



Vaccine Administration
Management System

User Manual

Front Desk

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Welcome to VAMS

The Vaccine Administration Management System (VAMS) is an easy-to-use, secure, online tool to manage vaccine administration from the time the vaccine arrives at a clinic to when it is administered to a recipient. VAMS is free for public-health-approved clinics, and can be used on computers, tablets, and other mobile devices. It is not a smartphone app, and no installation or download is required for this web-based platform. It supports operations as well as vaccine inventory and administration data collection and tracking for analysis and reporting.

VAMS Portals | Each of the four portals were designed with end users in mind.



Jurisdiction Portal users can use VAMS to:

- Designate specific organizations that serve priority groups (including volunteers) for initial allocation.
- Identify at-risk populations that are a high priority for vaccination.
- Build a database of COVID-19 vaccination clinics in their jurisdiction.
- Access COVID-19 vaccine inventory and administration data for analysis and reporting.



Clinic Portal users can use VAMS to:

- Register their clinic location and add clinic staff as users.
- Set up their clinic schedule with ability to cancel, modify, and/or change recipient appointments (*standard and mobile clinics only*).
- Document and track COVID-19 vaccine administration and waste.
- Monitor vaccine inventory levels.
- View clinic-level reports.



Organization* Portal users can use VAMS to:

- Add priority group members to VAMS to be considered for COVID-19 vaccination.
- Automatically send email notifications to those individuals to register in VAMS and schedule their vaccination appointment(s).



Recipient Portal users** who receive vaccine at a standard or mobile clinic and can use VAMS to:

- Register their account online or using a mobile device.
- Locate a clinic and schedule or cancel vaccination appointments.
- Receive notifications about upcoming appointments or documents for the day of vaccination.
- Schedule and track follow-up vaccination appointments (*if applicable*).
- Receive proof of vaccination.

NOTE: Vaccine recipients at third-party clinics will not use VAMS at all.

*"Organization" refers to any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.

**To use VAMS, vaccine recipients must have an email address, internet access, and the ability to navigate the system or have someone assist them.



Your Role and Activities in VAMS

Your Role in VAMS is Critical to the Clinic's Success

As **front desk** staff, you are the first person vaccine recipients see at the clinic. You will use VAMS to check in recipients, create walk-in appointments, and cancel appointments. The table below illustrates the activities that only you, as the clinic front desk staff, can perform in VAMS.

Activities	Front Desk	Healthcare Professional	Clinic Administrator	Inventory Manager
Serve as clinic point of contact for your jurisdiction			✓	
Manage clinic information (e.g., physical address)			✓	
Set and manage clinic schedule			✓	
Manage clinic's COVID-19 vaccine inventory			✓	✓
Manage (add, edit, remove) VAMS users			✓	
Check in vaccine recipients	✓			
Create walk-in recipient appointments	✓			
Cancel recipient appointments	✓	✓		
Confirm recipient identity	✓	✓		
Administer vaccine to recipients		✓		
View recipients' next-dose eligibility dates		✓		




Front Desk User Manual

This user manual is designed for you.

This manual describes your role and activities (often referred to as “tasks” in this user manual) in VAMS. Detailed instructions on how to perform your tasks are included in each section. This manual also includes an overview of other VAMS user roles and responsibilities to provide context on how you will work with other users in the system.

How to Use this User Manual

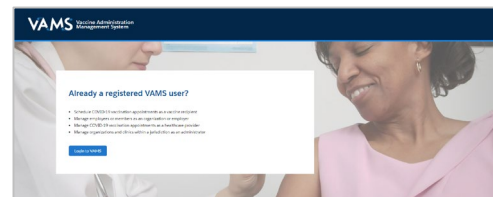
Throughout this user manual, you will see the following components.

Component	Description
NOTE:	Notes are need-to-know pieces of information you should be aware of.
Quick Tip:	Quick Tips are good-to-know pieces of information and tips for getting the most out of VAMS.
➤ Arrows	Arrows indicate action items (e.g., “Click the button”).
• Bullets	Circular bullets indicate information about steps in a process that don’t require action (e.g., “A pop-up window will appear”).
Bright blue hyperlinks	Bright blue hyperlinks link to external pages (e.g., https://vams.cdc.gov/vaccineportal/s).
Gray hyperlinks	Gray hyperlinks in the footer link to section dividers and to this manual’s table of contents (e.g., “Return to Table of Contents” links in the page footers).
Dark blue hyperlinks	Dark blue hyperlinks link to other pages in this manual (e.g., Step 1: Activate Your Account in VAMS).
	Buttons like the one pictured also link to other pages in this user manual.

Navigating VAMS

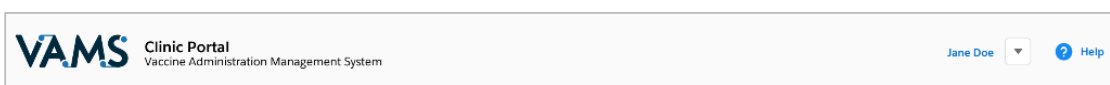
Quick Tip: VAMS works best in the Google Chrome browser but can be accessed via any browser except Internet Explorer. VAMS also works on mobile devices.

To access VAMS once registered, visit the landing page (<https://vams.cdc.gov/vaccineportal/s>) and log in with your user name and password (see the next page for how to activate your VAMS account).



The components listed below are in VAMS to help you navigate the system.

Header/Banner



The **VAMS logo** takes you to your portal's home page. The **Help** link takes you to a list of frequently asked questions (FAQs) that will help you navigate the system. Click the drop-down arrow next to your name in the top right corner of the page to **log out** of the system.

Buttons

Buttons like those shown on the right allow you to start, advance, and complete tasks.

Create Appointment

Tabs

Click tabs on a page to move between pages or page sections. The tab you are currently viewing will be underlined and bolded. Tabs not being viewed will be grayed out.

Recipient Check-In Manage Appointments

Tables

Tables allow users to sort or filter information previously entered in VAMS. You can view entry details by clicking the links in each row.

Recipient Check-In Manage Appointments						
Checked-in Recipients						
4 Items • Sorted by Scheduled Start • Filtered by all service appointments • Status • Updated a few seconds ago						
Scheduled Start	Name	D.O.B.	Gender	Email	Observati...	View Details
7/2/2020, 1:15 PM	Rish Recipient	7/28/1979	Male	richardrecipient@mailinator.com	NO	View Appointment
7/2/2020, 1:15 PM	Amanat Shah	7/1/2020	Male	amanat@doctors.com	NO	View Appointment

A Note About Privacy

To receive COVID-19 vaccine, vaccine recipients must enter data that are considered personally identifiable information (PII) and protected health information (PHI). PII is any data that could potentially identify a specific individual. PHI is information, including demographic information, that relates to the individual's past, present, or future physical or mental health or condition. VAMS complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules. For more information about HIPAA, visit <https://www.cdc.gov/phlp/publications/topic/hipaa.html>.

Activate Your VAMS Account

What you'll need to complete this process

- Access to the internet
- Access to your email account
- Registration email from **vams@cdc.gov**

You must activate an account in VAMS to use the system. After your clinic administrator enters your name and email address in VAMS, you will receive an email with a VAMS registration link.

- Search your inbox for an email from **vams@cdc.gov**.

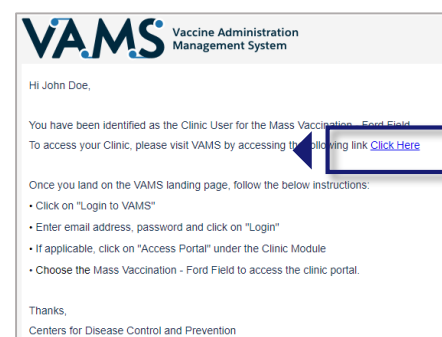
Quick Tip: If this email is not in your inbox, you may need to check your junk or spam mail folders. If you still cannot find the email, contact your jurisdiction's POC.

- Click the **registration link** in the email. This takes you to the account creation page in VAMS.

NOTE: The registration link in your email is for your registration only and cannot be used to register anyone else. Please do not forward it to anyone as the link will not work for them.

- **Verify your email address** (the email address where you received the original VAMS invitation will be prepopulated). Your email address will be your **user name** when logging in to VAMS.
- Create and verify your **password**.
- Check your email account for a **verification code** that will be sent to you immediately after clicking the registration link in your email from vams@cdc.gov. **Enter the verification code.**
- Read the **terms and conditions** and check the box saying you agree.
- Click **Create Account**.

NOTE: Every time you log into VAMS, you must verify your identity by entering your password, and a number you receive via email or SMS, depending on the preferred contact method you choose (two-factor authentication process). After five log-in attempt failures, you will be locked out of the system for one hour.



Upon logging into VAMS, you will be taken to your clinic's Recipient Check-in page.

Section 1

Recipient and Appointment Management

Now that you have activated your VAMS account, you can use VAMS to complete your everyday front desk tasks, including checking in recipients and managing their appointments.

The boxes below are clickable links to the corresponding pages in this user manual.

Check In Vaccine Recipients

Recipient Check-in

Check in recipients manually or with a QR (quick response) code and verify their identity.

Manage Recipient Appointments

Manage Recipient
Appointments

Cancel appointments and create walk-in appointments.



Recipient Check-in

As front desk staff, your main responsibility is checking in vaccine recipients. The process of checking in a recipient includes verifying their appointment in VAMS, confirming their identity, and confirming they have completed the required documents. **The check-in process must be completed before the healthcare professional can administer vaccine to a recipient.**

The first step to check in a recipient is to find their appointment in VAMS. You can find recipients by either scanning their appointment QR code or by manually searching. Review the sections below to learn how to perform these actions.

Use QR Code to Find Recipient Appointment in VAMS

The recipient receives a unique QR code after scheduling their appointment.

- Use a mobile device to **scan the recipient's QR code**. If you are logged into VAMS on the mobile device, scanning the QR code will take you to the recipient's appointment record in VAMS. If you are not logged into VAMS on the mobile device, the log-in screen will appear, and you will need to log in before accessing the recipient's appointment record.
- After finding the recipient's appointment in the table, click the **recipient's name**.

NOTE: 2D barcode scanners are not compatible with QR codes and cannot be used to scan and check in recipients.

Manually Find Recipient Appointment in VAMS

You can manually search for appointments if the QR code is unavailable or you do not have a barcode scanner. Follow the steps below to manually search for appointments:

- Go to the **Appointments table** on the home page.
- Use the drop-down in the table header to **filter** appointments scheduled for today, the next seven days, future appointments, or cancelled appointments. You also can **sort** appointments in the table by clicking any of the column headers to order the rows by those criteria.
- Or you may **search** for an appointment by entering the recipient's name or email address in the search bar at the top right of the appointments table. Note that you can search the recipient's full name or just the beginning of their name. For example, you can find the appointment for a recipient named William Smith by searching for "Will."
- After finding the recipient's appointment in the table, click the **recipient's name**.

Recipient Check-In

Create Appointment

Today's Appointments

Search this list...

Scheduled ...	Name	D.O.B	Gender	Cell Phone	Email	Dose	Vaccine Na...	Cancel App...	View Details
1 Jan 13, 2021, 0...	Valerie Stewart	Nov 18, 1978	Female	(555) 555-5555	vamsuser03...	1st		Cancel	View Appoi...

Recipient Check-in

Notes About Finding Recipient Appointments in VAMS

The search function will only show results from your clinic. If the search shows no results, then the recipient has not scheduled an appointment at your clinic. You can search for appointments at **other clinics** by clicking **Create Appointment** and entering the recipient's email address. The screen that follows will give you information on:

- If the recipient has an appointment at another clinic;
- If the recipient is not yet eligible for their next dose;
- If the email address cannot be found in VAMS;
- Or if they have completed their vaccination series.

Conflicting appointment

Jane Doe currently has the following appointment scheduled:

Recipient details
Jane Doe
 DOB: 10/10/1985
 janedoe@email.com

Appointment details
Downtown Atlanta Mass Vaccination Clinic
 123 Main St
 Atlanta, GA 30301
 Monday, November 08, 2020
 12PM - 12:20PM


Do you want to cancel this appointment and schedule a walk-in at the Downtown Atlanta Mass Vaccination Clinic?

☐ No, keep the existing appointment

☐ Yes, cancel the existing appointment and reschedule a walk-in appointment

[Back](#) [Submit](#)

Audrey Garrett has already completed the vaccine schedule



A vaccination certificate should have been sent to
 vamsuser04@hotmail.com

[Back to Clinic Portal](#) [Search Again](#)

You can find more information on the Create Appointment function in the **Create Walk-in Recipient Appointments** section of this manual.

Recipient Check-in

Completion of Prevacination Questionnaire

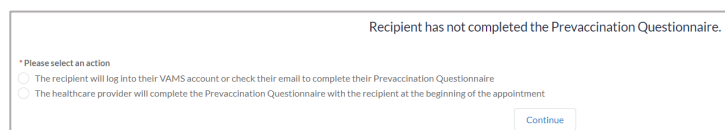
The system will indicate if the recipient has or has not completed their Prevacination Questionnaire. VAMS will allow you to check in a recipient who has not completed their Prevacination Questionnaire but please refer to your clinic's check-in procedure to determine whether you should check in recipients who have not completed their Prevacination Questionnaire.

Recipients should receive a notification prior to their appointment with a link to the questionnaire. Depending on how far in advance the recipient scheduled their appointment, they should have received their notification between 15–20 minutes of appointment confirmation and 12 hours prior to their appointment time.

The Prevacination Questionnaire must be completed before receiving the vaccination.

If they have completed the questionnaire, "The Recipient has completed the Prevacination Questionnaire" will appear on the Validate Recipient screen. If they **have not** completed the questionnaire, you will be directed to a screen telling you "Recipient has not yet completed the Prevacination Questionnaire," and asking you to choose between one of the two options below prior to checking in the recipient.

- The recipient will log into their VAMS account or check their email to complete their Prevacination Questionnaire.
- The healthcare provider will complete the Prevacination Questionnaire with the recipient at the beginning of the appointment.

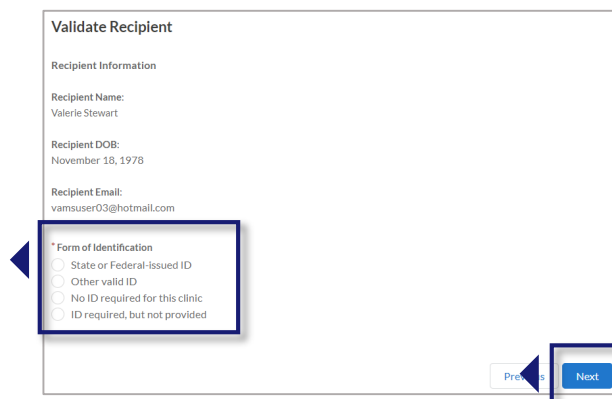


- Select the option that aligns with your clinic's procedures, then click **Continue**.

Validate Recipient Identification

After clicking Continue, you will be taken to the **Validate Recipient** screen.

- You must validate:
 - The recipient's first and last name
 - Their date of birth (DOB)
 - The recipient matches their photo ID, if a photo ID is required
- Select the form of identification the recipient used, or select "No ID required for this clinic," if applicable.
- **Recipients must reschedule their appointment if your clinic requires ID and they do not have a valid ID.**
 - If a recipient does not have a valid ID, select "ID required, but not provided," then click **Next** to cancel their appointment. VAMS sends a notification to the recipient asking them to reschedule their appointment.



- If all information is correct and the recipient is on time for their appointment, click **Next**.



Manage Recipient Appointments

Appointment Status

- After confirming the recipient's identity and clicking **Check-in Recipient**, the recipient's appointment status will change from "Scheduled" to "Checked-In."
- If the appointment is cancelled, the recipient's appointment status will change to "Cancelled."

Canceling Appointments

You can cancel a recipient's appointment by following this process:

Recipient Check-In

Create Appointment

Today's Appointments

Search this list...

Scheduled Start	Name	D.O.B	Gender	Cell Phone	Email	Dose	Vaccine Name	Cancel Appointment	View Details
1 Jan 8, 2021, 06:30:00 PM	John Clark	Jan 20, 1974	Male	(555) 555-5555	c5cc2936-b56a-4822-a155-878c...	1st		Cancel	View Appointment

- On the Recipient Check-In page in the Appointments table, click **Cancel** in the Cancel Appointment column.
- A screen with the appointment details will appear.
- Select a **cancellation reason** from the drop-down menu.
- Click **Cancel Appointment** to cancel the appointment. Click **Keep Appointment** if you no longer want to cancel the appointment.
- A cancellation confirmation message will appear. Click **OK** and you will return to the Clinic Portal home page.

Confirm Appointment Cancellation

Are you sure you want to cancel this appointment?

John Recipient
376ca6a9-a455-490f-8573-f673892a476e@mailslurp.com
9/28/2020, 12:22 PM

* Cancellation Reason
Sick or fever

Cancel Appointment Keep Appointment

Auto-Cancellation of No-Show Recipients

If a recipient does not appear for their appointment after four hours, VAMS marks them as a "no-show," then cancels the appointment. You do not need to take further action.

The system processes these cancellations once per day. Any appointments cancelled before 2 PM will show as cancelled by 6 PM that same evening. Appointments cancelled after 2 PM will show as cancelled the following day. Cancellation emails for no-show recipients will be sent to them via their preferred contact method during these system processes.



Manage Recipient Appointments

Create Walk-in Recipient Appointments

You can create and edit recipient appointments for walk-ins but should always search to see if that person already has an appointment scheduled at your clinic or another clinic first.

NOTE: Recipients wanting a walk-in appointment **must still register in VAMS** before they can make an appointment. Recipients can register in VAMS by following the link sent to their email when their employer or organization added them as a member in VAMS. Recipients can find detailed instructions on how to register their VAMS account in the Recipient User Manual.

- Click **Create Appointment** from the Clinic Portal home page.
- Enter the recipient's **email address** and click **Search**.



After clicking Search, the following scenarios could occur:

Scenario 1

If the recipient **has not registered in VAMS**, a message will appear that reads, "We couldn't find the recipient you're looking for." You can either return to the Clinic Portal or search again.

- Refer the recipient to their registration notification if they have not registered in VAMS.



Please confirm the recipient's email was entered correctly

[Back to Clinic Portal](#)

[Search again](#)

Scenario 2

If the recipient has **completed their vaccination schedule**, a message will appear that reads, "Recipient has already completed vaccination schedule."

Quick Tip: A vaccination schedule is the number of doses a recipient must receive to be completely vaccinated.

- Suggest the recipient **log into VAMS** to view their vaccination certificate.




A vaccination certificate should have been sent to
vamsuser01@hotmail.com

[Back to Clinic Portal](#)

[Search Again](#)



Manage Recipient Appointments

Create Walk-in Recipient Appointments *(continued)*

Scenario 3

If the recipient **has an appointment at another clinic**, a Conflicting Appointment page will appear that includes the date and time of their scheduled appointment.

- You can keep the existing appointment or cancel the existing appointment and schedule a walk-in appointment at your clinic.
- If the recipient wants to keep the existing appointment, select **"No, keep the existing appointment."** Then click **Submit**.
- If the recipient wants to cancel their scheduled appointment and schedule a walk-in appointment at your clinic, click **"Yes, cancel the existing appointment and reschedule a walk-in appointment."** Then click **Submit**.
- The page that follows will ask you to confirm cancellation. Click **Cancel Appointment** to confirm.
- Clicking Cancel Appointment automatically adds the recipient to your clinic's list of appointments and takes you to the appointment confirmation page with the recipient's walk-in appointment details.
- Use these details and/or a QR code to **check in** the recipient.

NOTE: Immediately upon creating the walk-in appointment, the recipient will receive a notification via their preferred contact method asking them to complete the Pre vaccination Questionnaire and review the Emergency Use Authorization (EUA) fact sheets. Both actions must be completed before the recipient can be administered vaccine.

Scenario 4

If the recipient **doesn't have any appointments** scheduled, you can schedule a walk-in appointment by following these steps:

- Click **Schedule Walk-in**.
 - You will be taken to the **appointment confirmation page** with the recipient's walk-in appointment details.
- Use these details and/or QR code to **check in** the recipient. Note that, to be checked in, the recipient will either need to complete the Pre vaccination Questionnaire prior to check-in or agree to complete the Pre vaccination Questionnaire with the healthcare professional during the appointment. As a reminder, the Pre vaccination Questionnaire must be completed before the recipient can be administered vaccine.

NOTES:

- Walk-in appointments will be scheduled for the current time slot. However, advise the recipient of their actual wait time based on your clinic's current capacity.
- After creating the walk-in appointment, we recommend you immediately check in the recipient to ensure you do not lose track of the walk-in appointment in the appointments table.

Section 2

Additional VAMS Functionality

This section will show you how to become eligible to receive COVID-19 vaccination and access multiple clinics easily in VAMS.

The boxes below are clickable links to the corresponding pages in this user manual.

Additional VAMS Uses

Register as a COVID-19
Vaccine Recipient

Learn how to become eligible to receive COVID-19 vaccination.

Access Multiple Clinics in
VAMS

Access different clinics in VAMS if you work at multiple vaccination clinics.



Register as a COVID-19 Vaccine Recipient

Register as a COVID-19 Vaccine Recipient in VAMS

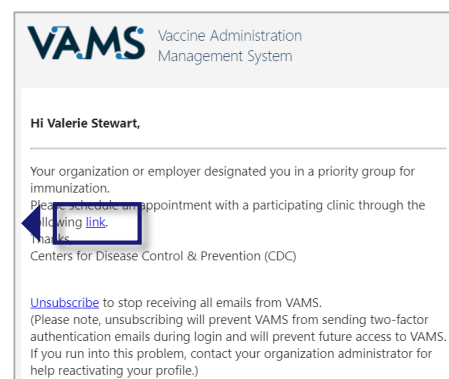
Before you can register as a COVID-19 vaccine recipient, your clinic administrator must register your clinic as an organization in VAMS and then add you as a member of the organization.

After your clinic administrator registers your clinic as an organization and adds you as a member in VAMS, a registration email will be sent to you from vams@cdc.gov with a link to register as a COVID-19 vaccine recipient.

- If you're logged into VAMS, first **log out** by clicking the drop-down arrow next to your name in the upper right corner, then click **Logout**.

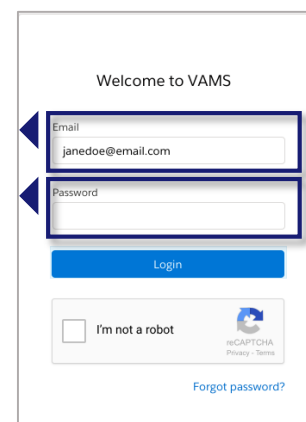
- Open your recipient registration **email notification** and click the link to register your account.

Quick Tip: If this email is not in your inbox, you may need to check your junk or spam mail folders.



- On the next screen, enter the **email address** you use for your clinic user log-in.
- Enter the **same password** you use when logging in as a clinic user. Complete the **reCAPTCHA**, then click **Login**.

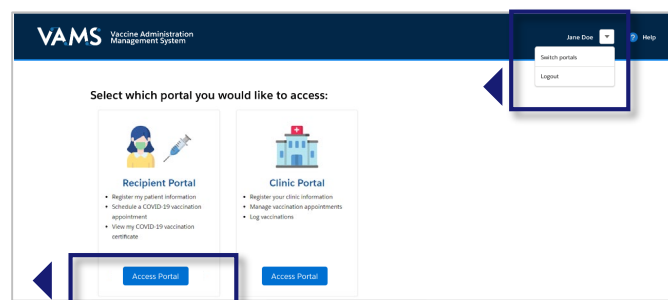
NOTE: You must use the same email address and password to log into VAMS for every user role you hold.



After logging in, you will be taken to the **Portal Selection** screen, where you will have multiple portals to choose from, including the Clinic Portal and Recipient Portal. **You are now officially a VAMS multi-portal user!**

- Click **Access Portal** below the Recipient Portal to complete your recipient registration.

Quick Tip: While logged into VAMS, you can switch portals by clicking the drop-down arrow next to your name in the upper right corner and selecting **Switch Portals**.

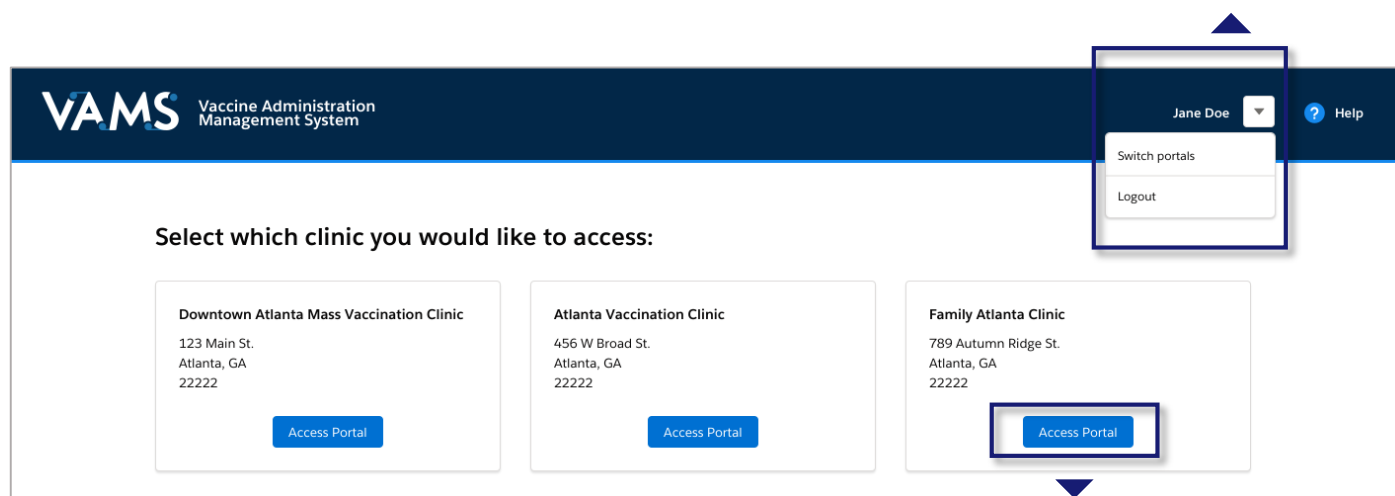




Access Multiple Clinics in VAMS

You may need to perform the same or different user roles at multiple clinics. After the clinic administrator at each clinic adds you as a user for their clinic, you can easily access multiple clinics after logging into VAMS.

- From any page in VAMS, click the **drop-down arrow** next to your name in the upper right corner to access the drop-down menu.
- Click **Switch Portals**.
 - If you have multi-portal access (i.e., you have access to more than one portal—Clinic Portal and Recipient Portal, for example) this will take you to the **portal selection page**. Click the **Clinic Portal** button, then you will see the **clinic selection page** shown below.
 - If you only have multi-clinic access (i.e., you have a clinic role at more than one clinic but do not have access to another portal) clicking **Switch Portals** will take you straight to the **clinic selection page**.



- From the **clinic selection page**, choose which clinic you want to switch to by clicking the **Access Portal** button under the clinic name.

Section 3

Access Support

This section will show you how to find answers to common questions clinic staff may have about VAMS.

The box below is a clickable link to the corresponding page in this user manual.

VAMS Support

Access Support

Know how to find answers to frequently asked questions (FAQs) about VAMS and submit questions to the VAMS Help Desk.

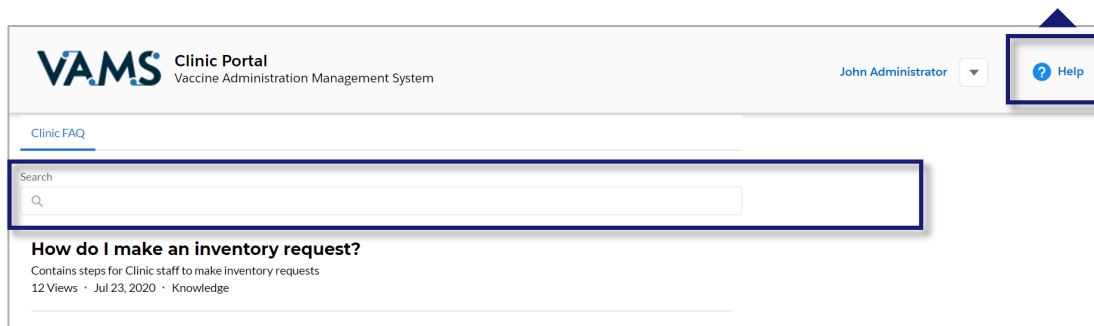
Access Support

Where to Find Additional VAMS Resources and Information

Help Page

The **Help** page has answers to frequently asked questions (FAQs) about the Clinic Portal roles and access in VAMS.

- If you need help when using VAMS, click the Help link in the upper right corner of the navigation bar to find support.
- You can read through the list of FAQs or you can search for a particular topic in the search bar located below the FAQs tab.



Submit a Question

- If you don't find the information you're looking for, you can **submit a question**.
- From the **Help Page**, click **Submit a Question**.
- Click **Submit a Case** and select **New Clinic Case**.
- When logged into the system, your name will be prepopulated in your case.
- **Select the category of your question** (and subcategory, if applicable), select your **jurisdiction**, **type** the subject of your question, then **type** your question in the text box.
- After clicking **Confirm**, a message will appear on the screen confirming your question was sent.
- A response to your question will be sent to you via email from **vamshelp@cdc.gov**.
- Once you receive a response to your question, you can communicate back and forth with the support team by replying to the email.

NOTE: Do not edit the subject line of the email or the support team member who initially responded to your question will not receive it.

Help Desk

If you need additional support, contact the VAMS Help Desk. To ensure jurisdictions and clinics are fully supported, VAMS Help Desk support is **limited to jurisdiction and clinic personnel only**.

Toll-Free Number: +1 833-957-1100

Hours of Operation: 8:00 AM – 8:00 PM EST Monday through Friday

Glossary of Terms

Term	Definition
Emergency Use Authorization (EUA) Fact Sheet	A document produced by the vaccine manufacturer that informs vaccine recipients or their parents or legal representatives about the benefits and risks of a vaccine they are receiving.
Member	An individual being added in VAMS to receive a COVID-19 vaccine.
Multi-Clinic User	A clinic user who performs the same or different roles at multiple clinics registered in VAMS. This user can switch between clinic accounts within the Clinic Portal.
Multi-Portal User	A VAMS user with access to multiple VAMS portals (e.g., a clinic administrator who is also registered as a VAMS recipient can access the Clinic Portal and Recipient Portal).
Organization	Any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.
Prevaccination Questionnaire	Questionnaire recipients must complete prior to receiving vaccine. Healthcare professionals will review this information to ensure there are no contraindications or precautions present before administering the vaccine.
QR Code	A QR code is also known as a quick response code. It is a machine-readable code consisting of an array of black and white squares, typically used for storing URLs or other information for reading by a smartphone camera.
Vaccine Information Statement (VIS)	A document that informs vaccine recipients or their parents or legal representatives about the benefits and risks of a vaccine they are receiving.
Vaccination Clinic	A clinic providing COVID-19 vaccination. Sometimes referred to as “vaccine clinic” in VAMS and this user manual.
Vaccination Schedule	A series of vaccinations, including the timing of all doses, which may be either recommended or compulsory (e.g., there are two vaccine doses that must be administered with an appropriate time interval between them for a COVID-19 vaccination schedule to be complete).