

# USER MANUAL FIRST RESPONDER DASHBOARD

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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 ([Click here](#)) in a chrome browser.
- Once the URL is entered, the first responder needs to enter the desired credentials as shared with them.

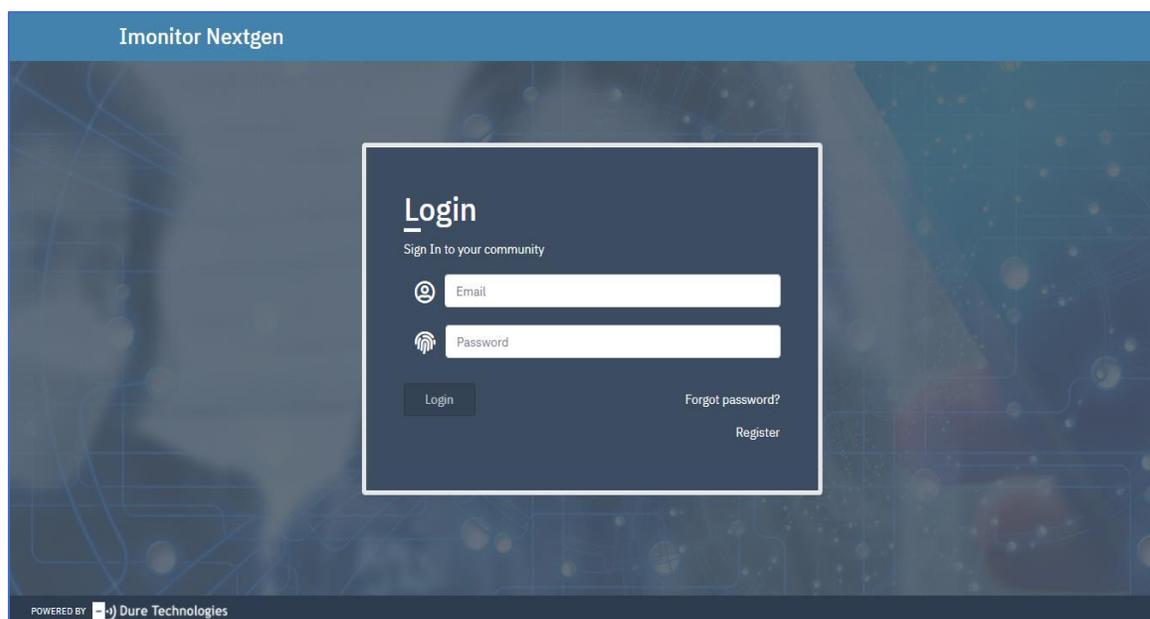


Figure: 1.0.0



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

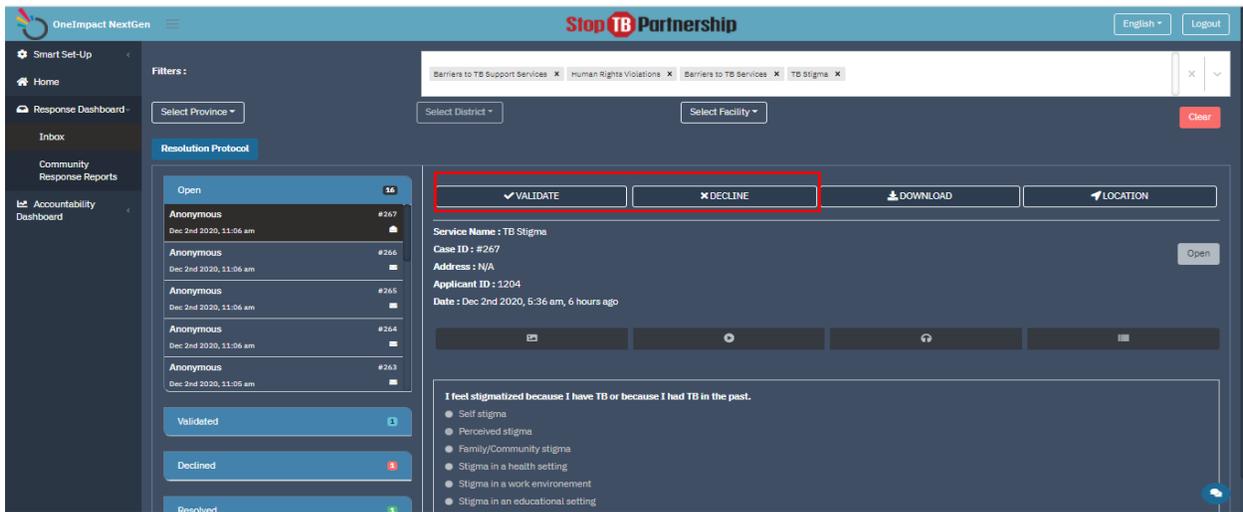


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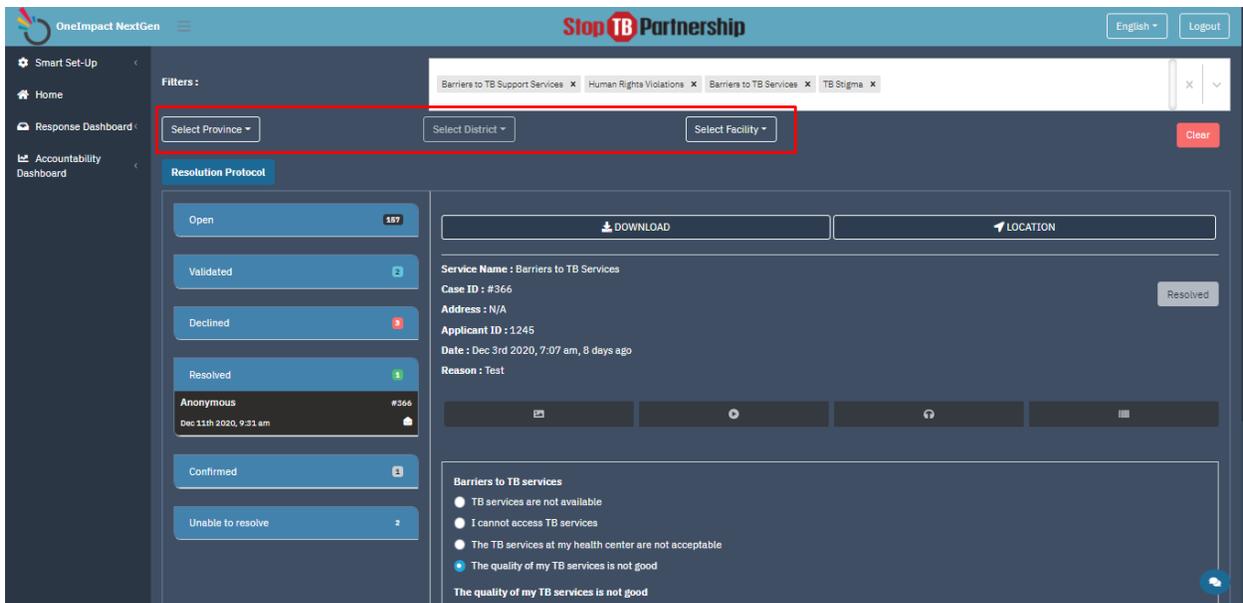


Figure: 1.0.3

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.

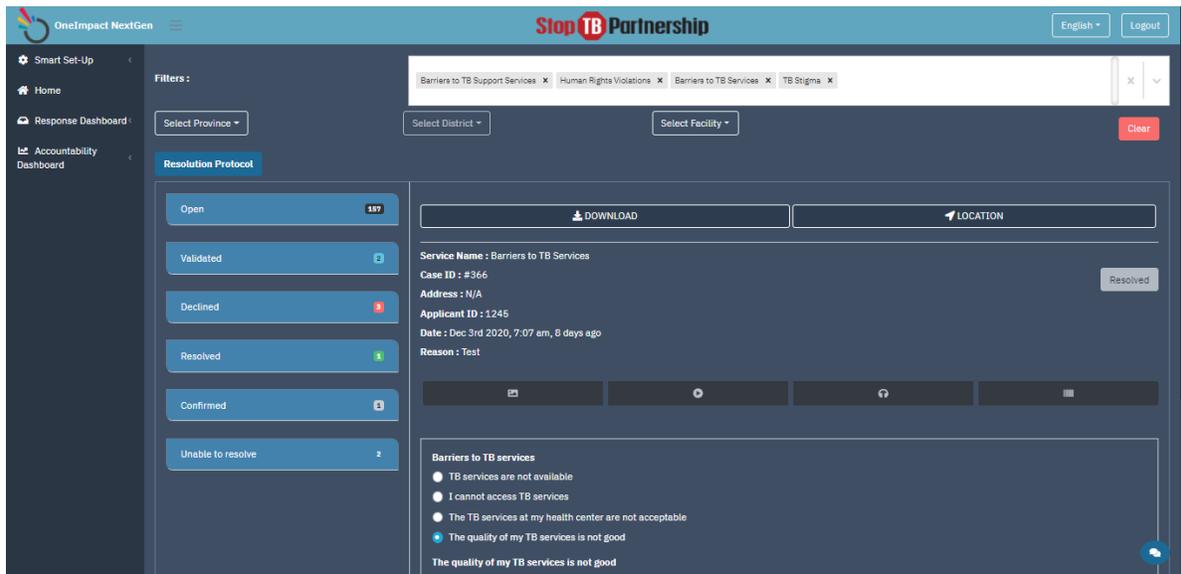


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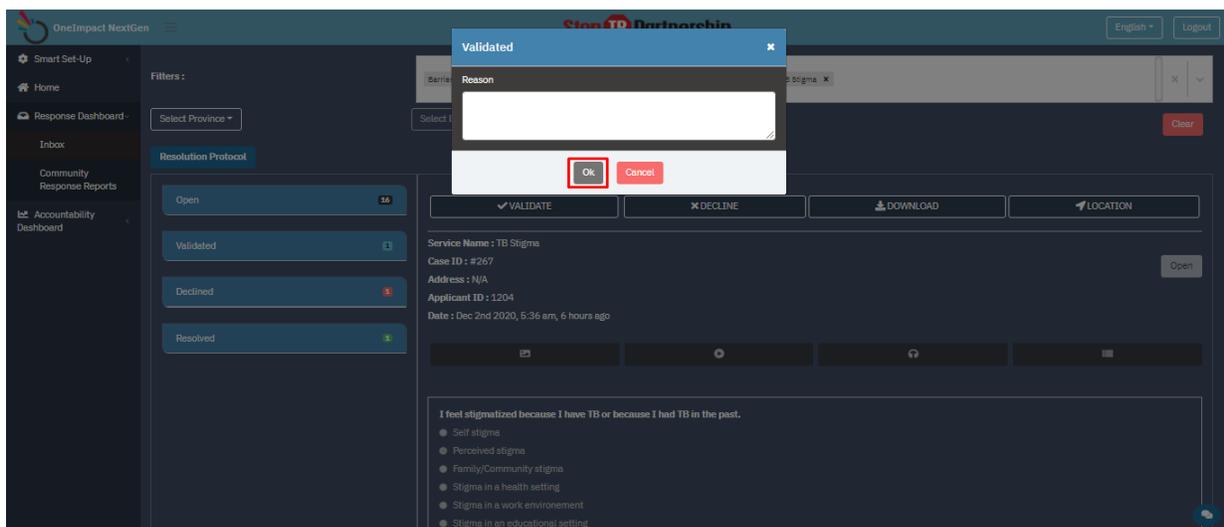


Figure: 1.0.5

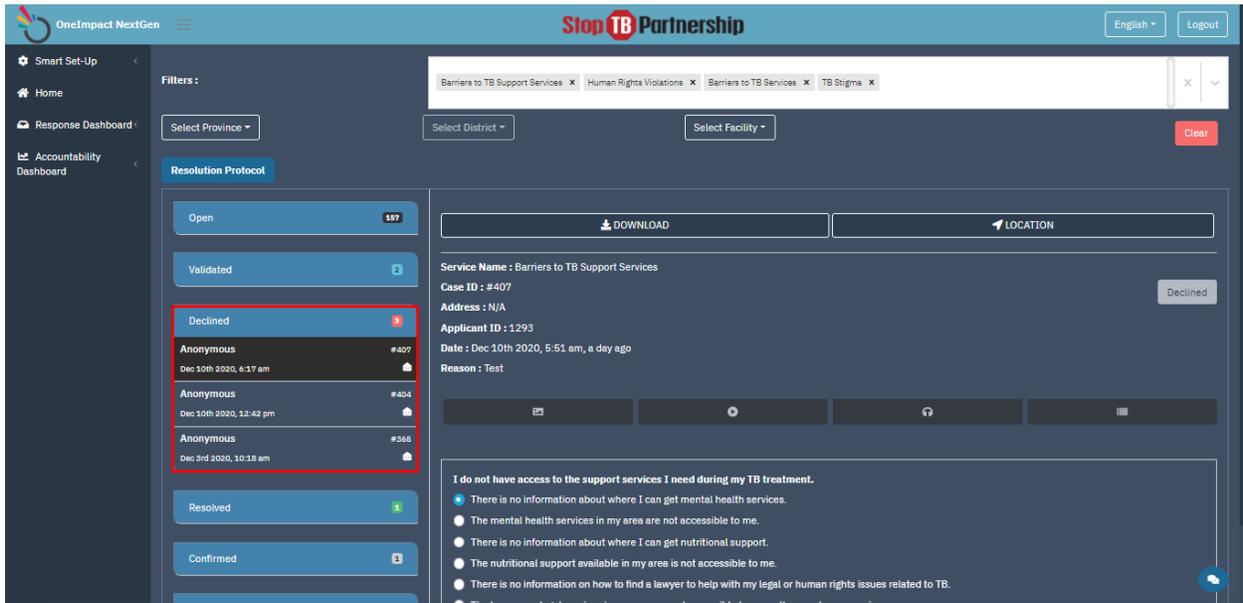


Figure: 1.0.6

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.

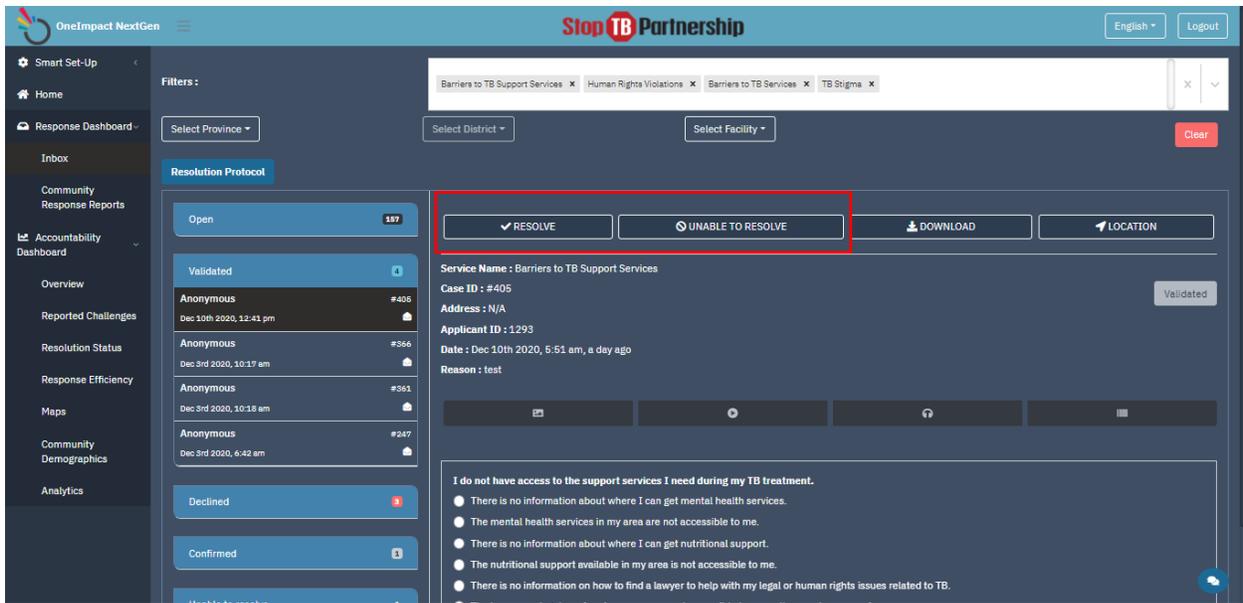


Figure: 1.0.7

## STEP 6: COMMUNITY RESPONSE REPORTS

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

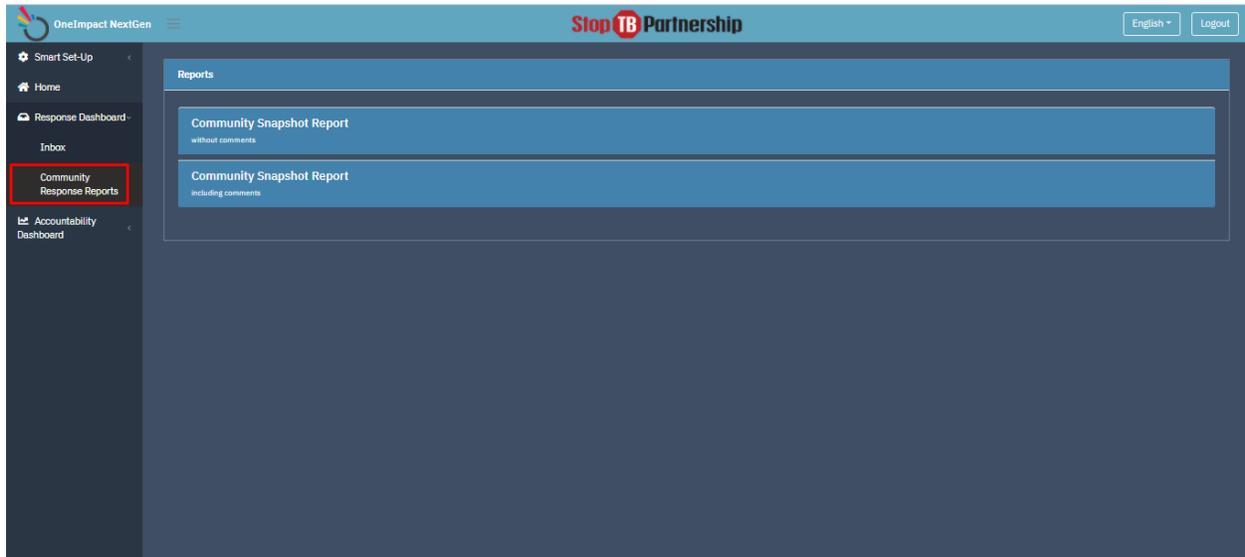


Figure: 1.0.8

## 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.

- **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.

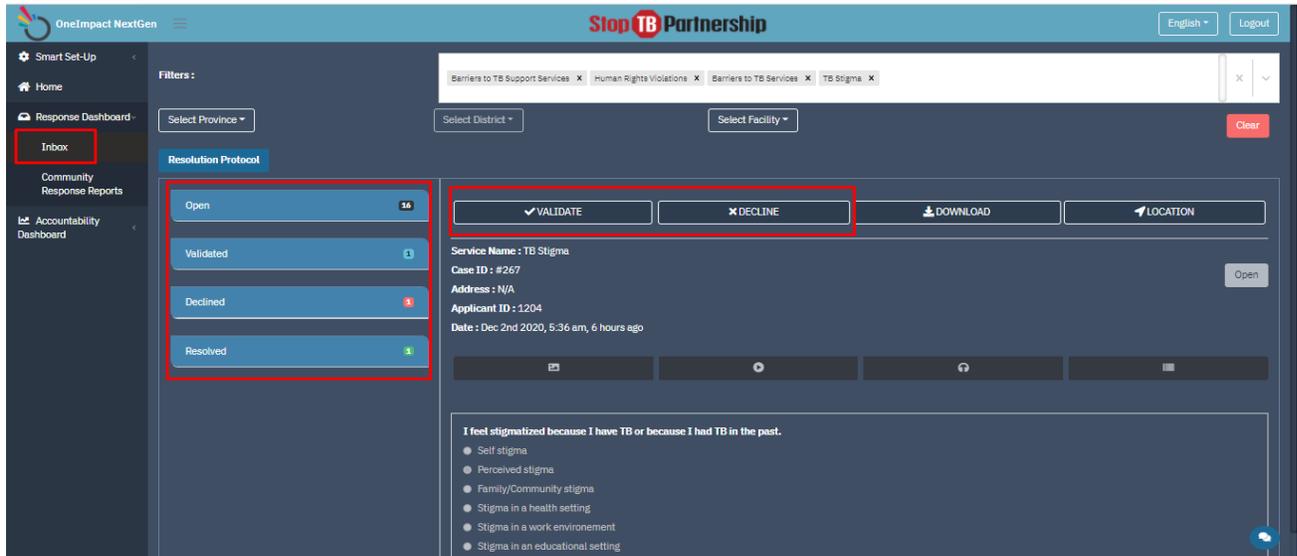


Figure: 1.0.9

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

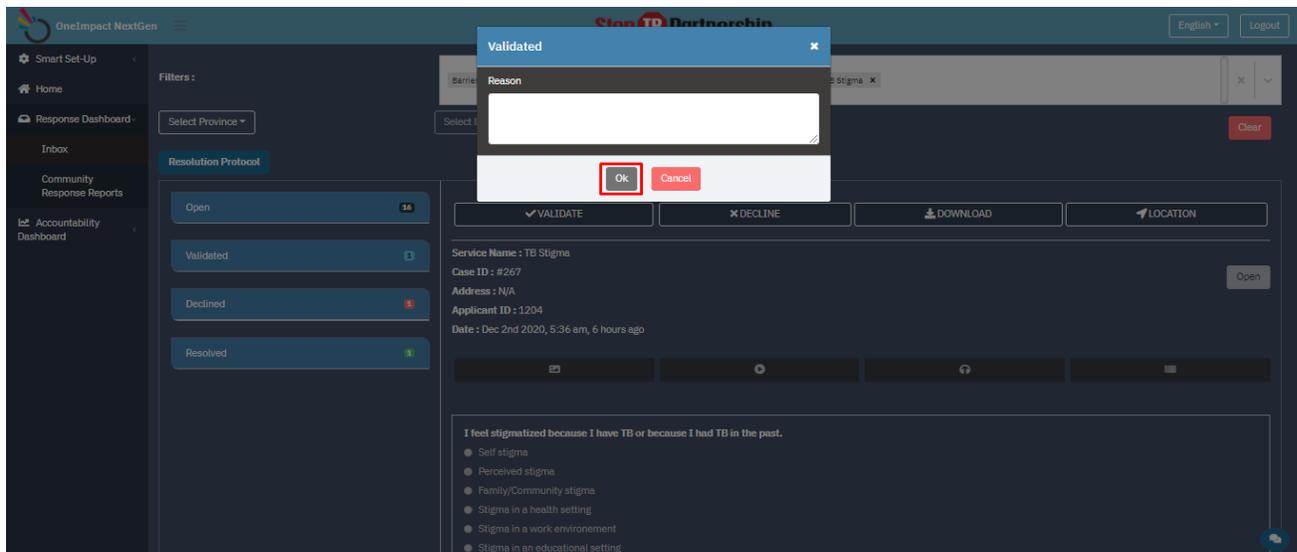


Figure: 1.1.0

### 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.

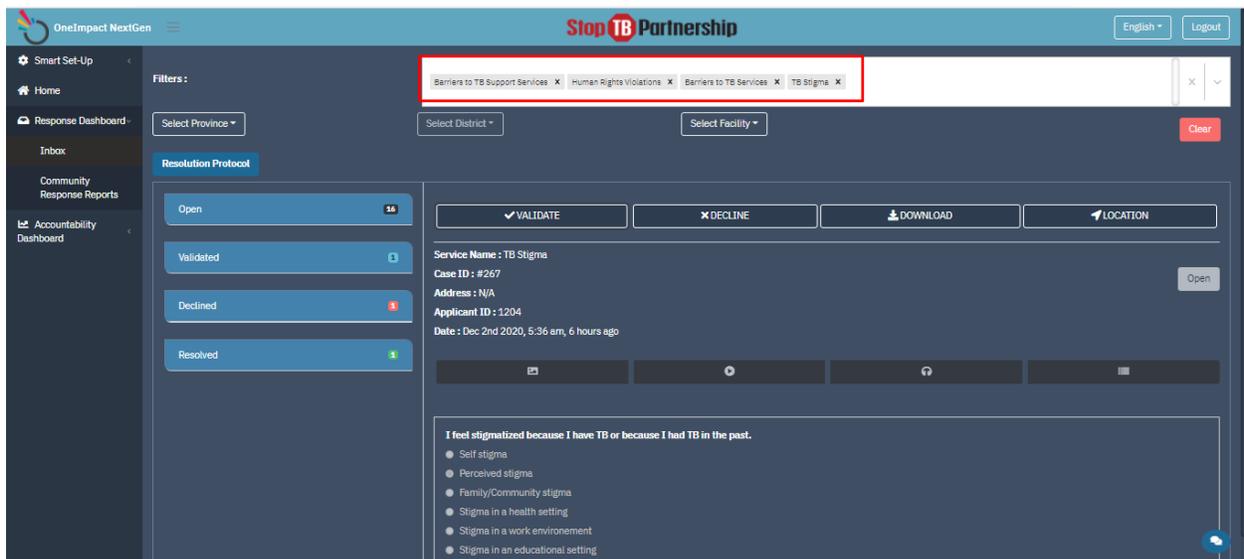


Figure: 1.1.1

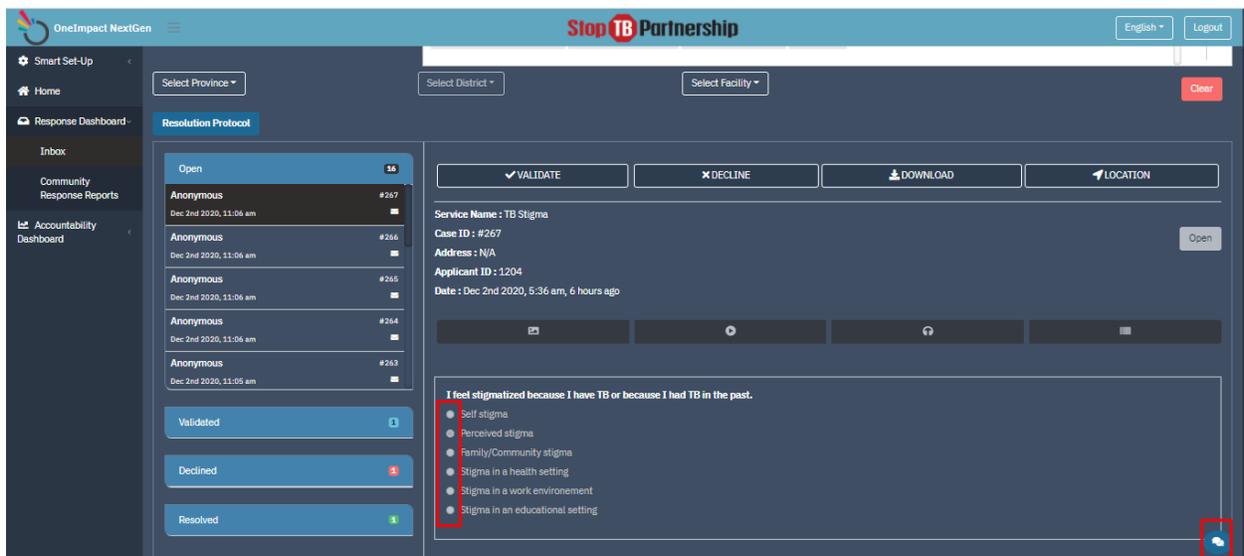


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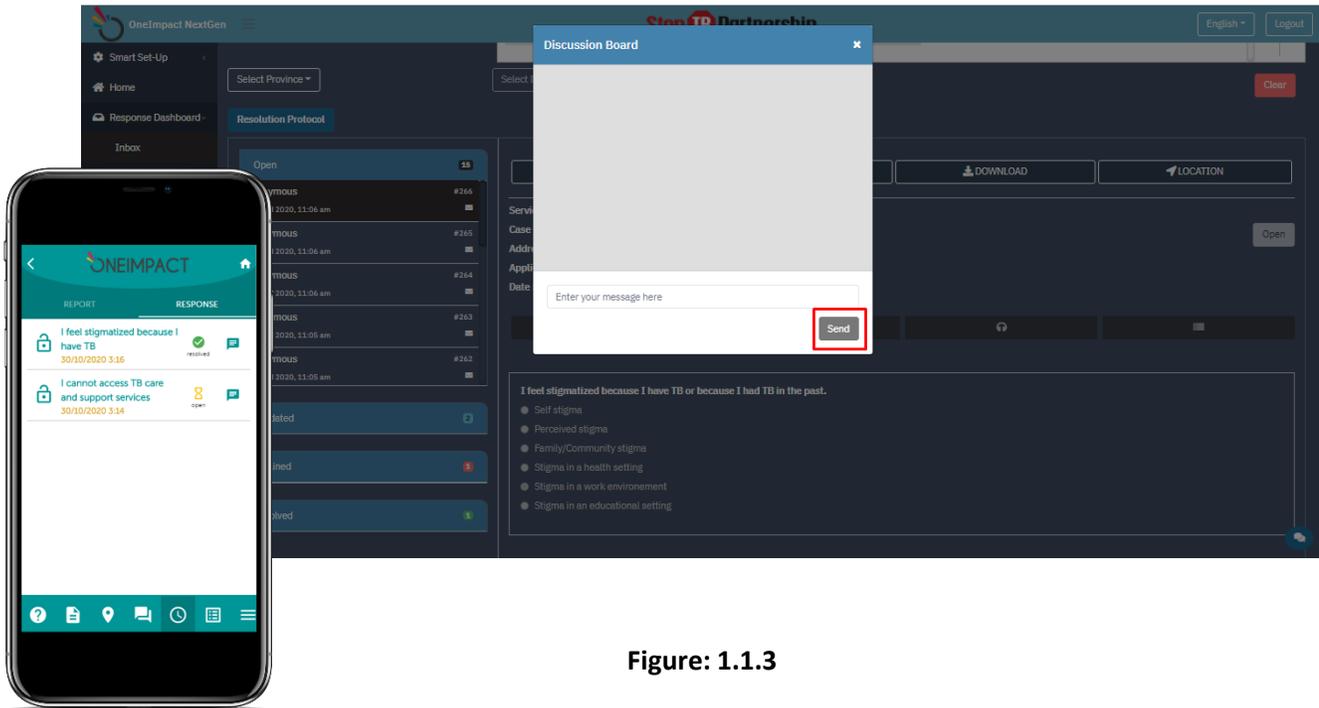


Figure: 1.1.3

## SWITCH LANGUAGE

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

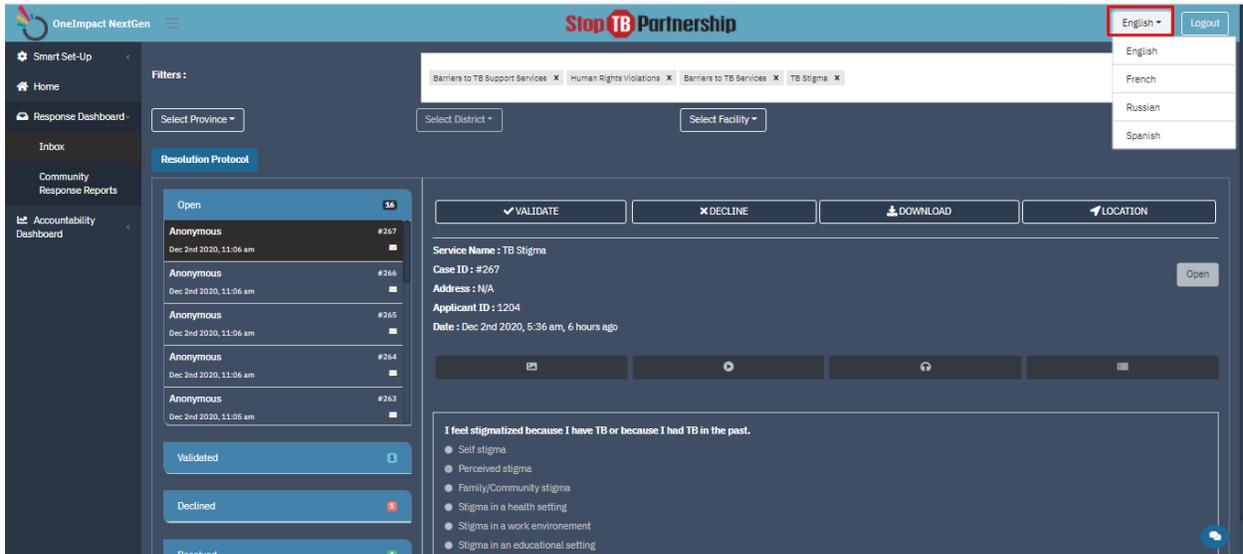


Figure: 1.1.4

## 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)