

VAXTRACK SA · USER DOCUMENTATION

VaxTrack SA

User Manual

A practical, quick-reference guide to recording vaccinations, managing patients, booking appointments, and running your practice on VaxTrack SA — illustrated throughout with screenshots from the live application.

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1.4

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01 Welcome to VaxTrack SA

VaxTrack SA is a POPIA-compliant vaccination records platform built for South African healthcare providers — nurses, vaccinators, and practice owners. It replaces the paper Road to Health Booklet workflow with a digital record that tracks the EPI-SA schedule, the adult, maternal and travel schedules, private vaccines, appointment bookings, and stock, all in one place.

What VaxTrack SA does

- Records vaccinations — including doses given on an earlier date — against the EPI-SA schedule, the adult, maternal and travel schedules, and private vaccine programmes
- Warns before a dose is given earlier than its minimum interval or minimum age, and shows catch-up guidance for children who are behind
- Generates signed, QR-verifiable vaccination certificates and prints the patient record, with a self-service way for parents to request a fresh link if theirs is lost
- Lets patients book their own appointments online through a private link
- Prepares WhatsApp reminders for visits that are due or overdue, and for reaction follow-ups
- Tracks vaccine stock, batches, and cold chain temperatures, and reads supplier invoices to receive stock
- Digitises a patient's existing paper booklet history in minutes, with every row reviewed by you before it is saved
- Installs on a phone, tablet or computer like an app, and keeps working without a connection
- Supports more than one physical site under a single organisation

Who this manual is for

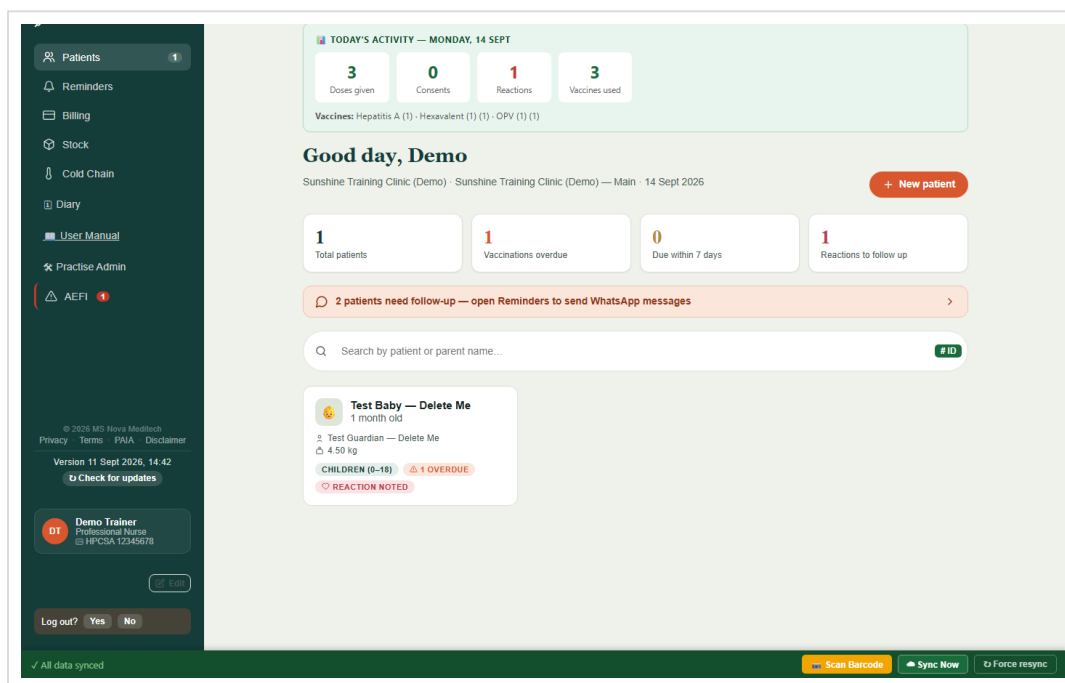
This guide is written for the people who use VaxTrack SA day to day — vaccinators, nurses, and practice administrators. If you manage the subscription for your organisation, see Chapter 11. New to VaxTrack SA entirely? The companion Training Manual walks through every feature once, in order — this manual is for looking something up quickly afterwards.

Getting around the app

Once you're logged in, the sidebar on the left is your way around the whole app:

MENU ITEM	WHAT IT'S FOR
Patients	Your patient list, search, and each patient's individual record and schedule
Reminders	The queue of WhatsApp reminders ready to send, and reaction follow-ups
Change password	Under your name in the sidebar: change your own password
Stock	Vaccine inventory, batches, and FIFO status
Cold Chain	Twice-daily fridge temperature log
Diary	Working hours, blocked time, and upcoming appointments
User Manual	This guide, available in the app at any time
Practice admin	Team members and sites (owners and managers)
AEFI	Adverse-event reports awaiting SAHPRA submission

Your name, profession, and registration number are shown at the bottom of the sidebar, along with an Edit link and a Log out button. Above them are the app's version and the Check for updates button (Chapter 3).



The dashboard after signing in — today's activity, patients needing follow-up, and quick actions.

02 Creating Your Practice Account

If your practice is new to VaxTrack SA, one person — usually the practice owner — registers the organisation. This creates your practice, your first site, a free trial subscription, and your own login, all in one step.

What you'll need

- Your full name, email address, and a password (at least 10 characters)
- Your mobile number
- Your practice name, province, and address
- The number of vaccinator seats you expect to need
- Your SANC, HPCSA, or SAPC registration number — optional at this stage; you can add it later, during onboarding, before your first vaccination record

VaxTrack SA

The Road to Health Booklet, now in your pocket.

- ✓ Full EPI-SA vaccination schedule built in
- ✓ POPIA-compliant patient records with encryption
- ✓ Automatic WhatsApp reminders for follow-up doses
- ✓ SAHPRA AEFI adverse event reporting
- ✓ Works offline — syncs when connected
- ✓ Barcode scanning for vaccine batch numbers
- ✓ Multi-site, multi-vaccinator organisations

Try it free — no card, no commitment

Register today and get instant access, free for the rest of this month plus a full calendar month after that. We won't ask for any payment details until your trial ends — and only then will you choose to continue.

VaxTrack SA - POPIA compliant - South African healthcare

Start a Free Trial

Set up your organisation — no card required

YOUR DETAILS

Full name *

Demo Trainer

Email address *

trainingmanual.demo@example.com

Password *

Confirm password *

Very strong

Mobile number *

0821234567

HPCSA / SANC number (optional)

HPCSA 12345678

Optional for now — you can add this during onboarding before your first vaccination record.

ORGANISATION / PRACTICE

Organisation / practice name *

Sunshine Training Clinic (Demo)

Province *

Gauteng

Practice address

12 Example Street, Johannesburg

Number of vaccinators (seats) *

2

One seat per vaccinator who will use the system

Start a Free Trial

Already have an account? [Sign in here](#)

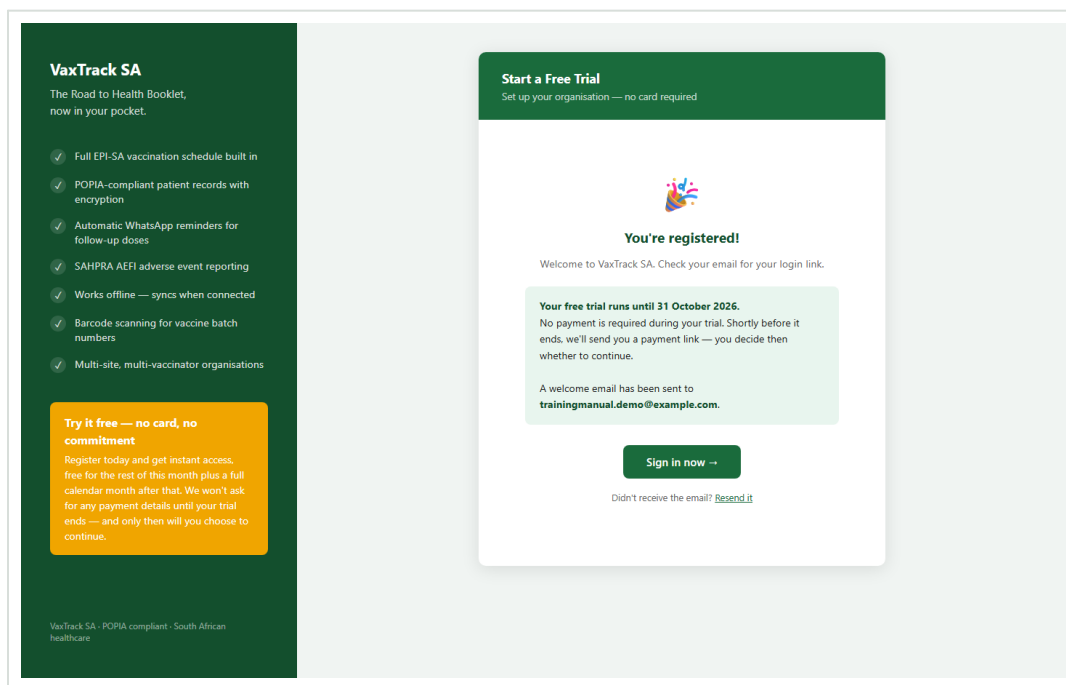
The registration form, completed and ready to submit.

Format check only

VaxTrack SA checks that your registration number is in the correct format for SANC, HPCSA, or SAPC. It does not confirm with the regulator that your registration is currently active — that remains your responsibility.

Your free trial

New accounts start on a free trial with no card details required. The trial covers the remainder of the calendar month you register in, plus the whole of the following month. Shortly before it ends, VaxTrack SA emails you a payment link and you decide then whether to continue — see Chapter 11 for full subscription details.

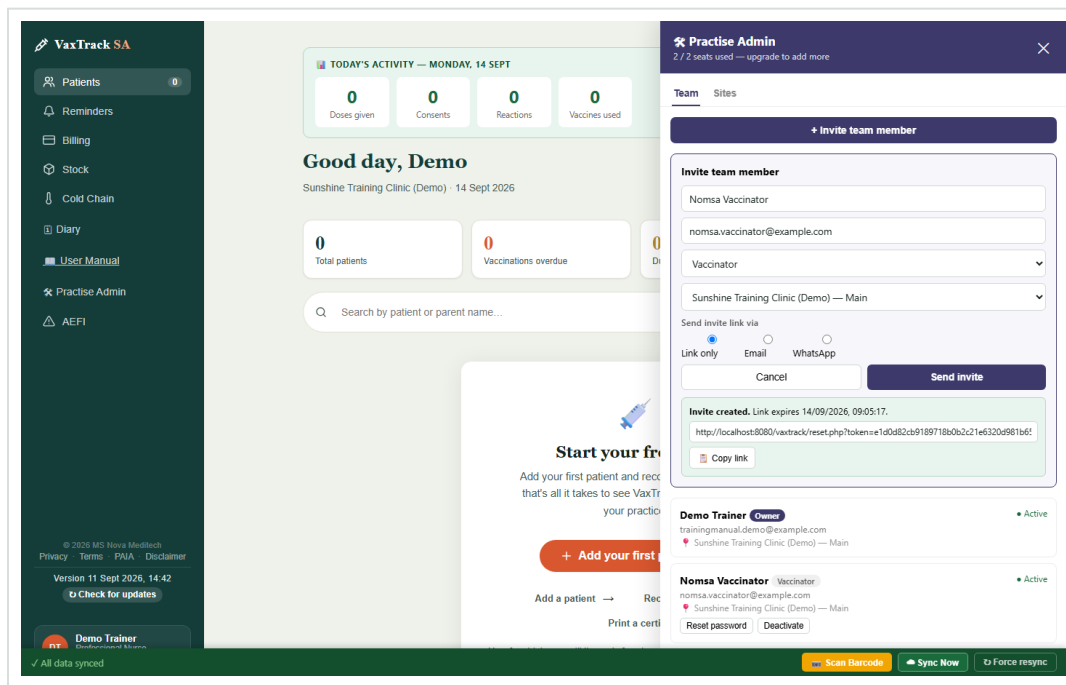


Confirmation: your organisation, first site, trial, and login all exist immediately.

03 Signing In, Staying Secure, Installing & Updating

Adding another vaccinator to your practice

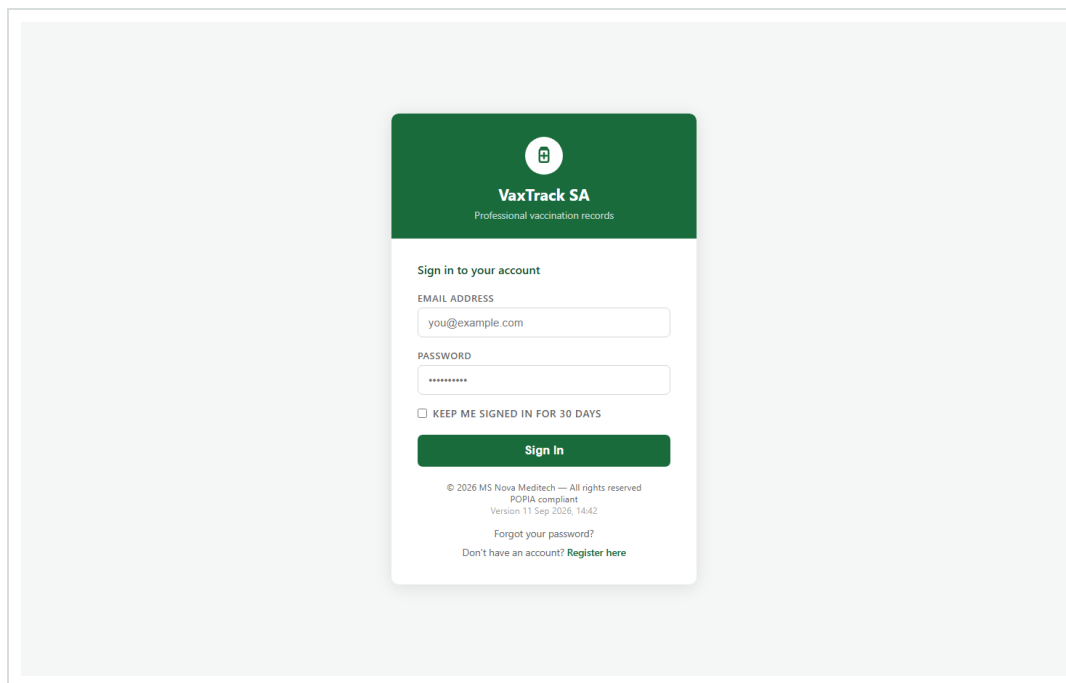
Once your practice is registered, additional vaccinators don't self-register — an owner or manager invites them from **Practice admin > Team > + Invite team member**, choosing their role and site, and sending the invite link by link, email, or WhatsApp. Seats in use are shown at the top of the Team list; when every seat is taken, the invite button asks you to upgrade.



An invite link generated and ready to share, with the new vaccinator listed as Active.

Logging in on the web

1. Go to your practice's VaxTrack SA login page.
2. Enter your email address and password.
3. Tick **Keep me signed in for 30 days** if you're on a device you trust, to stay signed in longer.



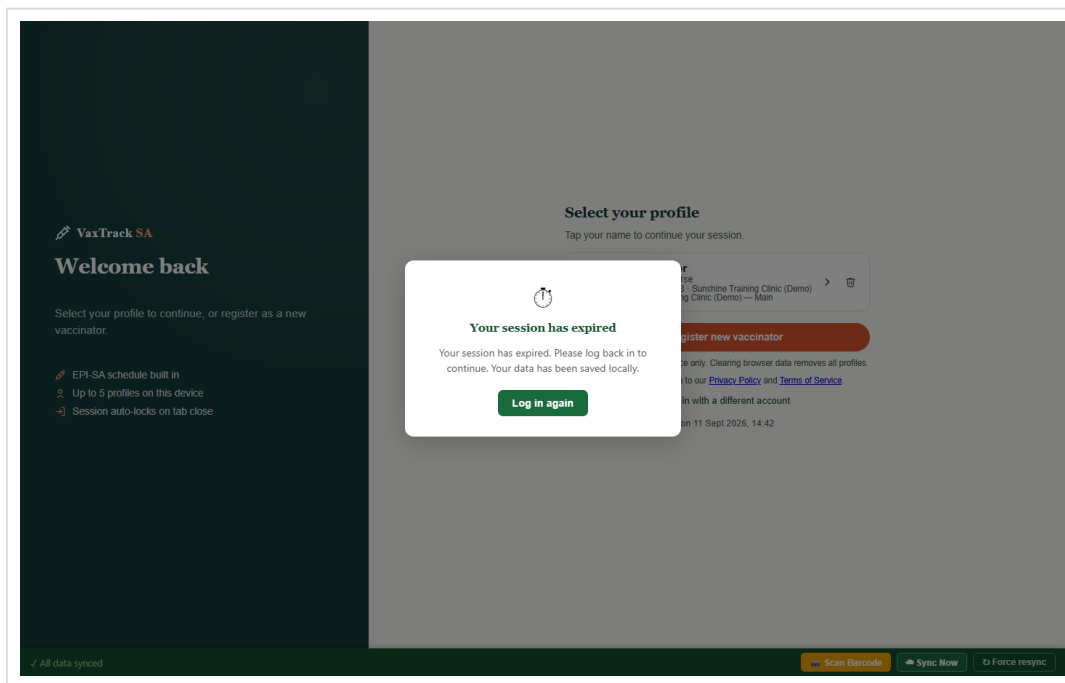
The login page.

Sign-in logout

Ten wrong passwords for the same account within 15 minutes pause sign-in for that account, whichever internet connection they come from, with the message “Too many failed attempts. Please try again in 15 minutes.” Wrong passwords typed for one person's account do not lock a colleague out of theirs, and a successful sign-in clears the count. A separate, much higher limit — 50 failed attempts in 15 minutes across all accounts on one connection — pauses sign-in for everyone at that address.

Device profiles (quick vaccinator switching)

On a shared device — a tablet at reception, for example — VaxTrack SA remembers up to five recent vaccinator profiles so staff can switch between sessions quickly without re-entering full login details each time. Select an existing profile card to continue a session, or register a new one from the same screen.



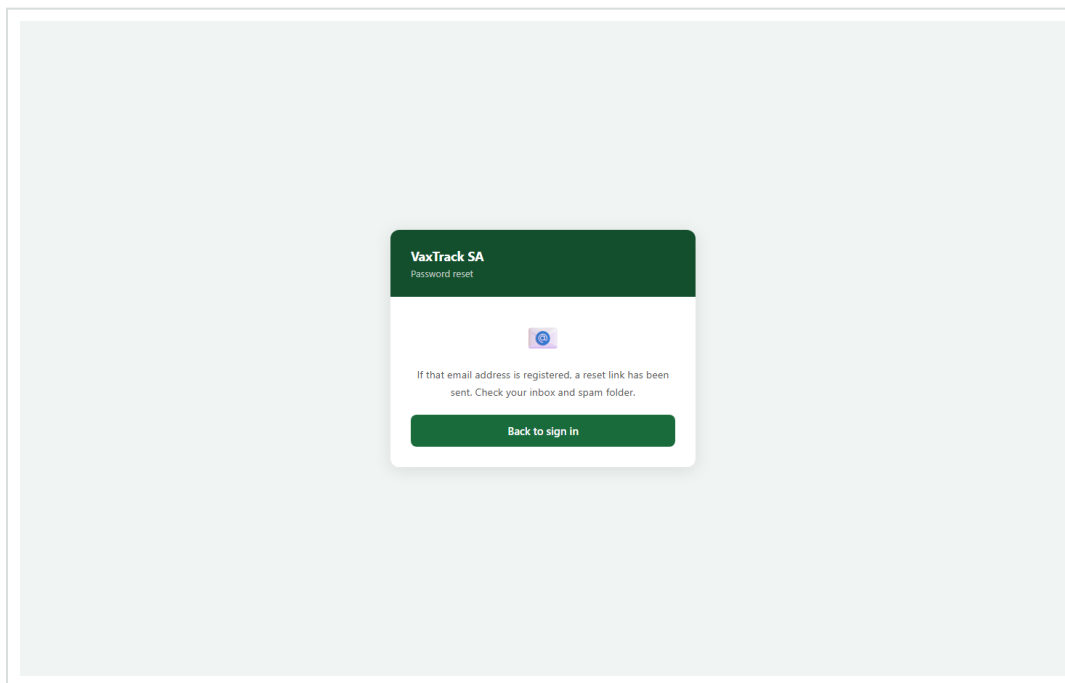
The device-profile screen, shown here after a session expired.

Device profiles are local

They're stored on that specific device only. Clearing the browser's data removes them, and they don't transfer automatically to a different computer or tablet.

Forgotten your password?

1. On the login page, select **Forgot your password?**
2. Enter the email address on your account and submit. If it matches an active account, you'll receive an email with a link to set a new password, valid for 1 hour.



The same confirmation is shown either way, so the form can't be used to check whether an email is registered.

Didn't get the email?

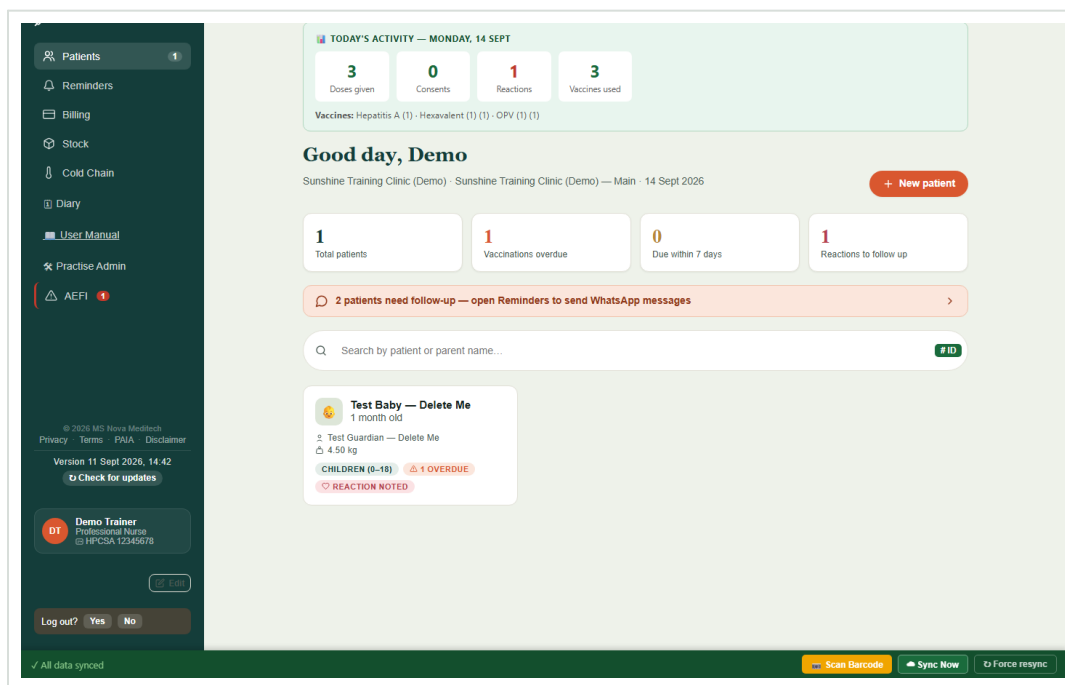
Check spam first. If it genuinely never arrives, ask your practice administrator to reset your password from Practice admin > Team. A new one-hour link is e-mailed to you; the practice owner can also send it to you another way.

If you're an administrator: resetting a colleague's password

From the Team list in Practice admin, select Reset password next to their name and confirm. The colleague is signed out of all devices and a reset link (valid for 1 hour) is e-mailed to them; the owner is also shown it. Only the owner can reset a manager's password.

Signing out

Use the Log out button at the bottom of the sidebar. VaxTrack SA asks you to confirm inline before your session ends.



The inline Log out? Yes / No confirmation.

Installing the app on a phone, tablet or computer

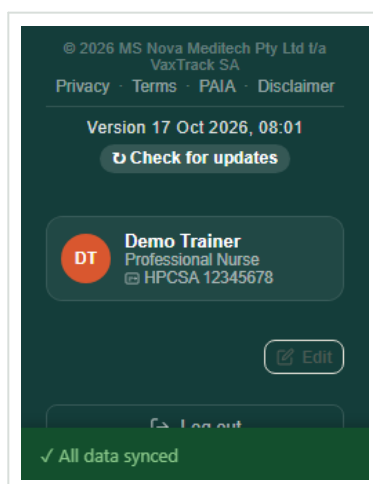
VaxTrack SA installs like an app, with its own icon, and no app store is needed. Open VaxTrack SA in your browser, then:

- **Android (Chrome).** When your browser offers it, a bar appears at the bottom of the screen reading “Install VaxTrack SA for quick access without a browser”. Tap **Install**. If the bar does not appear, use Chrome's three-dot menu and choose **Add to Home screen** or **Install app**. The × on the bar hides it on that device.
- **iPhone / iPad.** Open the page in Safari (iOS installs only from Safari), tap the Share button, then **Add to Home Screen** and **Add**.
- **Computer (Chrome or Edge).** Click the install icon at the right of the address bar and choose **Install**; in Edge use ... → Apps → Install this site as an app.

The same steps are on the app's “Get the app” page. Once installed, the app opens in its own window and the install bar no longer appears.

Keeping the app up to date

The sidebar shows the app's version (the date and time of the build you are running) with a **Check for updates** button beneath it. Select it: the app reports either “You're on the latest version” or “A newer version is available” with a **Reload now** link. Reloading does not sign you out. If the check cannot reach the server it says so and gives the reason.



The version and Check for updates button at the foot of the sidebar.

Working without an internet connection

Once you've opened VaxTrack SA successfully while connected at least once on a device, it keeps working with no signal. Patients, consents and visit vaccinations recorded offline are held on that device and sent automatically the next time it has a connection. Some actions go straight to the server and need a connection: **Record additional vaccine**, scanning a booklet or an invoice, and issuing a certificate or booking link.

Never clear your browser data before syncing

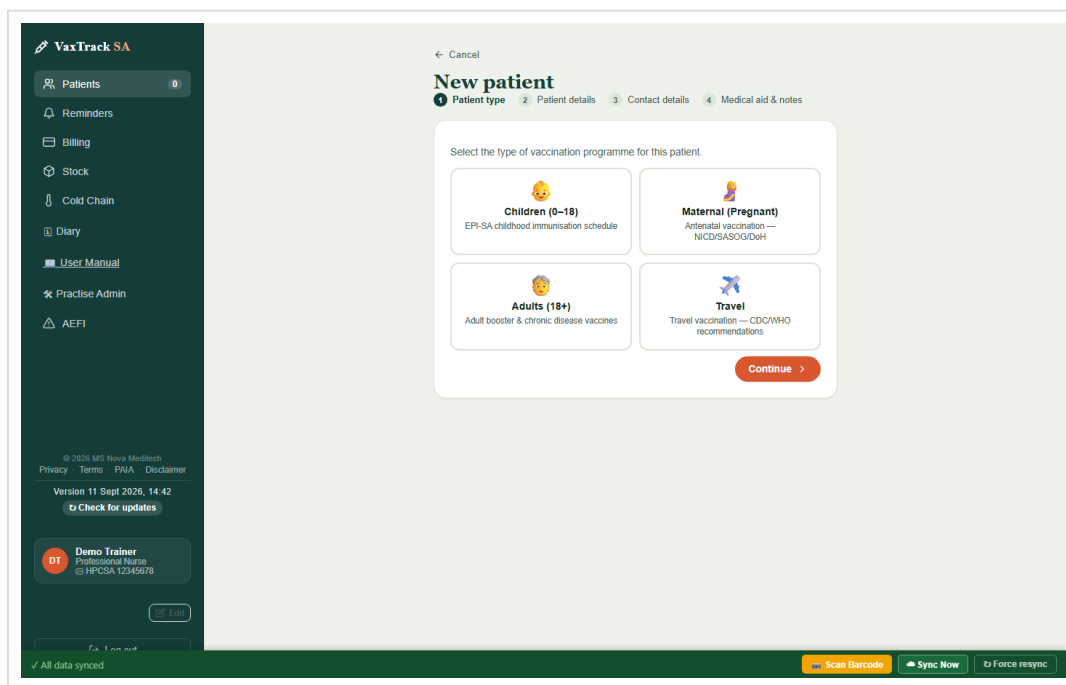
Anything captured offline is held only on that device until it syncs. Clearing browser data, uninstalling, or switching devices before the status bar shows “All data synced” will permanently lose anything not yet sent. If unsure, select Sync Now and wait for confirmation first.

04 Managing Patients & Schedules

Adding a new patient

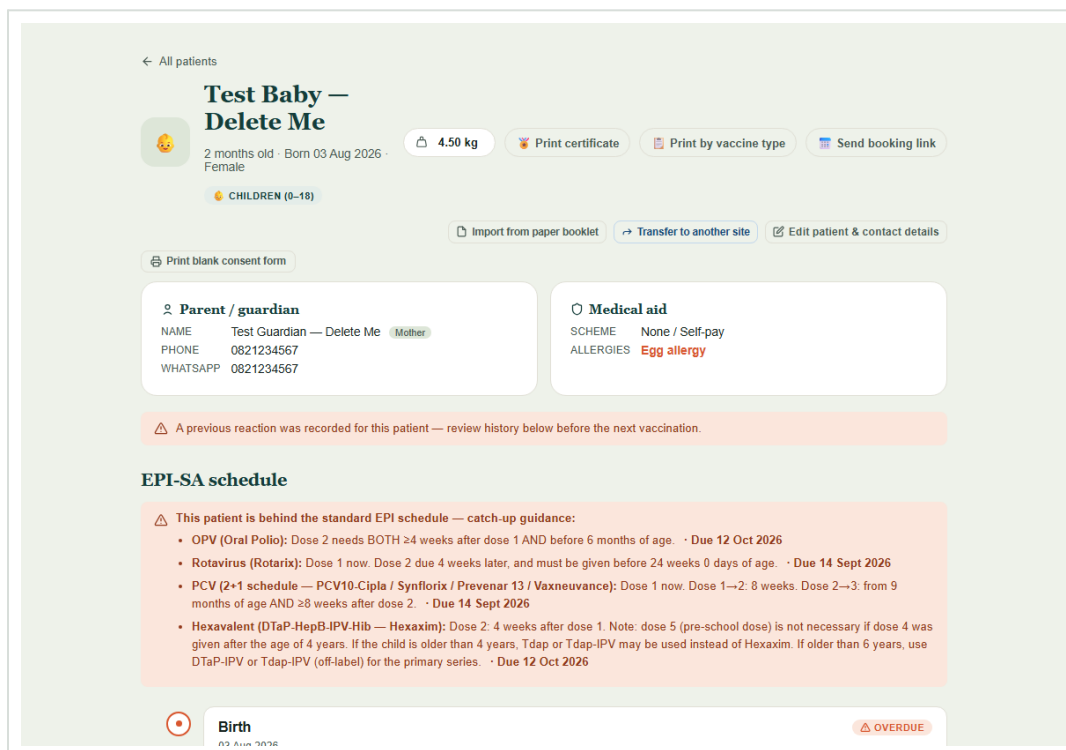
From the Patients screen, start a new patient record and choose the patient type — this determines which consent flow and schedule apply:

PATIENT TYPE	USED FOR
Children (0–18)	The EPI-SA schedule, with guardian consent and catch-up guidance
Maternal (Pregnant)	Antenatal vaccines (for example influenza, Tdap, RSV), self-consent
Adults (18+)	The adult vaccination list — boosters and chronic-disease vaccines — self-consent
Travel	Travel vaccination — CDC/WHO recommendations, self-consent



Choosing the patient type — step 1 of the new-patient wizard.

Capture the patient's name, date of birth, ID or passport number, contact details, and medical aid details if applicable. Add any known allergies — these are shown prominently in red on the patient's record so they're easy to spot at a glance. Use **Edit patient & contact details** on the record to change them later, and **Transfer to another site** to move a patient's registration to another site of your organisation (vaccination history stays with the site where each dose was given).



A patient record: the Print certificate, Print by vaccine type and Send booking link buttons, the allergy flag, and the catch-up guidance above the schedule.

Finding a patient

Use the search bar on the Patients screen to search by patient name or parent/guardian name as you type. The # ID button at the right of the search bar finds a patient by SA ID or passport number (at least four characters), including by a parent or guardian's ID. Results are limited to patients registered at your organisation.

Which schedule a patient follows

Children (0–18) follow the EPI-SA schedule, with each visit's due date worked out from the date of birth. Due dates move with the doses actually given: a dose given late moves the next dose of that same vaccine by its minimum interval, and does not move unrelated vaccines.

Adults (18+) follow their own adult list. It is not an age timetable: every entry is shown as due from the day the practice took the patient on, and each carries a clinical note (who it is for, number of doses, contraindications). The list covers influenza, pneumococcal (Prevenar 20, PCV13/15 or Pneumovax), RSV, shingles, Tdap, MMR, hepatitis B, chickenpox, HPV, hepatitis A, Twinrix, meningococcal, rabies pre-exposure, typhoid and yellow fever. VaxTrack SA does not decide which of these a particular adult needs — that remains a clinical decision, and a vaccine that does not apply can be marked **not applicable** (Chapter 5).

Catch-up guidance is for Children. It is built from Amayeza's "Immunisation Catch-up Schedule (2026)". When a child is behind, a banner above the schedule lists, for each vaccine, what is due now, the minimum gap to the next dose, and the calendar date it can be given. It covers BCG, OPV, rotavirus, PCV (2+1), hexavalent, measles-rubella, the Tdap booster and HPV. Hard limits, such as OPV after 6 months of age or rotavirus after 24 weeks 0 days, show as **do not give**.

What the catch-up rules cannot settle

Some cases depend on information the rules do not hold — the product used, the age at an earlier dose, or the patient's immune status. For these the banner shows a note asking the clinician to check the source table or current guidelines before giving, and the Tdap and HPV entries carry a "simplified — verify against source" tag. The rules do not cover the alternative private-product tables in the source document (for example Rotateq, Infanrix Hexa, or a 3+1 PCV schedule), standalone hepatitis B, or meningococcal and chickenpox catch-up. Treat the banner as guidance for the vaccinator, never as an instruction.

05 Recording & Correcting a Vaccination

Consent, first

Open a patient's record and select the relevant visit (e.g. "6 weeks"). Selecting it opens a three-step consent flow — screening questions, information & risks, then signature — which must be completed before the vaccine checklist appears. If a consent for that visit has already been signed today, the checklist opens directly.

The screening questionnaire, opened from a visit.

Consent for minors: guardian details, POPIA consent, initials, and typed signature.

Adult, travel, and maternal patients complete a shorter self-consent version of the same flow.

The visit checklist

Once consent is signed, VaxTrack SA lists the vaccines due at that visit. **Nothing is ticked to begin with:** the vaccinator ticks exactly the vaccines being given. A vaccine already recorded for the visit shows as “already given” and cannot be ticked again. A vaccine that will not be given can be marked **not applicable** (with an **undo** link), which removes it from the pending list and from the overdue count.

6 weeks visit
Test Baby — Delete Me — Due 14 Sept 2026

Consent signed by Test Guardian — Delete Me at 08:16

Vaccines administered today

- ☒ **OPV (1)** — protects against Polio [mark not applicable](#)
- ☐ **Rotavirus (1)** — protects against Rotavirus diarrhoea [mark not applicable](#)
- ☐ **PCV (1)** — protects against Pneumococcal disease [mark not applicable](#)
- ☒ **Hexavalent (1)** — protects against Diphtheria, tetanus, pertussis, polio, Hib, Hep B [mark not applicable](#)

Private & additional vaccines

Needle guidance

Vaccine	Route	Needle	Technique
OPV (1)	Oral · Oral	2 drops	No needle — oral route Administer directly into the mouth/cheek per product instructions.
Hexavalent (1)	IM · Left thigh (lateral aspect)	23–25G, 25mm (1")	90-degree angle into anterolateral thigh muscle

Guidance only, based on age and route per SA Department of Health and ACIP recommendations — always apply clinical judgement, the product insert, and visible muscle mass before selecting a needle.

Date administered*

- ☒ Schedule automatic reminders for this visit

Cancel **Save records**

1 2 item(s) pending sync Scan Barcode Sync Now Force resync

Ticked vaccines reveal their Needle guidance — route, gauge, and technique — for the patient's age.

Recording a dose given on an earlier date

Date administered starts as today and applies to every vaccine saved in that visit. To record a dose given earlier — for example one that was not entered on the day — set the date to the day it was actually given. The calendar accepts any date from the patient's date of birth up to today; a future date cannot be chosen. Everything that depends on the date, including the interval check below and the due date of the next dose, uses the date you enter.

The early-dose interval warning

When the chosen date falls before a dose's minimum interval after the previous dose of the same series, or before its minimum age, an amber panel titled **Check this interval before giving** lists each problem in plain words — for example “Hexavalent (2) is due at least 4 weeks after Hexavalent (1) (given 14 Sept 2026) — earliest 12 Oct 2026”. It also warns when the same dose is already on file for the patient, and when two doses of one series are ticked in one sitting.

The warning never forbids a dose — giving early can be a sound clinical decision, for instance in an outbreak, before imminent travel, or where the product's own insert allows a shorter gap. To go ahead, tick **I have reviewed this and am giving it anyway**. **Save record** stays disabled until you do, and the dose is then saved exactly as entered. Changing the date or the ticked vaccines asks the question again. The check covers the EPI-SA series (OPV, rotavirus, PCV, hexavalent, measles-rubella), the private Bexsero series, and Shingrix dose 2. It runs in the visit checklist; the Record additional vaccine form and the correction form do not run it.

10 weeks visit ×

Test Baby — Delete Me · Due 12 Oct 2026

Consent signed by Test Guardian — Delete Me at 09:01

Vaccines administered today

☒ **Hexavalent (2)** — protects against Diphtheria, tetanus, pertussis, polio, Hib, Hep B mark not applicable

☐ **Bexsero (1)** — protects against Meningococcal B (meningitis, septicaemia) mark not applicable

Private & additional vaccines

Needle guidance

Hexavalent (2) 23–25G, 25mm (1")
IM · Left thigh (lateral aspect) 90-degree angle into anterolateral thigh muscle.

Guidance only, based on age and route per SA Department of Health and ACIP recommendations — always apply clinical judgement, the product insert, and visible muscle mass before selecting a needle.

Date administered*

2026/09/20

Hexavalent (2) — vial details

Injection site
Left thigh

Batch number e.g. LX4421A **Expiry date** From the vial label

Reactions observed

None observed Mild fever Redness at injection site Swelling at injection site Fussiness / crying Drowsiness Loss of appetite Vomiting Rash Persistent crying (>3 hrs) High fever (>39°C) Allergic reaction Other (see notes)

☒ Schedule automatic reminders for this visit

Check this interval before giving

- Hexavalent (2) is due at least 4 weeks after Hexavalent (1) (given 14 Sept 2026) — earliest 12 Oct 2026.

Giving a dose earlier than this is your clinical call — an outbreak, imminent travel, or a product whose own insert allows a shorter gap. The dose will be recorded exactly as you enter it.

☐ I have reviewed this and am giving it anyway

Cancel Save record

A dose dated 20 September, six days after the first: the interval warning must be acknowledged before the record can be saved.

Recording each vaccine

- **Injection site.** Each vaccine given has its own site selector — this matters when different vaccines in the same visit go to different places. Set it separately for every vaccine rather than once for the whole visit.
- **Batch number.** Required. Tap into the field and VaxTrack SA fills in the oldest non-expired, non-depleted batch on hand at your site (FIFO). The field also offers a list of your site's usable batches, each with its expiry month and doses left. You can override it, type a batch that is not in stock, or scan the vial's barcode with the camera icon.
- **Expiry date.** Required. Choosing a batch from the list fills it in; otherwise enter the month from the vial label. A batch whose expiry has passed cannot be recorded.
- **Reactions.** Select from the standard list (e.g. mild fever, redness, drowsiness) or add notes. Reporting a reaction automatically creates an AEFI report and starts a 24-hour SAHPRA reporting countdown from the moment it is recorded, visible from the AEFI item in the sidebar.

Per-vaccine injection site, batch number, and expiry month.

Amber batch warning

If no stock is on hand for a vaccine, the batch field doesn't fill in and shows “No stock on hand — enter batch and expiry manually”. You can still record the vaccination by typing the batch and expiry from the vial, but check your stock levels — see Chapter 10.

Private & additional vaccines

Below the EPI-SA checklist, a collapsible “Private & additional vaccines” section lists vaccines outside the public schedule — Hepatitis A, MMR, HPV, Prevenar 20, and others. Tick any given alongside the visit; each gets its own dose number, batch block and injection site, just like an EPI vaccine, and appears on the same certificate and history. A vaccine that is not on the list can be added with **+ Not on list? Add custom vaccine**; the person giving it is responsible for confirming it is registered in South Africa.

Prevenar 20

Prevenar 20 is listed as a single-dose vaccine for age 2 and over. Infants under 2 follow the EPI PCV 1/2/3 schedule instead: a Prevenar 20 dose ticked in the private list is saved as a Prevenar 20 dose and does not count towards an infant's PCV series. Stock received as Prevenar 20 is matched to this entry separately from Prevenar 13, so the batch field does not fill in a Prevenar 13 batch for a Prevenar 20 dose.

Additional vaccines outside a visit

For a vaccine given outside any scheduled visit — an annual flu shot, a travel vaccine — use **Record additional vaccine** on the patient's record. It is available at any time, for any patient type, without needing a visit to attach it to. **Date given** starts as today and can be set to any earlier date, but not a future one. The vaccine name, date, batch number and expiry are required. This form saves straight to the server, so it needs a connection.

Record additional vaccine

Test Baby — Delete Me — outside scheduled visits

VACCINE *
Hepatitis A

DATE GIVEN *
2026/09/14

DOSE NUMBER *
1

BATCH NUMBER *
e.g. LX4421A

EXPIRY DATE *

ROUTE
IM — Intramuscular

INJECTION SITE
Left upper arm

☒ Schedule next-dose reminder (if applicable)

Cancel Save record

Recording an ad hoc Hepatitis A dose, outside any scheduled visit.

Reporting a reaction

Report a reaction

Test Baby — Delete Me — OPV (1), given 2026-09-14

☐ None observed ☐ Mild fever

☐ Redness at injection site ☐ Swelling at injection site

☐ Fussiness / crying ☐ Drowsiness ☐ Loss of appetite

☐ Vomiting ☐ Rash ☐ Persistent crying (>3 hrs)

☐ High fever (>39°C) ☐ Allergic reaction

☐ Other (see notes)

NOTES
Timing, severity, action taken...

Cancel Save

The reaction checklist — saving this creates an AEFI report automatically.

SAHPRA submission is manual

AEFI reports are formatted correctly for SAHPRA Yellow Card submission, and tracked with a 24-hour deadline reminder, but they are not electronically transmitted to SAHPRA by the platform — submission through SAHPRA's own MedSafety app or portal remains your responsibility.

Correcting or removing a vaccination record

Each line in the patient's Vaccination history has a **Correct this entry** link. It opens a form where you can change the vaccine name, date given, batch number, and site/route. For a child, the form also shows an **EPI-SA visit & dose** list, which links the dose to the scheduled visit so the schedule counts it as given. The date cannot be in the future or before the date of birth.

Remove this line is for a dose recorded in error — one that was never given, or a row entered twice. You are asked for a short reason, and the line then disappears from the patient record and the certificate. It is marked as removed rather than deleted: a copy is kept in the audit log with your name and the reason.

Who may do this. For a dose your practice recorded, the link is offered to the vaccinator who recorded it and to practice owners, and the server refuses anyone else. For a row digitised from a paper booklet, any vaccinator with access to the patient may correct or remove it. If the dose has a reaction report, a note on the form says that changing the date also updates that report's vaccination date and onset interval; if the report was already submitted to SAHPRA, you must re-notify SAHPRA yourself, because VaxTrack SA cannot amend a filing they already hold.

Correct this record: editable fields, the EPI-SA visit link, and Remove this line.

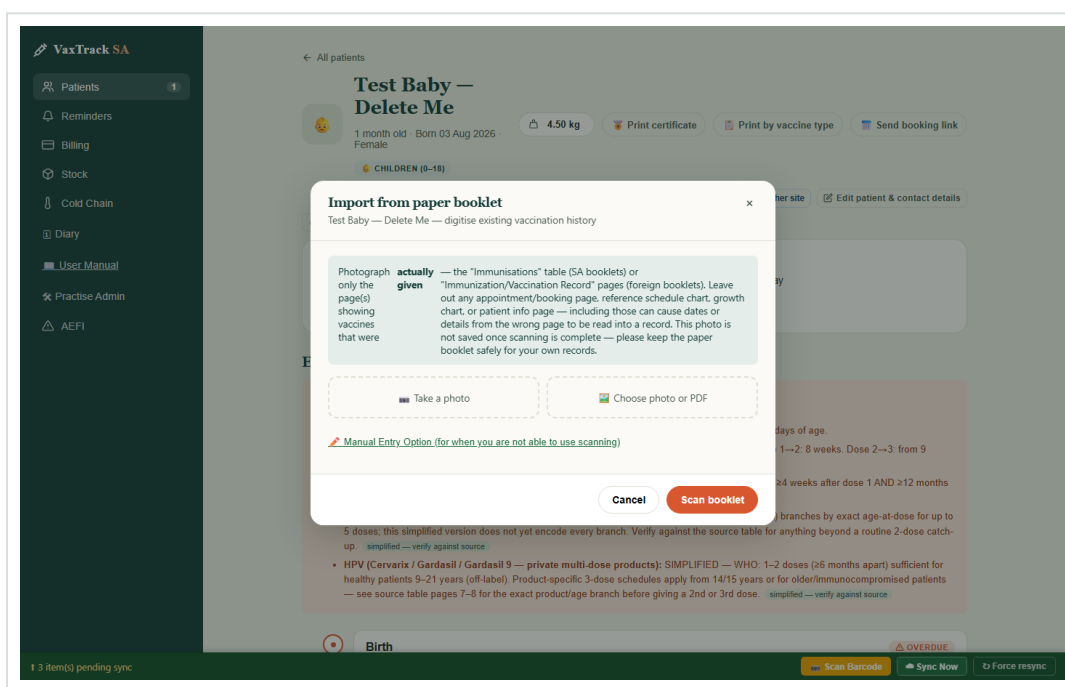
Scheduling a reminder

Most vaccination screens include a “Schedule automatic reminders for this visit” checkbox, ticked by default. Leaving it ticked adds the next-dose reminder (or, after a reaction, a 24-hour follow-up) to the Reminders queue — see Chapter 9. VaxTrack SA does not send anything by itself.

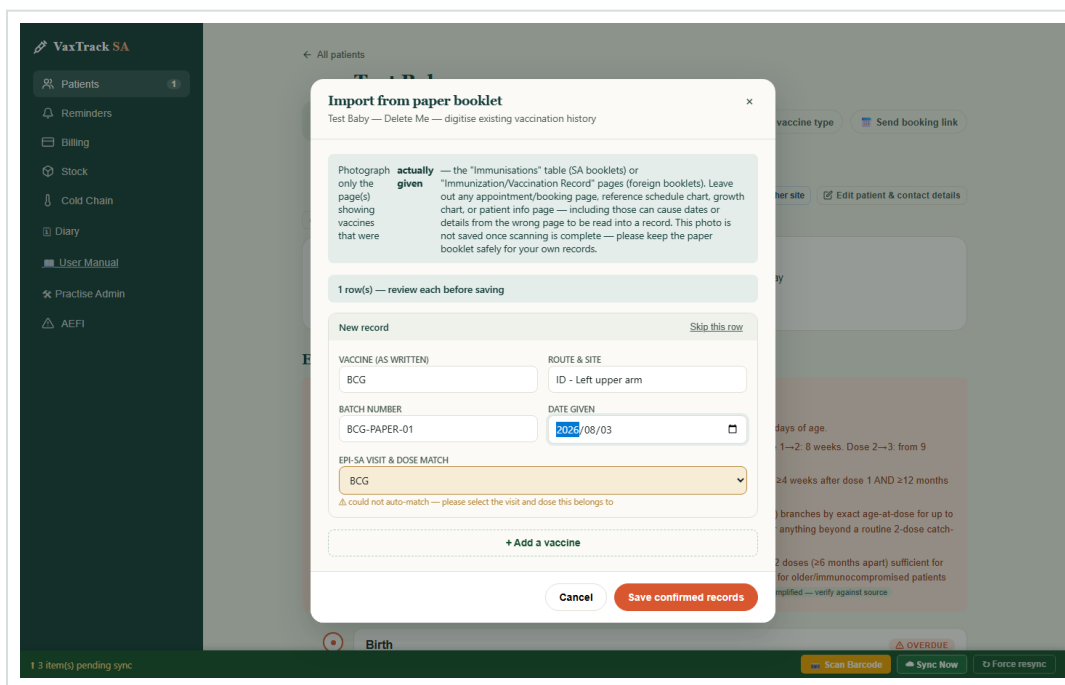
06 Importing a Paper Booklet

If a patient arrives with an existing paper Road to Health Booklet and no digital history, digitise it in a few minutes at their visit — there's no need for a separate bulk import.

1. From the patient's record, select **Import from paper booklet**. Photograph only the page(s) showing vaccines that were actually given — the Immunisations table. Choose **Take a photo** (up to 4 photos) or **Choose photo or PDF**. A PDF can hold every page of the booklet and replaces any photos.
2. Select **Scan booklet**. The pages are read by an AI service, which can take a minute or two for a full page — longer on a slow connection — so keep the window open. Scanning needs a connection, and the patient must already have synced to the server.
3. Review every row against the actual booklet: vaccine, batch number, route/site and date given. Rows the reader was unsure of are flagged for a check, and each row shows whether it was matched to an EPI-SA visit and dose. A row needs a vaccine name and a real date — on or after the date of birth and not in the future; rows that fail are highlighted in red, and you correct them or tick **Skip** if the dose was never given.
4. No connection, or no way to photograph the booklet? Choose the **Manual Entry Option** link on the same screen to type each row in directly instead.



The Import from paper booklet window.



A manually entered row — VaxTrack SA tries to match it to the correct EPI-SA visit and dose automatically, flagging it if it can't.

Choose **Save confirmed records** to save. Nothing is written to the patient's record until you do. Rows saved this way are marked as digitised from the patient's own booklet: they never show one of your vaccinators as the person who gave the dose, and they print with a (P) marker. If a row is later found to be wrong, use **Correct this entry** (above).

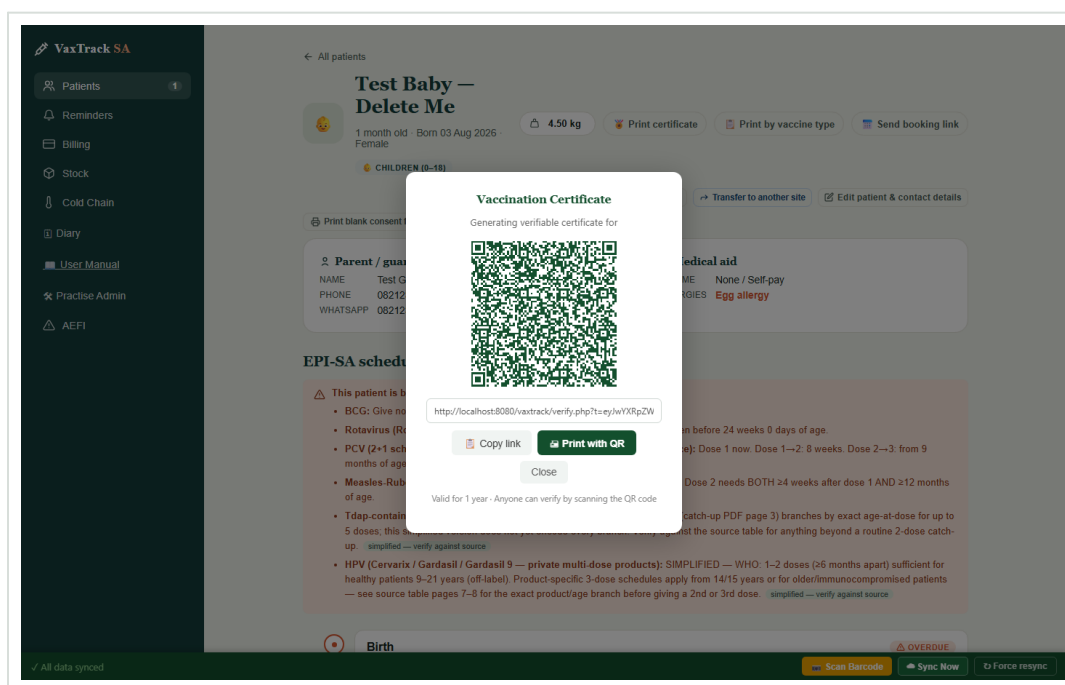
The photo is not kept

Once you confirm the review screen, the photograph itself is discarded — it is not stored on VaxTrack SA's servers. Keep the physical booklet safely; it remains the patient's own record.

07 Certificates, Printing & Travel

Generating a certificate

From a patient's record, select **Print certificate** to generate a certificate at any time. A window shows a QR code and a verification link, valid for 90 days from issue, with Copy link and Print with QR buttons. The printout is the patient's full vaccination record — patient and guardian details, medical aid, a schedule status summary, and every vaccination on record (EPI-SA, private, and ad hoc), with its date, batch, site, route, who gave it and any reaction — with the QR code at the foot.



The certificate window — QR code, verification link, Copy link, and Print with QR.

Verifying a certificate

Anyone who scans the QR code, or opens the link, sees a public page showing the same full record as the printout. No login is required, and the record can't be altered from that page. The page reflects the record as it is now, and a line removed as recorded in error does not appear.

Share the link only with the patient or guardian

Because the verification page shows the vaccination record — the patient's name, date of birth and every dose — anyone holding the link or QR code can read it until it expires after 90 days, or until you use Revoke earlier links. Hand it to the patient or their guardian, not to third parties.

Printing the patient record

- **Print certificate** → **Print with QR**: the full record described above, in date order, with the QR code.
- **Print by vaccine type**: a practice record that groups the doses of each vaccine together, oldest first, so a patient's whole history for one vaccine can be read at a glance. It has no QR code.
- **Print blank consent form** (top of the record) and **Print consent** (beside a history line): the consent form, blank or as signed.

Each opens your browser's print window, so you can print on paper or save as PDF. Doses digitised from a paper booklet carry a (P) marker and show the booklet's own provider instead of a VaxTrack vaccinator.

If a parent loses their certificate link

Parents can request a fresh link themselves, without calling the practice, from a public “lost your link?” page — entering their child's full name, date of birth, and their own ID or passport number. All three must match a record on file. The page then tells them whether a record was found. When it was, and there is a WhatsApp or phone number on file, the request is queued for a vaccinator to send a fresh link by WhatsApp — deliberately WhatsApp-only, not email, so a vaccinator sends it themselves and can see it go through. If no number is on file, the parent is told to contact the practice.

The VaxTrack certificate is not a travel document

The VaxTrack certificate is a clinic record of vaccination. South Africa does not take part in the electronic certificate initiative, so the official Yellow Fever vaccination card is required at borders, and the VaxTrack certificate is not accepted at borders in its place. The clinic can print the VaxTrack record to accompany the card, as supporting evidence of the patient's vaccination history. Tell travelling patients to keep the official card with their passport.

08 Online Appointment Booking

VaxTrack SA lets your patients book their own appointment into your open diary slots, without ever seeing who else is booked or why any time is unavailable.

Setting up your diary

1. Open the Diary panel from the sidebar.
2. Set your recurring weekly hours per day, per site, with a slot length (15 minutes by default). Online booking activates automatically once at least one day has hours.
3. Add one-off blocked time for leave, personal appointments, or public holidays — a time range or a whole day. These notes are private and never shown to patients.

VaxTrack SA

Patients 0

Reminders

Billing

Stock

Cold Chain

Diary

User Manual

Practise Admin

AEFI

© 2026 MS Nova Meditech
Privacy Terms PWA Disclaimer
Version 11 Sept 2026, 14:42
Check for updates

Demo Trainer
All data synced

Diary Close

Site
Sunshine Training Clinic (Demo) --- Main

Weekly hours

Online booking is not active yet. No weekly hours are set, so there is nothing for patients to book. Until you add hours below, WhatsApp reminders will send without a booking link.

Sunday Not available + Add hours

Monday Not available + Add hours

Tuesday Not available + Add hours

Wednesday Not available + Add hours

Thursday Not available + Add hours

Friday Not available + Add hours

Saturday Not available + Add hours

Blocked time

No blocked time in the next 14 days.

yyyy/mm/dd

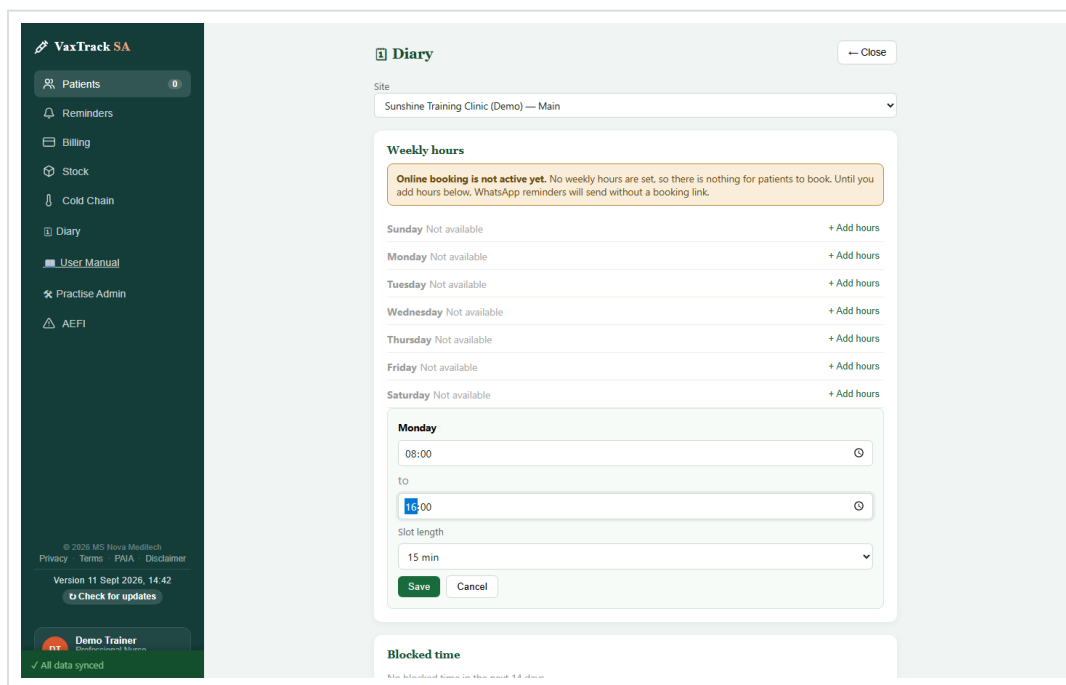
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Note (private, never shown to patients) + Block time

Upcoming appointments

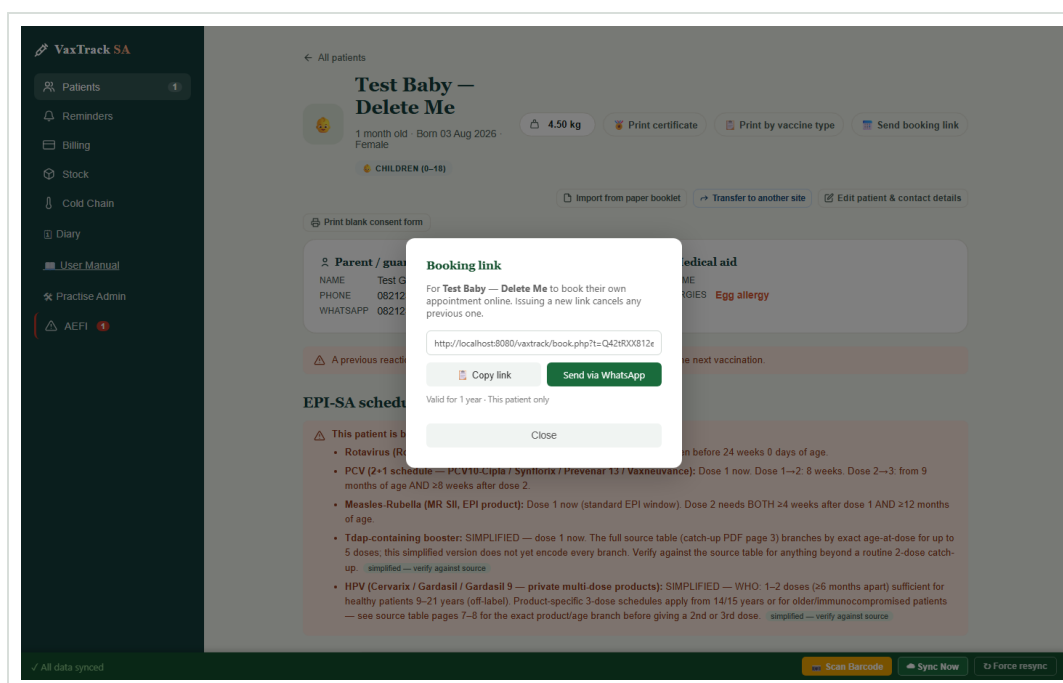
The Diary panel.



Weekly hours and blocked time.

Sending a patient a booking link

From a patient's record, use the **Send booking link** button next to the certificate button. This issues a unique link tied to that one patient, valid for one year, which you can copy or send directly via WhatsApp.



A generated booking link for one patient.

Issuing a new link cancels the previous one

Sending a fresh booking link to the same patient with the Send booking link button invalidates any link sent earlier that way. If a patient's phone is lost or compromised, simply issue a new link. (Links added to WhatsApp reminders work differently — see Chapter 9.)

What the patient sees

The patient opens their link, is greeted by name, and sees only genuinely open time slots — no other patient's name, appointment, or reason for a block is ever visible. Selecting a slot confirms the booking immediately; there is no separate approval step. A patient can hold one upcoming appointment at a time, and can cancel it from the same link.

Managing appointments as a vaccinator

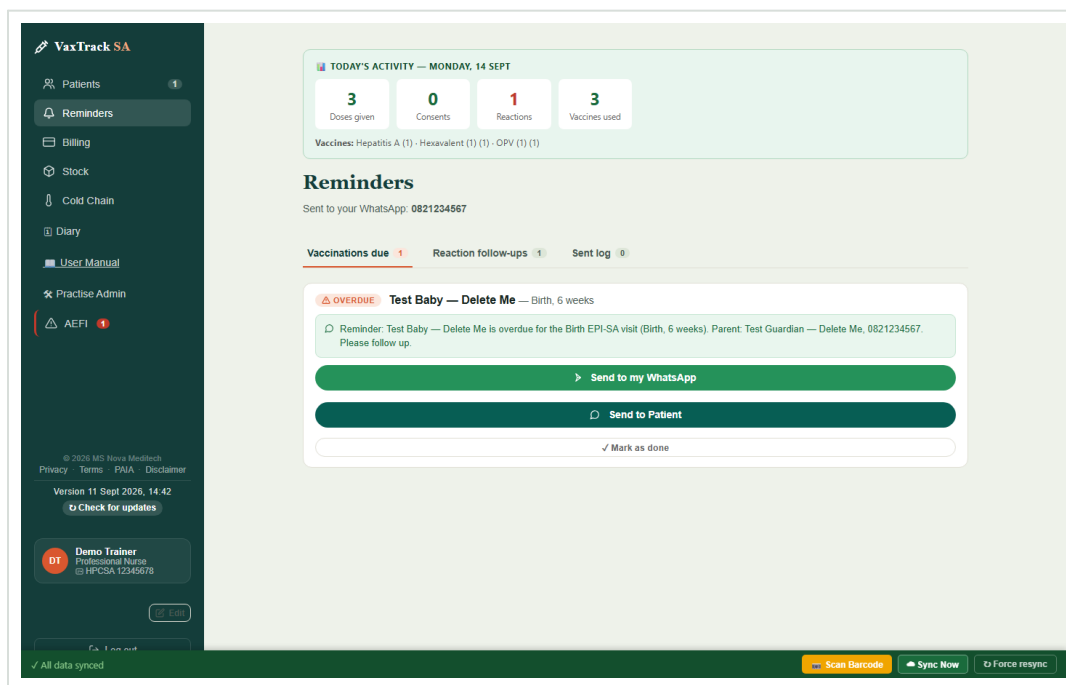
The Diary panel lists upcoming appointments with each patient's name. From there you can mark an appointment as cancelled, completed, or no-show.

09 WhatsApp Reminders

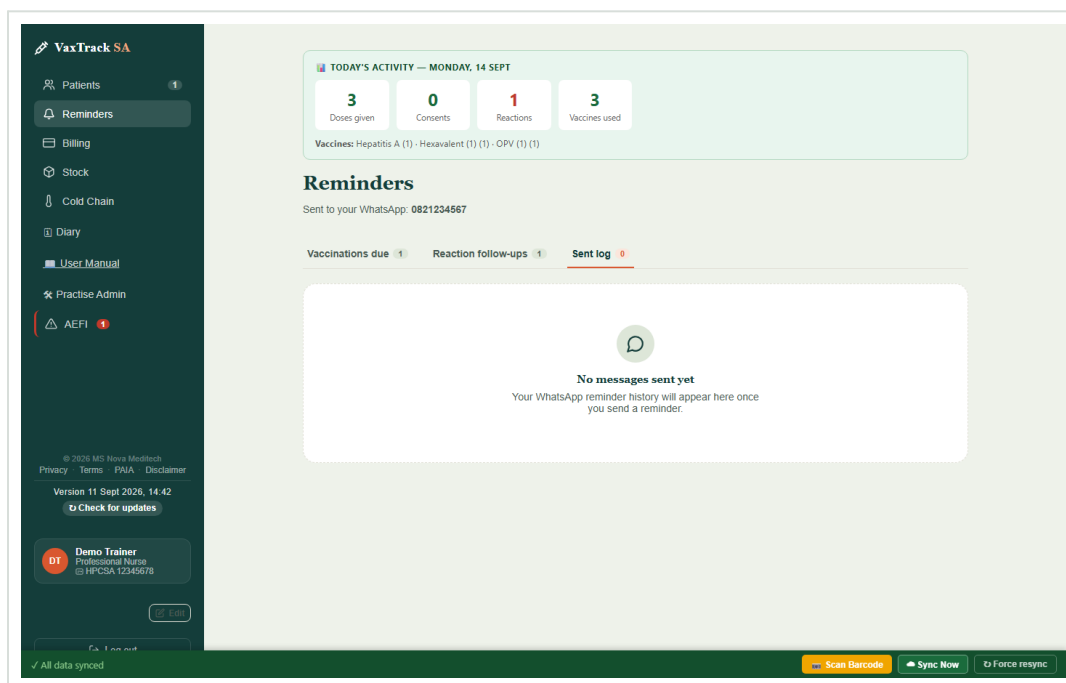
VaxTrack SA prepares reminder messages for visits that are due, due soon, or overdue, and for reactions that need a follow-up check-in. Reminders are never sent automatically — you always choose when to send them.

Sending a reminder

1. Open the Reminders screen from the sidebar.
2. Review the queue across its three tabs — Vaccinations due, Reaction follow-ups, and Sent log — each entry showing the patient's name and a preview of the message.
3. Select **Send to Patient** to open the pre-filled message in WhatsApp and send it, or **Send to my WhatsApp** to forward it to yourself first. Then **Mark as done**.



The Reminders screen.



The Sent log tab — your WhatsApp reminder history, once you've sent one.

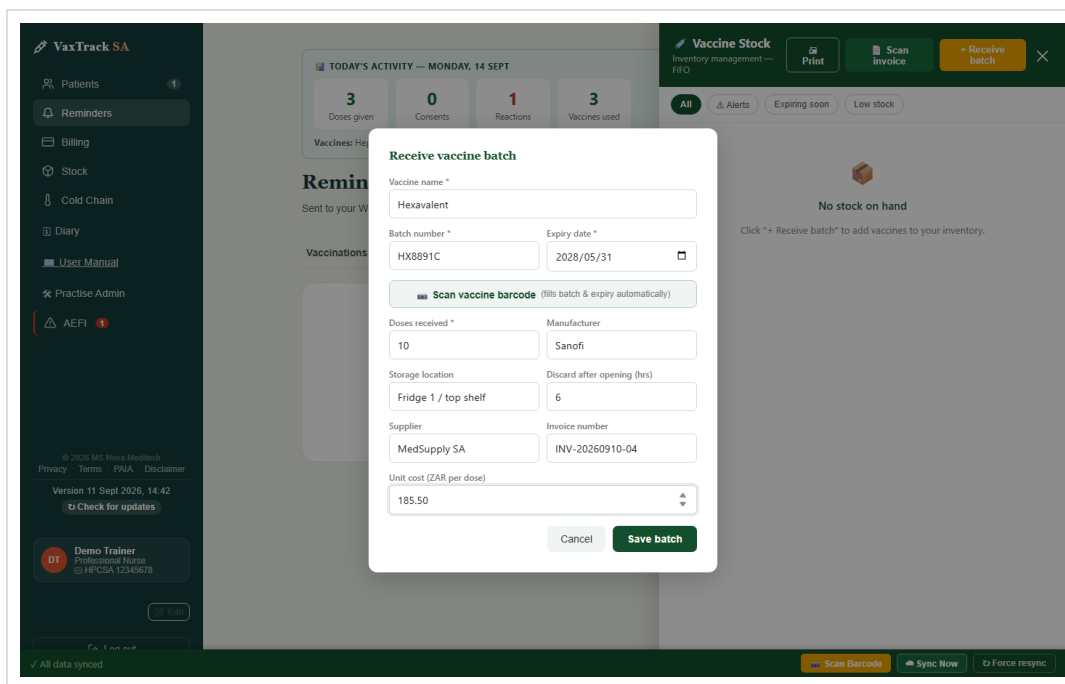
Booking links in reminders

A reminder for a visit that is overdue, due now, or due soon includes a booking link, so the patient can arrange their visit directly from the WhatsApp message. Reaction follow-up messages do not carry a link. The link is valid for 90 days, and sending it does not cancel links sent before. If no link can be made — for example, no diary hours are set up yet, or the patient has not yet synced — VaxTrack SA tells you why before WhatsApp opens, and you choose whether to send without it.

10 Vaccine Stock & Cold Chain

Receiving stock manually

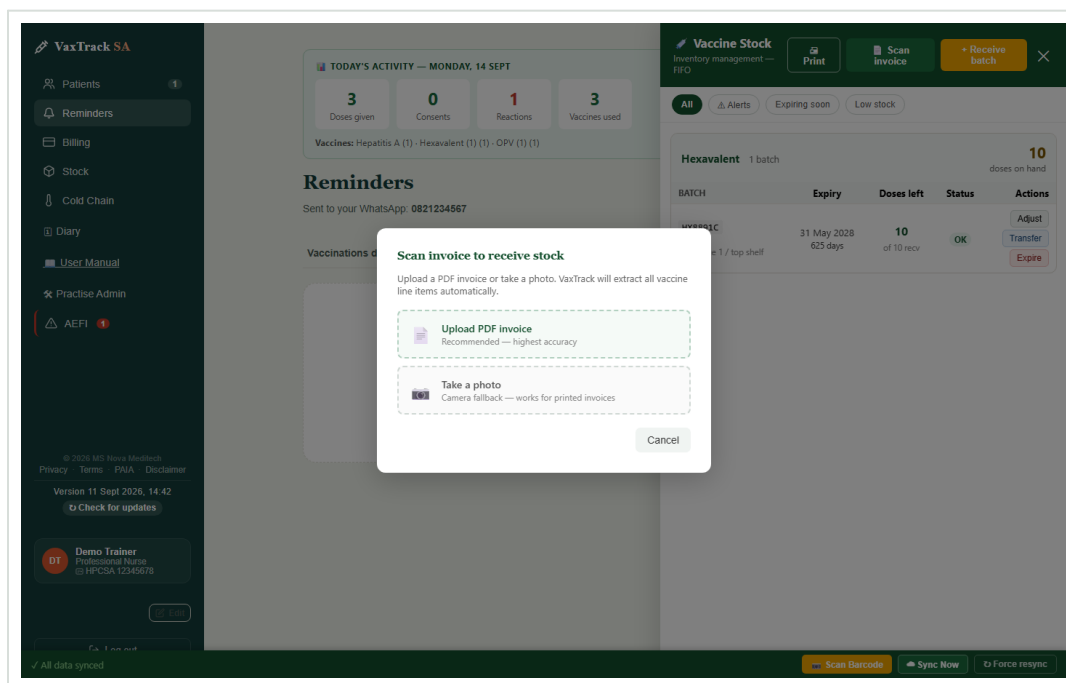
Select **+ Receive batch** and enter vaccine name, batch number, expiry date, doses received, manufacturer, storage location, supplier, invoice number, and unit cost directly — or tap the camera icon to scan the vial's barcode.



The Receive vaccine batch form.

Receiving stock by scanning an invoice

1. Select **Scan invoice** and upload a PDF invoice (recommended) or take a photo of a printed one. A PDF may have several pages; all of them are read as one invoice. A PDF too large to send is compressed page by page in your browser first (up to its first 12 pages); if it still cannot be made small enough, you are told to photograph the invoice instead. Photos are compressed automatically.
2. VaxTrack SA extracts the vaccine line items. A dense invoice can take longer than the 10–20 seconds the screen first suggests, so wait for it to finish. If an invoice has too many lines to read in one go, you are asked to split it or enter the rest manually.
3. The items then open one at a time ("Item 1 of N"). Check each, edit anything that is wrong, and choose **Confirm & next** to add it to stock, or **Skip this item** if it was not delivered. Each item is added to stock when you confirm it.

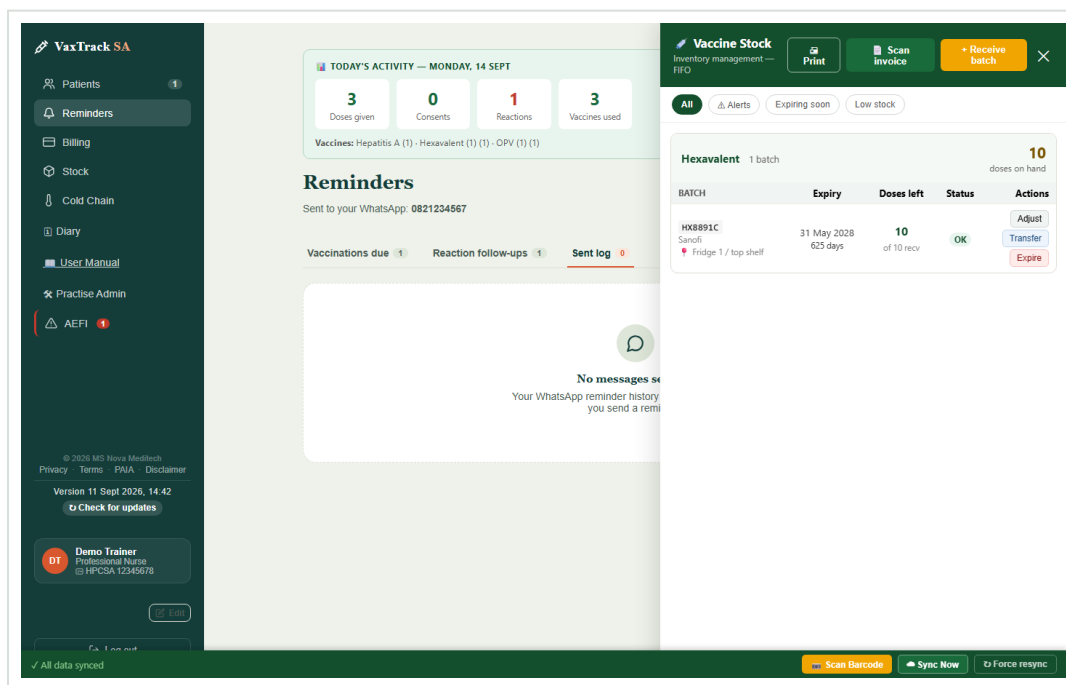


The Scan invoice window.

As with the paper booklet import in Chapter 6, the uploaded invoice is used only to extract details and is not stored afterwards. Scanning needs a connection.

Stock status at a glance

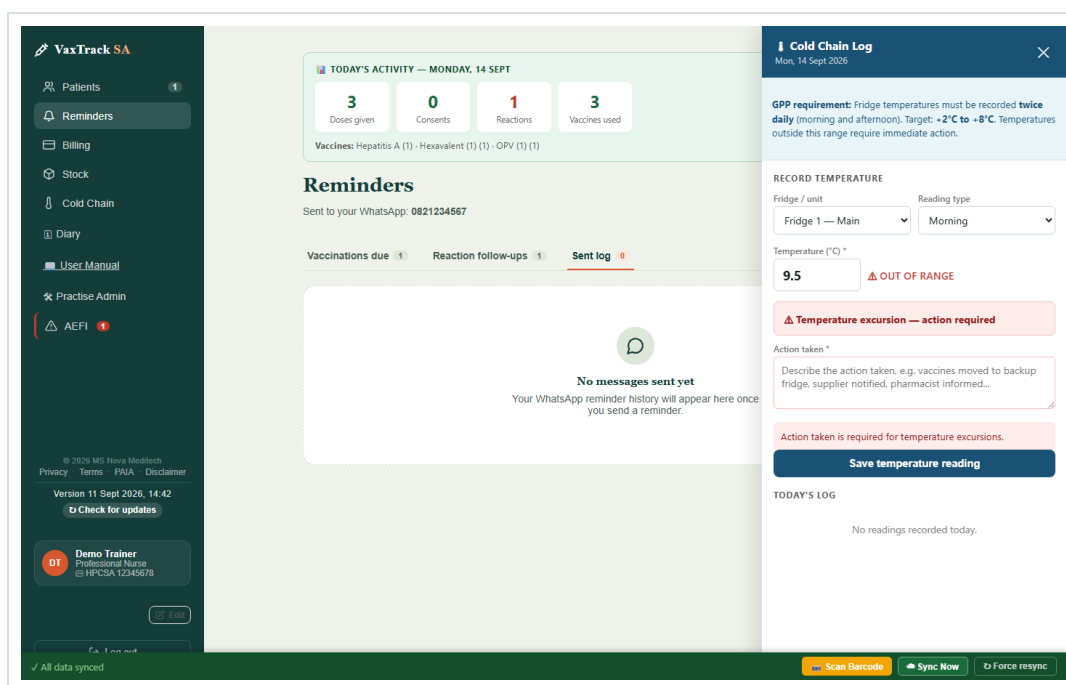
STATUS	MEANING
OK	Normal, healthy quantity on hand
Low	Running low — check before your next few days of visits
Expiring soon	Within the alert window of its expiry date
Expired	No longer usable — use Expire to retire the batch



A received batch, with Adjust, Transfer, and Expire actions available.

Cold chain logging

Record fridge temperature readings per site, twice daily. Any reading outside the 2–8°C range is automatically flagged as an excursion, requiring you to record the action taken before it can be saved.



A 9.5°C reading, flagged as a temperature excursion requiring action.

11 Your Subscription & Account

How your trial and first bill work

Your free trial covers the remainder of the month you registered in, plus the whole of the following month. Shortly before it ends, VaxTrack SA emails you a payment link and you decide then whether to continue — no card details are taken upfront. You're billed per vaccinator seat, not per patient or per vaccination; current per-seat pricing is shown on vaxtrack.co.za and at checkout. Seats in use are shown at the top of Practice admin > Team.

Paying your invoice

Payments are processed securely through Netcash Pay Now. You'll receive an invoice by email when payment is due; you authorise each payment yourself. VaxTrack SA does not store your card details.

Your patient records are always safe

If an invoice isn't paid, your account may enter a grace period and then be suspended — but nothing is ever deleted for non-payment. Suspension only pauses access; every patient and vaccination record is retained in full and becomes available again immediately once payment is received.

Days left on your trial

While your practice is on the free trial, the bar at the bottom of every screen shows how many days are left and the date the trial ends. The reminder e-mail before it ends gives the same count.

Changing your password

Select **Change password** under your name in the sidebar (on a phone, in the menu at the top). Enter your current password and the new one — at least 10 characters — twice. Every other device signed in to your account is signed out; the one you are using stays signed in.

Accepting updated terms

When the Terms of Service or Privacy Policy change, you are asked to read and accept them the next time you sign in, before the app opens.

Medical aid billing

VaxTrack SA does not produce billing or claim files. Claim from your practice-management system as usual: the patient record and the certificate list every dose with its date, product and batch number.

WhatsApp opt-outs

If a parent replies STOP to a reminder, open Reminders and select **Opted out (parent replied STOP)** on that patient. No further reminders are prepared for that number. To undo it, use **Opt back in** in the Sent log.

12 Privacy, Security & POPIA

How your data is protected

- Patient identity and contact fields are individually encrypted (AES-256)
- Every request is restricted to your own organisation's data — no cross-practice access is possible
- Booking links and certificates use signed, unguessable tokens with a fixed expiry
- Sign-in is paused after repeated wrong passwords, per account (Chapter 3)
- Significant actions — record changes, corrections and removals, bookings, link issuance — are written to an audit trail

Your responsibilities as a practice

Under POPIA, your practice is the Responsible Party for the patient data you enter into VaxTrack SA — you determine why and how it's processed. VaxTrack SA acts as your Operator, processing that data only as your record-keeping system. You remain responsible for having a lawful basis to hold each patient's information and for honouring their rights as data subjects.

Full policies

The complete Privacy Policy and Terms of Service are available at any time from the app footer, and are shown during registration and first login. They cover data retention, third-party processors, your rights, and more, in full.

13 Getting Help

Contact support

Email webmaster@vaxtrack.co.za · Website vaxtrack.co.za · Legal entity MS Nova Meditech Pty Ltd, registration 2026/506439/07

Quick troubleshooting

ISSUE	WHAT TO CHECK
Can't log in	Confirm your email and password. After ten wrong passwords for an account, sign-in for that account pauses for 15 minutes (Chapter 3).
Forgot my password	Use “Forgot your password?” on the login page (Chapter 3). If the email never arrives, ask a practice administrator to reset your password from Practice admin > Team.
The app looks out of date	Select Check for updates in the sidebar and, if offered, Reload now (Chapter 3).
No Install bar on my phone	Use the browser menu: Add to Home screen or Install app on Android, or Share → Add to Home Screen in Safari on iPhone (Chapter 3).
Save record is greyed out, with an amber panel	A dose is earlier than its minimum interval or age. Read the warning, then tick “I have reviewed this and am giving it anyway” if you are giving it (Chapter 5).
I can't find Correct this entry	It is offered to the vaccinator who recorded the dose and to practice owners (Chapter 5).
A parent says they never got their new certificate link	Certificate re-issuance is sent by WhatsApp only, actioned by a vaccinator from the queue — check it hasn't simply been missed there yet (Chapter 7).
Batch field shows a warning	No stock is currently on hand for that vaccine — check Stock (Chapter 10), or type the batch and expiry from the vial.
A booklet or invoice scan fails	Scanning needs a connection and can take a minute or two. For a booklet use Manual Entry; for an invoice use + Receive batch (Chapters 6 and 10).
Patient can't see open slots	Check your diary hours are set for that day and site, and that the time isn't blocked (Chapter 8).
Account shows suspended	An invoice is outstanding. Your records are safe and unaffected — contact webmaster@vaxtrack.co.za to restore access.

This manual covers the core day-to-day workflows in VaxTrack SA. For anything not covered here, or to report an issue, reach out to webmaster@vaxtrack.co.za.