

# Questions and answers

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## About Digital COVID Certificate

What is the Digital COVID Certificate?

The Digital COVID Certificate is a confirmation that the person has vaccinated against COVID, done the COVID analysis or has been previously infected.

Currently, the following types of the Digital COVID Certificate are available:

- Certificate of vaccination against COVID.

- Certificate of the results of COVID laboratory analysis.

- Certificate of the fact of having been previously infected with COVID.

In what language is the Digital COVID Certificate drafted?

The Digital COVID Certificate contains information in Latvian and English.

How can I view my certificate?

To view your Digital COVID Certificate, you have to:

- Click the button "View my certificates" on the website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv)

- Authenticate with any of the means of secure access (Internet banking, eID Card, mobile ID).

- Request your certificates in the system and then you can view or save them (on a computer, smart device).

How can I print my certificate?

To print your Digital COVID Certificate, you have to:

- Click the button "View my certificates" on the website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv)

- Authenticate with any of the means of secure access (Internet banking, eID Card, mobile ID).

- Request and view your certificates in the system.

- Select the necessary certificate and print it out.

Why is my first vaccination certificate not valid?

The "first vaccination certificate" only informs the person when the first dose of COVID is received. Upon receiving the second

dose, you must log on to the website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv) and create a new certificate called "Vaccination Certificate", which confirms the completion of the COVID vaccination course.

Which certificate should be used after the 3rd dose?

After you receive an additional dose, or a third dose of the vaccine, the existing COVID vaccination certificate will still be valid and can be used in the future. At the same time, a vaccination certificate for the booster dose will be available at [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv) and valid immediately. It should be noted that medical authorities enter the vaccination data into the system within 48 hours.

Is the vaccination certificate suspended if COVID infection is detected?

For a person with a laboratory-confirmed COVID infection, the digital COVID vaccination certificate is suspended until day 11 (from the date of the first sampling confirming COVID infection by detection of SARS-CoV-2 virus RNA within one episode of the disease). After 11 days, the operation of the vaccination certificate is renewed.

What is the validity period of the digital COVID certificate in the Republic of Latvia?

At this moment there is no validity period for the Vaccination certificate;

Validity period for the Disease certificate is 180 days;

Validity period for the Laboratory test result certificate:

- In the territory of Latvia for the rapid antigen test 24 hours and SARS CoV-2 NAAT 72 hours;
- to enter Latvia, 48 hours for rapid antigen test and 72 hours for SARS CoV-2 NAAT.

## Creation of digital COVID certificate

How fast are my digital certificates available at [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv) ?

COVID digital certificates are available online:

certificate of vaccination – within 48 hours after vaccination;

certificate of laboratory test results – within 2 h after finding out the result;

certificate of fact of recovery –if at least 11 days have been passed since a positive test result (Coronavirus 2019-nCov RNS) (certificate validity period - 180 days).

Deadlines for drafting certificates are stipulated in the Cabinet Regulations No. 360 adopted

Riga, 9 June 2020 (minutes No. 40, § 32) Epidemiological Safety Measures for the Containment of the Spread of COVID-19 Infection.

Why can't I connect to the website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv)?

In cases where it is not possible to connect to website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv), you must connect to the website using another Internet browser, smart device or authentication option.

What should I do if my digital certificate is not available?

If a person has completed a full vaccination against COVID, but the certificate is not available on website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv), it is necessary to connect to the E-health portal [www.eveselib.gov.lv](http://www.eveselib.gov.lv) and check whether the information about vaccination is displayed in the section "Vaccination data", sub-section "Vaccination facts" (by selecting a certain period of time in the calendar).

If information about vaccination on the E-health portal:

is visible - inform the National Health Service about the missing digital COVID certificate by writing an e-mail to [covid19sertifikats@vmnvd.gov.lv](mailto:covid19sertifikats@vmnvd.gov.lv).

is not visible - please contact the healthcare facility where the COVID vaccination was performed and ask to check the electronically entered vaccination data.

It is necessary to check the information in the E-health portal because data for creating a vaccination certificate are received from the E-health system. Data entry into the E-health system is performed by the vaccinator. Information on the laboratory test results and the fact of recovery is received from the laboratories.

However, if a certificate of the laboratory test result or a certificate of COVID recovery is not available (recovery must be confirmed by a laboratory), the individual is advised to contact the laboratory in question and make sure that the laboratory has entered data into the national E-health system.

What should I do if my digital certificate is created but my last name is changed?

After the change of surname, the National Health Service receives information from the Office of Citizenship and Migration Affairs (OCMA) within two weeks. After two weeks, the individual must log in to the website [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv) using one of the secure access tools, delete the existing certificate and log in again to create a certificate with the new surname. If the new certificate has not yet been created, but it is necessary to use the existing certificate with the old surname, in addition to your certificate, you must carry an identity document and a document certifying the change of surname.

How to get a digital certificate if you have recovered from COVID?

A digital certificate for recovery from COVID can be created if the fact of the recovery has been determined in the laboratory. If the fact of the recovery has not been determined in the laboratory, then it is not possible to create a certificate.

From 7 March 2022, the COVID disease certificate will also be available on the basis of a positive antigen rapid test if the rapid antigen test was performed in a medical institution or a pharmacy by a medical practitioner, pharmacist or other person referred to in the Cabinet Regulation (in accordance with the Decision of European Commission of 22 February 2022).

Where is my child's certificate displayed?

On [website www.covid19sertifikats.lv](http://www.covid19sertifikats.lv) you have to press the button "View your certificates", log in with your online banking system

or other tool and choose to view the certificates of the persons under guardianship. Young people aged 14 to 17, who have access to the full version of online banking or Smart ID, can obtain the certificate by logging in to the website using their own identity.

Is there a new recovery certificate available after re-infection with COVID?

In this case, the first recovery certificate is still available to an individual and is valid for 180 days, after which a new recovery certificate will be available on [www.covid19sertifikats.lv](http://www.covid19sertifikats.lv). The validity period is calculated from the first COVID test sample.

## Use of COVID digital certificate

How to prove that it is my certificate?

Until 30 December 2021, you must present your passport or identity card in addition to your COVID digital certificate. Children under 15 years old can show their school ID or birth certificate. If a parent accompanies a child under 15 years of age, it is possible to show the parent's passport with the child's name on it.

Starting with 31 December 2021, to prove identity, individuals must present one of the following documents: an identity document (passport or identity card); a driver's license; a pupil's license; a student's license; a pensioner's license; a retirement pensioner's license.

Each certificate contains a unique QR code, which is authenticated by a series of digital symbols. This string of symbols works as a digital signature, or a confirmation of the reliability of the information contained in the certificate. To find out whether a certificate is valid or not, you need to scan the QR code of the certificate using the "Verify certificates" option on [covid19sertifikats.lv](http://covid19sertifikats.lv) website or using the "Covid19Verify" mobile app. The QR code can be scanned from a digital version of the certificate (e.g. by presenting it on a smartphone) or a hard copy of the certificate.

Is the certificate used in the territory of Latvia?

The Digital COVID Certificate can be used in the territory of the Republic of Latvia. For example, as a certification for receiving a service, attending an institution or event, if there is such a necessity or reliefs for persons vaccinated against COVID are introduced in the state.

How the certificate issued in Latvia will be recognised in another EU Member State?

The Digital COVID Certificate issued in the Republic of Latvia will be recognised in another European Union (EU) Member State.

This is ensured by integration with the European digital COVID certificate gateway, which exchanges information between EU Member States on the signatures of certificates contained in the QR codes of valid certificates, in order to verify the validity and authenticity of the certificate. Data is currently being exchanged with those EU Member States that have joined gateway. Information on the Member States joining the gateway is updated and published on the European Commission's website.

The information exchange among EU Member States will not involve transfer of the entire information, which is contained by the Digital COVID Certificates (for example, about the name of received vaccine, resident's date of birth, etc.).

How the certificate issued in Latvia will be recognised outside the EU?

It has to be taken into account that the Digital COVID Certificate is developed, based on recommendations of the European Union. The QR code integrated into the certificate can be read by using any QR code reading app.

Concerning the use of a certificate issued in Latvia outside the European Union, please inquire the state administration authority responsible for cross-border matters of the country, you plan to travel to.

Will a certificate issued in another EU Member State be recognised in Latvia?

A Digital COVID Certificate issued in another European Union Member State will be verified according to the verification criteria introduced in the Republic of Latvia. If a QR code will be included in the presented certificate, it will be scanned and verified.

How can I check if my certificate is valid?

You can check the validity of your certificate using the "Verify certificates" button on website [www.covid19sertifikats.lv](https://www.covid19sertifikats.lv), or the mobile app COVID19Verify, which is available in the [App Store](#) and [Google Play Store](#). To perform the test, you need to upload the QR code of the certificate or point the camera of your smart device at it.

<https://www.vmnvd.gov.lv/en/questions-and-answers>