

## Frequently Asked Questions

### What is my username?

Your username is usually your email address. Your username is also listed at the bottom of your booking confirmation email.

### What is my password?

Your password is chosen by yourself when you make your first appointment. If you have forgotten your password, please use the “Forgot your password? Click here” option in the Login screen. A temporary password will be sent to you.

Your password must meet the following rules:

Sequential characters allowed	3
Password minimum length	8
Password maximum length	20
Required Numbers	1
Required Upper-case letters	1
Allowable symbols	!@#\\$%*()_+^&{}:?

### How do I reschedule my appointment?

You can reschedule any appointment you have made once you log in to the booking system, using your username and password. Once logged in, the “Reschedule Booking” option is located against each appointment.

### How do I cancel my appointment?

You can cancel any appointment you have made once you log into the booking system, using your username and password. Once logged in, the “Cancel Booking” option is located against each appointment.

### What is “Invalid Client ID” error code once I’ve logged into the system?

This error is due to previously saved information on your device. Please close your internet browser and restart it. This should fix the error by clearing the cache.

### What is “Username is already taken” error code?

This means you have registered through our booking system previously. Please login using your email and

previously chosen password before choosing an appointment slot.

### My child is sick. Can he/she still attend the appointment?

A child with a minor cough or cold, or if they are receiving antibiotics, can safely be immunised. Immunisation should only be postponed if a child is very unwell or has a high fever over 38.5 °C.

### My child is not getting the standard immunisation schedule (2/4/6/12/18months & 4 years). What do I choose for “Immunisation required” field?

Please select “Other”. Another list of immunisations we provide will show up. This includes Whooping Cough, Chickenpox, Flu, Secondary School Immunisations and Catch-up schedule.

### Can I walk in without an appointment?

You are highly encouraged to make your own appointment for your preferred time and reduce waiting times. If you walk-in without an appointment, you will be offered and booked into the next available timeslot by our staff member. The next available timeslot could be in a different session.

### My child was immunised overseas. What do I do?

Before you make an appointment, we will assess your child’s immunisation history and provide a **catch-up schedule** based on the Australian immunisation program schedule. If your child requires a **catch-up schedule** recommended by our immunisation team, please contact us on [health.services@knox.vic.gov.au](mailto:health.services@knox.vic.gov.au) with the below information.

- Child's full name
- Child's date of birth
- Medicare number (if available)
- Copy of all immunisation history, such as child immunisation book or vaccination record from GP - If the records are not in English, these must be translated.

Once you have received a catch-up letter from us, you can make a booking on our booking system.