

# I can't find my records using the Docket<sup>®</sup> 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<sup>®</sup> 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 if those records have been reported to NJIS by a health care provider. **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 local health department.

Refer to the New Jersey state resources below for additional troubleshooting steps or get in touch with your local 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 health care provider or local 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:

<https://njiis.nj.gov>

