

Q: I can't see the option for CAIR Quick Entry on the myCAvax homepage.

A: If you had myCAvax system access previously, your information should still be in the system. You may need to reach out to the My Turn Help Desk at MyTurn.Clinic.HD@cdph.ca.gov or (833) 502-1245 to get your account reactivated.

Q: Where can I find the My Turn Help Desk information?

A: You can find the My Turn Help Desk contact information on [EZIZ](#) or at the bottom of the mycavax.cdph.ca.gov webpage. You may contact them at MyTurn.Clinic.HD@cdph.ca.gov or (833) 502-1245.

Q: Where can I get a CAIR ID?

A: Learn more on the [CDPH website](#).

Q: If I already have CAIR2 access, do I still need to enroll in CAIR Quick Entry?

A: No, if you directly report vaccine administration data to CAIR, using CAIR Quick Entry is optional. CAIR Quick Entry is an optional, free tool provided by the state of California to allow you to easily submit vaccine administration data to CAIR.

Q: Will I get the same outcome if I use the walk-in appointment option in My Turn to track appointments and vaccine administration data?

A: No, if you'd like to use the walk-in appointment option in My Turn, you'll need to have an active clinic and clinic manager.

Q: Do we always need to provide the parent / guardian's first name?

A: Yes, that's a CAIR vaccine administration data reporting requirement.

Q: Moving forward, will CAIR Quick Entry be required to submit vaccine information?

A: No, if you directly report vaccine administration data to CAIR, using CAIR Quick Entry is optional. CAIR Quick Entry is an optional, free tool provided by the state of California to allow you to easily submit vaccine administration data to CAIR.

Q: Can we input old clinic dates?

A: Yes, CAIR Quick Entry allows users to enter vaccinations from previous clinics.