

## Responses to Error Messages for VaxViewNM.org

### 1. I received the following error message saying that I have exceed my log-in attempts and am now locked out. What happened?

You have exceeded the allowed number of searches. For NMSIIS Technical assistance, please contact the NMSIIS Help Desk at (833) 882-6454 or (505) 827-2356.

#### Troubleshooting Tips:

- The first possibility is that you unsuccessfully attempted to pull your record three times, which automatically locks the system for 30 minutes.
- If you are attempting to pull your record from a shared IP address, the system may restrict access for 30 minutes.

### 2. I am receiving an error message that my record was unable to be found... What happened?

We were unable to find a record matching the search criteria supplied. An exact match is required for all of the data provided, so please make sure the data you entered is typed correctly and is a likely match for the data in our system. For example, try using the patient's legal name.

- The system validates your identity based on three pieces of information that must be entered exactly as they show on your immunization record: Full Name, Date of Birth and either your phone number or email address. If one of these pieces of information does not match exactly, it will be unable to validate your identity. If you don't have a current and correct email address or phone number listed on your immunization record, you will need to update those. You can do so by contacting your provider's office or going into a Public Health Office.

For any additional help regarding VaxViewNM.org, please contact the NMSIIS Help Desk at (833) 882-6454 or (505) 827-2356