

# Where to get help

What do you need?	Who do you contact?	When are they available?
I need general help using CIR or including the Flu form	<ul style="list-style-type: none"> <li>• Talk to your Super User if you're already using CIR for COVID, or contact <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a> for support</li> <li>• Join a Teams CIR drop-in session <a href="#">here</a></li> </ul>	<ul style="list-style-type: none"> <li>• Teams CIR session are held at 1pm Mon-Fri</li> </ul>
I need help accessing CIR – resetting my password, or after-hours help with CIR	<ul style="list-style-type: none"> <li>• 0800 223 967</li> <li>• <a href="mailto:help@imms.min.health.nz">help@imms.min.health.nz</a></li> </ul>	<ul style="list-style-type: none"> <li>• 8am-6pm weekdays and weekend</li> </ul>
I have a clinical question or am looking for training updates	<ul style="list-style-type: none"> <li>• 0800 IMMUNE (466 863) for clinical queries</li> <li>• 0800 882 873 for Education Office</li> </ul>	<ul style="list-style-type: none"> <li>• Available during site operating hours</li> </ul>
I have a data quality issue or error that needs resolving in NIR	<ul style="list-style-type: none"> <li>• Contact your local NIR admin <a href="#">or</a></li> <li>• OnlineHelpdesk for NIR systems-related issues <a href="mailto:onlinehelpdesk@health.govt.nz">onlinehelpdesk@health.govt.nz</a> or 0800 855 066</li> </ul>	<ul style="list-style-type: none"> <li>• 8am-5pm Mon-Fri</li> </ul>

# Getting help with CIR (COVID Immunisation Register) for Flu



1. Speak with your **on-site SuperUser** if you're already using CIR for COVID



2. For new CIR users, join our **regular Teams Drop-in Sessions Daily at 1-1:30pm weekdays**; access link [here](#)



3. For more help **Contact Support**



[help@imms.min.health.nz](mailto:help@imms.min.health.nz)



0800 223 987