

Conecta application

User Manual Conecta Release 9

June 2015



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1 WHAT IS CONECTA?

‘Conecta’ is a web platform that helps you communicate with clients through various communication channels. You can receive messages sent by SMS or email or through Facebook or a web widget. You can then answer these questions, and the users will receive your answer in the same format as their question.

The platform records the messages received and sent as an ongoing conversation, so if the same phone number, email address, or Facebook account sends another message in the future, it will appear within the same conversation and the thread of the discussion will not be lost.

The platform also allows you to record notes about offline interactions with the client (like referrals to services or social workers’ interventions), and although the platform doesn’t currently record voice calls or manage IVR (interactive voice response) interactions, it does allow you to take notes on a voice conversation with a client.

Every client is identified through their phone number, email address or Facebook ID.

Some features are only enabled in some countries – these are shown in green. If this feature is not currently available on your system but you wish to use it, please contact the technical team.

2 PLATFORM OVERVIEW

The Conecta platform can be accessed by a web browser and was working smoothly on the latest versions of all major web browsers at the time we wrote this guide.

2.1 ACCESSING THE PLATFORM

The URL for your platform is:

Cambodia	1293.youthchhlat.org
Nweti (Mozambique)	nweti.oneworld.org
Egypt	conecta.ma3looma.net
Nigeria	conecta.myquestion.org
Mali	conecta.weleliado.org
Senegal	conecta.infoado.org

Your administrator or the OneWorld Technical Support team will give you a username and password. Use these to log in to the platform.

2.2 HOME PAGE

The Conecta home page is where you log in to use the platform. It will be shown initially in its default language – [Khmer](#)/ [Portuguese](#)/ [English](#)/ [French](#). You can change this at any time (see Section 2.2).

2.3 CHOOSING YOUR LANGUAGE

You can easily switch to another language by clicking your desired language at the top-right-hand corner of any page on the platform, including the home page. The user interface of the platform will appear in the language of your choice and it will work exactly the same way as in the other language(s).

2.4 HOW TO LOG IN

On the home page, you will see the project's logo and a login box (see Figure 1).

English

វិទ្យាស្ថាន អនាគត

Search Submit

Please sign in

Username

Password

☐ Remember Me

Sign in

Figure 1: Login box

Log in using the credentials (username and password) given to you. These details are case sensitive, so take note of any capital letters. If you can't log in and you seem to be using the correct credentials (see Figure 2), contact your administrator. They will be able to check your username or reset your password.

Please sign in

Username ssrun

Password

☐ Remember Me

Sign in

User or Password might be invalid

Figure 2: Login error

When you are logged in successfully, your session will last as long as your page is open. It will expire when you close the browser or shut down the computer. If you want to keep the login details stored in your computer, tick the 'Remember Me' check box before clicking the 'Sign In' button. This will store the login details in the browser cache and you will be able to re-enter the platform without entering your details again. Whenever you clear the cache, these details will be removed and you will need to re-enter them.

It is not advisable to tick the "Remember Me" box if you share a computer with other users (like in an office).

2.5 MENU TABS

At the top of every page of the platform you will see menu tabs. The tabs allow you to navigate the site and each tab lets you to do one or many actions.

The menu tabs (My Question, Settings, Supervision, etc.) shown will differ for each user depending on their user privileges. Figure 3 is a typical view for a Supervisor. Counsellors and Junior Counsellors will not see some of these menu items as they do not have access to them.



Figure 3: Menu tabs for a Supervisor

“MyQuestion” is the section of the platform that allows you to see messages submitted by clients and respond to those messages. It is where Counsellors will spend most of their time. See Section 4 for more information.

The “Voice Call” tab allows you to record the notes of a voice call with a client. See Section 4.8 for more information

The “Reports” tab is where you can see statistical data recorded by your platform. See Section 5 for more information.

The “Settings” tab allows you to edit your user profile (name, username, email address, phone number, password, etc.). See Section 6 for more information.

The “Supervision” tab is where Supervisors can monitor the work of Counsellors and Junior Counsellors. See Section 7 for more information.

2.6 USER ACCESS LEVELS

When an Administrator adds you to the system, you will be given a certain role, such as “Supervisor” or “Counsellor”. These roles define what you can see and do on the platform.

User roles

Admin	An Administrator is a “super user” and has the entire set of privileges in using the platform.
Supervisor	A Supervisor can monitor the activities of Counsellors and view reports on statistical data. Supervisors are also the only users who can:

- Check messages that have been opened by Counsellors
- Create/edit users
- Add/edit FAQs

Counsellor	A Counsellor has access to the messages sent by clients. They can open the new messages in the inbox and send replies.
Junior Counsellor	A Junior Counsellor can open messages sent by clients, but their replies have to be approved by a supervisor before they are delivered to the client.

2.7 LOGGING OUT

You can log out of the platform at any time by clicking the “Logout” link in the top-right-hand corner of every page.

3 MYQUESTION (MYQ)

MyQuestion (MyQ) is the section of the platform that allows you to see messages submitted by clients and respond to those messages.

3.1 MY QUESTION DASHBOARD

After a successful login, you will see the My Question dashboard page, which shows all the queues of conversations that you can work on (see Figure 3). A “conversation” is a group of messages to and from a client (e.g. a phone number) as well as any offline interactions recorded about that client. The numbers in parentheses indicate how many conversations are currently in each queue waiting to be managed by a Counsellor or Supervisor.

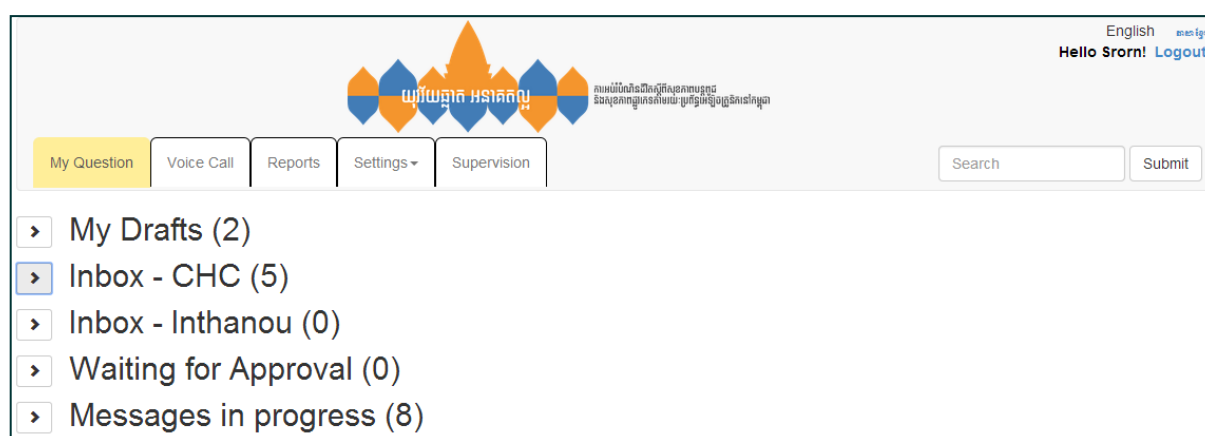


Figure 4: MyQ dashboard

The conversation queues are where you will access the questions sent by clients. This is where Counsellors will probably spend most of their time. You can see the following queues:

My Drafts	These are messages you have opened. Either you are currently working on the message or you have saved it as a draft to complete it later. No other Counsellors can open these messages – only you or a Supervisor can.
Inbox	All the messages waiting to be answered by Counsellors. These are new messages, and any Counsellor, Junior Counsellor, or Supervisor can open them.
Inbox – CHC and Inbox – Inthanou	If you are a Counsellor assigned to either CHC or Inthanou, your Inbox will be named accordingly. In some instances (e.g. Cambodia) multiple organisations are allowed to answer the

questions according to their expertise in the subject matter. In this case you'll see the inbox is further divided into inboxes for particular organisations.

Waiting for approval

This queue is visible for Supervisors only. It contains the questions answered by Junior Counsellors that are waiting to be approved by a supervisor before being sent to the client.

Messages in Progress

This queue is visible for Supervisors only. It contains all the messages that are being worked on by counsellors. Also, if a counsellor has clicked "Send" on a message but the platform couldn't connect with the telecom operator to send the message, it will be temporarily stored in this queue until the connection is re-established.

By clicking the arrow (>) next to a queue, you can see the list of conversations in that queue. Each conversation is represented by the latest message in the conversation. You can open up the conversation screen (see 3.2) by clicking on the latest message.

Note: In the case of email messages and Facebook messages, it may take up to 5 minutes for a question to reach the system. It can then be opened by a counsellor. If you are experiencing any significant delays in transmission beyond this normal processing time, please report the problem to OneWorld Technical Support.

3.2 CONVERSATIONS

Every conversation screen includes 3 sections:

The screenshot shows the 'my? my Q? A' web interface. On the left, three labels with arrows point to specific sections of the page: 'Client Details' points to the top section, 'Conversation' points to the middle section, and 'Send Response' points to the bottom section. The interface includes a top navigation bar with tabs for 'My Question', 'My Answer', 'Conversation' (which is highlighted), 'Reports', 'Settings', and 'Supervision'. Below the navigation bar is a search bar and a 'Submit' button. The 'Client Details' section contains fields for ID, Phone, Facebookid, Email, Region, Gender, and Age, along with a 'More details' link and a 'Save' button. The 'Conversation' section shows a message from a client asking 'How can I avoid pregnancy?' with a timestamp of '9 Dec 2013 18:00'. The 'Send Response' section includes a text area for the response, a 'FAQ Search Term' input, and buttons for 'Save Draft', 'Send Response', 'Request More Info', and 'Send for Approval'.

Figure 5: Conversation page

Box 1: Standard Procedure for MyQuestion

Whenever you open a conversation, you should do the following:

1. Fill in the client details (if available) and click “SAVE”.
2. Assign theme(s) to the new question.
3. Deal with the question (answer, ask for more information, forward, save as a draft).

3.3 HOW TO FILL IN THE CLIENT DETAILS

Whenever a client sends a question to the platform for the first time, they will receive an auto-reply thanking them for their question and asking them to send some basic information about themselves such as age, gender and region. If the system already has some of this information, it will only ask about the missing information. For example, if the client’s age and gender are in the database, the auto-reply will only ask about the client’s region. The Counsellor will use this information to fill in the client details section. Simply fill in the age, gender and region.

It is also possible to record more details about the client, such as their occupation. To find these fields just click ‘More Details’.

Always click ‘Save’! If you forget, the information will not be saved on the system. This information is very important for the organisation to know who the users are.

The screenshot shows a form titled "Client Details". It contains several input fields: "ID" with the value "15", "Phone" with "123456789", "FacebookId" with a small icon, "Email" (empty), "Region" with "Ka Nyaka", "Gender" with a dropdown showing "fema", and "Age" with "0". Below the "ID" field is a link "More details -". A blue "Save" button is at the bottom right.






Figure 6: Client details

This screenshot shows the same "Client Details" form as Figure 6, but with the "More details -" link expanded. It reveals additional fields: "Phone Type" (dropdown: "Choose a one"), "Source" (dropdown: "Choc"), "Marital Status" (dropdown: "Choose a one"), "Highest Education" (dropdown: "Choose a one"), and "Occupation" (dropdown: "Choose a one"). Below these is a "Notes" section with a large text area. A blue "Save" button remains at the bottom right.

Figure 7: Client details – with more details

3.4 HOW THE CONVERSATION WORKS

The conversation tracks the messages from and to a user as separate bubbles of different colours. This makes it clear where each message has come from. On the top-left-hand corner of each bubble, you will see a symbol identifying that a message has come through

- email: 
- Facebook: 
- SMS: 
- web widget: 
- “ask.fm” web widget: 

The bubbles are also colour coded:

- Orange: unanswered/open message
- Green: messages that has been answered
- Blue: answers to client
- Purple: messages to client asking for clarification
- Red: an answer that was not delivered to the client because of a communication failure with the telecom operator



Figure 7: Message bubbles

3.5 HOW TO ADD THEMES

Before you answer a message, assign themes to it. This will categorise the message so that you can track what the clients want to know about. On any incoming

message, press 'Add a Theme' and select as many themes as you think fit the message.

The screenshot shows a dialog box titled 'Incoming message themes'. It contains a grid of theme categories, each with a right-pointing arrow icon. The categories are: Family Planning, HIV/AIDS, Other STIs, Puberty/Growing Up, Reproductive Health, Sexuality, Sexual Violence, and Non-SRHR Questions. The 'Sexuality' category is expanded, showing a list of sub-themes with checkboxes. The sub-themes are: Abstinence, Sexual orientation and gender identity, Love, Desire and pleasure, Interpersonal relationships, Sexuality-related stigma and discrimination, Virginity, Sexual intercourse (checked), Referrals to services related to sexuality, Traditional cultural and religious norms and practices, and Sexuality. At the bottom right of the dialog box are two buttons: 'Close' and 'Add Themes'.

Figure 8: Incoming message themes

When you are finished assigning themes to a message, press “Add Themes” to save your choices. If you press “Close” you will return to the question WITHOUT saving your chosen themes.

3.6 HOW TO ANSWER A QUESTION

To send a response to a question, you have to select at least one question in the conversation by ticking the check box in front of the bubble. You then have several options (See Figure 10 below):

- If the message is clear and you know the answer, type the response and click “**Send Response**”. The system will send the message to the client and take you back to the MyQ dashboard where you can choose the next message you want to answer.
- If you first want to check the **FAQ database** for help answering the message, enter a search term in the FAQ Box and click the magnifying glass. This will open a pop-up with the FAQ search results. If you find an FAQ that you want

to use to answer the message, you can “apply” the short answer for SMS messages or the long answer for Facebook or email messages. Once you click “apply”, the pop-up will be closed and the response box will be filled with the FAQ answer. You can now edit the answer before sending it to the client.

- If you have typed a response, but cannot complete it for some reason, you can always save the draft and send it later. The conversation will still be assigned to you and you can see it in the “**My drafts**” queue. The other Counsellors will not be able to see the conversation – only a Supervisor can.
- If you want more information from the client but you are not specifically answering a question, type your message to the client and press the “**Request more Info**” button. This way the system doesn’t track your “request for information” as an answer to a client’s question.
- If Counsellors are unsure of an answer to a client, they can press the “**Send for Approval**” button to send the message and their answer to a Supervisor for approval. Junior Counsellors **MUST** get approval before sending a response to a client. After typing their response, they should press the “**Send for Approval**” button.

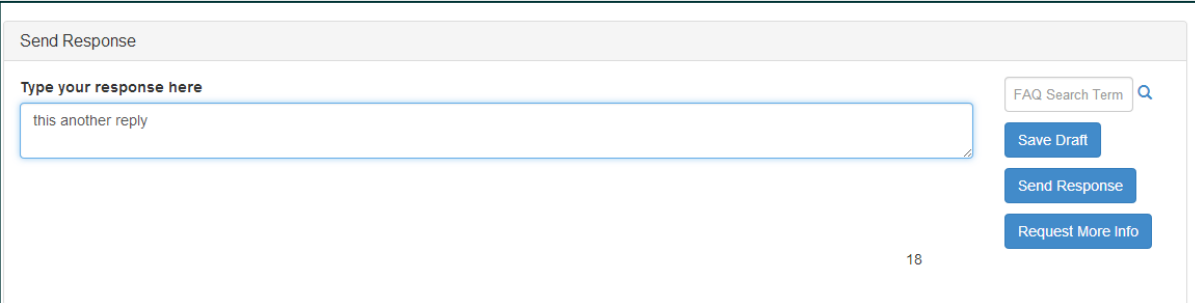


Figure 9: Sending a response to a client

- If a message doesn’t make any sense or it is suspected to be spam, you can **reject it** by clicking the wheel in the top-right-hand corner of the message bubble and selecting the “Reject” option. By default, questions rejected (or marked as duplicate or dismissed) do not show in the conversation. However, they can be seen by pressing the “Switch Status Filter Off” button.

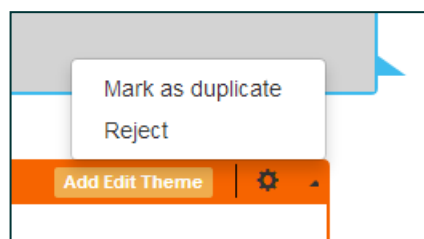


Figure 10: Rejecting a message

- Similarly, if the question is a duplicate of an earlier question in the conversation it can be **marked as duplicate** by selecting the “Mark as duplicate” option

- It is also possible to dismiss a question in some countries. This option should be used when the message sent by the user isn't really a question, and therefore doesn't require a response, but shouldn't be marked as duplicate or rejected. An example might be when the user just sends a comment on the service, or just sends a greeting.
- If the conversation should be answered by another organisation you can move the whole conversation to that organisation's queue (in the case of Cambodia, CHC or Inthanou). On the top-right-hand corner of the conversation, click the wheel and select the appropriate "Send to" option.

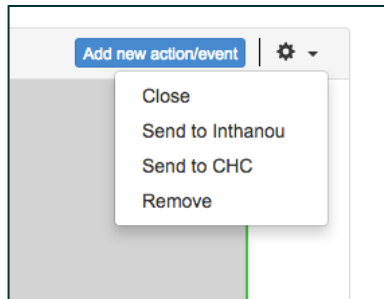


Figure 11: Sending a message to another organisation

- If you haven't saved the message and don't want to answer it, you can close the conversation by clicking the wheel in the top-right-hand corner of the conversation box and choosing the "**Close**" option. This will return the message to the inbox and the conversation can be answered by another Counsellor. If you have already saved it as a draft, you will have to answer the question or ask your supervisor for support.
- Supervisors are able to unlock drafts by clicking on them in the "Messages in Progress" queue and editing and saving the draft

3.7 HOW TO ADD AN ACTION

You can add an action that will be recorded as part of the conversation. You do this by clicking "Add action/event" at the top of the conversation section of the page, then filling in the details of the action and pressing the "Save" button. This is useful if you contact a client by phone and you want to keep a record of the conversation. Other type of actions that are available are referrals or follow ups of referrals. Those are useful if you refer the client to visit a clinic for example and you want to keep track of this information in the conversation.

You can add themes to the action by clicking on the theme groups eg 'Family Planning' and selecting the appropriate theme before clicking Save.

Figure 12: Adding an action

3.8 HOW TO ADD A VOICE CALL

When you click the “**Voice call**” tab it will open a new blank conversation screen. The first section of the form, “Client Details” lets you enter the caller’s details. Type the client’s phone number in the “Phone” box and then click anywhere else on the screen. The system will check if this phone number is already registered on the platform. If it is, the system will load those details along with this client’s existing conversation. If not, you can begin a new conversation for the client. Enter the client details and click “Save”.

Client Details

ID: 15, Phone: 12345678901, FacebookId: [empty], Email: [empty], Region: Ka Nyaka, Gender: fema, Age: 0

More details -

Save

Searching for matching records...

Phone number is already registered on the platform

Existing Contact Found

Client Details

ID Number: 1324, Phone: XX-XXX-XXX-XXX, Gender: male, FacebookId: xxxxxXxxxxx, Email: xxxX@xxxxx.xx, Age: 0

Phone number is not already registered on the platform

No matching contact found

Client Details

ID Number: [empty], Phone: 07865142424, Gender: male, FacebookId: [empty], Email: [empty], Age: 0

Figure 13: Searching for a client’s phone number in the database

Next, click “Add a new action/event” and type the notes of your call with the client. Be sure to choose “Voice Call” for the “Type of action or event”. When you’re done with the notes, click “Save”.

Add Action or Event to History

Date: 10/03/2015 Time: 13:35:59

Type of action or event: Voice Call Voicecall Type: Choose one Call Duration (hh:mm:ss): 00:--:--

☐ Previously used Email
☐ Previously used SMS

Notes: Notes on your voicecall with the client.

> Family Planning > HIV/AIDS > Other STIs
 > Puberty/Growing Up > Reproductive Health > Sexuality
 > Sexual Violence > Non-SRHR Questions

Save

Figure 14: Recording the notes of a voice call

You can now add themes to the notes of the voice call by pressing the “Add/Edit theme button” and adding themes as you would for any other message.

When you’ve finished that, click the wheel and select “close” to return to the MyQ dashboard.

If a Quality Assurance form is due you will see a notification reminding you to complete a form. You will continue to be reminded until you have done all your due forms.

3.9 IF YOU ARE A JUNIOR COUNSELLOR

Junior Counsellors are just like Counsellors except they cannot send messages directly to clients. Every message they write must be sent to a Supervisor for approval. The Supervisor can then edit the message, and then sends the final version of the message to the client.

3.10 IF YOU ARE A SUPERVISOR

Supervisors can function as counsellors. They can open questions from the inbox and handle the messages.

On the conversations dashboard, Supervisors will see two additional queues that a Counsellor will not see. They are:

- Waiting for Approval
- Messages in Progress

Waiting for approval: When a Junior Counsellor sends a message or when a Counsellor is unsure of their answer, the message is placed in this queue for a Supervisor to check, edit, and approve. Only one supervisor can open a “waiting for approval” message at a time.

Once the Supervisor opens a conversation, they can:

- **Send back to the “*Waiting for approval*”** queue, by clicking on the wheel in the top-right-hand corner of the conversation box and selecting “close”.
- **Send Response.** The Supervisor may first edit the answer typed in by the Counsellor. When the Supervisor presses “Send Response” the message will be sent to the client and the MyQ dashboard will then appear so the Supervisor can begin their next task.
- **Edit the response and save the draft.** The message will remain in the “Waiting for approval” queue and a Supervisor must re-open it and send the message to the client when they are ready.

Messages in progress: This queue includes all the drafts from all the counsellors. You can see whether a draft has stayed in a counsellor’s ‘My Drafts’ queue for a long time and can ask them whether they need support to answer that question. You can also open these drafts, however it’s advisable to use this tab solely for supervision and support, as in most cases a Counsellor will currently be working on the message, so editing and sending it may cause confusion.

Also, if a counsellor attempts to send a message but the system can't connect to the telecom operator, the conversation will temporarily be stored in this queue. The message that has not yet been delivered to the client will be shown in red. **You do not have to do anything about these messages.** The system will continue trying to send the message from time to time until it is successful.

3.11 BULK ACTIONS

If you want to quickly send one reply to a number of conversation or delete or reject them conversations you can use bulk actions. First tick the box on the left of each conversation and then the bulk action buttons should appear as shown below.

In most case only Administrators or Supervisors have permission to use bulk actions.

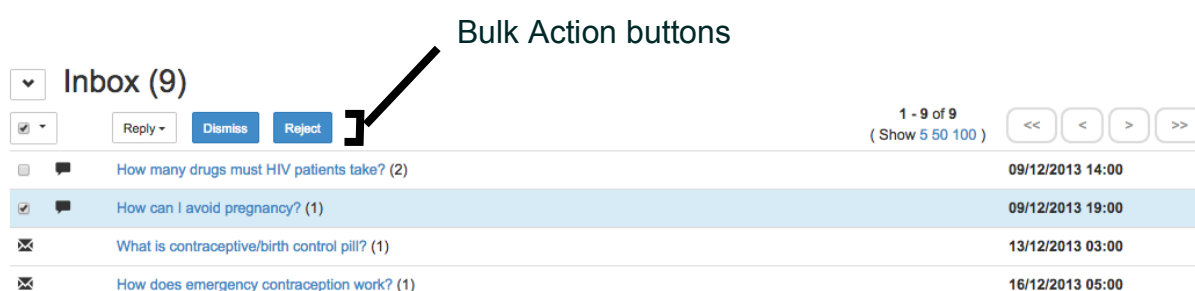


Figure 15: Bulk Conversation Actions

4 STATISTICAL REPORTS

The “Reports” tab is visible to supervisors and administrators. This function enables you to generate reports using various aggregates including age, channel, location, etc. Any table produced can be downloaded as a “.csv” file and opened in Excel.

A set number of categories (e.g. questions received by age) can be viewed by clicking the relevant box. The default view shows the reports by month and by year. You can select a specific period using the calendar on the top right. Click ‘clear’ to go back to the default view.

If you tick “New contacts only” the numbers quoted in the report will only count messages from contacts that sent their first question in that time period.



[My Question](#)
[Voice Call](#)
[Reports](#)
[Settings](#)
[Supervision](#)

Reports

☒ Contact
 ☐ Message

☐ CHC
 ☐ Inthanou

☒ New contacts only

22 Question Received

[byAge](#)
[byGender](#)
[byLocation](#)
[byTheme](#)
[byChannel](#)
[byTheme byChannel](#)

0 Question Answered

[byResponsetime](#)
[byChannel](#)

0 Questions Rejected

[byChannel](#)

0 Questions Forwarded to Inthanou

[byAge](#)
[byGender](#)
[byLocation](#)

Figure 16: Reports overview

To download the selected table, simply click the download button ().

You can switch between showing figures as percentages or sums by clicking the links at the top of each table.

[byAge](#)
[byGender](#)
[byAge byGender](#)

|
 [Sum](#)
[Percent](#)

				not given	
male	female	undisclosed	All	male	fem
---	---		---	---	---

Figure 17: Reports details

5 SETTINGS

Selecting the Settings tab will show one or more menu options. If you are a Counsellor, you will only see “Edit Profile” and “Browse FAQs”. Supervisors and Administrators will also see “User Management”, and “FAQ Management” but not Browse FAQs.

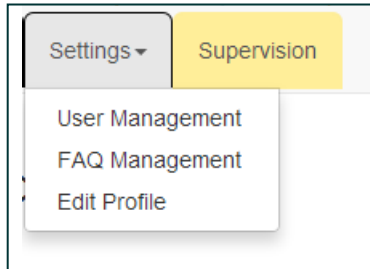


Figure 18: Settings tab

5.1 EDIT PROFILE

You can edit your profile including your name, username, email address, phone number, and password if you want.

5.2 USER MANAGEMENT

This feature is limited to Administrators and Supervisors only. You can add new users and edit the details of the existing users. To edit the details of an existing user, select the user's name and edit the necessary information. To create a new user account, press the “Add New User” button in the top-right-hand corner of the page.

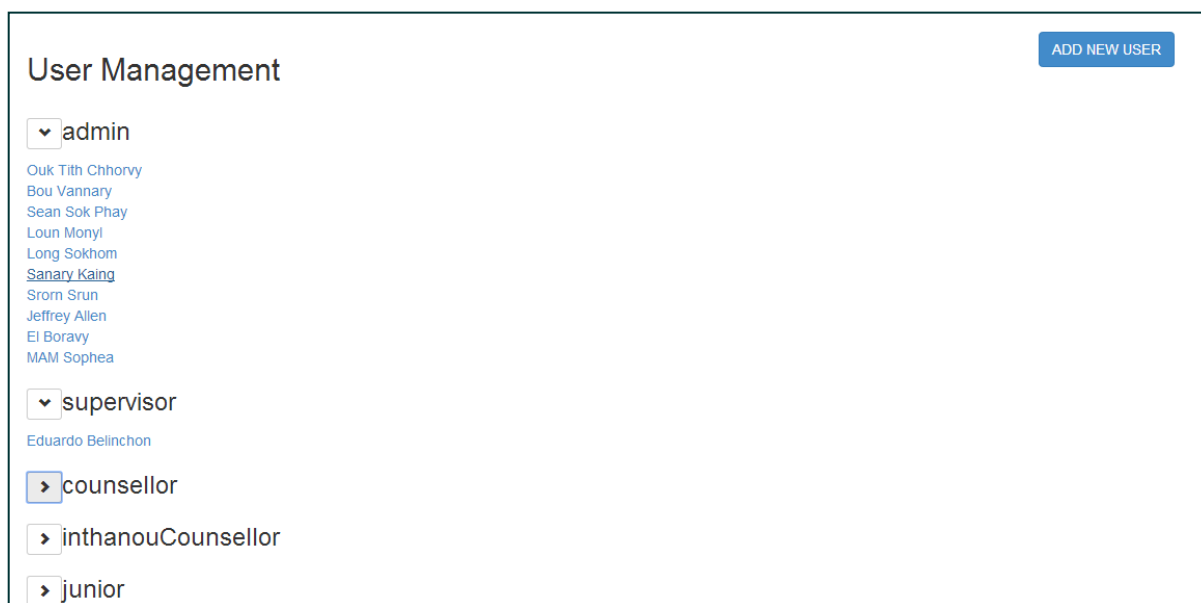


Figure 19: The user management screen

When adding a new user or editing the details of an existing user, you must enter details for every box, and then press the “Save” button.

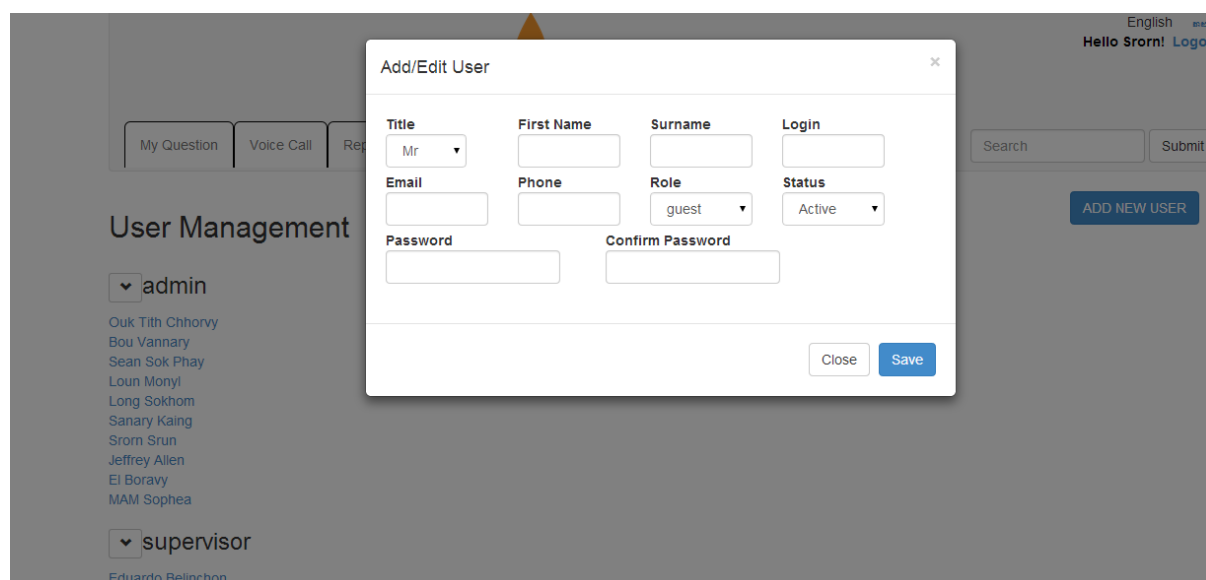


Figure 20: Adding or editing user details

5.3 FAQ MANAGEMENT

The Frequently Asked Questions (FAQs) help the counsellors give correct answers to the clients by providing template answers to popular questions. A good FAQ database is key for this process. The FAQs are organised in categories (e.g. Family Planning) and subcategories (e.g. condoms). You can assign several categories to

one FAQ. In the example below, you can see the FAQ is assigned to both “Condoms” and “Prevention of STIs”.

Every FAQ has a short reply and a long reply. The short reply serves as template for an answer via SMS, while the long reply serves as template for answering a question that came in via email or Facebook.

The screenshot displays the 'Frequently Asked Questions' management page. At the top, there is a language selector set to 'ENG', a search bar labeled 'Search Fqs', and a magnifying glass icon. A blue button labeled 'ADD NEW FAQ' is in the top right corner. The main content area is titled 'Frequently Asked Questions' and features a sidebar with a dropdown menu for 'Family Planning'. Below this, there is a list of categories: 'Condoms', 'Prevention of STIs', 'Other contraceptives', 'Natural family planning', 'Pregnancy/Safe Motherhood', 'Referrals to services related to family planning', 'Family Planning - other', 'HIV/AIDS', and 'Other STIs'. Each category has a corresponding icon and a brief description.

Figure 21: FAQs

To create a new FAQ, press the “**Add new FAQ**” button in the top-right-hand corner of the page. You can also edit an FAQ by clicking on the specific question, editing it, and clicking “**Save**”.

Add/Edit FAQ

Question

Can condom protect people from all sexual transmitted disease?
 ၁။ နှစ်ဦးစွာ အသုံးပြုပါက လူတိုင်းကို အကာအကွယ်ပေးနိုင်သလား?

Short Reply

If you used it properly, and regularly.
 ၂။ အသုံးပြုနည်းမှန်စွာ၊ နှစ်ဦးစွာ အသုံးပြုပါက နှစ်ဦးစွာ အကာအကွယ်ပေးနိုင်သည်။

Long Reply

Condom can protect people from all sexual transmitted disease if you used it properly, and regularly (condom can protect it coverage area only).
 ၂။ နှစ်ဦးစွာ အသုံးပြုပါက လူတိုင်းကို အကာအကွယ်ပေးနိုင်သည်။ (နှစ်ဦးစွာ အသုံးပြုပါက လူတိုင်းကို အကာအကွယ်ပေးနိုင်သည်။)

> Family Planning

> HIV/AIDS

< Other STIs

> Puberty/Growing Up

☐ Modes of transmission

☒ Prevention of STIs

☐ Symptoms and signs of STIs

☐ Referrals to services related to STIs

☐ Other STIs - other

> Reproductive Health

> Sexuality

> Sexual Violence

> Non-SRHR Questions

Close

Save

Figure 22: Adding or editing an FAQ

5.4 BROWSE FAQs

This optional feature allows counsellors to browse the FAQs that are available. This feature is similar to the FAQ Management feature described in the previous section, but the counsellors cannot create, edit or change FAQs.

6 SUPERVISION

The Supervision tab allows monitoring of counsellor activities. Only the supervisor can see this tab. They will be able to see for each counsellor how many open (but unanswered) questions remain in the counsellor's draft queue, and how many questions the counsellor has answered.

The stronger colour in each circle indicates what proportion of the total number of open or answered questions the counsellor has. For example, in the image below, the stronger blue colour for Srorn Srorn indicates that nearly half of all the open questions are associated with him.

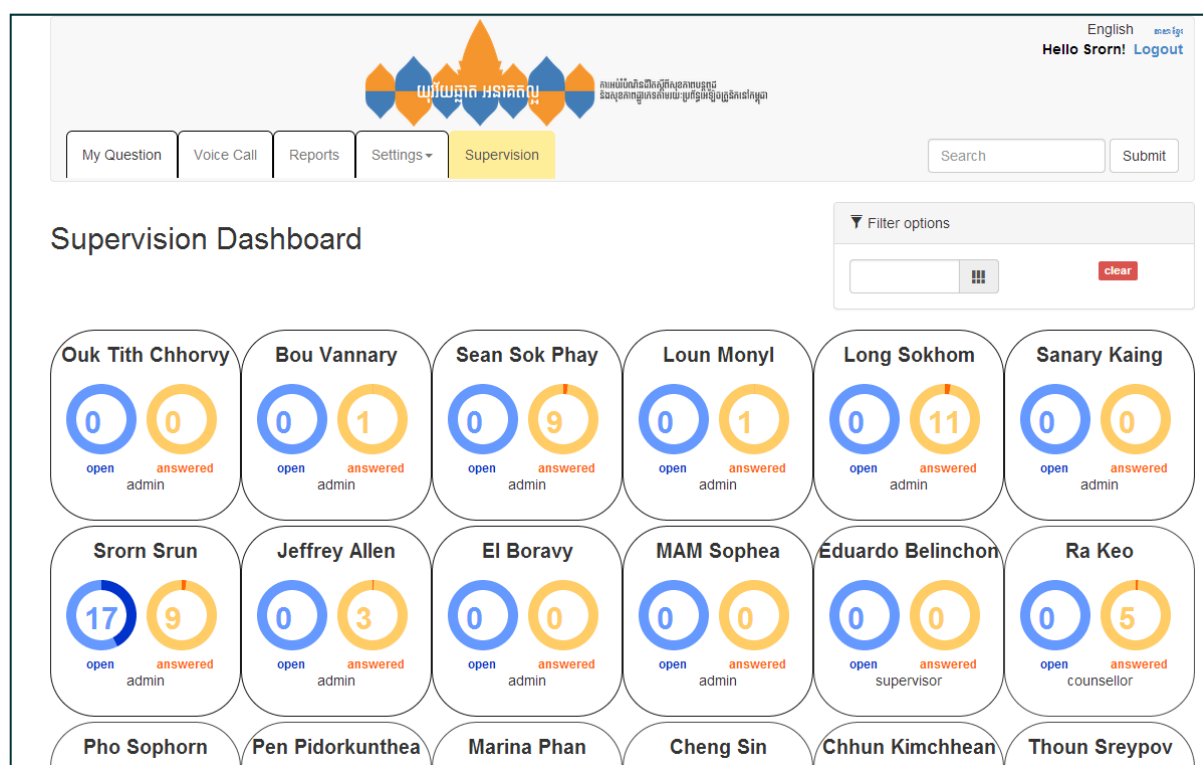


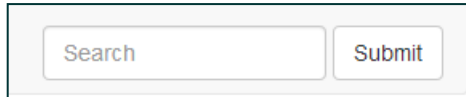
Figure 23: Supervision Dashboard

Clicking on 'open' will show the list of open questions for the specific counsellor, similar to 'answered' which will show a list of the questions answered by the counsellor. It is then possible to click down and see the whole conversation which this question is a part of.

The default view shows the questions answered since the launch of the platform. You can filter this information from a more recent date by using the calendar in the top right corner.

7 SEARCH

With the search bar, you are able to search the whole platform. It can help you find previous conversations.

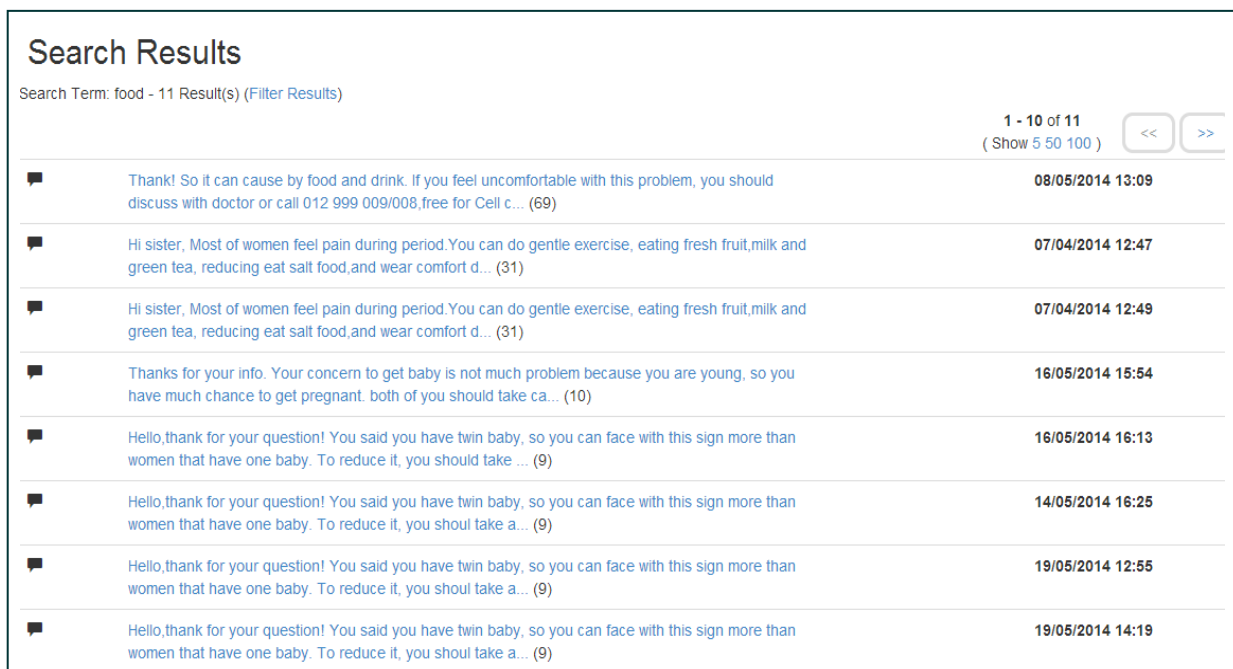


A search bar interface consisting of a rectangular box. Inside the box, on the left, is a text input field with the placeholder text "Search". To the right of the input field is a button labeled "Submit".

Figure 24: Search Bar

You can enter words into the search box in which case it will look for questions or answers containing those words. This provides a way of finding conversations mentioning a particular topic.

It is also possible to enter a telephone number or email address to find the conversation from a particular user.



Search Results
Search Term: food - 11 Result(s) ([Filter Results](#))

1 - 10 of 11
(Show 5 50 100) << >>









	Thank! So it can cause by food and drink. If you feel uncomfortable with this problem, you should discuss with doctor or call 012 999 009/008,free for Cell c... (69)	08/05/2014 13:09
	Hi sister, Most of women feel pain during period.You can do gentle exercise, eating fresh fruit,milk and green tea, reducing eat salt food,and wear comfort d... (31)	07/04/2014 12:47
	Hi sister, Most of women feel pain during period.You can do gentle exercise, eating fresh fruit,milk and green tea, reducing eat salt food,and wear comfort d... (31)	07/04/2014 12:49
	Thanks for your info. Your concern to get baby is not much problem because you are young, so you have much chance to get pregnant. both of you should take ca... (10)	16/05/2014 15:54
	Hello,thank for your question! You said you have twin baby, so you can face with this sign more than women that have one baby. To reduce it, you should take ... (9)	16/05/2014 16:13
	Hello,thank for your question! You said you have twin baby, so you can face with this sign more than women that have one baby. To reduce it, you shoul take a... (9)	14/05/2014 16:25
	Hello,thank for your question! You said you have twin baby, so you can face with this sign more than women that have one baby. To reduce it, you shoul take a... (9)	19/05/2014 12:55
	Hello,thank for your question! You said you have twin baby, so you can face with this sign more than women that have one baby. To reduce it, you shoul take a... (9)	19/05/2014 14:19

Figure 25: Search results

8 TECHNICAL PROBLEMS

If you are experiencing technical issues with the platform (if it is behaving strangely or showing error messages), please contact your administrator or OneWorld technical support. To help you, the technical support team needs as much information as possible.

Please try to provide the following information about the problem:

- Specific details of any error messages (copy and paste the whole error message).
- Step-by-step details to reproduce the problem (when and where the problem occurs).
- Screen shots of the page.

This will help the tech team to resolve the problem as quickly as possible.

Contact the technical team by sending an email to support@oneworld.org

9 WHAT DO YOU THINK?

We're always trying to improve the Conecta platform and the best way for us to do that is for you to tell us what you like about it and what you would like to change about it! Please send any thoughts you might have to ideas@oneworld.org.

Thanks so much! We hope the Conecta platform helps you increase your productivity and give your clients the information they need to improve their lives!