

Docket App Troubleshooting Guide

This guide will go over some of most frequently asked questions or problems and how to resolve them. If you need further assistance, please email usiistracking@utah.gov.

Search Challenges

1. Docket® is asking me for additional verification, but the phone number or email address on file appears outdated.

To update your contact information used for verification, either update your information with your healthcare provider and have them update USIS with the new information or send an email to usiistracking@utah.gov for assistance. You will need to provide identification that you have authority to update the record in USIS.

2. I found my records using the app, but they appear to be inaccurate or incomplete.

We recommend that you contact your healthcare provider(s) and request that they report your immunizations to your immunization registry. Use drag-and-release to refresh your records in Docket® after your updated records are reported to the state.

3. The app says "Review and Try Again," but I am confident that the information is correct. What do I do?

Please ensure that your information (including a valid email or phone number) is on-file with your state's immunization registry before retrying your search using the app. Kindly refer to the instructions below.

4. The app says "Records Found," but I don't see anything. What should I do?

First, try refreshing your app by dragging on the Immunization Records screen. If you are using iOS Version 2.2.10, wait a few seconds after dragging then tap the refresh icon. If that doesn't work, we recommend retrying your search:

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."

Note: Some users have reported this behavior prior to Version 2.2.10. We have since made recent improvements to record retrieval.

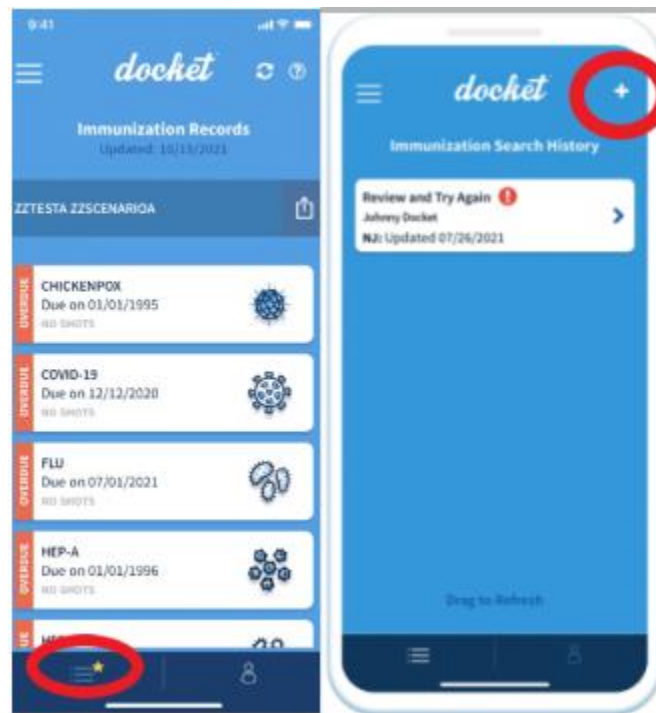
5. I am the legal guardian of somebody over the age of 18. How can I get their records?

Tap the '+' icon on the Immunization Search History screen to create a new search. Then, enter their information on the Adult Records tab. As long as you have access to the phone or email attached to their record you will be able to verify that access using the code that will be sent to you, unless your already validated cell number is attached to the record.

Functionality and Navigation Questions

1. How do I add my family members to a shared Docket® account or perform a new search?

To perform a new record search, tap the "+" sign on the top-right corner of the "Immunization Search History" screen.



2. I got a new shot recently. How do I check to see if it's available in my account?

Use drag-and-release on the Immunization Records screen to search your state's registry for updated records. Please note that tapping the refresh icon does not search the immunization registry for new results; you must drag-and-release to view new record results. The search may take 30 seconds or longer for the results to appear. If you do not see updated results after a few minutes, try again later.

3. How can I share a copy of my official immunization report PDF?

Tap the standard share button next to your name on the Immunization Records screen. Then, select "Download" next to your preferred immunization report. You can text, email, and/or print your immunization report directly from the app by tapping the share icon after downloading your selected PDF.



4. My last name is hyphenated or has other characters. What should I enter?

Omit the hyphen or any other non-alphanumeric character in your search, or try to search on only one of the hyphenated names.

5. The QR code does not show my middle name. How can I add this?

Docket does not support middle names in the QR code at this time. This may be an option at a later time.

How do I share my official record using the Docket® app?

I'm trying to share my official state-issued immunization record using the Docket® app. What should I do? Follow these simple instructions below.



What should I do?

Follow these steps:

1. Tap the share button.

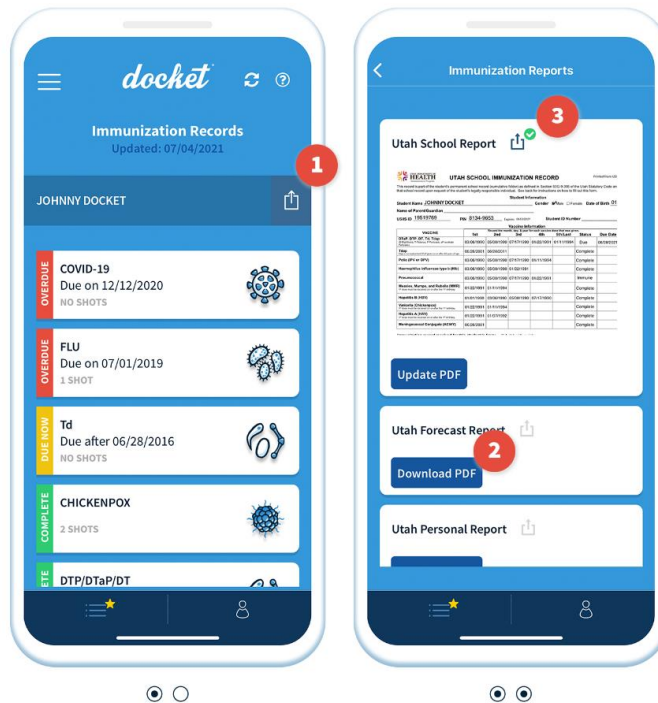
The standard share button appears next to your name on the Immunization Records screen. It may be represented as a box with an upward-pointing arrow.

2. "Download PDF"

Next, tap "Download PDF" next to your the immunization report you'd like to access. Please note that PDFs often take some time to download. This is normal.

3. Select the check mark.

Finally, select the check mark in a green circle to share your official immunization record after the download is complete. You can share using standard functionality (e.g. email, SMS). If you received a new shot, tap "Update PDF."



Health Department Contact Information

Minnesota: <https://bit.ly/3jXoV7N>
New Jersey: (855) 568-0545
Utah: usiistracking@utah.gov



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

Does your Docket® app display “Review and Try Again?”
Don't recognize the phone number or email on-file?
Do your records appear inaccurate or incomplete?
Follow these simple instructions below.



How does Docket® work?

Residents of Minnesota, New Jersey, and Utah with a valid phone number or email address on-file with the state's immunization registry (IIS) can access a digital copy of personal and family immunization records using the Docket® app. Use of Docket® is 100% optional. Docket® currently only supports access to COVID-19 records for New Jersey residents.

Why can't I find my records?

Docket® searches IIS using your basic information. Your first name, last name, date of birth, and legal sex must match your IIS record exactly. In addition, your IIS record *must* also contain a valid phone number or email address in order to verify your identity within the Docket® app. Utah residents can also request a one-time PIN from their care provider.

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 NJIIS Request for Change to NJIIS Immunization Record form: <https://bit.ly/373UCVr>

2. Request updates to your state immunization record.

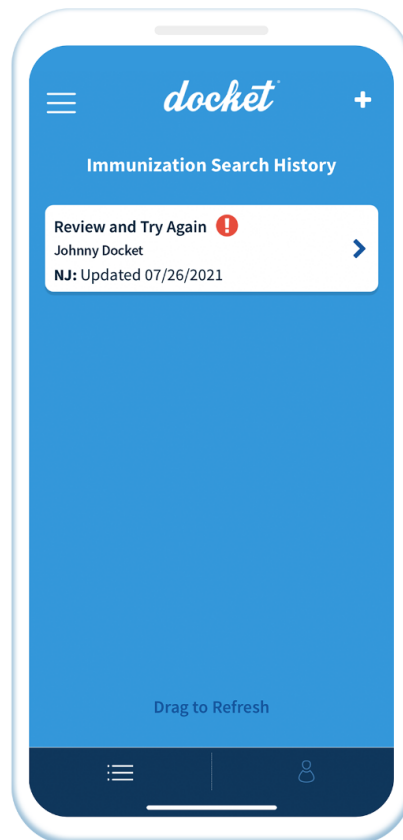
Your record on-file with the state *must* contain a valid phone number or email address in order to use the Docket® app. **New Jersey residents** can submit your form and ID to NJIIS by submitting a ticket: <https://bit.ly/3eY6i0r>

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 '+' sign on the Immunization Search History screen.

Health Department Contact Information

Minnesota: <https://bit.ly/3jXoV7N>
New Jersey: (855) 568-0545
Utah: usiistracking@utah.gov



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dockethealth.com

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I got a booster shot recently. How do I refresh the Docket® app?

I recently got a new shot.
Why can't I see it in the Docket® app?
Follow these step-by-step instructions below.



1. Delete any duplicate record searches.

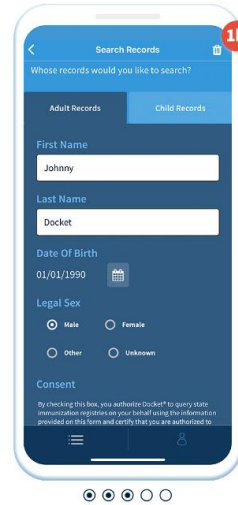
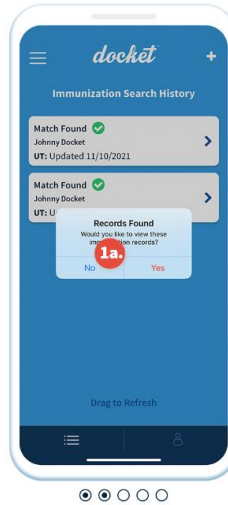
Tap the bottom-left button to navigate to the Search History screen to determine if you have duplicate searches for the same individual.

1a. Tap on a duplicate search and select "No."
Selecting "No" will allow you to edit or delete the search.

1b. Tap the garbage bin.

1c. Navigate back to your immunization records.

Tap the bottom-right button to go back to the Immunization Records screen after deleting *all* duplicate record searches.



2. Drag-and-release to refresh the Docket® app.

You can refresh Docket® by using drag-and-release just like how you would update your email inbox or social media feed. Beginning with V2.2.26, Docket® will automatically display updated records five (5) seconds after refresh. If your Docket® app doesn't automatically update, try tapping the recycle icon at the top of the Immunization Records screen. The recycle icon will check Docket® to determine if Docket® has any updates from your state's immunization registry.

Note: If your Docket® app does *not* display updated records after following these steps, your new shot might not have yet been reported to the state. Keep in mind that it often takes a few days for your provider to report your shots. Contact your health department for further assistance if needed.



Health Department Contact Information

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