

When to request support

When to request clinical support:

- Parent or guardian requests a call back from medical staff
- A complaint is received
- Vaccination consent form is not signed or is incomplete
- Expired vaccine batch given
- Additional vaccinations given
- Always record any actions you take in the comments section on SIS and on the form

When to request SIS admin support

Contact your super user if:

- You are having problems with log in details
- You need a new location set up
- You need a vaccination deleted to resolve a data entry error (s)
- A new user requires training and system access

When to request SIS admin support

Contact SIS central administrator for:

- Errors with accessing the system or reports
- Errors while using the system or reports
- Deletion of duplicate records
- Reports access requests
- Vaccine batch activation
- sis.support@hse.ie