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## Easy Access to Digital Immunization Records

### FREQUENTLY ASKED QUESTIONS

#### **What is Docket?**

Docket is an optional, free, and secure mobile app that helps Alaskans access their immunization records. Founded in 2016, Docket Health, Inc. is a digital health company that partners with the Alaska Department of Health to expand consumer access to personal and family immunization records.

#### **Do I need to download Docket in order to access my immunization records?**

No, you may request a paper vaccination record from your health care provider or from the Alaska Immunization Program: <https://health.alaska.gov/dph/Epi/iz/Documents/Immunization-Record-Request-Form.pdf>.

#### **Who can use Docket?**

Persons aged 18 years old or older who have received vaccinations in Alaska can access personal immunization records using the Docket app. A valid email address is required to create and verify your account.

#### **How do I get my vaccination records from outside of Alaska added to my Docket record?**

There are various reasons why your complete immunization history might not appear in Docket, including vaccinations received outside of Alaska or through the military or Veterans Affairs (VA). Please contact your health care provider if you believe your records are not up to date.

#### **How do I add my family members to a shared Docket account or perform a new search?**

To perform a new record search, tap the "+" sign on the top-right corner of the "Immunization Search History" screen. The app will automatically select the ADULT RECORDS search tab. If you would like to search for a dependent, select the CHILD tab.

#### **What if I can't validate my Docket account?**

If there is no phone number or email listed to validate your Docket account, or the contact information listed is incorrect, you will be unable to validate your account and view your records. Contact your health care provider or your local Public Health Center for assistance in updating your contact information. Alternatively, you may complete an online [Immunization Record Contact Information Update Request Form \(surveymonkey.com/r/VBDCWJP\)](https://www.surveymonkey.com/r/VBDCWJP) to update your phone or email address for Docket identity verification.

**I recently got a new vaccine. Will it be available in Docket?**

If your new shot was reported to the Alaska Immunization Program, it should appear in the app within 14 days. If it has been longer than 14 days and it isn't appearing in Docket, please contact the facility where you received the vaccination to verify that your new shot was reported to the Alaska Immunization Program.

**Which states support Docket?**

Docket is currently available for Alaska, Idaho, Minnesota, New Jersey, and Utah residents, with more states announcing participation soon.

**How does Docket know which shots I am due for?**

Docket assesses your Immunization Status based on the recommendations from the national Advisory Committee on Immunization Practices. Immunization reminder alerts are informed by several factors, please consult with your health care provider before getting a new vaccine. For more information on recommended immunizations, go to [cdc.gov/vaccines/schedules/](https://cdc.gov/vaccines/schedules/).

Immunization Status	Meaning
OVERDUE	You are overdue for this vaccination. Contact a health care provider to see about your options for receiving this vaccine.
DUE NOW	You are currently in the window for receiving this vaccination. Contact a health care provider to see about your options for receiving this vaccine.
CURRENT	You are up to date! You will need this vaccination in the future, but you are not yet in the window for receiving it.
RECORD	You have received this vaccination.

**How do I know my personal health information is secure if I use Docket?**

Docket does not share your data with any third parties. Access is only allowed to someone that has verified they have the legal authority to access a specific immunization record. Only you can export your data outside of Docket as needed. Users have the option to delete their search history or Docket account at any time.

**Still have questions?** Please contact the Alaska Docket Support team by email ([doh.dph.epi.docket@alaska.gov](mailto:doh.dph.epi.docket@alaska.gov)) or call 907-646-3322, 833-482-9546 (toll free) or visit our website [vaccinationrecords.alaska.gov](https://vaccinationrecords.alaska.gov).

**Additional FAQ from Docket:** [https://docket.care/Docket\\_Immunizations\\_FAQs\\_Overview.pdf](https://docket.care/Docket_Immunizations_FAQs_Overview.pdf)