ONEIMPACT GLOBAL

USER MANUAL
ONEIMPACT GLOBAL
USER APPLICATION

SUBMITTED TO:

Stop TB Partnership
hosted by
UNOPS

SUBMITTED BY:

Dure Technologies

ONEIMPACT

CONTENTS

BACKGROUND

INTRODUCTION TO ONEIMPACT CLM

Stop TB Partnership in collaboration with members from the affected TB community from across the world and Dure Technologies developed the OneImpact App.

OneImpact App is a tool which empowers people with TB and communities to access information on TB, human rights, key messages from TB survivors and champions, and TB care and support services. It also allows people affected by TB to engage with peers, TB support groups, in other chat forums and to learn more about regional and global TB community networks. In addition, it also gives a provision to people affected by TB to report human rights barriers faced in their day-to-day life.

OneImpact App modules include:

- User Onboarding
- Get to know your rights.
- Get Information
- Get Access
- Get Connected
- Get Involved
- Survey

The scope of the app is to develop components which will support the key objectives.

- To promote and protect the rights of people affected by TB.
- To promote the empowerment of people affected by TB.
- To advance people centered, rights-based care.
- To strengthen community systems, build awareness about TB among affected communities.
- To strengthen M&E systems
- To strengthen community-driven advocacy
- To enhance innovations in health systems

PURPOSE OF ONEIMPACT APP

The document is a complete guide for OneImpact users on how to use the OneImpact App. It contains instructions on each of the components supported by illustrations on information flow & features. By reading this guide the OneImpact App users will know the functions and features of each module and will know how to use each module.

The user's manual consists of four sections: BACKGROUND, USING ONEIMPACT APP, APP FEATURES, and TROUBLESHOOTING.

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

USING ONEIMPACT GLOBAL APP section provides step by step installation guide on how to download, register, and use the entire application.

The APP FEATURES section explains the different modules and features involved in the application.

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

ONEIMPACT USERS 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 barriers reported by the community users.

Accountability Dashboard User – Civil society group monitoring the overall statistics.

USING ONEIMPACT APP

STEPS TO DOWNLOAD AND USE THE APP

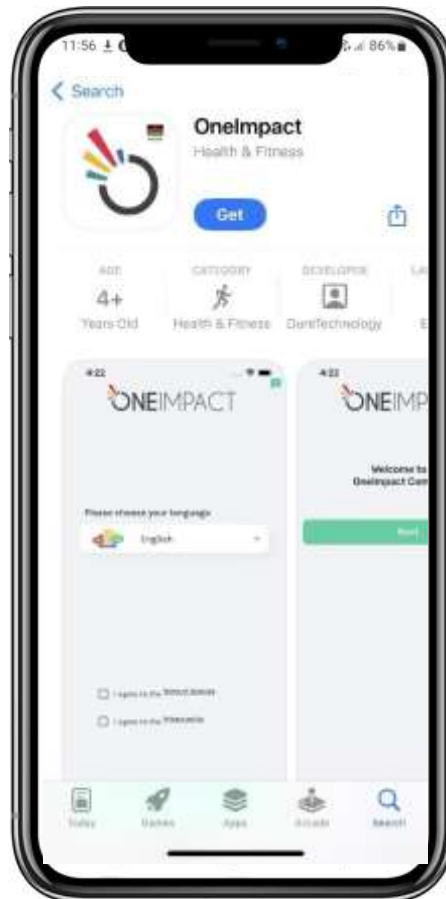This section helps understand the different steps involved in accessing the entire application.

STEP 1: DOWNLOAD THE APP

Visit your Google Play Store for Android devices or Apple App Store for iOS devices and search for the OneImpact App.

Figure: 1.0

STEP 2: INSTALL

Click the install option to start installing the OneImpact app on your respective device.

Fig: 1.1

STEP 3: ONBOARDING

3.1 - Once the App is installed, click on the App icon, and allow the necessary permissions as requested by the app. Select your language preference to get started with the application.
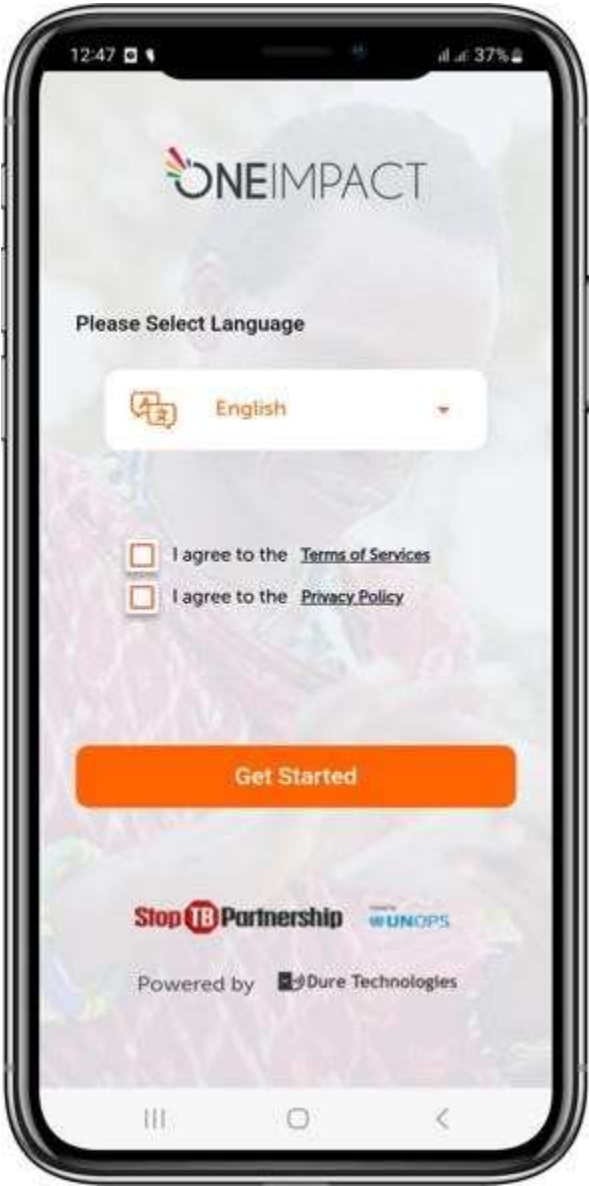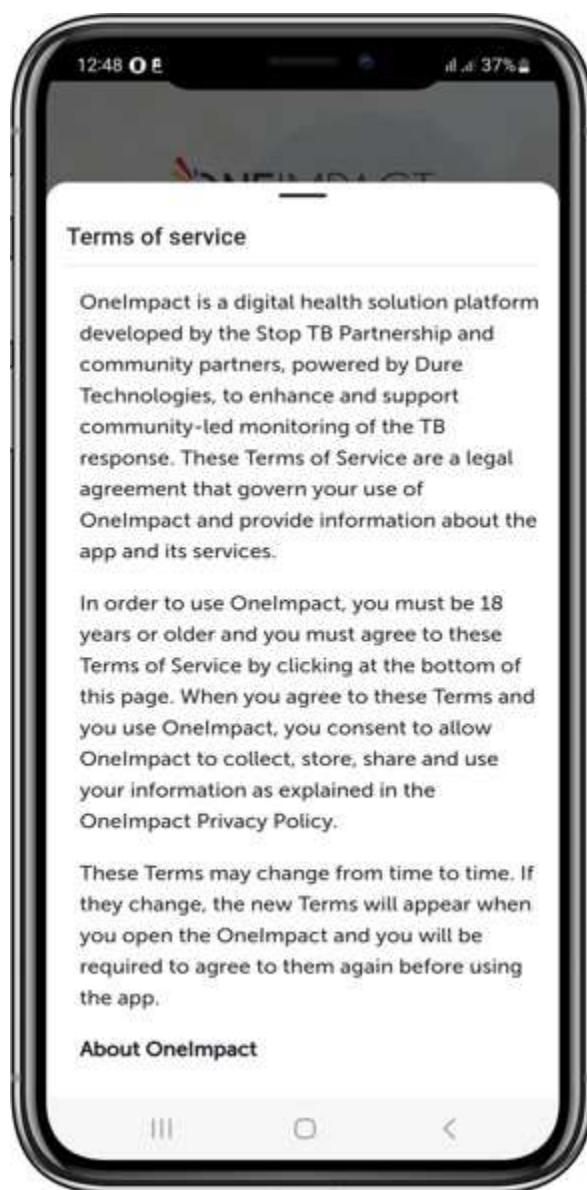

Figure: 1.2

3.2 - Once you have read the terms of services and privacy policy, click on the check box to accept to the terms of services and the privacy policy of the system. Now you may proceed by clicking on the SUBMIT button.

Figure: 1.3

STEP 4. ORIENTATION

4.1 - Once the registration process is completed, the app gives you an orientation of the application round the App. You can either go through it by clicking on NEXT or you can go ahead with the application by clicking on the SKIP button.
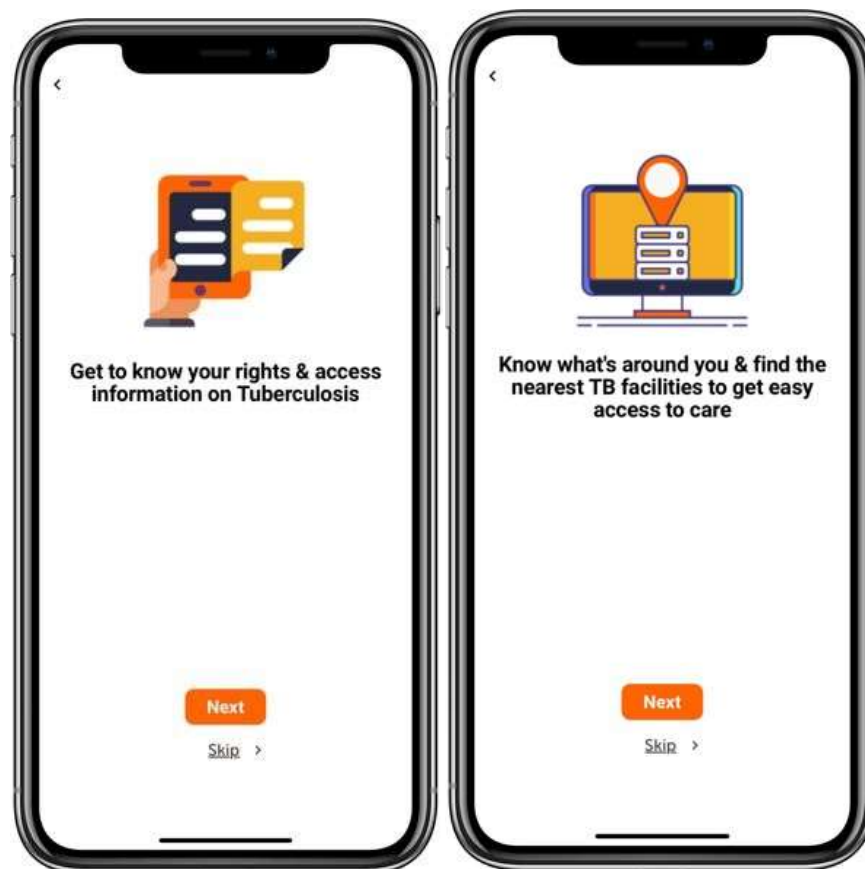

Figure: 1.4

STEP 5: REGISTRATION

1.- OneImpact App allows you to register yourself or keep your identity anonymous, if you decide to keep your identity as anonymous then click on the SKIP option, if you decide to proceed ahead with the registration process then click on the options to answer the necessary questions. Click on the SUBMIT button to proceed further.

2. - Click on the swipe left on the screen to go back and edit your previous responses.
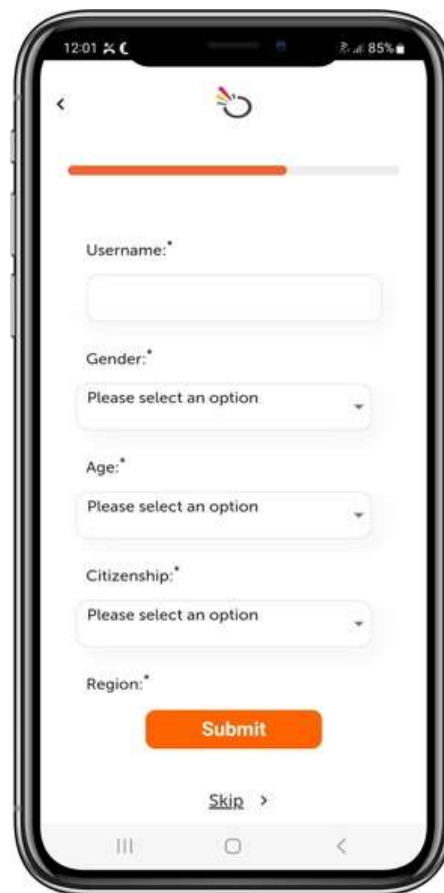

Figure: 1.5

STEP 6: HOMEPAGE

HOMEPAGE gives you access to all the different modules in the application. You will be able to access all the modules from the home page itself. By clicking on VIEW ALL, you can further explore each of them.

You can also change language, reset application and access other features by clicking the 3 lines at the top left corner on the home page.
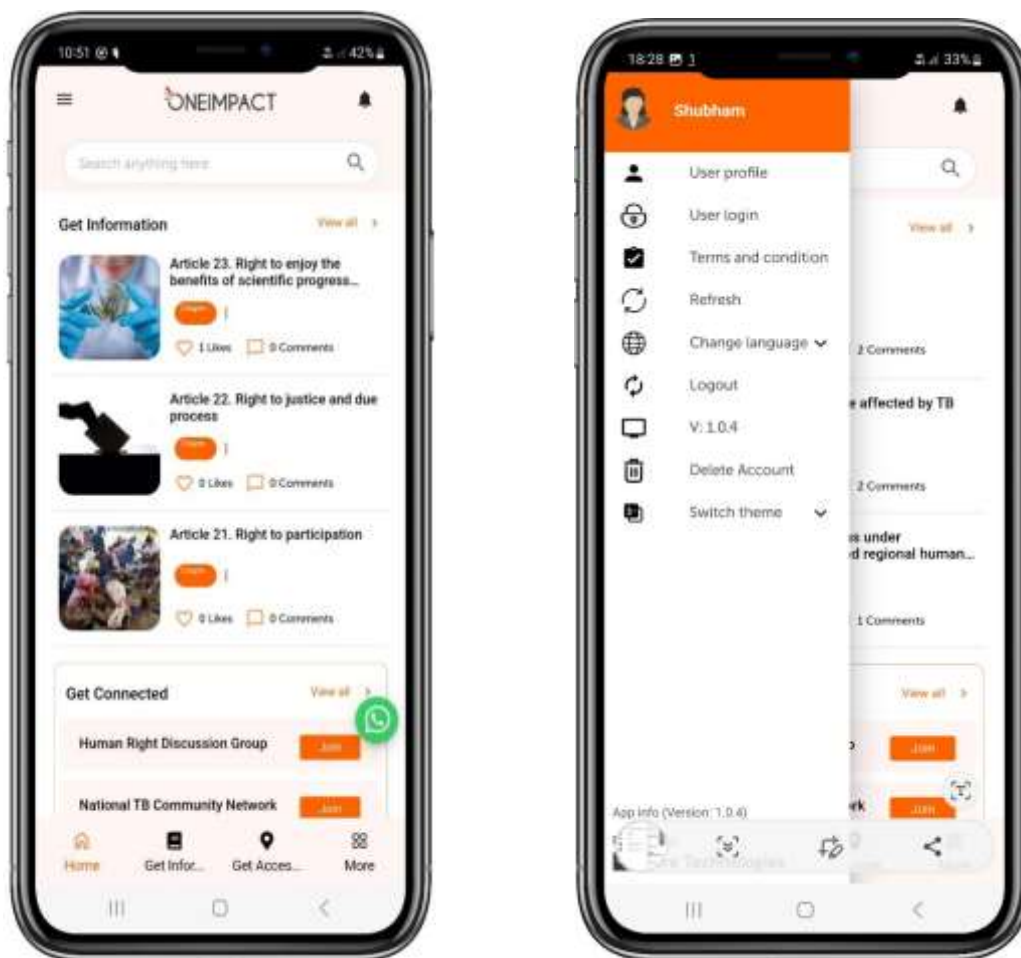
Figure: 1.6

STEP 7: GET TO KNOW YOUR RIGHTS

You can get a lot of information around TB from GET INFORMATION module on the home page. The content available on the homepage is the ones which are pinned. By clicking the VIEW ALL option from the HOMEPAGE, you can scroll and search for the necessary information around right to health which further drills-down by clicking on any of the below mentioned topics. You can also put a filter & search from the top basis on what you are looking for in the module.
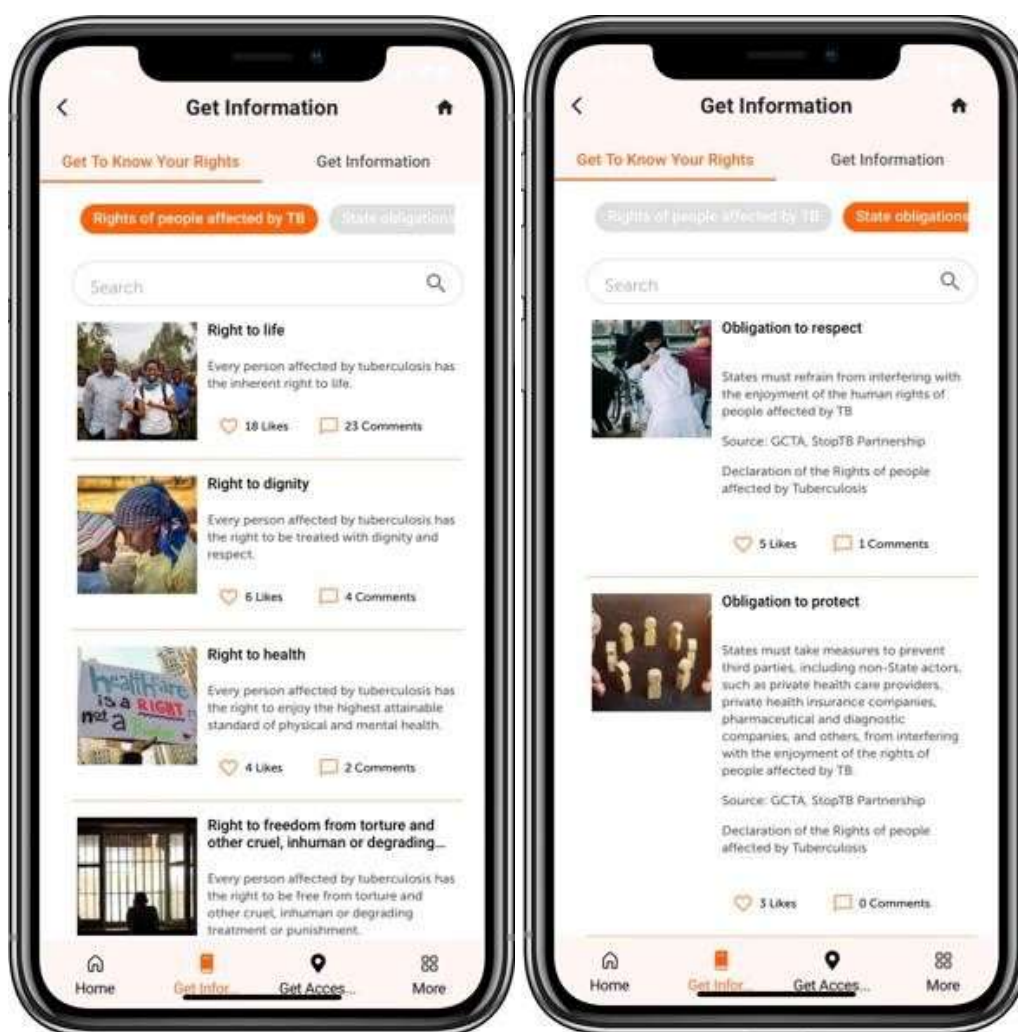

Figure: 1.7

STEP 8: GET INFORMATION

To access the GET INFORMATION module, click on the GET INFORMATION tab on the top right, you will now see two sections namely MEDICAL EXPERTS and PEOPLE AFFECTED BY TB. You can also like the content and comment on your opinions on the information.
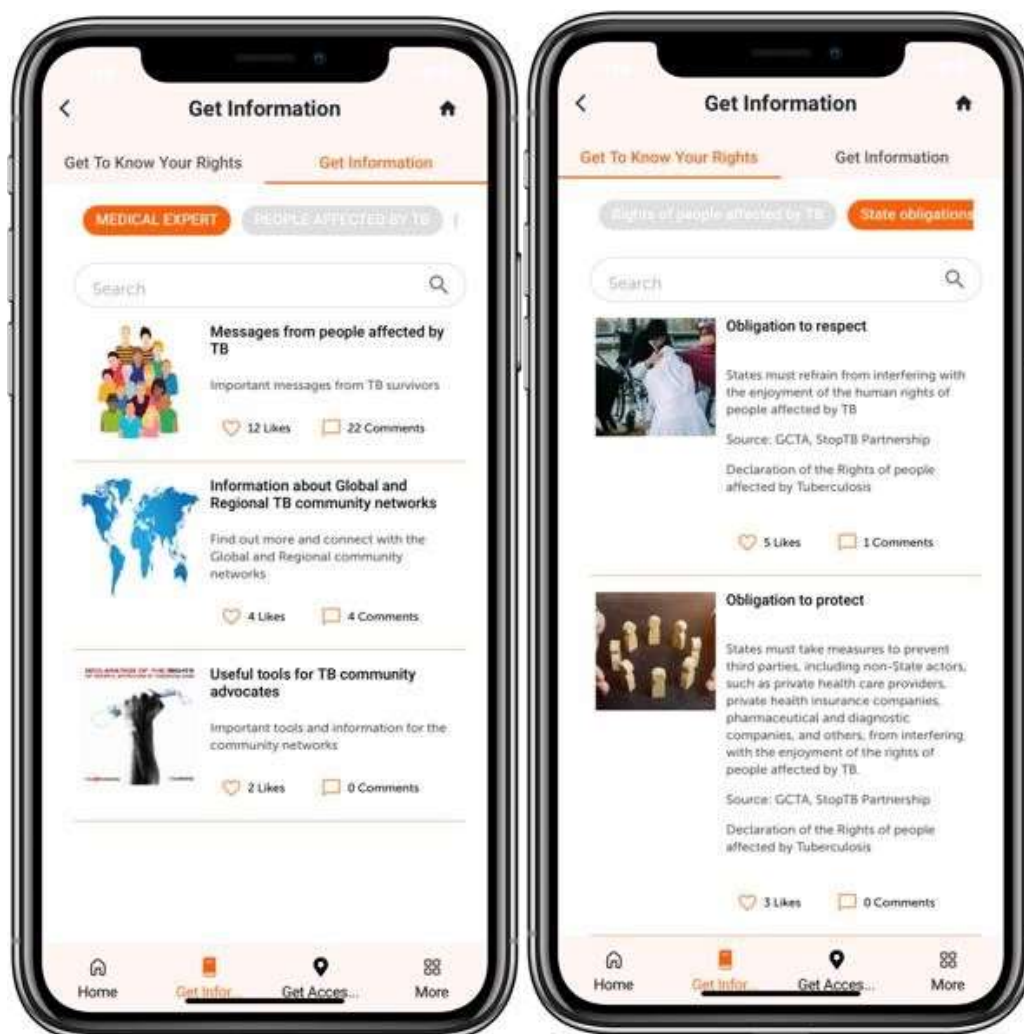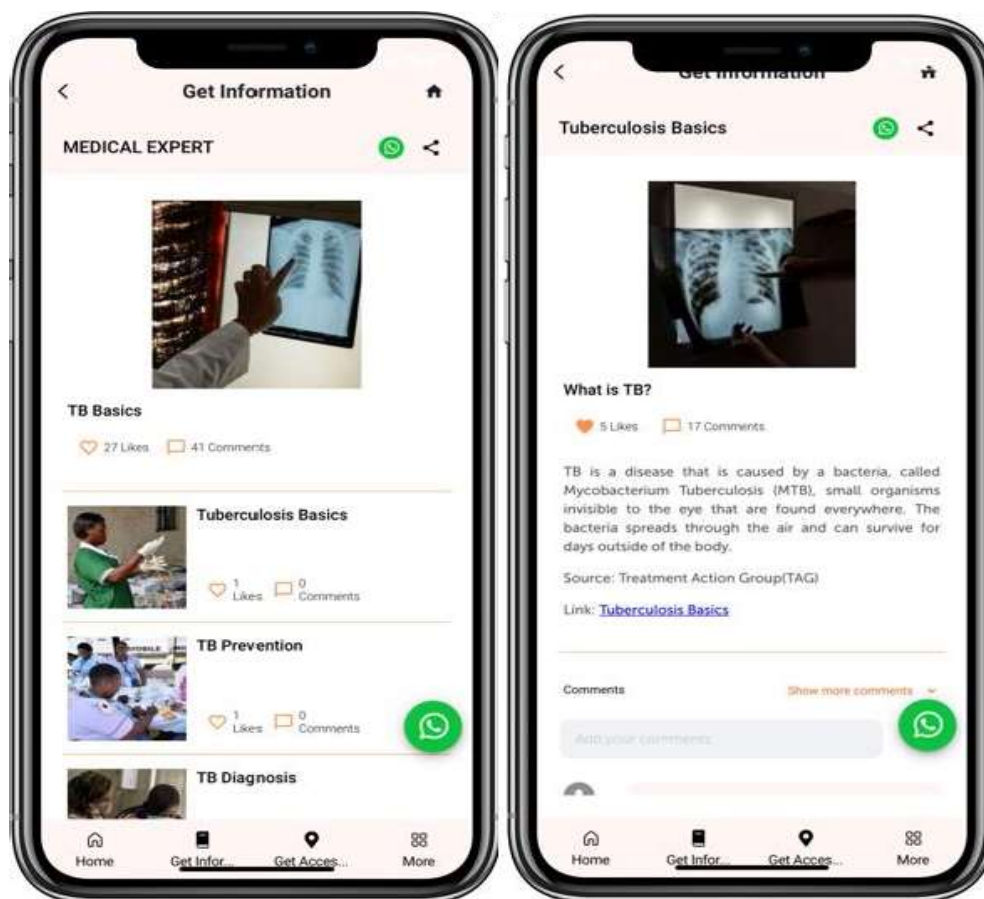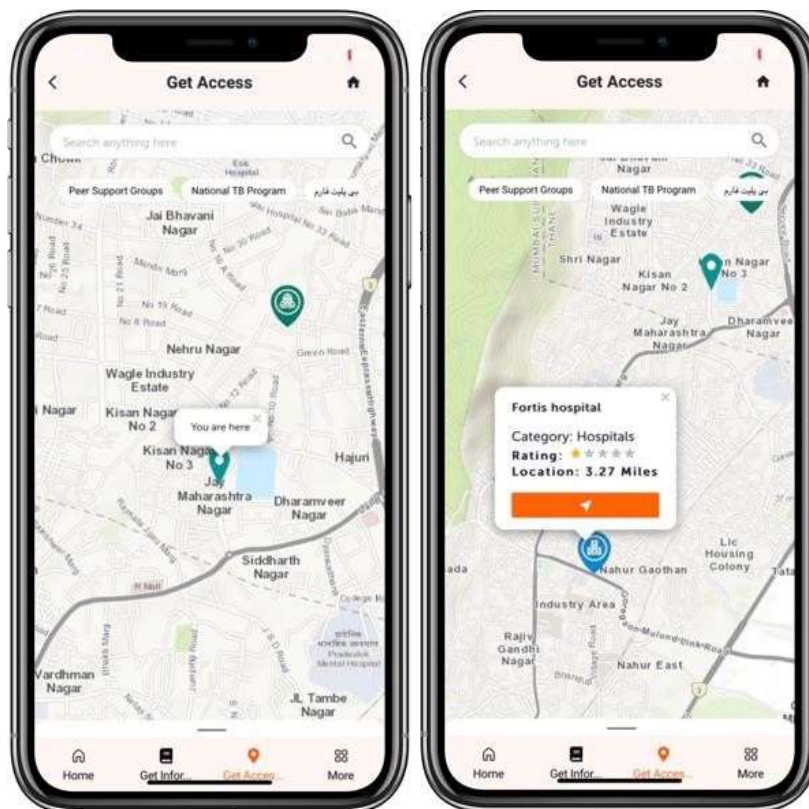

Figure: 1.8

Figure: 1.9

STEP 9: GET ACCESS

Click on the map under the GET ACCESS module on HOMEPAGE, you can now see a map with different facilities that are available around you. In addition, you can also click on the FILTERS option to search for different categories within your vicinity.

Figure: 1.10

STEP 10: GET CONNECTED

GET CONNECTED section allows you to engage within different forums and get in touch with other community users using the platform. The forums available on the homepage are the ones which are pinned. You can further click on VIEW ALL to explore & enroll in the chat. You may also select an avatar to not disclose your identity and stay anonymous.
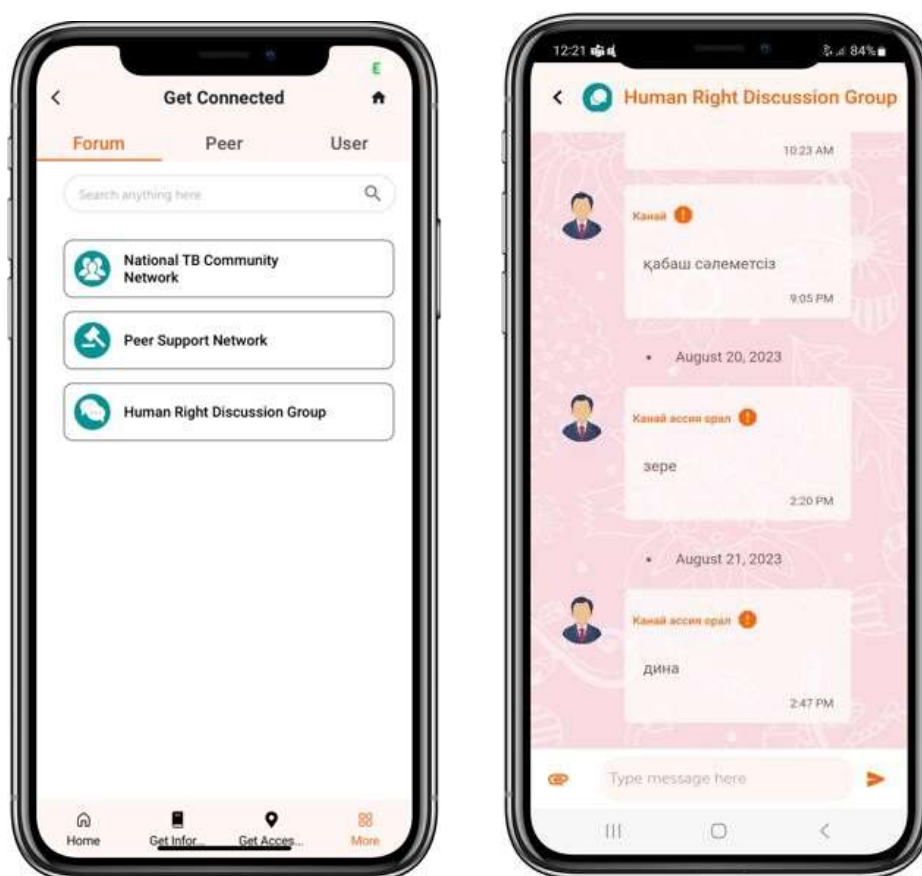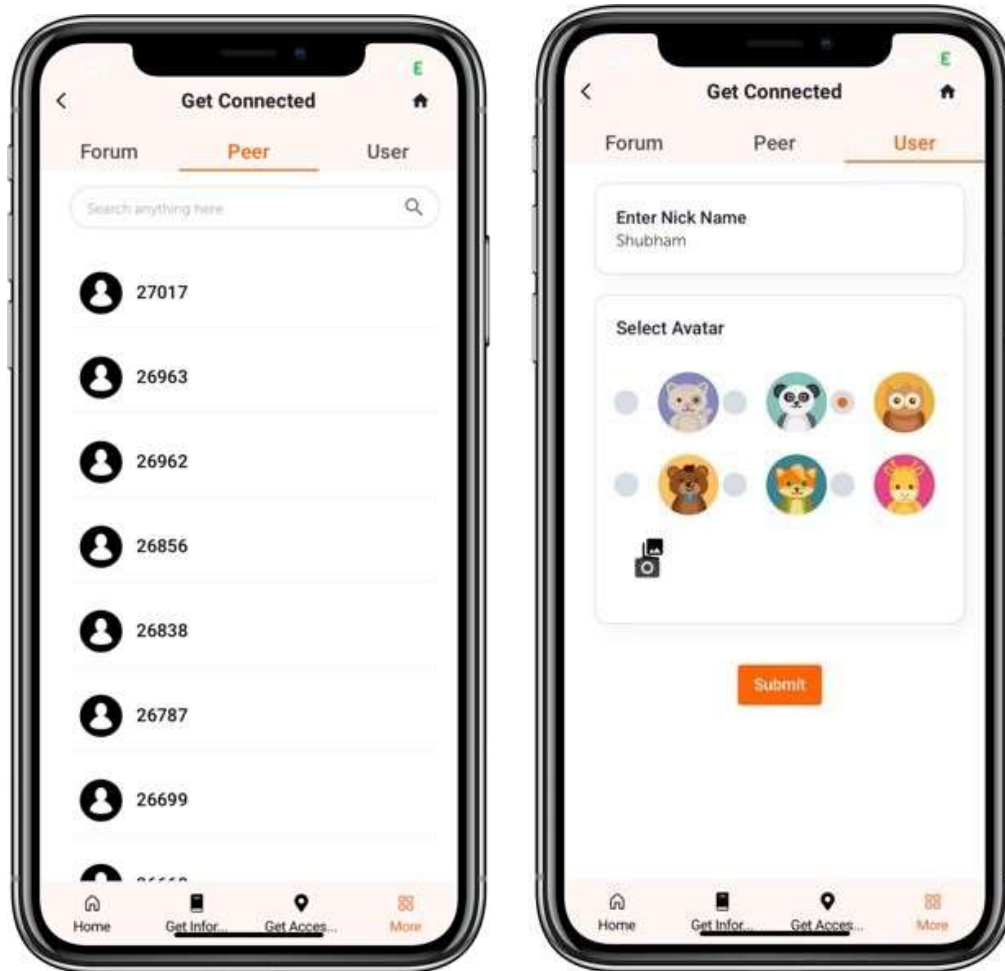

Figure: 1.11

Figure: 1.12

STEP 11: GET INVOLVED

On clicking the REPORT AN ISSUE tab under the GET INVOLVED module on the home page, there are two sub-sections, Report and Response. By clicking the report, the users can report the barriers they are facing, the response section displays the status of the barriers reported. You can also attach evidence while reporting barriers.
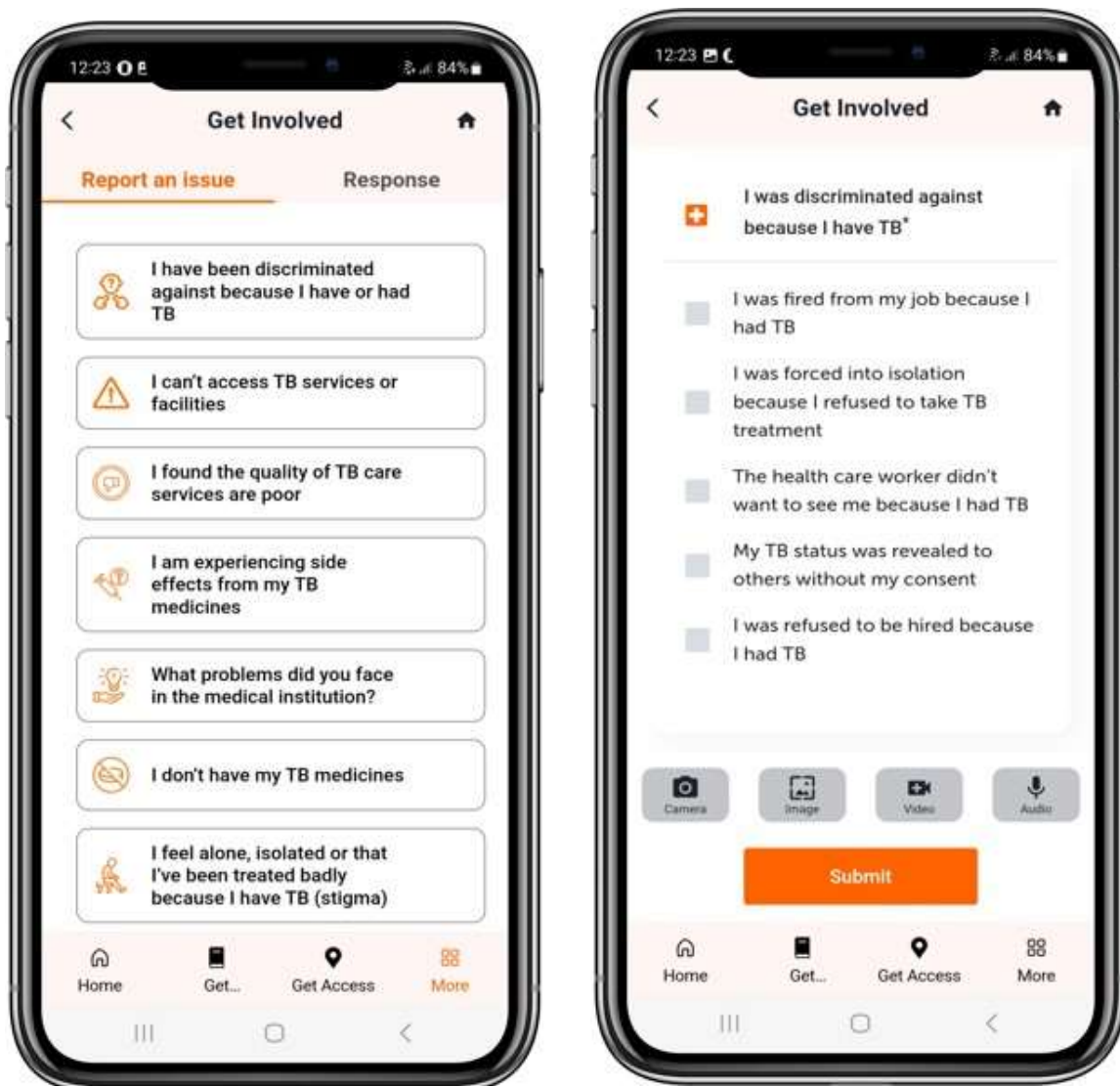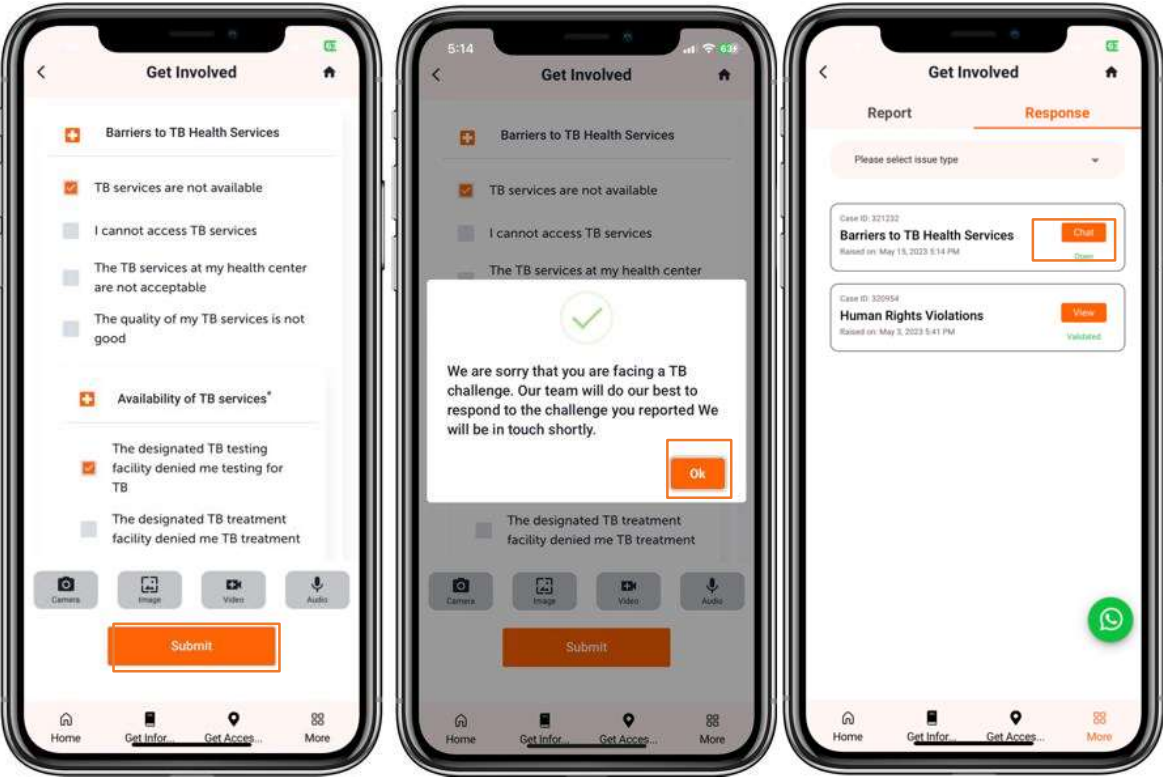

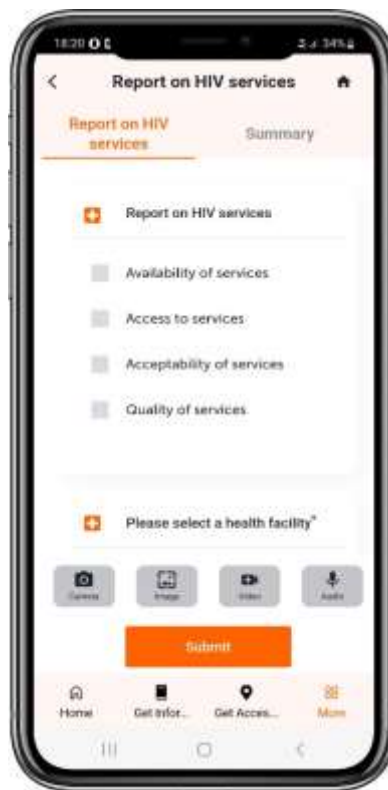**Figure: 1.13**

Figure: 1.14

STEP 12: SURVEY

On clicking the TAKE A SURVEY option under the Survey module on the home page, there are two sub-sections, Survey and Summary. By clicking on survey, the users can take the survey present in the application, the summary section displays the response submitted by the users. You can also add attachments while taking surveys.
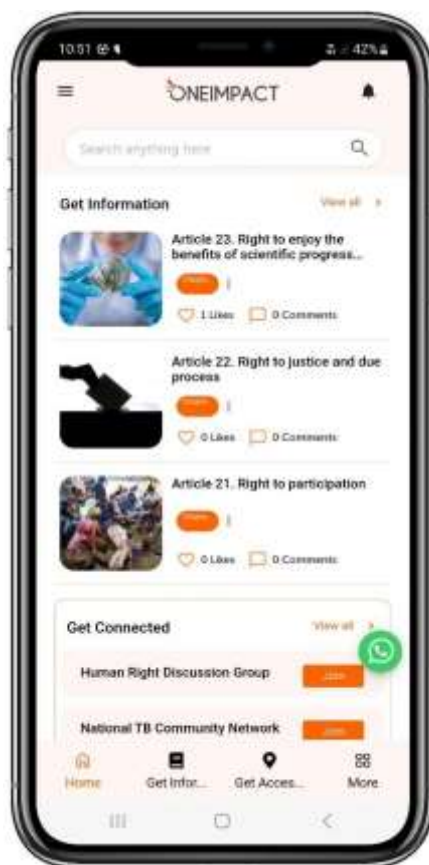

Figure: 1.15

APP ÏEATURES

HOME PAGE

The app homepage covers the following key components.

- Get to know your Rights.
- Get Information
- Get Access
- Get Connected
- Get Involved
- Survey

Figure: 1.16

GET TO KNOW YOUR RIGHTS

This module helps in disseminating information around rights to TB, privacy, and discrimination under international and regional laws. It is essentially the Declaration of the Rights of People affected by TB, a document developed by TB People with the support of Stop TB Partnership and made possible by the support of USAID.
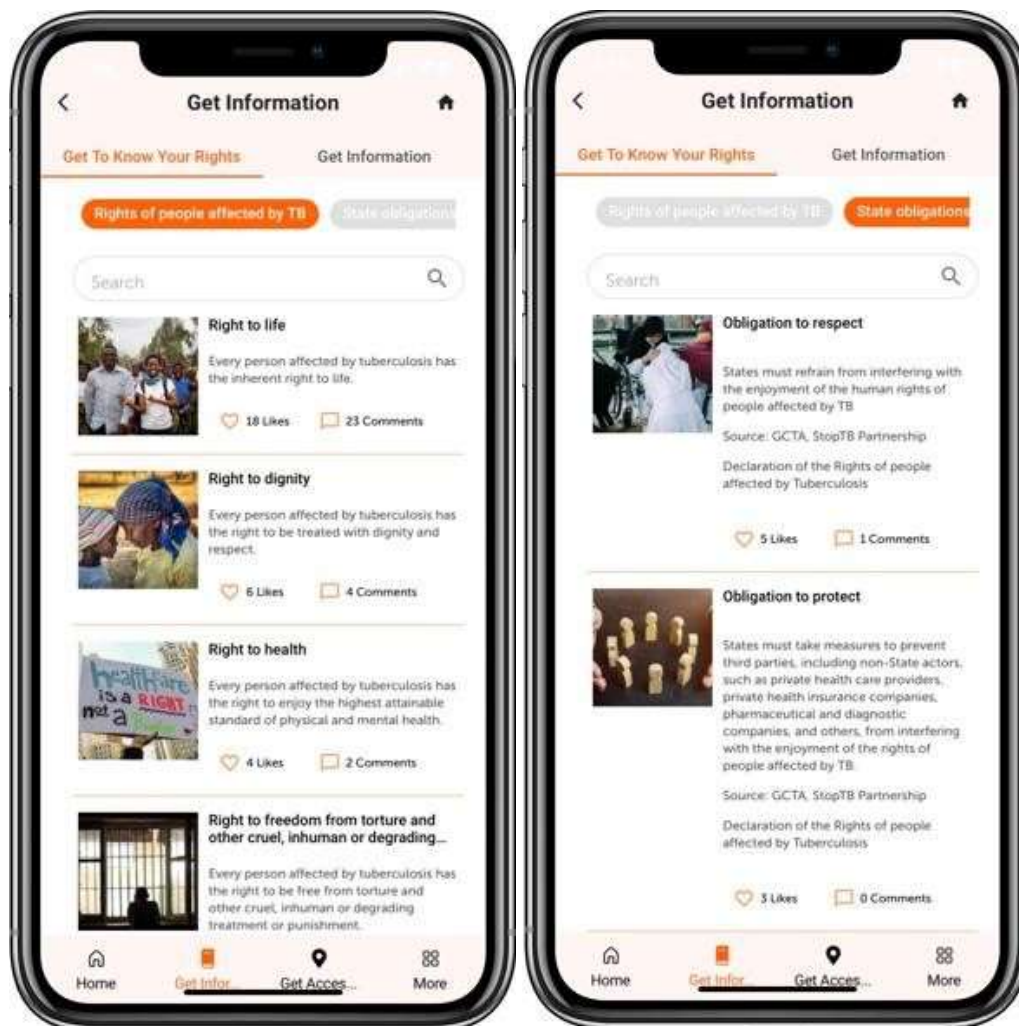

Figure: 1.17

GET INFORMATION

- This module allows the users to self-educate themselves to reinforce the dissemination of correct information around TB. It is further divided into two components.
- The content of this module was made possible, thanks to contributions from Stop TB Partnership, Treatment Actin Group, Stop TB Partnership Tajikistan, TBpeople Ukraine, Club des Amis Damien, Copperbelt Health Education Project (CHEP) Zambia, Global Coalition of TB Activists, TBpeople, African Coalition on TB (ACT), Activists Coalition on TB, Asia Pacific (ACT! AP) hosted by APCASO, Dynamique de la Réponse d'Afrique Francophone contre la Tuberculose (DRAF TB), Treatment Action Group (TAG) USA.
- The first component is information from medical experts. It provides information on TB basics, diagnosis, prevention, and treatment.
- The second component is information from People affected by TB, who provide further information on TB and provide some important messages on how to manage throughout the TB journey, , myths and facts related to TB and frequently asked questions in TB. The second component also provides information about and how to connect with global and regional TB community networks and lists several key documents for TB advocates.
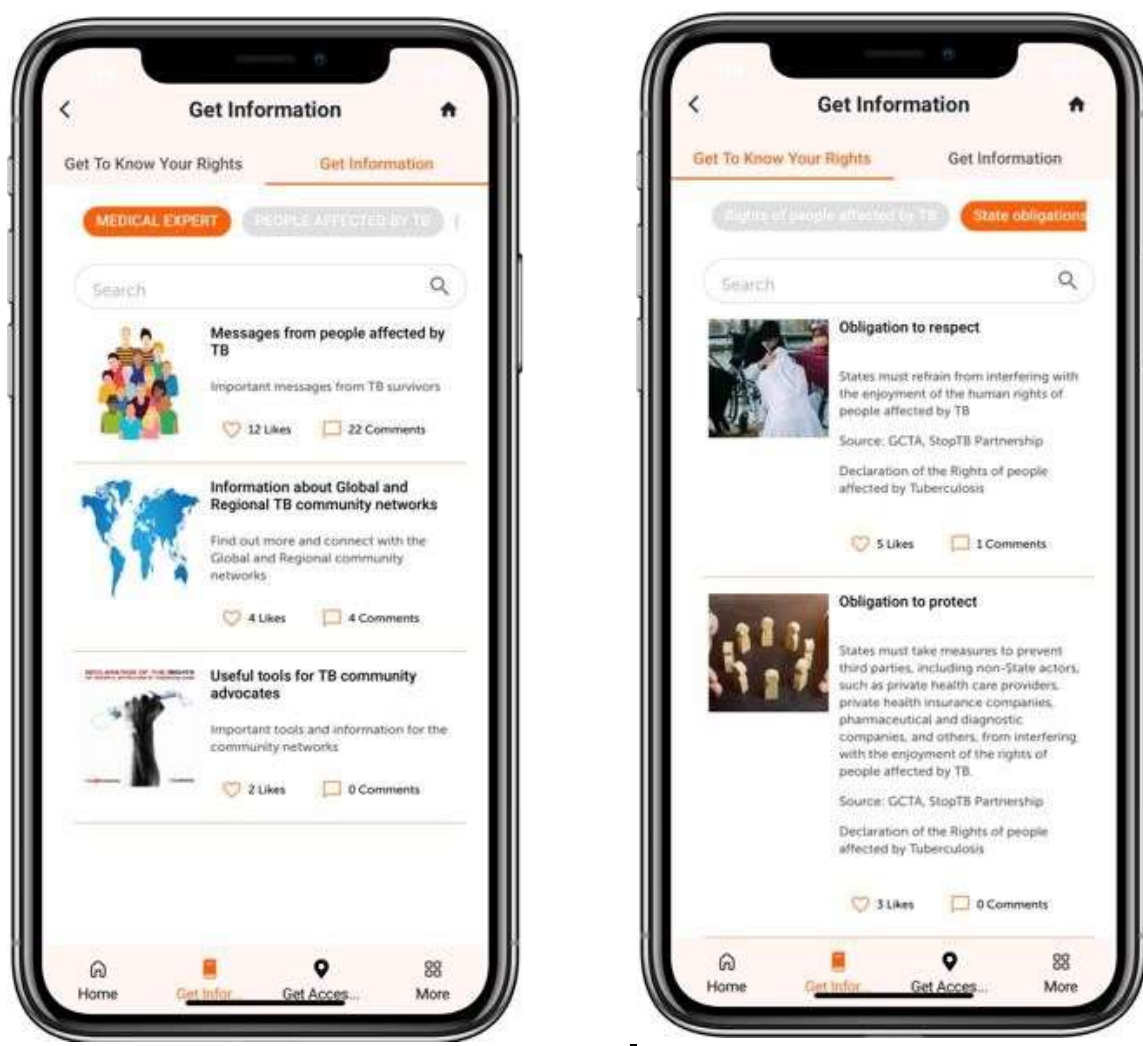
Figure: 1.18

GET ACCESS

- The GET ACCESS feature uses GPS of the user's device to locate the position and help guide the user to navigate to the nearest available services. The user can also access information about the services.
- In addition, the User can get details, by clicking on the facility along with the navigation feature, to get the actual directions on how to reach the service / facility.
- This feature could be accessible either though a map or a list-based view.

- The user can increase or decrease the distance they want to see the health facilities at by changing the proximity.
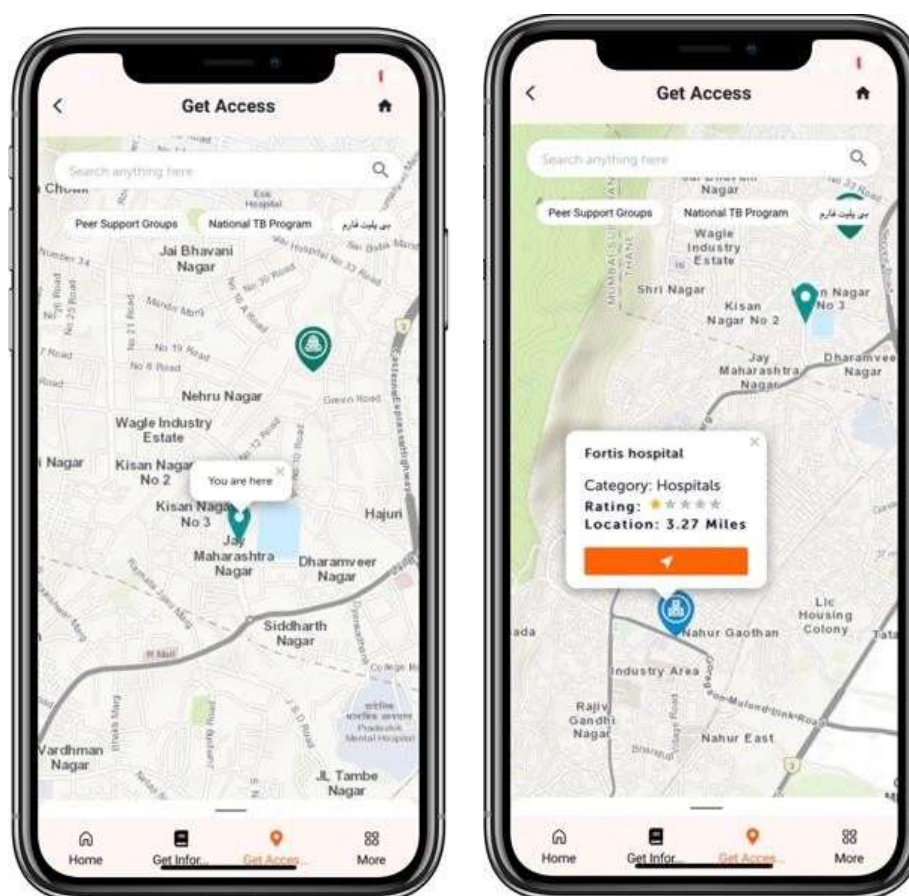
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Figure: 1.19

GET CONNECTED

This module allows you to connect with support groups or peer support networks.

● To enroll in the chat, you must first select an avatar/icon for yourself which acts as your profile to stay connected and be anonymous.
● Forum acts as a channel/medium for engaging with the community and staying updated with the latest information from global and regional networks.
● Peer helps you connect with the people within your community/network who are enrolled within the application/program.
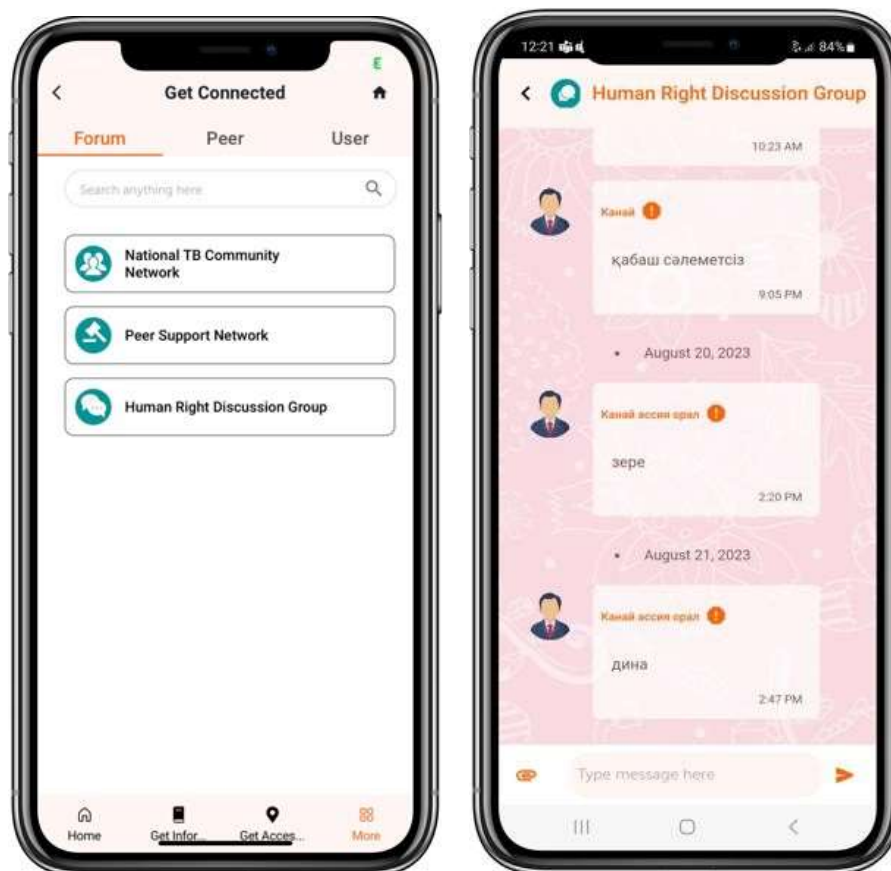
Figure: 1.20

GET INVOLVED

- This module allows the community users/people with TB to report barriers they face in their day to day lives. The barrier could be related to inability to access services/stigma/discrimination.
- These barriers are reported on a real-time basis and would be received by the civil society groups for responding/providing a solution around the same.
- Moreover, the reporting of the barriers is evidence based and the community users can always attach evidence in the form of images or a direct picture from the camera.
- The response section helps you track the status of the barrier reported along with a mechanism to chat with the first responder to follow-up on the issue reported.
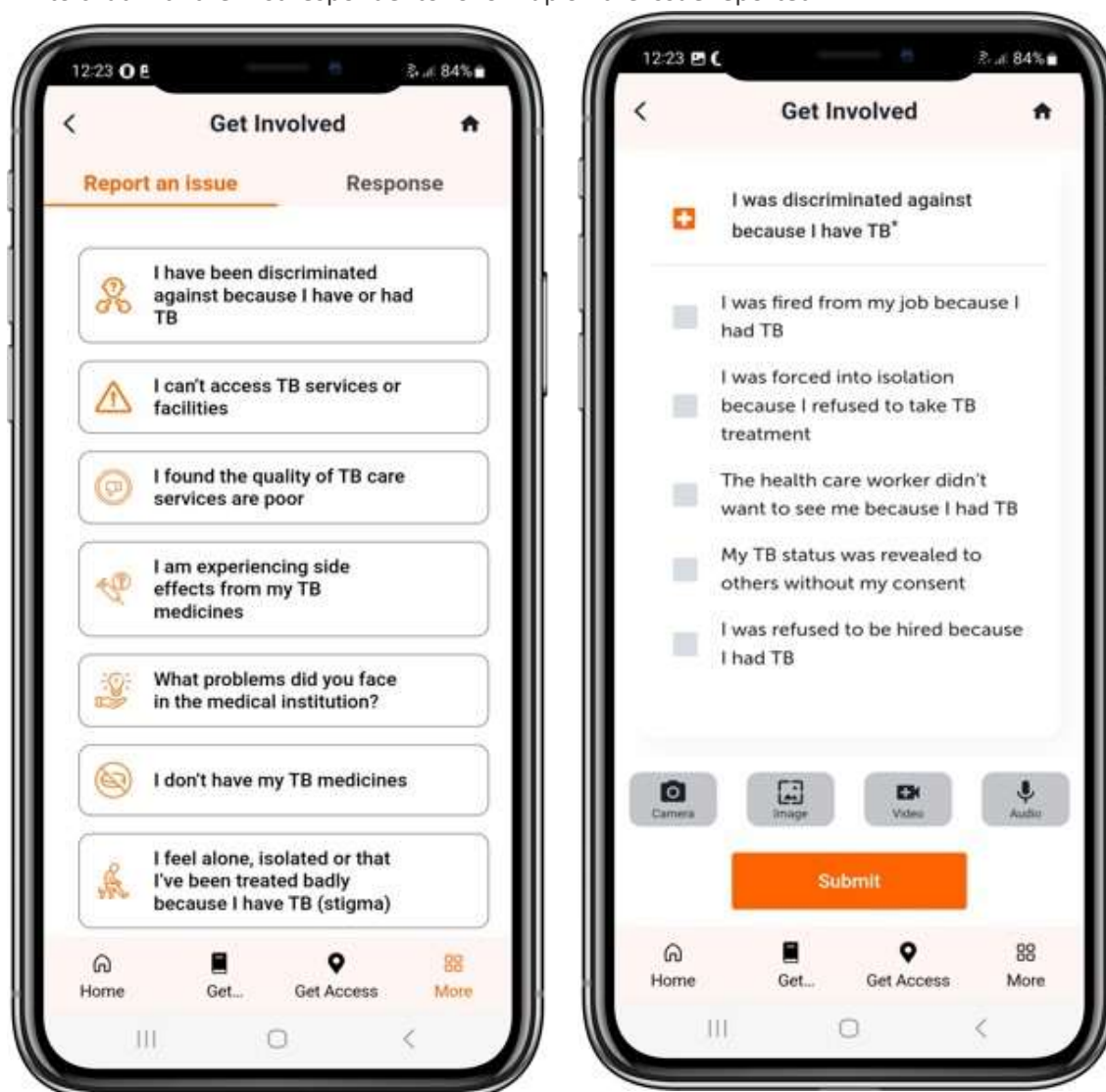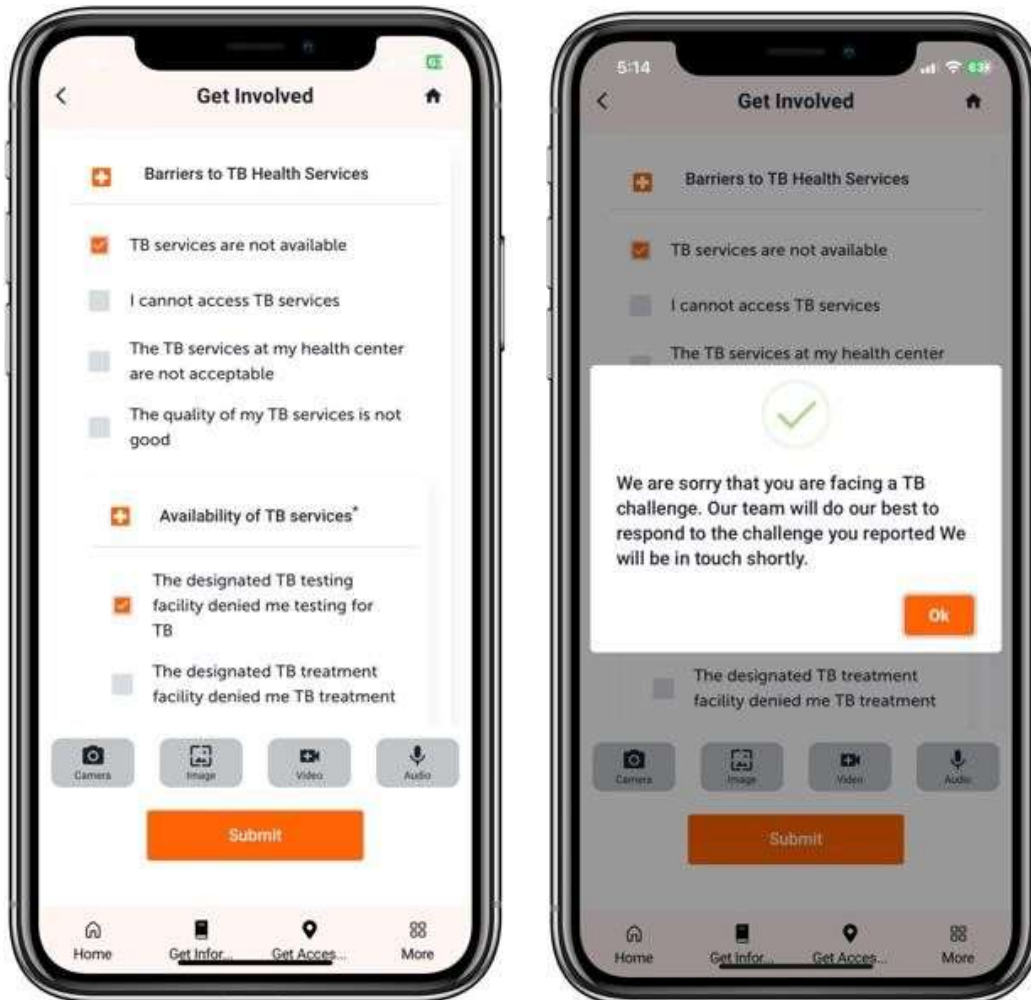

Figure:1.21

Figure: 1.22

SURVEY

- This module allows you to take a survey on the application.
- These surveys are taken on a real-time basis and the responses of these surveys are displayed to the First responders.
- You can also add an attachment to these surveys while submitting them.
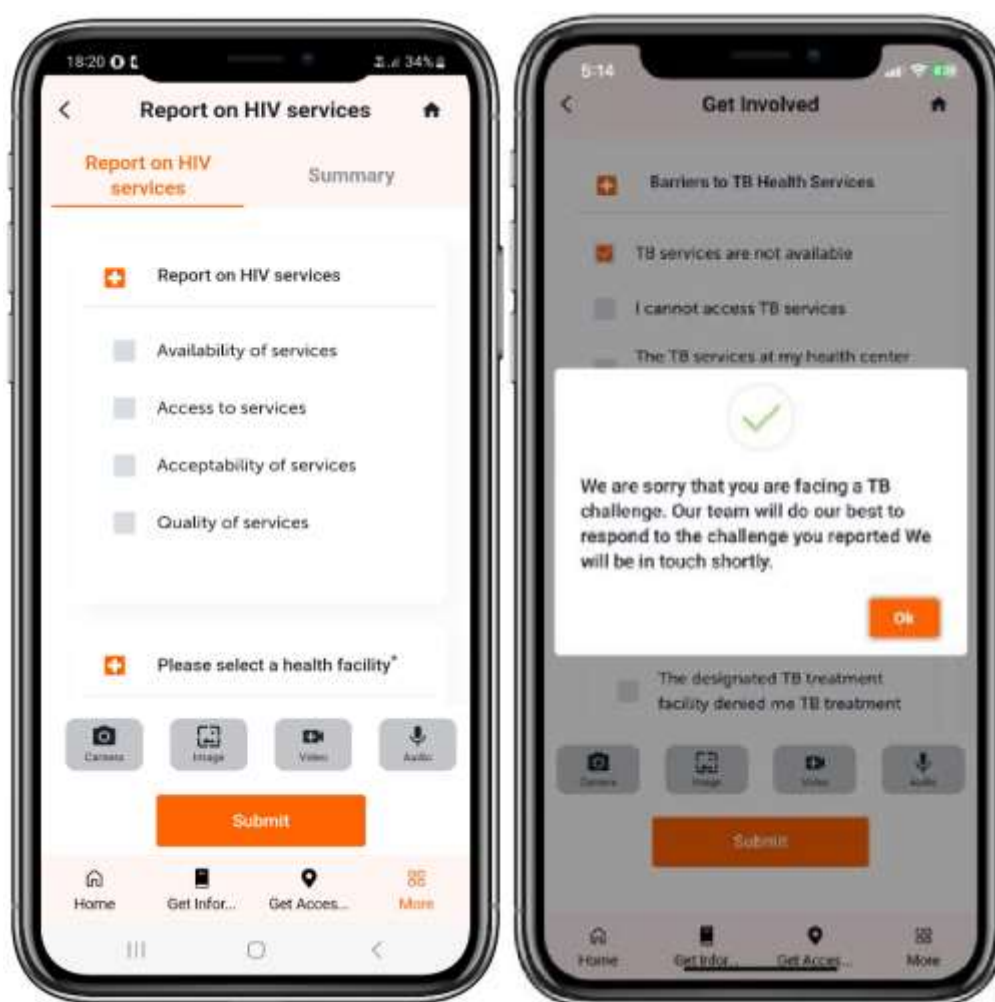- You can view the response to the survey submitted in the Summary section.

Figure: 1.23

TROUBLESHOOTING

- Please ensure that the latest version of the OneImpact app is present on your device, to verify this, kindly review the app from the Google Play/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 needs to be enabled to access the Get Access module.
- In case of slowness in the app, kindly restart the mobile device.
- In case of a freezing issue/loader/long waiting time, kindly kill/close the app and re-open it again.
- There should always be some space/memory available in the mobile device for the smooth functioning of the app. Space/memory can be created by going to settings option on your device and free up space by clicking on My Apps, delete any App that is not required or delete images/videos/audios etc. from gallery to create space.
- Kindly check if the device on which the app is installed has version 6.0.0 and above for Android and 11.0.0 and above for the iOS (Apple) users.
- Ensure that there is no duplicate OneImpact app present in the device. If present, please delete it as it may interfere with the current version.