

# User Guide for Accountability 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 Accountability dashboard along with its features. The document also provides troubleshooting key points if in case an app user or a dashboard user may face any issue on the field.

## **Getting Started**

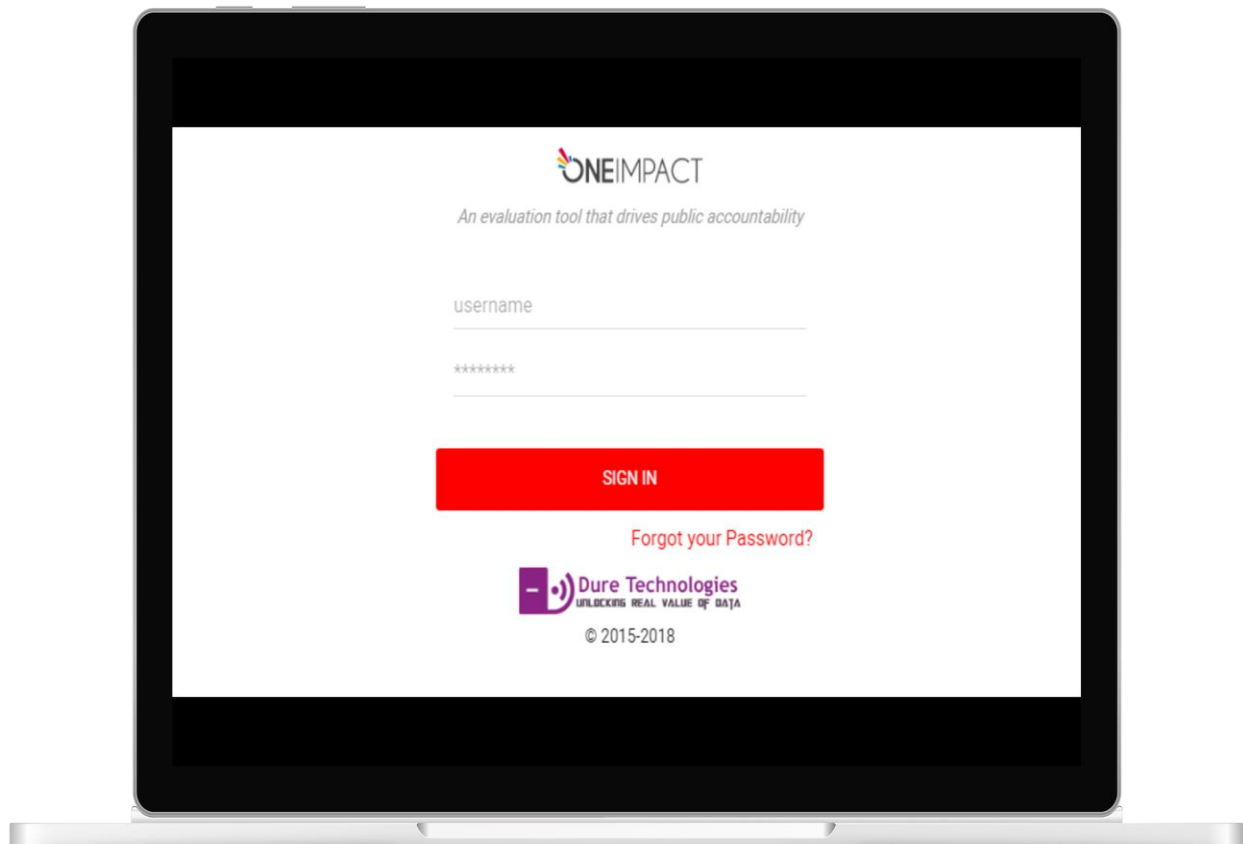
The below section explains all the steps that are required to use the application. The high-level steps include:

- Accountability Dashboard (Admin Module)
- Usage and functionality
- Troubleshooting

The details of each step and features is outlined below.

## **Accountability Dashboard (Admin Module)**

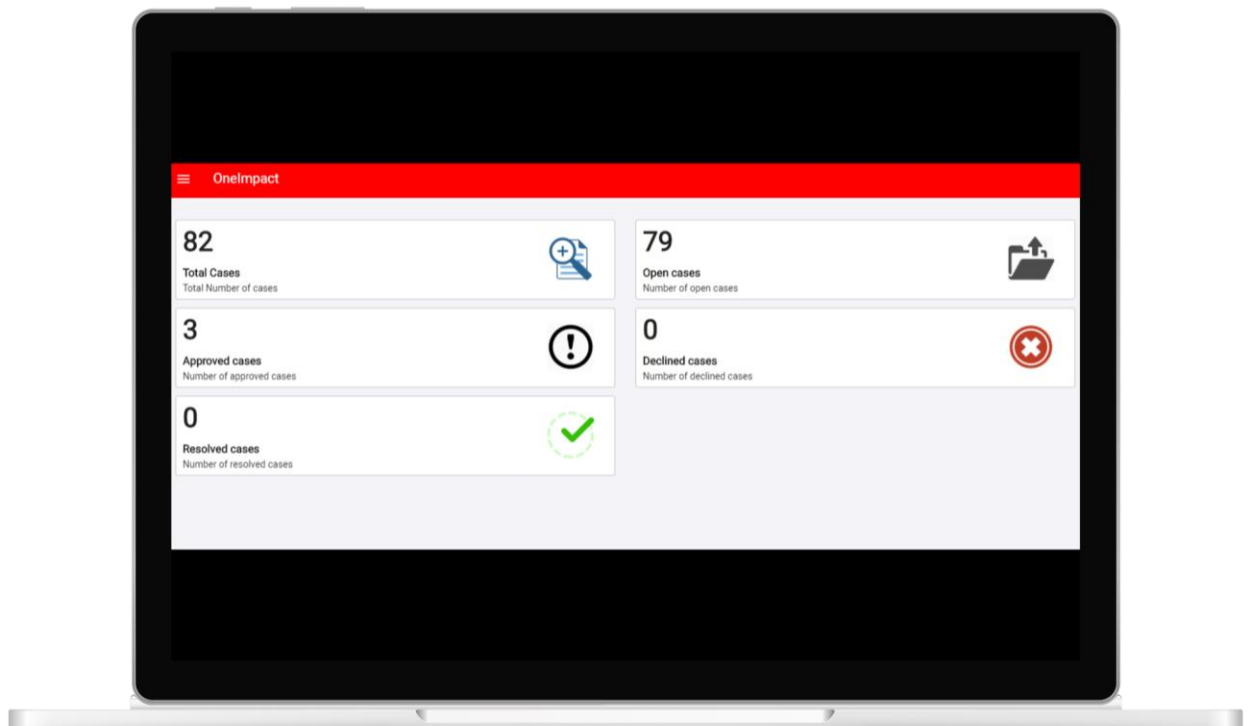
- ❖ In order to access the summary of the cases reported, the admin module can be accessed using the below URL and credentials:



## **Dashboard usage and functionality**

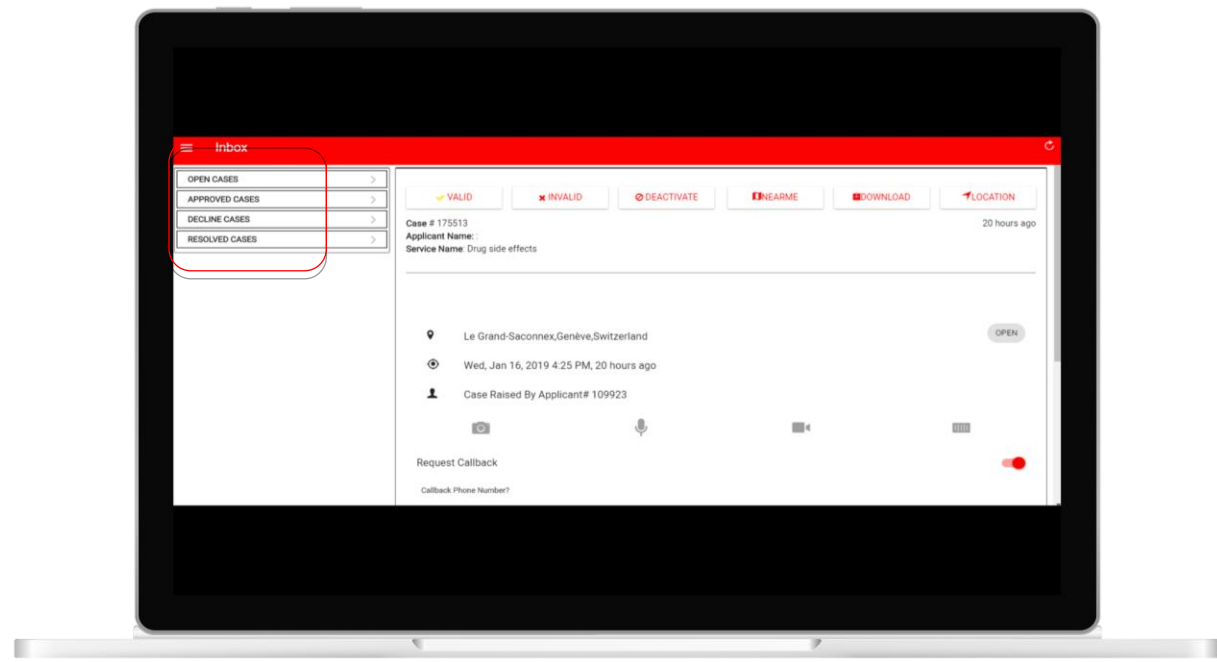
On successful sign-in using the mentioned credentials, the Admin would be able to view a summary of the following items:

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



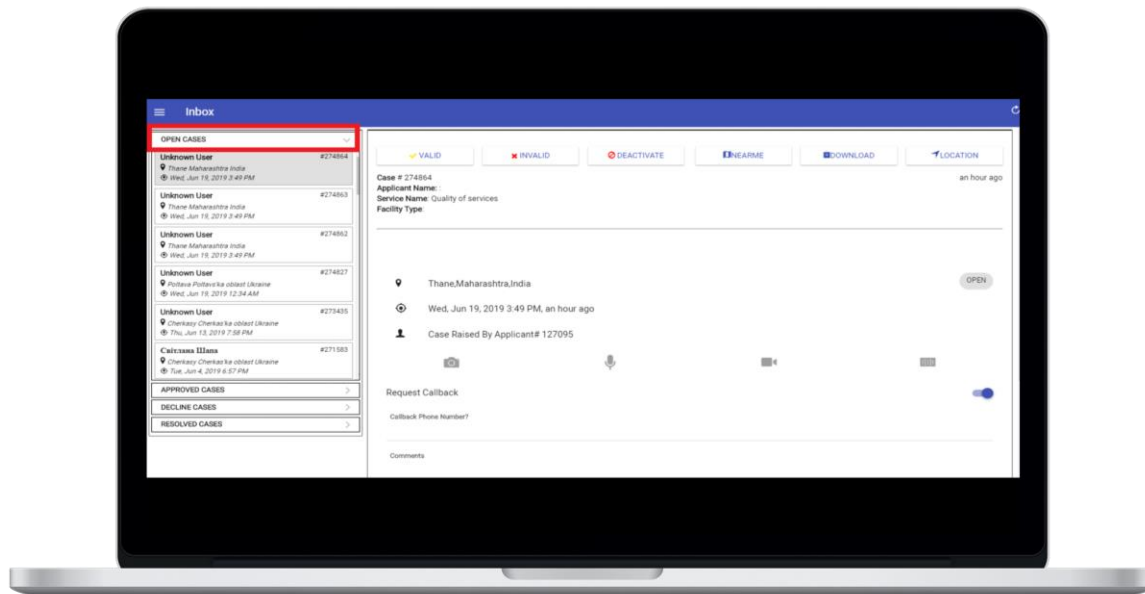
## Inbox

- ❖ This section helps the Admin/Response team user 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

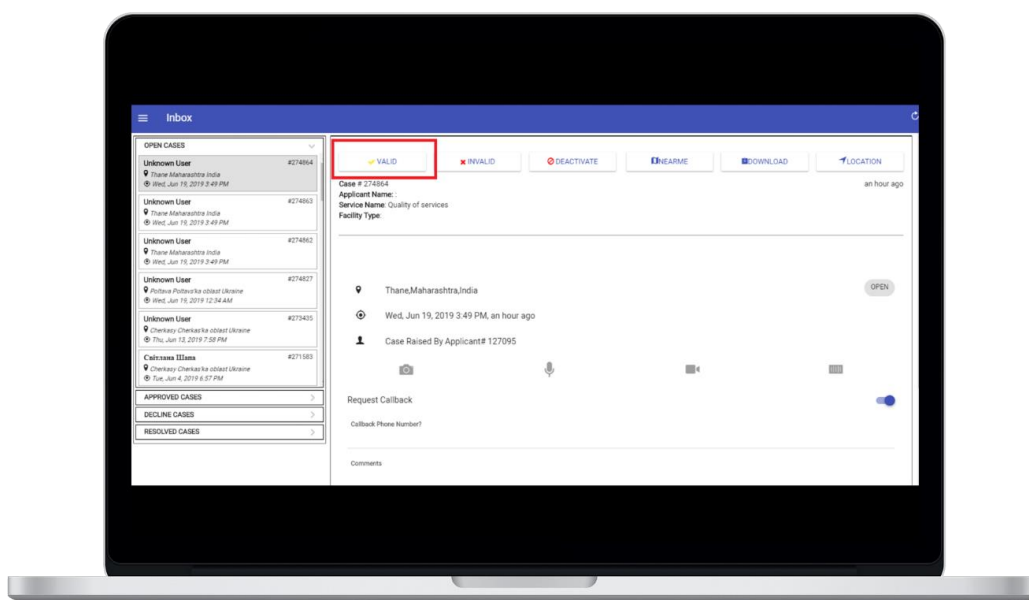
Kindly click on the Open cases button to view all the cases reported on which an action needs to be taken.



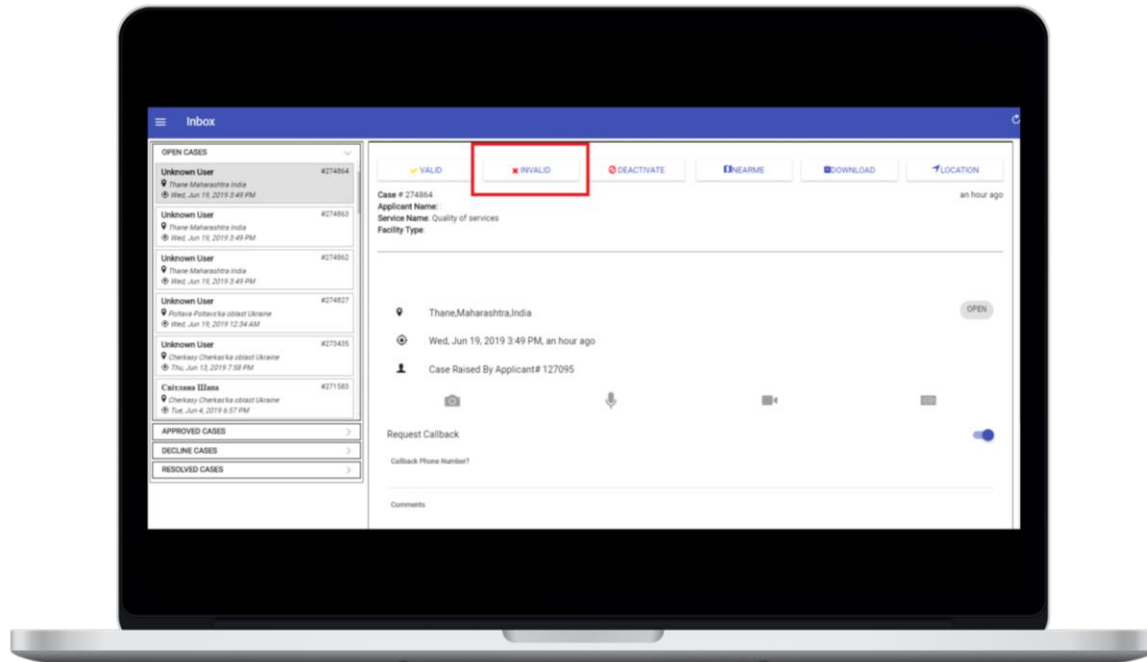
## Step 2: (In)validate the problems reported

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.

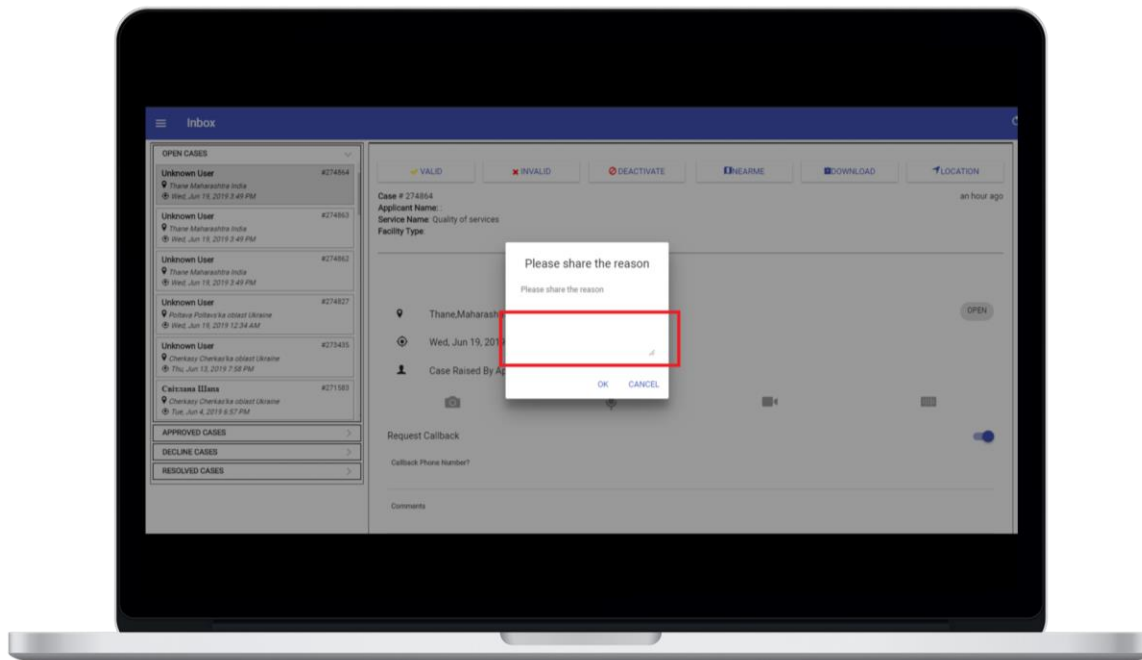
### Marking a case as VALID



## Marking a case as INVALID



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

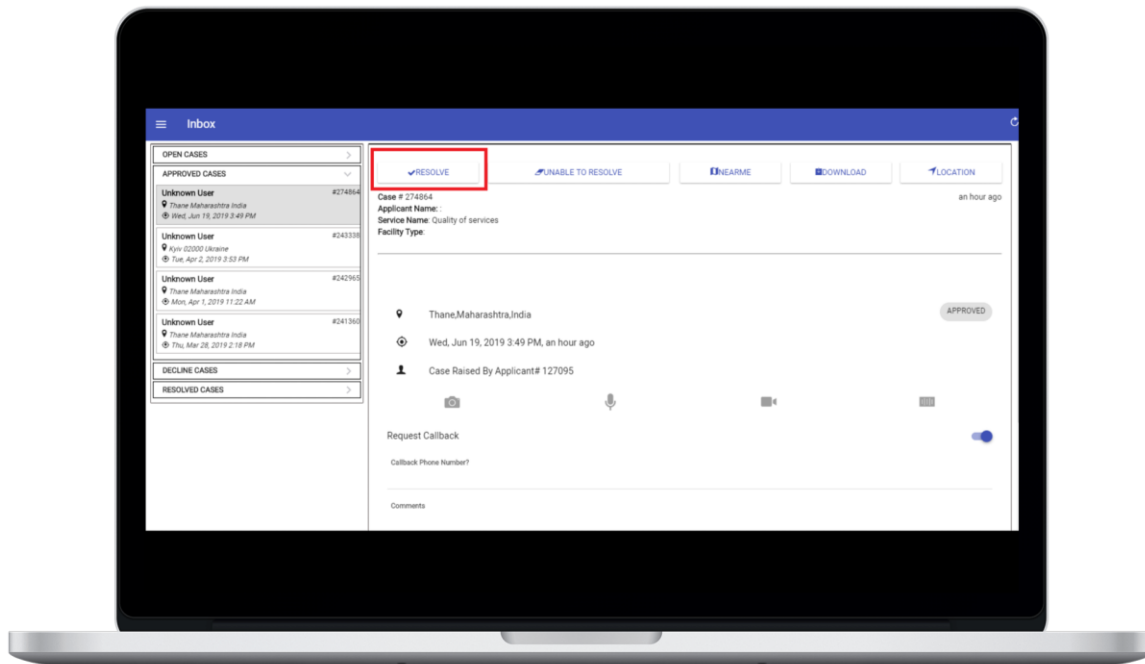




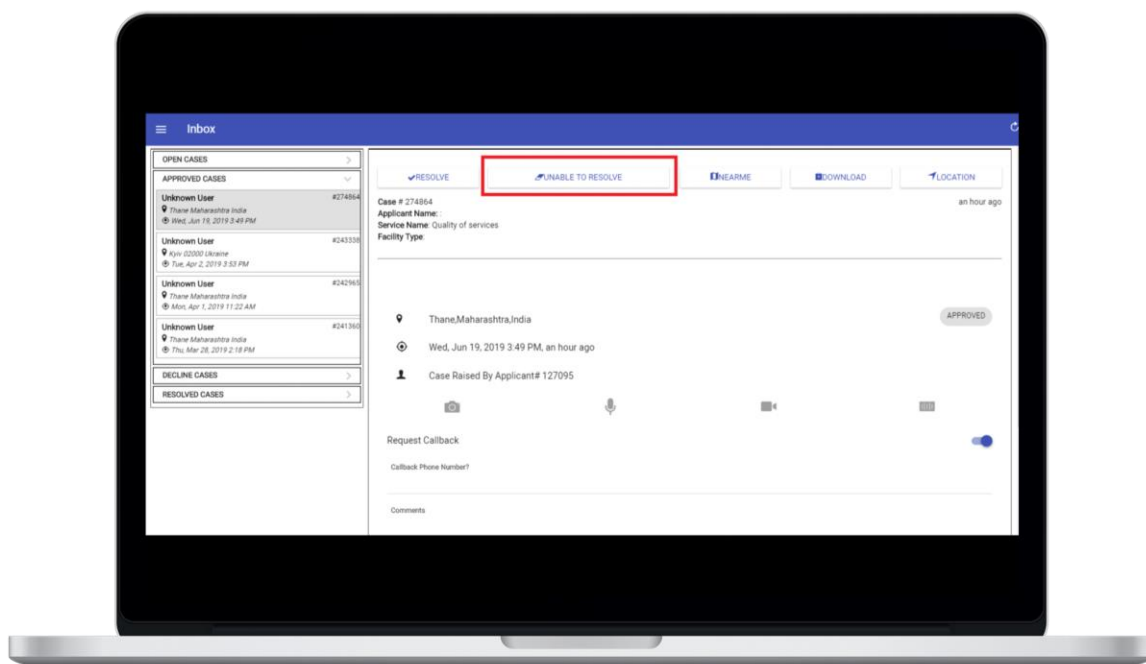
### Step 3: Closure of the problems reported

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.

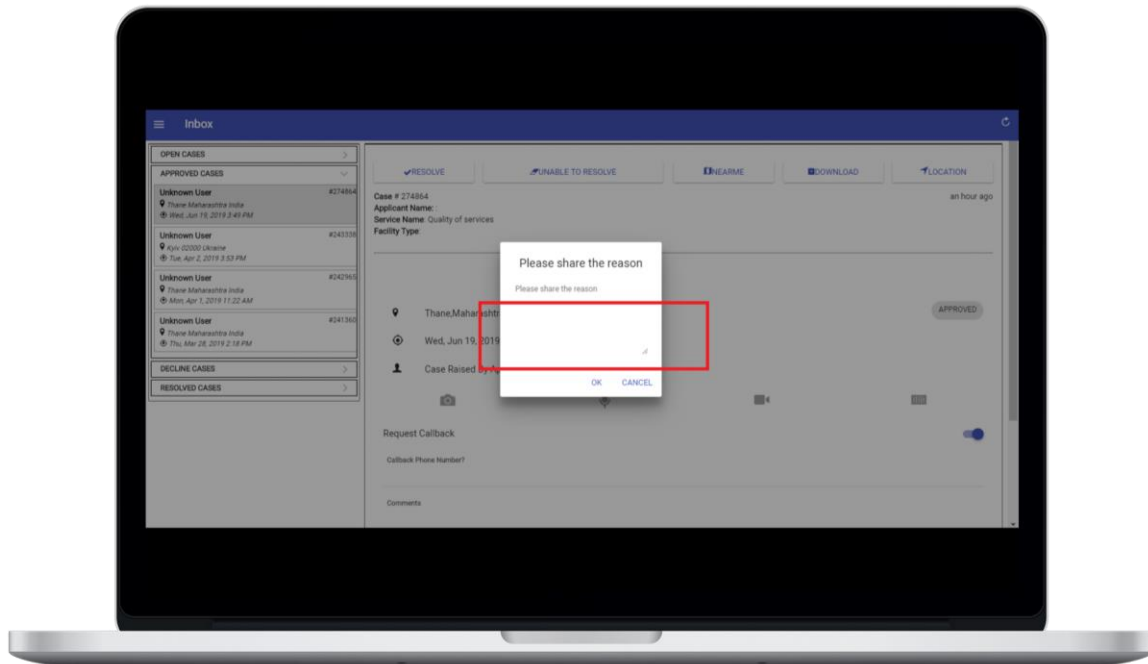
#### Marking a case as RESOLVE



#### Marking a case as UNABLE TO RESOLVE

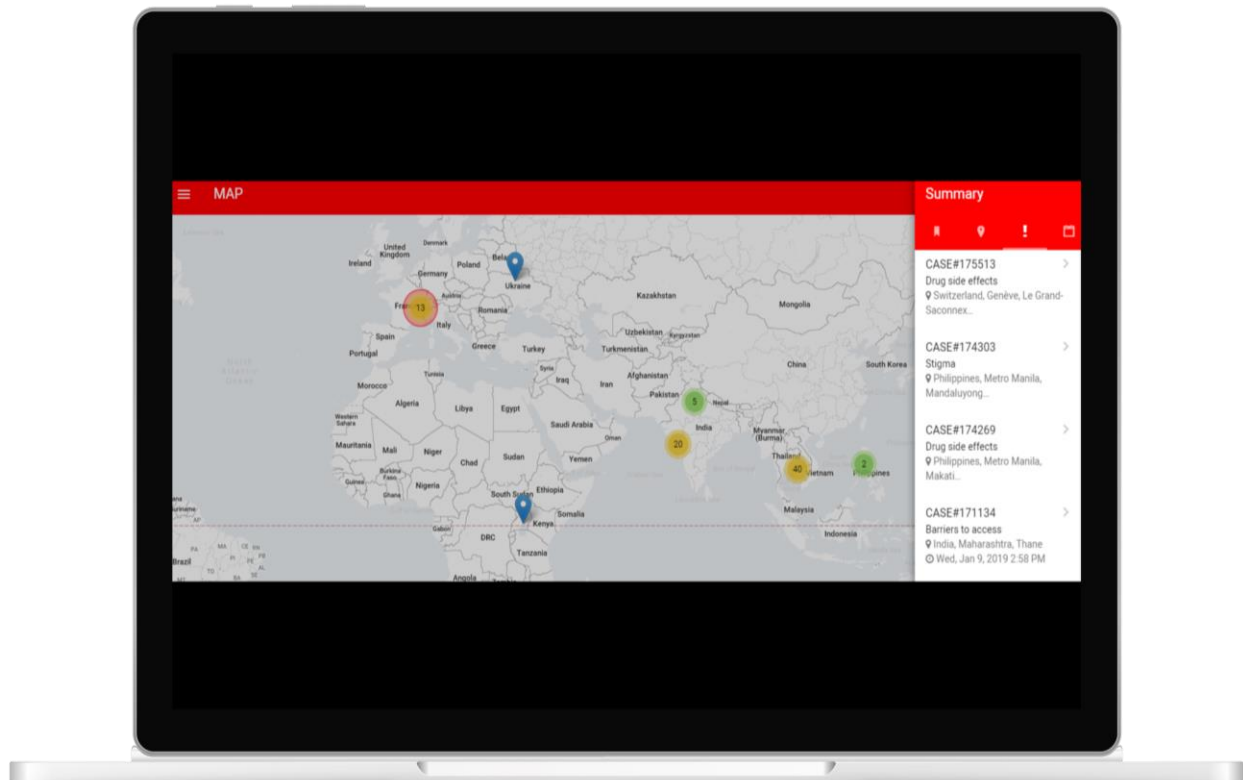


**Sharing a reason on RESOLVING/UNRESOLVING a case in the comment section when prompted**

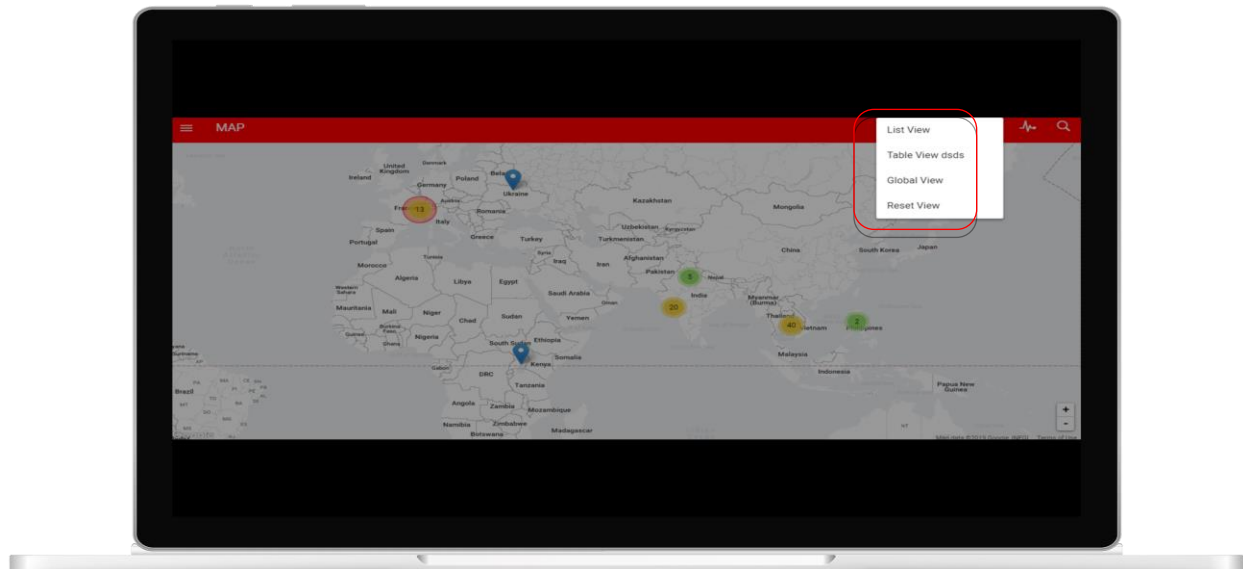


## Map

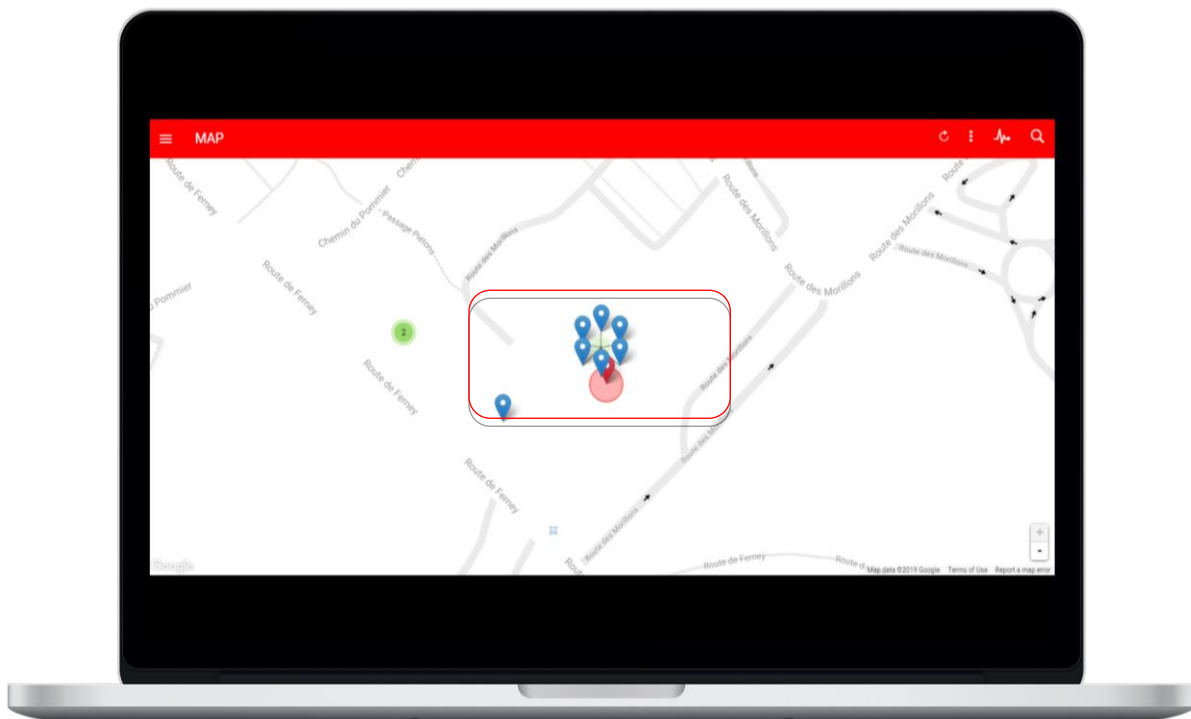
- ❖ This section allows the Admin users to view the cases that have been raised through the app in a map view, wherein on clicking any of the numbers it further drills down to the respective cases raised.



- ❖ The cases can be again viewed geographically in a map view or list view

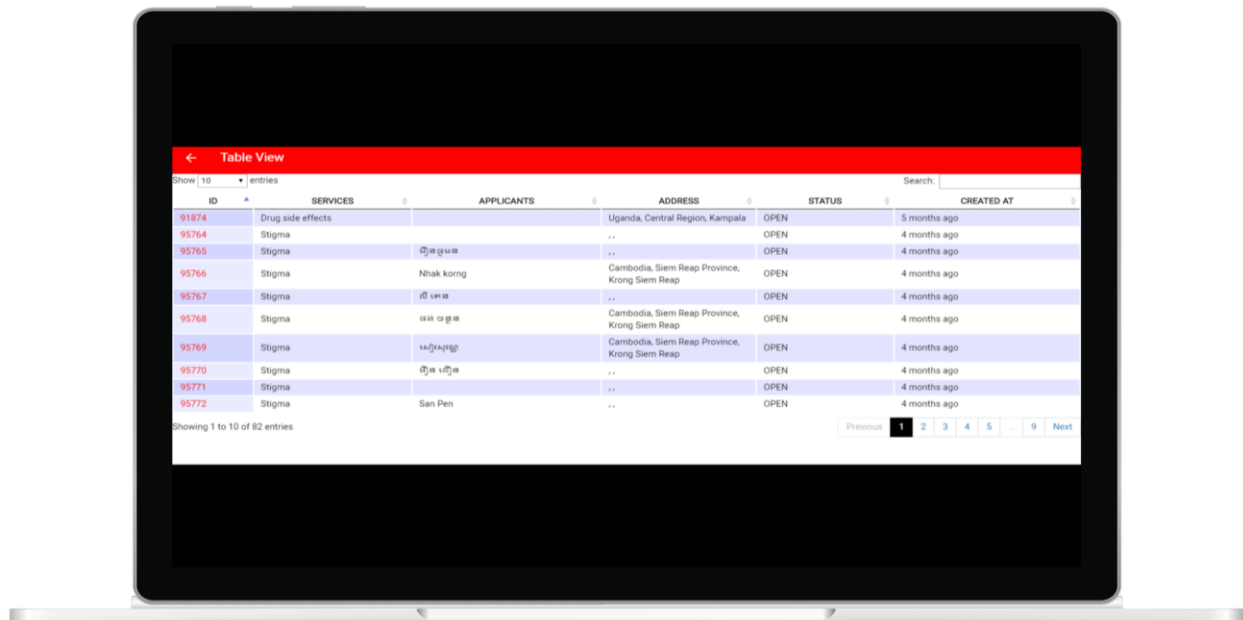
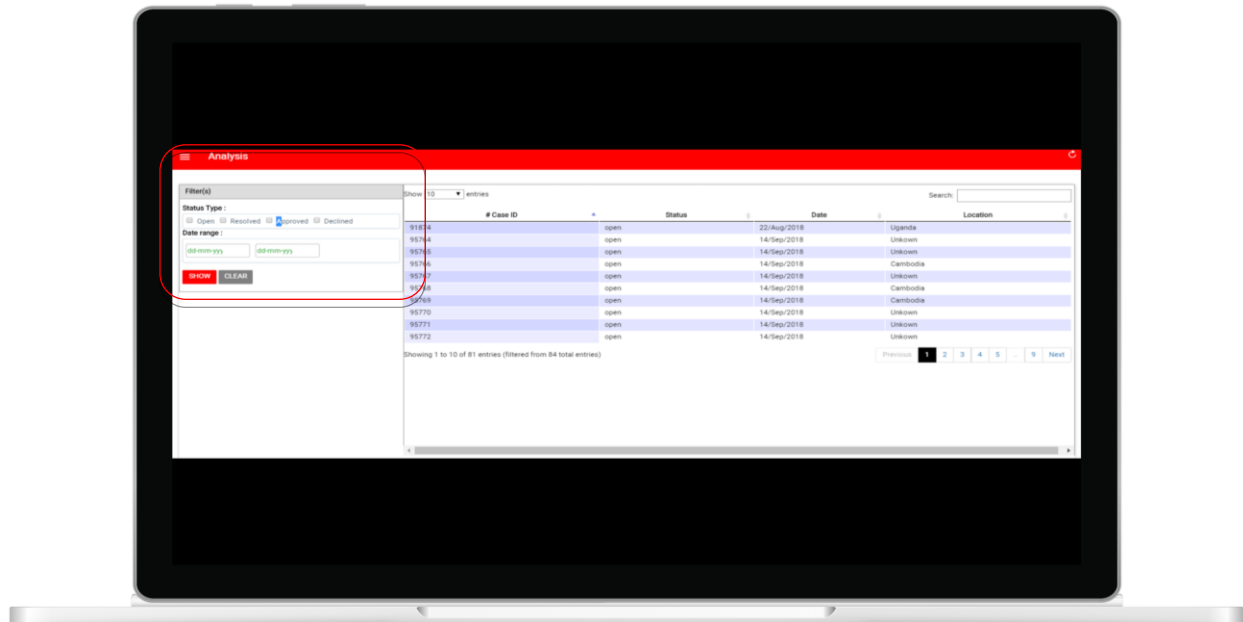


- ❖ Drill-down



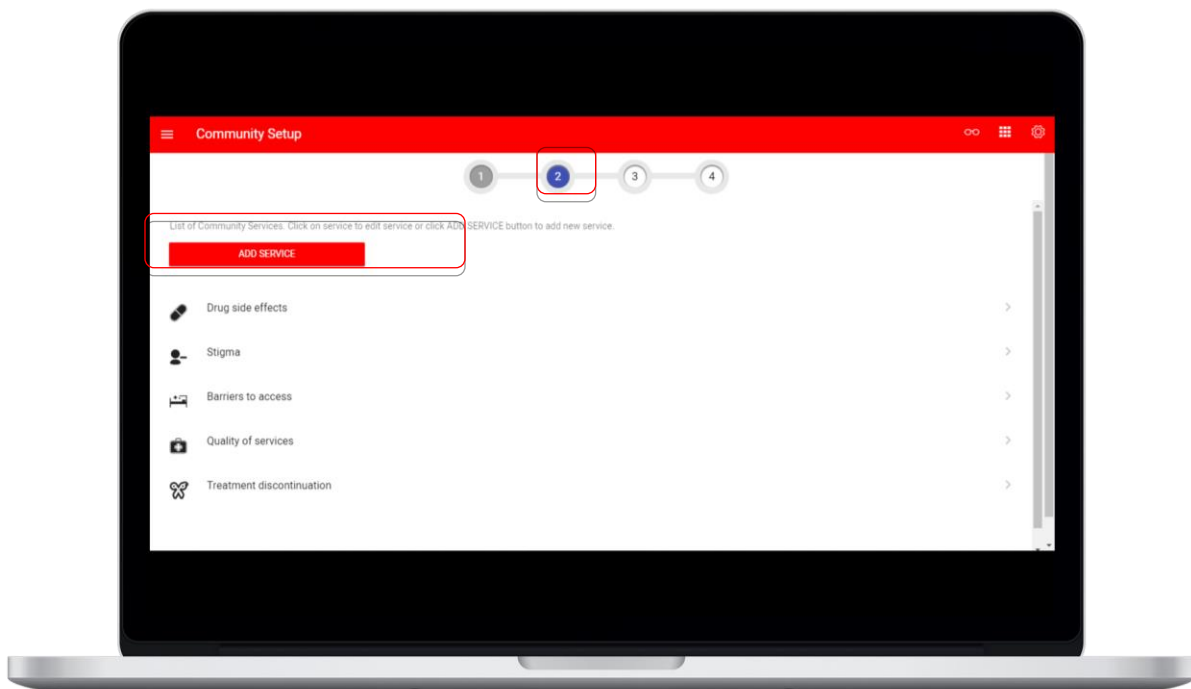
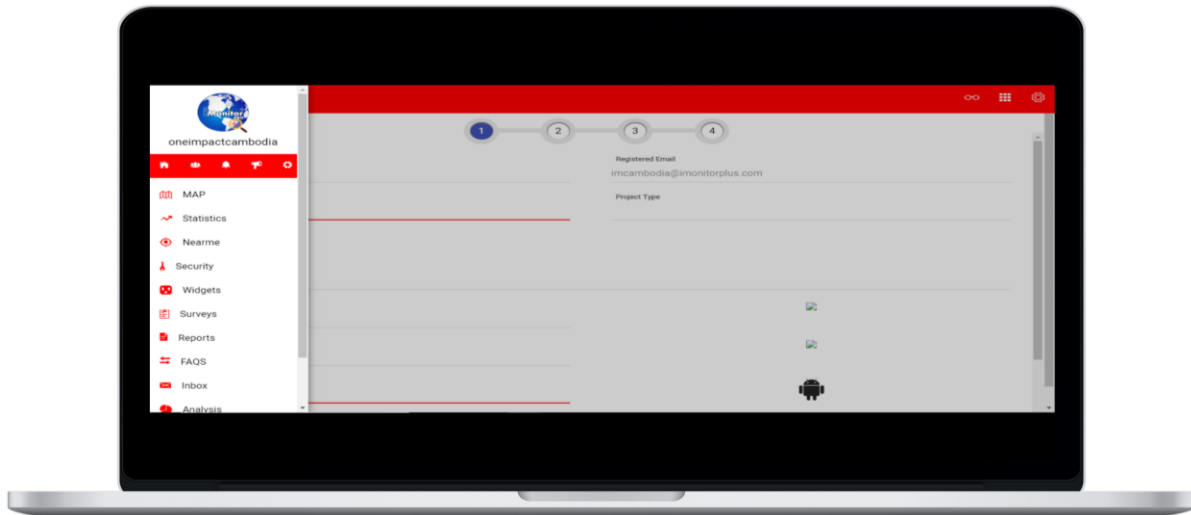
## Analysis

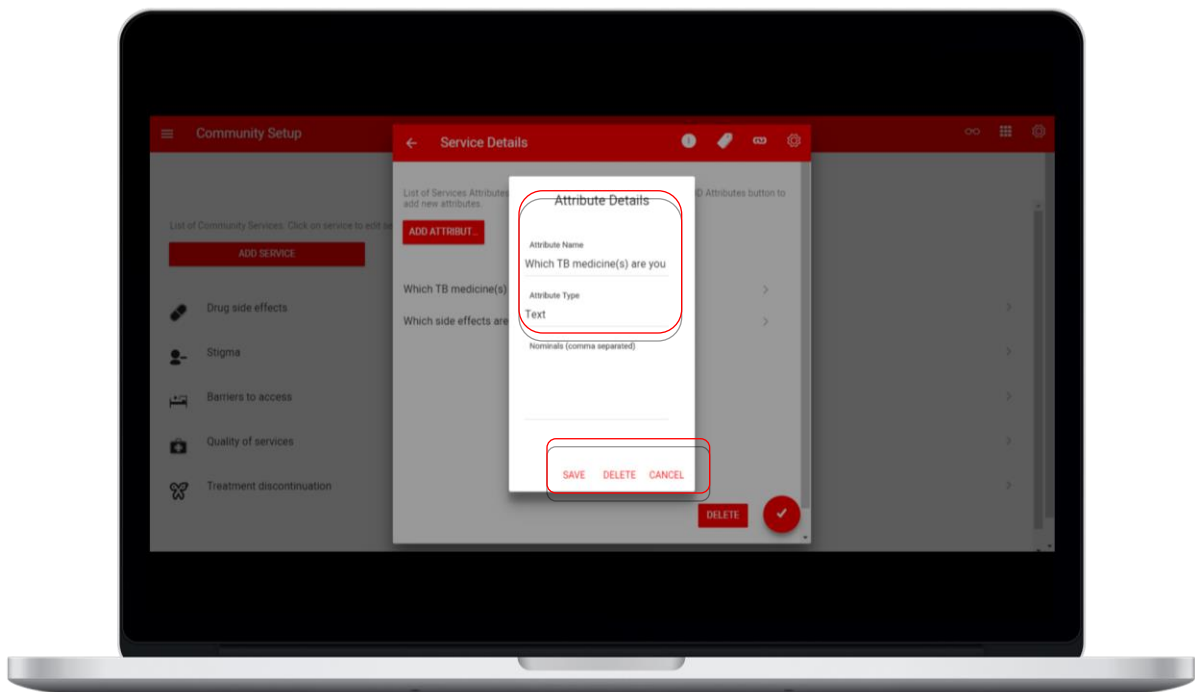
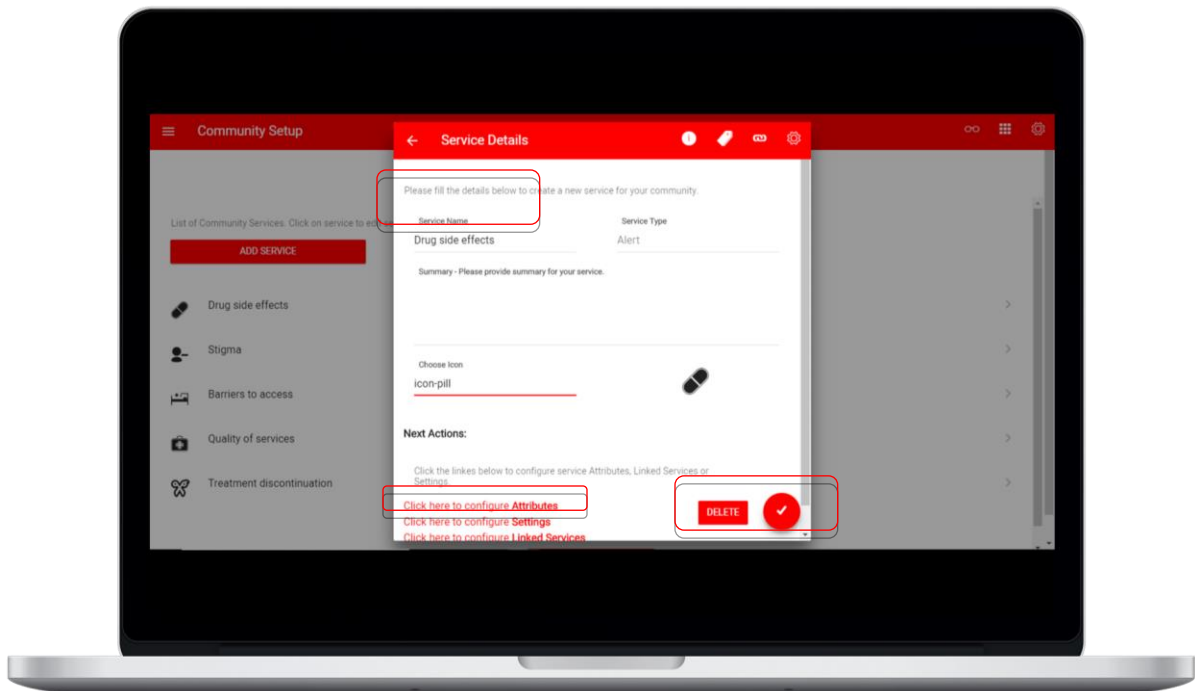
- ❖ Analysis page allows the Response team/Admin user to analyze the overall case details data captured by the mobile application. Moreover, the Admin can also filter the data according to a date range or status type.



## **Community Profiling**

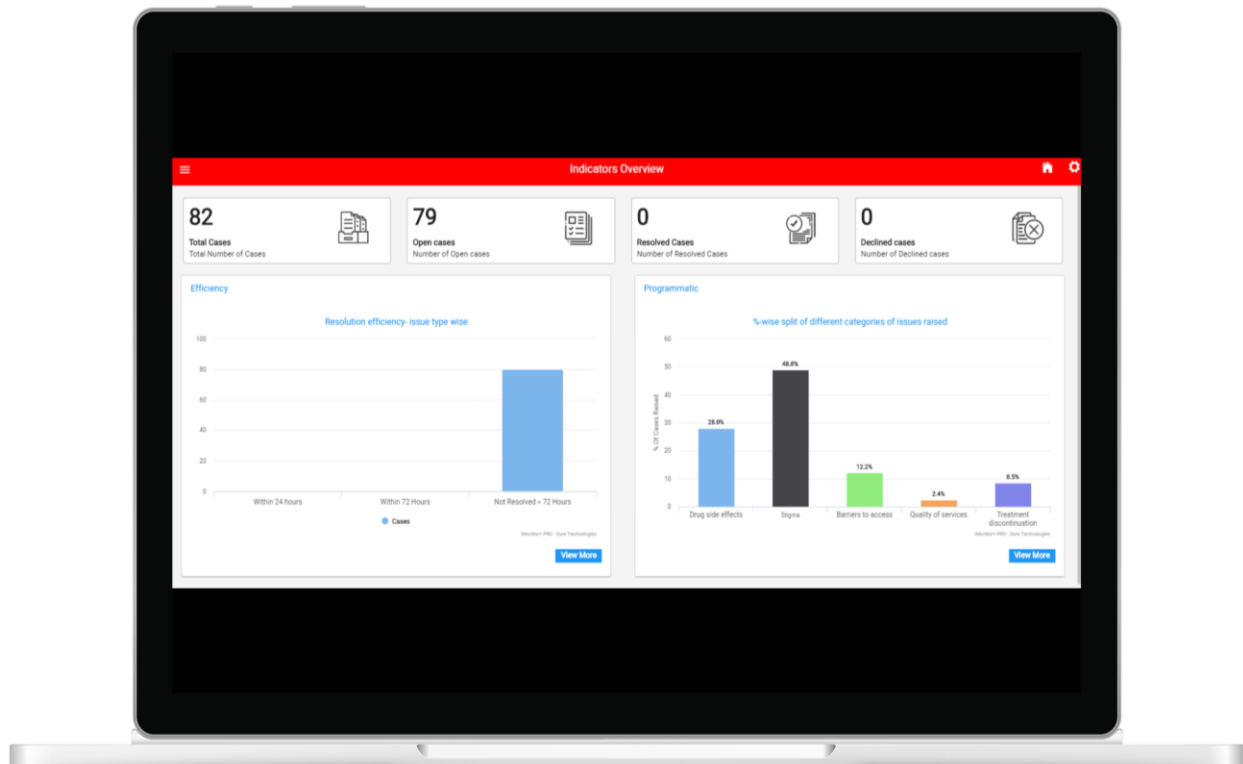
- ❖ It allows the Admin user to configure a new service type or edit/delete an existing service type. Moreover, it also gives a provision to add/edit/delete a new or an existing question that are mapped to a service type. Please find the below steps for accessing the same.



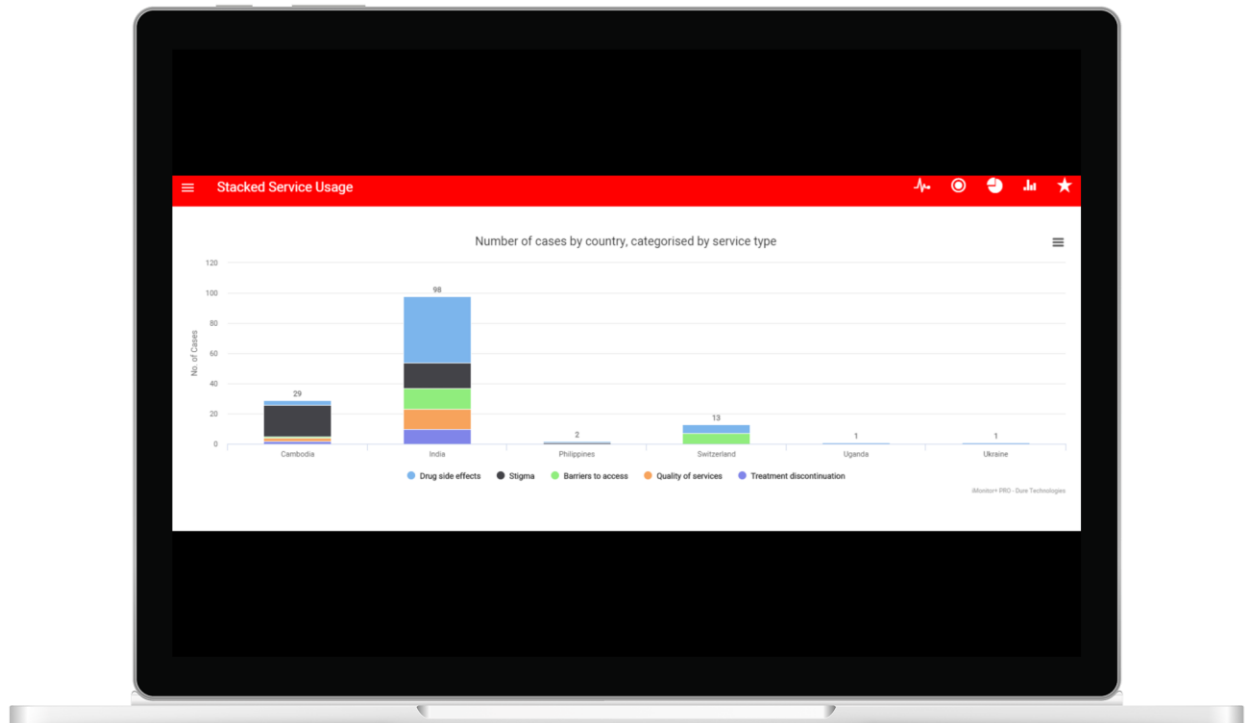


## **Indicators Overview & Statistics**

The indicators overview section displays the programmatic as well as the efficiency indicators. Moreover, it also gives an overview on the active users and the average time taken for resolving a case, etc.







## **Troubleshooting**

### **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!***