



New Jersey Docket® FAQs

Functionality

1. **About Docket®**

Docket® connects you directly with immunization registries (including the New Jersey Immunization Information System (NJIS)) to deliver up-to-date personal and family immunization records, including COVID-19. You can use the Docket® app to provide proof of vaccination status as needed.

2. **Will I be able to access my complete vaccination history or just COVID-19?**

Docket® supports consumer access to *all* immunization records beginning with app version 2.2.44. If you do not see all immunization types represented in your Docket® app, be sure to download the latest app update from the [Apple App Store](#) or [Google Play Store](#).

3. **I need proof of mine or my family members' immunization records, including COVID-19. Where can I find this information?**

You can access your official immunization reports directly from the Docket® app. Tap the button labeled “PDF” that appears next to your name on the Immunization Records screen to generate an official New Jersey immunization record PDF, which you can share using standard functionality (e.g. email, text). Note that you will only see immunization information that has been previously entered into the New Jersey Immunization Information System (NJIS). If you feel that you are missing vaccine information, you should discuss getting your records entered by your healthcare provider.

4. **What do I do if I have punctuation (e.g. hyphen or apostrophe) in my name?**

Please try searching using multiple combinations of your name - with and without the punctuation. If you are unable to access your record, please [contact the NJIS support team](#) to request assistance.

5. **Is this a vaccine passport?**

No, this is not a vaccine passport. Docket® simply allows you to digitally access your immunization records, including COVID-19, to use at your own discretion. Use of Docket® is 100% optional.

6. **Can I use a QR code, like the NY Excelsior pass?**

Yes, Docket® supports SMART® Health Card QR codes for individuals with at least one COVID-19 dose on-file with NJIS.

Data and Privacy

1. **What data are you storing?**

New Jersey has a statewide immunization information system (NJIS) which captures your name, phone number, and demographic details which you shared at the time of immunization. Docket® relies on information stored in NJIS to support consumer access.

2. **Is my data secure? Who is able to access my data?**

Your data are securely stored and securely transmitted. Your data can only be accessed by





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someone that has access to the phone number or email address on file associated with your immunization record.

Operations

1. **I am unable to find a record match using the Docket® app. What now?**

Your first name, last name, DOB, and legal sex must match your NJIIS immunization record *exactly*. In addition, your NJIIS record *must* contain a valid phone number or email address for authentication purposes. In addition, you might have a duplicate NJIIS record created in error. If you cannot access your records using the app, consult with your healthcare provider or [contact the NJIIS support team](#) at (855) 568-0545 for assistance. Once your NJIIS record is up-to-date, you should retry your search *from the beginning* by tapping the + icon on the top-right corner of the Immunization Search History screen in the app.

2. **My immunization record appears incomplete or inaccurate. How do I correct this?**

Docket® relies on data reported by your healthcare providers to NJIIS. Sometimes providers misreport immunization records to the state. Consult with your healthcare provider or [contact the NJIIS support team](#) at (855) 568-0545 for assistance. Once your NJIIS record is updated with your correct information, refresh Docket® using drag-to-refresh to view your corrected immunization record.

3. **My personal or immunization details have changed, what should I do?**

[Contact the NJIIS support team](#) at (855) 568-0545 for assistance. Once your NJIIS record is up-to-date, you should retry your search *from the beginning* by tapping the + icon on the top-right corner of the Immunization Search History screen. **Please also ensure your healthcare provider has the correct information in their records.**