



# How to access your COVID-19 Vaccination Record

## Viewing your Vaccine Record on the COVID-19 Vaccine Management System (CVMS) Portal

1. Your CVMS Recipient Portal Username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when you registered for your appointment.
2. You can find your CVMS Recipient Portal Username in the CVMS Recipient Portal Welcome Email, or you can follow the example below if you do not have that email.
  - a. For example: If your email is johndoe@gmail.com, your CVMS Recipient Portal Username is johndoe@gmail.com.covid19vaccine. If your email is jane.doe@firefox.com, your CVMS Recipient Portal Username is jane.doe@firefox.com.covid19vaccine.
  - b. Use the following recommended browsers: Chrome, Firefox, or Safari.
3. The welcome email will come from Vaccine Management System nccvms@dhhs.nc.gov with the subject line: **Welcome to the North Carolina COVID-19 Vaccine Portal**
  - a. The email contains a link to set up your password.
  - b. If you forget your password, you can reset your password by going to the CVMS Recipient Portal <https://covid-vaccine-portal.ncdhhs.gov/>. Click Login as registered user or Login.

- c. Click Forget your password?
  - d. Enter your CVMS Recipient Portal Username and click on Reset Password.
  - e. Check your email inbox for an email from CVMS Recipient Portal with a link to Reset your password.
4. Once you have successfully logged into the CVMS portal, you can select **MyDashboard** to view your **Vaccine Record**.
5. Reasons as to why you may not have received a welcome email:
  - a. You did not provide an email address on your form during your vaccination appointment.
  - b. Your email address was used for multiple profiles (example: spouses who share one email)
  - c. Your email address was incorrectly entered into the CVMS portal.
    - Please send an email to [info@starmed.care](mailto:info@starmed.care) to verify if an email address was entered in your profile.
  - d. If we cannot validate the email address, you will need to call our office at 704-941-6000 to verify your information or request proof of vaccination.

*If you have further questions about the CVMS Recipient Portal, you may also call the COVID-19 vaccine help center at (888) 675-4567, Monday through Friday from 7 am to 7 pm and on Saturday and Sunday from 8 am to 4 pm.*