

I'm having trouble accessing my records. 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?

Alaska, D.C., Idaho, Maine, Minnesota, Missouri, New Jersey, North Dakota, Utah, and Wyoming: you can access your personal and family immunization records if you have a valid phone number and/or email on file with your state's immunization information system (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**. Only individuals who had opted-in to their state's IIS may access records using this service.

What should I do?

1. Contact your provider or health department.

Check dockethealth.com/faqs for your health department's IIS record update request web form.

2. Request updates to your IIS record.

Ensure your IIS record is accurate and up-to-date with your correct name, date of birth, legal sex, and contact information (i.e., your phone and email address).

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.

