

## Steps to create an HPOP account

You have been selected to receive oral antivirals. Before you can receive this medication, you will need to create an HPOP account or update your VPOP account if you have been a COVID-19 vaccine provider.

### STEP

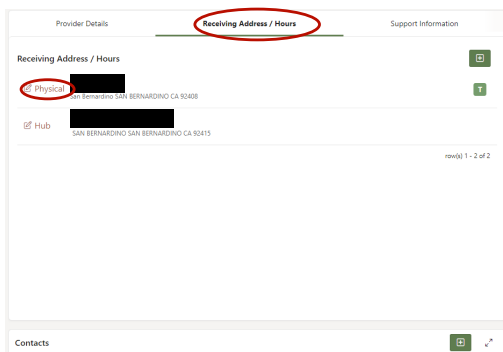
# 01

You will receive a registration link via email from [vpop-no-reply@cdc.gov](mailto:vpop-no-reply@cdc.gov) with instructions to begin setting up your account.

- If you have previously been a COVID-19 vaccine provider, login using your vaccine credentials <https://vpop.cdc.gov/account/signin/>.
- *If you did not receive a registration link please email [cdphtherapeutics@cdph.ca.gov](mailto:cdphtherapeutics@cdph.ca.gov).*

Once you have logged into HPOP or VPOP, you will be required to verify your **Hours of Operation** and the **Address** for your facility.

**A.** Under the "Receiving Address/Hours" tab, click on the pencil icon to open the window where you will verify your hours.



**B.** Scroll down to the bottom of that window and check the box that says, "Receiving Address and Hours Verified".



**C.** Click "Apply Changes".

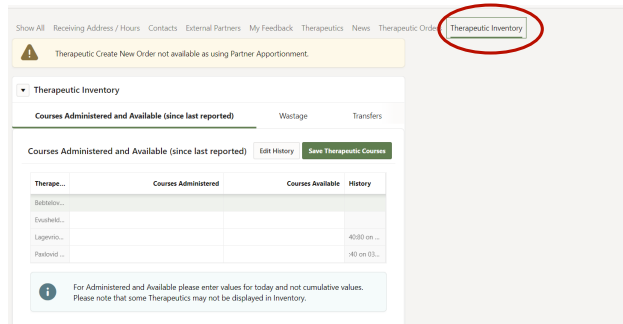
# 02

**Failure to verify your hours and account information will result in a forfeit of your allocation.**

If you are having difficulty with getting your HPOP account set up or verified, please email [cdphtherapeutics@cdph.ca.gov](mailto:cdphtherapeutics@cdph.ca.gov) to trouble shoot.

# 03

Report inventory **daily** under the "Therapeutic Inventory" tab.



# 04

**Resources for further assistance:**

Troubleshooting logging in or HPOP related issues:  
[cars\\_helpdesk@cdc.gov](mailto:cars_helpdesk@cdc.gov)

Troubleshooting account activation:  
[HPOP-Therapeutics@hhs.gov](mailto:HPOP-Therapeutics@hhs.gov)

General questions and additional support:  
[SBCOVID19Therapeutics@dph.sbcounty.gov](mailto:SBCOVID19Therapeutics@dph.sbcounty.gov)