

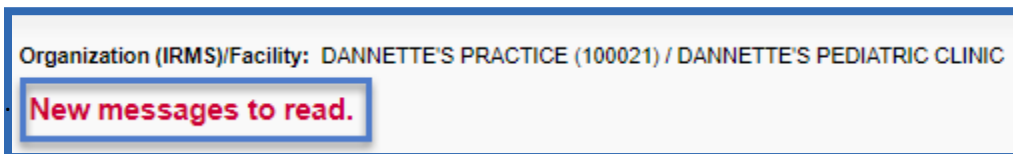
## What are Provider Messages & Alerts?

Providers participating in the Washington State Childhood Vaccine Program receive messages about the status of Provider Agreements directly in the Immunization Information System (IIS) as well as alerts via email.

- **Messages** can **only** be accessed when logged in to the IIS.
- **Alerts** are emails sent directly to the Primary Vaccine Coordinator listed in the Provider Agreement.

## How Do I Access Messages?

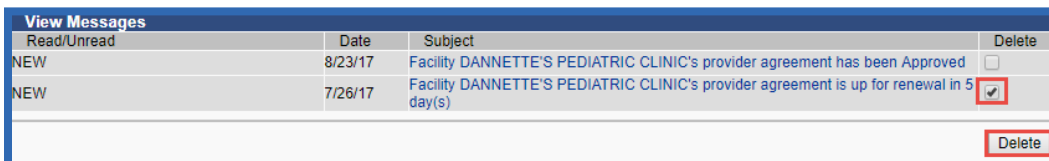
1. If you have a message to read in the IIS, you will see an alert in red at the top of your screen stating **“New messages to read.”**



2. Click on **View Messages** under the **Message** heading in your left menu.



3. Click on the **Subject** of the message to open.
4. To delete a message, mark the **Delete** check box and then click the **Delete** button.



## What Types of Alerts Will I Receive?

Primary vaccine coordinators receive updates about the status of their clinic’s provider agreement through email. Some of the alerts you may receive include:

- **Approved Provider Agreement:** Your Provider Agreement is approved.
- **Returned for Corrections:** Your Provider Agreement needs additional information. Please see the Comments section of your agreement (top of your agreement) for more information.
- **Due to Expire:** Your Provider Agreement will expire in 5 days and you need to renew.
- **Expired:** Your Provider Agreement is expired and you cannot order vaccine until your agreement is approved.



**Questions?** Contact the IIS Help Desk at 1-800-325-5599 or [WAIISHelpDesk@doh.wa.gov](mailto:WAIISHelpDesk@doh.wa.gov)