South African National Department of Health (NDoH)
Digital Vaccination Certificate

SOUTH AFRICA COVID-19 VACCINE CERTIFICATE SYSTEM

v1 - 07 October 2021

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Overview of this user manual

Section 1	A **general overview** of the National Department of Health Electronic Digital Vaccination Certificate
Section 2	A **step by step** overview of the Digital Vaccination Certificate portal

Section 1 | **General Overview**

Overview

This user manual is for the current version of the Vaccine Certificate System. The system is developed using a phased approach. This means the system will have new enhancements as the development progresses.

The design of the Vaccination Certificate will be enhanced to ensure that it remains up to date with local and international standards.

You will therefore have to download your updated vaccination certificate for it to remain valid.

The Department of Health will advise on the availability of newer versions of the COVID-19 Vaccination certificate as it becomes available.

It is then the responsibility of a user to keep their COVID-19 vaccination certificate current by following the communication released by the NDoH.

You can type the following URL on the search bar of your Internet Browser :
https://vaccine.certificate.health.gov.za

or

You can Click the link

SA Digital Vaccination Certificate portal link

Accessing the System

The Vaccination Certificate system is only accessible to the individuals who have received the COVID 19 Vaccine.

Before you start you will need to have the following with you:

1. Your RSA ID Number or Foreign Passport number or Asylum or Refugee number. (Note this should be the same ID document number you presented when you got vaccinated)
2. The cell phone with the number you included on your registration.
3. Your vaccination code from the sms you received post vaccination.

You must enter all the required details correctly.
If one of the fields entered is wrong, the system will return an error message including "details not found". You can contact the : The COVID-19 Public Hotline: 0800 029 999 for assistance

Section 2 | **Step by step overview**

Landing Page – Get my vaccine certificate

- On the landing page, Click the **'Get My Vaccine Certificate'** button as shown by the red arrow.
- The system will take you to the page to select Identity type.

A new screen will pop up where you will need to **select <Identity Type> in the identity type dropdown menu** as shown by the red arrow.

Please choose your Method of Identification that you were vaccinated against

- A user shall select an RSA Identity number or a Passport number or Asylum Seeker/Refugee number as shown by the red arrow.

- The system will automatically load the 'Proof of Identity page'

Step 3/8: Proof of Identity Page

In this page the user shall enter the details as captured in the EVDS system when they were being vaccinated:

- A user enters their Identity number
- A user enters the **Proof of Vaccination Code***
- A user enters the First Name
- A user enters the Surname

*This code is the one that was sent via the **SMS post vaccination for confirmation of the actual vaccine received**. For someone who received two doses, any of these codes is valid.

In some cases, the user will be presented with a reCAPTCHA verification

- Check the <Checkbox reCAPTCHA>
- After checking the reCAPTCHA checkbox as shown by the red arrow
- The system will take a user to verify reCAPTCHA

Step 5/8: reCAPTCHA verification

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Identity Type:
RSA Identity Number

RSA Identity Number:

Proof of Vaccination Code:

First Name :

Surname :

✓ I'm not a robot
reCAPTCHA
Privacy - Terms
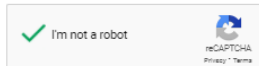
CANCEL   NEXT

After verifying the reCAPTCHA, the checkbox will be ticked green

- The <Next> button will be activated
- Click <Next> button to proceed
- Click <Cancel> button to abort

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Please confirm your cellphone number, +278******75 as recorded on EVDS.

Confirm cellphone:

CANCEL   NEXT

For more information, please visit:
https://sacoronavirus.co.za/

Confirm and enter the mobile number that the individual was vaccinated against (captured at the site)

- Enter <cellphone number> in the confirm cellphone number field*
- Click<Next> button to proceed to the OTP page

*use the format 08 and not +278

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Step 7/8: Confirm OTP Page

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A one-time password (OTP) has been sent to your cellphone
+27██████75 as recorded on EVDS.

Enter OTP:

[   ]

CANCEL   NEXT

For more information, please visit:
https://sacoronavirus.co.za/

- After clicking on <Next> in the Confirm Number page, the system will send you to the OTP page
- An OTP message will be send to your cellphone number
- Retrieve the OTP from your cell phone
- Enter <OTP> in the OTP field
- Click the <Next> button to proceed to certificate download page
- Click <Cancel> button to cancel

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- After clicking <next> from the OTP page, the system will take you to the download page
- The certificate will be visible as a preview on the page
- Click <download PDF>
- Otherwise Cancel
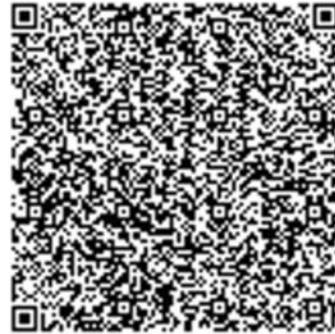
Downloaded Certificate

COVID-19 Vaccination Certificate

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ID Document Used:	RSA ID
ID Number:	90*******084
Firstname:	John
Surname:	Doe
Date of Birth:	01-Jul-1990

Vaccine received:	Comirnaty
Vaccine date:	25-Jun-2021
Proof of Vaccination code:	C****7K***5M

Vaccine received:	Comirnaty
Vaccine date:	13-Aug-2021
Proof of Vaccination code:	V****3V***KN

*Congratulations, you have successfully downloaded your Vaccination Certificate Version 1.

The design of the Vaccination Certificate will be enhanced to ensure that it remains up-to-date with local and international standards. You will therefore have to download your updated vaccination certificate to ensure that it remains up-to-date. The Department of Health will advise on the availability of newer versions of Covid-19 vaccination certificates as they become available.

*The QR Code generated is not intended to be readable by the general public, it is meant to be used by entities requiring to verify the certificate's validity, using a Vaccine Certificate System inbuilt QR scanner which will be available in the near future.

*CONFIDENTIAL – Please report fraud or misuse to evdsfraud@health.gov.za

Downloaded PDF version of certificate

Troubleshooting – No vaccination record message

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No Vaccination records found to the details entered. You are either not vaccinated yet or the details you entered are incorrect. Please contact COVID-19 Public Hotline: 0800 029 999 or WhatsApp Support Line: 0600-123456.

DONE

For more information, please visit:
https://sacoronavirus.co.za/

No vaccination records found can be caused by:

- The entered details do not match those captured on EVDS; or
- The entered details are not in EVDS at all, which means:
  - You did not vaccinate; or
  - Your vaccaination was manullay entered on the paper form and the details are not captured on EVDS as yet.

When you get this message and have vaccinated, please contact:

COVID-19 Public Hotline: 0800 029 999 or

WhatsApp support line: 0600 123 456

Troubleshooting – Network Issue Messages

Network Issues error below occurs when:

- The server is temporarily unreachable due to updates or traffic; or
- Network challenges on the user side
- When you receive this error message, please try again later.

Troubleshooting – Gateway Timeout error
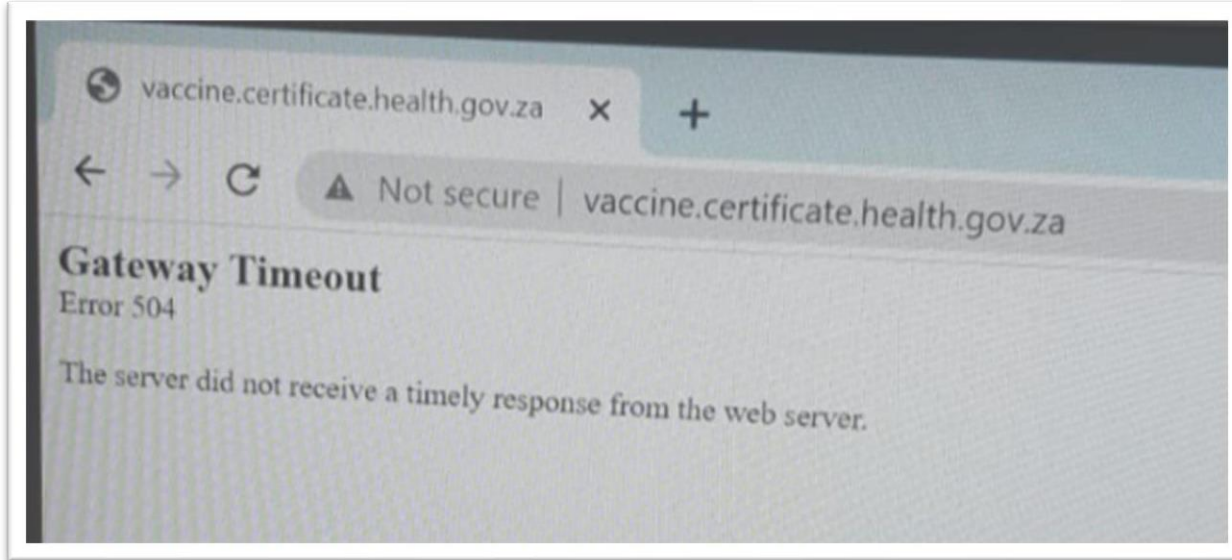
Gateway Timeout error can be caused by NOT having https:// at the start of the website

- Ensure the website is https://vaccine.certificate.health.gov.za/

- If the error persists after making sure it is as indicated above, please contact COVID-19 Public Hotline: 0800 029 999 or WhatsApp support line: 0600-123456.