A woman with blonde hair tied in a bun is sitting on a light-colored couch, smiling as she looks at a laptop. A brown dog is sitting next to her, looking towards the right. In the foreground, a wooden coffee table holds a smartphone and a notebook. 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**

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 **RESCHEDULE** an appointment.

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

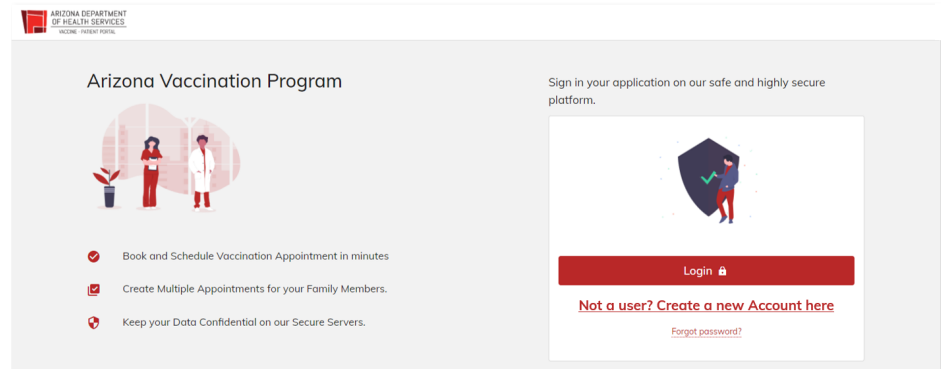
<b>How to Create An Account</b>	<b>3</b>
<b>How to Schedule a Vaccine Appointment</b>	<b>8</b>
How to Reschedule an Appointment	<b>17</b>
How to Cancel an Appointment	<b>21</b>
<b>How to Log In When You Have an Account</b>	<b>23</b>
How to Reset Your Password	<b>24</b>
<b>FAQs</b>	<b>28</b>
<b>How to Contact Your Support Team</b>	<b>30</b>

## 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.



ARIZONA DEPARTMENT OF HEALTH SERVICES  
VACCINE - PATIENT PORTAL

### Arizona Vaccination Program

Sign in your application on our safe and highly secure platform.

**Login**

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

[Forgot password?](#)

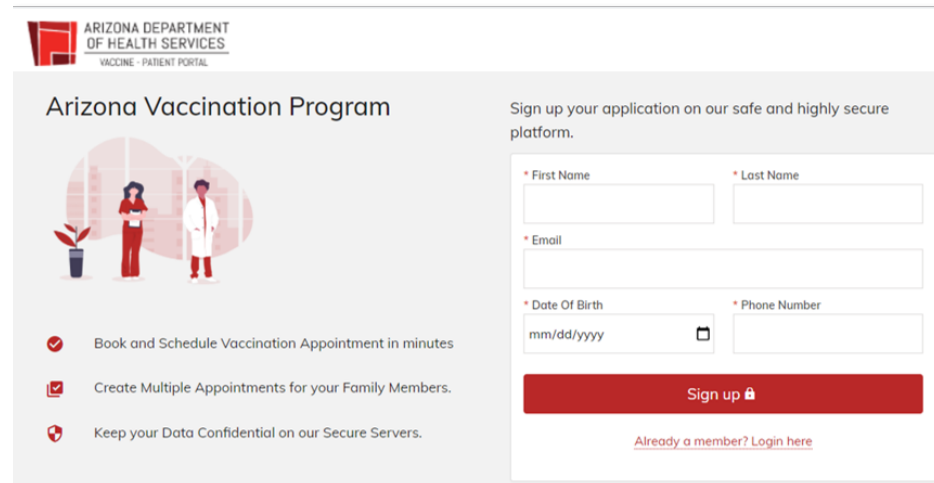
- Book and Schedule Vaccination Appointment in minutes
- Create Multiple Appointments for your Family Members.
- Keep your Data Confidential on our Secure Servers.

## 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.



ARIZONA DEPARTMENT OF HEALTH SERVICES  
VACCINE - PATIENT PORTAL

### Arizona Vaccination Program

Sign up your application on our safe and highly secure platform.

\* First Name  \* Last Name

\* Email

\* Date Of Birth  mm/dd/yyyy  \* Phone Number

**Sign up**

[Already a member? Login here](#)

- Book and Schedule Vaccination Appointment in minutes
- Create Multiple Appointments for your Family Members.
- Keep your Data Confidential on our Secure Servers.

## 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**

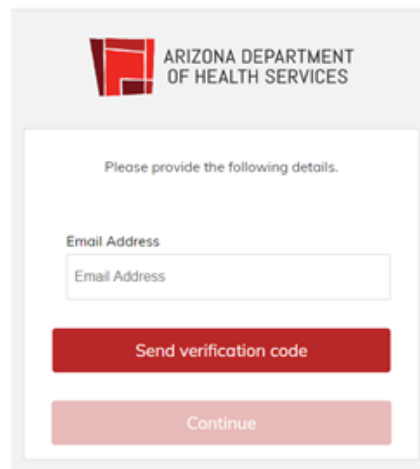
The email has a link to set up your password. Click on **the link** (outlined in red in the image) to set up your password and complete your registration. If you do not receive this email, try using the “Forgot Password” tool on the login page.



## 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.

A screenshot of a web form for account verification. At the top is the Arizona Department of Health Services logo. Below it, the text 'Please provide the following details.' is displayed. There is a label 'Email Address' above a text input field that also contains the placeholder text 'Email Address'. Below the input field are two buttons: a red button labeled 'Send verification code' and a light pink button labeled 'Continue'.

## Verify your account

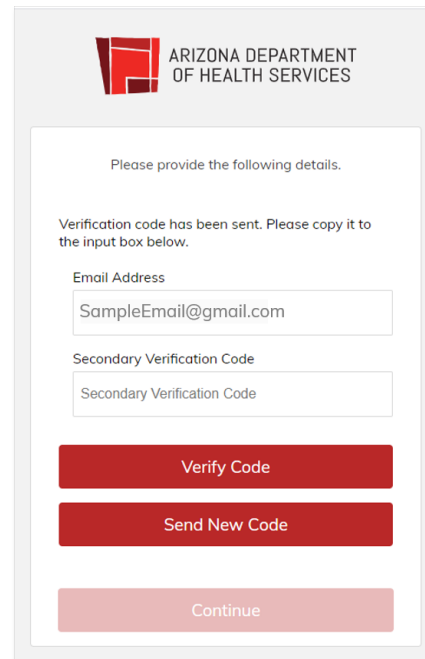
2. This screen will display to let you know that a verification code has been sent to your email.

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.**



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  
SampleEmail@gmail.com

Secondary Verification Code  
Secondary Verification Code

Verify Code

Send New Code

Continue

## 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.**



podvaccine-noreply@azdhs.gov  
to me ▾

Verify your email address

ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Thanks for verifying your [SampleEmail@gmail.com](#) account  
**Your verification code is: 518418**

Sincerely,  
Arizona Department of Health Services

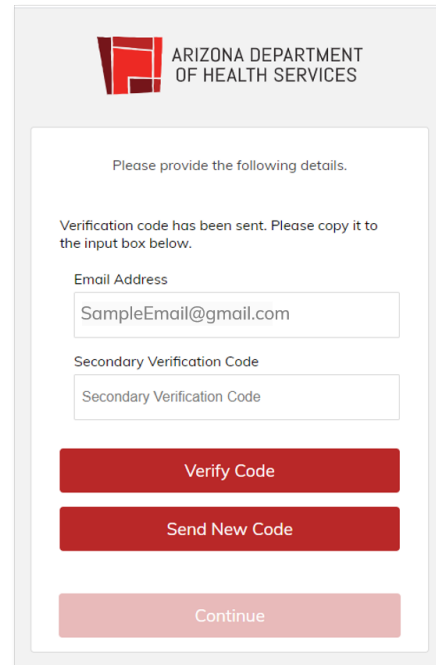


## Verify your account

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**.



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  
SampleEmail@gmail.com

Secondary Verification Code  
Secondary Verification Code

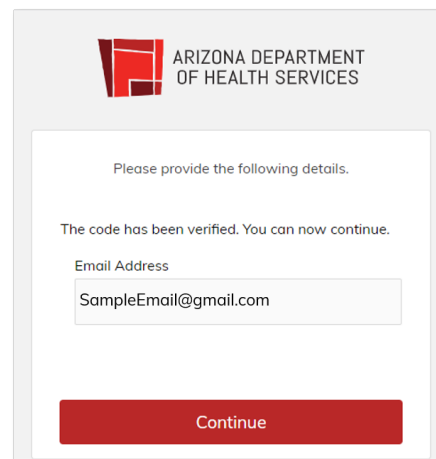
Verify Code

Send New Code

Continue

## 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**.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Please provide the following details.

The code has been verified. You can now continue.

Email Address  
SampleEmail@gmail.com

Continue

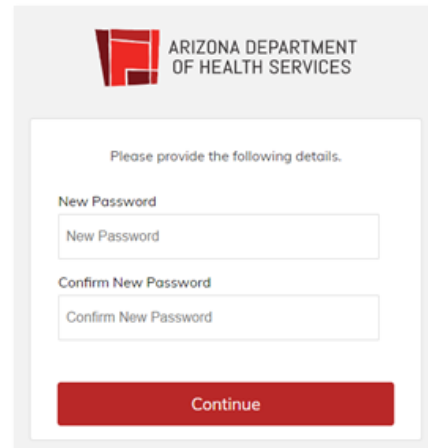
## Create a Password

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:  
@ # \$ % ^ & \* - \_ + = [ ] { } | \ ? / : ' ~ " ( ) ; . ,

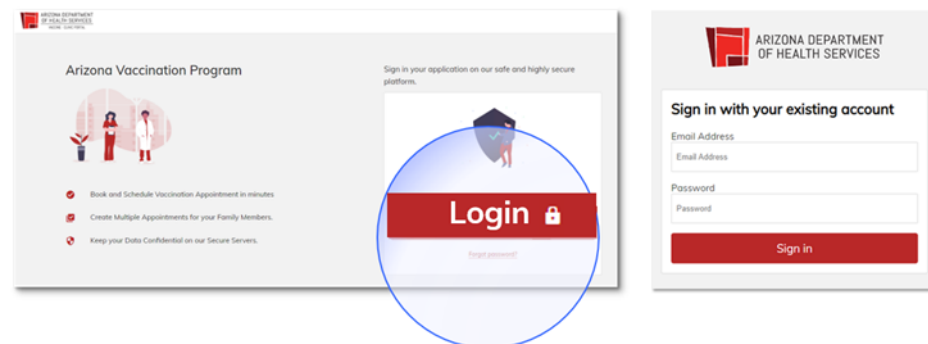
Type the password again in the **Confirm New Password** box. Click **Continue**.



## 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.

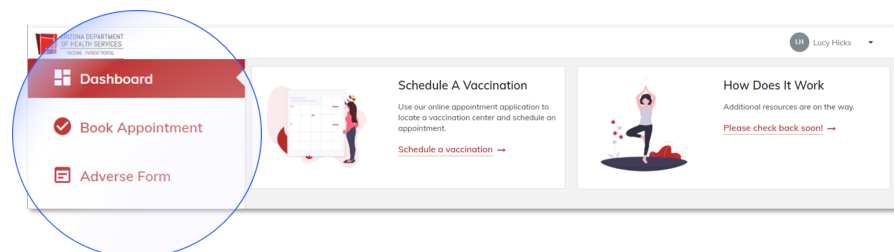
From here you can schedule a vaccination, complete an Adverse Form report, and access helpful information.

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.

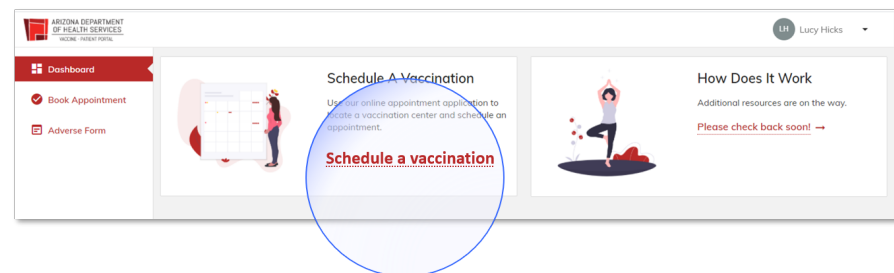
An adverse event can be reported even if it is uncertain or unlikely that the vaccine caused it. If you experience a reaction, click Adverse Form and follow the instructions.

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



**Begin to schedule a vaccine appointment.**

Click **Schedule a vaccination.**





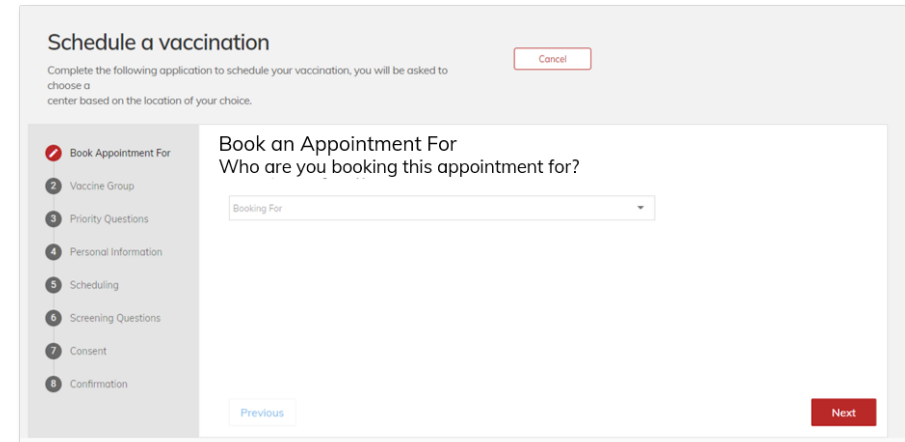
## Schedule for yourself and family members.

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.



**Schedule a vaccination** Cancel

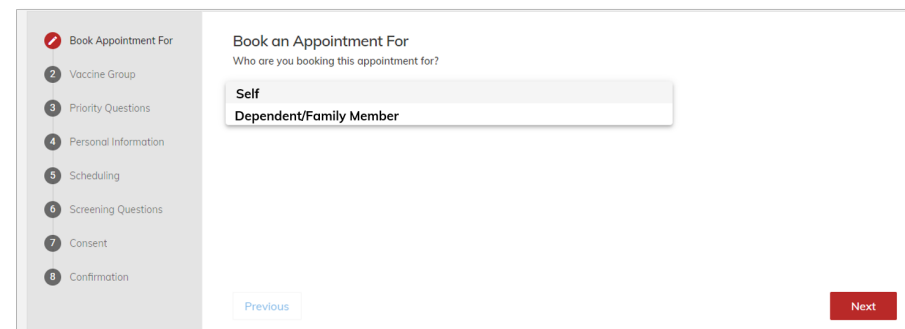
Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

**1 Book Appointment For**

Book an Appointment For  
Who are you booking this appointment for?

Booking For

Previous Next

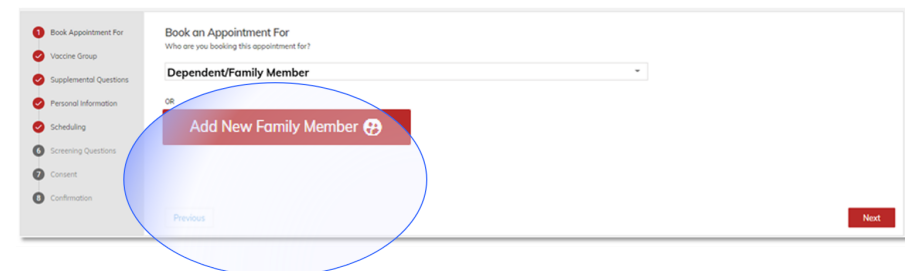


**1 Book Appointment For**

Book an Appointment For  
Who are you booking this appointment for?

Self  
Dependent/Family Member

Previous Next




**1 Book Appointment For**

Book an Appointment For  
Who are you booking this appointment for?

Dependent/Family Member

OR

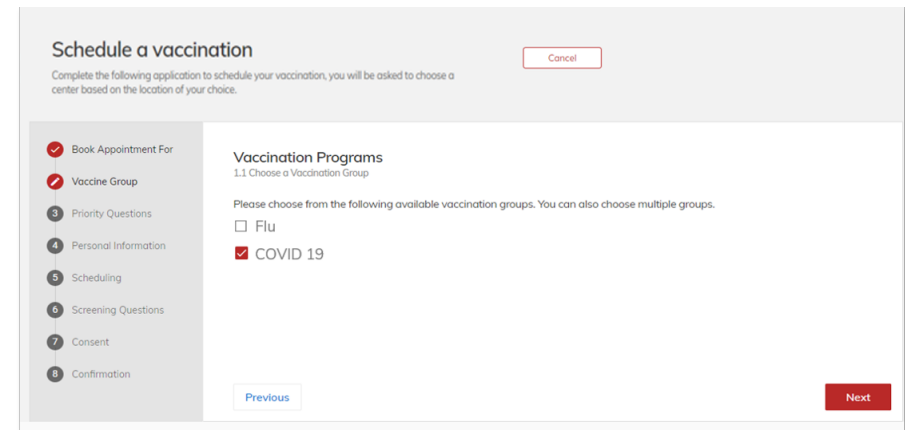
**Add New Family Member** 

Previous 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).



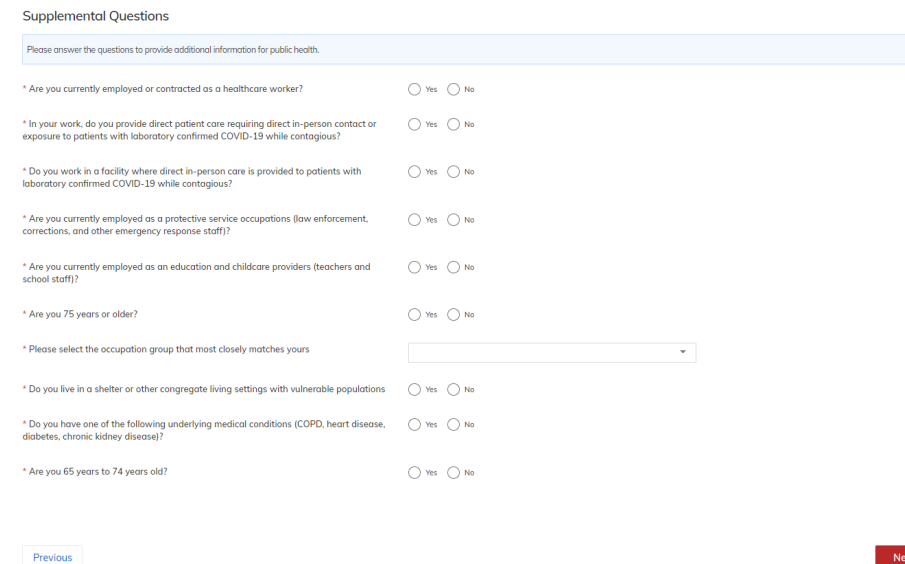
## Answer supplemental questions.

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.

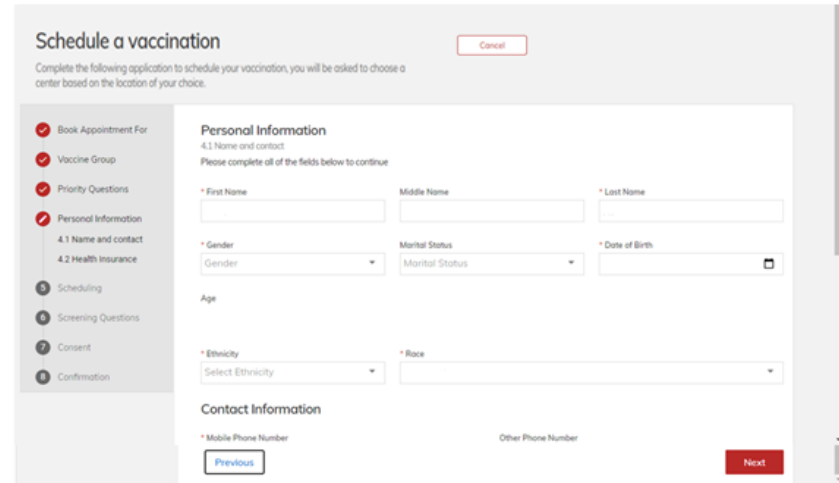


## Provide contact information.

**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.



**Schedule a vaccination** Cancel

Complete the following application to schedule your vaccination, you will be asked to choose a center based on the location of your choice.

- Book Appointment For
- Vaccine Group
- Priority Questions
- Personal Information
  - 4.1 Name and contact
  - 4.2 Health Insurance
- Scheduling
- Screening Questions
- Consent
- Confirmation

**Personal Information**  
4.1 Name and contact  
Please complete all of the fields below to continue

\* First Name  Middle Name  \* Last Name

\* Gender  Marital Status  \* Date of Birth

Age

\* Ethnicity  \* Race

**Contact Information**

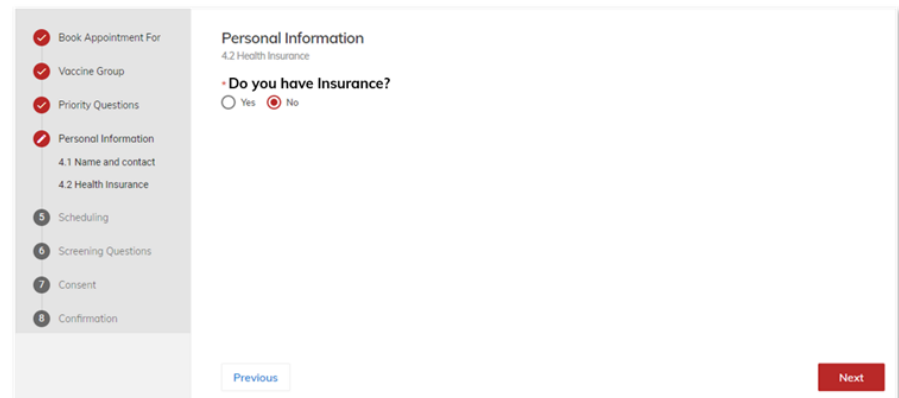
\* Mobile Phone Number  Other Phone Number

Previous Next

## 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.**



**Personal Information**  
4.2 Health Insurance

\* Do you have Insurance?  
☐ Yes ☒ No

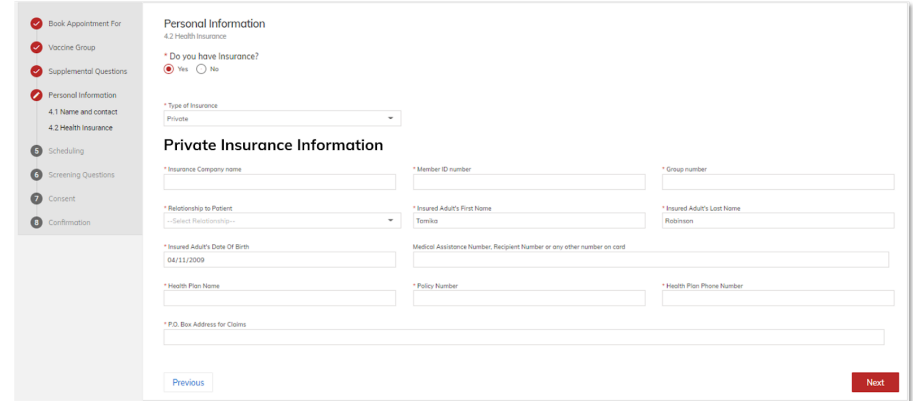
Previous Next

## 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.



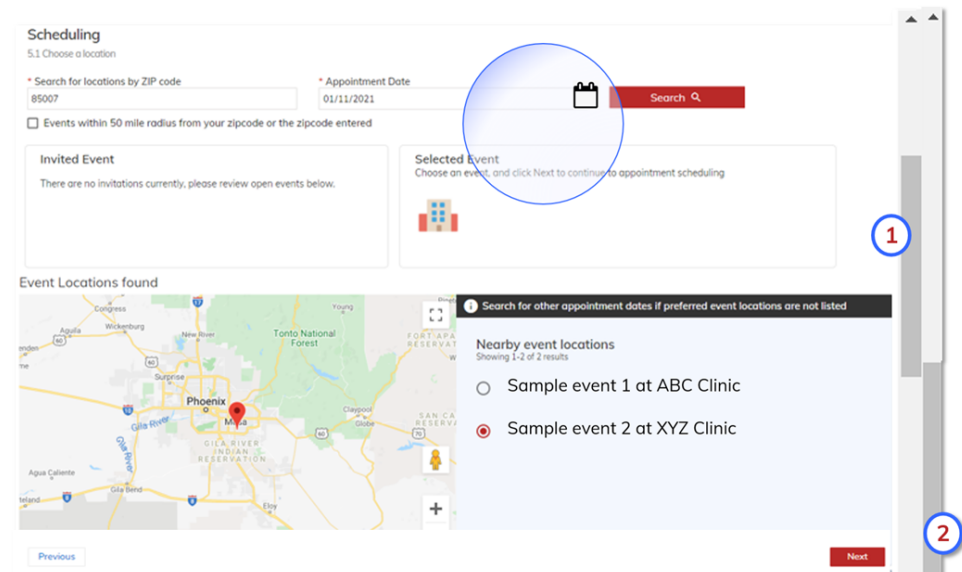
## Choose a date and location.

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.

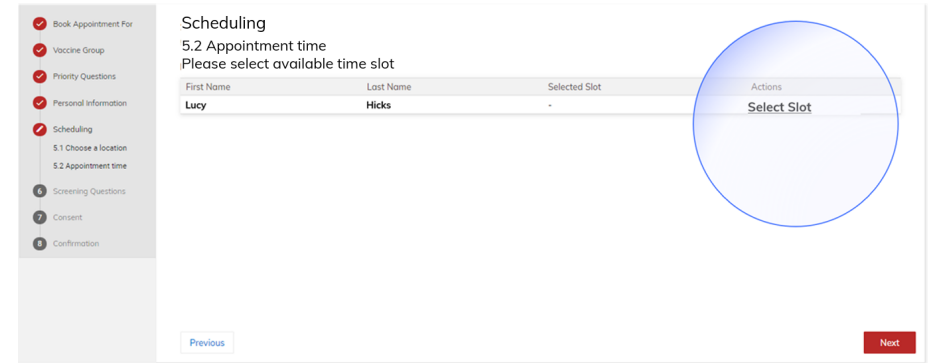
2. Click on the **down arrows** on the right of each red bar to display the appointment times and the number of appointments available for each time slot on that day.

If no blocks of time are showing, that means there are no more available appointments for that location on that date. Click Previous and select another date and / or location.

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

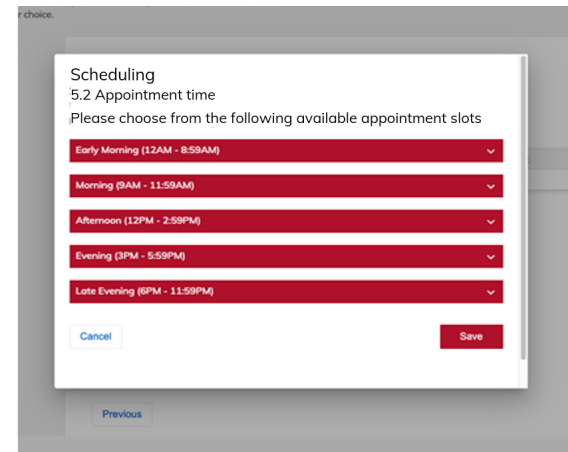
**You may need to scroll down to see the Save button.**

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.

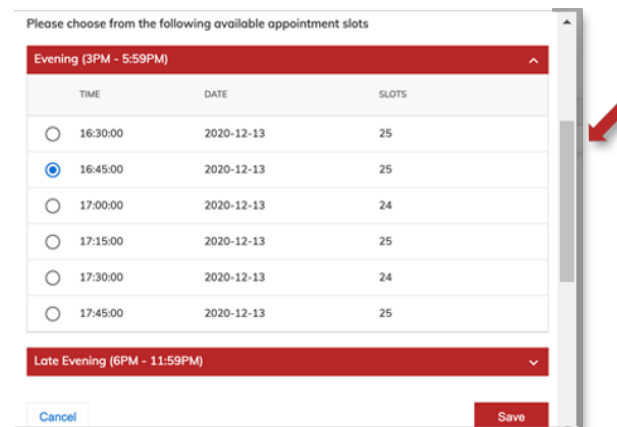


The screenshot shows the 'Scheduling' section of the patient portal. On the left is a sidebar with a progress indicator. The main content area is titled 'Scheduling 5.2 Appointment time' and asks the user to 'Please select available time slot'. Below this is a table with columns for 'First Name', 'Last Name', 'Selected Slot', and 'Actions'. The first row shows 'Lucy' and 'Hicks' with a dropdown arrow in the 'Selected Slot' column and a 'Select Slot' button in the 'Actions' column. The 'Select Slot' button is circled in blue. At the bottom are 'Previous' and 'Next' buttons.

First Name	Last Name	Selected Slot	Actions
Lucy	Hicks	-	Select Slot



This screenshot shows a modal window titled 'Scheduling 5.2 Appointment time' with the instruction 'Please choose from the following available appointment slots'. It lists five time slots with dropdown arrows: 'Early Morning (12AM - 8:59AM)', 'Morning (9AM - 11:59AM)', 'Afternoon (12PM - 2:59PM)', 'Evening (3PM - 5:59PM)', and 'Late Evening (6PM - 11:59PM)'. At the bottom are 'Cancel' and 'Save' buttons.



This screenshot shows the 'Evening (3PM - 5:59PM)' time slot selected. It displays a table of available appointment slots for the date 2020-12-13. The table has columns for 'TIME', 'DATE', and 'SLOTS'. The '16:45:00' slot is selected with a blue radio button. A red arrow points to the scroll bar on the right side of the table. At the bottom are 'Cancel' and 'Save' buttons.

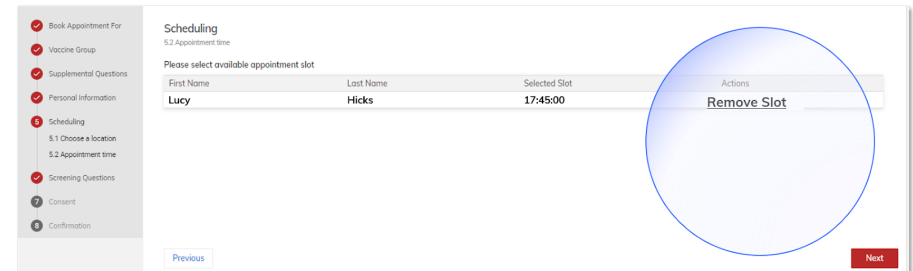
TIME	DATE	SLOTS
<input type="radio"/> 16:30:00	2020-12-13	25
<input checked="" type="radio"/> 16:45:00	2020-12-13	25
<input type="radio"/> 17:00:00	2020-12-13	24
<input type="radio"/> 17:15:00	2020-12-13	25
<input type="radio"/> 17:30:00	2020-12-13	24
<input type="radio"/> 17:45:00	2020-12-13	25

## 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.

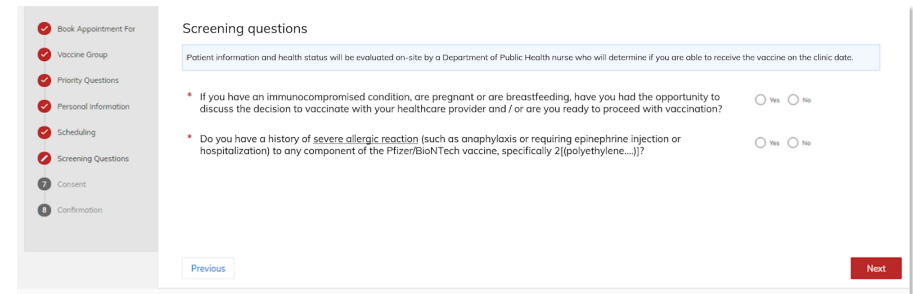
Click **Next** when you return to this screen.



## Answer health screening questions.

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

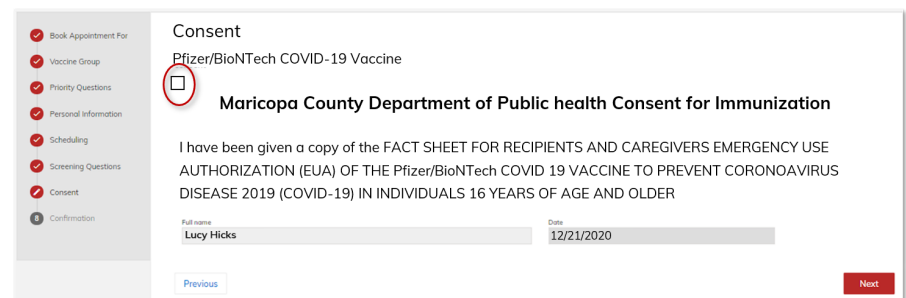
Click **Next** when you've answered all of the questions.



## 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!

### If you are scheduling only one appointment:

**Review the details** of your appointment. If you are not scheduling another appointment for a family member at this time and you are sure you want to receive your vaccine for the location, date, and time listed, click **Confirm Appointment** in the bottom left of the screen.

### If you are scheduling another appointment:

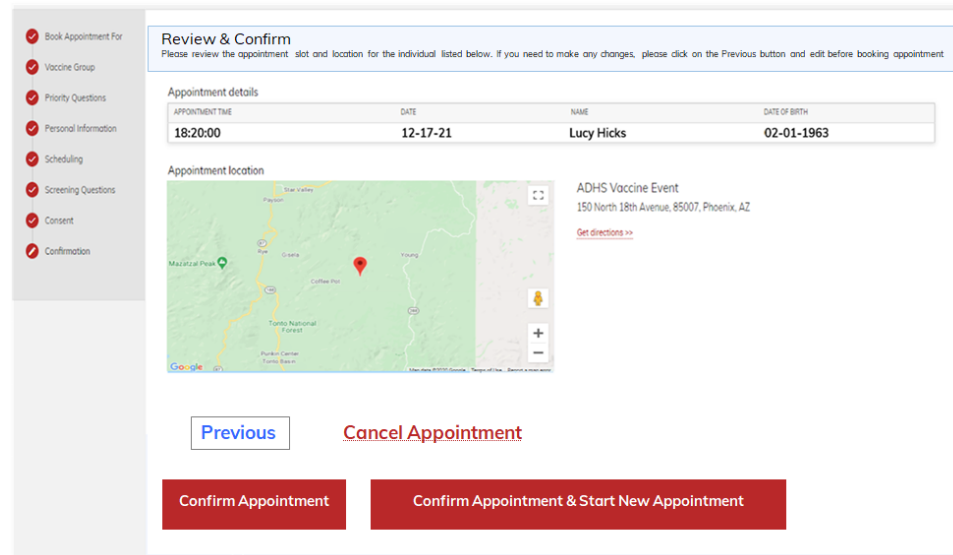
If the location, date, and time listed are correct and you want to book an appointment for a family member, click **Confirm Appointment & Start New Appointment**.

### 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.




**Review & Confirm**  
Please review the appointment slot and location for the individual listed below. If you need to make any changes, please click on the Previous button and edit before booking appointment.

**Appointment details**

APPOINTMENT TIME	DATE	NAME	DATE OF BIRTH
18:20:00	12-17-21	Lucy Hicks	02-01-1963

**Appointment location**



ADHS Vaccine Event  
150 North 18th Avenue, 85007, Phoenix, AZ  
[Get directions >>](#)

[Previous](#) [Cancel Appointment](#)

**Confirm Appointment** **Confirm Appointment & Start New Appointment**

## Your appointment is booked

After booking 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.

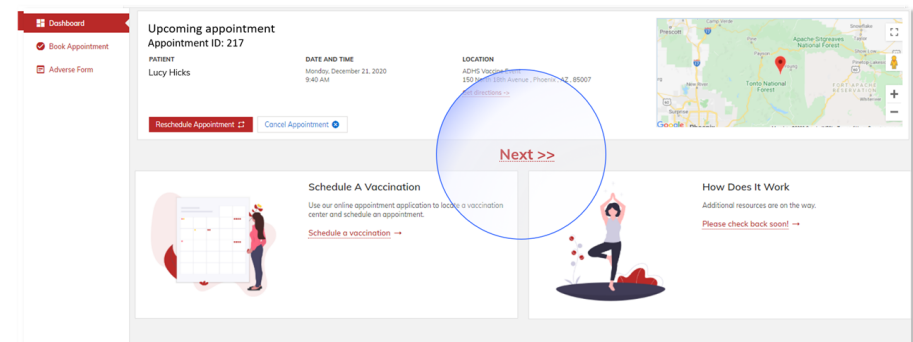
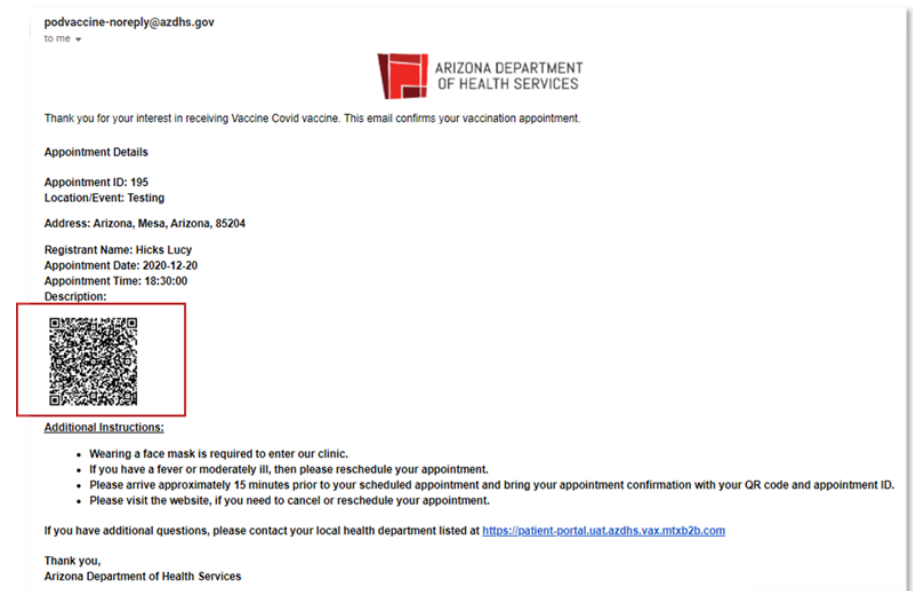
The confirmation and reminder emails will be sent from: [podvaccine-noreply@azdhs.gov](mailto:podvaccine-noreply@azdhs.gov).

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

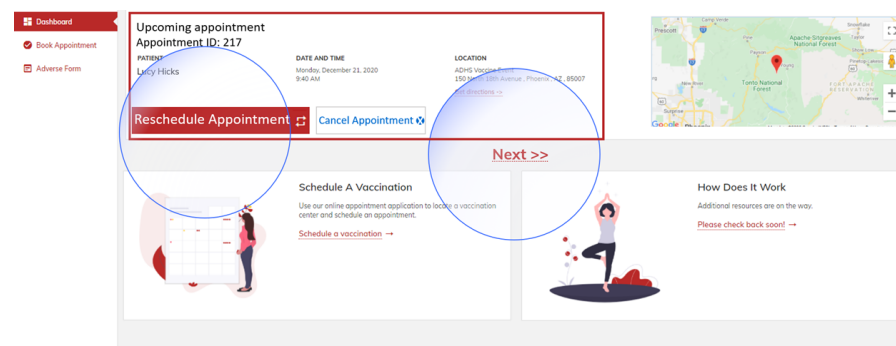
### Log in to the Patient Portal

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.

### Reschedule

Search for locations by ZIP code  \* Appointment Date 12/22/2020  **Search**

Locations found


Note: Search for other available date/times if no events are found



Nearby locations  
Showing 1-5 of 9 results

- ☒ Tempe / Phoenix COVID Site  
295 N 56th St, 85034, Phoenix, AZ
- ☐ Greenlee COVID vaccine event  
164843 State Hwy #78, 85533, Clifton, AZ
- ☐ Dignity Health public event  
485 S Dobson Rd, 85224, Chandler, Arizona
- ☐ Mesa COVID event  
46 M.L.K. Jr Way, 85201, Mesa, Arizona
- ☐ Go Live Event  
199 E Desert Broom Dr, 85224, Arizona, AZ

**Next**

**Choose Slot** 

1

2

## Select your new time.

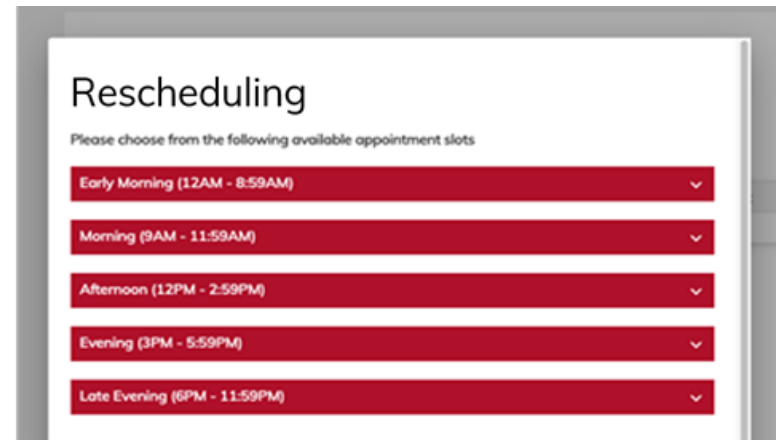
1. Click on the **down arrows** on the right of each red bar to display the appointment times and the number of appointments available for each time slot on that day.

If no blocks of time are showing, that means there are no more available appointments for that location on that date. Click Previous and select another date and / or location.

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.**

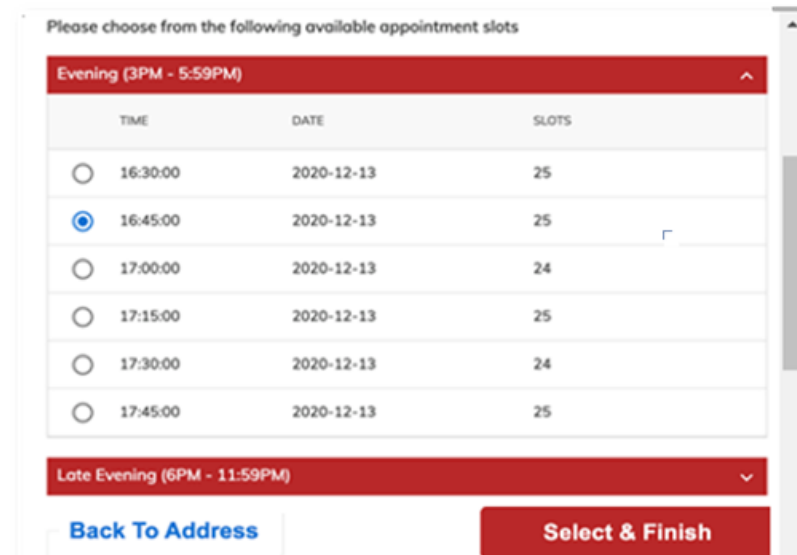
To scroll down, click and hold the grey bar and move the bar down or click on the grey bar and roll down the scroll wheel on your mouse.



**Rescheduling**

Please choose from the following available appointment slots

- Early Morning (12AM - 8:59AM) ▼
- Morning (9AM - 11:59AM) ▼
- Afternoon (12PM - 2:59PM) ▼
- Evening (3PM - 5:59PM) ▼
- Late Evening (6PM - 11:59PM) ▼



Please choose from the following available appointment slots

Evening (3PM - 5:59PM) ▲

	TIME	DATE	SLOTS
<input type="radio"/>	16:30:00	2020-12-13	25
<input checked="" type="radio"/>	16:45:00	2020-12-13	25
<input type="radio"/>	17:00:00	2020-12-13	24
<input type="radio"/>	17:15:00	2020-12-13	25
<input type="radio"/>	17:30:00	2020-12-13	24
<input type="radio"/>	17:45:00	2020-12-13	25

Late Evening (6PM - 11:59PM) ▼

[Back To Address](#) [Select & Finish](#)

## 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.

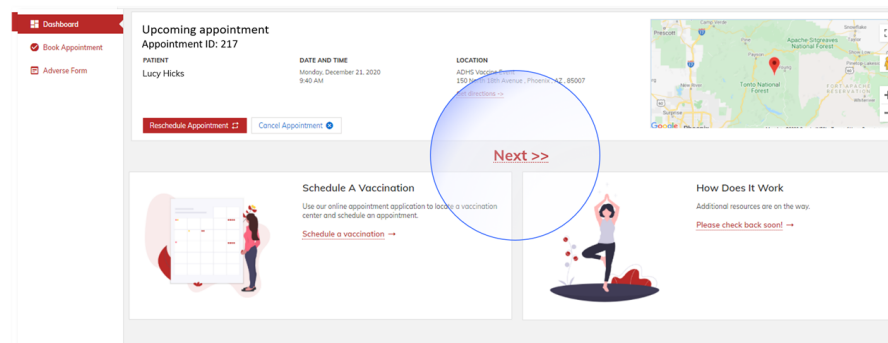
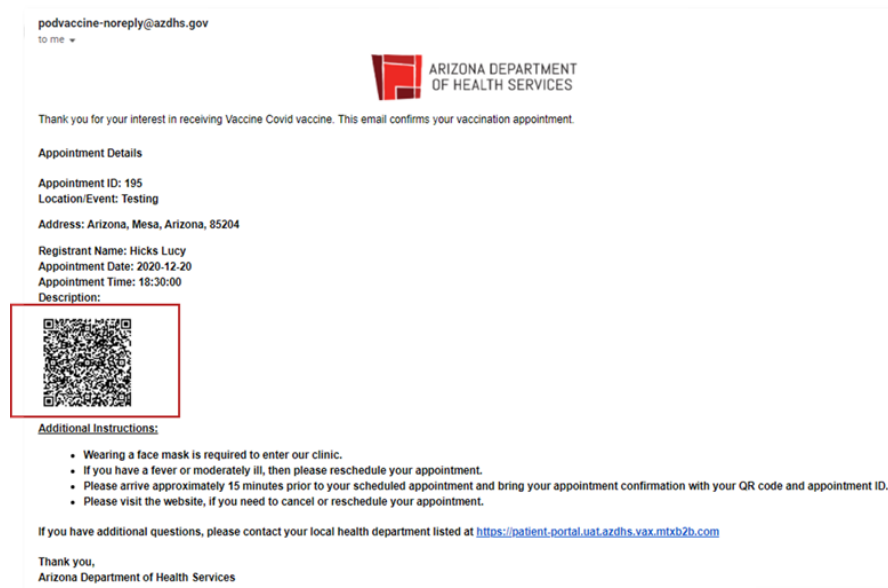
The confirmation and reminder emails will be sent from: [podvaccine-noreply@azdhs.gov](mailto:podvaccine-noreply@azdhs.gov).

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

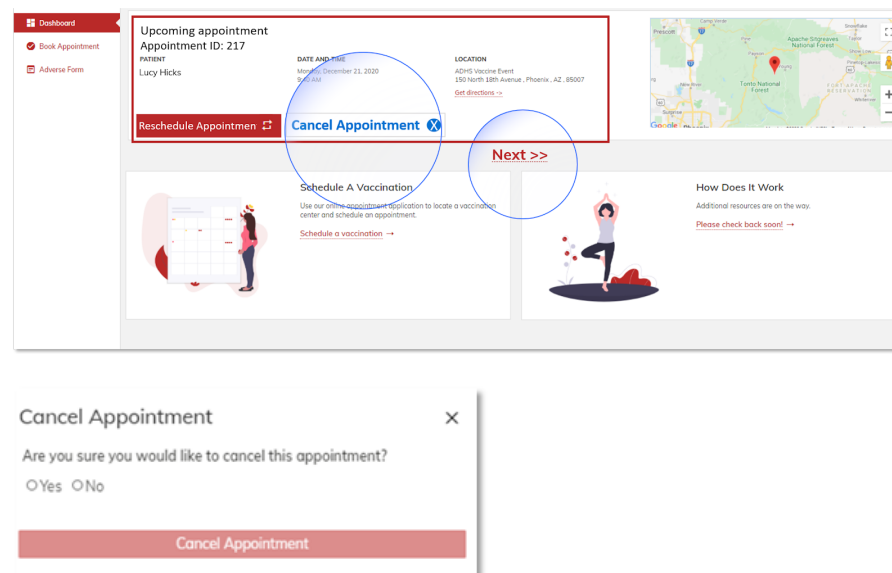
### Log in to the Patient Portal

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.

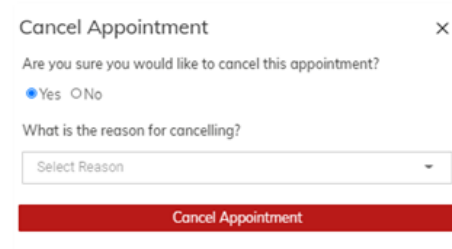
If you have only one appointment listed, **click Cancel Appointment**.

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**.



Cancel Appointment

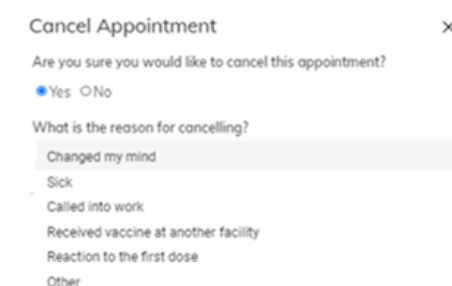
Are you sure you would like to cancel this appointment?

☒ Yes ☐ No

What is the reason for cancelling?

Select Reason

Cancel Appointment



Cancel Appointment

Are you sure you would like to cancel this appointment?

☒ Yes ☐ No

What is the reason for cancelling?

Changed my mind

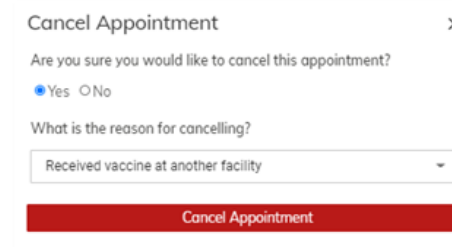
Sick

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?

☒ Yes ☐ No

What is the reason for cancelling?

Received vaccine at another facility

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

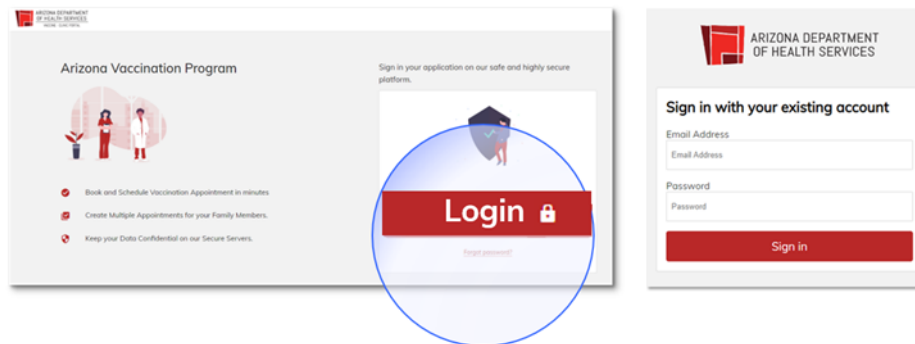
### Start at the Patient Portal

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.

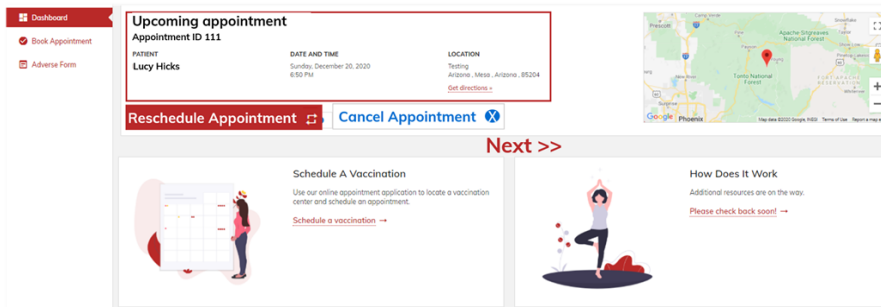


### The Patient Portal Dashboard

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.

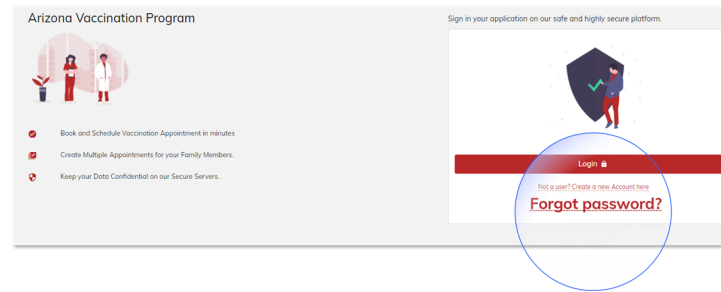


## How to Reset Your Password

### Start at the Patient Portal

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

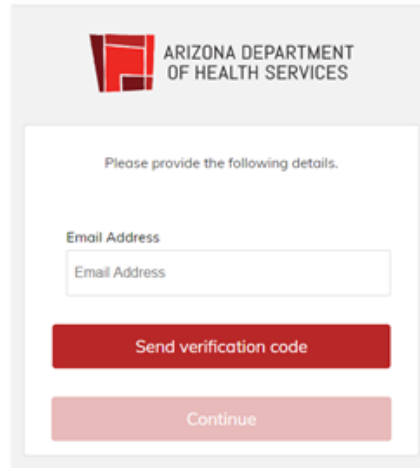
Click on **Forgot Password**.



### 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.

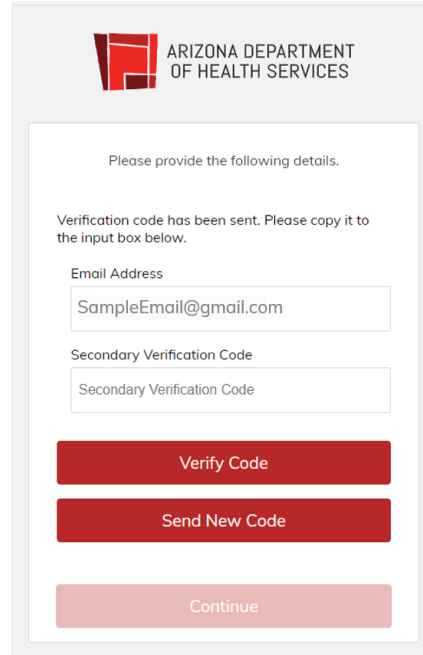


## Verify your account

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.**



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

Secondary Verification Code

**Verify Code**

**Send New Code**

**Continue**

## Verify your account

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



podvaccine-noreply@azdhs.gov  
to me ▾

**Verify your email address**

ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Thanks for verifying your [SampleEmail@gmail.com](#) account  
**Your verification code is: 518418**

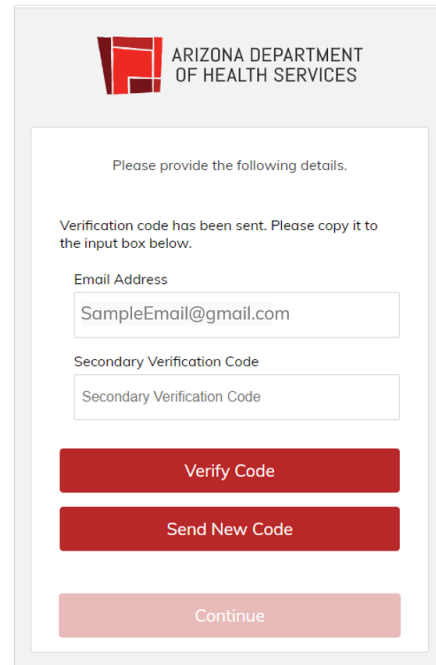
Sincerely,  
Arizona Department of Health Services

## 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.



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  
SampleEmail@gmail.com

Secondary Verification Code  
Secondary Verification Code

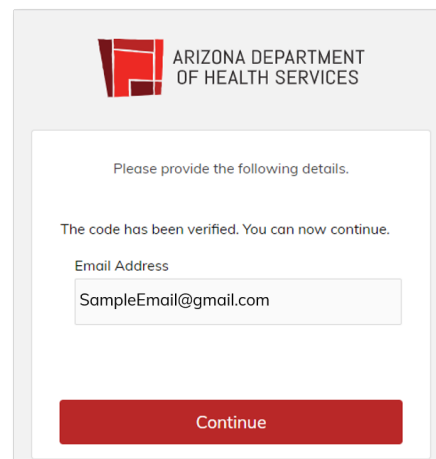
Verify Code

Send New Code

Continue

## 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**.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Please provide the following details.

The code has been verified. You can now continue.

Email Address  
SampleEmail@gmail.com

Continue



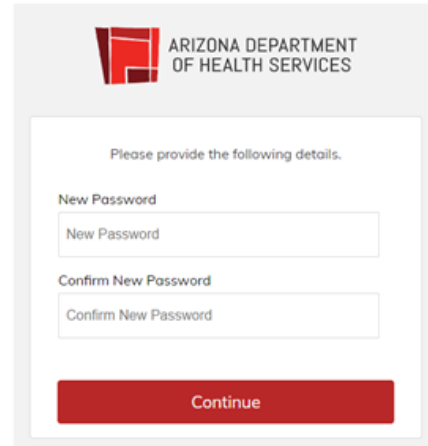
## Create a New Password

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:  
@ # \$ % ^ & \* - \_ + = [ ] { } | \ ? /  
: ' ~ " ( ) ; . ,

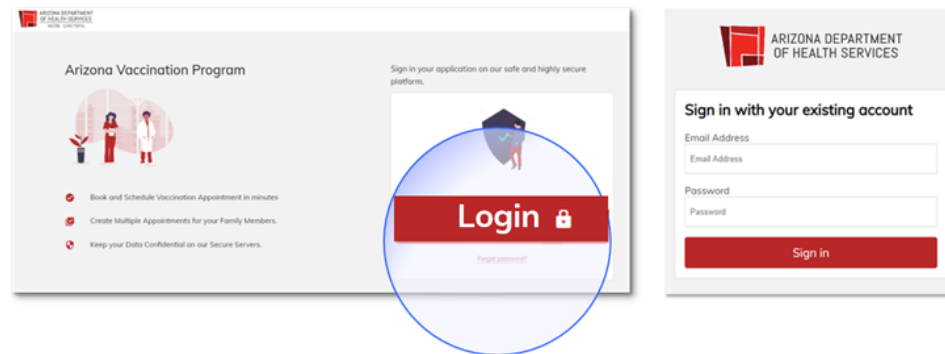
Type the password again in the **Confirm New Password** box. Click **Continue**.



## Log in with your new password

Click **Login**.

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. 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 make sure the email wasn't redirected. Next, contact your employer or organizer of the event, as they may have to send the link.

### 5. 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.



**6. 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 that time.

**7. The site states, “second dose”, but I have yet to get my first dose. Can I get my vaccination there?**

There may be some wording and other logistical issues. Please proceed to scheduling your event under the 2nd dose and mention to the site when you arrive that it is your first dose.

**8. I have gotten 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. There may not be public events near you. 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 public events. Please reach out to the respective person to request another link.

## 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](mailto:podvaccine-triage@azdhs.gov)

Phone: 602.542.1000

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

