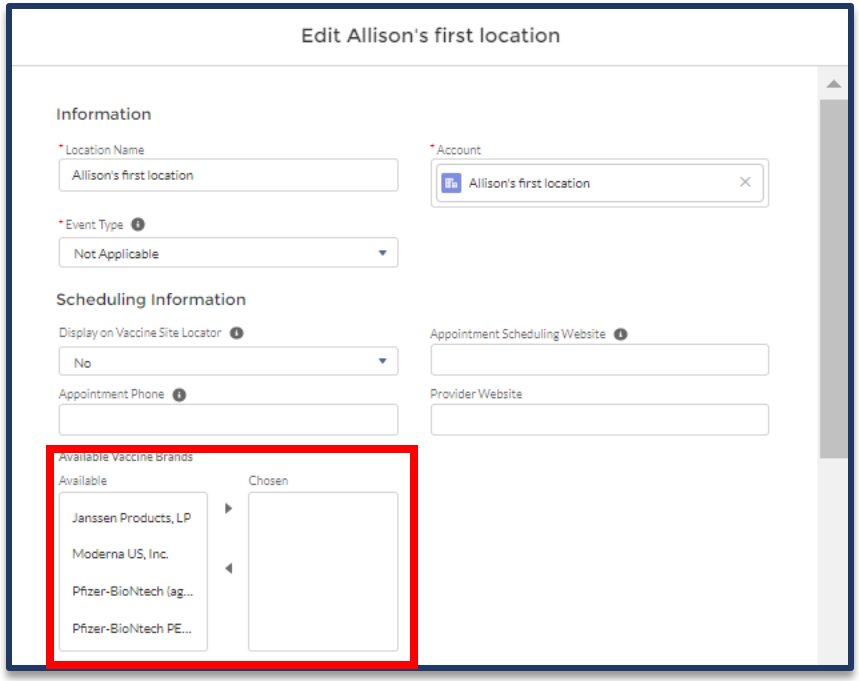


Audience

Organization Administrator

Vaccine Coordinator

Step 7 of 13: Identify Vaccine Brands Your Location Is Administering



Please follow the instructions below:

1. **ADD** COVID-19 vaccine brands available at your location by selecting them in the **Available Box** and clicking the Right-facing Arrow ▸ to move them to the Chosen Box

2. **REMOVE** the vaccine brands no longer available by selecting them in the **Chosen Box**, and clicking the Left facing Arrow ◂ to move them to the Available Box

3. Continue with any other edits to your location and **SAVE**

Note that you will need to **MANUALLY** manage the COVID-19 vaccine brands people will see on Vaccines.gov.

Audience

Organization Administrator

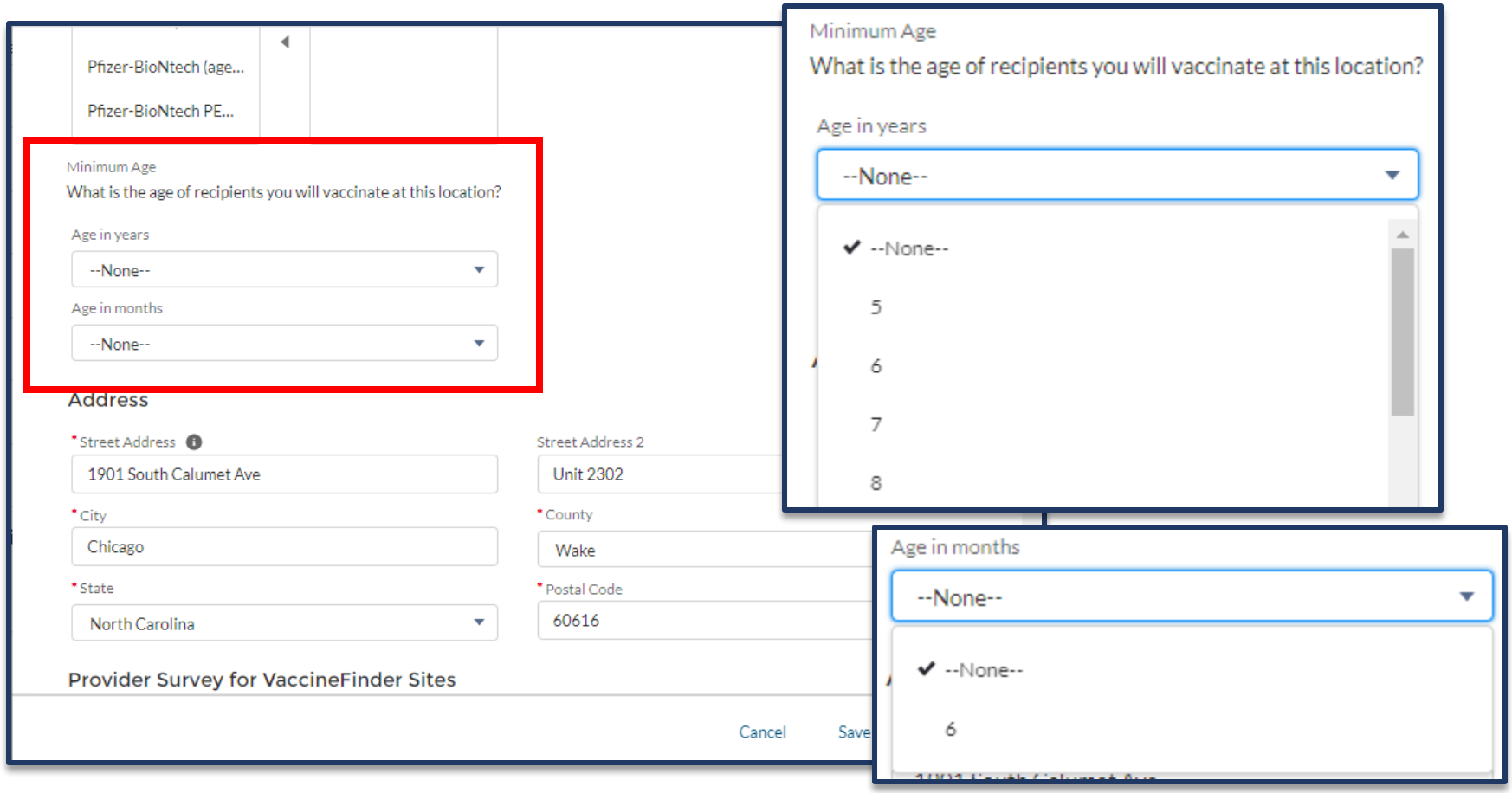
Vaccine Coordinator

Tips

If you were using CVMS previously, know that inventory brands will no longer be automatically assigned any you will need to manually update them as needed.

Step 8 of 13: Identify the Minimum Age of Recipients Served (Optional)

1. Select the minimum age of recipients that the location serves either in years (starting at 5 up to 18+) or in months (6)



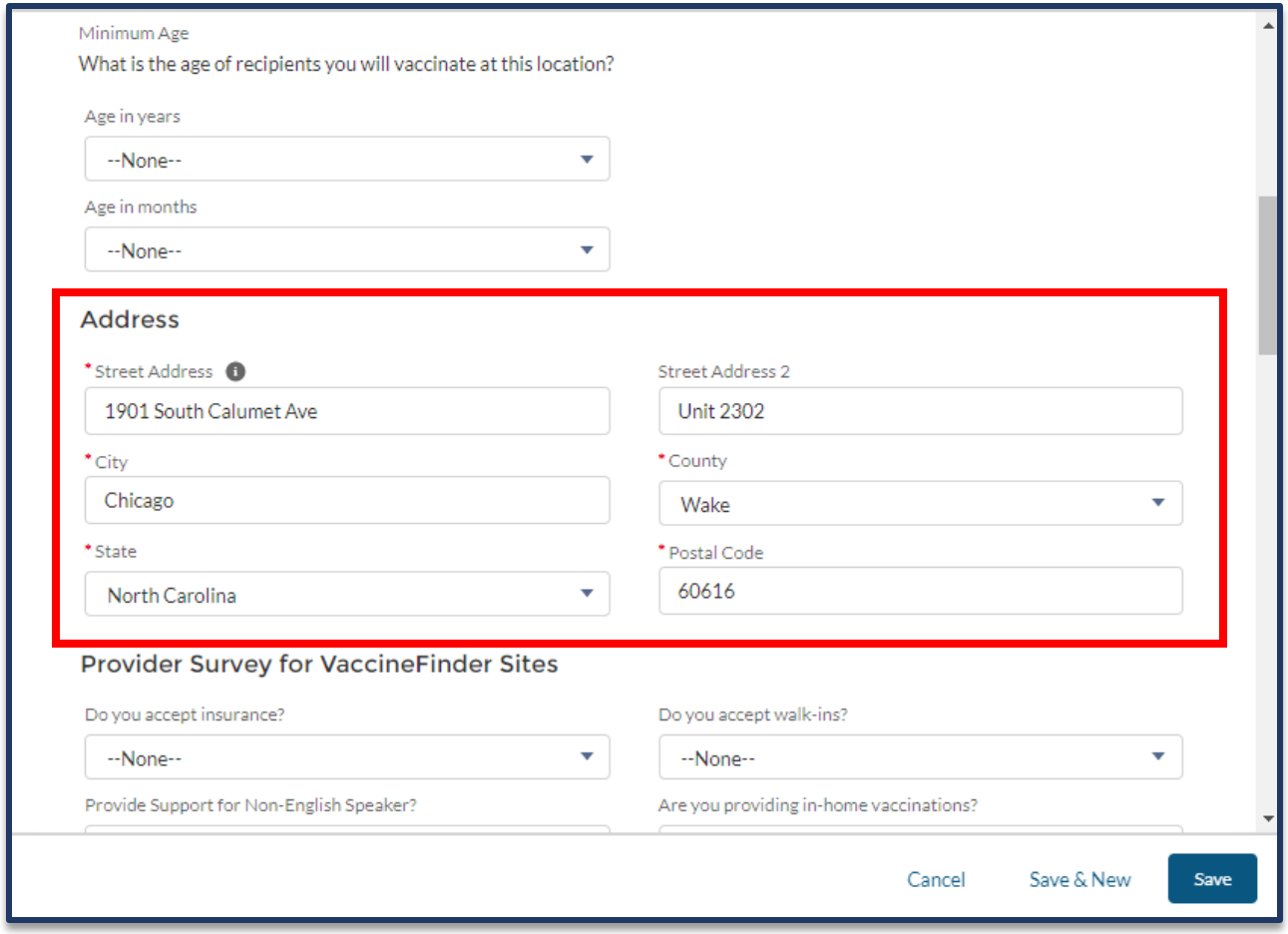
Audience

Organization Administrator

Vaccine Coordinator

Step 9 of 13: Update Your Address

1. Review and Edit **ADDRESS** details, if necessary
   - The public will use the address listed to navigate to the vaccination site

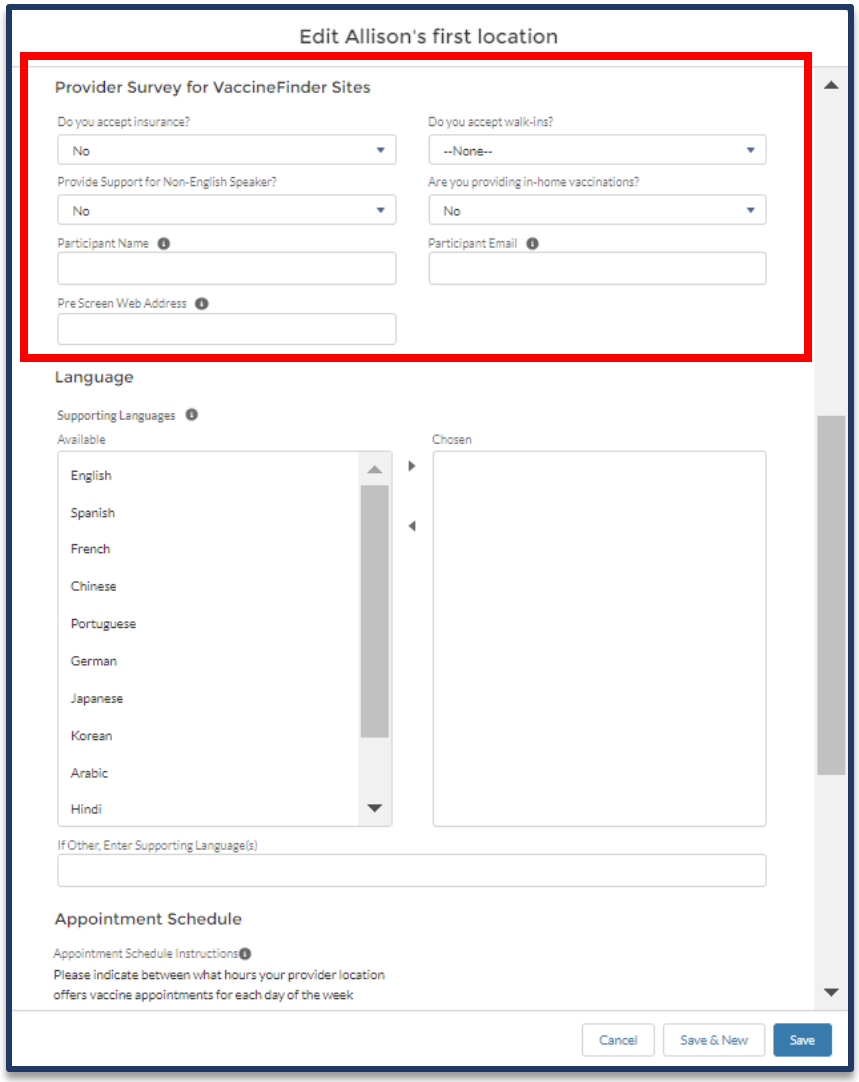


Audience

Organization Administrator

Vaccine Coordinator

Step 10 of 13: Complete Provider Survey (Optional)



Complete the **PROVIDER SURVEY** for your vaccination location to share additional information with the public (optional):

1. **Do you Accept Insurance?**
2. **Do you accept walk-ins** (or only appointments)?
3. **Provider Support for Non-English Speaker?** If the answer is Yes, select the additionally supported languages (see next slide of this user guide)
4. **Are you providing in-home vaccinations?**
5. **Participant Name and Email:** this information will not be displayed on the website, but will serve as a point of contact if there are any questions from NCDHHS
6. **PreScreen Web Address:** enter the direct link to your organization or jurisdiction's pre-screener that is required to make an appointment (if applicable <u>and different from the Appointment Scheduling Website</u>)

Audience

Organization Administrator

Vaccine Coordinator

Tips

Hover over the circle information icon for additional guidance on how to answer each question.

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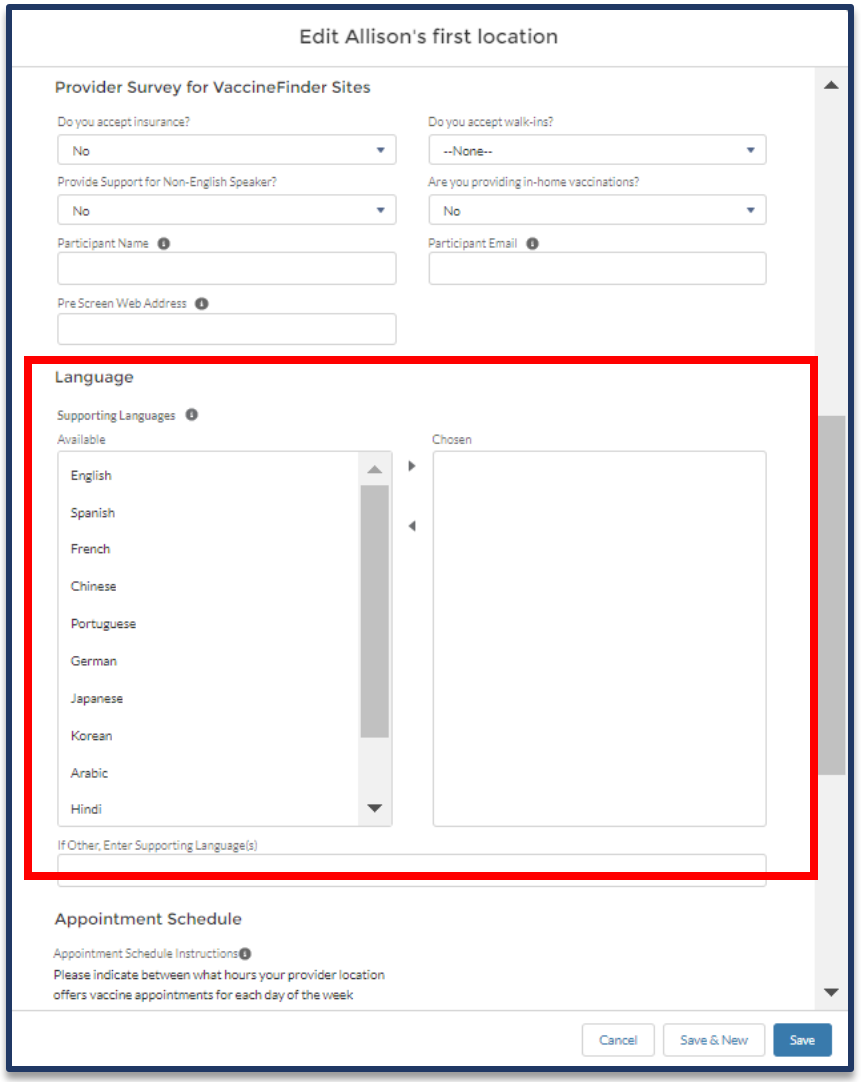
Step 11 of 13: Select the Supported Languages (Optional)



1. Select the **LANGUAGES** that you support at this location

Audience

Organization Administrator

Vaccine Coordinator

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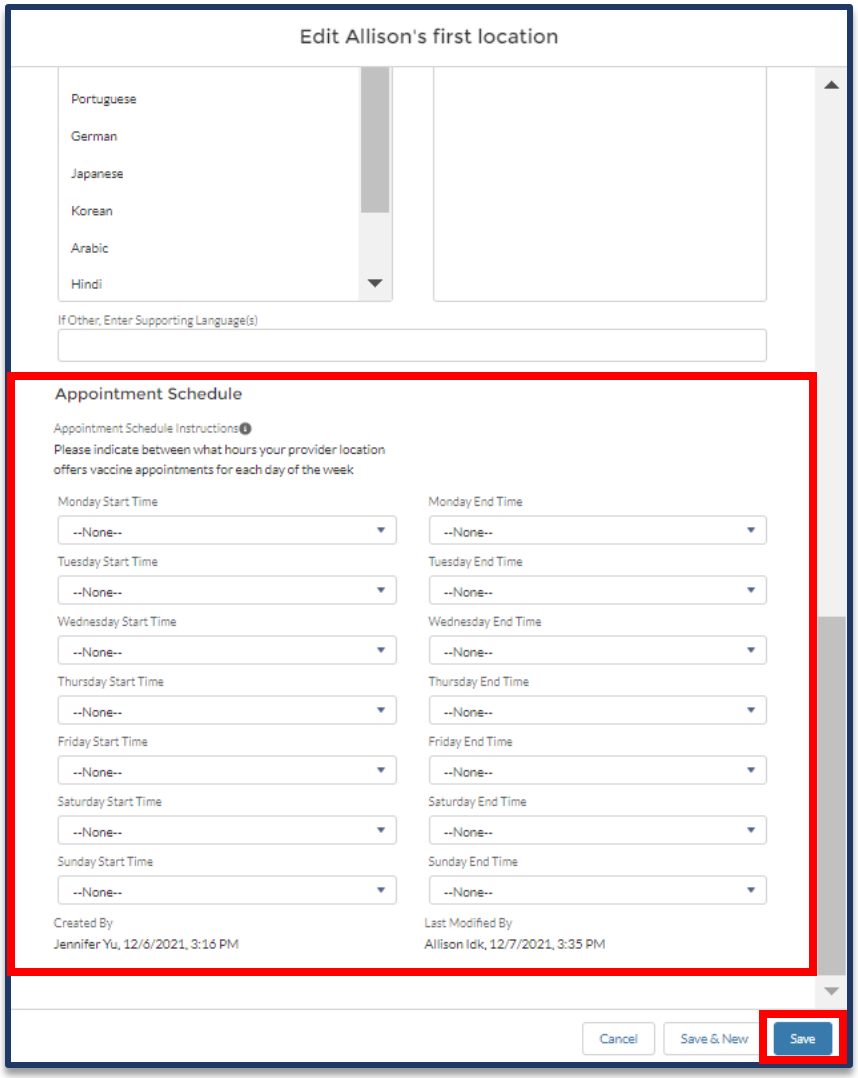
Step 12 of 13: Enter the Appointment Schedule (Optional)



1. Enter the **APPOINTMENT SCHEDULE** (opening hours during which the public can receive a COVID-19 vaccine at your location)
2. Review and **SAVE**

Audience

Organization Administrator

Vaccine Coordinator

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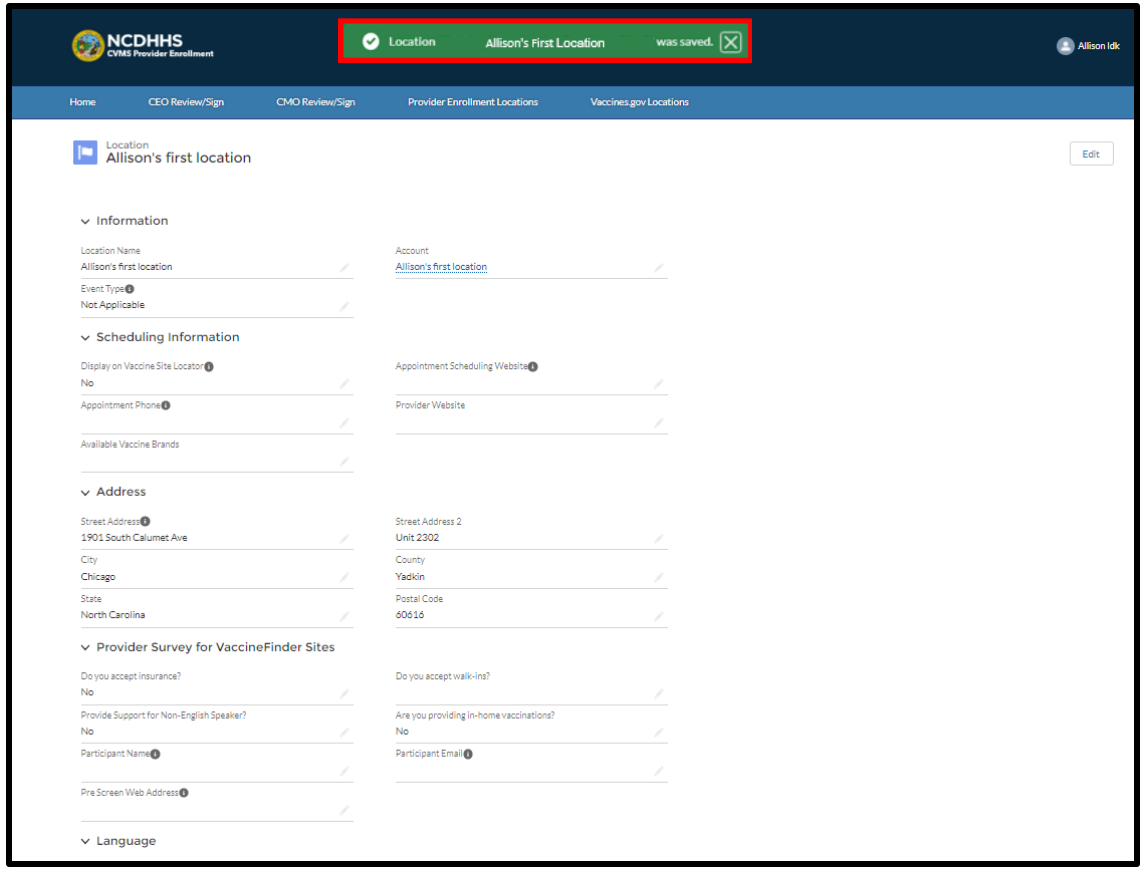
Step 13 of 13: Receive Confirmation of Changes

ALWAYS CLICK SAVE AFTER YOU ARE DONE

Once you have created the location and saved the changes, a success notification will appear at the top of the screen.

If your new location does not populate on Vaccines.gov within 7 business days, contact the [NC Vaccines Help Desk]() for assistance.



Audience

Organization Administrator

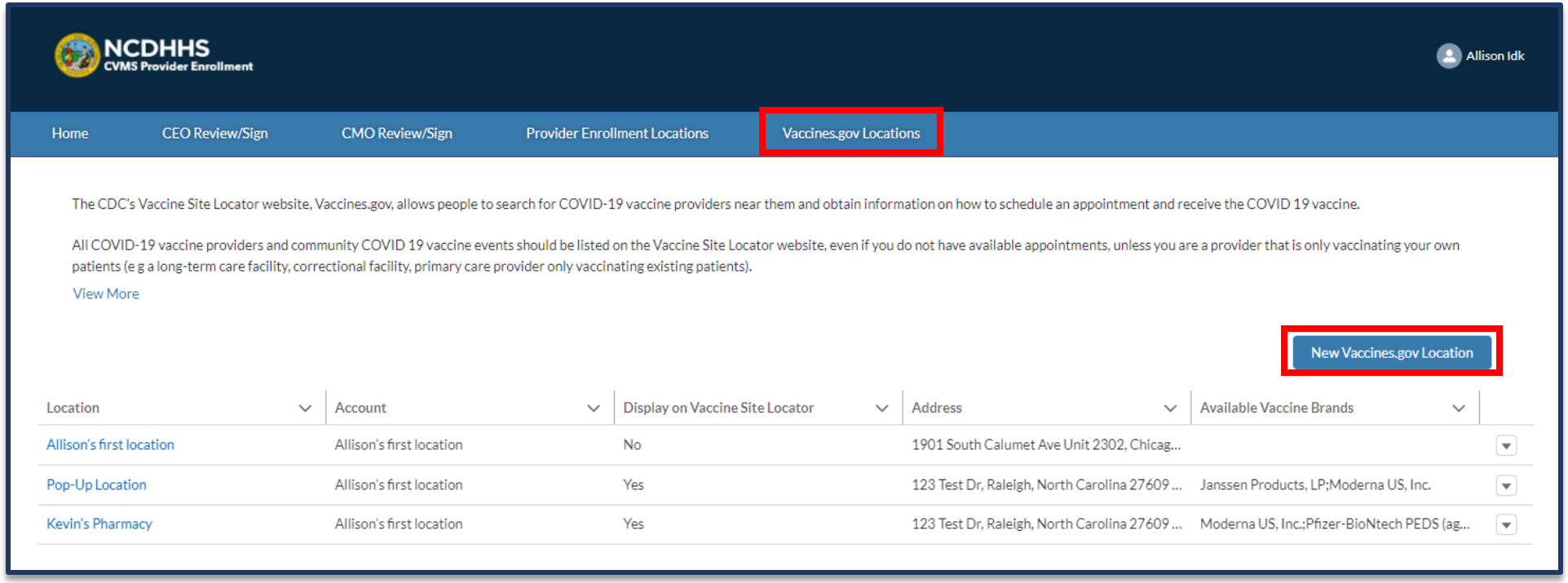
Vaccine Coordinator

How to Display a “Pop-Up” Vaccine Clinic Location on Vaccines.gov

Step 1 of 10: Navigate to Vaccines.gov Locations

You may want to add a “pop-up” vaccine clinic location on the Vaccine Site Locator website (e.g., if you’re hosting a pop-up community COVID-19 vaccine event). Note that this does not impact allocations of where doses are shipped. To do so,

1. Navigate to the **VACCINES.GOV LOCATION** tab
2. Click the **NEW VACCINES.GOV LOCATION** button



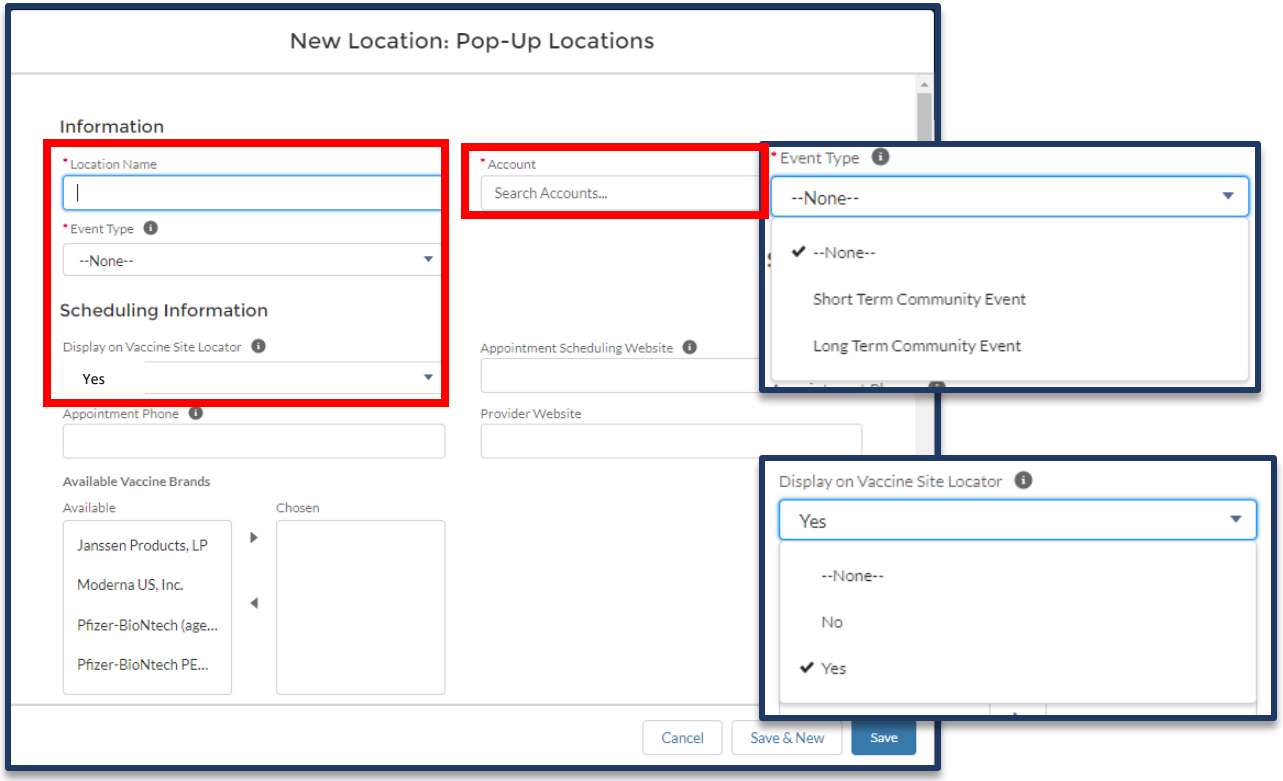
Audience

Organization Administrator

Vaccine Coordinator

Step 2 of 10: Enter New Location Information

1. Enter **LOCATION NAME** (location name must be less than 80 characters)
2. Select an **ACCOUNT**
   - Select your enrolled location account (search by typing the first 3 letters if not showing)
3. Select the **EVENT TYPE**
   - Select “Short Term Event” if the location is a pop-up event that will run for less than 3 weeks
   - Select “Long Term Event” if the location is an event that will run for 3 weeks or longer
4. Set **DISPLAY ON VACCINE SITE LOCATOR** field to **YES**



Audience

Organization Administrator

Vaccine Coordinator

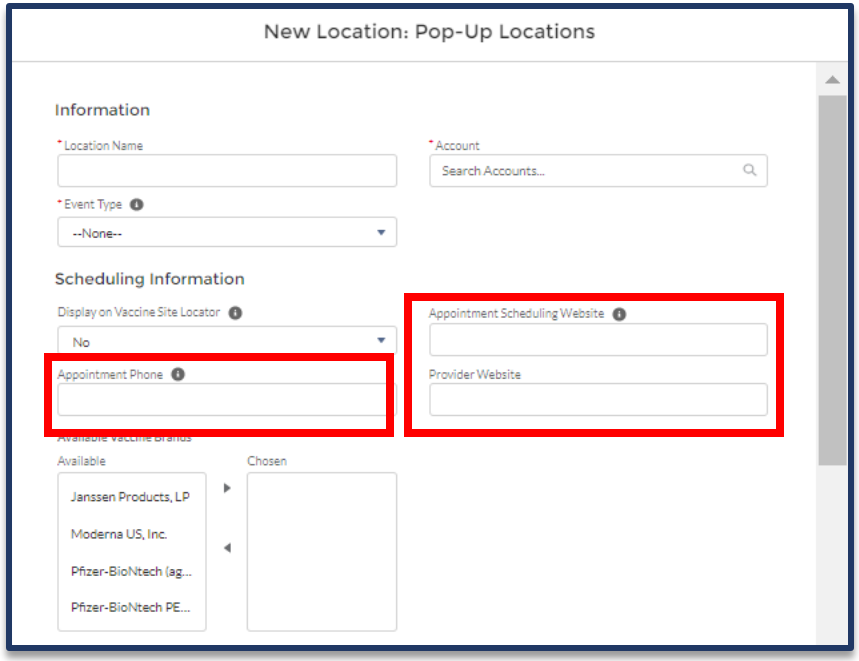
Step 3 of 10: Enter your Appointment Phone Number and/or Website

Enter at least one of the following:

1. A valid **APPOINTMENT SCHEDULING WEBSITE** link to your location's website
   - You should enter the full URL for the website where people can book appointments if applicable
2. A valid **APPOINTMENT PHONE NUMBER**
   - This should be a public phone number that people can call for appointments or information

You can also add the following:

3. Your organization Website address (optional)



Audience

Organization Administrator

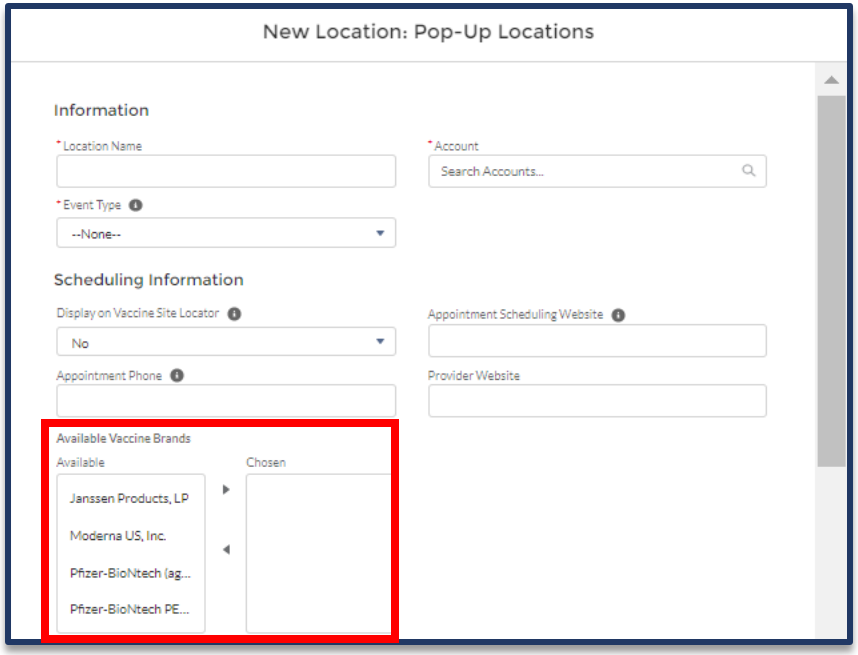
Vaccine Coordinator

Step 4 of 10: Identify Vaccine Brands Your Location Would Administer

Please follow the instructions below:

1. **ADD** COVID-19 vaccine brands available at your location by selecting them in the **Available Box** and clicking the Right-facing Arrow to move them to the Chosen Box
2. **REMOVE** the vaccine brands no longer available by selecting them in the **Chosen Box**, and clicking the Left facing Arrow to move them to the Available Box
3. Continue with any other edits to your location and **SAVE**

Note that you will need to **MANUALLY** manage the vaccine brands people will see on Vaccines.gov.



Audience

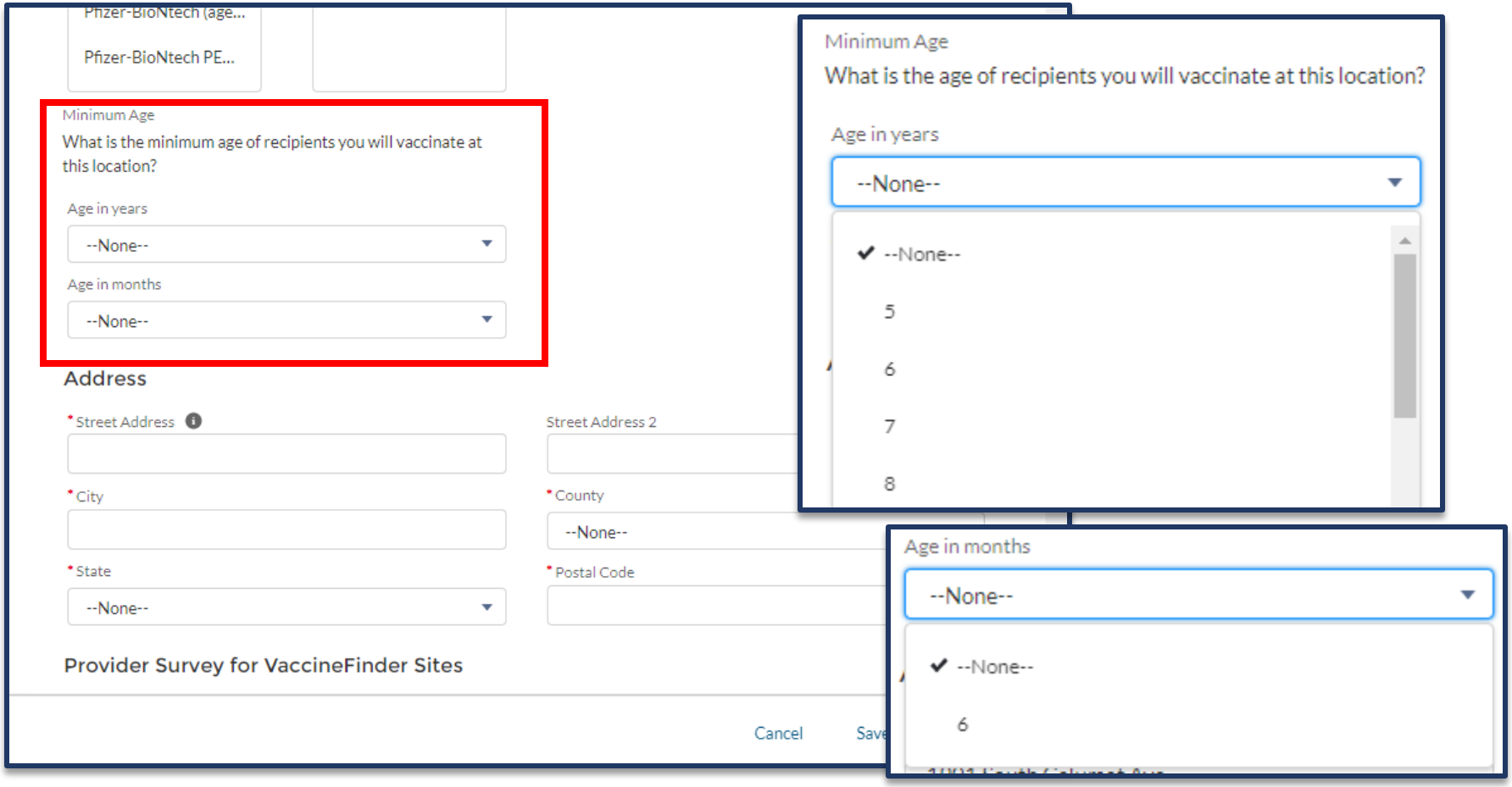
Organization Administrator

Vaccine Coordinator

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Step 5 of 10: Identify the Minimum Age of Recipients Served (Optional)

1. Select the minimum age of recipients that the location serves either in years (starting at 5 up to 18+) or in months (6)



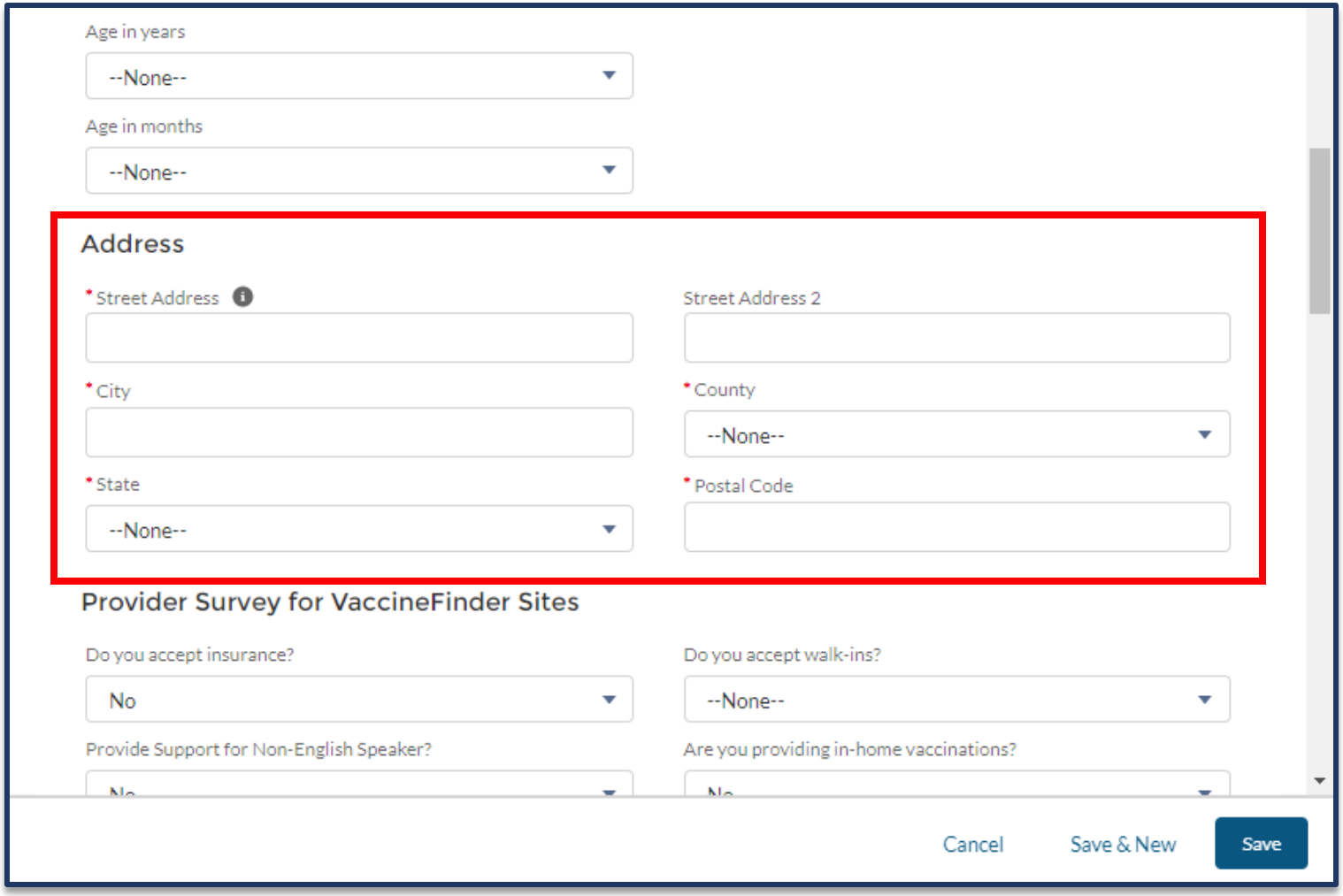
Audience

Organization Administrator

Vaccine Coordinator

Step 6 of 10: Enter Your Location Address

1. Enter **ADDRESS** details
   - The public will use the address listed to navigate to the vaccination site

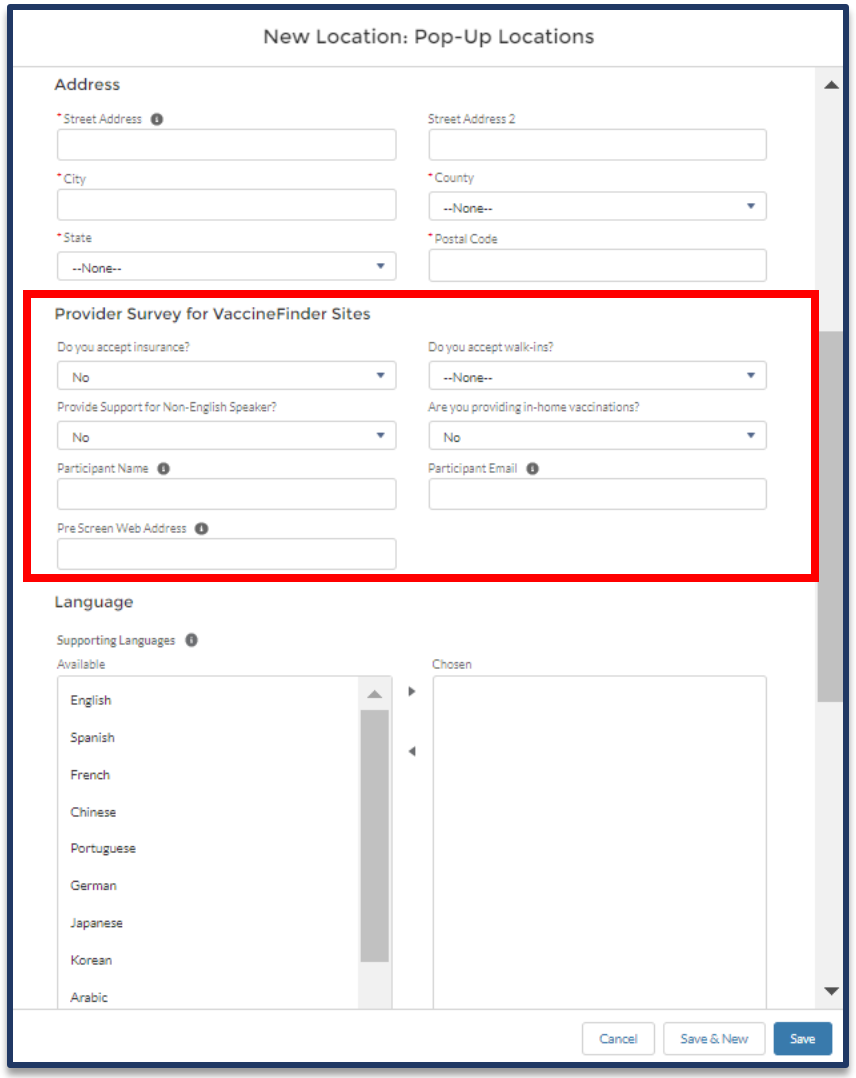


Audience

Organization Administrator

Vaccine Coordinator

Step 7 of 10: Enter Survey Information (Optional)



Complete the **PROVIDER SURVEY** for your vaccination location to share additional information with the public:

1. **Do you Accept Insurance?**
2. **Do you accept walk-ins** (or only appointments)?
3. **Provider Support for Non-English Speaker?** If the answer is Yes, select also supported languages (see next slide in this user guide)
4. **Are you providing in-home vaccinations?**
5. **Participant Name and Email:** this information will not be displayed on the Vaccine Site Locator website, but will serve as a point of contact if there are any questions from NCDHHS
6. **PreScreen Web Address:** enter the direct link to your organization or jurisdiction's pre-screener that is required to make an appointment (if applicable <u>and different from the Appointment Scheduling Website</u>)

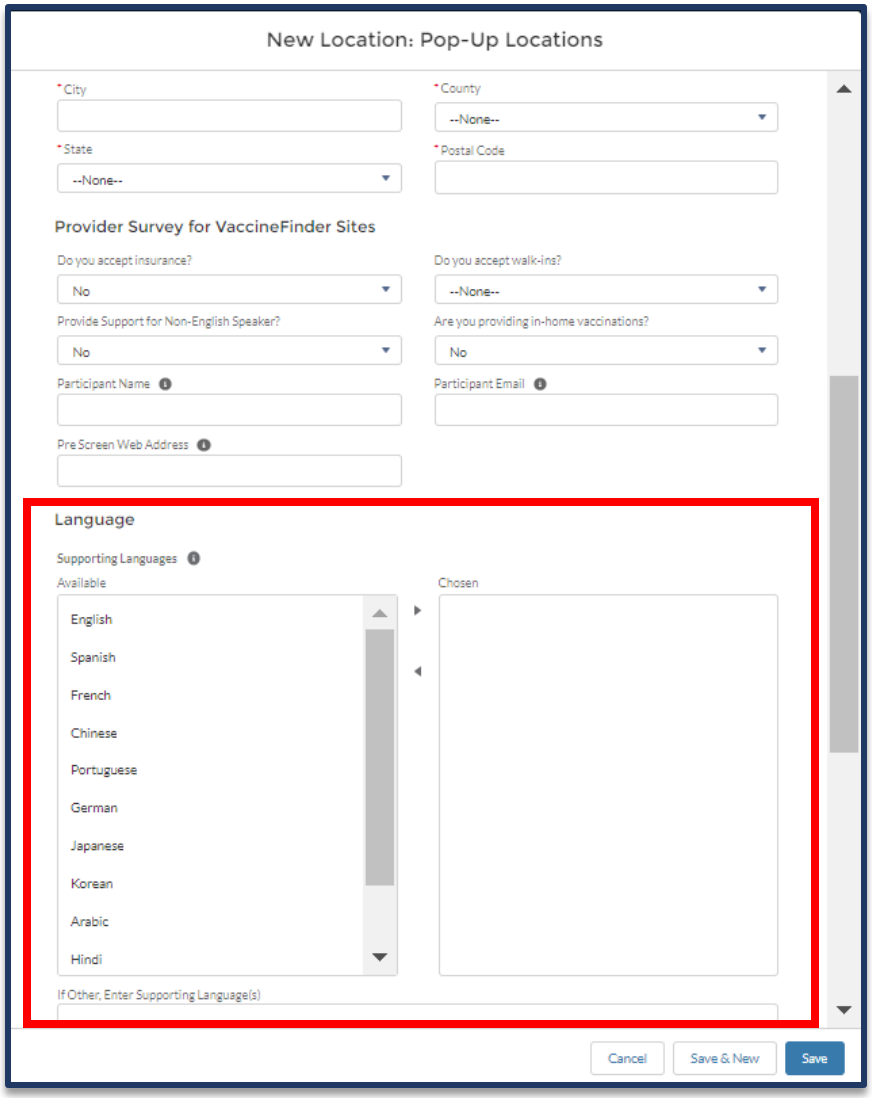
Audience

Organization Administrator

Vaccine Coordinator

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Step 8 of 10: Enter Languages Supported (Optional)



1. Select the **LANGUAGES** that you support at this location

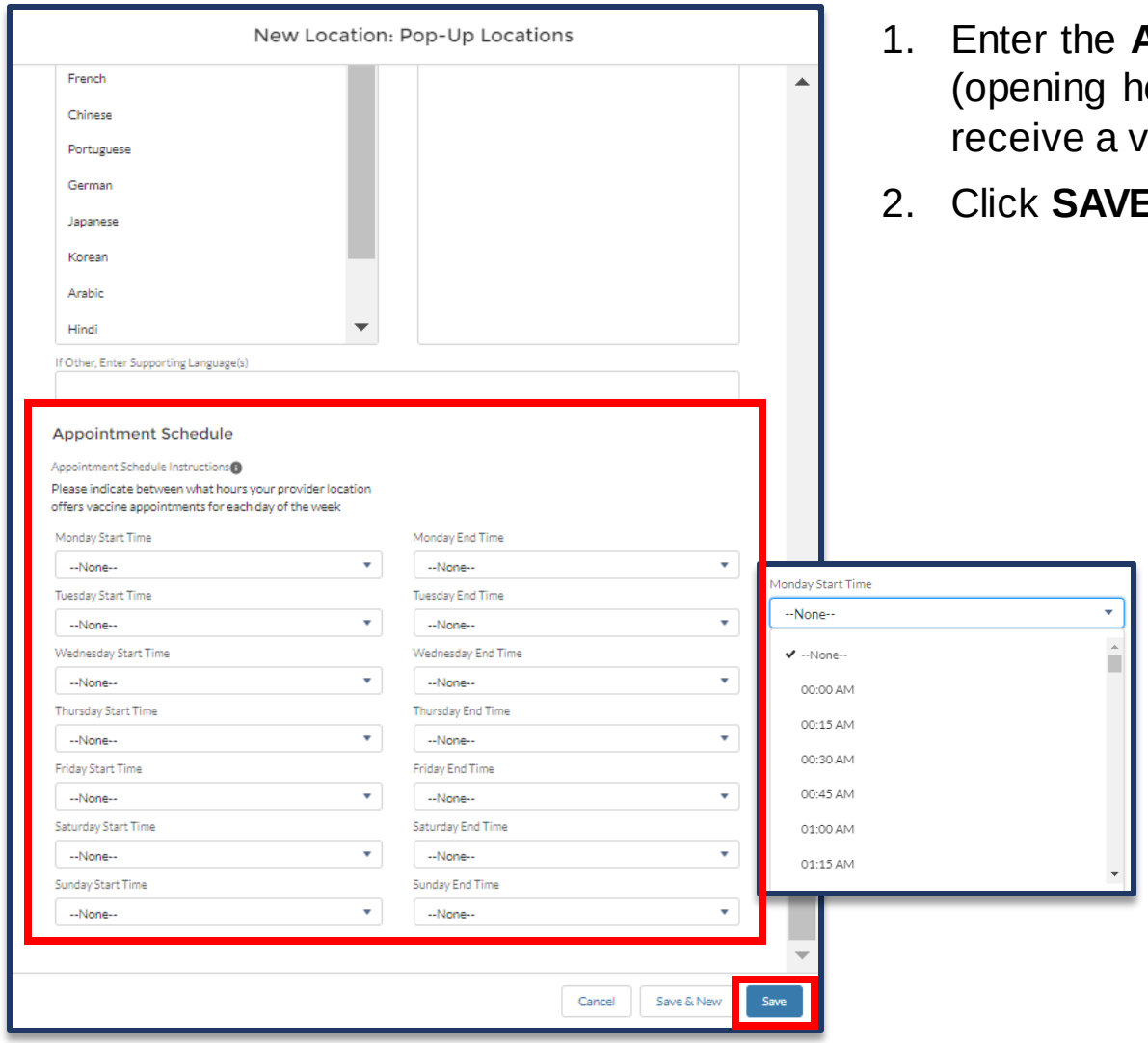
Audience

Organization Administrator

Vaccine Coordinator

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Step 9 of 10: Enter Operating Hours (Optional)



1. Enter the **APPOINTMENT SCHEDULE** (opening hours during which the public can receive a vaccine at your location)
2. Click **SAVE**

Audience

Organization Administrator

Vaccine Coordinator

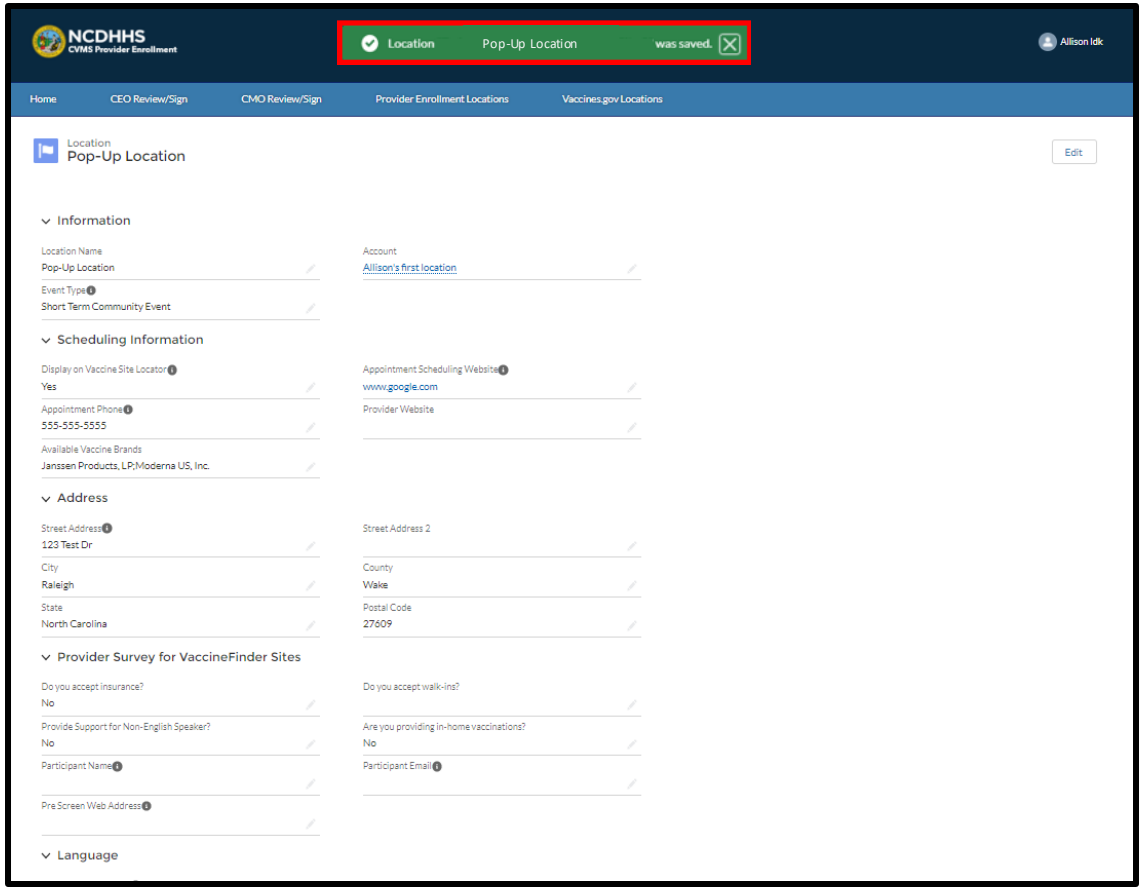
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Step 10 of 10: Confirmation

ALWAYS CLICK SAVE AFTER YOU ARE DONE

Once you are created the location and saved the changes, a success notification will appear at the top of the screen.

If your new location does not populate on Vaccines.gov within 7 business days, contact the [NC Vaccines Help Desk]() for assistance.



Audience

Organization Administrator

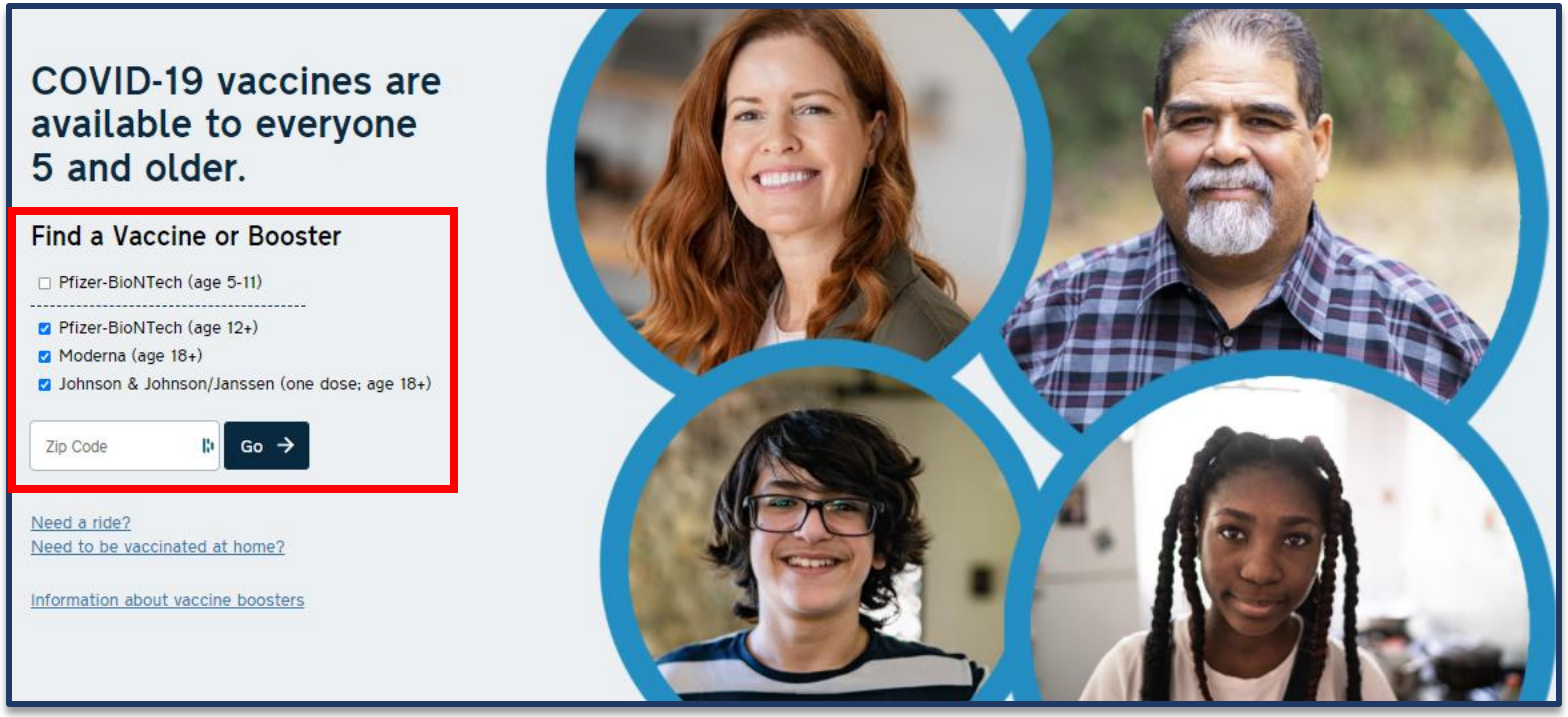
Vaccine Coordinator

How to Maintain Available Vaccine Brands

Maintain Vaccine Inventory

Locations on Vaccines.gov are displayed based on COVID-19 vaccine brands available. So, this information needs to remain up-to-date for the general public.

When a COVID-19 vaccine brand is de-selected from the **CHOSEN** list, the location will not appear on the Vaccine Site Locator website when a recipient searches by that vaccine brand.



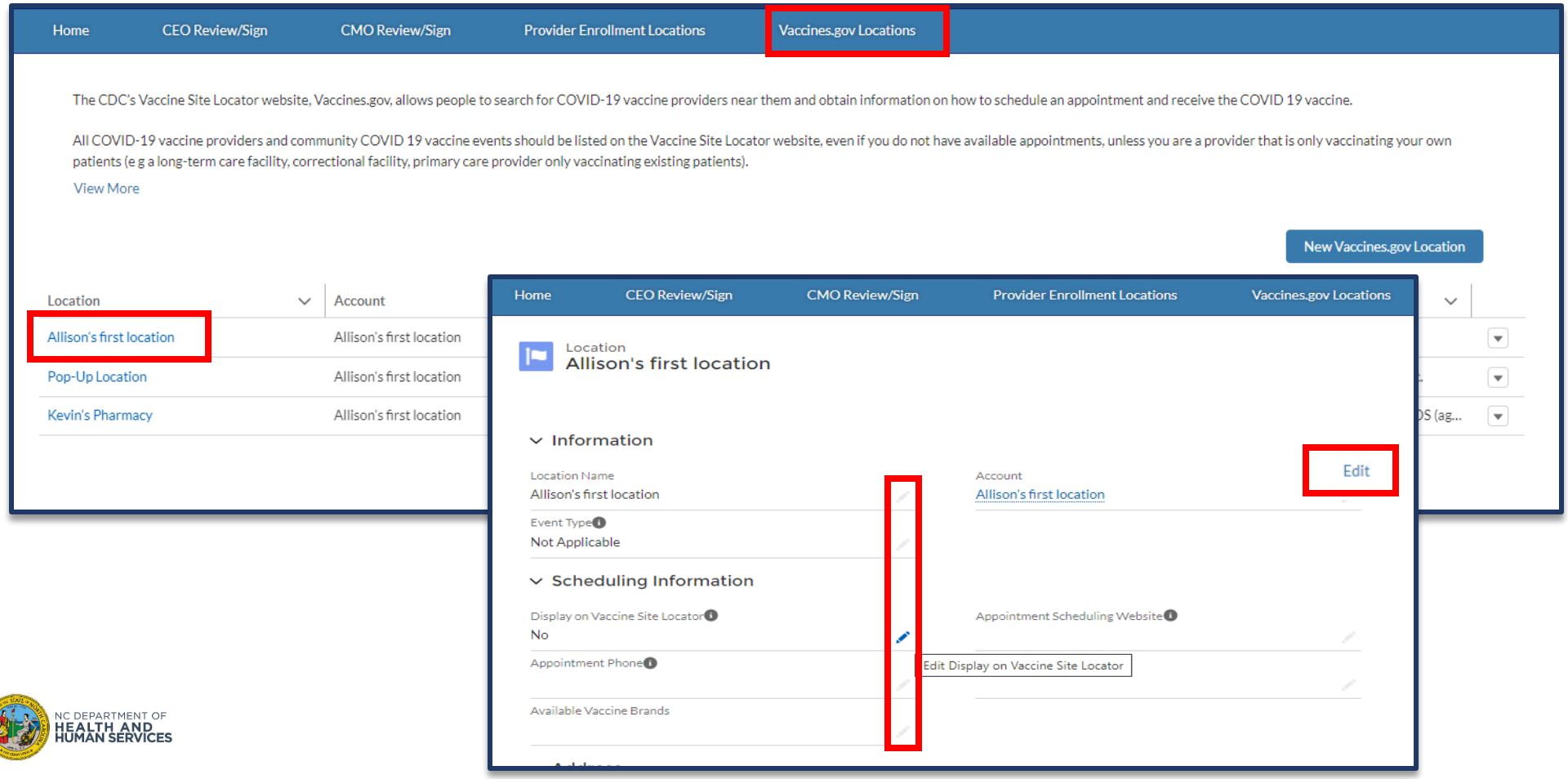
Audience

Organization Administrator

Vaccine Coordinator

Step 1 of 2: Navigate to your Location Record

1. Click on the Vaccines.gov Locations tab
2. Click on your location name to open the record
3. Open record by clicking on the name of the location
4. Either click on the **PENCIL ICON** or **EDIT** button



Audience

Organization Administrator

Vaccine Coordinator

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

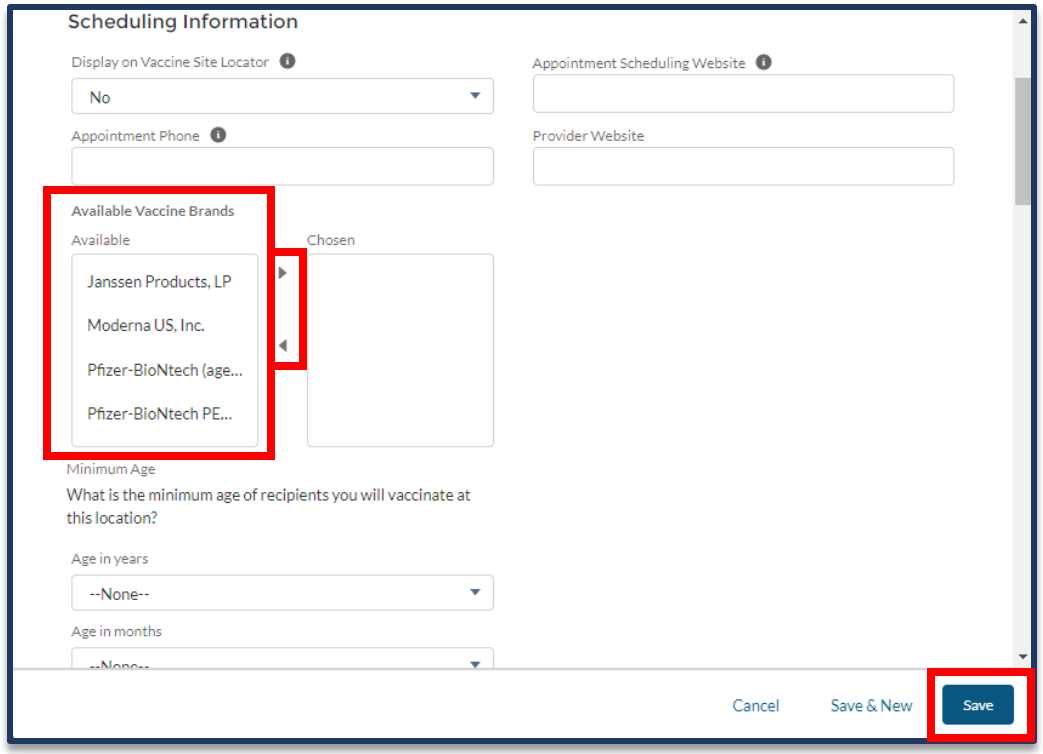
Step 2 of 2: Edit Your Available Vaccines Brands

Please follow the instructions below:

1. **ADD** vaccine brands available at your location by selecting them in the **Available Box** and clicking the Right-facing Arrow ▸ to move them to the Chosen Box

2. **REMOVE** the vaccine brands no longer available by selecting them in the **Chosen Box**, and clicking the Left facing Arrow ◂ to move them to the Available Box

3. Click **SAVE**



Audience

Organization Administrator

Vaccine Coordinator

Appendix

Additional Notes

Key Items:

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

* Red 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.

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

Pause 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, Safari, or Edge 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**
- Internet Explorer and older versions of Edge browsers are not supported.

User Guide Change Log

Version	Date of Change	Changes Made	Author
1	12/10/2021	• Initial document	Niya Nelson
2	1/18/2022	• Updates to document	Renee Safran
3	3/31/2022	• Table of Contents: Updated • 10-15: Updated Screenshots • 14: Added Minimum Age slide • 23-26: Updated Screenshots • 25: Added Minimum Age slide • 34: Updated Screenshot	Darrell Lee