

A woman with blonde hair tied up, wearing a grey cardigan, is sitting on a light-colored sofa. She is looking down at a laptop computer. A brown dog is sitting next to her on the sofa. In the foreground, there is a wooden coffee table with a smartphone on it. The background shows a bright window with a view of a building.

Welcome to the Vaccine Management Patient Portal!

A guide for scheduling your vaccine appointment



ADHS

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.)

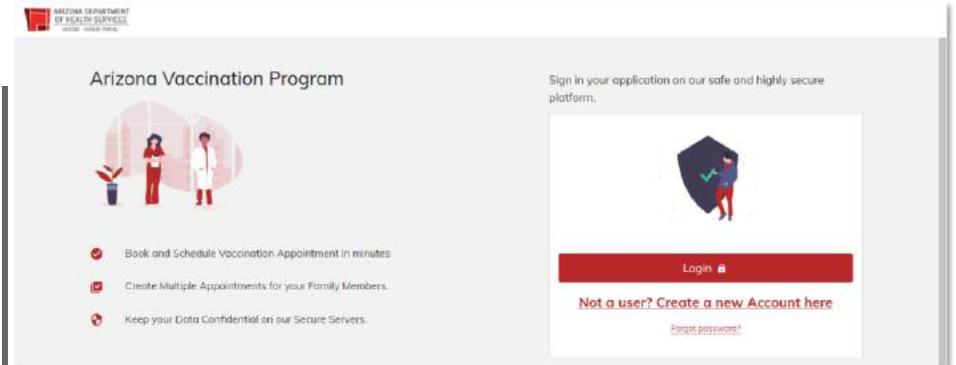
STEP ONE: Create an Account

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.

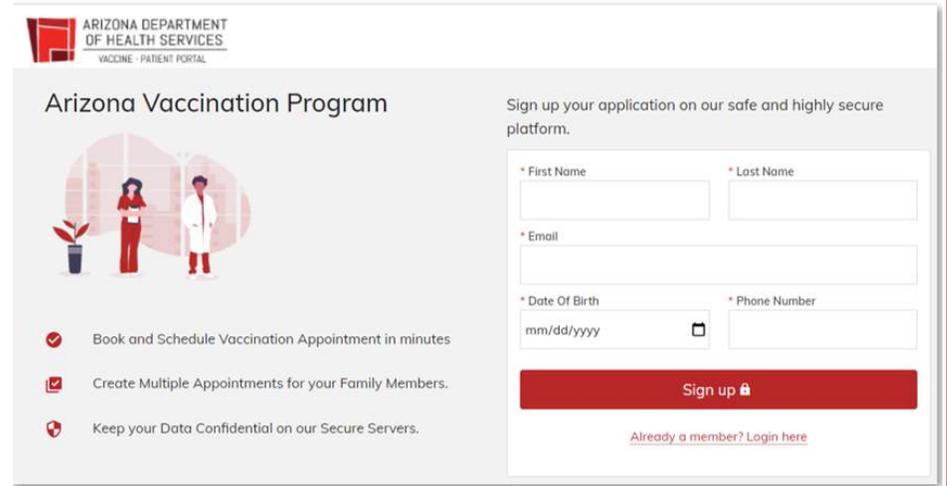
<https://podvaccine.azdhs.gov/>

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.



The screenshot shows the 'Arizona Vaccination Program' sign-up page. At the top left is the Arizona Department of Health Services logo and the text 'VACCINE - PATIENT PORTAL'. The main heading is 'Arizona Vaccination Program'. Below this is an illustration of a doctor and a patient. To the right, there is a sign-up form with the following fields: * First Name, * Last Name, * Email, * Date Of Birth (mm/dd/yyyy), and * Phone Number. A red 'Sign up' button with a lock icon is at the bottom right of the form. Below the button is a link: 'Already a member? Login here'. On the left side of the form, there are three bullet points with checkmarks: 'Book and Schedule Vaccination Appointment in minutes', 'Create Multiple Appointments for your Family Members.', and 'Keep your Data Confidential on our Secure Servers.'

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.

podvaccine-noreply@azdhs.gov via sendgrid.net
to me ▾



You are receiving this email because you have been registered as a Patient in the Arizona Vaccine Management portal.

Email Address to Login: SampleEmail@gmail.com

Please click this link to set up your password and complete your registration. https://azvacpat.b2clogin.com/azoauth2/v2.0/authorize?p=B2C_1A_PasswordReset&client_id=11e8b4ca-7aca-4db0-89cc-6923f92658a5&nonresponse_type=code&prompt=login&redirect_uri=https://clinic.portal.uat.azdhs.vax.mtzb2b.com

Thank you,
Arizona Department of Health Services

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.

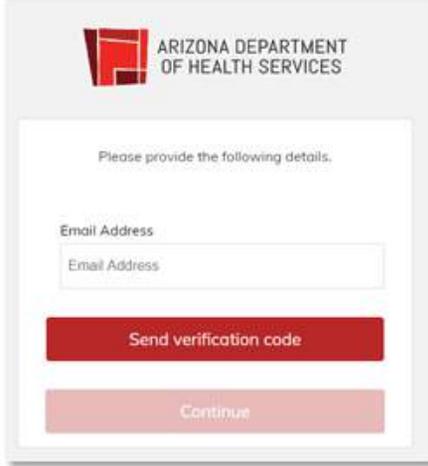
Verify your account. Step 1

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



ARIZONA DEPARTMENT
OF HEALTH SERVICES

Please provide the following details.

Email Address

Email Address

Send verification code

Continue

Verify your account. Step 2

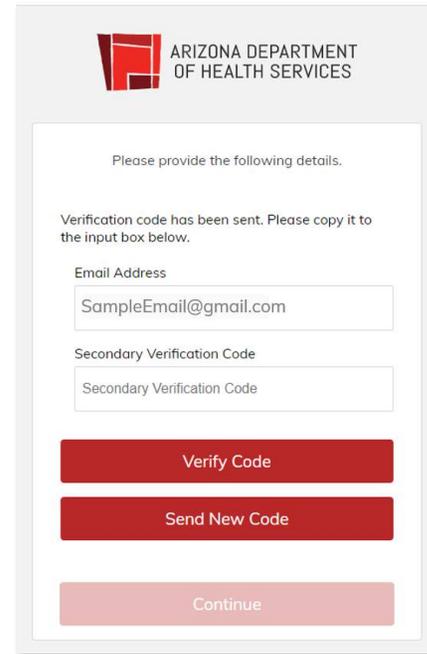
This screen will display to let you know that a verification code has been sent to your email.

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



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. 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

podvaccine-noreply@azdhs.gov
to me ▾

Verify your email address



Thanks for verifying your SampleEmail@gmail.com account

Your verification code is: 518418

Sincerely,
Arizona Department of Health Services

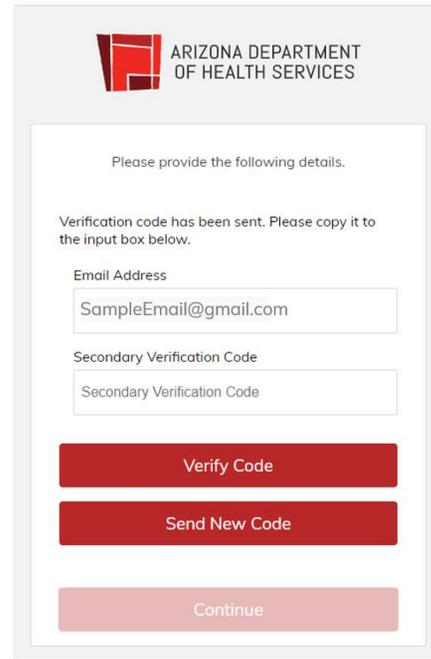
Verify your account. Step 4

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.



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

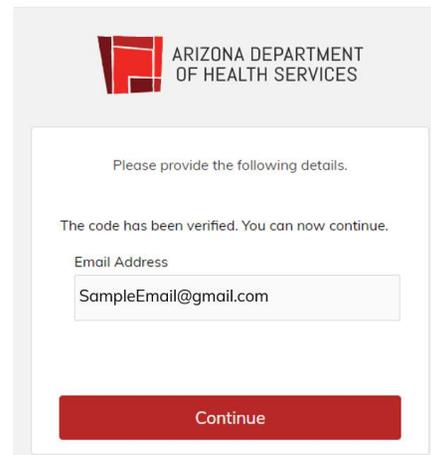
Verify Code

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:

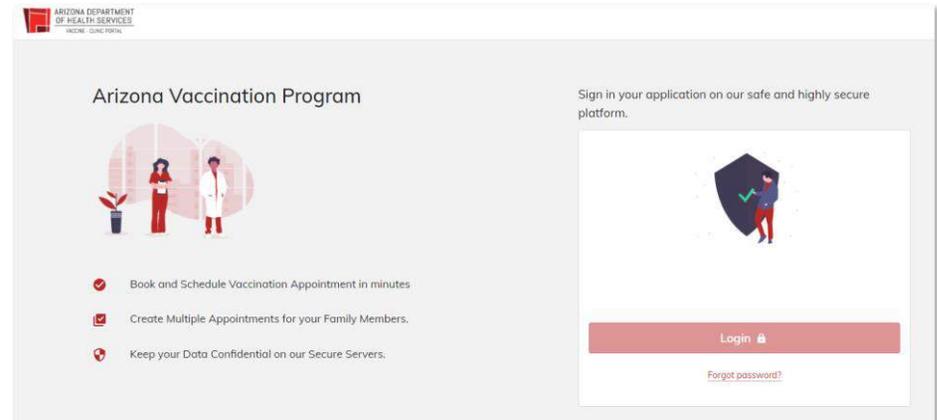
- 8-16 characters
- Includes 3 out of 4 of the following:
 - Lowercase letter
 - Uppercase letter
 - a number (0-9)
 - At least one of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ ? / : ' ~ " () ; . ,

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



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.



The screenshot shows a sign-in form for the Arizona Department of Health Services. At the top left of the form is the department's logo and name. The main heading is "Sign in with your existing account". Below this, there are two input fields: "Email Address" and "Password". At the bottom of the form is a red button labeled "Sign in".

STEP THREE: Schedule Your Appointment

How to Schedule a Vaccine Appointment

After you log in, the Patient Portal Dashboard page will display.

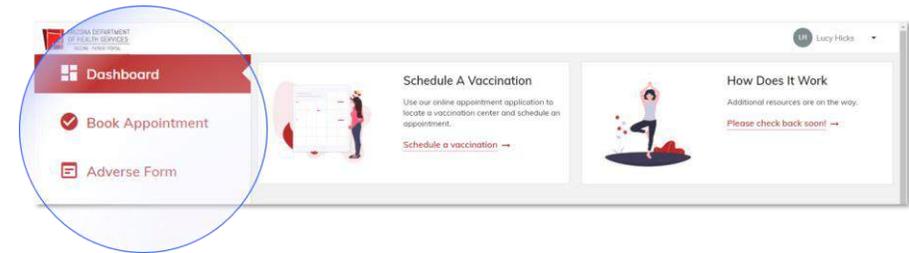
From here you can schedule a vaccination, complete an Adverse Form report, and access helpful information.

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.

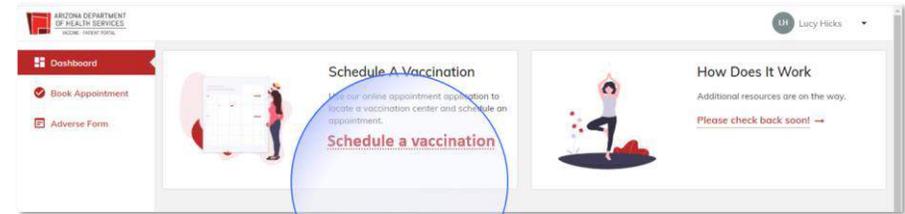
An adverse event can be reported even if it is uncertain or unlikely that the vaccine caused it. If you experience a reaction, click Adverse Form and follow the instructions.

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**.

The screenshot shows the 'Schedule a vaccination' form. The title is 'Schedule a vaccination' with a 'Cancel' button. Below the title is a sub-header 'Book an Appointment For' and the question 'Who are you booking this appointment for?'. A dropdown menu labeled 'Booking For' is highlighted with a red box. The dropdown menu is currently empty. To the left of the main form is a vertical list of steps: 1. Book Appointment For (checked), 2. Vaccine Group, 3. Priority Questions, 4. Personal Information, 5. Scheduling, 6. Screening Questions, 7. Consent, and 8. Confirmation. At the bottom of the form are 'Previous' and 'Next' buttons.

The screenshot shows the 'Schedule a vaccination' form with the 'Booking For' dropdown menu open. The 'Self' option is selected and highlighted. The 'Dependent/Family Member' option is also visible. The rest of the form, including the step list and 'Previous/Next' buttons, is identical to the previous screenshot.

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.

The screenshot shows the 'Supplemental Questions' section of the 'Schedule a vaccination' form. It includes a 'Cancel' button at the top right. A progress sidebar on the left shows steps: 1. Book Appointment For, 2. Vaccine Group, 3. Supplemental Questions (current), 4. Personal Information, 5. Scheduling, 6. Screening Questions, 7. Consent, and 8. Confirmation. The main content area contains several questions with radio button or dropdown options:

- * Are you currently employed or contracted as a healthcare worker? (Yes/No)
- * In your work, do you provide direct patient care requiring direct in-person contact or exposure to patients with laboratory confirmed COVID-19 while contagious? (Yes/No)
- * Do you work in a facility where direct in-person care is provided to patients with laboratory confirmed COVID-19 while contagious? (Yes/No)
- * Please select the occupation that most closely matches yours. (Dropdown menu)
- * Please select the occupation group that most closely matches yours. (Dropdown menu)
- * Do you live in a skilled nursing facility, assisted living facility, independent living, or HUD senior living setting? (Yes/No)
- * Do you have one of the following underlying medical conditions (COPD, heart disease, diabetes, chronic kidney disease)? (Yes/No)
- * Are you 65 years or older? (Yes/No)

 'Previous' and 'Next' buttons are located at the bottom of the form.

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.

The screenshot shows the 'Personal Information' section of the 'Schedule a vaccination' form. It includes a 'Cancel' button at the top right. A progress sidebar on the left shows steps: 1. Book Appointment For, 2. Vaccine Group, 3. Priority Questions, 4. Personal Information (current), 5. Health Insurance, 6. Scheduling, 7. Screening Questions, 8. Consent, and 9. Confirmation. The main content area contains several required fields marked with a red asterisk:

- * First Name, * Middle Name, * Last Name (text input fields)
- * Gender (dropdown menu)
- * Marital Status (dropdown menu)
- * Date of Birth (calendar icon)
- * Age (text input field)
- * Ethnicity (dropdown menu)
- * Race (dropdown menu)

 The 'Contact Information' section below includes:

- * Mobile Phone Number (text input field)
- Other Phone Number (text input field)

 'Previous' and 'Next' buttons are located at the bottom of the form.

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**.

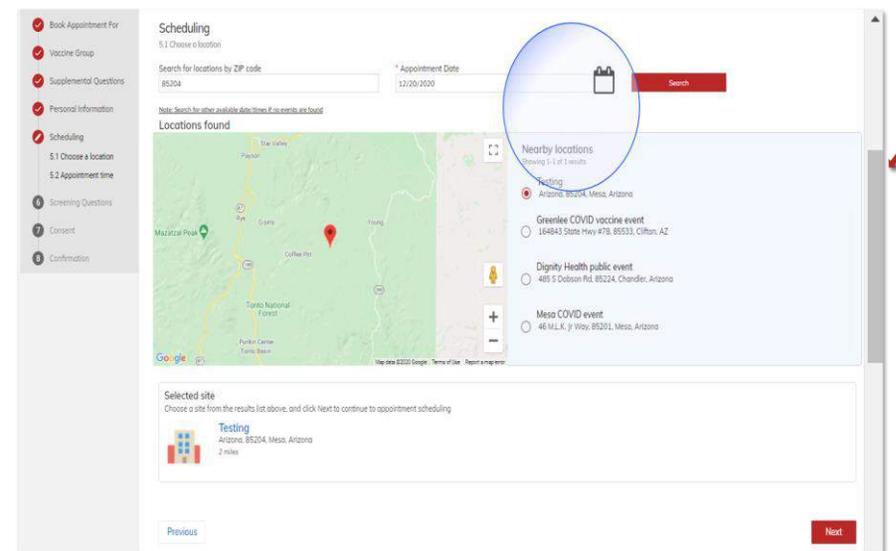
If nothing shows up or if all are out of the area you may need to change the date in calendar.

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.

Scheduling
5:2 Appointment time
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)

Cancel Save

Previous

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)

Cancel Save

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.

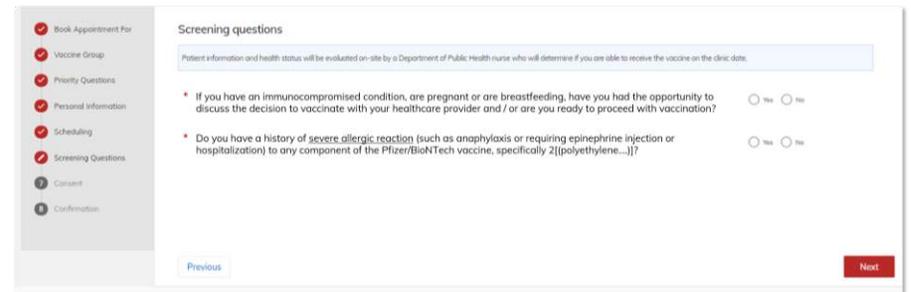
Click Next when you return to this screen.



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.**



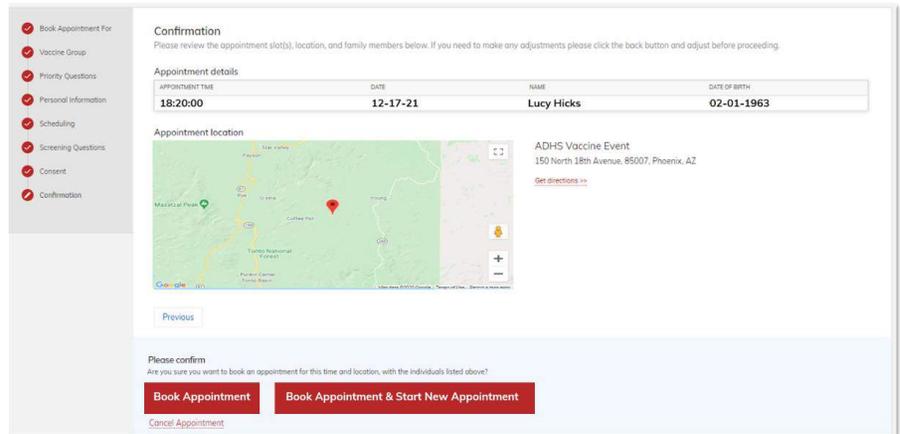
Confirm and book your appointment!

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.



The screenshot shows a 'Confirmation' screen in a patient portal. On the left is a sidebar with a list of steps: 'Book Appointment For', 'Vaccine Group', 'Priority Questions', 'Personal Information', 'Scheduling', 'Screening Questions', 'Consent', and 'Confirmation'. The 'Confirmation' step is currently selected. The main content area is titled 'Confirmation' and includes a sub-header: 'Please review the appointment slot(s), location, and family members below. If you need to make any adjustments please click the back button and adjust before proceeding.' Below this is a table for 'Appointment details':

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

Below the table is an 'Appointment location' section featuring a Google Map of Phoenix, AZ, with a red pin at the event location. To the right of the map, the location details are: 'ADHS Vaccine Event', '150 North 18th Avenue, 85007, Phoenix, AZ', and a 'Get directions >>' link. At the bottom of the map area is a 'Previous' button. Below the map and location details is a 'Please confirm' section with the text: 'Are you sure you want to book an appointment for this time and location, with the individuals listed above?'. At the bottom of the screen are two buttons: 'Book Appointment' and 'Book Appointment & Start New Appointment'. A 'Cancel Appointment' link is also visible at the very bottom.

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.

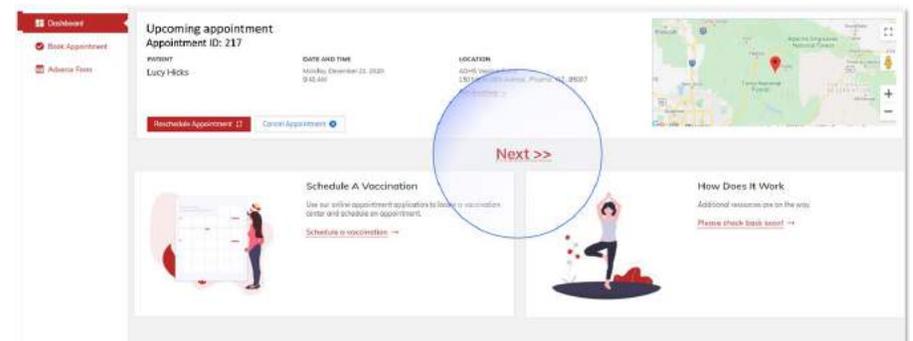
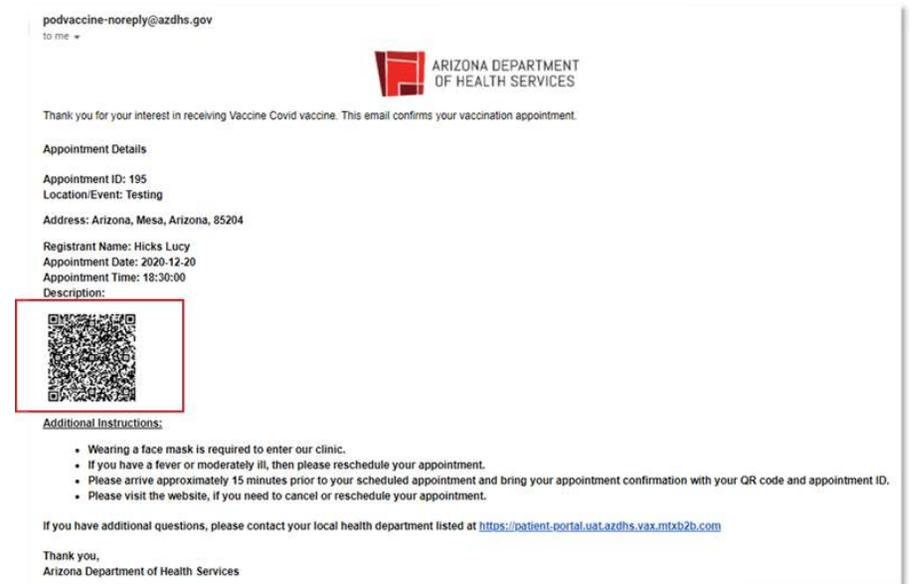
As your appointment date gets near, you will receive a reminder email.

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.

A screenshot of the Arizona Department of Health Services sign-in form. The form is titled "Sign in with your existing account" and features the Arizona Department of Health Services logo at the top. Below the logo are two input fields: "Email Address" and "Password". At the bottom of the form is a red "Sign in" button.