Press Release

For Immediate Release
January 28, 2021

Contact

Communications Director
(603) 271-2121 | Sununu.Press@nh.gov

State of NH Distributing Additional Communication to Assist Eligible Phase 1B Individuals Schedule Appointment

Concord, NH – Today, the State of New Hampshire is distributing an email and text message to the more than 300,000 individuals who have registered for a COVID-19 vaccination or whose medical provider has submitted information referring them as an eligible recipient in Phase 1B.

The text message, sent from phone number 769-93, and email, sent from covidvaccine@dhhs.nh.gov, asks individuals whether they were able to successfully schedule an appointment for vaccination with a confirmed time, date, and location and directs them to an OnSolve website to submit their response.

This additional communication is to help identify individuals who may require additional information or assistance in scheduling their vaccine appointment.

This link is only active for 24 hours. Those who attempt to utilize the link more than 24 hours after receiving it must contact covidvaccine@dhhs.nh.gov.

> “Customer service is key,” said Governor Chris Sununu. “While the vast majority of Granite Staters have successfully scheduled their appointment, a few folks have required additional assistance in their registration process. This proactive message will help ensure that everyone gets an appointment.”

After submitting a response via the OnSolve website, eligible individuals who indicate they have been unsuccessful in scheduling an appointment will receive an individualized follow-up email from a State of New Hampshire employee via a @nh.gov email account providing additional information and assistance.

© 2021 State of New Hampshire • All rights reserved | Privacy Policy | Accessibility Policy | Webmaster

AN OFFICIAL NEW HAMPSHIRE GOVERNMENT WEBSITE