



# FuSioN User Guide

## Home Page

<b>Overview</b>	This User Guide details the Home Page and its functions.
<b>Hints &amp; Tips</b>	<p>The Home Page of FuSioN is the starting point for navigating around the system.</p> <p>From the Home Page you are able to access and view:</p> <ul style="list-style-type: none"><li>• Active Holding cases</li><li>• Assessment and Coordination cases</li><li>• Services</li><li>• Intensive Case Management cases (if you are an Intensive Case Management worker)</li><li>• Person Search</li><li>• Search Cases</li><li>• Reports</li><li>• Change My Password</li></ul> <p>The Home Page view for the Lead Agency will differ slightly from what the Partner Agencies can see.</p>

# Home Page

**Step      Action**

## LEAD AGENCY HOME PAGE VIEW

The Lead Agency will be able to view:

- All cases on active holding across all Networks
- All open Services allocated to Lead and Member Agencies across all Networks
- All open Cases allocated to Lead and Member Agencies across all Networks

1.

The screenshot displays the FuSioN Home Page interface. It features a blue header with the FuSioN logo and three main data sections, each with a search filter and navigation controls.

### Cases with Active Holding

\*Team ID: ALL

Find | View All    First 1 of 1 Last

Case ID	Start Date	Name	Primary Issue	Days
<a href="#">100014898</a>	01/08/2018	CLINGWRAP, Clumpy	Family Support	21

### My FuSioN A&C Cases

\*Team ID: ALL

Find | View All    First 1-5 of 5 Last

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
<a href="#">100014837</a>	01/08/2018	FIGLIOMENI, Rocky	Family Support	CENTRECARE (PERTH/MIDLAND)	JANARDHANAN, Aaradhya
<a href="#">100014838</a>	01/08/2018	TURTLE, Trusty	Child Protection	Perth Partner Agency 1	WORKER, PERPA1
<a href="#">100014873</a>	13/08/2018	TEST, Person1	Family Support	Perth Partner Agency 1	WORKER, PERPA1
<a href="#">100014890</a>	01/08/2018	TEST, Person1	Family Support	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1
<a href="#">100014898</a>	01/08/2018	CLINGWRAP, Clumpy	Family Support	CENTRECARE (ARMADALE/CANNINGTON)	JANARDHANAN, Aaradhya

### My FuSioN Services

\*Team ID: ALL

Find | View All    First 1-2 of 2 Last

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type
<a href="#">100014857</a>	<a href="#">100014855</a>	14/08/2018	TURTLE	Intensive Family Support	Fremantle Partner Agency 1	WORKER, FRPA1	ICM
<a href="#">100014893</a>	<a href="#">100014890</a>	02/08/2018	TEST	Financial Counselling	Perth Partner Agency 2	FISCHER, Arun	A&C

# Home Page

**Step Action**

To view cases or services allocated to the lead agency in your network or to specific member agencies, filter the cases or services list by **Team ID**.

2.

**Cases with Active Holding**

\*Team ID: Perth Partner Agency 1

Case ID	Start Date	Name	Primary Issue	Days
100014899	01/08/2018	PENGUIN, Kid1	Family Support	21

**My FuSioN A&C Cases**

\*Team ID: CENTRECARE (PERTH/MIDLAND)

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
100014837	01/08/2018	FIGLIOMENI, Rocky	Family Support	CENTRECARE (PERTH/MIDLAND)	JANARDHANAN, Aaradhya
100014890	01/08/2018	TEST, Person1	Family Support	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1

**My FuSioN Services**

\*Team ID: Perth Partner Agency 2

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type
100014893	100014890	02/08/2018	TEST	Financial Counselling	Perth Partner Agency 2	FISCHER, Arun	A&C

Click on the Show All Columns icon at the top of each grid to expand the grid to display all columns in that grid.

3.

**My FuSioN A&C Cases**

\*Team ID: ALL

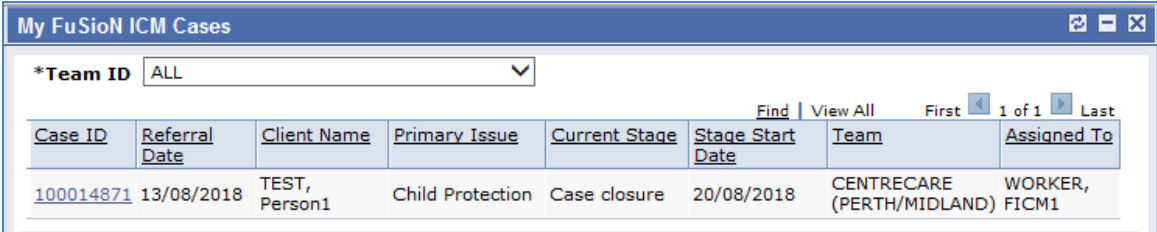
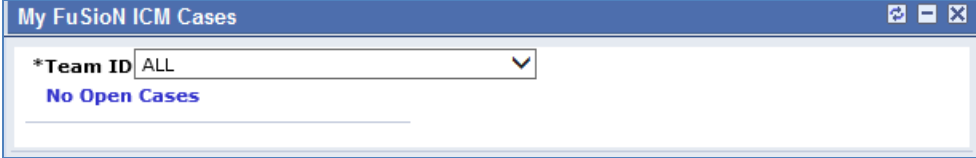
Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
100014837	01/08/2018	FIGLIOMENI, Rocky	Family Support	CENTRECARE (PERTH/MIDLAND)	JANARDHANAN, Aaradhya
100014838	01/08/2018	TURTLE, Trusty	Child Protection	Perth Partner Agency 1	WORKER, PERPA1
100014873	13/08/2018	TEST, Person1	Family Support	Perth Partner Agency 1	WORKER, PERPA1
100014890	01/08/2018	TEST, Person1	Family Support	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1
100014899	01/08/2018	PENGUIN, Kid1	Family Support	Perth Partner Agency 1	WORKER, PERPA1

**My FuSioN A&C Cases**

\*Team ID: ALL

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To	Referrer Type	Referrer Name	Hold Status	Days Holding
100014837	01/08/2018	FIGLIOMENI, Rocky	Family Support	CENTRECARE (PERTH/MIDLAND)	JANARDHANAN, Aaradhya	Unknown	-	N	
100014838	01/08/2018	TURTLE, Trusty	Child Protection	Perth Partner Agency 1	WORKER, PERPA1	Unknown	-	N	
100014873	13/08/2018	TEST, Person1	Family Support	Perth Partner Agency 1	WORKER, PERPA1	Unknown	-	N	
100014890	01/08/2018	TEST, Person1	Family Support	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1	Unknown	-	N	
100014899	01/08/2018	PENGUIN, Kid1	Family Support	Perth Partner Agency 1	WORKER, PERPA1	Unknown	-	Y	21

# Home Page

Step	Action																
4.	<p>Lead agency workers who are Intensive Case Management workers will also be able to view open Intensive Case Management cases in their Network on the Home page.</p>  <p>The screenshot shows a window titled "My FuSioN ICM Cases" with a dropdown menu for "*Team ID" set to "ALL". Below the menu is a table with the following data:</p> <table border="1"><thead><tr><th>Case ID</th><th>Referral Date</th><th>Client Name</th><th>Primary Issue</th><th>Current Stage</th><th>Stage Start Date</th><th>Team</th><th>Assigned To</th></tr></thead><tbody><tr><td><a href="#">100014871</a></td><td>13/08/2018</td><td>TEST, Person1</td><td>Child Protection</td><td>Case closure</td><td>20/08/2018</td><td>CENTRECARE (PERTH/MIDLAND)</td><td>WORKER, FICM1</td></tr></tbody></table> <p>Note – the Home page will contain an Intensive Case Management section without any cases listed in it if worker viewing FuSioN is not an Intensive Case Management worker:</p>  <p>The second screenshot shows the same window with the dropdown menu set to "ALL" and the text "No Open Cases" displayed below it.</p>	Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To	<a href="#">100014871</a>	13/08/2018	TEST, Person1	Child Protection	Case closure	20/08/2018	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1
Case ID	Referral Date	Client Name	Primary Issue	Current Stage	Stage Start Date	Team	Assigned To										
<a href="#">100014871</a>	13/08/2018	TEST, Person1	Child Protection	Case closure	20/08/2018	CENTRECARE (PERTH/MIDLAND)	WORKER, FICM1										

# Home Page

**Step      Action**

## PARTNER AGENCY HOME PAGE VIEW

Partner Agencies will be able to view their:

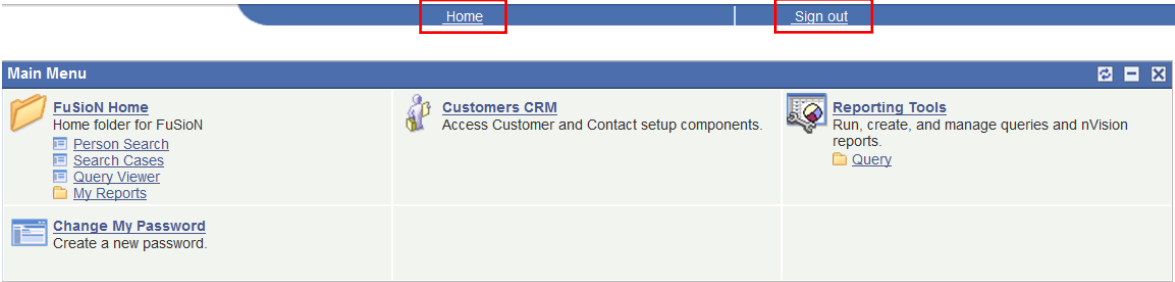
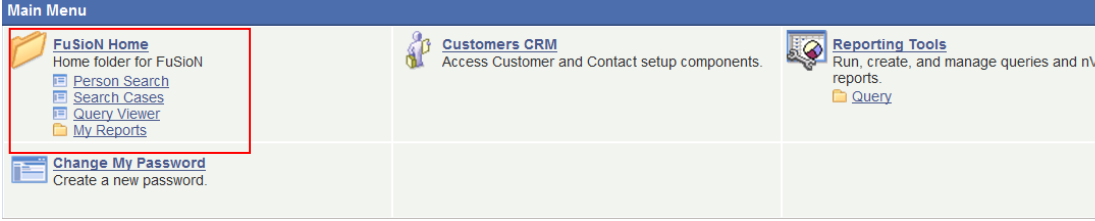
- Allocated Cases
- Allocated Services - including those on Active Holding
- Allocated Cases on Active Holding

5.

The screenshot displays the FuSioN interface for a Partner Agency. It is divided into three main sections:

- Cases with Active Holding:** Shows a table with columns: Case ID, Start Date, Name, Primary Issue, Days, Team, Assigned To, Status, Referrer Type, and Referrer Name. Two cases are listed: 100014902 (MUSHROOM, Mandy) and 100014903 (SARDINE, Simple).
- My FuSioN A&C Cases:** Shows a table with columns: Case ID, Start Date, Client Name, Primary Issue, Team, Assigned To, Referrer Type, Referrer Name, Hold Status, and Days Holding. Four cases are listed, including 100014900 (TEST, Person1) and 100014901 (CLINGWRAP, Clumpy).
- My FuSioN Services:** Shows a table with columns: Service ID, Case ID, Start Date, Family Name, Service Type, Team, Assigned To, Case Type, Hold Status, and Days. One service is listed: 100014905 (TINFOIL) associated with Case ID 100014904.

# Home Page

Step	Action
6.	<p style="text-align: center;"><b>MAIN MENU FOR LEAD AGENCY AND PARTNER AGENCIES</b></p> <p>The <b>Home link</b> will bring you back to the home page from anywhere within the FuSioN database.</p> <p>Please use the <b>Sign Out</b> link to log out of FuSioN.</p> 
7.	<p style="text-align: center;"><b>LOCATION OF SEARCHES &amp; REPORTS</b></p> <p>The <b>FuSioN Home</b> link on the Main Menu will open up all the different searches and Reports available, including:</p> <ul style="list-style-type: none"><li>• <b>Person Search</b> - client search</li><li>• <b>Search Cases</b></li><li>• <b>My Reports</b> – Progress Reports, Operational Reports and Processed Reports</li><li>• <b>Query Viewer</b> - allows you to view specified reports.</li></ul> 

## Home Page

Step	Action																														
8.	<p style="text-align: center;"><b>HOMEPAGE VIEW EXPANDED</b></p> <p><b>Cases with Active Holding</b> - displays cases on active holding. The Lead Agency will be able to view all cases on active holding within the Network, whilst partner agencies will be able to only view their allocated cases on active holding.</p> <ul style="list-style-type: none"> <li><b>Team ID</b> - allows you to select a specific agency to view active holding cases</li> <li>Click on the <b>View All</b> link to see all cases</li> <li>The <b>Case ID Hyperlink</b> will take you directly to the Case</li> <li>In the <b>Days</b> column you will be able to view how long the case has been on active holding</li> <li><b>Additional Data tab</b> - displays which Agency the case is assigned to, the case manager and referrer information</li> <li>Click on the <b>Show All Columns icon</b>  to view all information</li> </ul> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><b>Cases with Active Holding</b></p> <p>*Team ID <span style="border: 1px solid #ccc; padding: 2px;">ALL</span></p> <p style="text-align: right;">Find <span style="border: 1px solid red; padding: 2px;">View All</span> First <span style="border: 1px solid #ccc; padding: 2px;">◀</span> 1-5 of 9 <span style="border: 1px solid #ccc; padding: 2px;">▶</span> Last</p> <p style="text-align: center;"> <span style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">My Held Cases</span> <span style="border: 1px solid #ccc; padding: 2px; margin-right: 5px;">Additional Data</span> <span style="border: 1px solid #ccc; padding: 2px; border-style: dashed;">☰▶</span> </p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: left;"> <thead> <tr style="background-color: #e6e6fa;"> <th>Case ID</th> <th>Start Date</th> <th>Name</th> <th>Primary Issue</th> <th>Days</th> </tr> </thead> <tbody> <tr> <td><a href="#">100001267</a></td> <td>10/10/2011</td> <td>SMITH, Sally</td> <td>Child Protection</td> <td>32</td> </tr> <tr> <td><a href="#">100001290</a></td> <td>10/10/2011</td> <td>SIMPLE, Sally</td> <td>Child Protection</td> <td>37</td> </tr> <tr> <td><a href="#">100001408</a></td> <td>27/10/2011</td> <td>PINHEAD, Peter</td> <td>Domestic Violence</td> <td>37</td> </tr> <tr> <td><a href="#">100001434</a></td> <td>06/11/2011</td> <td>SIMPLE, Sally</td> <td>Domestic Violence</td> <td>961</td> </tr> <tr> <td><a href="#">100001692</a></td> <td>17/01/2014</td> <td>FSN, Test</td> <td></td> <td>158</td> </tr> </tbody> </table> </div>	Case ID	Start Date	Name	Primary Issue	Days	<a href="#">100001267</a>	10/10/2011	SMITH, Sally	Child Protection	32	<a href="#">100001290</a>	10/10/2011	SIMPLE, Sally	Child Protection	37	<a href="#">100001408</a>	27/10/2011	PINHEAD, Peter	Domestic Violence	37	<a href="#">100001434</a>	06/11/2011	SIMPLE, Sally	Domestic Violence	961	<a href="#">100001692</a>	17/01/2014	FSN, Test		158
Case ID	Start Date	Name	Primary Issue	Days																											
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<a href="#">100001434</a>	06/11/2011	SIMPLE, Sally	Domestic Violence	961																											
<a href="#">100001692</a>	17/01/2014	FSN, Test		158																											

**Cases with Active Holding**

\*Team ID ALL

Find View All First ◀ 1-5 of 9 ▶ Last

My Held Cases
Additional Data
☰▶

Case ID	Start Date	Name	Primary Issue	Days
<a href="#">100001267</a>	10/10/2011	SMITH, Sally	Child Protection	32
<a href="#">100001290</a>	10/10/2011	SIMPLE, Sally	Child Protection	37
<a href="#">100001408</a>	27/10/2011	PINHEAD, Peter	Domestic Violence	37
<a href="#">100001434</a>	06/11/2011	SIMPLE, Sally	Domestic Violence	961
<a href="#">100001692</a>	17/01/2014	FSN, Test		158

## Home Page

Step	Action
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### MY FuSioN SERVICES

The Lead Agency will be able to view all Allocated services including those of Partner Agencies. Partner Agencies will be able to see their allocated services only.

9.

- Use the **Team ID** drop down list to view services allocated to a specific agency
- Click on the **View All** link to view all allocated services
- Click on the **Service ID hyperlink** to go directly to the service provision activity
- The **Hold Status** column will display whether the service is on Active Holding and view the number of days the service has been on hold

My FuSioN Services										
*Team ID <span style="border: 1px solid black; padding: 2px;">ALL</span>										
						Find   View 100	First <span style="border: 1px solid black; padding: 2px;">1-5 of 187</span> Last			
Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Hold Status	Days		
<a href="#">100001267</a>		20/12/2013	SMITH	Alcohol and Other Drugs	ARMADALE FSN LEAD AGENCY	MODI, Jatinkumar	N			
<a href="#">100001267</a>		19/05/2014	SMITH	Parenting	ARMADALE FSN LEAD AGENCY	MODI, Jatinkumar	N			
<a href="#">100001267</a>		06/06/2014	SMITH	Mental Health Services	ARMADALE FSN LEAD AGENCY	MODI, Jatinkumar	N			
<a href="#">100001290</a>		02/05/2014	SIMPLE	Financial Counselling	ARMADALE FSN LEAD AGENCY	HOOPER, Joanne	N			
<a href="#">100001360</a>		17/10/2011	BOBBY	Alcohol and Other Drugs	ARMADALE-Partner 1	PARTNER, FSN	N			



## Home Page

Step	Action
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### MY FuSioN CASES

The Lead Agency will be able to view all allocated cases, Partner Agencies will be able to view only those cases allocated to them.

Click on the **Case ID hyperlink** to navigate to the case

10.

The screenshot shows a web interface titled "My FuSioN Cases". At the top, there is a dropdown menu for "\*Team ID" set to "ALL". To the right, there are navigation links: "Find | View All" and a pagination control showing "First", "1-5 of 52", and "Last". Below this is a tabbed interface with "My Cases" selected. A table lists several cases with columns: Case ID, Start Date, Client Name, Primary Issue, Team, and Assigned To. The first row, with Case ID 100001253, is highlighted with a red box.

Case ID	Start Date	Client Name	Primary Issue	Team	Assigned To
<a href="#">100001253</a>	03/11/2011	SMITH, John	Domestic Violence	ARMADALE FSN LEAD AGENCY	DORAN, Alison
<a href="#">100001259</a>	07/10/2011	FIESTY, Carol	Domestic Violence	ARMADALE - Partner Family Services	PARTNER, FSN
<a href="#">100001265</a>	07/10/2011	Not Recorded	Child Protection	ARMADALE- Partner 7	TAYLOR, Jan
<a href="#">100001267</a>	10/10/2011	SMITH, Sally	Child Protection	ARMADALE FSN LEAD AGENCY	USER, FSN
<a href="#">100001288</a>	10/10/2011	SIMPLE, Sally	Parenting Issue	ARMADALE-Partner 1	BENNETT, Shane

### PERSONALISING YOUR HOME PAGE

At the top of the Home Page (left hand side) both the Lead Agency and Partner Agency members have the ability to customise the Home Page View and Content.

Click on the **Content link** to customise the content appearing on your Home Page.

11.

The screenshot shows a web interface titled "Cases with Active Holding". At the top, there is a dropdown menu for "\*Team ID" set to "ALL". To the right, there are navigation links: "Find | View All" and a pagination control showing "First", "1-5 of 9", and "Last". Below this is a tabbed interface with "My Held Cases" selected. A table lists several cases with columns: Case ID, Start Date, Name, Primary Issue, and Days. The first row, with Case ID 100001267, is highlighted with a red box. Above the table, there is a "Personalize" menu with "Content" and "Layout" options, where "Content" is highlighted with a red box and a blue arrow points to it.

Case ID	Start Date	Name	Primary Issue	Days
<a href="#">100001267</a>	10/10/2011	SMITH, Sally	Child Protection	32
<a href="#">100001290</a>	10/10/2011	SIMPLE, Sally	Child Protection	37
<a href="#">100001408</a>	27/10/2011	PINHEAD, Peter	Domestic Violence	37
<a href="#">100001434</a>	06/11/2011	SIMPLE, Sally	Domestic Violence	961
<a href="#">100001692</a>	17/01/2014	FSN, Test		158

## Home Page

Step	Action
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12.

- A customised **Welcome Message** can be recorded
- If **Main Menu** option is un-ticked, only the basic menu will appear on the left hand side navigation
- If **Menu** is un-ticked, just the main menu will display on home page

To save changes, click **SAVE** button

Click **Return to Home** link to return to the Home Page.

13.

### PERSONALISING YOUR HOME PAGE LAYOUT






Click on Layout link.

Case ID	Start Date	Name	Primary Issue	Days
100001267	10/10/2011	SMITH, Sally	Child Protection	32
100001290	10/10/2011	SIMPLE, Sally	Child Protection	37
100001408	27/10/2011	PINHEAD, Peter	Domestic Violence	37
100001434	06/11/2011	SIMPLE, Sally	Domestic Violence	961
100001692	17/01/2014	FSN, Test		158

# Home Page

Step	Action				
14.	<p>a. Your home page can be divided amongst 2 or 3 columns;</p> <p>b. To move the order of an item, or to change which column it displays in click on the item you want to move so it is highlighted;</p> <p>c. Use the up/down arrows to change the item order in a column or use the left/right arrows to move the item across columns; and</p> <p>d. When you are happy with the layout, click <b>SAVE</b> or to return to the Home Page click on <b>Return to Home</b> link.</p> <div data-bbox="261 853 1425 1592"><h3>Personalize Layout</h3><p><b>Basic Layout:</b> <input checked="" type="radio"/> 2 columns <input type="radio"/> 3 columns</p><p><b>a</b></p><p>Click arrows to move pagelets up and down or into neighboring columns. Click "Delete Pagelet" to remove the selected pagelet from your portal home page. Remember to click "Save" when done.</p><p><b>Add Pagelets:</b> Go to <a href="#">Personalize Content</a></p><p># = Required - fixed position pagelet * = Required - moveable pagelet</p><table border="1"><thead><tr><th>Left Column:</th><th>Right Column:</th></tr></thead><tbody><tr><td>*My FuSioN Services *Cases with Active Holding *My FuSioN Cases</td><td>Main Menu Menu</td></tr></tbody></table><p><b>b</b></p><p><b>c</b></p><p>Delete Pagelet</p><p><b>d</b> <input type="button" value="Save"/> <a href="#">Return to Home</a></p></div>	Left Column:	Right Column:	*My FuSioN Services *Cases with Active Holding *My FuSioN Cases	Main Menu Menu
Left Column:	Right Column:				
*My FuSioN Services *Cases with Active Holding *My FuSioN Cases	Main Menu Menu				

## Home Page

Step	Action
15.	<p style="text-align: center;"><b>RESET YOUR PASSWORD</b></p> <p>To reset your password, click on the <b>Change My Password</b> link from the <b>Main Menu</b>.</p> <div data-bbox="662 636 1050 958" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"><p><b>Main Menu</b></p><ul style="list-style-type: none"><li> <a href="#">FuSioN Home</a> Home folder for FuSioN</li><li> <a href="#">Person Search</a></li><li> <a href="#">Search Cases</a></li><li> <a href="#">Query Viewer</a></li><li> <a href="#">Change My Password</a> Create a new password.</li></ul></div>
16.	<ol style="list-style-type: none"><li>a. Enter your <b>Current Password</b>;</li><li>b. Enter your <b>New Password</b>;</li><li>c. <b>Confirm</b> the New Password; and</li><li>d. Press the <b>Change Password</b> button, to save the Password changes.</li></ol> <div data-bbox="325 1317 1380 2004" style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: fit-content;"><p><b>Change Password</b></p><p>User ID:      TRAINEE35 Description:    35, Trainee</p><p>*Current Password: <input type="password"/> <b>a</b></p><p>*New Password: <input type="password"/> <b>b</b></p><p>*Confirm Password: <input type="password"/> <b>c</b></p><p><input type="button" value="Change Password"/> <b>d</b></p><p><b>Password Requirements</b></p><div style="border: 1px solid #ccc; padding: 5px;"><p><b>Password Policy:</b></p><ul style="list-style-type: none"><li>• Password must be minimum 8 character long</li><li>• Contains at least one Uppercase character (A through Z)</li><li>• Contains at least one Special character (~!@#\$\$%^&amp;*~+=\ (){};:'" "&lt;&gt;.,?/)</li><li>• Contains at least one digit (0 through 9)</li><li>• New Password must not be same as last 8 passwords</li><li>• Password age - Minimum - 1 Day and Maximum - 60 Days</li></ul><p>PI. note that 3 invalid attempt to change the password will lock the user Account.</p></div></div>