

A woman with blonde hair tied up, wearing a grey cardigan, is sitting on a light-colored sofa. She is looking down at a laptop computer. A brown dog is sitting next to her on the sofa. In the foreground, there is a wooden coffee table with a smartphone on it. The background shows a bright, modern interior with large windows and a potted plant.

Welcome to the Vaccine Management Patient Portal!

A guide for scheduling your vaccine appointment



ADHS

You are about to find out just how **easy** it is to **schedule** your **VACCINE** appointment!

This guide will walk you through the steps to **create an account** and schedule an appointment for you, or for your entire family.

Just in case you need them, we have also included instructions to **reset a password** and to **cancel** or **RESCHEDULE** an appointment.

Got **questions** about the **portal**? Contact information for **YOUR SUPPORT TEAM** is at the end of this guide.

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About the Patient Portal

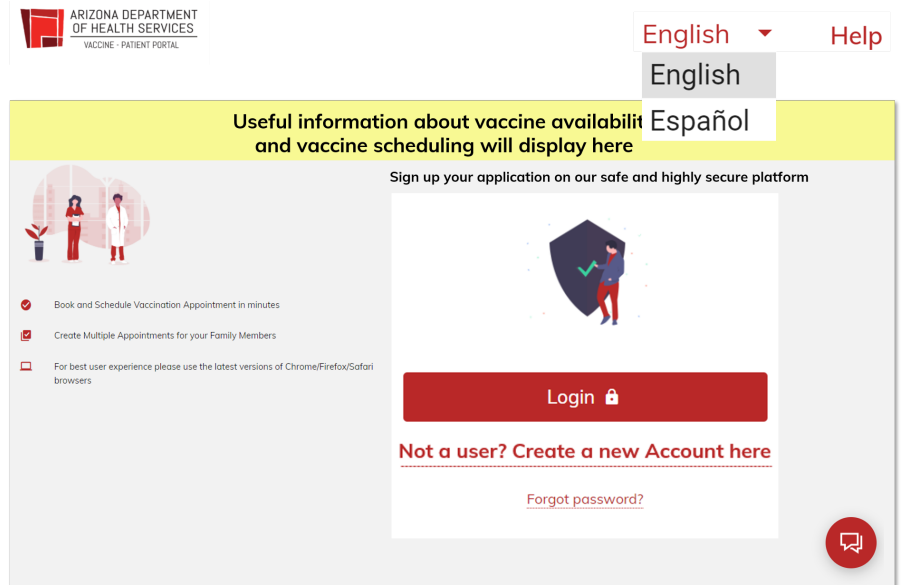
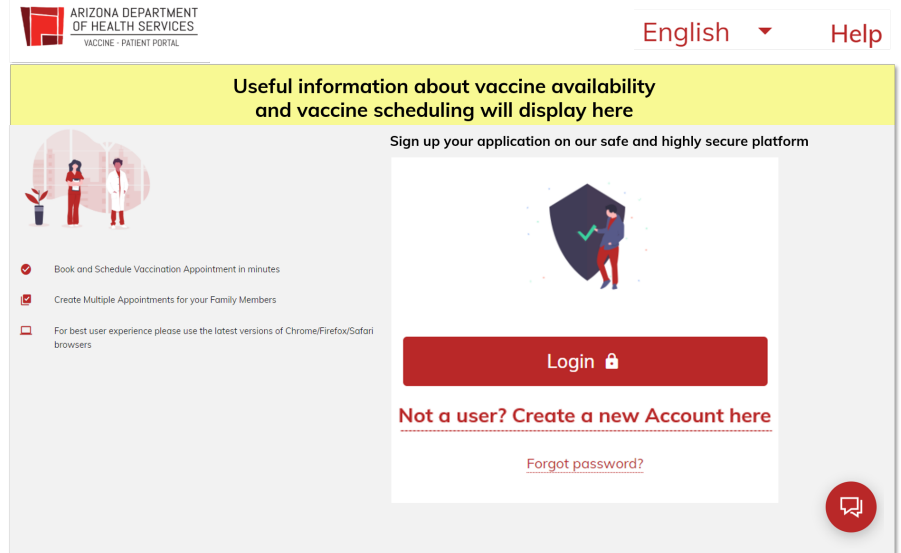
To ensure the best experience, we strongly encourage using only the latest versions of **Chrome** or **Firefox** browsers.

[Click here](#) to go to the Arizona Department of Health Services Patient Portal.

From the landing page, you can create an account and log in to an account you've already created.

You can also access support resources without logging in by clicking Help in the upper right corner. If you have questions while using the patient portal, click on the red chat icon in the lower right of your screen and just type in your question.

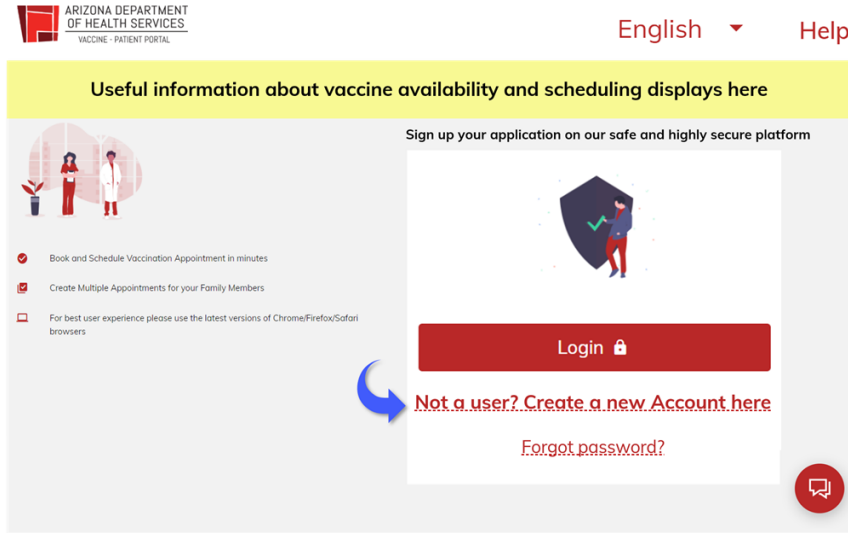
If you choose to review the Patient Portal in Spanish, click the arrow to the right of English and select Español.



How to Create an Account

Getting started

To create an account, **click Not a user? Create a new Account here** just below the red Login bar.



ARIZONA DEPARTMENT OF HEALTH SERVICES
VACCINE - PATIENT PORTAL

English ▾ Help

Useful information about vaccine availability and scheduling displays here

Sign up your application on our safe and highly secure platform

Book and Schedule Vaccination Appointment in minutes

Create Multiple Appointments for your Family Members

For best user experience please use the latest versions of Chrome/Firefox/Safari browsers

Login

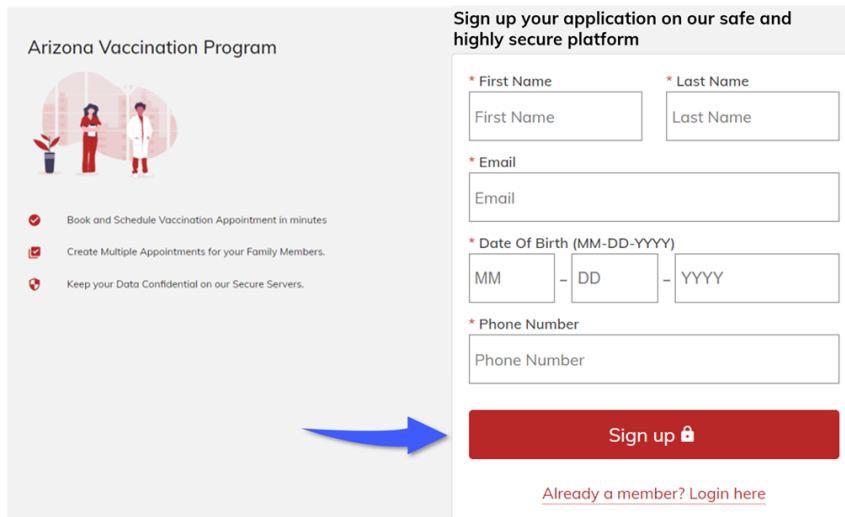
[Not a user? Create a new Account here](#)

[Forgot password?](#)

Create your secure personal account

Fill in all of the boxes and **click** the red **Sign up** button.

Good News! Only one family member needs to create an account to set up vaccination appointments for all family members.



Arizona Vaccination Program

Sign up your application on our safe and highly secure platform

* First Name

First Name

* Last Name

Last Name

* Email

Email

* Date Of Birth (MM-DD-YYYY)

MM - DD - YYYY

* Phone Number

Phone Number

Sign up

[Already a member? Login here](#)

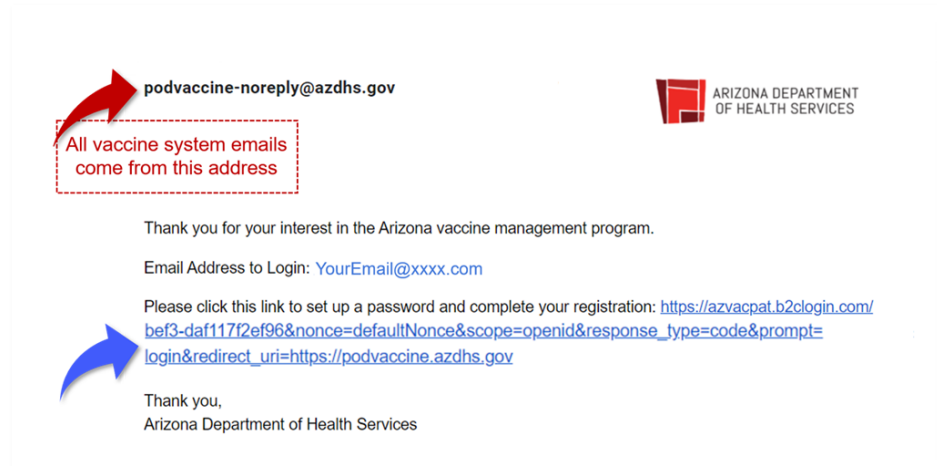
You will receive a registration email

A registration email will be sent to the email address you entered.

The email will be sent from (add to favorites):
podvaccine-noreply@azdhs.gov

The email includes a link to set up your password. **Click** on **the link** to set up your password and complete your registration.

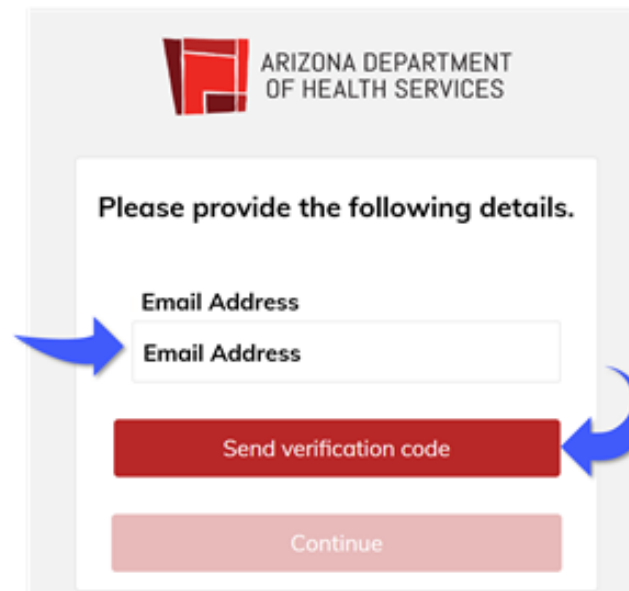
If you don't see the email in your inbox, please check your SPAM folder.



Verify your account - Step 1

The security of your account is a priority! This 4-step account verification process keeps your account safe and protected.

Enter your email address and **click Send verification code.**



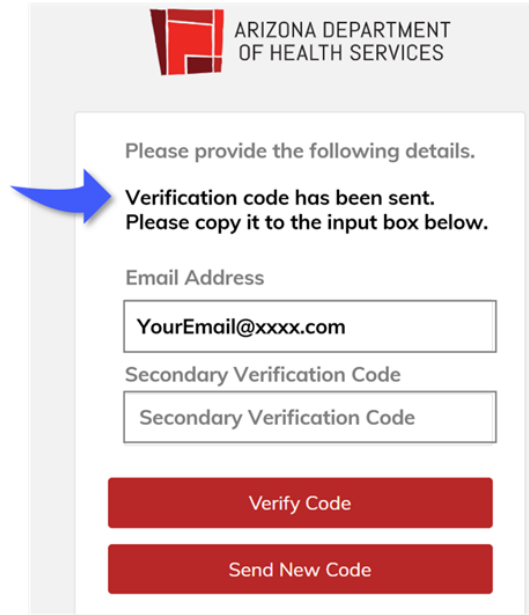
Verify your account - Step 2

This screen will display to let you know that a verification code has been sent to your email.

The email will be sent from:
podvaccine-noreply@azdhs.gov

Check your email to get the code.

If you don't see the email in your inbox, please check your SPAM folder.



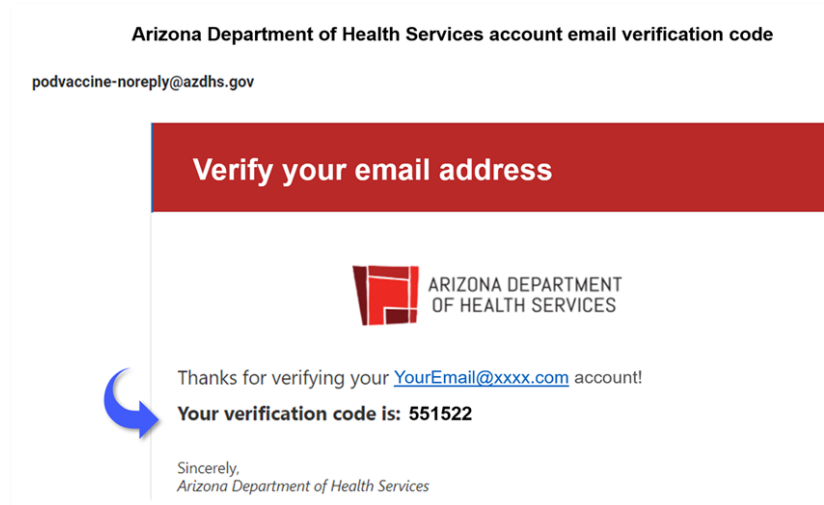
The screenshot shows the Arizona Department of Health Services logo at the top. Below it, the text reads: "Please provide the following details." A blue arrow points to the message: "Verification code has been sent. Please copy it to the input box below." There are two input fields: "Email Address" with the placeholder "YourEmail@xxxx.com" and "Secondary Verification Code" with the placeholder "Secondary Verification Code". At the bottom, there are two red buttons: "Verify Code" and "Send New Code".

Verify your account - Step 3

The verification code will show in the middle of the email.

Copy the code or write it down so you can enter it into the verification screen.

Please note that it may take up to 15 minutes for the code to come through.



The screenshot shows an email from "podvaccine-noreply@azdhs.gov" with the subject "Arizona Department of Health Services account email verification code". A red banner at the top says "Verify your email address". Below it is the Arizona Department of Health Services logo. The text reads: "Thanks for verifying your [YourEmail@xxxx.com](#) account!" and "Your verification code is: 551522". A blue arrow points to the code. At the bottom, it says "Sincerely, Arizona Department of Health Services".

Verify your account - Step 4

Type or paste the code into the Secondary Verification Code box.

Click **Verify Code**.

If the wrong code is entered, a message will display to let you know. Just enter the correct code and click Verify Code again.

If you continue to have a problem with the code, click Send New Code, get the code from the new email, enter it and **click Verify Code**.

A screenshot of the Arizona Department of Health Services patient portal interface. At the top left is the department's logo and name. The main content area contains the following text: "Please provide the following details. Verification code has been sent. Please copy it to the input box below." Below this is an "Email Address" field with the placeholder text "YourEmail@xxx.com". Underneath is a "Secondary Verification Code" field with the placeholder text "Secondary Verification Code". At the bottom of the form are two red buttons: "Verify Code" and "Send New Code". A blue arrow points to the "Secondary Verification Code" input box, and another blue arrow points to the "Verify Code" button.

Your account is verified!

When the correct code is entered, this screen will display letting you know that the code has been verified.

Click **Continue**.

A screenshot of the Arizona Department of Health Services patient portal interface showing the success screen. At the top left is the department's logo and name. The main content area contains the following text: "Please provide the following details. The code has been verified. You can now continue." Below this is an "Email Address" field with the placeholder text "YourEmail@xxx.com". At the bottom of the form is a red button labeled "Continue". A blue arrow points to the "Continue" button.

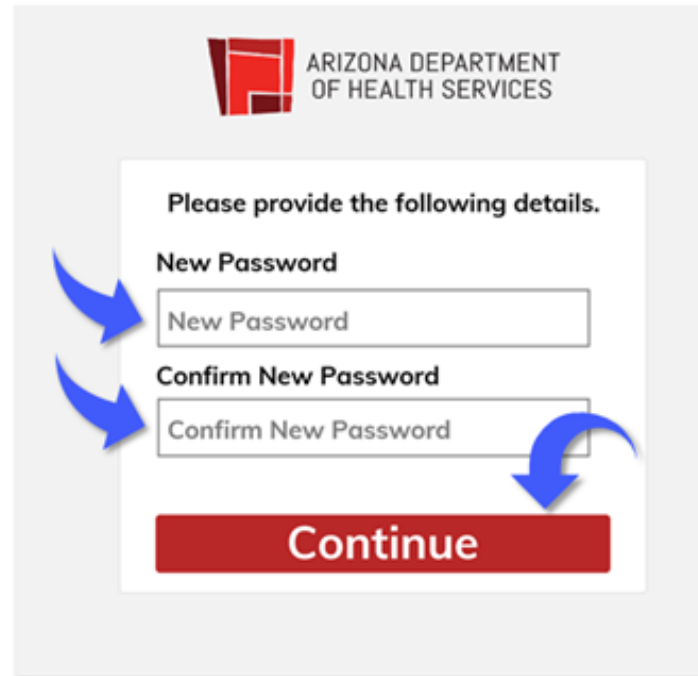
Create a Password

In the **New Password** box, **type in the password** you would like to use for your account.

Password requirements:

- 8-16 characters
- Includes **3** out of **4** of the following:
 - Lowercase letter
 - Uppercase letter
 - A number (0-9)
 - At least one of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ ? / : ' ~ " () ; . ,

Type the password again in the **Confirm New Password** box. **Click Continue.**



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Please provide the following details.

New Password

New Password

Confirm New Password

Confirm New Password

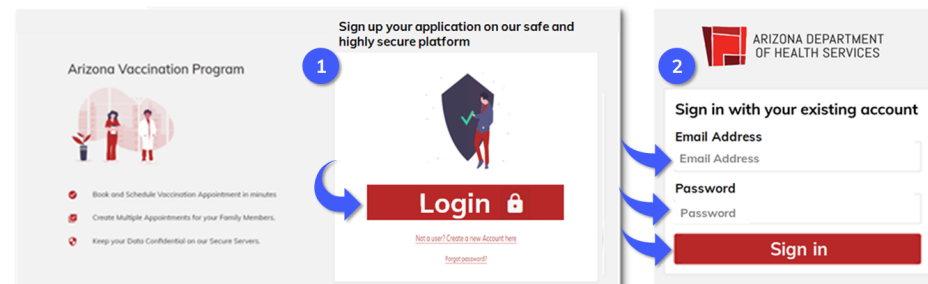
Continue

Log in to the Patient Portal

Click Login.

The Sign in with your existing account screen will display.

Enter your email address and password and click Sign in to log into the Patient Portal and schedule your vaccine appointment.



Arizona Vaccination Program

Sign up your application on our safe and highly secure platform

1

Book and Schedule Vaccination Appointment in minutes

Create Multiple Appointments for your Family Members.

Keep your Data Confidential on our Secure Servers.

ARIZONA DEPARTMENT
OF HEALTH SERVICES

2

Sign in with your existing account

Email Address

Password

Sign in

Not a user? Create a new Account here

Forgot password?

How to Schedule a Vaccine Appointment

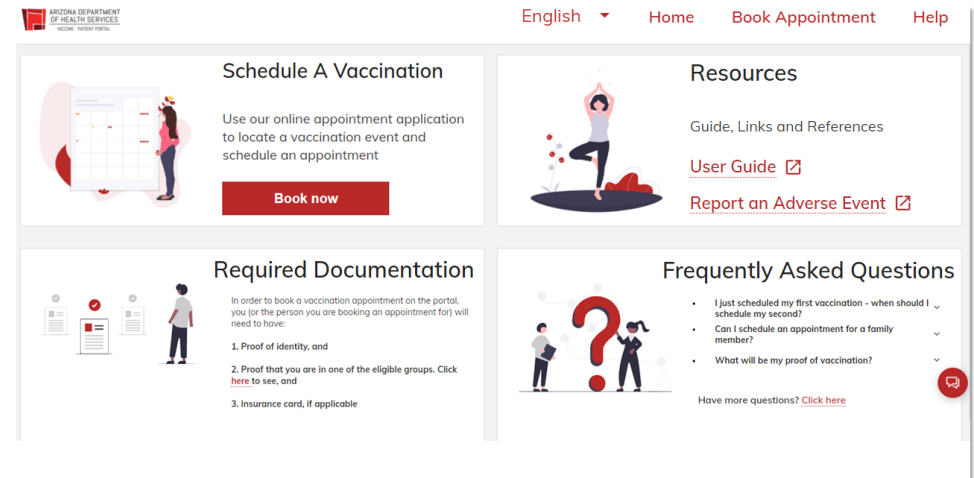
After you log in, the Patient Portal homepage will display.

From here you can schedule a vaccination, complete an Adverse Form report, and access helpful information.

All of your upcoming appointments will display on the homepage.

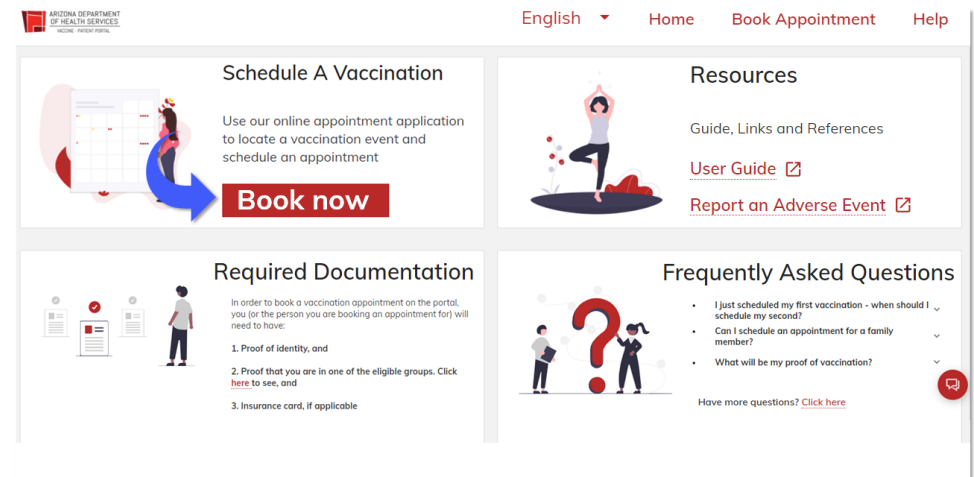
Any vaccine can cause side effects. For the most part, these are minor (for example, a sore arm or low-grade fever) and go away within a few days. You are encouraged to complete the Adverse Form to report any significant health problem that occurs after vaccination.

An adverse event can be reported even if it is uncertain or unlikely that the vaccine caused it. If you experience a reaction, click Adverse Form and follow the instructions.



Begin to schedule a vaccine appointment.

Click **Book now**.



Schedule for yourself and family members.

You have the option to schedule an appointment for yourself only or to also book appointments for family members.

To begin, **click the down arrow in the Booking For** box.

- If scheduling an **appointment for yourself**, click **Self** and **click Next**.
- If scheduling an **appointment for a family member**, **click Dependent/Family Member**.
- If you are entering the family member for the first time, **click Add New Family Member** and **click Next**.
- If you previously entered a family member and are now scheduling them for an appointment, **click the button** to the left of their name and **click Next**.

Book Appointment For

1 Book Appointment For

2 Vaccine Group

3 Personal Information

4 Health Insurance Information

5 Supplemental Questions

6 Scheduling

7 Consent

Book an Appointment For

Who are you booking this appointment for?

Booking For

← Previous

Cancel

Next →

Book Appointment For

1 Book Appointment For

2 Vaccine Group

3 Personal Information

4 Health Insurance Information

5 Supplemental Questions

6 Scheduling

7 Consent

Book an Appointment For

Who are you booking this appointment for?

Self

Dependent/Family Member

← Previous

Cancel

Next →

Book Appointment For

1 Book Appointment For

2 Vaccine Group

3 Personal Information

4 Health Insurance Information

5 Supplemental Questions

6 Scheduling

7 Consent

Book an Appointment For

Who are you booking this appointment for?

Dependent/Family Member

OR

Add New Family Member

← Previous

Cancel

Next →

Book Appointment For

1 Book Appointment For

2 Vaccine Group

3 Personal Information

4 Health Insurance Information

5 Supplemental Questions

6 Scheduling

7 Consent

Book an Appointment For

Who are you booking this appointment for?

Dependent/Family Member

Select existing Dependent/Family member

	FIRST NAME	MIDDLE NAME	LAST NAME	AGE
<input type="radio"/>	Jimmy		Jones	10

OR

Add New Family Member

← Previous

Cancel

Next →

Choose your vaccine(s).

Click on **the vaccine** you want to receive at your appointment. You may select more than one.

Click **Next** when you have made your selection(s).

Provide personal and contact information.

Fill in the boxes with the personal and contact information of the person you're scheduling the appointment for. If you are scheduling for yourself, many of the boxes will fill automatically.

Your email address will already be filled in and cannot be changed.

In the **Select Preferred Language** field, click the arrow to choose whether you would prefer to receive email communication in English or Spanish.

To receive appointment reminders via text, click Opt to receive appointment reminders and updates via text.

Required boxes are marked with a red asterisk (*) and must be completed.

Click **Next** when you are done.

The Booking For bar

The **Booking For** bar will display on the rest of the screens and will help you keep track of appointments when you are scheduling multiple appointments.

Answer the questions on each screen as appropriate for the person displaying in the Booking For bar.

Health Insurance Information

Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

*Do you have Health Insurance?
 Yes No

← Previous Cancel Next →

Health insurance

COVID-19 vaccines are **free**. Insurance information is requested so that an administration fee can be billed to insurance if you are insured. **There will be no out-of-pocket costs requested at your appointment and you should not receive a bill.**

If you are not providing insurance information, **click No** and **click Next**.

If you are providing insurance information, **click Yes** and **click Type of Insurance**.

Health Insurance Information

Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

*Do you have Health Insurance?
 Yes No

COVID-19 vaccines are free. Insurance information is requested so an administration fee can be billed to insurance if you are insured.

Cancel Next →

Health Insurance Information

Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

*Do you have Health Insurance?
 Yes No

* Type of Insurance
 -- Select Type of Insurance --

Click to select the type of insurance you have (Private, Medicaid or Medicare).

If you select Medicaid or Medicare, enter your ID number and **click Next**.

If you select private insurance, answer the questions on the screen that displays. All fields marked with an asterisk are required.

Click Next when you've entered the required information.

Health Insurance Information
 Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**
 * Do you have insurance?
 Yes No
 * Type of Insurance
 Private
 Medicaid
 Medicare

Health Insurance Information
 Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**
 * Do you have insurance?
 Yes No
 * Type of Insurance
 Medicaid
 * Medicaid/Medicare ID
 Medicaid/Medicare ID
 ← Previous Cancel **Next →**

Health Insurance Information
 Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**
 * Do you have insurance?
 Yes No
 * Type of Insurance
 Private
Private Insurance Information
 * Insurance Company Name Insurance Company Name * Member ID / Policy Number Member ID / Policy Number * Group Number Group Number
 * Policy Holder/Subscriber First Name Policy Holder/Subscriber Middle Name Policy Holder/Subscriber Last Name Policy Holder/Subscriber First Name Policy Holder/Subscriber Middle Name Policy Holder/Subscriber Last Name
 * Policy Holder/Subscriber relationship to Patient (Select Relationship) * Policy Holder/Subscriber Date of Birth * Health Plan Name Health Plan Name
 * Health Plan Phone Number Health Plan Phone Number Medical Assistance Number, Recipient Number (if Applicable) Medical Assistance Number, Recipient Number
 * FD, Box Address for Claims FD, Box Address for Claims
 ← Previous Cancel **Next →**

Answer supplemental questions.

These questions are asked to assist public health. **Answer** the **questions** and **click Next**.

Remember to answer the questions as they apply to the person in the Booking For bar.

Book Appointment For
Vaccine Group
Personal Information
Health Insurance Information
Supplemental Questions
6 Scheduling
7 Consent

Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

Supplemental Questions

Please answer the questions to provide additional information for public health. All fields marked with * are required.

* Do you live in a shelter or other congregate living settings with vulnerable populations? Yes No

* Are you immunocompromised or do you have an underlying medical condition not limited to COPD, heart disease, diabetes, or chronic kidney disease? Yes No

← Previous Cancel **Next** →

Scheduling: Select an event, a date, and a time

Scheduling

Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

* Search for events by preferred zip code
85021

Events within 50 miles

1. Select Event

- Capital Mall Parking Garage Test event, 01 Dec - 28 Feb
100 N 15th Ave, 85007, Phoenix, Arizona
- Tempe / Phoenix COVID Site, 10 Dec - 31 Jan
295 N 56th St, 85034, Phoenix, AZ
- Mesa COVID event, 15 Dec - 30 Apr
48 M.L.K. Jr Way, 85203, Mesa, Arizona
- Test Banner Octallo event covid, 29 Dec - 31 Mar
1435 S Alma School Rd, 85286, Chandler, Arizona
- UAT Testing Event, 30 Dec - 01 May
Dignity Health - Arizona General Hospital Loewen - Phoenix, AZ, 85339, Phoenix, Arizona
- State Farm Stadium, 11 Jan - 28 Feb**
1 Cardinals Dr, 85305, Glendale, Arizona
- State Farm Stadium one, 25 Jan - 09 Jun
1 Cardinals Dr, 85305, Glendale, Arizona

2. Select Date

Earliest Available Appointment **March 7, 2021 Sunday**

3. Select Time

- Morning (7AM - 11:59AM)
- Afternoon (12PM - 2:59PM)
- Evening (3PM - 5:59PM)
- Late Evening (6PM - 11:59PM)

Vaccine Event
123 Main St.
Anytown, Arizona [Get Directions](#)

← Previous Cancel Book Appointment

Two easy scheduling options:

Schedule the first available appointment date. The event with the earliest appointment available will automatically display in the upper right of the screen. If this location and date are convenient for you, just follow the instructions below beginning at Step 3 to pick your appointment time and book your appointment.

Select another event or date. All events that you're eligible for within a 50 mile radius of your zip code will show under Select Event. The instructions below will guide you through the steps to select an event, and choose a date and time for your appointment.

Schedule your appointment

If the earliest available appointment date and location are convenient for you, just skip to step 3.

To change the location and / or date for your appointment:

1. Select an Event

If you want to select a different location, you'll select a new event. All events that you're eligible for within a 50 mile radius of your zip code are showing under Select Events.

If you want to expand your search beyond 50 miles, just click to uncheck the box. You can also enter another zip code to search for events.

Once you've completed your search, click the button to the left of the event you want to attend.

*Search for events by preferred zip code

Events within 50 miles

2. Select a Date

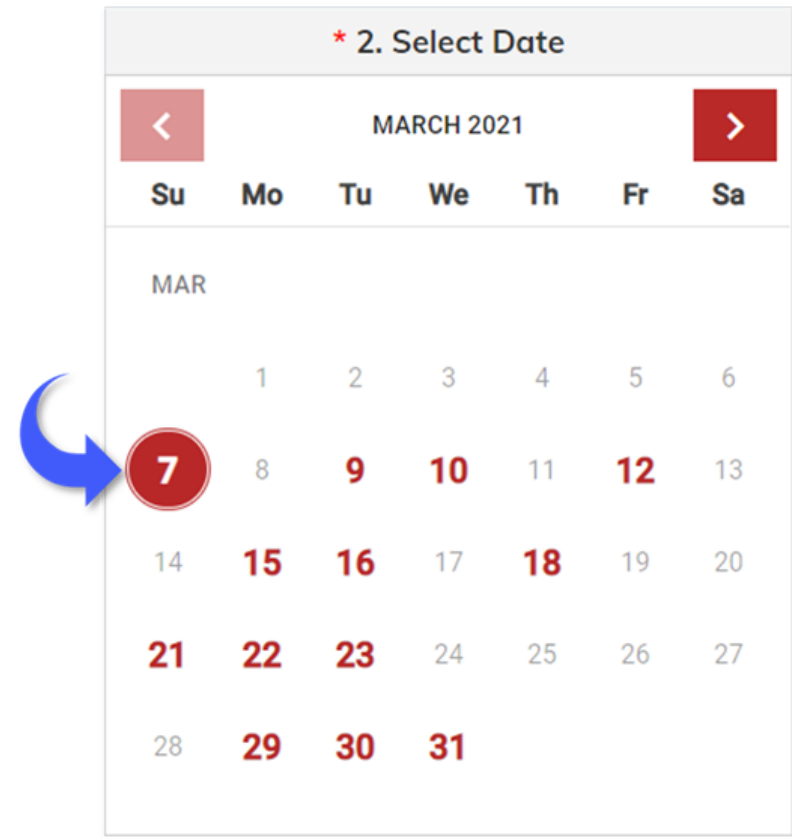
When you click on an event, the Select Date calendar will automatically update to show appointment availability for that event.

Dates that have available appointments will display in red. If there are no appointments for a date, it will show in gray and you will not be able to click on it.

The first available appointment for the month will have a red circle around it.

Click on **a date** to select it.

**Can't find an available appointment?
Check back frequently, as appointments
are opened up as vaccine allocations are received.**



3. Pick a Time

Blocks of time that the event has open for appointments will display under Select Time.

Click the **down arrows** on the right of each red bar to display the appointment times and the number of appointments available for each time slot on that day

The number under “Available” shows the number of appointments available for that time.

Click the **button to the left of the time** you want to schedule.

You may need to scroll down to see all the times available for that block.

To scroll down, click and hold the grey bar (highlighted in blue in the image) and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.

Click Book Appointment.

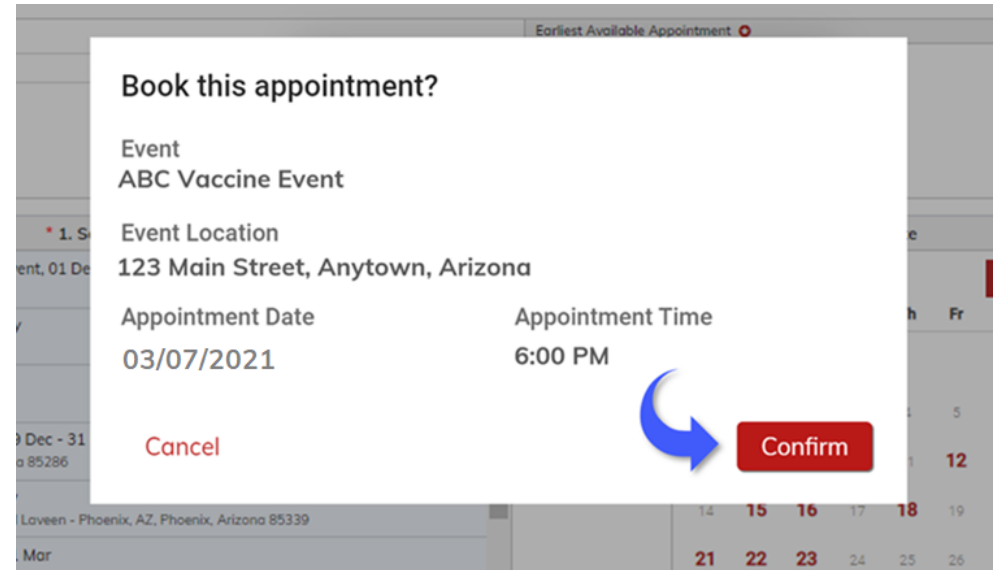
The screenshot shows the '3. Select Time' interface. On the left, there are four red bars representing time slots: Morning (7AM - 11:59AM), Afternoon (12PM - 2:59PM), Evening (3PM - 5:59PM), and Late Evening (6PM - 11:59PM). A blue arrow labeled '1' points to the down arrow on the Morning bar. On the right, a detailed view of the 'Evening (3PM - 5:59PM)' slot is shown. A blue magnifying glass highlights a grey scroll bar. A blue arrow labeled '2' points to the '6:00 PM' time slot in the table below. A blue arrow labeled '3' points to the 'Book Appointment' button at the bottom.

TIME	AVAILABLE
<input checked="" type="radio"/> 6:00 PM	5
<input type="radio"/> 6:03 PM	5
<input type="radio"/> 6:06 PM	5

4. Confirm your appointment!

Review the details of your appointment and **click Confirm.**

Your appointment is now scheduled.

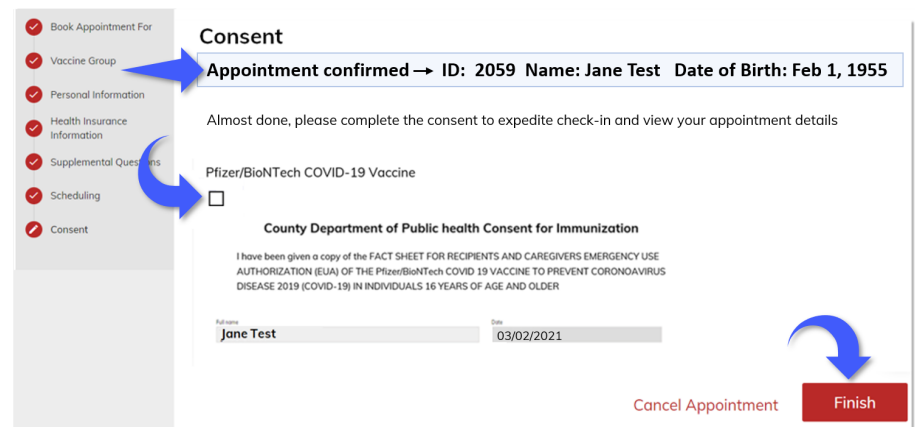


Consent

Your vaccination appointment is scheduled and you're almost done!

The last step is to give your consent to receive the vaccination. **Read** the form and **click** the **Consent box.**

Click Finish.



You're all set!

The screen that displays confirms your appointment information. Click on the event address to get directions to the event location.

REMEMBER to bring your Appointment ID and identification to your appointment!

Click the Print button to print the confirmation or to save it to your device as a pdf.

You're all set!

Thank you for doing your part to contribute to a healthier Arizona.

A copy of this information was sent to your email address.

Appointment ID: **2059**

Name
Jane Test

Date of Birth
02/01/1955

Event
ABC Vaccine Event

Event Address
[123 Main Street, Anytown, Arizona](#)

Appointment Date
03/07/2021

Appointment Time
6:00 PM

Event Information

Please bring a photo identification document to your appointment. If this is your second dose, please bring your vaccination card provided after your first dose of vaccination.



Post Appointment

If you have scheduled a first dose appointment, you will have the opportunity to schedule your second dose appointment on site.

Please reference links below for COVID-19 Vaccine

[Pfizer Emergency Use Authorization](#)
[Moderna Emergency Use Authorization](#)
[Janssen Emergency Use Authorization](#)

[Back to homepage](#)



[Print](#)

Your vaccine appointment confirmation email

After booking your appointment, you will receive a confirmation email.

The black square at the bottom of the confirmation is a **QR code**. The QR code can be scanned from your phone or from a printed copy of your email when you arrive at your appointment for check-in.

As your appointment date gets near, you will receive a reminder email.

The confirmation and reminder emails will be sent from: podvaccine-noreply@azdhs.gov.

REMEMBER to bring your Appointment ID and identification to your appointment!

podvaccine-noreply@azdhs.gov



Thank you for your interest in receiving vaccination(s). This email confirms your vaccination appointment.

Appointment ID: 2059

Location/Event: ABC Vaccine Event
 Address: 123 Main Street, Anytown, Arizona
 Registrant Name: Jane Test
 Appointment Date: 07 March, 2021
 Appointment Time: 6:00 PM
 Description: Bring your appointment ID and your identification



Additional Instructions:

- Wearing a face mask is required to enter our clinic.
- If you have a fever or moderately ill, then please reschedule your appointment.
- Please arrive approximately 15 minutes prior to your scheduled appointment and bring your appointment confirmation with your QR code and appointment ID.
- Please visit the website, if you need to cancel or reschedule your appointment.

Please reference links below for COVID-19 Vaccine information:

[Pfizer Emergency Use Authorization](#)
[Moderna Emergency Use Authorization](#)

If you have additional questions, please contact your local health department listed at <https://podvaccine.azdhs.gov>

Thank you.
 Arizona Department of Health Services

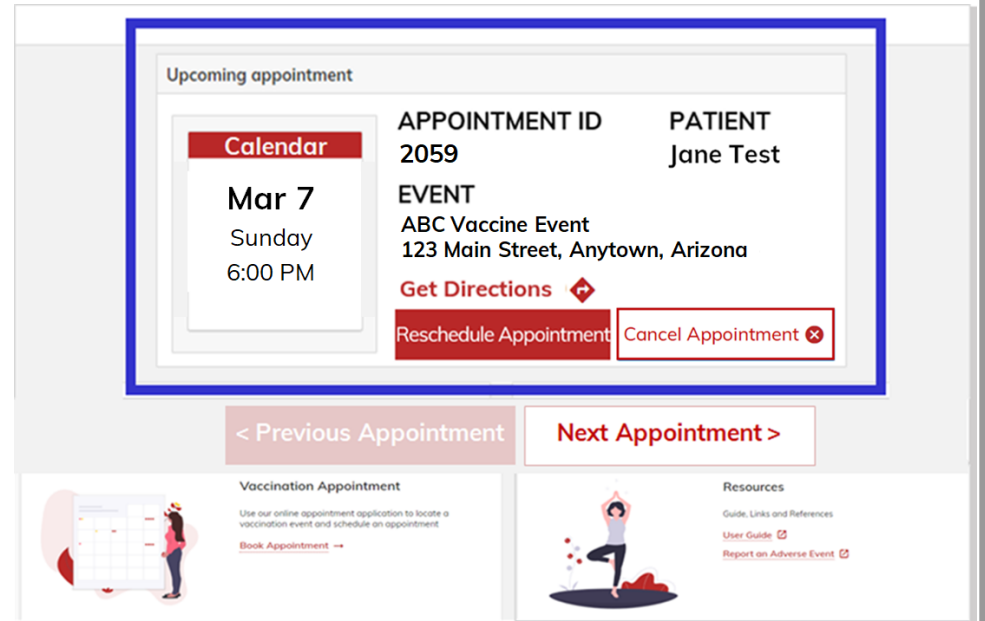
Appointments on your homepage

Your scheduled appointments will also display on your Patient Portal Homepage.

The appointment reminder on the homepage includes:

- Appointment ID
- Patient name
- Date and Time
- Location (with a link to get directions)

To view other appointments you have scheduled, click the Next Appointment and Previous Appointment buttons in the middle of the screen.



The screenshot displays the Patient Portal homepage interface. At the top, a blue-bordered box highlights the 'Upcoming appointment' card. This card contains a 'Calendar' widget showing 'Mar 7 Sunday 6:00 PM'. To the right, the appointment details are listed: 'APPOINTMENT ID 2059', 'PATIENT Jane Test', and 'EVENT ABC Vaccine Event 123 Main Street, Anytown, Arizona'. Below these details are three buttons: 'Get Directions' with a location pin icon, 'Reschedule Appointment', and 'Cancel Appointment' with a close icon. Below the appointment card are two navigation buttons: '< Previous Appointment' and 'Next Appointment >'. At the bottom, there are two resource cards. The left card is titled 'Vaccination Appointment' and includes the text 'Use our online appointment application to locate a vaccination event and schedule an appointment' and a 'Book Appointment' button with a right-pointing arrow. The right card is titled 'Resources' and includes the text 'Guide, Links and References' and two links: 'User Guide' with a document icon and 'Report an Adverse Event' with a document icon.

How to Reschedule an Appointment

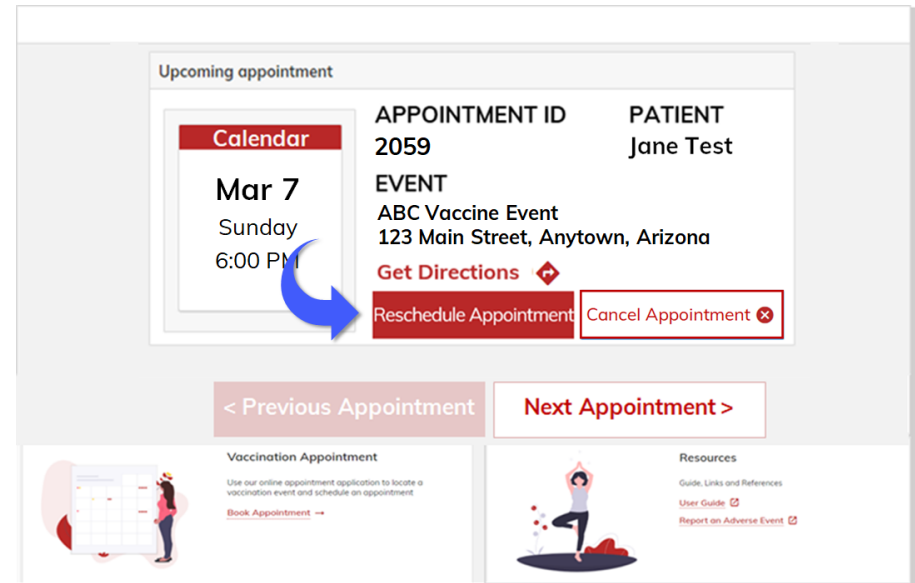
Log in to the Patient Portal

To reschedule an appointment, log in to the [Patient Portal](#). Once you log in, you will see your homepage. The Upcoming appointments section will display all of your scheduled appointments.

If you have more than one scheduled appointment, the Next Appointment button will display in the middle of the screen. Just click the Next Appointment and Previous Appointment buttons to view all of your scheduled appointments.

If you have only one appointment listed, **click Reschedule Appointment.**

If you have more than one appointment listed, click Next Appointment until the appointment you wish to reschedule displays and **click Reschedule Appointment.**



How to reschedule your appointment

Select the event, the day and the time.

You can reschedule your appointment using the first available appointment. The event with the earliest available appointment will automatically be displayed at the top right of the screen. If this location and date are convenient for you, simply follow the instructions below starting with step 3 to choose your appointment time.

You can also select another event or date to reschedule your appointment. The instructions below will guide you through the steps of selecting an event, choosing a date, and choosing a time for your appointment.

Reschedule vaccination appointment
Complete the following application to reschedule your vaccination, you will be asked to choose a center based on the location of your chc

Scheduling
Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

* Search for events by preferred zip code
Events within 50 miles

1. Select Event

- Capital Mall Parking Garage Test event, 01 Dec - 28 Feb
- Tempe / Phoenix COVID Site, 10 Dec - 31 Jan
- Mesa COVID event, 15 Dec - 30 Apr
- Text Banner Octalillo event covid, 29 Dec - 31 Mar
- UAT Testing Event, 30 Dec - 01 May
- Dignity Health - Arizona General Hospital Laveen - Phoenix, AZ, 03/19/2021, Phoenix, Arizona
- State Farm Stadium, 11 Jan - 28 Feb
- State Farm Stadium eve, 25 Jan - 09 Jun

2. Select Date
Earliest Available Appointment
March 7, 2021
Sunday

3. Select Time

- Morning (7AM - 11:59AM)
- Afternoon (12PM - 2:59PM)
- Evening (3PM - 5:59PM)
- Late Evening (6PM - 11:59PM)

Event: State Farm Stadium
1 Cardinals Dr, 85305, Glendale, Arizona

← Previous Cancel Book Appointment

Reschedule your appointment

If the earliest available appointment date and location are convenient for you, just skip to step 3.

Reschedule vaccination appointment
Complete the following application to reschedule your vaccination, you will be asked to choose a center based on the location of your chc

Scheduling
Booking For → Name **Jane Test** Date of Birth **Feb 1, 1955**

All fields marked with * are required

* Search for events by preferred zip code
Events within 50 miles

1. Select Event

- Capital Mall Parking Garage Test event, 01 Dec - 28 Feb
- Tempe / Phoenix COVID Site, 10 Dec - 31 Jan
- Mesa COVID event, 15 Dec - 30 Apr
- Text Banner Octalillo event covid, 29 Dec - 31 Mar
- UAT Testing Event, 30 Dec - 01 May
- Dignity Health - Arizona General Hospital Laveen - Phoenix, AZ, 03/19/2021, Phoenix, Arizona
- State Farm Stadium, 11 Jan - 28 Feb
- State Farm Stadium eve, 25 Jan - 09 Jun

2. Select Date
Earliest Available Appointment
February 1, 2021
Monday

3. Select Time

- Morning (7AM - 11:59AM)
- Afternoon (12PM - 2:59PM)
- Evening (3PM - 5:59PM)
- Late Evening (6PM - 11:59PM)

Event: State Farm Stadium
1 Cardinals Dr, 85305, Glendale, Arizona

← Previous Cancel Book Appointment

1. Select an Event

If you want to select a different location, you'll select a new event. All events that you're eligible for within a 50 mile radius of your zip code are showing under Select Events.

If you want to expand your search beyond 50 miles, just click to uncheck the box. You can also enter another zip code to search for events.

Once you've completed your search, click the button to the left of the event you want to attend.

* Search for events by preferred zip code

85007



Events within 50 miles

* 1. Select Event

- Best Vaccine Event
717 Central Ave, Thistown Arizona
- Great Vaccine Event
198 First Street, Mytown, Arizona
- Easy Vaccine Event
111 Washington, Ourtown, Arizona
- Quick Vaccine Event
456 MLK Drive, Besttown, Arizona
- Drive Thru Vaccine Event
456 MLK Drive, Happytown, Arizona
- ABC Vaccine Event
123 Main Street, Anytown, Arizona



2. Select a Date

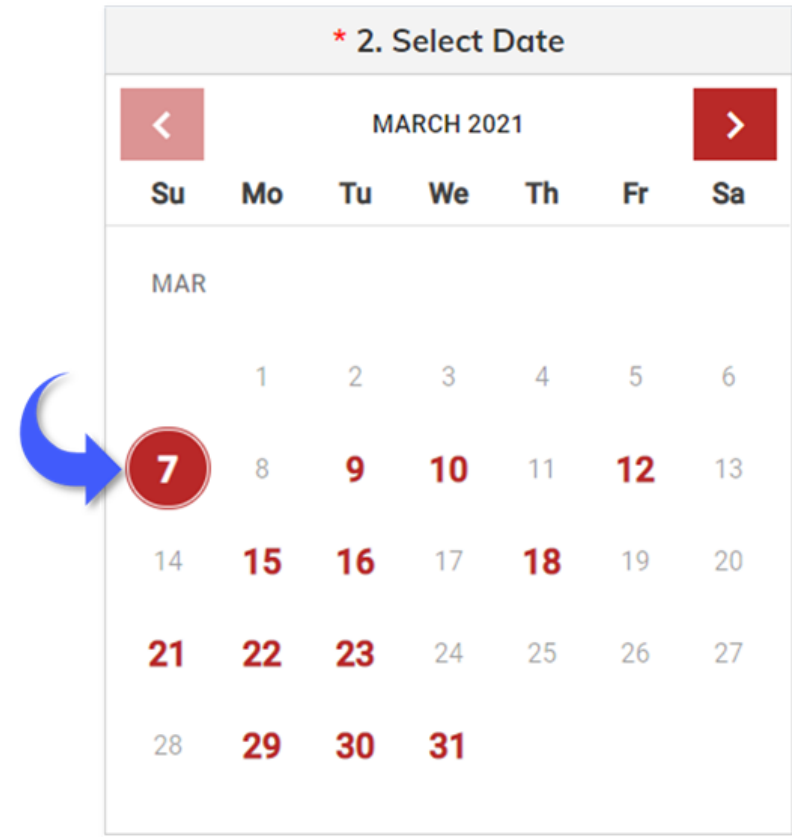
When you click on an event, the Select Date calendar will automatically update to show appointment availability for that event.

Dates that have available appointments will display in red. If there are no appointments for a date, it will show in gray and you will not be able to click on it.

The first available appointment for the month will have a red circle around it.

Click on **a date** to select it.

**Can't find an available appointment?
Please check back frequently, as
appointments are opened up
as vaccine allocations are received.**



3. Pick a Time

Blocks of time that the event has open for appointments will display under Select Time.

Click on the **down arrows** on the right of each red bar to display the appointment times and the number of appointments available for each time slot on that day.

The number under “Available” shows how many appointments are available for that time.

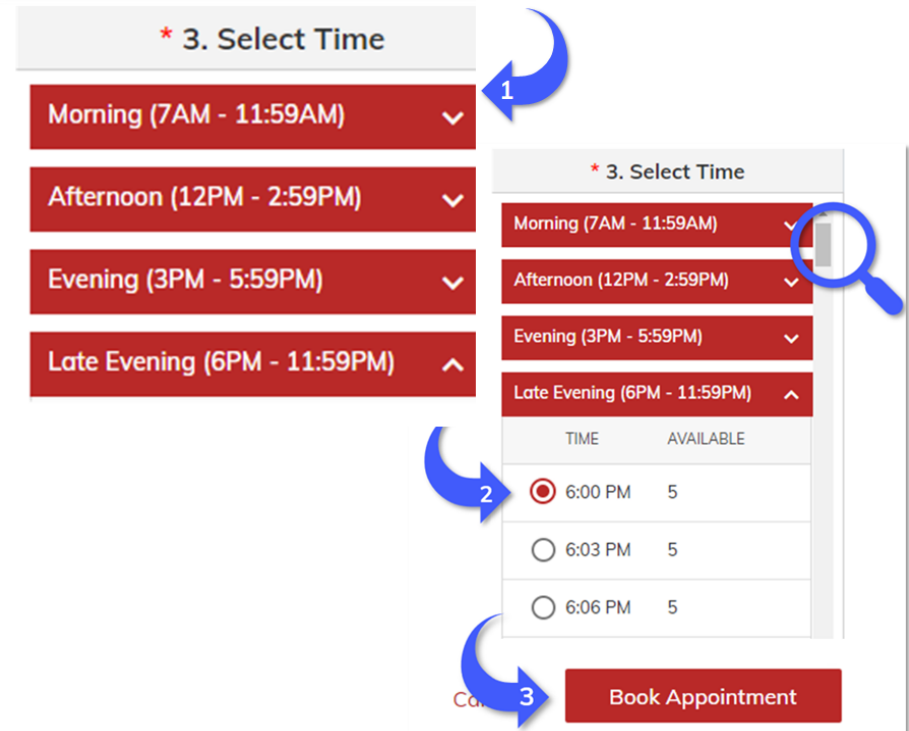
Click on the **button to the left of the time** you want to schedule.

You may need to scroll down to see all the times available for that block.

To scroll down, click and hold the grey bar (highlighted in blue in the image) and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.

Click Book Appointment.

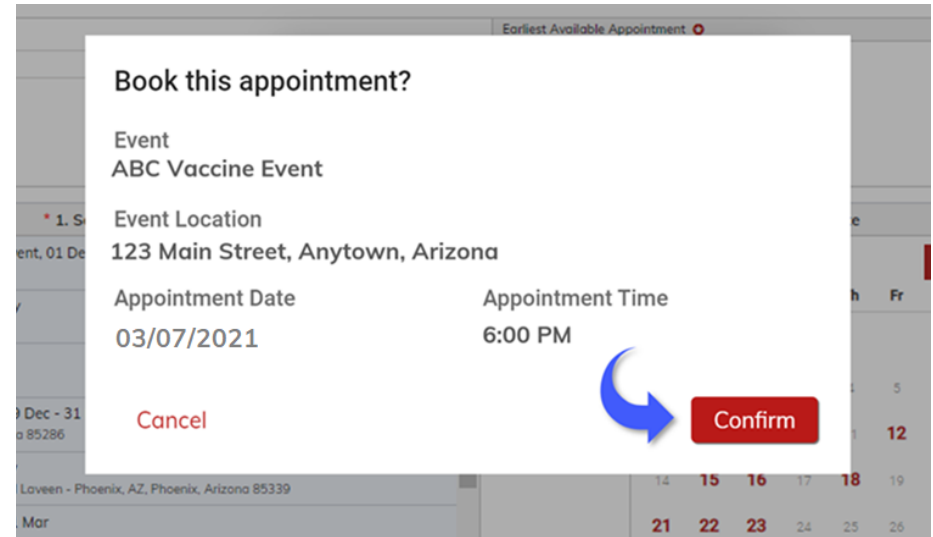
Your appointment has been rescheduled!



4. Confirm your appointment!

Review the details of your appointment and **click Confirm.**

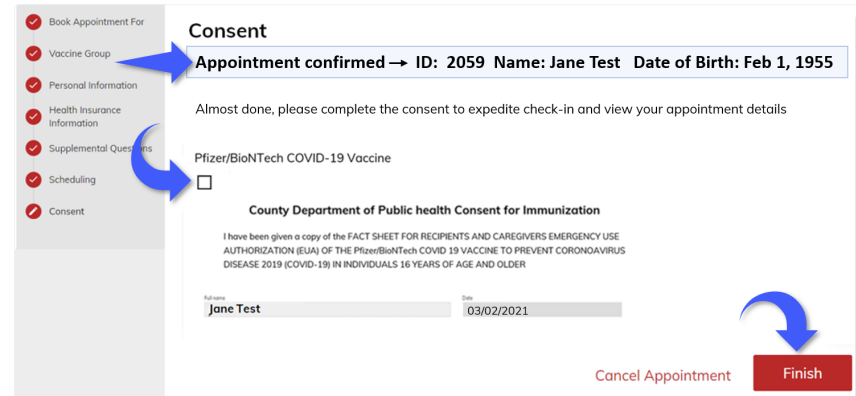
Your appointment is now scheduled.



Give consent and Finish

You are almost done! The last step is to give your consent again to receive the vaccination. **Read** the form and click the Consent box.

Click Finish.



Your appointment ID

The screen that displays confirms your appointment information. The event address includes a hyperlink to get directions to the event location.

REMEMBER to bring your Appointment ID and identification to your appointment!

You're all set!

Thank you for doing your part to contribute to a healthier Arizona.

Please check your email for additional information regarding your appointment.

Appointment ID : 2059

Name
Jane Test

Date of Birth
02/01/1955

Event
ABC Vaccine Event

Event Address
[123 Main Street, Anytown, Arizona](#)

Appointment Date
03/07/2021

Appointment Time
6:00 PM

Event Information
Capitol mall COVID site

[Back to homepage](#)

Your rescheduled appointment confirmation email

After rescheduling your appointment, you will receive a confirmation email.

The black square at the bottom of the confirmation is a **QR code** (outlined in red in the image). The QR code can be scanned from your phone or from a printed copy of your email when you arrive at your appointment for check-in.

As your appointment date gets near, you will receive a reminder email.

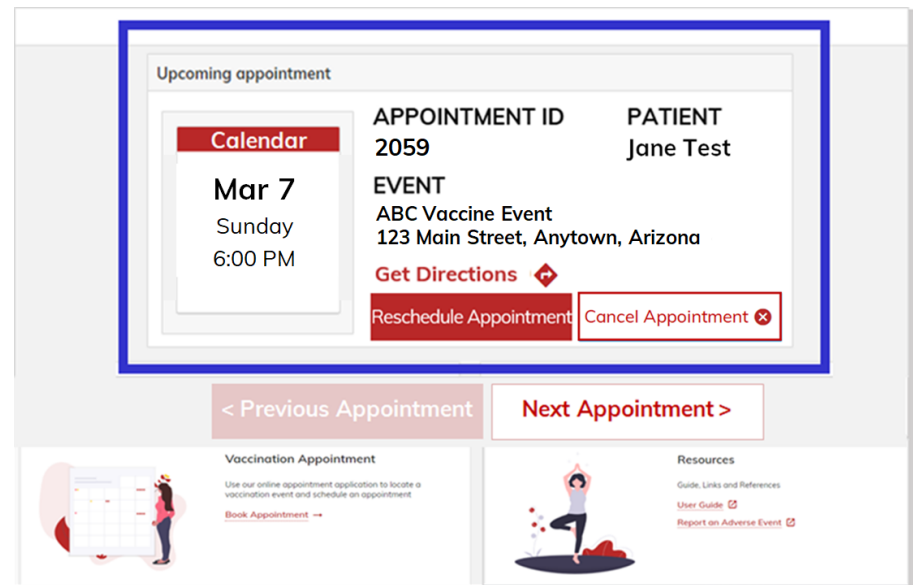
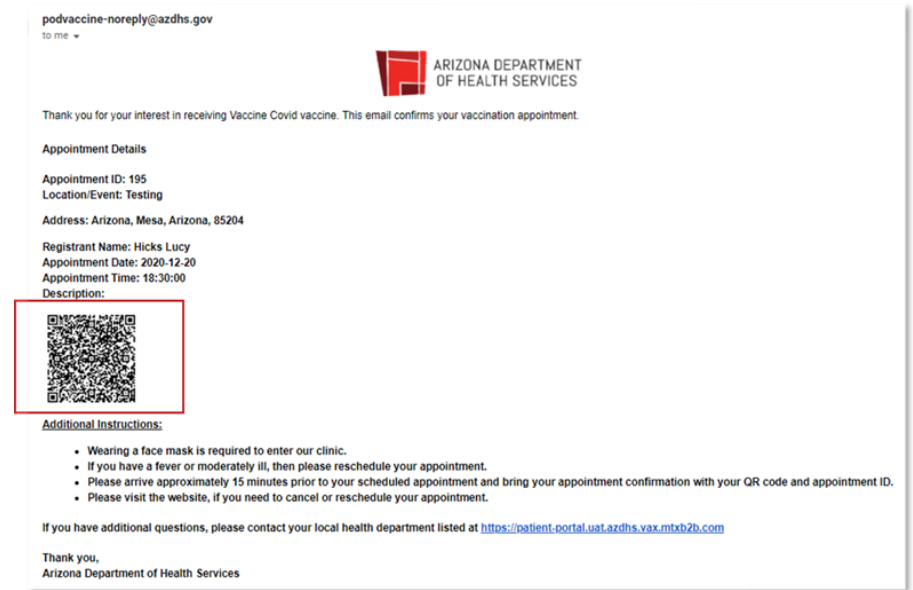
The confirmation and reminder emails will be sent from: podvaccine-noreply@azdhs.gov.

Your scheduled appointments will also display on your Patient Portal Homepage.

The appointment reminder on the homepage includes:

- Appointment ID
- Patient name
- Date and Time
- Location (with map)

To view other appointments you have scheduled, click the Next Appointment and Previous Appointment buttons in the middle of the screen.



How to Cancel an Appointment

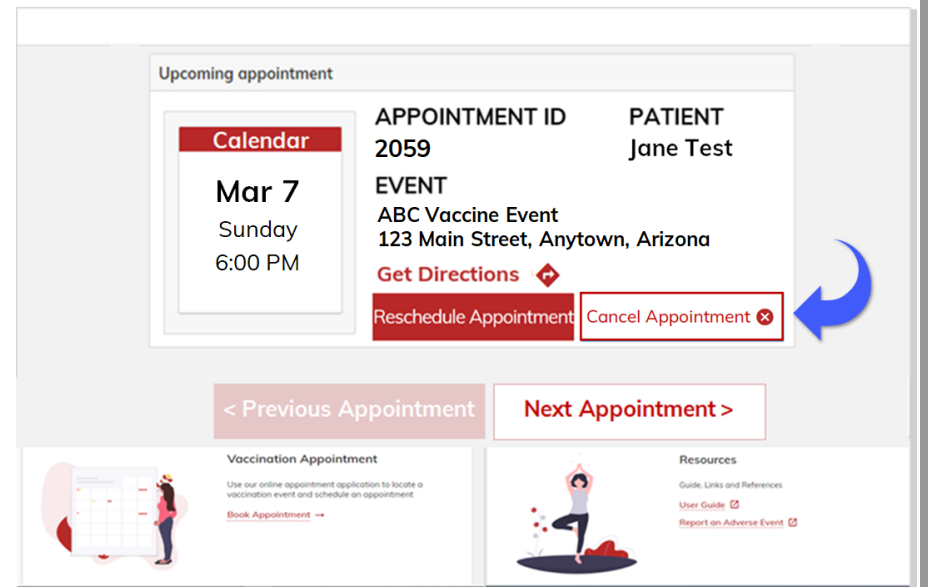
Log in to the Patient Portal

To cancel an appointment, log in to the [Patient Portal](#). Once you log in, you will see your homepage. The Upcoming appointments section will display all of your scheduled appointments.

If you have more than one scheduled appointment, the Next Appointment button will display in the middle of the screen. Just **click** the Next Appointment and Previous Appointment buttons to view all of your appointments.

If you have only one appointment listed, **click Cancel Appointment**.

If you have more than one appointment listed, click Next until the appointment you wish to reschedule displays and **click Cancel Appointment**.



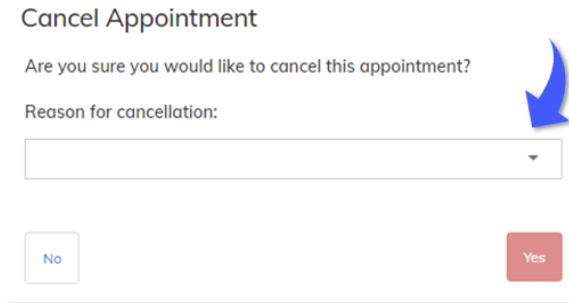
Let us know why you are cancelling

1. **Click** the **Reason for cancellation** box.
2. **Click** to select **the reason** for the cancellation.
3. **Click Yes** to cancel the appointment.

Cancel Appointment

Are you sure you would like to cancel this appointment?

Reason for cancellation:

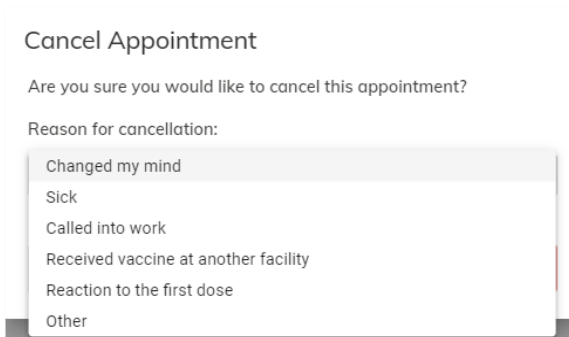


Cancel Appointment

Are you sure you would like to cancel this appointment?

Reason for cancellation:

- Changed my mind
- Sick
- Called into work
- Received vaccine at another facility
- Reaction to the first dose
- Other

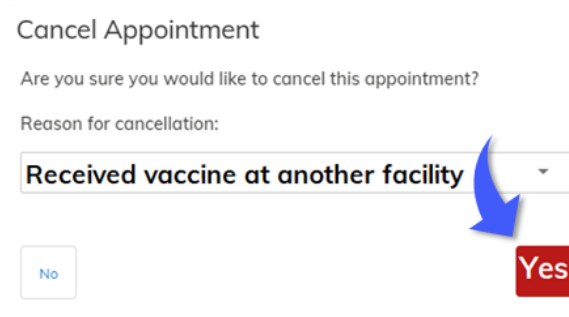


Cancel Appointment

Are you sure you would like to cancel this appointment?

Reason for cancellation:

Received vaccine at another facility



The appointment has been cancelled and will no longer display on your Patient Portal Homepage.

How to Log In When You Have an Account

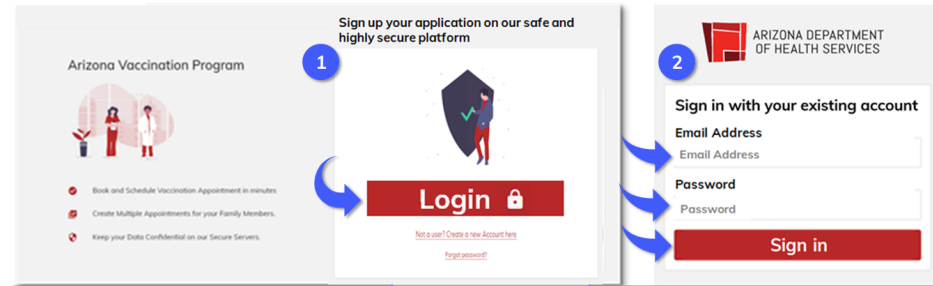
Start at the Patient Portal

Go to the **Patient Portal**. The Login screen will display.

Click **Login**.

If you previously saved your login information (email address and password), it will already display and you can just **click Sign in**.

If your email and password are not displaying, **enter** your **email address** and **password** and **click Sign in** to log into the Patient Portal.

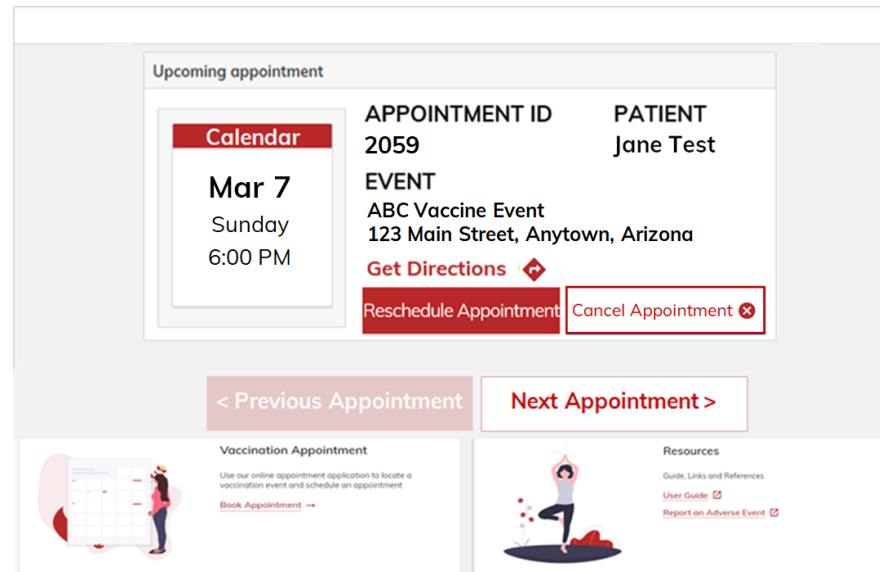


The Patient Portal Homepage

After you log in, the Patient Portal Homepage will display.

All of your upcoming appointments will show on the Homepage. Just click Next Appointment or Previous Appointment to view all of your appointments.

From the Homepage, you can schedule more appointments and reschedule or cancel existing appointments.

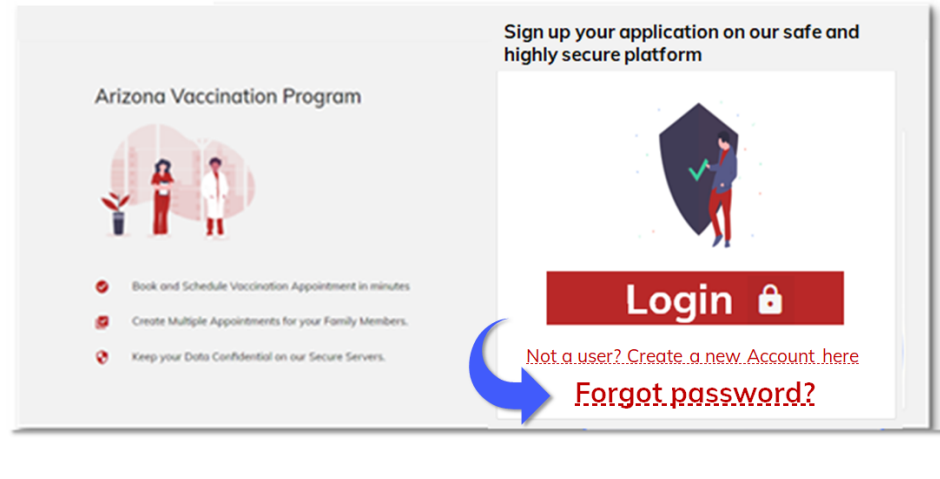


How to Reset Your Password

Start at the Patient Portal

To reset your password, go to the [Patient Portal](#).

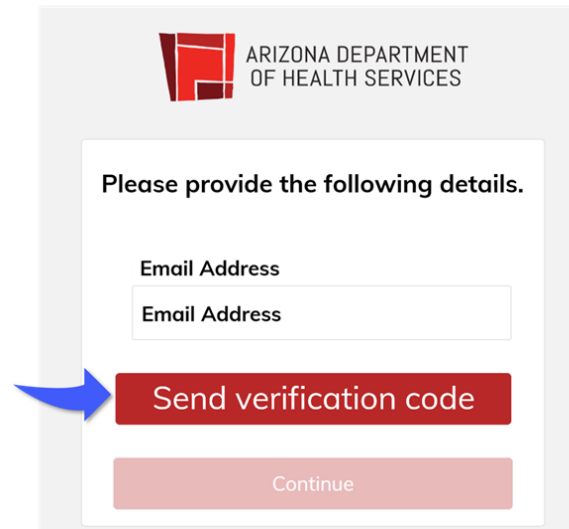
Click **Forgot Password**.



Verify your account - Step 1

The security of your account is a priority! This 4-step account verification process keeps your account safe and protected.

Enter your email address and **click Send verification code**.

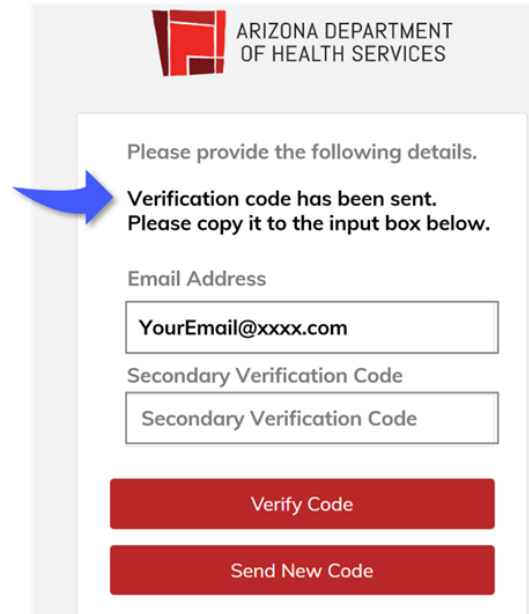


Verify your account - Step 2

This screen will display to let you know that a verification code has been sent to your email.

The email will be sent from:
podvaccine-noreply@azdhs.gov.

Open the email to get the code.



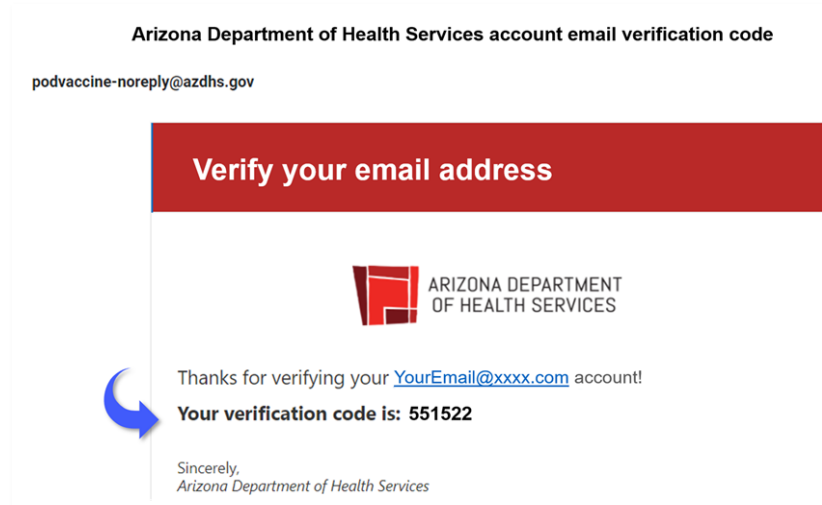
The screenshot shows a web form for account verification. At the top left is the Arizona Department of Health Services logo. Below it, the text reads: "Please provide the following details." A blue arrow points to the message: "Verification code has been sent. Please copy it to the input box below." There are two input fields: "Email Address" with the placeholder "YourEmail@xxxx.com" and "Secondary Verification Code" with the placeholder "Secondary Verification Code". At the bottom are two red buttons: "Verify Code" and "Send New Code".

Verify your account - Step 3

The verification code displays in the middle of the email (highlighted in the image).

Copy the code or write it down so you can enter it into the verification screen.

If you don't see the email in your inbox, please check your SPAM folder.



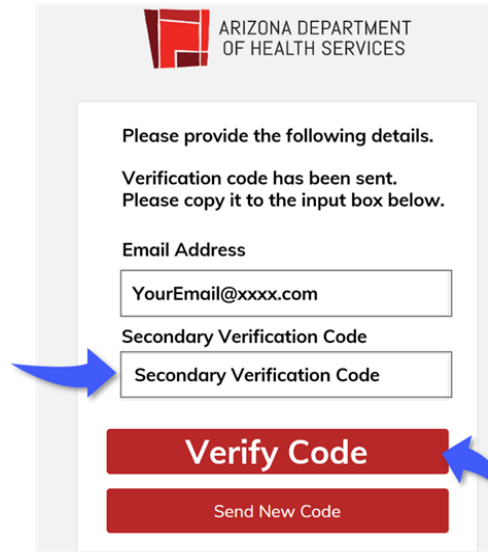
The screenshot shows an email from podvaccine-noreply@azdhs.gov. The subject is "Arizona Department of Health Services account email verification code". A red banner at the top says "Verify your email address". Below the banner is the Arizona Department of Health Services logo. The email body says: "Thanks for verifying your [YourEmail@xxxx.com](#) account!" and "Your verification code is: 551522". A blue arrow points to the code. At the bottom, it says "Sincerely, Arizona Department of Health Services".

Verify your account - Step 4

Type or paste the code into the Secondary Verification Code box. Click **Verify Code**.

If the wrong code was entered, a message will display letting you know. Just enter the correct code and click Verify Code.

If you continue to have a problem with the code, click Send New Code, get the code from the new email, enter it and click Verify Code.



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Please provide the following details.
Verification code has been sent.
Please copy it to the input box below.

Email Address
YourEmail@xxx.com

Secondary Verification Code
Secondary Verification Code

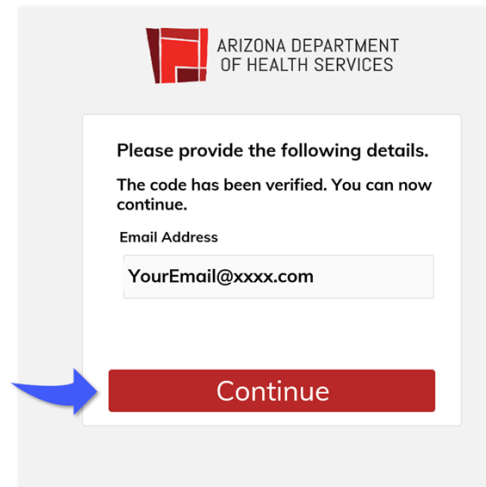
Verify Code

Send New Code

Your account is verified!

When the correct code is entered, this screen will display letting you know that the code has been verified.

Click **Continue**.



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Please provide the following details.
The code has been verified. You can now
continue.

Email Address
YourEmail@xxx.com

Continue


Create a New Password

In the **New Password** box, **type in the password** you would like to use for your account.

Password requirements:

- 8-16 characters
- Includes 3 out of 4 of the following:
 - Lowercase letter
 - Uppercase letter
 - A number (0-9)
 - At least one of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ ? / : ' ~ " () ; . ,

Type the password again in the **Confirm New Password** box. **Click Continue.**

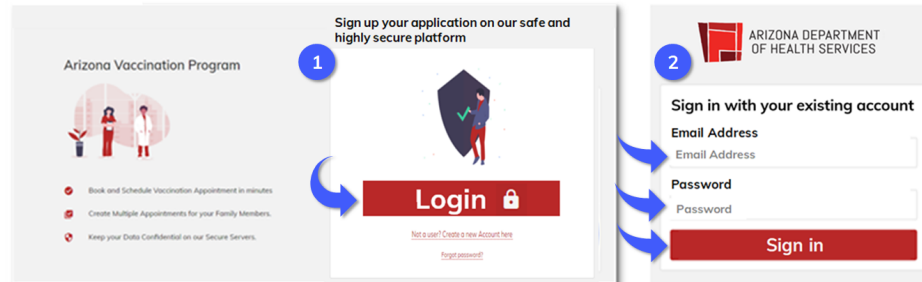


Log in with your new password

Click Login.

The Sign in with your existing account screen will display.

Enter your email address and **password** and **click Sign in** to log into the Patient Portal and schedule your vaccine appointment.



View and Download Vaccination Records

After your appointment, you will have the option to view and download your vaccination record in your patient portal.

Log into your patient portal, **click My Vaccinations.**

Vaccination records for you and your family will display for you to view and download records.

If there are many records, you can search by typing into the First Name and Last Name fields.

After viewing your vaccination record on this screen, you can download or print a single record or all records.

FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	VACCINE NAME	MANUFACTURER	VACCINATION DATE	DOSE #	ACTIONS
Jane	Paula	Test	05/05/1955	Pfizer-BioNTech COVID-19	Pfizer	03/07/2021	1	



To download a single record, **click the download icon**. When you click download, a PDF version of the record will be available.

To print a single record, **click the print icon**. When you click print, the print screen will display to print the record.


To download or print all the vaccination records, **click the Download All or Print All** button.

My Vaccinations ✕

Self and Family Members Search By First Name Last Name



FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	VACCINE NAME	MANUFACTURER	VACCINATION DATE	DOSE #	ACTIONS
Jane	Paula	Test	05/05/1955	Pfizer-BioNTech COVID-19	Pfizer	03/07/2021	1	 

[Download All](#) [Print All](#)




My Vaccinations ✕

Self and Family Members Search By First Name Last Name



FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	VACCINE NAME	MANUFACTURER	VACCINATION DATE	DOSE #	ACTIONS
Jane	Paula	Test	05/05/1955	Pfizer-BioNTech COVID-19	Pfizer	03/07/2021	1	 

[Download All](#) [Print All](#)





My Vaccinations ✕

Self and Family Members Search By First Name Last Name

FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	VACCINE NAME	MANUFACTURER	VACCINATION DATE	DOSE #	ACTIONS
Jane	Paula	Test	05/05/1955	Pfizer-BioNTech COVID-19	Pfizer	03/07/2021	1	 

[Download All](#) [Print All](#)

You're all set!

The vaccine administration documentation will be available to either save as a PDF and/or print.

Vaccine Administration Documentation



Thank you for doing your part to contribute to a healthier Arizona.

Please see the following information in regards to the vaccine that was administered.

Name: Test Test

Date of Birth: 01/01/2000

Vaccine Administered: Pfizer-BioNTech COVID-19

Manufacturer: Pfizer

Lot Number: EL9264

Date of Vaccine Administration: 07/02/2021

Dose: 1

This vaccine administration record was documented in the ADHS Vaccine Management System.

FAQs

[Click here for additional FAQs online.](#)

1. What can I do in the Vaccine Management System (VMS)?

In the VMS, you can schedule appointments for you and others (both first and second doses), cancel appointments, reschedule appointments, and submit an adverse reaction form.

2. What can't the VMS do?

The VMS is a scheduling tool that allows you to schedule your vaccines. You will not receive medical advice or feedback from the system. If you have any questions about a facility, reach out to them directly. Please always seek out proper medical care and call 911 for emergencies.

3. Does it matter which browser I use to launch the VMS?

You will have the best experience using Google Chrome and FireFox. Some people have experienced issues with other browsers.

4. What if I can't find any available appointments?

If you are unable to locate an event with available appointments, please go to azhealth.gov/findvaccine for an interactive map to locate a vaccinate site. It is important to note that availability is based on the number of vaccines that are allotted to our state. As more vaccines become available, additional appointments will open up.

5. I have been notified that I should receive a vaccine and that I would receive an email with a link. Who should I contact if I haven't received the link?

First, check your SPAM folder to look for the email. Next, contact your employer or organizer of the event, as they may have to send the link.

6. I've searched for sites with my zip code and a date, but I don't see any available sites. Why is that?

It is possible there are not any open sites near you. It is more likely you need to change the date and/or uncheck the 50 mile box at the top of the search. After each change, click the search button so the system updates with your new selection. If you were invited for a private event, use the link you were provided to access the site. Please direct any questions and requests for a link to the organizer of the event.

7. The only sites that display are far away from me. Why is that?

Please make sure your zip code is correct. Change the dates and you should be able to see an event. It is also possible there aren't any open events for your phase grouping at this time.

8. I have received my first dose but I cannot see any appointments for my second dose.

There is a chance you may have changed your answer to the pre-screening questions. Please review your responses. It is also possible that there is not a vaccination event near you at this time. If you were invited via a private event, reach out to the person in your organization who sent the invite. **Make sure you receive the same manufacturer for each dose.**

9. I've been trying to change the date and settings on the location finder but I still don't see anything.

Try changing the ZIP code. Uncheck the 50 mile box. It may be possible that you are not eligible at this time or that there aren't any available appointments at this time. If you received a link to a private event, please reach out to the respective person to request another link.

10. How can I find appointments for vaccine events that are not in the Vaccine Management System?

If you would like to schedule an appointment at a vaccination site that is not available in the Vaccine Management System (i.e. a pharmacy or a clinic), please go to azhealth.gov/findvaccine for an interactive map to locate a vaccination site.

How to Contact Your Support Team

Have questions or issues?

ADHS is continually working to improve our tools and services. Please reach out to us if you have any questions about using the Vaccine Management System.

azvaccinesupport@azdhs.gov

Phone: 602.542.1000

Mon-Fri 8:00 AM - 5:00 PM

