



Vaccine Administration
Management System

VAMS Jurisdiction Users,

The VAMS Help Desk is making some changes to better serve Jurisdiction POCs and COVID-19 vaccination clinics. As previously mentioned, we will be directing vaccine recipients or potential recipients and employers to contact the health department in their jurisdiction if they have questions or issues. If you would like specific contact information (phone number or email) for your jurisdiction published in the help desk response to recipients and employers, please send it to the CDC VAMS lead CAPT Susan Pierce-Richards at qra1@cdc.gov by **end of day today, January 8.**

In addition, we are replacing the VAMS Help email with an online web form. This will facilitate faster routing to the appropriate subject matter expert and assist with faster resolution by providing basic information about the request prior to the agent making contact. Please note that we will not support new inquiries submitted to VAMSHelp@cdc.gov. All new inquiries from jurisdiction POCs and COVID-19 vaccination clinics will need to be initiated from one of the two below options:

- VAMS Phone Desk – 1-833-957-1100
- VAMS Web Form accessible from VAMS by selecting “Get Help” in the top right header after you have logged into VAMS

Numerous enhancements have been made to VAMS in recent weeks to resolve the most common issues experienced by VAMS users. As a result, we will be closing older tickets that are in the backlog and informing the VAMS user of the new options for obtaining support if it is still needed. Recent VAMS enhancements include:

- Recipient Portal
 - Ability to update first and last name after registration (note the employer/organization coordinator can also edit the recipient first name, last name and email address before registration)
 - Ability to be checked in without completion of pre-vaccination questionnaire
- Organization & Employer Portal

- Ability to update individual's name and/or email address prior to them registering (note that the recipient can edit the first and last name or email address after registering)
- Ability to resend recipient registration emails to individuals
- Ability to view timestamp on recipient registration emails sent to individual recipients

- Clinic Portal
 - Ability for the healthcare professional to complete the pre-vaccination questionnaire on behalf of the recipient
 - Ability to predate a vaccine at the point of logging it within VAMS
 - Additional Reporting capabilities

- Password Reset – feature has been enhanced to work with various organization's security settings. Please note: an account must be created before a password can be reset.

Please contact your onboarding specialist if you have questions. We apologize for any inconvenience and thank you for your ongoing collaboration.

Thank you,

VAMS Operations Team