

Subject: CAIR2 Goes Live on October 3!
To: All CAIR users in Phase 1 (send on September 29)

We're moving together to **CAIR2**

Bigger Better Faster

Dear CAIR users,

CAIR2 goes live next Monday, October 3 at 8 a.m. for Northern California, Greater Sacramento, Central Coast and Inland Empire regions. CAIR1 will shut down Friday, September 30, 2016 at 6 p.m. New login information was sent to active CAIR users in an email to:

- Read-only users earlier this week
- Regular and Power users after completing required training

If you have not taken CAIR2 [training](#) yet, [register](#) as soon as possible. If you didn't receive or can't find your login information, email CAIRHelpDesk@cdph.ca.gov.

Power Users: Save or print your inventory reports from CAIR1 before CAIR1 shuts down on Friday. Only current inventory will move to CAIR2. Historical transaction information will not be available.

After logging in to CAIR2:

- Remember your username and password. They will be case sensitive.
- Confirm that your user information is correct.
- If your account needs to be linked to a partner organization, call the Help Desk at 800-578-7889.
- School staff: If you don't see "School Access" in the left hand menu, call the Help Desk at 800-578-7889.
- If you are not sure where something is or how it works, click on the yellow light-bulb icon at the top right of any screen in CAIR2 for more information or review the [CAIR2 videos, user guides](#) or [Moving from CAIR1 to CAIR2 Guide](#).

Need Help?

As with the launch of any new software, problems may come up. The CAIR Help Desk staff and Local CAIR Reps will be available to assist you. A higher volume of calls and emails are expected around the launch of CAIR2—please help us triage some of the problems with these tips below.

1. Check the [CAIR2 user guides](#) and [Moving from CAIR1 to CAIR2 Guide](#) for answers to common problems.
2. If problems prevent you from accessing information needed to administer

vaccines, call 800-578-7889, or contact your [Local CAIR Representative \(LCR\)](#). For less urgent problems, email CAIRHelpDesk@cdph.ca.gov.

3. As always, if you encounter bugs in the software, send an email to CAIRHelpDesk@cdph.ca.gov. Reporting problems helps to make CAIR2 even better for everyone. Make sure to include details to help identify the problem with:
 - a screen shot of the error
 - type of computer and internet browser you are using
 - description of what you were trying to do when encountering the problem

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For the latest information about CAIR2, visit www.cairweb.org/cair-2-project/. Please do not reply to this message. This email account is not checked. Contact CAIRHelpDesk@cdph.ca.gov for questions.