Color Resources

*Track Color Launches Here
FAQ's: Vaccine Clinic Management-Color Platform

Vaccine Admin's Training and Resources:

- Color x VCM Refresher Guide
- FAQ Guide
- Color User Training Guide: MDPH Vaccine Platform
- Color VDT Advanced training
- Guide for Site Managers
- Color Knowledge Base
- MA Vaccine Site Set Up Resource
- MDPH Best Practice Slides

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)
- Live Training: Onsite tool (7/3/2026)

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 2026-2027 version
- Spanish Registration PDF 2026-2027 version
- Immunize.org Screening Checklist for Contraindications to Vaccines:
  - For Adults
  - For Children and Teens
  - For FluMist

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

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?

Vaccinating and Vaccinations:

2025 - 2026 Annual Feedback:

I have been a Middleton public health nurse and health director for 18 years, I am not sure why I am linked to Topsfield. I have asked COLOR support numerous times to change this as I am not able to make this change on my end.	traci.mello@middletonma.gov	Traci	Mello
I would like to be informed and education on what the Color Platform is and what function it serves so as Director I can forward these survey's to the appropriate staff and personnel	david.gillis@erving-ma.gov		
It's been difficult for us to consolidate our clinics into one clinic if we have differing amounts of Regular and High Dose Flu vaccine being offered. There is a feature to put them both under the same clinic but it's very hard to track (to assure that you are only booking the amount of appointments you have for each dose). Also, there seems to be an issue with individuals registering for an appointment with certain birthdates. For example, if someone's birthdate falls within a small window where they qualify for a High Dose Color will not allow that person to register for the appointment even though they would qualify if you have age restrictions set on that site.	scourtemanche@burlington.org boh@burlington.org		

1) At our clinics, the ticketing system is based on age and insurance status, and it would be helpful to have insurance status listed on the patient registration dashboard to speed up registration. 2) Streamlining the registration process for adding multiple patients at one time for walk in registrations. 3) Additional training sessions (either live or virtual) to increase the number of volunteers trained to participate in vaccination clinics.	eugene.d.choi.53@gmail.com		
I would like to be able to schedule a returning patient without having to create an appointment for them. For example, if a returning patient came in for a walk-in appointment, I had to create an appointment just for them. Also, when I did home visits, I had to create appointment just to be able to vaccinate them and not have to register them as a new patient.	dbeall@chelmsfordma.gov		
I would like to be trained on how to handle Color and also the process to v=create a QR Code to be used on a e-flyer	flana@edgartown-ma.us		

It would be great if, while creating appointments, we could input how many appointments we'd like to offer a certain vaccine. For example, if I had 20 COVID-19 vax left and 15 flu vax, it would be great if I could create 20 appointments, and once 15 people are registered for the flu vax, only COVID-19 will be offered, if that makes sense.	jbarmashi@bedfordma.gov		

I'd like to be able to cap registrations by vaccine type for clinics or days. I'd also like to be able to restrict registrations by age per vaccine type. I'd like to be able to easily move on patient registration to another site. Or easily re-register a patient for a second vaccine on another day without having to have them or me re-enter all information again.	mcarter@wayland.ma.us	Moira	Carter
Limitations with the system have made this vaccine season more challenging. We would love to be able to add age restrictions by vaccine type in a clinic. For example: We wanted to host a public clinic that offers Flu vaccine to all ages, & COVID vaccine to be limited to the 65+ population. The Color team explained that this is not possible, & at this time the system will not allow those types of nuanced restrictions. Also, dashboard seems unnecessarily complicated/overwhelming/confusing!	khughes@northamptonma.gov		

When cancelling an appointment--I do not like the response that is programmed in---we should be able to put our own message in. 9 times out of 10 the programmed response does not reflect what has occurred. Should be able to repeat basic info when scheduling more than one person from the same household			
The biggest change I would like to see is the ability to reschedule cancelled appointments or follow up appointments at different sites. We provide mobile vaccine clinics and often people need to cancel on a certain date at "Site A" and need to reschedule for a different date at "Site B". The ability for us to do that in the field or on the phone would save us SO MUCH TIME! The insurance platform is still really hard for people to use. The VPC ID process is still clunky.			
When entering color info for patients retroactively, it would be helpful to be able to add the vaccination date rather than it automatically being set to the day the information is entered and if that wasn't possible it would be helpful to be able to change several vaccination dates at the same time rather than having to do it one vaccine at a time.			

It would be great to remove old inventory but the most important thing that color needs is for a site to be notified when a patient schedules an appointment. When we don't have specific dates for clinics, patients might schedule at any random time and there have been times that a patient showed up and we didn't know they were coming so we didn't have a provider or vaccines ready. Patients get many reminders but the site / providers need a notification when someone schedules.	drwagner@smilesbyrosie.com		
Letting providers be able to place age constraints that lead to vaccine recommendations would be useful. For example, if a patient is 65 years or older, it would be helpful to have the software flag or somehow recommend the high dose flu vaccination if some are available for the clinic.	kpadilla@salem.com		
Would like to suggest an improvement regarding Color's vaccine inventory system. It would be very helpful to view the actual inventory levels in real-time. Currently, Color does not have the feature to show the specific number of doses remaining after an individual is vaccinated (unlike MIIS). Having access to precise, real-time doses of each vaccine available at the clinic would greatly assist with our workflow.	Jcabiles@cobma.us		

Registration should separate the patient first and last names like it used to be, instead of having it be first and last together, only allowing sorting by first name... This is useless, it just add more steps on my end to clean up and correct. Also, during multi presentation clinics, we can't see what vax is under "remaining appts" to be able to prepare.	Rcapone@winchester.us		
The self-registration process is too cumbersome for many clients. The language is very technical medical terminology in some places, and most lay people are confused about what the safety screening questions are actually asking. It would be great if there was a way to condense the client registration into 1 or 2 pages and simplify the safety screeners and health insurance input sections.	kmyers@healthinnovationsinc.com		
I would like to be able to mark people (highlight, visible note, not one you have to click on to see) on the main check in page that do not have insurance so I know they qualify for state vaccine. Some flu clinics have over 100 people and there is not time to look at the notes or look at their insurance. I would also like to make insurance mandatory for some clinics so they can't put in 1234 instead of taking the time to put their insurance information in correctly.	debra.jones@capecod.gov		

Tech support:

We have experienced recurring issues with the Color software during our recent clinics. While administering services, the required vaccine appears in the system, but we are unable to select or highlight it. Although the problems were addressed at the time they occurred, the same issues reemerged during the following clinic sessions. I contacted Color support earlier regarding the issues we were experiencing, but they were not resolved. As a result, the clinic completed using paper registration	ademosthene@cobma.us		
We have tried several times to correct an error in Color that is sending info to Forhealth and putting in the wrong town when a certain vaccinator inputs her patients.	patricia.mcdonough@middletonma.gov		

-I find it difficult to add patient appts. If I speak to someone and schedule them for a 2pm appt I have to first create the appt slot, then go back and schedule it. My work around was to have a private scheduling link that always has appts open. However, once the patient is scheduled they are given that link to reschedule. I think it would be helpful if Color users could select the appt day/time when scheduling them without having to create an appt first.	jhertig@medford-ma.gov		
-If you add/modify which vaccines a patient gets after they schedule, you have to fill out the full pre-vaccination checklist again and can't see their prior answers. This is very time consuming, especially since the checklist questions are the same for all vaccines except flu.	jhertig@medford-ma.gov		
Once up and running Color works very well for entering info at the flu clinics I support, but logging in is a nightmare!! Requiring extra verification at every log-in is difficult because the public buildings we work in often block some of the second-tier verification sites. It has taken me up to half an hour to log in and requires circumventing wi-fi security systems. It shouldn't be that difficult.	fourfurs@gmail.com Susan Mackinnon , Chelmsford		