

# Overview of Registration Through the Albertan's Portal

---

## Reference Guide – Health Care Providers and Provincial Operations

As of March 15th, 2022,

**Pharmacy Staff: For any guidance and/or technical support, please contact:**

 1-844-705-1265

 [AlbertaVaccineBookingSystemSupport@gov.ab.ca](mailto:AlbertaVaccineBookingSystemSupport@gov.ab.ca)

## Purpose Of This Document

This reference guide provides you with an overview of the **Albertan's Vaccination Portal**. It is an easy-to-use, secure, online tool for Albertans to self-manage registration and booking of their vaccination appointments. This reference guide will show you the registration process from an Albertan's perspective so that you are equipped to support them in case they call in for help while trying to register.

## Who Can Use This Document

- **Health Care Providers** and **Provincial Operations** supporting vaccination registration.

## Table of Contents

Topic	Page No.
Access Registration Portal	3 – 4
Step 1: Registration Information	5 – 8
Step 2: Contact Information	9
Step 3: Review Information and Submit	10 – 12

## Where to Register for Vaccination

Albertans can access the **Immunization Portal/Registration** link on the Alberta government website.

[Registration \(alberta.ca\)](https://alberta.ca)

The following outlines the process for registration through the Albertan's Portal:

## Overview of the Registration Process



For influenza vaccination for individuals **five years of age and older**, contact your local pharmacy directly for appointments and walk-ins.

To book influenza vaccination at an AHS clinic for children **under five years of age**, and those they live with (under 65 years of age), call Health Link at 811.

## Not yet registered?



### Register online

Register now

1a

[Privacy Notice](#)



### Register by phone

Call Health Link 811

1b

1 When an Albertan would like to register online in order to book a vaccination, they can access the registration landing page, as shown above. On this page, they will need to follow the steps below:

1a The Albertan will click the **Register Now** button to register online.

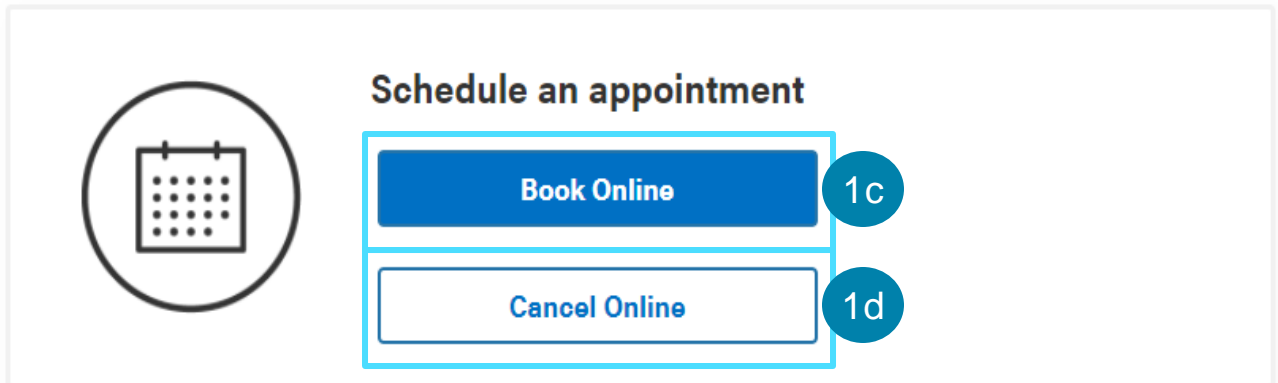
*The Registration Information page will display. Please refer to step 2 on page 5 for registration instructions.*

*Clicking on the **Privacy Notice** link will display the following information: “Registration and booking involves the collection of your personal information and/or personal health information for the purpose of provisioning of vaccines. If you’re currently using a shared or public computer, consider calling Health Link 811.”*

1b An alternative option is to **register by phone** by calling **Health Link 811** with the number provided on the screen.

### Already registered?

If you have already registered, please click Book Online to schedule a COVID-19 or Influenza appointment.



Please see [common topic for troubleshooting](#)

For help registering online, see [step-by-step guide](#)

For help booking an appointment, [see step-by-step guide](#)

Please call Health Link 811 for assistance to register and book appointments by phone.

If you experience any technical issues, please email us at: [AlbertaVaccineBookingSystemInfo@gov.ab.ca](mailto:AlbertaVaccineBookingSystemInfo@gov.ab.ca).

1c

If the Albertan has already registered in AVBS, they will click **Book Online** to book their vaccination appointment.

1d

If the Albertan has already registered in AVBS *and* has an upcoming confirmed vaccination appointment, they can cancel their appointment by clicking on **Cancel Online**.

*Refer to the Overview of Appointment Booking User Guide for instructions on how an Albertan can book or cancel their appointment online.*

*If the Albertan experiences issues, they can click the link for **common topics for troubleshooting**.*

*If the Albertan needs help registering online, they can click the link to see the **step-by-step guide**.*

*If the Albertan needs help booking an appointment, they can click the link to see the **step-by-step guide**.*

*If the Albertan experiences any technical issues, they can email [AlbertaVaccineBookingSystemInfo@gov.ab.ca](mailto:AlbertaVaccineBookingSystemInfo@gov.ab.ca).*

# Step 1: Registration Information

1 Registration information      2 Contact information      3 Review & submit

## Registration information

The information you provide should match your health card. Please provide as much information as possible to assist in the registration process. Please enter your Personal Health Number. If you do not have an Alberta Personal Health Number, please call Health Link at 811 and they can help you with booking an appointment.

### Personal Information

* Legal First Name ⓘ	* Legal Last Name
<input type="text"/>	<input type="text"/>
Preferred Name	* Sex
<input type="text"/>	Select an Option
* Date of Birth	Phone Number
<input type="text"/>	<input type="text"/>
* Alberta Personal Health Number	
<input type="text" value="123456789"/>	

[What is an Alberta Personal Health Number?](#)

2 The Albertan will then complete the **Registration information**, which includes the following:

*Note: All fields marked in \* red asterisk are required. Select any of the links underlined for more detailed information.*

2a \* The Albertan must enter their **Legal First Name** and their **Legal Last Name**.

*The spelling of Legal First Name and Legal Last Name must be an exact match to the name associated with the Albertan's Personal Health Number (PHN). If the Albertan does not have a Legal First Name or a Legal Last Name, they must enter their Legal name in both the Legal First Name and Legal Last Name fields.*

2b The Albertan may enter their **Preferred Name**.




2c \* The Albertan must identify their **Sex** by selecting an option from the dropdown menu.

## Step 1: Registration Information (Continued)

### Registration information

The information you provide should match your health card. Please provide as much information as possible to assist in the registration process. Please enter your Personal Health Number. If you do not have an Alberta Personal Health Number, please call Health Link at 811 and they can help you with booking an appointment.

#### Personal Information

*Legal First Name 	*Legal Last Name
<input type="text"/>	<input type="text"/>
Preferred Name	*Sex Select an Option 
<input type="text"/>	<input type="text"/>
*Date of Birth	Phone Number
<input type="text"/>  <b>2d</b>	<input type="text"/> <b>2e</b>
*Alberta Personal Health Number 123456789 <b>2f</b>	<input type="text"/> <b>i</b>

[What is an Alberta Personal Health Number?](#)

**2d** \* The Albertan must enter their **Date of Birth**

To enter a date, the Albertan can click on the calendar icon and select the date or type it in using the following format: Mar 5, 1945.

**2e** The Albertan may enter a **Phone Number** for registration.

**2f** \* The Albertan must enter their **Alberta Personal Health Number (PHN)**.


If the Albertan does not have a PHN or cannot recall it , they must call Health Link at 811 for assistance with registration.

If the Albertan clicks on the **What is an Alberta Personal Health Number?** link, the following message will display: An Alberta Personal Health Number is a personalized health identifier, located on a Government of Alberta Health Card, used to support provincially funded health services. Please input your Alberta Personal Health Number as displayed on your Government of Alberta Health Card. If you do not have an Alberta Personal Health Number, please call Health Link at 811 and they can help you with booking an appointment.

## Step 1: Registration Information (Continued)

**Address Information**

*Street Address <span>2g</span>	*City or Town <span>2h</span>
*Province/Territory <span>2i</span> Select an Option	*Postal Code <span>2j</span>

I'm not a robot 2k  reCAPTCHA  
Privacy - Terms

2l

**2g** \* The Albertan must enter their **Street Address**.

**2h** \* The Albertan must enter their **City or Town** in which they reside.

**2i** \* The Albertan must enter their **Province/Territory**.

**2j** \* The Albertan must enter their **Postal Code**.

*A valid postal code must be entered in capital letters in A1A 1A1 format.*

**2k** The Albertan checks the **reCAPTCHA** box indicating **I'm not a robot**.

**2l** The Albertan clicks **Continue** to the next screen.

*The Contact Information page will display. If the Albertan has entered their information incorrectly or has entered an invalid PHN/ULI, the following pop-up will appear.*

We cannot find a record for you in our system based on the health card number provided. Please check that you entered the correct health card information. Click 'Continue' to update your information. If your information is accurate, call Health Link at 811 for assistance.

*The following message will display: We cannot find a record for you in the system based upon the health card number provided. Please check that you entered the correct information. Click 'Continue' to update your information, if your information is accurate, call Health Link at 811 for assistance.*

## Step 1: Registration Information (Continued)

The Albertan will click **Continue** and verify that all the information that they have entered is correct. The Albertan cannot still proceed with registration if their information doesn't match the PCR registry data and will have to call 811 for further assistance.

By clicking **Continue** to the next screen. If a PHN is entered, the system will perform a search for duplicates in the system once the Albertan clicks **Continue**. If a Profile record exists with the same PHN or ULI, the following pop-up will appear:

Your information indicates that you are already registered. Click on the 'Book an appointment' button to schedule your vaccination appointment. If you have not registered, please call Health Link by dialing 811.

[Book an appointment](#) [Cancel](#)

The following message will display: Your records indicate that you are already registered. Click on the 'Book an Appointment' button to schedule your vaccination appointment. If you have not registered, please call Health Link by dialing 811.

If the Albertan has already registered, they can click on the **Book an Appointment** button and be redirected to the Appointment Booking Portal. Having a PHN is mandatory for the Albertans. If the Albertan has not already registered, they must contact Health Link at 811.



## Step 2: Contact Information

**Alberta** Alberta Vaccine Booking System

1 Registration information      2 Contact information      3 Review & submit

### Contact information

This information will be used to send COVID-19 and Influenza related notices such as appointments, reminders and any changes for you and your family members.

Email address you check regularly **i**

Phone number that can receive text messages **ii**

\*Select your preferred method of communication **3a**

Email

Text message

Please ensure that the phone number you provided is able to receive text messages. Standard and data rates may apply.

Go Back      Continue **3b**

3 The Albertan will enter their **Contact Information** to receive related vaccination notices such as appointments and reminders.

3a \* The Albertan will select their **Preferred Method of Communication**.

*The Albertan will need to select either **Email** or **Text message** as their preferred method of communication. Depending on the selection, the **Email Address** field or the **Phone Number** field will become marked with a \* red asterisk . The Albertan must enter their email address or phone number in the marked field and confirm their email address or phone number by re-entering them in the fields that display on the screen.*

**i** \* If the Albertan selects **Email**, they should enter an email address that they check regularly.

**ii** \* If the Albertan selects **Text Message**, they should enter a number in which they can receive text messages.

*If the Albertan does not have an email address or access to text message, they will not be able to complete the Online Registration. 811 Staff will be able to register them via the AVBS Call Center Console Application by selecting the "Call Me" option.*

3b The Albertan clicks **Continue** to the next screen.

*A page will display for the Albertan to review their information.*

# Step 3: Review Information and Submit

**1** Registration information

**2** Contact information

**3** Review & submit

## Review your information

### Personal Information

Legal First Name  
Michele

Legal Last Name  
Training

Preferred Name

Sex  
Female

### Collection Notice

Your information is being collected by Alberta Health in accordance with the *Health Information Act (HIA)* for the purpose of registering, determining eligibility for, and scheduling your vaccination appointment, quality improvement activities, reporting/auditing, and managing the health system, including vaccine supply management for influenza and other provincial immunization programs. The information you provide will be protected and disclosed in accordance with the HIA and will be shared with Alberta Health Services, pharmacies, and other organizations for the purpose of registering/scheduling your vaccination appointment.

If you opt in to receive communications about your vaccine appointment through text message appointment information could be displayed on your phone's screen through a text message by any one who has access to your phone. Please adjust the settings of your phone to meet your privacy preferences.

Please call Health Link at 811 for assistance to register and book appointments by phone. If you have questions about the collection and use of your information, please email us at: [albertavaccinebookingsystemINFO@gov.ab.ca](mailto:albertavaccinebookingsystemINFO@gov.ab.ca). For out-of-province or internet phone users, call 1-866-408-5465. Those who have difficulty with hearing or speech – and use a Teletypewriter (TTY) to communicate with regular telephone users – can contact Health Link using the TELUS RELAY Service (TRS).

**4b**  I certify this to be accurate and consent to the collection of my information

**4a** Edit

**4c** Submit

**4** The Albertan will then review that the information they provided is correct and provide consent of their information before submitting their registration form.

**4a** If the Albertan needs to edit information, they click the **Edit** button and update the information.

**4b** \* If all the information is accurate, the Albertan would then certify that the information is correct by selecting the “**I certify this to be accurate and consent to the collection of my information**” checkbox to confirm.

*Consent is a requirement as part of our privacy obligations before registering.*

**4c** The Albertan clicks **Submit**.

*The Submit button will only become available once the Albertan has checked off the box certifying the information and consenting to the collection of their information.*

## Step 3: Review Information and Submit (Continued)

Alberta Alberta Vaccine Booking System

1 Registration information      2 Contact information      3 Review & submit

✓

✓

✓

✓

### Registration successful!

Thank you for registering. Your registration number is:

**4d** **R-LMN6FY9B**

We have sent you a copy of your registration confirmation number to siddiqimali@gmail.com. If you do not receive an email, please make sure to check your spam folder. For any changes to contact information for a registered account, please call Health Link at 811.

**Book your vaccine appointment** **4e**

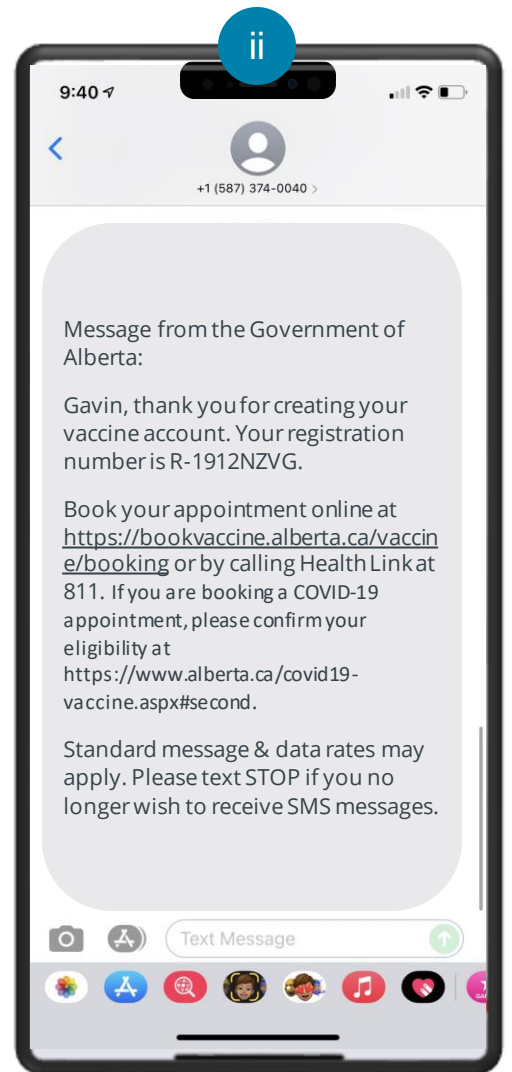
- 4d** A confirmation message will display indicating that the registration was successful. The Albertan should note the **Registration Confirmation number** for the appointment booking process. This number starts with an “R”.

*The Albertan will receive a confirmation message via their preferred communication channel, which includes the Registration Confirmation number and a link to access the Appointment Booking Portal. The Albertan should check their spam folders if they have not received an email.*

- 4e** The Albertan can proceed with booking their vaccination appointment by clicking on the **Book your Vaccine Appointment** button.

*They will be directed to the Appointment Booking Portal.*

## Step 3: Review Information and Submit (Continued)



4f The registration notification will be sent to all Albertans who have registered successfully via their preferred method of communication.

i This is an example of the message sent via **Email**.

ii This is an example of the message sent via **SMS**.