Date: 17 March 2021
EVDS update 4

Troubleshooting: the vaccine batch number has not been loaded onto EVDS

There have been instances where facilities have not been able to find the vaccine batch number in the drop down list on EVDS.

In instances like this please do the following:

1. Batch number: Select any batch number from the drop down list
2. Serial number: Type in the actual batch number prefixed by the word BATCH: e.g. BATCH: 123456
How do I get a vaccinator account or administrator account on EVDS? (public sector only)

Select who will be your vaccinator/administrator

E-mail the link to the vaccinator/administrator and ask them to complete the online form

A team in the background will create the accounts

An email will be sent to the vaccinator/administrator with a username and password

The vaccinator/administrator will have to log in within 72 hours and change their password

Vaccinator: EVDS Vaccinator Form

Administrator: EVDS Admin Support Form

Please click on the correct form

Account Support: Marike.Wichers@westerncape.gov.za

Figure 1: Quick steps for vaccinator and administrator accounts on EVDS