VAMS Vaccine Administration Management System

User Manual

Standard & Mobile Clinic Healthcare Professional

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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.*

Your Role and Activities in VAMS

Your role in VAMS is critical to making sure recipient vaccinations are successful.

As a **healthcare professional (HP)**, you will use VAMS to manage the COVID-19 vaccine administration process for recipients. In VAMS, you can cancel recipient appointments, review recipient information, log vaccination, and view dates when recipients can get the second dose of vaccine.

The table below illustrates the activities that only you, as the HP, can perform in VAMS.

Activities	Standard & Mobile Clinic Healthcare Professional	Standard & Mobile Clinic Administrator	Inventory Manager	Front Desk
Serve as the clinic point of contact (POC) for your jurisdiction *(Typically, the clinic administrator serves as the clinic POC.)*		✓		
Manage clinic's information (e.g., physical address)		✓		
Set and manage clinic's schedule		✓		
Manage (add, edit, remove) VAMS users		✓		
Manage clinic's COVID-19 vaccine inventory		✓	✓	
View and export Inventory Vaccine Level report	✓	✓		
Check in vaccine recipients				✓
Create walk-in recipients' appointments				✓
Cancel recipients' appointments	✓			✓
Confirm recipients' identity	✓			✓
Access and review recipients' records (name, date of birth [DOB], known allergies, etc.); add notes to record (if applicable)	✓			
Log vaccination (vaccine information, outcome, and waste, if applicable)	✓			
View recipients' next-dose eligibility dates	✓			
View and export Vaccination Administration and Scheduled Appointment reports	✓			

NOTE: Third-party clinics operate differently than standard and mobile clinics. As such, third-party clinics have different role requirements and permissions. For information and instructions specific to the role of a third-party clinic healthcare professional, please contact your clinic administrator to request the Third-Party Clinic Healthcare Professional User Manual.

Standard & Mobile Clinic Healthcare Professional 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

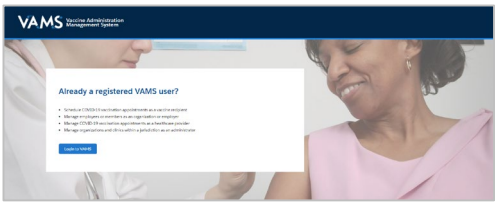
Throughout this user manual, you will see the following components.

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 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 Section 1 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

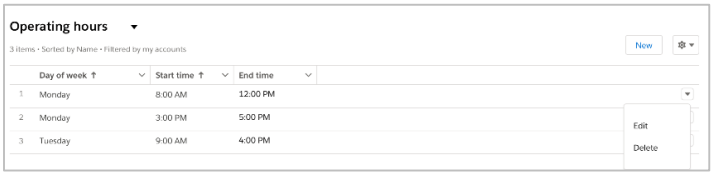
Buttons like those shown on the right allow you to start, advance, and complete tasks.

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.



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.

Section 1

Getting Started in VAMS

This checklist provides a summary of two processes you will follow to activate your account in VAMS and learn how to view and manage appointments at your clinic.

Process	What You'll Need to Complete this Process
❑ **Activate your user account in VAMS**. Follow the prompts in your registration email from vams@cdc.gov to complete this process.	• Access to the internet • Access to your email account • Registration email from **vams@cdc.gov**
❑ **Learn to view and manage scheduled appointments.** Familiarize yourself with using VAMS to view upcoming appointments or to cancel them if needed.	• Access to the internet • Access to your VAMS account

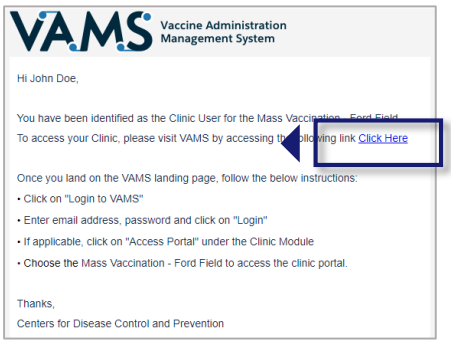
Activate Your VAMS Account

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.

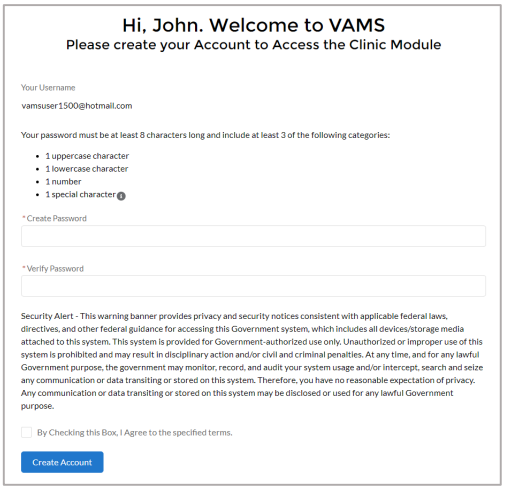
➢ Search your inbox for an email from **vams@cdc.gov.**



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.

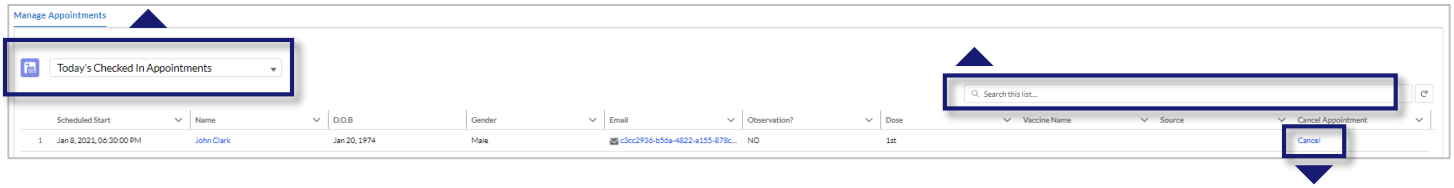
After creating your account, you are immediately taken to the Clinic Portal home page, where you see a **Manage Appointments** table.

View/Manage Scheduled Appointments

As the clinic's HP, you have access to view the clinic's scheduled appointments and can cancel recipient appointments, if needed. Review the guidance below to familiarize yourself with how to view appointments and cancel them.

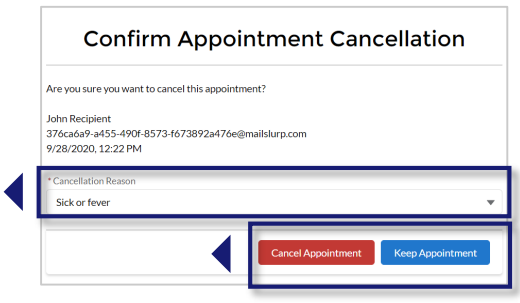
View Scheduled Appointments

- Once you access the Clinic Portal, the **Manage Appointments** page will be your default home page and where you can view checked-in appointments at your clinic.
- Clicking the drop-down menu in the Manage Appointments table header will provide you with two **list views** that filter recipients listed in the table:
    - Today's Checked-In Appointments view will display your clinic's appointments scheduled that day and is the default view.
    - Prior Checked-in Appointments view will display all checked-in recipients, including that day's and prior appointments.
- You can **sort** appointment data in the table by clicking the arrows in the column headers, such as scheduled appointment start date/time, name, DOB, gender, and email address. You may also sort by the following columns:
    - Observation - will indicate if the recipient has reported information in the Prevaccination Questionnaire that is important to review prior to vaccination. More information about the Prevaccination Questionnaire can be found on page 12.
    - Dose - will indicate which dose of the COVID-19 vaccine the recipient is scheduled to receive (e.g., 1st, 2nd).
    - Vaccine name - if the recipient has received a dose, this column will indicate which vaccine they received previously (e.g., Moderna, Pfizer).
    - Source - if the recipient has received a dose, this column will indicate if the dose was received at a clinic that does or does not use VAMS (e.g., VAMS, non-VAMS).
- You can also **search** for appointments 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."



Cancel Appointments

- ➢ 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.
- ➢ After clicking Cancel Appointment, a cancellation confirmation message will appear. Click **OK** and you will return to the Clinic Portal home page.



Section 2

Vaccine Administration

Below are the steps you'll follow in VAMS for logging vaccine administration.

Step	Details	
❑ **Step 1: Access the Recipient's Record**	**You will need:** • Recipient's name or email address	
❑ **Step 2: Review the Recipient's Record**	**You will review:** • Notes in the recipient's record (if applicable) • Alerts • Prevaccination Questionnaire • Recipient details • Vaccine administration	**You may need to:** • Complete Prevaccination Questionnaire on behalf of the recipient
❑ **Step 3: Log Vaccination**	**You will need:** • UoU (vaccine vial) information **You will perform these steps:** • 3a. Log Vaccine Information (scan barcode or enter manually) • 3b. Select Vaccination Site, Date, And Time • 3c. Log Vaccination Outcome • 3d. Log Waste (if applicable) • 3e. Tell the Recipient When They Can Get Their Second Dose of Vaccine	

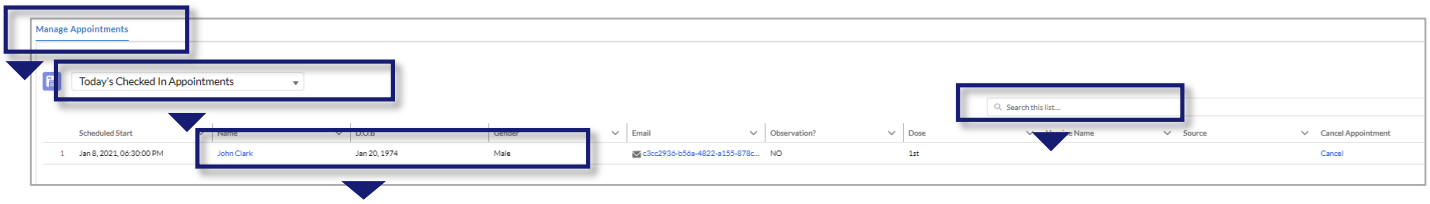
❑ Step 1: Access the Recipient's Record

You will need:

- Recipient's name or email address

The first step in vaccine administration is accessing the recipient's record. To access a recipient's record, you must locate their appointment in VAMS.

➢ On the Manage Appointments page, you can search for a recipient's appointment following the process outlined on page 8 and listed below.



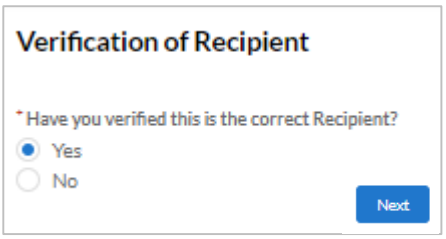
- Clicking the **drop-down** in the Manage Appointments table header will provide you with two list views that filter recipients listed in the table by Today's Checked-In Appointments and Prior Checked-In Appointments.
    - Today's Checked-In Appointments view will display your clinic's appointments scheduled that day.
    - Prior Checked-in Appointments view will display all checked-in recipients, including that day's and prior appointments.
- You can **sort** appointment data in the table by clicking the arrows in the column headers.
- You can also **search** for appointments 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."

➢ To access the recipient's record, click the **recipient's name**. The next screen that appears is a confirmation screen asking, "Have you verified this is the correct recipient?" to remind you to verify the recipient's identity.

➢ **Verify** the recipient's identity by confirming their name and DOB, then **select Yes or No** on the confirmation screen.

- If you select **Yes**, you will be taken to the Recipient Record.
- If you select **No**, you will go back to the previous page.

➢ Click **Next**.



❑ Step 2: Review the Recipient's Record

You will review:

- Notes in the recipient's record (if applicable)
- Alerts
- Prevaccination Questionnaire
- Recipient details
- Vaccine administration

You may need to:

- Complete Prevaccination Questionnaire on behalf of the recipient

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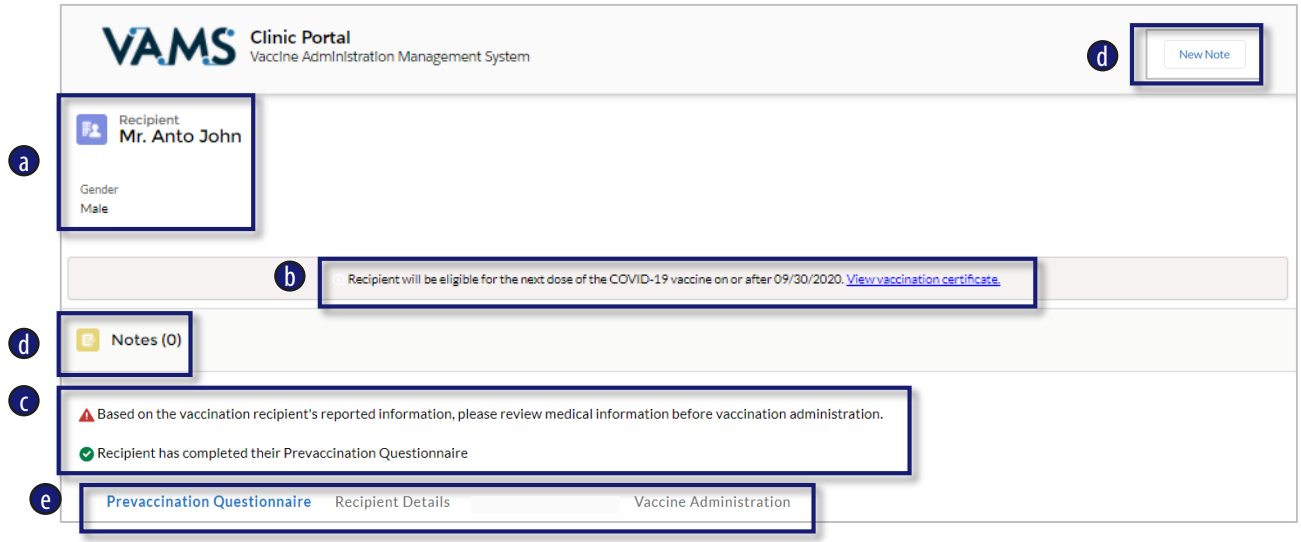
Reviewing a recipient's record is a crucial step in deciding whether to administer the vaccine.



a **Recipient Information:** At the top of the recipient record you will find basic recipient information (e.g., name and gender).

b **Next Dose:** Next will be information about when the recipient will be eligible for their **next dose** of COVID-19 vaccine if they have already received a dose. The date listed is based on that vaccine's protocol. This is where you can also view their vaccination certificate if they have completed one or more doses. The vaccination certificate provides details about previous dose(s) the recipient received.

c **Alerts:** Below the Notes section, **alerts** will appear if the recipient has reported information in their Prevaccination Questionnaire that is important to review prior to vaccination or if they have not yet completed the questionnaire. If the recipient has not reported anything of note and has completed their Prevaccination Questionnaire, no alert will be present.

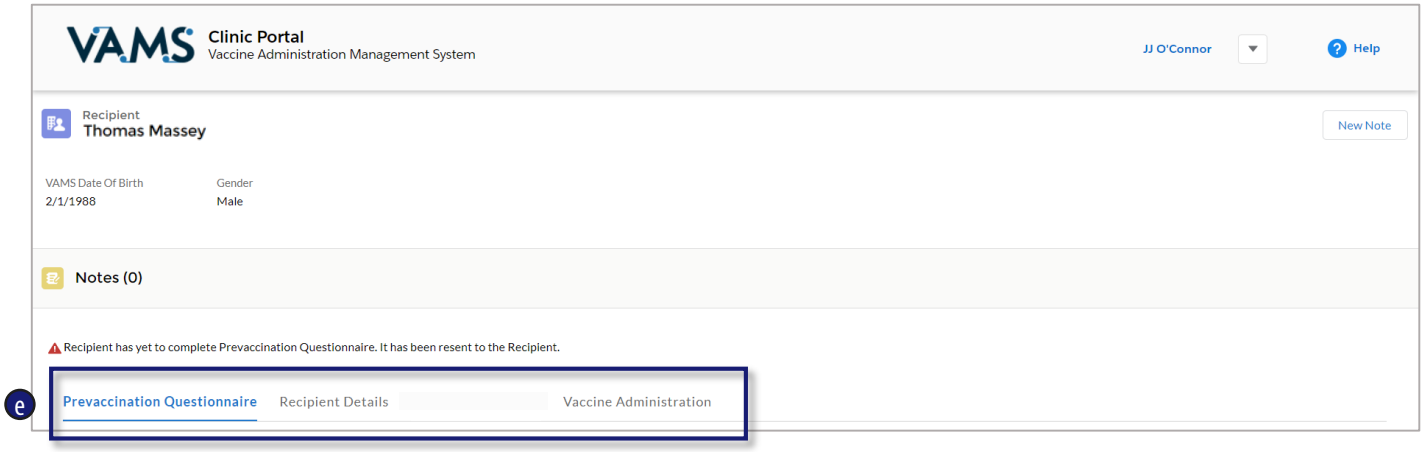
d **Notes:** In the Notes section of the record, you can log information about the recipient that may be helpful to another HP in the future (e.g., recipient is nervous about needles).

- ➢ To **log a note**, click **New Note** in the upper right corner of the page. A pop-up window will appear where you can add your note. Click **Done**.
- ➢ Note that you should **NOT** click Add to Records as it will link the note to other recipient records. You do **NOT** need to use the Add to Records feature to add your note to the record of the recipient you are preparing to vaccinate.

A NOTE ABOUT NOTES:

- The name of the HP who created the note will be linked to the note.
- If a recipient has a follow-up appointment with another HP at your clinic, notes will be visible to the HP.
- If a recipient has a follow-up appointment at another clinic, notes will be visible to the HP at that clinic.
- You can delete a note you have created by clicking the drop-down arrow next to the note in this table, then clicking Delete.

❑ Step 2: Review the Recipient's Record
(continued)

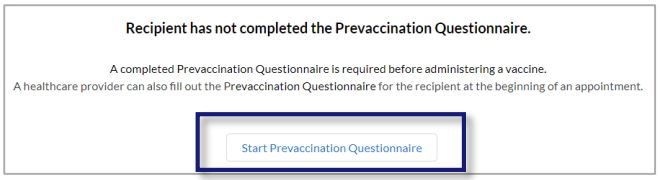


e Finally, there are the **four tabs with information** to review prior to administering a vaccine.

Prevaccination Questionnaire: Information relevant to today's appointment such as allergies, current medical treatment, recipient's health status today, etc.

Recipient Details: Name, gender, mailing address, race and ethnicity, preferred method of communication, etc.

Vaccine Administration: Record of COVID-19 vaccination history and **Log Vaccination** button.



NOTE: If the recipient has not yet completed their Prevaccination Questionnaire, you can walk them through the questions and answer the questionnaire with them.

- In the Prevaccination Questionnaire tab in the recipient record, click the **Start Prevaccination Questionnaire** button.
- Discuss the questions with the recipient and **input their answers** for each question.
- Confirm they have received the **EUA Fact sheet for Recipients and Caregivers** and that they have received a copy of the **Privacy Policy and Terms and Conditions**.
- Click **Next**, then click **Finish**.
- You will then return to the recipient record, where you will receive confirmation of the completed Prevaccination Questionnaire.

You can now advance to **Step 3: Log Vaccination**, but you should be prepared to review the recipient's medical information and Prevaccination Questionnaire answers prior to administering vaccine to confirm they are eligible to receive COVID-19 vaccine.

❑ Step 3: Log Vaccination

You will need:

- UoU (vaccine vial) information

You will perform these steps:

- 3a. Log Vaccine Information (scan barcode or enter manually)
- 3b. Select Vaccination Site, Date, And Time
- 3c. Log Vaccination Outcome
- 3d. Log Waste (if applicable)
- 3e. Tell the Recipient When They Can Get Their Second Dose of Vaccine

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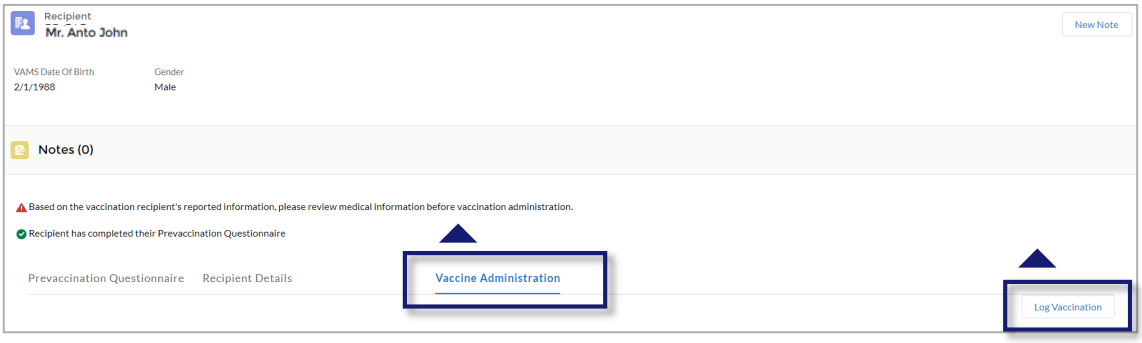
➢ Once you have reviewed the recipient's information, click the **Vaccine Administration** tab to start the vaccination process.

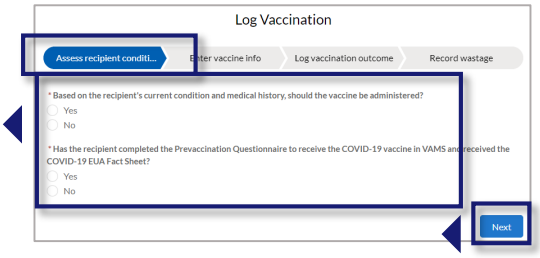
➢ Click **Log Vaccination**. Note that if the recipient has not yet completed their Prevaccination Questionnaire, you will be directed to complete it prior to logging vaccination.



➢ On the Assess Recipient Condition page, respond to both questions shown on the screen, then click **Next**.

- If you answer **No** to either question, the recipient is ineligible for vaccination at this time. You will be taken to a screen that says, "Because the vaccine was not able to be administered, a reschedule prompt has been sent to the recipient's email."

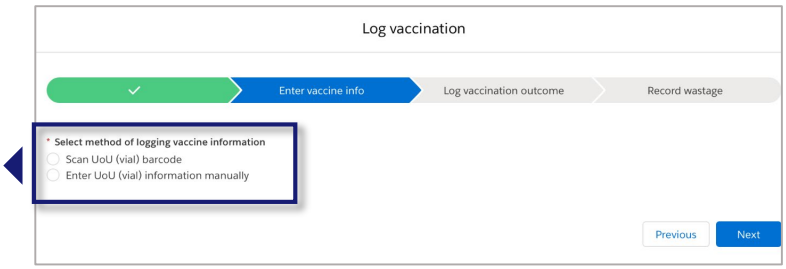
➢ **Select** a reason for the unsuccessful administration from the drop-down menu and click **Next**.



❑ Step 3: Log Vaccination *(continued)*

3a. Log Vaccine Information

- After confirming you can administer the vaccine, you will progress to the Enter vaccine information screen, where you can **select** from two options to enter the vaccine information:
  - Enter UoU (vial) information manually
  - Scan UoU (vial) barcode

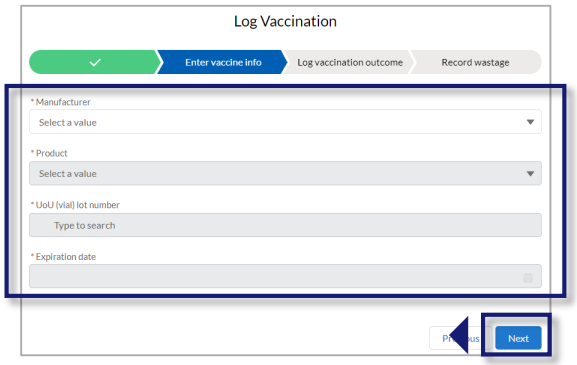


Log Vaccine Information Manually

As of January 2021, current vaccine vials do not have barcodes that can be scanned by 2D barcode scanners. However, this may change, and you may be able to use the Scan UoU barcode option at a later date. At this time, you must log vaccine information manually, so you will learn how to enter it manually, then how to enter it using a 2D barcode scanner.

- Select **"Enter UoU (vial) information manually,"** then click Next.
- Select the **Manufacturer** from the drop-down menu.

  NOTE: Based on vaccine inventory data already logged in the system, the drop-down selections for the next two fields will be dependent upon the manufacturer you selected.
- Select a **Product** from the drop-down menu.
- Select a **UoU (vial) lot number**.
- The expiration date will prepopulate and cannot be edited.
- Click **Next.**



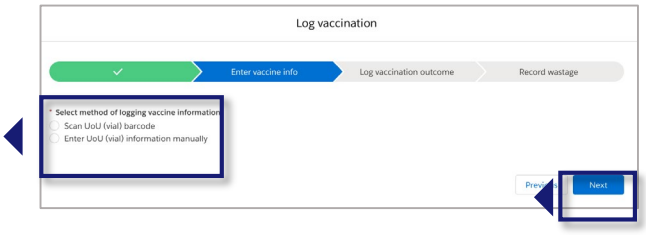
If you have chosen to log vaccine information manually, you can skip the next section and continue to **Select Vaccination Site, Date, And Time**.

❑ Step 3: Log Vaccination *(continued)*

3a. Log Vaccine Information *(continued)*

Log Vaccine Information With A 2D Barcode Scanner

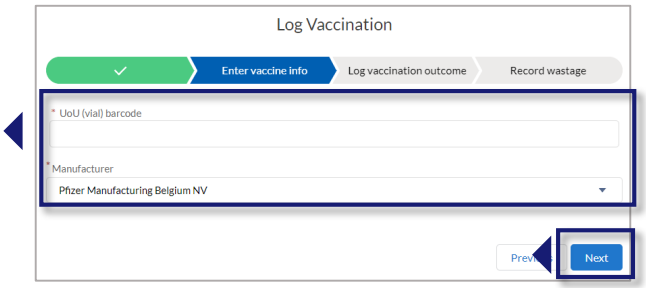
VAMS is compatible with 2D barcode scanners (Bluetooth wireless and those that are not wireless). However, integrated mobile device scanning (i.e., an app that can scan a 2D barcode) will not connect with or automatically transfer information to VAMS.



➢ Select **"Scan UoU barcode,"** then click **Next**.

➢ **Select the vaccine Manufacturer from the drop-down, then scan the barcode** and the vial information will populate in the UoU (vial barcode) field.

- The vial information is checked against inventory that exists in the system. If the system cannot find a match for your barcode, an error message will appear, and you will be unable to continue.

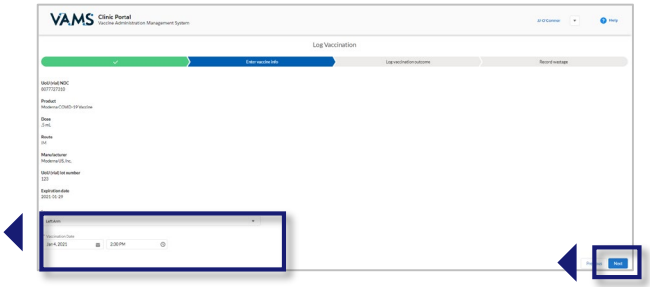


➢ Click **Next**.

3b. Select Vaccination Site, Date, And Time

- The next screen provides a summary of the vaccine information entered for your review and a field to **select the vaccine administration site** (e.g., left deltoid) and fields to enter the vaccination date and vaccination time.

  NOTE: The Vaccination Date will default to the day and time of entry, but you can backdate a vaccination event by selecting a previous date and time.



➢ **Confirm** the review screen is accurate, **select** the administration site, vaccination date, and vaccination time, then click **Next**.

Backdating Vaccination Events

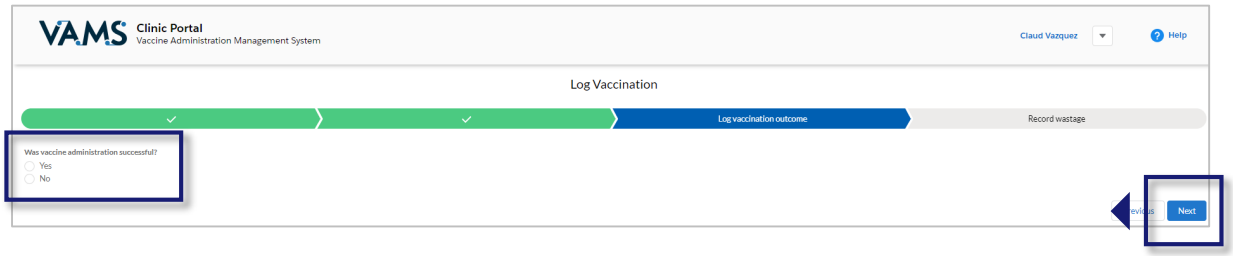
- If you are not able to log vaccine administration at the time of vaccination (e.g., due to loss of internet connectivity), you can use the vaccination date and time fields to backdate vaccinations. VAMS will identify the individual who logs the vaccine in VAMS as the same person who also administered the vaccine. You cannot use these fields to log future dates.
- If you are logging vaccination events that happened in the past, you must log the patient's first dose of vaccine received before entering the second dose of vaccine.

❑ Step 3: Log Vaccination *(continued)*

3c. Log Vaccination Outcome

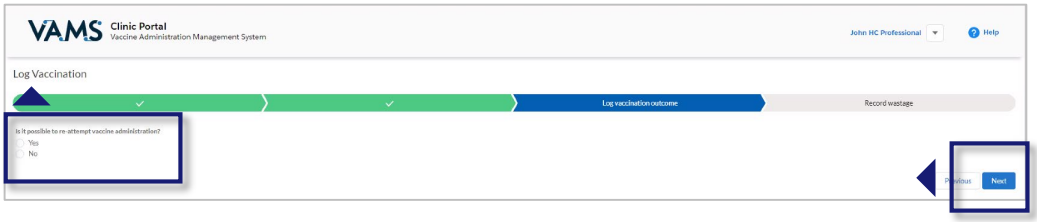
Indicate if the vaccine administration was successful.

➢ If the administration was successful, click **Yes,** then click **Next**.

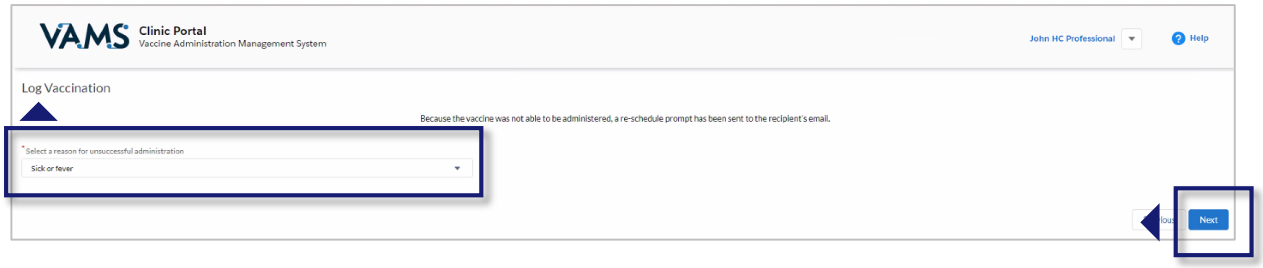


➢ If the vaccine administration was unsuccessful, select **No** and click **Next**.

- The system will ask you questions to determine if it is possible to re-attempt vaccination.



  - If it is **possible to re-attempt** vaccination, you will be directed back to the **Log Vaccination** page, where you can enter the vaccine information manually or by scanning the barcode.
  - If it is **not possible to re-attempt** vaccination, the system will ask you if wastage occurred. If wastage occurred, then select **Yes** and log waste. If wastage did not occur, select **No** and click **Next**.



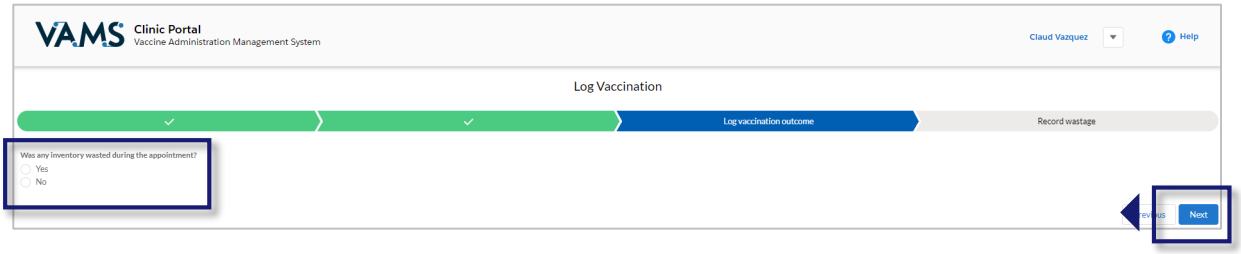
- Upon selecting next, the system will prompt you to record a reason for unsuccessful vaccination. Select a reason from the drop-down and click **Next**. Once you log the vaccination as unsuccessful, the recipient will **receive an email** from vams@cdc.gov prompting them to schedule a new appointment.

❑ Step 3: Log Vaccination *(continued)*

3c. Log Vaccination Outcome *(continued)*

Indicate if wastage occurred.

➢ If no wastage occurred, click **No,** then click **Next**.



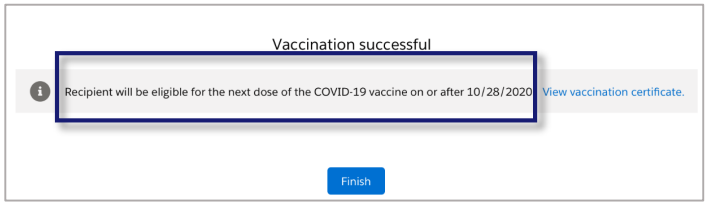
3d. Log Waste

➢ If wastage occurred, click **Yes** and log the waste. You can log vaccine wastage information by following the same process you follow to log vaccine information—either manually or by scanning the vial barcode.

A NOTE ABOUT SCANNING COVID-19 VACCINE VIALS: As of January 2021, current vaccine vials (UoU) do not have barcodes that can be scanned by 2D barcode scanners. However, this may change, and you may be able to use the Scan UoU barcode option at a later date. At this time, you must log vaccine waste manually.

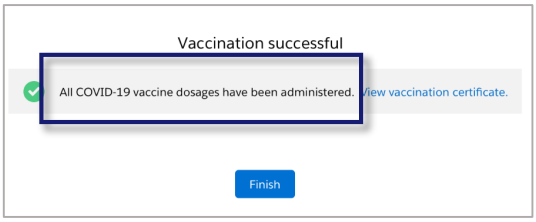
3e. Tell the Recipient When They Can Get Their Second Dose of Vaccine

- After clicking **Next** on the final screen, a new window appears notifying you when the recipient is eligible to receive their next dose of COVID-19 vaccine, if required for the vaccine product received.



- The vaccine data entered in the system determine the date the recipient is eligible to receive their next dose and will not allow the recipient to book an appointment before that date.
- VAMS **sends a notification** to the recipient that includes the date they are eligible to receive their next dose along with a link to schedule their next appointment on or after that date.
- Inform the recipient they can access their vaccination certificate from the Recipient Portal. You can also **view the vaccination certificate** by clicking the hyperlinked text on the confirmation page (see screenshot), by accessing the recipient record, or by downloading the certificate as a PDF.

- If no further doses are required, the pop-up window states all COVID-19 vaccine doses have been administered.
- Click Finish to return to the home page.



Section 3

Additional VAMS Functionality

This section will show you how to perform other infrequent activities in VAMS, such as registering as a COVID-19 vaccine recipient or accessing VAMS support, or actions that will only apply to certain users, such as those who work at multiple clinics.

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

Register as a COVID-19 Vaccine Recipient	Learn how to be added as a recipient in VAMS.
Access Multiple Clinics in VAMS	Access different clinics in VAMS if you work at multiple vaccination clinics.
Access Support	Know how to find answers to frequently asked questions (FAQs) about VAMS and submit questions to the VAMS Help Desk.

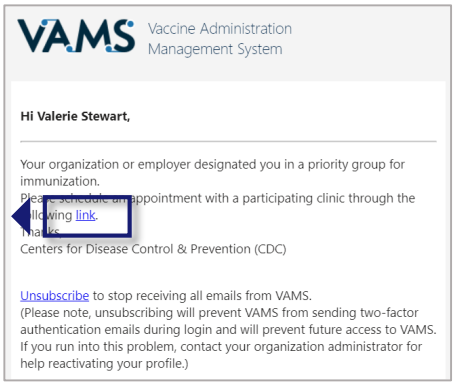
Register as a COVID-19 Vaccine Recipient

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**.

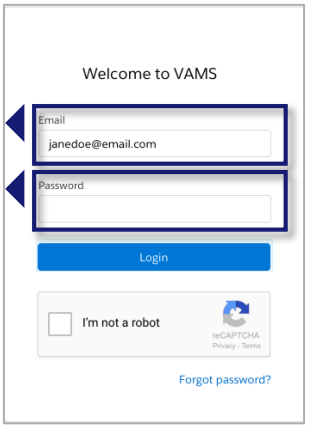


- Open your recipient registration **email notification** and click the link to register your account.

  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**.

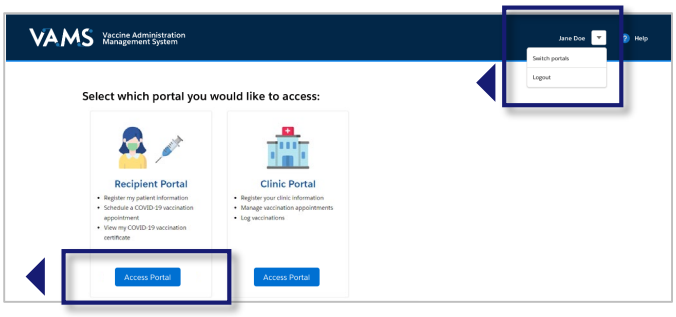
  NOTE: You must use the same email address and password to log into VAMS for every user role you hold.



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.

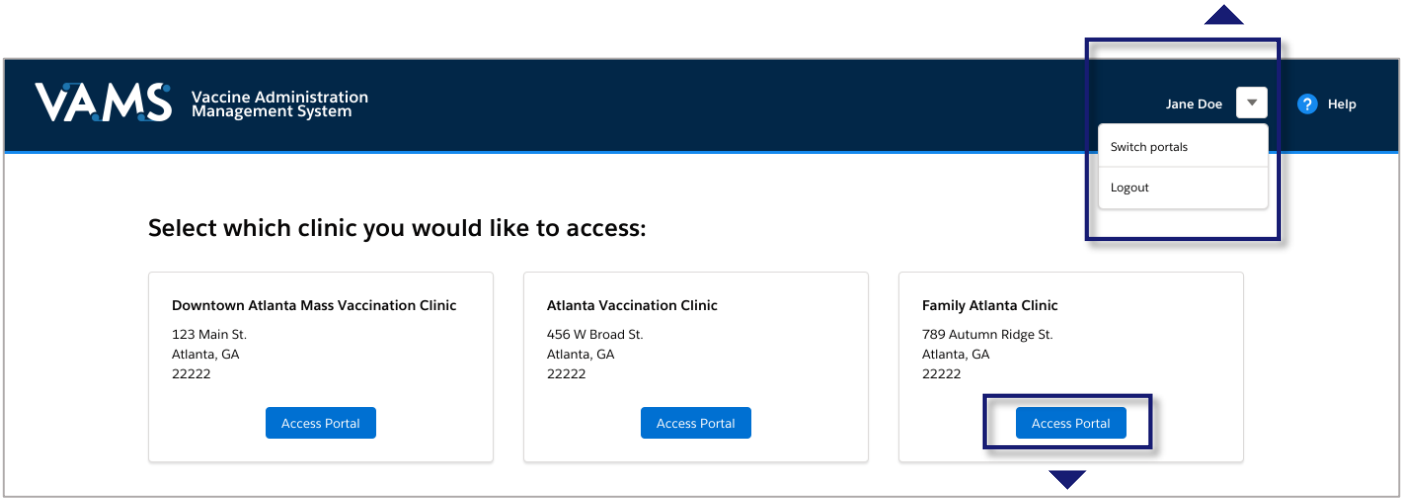
Quick Tip: While logged into VAMS, you can switch portals by clicking the drop-down arrow next to your name in the upper right corner and selecting **Switch Portals**.



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.

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
2D Barcode	A two-dimensional barcode that stores information vertically and horizontally. It may contain the vaccine product identification information, lot number, and expiration date.
.csv	A comma-separated values (CSV) file is a delimited text file that uses a comma to separate values.
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 vaccine.
Third-Party Clinic	Clinics responsible for both adding and managing recipient records as well as administering and tracking recipients in VAMS.
Unit of Use (UoU)	The vaccine vial.
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 administering COVID-19 vaccine. Sometimes referred to as a "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).