

# User Manual

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# Vaccine Recipient

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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.*



# How to Use This Manual

As a **vaccine recipient**, you will use VAMS to schedule vaccination appointments at a clinic near you and to add your personal, medical, and employer information.

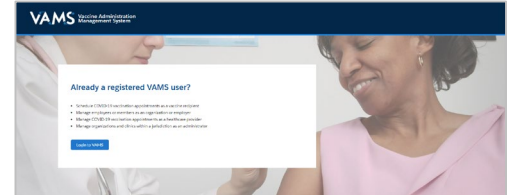
This user manual is designed for you. Throughout this user manual, you will see the following pieces.

Component	Description
<b>NOTE:</b>	Notes are need-to-know pieces of information you should be aware of.
<b>Quick Tip:</b>	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”).
<a href="#">Bright blue hyperlinks</a>	Bright blue hyperlinks link to external pages (e.g., <a href="https://vams.cdc.gov/vaccineportal/s">https://vams.cdc.gov/vaccineportal/s</a> ).
<a href="#">Gray hyperlinks</a>	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).
<a href="#">Dark blue hyperlinks</a>	Dark blue hyperlinks link to other pages in this manual (e.g., Step 1: Activate Your Account in VAMS).
	Buttons like the one pictured also link to other pages in this user manual.

# Navigating VAMS

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

To access VAMS once registered, visit the landing page (<https://vams.cdc.gov/vaccineportal/s>) and log in with your user name and password (see [Section 1, Step 1](#) for how to activate your VAMS account).



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

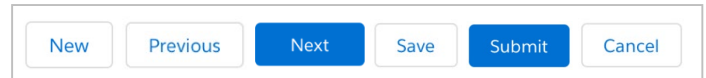
## Header/Banner



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.

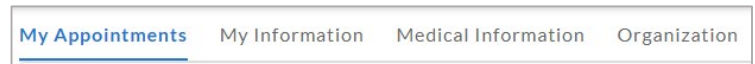
## Buttons

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.

My appointments					
Date	Time	Clinic	Vaccine type	Status	
Monday, November 08, 2020	12PM - 12:15PM	Downtown Atlanta Mass Vaccination Clinic	mRNA-13913	Completed	<a href="#">View details</a>
Sunday, October 17, 2020	3:15PM - 3:30PM	Downtown Atlanta Mass Vaccination Clinic	mRNA-13913	Completed	<a href="#">View details</a>

## A Note About Privacy

To receive COVID-19 vaccine, you must enter data that are considered personally identifiable information (PII) and protected health information (PHI). PII is any data that could potentially identify you, like your name and address. PHI is information about your physical and mental health and other conditions, like whether you are pregnant. 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 schedule a vaccination appointment at a clinic near you. This checklist summarizes the six steps you will take to activate your account and get set up in VAMS.

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

Step	What You Need to Complete this Step
<input type="checkbox"/> <b>Step 1: <a href="#">Activate Your VAMS Account</a></b> to access VAMS. Follow prompts after clicking the registration link in the email from vams@cdc.gov to complete this step.	<ul style="list-style-type: none"> <li>• Access to the internet</li> <li>• Access to your email account</li> <li>• Registration email from <b>vams@cdc.gov</b></li> </ul>
<input type="checkbox"/> <b>Step 2: <a href="#">Provide Personal Information</a></b> and contact information, including your preferred contact method.	<ul style="list-style-type: none"> <li>• Date of birth</li> <li>• Race and ethnicity</li> <li>• Home address</li> <li>• Cell phone number</li> <li>• Preferred method of contact</li> </ul>
<input type="checkbox"/> <b>Step 3: <a href="#">Provide Medical History</a></b> , including any known allergies or medical conditions.	<ul style="list-style-type: none"> <li>• If you are currently pregnant or a nursing mother</li> <li>• If you are currently living in a nursing home</li> <li>• Any known allergies or existing conditions</li> <li>• Any current medications</li> <li>• Any other relevant medical information</li> </ul>
<input type="checkbox"/> <b>Step 4: <a href="#">Enter Insurance Information</a></b> , if applicable.	<ul style="list-style-type: none"> <li>• Insurance provider</li> <li>• Group number</li> <li>• Policy number</li> </ul>
<input type="checkbox"/> <b>Step 5: <a href="#">Review Organization Information</a></b> and add additional organizations, if applicable. The organization is the employer or organization who identified you as someone who is eligible for a COVID-19 vaccine.	<ul style="list-style-type: none"> <li>• Organization's name, email, and address to confirm this information is correct in VAMS</li> <li>• Any additional organization's name, email, and address (if applicable)</li> </ul>
<input type="checkbox"/> <b>Step 6: <a href="#">Review Your Information</a></b> and confirm it is correct.	<ul style="list-style-type: none"> <li>• Nothing</li> </ul>

# □ Step 1: Activate Your VAMS Account

## What you'll need to complete this step

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

You must activate an account in VAMS to use the system. After the employer coordinator for your organization enters your name and email address in VAMS, you will receive an email with a VAMS registration link.

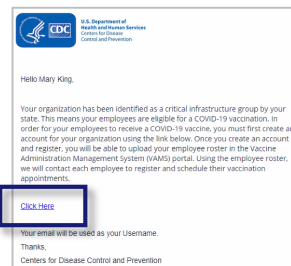
- Search your inbox for an email from **vams@cdc.gov**.

**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 organization's employer coordinator.

- Click the **registration link** in the email. This will take you to the prescreener page in VAMS.

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

- If you are eligible for vaccination after responding to the prescreening questions, you will progress to the account registration page.



- **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 (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 follow Steps 2–6 to register your account.

## □ Step 2: Provide Personal Information

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

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

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

• Your name and email address will already be entered since you just activated your account.

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

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

**NOTE:** If you elect to receive text messages, you can respond to an automated message with **HELP** at any time to be taken to the FAQs page in VAMS for assistance.

If you **unsubscribe or opt out** of notifications, you will no longer receive any notifications from VAMS, including appointment reminders. You will also no longer receive the two-factor authentication notifications, **meaning you will no longer be able to log into VAMS.**

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

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

➤ Click **Next**.

## □ Step 3: Provide Medical History

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

- Any known allergies or existing conditions
- Any current medications (optional)
- Any other relevant medical information (optional)

- After entering personal information, you'll be asked to enter your medical history.

**NOTE:** Information entered on the Medical History tab is only visible to the healthcare professional(s) administering your vaccine.

- You are **required** to enter the following information:
  - Whether or not you are currently pregnant\*
  - Whether or not you are currently a nursing mother\*
  - Whether or not you currently live in a nursing home
  - Any known allergies
  - Any known existing conditions
- Entering the following information is **optional**:
  - Any medications
  - Any other relevant medical information
- Click **Next**.

Register my account

Medical History Insurance Organization Review

\* I am currently pregnant.  
☐ Yes  
☐ No

\* I am currently a nursing mother.  
☐ Yes  
☐ No

\* I am currently living in a nursing home.  
☐ Yes  
☐ No

\* Indicate any known allergies  
☐ Milk  
☐ Fish (e.g., bass, flounder, cod)  
☐ Eggs  
☐ Crustacean shellfish (e.g., crab, lobster, shrimp)  
☐ Peanuts  
☐ Tree nuts (e.g., almonds, walnuts, pecans)  
☐ Wheat  
☐ Soybeans  
☐ Latex  
☐ Gelatin/egg protein  
☐ Yeast  
☐ Neomycin  
☐ Thimerosal  
☐ Other  
☐ No existing or known allergies

\* Indicate any known existing conditions  
☐ Asthma  
☐ Sickle cell disease  
☐ Serious heart conditions  
☐ Liver disease  
☐ Chronic lung disease  
☐ Chronic kidney disease  
☐ Diabetes  
☐ Severe obesity  
☐ Immunocompromised  
☐ No existing conditions

List any medications

List any other relevant medical information

Previous Next

*\*These questions do not appear if you select male as your gender.*

## ❑ Step 4: Enter Insurance Information (Optional)

### What optional information you can provide to complete this step

- Your insurance provider
- Group number
- Policy number

#### This step is optional.

- If you do not want to add insurance information, click **Next**.
- If you want to add insurance information, enter insurance information, including:
  - Insurance provider
  - Group number
  - Policy number
- Click **Next**.

Register my account

✓ ✓ Insurance Organization Review

Provide available insurance information, if applicable.

Insurance provider

Group number

Policy number

Previous Next

# ❑ Step 5: Review Organization Information, Add Additional Organizations

## What you'll need to complete this step

- Organization's name, email, and address to confirm this information is correct in VAMS
- Any additional organization's name, email, and address (if applicable)

- Review the information shown for your primary employer or organization.

**NOTE:** This is the employer or organization that identified you as eligible to receive a vaccine.

- Continue to the next step if you have more than one employer. If not, click **Next**.

- Click **Add Organization** to add a second employer or organization, if applicable. You do not have to add another organization. You may do this if you have a second employer or volunteer for another organization.

**NOTE:** Collecting your organization's information ensures you are linked to your organization and role in VAMS. No matter how many vaccine-eligible organizations you are associated with, you will only register once.

- You **must** add your additional organization's name.
- It is **optional** to add the following information about your organization:
  - Email address
  - Street address
  - Role/position
  - Critical infrastructure group

Register my account

Organization

If you work at more than one organization, completing the vaccination schedule more than one time will provide no additional benefit. You have the ability to identify up to two additional organizations for tracking purposes.

Primary organization  
Organization LLC

Organization email  
janedoe@organizationllc.com

Organization address  
121 Spear Street  
Atlanta, GA 3031  
USA

Role/position

Critical infrastructure group

Add organization

\* Additional organization

Organization email

Organization address

Street address

City

State

ZIP code

Country

Role/position

Critical infrastructure group

Remove

Add organization

Previous

Next

➤ Click **Next**.

## □ Step 6: Review Your Information

- **Review** your personal, medical, insurance, and organization information for accuracy. If any information is inaccurate, click **Previous** to make edits before moving forward.
- **Confirm** all information is correct and complete, then **check the box** confirming the information is correct.
- Click **Finish**. This takes you to the Confirmation page.
- Click **View Portal** to be taken to the Recipient Portal home page or click **Schedule Vaccination Appointment** to begin scheduling an appointment.

Thank you for registering your account.

View your profile or get started scheduling your vaccination appointment.

▲

[View portal](#) [Schedule vaccination appointment](#)

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

Register my account

✓ ✓ ✓ ✓ Review

### My information

Salutation  
Ms.

First name  
Jane

Middle name  
Rebecca

Last name  
Doe

Gender  
Female

Date of birth  
01/01/1987

Ethnicity  
Not Hispanic or Latino

Race (select all that apply)  
Black or African American, White

Home address

Street address  
121 Spear Street  
Atlanta, GA 30301  
United States

Home phone  
(555) 555-5555

Cell phone  
(555) 555-5555

Preferred method of contact  
Email

Emergency contact first name  
Rita

Emergency contact last name  
Wilson

Relationship to emergency contact  
Guardian

Emergency contact number  
(555) 555-5555

### Medical history

I am currently pregnant.  
False

I am currently a nursing mother.  
False

I am currently living in a nursing home.  
False

Indicate any known allergies  
Milk, Eggs, Soybeans

Indicate any known existing conditions  
No existing conditions

List any medications  
None

List any other relevant medical information  
None

### Insurance

Insurance provider  
Aetna

Group number  
1234567890

Policy number  
678913496

### Organization

Primary organization  
Organization LLC

Organization email  
janedoe@organizationllc.com

Organization address  
121 Spear Street  
Atlanta, GA 30301  
USA

Role/position  
Emergency medical technician

Critical infrastructure group  
Workers – including contracted vendors – in food and agriculture, critical manufacturing, informational technology, transportation, energy and government facilities

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

Previous **Finish**

## Section 2

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### Schedule Your Vaccination Appointment

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

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

#### Schedule Your Appointment

---

Schedule Appointment

Use VAMS to:

- ✓ Find a clinic near you.
- ✓ Select a vaccination appointment date and time.
- ✓ Review your vaccination appointment information.

Cancel or Reschedule  
Your Appointment

Learn how to cancel or reschedule a vaccination appointment if needed.

Walk-in Appointments

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



# Schedule Your Appointment: Find a Clinic

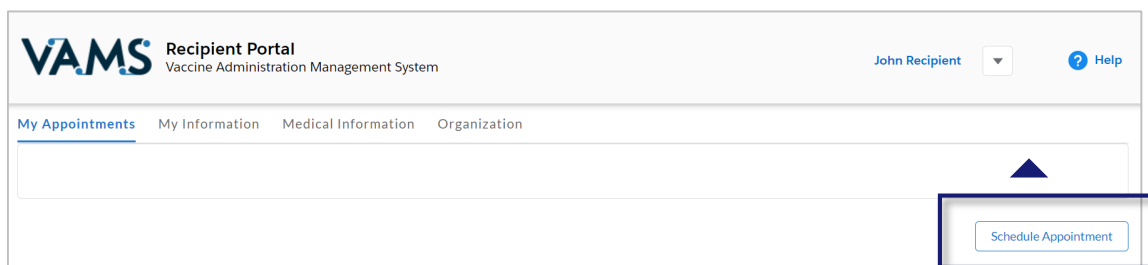
## What you'll need to complete this step

- ZIP code where you want to be vaccinated

Scheduling your appointment ahead of time ensures you can be vaccinated quickly.

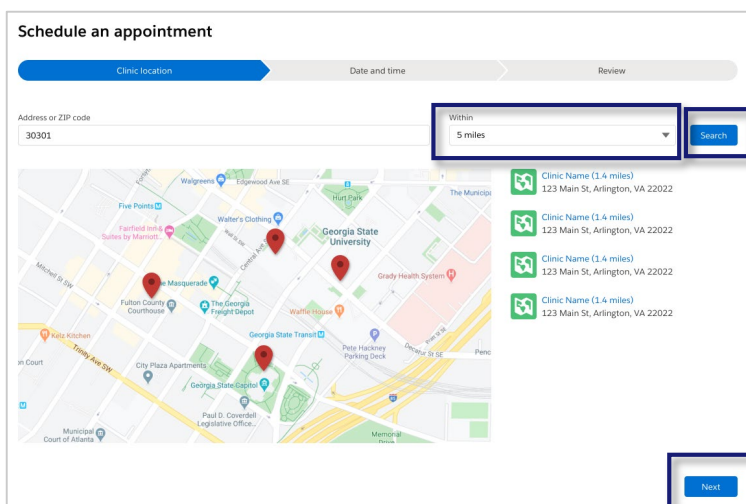
- Schedule your appointment from the **My Appointments** page or from the **Registration Confirmation** page by clicking the Schedule Appointment button.

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



- On the Clinic Location page, locate a clinic by entering the **address or ZIP code** where you want to be vaccinated. You can **filter** results to locate a clinic within a 5-, 10-, 20-, 50-, or 100-mile radius of your address or ZIP code by clicking the drop-down arrow in the Within field.
- Click **Search** and a list of clinics within your selected mile radius will appear.
- Click the **clinic name** of your preferred clinic, then click the **Next** button that appears below the map.

**NOTE:** You must click the clinic name link for the **Next** button to appear.





# Schedule Your Appointment: Select a Time

## What you'll need to complete this step

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

- On the Date and Time page, select an available appointment **date on the calendar** located on the left side of the page. Days with available appointments will appear in black text while unavailable days will be in gray.
- Select your appointment time by clicking a **time slot**, then click **Next**. Time slots that are available will appear in blue text while unavailable time slots will be in gray.

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

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

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

- After clicking **Submit**, you will see a confirmation that your appointment has been scheduled. The confirmation includes your appointment details and a QR code.
- You can present this QR code to the front desk staff for a contactless check-in when you arrive for your appointment.
- Click the **VAMS logo** in the header to return to the home page or click the **Cancel Appointment** button if you need to change the appointment.

**NOTE:** You will also receive an appointment confirmation through your preferred contact method. If received by email, your appointment confirmation will include the QR code.



# Schedule Your Appointment: Review

## Review Appointment Information

After you click the **VAMS logo** in the header and return to the home page, you can view your appointment information on the My Appointments page. The My Appointments table on this page lists all the appointments you scheduled, completed, or cancelled.

- Twelve hours before your appointment, a new alert will appear above the My Appointments tab with a link to information about the vaccine and a Prevacination Questionnaire. **You must complete the questionnaire before your appointment.** The information about the vaccine will be in an EUA Fact Sheet if you receive a vaccine under the Emergency Use Authorization (EUA) or in a Vaccine Information Sheet (VIS).
- [Section 3: Receive Your Vaccine](#) provides detailed instructions for completing this questionnaire.

**VAMS Recipient Portal**  
Vaccine Administration Management System

Emmanuel Lopez ▾ ? Help

My Appointments My Information Medical Information Organization

**Action Required:** Please complete the vaccine survey for your upcoming appointment.

**My Appointments** ▾

1 Item • Sorted by Date • Filtered by My service appointments • Updated a few seconds ago

	Date ↑ ▾	Time ▾	Clinic ▾	Status ▾	View Details ▾
1	Tuesday, November 3, 2020	4:45 PM - 5:00 PM	Jefferson Vaccination Clinic	Scheduled	<b>View Appointment</b>

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

Your Appointment is Scheduled!

**Jefferson Vaccination Clinic**

6331 E Jefferson Ave  
Detroit, Michigan 48207

Tuesday, Nov 3, 2020  
4:45 PM - 5:00 PM



Use this QR code to quickly  
check-in to your Appointment  
you arrive at the clinic.



# Cancel or Reschedule Your Appointment

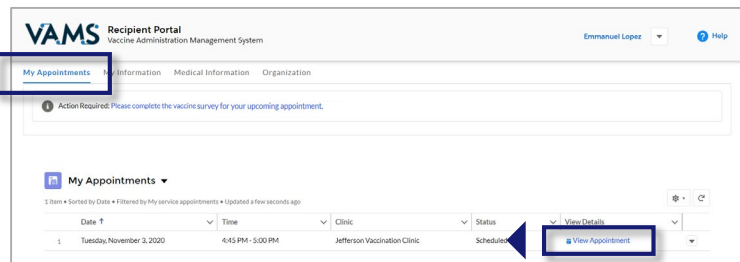
You must use VAMS to cancel or reschedule your appointment. Click **Cancel Appointment** in your appointment confirmation email to access VAMS.

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

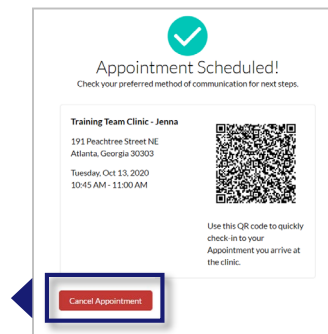
## Follow these steps to cancel an appointment in VAMS:

- Click on the My Appointments tab.

- Click **View Appointment** to access the appointment you want to cancel.

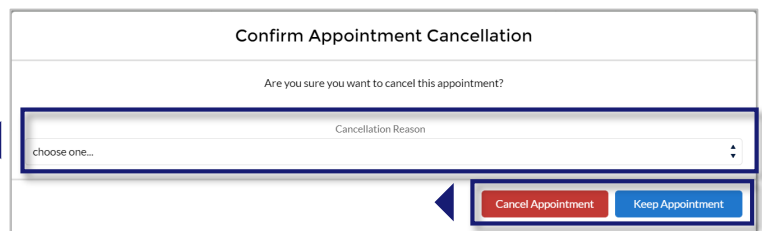


- Click the **Cancel Appointment** button.

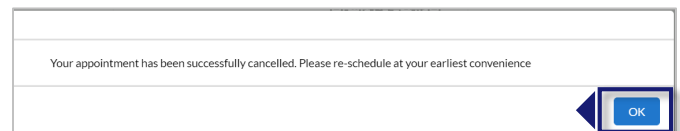


- A pop-up window will appear confirming you want to cancel the appointment.

- Select a reason for cancellation from the drop-down menu.
- If you want to proceed, click **Cancel Appointment**.
- If you want to keep the appointment, click **Keep Appointment**.



- A pop-up window will appear confirming the appointment has been cancelled.
- Click **OK**.



## To reschedule an appointment:

1. Follow the steps above to cancel your original appointment.
2. Follow the steps listed at the beginning of this section to schedule a new appointment.



# Walk-In Appointments

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

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

- ✓ **Register in VAMS.**
- ✓ **Complete your Prevaccination Questionnaire and review the vaccine information provided to you.**

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

## Follow these steps to request a walk-in appointment:


- Locate and travel to a clinic. Make sure you check the clinic operating hours to confirm the clinic will be open when you arrive.
  - Inform the front desk staff that you would like a **walk-in appointment**.
  - The front desk staff will request your email address to confirm you have registered in VAMS, so make sure you provide the email you used when you activated your VAMS account.
  - The front desk staff will confirm you **do not have any vaccination appointments scheduled** in the system and then schedule a walk-in appointment at the current clinic. This process will create a QR code for check-in. You will then receive a notification to complete your Prevaccination Questionnaire. This must be completed before you check in.
- NOTE:** The front desk staff will check you in after creating your walk-in appointment, but you may have to wait to be seen until a healthcare professional is available.
- If you already **have an appointment scheduled at another clinic**, the front desk staff can provide you with information about the appointment so you can decide if you want to:
    - Keep the existing scheduled appointment or
    - Cancel the existing appointment and have the front desk staff schedule a walk-in appointment at that clinic.
  - If the front desk staff schedules a walk-in appointment for you, the process will create a QR code for check-in.

Walk-in appointment created successfully.

The recipient's conflicting appointment was canceled and a new walk-in appointment has been successfully scheduled. Please check-in the recipient from the Clinic Portal.

Recipient details  
**Jane Doe**  
 DOB: 10/10/1985  
 janedoe@email.com

Appointment details  
**Downtown Atlanta Mass Vaccination Clinic**  
 123 Main St  
 Atlanta, GA 30301  
 Monday, November 08, 2020  
 12PM - 12:20PM



[Print QR code](#)

Conflicting appointment

Jane Doe currently has the following appointment scheduled:

Recipient details  
**Jane Doe**  
 DOB: 10/10/1985  
 janedoe@email.com

Appointment details  
**Downtown Atlanta Mass Vaccination Clinic**  
 123 Main St  
 Atlanta, GA 30301  
 Monday, November 08, 2020  
 12PM - 12:20PM

Do you want to cancel this appointment and schedule a walk-in at the Downtown Atlanta Mass Vaccination Clinic?

☐ No, keep the existing appointment  
☐ Yes, cancel the existing appointment and reschedule a walk-in appointment

[Back](#) [Submit](#)

# Section 3

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## Get Vaccinated

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

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

### Get Vaccinated

---

Steps to Take Before Your Appointment(s)

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

Steps to Take After Your Appointment(s)

Schedule your next vaccination appointment and report any side effects.



# Steps to Take Before Your Appointment

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

## Pre-Appointment Notifications

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

**NOTE:** If you unsubscribe/opt out of notifications, you will no longer receive appointment reminders, the reminders listed below, or any other electronic communication from VAMS, including two-factor verification. **This means you will no longer be able to log into VAMS.**



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



**Appointment Reminder with Prevaccination Questionnaire and Emergency Use Authorization (EUA) Fact Sheet.** This includes:

- **The EUA Fact Sheet** in a PDF or link to a PDF (depending on your preferred contact method). This document will provide information you need to know about the vaccine.
- **The Prevaccination Questionnaire** is accessible by clicking a link to the Prevaccination Questionnaire. You must complete and digitally sign the questionnaire before receiving the vaccine.

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

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

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

➤ Answer the questions in the questionnaire.

➤ Click **Next**.

VAMS Vaccine Recipient Prevaccination Questionnaire  
Complete the questions below about your medical information.

1. Are you currently sick?  
☐ Yes  
☐ No

2. Has your medical history changed since you scheduled your appointment?  
☐ Yes  
☐ No

3. Have you been exposed to anyone who has COVID-19 symptoms or been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

4. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

5. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

6. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

7. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

8. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

9. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

10. Have you been exposed to anyone who has been diagnosed with COVID-19 in the last 14 days?  
☐ Yes  
☐ No

I acknowledge that I have received a copy of the Notice of Privacy Practices.  
☐ Yes

Next

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

**NOTE:** You must complete the Prevaccination Questionnaire before your appointment and cannot be checked in for your appointment until it is complete.



# Steps to Take Before Your Appointment

## Timing of Notifications

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

### If your appointment is...



#### ...TODAY

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

- Within 30-40 minutes of appointment confirmation



#### ...TOMORROW

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

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



#### ...1+ DAYS AWAY

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

- 12 hours before your appointment

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

## Arriving for Your Appointment(s)

After arriving for your appointment, you need to show the following items:

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

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



# Steps to Take After Your Appointment

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

## Schedule Your Next Appointment

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

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

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

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

## Post-Appointment Notifications

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

**NOTE:** If you unsubscribe or opt out of notifications, you will no longer receive appointment reminders, the reminders listed below, or any other notifications from VAMS, including two-factor authentication emails.

**This means you will no longer be able to log into VAMS.**



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



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



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



# Steps to Take After Your Appointment

## View Your Vaccination Certificate

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

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

VAMS Recipient Portal  
Vaccine Administration Management System

My Appointments My Information Medical Information Organization

✓ You have completed 1 out of 2 doses required by your vaccination schedule. [View your vaccination certificate.](#)

Based on your vaccine schedule, you will be eligible for the next dose of vaccine on or after 11/16/2020

My Appointments ▼

1 item • Sorted by Date • Filtered by My service appointments • Updated a few seconds ago

Date ↑	Time	Clinic	Status	View Details
1 Monday, November 2, 2020	4:45 PM - 5:00 PM	Jefferson Vaccination Clinic	Completed	<a href="#">View Appointment</a>

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

**Certificate of COVID-19 Vaccination**

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

Vaccination History:

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

[Download Pdf](#)

OK

# Section 4

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## Get Help

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 frequently asked questions (FAQs).

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

### VAMS Support

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[View FAQs](#)

Know how to find answers to FAQs about VAMS.



# View Frequently Asked Questions

## 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 frequently asked questions (FAQs).

You can read through the list of FAQs or you can search for a particular topic in the search bar located below the Recipient FAQs tab.

The screenshot displays the VAMS Recipient Portal interface. At the top left is the VAMS logo and the text "Recipient Portal Vaccine Administration Management System". At the top right, there is a user profile "John Recipient" and a "Help" link with a magnifying glass icon, which is highlighted with a blue box. Below the navigation bar, there is a "Recipient FAQ" tab. Under this tab is a search bar with a magnifying glass icon, also highlighted with a blue box. Below the search bar, a FAQ entry is shown with the title "How do I access the Emergency User Authorization (EUA) fact sheet?". The description states: "Contains all the steps to access the Emergency User Authorization (EUA) fact sheet." Below the description, it shows "1 Views · Jul 25, 2020 · Knowledge".

# Glossary of Terms

Term	Definition
Adverse Event	Any health problem that occurs after vaccination.
Emergency Use Authorization (EUA) Fact Sheet	A document produced by the vaccine manufacturer that informs vaccine recipients or their parents or legal representatives about the benefits and risks of a vaccine they are receiving.
Employee	Any worker, staff member, volunteer, or other personnel being added in VAMS to receive COVID-19 vaccination.
Employer	One type of organization.
Recipient	Any individual who registers in VAMS to receive COVID-19 vaccination.
Organization	Any institution, association, company, or other group that will enter into VAMS information about their essential workers or at-risk individuals eligible for COVID-19 vaccination.
Prevaccination Questionnaire	Questionnaire recipients must complete prior to receiving vaccine. Healthcare professionals will review this information to ensure there are no contraindications or precautions present before administering vaccine.
Vaccination Clinic	A clinic administering COVID-19 vaccine. Sometimes referred to as a "vaccine clinic" in VAMS and this user manual.