Citizen Registration and Appointment for Vaccination

User Manual

Date: 09-May-2023   **Version: 4.4**
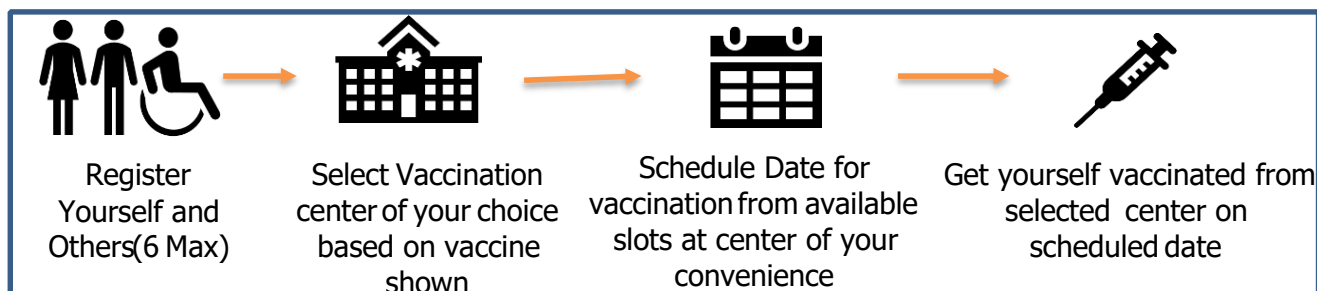
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Overview

Government of India is taking all necessary steps to ensure that the nation is prepared to face the challenge and threat posed by the growing contagion of COVID-19. The exemplary groundwork and precaution advisory by the Government has helped in containing the spread of the virus in our country. At present, the priority is to make COVID -19 vaccine available to all, ensuring vaccine traceability and beneficiary tracking from production to last mile administration. COVID-19 vaccination drive was initiated to cover healthcare and frontline workers and scaled up to cover citizens above 45 years of age. Now, the vaccination has opened up to cover all citizens aged 12 years and above.

Co-WIN application is the digital back bone for the vaccination drive in India. With scaling up of vaccination; the number of vaccination facilities and sessions has to be increased and managed effectively. The CO-WIN application will facilitate the citizen with an option to register and schedule the vaccination session online in Centers of their choice. The Citizen self-registration module will ensure fool-proof identification of deserving candidates for receiving the vaccines. The Co-WIN application facilitates multiple role creations for orchestrating vaccination drive at various levels.

The objective of the document is to handhold the citizens to register and schedule an appointment for vaccination.

Features of Citizen Self registration

Register Yourself and Others(6 Max) → Select Vaccination center of your choice based on vaccine shown → Schedule Date for vaccination from available slots at center of your convenience → Get yourself vaccinated from selected center on scheduled date
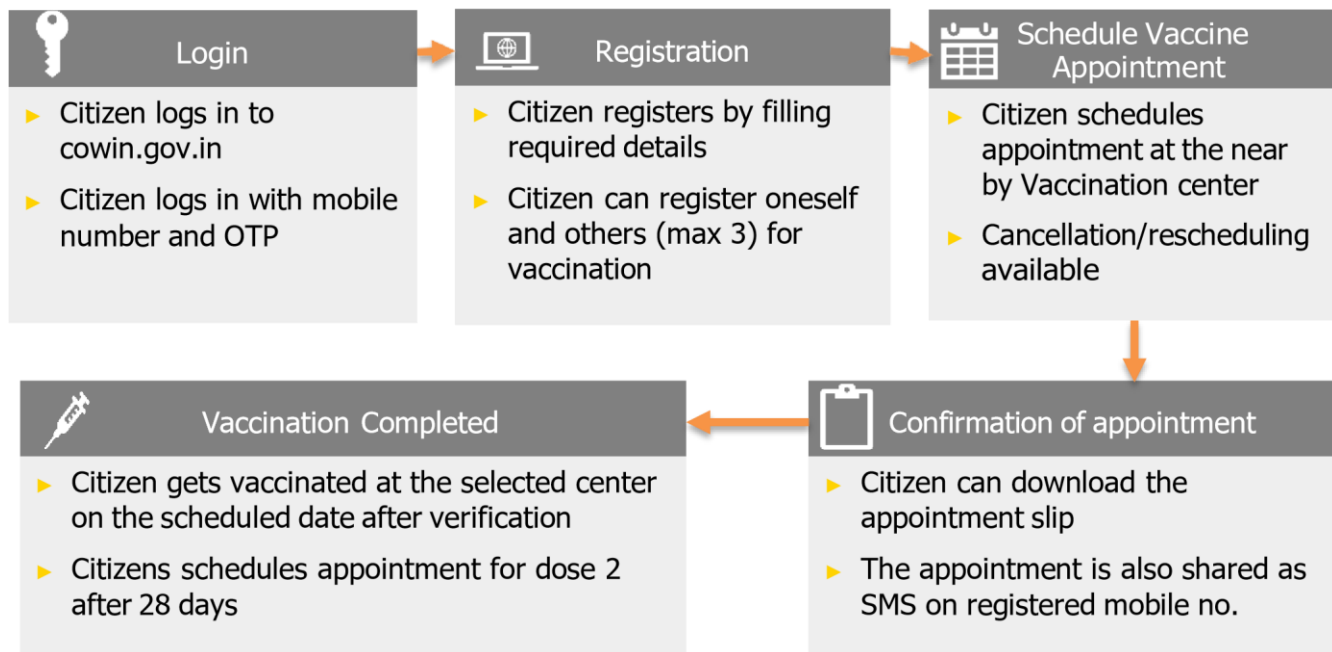
The following features will be available for the Citizen in Self Registration module

• Register for a vaccination session (with a choice of registering additional 6 members)
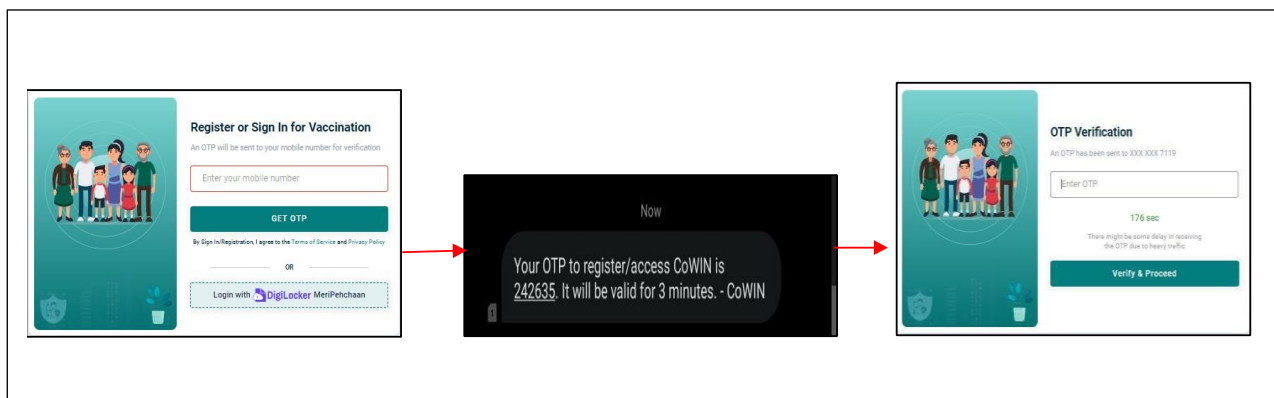
- Selection of Vaccination center of convenience based on the vaccine name

- Schedule vaccination as per slot availability at a Center

- Cancel/Reschedule Vaccination

Work Flow

🔑 Login	🌐 Registration	📅 Schedule Vaccine Appointment
► Citizen logs in to cowin.gov.in ► Citizen logs in with mobile number and OTP	► Citizen registers by filling required details ► Citizen can register oneself and others (max 3) for vaccination	► Citizen schedules appointment at the near by Vaccination center ► Cancellation/rescheduling available

💉 Vaccination Completed	📋 Confirmation of appointment
► Citizen gets vaccinated at the selected center on the scheduled date after verification ► Citizens schedules appointment for dose 2 after 28 days	► Citizen can download the appointment slip ► The appointment is also shared as SMS on registered mobile no.

① Register

► User can go to the url www.cowin.gov.in and click on "Register/Sign In" tab.

- Enter valid mobile number. Click on "Get OTP" button.
- OTP is sent at the phone number via SMS.
- Enter the OTP within 180 seconds and click on "Verify" button.

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- Once the OTP is validated, the "Register for Vaccination" page appears

- Enter details required in page

Click on "Register member" to add members

All mandatory fields to be entered by the beneficiary.

► The below table shows the details to be entered in the "Register for Vaccination" page. Please note that all fields in this Form are **Mandatory**

#	Field Name	Details
1.	Photo ID Proof	• Select appropriate ID Card from the Dropdown list .
		Citizen must carry selected ID at the time of vaccination.
2	Photo ID Number	Citizen to enter ID number
2.	Name	Enter the name as per the selected ID proof
3.	Year of Birth	Enter the year of birth as per the ID Proof in the format YYYY
4.	Gender	Select Gender (Male/ Female/ Others)

Once the details are entered for registration, Click "Register" Button at the bottom right.

Beneficiary Registered Successfully

Receives Confirmation message on successful registration

2 Add More Individuals

- Once registration is completed, system will take you to the dashboard.

- Citizen can further add 6 more people linked with this mobile number by clicking on "Add

Click on "Add Member" for adding more individuals up to 6 members to this mobile number

Receives confirmation message on successful addition of member

Enter all details of individual to be included and then click on "Add" button

③ Delete Individuals

- Citizen can Delete individuals linked with his mobile number

 "Delete" button– to Delete existing member

1. Login with username and password, and Navigate to the dashboard.

- Click " " action button to Delete a member

   - Confirmation message will appear on Deletion   Individual Deleted Successfully

- ### oking Appointment for Vaccination

  Booking Appointment for Vaccination

- Citizen can schedule Appointment from the "Account Details" page.

-

"Schedule" button to schedule appointment for registered members

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- Click on "Schedule" button for Booking Vaccination Appointment
- System navigates to "Book Appointment for Vaccination" page
- Search the Vaccination Centre of choice by District or Pin code

Book Appointment for Dose 1

The slots availability data displayed in the pincode or district search is provided by the state govt and private hospitals. CoWIN does not create this data, therefore we cannot guarantee that it is the most recent and accurate data.

| Search By PIN | Search By District |

Enter your PIN

421201

[Search]

Slot Search Results (1 Center(s) Found)

Showing results for: Dose: 1   Age: 18+

Filter results by:

Age: 12-17 | 15+ | **18+**

Cost: Paid | Free

Vaccine: Covishield | Covaxin | Gemcovac | iNCOVACC | Sputnik V | ZyCoV-D | Corbevax | Covovax

	Mon, 17 Apr	Tue, 18 Apr	Wed, 19 Apr	Thu, 20 Apr	Fri, 21 Apr
KDMCP OM HOSPITAL DOMBIVLI E Commerce Center Tandon Road Dombivli East, Thane, Maharashtra, 421201 COVOVAX: ₹386.25 [PAID] Age: 12 & Above	19 Slots	20 Slots	19 Slots	20 Slots	20 Slots

ⓘ **On-site registration and vaccination services are now available.**

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM & 8PM
- You are allowed 20 searches within 15 minutes. Overuse of search can lead to 24 hours ban for your account. Refer to our Terms of Service for more information
- At all vaccination centers – both Government and Private.
- For all people aged 12 years or above.
- For slot availability and timing, please contact the vaccination center directly.

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Search by district option
- Select the State/UT from the drop down
- Select District from the drop down menu
- Click on "Search"

Search by pin code option
- Enter the local pin code
- Click on "Search"

- On clicking "Search" button, system will display below the list of Vaccination center as per Search Criteria and based on State's Age policy
- Centre Names available nearby as per state/district or pin code entered will be displayed
- On clicking any center at the panel, the available slots (date and capacity) will be displayed

Note: Citizen can choose the type of vaccine according to the age category as mentioned below.

➢ If you are aged 18 or more (birth year 2004 or earlier), you can choose COVAXIN, COVISHIELD, SPUTNIK V, ZyCoV-D, Corbevax, COVOVAX, Gemcovac & iNCOVACC.

➢ If you are 15-18 years old (birth year 2005, 2006 or 2007), currently you are eligible only for COVAXIN, ZyCoV-D, Corbevax & COVOVAX.

➢ If you are 12-17 years old on the day of registration, (birth year 2005 to 2010), currently you are eligible only for ZyCoV-D, CORBEVAX & COVOVAX Vaccine.

Available vaccination on centers based on search

Click centre of choice for vaccination

Number of available slots at vaccination

Filters for age, vaccine type and paid/free vaccines

- Once "Book" button is clicked, the "Appointment Confirmation" page is displayed
- Click "Confirm" button after verifying the details for final confirmation on booking

Verify if the centre, date selected, vaccine name are correct

Click on "Confirm" button to confirm the booking member

Verify the name is appearing as in the photo ID selected

- Once confirmed, the confirmation page with "Appointment Successful" message will be displayed

Click "Download" to download and save the confirmation

Citizen should keep a printout of appointment slip to show at the vaccination centre on scheduled date

5 Rescheduling an Appointment

- Once the Appointment is fixed, it can be cancelled and rescheduled at any later stage but before the vaccination appointment day.

- For this, Re-login to "Citizen Registration" module; with your already registered mobile no.

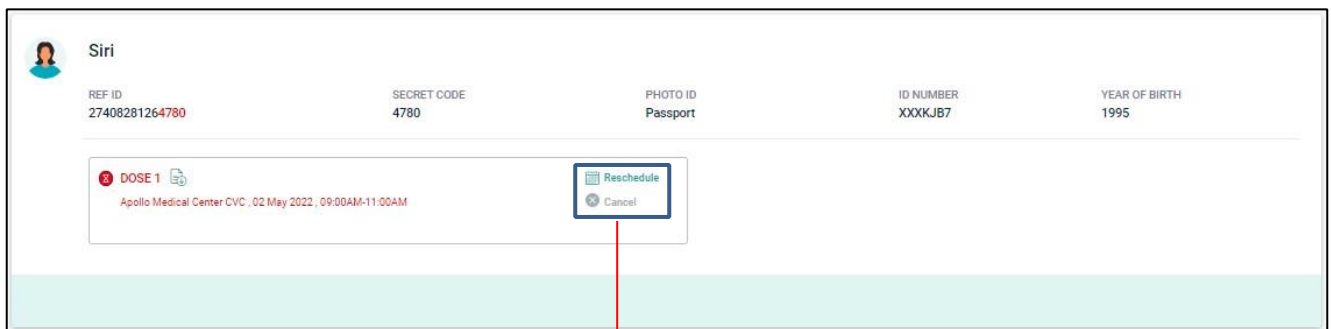 **How to Re-Login to "Citizen Registration Module?**

Enter registered mobile Number. Click on "Get OTP" button.

OTP is sent at the phone number via SMS.

Enter the OTP and click "Verify" button.

Navigate to "Account Details" Page

Click on "Reschedule" to re-schedule
an already booked appointment.
Click on "Cancel" to cancel the appointment

1. Citizen is directed to "Book Appointment for Vaccination" page; wherein citizen can Search for revised Centre and date
2. Once the new Date and Centre are selected, Click "Book" to reschedule
3. Confirm by clicking "Confirm" of the revised Schedule
4. Once confirmed, the confirmation page with "Appointment Successful" message will be displayed

1. Search Vaccination Center

3. Confirmation screen

2. Search new slot and Book

• In case the user has moved to another city, appointment can be rescheduled for the nearest vaccination centre in that city.

6 Booking appointment for Dose 2

- The process for booking appointment is similar as Dose 1.

- Citizen can schedule Appointment for Dose 2 from the "Account Details" page.

"Schedule" button to schedule appointment for Dose2

- Click on "Schedule" button for Booking Vaccination Appointment
- System navigates to "Book Appointment for Vaccination" page
- Search the Vaccination Centre of choice by District or Pin code

← Book Appointment for Dose 2 (COVISHIELD)

The slots availability data displayed in the pincode or district search is provided by the state govt and private hospitals. CoWIN does not create this data, therefore we cannot guarantee that it is the most recent and accurate data.

| Search By PIN | Search By District |

Enter your PIN
500084   Search

"Search" button to search centre by pin code or district

Slot Search Results (1 Center(s) Found)

Showing results for: Dose: 2   Vaccine: COVISHIELD

Filter results by: Age: 12-14 15-18 18 & Above   Cost: Paid Free

	Mon, 02 May	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May
APOLLO MEDICAL CENTER CVC D. NO. 22 34 2 G.V Classic Plot No 1 6 Survey No Kothaguda X Road Kondapur Serilingampally Hyd -500084, Rangareddy, Telangana, 500084 COVISHIELD: ₹386.25 **PAID** Age: 18 & Above	60 Slots	N/A	60 Slots	60 Slots	60 Slots

Select centre

← Appointment Confirmation

Apollo Medical Center CVC
D. NO. 22 34 2 G.V Classic Plot No 1 6 Survey No Kothaguda X Road Kondapur Serilingampally Hyd -500084, Rangareddy, Telangana, 500084

Vaccine Name : **COVISHIELD**   Date : **02 May 2022**   Time : **11:00AM-01:00PM**

Nidumolu Lakshmi Swetamruta
Reference ID : 76459962395570

Select Time Slot

| 09:00AM-11:00AM | 11:00AM-01:00PM | 01:00PM-03:00PM | 03:00PM-06:00PM |

Select time slot

                                                      Confirm

"Download" button to save appointment slip

- Once appointment Centre, date and time slot have been selected, click on "Confirm"

- Appointment successful page will be displayed.
- Appointment for second dose will be reflected in the account details page
- Citizen can Cancel, Reschedule, or print appointment slip for dose 2 appointment from this page.

Print appointment slip

Details for dose 2 appointment

Reschedule or Cancel appointment

7 How to download the vaccination certificate

The citizen must have received least one dose in order to receive the Vaccination certificate
Follow the below mentioned steps to download your vaccination certificate.

DOMESTIC CERTIFICATE

1. Login to Co-WIN application using Registered Mobile number
2. Click on Certificate tab to get domestic vaccination certificate

Click on "Download" to download the
domestic vaccination certificate

Certificate will
download as PDF

INTERNATIONAL CERTIFICATE

To download International Certificate citizen must have received both vaccination doses and follow below steps

1. Click on International Certificate tab

2. Below screen will appear – From the dropdown select the member whose passport needs to be updated on CoWIN

3. Enter Date of Birth
4. Enter Passport Number

5. Accept terms and condition check box
6. Click on Submit request
   Below screen will appear after submission of the request

7. Click on Back arrow to go back to Dashboard

← Change Id To Passport Request

Your request for change Id Number is under process. You will receive a notification for your final certificate soon.
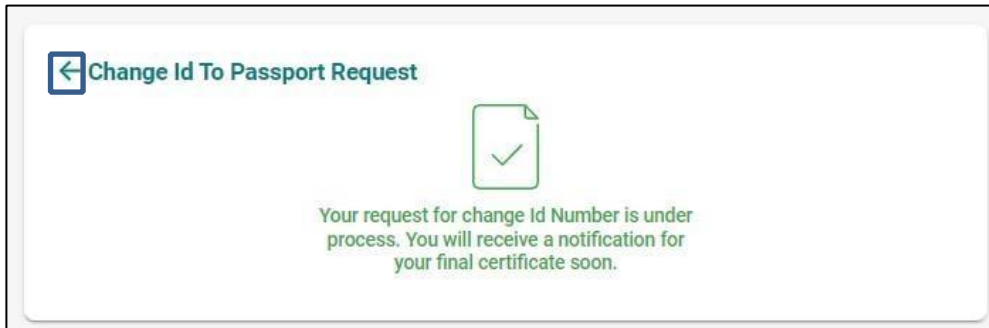
8. Once Saved Click again on "International Travel certificate" tab on dashboard
9. Certificate will be downloaded in your system

SAMPLE

Ministry of Health & Family Welfare
Government of India

Covid-19 Vaccination Certificate

Issued in India by Ministry of Health & Family Welfare, Govt of India

Certificate ID 95240474045

Beneficiary Details

Beneficiary Name	**Rishitoshchand Shrivastava**
Date of Birth (YYYY-MM-DD)	**1967-08-02**
Gender	**Male**
Passport Number	**PASS4560987**
Vaccination Status (# of doses)	**Fully Vaccinated (2 Doses)**
Beneficiary Reference ID	**19796300469747**

Vaccination Details

Vaccine Name	**COVISHIELD**	
Vaccine Type	**COVID-19 vaccine, non-replicating viral vector**	
Manufacturer	**Serum Institute of India Pvt. Ltd.**	
Dose #	**1st**	**2nd**
Date of Dose (YYYY-MM-DD)	**2021-07-01**	**2021-10-12**
Dose Batch #	**COVI121021**	**COVI121021**

"Together, India will defeat COVID-19"

- Prime Minister Narendra Modi

In case of any adverse events, kindly contact the nearest health centre

8 How to share vaccination status

To Share Vaccination Status citizen must have received at least one vaccination dose.

Follow the below mentioned steps to share vaccination status:

Click on "Share your Status"

1. Click on Share Your Status, below screen will appear.

Click on copy link to copy the URL

Click on any social media icon to share vaccination status

2. Citizen can select any one poster and can share it via any social media option like Twitter, LinkedIn, WhatsApp, Facebook and Gmail.

3. Using the Share Vaccination status in your social circle, citizen will be able to see the poster Along with the QR code as shown below.

4. New user viewing the shared vaccination status Poster of the citizen will have an option to share their vaccination status by clicking on share button as shown in below screen

Click on this button to share vaccination status button

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9 Vaccination for Children

- For COVOVAX, Corbevax and ZyCoV-D vaccines, children can be registered on Co-WIN using an AADHAAR Card, PAN Card, Unique Disability ID, Ration Card with Photo and School Photo ID Card. Children of age group 12-17yrs and 15-18yrs children can get vaccinated at Private Vaccination Centre.

- Children of age group 15-18 yrs can now register on Co-WIN portal using AADHAAR Card, PAN Card, Unique Disability ID, Ration Card with Photo and School Photo ID Card. COVAXIN, COVOVAX, Corbevax and ZyCoV-D vaccines are approved for this age group currently.

Below are the steps to be followed:

1. Log in to https://selfregistration.cowin.gov.in/

2. Citizen should register or sign for verification by entering the mobile number and OTP

3. Citizen can click on "+Add member" option if they haven't registered 6 members from one registered mobile number

Register or Sign In for Vaccination
An OTP will be sent to your mobile number for verification

Enter your mobile number

GET OTP

By Sign In/Registration, I agree to the Terms of Service and Privacy Policy

OR

Login with DigiLocker MeriPehchaan

4. Once the registration/ sign in is complete, citizens need to enter the following details (Please note that all the field in this form are Mandatory -

All the mandatory fields has to be filled by the beneficiary for registration

- The below table shows the details to be entered in the "Register for Vaccination" page.

#	Field Name	Details
1.	Photo ID Proof	Select appropriate ID Card from the Dropdown list .
2	Photo ID Number	Citizen to enter ID number
2.	Name	Enter the name as per the selected ID proof
3.	Year of Birth	Enter the year of birth as per the ID Proof in the format YYYY
4.	Gender	Select Gender (Male/ Female/ Others)

- Citizens aged 15-17 have options to provide **Aadhaar Card, PAN Card, Passport, Unique Disability ID (Unique ID for persons with disability), Ration Card with Photo, Student ID Photo** under Photo ID proof
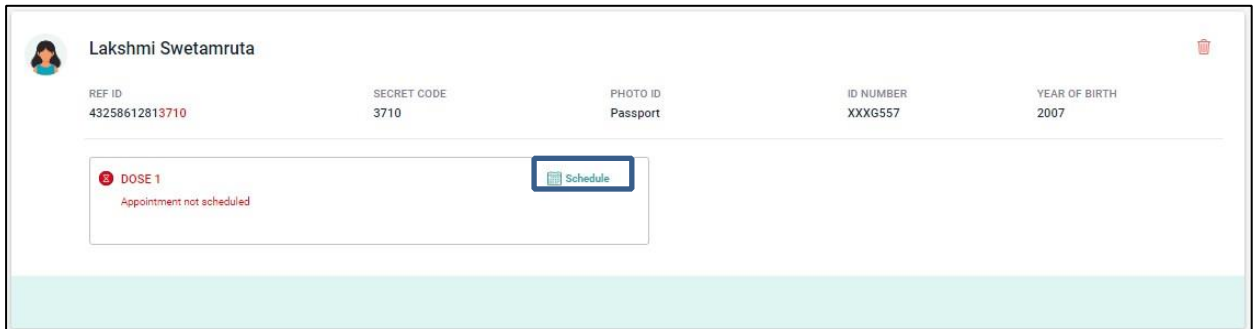
5. Citizen will get a pop up message i.e., Individual registered successfully

6. Click on 'Schedule tab' on the bottom right corner of the page in order to book an appointment

7. "Book appointment for Dose 1" will appear on the page wherein the citizen can search for Government or private hospitals by entering either the PIN Code or District name
8. Click on 'Search' tab

a. The page will provide various options for hospitals and the available slots
b. Citizen also has the option to filter their search results by age and cost
c. Identify the hospital as per your convenience and click on the colourful "slots" tab, located adjacent to the selected hospital name in order to book your slots

Note- *Only Covaxin is available for children aged 15-17 years.*
- *Only COVOVAX, Corbevax and ZyCoV-D is available for children aged 12-17 years.*

9. Select the convenient slot timings on the appointment confirmation page and click on confirm tab

10. Citizen can save the Appointment confirmation slip by clicking on Download tab, placed on the top right corner

11. Citizen will also receive a confirmation message from VM-NHPSMS on their registered Mobile number.
12. Citizen will also receive an OTP number which they have to show to the healthcare provider/registration desk at the selected centre for vaccination
13. Read the instructions carefully, before leaving for your appointment
    • The sample template for Appointment slip has been shown below-

14. Citizen can either Cancel or reschedule their appointment

Reschedule	**Cancel**
• By clicking on the reschedule tab, it will • take you to "Book your appointment for Dose 1" page and citizen can follow the same procedure as mentioned above	If you click on cancel appointment, it will ask 'Yes' and 'No' options. Click on yes, in case you need to cancel the appointment

10 Precaution Dose

- All fully vaccinated adult citizens (18+ and have taken 2 doses) are eligible for precaution dose from 10/04/2022. Eligible citizens can avail precaution dose at any Government or Private Vaccination Centre. Citizens should carry their Final Certificate of vaccination (with details of both earlier doses). Citizens should use the same mobile number and ID card used for earlier doses.

- HCWs, FLWs and Citizens aged 60 year or more, shall continue to receive precaution dose vaccination at any CVC, including free of charge vaccination at Government Vaccination Centre.

- For international travel, precaution dose can be administered to such beneficiary less than 9 months to at a minimum interval of 3 months (90 days) from the date of administration of the second dose as recorded on Co-WIN as per requirement of the destination country. All Vaccination centre in the State where precaution dose is being administered are eligible to administer precaution dose.

- If a beneficiary have received COVISHILED earlier, they should get Precaution dose of COVISHIELD, CORBEVAX or iNCOVACC or Covovax. If the beneficiary has received COVAXIN earlier, they should get Precaution dose of COVAXIN or CORBEVAX or iNCOVACC or Covovax and if the beneficiary has received SPUTNIK V earlier, you should get Precaution dose of SPUTNIK V.
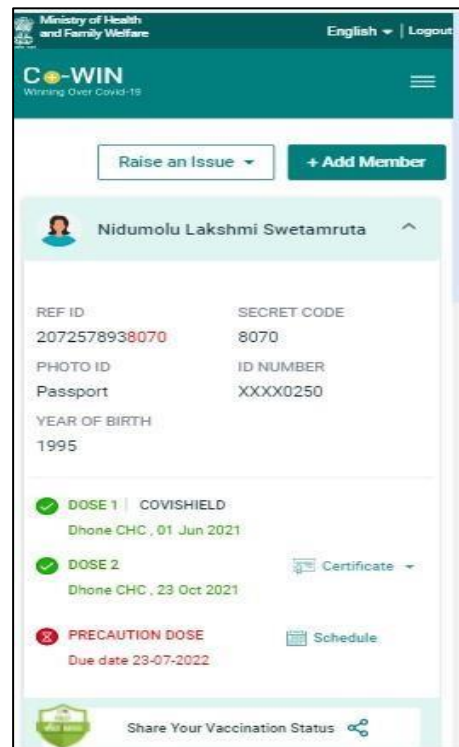
Reminder SMS has been sent to eligible beneficiaries.

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Below are the steps to be followed:

1. Log in to https://selfregistration.cowin.gov.in/

2. Citizen should sign for verification by entering the mobile number used at the time of 1st and 2nd dose

3. Enter OTP received on registered mobile number

4. Citizens will be able to see details of past 2 doses along with Precaution dose tab

5. The screen will show the number of days left for precaution dose and the due date

6. Citizen can click on "Schedule precaution dose" tab to book appointment

7. Citizen searches for Vaccination Centre using PIN code or by choosing State and District.

Search by State and District option

7. Citizen gets options for CVCs with the same vaccine type that was given at the time of 1st and 2nd dose

8. Citizen chooses the Vaccination Centre and a suitable time slot for vaccination

9. Citizen receives Appointment details on the Appointment successful screen

10. Citizen can save the Appointment confirmation slip by clicking on Download tab, placed on the top right corner

11. Citizen will also receive a confirmation message from VM-NHPSMS on their registered mobile number.

12. Citizen will also receive an OTP number which they have to show to the healthcare provider/ registration desk at the selected centre for vaccination

11	**How to raise Issues**

Citizens can raise issues and grievances related to the vaccination and track them for a timely Resolution.

Below are the steps to be followed:

1. Log in to https://selfregistration.cowin.gov.in/
2. Citizen should sign for verification by entering the mobile number used at the time of vaccination
3. Enter OTP received on registered mobile number
4. Click on "Raise an Issue" tab

Currently, Co-WIN portal gives an option of raising the following 8 types of issues:

1. Correction in certificate labels – Name, Age, Gender and Photo Identity number

2. Merging of multiple certificates received for first dose and get final certificate

3. Addition of Passport details for foreign travel

4. Report any unknown member that has been registered to your Co-WIN Registration account

5. Transfer registered members to another account with a new mobile number

6. Regenerate your final certificate

7. Vaccination date correction

8. Revoke vaccination

Detailed guidelines on how to raise and track issues can be accessed at
https://prod-cdn.preprod.co-vin.in/assets/pdf/Grievance_Guidelines.pdf

" दवाई भी और कड़ाई भी।

Together, India will defeat COVID-19 "

- *Prime Minister Narendra Modi*