

## FAQ of UWIN APP

### Where can my child be registered for child vaccination?

You can access the U-WIN platform using the link [www.uwin.mohfw.gov.in](http://www.uwin.mohfw.gov.in) and click on the "Register/Sign In" tab to register your child for routine vaccination, and follow the steps thereafter. You will have to first register yourself on U-WIN as Mother/Father/Guardian and then your child can be registered under your name. All children registered will be linked to the Mother/Father/Guardian.

### I am Pregnant women, how can I register for receiving the Tetanus vaccine?

You can access the U-WIN platform using the link [www.uwin.mohfw.gov.in](http://www.uwin.mohfw.gov.in) and click on the "Register/Sign In" tab. You can register on U-WIN directly as a Pregnant women.

### Is there a mobile app that needs to be installed to register for vaccination?

Yes, there is an authorised mobile app (android and ios) for registering for vaccination in India under the Universal Immunization Programme. It is available under the name "U-WIN Citizen" on Google Play Store and Apple store.

### Which age groups can register for vaccination on the U-WIN platform?

All Pregnant women can be registered/tagged for vaccination, children till 6 years of age and adolescents till 18 years age can be registered for vaccination on the U-WIN platform.

### Is self-registration mandatory for routine vaccination?

No, self-registration is not mandatory for routine vaccination. On spot registration can also be done during an ongoing vaccination session.

### I do not have any smart phone, computer or internet. How do I register on U-WIN?

Beneficiaries can visit an ongoing vaccination session and can get registered on-spot by the vaccinator. Alternatively, beneficiaries can take help from friends or family for online registration. Up to 10 people can be registered for vaccination using the same mobile number.

### Which Photo ID cards can be used for registration on U-WIN for vaccination?

The following ID proofs can be used for registration on U-WIN for vaccination:

- a. AADHAAR Card
- b. Driving License
- c. PAN Card
- d. Passport
- e. Pension Passbook
- f. NPR Smart Card
- g. Voter ID (EPIC)
- h. Unique Disability Identification Card (UDID)
- i. Ration Card with Photo
- j. Student Photo ID card

### Is there any registration charge to be paid?

No, there is no registration charge to be paid as the vaccine services at Government Health Facilities are free.

### Is it necessary to register again for subsequent visits of vaccination ?

No, registration is required only once to create a beneficiary account on U-WIN. Thereafter, appointments can be booked, online (or visit onsite at session), and vaccination can be availed from the same account. It is recommended that a beneficiary should register only once so that proper records are maintained. It is also recommended that the registration should be done through an active mobile number to avoid problems in future.

#### What is ABHA ID ? Can it be generated through U-WIN ?

ABHA ID is Ayushman Bharat Health Account (ABHA) identification number which is a randomly generated 14 digit number used for the purposes of uniquely identifying persons and authenticating them, and linking their health records across multiple systems and stakeholders.

ABHA ID can be generated through U-WIN if registration is done using Aadhaar Card. For beneficiaries registered with any other Photo ID, there is an option to generate ABHA ID through U-WIN using Aadhaar Card. For more information please visit website <https://abha.abdm.gov.in/abha/v3/>.

#### What vaccines would be available through U-WIN ?

U-WIN is a provision to digitalize the vaccination records of children and pregnant women. The vaccines under the National Immunization Schedule (NIS) are available under the Universal Immunization Programme at Government Health Facilities. Vaccination services would be offered through U-WIN based on National Immunization Schedule (NIS) as per age appropriate due doses.

Beneficiary Type	Age	Vaccines given
Children	At Birth	Hepatitis B Birth dose, OPV-0, BCG
	6 Weeks	OPV-1, Pentavalent-1, fIPV-1, Rota-1 & PCV-1
	10 weeks	OPV-2, Pentavalent-2 & Rota-2
	14 weeks	OPV-3, Pentavalent-3, fIPV-2, Rota-3 & PCV-2
	9-12 months	MR1, JE1*, PCV-B, fIPV-3
	16-24 months	MR2, JE2*, DPT-B1, OPV –B
	5-6 years	DPT-B2
	10 years	Td-10
	16 years	Td-16
Pregnant Women	≥12 years	Td1, Td2 or Td Booster**

\*in select states and districts

\*\* one dose if previously vaccinated with two doses within 3 years

In addition to above, state specific vaccine doses would also be administered & recorded.

#### How do I find the vaccination sessions being held through U-WIN?

The vaccination sessions being held at Government Health Facilities are duly published by the health facility managers on regular basis.

U-WIN offers vaccination services "Anytime" and "Anywhere". All published vaccination sessions are visible to beneficiaries on the U-WIN platform, to avail online appointment for vaccination services.

#### What information is available regarding the vaccination schedules on U-WIN?

When you search for vaccination centers, the list of centers and the sessions published for each of the vaccination center on various dates, is displayed on screen. You may go ahead and book appointment in the session of your choice which shows vaccination slots as 'Available'.

### What information is available regarding the published vaccination sessions?

Following information is available for any published vaccination session –

- Name of vaccination center
- Address of the vaccination center
- Date of vaccination session
- 'Available' vaccination slots for booking

### What do I do if slots are not available in my preferred vaccination center on my preferred date?

In case of non-availability of slots while scheduling an appointment at the vaccination center of your choice, you may try scheduling the appointment in any other nearby vaccination center on the same date or on some other date for your preferred vaccination center. The U-WIN platform provides the feature of searching vaccination centers using your State, District and Sub-District.

### Who can schedule appointment for vaccination ?

Registered Pregnant women can schedule appointment for vaccination through U-WIN. Also registered Mother/Father/Guardian of Child upto the age of 6 years can schedule appointment for vaccination on U-WIN.

### Can I get vaccination without appointment?

Yes, you may visit the nearest vaccination center and receive vaccination on-site.

### How can I book an online appointment for vaccination?

Once you sign-in to U-WIN using your registered mobile number, you may search for your nearest vaccination center selecting your State, District and Sub-District. The vaccination sessions scheduled in the upcoming days with booking availability in the selected area/locality will be displayed for booking an appointment. Once you have located the vaccination session of your choice, you can book a slot online by clicking on 'Available' for the date of your choice.

### How do I know that my appointment is successfully booked?

Once an appointment is successfully booked, the system will send a 'Text SMS' on the registered mobile number and also generate the appointment slip on the U-WIN platform. Also, on the dashboard, the 'Schedule' tab changes to 'Reschedule' and the appointment details are displayed. A tab for cancellation is also displayed after the appointment has been scheduled.

### Can I download appointment slip?

Yes, the appointment slip can be downloaded after the appointment has been scheduled.

### What if I cannot go for vaccination on the date of appointment? Can I reschedule my appointment?

The appointment can be rescheduled at any time. In case you are not able to go for vaccination on the date of appointment, you can reschedule the appointment by clicking on "Reschedule" tab.

### Do I have an option for cancellation of appointment?

Yes, you can cancel an appointment already scheduled. You can also reschedule the appointment and choose another date or time slot of your convenience. However, it is advisable to ensure that the due vaccine dose/s is/are not delayed or missed.

### Where will I receive confirmation of date and time of vaccination?

Once an appointment is scheduled, you will receive the details of the vaccination center, date and session timing for appointment in a text SMS sent to your registered mobile number. You can also download the appointment slip and print it or save it on your smart phone.

Sample text SMS: "Dear <name>, Vaccination is scheduled for <date> between <slot> at <Vaccination Centre>.Your booking reference ID is <ref-id> and your 4 digits secret code for vaccination is <code> .U-WIN"

#### **How to book an appointment for subsequent doses?**

As per your vaccination history recorded on U-WIN, the system will show the "Schedule" button on your dashboard for next due dose. When you click the "Schedule" button, the system will show the vaccination sessions as per next age appropriate due dose.

Once you have located the session of your choice, click on the "Available Slots" to book an appointment.

#### **I have taken the earlier Vaccination through on-spot registration. When I tried to book next vaccination online, it asked me to register again. What to do?**

Please ensure that you are signed in using the same mobile number through which you have registered for earlier vaccination. It is strongly recommended to use same mobile number for all next due vaccination once registered on U-WIN.

#### **Is vaccination free at all Vaccination Centers?**

Vaccination is free of cost at all Government Vaccination Centers .

#### **Can I choose the vaccine?**

Vaccine doses are administered as per age appropriate criteria as per National Immunization Schedule (NIS).

#### **What precautions should I take at the time of subsequent due vaccination?**

You should share the correct information about the registered mobile number or registered Photo ID number or U-WIN Registration ID with the vaccinator. You should carry your e-Vaccination certificate (print or digital) issued after earlier vaccination.

#### **Can I get vaccinated with my remaining due doses in a different State/District?**

Yes, you can get vaccinated in any State/District. Please always carry your registered mobile number or registered Photo ID number or U-WIN Registration ID along with copy of Mother & Child Protection (MCP) card or proof of previous vaccination, if any.

#### **Which documents should I carry with me for vaccination?**

You should carry your identity proof specified by you at the time of registration on the U-WIN platform and a printout/digital copy of your appointment slip and your previous vaccination record, if any, such as the Mother & Child Protection (MCP) card.

#### **What is the Year of Birth on the verification page of vaccinator platform on U-WIN?**

At the time of vaccination, you may be asked for "Year of Birth". This is to ensure that the rightful beneficiary receives the vaccine dosage and there is no misuse. The secret code is also printed on the appointment slip.

#### **How do I know if my vaccination detail has been correctly recorded in the system ?**

A confirmation SMS is sent to your registered mobile number on successful recording of vaccination. Also, your vaccination certificate is generated with the details of the dose administered. You should check the details recorded in the vaccination certificate.

**If you do not receive the confirmation SMS, you should immediately contact the vaccination team/ center in-charge.**

#### **Can a beneficiary who has been previously vaccinated at a Private Vaccination Center, take subsequent vaccination through U-WIN ?**

Yes, the beneficiary must carry the previous record/proof of vaccination and receive the due age-appropriate dose as per the National Immunization Schedule.

#### **Can beneficiary who has been previously vaccinated at Private Vaccination Center, register themselves & take online appointment for Vaccination through U-WIN ?**

In such a case, the beneficiary may visit the nearest government vaccination centers and get registered on U-WIN on-site.

#### **Why there is need of e-Vaccination certificate for Pregnant women or Child ?**

e-Vaccination certificate for Pregnant women or Child issued by the government through U-WIN offers an assurance to the beneficiary on the vaccination, vaccine used and the schedule followed. The certificate also informs about the next due date and vaccine. It also is an evidence for the beneficiary to prove to any entities which may require proof of vaccination especially admission in school or later by any foreign or national university, in case of child. Vaccination not only protects individuals from the disease, but also reduces their risk of spreading the disease.

In this context the certificate issued by U-WIN has built-in security features to guarantee the genuineness of the certificate which can be digitally verified by scanning the QR code.

#### **Who is responsible for providing the e-Vaccination certificate?**

The Vaccination Center is responsible for generating the e-Vaccination certificate. The certificate is automatically generated when the vaccine doses received are entered on the U-WIN system. After vaccination it would be shared on your mobile phone through a SMS containing a link to self-registration portal from where you can download and save it for future use. It would get updated automatically after subsequent due vaccination.

#### **Where can I download e-Vaccination certificate from?**

You can download the e-Vaccination certificate from the U-WIN platform or on the mobile phone through the web-link. You may do so by using the mobile number used at the time of registration.

#### **Can you only access the U-WIN Platform and register to get your vaccination certificate a limited number of times in a day?**

No, there is no limitation in the number of times one normally logs in to U-WIN platform and accesses the certificate. However, if one tries innumerable, the system treats such cases as a bug. If one inadvertently enters a wrong OTP, a waiting period of 180 seconds is to be maintained before one can request another OTP.

#### **After trying once do you need to wait for certain amount of time to try again? In other words, can you only do it once every hour or so?**

No, if you have given wrong OTP 3 times, the system will not allow to login instantly. To login again refresh the browser to create a new instance and login with your mobile number and new OTP.