

User Manual

Third-Party 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.



About Third-Party Clinics

Third-party clinics in VAMS are denoted as clinics responsible for both adding and managing recipient records as well as administering and tracking recipient vaccination in VAMS.

In VAMS, Third-party Clinics:

- **Are not publicly searchable** and only administer vaccine to select recipients added by the clinic.
- **Do not allow for scheduling of appointments** as recipients do not self-register or self-schedule appointments in VAMS.

Outside of VAMS, third-party clinic staff must establish local processes for activities such as:

- Managing the schedule for the clinic and recipient vaccinations.
- Confirming prevaccination actions are complete.
- Notifying recipients they are eligible for vaccination at the clinic.
- Notifying recipients when they are eligible to receive their next dose of vaccine.

Third-Party Clinic Users:

- Include the **clinic administrator**, **healthcare professional**, and **inventory manager** roles. Since the clinic administrator can manage inventory in VAMS, filling the inventory manager role is not required, but is recommended.
- Does **not** include a front desk role because recipients will not be checked in to VAMS.

Your Role and Activities in VAMS

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

As the healthcare professional, you or the clinic administrator will serve as the third party for vaccine recipients who cannot activate an account or record their medical history in VAMS.

As a **healthcare professional (HP)**, you will use VAMS to manage the COVID-19 vaccine administration process for recipients. In VAMS, you can 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	Healthcare Professional	Clinic Administrator	Inventory Manager (optional)
Serve as the clinic point of contact (POC) for your jurisdiction <i>(Typically, the clinic administrator serves as the clinic POC.)</i>		✓	
Manage clinic information (e.g., physical address)		✓	
Manage (add, edit, remove) VAMS users		✓	
Manage vaccine inventory (place and track inventory requests; log and reduce inventory)		✓	✓
Add recipients in VAMS	✓	✓	
Document prevaccination actions have been completed	✓	✓	
Log vaccination administration (vaccine information, outcome, and waste, if applicable)	✓		
Track recipients' next-dose eligibility	✓	✓	

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.



Third-Party 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

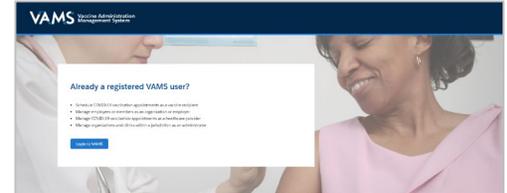
Throughout this user manual, you will see the following components.

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 the next page for how to activate your VAMS account).



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

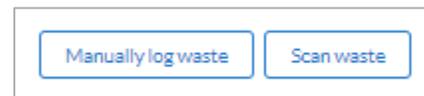
Header/Banner



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.



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				New	Filter
Day of week	Start time	End time			
1 Monday	8:00 AM	12:00 PM			
2 Monday	3:00 PM	5:00 PM			
3 Tuesday	9:00 AM	4:00 PM			

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**.

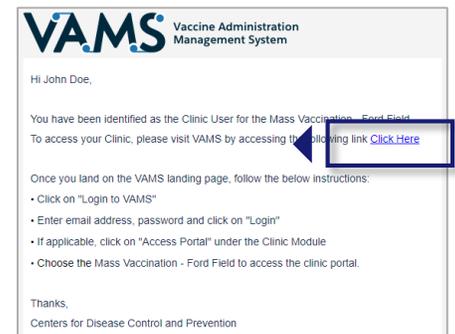
Quick Tip: If this email is not in your inbox, you may need to check your junk or spam mail folders. If you still cannot find the email, contact your jurisdiction's POC.

- 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.



After creating your account, you will be immediately taken to the Clinic Portal home page.

Section 1

Add Recipients in VAMS

Since vaccine recipients will not be creating their own account and entering their medical history in VAMS, they will need to be added in VAMS by you as the **healthcare professional** or by the **clinic's administrator**.

You will need the following information about the recipient to add them in VAMS:

- First and last name
- Gender
- Ethnicity and race
- Whether the prevaccination actions have been completed. **Prevaccination actions** include screening the recipient for contraindications, providing the Emergency Use Authorization (EUA) Fact Sheet or a Vaccine Information Statement (VIS) depending on the vaccine product(s) available to the recipient, and acquiring authorization, if required. If the prevaccination actions have not been completed, you or the clinic administrator can edit this response at any time after the recipient has been added in VAMS.
- Insurance information (if applicable)
- Medications (if applicable)
- Other relevant medical information (if applicable)

There are two ways to add recipients in VAMS—one at a time or via bulk upload.

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

Add Recipients One at a Time

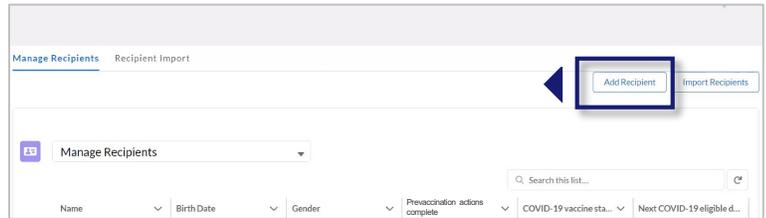
Manually add recipients in VAMS one at a time.

Bulk Upload Recipients

Fill in the most recent version of the Recipient Import Template to bulk upload multiple recipients in VAMS.

Add Recipients One at a Time, via Bulk Upload

➤ Click the **Add Recipient** on the **Manage Recipients** page, which is also your third-party clinic's home page in VAMS.

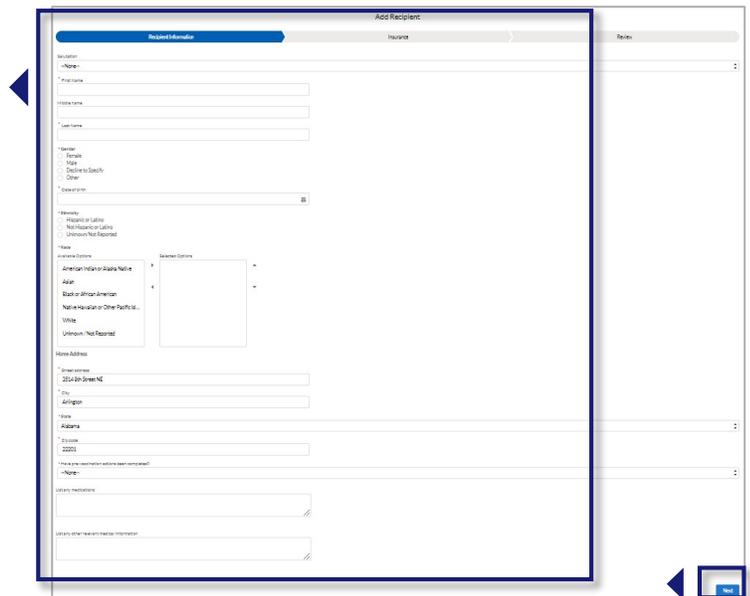


➤ Enter the **recipient's information**. The recipient's home address will default to the third-party clinic's address in VAMS. Click **Next**.

➤ Enter the **recipient's insurance information** (if applicable). Click **Next**.

➤ **Review** all information entered on the Add Recipient pages and **verify** everything is correct. If so, click **Next**. If not, click **Previous** to make corrections.

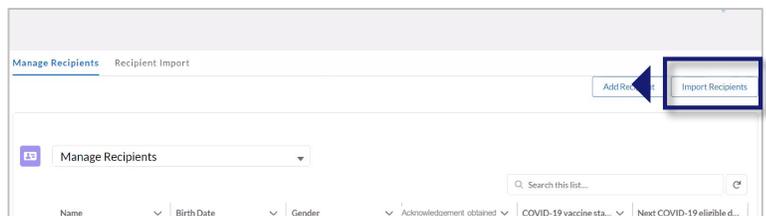
➤ After clicking **Next**, the recipient's record is saved in VAMS.



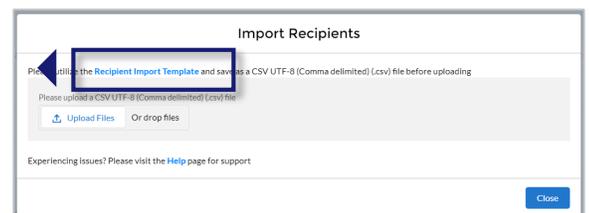
Add Recipients via Bulk Upload

Bulk uploading allows you to add multiple recipients at once by adding their information in a comma delimited (.csv) template and uploading it in VAMS.

➤ Click **Import Recipients** from the **Manage Recipients** page.



➤ Click the **Recipient Import Template** link in the pop-up window that appears. After clicking the link, the template file will download to your computer.

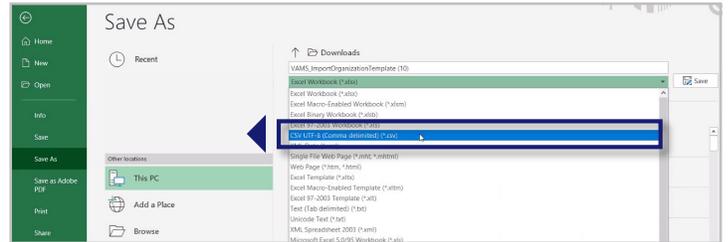


Add Recipients via Bulk Upload *(continued)*

Add Recipients via Bulk Upload *(continued)*

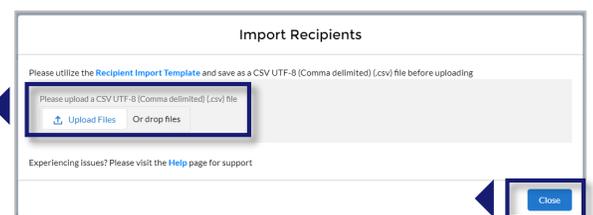
Important Notes About the Recipient Import Template File:

- The file opens on your computer as an .xlsx file, but you **must** save it as a “CSV UTF-8” (comma delimited or .csv) file **after** entering all information and **before** uploading it to VAMS. No other types of csv files are accepted.
- You **must** use the most recent version of this template when uploading a list of recipients in VAMS. Please ensure you download the latest version of the import template each time you attempt to bulk upload recipients in VAMS to take advantage of constant improvements and to avoid data issues/inconsistencies.
- All fields within the template marked with an asterisk are required. VAMS will not upload a recipient if any of the required fields are left blank.
- Fields that contain a pick list or drop-down options **must** contain a selection.
- The recipient’s DOB must be in MM/DD/YYYY format.
- VAMS will not upload **duplicates** if someone is listed in the csv file multiple times or if they have already been added in VAMS. The system identifies duplicates using a combination of the recipient’s first name, last name, and DOB.
- There is a file size limit of 25 MB.
- You are limited to uploading a maximum of 9,999 recipients at one time. If the file contains 10,000 or more recipients, the following error message will appear: "The file uploaded has more than 9,999 records which exceeds the limit of the Import Functionality. Please try again."



Quick Tip: A comma-separated values (CSV) file is a delimited text file that uses a comma to separate values. A CSV file stores tabular data (numbers and text) in plain text.

- Open the file and enter the **recipients’ information**.
- Save the file as a **CSV UTF-8 (Comma delimited) (.csv)** file. You can find this option under the “Save As” drop-down menu in Excel.
- Click **Upload Files** in the Import Recipients pop-up window. You can also drag and drop your organization list in the “Drop Files” area of the page.
- Click **Close**.





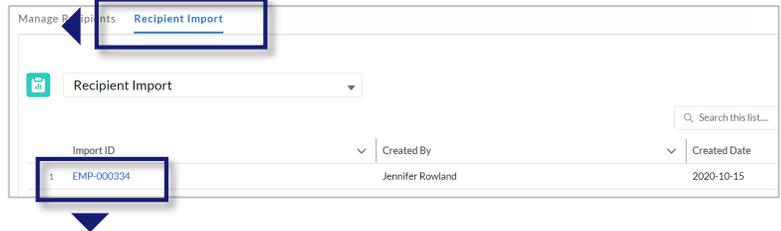
Add Recipients via Bulk Upload *(continued)*

Confirm Bulk Upload

After importing a list of recipients, the following processes automatically occur in VAMS:

- A message will appear on screen that your list is in the import queue.
- After your list has processed, you will receive an email from vams@cdc.gov, stating it is uploaded.
- A result log will appear on the Recipient Import page.

➤ Click the **Recipient Import** tab to check the results of your bulk upload.

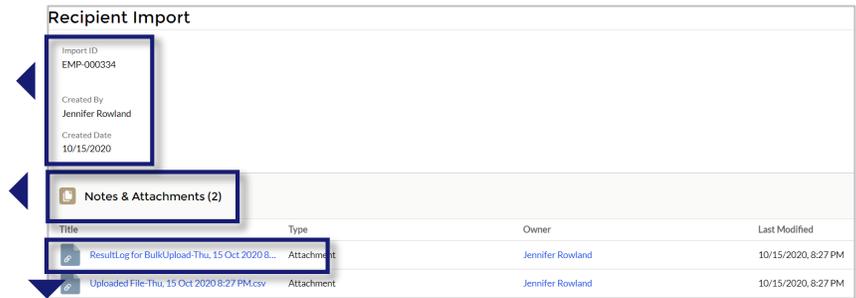


• On the **Recipient Import** page, you will see information about your upload, including the system-generated Import ID number, who imported the list, and when it was imported.

➤ Click the **Import ID** number of the recipient import to open the import details page.

There are two main sections on the **Import Details** page:

- **Import details**, which include the import ID, who created it, and the date created.
- **Notes and Attachments** table, which includes two files: a Result Log for Bulk Upload file and the recipient import file you uploaded.



- The Result Log for Bulk Upload file shows the results of your file upload.

➤ Click the **Result Log for Bulk Upload** link to open the file.

➤ Scroll to the right until you see the **status column**. The **status column** shows whether a recipient was added in the system.

	A	B	C	D	E	F
1	First Name	Middle Name	Last Name	Status		
2	Joan		Crawford	Success		
3	Edward		Rowland	Success		
4	Kelsey		Bridges	Insert failed due to blank values		

• All recipients who have a status of **Success** have been uploaded in the system.

• Recipients whose statuses include an error message were not uploaded in the system and the message will tell you why.

Quick Tip: After adding recipients, you can edit their information, including name and home address, and whether their Pre vaccination Actions have been completed by navigating to the Manage Recipients tab, clicking on the name of the user you want to edit, then clicking Edit Recipient Details under the Recipient Details tab.

Section 2

Vaccine Administration

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

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

Step	Details
<p><input type="checkbox"/> Step 1: Document Completion of Prevacination Actions</p>	<p>Prevaccination Actions will vary by clinic but can include things such as screening the recipient for contraindications, providing the Emergency Use Authorization (EUA) Fact Sheet, and acquiring authorization, if required.</p> <p>You will need:</p> <ul style="list-style-type: none"> • Recipient's name
<p><input type="checkbox"/> Step 2: Log Vaccination</p>	<p>You will need:</p> <ul style="list-style-type: none"> • UoU (vaccine vial) information <p>You will perform these steps:</p> <ul style="list-style-type: none"> • 2a. Log vaccine information • 2b. Select vaccination site, date, and time • 2c. Log vaccination outcome • 2d. Log waste (if applicable)
<p><input type="checkbox"/> Step 3: Track Next-Dose Eligibility</p>	<p>You will need:</p> <ul style="list-style-type: none"> • Access to the Manage Recipients tab

Step 1: Document Completion of Prevaccination Actions

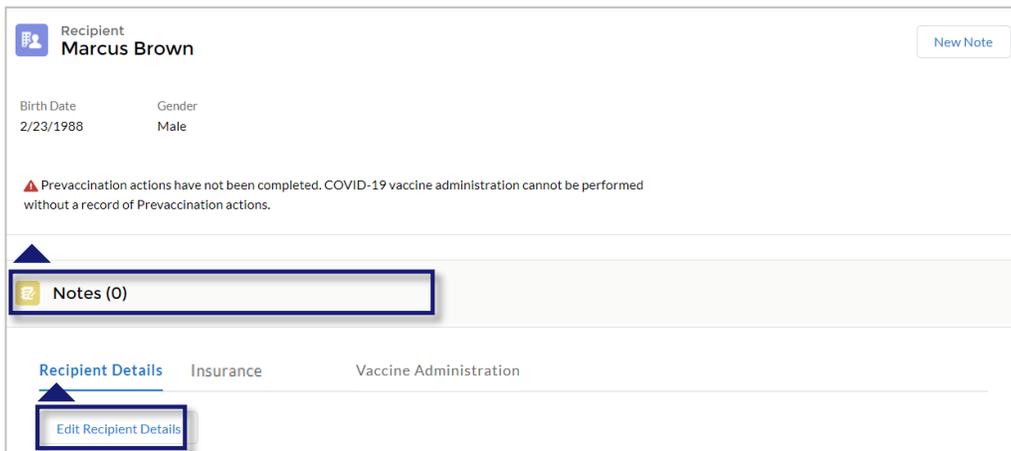
You will need:

- Recipient's name

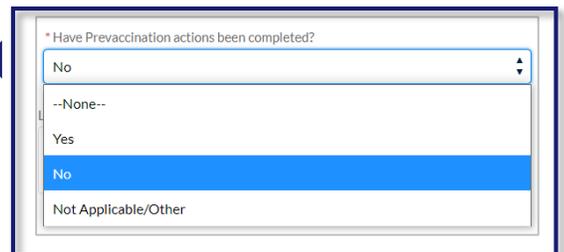
Prevaccination Actions will vary by clinic but can include things such as screening the recipient for contraindications, providing the Emergency Use Authorization (EUA) Fact Sheet, and acquiring authorization, if required.

NOTE: Both the clinic administrator and the healthcare professional at a third-party clinic can document the completion of Prevaccination Actions.

- Search for a recipient's record in the Manage Recipients table.
- You can **search** by name using the search bar in the table header. Note that you can search for full names or just the beginning of the recipient's name. For example, you can find the record for a recipient named William Smith by searching for "Will."
- Click a recipient's name in the Manage Recipients table to access their **recipient record**.
- After accessing the recipient record from the Manage Recipients page, you will see an alert that indicates whether a recipient's prevaccination actions are complete.



- To update this response to indicate their prevaccination actions are complete, click **Edit Recipient Details** in the Recipient Details tab.
- **Select a response** from the drop-down menu, then click **Next** through the Insurance and Review pages.



Step 2: Log Vaccination

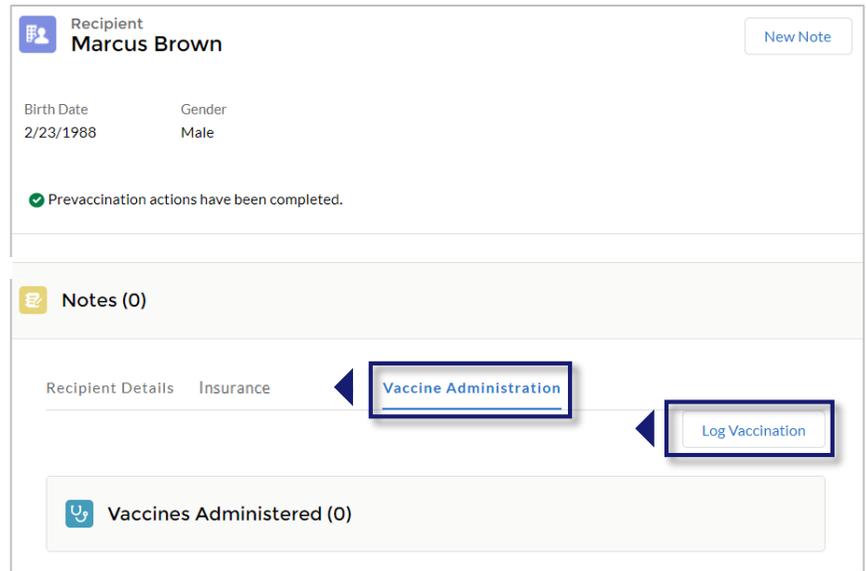
You will need:

- UoU (vaccine vial) information

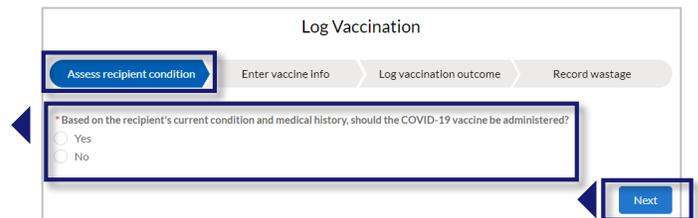
You will perform these steps:

- 2a. Log Vaccine Information (scan barcode or enter manually)
- 2b. Select Vaccination Site, Date, And Time
- 2c. Log Vaccination Outcome
- 2d. Log Waste (if applicable)

- Click the **Vaccine Administration** tab.
- Click **Log Vaccination**.



- On the Assess Recipient Condition page, respond to the question shown on the screen, then click **Next**.
- If you answer **No** to the 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**.

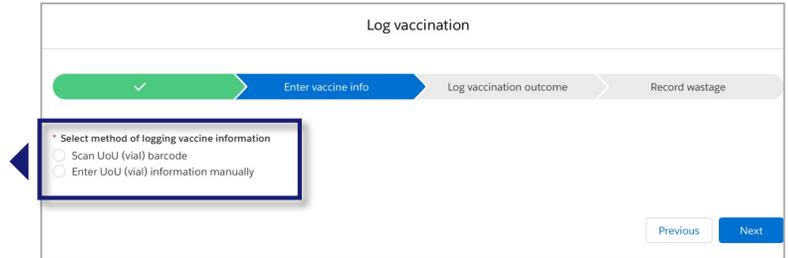


NOTE: While VAMS will notify you that a reschedule prompt has been sent to the recipient's email, be aware that this will not apply to you or the recipient since third-party clinic recipients do not need to add email address to their record, do not have access to the Recipient Portal, and do not schedule vaccination appointments in VAMS.

Step 2: Log Vaccination *(continued)*

2a. 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:
 - Scan UoU (vial) barcode
 - Enter UoU (vial) information manually

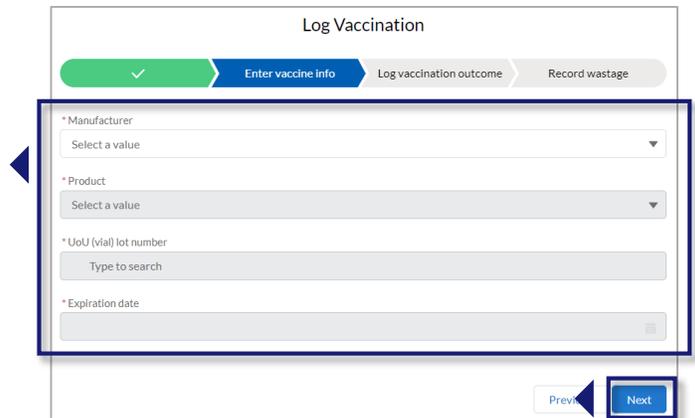


Log Vaccine Information Manually

As of January 2021, current vaccine vials do not have barcodes which 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 2: Log Vaccination *(continued)*

2a. Log Vaccine Information *(continued)*

Log Vaccine Information With A 2D Barcode Scanner

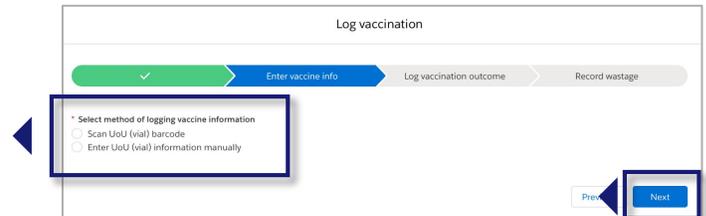
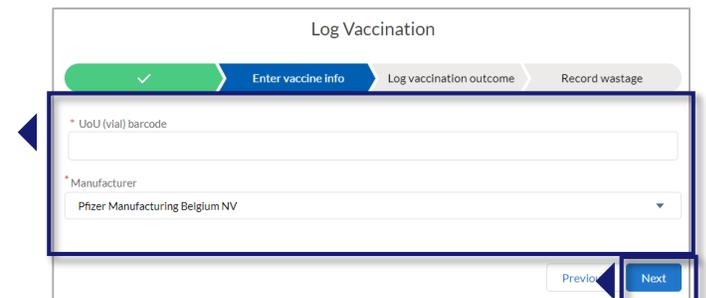
VAMS is compatible with 2D barcode scanners (Bluetooth wireless and those that are not wireless). However, integrated mobile device scanning (i.e., an app that can scan a 2D barcode) will not connect with or automatically transfer information to VAMS.

➤ 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**.

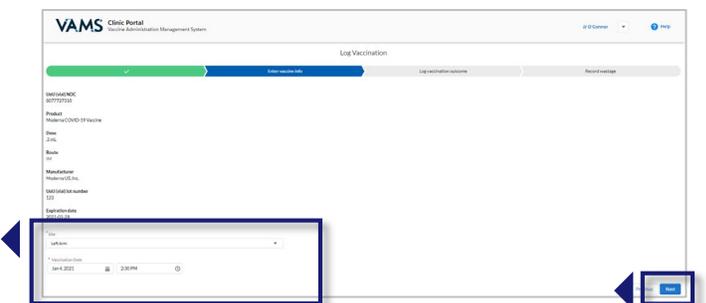



2b. Select Vaccination Site, Date, And Time

➤ The next screen provides a summary of the vaccine information entered for your review and a field to select **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

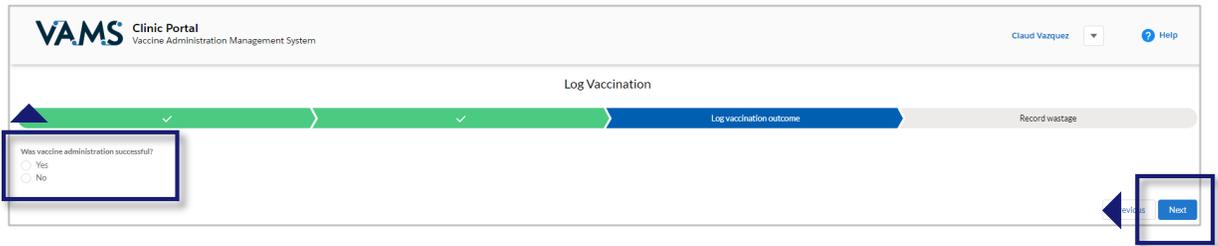
- If you are not able to log vaccine administration at the time of vaccination (e.g., due to loss of internet connectivity), you can use the vaccination date and time fields to backdate vaccinations. VAMS will identify the individual who logs the vaccine in VAMS as the same person who also administered 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 2: Log Vaccination *(continued)*

2c. Log Vaccination Outcome

Indicate if the vaccine administration was successful.

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



VAMS Clinic Portal
Vaccine Administration Management System

Claud Vaquez Help

Log Vaccination

Log vaccination outcome Record wastage

Was vaccine administration successful?

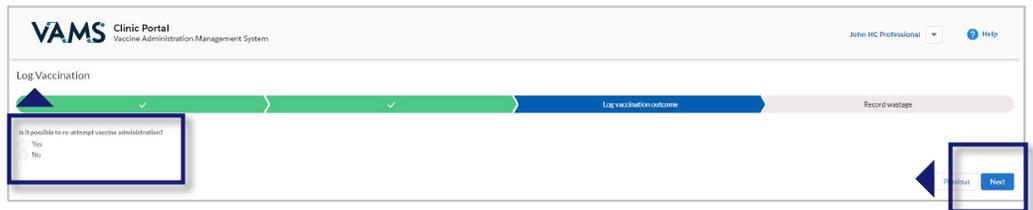
Yes

No

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.



VAMS Clinic Portal
Vaccine Administration Management System

John HC Professional Help

Log Vaccination

Log vaccination outcome Record wastage

Is it possible to re-attempt vaccine administration?

Yes

No

Next

- 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**.



VAMS Clinic Portal
Vaccine Administration Management System

John HC Professional Help

Log Vaccination

Because the vaccine was not able to be administered, a reschedule prompt has been sent to the recipient's email.

Select a reason for unsuccessful administration

Sick or Never

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**.

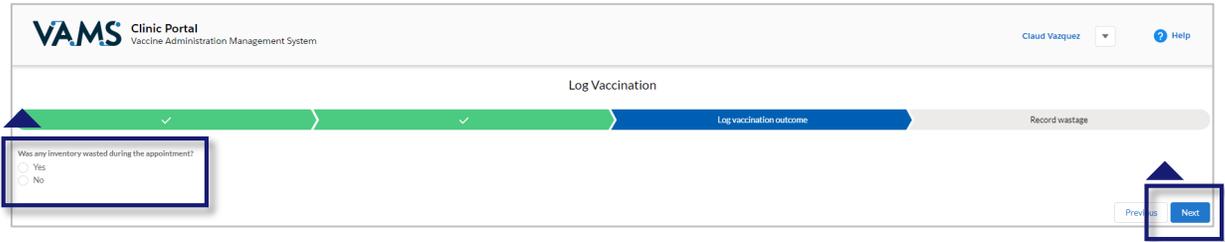
NOTE: While VAMS will notify you that a reschedule prompt has been sent to the recipient's email, be aware that this will not apply to you or the recipient since third-party clinic recipients do not need to add email address to their record, do not have access to the Recipient Portal, and do not schedule vaccination appointments in VAMS.

Step 2: Log Vaccination *(continued)*

2d. Log Waste (if applicable)

If the vaccination was successful, indicate if wastage occurred.

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



The screenshot shows the VAMS Clinic Portal interface. At the top, it says 'VAMS Clinic Portal Vaccine Administration Management System' and 'Claud Vazquez' with a help icon. Below is a progress bar with four steps: 'Log Vaccination' (green), 'Log vaccination outcome' (blue), 'Record wastage' (grey), and 'Record wastage' (grey). A question box asks 'Was any inventory wasted during the appointment?' with radio buttons for 'Yes' and 'No'. The 'Next' button is highlighted with a blue box.

- 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 do not have barcodes which 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.

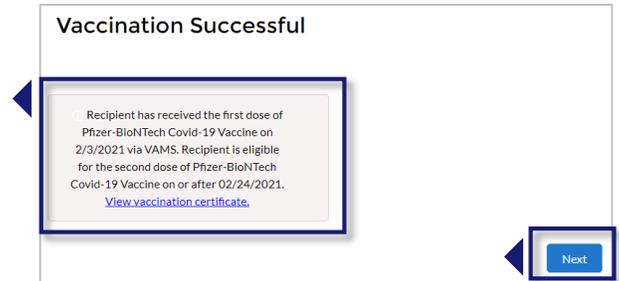
If the vaccination was successful, indicate if wastage occurred.

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

Step 3: Track Next-Dose Eligibility

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 determines the date the recipient is eligible to receive their next dose and will not allow the recipient to get vaccinated before that date.



- Inform the recipient when they are eligible for their next dose. You can also **view, download, and print the vaccination certificate** by clicking the hyperlinked text on the confirmation page (see screenshot) or by accessing the recipient record.
- If no further doses are required, the pop-up window states all COVID-19 vaccine doses have been administered.
- Click **Next** to return to the home page.

Track Dates When Recipients Can Get Second Dose of Vaccine

The **Manage Recipients** page contains a list of the recipients who have been added in VAMS. This list includes key information that will help you keep track of **how many doses** each recipient has received as well as the **date they are eligible to receive their next dose**. You can use this page to track recipient next-dose eligibility outside the recipient record.

- Navigate to the **Manage Recipients** page.
- Review the **recipient list**.
- Review the **COVID-19 vaccine status** column
- Review the **Next COVID-19 eligible date** column.

The recipient is eligible for their next dose of COVID-19 vaccine on or after the date listed in the Next COVID-19 eligible date column.

Manage Recipients Recipient Import Other Recipients

Manage Recipients

Search this list...

	Name	Birth Date	Gender	Cell Phone	Email	Prevaccinatio...	Vaccine status	Follow-up vaccina...	Vaccine name	External Syst...
1	Marcus Brown	February 23, 1988	Male			Yes	1 / 2 received	Feb 24, 2021	Pfizer-BioNTech C...	
2	abd dee	January 14, 2021	Female			Yes	0 / 0 received			

Section 3

Additional VAMS Functionality

This section will show you how to perform other infrequent activities in VAMS, such as 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.

Access Multiple Clinics in
VAMS

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

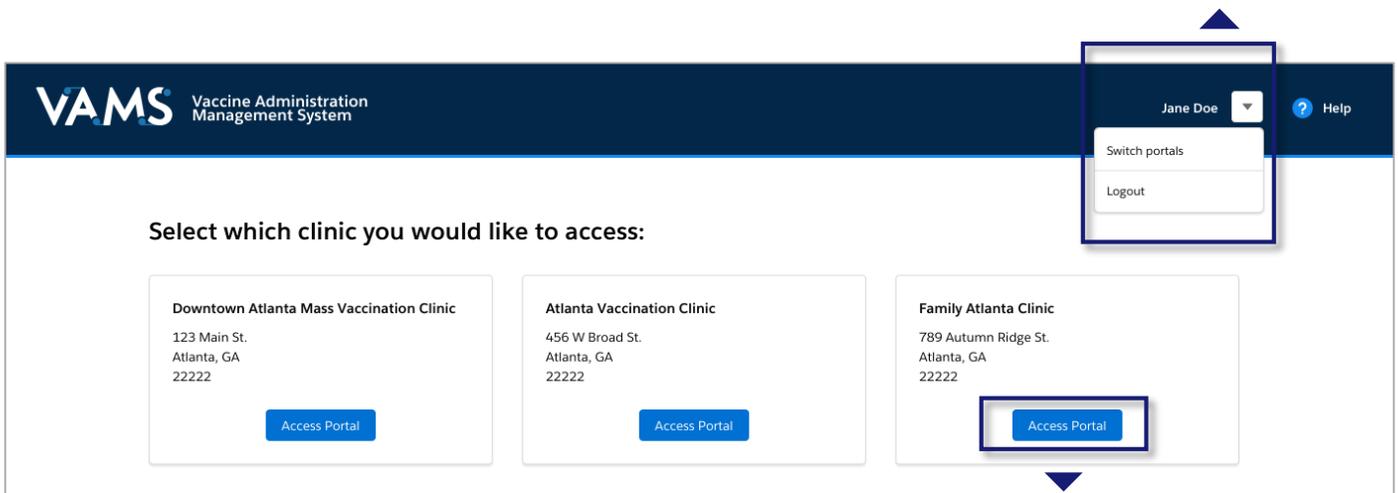
Access Support

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

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**.



The screenshot displays the VAMS interface. At the top left is the VAMS logo and the text 'Vaccine Administration Management System'. On the top right, the user's name 'Jane Doe' is shown next to a dropdown arrow, with a 'Help' icon. A dropdown menu is open, showing 'Switch portals' and 'Logout' options. Below the header, the text 'Select which clinic you would like to access:' is centered. Three clinic cards are presented, each with an 'Access Portal' button. The 'Family Atlanta Clinic' button is highlighted with a blue box.

Clinic Name	Address	Action
Downtown Atlanta Mass Vaccination Clinic	123 Main St. Atlanta, GA 22222	Access Portal
Atlanta Vaccination Clinic	456 W Broad St. Atlanta, GA 22222	Access Portal
Family Atlanta Clinic	789 Autumn Ridge St. Atlanta, GA 22222	Access Portal

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

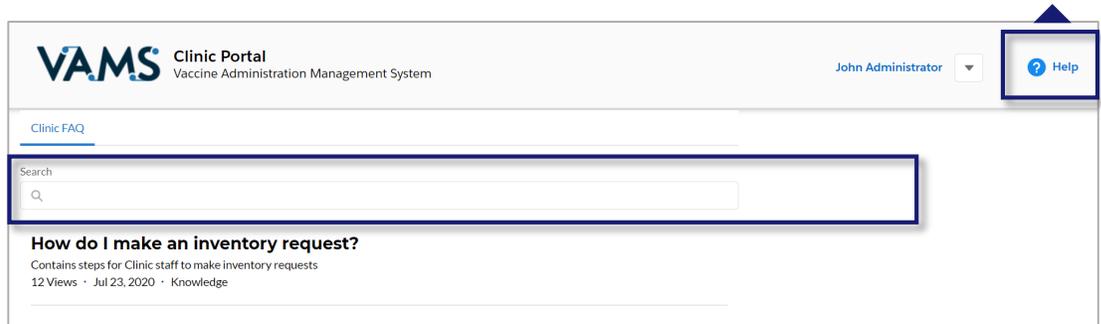
Access Support

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.

Thank you for your question, we will get back to you shortly.

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).