Provider Enrollment Portal

Vaccines.gov Vaccine Site Locator User Guide

For users linked to organizations reporting on NCIR only

Version 3, March 31, 2022

NCDHHS COVID-19 Response
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
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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](https://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!**
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

Tips
Your username is the email address provided upon registration.
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
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.

Tips
The LOCATION NAME field will have to be less than 80 characters.
Click SAVE to save any changes.
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
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)
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.
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)
1. Review and Edit **ADDRESS** details, if necessary
   - The public will use the address listed to navigate to the vaccination site
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 and different from the Appointment Scheduling Website)

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

**Audience**
- Organization Administrator
- Vaccine Coordinator
Step 11 of 13: Select the Supported Languages (Optional)

1. Select the LANGUAGES that you support at this location
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**
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.*
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 Locations tab
2. Click the New Vaccines.gov Location button
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
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)
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.
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)
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

[Image of the address input fields]
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 and different from the Appointment Scheduling Website)
Step 8 of 10: Enter Languages Supported (Optional)

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

Audience

- Organization Administrator
- Vaccine Coordinator
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**
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.
How to Maintain Available Vaccine Brands
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.
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
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**
Appendix
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.

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, 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

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<th>Changes Made</th>
<th>Author</th>
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<tr>
<td>1</td>
<td>12/10/2021</td>
<td>• Initial document</td>
<td>Niya Nelson</td>
</tr>
<tr>
<td>2</td>
<td>1/18/2022</td>
<td>• Updates to document</td>
<td>Renee Safran</td>
</tr>
<tr>
<td>3</td>
<td>3/31/2022</td>
<td>• Table of Contents: Updated</td>
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<td>• 10-15: Updated Screenshots</td>
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