



Republic of Cyprus

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USER GUIDE FOR THE EU DIGITAL COVID CERTIFICATE

For Citizens



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INTRODUCTION

The EU Digital COVID Certificate aims at facilitating safe, free movement during the COVID-19 pandemic within the EU.

It is a digital proof that a person has been vaccinated against COVID-19, received a negative test result or recovered from COVID-19. The certificate can be used across all EU Member States as well as in Iceland, Liechtenstein and Norway.

To access your EU Digital COVID Certificate, you need to follow the 4 steps below:

1	2	3	4
Select certificate type	Fill in your details	Insert the OTP sent to your mobile	Receive or print your certificate

The EU Digital COVID Certificate will only contain necessary information such as Name, Date of Birth, the Certificate Issuer and a unique identifier of the certificate.



USER GUIDE

The homepage shows the 4 steps to issue and obtain the EU Digital COVID Certificate.

The screenshot shows the homepage of the European COVID Certificates Portal, Ministry of Health. The page features a dark blue header with the portal's name and language options (EN | EL). Below the header, there is a section titled "EU Digital COVID Certificate" with a brief description and a "Useful links" sidebar. The main content area contains a four-step process to access the certificate, with a "Start here" button at the bottom.

EU Digital COVID Certificate

The EU Digital COVID Certificate aims at facilitating safe and free movement during the COVID-19 pandemic within the EU.

It is a digital proof that a person has either been vaccinated against COVID-19 or received a negative test result or recovered from COVID-19.

To access your EU Digital COVID Certificate, please follow the steps below:

- 1 Select certificate type
- 2 Fill in your details
- 3 Insert the OTP sent to your mobile phone
- 4 Download and/or Print your certificate

[Start here](#)

Useful links

- [Frequently Asked Questions](#)
- [Conditions of issuance](#)
- [Contact us](#)
- [User guide](#)

Image 1: Homepage, Necessary steps to receive the EU Digital COVID Certificate

To begin the process, click on “**Start here**”.



STEP 1: SELECT CERTIFICATE TYPE

At this point, you are requested to select the type of certificate you wish to receive: Vaccination, Recovery, Laboratory testing.

Select your certificate type:

- **Vaccination**
You have been vaccinated (one or two doses) and this has been entered in the relevant database of the Ministry of Health
- **Recovery**
You have been diagnosed with COVID-19 undergoing a molecular methodology (RT-PCR) test and the result has been declared and entered in the relevant database of the Ministry of Health
- **Laboratory testing**
You have been tested during the last 7 days for COVID-19 undergoing a laboratory antigen rapid test or molecular methodology (RT-PCR) test and received a negative result which has been entered by the laboratory in the relevant database of the Ministry of Health.

The screenshot shows the 'EUROPEAN COVID CERTIFICATES PORTAL' interface. At the top left is the Ministry of Health logo. The header includes the text 'EUROPEAN COVID CERTIFICATES PORTAL' and 'MINISTRY OF HEALTH', along with language options 'EN | EL'. The main content area is titled '1 Select your certificate' and lists three options, each with a radio button and a description: 'Vaccination' (describing one or two doses), 'Recovery' (describing a molecular test result), and 'Laboratory testing' (describing a negative test result within 7 days). To the right, under 'Useful links', there are links for 'Frequently Asked Questions', 'Conditions of issuance', 'Contact us', and 'User guide'. At the bottom of the selection area are two buttons: 'Back' and 'Continue'.

Image 2: 3 Types of certificates

Select only **ONE** type of certificate and then click on “**Continue**”.



STEP 2: FILL IN YOUR DETAILS

To issue the EU Digital COVID Certificate you must fill in **ALL** the necessary fields:

1. Type of identification document*

- Cypriot Identity Card
- Alien Registration Card (ARC)
- Passport
- Foreign ID

2. Identification Document Number

3. Date of Birth, Month/Day/Year (MM/DD/YYYY)

Please make sure that all the information stated is correct and then click on **“Next”**.

The screenshot shows the 'EUROPEAN COVID CERTIFICATES PORTAL' interface. The header includes the Ministry of Health logo and language options (EN | EL). The main section is titled '2 Insert your details'. It contains three mandatory fields: 'Type of document*' (a dropdown menu with 'Cypriot Identity Card' selected), 'Identification document number*' (a text input field with a placeholder 'Identification document number' and a note: '* Insert the number of the document used during vaccination.'), and 'Date of Birth*' (a date input field with a placeholder 'DD/MM/YYYY'). To the right, there is a 'Useful links' section with links for 'Frequently Asked Questions', 'Conditions of issuance', 'Contact us', and 'User guide'. At the bottom of the form are 'Back' and 'Next' buttons.

Image 3: Citizen's details - All fields are mandatory

* **Note:** Insert the number of the document used during vaccination/tracing/testing.



PROBLEMS WHEN ISSUING THE CERTIFICATE

If the message **“The vaccination certificate requested has not been found”** appears, check your personal details or/and the type of Certificate requested.

Please make sure that the type and number of the identification document, as well as the details filled in are correct and try again.

We would like to remind you that you need to fill in the number of the identification document and the mobile phone number declared either during the arrangement of the appointment for vaccination, or at the clinical laboratory/mobile testing unit.

The screenshot shows the header of the European COVID Certificates Portal, Ministry of Health, with language options EN and EL. The main content area features a numbered heading '2 The vaccination certificate requested has not been found'. Below the heading, there are three paragraphs of text: the first repeats the instruction to check details; the second reminds the user to fill in identification and mobile phone numbers; the third provides contact information for the COVID-19 Call Centre. To the right, there is a 'Useful links' section with links for 'Frequently Asked Questions', 'Conditions of issuance', 'Contact us', and 'User guide'. At the bottom of the content area is a 'Back' button.

Image 4: Error message due to wrong information or certificate type

For assistance you may contact the Covid-19 Call Centre:

- by sending an email to info@eudcc.gov.cy or
- by calling 1474 for Cypriot numbers and +357 22 285757 for foreign numbers and international calls.



STEP 3: INSERT THE OTP

The OTP code has been sent to your mobile phone (**xxxxxx2334**) declared either during the arrangement of the appointment for vaccination, or at the clinical laboratory/mobile testing unit. Insert the OTP confirmation number that was sent to your mobile phone and click on **“Submit OTP”**.

The screenshot shows the 'EUROPEAN COVID CERTIFICATES PORTAL' interface. The header includes the Ministry of Health logo and the text 'EUROPEAN COVID CERTIFICATES PORTAL' and 'MINISTRY OF HEALTH'. There are language options 'EN | EL'. The main content area is titled '3 Fill in the OTP sent to your mobile phone'. It features a 'Submission of OTP:*' label, a text input field containing 'Submission of OTP', and a descriptive text: 'The OTP code has been sent to the mobile phone (xxxxx150) declared/registered at vaccination.' Below the input field are two buttons: 'Send new OTP (17)' and 'Submit OTP'. To the right, under 'Useful links', there are links for 'Frequently Asked Questions', 'Conditions of issuance', 'Contact us', and 'User guide'. A footnote at the bottom explains that if the OTP is not received, users should contact Citizens Service Centres or Citizens Centres with their ID and appointment details.

Image 5: Insert the OTP sent to your mobile phone

If your personal details do not match the details shown in your travel document you can change them by contacting the Covid-19 Call Centre by sending an email to info@eudcc.gov.cy or by calling 1474 for Cypriot numbers and +357 22 285757 for foreign numbers and international calls.

In case you **did not receive the OTP message**, you may contact the Citizens Service Centres through or the Citizens Centres (KEP/KEPO) to arrange an appointment to issue your certificate. When attending the appointment, please make sure you have your identity card or any other identification document used during the vaccination/tracing/laboratory testing with you.

In case the certificate you wish to receive concerns another person (e.g. a relative), you will need to present the relevant authorisation document.



STEP 4: DOWNLOAD OR/AND PRINT YOUR CERTIFICATE

The EU Digital COVID Certificate for the Citizen XXXXXXXXXXXX has been found.

The screenshot shows the 'EUROPEAN COVID CERTIFICATES PORTAL' interface. It displays a progress indicator for step 4, 'Receive or/and print your certificate'. A message states that the certificate for 'Andreas Andreou' has been found. Below this, there are four buttons: 'Download', 'Send to an email', 'Print', and 'New certificate'. The 'Download' button is highlighted. To the left, there is a QR code and a prompt to 'Enter the CovPass wallet app'. Below the QR code, the TAN 'SBSNXY5Q' is shown, along with links to download the CovPass wallet app from Google Play and the App Store. To the right, a 'Review data inserted' section lists personal details (Family name: Andreou, Given name: Andreas, Date of Birth: 01-01-1990) and vaccination data (Disease: COVID-19, Type: covid-19 vaccines, Vaccine: Comirnaty, Manufacturer: Biotech Manufacturing GmbH). It also shows two doses administered on 2021-05-16. At the bottom right, it indicates the country of issuance is CY and the authority is the Ministry of Health.

Select action:

- Download (as PDF)
- Send to an email address
- Print

Please make sure that your details are correct.

Image 6: Certificate issued successfully



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EUDCC SAMPLE

Print sample of the Certificate in A4 size. It may be folded in booklet format.

DIGITAL GREEN CERTIFICATE

CERTIFICAT VERT NUMÉRIQUE

MEMBER STATE PLACEHOLDER
(information on issuing entity, national COVID-19 information etc. – no additional personal data).

This certificate is not a travel document. The scientific evidence on COVID-19 vaccination, testing and recovery continues to evolve, also in view of new variants of concern of the virus. Before traveling, please check the applicable public health measures and related restrictions applied at the point of destination.

Relevant information can be found here:
<https://reopen.europa.eu/en>

VACCINATION CERTIFICATE
CERTIFICAT DE VACCINATION

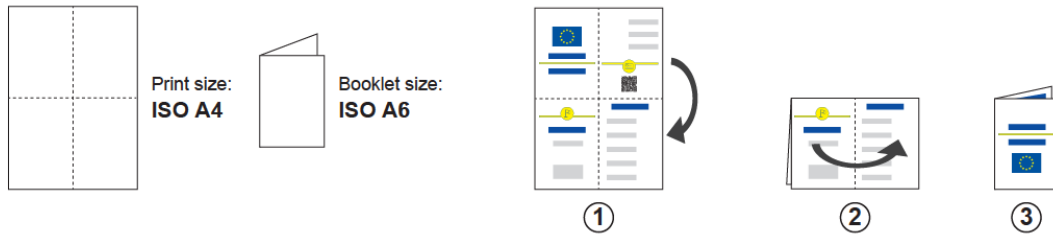
Surname(s) and forename(s) Nom(s) de famille et prénom(s)	
N	M
Date of birth Date de naissance	1975-02-02
Unique certificate identifier Identifiant unique du certificat	dgci:V1:CY:PB03G3U2EKFFNJHOCNLY49DOB:72
Disease or agent targeted Maladie ou agent ciblé	COVID-19
Vaccin/prophylaxie Maladie ou agent ciblé	SARS-CoV-2 mRNA vaccine
Vaccine medicinal product Vaccin/prophylaxie	COVID-19 Vaccine Moderna
Vaccine marketing authorisation holder or manufacturer Fabricant ou titulaire de l'autorisation de mise sur le marché du vaccin	Biontech Manufacturing GmbH
Number in a series of vaccinations/doses and the overall number of doses in the series Nombre dans une série de vaccins/doses	2
Date of vaccination Date of vaccination	2021-05-21
Member State of vaccination État membre de vaccination	CY
Certificate issuer Émetteur du certificat	MOH

Image 7: EUDCC Sample



FOLDING INSTRUCTIONS

The template is a standard ISO A4 paper sheet folded along the centre line of the longer edge into an A5 first, then folded along the centre line of the longer edge of that A5 into an A6 booklet. Follow the 3 steps below:



Remark: a print margin of 1 cm on all sides of the A4 has been kept to ensure a seamless printing on any printer.

Image 8: Certificate folding instructions