

The Weekly COVax Dose

WDG Public Health's weekly update on all things COVaxON

Date Issued: Friday, December 24th, 2021

Purpose: To share information that will improve the COVaxON experience for WDG COVID-19 vaccine clinic staff and community partners.

Important Updates and Information

Happy Holidays!

We want to thank everyone for their hard work over the past 12 months. It has been a challenging time, but we have worked together as a team to reach incredible milestones. Enjoy the holiday season with your family, and we will see you in 2022!



If you require assistance with COVax over the next week, please contact [Madison Fach](#) or the [COVax Data Team](#). In addition, you can contact the Ministry's COVax Help Desk at the contact information below.

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

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](#) or the [COVax Data Team](#). 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