

Enhanced Vaccination Certificates FAQs

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A more secure and convenient vaccine passport is now available!

Since September 22, people living in Ontario have needed to show the vaccine receipt from their second dose and a piece of government ID that has their name and date of birth in order to enter most businesses and organizations.

This previous system will still be accepted. However, the province encourages everyone to make the change to the digital vaccine passport. The purpose of this new system is to protect your privacy while making it easier for you to show your proof of vaccination at businesses and organizations that require it.

How is the enhanced vaccine certificate different from the previous system?

Instead of showing a piece of government ID and your second dose vaccine receipt, you can show a piece of government ID and your new vaccine receipt with a unique QR code.*



This picture is an example of a QR code. It's basically a link in the form of a picture. If you take a picture of a QR code on a phone or tablet that is connected to the Internet, it will take you to a website. This one will take you to our website.

You can save the electronic version of the enhanced vaccine certificate to your phone or print a paper copy.* All businesses and organizations must accept both the digital and paper copies of this enhanced certificate.*

Employees will scan your QR code with a verification app called Verify Ontario.* The Verify Ontario app makes it quicker and easier to confirm people's vaccination status.* This app will only scan and read official, government issued QR codes.*

I'm not comfortable showing all my personal information on my receipt and ID. Am I able to block out certain information?

No, you can't. If you do this, you could make your receipt invalid. The reason why you have to show ID is so that the employees can check that your name and birthday are the same. According to the [Reopening Ontario Act](#), it is illegal for businesses and organizations to keep a record of any of this information.* They also can't copy, change, or share it.*

How does it work when I travel?

Although provinces and territories designed their vaccine certificate systems independently, some of them collaborated with the federal government to adopt the SMART Health Card standard.* This just means that Ontario's enhanced vaccine certificate with QR code is built to be compatible with other provinces and territories, including Quebec, British Columbia and Yukon Territory.* The Verify Ontario app will also be able to read the QR codes of travellers from these places.* The government expects that other provinces' and territories' QR codes will eventually become compatible with this app, too.* However, people who are not from the province won't be able to download Ontario's enhanced vaccine receipt.*

To support Ontarians who are travelling internationally, Ontario is also including the Government of Canada logo on the enhanced vaccine certificate.*

I am from Ontario, but I got my vaccine outside of Ontario and/or Canada. How do I get my enhanced vaccine receipt?

Contact your local public health unit. They can verify and register their vaccination records and, if you don't have an Ontario health card, they can provide you with a unique pass code called a COVID ID. Click [here](#) to find your public health unit and learn how to contact them.

Once registered, people with green health cards will be able to get a vaccination receipt through the [COVID-19 vaccination provincial portal](#) or by calling the Provincial Vaccine Contact Centre (PVCC) at 1-833-943-3900. Once registered, those with red and white health cards or COVID IDs can call the PVCC to provide their health card number or COVID ID. The call center agent can then email them a secure URL where they can access their vaccine receipt. Information on non-Health Canada approved vaccines can be found [here](#).

I got vaccinated in Ontario, and I have a green photo health OHIP card. How do I get my enhanced vaccine receipt?

1. Log in to the [COVID-19 vaccination provincial portal](#).
2. Enter the numbers on both the front and back of the card (expired cards are accepted).
3. Enter your date of birth and the postal code associated with your health card.

I got vaccinated in Ontario, and I have a red and white health card. How do I get my enhanced vaccine receipt?

1. Call the Provincial Vaccine Booking Line at 1-833-943-3900. The call centre agent can email you a copy of your certificate.

I got vaccinated in Ontario, and I don't have a health card. How do I get my enhanced vaccine receipt?

Contact your local public health unit to verify your identity and receive a COVID ID (also known as a Personal Access Code).* Click [here](#) to find your public health unit and learn how

to contact them. If you are in Toronto, you can call the Toronto Public Health Hotline at 416-338-7600, seven days a week from 8:30 a.m. to 8 p.m.* Then, call the Provincial Vaccine Booking Line at 1-833-943-3900.* You will be asked to tell them your COVID ID.*

Please note that the COVID ID is only for accessing a COVID-19 vaccine or COVID-19 vaccination certificates.* It does not have additional uses or provide access to other health services outside of these two services.*

Final Thoughts

If you have any questions that weren't answered here, click [here](#) to ask us, and we can look into it for you!

You might find the answer to your question in a previous article from us called [Vaccine Certificate FAQs](#), or in [this other article](#), which lists the places where you need to show proof of vaccination outlines any exemptions to showing your vaccine certificate.

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If you think you may be experiencing symptoms of COVID-19, take the self-assessment at www.ontario.ca/coronavirus. Follow all directions from your medical provider or your local health unit at the following phone numbers:

Telehealth Ontario: 1-866-797-0000

Toronto Public Health: 416-338-7600

Peel Public Health: 905-799-7700

Durham Region Health Department: 905-668-7711

York Region Public Health: 1-877-464-9675