Request a My Vaccine Pass (Domestic Pass) on behalf of a consumer - Quick Step Guide to COVID Immunisation Register (CIR)

Overview:

These instructions provide a step-by-step guide of how to navigate the COVID Immunisation Register (CIR) and apply for 'My Vaccine Pass' on behalf of consumers.
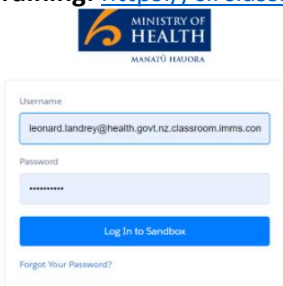
COVID Immunisation Register (CIR) is designed to give you all the information you need about a consumer and their immunisation records, so that you can provide suitable advice/ information and/or submit a request for a My Vaccine Pass on behalf of the consumer.
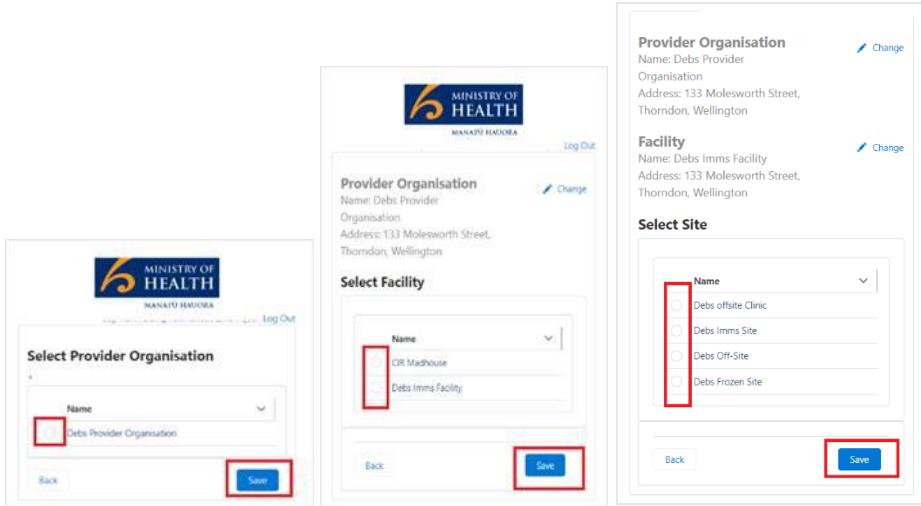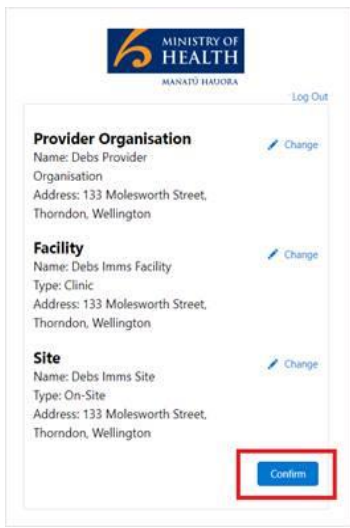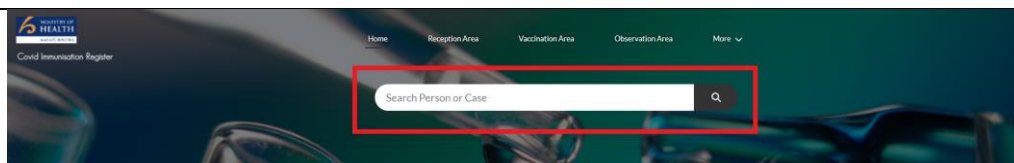
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1. Apply for My Vaccine Pass:

First you need to **find the Consumer Profile**. Then you may request a pass for the Consumer.

Log in	Go to: **Production (live system):** https://ncts.force.com/cir **Training:** https://circlassrm-ncts.cs116.force.com/cir/login Use your username and password to log on.

	Note: To set up your account please copy and paste the link sent to your email address to Google Chrome (or Microsoft Edge) and take note of your username. If you cannot remember your password or you have trouble logging in, please contact help@C-19imms.min.health.nz or 0800 223 987.
Confirm or Change Provider, Facility and Site	When you log into CIR you will need to **confirm your Provider, Facility and Site** before you can view the CIR Home Screen. **Important:** You must be associated with the Provider, Facility, or Site in order to select it. **Note:** If your Provider, Facility or Site is not available, please contact help@C-19imms.min.health.nz or 0800 223 987. Once you have **selected** the correct Provider, Facility, and Site **click** Confirm and you will be directed to the CIR Home Screen.
Find and verify the patient	Type the patient's full name* into the **Search Bar** and click the magnifying glass icon to search.

* To narrow down the search or if you are struggling to find the person try also entering the patients full name and year of birth (i.e 1973) into the **Search Bar** and then click the magnifying glass icon to search.

Check the persons details match your search (i.e. Full Name, DOB, Age and if known, NHI number)

Note: Everyone in NZ with an **NHI number** should have a profile in this system, however they can sometimes be hard to find due to previous names/spelling etc. If you can't find a consumer's profile, check their details again, ask them if they may have used a different name in the past (e.g. maiden name).

Then click on the **Profile Name** highlighted in Blue to open the consumer's profile.

Profiles 1 Result					
PROFILE NAME	PROFILE RECORD TYPE	TYPE	NHI NUMBER	DATE OF BIRTH	AGE
Sophia McGrath	Person		ZDA8576	7/10/2000	21

Complete 3 Point Verification Check	Once on the Profile, **complete a three-point verification check** using **any** of the following details to ensure you have the right consumer: • Date of Birth • Phone Number • Email Address • Residential Address In the consumer's Profile, you may also view **demographic** and **contact information** on the left-hand side of the page. Confirm that the consumer's profile is correct by checking the **demographic** information available.

Click on the Immunisat-ion Case	Find the **Immunisation Case** on the right of the profile and select the Person's **Case Number here.**
Checking Vaccination Details of the Consumer who received their Vaccination(s) in NZ	**Before you proceed:** 1. Ask the consumer which month they received Dose 1 and Dose 2 of the vaccination 2. Locate the Immunisation Activities on the Immunisation Case under **Immunisation Activities** 3. Once the consumer has confirmed the month(s) of vaccination, proceed to the next step *Note: Ensure that both statuses show as completed as seen above.*
Check Vaccination Details of the Consumer who received their Vaccination(s) Overseas	A consumer may be able to have a My Vaccine Pass generated where they have received one or both of their vaccinations **overseas**. If the consumer has had their overseas vaccinations recorded in the CIR and, the overseas vaccination they received is one of the eight vaccines accepted for My Vaccine Pass, as approved by the COVID Vaccination Technical Advisory Group, being: 1. Pfizer/BioNTech 2. Janssen (Johnson & Johnson) 3. AstraZeneca (Oxford) 4. AstraZeneca/Covishield (Serum Institute of India) 5. Moderna

6. Sinopharm
7. Sinovac (CoronaVac)
8. Covaxin (Bharat Biotech).

You can submit a request for a **My Vaccine Pass** on their behalf.

If the overseas vaccination has not been recorded in the CIR, please follow instructions to record overseas vaccinations in CIR here.

Before you proceed:
1. Ask the consumer which month they received Dose 1 and Dose 2 of the overseas vaccination
2. Locate the Immunisation Activities on the Immunisation Case under **Immunisation Activities**
3. Once the consumer has confirmed the month(s) of vaccination, proceed to the next step

Plan

Immunisation Events (2)

Moderna(1)
Status: Closed
Date: 26/04/2021
Facility Name: Debs Imms Facility

Moderna(2)
Status: Closed
Date: 23/06/2021
Facility Name: Debs Imms Facility

View All

Note: Ensure that both statuses show as completed as seen above.

Launch Certificate Request	To launch a request for 'My Vaccine Pass', in the top right corner of the Immunisation Case, select **Certificate Request** here:
Prompt to self-serve	You will be prompted to ask the consumer: **Have you tried to sign up to My Covid Record?** If you have not already, take this opportunity to encourage the consumer to sign up to My Covid Record and explain the benefits of signing up. *If the consumer appears to still require assistance, then continue with the process below.*
Missing Vaccination Records	If the consumer has **incomplete vaccinations** or **missing vaccination records** you will not be able to proceed with applying for a Domestic Certificate on their behalf. 1. Check with the Consumer that they have received both doses in New Zealand. 2. If they received one or both doses **overseas,** and the vaccine is not one of the eight vaccines accepted for My Vaccine Pass, as approved by the COVID Vaccination Technical Advisory Group (as listed above), they will not be eligible for a Domestic Certificate at this stage. If the Consumer confirms they have been administered both doses in New Zealand then you must contact the CIR Data Issues team on behalf of the consumer. Follow guidance here.

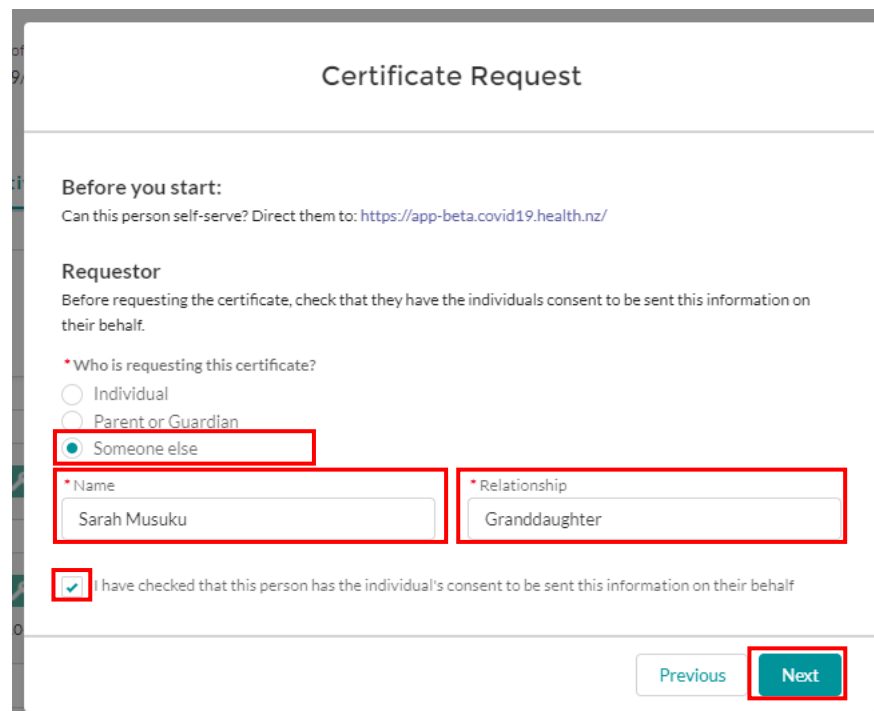|	
Confirm Requestor	Based on your conversation at the start of the call, confirm who the requestor for the certificate is by clicking the radio button next to one of the following options: • The Individual • Parent or Guardian • Someone else – **Note:** *We are not currently providing a certificate to employers upon request, even if they have the employees consent. If the employer requires a Domestic Certificate for their workplace, then the employee will need to request a certificate for themselves and provide this to the employer.* **Certificate Request** **Before you start:** Can this person self-serve? Direct them to: https://app-beta.covid19.health.nz/ **Requestor** Before requesting the certificate, check that they have the individuals consent to be sent this information on their behalf. * Who is requesting this certificate? ⦿ Individual ◯ Parent or Guardian ◯ Someone else Previous Next

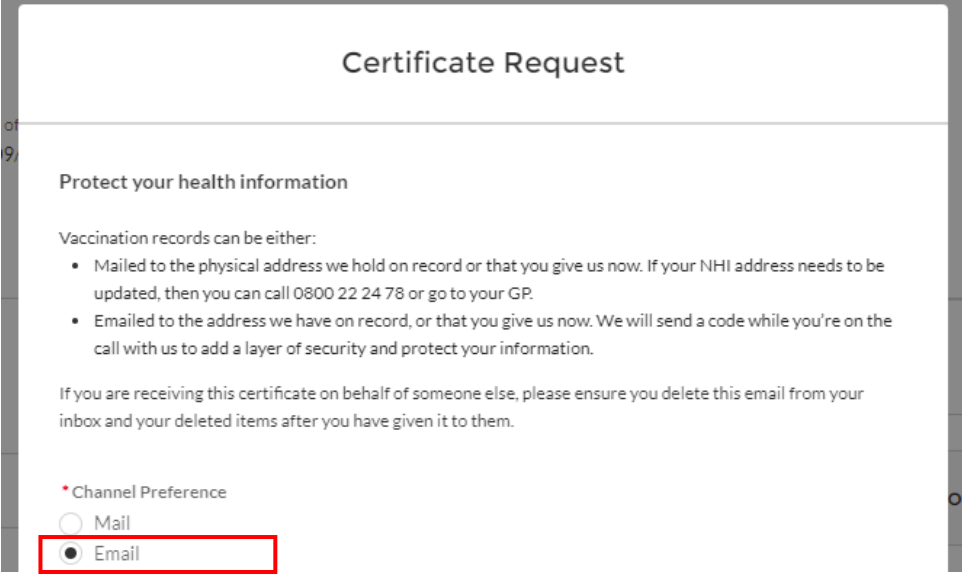|	

If the Requestor is someone else – Confirm Consent	If the consumer is requesting a certificate on behalf of an individual e.g. a family member, customer, or an individual who doesn't have access to internet, you will be required to provide further details.
	
	Ask the consumer **'do you have consent to be sent this information on their behalf?'**
	
	Once confirmed, continue with the following instructions:
	
	• Select the radio button next to Someone else
	• Enter the Name of the consumer
	• Enter their relationship to the individual
	• Then tick the check box confirming that you have checked for consent.
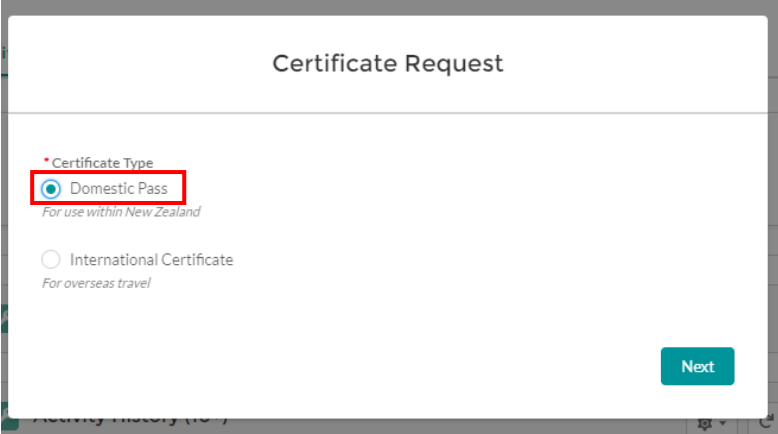	
	Note: Why it is important to verify consent
	   a. The Ministry's data collection is governed by data protection and privacy legislation. It covers all health agencies, and protects all personal health information relating to an identifiable individual. The Ministry has a responsibility to ensure it complies with this Code in respect of all health information entrusted to it.
	   b. The Ministry have officially advised the consumer that only you can see information on 'My Covid Record' and this is under strict protection so no one else will be able to access or view this without your permission. If a certificate is requested without the Consumers consent, this is inconsistent with Ministry of Health legislation and a privacy breach.
	
	Then select **Next.**

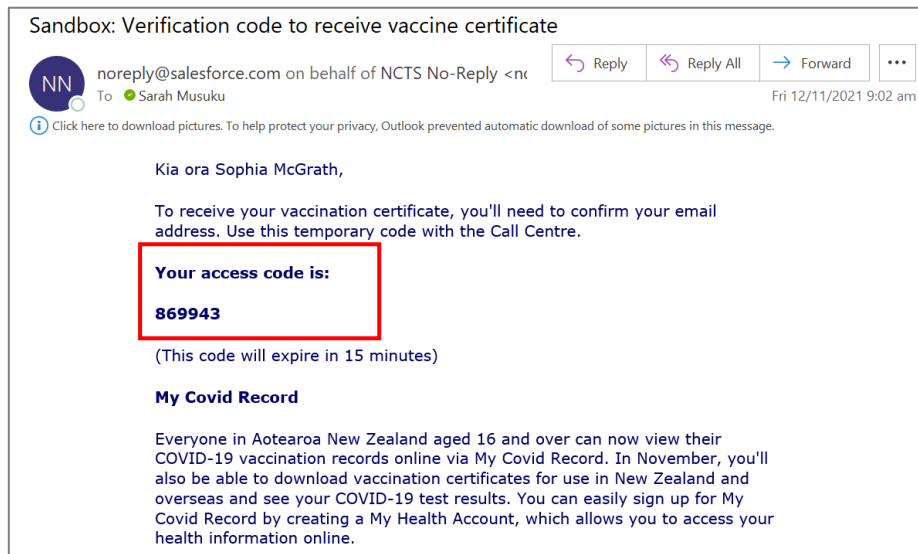|	
Confirm Certificate Request type	Confirm that you are applying for a Domestic Pass by selecting the radio button next to **Domestic Pass** then click **Next.** **Note:** If the consumer has **incomplete vaccinations** or **missing vaccination records** you will not be able to proceed with applying for a Domestic Certificate on their behalf. Certificate Request * Certificate Type ● Domestic Pass *For use within New Zealand* ○ International Certificate *For overseas travel* Next
Confirm Channel Preference for Consumers who have received a Vaccination in NZ	Confirm with the caller that they have access to email and select this as the preferred channel to receive the Vaccination Certificate in the CIR: • Email (Access to the consumers email or vaccination site email is essential to receive the verification code) • **Note: The mail option is not available for CIR Sites**. If the consumer wishes to receive their vaccine pass by mail, please advise them to contact Whakarongorau on 0800 28 29 26 to apply for this on their behalf *Screenshot may vary according to new channels being added in the future Certificate Request Protect your health information Vaccination records can be either: • Mailed to the physical address we hold on record or that you give us now. If your NHI address needs to be updated, then you can call 0800 22 24 78 or go to your GP. • Emailed to the address we have on record, or that you give us now. We will send a code while you're on the call with us to add a layer of security and protect your information. If you are receiving this certificate on behalf of someone else, please ensure you delete this email from your inbox and your deleted items after you have given it to them. * Channel Preference ○ Mail ● Email
Confirm Channel Preference for	Confirm with the caller that they have access to email and select this as the preferred channel to receive the Vaccination Certificate in the CIR:

Consumers who have received a Vaccination Overseas	• Email (Access to the consumers email or vaccination site email is essential to receive the verification code) **Note:** Where a consumer has received one of the eight overseas vaccines accepted for My Vaccine Pass, a note will appear on the screen that confirms the first and / vaccine received was not Pfizer. ![Certificate Request screen showing "Protect your health information" with bullet points about vaccination records being mailed or emailed, a highlighted Note stating "First vaccination was not Pfizer. Second vaccination was not Pfizer.", a Channel Preference section with Mail and Email radio options, and Back and Next buttons.]

To Email or Print	The Email address field will pre-populate with the address we hold on record and is connected to the Consumers NHI number. ***If the consumer would like the pass emailed to their personal device:*** 1. Read out the email address on record to the consumer and confirm whether this is correct and that they have access to this on their personal device 2. If it is **Correct** select **Send Code** 3. If it is empty or the consumer needs it **sent to a different email address** populate the Email field with the correct email that they have access to now and select **Send Code** ***If the consumer would like the pass to be printed:*** 1. Populate the Email field with your vaccination sites email address that you have access to during the call 2. Then select **Send Code**

To Email pass to the Consumer	Ask the consumer to check their email inbox on their personal device, they should receive an email that looks like the below from My Covid Record within a few minutes: If the consumer did not receive the verification code in their inbox, please ask them to: • Check their spam/junk/clutter folders – Guidance provided here • Re-check the email address you have entered with the consumer • If they cannot see the verifier code still, select **Re-send Code** Once they have received the verification code, **ask the consumer to read the 6-digit number to you** and enter it into the field below. Then select **Verify.**
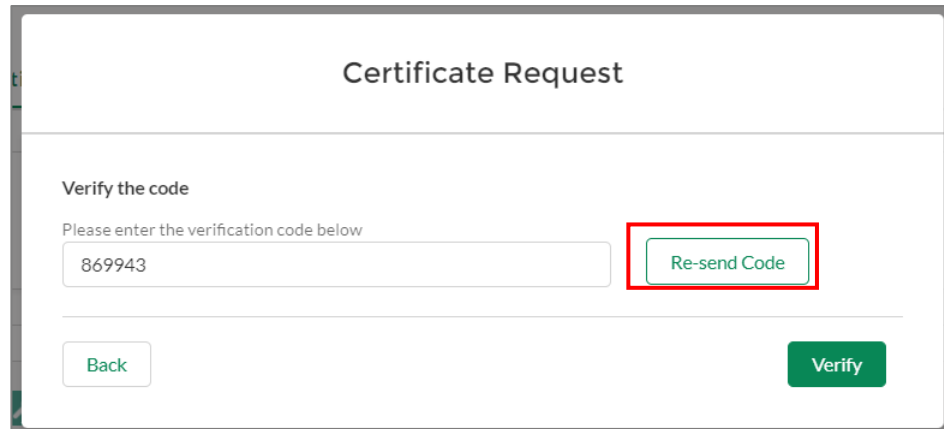
You will then be required to declare that you have verified the details the consumer has given you, and that they match the ones held on record. Then click the radio button to confirm and select **Submit Request.**
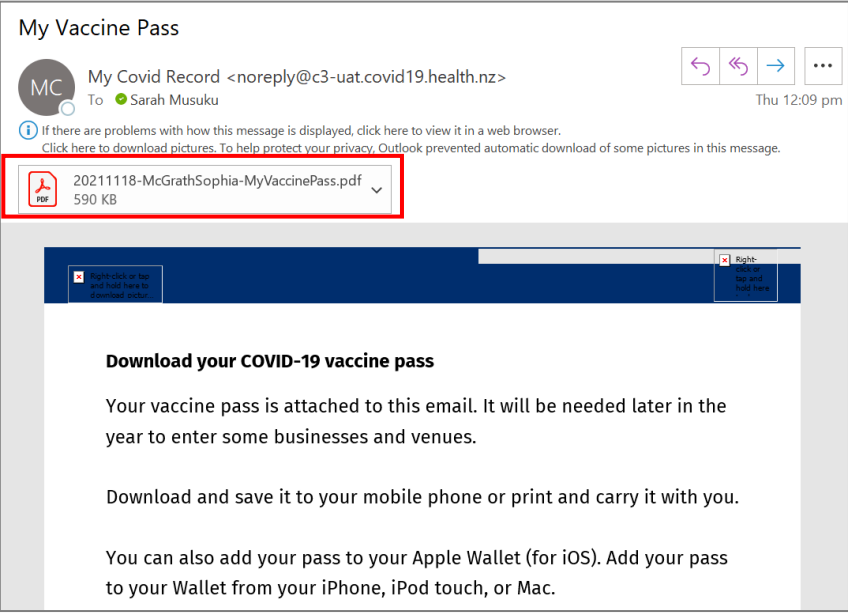

Let the Consumer know that it can take up to 15 minutes to receive the My Vaccine Pass. Note: during extremely high demand periods it may take up to 24 hours to receive their 'My Vaccine Pass'

To double check whether the request has been submitted, you may follow instructions to check the status of the request here

Print Pass	Check your vaccination site email address inbox, you should receive an email that looks like the below from My Covid Record within a few minutes:

If you did not receive the verification code in your inbox for the consumer, please:
- Check their spam/junk/clutter folders – Guidance provided here
- Re-check the email address you have entered
- If you cannot see the verifier code still, select **Re-send Code**
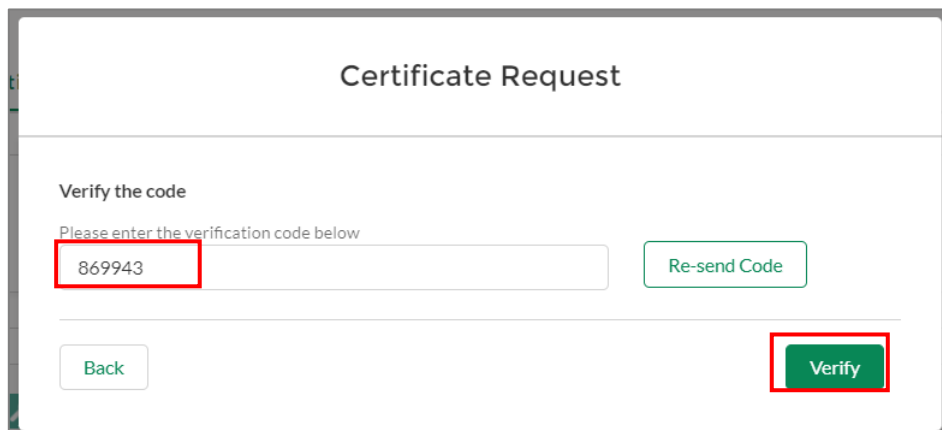
Once you have received the verification code, **type the 6-digit number to you** and enter it into the field below. Then select **Verify.**

You will then be required to declare that you have verified the details the consumer has given you, and that they match the ones held on record. Then click the radio button to confirm and select **Submit Request.**

Print Pass	You will receive an email like the below, within a few minutes. 1. Select the PDF attachment at the top of the email 2. Print out the PDF to your local printer 3. After you have printed this, delete the email from your local inbox 4. Then delete the email from deleted items in your inbox folder 5. **To protect the consumers privacy it is essential to ensure that once you have printed the pass, the copy cannot be accessed again from this device**
Finish	**It may take up to 15 minutes to receive the My Vaccine Pass, however during extremely high demand periods it may take up to 24 hours to receive their 'My Vaccine Pass'** To double check whether the request has been submitted, you may follow instructions to check the status of the request [here](#)

2. Check Certificate Requests:

Check Requests	If the Consumer has already requested a certificate and not received this, you can navigate back to their Participant Profile to check this for them. First, click on the Consumers **Profile Name**
Check Consumers Participant Profile	**Navigate to Participant Profile** located on the right side and click on the hyperlinked Participant Profile Name
Check Requests	On the Participant Profile, scroll down to Requests located at the bottom right below Immunisation Activities.
Check Status	If there has already been a My Vaccine Pass successfully requested for this Consumer, this will be recorded in the Requests box as: • Type – **Vaccination Certificate** • Sub Type – **Domestic** • Request – **Sent** or **Requested**

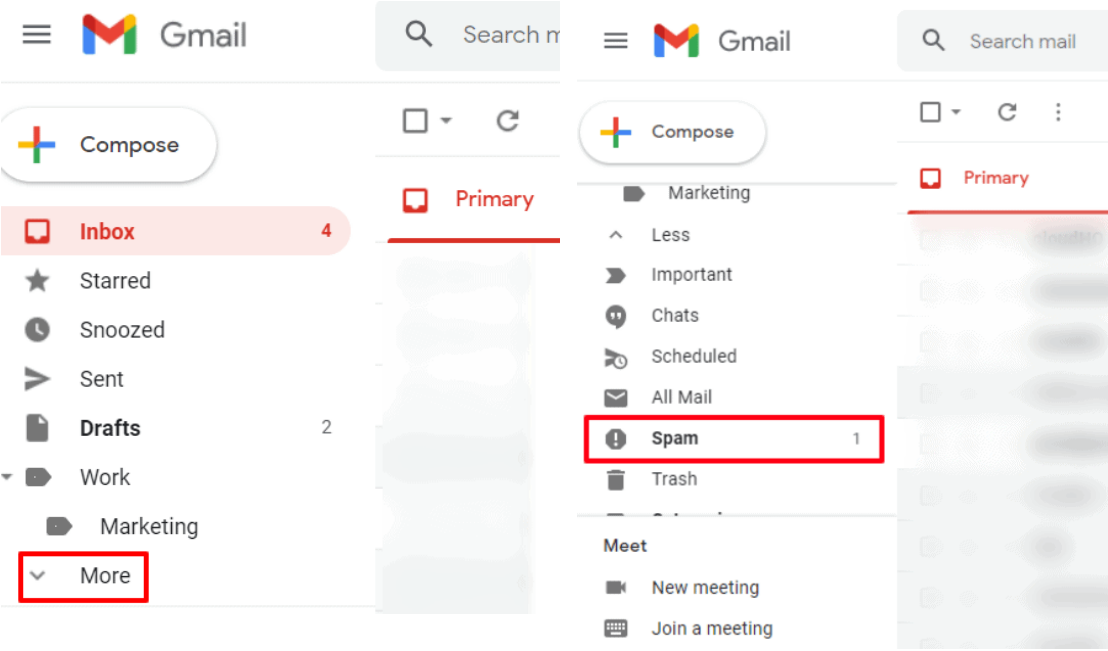|	
	\n\nIf the **Status** shows as **Cancelled** or **Error,** please refer to the top of the guide and follow details on how to apply for My Vaccine Pass on behalf of the Consumer
View Further Details	To check on the detail of the request, click on to the hyperlinked Name of the Request\n\n
Check Data Recorded	The Detailed Request will show all data recorded including:\n\n- **The date requested**\n- **The Case Number**\n- **Contact Details**\n- **Address Details**\n\nCheck that all details are correct, specifically the **Email** under Contact Details. If these are correct you may remind the Consumer that it may take up to 24 hours to receive their certificate, but it is on its way.\n\n

3. Contact the CIR Data Issues team for Missing Vaccination Records:

Overview of possible scenarios for Missing Vaccination Records	• **Consumer Exemption:** *Consumer has exemption from GP Medical Practice* If the consumer requires an exemption' because they have not been vaccinated, then they may apply through the following link [here](#). At this stage they will not be able to apply for a domestic certificate, policy work is currently underway to resolve this in the future. • **No NHI Number:** *Consumer does not have an NHI Number* If the consumer does not have an NHI number their Vaccination record will not be loaded in the COVID Immunisation Register (CIR), therefore they will not be able to apply for a Domestic Certificate. • **Data Entry Errors:** *The Vaccination has been recorded incorrectly in the CIR* If a consumer's record shows data entry errors e.g. Dose 1 is showing as Dose 2, the Domestic Certificate will show incorrect data and therefore will require investigation. This may cause a delay, but should not inhibit the consumer's ability to retrieve their Domestic Certificate
Missing Vaccination Records	If the consumer has **incomplete vaccinations** or **missing vaccination records** you will not be able to proceed with applying for a Domestic Certificate on their behalf.

	Certificate Request * Certificate Type ◉ Domestic Pass *For use within New Zealand* You can't request a certificate for Steven Rogers because they don't have all their required vaccinations. If there are **missing vaccination records**, you must request an investigation to have the records updated. Get as much information from Steven as you can about when and where they were vaccinated, and send a request to help@c-19imms.min.health.nz with the case number.

Send an email to the data fix team	**Following the communication with the consumer, to prioritise the consumer's missing or incorrect vaccination data investigation send an email to the CIR data correction email** ==**cirdatafix@health.govt.nz**== **with the following information**
	
	1. **Subject line:** Missing Vaccination Records for '**Consumers Name'**
	
	2. Please include all details outlining the scenario to assist with the investigation including:
	
	    • Consumers NHI Number
	    • Month of vaccination
	    • Site of vaccination
	    • Specific details outlining the reason for missing vaccination records (if applicable) to assist with the investigation
	
	Missing Vaccination Records for Sarah Musuku _ ⤢ ✕
	
	cirdatafix@health.govt.nz
	
	Missing Vaccination Records for Sarah Musuku
	
	Kia Ora,
	
	Case Number 032891660 has missing vaccination records, may we please launch an investigation on their behalf.
	
	Full name: Sarah Musuku
	NHI: AVE1234
	Month of Vaccination: August 2021 and September 2021
	Site of Vaccination: Mt Wellington
	
	Thank you,
	
	↶ ↷ Sans Serif ▾ ┬T ▾ **B** *I* U̲ A̲ ▾ ▾
	
	Send ▾ A̲ 📎 🔗 ☺ △ 🖼 🕓 ⋮ 🗑

New Zealand Government

4. Guidance on how to find spam folder in inbox:

Open Email account	1. Advise the consumer to open up their email 2. Then scroll down on the left sidebar that displays all the folders, including your inbox folder 3. Select Spam or Junk depending on the email provider 4. If they cannot see this, select **More** 5. **Click on the Spam folder** (often indicated with exclamation point)