



Civica Public Protection & Regeneration

Civica Training Specials

- **Configuring for Word and Outlook**
- **Housing assistance lite training**
- **Housing assistance schedules training**
- **Housing assistance means testing training**

Configuring for Word and Outlook (1 day)

A quick session in how to configure Authority to produce Word documents.

- This will show you how to produce Word documents from the action dairy, from the main record and from the report programs.

A quick session in how to configure automated Authority reports for distribution in Outlook.

- This will show you how to design a report to create a list in Word of all your work, and then how to automate Authority to email this report using Outlook.

A quick session in Word document retention options.

- This will show you how you can configure Authority to adhere to retention timelines, and then how to delete the documents when required.

Housing assistance lite (1 day)

This will show new users how to process a housing assistance application from enquiry to completion. There are no pre-requisites for this course. This "lite" housing assistance course will not cover means testing or schedules, or any program other than the housing assistance program HAU.

Housing assistance schedules (half day)

This will show users who have never used schedules before how to use them to their fullest extent to support the housing assistance process.

Housing assistance means testing (half day)

This will show users how means testing works so that you will know what goes where and why!

These courses can be run in Bath, in Leeds, at a regional location (if there is sufficient demand) or on site. Onsite training can be run on the training system or your live system.

Our online Training Prospectus gives full details/contents for each of our standard courses.

If you have any queries or wish to reserve places on any of the courses please contact the training department.