COVax Resources and FAQ

Resources

COVax URL – covaxon.my.salesforce.com **ONLY TO BE USED FOR LIVE CLINICS**

COVax Training Site – covaxon--training.my.salesforce.com/ **USE FOR PRACTICE**
Username – vacc.covaxontest04@test.com.covaxtraining
Password – covaxontest2

Training Videos

- Videos for Check-In, Dose Administration, Check-Out and Account Set Up can be found at the following link – **COVax Training Videos**

- Ontario MD Training – **Webinars for Primary Care Vaccination Pilot**

Support Contacts

WDG COVax Support – Madison.fach@wdgpublichealth.ca

Ministry Help Desk – Phone: (416) 327-3512 or 1-866-272-2794
E-mail: COVaxonsupport@ontario.ca
Hours: 7:00 a.m. to 8:00 p.m., 7 days/week

Frequently Asked Questions

1. **Does each user need a COVax account?**

Yes, each person who plans to access and work in the COVax system will require an individual log-in. If a user plans to work with multiple Authorizing Organizations (i.e. WDGPH and Region of Waterloo Public Health), they will require a different account for each AO. This can be done using the same email address. You will need to request a 2nd account from the Authorized Organization. For example –
WDG COVax Account – apple.pie@gmail.com.covaxon
Waterloo PH COVax Account – apple.pie@gmail.com.covaxon2

PublicHealth
WELLINGTON-DUFFERIN-GUELPH
Stay Well.

2. **Can 1 person do all 3 steps (check-in, dose administer, and check-out)?**

Yes, if a user has a "vaccinator" account they are able to complete the entire process of client creation, check-in, dose administration, and check-out. Please refer to the training videos linked under resources below for more information on this process. All clients who will be receiving their vaccination **must** be checked-in before their dose, as well as checked-out after receiving it.

3. **What technology is needed?**

To access the COVax system each user will require access to a laptop or tablet with Google Chrome browser. They will also require a mobile phone, which can be a personal device. The user will need to download the Salesforce Authenticator application onto their phone and follow the steps in the attached job aid titled "Comprehensive Login, Logout, and User Settings". It is important to log out of COVax once you are done working in the system, and to clear the cache in your browser and delete any downloaded vaccine receipts.

4. **What is a Vaccination Event and how is inventory assigned?**

A Vaccination Event is assigned to each clinic. The naming convention for these events is WDG, LOCATION, CITY (i.e. WDG, CHANCELLORS WAY, GUELPH). Inventory is created by the Inventory Manager at the Authorizing Organization and allocated to each clinic. **Please do not create your own Vaccination Event**. It is important that each client is assigned to the correct Vaccination Event, which is indicated on the client profile. Please see below screen shot. If the client is not assigned to a Vaccination Event, or they are assigned to the wrong one, the vaccinator will not be able to find the correct vaccine in COVax at the time of immunization.

Primary Care Provider		
Vaccination Event	WDG Chancellors Way Guelph	
Reason for Immunization	Long Term Care: Essential Caregiver	
Institution	Chartwell Heritage Glen Retirement Residence [T0077]	
Public Health Unit (PHU)	Wellington-Dufferin-Guelph Public Health	

5. Will clients be pre-loaded into the system?

No, most clients will not be preloaded into COVax. This is to avoid the duplication of clients. Please review the Check-In Training video located at the link above to see how to use the Provincial Health Card Number Registry to create clients.

6. My patient does not consent to be entered into COVax – what should I do?

If a client does not consent to be entered into the COVax system, you can use a paper consent form to collect all demographic and clinical information required. That form should be stored as usual at your practice, but the dose information will need to be communicated to Madison Fach.

7. I am not able to log in – what should I do?

Please check that you are using the correct URL (above). In addition, please ensure that you are using the correct username. Your username is the email you are signed up with, but it needs to include ".covaxon" at the end. For example – apple.pie@gmail.com.covaxon

8. Who should I contact for support?

For all account inquiries, please contact the Ministry Help Desk. For assistance with training and general COVax questions, please contact Madison Fach. Contact information provided above under Resources.

9. What are some key terms used in COVax?

Authorizing Organization (AO) – the organization that assigns inventory to different Vaccination Events.
Vaccination Events – an "event" created by the Authorizing Organization to assign inventory and clients to a particular clinic in that region.
RPDB – Registered Persons Database, or Provincial Health Card Number Registry. Used to accurately create new client records.
Reason for Immunization – a drop down selection field that is important for the AO's reporting purposes.