In this job aid, call center agents will learn how to utilize the Registrants and Pre-Registration features in VASE. These features are available to call center roles in addition to Administrator and Locality Admin and will display all registrants within the jurisdiction of the operator.

Scheduling Appointment

Click on "Schedule Appointment" from the navigation menu on the left. In the Clinic search field, a vaccine type will need to be selected for the appointment being made (Figure 1). In the drop-down menu, a list of all available VASE+ vaccines will be displayed. Once the vaccine is selected, a zip code is to be entered (figure 1.1) and then user should click on "Search". All available open pod clinics will then be displayed to select from (figure 1.1).
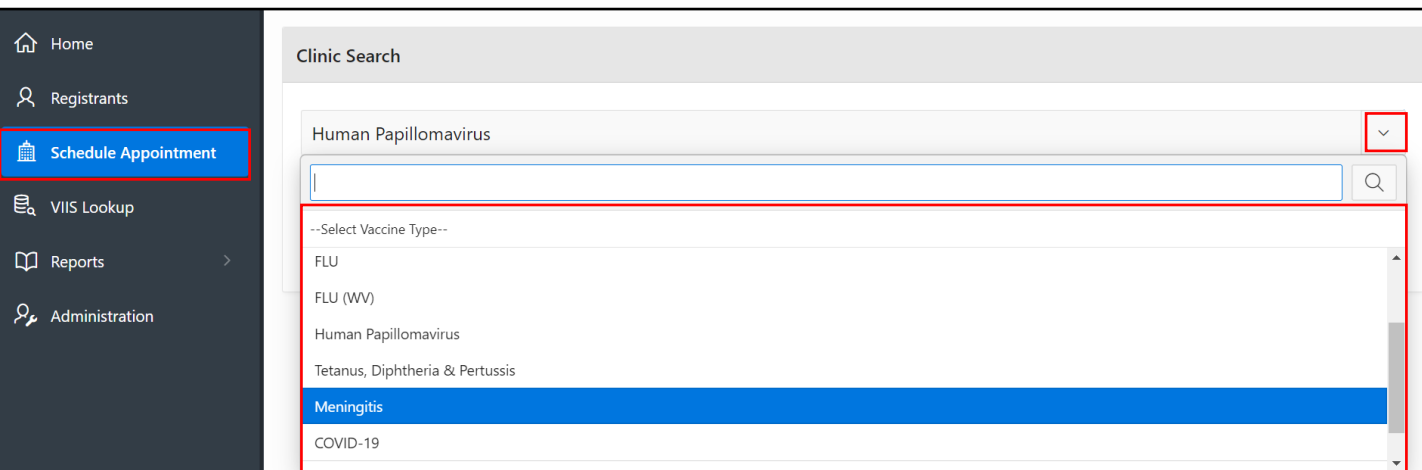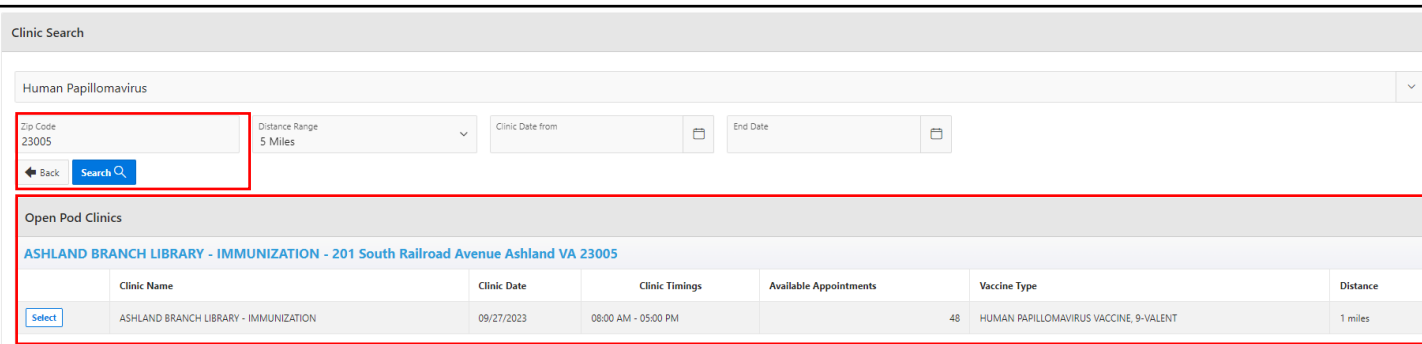

Figure 1 – Select Vaccine Type

Figure 1.1 – Searching for active clinics

Schedule Appointments: Entering Demographic Information

Once a clinic has been identified and selected, the user will be prompted to enter in the Demographic information of the registrant. The following fields are required (Figure 2): First Name, Last Name, Date of Birth, Gender, Ethnicity, Race, PIN Type[1], Email Address <u>or</u> Phone Number, House No, Street Address, <u>or</u> P.O. Box, Zip Code, City, Guarantor First Name, Guarantor Last Name, Guarantor Date of Birth, Guarantor SSN, Guarantor Relationship[2].

Figure 2 – Registrant Personal Information

[1] – Pin Type will be selected from a drop-down option (figure 2.1)

Figure 2.1 PIN Type Selection

[2] – Guarantor Relation will be selected from a drop-down option (figure 2.2)

Figure 2.2 Guarantor Relation Selection

Schedule Appointments: Selecting Vaccines

If the community event is offering multiple vaccine types, the call center staff will be prompted to select one or multiple vaccines dependent on what the registrant is looking for (Figure 3)

Figure 3 – Selecting vaccines for clinics

Schedule Appointments: Insurance Information

Once on the next screen, the call center staff will be prompted to select an insurance option. This is a multi-select field (figure 4) for individuals who may have more than one insurance. Once selected, the insurance fields will be displayed to be filled out. **NOTE: call center staff does not need to complete the insurance information (figure 4.1) to move forward. However, insurance type needs to be selected (figure 4).**

Figure 4 – Selecting insurance type

Figure 4.1 – Inputting insurance information

Schedule Appointments: Selecting Timeslots

After the insurance screen, the call center staff will be prompted to select the available appointment timeslot (Figure 5)

Figure 5 – Selecting timeslot

Schedule Appointments: Confirming Appointment

Once the appointment timeslot has been selected, the call center staff needs to click on the "Confirm Appointment" button (figure 6) in order to make sure the registration is complete.

Figure 6 – Confirming Appointment