# ImmsBC Training Resources for New LTC/AL Users

ImmsBC is the provincial system for booking and documenting vaccinations such as COVID-19 and Influenza.

Clinics documenting without using ImmsBC appointments  
(e.g. long term care, assisted living)

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|  | **Link** | **Completed** |
| 1. Log in | [Zendesk Article](https://immsbc.zendesk.com/hc/en-ca/articles/23736428022676-Log-into-ImmsBC-All-Private-Contracted-LTC-sites) |  |
| 1. Basic Navigation | [YouTube](https://www.youtube.com/watch?v=WYcARZuLUvM) (7 mins) |  |
| 1. Search for a Client | [YouTube](https://www.youtube.com/watch?v=ZHOjP6TOL5g) (1 min) |  |
| 1. Documenting Immunization Without an Appointment (DIWA) | [Zendesk Article](https://immsbc.zendesk.com/hc/en-ca/articles/9901222417428-DIWA-Back-Entry-for-Long-Term-Care-Assisted-Living) |  |
| 1. Edit a record | [Zendesk article](https://immsbc.zendesk.com/hc/en-ca/articles/9564157975956-Correcting-data-entry-errors-at-any-time-) |  |
| 1. Create a Contact | [YouTube](https://www.youtube.com/watch?v=7kpiILFhwog) (4 min) |  |

Useful Reports & Client Summaries

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| Where can I find info on: | Report name: |
| # of DIWA submissions | CIB – DIWA Submissions |

Further Resources

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|  | Where to get help? |
| **User help articles** on workflows, FAQs – search by keyword | ImmsBC Zendesk  <https://immsbc.zendesk.com/hc/en-ca> |
| **Data remediation, unusual situations, workflow, Provisioning** questions | ImmsBC Command Centre – provincial support  [BCVAX-Support@gov.bc.ca](mailto:BCVAX-Support@gov.bc.ca) or Zoom [[link]](https://zoom.us/j/93003034945?pwd=L3lkL0VqdEJvTjZ2cWMxelB3R3ppdz09) |
| **Training Environment** – try ImmsBC without entering real information | Clerks & Clinicians: [TRN Community Portal](https://bcphsa--bcvaxtrn.sandbox.my.site.com/bchvaxportal) |
| **Knowledge articles, videos** | Located within ImmsBC – navigation panel |