Stop **TB** Partnership

Dure Technologies

USER MANUAL ACCOUNTABILITY DASHBOARD

C ONTENTS

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BACKGROUND

INTRODUCTION TO ONEIMPACT ACCOUNTABILITY DASHBOARD

OneImpact Accountability Dashboard is a real-time web-based application that allows the community / civil society organization or other in-country implementers to monitor the data reported by people affected by TB for advocacy purposes and action.

The system module covers

- Overview
- Reported Challenges
- Maps
- Resolution Status
- Resolution Efficiency
- Community Demographics
- Analytics
- Switch Language

The scope of the accountability dashboard is to develop components which will support key objectives, including

- To monitor segregation of challenges to deal with TB services, TB support services, human rights violations, and stigma.
- Visualization of data collected in one secured repository

PURPOSE OF ONEIMPACT ACCOUNTABILTY DASHBOARD

The document is a complete guide for the community / civil society group or other in-country implementers on how to use the Accountability dashboard. It contains instructions on each of the components supported with illustrations for ease of understanding flows & features. This document will serve as a USER GUIDE.

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THE PURPOSE AND ORGANIZATION OF THE MANUAL

The user's manual consists of four sections: BACKGROUND, USING ONEIMPACT ACCOUNTABILITY DASHBOARD, DASHBOARD FEATURES, and TROUBLESHOOTING.

1. **BACKGROUND** explains in general terms the system and the purpose for which it is intended.
2. **USING ONEIMPACT ACCOUNTABILITY DASHBOARD** provides step by step installation guide on how to login into the system and navigate through the system.
3. **DASHBOARD FEATURES** explain the different modules and features involved in the system.
4. **TROUBLESHOOTING** describes what are the different measures that can be taken into consideration in case of any issues that are faced on-field.

ONEIMPACT USERS AND ROLES

The application allows user roles and access to be established. The access is divided into user roles and development group.

User Roles

- Mobile application user (people affected by TB) – Uses the App to get information, engage with others and report challenges
- First Responder – Coordinates a response to the challenges reported by people affected by TB
- Accountability dashboard – Community, civil society and other stakeholders monitors the statistics and data on challenges faced by people affected by TB for advocacy, programmatic action and decision making.

USING ONEIMPACT ACCOUNTABILITY DASHBOARD

STEP 1: LOGIN

- To access the web-based platform for the Accountability Dashboard. The Admin needs to enter the URL ([Click here](#)) in a chrome browser.

- Once the URL is entered, the Admin needs to enter the desired credentials as shared with them.
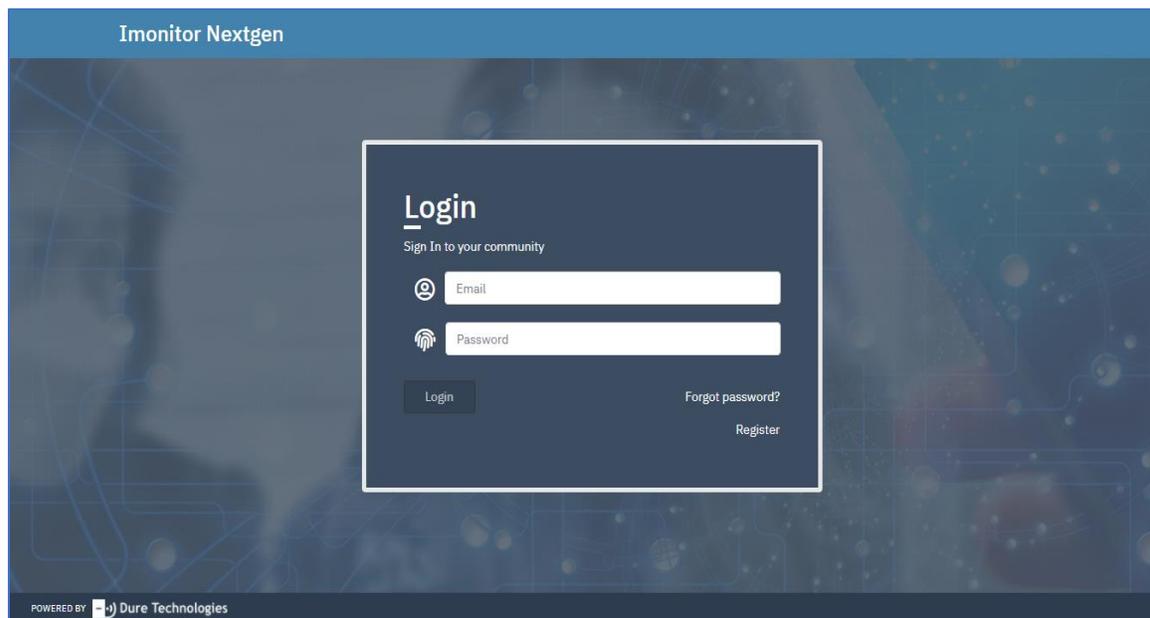
Figure: 1.0.0

On successfully entering the credentials, you are now all set to monitor the accountability dashboard.

STEP 2: ACCESS ACCOUNTABILITY DASHBOARD

Click the **Accountability Dashboard** option present on the left-hand side of the menu bar or the option in the center of the home screen.

Figure: 1.0.1

Figure: 1.0.2

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STEP 3: OVERVIEW

Click on **Overview** to get a complete overview of all the data collected through the OneImpact App.

Figure: 1.0.3

Figure: 1.0.4

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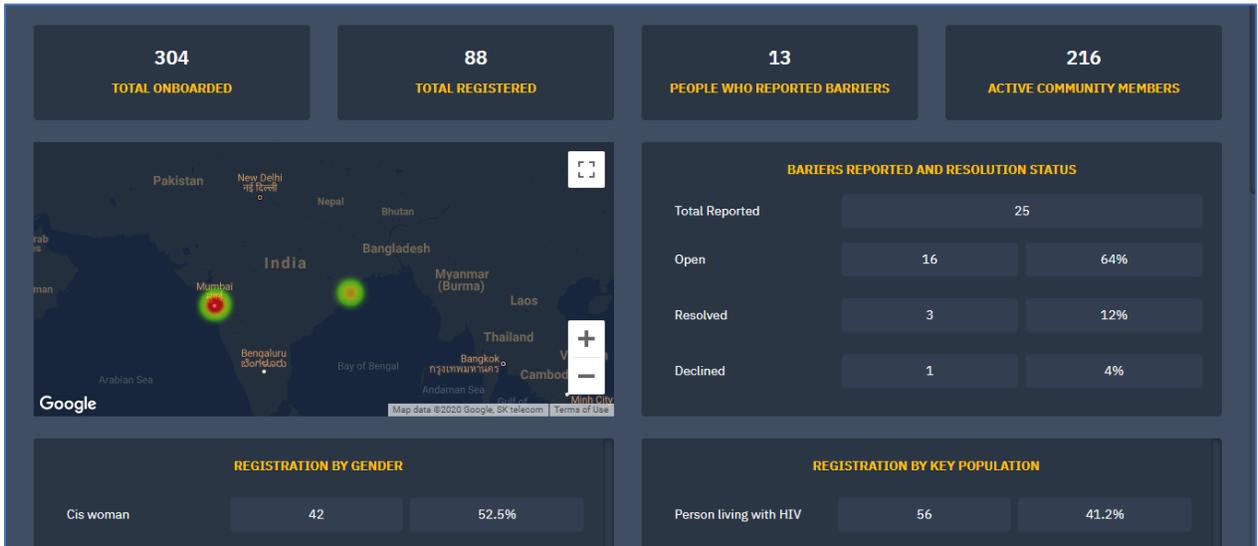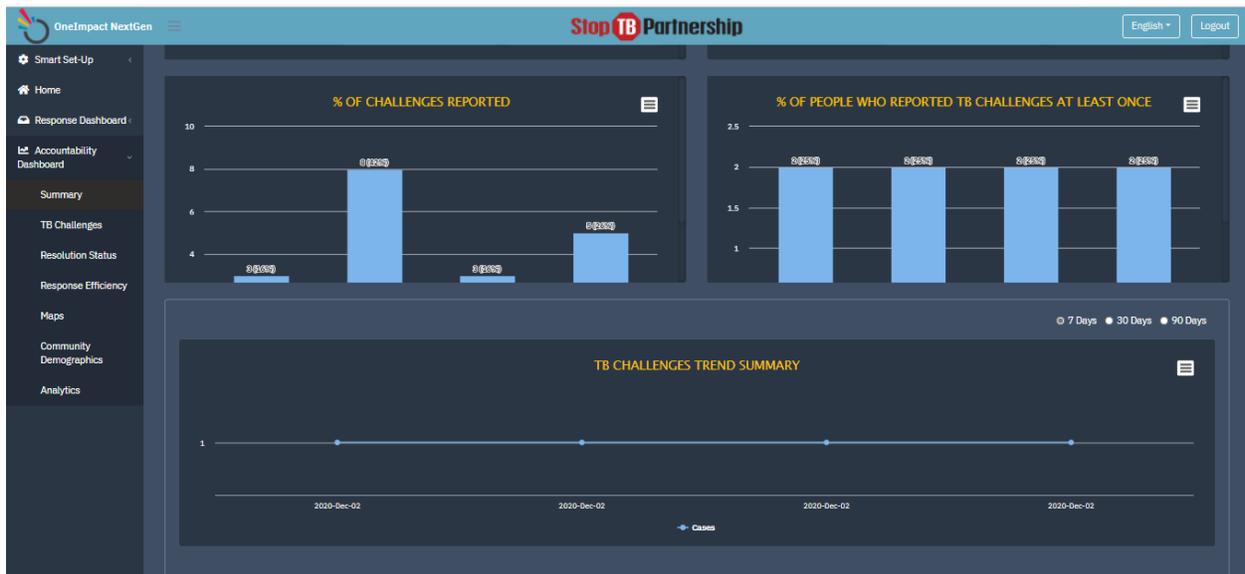
STEP 4: REPORTED CHALLENGES

Click **Reported Challenges** option to access the various indicators (click here) around the categories of challenges reported into the system. You can further filter the aggregated data by clicking on different parameters like province/district/key population/age/gender/etc.

Figure: 1.0.5

Figure: 1.0.6

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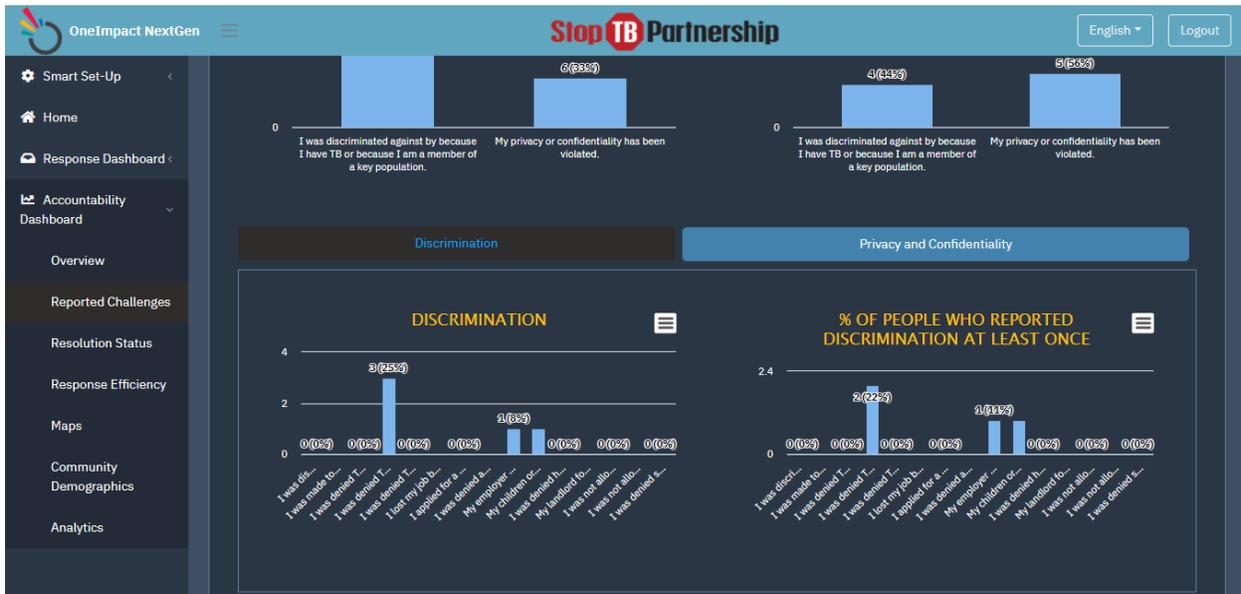
STEP 5: MAPS

Click on the **Maps** option to view geographically from which region, most of the challenges have been reported. In addition, you can always toggle to a heatmap view.

Figure: 1.0.7

Figure: 1.0.8

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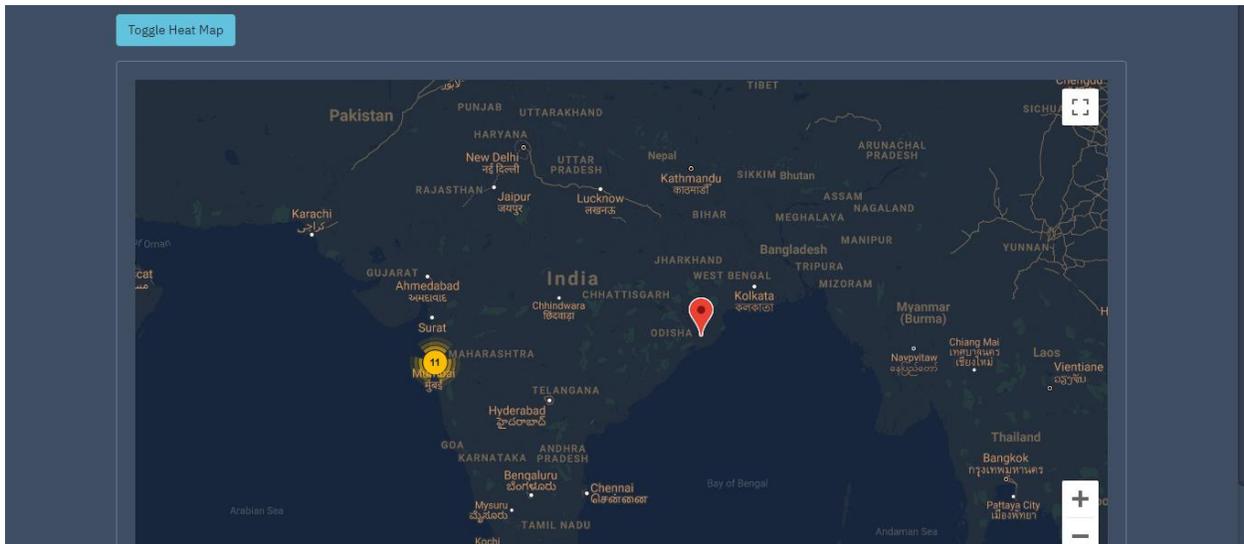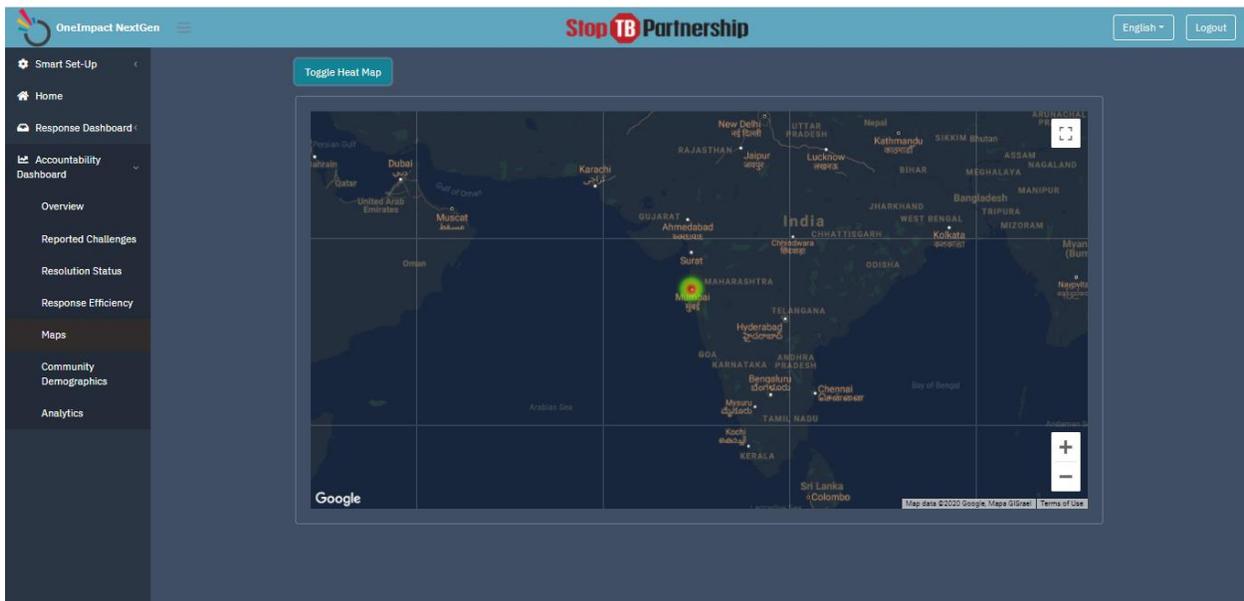
STEP 6: RESOLUTION STATUS

Click on the **Resolution Status** button to monitor the challenges based on its resolution, i.e., whether resolved/unable to resolve. Types of challenges resolved will be displayed in the form of charts

Figure: 1.0.9

Figure: 1.1.0

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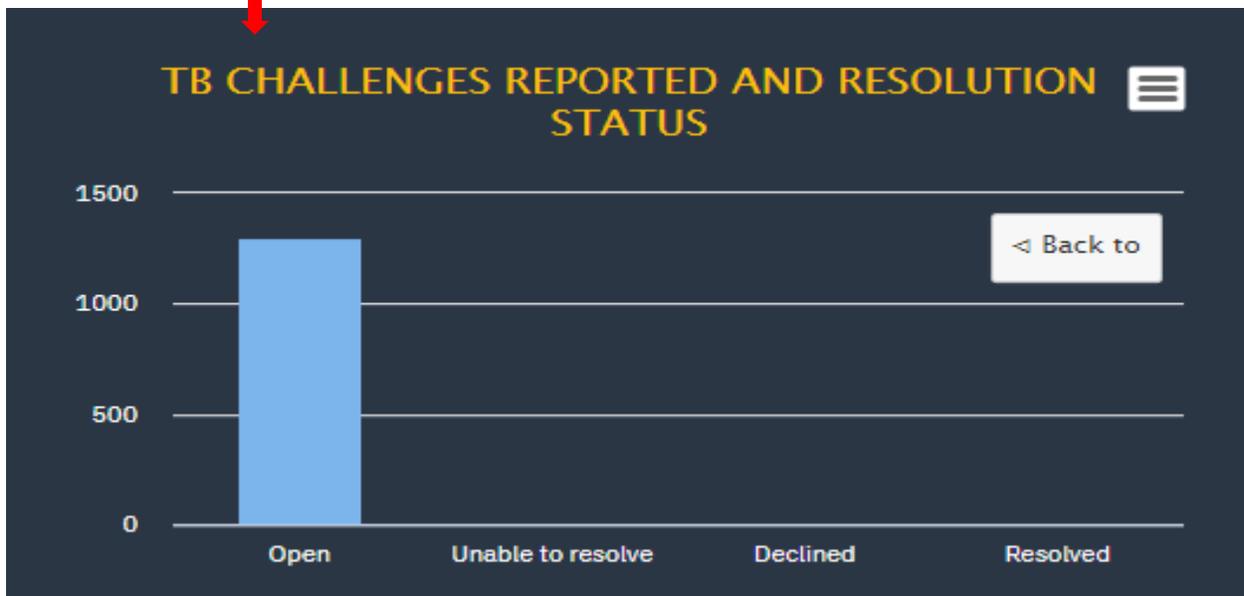
STEP 7: RESPONSE EFFICIENCY

Click on the **Response Efficiency** button to monitor the turnaround time for resolving challenges.

Figure: 1.1.1

STEP 8: COMMUNITY DEMOGRAPHICS

Click on the **Community Demographics** button to download the data dump of the data collected from the app's user onboarding, example their gender, age, whether they identify as a key population etc.

Figure: 1.1.2

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STEP 9: ANALYTICS

Click the Analytics button to download the entire data dump of challenges reported in the system.

Figure: 1.1.3

ACCOUNTABILITY DASHBOARD FEATURES

HOME PAGE

After login, the homepage of the accountability dashboard would give options to select within the different features to view the overall statistics. Kindly click on the highlighted buttons to proceed further.

Figure: 1.1.4

Figure: 1.1.5

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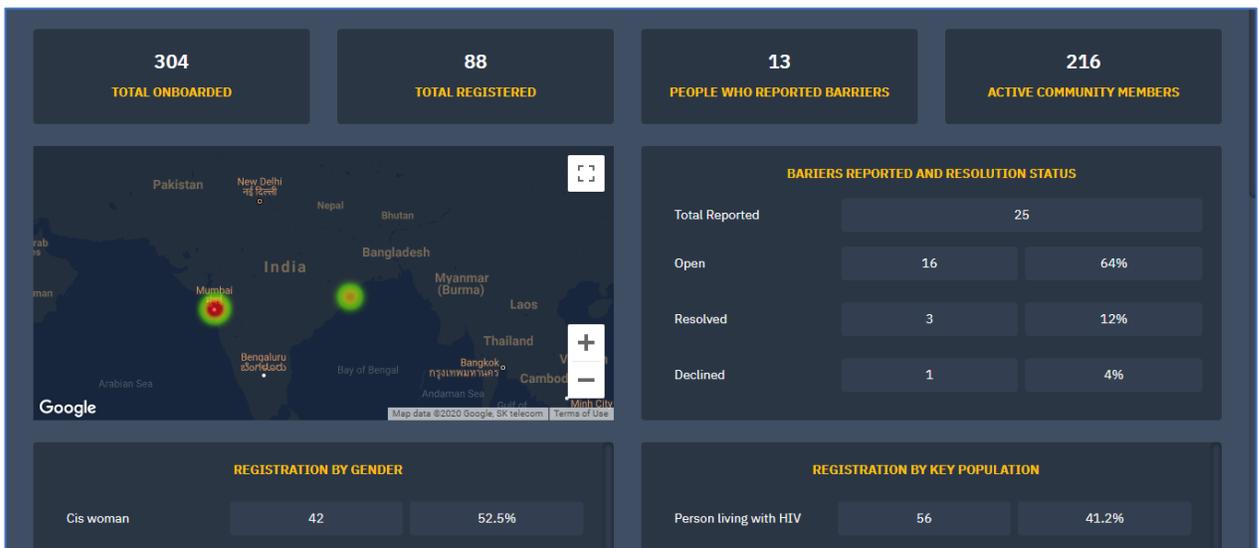
The dashboard page, would provide the following high-level details (source: click here):

- Total onboarded users
- Total registered users
- Total number of people who reported challenges
- % of people who reported challenges
- Resolution satisfaction rate
- Heat-map of challenges reported geographically
- Resolution summary of the challenges reported
- Registration details based on key-population and gender
- Segregation of challenges reported into the system
- Daily trend of challenges reported into the system
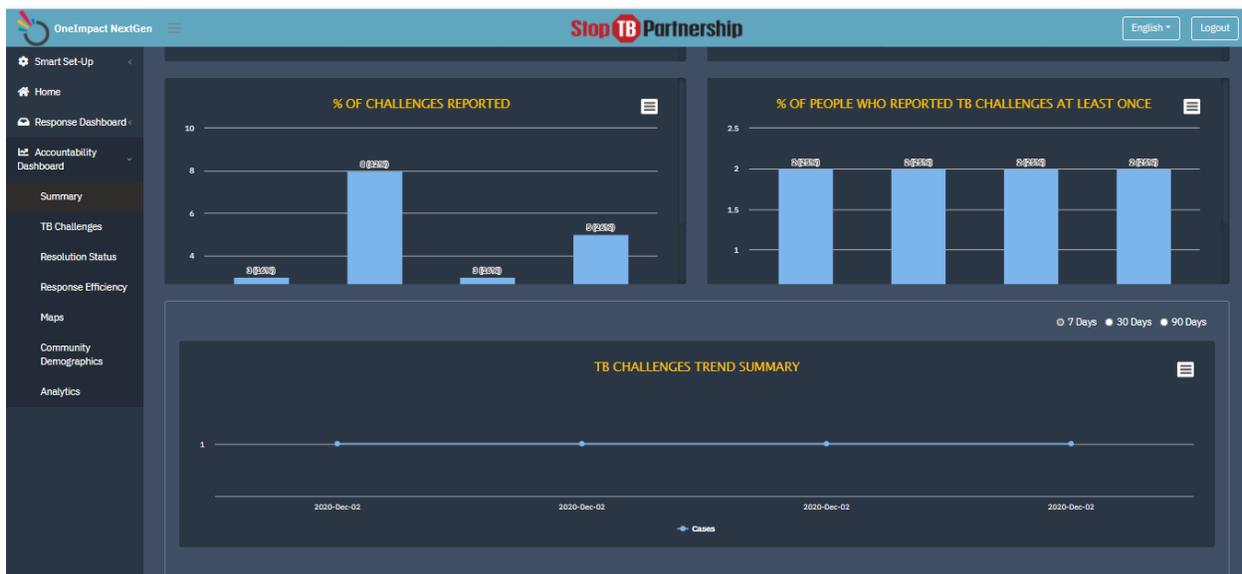
Figure: 1.1.6

MAP

- This module allows to visualize the challenges raised across different regions in a geographical representation. In addition, this could be further represented in geographical/list view.
- The map view further drills down to visualize the segregation of challenges across different regions.
- Moreover, the map view can always be switched to a heat-map view.

Figure: 1.1.7

Figure: 1.1.8

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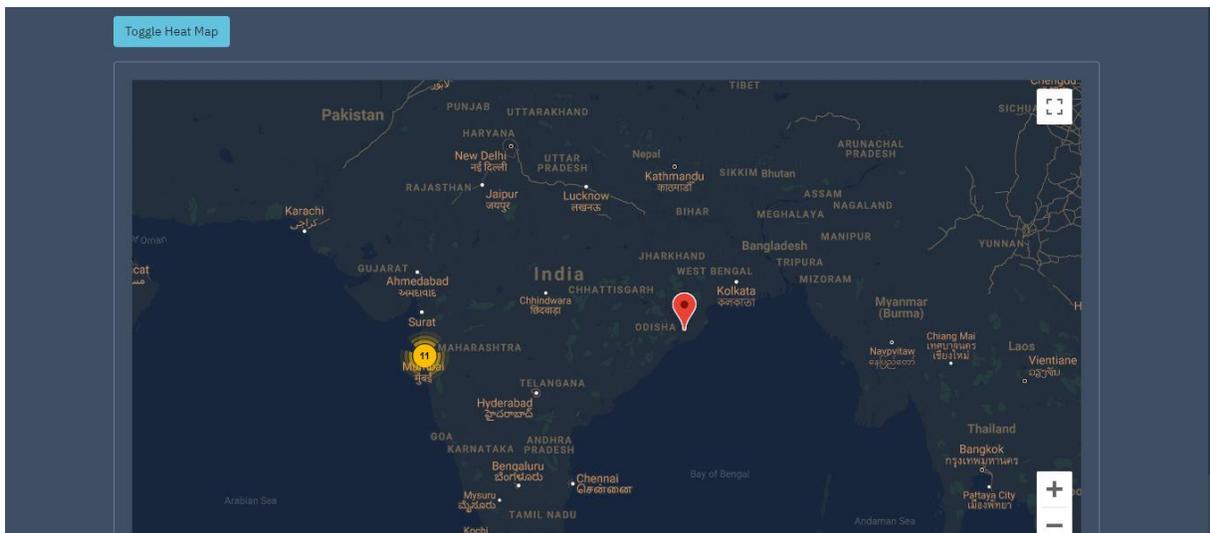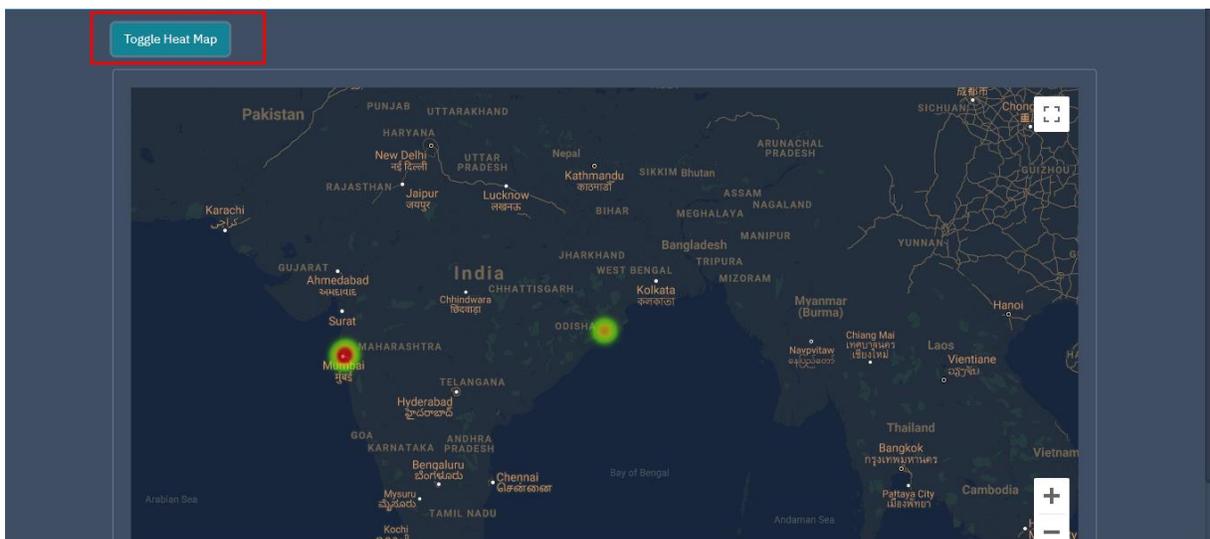
REPORTED CHALLENGES

This module provides an opportunity to understand every challenge reported in detail. The challenges are divided in various categories and are displayed in the form of graphs and charts for ease of analysis.

- Barriers to TB services- represents the challenges reported in the system which are segregated in the form of availability, accessibility, acceptability, and quality of TB services
- Barriers to TB support services represents challenges faced during treatment or procuring of medicines.
- Human Rights Violation- represents the challenges reported in the system which are segregated in the form of privacy and discrimination.
- TB Stigma represents challenges reported to the system that suggest people are not being accepted in the society due to their TB patient status.

Figure: 1.1.9

COMMUNITY DEGOGRAPHICS

- The community demographics gives you details regarding all the community users onboarded into the system.
- This data of all the users onboarded could be downloaded in an excel format for further analysis based on their registration details.

Figure: 1.2.0

ANALYSIS

- The Analysis module allows the dashboard user to do a deep-dive analysis on all the challenges that has been reported into the system.
- The Analysis module provides a complete data dump of the challenges reported in the system in an Excel CSV downloadable format.

Figure: 1.2.1

TROUBLESHOOTING

- In case of slowness observed on the ACCOUNTABILITY DASHBOARD, kindly check the internet connection first. A good internet connectivity is required for accessing the same.
- It is always advisable to access the dashboard in a Chrome browser for a better functioning and a smooth flow.
- In case of any enhancements in the system that the user might want to experience which is not currently available, the user may have to open the web-based application in a new incognito window. (Shortcut: Ctrl + Shift + N)

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