

## Frequently Asked Questions About COVID-19 Vaccinations

**Disclaimer:** Please know that we are answering the questions as quickly as possible and that this information is listed as an automatic response to assist you with this important strategy to mitigate COVID-19. If there is a medical need or you need an urgent response, please contact your medical provider or call 911 if it is an emergency.

### 1. How do I schedule an appointment to get my initial vaccination with the NSHE pod?

UNLV/CSN is scheduling appointments only for these community members:

- First responders
- Health care
- Law enforcement
- Public safety
- PreK-12, including CCSD, private and charter schools

UNLV/CSN is also providing vaccinations to NSHE prioritized groups as defined on their website:  
[unlv.edu/coronavirus/vaccine](https://unlv.edu/coronavirus/vaccine)

CCSD Employees only:

- Register here to receive an invitation to make an appointment with UNLV or CSN:  
<https://bit.ly/2LVCCSD21>
- You will receive a registration confirmation via email upon completing the form. To ensure you receive the message, please add the following email address to your safe senders' list:  
no-reply@parse.unlv.mycareplan.health.
- Please do not forward the registration or appointment link because it is tied to your personal account. There can only be one (1) registration for each person.  
OR
- If you are a member of the community not listed above, please visit the Southern Nevada Health District or call their helpline at (702) 759-4636.  
OR
- There are many vaccination pods being set up by cities and other groups. However, CCSD has no control over the scheduling or administering of vaccinations. If you qualify with this location to get a vaccination, then you are free to do so.

At this time, Nevada only receives one-week advance notice of the quantity of vaccines coming into the state which causes some uncertainty in determining how many people can be vaccinated daily, please continue to check the site and your email for updates.

### 2. How do I schedule the booster/second dose appointment?

- When you receive your initial vaccination from UNLV, you will automatically receive your follow-up date and time on the back of your vaccination card as well as in the original appointment confirmation email. You will also receive an email reminder of your booster appointment three days and one day prior to your appointment.
- When you receive your initial vaccination from SNHD, you will receive the date that you can receive your booster. You will need to schedule the booster appointment separately through SNHD.

- Other individual vaccination sites will have their own protocols for scheduling the booster vaccination. Request information directly from the vaccination site.
3. How do I cancel/reschedule my initial appointment with UNLV/NSHE?
    - Getting a COVID-19 vaccine is the most important thing we can all do to help stop this pandemic along with wearing a mask. We ask that you are flexible and work your schedule around your appointment once set. Due to a high volume of requests, we cannot accommodate all rescheduling requests. To reschedule or cancel your appointment or modify your registration information, please email [coronavirus@unlv.edu](mailto:coronavirus@unlv.edu) as soon as possible.
  4. How do I cancel/reschedule my booster appointment with UNLV NSHE?
    - Second dose appointments are time-restricted and cannot be rescheduled.
  5. Where do I go on the UNLV Campus for my scheduled vaccination appointment?
    - The UNLV vaccination site is open from 8 a.m. to 5 p.m. Monday through Friday on the UNLV Maryland Parkway campus in the Student Union.
  6. Where do I go on the CSN Campus for my scheduled vaccination appointment?
    - The CSN Henderson campus site will open Thursday, Jan. 21. Its regular hours will be 8 a.m. to 5 p.m. Monday through Friday.
  7. What information do I have to bring with me to receive my vaccination?
    - Verification of employment (employee ID)
    - Government-issued photo ID (driver's license, passport or other ID card)
    - Confirmation email of your appointment
    - Insurance card, if you have one (you will not be billed for your vaccination)
    - Letter from your supervisor if you have been assigned as a health office backup
  8. Who has access to my personal information used for scheduling?
    - The scheduling system is HIPAA compliant and managed by the vaccination site.
  9. I registered for a vaccination and have only received a confirmation email. Why haven't I received an appointment email yet?
    - You will receive an email with a link to make an appointment when your designation or role is eligible for vaccination. Once you receive the invitation email to sign up for the vaccination, please do not share that link with anyone because it is linked to you.
  10. If I am a health office backup, what do I have to provide as proof when I go for my vaccination?
    - The site administrator will issue you a letter indicating you have been assigned as a health office backup.
  11. How will UNLV/CSN verify that I am a CCSD employee?
    - You will be using your CCSD email address to schedule the appointment as well as providing your CCSD identification badge at the time of vaccination.
  12. Second dose timing?
    - If vaccinated at UNLV/CSN and you receive the Pfizer vaccine, you will be scheduled between 17 and 21 days after your first dose. If you receive the Moderna vaccine, you will be scheduled between 24 and 28 days after your first dose.
    - If you already received your first dose at UNLV or CSN, you have a second appointment automatically set.

- Your vaccine card has the date of your next dose. If you do not know your appointment time, that is fine. You will receive a reminder of the date, time, and location three days and one day prior to your next appointment. If you received your first dose at another location, please visit their website for more information on their second dose appointments.
13. Can I share my appointment link with others for UNLV/CSN?
- No. Links to book appointments are unique to the individual who receives them. Any appointments booked through that link will be tied to their personal information and will be reserved under that individual's name. All duplicate appointments will be canceled.
14. I received my first dose at another location. Do I have to go to UNLV/CSN?
- People who received their first dose at another location must go to that location for their second dose. Vaccines are ordered and allocated based on first doses, so it is important you do not change locations for your second dose.
  - As vaccine supplies are made available, the second vaccine/booster may be delayed in the event the supply is not available. This information should be communicated to you in the event this occurs. However, please know you will need to register for the booster if it was not done at the initial vaccine.
15. I do not have a scanner to upload my documents. Is this a requirement? Why?
- Yes, it is a requirement to assist in limiting the time that individuals need to wait in line for their paperwork to be processed prior to receiving the vaccination. It also allows the verification process to occur so that the vaccine can be issued to the appropriate staff based on the determination of the vaccination in the phases.
16. I qualify for a higher priority through the [Southern Nevada Health District](#) based on my personal circumstances. Should I get my vaccine there or get it through NSHE?
- Please keep in mind that while you may be deemed to receive the vaccine in a specific tier based on your role with CCSD, you may be eligible to receive the vaccine through the Southern Nevada Health District.
  - Visit SNHD's website for information about community vaccination efforts:  
<http://covid.southernnevadahealthdistrict.org/vaccine/distribution/>
  - Immunize Nevada has a survey you can complete to indicate your interest in receiving the vaccine, available through their [FAQ page](#). You can fill it out here:  
<https://dpbhrdc.nv.gov/redcap/surveys/?s=N7ACTF4CYL>
  - Please speak with your healthcare provider regarding vaccination options.
17. What do I do if I can not find my registration or invitation link to make an appointment?
- If you have not yet done so, please check your spam and trash folders for an email from no-reply@parse.unlv.mycareplan.health.
18. Where do I park at the vaccination location?
- Parking at UNLV for vaccination appointments is available in Lot D, accessible via Harmon Avenue from S. Maryland Parkway.
  - Parking at CSN Henderson for vaccination appointments is in the parking lot. There is not a specific parking location as long as there is no parking in the handicapped parking without a valid permit.



19. What do I do if I contacted UNLV and still have questions pertaining to COVID-19 vaccination that I need assistance with?

- Please email [health-check@nv.ccsd.net](mailto:health-check@nv.ccsd.net). However, please know that this is not monitored 24/7 and there might be a longer response time based on the number of inquiries. Any medical questions you should contact your medical provider and any emergencies please call 911 immediately.