

FREQUENTLY ASKED QUESTIONS for COVID Vaccine appointments for Phase1B

IF YOU ARE JUST GETTING STARTED

1) Am I eligible to get a vaccine for COVID-19?

You are if you fall into one of the following groups:

- NH residents age 65 yrs. and older
- NH residents under 65 yrs. of age who are medically vulnerable– including family caregivers of those medically vulnerable under 16 yrs.– *Physician referral required*
- NH residents with developmental disabilities in a congregate residential setting, as well as staff
- Corrections officers and staff
- Populations that experience health disparities

2) How do I begin?

- If you are 65 years or older, have an email address and can navigate a computer the easiest way is to go to vaccines.nh.gov and register. This is a two-step process. 1) Register at vaccines.nh.gov then 2) Make a vaccine appointment through VAMS once you receive an email from CDC registration site 1-5 days
- If you do not have an email and/or do not know how to use the internet and there is no family member to assist you, you can call 211 and a live person will assist you between 6am and 10pm
- If you want to register with a spouse see “**Registering with my spouse**” below.

3) Confirmation that registration was successful

- The confirmation that you have successfully registered ***happens in the system when you register.*** You get a message that your registration was successful, and that **you will receive an email in 3-5 days inviting you to schedule an appointment.** You are likely to receive the email to schedule an appointment sooner than 3 days.

REGISTERING WITH MY SPOUSE (as of 1/25/21)

The screenshot shows a web browser displaying the 'new hampshire COVID-19 Vaccine Registration' page. At the top, there is a progress bar with three steps: 'Completed' (green), 'Pre-Registration' (blue), and 'Finished!' (grey). The 'Pre-Registration' step is currently active. Below the progress bar, a question asks: 'Do you and one other qualifying family member (e.g. spouse) want to schedule for vaccine administration at the same time?'. There are two radio button options: 'Yes' (selected) and 'No'. Below this, an 'Important' note states: 'Your family member will **only be allowed** to receive the vaccine during your scheduled appointment if they have **also completed the screening, medical acknowledgment and registration that you have just completed.** In addition, your family member must be qualified for phase (1) and have no conflicting conditions as identified through the medical acknowledgement.' Below the note, it says 'Please enter the family member name and date of birth:'. There are four input fields: 'First Name', 'Middle Name', 'Last Name', and 'Date of Birth'. The 'Date of Birth' field has a calendar icon next to it.

When you register in vaccines.nh.gov just as you come to last page you are given the option to register as a couple

During pre-registration process in vaccines.nh.gov you are able to register your spouse at the end (see above). Doing so will enable you both to go at the same time when one of you gets your vaccine appointment. BUT, at this time the spouse must also do the pre-registration through vaccines.nh.gov site; be qualified (65 yo or greater than 65yo) and have no conflicting conditions as identified through the medical acknowledgement.

Only one member of the couple needs to (or will even get) the vaccine appointment invitation. Complete the VAMS invitation (see below) that comes from CDC VAMS. This should be the spouse who received the invitation. If both spouses registered with names of each other then it doesn't matter which one gets the appointment. (We have been told by other vaccine registrants that only one of them has been getting the invitation to make an appointment.)

When you go together to get the vaccines at appointment, both spousal members should bring ID for proof of age and name, tell them you are both getting the vaccine and if they need more information, like completing the 12-hr-before-questionnaire, they will do it on site. Please note: The spouse who got the invitation is asked to complete the pre-appointment questionnaire as directed by going back into the VAMS system with email and password within 12 hrs of vaccine appointment.

If you both register and both made vaccine appointments please cancel one of those appointments to free up a slot since you will both be getting yours at the same time, if you registered as such. It does not appear that confirmation of second spouse is being received but a second spouse is getting the vaccine when they go together to an appointment.

REGISTERING WITH CDC-VAMS (as of 1/25/21) READ THROUGH ALL THE INFORMATION BELOW BEFORE STARTING TO REGISTER

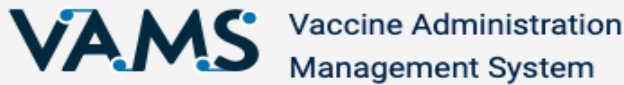
When you receive Email to schedule an appointment to be vaccinated:

You will receive email invitation that looks like this (in a Gmail Inbox):



The message comes from "CDC", and the subject is "Please register in VAMS to schedule an appointment." (VAMS is the Vaccine Administration Management System.)

The message itself looks like this, though you may not see the VAMS logo:



Hi YOUR NAME,

Your organization or employer designated you in a priority group for immunization.
Please schedule an appointment with a participating clinic through the following [link](#).
Thanks,
Centers for Disease Control & Prevention (CDC)

| [Unsubscribe](#) to stop receiving all emails from VAMS.

(Please note, unsubscribing will prevent VAMS from sending two-factor authentication emails during login and will prevent future access to VAMS. If you run into this problem, contact your organization administrator for help reactivating your profile.)

If you do not receive this message after 5 days, go back to vaccines.nh.gov and re-register.

The highlighted and active [link](#) in blue is your gateway to the vaccine registration system CDC-VAMS.

You will generate a Password to go with your email and then you will be able to return as necessary. Make sure you write down your password for future reference.

You will also receive another email sometime before and possibly together with the actual invitation above but it has instructions for avoiding the common vaccine registration hiccups. Read carefully before starting your VAMS-CDC process

"Thank you for completing the first step and registering to receive your COVID-19 vaccine. In the coming days, you will receive another email containing a link to schedule your vaccination appointment using the federal Centers for Disease Control & Prevention (CDC) Vaccine Administration Management System (VAMS).

The next step using CDC's scheduling system can be a bit confusing, so the following helpful tips are designed to help you prepare and simplify the process when it comes time for you to schedule your appointment:

1. Please do not use Internet Explorer – instead use Google Chrome, Firefox, Edge, or Safari only.
2. The VAMS email will contain a link to schedule your appointment. Upon clicking that link, you will be asked. "Have you already registered as a vaccine recipient with VAMS?". Please be sure to answer "no".
3. If you registered a qualifying household member along with yourself (ie. spouse) to receive the vaccine at the same time, additional information will not be asked for or required when you schedule your appointment. Just arrive with your qualifying family member.

Also,

COVID VACCINE FAQs as of 1_26_21

- The “Date of Birth” field can only be entered in the MMM DD, YYYY format, for example: Jan 01, 1950.
- When selecting “Race”, you must move at least one of the options from the left box to the right box.
- You DO NOT need to enter any insurance information. This is an optional field and you can simply click the next button to move to the Organization section.
- When asked about “organization”, you can leave the Role/Position field empty.
- When scheduling your vaccination appointment, enter your zip code, select a radius option and click the “search” button to find the closest vaccination location.
- When it comes time to pick a location, only select a site with the “State of NH” before the site location or if it says PUBLIC before the address. DO NOT select a clinic or hospital or other location that does not have one of those two prefixes. If you do and even if you get an appointment time and date it will be cancelled.
- Once your appointment is scheduled, you will see a confirmation page AND receive a confirmation email. Be sure to complete the pre-vaccination questionnaire* before coming to the vaccination site, this will help to speed up your appointment and reduce delays.

**The pre-visit questionnaire is available up to 12 hrs before your vaccine appointment and not before. To complete you will go back into VAMS within 12 hrs of appointment and put in your email and password and the pre-questionnaire should pop up. Complete and send. Note that it will be very similar questions that you have completed before. (MCS)*

Again, please expect to receive another email directly from the federal CDC VAMS system containing a link to schedule your appointment.

If you have questions at anytime during this process, please do not hesitate to call 2-1-1, they are open 7-days a week from 6am to 10pm. “

SECOND VACCINE DOSE

You can register for your second dose only after you receive your first dose and will receive an invitation from VAMS to do so. With that invitation you will see when you can start looking for a date and time 28 days after first dose received (for Moderna vaccine) Currently the expectation is that you will be able to receive second dose between 28 and 42 days after the first dose.

Updated 1/27/21 in yellow