

# Factsheet 7 – How to use AIR’s secure email



## Prefer to watch a video on this topic?

Visit Queensland Health’s website at [www.health.qld.gov.au/usingAIR](http://www.health.qld.gov.au/usingAIR)

The secure email on AIR can be used to:

- request amendments to records or query records
- notify AIR if a child or adolescent is on catch-up
- 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.

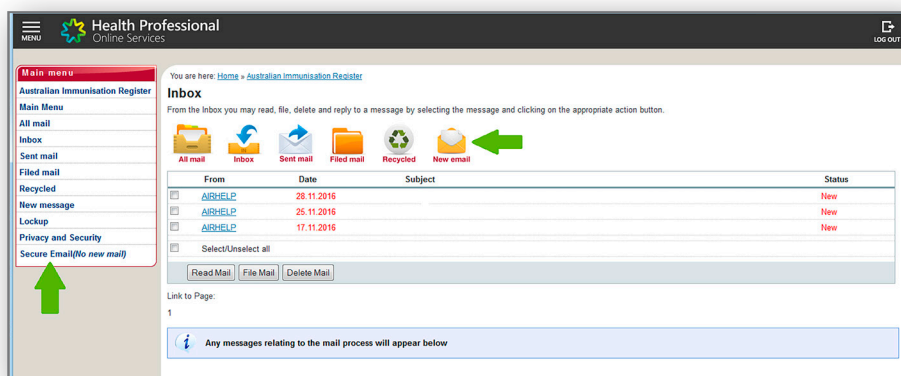


Figure 1

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'.

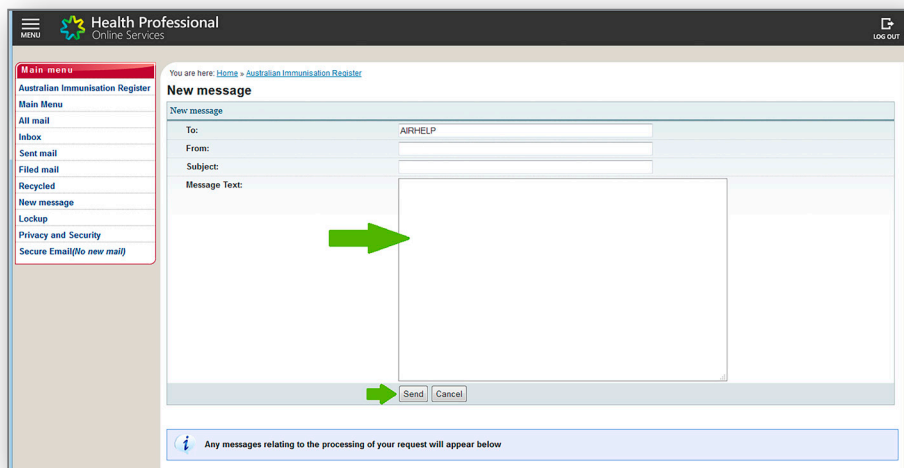


Figure 2

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.



Figure 3

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

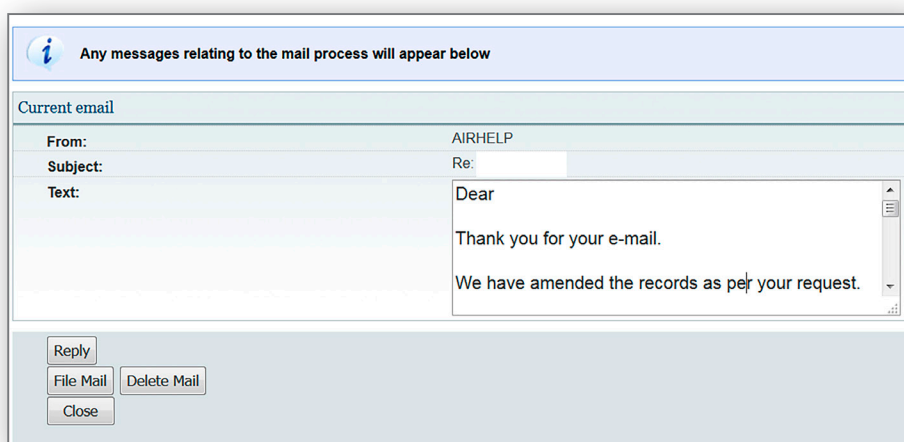


Figure 4

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