

COVax FAQs, Resources & Support

Frequently Asked Questions

1. What is an Authorizing Organization (AO)?

This is the organization that manages your vaccine inventory. In general, this is your Public Health Unit (PHU).

2. What is a Vaccination Event (VE)?

This is the COVax account that is assigned by the AO to clinic locations that are administering vaccines. Your facility will have its own vaccination event.

Note:

- Please **DO NOT** create your own VE.
- It is important that each client is assigned to the correct VE, which is indicated on the client profile.
- If a client is not assigned to a VE, or they are assigned to the wrong VE, the vaccinator will not be able to find the correct vaccine in COVax at the time of immunization.

3. How is inventory assigned?

The AO will physically prepare and virtually transfer your allocated vaccine inventory into your VE.

4. Does each user need a COVax account?

Yes, each person who plans to use the COVax system will require an individual log-in. If a user plans to work with multiple AOs (e.g. Halton Region Public Health and a hospital site), they will require a different account for each AO.

5. Can one person complete all the required steps in COVax?

Yes, if a user has a “COVax Vaccinator” account, they are able to complete all required steps in COVax. Please refer to the OntarioMD: COVaxON Training Sessions for a detailed review of this process.

6. What technology is needed?

To access the COVax system, each user will require access to a computer/tablet/iPad with a compatible internet browser (all *except* Internet Explorer), as well as a personal smartphone device. The user will need to download the Salesforce Authenticator application onto their phone to enable two-factor authentication (see [Job Aid: Section 4B](#)).

7. I am not able to log in – what should I do?

Please ensure that you are using the correct [URL](#) and username. Your username is the email you used to sign up, with the addition of “covaxon” at the end. For example – apple.pie@gmail.com.covaxon.

If your account has been deactivated (after not logging in for three consecutive weeks) or locked, please contact COVIDVaccine@halton.ca.

Resources

- **OntarioMD:**
 - Website: [COVaxON Training Sessions](#)
- **Halton Region Public Health:**
 - Website: [Vaccine Information for Physicians](#)

Support

- **COVaxON Support Desk:**

For inquiries related to setting up two-factor authentication and phone/phone number changes:

 - Email: COVaxonSupport@ontario.ca **OR**
 - Phone Toll free: 1-(888)-333-0640 **OR**
 - Phone: 416-849-9998
 - Available Monday to Friday (8:00am to 5:00pm)
- **Halton Region Public Health:**

For inquiries related to onboarding, initial COVax account setup, account re-activation, locked accounts and pharmacy partnerships:

 - Email: CovidVaccine@halton.ca
 - Available Monday to Friday (8:30am to 4:30pm).
 - A member of the Public Health team will respond as soon as possible.
- **Access Halton:**

For inquiries related to cold chain, COVID-19 vaccines, other vaccines (including flu) and vaccine orders/delivery:

 - Email: AccessHalton@halton.ca **OR**
 - Phone: 311
 - Available 24/7

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