

EXTERNAL Color Vaccine Resources

Color Vaccine Resources

[*Track Color Launches Here](#)

[FAQ's: Vaccine Clinic Management-Color Platform](#)

Vaccine Admin's Training and Resources:

- [Color User Training Guide: MDPH Vaccine Platform](#)
- [Color VDT Advanced training](#)
- [MDPH Best Practice Guide for Site Managers](#)
- [Color Knowledge Base](#)
- [MA Vaccine Site Set Up Resource](#)

Color Live Trainings:

- [Live Training Walkthrough \(9/23\)](#)
- [Live Training: How Color Can Help with Billing, featuring ForHealth \(4/24\)](#)
- [Live Training: MIIS & Color \(10/3\)](#)
- [Live Training Onsite Tool \(7/2025\)](#)
- [Live Training: Dashboards \(8/2025\)](#)
- [Live Training: Onsite tool \(9/2025\)](#)

Color Onsite Tools

- **Vaccination Tool**
 - [Vaccination Walkthrough Loom](#)
- **Inventory Management Tool**
 - [Inventory Management Walkthrough Loom](#)
- **Appointment Management Tool**
 - [Appointment Management Walkthrough Loom](#)
- **Staff Management Tool**
 - [Staff Management Walkthrough Loom](#)
- **Site Settings Tool**
 - [Updating Site Name & Location Loom](#)
 - [Updating Patient Support Contact Loom](#)
 - [Updating Patient registration restrictions Loom](#)
- **Contact Manager**
 - [Contact Manager Table Loom](#) (*Lead Site Manager Role Required*)

Color Dashboard

(please note this only applies to individuals with dashboard permissions)

- [Dashboard Overview](#)

- [Pulling a Vaccination Report on Dashboards](#)
- [Reviewing patient health insurance information pre- and post-clinic](#)
- [Live Training: Dashboard \(8/2025\)](#)

Vaccine Paper Registration Docs

- [English Registration PDF](#)
- [Spanish Registration PDF](#)
- Immunize.org Screening Checklist for Contraindications to Vaccines:
 - [For Adults](#)
 - [For Children and Teens](#)

Office Hours

If you have questions that are not time-sensitive, we encourage you to drop by office hours:

- Color office hours are held on **Thursdays from 10am-11amET** at [this](#) Zoom link.

Contacting Color Support

Color's site support team can be directly reached at **844-531-0545** or by email at vaxsites@color.com. *Please call the Helpline for time-sensitive requests.* This team is staffed 7 days a week, from 7am to 7pm ET Mon - Fri and from 8:30am to 7pm ET on Sat - Sun.

MDPH Color Help:

If you have a question about onboarding, an MDPH policy, an issue with contacting Color support, or an urgent matter, you can contact: Colorhelp@mass.gov

Color Vaccine Product Updates

please note: some older features may have been updated with new feature rollouts

2024

- [Same Patient/New Appointment](#)
- [Cross-Clinic Appointment Rescheduling](#)

2023

- [Bulk Deleting Appointments and Bulk Moving Appointments Between Calendars](#)
- **Adding Year to Appointment Time:** the appointment time now shows month, day and year.
- **Middle Name Update:** patients can now input their full middle name instead of just the initial
- [Pulling a Vaccination Report on Dashboards](#)
- [Roster Upload for Vaccine Appointments](#)

- [Roster Upload for Completed Vaccinations](#)
- [Bulk Inventory Management Walkthrough - Part 1](#)
- [Bulk Inventory Management Walkthrough - Part 2](#)
- [Creating a New Site](#) (**Site Manager Role Required**)
- [Wastage Report](#)
- [Smart Dosing](#)
- [Group Registration](#)
- [Self-serve insurance collection per site](#)
- [Site Specific Registration Restrictions](#)
- [Delete Vaccination Record](#)
- [Self-serve editing of site details and contacts](#)
- [Age-Based Filtering](#)
- [Vaccine Open Appointments](#)
- [VIS presented at and publication date in dashboards](#)
- [Clinical appointment note \(free text field\)](#)
- [Site specific pre-registration URLs and QR codes](#)

2022

- [Vaccination history available for all vaccines](#)
- [Improving inventory lot selection in vaccinating flow](#)
- [Address Validation via SmartyStreets](#)
- [Self-serve vaccine selection per site & multi-registration for full immunization schedule](#)
- [Self-pay & at-home vaccination billing settings](#)
- [Quizzes for school clinics](#)
- [VFC Editing](#)

FAQ / Features

FAQs about Color's Vaccine Program

Appointment Management:

Multi-site view for appointments/vaccines:

- Q: I want to see all sites within a population that have specific vaccines and appointment availability. Then, I want to be able to schedule an appointment at one of the locations. How can I do that?
 - 1. Go to the site's primary calendar:
 - (Appointment Management → Actions→Manage Calendars→ Copy primary calendar link and put into a new tab
 - Once in the new tab, delete all text following the Question Mark (?) including the question mark. This will revert the view to the population level, not the site level.
 - **<https://home.color.com/vaccine/walk-up/madph-test/fake-boston-site?locale=es-US>**
 - This appointment management view will then show all available sites for the vaccines selected. The patient could then book an appointment at the site that has the vaccine available.
 - There is not an option to see all available appointments

Calendar:

- Can you delete calendars?
 - Not if there is a vaccine associated with them/administered under them (record keeping)
 - If made in error, email Support and we can look into it

Dashboard questions:

- How to see how many appointments / patients came through a specific site during a specific date range:
 - Dashboard → Appointments Overview → Filter to site, time frame, etc→ review Complete Appointments
- How real time are the dashboards updated?

Language:

- **How can we register in different languages, and where is the site translated?**

Insurance:

- **How can you make the insurance search easier?**
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Vaccinating and Vaccinations:

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