

# Cervis – Crew Member Console

## Sign-up and Self-Register for Vaccine Events

Using Cervis Crew Member console (website: [https://www.cervistech.com/acts/webreg/acctcheck.php?ministry=&org\\_id=0395](https://www.cervistech.com/acts/webreg/acctcheck.php?ministry=&org_id=0395) ), you can sign up and become a crew member at one of the COVID-19 Vaccination sites. Follow the steps below to sign up, login and self-schedule at a specific date, time and location for a Vaccine Event.

### Sign In

1. For first time users, you can create a profile on the Cervis Sign In page. Type your preferred email address.

**For all YNHS employees, please use work associated email address.**

2. Click the “**Don’t Know Password/Reset Password**” hyperlink. An email will be sent to the email entered with a temporary password.

3. From the email, copy the temporary password and paste it into the password field on the sign in page.

4. Click the **Sign in with E-mail** button.

**i** Please check your E-mail account for your new temporary CERVIS password. If you do not see the E-mail please check your junk/spam folder and add app\_email@cervistech.com to your safe senders list to ensure you receive future E-mails from this system!

5. The Change Cervis Password screen appears. Type in a new password and confirm the password again in the specified fields. Click the **Change Password** button.

**NOTE: The password must be between 10 and 30 characters long and must contain at least 1 uppercase character, 1 lowercase and 1 number.**

### Change CERVIS Password

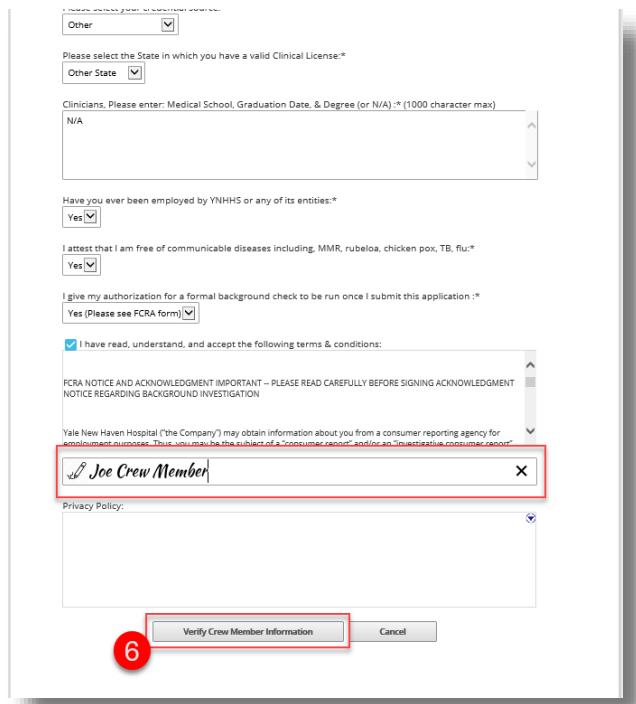
**i** Please create a personal password for your CERVIS account below. Your password must contain between 10 and 30 characters and must contain at least 1 uppercase character, 1 lowercase character, and 1 number!

Name:	Richard Gross
E-mail:	richard.g...@ynhh.org
New Password:	<input type="password"/> (3)
Confirm New Password:	<input type="password"/> (4)
Password Strength: <span style="background-color: green; color: white; padding: 2px 10px;">Strong</span>	
<input type="button" value="Change Password"/>	

5

6. The View Crew Member Information form will display. Some information may already be prepopulated. All required information as denoted by an asterisk must be entered.

Fill in the information as completely as possible and then electronically sign your name at the end of the form and click the **Verify Crew Member Information** button.



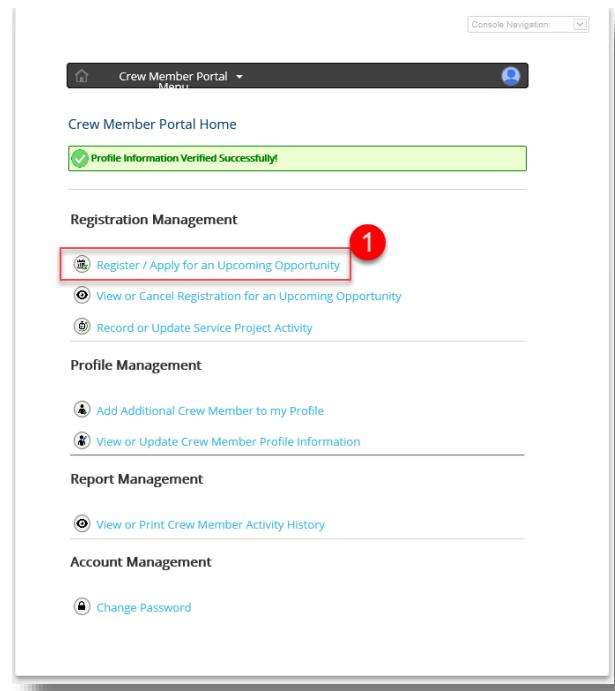
The screenshot shows a web-based application form for crew member information. At the top, there are dropdown menus for 'Other' and 'Other State'. Below these are fields for 'Clinician's Name' (Medical School, Graduation Date, & Degree or N/A) and 'Have you ever been employed by YNHHS or any of its entities?' (Yes/No). There is also a section for 'I attest that I am free of communicable diseases including' (MMR, rubella, chicken pox, TB, flu) and 'I give my authorization for a formal background check to be run once I submit this application' (Yes/Please see FCRA form). A checkbox for 'I have read, understand, and accept the following terms & conditions' is checked. A note about FCRA notice and acknowledgment is present. The 'Crew Member Name' field contains 'Joe Crew Member' and is highlighted with a red box. The 'Verify Crew Member Information' button at the bottom is also highlighted with a red box and has the number 6 above it. A 'Cancel' button is also visible.

This step will complete the sign up process and the Crew Member Portal Home page will be displayed.

**IMPORTANT:** PRIOR TO REGISTERING FOR A VACCINATION EVENT, YOUR APPLICATION MUST BE REVIEWED AND YOU WILL RECEIVE AN APPROVAL OR DENIAL DECISION BASED ON YOUR SUBMISSION. YOU MAY THEN HAVE TO GO THROUGH APPROPRIATE TRAINING FOR SPECIFIC EVENT ROLES (ex. vaccinator, registration/screener).

## Register for a Vaccine Event

- To register for an upcoming event, from the Crew Member Portal Home, click the “**Register/Apply for an Upcoming Opportunity**” hyperlink. The Yale New Haven Health Event Registration screen appears.



Profile Information Verified Successfully!

Registration Management

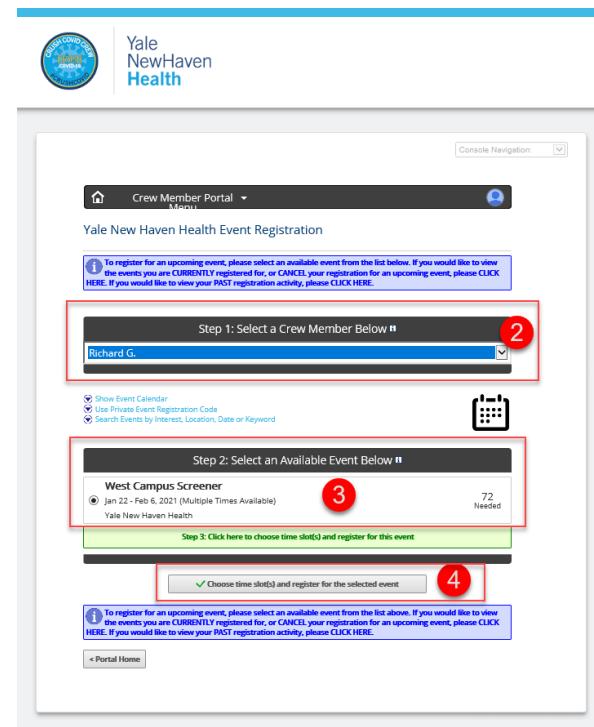
1 [Register / Apply for an Upcoming Opportunity](#)

[View or Cancel Registration for an Upcoming Opportunity](#)

[Record or Update Service Project Activity](#)

- In the Step 1 section, click on the drop down arrow and select your name.
- In the step 2 section, select the event location you are interested in registering for.
- Click on the **Choose time slot(s) and register for the selected event** button.

**NOTE:** If you register for different vaccination location or a different role, you will need to repeat steps 2 through 4 above.



Step 1: Select a Crew Member Below

Richard G.

Step 2: Select an Available Event Below

West Campus Screener

Jan 22 - Feb 6, 2021 (Multiple Times Available)

72 Needed

Step 3: Click here to choose time slot(s) and register for this event

To register for an upcoming event, please select an available event from the list above. If you would like to view the events you are CURRENTLY registered for, or CANCEL your registration for an upcoming event, please CLICK HERE. If you would like to view your PAST registration activity, please CLICK HERE.

# YaleNewHavenHealth

FYI: To view the event details (Job Description), hover over the event you are interested in and a “view event details” hyperlink will appear.

The screenshot shows a job listing for 'West Campus Resource RN' with the following details:

- Location: Yale New Haven Health
- Date: Jan 25 - Jan 31, 2021 (Multiple Times Available)
- Volunteers Needed: 21
- Link: [view event details](#)

The event details page for 'West Campus Resource RN' includes:

- Facebook and Twitter sharing icons.
- Event Description: COVID-19 Vaccine Clinic Daily Checklist: Resource RN.
- Beginning of Shift:
  - If new:
    - Seek assistance from site nurse educator or trained staff to be trained in role
    - Review the Protocol for Immediate Adverse-Allergic Reactions After Vaccine Administration
    - Locate emergency kit
- Throughout Shift:
  - Counsel patients on questions
  - Provide instructions for managing side effects
  - Manage emergencies
    - If greeter is unavailable or otherwise occupied: at 9 AM, 1 PM, and 5 PM contact patient no-shows
    - Call no shows and confirm their arrival or need to reschedule
    - Perform rounds to assist patients scheduling their second dose of vaccine

- Available time slots for that location will display. Click the checkbox for the date(s) and time(s) you wish to register for and click the **Register** button

**NOTE:** If your desired location, date and time does not have any available slots, you can add your name to the waitlist. You may be contacted if a slot opens and your assistance is needed.

Register Richard For West Campus Screener

The registration page shows a table of available slots:

Date/Time & Details	Volunteers Needed
<input type="checkbox"/> Fri, Jan 22, 2021 - 8:00 AM to 12:00 PM	2
<input type="checkbox"/> Fri, Jan 22, 2021 - 12:00 PM to 4:00 PM	2
<input type="checkbox"/> Fri, Jan 22, 2021 - 4:00 PM to 8:00 PM	2
<input type="checkbox"/> Sat, Jan 23, 2021 - 8:00 AM to 12:00 PM	2
<input type="checkbox"/> Sat, Jan 23, 2021 - 12:00 PM to 4:00 PM	2
<input type="checkbox"/> Sat, Jan 23, 2021 - 4:00 PM to 8:00 PM	2
<input type="checkbox"/> Mon, Jan 25, 2021 - 8:00 AM to 12:00 PM	2
<input type="checkbox"/> Mon, Jan 25, 2021 - 12:00 PM to 4:00 PM	2
<input type="checkbox"/> Mon, Jan 25, 2021 - 4:00 PM to 8:00 PM	2
<input type="checkbox"/> Tue, Jan 26, 2021 - 8:00 AM to 12:00 PM	2
<input type="checkbox"/> Tue, Jan 26, 2021 - 12:00 PM to 4:00 PM	2
<input type="checkbox"/> Tue, Jan 26, 2021 - 4:00 PM to 8:00 PM	2
<input type="checkbox"/> Wed, Jan 27, 2021 - 8:00 AM to 12:00 PM	2
<input type="checkbox"/> Wed, Jan 27, 2021 - 12:00 PM to 4:00 PM	2
<input type="checkbox"/> Wed, Jan 27, 2021 - 4:00 PM to 8:00 PM	2
<input type="checkbox"/> Thu, Feb 4, 2021 - 8:00 AM to 12:00 PM	6
<input type="checkbox"/> Thu, Feb 4, 2021 - 12:00 PM to 4:00 PM	6
<input type="checkbox"/> Thu, Feb 4, 2021 - 4:00 PM to 8:00 PM	6
<input type="checkbox"/> Fri, Feb 5, 2021 - 8:00 AM to 12:00 PM	6
<input type="checkbox"/> Sat, Feb 6, 2021 - 8:00 AM to 12:00 PM	6
<input type="checkbox"/> Sat, Feb 6, 2021 - 12:00 PM to 4:00 PM	6
<input checked="" type="checkbox"/> Sat, Feb 6, 2021 - 4:00 PM to 8:00 PM	6

5

Register

Cancel

6. A confirmation screen will appear and an email will be sent to the email address that is listed in the profile. You will also receive a reminder 2 to 3 days prior to the date of the event.

To return to the main portal page, click the **Portal Home** button.

The screenshot shows the 'Crew Member Portal' interface for 'Yale New Haven Health Event Registration'. The process is divided into two main steps:

- Step 1: Select a Crew Member Below**  
A dropdown menu is labeled "Please select a crew member:". Below it are three checkboxes: "Show Event Calendar", "Use Private Event Registration Code", and "Search Events by Interest, Location, Date or Keyword".
- Step 2: Select an Available Event Below**  
A section titled "West Campus Screener" shows a radio button for "Jan 22 - Feb 6, 2021 (Multiple Times Available)" and a label "71 Needed".

At the bottom of the portal, a green box displays a success message: "Crew Member Registered Successfully." It includes a note: "Please check your E-mail for a registration confirmation message. If you would like to register for an additional opportunity, please select an event from the 'Select an Available Event' section above or click 'Portal Home' for more options." A "Portal Home" button is located at the bottom left of the portal area.

## **FAQS**

Q: How can I view or cancel an upcoming event that I've registered for?

A: On the Crew Member Portal Home, click the hyperlink "**View or Cancel Registration for an Upcoming Opportunity**". You'll be able to see any events you have registered for and the ability to cancel.

Q: I received an email and it has a link to cancel the event I registered for, can I use that link?

A: Yes, simply click on the link in the email to cancel, it will direct you to a cancellation page for the specific event. You can optionally specify a reason for cancelling and click the cancel button and you will be removed from the event.

Q: When I arrive at the beginning of my shift for event, will I be required to sign in?

A: Site coordinators will be present to assist with signing crew members in when they arrive at the event.

Q: Is there more information available if I have questions?

A: Several YouTube videos are available at the following link: <http://video.cervistech.com/>. Look for the ones that have an orange "**FOR VOLUNTEER**" banner.

If additional assistance is needed, you may call the YNHHS Service Desk at 1-203-688-4357 (HELP)

Q: If I am on the waitlist, how will I know if I should show up for the vaccination event?

A: If you are on the waitlist, you will get an automatic confirmation from CERVIS if you are needed for that shift. By signing up for a waitlist time, you are committing to show up at that date and time if notified that you are needed. Should your availability change you should go into CERVIS and remove yourself from the waitlist.