

My Health & My Vaccine Pass



This lesson is about:

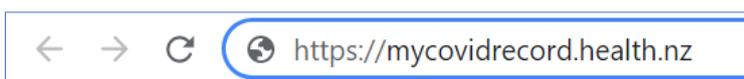
- Creating a My Health Account
 - Verifying your email address
 - Creating a password
 - Adding your identification documentation
- Requesting your Vaccine Pass
 - Printing a hardcopy
 - Downloading to your phone's digital wallet, or
 - Downloading a pdf copy to your phone
- Frequently Asked Questions

1. Create My Health account

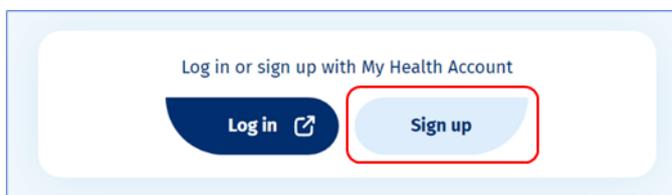
To access your **Vaccine Pass**, you must first create a **My Health** account. A My Health account is needed to prove your identity. To get started you will need to:

- be at least 12 years old
- have an email address that only you use
- have a computer or smartphone
- have on hand documents that help prove who you are such as your passport or driver's licence or birth certificate or citizenship certificate

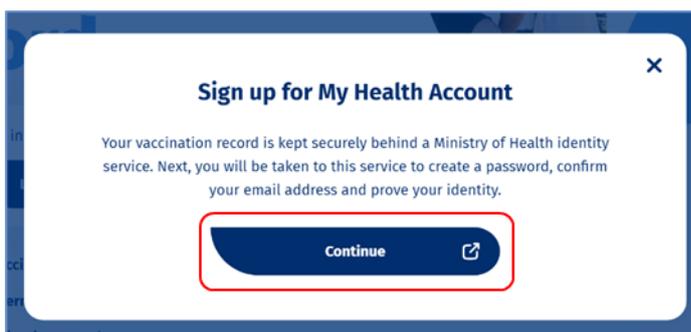
1. In the address bar of any browser, type **https://mycovidrecord.health.nz**



2. Click **Sign up**



3. Click **Continue**



- Click **Sign up with email** or **RealMe** if you have an existing RealMe account linked to the email that you are using for My Health

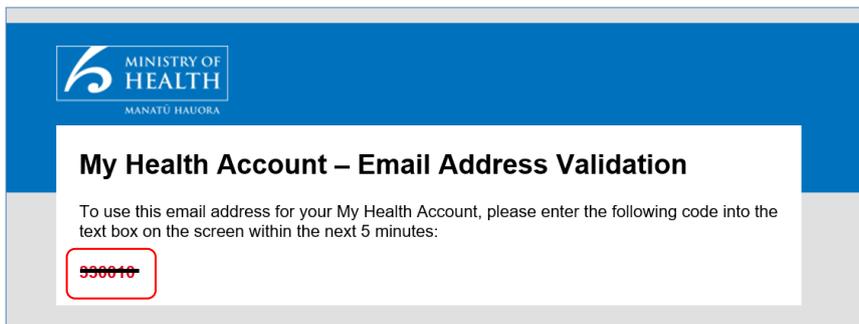
***Tip:** If this is a shared email address i.e. two people sign-in to the same account to send and receive emails, you will need to create a new email account for the second person. My Health Account needs each person to have a unique email address.

- Sign up with email** - you will need an email address that has not already been used to create a My Health account.
- Sign up with RealMe** - you will be asked to do a security check
 - Hit **Send Code** to receive a unique code to your mobile phone
 - Type in the **Code** and click **Confirm Code**
 - If your RealMe identity isn't verified, follow the instructions on screen by clicking **Continue**
- For **both sign-up options**, you will need to:
 - Tick the box to agree to the My Health Privacy Policy and Terms of Use
 - Click **Start**

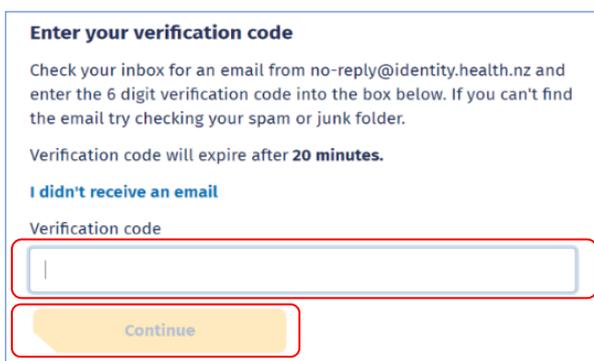
- Type in your email address** and click **Send verification**.

***Tip:** You will have limited time to retrieve this code (5 minutes)

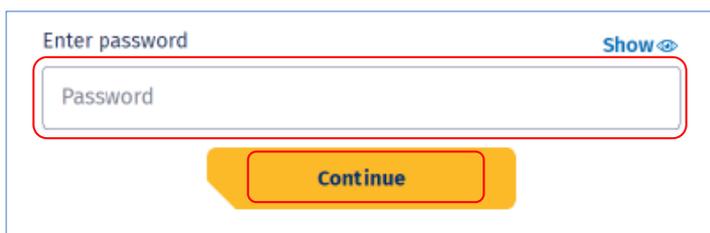
- The Ministry of Health will email a **six-digit verification code**. Sign-in to your email account and open the email to retrieve this number. Example below:



10. Write down the code, then go back to the window you were using to create your My Health account and **type in the code** and click **Continue**



11. Next, create your **My Health** account **password**. Create a password of either 12 characters or 7 characters that meet the criteria as stated below:
- At least 12 characters, or
 - At least 7 characters with three being the following
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Numbers (0-9)
 - Symbols (e.g. #, \$, !, @)
 - Enter the new password and click **Continue**



12. **Verify your identity** - the last step in creating your My Health account is to provide identification.
13. Click **Go to My Health Account**



Tip: If you are signing up using RealMe, you will have already supplied your identifying documents and you will not need to complete the Identifying document steps



14. Click **Continue** on the Identity document page

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Identity document

Providing an identity document is a way you can expand your account and the range of health information services you can access.

What you need

- You need to provide one of the following identity documents:

New Zealand	Australia
Driver Licence	Passport
Passport	Birth Certificate
Birth Certificate <small>Issued or reissued after 01 January 2003</small>	
Citizenship Certificate	

We search for your **NHI number** automatically as part of your account set up. If we can't automatically find you, we may need you to provide your NHI number or additional information.

Complete later **Continue**

15. Click the drop-down menu and select your Identity document type, then click **Continue**

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Confirm your identity

Please choose an identity document from the list below that we can use to confirm who you are.

Identity document

Select...

Complete later **Continue**

16. Fill in the applicable fields, then click **Continue**

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Confirm your identity

Please choose an identity document from the list below that we can use to confirm who you are.

Identity document

NZ Driver Licence

Full name
As it appears on your NZ Driver Licence. Include your first name and middle name if they appear on your NZ Driver Licence.

First name Middle name(s) Last name

Date of birth

Day Month Year

Licence number Version number

AAT23456 000

Complete later **Continue**

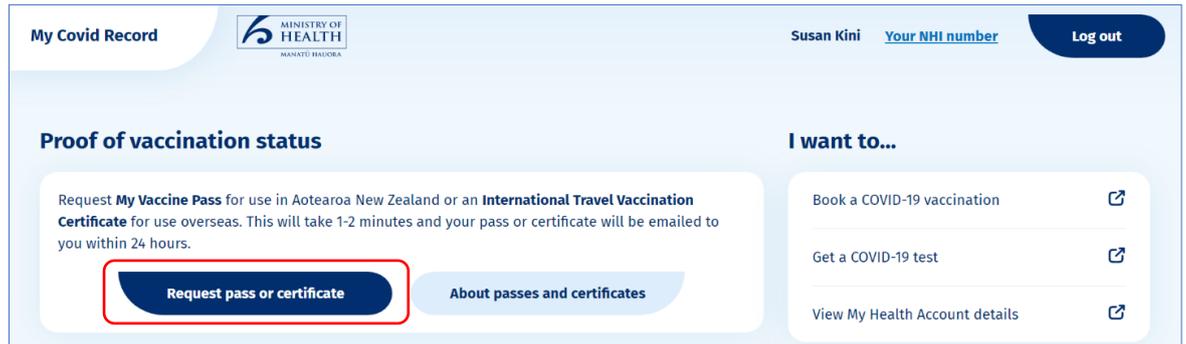
17. Your My Health account will now be verified and ready to use. The next step is to request your Vaccine Pass.

2. Request My Vaccine Pass

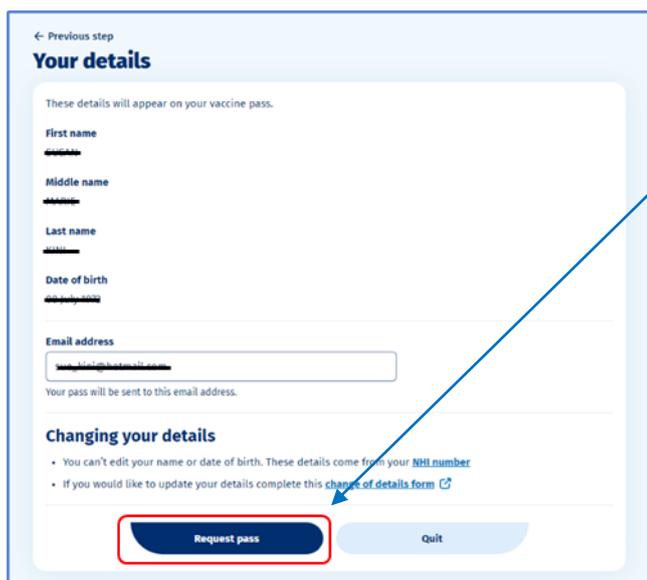
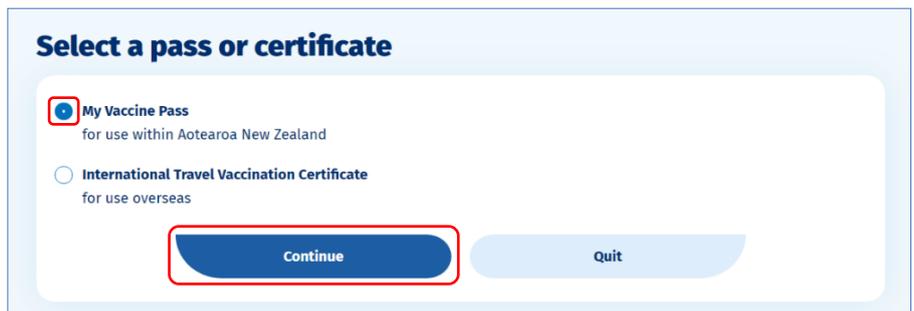
If you're not already, you must sign-in to your My Health account to request your Vaccine Pass. You can do this either on a computer or a smartphone by:

1. Open an internet browser and going to <https://mycovidrecord.health.nz>

2. Sign-in with the email address and password you used when creating your My Health account
3. Click on **Request pass or certificate**



4. Choose **My Vaccine Pass** then click **Continue**



5. Check your details are correct, then click **Request pass**
6. A confirmation message will appear, and an email will be sent to your inbox.

There are a few ways you can carry My Vaccine Pass. You can:

- print it out and carry around a piece of paper
- download it as a PDF file
- connect it to your Apple Wallet or Google Pay account by following a link in the email.
- take a screenshot on your phone where it will save to your photo gallery

Option 1 - Printed copy - if you only want a printed version of your Vaccine Pass, then **open the email on your computer**, click on the **PDF attachment** and **print a hard copy**.

Option 2 - Digital Wallet copy - if you want to save your Vaccine Pass to your phone's digital wallet, **open the email on your phone**:

Apple Wallet

You do not need an active Apple Pay account to be able to download your pass to your Apple Wallet.

Download:

1. Scroll down the email until you find a link to add your Vaccine Pass to **Apple Wallet**

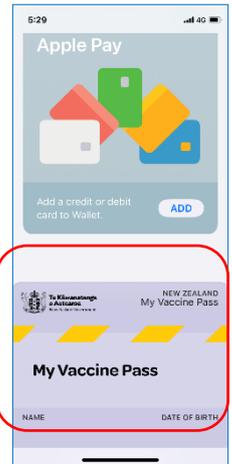


 **Tip:** A digital wallet is the most convenient way to access to your QR code. A digital wallet allows you to pay for things, usually through a mobile phone app. It also stores several other items a traditional wallet would hold, such as credit and debit cards, driver's licence, gift cards and tickets for events etc.

2. Tap **Add to Wallet & Health**
3. Tap **Done**

Open your Pass:

1. This will depend on your iPhone version
 - a. If your iPhone has Face ID, double-click the side button Authenticate with Face ID or enter your passcode
 - b. If your iPhone has Touch ID, rest your finger on the Touch ID sensor
 - c. If your iPhone has a Home button, double tap it
 - d. Or, put your finger in the middle of your Home screen, swipe down to reveal a search field. Type **Wallet** and your phone will show you where it's situated.
2. Tap on your **Apple Wallet** and tap **My Vaccine Pass**. The full details of your vaccination card won't be visible until you've authenticated with your phone's Face ID, Touch ID, or passcode.



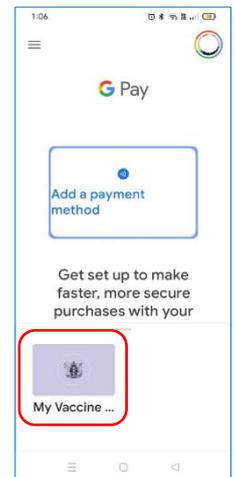
**Tip: Instructions for downloading your Vaccine Pass to Apple Wallet or Google Pay may differ depending on the version of your phone. We recommend you have a support person to help you with this process.*

Google Pay 

You do not need an active Google Pay account to be able to download your pass to the Google Pay app.

Download:

1. Scroll down the email until you find a link to add your Vaccine Pass to **G Pay**
2. If you don't have G Pay installed on your Android phone, follow the instructions on screen if asked to do so
3. Tap **Continue** through several screens before tapping **I agree**, and the Vaccine Pass will be added to your device.
4. Your phone may also ask whether to add a shortcut to your Home screen for quick access to your Vaccine Pass.



Open your Pass

1. This will depend on your Android version
 - a. If you added a shortcut to your Home screen, swipe screens until you find the My Vaccine icon
 - b. If you downloaded to G Pay, swipe to find the G Pay icon and tap to open it. Then tap **My Vaccine Pass**. The full details of your vaccination card won't be visible until you've authenticated with your phone's Face ID, Touch ID, or passcode.

Option 3 - Digital copy - if you don't want to save to a digital wallet but do want a copy of the PDF available on your **smartphone**, you need to **open the email on your Smartphone**.

- a. Open your Email app and tap to open the email
- b. To save the PDF to your phone, and access it each time you need your Vaccine Pass, **tap the PDF attachment to open it**.

On an iPhone: tap  down the bottom left-hand corner, swipe up until you find **Save to Files**, tap **On My iPhone**, tap **Pages**.

Your Vaccine Pass will now sit in your **Pages folder**. If needed, you can move this folder to your Home screen for quicker access.

On an Android phone: tap  in the top-right corner, then tap **Download**. The PDF file will sit in your Downloads folder but you can shift it to a different folder. If you're unsure how to do this, ask someone to help you.

Frequently Asked Questions

What if I don't have a computer or smartphone?

You can call **0800 222 478** to request a printed My Vaccine Pass. You'll need your NHI number on hand, and you might be asked some questions to confirm your identity. People can call on the behalf of someone else, but they must have their permission to do so.

How do I find my NHI number?

You can check with your GP or the pharmacist where you usually take your prescriptions. Or you can call the Ministry of Health on **0800 855 066** to request your NHI. You can also find your NHI number on:

- your prescription or prescription receipt;
- the label of your prescription medicine;
- a hospital letter;
- an x-ray or test result;
- your online patient portal profile if you are registered with your GP's online patient portal.

What if I don't have the right identifying documentation for My Health?

The Ministry of Health website suggests:

- If you were born in New Zealand, you will be able to get a copy of your birth certificate from Order New Zealand Certificates <https://www.certificates.services.govt.nz/>
- If you were not born in New Zealand or Australia, then we may not be able to check your document at present. You will be able to get assistance from health care providers in the future.
- Or use RealMe Verified.

What if I don't have an email address?

Free email accounts are offered by several providers. Gmail is free and has a quick and easy sign-up process.

Where can I get help in person?

Visit your local library, Citizen's Advice Bureau, SeniorNet, Age Concern or similar type organisation. They should all be able to help you through the process.

What phone versions are compatible with My Vaccine Pass?

Mobile devices running: iOS14, iOS13, Android11, Android10, Android7. Apple and Samsung devices were tested as part of the standard test suite.

I run a business, what do I download to scan customers' My Vaccine Pass?

Search [How to use the NZ Pass Verifier app/Ministry of Health NZ](#) on YouTube to watch a detailed video on the subject.