Date: 17 March 2021  
EVDS update 5

Troubleshooting: The client presents a vaccine voucher number, but you cannot enter their EVDS profile

There have been instances where health workers present with a vaccine voucher number, but when you enter their ID number or passport into the EVDS system, their profile does not appear.

Please do the following:

1. Check that this is a legitimate voucher number by entering the client’s details onto the Sisonke system. You should get the following message.

   ![Note](image)

   Your application to J&J Sisonke Vaccine Program was received on 2021-02-28 and you are already eligible for this program.

2. Next, enter the clients ID or passport number exactly as it was entered when the client registered on the EVDS self-registration system. We have noticed a problem with clients with foreign passports- if they leave spaces between letters or number, the EVDS system recognises these spaces. This means that on vaccine day you have to enter the passport number exactly as it was entered onto the EVDS self-registration system, spaces included.

   If you registered on the EVDS self-registration system using an ID number, you will have to use the same number when you enter details into the system on vaccine day. The same applies if you initially registered using a passport number. You cannot use these numbers interchangeably.

3. If despite all your attempts, the client’s profile will still not load, they will have to log a call with the national EVDS support website: [http://hissupport.dhmis.org](http://hissupport.dhmis.org)