Introduction: Scheduling a COVID-19 Vaccine Appointment

This job aid includes instructions on how to schedule your COVID-19 vaccine appointment.

In order to schedule an appointment on-line you must have a HarvardKey or are an HUHS patient with a Username login to your medical record

If you have questions about your eligibility or how to schedule an appointment, please contact your local COVID vaccination coordinator or Harvard University Health Services COVID-19 Vaccine Hotline at 617-495-5711 for guidance.

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Accessing the HUHS Patient Portal

Login to the patient portal

1. Go to huhs.harvard.edu
2. Click Patient Login in the top right
3. Click Login

Patient Portal

Vaccine Information (January 29, 2021):

Please visit https://www.maimmunizations.org/ to find a vaccination location that is convenient to you.

As part of HUHS’ COVID-19 response efforts, we have shifted the majority of care from onsite to virtual appointments (telephone and telemedicine). Please visit our webpage which explains our expanded onsite services at HUHS for detailed information.

Currently, there are limited appointment types that are available to web book. For Primary Care and Urgent Care, please call (617) 495-5711 for assistance and scheduling.

Please do not walk in to HUHS unless you have been instructed to do so. As always, if you are experiencing a medical emergency please continue to call 911 or go to your closest Emergency Department.

Log in to this secure portal to communicate with your providers, review information that is available in your medical record, and schedule available appointments (appointment types are limited at this time).
4. Select **Login with HarvardKey** or if you are an HUHS patient or dependent without a HarvardKey select **Log in with Username**

Enter your login name and password –

**with HarvardKey**

```
Please Log In

To log in, please select your login type from the tabs below and enter your credentials. If you're not sure what login type to use, look here for how you login with HarvardKey.

HarvardKey

Login Name (in the form of an email address):
john_harvard@harvard.edu
Password:
************

Login
```

- Recover/Reset Your HarvardKey Password >
- Recover Your HarvardKey Login Name >
- Recover/Reset Passwords for Other Login Types >
- Back to HarvardKey Home >

**or**

**with Username**

```
Log in with Username

This page is for patients who do not have a HarvardKey.

If you have a HarvardKey, log in here.

Patients who do not have a portal account can create one by sending an email request to mrecords@huhs.harvard.edu and one of our HIS team members will reach out to you directly to provide assistance.

Username:
Password:

Proceed  Cancel
```

Last Updated: 5/4/2021
Confirm Your Identity

1. Enter in Your Date of Birth
2. Click Proceed

Scheduling an Appointment

Select Appointment Type

1. From the Menu pane on the left pane, select Appointments

COVID VACCINE UPDATE: We have received a small allotment of COVID vaccine. Appointments are open to all Harvard affiliates. At this time, we are administering the Pfizer vaccine.

If you have questions, please contact our vaccine hotline at 617-495-5711.

If you have questions about the COVID-19 vaccine, please review this information from the Centers for Disease Control.

Internal Medicine and Urgent Care Web appointments are not available at this time. Patients needing an appointment should call 617-495-5711. We apologize for any inconvenience. Thank you.

Find out where to go or who to call for your appointment.

No currently scheduled appointments.

You Can Receive Text Message Appointment Reminders and Other Alerts: Enable Text Messages.
2. Select Schedule an Appointment

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3. Select COVID Vaccination and click Continue

Review and Update Contact Information

It is VERY important that HUHS have updated contact information for you. This is necessary in the event that we do not receive enough vaccine and need to reschedule your appointment or if after your appointment we need to do any follow-up.

1. Review Contact Information
2. If updates are needed, click edit email address, edit phone number or edit address as appropriate.
Job Aid: Scheduling a COVID-19 Vaccine Appointment

3. Once you have confirmed the information is accurate, select **Continue**

![Confirm Contact Information](image)

4. Enter a **Callback Number** and click **Continue**

![Callback Number](image)

**Search for an Appointment**

1. Enter a date to start searching for appointments from and click **Search for appointments**

![Schedule Appointment](image)
2. Select the radio button next to the appointment time you would like. Please double check your availability before you move to the next page to ensure the date and time work for your schedule.
Job Aid: Scheduling a COVID-19 Vaccine Appointment

3. Review the information selected

To Confirm the appointment, select **Confirm**, if you want to go back to the prior page, select **Retry** and if you no longer desire an appointment, select **Cancel**

![Almost There...](image)

Please double check the LOCATION of your appointment before clicking "Schedule." Some of our providers work in more than one of our clinics! You may also use this website to CANCEL your appointment.

4. Review your confirmation screen and note the date and time

![All Done!](image)

5. Click **Print** to print a copy of your appointment.

If you cannot print, be sure to write down your appointment date, time and location before clicking **Continue**. **You will not receive an email confirmation of your appointment.** You will receive an appointment reminder 2 days prior to scheduled time.
Cancelling or Rescheduling an Appointment

You can cancel an appointment from the Appointments page, where you will your scheduled appointment listed with a “Cancel Appointment” link. To reschedule simply Schedule another appointment.

Text Messaging

If you would like to receive a text message reminder 2 hours before your appointment you can enable text messaging

1. Go to Appointments
2. Select Enable Text Messages
3. Enter in Mobile Number, select receive text messages, enter in carrier and click continue.

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**Edit Mobile Phone**

Please provide your Mobile Phone Information.

**Current Mobile Phone:**

**New Mobile Phone:** (617) 876 - 5309

- I would like to receive text messages

Select your mobile carrier to receive a text message reminder 2 hours prior to the appointment, or select [None] if you do not wish to receive text message reminders. This feature is not available if your carrier is not shown.

**Current Mobile Phone Carrier:** [None]

New Mobile Phone Carrier:

Verizon

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Continue  | Cancel
Appendix

COVID Vaccination: FAQ

I have a Harvard ID number but don’t have a HarvardKey. What do I do?

If you have a Harvard ID number but don't have a HarvardKey, you may be able to claim one here: https://key.harvard.edu/select-user-type

Download a printable guide to claiming your HarvardKey here:

If you are a patient of HUHS you should be able to login with the username assigned to you by HUHS.

If neither of these options works for you, contact the Vaccine Hotline at 617-495-5711.

Change Log

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of the change</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/3/2021</td>
<td>Job Aid created</td>
</tr>
</tbody>
</table>

Last Updated: 5/4/2021