



Australian Government

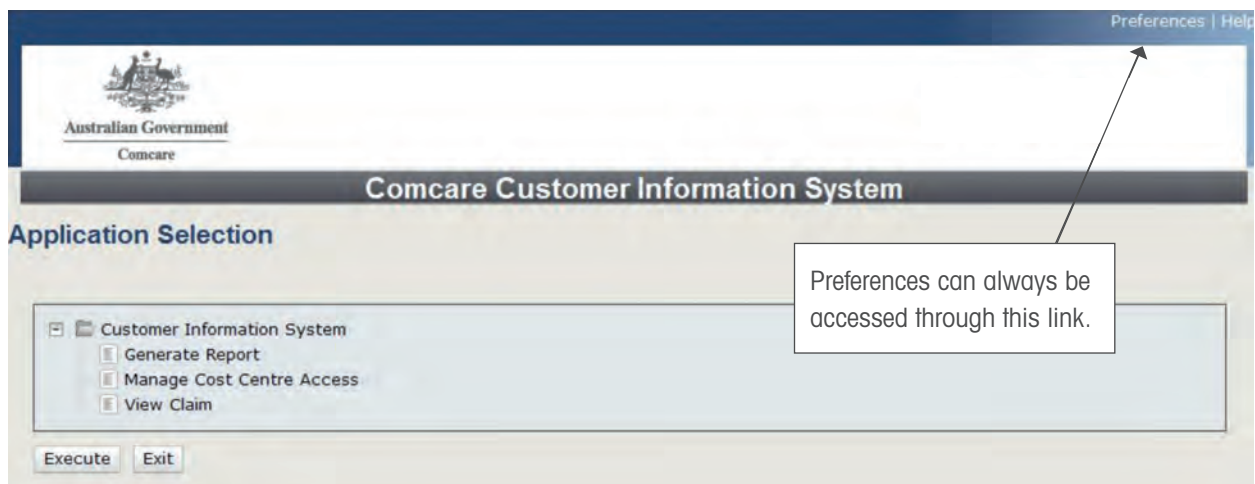
Comcare

MANAGING YOUR PREFERENCES: COMCARE CUSTOMER INFORMATION SYSTEM

The **Preferences** screen allows the user to:

- > reset their password
- > create their own secret question and answers for automatic password resets
- > manage their favourite reports.

Screen 1—The **Preferences** screen can be accessed from any screen within the CIS application. It is always a link in the top left hand corner near help.



Screen 2—There are three tabs across the accessible through preferences:

- > Password
- > Security Questions
- > Favourite Reports.

PASSWORD TAB

The password screen allows the user to reset their current password.

To change your password:

- > type the password you used to log into CIS into the **Current Password** field
- > then enter a new password at least eight (8) characters long and containing at least four (4) alpha characters and two (2) numerical characters into the **New Password** and **Confirm Password** fields
- > click **Save** to save the password or click **Clear** to start again. The **OK** button will take you back to CIS.

The screenshot shows the 'Preferences' window of the 'Comcare Customer Information System'. The 'Password' tab is selected. A callout box points to the tabs and lists: 'Preferences has 3 tabs. 1 Password. 2 Security Questions. 3 Favourite Reports.' The form fields include 'User Name' (pre-filled with 'andrew.lee@comcare.gov.au'), 'Current Password', 'New password', and 'Confirm New Password'. At the bottom are 'Save', 'Clear', and 'OK' buttons.

SECURITY QUESTIONS TAB

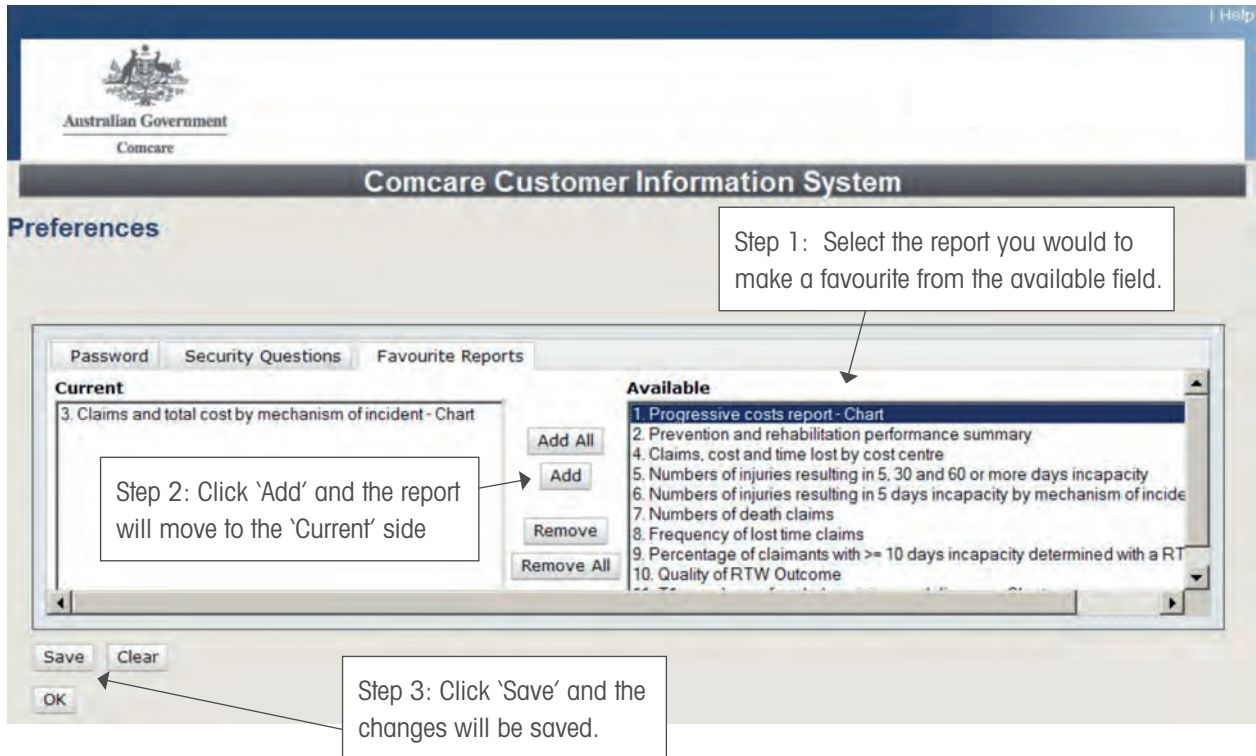
The **Security Questions** tab allows the user to create three (3) secret questions that can be asked if the user forgets their password. By answering a secret question the user can automate the password reset which will send the user a new password via email without having to contact the CIS helpdesk.

The screenshot shows the 'Security Questions' tab in the 'Preferences' window. It displays three rows for 'Question 1', 'Question 2', and 'Question 3'. Each row has a dropdown menu currently showing '<unspecified>' and a text input field. 'Save', 'Clear', and 'OK' buttons are at the bottom.

FAVOURITE REPORTS TAB

The **Favourite Reports** tab allows the user to manage which reports appear in the report category Favourites. This is particularly useful if a user logs on periodically to run the same reports—for example—for a monthly report to management. To create a listing of your favourite reports:

- > Step 1—Select the report you wish to view from **Favourite Reports** or from the **Available** list of reports.
- > Step 2—Click on the **Add** button. The report should now appear in the **Current** window.
- > Step 3—Click **Save** to save your reports or clear to start again.



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