Contents

• Overview........................................................................................................................................3

• Process Flow.....................................................................................................................................3

• Register Citizen ...............................................................................................................................4

• Add More Individuals .....................................................................................................................6

• Edit/ Delete Individuals ..................................................................................................................7

• Booking Appointment for Vaccination .............................................................................................8

• Rescheduling an Appointment .........................................................................................................10

• Booking Appointment for Dose 2 .....................................................................................................12

• How to download the vaccination certificate ..................................................................................14

• How to share vaccination status .....................................................................................................17

• Vaccination of children aged 15-17 .................................................................................................18

• Precaution dose ..............................................................................................................................22

• How to raise issues ..........................................................................................................................23
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 backbone 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

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
## User Manual
Citizen Registration and Appointment for Vaccination

### Work Flow

<table>
<thead>
<tr>
<th>Login</th>
<th>Registration</th>
<th>Schedule Vaccine Appointment</th>
</tr>
</thead>
</table>
| ➤ 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 nearby Vaccination center  
➤ Cancellation/rescheduling available |

<table>
<thead>
<tr>
<th>Vaccination Completed</th>
<th>Confirmation of appointment</th>
</tr>
</thead>
</table>
| ➤ 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. |

### Register

➤ User can go to the url [www.cowin.gov.in](http://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.
Once the OTP is validated, the “Register for Vaccination” page appears

- Enter details required in page

![Register for Vaccination](image)

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

<table>
<thead>
<tr>
<th>#</th>
<th>Field Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Photo ID Proof</td>
<td>• Select appropriate ID Card from the Dropdown list.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Citizen must carry selected ID at the time of vaccination.</td>
</tr>
<tr>
<td>2.</td>
<td>Photo ID Number</td>
<td>Citizen to enter ID number</td>
</tr>
<tr>
<td>3.</td>
<td>Name</td>
<td>Enter the name as per the selected ID proof</td>
</tr>
<tr>
<td>4.</td>
<td>Year of Birth</td>
<td>Enter the year of birth as per the ID Proof in the format YYYY</td>
</tr>
<tr>
<td>5.</td>
<td>Gender</td>
<td>Select Gender (Male/ Female/ Others)</td>
</tr>
</tbody>
</table>

Once the details are entered for registration, Click “Register” Button at the bottom right.

Receives Confirmation message on successful registration
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

Enter all the details of the individual to be included and then click on the Add button

Click on “Add More” for adding total 4 individuals linked to this mobile number

Click on “Add” for adding additional members linked to this account

Receives Confirmation message on successful addition of member
### 3. Delete Individuals

- Citizen can delete individuals linked with his mobile number.

<table>
<thead>
<tr>
<th>Account Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Mobile Number: XXX-XXX-9213</td>
</tr>
</tbody>
</table>

**Nisha Singh**
- **Type**: Pregnant Women
- **ID**: XMXXXXX-XXX-678
- **Date**: 1990

**Dose 1**: Appointment not scheduled

- **Delete** button

1. Login with username and password, and navigate to the dashboard.
2. Click the "Delete" action button to delete a member.

- Confirmation message will appear on deletion.

### 4. Booking Appointment for Vaccination

- Citizen can schedule appointment from the "Account Details" page.

<table>
<thead>
<tr>
<th>Account Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Mobile Number: XXX-XXX-9213</td>
</tr>
</tbody>
</table>

**Nisha Singh**
- **Type**: Pregnant Women
- **ID**: XMXXXXX-XXX-678
- **Date**: 1990

**Dose 1**: Appointment not scheduled

- **Schedule** button

"Delete" button – to delete existing member

"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

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
User Manual
Citizen Registration and Appointment for Vaccination

Filter results by:
- Age: 18 & Above, 18-44 Only, 45 & Above
- Cost: Paid, Free
- Vaccine: Covisheild, Covaxin, Sputnik V

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
Once confirmed, the confirmation page with “Appointment Successful” message will be displayed. The Citizen should keep a printout of the appointment slip to show at the Vaccination Center on the scheduled date.

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.
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

- In case the user has moved to another city, appointment can be rescheduled for the nearest vaccination centre in that city.
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.

- 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

“Schedule” button – to schedule appointment for Dose 2

“Search” button – to search Centre by pincode or District

Select Centre and date

Select time slot
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
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
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:

1. Click on Share Your Status, below screen will appear.

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.
User Manual
Citizen Registration and Appointment for Vaccination

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/](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 -

<table>
<thead>
<tr>
<th>#</th>
<th>Field Name</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Photo ID Proof</td>
<td>Select appropriate ID Card from the Dropdown list.</td>
</tr>
<tr>
<td>2</td>
<td>Photo ID Number</td>
<td>Citizen to enter ID number</td>
</tr>
<tr>
<td>3</td>
<td>Name</td>
<td>Enter the name as per the selected ID proof</td>
</tr>
<tr>
<td>4</td>
<td>Year of Birth</td>
<td>Enter the year of birth as per the ID Proof in the format YYYY</td>
</tr>
<tr>
<td>5</td>
<td>Gender</td>
<td>Select Gender (Male/ Female/ Others)</td>
</tr>
</tbody>
</table>

- The below table shows the details to be entered in the “Register for Vaccination” page.

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](image)

10. Citizen can save the Appointment confirmation slip by clicking on Download tab, placed on the top right corner

![Appointment Successful](image)

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-

![Appointment Slip Example]

14. Citizen can either Cancel or reschedule their appointment

   **Reschedule**
   • 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

   **Cancel Appointment**
   • If you click on cancel appointment, it will ask ‘Yes’ and ‘No’ options. Click on yes, incase you need to cancel the appointment
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.
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
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/](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](https://prod-cdn.preprod.co-vin.in/assets/pdf/Grievance_Guidelines.pdf)
"दवाई भी और कढ़ाई भी।
Together, India will defeat COVID-19 ”

- Prime Minister Narendra Modi