



Docket® Immunization Records FAQs

Last updated September 9, 2021

Accessing Immunization Records

Docket® connects you directly with state and local immunization registries to deliver comprehensive and up-to-date personal and family immunization records. Review your immunizations, track upcoming and overdue shots, and access your official government immunization certificates and reports. You can use your Docket® app to provide proof of immunizations as needed (e.g. back-to-school season).

Getting Started

To get started, download the free Docket® mobile app and search for your records using basic information (i.e. First Name, Last Name, Date of Birth, and Legal Sex) about you and/or your child/children. Docket® uses your info and your verified cellphone number to search state and local immunization registries. If Docket® is unable to find a match using your cellphone number, the app will attempt to send a PIN to other contact methods you may already have on file with your health department (e.g. an email address or another phone number belonging to you or your spouse).

For New Jersey records only: If you are New Jersey resident and would like assistance with registering, please call (855) 568-0545 between the hours of 8 AM and 8 PM seven days a week.

For Utah records only: If all else fails, you may request your PIN from your friendly neighborhood health department, pharmacist, primary care provider, or school nurse. Your PIN will be displayed on your official government-issued immunization report. Contact information for the Utah Department of Health is listed below.

Once you access immunization records using the Docket® app, you can share a PDF copy of your most recent official immunization certificate and other reports using standard share functionality (i.e. email, text, print, etc.). You can refresh your records at any time using the drag-and-release function.

Supported Immunization Registries

Docket® is on a mission to connect with every immunization registry. However, for the time being, we support the following registries:

New Jersey Department of Health – *COVID-19 only for now*
Utah Department of Health
Minnesota Department of Health



I can't find my records using the Docket® app. What should I do?

1. Contact your state's health department.

Refer to the contact information below to get in touch with your health department.

New Jersey residents could also complete the [NJIS Request for Change to NJIS Immunization Record form](http://bit.ly/373UCVr) (<http://bit.ly/373UCVr>).

2. Request updates to your state immunization record.

Your record on-file with the state *must* contain a valid phone number or email address in order to use the Docket® app. **New Jersey residents** can submit the NJIS Request for Change to NJIS Immunization Record form by [submitting a ticket](http://bit.ly/3eY6i0r) (<http://bit.ly/3eY6i0r>).

3. Retry your search using the Docket® app.

Once you hear back from your health department that your record has been updated, you can retry your search from the beginning using the Docket® app by selecting the '+' icon on the Immunization Search History screen.

Retry your search: Be sure to retry your search in the app after your demographic and contact information has been successfully updated with your state's immunization registry.

To *delete* a search, navigate to the Immunization Search History screen (the bottom-left button) > select your search > if the app displays "Records Found – Would you like to view these immunization records?," select "No" > tap on the garbage bin icon on the top-right of the screen.

To *retry* a search, navigate to the Immunization Search History screen > tap the '+' sign on the top-right corner of the screen (or select "ADD RECORDS" if nothing else is displayed) > input your information > tap "Search Records."

State Resources

For questions about your shots, consult with your healthcare provider or local health department.

Minnesota Department of Health

Website: <https://www.health.state.mn.us/people/immunize/miic/records.html>

New Jersey Department of Health

Help Desk: <https://njiis.nj.gov/core/web/index.html#/requestImmunizationRecord>

Phone: (855) 568-0545

Utah Department of Health



Website: <https://immunize.utah.gov/usiis/usiis-parents-individuals/>
Email: immunize@utah.gov
Phone: (385) 286-0296

FAQs

Q: Is use of Docket® required?

A: Absolutely not. This service is offered as a free utility. Use of Docket® is entirely optional.

Q: I live in a state that is not listed under Supported Immunization Registries. Can I still use Docket® to get my immunization records?

A: Unfortunately, your immunization records must be on file with the states listed above in order to access your immunization records using the Docket® app.

Q: How can I add my kids to my Docket® account?

A: Select the '+' on the top-right of the Immunizations Search History pane (the bottom-right button under Immunizations) to search your kids' records.

Q: Why can't I see my COVID-19 shot (or other recently administered vaccine) yet?

A: Healthcare providers are working hard to report COVID-19 shots to the immunization registry. Given the backlog of new shots, it could be a few days until you see your shot in the app. Contact the healthcare provider who administered your shot with any questions you might have.

Q: How can I refresh/update my records?

A: Tap the refresh icon on the Immunizations Records screen to refresh your records. Got a new shot recently? Drag-and-release to re-search your immunization registry.

Q: Does Docket® show my complete immunization history?

A: Not necessarily. Docket® returns your immunization history and forecast based on what was reported to your state's immunization information system. Certain shots may not be included in your history and forecast for a variety of reasons. For instance, "invalid" shots (e.g. shots that were administered at the wrong time) may not be represented in the app. Additionally, your state might not require that providers report all shots to your health department.

Note: If you believe that an immunization is missing from your record, please contact your provider and request that your full immunization history is sent to your state's immunization information system. Alternatively, you may contact your health department (see below).

Q: How does Docket® know when future shots are due?



A: Docket® uses your health department’s immunization forecast report to help you keep track of recommend, upcoming and overdue shots.

Q: I need proof of my or my child’s immunizations for enrolling in school (or for a new job, summer camp enrollment). Where can I find this information?

A: You can access your official immunization reports directly from Docket® to share with your school, summer camp, or employer. Select the standard share icon to text, email, or print a copy of your official immunization report(s).

Q: What does the “**OVERDUE**” (red) immunization status mean?

A: You missed a shot! Please consult with your healthcare provider.

Q: What does the “**DUE NOW**” (yellow) immunization status mean?

A: It’s time to roll up your sleeves and get in touch with your pharmacist, primary care provider, or school nurse for your next shot.

Q: What does the “**CURRENT**” (green) immunization status mean?

A: You’re doing a great job keeping up with your immunization schedule.

Q: What does the “**COMPLETE**” (green) immunization status mean?

A: Congratulations! You no longer require any shots of this type.

Q: I read online that vaccines are harmful. What should I do?

A: There is a lot of misinformation about vaccines on the internet. Advancements in immunizations have saved countless lives. Please consult with your trusted healthcare professional if you have any questions or concerns.

Q: Is Docket® a medical device?

A: No, Docket® is not a medical device.

Q: Where can I go for more helpful information?

A: Check out our [Knowledge Center](https://dockethealthsupport.groovehq.com/help) for self-help content (<https://dockethealthsupport.groovehq.com/help>).

Check us out on social media [@dockethealthapp](https://twitter.com/dockethealthapp). Thanks for giving us a shot.

Sincerely,
Team Docket®

docket

