

User Manual

Vaccine Recipient

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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

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

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

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

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.



Vaccine Recipient 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.

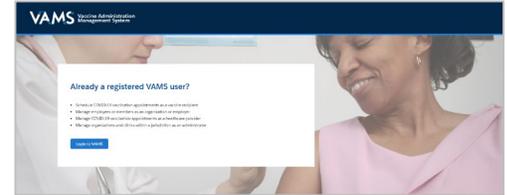
A Note About Privacy

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>.

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 browsers.

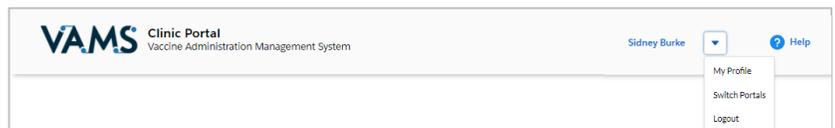
To access VAMS once registered, visit the landing page (<https://vams.cdc.gov/vaccineportal/s>) and log in with your user name and password (see the next page for how to activate your VAMS account).



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

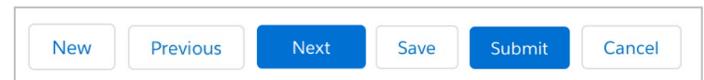
Header/Banner

- 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.
- Log out of the system by clicking the **drop-down menu** located next to your name in the upper right corner of the page and selecting **Logout**.



Buttons

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



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.



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.

Operating hours				Now	⚙
3 items • Sorted by Name • Filtered by my accounts					
Day of week	Start time	End time			
1 Monday	8:00 AM	12:00 PM			
2 Monday	3:00 PM	5:00 PM			Edit
3 Tuesday	9:00 AM	4:00 PM			Delete

Section 1

Getting Started in VAMS

You must activate your VAMS account to schedule a vaccination appointment at a clinic near you. This checklist summarizes the four steps you will take to activate your account and get set up in VAMS.

The links below are clickable and will take you to the corresponding pages in this user manual.

Step	What You Need to Complete this Step
<input type="checkbox"/> Step 1: Activate Your VAMS Account to access VAMS. Follow prompts after clicking the registration link in the email from vams@cdc.gov to complete this step.	<ul style="list-style-type: none">• Access to the internet• Access to your email account• Registration email from vams@cdc.gov
<input type="checkbox"/> Step 2: Provide Personal Information and contact information, including your preferred contact method.	<ul style="list-style-type: none">• Date of birth• Race and ethnicity• Home address• Cell phone number• Preferred method of contact• Insurance information (optional)
<input type="checkbox"/> Step 3: Review Your Information and confirm it is correct.	<ul style="list-style-type: none">• Nothing

□ Step 1: Activate Your VAMS Account

What you'll need to complete this step

- 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 the organization coordinator for your organization enters your name and email address in VAMS, you will receive an email with a VAMS registration link. VAMS will send you up to five reminder registration emails.

- 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 organization coordinator.

- Click the **registration link** in the email. This will take you to the prescreener 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 because the link will not work for them.

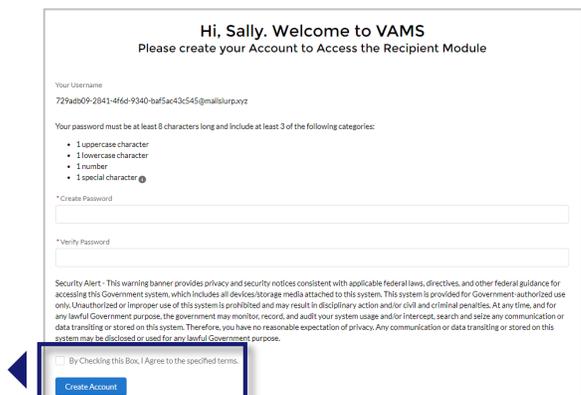
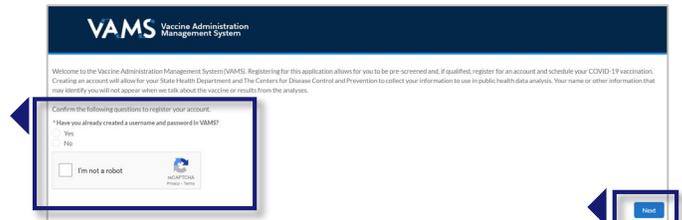
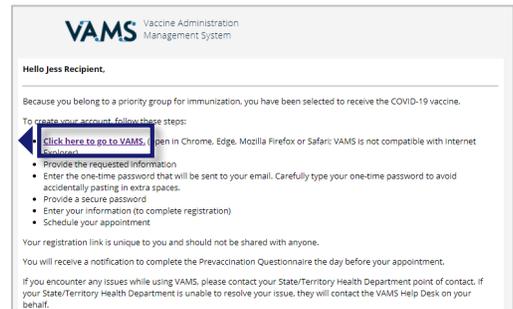
- Respond to the prescreening question, enter your state and county, complete the reCAPTCHA, then click **Next**.
- If you are eligible for vaccination after responding to the prescreening questions, you will progress to the account registration page.

- Check your email account for a **verification code** that will be sent to you immediately after clicking **Next**.

- **Enter the verification code** in the pop-up window in VAMS and click **Submit**.

- Create and verify your **password**.
- Read the terms and conditions and **check the box** saying you agree, then click **Create Account**.

Upon activating your account, you will follow Steps 2–6 to register in VAMS.



□ Step 2: Provide Personal Information

What information you'll need to provide to complete this step

- Date of birth (DOB)
- Race and ethnicity
- Home address
- Cell phone number
- Preferred method of contact

• After activating your VAMS account, you will be taken through the account registration process. The first step of this process is to enter personal information.

• Your name and email address will already be entered since you just activated your account. If needed, you can edit your first and last name during registration.

➤ You are **required** to enter the following information as indicated by red asterisks next to these fields:

- Gender (option to decline to specify)
- Date of birth
- Race and ethnicity
- Home address
- Cell phone number
- Preferred method of contact (email or SMS/text message)

➤ If you select SMS as your preferred contact method, you will be prompted to enter a confirmation code sent to your cell phone. Enter the code, then click **Submit**.

NOTE: If you **unsubscribe or opt out** of notifications, you will no longer receive any notifications from VAMS, including appointment reminders.

• Entering the following information in VAMS is **optional**:

- Middle name
- Home phone
- Emergency contact name and phone number
- Insurance information

➤ Click **Next**.

□ Step 3: Review Your Information

- **Review** your personal and insurance (if applicable) information for accuracy. If any information is inaccurate, click **Previous** to make edits before moving forward.
- **Confirm** all information is correct and complete, then **check the box** confirming the information is correct.
- Click **Finish**. This takes you to the Confirmation page.

Register my account

Recipient Information Review

Demographic information
Fill out the following information for the primary account holder.

Salutation

First name
Sally

Middle name

Last name
Campbell

Gender name
Female

Date of birth
1955-03-25

Ethnicity
Not Hispanic or Latino

Race
Asian, Filipino

Priority group

Contact information
Let us know the best way to send the recipient vaccine info and appointment reminders.

Home address
Street address
711 Lakeside Ct.
Detroit, Michigan 48201
United States

County

Email
7284029-2841-4f56-9340-ba75ac43c545@mailsur.gov

Home phone

Cell phone

The recipient's preferred method of contact for receiving messages about vaccination is
Email

Emergency contact
Let us know who to contact in case of emergencies.

Emergency contact name

Emergency contact number

Insurance

Insurance provider

Policy number

Group number

By checking this box, I confirm the above information is accurate.

Previous Finish

- Click **View Portal** to be taken to the Recipient Portal home page or click **Schedule Vaccination Appointment** to begin scheduling an appointment.

NOTE: After registering, you can log in at any time to review or edit your information through the Recipient Portal tabs and to schedule a vaccination appointment.

Thank you for registering your account.

View your profile or get started scheduling your vaccination appointment.

View portal Schedule vaccination appointment

Section 2

Schedule Your Vaccination Appointment

Now that your VAMS account is activated and ready to use, you can schedule your COVID-19 vaccination appointment. This section will review how to schedule, cancel, or reschedule an appointment and provide information about walk-in appointments.

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

Schedule Your Appointment

Schedule Appointment

Use VAMS to:

- ✓ Complete prescreening question about any past COVID-19 vaccination
- ✓ Find a clinic near you.
- ✓ Select a vaccination appointment date and time.
- ✓ Review your vaccination appointment information.

Reschedule
Your Appointment

Learn how to reschedule a vaccination appointment if needed.

Cancel
Your Appointment

Learn how to cancel a vaccination appointment if needed.

Walk-in Appointments

Learn more about walk-in appointments available at many clinics.



Schedule Your Appointment: Answer Prescreening Question

What you'll need to complete this step

- Knowledge of whether you have received your first COVID-19 vaccine dose and, if so, from which manufacturer. **NOTE:** There is an option to select "I don't remember" for manufacturer.

Scheduling your appointment ahead of time ensures you can receive vaccination quickly.

- Schedule your appointment from the **My Appointments** page or from the **Registration Confirmation** page by clicking the **Schedule Appointment** button.

NOTE: You can only have **one** appointment scheduled at a time. If you have an existing appointment scheduled, you will not be able to schedule another appointment until you cancel or complete the existing appointment.

The screenshot shows the VAMS Recipient Portal interface. At the top left is the VAMS logo and the text 'Recipient Portal Vaccine Administration Management System'. On the right, the user's name 'Kris Edwards' is displayed with a dropdown arrow. Below the header are three navigation tabs: 'My Appointments', 'My Information', and 'My Insurance'. In the bottom right corner, there is a blue button labeled 'Schedule Appointment'.

- Select an answer to the prescreening question, **"Have you received a COVID-19 vaccine?"** from the drop-down menu.
- If you selected **"Yes"** as the answer, the system will prompt you to input the **date of your prior COVID-19 vaccination**.
- The date you're eligible to schedule your second dose depends on the manufacturer you selected in the previous question.
 - If you select Pfizer-BioNTech, you can schedule a second dose 21 days after you received your first dose.
 - If you select Moderna, you can schedule a second dose 28 days after you received your first dose.
 - If you select J&J/Janssen, you cannot schedule a second dose as the J&J/Janssen vaccine is a single-dose vaccine.
 - If you select "I don't remember," you can schedule a second dose 28 days after you received your first dose.

The screenshot shows a form titled 'Before you schedule'. The text reads: 'We do not currently have a record of vaccination for you. Please answer the following questions to schedule your appointment.' Below this is a note: 'Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.' The main question is '* Have you ever received a COVID-19 vaccine?' with radio button options for 'Yes' (selected), 'No', and 'I don't remember'. Below this is another question: '* Which vaccine did you receive?' with radio button options for 'Pfizer-BioNTech Covid-19 Vaccine', 'Moderna COVID-19 Vaccine', 'Janssen (Johnson & Johnson) COVID-19 Vaccine', and 'I don't remember'. At the bottom, there is a field for '* Prior vaccination date' with the value 'Mar 25, 2021' and a calendar icon. At the bottom right, there are 'Continue' and 'Cancel' buttons.

- Once finished, click **Continue**.

The screenshot shows a confirmation screen for 'Janssen (Johnson & Johnson) COVID-19 Vaccine'. The text reads: 'The Janssen (Johnson & Johnson) COVID-19 Vaccine is a one-dose vaccine. If it has already been received, then the vaccination is completed.' Below this is a note: 'Note: If the Janssen (Johnson & Johnson) COVID-19 Vaccine was administered, new appointments cannot be scheduled in VAMS.' The main question is '* Is this correct?' with radio button options for 'Yes, the Janssen (Johnson & Johnson) COVID-19 Vaccine was administered and the vaccination is complete.' (selected) and 'No, a different vaccine was administered.' At the bottom right, there are 'Cancel' and 'Confirm' buttons.

NOTE: If you select that you previously received the J&J/Janssen vaccine, the system will ask you to confirm that selection is correct.



Schedule Your Appointment: Find a Clinic

What you'll need to complete this step

- ZIP/postal code where you want to receive vaccination.

Next, you will be taken to the Clinic Locations page to select the clinic where you'd like to receive vaccination.

- On the Clinic Location page, the ZIP code you entered when registering in VAMS will autopopulate and bring up a list of clinics within 10 miles of that ZIP code. You can also locate a clinic by entering another **address or ZIP code** where you want to receive vaccination. You can **filter** results to locate a clinic within a 5-, 10-, 20-, 50-, or 100-mile radius of your address or ZIP code by clicking the drop-down arrow in the **Within** field.
- Click **Search** and a list of clinics within your selected mile radius will appear.
 - The list of clinics is displayed in a sorted order based on distance and will also show the earliest possible date an appointment is available at the clinics. VAMS will consider if it is your first or second dose appointment and show the appropriate earliest available time slots for your dose at each clinic.
 - Once you select a clinic name in the list view, information about that clinic will populate on the map, including the clinic's location, operating hours, and earliest possible date for your vaccination.
- Click the **clinic name** of your preferred clinic, then click the **Next** button that appears below the map.

NOTE: The **Next** button will only appear once you select a clinic name.

The screenshot shows the 'Clinic location' step of the appointment scheduling process. At the top, there are three tabs: 'Clinic location' (active), 'Date and time', and 'Review'. Below the tabs, a text box prompts the user to 'Enter a location to find available clinics nearby. Select a clinic and click "Next" to view open appointment times.' The search form includes an 'Address or ZIP code' field with '30301' entered, a 'Within' dropdown menu set to '5 miles', and a 'Clinic type' section with radio buttons for 'Standard clinics' (selected) and 'Limited service clinics'. A blue 'Search' button is to the right. Below the form is a map of downtown Atlanta with several red location pins. A 'Clinic Results (3)' panel on the right lists three clinics with their addresses and earliest possible dates: Jefferson Vaccination Clinic (4.0 mi, Mar 1, 2021), Thurston Clinic (16 mi, Mar 4, 2021), and West Events - Jale Seaman Corp (12 mi, Mar 3, 2021). At the bottom right, there are 'Previous' and 'Next' buttons, with 'Next' being highlighted. A note at the bottom of the map area states: 'Note: "Earliest date possible" is an estimate and might change. Select the clinic to see the exact availability.'

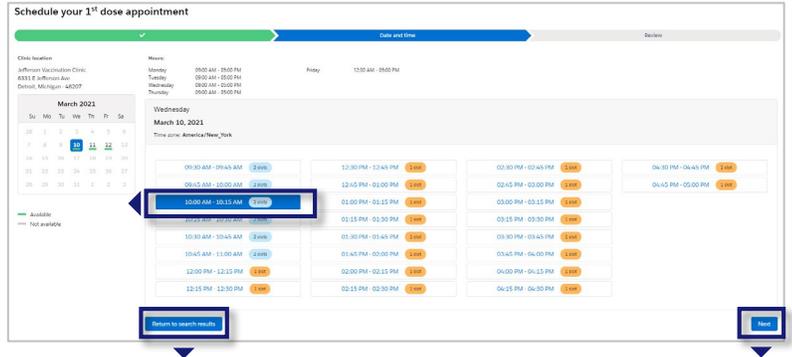
NOTE: Some clinics may be limited service clinics, meaning they are only available to vaccinate members of select organizations they specify. If you are a member of an organization that is part of a limited service group, your clinic search will default to limited service clinics. You may choose to search for a standard clinic instead by using the toggle buttons next to the search radius on the **Clinic Locations** page. If you are not a member of a limited service group organization, your clinic search will default to standard clinics.

Schedule Your Appointment: Select a Time

What you'll need to complete this step

- What date and time you're available for an appointment (keep travel time in mind).

- On the Date and Time page, select an available appointment **date on the calendar** located on the left side of the page. Days with available appointments are underlined in green. Days with no available appointments are underlined in gray. Days completely grayed out are days the clinic is not operating.

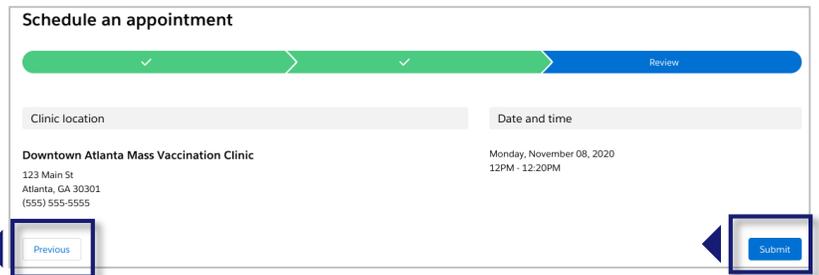


- Select your appointment time by clicking a **time slot**, then click **Next**. Only available time slots will appear. Each time slot will tell you how many appointments are currently available (e.g., "2 slots" means two appointments are currently available at that time). You can also select **Return to Search Results** to return to the list of available clinics.

NOTE: Your selected appointment time slot will be held in the system for 10 minutes. If the appointment is not confirmed by that time, the system will release it.

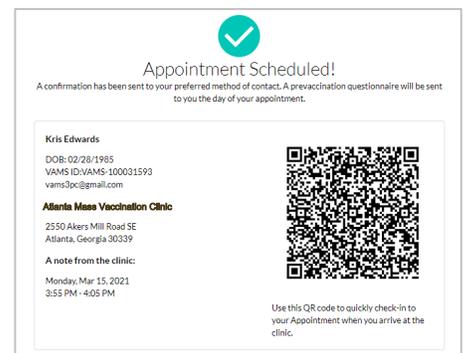
Quick Tip: When considering an appointment, please **allow plenty of time to arrive** on time. Showing up late may result in cancellation and require you to reschedule at a later date.

- Review your selected appointment location, date, and time.
- Click **Submit** to confirm your appointment or **Previous** to make any changes.



- After clicking **Submit**, you will see a confirmation that your appointment has been scheduled. The confirmation includes your appointment details and a QR code.
- You can present this QR code to the front desk staff for a contactless check-in when you arrive for your appointment, if the clinic has QR code scanning capabilities.
- Click **Return to Portal** in the lower left corner to return to the portal home page.

NOTE: You will also receive an appointment confirmation through your preferred contact method.





Schedule Your Appointment: Review

Review Appointment Information

After you return to the portal home page, you can view your appointment information on the My Appointments tab. The My Appointments table on this tab lists all the appointments you scheduled, completed, or cancelled.

- Twelve hours or less before your appointment, a new alert will appear above the My Appointments tab with a link to a Prevacination Questionnaire. **You must complete the questionnaire before receiving vaccine.** Information about the vaccine will be in EUA Fact Sheets.
- [Section 3: Receive Your Vaccine](#) provides detailed instructions for completing this questionnaire.

The screenshot shows the VAMS Recipient Portal interface. At the top, it says 'VAMS Recipient Portal Vaccine Administration Management System' and 'Kris Edwards'. Below the navigation tabs, there is an alert: 'Action Required: Please complete the Prevacination Questionnaire for your upcoming appointment.' Below the alert is a table titled 'My Appointments'. The table has columns for Date, Time, Clinic Name, Status, and View Details. One appointment is listed: Monday, March 15, 2021, 3:55 PM - 4:05 PM, Atlanta Mass Vaccination Clinic, Scheduled. A 'View Details / Modify' button is highlighted in the far-right column of the table.

- To view details about a particular appointment, click **View Details/Modify** in the far-right column of the table.
- A new window will appear with the same details you saw on the appointment confirmation page (e.g., clinic address and QR code).

The screenshot shows a confirmation page titled 'Your Appointment is Scheduled!'. It contains the following information:

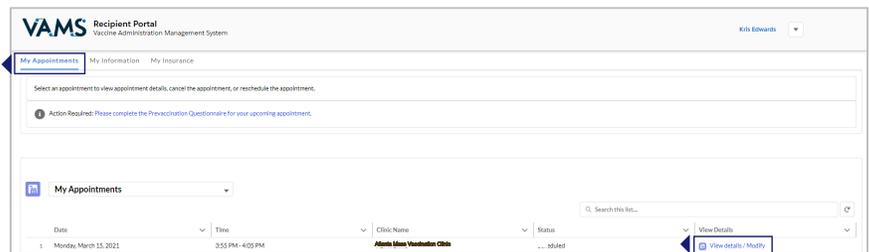
- Recipient Information:** Kris Edwards, DOB: 02/28/1985, VAMS ID: VAMS-100031593, vams3pc@gmail.com
- Clinic Information:** Atlanta Mass Vaccination Clinic, 2550 Akers Mill Road SE, Atlanta, Georgia 30339
- Appointment Note:** A note from the clinic: Monday, Mar 15, 2021, 3:55 PM - 4:05 PM
- QR Code:** A large QR code for check-in.
- Instructions:** Use this QR code to quickly check-in to your Appointment when you arrive at the clinic.
- Buttons:** Reschedule appointment (blue), Cancel Appointment (red)
- Disclaimer:** Click the "Reschedule appointment" button below to search for a new appointment. Your current appointment will not be canceled until you confirm the new one.

Reschedule Your Appointment

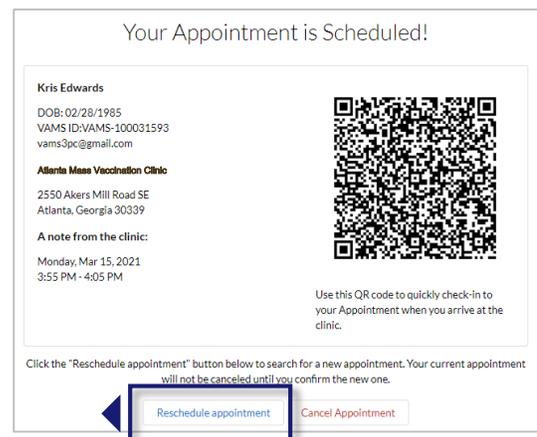
You must use VAMS to reschedule your appointment. Click **Reschedule Appointment** in your appointment confirmation email to access VAMS or log into VAMS directly.

Follow these steps to reschedule an appointment in VAMS:

- Click on the **My Appointments** tab.
- Click **View Details/Modify** for the appointment you want to reschedule.



- Click **Reschedule Appointment** on the Appointment Details page.



- The system will walk you through the same pages to search for and schedule a new appointment as you did to schedule your first appointment (see [Schedule Your Appointment: Find a Clinic](#) in Section 2 for more information on this process).

NOTE: The system will not cancel your current appointment until you confirm a new appointment. As a reminder, you can only have one scheduled appointment at a time.

- You will receive a confirmation message for your new appointment via your preferred contact method.

Cancel Your Appointment

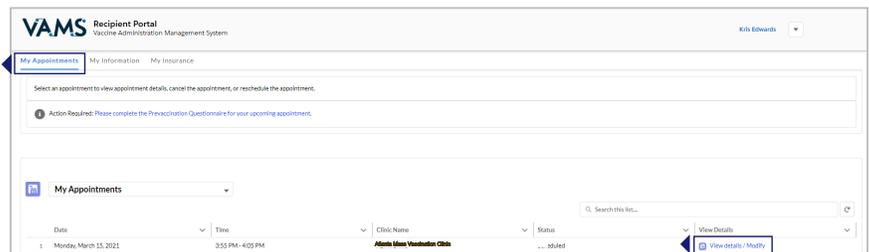
You must use VAMS to cancel your appointment. Click **Cancel Appointment** in your appointment confirmation email to access VAMS or log into VAMS directly.

NOTE: Appointment cancellation policies may vary among clinics. Contact your clinic for more information.

Follow these steps to cancel an appointment in VAMS:

➤ Click on the **My Appointments** tab.

➤ Click **View Details/Modify** for the appointment you want to cancel.



➤ Click **Cancel Appointment**.

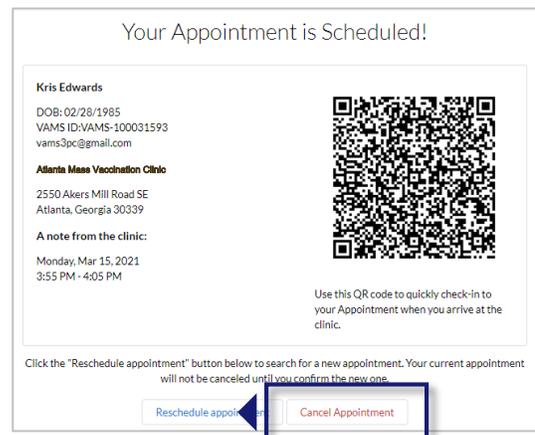
• A pop-up window will appear confirming you want to cancel the appointment.

➤ Select a reason for cancellation from the drop-down menu.

➤ If you want to proceed, click **Cancel Appointment**.

➤ If you want to keep the appointment, click **Keep Appointment**.

• A pop-up window will appear confirming the appointment has been cancelled.



NOTE: If a clinic cancels your appointment for any reason (e.g., an inventory shortage), you will receive a reason for the cancellation in your cancellation notification via your preferred contact method.

Walk-In Appointments

Some clinics may allow walk-in appointments if you do not have a scheduled appointment.

You may also request a walk-in appointment even if you already have an appointment scheduled at a different clinic or if you already have an appointment scheduled at that clinic but would like to be seen sooner. Regardless, **you must perform the following steps before requesting a walk-in appointment at a clinic:**

- ✓ **Register in VAMS.**

Quick Tip: Walk-in appointment availability may vary at each clinic. Contact your desired clinic for more information.

Follow these steps to request a walk-in appointment:

- Locate and travel to a clinic. Make sure you check the clinic operating hours to confirm the clinic will be open when you arrive.
- Inform the front desk staff that you would like a **walk-in appointment**.
- The front desk staff will request your email address or your first and last name and date of birth to see if you are already registered in VAMS.
- The front desk staff will confirm you **do not have any vaccination appointments scheduled** in the system and then schedule a walk-in appointment at the current clinic. This process will create a QR code for check-in. You can immediately log into VAMS and complete your Prevacination Questionnaire, or you can complete the questionnaire with the healthcare professional during your appointment. This must be completed before you receive vaccine.

NOTE: The front desk staff will check you in after creating your walk-in appointment, but you may have to wait to be seen until a healthcare professional is available.

- If you already **have an appointment scheduled at another clinic**, the front desk staff can provide you with information about the appointment so you can decide if you want to:
 - Keep the existing scheduled appointment or
 - Cancel the existing appointment and have the front desk staff schedule a walk-in appointment at that clinic.
- If the front desk staff schedules a walk-in appointment for you, the process will create a QR code for check-in.



Conflicting appointment

Jane Doe currently has the following appointment scheduled:

Recipient details
Jane Doe
 DOB: 10/10/1985
 jane.doe@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](#)

Section 3

Receive Your Vaccine

This section tells you what to expect and what needs to be done before and after your vaccination appointment and how VAMS can help you complete these tasks.

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

Get Vaccinated

Steps to Take Before Your Appointment

Receive your appointment confirmation and complete the Prevaccination Questionnaire required for vaccination. Review the vaccine information provided to you before your appointment.

Steps to Take After Your Appointment

Schedule your next vaccination appointment and report any side effects (if applicable).

Steps to Take Before Your Appointment

Here's what to expect leading up to and on the day of your appointment.

Pre-Appointment Notifications

You will receive the following notifications through your preferred contact method.

NOTE: If you unsubscribe/opt out of notifications, you will no longer receive appointment reminders, the reminders listed below, or any other electronic communication from VAMS.



Appointment Confirmation: This includes appointment details like date, time, location, what to bring, and a link to cancel or reschedule the appointment.



Appointment Reminder with Prevacination Questionnaire and Emergency Use Authorization (EUA) Fact Sheets. This includes:

- A link to the [EUA Fact Sheets on CDC's website](#). These documents will provide information you need to know about the vaccine.
- A link to the **Prevaccination Questionnaire**. You must complete the questionnaire before receiving vaccination.

The **Prevaccination Questionnaire** will look similar to the screenshot below and require you to **answer questions** about your health and acknowledge receipt of the vaccine information provided before receiving vaccination.

It is important you answer these questions truthfully. Your answers are used to determine if you can receive a vaccine on the day of your appointment.

NOTE: Your current health status may require you to reschedule your appointment.

➤ Answer the questions in the questionnaire.

➤ Click **Next**.

Prevaccination Questionnaire for Jane Doe

Complete the questions about your medical information below.

- Are you feeling sick today?
 - Yes
 - No
- Have you ever received a dose of COVID-19 vaccine?
 - Yes, I received the Pfizer-BioNTech COVID-19 vaccine
 - Yes, I received the Moderna COVID-19 vaccine
 - Yes, I received the Janssen (Johnson & Johnson) COVID-19 vaccine
 - Yes, but I don't know which COVID-19 vaccine I received
 - No

NOTE: This is only a sample of the first few questions that may be on the Prevaccination Questionnaire.

As referenced in [Section 2: Schedule Your Vaccination Appointment](#), you can also access the Prevaccination Questionnaire through VAMS. An alert appears above the My Appointments tab 12 hours before your appointment time.

NOTE: You must complete the Prevaccination Questionnaire before you receive vaccination. You can complete the questionnaire before your appointment by logging into VAMS or during your appointment.



Steps to Take Before Your Appointment

(continued)

Timing of Notifications

When you receive the **Appointment Reminder with EUA Fact Sheets** and **Prevaccination Questionnaire** notification depends on how far in advance you schedule your appointment.

If your appointment is...



...TODAY

If you select an appointment time that is the **same day**, you receive notifications:

- Within 15-20 minutes of appointment confirmation



...TOMORROW

If you select an appointment time for the **next day**, you receive notifications:

- If appointment is **before 12 PM the next day**, 9 PM the night before the appointment
- if appointment is **after 12 PM the next day**, 12 AM the day of the appointment



...1+ DAYS AWAY

If you select an appointment **more than 24 hours away that is not scheduled for the next day**, you receive notifications:

- 12 hours before your appointment

NOTE: All times shown will align with your local time zone.

Arriving for Your Appointment(s)

When arriving for your appointment, it is recommended you bring the following items:

- One of the options below:
 - **Printed copy** of your appointment confirmation, including your appointment-specific QR code (click Ctrl + P to print the QR code from VAMS).
 - OR
 - Your cell phone/mobile device with your appointment confirmation **QR code for contactless check-in**.
- Government-issued ID (required at some clinics)

NOTE: If your clinic requires a government-issued ID and you do not provide one, the clinic will cancel your appointment. You must then reschedule your appointment.



Steps to Take After Your Appointment

Here's what to expect **after** your appointment.

Schedule Your Next Appointment

If the vaccine you receive requires a second dose, it's important that you schedule your next appointment so you can make sure you get both COVID-19 vaccine doses to be protected.

After you receive your first dose, you can immediately schedule an appointment to receive your next dose. The appointment times available to you will depend on the vaccine protocol, meaning you will not be able to schedule an appointment for any date before the next dose is actually due.

If you don't schedule your next appointment right away, you will get a reminder notification to do so. This notification is sent through your preferred contact method and includes a link to schedule your appointment in VAMS. You will also see a notification on the Recipient Portal home page when you log into VAMS telling you when you are eligible for your next dose.

The steps for scheduling your next appointment are the same as those in [Section 2: Schedule Your Vaccination Appointment](#).

Post-Appointment Notifications

You will receive the following notifications after your appointment through your preferred contact method.

NOTE: If you unsubscribe or opt out of notifications, you will no longer receive appointment reminders, the reminders listed below, or any other notifications from VAMS.



Schedule your follow-up appointment: Confirms receipt of first vaccine dose and provides information on when and how to schedule your next appointment, if required.



Schedule your follow-up appointment reminder: A reminder to schedule your next appointment if you haven't done so already, if required.



Possible side effect follow-up: A reminder on how and when to report any serious complications (adverse events) that may arise after vaccination to ensure your safety.



Steps to Take After Your Appointment

(continued)

View Your Vaccination Certificate

After receiving each dose of the vaccine, you will receive a vaccination certificate. If the vaccine you received requires a second dose and you have only received the first dose, you will see the notification below in VAMS that shows that you have received 1 out of 2 doses required for your vaccination schedule. After you have completed all required vaccine doses for vaccination, the vaccination certificate will confirm that you have successfully received COVID-19 vaccination and may be used as your proof of vaccination, if required.

- Click **View your vaccination certificate** on the Recipient Portal home page.



- Clicking this link will open the Certificate of COVID-19 Vaccination window. Here you may view and download a PDF of your certificate.

Certificate of COVID-19 Vaccination

This is to certify that TX Org Employee, date of birth July 08, 1975, Male, has on the date indicated been vaccinated against COVID-19.

Vaccination History:

Date Administered	Product	Manufacturer	Lot Number	Clinic
7/29/2020			03H3Y	
7/29/2020			03H3Y	

[Download Pdf](#)

OK

Glossary of Terms

Term	Definition
Adverse Event	Any health problem that occurs after vaccination.
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	Any worker, staff member, volunteer, or other personnel being added in VAMS to receive COVID-19 vaccination.
Organization	Any institution, association, company, or other group that will enter into VAMS information about their essential workers or at-risk individuals eligible for COVID-19 vaccination.
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 vaccine.
Recipient	Any individual who registers in VAMS to receive COVID-19 vaccination.
Vaccination Clinic	A clinic administering COVID-19 vaccine. Sometimes referred to as a "vaccine clinic" in VAMS and this user manual.