Homeless Individuals and Families Information System (HIFIS) Initiative

HIFIS 3 Registration and User Setup Instructions

Housing and Homelessness Branch (HHB)

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INTRODUCTION

Introduction to HIFIS Software

The Homeless Individuals and Families Information System (HIFIS) is a software application that will improve the ability of shelters and service providers to manage their daily operations. The newest version of the HIFIS software is versatile and dependable, and incorporates many of the suggestions expressed by the shelter community.

HIFIS 3 HARDWARE REQUIREMENTS

Recommended Hardware
- Windows 98/2000/XP
- Pentium III or higher
- 128 MB RAM
- 20 GB Hard Drive
- CD Burner or memory stick (for Exports and Backups)
- Printer (to print reports)
- Internet access (for Exports and support)

HIFIS REGISTRATION

Information on Registration

To register for the HIFIS software, please use the following link and click on "Continue" :
http://hifis.ca/reg/index_e.asp

Note: Upon the approval of your registration with the HIFIS Initiative, you will receive a notice in your email inbox providing you with your User Name, Password, and Shelter ID.
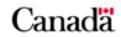
INSTALLATION INSTRUCTIONS

How to Install HIFIS

In Windows Explorer, open your HIFIS download folder, double-click the HIFIS setup file and follow the instructions. Once the Installation Wizard is complete you will have a "HIFIS 3" icon on your desktop, double-click this icon to open the HIFIS application.

Log in as the administrator using the default start-up user name (ADMIN) and password (ADMIN1). Be sure to change the administrator password once you have access to your application.

You will now notice that the software's database is populated with fictional clients and stays. The reason for this is to provide a common data-set for the purposes of learning how to use the software. Once you have received your HIFIS 3 training (contact the HIFIS Support

Desk for more information on scheduling a free training session), and are familiar with the software's functions, you will need to activate your software. Activating the software will remove all fictional data and allow you to begin entering your organization's data.

Please consult the "Activation Keys" section to learn how to activate your HIFIS 3 software.

HIFIS Updates
The application updates allow participants to update their current application. To see if updates are available, open the HIFIS application and click on the "Help" button and select "Check for HIFIS Updates".

ACTIVATION KEYS

Activating HIFIS 3
Once you have finished your training on the HIFIS 3 software, and are prepared to start entering your organization's data, you will need to activate your software in order to delete the training database. Activation Keys are provided by the HIFIS Support Desk at: hifis-sisa@hrsdc-rhdcc.gc.ca OR 1-866-324-2375. You will need to provide your Shelter Name and Registration ID.

Activating HIFIS 3 will do the following:

- Your HIFIS 3 Demo/Training data will be removed
- You will have one PRIMARY SHELTER
- You will be ready to start using HIFIS 3 in 'Production' mode

Shelter Configuration after Activation
Once the activation is completed you need to perform the HIFIS Configuration to continue with your setup.

Information to have available before you start

- Complete address, postal code, telephone and fax numbers for your shelter.
- A list of rooms and bed numbers for your shelter. If room or bed numbers do not exist you will have to create a list ahead of time.
- A list of staff members and a HIFIS logon name for each person who will be using HIFIS.
- A list of HIFIS functions that each staff member will require access to.
- A list of programs used by your shelter, and the rates and fixed costs associated with each program.
- A list of additional information required for each reference table.

It is suggested that administrators configure HIFIS 3 in the following order:

From the Administration window:
- Service Providers
- Users
- HIFIS Defaults
- Rooms & Beds
- Programs
- Age Brackets
- Mandatory Fields
- Look-up Tables

NETWORK SETUP

If you will be using HIFIS in a network environment, please contact the HIFIS Support Desk at: hifis-sisa@hrsdc-rhdcc.gc.ca OR 1-866-324-2375 for special instructions.

DATA CONVERSION

Preserving your Existing Data

If you have existing data that must be preserved and are using an older version of HIFIS (pre-version 3) or another database system, **your existing data must be converted** before it can be accessed using the HIFIS 3 system.

The data conversion process will be performed by HIFIS Initiative staff. Please contact the HIFIS Support Desk to make the necessary arrangements.

WEB SITE AND CONTACT INFORMATION

- National Homelessness Initiative's Web site:
  http://www.homelessness.gc.ca
- HIFIS Initiative Web site: http://www.hifis.ca
- HIFIS Support Desk
  1-866-324-2375 (toll-free and available Monday to Friday 09:00 - 17:00, EST)
  hifis-sisa@hrsdc-rhdcc.gc.ca