



Guide to Logging into CAIR2 and Managing Your CAIR2 User Account

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For additional support, contact the CAIR Help Desk:

Phone: 800-578-7889

Email: CAIRHelpDesk@cdph.ca.gov

Section I: Logging into CAIR2 for the First Time

An email with your Temporary Password should have been sent to you.

- **Regular and Power users:** Your Temporary Password will be emailed to you after you have successfully completed Regular training.
- **Read-only users:** Your Temporary Password will be emailed to you as soon as your account is created by the CAIR Help Desk.

Note: If you did not receive the email with your Temporary Password, contact the CAIR Help Desk.

Follow the instructions below to log into CAIR2 for the first time:

1. [CAIR2 log in page](#)
2. On the Login screen (see below), enter your:
 - **Org Code (your site's Organization Code):** This is not case-sensitive.
 - **Username (your individual Username):** This is not case-sensitive.
 - **Temporary Password:** This is case-sensitive.

Note: If you do not know your site's Org Code and/or your Username, contact the CAIR Help Desk.

3. Then click the 'Login' button.

CAIR2 California Immunization Registry

TRN HOME USER RESOURCES RELATED LINKS TRAINING

Welcome to the California Immunization Registry, CAIR ! *Posted on 08/19/2015*

If you are an authorized user, please login using your unique combination of Organization Code, Username, and Password.

If you are a new user, please visit the training tab above to access training options. If you are from an organization requesting access for the first time, go to the [CAIR Enrollment](#) page to enroll. For additional information, contact the CAIR Help Desk at 800-578-7889 or CAIRHelpDesk@cdph.ca.gov. Hours are 8:00 a.m. - 5:00 p.m. Monday through Friday, excluding government holidays.

This site will work optimally for users logging in with Internet Explorer browsers versions 8 or higher, as well as Chrome, Safari or Firefox. If you are using alternate browsers and experience display issues, please consider switching to one of the supported browsers.

- [About The California Immunization Registry](#)
- [Disclaimer](#)
- [Contact Us](#)

[Privacy Policy Statement](#)

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Org Code:

Username:

Password:

Login

Forgot Password?

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Important: Each person logging into CAIR2 must have their own User Account. User accounts and Passwords must not be shared.

4. If your login was **not successful**, the following error message will appear on-screen.

The screenshot shows the CAIR2 login interface. At the top, the CAIR2 logo and the text "California Immunization Registry" are displayed. Below this is a navigation bar with links for HOME, USER RESOURCES, RELATED LINKS, and TRAINING. The main content area features a login form with fields for Org Code (LCRCLINI), Username (WSMITHI), and Password (masked with dots), and a Login button. A "Forgot Password?" link is also present. A "Validation Errors" message is displayed, stating: "The Org Code, Username and Password combination entered is invalid." A red arrow points from this message to a larger, detailed "Validation Errors" box on the right, which contains the same error message. Below the error message, there are links for "About The California Immunization Registry", "Disclaimer", and "Contact Us". A "Privacy Policy Statement" link is also visible. At the bottom, there is a copyright notice: "Copyright © 1999 - 2023 State of Wisconsin. All rights reserved."

5. If you continue to get this error message, you must contact the CAIR Help Desk because the 'Forgot Password' button will not work the first time you log into CAIR2.

6. If your login was **successful**, the following screen will appear:

Security Notification

Users of the CAIR Portal are required to have read the **CAIR Confidentiality Policy**. The document can be obtained through the hyperlink below.

By selecting "I Agree" you are stating that you have read, understand, and agree to abide by the CAIR Confidentiality Policy and the requirements contained within.

You also understand that, if you violate CAIR confidentiality requirements, your access to CAIR data can be terminated and you may be subject to penalties imposed by law.

If you select "I Do Not Agree" your access to the CAIR applications will be **terminated!**

You will be required to renew your agreement every 365 days.

[CAIR Confidentiality Policy](#)

7. You must read this Security Notification and then click the 'I Agree' button to proceed.

8. You will then be directed to change your Password. Passwords must contain the following:
 - At least 8 characters
 - Both upper-case and lower-case letters
 - At least one number
 - At least one special character from the characters located above the number 1-8 keys on your keyboard – !, @, #, \$, %, ^, & or *
9. Click the 'Save' button when you are done.



California Immunization Registry

HOME USER RESOURCES RELATED LINKS TRAINING

Change Password

User WILLOW SMITHTEST

Username WSMITHTEST

* New Password

* Confirm New Password

Save

Cancel

[Privacy Policy Statement](#)

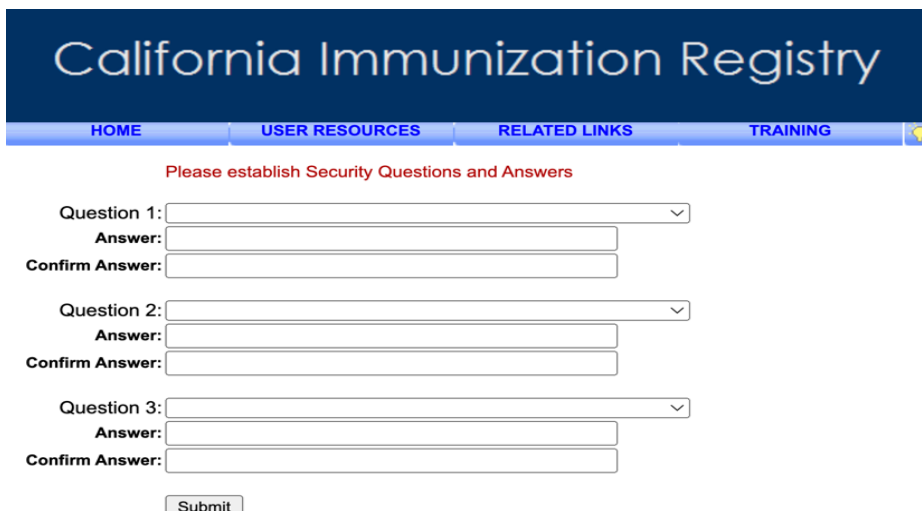
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10. Once you change your Password, you will be directed to set-up three Security Questions/Answers. These will be used if you ever forget your password and need to reset it.

The answers to your Security Questions must be:

- A minimum of five characters.
- Can only be used once (i.e., the same answer cannot be used for more than one question).
- Cannot contain a word that is in the question.

Note: Answers are **not** case-sensitive.



California Immunization Registry

HOME USER RESOURCES RELATED LINKS TRAINING

Please establish Security Questions and Answers

Question 1:

Answer:

Confirm Answer:

Question 2:

Answer:

Confirm Answer:

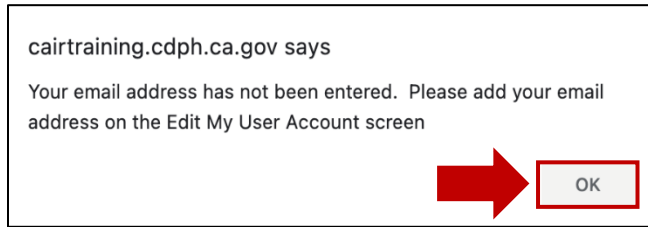
Question 3:

Answer:

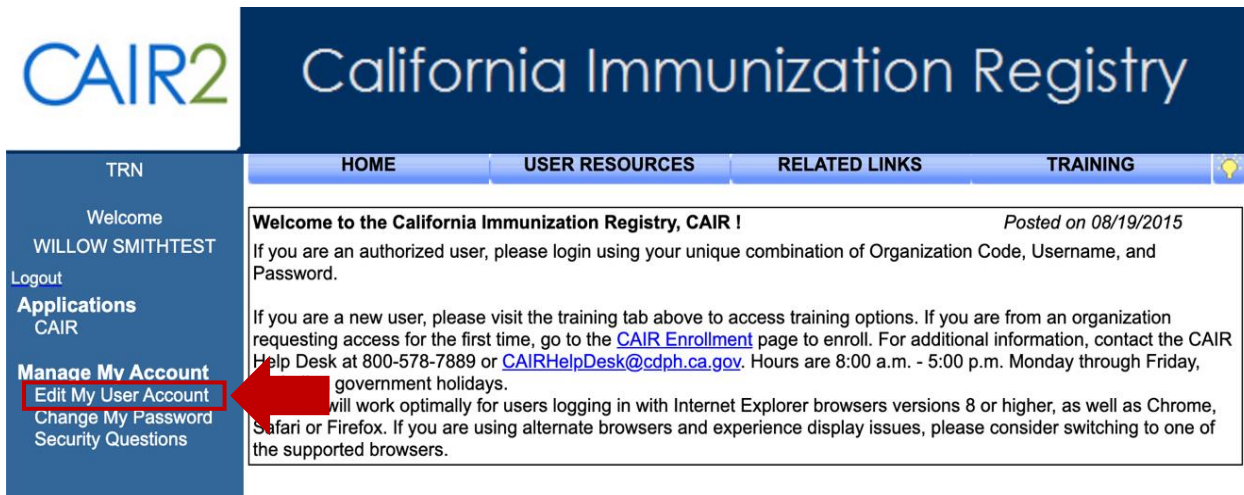
Confirm Answer:

Submit

11. Once you create and submit your three Security Questions and Answers, you will see a pop-up prompting you to enter your email address. Click the 'OK' button to proceed.



12. On the screen that appears, click on the 'Edit My User Account' link to enter your contact information. This is helpful in the event CAIR2 staff need to contact you about your account.



13. On the screen that appears, enter your contact information, and then click the 'Save' button.



14. On the screen that appears, click the 'CAIR' link (under Applications) in the blue menu on the left.

CAIR2 California Immunization Registry

TRN HOME USER RESOURCES RELATED LINKS TRAINING

Welcome
WILLOW SMITHTEST

Logout

Applications
CAIR

Manage My Account
Edit My User Account
Change My Password
Security Questions

Welcome to the California Immunization Registry, CAIR ! *Posted on 08/19/2015*

If you are an authorized user, please login using your unique combination of Organization Code, Username, and Password.

If you are a new user, please visit the training tab above to access training options. If you are from an organization requesting access for the first time, go to the [CAIR Enrollment](#) page to enroll. For additional information, contact the CAIR Help Desk at 800-578-7889 or CAIRHelpDesk@cdph.ca.gov. Hours are 8:00 a.m. - 5:00 p.m. Monday through Friday, excluding government holidays.

This site will work optimally for users logging in with Internet Explorer browsers versions 8 or higher, as well as Chrome, Safari or Firefox. If you are using alternate browsers and experience display issues, please consider switching to one of the supported browsers.

15. You will then be directed to the screen below. Click on the link for your site's Org Name.
Note: If you have been given access to multiple sites within your organization, you will see more than one Org Name listed. Select the site you will be working at that day.

CAIR2 California Immunization Registry

TRN HOME USER RESOURCES RELATED LINKS TRAINING

Welcome
WILLOW SMITHTEST

Logout

Applications
CAIR

Manage My Account
Edit My User Account
Change My Password
Security Questions

[LCR TRN Clinic](#)

[Privacy Policy Statement](#)

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16. You will then be logged into CAIR2 for the organization you selected.

CAIR2

home manage access/account forms related links logout help desk

organization LCR TRN Clinic • user WILLOW SMITHTEST • role CAIR Regular User

announcements:

NEW 09/30/2016 ~ [Welcome to CAIR2!](#)

TRN 2.8.3.8

Section II: Troubleshooting Login Problems

CAIR2 will automatically prompt you to change your Password every 90 days. When prompted, follow the on-screen instructions to change your password.

Also, if you do not log into CAIR2 for 90 or more days, your account will be automatically inactivated. In these cases, you must contact the CAIR Help Desk because the 'Forgot Password' button cannot be used to reactivate your account, and your supervisor cannot submit an Account Update request to reactivate your account.

A. Resetting Your Password (if you forget your Password)

After successfully logging into CAIR2 for the first time, follow the steps below to reset your password if you ever forget it.

You **can** reset your own Password using the 'Forgot Password' button if you:

- Forgot your Password.
- Had your account locked from too many failed login attempts.

Note: You **cannot** use the 'Forgot Password' button if your account has been **Inactivated** (see page 9).

If you enter an incorrect Password, you will get the following Validation Error message:

The screenshot shows the CAIR2 login page. The header includes the CAIR2 logo and the text 'California Immunization Registry'. Below the header is a navigation bar with links for HOME, USER RESOURCES, RELATED LINKS, and TRAINING. The main content area features a welcome message and a login form with fields for Org Code (LCRCLINI), Username (WSMITH), and Password (masked with asterisks). A 'Login' button is present. A red box highlights a 'Validation Errors' message: 'The Org Code, Username and Password combination entered is invalid.' A red arrow points from this message to another 'Validation Errors' message on the right, which also states: 'The Org Code, Username and Password combination entered is invalid.' Below the login form, there is a 'Forgot Password?' button. At the bottom of the page, there is a 'Privacy Policy Statement' link and a copyright notice: 'Copyright © 1999 - 2023 State of Wisconsin. All rights reserved.'

You will get 5 attempts to log in with the correct login information. If you do not successfully log in within 5 attempts, your account will be locked, and you will get the following Validation Error message:

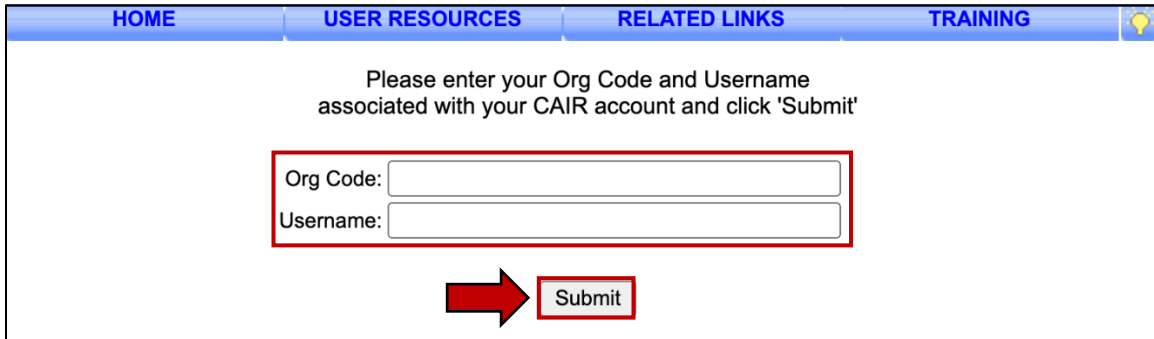
Validation Errors

- Your account is locked. To reset your password please click on Forgot Password.

If you get this message, you must use the 'Forgot Password' button to unlock your account.

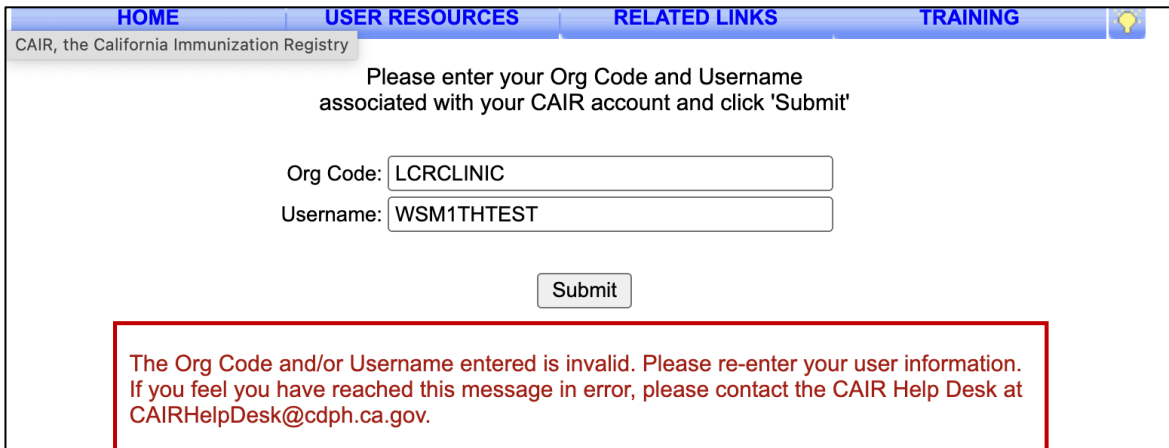
Once you click on the **'Forgot Password'** button, follow these steps to reset your Password:

1. On the screen that displays, enter your **Org Code** and **Username**, and then click the **'Submit'** button.



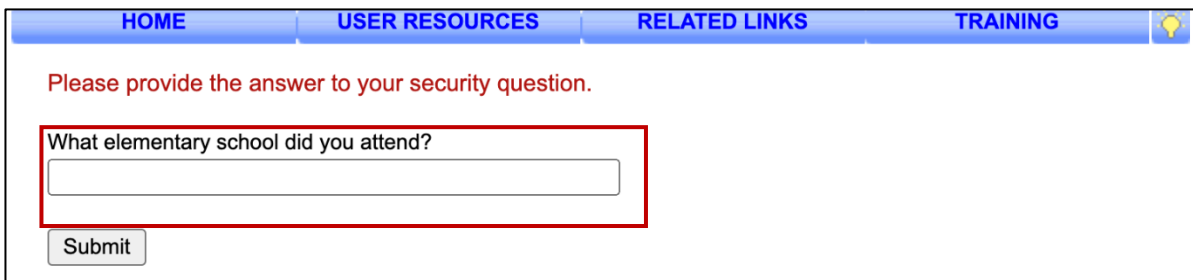
The screenshot shows the CAIR user interface with a navigation bar containing 'HOME', 'USER RESOURCES', 'RELATED LINKS', and 'TRAINING'. The main content area displays the instruction: 'Please enter your Org Code and Username associated with your CAIR account and click 'Submit''. Below this, there are two input fields: 'Org Code:' and 'Username:'. A red box highlights these two fields. Below the input fields is a red arrow pointing to a 'Submit' button, which is also highlighted with a red box.

You will receive the message below if you **did not** enter your correct Org Code and/or Username. If you do not remember your Org Code and/or Username, contact the CAIR Help Desk.



The screenshot shows the CAIR user interface with the same navigation bar. The main content area displays the instruction: 'Please enter your Org Code and Username associated with your CAIR account and click 'Submit''. Below this, the 'Org Code:' field contains 'LCRCLINIC' and the 'Username:' field contains 'WSM1THTEST'. A 'Submit' button is visible below the fields. A red box highlights a message at the bottom of the page: 'The Org Code and/or Username entered is invalid. Please re-enter your user information. If you feel you have reached this message in error, please contact the CAIR Help Desk at CAIRHelpDesk@cdph.ca.gov.'

2. If you enter your correct Org Code and Username, you will be prompted to answer one of your Security Questions.



The screenshot shows the CAIR user interface with the same navigation bar. The main content area displays the instruction: 'Please provide the answer to your security question.' Below this, there is a text input field with the question: 'What elementary school did you attend?'. A red box highlights this input field. Below the input field is a 'Submit' button.

If you **do not** successfully answer your Security Question, you will receive your next Security Question, with a note at the bottom letting you know the previous question was answered incorrectly.


Please provide the answer to your security question.

What elementary school did you attend?

Submit

The response is invalid. Please try again.

You will receive the message below if you cannot answer any of your 3 Security Questions correctly. You will need to contact the CAIR Help Desk.

HOME USER RESOURCES RELATED LINKS TRAINING 

Important Note: The response is invalid. Your user account has been locked. Please contact the CAIR Help Desk at CAIRHelpDesk@cdph.ca.gov.

If you try to log into CAIR2 and your account has been Inactivated, you will receive the following Validation Error message:


Validation Errors

- Your user account is inactive/disabled. Please contact your administrator to reactivate your account.

If you get this message, you must contact the CAIR Help Desk because the 'Forgot Password' button cannot be used to reactivate your account.

- If you successfully answered your Security Question, you will be directed to the screen below to create a new Password.

Note: You cannot use a Password you have already used within the last 9 times.

HOME USER RESOURCES RELATED LINKS TRAINING 

Change Password

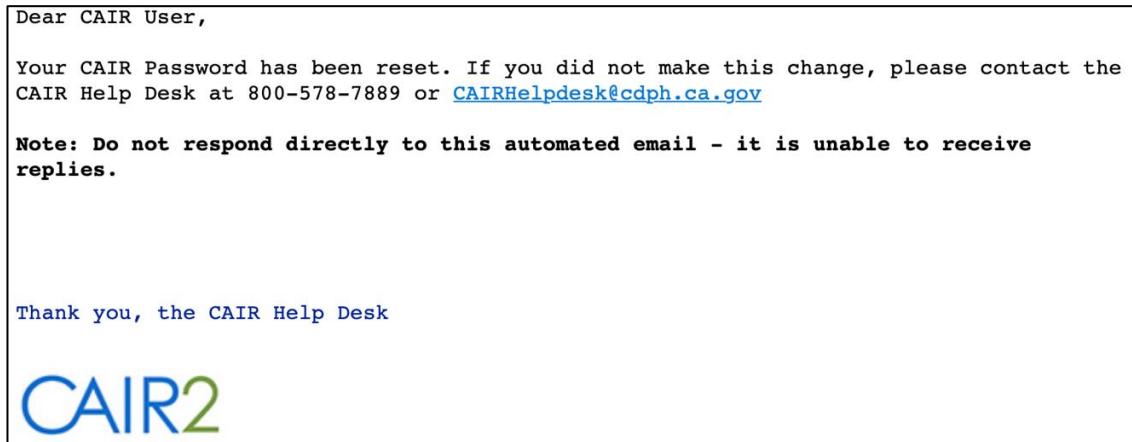
User WILLOW SMITHTEST

Username WSMITHTEST

* New Password

* Confirm New Password

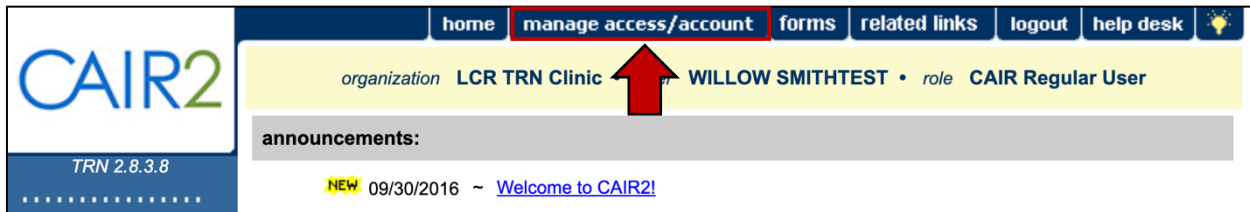
- Once you create a new Password, you will be automatically logged into CAIR2.
- If your email address is on-file in CAIR2, you will receive the email below that confirms your Password has been changed.



Section III: Managing Your CAIR2 User Account

If you ever want to change your Password, update your contact information, or change your Security Questions/Answers, you can do this in CAIR2 by following the steps below:

- Log into CAIR2.
- On the Home screen (below), click the **'manage access/account'** tab at the top.



- You will then be directed to the screen below. Under the **'Manage My Account'** section on the left blue menu:
 - Select the **'Edit My User Account'** link to add/update your contact information.
 - Select the **'Change My Password'** link to change your Password.
 - Select the **'Security Questions'** link to change your security questions and/or answers.



If you have any questions or still have trouble logging into CAIR2 after using this Guide, contact the CAIR Help Desk at:

Phone Number: 800-578-7889

Email: CAIRHelpDesk@cdph.ca.gov