Welcome to the Vaccine Management Patient Portal!

A guide for scheduling your vaccine appointment
You are about to find out just how easy it is to schedule your **V A C C I N E** 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 **R E S C H E D U L E** 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.

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.
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.

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.
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.

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.
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**.

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.
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.

Let’s review the steps for scheduling your appointment to receive a vaccine.

Begin to schedule a vaccine appointment.

Click Book Appointment.
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.**
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

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

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.
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.

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*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.
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!**

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!**
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.
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 your appointment

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

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.

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.
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.

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.
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.
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.

azyvaccinesupport@azdhs.gov

Phone: 602.542.1000
Mon-Fri 8:00 AM - 5:00 PM