Welcome to the Vaccine Management Patient Portal!

A guide for scheduling your vaccine appointment
Thank you for your interest in receiving COVID-19 vaccine at a Point of Dispensing or POD site in Maricopa County for Phases 1A and 1B.

This guide is intended to help participants who are eligible to receive COVID-19 vaccine make an appointment using the AZDHS Patient Portal for the following locations: Maricopa_Goodyear, Maricopa_Chandler, and State Farm Stadium.

To be able to find your assigned POD and make an appointment, you must be able to confirm your eligibility for the current prioritized groups defined as the following:

- **1A** Healthcare personnel and residents of long-term care facilities.
- **1B** School teachers and staff, law enforcement and people age 75 and over.

  * Note that 1B will have a future phase that includes essential workers – to be eligible after the groups above.

You should be prepared to provide proof of eligibility for this phase by producing document or ID that validates your employment (employment ID, pay stub, etc.) or age (for those 75 and older - license, passport, or some other document that shows DOB)

For technical support with the AZDHS portal, please email podvaccine-triage@azdhs.gov or call 1-602-542-1000. Note that there may be a wait due to a large volume of calls.

**BEFORE YOU BEGIN:** Confirm your eligibility

1. Identify which of the above groups you fit into, and confirm that you have proof of eligibility should you be asked for it.
2. Have your insurance information available. (Vaccines are free, but we use this information for reimbursement funds.)

**STEP ONE: Create an Account**

1. Use a desktop computer or laptop. Mobile devices are not supported.
2. You will need to have a personal email account that you can access that is not a work or school email, and does not end in cox.net. (Some mail servers block emails and you will not be able to complete the verification process.) Free emails such as Yahoo, Hotmail or Gmail work best.
3. You will need to have 2 browser windows or tabs open: one for the website, and the other for checking your email.
Click here to go to the Arizona Department of Health Services Patient Portal. https://podvaccine.azdhs.gov/

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.
Create your secure personal account.

Fill in all of the boxes and **click** the red **Sign up** button.

You will receive a registration email.

Do not leave the AZDHS website.

Open your email in a separate browser window or in a different tab so you can easily toggle between your email and the website.

A registration email will be sent to the email address you entered.

The email will be sent from: podvaccine-noreply@azdhs.gov

If you can’t find the email, check all your inbox and spam folders, including your promotions folder if you use gmail.
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.

### Verify your account. Step 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.

If you can’t find the email with the verification code, check all your inbox and spam folders, including your promotions folder if you are using gmail.

**Once your email is verified, DO NOT use any links in prior emails to access the appointment system.** Once you have verified your email and you have your verification code, do not click on the link in your original invite or it will reset your profile. Try hitting refresh on your browser and go to: podvaccine.azdhs.gov
Verify your account. Step 2

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

Do not close this page.

Open your email in a separate browser window or tab so you can go back and forth from your email to the website.

The email will be sent from:
   podvaccine-noreply@azdhs.gov
Verify your account. Step 3

Check your email in a new tab or window. When you see the email come through from podvaccine-noreply@azdhs.gov, open the email to get the code.

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

Go back to the website which should still be open and displaying the “verification” page.
Verify your account. Step 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.

Be sure that you are not leaving the website. Keep the website open in one tab, and check your email in another.

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.
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.

Final step to create your account.

Click Login.
CONGRATULATIONS, you’ve created your account!

Enter your email address and password and click Sign in to log into the Patient Portal and schedule your vaccine appointment.

STEP THREE: Schedule Your 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.

In Phase 1A, only the prescreened individual is eligible for vaccine at this time.

To begin, **click the down arrow in the Booking For box.**

- **Click Self and click Next.**
**Answer supplemental questions.**

These questions are asked to assist public health. **Answer all of the questions and click Next.**

**For example,** if you’re a healthcare worker, you would answer Yes to that question when scheduling your own appointment. If you are a teacher, you would answer YES to that question.

For the drop down for occupation not all professions and/or titles are listed so please select the one that is closest match to yours.

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**Provide contact information.**

**Fill in the boxes** with your personal and contact information; 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.
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.**

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.

To begin, Click the calendar icon (magnified in the image). A calendar will open. Click on your preferred date. Click Search.

If nothing shows up or if all are out of the area you may need to change the date in calendar.

If there are appointments available, POD locations should appear and be selected. Look for Maricopa_Chandler or Maricopa_Goodyear

Once you have selected the POD on a date that is good for you, click the circle next to the location and click Next.

You may need to scroll down to see the Next button
To scroll down, click and hold the grey bar (pointed out by the red arrow) and move the bar down to the bottom of the screen.

Select a time for your appointment / Step 1

Click on Select Slot under the Actions column.
If no appointments are available click Previous and choose another date.
Select a time for your appointment / Step 2

Blocks of time that the facility has open for appointments on your chosen day will show on the screen.

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 display, that means there are no more available appointments for that location on that date. Click Previous and select another date and/or location.

Select a time for your appointment / Step 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 (pointed out by the red arrow) and move the bar down to the bottom of the screen.
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.

Read the consent form and enter the name of the person who is giving consent to get the vaccine. Click Next.
**Confirm and book your appointment!**

**Review the details** of your appointment. If you are sure you want to receive your vaccine for the location, date, and time listed, **click Book Appointment** in the bottom left of the screen. **You must click Book Appointment** or your appointment time will not be saved.

**To change** any of the appointment details

- 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.
Your appointment is confirmed

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 to the right). 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.

You can also use your Appointment ID when you are checking 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. Please add this email address to your contacts to ensure it doesn’t go into SPAM or other folder.

Your scheduled appointments will display on your Patient Portal Dashboard. The appointment reminder on the dashboard includes:

- Appointment ID
- Patient name
- Date and Time
- Location (with map)
How to Login When You Have an Account

Go to the Patient Portal

Click here to go to the Arizona Department of Health Services Patient Portal.

Click the red Login button.

Sign In

Enter your email address and password and click Sign in to log into the Patient Portal.