

REGISTER YOUR SERVICE

Registering your Service allows you and others within your Service or Organisation access to the LINC CIARR Register. Registration is **MODERATED**, and only open to those Community Service Organisations listed in the 'Select your Service' drop list at the top the Registration page form. If you believe your Service has a genuine need to be added to this list, please contact the site Administrator via the 'Contact the Register Administrator at LINC' link on the [home page](#).

Only ONE registration per service is allowed - so if someone at your service has already registered, they will have access details for this site which you can also use - you will not be allowed to re-register for the same Service!

Any Email address you provide will be checked for validity. Username's will be checked for uniqueness, and Passwords must contain at least 1 Number, and must be composed of ONLY alpha-numeric characters (no symbols)! Notes about this form:

- i. **ALL FORM FIELDS ARE REQUIRED** for successful submission of this form.
- ii. **Select your Service** - you **MUST** select your Service from this list. Remember, only one account per Service!
- iii. **First Name** and **Surname** fields will accept any characters usually used in a persons name (such as apostrophes and dashes)
- iv. **Email Addresses MUST be VALID** to accept changes made to this form. Many automated email's are sent by the CIARR Register (especially by the Registration and Account Management system) - so we perform a number of validity checks against your email address before we accept and store it in our database. This prevents the system from wasting time and computer resources trying to send email to addresses that do not exist.
- v. **Phone numbers MUST be entered as 8-digit numbers only** - no spaces, dashes and no area code is required.
- vi. **Usernames** **MUST** contain between 5 - 15 characters - being lowercase, a-z only
- vii. **Passwords** **MUST** contain between 6 - 10 characters - being **alpha-numeric with at least one number**
- viii. The **Select a Password** and **Confirm Password** fields **MUST** match.

Successfully completing the form will:

- i. Send you a Confirmation of your Registration for your records, and to indicate to you that your registration has been received and is now in the queue for Moderation by the Site Administrator at LINC
- ii. Send an email to the Site Administrator at LINC, notifying her/him of your Registration, and prompting its Moderation
- iii. **NOT PROVIDE IMMEDIATE ACCESS TO THE REGISTER** - the Site Administrator will Moderate (review, and either accept or decline) your Registration, and you will only be granted access if your Registration is accepted.

You will receive notification of your outcome in the Moderation process, once again, via email. If your Registration is accepted, your account is now Activated and ready for use.

Alt + S Focus the **Select your Service** field

Alt + N Focus the **First Name** field

Alt + L Focus the **Surname** field

Alt + E Focus the **Email Address** field

Alt + F Focus the **Telephone** field

Alt + U Focus the **Username** field

Alt + P Focus the **Password** field

Alt + C Focus the **Confirm Password** field

FORGOT YOUR PASSWORD?

Use the form provided on this page to retrieve your lost Password.

Please remember that your password is stored in our database using a non-reversible encryption method - implying that your password can never actually be retrieved. What this mechanism does do is to generate a random (and thus, temporary) password for you - when you log in with this password, you will be asked to change it to something more memorable and personal to you (before you can do anything else on the system) - you should only ever have to use this generated password once and once only. Please contact the Site Administrator if this is ever not the case - use the 'Contact LINC' page to drop us an email!

All that is required of you to regenerate a new password is your **SERVICE'S REGISTERED EMAIL ADDRESS**. The Registered Email Address for your Service is the one that appears on the 'Your Service Profile' page - it is usually the email address of the person at your Service who is the point of Contact for access to the CIARR Register; or the person at your Service who initially created the Service account in the Register.

Notes about this form:

- i. the **Registered Email Address** field requires a **VALID** (real and working) and **REGISTERED** (in our User database) Email Address to allow you to retrieve your Password. Failure to provide a valid and registered email address results in failure to retrieve your password.

Keyboard Shortcuts used on this page

Alt + E Focus the **Registered Email Address** field

MEMBERS HOME PAGE

The Members Home Page is displayed immediately after you have successfully logged in (except in the instance where you have used the 'Forgot your Password' mechanism, and this is your first login - see the '[Forgot Your Password](#)' help file); or whenever you are logged in and click the 'Home' link at the bottom of the interface screen. This page provides an array of information about your account:

- i. Your **Registered Service Name** - for confirmation.
- ii. The **date of your Last Visit**
- iii. The total number of CIARR records (recorded in the Register) that are managed by your Service.
- iv. The Date on which your most recent CIARR Registration was made.

The Members Home Page also displays a **Chart of your Registration activity over the past 6 months**. This Chart illustrates:

- i. The number of CIARRs Registered by your Service over the past 6 months, where the CIARR Record was NOT LEFT AT THE HOME of the Client - displayed as a **green column**.
- ii. The number of CIARRs Registered by your Service over the past 6 months, where the CIARR Record was LEFT AT THE HOME of the Client - displayed as a **red column**
- iii. TOTAL CIARRs Registered (i + ii) - displayed as a **blue dotted line**

The chart may display with an erratic numbering system while your counts for each of (i), (ii) and (iii) above total less than 9 or 10 records. This is due to a limitation of the Charting software, and a work-around is currently being sought.

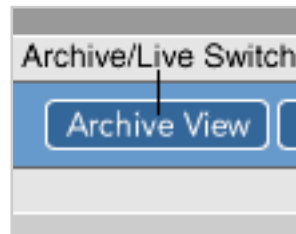
SEARCH THE REGISTER

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PAGE 1

The core service performed by the CIARR Register is to provide a user-friendly and effective means of searching the growing number of records. As a result of this, the Search interface has been designed to be both powerful and easy to use.

All search parameters are Optional fields - clicking the 'Search the Register' button without having specified any search parameters merely returns ALL available records - both **LIVE** and **ARCHIVED**. ARCHIVED records for any search are accessed via the 'Archive' button above the search Results:

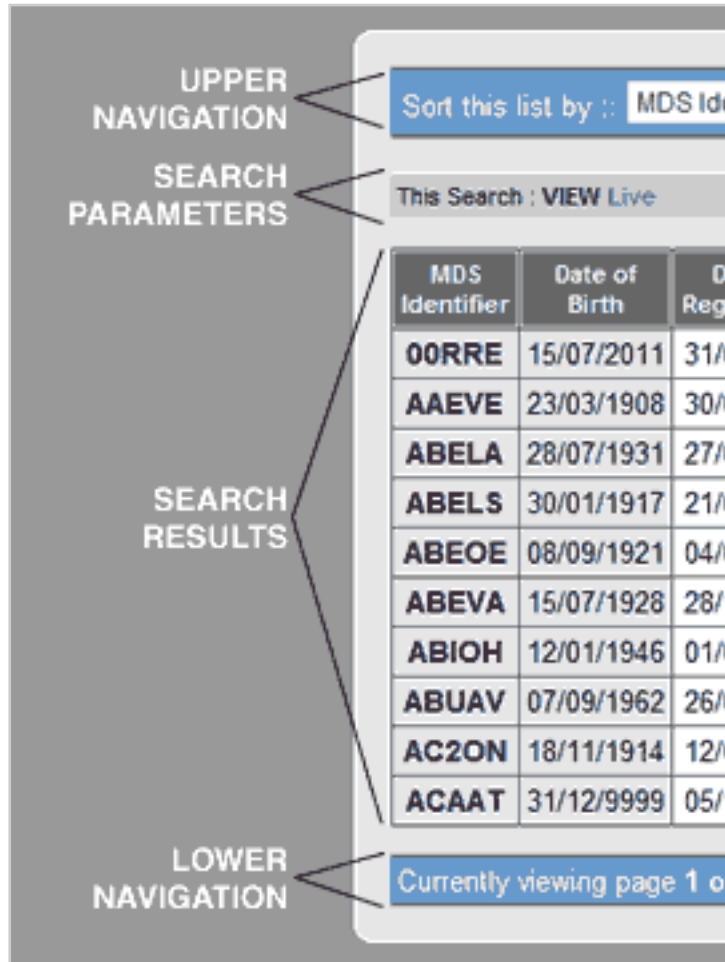


Notes about this form:

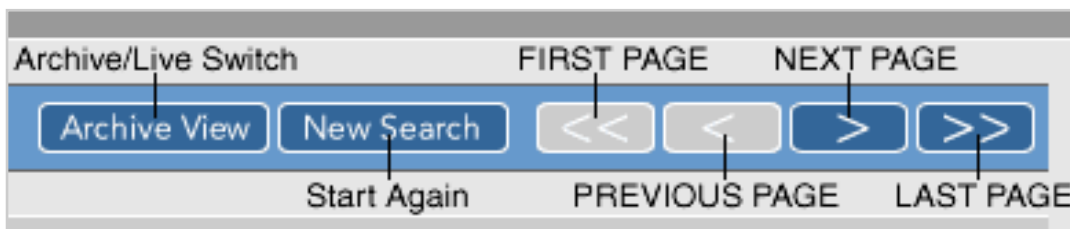
- i. **ALL FORM FIELDS ARE OPTIONAL**
- ii. **MDS Identifier** - if used, MUST contain UP TO 5 Alpha-Numeric characters ONLY. You can use less than 5 characters, where, for instance, you might know the first 3 characters. You CANNOT use a Wildcard (such as * or %) - these are NOT alpha-numeric characters.
- iii. **MATCH** - replaces the use of a Wildcard (such as * or %). You can choose to search for the MDS Identifier character combination **exactly, anywhere in the MDS Identifier string, at the beginning** of the MDS Identifier string or **at the end** MDS Identifier string.
- iv. **Registered Service** - limit search results to one Service only.
- v. **Limit results to Records Registered** - limit search results by the length of time Records have been Registered.
- vi. **Date of Birth** - limit by just a day, month , or year; or any combination.

- Alt + I** Focus the **MDS Identifier** field
- Alt + S** Focus the **MATCH** field
- Alt + R** Focus the **Registering Service** field
- Alt + T** Focus the **Limit results to Records Registered** field
- Alt + D** Focus the **Date of Birth - DAY** field
- Alt + M** Focus the **Date of Birth - MONTH** field
- Alt + Y** Focus the **Date of Birth - YEAR** field

The Search Results interface is composed of 4 distinct areas:



- i. **Upper Navigation - Results Sorting** - sort by any visible field; **Archive/Live Switch** - show only Archived or Live records; **New Search** - start again!; **Results Pagination control** move to the First, Previous, Next or Last page (these controls are GREY when there are no further pages in either direction - ie: they are greyed out when inactive).



- ii. **Search Parameters** - your selected search parameters (from Page 1) are displayed.
- iii. **Search Results** - Display record summaries, with links to **View** (for all users) and **Edit** (only for Records under your Service's management)
- iv. **Lower Navigation** - displays **TOTAL number of Pages**, with 10 records per page. Also provides numbered, page by page navigation, displayed in sets of 10 (click ...<< or >>... to jump between the Previous 10 or Next 10 pages)

Currently viewing page 11 of 411

➔ ...<< 11 12 13 14 15 16 17 18 19 20 >>...

When switching between Live and Archive view (or vice-versa), the Search mechanism which page you were last at in each mode - so, for example, lets say you navigate to Page 3 in Live View, then switch to Archive and navigate to Page 10 in Archive View. Then you return to Live view - and once again return to Page 3. When you next navigate into Archive view, you will return to Page 10. This behaviour continues until you (a) click the 'New Search' button or (b) click on 'Search the Register' in the main navigation area - beneath the site banner.

Alt + S Focus the **Sort this List by** field

VIEW CIARR

Main functions available from the 'View CIARR' Page:

- i. **Return to Search Results** - jump back to the last Search Results page you were at.
- ii. **Edit CIARR** - jump to the Edit screen for the selected CIARR Record - only available where your Service manages the selected record
- iii. **Print View** - format the selected CIARR record for printing.
- iv. **Delete CIARR** (Administrators only) - remove a CIARR from the system - without confirmation! Use with caution.

Keyboard Shortcuts used on this page

There are no Keyboard Shortcuts used in this page.

EDIT CIARR

You can Edit any selected CIARR Record that is managed by your Service. You will not have the ability to modify other users records, unless you are an Administrator.

The requirements of this form are outlined below:

- i. **CIARR is Archived** - as the 'owner' of this record, your Service will be the only one (other than the Site Administrator) that can Archive a CIARR record. Please note that Archived records are still searchable - that is, they are only flagged as archived, and are not deleted from the system entirely. Note also, that if you mark a CIARR Record as Archived, you **MUST** provide a Reason for its archiving - you can select on from the 'CIARR is Archived - Reason' drop list.
- ii. **Special Needs** - optional field - add as required.
- iii. **CIARR left at Home** - defaults to 'No' - the most common case. Optional - modify this field as required.
- iv. **Registering Service and Date of Registration** - these fields are **NOT CHANGEABLE** - you can Register CIARR Records on behalf of your Service **ONLY**. The Date Registered actually displays the date and time **NOW!**
- v. **CAA Fields** are optional - please complete them as required.

Keyboard Shortcuts used on this page

- Alt + M** Focus the **MDS Identifier** field
- Alt + A** Focus the **CIARR is Archived** field
- Alt + R** Focus the **CIARR is Archived - Reason** field
- Alt + G** Focus the **Gender** field
- Alt + S** Focus the **Special Needs** field
- Alt + L** Focus the **CIARR left at Home** field
- Alt + C** Focus the **CAA Service** field
- Alt + F** Focus the **Case Manager - First Name** field
- Alt + N** Focus the **Case Manager - Surname** field

REGISTER A NEW RECORD

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PAGE 1

Please provide the MDS Identifier, Gender and Date of Birth for the Record you wish to add. The Register will then perform a search, attempting to find an exact match of the MDS Identifier/Gender/DOB combination you intend to add. If it does not already exist, you will be prompted to continue the process to add the New CIARR Record. If it does (implying an exact match of ALL information you provide on Page 1), you will be asked to cancel the process and start again with a new MDS Identifier. Notes about this form:

- i. **MDS Identifier** is the only required field - both the Gender and DOB are optional and required only if known by you. Further, the date can be added piecemeal - meaning you can add just a day, month, or year, or any combination - this is for the situation where you know a Client was born in, say, 1940, but you don't know their exact birth date.
- ii. **Gender** will always default to 'Undetermined'

Keyboard Shortcuts used - Page 1

- Alt + I** Focus the **MDS Identifier** field
- Alt + G** Focus the **Gender** field
- Alt + D** Focus the **Date of Birth - DAY** field
- Alt + M** Focus the **Date of Birth - MONTH** field
- Alt + Y** Focus the **Date of Birth - YEAR** field

PAGE 2

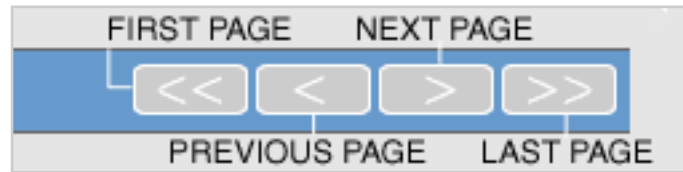
The second page in the New CIARR Registration process provides both a summary of your search criteria, and the results of the search.

If your search criteria is not matched at all, or not exactly matched (ie: let's say, the same MDS Identifier, but a different DOB) by an existing record in the Register, you will be allowed to continue registering the New CIARR Record.

If, however, there is an exact match of your search criteria (say MDS Identifier AND DOB) against an existing record, the system will assume your registering this CIARR will duplicate information. In this instance, the Register will NOT ALLOW you to continue with the registration process - your only option is to cancel the registration.

Any matching CIARR records are listed in an interface similar to that of the '[Search the Register](#)' results page - implementing both the same display of records, the ability to view the detail of any record, and the ability to page through results (where there are 11 or more matches - which is unlikely).

Thus the same navigation elements appear on this page - such as the page navigation buttons:



Keyboard Shortcuts used - Page 2

There are no Keyboard Shortcuts used in this page.

PAGE 3

The third page in the New CIARR Registration process allows you to add the remaining detail of your new CIARR Record - however you can only get to this page by passing the match test on page 2!

Any information you provided on page 1 (MDS Identifier, Gender and DOB - Day, Month and/or Year) will already be filled in for you in this form - so you do not need to repeat enter the same information. The remaining requirements are outlined below:

- i. **CIARR is Archived** - as the 'owner' of this record, your Service will be the only one (other than the Site Administrator) that can Archive a CIARR record. Please note that Archived records are still searchable - that is, they are only flagged as archived, and are not deleted from the system entirely. Note also, that if you mark a CIARR Record as Archived, you **MUST** provide a Reason for its archiving - you can select on from the 'CIARR is Archived - Reason' drop list.
- ii. **Special Needs** - optional field - add as required.
- iii. **CIARR left at Home** - defaults to 'No' - the most common case. Optional - modify this field as required.
- iv. **Registering Service and Date of Registration** - these fields are **NOT CHANGEABLE** - you can Register CIARR Records on behalf of your Service **ONLY**. The Date Registered actually displays the date and time **NOW!**
- v. **CAA Fields** are optional - please complete them as required.

Keyboard Shortcuts used - Page 3

Alt + M Focus the **MDS Identifier** field

Alt + A Focus the **CIARR is Archived** field

Alt + R Focus the **CIARR is Archived - Reason** field

Alt + G Focus the **Gender** field

Alt + S Focus the **Special Needs** field

Alt + L Focus the **CIARR left at Home** field

Alt + C Focus the **CAA Service** field

Alt + F Focus the **Case Manager - First Name** field

Alt + N Focus the **Case Manager - Surname** field

YOUR SERVICE PROFILE

Use the form provided on this page to update your Service Contact Information. By maintaining this information as required, other Users of the CIARR Register can easily contact you regarding any CIARR they may be working with.

In the case that your regular contact person at your Service leaves or otherwise stops working for your Service, you can use this page to add details of a new contact person at your service. Be sure to update their email address and phone numbers as required.

Notes about this form:

- i. the **First Name** and **Surname** fields will accept any characters usually used in a persons name (such as apostrophes and dashes)
- ii. **Email Addresses MUST be VALID** to accept changes made to this form. Many automated email's are sent by the CIARR Register - so we perform a number of validity checks against your email address before we accept and store it in our database. This prevents the system from wasting time and computer resources trying to send email to addresses that do not exist.
- iii. **Phone numbers MUST be entered as 8-digit numbers only** - no spaces, dashes and no area code is required.

It is important to regularly [change your password](#) - to maintain the security of the system, and the Integrity of your Service's CIARR data. You can do so by clicking the 'Click here to update your Password' link. Please note that the form also displays the date when you last updated your password, for your information.

Keyboard Shortcuts used on this page

- Alt + N** Focus the **First Name** field
- Alt + L** Focus the **Surname** field
- Alt + E** Focus the **Your Email Address** field
- Alt + F** Focus the **Telephone** field

CHANGE YOUR PASSWORD

This page allows you to change your Password. Your password (in combination with your username) is your key to accessing the CIARR Register, and although our Register does not contain highly sensitive, personal information about Clients, accessing it is a privilege and should be regarded as such - so keep your access codes safe at all times, and do not distribute them to people outside of your Service.

For these reasons, your passwords should always meet these criteria:

- i. we suggest you make your password something memorable
- ii. you **MUST USE AT LEAST ONE NUMBER** (0 - 9) in your password
- iii. your password must be between 6 and 10 characters long

You would have arrived at this page for one of two reasons:

- i. You have chosen to change your password by linking here from the '[Your Service Profile](#)' page
- ii. You have forgotten your password, and used the '[Forgot Your Password](#)' screen to have the system generate a temporary password and email it to you. When you log in for the first time with this password, you will be forced to change it to something more personal - and you will remain at this page until you do.

Either way, the procedures of this page remain the same - with the exception that in case (ii) above, you cannot access any other page in the site until you do change your password to something more memorable and personal.

Both password fields must match to allow a change of password to occur. This measure is implemented to ensure you have typed your password correctly before it is changed. If both of your passwords do NOT 'match, a pop-up alert window will inform you of the error - you can click 'OK' in this window to try again.

Keyboard Shortcuts used on this page

Alt + P Focus the **New Password** field

Alt + C Focus the **Confirm Password** field

YOUR SERVICE RECORDS

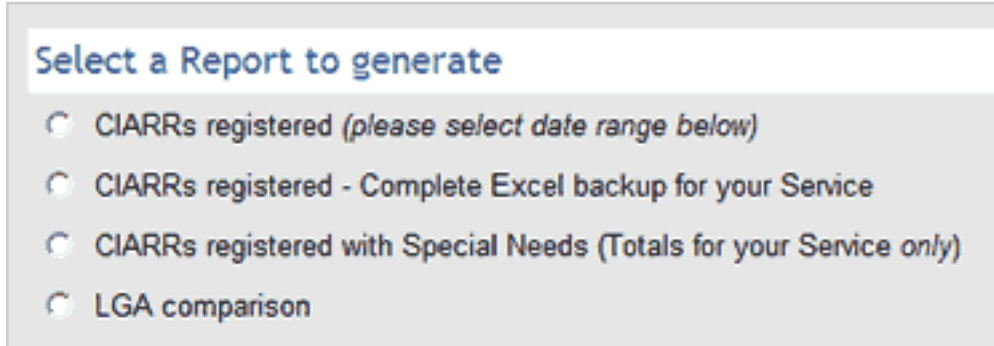
This page reflects exactly the same function as the ['Search Results'](#) page, and with the same interface features and navigation - the only difference being all records in this list are managed by your Service, and thus editable by you.

Keyboard Shortcuts used on this page

There are no Keyboard Shortcuts used in this page.

REPORTS AND CHARTS

Produce a variety of **Charts and Reports**, and **download all of your Service's CIARR Data (optionally defined within a date range that you can specify)** as a dynamically generated Excel Spreadsheet.



Select a Report to generate

- CIARRs registered *(please select date range below)*
- CIARRs registered - Complete Excel backup for your Service
- CIARRs registered with Special Needs (Totals for your Service only)
- LGA comparison

- i. **CIARRs Registered** - *(Chart and Excel download - select your Date Range)* - Select this option to view a Chart of your Registration activity from 1998 to the present. Also, download an Excel spreadsheet containing the CIARR records registered during your selected date range. Selecting a Start and End Date is Mandatory - but can range from one month to the maximum length of time available. Further, start date and end dates are validated - so a start date must precede an end date.
- ii. **CIARRs Registered - Complete Excel Backup** - *(Excel download)* - **One-click to download ALL of your Registered CIARR data** as a dynamically generated Excel Spreadsheet, so it will contain even recently added data.
- iii. **CIARR's Registered - WITH SPECIAL NEEDS** - *(Chart)* - A chart displaying the total number of CIARRs registered by your Service that required a Special need, displayed as a total per Special Need. Only those Special Need categories that your organisation has Registered CIARR's in will display on the chart.
- iv. **LGA Comparison - Total CIARR's Registered per Service within your LGA** - *(Chart)* - Displays a comparative view of total CIARRS registered by all Services in the same LGA(s) as your Service.