

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

My Turn & myCAvax Monday Office Hours

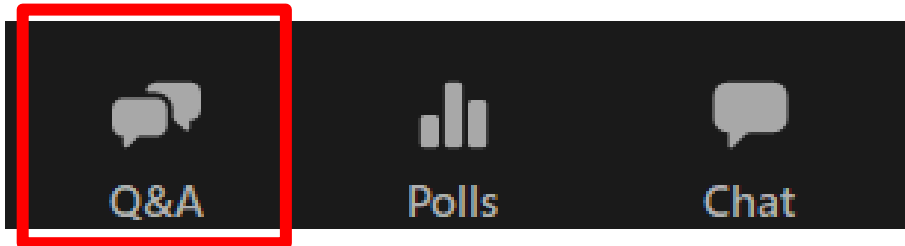


Vaccinate ALL 58
Together we can end the pandemic.

Monday, July 11, 2022

My Turn myCAvax Office Hours Q&A

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



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 LHJs:



For slides, webinar recordings, and other postings, see the Local Health Jurisdiction SharePoint Site: <https://cdph.sharepoint.com/sites/covid-19response/LHJ/SitePages/COVID-19-Vaccine.aspx>

For assistance with access to LHJ SharePoint site, please email jeocuser54@cdph.ca.gov

My Turn and myCAvax

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My Turn and myCAvax Office Hours Cadence Reminder

Clinic Managers and Vaccine Administrators



Starting today, Monday July 11th, the My Turn and myCAvax office hour session has been moved to a **bi-weekly cadence**.

To register for the webinar, click [here](#).

Next meeting: Monday, July 25th!

My Turn Micro-Videos

Vaccine Administrators



Here's a list of the new **My Turn** micro-videos that are now available. [You can find them here.](#)



1. Add a Walk-in Appointment
2. Bulk Upload Walk-in Appointment
3. Cancel and Rebook Appointments
4. Clear a Patient Record
5. Document Adverse Reaction
6. Edit a Patient Record
7. Edit or Bulk Update Appointments
8. Enter Vaccine Administration Data
9. Patient Check-in
10. Search for an Appointment

My Turn Demo

**1. Moderna
Pediatric/Adolescent
6Y -17Y Appointment
Flow for Vaccine
Administrators**



Q&A

For LHDs/MCEs: Upcoming Login Process Changes

LHDs/MCEs



Starting **August 1st**, My Turn and myCAvax will be requiring Multifactor Authentication (MFA) and introducing a new sign-on portal (myapps.microsoft.com).

This change aims to create a more seamless user authentication experience and enhance myCAvax and My Turn security. **This change will only impact Salesforce-licensed users that access My Turn and myCAvax from cdphvax.my.salesforce.com.**

The week of July 18th, 2022, you will receive an email from Invites@Microsoft.com, inviting you to CDPH's environment. In the email, **click the 'Accept Invitation'** link and follow the on-screen directions to set up your account and MFA.

Beginning August 1, 2022, to access My Turn/myCAvax, visit:
<https://myapplications.microsoft.com/cdph.onmicrosoft.com>

For LHDs/MCEs: Upcoming Login Process Changes

LHDs/MCEs



Change to Single Sign-On (SSO) Portal: New URL and Interface

Currently, My Turn and myCAvax production are accessed directly from:

<https://cdphvax.my.salesforce.com/>

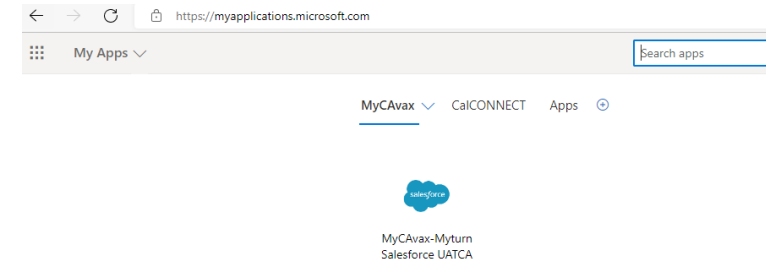
WARNING: This is a State of California computer system that is for official use by authorized users and is subject to being monitored and/or recorded at any time. Unauthorized or improper use of this system may result in administrative discipline action and/or criminal prosecution. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. CUI OR UNCLASSIFIED, if you are not an authorized user or you do not agree to the conditions stated in this warning.

Username
|
Password
Log In
Forgot Your Password?

On August 1, My Turn and myCAvax production will be accessed directly from:

<https://myapps.microsoft.com>

You will get to My Turn and myCAvax by clicking the corresponding “tile” on the portal dashboard.



Change to Sign-in Requirements: Multifactor Authentication (MFA) Needed

After inputting your username & password, the system requires identity verification via one of the following:

- Voice Call (One Time Passcode)
- SMS Text Message (One Time Passcode)
- Authenticator Mobile App (Passcode or Push Notification).

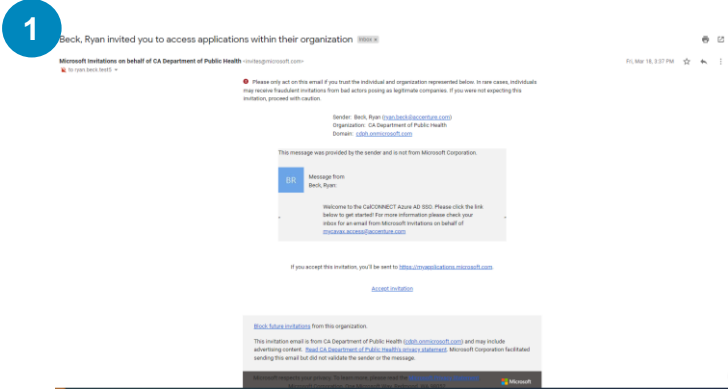
Each county will use their approved MFA process. Please talk to your local IT department for guidance regarding the MFA process.

For LHDs/MCEs: Upcoming Login Process Changes

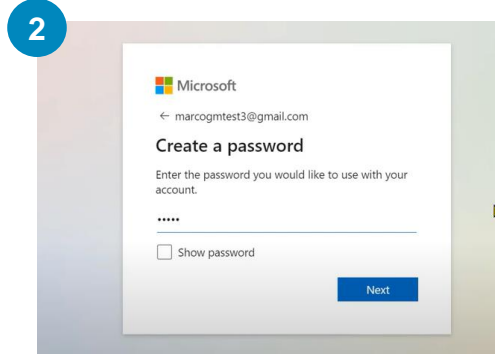
LHDs/MCEs



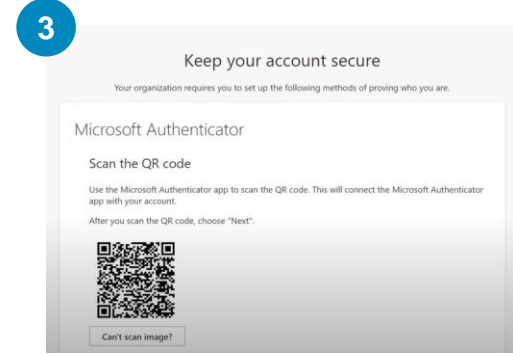
Process Overview



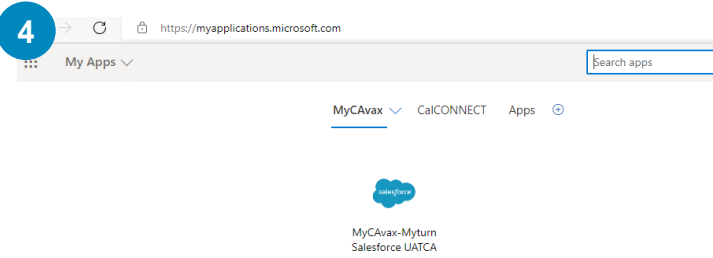
1 You will receive the invite to access CDPH's Azure Tenant (Week of July 18th).



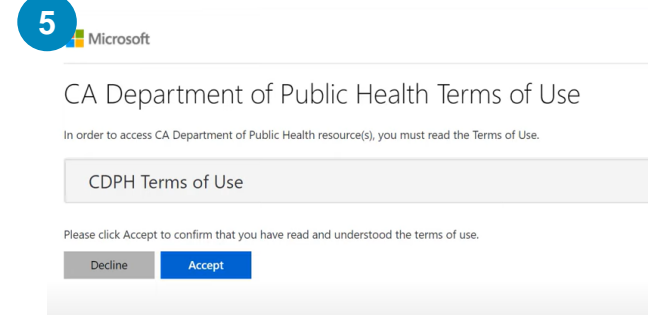
2 Accept the invitation and login with your windows account.



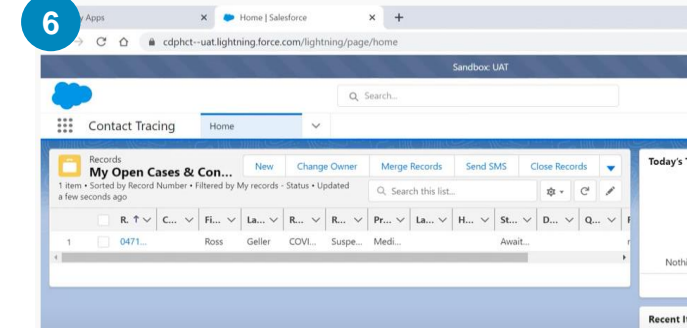
3 Set Up your MFA.



4 The Salesforce SSO for My Turn and myCAVax will be displayed in MyApplications.



5 On your first visit, accept the Terms & Conditions.



6 Click the Salesforce icon in MyApps to access My Turn and myCAVax.

What's Next in myCAvax? - Release 28

LHDs/MCEs and Providers



New updates for Providers, LHDs, and MCEs will launch July 14th.



LHDs/MCEs

- ✓ You will be able to view a flag on the Vaccine Order Review screen and a new field on the Vaccine Order Details tab to reflect the 'Temporary Closure' of the Location Account.
- ✓ You will be able to easily update 'Product' and 'Quantity Shipped' fields beside the 'Lot Number' and 'Lot Expiration Date' fields on Distribution Shipment records.
- ✓ Orders fulfillment UI will allow multiple lots to be entered without having to use the Small Order Fulfillment CSV file.

Providers

- ✓ You will be able to place Location Accounts on temporary closure for holidays or other dates.
- ✓ New thermometer type options will be available when adding new storage units in Section B.

Temporary Closure for a Location Account

Providers



myCAvax
California Vaccine Management System

myCAvax Home Accounts Chatter Vaccine Orders Vaccine Order Review Location Applications Site Visits Waste Events VTrckS

Vaccine Order
00053499

Account Name: Central Perk Secondary Clinic
Order Record Type: Provider Location Order
Vaccine: Pfizer (6 Months - 4 years) - 100/box - COVID-19 Vaccine
Status: Submitted
Doses Required: 300

Submitted In Review Pending Rejected Approved CDPH Hold Ready for VT... VTrckS File ... Fulfillment P...

Details On-Hand Inventory Shipments Order History

Account Name: Central Perk Secondary Clinic
Provider PIN: 8378543
Vaccine: Pfizer (6 Months - 4 years) - 100/box - COVID-19 Vaccine
NDC Code: 59267-0078-04

Order Type: Standard Order (CDC)
Status: Submitted
Status Reason:
Other Reason:

Order Information
VaccineFinder Information

Approval Information

Approved Quantity:
Fulfillment Method: CDC
LHD/MCE Name:
LHD/MCE Virtual Inventory Number:
Temporary Closure
Exclude from VtrckS
Exclude from TPR Fulfillment

Order Approval Date:
VTrckS Order Batch Id:
VtrckS Order Date:
VTrckS Order Batch Report: VTrckS Batch Report
Orders Fulfillment:
Internal Comments:

Providers can place their location in **Temporary Closure** for holidays or irregular dates. You can view the **Temporary Closure** status of the location reflected on the Vaccine Order.

A **CDC Fulfillment** order from a temporarily closed location is automatically **excluded** from **Standard CDC Orders** and a **Redistributor fulfillment** order is excluded from **TPR Fulfillment**.

When do you use the **Temporary Closure** functionality instead of updating your **Location Availability Hours**?

Create a **Temporary Closure** when it's a holiday or irregular closure. Update your **Location Availability** if you're going to be routinely closed at a specific date or time.

Temporary Closure Flag on Vaccine Orders

LHDs/MCEs



Standard and Small orders will be marked by a **flag** on the Vaccine Order Review page to indicate that the corresponding location is **temporarily closed**.

You can hover over the flag to find the exact temporary closure dates.

The screenshot shows the myCAVax interface with a summary box at the top left indicating 300 doses requested, 400 available, and 400 remaining. Below this is a navigation bar with 'Vaccine Order Review' selected. A table of 'Standard Orders (CDC)' is displayed with columns for SI No., Account Name, COVID ID, Zip Code, Order No., Vaccine, Created Date, Inventory, Inventory (VF), Inventory Update, Admin, and Comments. An orange arrow points to a flag icon in the 'Order No.' column of the 8th row. A tooltip box over the flag reads 'Location is Temporarily Closed 7/1/2022-7/8/2022'. The table data is as follows:

SI No.	Account Name	COVID ID	Zip Code	Order No.	Vaccine	Created Date	Inventory	Inventory (VF)	Inventory Update	Admin	Comments
1	Hidden Desert	CA207223B10004	90048	00029414	Moderna (12 years...	6/29/2022, 07:02 A...	0	270	6/10/2022	0	
2	Hidden Mistt	CA207223B10007	90048	00029384	Pfizer (6 Months - ...	6/28/2022, 02:31 A...	0			0	
3	Hidden Mistt	CA207223B10007	90048	00029343	Pfizer (6 Months - ...	6/27/2022, 05:45 A...	0			10	
4	Beautiful place	CA191950B10001		00029340	Janssen (18 years - ...	6/27/2022, 04:03 A...	-100			100	
5	10702 loc2	CA207730B10001	90048	00029305	Pfizer (12 years - 1...	6/24/2022, 05:32 A...	0			0	
6	Hidden Mistt	CA207223B10007	90048	00029288	Pfizer (6 Months - ...	6/24/2022, 01:57 A...	0	130	6/8/2022	0	
7	Hidden Desert	CA207223B10004	90048	00029288	Pfizer (6 Months - ...	6/23/2022, 05:54 A...	0			100	
8	Hidden Mistt	CA207223B10007	90048	00029281	Pfizer (5 years - 11 ...	6/23/2022, 05:26 A...	0			10	

Orders Fulfillment Enhancement

LHDs/MCEs



You can add multiple lots on the UI without having to use the Small Order Fulfillment File!

1. Select an order fulfillment from the **Orders Fulfillment** tab.
2. In the **Fulfill Orders** section, enter the required details – **Doses Shipped**, **Date Shipped**, **Lot number**, **Expiration/Beyond Use Date**, and **Product**.
3. Click the **Plus (+)** icon under **Add lot #** to add a new row of details and the **Trash ()** icon to delete a row.
4. Click **Update Order Status** to save the changes and create the shipment.

myCAvax Demo

1. **Adding a Temporary Closure while Placing an Order**
2. **Viewing a Temporary Closure flag on the Order Review Page**
3. **Adding Multiple Lots for Local Fulfillment**



Q&A

APPENDIX

What's Next on myCAvax: Release 28 (07/14)

Vaccine Order Review

- ✓ You will view a flag on the Vaccine Order Review screen and a new field on the vaccine order Details tab to reflect the 'Temporary Closure' of the Location Account.

Order Fulfillment

- ✓ Orders fulfillment UI will allow multiple lots to be entered without having to use the Small Order Fulfillment CSV file.

Shipment Records

- ✓ You will be able to easily update 'Product' and 'Quantity Shipped' fields beside the 'Lot Number' and 'Lot Expiration Date' fields on Distribution Shipment records.

Account

- ✓ You will be able to place Location Accounts on temporary closure for holidays or other dates.

Enrollment

- ✓ New thermometer type options will be available when adding new storage units in Section B.

myCAvax – Known Issues - *Updated 7/08*



Known Issues

VaccineFinder Data Not Showing on the Multi-Line Ordering Form




- ✓ For some community users, their VaccineFinder data is not being populated when creating new orders through the multi-line ordering form.
- ✓ However, the data is being correctly populated for the LHD users who review the orders on the 'Vaccine Order Review' page



Workaround/Next Steps

- ✓ Fix: July 14th
- ✓ No Workaround for the time being

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.

myCAvax Release Roadmap

RECENTLY DEPLOYED

June 16th (R27.0)

Orders

- ✓ LHDs to Move Small Orders to Standard Orders
- ✓ Order Page Layout Changes
- ✓ New order cancelation 'Status Reason' options
- ✓ Update Audit History for Orders/Transfers
- ✓ Add 'Doses Requested' to Standard Order Screen

Account

- ✓ Storing DocuSign at the Location Application

Community

- ✓ Add Knowledge Center article to account page
- ✓ Change Flow Title for Multiple Flows

Other

- ✓ Auto-Deactivate Licenses
- ✓ Default tab display on opening of records
- ✓ Remaining email templates to Lightning

IN PROGRESS

July 14th (R28.0)

Orders

- ✓ Order Fulfillment Updates to allow multiple lots and general UI enhancements
- ✓ Allow CDPH and LHD users to update additional details on the Shipment Records such as quantity, product, expiration date, etc.
- ✓ Validate Shipping Hours
- ✓ Set Flags for Temporary Closure on Vaccine Order Review page

Account

- ✓ Temporary Closure for Location Accounts
- ✓ Add VFC Regions to Accounts
- ✓ Add Calibration Expiration date to Storage Unit List

Community

- ✓ Update Thermometer Type options
- ✓ Add Data Logger as Shipment Incident Type

Site Visits

- ✓ Provider Category
- ✓ VFC Assigned Pin

Other

- ✓ Put LHD Dashboard on LHD Homepage

UPCOMING

August 11th (R29.0)

Orders

- ✓ Draft Order Enhancements

Account

- ✓ Provider initiated Disenrollment
- ✓ Disenrollment due to inactivity

Other

- ✓ Start of Contact enhancements to remove duplicate contacts
- ✓ Sharing Rule enhancements for accounts, storage units, etc.

My Turn Public Product Roadmap

RECENTLY DEPLOYED

June 20th (R27)

Release 28

- ✓ Pfizer Infant/Toddler rollout for 3 dose primary series for children 6 months-4-years old
- ✓ Moderna Infant/Toddler rollout for 2 dose primary series for children 6 months-5-years old
- ✓ [Testing] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

RECENTLY DEPLOYED

July 7th (R28.4)

Release 28.4

- ✓ Moderna Pediatric 6 yrs. -11 yrs. and Adolescent 12 yrs.-17 yrs. rollout
- ✓ [Testing] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues
- ✓ Continued Analysis – Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

UPCOMING

July 27th (R29)

Release 29

- ✓ Removing flu – zero out flu vaccine supplies to remove nasal spray and flu shot tags
- ✓ In-home vaccination and transportation page updates to reflect guidance for under 5 patients
- ✓ [Testing] Custom flows for vaccine type
- ✓ [Delivery] Update error messaging for better user experience and accessibility
- ✓ [Continued] Failure Point Notification – setting up monitoring tools throughout system to flag (potential) issues
- ✓ [Testing] Consider Walk-in and bulk upload appointments for clinic's Public Portal capacity and availability

My Turn Clinic Product Roadmap

RECENTLY DEPLOYED

June 20th (R28)

Release 28

- ✓ Moderna Infant/Toddler 6 months-5-years two dose series
- ✓ Pfizer Infant/Toddler 6 months-4-years three dose series
 - ✓ Dose Fields Update
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Clinic Creation Setup
 - ✓ Walk-in Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Update
 - ✓ Appointment/IIS Tab Filter Update
 - ✓ Dashboard Homepage Update

RECENTLY DEPLOYED

July 7th (R28.4)

Release 28.4

- ✓ Moderna Pediatric 6-years-11-years two dose series
- ✓ Moderna Adolescent 12-years-17-years two dose series
 - ✓ Add Vaccine Supply & Inventory
 - ✓ Bulk Walk-In Upload
 - ✓ Clinic Creation Setup
 - ✓ Walk-in Flow Update
 - ✓ Vaccine Administrator Flow Update
 - ✓ Single/Bulk Update
 - ✓ Appointment/IIS Tab Filter Update
 - ✓ Dashboard Homepage Update

UPCOMING

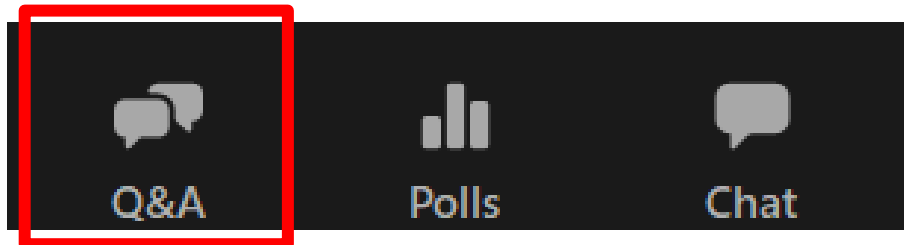
July 27th (R29)

Release 29

- ✓ [SMS/Email] Opt-out on the Walk-In flow
- ✓ [Vaccine Inventory] Entering Lot Numbers correctly
- ✓ [CAIR2] Concatenate "Cross Street 1" and "Cross Street 2"

My Turn & myCAvax Office Hours Q&A

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



Additional Support

Type of Support

Description

Updated 6.6.22



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@Accenture.com
- 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: MyTurn.Clinic.HD@Accenture.com 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](#)

Thank you!

Upcoming Webinars and Office Hours:

- LHJs COVID-19 Vaccine Coordination Webinars:

Tuesdays at 1 PM

Register [here](#)

- Provider Office Hours:

Fridays at 9 AM

Register [here](#)

