

FREQUENTLY ASKED QUESTIONS

Q. I DON'T HAVE INTERNET ACCESS OR AM UNCOMFORTABLE REGISTERING ONLINE. HOW DO I STILL REGISTER FOR A VACCINE?

A. PLEASE CALL THE HEALTH DISTRICT HOTLINE AT 940-761-7909 AND A STAFF MEMBER WILL ASSIST WITH REGISTRATION

Q. I AM UNABLE TO USE A SMARTPHONE OR PRINTER, SO HOW DO I GET MY QR CODE?

A. IF YOU ARE UNABLE TO USE A SMARTPHONE OR PRINTER, PLEASE STILL FOLLOW THE REGISTRATION STEPS. AT THE TIME OF YOUR APPOINTMENT, PLEASE BRING AN IDENTIFICATION CARD WITH YOU SO THAT YOU CAN BE FOUND IN THE APPOINTMENT SYSTEM.

Q. I SIGNED UP ONLINE BUT WANT TO KNOW WHERE I AM ON THE WAITING LIST?

A. UNFORTUNATELY, DUE TO THE LARGE VOLUME OF PEOPLE ON THE WAITLIST, WE ARE UNABLE TO TELL YOU WHAT NUMBER YOU ARE.

Q. HOW DO I GET SIGNED UP FOR MY SECOND VACCINE APPOINTMENT?

A. A REMINDER WILL BE SENT THROUGH THE SYSTEM.

Q. WHAT IF I AM NOT IN PHASE 1A OR 1B, HOW DO I SIGN UP AND WHEN CAN I SIGN UP?

A. WE ARE CURRENTLY IN PHASE 2 WHICH ALLOWS ONLY INDIVIDUALS WHO QUALIFY FOR PHASES 1A AND 1B TO REGISTER FOR THE WAITLIST. ONCE THE TEXAS DEPARTMENT OF STATE HEALTH SERVICES (DSHS) ANNOUNCES THE NEXT PHASE OF ELIGIBILITY, THE WAITLIST WILL BE OPENED FOR THAT CATEGORY ACCORDINGLY. THE PUBLIC AND MEDIA WILL BE INFORMED AT THAT TIME.

Q. I SIGNED UP FOR THE ORIGINAL WAITLIST BUT AM NOT IN PHASE 1A OR 1B. DO I HAVE TO SIGN UP AGAIN?

A. NO! ONCE THE NEXT PHASES OPEN UP, THOSE INDIVIDUALS WILL BE TRANSITIONED TO THE NEW WAITLIST AND CONTACTED FIRST AS VACCINES BECOME AVAILABLE.

Q. IS THE REGISTRATION AVAILABLE IN SPANISH?

A. YES, AT THE TOP OF THE REGISTRATION PAGE, THERE IS AN OPTION TO CHANGE THE LANGUAGE TO SPANISH.

Q. I ENTERED INFORMATION INCORRECTLY DURING MY REGISTRATION AND NEED TO CHANGE IT. HOW DO I DO THAT?

A. PLEASE CALL 761-7909 AND A STAFF MEMBER WILL ASSIST YOU.

Q. I NEED TO CHANGE MY APPOINTMENT TIME; HOW DO I DO THAT?

A. PLEASE CALL 761-7909 AND A STAFF MEMBER WILL ASSIST YOU.

Q. I MISSED MY FIRST DOSE APPOINTMENT, WHAT DO I DO?

A. PLEASE CALL 761-7909 AND A STAFF MEMBER WILL ASSIST YOU.

Q. I AM SIGNED UP, BUT NO LONGER NEED A VACCINATION, WHAT DO I DO?

A. PLEASE CALL 761-7909 AND A STAFF MEMBER WILL ASSIST YOU.

