Factsheet 7 – How to use AIR’s secure email

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The secure email on AIR can be used to:

- request amendments to records or query records
- notify AIR if an individual is a child or adolescent
- notify AIR if an individual has moved overseas or interstate

**NOTE**

- It is important to provide the individual’s full name, Medicare number and date of birth when querying a record.
- New immunisation records cannot be sent to AIR using the secure email.

1. On the left side of the AIR screen, click on the ‘Secure Email’ (Figure 1). This will display your email history. Clicking on any of the icons (pictured below) will display further detail.

2. To open a new email text box, click on the ‘New email’ icon or alternatively, click on the ‘New message’ on the left side of the screen (Figure 1).
3. Type your message in the text box (Figure 2) and click ‘Send’.

4. Click on ‘Main Menu’ on left side of screen to return to main screen.

5. When the request is actioned by AIR a response will be sent by AIRHELP. The status column (highlighted in red in Figure 3) identifies new emails in red text.

6. Click on ‘AIRHELP’ to open the email response from AIR (Figure 4).

7. To confirm the amendment has been made, check the individual’s record on AIR after receipt of the email.

Factsheet adapted from ‘Immunisation records and data explained: a guide for providers’ July 2018