Frequently Asked Questions on Co-WIN

A. 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 ArogyaSetu App.

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

   At present all citizens above 60 years of age and those between the age of 45 and a 59 years with one of the specified comorbidities 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 registration**

   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:

   a. Aadhaar card
   b. Driving License
   c. PAN card
   d. Passport
   e. Pension Passbook
   f. NPR Smart Card
   g. Voter ID Card (EPIC)

8. **Is there any registration charges to be paid?**

   No. There is no registration charge.

9. **What is the documentation required for registration by citizen with comorbidity?**

   No documents needs to be uploaded at the time of registration. Citizen in the age bracket of 45 and 59 years, can register themselves after recording confirmation of any specified comorbid conditions. You need to carry a medical certificate from any Registered Medical

Practitioner at the time of vaccination, which will be verified and uploaded at the Vaccination Center.

B. Scheduling Appointment

10. 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.

11. Can I download appointment slip?

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

12. 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.

13. 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.

14. 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.

15. 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.

16. 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.

C. 2nd dose scheduling

17. 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.

18. 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 4 to 6 weeks 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.

19. **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.

20. **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.

D. Vaccination

21. **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.

22. **Can I choose the vaccine?**

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

23. **What is the list of comorbidities for citizens over 45 years of age?**

Below is the list of comorbidities approved by the MoHFW for citizens over 45 years of age to be eligible for vaccination at present:

a. Heart Failure with hospital admission in past one year
b. Post Cardiac Transplant/Left Ventricular Assist Device (LVAD)
c. Significant Left ventricular systolic dysfunction (LVEF <40%)
d. Moderate or Severe Valvular Heart Disease
e. Congenital heart disease with severe PAH or Idiopathic PAH
f. Coronary Artery Disease with past CABG/PTCA/MI AND Hypertension/Diabetes on treatment
g. Angina AND Hypertension/Diabetes on treatment
h. CT/MRI documented stroke AND Hypertension/Diabetes on treatment
i. Pulmonary artery hypertension AND Hypertension/Diabetes on treatment
j. Diabetes (> 10 years OR with complications) AND Hypertension on treatment
k. Kidney/ Liver/ Hematopoietic stem cell transplant: Recipient/On waitlist
l. End Stage Kidney Disease on haemodialysis/ CAPD
m. Current prolonged use of oral corticosteroids/ immunosuppressant medications
n. Decompensated cirrhosis
o. Severe respiratory disease with hospitalizations in last two years/FEV1 <50%
p. Lymphoma/ Leukaemia/ Myeloma
q. Diagnosis of any solid cancer on or after 1st July 2020 OR currently on any cancer therapy
r. Sickle Cell Disease/ Bone marrow failure/ Aplastic Anaemia/ Thalassemia Major

s. Primary Immunodeficiency Diseases/ HIV infection

t. Persons with disabilities due to Intellectual disabilities/ Muscular Dystrophy/ Acid attack with involvement of respiratory system/ Persons with disabilities having high support needs/ Multiple disabilities including deaf blindness.

24. **How do I furnish the proof of comorbidity at the time of vaccination?**

You should carry a proof of comorbidity dully certified by a Registered Medical Practitioner. You can refer to Annexure 1(B) in Guidance note for Co-WIN 2.0 released by the MoHFW at https://www.mohfw.gov.in/pdf/GuidancedocCOWIN2.pdf.

25. **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.

E. Vaccine Certificate

26. **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.

27. **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.

28. **Where can I download vaccination certificate from?**

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

29. **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 and the proof of comorbidity (if your age is 45 to 59 years).

30. **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.

F. Reporting Side effects.

31. 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.