

CAIR2 Account Update System Instructions

Revised: 12/18/2025

Important Information:

- The CAIR2 Account Update system allows authorized representatives (i.e., supervisors and/or administrators) to:
 - Update site/org account information (e.g., address, contact information).
 - Add New Users, add new Shotgivers, update Existing User information, and/or modify User roles.
- Only authorized staff at your organization should log into the CAIR2 Account Update system and submit requests, **not** individual users. You should limit this task to only one to two staff members at your site.
- Enrolling your site in CAIR2 and submitting an Account Update request **does not** automatically grant your site access to log in to CAIR2. Accounts must be requested for those needing access to CAIR2 via the Account Update link by following the steps in the [New CAIR User Account section](#). If an employee previously had a CAIR2 user account at a different organization, follow the steps in the [CAIR User Transfer/Additional Access section](#).

If you are a Data Exchange (DX) site (sites that send data electronically to CAIR2 via an EHR/EMR), please read before requesting any user accounts:

- Often, a 'Quality Assurance (QA)' user role is the only role recommended for DX sites. This role allows the user to monitor DX transactions using the 'Check Status' feature, search for patients' immunization records, and access site-level reports, including Doses Administered and Reminder/Recall. The 'QA' user role does not require training, and your staff will get immediate login access to CAIR2 upon approval of the Account Update request. See the [CAIR2 User Roles](#) chart to view the features for each user role.
- If your organization plans to manually correct patient information/doses, or plans to manage vaccine inventory in CAIR2, please contact your [Local CAIR Representative\(s\)](#) to verify if your site can be granted the option to request Regular or Vaccine Inventory user roles.
 - **Note:** All TB test results reported to CDPH are received and stored by CAIR2, so you do not need to manually enter them in CAIR2 or request 'Regular' or 'Vaccine Inventory' users.

For additional support, contact the CAIR Help Desk:

Phone: 800-578-7889

Email: CAIRHelpDesk@cdph.ca.gov

The **CAIR2 Account Update** system allows you to modify your organization/site and user information in the following order (unless otherwise specified):

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Update CAIR Organization Account- Site Information

1. If you are an authorized staff member (i.e., supervisor and/or administrator), go to the [CAIR2 Account Update system](#). To log in, enter your organization's 'Org Code' and 'Zip Code' and then click the **Sign On** button.

Welcome to the CAIR2 Account Update Page!

IMPORTANT: Only Org/Site supervisors should submit Account Update requests.

The CAIR2 Account Update page allows authorized representatives to:

1. Update site/org account information (e.g., address, contact info)
2. Add New Users and Shot givers, update Existing User info, and modify existing User roles (see [CAIR2 User Roles](#)).

NOTE: Each Update request may take up to 5 business days to be processed. During this time your site will not be able to submit additional Account Update requests.

Prior to submitting an Update, please be sure to:

- Set aside sufficient time (15-30 minutes) to complete the Update without interruption. Additions/changes will not be saved until the Update is submitted.
- When adding clinical staff who prescribe vaccines (Ordering Authority) be prepared to enter their full name, their NPI (Nation Provider Identifier) and their CA Medical License Number.

NOTE: If your site/org is sending data electronically to CAIR (e.g., from your EHR, MyTurn, etc.) most often the ONLY user role your site will need is the 'QA' user role. This role allows a staff member to look-up patient records, run patient reports (e.g., Yellow Card) and org/site level reports (e.g., Doses Administered), and check the status of your site's electronic file submissions. Training is NOT required for this user role (see [CAIR2 User Roles](#)).

ACCOUNT UPDATE USER INSTRUCTIONS

ORG CODE:

ENTER YOUR ZIP CODE:

If you have trouble signing on, contact the CAIR Help Desk at: **1-800-578-7889** or by Email: CAIRHelpDesk@cdph.ca.gov

Note: If you are sure that you've entered the correct information but cannot log in, a red message will display on the top left corner of the screen that says, "Make sure you have entered the correct CAIR Organization Code and ZIP code." For assistance, please contact the CAIR Help Desk to verify your 'Org Code' and 'Zip Code'.

Make sure you have entered the correct CAIR Organization Code and ZIP code.

Welcome to the CAIR2 Account Update Page!

If you or another authorized staff member recently submitted an Account Update request and it hasn't been processed, the following screen will display after logging into the Account Update system. You must wait for the existing request to be processed before submitting another Account Update request.

Update CAIR Organization Account - Site Information


This site (Org Code: ROBYNTESTMD) has pending update that was submitted on 11-10-2025 by KARLA CORADO. Once it has been processed you will be able to update your organization and users.


If you have any questions please contact the CAIR Help Desk at: **1-800-578-7889** or by Email: CAIRHelpDesk@cdph.ca.gov

- The 'Update CAIR Organization Account - Site Information' screen will display after you've logged in.

Update CAIR Organization Account - Site Information

Please update your Organization account information as needed then proceed to the next page. Fields with an * are required.

Your Name	<input type="text"/>	Enter your full name. Authorized personnel filling out this form.	
Org ID	07CTEST		
Org Name	CHERYLS TEST		
Address 1	<input type="text" value="855 MARINA BAY PKWY"/>	Phone	<input type="text" value="(530) 632 - 4600"/>
Address 2	<input type="text" value="STE 4"/>	Fax	<input type="text" value="(530) 632 - 8321"/>
City	<input type="text" value="RICHMOND"/>	ZIP Code	<input type="text" value="94804"/>
Public Org (eg. Community Clinic)	<input type="text" value="No"/>		
Site Email	<input type="text" value="CHERYL.SCOTT@CDPH.CA.GOV"/>	Confirm Email	<input type="text"/>
Contact First Name	<input type="text" value="CHERYL"/>	Contact Phone	<input type="text" value="() -"/>
Contact Last Name	<input type="text" value="SCOTT"/>		
Data Exchange	<input checked="" type="checkbox"/> Yes		
WIC Provider	<input type="checkbox"/> No	VFC Provider	<input checked="" type="checkbox"/> Yes 
		VFC PIN	<input type="text" value="888888"/>
Organization Type	<input type="text" value="Family Practice"/>	If your Organization Type is incorrect, please contact your Local CAIR Representative (LCR) as this could impact the user levels of existing and new users at your site.	
Responsible Licensed Clinician:			
First Name as it appears on medical license *	<input type="text" value="CHERYL"/>	CA Medical License *	<input type="text" value="123456"/>
Last Name as it appears on medical license *	<input type="text" value="SCOTT"/>	License Type *	<input type="text" value="Pharm"/>



- The authorized administrator submitting the request must enter their full name in the 'Your Name' field.

Some fields will automatically be filled in, but make edits as needed for the following fields:



- Address 1:** This is your organization's physical address. Please update if your site has moved, an incorrect address is listed, or the fields are blank.
- Address 2:** This is your organization's suite/unit number. Please update if your site has moved, an incorrect suite/unit number is listed, or the fields are blank.

- **Note for State-Supplied vaccine providers (VFC, 317, SGF):** There isn't a field to add/update your organization's 'Vaccine Delivery Address'. A 'Vaccine Delivery Address' is required if you will document vaccine transfers in CAIR2. If you need to add/update this information in CAIR2, you must add a note in the 'Message/Special Instructions' text box located on the last screen of the [CAIR Organization Update & User Access Agreement section](#) of this request.
 - **Phone/Fax:** This is your organization's phone/fax number. Please update if your site has a new phone/fax number, an incorrect number was listed, or the field(s) are blank.
 - **Public Org:** Select 'Yes' if your organization is a community-based clinic (e.g., a Non-profit clinic) that is not part of a county government; otherwise, select 'No'.
 - **Site email:** This is the email address for the CAIR2 Primary Contact person for your site. Please update if your site has a new CAIR2 Primary Contact.
 - **Confirm email:** Copy and paste your CAIR2 Primary Contact's email address from the 'Site Email' field. Although there is no asterisk next to this field, **this field is required**.
 - **Contact First and Last Name:** This is the name of your organization's designated CAIR2 Primary Contact person for your site. Please update if your site has a new CAIR2 Primary Contact person.
 - **Contact phone:** This is the CAIR2 Primary Contact's phone number. Although there is no asterisk next to this field, **this field is required**.
 - **Data Exchange/WIC Provider/Organization Type:** These fields are greyed out and cannot be updated on this screen. If you need to update either of these fields, please contact your [Local CAIR Representative\(s\)](#).
 - **VFC Provider/PIN** (if applicable): If your site is enrolled in the Vaccines for Children (VFC) program, the 'VFC Provider' field should be marked 'Yes' and enter your site's 'VFC PIN'. You should update the fields if any of the information is incorrect or missing.
 - **Responsible Licensed Clinician** (if applicable): If your site is a clinical site (i.e., provides vaccines), these fields must be completed with the clinician's full 'First Name', 'Last Name', 'CA Medical License' number, and 'License Type'. This information will also be required if your site has recently transitioned from a non-clinical org type to a clinical site.
 - **Note:** The responsible clinician listed must have an MD, DO, PA, NP, Pharm, DDS, DMD, ND, or NMD license type for the CAIR Help Desk to approve your Account Update request. **If a National Provider Identifier (NPI) number or any other license type is listed (e.g., RN, LVN), your submission will be delayed until you provide information for a responsible clinician with the above license types.** If the CAIR Help Desk cannot reach you to obtain the responsible clinician's license information after 5 business days, your request will be denied, and you will need to resubmit another Account Update request with the correct information.
4. Click the **Continue** button to proceed to the next screen.
 5. The 'CAIR Organization/Site Update' verification screen will display next (see screenshot below). It will summarize the changes you made on the previous screen. If the information is correct, click the **Continue** button. If any information needs to be corrected, click the **Back** button.

CAIR Organization/Site Update

Please check the information that you have entered. If incorrect, click the 'Back' button to correct. If correct, click the 'Continue' button.

Org/Site - Name:	CHERYLS TEST	Phone:	(530)632-4600
Address (line 1):	855 MARINA BAY PKWY	Fax:	(530)632-8321
Address (line 2):	STE 4	ZIP Code:	94804
City:	RICHMOND	Contact Phone:	(530)632-4600
Public Org:	No	Medical License:	123456 PHARM
Contact Name:	CHERYL SCOTT		
Contact Email:	CHERYL.SCOTT@CDPH.CA.GOV		
VFC PIN:	888888		
Responsible Clinician's Full Name:	CHERYL SCOTT		
Organization/Site Type:	Family Practice		

6. If your organization/site's address cannot be validated, a red message will appear stating, "The address you have entered cannot be validated by the United States Postal Service," as shown below. If the address is incorrect, click the **Back** button to correct the address. However, if the address is correct, click the **Continue** button to bypass the USPS validation and proceed to the next screen.

CAIR Organization/Site Update

Please check the information that you have entered. If incorrect, click the 'Back' button to correct. If correct, click the 'Continue' button.

The address you have entered cannot be validated by the United States Postal Service. If the address is incorrect, click the 'Back' button to correct. If the address is correct, click 'Continue'.

Update Existing CAIR Users

Important Note – The 'Update Existing CAIR Users' screen will not display (see screenshot below) due to the following:

- If your site has **recently enrolled in CAIR2**, the 'CAIR User Transfer/Additional Access' screen will display first because user accounts have not been requested yet. Proceed to the [CAIR User Transfer/Additional Access section](#) for further instructions.
- If your site **only has inactive/disabled users**, the 'Re-Activate User' screen will display first because your site has no active user accounts. Proceed to the [Re-Activate User section](#) for further instructions.

Important things to note for the 'Update Existing CAIR Users' screen:

- On this screen, updates to email addresses and User roles for existing (active) users can be made. See the [CAIR2 User Roles](#) chart to view the features for each user role. If you need to change a user's role to 'Regular' or 'Vaccine Inventory' but these roles are not available in the 'User Role' dropdown menu, contact your [Local CAIR Representative\(s\)](#) for support.
- You can also use this screen to inactivate users who are no longer at your organization by selecting the **Inactivate User** checkbox.

- There is not an option to update an existing user’s name or username. If an existing user has had a name change (e.g., recently married) or the information is incorrect (e.g., misspelled last name), you can request that the user’s name and/or username is corrected by adding a note in the ‘Message/Special Instructions’ text box located on the last screen of the [CAIR Organization Update & User Access Agreement section](#) of this request.

If there are no updates needed on this screen, click the [click here](#) link to proceed to the next screen. Otherwise, proceed with the instructions below to update existing users for your site.

Update Existing CAIR Users

The Existing (Active) User Accounts for this Org Code are listed below.

1. Please review the information for each User and update as needed.
2. Before changing a user’s role, review the [CAIR User Roles](#) to see what each role is allowed to do.
3. If a user no longer works at this site, check the ‘Inactivate User’ box to inactivate their account.
4. When you are done updating all users, click the ‘Continue’ button at the bottom of the screen.

If you DO NOT need to update any Existing Active Users [click here](#).

Existing Users: 1 - 30 of 75

Username: QASSURANCE User Description: QUIL ASSURANCE

First Name* **QUIL** Last Name* **ASSURANCE**

Email* MEGAN.BENSON@CDPH.CA.GOV ←

User Role* QA ←

Inactivate User

To update existing user accounts:

1. The ‘Update Existing CAIR Users’ screen will display the first 30 existing (active) users at your site. The total number of existing users at your organization will be noted in the middle of the screen. Some fields are greyed out and cannot be updated, but you can review each user’s information and make changes as needed:
 - **Email:** This is the user’s ‘Email’ address on file. Please update/edit this information if needed.
 - **Note:** If more than one user has the same email address, this field will be in red with a message stating “Please use a unique e-mail address.” Per CAIR2 policy, each user must have a unique email address, and emails must **not** be shared among CAIR2 users. Enter the user’s unique email address if you see this message.

Username: CREGULAR User Description: REGULAR CREGULAR

First Name* **REGULAR** Last Name* **CREGULAR**

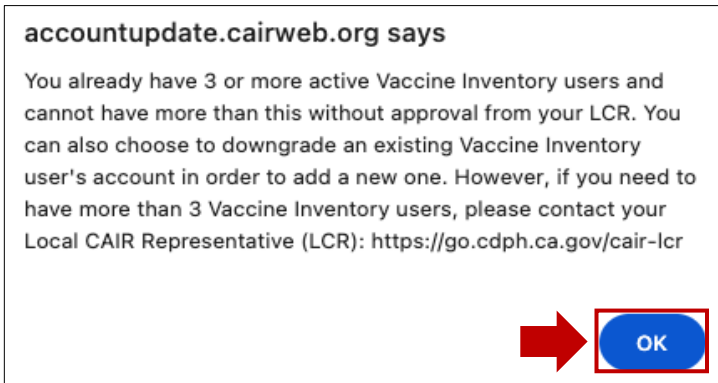
Email* MEGAN.MOJICA@CDPH.CA.GOV Please use a unique e-mail address. ←

User Role* Regular

Inactivate User

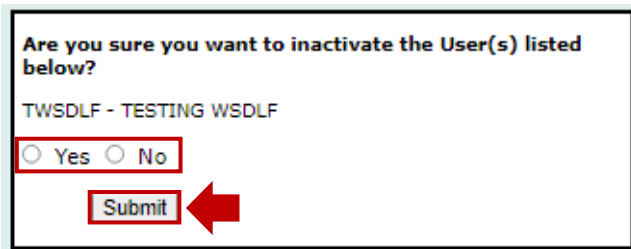
- **User Role:** This is the user’s current ‘User Role’. To change the user’s role, use the dropdown menu to select a new role.
 - **Note:** See the [CAIR2 User Roles](#) chart to view the features for each user role.
 - **Inactivate User:** If the user is no longer at your organization, click the checkbox.
2. To review additional users at your site, click the **Continue** button at the bottom of the screen.

Note: If you have more than 3 Vaccine Inventory users for your site, the following pop-up will display. Click the **OK** button, and if you have any users with a Vaccine Inventory user role who do not need to manage your site’s vaccine inventory, update their ‘User Role’ field to one that best applies (see the [CAIR2 User Roles](#) chart).



3. When you reach the last page of active users at your organization, click the **Continue** button. If you requested to inactivate any users, the system will list the users you chose to inactivate, and the message shown below will display, “Are you sure you want to inactivate the User(s) listed below?”. Select the **Yes** or **No** radio button. Then, click the **Submit** button.

Important Note: If you select ‘Yes’ and then click the ‘Submit’ button, the user(s) will be inactivated even if you log out of the Account Update system or do not fully submit the Account Update request. If you accidentally inactivated a user and need to reactivate their account, follow the steps in the [Re-Activate User section](#).



Important Note: If you are certain that a user has an account with CAIR2, but you do not see their information on this screen, attempt searching for them in the ‘Re-Activate User’ screen (see the [Re-Activate User section](#)) in case their account was inactivated. If you do not see their information on either screen, add a note in the ‘Message/Special Instructions’ text box located on the last screen of the [CAIR Organization Update & User Access Agreement section](#) of this request.

Re-Activate User

Important Note: If your site only has inactive/disabled users, this is the first screen you will see after the ‘CAIR Organization/Site Update’ screen (see screenshot below).

You may need to reactivate an existing user’s account at your organization due to:

- The account has been disabled in the past.

- The account has been inactivated in CAIR2 because the user has not logged in to CAIR2 for 90 days or more.
- Or you are certain a user has an account with CAIR2, but did not see their information on the 'Update Existing CAIR Users' screen.

If there are no updates needed on this screen, click the [click here](#) link to proceed to the next screen. Otherwise, proceed with the instructions below to reactivate users for your site.


Re-Activate User

To re-activate an existing user at your site:

1. Enter the User's first and last name below and click the 'Search' button.
2. When their name appears, complete the required information.
3. Check the 'Reactivate this User' box.
4. Click the 'Continue' button.
5. Repeat this process for each user you need to re-activate.

If you Do NOT need to re-activate any Existing Inactive Users [click here](#).

First Name: Last Name:



To reactivate a user, you can search for the user on this screen and reactivate their account:

1. To find an inactive/disabled user, enter the user's 'First Name' and 'Last Name' and click the **Search** button. You can also enter the first three letters of their first and last names in case they were misspelled in CAIR2 and click the **Search** button.

Note: If no match is found, the message "There are no Users matching your criteria" will appear at the bottom of the screen. If you are certain that a user previously had an account with CAIR2, but you get this message, add a note in the 'Message/Special Instructions' text box located on the last screen of the [CAIR Organization Update & User Access Agreement section](#) of this request.


2. If there is a match, additional fields will display at the bottom of the screen. Enter the user's 'Email' address and 'User Role Requested'. Click the **Re-activate this user** checkbox and then click the **Continue** button. Continue this process until you have completed reactivating users.

Note: If a Regular or Vaccine Inventory User role is requested, the user will be required to complete training before being granted access to CAIR2.


Please complete the remaining information needed and check the re-activate box for the account you would like to Re-Activate.

User ID: **KERRIADD** Provider ID: **07CTEST** User Description: **Kerri Add**

First Name* **Kerri** Last Name* **Add**

Email: User Role Requested 

Re-activate this user



3. When you're done reactivating users, click the [click here](#) link to proceed to the next screen.

CAIR User Transfer/Additional Access

Important Note: If your site recently enrolled in CAIR2, this is the first screen you will see after the 'CAIR Organization/Site Update' screen. This screen is **not** for requesting new user accounts. If you need to request a new account, refer to the [New CAIR User Account section](#).

The 'CAIR User Transfer/Additional Access' screen allows you to do the following:

- To **transfer an existing user account** from another site to your site (e.g., no longer works at the previous site they had CAIR2 access at).
- To **add additional access to an existing user account** to their current site (e.g., works at multiple sites/locations and needs CAIR2 access at your site as well).

If there are no updates needed on this screen, click the [click here](#) link to proceed to the next screen. Otherwise, proceed with the instructions below to transfer and/or give additional access to users for your site.

CAIR User Transfer/Additional Access

You can use this screen to:

- Transfer an existing user from one site to another site (i.e., move account).
- Add an existing user to a site in addition to their current site (i.e., add to an additional site).

NOTE: You must know both the user's current/previous Org Code and the Org Code you wish to transfer/Add the user to.

To transfer or add a user to an additional site:

1. Fill in all of the fields below.
2. If you are **Transferring** a user, choose 'Yes' in the 'Inactivate From Login Org Code' field (this will inactivate the user's account at the current/previous site).
3. If you are **Adding** a user to another site, choose 'No' in the 'Inactivate From Login Org Code' field (this will keep the user's account Active at the current/previous site).
4. To Transfer/Add more users, click the 'Add Additional User' button (you can transfer/add up to 10 users at a time).
5. When you are done transferring/adding users, click the 'Continue' button.

If you Do **NOT** need to Transfer/Add a user to an additional site [click here](#).

Transfer Users/Additional Access

Previous/Current Org Code	<input type="text"/>	Transfer/Add Access to Org Code	07CTEST
Username	<input type="text"/>		
First Name	<input type="text"/>	Last Name	<input type="text"/>
Email	<input type="text"/>	Re-type Email	<input type="text"/>
Inactivate From Previous/Current Org Code?	Choose One ▾		

←

To transfer an existing user account/add additional access:

1. Complete all the fields on the screen as they are required:
 - **Previous/Current Org Code:** Enter the Org Code the user previously/currently has access to.

- **Note:** The 'Transfer/Add Access to Org Code' field will default to the Org Code you are logged in under while completing the Account Update request. Confirm that this field displays the Org Code you want to transfer/add the user to. If the Org Code is incorrect, exit out of the screen and submit a new Account Update request for the correct Org Code to complete the transfer/addition, if you are authorized to submit requests for the Org Code.
 - **Username:** Enter the user's username at their 'Previous/Current Org Code'.
 - **Note:** If the user does not know their previous site's Org Code or Username, contact the CAIR Help Desk for assistance.
 - **First and Last Name:** Enter the user's first and last name.
 - **Email and Re-type Email:** Enter the user's **current** unique email address in both fields. Do not enter the email address they used at the previous Org Code, if different.
 - **Inactivate From Previous/Current Org Code?:**
 - Select **No** if you are adding the user to your site, and they **still need access** to their 'Previous/Current' site (e.g., they work at multiple locations).
 - Select **Yes** if you are transferring the user's account to your site, and they **won't need access** to their previous site.
2. Click the **Transfer/Add Access** button if you need to transfer or add additional users to your site. Up to 10 users can be included in your request. If you need to transfer/add access to more than 10 users, you will need to wait until this request is processed before submitting a new request.
 3. Click the **Continue** button when you are finished requesting transfers/additional access.

New CAIR User Account

Important things to note for the 'New CAIR User Account' screen:

- If a staff member **has never** had a CAIR2 user account in the past (at any organization), you can request a new CAIR2 user account for them on this screen. **If a staff member previously had a CAIR2 user account at another site, do not request a new account for them.** Simply follow the steps in the [CAIR User Transfer/Additional Access section](#) to request that their existing user account be transferred/added to your site.
- If the authorized staff/CAIR2 Primary Contact submitting the Account Update request will also need access to CAIR2, they must request their own account on this screen. Access to CAIR2 is not provided to the authorized staff/CAIR2 Primary Contact unless a user account is requested on this screen.

If there are no updates needed on this screen, click the [click here](#) link to proceed to the next screen (see screenshot below). Otherwise, proceed with the instructions below to request new user accounts for your site.

New CAIR User Account

This screen is for adding new users that do not have an existing user account

To add a New User to your site:

1. Enter their name and email address below.
2. Before selecting their User Role, review the [CAIR User Roles](#) to see which user role is most appropriate for them.
3. To add more New Users, click the 'Add Additional User' button (you can add up to 10 new users at a time).
4. When you are done adding all new users, click the 'Continue' button.

IMPORTANT NOTE: If any of these new Users will also be administering vaccines, you must also add them as Shotgivers on the upcoming 'Add New Shotgiver' screen, so that they appear in the 'Administered By' dropdown menu when recording a shot in CAIR.

If you Do NOT need to add any New Users [click here.](#)

New Users

First Name*	<input type="text"/>	Last Name*	<input type="text"/>
Email*	<input type="text"/>	Re-type Email*	<input type="text"/>
User Role Requested*	<input type="text" value="Choose One"/>		

Add Additional User

Continue



To request a new CAIR user account:

1. Complete all the following fields on the screen:
 - **First Name:** Enter the user's first name.
 - **Last Name:** Enter the user's last name.
 - **Email:** Enter the user's unique email address.
 - **Re-type Email:** Enter the user's email address once more.
 - **User Role Requested:** Select the appropriate user role from the dropdown menu.
 - **Note:** See the [CAIR2 User Roles](#) chart to view the features for each user role.
2. If you need to request new CAIR2 user accounts for additional staff, click the **Add Additional User** button. Up to 10 users can be included in your request. If you need to add more than 10 new user accounts, you will need to wait until this request is processed before submitting a new request.
3. After adding your new user(s) information, click the **Continue** button to proceed to the next screen.

Note: If the email address listed for the new user(s) is already associated with another user, the following pop-up will appear, indicating that the email address is already in use at this Org Code and to enter a different one. **You cannot proceed to the next screen until a unique email for the user(s) is entered.**

Close the pop-up, enter a unique email address for the user(s), and click the **Continue** button to proceed to the next screen.

Please fix the following errors and try again:

X



- E-Mail address Test@Yahoo.com is already in use for 07CTEST. Please use a different one.

4. The 'New CAIR User Account(s)' screen will display next. Confirm the information you entered is correct before proceeding to the next screen. If the information is incorrect, click the **Back** button to correct it. If the information is correct, click the **Continue** button to proceed to the next screen.

New CAIR User Account(s)

Please check the information that you have entered. If incorrect, click the 'Back' button to make changes. If correct, click the 'Continue' button .

Last Name: **JONES** First Name: **JANE**
Email: **JANE.JONES@TEST.COM**
User Type Requested: **Regular**

Update Existing Shotgivers

Important Note: For sites with clinical access to CAIR2, the screen shown below will appear only if you have existing shotgivers. If not, you will see the 'Add New Shotgiver' screen. Proceed to the [Add New Shotgiver section](#) for further instructions.

- Shotgivers (also referred to as Clinicians) are staff members who administer vaccines to patients. Shotgivers' names will appear in the 'Administered By' dropdown list in CAIR2 when users document a newly administered dose in a patient's CAIR2 record.
- Existing shotgivers at your site will display on this screen, and you can only update the shotgivers' 'Title'.
- **There is no option to remove a shotgiver or edit their first and last name.** If you need to have shotgiver(s) removed or edited, you can request this by adding a note in the 'Message/Special Instructions' text box located on the last screen of the [CAIR Organization Update & User Access Agreement section](#) of this request. If you have a large list of shotgivers that need to be updated, contact your [Local CAIR Representative\(s\)](#) for assistance.

Important Note: Adding a shotgiver in the Account Update system **will not** grant them access to log in to CAIR2. If a shotgiver needs to log in to CAIR2 to document patient data, you must return to the [New CAIR User Account](#) screen and request a new CAIR2 account for them, or if they've had an account at a previous organization, go to the [CAIR User Transfer/Additional Access](#) screen. **If you are a Data Exchange (DX) site, shotgiver names do not need to be requested because shotgiver information is included in the DX files that are sent electronically to CAIR2.**

If there are no updates needed on this screen, click the [click here](#) link to proceed to the next screen (see screenshot below). Otherwise, proceed with the instructions below to update existing shotgivers for your site.

Update Existing Shotgivers

Shotgivers are your staff members who administer vaccines to patients. Their names appear in the 'Administered by' dropdown field in CAIR to record that they gave the shot.

The Existing Shotgivers for this Org Code are listed below.

1. Please review the information for each Shotgiver and update as needed.
2. When you are done updating all Shotgivers, click the 'Continue' button at the bottom of the screen.

If you **DO NOT** need to update any Existing Shotgivers [click here](#).

Existing Clinician(s): 1 - 18 of 18

Clinician: PAM CUNNINGHAM, LVN

Title*  LVN Name: PAM CUNNINGHAM

To update Existing Shotgivers:

1. Click on the **Title** dropdown and choose the shotgivers' 'Title' from the list.
2. Continue updating shotgivers' titles if needed.
3. When you have finished updating titles, click the **Continue** button to proceed to the next screen.

Add New Shotgiver

Shotgivers are staff members who administer vaccines to patients. Shotgivers' names will appear in the 'Administered By' dropdown list in CAIR2, as described in the [Update Existing Shotgivers section](#).

Important Note: Adding a shotgiver in the Account Update system **will not** grant them access to log in to CAIR2. If a shotgiver needs to log in to CAIR2 to document patient data, you must return to the [New CAIR User Account](#) screen and request a new CAIR2 account for them, or if they've had an account at a previous organization, go to the [CAIR User Transfer/Additional Access](#) screen. **If you are a Data Exchange (DX) site, shotgiver names do not need to be requested because shotgiver information is included in the DX files that are sent electronically to CAIR2.**

If there are no updates needed on this screen, click the **DO NOT** link to proceed to the next screen (see screenshot below). Otherwise, proceed with the instructions below to add new shotgivers for your site.

Add New Shotgiver

Shotgivers are staff members who give shots, or administer vaccines to patients. Their name will appear in the 'Admin by' dropdown in CAIR2 for this site.

*PLEASE NOTE that this will not give them access to CAIR and allow them to log in as a user. If you need them to be added as a user, please go back and add them on the 'Add New CAIR User Account' page of this form.

If you do not need to add any new Shotgivers please click the link below.

I **DO NOT** need to add new Shotgivers.

New Clinicians(ShotGivers)

Title* First Name* Last Name*

Additional Clinician

Continue



To add a New Shotgiver:

1. Complete all the following fields on the screen:
 - **Title:** Select the shotgiver's title from the dropdown menu (e.g., DO, LVN, MD, RN).
 - **First Name:** Enter the shotgiver's first name.
 - **Last Name:** Enter the shotgiver's last name.

Note: If any shotgivers need access to log in to CAIR2, a user account must be requested for them on the [New CAIR User Account](#) screen. If a shotgiver already has an existing CAIR2 user account at another organization, use the [CAIR User Transfer/Additional Access section](#).

2. Click on the **Additional Clinician** button to add more shotgivers if needed. Up to 10 shotgivers can be included in your request. If you need to add more than 10 shotgivers, you will need to wait until this request is processed before submitting a new request.
3. After adding your new shotgiver(s), click the **Continue** button to proceed to the next screen.

CAIR Organization Update & User Access Agreement

- Per California law, all providers entering information into CAIR2 are required to disclose the patient or their parents/guardians when creating a record in CAIR2. Patients/parents/guardians have the right to share/decline to share their/their child's CAIR2 records with **all** CAIR2 providers or **only with providers who are providing medical care to them**. Refer to the [CAIR Disclosure/Sharing Policy webpage](#) for more information.
- The state law AB 1797 requires that **all vaccinations administered to the patient, the patient's race/ethnicity, and TB test results be entered into CAIR2**. Refer to the [AB 1797 Immunization Registry FAQs webpage](#) for more information.

The 'CAIR Organization Update & User Access Agreement' (see screenshot below) is the final screen before submitting your Account Update request. Read the information before completing the fields and submitting.

CAIR Organization Update & User Access Agreement

CAIR Providers/Organization Terms & Conditions

The California Immunization Registry (CAIR) is a secure, computerized online information system developed to assist medical providers and other approved organizations/entities to track and review immunization information and tuberculosis (TB) test results for individuals, assess immunization needs and remind/recall patients, avoid unnecessary or redundant immunizations, and control disease outbreaks. Information in CAIR is only available to authorized users. Based on the access level approved, this agreement will allow the organization to access, view, add, or modify immunization information/TB test results in CAIR either via the web interface or through electronic data exchange under the conditions listed below. As conditions for participating in CAIR, the organization agrees to:

- Comply with California Health and Safety Code Section 120440 regarding immunization registry use, as well as state and federal laws and regulations regarding maintaining the confidentiality of patient information.
- Ensure your organization staff receive required CAIR training per their designated user role prior to accessing information in CAIR.
- Access information in CAIR only as needed to perform immunization/TB-related activities for individuals presenting to your provider/organization for services.
- Safeguard and ensure no sharing of assigned passwords or user accounts.
- Ensure no misuse or wrongful disclosure of information in CAIR by your organization staff.
- Disclose to patients or their parents/guardians, as required by Health & Safety Code Section 120440, subdivision (e), that state law allows patient immunization records/TB test results to be shared with CAIR and that patients have the option to share their immunization records/TB test results with all CAIR providers or only their primary provider. Written disclosure is highly recommended.
- Report any activity that may compromise the protection and privacy of the information in CAIR.
- Each user will have a unique email address.
- No false data shall intentionally be added to CAIR.

CAIR Individual User Terms & Conditions

California Health and Safety Code Section 120440 limits access to CAIR to authorized users who require the information for the purpose of providing immunization services as specified.

As a condition of authorized access to CAIR, I agree:

- To only access and use the registry system in the course of my assigned duties for the purposes stated above.
- To keep my user account and password confidential.
- To only use my own user account and password to access the registry.
- To maintain the privacy and confidentiality of information in the registry.
- To not communicate, publish, and/or otherwise provide or make public any information regarding persons enrolled in the registry and their immunization status, except:
 1. To patients who request their own immunization records;
 2. To individuals authorized by law to access immunization registry information; or
 3. When records are presented in aggregate reports and have no associated identifying information.

To assure appropriate usage of CAIR, a permanent electronic record will be created that will log each user's access into any registry client record. Any unauthorized release of confidential information by a user may result in revocation of the user or the user's organization's access to CAIR. User accounts will be automatically inactivated by CAIR if a user fails to login to CAIR for a period of 90 days.

CAIR staff retain the authority to deactivate user accounts at their sole discretion in response to any violation of the Terms & Conditions. This includes, but is not limited to, the unauthorized sharing of accounts or passwords.

Organization Representative

By checking this box and entering your name below, you as the Organization Representative agrees that the Organization and all listed Users associated with the Organization have read and will abide by the CAIR rules set forth in this Agreement. If the Organization/Site closes or is bought by another Organization, the Organization/Site must inform CAIR staff within 14 days so that the existing Organization/Site and user accounts can be terminated or reassigned. CAIR reserves the right to terminate this Agreement if the Organization or it's Users violate this Agreement or use the system in an unauthorized manner. This Agreement will remain in effect until terminated by either party.

Full Name *:

Title *:

Email Address *:

Contact Number *:

To leave a message or special instructions for your CAIR Help Desk Representative enter below.

(Maximum characters: 500). You have characters left.

Submit my Organization and User Account Information



1. After reading the agreement, select the checkbox and complete the following fields:

- **Full Name:** Enter your full name.
- **Title:** Enter your title.
- **Email Address:** Enter your email address here.
- **Contact Number:** Enter your phone number.

Important Note: If the CAIR Help Desk encounters any issues with your request, they **will contact you via email** or may attempt to contact you via phone. Make sure to check your email (including junk/spam folder) in case they need further information to process your Account Update request. If the CAIR Help Desk is unable to reach you within 5 business days of receiving the Account Update request, the request will be removed, and you will need to submit a new request.

2. You can also leave a message or special instructions for your CAIR Help Desk Representative in the text box provided. Some examples of messages include:

- Adding/updating your organization's Vaccine Delivery address
- Updating an existing user's name and/or username
- Indicating that an existing user is missing on the 'Update Existing CAIR Users' screen
- Re-activating a previous user at your site you were unable to find on the 'Re-Activate User' screen
- Removing existing shotgiver(s)
- Editing an existing shotgiver's first and/or last name
- Any additional update requests you couldn't update (i.e., there was no field/screen to update the information)

3. Click the **Submit my Organization and User Account Information** button at the bottom of the screen to submit your Account Update request(s).

4. The message 'Information has been successfully submitted' will display, and a confirmation email will be sent to the person listed as the contact for the site on the 'Update CAIR Organization Account - Site Information' screen and the person who submitted the request. If you have any questions about the status of your request, contact the CAIR Help Desk at 1-800-578-7889 or by email at CAIRHelpDesk@cdph.ca.gov.