
Covid-19 Vaccination Booking – Online and Phone Booking FAQs

1 How do I book a vaccine appointment?

The online system can be accessed by visiting - <https://covid-19.hscni.net/get-vaccinated/>.

Telephone booking is also available by ringing 0300 200 7813. The service is available from Monday to Friday 8.30am to 5.30pm.

If you are eligible (see answer 2), you can use the online vaccination booking service or telephone service to book your COVID-19 vaccination.

You will receive 2 injections in total, at two separate appointments weeks apart. These appointments will be booked at the same time – you do not need to book your second appointment separately.

For more information about the wider COVID-19 vaccine process, please visit www.nidirect.gov.uk/covid-vaccine.

2 Can anyone use it to book an appointment for a vaccination?

You may only use this service if you have been invited to book an appointment. If you have received multiple invitations, you only need to book once.

This invitation may have come from: public announcements to a group of people you are a part of (for example, those aged 65-69 at 31st March 2021); a letter from your hospital specialist or your GP; an email or letter from your employer.

Note: You will be asked to show photographic identification at the vaccination centre. If you are not in an eligible group to have a vaccine, you will be refused entry at the vaccination centre.

[Am I eligible to use the vaccine service? | Guidance | COVID-19 \(Coronavirus\) Northern Ireland \(hscni.net\)](#)

3 What information do I need to book an appointment via the online portal?

You will need a mobile number or email address to book an appointment using this service, in order to receive a message confirming your appointment details. It is important that you complete your mobile number or email accurately in order to receive this information.

If you have your Health and Care Number ready, it will make the booking process quicker for you.

You can find your number on any letters from the hospital, letters from your GP, on any prescription or on your medical card.

In order to ensure that appointments are being made by humans the system has a 2 factor authentication step to take.

Users need to enter either an email OR mobile phone number. Users should ensure this is entered correctly as this is used for confirmation of your appointment notifications.

Users will receive a unique 5 digit code from HSC Auth.

Users should enter this code carefully and this will open a form to complete their details.

The mobile number and email as well as date of birth are already entered on the personal detail form.

4 Are my personal details safe to put on the booking system?

If you use the online platform to book your vaccine appointment you will be asked to provide only the information we need to arrange an appointment and carry out the vaccination. This will include your name, address, date of birth, ethnicity, gender at birth, contact details, allergies, any special assistance required.

All patient data will be processed in a manner that ensures appropriate security of your personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

For more information visit - [Vaccine Service - Privacy Notice | COVID-19 \(Coronavirus\) Northern Ireland \(hscni.net\)](https://www.hscni.net/vaccine-service-privacy-notice-covid-19)

5 What do I do if I put the wrong information onto the online booking system?

You can inform the staff at the vaccination centre if you have entered any personal details incorrectly.

You do not need to call the booking phone line of the vaccination centre.

If you do enter your mobile or your email incorrectly you will not be able to get on the platform to make a booking as you will not get a unique verification code for the authentication step. If you wait longer than a few minutes for the code you should check the details you have inserted.

6 What do I do if I want to cancel a booking or reschedule the appointment?

You can now cancel your appointment online if you provided a mobile number at the time of booking.

Please note that if you cancel your first vaccination appointment, your second appointment will also be cancelled. This is because you need to have your appointments 10 weeks apart and they are linked. When you are ready, you can use the online booking system to rebook your vaccination.

If you want to cancel your second appointment you will need to call the vaccination centre where you had your first appointment to rebook. The numbers and opening times are listed below.

If you need to make changes to the date or time of your appointments please use the contact details below based on the location of your vaccination appointment.

Please do **NOT** call these numbers to book an appointment.

Ulster Hospital

Call: (028) 9041 3834

Mon–Sun 10:00am–5:00pm

Seven Towers Leisure Centre

Call: (028) 9448 1777

Mon–Fri: 9:00am–6:30pm

Sat–Sun: 9:00am–5:00pm

South Lake Leisure Centre Call

Call: (028) 3756 0300

Mon–Sun: 10:00am–5:00pm

Foyle Arena, Omagh Leisure Complex & Fermanagh Lakeland Forum

Call: (028) 7161 0753

Mon-Fri 9am-5pm / Sat&Sun 9am-4pm

Royal Victoria Hospital

Email: CVBooking@belfasttrust.hscni.net

7 Is there a helpline? (see Q&A 8)

A telephone booking line for vaccination appointments has now been introduced for those unable to use the online system. The call handlers are unable to answer wider questions or accept or address complaints.

Both the online system and telephone booking line can currently be used to make an appointment at one of the seven regional vaccination centres.

People are asked to reserve capacity on the telephone booking line for those who cannot avail of the online booking facility. It is also anticipated that demand for telephone bookings will initially be very high. Therefore if you cannot get through initially, please be patient and keep trying.

Call volumes tend to be lower later in the day. If you can't get through immediately then try again the next day. The service is available from Monday to Friday 8.30am to 5.30pm.

Please ring - 0300 200 7813.

8 I have been trying for hours to get through on the phone and I can't get an answer.

Please be patient and keep trying.

The call handlers are unable to answer wider questions or accept or address complaints. The phone line can only be used to book appointments. Please do not call for other reasons.

For more information, visit - <https://www.nidirect.gov.uk/articles/covid-19-vaccination-programme-northern-ireland>

9 How do I know this isn't a fake site?

The COVID-19 vaccine is free of charge on the NHS.

The NHS will never ask for: your bank account or card details, your pin or banking password, copies of personal documents to prove your identity such as your passport, driving licence, bills or pay slips.

If you think you have been a victim of fraud or identify theft, report it to Action Fraud on 0300 123 2040.

National Cyber Security Centre also runs a suspicious email reporting service, so if anyone using your booking portal receives a suspicious email they can send the scam to report@phishing.gov.uk and the suspicious site gets investigated and if malicious, gets taken down.

If someone receives a suspicious text, they can forward it to 7726 and it will be investigated to see if malicious and action taken if so.

More info is here: <https://www.ncsc.gov.uk/guidance/suspicious-email-actions>

10 I booked an appointment online and I did not receive a text confirmation via text, what do I do?

Users should see a confirmation page with their appointment details once they have completed their booking. This means their booking is valid.

The confirmation text or email is in addition to seeing this page however, you do NOT need this to get entry at the vaccination centre.

If users do not see the final page on the website containing their appointment details, their booking has not been processed and they should rebook.

11 When will other priority groups be asked to book?

The Department of Health has published a vaccination phased plan document on their website, outlining when different groups can expect to get the vaccine and how it will be deployed.

See - <https://www.health-ni.gov.uk/publications/covid-19-vaccination-programme-phased-plan>

12 Which vaccine is used in the mass vaccination centres?

Pfizer is the vaccine currently being used at the centres.

Other vaccines may be used in the future.

13 Where will I go to get my vaccine, and will the centre be signposted when I arrive onsite?

All centres are well signposted on site

- Ulster Hospital
- Seven Towers Leisure Centre
- South Lake Leisure Centre Call
- Foyle Arena, Omagh Leisure Complex & Fermanagh Lakeland Forum
- Royal Victoria Hospital

14 What happens if I have made a mistake putting my phone number / email address into the online booking system?

If you do not enter your mobile or your email correctly on the on-line booking system you will not be able to get on the platform to make a booking as you will not get a unique verification code for the authentication step. If you wait longer than a few minutes for the code you should check the details you have inserted are correct.

15 I don't know how to / can't use the online booking system, who can I call?

A telephone booking line for vaccination appointments has now been introduced for those unable to use the online system.

The telephone booking line number is 0300 200 7813.

Both the online system and telephone booking line can be used by those for those in the eligible groups to make an appointment at one of the seven regional vaccination centres.

It is anticipated that demand for telephone bookings will initially be very high. Therefore if you cannot get through initially, please be patient and keep trying.

Call volumes tend to be lower later in the day. If you can't get through immediately then try again the next day. The service is available from Monday to Friday 8.30am to 5.30pm.

Age and identity checks will be conducted at the vaccination centres. People outside the relevant age group should not misuse the online or telephone booking facility. Misuse will only make it more difficult for those who are being prioritised because of their clinical vulnerability.

GPs will be working in parallel to the regional vaccination centres. GPs will make contact with their patients in this age group, therefore people do not need to phone their GP practice.

The call handlers are unable to answer wider questions or accept or address complaints. The phone line can be used to book appointments, please do not call for other reasons.

16 English is not my first language. Is there help for me to book a vaccination?

If you find it easier speaking to someone rather than using online booking please call the booking number on 0300 200 7813.

17 I have sight loss. Can I use the online booking system?

We are currently working on a new version of the booking system that will be more useable by users with sensory impairment.

18 What if there are no available appointments?

If you cannot find a suitable appointment online or the call handler cannot find a suitable appointment available, this will be due to availability of slots at the vaccination centres.

Trusts will continue to release more appointments so you should check back every few days.

This is a massive undertaking and we would ask the public to be patient as the process of delivery is rolled-out over the coming months.