

Overview of Registration Through the Albertan's Portal

Reference Guide – Health Care Providers and Provincial Operations

As of August 30th, 2021

Pharmacy Staff: For any guidance and/or technical support, please contact:

 1-844-705-1265

 AlbertaVaccineBookingSystemSupport@gov.ab.ca

AHS Staff: For any guidance and/or technical support, please contact:

 1-877-311-4300

 Alberta

Purpose Of This Document

This reference guide provides you with an overview of the **Albertan's COVID-19 Vaccination Portal**. It is an easy-to-use, secure, online tool for Albertans to self-manage the registration and booking of their COVID-19 vaccination appointments. This reference guide will show you the registration process from an Albertan's perspective so that you are equipped to support them in case they call in for help while they try to register.

Who Can Use This Document

- **Health Care Providers** and **Provincial Operations** supporting COVID-19 vaccination registration and booking of appointments.

Table of Contents

Topic	Page No.
Step 1: Access Registration Link	3
Step 2: Complete the Registration Information	4 – 7
Step 3: Complete the Contact Information	8
Step 4: Review Information and Submit	9 – 10

Where to Register for COVID-19 Vaccination

Albertan's can access the **COVID-19 Immunization Portal/Registration** link on the Alberta government website.

[COVID-19 vaccine program | Alberta.ca](https://www.alberta.ca/covid-19-vaccine-program.aspx)

The following outlines the process for registration through the Albertan's Portal:

Overview of the Registration Process



Step 1: Access Registration Link

Alberta COVID-19 Vaccination

Register now

Register online or by phone to be notified when you're eligible to book an appointment. After you register, you will receive a text, email or phone call when you are eligible to book a vaccine appointment.

Register online
Online registration takes less than 5 minutes.

1a Register now

Privacy Notice

Register by phone
For assistance with registration or to book an appointment call Health Link 811.

1b Call Health Link at 811

If you have any questions about the vaccine booking system, please email us at: AlbertaVaccineBookingSystemInfo@gov.ab.ca

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1 When Albertans want to register online for their COVID-19 vaccination, they can access the Registration website and they will be directed to a page, as shown above. On this page, they will need to follow the steps below:

1a They will click the **Register Now** button to register online.

They will be taken to the next step where they need to enter their Registration Information.

Please note that a Health Card Number (HCN) is not required to be able to register online, however, it is recommended.

1b An alternative option is to call **Health Link 811** with the number provided on the screen.

Note that only Albertans who are 12 years and above as of Dec 31, 2021, will be able to register for the COVID-19 vaccination.

When an Albertan is below 12 years of age as of Dec 31, 2021, and they try to register, they will see the message that says: "Registration is not available if you are under the age of 12 as of Dec 31, 2021" (as shown below).

*Date of birth

Registration is not available if you are under the age of 12 as of Dec 31, 2021



Step 2: Complete Registration Information

The screenshot shows the 'Registration information' step of the Alberta COVID-19 Vaccination registration process. It features a progress bar with three steps: 1. Registration information (active), 2. Contact information, and 3. Review and submit. The form is titled 'Registration information' and includes a note: 'The information you provide should match your health card. Please provide as much information as possible to assist in the registration process.' The form is divided into 'Personal Information' and 'Health Card Information' sections. Fields are marked with red asterisks to indicate they are required. Callouts 2a through 2g and i point to specific fields.

Personal Information	
*Legal First Name	2a
Preferred Name	2c
*Date of birth	2e
*Where was your health card issued?	2g

*Legal Last Name	2b
*Sex	2d
Phone Number	2f
Alberta Health Card Number	i

- 2 The Albertan will then complete the **Registration information**, which includes the following:

*Note: All fields marked in * red asterisk are required. Select any of the links underlined for more detailed information.*

2a * The Albertan must enter their **Legal First Name**.

2b * The Albertan must enter their **Legal Last Name**.

2c The Albertan may enter their **Preferred Name**.

2d * The Albertan must identify their **Sex** by selecting an option from the dropdown menu.

2e * The Albertan must enter their **Date of Birth** – *Only Albertans who are 12 years and above as of Dec 31, 2021 can register.*

2f The Albertan may enter a **Phone Number** for registration.

2g * The Albertan must enter **where their Health Card was issued**.

An additional question will display once this field is filled out.

i The Albertan may enter their **Health Card Number (HCN)**.

If a HCN is not entered, the Albertan will proceed to step 2h. Not providing a HCN will not prevent an Alberta from registration. However, Albertans are encouraged to enter their accurate HCN.

Step 2: Complete Registration Information (Continued)

Address Information	
*Street Address <input type="text"/>	2h
*City or Town <input type="text"/>	2i
*Province/Territory Select an Option	2j
*Postal Code <input type="text"/>	2k
Additional Information	
*Which COVID-19 Vaccine dose do you require? <input type="radio"/> First dose <input checked="" type="radio"/> Second dose <input type="radio"/> Additional dose	2l
*Which vaccine did you receive for your first dose? Select an Option	i

If you are unsure of which vaccine you received for your first dose or do not see your first vaccine in the list, please contact Health Link at 811

- 2h * The Albertan must enter their **Street Address**.
- 2i * The Albertan must enter their **City or Town** in which they reside.
- 2j * The Albertan must enter their **Province/Territory**.
- 2k * The Albertan must enter their **Postal Code**.
- 2l * The Albertan must identify if **this is their first or second dose of a COVID-19 vaccine**. – *If the Albertan answers First Dose, they may proceed to the next question. If the Albertan answers Second Dose, additional questions will display.*
- i * The Albertan must identify **which vaccine they received for their first dose**.

*If the Caller selects Janssen as their first dose vaccine, an error message will display once they click **Continue**.*

The Janssen COVID-19 vaccine does not require a second dose. If you have concerns regarding your Janssen COVID-19 vaccination, please contact your healthcare provider.

Continue

In this case, the Caller will not be able to proceed with registration. If the Caller has concerns regarding their Janssen COVID-19 vaccination, recommend that they contact their healthcare provider.

If the Caller does not know which vaccine they received as their first dose, they will be instructed to call Health Link 811 for assistance. See next page for more details.

Step 2: Complete Registration Information (Continued)

Additional Information

*Which COVID-19 Vaccine dose do you require?

First dose

Second dose

Additional dose

*Which vaccine did you receive for your first dose?

Select an Option

If you are unsure of which vaccine you received for your first dose or do not see your first vaccine in the list, please contact Health Link at 811

I'm not a robot

reCAPTCHA
Privacy - Terms

*Was your first dose received in Alberta?

Yes

No

ii

Guidance to 811 Staff:

*If the Albertan does not know which vaccine they received as their first dose, and it was received in Canada, ask the Albertan to select any one of the vaccine types from the drop-down menu options. Since the Albertan's first dose was received in Canada, once the Albertan's registration is complete, it is likely AVBS will be able to pull the ImmARI record and the correct vaccine type will be displayed under the **COVID-19 Immunization Forecast** Section of the Albertan's Person Account Page as well as the vaccine type the Albertan is eligible for will appear under the **Eligibility Information** Section of the Albertan's Person Account Page. If no ImmARI record is found, Health Care Providers at the vaccination site will make the call on the vaccine to be administered to the Albertan.*

*If the Albertan does not know which vaccine they received as their first dose, and it was not received in Canada, ask the Albertan to select **First Dose** instead of **Second Dose**. Out of country vaccines may not be approved or recognized in Canada and in this case, Health Care Providers will need to make the decision on how many vaccine doses are required for an Albertan.*

ii

* The Albertan must identify if **their first dose was received in Alberta?**

*If the Albertan answers **No**, the following error message will display.*

Please bring any supporting documentation to your appointment if you received your first dose outside Alberta.

Step 2: Complete Registration Information (Continued)

Additional Information

*Which COVID-19 Vaccine dose do you require?

First dose

Second dose


Additional dose

[Click Here](#) to see if you are eligible for additional dose

Eligible individuals can receive an additional dose:
XX-days after a second dose, if required for eligible health conditions OR
28-days after a previous dose, if required for travelling

*Please select the additional dose required

Select an Option

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[Go Back](#) [Continue](#)

If the Albertan answers **Additional Dose**, a message will appear, and an additional question will display below.

This message contains generic information. Please refer to www.alberta.ca/vaccine for additional information.

iii * The Albertan must select the additional dose required.

Albertans who are **aged 12 to 17 (or born in the years of 2004 to 2009)** as of Dec 31, 2021 will be only eligible to receive Pfizer, and will become eligible right away in AVBS. If Moderna is selected, they will not be eligible.

Albertans who are **aged 18 + years (born in 2003 or earlier)** as of Dec 31, 2021 will be eligible to receive the same vaccine type as they received for their previous dose, if their first dose was Pfizer or Moderna. If the previous vaccination type is Unknown, AstraZeneca, or Janssen, Albertans will be eligible to receive Pfizer or Moderna. The Albertan will be eligible right away to receive whichever dose they selected.

Step 2: Complete Registration Information (Continued)

Additional Information

*Which COVID-19 Vaccine dose do you require?

First dose

Second dose

Additional dose

[Click Here](#) to see if you are eligible for additional dose
Eligible individuals can receive an additional dose:
XX-days after a second dose, if required for eligible health conditions OR
28-days after a previous dose, if required for travelling

*Please select the additional dose required

Pfizer

2m

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Pfizer

Moderna

Go Back

Continue 2n

2m The Albertan checks the **reCAPTCHA** box indicating **I'm not a robot**.

2n The Albertan clicks **Continue** to the next screen.

They will be taken to the next step where they will need to enter their Contact Information.

If the Albertan has entered their information incorrectly, the following message may appear.

We cannot find a record for you in our system. Please check that you have entered the correct information on the registration information page as stated in your health card. You can still proceed with your registration.

Continue

*The Albertan will click Continue and verify that all the information that they have entered is correct and clicks **Continue** to the next screen.*

Step 3: Complete Contact Information

The screenshot shows the 'Contact information' step of the registration process. At the top, the Alberta logo and 'COVID-19 Vaccination' are displayed. A progress bar indicates three steps: 1. Registration information, 2. Contact information (current step), and 3. Review and submit. The main heading is 'Contact information', followed by a note: 'This information will be used to contact you when you are eligible to book a vaccination appointment.' Below this are three input fields: 'Email address you check regularly' (labeled 3a), 'Phone number that can receive text messages' (labeled 3b), and a radio button selection for 'Preferred contact method' (labeled 3c) with options 'Email' and 'Text message'. A note below the radio buttons states: 'Please ensure that the phone number you provided is able to receive text messages. Standard and data rates may apply.' At the bottom, there are two buttons: 'Go Back' and 'Continue' (labeled 3d).

3 * The Albertan will enter their **Contact Information**, which includes:

3a * **Email Address** – *This should be an email address that they check regularly.*

3b * **Phone Number** – *This should be the number in which they can receive text messages.*

3c * **Preferred Contact Method** – *The Albertan will need to select either **Email** or **Text message** as their preferred contact method. Once selected, the Albertan will be asked to confirm their email address or phone number by re-entering them in the fields that display on the screen.*

Online Registration requires the individual to provide an email or a phone number that can receive texts (their own, a family member / other / care-giver / friend) so that we can notify them.

If the Albertan does not have an email address or access to text message, they will not be able to complete the Online Registration. Call Center Agents will be able to register them via the AVBS Call Center Console by selecting the “Call Me” option.

3d The Albertan clicks **Continue** to the next screen.

A page will display to Review your Information.

Step 4: Review Information and Submit

4 The Albertan will then review the information entered.

4a If the Albertan needs to edit information, they click the **Edit** button and update the information.

4b * If all the information is accurate, the Albertan would then certify that the information is correct by selecting the **“I certify this to be accurate and consent to the collection of my information”** checkbox to confirm.

This is a requirement as part of our privacy obligations.

4c The Albertan clicks **Submit**.

The Submit button will only become available once the Albertan has checked off the box certifying the information and consenting to the collection of their information.

Step 4: Review Information and Submit (Continued)

The screenshot shows the Alberta COVID-19 Vaccination registration process. At the top, the Alberta logo and 'COVID-19 Vaccination' are displayed. A progress bar indicates three steps: 1. Registration information, 2. Contact information, and 3. Review and submit. Step 3 is currently active, marked with a green checkmark in a circle. Below the progress bar, the text reads 'Registration successful!' followed by 'You are one step closer to getting vaccinated.' A grey box contains the message: 'You are now in the system. Your Registration number is' followed by the large, bold number 'R-L5K2BMQX'. Below this number is a yellow warning icon and the text 'Please do not lose this number'. Further down, it states: 'Your confirmation number will make it easier when you book your vaccination appointment. We will email you a copy of your registration confirmation number. For any changes to contact information for a registered account, please call Health Link at 811.' At the bottom, there is a 'Next steps' section with a list icon, stating: 'When it's your turn, we will send you a link to book online.' and a link to 'Who is eligible?'.

- 4d The Albertan receives a confirmation message stating that the Registration was successful. The Albertan should note the **Registration Confirmation number** for the appointment booking process.

They will receive a confirmation message via their preferred communication channel, which includes the Registration confirmation number. The Albertan should check their spam folders if they have not received an email.

When the Albertan becomes eligible for booking of a vaccination appointment, they will also receive a message via their preferred communication channel.