



Docket® FAQs – Immunization Records

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Getting Started

Docket® searches state immunization information systems (IIS) using your basic information (i.e. name, date of birth, and legal sex). Additional phone number or email verification is required. Use of Docket® is not required.

Incorrect or Missing Contact Information? Inaccurate Immunization Records?

Does your Docket® app display “Review and Try Again?” Don’t recognize the phone number or email address on-file? Are you unable to receive a verification PIN? Do your records or contact information appear to be inaccurate? Follow these simple instructions:

1. **Request updates to your state immunization record.**

Your record on-file with the state *must* contain a valid phone number or email address and match the exact name, date of birth, and legal sex listed in the IIS in order to use the Docket® app. Refer to the state resources below to request updates to your state immunization record.

- **Idaho** residents: refer to these [online IRIS resources](#).
- **Minnesota** residents: refer to these [online MIIC resources](#).
- **New Jersey** residents: complete this [NJIS record change request form](#).
- **Utah** residents: complete the [USIIS Support Request form](#).

2. **Retry your search using the Docket® app.**

Once you hear back from your provider or health department that your demographic and contact information has been successfully updated with your state’s IIS, you can retry your search from the beginning using the Docket® app by selecting the ‘+’ icon on the Immunization Search History screen.

No Match or Multiple Matches?

Refer to the state resources below to request help from your state’s health department. Please ensure that your immunization record on-file with the state contains a valid email or phone number. **Note:** it is possible that a duplicate record was reported to the state in error.

Deleting, Retrying, and Initiating New Record Searches

Follow the instructions below to delete old searches and initiate new immunization record searches for you and your family.

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.”

Record Refresh

Got a new shot recently? Drag down to refresh the Immunization Records screen just like you would update your social media feed or email inbox. Your updated immunization record should automatically appear five (5) seconds after refresh the app beginning with Docket® app version 2.2.28. If your new shot does not appear automatically, tap the recycle icon on the Immunization Records screen. It is always possible that your recent shot was not reported to the state. Please refer to the information below to contact the state for further assistance.

State Resources

Idaho Department of Health and Welfare

Website: <https://healthandwelfare.idaho.gov/immunizationrecords>

Help Desk: immunizationrecords@dhw.idaho.gov or (208) 334-5872

Minnesota Department of Health

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

New Jersey Department of Health

Phone: (855) 568-0545

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

Utah Department of Health

Help Desk: <https://pubredcap.health.utah.gov/surveys/?s=MMWYX83L3M9TYWLM>

Website: <https://immunize.utah.gov/usiis/usiis-parents-individuals/>

FAQs

Q: Is use of Docket® required?

A: Absolutely not.

Q: How could I add my family members to my Docket® account?

A: Select the plus sign (+) on the top-right of the Immunizations Search History screen.

Q: Does Docket® offer SMART Health Card QR codes?



A: Yes, however this functionality is not available in every state. Currently, Docket® supports SMART Health card QR codes in New Jersey and Utah. Residents of these states with at least one COVID-19 shot can access a QR code that scans using the SMART Health Card Verifier app available on [iOS](#) or [Android](#).

Q: Why can't I see my new shots after refreshing the Docket® app?

A: Providers often take several days to submit records to the state. Still not there? Consider reaching out to your healthcare provider or health department to confirm your new shots are on-file with your state's IIS. Refer to the state resources above for more information.

Q: What is the difference between 6-digit verification code and an 8-digit immunization PIN?

A: Docket® uses 6-digit verification codes to verify your phone number within the app. Docket® may also require an 8-digit immunization PIN to verify your identity with your state's immunization registry. Please contact your health department to confirm your phone number on-file with your state's IIS if you do not receive a Docket® immunization PIN.

Q: Can I send an 8-digit immunization PIN to my landline?

A: Yes. Select the "Landline" option to send a robocall. We will call you immediately after you select this option. Please remain nearby your landline when using this feature.

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 registry. Certain shots may not be included in your history and forecast for a variety of reasons. For instance, "invalid" shots might not be represented in the app. Additionally, IIS reporting requirements are different between states and age groups.

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: Why does my DTap, DT, Td, and/or Tdap immunization series appear overdue in the Docket® app when my doctor says I'm up-to-date?

A: We don't know either! It is possible that your health department and doctor rely on different forecasting logic to determine when you are due for your next shot(s).

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 a PDF copy of 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). This button is represented as a box with an arrow that appears next to your name on the Immunization Records screen.

Q: Does Docket® support international phone numbers?

A: Not at this time. Please contact your provider or health department for assistance.

Immunization Status	Description
OVERDUE (red)	Please consult with your healthcare provider.
DUE NOW (yellow)	Please consult with your healthcare provider.
DUE (yellow)	Please consult with your healthcare provider.
CURRENT (green)	You're up-to-date on these shots based on your IIS record.
COMPLETE (green)	You no longer require shots of this type based on your IIS record.
RECORD (blue)	Docket® does not have forecasting data for this immunization series. Please consult with your healthcare provider.

Docket® calculates Immunization Status based on a.) which shots are reported to the state and b.) data which Docket® receives from the state. Always be sure to consult with a trusted healthcare professional before receiving a new vaccine. Docket® does not display the full range of statuses listed above for each state.

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

