'Get Vaccinated Oregon' Frequently Asked Questions
(2-23-2021)

Q1: What does Get Vaccinated Oregon do?

A1: The Get Vaccinated Oregon tool will tell you if you are currently eligible to receive a vaccine in Oregon. If you are not yet eligible, it will enable you to set up text or email notifications to be notified when you become eligible. Once you are eligible, this tool will also help you find a vaccine provider or vaccination event near you.

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

A2: No. When you are eligible for a vaccine, you can use this tool to locate vaccine providers near you. 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.

NOTE: OHA has been working with some counties, including Multnomah, Washington, Clackamas, Columbia and Marion counties, which have more centralized scheduling tools. Residents in those counties can use the Chat Bot, an orange box on the bottom right side of covidvaccine.oregon.gov, *to see if there are appointments available in those counties. It all depends on how much vaccine each provider has.*

Q3: How do I get started using Get Vaccinated Oregon?

A3: To get started with Get Vaccinated Oregon, please click "Check Eligibility." You will need to check your eligibility first before signing up for notifications, creating an account, or finding a vaccination provider. If you already have a Get Vaccinated Oregon account, click "Login."

Q4: Can I sign up for notifications or create a Get Vaccinated Oregon account without checking my eligibility?

A4: No. Please check your eligibility first. We ask you to answer eligibility questions before signing up for notifications or creating a Get Vaccinated Oregon account, so we can provide you with the most accurate information related to your eligibility phase and vaccination providers.

Q5: **If I sign up with Get Vaccinated Oregon, does it guarantee that I will receive a vaccine?**

A5: Every Oregonian who wants to be vaccinated will receive a COVID-19 vaccine in the coming months. Right now, vaccines are in very limited supply, so we need to vaccinate people over time - as Oregon receives more supply. *The vaccine process under each tribal jurisdiction may be different. Please check with your tribal provider.*

Q6: **What is the difference between the Get Vaccinated Oregon tool and the Chat Bot (Vaccine Information Tool)?**

A6: The Get Vaccinated Oregon tool is for Oregonians to confirm eligibility and register to receive email and text updates about vaccine eligibility and vaccination opportunities. However, it is NOT currently a centralized appointment scheduling tool. The Chat Bot (Vaccine Information Tool) tool is an orange box on the bottom right of covidvaccine.oregon.gov. In addition to answering questions, the tool has a feature that can connect residents in SOME counties to more centralized appointment scheduling tools. Those counties include Multnomah, Washington, Clackamas, Columbia and Marion County. Eventually, the tools will be merged but this will take some time. For now, residents in the above counties can try to schedule an appointment through the Chat Bot if appointments are available.

Q7: **What if I have already registered to be notified about my vaccine eligibility through another provider?**

A7: You are welcome to sign up with Get Vaccinated Oregon as well. Signing up in more than one place does not necessarily mean you will get vaccinated faster.

When new vaccination phases open statewide, all eligible users who registered through Get Vaccinated Oregon will be notified.

Q8: **How will my information be used?**

A8: The information you share in this tool will be treated as confidential. It will only be shared with local vaccine providers to help us with supply planning.

Q9: **Can Get Vaccinated Oregon help me sign up for vaccination notifications for someone else?**

A9: Yes. Once you create an account for yourself, you can register someone else within your account - such as a child, parent, or person under your care. This will allow you to check their eligibility and set up eligibility notifications on their behalf.

Q10: **Can I sign up someone else?**

A10: You can set up eligibility notifications on behalf of someone within your care, such as a child, parent, or client.

Q11: **Can I sign up for notifications about a specific COVID-19 vaccine?**

A11: If you sign up for notifications through this tool, you will receive updates based on your vaccine eligibility. Once you are eligible to receive a vaccine, you may search for a vaccine provider in your county.

Q12: **What if I am currently ineligible for a vaccine?**

A12: Please use Get Vaccinated Oregon to sign up for eligibility updates. We can email or text you when it is your turn to get a vaccine, along with other important COVID-19 vaccine information. Once you receive an eligibility notification, you may need to log-in and answer additional questions to confirm eligibility.

Q13: **What's the difference between my account and a "registrant"?**

A13: We ask you to create an account for the following reasons:

- Eligible persons can log into their account to find a vaccine provider near them.

- All account holders can log in and update their information, as needed. Account holders can sign up for eligibility 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 is considered the primary contact for the registrant's vaccine notifications.

- *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 profile. You may then choose to be notified when you are eligible and when your client is eligible to receive their vaccine.*

Q14: **When will I receive notifications?**

A14: You will receive notifications when you register your new account. You will also receive notifications about vaccination opportunities in your area as more become available, and as more vaccine supply is available. If you are not currently eligible, you will receive notifications about when you do become eligible.

Q15: **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?**

A15: You can only get vaccinated when you are eligible. That means you may not be eligible but the other person is. You may sign up multiple registrants under your profile. This will allow you to be notified when they are each eligible to receive the vaccine and to find a vaccine provider near you or near them. This tool does not currently allow you to schedule your vaccination appointment.

Q16: **I lost my username or password. How do I log-in?**

A16: This is a pilot tool and we are adding functionality daily. For now, if you are unable to retrieve your username or password, please create a new account.

Q17: Can I change my answers?

A17: You may log into your account at any time using your username (email address or phone number) and password. Within your account, you can recheck your eligibility or the eligibility you provided on behalf of a registrant. You may also add or remove registrants from your profile.

Q18: I need help using this tool.

A18: 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@dhsoha.state.or.us

Q19: I have other questions about the COVID-19 vaccines.

A19: 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.

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.