

COVID Vaccination Primary Care Playbook

Steps for setting up a COVID vaccination site

DRAFT FOR DISCUSSION v1.0

Table of Contents

Section	Topic	Page
Before You Start	Introduction	3
	Journey	4
Readiness	1. Site Set Up	5
	2. Workforce Training & Onboarding	6
Operating Your Vaccination Site	3. Invitations & Bookings	7
	4. Forecasting, Vaccine Ordering & Inventory	8
	5. Vaccination	9
	6. Payments & Invoicing	10
	7. Reporting	11
	8. Decommissioning	13
Appendices	Training Matrix – Roles and Responsibilities	14
	CIR Individual User Onboarding Journey	15
	NIBS individual User Onboarding Journey	16

Introduction

Overview

Primary Care Providers are a critical component of the DHB delivery plan for the COVID 19 Vaccination Programme. For the purposes of the vaccination rollout, Primary Care providers include GPs, Pharmacists, Hauora providers and other community organisations that are currently accredited for vaccine administration.

The purpose of this document is provide a simple guide for Primary Care providers, providing an integrated, consolidated summary of Ministry of Health (MoH) guidance on establishing and managing a COVID-19 vaccination site.

The Playbook references and should be read in conjunction with:

- [COVID-19 Vaccine Operating Guidelines](#)
- [BioNTech/Pfizer COVID-19 Vaccine and Immunisation Programme Planning Blueprint: Considerations for community sites in existing accredited vaccination health care facilities](#)
- [The Immunisation Handbook 2020](#)
- [New Zealand COVID-19 Immunisation Programme Service Standards](#)
- [RNZCGP Foundation and cornerstone standards](#)

Purpose

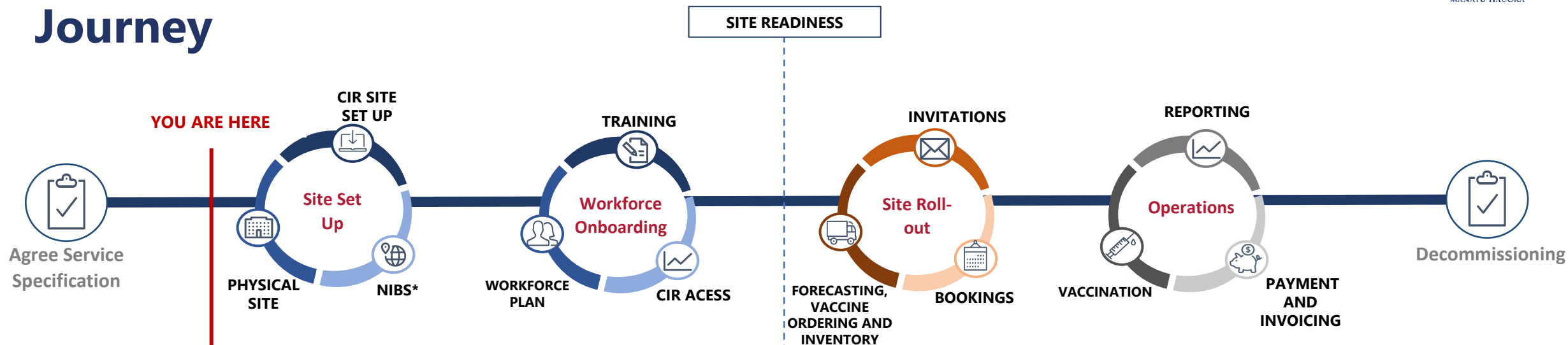
This document is for primary care practitioners who have been commissioned by their local DHB. The guidance provided is based on the assumption that a service specification is signed, and that the proposed vaccination site is currently accredited.

Primary care providers will find within this document:

- Simple, step-by-step guidance for Primary Care providers in establishing and managing vaccination sites
- Links to detailed guidance, training materials, and support across clinical, technology, logistics, payments and reporting
- Checklists to confirm that your site has completed everything required to effectively operate

This document has been provided to DHBs, to support local Primary Care providers in establishing vaccination sites. DHBs are encouraged to append additional content for their specific districts.

Journey



AGREE SERVICE SPECIFICATION

- Service specification agreement signed between Primary care provider and DHB

PHYSICAL SITE

- Complete Site Checklist
- Order signage and patient collateral

CIR SITE SET UP

- Complete Site Set-up Form
- Submit form to DHB
- DHB request CIR site set up
- Site is set up in CIR

***NIBS**

- Complete NIBS Form (if using NIBS)

WORKFORCE PLAN

- Determine workforce requirements (number and roles)

TRAINING

- Request workforce to complete trainings:
- IMAC (Vaccinator and Admin)
- NIBS training (if using NIBS)

CIR and ACCESS

Once IMAC training completed:

- Workforce receive password reset email and log in to CIR

FORECASTING, VACCINE ORDERING AND INVENTORY

- Order vaccines and consumables
- Asset management and disposal

INVITATIONS

- NIBS: MOH will manage the invitations for Primary Care
- PMS: Primary Care Providers can send GP specific invitations

BOOKINGS

- Manage bookings

VACCINATION

- Log in CIR and confirm Provider organisation
- Record vaccination

REPORTING

- Log in CIR and confirm Provider organisation
- Record vaccination

PAYMENT AND INVOICING

- Confirm vaccination volumes
- Invoice DHB

DECOMMISSIONING

- Out of scope for MVP

Site Set Up

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Steps	Supporting documents	Where to get help	Checklist
1. Complete CIR Site Set-up Form Send to <u>COVID-19.logistics@health.govt.nz</u> [with MoH Regional Account Manager CC'd]	Site Set-up Form <ul style="list-style-type: none"> Site Set-up Form 	Site set-up <ul style="list-style-type: none"> Rachel Court <i>rachel.court@tdhb.org.nz</i> MurrayLauder <i>murray.lauder@health.govt.nz</i> Technology <ul style="list-style-type: none"> MoH CVIP Help Desk 0800 223 987 (8am-6pm) help@c-19imms.min.health.nz For other tech (e.g. browsers, internet, hardware) please contact your IT provider 	<input type="checkbox"/> Site Set-up Form completed <input type="checkbox"/> Site Set-up Form submitted for sign off by DHB CE
2. Complete NIBS Form (if using National Immunisation Booking System) Send to [DHB Ops Lead]	<ul style="list-style-type: none"> NIBS Form (if using) 		<input type="checkbox"/> NIBS Set-up Form completed (if using)
3. Order Site Collateral <ul style="list-style-type: none"> Submit order for signage and patient collateral to [DHB Comms Lead] 	<ul style="list-style-type: none"> Operating Guidelines (S5) 	<ul style="list-style-type: none"> Polly Catlin-Maybury <i>polly.catlin-maybury@tdhb.org.nz</i> 	<input type="checkbox"/> Site collateral ordered
4. Complete Site Checklist	Site Checklist <ul style="list-style-type: none"> Site checklist (Appendix A Operating Guidelines) 	<ul style="list-style-type: none"> Rachel Court <i>rachel.court@tdhb.org.nz</i> Primary Care drop-in sessions 	<input type="checkbox"/> Site Checklist completed

Workforce Training & Onboarding

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Steps	Supporting documents	Where to get help	Checklist
1. Determine workforce requirements (numbers and types of roles)	<ul style="list-style-type: none"> Operating Guidelines Section 6 	<ul style="list-style-type: none"> Primary Care Drop In Session 	<ul style="list-style-type: none"> <input type="checkbox"/> Assigned workforce to clinical and non clinical functions required at your vaccination site
2. Send IMAC link to complete relevant training: <ul style="list-style-type: none"> IMAC training for Vaccinators IMAC Training for Administrators <p>Once your DHB Workforce Lead has received notification that your people have completed required training they will arrange CIR access on their behalf.</p>	<p>User Onboarding process Compulsory Training Materials:</p> <ul style="list-style-type: none"> Roles, Technology & Training Matrix (Appendix A) A guide to the IMAC COVID-19 education course processes CIR User Request Form (provided by DHB workforce lead) 	<ul style="list-style-type: none"> IMAC Link to eLearning courses Ayden Mitchell aydan.mitchell@tdhb.org.nz 	<ul style="list-style-type: none"> <input type="checkbox"/> Workforce has received links/details to complete relevant training <input type="checkbox"/> IMAC training completed for vaccinators, site administrators <input type="checkbox"/> DHB acknowledgment of training complete <input type="checkbox"/> Registration for CIR and NIBS submitted by DHB Workforce Lead
3. Ensure that Workforce have been provided with access to relevant solutions and have logged on to reset their password within 24 hours	<ul style="list-style-type: none"> User Onboarding for COVID Immunisation Register (CIR) (Appendix B) 	<ul style="list-style-type: none"> Ayden Mitchell aydan.mitchell@tdhb.org.nz Helpdesk (8am-6pm) 0800 223 987 help@c-19imms.min.health.nz 	<ul style="list-style-type: none"> <input type="checkbox"/> Workforce have activated access to required systems e.g. NIBS, CIR, Inventory Portal, Payments

Invitations & Bookings

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Guidance below is provided for practices using NIBS. If using PMS or other methods for bookings, please liaise with your DHB to confirm the invitation approach.

Steps	Supporting documents	Where to get help	Checklist
<i>You will have already completed your NIBS set up form as part of the 'Site Set-up' process (see Page 5)</i>			<input type="checkbox"/> NIBS Site Set-up Form complete
1. Complete Relevant Workforce NIBS training	<ul style="list-style-type: none"> Roles, Technology & Training Matrix (Appendix A) 	<ul style="list-style-type: none"> NIBS Drop In Session (Primary Care) 	<input type="checkbox"/> NIBS user training complete
2. Confirm NIBS Access for Concierge (1-2 people per Site)	<ul style="list-style-type: none"> How to manage bookings and hours – quick step guide Managing site capacity using overrides User Onboarding for National Immunisation Booking System (NIBS) (Appendix C) 	<ul style="list-style-type: none"> NIBS Technical support for booking, access etc MoH CVIP Help Desk: 0800 223 987 (8am-6pm) help@c-19imms.min.health.nz Join a Teams drop-in session at https://tinyurl.com/yty4q6td (9.30am-10.30am Mon-Fri) 	<input type="checkbox"/> Bookings reviewed by site admin, vaccine, consumable and site prep complete

* Please not additional content will be added for NIBS in the coming days following consultation with the NIBS Implementation Team

Forecasting, Vaccine Ordering and Inventory

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Steps	Supporting documents	Where to get help	Checklist
<p>1. As per previous steps:</p> <ul style="list-style-type: none"> Vaccination capacity determined with DHB Confirm Site Set-up Form has been completed 	<p>Forms</p> <ul style="list-style-type: none"> Site Set-up Form, sent to COVID-19.logistics@health.govt.nz [with MoH Regional Account Manager CC'd] 	<ul style="list-style-type: none"> [Insert DHB Inventory Lead contact here] [Insert MoH Regional Account Manager contact here] <p>Inventory Support</p> <ul style="list-style-type: none"> Primary Care Drop-in Session MoH CVIP Help Desk - Passwords/After hours support 0800 223 987 (8am-6pm) help@c-19imms.min.health.nz 	<ul style="list-style-type: none"> Vaccination capacity confirmed Site Set-up form completed
<p>2. Complete Forecasting and Ordering Vaccines and Consumables</p> <ul style="list-style-type: none"> Forecasting Vaccine ordering & logistics Consumables ordering PPE Communications materials 	<p>Guidance</p> <ul style="list-style-type: none"> Vaccine and consumables Ordering – Operating Guidelines S9 DHB ordering comms materials & guidance <p>Forms</p> <ul style="list-style-type: none"> DHB ordering and logistics guidance/forms 	<ul style="list-style-type: none"> Polly Catlin-Maybury polly.catlin-maybury@tdhb.org.nz Lisa Gilbert lisa.gilbert@tdhb.org.nz MOH Logistics Team 0800 335 778 (7 days, 9am-5pm) COVID-19.logistics@health.govt.nz (8am-8pm) 	<ul style="list-style-type: none"> Vaccine, consumables and supporting materials (PPE, communications material) ordered and received in advance of bookings
<p>3. Review Inventory Management & Disposal</p> <ul style="list-style-type: none"> Stocktake, review, disposal and wastage 	<p>Guidance</p> <ul style="list-style-type: none"> Vaccine Operating Guidelines S9 Operating Guidelines – Interwaste Disposal 	<ul style="list-style-type: none"> Lisa Gilbert lisa.gilbert@tdhb.org.nz Interwaste Disposal: 0800 102 131 (business hours) 	<ul style="list-style-type: none"> Inventory consumption, wastage and stock on hand captured as per DHB guidance Confirm Interwaste disposal contract is in place

Vaccination

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Steps	Supporting documents	Where to get help	Checklist
<p>1. Complete Reception/Pre vaccination event</p> <ul style="list-style-type: none"> Greet consumer & conduct COVID-19 health check Verify consumer’s identity, locate record in CIR and complete registration Provide “COVID-19 vaccination information and consent pack” 	<p>COVID-19 Vaccine Operating Guidelines S8</p> <p>CIR Reception Quick Step Guide</p>	<p>Clinical Vaccine Queries</p> <ul style="list-style-type: none"> 0800 IMMUNE (466 863), option 1 (Health professionals) and then option 2 (COVID vaccinator support) 	<ul style="list-style-type: none"> <input type="checkbox"/> Patient identity confirmed <input type="checkbox"/> Patient doesn’t have COVID-19 symptoms <input type="checkbox"/> Consent form (if used) completed <input type="checkbox"/> Pre-vaccination clinical assessment completed
<p>2. Administer Vaccination</p> <ul style="list-style-type: none"> Complete a pre-vaccination clinical assessment and record consent in CIR Administer vaccine Record vaccination information in CIR Collect patient consent form and arrive them into observation area 	<p>COVID-19 Vaccine Operating Guidelines S8</p> <p>COVID-19 vaccination information and consent pack</p> <p>Immunisation Handbook</p> <p>IMAC training</p> <p>CIR Vaccination Quick Step Guide</p>	<p>CIR Technical Support</p> <ul style="list-style-type: none"> CIR Technical support for booking and access help@c-19imms.min.health.nz or 0800 223 987 (8am-6pm, weekdays & weekend) Join a Teams drop-in session at https://tinyurl.com/yty4q6td 	<ul style="list-style-type: none"> <input type="checkbox"/> Consent recorded in CIR <input type="checkbox"/> Vaccine administered and recorded in CIR <input type="checkbox"/> Written Consent form (if used) collected and uploaded into CIR
<p>3. Complete Observation</p> <ul style="list-style-type: none"> Monitor patient for 20 minutes for any adverse events and record if required Record exit in CIR and depart patient 	<p>COVID-19 Vaccine Operating Guidelines S8</p> <p>CIR Observation Quick Step Guide</p>		<ul style="list-style-type: none"> <input type="checkbox"/> Patient released from observation as appropriate
<p>4. Monitor patients Post-event</p> <ul style="list-style-type: none"> Support patients where appropriate to record post observation adverse events 	<p>COVID-19 Vaccine Operating Guidelines S8</p> <p>CARM form</p> <p>CIR Adverse Event Quick Step Guide</p>		<ul style="list-style-type: none"> <input type="checkbox"/> Adverse events recorded where appropriate

Payments & Invoicing

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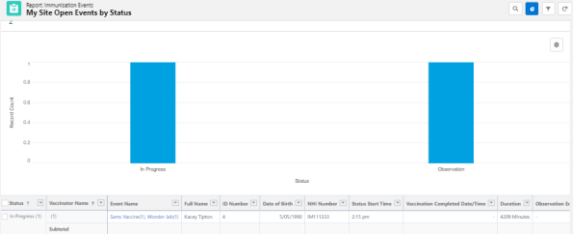
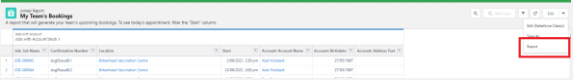
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Steps	Supporting documents	Where to get help	Checklist
1. Complete agreement (step completed before site set up) <ul style="list-style-type: none"> Confirm agreement number Sign agreement Confirm payment mechanism/method 	Payment and invoicing guidelines - What is required/how to get paid/payment types	<ul style="list-style-type: none"> Rachel Court rachel.court@tdhb.org.nz MurrayLauder murray.lauder@health.govt.nz 	<ul style="list-style-type: none"> <input type="checkbox"/> Make sure you have an active contract in place with the DHB <input type="checkbox"/> Confirm agreement details (Agreement number and payment mechanism)
2. Record vaccination – Select correct Provider Organisation <ul style="list-style-type: none"> Confirm workforce understands and selects correct provider facility and site when logging in CIR prior to vaccination 	Recording a vaccination (CIR) <ul style="list-style-type: none"> Vaccination Quick Step guide 	CIR Helpdesk help@c-19imms.min.health.nz or 0800 223 987 (8am-6pm, weekdays & weekend)	<ul style="list-style-type: none"> <input type="checkbox"/> Correct provider selected, vaccine administered and recorded in CIR
3. Submit invoice <ul style="list-style-type: none"> Confirm vaccine volumes administered Send invoices to provider payments team providerinvoices@health.govt.nz Provider is paid 		Payment queries <ul style="list-style-type: none"> PPD Payment helpdesk CovidPaymentSupport@health.govt.nz Invoice Provider payments providerinvoices@health.govt.nz Contract queries <ul style="list-style-type: none"> Contract setup helpdesk dunedinaasupport@health.govt.nz 	<ul style="list-style-type: none"> <input type="checkbox"/> Confirm vaccine volumes <input type="checkbox"/> Send invoices

Reporting

KEY

A Content to be created or included in Operating Guidelines






Steps	Artefacts	Where to get help	Checklist
<p>Access reporting in CIR</p> <ol style="list-style-type: none"> 1. Review the Site Summary Quick Step Guide. 2. Login and access your CIR Production Account 3. Select the Site Summary Tab 4. To view detailed reports click on the Charts then press View Reports. 5. View and monitor the reports from this tab. 	<p>CIR Training and guidelines</p> <ul style="list-style-type: none"> • Site Summary Quick Step Guide 	<p>CIR Technical Support</p> <ul style="list-style-type: none"> • CIR Helpdesk - help@c-19imms.min.health.nz or 0800 223 987 (8am-6pm, weekdays & weekend) 	<ul style="list-style-type: none"> <input type="checkbox"/> Training materials have been read <input type="checkbox"/> CIR account has been activated and successfully logged into. <input type="checkbox"/> Access Site Overview tab <input type="checkbox"/> View and monitor graphs and reports
<p>Access reporting in NIBS</p> <ol style="list-style-type: none"> 1. Review NIBS Training and Guidelines. 2. Login and access your NIBS Production Account. 3. Select the reports tab to view your relevant reports. 4. To export report select the Arrow button and press Export. 	<p>NIBS Training and guidelines</p> <ul style="list-style-type: none"> • NIBS Reporting Guide • NIBS – Train the Trainer Manual • NIBS – Training Manual 	<p>NIBS technical support</p> <ul style="list-style-type: none"> • NIBS Technical support for booking, access and queries help@c-19imms.min.health.nz or 0800 223 987 (8am-6pm, weekdays & weekend) • Join a Teams drop-in session at https://tinyurl.com/yty4q6td [Times TBC] 	<ul style="list-style-type: none"> <input type="checkbox"/> Training materials have been read <input type="checkbox"/> AVMS account has been activated and successfully logged into <input type="checkbox"/> Access Reports Tab <input type="checkbox"/> Review, monitor and export reports

Appendix A | Roles, Technology & Training Matrix

Role	Technology	Compulsory Training	Optional Training	Training Resources
Vaccinator Admin	<ul style="list-style-type: none"> CIR Live CIR Classroom Smart phone with Salesforce Authenticator 	<ul style="list-style-type: none"> IMAC CIR Administrator Course 	<ul style="list-style-type: none"> Daily QA CIR Drop-in session 	<ul style="list-style-type: none"> CIR Video Walkthrough CIR Quick Step Guides Daily Drop-in Sessions IMAC CIR E-Learning module
Vaccinator	<ul style="list-style-type: none"> CIR Live CIR Classroom Smart phone with Salesforce Authenticator 	<ul style="list-style-type: none"> IMAC Vaccinator Course or IMAC Prescriber Course 	<ul style="list-style-type: none"> Daily QA CIR Drop-in session 	<ul style="list-style-type: none"> CIR Video Walkthrough CIR Quick Step Guides Daily Drop-in Sessions IMAC CIR E-Learning module
Bookings Site Admin or Concierge	<ul style="list-style-type: none"> CIR Live CIR Classroom AVMS Smart phone with Salesforce Authenticator 	<ul style="list-style-type: none"> Appropriate IMAC training (as indicated above) NIBS Site Admin Training run Tuesday and Thursday afternoons via Teams 	<ul style="list-style-type: none"> NIBS Booking and Reception sessions run via Teams at 10am and 2pm Monday - Friday 	<ul style="list-style-type: none"> NIBS Video Walkthrough Quick Step Guides IMAC NIBS E-Learning module
Inventory	<ul style="list-style-type: none"> CIR Live – Inventory Permissions CIR Classroom – Inventory Permissions Smart phone with Salesforce Authenticator 	<ul style="list-style-type: none"> Inventory Drop-in session 	<ul style="list-style-type: none"> Additional Inventory Drop-in sessions 	<ul style="list-style-type: none"> Inventory Video Walkthrough Quick Step Guides IMAC Inventory E-Learning module

*Please note: A person may be assigned more than one role. E.g. A Vaccinator may also have Inventory Access. In most cases they should be able to have one CIR account and log on but if they are an AVMS user they will need an additional account and log on.

Appendix B | User Onboarding for COVID Immunisation Register (CIR)

	 1. Register for IMAC Training	 2. Getting access to CIR Classroom	 3. Getting access to CIR Live	 4. Vaccination	 5. Additional Support
Important to know	<p>Firstly, you will need to complete the relevant IMAC training course.</p>	<p>Once you have registered for IMAC training your DHB Workforce Lead will request that MoH give you access to the CIR Classroom (practice) system. When access is granted, you will receive an email with a link to set up your account.</p>	<p>Once your DHB has received a notification from IMAC that you have completed the training, they will submit a request to MoH on your behalf for access to the CIR Live system. When access is granted, you will receive an email with a link to set up your account. <i>This may take up to 48 hours following completion of training.</i></p>	<p>Once you have access to CIR Live, you are ready to commence your role supporting COVID Vaccination.</p>	<p>At any point in your CIR Onboarding journey there are several different support/training resources you can utilize.</p>
Key Activities	<ul style="list-style-type: none"> ❑ Register with IMAC on this IMAC Link to get access to IMAC training. ❑ The following IMAC courses are available: <ul style="list-style-type: none"> ❑ CIR Administrator ❑ CIR Vaccinator ❑ Prescriber Health Professionals 	<ul style="list-style-type: none"> ❑ Follow the instructions on the CIR Classroom 'Welcome Email' to set up your account. ❑ Recommended: Create a bookmark to save the CIR Classroom Login page to your Homepage. ❑ Optional: Watch the CIR training videos on the CIR Home Page. 	<ul style="list-style-type: none"> ❑ Complete your IMAC training. ❑ Follow the instructions on the CIR Live 'Welcome Email' to set up your account. ❑ Recommended: Create a bookmark to save the CIR Live Login page to your Homepage. ❑ Get access to a smart phone (personal or business). ❑ Download and set up the Salesforce Authenticator App on your smart phone. 	<ul style="list-style-type: none"> ❑ Confirm your vaccination Provider Organisation, Facility and Site details as recorded in CIR with your Site Lead. ❑ Ensure you bring your smart phone with the Salesforce Authenticator App installed to the site. ❑ Log into CIR and select your Provider Organisation, Facility and Site. ❑ Record vaccination in CIR 	<p>(1) Daily drop-in session for general questions regarding the CIR. Weekdays 9.30 – 10.1. These can be accessed here: Drop-in Session Link.</p> <p>(2) Watch the CIR training videos and access training guides located under 'Training Materials' on the CIR Classroom & Live homepage.</p>
Who to contact for help	<ul style="list-style-type: none"> • Refer to the IMAC 'A guide to the IMAC COVID-19 Education Processes' document • Contact IMAC on 0800 882 873 if you are having trouble accessing or completing your IMAC training. 	<ul style="list-style-type: none"> • Contact your DHB Workforce lead if you have not received a link to CIR Classroom. • Contact the CIR support desk on help@C-19imms.min.health.nz or call the team on 0800 223 987 if you have trouble using the link. 	<ul style="list-style-type: none"> • Contact Your DHB Workforce lead if you have not received a link to CIR Live. • Contact the CIR support desk on help@C-19imms.min.health.nz or call the team on 0800 223 987 if you have trouble using the link or setting up the Salesforce Authenticator 	<ul style="list-style-type: none"> • If you have trouble accessing the CIR Live system, contact the CIR helpdesk on help@C-19imms.min.health.nz or call the team on 0800 223 987 	<p>(3) Contact the CIR support desk on help@C-19imms.min.health.nz or call the team on 0800 223 987.</p> <p>(4) If you have clinical questions you can refer to your Clinical Site Lead, the COVID-19 Vaccine Operating Guidelines or IMAC 0800 IMMUNE (466 863).</p>

Appendix C | User Onboarding for National Immunisation Booking System (NIBS)



1. Contact your DHB Operations Lead



2. Register for NIBS Training



3. Getting access to NIBS Classroom



4. Getting access to NIBS Production



6. Additional Support

Important to know

The NIBS booking form is accessed via a publicly accessible URL and does not require access to be requested. CIR provides you with Booking information.

If you are a DHB Site Lead or Vaccination On Site Lead then you can request access to NIBS AVMS for site management and reporting purposes.

To be granted access to NIBS AVMS you will need to complete the relevant NIBS Site Admin and Reporting training session. There is also general training available for anyone working with NIBS Bookings.

Your DHB Operations Lead will advise you the NIBS training schedule and the required timing for you to complete this.

You will receive your NIBS Classroom access prior to your training date. You will receive an email from a Salesforce email address with a link to verify your account and set your password.

Once your DHB Operations Lead has confirmed your attendance at the training, they will confirm to the support desk that they can proceed with setting up your NIBS Production (Live) account. You will receive an email with a link to set up your account.

At any point in your NIBS Onboarding journey there are several different support/training resources you can utilize.

Key Activities

- ❑ Get the contract details of DHB Operational Lead for NIBS
- ❑ Communicate your request for access to NIBS AVMS back-end and agree the type of access you need:
 - ❑ Site Admin – edit site details and booking reports
 - ❑ Concierge – view site details and booking reporting

- ❑ Confirm with your DHB Operations Lead what type of training you should complete and when:
 - ❑ NIBS Booking and Reception
 - ❑ NIBS Site Admin and Reporting
- ❑ DHB Operations Lead to submit the request to help@C-19imms.min.health.nz or for access to both the NIBS Training and Production system with dates these two accesses are required.

- ❑ Follow the instructions on the 'Welcome to Salesforce!' email. **Note:** the link expires within 24 hours.
- ❑ **Recommended:** Create a bookmark to save the NIBS Classroom Login page to your Homepage.
- ❑ **Optional:** Watch the Bookings videos that are available from the CIR Home Page e.g. CIR Bookings Demo

- ❑ Follow the instructions on the 'Welcome to Salesforce!' email. **Note:** the link expires within 24 hours.
- ❑ **Recommended:** Create a bookmark to save the NIBS Production Login page to your Homepage.
- ❑ You will need a smart phone to set up the Salesforce Authenticator, if you haven't done so already.

Daily drop-in session for general QA regarding the CIR system. [Drop-in Session Link.](#)

Watch the CIR/Booking training videos located under 'Training Materials' on the CIR homepage.

Review the CIR Bookings guides located under 'Training Materials' on the CIR homepage

Who to contact for help

- Contact Your DHB Operational Lead and ask who manages NIBS Site and User Setup for your DHB.

- Contact your DHB Operations Lead for information on NIBS training opportunities

- Contact your DHB Operational Lead if you have not received a link to NIBS Classroom.
- Contact the support desk on help@C-19imms.min.health.nz or on 0800 223 987 if you have trouble using the link.

- Contact Your DHB Workforce lead if you have not received a link to NIBS Production
- Contact the CIR support desk on help@C-19imms.min.health.nz or on 0800 223 987 if you have trouble using the link or setting up the salesforce Authenticator

Contact the support desk on help@C-19imms.min.health.nz or call the team on 0800 223 987.