



# Public Health launching new Vaccine Registration and Booking Help Line

March 3, 2021

WDG Public Health is launching a new dedicated Vaccine Registration and Booking Help Line opening Thursday, March 4 at 9 a.m. Eligible priority groups needing help pre-registering for their vaccine appointment or booking their appointment online can call **1-844-780-0202** for assistance from public health staff.

The help line will be open Monday to Friday from 9 a.m. – 4 p.m. and messages will be returned within 1-3 business days. The previous troubleshooting extension (ext. 4506) will no longer be in service.

While the new help line will increase our phone capacity, call volumes continue to be high. **Eligible priority groups are still strongly encouraged to pre-register and book their appointments online as much as possible as it will be the fastest way to get in the system.**

Fixes for many of the common issues people are having can be found on our website. Please read through as your questions may be answered there.

- Information about how to fix common issues when pre-registering can be found at [wdgpublichealth.ca/register](https://wdgpublichealth.ca/register).
- Step-by-step instructions and fixes for common issues with online appointment booking can be found at [wdgpublichealth.ca/booking](https://wdgpublichealth.ca/booking).

Eligible priority groups can also get help with online pre-registration and appointment booking from their local [Wellington County](#) or [Guelph Public Library](#).

The help line will be dedicated to pre-registration and online appointment booking help only. All other covid-related questions should continue to go to the COVID-19 call centre at 1-800-265-7293 ext. 7006.