

**OFFICE OF EMERGENCY SHELTER AND SERVICES**

**HOMELESS MANAGEMENT INFORMATION SYSTEM**

**AFTER HOURS PROCESSING CLERK TRAINER MANUAL**

## AFTER HOURS CLERK (AOC) TRAINER MANUAL

### Log In Procedure

Demonstrate how to Enter HMIS using Terminal Services  
Enter HMIS User ID and Password.

### HMIS Application

- Explain difference between After Hours staff that needs to view all clients and Shelter Service Staff that will view only their own clients.
- Discuss Title Bar with User Name, Job Role and Site. Emphasize that the AOC must have the site name of “**Office of Emergency Shelter and Services**” in order to view all clients in the system.
- Explain Icons on the left of the screen and how you change to icons on top of screen. The icons on the top of the application allow access to all the detailed screens in which data is entered.
- Discuss in detail the “After Hours Processing Clerk” manual. This manual has all details of the AOC job function. Go over primary problem and contrib. problems
- Emphasize that if the AOC also “Accepts the POS”, that they must switch to “Shelter Services Staff” job role, and change the site to their own shelter name.

### Screen Details

- Demonstrate how to navigate around the screens. Show how to change pages in a multi-page screen.
- Show how to use the Scroll bars to move back and forth on a screen where all the details are not shown.
- Screen Dragging- Frequently, the bottom of the screen where the “Save” and “Cancel” buttons are located is not visible. Show the worker how to move the screen up by clicking on the Blue Bar at the top of the screen and moving the screen until they can see the “Save” and “Cancel” functions.