

Vaccine Provider Order Portal (VPoP) Frequently Asked Questions

1. How do I obtain access to order through the VPoP?

Health centers invited to the Health Center COVID-19 Vaccine Program received email notification from HRSA to provide at least two health center staff to access the program's Salesforce Online Community. In the Readiness Assessment, the health center staff enters a point of contact (POC) for each health center site proposed for participation in the direct allocation program. These POCs will receive the Welcome email from VPoP in order to access the portal and place orders.

2. How do I create and access my VTrckS Partner Order Portal (VPoP) Account?

To ensure security, the Provider Portal uses a two-factor authentication (TFA) code, which is a one-time code that changes or expires within a set amount of time when signing in. To access the TFA code, use the QR code (with Google Authenticator or Microsoft Authenticator) provided on your mobile device or via email when signing in. Refer to the [VPoP Set up Guide](#) or your *Provider Portal Welcome* email for instructions.

3. Which staff should be listed as VPoP points of contact (POC)?

Health centers provide points of contacts (POC) for individuals familiar with the center and site immunization and clinical services responsible for making COVID-19 vaccine orders. Some health centers prefer to have one POC as the individual placing orders for the health center and on behalf of all sites. Some health centers prefer to list site managers as POCs. Each health center can make the determination based upon their operational needs and preference. A best practice recommendation is to always have a back-up POC for ordering established and added in VPoP.

4. How will the point of contact(s) be notified to set up a VPoP account?

The site point(s) of contact will receive a *Provider Portal Welcome* email from vpop-no-reply@cdc.gov with instructions to set up a VPoP account. This may take about a week after the Readiness Assessment has been submitted to HRSA in the Online Community. If you do not receive a *Welcome* email, check your spam folder.

5. How do I modify VPoP account access to add users?

If you need to make a change to the POC who will be placing the order in VPoP, please follow this guide to [Change a POC in VPoP](#). These instructions will guide you in entering a Primary POC as well as additional POCs for each provider site. All contacts entered in the Contact field will be able to place orders and will receive order confirmation. The POC that is entered in the Receiving Address field will be the contact for delivery of shipment to the site.

6. How will I know where and when the vaccine order will be shipped?

Orders are shipped to the receiving addresses and during the accepting vaccine delivery hours provided in the Readiness Assessment to guarantee staff is present as vaccines can never be left unattended, and the deliveries will require a signature. Addresses and hours should be reviewed and verified when orders are placed to ensure accuracy.

7. What are the increments of doses that each vaccine type is available in?

Each vaccine is available to order in the following increments: Moderna = 100 doses, Janssen = 100 doses, Pfizer = 1,170 doses. You may order doses up to the weekly ordering caps, but your doses per site must be proposed in these increments. The ordering caps change on a weekly basis and can

be found in the Weekly Program Update on the VPC. Only propose doses that you can administer within a 7-day timeframe at that site. This allocation is in addition to any supply you receive from state/jurisdiction.

8. How do I track my vaccine inventory provided by HRSA, and how often?

Track your HRSA inventory within VPoP by logging stock on hand on a daily basis. Refer to this guide to [track doses in stock](#).

9. Will ancillary supplies be included as part of the vaccine order?

Yes, ancillary supplies is the default action when placing an order. The following supplies will be included: Needles (various sizes for the population served), syringes, alcohol prep pads, surgical masks and face shields for vaccinators, COVID-19 vaccination record cards for vaccine recipients, vaccine needle and length guide, and diluent and mixing supplies (based on vaccine product).

Resources and Contact Information:

- Reference guide for setting up a VPoP account: [VPOP Set up Guide](#)
- Step-by-step tutorial on placing vaccine order using VPoP: 10 minute [video](#).
- User resources and order guide for signing in, entering receiving hours; and creating, processing and managing orders: [VPoP Provider Portal](#).
- <https://www.cdc.gov/vaccines/hcp/admin/storage/toolkit/index.html>
- For additional **VPoP technical support**, contact VTrcksExIS@cdc.gov