

I can't find my records using the Docket® app. What should I do?

Does your Docket® app display “Review and Try Again?” Don’t recognize the phone number or email on-file? Do your records appear inaccurate or incomplete? Follow these steps.

How does Docket® work?

Wyoming residents can access their personal and family immunization records if you have a valid phone number or email address on file with Wyoming Immunization Registry (WylR). **Use of Docket® is 100% optional.**

Why can't I find my records?

Your name, date of birth, and legal sex in Docket® must match your WylR record *exactly*. Also, your WylR record must contain a valid phone number or email address.

What should I do?

1. Contact your provider or health department.

Refer to the Wyoming Department of Health (WDH) resources below for additional troubleshooting steps or to get in touch with WDH directly.

2. Request updates to your WylR record.

Your record on-file with WylR must contain a valid phone number or email address in order to use the Docket® app.

3. Retry your search using the Docket® app.

Once you hear back from your healthcare provider or health department that your WylR record has been updated, you can retry your search **from the beginning** using Docket® by selecting the plus (+) icon on the Immunization Search History screen.

Need Assistance:

Website: immunizewyoming.com

Email: docket.helpdesk@wyo.gov

