

Te Whatu Ora
Health New Zealand

Vaccine Systems Toolkit

Information about Aotearoa Immunisation Register (AIR) and Book My
Vaccine for vaccine delivery sites

Using this toolkit

This document is designed to provide information to users about adopting the various Te Whatu Ora vaccine systems.



- As you read through this pack consider which approach may suit you best as a vaccination provider.
- We encourage you to sign up using the information provided as soon as possible.

Introduction to the different systems used for vaccine services

The Aotearoa Immunisation Register (AIR) replaced the National Immunisation Register (NIR) and the COVID-19 Immunisation Register (CIR).

AIR (Aotearoa Immunisation Register):

- AIR is a new system from Te Whatu Ora which can be used to record vaccines. AIR replaces the National Immunisation Register (NIR) and the Covid-19 Immunisation Register (CIR) by the end of 2023.

BMV (Book My Vaccine):

- BMV is tool for consumers to book vaccination appointments e.g flu, COVID-19 and mpox.
- Providers can use this system to manage appointment availability and consumer bookings

Table of contents

Using this toolkit

Introduction to the different systems used for vaccine services

Aotearoa Immunisation Register (AIR)

Understanding the AIR

Understanding the AIR – AIR Facility Manager

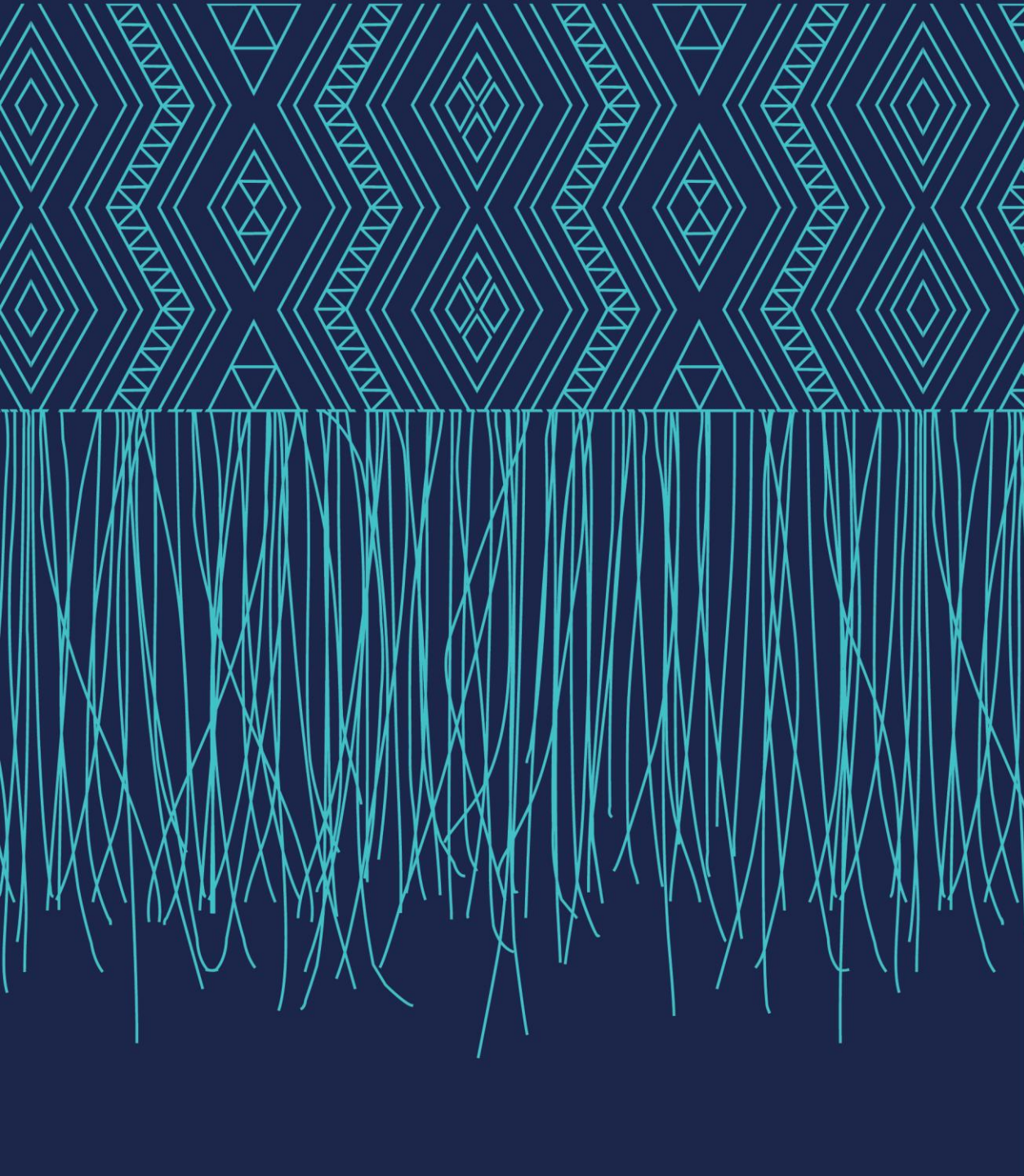
Understanding the AIR - The AIR Vaccinator Portal Sign-up Workflow

Understanding the AIR – Sign-up

Understanding the AIR - Training

Understanding the AIR – Site Readiness Checklist

02	Book My Vaccine (BMV)	12
03	What is Book My Vaccine (BMV) and how to sign up	13
05	Roles and Responsibilities within Book My Vaccine	14
06	Training Resources for Book My Vaccine	15
07	Frequently Asked Questions Set up and Operations	16
08	Book My Vaccine Site Readiness Checklist	17
09	Support	18
10	Support for Vaccine Delivery Systems	19
11	Appendix	20
	AIR Vaccinator Portal Quickstep Guide	21



Aotearoa Immunisation Register (AIR)

Understanding the AIR

Key information relating to the use of the Aotearoa Immunisation Register are identified and defined below.

What is AIR?

The Aotearoa Immunisation Register (AIR) is a new platform replaced the National Immunisation Register (NIR), the COVID Immunisation Register (CIR) and ImmuniseNow. It provides information about immunisation coverage across the population and keeps a record of the vaccinations New Zealanders have received or chose not to receive.

What is the AIR Vaccinator Portal?

The AIR vaccinator portal is an web-based platform used to record vaccinations delivered to consumers and access immunisation history. The portal should be used by all those delivering vaccinations who do not use an integrated patient management system.

How does AIR differ from the systems it replaced, the NIR and CIR?

Below are some key differences

- AIR is not integrated with Book My Vaccine
- AIR is not integrated with inventory
- AIR is not integrated with CARM
- AIR does not have a workflow (reception/observation area)

Who should use the AIR vaccinator portal?

- Anyone who delivers vaccinations who does not use an integrated PMS, for example pharmacy, occupational health providers or community providers.
- General practices who do not use a PMS

**Any general practice who deliver vaccinations outside of the general practice setting such as rest homes or large-scale community events may apply to use the vaccinator portal. Use case will need to be provided as part of this sign-up process.*

What are the different roles a user can have in the AIR?

Name of AIR role	Explanation of role in AIR
AIR Facility Manager	<ul style="list-style-type: none"> • A person who accepts the responsibility of the AIR use at each provider site(s) • A person who holds a position of responsibility for a provider and manages who can use the AIR at that provider site(s). • A person who has completed an identity and qualification check during the employment of each person they are authorising to use the AIR at their site. • Someone who 'unassigns' any AIR users that no longer work at their site
Vaccinator	<ul style="list-style-type: none"> • Someone who both vaccinates and records vaccinations with no supervision
Vaccinator Recorder	<ul style="list-style-type: none"> • Someone who records vaccinations but does not administer them
Vaccinating Health Worker	<ul style="list-style-type: none"> • Someone who is registered under the Te Whatu Ora vaccinating health worker programme • Someone who administers vaccinations under supervision
Imms Status Viewer	<ul style="list-style-type: none"> • Someone who requires read-only access to the AIR Vaccinator Portal to view consumer profiles, immunisation history, and records.
AIR Admin	<ul style="list-style-type: none"> • Previously NIR Admin to support onboarding, service tickets and data quality management

More information

Please see the [AIR website](#) for more information. The [AIR privacy statement](#) can be found here. Consumer collateral can also be found on the [HealthEd Website](#).

Understanding the AIR Vaccinator Portal – AIR Facility Manager

Key information relating to the use of the Aotearoa Immunisation Register are identified and defined below.

What is an AIR Facility Manager and what is their role?

To give flexibility to providers and provide a robust security framework, each site is required to appoint an AIR Facility Manager who is responsible for allowing users to access AIR at their site.

ROLES AND RESPONSIBILITIES OF AN AIR FACILITY MANAGER:

- ✓ Be the first person from their site to sign up (selecting the role type ‘Facility Manager’ during sign up)
- ✓ Supports other users at their site to sign up
- ✓ Accepts requests from AIR users that are known to them, to use the AIR at their site
- ✓ Ensures all AIR users that they accept requests from have completed a verification process as part of their employment (ID and Credential check) before granting that access
- ✓ Remove AIR users that no longer work at their site e.g. they have ceased employment

Can a Facility Manager operate across multiple sites?

Any AIR user can have multiple sites attached to their profile. Once you complete your sign up for one site and can access the AIR vaccinator portal you can request access to additional sites from within the AIR vaccinator portal.

Can a user sign up as a vaccinator and a Facility Manager?

Yes, once a user completes sign up as a facility manager and can access the AIR vaccinator portal, they can request another role at their site e.g. vaccinator. As the facility manager they will be able to approve this second role for themselves.

Who is best to perform the role of a Facility Manager?

A person who is responsible for workforce management. For example: Clinical Lead, Nurse Lead, Pharmacy Manager, Practice Manager, Workforce Admin.

A site may appoint more than one facility manager. The facility manager role cannot be performed by someone who is not employed by the provider.

How does a Facility Manager know if a user is waiting for the Facility Manager to grant them access?

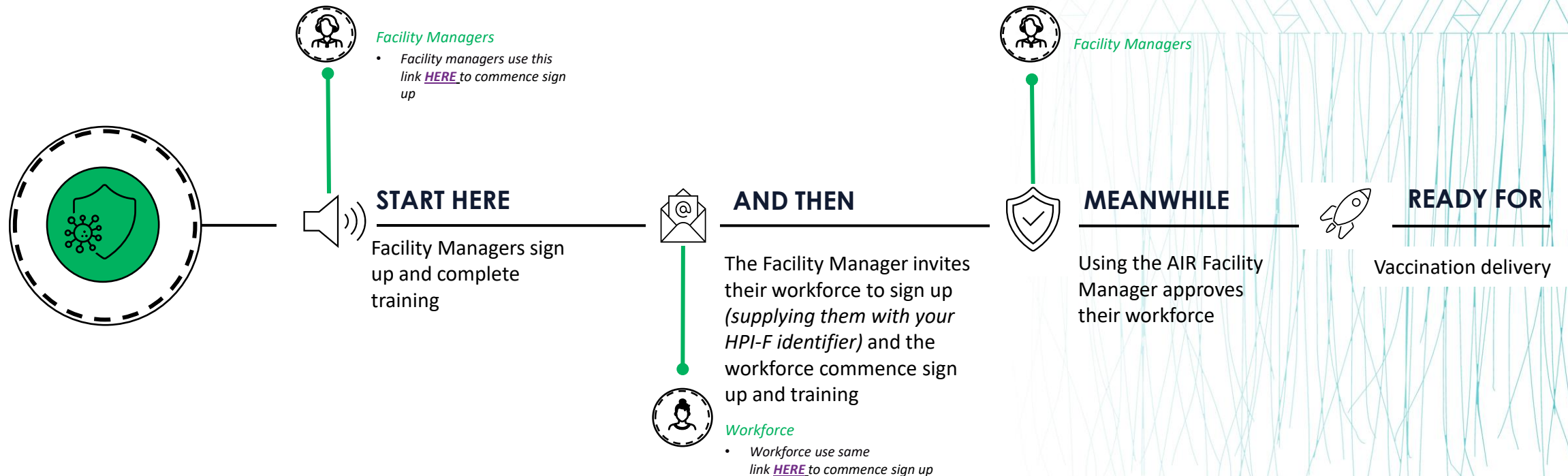
For now, the facility manager will need to login to the AIR regularly to check for user requests then confirm their access. Users will also receive an email reminder to prompt their facility manager to approve their request once the access request has been outstanding for more than 3 days.

Where can I find out more information on the AIR Facility Manager role?

What is a facility manager (video)	WATCH HERE
How to manage users on your site (video)	WATCH HERE (password: AIrfm2022)
FAQ AIR Website	HERE

Te Ara Matua | The AIR Vaccinator Portal sign-up workflow

Below is the timeline for onboarding new users.



Understanding the AIR – Sign Up

Key information relating to the use of the Aotearoa Immunisation Register are identified and defined below.

How to sign up to the AIR?

- STEP 1** Appoint an AIR facility manager
- STEP 2** Facility managers use this link [HERE](#) to commence sign up. During the sign up process they select ‘Facility Manager’ as their role. The facility manager commences training.
- STEP 3** The facility manager notifies the rest of their workforce and sends them sign up details, including the site's HPI-F code.
- STEP 4** Workforce signs up using this link [HERE](#) and commences training.
- STEP 5** The facility manager approves the workforce, giving access to AIR at their site.

After the facility manager is authorised, they will be provided with details to disseminate to their workforce including a user sign-up link. This should be shared with users after the facility manager has already signed up. Users can choose to sign up using My Health Account - MHA or their email. This becomes the way they continue to login into the AIR. For more information about My Health Account click [here](#).

What information do users need to supply during sign-up?

Users are asked to supply:

- Their Health Practitioner Index Number (HPI) or Common Person Number (CPN)*
- Their Registered Authority (the professional body they are registered with)*
- Their NIR username (this ends in .nir)
- Their CIR username (this ends in .cir)
- The name of their health facility and its HPI-F identifier
- The business reason for access

**if they have one*

What happens if users cannot supply any of the identifiers listed above?

Users who don't have any standard identifiers (for example a non-registered business owner) should still sign up and will be manually verified & authorised by the AIR Admin team.

Why do users need to supply an HPI-F code during sign-up?

AIR recognises vaccine sites through the HPI-F code, and events are recorded against that site. To find your HPI-F code or for more information [click here](#). AIR users can also ask their AIR Admin about their HPI-F code. If your site does not have an HPI-F code, you will need to obtain one to adopt the AIR.

How can users sign up without a designated AIR facility?

In order to access AIR, users need to be assigned to at least one facility. For locum or rotational users signing up independently, we recommend assigning whichever facility they'll be working in first, then notifying that facility manager so they can be authorised.

What happens after users have signed up?

Users will receive an email confirming their application. Their sign-up details will then be reviewed by the AIR Admin team, and they'll receive a second email once verified. At this point, their facility manager can grant access for their site. Users will only be able to view or record vaccinations after facility manager approval.

What happens if a user is declined or does not receive an email confirmation?

The verification process can take up to 3 days. Applications may be put on hold if users have not provided enough information and require manual verification.

Understanding the AIR - Training

Key information relating to the use of the Aotearoa Immunisation Register are identified and defined below.

How do I learn to use the AIR?

When a user completes their sign-up process, they will be sent information on training. It is important that users complete learning to prevent errors and to ensure users know exactly how to use AIR.

E-learning

The E-learning training module is available on the link [HERE](#)

- You will need to login to your IMAC training account to access the course.
- If you don't have an account, you can create one the IMAC Learning website at no cost.

Browser compatibility for using AIR

- Chrome is the recommended internet browser. Other browsers support AIR & Inventory-CIR, but Internet Explorer is not supported (use Microsoft Edge).
- For further information see:
https://help.salesforce.com/articleView?id=sf.getstart_browsers_sfx.htm&type=5

Quick Step Guides

Once you have access to the Vaccinator Portal you will have access to the Help Centre in the portal. Included are the following guides:

Resource Name	Resource Type	Who for?
Recording a vaccination	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Editing a vaccination record	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Creating a vaccination report	Guide	Facility Managers
Using an NHI number to find and match a consumer	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Using personal details to find and match a consumer	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Viewing consumer vaccination records	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Requesting a change of role or access to a facility	Guide	Vaccinators, Vaccine Recorders and Facility Managers
Getting started in the AIR Vaccinator Portal	Guide	Vaccinators, Vaccine Recorders & Facility Managers
Manage user access to your facility	Video	Facility Managers

Videos

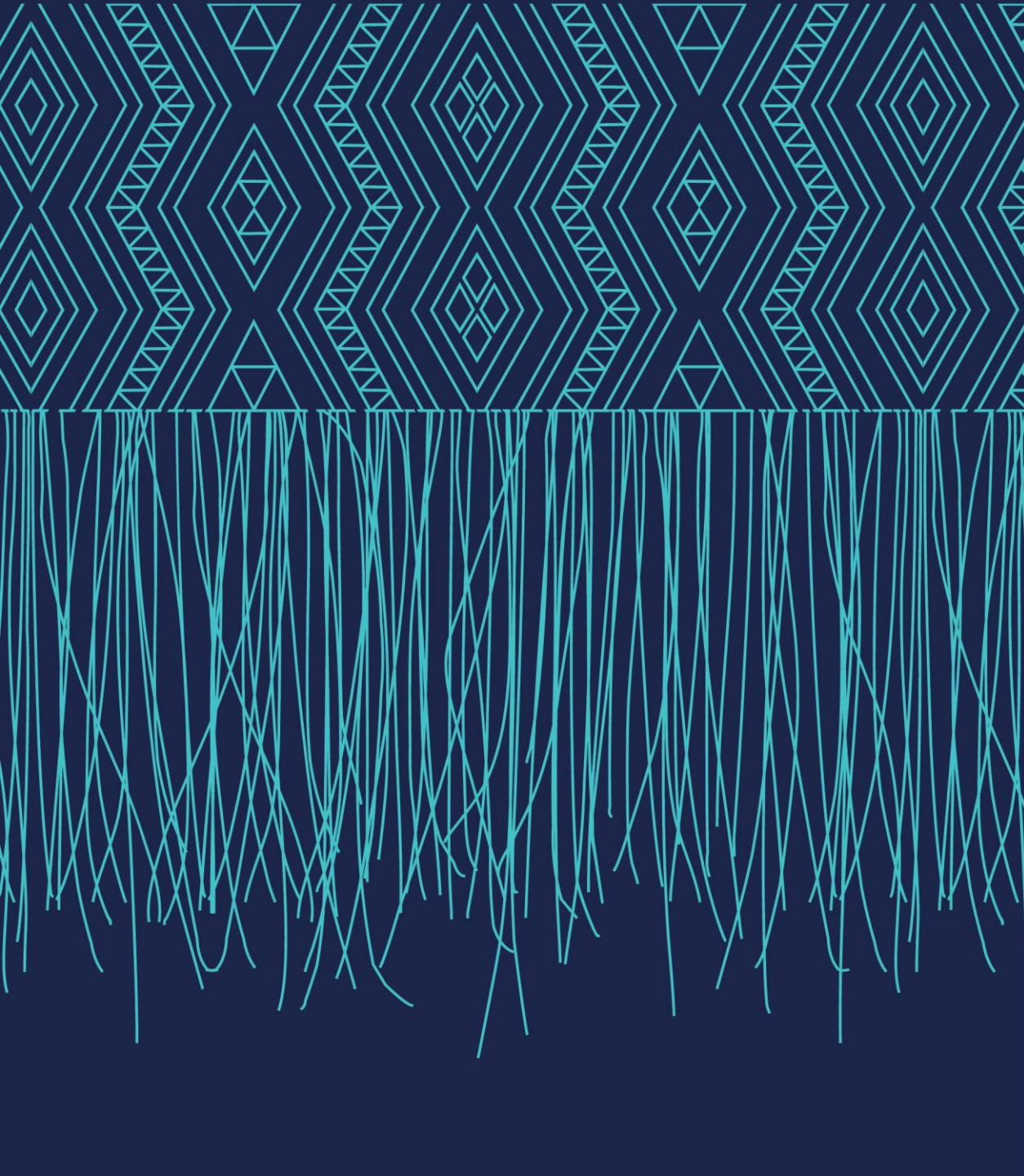
We also have the following videos that can be accessed from the Help Centre in the portal.

Resource Name	Resource Type	Who for?
Getting started with AIR	Video	Vaccinators, Vaccine Recorders & Facility Managers
Manage user access to your facility	Video	Facility Managers

Understanding the AIR - Site Readiness Checklist

This is a detailed operational checklist for sites to complete prior to live use of the AIR

Role	Task	Check
Organisation Leadership / Management	<ul style="list-style-type: none"> Find your HPI-F code or obtain one if you don't already have one Select who in your organisation can fulfil the responsibilities of the AIR Facility Manager Ensure AIR privacy statement is available to consumers (Full privacy statement available on website) Consumer collateral is available through the Health Ed Website Ensure workforce and worksite can meet their privacy obligations 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Facility Manager	<ul style="list-style-type: none"> Complete Facility Manager AIR onboarding View relevant Facility Manager AIR guides and videos in the Vaccinator Portal Help Centre. Log in to AIR using the Salesforce Authenticator on your smart phone Forward the AIR sign-up information and site HPI-F on to your vaccinators, vaccinating health workers (VHW), and vaccination recorders Check for access requests in the AIR regularly and approve/decline them as appropriate Switch between sites/facilities from the home page (if managing more than one site) If you are also delivering vaccinations, request the relevant vaccinator role using the Requesting a change of role or access to a facility guide Contact help@imms.min.health.nz to request access to export reports for yourself and the users you choose to have this permission 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Vaccinator & Vaccinator recorder & VHW	<ul style="list-style-type: none"> Completed vaccinator AIR sign-up View relevant vaccinator guides and videos Log in to AIR using the Salesforce Authenticator on your smart phone If required, request access to other facilities you will be working at using the Requesting a change of role or access to a facility guide Familiarise themselves with the AIR 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
The site of operation	<ul style="list-style-type: none"> Log into all computers or devices intended for use on AIR to ensure compatibility prior to go live Ensure your users have tested their logins at least 48 hours before they intend to start using the AIR Ensure the AIR web address is whitelisted and your devices can navigate to it and log in (we recommend your site IT supporting you) Save quick link for AIR below as bookmark: Login (site.com) Advise AIR admin of any changes to sites, facility managers, mobile sites or composite workforces Ensure your site has WIFI and your devices can connect to it Prepare manual back up process in case of any system / IT/ connectivity failure Ensure you have access to the latest AIR paper forms 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



Book My Vaccine (BMV)

What is Book My Vaccine (BMV)?

Key information on BMV and who should use BMV.

Book My Vaccine is a booking tool that connects consumers and vaccine providers together. Consumers can view locations and select an appointment time that works for them, while providers use the system to manage appointment schedules and availability. With hundreds of providers in the system already and new ones being added every day, Book My Vaccine is being promoted as the number one national vaccination booking tool to support the public to access vaccinations.

How do I sign up?

New Users to Book My Vaccine

How to sign up to Book My Vaccine?

If you are a vaccine provider who would like to use Book My Vaccine, please [download a new site and user set up form](#). Alternatively, request this form by emailing help@imms.min.health.nz.

Once you have completed the form, please email it to help@imms.min.health.nz. It takes **at least 3 working days** for your site and users to be set up.

Existing Users of Book My Vaccine

How to sign up to Book My Vaccine to offer other vaccinations if you are an existing user?

If you are an existing user of Book My Vaccine, and would like to offer other vaccination appointments or make changes to your site or user access, please [download and complete the relevant sections of the new site and user set up form](#) and email to help@imms.min.health.nz. Alternatively, request this form by emailing help@imms.min.health.nz.

Roles and Responsibilities within Book My Vaccine

Key information on the existing roles with new responsibilities for Site Admin and Concierge in Book My Vaccine

Name of BMV role	Explanation of role in BMV	Responsibilities
Facility Admin (group of sites)	<ul style="list-style-type: none"> The facility administrator manages the day-to-day operation of Book My Vaccine at their site(s) and is the primary point of contact for the site(s) for consumers, Whakarongorau and Te Whatu Ora. A facility administrator can manage one site, multiple sites or sites that are part of a group. There can be more than one facility administrator at each site. 	<ul style="list-style-type: none"> Set up, approve, and maintain appointment schedules for all vaccine types Manage schedule changes due to public holidays, staff not being available, unexpected closures etc. Contact consumers impacted by schedule changes to reschedule or cancel their bookings Manage consumers and their requirements. This includes contacting those that require disability and impairment assistance prior to their appointment and ensuring that their needs can be met, confirming group bookings and on-site check in procedures Maintain up-to-date site details, including disability and impairment assistance, site name, address, phone numbers, opening hours, and other relevant information Approve users who require access to your site(s) Understand the role of Book My Vaccine and the relationship with immunisation registers (e.g Book My Vaccine appointments are not visible in the Aotearoa Immunisation Register) Contact the Te Whatu Ora Help Desk for support on 0800 223 987 or help@imms.min.health.nz.
Facility Admin (multiple sites)		
Facility Admin (single site)		
Health Worker	<ul style="list-style-type: none"> The health worker supports the site administrator to manage consumer bookings and appointment schedules There can be more than one health worker at each site. 	<ul style="list-style-type: none"> Manage consumer bookings on the day, as well as advance planning for bookings in the next 48 hours Contact consumers who request disability and impairment assistance prior to their appointment and ensure their needs can be met Contact group booking arrangers to confirm the requirements can be met Assist the site admin to contact consumers impacted by schedule changes and support them to reschedule or cancel their booking Manage on-site check in procedures for consumers.

Training Resources (BMV)

Key training material for BMV

Once you have access to the BMV admin system you will have access to the Help Centre in the system. Included are the following guides:

Resource name	Resource Type	Who for?
Checking in a consumer	Guide	Health Worker
Checking in multiple consumers	Guide	Health Worker
Downloading today's appointments	Guide	Health Worker
Editing a consumer booking	Guide	Health Worker
Reviewing appointments for special assistance	Guide	Health Worker
Managing capacity with appointment schedules	Guide	Facility Admin
Managing vaccine supplies	Guide	Facility Admin
Managing site service tags	Guide	Facility Admin
Managing capacity changes with schedule overrides	Guide	Facility Admin
Getting started in the BMV Admin system	Guide	Health Worker & Facility Admin

Frequently Asked Questions – Set up and Operations

Key questions on the set up and operation of Book my Vaccine

Sign-Up Questions

What do I need to do before I make my site visible to consumers?

Once your new site and user(s) have been set up by the service desk you will receive an email confirmation. Each user (whether a facility admin or health worker) will need to complete the relevant training. If you are the site administrator, you will need to set up and review your appointment schedule and the number of appointments available.

You should ensure that you have completed the site set up checklist before making your site visible to consumers.

What happens once a site is set up?

Once your new site and users have been set up you will receive an email confirmation.

Each user (whether a facility admin or health worker) will need to complete the relevant training.

If you are the facility admin, you will need to set up and review your appointment schedule and the number of appointments available. Care should be taken with this process because a change to a future schedule will not cancel or reschedule any existing bookings. This means that impacted consumers will need to be contacted and supported to reschedule. You should ensure that you have completed the site set up checklist.

This means that impacted consumers will need to be contacted and supported to reschedule. You should ensure that you have completed the site set up checklist.

Operations Questions

Can I manage my schedule to exclude public holidays or specific dates?

Once you have set up your appointment schedule(s) you can then manually override dates when your clinic will be closed or will not have appointments available. For example, if your pharmacy is closed on public holidays.

The override functionality is included in the training resources, and you can also email help@imms.min.health.nz to request support from the Help Desk

What happens if I need to change a schedule?

Care should be taken with changing a future appointment schedule or the number of appointments available as this process will not cancel or reschedule any existing bookings. This means that impacted consumers will need to be contacted and supported to reschedule. Alternatively, once the consumer has been contacted you can reschedule or cancel appointments on behalf of the consumer.

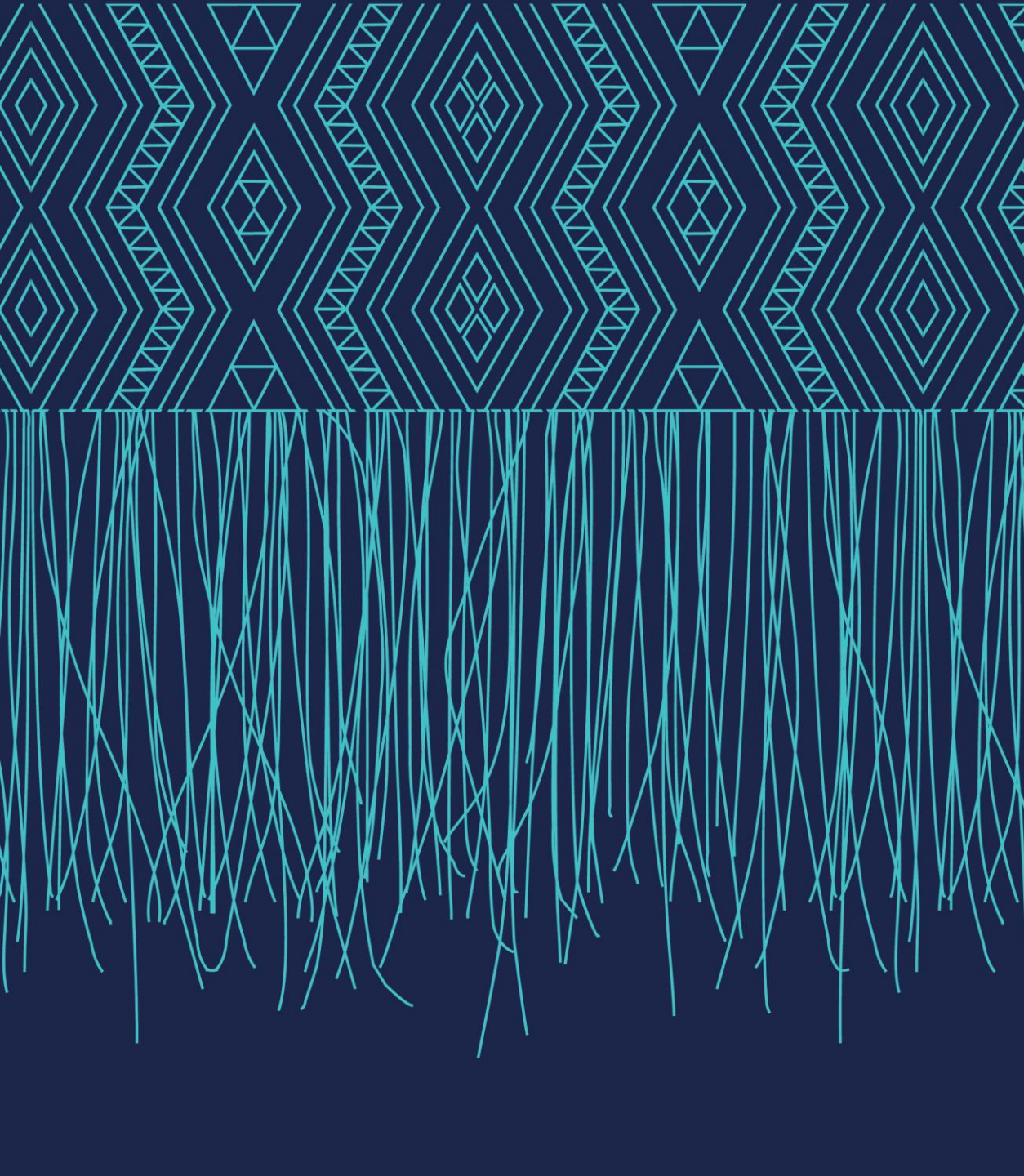
Overrides are the recommended method to change your schedule for an unexpected closure. For example, when a vaccinator calls in sick.

The training materials outline how to update your schedule or apply an override. You can also email help@imms.min.health.nz to request support from the Help Desk.

Site Readiness Checklist

Suggested checklist for site admin, site concierge and additional check

Role	Task	Check
BMV Facility Admin	Complete appropriate training and contact the Help Desk if you have any questions	
	Confirm site details including site service tags and address	
	Confirm available vaccine types	
	Set and check appointment schedules (days, times and appointment length)	
	Confirm your ability to exclude specific dates using 'overrides'	
	Confirm you understand the impact of making schedule changes	
	Confirm your process to contact consumers if they are impacted by a schedule change, including how to cancel or reschedule bookings on behalf of consumers	
	Confirm system access for required staff	
	Confirm your ability to view consumer details, including disability and impairment requirements	
	Change site status to 'active' to ensure that consumers can see and make bookings	
Once you have received bookings you will need to log in to view bookings daily		
BMV Health Worker	Complete appropriate training and contact the Help Desk if you have any questions	
	Confirm your ability to view individual and group booking details	
	Confirm your ability to view consumer details, including disability and impairment requirements	
	Confirm your ability to support the process to contact consumers impacted by schedule changes, including how to cancel or reschedule bookings on behalf of consumers	
	Confirm your ability to check-in consumers	
Once your site is live you will need to log in to view bookings daily		



Support

Support for Vaccine Systems

Support channels for each of the vaccine delivery systems are available below.

SUPPORT FOR AIR

I need help using the AIR or signing up

Use the link to access the AIR Service desk portal:

[Help using the Aotearoa Immunisation Register \(AIR\) Support](#) or call **0800 855 066 (press 2 and then 1)**.

If you are unable to use the link above, please go to the following web address **<https://moh-c19-support.atlassian.net/servicedesk/customer/portal/24>**

AIR website:

<https://www.tewhatauora.govt.nz/our-health-system/digital-health/the-aotearoa-immunisation-register-air/>

SUPPORT FOR BMV

I need help using or signing up to BMV

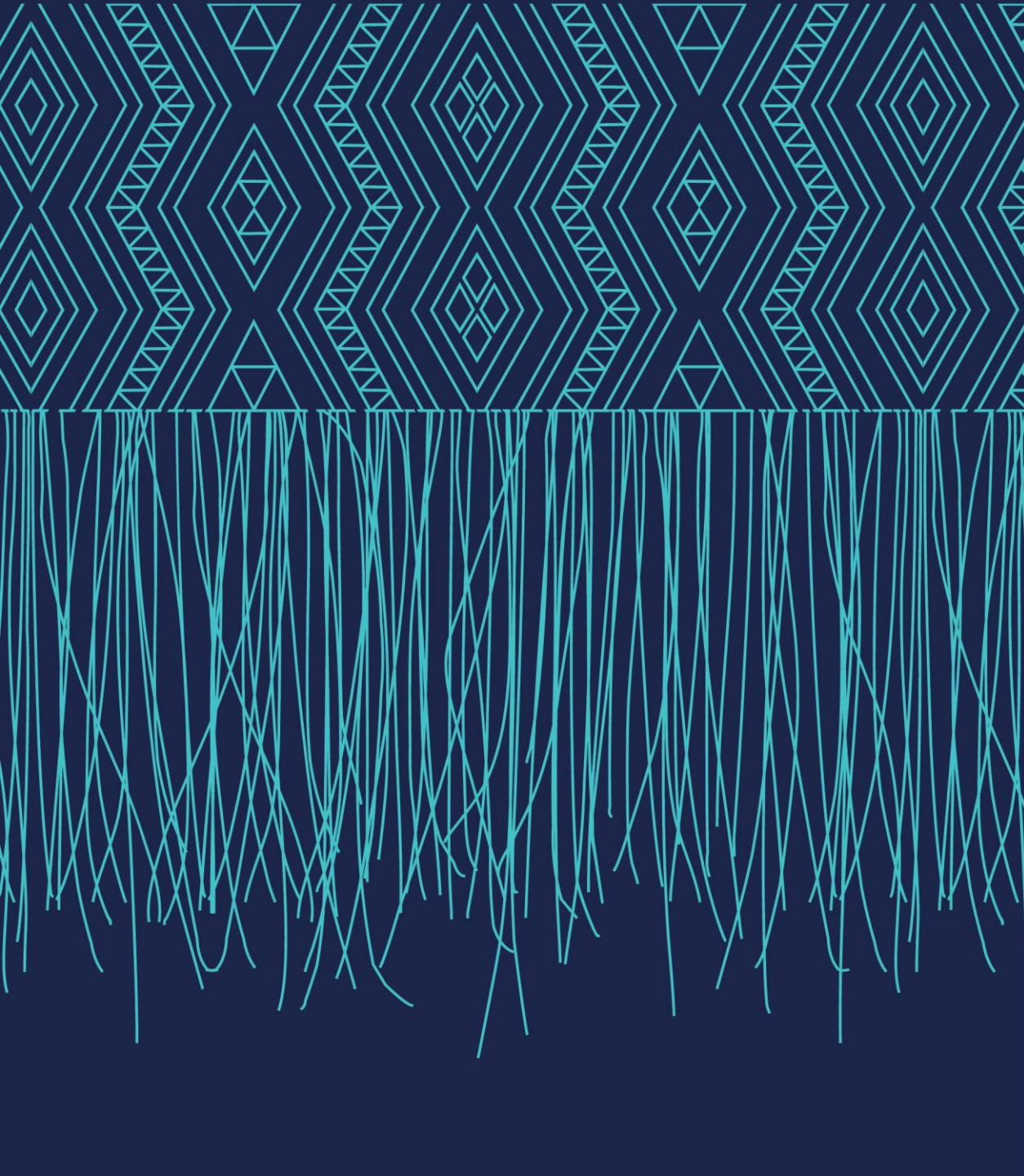
Our Help Desk is available to answer questions and provide support. Please email **help@imms.min.health.nz** or call the team on 0800 223 987. These channels are currently monitored:

- 8am - 5pm, Monday to Friday (from 9.30am on Wednesdays)
- 9am - 2pm, Saturday

If you have questions and would like coaching, please ask the Help Desk to send you a link to the drop-in sessions. These are available between 1pm and 1.45pm each weekday.

Website

There is also information and direct links to set up forms on our website - **[Book My Vaccine – Te Whatu Ora - Health New Zealand](#)**



Appendix

This card supports you to sign up to the AIR Vaccinator portal, to view immunisation history and record all immunisations.

During the sign-up process – when asked for your Facility HPI-F use the below:

(If you need more than one facility, once you are signed up you will be able to request other facilities within the AIR vaccinator portal)

During the sign up you will be asked to select a role type. You will need to select from the options below:

What do you need to do?	AIR role type
I administer vaccinations	Vaccinator
I only need to view immunisation history	Imms status reviewer
I only need to be able to undertake data entry of immunisation records	Vaccination Recorder

- | | | |
|---------------|--|-------------------------|
| STEP 1 | AIR Facility Manager is appointed. | FACILITY MANAGER |
| STEP 2 | Facility managers sign-up and complete the AIR e-learning available through the IMAC website. | FACILITY MANAGER |
| STEP 3 | Vaccinators begin the sign-up process by using the sign-up link and following the onscreen instructions. Vaccinators may sign up via My Health Account Workforce or via your work email. For more information about My Health Account Workforce please access the following link . It is important to note that you will need access to your mobile device to set up two-factor authentication. | VACCINATOR |
| STEP 4 | Users are asked to supply: <ul style="list-style-type: none"> • Their Health Practitioner Index Number (HPI) or Common Person Number (CPN)* • Their Registered Authority (The professional body you are registered with)* • Their NIR Username* (this ends in .nir) • Their CIR Username* (this ends in .cir) • The name of their health facility and its HPI-F identifier (see left) <i>*if they have one</i> <p>Vaccinators complete the AIR e-learning available through the IMAC website.</p> | VACCINATOR |
| STEP 5 | The facility manager approves the workforce, giving access to AIR at their site. | FACILITY MANAGER |