

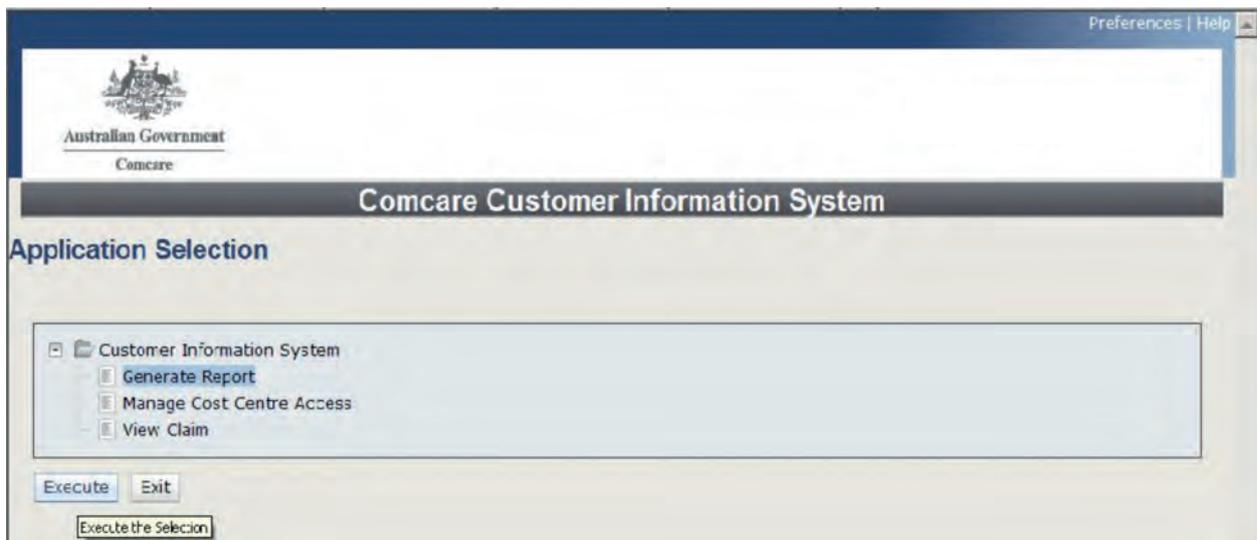


Australian Government

Comcare

## RUNNING A REPORT: COMCARE CUSTOMER INFORMATION SYSTEM (CIS)

Screen 1—Select Generate Report from the initial CIS home screen and then click on Execute.



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

- > Step 1—Choose the group that you would like to report on (it will turn a shade of blue once selected).
- > Step 2—Choose the report category and then the report you would like to run (each selection is confirmed by the text turning a shade of blue).
- > Step 3—Once a report is selected the report generation toolbar at the top will provide you with all the options you need to run a report, including
  - **Filter**—After clicking on this button a pop-up screen will appear with a number of caveats that you can restrict the report by.
  - **Previous Filters**—Clicking on this button will apply the filters that you last used to run a report. It will apply the filters as best as possible as some reports display very different information, this option may not be applicable across all reports.
  - **Generate**—Clicking on this button will create the report and make it visible in the web browser. For some reports this option may not be available because some reports cannot be created within the browser and must be immediately exported to .CSV (excel format). In that instance only the **Export** button will be available.
  - **Export**—This button allows you to create the report in a number of formats, including PDF, CSV, and RTF. The formats that are available for each report are dependant on their content—for example, not all reports can be generated in CSV.
  - **Add to Favourites**—Clicking this button will add the report to the favourite's category in **Step 2—Choose Report**. This is beneficial if the user runs the same reports on a regular basis.

- > Step 4—Your report will appear in the main window or be exported into your chosen format.

The screenshot displays the Comcare Customer Information System interface. At the top, it shows the Australian Government Comcare logo and the title 'Comcare Customer Information System'. The interface is divided into several sections:

- Step 1. Choose Group:** A dropdown menu is set to 'A Sample Agency'. A callout box points to this section with the text: 'Step 1: Select your group.'
- Step 2. Choose Report:** A tree view under 'Management' has '1. Progressive costs' selected. A callout box points to this section with the text: 'Step 2: Select the report you want to run.'
- Step 3:** The 'Generate' button is highlighted. A callout box points to it with the text: 'Step 3: Choose the filters you would like to apply to the report or simply hit generate/export to run the report. See above for a description of each button.'

The main window displays the report '1. Progressive costs report - A Sample Agency' for the period '01/01/2011'. Below the report title is a line chart showing progressive claim costs from 2007 to 2011. The Y-axis ranges from 1,500,000 to 11,000,000. The X-axis shows years 2007, 2008, 2009, 2010, and 2011. The chart shows a steady increase in costs over the period, with 2011 reaching approximately 11,000,000.

#### WHERE CAN I GET MORE HELP?

Just click the **Help** link at the top right corner when you are logged in.

The help material on the Comcare website includes:

- > PowerPoint introduction
- > a comprehensive guide to all reports
- > other FAQ sheets.

The CIS helpdesk is also available. The helpdesk can be contacted by:

- > Phone: 1300 366 979
- > Email: [agency.updates@comcare.gov.au](mailto:agency.updates@comcare.gov.au)