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 **VA 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 **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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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.

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.

   Please note that 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 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 and then click Add New Family Member.
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 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.
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.
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 to pick your appointment time.

**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, choose a date, and pick a time for your appointment.
Schedule the earliest appointment available

If the earliest available appointment date and location are convenient for you:

Blocks of time that the event has open for appointments will display under Select Time. The number to the right of the time (under SLOTS) shows how many appointments are available for that 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
2. **Click** on the **button to the left of the time** you want to schedule.
3. **Click** **Next**

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.
Schedule for another date or location

Select an 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.

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.
Select a Time

When you click on a date, the appointment times available for the event on that date will automatically update.

Blocks of time that the event has available for appointments will display under Select Time. The number to the right of the time (under SLOTS) shows how many appointments are available for that time.

4. **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.

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

6. **Click** **Next**

   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.
Answer health screening questions.

Click Yes or No or fill in the blank to answer each of the health screening questions.

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

Provide your consent to receive the vaccine.

You are almost done! The next step is to give your consent to receive the vaccination. The vaccine you’ll be receiving displays.

Read the consent form. To provide your consent to receive the vaccine, 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 upper 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 homepage.
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 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 login, 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 (outlined in the image).

If you have more than one appointment listed, click Next Appointment 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 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 (highlighted in the image).

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 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.

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

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 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 for an interactive map to locate a vaccination site.
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.

azvaccinesupport@azdhs.gov

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