North Carolina COVID-19 Vaccine Management System

Provider Enrollment Portal Account Registration & Password Reset User Guide

Version 3
January 8, 2021
If you have any questions, issues or requests, please go to the CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

* On the home page of the CVMS Help Desk Portal, select the "Vaccine Provider" option to submit your question, issue, or request.

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

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code
   
   NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add “NCA” to the front of the six-digit PIN#)
   
   For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register: VAC2021
3. You will receive an e-mail with your username and temporary password to log into the portal
<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Enrollment Process Overview</td>
<td>5 - 8</td>
</tr>
<tr>
<td>Registration Timing</td>
<td>9 - 11</td>
</tr>
<tr>
<td>Reset Password</td>
<td>12 - 16</td>
</tr>
<tr>
<td>Appendix</td>
<td>17 - 19</td>
</tr>
</tbody>
</table>
In this user guide, we will discuss how to create a CVMS Provider Enrollment Portal Account and how to reset your account password.

The content included in this training is for the following roles: Organization Administrator, CEO, CMO and Primary Vaccine Coordinator.

Additionally, you will need to:
- Use the latest version of Chrome, Firefox, or Safari
- Log into the CVMS Provider Enrollment Portal (link to the portal included in the email inviting you to register)

Now, let’s get started!
Provider Enrollment Process Overview
The COVID-19 Vaccination Program Provider Enrollment Process takes place in the **CVMS PROVIDER ENROLLMENT PORTAL**. The CVMS Provider Enrollment Portal is a cloud-based solution.

**Additional Resources**
- Provider Enrollment Portal (link to the portal included in the email inviting you to register)
- Provider Enrollment Checklist - [https://immunize.nc.gov/providers/covid-19training.htm](https://immunize.nc.gov/providers/covid-19training.htm)

**Relevant Roles**
- Organization Administrator
- Vaccine Coordinator
- Responsible Officer (CEO and CMO)
A provider is anyone who provides and administers healthcare services.

- Pharmacies
- Community health centers
- Hospitals
- Clinics
- Long-term care facilities
- Acute care hospitals
- Urgent care clinics
- Other medical care facilities

**Provider Enrollment Roles**

**Providers**

**Organization Administrator**
- Completes Section A for the entire organization.

**Vaccine Coordinator**
- Completes Section B for their assigned location(s)
- On-site at the location

**Chief Executive Officer (CEO)**
- Reviews and signs on behalf of all locations within the organization

**Chief Medical Officer (CMO)**
- Reviews and signs on behalf of all locations within the organization
**Provider Enrollment Role Checklist**

**COMPLETE THE CHECKLIST** below for EACH ROLE that you serve in your organization

<table>
<thead>
<tr>
<th>Role</th>
<th>Checklist</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organization Administrator</strong></td>
<td></td>
</tr>
<tr>
<td>❑ Register for a Provider Enrollment account</td>
<td></td>
</tr>
<tr>
<td>❑ Mark if your organization is a Redistribution Participant</td>
<td></td>
</tr>
<tr>
<td>❑ Add all locations</td>
<td></td>
</tr>
<tr>
<td>❑ Add your organization’s CEO</td>
<td></td>
</tr>
<tr>
<td>❑ Add your organization’s CMO</td>
<td></td>
</tr>
<tr>
<td><strong>Vaccine Coordinator</strong></td>
<td></td>
</tr>
<tr>
<td>❑ Register for a Provider Enrollment account via the link in the welcome email</td>
<td></td>
</tr>
<tr>
<td>❑ Upload pictures of the interior and exterior of your storage units</td>
<td></td>
</tr>
<tr>
<td>❑ Input all practicing providers at your location</td>
<td></td>
</tr>
<tr>
<td>❑ For locations with at least 25 practicing providers:</td>
<td></td>
</tr>
<tr>
<td>❑ Request &amp; return the Provider Bulk Upload Template to the CVMS Help Desk Portal using <a href="https://ncgov.servicenowservices.com/csm_vaccine">https://ncgov.servicenowservices.com/csm_vaccine</a> (Ref. slide 2)</td>
<td></td>
</tr>
<tr>
<td>❑ Review and sign the CDC COVID-19 Vaccination Program Provider Agreement</td>
<td></td>
</tr>
<tr>
<td>❑ If applicable, review and sign the CDC Supplemental COVID-19 Vaccine Redistribution Agreement</td>
<td></td>
</tr>
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<td><strong>Chief Executive Officer (CEO)</strong></td>
<td></td>
</tr>
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</table>
Registration Timing
Step 1 of 2: When to Register – Organization Administrator & Vaccine Coordinator

- **Organization Administrators** – Register at ANY TIME if your location is eligible to enroll.

- **Primary Vaccine Coordinators** – Register after receiving an EMAIL NOTIFICATION that you are the IDENTIFIED PRIMARY VACCINE COORDINATOR for your location.

- **Backup Vaccine Coordinators** – You will NOT REGISTER for the CVMS Provider Enrollment Portal.

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**Audience**

- **Organization Administrator**
- **Vaccine Coordinator**

**Tips**

All users except Organization Administrators should register only after receiving an email from COVIDenroll@dhhs.nc.gov.

**Update:** The COVIDhelp@dhhhs.nc.gov email mentioned in this screenshot is now retired. Please contact the CVMS Help Desk Portal with any questions!
Step 2 of 2: When to Register – CMO / CEO

CMO / CEO – Register when you receive an email requesting your signature for the PROVIDER ENROLLMENT AGREEMENT.

Tips
All users except Organization Administrators should register only after receiving an email from COVIDenroll@dhhs.nc.gov

Update: The COVIDhelp@dhhs.nc.gov email mentioned in this screenshot is now retired. Please contact the CVMS Help Desk Portal with any questions!
Reset Password
Step 1 of 4: Initiate Password Reset

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

1. Navigate to CVMS PROVIDER ENROLLMENT PORTAL (link to the portal included in the email inviting you to register)
2. Click the FORGOT YOUR PASSWORD?

Tips
Use a password manager to keep your passwords if your provider’s security policy allows it.
You will be prompted to enter your **USERNAME**. You can expect an email from [COVIDenroll@dhhs.nc.gov](mailto: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 receive 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

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**Tips**

Contact the [CVMS Help Desk Portal](#) if you do not receive an email.
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 CVMS Provider Enrollment Portal

**Tips**

The Change Password will change color when all requirements have been met.
Appendix
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.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox or Safari to use this tool.
- Note, Internet Explorer and Edge (Non-Chromium) will not be supported beginning January 2021.
## User Guide Change Log

### Key Items:
- **Date of Change**: Date that any updates were made to the User Guide
- **Changes Made**: Summary of the updates made within the User Guide
- **Impacted Slides**: Specific slides that were updated or changed
- **Author**: The user that made the updates to the User Guide

<table>
<thead>
<tr>
<th>Version</th>
<th>Date of Change</th>
<th>Changes Made</th>
<th>Impacted Slides</th>
<th>Author</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>12/10/2020</td>
<td>Original version</td>
<td></td>
<td>Kevin Kauffman</td>
</tr>
<tr>
<td>2</td>
<td>12/31/2020</td>
<td>Removed link to the Provider Enrollment portal</td>
<td>4, 6</td>
<td>Simon Couderc</td>
</tr>
<tr>
<td>3</td>
<td>1/8/2021</td>
<td>Removed any mention of the 2 CVMS Help Desk emails. Added CVMS Help Desk Portal Information.</td>
<td>1, 2, 8, 10, 11, 15, 18</td>
<td>Courtney Seward</td>
</tr>
</tbody>
</table>