

User Manual

Front Desk

Table of Contents

Title	Page
Introduction	
• Welcome to VAMS _____	<u>2</u>
• Your Role and Activities in VAMS _____	<u>3</u>
• User Manual Guidance _____	<u>4</u>
• Navigating VAMS _____	<u>5</u>
• Activate Your VAMS Account _____	<u>6</u>
Section 1 Manage Recipients and Appointments _____	<u>7</u>
• Recipient Check-in _____	<u>8</u>
• Manage Recipient Appointments _____	<u>10</u>
• Search For and Edit Recipients _____	<u>11</u>
• Add New Recipients _____	<u>13</u>
• Schedule Recipient Appointments _____	<u>15</u>
Section 2 Additional VAMS Functionality _____	<u>18</u>
• Register as a COVID-19 Vaccine Recipient _____	<u>19</u>
• Access Multiple Clinics in VAMS _____	<u>20</u>
Access Support _____	<u>21</u>
Glossary of Terms _____	<u>22</u>



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 the Clinic's Success

As **front desk** staff, you are the first person vaccine recipients see at the clinic. You will use VAMS to perform tasks such as checking in recipients, create walk-in appointments, and cancel appointments.

The table below illustrates the activities that only you, as front desk staff, can perform in VAMS and some that you share with other users.

Activities	Front Desk	Healthcare Professional	Clinic Administrator	Inventory Manager (optional)
Serve as clinic point of contact (POC) for your jurisdiction (<i>Typically, the clinic administrator serves as the clinic POC.</i>)			✓	
Manage clinic information (e.g., shipping address)			✓	
Set and manage clinic schedule			✓	
Manage (add, edit, remove) VAMS clinic users			✓	
Manage clinic COVID-19 vaccine inventory			✓	✓
Check in vaccine recipients	✓			
Create walk-in and future vaccine recipient appointments	✓			
Cancel vaccine recipient appointments	✓	✓		
Confirm vaccine recipient identity	✓	✓		
Add vaccine recipients in VAMS	✓			
Administer and log vaccination (vaccine information, outcome, and waste if applicable)		✓		
View vaccine recipient next-dose eligibility date(s) (if applicable)		✓		


Front Desk User Manual

This user manual is designed for you.

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

How to Use this User Manual

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

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

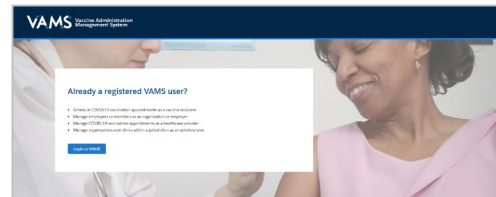
A Note About Privacy

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.

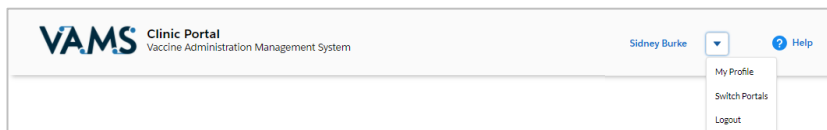
To access VAMS once registered, visit the landing page (<https://vams.cdc.gov/vaccineportal/s/vams-non-recipient-login>) and log in with your user name and password (see the next page for how to activate your VAMS account).



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

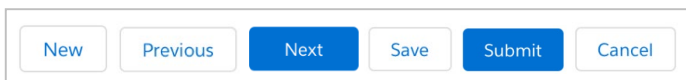
Header/Banner

- 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.
- The **drop-down menu** located next to your name in the upper right corner of the page allows you to:
 - Set your preferred method of contact (email or SMS) for receiving temporary codes for multi-factor authentication login by clicking **My Profile**.
 - Access another clinic or portal by clicking **Switch Portals**. See [Access Multiple Clinics](#) for additional information.
 - Log out of the system by clicking **Logout**.



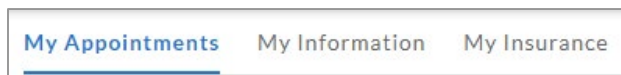
Buttons

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		
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

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 clinic administrator.

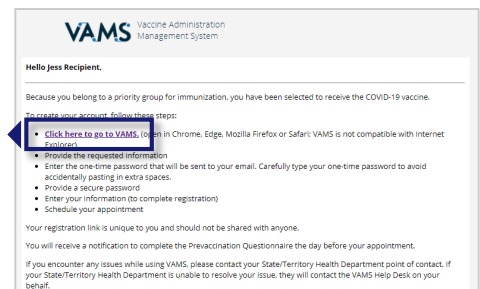
- Click the **registration link** in the email. This takes you to the account creation page in VAMS.

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

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

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

Upon logging into VAMS, you will be taken to your clinic's **Recipient Check-in** page in VAMS. If you are a multi-portal or multi-clinic user, you will be taken first to the **Portal** or **Clinic Selection** page.



Section 1

Manage Recipients and Appointments

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

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

Check In Vaccine Recipients

Recipient Check-in

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

Manage Recipient Appointments

Manage Recipient
Appointments

Check appointment status and cancel appointments for recipients.

Search for Recipients

Search for an existing recipient to schedule a walk-in or future appointment, or to edit their recipient record.

Add New Recipients

Add a new recipient in VAMS.

Schedule Recipient
Appointments

Schedule a walk-in or future appointment for a recipient.

Recipient Check-in

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

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

Use QR Code to Find Recipient Appointment in VAMS

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

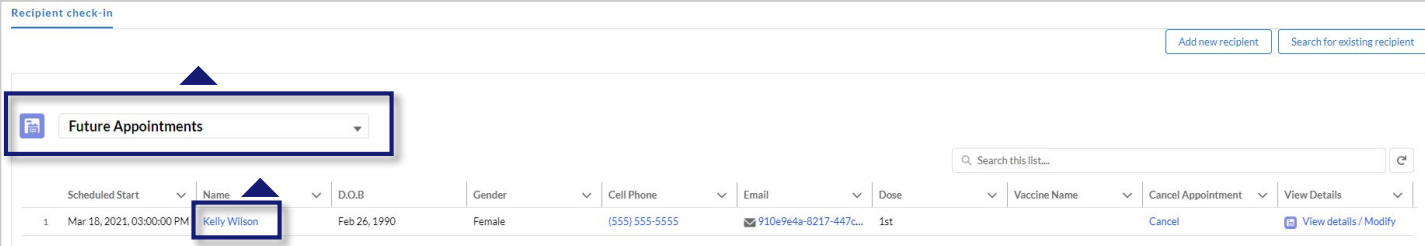
- Use a mobile device to **scan the recipient's QR code**. If you are logged into VAMS on the mobile device, scanning the QR code will take you to the recipient's appointment record in VAMS. If you are not logged into VAMS on the mobile device, the log-in screen will appear, and you will need to log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

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

Manually Find Recipient Appointment in VAMS

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

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



Recipient check-in

Add new recipient Search for existing recipient

Future Appointments

Search this list...

Scheduled Start	Name	D.O.B	Gender	Cell Phone	Email	Dose	Vaccine Name	Cancel Appointment	View Details
1 Mar 18, 2021, 03:00:00 PM	Kelly Wilson	Feb 26, 1990	Female	(555) 555-5555	910e9e4a-8217-447c...	1st		Cancel	View details / Modify

Recipient Check-in

Prevaccination Questionnaire Completion

The recipient must complete the Prevaccination Questionnaire before receiving the vaccination.

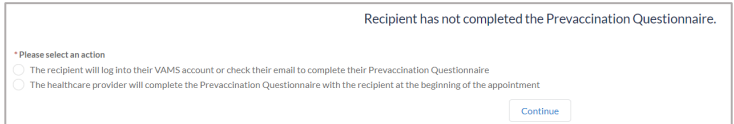
The system will indicate if the recipient has completed their Prevaccination Questionnaire. VAMS will allow you to check in a recipient who has not completed their Prevaccination Questionnaire. Please refer to your clinic's check-in procedure to determine whether you should check in recipients who have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

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

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

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

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



Validate Recipient Identification

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

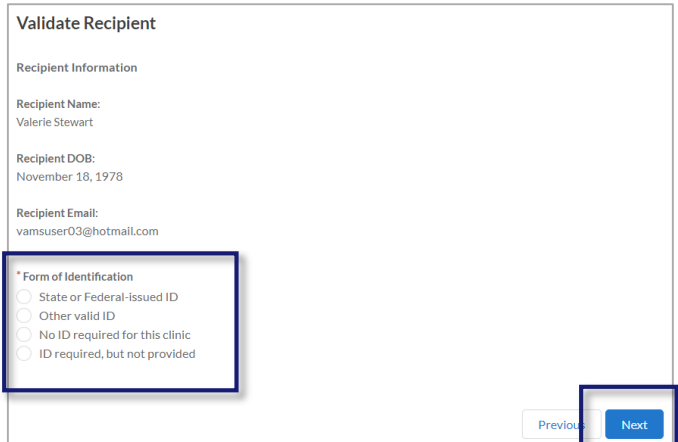
➤ You must validate:

- The recipient’s first and last name
- Their date of birth (DOB)
- The recipient matches their photo ID, if a photo ID is required

➤ Select the form of identification the recipient used, or select “No ID required for this clinic,” if applicable.

• **Recipients must reschedule their appointment if your clinic requires ID and they do not have a valid ID.**

- If a recipient does not have a valid ID, select “ID required, but not provided,” then click **Next** to cancel their appointment. VAMS sends a notification to the recipient asking them to reschedule their appointment.



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

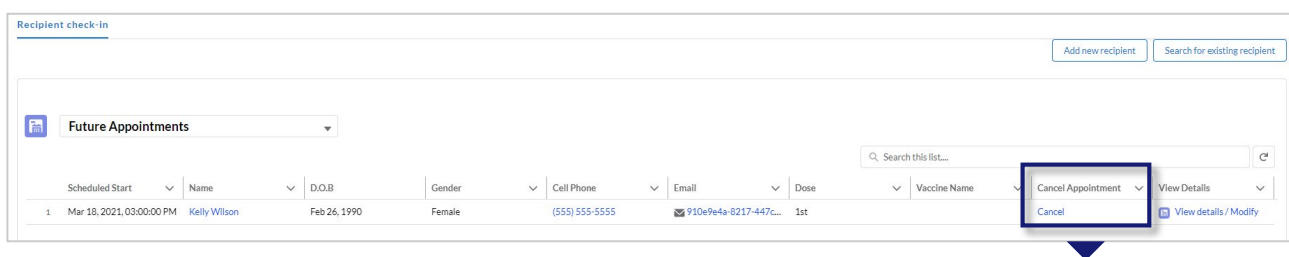
Manage Recipient Appointments

Appointment Status

- After confirming the recipient's identity and clicking **Next**, the recipient's appointment status will change from "Scheduled" to "Checked-In."
- If the clinic or recipient cancels the appointment, the recipient's appointment status will change to "Cancelled."

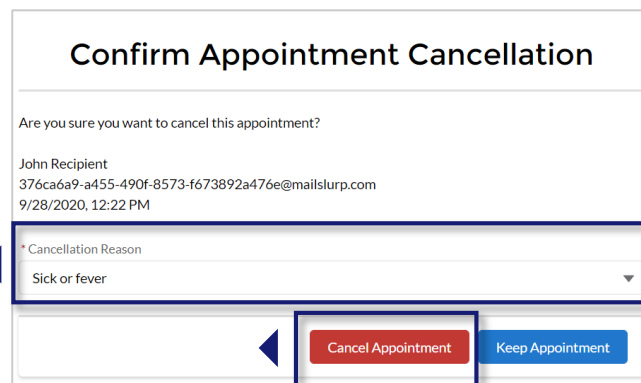
Canceling Appointments

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



The screenshot shows the 'Recipient check-in' interface. At the top right, there are buttons for 'Add new recipient' and 'Search for existing recipient'. Below these is a 'Future Appointments' dropdown menu. A search bar labeled 'Search this list...' is present. The main area contains a table with columns: Scheduled Start, Name, D.O.B, Gender, Cell Phone, Email, Dose, Vaccine Name, Cancel Appointment, and View Details. The first row shows an appointment for Kelly Wilson on Mar 18, 2021, at 03:00:00 PM. The 'Cancel Appointment' dropdown menu is open, showing a 'Cancel' option.

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



The screenshot shows a 'Confirm Appointment Cancellation' dialog box. It asks 'Are you sure you want to cancel this appointment?'. Below this, it displays recipient details: John Recipient, ID 376ca6a9-a455-490f-8573-f673892a476e@mailslurp.com, and appointment date/time 9/28/2020, 12:22 PM. A 'Cancellation Reason' dropdown menu is open, showing 'Sick or fever'. At the bottom, there are two buttons: 'Cancel Appointment' (red) and 'Keep Appointment' (blue).

Auto-Cancellation of No-Show Recipients

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

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

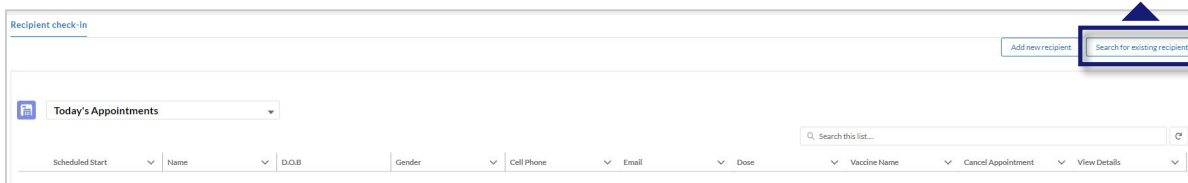
Search For and Edit Recipients

You can search for and edit existing recipients and add new recipients directly to VAMS. You can then create a walk-in appointment or schedule a future appointment for the recipient.

Search for an Existing Recipient

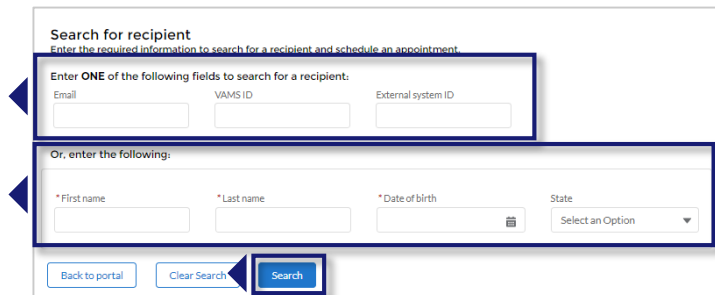
When a recipient requests that you schedule them a walk-in appointment or a future appointment, your first step is to search for the recipient to see if they already have a VAMS account.

- On the Recipient Check-In tab, click **Search for Existing Recipient** in the upper right corner.



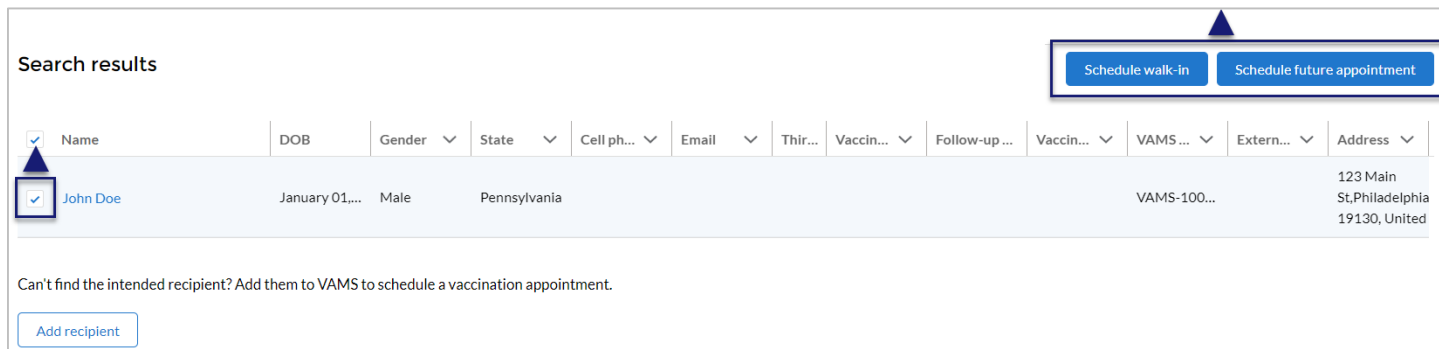
The screenshot shows the 'Recipient check-in' interface. In the top right corner, there are two buttons: 'Add new recipient' and 'Search for existing recipient'. The 'Search for existing recipient' button is highlighted with a blue box and an arrow pointing to it from above.

- You have two search options.
 - Enter one of these fields: email, VAMS ID, or External System ID.
- OR**
- Enter all of these fields: first name, last name, and date of birth. You can also enter the recipient's state to further refine your search, but this is optional.



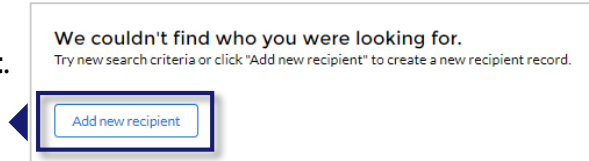
The screenshot shows the 'Search for recipient' form. It has two sections. The first section is titled 'Enter ONE of the following fields to search for a recipient:' and contains three input fields: 'Email', 'VAMS ID', and 'External system ID'. The second section is titled 'Or, enter the following:' and contains four input fields: '* First name', '* Last name', '* Date of birth', and 'State'. Below these fields are three buttons: 'Back to portal', 'Clear Search', and 'Search'. The 'Search' button is highlighted with a blue box and an arrow pointing to it from the left.

- Click **Search**.
- If the recipient is already in VAMS, their name will appear in the search results table. You can select the checkbox next to their name, then click either **Schedule Walk-in** or **Schedule Future Appointment**. See [Section 1: Schedule Recipient Appointments](#) for more information on scheduling these appointments.



The screenshot shows the 'Search results' page. At the top right, there are two buttons: 'Schedule walk-in' and 'Schedule future appointment'. Below them is a table with columns: Name, DOB, Gender, State, Cell ph..., Email, Thir..., Vaccin..., Follow-up..., Vaccin..., VAMS..., Extern..., and Address. The first row of the table is for 'John Doe', with a checked checkbox in the Name column. Below the table, there is a message: 'Can't find the intended recipient? Add them to VAMS to schedule a vaccination appointment.' and an 'Add recipient' button.

- If the recipient does not appear in the search results, you can create a new recipient record by clicking **Add New Recipient**.
- Follow the steps in the [Add New Recipients](#) portion of this manual to finish adding the recipient.



The screenshot shows an error message: 'We couldn't find who you were looking for. Try new search criteria or click "Add new recipient" to create a new recipient record.' Below the message is an 'Add new recipient' button, which is highlighted with a blue box and an arrow pointing to it from the left.



Search For and Edit Recipients

Edit a Recipient Record

You can edit records for recipients who do not already have VAMS accounts.

- To edit the record, click **Search for Existing Recipient** on the **Recipient Check-in** tab.
- Search for the recipient by entering the required information outlined on the previous page of this user manual.
- Once you've found the correct recipient, click **their name** in the search results table to advance to the **Recipient Information** page.
- On the **Recipient Information** page, click **Edit** to make any changes to the recipient record. Once you are finished, click **Save**.

Search results

[Schedule walk-in](#)
[Schedule future appointment](#)

<input type="checkbox"/>	Name	DOB	Gender	State	Cell ph...	Email	Thir...	Vaccin...	Follow-up...	Vaccin...	VAMS...	Extern...	Address
<input type="checkbox"/>	John Doe	January 01,...	Male	Pennsylvania							VAMS-100...		123 Main St. Philadelphia 19130, United

Can't find the intended recipient? Add them to VAMS to schedule a vaccination appointment.

[Add recipient](#)

NOTE: You cannot use this functionality to edit the recipient's vaccination record, edit the records of recipients who have completed their vaccination schedule, or edit the records of recipients who have already registered in VAMS. If a registered recipient needs to edit their record, they can do so in the Recipient Portal.

[Edit](#)

Recipient information

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

Salutation

First name: John Middle name: Last name: Doe

Gender: Male

Date of birth: 1960-01-01

Add New Recipients

Option 1: Adding a new recipient from Search

If you searched for an existing recipient but they did not exist in the system, you can add them as a new recipient by clicking **Add New Recipient** from the search page (see [page 11](#) of this user manual).

Option 2: Adding a new recipient from the Recipient Check-in tab

In addition to adding a new recipient through the Search function, you can also directly add a new recipient to VAMS from the **Recipient Check-in** tab by clicking **Add New Recipient**.

Regardless of which option you use, you are directed to the same Recipient Information page.

➤ On the **Recipient Information** page, enter the required recipient details:

- First name
- Last name
- Date of birth
- Gender
- Race
- Ethnicity
- Home address

- Entering an email address or phone number is optional.
- If you enter an email address, VAMS will ask you to do two things:
 - Select the recipient's **preferred contact method**.
 - Select if the recipient would like to **create a VAMS account**. If you select this, VAMS will send the recipient a registration email.

- If you enter a cell phone number but no email address, you must still select a preferred contact method, but you will not have the option to create a VAMS account, as VAMS requires an email to create an account.

Please ask the recipient if they consent to the following statement:
By providing your phone number, you agree to receive VAMS related voice calls from the CDC. If you would also like to receive SMS notifications, you must also check the SMS consent checkbox below. Please note that VAMS does not support SMS communication outside of the United States.

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

Email

SMS (by entering a phone number and selecting this option as the preferred method of contact, the recipient consents to receive SMS messages from VAMS about their vaccination *)

I prefer not to receive any communication from VAMS

**Message and data rates may apply, messages per month may vary. Text HELP for help and STOP to cancel.

[Terms and conditions \(appointment messaging\)](#)

[View privacy policy](#)

Create a VAMS account for recipient?

Yes, send a registration link to the recipient's email so they can create and access their VAMS Account

No, use the recipient's preferred method of contact for all VAMS communications

NOTE: If you select "I prefer not to receive any communication from VAMS" under preferred contact method, the recipient will not receive any notifications from VAMS, including appointment follow-ups.

➤ Once you've entered all applicable information, click **Next**.

* Indicates that the field is required.

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

Salutation (optional)
 --None--

* First name

Middle name (optional)

* Last name

* Gender
 --None--

* Date of birth

* Ethnicity
 Hispanic or Latino
 Not Hispanic or Latino
 Unknown / Not Reported

* Race (select all that apply):
 American Indian or Alaska Native
 Asian
 Asian Indian
 Chinese
 Filipino
 Japanese
 Korean
 Vietnamese
 Other Asian
 Black or African American
 Decline to specify
 Other
 Pacific Islander
 Native Hawaiian
 Guamanian or Chamorro
 Samoan
 Other Pacific Islander
 Unknown / Not Reported
 White

* Home address
 * Country
 United States

* Street address

* City

* State/Province/Region
 Select an Option

* ZIP/Postal Code

Email (optional)

Home phone (optional)

Cell phone (optional)

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

Emergency contact name (optional)

Emergency contact number (optional)

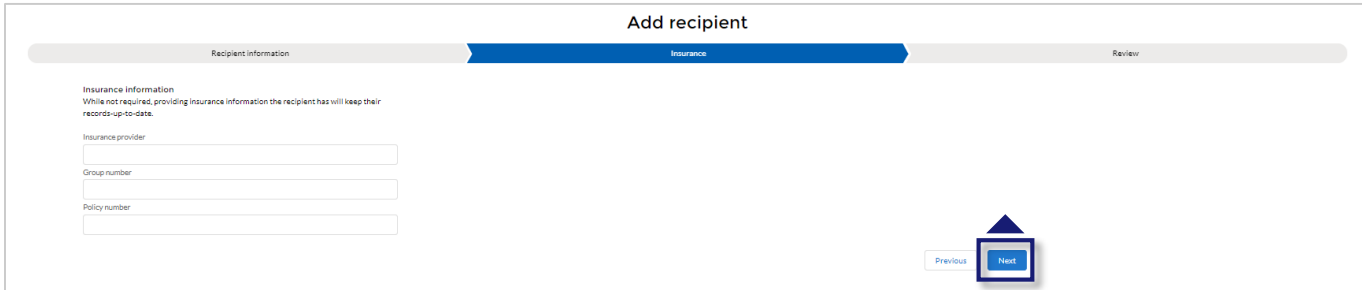
[Next](#)

Add New Recipients

Adding a New Recipient *(continued)*

After clicking **Next** on the Recipient Information page, the system will direct you to the Insurance page.

- Once on the Insurance page, enter insurance information if provided. This step is optional.
- Whether or not you add insurance information, click **Next** to continue.



Add recipient

Recipient information **Insurance** Review

Insurance Information
While not required, providing insurance information the recipient has will keep their records up-to-date.

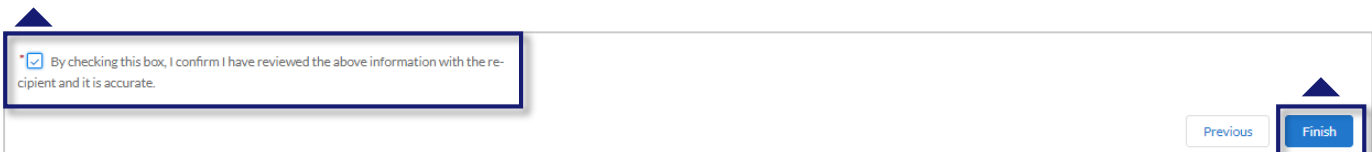
Insurance provider

Group number

Policy number

Previous **Next**

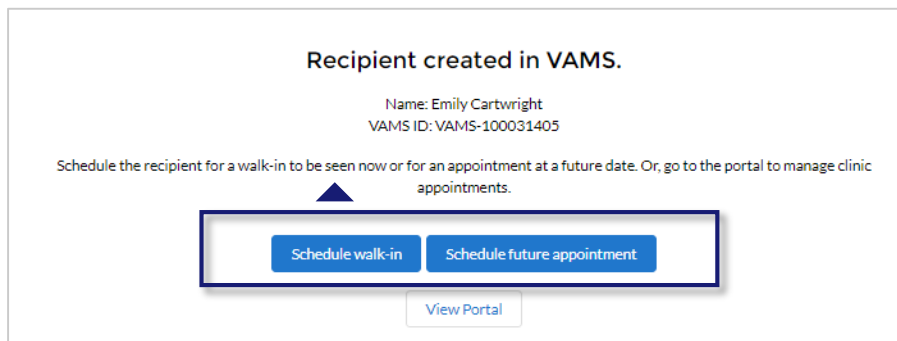
- Review the information provided and **check the box** at the bottom of the screen, confirming you have reviewed the information with the recipient, and it is accurate.
- Click **Finish**.



By checking this box, I confirm I have reviewed the above information with the recipient and it is accurate.

Previous **Finish**

- Once you've created the recipient, you can click either **Schedule Walk-in** or **Schedule Future Appointment**. See [Section 1: Schedule Recipient Appointments](#) for more information on scheduling these appointments.



Recipient created in VAMS.

Name: Emily Cartwright
VAMS ID: VAMS-100031405

Schedule the recipient for a walk-in to be seen now or for an appointment at a future date. Or, go to the portal to manage clinic appointments.

Schedule Recipient Appointments

You can schedule walk-in appointments or future appointments for recipients from multiple places in VAMS. You will see **Schedule Walk-in** and **Schedule Future Appointment** when you:

- Search for and find an existing recipient.
- Add a new recipient, either from the search page or using the **Add New Recipient** button (see [Add New Recipients](#)).

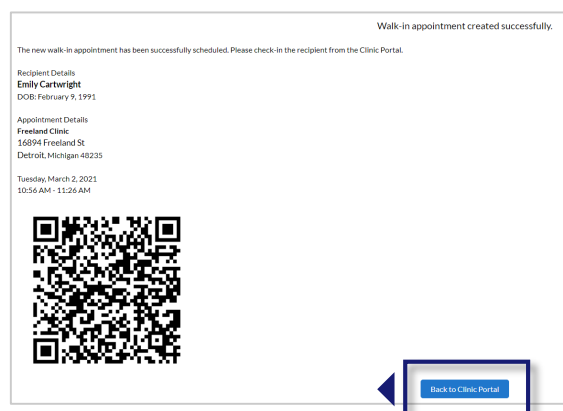
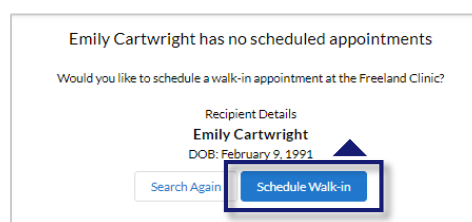
The process flows detailed below are the same regardless of whether you click **Schedule Walk-in** or **Schedule Future Appointment**.

Schedule Walk-in Appointments for Recipients

- To schedule a walk-in appointment for a recipient, click **Schedule Walk-in**.
- The next screen will bring up the recipient's name, date of birth, and email if provided.
- If the recipient has no other scheduled appointments, the system will ask if you want to schedule a walk-in appointment for the recipient. Confirm the information and click **Schedule Walk-in**.
- If the recipient has no prior doses recorded in VAMS, the system will ask you if the recipient received a prior dose outside of VAMS. If the answer is yes, you must enter the vaccine manufacturer and the date the recipient received the dose.
- If the recipient has a first dose recorded in VAMS and is not yet due for the second dose, VAMS will alert you. In this scenario, VAMS will ask "**Are you sure you want to vaccinate early?**" You can proceed with vaccination or cancel.
- Select **Continue** to proceed with scheduling the walk-in or **Cancel** to cancel scheduling the appointment.

NOTE: If the recipient already has an appointment scheduled at another clinic, the system will ask if you want to keep that appointment or cancel it and schedule a walk-in at your clinic. Make your selection. If proceeding with the walk-in appointment, follow the remaining steps below.

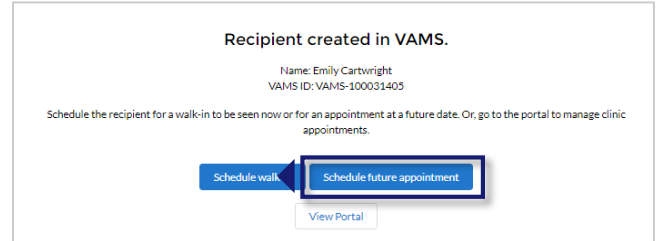
- You will see an appointment confirmation screen with a QR code. If your clinic has QR code scanning capabilities, you can scan this code to check in the recipient. Otherwise, click **Back to Clinic Portal** and check in the recipient using the manual check-in process outlined in Section 1, [Recipient Check-In](#).



Schedule Recipient Appointments

Schedule Future Appointments for Recipients

- To schedule a future appointment for a recipient, click **Schedule Future Appointment**.



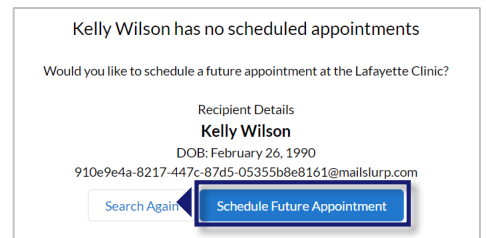
Recipient created in VAMS.

Name: Emily Cartwright
VAMS ID: VAMS-100031405

Schedule the recipient for a walk-in to be seen now or for an appointment at a future date. Or, go to the portal to manage clinic appointments.

[Schedule walk-in](#) [Schedule future appointment](#) [View Portal](#)

- If the recipient does not have another scheduled appointment, the system will ask you to confirm you want to schedule a future appointment. Click **Schedule Future Appointment**.



Kelly Wilson has no scheduled appointments

Would you like to schedule a future appointment at the Lafayette Clinic?

Recipient Details
Kelly Wilson
DOB: February 26, 1990
910e9e4a-8217-447c-87d5-05355b8e8161@mailslurp.com

[Search Again](#) [Schedule Future Appointment](#)

- If the recipient does have another previously scheduled appointment, the system will ask you if you want to keep the existing appointment or cancel it and reschedule a future appointment.



Kelly Wilson currently has the following appointment scheduled:

Recipient Details
Kelly Wilson
DOB: February 26, 1990
910e9e4a-8217-447c-87d5-05355b8e8161@mailslurp.com

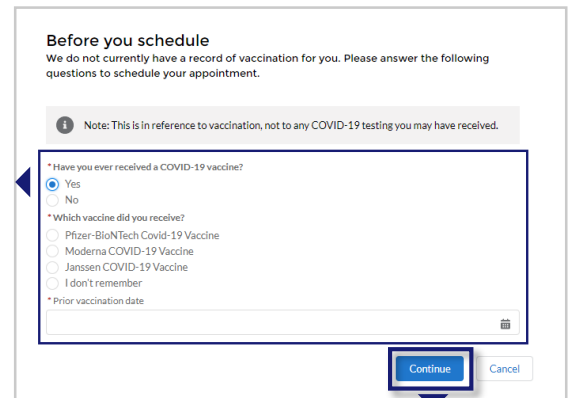
Appointment Details
Lafayette Clinic
118 W Lafayette Blvd
Detroit
Michigan
48226

Friday, March 19, 2021
3:30 PM - 4:00 PM

Do you want to cancel this appointment and schedule a walk-in at Lafayette Clinic?

No, keep the existing appointment
 Yes, cancel the existing appointment and reschedule a future appointment

- Once you've clicked **Schedule Future Appointment**, if the recipient does not have a prior vaccine dose recorded in VAMS, the system will ask if they previously received a dose.
 - If they did receive a prior dose, select **Yes**. Then select the vaccine manufacturer (Pfizer-BioNTech, Moderna, J&J/Janssen, or I Don't Remember) and enter the date of the vaccination.
 - If they did not receive a prior dose, select **No**.
 - Once you've made the appropriate selections, click **Continue**.



Before you schedule

We do not currently have a record of vaccination for you. Please answer the following questions to schedule your appointment.

Note: This is in reference to vaccination, not to any COVID-19 testing you may have received.

* Have you ever received a COVID-19 vaccine?
 Yes
 No

* Which vaccine did you receive?
 Pfizer-BioNTech Covid-19 Vaccine
 Moderna COVID-19 Vaccine
 Janssen COVID-19 Vaccine
 I don't remember

* Prior vaccination date

[Continue](#) [Cancel](#)

NOTE: The vaccine manufacturer and vaccination date fields only appear if you select **Yes**.

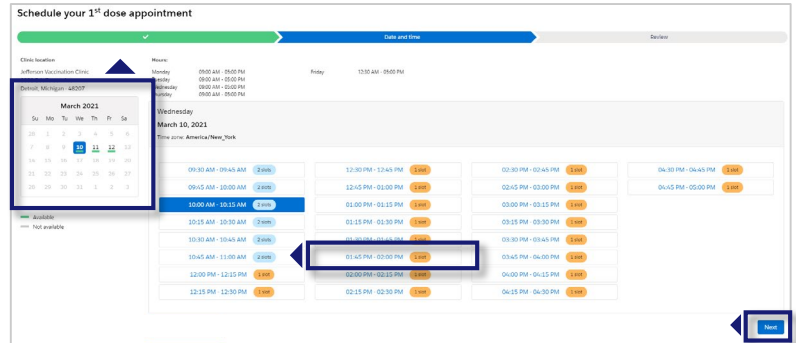
Schedule Recipient Appointments

Schedule Future Appointments for Recipients *(continued)*

- 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.

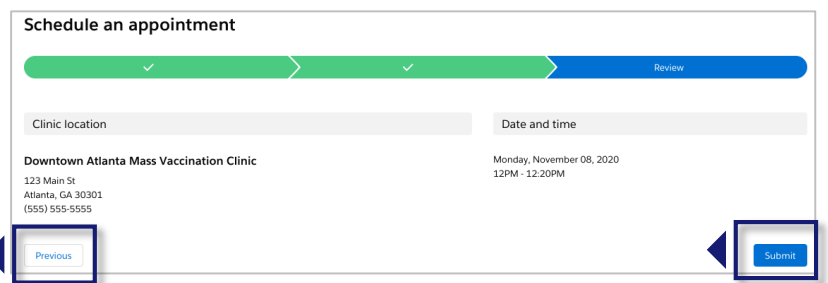
NOTE: If you work at a mobile clinic with two or more locations that are currently active, the system will ask you to select the location for the appointment before continuing to the date and time selection screen.

- Select the 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 for that time (e.g., “2 slots” means two appointments are currently available at that time).



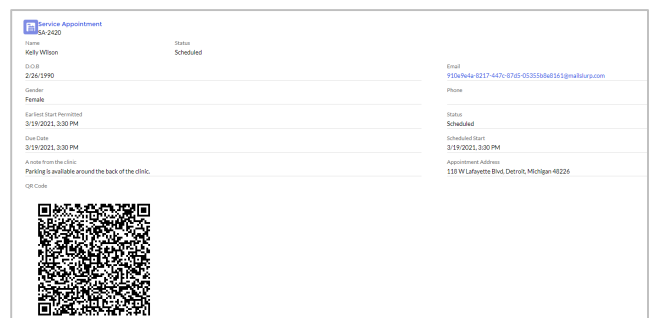
NOTE: The system will hold the selected appointment time slot for 10 minutes. If the appointment is not confirmed by that time, the system will release it.

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



- After clicking **Submit**, you will see a confirmation that the recipient’s appointment is scheduled. The confirmation includes the appointment details and a QR code for contactless check-in.

NOTE: If the recipient provided a contact method, they will also receive the appointment confirmation through their preferred contact method.



Section 2

Additional VAMS Functionality

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

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

Additional VAMS Uses

Register as a COVID-19
Vaccine Recipient

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

Access Multiple Clinics in
VAMS

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

Register as a COVID-19 Vaccine Recipient

Register as a COVID-19 Vaccine Recipient in VAMS

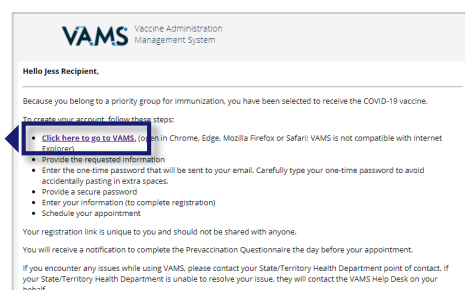
Before you can register as a COVID-19 vaccine recipient, your clinic administrator must register your clinic as an organization in VAMS and then add you as a member of the organization.

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

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

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

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



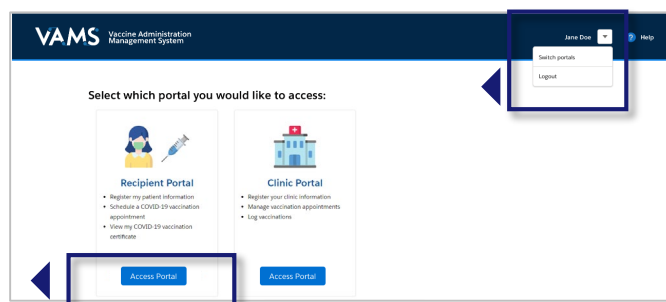
- On the next screen, enter the **email address** you use for your clinic user log-in.
- Enter the **same password** you use when logging in as a clinic user. Complete the **reCAPTCHA**, then click **Login**.

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

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

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

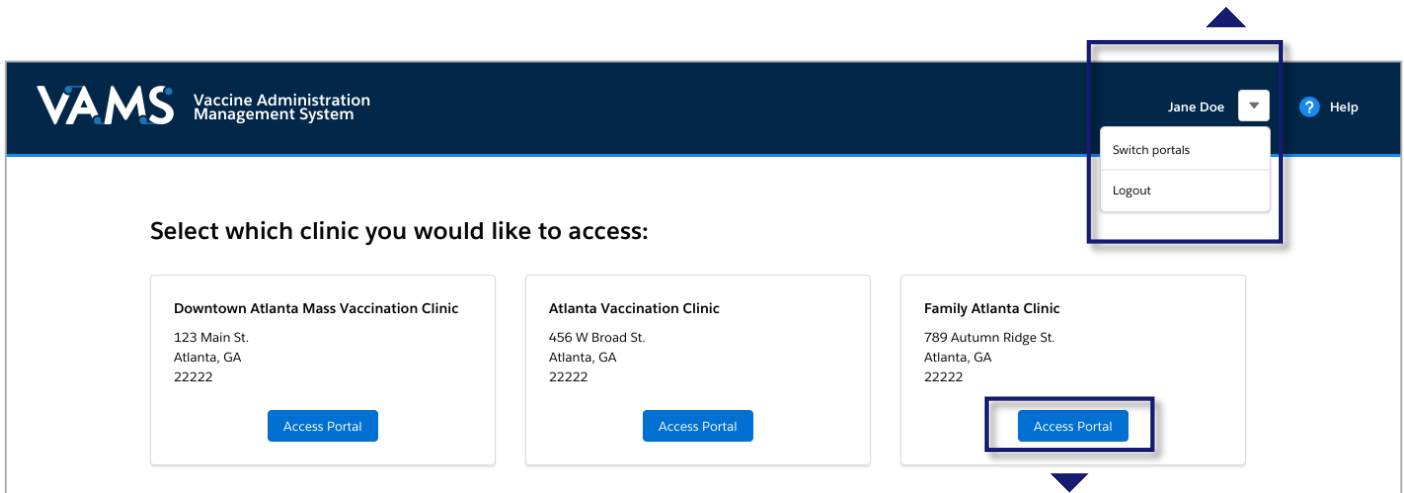
Quick Tip: While logged into VAMS, you can switch portals by clicking the drop-down arrow next to your name in the upper right corner and selecting **Switch Portals**.



Access Multiple Clinics in VAMS

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

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



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. A dropdown menu is open, showing 'Switch portals' and 'Logout' options. Below the header, the main content area is titled 'Select which clinic you would like to access:'. There are three clinic cards, 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.

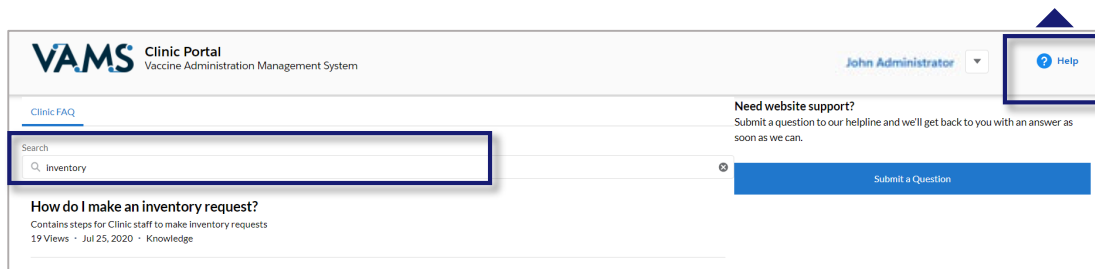
Access Support

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 Description box and click **Confirm**.
- After clicking **Confirm**, a message will appear on the screen confirming your question was sent.
- A response to your question will be sent to you via email from **vamshelp@cdc.gov**.
- Once you receive a response to your question, you can communicate back and forth with the support team by replying to the email.

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

Help Desk

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

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

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

Glossary of Terms

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