



ONEIMPACT GLOBAL



ONEIMPACT GLOBAL

USER MANUAL

ONEIMPACT GLOBAL RESPONSE MODULE

SUBMITTED TO:

Stop TB Partnership

hosted by
UNOPS

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 **Dure Technologies**



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 Dure Technologies	Subject: OneImpact GLOBAL Response Module	Revision Date: 10/09/2024
		Version: 1.1

BACKGROUND

INTRODUCTION TO ONEIMPACT GLOBAL RESPONSE DASHBOARD

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 barriers reported in the system
- To resolve/decline a barrier that has been reported in the system
- To download an individual barrier report
- To chat with the community user for further investigation on a barrier
- To segregate based on different categories to respond to a specific barrier

PURPOSE OF ONEIMPACT GLOBAL 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.

PURPOSE AND ORGANIZATION OF THE MANUAL

The user's manual consists of four sections: BACKGROUND, USING ONEIMPACT GLOBAL RESPONSE DASHBOARD, INBOX FEATURES, and TROUBLESHOOTING.

BACKGROUND section explains in general terms the system and the purpose for which it is intended.

USING RESPONSE DASHBOARD section provides step by step usage guide on how to login and navigate around the system.

TROUBLESHOOTING section describes the different measures that can be taken into consideration in case of any issues that are faced on-field.

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USING ONEIMPACT GLOBAL RESPONSE DASHBOARD

LOGIN/REGISTER

To access the Smart Set-Up dashboard, the admin has to enter the following URL ([click here](#)) on their preferred browser. Following that, they can proceed to log in with the credentials previously shared with them.

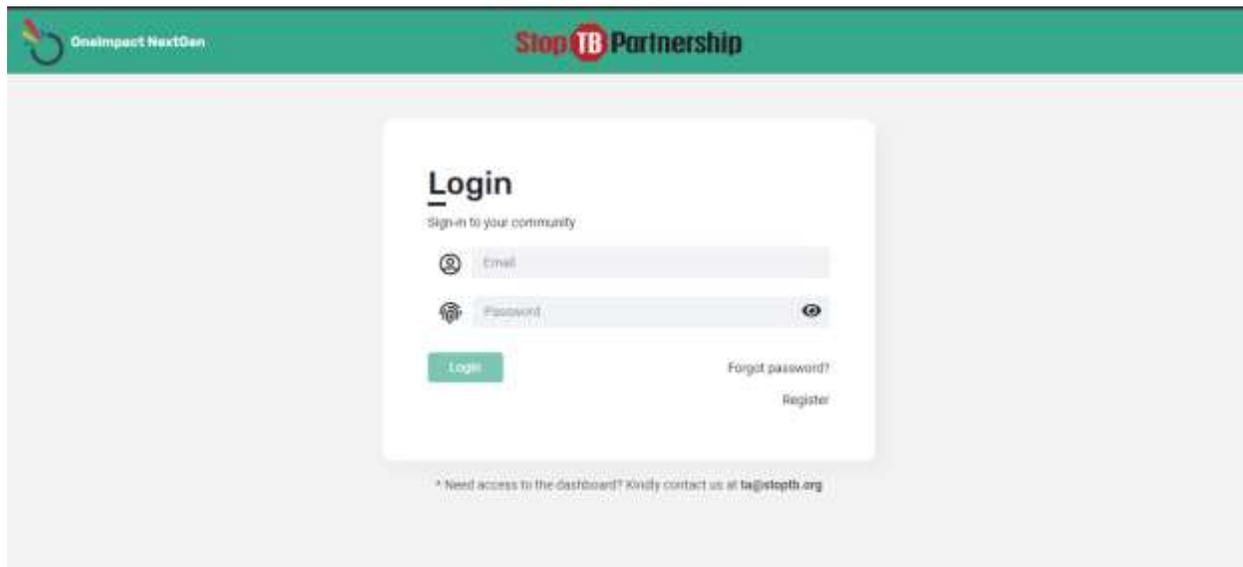


Figure 1.0.1



ACCESSING RESPONSE DASHBOARD

To access this module, click on the “Response Dashboard” option on the left menu. Within the Response Dashboard module there is the Inbox section that allows the admin to acknowledge and communicate with the users about their issues.

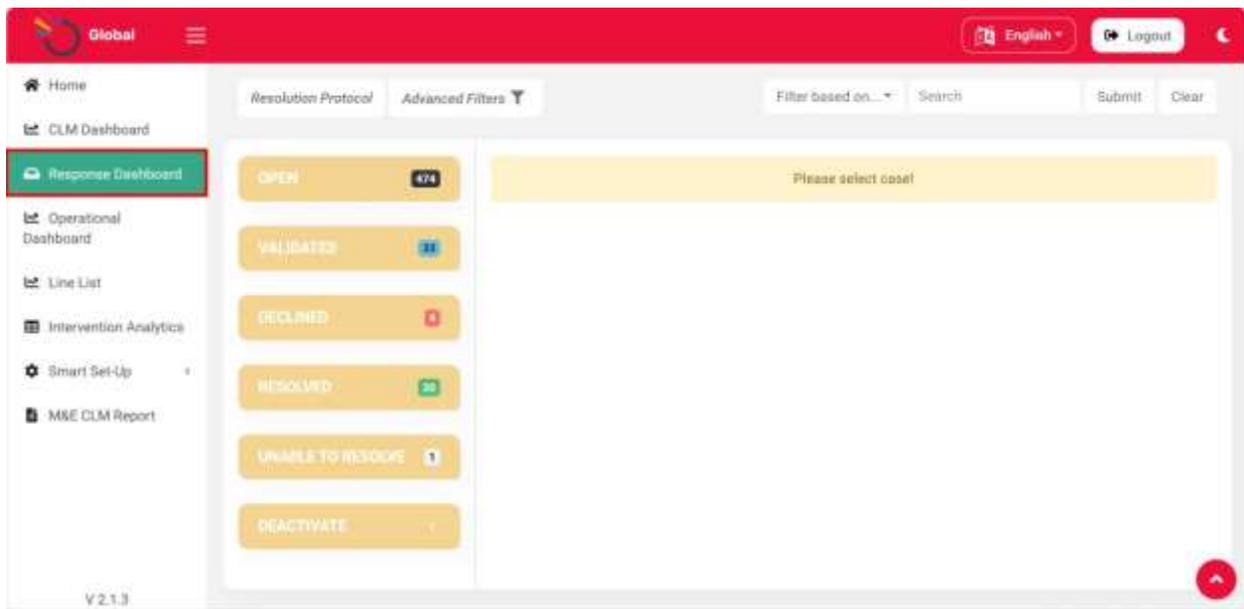


Figure: 1.0.2

INBOX

The response dashboard module helps the admin to access all the reported barriers and manage and respond to them. The module segregates the reported issues into various categories for ease and efficiency. The issues are divided into these following categories based on their status as shown in Figure

Open – Cases that are opened and are currently being resolved.

Validated – Cases that are deemed authentic and valid.

Declined – Cases that are deemed unimportant or false.

Resolved – Cases that are resolved and a solution is presented.

Unable to Resolve – Cases that are unresolvable at the organization’s end.

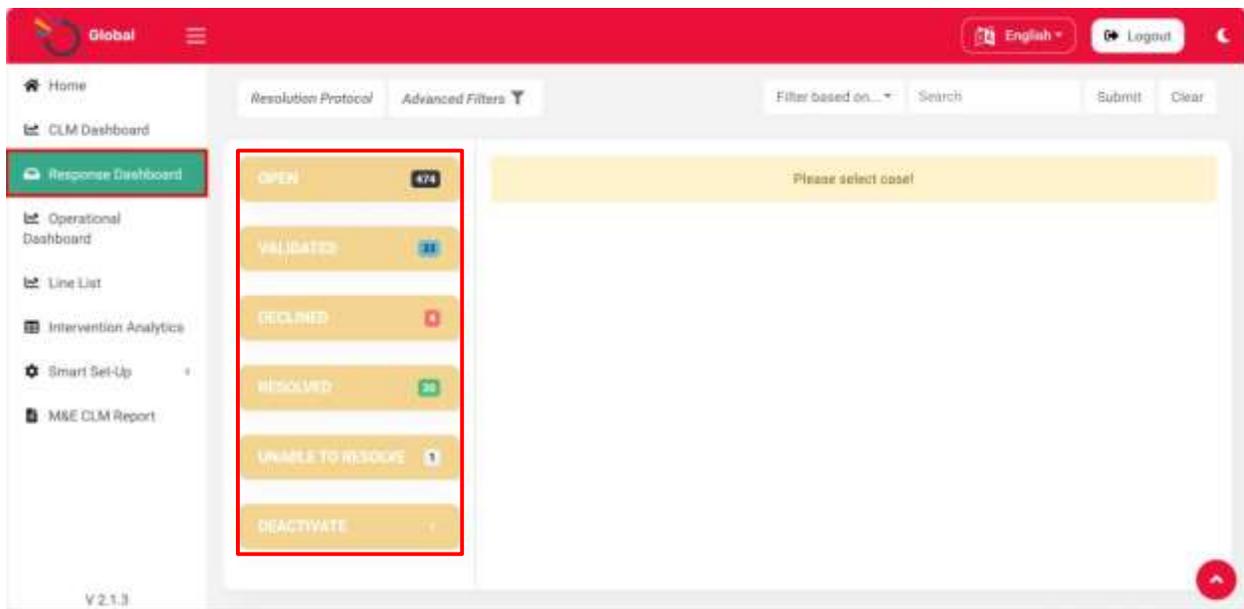


Figure 1.0.3

Once an issue is reported, the case is visible to the admin in the Open cases section and the admin can review the case from there and validate or decline the case. If declined, the case is shifted to the Declined cases and, if validated, the case is shifted to the Validated cases.

The admin can also deactivate a case, download the case for offline accessibility, and find the location from where the case is reported.

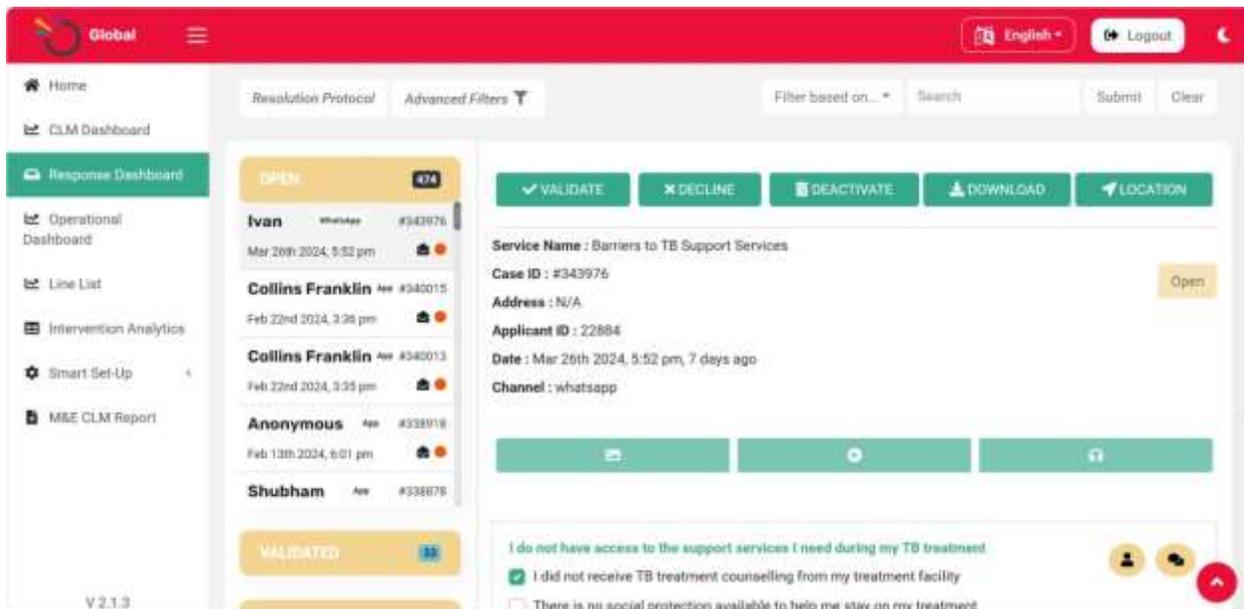


Figure 1.0.4

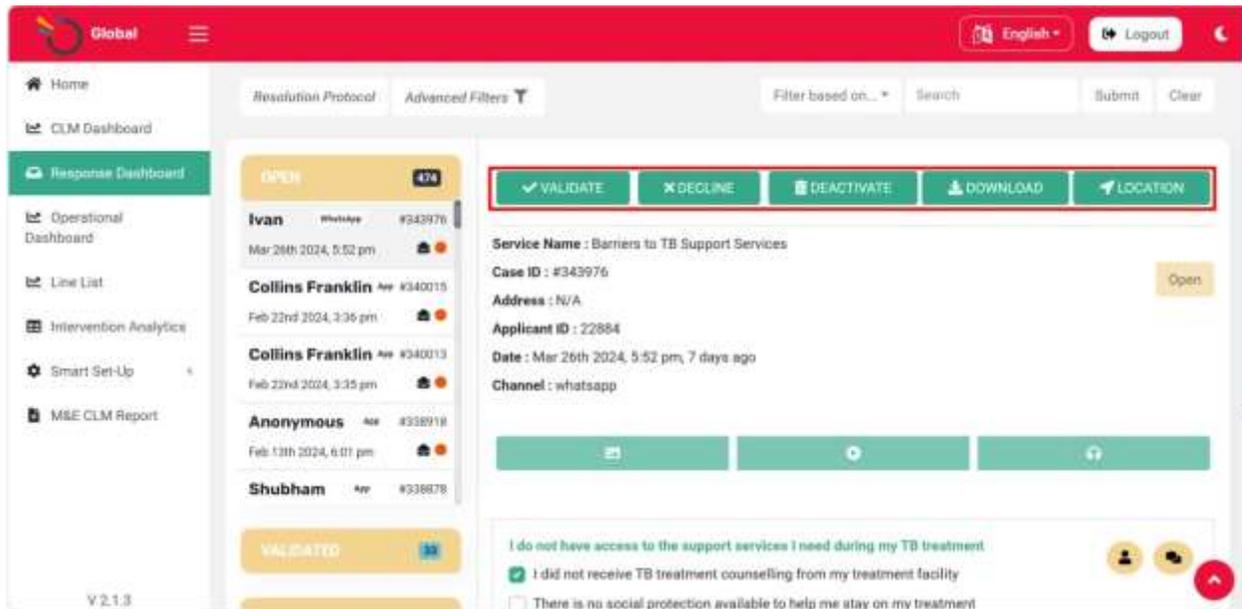


Figure 1.0.5

The admin can contact the user who has reported an issue through a one-on-one chat option. This functionality helps in solving any doubts on the admin’s end or to understand the user’s issue with better clarity. The chat option can be accessed by clicking on the small text bubble.

Once clicked a text box is opened. The admin can type the necessary message and click send to initiate a conversation with the user.

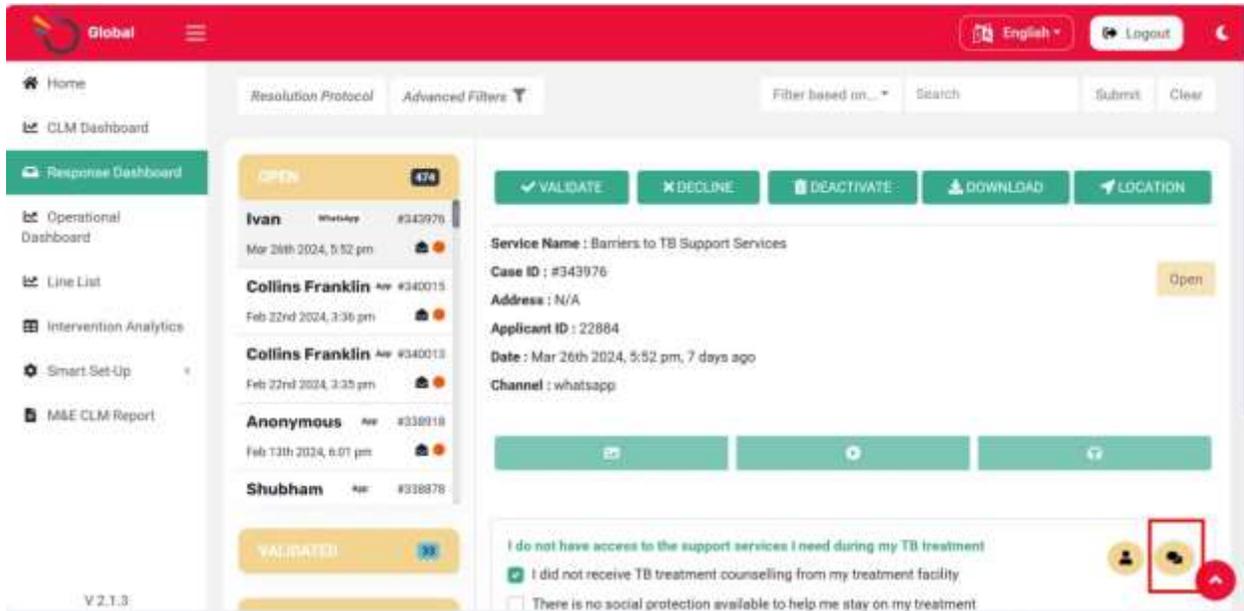


Figure 1.0.6

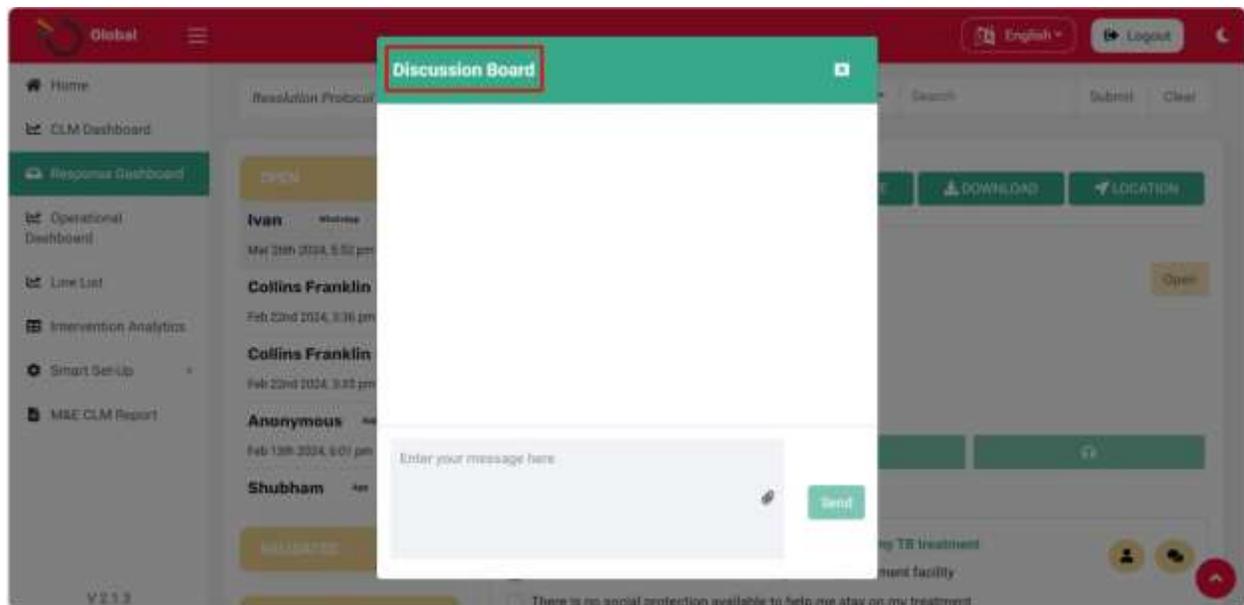


Figure 1.0.7

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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)