

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 steps.

How does Docket® work?

Residents of Alaska, Idaho, Maine, Minnesota, New Jersey, Utah, and Wyoming: you can access your personal and family immunization records if you have a valid phone number and/or email address on file with your state's immunization registry (IIS). **Use of Docket® is 100% optional.**

Why can't I find my records?

Your name, date of birth, and legal sex in Docket® must match your IIS record *exactly*. Also, your IIS record **must** contain a valid phone number and/or email address.

What should I do?

1. Contact your provider or health department.

Refer to the state-specific resources below.

2. Request updates to your IIS record.

Ensure your IIS record is accurate and up-to-date.

3. Retry your search using the Docket® app.

Once you receive confirmation that your IIS record has been updated, retry your search **from the beginning** by selecting the plus (+) icon on the Immunization Search History screen.

Health Department Contact Info

Alaska

vaccinationrecords.alaska.gov

Idaho

healthandwelfare.idaho.gov/immunizationrecords

Maine

immunizeme.org

Minnesota

health.state.mn.us/people/immunize/miic/records.html

New Jersey

njiis.nj.gov/core/web/index.html#/requestImmunizationRecord

North Dakota

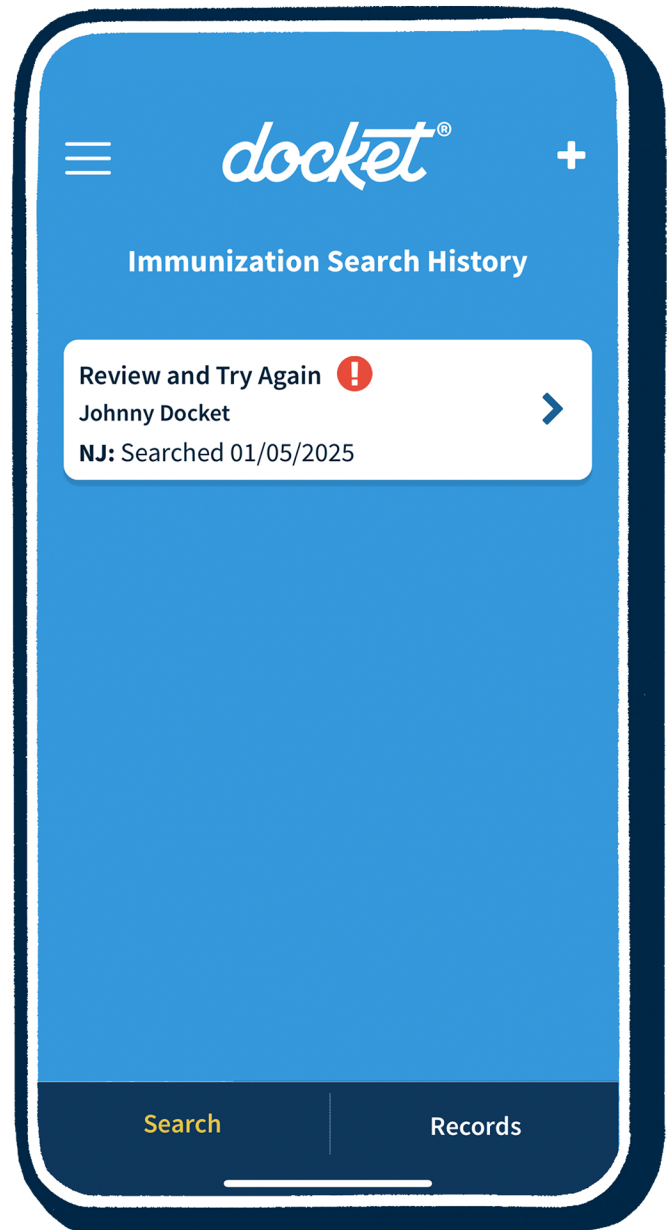
hhs.nd.gov/health/diseases-conditions-and-immunization/immunizations/ndiis

Utah

immunize.utah.gov/usiis/usiis-parents-individuals

Wyoming

immunizewyoming.com



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