

COVID-19 vaccine booking system

# Guide to signing up and booking your COVID-19 vaccine appointment online



## Step 1

Go to the [Queensland Health COVID-19 vaccine appointment booking portal](#) and select **Sign in** in the top right corner.

The screenshot shows the top navigation bar of the Queensland Government website. The 'Sign in' link is highlighted with a red box. Below the navigation bar is a pink banner with important information about COVID-19 vaccine booking. The main content area features a large blue banner with the text 'Making Queensland safe, together.' and an illustration of a healthcare worker. Below this is a section titled 'Book an appointment to receive your COVID-19 vaccination.' with three options: 'Book for myself', 'Book for a dependant', and 'View, cancel or change an existing appointment'.

Queensland Government

Home | Coronavirus **Sign in**

Important information about COVID-19 vaccine booking: If you have tested positive to COVID-19 and are still symptomatic, you will not be able to receive your vaccination.

# Making Queensland safe, together.

The COVID-19 vaccination program is the biggest public health undertaking in our history and we all have an important part to play.

## Book an appointment to receive your COVID-19 vaccination.

Book for yourself or book for a dependant including children 5-11. You will need to register your dependants contact details before booking on their behalf.

- Book for myself**  
Login and book an appointment for myself
- Book for a dependant**  
Dependants should be added to the parent or carer's account
- View, cancel or change an existing appointment**

## Step 2

Enter your email address and click **Send one-time passcode**.

The screenshot shows the sign-in page of the Queensland Health COVID-19 vaccine appointment booking portal. It features the Queensland Government logo and a welcome message. Below the welcome message is a text input field containing the email address 'Joseph.Smith4000@mailinator.com', a blue 'Send one-time passcode' button, and a light blue 'Sign in or Sign up' button. The email field and the 'Send one-time passcode' button are highlighted with a red box.

Queensland Government

Welcome to the Queensland Health COVID-19 vaccination booking portal. Please sign in, or if you don't have an account, sign up now.

Your account can be used to book vaccinations for yourself and dependents (children, aged care residents or people with a disability).

Please call 134 COVID (13 42 68) for assistance.

Please enter your email address and click the Send button to obtain a one-time passcode.

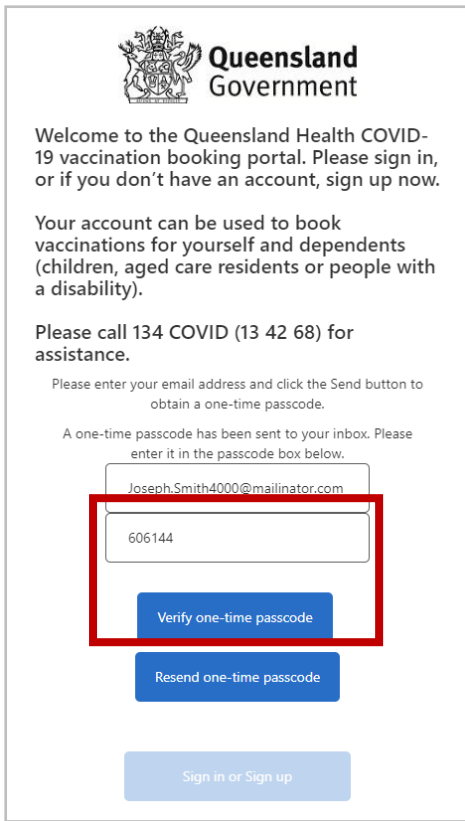
Joseph.Smith4000@mailinator.com

Send one-time passcode

Sign in or Sign up

## Step 3

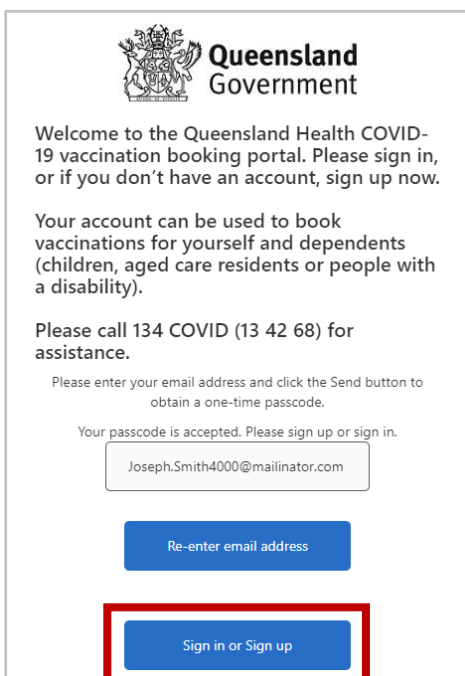
You will receive an email from Queensland Health containing a one-time passcode. Please check your spam or junk folder if you have not received this email. Once you've received your passcode, enter the passcode in the field below and click **Verify one-time passcode**.



The screenshot shows the Queensland Government logo and the text: "Welcome to the Queensland Health COVID-19 vaccination booking portal. Please sign in, or if you don't have an account, sign up now." Below this, it states: "Your account can be used to book vaccinations for yourself and dependents (children, aged care residents or people with a disability)." It then provides a phone number: "Please call 134 COVID (13 42 68) for assistance." The next instruction is: "Please enter your email address and click the Send button to obtain a one-time passcode." Below this, it says: "A one-time passcode has been sent to your inbox. Please enter it in the passcode box below." There is an email address field containing "Joseph.Smith4000@mailinator.com". Below that is a passcode field containing "606144", which is highlighted with a red box. Below the passcode field are two buttons: "Verify one-time passcode" (highlighted with a red box) and "Resend one-time passcode". At the bottom is a "Sign in or Sign up" button.

## Step 4

Once your passcode is accepted, you can now select the **Sign in or Sign up button**.



The screenshot shows the Queensland Government logo and the text: "Welcome to the Queensland Health COVID-19 vaccination booking portal. Please sign in, or if you don't have an account, sign up now." Below this, it states: "Your account can be used to book vaccinations for yourself and dependents (children, aged care residents or people with a disability)." It then provides a phone number: "Please call 134 COVID (13 42 68) for assistance." The next instruction is: "Please enter your email address and click the Send button to obtain a one-time passcode." Below this, it says: "Your passcode is accepted. Please sign up or sign in." There is an email address field containing "Joseph.Smith4000@mailinator.com". Below that are two buttons: "Re-enter email address" and "Sign in or Sign up" (highlighted with a red box).

## Step 5

- If you have created an account in the [Queensland Health COVID-19 vaccine appointment booking portal](#) in the past for your email address, please jump to **Step 7**.
- If you have previously visited a Queensland Health vaccination location as a walk-in (no appointment) or called **134 COVID** to book a past appointment, please call **134 COVID (13 42 68)** to finalise the creation of your account before proceeding with the steps below.
- Otherwise, please proceed with the steps directly below.

Please provide your **Given Name**, **Surname** and **Date of Birth**. Then click **Sign up**.

The screenshot shows a mobile-style form for signing up for a new account. At the top left is a 'Cancel' link. The Queensland Government logo is on the left, and the text 'Please sign up for a new account to book and manage your COVID-19 vaccination appointments.' is centered. Below this are three input fields: 'Given Name' containing 'Joseph', 'Surname' containing 'Smith', and 'Date of Birth' with dropdown menus for '12', 'August', and '1985'. A blue 'Sign up' button is at the bottom.

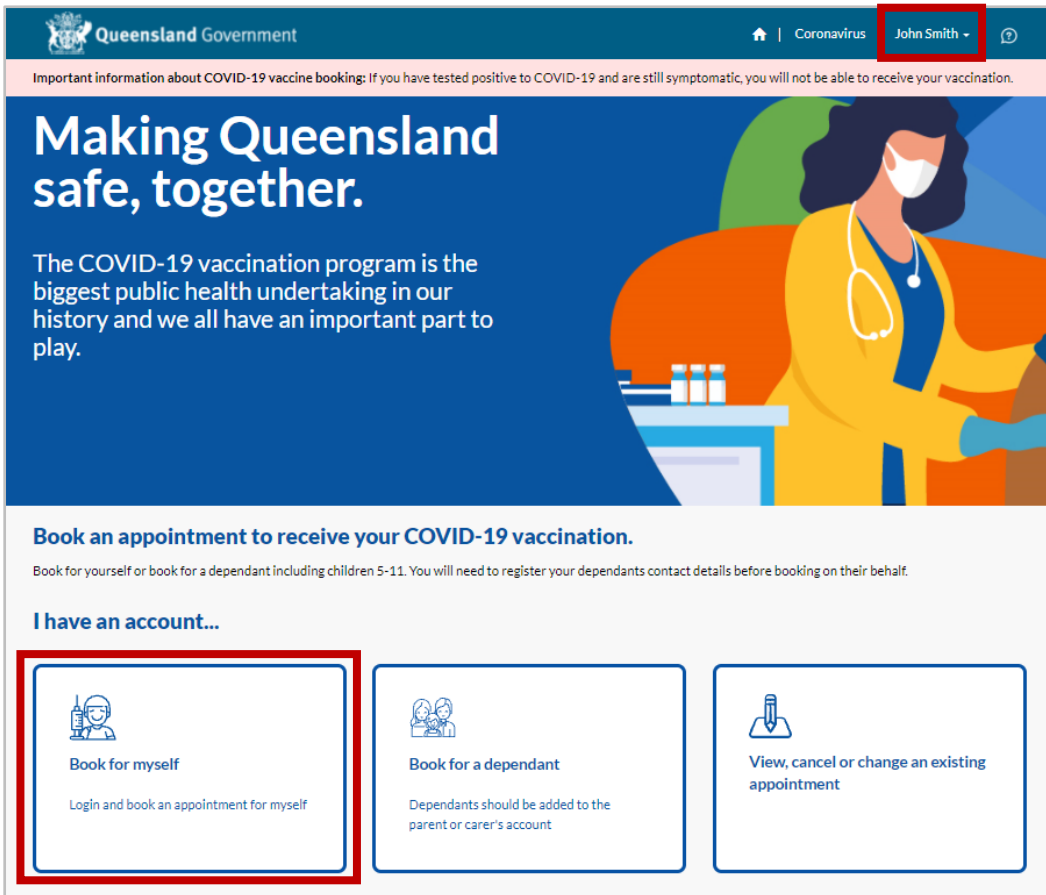
## Step 6

Complete your personal and contact details and click **Submit**. Then click the **Home** icon.

The screenshot shows a web browser view of the 'Profile' page. The header includes the Queensland Government logo, a home icon, and 'Coronavirus | John Smith'. A warning banner states: 'Important information about COVID-19 vaccine booking: If you have tested positive to COVID-19 and are still symptomatic, you will not be able to receive your vaccination.' The 'Profile' section has a blue header with an illustration of people. A green banner below reads: 'To book an appointment all mandatory fields must be completed.' The form is divided into 'Personal details' and 'Contact details'. 'Personal details' includes fields for First Name (John), Middle Name, Last Name (Smith), Gender (Male), Date of Birth (07/08/1975), Preferred Language, Medicare Number, Interpreter Required (No selected), Country of Birth, Next of Kin, Next of Kin Phone Number, Next of Kin Relationship, Aboriginal and/or Torres Strait Islander Origin (Neither), and Cohort (Adult aged 60 years and over). 'Contact details' includes Address Search, Address Line 1, Address Line 2, Suburb (Nundah), State, Postcode (4012), E-mail (John.Smith4001@mailinator.com), and Phone number (0411333222). A blue 'Submit' button is highlighted with a red box at the bottom left.

## Step 7

Your name will be visible in the top-right corner. Select **Book for myself**.



Queensland Government

Coronavirus John Smith

Important information about COVID-19 vaccine booking: If you have tested positive to COVID-19 and are still symptomatic, you will not be able to receive your vaccination.

# Making Queensland safe, together.

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## Book an appointment to receive your COVID-19 vaccination.

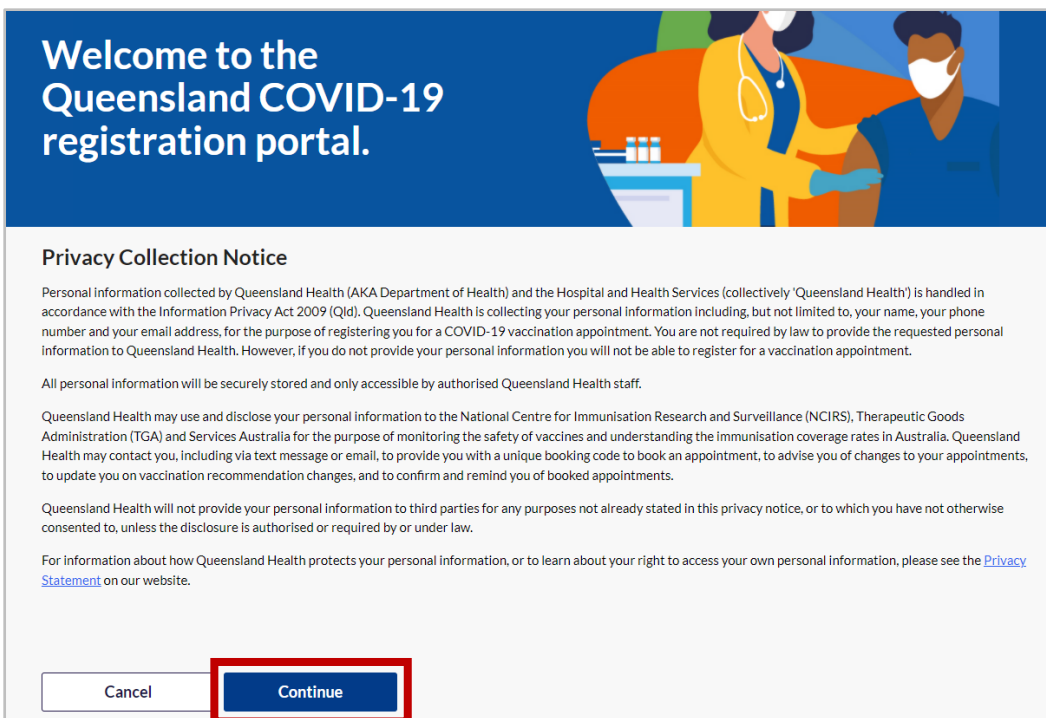
Book for yourself or book for a dependant including children 5-11. You will need to register your dependants contact details before booking on their behalf.

**I have an account...**

- Book for myself**  
Login and book an appointment for myself
- Book for a dependant**  
Dependants should be added to the parent or carer's account
- View, cancel or change an existing appointment**

## Step 8

Read the Privacy Collection Notice. If you're satisfied with the Privacy Collection Notice, please select **Continue**.



# Welcome to the Queensland COVID-19 registration portal.

## Privacy Collection Notice

Personal information collected by Queensland Health (AKA Department of Health) and the Hospital and Health Services (collectively 'Queensland Health') is handled in accordance with the Information Privacy Act 2009 (Qld). Queensland Health is collecting your personal information including, but not limited to, your name, your phone number and your email address, for the purpose of registering you for a COVID-19 vaccination appointment. You are not required by law to provide the requested personal information to Queensland Health. However, if you do not provide your personal information you will not be able to register for a vaccination appointment.

All personal information will be securely stored and only accessible by authorised Queensland Health staff.

Queensland Health may use and disclose your personal information to the National Centre for Immunisation Research and Surveillance (NCIRS), Therapeutic Goods Administration (TGA) and Services Australia for the purpose of monitoring the safety of vaccines and understanding the immunisation coverage rates in Australia. Queensland Health may contact you, including via text message or email, to provide you with a unique booking code to book an appointment, to advise you of changes to your appointments, to update you on vaccination recommendation changes, and to confirm and remind you of booked appointments.

Queensland Health will not provide your personal information to third parties for any purposes not already stated in this privacy notice, or to which you have not otherwise consented to, unless the disclosure is authorised or required by or under law.

For information about how Queensland Health protects your personal information, or to learn about your right to access your own personal information, please see the [Privacy Statement](#) on our website.

Cancel Continue

# Step 9

Complete your personal details and click **Confirm**.

You will notice that some of your personal and contact details are greyed out and cannot be updated. If you need to update any of these details e.g. E-mail, please call **134 COVID (13 42 68)**.

Queensland Government | Coronavirus | Joseph Smith

Important information about COVID-19 vaccine booking: If you have tested positive to COVID-19 and are still symptomatic, you will not be able to receive your vaccination.

STEP 1/5

Please confirm the details are all correct and up to date

### Your details

**Personal details**

First Name *	Middle Name	Last Name *
Joseph		Smith
Gender *	Date of Birth (dd/mm/yyyy) *	Preferred Language
Male	06/04/1994	
Medicare Number (inc Reference No) ⓘ	Interpreter Required	Country of Birth
12345678911	<input checked="" type="radio"/> No <input type="radio"/> Yes	

Next of Kin Relationship

Pleb Street

Suburb \*

Nundah

State

QLD

Postcode \*

4012

E-mail \*

paul.ng3@health.qld.gov.au

Phone number \*

0400111333

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**Note:** The **Medicare Number (inc Reference No)** requires 11 digits with no spaces = 10 digits in the Medicare number + 1 digit in front of your name. You can leave it blank if you do not have a Medicare card.

## Step 10

Answer the pre-vaccination assessment question and press **Next**.

STEP 2/5

### Pre-vaccination assessment

Have you had COVID-19 before? \*

Yes  
 No  
 Unsure

If you have tested positive to COVID-19 and are still symptomatic, you will not be able to receive your vaccination.

I understand that I will receive an AusVaxSafety Survey for myself and/or my dependant/s, via the email address I provided.

## Step 11

- Add your suburb name or postcode in the **Enter the Suburb name or Postcode** box.
- Select a **Radius (km)**.
- Click **Search**. A list of available vaccine providers within your chosen **Radius (km)** will appear.
- Select a provider from the list.
- Click **Next**.

STEP 3/5

### Select a provider

Search for vaccination locations by entering your suburb or postcode below. Select a vaccination location and click 'Next' to view appointment availability within the next few weeks. Please note, due to high demand, we expect vaccination clinics to be busier than usual. If you cannot find an appointment time at a clinic near you, please try again later.

Some vaccination locations are only able to cater for specific age groups. When selecting a vaccination location, please read the targeted age group at the end of the vaccination location's name.

Enter the Suburb name or Postcode:  Radius (km)   ⓘ

**a**

**b & c**

**d**

5	Paed-B Clinic Brisbane QLD 4000	14657896453 1.05 km
6	Please Work Clinic Fortitude Valley QLD 4006	4456897362 1.77 km
7	4Month Clinic Fortitude Valley QLD 4006	
8	Last day 5 Oriole St Brisbane Queensland 4018	
9	PostRefresh Hospital 100 Fortitude Valley Qld 4006	
10	WBHHS Clinic 100 Fortitude Valley Qld 4006	
11	Lake Clinic 100 Brisbane Qld 4006	0213456098 2.04 km

**e**

**Note:** If you are unable to find a suitable provider in the list, increase the **Radius (km)** and click **Search**. You will be shown more providers to choose from.

## Step 12

Choose a **Date range** and hit **Apply**. A list of available appointments for your chosen provider and date range will appear. Select a suitable appointment by clicking **Book**.

STEP 4/5

The list below shows the available appointments at your selected location. Click on the "Book" button to book an appointment at your preferred date and time.

Date range

From: 20/05/2022

To: 30/05/2022

Back Apply

Location	Start Time ↑	End Time	Duration	Book
Paed-B Clinic	20-05-2022 01:30 PM	20-05-2022 02:00 PM	30	Book
Paed-B Clinic	20-05-2022 02:00 PM	20-05-2022 02:30 PM	30	Book

Showing 1 to 2 of 2 entries

< 1 >

### Note:

- If there are no times available at your chosen vaccine location, you can click **Back** and find a new location.
- A **'Sorry! This session is no longer available. Please select another time.'** message will appear at the top of the screen if an appointment is no longer available. If this happens, you will need to select another appointment.

## Step 13

You will now see an **All done!** webpage confirming your vaccine appointment.

Please remember to sign out after you're done by selecting your name in the top right corner and clicking **Sign out** in the drop-down menu.

STEP 5/5

### All done!

Dear Joseph Smith

Thank you for booking an appointment to have your COVID-19 vaccination. Your appointment details are below.

Appointment date: Friday, 20th May 2022

You will also receive a confirmation email. Please check your spam or junk folder if you have not received this email.

Appointment confirmation – COVID-19 vaccination

Queensland Health <noreply@vaccinebookings.health.qld.gov.au>  
To

We could not verify the identity of the sender. Click here to learn more.

Reply Reply All Forward ...

Fri 20/05/2022 1:22 PM

**This email originated from outside Queensland Health. DO NOT click on any links or open attachments unless you recognise the sender and know the content is safe.**

Dear Joseph,

Thank you for making an appointment for your COVID-19 vaccine. Your appointment details are below.

Appointment date: 20/05/2022  
Appointment time: 02:00 PM  
Appointment location: [Paed-B Clinic 100 Wickham street Brisbane QLD 4000 Australia](#)

QR Code:  
