CT DPH COVID-19 Vaccination Helpdesk Update

The CT DPH COVID-19 Vaccination Helpdesk has experienced an extremely large number of inquiries and tickets related to VAMS since the rollout of the COVID-19 vaccination began in December, which has resulted in a significant backlog. We are currently working to improve the process and Helpdesk response, and expect to have a redesigned Helpdesk up and running next week to better serve all VAMS users. We appreciate your patience during this transition period.

Please note that there are also a number of VAMS resources available to you on the DPH VAMS Training webpage VAMS Training (ct.gov) that may be able to address your issue/question without the need to contact the Helpdesk. Specifically, the VAMS User Guides, FAQs, Presentations, and other documents that support VAMS users. Please see below for some of the most common issues received by the Helpdesk and the resolution.

Our goal is to provide an improved Helpdesk experience that will allow for no more than a 24-hour response time on tickets submitted. We thank you again for your patience and great work to support the success of the COVID-19 vaccination program in CT.

I have an employee that has not received their email with the registration link.
Employer Coordinators should:
- Navigate to the **My Employees** tab
- Verify the employee email address is correct. If not correct, the employee can be manually uploaded to VAMS with correct email address. If correct, select the checkbox next to the name of recipient you would like the registration email resent to.
- Click on the resend registration email button at the top right corner of the page
    Note: This email can only be sent one time per hour and can only be resent a maximum of five times for a recipient. Also, the email cannot be resent if the recipient has already completed their registration in VAMS.

We would like to change the POC for our Clinic or Organization/Employer:
Clinics and Employer/Organizations can log VAMS help desk tickets as follows:
- Click the Help icon on the top right of the screen and click the Submit a Question button, then
- Click the Submit a Case button and choose the correct options to submit a ticket

What phase do my staff fall in for prioritizing the registration for the vaccine?
Please refer to the Governor's webpage about the phases of roll-out and which phase your employees are in. Only upload employees that meet the current criteria for vaccination.
https://portal.ct.gov/Coronavirus/COVID-19-Vaccination---Phases

I am an Employer Coordinator. How do I schedule myself for a vaccine?
If you meet the current criteria for vaccination, then your information should be uploaded with your employees that meet the criteria for vaccination.