



ONLINE VACCINE ORDERING

User Guide for Health Care Providers

WINDSOR-ESSEX COUNTY
HEALTH UNIT
Immunization Department
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Contents

Introduction	3 -
Step 1: Requesting User Accounts	4 -
Step 2: User Agreement Completion	4 -
Step 3: Log into Portal	4 -
Step 4: Upload Refrigerator Temperature Log	5 -
Step 5: Initiate a New Vaccine Order	6 -
Step 6: Requesting Additional Vaccines	7 -
Step 7: Requesting Vaccine Supplies	7 -
Step 8: Checking Order Status	7 -
Step 9: Order Ready	9 -
Frequently Asked Questions	9 -
Can I enter multiple vaccine orders in one order?	9 -
Can I modify my order?.....	9 -
Can I cancel my order?.....	9 -
How can I request a new contact person responsible to order vaccines?	10 -
How do I know when my order is ready?	10 -
Why is my order cancelled/on hold/requires follow-up state?	10 -
Need Additional Support with the Vaccine Ordering System (VOS)?	11 -
Appendix A: Combining Multiple Pages Into One File	11 -
Appendix B: Order Sets - List of Vaccines	12 -

Introduction

Welcome to the Online Vaccine Ordering User Guide for Health Care Providers. The Windsor-Essex County Health Unit (WECHU) is excited to announce the implementation of a new streamlined online Vaccine Ordering System (VOS) for health care facilities that have been pre-approved to order publicly funded vaccines. This new system is designed to make vaccine ordering more efficient, accurate, and accessible for providers like you.

With the VOS, you can easily place your vaccine orders and manage them in real-time. The benefits of using the online system are numerous, including:

- **Ease of Access:** Quickly place and manage vaccine orders from any device with internet access.
- **Efficiency:** Faster processing of orders, reducing wait times and delays.
- **Accuracy:** Real-time updates on vaccine availability and order status.
- **Minimized Waste:** Helps ensure that only the necessary amounts of vaccines are ordered, reducing the risk of unused stock.

In this guide, we will walk you through the ordering process and address any questions you may have. Please take note of the following important reminders when placing orders:

- **Assess Existing Stock:** Before placing a new order, review your current vaccine inventory and have an accurate count ready. You will be asked to report the quantity of vaccine on hand when placing an order.
- **Upload Your Temperature Logs:** To facilitate efficient processing, please include a copy of your facility's most recent temperature logs for all vaccine fridges for the last four weeks.
- **Order Only a One-Month Supply:** To help prevent vaccine wastage, please order a quantity of vaccine you expect to administer within a month.
- **Vaccine Fridge Size Considerations:** Consider the available capacity of your vaccine fridge(s) and take into account vaccines currently on hand. The WECHU may adjust your order to support effective storage conditions.

The WECHU is committed to supporting you through the ordering process. If you have any questions, please reach out to the Immunization Department (IMMS Dept.). You can contact us via email at vaccine@wechu.org or by phone at 519-258-2146, ext. 1121.

NOTE: If you have already been issued an account and have your login credentials move to **Step 3**.

Step 1: Requesting User Accounts

To begin, designate a primary contact person from your organization who will be responsible for entering orders into the system. For operational continuity, we strongly recommend designating at least a secondary contact person as well, in case the primary contact is unavailable. Each facility can designate up to 4 secondary users. Each user must have their own unique email address. We also advise against sharing login credentials to ensure secure system access.

To request an account, submit the following information for the designated users to the WECHU IMMS Dept. through this online form ([WECHU Vaccine Ordering System User Account Request](#))

1. Organization Name
2. Full Name
3. Phone Number
4. Email Address

Step 2: User Agreement Completion

Once an organization has designated persons responsible for ordering vaccine and the WECHU IMMS Dept. has received the information, each designated user will need to review and acknowledge the responsibilities associated with accessing the online VOS. The IMMS Dept. will send each designated user an email containing a link and instructions to an online survey.

Designated users will be asked to:

- Carefully review the User Agreement in its entirety.
- Confirm that they have read, understood, and agree to the terms and conditions by checking a confirmation box.
- Enter their full name in the attestation section.
- Submit the completed survey to the IMMS Dept.

Once the attestation is submitted and received, the IMMS Dept. will:

- Create individual login credentials for each designated user.
- Send the login information via email, along with relevant onboarding instructions and resources.

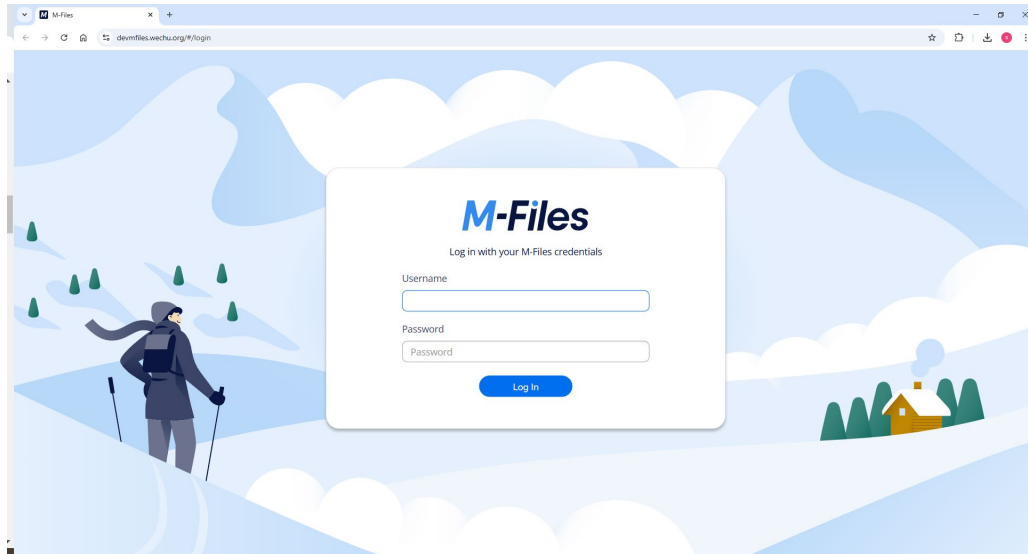
This step ensures all vaccine providers accessing the online VOS understand their responsibilities and formally agree to the system's terms of use. This also supports compliance with the Personal Health Information Protection Act, 2004 (PHIPA) and the guidelines of the Information and Privacy Commissioner of Ontario, with the goal of protecting client information and minimizing the risk of privacy breaches.

Step 3: Log in to the Portal

Go to <https://www.wechu.org/vaccine> and log in with your username and password. You can bookmark this page for easy access. Users should not save their username or password on a

shared device such as an office computer. This will prevent you from accidentally logging in with another user's credentials.

- Users are encouraged to use **Microsoft Edge** or **Google Chrome** when logging into the portal to help avoid potential issues.



Step 4: Upload Refrigerator Temperature Log

1. Obtain a Refrigerator Temperature Log
 - Capture a picture or scan of your refrigerator temperature log ([see Appendix A](#)).
 - The log can be in formats such as JPG, PNG, or PDF.
 - Save the file to your desktop for easy access.
2. Upload the Refrigerator Temperature Log
 - From your desktop, click and drag the temperature log (JPG/PNG/PDF) file onto the M-Files canvas.
3. Complete the Metadata Fields

A pop-up window will appear on the metadata card. Complete the following fields:

 - Class: Select Refrigerator Log.
 - Place: Enter the name of your institution/facility/organization.
 - Refrigerator: Select the corresponding refrigerator number this log pertains to. (Note: Some facilities may have multiple refrigerators.)
 - Log Date: Enter today's date.
4. Save the Log
 - Click Create to save the image to M-Files.
 - The log will be automatically titled with the format: Class – Date – Place.

- When selecting a refrigerator log during ordering, the system will display fridge logs created within the past 2 days.

This process ensures that your refrigerator temperature log is securely uploaded, and you are ready to move into Step 5 and place a new order.

Note: The uploaded Refrigerator Log must include temperature readings for the past four weeks from the date of your order (refer to [Appendix A](#) for instructions on how to consolidate multiple pages into a single document). If your facility has multiple refrigerators, a separate Refrigerator Log must be uploaded for each unit. The submitted vaccine fridge log is valid for any order request placed on the same day; therefore, the same fridge log can be selected for all additional orders entered on that date.

Step 5: Initiate a New Vaccine Order

Vaccines are grouped and displayed in the system into order sets. Many order sets allow you to select multiple products within a single order. Examples of order sets include: COVID-19 vaccines, high-risk vaccines, school vaccines, routine vaccines, etc. For a full list of available Order Sets, refer to [Appendix B](#). The Order Sets visible and accessible to a requester are determined by the WECHU based on vaccine provider type and eligibility.

To initiate a new order:

1. Click the **Create** button (the circle with a plus sign located in the top right corner of the screen)



Select **Order Request**

2. A new window titled "**Create Order Request**" will appear. Complete the fields on the form. Fields marked with an asterisk (*) are mandatory.

TIP

The metadata card in the web version can be resized for better legibility. Click and drag the bottom right-hand corner of the card to resize it.

- **Place:** Enter the name of your facility, organization, or institution.
- **Requester:** Enter the name of the person submitting the order.
- **Other Contact:** Optional field for additional contacts, if applicable.
- **Provider Eligibility:** This field will auto-populate based on your profile.

- **Order Set:** Select the appropriate Order Set from which you wish to request vaccines.
- **Select a Product(s):** Choose the vaccine(s) or item(s) shown for the selected Order Set. (Note: Some vaccines may require client eligibility information.)
- **Enter Doses on Hand (#):** Indicate the number of doses currently available in your facility.
- **Enter Doses Requested (#):** Specify the number of doses you are requesting.
- **Delivery Method:** Select the preferred delivery method for your order.
- **Refrigerator Log:** Choose the log uploaded in Step 4. Note that a refrigerator log is not required for supplies and this field will not appear for these Order Sets.
- **Comment Box:** Enter any additional information or special instructions that may assist with processing the order.

3. Finalize the Order. After reviewing all fields, click **Create** to submit the order.

Step 6: Requesting Additional Vaccines

Vaccine requests are submitted one order set at a time and whenever possible, fulfilled and bundled for pick-up/delivery. Depending on the Order Set selected, you may be able to include multiple products within one order. Create an additional order only when you need products from a different Order Set, need to submit a separate client-specific request, or need to place another separate request for any other reason. When additional orders are required, follow Step 5 above. Submitting separate requests for each type of order set allows orders for your facility to be processed effectively. For example, if there are vaccines on backorder, the WECHU can confirm with your facility if you would like to have partial order fulfilment or wait until all products are available. The submitted vaccine fridge log is valid for any order request placed on the same day; therefore, the same fridge log can be selected for all additional orders entered on that date.

Step 7: Requesting Vaccine Supplies

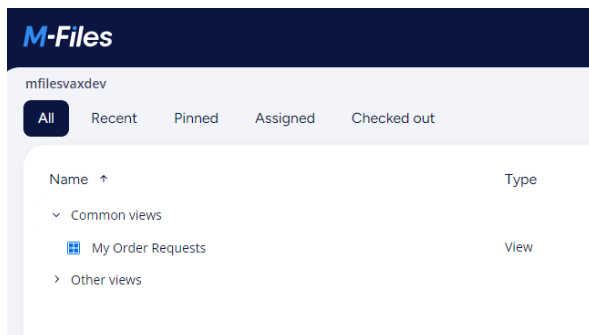
To request vaccine supplies, click the Create button in the top right corner (refer to Step 5 above). Select Vaccine Supplies and Resources from the Order Set. Please note that when ordering supplies from this Order Set, the Fridge Log is not mandatory.

Step 8: Checking Order Status

Once orders are placed, users can track the status of their orders using the Common View.

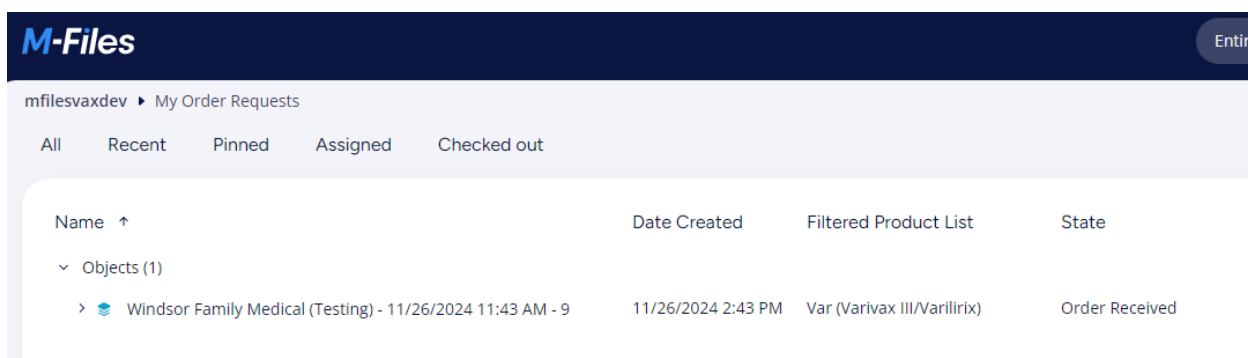
1. **Access the Order Status:**
 - Click the All tab at the top left of the screen.
 - Double-click My Order Requests to view all orders placed by the currently logged-in user. This will display the order date and the current status (State) of

each order. My Order Requests also displays the date of order, and the State (a.k.a order status).



2. Order Modifications and Cancellations

- Orders can be modified or updated while the status is "Order in Review." For instructions, please refer to the FAQ section titled [“Can I modify my order?”](#)
- Once the order is accepted by WECHU and the status changes to "Order Approved," no further changes can be made through the online system. If you need to cancel an order at this stage, please refer to the FAQ section titled [“Can I cancel my order?”](#)



3. Sorting Orders:

- Clicking on a column header will sort the values in that column. For example, click on Date Created to have the list sorted in ascending order. Clicking again on Date Created will invert the list to display in descending order.

4. Order ID:

- The Order ID number is listed as the last number in the order name. For example, WECHU Order ID #9.

NOTE: If you notice any errors in your order, please make the necessary edits before the status changes to "Order Approved." After that point, no further modifications are permitted. Should changes be required after approval, please contact the Vaccine Distribution Department directly and have your order number ready.

Step 9: Order Ready

When an order has been packed, the State (status) will be updated by the WECHU to "Order Ready" and the requester will receive an email updating them on the status of their order. If any modifications have been made to your order, there will be notes outlining rationale.

Frequently Asked Questions

Can I enter multiple vaccine orders in one order?

Vaccine order requests allow users to select multiple products in one order for eligible Order Sets visible to their profile. If you are ordering vaccines from different Order Sets, please create a new order and follow the steps above.

Can I modify my order?

If you notice any errors in your vaccine order, you may make edits until the order status changes to "Order Approved."

To make changes:

1. Navigate to "My Recent Order Requests."
2. Click on the order you wish to review or update.
3. On the right-hand side, under the Metadata section, click into the field you want to update, make your changes, and click Save.

Once the order status is marked as "Order Approved," no further edits can be made through the online system. If changes are required at that point, please contact the Immunization Department directly and have your order number ready.

For assistance, you can email us at vaccine@wechu.org or call 519-965-1130 ext. 1121.

Can I cancel my order?

To cancel an order you will have to call the distribution team at ext. 1121 or send an email at vaccine@wechu.org. Make sure you include the order number when requesting to cancel an order.

How can I request a new contact person responsible for ordering vaccines?

If you need to update the contact person or add another individual responsible for placing and tracking vaccine orders in the online vaccine ordering system, please email vaccine@wechu.org or call 519-258-2146, ext. 1121.

When requesting a new contact person for your facility, please have the following information ready:

1. Organization Name
2. Full Name
3. Job Title
4. Phone Number
5. Email Address

Once we receive your information, we will send you login credentials within 48 hours. You can then refer to this guidebook to place your first order. If you experience any issues or need further assistance, please don't hesitate to reach out to the WECHU.

How do I know when my order is ready?

Orders marked as *Order Ready* in the system by the WECHU are ready for pick-up/delivery. The user who placed the order will receive an email notification from WECHU once the order is ready.

Users can also track the status of orders made by their facility. To track your orders, follow these steps:

1. Navigate to the *My Order Requests* section.
2. Double-click to view a list of all your orders.
3. In the *State* column, you will find the current status of each order.

Why is my order cancelled/on hold/requires follow-up state?

Upon review of your order, it may be assigned to one of the following states:

- **Order Cancelled:** For example, when an item is permanently out of stock.
- **Order On Hold:** For example, if an item is temporarily out of stock or there is a cold chain issue.
- **Order Requires Follow-Up:** For example, if there is an issue with the temperature log, the wrong vaccine was ordered for your practice, the quantity of vaccine ordered is incorrect, or there is a discrepancy with the order amount.

You can view the reason for the assigned order state by clicking on the order. Under the *Comments* section, you will find an explanation. Additionally, you may receive a follow-up phone call or email from the WECHU to request further information related to your order.

Need Additional Support with the Vaccine Ordering System (VOS)?

If you require assistance with the VOS system, please follow these steps:

- Review this Step-by-Step user guide document
- Watch the Video Tutorial – https://www.youtube.com/playlist?list=PLM4ISmUdinM_C9MUIHQh4ndmFEZXxIK8j
- Still have questions? Contact the Immunization Department at ext. 1121 for additional support.

Appendix A: Combining Multiple Pages Into One File

Depending on the timing of your order entry, you may have multiple fridge log pages containing data from the past four weeks. Before uploading the file to the vaccine ordering portal, these pages must be consolidated into a single document. Below are several methods to efficiently combine multiple pages into one file:

Method 1: Inserting Scanned Images into a Word Document

1. Scan each page and save them as image files (JPG/PNG).
2. Open Microsoft Word and insert the scanned images using Insert > Pictures.
3. Adjust the layout to ensure all pages are legible.
4. Save the document as a PDF before uploading.

Method 2: Using a Mobile Scanner App

1. Download a mobile scanning app such as Adobe Scan, CamScanner, or Microsoft Office Lens.
2. Use the app to capture high-quality images of each fridge log page.
3. The app will convert and merge them into a single PDF file.
4. Review the file for accuracy before submission.

Method 3: Using a Multi-Page Scanner

1. Place all fridge log pages into a multi-page scanner.
2. Scan the entire stack as a single PDF document.
3. Verify the order and clarity of the scanned pages.

Method 4: Taking Photos and Converting to a Document

1. Capture clear photos of each page using a smartphone.
2. Transfer the images to a computer and insert them into a Word document.
3. Convert the document to a PDF format for submission.

Method 5: Scanning and Merging PDF Files

1. Scan each fridge log page using a scanner and save them as PDF files.
2. Utilize a PDF merging tool, such as Adobe Acrobat, Smallpdf, or ILovePDF, to combine the scanned pages into a single document.

3. Ensure the final document is clear and properly formatted before uploading.

By following these methods, you can ensure that your fridge log pages are properly consolidated into a single document, meeting the requirements for submission to the vaccine ordering portal. Note you may repeat these steps if you have multiple refrigerators in your facility. Each refrigerator needs a separate document uploaded.

Appendix B: Order Sets - List of Vaccines

Note: The Order Sets visible to a requester are determined by the WECHU. Therefore, you will only see the list of products your type of facility is eligible to order based on Ministry of Health guidance and other factors.

Order Set	Product - Generic Name	Brand/Trade Name
Routine Vaccines	Diphtheria, Tetanus, Pertussis, Polio and Haemophilus influenzae b Vaccine	Pentacel
Routine Vaccines	Meningococcal C Conjugate Vaccine	Menjugate Liquid/NeisVac-C
Routine Vaccines	Measles, Mumps and Rubella Vaccine	MMR II/Priorix
Routine Vaccines	Measles, Mumps, Rubella and Varicella Vaccine	Priorix-Tetra/ProQuad
Routine Vaccines	Pneumococcal Conjugate Vaccine-15 valent	Vaxneuvance
Routine Vaccines	Pneumococcal Conjugate Vaccine-20 valent	Prevnar 20
Routine Vaccines	Polio Vaccine	Imovax Polio
Routine Vaccines	Rotavirus Vaccine	Rotarix
Routine Vaccines	Zoster Vaccine	Shingrix
Routine Vaccines	Tetanus and diphtheria Vaccine	Td Adsorbed
Routine Vaccines	Tetanus, diphtheria, pertussis Vaccine	Adacel/Boostrix
Routine Vaccines	Tetanus, diphtheria, pertussis and polio Vaccine	Adacel-Polio/Boostrix-Polio
Routine Vaccines	Tuberculin Purified Protein Derivative	Tubersol
Routine Vaccines	Varicella Vaccine	Varivax III/Varilrix
School Vaccines	Hepatitis B - Adult	Recombivax HB/Engerix-B
School Vaccines	Hepatitis B - Pediatric	Recombivax HB/Engerix-B
School Vaccines	Human Papillomavirus HPV-9	Gardasil 9
School Vaccines	Men-C-ACWY-135	Menactra/Nimenrix
High Risk Vaccines	Hepatitis A - Adult	Havrix /Vaqta/Avaxim
High Risk Vaccines	Hepatitis A - Pediatric	Havrix Jr. /Vaqta ped /Avaxim Jr.
High Risk Vaccines	Hepatitis B - Adult	Engerix-B/ Recombivax
High Risk Vaccines	Hepatitis B - Pediatric	Engerix-B/ Recombivax
High Risk Vaccines	Haemophilus influenzae type B Vaccine	Act-Hib/Hiberix
High Risk Vaccines	Human Papillomavirus HPV-9	Gardasil 9

High Risk Vaccines	Mpox (monkeypox) Vaccine	Imvamune
High Risk Vaccines	4CMenB	Bexsero
High Risk Vaccines	Men-C-ACYW-135	Menactra/Nimenrix
High Risk Vaccines - Stock Order	Men-C-ACYW-135	Menactra/Nimenrix
High Risk Vaccines - Stock Order	Hepatitis A - Adult	Havrix /Vaqta/Avaxim
High Risk Vaccines - Stock Order	Hepatitis B - Pediatric	Engerix-B/ Recombivax HB
High Risk Vaccines - Stock Order	Hepatitis B - Adult	Engerix-B/ Recombivax HB
High Risk Vaccines - Stock Order	Hepatitis B Renal Dialysis	Recombivax HB
High Risk Vaccines - Stock Order	Mpox (monkeypox) Vaccine	Imvamune
RSV Vaccines and Monoclonal Antibodies	Respiratory Syncytial Virus Vaccine (RSVpreF)	ABRYSVO
RSV Vaccines and Monoclonal Antibodies	AREXVY	AREXVY
RSV Vaccines and Monoclonal Antibodies	Nirsevimab (50 mg) (Children weighing less than 5kg)	Beyfortus
RSV Vaccines and Monoclonal Antibodies	Nirsevimab (100 mg) (Children weighing greater or equal to 5kg)	Beyfortus
COVID-19 Vaccines	Moderna SPIKEVAX KP.2 COVID-19 mRNA Vaccine	Spikevax
COVID-19 Vaccines	Pfizer COMIRNATY KP.2 COVID-19 mRNA Vaccine	Comirnaty
Influenza Vaccines	Quadrivalent Inactivated Vaccine – QIV (6 months and older)	Fluzone® Quadrivalent/FluLaval Tetra® (MDV)
Influenza Vaccines	Fluad® (PFS) (Adjuvanted Trivalent Inactivated Vaccine – TIV-adj) (65 years and older)	
Influenza Vaccines	Fluzone® High-Dose Quadrivalent (PFS) (High-Dose Quadrivalent Inactivated Vaccine – High-Dose QIV) (65 years and older)	
Supplies	Immunization Cards (50/bundle)	
Supplies	Immunization Sleeves (50/bundle)	
Supplies	ICON Cards (business cards with instructions for families to report immunizations to the WECHU)	
Supplies	Immunization Reporting Form for Families (50/bundle)	

Supplies	Vaccine Temperature Log Book	
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