

QIPPS Manager User Guide

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1. Types of access to QIPPS

QIPPS has two levels of access;

1. **Analyst**

The majority of users in an organisation will be setup as Analysts. Analysts can create, edit, copy and export project in the organisation's library, and search through the Public and Subscriber libraries.

2. **Manager**

Staff members with Manager level access have some additional **functionality** available once logged into QIPPS. This includes;

- Capacity to create/edit/delete logins for Analysts
- Add entries to drop-down field lists (such as target groups, priority issues or theoretical models)
- Delete projects
- Set a "Confidential" status to a project

2. The role of the QIPPS manager

QIPPS Managers are the central point of contact for an organisation's QIPPS users (analysts) and are generally more experienced users – providing support in planning and evaluation as well as being able to answer basic QIPPS queries.

Additionally, the QIPPS Manager has a quality management role of maintaining the data that the organisation contributes to the website. Specifically this applies to the administration of user passwords and ensuring that the customized drop-down field lists are relevant and reflect the organisations internal priorities.

The name(s) of the QIPPS managers are shown as the 'contacts' for the Public and Subscriber library projects – and therefore could be contacted via email from any QIPPS subscribers wanting more information about a particular project.

QIPPS managers are viewed as the first point of contact for the organisation by the QIPPS office.

Who has manager level access?

Subscribing organisations are encouraged to have a maximum of two manager logins. These logins are often assigned to a staff member employed in a health promotion capacity and to another appropriate staff member. In some situations more than two manager level logins can be allocated, please contact the QIPPS Helpdesk if your organisation would like to have more than two.

Who sets up manager level access?

The QIPPS Helpdesk is responsible for creating/resetting/deleting manager logins. Please phone or email the helpdesk as required.

3. Core tasks

Creating/editing/deleting analyst logins

To **create** a new login;

1. Go to My QIPPS/My QIPPS Details
2. Click on [Add New Analyst].
3. You are then required to enter the individual's full name, email address, username and assign a password. **Passwords can be any length, are case sensitive and can involve characters and numeric characters.** As you enter the password, black dots come up – i.e. you can't see what you are typing in. This is called an encrypted password and it's a secure method for setting passwords. This is why you have to type the password in, and then confirm it by re-typing in the next box down.
4. Click [Save].

The screenshot displays the 'Analysts' management page. At the top, there is a table with the following data:

Name	Email	Username	
sue rosenhain	susanr@qipps.com	suerosie	Edit Delete

Below the table is a button labeled 'Add new analyst'. Underneath is a form for adding a new analyst with the following fields:

- Name: New Analyst
- Email address: analyst@qipps.com
- Username: analyst
- Password: [masked with dots]
- Confirm password: [masked with dots]

At the bottom of the form are 'Save' and 'Cancel' buttons.

To **edit** a login;

1. Go to My QIPPS/My QIPPS details
2. Click on Edit on the right hand side of the login you wish to edit
3. Make the change(s) required – such as changing a name, email address etc OR most commonly, resetting a forgotten password by deleting existing password from BOTH boxes and setting a new one.
4. Click [Save].

To **delete** a login (as staff members leave etc);

1. Go to My QIPPS/My QIPPS details
2. Click on Delete on the right hand side of the login you wish to remove – it will delete immediately, so be sure that you want to delete it!

Deleting projects

It is important to review projects in your organisation’s database on a regular basis and delete any defunct or test projects. A ‘quality’ database will be created by implementing health promotion policies and procedures across the organisation that ensure consistent and coordinated approaches to health promotion, needs assessment, planning and evaluation.

A QIPPS manager is able to delete projects and organisational plans in their entirety from the organisation’s database. Go to My QIPPS/List Projects. On the right of the screen you will have an option to [Delete].

NB: This option needs to be used with care: once a project is deleted, it cannot be undone – however, QIPPS can supply MS Word backups of all projects that can be copied and pasted back into QIPPS.

Drop-down field lists

These fields allow you to choose from a pre-defined list of entries. Some of the list entries are ‘universal’ meaning they were added by the QIPPS team and all subscribers will see these entries. However, the majority of entries have been/need to be pre-defined by your organisation, and added by the QIPPS managers.



It is important to utilise these pre-existing lists. Selecting from these pre-listed target groups will;

- Improve the results of searches
- Encourage effective links between projects and “bigger picture” organisational-wide priorities.
- Build an evidence-based library of health promotion/community development work that is standardised and accessible.

If analysts attempt to enter an additional item to these lists (by selecting “Other”), they will be prompted to contact their QIPPS manager.

It is recommended that you develop an internal policy about the decision-making process for adding to the lists as well as the “rules” for content i.e. City of Port Phillip OR Port Phillip City Council.

NB: Whilst managers can add to drop-down lists, only the QIPPS Helpdesk can remove entries from your lists. Please email the helpdesk with any requests you have for deletion as part of maintaining your organisation’s slice of QIPPS.

List	Rationale	Do’s and Don’ts
Section: Planning Page: Details Field: Theme	Aims to assist practitioners in large organisations to work collaboratively within major themes or locations by permitting individual projects from diverse program areas to be clustered under the one theme. i.e. a theme such as Children’s Health might include several different projects that have been written up in separate QIPPS templates/files; that is: - An exercise project - A nutritional project	<input checked="" type="checkbox"/> DON’T duplicate this list in; <ul style="list-style-type: none"> • the Priority Issue list • the Program Area list

List	Rationale	Do's and Don'ts
Section: Planning Page: Organisations Field: Lead Org	The coordinating organisation or facilitator of a project.	<input checked="" type="checkbox"/> DO populate this list with the titles of organisations with which you frequently work/receive funding.
Section: Planning Page: Organisations Field: Partner Orgs	Organisations with whom you have agreed "to work co-operatively towards shared and/or compatible objectives".	<input checked="" type="checkbox"/> DO list relevant funding bodies and local and community organisations with whom you commonly work.
Section: Planning Page: Organisations Field: Sector	Use this list to provide further context for Lead and Partner organisations.	<input checked="" type="checkbox"/> DO keep in mind that this list constitutes a useful part of the QIPPS search.
Section: Planning Page: Organisations Field: Program Area	Aims to assist internal identification allowing your organisation to file projects under different categories. It may also assist with quality management, and sourcing projects particularly, when there are a large number of projects in your organisation's QIPPS library.	<input checked="" type="checkbox"/> DON'T duplicate this list in <ul style="list-style-type: none"> the Priority Issue list the Project theme list
Section: Planning Page: Needs Field: Priority Issue	List the health or social issues that your organisation is currently prioritising or that need to be addressed.	<input checked="" type="checkbox"/> DO ensure that these priority issues reflect the organisational priority. <input checked="" type="checkbox"/> DO review the Click on Help for this item – it includes pertinent current priority lists and links to government and funding body website.
Section: Planning Page: Needs Field: Org Priorities	Aims to foster the relationship between the individual project and your organisational planning processes. An organisational priority is an overarching, longer term priority.	<input checked="" type="checkbox"/> DO review this list annually to ensure that it reflects current priorities.
Section: Planning Page: Groups Field: Target Groups	The function associated with adding groups to the lists involves three different lists, as follows: <ol style="list-style-type: none"> Population Group Background/CALD Details 	<input checked="" type="checkbox"/> DO remember that the purpose of the target group lists is to provide a commonly accepted framework that will be scanned by the search function. It therefore needs to provide an accurate snapshot of the target population, and does not need to be overly specific and exhaustive. It is recommended that Individual project authors use the text field at the top of the target group page to describe the target population in some detail.

List	Rationale	Do's and Don'ts
Section: Planning Page: Groups Field: Population Groups	A general, age-related classification reflecting the portion of the population of which the target group is a member.	<u>Universal list</u> Adults Carers Children Family Men Mixed population group Older people Parents People Women Young people
Section: Planning Page: Groups Field: Background/ CALD	The Cultural and Linguistically Diverse (CALD) or background of the target group.	<u>Universal list</u> Aboriginal Afghan All CALD Anglo Australian Arabic Bosnian CALD mixed population Cambodian Chinese Cook Island Maori Croatian Eritrean Ethiopian European Fijian Greek Korean Indian Iraqi Italian Japanese Kurdish Macedonian Maltese Maori Niuean Pacific peoples Pakeha Pakistani Palestinian Filipino Samoan Spanish Sri Lankan Sudanese Tamil Thai Timorese Tokelauan Tongan Torres Strait Islander Turkish Tuvaluan Vietnamese

List	Rationale	Do's and Don'ts
Section: Planning Page: Groups Field: Details	Provides further description or context for the target group.	<u>Universal list</u> Economically disadvantaged Female Homeless Isolated Male Preschool Primary school Secondary school Same sex attracted Transgender With a disability With mental health issues
Section: Planning Page: Models Field: Theoretical Models 1 & 2	Aims to encourage the links between theory and practice. A number of models and frameworks are available.	<input checked="" type="checkbox"/> DO include a definition of any model and references.

Setting a confidential status to projects

Only managers can set a project to 'confidential' status (Planning/Details). If a project is set to a confidential status, it won't be viewable by anyone with an Analyst login in your organisation, nor will it appear in the subscriber library.

4. Maintaining your organisation's database

Annual QIPPS audit and review

Once a year (i.e. timed with your initial subscription date) QIPPS recommends you review your organisations footprint on the database. This should include a review of;

- Projects
- Current managers and analysts
- Entries to drop-down field lists (email list of deletions/amendments to QIPPS Helpdesk)

Lost data and QIPPS backups

When you save data into a project plan, it automatically overwrites anything previously saved in the project. Similarly, if a project plan is deleted, the plan is deleted from the database in its entirety. To help safeguard against mistakes daily backups are taken of all projects in QIPPS.

Backups of QIPPS projects are provided in the form of the exported MS Word documents. In the event that a project needs to be recovered, QIPPS can provide users with the MS Word version containing all the data in their project, which will then need to be copied and pasted back into QIPPS itself.

Training

Routine QIPPS training sessions are available across Australia and in New Zealand. Training is advertised via email and at <http://www.qipps.com/resources/conferences.php>

Organisations can arrange for a QIPPS trainer to resource their specific organisation. Contact qipps@qipps.com for more information.

Helpdesk

The QIPPS helpdesk is a free service available to all subscribers. The helpdesk provides two main types of support;

1. **General user support;**

Resetting passwords or getting general help with using QIPPS – this service can be accessed via phone or email, and staff are available from:

**7am to 5pm (AEST)
Monday to Friday**

2. **High-level technical support;**

The QIPPS web-server is hosted in a secure, off-site environment that is monitored 24 hours per day, 7 days per week. Therefore, disruptions to access of your organisation's project library are very rare. If you do experience problems accessing the QIPPS website, and you can access other websites, please phone the QIPPS Helpdesk immediately. If your call is out of hours, your call will be picked by the designated on-call person.

Please limit phone calls out of hours to critical support requests only.