

**Subject: CAIR Help Desk**

**To: All CAIR Users**

We're moving together to CAIR2  
Bigger Better Faster

Dear CAIR users,

Due to the high volume of calls during the Phase 2 transition to CAIR2, we are not able to get to our voicemail at this time. The CAIR Help Desk voicemail has been temporarily disconnected and we are referring callers to our email so we can better handle the volume of questions.

If you can't get through to the Help Desk by phone please try again later or send an email to [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov). Please Include your name, username, Org Code, and CAIR Patient ID if possible.

If you are not sure where something is or how it works in CAIR2, click on the yellow light-bulb icon at the top right of any screen for more information or review the [CAIR2 videos, user guides](#) or [Moving from CAIR1 to CAIR2 Guide](#) for answers to common problems.

Thank you for your patience!  
CAIR2 Team

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