

Subject: CAIR2 Goes Live on Monday!
To: All CAIR users in Phase 2 (send on February 2)

We're moving together to CAIR2

Bigger Better Faster

Dear CAIR users,

CAIR2 goes live next Monday, February 6, at 8 am in Bay Area and Central Valley regions. CAIR1 will shut down Friday, February 3 at 6 pm.

New login information was sent to CAIR users in an email on Wednesday to:

- Active Read-only users
- Active Regular and Power users who have completed required training

Do not log in to CAIR2 until February 6. If you can't find your login information, email CAIRHelpDesk@cdph.ca.gov.

After logging in to CAIR2:

- School staff: If you don't see "School Access" in the left hand menu, call the Help Desk at 800-578-7889.
- If your account needs to be linked to another site, call the Help Desk at 800-578-7889.
- Power users: Check that your inventory transferred properly. Report missing inventory to CAIRHelpDesk@cdph.ca.gov and see [CAIR2 Tips](#) on how to make adjustments.
- Note that Vaccines Recommended should show accurate dates for **routine pediatric** immunizations but there are a few pending issues with recommendations for:
 - Pneumococcal vaccines for persons 65 years of age and older. Refer to the [Timing Chart for Adults](#) and [ACIP recommendations](#) while this issue is being fixed.
 - Children and adults with high risk conditions.
 - Adults indicated for chickenpox and zoster vaccine.
 - 2-dose HPV schedule.

Check the [ACIP schedule](#) for the categories above.

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. 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](#) 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. Check the [CAIR2 page](#) for known bugs in the software. Report new problems to CAIRHelpDesk@cdph.ca.gov. Include a detailed description of the problem, your provider ID, CAIR Patient ID and screen shots if possible. This helps to make CAIR2 even better for everyone.

Note: New users cannot be added until Account Update is reopened on February 21.

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.