

Technical User Notes

If you are experiencing difficulties using/accessing QIPPS, then this document is aimed at IT Support staff within your organisation who may ask technical questions about the QIPPS in order to diagnose your issues. Please call or email the QIPPS Helpdesk in the first instance if you experience any difficulties.

What is QIPPS?

QIPPS is a web-based database. There are limited technical difficulties or technical complexities that need to be dealt with at the user end. The issues that do most commonly occur are often related to web/internet connectivity and security or other web-browser settings, and are therefore best dealt with by in-house IT Support staff.

Hosting

The QIPPS web-application is hosted on a Linux server in a secure, off-site environment. The server hardware, firmware and software is maintained and monitored by our own IT department. QIPPS has sound redundancy measures in place to minimise downtime in the event of hardware failure. Server outages are very rare.

Application Language

The QIPPS web-application is developed in MYSQL with a database interface of PHP.

Web-Browsers

The QIPPS web-application is compatible with:

1. Microsoft Internet Explorer v5 and above
2. Firefox
3. Safari

Connection Issues

Difficulties for new users accessing QIPPS usually relate to their internal security settings or internet connectivity.

Check security settings, proxy server settings; browser compatibility.

Add QIPPS as a trusted site from a user's workstation, or at the proxy server.

Server Settings

On occasion in-house server settings may have trouble 'recognising' QIPPS data. Contact our helpdesk for further assistance.

Screen Resolution

The optimal setting is 1024 x 780. However QIPPS will display with screen resolutions of 800 x 600.

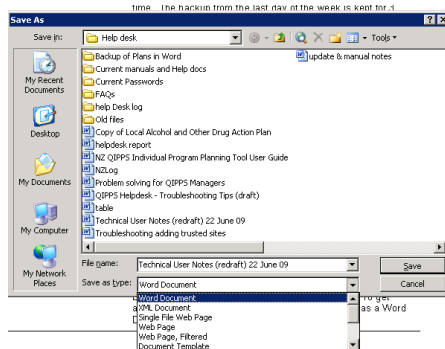
Backup and Restores

Backups of all projects are run daily. Daily backups are kept for a week. The backup from the last day of the week is kept for 3 months, and the backup from the last day of the month is kept for 24 months.

Backups of QIPPS projects are provided in the form of the exported MS Word documents. In the event that a project needs to be restored, 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.

Export to Word

Users can opt to export any of their projects, at any time, to MS Word. The QIPPS export files are created in HTML format (as*.mht files) then delivered as *.doc files. Most of the time this format will suffice. However, some functionality such as Page Breaks etc won't display in the exported document. To get around this, do a "Save As" and save the document as a Word Document file type.



User logins and passwords

There are 2 types of users in the QIPPS system – Managers and Analysts.

Manager usernames and password resets are carried out by the QIPPS Helpdesk.

Analyst usernames and password resets are managed by the users with Manager passwords in an organisation. However, if the QIPPS Manager is not known or cannot be located, Analyst logins can be reset by the QIPPS Helpdesk.

Instructions for setup of logins can be found in the QIPPS Manager User Guide.

Users can select to save their passwords in web-browsers such as Internet Explorer or Firefox so that when they enter username credentials, the password will auto-fill.
