



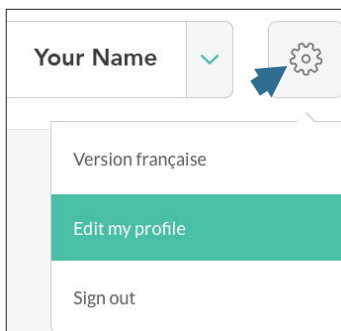
Self-Serve Booking Tool

Frequently Asked Questions

Q: Can I book an appointment for a family member using my account?

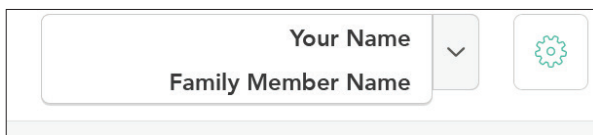
A: Yes, you can book an appointment for a family through your account.

Log into your account and click the **gear icon** at the top of the page beside your name. Click **"Edit my profile"**.



- Scroll down to the **"Link a person to my account"** section.
- Enter the individual's first name, last name, birthdate, gender and Personal Health Identification Number (PHIN).
- Click the box beside the "By checking this box, you accept the user agreement on the behalf of the person you are linking to your account", click the **"Associate"** button.

- Select the person that you want to book an appointment for from the dropdown list beside the gear on the top right-hand corner.



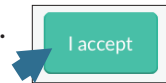
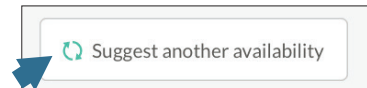
- Select your desired vaccination site from the options displayed.
- Complete the eligibility declaration.

Please select one of the following options
ASL requires 7 day lead time to arrange

Select ▼

- Select your desired appointment date and time.

- The first available appointment that fits your search criteria will appear:
- You can choose a different time preference by clicking on the **"Suggest another availability"** link.
- If the date and time displayed is within your preference. Click **"I accept"**.
- Your appointment has successfully been booked.



Q: I am unable to register online and received a message stating "Your email address is already associated to an account elsewhere in the network".

A: This means that you have already created an account with that email address or are already linked to another account. Log in using your already created account or have your account unlinked to create your own account. You can have your own account or be linked to someone else's account, but not both. If the email address has previously been used to set up an account for COVID 19 testing, you have to enter the exact information included in their profile - first name, last name, gender and date of birth. If you are still unable to login, please call 1-844-626-8222 for further assistance.

Q: I am unable to register online due to my Personal Health Identification Number (PHIN) not being recognized.

A: Locate your 9-digit Personal Health Identification Number (PHIN) on your Manitoba health card and ensure that you have entered it correctly. If you have done so and require additional assistance, please call 1-844-626-8222.

Q: I have forgotten my password.

A: Enter your email address and click on the "Forgot your password?" hyperlink. Follow the prompts to reset your password.

Q: I do not have access to my email address.

A: Please call 1-844-626-8222 for assistance.

Q: I have forgotten the email address I used for my account.

A: Please call 1-844-626-8222 for assistance.

Q: I have not received an appointment confirmation, cancellation or reminder email.

A: You will only receive a confirmation, cancellation or reminder email if you booked the appointment under your account AND have accepted the PETALMD user agreement. If the appointment was booked under your account, please check your junk mail.

Q: I prefer to receive my appointment reminder via SMS or automated phone call

A: Appointment reminders are sent out by default to the email address that you have associated to your online account. You can change your preferred method of receiving appointment reminders to SMS or an automated phone call through your profile online.

Q: Can I unlink my spouse/other family members from my account?

A: Yes, you can unlink your spouse or other family members who are linked to your account through your profile online.

Q: Can a family member linked to my account also create their own independent account?

A: If a family member linked to your account would like to create their own independent account, they must first be unlinked from your account.

Q: Can I cancel my appointment online?

A: Yes, you can cancel your appointment through your account online or through the confirmation email that you received when you booked your appointment.

Q: Can I re-schedule my appointment online?

A: Appointments cannot be re-scheduled. Rather, they can be cancelled and rebooked. Cancel your existing appointment through your online account or through your original appointment confirmation email. Once you have done so you can book another appointment.

Q: For appointments that are booked or cancelled for family members who are linked to an account, who receives the appointment confirmation and cancellation messages?

A: The account in which an appointment is booked or cancelled under, is where appointment confirmation and cancellation messages can be found. It is not sent to the person who the appointment is booked for.

Q: I've entered my profile incorrectly and can't update it, what do I do?

A: If you need to update one of the following fields, please call 1-844-626-8222 for assistance:

- Gender
- First name
- Last name
- Birth date
- Personal Health Identification Number

Q: What identification is required at the vaccination site for a person who is under 18 years of age?

A: The required identification a for a person under 18 years of age is:

- If the person is being accompanied by the parent/guardian, please have them bring their Manitoba health card.
- If the person will be attending the appointment alone, please have them bring their Manitoba Health card (preferably), birth certificate or a piece of photo identification (a school identification card is acceptable).