

Changes in the process of arranging appointments through the COVID-19 Vaccination Portal as of Thursday 6/5/2021

Within the framework of the effort to improve the quality of service provided to citizens through the Covid-19 Vaccination Portal, the Deputy Ministry of Research, Innovation and Digital Policy announces that as of Wednesday, May 5, 2021, the new process of arranging appointments will be activated, as follows:

Specifically, only **one** person will now be able to arrange an appointment for each beneficiary: the beneficiary himself/herself or the beneficiary's representative. It is noted that designated as the beneficiary's representative can be any person to whom the beneficiary wishes to provide his/her personal information. The representative must enter into the system the beneficiary's personal information for whom he/she intends to arrange an appointment. This can be done at any time before or on the day of the arrangement of appointments of the beneficiaries of the respective age group.

It is clarified that from Wednesday, May 5, 2021, until Thursday, May 6, when the Portal will be re-opened for the arrangement of appointments, representatives who are interested will be able to register the beneficiaries for whom they intend to arrange a vaccination appointment, regardless of age.

Clarifications regarding the new process of arranging appointments through the Portal are listed below:

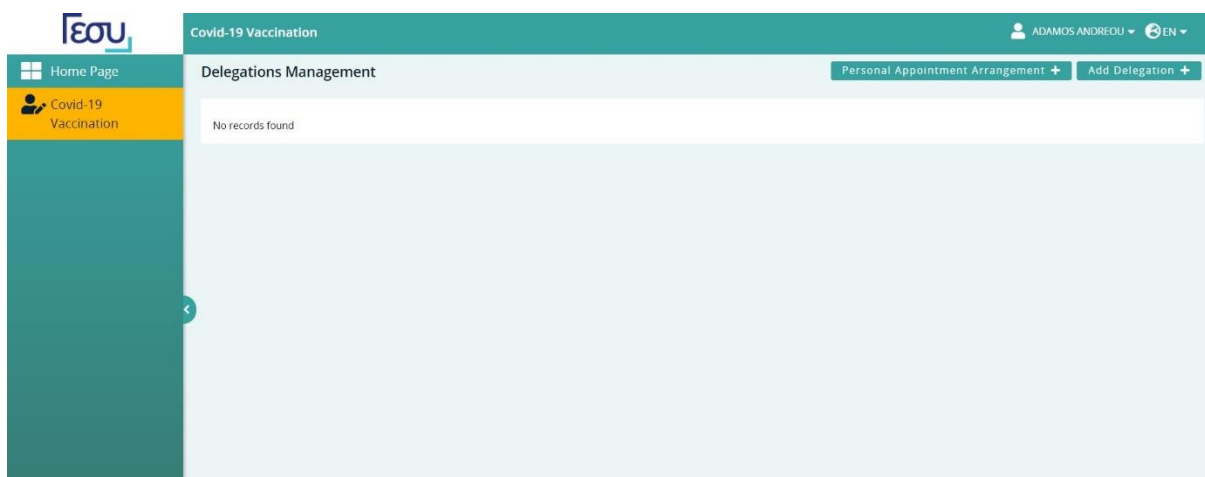
1. What changes as of Wednesday, May 5, 2021 regarding the process of arranging vaccination appointments?

As of Wednesday, May 5, 2021, only one person will be able to arrange a vaccination appointment for each beneficiary: the beneficiary himself/herself or the beneficiary's representative.

2. What options will there be available in the system?

The system will offer the following options: 1. Personal Appointment Arrangement

2. Add Delegation, as follows:



3. Is the representative appointed by the beneficiary?

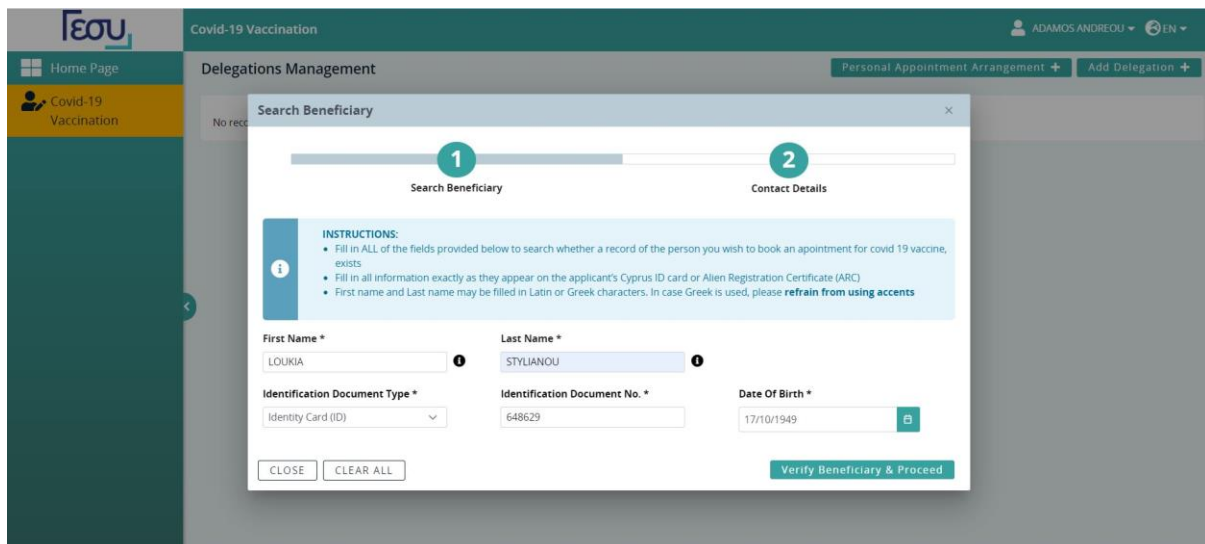
No, the appointment of a beneficiary's representative through the Portal is made by the representative himself/herself, to whom the beneficiary wishes to entrust his/her personal information. Specifically, the representative connects to the system and enters the personal information of the person for whom he/she wishes to arrange a vaccination appointment.

4. When can a person be appointed as a representative of a beneficiary?

The representative can be appointed either on the day prior to the scheduled day for the arrangement of vaccination appointments of the age group in which the beneficiary belongs, or during that specific day.

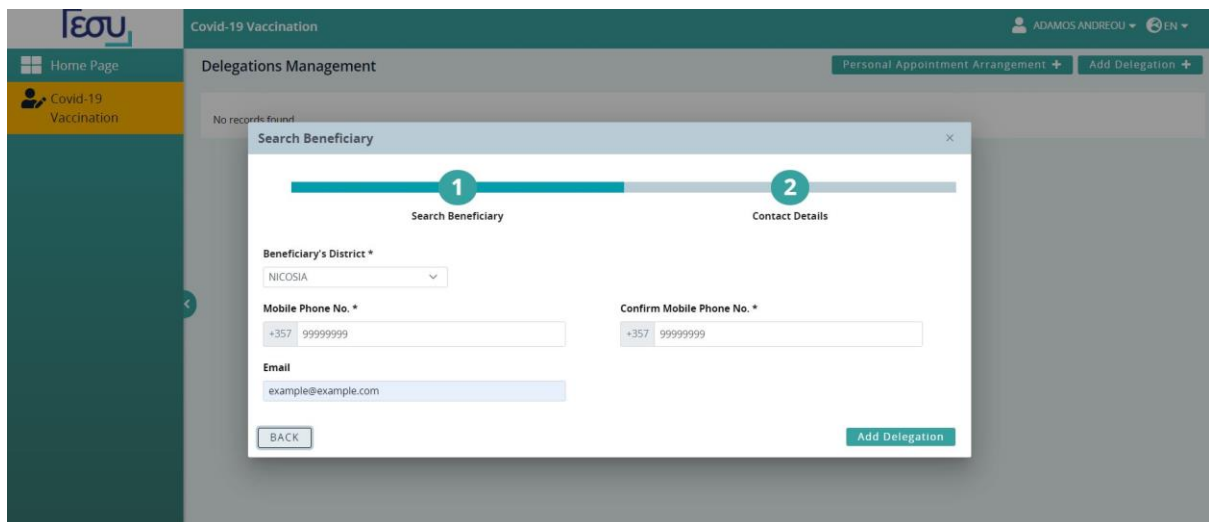
5. What information is required for the arrangement of an appointment through a representative?

The representative, after logging into the Vaccination Portal, selects the "Add Delegation" option and enters the following information of the beneficiary for whom he/she intends to arrange an appointment: First Name and Last Name – as stated in the declared identification document – Identification Document Type, Identification Document Number, Date of Birth, and selects: "Verify Beneficiary and Proceed".



The screenshot displays the 'Covid-19 Vaccination' portal interface. The main header includes the logo 'ΕΦΟ' and the user name 'ADAMOS ANDREOU'. The navigation menu on the left shows 'Home Page' and 'Covid-19 Vaccination'. The main content area is titled 'Delegations Management' and features a 'Search Beneficiary' modal window. The modal window is divided into two sections: '1 Search Beneficiary' and '2 Contact Details'. The 'Search Beneficiary' section contains the following fields: 'First Name *' (LOUKIA), 'Last Name *' (STYLIANOU), 'Identification Document Type *' (Identity Card (ID)), 'Identification Document No. *' (648629), and 'Date Of Birth *' (17/10/1949). Below these fields are buttons for 'CLOSE', 'CLEAR ALL', and 'Verify Beneficiary & Proceed'. The 'Contact Details' section is currently empty. The modal window also includes instructions for filling out the form, such as 'Fill in ALL of the fields provided below to search whether a record of the person you wish to book an appointment for covid 19 vaccine, exists' and 'First name and Last name may be filled in Latin or Greek characters. In case Greek is used, please refrain from using accents'.

Then he/she selects the Beneficiary's District and enters the contact details and specifically the Mobile Phone to which he/she wishes to receive a confirmation message (SMS), and selects "Add Delegation".



The same process can be followed for more than one beneficiaries, for whom the representative intends to arrange a vaccination appointment.

The requests for one or more beneficiaries from the representative are displayed in the Vaccination Portal as follows. To arrange an appointment, the representative selects for each beneficiary the option "Book an appointment" from the column "Actions", when the Vaccination Portal is available for the age group of the beneficiary.



The system displays the beneficiary's information, and after checking their validity, the representative selects "Verify Beneficiary & Proceed". He/she then selects a Vaccination Centre and a vaccination appointment, by following the same process. It is noted that the representative will be able to arrange a vaccination appointment when the Vaccination Portal is available for the age group of the beneficiary.

Book an Appointment

1 Verify Beneficiary

First Name *
LOUKIA

Last Name *
STYLIANOU

Identification Document Type *
Identity Card (ID)

Identification Document No. *
0000648629

Date Of Birth *
17/10/1949

2 Select a Vaccination Center

Verify Beneficiary & Proceed

6. Can one person be appointed as a representative for more than one beneficiaries?

Yes, there is no limit to the number of beneficiaries for whom a person can be appointed as a representative.

7. How can a representative be changed?

The representative of a beneficiary must remove the request for an appointment of that specific beneficiary himself/herself, in order for the appointment to be arranged either by the beneficiary himself/herself or by another representative. Upon entering the Portal, the person sees the Delegations Management page. The change is made by selecting the option "Remove" from the column "Actions", as follows:

Delegations Management

Personal Appointment Arrangement + Add Delegation +

BENEFICIARY NAME LP	IDENTIFICATION DOC.	DATE OF BIRTH	AGE (Y)	MOBILE PHONE NO.	EMAIL	ACTIONS
LOUKIA STYLIANOU	0000648629	17 Oct 1949	71 years old	99999999	example@example.com	Remove

The beneficiary can then arrange the appointment himself/herself or he/she can ask another representative to register him/her in the system.

8. If the beneficiary's representative fails to arrange the appointment, can the beneficiary try again?

Yes, provided that the representative who has initially registered the beneficiary removes the request from the system. **Only then** will another person, the beneficiary or his/her representative, be able to arrange an appointment.

9. How will the appointment be confirmed when the appointment is arranged by a representative and not by the beneficiary himself/herself?

In all cases, whether the appointment is arranged by the beneficiary himself/herself or by his/her representative, the beneficiary will receive an SMS confirmation message on the registered mobile number, along with an electronic confirmation in PDF format that is issued automatically.

10. Will the personal doctor still be able to arrange an appointment for his/her beneficiary?

The personal doctor, on a voluntary basis and at the request of the beneficiary, will be able to arrange an appointment, provided that the beneficiary has no other representative.

11. Will the 1474 call centre be able to arrange appointments for beneficiaries?

No, the 1474 call centre he will no longer be able to arrange appointments. However, it will be able to cancel an appointment that has been previously arranged by the beneficiary or his/her representative.

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