

Frequently Asked Questions

Rx

Inject more
ANSWERS
into your family's
immunization records.

- **What are the benefits of WV MyIR?**

WV MyIR provides quick and easy online access to your family's official immunization records. You can download and print official copies for schools, camps, employers or others that require proof of immunization.

- **Do I have to pay to use MyIR?**

No, **WV MyIR** is free.

- **How do I register for WV MyIR?**

There are two ways that you can get started with **WV MyIR**. You can visit your healthcare provider and ask him or her to set up an account for you, or you can start your enrollment online at the **WV MyIR** website, then visit your provider to complete the registration process. Your healthcare provider will approve the account request and set it up by matching records from the state immunization information system. If you have not registered in advance and set up a password, your healthcare provider will provide you with a temporary password/PIN that you can use to log in to **WV MyIR** and get started.

- **Are these official immunization records?**

Yes, the immunization records provided by **WV MyIR** are official certificates that can be used to satisfy requirements by schools, camps, employers and state agencies that require proof of immunization.

- **Does WV MyIR keep my health records and personal identity secure?**

Yes, **WV MyIR** is designed to ensure that only you, your healthcare provider and other authorized users can access your family's immunization history. Besides your immunization records, no other personal information is available through **WV MyIR**.

- **How can I use immunization records that I download or print from WV MyIR?**

There are many occasions when you may need proof of your family's immunizations — registering your children for school or camps, applying for state support such as WIC, seeing a new healthcare provider or preparing for foreign travel.

- **How soon will I be able to see my updated records following an immunization?**

Your healthcare provider will be able to give you an estimate of when your updated records will be accessible within **WV MyIR**.

- **How can I correct a mistake in my family's records?**

To make changes to your family's immunization record, contact your healthcare provider and give them the correct information. You cannot make changes to your immunization records through **WV MyIR**.

- **What if I change healthcare providers?**

You will continue to have access to your immunization records through **WV MyIR** even if you change healthcare providers. In fact, **WV MyIR** is helpful when meeting with a new provider, so that he or she has a more complete picture of your immunization history.

- **What if I move or have recently moved?**

You will continue to enjoy access to **WV MyIR**, even if you move to a different state. However, records from other states most likely will not appear in **WV MyIR**.

Frequently Asked Questions, continued

- **Do I need a separate account for each member of my immediate family?**

No, your healthcare provider can set up a single account that includes every eligible family member. However, if you have shared custody of minors, each legal guardian will need to set up their own account through the patient's provider office.

- **If my healthcare provider registers and approves my WV MyIR account, how long do I have to log in and activate it?**

You will have 10 days to activate the account and create your new password. If you do not complete the activation within 10 days, you will need to contact your healthcare provider.

- **When do I use my temporary password/PIN?**

When you leave your healthcare provider's office, you will receive an email prompting you to log in to **WV MyIR** and activate your account. If you have not already set your own password, enter the temporary password/PIN when prompted and reset the password to one of your choosing.

- **Why can't I print a Certificate of Immunization for use in enrolling my child in Pre-K or K-12 school?**

The Certificate of Immunization will not print for a child who does not have all of the vaccinations required for Pre-K or K-12 entry recorded in the **West Virginia Statewide Immunization Information System (WVSIIS)** registry. In some cases, children have had all of the vaccinations but not all were recorded in **WVSIIS**. Contact your child's immunization provider to determine why your child's record is not complete enough to be printed.

- **Will WV MyIR help me keep track of when immunizations are due?**

Yes, **WV MyIR** provides a state immunization schedule to help you track which immunizations you need and when.

- **Does WV MyIR work with Blue Button?**

Yes, **WV MyIR** is Blue Button-capable. Blue Button is a way to get your health records electronically so you can review and share your health records to achieve your health goals. For more information please visit healthIT.gov/bluebutton.



FOR OFFICE USE ONLY

Temporary Password/PIN: _____

Sign up today... it's easy! Call or visit us online today for additional information:

1-800-642-3634 • WV.MyIR.Net

