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1. **Access the website**

2. **Click here to register**
From the initial webpage, click on the **Click here to register** button, enter your Vaccine Account Number (VAN) if known and click on the **Submit** button, otherwise contact the NSW Vaccine Centre on 1300 656 132.

Relevant immunisation provider details will be displayed. You should amend them as required, add further details and click on the **Submit** button. The details are sent to the NSW Vaccine Centre to finalise your access. Once finalised, you will receive your username and password.
3. Login

Enter your username and password into the relevant field and click on the Login button.

4. Initial screen

The initial screen that you are brought to displays your details. Please review them and ensure that they are correct. The left-hand grey box contains a link to this user guide and allows you to logout. Underneath your details in the middle of the screen, you can amend your delivery details, change your password, place an order and view your past orders. The blue box to the right of the screen contains links to various immunisation providers’ useful information.
5. Amend your details

Your details can be updated by clicking on the Amend Delivery Address button.

Amend the details as required and click on the Update button, if a mistake has been made click on the Cancel button which will take you back to the initial screen.

Please note that if you amend your delivery details, your account will be placed on hold pending further advice from your Public Health Unit.
6. Update your AHPRA details

If the below message appears when you login, you will need to update your AHPRA expiry details before you are able to place an order.

To update your AHPRA details, click on Amend Delivery Address (see section 5). Amend the expiry date and click on Update.
7. Placing a vaccine order

To place a vaccine order from the initial screen click on the **Place Order** button.

The following page is your practice’s most recent orders, which allows you to review your ordering history. Click on the **Details** button to open the order details. To continue to place a vaccine order click on the **Place Order** button.
This will take you to the Select Products page, which will allow you to order the vaccines that your clinic is registered for. Against each vaccine there is information regarding patient eligibility. Enter the number of doses of each vaccine within your clinic and the total doses required for delivery.

Once the order is complete, click on the Update Order button. If you have ordered more doses than the maximum you will be presented with a check box that displays the vaccine, the maximum doses that can be ordered and an Ok option. Clicking on OK will allow you to change the required doses in the order to the maximum or a lower quantity. Once you have updated the quantities click on the Update Order button.
This will lead you to the View Order page which allows you to review the vaccines that will be ordered and the required doses. To change the doses on hand or the required doses, update the number and click on the Update Order button. To add additional vaccines to the order click on the Add Products button, enter the required doses against the additional vaccine and click on the View Order button. Once you are satisfied with the order click on the Complete Order button (providers without an Australian Health Practitioner Regulation Agency (AHPRA) number will be taken to the Confirm Order page).

Providers with an AHPRA number will be taken to the Authorised Practice Provider Declaration page. Please answer the Authorised Practice Provider Declaration questions by selecting the Yes or No for each question. Enter the authorised practice provider name and AHPRA number. Click on the Continue button.
This will lead you to the Confirm Order page. Please review the contact name and phone number, your vaccine order and enter any notes that you would like to make visible to the NSW Vaccine Centre. If you would like to make a change to the order, click on the Edit Products button, otherwise click on the Submit button which will generate the vaccine order.

Once the order has been confirmed the following page is the Order Confirmation. You can print a copy of the vaccine order by clicking on the text click here, logout by clicking on the Logout button or place a new order by clicking on the New order button. You should also receive an order confirmation email.
8. View past vaccine orders
To view all or some of your past orders, from the initial screen, click on the View Past Orders button.

Enter the date range search criteria, only orders created within the date range will be displayed. Click on the Submit button.
You will be presented with all of the orders that meet the search criteria. To view the details of the order, click on the Details hyperlink. You will be presented with the order details and once you have finished viewing them, click on the Close button in the top right-hand side of the internet browser.

9. Change password

To change your password, from the initial screen, scroll down until you can see the fields to place the old or current password. Enter your current password and your new password into their respective fields and click on the Change Password button.
10. Forgotten password

Go to the NSW Vaccine Centre online ordering website at https://nsw.csldirect.com.au/

Click on the Forgot Password? button

Enter your username and email address and click on the Submit button, your password will be reset and emailed to you.

11. Logout

When you are finished, please ensure you logout.