

COVID-19 Vaccines

Booking an appointment on ActiveNet

Last updated: April 14, 2021

In York Region, COVID-19 vaccinations clinics are offered through a partnership between York Region Public Health, our local hospitals and community partners. Different bookings systems are used to support booking appointments for COVID-19 vaccinations.

To book an appointment at a **York Region Public Health** COVID-19 vaccination clinic, you must use an online system called ActiveNet. Booking a vaccine appointment on ActiveNet is a **two-step process**.

You must first set up an account and then book an appointment. It is recommended that you create your account ahead of time so when it's your turn to book an appointment, you will already have your account set up.

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PUBLIC HEALTH
1-877-464-9675
TTY 1-866-512-6228
york.ca/COVID19Vaccine



STEP ONE

- To book an appointment, visit york.ca/COVID19Vaccine
- Select the eligible priority group you wish to book an appointment for by clicking the arrow on the right side to view the drop-down menu for that group

Note: Eligible groups are updated frequently and do not appear in the example below for that reason. All current eligible groups will be clearly viewable online at york.ca/COVID19Vaccine

- In the drop-down menu, you will see the full eligibility list and the clinic locations serving those groups

Select a COVID-19 Vaccine Clinic

There are various clinic types available to meet the diverse needs of York Region residents. Carefully review the **Who Can Book at This Clinic** section in each grouping below to ensure you are selecting the clinic most appropriate for you.

Clinics for ▼

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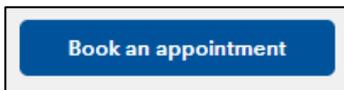
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- Select the **'Book an appointment'** button on the location of your choice



- If you have selected any of the following clinics, you will be directed to a new page: **"York Region Program Registration"**:
 - Georgina – Georgina Ice Palace
 - King – Trisan Centre
 - Maple – Aaniin Community Centre
 - Richmond Hill – Richmond Green Centre
 - Vaughan – Canada's Wonderland
 - Vaughan – Maple Community Centre

- On the top right of the screen, select “**Create an account**”

York Region

Sign In | Create an Account

Start **Activities** Donations My Cart

Activity Search

> Home Page > Activity Search

Search by keyword OR number Sort By: Activity Name

Filter By: [Social Icons]

Displaying: 1-7 of 7

Location:	Activity Name	No.	Language	Date and Time	Location	Available Spots	Fee and Action
Georgina Ice Palace	COVID-19 Vaccine Clinic Georgina-Fri, March 26, 2021	21575		March 26, 2021 Friday from 9am to 6pm Plus the following dates: Friday, July 16, 2021 from 9am to 6pm	Georgina Ice Palace	1	Free <input type="button" value="More (59)"/>

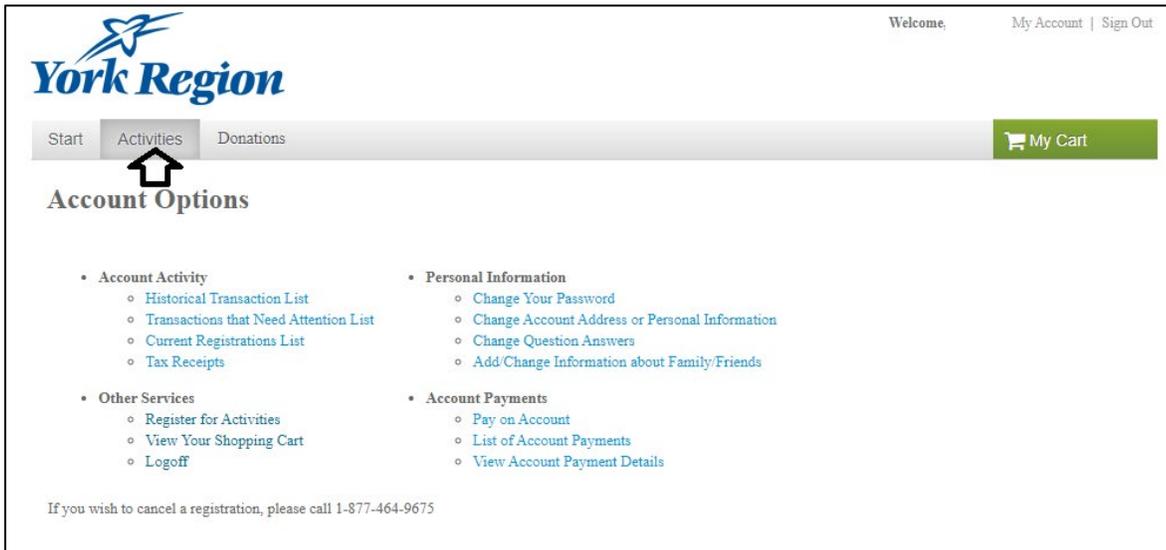
- Follow the prompts to complete the account registration, including address, date of birth and contact information
- Once your account has been created, you should receive an email confirmation notifying you that the account was created, if you do not see it, please check your junk mail folder

From: York Region - Class Registration <noreply-Registration@active.com>
 Sent: March 22, 2021 1:26 PM
 To: **[Your email address]**
 Subject: New Account Confirmation

Thank you **[Your name]**
 Your new on-line registration account has been approved Your Login Name is: **[Your login]** A customer account has been established for you at https://ca.apm.activecommunities.com/yorkregion/ActiveNet_Home/registratio_nmain.sdi?source=AccountOptions.sdi&ncui=1 with the above login name and the password you requested.

STEP TWO

- Once your account has been set up, select **'Activities'** to view available vaccine dates and times



Welcome, My Account | Sign Out

York Region

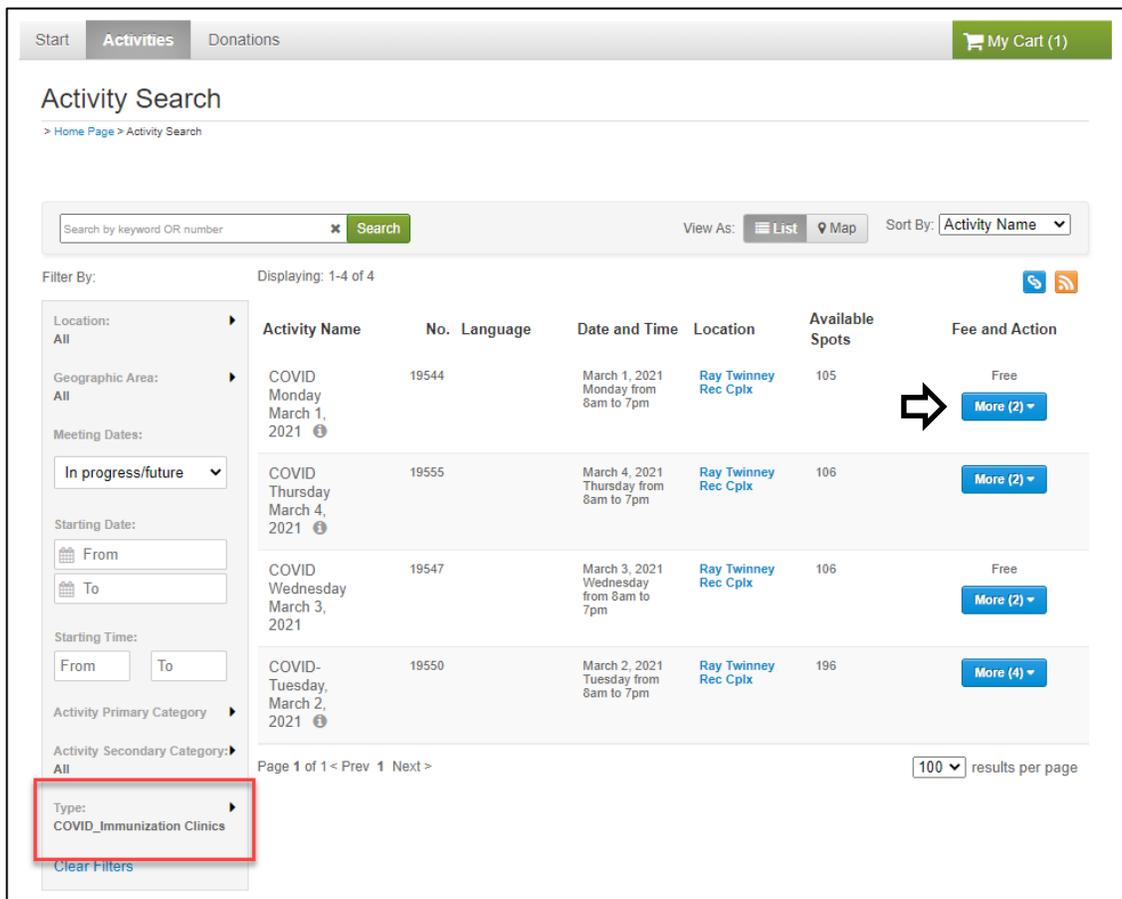
Start **Activities** Donations My Cart

Account Options

- Account Activity
 - Historical Transaction List
 - Transactions that Need Attention List
 - Current Registrations List
 - Tax Receipts
- Personal Information
 - Change Your Password
 - Change Account Address or Personal Information
 - Change Question Answers
 - Add/Change Information about Family/Friends
- Other Services
 - Register for Activities
 - View Your Shopping Cart
 - Logoff
- Account Payments
 - Pay on Account
 - List of Account Payments
 - View Account Payment Details

If you wish to cancel a registration, please call 1-877-464-9675

- In the left side menu, you can set the 'Type' filter to **COVID Immunization Clinics**. There is an optional filter for **Geographic Area**. Look for a date which shows open appointments in the 'Available spots' column to the right. Click the blue 'More' button to expand the full appointment menu. If the 'Available spots' column shows 0, there aren't any appointments currently available; however, you may try again later



Start **Activities** Donations My Cart (1)

Activity Search

> Home Page > Activity Search

Search by keyword OR number View As: Sort By:

Filter By:

Displaying: 1-4 of 4

Activity Name	No.	Language	Date and Time	Location	Available Spots	Fee and Action
COVID Monday March 1, 2021	19544		March 1, 2021 Monday from 8am to 7pm	Ray Twinney Rec Cplx	105	Free <input type="button" value="More (2)"/>
COVID Thursday March 4, 2021	19555		March 4, 2021 Thursday from 8am to 7pm	Ray Twinney Rec Cplx	106	<input type="button" value="More (2)"/>
COVID Wednesday March 3, 2021	19547		March 3, 2021 Wednesday from 8am to 7pm	Ray Twinney Rec Cplx	106	Free <input type="button" value="More (2)"/>
COVID-Tuesday, March 2, 2021	19550		March 2, 2021 Tuesday from 8am to 7pm	Ray Twinney Rec Cplx	196	<input type="button" value="More (4)"/>

Page 1 of 1 < Prev 1 Next > results per page

- Select your appointment by clicking the 'Add to Cart' button.

<p>COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-3:20PM ⓘ</p> <p>Quick View</p>	24147	<p>April 1, 2021 Thursday from 3:20pm to 3:30pm Plus the following dates: Thursday, July 22, 2021 from 3:20pm to 3:30pm</p>	Aanin Cmty Centre	6	<p>Free</p> <p>Add to Cart</p> <p>↑</p>
<p>COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-3:30PM ⓘ</p> <p>Quick View</p>	24148	<p>April 1, 2021 Thursday from 3:30pm to 3:40pm Plus the following dates: Thursday, July 22, 2021 from 3:30pm to 3:40pm</p>	Aanin Cmty Centre	16	<p>Free</p> <p>Add to Cart</p>

- On the next screen, use the drop-down menu to select which person will be attending the appointment. **Members of the same family can be set up on the same account** by clicking the 'Create a new family member' link.

Note: Anyone booking an appointment must be currently eligible to receive a vaccine. Visit york.ca/COVID19Vaccine for the most up-to-date eligibility information

Welcome, My Account | Sign Out

York Region

Start Activities Donations My Cart (1)

ACTIVE network

Enrollment: COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-4:00PM

> Home Page > Activity Search > Enrollment Process

1 select participant 2 additional information 3 fees

Select Participant

Don't see the person you want to add in this drop down? [Create a new Family Member /Friend](#)

*Who will be participating in this Activity? (Required)

↑

Cancel & Return to Search Next ▶

Tips
If you need to register multiple participants for this activity, simply register one participant then, after completing the fees step, click the 'Register Another Participant for this Activity' link provided at the bottom of the page. You will be returned to this step for the next participant. You can use this process to register as many participants as necessary.

- On the next screen, you will be asked some eligibility screening questions

Start Activities Donations My Cart (2)

Enrollment: COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-2:30PM

Home Page > Activity Search > Enrollment Process

select participant **2** additional information 3 fees

Activity Questions: COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-2:30PM

Activity Questions:

Answer some questions for this activity.

*Are you a York Region resident age 70+ (born in 1951 or earlier) (Required)

*Are you a frontline health care worker within the Very High, Highest or High Priority Group as indicated by the provincial framework who currently lives or works in York Region? (Required)

*I understand that based on the responses above, I am eligible for this stage of COVID-19 Immunization. Proof of age and residence will be required on the day I receive my vaccine. If it is found I do not meet the above criteria, this booking may be cancelled or I will be refused the vaccine on the appointment date. (Required)

You will be required to present proof of occupation (e.g. employee ID badge, certificate of registration and/or note from employer) in order to obtain your vaccination at the clinic.

Proceed to completing the booking

*Masks are required inside the Clinic at all times. Do you require a mask exemption? (Required)

- On the following screen you will see that the vaccine appointment in your 'cart' is at provided at no charge. Please select **'Proceed to shopping cart'**

Start Activities Donations My Cart (1)

Enrollment: COVID-19 Vaccine Markham-Thurs, Apr 1, 2021-4:00PM

Home Page > Activity Search > Enrollment Process

select participant additional information **3** fees

Select Fees

Please review your enrollment fees and, if applicable, apply your coupons.

Description	Quantity	Amount	Total Price
			Total: \$0.00

[Register Another Participant for this Activity](#)

[Add to Cart & Continue Shopping](#)

- On the last screen, view the items in the 'Waiver' section, initial and select the boxes to confirm you have completed this list. Click **'Finish'** to complete your booking
- A confirmation message with appointment details will be sent to the email address used to set up the account.

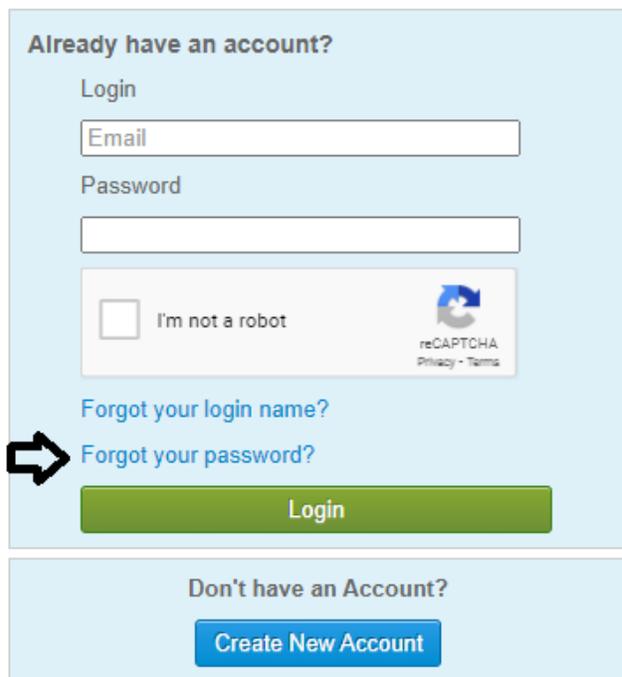
TO CANCEL OR CHANGE APPOINTMENT

- If you need to cancel or change an appointment, log onto ActiveNet and select **My Account** on the top right
- Click on **Historical Transaction** List to display your enrollment history
- If there is an option for you to Withdraw/Cancel or Transfer/Change, the button will be made available under the **Actions** column

Transaction	Description	Receipt	Date Time	Customer	Actions
Transfer In	Appointment 4 #19554 3032191.002	Feb 25, 2021 12:44 PM	Ms. Mama Test		Withdraw/Cancel Transfer/Change
Enroll (Amended to: Delete for Transfer Out)	Appointment 1 #19551 3032190.002	Feb 25, 2021 12:42 PM	Ms. Mama Test		Withdraw/Cancel Transfer/Change

FORGOT PASSWORD

If you previously created an account and have forgotten your password, you can enter your email address and click on the '**forgot password**' link on the ActiveNet entry screen. The system will automatically create a temporary password for you



The screenshot shows a login form with the following elements:

- Section header: **Already have an account?**
- Section: **Login**
- Input field: **Email**
- Input field: **Password**
- reCAPTCHA: I'm not a robot
- Links: [Forgot your login name?](#) and [Forgot your password?](#) (highlighted with a black arrow)
- Button: **Login**
- Section: **Don't have an Account?**
- Button: **Create New Account**

FOR MORE INFORMATION

Visit york.ca/COVID19VaccineInfo or speak to your health care provider for more information about the COVID-19 vaccine. Also see york.ca/covid19vaccinebeforeyougo for additional instructions.

If you require further assistance booking your appointment, consider asking a family member or friend, or you may also call Access York at 1-877-464-9675.

If you are not yet eligible to receive a vaccine, thank you for your patience as you wait your turn. Vaccines will be available soon to everyone who wants one.

All COVID-19 vaccines provide sustained, substantial protection **approximately 14 days** following the first dose.

Even after receiving a vaccine, please continue to follow public health measures to keep everyone safe and healthy: Avoid social gatherings, stay home if unwell, practice physical distancing, wear a mask when required and wash your hands frequently.