

CIMS: questions and answers

On this page:

- [Supported web browsers in CIMS](#)
- [Data security and privacy](#)
- [User accounts and access to CIMS](#)
- [User support for CIMS](#)
- [Features and benefits of CIMS](#)

Supported web browsers in CIMS

For ease of access to the full functionality of CIMS, agencies will need to ensure they are using a contemporary web browser. Supported browsers include Internet Explorer (IE) version 9 and above, and the latest stable versions of Google Chrome and Mozilla Firefox.

Infoxchange offers a full list of recommended browsers. For help determining which browser you are using and how to upgrade your browser, refer to the FAQs below.

What is a web browser?

A web browser (often referred to as a browser) is a software application that is used to access other applications and information resources on the World Wide Web. Specialist Homelessness Services use a browser (most commonly, Internet Explorer) to access CIMS and SHOR. Other major web browsers are Google Chrome, Mozilla Firefox, Opera and Safari.

How can I tell which browser I am using?

CIMS has a very useful **About** tab located at the far right of the Admin page (look on the Menu tab if you cannot see the **About** tab). The **About** tab will provide details about the systems that you are using, including the browser type and version.

Which browsers need to be upgraded?

You will need to upgrade your browser if you are using IE version 7 or below. IE version 7 is usually installed on the Windows XP operating system, a system that is no longer supported by Microsoft, the publisher of the Windows XP operating system. Agencies using Windows XP will need to consider upgrading their computer systems in the very near future. Those using IE version 8 should also consider upgrading because Infoxchange only formally supports the last 3 versions of IE, which is now up to version 11.

Is there a cost to upgrade browsers?

Browsers are free to download and install. Refer to Infoxchange's list of recommended browsers for accessing CIMS.

When I try to download and/or install the new browser, I seem to be blocked.

What can I do?

Some organisations have IT support staff that control which programs are installed on their computer systems. They block other staff from downloading or installing anything new without the permission of IT. You will need to contact your agency's IT support or someone in your organisation who has IT Administrator privileges and ask them to update your browser for you.

Our organisation has a program that depends on Internet Explorer version 7 and we have been advised that we cannot upgrade to a later version. What can we do?

In this case, we recommend that you download Google Chrome or Mozilla Firefox, and CIMS will work just as well using these browsers.

My computer is operating on Windows XP and I cannot upgrade my version of Internet Explorer. What should I do?

Computers operating on Windows XP Service Pack 2 or Windows XP Service Pack 3 can install Mozilla Firefox and Google Chrome. You can check which system you are operating on by going to the Admin page, then clicking on the **About** tab in CIMS.

I am using Internet Explorer 7 and cannot upgrade to another browser. Can I still use CIMS?

You will still be able to enter your data and submit extracts, but CIMS Support may not be able to help you to resolve any technical difficulties you have while using Internet Explorer version 7. Internet Explorer is now up to Version 11 and Infoxchange only supports the last 3 versions, so you need to upgrade your web browser or use another web browser such as Mozilla Firefox or Google Chrome.

I don't know how to install a new browser. Who can help me?

CIMS Support can provide one-on-one support over the phone — telephone 1800 627 191 and select Option 1.

Spellchecker can be really useful when I am entering my case notes. How do I get spellchecker on CIMS?

Some web browsers, such as Mozilla Firefox and Google Chrome already have a spellchecker built in. Internet Explorer version 11 also has a spellchecker.

Data security and privacy

How secure is CIMS?

CIMS is a web-based system provided and hosted by Infoxchange Australia.

The Infoxchange website offers a secure encrypted web connection for every session while it is being used by agencies. This secure connection protects the data and information within CIMS from being accessed or hacked by any external individual.

All CIMS infrastructure externally hosted by Infoxchange Australia will be maintained in a secure environment which meets or exceeds the Australian Government Protective Security Protocols. This includes:

- a dedicated physical environment providing isolation of the systems
- controlled physical access to these systems via passcode and pass card for authorised Infoxchange staff only
- automated monitoring of system access and performance
- automated monitoring and logging of intrusion attempts.

Read more detail about [privacy and security of client information held in CIMS](#).

Can the AIHW or the States (e.g. NSW) access our agency's database?

No, neither the AIHW nor the States have access to individual databases at the agency level. The AIHW will only have access to the extracts submitted by agencies through the Specialist Homelessness Online Reporting (SHOR) website, and these extracts contain only de-identified data.

User accounts and access to CIMS

How do I access CIMS?

All CIMS users will have a unique username and password. The username will identify the type and level of access to the system. All access to the system will be logged and monitored.

How do I get my user account for CIMS?

Initially NSW Family and Community Services will supply the AIHW with a list of new and existing agency IDs for the NSW Specialist Homelessness Services (SHS) collection and one contact name for the agency. This contact person will be given a CIMS Administrator user account. The CIMS Administrator will then create all user accounts for that agency's staff and assign the appropriate CIMS access levels.

What if we have our own client management system and are not using CIMS?

The same process for the CIMS Administrator account described above will occur for agencies using their own client management systems. A CIMS user account is still required for these agencies with their own client management systems so they can maintain their vacancy information in CIMS. These agencies will also still need to submit their monthly data to the Specialist Homelessness Online Reporting (SHOR) website.

What access levels are there in CIMS?

There is a tiered system for accessing the data held within CIMS at the agency level. Each agency is unique, and has its own set of access levels assigned to all agency staff.

The 'CIMS Administrator' role has is able to create user accounts, reset passwords and delete accounts in the instances that agency staff has left the organisation, changed roles, are no longer using CIMS or there is a need to terminate the user account.

The 'CIMS coordinator' role is for managers who require access to any client records for the agency workers for which they have direct management responsibility, as well as their own case load and clients.

The 'CIMS agency user' or worker has access only to the client records for which they have direct responsibility in order to work with their clients.

How are user accounts managed for the start of the new collection and beyond?

NSW Family and Community Services will work with Infoxchange to create reports that will match the agency ID with the users created in the system. This will allow NSW Family and Community Services to know who has not registered and how many users there are at any given agency in NSW. Any agencies that have not registered or created user accounts will be contacted and supported through this phase.

User support for CIMS

Who do I call if I have a problem with CIMS?

The AIHW hotline (ph. 1800 627 191) and email (homelessness@aihw.gov.au) will support agencies for both the initial implementation of CIMS, and provide ongoing support for the SHOR SHS monthly data collection.

What do I do if I need training in CIMS?

Agency staff that has not been previously trained in the AIHW SHIP system will have the opportunity to be trained in CIMS and the SHS data collection.

Agencies may be contacted by NSW Family and Community Services about the local training options and dates. If your staff requires training and your agency has not been contacted, you can view the training schedule and enrol by accessing this site:

[Specialist Homelessness Services Learning and Development](#)

Features and benefits of CIMS

How will CIMS help me in my agency?

CIMS will be used by agencies as a case management system and to manage their support and accommodation vacancies. This will allow agencies to collect all of the required information needed to meet their reporting requirements to the AIHW, as well as case manage clients and manage support and accommodation vacancies for their agency.

Longer term, CIMS will also:

- help eliminate duplicate client records through its sophisticated search functions
- incorporate the common assessment tool
- incorporate a comprehensive vacancy management system

- have access to a comprehensive service directory
- have the ability to share client information (with client consent) with other SHS providers
- support electronic referrals (e-referrals) to and from other SHS agencies
- assist in recording client outcomes
- allow agencies to run standard and customised reports for their agency
- provide an integrated information sharing system for SHS providers

Will e-referral be a feature of CIMS?

CIMS has the capability to implement e-referrals in the future but this functionality will not be implemented initially on 1 July 2014.

What type of database is being used to store the data, e.g. Oracle, SQL server?

A relational database called PostgreSQL will store the data.