Citizen Registration and Appointment for Vaccination

User Manual

Date: 10-Jan-2022   **Version: 4.0**

Contents

User Manual
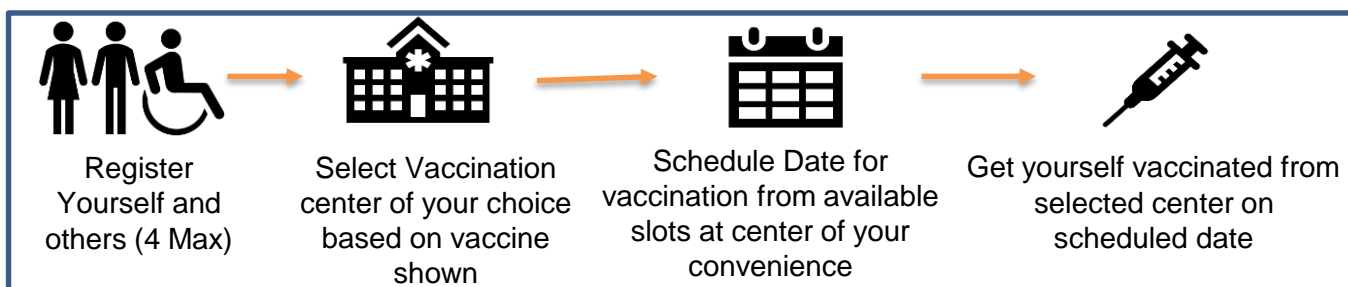## Citizen Registration and Appointment for Vaccination

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.
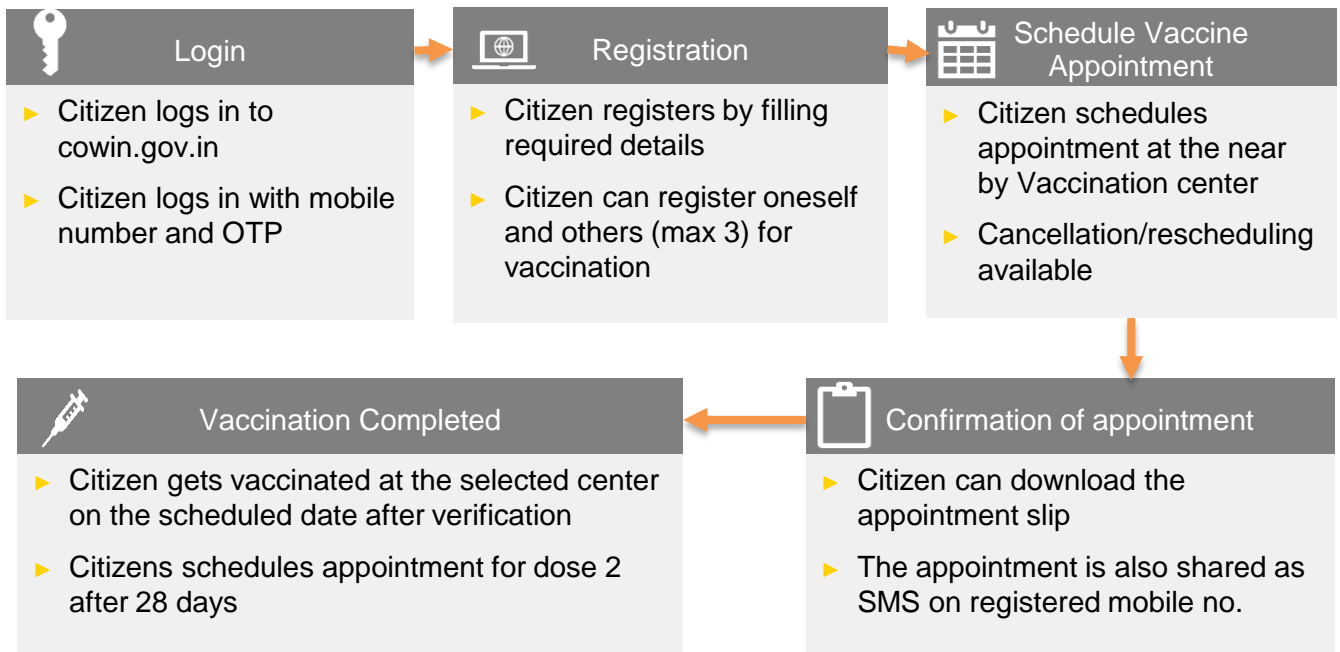
Features of Citizen Self registration Module

| Register Yourself and others (4 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 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

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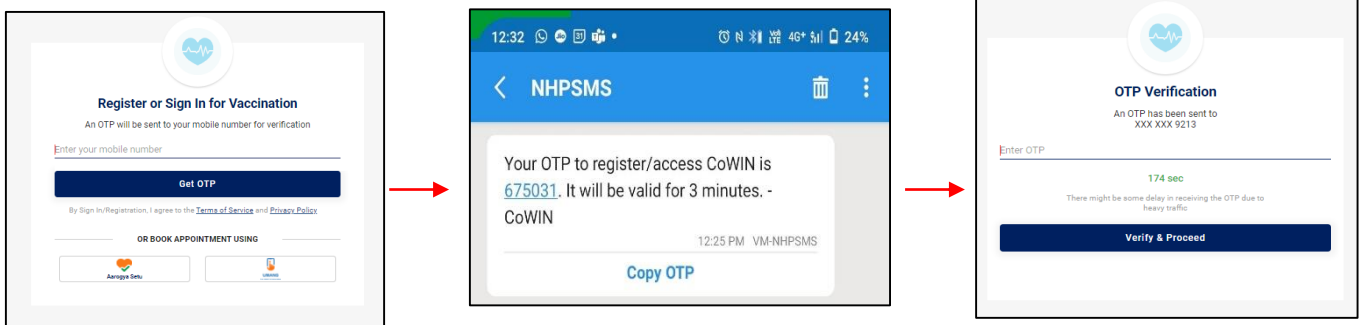
- Enter valid mobile number. Click on "Get OTP" button.
- OTP is sent at the phone number via SMS.
- Enter the OTP within 180 seconds and click on "Verify" button.

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

- Enter details required in page

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	• 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.

Receives Confirmation message on successful registration   Beneficiary Registered Successfully
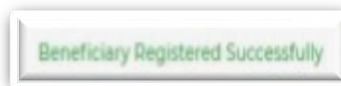
② Add More Individuals

- 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

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
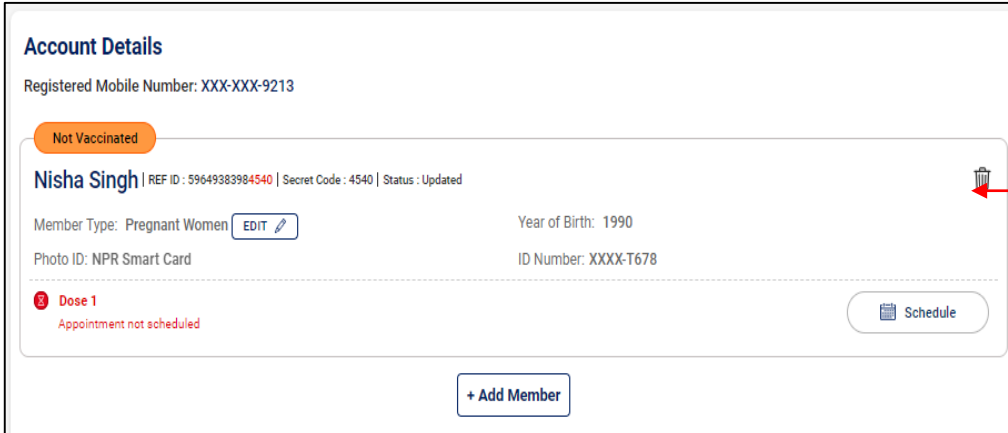
Receives Confirmation message on successful addition of member

Click on "Add" for adding additional members linked to this account

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3 Delete Individuals

- Citizen can Delete individuals linked with his mobile number

"Delete" button – to Delete existing member
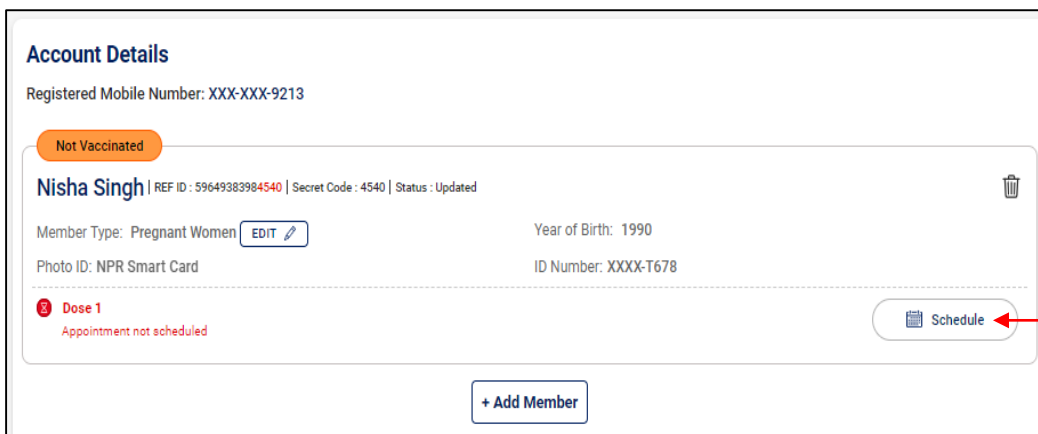
1. Login with username and password, and Navigate to the dashboard.

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

- 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

Appointment booking screen

Fully booked slots in vaccination centres

Available slots in vaccination centres

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

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

	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 (PAID) 1st Flr 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 (PAID) CMPH Medical College Campus Natakar 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**

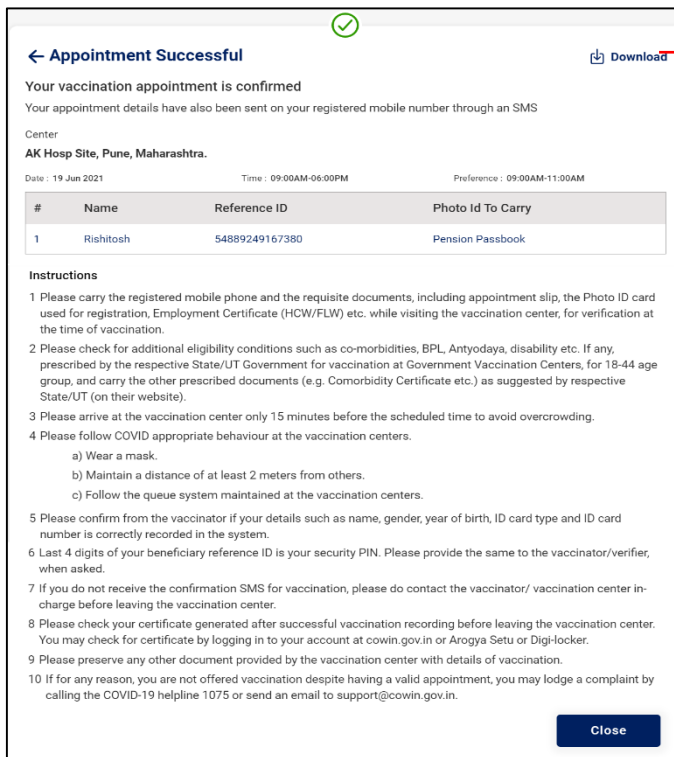**Rishitosh**
Reference ID : 54889249167380

Select Time Slot

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

Confirm

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

9

• 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 Center on scheduled date

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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

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Account Details

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

Not Vaccinated

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

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

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← **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   Select District
Maharashtra   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   Select District
Maharashtra   Mumbai   Search

Slot Search Results (201 Center(s) Found)

Showing results for: Dose 1

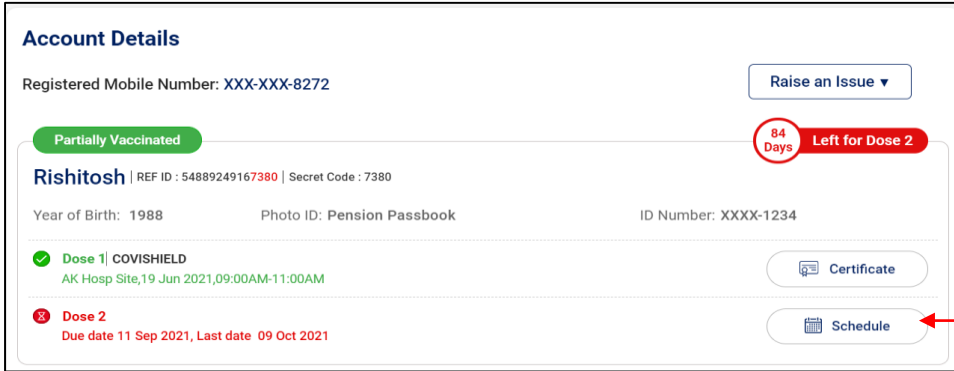Filter results by: Age: [18 & Above] [18-44 Only] [45 & Above]   Cost: [Paid] [Free]   Vaccine: [Covishield] [Covaxin] [Sputnik V]

	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 **PAID** 1st Flr 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 **PAID** MPH Medical College Campus Nafakar 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

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.

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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

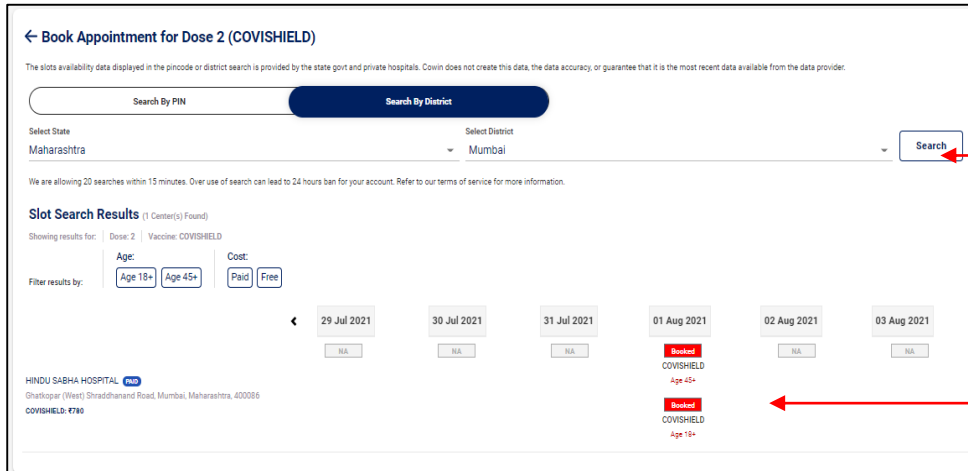**Rishitosh** | REF ID : 54889249167380 | Secret Code : 7380

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. Cowin 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   Select District
Maharashtra   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)

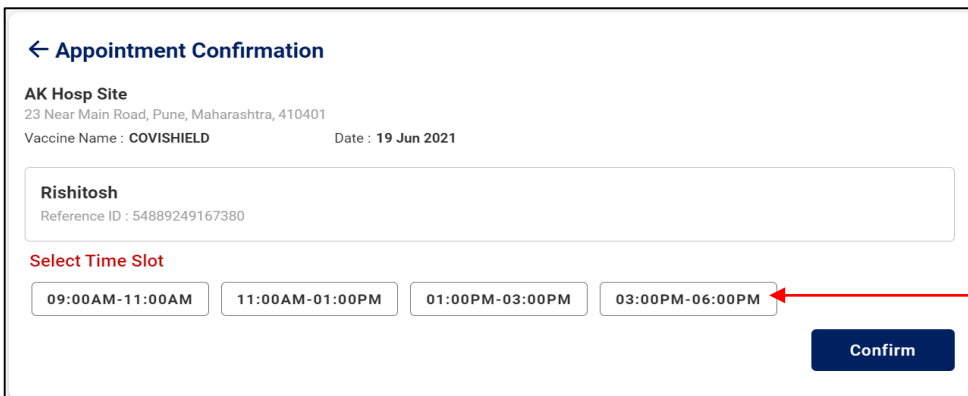Showing results for: Dose: 2 | Vaccine: COVISHIELD

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

‹	29 Jul 2021	30 Jul 2021	31 Jul 2021	01 Aug 2021	02 Aug 2021	03 Aug 2021
	NA	NA	NA	Booked COVISHIELD Age 45+	NA	NA

HINDU SABHA HOSPITAL [PAID]
Ghatkopar (West) Shraddhanand Road, Mumbai, Maharashtra, 400086
COVISHIELD: ₹780

Booked COVISHIELD 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

"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


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
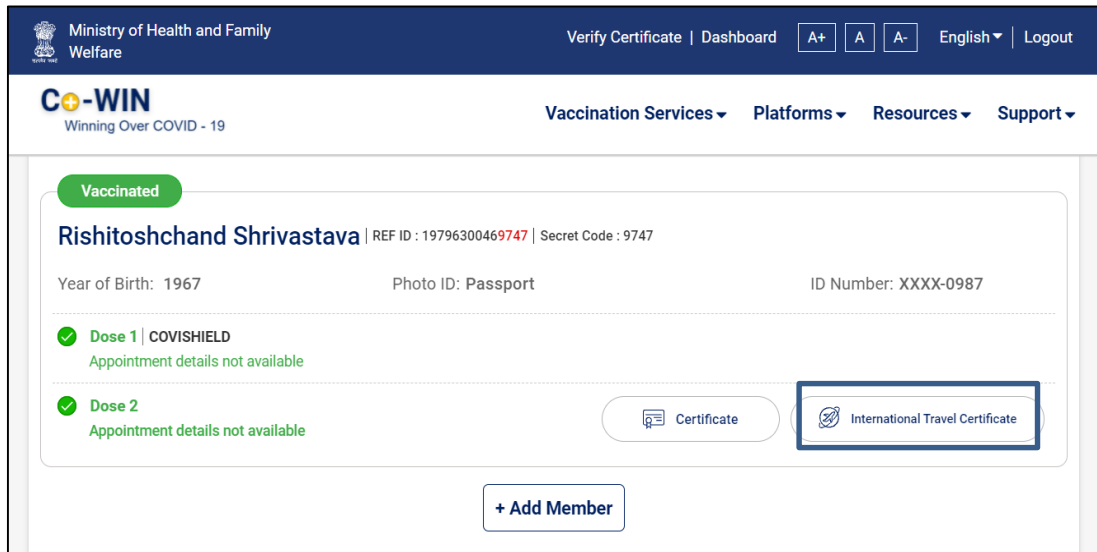2. Click on Certificate tab to get domestic vaccination certificate
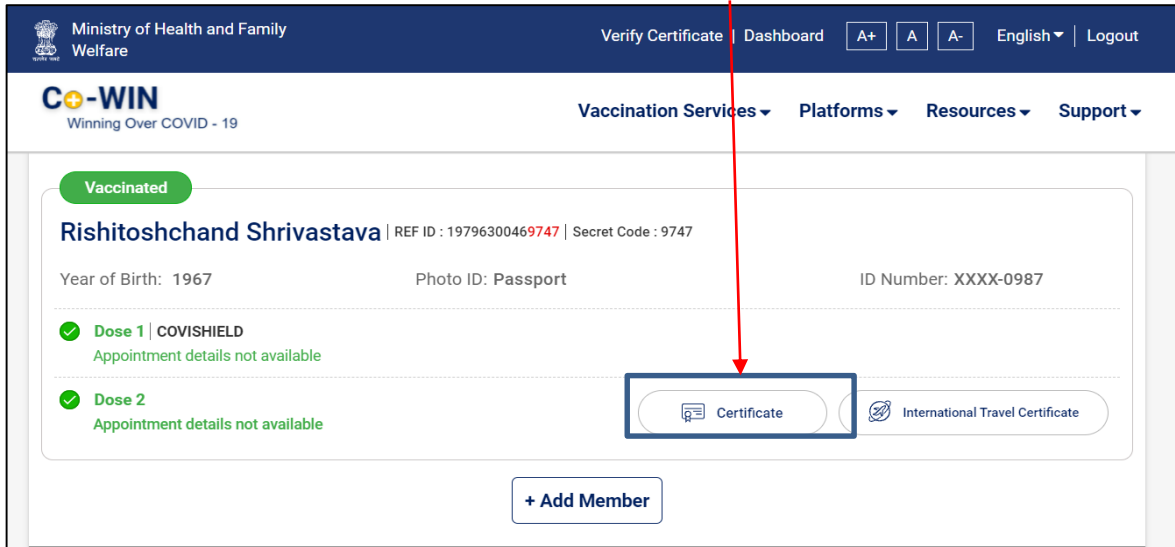
Certificate will get downloaded as a pdf
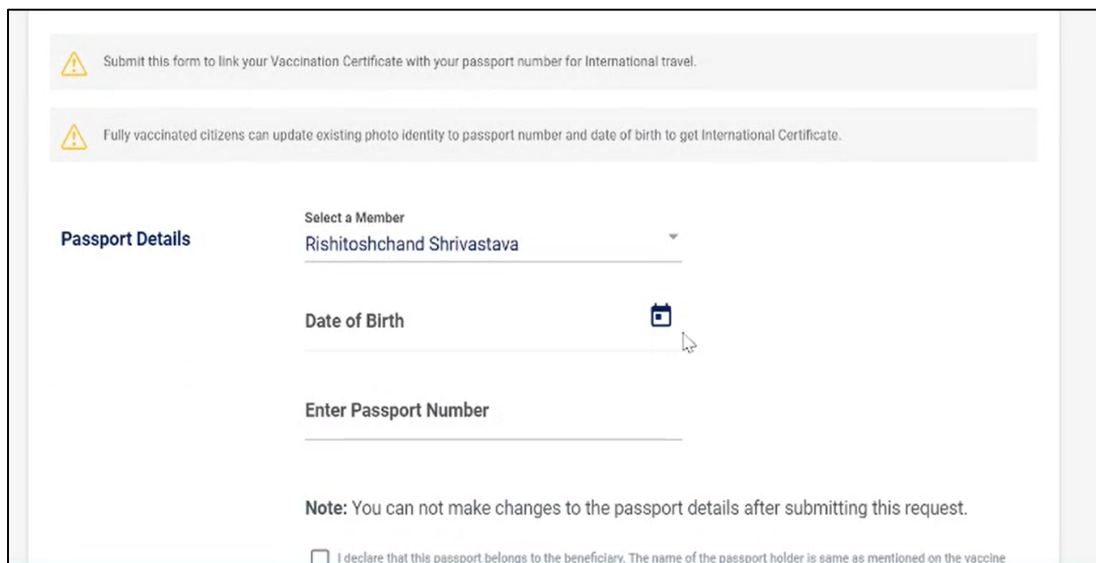
INTERNATIONAL CERTIFICATE

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

1. Click on International Certificate tab

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
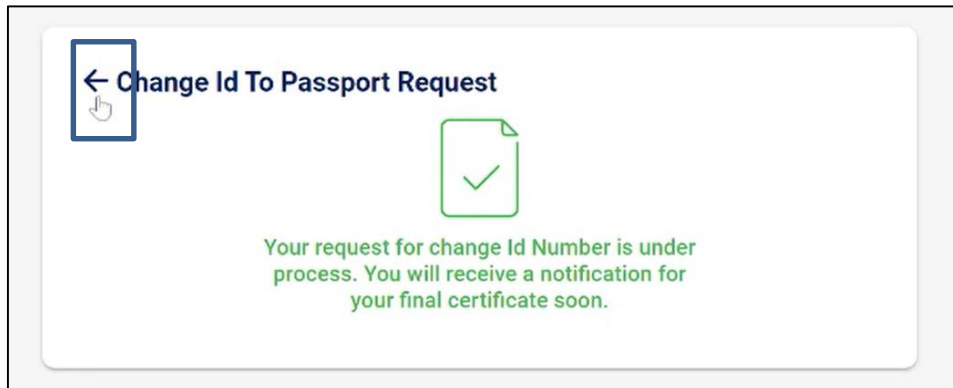
8. Once Saved Click again on "International Travel certificate" tab on dashboard
9. Certificate will be downloaded in your system

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9 How to share vaccination status

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

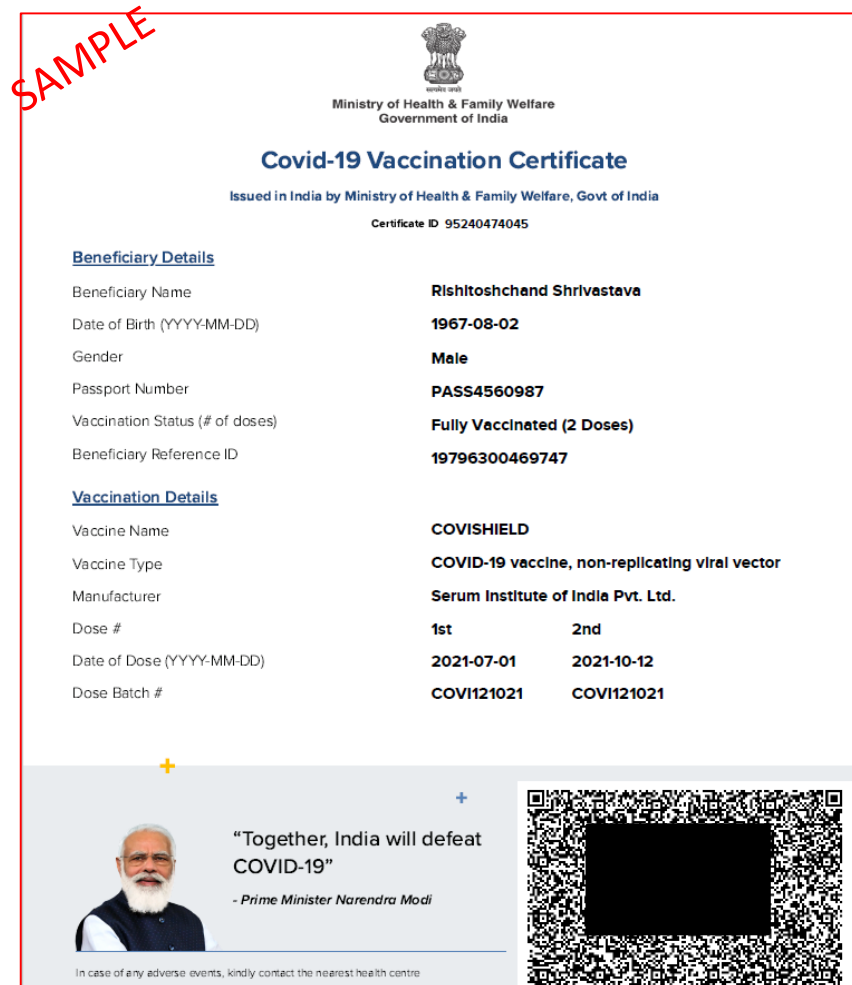Follow the below mentioned steps to share vaccination status:

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


Any third party can also share their status by clicking on this button.

10 Vaccination for children aged 15-17

From 4th January 2022 onwards, citizens aged 15-17 years can register and schedule appointment for Covaxin vaccination on the Co-WIN portal.
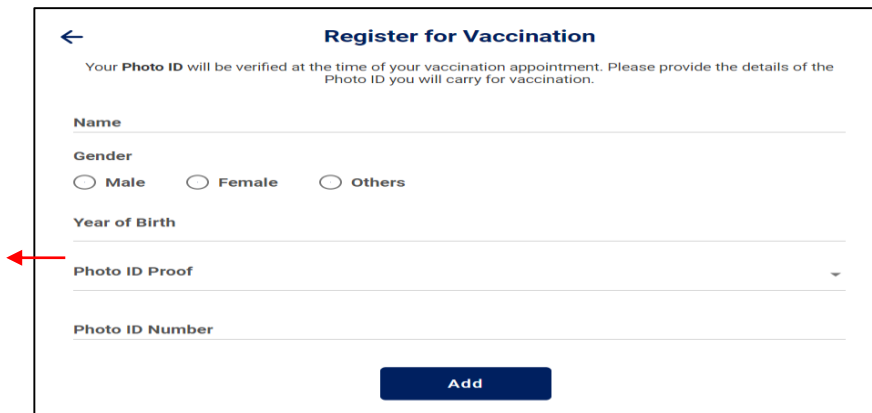Below are the steps to be followed:

1. Log in to https://selfregistration.cowin.gov.in/
2. Citizen should register or sign for verification by entering the mobile number and OTP
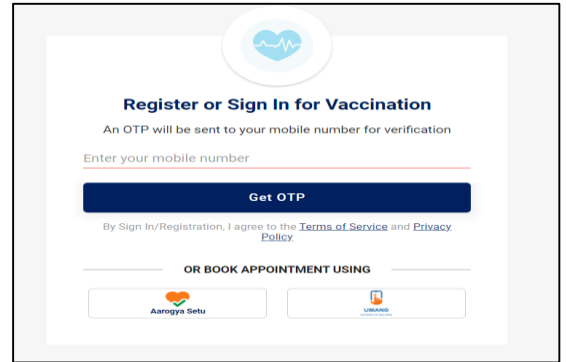
3. Citizen can click on "+Add member" option if they haven't registered 4 members from one registered mobile number
4. Once the registration/ sign in is complete, citizens need to enter the following details (Please note that all the field in this form are Mandatory -

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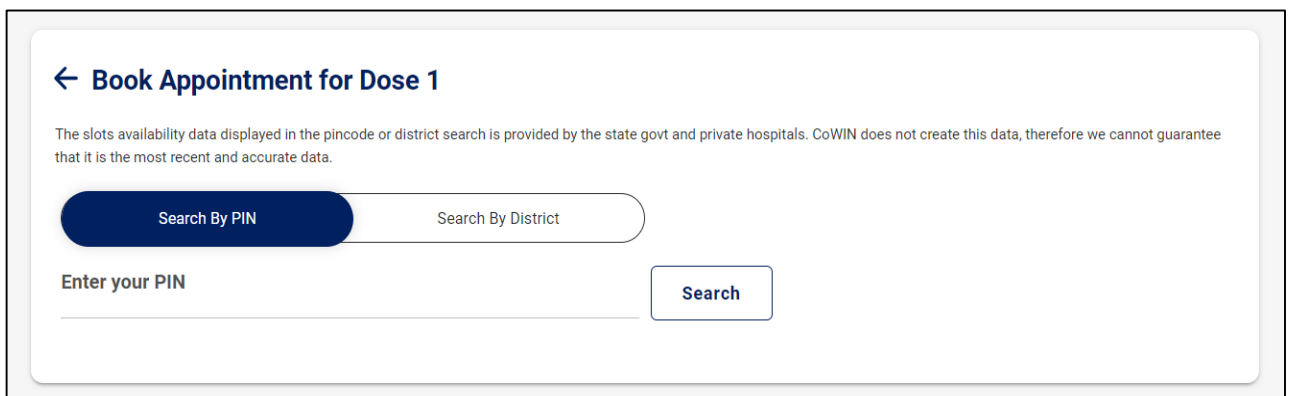
5.   Citizen will get a pop up message i.e., Individual registered successfully

6.   Click on 'Schedule tab' on the bottom right corner of the page in order to book an appointment
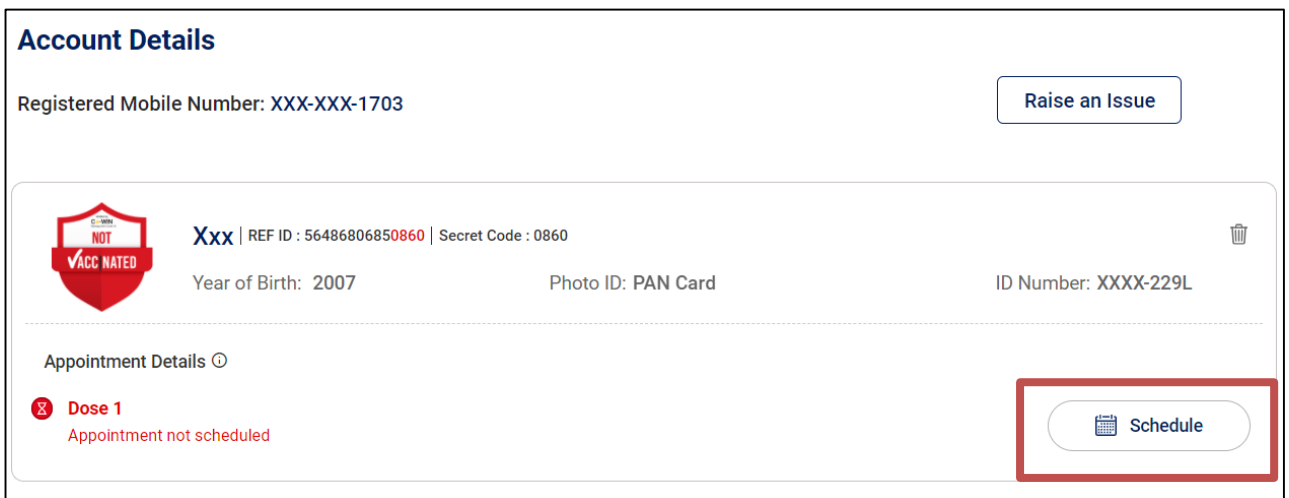
7.   "Book appointment for Dose 1" will appear on the page wherein the citizen can search for Government or private hospitals by entering either the PIN Code or District name
8.   Click on 'Search' tab

•   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-

14. Citizen can either Cancel or reschedule their appointment

| Reschedule	Cancel Appointment
• 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, incase you need to cancel the appointment

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11 **Precaution dose**

From 10th 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 2nd 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 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
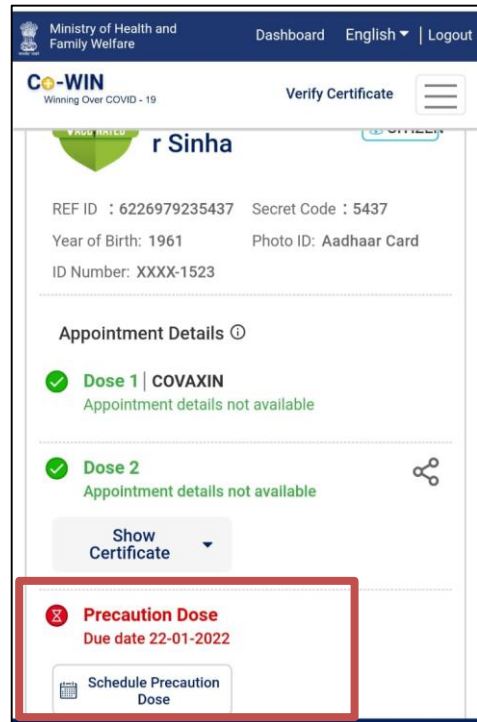

7. Citizen searches for Vaccination Centre using PIN code or by choosing State and District.
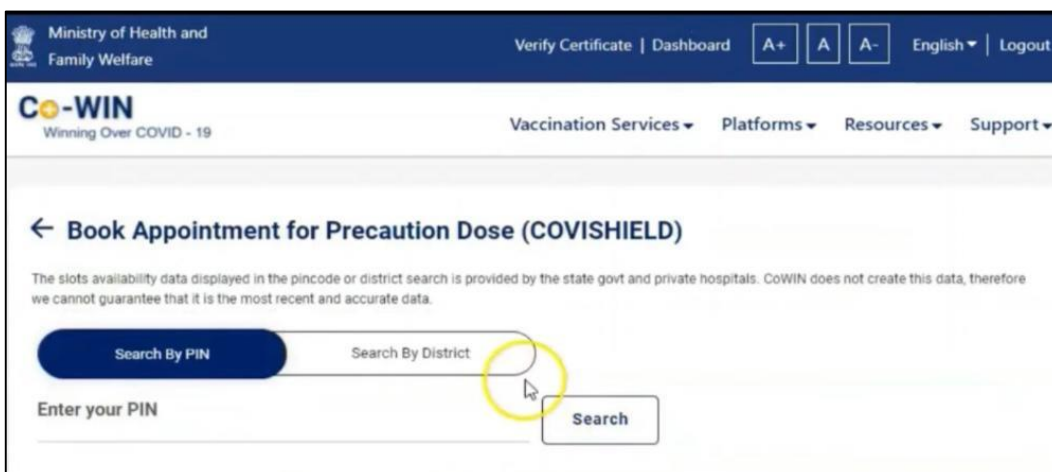
Search by State and District option

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

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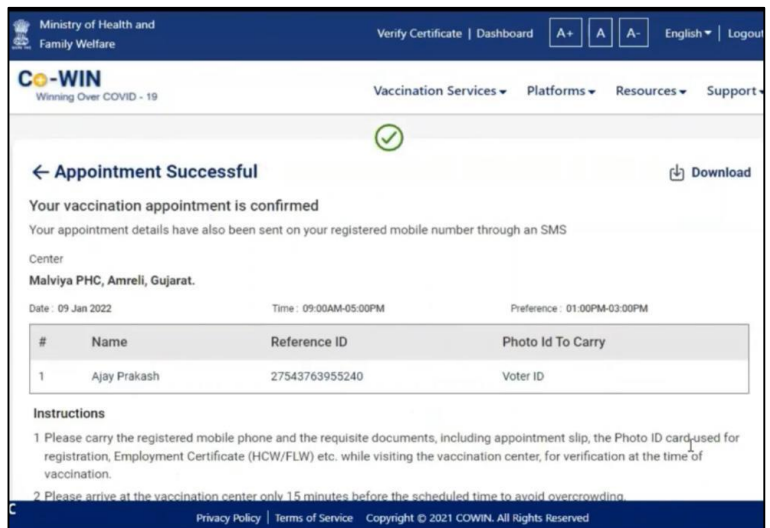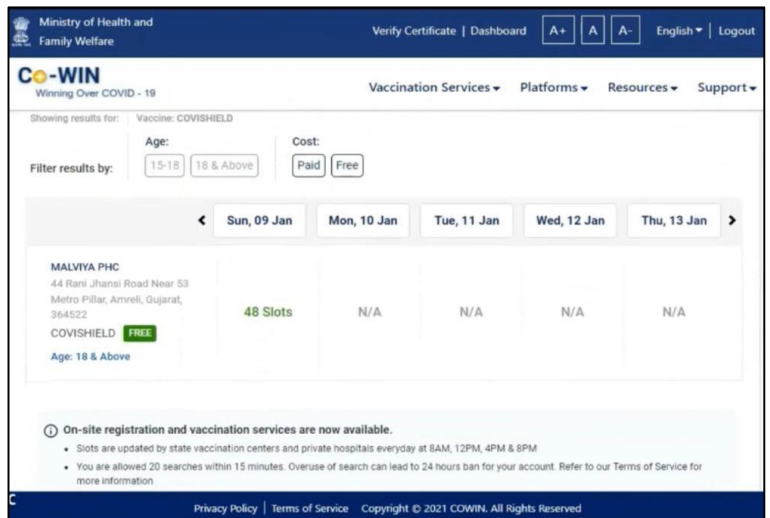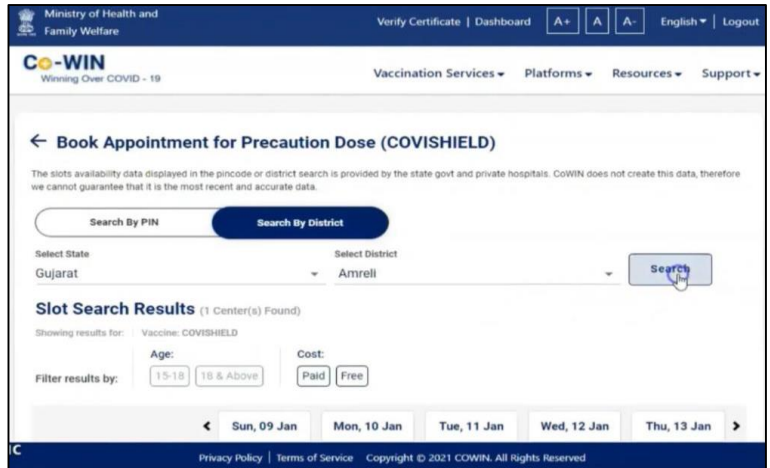
12 How to raise issues

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
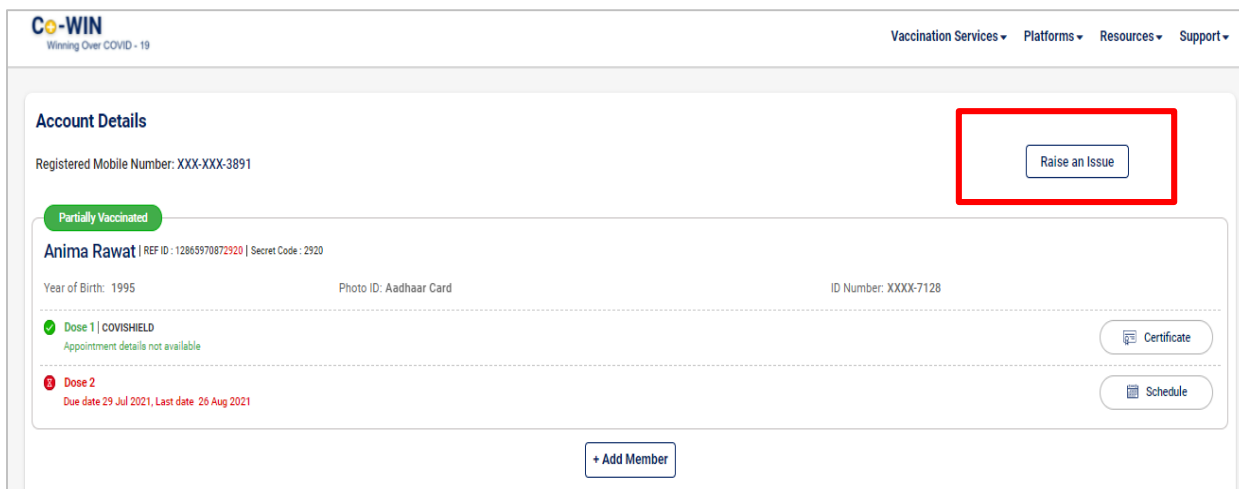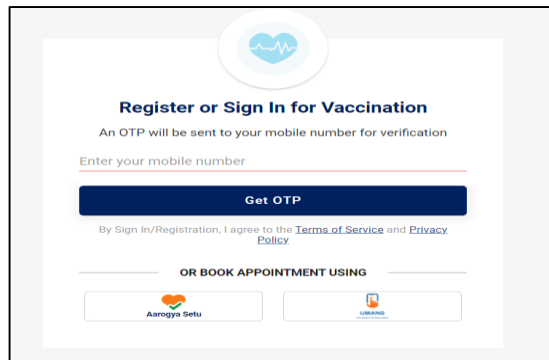
Currently, Co-WIN portal gives an option of raising the following 5 types of issues :

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

" दवाई भी और कड़ाई भी।

Together, India will defeat COVID-19 "

- *Prime Minister Narendra Modi*