

Email Notifications from VAMS

To ensure you receive VAMS email notifications without issue, work with your IT department to:

1. Allow email from the following email addresses

To ensure communications do not get delayed or blocked by your organization's exchange servers, please work with your IT department to allow notifications from the following email addresses:

- vams@cdc.gov
- no-reply@mail.vams.cdc.gov
- no-reply@envelope.mail.vams.cdc.gov
- VAMSHelp@cdc.gov
- *@salesforce.com

CDC also recommends users check junk/spam folders for VAMS emails that cannot be found in the default inbox.

2. Allow email from the following IP addresses

You will need to coordinate with your IT department to also allow email addresses from the following IPs:

Salesforce

96.43.152.64 – 96.43.152.80 (subnet mask = 255.255.255.0)

96.43.153.64 – 96.43.153.80 (subnet mask = 255.255.255.0)

Amazon Web Services

23.251.255.1 – 23.251.255.150

23.251.253.228 – 23.251.254.250

54.240.40.1 – 54.240.40.54

What types of email notifications should you expect from VAMS?

While users can select their preferred method of communication to be email or SMS text, some communications will **always** be sent through email.

Email notifications from...

vams@cdc.gov will be auto-generated and related to Clinic, Jurisdiction, Organization Portal messages such as:

- ✓ Registration links to new VAMS users
- ✓ Re-occurring two-factor authentication for logins
- ✓ Updates on inventory requests

no-reply@mail.vams.cdc.gov and **no-reply@envelope.mail.vams.cdc.gov** will be auto-generated and related to the Recipient Portal such as:

- ✓ The initial two-factor authentication code
- ✓ Links for recipients to complete Pre vaccination Questionnaires
- ✓ Reminders about upcoming recipient appointments

Email Notifications from VAMS

What types of email notifications should you expect from VAMS? *(continued)*

VAMSHelp@cdc.gov will be:

- ✓ Communications from the VAMS Help Desk

Note: Do not send new help requests to this email address as they will not be received.

***@salesforce.com:** Depending on some email server configurations, we have heard of rare cases where emails are delivered directly from Salesforce. Potential cases include password resets and interacting with VAMS Help Desk agents.

Not Receiving Two-Factor Authentication Emails

Issue: Some users may not be receiving the One Time Password (OTP) required when they initially activate their VAMS account.

Solution:

- Search your inbox and spam folders for an email from vams@cdc.gov, no-reply@envelope.mail.vams.cdc.gov, or no-reply@mail.vams.cdc.gov.
- If you still cannot find the email, contact the VAMS Help Desk at +1 833-957-1100.

Note: The OTP is good for 60 minutes. If you have not successfully registered and try to register again within 60 minutes, you should use the OTP you received within the past 60 minutes. Do not request another OTP during that 60-minute time frame. If you try to register after 60 minutes, a new OTP will be sent to you. After five invalid attempts, VAMS will generate a new code.

VAMS or CDC will never ask you for your VAMS account password. Do not give anyone your password.

If you need additional support, contact the **VAMS Help Desk**. *To ensure jurisdictions and clinics are fully supported, VAMS Help Desk support is limited to jurisdiction and clinic personnel only.*

Toll-Free Number | +1 833-957-1100

Hours of Operation | 8:00 AM – 8:00 PM EST | Monday – Friday

Set Up Your VAMS Account and Schedule Your Vaccination Appointment(s)

The information in this quick reference sheet provides instructions for setting up your VAMS account and scheduling your vaccination appointment(s). Once you have been added in VAMS, you will receive an email notification containing a VAMS registration link.

Follow these three steps to set up your VAMS account and schedule your vaccination appointment(s):

Step 1

Activate Your VAMS Account

Step 2

Provide Personal Information

Step 3

Schedule Your Appointment

Step 1: Activate Your VAMS Account

You must activate your account in VAMS to use the system.

- Search your inbox for an email from vams@cdc.gov.
- Click the **registration link** in the email. This will take you to the prescreener page in VAMS.
- Respond to the prescreening questions, 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**.
- 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 advance to Step 2.

Key Considerations and Registration Troubleshooting

- VAMS can be accessed via any web browser except Internet Explorer. VAMS also works on Android and iOS devices.
- If your registration email or verification code email is not in your inbox, you may need to check your junk or spam mail folders. If you still cannot find it, please verify with your organization coordinator or your jurisdiction's help desk line that you and your correct email address have been added to VAMS or to troubleshoot further.
- If you are a member of an eligible vaccination group and haven't received an email, double-check that you have registered through your jurisdiction's screening system. There may be a slight delay to register as recipients from your group are added into VAMS per your jurisdiction or local health department's policies.
- VAMS will send up to five reminder registration emails until you register.
- 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 else because the link will not work for them.
- After five log-in attempt failures, you will be locked out of the system for 1 hour.

Set Up Your VAMS Account and Schedule Your Vaccination Appointment(s)

Step 2: Provide Personal Information

Step 2a | Enter Personal Information

Once you have filled in the required information (listed below), click **Next**.

- 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)

Step 2b (optional) | Enter Insurance Information

After entering your personal information, you'll be taken to this optional step. If you **do not** want to add insurance information, click **Next**.

If you **do** want to add insurance information, enter your insurance information, including:

- Insurance provider
- Group number
- Policy number

After entering your insurance information (optional), click **Next**.

Step 2c | Review your Information

- Review** your personal information and insurance information (if applicable) 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.

Key Considerations

- Required information is indicated by red asterisks (*) in VAMS.
- After registering, you can log in at any time to review or edit your information in the Recipient Portal and to schedule a vaccination appointment.

Set Up Your VAMS Account and Schedule Your Vaccination Appointment(s)

Step 3: Schedule Your Appointment

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

- On the first page, select an answer to the prescreening question, **“Have you received a COVID-19 vaccine?”** from the drop-down menu. If you answer “yes,” the system will ask what vaccine product you received (e.g., Pfizer, Moderna) and the date you received your first dose so that you may schedule your second dose at the right time. If you answer “no,” you will proceed as a first dose recipient without any time-related scheduling restrictions.

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/postal code you entered when registering in VAMS will auto-populate and bring up a list of clinics within 10 miles of that ZIP/postal code. You can also locate a clinic by entering another **address or ZIP/postal 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/postal 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 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. Information includes the clinic’s location, operating hours, and earliest possible date for your appointment.
- 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.
- On the Date and Time page, select an available appointment **date on the calendar**, which is located on the left side of the page. Days with available appointments will be underlined in green. Days with no available appointments will be 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.
- 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 the front desk can use to check you in upon arrival at the clinic.
- Click **Return to Portal** in the lower left corner of the page to return to the portal home page.

Before your appointment, you will receive an email with a link to a prevaccination survey in VAMS that must be completed in order to receive the vaccine. Please complete this survey prior to arriving for your appointment.

Questions? Refer to the Recipient User Manual at www.cdc.gov/vaccines/covid-19/reporting/vams/index.html for more information.

VAMS User Access Troubleshooting Tips

Clinic, Organization, or Recipient Users Cannot Access VAMS

Issue: Some users may not be able to access VAMS and may request your help in gaining access.

Solutions:

- Confirm the user was added in VAMS.
 - For clinic point of contact (POC) and organization POC users, jurisdiction POCs can search for the user records in the Jurisdiction Portal's Manage Clinics and Manage Organizations tabs, respectively, in the Jurisdiction Portal.
 - For clinic users, clinic administrators can verify users were added in the Manage Users tab in the Clinic Portal.
 - For organization members and organization coordinators, organization POCs can verify users were added in the My Members and Manage Coordinators tabs, respectively, in the Organization Portal. Note that if an organization member cannot find their registration email, the organization coordinator can resend them the email.
- Confirm the user was added with the correct or intended email address.
- Confirm the user is attempting to access VAMS with the same email address that was used by the clinic POC or organization POC at the time the user was entered into VAMS.
- Ask the user to check their spam folder for email notifications from VAMS.
- Ask the user to check with their IT department if email notifications from VAMS are being blocked by policy.

If none of these solutions assist the user in accessing VAMS, submit case on behalf of the user via the web form. To access this web form, navigate to the Help page and click "Submit a Question".

If you need additional support, contact the **VAMS Help Desk**. *To ensure jurisdictions and clinics are fully supported, VAMS Help Desk support is limited to jurisdiction and clinic personnel only.*

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