



ENROLLMENT RENEWAL TIPS

Getting Started:

- All providers must renew their enrollments **starting November 17, 2025**, for the year 2026.
- The enrollment renewal is completed and signed electronically in [HiSIS](#). Paper enrollments are not accepted.
- **VFC Providers** are required to complete **BOTH** enrollment renewal forms: [2026 HiSIS Clinic Enrollment Renewal](#) & [2026 Hawaii VFC Enrollment Renewal](#).
- **If you are NOT a VFC Provider, ONLY** the [2026 HiSIS Clinic Enrollment Renewal](#) form is required.

User Registration: ([HiSIS Request User Account](#))

- If you belong to multiple PINs, do not register multiple times. Complete the registration form and enter the PINs (separated by a comma) in the Organization Name field. We can link multiple PINs to your user account.
- If the Medical Director (MD, DO, ND, PA, APRN-Rx, or Pharmacist) who will sign your Enrollment Agreement requires access to HiSIS only for the purpose of signing and will not access HiSIS for any other reason, completion of HiSIS training modules is not required. To denote this type of access request, please select "Physician Signing Agreement" from the "Access Requested" drop-down menu.
- If you already have a HiSIS username but do not see the Clinic Tools module in the left menu, contact the HiSIS Help Desk to have your permissions updated. Please indicate this is for the enrollment renewal.

Changes to Clinic Information (Address, Delivery Hours, Staff):

- If a staff member is no longer at your clinic, click the down arrow next to edit and remove.
- If you need to add new staff, click on "Add New Contact Type" and enter their information.
- The staff section in HiSIS should be updated throughout the year, especially if staff leave. This will alert HiSIS Staff to inactivate access for staff who have left. Just a reminder that only the Physician Signing Agreement contact can complete the enrollment renewal.

Completing an Enrollment Renewal:

- As you update information in the enrollment renewal, click on "Save Progress". This will ensure that all your work is saved as you continue working.
- On the Vaccine Program Enrollments screen, if you see a row with a "Not Submitted" status, you do not need to start a new one. A "Not Submitted" status indicates you have already started to complete the enrollment renewal. Click on "View" to the right of "Not Submitted" to continue with the enrollment renewal.
- All fields in the Provider Population need a value. If you do not have any patients in a particular category, remember to type a zero (0).
- In the Review Vaccine Coordinators section, the Primary and Back-up Vaccine Coordinators' names will only display if they have been added in Clinic Staff.
- The Primary Agreement attachment is NOT a fillable PDF. Only the Physician Signing Agreement contact will have access to Review and Accept the Primary Agreement electronically in HiSIS.
- Once you have completed all sections of the enrollment, click the down arrow next to save progress, and then submit. You should now see "pending review" next to your submitted enrollment. DOH staff will either approve or reject the enrollment, with a reason.
- Click on print to download a copy of the enrollment or print what was submitted to retain a copy for your records.

Additional support contacts:

- HiSIS Help Desk: DOH.HiSIShelp@doh.hawaii.gov or (808) 808-9805
- Hawaii VFC Program: HawaiiVFC@doh.hawaii.gov, (808) 586-8300, or 1-800-933-4832 (toll-free)



ENROLLMENT RENEWAL SUPPORT

Online Office Hours from 12 pm – 1 pm HST on the following dates:

- November: 21 & 26
- December: 4, 12, & 17
- January 2026: 8, 16, 22, & 28

Microsoft Teams meeting link:

Microsoft Teams Need help? Join the meeting now Meeting ID: 281 456 886 435 5 Passcode: Kh6hr64q	Dial in by phone +1 808-829-4853,,875782948# United States, Honolulu Phone conference ID: 875 782 948#
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Support contacts:

- HiSIS Help Desk: DOH.HiSIShelp@doh.hawaii.gov or (808) 808-9805
 - Hawaii VFC Program: HawaiiVFC@doh.hawaii.gov, 808-586-8300, or 1-800-933-4832 (toll-free)
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HiSIS Clinic & Hawaii VFC Provider Enrollment Renewal Guide

IMPORTANT: ALL HiSIS Clinics are required to complete the [2026 HiSIS Clinic Enrollment Renewal](#).

VFC Providers must complete **BOTH** enrollment renewal forms:
[2026 HiSIS Clinic Enrollment Renewal](#) & [2026 Hawaii VFC Enrollment Renewal](#)

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Before Starting an Enrollment Renewal

Before Starting an Enrollment Renewal

HISIS TRAIN THE TRAINER CLINIC, TRAINEE 2 PATIENT SEARCH

Notifications

Home Patients Immunizations Clinic Tools Reports

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Application Version
Build Path: Release

Welcome to the
Hawaii State
Immunization System

Default Provider/Clinic

Provider/Clinic *

[TRAIN THE TRAINER CLINIC] TRAINEE 2 - 3222 ()

Click to search by typing Patient Name, Provider Name, or Clinic Code

Login History

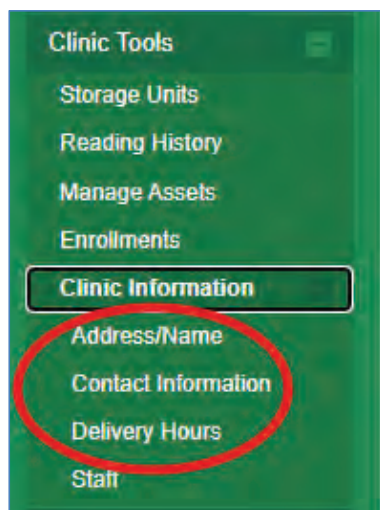
- SUCCESSFUL LOGIN on 10/27/2025, 2:10 PM
- SUCCESSFUL LOGIN on 10/27/2025, 1:48 PM
- SUCCESSFUL LOGIN on 10/27/2025, 12:22 PM
- SUCCESSFUL LOGIN on 10/27/2025, 12:22 PM
- SUCCESSFUL LOGIN on 10/24/2025, 1:01 PM
- SUCCESSFUL LOGIN on 10/24/2025, 12:58 PM

News

If you are associated with multiple clinics:

Check the **Provider/Clinic** search bar and banner at the top of the page to ensure you are in the correct clinic.

Before Starting an Enrollment Renewal



Click **Clinic Tools > Clinic Information** to review and update:

- Address/Name
- Contact Information
- Delivery Hours

For additional enrollment questions, contact the HiSIS Help Desk at DOH.HiSIShelp@doh.hawaii.gov or (808) 808-9805.

Update Clinic Staff

Update Clinic Staff

HISIS TRAIN THE TRAINER CLINIC, TRAINEE 2, PATIENT SEARCH

Welcome to the Hawaii State Immunization System

Default Provider/Clinic

Provider/Clinic *

[TRAIN THE TRAINER CLINIC] TRAINEE 2 - 2222 ()

Select a clinic by typing Provider, Clinic, VTrckS PIN, or Clinic Code

Login History

- SUCCESSFUL LOGIN on 10/27/2025, 2:10 PM
- SUCCESSFUL LOGIN on 10/27/2025, 1:48 PM
- SUCCESSFUL LOGIN on 10/27/2025, 12:22 PM
- SUCCESSFUL LOGIN on 10/27/2025, 12:22 PM
- SUCCESSFUL LOGIN on 10/24/2025, 1:01 PM
- SUCCESSFUL LOGIN on 10/24/2025, 12:58 PM

Click on:

1. Clinic Tools
2. Clinic Information
3. Staff

Update Clinic Staff

Name	Type	Phone	Main Contact/Shipping Contact	Audit	Action
MEDICAL, DIRECTOR	PHYSICIAN SIGNING AGREEMENT (Z3 - VFC/VTRCKS)		NO	?	VIEW
SITE, ADMINISTRATOR	NON-PHYSICIAN CONTACT (PRIMARY) (Z4 - VFC/VTRCKS)		YES	?	VIEW REMOVE

Showing 1 to 2 of 2 entries

Previous 1 Next

To remove a staff member no longer at the clinic, click on:

1. View Dropdown Arrow
2. Remove

Update Clinic Staff

Clinic Staff Change Request

Select or add a new clinic staff member to submit a change request. The change will take effect after the request is approved.

Name	Type	Phone	Main Contact/Shipping Contact	Audit	Action
MEDICAL DIRECTOR	PHYSICIAN SIGNING AGREEMENT (Z3 - VFC/VTCKS)		NO	?	VIEW
SITE ADMINISTRATOR	NON-PHYSICIAN CONTACT (PRIMARY) (Z4 - VFC/VTCKS)		YES	?	VIEW

Showing 1 to 2 of 2 entries

Previous 1 Next

Add New Contact

Edit Clinic

- [Address / Name](#)
- [Contact Information](#)
- [Delivery Hours](#)
- [Staff](#)

To add new staff to your clinic, click on **Add New Contact**.

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Update Clinic Staff

Clinic Staff Change Request

Effective Date: MM/DD/YYYY

Contact Type: Alternate Contact Type

First Name: Middle Name: Last Name:

Email: PHONE: FAX:

Telephone: Ext: Fax Number:

License Number: Comments:

Medicaid Provider ID: Employer ID Number:

Specialty: Title:

☐ Administrative Immunizations

☐ Prescribed Immunizations

Create

- All fields with * are required.
- Once finished, click **Create** to submit a Staff Change Request.
- DOH Staff will review and either reject or approve the request.
- You will receive a notification in the bell icon with this information.

Required HiSIS Clinic Staff Types:

- Medical Director – *Physician Signing Agreement*
- Primary Coordinator – *Physician Contact (Primary)* or *Non-Physician (Primary)*
- Back-Up Coordinator – *Physician Contact (Back-Up)* or *Non-Physician (Back-Up)*

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Start an Enrollment Renewal

Start an Enrollment Renewal

HISIS TRAIN THE TRAINER CLINIC, TRAINEE 2 PATIENT SEARCH

Vaccine Program Enrollments

Add Enrollment

Filter Options

Date Range

Start Date * 10/27/2024

End Date * 10/27/2025

Provider / Clinic *

[TRAIN THE TRAINER CLINIC] TRAINEE 2 - 2222 ()

Select a clinic by typing provider, clinic, vfc pin, or clinic code

Status

Title

Program

Activity

Include Inactive Titles

Filter

Click on:

1. Clinic Tools
2. Enrollments
3. Add Enrollment

Start an Enrollment Renewal

IMPORTANT: ALL HiSIS Clinics are required to complete the **2026 HiSIS Clinic Enrollment Renewal**.

VFC Providers must complete **BOTH** enrollment renewal forms:
2026 HiSIS Clinic Enrollment Renewal & **2026 Hawaii VFC Enrollment Renewal**

Title (Click the Title link to view full description.)	Program	Activity	Action
2026 HAWAII VFC ENROLLMENT RENEWAL	VFC RENEWAL	ENROLLMENT RENEWAL	SELECT TEMPLATE
2026 HISIS CLINIC ENROLLMENT RENEWAL	HISIS CLINIC RENEWAL	ENROLLMENT RENEWAL	SELECT TEMPLATE

Click **Select Template** to start an enrollment.

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Start an Enrollment Renewal

Last Modified Date	Submitted Date	Provider	Clinic	Status	Accept/Reject Date	Title	Program	Activity	Audit	Action
10/27/2025		TRAIN THE TRAINER CLINIC	TRAINEE 2	NOT SUBMITTED		2026 HISIS CLINIC ENROLLMENT RENEWAL	HISIS CLINIC RENEWAL	ENROLLMENT RENEWAL	?	VIEW

If you have already started an enrollment renewal:

1. Click **Filter** to view past or present enrollments.
2. Click **View** to continue an enrollment.

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Complete an Enrollment Renewal

The HiSIS Clinic & VFC Provider Enrollment Renewal forms will follow the same steps.

Complete an Enrollment Renewal

The screenshot shows the 'Vaccine Program Enrollment' form. At the top, there are buttons for 'Cancel', 'Print', and 'Save Progress' (the latter is circled in red). Below the buttons, the status is 'NOT SUBMITTED'. A message instructs the user to review the Enrollment Guide and fill out all remaining sections. A red note states that clinic and staff change requests are pending approval. The form consists of several sections, each with a status indicator and a plus sign to expand it:

Section	Status	Action
Delivery Hours	Completed	Expand (+)
Review Facility/Clinic Information	Completed	Expand (+)
Review Medical Director or Equivalent Information	Completed	Expand (+)
Review Vaccine Coordinators	Pending Save	Expand (+)
Prescribing Staff Members	Incomplete	Expand (+)
Primary Agreement	Incomplete	Expand (+)
Comments		Expand (+)

- All fields with a yellow triangle must be completed. Click on the **plus (+) symbol** to expand the field.
- All fields will have prompts to follow and review.
- Click on **Save Progress** to get a green checkmark to complete the field.

Complete an Enrollment Renewal

- **Update Clinic Staff** to add or remove staff who prescribe immunizations.
- Check the **“I confirm”** box to continue.

Note: You DO NOT need to list all prescribing clinic staff. At least one (1) staff member listed will suffice.

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Complete an Enrollment Renewal

ONLY the Physician Signing Agreement contact will have access to click on **Review and Accept**.

The user must log in under their username to sign off on this agreement.
No other staff will be able to view this option.

If you do not see this option, please contact the HiSIS Help Desk for assistance.

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Complete an Enrollment Renewal

If you have any questions, please contact the HISIS Help Desk at (808) 808-9805 or DOH.HISIShelp@doh.hawaii.gov.

Revised 10/2025

☒ You agree that by selecting the "Click To Accept" button, you are signing this Agreement electronically. You agree your electronic signature is the legal equivalent of your mutual signature on this Agreement.

Cancel Click To Accept

- The Provider Agreement opens in a PDF and is NOT a fillable document. (Ensure you are allowing pop-ups in your browser.)
- Review the Primary Agreement, then scroll down to the bottom of the PDF.
- Click on the **Checkbox** to agree.
- Click on **Click To Accept**.

Submit an Enrollment Renewal

Submit an Enrollment Renewal

Vaccine Program Enrollment ? i

Cancel Print Save Progress

Submit Forms

Begin the enrollment by reviewing the Enrollment Guide (if it is present for the enrollment), then fill-out all remaining sections saving progress frequently. When all sections are complete, press Submit Form to submit the enrollment.

Please note that all clinic and staff change requests that are submitted are pending program approval. Changes do not take effect until they have been approved.

- ✓ Delivery Hours - Completed +
- ✓ Review Facility/Clinic Information - Completed +
- ✓ Review Medical Director or Equivalent Information - Completed +
- ✓ Review Vaccine Coordinators - Completed +
- ✓ Prescribing Staff Members - Completed +
- ✓ Primary Agreement - Completed +
- Comments +

- All green checkmarks indicate you are ready to submit the Enrollment Renewal.
- Select **Submit Forms** from the **Save Progress** dropdown.
- DOH Staff will be notified that the enrollment has been submitted for review.

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Submit an Enrollment Renewal

HISIS TRAIN THE TRAINER CLINIC, TRAINEE 2, PATIENT SEARCH

Notifications

Status

Filter


Date	Type	Status	Provider	Clinic	Action
09/16/25 - 8:41 AM	ENROLLMENT APPROVED ALERT	NONE	TRAIN THE TRAINER CLINIC	TRAINEE 2	VIEW

- Click **Notifications** to view alerts on approved or rejected enrollments.
- If you receive an **Enrollment Rejection Alert**, please click on **View** to review the Comments section of the enrollment.

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How to Get Help

How to Get Help

- Click on the  located at the top of the webpage to read a description of the screen you are currently on in HiSIS.
- For additional assistance, please contact:
 - **HiSIS Help Desk:** DOH.HiSIShelp@doh.hawaii.gov or (808) 808-9805
 - **Hawaii VFC Program:** HawaiiVFC@doh.hawaii.gov, (808) 586-8300, or 1-800-933-4832 (toll-free)

IMPORTANT: ALL HiSIS Clinics are required to complete the **2026 HiSIS Clinic Enrollment Renewal**.

VFC Providers must complete **BOTH** enrollment renewal forms:
2026 HiSIS Clinic Enrollment Renewal & **2026 Hawaii VFC Enrollment Renewal**





Electronically Sign the Primary Agreement Guide

(For Physician Signing Agreement Users Only)

IMPORTANT: ALL HiSIS Clinics are required to complete the [2026 HiSIS Clinic Enrollment Renewal](#).

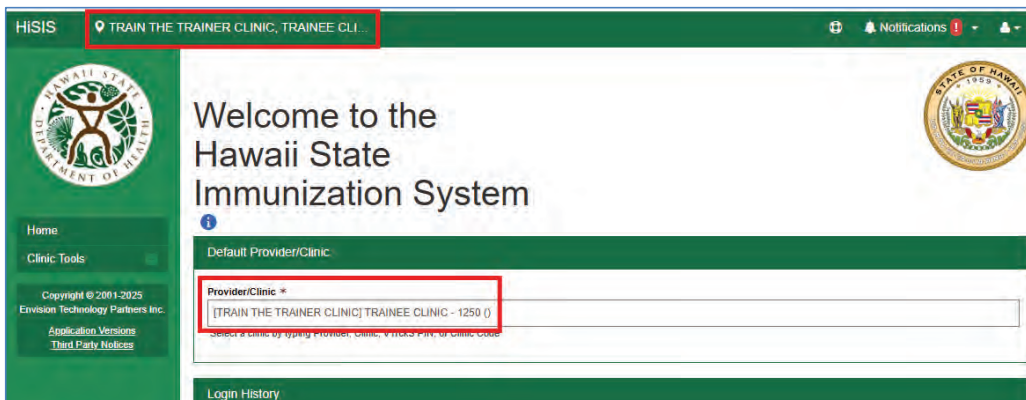
VFC Providers must complete **BOTH** enrollment renewal forms:
[2026 HiSIS Clinic Enrollment Renewal](#) & [2026 Hawaii VFC Enrollment Renewal](#)

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2. Electronically Sign Primary Agreement
3. Submit an Enrollment Renewal
4. How to Get Help

Navigate to Enrollment Renewal

Navigate to Enrollment Renewal



HISIS

TRAIN THE TRAINER CLINIC, TRAINEE CLI...

Notifications

Welcome to the
Hawaii State
Immunization System

Home

Clinic Tools

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Application Versions
Third Party Notices

Default Provider/Clinic

Provider/Clinic *

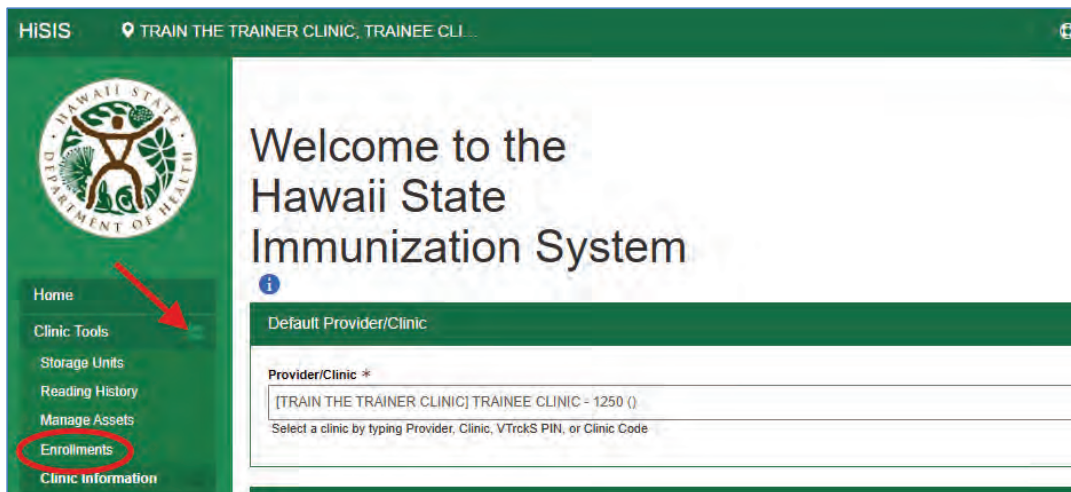
[TRAIN THE TRAINER CLINIC] TRAINEE CLINIC - 1250 ()

Login History

If you are associated with multiple clinics:

Check the **Provider/Clinic** search bar and banner at the top of the page to ensure you are in the correct clinic.

Navigate to Enrollment Renewal



HISIS TRAIN THE TRAINER CLINIC, TRAINEE CLI...

Welcome to the
Hawaii State
Immunization System

Default Provider/Clinic

Provider/Clinic *

[TRAIN THE TRAINER CLINIC] TRAINEE CLINIC - 1250 ()

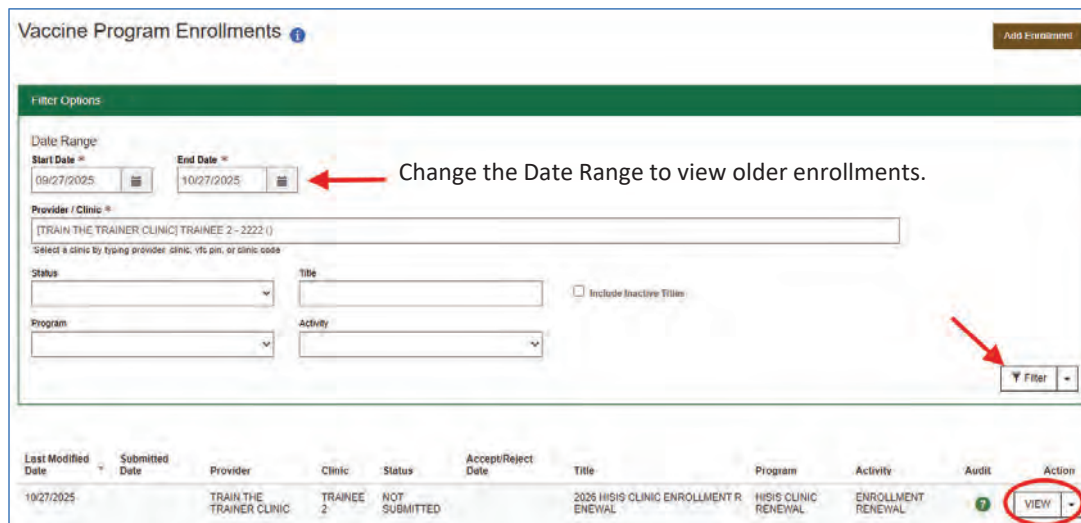
Select a clinic by typing Provider, Clinic, VTrckS PIN, or Clinic Code

Click on:

1. Clinic Tools
2. Enrollments

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Navigate to Enrollment Renewal



Vaccine Program Enrollments

Filter Options

Date Range

Start Date * 09/27/2025

End Date * 10/27/2025

Change the Date Range to view older enrollments.

Provider / Clinic *

[TRAIN THE TRAINER CLINIC] TRAINEE 2 - 2222 ()

Select a clinic by typing provider, clinic, vtrcks pin, or clinic code

Status

Title

Include Inactive Titles

Program

Activity

Filter

Last Modified Date	Submitted Date	Provider	Clinic	Status	Accept/Reject Date	Title	Program	Activity	Audit	Action
10/27/2025		TRAIN THE TRAINER CLINIC	TRAINEE 2	NOT SUBMITTED		2026 HISIS CLINIC ENROLLMENT RENEWAL	HISIS CLINIC RENEWAL	ENROLLMENT RENEWAL		VIEW

1. Click **Filter** to view past or present enrollments.
2. Click **View** to continue the enrollment for which you would like to sign off.

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Electronically Sign Primary Agreement

Electronically Sign Primary Agreement

Vaccine Program Enrollment ⓘ ⓘ

Cancel Print Save Progress +

Begin the enrollment by reviewing the Enrollment Guide (if it is present for the enrollment), then fill-out all remaining sections saving progress frequently. When all sections are complete, press Submit Form to submit the enrollment.

Please note that all clinic and staff change requests that are submitted are pending program approval. Changes do not take effect until they have been approved.

✓ Delivery Hours - Completed	+
✓ Review Facility/Clinic Information - Completed	+
✓ Review Medical Director or Equivalent Information - Completed	+
✓ Review Vaccine Coordinators - Completed	+
✓ Prescribing Staff Members - Completed	+
⚠ Primary Agreement - Incomplete	+
Comments	+

Click on **Primary Agreement** or the **plus (+) symbol** to expand the field.

Electronically Sign Primary Agreement

Primary Agreement - Incomplete

Please click the agreement button, read the document within the modal popup, and follow the instructions at the bottom to accept the Program Provider Agreement.

[View Agreement](#)

Required Signers

Signature Number	Contact Type	Accepted Date	Last Name	First Name	Action
1	PHYSICIAN SIGNING AGREEMENT (Z3)				Review And Accept

Click **Review and Accept**.

If you do not see this option, please contact the HiSIS Help Desk at DOH.HiSIShelp@doh.hawaii.gov or (808) 808-9805 for assistance.

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Electronically Sign Primary Agreement

If you have any questions, please contact the HiSIS Help Desk at (808) 808-9805 or DOH.HiSIShelp@doh.hawaii.gov.

Revised 10/2025

☒ You agree that by selecting the "Click To Accept" button, you are signing this Agreement electronically. You agree your electronic signature is the legal equivalent of your mutual signature on this Agreement.

[Cancel](#) [Click To Accept](#)

- The Provider Agreement opens in a PDF and is NOT a fillable document. (Ensure you are allowing pop-ups in your browser.)
- Review the Primary Agreement, then scroll down to the bottom of the PDF.
- Click on the **Checkbox** to agree.
- Click on **Click To Accept**.

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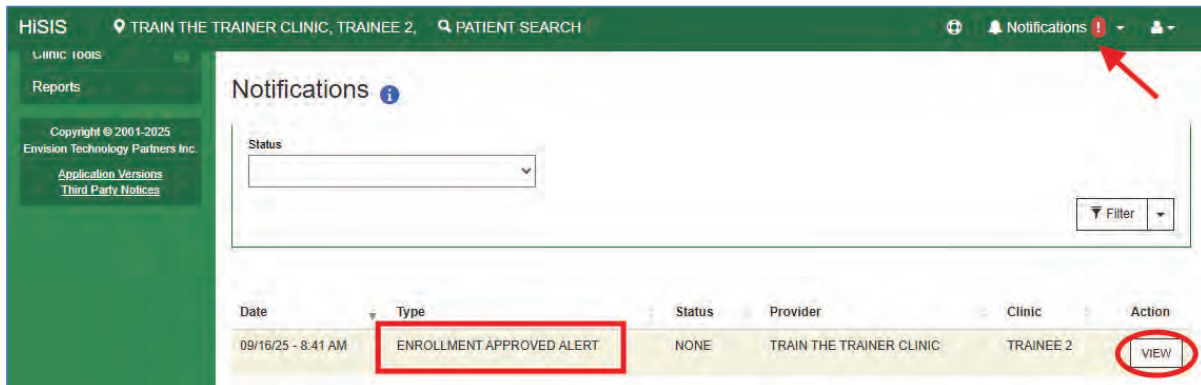
Submit an Enrollment Renewal

Submit an Enrollment Renewal

The screenshot displays the 'Vaccine Program Enrollment' form. At the top right, there are buttons for 'Cancel', 'Print', and 'Save Progress'. A red arrow points to the 'Save Progress' button, which has a dropdown menu. The dropdown menu is open, showing 'Submit Forms' circled in red. Below the buttons, there is instructional text: 'Begin the enrollment by reviewing the Enrollment Guide (if it is present for the enrollment), then fill-out all remaining sections saving progress frequently. When all sections are complete, press Submit Form to submit the enrollment.' and a note: 'Please note that all clinic and staff change requests that are submitted are pending program approval. Changes do not take effect until they have been approved.' The form contains several sections, each with a green checkmark and the word 'Completed': 'Delivery Hours', 'Review Facility/Clinic Information', 'Review Medical Director or Equivalent Information', 'Review Vaccine Coordinators', 'Prescribing Staff Members', and 'Primary Agreement'. Each section has a '+' icon on the right. At the bottom, there is a 'Comments' section with a '+' icon.

- All green checkmarks indicate you are ready to submit the Enrollment Renewal.
- Select **Submit Forms** from the **Save Progress** dropdown.
- DOH Staff will be notified that the enrollment has been submitted for review.

Submit an Enrollment Renewal




- Click **Notifications** to view alerts on approved or rejected enrollments.
- If you receive an **Enrollment Rejection Alert**, please click on **View** to review the Comments section of the enrollment.

How to Get Help



How to Get Help

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