

## QIPPS User Guide

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## 1. The QIPPS project plan – overview

The QIPPS project plan has three sections – Planning, Evaluation and Appendix. These sections are further broken down into a number of pages, and on the pages are fields in which to enter your data.

### Planning

The pages in this section are:

- Details
- Organisations
- Needs Assessment
- Groups
- Models
- Goals
- Content
- Budget

### Evaluation

The pages in this section are:

- Framework
- Process
- Impact
- Outcome
- Actuals
- Recommendations

### Appendix

The Appendix has been designed as a location to store important and relevant information. Entire documents or bodies of text can be copied into the text field of this page; web-links can be inserted and attachments can be added to the Appendix.

Up to **15 attachments** at a maximum size of 750KB each such as PDFs, Word and Excel docs/graphs, picture files etc can be added to a project.

## Linked fields

It's important to note that some of the fields in QIPPS *link* to other pages or sections – this means that data entered into the linked fields will automatically display in fields on other pages. The purpose of this is to create an association between what was planned, and what actually happened. As such, most instances of linked fields are between the Planning and Evaluation section.

The table below identifies these relationships.

Original field	Linked field	Relationship
Section: Planning Page: Details Field # 9	Section: Planning Page: Needs Field # 1	Data can be edited on either page and will automatically update the other field.
“Describe the <i>issues</i> under consideration.”	“Describe the <i>issues</i> under consideration.”	
Section: Planning Page: Groups Field # 2	Section: Evaluation Page: Process Field # 2	Data entered via drop-down boxes in Original field will automatically display in the Linked field and numbers can be entered against the target groups.
“Add a target group.”	“Identify the numbers of people ‘reached’ by the program, according to target groups.”	Target groups cannot be changed in the Evaluation section.
Section: Planning Page: Goals Fields –  Goals Objectives Strategies Tasks	Section: Evaluation Page: Framework Fields –  Evaluation Details: <i>Goals</i> <i>Objectives</i> <i>Strategies</i> <i>Tasks</i>	Data entered in Original fields will automatically display in the Linked fields. Performance Indicators, Evaluation Methods and Evaluation Findings can be entered against Objectives Strategies and Tasks.  Goals/Objectives/Strategies/Tasks cannot be changed in the Evaluation section.
Section: Planning Page: Budget Fields –  Income Source Expenditure Details	Section: Evaluation Page: Actuals Fields –  Planned versus Actual Income Expenditure	Data entered in Original fields will automatically display in the Linked fields. Actual Income and Expenditure can be entered against original data. QIPPS will automatically calculate variances between planned and actual.
Section: Planning Page: Content Field # 1	1. My QIPPS/List Projects	The first 200 words written in this field will automatically display when viewing your organisation’s list of projects.
“Write a <i>summary</i> of this project.”	2. Subscriber Library	The same 200 words will also display as an abstract of the project (along with some core details) in the Subscriber Library. This is to encourage information sharing within the industry.

## Step by step through each page of the QIPPS project plan

### Planning

<b>Planning</b>	Evaluation	Appendix
<b>Details</b>	Organisations	Needs Groups Models Goals Content Budget

Page	Overview
<b>Details</b>	<p>Records the basic details that specifically identify each project plan - e.g. Title, Author, Timeframe, Status, Theme and Type of project.</p> <p>The Details page is the only page in QIPPS with required fields. A new project cannot be saved until the Title, Author and Timeframe have been entered.</p>
<b>Organisations</b>	<p>The first field on this page identifies the QIPPS organisation that your login is assigned to – this field cannot be changed.</p> <p>However, you can define the Lead organisation for the project and up to three Partner organisations from the drop-down lists.</p>
<b>Needs</b>	<p>The purpose of this page is to clarify the problem or issue that this project will address and reflect on the most effective approach to address that issue.</p> <p>At the conclusion of work on this page you are asked to nominate up to two priority issues that this project aims to address, as well as organisational priorities.</p>
<b>Groups</b>	<p>The target groups are those members of a community for whose benefit the project or activity is being carried out. These people are usually the project participants, although in some instances the participants might be another group of people who will pass on the benefit to the target group.</p> <p>First describe the target group in your own words in the text field provided. Then use field # 2 to categorise your selection by clicking on “Add a target group” and then select from the three drop-down boxes – Population group<sup>1</sup>, CALD/Background, and Details. Further descriptions or more detailed notes about your target group/s can be entered into field # 3 on this page.</p>
<b>Models</b>	<p>The purpose of this section is to encourage the links between theory and practice. A number of models and theories are available.</p>
<b>Goals</b>	<p>Use this page to identify one or more Goals – and then the corresponding Objectives (SMART), Strategies and Tasks.</p>

<sup>1</sup> The source of the population group list is the Primary and Community Health Branch of the Victorian Department of Human Services, with some additions for New Zealand users

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<b>Page</b>	<b>Overview</b>
<b>Content</b>	<p>The purpose of this page is to create an executive summary for the project, identify the necessary skills and plan the content of your project.</p> <p><b>NB:</b> that the first 200 words contained in field # 1 form the abstract that will be visible to other QIPPS subscribers when browsing the Subscriber Library, and when looking at the list of projects for your organisation.</p>
<b>Budget</b>	<p>This page provides the capacity to develop a budget with opportunities to document income and expenditure across a number of phases.</p>

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## Evaluation

Planning	<b>Evaluation</b>	Appendix
<b>Framework</b>	Process	Impact Outcome Actuals Recommendations

Page	Overview
<b>Framework</b>	<p>The purpose of this page is to carefully plan and begin to implement the evaluation of your project. To do this most effectively, you may need to revisit previous pages to consider a number of issues.</p> <p>On this page you have the opportunity to reflect on the objectives and strategies for each goal, brought forward in their entirety from your Planning/Goals page.</p>
<b>Process</b>	<p>Process Evaluation is an assessment of the process of the project delivery. It involves an analysis of the quality of the strategies and how well they have engaged with the target group. It includes the concept of Reach, which is used to describe the numbers of people “reached” by the project.</p>
<b>Impact</b>	<p>Impact evaluation involves some analysis of how well the objectives have been achieved and includes an assessment of both intended and unintended effects.</p>
<b>Outcome</b>	<p>Outcome evaluation measures the long-term effects of a project (and therefore measures the changes expressed in the project goal/s). Achievement of goal(s) can only be expected once a number of objectives have been met and thus will often be beyond the life of the project or the scope of resources commonly found in Community Health.</p>
<b>Actuals</b>	<p>The purpose of this page is to reflect on the accuracy of the budgeting process and changes that may have occurred throughout the life of the project. In the tables provided, the Income and Planned Costs have been brought forward to the Income Source/Expenditure Details and the Budget column. You can add Actual income and costs. Any variation between the budget and actuals will be automatically calculated. Use the comments column at the bottom of the page to make notes about the details of any additional costs or the reasons behind any variations.</p>
<b>Recommendations</b>	<p>The purpose of this page is to reflect on the effectiveness of the project and to make recommendations as to whether it should be re-implemented and in what form.</p>

## Appendix

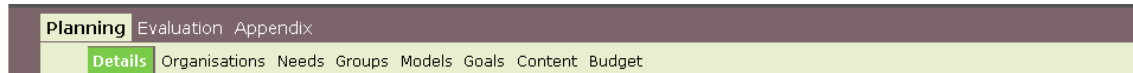
The Appendix allows you to attach additional information that is relevant to a particular project, including hyperlinks to other websites and attachments.

## 2. Working in QIPPS

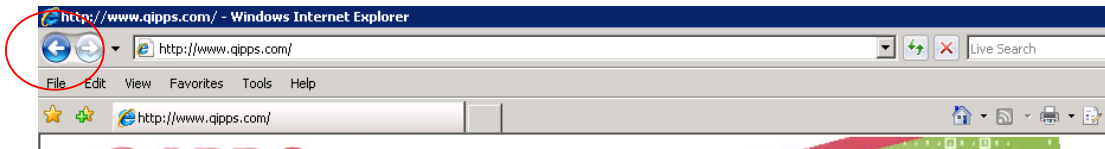
### Navigating through sections and pages

There are two ways to navigate through the sections and pages of a project;

1. To go to specific pages of a project, click on the required section in the main menu bar (i.e. Planning, Evaluation or Appendix). Pages included in each section will then be revealed in the menu bar directly below. Click on the desired page heading (e.g. Details, Organisations, Needs, Groups etc.) to move to that page.



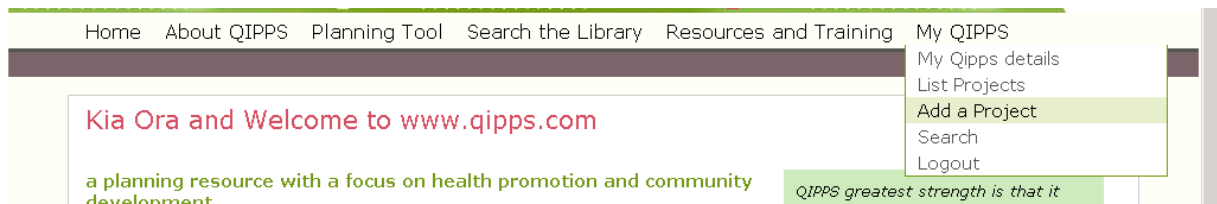
2. To move sequentially between pages, click on the [Next] button, at the top and bottom of each page. To return to the last page you were working on, use the Explorer [Back] at the very top right of your screen.



### Starting a new project

To add a new project, go to 'My QIPPS' and then select 'Add a project' from the drop down menu. The new project opens on the Planning/Details page.

**NB:** Until the *required* fields are entered on this page, the project cannot be saved, nor can you move to other sections or pages.



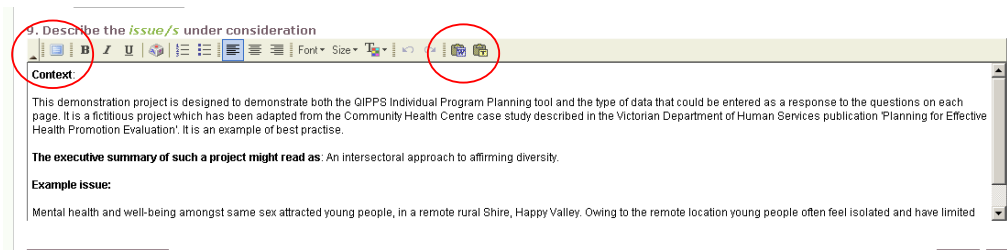
## Entering data

There are two types of fields in QIPPS;

### 1. Text fields

These fields allow for the entry of sentences, paragraphs etc. When you click into a text field, a toolbar will appear at the top of the field. You will notice that many of the toolbar icons are similar to Microsoft Word. To enlarge the text field, click on the “Maximize Editor” icon on the very left hand side of the toolbar. This displays the field on a full page. To change back to normal view, click on the same icon again.

Data can either be typed directly into text fields, or you can copy and paste text from other documents or web pages into these fields. When pasting from other documents, you can use either the “Paste from Word” or “Paste Plain Text” buttons. These buttons ‘clean’ and ‘translate’ the data you are pasting – **for a more detailed explanation of this, refer to “Pasting data” on page 9 of this document.**



### 2. Drop-down fields

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 pre-defined by your organisation.



It is important to utilise these pre-existing lists. Whilst these categories may not always perfectly match the target group you wish to identify (for example), they do represent categories that have been determined by government/funding bodies. This approach has been chosen to ensure that universally accepted definitions of population groups and other categories are included to foster broader relevance of projects.

Selecting from these pre-listed target groups will also improve the results of using the Search function in QIPPS.

Adding new entries to these lists is the role of the QIPPS Manager in your organisation. To find out more about QIPPS Managers, refer to the “QIPPS Managers” section later in this document.

## Saving data

Like many software programs, you must click on [SAVE] at the top or bottom of the page to save any new information or changes to your work. **If you click on [NEXT] or move to another page without saving first, you will lose the changes you have made.**



When you click on [SAVE] at either the top or bottom of a page, it will save changes you have made in any fields on that page. However, some data will have a specific [SAVE] button attached to it.

For example; Planning/Goals page – all Goals, Objectives, Strategies and Tasks have specific [SAVE] buttons that appear when making an entry. Clicking [SAVE] will save that entry only.

## Pasting data

### Background

QIPPS is a web-based program, and because of this it uses HTML language to format and display text. Microsoft Word uses a completely different language to format and display text. So when pasting data from Microsoft Word into QIPPS, a conversion/translation between the two languages must take place.

However, Microsoft Word is a sophisticated word processing program and it has many advanced features for formatting text – such as page breaks, tables, headers and footers, multi-layered indents, tabs and margins, text anchors, footnotes etc. These types of features are not available in HTML and so an exact conversion/translation cannot take place and this causes problems with the text once in QIPPS.

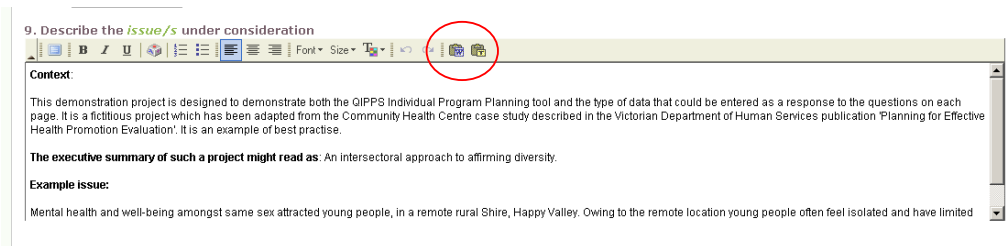
This is an issue that extends beyond QIPPS and is a global issue for anyone copying and pasting between Word and HTML/internet – hence several tools were developed to help make copying and pasting from Word into web-based programs (such as QIPPS) better – the “Paste From Word” button and the “Paste Plain Text” button. Both of these tools are available in QIPPS, and there are advantages and disadvantages to both – please refer to the table below.

Option	Advantages	Disadvantages
<p><b>Paste From Word</b></p> <p>Acts as a translator between Word and HTML languages.</p> <p>Second to last button on the toolbar in text field.</p> <p>Denoted with a “W” in front of a clipboard icon.</p>	<p>Retains <i>some</i> of the formatting from the original document.</p> <p>OK for situations where the original document is formatted very simply.</p>	<p>Because an exact translation cannot take place, some Microsoft Word language remains embedded in the text that is copied – this is what causes all the problems with the formatting and display of text once it is in QIPPS, such as;</p> <p>You can’t format the text properly using the toolbar buttons in QIPPS (eg. bold, bullets, underline etc) – ie. you can’t unbold bolded text, or can’t remove bullet points or line breaks.</p> <p>Text looks OK in edit mode, but in view mode is all out of alignment and doesn’t look like it did in edit mode – ie. font sizes might be different, bullet points might be out of place etc.</p>

Option	Advantages	Disadvantages
<p><b>Paste Plain Text</b></p> <p>Completely removes all Word formatting language and converts it to plain text which is fully understandable in HTML.</p> <p>Last button on the toolbar in text field.</p> <p>Denoted with a “T” in front of a clipboard icon.</p>	<p>Once plain text is pasted in, its easy to reformat using the toolbars in QIPPS.</p> <p>What you see is what you get – the text will be the same in edit mode as it is in view mode.</p>	<p>The text will need to be reformatted, and if it's a large body of text, this can be time consuming.</p>

## Recommendation

In the long run, the QIPPS team believe that benefits of the “**Paste Plain Text**” button will outweigh the time taken to reformat the text that has been pasted in. Where data is being copied and pasted from a variety of documents, and the project is being edited by more than one planner, using the “Paste From Word” button is likely to cause headaches. We are leaving the “Paste From Word” button in QIPPS for the time being – however this will be reviewed during Version 4 consultation.



To copy and paste, follow the four steps below:

1. Copy your data as you would normally.
2. Click in the QIPPS text field and then click the “Paste Plain Text” **OR** “Paste From Word” icon.
3. Press “Ctrl V” to paste the data into the box that appears.
4. Click OK.

Data that can be pasted into QIPPS text fields:

- MS Word text and tables, Text from other websites, Text from emails, Text from other word processing packages, Hyperlinks to other websites

Data that cannot be pasted into text fields (you can use the Appendix to add these as attachments):

- Graphs, Pictures

## Troubleshooting formatting errors in existing projects

To fix the text up in an existing project that is problematic;

1. Click in text field and do **Ctrl-A** (this selects all the text)
2. Then do **Ctrl-X** (this cuts the text from the field)
3. Click on the **“Paste Plain Text”** button (far right)
4. Then do **Ctrl-V** (to paste the text into the box)
5. Click **OK**

This will paste in an entirely ‘clean’, unformatted version of the text that was previously in that field. **BUT** you will then need to go through it and format in the text so that it looks the way you want it to – and this time, it will look good in view mode as well!

**This is the best way to clean up a field that is having formatting or display issues.**

What to do if you can’t see the “Paste Plain Text” button in QIPPS;

If you are a frequent QIPPS user, your computer will have ‘cached’ certain components on the QIPPS website to make for quicker, easier browsing – if you left it, the cache would eventually clear itself and you’d be able to see the button, but if you want to see it immediately, you can force the cache to clear by doing the following – note variations occur depending on what browser and what version you are using.

### Internet Explorer (version 7)

Goto Tools menu, select Internet Options  
Under “Temporary Internet Files” on the General tab, click *Delete Files*  
Click OK

### Internet Explorer (version 8)

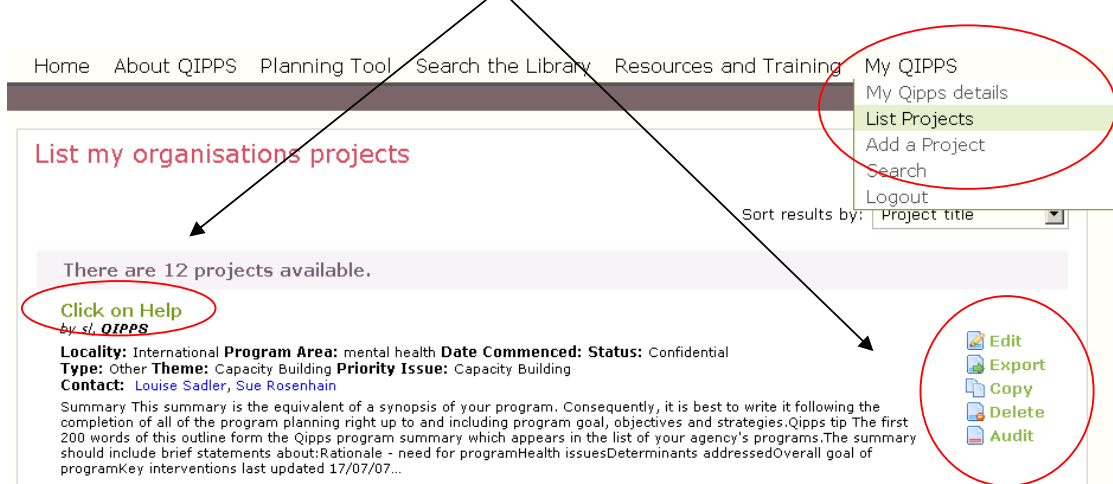
Goto Tools menu, select Internet Options  
Under “Browsing History” on the General tab, click Delete  
Click OK

### Firefox (version 2)

Goto Tools menu, select Options  
Click on Advanced icon, select Network tab  
Under “Cache”, click Clear Now

## Options for existing projects

Once a project has been saved, it can be accessed again via the My QIPPS/List Projects menu. This lists all the projects in your organisation's project library. From this screen, there are several options available.



### View

To view a project – simply click on the green “Title” of the project on the left hand side. This will open the project in VIEW mode. View mode provides an easier to read summary of data in the project.

Once in view mode, there is an option to ‘Switch to edit mode’ if needed.

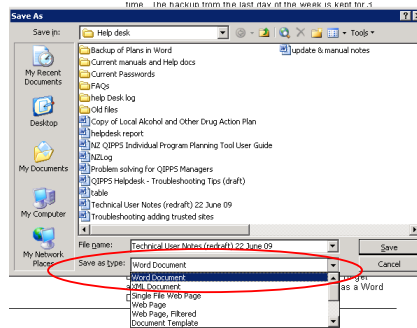
### Edit

To edit a project – simply click on Edit on the right hand side. You must be in edit mode in order to change or save data in a project.

### Export

You can opt to export any project to Microsoft Word by clicking on Export.

**NB:** Some functionality such as Page Breaks, and Page Numbering etc won't be available in the exported document. To resolve this, you have to save the project twice. First, follow the prompts to save the exported project, and then do a “Save As” and change the document to a Word Document file type.



<p><b>Copy</b></p>	<p>To make a duplicate copy of a project in your organisation's library, simply click Copy. This will create a project titled "Copy of (project name)" and take you into a view mode of the copied project. To edit the copied project, simply switch to edit mode.</p> <p><b>NB:</b> All Public Library projects are also able to be copied into your organisation's library. Following the same principle, find the Public Library project you want and click Copy. The project will then appear in your own library and can be edited.</p>
<p><b>Delete</b></p>	<p>Only QIPPS Managers will see the Delete as an option on the right hand side of the project. Clicking on delete will remove the project from your organisation's library – and once done, is irreversible. If you cannot see the Delete option, you have an "Analyst" level login to QIPPS.</p>
<p><b>Audit</b></p>	<p>To view and track changes on a project, click Audit. This provides a list of the most recent users to have edited the project and then a separate more detailed list of the names of users, and the times they have edited specific pages.</p>

## Reordering goals, objectives and strategies

The order of goals, objectives and strategies is based on order of entry into QIPPS. However, its possible to reorder and reposition these entries. To move a goal, objective or strategy click [MOVE] on the right hand side of the entry you wish to move.

The changed order of goals, objectives and strategies will automatically populate to the Evaluation/Framework page, as they are linked fields.

<p><b>Goal</b></p>	<p>Move a goal up or down one position at a time.        All objectives, strategies and tasks associated with the goal will move.</p>
<p><b>Objective</b></p>	<p>Move an objective up and down one position at a time.        Move an objective to another goal.        All strategies and tasks associated with the objective will move.</p>
<p><b>Strategy</b></p>	<p>Move a strategy up or down one position at a time.        Move a strategy to another objective under the same goal.        Move a strategy to an objective under a different goal.        All tasks associated with the strategy will move.</p>
<p><b>Task</b></p>	<p>Tasks cannot be moved to other strategies.</p>

## Printing from QIPPS

If you wish to print your project out, you need to follow the instructions to Export your project and print it out from Microsoft Word.

## Adding attachments to a project

To add an attachment, click on Add New File under the Attachments heading in the Appendix. You can give the file a description, and then click on Browse to locate the file on your computer or your organisation's network drive. Click Upload once done.

NB: There is a limit to 5 attachments per project and a size limit of 2MB per file. If you have a special requirement to upload more files or a larger file, please contact the QIPPS Helpdesk.

## Viewing audit information

From time to time it may be helpful to check the audit trail of a project to determine when it was last modified, what fields/sections were changed and who made those changes.

There are two ways to view audit information:

1. When in List Projects view, you can click on the hyperlinked Audit option to the right hand side of a particular project. This will show the most recent users to audit that project, and further down provide a more detailed audit history.
2. From the My QIPPS menu, select My QIPPS details, and then click on the Audit menu. This will display an Overview in date order of the most recent changes to any project in the slice. By clicking on Project on the right hand side of the Overview, a list of most recently modified projects will be displayed.

NB: Audit information is date/time stamped in Australian Eastern Standard Time (AEST) for Australian-based organisations and in New Zealand Standard Time (NZST) for New Zealand-based organisations. Time stamps are changed to reflect daylight savings time when applicable.

## Searching through your organisation's library

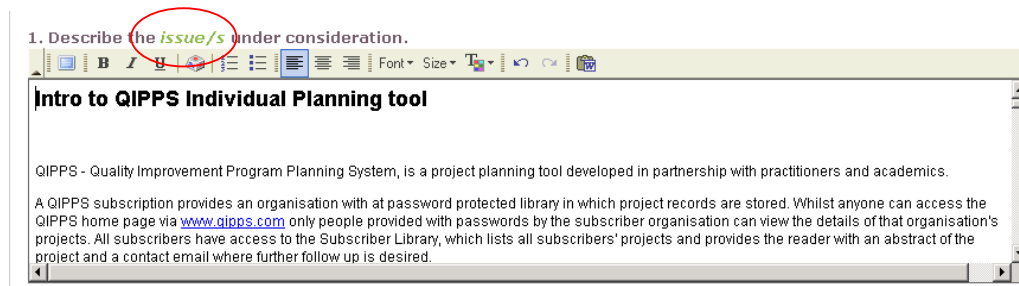
For organisations with a large number of projects, projects will spill onto 1 or more pages in the List Projects view. To save time, you can search for a project title, rather than scrolling through the pages in List Project view. To search your library for a project, simply select Search from the My QIPPS menu and type in at least one word of the project title you are looking for.

By default projects are sorted alphabetically by Title, although you do have the option of sorting by other fields – to do this, select one of the options from the drop down menu that says Sort By at the top of the List Projects page.

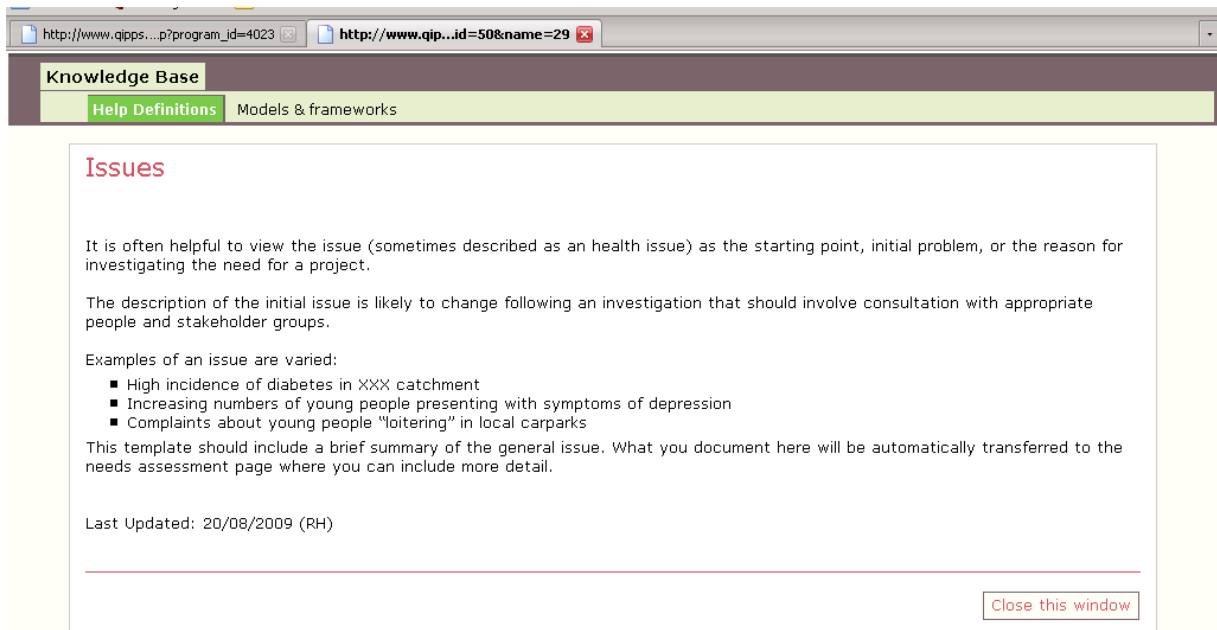
## 3. Additional features and support

### “Click on Help”

QIPPS “Click on Help” is support information that provides definitions, references and links to other resources. It will assist you in developing an appropriate response for the part of the project you are working on. Click on any *green italicised* word or phrase to open the click on help.

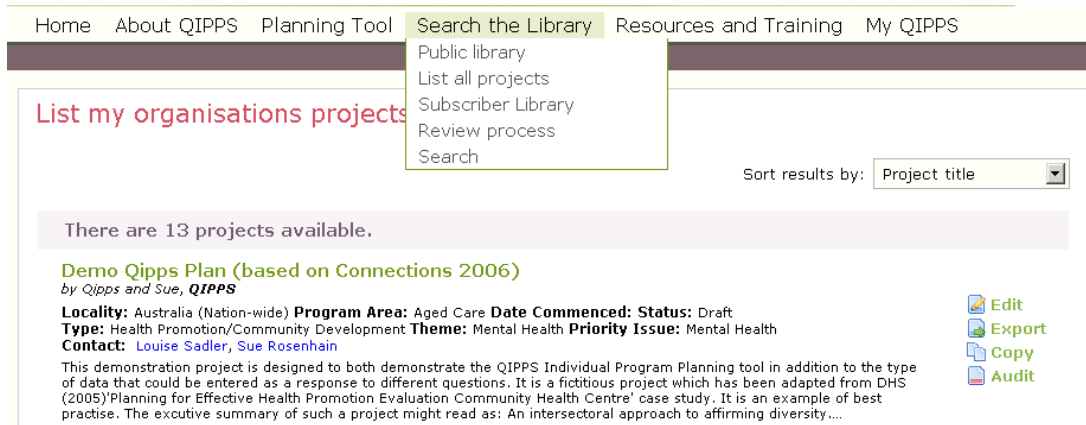


If you click on a *green italicised* word or phrase, click on help will open. It depends on your internet browser version and settings as to whether it will open in a new window or tab on your computer. However to close click on help, either select “Close this window” or click the [BACK] button on your internet browser.



## QIPPS libraries

QIPPS is made up of several libraries. 'Search the Library' in the main menu bar gives you access to three options.



### Public Library

A Library of publication-quality projects that meet certain eligibility criteria (see Review Process) and that organisations have agreed to share with others via listing in the public section of the QIPPS website.

### Subscriber Library

Lists all health promotion/community development projects (with access to a brief summary and organisation contact details) currently included on the website.

### List all projects

Includes title, a brief summary and organisation contact details for all projects currently on the website.

## Searching QIPPS libraries

The QIPPS search function can be accessed via 'Search the Library' or via 'My QIPPS\Search'. It enables you to search the projects in the QIPPS database. You can chose to search in any of three project libraries. Enter a key word or exact phrase (e.g. *tobacco* or *women's health*), select which library you want to search in and click Search. Then scroll down to see the results that have been returned from the search.

**Project search**

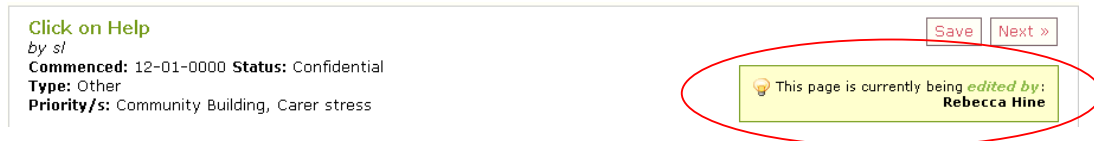
Enter a key word and the Search function will scan preset fields producing a list of all projects which include that word.

<p>Key word</p> <input style="width: 90%;" type="text"/>	<p>Type in the word which describes your area of interest</p>
<p>Search in</p> <input style="width: 90%;" type="text" value="My organisation"/>	<p>Nominate the library you wish to search</p>
<p><a href="#">Specify Search Field/s</a></p>	<p>For a more targeted Search, click here to manually select the fields you want the Search function to scan</p>
<p><input type="button" value="Search"/></p>	<p>Click Search to begin</p>

To further define your search you can narrow the field of reference. First add the keyword or phrase and then click on the "Specify Search Field/s" and put ticks next to the box(s) you want included in the search.

## Multiple project editors

When attempting to open a project in edit mode that is currently being edited by someone else, you will receive a warning advising you not to proceed with editing that project. The warning prompt also displays the name of the person editing that project so that you can contact him/her to arrange a suitable time to edit it. A yellow box at the top of the page also identifies the person editing a project.



The screenshot shows a project page with a metadata section on the left and a warning box on the right. The metadata includes: "Click on Help by sl", "Commenced: 12-01-0000", "Status: Confidential", "Type: Other", and "Priority/s: Community Building, Carer stress". The warning box, highlighted with a red circle, contains a lightbulb icon and the text: "This page is currently being edited by: Rebecca Hine". To the right of the warning box are "Save" and "Next >" buttons.

## History instances

A history instance is a snapshot of your project's goals, objectives, strategies, tasks and evaluation findings at any given point in time. The history instance function is designed to support iterative approaches to health promotion such as those used in community development. For example, let's say you are managing a project and then 3 months into the project a significant new issue arises, such as a local rooming house closes down or childcare fees suddenly increase – this then might impact on the project direction. Instead of starting a new QIPPS project, click on "Add a History Instance" on the Goals page of your current project, and copy the relevant objectives and strategies into the Goals page (in the new History Instance), while adding new objectives and strategies to respond to the changing conditions.

Each version of the goal and evaluation framework pages will be saved as a numbered History Instance. To review different evolutions of a project, use the "Change to a different history instance" drop-down menu to select the history instance you wish to work in. You can copy and paste data between history instances.



The screenshot shows the History Instance management interface. It features a dropdown menu labeled "Change to a different history instance" with the current selection being "History instance 1 created on 6th December, 2006". Below the dropdown are two buttons: "Add a new history instance" and "Delete current history instance". At the bottom left is a "Switch to view-mode" button, and at the bottom right are "Save" and "Next >" buttons.

## QIPPS managers

There are two types of logins to QIPPS, Analysts and Managers, and every subscribing organisation will have 1-2 users with a Manager level login. A QIPPS Manager login will have access to additional features in QIPPS, some of these include;

1. Deleting projects
2. Adding new Analysts, resetting Analyst passwords, deleting Analysts
3. Adding entries to drop-down lists

To find out who the QIPPS Managers are in your organisation, goto My QIPPS/My QIPPS details.

## 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](mailto: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.