

# VAMS Readiness Checklist for Clinic Administrators

This checklist outlines steps to help clinic administrators understand and prepare to use VAMS in their clinic, as well as helpful guidance to successfully navigate and use VAMS.

**As a clinic administrator, use this checklist to:**

- 1. Understand VAMS**
  - Review VAMS training materials.
- 2. Prepare to Use VAMS**
  - Prepare your IT systems to receive emails from VAMS.
  - Plan for your clinic setup.
  - Add other clinic users.
- 3. Access Helpful Guidance**
  - Two-factor authentication emails
  - Review data entry.

## Phase 1: Understand VAMS

- Review VAMS training materials.
  - [Clinic Administrator User Manual](#)
  - [Clinic Schedule Setup Quick Start Guide \(standard and mobile clinics\)](#)
  - [Clinic Types in VAMS](#)
  - Manuals for other clinic roles:
    - [Front Desk](#)
    - [Healthcare Professional](#)
    - [Inventory Manager](#)
  - For standard clinics:
    - [Watch Clinic Admin Role Demo](#)
  - For third-party clinics:
    - Ask jurisdiction point of contact (POC) for video.

## Phase 2: Prepare to Use VAMS

- Prepare your IT systems to receive emails from VAMS.
  - For best results, it is important to share this information with your clinic's IT administrators **before taking any additional steps in this checklist.**
  - Coordinate with the appropriate IT administrators to explicitly permit emails from the following email addresses:
    - [vams@cdc.gov](mailto:vams@cdc.gov)
    - [no-reply@mail.vams.cdc.gov](mailto:no-reply@mail.vams.cdc.gov)
    - [no-reply@envelope.mail.vams.cdc.gov](mailto:no-reply@envelope.mail.vams.cdc.gov)
    - [VAMSHelp@cdc.gov](mailto:VAMSHelp@cdc.gov)
    - [\\*@salesforce.com](mailto:*@salesforce.com)



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## Phase 2: Prepare to Use VAMS *(continued)*

### ➤ Plan for your clinic setup.

#### Standard/mobile clinics:

##### ▪ Think about how your clinic will be set up:

- Desired appointment duration
- Clinic end date and time zone
- Clinic operating hours
- Number of appointment slots per hour:
  - Number of vaccination stations the clinic will staff
  - Operating hours for each vaccination station
  - Number of potential recipients the clinic plans to vaccinate at each station

##### ▪ **Example** | 24 recipients/hour, appointment duration 10 minutes, 4 treatment stations would support:

- 2 vaccination stations with 2 recipients vaccinated every 10 minutes OR
- 4 vaccination stations with 1 recipient vaccinated every 10 minutes

##### ▪ Read more about how to set up a standard or mobile clinic in the [Clinic Setup Guide](#).

#### Third-party clinics:

##### ▪ Plan how you will:

- Recruit potential vaccine recipients.
- Schedule potential recipients.
- Complete prevaccination activities.
- Send reminders for second doses.

### ➤ Add other clinic users.

Add one or more additional clinic administrators. Clinic administrators have found it helpful to add a backup clinic administrator when possible.

Be sure to carefully review for errors all new user information entered in the system.

#### Add other clinic users.

- For standard/mobile clinics, this would include front desk staff, healthcare professionals, and the inventory manager (optional).
- For third-party clinics, this would include healthcare professional and inventory manager (optional).
- [End-to-end demo](#): Shows full VAMS process for jurisdiction, clinic, organization, and recipient users
- [Third-party clinic demo](#): Shows how to setup third-party clinic
- [Standard and mobile clinic set up](#): Shows how to setup standard and mobile clinics

# VAMS Readiness Checklist for Clinic Administrators

## Helpful Guidance

### ➤ Two-factor authentication emails

- All VAMS users will have to enter a One-Time Password (OTP) when they initially create their VAMS account.
- This OTP email comes from no-reply@mail.vams.cdc.gov, no-reply@envelope.mail.vams.cdc.gov, or VAMS@cdc.gov and is sent after the user clicks the link to register.
- This password is valid for 60 minutes. If a user is unsuccessful with registering for any reason and tries to register again within 60 minutes, they will not receive a new OTP code each time. They should use the original OTP code. After five invalid attempts, VAMS will generate a new code.

### ➤ Review data entry.

- At all stages, double-check all data as they are being entered. Some data entry errors will require Help Desk tickets to resolve.