

Welcome to the
California Department of Public Health
California COVID-19 Vaccination Program

My Turn and myCAvax Office Hours

Monday, January 23, 2023

12:00PM – 1:00PM

My Turn and myCAvax Q&A

During today's session, please use the Q&A panel to ask your questions so CDPH subject matter experts can respond directly.



Resource links will be dropped into the “Chat”

Housekeeping

Reminder to Panelists:



Please mute yourself when not speaking.

Please monitor the Q&A panel for questions you may be able to answer.

Reminder to Attendees:



Today's session is being recorded. Access today's slides and archived presentations at: [EZIZ COVID Education](#)



If you have post-webinar questions, please email leslie.amani@cdph.ca.gov

Announcements

Leslie Amani, CDPH



Upcoming CDC COCA Call

Topic: Updates to COVID-19 Testing and Treatment for the Current SARS-CoV-2 Variants

Overview:

As SARS-CoV-2 variants evolve, circulating variants have increased transmissibility and ability to evade the immune system, which changes the treatment and prevention options for COVID-19. Clinicians should understand the nuances of current SARS-CoV-2 testing and treatment to prevent hospitalizations and deaths among people at high risk of severe disease. During this COCA Call, subject matter experts will provide an overview of COVID-19 epidemiology and the current variant landscape, address current Centers for Disease Control and Prevention testing guidance and the National Institutes of Health and Infectious Disease Society of America COVID-19 treatment guidelines, and discuss risk assessment and considerations for treatment options.

When: Tuesday, January 24, 2023

Time: 11:00 AM – 12:00 PM PT

[Webinar Link](#)



Novavax Office Hours

Dates & Times (2023)

January 25 at 9:00AM

February 1 at 9:00AM

February 8 at 9:00AM

February 15 at 9:00AM

February 22 at 9:00AM

All Times Pacific Standard Time

Providers may choose to register for and attend one, or more, of the Novavax Office Hours sessions listed.

[Novavax Office Hours Zoom Registration Link](#)

My Turn and myCAvax Updates

Josh Pocus, My Turn

Hannah Shows, My Turn and myCAvax

Daniel Conway, myCAvax

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Release 35.5: Updates for the Hispanic Origin Question

Clinic Managers and Vaccine Administrators



Is the patient Hispanic, Latino, or of Spanish origin?

This question helps us better understand who we are reaching. The answer does not affect ability to receive a vaccine.

Yes

No

Prefer not to say

1. Clinic Managers and Vaccine Administrators will be able to view a new value, '**Prefer not to say**', added to the question, "Are you of Hispanic, Latino, or Spanish origin?" in the IIS, Walk-in and Vaccine Administration flow.
2. Patients may also select the '**Prefer not to say**' option when booking appointments through My Turn Public.
3. Release 35.5 will go live on **Thursday, January 26, 2023**.

Clinic Manager Access to 'Manage User' Button

Clinic Managers



Beginning **Friday, January 27, 2023**, all Clinic Managers will no longer have access to the 'Manage Users' button.

Please email MyTurn.Clinic.HD@cdph.ca.gov for any reactivation and deactivation needs. Users can still follow the reset password self-service process for themselves.



Known Issues

Creating Clinics with Multiple Vaccines

- ✓ If you attempt to create a clinic using the 'Clinic Setup Wizard' with more than two vaccine products, you'll receive an error preventing clinic creation.



Workaround / Next Steps

- ✓ Estimated Fix: TBD
- ✓ Workaround:
 - ✓ Use the 'Clinic Setup Wizard' to create a clinic with two or fewer vaccine products (e.g. Pfizer and flu).
 - ✓ After clinic creation, add Vaccine Inventory and Vaccine Supply for additional vaccine products.

Unified Login Experience Combo User Reports Access Update

Clinic Managers and Vaccine Administrators



As of **Friday, January 20, 2023**, Combo Users' reports access has been restored. If you are still experiencing any issues accessing reports, please contact the My Turn Clinic Help Desk (MyTurn.Clinic.HD@cdph.ca.gov).



My Turn Unified Login Experience (ULE) Username Consolidation

Clinic Managers and Vaccine Administrators



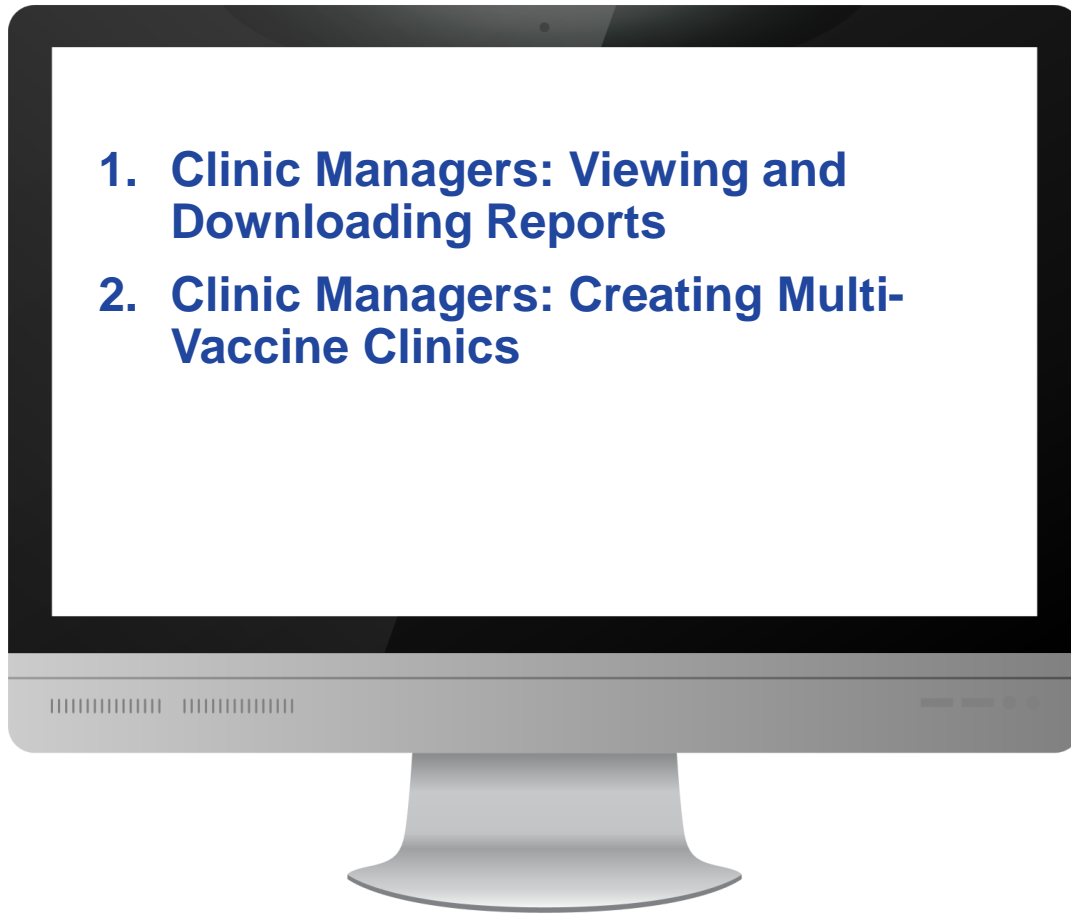
Previously, you may have accessed My Turn via multiple usernames. During release deployment, we couldn't confirm and consolidate some duplicative usernames.

With the launch of the Unified Login Experience, users whose .myturn username ended in a number previously (.myturn1, .myturn2, etc.) will have their new username end with a number.

For example, if your old username was MyTurn.Mary@gmail.com.myturn1, your new username is MyTurn.Mary@gmail.com.mycavax1.

If you have multiple usernames, please contact the My Turn Help Desk at MyTurn.Clinic.HD@cdph.ca.gov to consolidate.

My Turn Demo



Q&A

ULE My Turn & myCAvax System Maintenance Update

LHDs/MCEs, Providers, Clinic Managers and Vaccine Administrators



Ongoing system maintenance is estimated to last until **Tuesday, January 24, 2023**. During that time, the My Turn Clinic and myCAvax systems will be unavailable from **12:01 AM PT to 5:00 AM PT** each day.

Both systems will be available and function as normal outside of system maintenance hours!

Check Out the *Navigating the Landing Page for Combo Users* Job Aid

Combo Users



Navigating the Landing Page for Combo Users

Target Audience

Providers LHD / MCE CDPH TPR Combo Users

Purpose & Overview

This job aid provides an overview of the Landing Page for Providers accessing both My Turn and myCAvax. Providers can choose to perform myCAvax or My Turn activities from the same landing page.

For any troubleshooting support please contact the myCAvax Help Desk.
Call: 1-833-502-1245, Option 2
Email: myCAvax.HD@cdph.ca.gov

Last Updated on January 16, 2023



Combo Users, have questions about navigating the latest system enhancements? Check out the *Navigating the Landing Page for Combo Users* job aid in the Knowledge Center.

Chattering Ordering Leads

LHDs/MCEs



The **Ordering Leads** Chatter group ([@Ordering Leads](#)) can be tagged by LHDs/MCEs within myCAvax. You may Chatter [@Ordering Leads](#) on orders to request additional allocations or share a Provider's VaccineFinder data to streamline the review and approval process.

Check out the [Managing Chatter job aid](#) to learn how to make the most of Chatter.

The screenshot shows a Chatter message from a user with ID 00058767, identified as San Francisco County LHD to California Department of Public Health Vaccine Management Gov Cloud Only. The message is addressed to @Ordering Leads and asks for additional vaccine allocations. It includes interaction options for Like, Comment, and a view count of 1. A comment input field is visible at the bottom of the message card.




1. LHJs: Chattering Ordering Leads



Q&A

APPENDIX

Slide Icon Key

Icon	Meaning
	This is to label slides that are referencing upcoming or existing functionality and how to use it in the system.
	This is to label slides that include important system reminders.
	This is to label slides that include tips and best practices to improve your system experience.

My Turn Best Practices (A 2023 House Cleaning Guide)



Best Practice	How To
1. Set clinic duration for three months to avoid having defunct clinics listed on the public site.	<ul style="list-style-type: none">You can create clinics before making them visible to the public using the 'Clinic Visibility' settings. Set an appropriate "Available Date" that you'd like the public to begin booking appointments.
2. Create one clinic per location that supports multiple vaccines and brands to simplify management and updates.	<ul style="list-style-type: none">If you have multiple clinics at the same location offering different vaccine products, combine all clinics into one.You can combine clinics by:<ul style="list-style-type: none">Ending all existing clinics and use the 'Clinic Set Up Wizard' to create a new clinic with all vaccine brands.Adding the appropriate Vaccine Inventory and Supply to an existing clinic and ending all other clinics.Export Sexual Orientation and Gender Identity (SOGI) data within 4 weeks.Visit the My Turn Known Issues slide for workarounds creating clinics with multiple vaccines.

myCAvax – Known Issues - *Updated 01/19*

Known Issues

Provider Inventories Not Created Upon an Account's Re-Activation?

- ✓ We are currently investigating an issue in which some accounts that have been recently re-activated (from 'Order Hold' > 'Active') might be missing 'Provider Inventories' for new products added while they were inactive. This may lead to issues with transfers not being created or unable to be accepted / rejected.



Workaround/Next Steps

- ✓ Estimated Fix: 2/09/2023
- ✓ CDPH has temporary workarounds to prevent this while a permanent solution is worked.

My Turn – Known Issues - *Updated 01/19*

Known Issues

Username / Login Issues

- ✓ Some My Turn users that had both My Turn and myCAvax accounts but used different versions of their name for each system are currently experiencing issues when logging into My Turn using login credentials ending in '.mycavax'.

Creating Clinics with Multiple Vaccines

- ✓ If you attempt to create a clinic using the 'Clinic Setup Wizard' with more than two vaccine products, you'll receive an error preventing clinic creation.

Clinic Inventory Creation

- ✓ Users were unable to create new Clinic Inventory due to missing required fields.



Workaround/Next Steps

- ✓ Estimated Fix: TBD
- ✓ Workaround:
 - ✓ Users experiencing this issue should log into My Turn using '.mycavax1' instead of '.mycavax' until this issue is resolved.
 - ✓ For additional login support contact the My Turn Help Desk at MyTurn.Clinic.HD@cdph.ca.gov
- ✓ Estimated Fix: TBD
- ✓ Workaround:
 - ✓ Use the 'Clinic Setup Wizard' to create a clinic with two or fewer vaccine products (e.g. Pfizer and flu).
 - ✓ After clinic creation, add Vaccine Inventory and Vaccine Supply for additional vaccine products.
- ✓ Fixed: 1/18/23

My Turn Public Product Roadmap



RECENTLY DEPLOYED

January 4th (R35)

Release 35

- ✓ Infant / Toddler Bivalent (6 months - 5 years) Booster
- ✓ World Health Organization flow copy updates
- ✓ [Investigation] reconfigure Eligibility Page for better user experience

CURRENT

January 26th (R35.5)

Release 35.5

- ✓ New “Prefer not to say” picklist option for “Is the patient Hispanic, Latino, or of Spanish origin” question
- ✓ Copy description update on “Is the patient immunocompromised?” for accuracy
- ✓ [Investigation] reconfigure Eligibility Page for better user experience

UPCOMING

February 15th (R36)

Release 36

- ✓ Development: Reconfigure Eligibility Page for better user experience
- ✓ [Further Investigation] reconfigure Eligibility Page for better user experience

My Turn Clinic Product Roadmap



RECENTLY DEPLOYED

January 4th (R35)

Release 35

- ✓ Infant / Toddler Bivalent (6 months - 5 years)
 - ✓ Clinic Creation Flow
 - ✓ Vaccine Inventory
 - ✓ Walk-in Flow
 - ✓ CSV / Inline Bulk Upload
 - ✓ Vaccine Administration Flow
 - ✓ Appointment / IIS Filters
 - ✓ Dashboard

CURRENT

January 26th (R35.5)

Release 35.5

- ✓ Adding the "Prefer not to say" option to the question "Are you of Hispanic, Latino, or Spanish origin?"
 - ✓ Walk-in Flow
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload

UPCOMING

February 15th (R36)

Release 36

- ✓ Relabel Vaccinia (monkeypox) to "Vaccinia (mpox)"
 - ✓ Clinic Creation Flow
 - ✓ Walk-in Flow
 - ✓ CSV / Inline Bulk Upload
 - ✓ Vaccine Administration Flow
 - ✓ Appointment / IIS / Clinic / Dashboard Filters
- ✓ Clinic's Tag Tab
 - ✓ Add or remove clinic tags
- ✓ Update the 1-year validation to not backdate to 3-years
 - ✓ Vaccine Administration Flow
 - ✓ IIS
 - ✓ [CSV / Inline] Bulk Upload
- ✓ Remove the WHO-EUL options for 6 months – 11 years
 - ✓ Walk-In Flow
 - ✓ VA Flow (Add New Appointment button)

★ Received via user feedback

myCAvax Release Roadmap



myCAvax

RECENTLY DEPLOYED

January 16th (R34)

IN PROGRESS

February 9th (R35)

UPCOMING

March 2nd (R36)

myCAvax Roadmap

Release 34

Community

- ✓ Unified Login Experience – one login for Providers who participate in both My Turn and myCAvax
- ✓ Enrollment changes to prevent duplicate contacts
- ✓ Add 'Primary', 'Backup' and 'Addition Vaccine Coordinator' roles

Salesforce System Admin Portal

- ✓ Remove 'Role' from the 'Contact'
- ✓ Introducing an Account Contact Relation so that a 'Contact' can have multiple roles for Accounts they are associated with
- ✓ Merge duplicate contacts

Release 35

State Flu

- ✓ State Flu Products, CDPH Virtual Inventory, LHD Virtual Inventory
- ✓ Flu Programs loaded for existing COVID-19 Providers
- ✓ Non-COVID-19 Provider accounts and program loaded for flu
- ✓ New fields will be added to the program object
- ✓ New 'Program Product' fields will be added to control what products will be available for CDPH allocations
- ✓ LHD users will be able to review their flu Providers and update who is eligible for direct ship

Release 36

Self Service

- ✓ Allow for Help Desk users to easily add, update, replace a contact

State Flu

- ✓ Leaving space for additional State Flu feedback

Resources

Leslie Amani, CDPH

COVID-19 Vaccine Support

Type of Support

Description

Updated 11.15.22



COVID-19 Provider Call Center

The COVID-19 Call Center for Providers and Local Health Departments is dedicated to medical providers in California and their COVID-19 response, specifically addressing questions about State program requirements, enrollment, and vaccine distribution, including the Vaccine Marketplace.

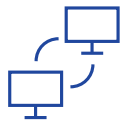
- Email: covidcallcenter@cdph.ca.gov
- Phone: (833) 502-1245, Monday through Friday from 8AM–6PM



Enrollment Support

For Provider enrollment support, please contact myCAvax Clinic Operations at

- Email: myCAvaxinfo@cdph.ca.gov

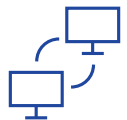


myCAvax Help Desk

Dedicated staff provide up-to-date information and technical support on the myCAvax system.

- Email: myCAvax.HD@cdph.ca.gov
- Phone: (833)-502-1245, option 3, Monday through Friday 8AM–6PM

For training opportunities: <https://eziz.org/covid/education/>



My Turn Clinic Help Desk

For **onboarding support** (those in the process of onboarding): myturnonboarding@cdph.ca.gov

For **technical support** with My Turn Clinic for COVID-19 and flu vaccines: mail to: MyTurn.Clinic.HD@cdph.ca.gov

or (833) 502-1245, option 4: Monday through Friday 8AM–6PM

For job aids, demos, and training opportunities: flu at <https://eziz.org/covid/myturn/flu/> and COVID at <https://eziz.org/covid/myturn/>



Archived Communications

For archived communications from the COVID-19 Provider Call Center about the California COVID-19 Vaccination Program visit

- Website: [EZIZ Archived Communications](#)

California Providers Stay Informed!

To be added to CDPH messaging services is as easy as 1-2-3!



1 **COVID-19 Vaccine** Provider Listserv Emails: Please email blanca.corona@cdph.ca.gov

2 **COVID Therapeutics:**

COVID Tx Providers Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title*

Sign up to the following newsletters:

COVID Tx Providers/LHJs

[COVID-19 Therapeutics Newsletter Sign-up](#)

3 **mpox**

mpox Newsletter Sign Up

First Name*

Last Name*

Email*

Organization/Clinic*

Role/Title

Sign up to the following newsletters:

mpox-Providers, LHJ & Leadership

[Mpox Newsletter Sign-up](#)

Upcoming Opportunities



Monday

My Turn and myCAvax Office Hours

Next session: Monday, February 6, 12PM - 1PM

Friday

Provider Consolidated Webinar

Next session: Friday, January 27, 9AM-10:30AM

90-minutes to include

COVID-19 Vaccine, COVID-19 Therapeutics,
Mpox Vaccine, and Mpox Therapeutics

