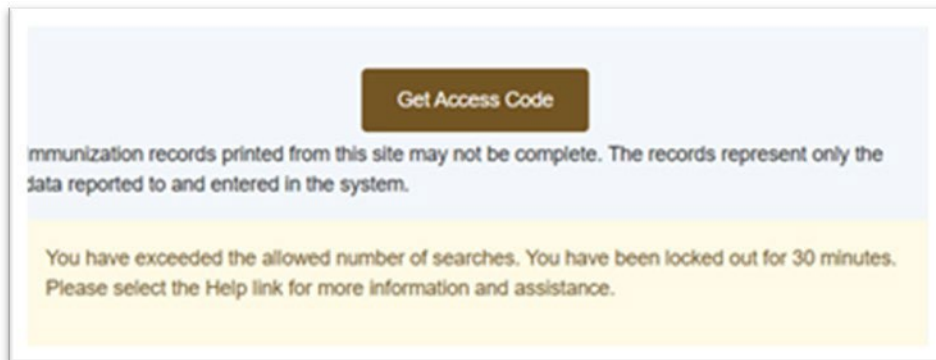


### Requirements for retrieving immunization records:

1. Patient information (first name, last name, date of birth, and gender) **must** match what is on the patient's HISIS profile.
  - If you, or the minor you are requesting records for, has had a name change, the HISIS patient profile may need to be updated to access the records.
2. The email address you enter in the HISIS Public Portal search screen **must** match what is on the patient's HISIS profile. If a patient's contact information is **not** in HISIS, the HISIS Public Portal will not work.
  - If you have multiple email addresses, please try all of them to see if one might be in HISIS. You will be locked out for 30 minutes after three unsuccessful attempts from the same IP address.
3. If one user is unsuccessful in verifying their identity and not able to get an access code, all users submitting from the same IP address will be locked out for 30 minutes and receive the following message.



### Notes:

- To retrieve either your record or your child's immunization record, the patient information in HISIS must match **exactly** what you are entering into the search, either adult contact information or emergency contact, if on-behalf of a minor dependent.
- When accessing a child's immunization records, you must also be listed as a parent/guardian on that child's record.
- A **'We were unable to find a record'** message from the Public Portal likely means that part of your demographic information is entered differently in HISIS (e.g., your email address is missing or not correct).
- If you need to update any information on record, or have any inquiries on your record, contact the Primary Care Physician, or Clinic, Pharmacy, etc. that administered your vaccine.
- Please avoid downloading any records on public or shared computers. If you must use a public or shared device, delete all downloaded files and browser history after use.
- If you need any help on the site, please click on Help from the Home Page.