VAMS
Vaccine Administration
Management System

User Manual

Clinic Front Desk

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Introduction

Welcome to VAMS

The Vaccine Administration Management System (VAMS) is a secure, web-based tool built to help jurisdictions, vaccination clinics, organizations/employers, and vaccine recipients manage COVID-19 vaccination efforts. It supports operations and data collection and tracking to meet COVID-19 vaccination requirements.

VAMS Has Four Portals.
Each portal is designed for specific types of users.

Jurisdiction Portal

Jurisdictions can use VAMS to:
- Designate specific organizations/employers that serve critical infrastructure populations (including volunteers) and groups 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.

Organization & Employer Portal

Organizations* or employers (referred to as "organizations" in this user manual) of critical infrastructure populations can use VAMS to:
- Add critical infrastructure workers and other at-risk groups 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

Vaccine recipients can use VAMS to:
- Register as a vaccine recipient.
- Locate a clinic and schedule vaccination appointments.
- Schedule and track follow-up vaccination appointments (if applicable).
- Receive proof of vaccination.

Clinic Portal

Vaccination clinics* (referred to as "clinics" in this user manual) can use VAMS to:
- Register the clinic.
- Check in recipients.
- Document and track COVID-19 vaccine administration and waste.
- Monitor vaccine inventory levels.

*"Organization" refers to any institution, association, company, or other group that will add critical infrastructure workers and other at-risk groups in VAMS to be considered for COVID-19 vaccination. "Employer" is one example of an organization.
**To use VAMS, vaccine recipients must have internet access, an email address, and the ability to navigate the system or have someone assist them.
***Vaccination clinics are often referred to as "vaccine clinics" in VAMS.

Your Role and Responsibilities

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

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

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

How to Use this User Manual

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 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).
Access Support	Buttons like the one pictured also link to other pages in this user manual.

Navigating VAMS

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

To access VAMS once registered, visit the landing page (https://vams.cdc.gov/vaccineportal/s) and log in with your user name and password (see Section 1 for how to activate your VAMS account).
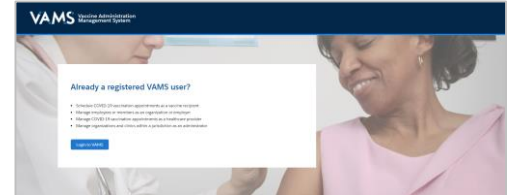
The components listed below are in VAMS to help you navigate the system.

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

You must activate your VAMS account to use the system and complete front desk duties. This section will tell you how to create your account.

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

Activate Your VAMS Account

Activate Your VAMS Account	Learn how to use the registration link in your email to activate your account and access VAMS.

⊕ Activate Your VAMS Account

What you'll need to complete this step

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

You must activate an account in VAMS to use the system. After your jurisdiction's POC 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 <u>for your registration only</u> and cannot be used to register anyone else. Please do not forward it to anyone as the link will not work for them.
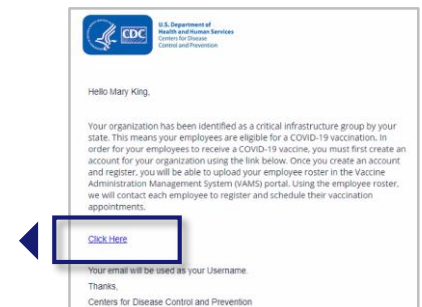
➢ **Verify your email address** (the email address where you received the original VAMS invitation will be prepopulated). Your email address will be your **user name** when logging in to VAMS.

➢ 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 through a 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 the Clinic Portal home page, where you can complete your everyday front desk tasks in VAMS.

Section 2

Everyday Front Desk Tasks in VAMS

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

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

Check In Vaccine Recipients

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

Manage Recipient Appointments

Manage Recipient Appointments	Cancel appointments and create walk-in appointments.

VAMS Support

Access Support	Know how to find answers to frequently asked questions (FAQs) about VAMS.

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. **This process must be completed before the healthcare professional can administer vaccine to a recipient.**

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.

➢ The system will prompt you to **verify** the recipient's **identity** by selecting their form of identification.

➢ Once you have verified them, the system will update their status to "Checked In."

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.
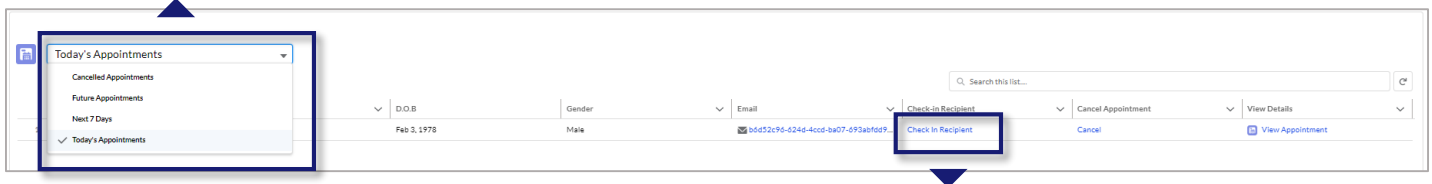
➢ After finding the recipient's appointment in the table, click **Check-in Recipient**.

➢ If the recipient hasn't completed their Prevaccination Questionnaire, you will not be able to check them in. Ask them to log into their VAMS account and complete the questionnaire.

<u>NOTE:</u> The search function will only show results from your clinic. If the search shows no results, then the recipient is not listed at your clinic. **If you cannot find the recipient's appointment** in the system, you should **confirm the recipient is at the correct location**. If the search shows no results, the recipient's appointment **may be at another clinic** or, if they did not receive a confirmation notification, they **may not have completed the scheduling process.**

Recipient Check-in

Validate Completion of Prevaccination Questionnaire

VAMS indicates whether the recipient completed the Prevaccination Questionnaire. Recipients should receive a notification prior to their appointment with a link to the questionnaire.

The recipient must complete this questionnaire before receiving the vaccination.

- If they have 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 have the recipient log into their account and complete the questionnaire.

Validate Recipient Identification

After successfully finding the recipient's appointment in VAMS and clicking Check-in Recipient (if doing a manual search), 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**.

Appointment Status

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

Manage Recipient Appointments

Canceling Appointments

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

➤ 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.

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

Manage Recipient Appointments

Create Walk-in Recipient Appointments

You can create and edit recipient appointments for walk-ins but should always search to see if that person already has an appointment scheduled at your clinic or another clinic first. **NOTE:** Recipients wanting a walk-in appointment **must still register in VAMS** before they can make an appointment.

➢ Click **Create Appointment** from the Clinic Portal home page.

➢ Enter the recipient's **email address** and click **Search**.
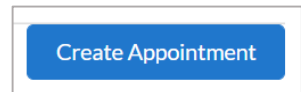
After clicking Search, the following scenarios could occur:

Scenario 1

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

➢ Refer the recipient to their registration notification if they have not registered in VAMS.
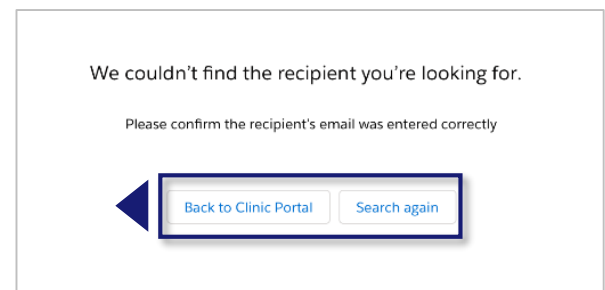
Scenario 2

If the recipient has **completed their vaccination series,** a message will appear that reads, "Recipient has already completed vaccination series. A vaccination certificate should have been sent to the recipient."

Quick Tip: A vaccination series is the number of doses a recipient must receive to be completely vaccinated.
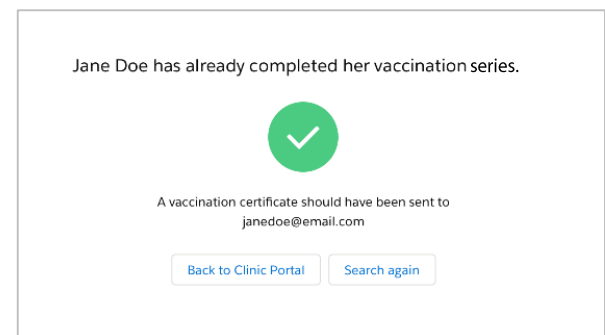
➢ Suggest the recipient log into VAMS to view their vaccination certificate or refer them to the vaccination certificate notification they should have received via their preferred communication method.

👤 Manage Recipient Appointments

Create Walk-in Recipient Appointments *(continued)*

Scenario 3

If the recipient **has an appointment at another clinic,** a Conflicting Appointment page will appear that will tell you when and where their appointment is scheduled.

- You can keep the existing appointment or cancel the existing appointment and schedule a walk-in appointment at your clinic.

➤ If the recipient wants to keep the existing appointment, select **"No, keep the existing appointment."** Then click **Submit**.

➤ If the recipient wants to cancel their scheduled appointment and schedule a walk-in appointment at your clinic, click **"Yes, cancel the existing appointment and reschedule a walk-in appointment."** Then click **Submit**.

➤ The page that follows will ask you to confirm cancellation. Click **Cancel Appointment** to confirm.

- Clicking Cancel Appointment automatically adds the recipient to your clinic's list of appointments and takes you to the appointment confirmation page with the recipient's walk-in appointment details.

➤ Use these details and QR code to **check in** the recipient.

NOTE: The recipient will receive a notification asking them to complete the Prevaccination Questionnaire and confirming they have reviewed the Emergency Use Authorization (EUA) fact sheet or vaccine information statement (VIS). Both actions must be completed before they can be checked in.

Scenario 4

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

➤ Click **Schedule Walk-in**.

- You will be taken to the **appointment confirmation page** with the recipient's walk-in appointment details.

➤ Use these details and QR code to **check in** the recipient once they have completed the Prevaccination Questionnaire that is sent to them upon creating their appointment.

NOTE: Walk-in appointments will be scheduled for the current time slot. However, advise the recipient of their actual wait time based on your clinic's current capacity.

Access Support

Where to Find Additional VAMS Resources and Information

Help Page

If you need help when using VAMS, click the Help link in the top right corner of the navigation bar to search for answers to FAQs.

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.

Section 3

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 an employee of the organization.

After your clinic administrator registers your clinic as an organization and adds you as an employee 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.

➢ 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.**

  o 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.

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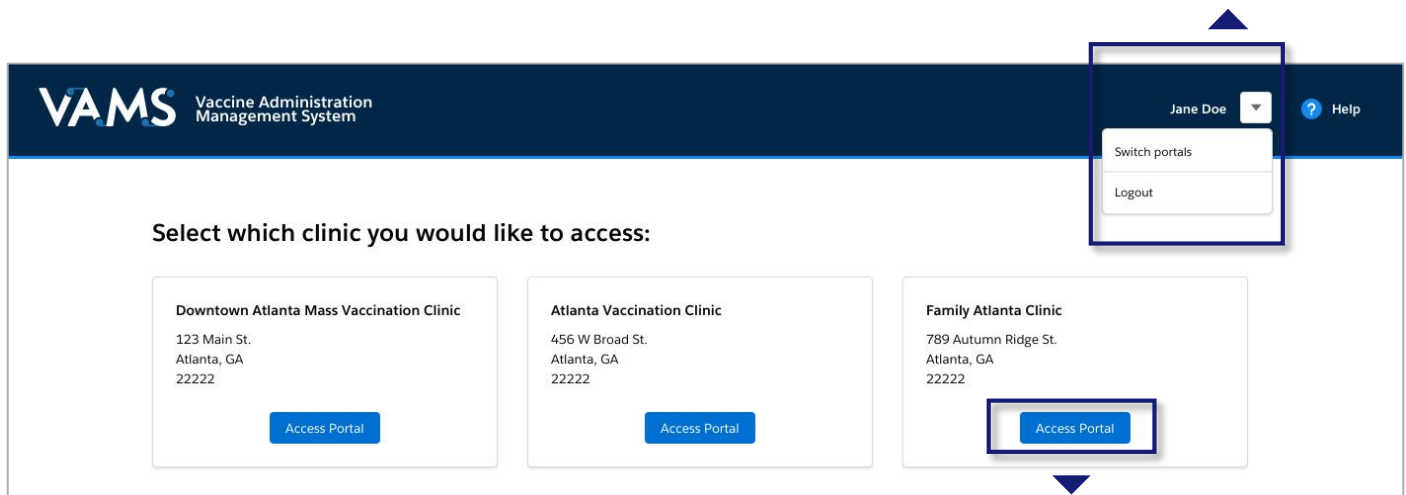
➢ From the **clinic selection page**, choose which clinic you want to switch to by clicking the **Access Portal** button under the clinic name.

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.
Employee	Any worker, staff member, volunteer, or other personnel being added in VAMS to receive COVID-19 vaccination
Employer	One type of organization.
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 Series	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 series to be complete).