



Get Vaccinated Oregon Frequently Asked Questions

(5-07-2021)

Q1: What does the Get Vaccinated Oregon tool do?

A1: Get Vaccinated Oregon helps you find vaccine events. You can use the [Vaccine Locator Map](#), as well as receive texts or email notifications about vaccine events near you.

Q2: Does Get Vaccinated Oregon help me schedule a vaccination appointment?

A2: While [Get Vaccinated Oregon](#) itself isn't a scheduling tool, you can use it to find vaccine providers near you. When you search for a vaccine provider, you will be given the provider's contact information or website, so you can learn more or schedule your vaccination appointment with the provider directly.

Q3: How do I use Get Vaccinated Oregon?

A3: To get started with Get Vaccinated Oregon, please visit getvaccinated.oregon.gov and click "Get Started." If you already have a Get Vaccinated Oregon account, click "Login" in the top right side of the webpage and then click the "x" on the pop-up box to log in.

Q4: If I sign up with Get Vaccinated Oregon, does it guarantee that I will receive a vaccine?

A4: Every person in Oregon who wants to be vaccinated will receive a COVID-19 vaccine in the coming months. Right now, vaccines are in limited supply, so we need to vaccinate people over time. Get Vaccinated Oregon can help you find vaccine opportunities near you.

Note: The vaccine process under each tribal jurisdiction may be different. Please check with your tribal provider.

Q5: Is there a video where I can learn how to use the Get Vaccinated Oregon tool?

A5: Yes. You can learn how to sign up for and use the Get Vaccinated Oregon tool by watching this video: https://youtu.be/lmsi_uOCRv0

Q6: How will my information be used?

A6: The information you share in this tool will be treated as confidential. It will be shared with local vaccine providers to help us with supply planning. It may be shared with health care providers to help you get an appointment.

Q7: Can Get Vaccinated Oregon help me sign up for vaccination notifications for someone else? How many people can I have on my account?

A7: Yes. Once you register with your email address, you can add additional people to your account, such as a child, parent, or person under your care. This will allow you to set up vaccine notifications on their behalf. There is no limit to how many people you can have on an account.

Q8: Can I sign up someone else?

A8: Yes. You can set up notifications on behalf of someone in your care, such as a child, parent, or client.

Q9: Can I sign up for notifications about a specific COVID-19 vaccine?

A9: No. If you sign up for notifications through this tool, you will receive notifications about vaccine events near you. You cannot sort by vaccine brand.

Q10: What's the difference between my account and a "registrant"?

A10: We ask you to create an account for the following reasons:

- Account holders can view and search the Vaccine Finder map.
- All account holders can log in and update their information, as needed. Account holders can sign up for notifications and locate a vaccine provider on behalf of someone else, such as a child or client. This other person is referred to as a registrant. The account holder and the registrant can have different preferred contact information, but this is not required.
- Example: If you are a caregiver for a client with a disability, you will first create an account for yourself. Then, you will sign up your client as a registrant within your account.

Q11: When will I receive notifications?

A11: You will receive notifications when you register your new account. You will also receive notifications about vaccine opportunities in your area, as well as other important vaccine information.

Q12: Do you have to "create an account" in order to receive the notifications?

A12: No. You can sign up to receive notifications without creating an account.

Q13: Will Get Vaccinated Oregon allow me to sign up more than one person, so we can get vaccinated on the same day or at the same location?

A13: Get Vaccinated Oregon is not a vaccine scheduling tool. Please contact your vaccine provider for scheduling details.

Q14: I lost my username or password. How do I log in?

A14: Please navigate to the ‘forgot password’ link and follow the prompts if you are logging in by email. If you are logging in by phone, simply enter your phone number and you will receive a verification code. There are no passwords for accounts set up by phone.

Q15: I need help using this tool.

A15: Please call 211 or 1-866-698-6155 (open 6am-7pm daily) and an operator will help you through this process. Wait times may be long due to high call volumes and you can choose the option for a call back instead of waiting on hold. If you need a translator for a language this online system does not support, please call 211 or 1-866-698-6155. You can speak to an operator in English or Spanish. Free interpretation is available for all other languages. For individuals with disabilities or individuals who speak a language other than English, Oregon Health Authority can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhs.oha.state.or.us

Q16: I am experiencing issues creating or verifying my account, what should I do?

A16: There are a few things to remember when creating an account with Get Vaccinated Oregon. If you need additional help signing up or creating an account, please see **Q15: I need help using this tool** for instructions on how to get assistance.

- Passwords should be 6 digits or more. Letters, numbers, and special characters are all OK.
- The email code to verify your account creation sign-up expires within three (3) days.
- If you are unable to access your mobile phone or email address to verify, you will not be able to continue with the sign-up

Q17: I have other questions about the COVID-19 vaccines.

A 17: Please visit covidvaccine.oregon.gov, text ORCOVID to 898211 to get text/SMS updates (English and Spanish only) or email ORCOVID@211info.org. If you can't get your COVID-19 vaccine question answered on the website, by text, or by email, call the call center at 211 or 1-866-698-6155. It is open from 6 a.m. to 7 p.m. daily, including holidays. Wait times may be long due to high call volumes. There is an option to get a call back rather than wait on hold. English and Spanish are spoken at the call center. Free interpretation is available for all other languages. TTY: Dial 711 or call 1- 866-698-6155.

Q18: Are Oregonians who previously created a login on the Get Vaccinated Oregon website registered and someone will call us to schedule the vaccine? Or do we need to sign up somewhere else?

A18: The Get Vaccinated Oregon tool can help you find a vaccine provider or vaccination event near you. You will receive notifications via email or SMS about

vaccine events that include information on how to schedule. You can also search for events on the [Vaccine Locator Map](#).

Q19: I have been notified that my account has been locked for suspicious activity. When can I try to login again?

A19: If you are locked out of your account "due to unusual activity," wait 24hrs, then try to log in again.

Q20: My screen 'greyed out' while I was creating my registration, what do I do?

A20: This happens when your account needs to be verified. Please check your email or mobile to verify the account and then return to the page. The 'greyed out' section should disappear, and you may proceed.

Q21: How do I know when I'm in the queue for an appointment? Are you automatically in the queue when you create an account? If it shows "Eligible" am I in a queue or in fact "all set" for a "call back" and don't need to do anything else. Am I in line for an appointment or not?

A21: Registering with The Get Vaccinated Oregon tool does not mean you are registered for an appointment. The tool can help you find a vaccine provider or vaccination event near you. You will receive notifications via email or SMS about vaccine events that include information on how to schedule. You can also search for events on the [Vaccine Locator Map](#).

Where can I go for more information?

- Go to covidvaccine.oregon.gov.
- Text ORCOVID to 898211 to get text/SMS updates (English and Spanish only).
- Email ORCOVID@211info.org.

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Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsoha.state.or.us.