MAUI HEALTH COVID-19 VACCINE CLINIC
VAMS Job Aid – Community Vaccinations

If you qualify to receive a COVID-19 Vaccine, you must fill out the online Maui Health Vaccine Health Record Form at www.mauihealth.org/covidvaccine prior to completing the following steps.

*If you are filling out the form for someone else, and you have already registered yourself with VAMS, you must use a different email address. Only ONE PERSON may register with each email address.

GETTING REGISTERED IN VAMS (VACCINE ADMINISTRATION MANAGEMENT SYSTEM)

After you complete the request form, you will receive an email from the CDC / VAMS (no-reply@envelope.mail.vams.cdc.gov).

Click the link in the email to begin registration with VAMS.
1. Fill out the welcome page. If this is your first time registering with VAMS, make sure you select NO. Otherwise it will assume you already have an account and password. Fill in State/County and then click NEXT.

2. A confirmation code will be sent to the email you used to register and received your initial VAMS email. Check your email, enter code and click VERIFY.
3. Create a password for your new VAMS account. See requirements below. After you’ve set and verified your password, check the “agree” box and click CREATE ACCOUNT.

4. Fill out your information accordingly.
5. Provide insurance information if available.

6. Confirm details, click **AGREE** and then **FINISH**.
7. After you finish your registration, you can now **schedule your appointment**.

8. If this is your first dose of the COVID Vaccine, select NO, and click **continue**.
10. Search for a **Maui Health Location (listed below)**, then click **NEXT** at the bottom right hand corner.
   a. MH MMMC Pfizer Only
   b. MH Kihei Pfizer Only

   *You **MUST** select a **Maui Health location**. If you select any other location, you will be turned away when you arrive for your appointment.*

11. Select your preferred appointment date and time, then submit.
You may receive an error message after you select submit, please disregard and REFRESH your browser.

Unfortunately, there was a problem. Please try again. If the problem continues, get in touch with your administrator with the error ID shown here and any other related details. Error ID: 1465679026-15101213 (541129353)

12. You will receive an email notification confirming your appointment. Please remember to bring a valid ID, insurance card(s), and proof of employment (if you are a healthcare or essential worker). To streamline your appointment, please bring a paper copy of your ID and insurance card(s), Insurance Information Form, and Pre-vaccination Questionnaire. Arrive on time!

Hi Chrissy,

Your appointment has been confirmed.

When: 12-23-2020, 8:00 AM - 8:15 AM
Where: Maui Health Employee Health Department 221 Mahalani Street (Attn: Employee Health, Auditorium), Wailuku, Hawaii, United States, 96793

Please remember to bring your confirmation, a valid photo ID & your QR code to the appointment.

Click here to see your appointment page.

** If you are no longer able to make your appointment, please use the following link to cancel your appointment.

- Complete the [pre-vaccination questionnaire](https://vams.cdc.gov) in VAMS. You will get an email 24 hours in advance. You can also download and print ahead of time.
- Arrive to your appointment on time and with all requested documents listed in step-by-step checklist.

What if I need to cancel my appointment?

If you need to cancel, log in to your VAMS account ([https://vams.cdc.gov](https://vams.cdc.gov)). Go to “appointments” and cancel appointment. You will then be able to schedule a new date/time. **APPOINTMENTS ARE LIMITED SO PLEASE CANCEL AT LEAST 24 HOURS IN ADVANCE.**

How does the recipient make their next appointment?

After completing their first appointment, recipients will receive a notification via their preferred contact method to schedule their next appointment.

Will I receive a notification when it’s time to schedule my follow-up appointment?

After you have completed your first appointment, you will receive a notification that provides the earliest date you can receive the next dose of vaccine along with a link to schedule your follow-up appointment.

If the date when you can receive the next dose passes, you will receive a notification reminding you to schedule your follow-up appointment along with a link to schedule the appointment.

**CDC Vaccine Administration Management System - SMS messages**

- SMS will be used for notification services including registration confirmation and appointment confirmation and reminders.
- You can cancel the SMS service at any time. Just text “STOP” to the short code. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
- If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at 800-CDC-INFO (800-232-4636)(TTY 888-232-6348)
- Carriers are not liable for delayed or undelivered messages
- As always, message and data rates may apply for any messages sent to you from us and to us from you. You will receive a varying amount of messages monthly. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
- If you have any questions regarding privacy, please read our privacy policy: [https://www.cdc.gov/Other/policies.html](https://www.cdc.gov/Other/policies.html)
Troubleshooting with VAMS

Didn't receive an e-mail from the CDC to register in VAMS?

- Your information must first be uploaded to VAMS. After that, an invite to register is sent and can take a few days. If you haven't received an email after 72 hours, e-mail MH-Covid-Vaccine@kp.org.
- Is someone else registered with the same email? The VAMS system uses email as the main identifier for accounts and tracking.
- **Each user must have their own email address.** You cannot share an email with family, friends, or anyone else. This is the only way that the VAMS system can identify and differentiate each user for their vaccines.
- Users can get a free Gmail, Yahoo account online.
  - If you've already requested a vaccine and completed the Maui Health Vaccine Health Record form, email MH-Covid-Vaccine@kp.org with your name, previous email used, and new email.

I'm unable to log-in. I don't have a password.

- Please review the VAMS Job Aide (page 2.), STEP 1. At this step, you should be selecting NO. The question is **“Have you already registered as a vaccine recipient with VAMS?”**. You should answer NO.
- You will then be asked to verify your email (by sending you a verification code) and once you input that code, the next screen should then allow you to CREATE a password.
- We recommend you go to your email from VAMS, click the link in a new, fresh browser, then start the process again and FOLLOW THE JOB AID.
- Also, please make sure you’re not using Internet Explorer and are using the most updated version of the browser (Chrome, Edge, Firefox, Safari).

I'm unable to load the VAMS page or keep getting errors.

- Use an updated/current version of Google Chrome, Edge, Safari.
- Do NOT use Internet Explorer.