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COMCARE CUSTOMER INFORMATION SYSTEM

OCTOBER 2011 - SYSTEM UPDATE

As part of an ongoing program of maintenance of the Customer Information System (CIS), we are implementing a number of enhancements to keep our system easy to use and deliver relevant information for our users.

Q. What is being updated?

A. A number of enhancements are being made to CIS:

- View Claim - addition of an incapacity export function;
- Report 66 - header rows have been restored;
- Report 1 - addition of a new graph, "Cumulative weeks of incapacity";
- Report 21 - updating the number of reporting periods to a maximum of 4 periods and correcting the Y-axis label on graph 1;
- All reports - adding titles to all graphs;
- Report 48 - Reconsideration report - addition of a reconsideration Decision field and the Reconsideration Officer name field and relevant data;
- Report 49 - AAT report - addition of an Instructing Officer field and data;
- Adding a link to the help function from the Application Selection menu;
- Filtering a report - clarifying the way that financial years are displayed. These will now be displayed as YYYY/YYYY, ie 2010/2011;
- Password reset function - ensuring the appropriate buttons are available on all screens; and
- An updated Guide to Understanding Customer Reports to reflect these changes.

Q. When will the updates be available?

A. These updates will be available in CIS from Monday, 17th October.

Q. Where can I get more information?

A. For more information about CIS, visit www.comcare.gov.au and following the link to CIS on the right hand side of this page.

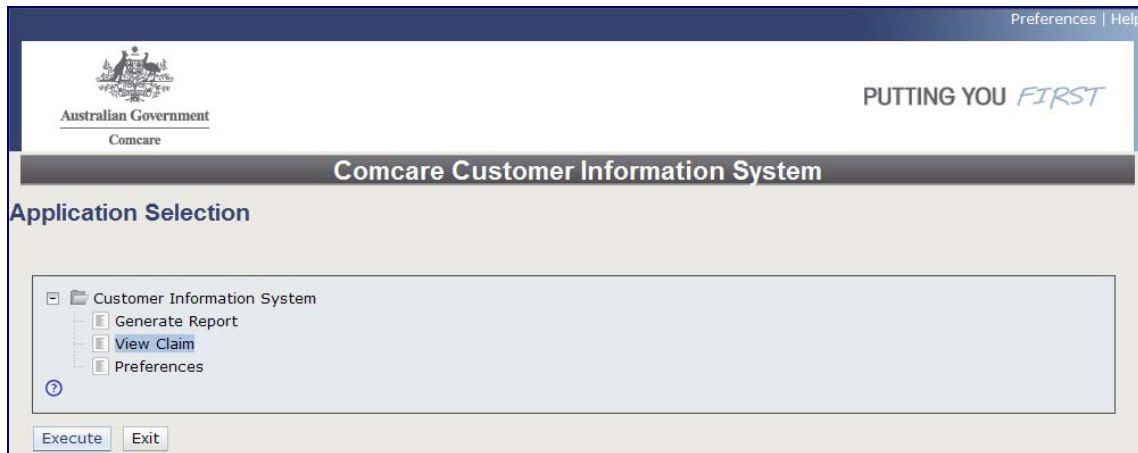
You can also contact our CIS helpdesk through agency.updates@comcare.gov.au

An updated *Guide to understanding customer reports* will also be published on the CIS website. This will provide you with detailed information on the reporting suite and how to use CIS.

Introducing the new View Claim - Incapacity export function

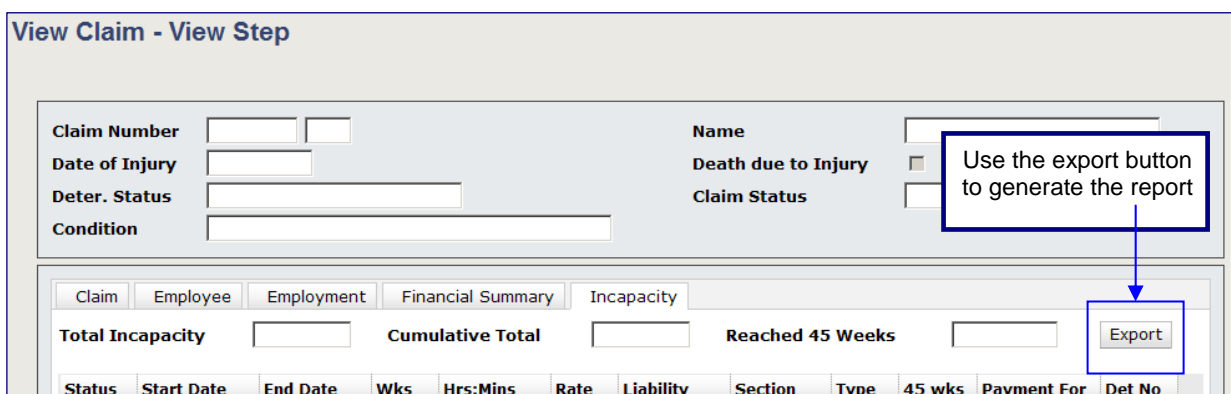
We've enhanced the View Claim function to include an export function on the incapacity tab. This will allow you to generate a report on all incapacity determinations for a claim, in the same way that you would run a report from the main reporting suite.

Screen 1 - Select View Claim from the Application Selection menu and use the Execute button.



Screen 2 - Follow the step by step instructions on screen:

- Step 1 - Search for a claim by entering either the relevant Claim Number or the Name. Use the Search button to run the search.
- Step 2 - Select the relevant claim from the results window, and use the Next button to launch the View Step.
- Step 3 - Select the Incapacity tab - the Export button is on the right hand upper corner of this tab.



- After using the Export button, a small pop-up window will appear that will let you choose the format of the report. After choosing the report format, use the small Export button in this window to create your report.
- You can now save or open your report to start working with it.

