

# 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?

New Jerseyans with a valid phone number or email address on-file with the New Jersey Immunization Information System (NJIS) can access a digital copy of personal and family immunization records using the Docket® app. Use of Docket® is 100% optional.

## Why can't I find my records?

Docket® searches NJIS using your basic information. Your name, date of birth, and legal sex must match your NJIS record exactly. Additionally, your NJIS record *must* also contain a valid phone number or email address in order to verify your identity.

## What should I do?

### 1. Contact your provider or health department.

Refer to the New Jersey state resources below for additional troubleshooting steps or to get in touch with your health department directly.

### 2. Request updates to your NJIS record.

Your record on-file with NJIS *must* contain a valid phone number or email address in order to use the Docket® app.

### 3. Retry your search using the Docket® app.

Once you hear back from your healthcare provider or health department that your NJIS record has been updated, you can retry your search **from the beginning** using Docket® by selecting the plus (+) icon on the Immunization Search History screen.

## Need help with your records? Visit NJDOH:

<https://covid19.nj.gov/pages/vaxrecords>

