

# We're moving together to CAIR2

**Bigger Better Faster**

Dear CAIR users in Bay Area and Central Valley regions,

As you know, moving to CAIR2 is a large and complex transition with the goal of creating a statewide immunization registry with new, faster software and enhanced features. Unfortunately, as can be the case with new software, we have encountered some major bugs during the Phase 1 transition despite rounds of testing before the launch.

Since we are transitioning to CAIR2 in phases, we are taking the time to ensure that CAIR2 is working as expected before launching in your region. **The launch for Phase 2 regions (Bay Area, Central Valley) will be postponed until early 2017.** We'll provide a specific launch date in the next couple of weeks. In the meantime, continue to use CAIR1 until CAIR2 launches in your region (If you are submitting records from your EHR to CAIR2 through data exchange, it will take about 72 hours for the information to show up in CAIR1).

Training for Regular and Power users will continue as scheduled. If you haven't already done so, register for required training for CAIR2. For those who have already taken CAIR2 training, you don't need to retake the training. If you need a refresher just before your region launches, you can always review the [user guides and videos](#).

Note that the CAIR account update is not active for Phase 2 users until CAIR2 launches. Hence, you will not be able to add new accounts or edit existing accounts until that time.

We are continuing to work with our vendor around-the-clock on fixing the issues identified in Phase 1. We are fully committed to ensuring that CAIR2 works well for everyone and are grateful to be able to build on experiences from our Phase 1 users so that you have a much better product. Thank you so much for your continued flexibility and patience during this transition period.

CAIR2 Team  
California Department of Public Health

Immunization Branch

If you have already transitioned to CAIR2 in Phase 1, please disregard this message.

*This email account is not checked. Contact [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov) for questions.*