



myCAvax

California Vaccine Management System

California Vaccine Management System Name Change

From CalVax to myCAvax



**FREQUENTLY ASKED QUESTIONS
(FAQ Document)**

April 8, 2021

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THE WHAT AND WHY OF THE SYSTEM NAME CHANGE

1. What is changing in the new vaccine management system?

As part of the California Department of Public Health's (CDPH) effort to simplify and streamline vaccine management processes, the recently launched **CalVax Provider** system has become **myCAvax**.

The new name of the system, **myCAvax**, reduces confusion with other systems, and has a similar look to California's vaccine scheduling system My Turn. The name change also means a new look and feel of the system, including a new logo as shown below:



2. Why is the system name changing to myCAvax?

The name change will reduce confusion with other systems and has a similar look to California's new COVID-19 vaccination scheduling system, My Turn.

myCAvax will continue to reflect enhanced reporting, ordering, and inventory services to improve your online experience with a fully centralized vaccine management system.

PREPARING FOR THE CHANGE

3. Is there anything I have to do to get ready for the name change?

No: You will access myCAVax with your current username. In the coming weeks, we will notify you of a username change and the steps you need to take, but initially, your username remains the same. So, please stay tuned for further communications.

4. Can I update my username before my wave?

No: Your username will not change before your assigned wave. In the coming weeks, we will notify you of your assigned wave. Please stay tuned for further communications.

5. Do I have to change my password?

No: You do not need to change your password. You will only need to reset your password if it has expired.

URL CHANGE

6. Has the Website URL Changed?

Yes: The URL was change on Friday, February 26, 2021. The name change means we transitioned over to the new myCAVax site. With the transition, when you login to CalVax, you will be seamlessly redirected to the new myCAVax site. Please make note of the new URL: mycavax.cdph.ca.gov and use this going forward. Remember to update any bookmarks associated to the former CalVax Provider site.

7. Will I still be able to access the CalVax website?

Yes: After the transition to the new myCAVax site, when you login to the former CalVax site, you will be seamlessly redirected to the new myCAVax site. Please take note of the new website, as the former CalVax site will be retired after 30 days.

DATA IN SYSTEM

8. Will any of my data or information be lost with the system name change?

No: The name of the system is changing, but the information within the system has not changed.

9. Will this affect my community user and LHD accounts?

No: The name of the system is changing, but the information within the system will not be changed. The name change will not affect your community user and LHD accounts.

LOCATION & VACCINE REQUESTS

10. I have locations that were entered into CalVax and were not yet approved. Do we have to start over and add them again?

No Impact to Data and Accounts: Although the name has changed, the system still has your Organization and Provider Location accounts, applications, and vaccine requests, no matter what status they were in prior to the change.

11. I have vaccine requests submitted in CalVax. Do I need to resubmit?

No Impact to Data and Accounts: Although the name has changed, the system still has your Organization and Provider Location accounts, applications, and vaccine requests, no matter what status they were in prior to the change.