UNEIMPACT

Stop B Partnership



USER MANUAL FIRST RESPONDER DASHBOARD

-) Dure Technologies **Stop TB Partnership**



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BACKGROUND

INTRODUCTION TO ONEIMPACT RESPONSE MODULE

First Responders Inbox is a real-time web-based application that would allow the In-country response team to perform the following activities.

- To keep a track of the challenges reported in the system
- To resolve/decline a challenge that has been reported in the system
- To download an individual challenge report
- To chat with the community user for further investigation on a challenge
- To segregate based on different categories to respond to a specific challenge

PURPOSE OF ONEIMPACT RESPONSE DASHBOARD

The document is a complete guide for the First Responders or In-country implementers on how to use the Response module. It contains instructions on each of the components supported with illustrations for ease of understanding the flows & features. This document will serve as a USER GUIDE.

THE PURPOSE AND ORGANIZATION OF THE MANUAL

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

BACKGROUND section explains in general terms the system and the purpose for which it is intended.

USING ONEIMPACT RESPONSE DASHBOARD section provides step by step usage guide on how to login and navigate around the system.

INBOX FEATURES section explains the different modules and features involved in the system.

TROUBLESHOOTING section describes what are the different measures that can be taken into consideration in case of any issues that are faced on-field.

ONEIMPACT USER 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 Community users
- First Responder Responds to the challenges reported by the community users
- Accountability dashboard Civil society group monitoring the overall statistics

USING ONEIMPACT RESPONSE DASHBOARD

STEP 1: LOGIN

- To access the web-based platform for the Response module, the first responder needs to enter the URL (<u>Click here</u>) in a chrome browser.
- Once the URL is entered, the first responder needs to enter the desired credentials as shared with them.

Imonitor Nextgen			
	Login Sign In to your community		
	Email		
	Password		
	Login	Forgot password?	
		KeBistel	
THERE			
POWERED BY			

Figure: 1.0.0



On successfully entering the credentials, you are now all set to respond to the challenges through the response module.

STEP 2: ACCESSING RESPONSE DASHBOARD

To access this module, click on the **Response Dashboard** option on the left menu or from the home screen.



Figure: 1.0.1

STEP 3: INBOX AND CATEGORIES

3.1 - Click on the **Inbox** to access all the challenges reported. The module is further divided into various categories, namely Open, Validated, Resolved, Declined, and Unable to Resolve.

3.2 - Click on **Filter** option to search for a particular category of challenge. Challenges can be filtered based on **Province/District/Facility**. Click on **Resolution Protocol** button to follow the protocol to respond to a particular challenge.

OneImpact NextG			Stop 🚺	Partnership		English - Logout			
Smart Set-Up	Fitters :		Barriers to TB Support Services X Human Rights	Violations X Barriers to TB Services X TB Stign	na X	× ~			
A Home									
Response Dashboard~	Select Province -		Select District -	Select Facility -		Clear			
Inbox Community	Resolution Protocol	Resolution Protocol							
Response Reports	Open		✓ VALIDATE	×DECLINE					
Dashboard	Anonymous	#267							
	Dec 2nd 2020, 11:06 am	<u> </u>	Service Name : TB Stigma						
	Anonymous		Case ID : #267			Open			
	Dec 2nd 2020, 11:06 am	-	Address : N/A						
	Anonymous		Applicant ID: 1204						
	Dec 2nd 2020, 11:06 am		Date : Dec 2nd 2020, 5:36 am, 6 hours ago						
	Anonymous			•	0	_			
	Dec 2nd 2020, 11:06 am	-		Ŭ					
	Anonymous								
	Dec 2nd 2020, 11:05 am	-							
			Solf stisms	ecause i nau ro in the past.					
	Validated		Perceived stigma						
			 Family/Community stigma 						
	Declined		 Stigma in a health setting 						
			 Stigma in a work environment 						
			 Stigma in an educational setting 						

Figure: 1.0.2

OneImpact NextGe			Stop 🕕	Partnership		English - Logout		
🔹 Smart Set-Up 🧹	Itters: Barriers to TB Support Services X Human Rights Violations X Barriers to TB Services X TB Stigma X							
Response Dashboard	Select Province -	Select Province Select District Select Facility Ctear						
Accountability Cashboard	Resolution Protocol							
	Open	157	L DOV	VNLOAD	1 LO	CATION		
	Validated		Service Name : Barriers to TB Services Case ID : #366			Resolved		
	Declined		Address : N/A Applicant ID : 1245 Date : Dec 3rd 2020, 7:07 am, 8 days and					
	Resolved		Reason : Test					
	Anonymous Dec 11th 2020, 9:31 am	#366	e	0	ត	-		
	Confirmed	2	Barriers to TB services TB services are not available					
	Unable to resolve	2	I cannot access TB services The TB services at my health center are not acceptable The quality of my TB services is not good The quality of my TB services is not good					

Figure: 1.0.3

STEP 4: VALIDATE/DECLINE A CHALLENGE

Click the **Open** section followed by a particular challenge reported under the Open section to Validate/Decline it. You can also download the challenge details and verify the from where it was reported by clicking download/location button. You can validate/decline a particular challenge by simply clicking on the VALIDATE/DECLINE option. Click on Validated/Declined sections to check the challenges that have been marked as valid/decline. Click on the Resolved/Unable to Resolve section to check which challenges were marked as RESOLVED/UNABLE TO RESOLVE.



Figure: 1.0.4



Figure: 1.0.5

OneImpact NextGe	OneEmpact NextGen = Stop®Partnership English* Logout							
🔹 Smart Set-Up 🤇	Filters :		Barriers to TB Support Services X Human Right					
Response Dashboard	Select Province -		Select District -	Select District * Select Facility *				
Accountability Dashboard	Resolution Protocol							
	Open	157	L DOW	NLOAD	4 LC	OCATION		
	Validated		Service Name : Barriers to TB Support Sen Case ID : #407 Address : N/A	ices		Declined		
	Anonymous Dec 10th 2020, 6:17 am	#407	Date : Dec 10th 2020, 5:51 am, a day ago Reason : Test					
	Anonymous	#404	P	•	6			
	Anonymous Dec 3rd 2020, 10:18 am	#365 🝙						
	Resolved		I do not have access to the support services I need during my TB treatment. There is no information about where I can get mental health services. The mental health services in my area are not accessible to me.					
	Confirmed	2	There is no information about where The nutritional support available in n There is no information on how to fin	ny area is not accessible to me. d a lawyer to help with my legal or hum	an rights issues related to TB.	•		

Figure: 1.0.6

STEP 5: RESOLVE/UNABLE TO RESOLVE A CHALLENGE

Once a challenge has been validated, it is filed under validated. It is now the first responder's responsibility to coordinate a response, in accordance with the response protocol. Once the first responders take the action outlined in the protocol the first responder must click on RESOLVED / UNABLE TO RESOLVE depending on the outcome.

OneImpact NextGe	en 🗮		Stop 🚺	English • Logout				
 Smart Set-Up Home 	Filters :		Barriers to TB Support Services X Human Rights Violations X Barriers to TB Services X TB Stigma X			x -		
🕰 Response Dashboard~	Select Province -	ĺ	Select District -	Select Facility -		Clear		
Inbox	Resolution Protocol							
Community Response Reports]			
🗠 Accountability	Open	157	✓ RESOLVE	O UNABLE TO RESOLVE	A DOWNLOAD			
Dashboard	Validated	a	Service Name : Barriers to TB Support S	ervices				
OVELVIEW	Anonymous	Acos ID: #405 Validated						
Reported Challenges	285 Dec 104 2020, 12:41 pm Address : N/A							
Resolution Status	Anonymous	#366	Date : Dec 10th 2020, 5:51 am, a day ag	go				
D	Dec 3rd 2020, 10:17 am		Reason : test					
Response Efficiency	Anonymous	#361						
Maps	Dec Srd 2020, 10:18 am	<u></u>	E	•				
Community	Anonymous	#247						
Demographics	Dec 3rd 2020, 6:42 am							
Analytics			I do not have access to the support :	services I need during my TB treatment.				
Printiplico	Declined		There is no information about whe	ere I can get mental health services.				
			The mental health services in my	area are not accessible to me.				
	Confirmed		There is no information about whe	ere I can get nutritional support.				
			The nutritional support available i	n my area is not accessible to me.	1.1.1.1.1.70			
	Upable to reache		There is no information on how to	a lawyer to help with my legal or human rig	nts issues related to 1B.			



STEP 6: COMMUNITY RESPONSE REPORTS

Click on Community Response Reports to generate the overall details around user registration and challenges reported.

OneImpact NextGe	n 🗉 Stop 🚯 Partnership	English - Logout
🔹 Smart Set-Up 🧹		
👚 Home	Nepurts	
Response Dashboard+	Community Snapshot Report	
Inbox	without comments	
Community Response Reports	Community Snapshot Report Including comments	
Le Accountability Dashboard		

Figure: 1.0.8

INBOX FEATURES

INBOX

This section helps the first responder to Validate/Decline/Resolve/Unable to Resolve a challenge reported in the system. For every action that the first responder would perform, a remark/comment needs to be necessarily sent. Following are the categories and its definition for the Inbox section:

- **Open**: Any challenge that has been raised from the app will appear under the open tab
- **Validated**: Any challenge marked as validated would appear under the validated tab. The First responder should validate each challenge that is reported.
- **Declined**: Any challenge that has been marked as Decline from the list of Open challenges would move to the Declined tab. A declined case is an invalidated case.
- **Resolved**: Any challenge that has been marked as Resolve from the list of Open challenges would appear under the Resolved tab.

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- Unable to resolve; Any challenge marked unable to resolve would appear under unable to resolve.
- **Confirmed**: Any challenge marked resolved from the first responder and confirmed from the user end would appear under the Confirmed tab.
- **Not-Confirmed** Any challenge marked Not-Confirmed from the user side would appear under the Not-Confirmed tab.

OneImpact NextGe	en 🗮		Stop (1	Partnership		English - Logout	t
 Smart Set-Up Home 	Filters :		Barriers to TB Support Services X Human Rights \	x ~	-		
Response Dashboard	Select Province -		Select District *	Select Facility *		Clear	
Community Response Reports	Resolution Protocol						
Accountability	Open	16	✓ VALIDATE	× DECLINE	A DOWNLOAD		
Dasnboard	Validated	1	Service Name : TB Stigma Case ID : #267			Open	
	Declined	٥	Address : N/A Applicant ID : 1204 Date - Dec 2nd 2020 5:36 am 6 bours ago				
	Resolved			•	A		
			Ifeel stigmatized because I have TB or b Self stigma Proceved stigma Fannily/Community stigma Stigma in a health setting Stigma in a work environment Stigma in a determine setting	ecause I had T8 in the past.			

Figure: 1.0.9

The first responder needs to provide a reasoning for validating/declining a challenge.



Figure: 1.1.0

Challenge details

- Whenever a challenge appears under Open category, the first responder can simply scroll-down on a challenge and identify the actual responses given by the community users.
- In addition, the first responder can also evaluate the evidence shared by the community user.
- Moreover, the first responder can also use the filter function to respond to a specific category of issues.

OneImpact NextGe	en 📃	Stop B Partnership	English * Logout
🔹 Smart Set-Up 🧹			
🕋 Home	Filters :	Barriers to TB Support Services X Human Rights Violations X Barriers to TB Services X TB Stigma X	× ×
Response Dashboard~	Select Province -	Select District * Select Facility *	Clear
Inbox	Resolution Protocol		
Community Response Reports			
Accountability	Open 36		
Dashboard	Validated	Service Name : T8 Stigma Case ID : #267	Open
	Declined	Address : N/A Applicant ID : 1204 Delt : 10c : 2rd 2020, 5:36 am, 6 hours eac	
	Resolved 1		
		I feel stigmatized because I have TB or because I had TB in the past. Self stigma Forevelow stigma Family/Community stigma Stigma in a hadth setting Stigma in a work environment Stigma in an educational setting	

Figure: 1.1.1

OneImpact NextGer			Stop 🕕	Partnership		English - Logout
🔹 Smart Set-Up 🧹						
A Home	Select Province -		Select District *	Select Facility -		Clear
Response Dashboardy	Resolution Protocol					
Inbox						
Community	Open	16	✓ VALIDATE	× DECLINE	📥 DOWNLOAD	
Response Reports	Anonymous	#267				
🗠 Accountability	Dec 2nd 2020, 11:06 am		Service Name : TB Stigma			
Dashboard	Anonymous	#266	Address : N/A			Open
	A		Applicant ID : 1204			
	Dec 2nd 2020, 11:06 am	#265 	Date : Dec 2nd 2020, 5:36 am, 6 hours ago			
	Anonymous	#264	2	0	e	
	Dec 2nd 2020, 11:06 am					
	Anonymous	#263				
	Dec 210 2020, 11:05 all		I feel stigmatized because I have TB or be	ecause I had TB in the past.		
	Validated	1	 Self stigma 			
			 Perceived stigma 			
	Deslined		Family/Community stigma			
	Declined	•	Stigma in a nealth setting			
			Stigma in an educational setting			
	Resolved					

Figure: 1.1.2



SWITCH LANGUAGE

The Response Module can always be switched from the English language to the corresponding incountry local language as and when required.

OneImpact NextGe	en 📃		Stop (16	Partnership		English - Logout
🔹 Smart Set-Up						English
🖶 Home	Filters :		Barriers to TB Support Services X Human Rights \	violations X Barriers to TB Services X TB Stign	na X	French
Response Dashboard	Select Province -		Select District -	Select Facility -		Russian
Inboy						Spanish
INDOX	Resolution Protocol					
Community Response Reports						
	Open	16	✓ VALIDATE	× DECLINE	L DOWNLOAD	
Dashboard	Anonymous	#267				
	Dec 2nd 2020, 11:06 am		Service Name : TB Stigma			
	Anonymous	#266	Case ID : #267			Open
	Dec 2nd 2020, 11:06 am		Address : N/A			
	Anonymous	#265	Applicant ID: 1204			
	Dec 2nd 2020, 11:06 am	-	Date : Dec 2nd 2020, 5:36 am, 6 hours ago			
	Anonymous	#264		•	0	_
	Dec 2nd 2020, 11:06 am	-		v		
	Anonymous	#263				
	Dec 2nd 2020, 11:05 am	-				
			Solf stides	ecause i nau 16 m the past.		
	Validated		Perceived stidma			
			Family/Community stigma			
	Declined		 Stigma in a health setting 			
			 Stigma in a work environement 			
	Deschued		 Stigma in an educational setting 			•

Figure: 1.1.4

TROUBLESHOOTING

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