



My Turn Onboarding Guide

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California's Vaccine Ecosystem Overview

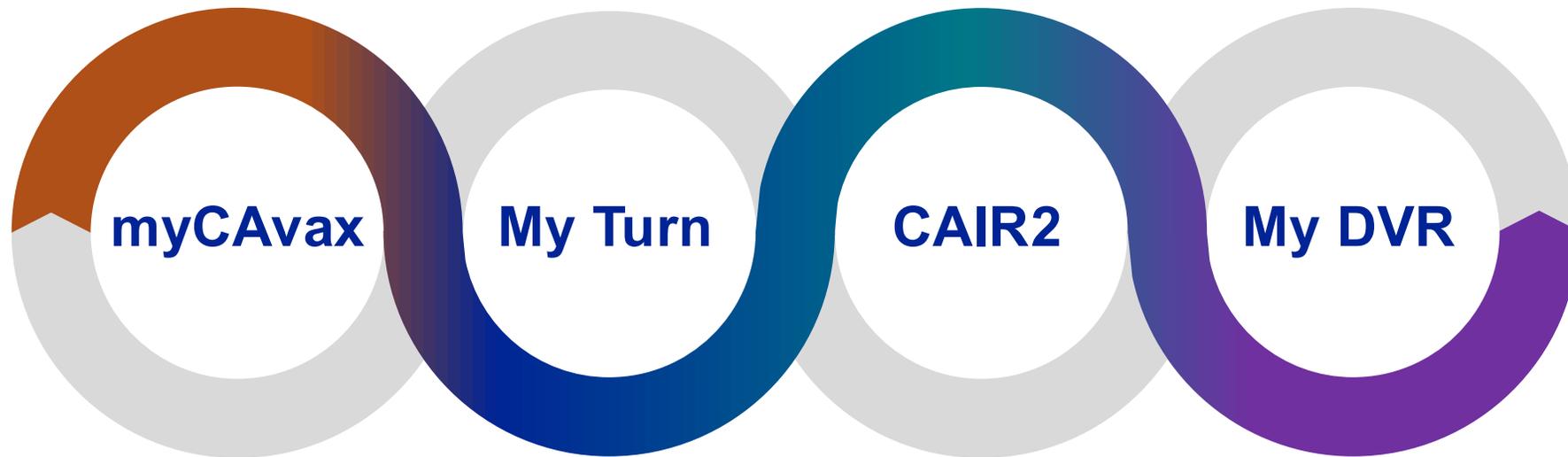
California's Vaccine Management Ecosystem (1 of 2)

myCAvax (California Vaccine Management System)

A platform for providers and local health departments (LHDs) to request and manage vaccine for state-funded vaccine programs.

California Immunization Registry (CAIR)

A secure web-based system used to help health care providers and other authorized users store and access a person's complete immunization record.



My Turn

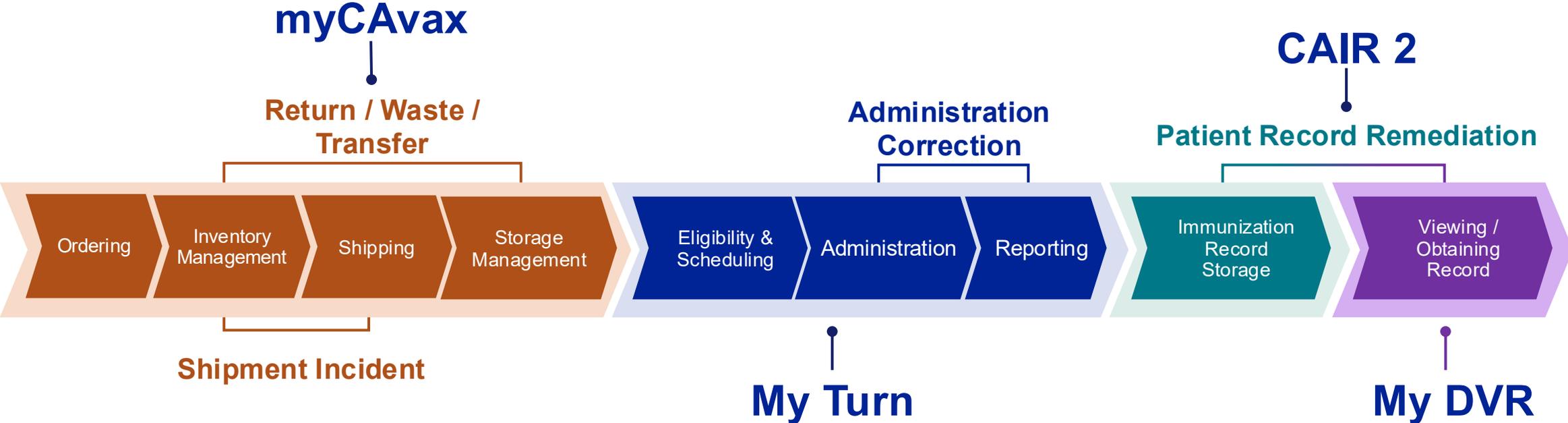
An all-in-one system designed to support vaccine eligibility, public appointment scheduling, dose administration, and reporting for vaccination clinics.

Digital Vaccine Record (My DVR)

An electronic immunization record from California Immunization Registry (CAIR) and is an official record of the state of California.

California's Vaccine Management Ecosystem (2 of 2)

This is a process flow that shows the relationship between the four platforms. The flow should be read left to right; each step represents services delivered / activities performed.



My Turn Overview

Diving Into My Turn Clinic, CAIR Quick Entry, PHEP, and My Turn Public

My Turn Clinic allows for clinic creation, appointment scheduling, clinic management and vaccine administration data entry. CAIR Quick Entry is a feature within My Turn Clinic that allows for direct data entry to CAIR, no clinic setup required. My Turn Public is accessed by California residents to find vaccination sites.

 My Turn Clinic Providers can...	 CAIR Quick Entry Providers can...	 Public Health Emergency Preparedness Providers / Patients can...	 My Turn Public Patients can...
<ul style="list-style-type: none">• Create, promote, and manage clinics• Manage appointments and patient information• Manage vaccine supply / inventory• Register walk-ins• Report doses to IIS (CAIR / RIDE)• Run reports and extract patient data	<ul style="list-style-type: none">• Submit doses inline or via CSV template directly to immunization information systems (IIS) (CAIR / RIDE)• Run reports and extract patient data• Edit / update / cancel records <p>Note: No clinic setup or maintenance needed</p>	<p>Providers</p> <ul style="list-style-type: none">• Setup / manage medical point of dispensing (MPOD) sites• Manage inventory <p>Patients</p> <ul style="list-style-type: none">• Complete multi-person antibiotic screening questions• Find dispensing sites	<ul style="list-style-type: none">• Find vaccines and providers for different insurance types (including uninsured).• Confirm vaccine eligibility• Schedule / cancel vaccine appointments• Receive email / SMS appointment reminders

My Turn Clinic and My Turn Public

The My Turn Clinic environment is used by providers and local health departments (LHDs) to manage clinics, appointments, inventory, and IIS submissions. The My Turn Public portal is used by California residents to view and schedule vaccination appointments and obtain up to date vaccination resources and information.

My Turn Clinic & CAIR Quick Entry

The screenshot shows the My Turn Clinic dashboard. At the top, there is a navigation bar with links for Home, My Programs, My Turn (selected), Vaccine Orders, Program Locations, Vaccine Inventory, and More. Below the navigation bar is a header with the text "Welcome to My Turn Clinic" and a photo of a healthcare worker wearing a mask. The main content area is divided into several sections: "Appointments by status" (with sub-sections for Success, Warning, Error, Pending Vaccination, Checked in, Pending Complete, Vaccinated, and Appts with Accommodations), "Completed appointments by vaccine" (with sub-sections for Pfizer, Moderna, and Novavax), "Adjust Dashboard Filters" (with dropdowns for COVID-19, records from/to, account, and internal clinic name), and "Reports" (with a list of various report types like Appointments by Dose and Brand, Appointments by Status, Appointments Cancelled, etc.).

Accessed by:

Providers & LHDs

My Turn Public

The screenshot shows the My Turn Public portal. At the top, there is a navigation bar with links for Home, Get vaccinated, Get your Digital Vaccine Record, Vaccine FAQs, and Vaccines by Age. Below the navigation bar is a large banner with the text "Hey California... Let's Get Vaccinated!" and a photo of a family (a man, a woman, and two children). Below the banner is a search bar for vaccination locations, with the text "Find a vaccination location near you:" and a "Search" button. The search bar has a placeholder for "5 digit zip code".

Accessed by:

California Residents

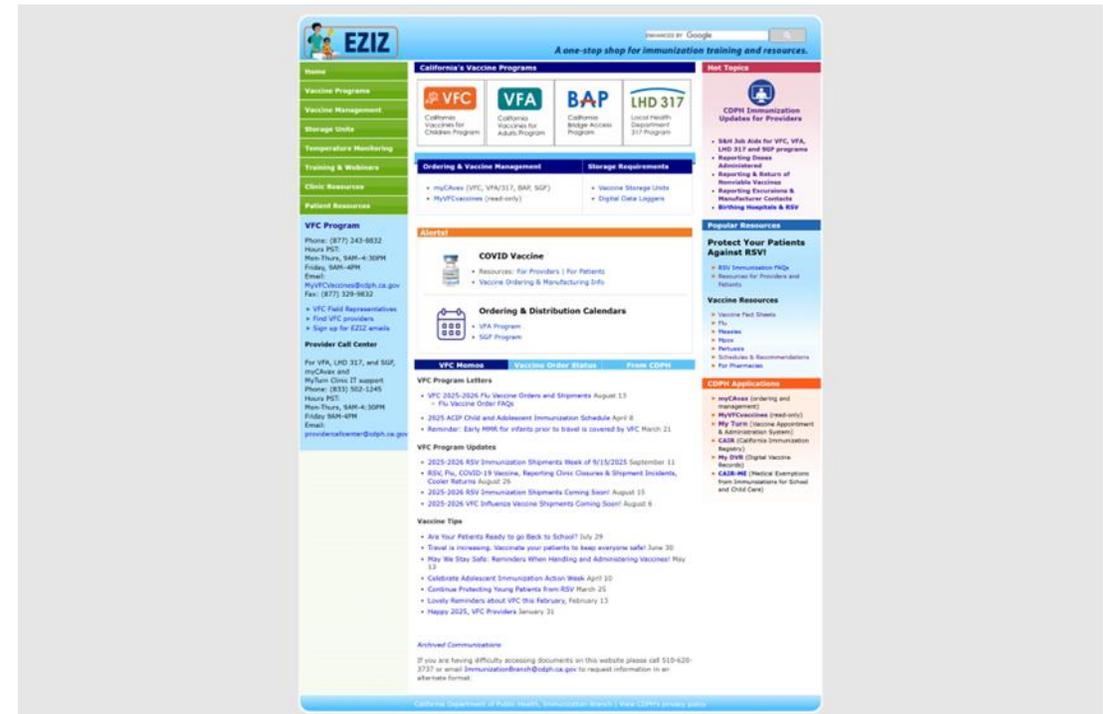
Vaccines Available on My Turn

My Turn supports all routinely recommended vaccines (as well as vaccines for public health emergencies) which can be made available for appointment scheduling and data reporting to CAIR.

*** Current as of February 2026**

➤ COVID-19	➤ Influenza Vaccine	➤ RSV
➤ DTaP Combination	➤ IPV (Poliovirus)	➤ Rotavirus
➤ Hepatitis	➤ Meningococcal	➤ Tetanus and Diphtheria Combination
➤ Hib	➤ MMR	➤ Varicella / Chickenpox
➤ HPV	➤ Pneumococcal Vaccines	➤ Zoster / Shingles

Visit [EZIZ](#) to access the latest information on immunization and resources for providers.



Enrolling in My Turn: Getting Ready to Create Clinics

Do you have a myCAvax account?

Yes

If your location is already participating in one of these programs - VFC, VFA, LHD 317, SGF, follow these steps:

- 01 Log in to myCAvax using your usual credentials.
- 02 Select the 'My Turn Enrollment' tab next to the 'Enrollment' tab to view the 'My Turn Enrollment' page
- 03 On the 'My Turn - Enrollment' page, select the 'Enroll Location' button. The page redirects to the 'Step 1 - Required Training' page to begin My Turn enrollment

Not Yet?

Getting started is as easy as 1-2-3!

- 01 Visit mycavax.cdph.ca.gov
- 02 Select the 'My Turn' tab next to the 'Home' tab to view the 'My Turn' landing page
- 03 On the 'My Turn' landing page, select either the 'Enroll your organization' or 'Enroll Now' button. Begin enrolling in My Turn on the 'Step 1 - Create an Account' page

For more information, view the ['Enrolling in My Turn'](#) job aid on EZIZ.



My Turn Clinic Setup

Choosing the Right Clinic Type in My Turn



When creating a clinic in My Turn, consider:

1. What vaccine types will be offered?
2. What functionality you want to use in My Turn.

You can also use **CAIR Quick Entry** as a simple, no-setup data entry into CAIR!

Traditional Clinic

Benefits

Allow for age-based eligibility and require one appointment per person per vaccine (helpful for some vaccine appointments).

Traditional clinics support one vaccine type per appointment and only the following vaccines: COVID-19, Flu, and mpox.



Super Clinic

Benefits

Preferred Clinic Type! Allows for multiple vaccines per appointment.

Super clinics support all vaccine types and multiple vaccinations at a single appointment.



Third-Party Option

Benefits

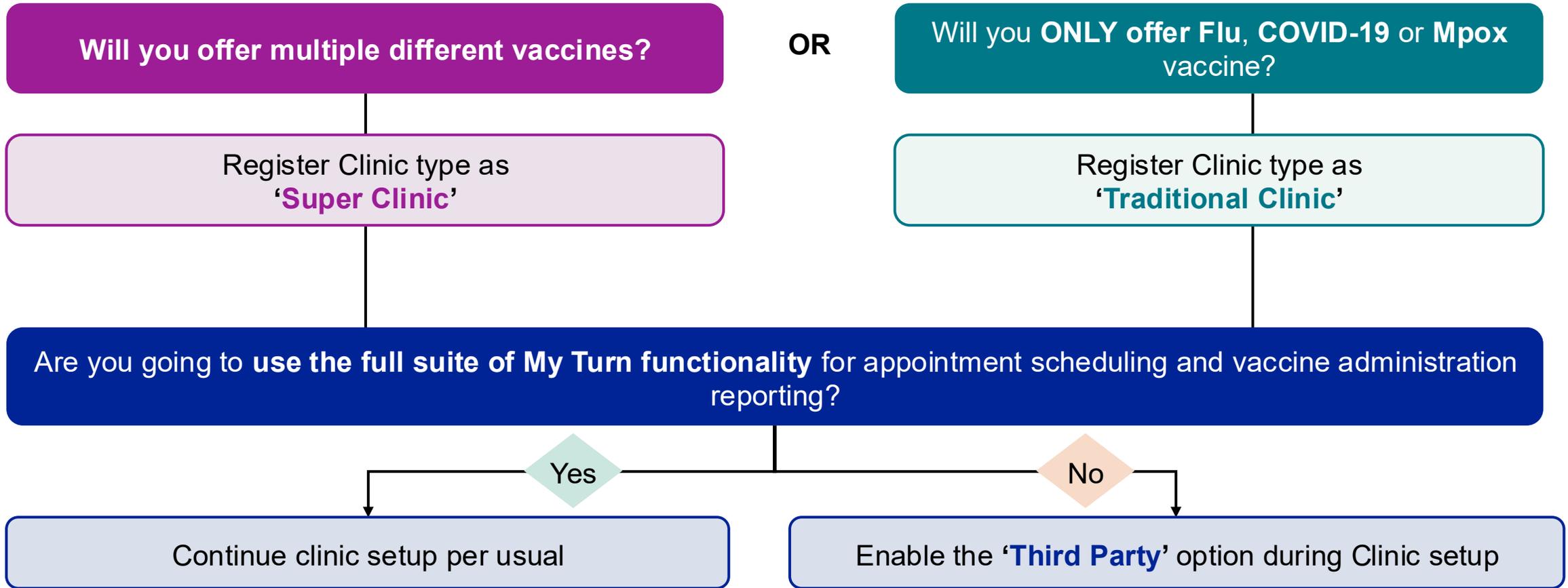
Get the benefits of My Turn marketing while using your own appointment scheduling system.

Advertise your clinic to patients searching My Turn while managing appointments and reporting using a third-party system.



My Turn Clinic Setup: Which Clinic Type is Right

To identify the appropriate Clinic Type to meet your needs:



My Turn Clinic Features



General Features

My Turn offers...

- Automatic dose reporting to CAIR2 / RIDE
- Flexibility in type of clinic offered (e.g. pediatric/adult, type of insurance accepted, open to public search or only findable with a specific URL etc.)
- System-automated SMS and email notifications and appointment reminders
- Appointment management
 - Bulk upload, cancel, and reschedule appointments
- Provider Call Center for support
- Virtual Assistant to get answers to system questions
- Knowledge Center with job aids, videos and support materials



Reports and Dashboards Clinic Managers

Clinic Managers can view and extract data through candid reports, including...

- Daily appointment dashboard by clinic type
- CAIR Quick Entry reports
- Appointment and scheduling reports
- Flu report (matching CAIR flu report)
- Minor consent data report



Clinic Setting and Additional Features

Clinic Managers can customize clinics to include specific populations, such as insurance status, age and more.

- **Insurance Status:** Serves Medi-Cal (18 years and younger), serves insured, and/or serves uninsured
- **Populations Served:** Adult (19+ years) and/or pediatric (18 years and younger)
- **Scheduling Preferences (Optional):** Accepts walk-in patients and/or school vaccination clinic (enables school-specific features like minor consent)
- **Clinic Settings Tags for Reporting (Optional):** Pop-up clinic, vendor clinic, and/or mobile clinic
- **Third-Party Option** to promote vaccine events on My Turn (without needing the full suite of services)

Adapting My Turn to Meet Clinic / Community Needs

Once you setup a clinic, you can:

- **If you're offering multiple vaccine events for the same vaccine, save time and clone your clinic.** Reduce administrative burden by pre-populating your location and vaccine information pre-populate. Ability to clone clinics – if, for example, you are conducting multiple events offering the same vaccine (e.g. flu vaccine events) but at different locations, create a clinic once, then just clone it and change location.
- **Share your vaccine event with specific audiences by creating URLs or QR code.** Want a specific group (e.g. a school community, or employees at a specific organization, or residents of a congregate living facility) to be able to find your clinic without having to search for it? Create a URL or QR code and share it with them.

My Turn Clinic Users

My Turn User Access

There are two user types in My Turn, each with different system access. Clinic Managers can add new users to the system. Vaccine Administrators have restricted access.

Access Type	Clinic Manager	Vaccine Administrator
View all Clinics (within the associated provider accounts)	✓	-
View all Appointments	✓	✓
Check-in a Registered Patient	✓	✓
Add a Walk-in Patient	✓	✓
Edit Patient Details (screening questions, health insurance, etc.)	✓	✓
Edit Vaccine Administration Data	✓	✓
Document Adverse Reactions	✓	✓
Add / Cancel Appointments in Bulk	✓	✓
View Clinic Dashboard	✓	✓
View and Export Reports	✓	-
Create Clinics	✓	-
Edit Clinic Hours and Availability	✓	-
Add New Vaccine Supply	✓	-
Edit Existing Vaccine Supply	✓	-
Manage Users	✓	-
Enroll New Locations	✓	-
Submit Vaccine Records to CAIR	✓	✓



Clinic Manager

Clinic Managers use My Turn Clinic to create and manage clinics, add vaccine inventory and supply, add availability, add users, and view clinic dashboards and reports.



Vaccine Administrator

Vaccine Administrators perform tasks related to a patient's clinic visit, including adding a walk-in appointment, checking in a patient, and administering the vaccine.

Adding Staff to Your My Turn Account (1 of 3)

2

Select the relevant clinic's hyperlink from the list view. The clinic's 'Details' page displays.

Home My Programs **My Turn** Vaccine Orders Program Locations Vaccine Inventory More

Clinics Clinic Setup Wizard

Account: Training Demo Location Internal Clinic Name: Enter Internal Clinic Name Address: Enter Street, City, and/or Zip Clinic Type: All

Vaccine Type: Select an Option Scheduling Start Date: Clinic Start Date: Clinic End Date: Status (Active/Inactive): All Show on Vaccine Locator: All Activate Location Enabled: All

Search Reset

12 Clinics Found (1 of 1)

Internal Clinic Name	Address	Clinic Type	Vaccine Type	Scheduling Start Date	Clinic Start Date	Clinic End Date	Active	Show
[COVID-19 Vaccine] Urgent Family Health	777 Angel Drive, Sacramento, CA 95816, US	Super clinic	COVID-19	Sep 15, 2025	Sep 15, 2025	Sep 30, 2025	✓	
COVID-19 Vaccine CQE Submission Only	666 Angel Drive, Sacramento, CA 95816, US	Super clinic	COVID-19	Sep 15, 2025	Sep 15, 2025	Dec 13, 2025		
Demo Flu Clinic -	3006 K Street, Sacramento, CA 95816, USA	Super clinic	Flu/Flu - high do...	Aug 22, 2025	Aug 30, 2025	Aug 31, 2025	✓	

1

Use the search filters to search for the clinic where you wish to add a new user.

3

From the clinic's 'Details' page, select the 'Add New Contact / User' button in the upper right-hand corner. The 'Add Contact or User' pop-up window displays.

myCAvax California Vaccine Management System Home My Programs My Turn Vaccine Orders Program Locations Vaccine Inventory More

Need Help? Please see the Set Up a Clinic and User Management job aid.

Clinic Sharp Training Clinic Clone Clinic And Availability **Add New Contact/User** Change Owner

Book Appointments Activate Location

Details Vaccine Inventory Vaccine Supply Availability SMS Requests Tag Reporting Contacts Clinic Links

Internal Clinic Name: Sharp Training Clinic Renew Clinic

Adding Staff to Your My Turn Account (2 of 3)

Add Contact or User

*** Select a Provider Location**

Sharp Training Location

*** Select Contact type(s)**

Selecting only Prescribing Provider will not create a user account in myCAvax.
No login credentials will be created for this contact.

You cannot select both Clinic Manager and Vaccine Administrator.

Clinic Manager
 Prescribing Provider
 Vaccine Administrator

4

Enter the user's provider location in the 'Select a Provider Location' search field.

5

Indicate whether the user you wish to add is a Clinic Manager, Prescribing Provider, or Vaccine Administrator under the 'Select Contact Types' section by selecting the relevant checkbox.

Adding Staff to Your My Turn Account (3 of 3)

*** Select or Add Contact**
Please Note: Only enter business or public information (no personal emails, phone number, or addresses).

Select Existing Contact
Loyola Greenway

OR Add New Contact

Create Contact

* First Name
Loyola

Middle Name

* Last Name
Greenway

* Email
myturndemo+loyola@gmail.com

Telephone

Ext

Licensure number

Cancel Continue

6 If the contact is an existing one, then enter the contact's name in the 'Select Existing Contact' search field. The contact fields get auto-populated.

7 Enter the missing information from the existing contact.

8 Click the 'Continue' button to proceed with this update.

9 Click the 'Finish' button to create a contact and the 'Done' button once the submission is saved.

Add Contact or User

By clicking Finish, you are creating a contact record for Loyola Greenway as a Clinic Manager under Sharp Training Location.

Back Finish

CAIR Quick Entry

California Immunization Registry Quick Entry (CQE)

CAIR Quick Entry allows users to submit, view, and edit vaccine administration data for most vaccines to Immunization Information Systems (IIS).

The screenshot displays the CAIR Quick Entry interface. At the top, a navigation bar includes links for Home, My Programs, My Turn (selected), Vaccine Orders, Program Locations, Vaccine Inventory, and More. A 'Welcome to My Turn Clinic' banner is visible below the navigation. A 'More' dropdown menu is open, listing options such as Prebook, Enrollment, Recertification, Reports, Storage Units, Provider Locator, Knowledge Center, myCAVax Dashboard, CAIR Quick Entry, Upload Records, View/Edit Records, and EZIZ Training. The 'View/Edit Records' option is highlighted with a blue box. Below the navigation, a search form titled 'CAIR Quick Entry View & Edit Records' is shown. It includes a 'Records' section with 'All' selected and '0 items'. The search form contains several input fields: Location Name, Clinic Name, Status (set to '--All Statuses--'), Submitted From (Sep 10, 2025), Submitted To (Sep 10, 2025), Vaccine Family, Manufacturer Name, Vaccine, DOB, Last Name, First Name, and Created by (set to 'All'). A 'Search' button and a 'Reset' button are located at the bottom right of the search form. Below the search form is a table header with columns for Record ID, IIS Status, Location, Clinic Name, Vaccine, Manufacturer, Date Adminis..., First Name, Last Name, Date of Birth, Created..., and Created By. At the bottom right of the table, there are navigation buttons for First, Previous, Next, Last, and a page indicator '0-0 of 0'. An 'Upload Records' button is located at the top right of the search form.

Types of Submission: California Immunization Registry Quick Entry (CQE)

Inline Submission

Users can inline upload vaccine administration data using CAIR Quick Entry.

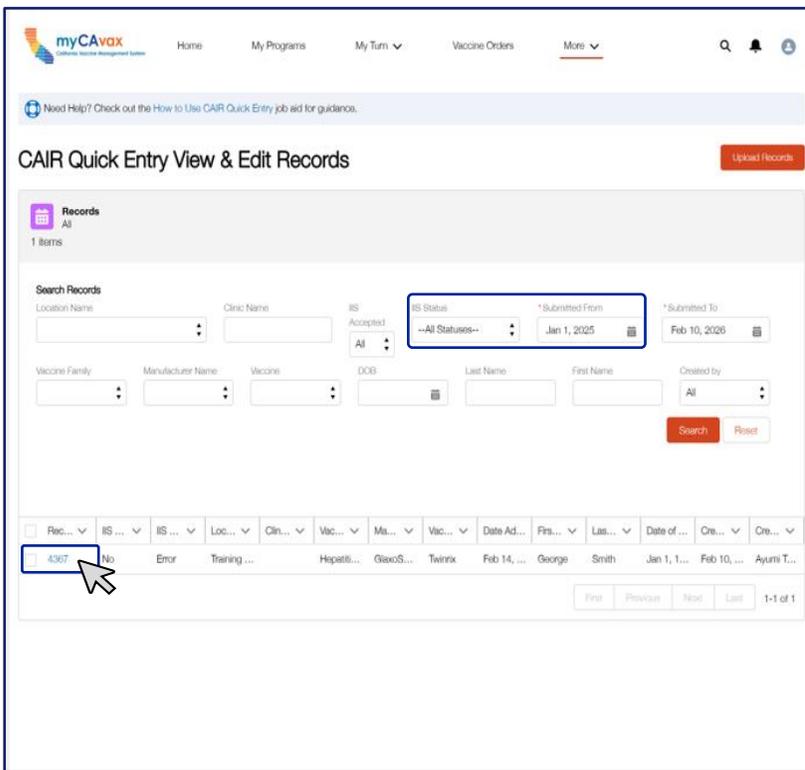
The screenshot shows the 'CAIR Quick Entry Upload Records' page with the 'Inline Submission' tab selected. It features a 'Step 1' section for 'Location Information' with fields for 'Location Name', 'Clinic Name (optional)', and 'IS / CAIR ID'. Below this is an 'Optional: Pre-Populate Rows with Vaccine Information' section with a 'Clear fields' button. 'Step 2' is 'Patient information', which includes a table with columns for 'Row', 'First Name', 'Last Name', 'Date of Birth', 'Gender', 'Street Address', 'City', 'Zip Code', 'State', 'Hispanic, Latino, or Spanish Origin?', 'Ethnicity', and 'Race'. A single row is visible with a trash icon. At the bottom, there are buttons for 'Duplicate vaccine info', 'Duplicate patient info', 'Add blank row', and a 'Submit' button.

CSV Submission

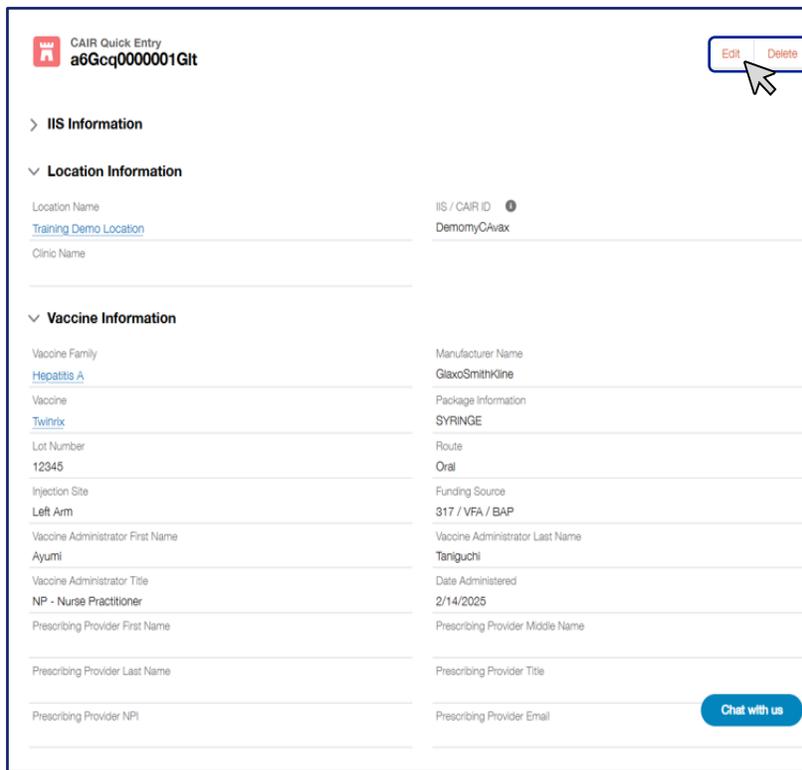
Users can upload vaccine administration data using CSV submission.

The screenshot shows the 'CAIR Quick Entry Upload Records' page with the 'CSV Submission' tab selected. It includes instructions for uploading records: '1. Download CSV template.', '2. Input required information and export the file as UTF-8 CSV.', '3. Choose your file below, then click "upload".', and '4. After upload, click "View & Edit Records" and confirm IS acceptance.' There are 'Choose File' and 'Upload' buttons. Below is a section for 'CSV Upload Requests Last 14 Days' showing '0 records • Refreshed at 1:54:07 PM'. It features a table with columns: 'Request ID', 'Created Time', 'Submitted by', 'Records Uploaded', 'Processing Message', 'Uploaded file', 'Success file', and 'Error file'. Navigation buttons for 'First', 'Previous', 'Next', and 'Last' are present. The page is labeled 'Page 1 of 1'.

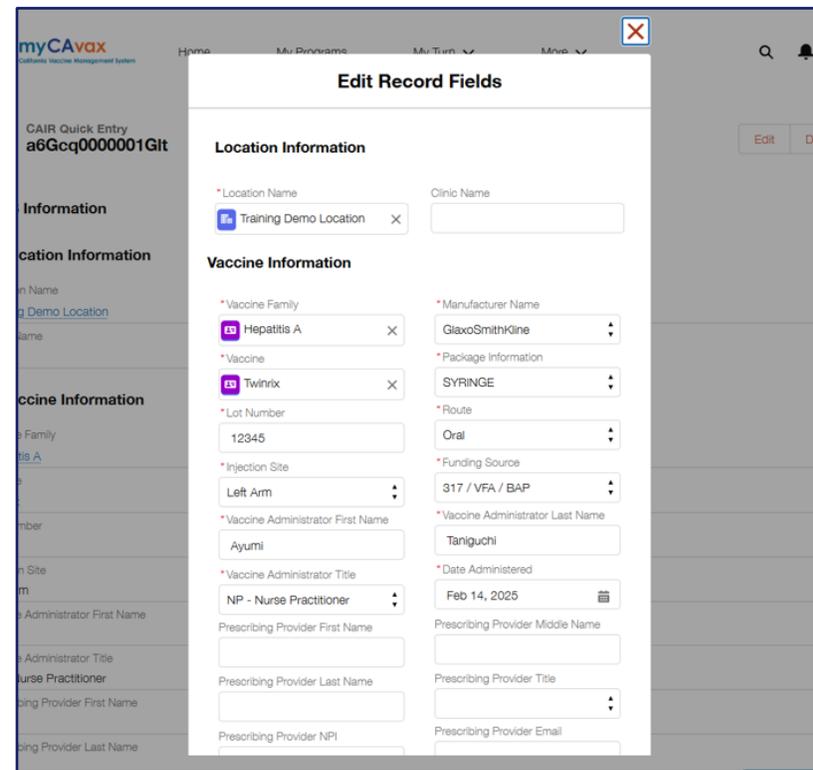
View & Edit Records: California Immunization Registry Quick Entry (CQE)



1. To edit, view or delete records navigate to the 'CAIR Quick Entry View & Edit Records' landing page. Use the date search filters to search submissions. Select the relevant record hyperlink from the list view.



2. The system will now redirect you to the selected patient's 'Records Detail' page. In the upper right hand-corner click the 'Edit' or 'Delete' button.



3. The system will open a pop-up window where you can make needed changes.

Vaccine Locator: Advertise Your Vaccine Clinics to the Public

Enabling Third-Party Clinics in My Turn for Public Visibility

On My Turn Clinic, enable the Third-Party Booking option to direct patients to an external link.

The public can view your vaccination site for free on the My Turn Public website. As a third-party clinic, patients will be redirected to the external link provided during setup.

Details Clinic Inventory Vaccine Supply Availability SMS Requests Tag

Internal Clinic Name
Demo Flu Clinic.

Clinic Name
Demo Flu Clinic.

Start Date
9/6/2025

Available Date ⓘ
8/21/2025

Address
3006 K Street, Sacramento, CA 95816, USA

Phone Number
(999) 000-9999

Description
We are administering vaccines to parents and their dependent minors - all are welcome regardless of insurance status. The first 25 vaccinated will get a gift card for coffee!

Vaccine Type
Flu;Flu - high dose (65+);Flu - nasal spray

Location Map Url ⓘ

Location Type
ThirdPartyBooking

Location Type
ThirdPartyBooking

clinic/location has availability and you are eligible.

Multi-vaccination location

Herculean Babies Pediatrics Oakland

6333 Telegraph Avenue, Oakland, CA 94609

(123) 123-2322

COVID-19 DTaP Flu

See more v

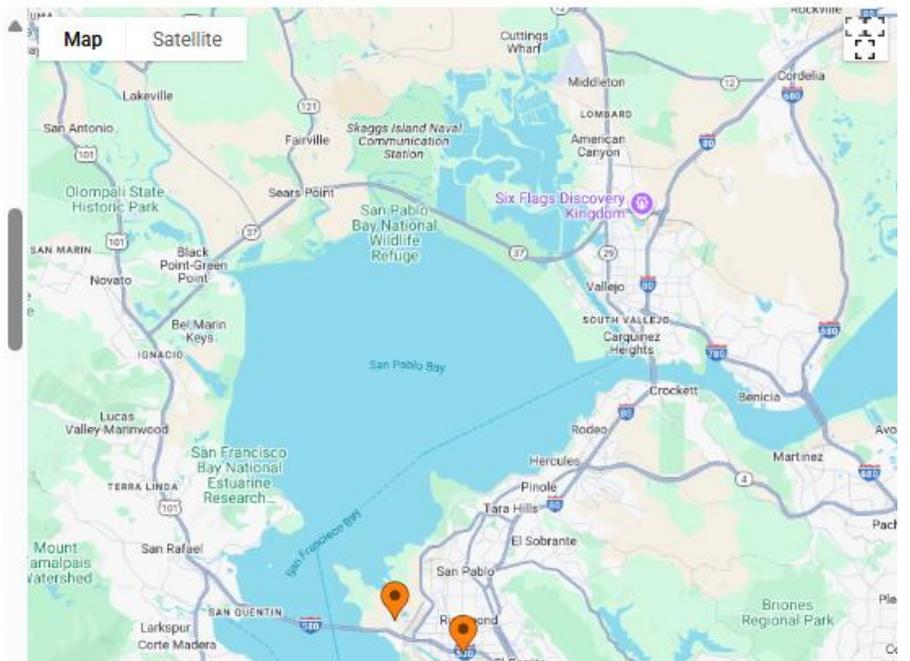
Pediatrics (18 years and under)

Serves insured Serves Medi-Cal

Serves uninsured

Please call ahead to ensure this clinic/location has availability and you are eligible.

See availability



Patients Can Find Vaccine Sites on My Turn Public (1 of 2)

The My Turn Public page shows clinic information that you manage in My Turn Clinic.

Home Get vaccinated Get your Digital Vaccine Record Vaccine FAQs Vaccines by Age Select Language

Need more answers? Check out our FAQs Find your answer

General FAQs

- Chickenpox
- COVID-19
- DTaP
- Flu
- Hepatitis A
- Hepatitis B
- Hib
- HPV
- Meningococcal
- MMR
- Mpox
- Pneumonia
- Polio
- Rotavirus
- RSV
- Shingles
- Tdap

General FAQs
Vaccines have saved lives for over 100 years

Getting vaccinated is one of the simplest actions you can take to protect the health and wellbeing of yourself and others. The CDC carefully reviews safety data before recommending any vaccine and then continues to monitor its safety. Some vaccines are even required for school, work, travel, and more.

Are vaccines safe? +

Which vaccines does My Turn support? +

Why does My Turn support vaccines that aren't routine, like anthrax and smallpox? +

What is a respiratory virus? Who should get respiratory virus vaccines? +

Is it safe to get more than one type of vaccine at the same time? +

How can I learn more about the vaccine I'm receiving? +

What are the risks of getting vaccinated? +

Why do some vaccines require multiple doses? +

Haven't we gotten rid of most diseases in the U.S.? +

What do I need for my appointment? +

What if I don't have insurance or my insurance doesn't cover the vaccine? +

To find clinics, patients should enter a zip code in the 'Find a location near you' field and click the 'Search' button.

The My Turn Vaccine Locator launches.

Home Get vaccinated Get your Digital Vaccine Record Vaccine FAQs Vaccines by Age Select Language

Vaccine Locator

Zip code 94541 Search radius 25 miles Search Clear

To refine your search, adjust any relevant filters.

Age group: Select all that apply Insurance status: Select one Age group: Select one Accepts walk-in patients: No preference

Travel vaccines available: No preference

Map Satellite

Medical office
AHS - Hayward Wellness Center
664 Southland Mall, Hayward, CA 94545
See more

Medical office
AHS - Newark Wellness Center
6266 Civic Terrace Ave, Newark, CA 94560
See more

Hey California...
Let's Get Vaccinated!

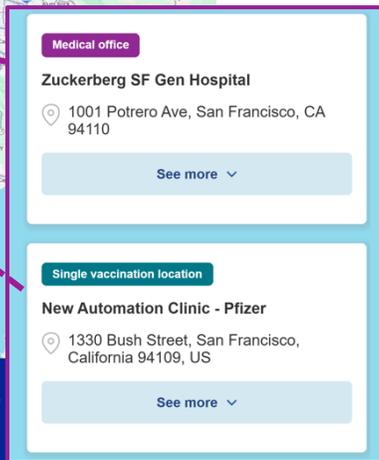
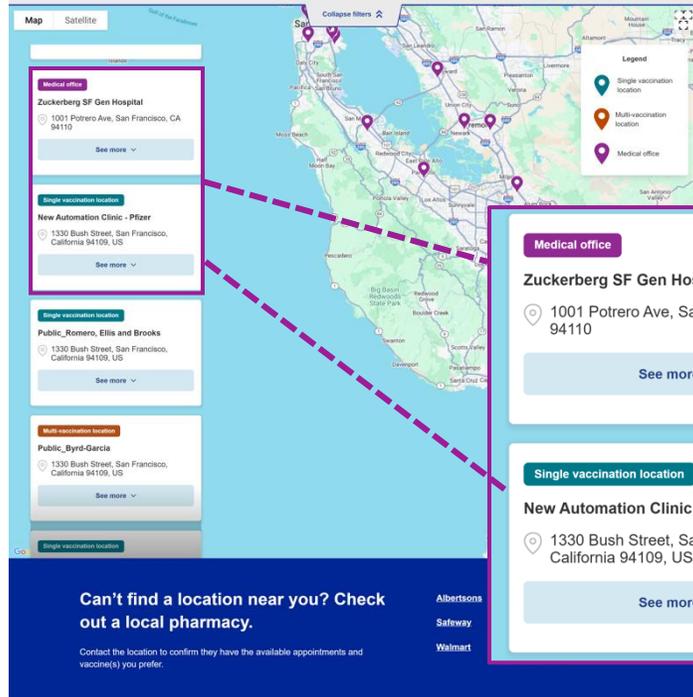
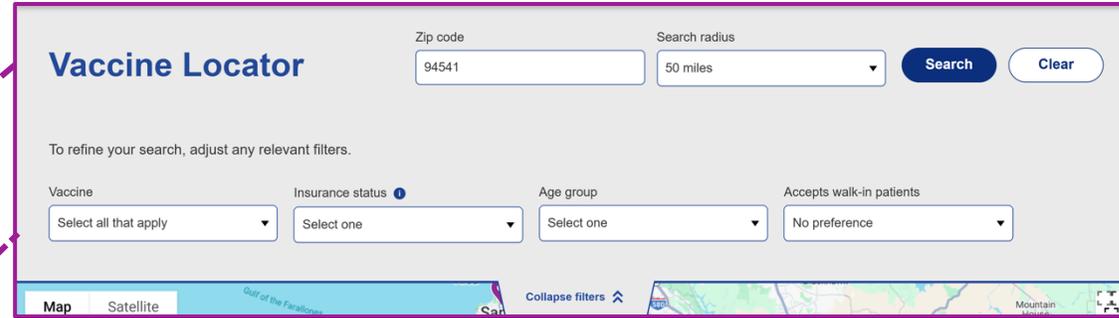
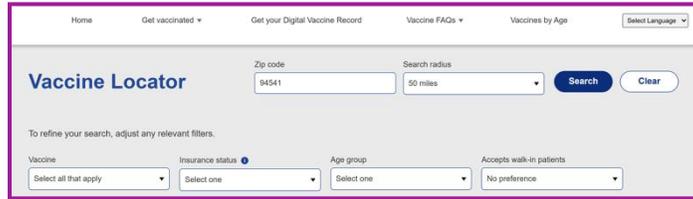
Easily find all recommended vaccines, book appointments, and access your Digital Vaccine Record, brought to you by the California Department of Public Health.

Find a vaccination location near you:
5 digit zip code Search

Options
English
Chinese
Chinese (Simplified)
Chinese (Traditional)
Chukchee
Chuvash
Corsican
Crimean Tatar (Cyrillic)
Crimean Tatar (Latin)
Croatian
Czech
Danish
Dari
Dhivehi
Dinka
Dogri
Dombé
Dutch
Dzongkha
English

Patients Can Find Vaccine Sites on My Turn Public (2 of 2)

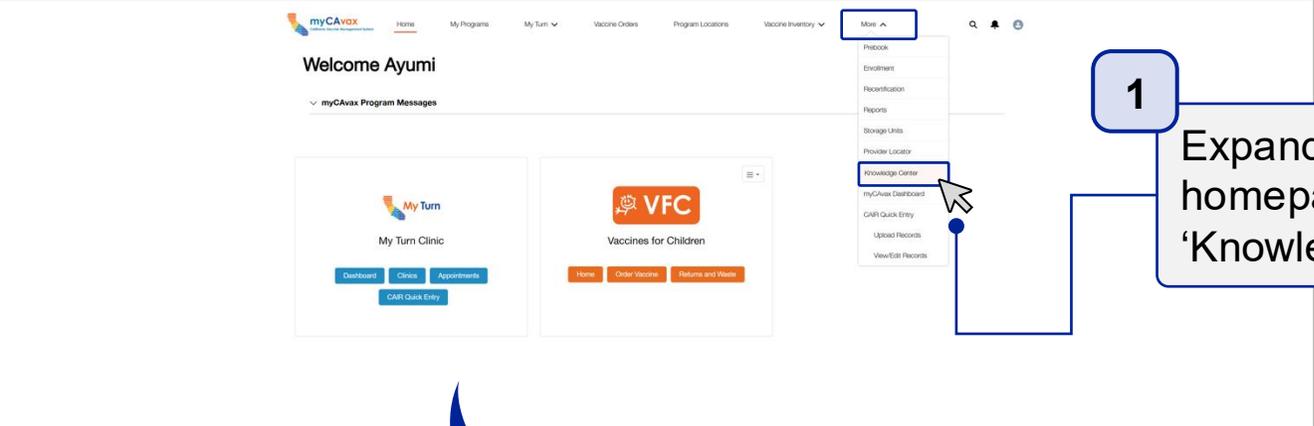
Patients can **filter** and see contact information for vaccine sites.



The Vaccine Locator is also available in **multiple languages**.

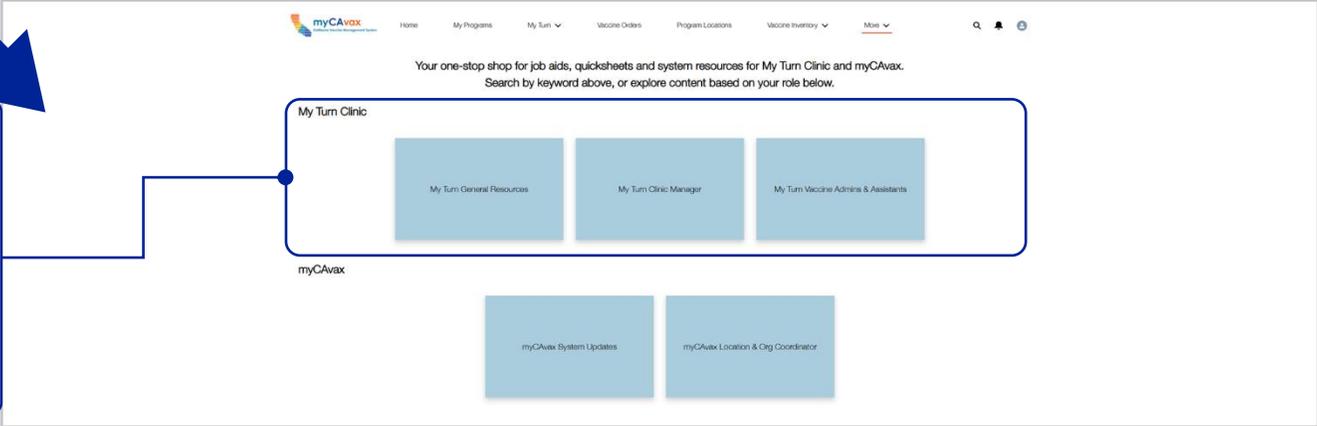
Support Resources

Navigating to the Knowledge Center in My Turn



1 Expand the 'More' tab from the homepage and select the 'Knowledge Center' tab

2 The system will now redirect you to the 'Knowledge Center' where you can access My Turn resources



Support Resources (1 of 2)

CDPH Vaccine Program Support Resources

Provider Call Center (PCC)	<p>The Provider Call Center (PCC) is dedicated to support medical providers and local health departments in California, specifically addressing questions about state program requirements, enrollment, and vaccine distribution.</p> <ul style="list-style-type: none">• Phone: 1 (833) 502-1245• Email: providercallcenter@cdph.ca.gov
Virtual Assistance	<p>Providers must login to myCAvax and click the 'Chat with us' button on the bottom right of the screen to engage the Virtual Agent.</p>
Knowledge Center in My Turn	<p>The Knowledge Center in My Turn houses key job aids and videos that are updated every release. My Turn login credentials required.</p> <ul style="list-style-type: none">• Access the Knowledge Center in My Turn

Support Resources (2 of 2)

General Vaccine Resources		Immunization Registries	
General CA Immunization Guidance	<p>Updated law to ensure Californians have access to life-saving vaccines and screenings</p> <p>Public Health for All</p>	CAIR (California Immunization Registry)	<p>The main immunization registry organization for most counties across California:</p> <p>California Immunization Registry</p>
Respiratory Virus Resources	<p>Information about Flu, COVID-19 and Respiratory Syncytial Virus</p> <p>Respiratory Viruses</p>		
CA Schools and Immunizations	<p>Information about immunizations required for school and child care entry in California</p> <p>ShotsforSchool.org</p>	Healthy Futures / RIDE (Regional Immunization Data Exchange)	<p>The immunization registry serving Alpine, Amador, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, and Tuolumne counties.</p> <p>MyHealthyFutures.org</p>
General CA Provider Guidance	<p>Multiple resources, trainings and guidance for CA's immunization providers</p> <p>EZIZ.org</p>		