



# Citizen Registration and Appointment for Vaccination

## User Manual

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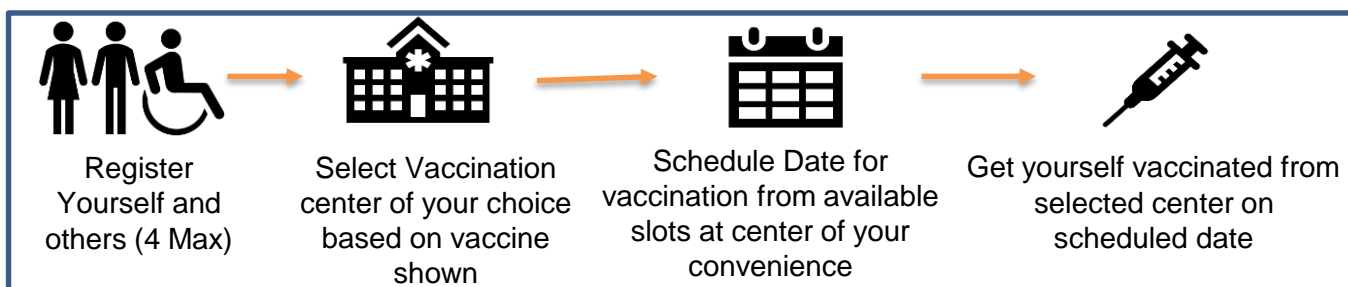
### Overview

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 18 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.

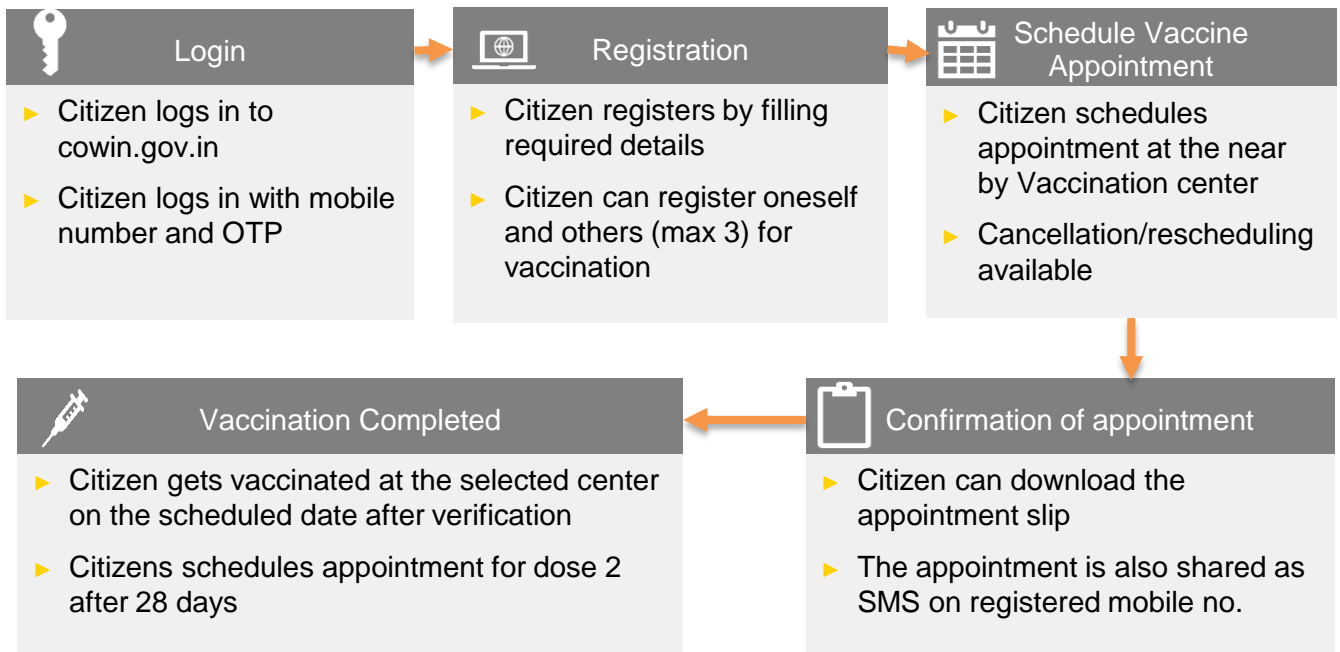
### Features of Citizen Self registration Module



The following features will be available for the Citizen in Self Registration module

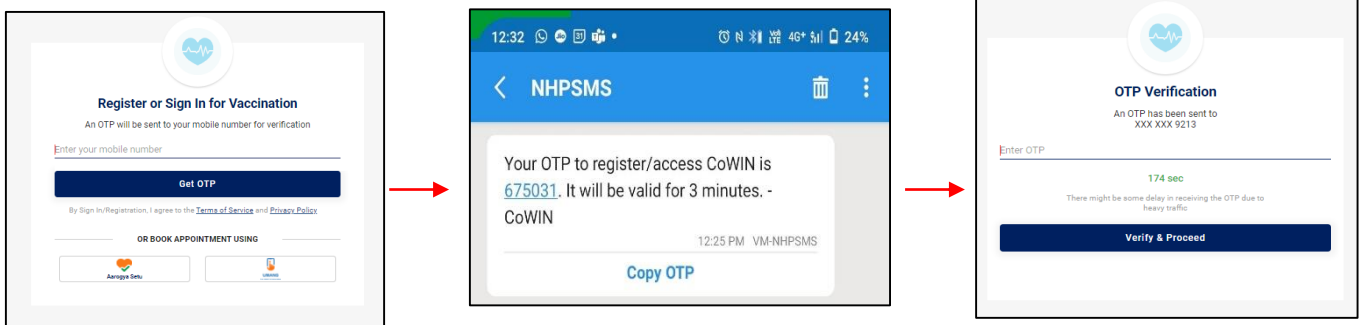
- Register for a vaccination session (with a choice of registering additional 3 members)
- Selection of Vaccination center of convenience based on the vaccine name
- Schedule vaccination as per slot availability at a Center
- Cancel/Reschedule Vaccination

### Work Flow



### 1 Register

- ▶ User can go to the url [www.cowin.gov.in](http://www.cowin.gov.in) and click on “Register/Sign In yourself” 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.

- Once the OTP is validated, the “Register for Vaccination” page appears
- Enter details required in page

**Register for Vaccination**

Your **Photo ID** will be verified at the time of your vaccination appointment. Please provide the details of the Photo ID you will carry for vaccination.

Member Type  
Regular Citizen

Photo ID Proof  
Passport

Passport Number  
PASSPORT1234

Name (as in Passport)  
Rishitoshchand Shrivastava

Gender  
 Male   
  Female   
  Others

Year of Birth (as in Passport in YYYY format)  
1988

**Add**

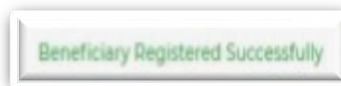
Mandatory Field to be Filled by  
the Beneficiary for Registration

- ▶ 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	<ul style="list-style-type: none"> <li>• Select appropriate ID Card from the Dropdown list .</li> </ul> <div style="border: 1px solid black; background-color: #00aaff; color: white; padding: 5px; text-align: center;">Citizen must carry selected ID at the time of vaccination.</div>
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.

Receives Confirmation message on successful registration




### 2 Add More Individuals

- Once registration is completed; the system will show the “Account Details”
- Citizen can further add 3 more people linked with this mobile number by clicking on “Add More” button at the bottom right side of the Page

#### Account Details

Registered Mobile Number: XXX-XXX-9213

**Not Vaccinated**

**Nisha Singh** | REF ID : 59649383984540 | Secret Code : 4540 | Status : Updated 

Member Type: Pregnant Women

Year of Birth: 1990

Photo ID: NPR Smart Card ID Number: XXXX-T678

**Dose 1**  
Appointment not scheduled

Click on “Add More” for adding total 4 individuals linked to this mobile number

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

#### Register for Vaccination

Your **Photo ID** will be verified at the time of your vaccination appointment. Please provide the details of the Photo ID you will carry for vaccination.

Member Type  
Regular Citizen

Photo ID Proof  
Passport

Passport Number  
PASSPORT1234

Name (as in Passport)  
Rishitoshchand Shrivastava

Gender  
 Male  Female  Others

Year of Birth (as in Passport in YYYY format)  
1988

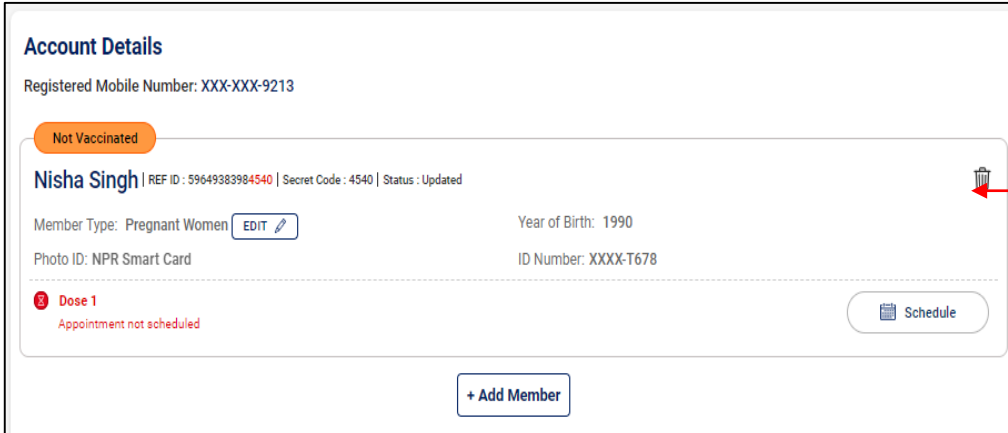
Receives Confirmation message on successful addition of member

Click on “Add” for adding additional members linked to this account


Beneficiary Registered Successfully

### 3 Delete Individuals

- Citizen can Delete individuals linked with his mobile number



“Delete” button – to Delete existing member

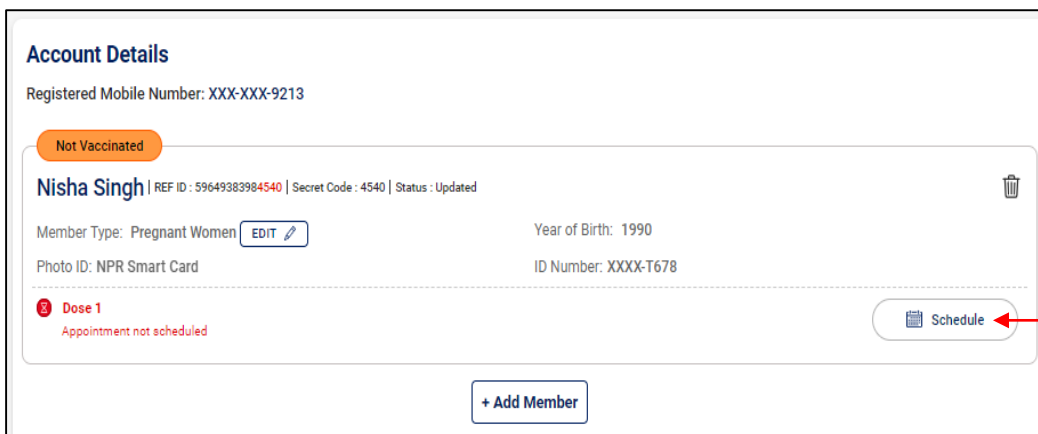
1. Login with username and password, and Navigate to the dashboard.
2. Click “” action button to Delete a member

- Confirmation message will appear on Deletion

Individual Deleted Successfully

### 4 Booking Appointment for Vaccination

- Citizen can schedule Appointment from the “Account Details” page.



“Schedule” button – to schedule appointment for registered members

# User Manual

## Citizen Registration and Appointment for Vaccination

- 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

Select State Maharashtra Select District Mumbai Search

**Slot Search Results** (201 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free Vaccine: Covishield Covaxin Sputnik V

Center Name	05 Aug 2021	06 Aug 2021	07 Aug 2021	08 Aug 2021	09 Aug 2021	10 Aug 2021	11 Aug 2021
ACWORTH MUNICIPAL HOSP WADALA Major R Parameswaran Road Wadala Mumbai Maharashtra, Mumbai, Maharashtra, 400031	Booked COVISHIELD 18 & Above	NA	NA	NA	NA	NA	NA
ADMIRE EYE CARE 1st Fl Commercial Chandak Stella Cha Udyog Nagar Nr FM Banquet Off S V Rd Goregaon West, Mumbai, Maharashtra, 400104 COVISHIELD: 790	4 COVISHIELD 18 & Above	89 COVISHIELD 18 & Above	200 COVISHIELD 18 & Above	NA	NA	NA	NA
ADVANCED MULTI SPECIALTY HOSP CMPH Medical College Campus Nalaker Gachkari Marg	73 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	79 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	52 COVISHIELD 18-44 Only	45 COVISHIELD 45 & Above	NA

Appointment booking screen

Fully booked slots in vaccination centres

Available slots in vaccination centres

**← 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

Select State Maharashtra Select District Pune Search

**Slot Search Results** (3 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free Vaccine: Covishield Covaxin Sputnik V

**← 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 410401 Search

**Slot Search Results** (3 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free Vaccine: Covishield Covaxin Sputnik V

**← 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

Select State Maharashtra Select District Pune Search

**Slot Search Results** (3 Center(s) Found)

Showing results for: Dose: 2

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free

**← 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 410401 Search

**Slot Search Results** (3 Center(s) Found)

Showing results for: Dose: 2

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free

### Search by district option

- Select the State/UT from the drop down
- Select District from the drop down menu
- Click on “Search”

### Search by pincode option

- Enter the local pincode
- Click on “Search”

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



**← 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

Select State: Maharashtra Select District: Mumbai

**Slot Search Results** (201 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above | 18-44 Only | 45 & Above Cost: Paid | Free Vaccine: Covishield | Covaxin | Sputnik V

Center Name	05 Aug 2021	06 Aug 2021	07 Aug 2021	08 Aug 2021	09 Aug 2021	10 Aug 2021	11 Aug 2021
ACWORTH MUNICIPAL HOSP WADALA Major R Parameswaran Road Wadala Mumbai Maharashtra, Mumbai, Maharashtra, 400031	Booked COVISHIELD 18 & Above	NA	NA	NA	NA	NA	NA
ADMIRE EYE CARE <b>PAID</b> 1st Fir Commercial Chandak Stella Chs Udyog Nagar Nr FM Banquet Off S V Rd Goregaon West, Mumbai, Maharashtra, 400104 COVISHIELD: ₹780	4 COVISHIELD 18 & Above	89 COVISHIELD 18 & Above	200 COVISHIELD 18 & Above	NA	NA	NA	NA
ADVANCED MULTI SPECIALTY HOSP <b>PAID</b> CMPH Medical College Campus Nataraj Gadkari Marg	73 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	79 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	52 COVISHIELD 18-44 Only	45 COVISHIELD 45 & Above	NA

Available Vaccination centre based on search criteria

Click Center of choice for Vaccination

Filters for Age, Vaccine type and Free/Paid vaccines

Available Date and capacity at selected Center

Select by clicking the date of convenience

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

**← Appointment Confirmation**

AK Hosp Site  
23 Near Main Road, Pune, Maharashtra, 410401  
Vaccine Name : COVISHIELD Date : 19 Jun 2021

Rishitosh  
Reference ID : 54889249167380

Select Time Slot

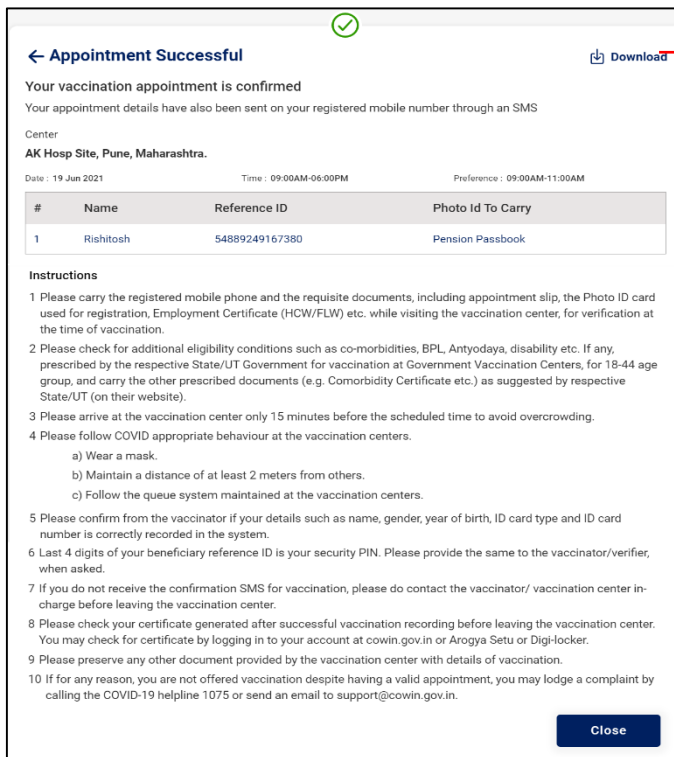
09:00AM-11:00AM | 11:00AM-01:00PM | 01:00PM-03:00PM | 03:00PM-06:00PM

Verify if the Centre, Date selected, Vaccine name and price are correct

Verify the name is appearing as in the Photo ID selected

Click “CONFIRM” if all details are correct to confirm booking

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



← Appointment Successful Download

Your vaccination appointment is confirmed  
Your appointment details have also been sent on your registered mobile number through an SMS

Center  
**AK Hosp Site, Pune, Maharashtra.**

Date : 19 Jun 2021      Time : 09:00AM-06:00PM      Preference : 09:00AM-11:00AM

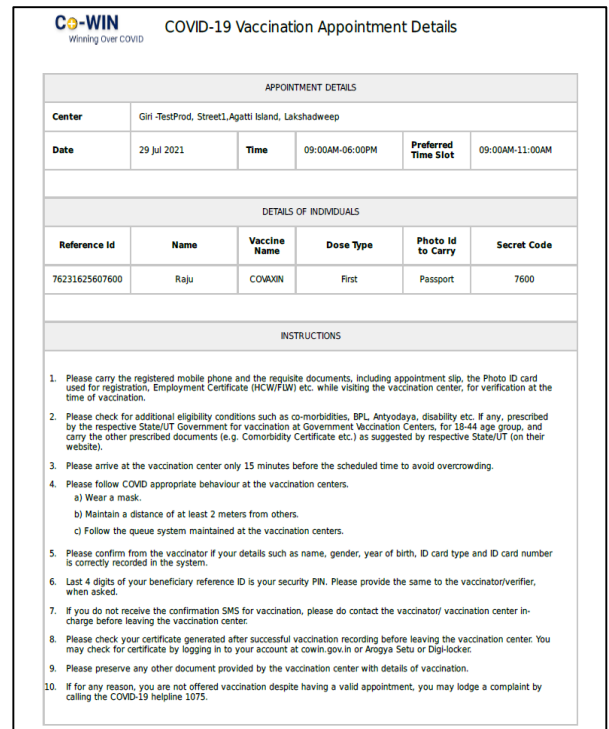
#	Name	Reference ID	Photo Id To Carry
1	Rishitosh	54889249167380	Pension Passbook

**Instructions**

- 1 Please carry the registered mobile phone and the requisite documents, including appointment slip, the Photo ID card used for registration, Employment Certificate (HCW/FLW) etc. while visiting the vaccination center, for verification at the time of vaccination.
- 2 Please check for additional eligibility conditions such as co-morbidities, BPL, Antyodaya, disability etc. If any, prescribed by the respective State/UT Government for vaccination at Government Vaccination Centers, for 18-44 age group, and carry the other prescribed documents (e.g. Comorbidity Certificate etc.) as suggested by respective State/UT (on their website).
- 3 Please arrive at the vaccination center only 15 minutes before the scheduled time to avoid overcrowding.
- 4 Please follow COVID appropriate behaviour at the vaccination centers.
  - a) Wear a mask.
  - b) Maintain a distance of at least 2 meters from others.
  - c) Follow the queue system maintained at the vaccination centers.
- 5 Please confirm from the vaccinator if your details such as name, gender, year of birth, ID card type and ID card number is correctly recorded in the system.
- 6 Last 4 digits of your beneficiary reference ID is your security PIN. Please provide the same to the vaccinator/verifier, when asked.
- 7 If you do not receive the confirmation SMS for vaccination, please do contact the vaccinator/ vaccination center in-charge before leaving the vaccination center.
- 8 Please check your certificate generated after successful vaccination recording before leaving the vaccination center. You may check for certificate by logging in to your account at [cowin.gov.in](http://cowin.gov.in) or Arogya Setu or Digi-locker.
- 9 Please preserve any other document provided by the vaccination center with details of vaccination.
- 10 If for any reason, you are not offered vaccination despite having a valid appointment, you may lodge a complaint by calling the COVID-19 helpline 1075 or send an email to [support@cowin.gov.in](mailto:support@cowin.gov.in).

**Close**

Click “Download” to download and save the confirmation



Co-WIN COVID-19 Vaccination Appointment Details

Winning Over COVID

APPOINTMENT DETAILS					
Center	Giri_TestProd, Street1,Agatti Island, Lakshadweep				
Date	29 Jul 2021	Time	09:00AM-06:00PM	Preferred Time Slot	09:00AM-11:00AM

DETAILS OF INDIVIDUALS					
Reference Id	Name	Vaccine Name	Dose Type	Photo Id to Carry	Secret Code
76231625607600	Raju	COVAXIN	First	Passport	7600

**INSTRUCTIONS**

- 1 Please carry the registered mobile phone and the requisite documents, including appointment slip, the Photo ID card used for registration, Employment Certificate (HCW/FLW) etc. while visiting the vaccination center, for verification at the time of vaccination.
- 2 Please check for additional eligibility conditions such as co-morbidities, BPL, Antyodaya, disability etc. If any, prescribed by the respective State/UT Government for vaccination at Government Vaccination Centers, for 18-44 age group, and carry the other prescribed documents (e.g. Comorbidity Certificate etc.) as suggested by respective State/UT (on their website).
- 3 Please arrive at the vaccination center only 15 minutes before the scheduled time to avoid overcrowding.
- 4 Please follow COVID appropriate behaviour at the vaccination centers.
  - a) Wear a mask.
  - b) Maintain a distance of at least 2 meters from others.
  - c) Follow the queue system maintained at the vaccination centers.
- 5 Please confirm from the vaccinator if your details such as name, gender, year of birth, ID card type and ID card number is correctly recorded in the system.
- 6 Last 4 digits of your beneficiary reference ID is your security PIN. Please provide the same to the vaccinator/verifier, when asked.
- 7 If you do not receive the confirmation SMS for vaccination, please do contact the vaccinator/ vaccination center in-charge before leaving the vaccination center.
- 8 Please check your certificate generated after successful vaccination recording before leaving the vaccination center. You may check for certificate by logging in to your account at [cowin.gov.in](http://cowin.gov.in) or Arogya Setu or Digi-locker.
- 9 Please preserve any other document provided by the vaccination center with details of vaccination.
- 10 If for any reason, you are not offered vaccination despite having a valid appointment, you may lodge a complaint by calling the COVID-19 helpline 1075.

Citizen should keep a printout of appointment slip to show at the Vaccination Center 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

# User Manual

## Citizen Registration and Appointment for Vaccination

**Account Details**

Registered Mobile Number: XXX-XXX-8272 Raise an Issue ▾

**Not Vaccinated**

**Rishitosh** | REF ID : 54889249167380 | Secret Code : 7380 X

Year of Birth: 1988 Photo ID: Pension Passbook ID Number: XXXX-1234

**Dose 1**  
AK Hosp Site, 19 Jun 2021, 09:00AM-11:00AM 📅 Reschedule

+ Add Member

Click "X" to cancel appointment

Click on "Reschedule" to re-schedule an already booked 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

**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

Select State: Maharashtra Select District: Pune Search

**Slot Search Results** (0 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free Vaccine: Covishield Covaxin Sputnik V

1 Search new Center

**Appointment Confirmation**

**AK Hosp Site**  
23 Near Main Road, Pune, Maharashtra, 410401  
Vaccine Name : COVISHIELD Date : 19 Jun 2021

**Rishitosh**  
Reference ID : 54889249167380

**Select Time Slot**

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

Confirm

3 Confirmation screen

**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

Select State: Maharashtra Select District: Mumbai Search

**Slot Search Results** (01 Center(s) Found)

Showing results for: Dose: 1

Filter results by: Age: 18 & Above 18-44 Only 45 & Above Cost: Paid Free Vaccine: Covishield Covaxin Sputnik V

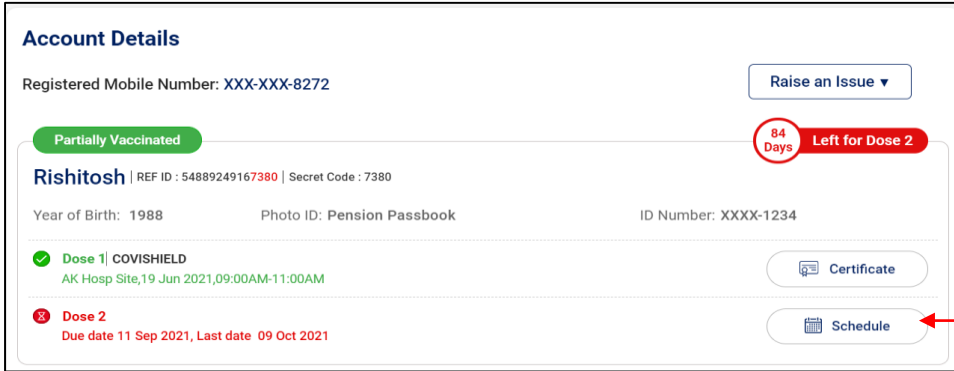
	05 Aug 2021	06 Aug 2021	07 Aug 2021	08 Aug 2021	09 Aug 2021	10 Aug 2021	11 Aug 2021
<b>ACWORTH MUNICIPAL HOSP WADALA</b> Major R Parameswaran Road Wadala Mumbai Maharashtra, Mumbai, Maharashtra, 400031	Booked COVISHIELD 18 & Above	NA	NA	NA	NA	NA	NA
<b>ADMIRE EYE CARE</b> 1st Fl Commercial Chandak Stella Cts Udyog Nagar Nr FM Banquet Off S V Rd Goregaon West, Mumbai, Maharashtra, 400104 COVISHIELD: 7380	4 COVISHIELD 18 & Above	89 COVISHIELD 18 & Above	200 COVISHIELD 18 & Above	NA	NA	NA	NA
<b>ADVANCED MULTI SPECIALTY HOSP</b> Maha Medical College Campus Nearlaxi Nishikant Marg	73 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	75 COVISHIELD 45 & Above	88 COVISHIELD 45 & Above	52 COVISHIELD 18-44 Only	45 COVISHIELD 45 & Above	NA

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.



**Account Details**

Registered Mobile Number: XXX-XXX-8272 Raise an Issue ▾

**Partially Vaccinated** 84 Days Left for Dose 2

**Rishitosh** | REF ID : 54889249167380 | Secret Code : 7380

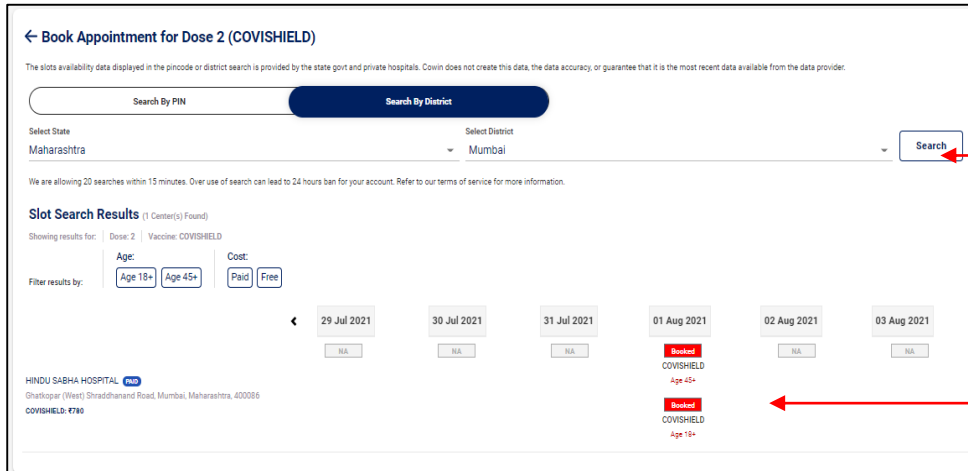
Year of Birth: 1988 Photo ID: Pension Passbook ID Number: XXXX-1234

**Dose 1** | COVISHIELD  
AK Hosp Site,19 Jun 2021,09:00AM-11:00AM Certificate

**Dose 2**  
Due date 11 Sep 2021, Last date 09 Oct 2021 Schedule

“Schedule” button – to schedule appointment for Dose 2

- 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. Covin does not create this data, the data accuracy, or guarantee that it is the most recent data available from the data provider.

Search By PIN Search By District

Select State: Maharashtra Select District: Mumbai Search

We are allowing 20 searches within 15 minutes. Over use of search can lead to 24 hours ban for your account. Refer to our terms of service for more information.

**Slot Search Results** (1 Center(s) Found)

Showing results for: Dose: 2 Vaccine: COVISHIELD

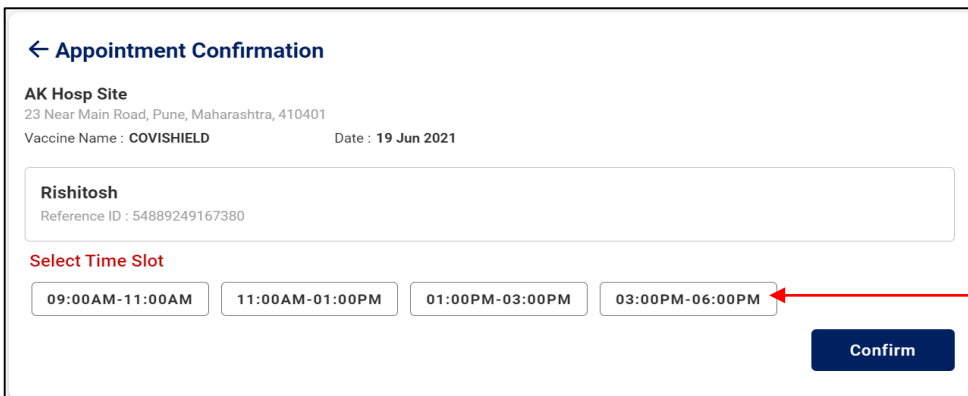
Filter results by: Age:  Age 18+  Age 45+ Cost:  Paid  Free

Calendar view: 29 Jul 2021, 30 Jul 2021, 31 Jul 2021, 01 Aug 2021, 02 Aug 2021, 03 Aug 2021

**HINDU SABHA HOSPITAL** Booked  
Ghatkopar (West) Shradhdhanand Road, Mumbai, Maharashtra, 400066  
COVISHIELD: 7780 Booked  
Age 45+ Booked  
Age 18+

“Search” button – to search Centre by pincode or District

Select Centre and date



**Appointment Confirmation**

**AK Hosp Site**  
23 Near Main Road, Pune, Maharashtra, 410401  
Vaccine Name : COVISHIELD Date : 19 Jun 2021

**Rishitosh**  
Reference ID : 54889249167380

**Select Time Slot**

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

Select time slot

**← Appointment Successful** Download

Your vaccination appointment is confirmed  
Your appointment details have also been sent on your registered mobile number through an SMS

Center  
**AK Hosp Site, Pune, Maharashtra.**

Date : 19 Jun 2021      Time : 09:00AM-06:00PM      Preference : 09:00AM-11:00AM

#	Name	Reference ID	Photo Id To Carry
1	Rishitosh	54889249167380	Pension Passbook

**Instructions**

- Please carry the registered mobile phone and the requisite documents, including appointment slip, the Photo ID card used for registration, Employment Certificate (HCW/FLW) etc. while visiting the vaccination center, for verification at the time of vaccination.
- Please check for additional eligibility conditions such as co-morbidities, BPL, Antydodaya, disability etc. If any, prescribed by the respective State/UT Government for vaccination at Government Vaccination Centers, for 18-44 age group, and carry the other prescribed documents (e.g. Comorbidity Certificate etc.) as suggested by respective State/UT (on their website).
- Please arrive at the vaccination center only 15 minutes before the scheduled time to avoid overcrowding.
- Please follow COVID appropriate behaviour at the vaccination centers.
  - Wear a mask.
  - Maintain a distance of at least 2 meters from others.
  - Follow the queue system maintained at the vaccination centers.
- Please confirm from the vaccinator if your details such as name, gender, year of birth, ID card type and ID card number is correctly recorded in the system.
- Last 4 digits of your beneficiary reference ID is your security PIN. Please provide the same to the vaccinator/verifier, when asked.
- If you do not receive the confirmation SMS for vaccination, please do contact the vaccinator/ vaccination center in-charge before leaving the vaccination center.
- Please check your certificate generated after successful vaccination recording before leaving the vaccination center. You may check for certificate by logging in to your account at cowin.gov.in or Arogya Setu or Digi-locker.
- Please preserve any other document provided by the vaccination center with details of vaccination.
- If for any reason, you are not offered vaccination despite having a valid appointment, you may lodge a complaint by calling the COVID-19 helpline 1075 or send an email to support@cowin.gov.in.

**Close**

“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

**Account Details**

Registered Mobile Number: XXX-XXX-8272 Raise an Issue ▾

**Partially Vaccinated** 84 Days Left for Dose 2

**Rishitosh** | REF ID : 54889249167380 | Secret Code : 7380

Year of Birth: 1988      Photo ID: Pension Passbook      ID Number: XXXX-1234

✓ **Dose 1** COVISHIELD  
AK Hosp Site,19 Jun 2021,09:00AM-11:00AM Certificate

✗ **Dose 2**  
AK Hosp Site,11 Sep 2021,09:00AM-11:00AM Reschedule

**+ Add Member**

Details for dose 2  
appointment

Print slip

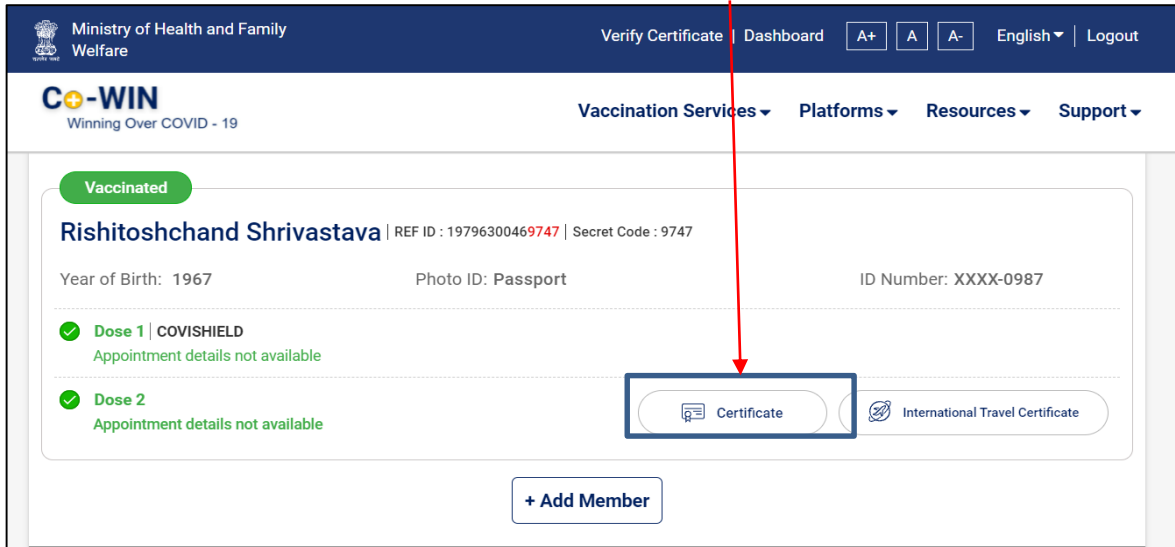
Reschedule

### 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

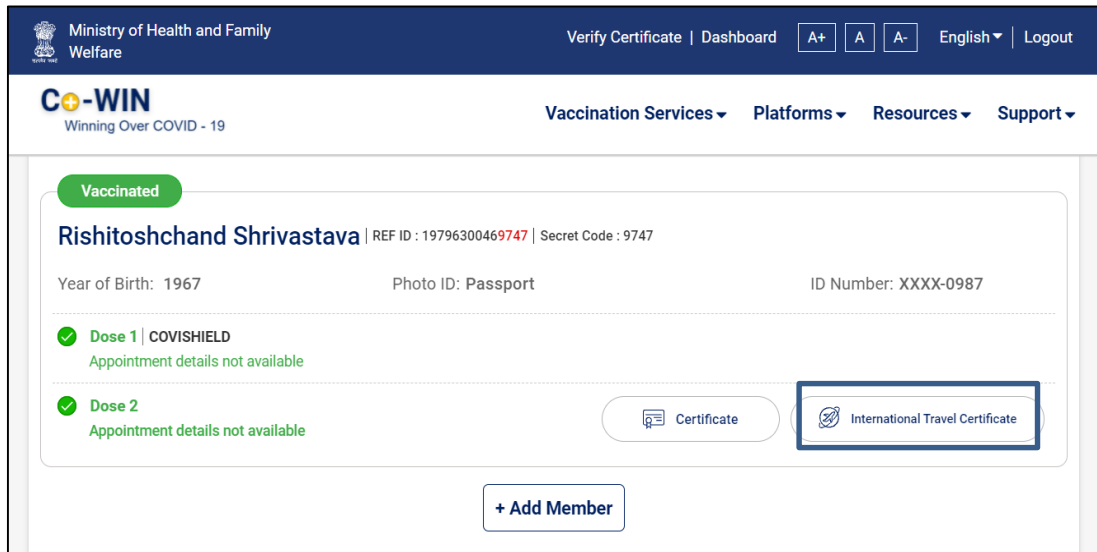


Certificate will get downloaded as a pdf

### INTERNATIONAL CERTIFICATE

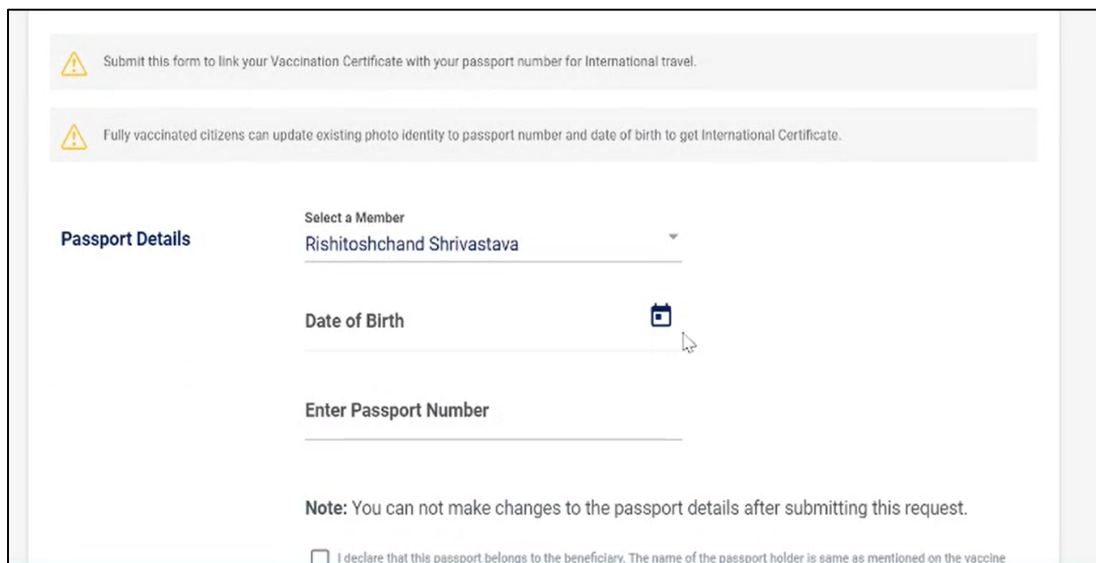
To download International Certificate citizen must have received both vaccination doses and follow below steps

1. Click on International Certificate tab



The screenshot shows the Co+WIN user interface. At the top, it says 'Ministry of Health and Family Welfare' and 'Verify Certificate | Dashboard'. The user is logged in as 'Rishitoshchand Shrivastava' with a REF ID of 19796300469747 and a Secret Code of 9747. The user's birth year is 1967, photo ID is Passport, and ID Number is XXXX-0987. Two vaccination doses are listed: 'Dose 1 | COVISHIELD' and 'Dose 2', both with 'Appointment details not available'. There are two buttons: 'Certificate' and 'International Travel Certificate', with the latter being highlighted by a red box. A '+ Add Member' button is also visible at the bottom.

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

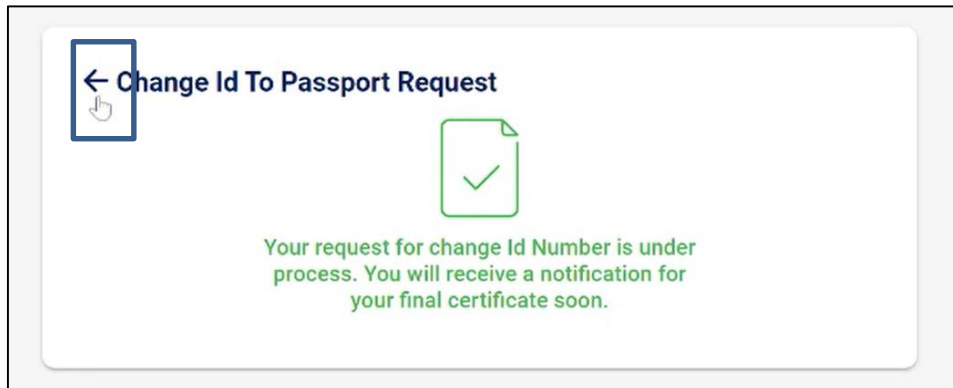


The screenshot shows the 'Passport Details' form. It includes a warning message: 'Submit this form to link your Vaccination Certificate with your passport number for International travel.' Another warning message states: 'Fully vaccinated citizens can update existing photo identity to passport number and date of birth to get International Certificate.' The form has a dropdown menu for 'Select a Member' with 'Rishitoshchand Shrivastava' selected. Below it is a 'Date of Birth' field with a calendar icon. There is an 'Enter Passport Number' text input field. A note at the bottom says: 'Note: You can not make changes to the passport details after submitting this request.' At the very bottom, there is a checkbox with the text: 'I declare that this passport belongs to the beneficiary. The name of the passport holder is same as mentioned on the vaccine'.

3. Enter Date of Birth
4. Enter Passport Number
5. Accept terms and condition check box
6. Click on Submit request

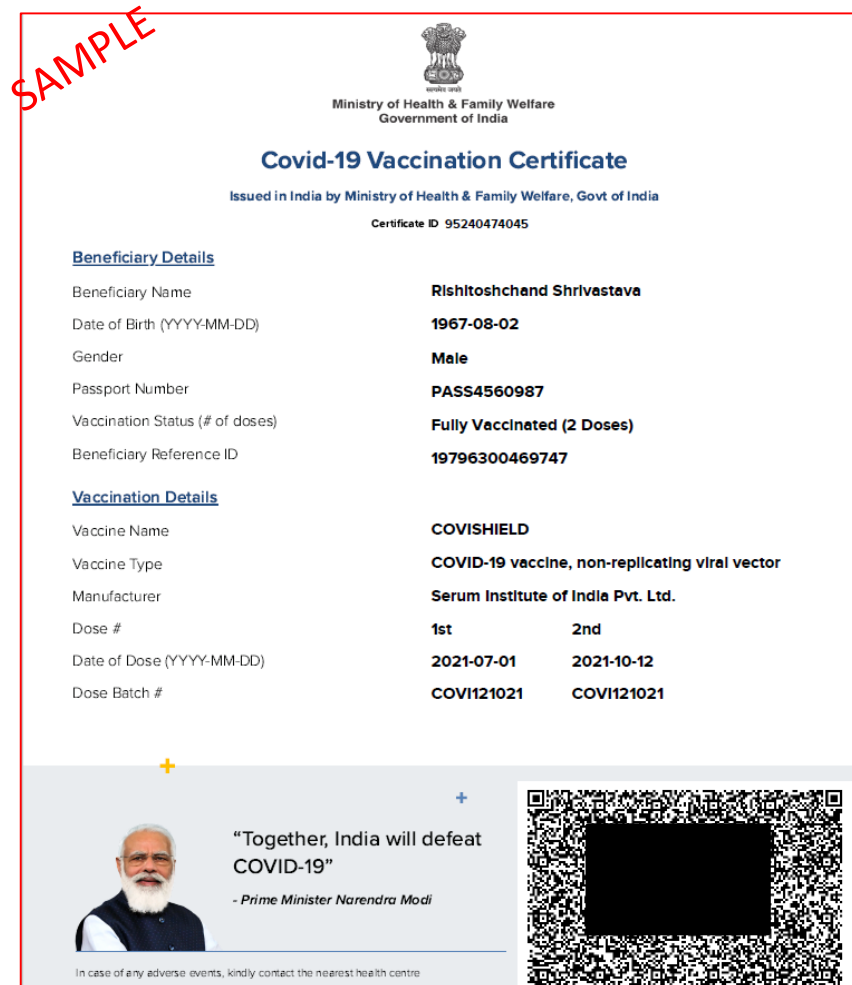
Below screen will appear after submission of the request

7. Click on Back arrow to go back to Dashboard



8. Once Saved Click again on "International Travel certificate" tab on dashboard

9. Certificate will be downloaded in your system





### 9 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:



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



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

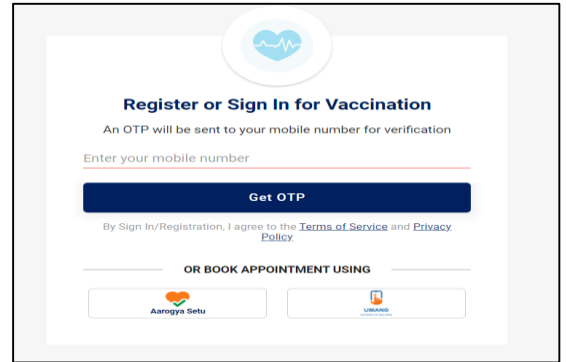


### 10 Vaccination for children aged 15-17

From 4<sup>th</sup> January 2022 onwards, citizens aged 15-17 years can register and schedule appointment for Covaxin vaccination on the Co-WIN portal.

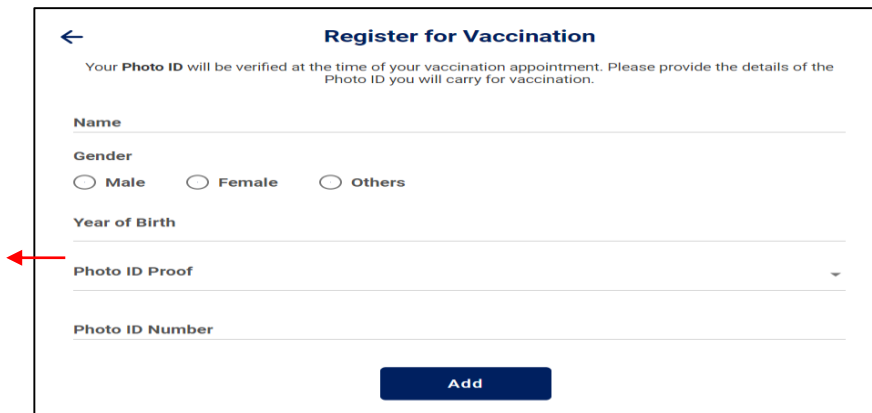
Below are the steps to be followed:

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 4 members from one registered mobile number
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 -

Mandatory Field to be Filled by the Beneficiary for Registration



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

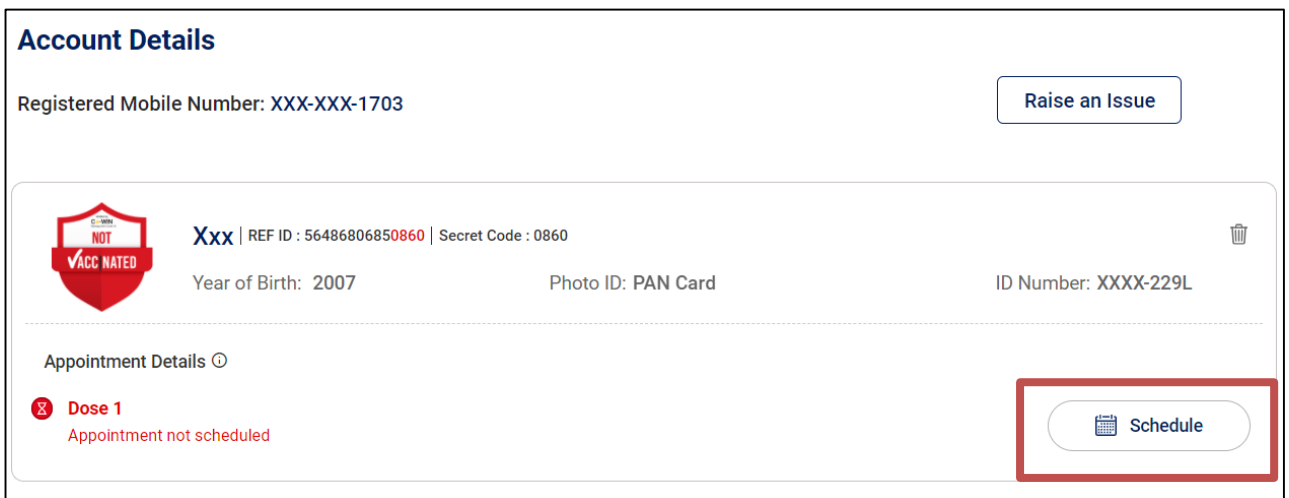
#	Field Name	Details
1.	Photo ID Proof	Select appropriate ID Card from the Dropdown list .
2.	Photo ID Number	Citizen to enter ID number
2.	Name	Enter the name as per the selected ID proof
3.	Year of Birth	Enter the year of birth as per the ID Proof in the format YYYY
4.	Gender	Select Gender (Male/ Female/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

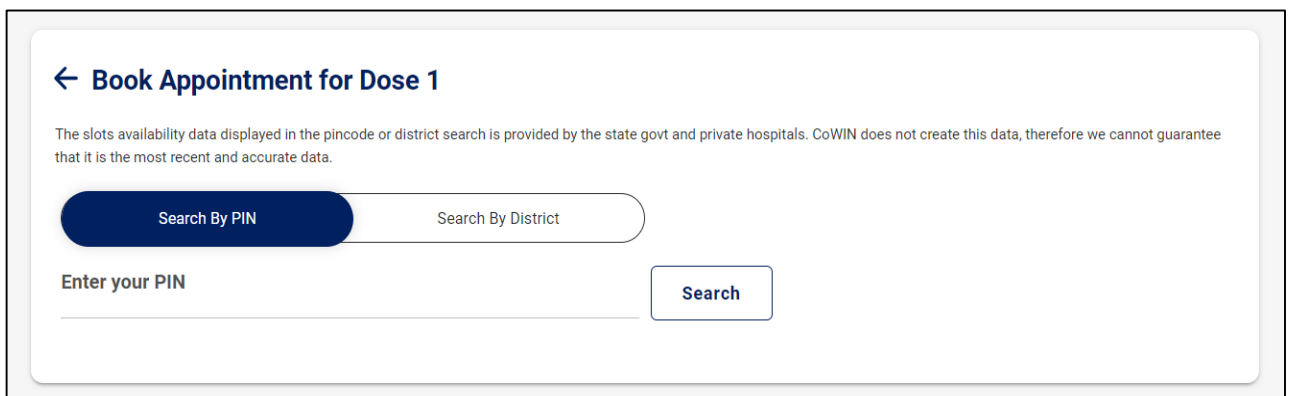
5. Citizen will get a pop up message i.e., Individual registered successfully



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



- The page will provide various options for hospitals and the available slots
- Citizen also has the option to filter their search results by age and cost
- 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.*

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

### ← Appointment Confirmation

**Medanta The Medicity**  
Sector - 38 Gurgaon Pin Code 122001, Gurgaon,  
Haryana, 122001

Vaccine Name : **COVAXIN**                      Date : **07 Jan 2022**


**Xxx**  
Reference ID : 56486806850860

**Select Time Slot**


08:00AM-10:00AM 10:00AM-12:00PM 12:00PM-02:00PM 02:00PM-04:00PM

Confirm

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



### ← Appointment Successful

 Download

Your vaccination appointment is confirmed  
Your appointment details have also been sent on your registered mobile number through an SMS

Center  
**Medanta The Medicity, Gurgaon, Haryana.**

Date : 07 Jan 2022                      Time : 08:00AM-04:00PM                      Preference : 12:00PM-02:00PM

#	Name	Reference ID	Photo Id To Carry
1	Xxx	56486806850860	PAN Card

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-

COVID-19 Vaccination Appointment Details

APPOINTMENT DETAILS					
<b>Center</b>	Medanta The Medicity, Sector - 38 Gurgaon Pin Code 122001, Gurgaon, Haryana				
<b>Date</b>	07 Jan 2022	<b>Time</b>	08:00AM-04:00PM	<b>Preferred Time Slot</b>	12:00PM-02:00PM

DETAILS OF INDIVIDUALS					
Reference Id	Name	Vaccine Name	Dose Type	Photo Id to Carry	Secret Code
56486806850860	Xxx	COVAXIN	First	PAN Card	0860

**INSTRUCTIONS**

1. Please carry the registered mobile phone and the requisite documents, including appointment slip, the Photo ID card used for registration, Employment Certificate (HCW/FW) etc. while visiting the vaccination center, for verification at the time of vaccination.
2. Please arrive at the vaccination center only 15 minutes before the scheduled time to avoid overcrowding.
3. Please follow COVID appropriate behaviour at the vaccination centers.
  - a) Wear a mask.
  - b) Maintain a distance of at least 2 meters from others.
  - c) Follow the queue system maintained at the vaccination centers.
4. Please confirm from the vaccinator if your details such as name, gender, year of birth, ID card type and ID card number is correctly recorded in the system.
5. Last 4 digits of your beneficiary reference ID is your security PIN. Please provide the same to the vaccinator/verifier, when asked.
6. If you do not receive the confirmation SMS for vaccination, please do contact the vaccinator/ vaccination center in-charge before leaving the vaccination center.
7. Please check your certificate generated after successful vaccination recording before leaving the vaccination center. You may check for certificate by logging in to your account at cowin.gov.in or Arogya Setu or Digi-locker.
8. Please preserve any other document provided by the vaccination center with details of vaccination.
9. If for any reason, you are not offered vaccination despite having a valid appointment, you may lodge a complaint by calling the COVID-19 helpline 1075.

14. Citizen can either Cancel or reschedule their appointment

**Xxx** | REF ID : 56486806850860 | Secret Code : 0860

Year of Birth: 2007                      Photo ID: PAN Card                      ID Number: XXXX-229L

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Appointment Details ⌵

X Dose 1

Medanta The Medicity, 07 Jan 2022, 12:00PM-02:00PM

Reschedule

× Cancel Appointment

### Reschedule

- 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

### Cancel Appointment

- If you click on cancel appointment, it will ask ‘Yes’ and ‘No’ options. Click on yes, incase you need to cancel the appointment

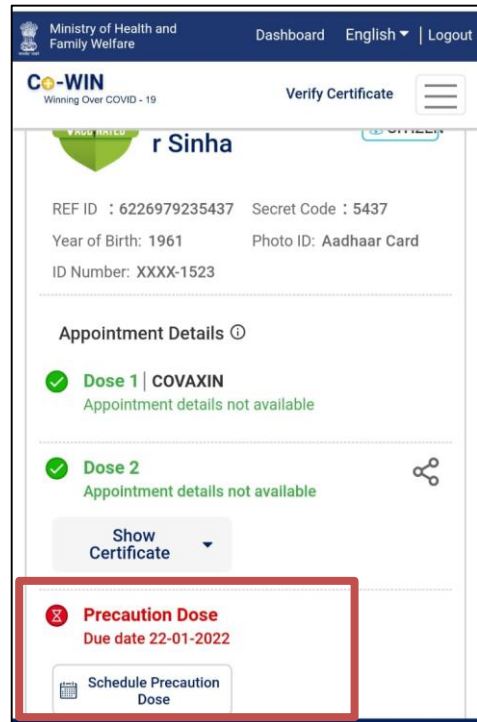
### 11 Precaution dose

From 10<sup>th</sup> January 2022 onwards, Healthcare Workers, Frontline Workers and citizens aged 60 and above with comorbidities can schedule appointment for vaccination of Precaution Dose on the Co-WIN portal. Citizens must have completed 9 months from the date of 2<sup>nd</sup> dose.

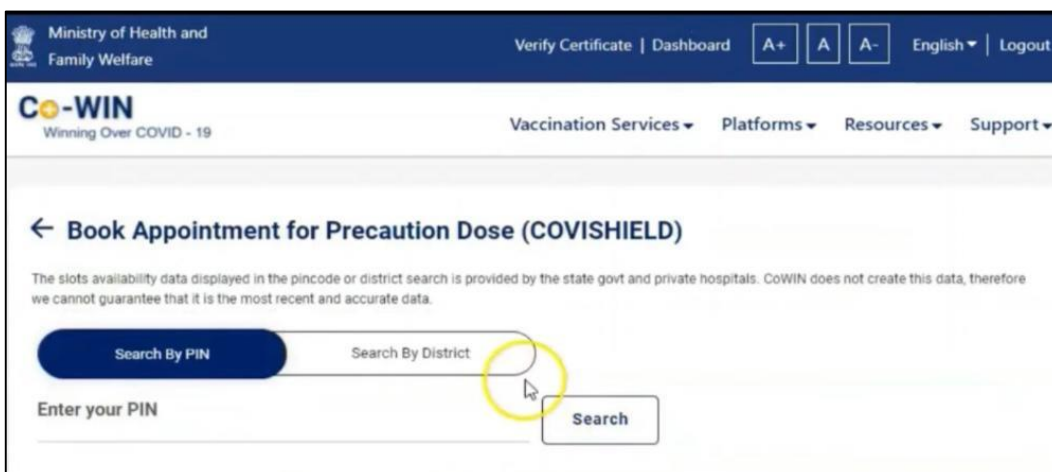
Reminder SMS has been sent to eligible beneficiaries.

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 1<sup>st</sup> and 2<sup>nd</sup> 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

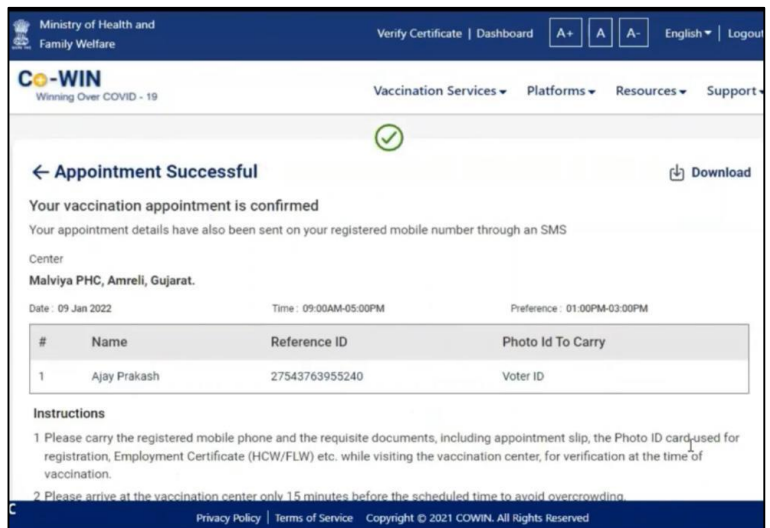
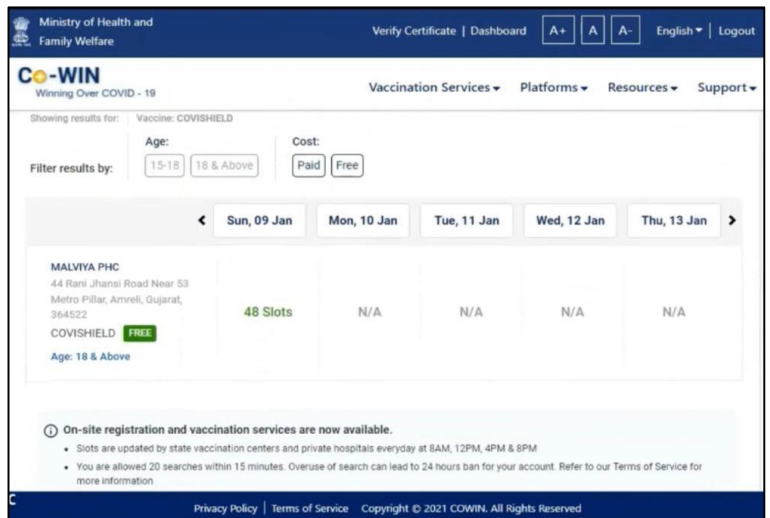
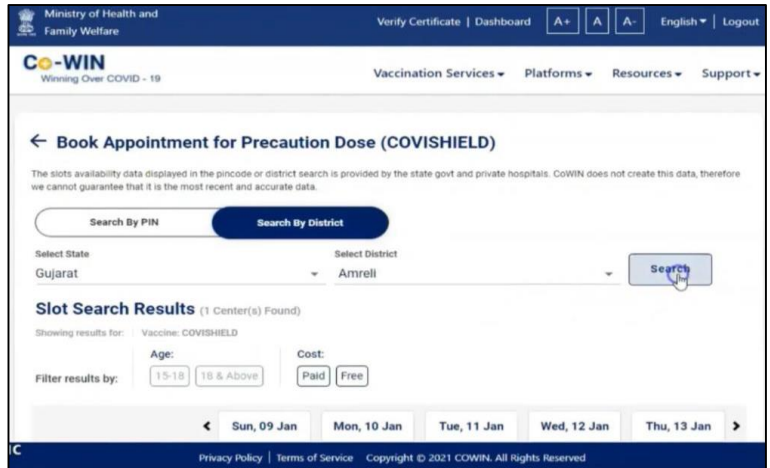


7. Citizen searches for Vaccination Centre using PIN code or by choosing State and District.



### Search by State and District option

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

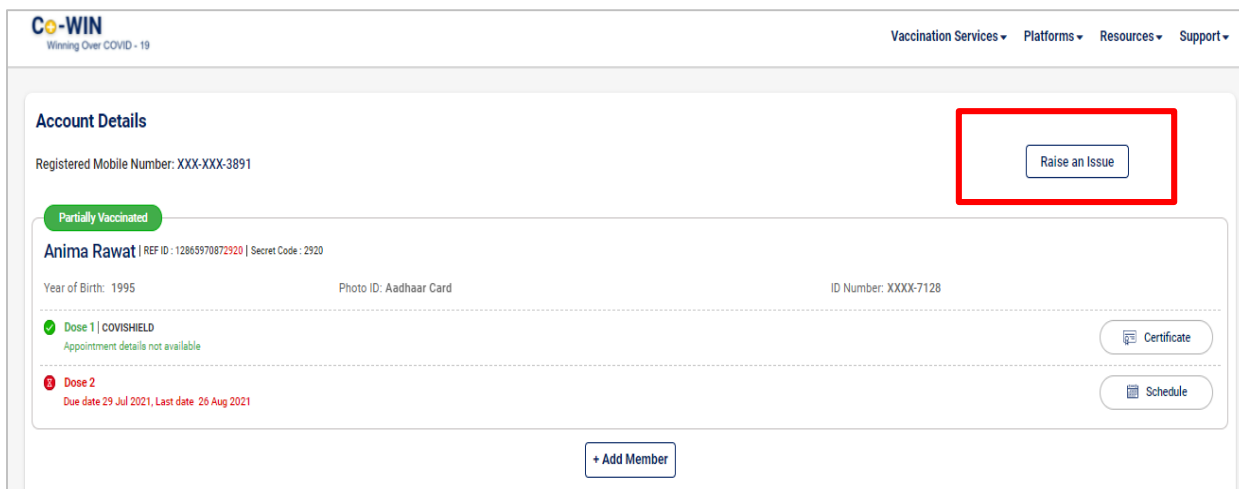
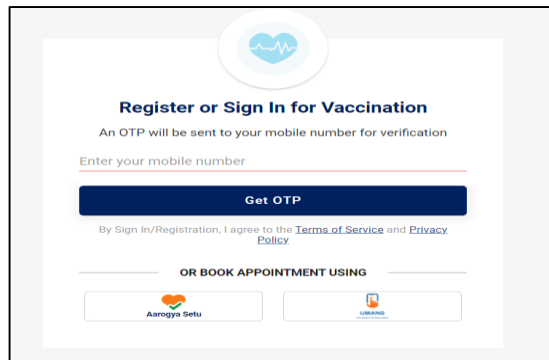


### 12 How to raise issues

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 5 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

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](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*

