

ImmForm Helpsheet 1 – The ImmForm Helpdesk

This helpsheet describes the role of the ImmForm helpdesk.

ImmForm helpdesk number

A dedicated telephone helpline has been set up for customers to contact the ImmForm Helpdesk. It is **0844 376 0040** (calls are charged at standard rates, but may be significantly higher from mobiles – check with your telephone service provider). ImmForm Helpdesk service hours are 9:00 am to 5:00 pm on working days (answer phone outside of these hours).

- Please note that this number is only for requests or problems concerning the use of ImmForm, including vaccine ordering, registration, change of user contacts etc. For any queries about vaccine deliveries, please contact Movianto Customer Services on 01234 248632 or email them at customercare.uk@movianto.com.

There are a number of helpsheets available that may answer your query, so please check these first. The helpsheets cover items such as:

- recommended minimum system requirements for ImmForm
- troubleshooting
- how to register for ImmForm
- how to place a vaccine order

There are different dedicated support teams for vaccine uptake surveys, so please make sure you contact those teams in the first instance (see the ImmForm Helpsheet 6 – Contact Points).

Tip: ImmForm Helpsheets are published on the DH website at www.immunisation.dh.gov.uk/immform-helpsheets

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