



Australian Government
**Australian Institute of
Health and Welfare**

Specialist Homelessness Services Collection

Managing SHIP User Accounts December 2021

The logo for the Australian Institute of Health and Welfare (AIHW), consisting of the letters 'AIHW' in a bold, sans-serif font. Each letter is a different color: 'A' is blue, 'I' is green, 'H' is purple, and 'W' is red.

Stronger evidence,
better decisions,
improved health and welfare

Content

This information pack provides details on Managing a User's Account within the Specialist Homelessness Information Platform (SHIP).

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Overview of the user account management

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As of December 2021, it will be a requirement that SHS agency coordinators review and re-approve all SHIP user accounts for their agency staff on a 3 monthly basis. This will apply to all SHIP users, regardless of their level of access in SHIP.

Regular review of agency workers continued need to access sensitive client information in SHIP is very important to ensure the security of client information. This process will help ensure staff who no longer need access to client information are removed from the system in a timely manner.

The following pages outline the user review process.

User Review process

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- Each SHIP user's account will need to be reviewed and re-approved at least every 90 days. The review can be undertaken earlier than the default 90 days to allow for other work priorities, leave or holidays.
- Only SHIP users with coordinator or admin access can review SHIP access for other users in their agency. If there is more than one person with coordinator access at an agency then the review process can be shared.
- Coordinators will receive emails to inform them when user reviews are required. They will receive emails 4 weeks, and again 2 weeks, prior to the review date.
- The users will also receive pop-up reminders in SHIP noting that their account is due for review. This will occur every time they log in to SHIP, for 7 days prior to the review date.
- If user accounts are not reviewed by the required date, that user will no longer be able to access SHIP until the review is undertaken.

Reviewing an active SHIP user's account - Coordinators

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To review a user's account, follow the steps below:

Step 1: Go into the Admin page in SHIP and click on the Users tab.

Step 2: Click on the name of the user whose access you wish to review.


Step 3: It will open to the Edit user record form for the user's account.

Step 4: Check the name of the user.

Step 5: Check the user's email address.

Step 6: Click on the Auto Review Date.

Step 7: Click on the Save tab.

 SHIP Training 7
Specialist Homelessness Information Platform

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[Persons](#)
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1 [Admin](#)

Cluster Training7
Workgroup
View
Search

User Name ↑	User	Date Commenced	End Date	Last Logon
Anna	Anna Thomas	01/01/2011		
2	Joey	Joe Blogg	13/12/2021	
trainer7	A Trainer	01/01/2011		13/12/2021

3 Edit user record:

User Login Method SRS

* User Name

User ID

4 First Name

* Last Name

Email Address

* Default Cluster

Start Date 06/09/2021

* Next Review Date

New Password

Confirm Password

User Blocked

Change password

Comments

User Membership

Search:

Workgroup	Role	Comments/Reason	Operational	Actions
UAT 4 A	Normal User	Current SHIP user.	✓	<input type="button" value="Edit"/> <input type="button" value="Remove"/>

First Last

Showing 1 to 1 of 1 entries

For full history of updates go to Admin/Audit.

Last Update: A Trainer, UAT 4 A
03/12/2021 12:15:25 AEDT

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If required, a Coordinator is able to manually amend the review date to a shorter time frame but not past the 90 days.

Reviewing people with coordinator level SHIP access

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- Users with coordinator access in SHIP can review each other's user account.
- If you are the only person at the agency with coordinator access then you will need to email the AIHW at homelessness@aihw.gov.au requesting authority to review your own account.
- The AIHW will ensure you are still at the agency and provide approval to review your own account.

Removing an active user account in SHIP

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If a user no longer needs SHIP access then you should remove that user's account.

Step 1: Go into the Admin page in SHIP and click on the Users tab.

Step 2: Click on the name of the user whose access you wish to remove.

Step 3: It will open to the Edit user record form for the user's account.

Step 4: Click the **Remove** cross for all listed Workgroups.



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Cluster Training7
Workgroup All workgroups
View Current Users
Search
Go

Add new user

User Name	User	Date Commenced	End Date	Last Logon
admin7a	Admin A	01/01/2011		
admin7b	Admin B	01/01/2011		
admin7c	Admin C	01/01/2011		
admin7d	Admin D	01/01/2011		
admin7e	Admin E	01/01/2011		
admin7f	Admin F	01/01/2011		
admin7g	Admin G	01/01/2011		
admin7h	Admin H	01/01/2011		
admin7i	Admin I	01/01/2011		
admin7j	Admin J	01/01/2011		
admin7k	Admin K	01/01/2011		
admin7l	Admin L	01/01/2011		
admin7m	Admin M	01/01/2011		
admin7n	Admin N	01/01/2011		
admin7o	Admin O	01/01/2011		
admin7p	Admin P	01/01/2011		
admin7r	Admin R	01/01/2011		
admin7s	Admin S	01/01/2011		
admin7t	Admin T	01/01/2011		
Pamlea	Pamela Jones	01/01/2011		

2

3

Edit user record:

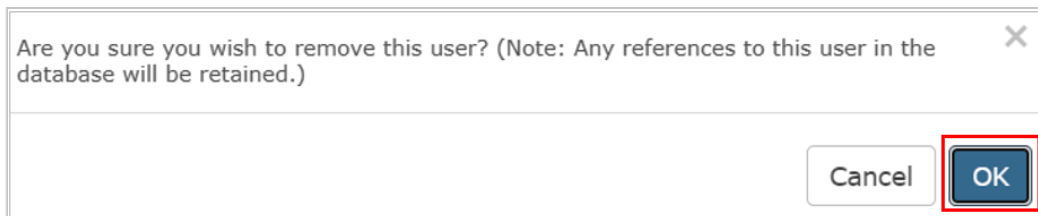
* User Name Pamlea
* First Name Pamela
* Last Name Jones
Email Address p.jones@aihwh.gov.au
* Default Cluster Training7
Start Date 01/01/2011
New Password
Confirm Password
User Blocked
Change password
Workgroup SHIP Training 7 Role Normal User Operational Remove
Add to workgroup Please select...
Last Update A Trainer, SHIP Training 7 25/11/2021 14:48:06
Save

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Step 5: Once all workgroups have been removed, the Remove User button will be displayed.

Click Remove User.

Step 6: Once you have confirmed that you would like to remove a user's access, the user account will be removed as an active user.



Are you sure you wish to remove this user? (Note: Any references to this user in the database will be retained.)

Cancel

Note:

If you wish to temporarily remove a user's access in SHIP for a period of time, tick the 'User Blocked' check box. This may apply when an individual is on leave.

SHIP Training 7
Specialist Homelessness Information Platform

A Trainer (Coordinator)

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Cluster Training7
Workgroup All workgroups
View Current Users
Search
Go

[Add new user](#)

User Name	User	Date Commenced	End Date	Last Logon
admin7a	Admin A	01/01/2011		
admin7b	Admin B	01/01/2011		
admin7c	Admin C	01/01/2011		
admin7d	Admin D	01/01/2011		
admin7e	Admin E	01/01/2011		
admin7f	Admin F	01/01/2011		
admin7g	Admin G	01/01/2011		
admin7h	Admin H	01/01/2011		
admin7i	Admin I	01/01/2011		
admin7j	Admin J	01/01/2011		
admin7k	Admin K	01/01/2011		
admin7l	Admin L	01/01/2011		
admin7m	Admin M	01/01/2011		
admin7n	Admin N	01/01/2011		
admin7o	Admin O	01/01/2011		
admin7p	Admin P	01/01/2011		
admin7r	Admin R	01/01/2011		
admin7s	Admin S	01/01/2011		
admin7t	Admin T	01/01/2011		
Pamlea	Pamela Jones	01/01/2011		

Edit user record:

* User Name Pamlea
* First Name Pamela
* Last Name Jones
Email Address p.jones@aih.gov.au
* Default Cluster Training7
Start Date 01/01/2011
New Password
Confirm Password
User Blocked
Change password

The user is not in any workgroup.

Add to workgroup Please select...
Last Update A Trainer, SHIP Training 7
25/11/2021 14:58:28


Save **Remove User**




User removed. References to the user in the database are retained.
If this person returns you will need to create a new logon.
The old username is no longer current and can be reused.

Creating new SHIP users

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- As part of the process when creating an access for a new SHIP user, you will now also be required to click on the Auto Review Date button for SHIP to auto populate the review date.
- The review date can be changed from the default 90 days to an earlier date.

Add new user: 

User Login Method	<input type="text" value="SRS"/>
* User Name	<input type="text" value="Anna"/>
User ID	<input type="text"/>
First Name	<input type="text" value="Anna"/>
* Last Name	<input type="text" value="Rai"/>
Email Address	<input type="text" value="anna.raai@aihw.gov.au"/> 
* Default Cluster	<input type="text" value="UAT 4"/>
Start Date	<input type="text"/>
* Next Review Date	<input type="text" value="DD/MM/YYYY"/>  Auto Review Date 
* New Password	<input type="text"/>
* Confirm Password	<input type="text"/>
User Blocked	<input type="checkbox"/>
Change password	<input type="checkbox"/>
Comments	<input type="text"/>
Last Update	<input type="text"/>

Reminder emails

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SHIP will assist coordinators by sweeping the system to produce a list of users whose accounts will need to be reviewed, within four weeks. The list will be sent in an email to the co-ordinator(s) of the workgroup, that the user had last logged into.

From: **SRS Notifier** <srs_notifier@infoxchange.org>
Date: Sat, 11 Dec 2021, 08:00
Subject: SHIP user accounts are pending review or have overdue reviews
To: <coordinator@aihw.gov.au>

The following SHIP user accounts are pending review or have overdue reviews:

Workgroup	User Name	Review Status	Review Date
UAT 4 A	Joey Blogg	Required	2021-12-10

Log into [SHIP](#) to review these users.

Key words in Managing User accounts

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Auto Review Date:

The Auto Review Date is the date set for the User Review. The date defaults to 90 days in advance. The date allocation is activated by clicking on the Auto Review Date button.

Auto Review Date Button:

Auto Review Date button is used to set the User Review date. When selected, the date automatically sets at 90 days in advance. If a lesser time is required, the date can be brought forward. It is recommended that consideration is given to the date being entered, ensuring that the date does not land over quarterly agency data cut off dates, public holidays and during the Easter and Christmas break.

Blocked:

If an account is blocked, it means the account has been suspended or there has been too many attempts at trying to access a user's account whilst using an incorrect password. There are different reasons for an account to be blocked. In most cases, to unblock the account, you must click on the ticked field and then press save. This will re-establish user access.

Summary

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- To improve the security of client data within SHIP, all users accounts will be reviewed and re-approved, on a quarterly basis.
- Coordinators and users will be informed of upcoming review dates.
- Information about a person's role in the organisation, including their email address and contact number must be valid.
- Users who no longer need access to SHIP must be removed.
- If there are two coordinators in the agency, they will be able to review each other's access.
- If there is only one coordinator within the agency, the coordinator will be able to undertake a review of their own access in SHIP but will need to contact the AIHW to seek approval before reviewing their own account.

SHIP Support

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Please note that assistance with the user review process is available by contacting the SHIP Hotline.

SHIP Hotline (User review):

- Phone: 1800 627 191 (option 1)

AIHW SHS Hotline:

- Email: homelessness@aihw.gov.au
- Phone: 1800 627 191 (option 2)

Both Hotline teams operate from 9:00am to 5:00pm weekdays (AEST/AEDT)