

## FAQ Vaccination Preregistration Platform

How can I preregister for the COVID-19 vaccine?

Preregistration takes place via the portal [kaernten-impft.ktn.gv.at](https://kaernten-impft.ktn.gv.at).

Why can't I open the vaccination platform on my computer?

It may be that the browser you are using to access the internet is out of date. Where possible, please install an up-to-date version of any common browser or get appropriate technical assistance.

I don't know how I can enter my data into the preregistration platform. Is there assistance for this?

The province of Carinthia has a home page, [kaernten.tv](https://kaernten.tv). Here, via the link:

<https://kaernten.tv/shows/616>, you can find a video which explains each individual stage of the preregistration process.

I can't register online as I don't have the necessary technical facilities. Who can I turn to for help?

If you don't own a PC or if you don't have internet access, you can ask a relative or acquaintance who does have internet access to register on your behalf. It is not necessary for anyone to come and visit you in person - a telephone call is sufficient. If this isn't possible either, the Carinthian local authorities will help you to register.

I have already preregistered for vaccination with my local authority or general practitioner and I am under 80 years of age. Do I still have to preregister again?

Yes, it is still necessary to preregister on the platform [kaernten-impft.ktn.gv.at](https://kaernten-impft.ktn.gv.at).

When will I be informed about my vaccination appointment?

You will be informed personally when the appropriate doses of vaccine are available. To decide on the order of priority for vaccination appointments, Carinthia is following the vaccination schedule of the National Vaccination Committee:

[https://www.sozialministerium.at/dam/jcr:18101f10-25e2-4e27-9fa2-3cb54a4bf9bb/COVID-19\\_Impfplan.pdf](https://www.sozialministerium.at/dam/jcr:18101f10-25e2-4e27-9fa2-3cb54a4bf9bb/COVID-19_Impfplan.pdf)

I don't have an Austrian social security number. Can I preregister anyway?

Yes, preregistration is still possible without an Austrian social security number. If that is the case, please click the box "I don't have an Austrian social security number".

When will I be informed about my vaccination appointment?

After registering on the online platform you will receive notification that you have been successfully preregistered. You will be informed personally when the appropriate doses of vaccine are available.

I am an Austrian citizen, but I only have a secondary residence in Carinthia. Can I still preregister for vaccination?

Yes. To do so, please enter the address at which you are currently living, in Carinthia.

I am not an Austrian citizen, but my principal residence is in Carinthia. Can I still preregister for vaccination?

All people whose principal residence is in Carinthia can preregister here.

Are there groups of people who should not preregister for the vaccine?

Vaccination of people under the age of 16 years is not currently scheduled, because of the vaccine marketing authorisations. People over the age of 80 years who have been already been registered for the vaccination programme by their local authority should not preregister on the platform either.

I have entered my data incorrectly/I have ticked the wrong category. What shall I do?

Please enter your data again with the correct information (with the same name and date of birth). Your incorrect information will then be deleted from the system. It will be the most recent version of your preregistration which is used for prioritisation.

I haven't received an email or text message following preregistration. What shall I do?  
Please go through the preregistration process again: Enter your data again and then right at the end of the page click on "Complete".

I cannot be notified by either text message or email. What shall I do?  
Ideally please give the email address or mobile number of a relative. If that is not possible, perhaps where the local authority has completed the preregistration for you, you can also give the email address of the authority, who will then advise you of your vaccine appointment. If you have your own landline number, please ensure that you also provide this.

Which vaccination priority applies to me?  
That is based on the priority group which you choose in the first stage of the registration form. The National Vaccination Committee's vaccination schedule, together with all the categories, can be downloaded from the webpage of the Ministry for Social Affairs:  
[https://www.sozialministerium.at/dam/jcr:91d248ef-9aa8-44fb-a66f-e74696a0d59a/COVID-19\\_Priorisierung\\_Nationalen\\_Impfgremiums\\_Version\\_3.0\\_20210112\\_\(1\).pdf](https://www.sozialministerium.at/dam/jcr:91d248ef-9aa8-44fb-a66f-e74696a0d59a/COVID-19_Priorisierung_Nationalen_Impfgremiums_Version_3.0_20210112_(1).pdf)

What should I tick if don't find myself or my occupation in any of the categories?  
If you are not in any of the groups named then the general preregistration applies to you (the category right at the top).

Two or more categories apply to me (e.g., high risk and occupational group). Why can I only tick one group?  
In the prioritisation process only the category with the highest priority according to the vaccination schedule of the National Vaccination Committee will be used. Therefore, please only tick this category. Regarding this see also: [https://www.sozialministerium.at/dam/jcr:91d248ef-9aa8-44fb-a66f-e74696a0d59a/COVID-19\\_Priorisierung\\_Nationalen\\_Impfgremiums\\_Version\\_3.0\\_20210112\\_\(1\).pdf](https://www.sozialministerium.at/dam/jcr:91d248ef-9aa8-44fb-a66f-e74696a0d59a/COVID-19_Priorisierung_Nationalen_Impfgremiums_Version_3.0_20210112_(1).pdf)

Do I meet the conditions for "risk group/carer/contact" or even "high risk group"?  
If you are not sure whether you belong in the group for people at risk or particularly high risk, then please ask the doctor who is treating you. Please only register in the high-risk group on the online preregistration platform if you meet one of the criteria on the list:

Pre-existing conditions or physical circumstances which lead to someone being classified as in the "RISK GROUP":

- People with dementia or intellectual disabilities who are not living in care facilities
- People with physical disabilities who as a consequence have an increased risk of severe COVID-19
- Obesity (BMI > 30)
- Chronic renal disease
- Chronic liver disease
- Immune deficiency
- Diabetes Mellitus
- Arrhythmia/atrial fibrillation
- HIV infection
- Coronary arterial disease
- Heart failure
- Cerebrovascular disease/stroke
- Autoimmune diseases
- Chronic obstructive pulmonary disease
- Cancer
- Arterial hypertension
- Rheumatic diseases
- Bronchial asthma

Pre-existing conditions or physical circumstances which lead to someone being classified as in the "HIGH RISK GROUP":

- Trisomy 21
- People with dementia, intellectual or physical disabilities who live in care facilities
- Advanced functional or structural chronic lung disease which requires long-term, daily use of dual medication, such as pulmonary hypertension, mucoviscidosis/cystic fibrosis, and advanced COPD stage Gold III, from group C;
- Chronic heart disease with end organ damage requiring long-term treatment, such as ischaemic heart disease or heart failure;
- Active cancer diagnosis which has required oncological pharmacotherapy within the last six months (chemotherapy or biological agents), and/or a course of radiotherapy, as well as a diagnosis of metastatic cancer even without current treatment;
- A condition requiring treatment with long-term and significant immunosuppression, such as bone marrow transplantation within the last two years or on immunosuppressive therapy, or with graft versus host disease, Organ transplantation within the last year, or on immunosuppressive treatment, or with graft versus host disease, immunosuppression with, for example, cyclosporine, tacrolimus, mycophenolate, azathioprine, methotrexate, tyrosine kinase inhibitors, current therapy with biological agents (with a non-oncological diagnosis) as well as HIV with a high viral load;
- Long-term dialysis, advanced chronic renal disease such as chronic renal failure with a glomerular filtration rate < 45 ml/min., renal replacement therapy or after renal transplantation.
- Chronic liver disease with structural changes and decompensated liver cirrhosis from Childs stage B;
- Significant obesity from Grade III obesity with a BMI > 40;
- Type 1 diabetes mellitus with regularly raised HBA1c > 7.5%, type 2 diabetes mellitus with regularly raised HBA1c > 8.5%, and type 1 or 2 with end organ damage;
- Arterial hypertension with existing end organ damage, in particular chronic heart failure or renal failure, or poorly controlled hypertension.
- Other severe illnesses with functional or physical impairments which are likely to cause a Covid-19 illness which is as severe as in those disease patterns which are listed here.