

# User Guide for Mobile App

## ONE IMPACT Tolongi

**Submitted to:**

**TB Tolongi Team**

**Submitted by:**



Dure Technologies Pvt. SA,  
Rue De Lausanne 37, Genève 1201, Switzerland

## Contents

Introduction .....	3
About the Document .....	3
Getting Started .....	3
App Installation.....	4
App Sign In.....	5
Troubleshooting.....	15

## **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 app and its features. The document also provides troubleshooting key points if in case an app may face any issue on the field.

## **Getting Started**

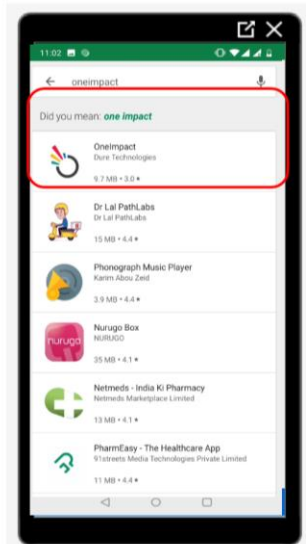
The below section explains all the steps that are required to use the application. The high-level steps include:

- Downloading & installation of the app from Play Store / App Store
- Sign-up process
- Getting Started

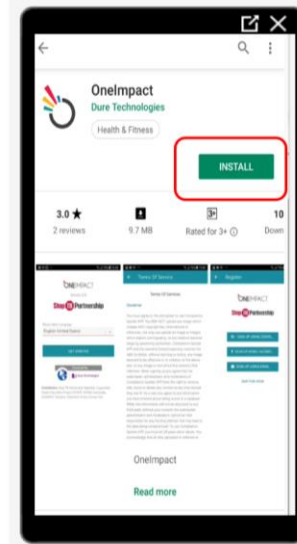
The details of each step and features is outlined below.

## App Installation

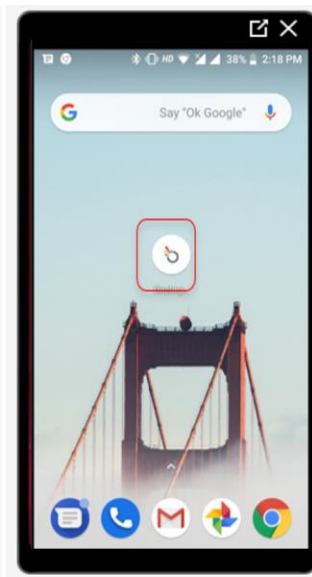
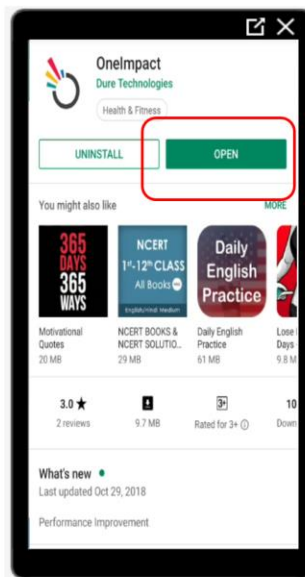
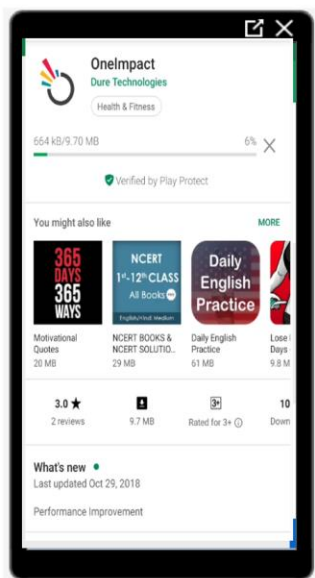
The application is available on android platform as well as IOS platform. Following are the steps to download and install the application.



From your mobile device please use Play store (Android) / Appstore (IOS) and search for **One Impact**



Click on the "Install" button to download the application



The application will start getting downloaded on the mobile device.

Once the download is completed, the user can access the application by clicking on the "Open" button.

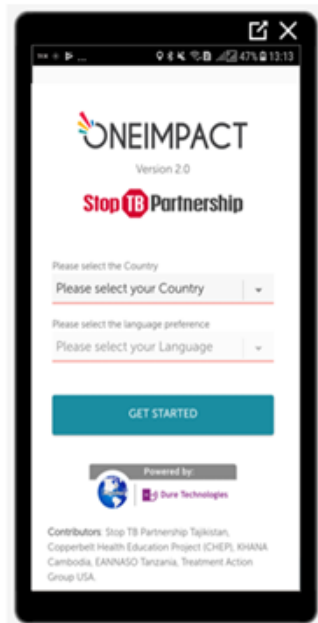
A shortcut to the application will be added to the Home screen. The user can use the app by clicking on the same.



One Impact is now ready to use! The section below explains how to sign in and register for using the application.

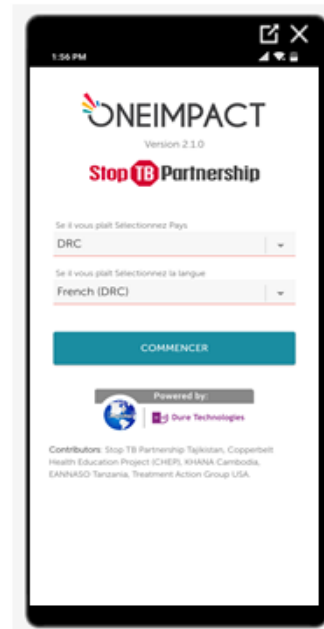
## App Sign In

After installing the application follow the instructions below to Sign – Up and get started. There are different Sign - Up options for the users, and they can also participate by staying anonymous.



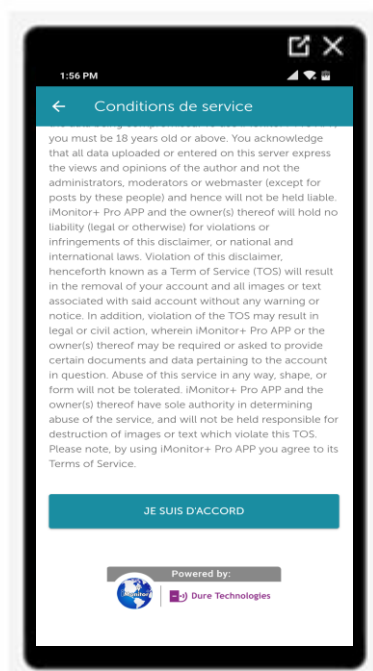
Once you open the application , for the first time you will be prompted to choose the “Language” and “Country” of operation.

Click on the “Get Started” button for the next step



Choose **DRC** as the country for accessing the "TB Tolongi" community

You can also choose **French** as the choice of language preferred.



The user is then guided on the “Terms Of Services” on application use and the usage policies.

Click on the “Continue” icon to continue.



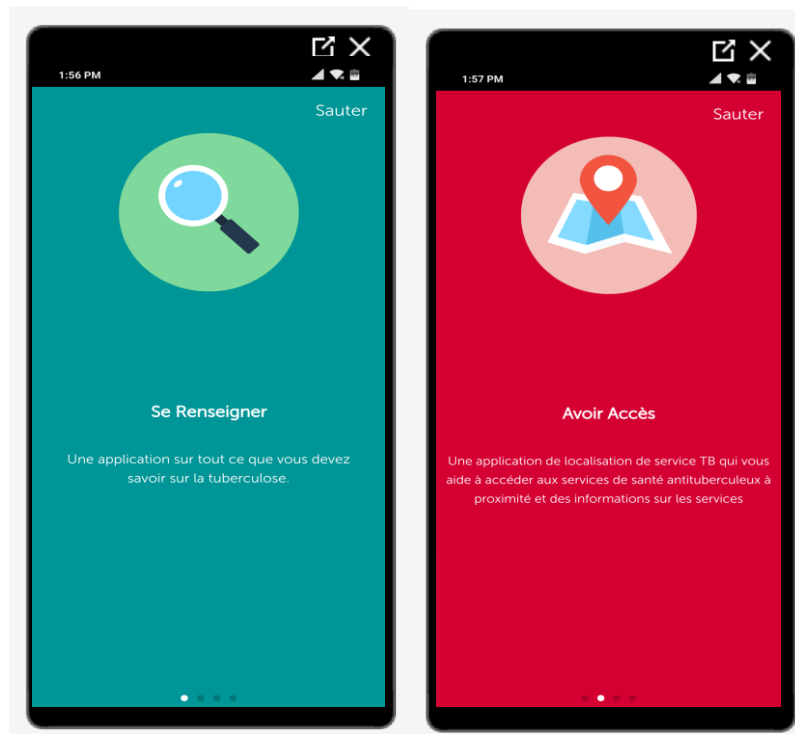
The user now sign in using any of his social media accounts OR email to use the application.

He can click on "Skip for now" to stay anonymous and still use the application

Click on the "Submit" button to continue

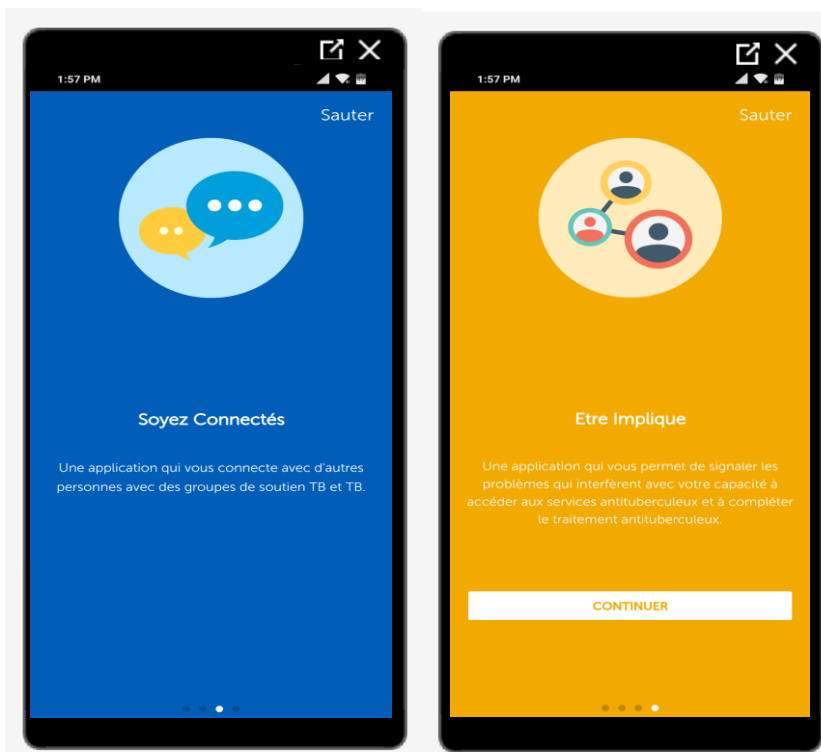
**Note :** The registration and Sign-In steps are a one time activity and are prompted to the user when he accesses the app the first time only.

## Tutorial



❖ The application takes you through a quick tutorial on the features of the app.

❖ You can swipe right to go to the next slide OR access the application on click of “skip”



❖ The application takes you through a quick tutorial on the features of the app.

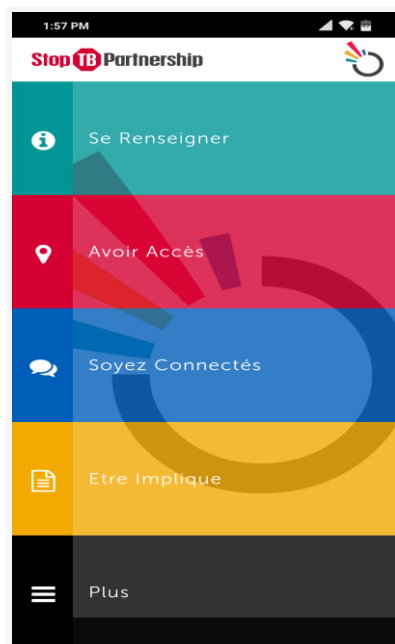
❖ You can swipe right to go to the next slide and click on “**Continue**” to start using the application.



With this submission you are now ready to use the application!

## Home

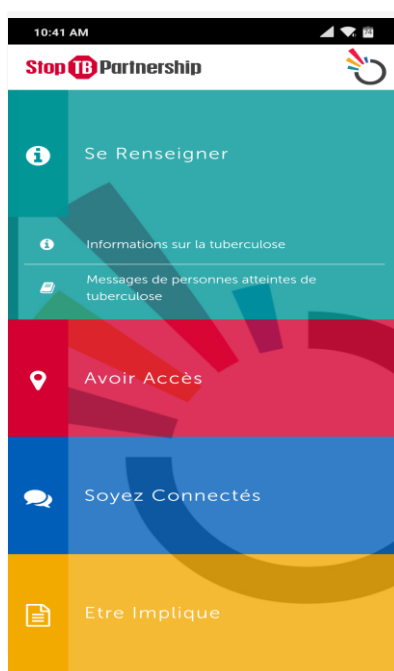
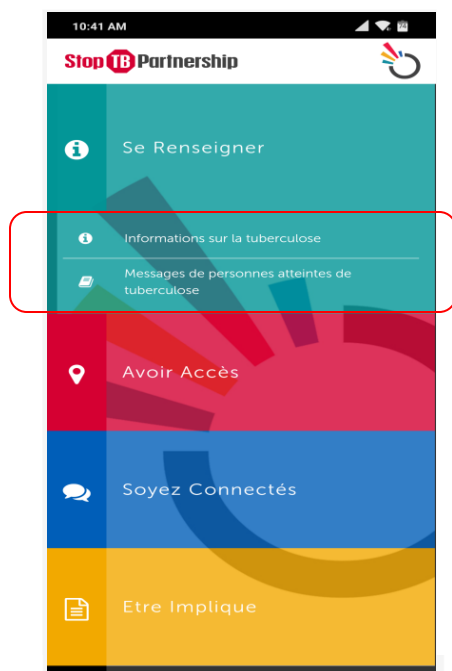
After successful signup the app is now ready for use. The below section explains the various features of the application.



❖ The **HOME** page covers the following major sections:

- i. Get Knowledgeable
- ii. Get Access
- iii. Get Connected
- iv. Get Involved
- v. More (Settings)

## Get Knowledgeable



❖ On clicking this section the user would be redirected visit the relevant sub-sections of 'Get knowledgeable'

❖ 'Get knowledgeable' is broadly divided into two sub-sections

- i. Information about TB
- ii. Messages from people who had TB



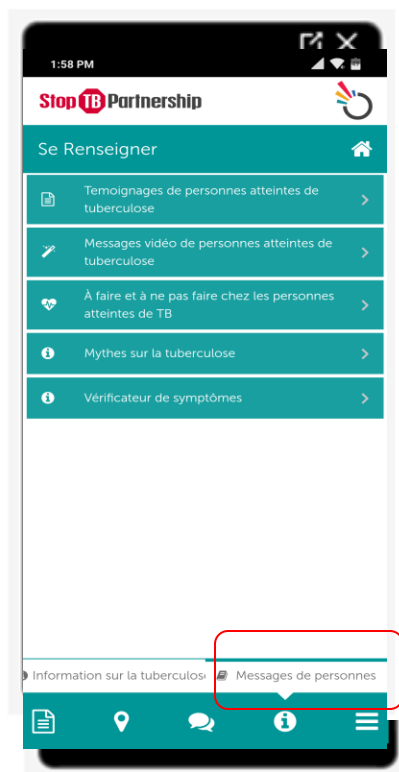
## Get Knowledgeable – Information



- ❖ This sub-section provides relevant information about TB like
  - Basics
  - Diagnosis
  - Treatment & Care
  - HIV & TB
  - Rights with TB Prevention , Treatment one's rights) to let the users self-educate themselves to reinforce the dissemination of correct TB knowledge

Click on any section to view the content

## Get Knowledgeable – Messages from People

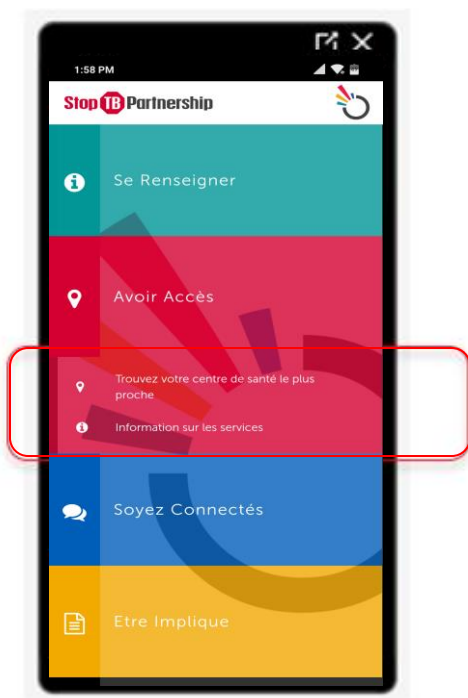


- ❖ This sub-section provides information on
  - Helpful tips/video clips/do-don'ts from TB survivors
  - Factual information against existing myths and misconceptions surrounding TB
  - Self-screening of symptoms checklist to the user

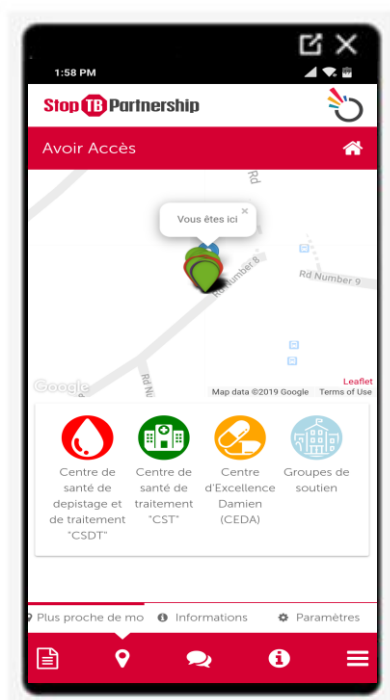
Click on any section to view the content

## Get Access

Gives you information and details about the facilities and testing centers around you.



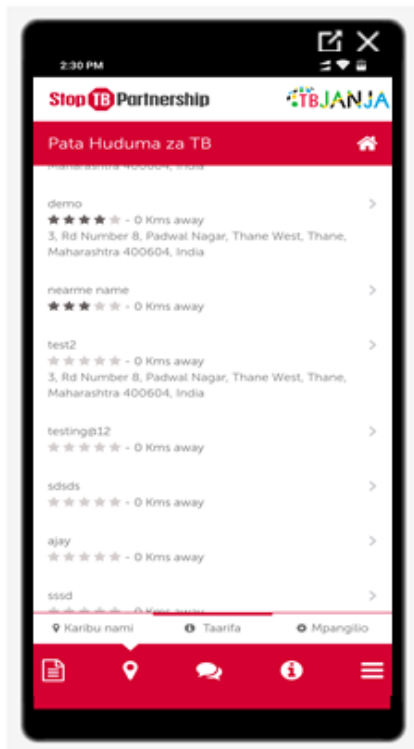
- ❖ The 'Get Access' feature uses GPS of the user's phone to locate position and help guide the user to navigate to the nearest available service providers and access information about them



- ❖ 'Find Your Nearest Health Facility' supports the following feature:

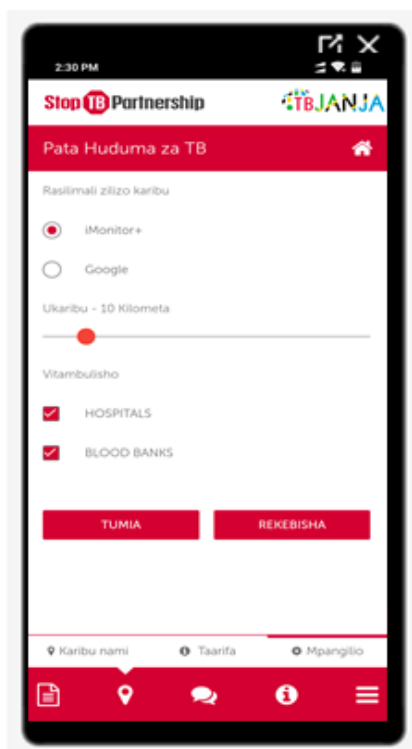
Based on the users current location it displays the Near by Facilities like DOTS centers , Blood banks on a Map.

On click of the icon the user can also see additional information about the centre



The user can also view the facilities through a list view.

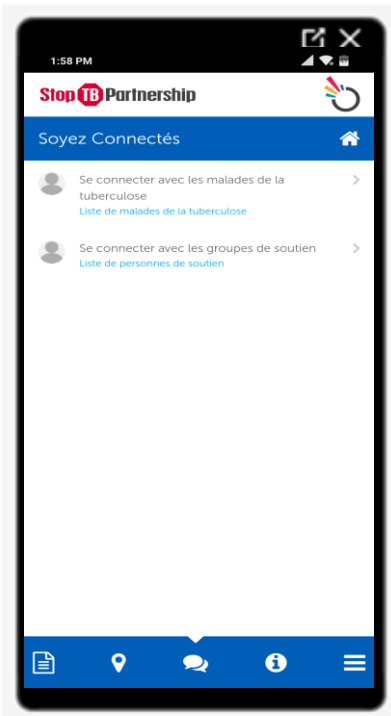
On the click of the facility it will show the details regarding facility like Timings , Distance to facility etc



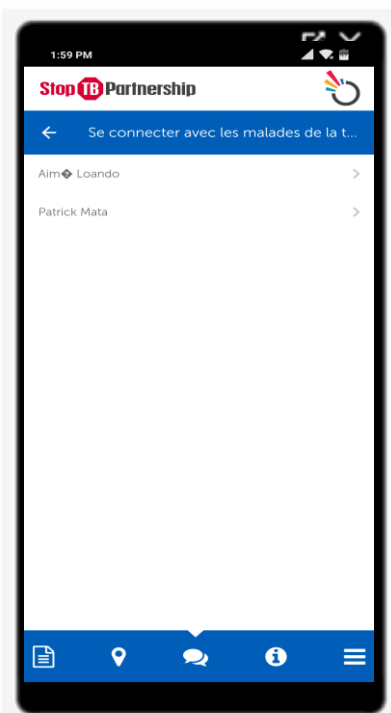
Through the Settings menu

The user can apply different filters to search for a nearby service provider (blood bank, hospital, pharmacy, etc.), rate/review the service provider and use the navigation feature to reach the desired location

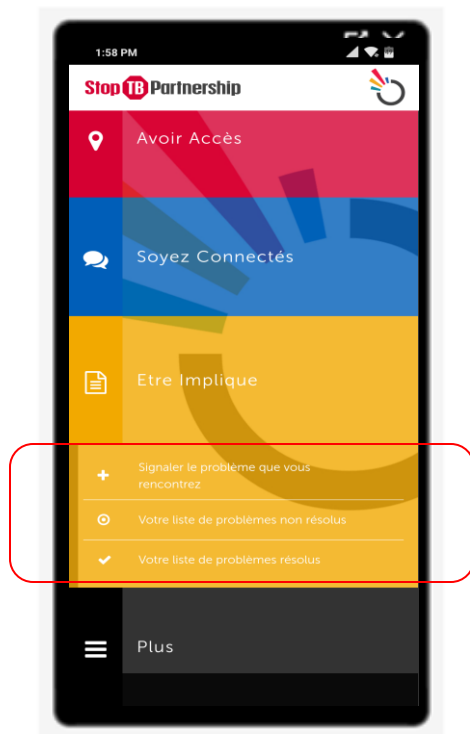
## Get Connected



- ❖ This section allows the user to seek support through social and peer support services.



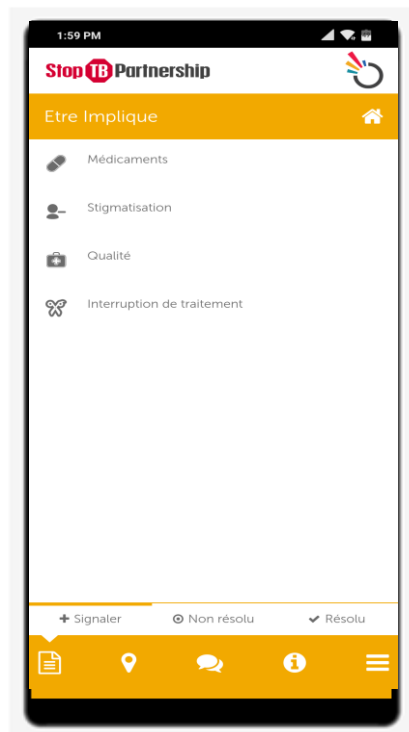
- ❖ 'Get Connected' shows a list of community members and the existing support groups the members are part of.
- ❖ It also supports Community interaction through 'Community (peer) member's chat' where the user can share concerns with one or more community user(s).
- ❖ A click on each of these expands into the relevant screen(s)



❖ A click on this section directs the user to go to the relevant sub-sections of 'Get Involved'.

These include:

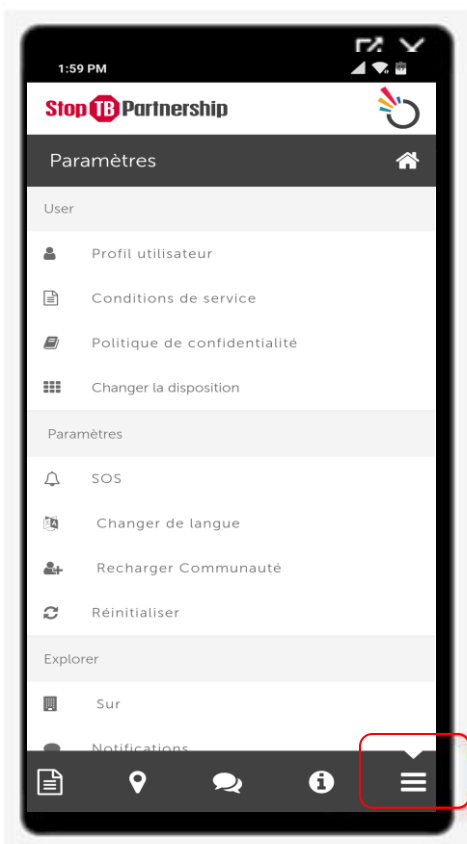
- i. Report a Problem you are experiencing
- ii. Your List of Unresolved Problems
- iii. Your List of Resolved Problems



❖ A click on each of these, allows the user to:

- i. Report issues regarding any problems stigma/side effects/service gaps faced by the user and get help from a response team. There's a provision to add a photo/video/audio and scan a bar code as part of this.
- ii. Track issues (track the status of issues raised by the user) under 'List of Resolved and Unresolved Problems' separately

## More Section



- ❖ This section allows the user to manage his/her Account and App settings.
- ❖ This involves an option to view his/her user profile information (clicking on the User Profile tab allows for this, it also supports adding a profile image and relevant details of the user).
- ❖ Reload community profiles, change language and reset the App; like the App on social media profiles (like Facebook and Twitter) and share the App link through various mediums(WhatsApp/email/other options)
- ❖ The user can click on any of the bottom icons to navigate between the five major sections of the App or can also click on the Home icon (top right) to go back to the App home screen

## **Troubleshooting**

### **App:**

- In case of a serious GPS issue, please restart the mobile device and click on the enable/disable button followed by again enabling the GPS of the mobile device to access the application.
- Always check if there is no duplicate OnelImpact app present in the device
- Please ensure that the latest version of the OnelImpact app is present in the device, in order to verify it kindly review the app from the Google Play Store or the 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 should be enabled along with the GPS access to the app should be enabled for the smooth functioning of the GET ACCESS and the GET INVOLVED section.
- In case the app freezes, kindly close/kill the entire app.
- 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.
- There should always be some space/memory available on the mobile device for the smooth functioning of the app.

***Thank You!***