

Last updated August 10, 2022

Primary Care COVax Resources and FAQ

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. Halton Region Public Health and a hospital site), they will require a different account for each AO. This can be done using the same email address. You will need to request a second account from the Authorized Organization.

2. Can one person do all the required steps in COVax?

Yes, if a user has a “vaccinator” account they are able to complete the entire process. After creating the client, the simplified flow process is used by the vaccinator to finish all steps. Please refer to the training videos linked under resources above for more information on this process.

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. 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. 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. **Your Vaccination Event will be assigned to you by your primary care liaison.**

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

Contact the Public Health Pharmacy Team at 289-259-7457 (available Monday-Friday between 8:30am and 4:30pm) or pharmacists@halton.ca for further direction.

6. 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. If you have locked your account, please contact the Ministry COVax Support Line at 1-888-333-0640.

7. 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.

Resources

Training Videos
<ul style="list-style-type: none">• 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
COVax Training Site
<ul style="list-style-type: none">• A training environment to become familiar with the COVaxON can be accessed at the following link – https://covaxon--training.my.salesforce.com/• Note: this link is to be used for practice or training purposes only. <p>Instructions:</p> <ul style="list-style-type: none">- Open this link in a Chrome, Safari, or Microsoft Edge browser- Enter the following username and password: Username: vacc.covaxontest03@test.com.covaxtraining Password: Training01!- To login, read the "Acceptable Use Policy" and click "Next"- If prompted to Register Your Mobile Phone, click "I Don't Want to Register My Phone"
Halton Region Public Health COVax Support for Primary Care
<ul style="list-style-type: none">• COVID-19 vaccine support line: 289-259-7457, available Monday-Friday between 8:30am and 4:30pm. Voicemail messages will be responded to as soon as possible.• pharmacists@halton.ca, a member of the Public Health Pharmacy Team will respond within one business day.

