

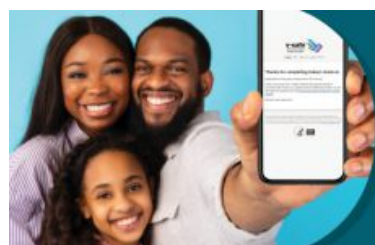


# Frequently Asked Questions and Troubleshooting

Updated May 31, 2022

PAGE 7 of 7

◀ View [Table of Contents](#) for v-safe



**NEW!**

People who have already been vaccinated can enter an additional dose.  
Parents or guardians can enroll their vaccinated children.

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## Get vaccinated. Get your smartphone. Get started with v-safe.

Use your smartphone to tell CDC how you, or your dependent, feel after getting any dose of the COVID-19 vaccine. Your participation in **v-safe** helps us monitor the safety of COVID-19 vaccines for everyone.

## How can I enroll in v-safe?

You can enroll in v-safe after any dose of COVID-19 vaccine using your smartphone by going to [vsafe.cdc.gov](https://vsafe.cdc.gov). It is helpful to have your [vaccination record card](#) to remember details about which vaccine you received and when. If you need instructions, or if you are already enrolled, but need help accessing your account, go to [How to Enroll or Access Your v-safe Account](#).

Participation in **v-safe** is voluntary and you can opt out at any time. To opt out, simply text "STOP" when **v-safe** sends you a text message. You can also start **v-safe** again by texting "START."

## What should I do if I get an error message during enrollment?

Carefully check the information you entered, especially the verification code **v-safe** sent you. If all of your information is correct, try closing the browser window and starting over.

If you need further assistance:

- Follow these instructions: [How to Enroll or Access Your v-safe Account](#)

- Contact **live v-safe support**:  
Available Monday-Friday 8:00 a.m. – 8:00 p.m. ET  
Call 800-CDC-INFO (800-232-4636) TTY 888-232-6348
- Email: [Contact Form](#)

## What should I do if I am traveling and get an error message?

If you are traveling outside of the United States, health check-ins are not accessible from mobile devices.

If you need further assistance:

- Contact **live v-safe support**:  
Available Monday-Friday 8:00 a.m. – 8:00 p.m. ET  
Call 800-CDC-INFO (800-232-4636) TTY 888-232-6348
- Email: [Contact Form](#)

## If I don't have a smartphone, but I got a COVID-19 vaccine, can I still participate in v-safe?

No. Currently, **v-safe** is designed to be accessed using a smartphone with a touchscreen, text messaging service, and internet access.

If you cannot participate in **v-safe**, you can submit reports of adverse events following vaccination to the [Vaccine Adverse Event Reporting System \(VAERS\)](#) [↗](#), a vaccine safety monitoring system managed by CDC and the [U.S. Food and Drug Administration \(FDA\)](#) [↗](#). If you need additional help submitting a report, you may call the toll-free VAERS information line at 1-800-822-7967 or send an email to [info@vaers.org](mailto:info@vaers.org).

## Do I need to download an app or pay to use v-safe?

No, you do not need to download an app to use **v-safe**. Anyone with a smart phone with internet access and text messaging service who received a COVID-19 vaccine in the United States can participate in **v-safe** via their smartphone's browser.

**V-safe** is free to use without advertisements or requesting payments.

## Is my health information safe?

Your personal information in **v-safe** is protected so that it stays confidential and private. **V-safe** uses existing information systems managed by CDC, FDA, and other federal agencies, that employ strict data and information system security measures.

## I was not able to finish my health check-in. What should I do?

When you're ready for your health check-in, click the link in the text message reminder to restart and complete your check-in. Text links to **v-safe** daily health check-ins expire at 11:59 PM local time on the day you receive the link. Weekly health check-ins expire at 11:59 PM local time on day 6 after you receive the link.

## When do v-safe text links expire?

Daily health check-ins expire at 11:59 PM local time on the day you receive the link.

Weekly health check-ins expire at 11:59 PM local time on day 6 after you receive the link.

Once a health check-in has expired, it is no longer available for completion. However, you can report adverse events following vaccination to the [Vaccine Adverse Event Reporting System](#) [↗](#).

# Does v-safe know when I or my dependent get another dose of COVID-19 vaccine?

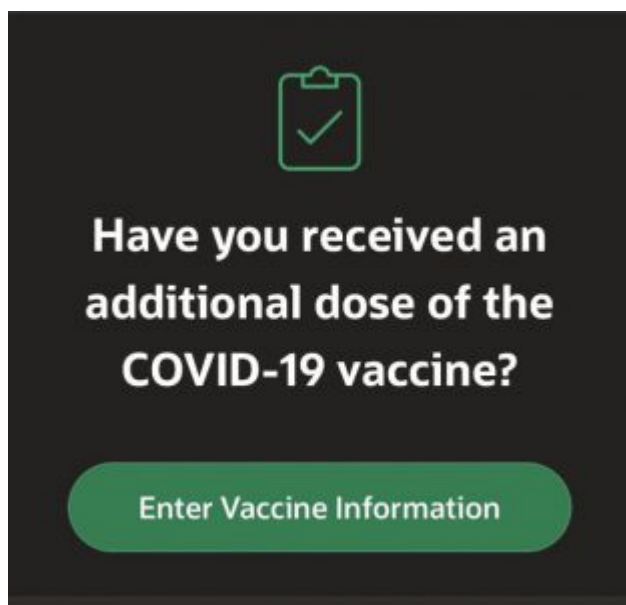
No, **v-safe** is not automatically notified when you receive another dose of vaccine. You must enter the additional dose in your account before the system will send you daily health check-ins for your most recent dose.

## I've gotten another dose of vaccine; how can I enter this information into v-safe?

To add another dose, follow the instructions below to access your account. Once you are signed into your account, click "Enter Vaccine Information".

Access your **v-safe** account:

- Go to [v-safe](#) and scroll down to the bottom of the page until you see the link "Already Registered?"
- Select "Already Registered?"
  - If you do not see the link for "Already Registered?", refresh your browser
- Enter your **v-safe** registration code (the 13-character code you received after completing **v-safe** registration) or your information as you did when you originally enrolled and select "Send Secure Link."
- You will receive a direct link to your account via text message
- Select this link to access your account and enter the 6-digit verification code you also received via text message
- Once in your account, click "Enter Vaccine Information"



## Can I enter my additional or booster dose even if I haven't entered my primary series?

Yes, you can enter and complete health check-ins for your additional or booster doses. You will be asked to enter information for your primary series plus your additional and/or booster dose, and then you will receive health check-ins for the additional or booster dose.

## How long will I continue to receive check-in reminders?

During the first week after you get your vaccine, **v-safe** will send you a text message each day to ask how you are feeling. Then **v-safe** will send you messages once a week for up to 6 weeks.

After you enter another dose of vaccine, **v-safe** will restart the daily health check-in process so you can share your experience after this dose as well. Finally, you'll receive check-ins 3, 6, and 12 months after your final dose of vaccine.

Participation in **v-safe** is voluntary and you can opt out at any time. To opt out, simply text “STOP” when **v-safe** sends you a text message. You can also start **v-safe** again by texting “START.”

## What is the v-safe COVID-19 Vaccine Pregnancy Registry?

The **v-safe COVID-19 Vaccine Pregnancy Registry** collects health information from people who receive COVID-19 vaccines shortly before or during pregnancy. This information helps CDC monitor the safety of COVID-19 vaccines in people who are pregnant.

CDC recommends that **people who are pregnant**, breastfeeding, **trying to get pregnant** now, or who might become pregnant in the future, get vaccinated against COVID-19.

## How can I participate in the v-safe COVID-19 Vaccine Pregnancy Registry?

The **v-safe** COVID-19 Vaccine Pregnancy Registry is for **v-safe** participants who self-identify as pregnant at the time of vaccination or shortly thereafter (within 30 days of vaccination). If you are enrolled in **v-safe** and report that you were pregnant at the time of vaccination or after vaccination, the registry staff\* may contact you to learn more. If you choose to enroll in the registry, you will be contacted several times during your pregnancy for additional health check-ins.

During these check-ins, you will be asked questions about your pregnancy and medical history. After delivery, you may be contacted when your infant is about three months old. The registry staff will also ask for permission to review your medical records to get a more complete picture of your pregnancy and your infant’s health. Personal information and responses in **v-safe** are confidential and legally protected.

Note: Participants are not paid for their participation, and not all people reporting pregnancy will be contacted to participate.

\***Abt Associates** [\[link\]](#) has been contracted by the CDC to contact participants for CDC’s **v-safe** COVID-19 Vaccine Pregnancy Registry.

## SMS Terms of Use

When registering and using **v-safe**, you will receive regular notifications via SMS.

1. To opt out of receiving SMS messages at any time, text “STOP” to the short code. You can also resume messages from **v-safe** again by texting “START” to the short code.
2. If at any time you need assistance, text “HELP” or you can call 800-CDC-INFO (800-232-4636), TTY 888-232-6348.
3. Carriers are not liable for delayed or undelivered messages.
4. Message and data rates may apply.
5. Message frequency varies. Please see “How long do **v-safe** check-ins last” above for additional details.
6. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
7. If you have questions regarding privacy, please visit [our privacy policy page](#).

Have questions about v-safe or need help?

If you have questions or need assistance with v-safe, these resources can help:

COVID-19

Call 800-CDC-INFO (800-232-4636) TTY 888-232-6348

Contact Form



## Related Pages

- › [Safety and Monitoring of COVID-19 Vaccines](#)
- › [Frequently Asked Questions about COVID-19 Vaccination](#)
- › [Vaccines for COVID-19](#)

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