

Frequently Asked Questions:

1. Can I change the vaccination location?

- a. Currently, the only way to change your vaccination location is through the call center.
 - i. We are working on getting this available through the portal.

2. What is the significance of my registration number?

- a. Your registration number allows for ease of registration verification, scheduling, and verification at time of shot administration. The number is not necessarily indicative of when you will receive your shot.
 - i. Due to a change to the system, you may see a new registration number. Your old registration number is still valid. You now essentially have two registration numbers for anyone who registered before the change. Anyone that registered afterward will only have one.
- b. The registration numbering system is used throughout the five-county area. Vaccines will be scheduled by location that you choose during the process.
 - i. Each location will not have consecutive numbers.
 1. For example: Someone that has a registration number of 1 that registered for Beaumont may still be waiting for scheduling longer than someone with the registration number of 10 that registered with Hardin County.
 - ii. Scheduling is all dependent on when and how many vaccines each location receives and when they receive them.
- c. As scheduling is available, you will see an orange “**Schedule Appointment**” button in your account.



🕒 Schedule Appointment

3. What should I do to prepare for my scheduled vaccination?

- a. Do not arrive more than 10 mins early for your appointment.
- b. Bring a form of identification.
- c. Print, fill out, and bring the forms provided in the email confirmation you get when you schedule.
- d. You will be instructed where to go to receive the vaccine. Do not go to the Civic or the Beaumont Public Health Department without a confirmed appointment time and location.

4. Why can't I get a call in to the call center or why did I get disconnected?

- a. The call center is open from 8 am – 5 pm. If you get disconnected please call back. We are experiencing a high call volume.

5. How do I log in again after registration?

- a. Navigate back to the same web page that you registered at:
<https://vaccine.beaumonttexas.gov>.
- b. There will be a “**Login**” link at the top right of the page. Click this link and it will take you back to the login screen from step 14 above.
- c. Follow the same directions starting at step 14.



Verify Registration

Login

6. How do I verify that I am registered?

- a. Navigate back to the same web page:
<https://vaccine.beaumonttexas.gov>.
- b. There will be a “**Verify Registration**” link at the top right of the page.



Verify Registration

Login

- c. To verify your registration, you will need to enter your registration number and last name and click your Enter button.

- i. If your registration is confirmed, your information will appear in the fields in the middle of the page.
- ii. If you are unable to confirm your registration, call (409)550-2536 and speak to someone at the call center that you are registered at.



[Verify Registration](#) [Login](#)

VERIFY REGISTRATION

To verify your registration, please enter your registration number and last name. Once completed, click enter. If your registration is confirmed, your information will appear in the fields below. If you're unable to confirm your registration, please call (409) 550-2536.

Registration # *	Last Name *
<input type="text"/>	<input type="text"/>

Verification Information

Last Name	Middle Name	First Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth	Phone #	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
Vaccination Location	<input type="text"/>	

If your information is present above, this means that your information is verified to be in our system. If you'd like another verification e-mail sent to you, please click the "Resend Verification" button below.

[Resend Verification](#)

- d. If you would like another verification email to be resent to your email address, click the orange "Resend Verification" button at the bottom of the page.

If your information is present above, this means that your information is verified to be in our system. If you'd like another verification e-mail sent to you, please click the "Resend Verification" button below.

Resend Verification



7. How do I reset my password?

- a. Navigate to the main web page: <https://vaccine.beaumonttexas.gov>.
- b. There will be a “Login” link at the top right of the page.



Verify Registration

Login

- c. Select the “Forgot your password?” link at the bottom in the page and then follow the same steps starting at Step 12 above.

8. Why is it taking so long for me to get scheduled?

- a. The vaccine schedule for 1st doses is determined weekly by location based on the weekly allotment of vaccine for that location and how many 2nd doses are being given that week.
- b. Please remember that 2nd dose shots are also being given out, so there will be days that are not available to be scheduled or have less openings because the 2nd doses are being given at those times.

9. What if I called in weeks ago and put myself on a list directly with 311 or the Health Department?

- a. Each location is handling their original wait list differently.
 - i. Beaumont is going through the original wait list and calling those on the wait list to schedule before notifying registrants that registered directly in the system.
 - ii. If you were on the wait list and registered in the system, your registration will be opened for scheduling based on your location on the original wait list.
- b. Other locations will be importing their wait lists directly into the system or calling their original waitlist directly.

10. What if I need to cancel or reschedule my appointment?

- a. Currently, the only way to reschedule an appointment is to contact the hotline number.
- b. We are working on making this available directly from your portal account, but it is not currently there yet.