The Weekly COVax Dose

WDG Public Health's weekly update on all things COVax_{ON}

Date Issued: Friday, January 14th, 2022

Purpose: To share information that will improve the COVax$_{ON}$ experience for WDG COVID-19 vaccine clinic staff and community partners.

Important Updates and Information

Duplicate Client Accounts in COVax

When COVax identifies a duplicate account, a grey pop-up will appear at the top of the client account. To identify whether it is an actual duplicate account, or if it is two separate clients with similar information, please select the "View Duplicates" hyperlink as shown below.
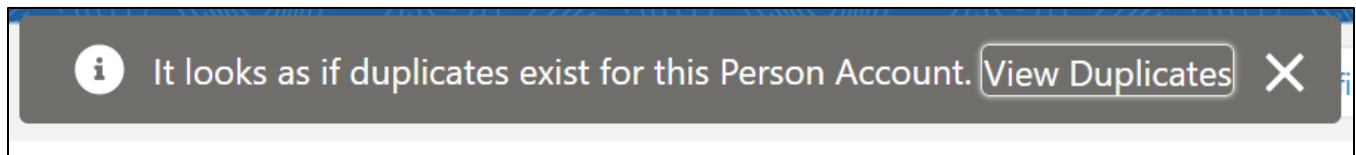
Compare the information in both accounts shown (i.e. date-of-birth, phone number, etc.) to see if they are identical. If the client is in fact a duplicate, please send an email to the COVax Data Team including the Client ID number.
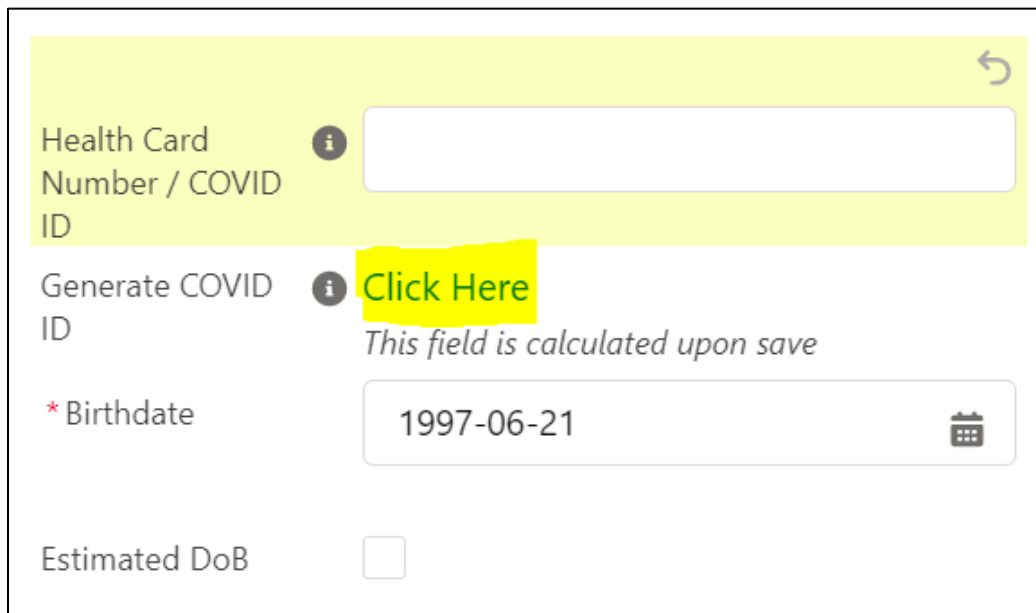
The Client ID can be found beside the Client Name in their account.

Generate a COVID ID

COVID IDs are manually generated for clients who do not have an Ontario Health Card Number. COVID IDs are 10-digit numbers that start with a 0. Once generated, they are located in the "Health Card Number/COVID ID" field. Only COVax Users with the necessary permission set are able to generate COVID IDs for clients.

To generate a COVID ID, select the "Click Here" hyperlink beside the "Generate COVID ID" field (please refer to the below screenshot). A new window/tab will open to indicate that a COVID ID has been created successfully. Once you confirm the COVID ID was successfully generated, close the tab and return to the client account. Refresh the screen to confirm the COVID ID is now contained within the "Health Card Number/COVID ID" field.

Re-Activating COVax Accounts

COVax accounts are deactivated if users have not signed in within 30 days.

- Sign in periodically to keep your account active.
- If your account deactivates, please email Madison Fach
- Please note that it can take 24-48 hours for your account to be reactivated, so please plan accordingly.
- COVax updates happen frequently. Up-to-date training materials can be accessed **here**.

Training Material

All up-to-date COVax training material can be found at the following link:

COVax Training Dropbox

COVax Support Contacts

Ministry Help Desk
Support Hours: 7:00 a.m. to 11:00 p.m. 7 days a week.
Email: COVaxonsupport@ontario.ca
Phone: (416) 849-9998 or 1-866-333-0640

WDGPH COVax Support Line
Support Hours: 8:30 a.m. to 4:30 p.m. Monday to Friday
Email: covaxdatateam@wdgpublichealth.ca
Phone: 1-800-265-7293 ext. 4202