

CoWIN App - Complete Product Documentation

User Manual for Citizens, Hospital Staff, and
Administrators

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1 Executive Summary

This document serves as a comprehensive user manual for the CoWIN platform, India's digital infrastructure for managing COVID-19 vaccination appointments, certifications, and center operations. It provides detailed instructions and troubleshooting guidelines for three key user groups: citizens (end users), hospital staff, and administrative personnel.

2 Introduction

CoWIN (COVID Vaccine Intelligence Network) is India's official platform for handling the nationwide COVID-19 vaccination drive. It allows citizens to register, schedule appointments, and download certificates, while also providing tools for hospital and administrative users to manage operational logistics efficiently.

2.1 Key Features

- Appointment Booking
- Certificate Management
- Real-time Slot Availability
- Multi-language Interface
- Secure and Verified Platform

3 End User Guide

3.1 Overview

Citizens can use the CoWIN platform to register for vaccination, book or reschedule appointments, and download official vaccination certificates.

3.2 Getting Started and Account Registration

To begin using the CoWIN platform:

1. Download App or Visit Website

Search for "CoWIN" or "Aarogya Setu CoWIN" on the Play Store or App Store, then download and install the verified app. Alternatively, visit <https://www.cowin.gov.in>.

2. Enter Details

Provide the following information:

- Name (as per ID)
- Date of Birth or Age
- Gender
- Photo ID type and number

3. Complete Registration

Tap "Register" to create your account.

3.3 Booking Your Vaccine Appointment

To schedule a vaccination appointment:

1. Search for Slots

Use PIN code or district to find available slots. Filter by vaccine type, age group, or dose.

2. Book Slot

Select a time and tap "Book" to confirm.

3. Appointment Confirmation

Save the confirmation slip and reference ID. An SMS will be sent to the registered number.

3.4 Downloading Vaccination Certificate

To download your vaccination certificate:

- Navigate to the "Certificate" section.
- Select the Beneficiary.
- Choose between Provisional (after 1st dose) or Final (after full vaccination).
- Tap "Download PDF" to save the certificate.

3.5 Certificate Verification

Each certificate includes:

- A QR code for verification.
- Digital signature to ensure authenticity and tamper-proofing.
- An option for an international travel certificate.

3.6 Common Issues and Troubleshooting

3.6.1 OTP Not Received?

- Verify the mobile number is correct.
- Check network connectivity.
- Wait 2 minutes or try using a browser.

3.6.2 No Slots Available?

- Check at different times of the day.
- Search nearby PIN codes or districts.
- Enable slot alerts for notifications.

3.6.3 *Certificate Not Downloading?*

- Ensure 14+ days have passed since the dose.
- Try a different browser or clear the cache.
- Wait 24–48 hours before retrying.

3.6.4 *Registration Errors?*

- Verify the phone number is in 10-digit format.
- Ensure ID details match exactly.
- Try registering during off-peak hours.

3.6.5 *Error Messages?*

- "Invalid OTP": Ensure OTP is used within the valid time.
- "Server Busy": Retry after some time.
- "Network Error": Check internet connection.

4 **Hospital User Guide**

4.1 **Overview**

Hospital staff are responsible for managing vaccination slots, verifying user information, and recording administered vaccines.

4.2 **Admin Dashboard Access**

To access the hospital admin dashboard:

1. Visit cowin.gov.in/admin.
2. Enter credentials and complete 2FA (if enabled).
3. Access features including Appointments, Inventory, and Slot Management.

4.3 **Managing Vaccine Slots**

4.3.1 *Add New Slots*

1. Navigate to "Slot Management" and select "Add Session."
2. Choose date and time.
3. Set capacity and vaccine type.
4. Publish the session.

4.3.2 *Update or Cancel*

- Edit or cancel existing sessions as needed.
- Beneficiaries are notified automatically.

4.4 Verifying Users

To verify a user's identity:

1. Go to "Today's Appointments."
2. Search by ID or phone number.
3. Match the ID photo and number.
4. Confirm eligibility and health status.

4.5 Recording Vaccination

To record a vaccination:

1. Select "Administer Vaccine."
2. Input details:
 - Vaccine type and batch number
 - Site of injection
 - Vaccinator name
3. Observe the beneficiary for 15–30 minutes.
4. Provide confirmation to the beneficiary.

4.6 Inventory Management

To manage vaccine inventory:

- Update daily stock: received, used, and waste.
- Monitor cold chain logs hourly.
- Set alerts for low stock levels.

5 Admin User Guide

5.1 Overview

Administrators oversee system operations, including vaccination centers, user accounts, and performance metrics.

5.2 Admin Dashboard Access

To access the admin dashboard:

1. Visit cowin.gov.in/admin.
2. Log in with admin credentials.
3. Access analytics and system controls.

5.3 Managing Vaccination Centers

5.3.1 Add Center

1. Navigate to "Center Management."
2. Fill in details:
 - Name, Address, Contact
 - Capacity, Timings, Vaccine Type
 - Staff assignments
3. Upload required documents and activate the center.

5.4 Staff Account Management

- Create accounts for roles: Vaccinator, Supervisor, Admin.
- Set permissions and send login credentials.
- Maintain accounts by deactivating unused users, tracking logins, and resetting passwords.

5.5 Analytics and Reporting

- **Reports:** Track progress by region, demographics, adverse events, and platform usage.
- **Custom Reports:** Filter by date, region, or metrics; export as PDF or CSV; schedule auto-emails.
- **Visuals:** Access real-time dashboards, heat maps, trends, and predictive analysis.

5.6 Issue Management and Grievance Tracking

- Track user complaints and system issues.
- Assign and resolve grievances efficiently.

5.7 System Maintenance and Quality Assurance

- Ensure system uptime and performance.
- Conduct regular quality checks to maintain platform reliability.

6 Support and Contact Information

For assistance, visit: cowin.gov.in/support

7 Document Versioning

- Version 1.0: Initial Release (June 29, 2025)