CVMS Provider Portal
Viewing Proof of Vaccination User Guide

Version 3
January 14, 2021

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
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
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Process Overview
The COVID-19 Proof of Vaccination serves as verification of the COVID-19 vaccine dose(s) the recipient has received.

In addition to indicating the number of COVID-19 vaccine doses a recipient has received, it will also indicate the number of doses that may still be required.

This guide is intended for the Healthcare Location Manager and Healthcare Provider profiles.

Note that recipients may access their Proof of Vaccination in the CVMS Recipient Portal.

Additionally, you will need to:

- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers (Internet Explorer or Edge (non-Chromium) will not be supported), and
- Log into your CVMS Provider Portal account at https://covid-vaccine-provider-portal.ncdhhs.gov

Now, let’s get started!
Proof of Vaccination is a document provided by NC DHHS to confirm that a vaccine recipient has received COVID-19 vaccines.

Number of doses indicates the number of vaccine doses that an individual has received. For COVID-19 vaccines, the number of doses received by a vaccine recipient could be one or two.
View Proof of Vaccination for a Recipient

After vaccination, how do you locate proof that a recipient has received a COVID-19 vaccination?
Step 1 of 3: Search for the Recipient

To get started, navigate to the **RECIPIENT TAB**

1. Click the **RECIPIENT TAB** which is the second tab found in the top navigation bar
2. Type your **RECIPIENT’S NAME** in the **SEARCH BAR** and PRESS ENTER
3. Click your **RECIPIENT’S NAME** from the list to open the recipient’s account

**Tasks**

Search for recipient by name to open the recipient account page

**Tips**

Obtain recipient name before searching.

**Audience**

Healthcare Provider

Healthcare Location Manager
Step 2 of 3: Open the Proof of Vaccination

After **CLICKING THE RECIPIENT’S NAME**, their **PERSON ACCOUNT PAGE DISPLAYS.** Information about the recipient appears here.

1. Make sure you are on the **RELATED TAB**
2. To view the proof of vaccination, **NAVIGATE TO THE PROOF OF VACCINATION** and **CLICK RECIPIENT PROOF OF VACCINATION**
3. The **PROOF OF VACCINATION** opens in a **NEW TAB**

Dose indicates if the recipient has received one or two doses of the COVID-19 vaccine.

*Note: If the Proof of Vaccination is empty, the recipient has not received any doses of the COVID-19 vaccine.*
Step 3 of 3: View the Proof of Vaccination

After clicking the URL, **PROOF OF VACCINATION** opens in a new tab

1. If needed, you may print the Proof of Vaccination using your **BROWSER’S PRINT OPTION**

2. Proof of Vaccination indicates if a recipient requires additional doses and when

**Tasks**

View and print proof of vaccination

**Tips**

You may print the proof of vaccination using your browser’s print option if needed.

**Audience**

Healthcare Provider

Healthcare Location Manager
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](https://ncgov.servicenowservices.com/csm_vaccine).

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details 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 Edge (non-Chromium) are not supported.
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

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<td>1</td>
<td>12/10/2020</td>
<td></td>
<td>ALL</td>
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<td>2</td>
<td>1/10/2021</td>
<td>Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information</td>
<td>1, 2, 12</td>
<td>Courtney Seward</td>
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<td>3</td>
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<td>All screenshots have been updated with the correct branding</td>
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