To log in, you must have created a NCID account and been added as a user by your NCIR Pharmacy Administrator (see the pharmacy second of the Immunization Branch's website for more information: http://immunize.nc.gov/providers/immunizingpharmacists.htm)

- To access the NCIR, visit: https://ncir.dhhs.state.nc.us
- Do not share usernames and passwords
- You will be directed to change passwords every 90 days
- Please log in monthly to keep your account active

The system is set to time out after 30 minutes of inactivity. To log back in, you will need to close and re-open your browser.

If you forget your username and/or password, use the Forgot your User ID or Forgot your Password links on the login screen.

- To have a forgotten username email to you, you must provide your user type (“Business User”).
- For a forgotten password, or after two failed attempts to login, you will be directed to answer all the five challenge questions and create a new password.

If you lock yourself out and you know your password, you may either:
1. Select the Unlock Account link on the NCIR login screen
2. Wait 30 minutes and try again
3. Contact the DIT Service Desk at 1-800-722-3946 to have your account unlocked immediately
4. If you no longer know your password and challenge questions answers, or you have not logged into the NCIR for 90 days or more, your account will become inactive and the DIT Service Desk cannot recover it. You must register for a new NCID account and username. (Be sure to register as a “Business User” using your business address.) Your NCIR Pharmacy Administrator must deactivate the old username and add the new one, in the NCIR.

There are three types of search results:
1. Exact Match – If found, the client record opens automatically. Verify that this is the correct client.
2. Possible Matches – If one or more possible clients are found, they are listed in a “Possible Matches” table below the search box (example below).
3. Note: If you locate a duplicate client record, contact the NCIR Help Desk at NCIRHelp@dhhs.nc.gov. Please note

View search results to find the client
the NCIR Client ID number for both client records and, if possible, which record to keep and which one to delete.

- If any of the possible matches are particularly close, a "Client Match Detected" message is also displayed.

- Carefully review each possible match.
- When you find the client, click on the blue hyperlink, of the Last Name, to open the client record.

No Match
- If your search found no clients, or if none of the possible matches are your client, review your search criteria for accuracy.
  - Tip: For clients with a hyphenated or two-part last name (e.g. Johnson-Smith), try searching for one part of the name (e.g. Smith).
  - Tip: Consider whether the client could have a record under a different (or misspelled) first or last name.

IF NOT IN NCIR, ADD THE CLIENT
1. Click the Add This Client button at the top right (underneath the Find button).
   - Tip: If your search generated a "Client Match Detected" message, click the Create New Client button instead.
2. The information that you entered on the search screen (First Name, Last Name, and Birth Date) is retained. Please enter all additional Personal and Responsible Person information and any Client Comments (see the following 'Edit Client Screen' section for details).
   - Note: If a patient already exists in the NCIR with exact or similar information to the patient that you are creating, you may see the screen below. If you are sure this is not the same client, click the Create New Client button.

Client Records
Client records have three main parts:
1. Edit Client screen: For viewing, entering, and editing the client's personal/demographic information.
2. History/Recommend screen: For viewing the client's immunization information and determining which doses are needed. Through this screen, vaccines are entered/edited.
3. Reports screen: For printing official client immunization records.

Viewing the Edit Client Screen
- The Edit Client screen opens after you click Manage Client and find and open the client record.
- Update any information that has changed and enter any that is missing. Click Save after any edits.

Personal Information section
- Please fill out this section (located on the top half of the screen) as completely and accurately as possible.
- This information is displayed on printed copies of the client's official immunization record.
- Last Update by indicates the last organization that updated the record and the date of that update.
North Carolina Immunization Registry (NCIR): Quick Reference Guide for Pharmacists

- Click **New** to add a comment.
- To edit an existing comment, click on the radio button next to that comment.
- **Applies-To Date:** This is typically the same date as the date that you are entering the comment.
- **End Date:** Not a required field but should be entered when applicable to the client comment (e.g. pregnancy).
- After adding or editing information, click **Next** to load it.

**Viewing the History/Recommend Screen**

- To open the History/Recommend screen from the Edit Client screen, click the **History/Recommend** button.

**Client Information section**

- This section includes all identifying information for a client, including name, address, gender, mother's maiden name, chart number and any client comments.
- **Client Comments** are displayed in red font. Use the down arrow (shown below) to click through the comments.

**History section**

- This section lists all vaccines that have been entered into the NCIR for the client.
- The client's exact age is displayed in the blue strip at the bottom of this section.

**Vaccines Recommended by Selected Tracking Schedule**

- NCIR recommendations are based on:
  - Current ACIP Recommendations
  - Age of Client
  - History entered into the NCIR
  - Any client comments and/or contraindications

**Select:** Checked boxes indicate vaccines that are currently recommended for patient as of today.

**Vaccine Group:** Recommended vaccine type. For an explanation of the recommendation, click on the blue hyperlink to see the tracking schedules rules applied.

This section indicates the **Earliest Date**, **Recommended Date**, **Overdue Date**, and **Latest Date** the patient should receive the corresponding vaccine.

The date columns are color coded. For a color key, click the light bulb button on the blue menu while viewing this screen.

**Entering Historical Immunizations**

Please document all vaccines administered by your store as well as any doses from a valid certificate of immunization that have not already been documented.

**Vaccines administered at your pharmacy**

1. **Click Manage Client** and search for the client.

2. Review the Edit Client screen and update any client information that has changed.
3. Review the History/Recommend screen and determine which vaccines are needed. Administer needed vaccines.
4. From the History/Recommend screen, click **Historical Immunizations** (shown below).

**(Note):** Pharmacy users always enter doses administered by clicking the Historical Immunizations button. This is because pharmacies do not track their inventory in the NCIR. Users who attempt to enter vaccines using the "New Immunization Entry" button will see the following error message:

This organization doesn't have any sites associated with it. You must have at least one site to add immunizations to the system.

5. When the screen for entering doses opens, look in the **Vaccine** column and find the vaccine or vaccines to be documented.

**(Note):** if the vaccine you need is not listed, click on the blank dropdown box at the very bottom of the vaccine column to find and add it (shown below).

6. In the text box next to each vaccine administered (Provider Organization column), enter store name and (if applicable number. Also enter the name and credentials of the pharmacist who administered the vaccine.

**(Example):** Pharmacy #12, John Smith, RPH

7. In the next text box/date column, enter the date that the dose was administered.
8. Click the Trade Name Details button (shown below).

9. When the screen for entering Trade Name details opens (example below), enter Trade Name and Lot Number for each vaccine administered.

10. Click Save.

11. You are returned to the History/Recommend screen. Review the history section to verify that the dose or doses were added accurately.

Vaccines not administered at your pharmacy
- To enter doses from an official immunization record, follow the same steps as for entering administered doses except you must enter the name of the provider that administered the vaccine.
- You do not need to enter Trade Name or Lot Number, but please do so if you have the information available.
- Instead of clicking Trade Name Details, click Save and Submit to return to the History/Recommend screen.

⇒ Note: You are able to document multiple doses of a vaccine by using the additional date columns.

Editing Immunizations
- To edit a dose of vaccine, including adding a vaccine reaction, from the History/Recommend screen.
  1. Click the edit button (shown below) next to the vaccine you wish to edit (looks like a pencil above a sheet of paper).

⇒ Note: Any user, at any organization, may delete or update a historical immunization. Except for reactions to immunizations, edits to doses recorded through inventory can only be made by the organization that gave the dose.
  2. When the screen for editing historical immunizations opens (shown below), you are able to update any of the following fields:

Printing Immunization Records
The patient copy fulfills the requirements for an official certificate of immunization.
1. From either the Client Information or History/Recommend screens, click the Reports button.
2. When the screen opens, click the Immunization Record-Patient Copy button (shown below). The client records will open as an Adobe PDF file.

⇒ Note: If vaccine was given from another organization’s inventory, click on the No hyperlink (in the Owned? column) to view which organization administered the shot, as well as the contact information (example below).

Adding Users
This applies only to users with a Pharmacy Administrator Role.
⇒ Reminder: To add an employee as a user, the employee must already have created a NCID, verified their NCID through email, and provided you with their userid (i.e. NCID user ID).
⇒ Reminder: New users need to register for a NCID as a “Business User” and provide their North Carolina business address.
  1. Click Manage Users.
  2. Click Add User (shown below)

⇒ Note: You are able to document multiple doses of a vaccine by using the additional date columns.

⇒ Note: Any user, at any organization, may delete or update a historical immunization. Except for reactions to immunizations, edits to doses recorded through inventory can only be made by the organization that gave the dose.
  2. When the screen for editing historical immunizations opens (shown below), you are able to update any of the following fields:

3. After editing, click the Save button.

3. Print the record.
4. Click the back button in your browser window to return to the Reports screen.
4. Confirm that the personal information retrieved is correct for the user that you are adding (example below). Make sure the address retrieved is a NC business address. If it is not, edit the address.

5. Choose the appropriate Role for the user by clicking on the drop down.

6. Click the Save button.

⇒ Note: if a user has not registered for a userid, the following message will appear at the top of the screen:

Validation Errors
- Cannot add this user. This user is not defined in NCID.

Editing/Inactivating Users
This applies only to users with a Pharmacy Administrator Role.
1. Click Manage Users.
2. Click the Find button.
3. A complete list of active and inactive users for your organization will appear in the search results list. Click the user’s Last Name.
4. Edit client information as needed.
   a. To inactivate a user, change the Status to inactive by clicking on the correct radio button (shown below).
5. Click the Save button.

⇒ Note: Pharmacy Administrators should review their pharmacy’s users regularly and should inactivate users as soon as they are no longer affiliated with the organization.