

## ePassport/Vaccinations FAQ's

- **Unable to download the App**  
Go to your App Store (iPhone) or Google Play (Android) and search for 'Weatherbys ePassport'.  
Contact Weatherbys if issue persists - 045 879979.
- **Unable to log in to the App (I am not getting a verification code)**  
Ensure you are entering using the correct country code on the drop-down list.  
Contact Weatherbys if issue persists - 045 879979.
- **My vet is not assigned to my account (does not appear on your list of vets when adding a new vaccination)**  
Go to the Veterinary option on the home page. Click the '+' icon and enter your vet's name/practice.  
Click the '+' icon beside their name. Click Assign.
- **I cannot find my vet/practice on the App**  
Contact Weatherbys – 045 879979
- **I have forgotten my password**  
You can log in using mobile code and you can re-set your password by clicking on 'Account' and 'Change Password'
- **I am getting an error message on the App**  
Contact Weatherbys – 045 879979
- **Horses are not appearing on my list**  
Horses will appear on your list the following day once they are returned in training, and if it has previously had vaccinations uploaded to the App.
- **I have assigned the wrong Vet to approve a Vaccination**  
Contact Weatherbys – 045 879979
- **I have added the wrong details so Vet cannot approve a Vaccination**  
Contact IHRB – 045 445633

## ePassport/Vaccinations FAQ's

- **Are my horse's vaccinations ok?**  
You can view your horse's vaccination status by searching for the horse and clicking on 'Vaccination' and 'Flu'. Next vaccination due date is visible in your list of horses. Contact IHRB if you have any queries on 045 445633
- **When should I upload/update my horses vaccinations?**
  - If no vaccination history uploaded, ensure the historical vaccinations in the passport are uploaded for approval by IHRB as soon as the horse is returned in training.
  - Thereafter, vaccinations records should be updated via the App on the day the vaccination has been administered.
  - Following this protocol will ensure there are no issues with your horse's vaccination record when entering to run in races and at declaration stage.
- **Have my horse's vaccinations been approved?**  
You can view your horse's vaccination status by searching for the horse and clicking on 'Vaccination' and 'Flu'. The vaccination status will also appear in your list of Horses.  
The person that submitted the vaccination will receive an email once it has been approved (or declined). Contact the IHRB on 045 445633 if you have any queries with Historical approvals, and Weatherbys for any vet approvals.
- **Why has my horse's vaccinations been declined?**  
For historical records, the person that submitted the vaccination will receive an email explaining why it was declined. Contact the IHRB on 045 445633 if you have any queries.
- **Is my horse ok to run?**  
Contact the IHRB on 045 445633.
- **Will I be able to enter/declare?**  
  
A message will appear on RAS notifying you if your vaccinations are in order or not when entering. You will not be able to declare if vaccinations are not verified by 5pm on the last working day prior to declarations deadline. Please take note that this means the deadline to have **vaccinations verified for all racing Monday, Tuesday and Wednesday is by 5pm the previous Friday.**  
  
Refer to IHRB regarding rules or with any queries.
- **The vaccination information on the App is incorrect and needs to be changed**  
Contact IHRB on 045 445633 to change any incorrect vaccination dates or information.