



USER MANUAL ONEIMPACT APPLICATION

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BACKGROUND

INTRODUCTION TO ONEIMPACT CLM

Stop TB Partnership in collaboration with members from the affected tuberculosis (TB) community from across the world and Dure Technologies developed the OnelImpact App.

OnelImpact App is a tool for people affected by TB.

Among other things it gives people affected by TB access to information on their rights, TB, and TB care and support services. It provides virtual spaces for people affected by TB to engage with each other, in TB support groups and in other chat forums. In addition, it also gives a provision to people affected by TB to report challenges they face throughout their TB journey, which prompts a response at a local level.

OnelImpact App modules include:

- User Onboarding
- Get to know your rights
- Get Information
- Get Access
- Get Connected
- Get Involved

The scope of the App is to develop components which will support the key objectives of community led monitoring.

- To advance a human rights-based TB response
- To strengthen the meaningful participation of people affected by TB in all aspects of the TB response.
- To advance people centred care.
- To improve TB program responsiveness & effectiveness
- To generate critical data for health information systems
- To strengthen programmatic and legal accountability
- To strengthen community systems and advocacy

PURPOSE OF ONEIMPACT APP

The document is a complete guide for OnelImpact users on how to use the OnelImpact App. It contains instructions on how to use each of the components supported by illustrations on information flow & features. By reading this guide the OnelImpact App user will know the functions and features of each module and will know how best use each module.

Created by: Dure Technologies and Stop TB Partnership

THE PURPOSE AND THE ORGANIZATION OF THE MANUAL

The user's manual consists of four sections:

1. **BACKGROUND** explains in general terms the system and the purpose for which it is intended.
2. **USING ONEIMPACT APP** provides step by step installation guide on how to download, register, and use the entire App.
3. **APP FEATURES** explains the different modules and features involved in the App.
4. **TROUBLESHOOTING** describes what are the different measures that can be taken into consideration in case of any issue faced using the APP.

ONEIMPACT USERS AND ROLES

The App 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 User – 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 APP

STEPS TO DOWNLOAD AND USE THE APP

This section outlines the different steps involved in accessing the entire App.

STEP 1: DOWNLOAD THE APP

Visit your Google Play Store for Android devices or Apple App Store for iOS devices and search for the **OneImpact** App.

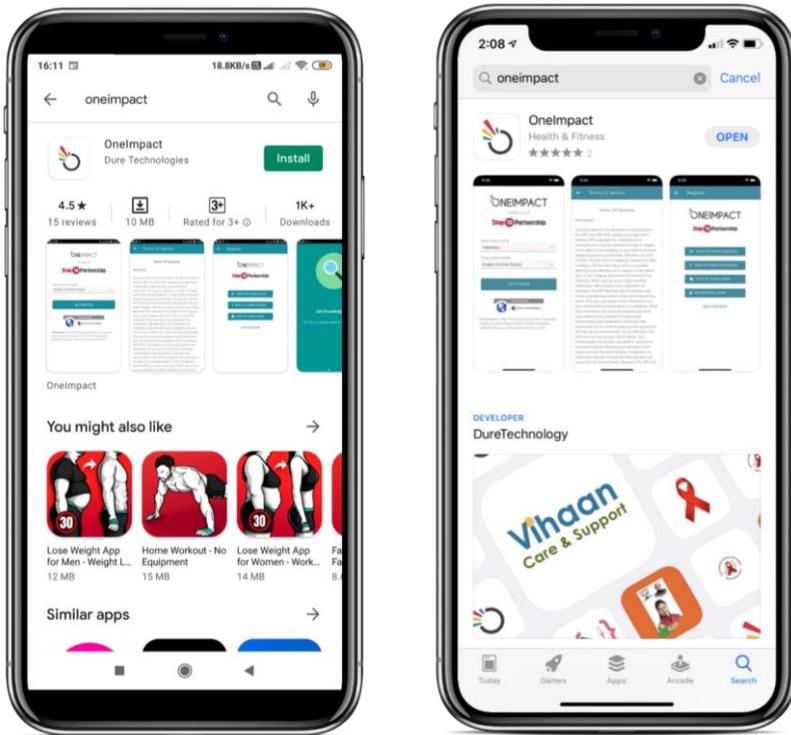


Figure: 1.0.1

STEP 2: INSTALL

Click the install option to start installing the **OneImpact** app on your respective device.

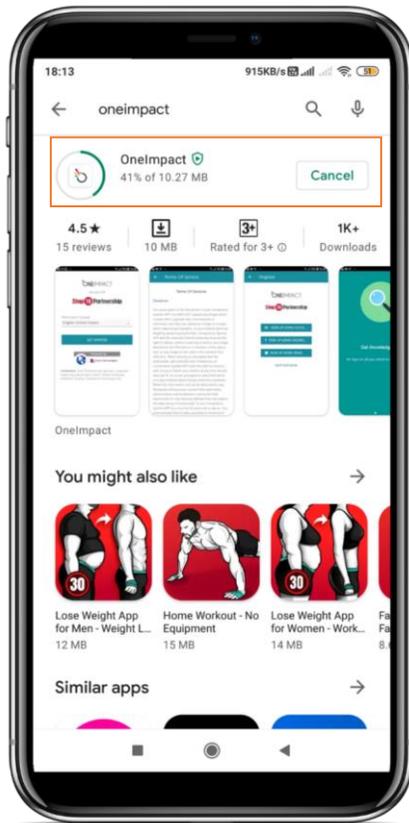


Figure: 1.0.2

STEP 3: ONBOARDING

3.1 - Once the App is installed, click on the App icon, and allow the necessary permissions as requested by the App. Select your language preference to get started with the application.

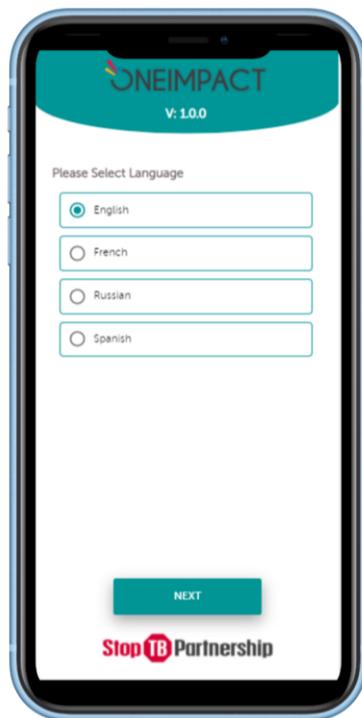


Figure: 1.0.3

3.2 - Once you have read the terms of services and privacy policy, click on the check box to accept to the terms of services and the privacy policy of the system. Now you may proceed by clicking on the **SUBMIT** button.

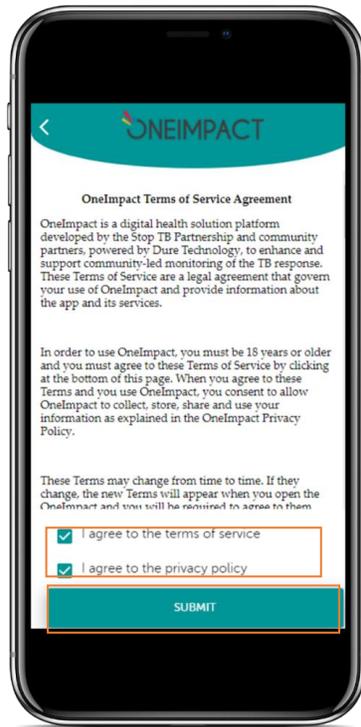


Figure: 1.0.4

STEP 4: REGISTRATION

4.1 - OneImpact App allows you to register yourself or keep your identity anonymous, if you decide to keep your identity as anonymous then click on the **SKIP** option, if you decide to proceed ahead with the registration process then click on the options to answer the necessary questions. Click on **Next** button to proceed further.

4.2 - Click on the dots or swipe left on the screen to go back and edit your previous responses.

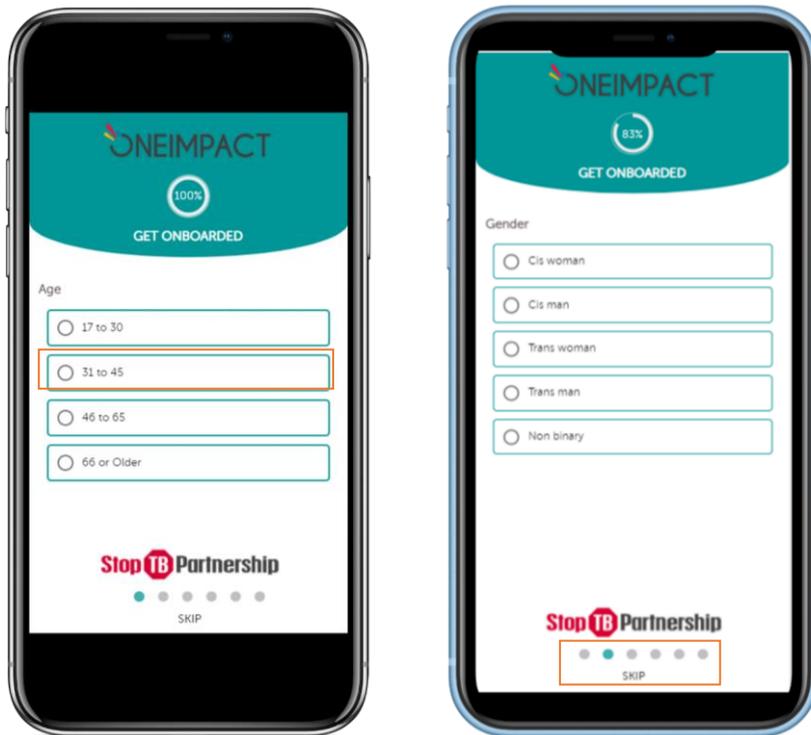


Figure: 1.0.5

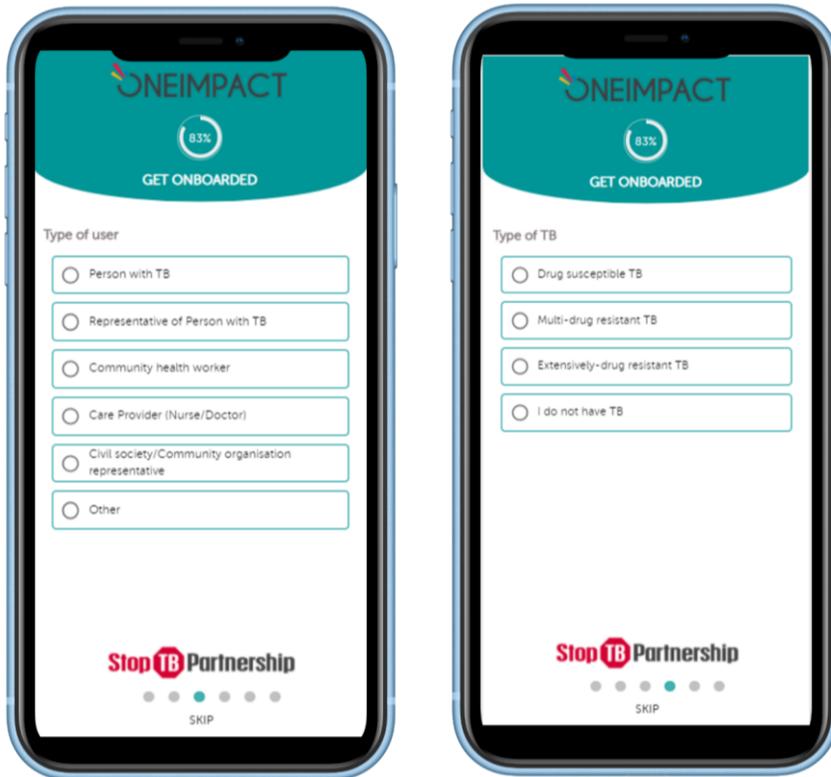


Figure: 1.0.6

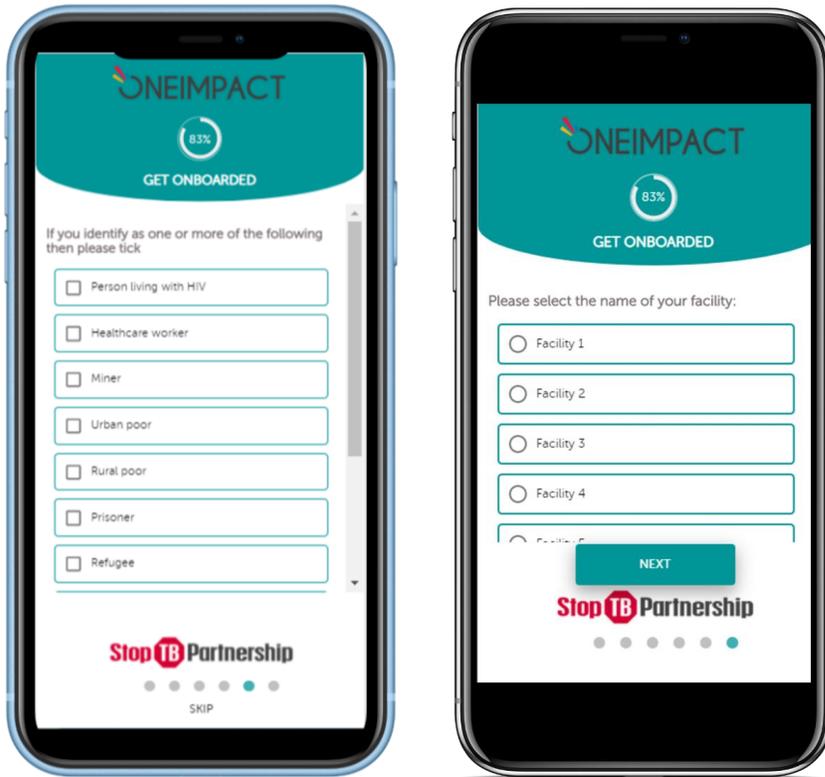


Figure: 1.0.7

STEP 5: TOUR GUIDE

5.1 - Once the registration process is completed, the suggestion for a tour guide module appears, the App gives a quick tour guide around the different features in the OnelImpact App, press the **YES PLEASE** button to get a quick walkthrough around the App.

5.2 - Click on the "X" button to exit the tour guide module. Click on the left/right arrow button to continue with the walkthrough.

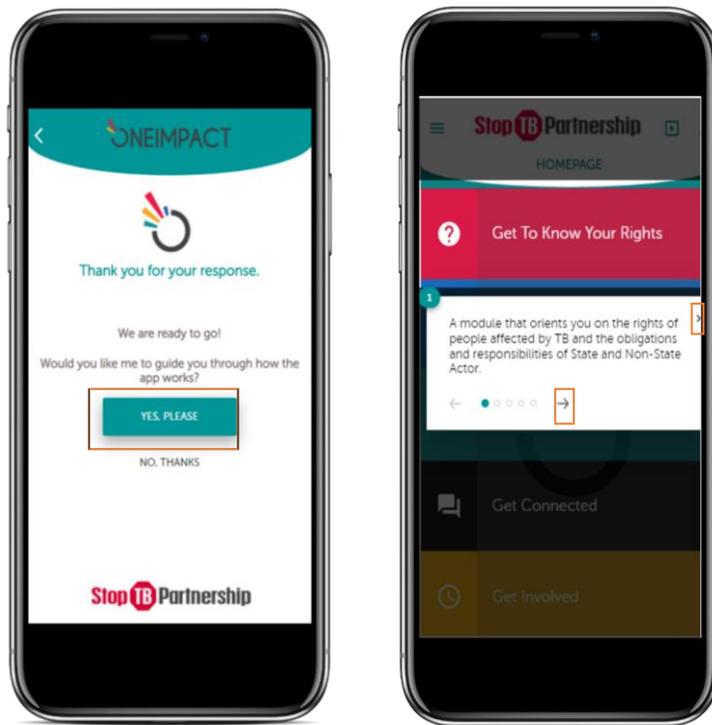


Figure: 1.0.8

STEP 6: HOMEPAGE

HOMEPAGE gives you access to all the different modules in the App. By clicking on each tile, you can further explore each of the module.

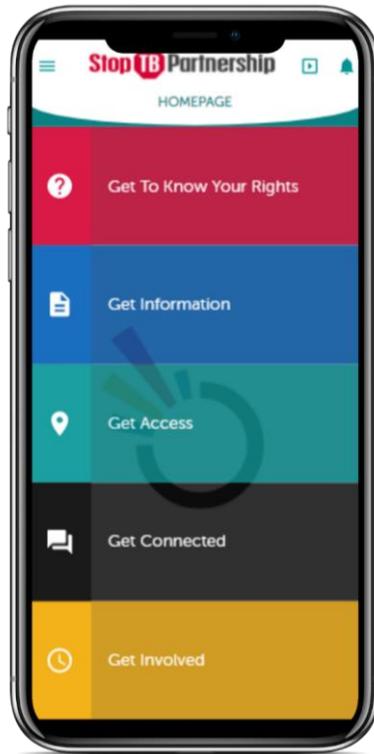


Figure: 1.0.9

STEP 7: GET TO KNOW YOUR RIGHTS

On clicking the **GET TO KNOW YOUR RIGHTS** tile from the **HOMEPAGE**, you can scroll and search for the necessary information on the rights of people affected by TB as well as the obligations of State and non-State actors.

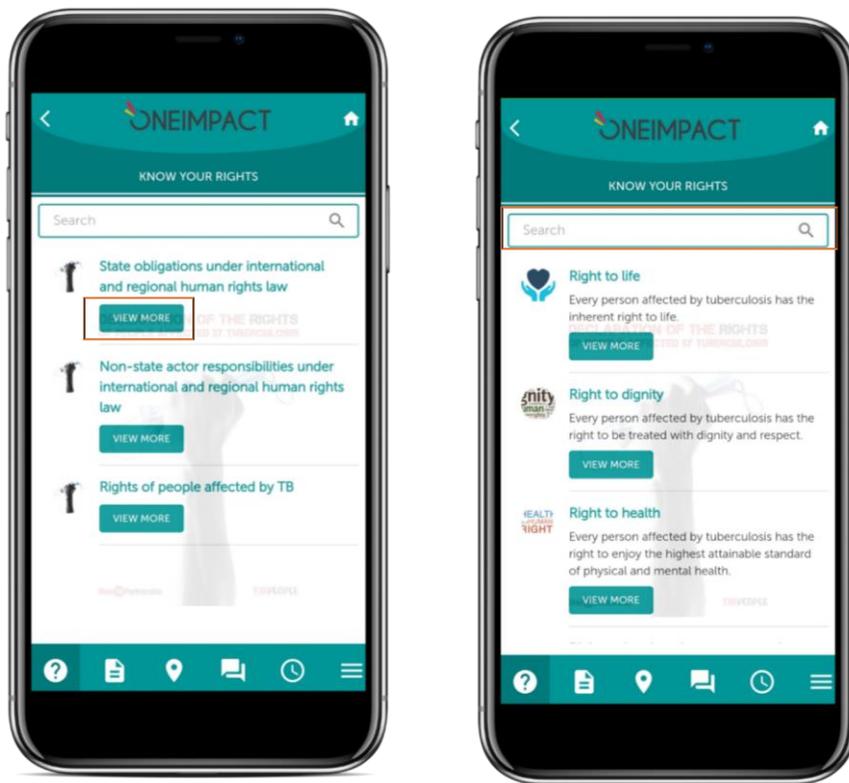


Figure: 1.1.0

STEP 8: GET INFORMATION

To access the **GET INFORMATION** module, click on the **GET INFORMATION** tile on the **HOMEPAGE**, you would now get to see two sections namely **MEDICAL EXPERTS** and **PEOPLE AFFECTED BY TB**. To access information present in these sections, click on **VIEW MORE** button. You can also press on **like** and **comment** your opinions on the information.

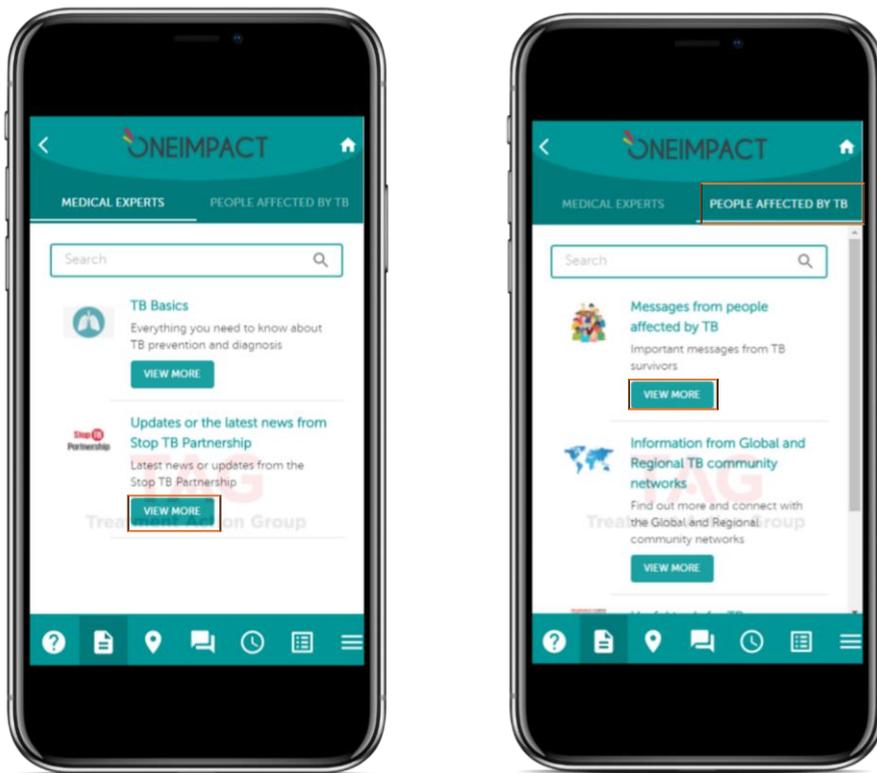


Figure: 1.1.1

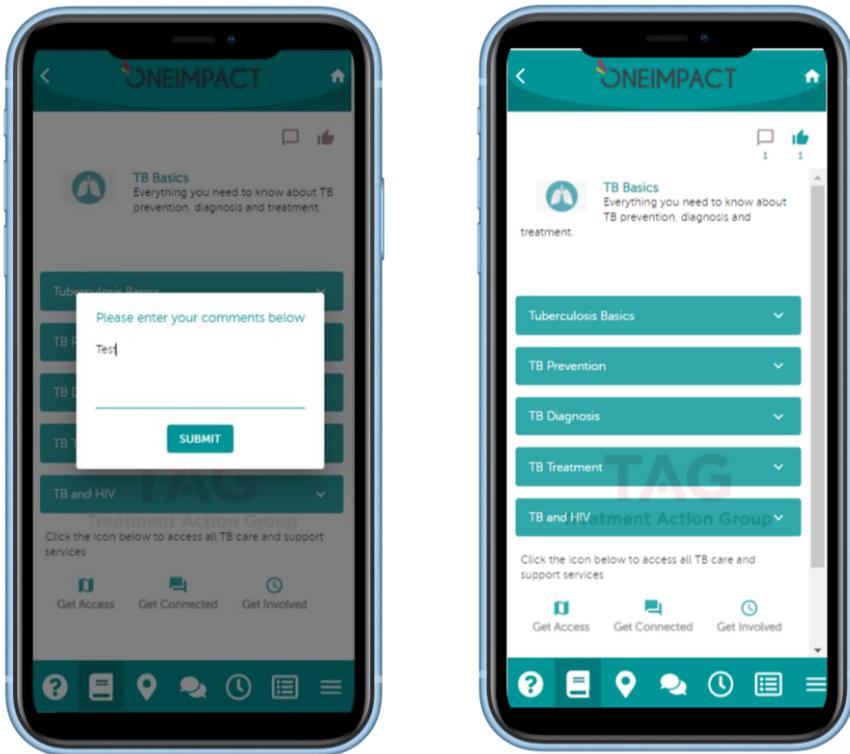


Figure: 1.1.2

STEP 9: GET ACCESS

Click on the **GET ACCESS** tile on the **HOMEPAGE**. You can now click on the **MAP** or **LIST** to view the different facilities. In addition, you can also click on the **FILTERS** option to search for different categories of facilities and services within your vicinity.

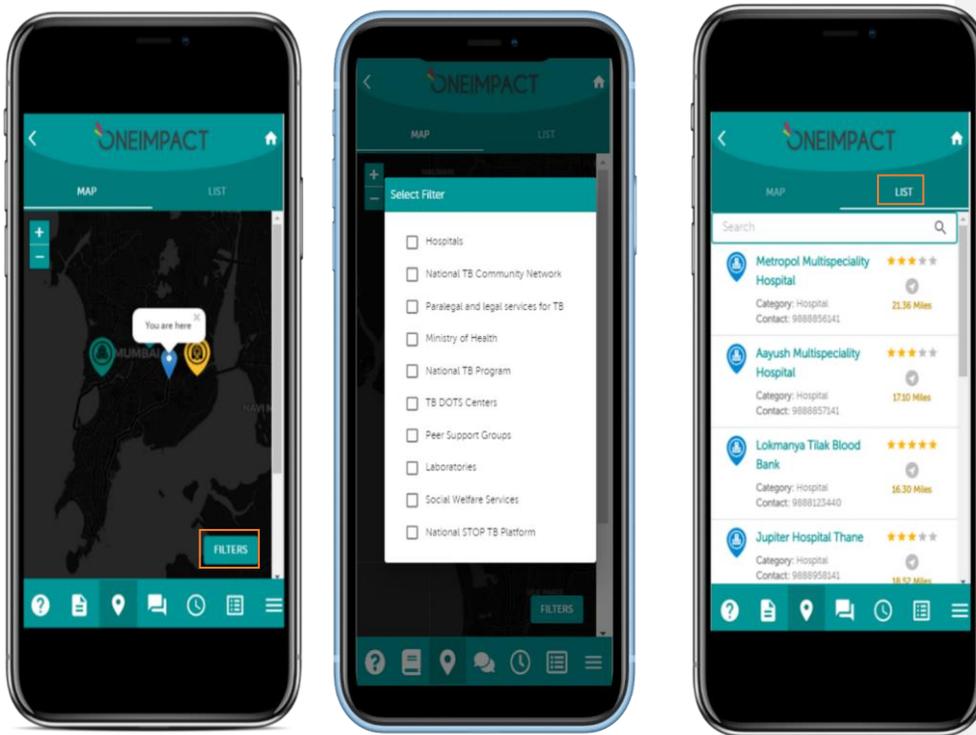


Figure: 1.1.3

STEP 10: GET CONNECTED

GET CONNECTED section allows you to engage within different forums and get in touch with other people affected by TB and community users using the platform. Click on **GET CONNECTED** tile on the home screen, to enroll in the chat, also you may select an avatar to not disclose your identity and stay anonymous.

Commented [CS1]: Can users set up group chats? Who does this?

Commented [MP2R1]: At the moment, the creation of a forum/group chat is predefined during the initial setup and the moderator controls it. Users cannot be given an access to setup groups as there may be unwanted groups created within multiple users who do not know each other and lead to issues to deal with security/privacy

Commented [MP3R1]:

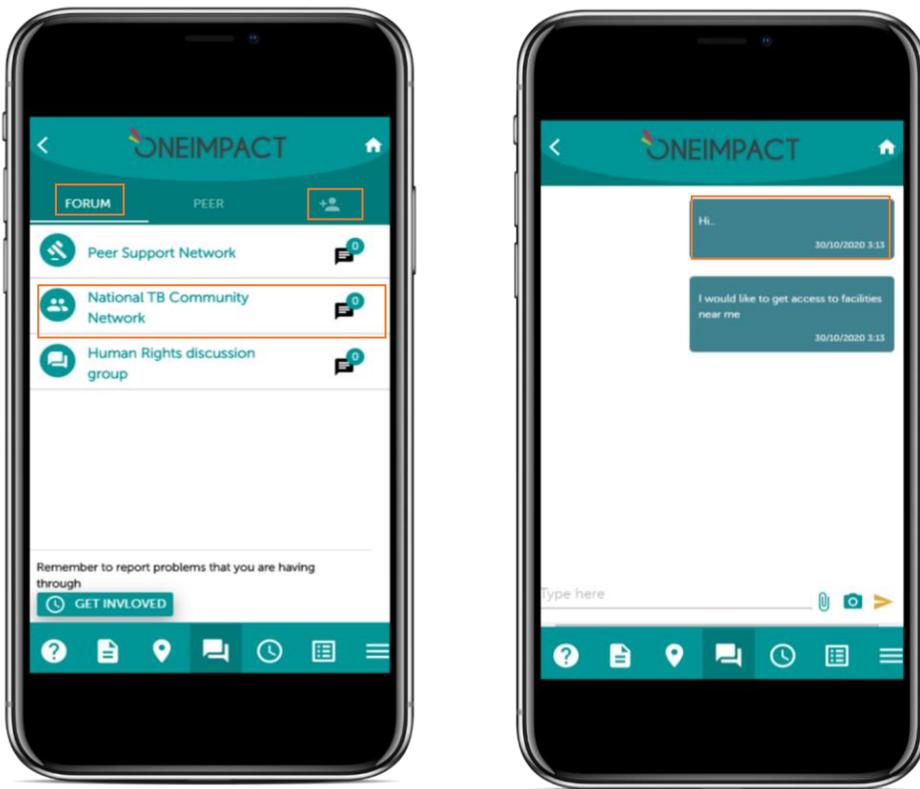


Figure: 1.1.4

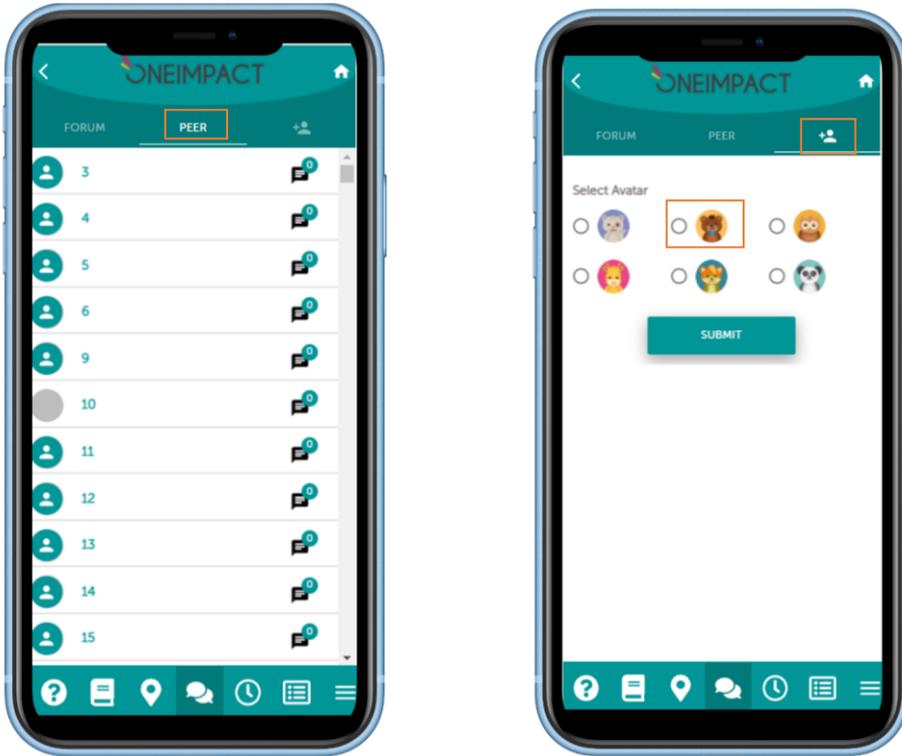


Figure: 1.1.5

STEP 11: GET INVOLVED

On clicking the **GET INVOLVED** tile in the home page, there are two sub-sections, **Report** and **Response**, on clicking report, users can report the challenges they are facing, the response section displays the status of the challenges reported. You can also attach an evidence while reporting barriers, e.g. take a photo.

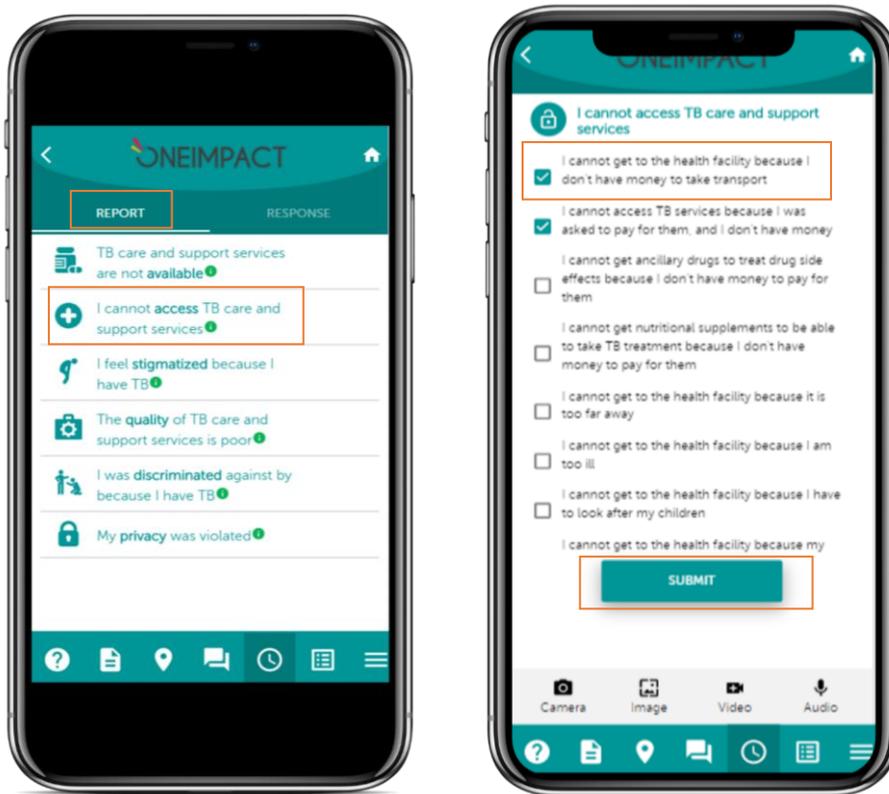


Figure: 1.1.6

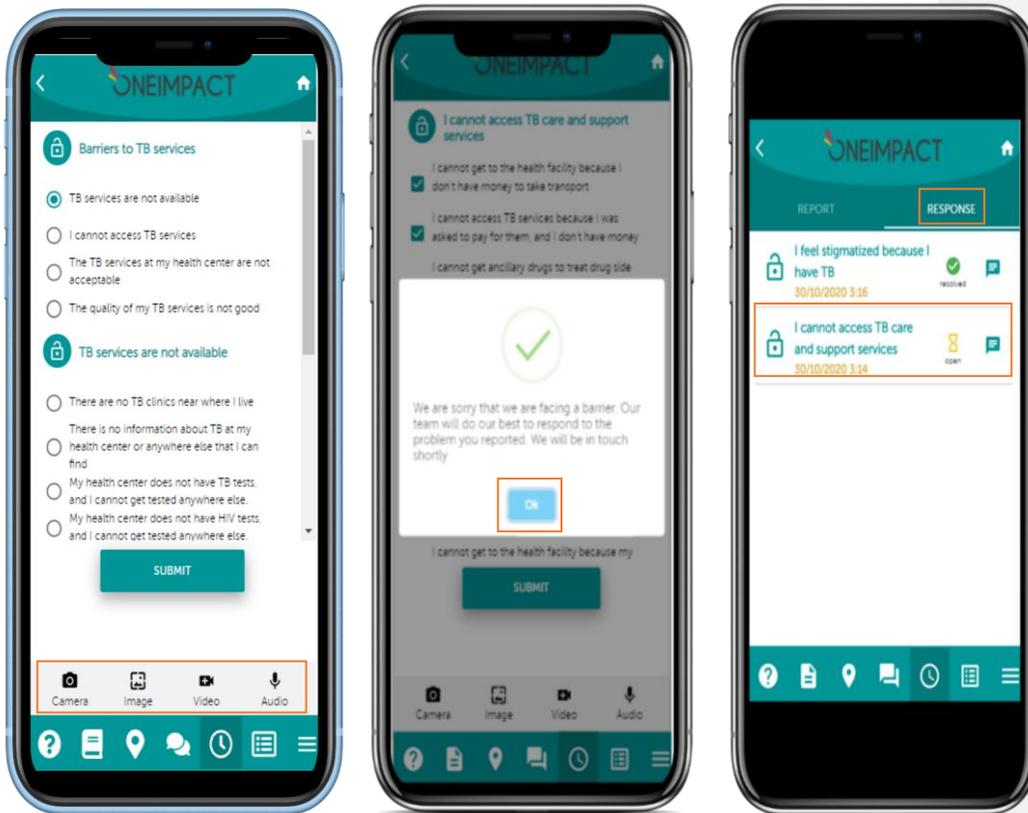


Figure: 1.1.7

APP FEATURES

HOME PAGE

The app homepage covers the following key components.

- Get to know your rights
- Get Information
- Get Access
- Get connected
- Get involved

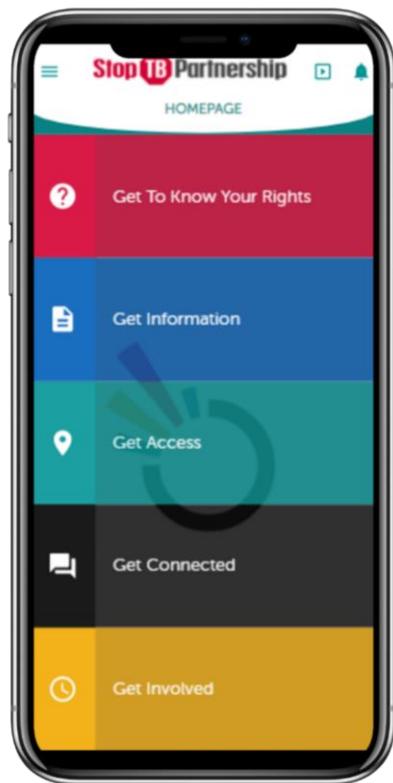


Figure: 1.1.8

GET TO KNOW YOUR RIGHTS

This module helps in disseminating information around the rights of people affected by TB under international and regional laws. It is essentially the Declaration of the Rights of People affected by TB, a document developed by TBpeople, human rights and TB experts with the support of Stop TB Partnership, made possible by the support of USAID.

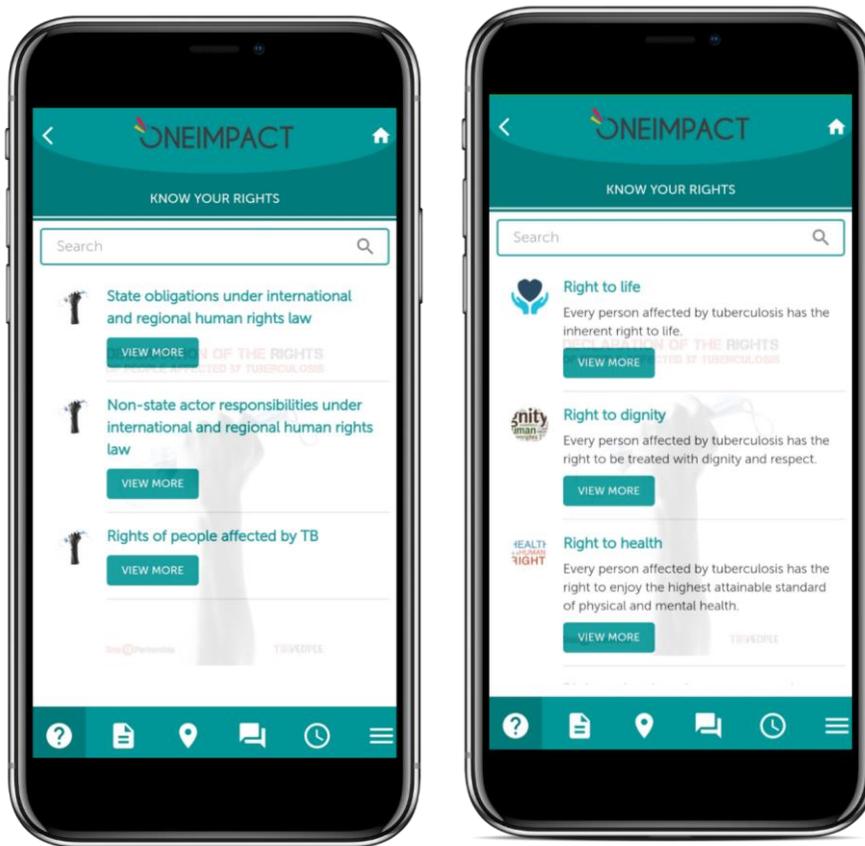


Figure: 1.1.9

Created by: Dure Technologies and Stop TB Partnership

GET INFORMATION

- This module reinforces the dissemination of correct information around TB. It allows the users to self-educate. It is further divided into two components; information from medical experts and information from people affected by TB.
- The content of this module was made possible, thanks to contributions from Stop TB Partnership, Treatment Action Group, Stop TB Partnership Tajikistan, TBpeople Ukraine, Club des Amis Damien, Copperbelt Health Education Project (CHEP) Zambia, Global Coalition of TB Activists, TBpeople, African Coalition on TB (ACT), Activists Coalition on TB, Asia Pacific (ACT! AP) hosted by APCASO, Dynamique de la Réponse d'Afrique Francophone contre la Tuberculose (DRAF TB), Treatment Action Group (TAG) USA.
- The first component is information from **Medical experts**. It provides information on TB basics, diagnosis, prevention, treatment and key and vulnerable populations.
- The second component is information from **People affected by TB**, who provide further information on TB and provide some important messages on how to manage throughout the TB journey, myths and facts related to TB and frequently asked questions by people with TB. The second component also provides information about and how to connect with global and regional TB community networks and lists and links to key documents for TB advocates.

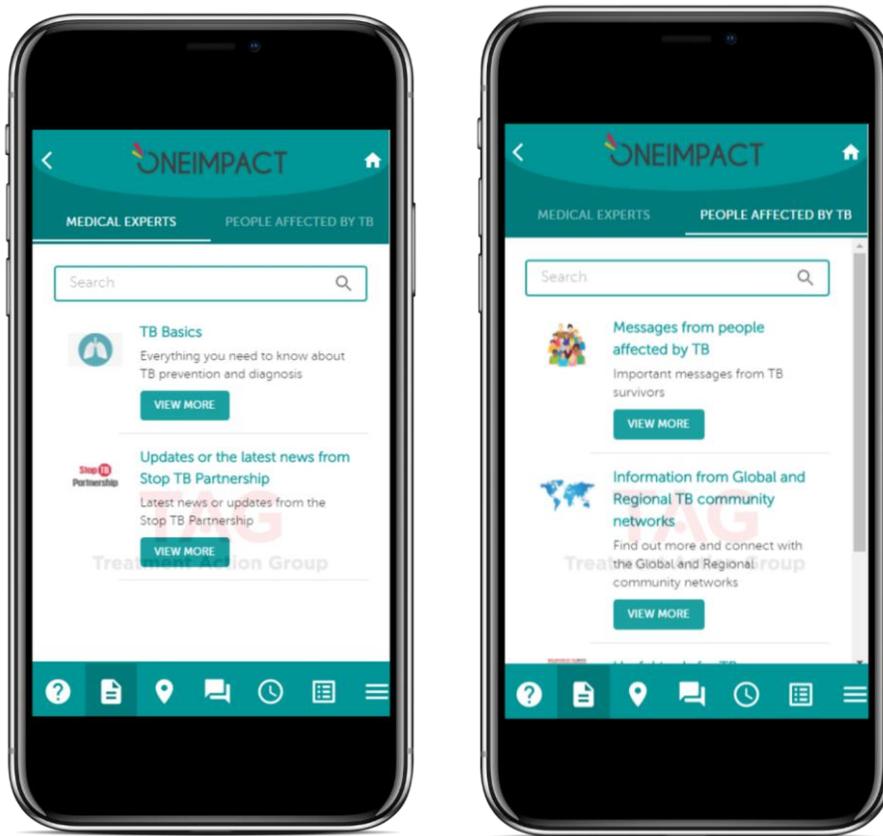


Figure: 1.2.0

GET ACCESS

- The **GET ACCESS** feature uses Global Positioning System (GPS) of the user's device to locate the position and help guide the user to navigate to the nearest available services. The user can also access information about the services.
- In addition, the User can get details, by clicking on the facility along with the navigation feature, to get the actual directions on how to reach the service / facility.
- This feature could be accessible either through map or a list-based view.
- Users can also rate the facility that they have selected using the map/list view.

Commented [CS4]: They can't rate them no?

Commented [MP5R4]: Yes, the users can rate them. I have hereby added this as a last point.

Commented [MP6R4]:

Commented [MP7R4]:

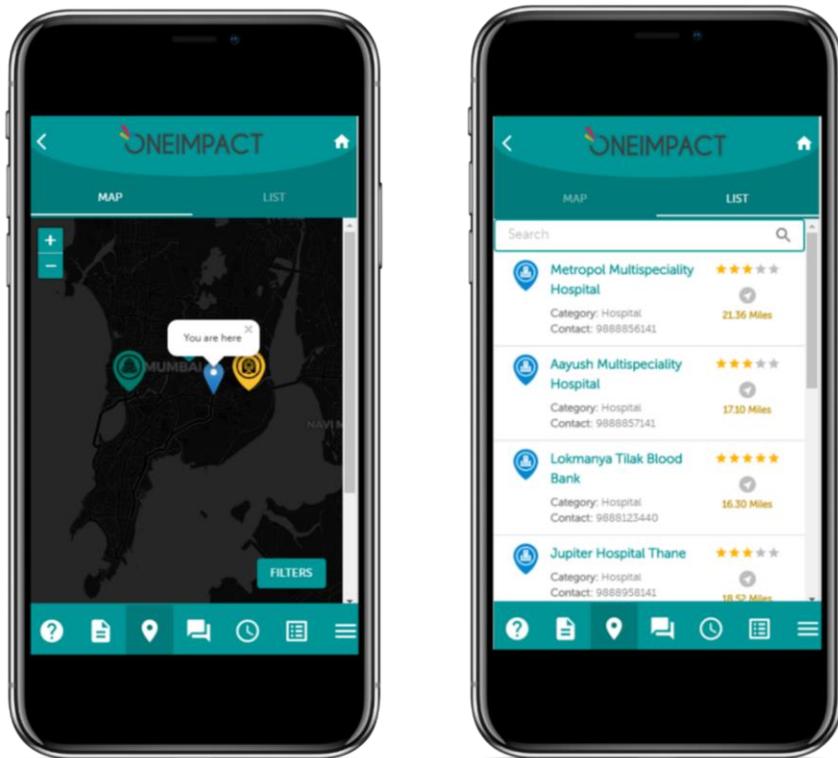


Figure: 1.2.1

GET CONNECTED

This module allows you to connect with support group or peer support network.

- To enrol in the chat, you must first select an avatar/icon for yourself which acts as your profile to stay connected and be anonymous.
- Forum acts as a channel/medium for engaging with the community and staying updated with the latest information from global and regional network.
- Peer helps you connect with the people within your community/network who are enrolled within the application/program.

Commented [CS8]: Can we discuss this

Commented [MP9R8]: Okay. Let's briefly discuss tomorrow.

Commented [MP10R8]:

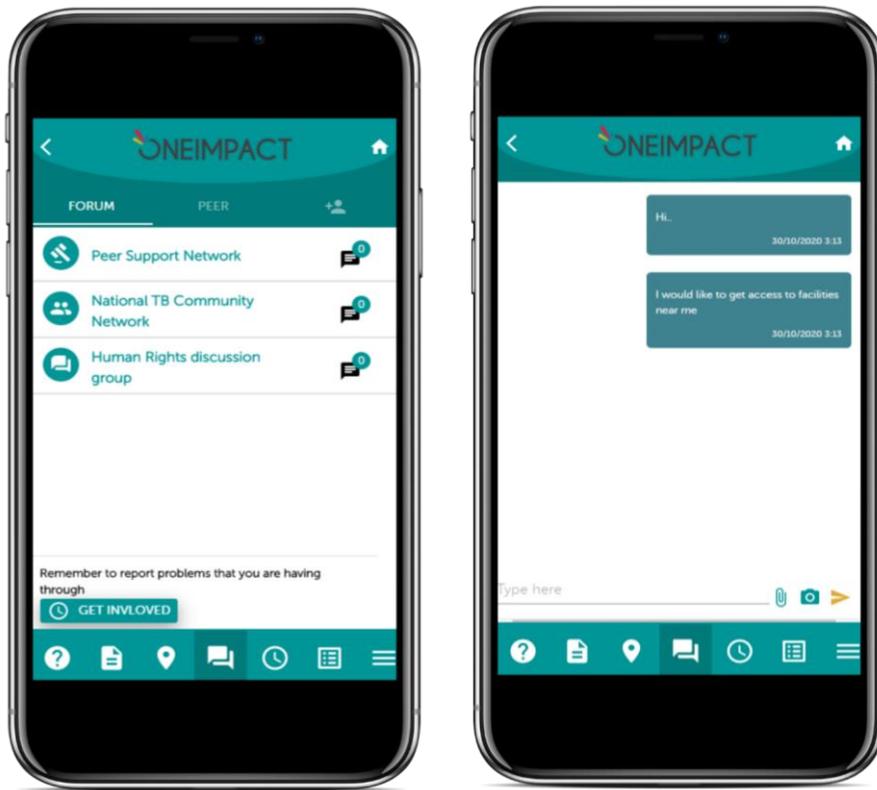


Figure: 1.2.2

Created by: Dure Technologies and Stop TB Partnership

GET INVOLVED

- This module allows people affected by TB to report challenges they face in their TB journey. The challenge could be related to an inability to access TB care and support services, human rights violations, and stigma.
- These challenges are reported on a real-time basis and would be received by the community or civil society groups for coordinating /responding/providing a solution around the same.
- Moreover, the reporting of the challenges is evidence based and the community users can always, should they wish to attach evidence in the form of images or a direct picture from the camera.
- The response section helps you track the status of the challenge reported along with a mechanism to chat with the first responder to follow-up on the issue reported. In addition, by swiping either left/right the issues under response tab, the users can confirm whether the particular problem is satisfied/not-satisfied.

Commented [CS11]: What about the ability to say that an issue is solved or not?

Commented [MP12R11]: added

Commented [MP13R11]:

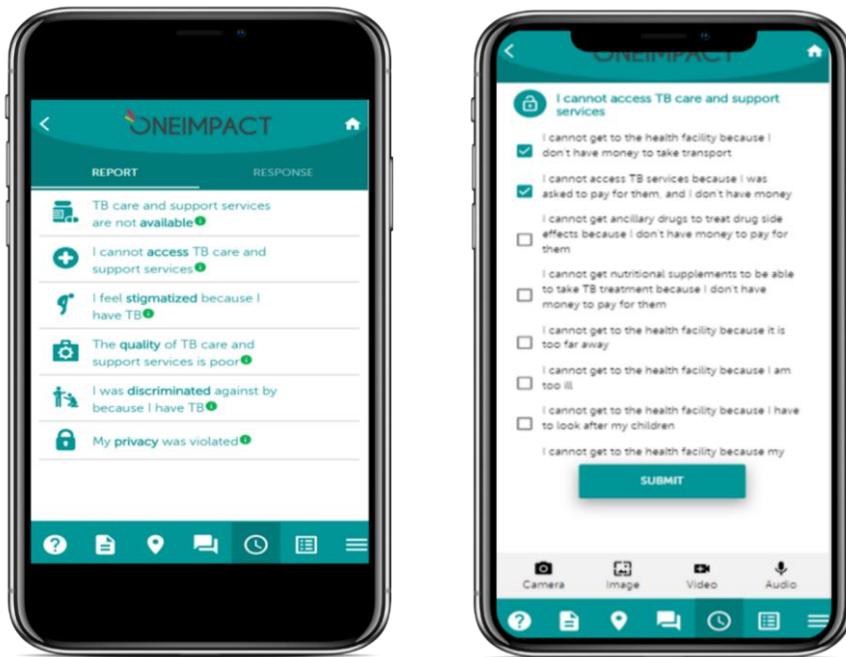


Figure:1.2.3

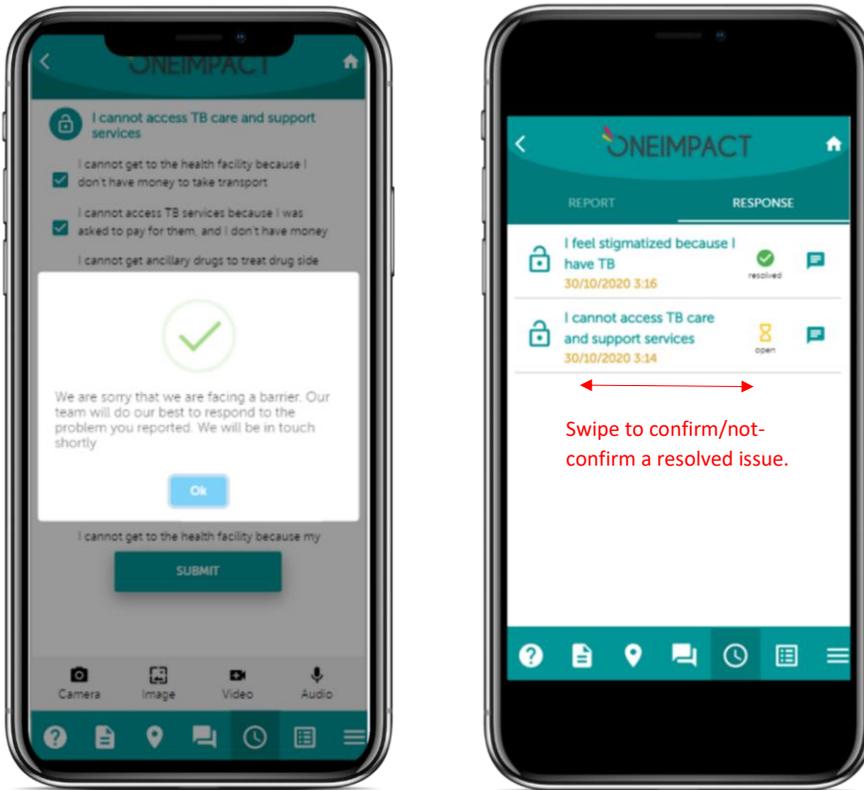


Figure: 1.2.4

TROUBLESHOOTING

- Please ensure that the latest version of the OnelImpact App is present on your device, to verify this, kindly review the app from the Google Play/Apple App Store.
- Please ensure that all the necessary access is provided to the App from the device after successful installation of the App.
- GPS of the device needs to be enabled to access the Get Access module.
- In case of slowness in the App, kindly restart the mobile device.
- In case of a freezing issue/loader/long waiting time, kindly kill/close the App and re-open it again.
- There should always be some space/memory available in the mobile device for the smooth functioning of the app. Space/memory can be created by going to settings option on your device and free up space by clicking on My Apps, delete any App that is not required or delete images/videos/audios etc. from gallery to create space.
- Kindly check if the device on which the App is installed has version 6.0.0 and above for Android and 9.0.0 and above for the iOS (Apple) users.
- Ensure if there is no duplicate OnelImpact App is present in the device. If present, please delete it as it may interfere with the current version.