



Ministry of Health and Family Welfare
Government of India

Frequently Asked Questions on Co-WIN



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Registration



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

You can log into the Co-WIN portal using the link www.cowin.gov.in and click on the **“Register/sign-in Yourself”** tab to register for COVID-19 vaccination.



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. You need to **log into the Co-WIN portal**. You can also register for vaccination through the **Aarogya Setu App**.

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

At present all citizens **above 45 years of age** can register for vaccination.

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

No. Vaccination Centres also provide for a **limited number of on-spot registration** slots every day. However, it is 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 4 people can be registered for vaccination using the **same mobile number**.



6. How can citizens with no access of smart phones or computers manage online?

Up to 4 people can be registered for vaccination using the same mobile number. Citizens can take help from friends or family for online registration. Your own feature phone can also be used to register through a smart phone of your friend or registration on the Portal. Facility for on the spot registration is also available.

7. Can I register for vaccination without Aadhaar card?

Yes. You can register for Co-WIN portal using any of the following **ID proofs**:



Aadhaar Card



Driving License



PAN Card



Passport



Pension document with photograph



NPR Smart Card



Voter ID Card (EPIC)

8. Is there any registration charges to be paid?

No. There is no registration charge.

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Scheduling Appointment



9. Can I book an appointment for vaccination in the Co-WIN portal?



Yes. You can **book appointment for vaccination** through Co-WIN portal after logging-in in the Co-WIN Portal through your registered mobile number.

10. Can I download appointment slip?

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

11. How can I find the nearest vaccination centre?



You can search in Co-WIN portal (or Aarogya Setu) for the **vaccination centre nearest to your location** by either searching through PIN code or by choosing the state and the district.

12. 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 do not go for vaccination on the date of appointment, you can reschedule the appointment by clicking on **“Reschedule” tab**.

13. 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.

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

Once an appointment is scheduled, you will receive the details of the **vaccination centre, 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.

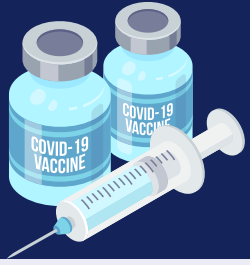


15. Can I get vaccination without appointment?

Vaccination Centres also provide for a **limited number of on-spot registration** slots every day. However, fixing an online appointment using Co-WIN portal is recommended to avoid waiting time and queue in the vaccination centre, as in each centre only limited slots are made available for on-spot registration.

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2nd dose scheduling



16. Is it necessary to take 2nd 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.

17. When should I take the 2nd dose of vaccination?

It is recommended that the 2nd dose of **COVAXIN** should be administered in the interval of **28 days** from the date of 1st dose administration. For **COVISHIELD** the recommended interval is **4 to 8 weeks**. You may choose the date of 2nd dose vaccination as per your convenience.

COVAXIN



28
days



COVISHIELD



4 to 8
weeks



18. Will my 2nd dose appointment be automatically scheduled by Co-WIN system?

No. You have to take an appointment for the 2nd dose vaccination. The Co-WIN system will help you book an appointment in a Vaccination Centre where the same vaccine is being administered as the vaccine type (COVAXIN or COVISHIELD) of the 1st dose.

19. Whom can I contact if I have some problems related to my online registration of appointment?

You can call on the national helpline '1075' for information and guidance on COVID-19 vaccination and Co-WIN software related queries.



Helpline No.: 1075 (Tollfree)



20. Is vaccination free at all vaccination centres?

No. Vaccination is free at government hospitals and charged up to Rs. 250 per dose in private hospitals. Citizens can get this information on the Co-WIN portal while booking an appointment.

21. Can I choose the vaccine?

All vaccines being offered are safe. Choice regarding the type of vaccine is currently not available.

22. What precautions should I take at the time of 2nd dose vaccination?

The Vaccination Centres have been directed to ensure that if a citizen is being vaccinated with 2nd 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. **You should share the correct information about the vaccine type and the date of 1st dose vaccination with the vaccinator.** You should carry your vaccine certificate issued after the first dose.



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Vaccine Certificate



23. Why do I need a vaccination certificate?

Vaccination certificate is a verifiable proof of vaccination that you can use to establish that have been vaccinated in cases where any such requirement is specified.

24. Who is responsible for providing the vaccination certificate?

The Vaccination Centre 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 Centre. For private hospitals, the charges for providing a printed copy of the certificate are included in the service charge (up to Rs. 250 per dose) for vaccination.

25. Where can I download vaccination certificate from?

You can download vaccination certificate from the Co-WIN portal (www.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.

26. 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, a printout/screenshot of your appointment slip.



27. Can I get vaccinated with 2nd 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 centres which are offering the same vaccine as was administered to you on your first dose.

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Reporting Side effects



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

You can call on the national helpline '1075' for information and guidance if you experience any side effects post COVID-19 vaccination. You may also contact the Vaccination Centre where you took vaccination, for advice.



Helpline No.: 1075 (Tollfree)

