

# User Manual

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# Vaccine Recipient

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# Welcome to VAMS

The Vaccine Administration Management System (VAMS) is an easy-to-use, secure, online tool to manage vaccine administration from the time the vaccine arrives at a clinic to when it is administered to a recipient. VAMS is free for public-health-approved clinics, and can be used on computers, tablets, and other mobile devices. It is not a smartphone app, and no installation or download is required for this web-based platform. It supports operations as well as vaccine inventory and administration data collection and tracking for analysis and reporting.

## VAMS Portals | Each of the four portals were designed with end users in mind.



### Jurisdiction Portal

**Jurisdiction Portal users** can use VAMS to:

- Designate specific organizations that serve priority groups (including volunteers) for initial allocation.
- Identify at-risk populations that are a high priority for vaccination.
- Build a database of COVID-19 vaccination clinics in their jurisdiction.
- Access COVID-19 vaccine inventory and administration data for analysis and reporting.



### Clinic Portal

**Clinic Portal users** can use VAMS to:

- Register their clinic location and add clinic staff as users.
- Set up their clinic schedule with ability to cancel, modify, and/or change recipient appointments (*standard and mobile clinics only*).
- Document and track COVID-19 vaccine administration and waste.
- Monitor vaccine inventory levels.
- View clinic-level reports.



### Organization Portal

**Organization\* Portal users** can use VAMS to:

- Add priority group members to VAMS to be considered for COVID-19 vaccination.
- Automatically send email notifications to those individuals to register in VAMS and schedule their vaccination appointment(s).



### Recipient Portal

**Recipient Portal users\*\*** who receive vaccine at a standard or mobile clinic and can use VAMS to:

- Register their account online or using a mobile device.
- Locate a clinic and schedule or cancel vaccination appointments.
- Receive notifications about upcoming appointments or documents for the day of vaccination.
- Schedule and track follow-up vaccination appointments (*if applicable*).
- Receive proof of vaccination.

**NOTE:** Vaccine recipients at third-party clinics will not use VAMS at all.

\*"Organization" refers to any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.

\*\*To use VAMS, vaccine recipients must have an email address, internet access, and the ability to navigate the system or have someone assist them.




# Vaccine Recipient User Manual

This user manual is designed for [you](#).

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

## How to Use this User Manual

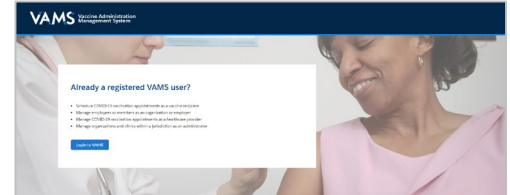
Throughout this user manual, you will see the following components.

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.

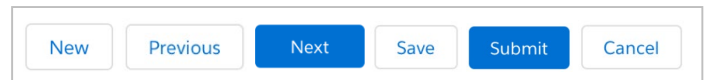
## Header/Banner



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.

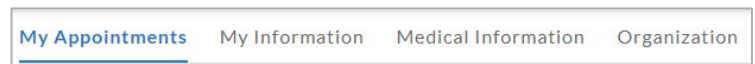
## Buttons

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/php/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 four 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="#">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 4: <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 organization coordinator for your organization enters your name and email address in VAMS, you will receive an email with a VAMS registration link. VAMS will send you up to five reminder registration emails until you register.

- 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 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.

- Respond to the prescreening question, enter your state and county, complete the reCAPTCHA, then click **Next**.

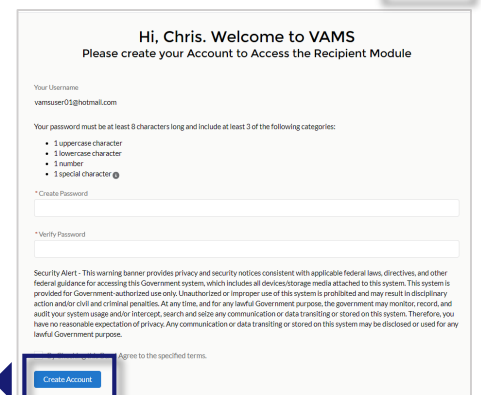
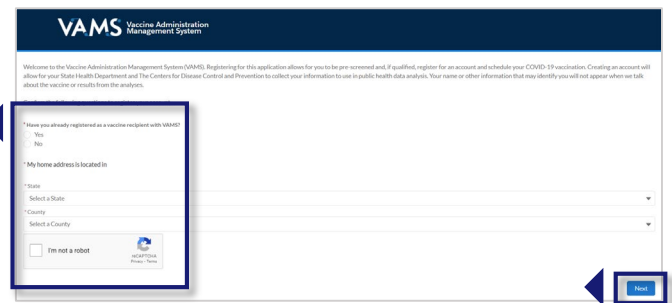
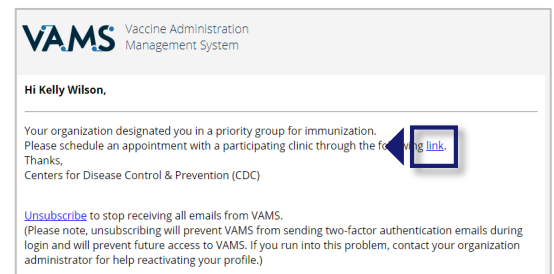
- If you are eligible for vaccination after responding to the prescreening questions, you will progress to the account registration page.

- Check your email account for a **verification code** that will be sent to you immediately after clicking **Next**.
- **Enter the verification code** in the pop-up window in VAMS and click **Submit**.

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

- Create and verify your **password**.
- Read the terms and conditions and **check the box** saying you agree, then click **Create Account**.

Upon activating your account, you will follow Steps 2–6 to register in VAMS.



# □ 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. If needed, you can edit your first and last name during registration.

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

- Gender (option to decline to specify)
- Date of birth
- 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 or **STOP** to opt-out of future messages.

If you **unsubscribe or opt out** of notifications, you will no longer receive any notifications from VAMS, including appointment reminders.

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

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

➤ Click **Next**.

➤ If you select SMS as your preferred contact method, you will be prompted to enter a confirmation code sent to your cell phone. Enter the code, then click **Submit**.



## □ Step 3: Enter Insurance Information *(Optional)*

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

- Your insurance provider
- Group number
- Policy number

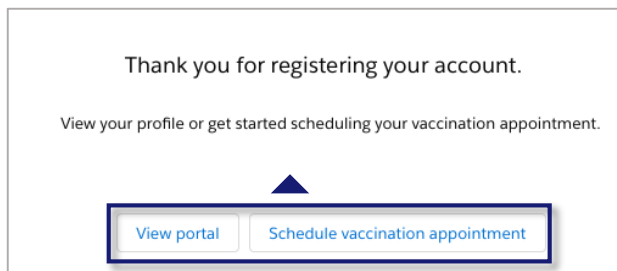
#### This step is optional.

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

The screenshot shows a registration form titled "Register my account". At the top, there is a progress bar with five steps: "Insurance" (highlighted in blue), "Organization", and "Review" (all in grey), and two previous steps (both in green with checkmarks). Below the progress bar, the text reads "Provide available insurance information, if applicable." There are three input fields: "Insurance provider", "Group number", and "Policy number". At the bottom right, there are two buttons: "Previous" and "Next". The "Next" button is highlighted with a blue border.

# □ Step 4: Review Your Information

- **Review** your personal and insurance (if applicable) 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** that you agree 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.



**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

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

Insurance

Insurance provider  
Aetna

Group number  
12345667890

Policy number  
679813496

I have reviewed and confirmed that the data above is correct.

Agree

# 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

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Schedule Appointment

Use VAMS to:

- ✓ Complete the prescreening questions about any past COVID-19 vaccination.
- ✓ 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: Answer Prescreening Questions

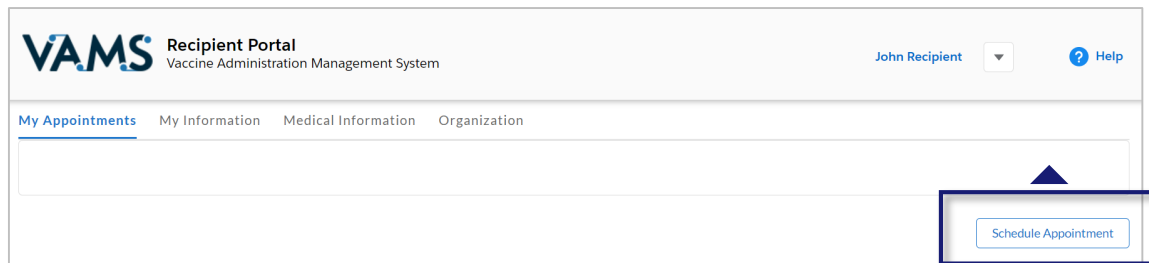
## What you'll need to complete this step

- Knowledge of whether you have received your first COVID-19 vaccine dose and, if so, from which manufacturer. **NOTE:** There is an option to select "I don't know" for manufacturer.

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.



- Select an answer to the prescreening question, "**Have you received a COVID-19 vaccine?**" from the drop-down menu.

- If you selected any "Yes" answer, the system will prompt you to input the **date you received COVID-19 vaccination**.

- The date you're eligible to receive your second dose depends on the manufacturer you selected in the question.

- If you selected Pfizer-BioNTech, you can schedule a second dose 21 days after you received your first dose.
- If you selected Moderna, you can schedule a second dose 28 days after you received your first dose.
- If you selected "I don't know," you can schedule a second dose 28 days after you received your first dose.

- Once finished, click **Continue**.

The screenshot shows a form titled 'Schedule an appointment' with the instruction 'Before scheduling your appointment, please answer the question(s) below'. The first question is '\* Have you ever received a dose of COVID-19 vaccine?' with four radio button options: 'No', 'Yes, I received the Pfizer-BioNTech Covid-19 Vaccine', 'Yes, I received the Moderna COVID-19 Vaccine' (which is selected), and 'Yes, but I don't know which COVID-19 vaccine I received'. Below this is a second question: '\* Date you received COVID-19 Vaccination' with a text input field and a calendar icon. A blue box highlights the date input field, and a blue arrow points to it from the left. At the bottom right of the form are 'Continue' and 'Cancel' buttons.

**NOTE:** No matter which vaccine you received for your first dose, you **must** schedule a second dose no later than 42 days after receiving your first dose.



# Schedule Your Appointment: Find a Clinic

## What you'll need to complete this step

- ZIP/postal code where you want to be vaccinated

Next, you will be taken to the Clinic Locations page to select the clinic where you'd like to receive vaccination.

- On the Clinic Location page, the ZIP code you entered when registering in VAMS will autopopulate and bring up a list of clinics within 10 miles of that ZIP code. You can also locate a clinic by entering another **address or ZIP code** where you want to receive vaccination. 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.
    - The list of clinics is displayed in a sorted order based on distance and will also show the earliest possible date an appointment is available at the clinics. VAMS will consider if it is your first or second dose appointment and show the appropriate earliest available time slots for your dose at each clinic.
    - Once you select a clinic name in the list view, information about that clinic will populate on the map, including the clinic's location, operating hours, and earliest possible date for your vaccination.
  - Click the **clinic name** of your preferred clinic, then click the **Next** button that appears below the map.
- NOTE:** The **Next** button will only appear once you select a clinic name.

Schedule your 1<sup>st</sup> dose appointment

Clinic location Date and time Review

Address or ZIP code  Within

**Clinic Results (2)**

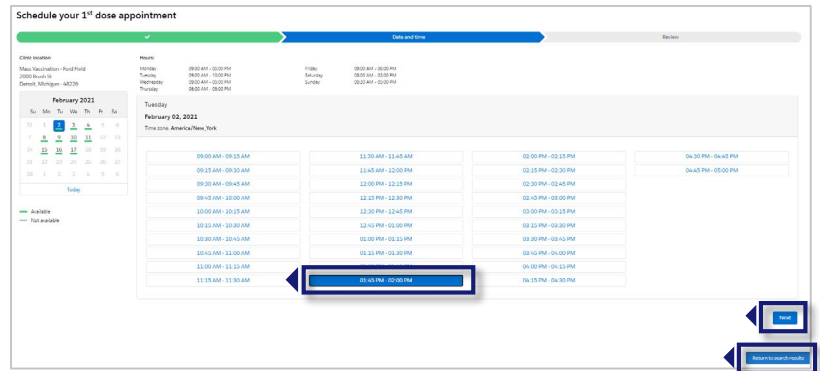
- Jefferson Vaccination Clinic (4.0 mi) | Earliest possible date: Feb 1, 2021  
6331 E Jefferson Ave, Detroit, Michigan
- Miss Vaccination - Ford Field (4.8 mi) | Earliest possible date: Feb 1, 2021  
2000 Brush St, Detroit, Michigan

# 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).

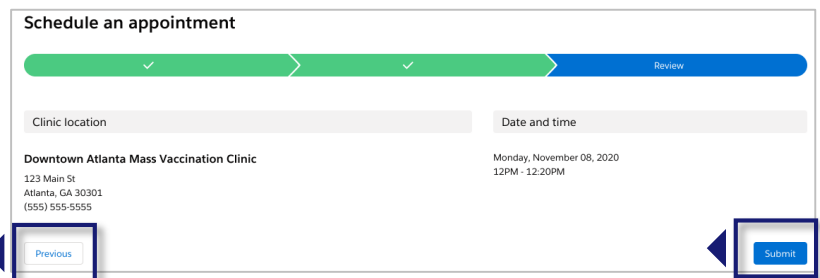
- On the Date and Time page, select an available appointment **date on the calendar** located on the left side of the page. Days with available appointments are underlined in green. Days with no available appointments are underlined in gray. Days completely grayed out are days the clinic is not operating.
- Select your appointment time by clicking a **time slot**, then click **Next**. Only available time slots will appear. You can also select **Return to Search Results** to return to the list of available clinics.



**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.

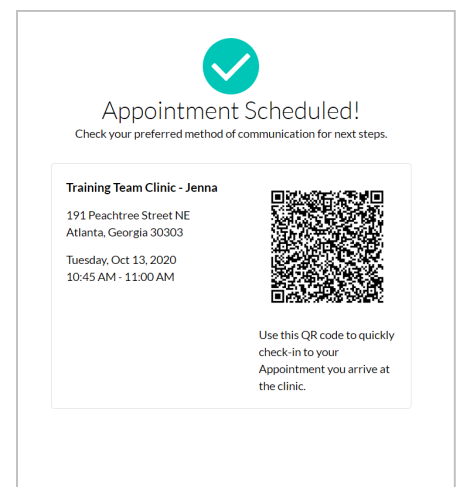
**Quick Tip:** When considering an appointment, please **allow plenty of time to arrive** on time. Showing up late may result in cancellation and require you to reschedule at a later date.

- 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, if the clinic has QR code scanning capabilities.
- Click **Return to Portal** in the lower left corner to return to the portal home page.

**NOTE:** You will also receive an appointment confirmation through your preferred contact method.





# Schedule Your Appointment: Review

## Review Appointment Information

After you return to the portal home page, you can view your appointment information on the My Appointments tab. The My Appointments table on this tab lists all the appointments you scheduled, completed, or cancelled.

- Twelve hours or less before your appointment, a new alert will appear above the My Appointments tab with a link to a Prevacination Questionnaire. **You must complete the questionnaire before receiving vaccine.** Information about the vaccine will be in EUA Fact Sheets.
- [Section 3: Receive Your Vaccine](#) provides detailed instructions for completing this questionnaire.

The screenshot shows the VAMS Recipient Portal interface. At the top, there is a navigation bar with the VAMS logo and the text 'Recipient Portal Vaccine Administration Management System'. Below the navigation bar, there are tabs for 'My Appointments', 'My Information', 'Medical Information', and 'Organization'. A blue box highlights an alert message that says: 'Action Required: Please complete the Prevacination Questionnaire for your upcoming appointment.'

The screenshot shows the 'My Appointments' section of the portal. It includes a table with columns for Date, Time, Clinic, Status, and View Details. A blue box highlights the 'View Appointment' button in the View Details column of the first row.

	Date ↑	Time	Clinic	Status	View Details
1	Tuesday, November 3, 2020	4:45 PM - 5:00 PM	Jefferson Vaccination Clinic	Scheduled	<a href="#">View Appointment</a>

- 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).

The screenshot shows a confirmation window titled 'Your Appointment is Scheduled!'. It contains the following information:

**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 Appointment](#)



# Cancel or Reschedule Your Appointment

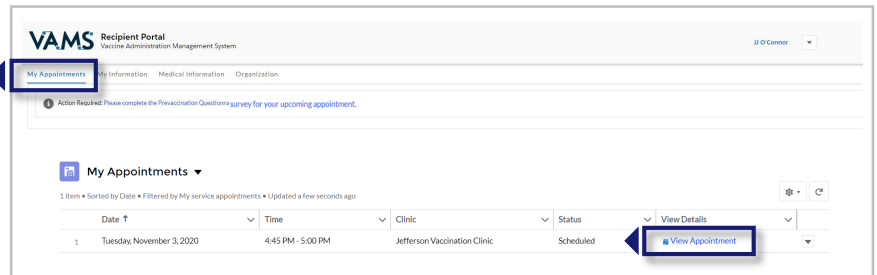
You must use VAMS to cancel or reschedule your appointment. Click **Cancel Appointment** in your appointment confirmation email or click the link in your confirmation text message to access VAMS.

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

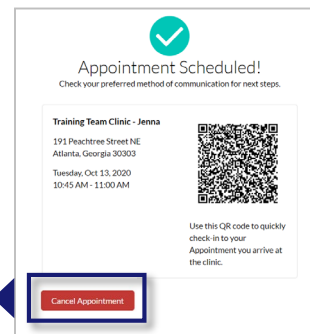
## Follow these steps to cancel an appointment in VAMS:

➤ Click on the **My Appointments** tab.

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



➤ Click the **Cancel Appointment** button.

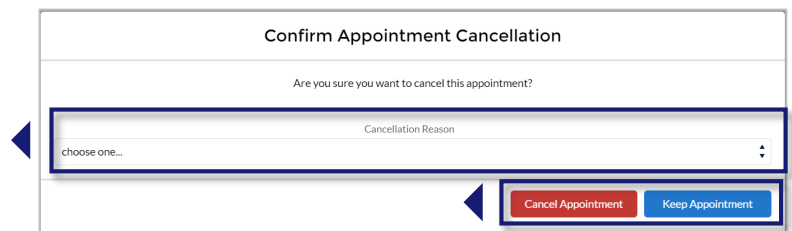


• A pop-up window will appear confirming you want to cancel the appointment.

➤ Select a reason for cancellation from the drop-down menu.

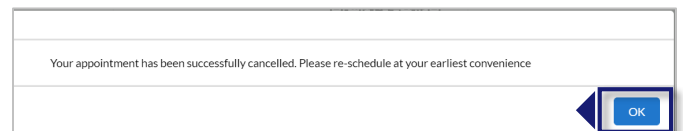
➤ If you want to proceed, click **Cancel Appointment**.

➤ 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.**

**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 can immediately log into VAMS and complete your Pre vaccination Questionnaire. This must be completed before you receive vaccine.
- 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

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Steps to Take Before Your Appointment(s)

Receive your appointment confirmation and complete the Prevaccination 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.



**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:

- **A link to the EUA Fact Sheet for Recipients and Caregivers.** This document will provide information you need to know about the vaccine.
- **A link to the Prevaccination Questionnaire.** You must complete 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**.

Prevaccination Questionnaire for Jane Doe

Complete the questions about your medical information below.

\* Are you feeling sick today?

Yes

No

\* Have you ever received a dose of COVID-19 vaccine?

Yes, I received the Pfizer-BioNTech COVID-19 vaccine

Yes, I received the Moderna COVID-19 vaccine

Yes, but I don't know which COVID-19 vaccine I received

No

*This is only a sample of the first few questions that may be on the Prevaccination Questionnaire.*

As referenced in [Section 2: Schedule Your Vaccination Appointment](#), you can also 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 you receive vaccination. You can complete the questionnaire before your appointment by logging into VAMS or during your appointment by walking through the questions with your healthcare professional.



# Steps to Take Before Your Appointment

(continued)

## Timing of Notifications

When you receive the **Appointment Reminder with EUA Fact Sheets** 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 15–20 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)

When arriving for your appointment, it is recommended you bring 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

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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 right away, 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

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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.



**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.



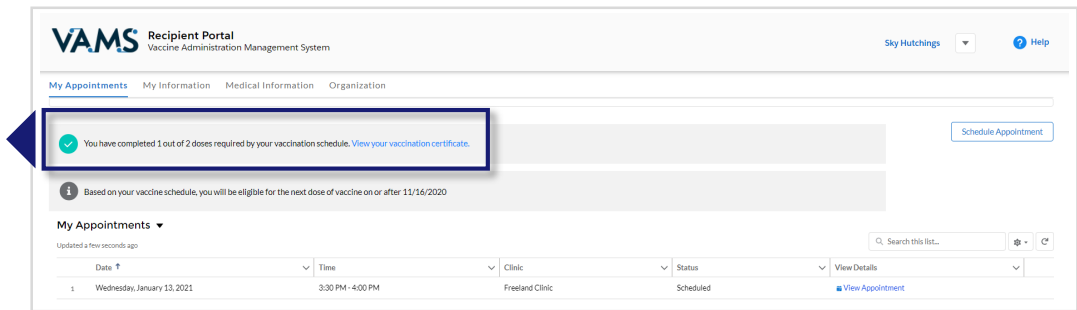
# Steps to Take After Your Appointment

(continued)

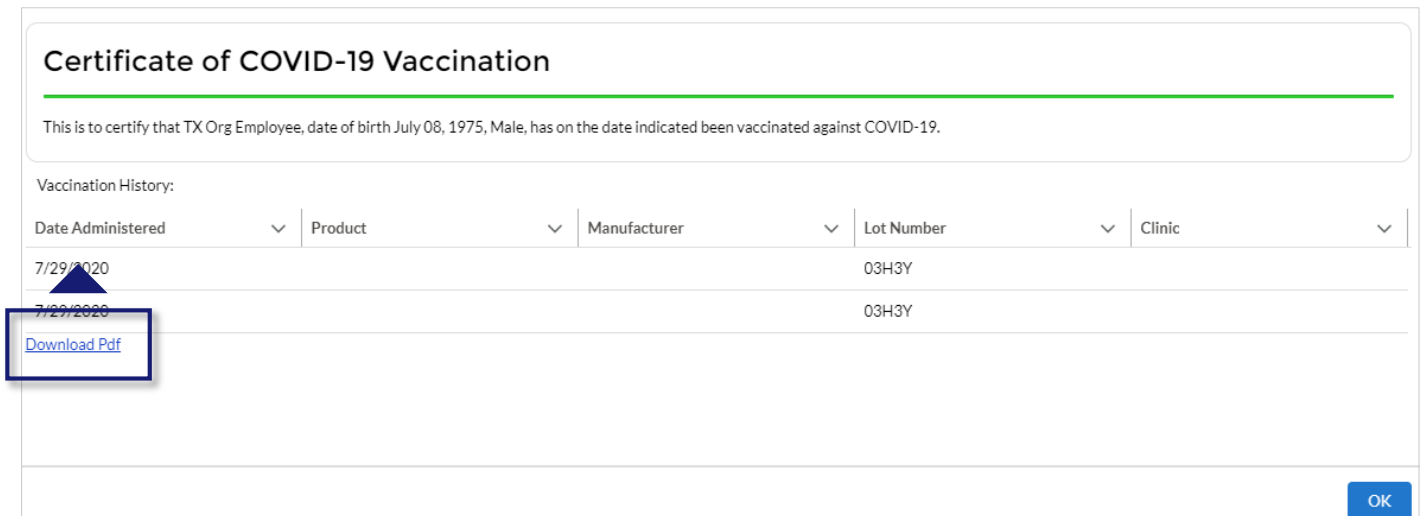
## View Your Vaccination Certificate

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 schedule. 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.



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



# 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

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

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

The screenshot displays the VAMS Recipient Portal interface. At the top left, the VAMS logo is followed by the text "Recipient Portal" and "Vaccine Administration Management System". On the top right, the user name "John Recipient" is shown next to a dropdown arrow, and a "Help" button with a question mark icon is highlighted with a blue box. Below the navigation bar, a "Recipient FAQ" tab is visible. A search bar with the placeholder text "Search" and a magnifying glass icon is also highlighted with a blue box. Below the search bar, the title "CDC Vaccine Administration Management System One Time Password" is displayed, along with the text "32 Views · Nov 20, 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.
Member	An individual being added in VAMS to receive a COVID-19 vaccine.
Organization	Any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.
Prevaccination Questionnaire	Questionnaire recipients must complete prior to receiving vaccine. Healthcare professionals will review this information to ensure there are no contraindications or precautions present before administering vaccine.
Recipient	Any individual who registers in VAMS to receive COVID-19 vaccination.
Vaccination Clinic	A clinic administering COVID-19 vaccine. Sometimes referred to as a "vaccine clinic" in VAMS and this user manual.