



## Specialist Homelessness Services collection e-Newsletter for homelessness agencies

23 November 2011

### Did we get your July, August & September data?

- If you use SHIP or paper forms to collect your SHS data, we should have received all of your July, August and September data by now. If you haven't been able to provide this data yet, please contact us by email and include your agency ID in the email.
- Because we're still working with a few agencies to get their July, August and September data in, we're not ready for your October data just yet. We'll let you know via e-Newsletter and 'Latest News' on SHOR when you can provide that.

If you use a different client management system, we're working with your client management system provider to get all your data by the end of the month.



### Password security

Remember to change your passwords for SHIP and SHOR regularly. Note that SHOR users will be asked to change their password every 90 days.

For both these systems, you need to make sure that the password you choose:

- has at least 8 characters
- contains at least one upper case letter
- contains at least one lower case letter
- contains at least one number.

We also suggest that you:

- do not use a password you have used on these systems in the past
- do not use your own name as part of the password
- keep it simple enough that you can remember your password.

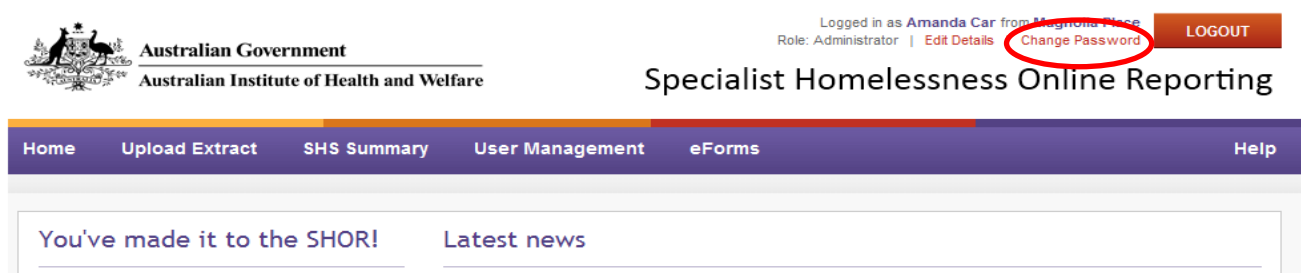
To change your password in SHIP, click on the **Admin** button. The **Password** tab will be displayed ready for you to enter your new password.

<b>Home</b>	Password	Preferences	Documents	Finance	Bulk Actions	Users	Merge	Audit	Templates	Reference Data
<b>Persons</b>	<b>Rules when changing your password</b> Passwords need to comply with the following rules:									
<b>Days</b>	- Must contain at least 8 characters.									
<b>Reports</b>	- Must contain at least 1 upper-case letter, 1 lower-case letter and 1 number.									
<b>Admin</b>	- It cannot be the same as your current password.									

New Password

Confirm Password

To change your password in SHOR, select Change Password (located at the top right of the Home page after you have logged in).



If you forget your password and request a password reset for either SHIP or SHOR, you will need to enter a new password after you have accessed these systems. This helps to maintain the security of these systems.



## SHOR account administrators – make sure that agency workers have their own accounts

Agency staff who need to access SHOR should each have their own SHOR account. We recommend that each agency has at least two people, each with their own logon and password, who can access SHOR.

To create accounts for other users in your agency, refer to the latest SHOR manual ([www.aihw.gov.au/shor](http://www.aihw.gov.au/shor) – see Account Management section) or call or email us if you need any help.

If staff leave or change roles in your agency, make sure that you remove or update their permissions to access the system.

### For help

For help with and information on the Specialist Homelessness Services collection, SHOR and SHIP:



Phone us on  
**1800 627 191**

*Press option 1 for SHIP support OR  
option 2 for SHOR or other support*



Email us at  
**[homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)**



Or visit us at  
**[www.aihw.gov.au/shsc](http://www.aihw.gov.au/shsc)**