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.

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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.

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.

![Response Dashboard Image]

*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.

![Figure: 1.0.2](image)

![Figure: 1.0.3](image)

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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](image1.png)

![Figure: 1.0.5](image2.png)
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.
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](image)

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.

![Image of a dashboard interface with options for validation and declining challenges.](image1.png)

**Figure: 1.0.9**

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

![Image of a validation interface with a text box for理由 providing the reason for validation or decline.](image2.png)

**Figure: 1.1.0**

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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](image1)

![Figure: 1.1.2](image2)

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SWITCH LANGUAGE

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