How to get access to CAIR (Care Assurance Improvement Resource)

Do you have an LDAP username? (e.g. Josepb001)

- Yes
  - Have you already applied for access to CAIR?
    - Yes
      - Login here
      - User Access System (click Login)
      - Refer to Requesting access to CAIR - step by step visual guide
    - No
    - Register here
    - User Access System (click Register)
    - Refer to Requesting an LDAP username and password - step by step visual guide

- No
  - I'm not sure
  - Refer to Requesting an LDAP username - step by step visual guide

Do you know the password?

- No
  - Contact Customer Support
  - nss.csd@nhs.net
  - 0131 275 7777

- Yes
  - Log into CAIR here
  - Quick user guide
The level of access requested affects what data you can see. The Ward / Community Team view will give you the most information. See the diagram below.

If you have applied for the wrong level of access please refer to the “Removing access and changing the level of access in CAIR - step by step visual guide” for guidance as to how to change this.