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 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.
How to Create An Account

To ensure the best experience, we strongly encourage using only Chrome or Firefox browsers on a computer, laptop, iPad or iPhone. Android devices are not currently supported, but are coming soon.

Click here to go to the Arizona Department of Health Services Patient Portal.

If you have not already created an account in the Patient Portal, click on 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.

✱ Cox.net email accounts may be blocked by Cox security. If you have a cox.net account, please use an alternative account, if possible.

Good News! Only one family member needs to create an account to set up vaccination appointments for all family members within the system.
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 has a link to set up your password. **Click on the link** (outlined in red in the image) to set up your password and complete your registration. If you do not receive this email, try using the “Forgot Password” tool on the login page.

Verify your account

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

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

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.
   Please check spam if you can’t see it.

Verify your account

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

   With certain email addresses it may take up to 15 minutes for the code to come through.
Verify your account

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!

If the correct code was 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.

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 Dashboard page 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 dashboard.

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 Schedule a vaccination.
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 and then click Add New Family Member.**

If you’re making appointments for **more than one person**, you will have the option to **start a new appointment after you finish scheduling this one.**
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).

Answer supplemental questions.

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

If you are scheduling the appointment for a dependent, answer each question as it applies to that person.

For example, if you’re a healthcare worker, you would answer Yes to that question when scheduling your own appointment.

However, if your dependent is not a healthcare worker, you would answer No when scheduling their appointment.
Provide contact information.

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

Required boxes are marked with a red asterisk (*) and must be completed. Click Next when you are done.

If you are scheduling an appointment for a family member, enter their personal and contact information.

Do you have health insurance?

Click Yes or No and click Next.

COVID-19 vaccines are free; however, 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.
Provide health insurance information.

If you selected Yes for insurance, enter the requested information. All boxes marked with a red asterisk (*) are required and must be completed.

When you're done, click Next.

If you selected No, this screen will not display.

Choose a date and location.

1. Enter your zip code (if it isn’t already displaying).
2. Click the calendar icon (magnified in the image). A calendar will open. Click on your preferred date.
3. Click Search to find available vaccination locations. Locations near the zip code that have appointments available on the day you selected will display. You may need to scroll down to see all the locations (marked as #1 in the image) if the site shows no appointments available. It may be that you do not qualify for the current phase.
4. Click the circle next to the location and click Next. You may need to use the outer scroll bar (marked as #2 in the image) to scroll down to see the Next button.

To scroll down, click and hold the grey bar and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.
Select a time for your appointment

1. Click on Select Slot under the Actions column.

Blocks of time that the facility has open for appointments on your chosen day will show on the screen.

2. 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.

If no blocks of time are showing, that means there are no more available appointments for that location on that date. Click on the “click here” link (above the red bars) to schedule for a different date.

3. Click on the button to the left of the time you want to schedule and click Save.

You may need to scroll down to see the Save button.

To scroll down, click and hold the grey bar and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.
Confirm the time you selected.

The time slot you selected now displays. **Click Next.**

To change to a different time, **click Remove Slot** under the Action column and select a different time. **Click Next** when you return to this screen.

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Answer health screening questions.

**Click Yes or No** to answer each of the health screening questions.

**Click Next** when you’ve answered all of the questions.

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Provide your consent to receive the vaccine.

You are almost done! The next step is to give your consent to receive the vaccination. **You will see what vaccine you are getting.**

**Read the consent form** and **enter the name** of the person who is giving consent to get the vaccine. If a name is already in the box, make sure it is correct. **Click the box under the name of the vaccine** (circled in red in the image). **Click Next.**
Confirm and book your appointment!

Review the details of your appointment. If the details for the location, date, and time listed are correct, click Confirm Appointment in the top left of the screen.

To change any of the appointment details:

  Click the Previous button until you reach the screen you need to adjust.

To cancel the appointment, click Cancel Appointment. Another screen will display asking you if you really want to cancel. Click Yes to cancel or No if you clicked the cancel button by mistake.

If you click Yes to cancel the appointment, you will return to the Schedule A Vaccination screen.
Your appointment is booked

After confirming 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 Dashboard.

The appointment reminder on the dashboard includes:

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

To view other appointments you have scheduled, click the Next button 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 login, you will see your dashboard. The Upcoming appointments section will display all of your scheduled appointments.

If you have more than one scheduled appointment, the Next button will display in the middle of the screen. Just click the Next button to view the next appointment.

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

If you have more than one appointment listed, click Next until the appointment you wish to reschedule displays and click Reschedule Appointment.
Select your new date and location

1. **Enter** your **zip code**.
2. **Click** the **calendar icon** (magnified in the image). A calendar will open. Click on your preferred date.
3. **Click Search** to find available vaccination locations.
   Locations near you that have appointments available on the day you selected will display. You may need to scroll to view all locations. Use the inner scroll bar (marked as #1 in the image) to scroll through the list. If there are **more locations** available, click **Next** to view the additional page of locations.
4. **Click** the circle next to the **location**.
5. **Click Choose Slot**. You may need to use the outer scroll bar (marked as #2 in the image) to scroll down to see Choose Slot.

   To scroll down, click and hold the grey bar and move the bar down or click on the grey bar and use the scroll wheel on your mouse.
Select your new time.

1. **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.

   *If no blocks of time are showing, that means there are no more available appointments for that location on that date. Click on the “click here” link (above the red bars) to schedule for a different date.*

2. **Click** on the button to the left of the time you want to schedule and **click Select & Finish**.

   **You may need to scroll down to see the Select and Finish button.**

   To scroll down, click and hold the grey bar and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.
Your rescheduled appointment is confirmed

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 Dashboard.

The appointment reminder on the dashboard includes:

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

To view other appointments you have scheduled, click the **Next** button 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 dashboard. The Upcoming appointments section will display all of your scheduled appointments.

If you have more than one scheduled appointment, the Next button will display in the middle of the screen. Just click the Next button to view the next appointment.

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. To confirm you want to cancel, click **Yes**.

2. Click on the **Select Reason** box.

3. Click the **reason** you are cancelling the appointment.

4. Click **Cancel Appointment**.

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

After you log in, the Patient Portal Dashboard page will display.

All of your upcoming appointments will show on the dashboard. Just click Next to look at your additional appointments.

From the dashboard, 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 on Forgot Password.

Verify your account

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

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

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.

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Verify your account

3. Copy the code or write it down so you can enter it into the verification screen.
Verify your account

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!

If the correct code was 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.

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

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 click search 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.

   Please press search after each date change. 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](http://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 problems using the Vaccine Management System.

podvaccine-triage@azdhs.gov

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