The MalariaCare Toolkit

Tools for maintaining high-quality malaria case management services

Electronic data system application end user manual

Download all the MalariaCare tools from: www.malariaCare.org/resources/toolkit.
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SECTION 1: USE OF TABLET

1.1 Device Layout

**Power button**: Press and hold to turn on/off. Press to lock or unlock screen. Press and hold for more than 8 seconds to reset the device.

**Volume button**: Increases/decreases sound.

**Back button**: Takes you back a screen.

**Microphone**: Useful when speaking on phone or recording sound.

**Home button**: Brings you back to home page.

**Menu button**: Brings up menu of quick actions to be taken from this screen.

**Touch screen**: Screen responds to touch.

**Earpiece**: For listening to sound privately.

**Multipurpose jack**: For earphones and other devices.

**Charger/USB port**: For charging device or syncing files.

**Main antenna**: For receiving cell phone and wireless Internet signals.

**SIM card slot**: For phone and Internet access (airtime required).

**Memory card slot**: For file storage.

**Rear camera**: For taking photos/videos.

**Speaker**: Allows sound.

**GPS antenna**: Tracks device location.

**Headset jack**: For hands-free talking and private sound.

1.2 Auto Rotating Screen Display

To auto rotate your screen:

1. Tap and pull down at top of screen.
2. Shortcut menu will appear.
3. Tap Screen rotation on (it will turn green).

Alternative method:

1. Go to Settings.
2. Scroll to bottom of menu on left side of screen.
3. Go to System section.
4. Tap Accessibility.
5. Check box next to Auto rotate screen.
1.3 Locking and Unlocking the Device Manually

To unlock the device: Press the Power/Lock key on the upper right side of tablet.
To lock the device manually: Press the Power/Lock key.
To unlock the screen: Press Power/Lock key or Home key. The lock screen displays. Swipe in any direction to unlock the screen.

1.4 Changing the Font Size

To change the font size:
1. Go to Settings.
2. Go to Device.
3. Tap Display.
4. Tap Font size (large is recommended).
5. Select desired font.

1.5 Adjusting the Date and Time

To adjust the date and time:
1. Go to Settings.
2. Scroll down left column.
3. Go to System section.
4. Tap Date and time.
5. Select preferred method.
1.6 Adjusting the Brightness Level

To adjust brightness level (shortcut):

1. Tap and pull down at top of screen.
2. Shortcut menu will appear.
3. Slide blue bar to right to increase and left to decrease brightness.

Alternative method:

1. Go to Settings.
2. Tap Display.
3. Tap Brightness.
4. Slide blue bar to right to increase and left to decrease brightness.

1.7 Battery Usage

- Rechargeable battery.
- Battery lasts 8 hours.
- Takes 6 hours to recharge battery (from 12 percent to 100 percent).
- Always charge your battery before an assessment.
- Status bar shows battery icon with power level.
- Important: Uploading videos, photos, apps will drain the battery faster.

1.8 Charging the Battery

- Charging head and USB plugs into AC outlet.
- Use only approved charging device. Others may cause damage.
- Unplug when charging complete (overcharging will shorten battery life).
- Cannot charge tablet by connecting USB to laptop.

1.9 Showing Battery Percent

1. Go to Settings.
2. Tap Display
3. Check the Show battery percent box.
1.10 Reducing Battery Consumption

- Press Power button to switch to sleep mode when not using device.
- Deactivate Bluetooth.
- Deactivate Wi-Fi.
- Deactivate auto-syncing of apps.
- Decrease display brightness.

1.11 General Tablet Safety

- Store in a cool, dry place.
- Keep away from heat, liquids, food, and dust.
- Prevent battery from coming into contact with metal objects.
- Do not use if device, power cord, or battery is damaged.
- Do not use while walking or operating a vehicle.

SECTION 2: EDS APP NAVIGATION

2.1 Opening the EDS App

1. From home page, look for electronic data system (EDS) icon.
2. Tap EDS icon to open app.

2.2 Logging In to the EDS App

1. Make sure you are connected to the Internet:
   - Mobile data or Wi-Fi button should be green.
2. Type in the following:
   - URL: https://ken.malariaotss.org.
   - User name and password.
3. Be patient:
   - The application will then refresh the metadata and download questions.
   - Can take up to 3 minutes.
   - Only need to do once per outreach training and supportive supervision (OTSS) round.
2.3 Adjusting the Font Within the EDS App
1. From the landing page of EDS, tap the Menu icon, which is to the left of the Home key.
2. Select Settings.
3. Check box to right of Customize fonts?
4. Select preferred font size. (Maximum size should be large. Extra large will prevent you from seeing app properly.)

2.4 Opening the Assessment Tool
1. Tap blue circle with plus symbol in middle of the landing page.

2.5 Types of Questions Within EDS
YES/NO QUESTION
1. Tap in the box to select Yes or No.

DROP-DOWN MENU
1. Tap the arrow to the right of the gray box.
2. The drop-down menu will appear.
3. Tap the preferred answer from the menu.

IF YES, THEN . . .
Whenever you see a question highlighted in blue, it is an indicator that this is an “if yes, then . . .” question. If you answer yes to this question, an additional question will appear requesting more information from you.

If you select no to a blue-highlighted question, no
additional questions will appear.

FREE TEXT FIELDS: LETTERS
1. Tap inside the empty gray box.
2. A keyboard will appear.
3. Type your answer.
4. To remove the keyboard, press the back button.

FREE TEXT FIELDS: NUMBERS
1. Tap inside the empty gray box.
2. A number keyboard will appear.
3. Type your answer.
4. To remove the keyboard, press the back button.

2.6 Returning to Landing Page of the EDS App
To return to the landing page of the EDS App, tap the return button (also known as the back button). The button is located on the bottom right of the tablet frame. Or tap the left-pointing arrow in the upper left corner of the EDS App.

2.7 Exiting the App
To exit the EDS App:
1. Tap back arrow or left-pointing arrow in top left corner.
2. A pop-up window will appear: “Are you sure you want to exit?”
3. Tap OK.
SECTION 3: PUSHING DATA

3.1 Pushing Data to EDS Online

From the landing page of EDS:

1. Look for your survey under Active Assessments
2. Press and hold on your survey.

3. A prompt appears: “Edit, Mark as completed, Delete.”
4. Select “Mark as completed.”

5. Survey now appears in the Sent Assessments.

6. Assessment will automatically send when connected to Internet. Once assessment has sent, the “*” next to the health facility and module name will change to “-” to indicate that it has been sent.
7. You are finished.
SECTION 4: TROUBLESHOOTING PROBLEMS

4.1 Landing Page Keeps Loading
   1. From within the EDS app, click Menu button in the lower left-hand corner of tablet.
   2. Click Settings (do nothing on this screen).
   3. Then click Back button in the lower right-hand corner of tablet to get back to the Active Assessment page.

At this point, it should stop trying to load and show all of your assessments.

4.2 Existing Survey Error Message
   If you receive the message “There is already an unsent form in the system for that Health Facility Module,” it means you already have an active assessment for that health facility and that module (e.g., a Clinical Observation for Nasianda Dispensary). The EDS system does not allow you to have two active assessments—assessments that have not yet been sent—for the same module. Re-open the original module you created and continue entering data.

4.3 Application Crash/Shut Down and Missing Survey
   If you were in the middle of an assessment and the app shut down and you no longer see the assessment under Active Assessments, try re-entering the same county, subcounty, health facility, and module. If you get the “Existing Survey” error, it means your assessment still exists but just is not showing up. Try exiting the app, re-opening the app, and looking for your assessment under Active Assessments. It should now appear there.

4.4 Active Assessment Data No Longer Showing
   You may have accidentally tapped the Logout button under Menu – Logout. This should never be selected if you have active assessments, as it deletes all unsent data. Unfortunately, this data is probably lost.

4.5 Unable to See All Answer Options on Screen
   If you are unable to see all the answer options within the EDS application, you may need to rotate your screen horizontally or the font may be too large. To adjust the font, go to Settings, check box to right of Customize fonts?, select medium font size.

4.6 Assessment Not Showing Complete (only 98 percent or something similar)
   To get to 100 percent completed (i.e., “Ready to Upload”) fill the “If other—specify” fields with an “N/A.” This way, the system recognizes the field as filled, and it will determine the assessment to be complete.

4.7 Unable to Push Data Due to Poor Internet Connection
   If the data won’t send from the health facility, you can take the tablet back to a central location that has Internet connection to push the data.

4.8 Unable to Log In
   First, check to make sure you’re typing in your password correctly. This is most often the reason for the error. If you don’t remember your password or you are putting in the correct password and you are still getting an error message, please call the Support Line and they can assist you remotely.
## 4.9 Common Error Messages

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<td>Unable to resolve host</td>
<td>URL is incorrect</td>
<td>Make sure URL is <strong>exactly</strong>: <a href="https://ken.malariaotss.org">https://ken.malariaotss.org</a>.</td>
</tr>
<tr>
<td>No/poor Internet connection</td>
<td></td>
<td>• Make sure mobile data or Wi-Fi is on and has a connection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Wait until you have a better Internet connection to try resending the data.</td>
</tr>
</tbody>
</table>
| Authorization failed user or password incorrect/ Unauthorized | User name or password is incorrect                     | • Re-enter your user name and password:  
  o User name: first initial, last name.  
  o Password: KENeds1234.  
• If you don't remember, contact MalariaCare/County Focal Person Contact. |
| Malformed URL                        | URL is incorrect                                       | Make sure URL is exactly: [https://ken.malariaotss.org](https://ken.malariaotss.org).                                                   |
| Conflict                             | No/poor Internet connection                            | Wait until you have a better Internet connection to try resending the data or check Internet speed (go to [www.speedtest.net](http://www.speedtest.net)). |
|                                     | Bug with one of the items in the checklist             | Contact PATH headquarters for support.                                                                                                  |
| Internal Server Error                | New version of application was installed over old version of application | • Install the EDS application on a fresh tablet in which you are certain that all previous copies of the EDS application have been uninstalled.  
• Once installed, please enter complete data into a Tab group and push data for one of the modules that you've had error messages for.  
• Once all the remaining data has been pushed from the tablet with the errors, uninstall and reinstall the application on the tablet. |
| Unauthorized                         | Either the user name/password is incorrect or the user is not assigned to the health facility s/he is trying to push data to. We can do two things to test. | • Attempt to log into the DHIS web browser with the same user name and password. If successful, the user name/password is correct. If unsuccessful, you know that is the problem.  
• If the user name/password is not the problem, check the permissions on the user account to make sure the user has access to the correct facilities. |
| Server was not able to import the data. Please report to the server admin. |                                                        |                                                                                                                                        |