Covax Training Guide
A list of Covax training material on myTrailhead.

Coronavirus
COVID-19

Unit: an individual training guide
Module: a collection of training guides
Trails: a collection of training modules

Link to myTrailhead -
https://hsecovax.my.trailhead.com/trails

Last Updated 5th December 2023 as part of Covax 31

Getting Started Trail

Module 1a - Introduction to the HSE's Covax system
- 1a1. Getting Started on Covax - *most recent update was on 5th December 2023 (C31)*
- 1a2. Your Learning Journey - *most recent update was on 25th September 2023 (C30)*

Module 1b - How to Raise a Support Request or Log an Incident – *most recent update was on 25th September 2023 (C30)*
- For Vaccinators, Covax Operations Administrators and Service Cloud Support Users

Vaccinator Specialist Trail

Module 2A Vaccinator Specialist
- 2a1. Introduction to Vaccination Flow on Covax – *most recent update was on 5th December 2023 (C31)*
- 2a2. Samsung Tablet Vaccination Flow – Kiosk Mode – *most recent update was on 5th December 2023 (C31)*
- 2a3. Essentials Vaccination Flow on Covax **–** *most recent update was on 5th December 2023 (C31)*
- 2a4. Recording an Adverse Reaction – *most recent update was on 5th December 2023 (C31)*
- 2a5. Mixed Dose Course Vaccines – Very Important! – *most recent update was on 5th December 2023 (C31)*
- 2a6. Recording Ukrainian & other Beneficiaries of Temporary Protection and International Protection Applicants on Covax – *most recent update was on 5th December 2023 (C31)*
- 2a7. Boosters 1, 2, or 3 and Risk Factors **–** *most recent update was on 5th December 2023 (C31)*
- 2a8a. (NEW) Clinical Vaccination Errors **–** *most recent update was on 25th September 2023 (C30)*
- 2a8b. (NEW) Entered in Error – *most recent update was on 25th September 2023 (C30)*
- 2a8c. (NEW) SOP to Remove Draft Immunisation Records - *most recent update was on 5th December 2023 (C31)*
- 2a9. Vaccinating Paediatric Clients (6m – 15 years) **–** *most recent update was on 5th December 2023 (C31)*
- 2a10. Scenarios of Vaccine Doses Given Abroad **–** *most recent update was on 5th December 2023 (C31)*
- 2a11. Identity Check **–** *most recent update was on 5th December 2023 (C31)*
- 2a12. Walk-In Appointment Number on Covax **–** *most recent update was on 5th December 2023 (C31)*
- 2a13. Record A Client as Deceased (also in Mod 3A)- *most recent update was on 10th July 2023 (C29)*
- 2a14. Consent Guidance, including impact of Assisted Decision Making Act - *most recent update was on 5th December 2023 (C31)*

Operations Administrator (Base) Trail with Reports and Dashboards

Module 3A Operations Administrator Base
- 3a1. Introduction for Operations Administrators **–** *most recent update was on 31st January 2023 (C26)*
- 3a2. Vaccine Course Logic, Status and Scenarios **–** *most recent update was on 14th March 2023 (C27)*
- 3a3. How to Stop and Resume a Vaccine Course - *most recent update was on 5th December 2023 (C31)*
- 3a4. Removed – New SOP to be added in C32
- 3a5. How To Add a GP To a Client Record **–** *most recent update was on 25 July, 2022 (C22)*
- 3a6. Edit Personal Details and IHI Number Errors – *most recent update was on 5th December 2023 (C31)*
- 3a7. Record A Client as Deceased – *most recent update was on 10th July 2023 (C29)*
- 3a8. 'SOP to Obtain Parental Consent Over the Phone **–** *most recent update was on 31st January 2023 (C26)*
- 3a9. Walk-In Vaccination Clinics **–** *most recent update was on 29th November 2022 (C25)*
- 3a10. Retrospectively Enter Details on Behalf of a Vaccinator – *most recent update was on 5th December 2023 (C31)*

Module 6 - Reports and Dashboards on Covax
- 6.1 Reports and dashboards overview – *most recent update was on 31 November, 2022 (C25)*
- 6.2 Navigating reports and dashboards – *most recent update was on 31 November, 2022 (C25)*
- 6.3. Cloning and Sharing Reports – *most recent update was on 22 March, 2022 (C19)*
- 6.4. Advanced Reporting – *most recent update was on 22 March, 2022 (C19)*

Note: An Ops Admin Base should complete Module 2, Module 3A/3B, Module 4A/4B, and Module 6.
The reason is the Vaccinator Flows are the base of Covax in which Ops Admin's build upon.
Understanding the 'Specialist' flows helps an Ops Admin Base learn what is possible by collaborating with their 'DQ'.

Operations Administrator (Specialist 'DQ') with Reports and Dashboards

Module 3B Operations Administrator Specialist
- 3b1. Introduction for Operations Administrator Specialist – *most recent update was on 31st January 2023 (C26)*
- 3b2. Vaccinated in Ireland, data not in Covax – *most recent update was on 10th July 2023 (C29)*
- 3b3. How to Edit an Immunisation Record - *most recent update was on 5th December 2023 (C31)*
- 3b4. How to Identify a Dose Previously Marked and Removed into the 'Entered in Error Audit' Account – *most recent update was on 18th May 2023 (C28B)*
- 3b5. Restarting the Covid-19 Vaccination Course for HSCT Clients – *most recent update was on 14th March 2023 (C27)*

Note: An Ops Admin Specialist should complete every module on myTrailhead, especially Module 2, Module 3A/3B, Module 4A/4B, and Module 6.

How Clients Register on Covax, Service Cloud, or via the Public Portal Trail

Module 4a Register a person on Covax
- 4a1. Register a person on Covax – *most recent update was on 5th December 2023 (C31)*

Module 4b – Public Portal Flow
- 4b1. Public Portal Registration, Eligibility and Consent – *most recent update was on 10th July 2023 (C29)*

Meds Management Trail – for Pharmacists and Operations Administrators

Module 7 – Meds Management
- 7a1. Introduction to Trackvax - *most recent update was on 18th May 2023*
- 7a2. Staff Profile Management - *most recent update was on 18th May 2023*
- 7a3. Receiving Vaccines - *most recent update was on 18th May 2023*
- 7a4. Supplying Vaccines in a Vaccination Base (CVC) - *most recent update was on 18th May 2023*
- 7a5. Recording Yields in a Vaccination Base (CVC) - *most recent update was on 18th May 2023*
- 7a6. Stock Management Functions - *most recent update was on 18th May 2023*
- 7a7. Supplying Vaccines to an Offsite Location (External Movements) - *most recent update was on 18th May 2023*
- 7a8. Trackvax Reporting - *most recent update was on 18th May 2023*
- 7a9. FAQs - *most recent update was on 18th May 2023*
- 7a10. Meds Management - *most recent update was on 18th May 2023*

HSE Support Teams Trail

Module 8A Service Cloud (Support Agents)
- Support Agent Training Guide – *most recent update was on 31st January 2023(SC26)*
- Person Account Opt In/Out Messaging – *most recent update on 31st January 2023(SC26)*

Module 8B Service Cloud (Operations Administrators)
- Introduction – *most recent update was on 10th July 2023 (C29)*
- Service Cloud (Operations Administrators) – *most recent update was on 10th July 2023 (C29)*

Module 8C Service Cloud (Supervisors and Team Leads)
- Introduction – *most recent update was on 17 May, 2022 (SC21)*
- New Edit Personal Details Process – *most recent update was on 17 May, 2022 (SC21)*
- Service Cloud (Supervisors& Team Leads) – *most recent update on 31st January 2023(SC26)*
- Multi-Step Case Management – *most recent update was on 25 July, 2022 (SC22)*

Module 8D HSE Service Cloud Digital Covid Certificate
- Edit Personal Details – *most recent update was on 17 May, 2022 (SC21)*
- HSE DCC Support Teams – *most recent update was on 11 May, 2022 (SC21)*
- Create & Edit of Support Contact - *most recent update on 31st January 2023(SC26)*

Module 8E Service Cloud (NSD Support Team)
- Service Cloud NSD Support Team Training – *most recent update was on 11 May, 2022 (SC21)*

Module 8F Service Cloud Vaccine Course Training for Agents/Supervisors/Team Leads
- Appointment Management Training Session **–** *most recent update was on 11 May, 2022 (SC21)*
- Appointment Management SOP **–** *most recent update was on 11 May, 2022 (SC21)*
- Vaccine Course Info for HSE Live Agents **–** *most recent update was on 27 September, 2022 (SC23)*

Module 8G Service Cloud Approval Flow Process
- Approval Flow Training Content and Live Session **–** *most recent update was on 14 January, 2022 (SC18)*

Module 8H Einstein Chatbot Training
- Einstein Chatbot Live Demonstration **–** *most recent update was on 24 May, 2022 (SC21)*

Covax and Service Cloud Release Highlights and Key Updates Trail

Module 9a1 Most recent Covax Highlights
Covax 31 Release Highlights **–** *most recent update was on 5th December 2023 (C31)*

Module 9a Covax Past Release Highlights *– View all previously recorded Training Webinars*

Module 9b Service Cloud Release Highlights
- Service Cloud Release Highlights and FAQs **–** *most recent update was on 5th December 2023 (C31)*
- Service Cloud Previous Highlights *– View all previously recorded Training Webinars*

Covax Influenza / Pneumococcal Vaccine Course Trail

Module 10A - Influenza (Flu) & Pneumococcal Vaccines for Vaccinators & Ops Admins - 2023/24 Season
- Module (MOD) 10A - Influenza (Flu) & Pneumococcal Vaccines for Vaccinators & Ops Admins - 2023/24 Season - *most recent update was on 5th December 2023 (C31)*

Module 10B - Influenza (Flu) & Pneumococcal Vaccines for Ops Admins Only - 2023/24 Season
- 10b1. Influenza (Flu) & Pneumococcal Vaccines for Ops Admins Only - 2023/24 Season - *most recent update was on 25th September 2023 (C30)*