



Standard Clinic - Clinic Administrator

User Manual

Version 7.6.2021

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Introduction – Welcome to VAMS

PRIVACY NOTE

To receive the COVID-19 vaccine, personally identifiable information (PII) and protected health information (PHI) will be entered into VAMS. PII is any data that could potentially identify an individual. PHI includes demographic information and 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>

How to Use the User Manual

This manual is to be used by the Clinic Administrators to better understand and manipulate VAMS. In this guide, you will find step by step instructions along with images of the pages to assist you while manipulating VAMS. This User Manual focuses on the functions a Clinic Administrator will perform in a **Standard Clinic**. For information about navigating your **Third-Party Clinic**, please see the Third-Party Clinic User Manual and Quick Reference Guide.





Disclaimer

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Your Role and Responsibilities

Your role in VAMS is critical to the clinic's success. As a Clinic Administrator, you will use VAMS to define and manage your clinic's information, such as location and operating hours, add clinic staff as VAMS users, manage inventory, create treatment stations, and manage day to day functions.

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

| Role |  Clinic Administrator |  Clinic Inventory Manager |  Clinic Front Desk |  Clinic Healthcare Professional |
|---|--|--|---|--|
| Serve as the clinic's point of contact for your jurisdiction | ✓ | | | |
| Set and manage clinic schedule | ✓ | | | |
| Manage clinic's vaccine inventory | ✓ | ✓ | | |
| Add and manage VAMS users | ✓ | | | |
| Check in vaccine recipients | | | ✓ | |
| Create walk-in appointments and cancel recipient appointments | | | ✓ | |
| Administer vaccine to recipients | | | | ✓ |
| View next dose eligibility dates | | | | ✓ |

NOTE: Your clinic must have a Clinic Administrator, Front Desk, and Healthcare Professional to maintain clinic operations. The Inventory Manager role is not required because the Clinic Administrator can manage inventory.

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, visit: <https://vams.cdc.gov/vaccineportal/s>

Below you will find ways to help you navigate VAMS:

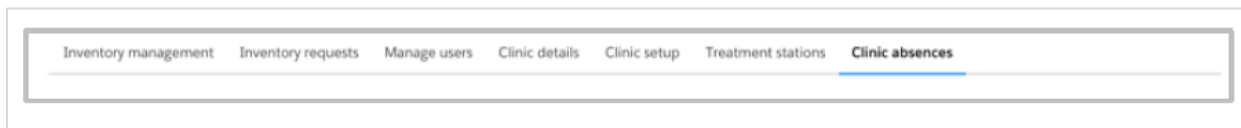
Header/Banner



Clicking the **VAMS** logo will return you to your portal's home page. The **Help** link will take you to a list of frequently asked questions (FAQs). The arrow beside your name will drop down and allow you to **log out** of the system.

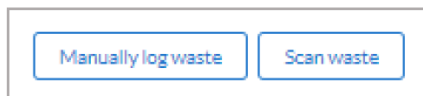
Tabs

Tabs are available at the top of the page and allow you to move between pages. The tab you are currently viewing will be underlined and bolded.



Buttons

Buttons will allow you to start, advance, and complete tasks.



Tables

Tables allow you to sort and filter information. You can view details by clicking the links in each row. You can also filter the columns by clicking on the table headers.

| Product | Manufacturer | Doses Received | Doses Remaining | Date added/reconciled | Status |
|-------------------------|--------------------------|----------------|-----------------|-----------------------|--------|
| Moderna COVID-19 ... | Moderna US, Inc. | 1000 | 998 | Feb 5, 2021 | Active |
| Pfizer-BioNTech Covi... | Pfizer Manufacturing ... | 2500 | 2499 | Feb 4, 2021 | Active |
| Pfizer-BioNTech Covi... | Pfizer Manufacturing ... | 1000 | 997 | Jan 27, 2021 | Active |

Set Up Your Clinic in VAMS

There are four steps to set up your clinic in VAMS. Once you set up your clinic, you will be able to:

- Schedule appointments for your clinic,
- The Front Desk Staff will be able to check in recipients,
- The healthcare providers will be able to log vaccinations,
- You or your Inventory Manager will be able to manage inventory.



Activate your User Account



To start this step, you will need:

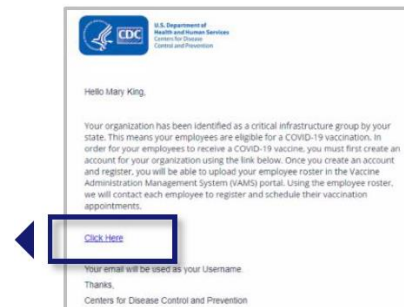
- Internet access
- Email account access
- Registration email from no-reply@mail.vams.cdc.gov

After the Jurisdiction POC enters your name and email address into VAMS, you will receive an email containing a link to create a VAMS account.

- **Tip:** Check your spam or junk folder if it is not in your inbox. If you still cannot find the email, contact your Jurisdiction POC.

1. **Check** your email for the link to set up your account.
2. **Click** the registration link in your email. You will be taken to the account creation page.

NOTE: The registration link is for your registration only and cannot be used to register anyone else.



Once you click the link, you will be taken to a page to create a password.

3. **Verify** your email address.
4. **Create** your password.
5. **Check** your email account for a verification code.
6. **Enter** the verification code.
7. Read the terms and conditions and check the box if you agree.
8. Click **Create Account**.

- **NOTE:** After five unsuccessful login attempts, you will be locked out for one hour.

CONGRATULATIONS, YOU SET UP YOUR ACCOUNT!

Register Your Clinic



To start this step, you will need:

- Clinic name
- Clinic type*
- Primary address
- Shipping address
- Phone number
- Your email address

*Clinic Types

Clinic: Healthcare setting providing outpatient care with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include urgent care centers, retail clinics, federally qualified health centers, etc.

Hospital: Healthcare setting providing inpatient and/or outpatient care with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include for-profit community hospitals, Veterans Affairs medical centers, nongovernment not-for-profit community hospitals, etc.

Pharmacy: Clinic with one permanent location for vaccination

- Can receive inventory at permanent location or at an alternate shipping location
- Examples include retail pharmacies, community pharmacies, clinical pharmacies, etc.

Other: Select "other" if your clinic doesn't fall within one of the categories above and you would like to label it differently.

Pop-up: Clinic with a temporary location for vaccination

- Requires permanent address to receive inventory
- Examples include temporary vaccination sites at workplaces, schools, government facilities, etc.

Mobile: Clinic with multiple locations for vaccination

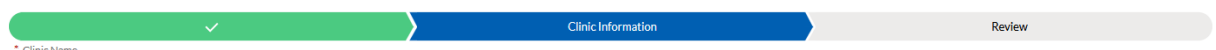
- Can change physical address for vaccinations
- Requires permanent address to receive inventory
- Examples include mobile clinic bus, mobile clinic van, etc.

Third Party: Clinics in a setting such as a long-term care facility (LTCF) or correctional facility that will be responsible for administering vaccine to recipients

- Can receive inventory at permanent location or at an alternate shipping location
- Recipients do not use VAMS
- Responsible for uploading list of recipients, administering the vaccine as part of normal course of care, and documenting when the vaccine is administered
- Not searchable by other VAMS users

Once you are logged into VAMS, you will see a progress bar at the top of the page:

- A green tab indicates you successfully completed that page.
- A blue tab is your current page.
- A grey tab has not been completed.



1. You are directed to the **Register Vaccination Clinic – Clinic Point of Contact** page.
2. Ensure the information is correct.
 - a. If any information is incorrect, update it on this page.
3. Click **Next**.
4. You are moved to the **Register Vaccination Clinic – Clinic Information** page.
5. Ensure your clinic information is correct.
 - a. If any information is incorrect, update it on this page.
6. Click **Next**.
7. You are taken to the **Register Vaccination Clinic – Review** page.
8. Review all information.

To complete the registration process:

9. Click the checkbox beside: **By selecting this checkbox I confirm the above information is accurate.**
10. Click **Next**.

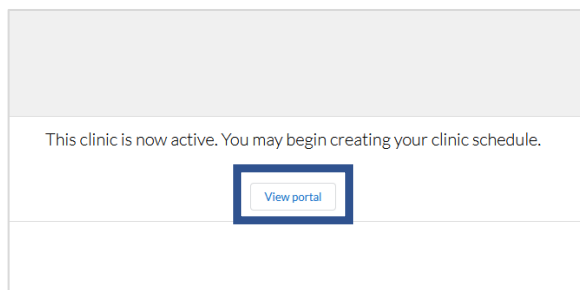
- **NOTE:** to make edits, click **Previous**.
- **NOTE:** You may edit any of the clinic information by using the drop-down arrow or updating the text boxes.

Physical and Shipping Addresses:

- The clinic physical and shipping addresses can be different if the vaccine will be stored at a different location than where it will be administered.
- Mobile clinics must have a permanent shipping address for inventory but can change their physical address.

11. Click **View Portal**.

You are then taken to the **Clinic Portal** main page.



CONGRATULATIONS, YOU REGISTERED YOUR CLINIC!

Set Up Your Clinic

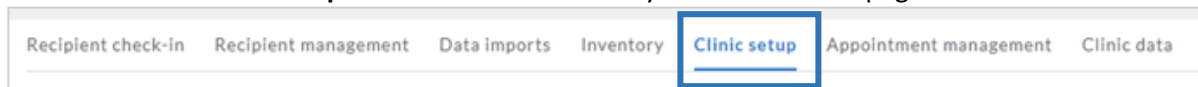


To start this step, you will need:

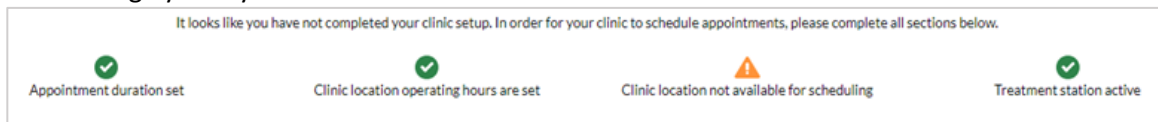
- Selected appointment duration at your clinic (10, 15, 20, or 30 minutes)
- Clinic operating hours
- Number of vaccination stations
- Operating hours for each vaccination station

Setup your Clinic

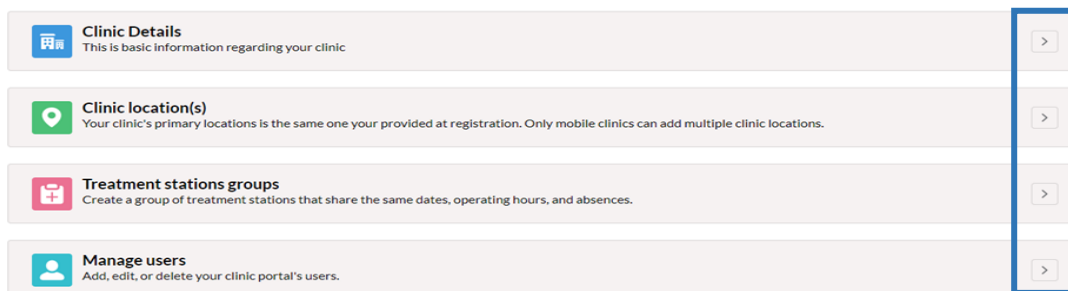
1. Log in to VAMS.
2. Click the **Clinic setup** tab. You will be taken to your clinic's detail page.



3. You will see collapsible windows: **Clinic Details**, **Clinic Locations**, **Treatment Stations**, and **Manage Users**.
4. At the top of the screen, you will see a progress bar. As you complete each section, a green check mark will appear above the window title. If further action is needed, you will see an orange yield symbol.



5. To update each window, click the grey arrow, on the right side of the window. To collapse each window, click the same arrow.



Clinic Details Window

In this section, you will learn how to manage clinic primary address, clinic appointment duration, deactivate your clinic, and check, or uncheck the **Available for scheduling?** box to make your clinic available or unavailable for recipients to schedule appointments.

1. Click the arrow to expand the **Clinic Details** window.
2. Click **Edit**.

| Clinic name | Clinic primary address | Facility ID |
|-------------------------------------|---|------------------------|
| Standard Clinic Revamp | 1 Hal Greer Blvd HUNTINGTON, West Virginia 25701 | |
| Clinic status | Shipping address | Provider PIN |
| Active | 1 Hal Greer Blvd HUNTINGTON, West Virginia 25701 | |
| View clinic history | Time zone | Parent organization ID |
| Appointment duration 15 mins | America/New_York | |

3. Click **Edit** on the details page.

4. All fields will open to edit the information.
5. Make the updates.
6. Click **Save**.

Here you will be able to:

- Update your primary and shipping address.
- Change duration of clinic appointments.
 - NOTE: Changing appointment durations will cancel previously scheduled appointments.
- Update the **Facility ID**.
- Update the **Provider PIN**.
- Update the **Parent Organization ID**.
- Deactivate your clinic.

Clinic Locations

In this section, you will learn how to manage clinic locations, adding operating hours, include vaccine products, and permit recipient scheduling.

1. Click the arrow to expand the **Clinic Locations** window.
2. Click your **clinic's name** in the Clinic Location table.

| Clinic Location Name | Address | Available for scheduling | Start Date | End Date |
|------------------------|--|--------------------------|------------|------------|
| Standard Clinic Revamp | 1 Hai Greer Blvd HUNTINGTON, West Virginia 25701 | No | 05/27/2021 | 05/27/2022 |

3. Click the **Edit** button in the upper right-hand corner on the Clinic Location page.

Here you will be able to:

- Update your **Clinic's Location Name**.
- Update the clinic's **Time zone**.
- Change your clinic's start and end dates.
 - **NOTE:** You will need to contact your jurisdiction POC to change your clinic's type. Once your POC has changed your clinic type, you will need to set up the clinic. The types of clinics are listed in this User Manual. See **Add Mobile Clinic Locations and Operating Hours**.
- Establish **Operating hours** – See below for additional information.
- Check or uncheck the **Available for scheduling?** box to make your clinic available or unavailable for recipients to schedule appointments.
 - **NOTE:** Unchecking the **Available for scheduling box?** will not impact scheduled appointments.
- Specify which vaccine your clinic will offer to recipients. Select the vaccines your clinic will provide. These will appear when recipients use the Find a Clinic page and Appointment Review page while booking their appointments. This is an optional feature and will not limit a recipient scheduling an appointment at your clinic.
- Establish scheduling permissions. You can restrict groups from updating your clinic's schedule.

Set up operating hours

You will need to set up hours for each day your clinic is open. VAMS allows you to customize operating hours with the option to have one or multiple time slots per day.

1. Click the **Add hours** button.
2. An **Operating hours** pop up will appear.
3. Select the **Day of week**.
4. Enter the **Start time**.
5. Enter the **End time**.
6. The **Total number of time slots** will auto populate.
7. Click **Save**.
8. You will need to complete these steps or each day or multiple operating hours for each day.

Treatment Station Groups

In this section, you will learn how to create treatment stations, manage treatment station group details, establish treatment station operating hours, and create treatment station group absence. Updates you make to these stations will apply to all treatment stations.

1. Click the arrow to expand the **Treatment stations group** window.
2. To update a Treatment station group, click the **Treatment Station** link.
3. To create a new treatment station, click the **Add treatment station group** button.

To update a Treatment Station:

4. Click the **Treatment Station** link.
5. You will be taken to the **Treatment Station Group** page.
6. Click **Edit** on each window to update the information.

To create **Treatment station group absences**:

7. Click **Add Absence**.
8. A **Treatment station group absence** pop up will appear.
9. Enter **How many treatment stations will this absence apply to?**
10. Enter an **Absence Reason**.
11. Check the box if it's **All day**.
12. Enter the **Start date**.
13. Enter the **Start time**.
14. Enter the **End date**. This is optional.
15. Enter the **End time**. This is optional.
16. Select the **Absence Type**.
17. Click **Save**.

➤ **NOTE:**

- You will create a treatment station for each vaccination station.
- No appointments will be visible to recipients unless one treatment station is set up.
- The number of treatment stations and their operating hours affect appointment availability at your clinic. For example:
 - **Scenario 1:** You have one treatment station whose operating hours are 8am-5pm on Tuesday, with an appointment duration of 20 minutes. This means a total of 27 appointment time slots will be available.
 - If a recipient schedules an appointment for 2pm on Tuesday, the recipient has taken the only time slot available for that treatment station. No other recipient will be able to select 2pm on that Tuesday.
 - **Scenario 2:** You have two treatment stations with the same operating hours and appointment durations. This means a total of 54 appointment time slots will be available.
 - The 2pm time slot will be available for two recipients because there are two treatment stations with operating hours from 8am-5pm.

Things to know:

- Editing or deleting operating or treatment station hours will affect already scheduled appointments.
- A pop-up window will appear once you click **Save** alerting you that appointments might get canceled if you edit or delete time slots.
- Deleting or editing operating hours or treatment stations will impact the amount of time slots available for recipients to schedule appointments.

Manage Users

To start this step, you will need:

- Understanding of the VAMS Roles and Activity Matrix on the next page.
- Email addresses for each user you plan to add.
- **NOTE:** Your clinic **must** have the roles of a clinic administrator, front desk, and healthcare professional to maintain clinic operations. Since the clinic administrator can manage inventory, filling the inventory manager role is not required but is recommended.

Adding staff to VAMS will give them the access necessary to perform their duties in the system.

As the Clinic Administrator, you can assign multiple user roles to one user, which will give them access to perform additional tasks in VAMS. However, you should be familiar with the VAMS Roles and Activity Matrix located on the next page.

| VAMS Roles and Activity Matrix | | | | |
|--|----------------------|-------------------|-------------------------|------------|
| Activity in VAMS | Clinic User Role | | | |
| | Clinic Administrator | Inventory Manager | Healthcare Professional | Front Desk |
| Serve as a clinic point of contact for your jurisdiction | ✓ | | | |
| Manage clinic information (e.g., physical address, operating hours) | ✓ | | | |
| Set and manage clinic schedule | ✓ | | | |
| Manage (add, edit, remove) VAMS users | ✓ | | | |
| Submit inventory requests | ✓ | ✓ | | |
| Log vaccine inventory when received | ✓ | ✓ | | |
| Log vaccine waste | ✓ | ✓ | | |
| Monitor clinic vaccine inventory levels to match appointments scheduled | ✓ | ✓ | | |
| Check in vaccine recipients | | | | ✓ |
| Create recipient appointments | | | | ✓ |
| Cancel recipient appointments | | | ✓ | ✓ |
| Confirm recipient Identity | | | ✓ | ✓ |
| View recipient medical history and personal information; add notes to record | | | ✓ | |
| Log vaccine administration | | | ✓ | |
| Administer vaccine to recipients | | | ✓ | |
| Log vaccine waste that occurred during administration (if applicable) | | | ✓ | |
| View next-dose eligibility dates | | | ✓ | |

Add clinic staff to VAMS

1. Click the arrow next to the **Manage users** window.
2. To update a user, click the **name of the user's link**.
3. To add a new user, click the **Add user** button.

To update a User:

4. Click the User's name.
5. You will be taken to the **Contact** page.
6. Click **Edit** to update the information.

The add a user:

7. Enter the user's **Email Address**.
8. Click **Search**.
9. Enter the user's **First Name**.
10. Enter the user's **Last Name**.
11. Select the user's **Role**.
 - To select a role, click on the **role title**, in the Available box, click the arrow pointing to the right.
 - To remove a role from a user, highlight the **role**, in the Selected box, and click the arrow pointing towards the left.
12. Select the user's **Credentials**.
 - To select a credential, click on the **credential**, in the Available box, click the arrow pointing to the right.
 - To remove a credential from a user, highlight the **credential**, in the Selected box, and click the arrow pointing towards the left.
13. Click **Save**.
14. A registration email will be automatically sent to the user with a link for them to set up their VAMS account.

Daily Clinic Administration Tasks in VAMS

You can manage daily tasks using VAMS. Below is a list of tasks you might use daily to complete your role as a Clinic Administrator.

Clinic Operations

| | |
|------------------------|--|
| Manage Clinic Details | <ul style="list-style-type: none"> • Manage clinic addresses, clinic type, and clinic appointment duration, deactivate your clinic, check or uncheck the Available for scheduling? box to make your clinic available or unavailable for recipients to schedule appointments in VAMS, add clinic start and end dates. |
| Manage Clinic Schedule | <ul style="list-style-type: none"> • Change operating hours or appointment duration, add or remove vaccination stations, create clinic and station absences. |
| Manage Clinic Users | <ul style="list-style-type: none"> • Edit a user record, remove a VAMS user, or add a multi-clinic user. |

Clinic Inventory

| | |
|---|--|
| Log COVID-19 Vaccine Inventory | <ul style="list-style-type: none"> • Log vaccine inventory manually or via 2D barcode scanner (if available). |
| Reduce COVID-19 Vaccine Waste | <ul style="list-style-type: none"> • Log vaccine waste manually or via 2D barcode scanner (if available). |
| Monitor COVID-19 Vaccine Inventory Levels | <ul style="list-style-type: none"> • Use the Inventory Management page to monitor inventory levels and view snapshots of available and booked appointments. |

VAMS Support

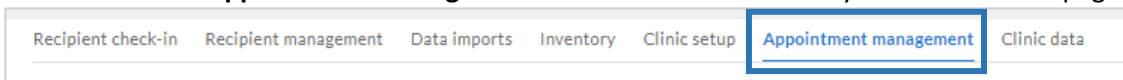
| | |
|----------------|---|
| Access Support | <ul style="list-style-type: none"> • Know how to find answers to frequently asked questions (FAQs) about VAMS. |
|----------------|---|



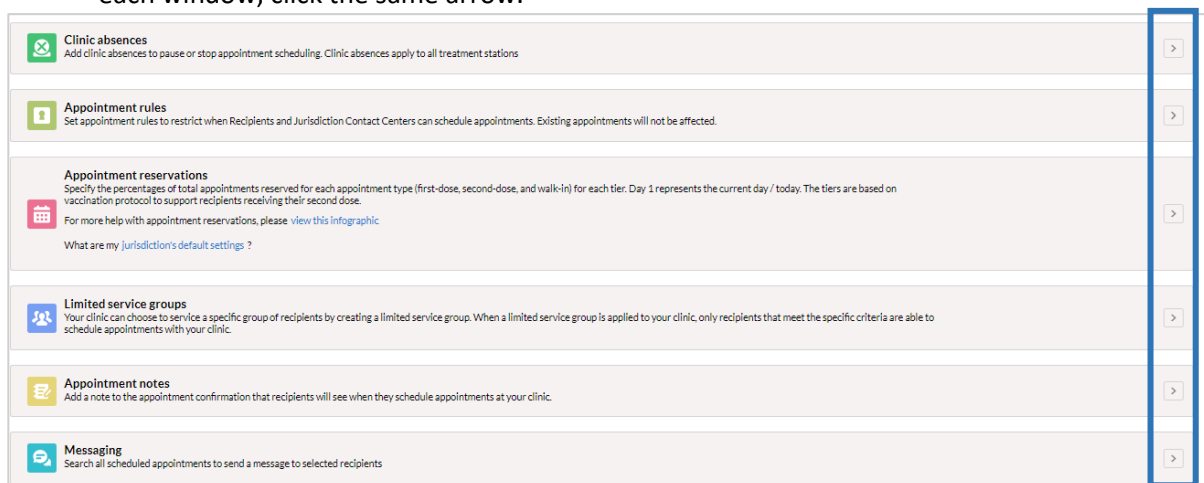
Appointment Management

In this section, you will be able to create clinic absences, set appointment rules, create appointment reservations, create limited service groups, add appointment notes, and send messages.

1. Log in to VAMS.
2. Click the **Appointment Management** tab. You will be taken to your clinic's detail page.



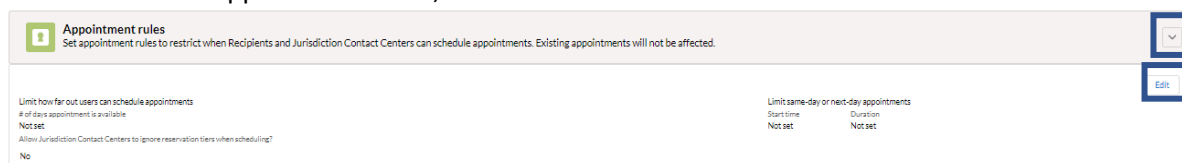
3. You will see collapsable windows: **Clinic absences**, **Appointment rules**, **Appointment reservations**, **Limited service groups**, **Appointment notes**, and **Messaging**.
4. To update each window, click the grey arrow, on the right side of the window. To collapse each window, click the same arrow.



Appointment Rules

In this section, you can set appointment rules to restrict recipients and contact centers schedule appointments for your clinic.

1. Click the arrow next to the **Appointment rules** window.
2. To create appointment rules, click the **Edit** button.



3. Enter the **Number of days appointment is available**. It must be between 35 and 365 days.
4. Enter the **Start time**. This is optional.
5. Enter the **Duration**. This is optional.

6. Select to **Allow Jurisdiction Contact Centers to ignore reservation tiers when scheduling.**
7. Click **Save.**
8. To clear the Appointment rules, click **Reset.**

Appointment rules

Set appointment rules to restrict when Recipients and Jurisdiction Contact Centers can schedule appointments. Existing appointments will not be affected.

To limit how far out users can schedule appointments, enter the number of days to be shown as available from the day they are attempting to schedule. For example, setting the limit to 35 days will prevent users from scheduling farther out than 35 days.

Number of days appointment is available (optional - must be between 25 and 365 days)

To limit same-day or next-day appointments, you can specify a start time as 6:00PM and the duration as 1 hour. As a result, users trying to schedule appointments at 6:00PM will see 12:00PM the following day as the next available appointment.

Start time (optional) Duration (optional)

Allow Jurisdiction Contact Centers to ignore reservation tiers when scheduling

☒ No

☐ Yes

Appointment Reservations

You will be able to specify the percentage of first dose, second dose, and walk ins for a clinic you are setting up. For example, you can establish 50% of your appointments for first dose vaccinations, 25% for second dose vaccinations and 25% for walk in appointments per tier.

There are four tiers:

- **Tier 1** is allocated for days 1-16.
- **Tier 2a** is allocated for days 17-27.
- **Tier 2b** is allocated for days 28-34.
- **Tier 3** is allocated for days 35 and onward.

When setting the percentages, enter whole numbers (e.g., 50 not 50.5).

Free for all appointments are considered first come first served recipients. If there's a percentage that isn't set, that percentage will fall into this category. For example, if you allocate 80% of your appointments for first doses, second dose, and walk ins, 20% will be set for free for all.

If you want to set all of your appointments to walk-in/free for all appointments, set the percentages to zero.

If you want to set your appointments for first dose only, enter 100% in the first dose column.

1. Click the arrow next to the **Appointments reservations** window.
2. To create appointment reservations, click the **View appointment reservations** button.

3. Click in the **% Reservation for...** box to enter a percentage for that type of appointment.
4. Click the **edit pencil** icon to open the box. This will allow you to update the percentage.
5. Once you are done entering percentages, click **Save**.

| Tier | Duration of tier | % Reserved for First-Doses | % Reserved for Second-Doses | % Reserved for Walk-ins | % Reserved for Free-for-Alls |
|-----------|--------------------|----------------------------|-----------------------------|-------------------------|------------------------------|
| 1 Tier 3 | Days 35 and onward | 25 | 50 | 6 | 19 |
| 2 Tier 2b | Day 28-34 | 25 | 40 | 4 | 31 |
| 3 Tier 2a | Day 21-27 | 20 | 35 | 4 | 41 |
| 4 Tier 1 | Day 1-20 | 0 | 0 | 2 | 98 |

Limited service groups

You can limit your availability to facilitate specific organizations. These are known as **Limited Service Groups**. If you limit your availability to an organization, your clinic will only be visible to members of those organizations. The organizations must be registered in VAMS. You can create up to 10 Limited Service Groups.

1. Click the arrow next to the **Limited service groups** window.
2. To create limited service groups, click the **Create new** button.

Limited service groups
Your clinic can choose to service a specific group of recipients by creating a limited service group. When a limited service group is applied to your clinic, only recipients that meet the specific criteria are able to schedule appointments with your clinic.

Not set

Create new

3. Enter the **Limited service group name**.
4. Select the **Location**.
5. Select the **Limited service group type**.
6. Enter the **Organization**.
7. Selecting the **Activate this limited service group** button will make the service group activated.
8. Click **Create**.

Create new limited service groups
Your clinic can choose to service a specific group of recipients by creating a limited service group. When a limited service group is applied to your clinic, only recipients that meet the specific criteria are able to schedule appointments with your clinic.

* Limited service group name

* Location
Select a location

* Limited service group type
Organization

* Organization
Select an organization

Status
You can always change the status of a limited service group later.
☒ Activate this limited service group

Cancel Create

Appointment Notes

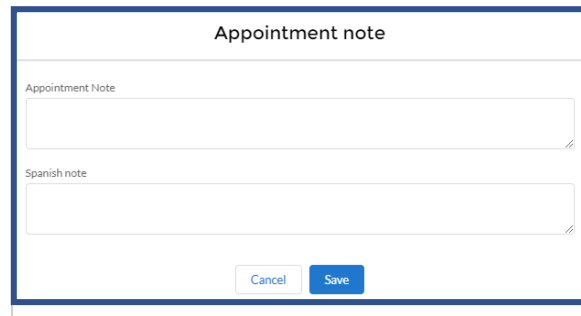
You can create a note that recipients will see when they schedule appointments at your clinic.

1. Click the arrow next to the **Appointment Notes** window.
2. To create an appointment note, click the drop down arrow at the end of the clinic.

Appointment notes
Add a note to the appointment confirmation that recipients will see when they schedule appointments at your clinic.

| Clinic Location Name | Address | Start Date | End Date | Appointment Note | Spanish note |
|------------------------|------------------------------|------------|------------|------------------|--------------|
| Standard Clinic Revamp | 1 Hal Greer Blvd HUNTINGT... | 05/27/2021 | 05/27/2022 | | |

3. To remove a note, choose **Delete**.
4. Click **Edit** to create or update a note.
5. A pop up will appear.



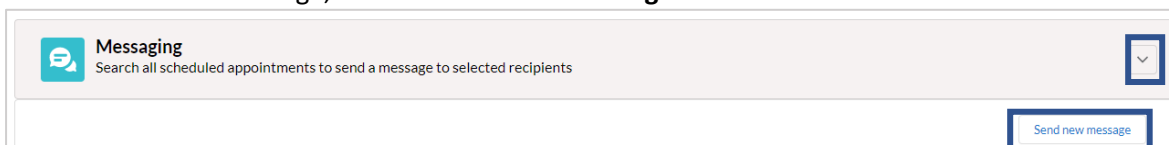
The form is titled "Appointment note". It contains two text input fields: "Appointment Note" and "Spanish note". At the bottom, there are two buttons: "Cancel" and "Save".

6. You can enter a note in English in the **Appointment Note** field or you can enter a note in Spanish in the **Spanish note** field.
7. Click **Save**.

Messaging

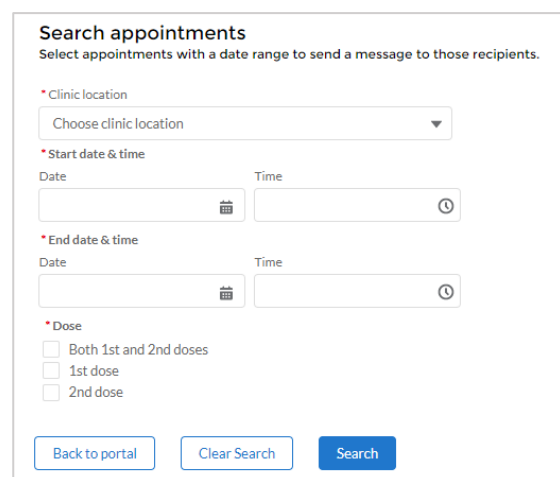
You can send messages to recipients related to their scheduled appointments. You can only send messages to recipients registered in your clinic. You will be able to send messages to recipients by selecting appointment date and time ranges.

1. Click the arrow next to the **Messaging** window.
2. You will see a table of all messages sent.
3. To create a message, click the **Send new message** button.



The window has a header bar with a "Messaging" icon and text: "Search all scheduled appointments to send a message to selected recipients". On the right side of the header bar is a dropdown arrow. At the bottom right of the window is a button labeled "Send new message".

4. You are taken to the **Search appointments** page.
5. Use the drop down to choose the **Clinic Location**.
- **NOTE:** only clinics you are associated with will display.
6. Choose the **Start date & time** of the appointments.
7. Choose the **End date & time** of the appointments.
8. Click in the checkbox to choose **Both 1st and 2nd doses, 1st dose, or 2nd dose**.
9. Click in the checkbox to choose **All Manufacturers, Moderna, Pfizer, or Janssen**.



The form is titled "Search appointments" with the instruction "Select appointments with a date range to send a message to those recipients." It includes the following fields:

- * Clinic location:** A dropdown menu with the placeholder text "Choose clinic location".
- * Start date & time:** Two input fields for "Date" and "Time", each with a calendar icon.
- * End date & time:** Two input fields for "Date" and "Time", each with a calendar icon.
- * Dose:** Three checkboxes: "Both 1st and 2nd doses", "1st dose", and "2nd dose".

 At the bottom, there are three buttons: "Back to portal", "Clear Search", and "Search".

10. Click **Search**.
11. If appointments exist, you will receive a message stating the number of appointments found in the parameters set.
12. To view the selected appointments, click **View selected appointments**.
13. A pop-up will appear displaying the appointments and their details.
14. The first 2,000 appointments will be displayed.

3 appointments found between 3/8/2021, 09:18 AM and 4/19/2021, 09:18 AM. [View selected appointments](#)

Note: Some or all of these appointments may be in the past.

[Message recipients](#)

| Note: Only the first 2,000 records in the search are shown. | | | | | | | |
|---|--------------|-------------------|--------|----------------|--|------|------------------------------|
| Scheduled start time | Name | DOB | Gender | Cell phone | Email | Dose | Vaccine type |
| Mar 17, 2021, 09:08 AM | George Glass | March 17, 1950 | Male | | undefined | 2nd | Janssen COVID-19 Vaccine |
| Apr 1, 2021, 01:45 PM | Kiska Dog | May 25, 1950 | Female | (304) 638-3818 | tiffany.a.kotalic@wv.gov | 2nd | Phzer-BioNTech Covid-19 V... |
| Mar 24, 2021, 11:04 AM | Daisy Duck | February 25, 1960 | Female | | undefined | 2nd | Phzer-BioNTech Covid-19 V... |

15. Click the **X** in the upper right-hand corner to close the pop up.
16. You are taken back to the Search Appointments screen with your search results.
17. Click **Message Recipients**.

3 appointments found between 3/8/2021, 09:18 AM and 4/19/2021, 09:18 AM. [View selected appointments](#)

Note: Some or all of these appointments may be in the past.

[Message recipients](#)

18. You are taken to the **Message recipients** page.
19. To include the Clinic Administrator in the message, use the checkbox to **Include clinic admin in the recipient list**.
20. Enter the **Subject**.
21. Enter the **Email Message**.
22. Enter the **SMS Message**.
- NOTE:** You **must** enter you message in **both** Email and SMS.
23. Select **Now** or **At a scheduled time** to choose when the message should be sent.

Message recipients
Recipients will receive messages based on their method of communication.

1 recipient will receive this communication. [View selected appointments](#).

☐ Include clinic admin in recipient list

Email(English)

*Subject

*Message

SMS(English)

*Message

0/155 characters used

*When should the message be sent?

☐ Now
☐ At a scheduled time

[Previous](#) [Next](#)

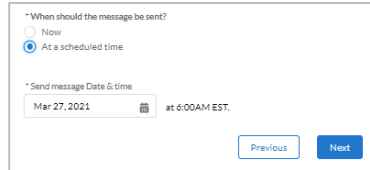
If you choose **Now**:

24. Your message will be sent when you click **Next**.

If you choose **At a scheduled time**:

25. Choose a **date** to which your message will be sent.

26. Click **Next**.



* When should the message be sent?

☐ Now

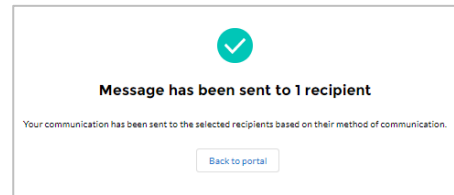
☒ At a scheduled time


* Send message Date & time

Mar 27, 2021 at 6:00AM EST.

Previous Next

27. You will see a page with your email message and SMS message.
28. Click **Send message**.
29. You will get a confirmation page.
30. Click **Back to portal** to return to your home screen.





Message has been sent to 1 recipient

Your communication has been sent to the selected recipients based on their method of communication.

Back to portal

Access Clinic Data

You will be able to view reports related to your clinic's vaccinations, scheduled appointments, and inventory.

To access reports:

1. Log into **VAMS**.
2. Click on the **Clinic Data** tab.
 - You will see **Vaccination Administration Report**, **Scheduled Appointment Reports**, and **Inventory – Vaccine Level Reports**. Under each section, you will see blue links to display details of each report.
3. Click a link to view the specific report.

The screenshot shows the 'Clinic Data' tab selected in the top navigation bar. Below the navigation bar, there are instructions for using the reports. The main content area is divided into three sections: 'Vaccination Administration Report', 'Scheduled Appointment reports', and 'Inventory - Vaccine level reports'. Each section has a list of blue links for further details.

Instructions:

- Click on the desired report to view metrics available for your clinic
- To customize your data
 - Data in any column that is highlighted in blue is a hyperlink to get additional details
 - Click on Filter icon (blue square with 'F') on the top right corner of your report
 - Customize date ranges and filter criteria to view list of records for analysis
 - Click on Export icon (blue square with 'E') on the top right corner of your report to get record in .xlsx format

Vaccination Administration Report

- Today
- Past 7 Days
- Past 30 Days

Scheduled Appointment reports

- Today
- Next 7 Days
- Next 30 Days
- Clinic Capacity

Inventory - Vaccine level reports

- Today

4. You will be taken to the report detail page.
5. On this page, you will be able to
 - Filter each column on the table,
 - Search the report for specific data,
 - Refresh the report once filters are applied,
 - Export the data to an excel spreadsheet,
 - Click the blue links to display clinic or recipient information.

The screenshot shows the 'Vaccination Administration Report' detail page. At the top, there is a header with the report title and a description. Below the header, there is a table with columns for various fields. The first row of the table is highlighted in blue, indicating it is a clickable link. The table contains one record for a clinic named 'Set Up Clinic Demo'.

Report: Vaccine Administration Report Type
Vaccination Administration Report
Displays Vaccines Administered for Last 30 Days

Total Records: 1

| | Clinic/Clinic Name | Appointment Address | First Name | Middle Name | Last Name | Birth Date | Gender | Mailing Street | Mailing City | Mailing State/Province | Mailing Zip/Postal Code | Cell Phone | Email |
|---|------------------------------------|--|------------|-------------|-----------|------------|--------|----------------|--------------|------------------------|-------------------------|------------|----------------|
| 1 | Set Up Clinic Demo | 1 Hal greer, Huntington, West Virginia 25705 | Kiska | - | Dog | 5/25/1950 | Female | 1 Kiska Dr | Huntington | West Virginia | 25705 | 3046383818 | tiffany.a.kota |

Log COVID-19 Vaccine Inventory

You can log vaccine delivery two different ways:

1. Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
2. Manually enter the information.

Barcode Types:

- Unit of Use, UoU, is the vaccine vial.
- Unit of Sale, UoS, is the packaging the vials are delivered in.

Log Vaccine Inventory using a 2D Scanner

You must scan each UoS individually. Each UoS contains multiple vials. When logging inventory, you must scan one UoU from each UoS.

1. Click the **Inventory** tab.
2. Click the **Scan Inventory** button.
The **Scan Inventory** pop-up will appear.
3. **Scan** the UoS barcode on the vial using your 2D scanner. The barcode will appear in the barcode field.
4. Select the **Manufacturer**.
5. Click **Next**.
6. The UoS information will populate the required fields.
7. **Enter** the total UoU vials.
8. Click **Next**.
9. Scan the UoU barcode on one of the vials. It will appear in the barcode field.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.
13. Click **Finish**.

The first screenshot shows the 'Inventory Management' tab in the VAMS interface. The 'Scan Inventory' button is highlighted with a red box. The second screenshot shows the 'Scan Inventory' pop-up with the 'Barcode' field populated and the 'Next' button highlighted. The third screenshot shows the 'Scan Inventory' pop-up with the 'Barcode' field populated and the 'Next' button highlighted.

Log COVID-19 Vaccine Inventory Manually

1. Click the **Inventory** tab.
2. Click **Manually Log Inventory**. A **Manually Log Inventory** page will appear.
3. Select the **Manufacturer** from the drop-down menu.
4. Select the **Product** from the drop-down menu.
5. Select the **UoS NDC**.
6. Enter the **UoS Lot Number**.
7. Enter the **UoU Lot Number**.
8. Enter the Total UoU (vials) in UoS.
9. Enter the **Expiration Date**.
10. Click **Next**.
11. **Ensure** the information is correct.
12. Click **Next**.
13. Click **Finish**.

14. Click **Finish** in the pop-up window.

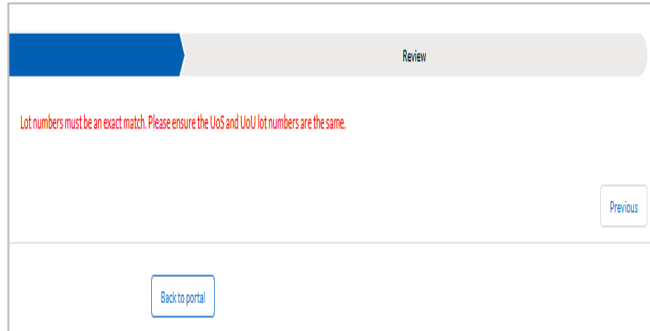
- **NOTE:** When you log inventory, you are logging the number of vials, not doses.

Correcting UoS and UoU While Adding New Inventory

You are now required to enter the UoS and UoU lot numbers that match. If these numbers are entered incorrectly, you will receive an error message. The error message will ask you to invalidate the existing entry and reenter the correct doses using the UoS and UoU lot number before proceeding with the additional inventory entry.

Invalidating the existing entry will **not** correct the lot numbers on recipient records. It **will** correct the unused inventory in VAMS so that future recipient records will reflect accurate lot numbers. Existing recipient records cannot be edited at this time.

1. A message appears informing you the lot numbers are not the same.
2. Click the **Previous** button to return to the Log Entry page to re-enter the correct information.
3. Or, click **Back to Portal** to return to the home page.



The screenshot shows a web interface with a blue header bar. Below the header, there is a red error message: "Lot numbers must be an exact match. Please ensure the UoS and UoU lot numbers are the same." At the bottom of the interface, there are two buttons: "Previous" and "Back to portal".

NOTE: If you entered UoU and UoS numbers that do not match prior to the above error message appearing, you will need to invalidate the inventory before you enter additional inventory. To invalidate inventory:

4. Click on the **Inventory** tab.
5. You will see two columns, UoS and UoU.
6. Find the inventory entry that does not match.
7. Click the blue **UoS** link. This will take you to the Inventory Details page.
8. On this page is the detailed information associated with this inventory. The **Doses Remaining** will be the number that is invalidated.
9. Click **Invalidate**.
10. Click **Yes** to invalidate the inventory.
11. The remaining doses will be invalidated. You will need to remember this number. You will be able to return to this page by selecting the blue link on the Inventory Management page.
12. On the Inventory Management tab, you will see **Invalid** for the record that you invalidated.

NOTE: You will need to log the correct lot number by using the Logging Inventory section of this guide.

Reduce COVID-19 Vaccine Inventory

You can reduce vaccine inventory two different ways:

1. Scan the barcodes on the vaccine vials using the 2D scanner. This will automatically enter the vaccines into VAMS.
2. Manually enter the information.

Log Vaccine Waste by using the 2D Scanner

1. Click the **Inventory** tab.
2. Click the **Reduce Inventory** button. You will be directed to the Reduce Inventory (scan) page.

The screenshot shows the VAMS interface with the 'Inventory' tab selected. Under 'Scheduled COVID-19 appointments', there are two boxes: '0 next 28 days' and '0 total'. To the right, under 'Total on-hand inventory', there is a box showing '0 doses'. At the bottom, there are four buttons: 'Manually reduce inventory', 'Reduce inventory (scan)' (highlighted with a blue box), 'Manually log inventory', and 'Scan inventory'.

3. Scan the **UoS barcode** on the vial using the 2D scanner.
4. Enter the **Reason** for the waste.
5. Enter the **Number of doses** wasted.
6. Click **Next**.
7. **Ensure** the information is correct.
8. Click **Finish**.

The screenshot shows the 'Scan waste' form. It has a 'Reason' dropdown menu and a 'Number of doses' input field. A blue box highlights the 'Next' button at the bottom right.

The screenshot shows a confirmation message: 'Waste successfully logged' with a green checkmark icon. Below it, it says 'Total on-hand inventory for this clinic has been updated.' A blue box highlights the 'Finish' button at the bottom.

Reduce Inventory Manually

1. Click the **Inventory** tab.
2. Click **Manually Reduce Inventory**. You will be directed to the Manually Reduce Inventory page.

The screenshot shows the VAMS interface with the 'Inventory' tab selected. Under 'Scheduled COVID-19 appointments', there are two boxes: '0 next 28 days' and '0 total'. To the right, under 'Total on-hand inventory', there is a box showing '0 doses'. At the bottom, there are four buttons: 'Manually reduce inventory' (highlighted with a blue box), 'Reduce inventory (scan)', 'Manually log inventory', and 'Scan inventory'.

3. Select the **Manufacturer**.
4. Select the **Product**.
5. Enter the **UoU (vial) lot number**.
6. Select the **reason for the reduction**.
7. Enter the **number of doses reduced**.
8. Click **Next**.
9. Ensure the information is correct.
10. Click **Finish** on the pop-up window.

➤ **NOTE:** When you log waste, you are logging doses.

Monitor COVID-19 Vaccine Inventory Levels

You can monitor the Inventory Levels by the Inventory Management page. Inventory levels and snapshots of available and booked appointments can be seen on the Inventory Management page. This page provides you with view of your inventory levels.

On this page, you'll find:

- The number of appointments available for the next 28 days.
- The number of appointments booked.
- The number of vaccine doses your clinic has available.

These numbers are automatically generated from the inventory and waste logged into VAMS.

Invalidate and edit vaccination records

You will now be able to search edit and invalidate a recipient's past vaccinations.

1. Open **VAMS**.
2. Click on the **Manage appointments** tab.
3. Click on the **Search past vaccinations** button.

The screenshot shows the 'Manage appointments' tab selected in the top navigation bar. Below it, the 'Search past vaccinations' button is highlighted with a blue box.

4. You will be taken to the **Search for recipient immunization** page.
5. Enter the recipient's **First Name**.
6. Enter the recipient's **Last Name**.
7. Enter the recipient's **Date of Birth**.
8. Click **Search**.

The screenshot shows the 'Search for recipient immunization' page. It has a title 'Search for recipient immunization' and a subtitle 'Enter the required information to search for a recipient immunization.' Below this, it says 'Enter ONE of the following fields to search for a recipient immunization:' and provides input fields for 'Email' and 'VAMS ID'. Below that, it says 'Or, enter all of the following:' and provides input fields for 'First name', 'Last name', and 'Date of birth'. At the bottom, there are three buttons: 'Back to portal', 'Clear Search', and 'Search'.

9. If the recipient exists, Search results will appear at the bottom of the screen.
10. Click **View Record** to access the recipients record.

The screenshot shows the 'Search results' table. It has columns: Name, DOB, Date administe..., Product, Manufactu..., UoU (vial), lot number, Exp. date, Site, and Action. The first row shows 'Donald Duck' with a 'View record' button highlighted in the Action column.

| Name | DOB | Date administe... | Product | Manufactu... | UoU (vial) | lot number | Exp. date | Site | Action |
|-------------|-------------------|-------------------|-----------------|------------------|------------|------------|-----------|--------------|-----------------------------|
| Donald Duck | September 16, ... | February 04, 2... | Moderna COVI... | Moderna US, Inc. | 8077727310 | 123 | 7/2021 | Left Deltoid | View record |

11. You are taken to the Recipient's record.
 - **NOTE:** The recipient will have one record for each vaccination he/she received at your clinic.
12. Click on the **Vaccine Administration** tab.
13. Click **View Record** of the vaccine you wish to access.

The screenshot shows the 'Vaccine Administration' tab selected in the top navigation bar. Below it, the 'Vaccines Administered (1)' section is visible. It contains a table with columns: Date Administer..., Product, Manufacturer, Dose, Lot Number, Exp.Date, Clinic, and Action. The first row shows '2/4/2021' with a 'View record' button highlighted in the Action column.

| Date Administer... | Product | Manufacturer | Dose | Lot Number | Exp.Date | Clinic | Action |
|--------------------|----------------------|------------------|-------|------------|----------|--------------------|-----------------------------|
| 1 2/4/2021 | Moderna COVID-19 ... | Moderna US, Inc. | .5 mL | 123 | 7/2021 | Set Up Clinic Demo | View record |

14. You are taken to the **Vaccination Record** page. On this page, you will find the recipient's vaccination information.

15. On this page you have the option to **Edit** or **Invalidate** the vaccine record.

Vaccination record

[Edit record](#) [Invalidate record](#)

Edits to vaccination records will not adjust inventory totals. Please manually update inventory totals if necessary.

Recipient Name
Donald Duck

Date administered
Feb 4, 2021

Manufacturer
Moderna US, Inc.

Product
Moderna COVID-19 Vaccine

UoU (vial) lot number
123

Exp. date
Jul 31, 2021

Site
Left Deltoid

Vaccination change history

| Date updated | Updated by | Date administered | Product | Manufacturer | UoU (vial) number | Exp. date | Site | Reason |
|--------------|------------|-------------------|---------|--------------|-------------------|-----------|------|--------|
|--------------|------------|-------------------|---------|--------------|-------------------|-----------|------|--------|

To Edit a record:

1. Click **Edit**.
2. Update any field of the vaccination.
3. Click **Save**.
4. Select the **Reason for the update**.
5. Click **Save**.
6. You will be taken back to the **Vaccination Record** page.
7. You will see the **Vaccination change history** table at the bottom of the screen with the changed information.
 - Any updates made to the record will update the recipients account and vaccination certificate.

To Invalidate a record:

1. Click **Invalidate Record**.
2. Select the **Reason for the invalidation**.
3. Click **Invalidate Record**.

- **NOTE:** Edits made to inventory will automatically update your clinic's inventory.

Add Mobile Clinic Locations and Operating Hours

- **NOTE: A Clinic Administrator is NOT able to change the Clinic Type (i.e., standard, third party, mobile, etc.). If needed, please contact your Jurisdiction POC to set up an additional clinic.**

Mobile clinics have multiple locations for vaccinations. These locations have a permanent shipping address, for inventory, but may change their physical address. You can add new addresses and operating hours for each location after completing the mobile clinic's registration. Once a new clinic is set up, you can also edit or delete them on this page.

To Add a New Clinic Location

1. Click the **Clinic Setup** tab.
2. Click **New**. A **New Clinic Location** pop-up will appear.

3. Select the **Clinic** in the **Clinic** field box.
 4. Name the **Clinic Location**.
 5. Enter the **Address**.
 6. Select the **Time Zone**.
 7. Enter the **Start Date**.
 8. Enter the **End Date**.
 9. Select the **Clinic Operating Hours**.
 10. Click **Save**.
- **NOTE:** Overlapping start and end dates with another location will give you an error message.

To Set Operating Hours for the New Clinic:

1. To create new operating hours, see **Set Up Clinic Schedule**.
2. To make this available for recipients, click the **Available for Scheduling?** checkbox at the top of the window.
3. Click **Save**.

Access Multiple Clinics in VAMS

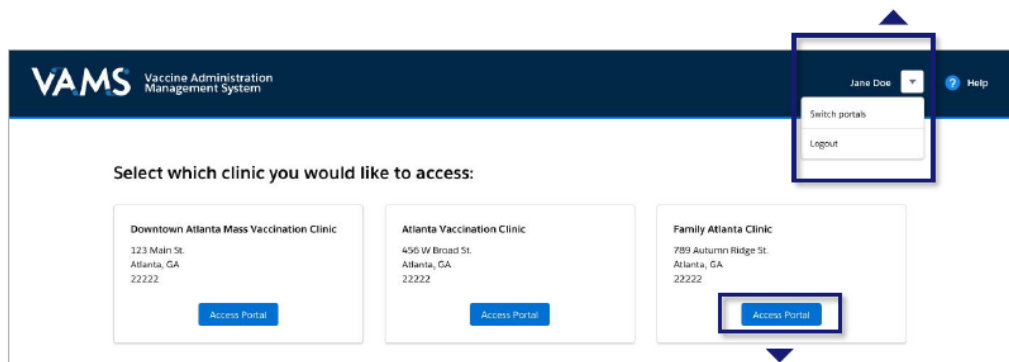
If the Clinic Administrator adds you as a user at their clinic, you can access the other clinics once you have logged into VAMS.

1. On any page in VAMS, click on the **drop-down arrow** next to your name in the upper right-hand side of the screen.
2. Click **Switch Portals**.

If you have multi-user access, you will be taken to the portal selection page.

1. Click the **Clinic Portal** button.
2. You will be taken to the **Clinic Selection** page.
3. Select the **Access Portal** button of the clinic you would like to access.

If you have multi-clinic access, if you click **Switch Portals**, you will be taken to the **Clinic Selection** page.



Search for an Existing Recipient

You can search, view, and add recipients using the **Search for existing recipient** button. VAMS will search for all recipients, including those registered in VAMS as recipients and those added to third-party clinics. Once a recipient is found, you will be able to schedule a walk-in appointment or schedule them for a future appointment.

To search for a recipient:

1. Click the **Search for existing recipient** button. You'll be directed to the Search for Recipient page.

The screenshot shows the VAMS navigation bar with various tabs: Recipient Check-In, Manage Appointments, Inventory Management, Inventory Requests, Manage Users, Clinic Details, Clinic Setup, Treatment Stations, Clinic Absences, Clinic Data, and Clinic Reservations. The 'Search for existing recipient' button is located in the bottom right corner of the navigation bar and is highlighted with a blue box.

On the **Search for Recipient** page,

2. Enter the recipient's **Email, VAMS system ID or External system ID**.
3. Or enter the recipient's **First Name, Last Name or Date of Birth**.
4. Click **Search**.

The screenshot shows the 'Search for recipient' form. It has two sections: 'Enter ONE of the following fields to search for a recipient' and 'Or, enter ALL of the following'. The 'Search' button is highlighted with a blue box.

5. If the recipient exists, a **Search Results** table will appear below.

The screenshot shows the 'Search results' table. It displays search results for a recipient named Tiffany Smith, born September 16, 1990, female. The 'Schedule walk in' button is highlighted with a blue box.

6. If you want to add the recipient to your clinic, click the **Schedule walk in**.
7. You will be taken to another screen that notifies you of the next available walk-in appointment. The recipient will be reserved for that future appointment.

The screenshot shows the 'Search results' table. It displays search results for a recipient named Tiffany Smith, born September 16, 1990, female. The 'Schedule walk in' button is highlighted with a blue box.

8. When scheduling a walk-in appointment, if no prior doses are recorded in VAMS, you will be asked if the recipient received a prior dose.

If you answer **Yes**:

1. Enter the **Vaccine Manufacturer**.
2. Enter the **Date** of the first dose.
3. If the second dose is too early, you will be given a message **Are you sure you want to vaccinate early?**
4. Choose **Continue** to schedule a walk in or **Cancel** to cancel the appointment.

If you answer **No**:

1. You will be directed to the **Next Available Appointment** screen.

Shared Accounts

You will now be able to create shared accounts in VAMS. Recipients with a VAMS account will be able to add additional users to their accounts. The additional accounts will not need a phone number or email address.


1. Log into **VAMS**.
2. Click on **Add new recipient**.
3. You are taken to the **Add Recipient** page.

| | | | | | | | | |
|---|-------------------------------------|------------------------------|--------------------------------------|------------------------------------|------------------------------|--------------------------------|------------------------------|----------------------|
| Recipient check-in | Manage appointments | Bulk imports | Inventory management | Inventory requests | Manage users | Clinic details | Clinic setup | More |
| Add new recipient Search for existing recipient | | | | | | | | |

4. Choose **Yes** or **No** to Would you like to associate the new recipient with a representative, a guardian or an existing VAMS account?
5. Choosing **Yes**, will open more fields.
6. Enter the **Representative/guardian first name**.
7. Enter the **Representative/guardian last name**
8. Enter the **Representative/guardian date of birth**.
9. Complete the rest of the form as if you were entering a new recipient.

Add recipient

* Indicates that the field is required.


Representative / guardian information
 Select the representative / guardian relationship to the recipient.

* Would you like to associate the new recipient with a representative, a guardian or an existing VAMS account?


☒ Yes
☐ No

| | | |
|--|--|---|
| * Representative / guardian first name | * Representative / guardian last name | Relationship to recipient (optional) |
| <input type="text"/> | <input type="text"/> | --None-- |
| Representative / guardian phone (optional) | Representative / guardian email (optional) | * Representative / guardian date of birth |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

To view included recipients in an account:

1. Log into **VAMS**.
2. Click **Search for existing recipient**.
3. Enter the recipient's name and information or the account holder's name and information.
4. Click **Search**.
5. Click the hyperlinked name.

You will see a **Representative/guardian information** section on the screen.


Representative / guardian information
 Select the representative / guardian relationship to the recipient.

| | | |
|--------------------------------------|-------------------------------------|---|
| Representative / guardian first name | Representative / guardian last name | Relationship to recipient (optional) |
| daisy | duck | |
| Representative / guardian phone | Representative / guardian email | Representative / guardian date of birth |
| | | 02/20/2000 |

Spanish Language Options

You can now view VAMS screens in Spanish. There's two ways to update the screen.

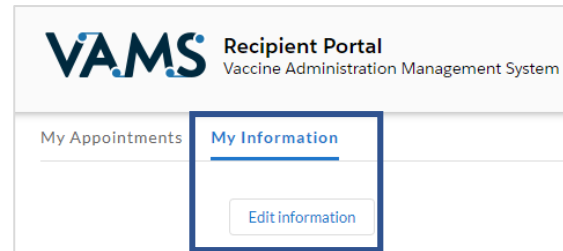
The first way to view your screen in Spanish:

16. Open **VAMS**.
17. Click on the word **Espanol** in the upper right hand corner.
18. Your screen will update to Spanish.




The second way to view your screens in Spanish:

1. Open **VAMS**.
2. Click on the **My Information** tab.
3. Click **Edit information**.



4. Move to the **Communication preferences** section on the screen.
5. Choose the **Espanol** button.
6. Click **Save**.
7. Your screens are now viewable in Spanish.


Communications preferences
 Let us know how best to send you updates and reminders.

* My preferred method of contact for receiving messages about my VAMS appointments 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

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

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

* My preferred language for messages

☐ English
☐ Español

Deactivate Your Clinic

You can deactivate your clinic when it is no longer needed to administer COVID-19 vaccines.

Deactivating will:

- Send an email to the jurisdiction POC stating the clinic was deactivated.
- Send a cancellation email to any recipient scheduled for an appointment at that clinic.
- Cancel all recipient appointments scheduled at that clinic.
- Remove the clinic in the search option.
- Deactivate all clinic inventory requests.
- Close all open appointments.

To Deactivate Your Clinic:

1. Click the **Clinic Details** tab.
2. Click the **Deactivate Clinic** button.



3. A pop up will appear asking you to **confirm deactivation**. You will also see any booked appointments and inventory for the clinic.
4. Click **Deactivate Clinic**.



- **NOTE:** Deactivating a clinic will not remove your user permissions. Once a clinic is deactivated, each user must be removed from VAMS following the same process in **Manage VAMS Users**.

Glossary of Terms

| Word/Phrase | Definition |
|--------------------|---|
| 2D Barcode | A two-dimensional barcode that stores information vertically and horizontally. It may contain vaccine product identification information, lot number, and expiration date. |
| Member | Any worker, staff member, volunteer, other personnel or organization being added to VAMS to receive COVID-19 vaccine. |
| Mobile Clinic | A clinic that moves to multiple locations for vaccination (e.g., mobile clinic bus or van). |
| 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-user | A VAMS user with access to multiple VAMS portals (e.g., a clinic administrator who is 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 to VAMS. |
| Pop-Up Clinic | A temporary clinic that has one permanent location (e.g., clinic set up in a school gym that will stay at that location while it is open). |
| Third Party Clinic | A vaccination clinic established at a facility like a long-term care facility or correctional facility where the facility will be responsible for administering vaccines to recipients. |
| Treatment Station | Vaccination stations are currently called “treatment stations” in VAMS and therefore in parts of this user manual. |
| Unit of Sale (UoS) | The packaging in which the vaccine vials are delivered. |
| Unit of Use (UoU) | The vaccine vials. |
| Vaccine Clinic | A clinic administering COVID-19 vaccine (sometimes referred to as a ‘vaccine clinic’ in VAMS and their user manual). |