

## **Frequently Asked Questions on Co-WIN (As on 24th December 2022)**

### **A. Registration –**

#### **1. Where can I register for COVID-19 vaccination?**

You can open the Co-WIN portal using the link [www.cowin.gov.in](http://www.cowin.gov.in) and click on the “Register/Sign In” tab to register for COVID-19 vaccination, and follow the steps thereafter.



#### **2. Is there a mobile app that needs to be installed to register for vaccination?**

There is no authorised mobile app for registering for vaccination in India except Aarogya Setu and Umang Apps. You need to log into the Co-WIN portal at [cowin.gov.in](http://cowin.gov.in). Alternatively, you can also register for vaccination through the Aarogya Setu App or Umang apps.

#### **3. Which age groups can register for vaccination on the Co-WIN portal?**

All beneficiaries who have completed 12 years of age and above on the day of registration (birth year 2010 or earlier) can register for vaccination.

#### **4. Is online registration mandatory for COVID-19 vaccination?**

No, vaccination centers provide for a limited number of on-spot registration slots every day. Beneficiaries can register online or walk-in to vaccination centers where the vaccination team staff can register a beneficiary. In general, all beneficiaries are recommended to register online and schedule vaccination in advance for a hassle-free vaccination experience.

#### **5. How many people can be registered in the Co-WIN portal through one mobile number?**

Up to 6 people can be registered for vaccination using the same mobile number.

**6. How can beneficiaries with no access to smart phones, computers or internet manage online registration?**

Up to 6 people can be registered for vaccination using the same mobile number. Beneficiaries can take help from friends or family for online registration.

**7. Can I register for vaccination without AADHAR card?**

Yes, if you are 18 years or older (birth year 2004 or earlier), you can register on Co-WIN portal using any of the following ID proofs: a. AADHAAR Card

- b. Driving License
- c. PAN Card
- d. Passport
- e. Pension Passbook
- f. NPR Smart Card
- g. Voter ID (EPIC)
- h. Unique Disability Identification Card (UDID)
- i. Ration Card with Photo

If you are 12 years and above on the day of registration but below 18 years old (birth year 2005 to 2010), you can register on Co-WIN portal using any of the following ID proofs: a. AADHAAR Card

- b. PAN Card
- c. Passport
- d. Unique Disability Identification Card (UDID)
- e. Ration Card with Photo
- f. Student Photo ID card

**8. Is there any registration charge to be paid?**

No, there is no registration charge.

**9. Is it necessary to register again for 2<sup>nd</sup> dose or Precaution dose?**

No, registration is required only once to create a beneficiary account on Co-WIN. Thereafter, appointments can be booked, both online or onsite, and vaccination can be availed from the same account. It is recommended that a beneficiary should register only once so that proper records are maintained. It is also recommended that the registration should be done through an active mobile number to avoid problems in future.

**B. Vaccination schedules –**

**10. What are vaccination schedules?**

Vaccination sessions timetables for various vaccination centers offering service, are published by the district administrators and vaccination site managers, from time to time.

Co-WIN offers vaccination services “**Anytime**” and “**Anywhere**” subject to eligibility of the beneficiary. All published vaccination sessions are visible to beneficiaries on the Co-WIN system, for availing online appointment for vaccination services, as per their choice and convenience.

**11. How can I find the nearest vaccination center?**

You can search in Co-WIN portal (or Aarogya Setu or Umang) for the vaccination center nearest to your location by either searching through Map, PIN code or by choosing the State and the District, on the home page of Co-WIN portal.

The screenshot shows the Co-WIN portal home page. At the top, there is a header with the Ministry of Health and Family Welfare logo, the Co-WIN logo, and navigation links: ABHA(Health ID), DASHBOARD, VERIFY CERTIFICATE, FAQ, PARTNERS, and a REGISTER / SIGN IN button. Below the header, the main heading is "Search Your Nearest Vaccination Center". Underneath, it says "Get a preview list of the nearest centers and check availability of vaccination slots" and "Login to book your slot". The search interface is divided into three tabs: "By District", "By PIN", and "On the Map". The "By District" tab is selected, showing a dropdown menu with "Delhi" and another dropdown menu with "Central Delhi". A "Search" button is next to the second dropdown. A blue arrow points to the "Search" button.

## 12. What information is available regarding the vaccination schedules on Co-WIN?

When you search for vaccination centers, the list of centers and the sessions published for each of the vaccination center on various dates, is displayed on screen. The number of vaccination slots available in the session are also displayed on screen.

**Slot Search Results** (70 Center(s) Found)

Filter results by:

Age: 12-17, 15-18, 18 & Above

Dose: Dose 1, Dose 2, Dose 3, Precaution Dose

Cost: Paid, Free

Vaccine: Covishield, Covaxin, Sputnik V, ZyCoV-D, Corbevax, Covovax

• Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.  
• 🚶 Walk-in available at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May	Sat, 07 May
ARUNA ASAF ALI HOSPITAL DH 5-Rajpur Road Delhi-110054, Central Delhi, Delhi, 110054 COVISHIELD FREE Age: 18 & Above Dose: #1	25 Slots	25 Slots	N/A	N/A	N/A
ARUNA ASAF ALI HOSPITAL DH 5-Rajpur Road Delhi-110054, Central Delhi, Delhi, 110054 COVISHIELD FREE Age: 18 & Above Dose: #2	46 Slots	48 Slots	N/A	N/A	N/A

**Slot Search Results** (9 Center(s) Found)

Filter results by:

Age: 12-17, 15-18, 18 & Above

Dose: Dose 1, Dose 2, Dose 3, Precaution Dose

Cost: Paid, Free

Vaccine: Covishield, Covaxin, Sputnik V, ZyCoV-D, Corbevax, Covovax

• Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.  
• 🚶 Walk-in available at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Sun, 08 May	Mon, 09 May	Tue, 10 May	Wed, 11 May	Thu, 12 May
DELHI HEART LUNG INS. SITE 1 3 MM II PANCHKULAN ROAD NEW DELHI 110005, Central Delhi, Delhi, 110055 COVAXIN: ₹386.25 PAID Age: 15 & Above Dose: #1	N/A	50 Slots	50 Slots	50 Slots	50 Slots
DELHI HEART LUNG INS. SITE 1 3 MM II PANCHKULAN ROAD NEW DELHI 110005, Central Delhi, Delhi, 110055 COVAXIN: ₹386.25 PAID	N/A	50 Slots	50 Slots	49 Slots	50 Slots

### 13. What information is available in the published vaccination sessions?

Following information is displayed on screen for a vaccination session – □

Name of vaccination center

- Address of the vaccination center
- Date of vaccination session
- Vaccine type which is offered in the session
- Age bracket for which services are available
- Whether the services are “free” or “paid”.
- If “paid” the rate per dose.
- The vaccine dose number (if you look at schedule after signing in to your account, this information is not displayed because then the system only shows you sessions and slots for the dose no. for which you are eligible.)
- The number of slots available for booking

**Slot Search Results** (4 Center(s) Found)

Showing results for: Age: 12-17 Vaccine: CORBEVAX

Filter results by:

Age: 12-17 15-18 18 & Above

Dose: Dose 1 Dose 2 Dose 3 Precaution Dose

Cost: Paid Free

Vaccine: Covishield Covaxin Sputnik V ZyCoV-D Corbevax Covovax

• Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.  
• **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May	Sat, 07 May
<b>ARUNA ASAF HOSPITAL SITE 2</b> 5-Rajpur Road Delhi-110054, Central Delhi, Delhi, 110006 CORBEVAX <b>FREE</b> Age: 12-17 Only Dose: #1	37 Slots	49 Slots	N/A	N/A	N/A

### 14. This appears to be too much information, how can I shortlist the sessions as per my preferences?

You can use the various filters and the browsing options to locate the vaccination center, session on the date of your convenience choice (subject to availability), for the desired vaccine (as per eligibility).

**Slot Search Results** (12 Center(s) Found)

Showing results for: Age: 15-18 Cost: Free Vaccine: COVAXIN

Filter results by:

Age: 12-17 15-18 18 & Above

Dose: Dose 1 Dose 2 Dose 3 Precaution Dose

Cost: Paid Free

Vaccine: Covishield Covaxin Sputnik V ZyCoV-D Corbevax Covovax

• Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.  
• **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May	Sat, 07 May
<b>MAIDS SITE 1</b> MAIDS, Central Delhi, Delhi, 110006 COVAXIN <b>FREE</b> Age: 15 & Above Dose: #1	N/A	24 Slots	N/A	N/A	N/A

**15. What to do if slots are not available in my preferred vaccination center on my preferred date?**

In case of non-availability of slots for scheduling appointment for vaccination in the vaccination center of your choice, you may try scheduling appointment in other nearby centers or on some other dates for your preferred center. The portal gives you the feature of searching vaccination centers using your PIN code and District.

The screenshot shows the 'Search Your Nearest Vaccination Center' portal. At the top, there is a title 'Search Your Nearest Vaccination Center' in green. Below it, a subtitle reads 'Get a preview list of the nearest centers and check availability of vaccination slots'. A link 'Login to book your slot' is visible. Below the link is a navigation bar with three options: 'By District' (highlighted with a blue underline), 'By PIN', and 'On the Map'. Below the navigation bar are two dropdown menus: 'Select Your State' and 'Select District'. To the right of these is a green 'Search' button.

**16. What to do if the vaccination schedule is blank or lists very few sessions for dates of my convenience or eligibility?**

Yes, it is possible that no facility near your place has published their vaccination program as yet. You may wait for some time till vaccination facilities near your place are on boarded on Co-WIN platform, become active and start their services.

Vaccination schedules are published by the District Administrators (for government vaccination centers) and by the Site Managers (for private vaccination centers), from time to time. These managers are advised to publish longer schedules to provide sufficient advance visibility of slots to citizens. You should check again for more schedules after some time. (Please also see Q17).

**17. When are the vaccination schedules published?**

Vaccination sessions are published on Co-WIN at 8:00 am, 12:00 pm, 4:00 pm and 8:00 pm every day.

**C. Scheduling Appointment - General**

**18. Can I get vaccination without appointment?**

Appointments for vaccination can be taken either in online or onsite mode. Vaccination is recorded only after appointment.

**19. Can I book an online appointment for vaccination?**

Yes, you can book appointment for vaccination through Co-WIN portal (cowin.gov.in) or through the Aarogya Setu App, after signing-in through your registered mobile number. The persons who are partially vaccinated outside country, need to get vaccination in onsite mode only.

## 20. Can I check the vaccine being administered at each vaccination center?

Yes, while scheduling an appointment for vaccination, the system will show vaccination center names along with the name of the vaccine that will be administered.

## 21. Which vaccines can I choose while booking appointment for vaccination?

The following types of Covid-19 Vaccines are available for booking appointment for vaccination based on slot availability

No	Beneficiary	Age group	Birth Year	Eligibility for Vaccines	Availability at CVCs
1	Adults	Age group 18 Yr & above	Yr 2004 or earlier	COVISHIELD	Govt & Pvt CVCs
				COVAXIN	Govt & Pvt CVCs
				SPUTNIK V	Pvt CVCs
				CORBEVAX	Pvt CVCs
				COVOVAX	Pvt CVCs
				GEMCOVAC	Pvt CVCs
				iNCOVACC	Pvt CVCs
2	Children	Age group 15-17 Yr	Yr 2005, 2006, 2007	COVAXIN	Govt & Pvt CVCs
				CORBEVAX	Pvt CVCs
				COVOVAX	Pvt CVCs
				ZyCOV-D	Pvt CVCs
		Age group 12-14 Yr	Yr 2008, 2009, 2010	CORBEVAX	Govt & Pvt CVCs
				COVOVAX	Pvt CVCs
				ZyCOV-D	Pvt CVCs

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

Filter results by:

Age

12-1715+18+

Dose:

Dose 1Dose 2Dose 3Precaution Dose

Cost

PaidFree

Vaccine

CovishieldCovaxinSputnik VZyCoV-DCorbevaxCovovax

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.
- [Walk-in available](#) at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Fri, 26 Aug	Sat, 27 Aug	Sun, 28 Aug	Mon, 29 Aug	Tue, 30 Aug
ARUNA ASAF HOSPITAL SITE 2 5-Rajpur Road Delhi-110054, Central Delhi, Delhi, 110006 CORBEVAX <b>FREE</b> Age: 12-17 Only Dose: #1	37 Slots	49 Slots	N/A	N/A	N/A



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

Filter results by:

Age:

Dose:

Cost:

Vaccine:

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.
- **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Fri, 26 Aug	Sat, 27 Aug	Sun, 28 Aug	Mon, 29 Aug	Tue, 30 Aug
MAIDS SITE 1 MAIDS, Central Delhi, Delhi, 110006 COVAXIN <b>FREE</b> Age: 15 & Above Dose: #1	N/A	24 Slots	N/A	N/A	N/A

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

Showing results for: Age: 18+

Filter results by:

Age:

Dose:

Cost:

Vaccine:

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.
- **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Fri, 26 Aug	Sat, 27 Aug	Sun, 28 Aug	Mon, 29 Aug	Tue, 30 Aug
DR. N.C. JOSHI HOSPITAL Joshi Road Karol Bagh New Delhi-110005, Central Delhi, Delhi, 110005 COVISHIELD <b>FREE</b> Age: 18 & Above Dose: #1	24 Slots	21 Slots	N/A	N/A	N/A

## 22. How do I book a slot online?

The available number of slots in a session are displayed on screen for each of the sessions. If all slots are booked then instead of the number of slots, the text “Booked” is displayed. Once you have located the vaccination session of your choice, you can book a slot online by clicking the “No. of slots”, for any session that is not marked as “Booked”. Yes, it is as simple as that.

### Slot Search Results (42 Center(s) Found)

Showing results for: Age: 18+ Cost: Free Vaccine: COVISHIELD, COVAXIN, SPUTNIK V, ZyCoV-D

Filter results by:

Age:

Dose:

Cost:


Vaccine:

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.
- **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May	Sat, 07 May
DR. N.C. JOSHI HOSPITAL Joshi Road Karol Bagh New Delhi-110005, Central Delhi, Delhi, 110005 COVISHIELD <b>FREE</b> Age: 18 & Above Dose: #1	100 Slots	Booked	N/A	N/A	N/A

## 23. How do I know that my appointment is successfully booked?

Once an appointment is successfully done, the system send an SMS confirmation to the registered mobile number and also generates and displays the appointment slip. Also, on the dashboard, the “Schedule” tab changes to “Reschedule” and the appointment details are displayed. A tab for cancellation is also displayed after the appointment has been scheduled.



[← Appointment Successful](#)[Download](#)


Your vaccination appointment is confirmed

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

Center  
Shaswat, Kolhapur, Maharashtra.

Date : 15 Apr 2022      Time : 09:00AM-06:00PM      Preference : 11:00AM-01:00PM

#	Name	Reference ID	Photo Id To Carry
1	Ramesh Hanu	21371931910266	Pension Passbook

**Ramesh Hanu**

REF ID  
21371931910266

SECRET CODE  
0266

PHOTO ID  
Pension Passbook

ID NUMBER  
XXXXX5678


YEAR OF BIRTH  
1987

DOSE 1  
Shaswat, 15 Apr 2022, 11:00AM-01:00PM

[Reschedule](#)  
[Cancel](#)

## 24. Can I download appointment slip?

Yes, the appointment slip can be downloaded after the appointment has been scheduled.



[← Appointment Successful](#)[Download](#)


Your vaccination appointment is confirmed

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

Center  
Shaswat, Kolhapur, Maharashtra.

Date : 15 Apr 2022      Time : 09:00AM-06:00PM      Preference : 11:00AM-01:00PM

#	Name	Reference ID	Photo Id To Carry
1	Ramesh Hanu	21371931910266	Pension Passbook

**Siri**

REF ID  
27408281264780

SECRET CODE  
4780

PHOTO ID  
Passport

ID NUMBER  
XXXXJB7

YEAR OF BIRTH  
1995

DOSE 1  
KTsuper Speciality Hospitals, 31 Mar 2022, 09:00AM-11:00AM

[Reschedule](#)  
[Cancel](#)



**25. What if I cannot go for vaccination on the date of appointment? Can I reschedule my appointment?**

The appointment can be rescheduled at any time. In case you are not able to go for vaccination on the date of appointment, you can reschedule the appointment by clicking on “Reschedule” tab.

The screenshot shows the user profile for Ramesh Hanu with the following details: REF ID: 21371931910266, SECRET CODE: 0266, PHOTO ID: Pension Passbook, ID NUMBER: XXXXX5678, and YEAR OF BIRTH: 1987. Below this, a vaccination appointment for DOSE 1 is listed for Shaswat on 15 Apr 2022 from 11:00AM to 01:00PM. To the right of the appointment, there are two buttons: 'Reschedule' (highlighted with a blue box) and 'Cancel'.

**26. Do I have an option for cancellation of appointment?**

Yes, you can cancel an appointment already scheduled. You can also reschedule the appointment and choose another date or time slot of your convenience.

This screenshot is identical to the one above, showing the user profile and the vaccination appointment for DOSE 1 on 15 Apr 2022. In this view, the 'Cancel' button is highlighted with a blue box, while the 'Reschedule' button is not.

**27. Where will I receive confirmation of date and time of vaccination?**

Once an appointment is scheduled, you will receive the details of the vaccination center, date and time slot chosen for appointment in an SMS sent to your registered mobile number. You can also download the appointment slip and print it or keep it on your smart phone. **The SMS text would be –**

Dear Shilpa Shinde,  
Your vaccination  
is scheduled  
for **09-01-2022**  
**09:00AM-11:00AM** at  
Shaswat, Your book-  
ing reference ID is  
35289292510070 and  
your 4 digits secret  
code for vaccination  
is 0070 - CoWIN

**Scheduling a 1<sup>st</sup> dose appointment -**

## 28. How to look for available slots for 1<sup>st</sup> dose?

You can search for slots after signing into your account. When you sign in, based on your eligibility for 1<sup>st</sup>, 2<sup>nd</sup> or precaution dose, you would see the “Schedule Appointment” button.

The screenshot shows a user profile for 'Siri' with the following details:

REF ID	SECRET CODE	PHOTO ID	ID NUMBER	YEAR OF BIRTH
27408281264780	4780	Passport	XXXXJ67	1995

Below the profile information, there is a section for 'DOSE 1' with the status 'Appointment not scheduled'. A blue 'Schedule' button is visible next to this status.

Please note that if none of doses are recorded in Co-WIN from the account from which you are signed in, only the option for 1<sup>st</sup> dose scheduling is visible on the dashboard.

In such a case, when you click the “Schedule” button, the system will show you all published sessions at all vaccination centers for all vaccines for which you are eligible. 15-17 Yr age group is eligible for COVAXIN, CORBEVAX, COVOVAX or ZyCOVD hence the slots are shown for COVAXIN, CORBEVAX, COVOVAX or ZyCOV-D. 12-14 Yr age group is eligible for CORBEVAX, COVOVAX or ZyCOV-D hence the slots are shown for CORBEVAX, COVOVAX or ZyCOV-D at CVCs (Please refer table under Q.21)

You can click on the “No. of slots” for your preferred vaccination session for booking an appointment and follow the steps thereafter.

## Scheduling a 2<sup>nd</sup> dose appointment -

### 29. Is it necessary to take 2<sup>nd</sup> dose of vaccination?

Yes, it is recommended that both doses of vaccine should be taken for realising the full benefit of vaccination. Both doses must be of the same vaccine type.

### 30. When should I take the 2<sup>nd</sup> dose of vaccination?

It is recommended that the 2nd dose of COVAXIN should be administered in the interval of 28 days to 42 days after the 1st dose. The 2nd dose of COVISHIELD should be administered in the interval of 84 days to 112 days after the 1st dose. The 2nd dose of SPUTNIK V should be administered in the interval of 21 days to 90 days after the 1st dose. The 2nd dose of CORBEVAX should be administered at the interval of 28 days after the 1st dose. The 2nd dose of COVOVAX should be administered at the interval of 21 days after the 1st dose. The 2nd dose of ZyCOV-D should be administered at the interval of 28 days after the 1st dose. The 2nd dose of GEMCOVAC should be administered at the interval of 28 days after the 1st dose. The 2nd dose of iNCOVACC should be administered at the interval of 28 days after the 1st dose.

### 31. Will my 2<sup>nd</sup> dose appointment be automatically scheduled by Co-WIN system?

No, you have to take an appointment for the 2<sup>nd</sup> dose vaccination. The Co-WIN system will help you book an appointment in a vaccination center where the same vaccine is

being administered as the vaccine type (COVAXIN, COVISHIELD, SPUTNIK V, CORBEVAX, COVOVAX, ZyCOV-D, GEMCOVAC or iNCOVACC) of the 1<sup>st</sup> dose.

The screenshot shows a user dashboard for Nidumolu Lakshmi Swetamrta. At the top, there's a header with the user's name and ABHA NUMBER: 26-0744-3574-4763. Below this, there's a section for personal details: REF ID: 76459962395570, SECRET CODE: 5570, PHOTO ID: 1, ID NUMBER: XXXXXXXX7138, and YEAR OF BIRTH: 1995. The main section displays vaccination history. Under 'DOSE 1', it shows 'COVISHIELD' administered at Prathima Hospitals on 03 Jul 2021, with a 'Certificate' link. Under 'DOSE 2', it shows a red status with 'Due date: 25-09-2021' and 'Last date: 23-10-2021', and a 'Schedule' button. At the bottom, there's a 'Share Your Vaccination Status' button with a QR code icon.

### 32. How to book an appointment for 2<sup>nd</sup> dose?

If your first dose is already recorded in the system, then you are eligible for 2<sup>nd</sup> dose. The system will then show the “Schedule” button on your dashboard for 2<sup>nd</sup> dose. When you click the “Schedule” button, the system will –

- Show you vaccination sessions only with the same vaccine as you have taken for 1<sup>st</sup> dose.
- Also, only the sessions that are published after the minimum period between the 1<sup>st</sup> and 2<sup>nd</sup> dose are displayed here.

For example, if you have taken COVAXIN for 1<sup>st</sup> dose on 01/04/21, then the published slots for 2<sup>nd</sup> dose for COVAXIN for dates after 28/04/21 are displayed (since the minimum period between the 1<sup>st</sup> and 2<sup>nd</sup> dose of COVAXIN is 28 days).

Once you have located the session of your choice, click on the “No. of slots”.

### 33. I have taken the first dose of COVID Vaccination through on-spot registration. When I tried to book a second dose online, it asked me to schedule an appointment for the first dose. What to do?

Please ensure that you are signed in using the same mobile number through which you have registered for 1<sup>st</sup> dose. In such a case your first dose record will be visible on your dashboard and you can proceed to book the appointment for 2<sup>nd</sup> dose.

## Precaution Dose Scheduling

### 34. Who are eligible for Precaution dose?

The following types of beneficiaries who are fully vaccinated (with 2 doses) and have completed 6 months (26 weeks) after the 2nd dose, as per the records available on Co-WIN, are eligible to take precaution dose.

- a. Health Care Workers (HCW)
- b. Frontline Workers (FLW)
- c. Citizens aged 18 years and more (birth year 2004 or earlier as recorded on CoWIN). It is availed at all Government CVCs and Private CVCs in all States/UTs.

### 35. How do I know if I am eligible for Precaution dose?

Your beneficiary type (HCW/FLW/Citizen) is now displayed on your dashboard. The system checks the your eligibility, and if you are eligible (based on the records available in Co-WIN), your eligibility status and due date for precaution dose is also displayed on your dashboard (please see the picture below)

The screenshot shows the Co-WIN dashboard for a beneficiary named Gunasekhar. The dashboard includes a profile section with a photo and name, and a table of vaccination records. The 'PRECAUTION DOSE' section is highlighted with a blue box.

REF ID	SECRET CODE	PHOTO ID	ID NUMBER	YEAR OF BIRTH
2096488504020	4020	Passport	XXXXADW3	1990

Dose	Vaccine	Center	Date
DOSE 1	COVAXIN	Anantapur Center	20 Jan 2021
DOSE 2		Anantapur Center	28 Jun 2021
PRECAUTION DOSE		Anantapur Center	04 Apr 2022

The 'PRECAUTION DOSE' section is highlighted with a blue box. It includes a 'Certificate' button and a 'Create ABHA' button.

### 36. When should Precaution dose will be taken?

Precaution dose should be taken at least 6 months (26 weeks) after the date of 2nd dose. Citizens aged 18 years and more can take precaution dose at any Government CVC or Private CVC in all States/UTs.

### 37. Which vaccine should I get if I am eligible for Precaution dose?

If you have received COVISHIELD earlier, you should get Precaution dose of COVISHIELD or CORBEVAX or iNOVACC, if you have received COVAXIN earlier, you should get Precaution dose of COVAXIN or CORBEVAX or iNOVACC and if you have received SPUTNIK V earlier, you should get Precaution dose of SPUTNIK V and so on. The provision for precaution doses for ZyCOV-D Vaccine is currently not available.

### 38. Where can I get Precaution dose?

Citizens aged 18 years and more can take precaution dose at any Government CVC or Private CVC in all States/UTs.

### 39. Do I require new registration for Precaution dose?

No, new registration is required for precaution dose. If you are fully vaccinated (received two doses) and already registered on Co-WIN, precaution dose can be administered through same Co-WIN account. In fact, precaution dose can only be recorded for those beneficiaries for whom the record of both doses are available in the system. The persons who are partially vaccinated outside country, need to be registered on Co-WIN in onsite mode only prior to get vaccination.

**40. How do I can book my Precaution dose?**

You can book your precaution dose either through online appointment or onsite/walkin appointment at vaccination center based on the availability of vaccination slots. If you are eligible for precaution dose, the due date of same would be visible in your CoWIN account and you can also able to schedule appointment. When you click on the “Schedule Precaution Dose” button, only the slots available for precaution dose will be displayed in the vaccination schedule. The schedule will be displayed only for dates on or after the date on which you become eligible. You can book the appointment by clicking on “No. of slots” and thereafter following the steps. Citizens aged 18 years and more (birth year 2004 or earlier as recorded on Co-WIN) can take precaution dose at any Government CVC or Private CVC in all States/UTs. Citizens aged 18 years and more can schedule online appointment for precaution dose at any Government CVC or Private CVC in all States/UTs, subject to availability of vaccination slots.

**41. I am 18+ years old, and I wish to take one additional dose or Precaution Dose. How should I get it?**

If you are aged 18 years & more and are fully vaccinated (with 2 doses) and have completed 6 months (26 weeks) after the 2nd dose, as per the records available on CoWIN, then only you are eligible to take precaution dose. If you are aged 18 years and more (birth year 2004 or earlier as recorded on Co-WIN) you can take precaution dose at any Government CVC or Private CVC, subject to availability of vaccination slots.

**42. I am 60 years old and have one or more co-morbidity conditions. Do I need to submit any certificate proof of same or doctor’s advice proof (prescription/letter) at the time of taking Precaution dose?**

No, you are not required to carry or submit any document proof on co-morbidity or doctor’s advice proof at the time of taking precaution dose.

**43. What should I do, if I am eligible for Precaution dose but unable to book online appointment for same?**

This may happen when you have taken 2 doses but in the account in which you are signed in, your vaccination record is available for only 1 dose. In such a case, since the system does not have record of both earlier doses, the “Schedule Precaution Dose” tab is not activated. Also, if you are eligible for precaution dose but unable to book online appointment for same due to any reason, you are required to visit vaccination center to take precaution dose through on-site/walk-in appointments. Vaccinator may also help you in case Co-WIN records do not show your both vaccine doses where you may be having two dose 1 certificates taken from different accounts. This feature is under development and will be released soon.

**44. What should I do if vaccination date is showing incorrectly on the vaccination certificate and I am not able to get vaccinated for my next dose as it is showing incorrect vaccination date?**

For corrections in dates of vaccinations please see question 64.

## D. Vaccination

### 45. Is vaccination free at all vaccination centers?

No, currently, vaccination is free at Government hospitals. In private facilities, vaccination is priced with ceiling limits at INR 386.25 for Covishield, Covaxin & Covovax, INR 1145 for Sputnik V, INR 400 for Corbevax, INR 654 for GEMCOVAC and INR 990 for iNCOVACC.

### 46. Can I check the price of the vaccine?

Yes, the System will show the price of the vaccine below the name of the vaccination center at the time of scheduling an appointment.

**Slot Search Results** (6 Center(s) Found)

Showing results for: Age: 18+ Cost: Paid Vaccine: COVAXIN

Age: 12-17 15-18 18 & Above

Dose: Dose 1 Dose 2 Dose 3 Precaution Dose

Cost: Paid Free

Vaccine: Covishield Covaxin Sputnik V ZyCoV-D Corbevax Covovax

Filter results by: 18 & Above

*Info*

- Slots are updated by state vaccination centers and private hospitals everyday at 8AM, 12PM, 4PM, & 8PM.
- **Walk-in available** at all vaccination centers for age 12 years and above (For timings for walk-in vaccinations, please contact the vaccine center.)

	Tue, 03 May	Wed, 04 May	Thu, 05 May	Fri, 06 May	Sat, 07 May
THE DECCAN HOSPITAL -2 6-3-903 SOMAJIGUDA HYDERABAD, Hyderabad, Telangana, 500082	N/A	20 Slots	20 Slots	20 Slots	20 Slots
COVAXIN: ₹386.25 PAID Age: 15 & Above Dose: #1					

### 47. Can I choose the vaccine?

System will show the vaccine & the beneficiary can choose the vaccine being administered, only at the time of 1<sup>st</sup> dose, in each vaccination center at the time of scheduling an appointment. Beneficiary can choose the vaccination center as per their choice of vaccine being administered. Beneficiaries aged 18 year & above (born in Yr 2004 or earlier) are eligible for COVISHIELD, COVAXIN, SPUTNIK V, CORBEVAX, COVOVAX, GEMCOVAC or iNCOVACC. Beneficiaries aged 15-17 year (born in Yr 2005, 2006, 2007) are eligible for COVAXIN, CORBEVAX, COVOVAX or ZyCOVD. Beneficiaries aged 12-14 year on the day of registration (born in Yr 2008, 2009, 2010) are eligible for CORBEVAX, COVOVAX or ZyCOV-D.

### 48. What precautions should I take at the time of 2<sup>nd</sup> dose vaccination?

The Vaccination Centers have been directed to ensure that if a beneficiary is being vaccinated with 2<sup>nd</sup> dose, they should confirm that the first dose vaccination was done with the same vaccine as is being offered at the time of second dose and that the first dose was administered more than 28 days ago for COVAXIN, 84 days ago for COVISHIELD, 21 days ago for SPUTNIK V, 28 days ago for CORBEVAX, 21 days



ago for COVOVAX, 28 days ago for ZyCOV-D, 28 days ago for GEMCOVAC and 28 days ago for INCOVACC.

You should share the correct information about the vaccine type and the date of 1<sup>st</sup> dose vaccination with the vaccinator. You should carry your vaccine certificate issued after the first dose.

**49. Can I get vaccinated with 2<sup>nd</sup> dose or Precaution dose in a different State/District?**

Yes, you can get vaccinated in any State/District. The only restriction is that you will be able to get vaccinated only on those centers which are offering the same vaccine as was administered to you on your first dose.

**50. What precautions should I take at the time of Precaution dose vaccination?**

The Vaccination Centers have been directed to ensure that if a beneficiary is being vaccinated with precaution dose, they should confirm that the second dose was administered more than 6 months (26 weeks) ago. You should share the correct information about the vaccine type and the date of 2<sup>nd</sup> dose vaccination with the vaccinator. You should carry your vaccine certificate issued after the second dose.

**51. Which documents should I carry with me for vaccination?**

You should carry your identity proof specified by you at the time of registration on the Co-WIN portal and a printout/screenshot of your appointment slip and your previous vaccination certificate, if any.

**52. What is the 4-digit secret code on the Account Details page of self-registration portal on Co-WIN?**

At the time of vaccination, you may be asked for the 4-digit secret code. This is to ensure that the rightful beneficiary receives the vaccine dosage and there is no misuse. The secret code is also printed in the appointment slip.

The screenshot shows the 'Account Details' page for a user named Ramesh Hanumanthu. At the top right, the ABHA NUMBER is 41-0868-0523-8201. Below the name, there are fields for REF ID (24775404368400), SECRET CODE (8400), PHOTO ID (Aadhaar Card), ID NUMBER (XXXXXXXX7432), and YEAR OF BIRTH (1987). The SECRET CODE field is highlighted with a blue border. Below these fields, there are two sections: 'DOSE 1 | COVAXIN' with a green checkmark and a 'Certificate' link, and 'DOSE 2' with a red cross icon and a 'Schedule' link. The DOSE 2 section also shows 'Due date 06-02-2022' and 'Last date 20-03-2022'. At the bottom, there is a 'Share Your Vaccination Status' button with a share icon.

**53. How do I know if my vaccination detail has been correctly recorded in the system?**

A confirmation SMS is sent to your registered mobile number on successful recording of vaccination. Also, your vaccination certificate is generated with the details of the dose administered. You should check the details recorded in the vaccination certificate.

**If you do not receive the confirmation SMS, you should immediately contact the vaccination team/ center in-charge.**

**54. I have not registered online but not taken a vaccine, but still I received a Text SMS informing that you have been vaccinated successfully, why so & what should I do?**

If you have received Text SMS with your vaccination status as “vaccinated”, this is due to occasional, isolated case of inadvertent data entry error by vaccinator in updation of vaccination data of beneficiaries. In such case you may revoke your vaccination status from fully vaccinated to partially vaccinated or from partially vaccinated to non-vaccinated through raise an issue option in your Co-WIN account. You can get your due vaccine dose, may be at nearest vaccination center, as per the existent standard guidelines once new vaccination status is successfully updated in the system.

#### **E. Vaccination taken outside country**

##### **55. Can a person (Indian or Foreign nationals) who has been previously vaccinated outside India, can take Covid-19 vaccine in India?**

Yes, the persons (Indian or Foreign nationals) who have been partially vaccinated outside India, and are willing to receive the remaining due dose (2<sup>nd</sup> Dose or Precaution dose) in India can take any of the available Covid-19 vaccine under National Covid-19 Vaccination Programme based on age wise criteria for vaccine.

##### **56. How to take Covid-19 Vaccine in India by a person (Indian or Foreign national) who has been previously vaccinated outside India?**

A person (Indian or Foreign national), who has been partially vaccinated outside India, can visit any of Government or Private Covid-19 Vaccination Centre in India and inform the vaccinator about Vaccine dose & date of vaccination taken outside India along with necessary vaccination proofs. The vaccinator would register such persons on Co-WIN with details of Vaccinations taken outside India (Name of Vaccine & Date of vaccination) and would administer the next due dose (2<sup>nd</sup> Dose or Precaution dose) from available domestic vaccine. The vaccination certificate would be generated for those who have been successfully vaccinated after updating vaccination records on Co-WIN.

##### **57. Can persons (Indian or Foreign nationals) who has been previously vaccinated outside India, register themselves & take online appointment for Vaccination?**

No, persons (Indian or Foreign nationals), who has been partially vaccinated outside India, should not register themselves on Co-WIN, and cannot take online appointment. This facility is currently available in on-site mode only. Such persons should visit any of Government or Private Covid-19 Vaccination Centre in India to take next due dose (2<sup>nd</sup> Dose or Precaution dose).

##### **58. What is the dose interval in India for persons (Indian or Foreign nationals), who has been previously vaccinated outside India?**

For the persons (Indian or Foreign nationals), who has been previously vaccinated outside India, second dose can be administered at the interval of 4-6 weeks (28-42 days from the date of administration of 1st dose) & Precaution dose can be administered at the interval of 26 weeks (182 days from the date of administration of 2nd dose) at all GCVCs & PCVCs.

##### **59. What kind of information is to be provided at Vaccination Centre in India?**

Please carry your proof of vaccination taken outside India (WHO EUL Vaccines) along with prescribed photo ID card (Please refer Q.7). E.g. passport etc. before visiting vaccination centre. Although registration can be done with international mobile number, it is always recommended to use Indian Mobile Number for registration to allow future access to the account.

## **F. Vaccine Certificate**

### **60. Why do I need a vaccination certificate?**

A COVID Vaccine Certificate (CVC) issued by the government offers an assurance to the beneficiary on the vaccination, type of vaccine used, and the certificate also provides the next vaccination due. It also is an evidence for the beneficiary to prove to any entities which may require proof of vaccination especially in case of travel. Vaccination not only protects individuals from disease, but also reduces their risk of spreading the virus. Therefore, there could be a requirement in future to produce certificate for certain kind of social interactions and international travel.

In this context the certificate issued by Co-WIN has built in security features to guarantee genuineness of the certificate which can be digitally verified using approved utilities which are provided in Co-WIN portal. The certificates can be verified by visiting [verify.cowin.gov.in](https://verify.cowin.gov.in) and scanning the QR code.

### **61. Who is responsible for providing the vaccination certificate?**

The Vaccination Center is responsible for generating your certificate and for providing a printed copy post vaccination on the day of vaccination itself. Please do insist on receiving the certificate at the Center. For Private Hospitals, the charges for providing a printed copy of the certificate are included in the service charge for vaccination.

### **62. Where can I download vaccination certificate from?**

You can download vaccination certificate from the Co-WIN portal ([cowin.gov.in](https://cowin.gov.in)) or the Aarogya Setu app or through Digi-Locker by following the simple steps. You may do so by using the mobile number used at the time of registration.

The screenshot displays the Co-WIN portal interface for a user named Ramesh Hanumanthu. At the top right, the ABHA NUMBER is 41-0868-0523-8201. Below the name, there are five fields: REF ID (24775404368400), SECRET CODE (8400), PHOTO ID (Aadhaar Card), ID NUMBER (XXXXXXXX7432), and YEAR OF BIRTH (1987). The main section shows two vaccine doses: DOSE 1 (COVAXIN) administered on 09 Jan 2022 at 131221Pvt-Vaccination Center, and DOSE 2 (due 06-02-2022, last 20-03-2022). A 'Certificate' button is highlighted with a blue box next to the DOSE 1 entry. At the bottom, there is a 'Share Your Vaccination Status' button with a QR code icon.

**63. Can you only access the Co-WIN website and register to get your vaccination certificate a limited number of times in a day?**

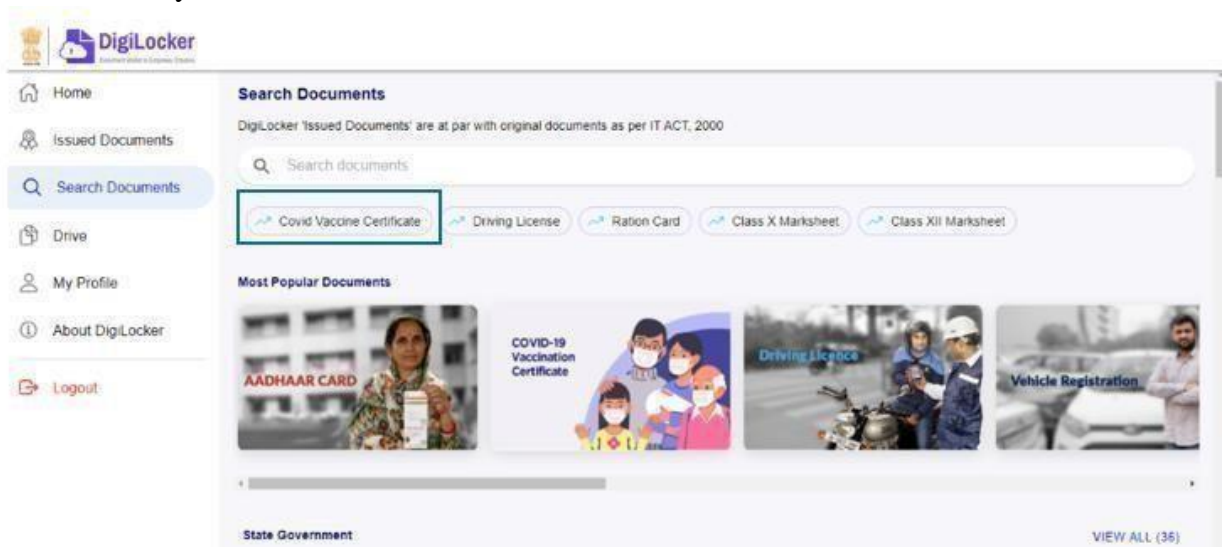
No, there is no limitation in the number of times one normally logs in to Co-WIN portal and accesses the certificate. However, if one tries innumerable, the system treats such cases as a bug. If one inadvertently enters a wrong OTP, a waiting period of 180 seconds is to be maintained before one can request another OTP.

**64. After trying once do you need to wait certain amount of time to try again? In other words, can you only do it once every hour or so?**

No, if you have given wrong OTP 3 times, the system will not allow to login from the same instance. To login again refresh the browser to create a new instance and login with your mobile no. and new OTP.

**65. How can I access COVID Vaccination Certificate from DigiLocker?**

You can find vaccination certificate in DigiLocker under Ministry of Health and Family Welfare under Health category. Click on “Covid Vaccine Certificate” and enter Beneficiary Reference ID to access the certificate.



**66. My vaccination certificate is generated even if I have not been vaccinated, can it be cancelled?**

Yes, if you are not vaccinated and your vaccination certificate is generated, in this case you may revoke your vaccination status from Precaution dose to fully vaccinated, from fully vaccinated to partially vaccinated or from partially vaccinated to non-vaccinated through raise an issue option in your Co-WIN account. You would be issued new Vaccination Certificate after taking due vaccine dose.

**67. The vaccination certificate made available to me, do not show correct date on which I have been vaccinated, what is the reason and how to correct it?**

A confirmation SMS is sent by the Co-WIN system immediately upon successful recording of the vaccination event. If the beneficiary does not receive the confirmation SMS, it is recommended that the beneficiary should contact the vaccination center and ask for the vaccination certificate before leaving the vaccination Centre (refer FAQ 56 & 57). In case the date of vaccination is incorrectly recorded on the vaccination certificate, an option has been provided under “Raise an Issue” Tab on the dashboard, for ‘Vaccination date correction’, through which the request for corrections in vaccination dates can be submitted. At the time of submission of such request, the documentary proof for the requested correction must also be uploaded. District Immunization Officer of respective districts would examine the matter and would resolve the issue. The status of the request can be tracked by the beneficiary through the “Track Status” tab. Once the request is resolved, an update is also sent to the beneficiary through SMS.

**International Certificate**

**68. Why do I need an International Travel Certificate?**

Ministry of Health & Family Welfare has introduced the International Travel Certificate which complies with international standards for travel abroad. The certificate is a proof that you have received all doses of vaccination for travelling internationally. This certificate lets you enter countries without any hassle of quarantine or testing for COVID-19.

**69. Can I apply for International Travel Certificate?**


Any individual who has received all the doses of vaccination can apply for International Travel certificate.

**70. Can I travel to all the countries with International Travel Certificate?**

Entry requirements vary across different countries. You may be able to enter some countries with this certificate, while you may have to provide a range of test results in others.

**71. Where can I apply for International Travel Certificate?**

You can visit [www.cowin.gov.in](http://www.cowin.gov.in) and click on “Register/Sign” In. Log in with the registered mobile number that you used at the time of registration. Click on the “International Travel Certificate” tab against your dose 2 details. You will be required to enter your date of birth and passport number and click on Submit.


**Nidumolu Lakshmi Swetamruta** | 102 DAYS LEFT FOR PRECAUTION DOSE

REF ID  
2072578938070
 SECRET CODE  
8070
 PHOTO ID  
Ration Card with Photo
 ID NUMBER  
XXXXXXXXXX0355
 YEAR OF BIRTH  
1995

DOSE 1 | COVISHIELD  
Dhone CHC, 01 Jun 2021

DOSE 2  
Dhone CHC, 23 Oct 2021

PRECAUTION DOSE  
Due date 23-07-2022

Vaccination Certificate

International Travel Certificate

Download

Share Your Vaccination Status
 Create ABHA

## ← Add Passport Details

Submit this form to link your Vaccination Certificate with your passport number for International travel.

Fully vaccinated citizens can update existing photo identity to passport number and date of birth to get International Certificate.

\* All fields are mandatory

**Passport Details**

Select a Member  
Nidumolu Lakshmi Swetamruta

Date of Birth  
1995-09-26

Enter Passport Number  
BDHY667NN

**Note:** You can not make changes to the passport details after submitting this request.

☒ I declare that this passport belongs to the beneficiary. The name of the passport holder is same as mentioned on the vaccine certificate.

Submit Request

Alternatively, you can click on “Raise an Issue” tab on the Account Details page. Select “Add Passport Details to my vaccination certificate for travelling abroad”. You will be required to select the member, enter date of birth and passport number and click on Submit.



**← Raise an Issue**

Raise any issue regarding your account with our support team. In case your issue is not listed below, you can call on the below mentioned numbers and our team will work with you to resolve them.

- Correction in my Certificate regarding Name / Age / Gender / Photo ID →
- Merge Two Dose #1 Certificate →
- Add Passport Details to my vaccination certificate →**
- Report unknown member registered with my CoWIN account →
- Transfer a member to new mobile number →
- Regenerate Your Final Certificate →
- Vaccination Date Correction →
- Revoke Vaccination →

**Contact Us**

Helpline +91-11-23978046 (Toll free- 1075)	Technical Helpline 0120-4783222
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## 72. Where can I download my International Travel Certificate from?

You can download it from the “International Travel Certificate” tab under “Show Certificate” option against Dose 2 details.

**Nidumolu Lakshmi Swetamrta** | 102 DAYS LEFT FOR PRECAUTION DOSE

REF ID 2072578938070	SECRET CODE 8070	PHOTO ID Ration Card with Photo	ID NUMBER XXXXXXXXXXXX0355	YEAR OF BIRTH 1995
-------------------------	---------------------	------------------------------------	-------------------------------	-----------------------

DOSE 1 | COVISHIELD  
Dhone CHC, 01 Jun 2021

DOSE 2  
Dhone CHC, 23 Oct 2021

PRECAUTION DOSE  
Due date 23-07-2022

Vaccination Certificate | **International Travel Certificate**

**Download**

Share Your Vaccination Status | Create ABHA

## 73. When can I download my International Travel Certificate?

International Travel Certificates are generated within 2 hours of your request. You can download your certificate 2 hours after applying for it.

## G. Reporting side effects

### 74. Whom do I contact in case of side effects from vaccination?

If you have experienced any side effect after COVID-19 vaccination, it can be reported for vaccinated beneficiary on Co-WIN using registered mobile number.

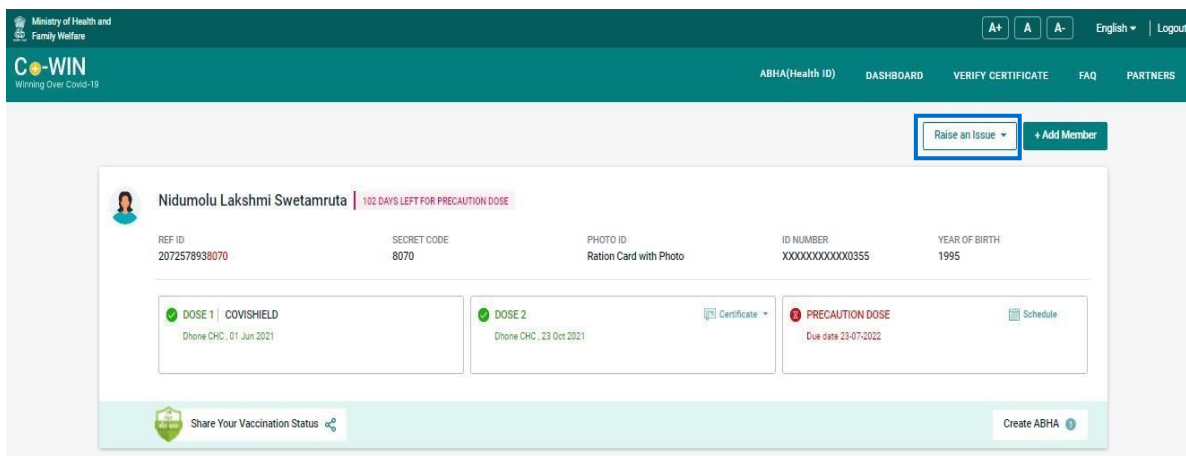
## H. Raising issues

### 75. Who can raise an issue in the Co-WIN portal?

Beneficiaries who have received at least one dose of vaccination can raise an issue in the Co-WIN portal after signing in to their account.

### 76. Where can I raise an issue/query related to Co-WIN?

You can sign in to your Co-WIN account. On the dashboard, click on “Raise an Issue” tab.



### 77. What are the kinds of issues that can be raised on Co-WIN?

You can raise the following issues on Co-WIN:

- Correction in certificate regarding Name, Age, Gender and Photo ID
- Merging two dose 1 certificates
- Addition of passport details to vaccination certificate
- Report an unknown member registered to Co-WIN account
- Transfer registered members to another account
- Regenerate Final Certificate
- Vaccination date correction
- Revoke Vaccination

For detailed guidelines on how to raise an issue, go to [https://prod-cdn.preprod.co-vin.in/assets/pdf/Grievance\\_Guidelines.pdf](https://prod-cdn.preprod.co-vin.in/assets/pdf/Grievance_Guidelines.pdf).

### 78. How much time does the Co-WIN portal take in issue resolution?

All issues raised in the portal are resolved within 24 hours. Beneficiaries can track the status of the issues raised by clicking on the “Track request” tab next to “Raise an Issue” tab, only once a request has been raised. For revoke vaccination status, the changes may take 3-7 days after submitting the request successfully.

### 79. Where do I raise issues not listed under the categories mentioned above in Q71?

In case of any issue/grievance not falling under the five categories mentioned above, beneficiaries may reach out to the below contact details: a. Helpline Number: +91-11-23978046

- b. Technical Helpline Number: 0120- 4783222
- c. Helpline Email Id: [support@cowin.gov.in](mailto:support@cowin.gov.in)