

## VaccineFinder Onboarding Factsheet

### Which locations should expect an onboarding email?

At this time, provider onboarding to VaccineFinder is conducted in phases, starting with providers that jurisdictions have prioritized to receive initial vaccine shipments. Only provider sites that have been flagged by their state or jurisdiction for priority onboarding to VaccineFinder will receive a registration email.

Jurisdictions, please let your enrolled prioritized providers know to look for an email from [VaccineFinder@auth.castlighthealth.com](mailto:VaccineFinder@auth.castlighthealth.com) so that they can begin the registration process for VaccineFinder.

Providers, please contact your jurisdiction's Immunization Program if you have any questions.

### Who at the organization should receive an onboarding email?

VaccineFinder registration emails will be sent initially to the organization contact listed in **Section A** of the provider agreement.

The organization contact will have the ability to then designate reporting to the location level. Once the reporting is designated, this will trigger new email addresses to the provider location primary and backup contact listed in **Section B** of the provider agreement.

At this time, VaccineFinder does not support adding additional providers that are not listed on the provider agreement. For more information on how to trigger emails to the provider location contacts, please see the [section on reporting level](#) below and the additional [training resources](#) at the bottom of the page.

### How does the reporting level get set?

The organization contact listed in **Section A** of the provider agreement will be able to designate a reporting level when they set up their account. The options are:

- Report inventory centrally at the organization level: For this selection only the contact listed in **Section A** will have access to VaccineFinder.
- Designate inventory reporting to the location level: For this selection a total of three accounts will have access to VaccineFinder, the contact listed in **Section A** and the two contacts listed in **Section B** (See images below).

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**i** By selecting this option, we will send a registration email to the additional contacts for each of the locations listed below, and for any locations enrolled in the future.

### YOUR LOCATIONS (5)

Kaiser - Santa Clara

Kaiser - Oakland

Kaiser - San Francisco

Kaiser - Palo alto

Kaiser - Sonoma

### CONTACTS

mtaylor@kaiserpermanante.org

hharper@kaiserpermanante.org

dhockey@kaiserpermanante.org

aclemente@kaiserpermanante.org

jlasko@kaiserpermanante.org

tdcarpenter@kaiserpermanante.org

wmarkertu@kaiserpermanante.org

OK

- Each of the locations listed above will be responsible for reporting their own vaccine inventory.

Save

Cancel

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How are you going to report your vaccine inventory?

**i** Your selection cannot be changed for the duration of the COVID-19 vaccination program

### YOUR LOCATIONS (5)

- sophialoc-goldenloc-70387
- sophialoc-goldenloc-70388
- sophialoc-goldenloc-70389
- sophialoc-goldenloc-70390
- sophialoc-goldenloc-70391

I will be reporting vaccine inventory on behalf of all locations listed above.

Each of the locations listed above will be responsible for reporting their own vaccine inventory.

Save

### How can an organization update their contact information?

For awardees that have opted for provider-level reporting: Importantly, this process only applies to jurisdictions where awardees have opted to have their providers report inventory quantities directly into VaccineFinder. Providers will need to work with their jurisdiction's immunization program to update their Provider Agreement form (provider enrollment file) with the corrections to the email address in Section A and/or Section B and submit those to IZDL. For more information on this process email [izdlhelpdesk@cdc.gov](mailto:izdlhelpdesk@cdc.gov).

Providers reporting at the organization level will update the email address in **Section A** of the Provider Agreement form for the organization as a whole. This update must be made for all locations that fall under the particular organization.

Providers reporting at the individual location level will update the email address in **Section B** of the Provider Agreement form for each location.

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IIS-level reporting jurisdictions will not need to go through this process for email change requests, and their providers should not expect to receive any communication from VaccineFinder since inventory reporting will be done at the jurisdiction level.

Once an update has been made to the contact information and the jurisdiction has uploaded the data to the immunization data lake, updates will be sent to VaccineFinder daily at 12pm EST. An automated VaccineFinder registration email will be sent to the new email address that was updated in the Provider Agreement form (provider enrollment file). The previous email address will be disabled and will no longer have access to the VaccineFinder account.

### **Additional Resources**

[Covid VaccineFinder Resource Center](#)

[Training Video for Providers](#)