

User Guide for Community Health Workers Dashboard

ONE IMPACT Tolongi

Submitted to:

TB Tolongi Team

Submitted by:



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Introduction

One Impact is a mobile based application which empowers people with TB and communities to access knowledge on TB followed by ways to connect with the peers and TB services. Moreover, it also gives a provision to the users for raising issues if any. This in turn would allow the Response team to monitor the same.

About the Document

The below user manual gives a step by step guide on how to use the Community Health Workers dashboard along with its features. The document also provides troubleshooting key points if in case a dashboard user may face any issue on the field.

Getting Started

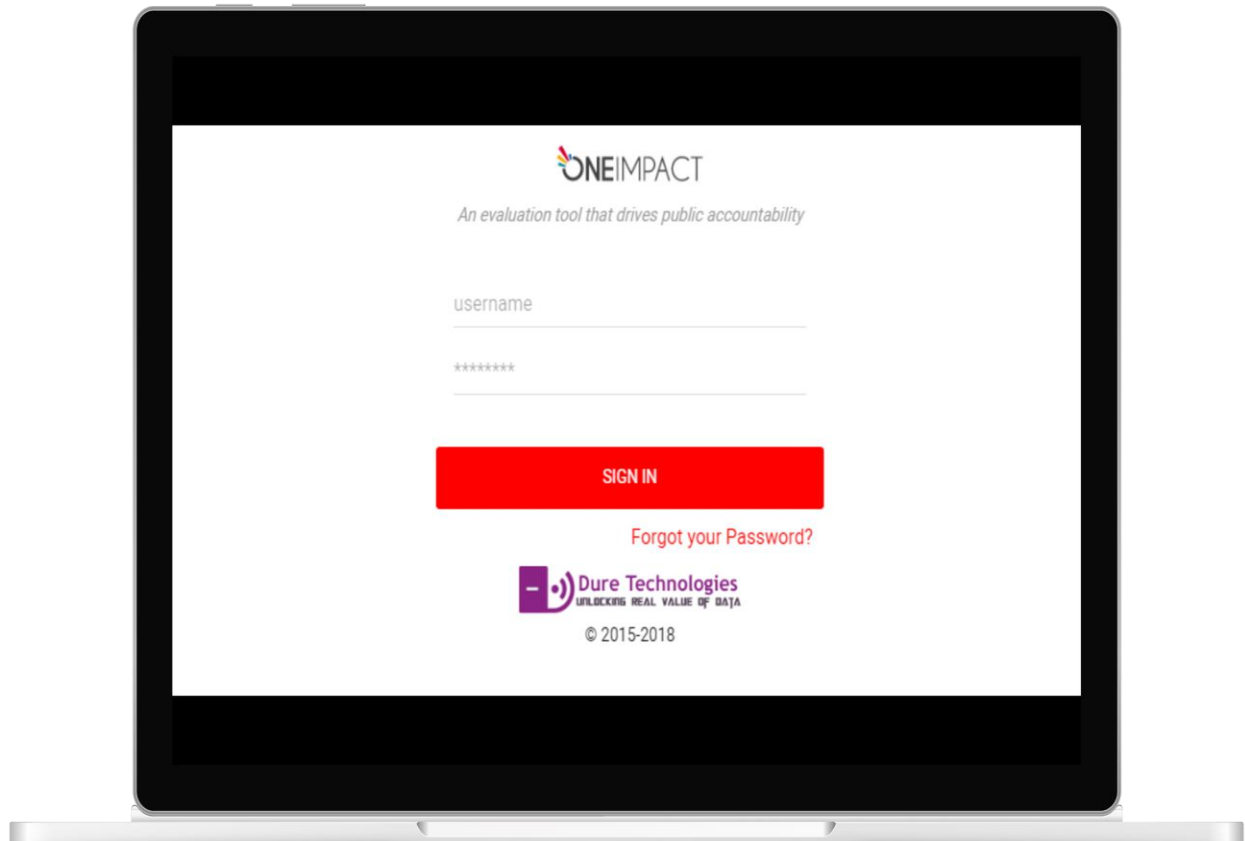
The below section explains all the steps that are required to use the application. The high-level steps include:

- Community Health Workers Dashboard (Admin Module)
- Usage and functionality
- Troubleshooting

The details of each step and features is outlined below.

Community Health Workers Dashboard (Admin Module)

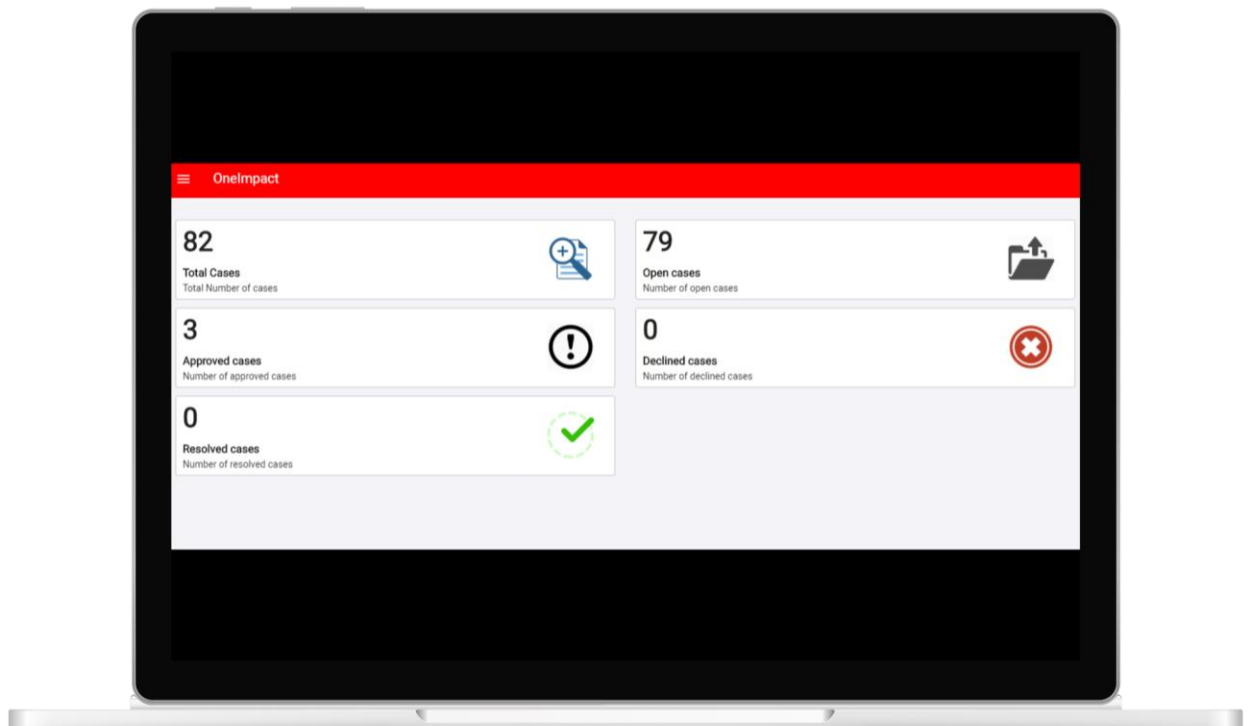
- ❖ In order to access the summary of the cases reported, the admin module can be accessed using the below URL and credentials:



Dashboard usage and functionality

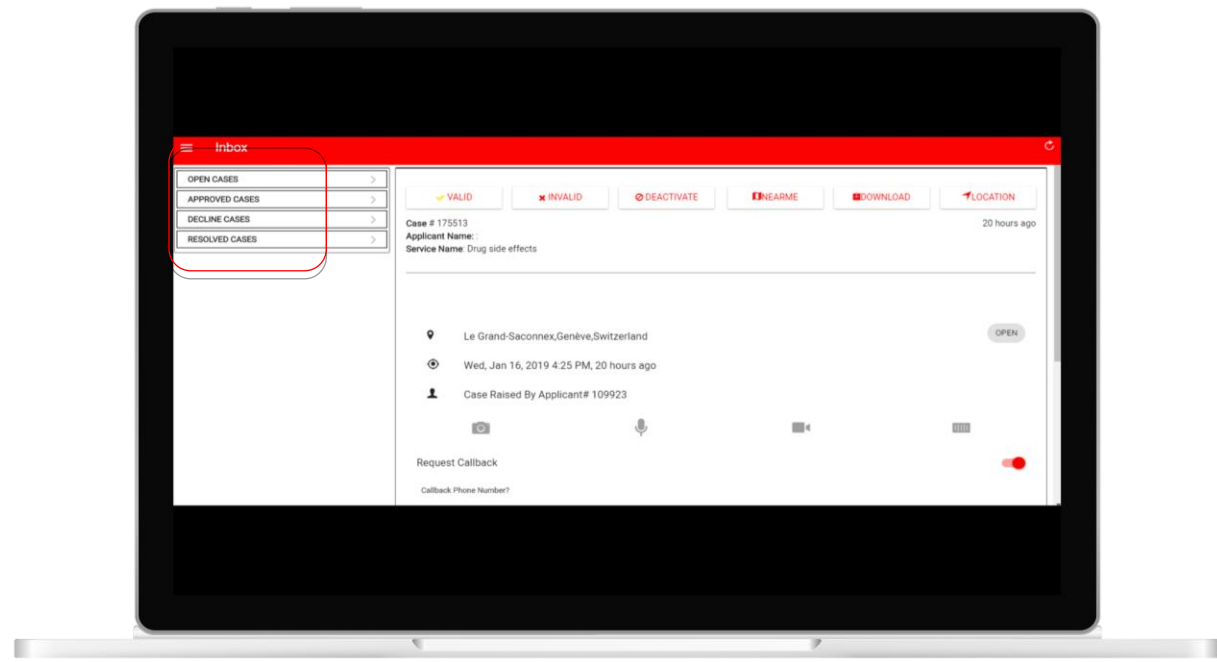
On successful sign-in using the mentioned credentials, the Admin would be able to view a summary of the following items:

- ❖ Total cases
- ❖ Open cases
- ❖ Approved cases
- ❖ Declined cases
- ❖ Resolved cases



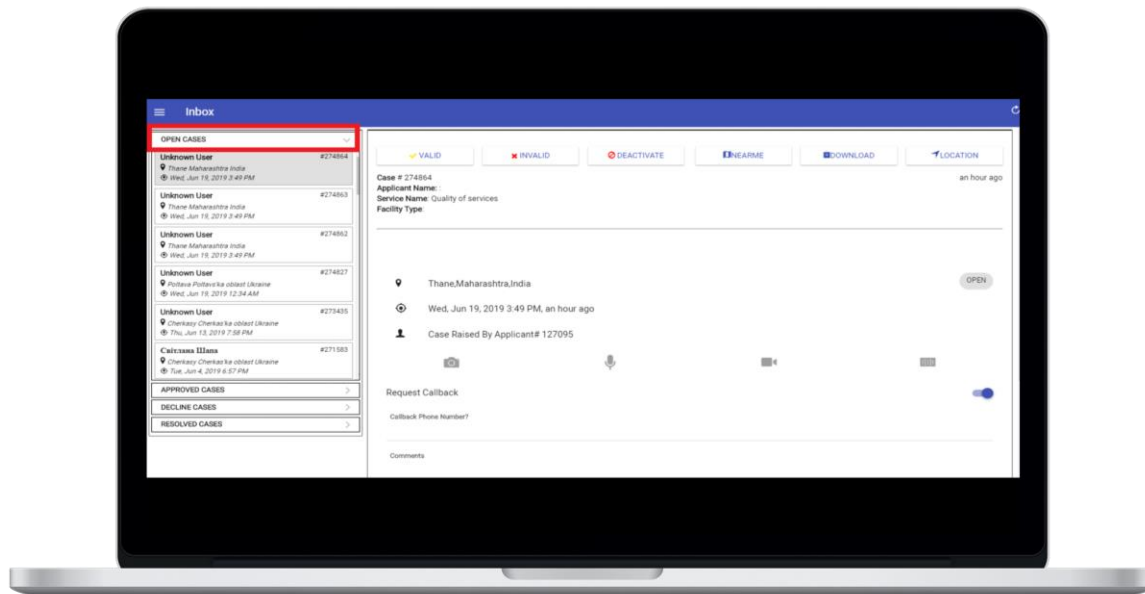
Inbox

- ❖ This section helps the Community Health Worker to validate/invalidate/deactivate a case raised. For every action that the Admin would perform, a remark/comment needs to be necessarily sent by the Admin. Following are the sub-types and its definition for the Inbox module:
- Open cases: Any case that has been raised from the app will appear under the open cases
- Approved cases: Any case that has been marked as Valid from the list of Open cases would move to the approved cases section.
- Declined Cases: Any case that has been marked as Invalid from the list of Open cases would move to the Declined cases.
- Resolved Cases: Any case that has been marked as Resolved from the list of approved cases would appear under the Resolved cases.



Step 1: To view all the problems reported

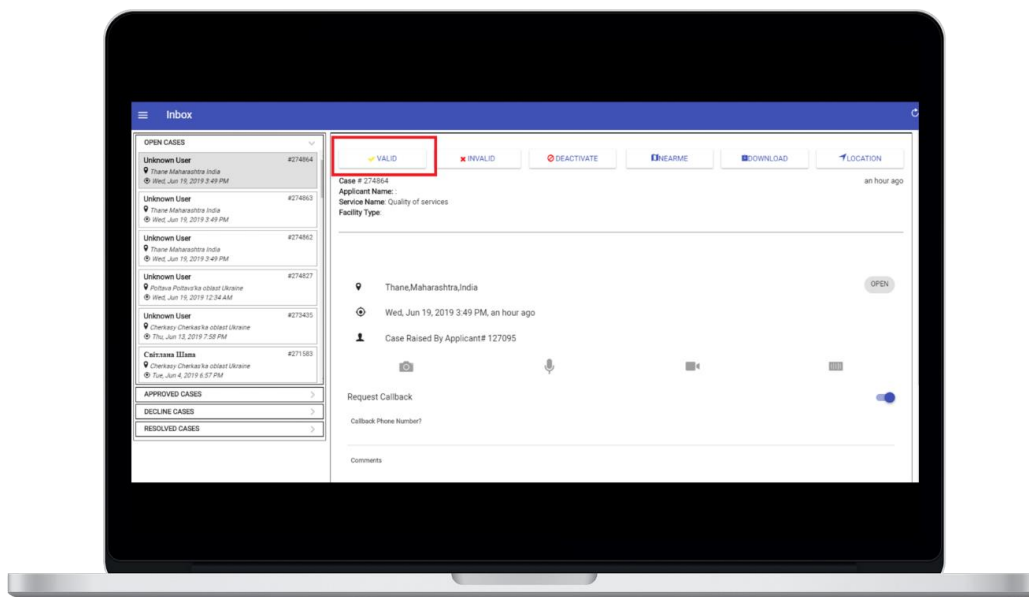
Kindly click on the Open cases button to view all the cases reported on which an action needs to be taken.



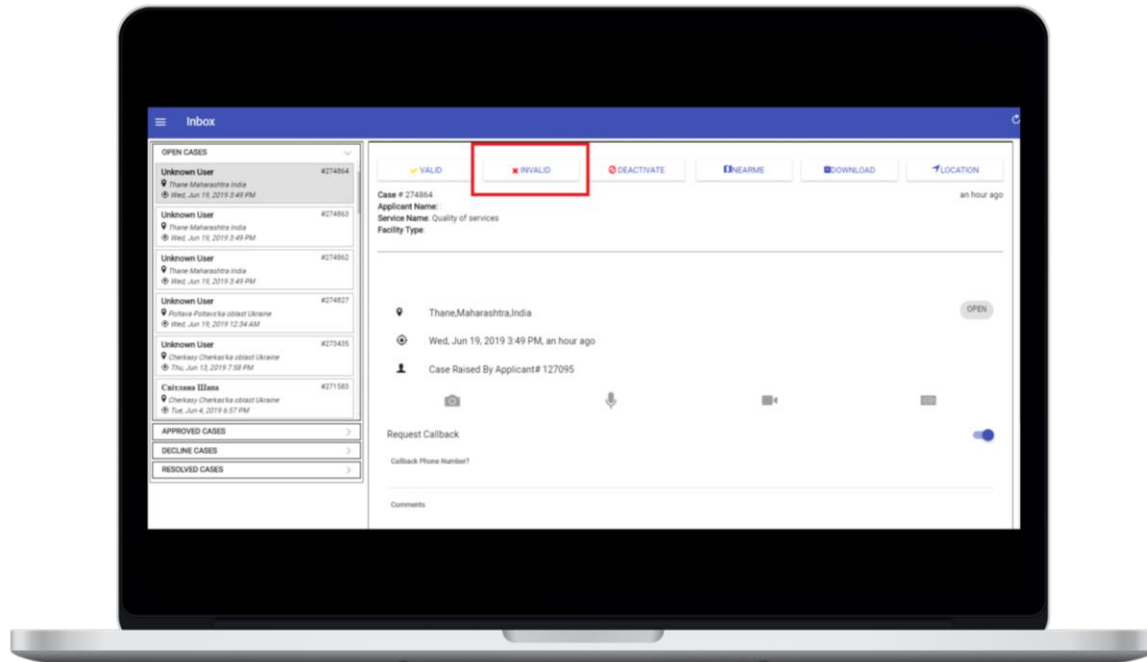
Step 2: (In)validate the problems reported

Select among the open cases reported and mark it as either Valid/Invalid based on its further investigation. On marking a problem as Valid/Invalid, the Response user (Admin) may have to share the necessary reasons for validating/invalidating a case in the comment section when prompted. Following are the snapshots for the same.

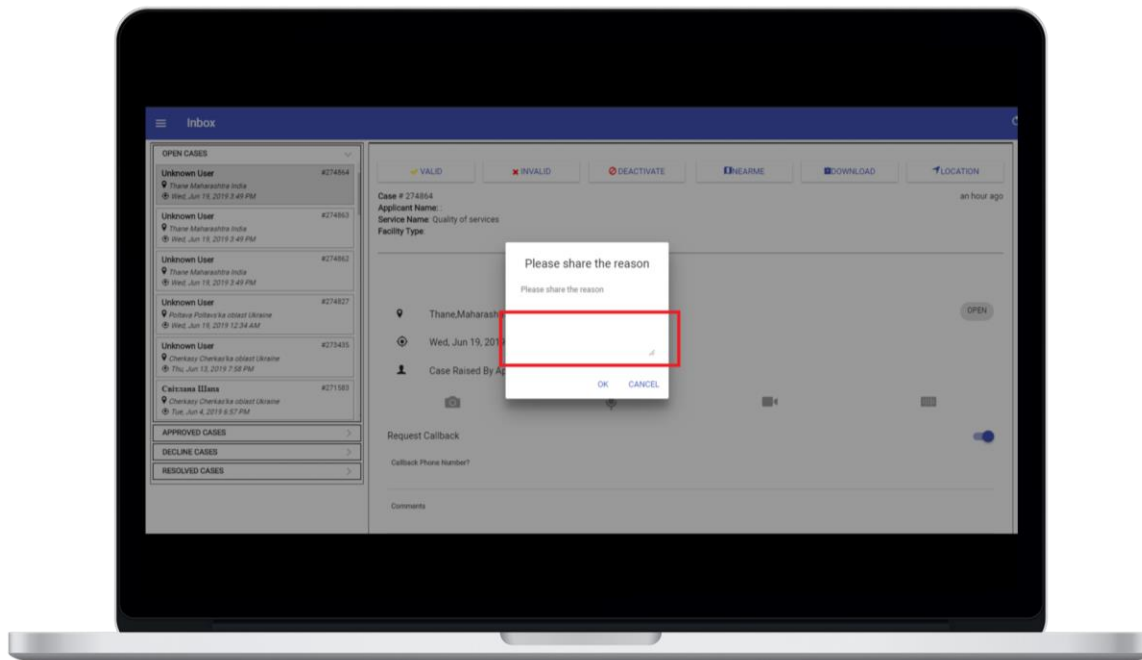
Marking a case as VALID



Marking a case as INVALID



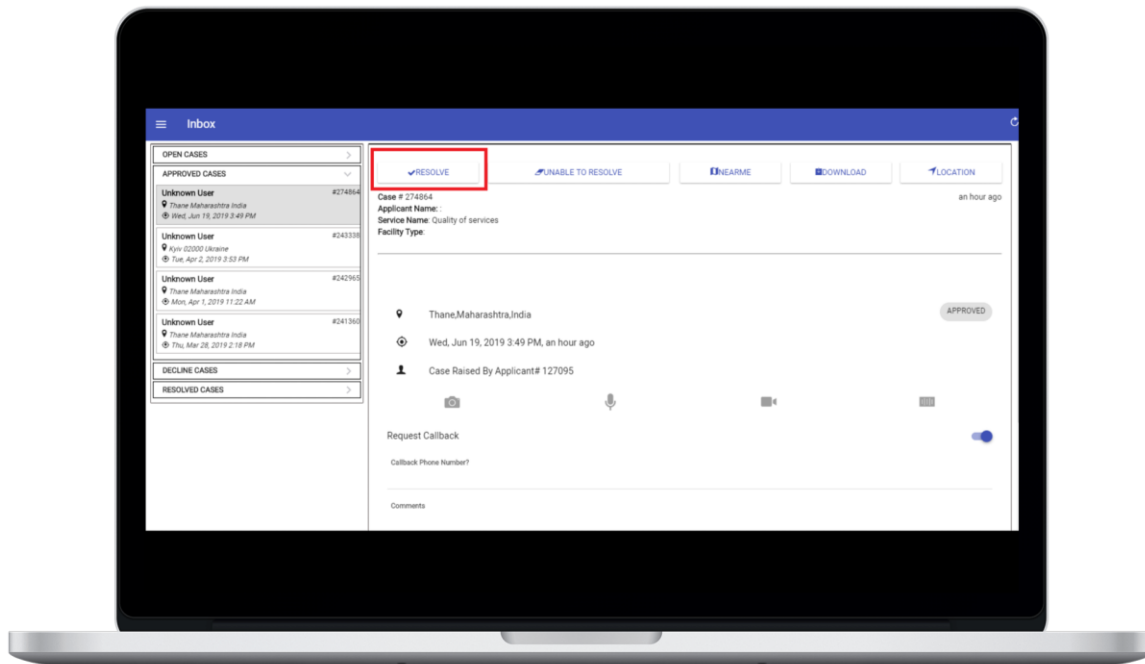
Sharing a reason on Validating/Invalidating a case in the comment section when prompted



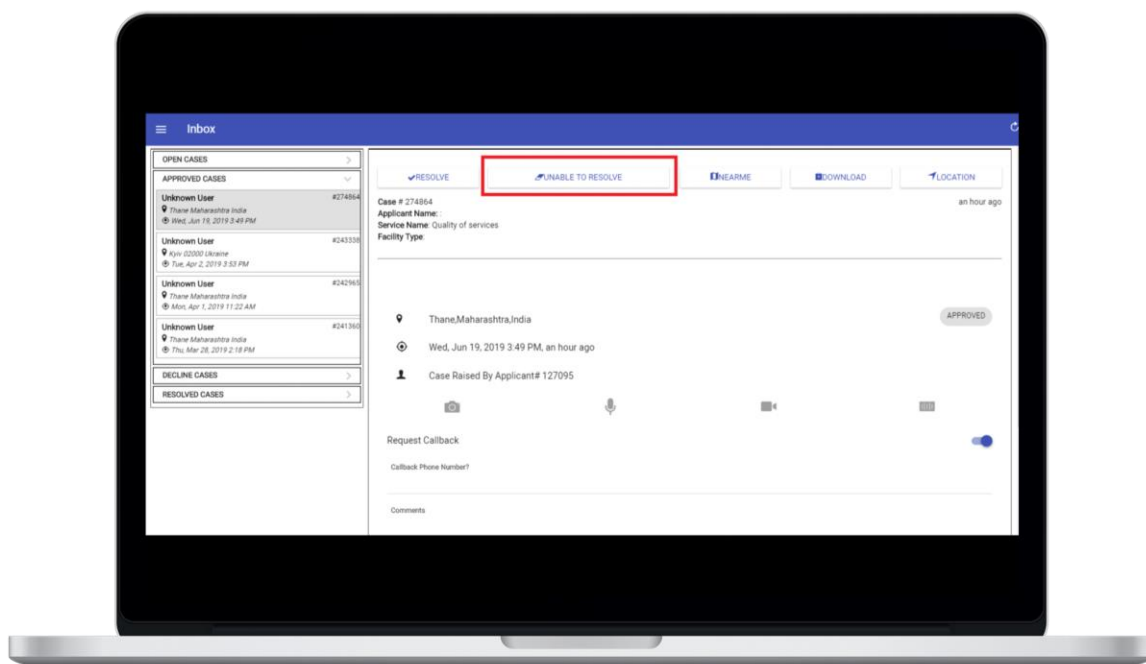
Step 3: Closure of the problems reported

When the Community health worker has responded to a problem, the Admin may either click on “Resolve” or “Unable to resolve” by simply sharing the necessary reasons in the comment section when prompted.

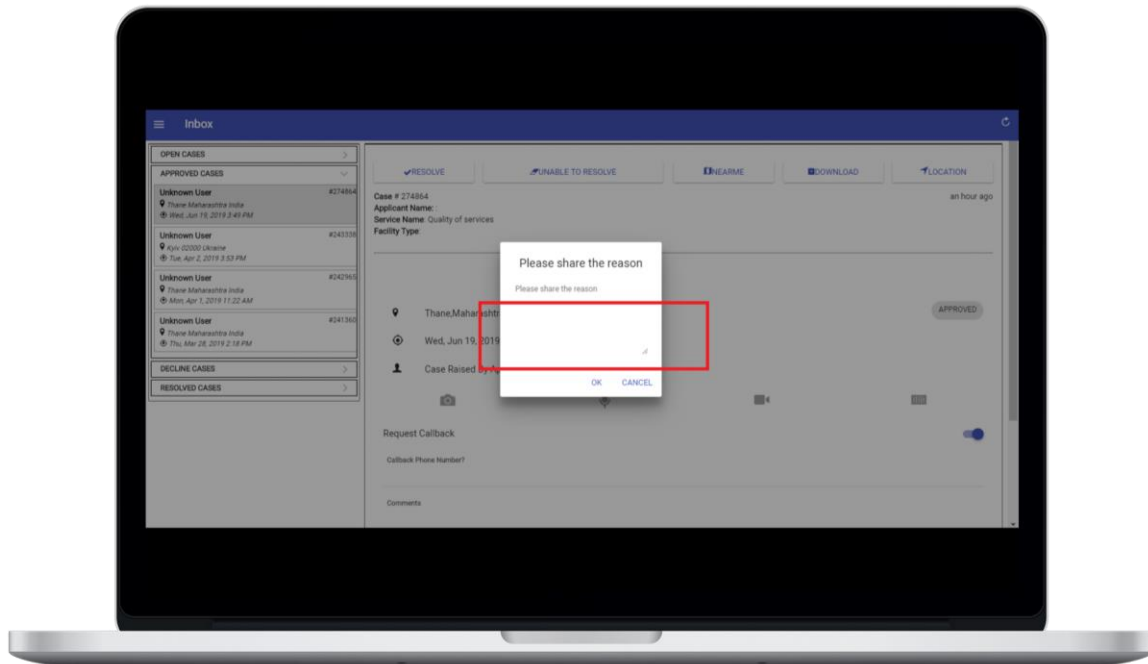
Marking a case as RESOLVE



Marking a case as UNABLE TO RESOLVE



Sharing a reason on RESOLVING/UNRESOLVING a case in the comment section when prompted



Troubleshooting

CHW Dashboard/Admin Module:

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

Thank You!