Ona user manual

January 2019

aidsfonds

How to use this manual?

Ona provides data documentation applications that can be tailor made. The system allows you and other Aidsfonds partners to collect data using your own forms. These can be your case management forms, your referral forms or for example a client satisfaction survey. This manual is a new user orientation on how to get started with Ona. With this manual a step-by-step guide is provided to support you with uploading your own case management forms in the Ona system. The manual also describes the application that you can use to collect data.

1. Introduction
2. Logging into Ona
3. Form building
4. Data documentation
5. Data security
6. Frequently asked questions

The introduction of the manual describes why Ona can be used to collect, document and analyse data. In the section of the manual logging into Ona we describe how you can get a free account and how you can upload your form. Support on how to build your case management form by using XLS forms making it compatible to be uploaded into the Ona system is covered in the form building section.

In the section data collection the two data collection tools Enketo (web based) and ODK collect (mobile app based) are explained. These tools support you in capturing the data you are collecting using the case management form. The chapter on data security will discuss the privacy settings and how your data will be protected. Finally, the last part of this manual covers some of the frequently asked questions and includes information on where to go for support in the use of Ona.

Information documented in this manual is captured during an Ona user training that took place in October 2018 and extracted from the following sources: http://xlsform.org/en/ and http://help.ona.io.

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1 Introduction

1.1 Documentation of human rights violations

Sex work is criminalised in nearly all the countries Aidsfonds partners are based. The criminalisation of sex work plays an important role in shaping the context in which violence against sex workers occurs. Violence is a critical factor in the vulnerability of sex workers to HIV/AIDS. It leads to inconsistent condom use, increases the risk of HIV infection and prevents sex workers from accessing valuable information and services such as legal support and health care.

The number of human rights violations towards sex workers is often underestimated. There is a gap in the existing data. Sex workers work in an environment where they face stigma and discrimination and have limited access to enjoy their human rights. Partners report that when sex workers have experienced violence, they are often not willing to report their cases to the police because of the tense relationship between sex workers and the police. When accessing health services, sex workers report that they are confronted with stigma and discrimination.

Partners in the Aidsfonds international Sex Work programme directly engage with sex workers and sex worker-led organisations. In many cases partners offer specific sex worker friendly services such as legal assistance and health care. Partners often keep track of the number of human rights violations against sex workers, using their own documentation forms. An example of a documentation form is the case management form. However not all partners have a well-established system to document human rights violations and produce reports on the number of incidences. The documentation of human rights violations is pivotal to establishing an evidence base needed to ensure that perpetrators are held to account and governments implement protective laws and policies for sex workers.

1.2 Why use Ona?

Ona software has been identified as a suitable system to support Aidsfonds partners to document human rights violations against sex workers. It provides a survey based programme that supports data collection online and offline. This means that you can collect information on the human rights violations against sex workers even without internet access and in the more remote areas. The system can visualise data collected, for example in graphs, and can provide you with a statistical report on the data collected.

- Ona is a survey based programme, allowing you to upload your own case management forms in multiple languages.
- Ona offers a free account that can be accessed for an unlimited amount of users.
- With the use of the free account, you can upload up to 10 different private case management forms that can only be accessed by people you give access.
- For each case management form you upload in Ona you can have 500 form submissions a month.
- Your data is protected as Ona is encrypted and you can authorise who will be able to access the data.
- The data documentation tool can be used both online and offline and is web and mobile based.

2 Logging into Ona

To be able to use Ona you will need to create an account first. This account will provide you access to all the options the system offers. This chapter guides you through creating your own account. You can create a limitless number of accounts, but will need to use a different username and email address for each account.

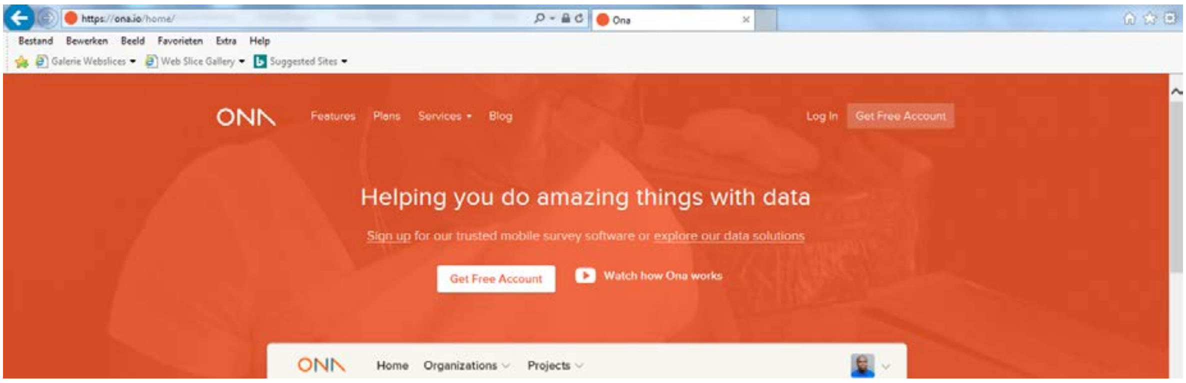


Image 1: Ona website

2.1 Creating an account

The Ona account allows you to upload your case management forms and use the system. There are different plans available, we recommend you to use the free plan.

- Go to the website: https://ona.io/home/
- Go to Get Free Account.
- You will be directed to the website that helps you create your own admin account
- Ona is linked to an email account. To verify the account you will be asked to validate your email. In case you have forgotten your password, a new password will be sent to this account.
- Select the Free Personal Plan, this is a free account, and click on the continue button
- Select whether you are collecting data on EU citizens or not (if you are you will need to sign a Data Processing Agreement with Ona, due to the new privacy regulations in the EU). Most of our partners do not collect information on EU citizens.

Per organisation we recommend to have one Administrator account. This is the account in which you will build and upload your case management forms. An accessible and recognisable username is therefore recommended, such as the name of your organisation.

2.2 Logging into Ona

Once you have registered your account, you can log into your account and start using Ona.

- Go to the website: https://ona.io/home/
- Go to the Log In.
- You will be asked for your username and password.
- You will be directed to the project page, see image 2. From this page you can manage different documents/forms. This will be further explained in chapter 3.

- A project in the free subscription can contain up to 10 different forms. This means you can upload your case management form on human rights violations, but also decide to upload other forms, such as client satisfaction survey and the Mystery Client forms.

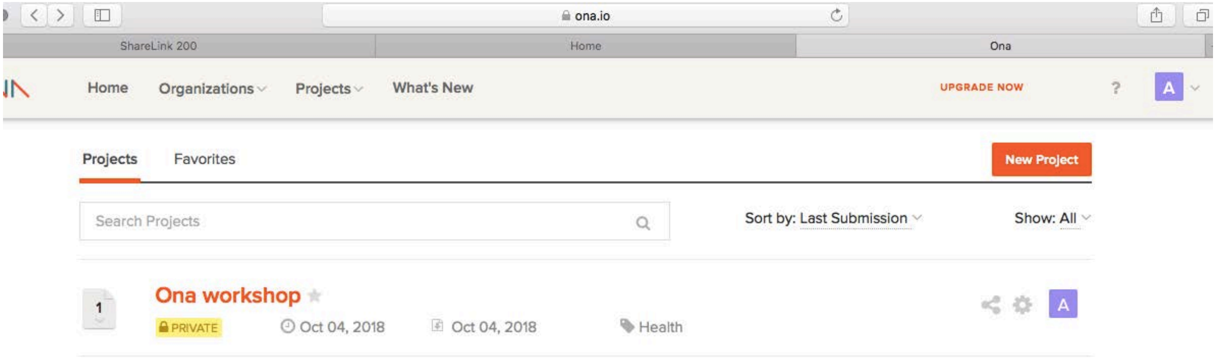


Image 2: The project page

Ona has two different projects: public and private. Public data is accessible to everyone.
We strongly recommend you to only work in private. This is where you can document sensitive information, ensure the privacy of your constituency, and set your own permission levels on who can access the data. In chapter 6 we explain how to share your project and set permission levels.

3 Form building

3.1 Developing case management forms

Ona provides you with the opportunity to upload your own forms. This can be case management forms, but it could also be a client satisfactory survey or another survey you use in your work. For the forms to be compatible with Ona, you will need to make the forms as an XLS form.

XLS is a format which is accessed using Microsoft Excel, and created to help simplify the building of forms in Excel.

	A	B	C	D	E	F
1	type	name	label	appearance	hint	relevant
3	geopoint	Q1	1. Collect your GPS coordinates:			
4	integer	Q2	2. Enter your age in years:			
5	text	Q3	3. Enter your first name:			
6	decimal	Q4	4. Enter your weight:		Enter weight in kilograms	
7	image	Q5	5. Take a picture of the area of interest:			
8	image	Q6	6. Annotate your picure:	annotate		
9	image	Q7	7. Enter your signature:	signature		
10	date	Q8	8. Enter the date of the interview:			
11	date	Q9	9. Enter the date when the incidence happened:			
12	note	instructions	We are moving to choice option questions			
13	select_one yes_no	Q10	10. Did you share this information with anyone?			
14	select_one sex	Q11	11. Select your sex:			
15	select_multiple incident	Q12	12. Which incidents did you go through?		Select up to 5 options	
16	text	Q12_other	Specify other			selected(${Q12},'
17	select_multiple perpetra	Q13	13. Who were the perpetrators of this incident/ incidents ?		Please select only 3 options	
18	text	Q13_other	Specify other			selected(${Q13},'
19	select_one yes_no	Q14	14. Were there any serious injuries from these incidents?			
20	integer	Q15	15. How many years have you lived in this city?			
21	select_one yes_no	Q16	16. Have you experienced any issues in the past two years?			${Q15}>=2
22	select_one yes_no	Q17	17. Have you experienced any issues on the day you had lived here 1 yea			${Q15}=1
23	select_one yes_no	Q18	18. Have you experienced any issues while living here?			${Q15}>0
24	select_one yes_no	Q19	19. Were you married as an adult?			${Q2}>=18 and se
25	select_one yes_no	Q20	20. Are you a sex worker?			
26	integer	Q21_f	21. How old were you when you joined sex work?			selected(${Q11},'

survey | choices

Image 3: XLS form in Excel – survey and choices tab

An XLS form has two worksheets (tabs), see the image above. When you're building your form, you need to work in these two sheets.

- The survey worksheet (tab 1) gives your form its overall structure and contains most of the content of the form. It contains the full list of questions as you are asking in your case management forms. It also includes the information on how you want the question to appear in the form, for example if you want a date question, a multiple choice question or a text. Each row usually represents one question.
- The choices worksheet (tab 2) is used to specify the answer choices for multiple choice questions. Each row represents an answer choice.

3.2 Survey Sheet

In the steps below, we will explain how you can build your own case management form in XLS. The survey sheet is the first sheet you will be working in.

- To create an XLS form, open Excel, new sheet.
- Go to the left down corner where you see the different worksheets.
- Double click on the tab name, or click with the right button on your mouse to change the name of the worksheet.
- Name your worksheet survey.

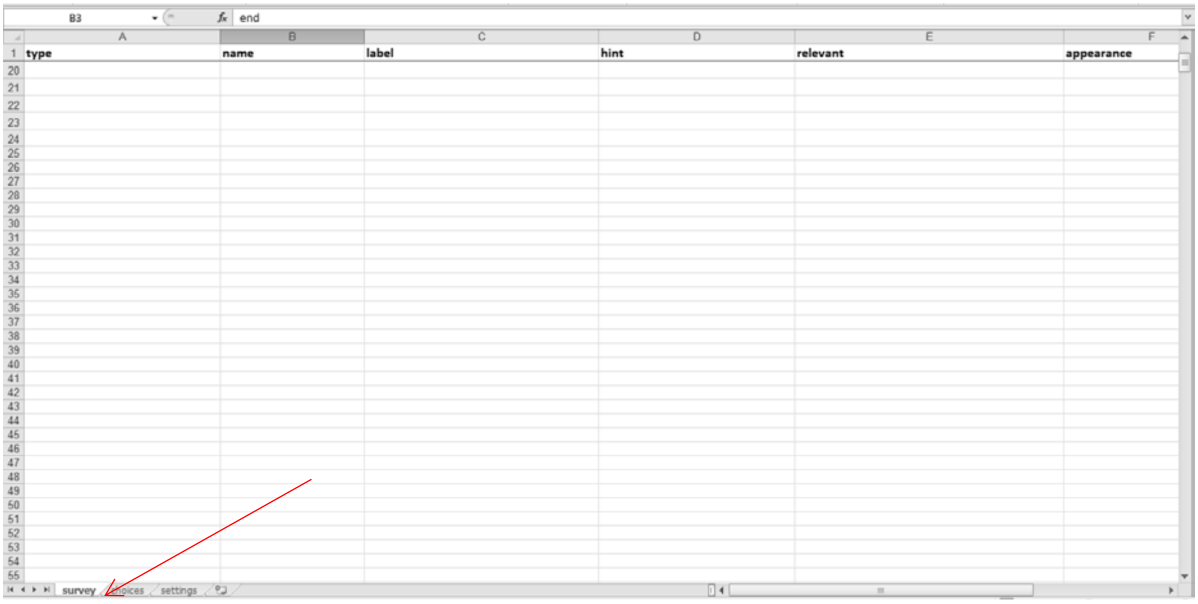
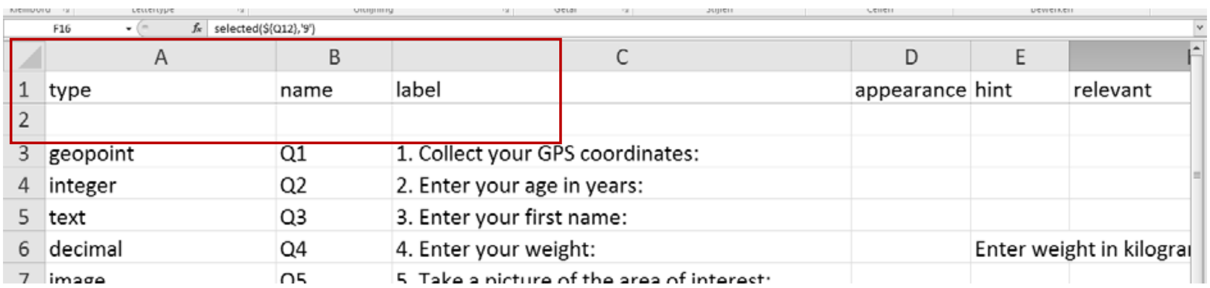


Image 4: The survey sheet

The survey sheet needs to have three mandatory/primary columns: type, name, and label. The other columns that will be discussed further in this chapter are not mandatory but you will most likely find yourself using them.

- Type describes the question type (e.g. numbers, pictures, or multiple choice answers, etc.).
- Name is the variable name as it will be shown and stored in the database (this is for example Question 1 or Q1).
- Label is the question text (how it will appear in your uploaded case management form).



	A	B	C	D	E	
1	type	name	label	appearance	hint	relevant
2						
3	geopoint	Q1	1. Collect your GPS coordinates:			
4	integer	Q2	2. Enter your age in years:			
5	text	Q3	3. Enter your first name:			
6	decimal	Q4	4. Enter your weight:		Enter weight in kilogra	
7	image	Q5	5. Take a picture of the area of interest:			

Image 5: The different columns in your survey sheet

3.2.1 The mandatory columns in your survey sheet

Keep in mind that when you start developing your form that a XLS form is very specific on lower and uppercase use. All column headers should be in lowercase (type, label, name, etc.). Also for the question types and for the appearance column, only use lowercase e.g. geopoint.

Your file should be saved in the .xls or .xlsx format and the file name should contain no spaces or special characters. When saving the XLS form only special characters you can use are _ or –.

Column 1: type

Under the column type you will be able to input what sort of questions you want to ask. You can also include what type of answer you want to get, for example if you want someone to write down the answer in text or in numbers. There are different question types you can use. Below you will find the explanation of the most commonly used ones.

text

- Each row in the excel spread sheet corresponds to a different question. This means that for each question you want to include you will need to use a different row in the spread sheet.
- To describe your answer in text for example, to type your name, use the question type text.
- Data collectors can type in what their answer is. You can use this for questions on name, but also when you enquire about how someone is feeling or asking someone to give a description of what happened during an incident.

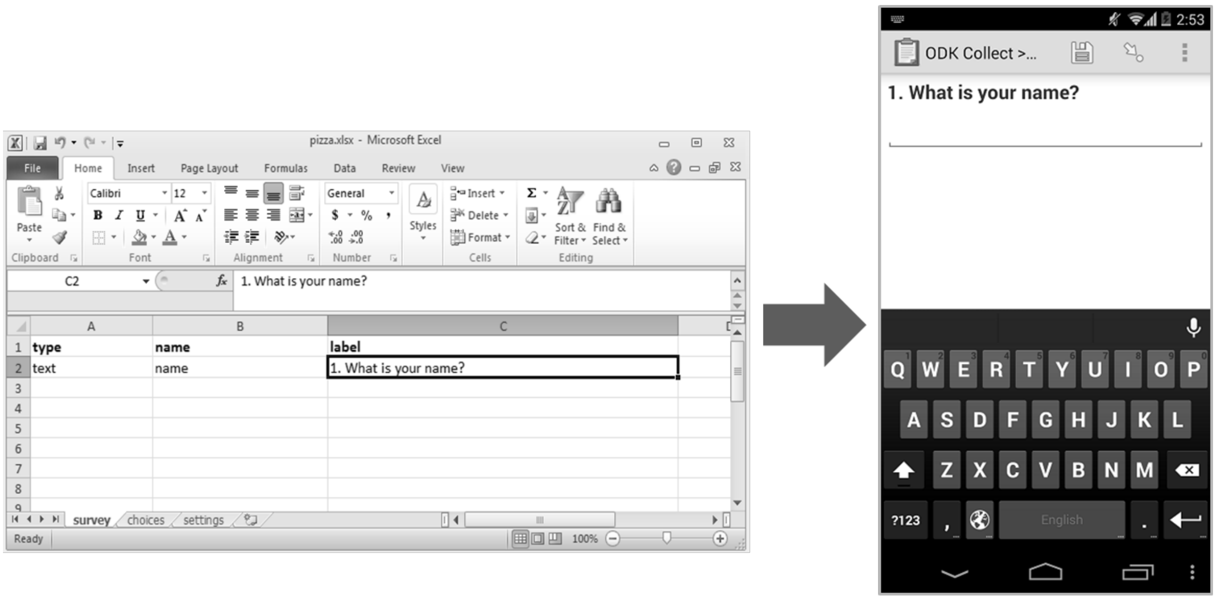


Image 6: Visualising how your question appears in the app

geopoint

- If you want to know someone's location you can use the option of collecting GPS coordinates.

- Question type geopoint uses google maps to indicate location/GPS. If you use longitude and latitude, you are able to visualise your geo data on a map (openstreetmaps).
- Mapping locations like this can be interesting for you because it allows you to see how many human rights violations happen on a specific hotspot location, such as a certain street or bar.
- If you do not want to use gps coordinates, you can also choose a text field to add names of county – city – neighbourhood - address.

survey				
	type	**name**	**label**	**hint**
	geopoint	gps	4. Collect the GPS coordinates of this land	Make sure the precision is less than 25 meters

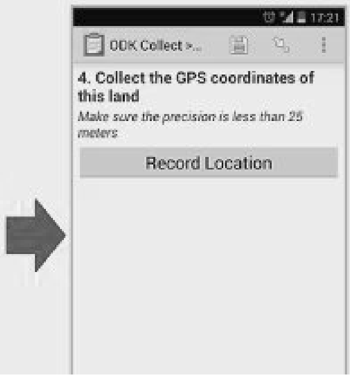


Image 7: The use of geopoint

integer

- When you need to input round figures, such as age, you can use the question type integer. Integer does not work with decimals. In case you do enter a decimal, such as 4.6, the system slices off and makes it 4 years.
- The difference between an integer question and a text question is that integer asks for numbers and texts ask for words. This difference becomes clearer in the mobile data documentation tool, ODK collect. There are different keypads appearing's: text is an alphanumeric pad; integer is a number pad as you can see in image 8.

survey			
	type	**name**	**label**
	integer	age	2. How old are you?

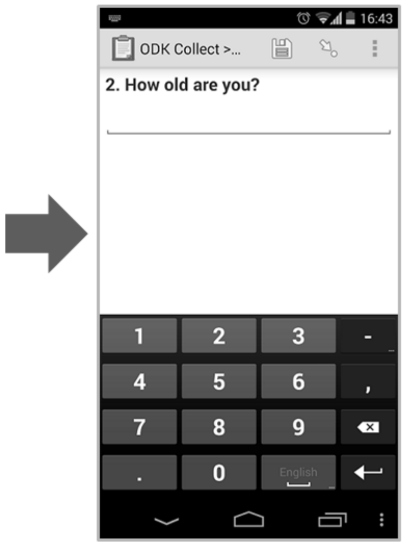


Image 8: Using the integer question type

decimal

- If you do want to mention decimals, you need to use the question type decimal. This can be useful for when you want to know someone's weight, e.g. 80.4KG or number of days in detention, e.g. 2.5 days.

image

- You can upload pictures to the Ona system. You have the option to directly take the image using your camera on your phone. Or you can upload it from your device.
- Per image row you can collect 1 image. If you would like data collectors to be able to upload more pictures, you will need to include more image rows in your survey sheet.
- Each image you will upload requires a unique name. Keep this in mind when naming your photos.

> You will work in a private project meaning that only you or your organisation has access to your account. However, it is still very important to ask for permission for photos being taken.

survey			
	type	**name**	**label**
	image	photo	5. Please take a picture of the person sitting to the right of you

Image 9: Question type picture

date

- To document the date when for example an incident happened, you can include the question type date.
- It shows as an agenda where you can easily click the correct date.

survey			
	type	**name**	**label**
	date	date	Date

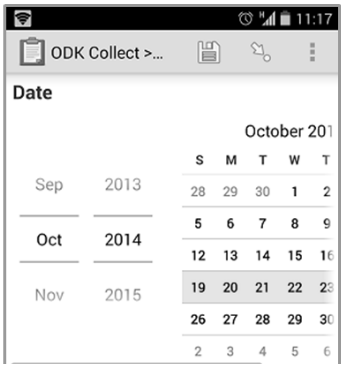


Image 10: Question type date

note

- Question type note is an option under the type column and can be used when you want data collectors to, for example, give an introduction to a question.
- Note is not a data collection question type and can not be used to collect data.
- An example on when to use note: if during the data collection you want to capture the incident that happened, it can be helpful to warn the person that is providing the information that a very sensitive question is coming up. The note option allows you to inform or remind the data collectors about mentioning that there are sensitive questions following.

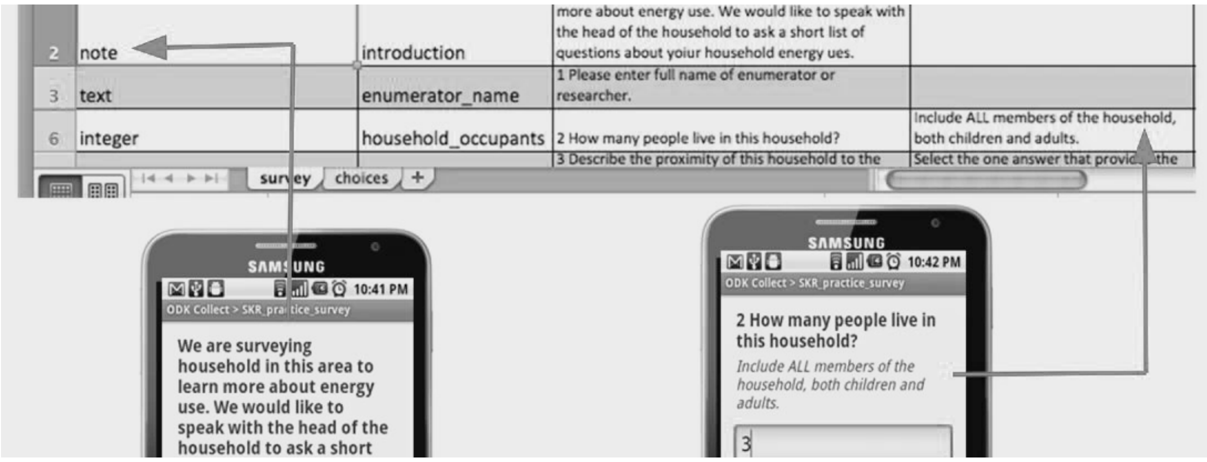


Image 11: Question type note

select_one and select_multiple

- XLSForm supports both select_one (select only one answer) and select_multiple (select multiple answers) questions. Writing a multiple choice question requires adding a choices worksheet to your Excel workbook (see 3.3 for the explanation on how to build in multiple choice questions).

Column 2: name

- The name column is the name of the question. It can also be 'question_1' to keep it simple. It will not show in Enketo or ODK collect (your data collection tools, see chapter 4).

Names such as question_1 should all consistently follow one naming convention e.g. the or use either '_' or '-' characters to mark word breaks. They should be unique and should not contain spaces or special characters ('-' and '_' are allowed);

Column 3: label

- The way the label is described in the excel XLS form will be the way the question is uploaded in Ona (and shown in the forms). The label column is therefore the column that contains the actual questions you see in the data collection tools.
- In the label column you can use capital letters, punctuation and question marks.

3.2.2 Other useful columns in your survey sheet

Column 4: appearance

- This column is used to specify your images by annotate or signature.
- Specifying your image by annotation means you are highlighting something in your picture, see image 12.
- In your excel form, you should add a separate column appearance after the label column and fill in annotate. This way, you make it possible to highlight a picture in your Ona application using the touchscreen of your mobile phone or tablet.

	type	name	label	appearance
	image	annotate	Please annotate your picture	annotate

Image 12: Highlighting an element of your picture

- If you want to collect a signature, you also have to use the image question type. In the name column you will need to write signature, see image 13.
- In the label column you can include the question 'please sign your name'.
- The last step is to add the appearance column and fill in signature. This way, you make it possible to include a signature, using the touchscreen of your mobile phone or tablet.

	type	name	label	appearance
	image	signature	Please sign your name	signature

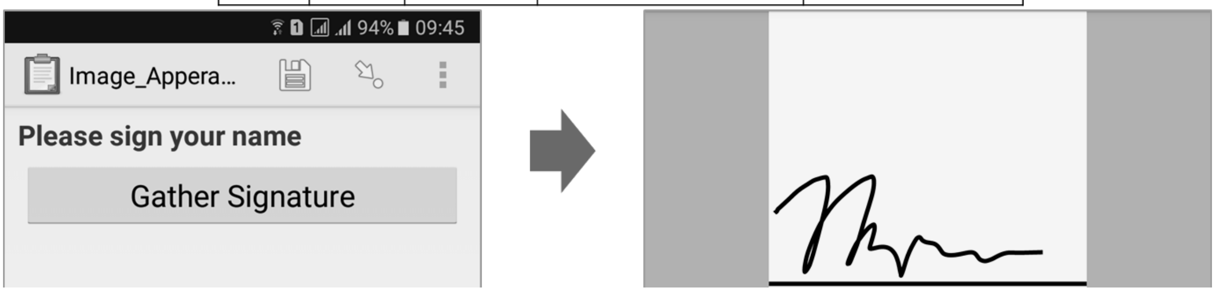


Image 13: Using the appearance column

Column 5: hint

- Hints are used as an instruction/explanation on how to enter answers on a specific question. Often, hints are used as specific instruction for the data collector. An example is the question "how many people live in this household" and the specific hint for the data collector is "please make sure to include <u>all</u> the people in the household".

- The difference between a hint and a note: usually notes are used as a prelude to a question, which can be read out loud by the data collector/ interviewer. Hints are used as an instruction for the data collector, which should not be read out lead.
  The below picture shows how notes and hints are visualised in the survey forms.

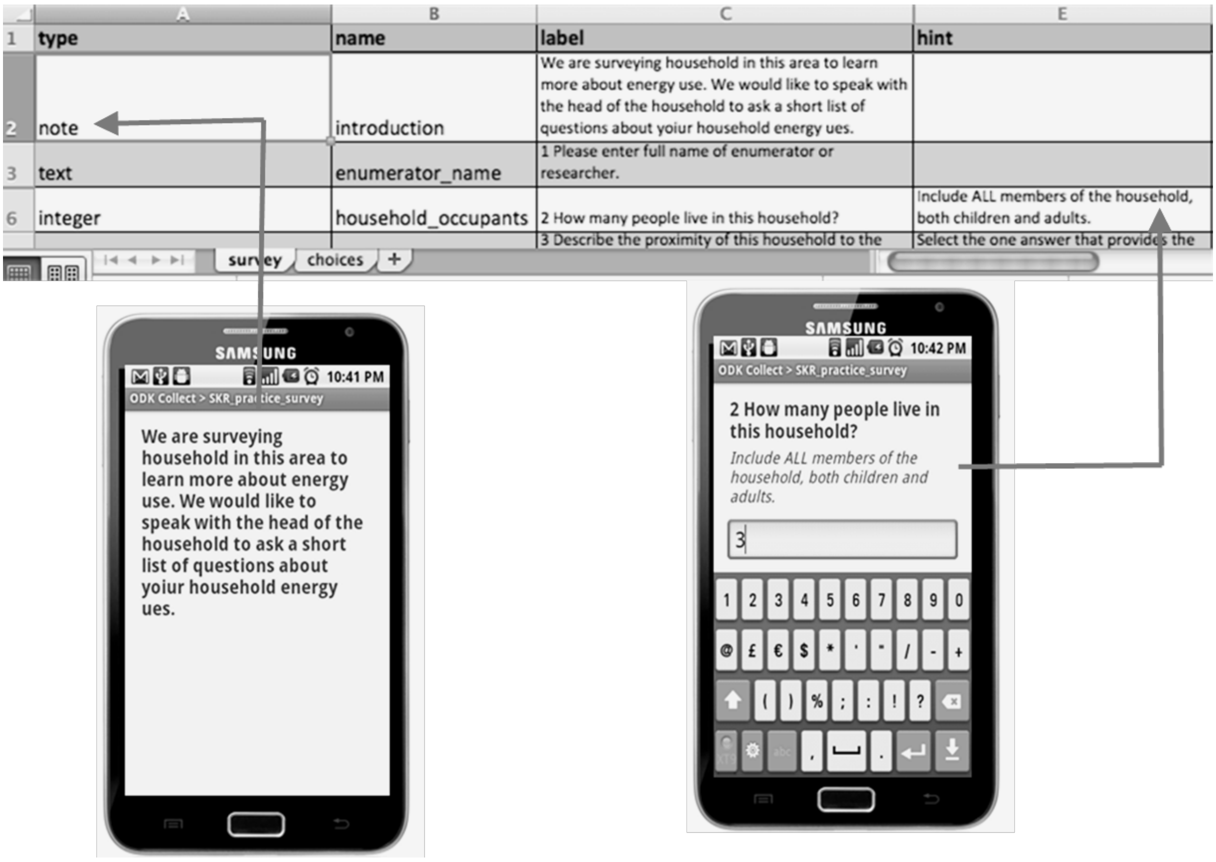


Image 14: The difference between a note and a hint

Column 6: relevant

- The column relevant indicates that a question will appear in the survey if the relevant column evaluates to true. This is called Skip Logic. It means that the question order is dependent on what answer is.
- Data collectors will automatically be redirected to a different or next question if for example an answer to a specific question is 'no'. For example: if you're asking someone if they like pizza and they answer 'no', you will not want to ask them about their favourite topping (the question that would follow if someone answered yes).
- Adding skip logic requires you to write an expression. The skip logic formula is always built up with curly brackets {}. This means that the expression needs to look as following: ${name} = 'yes'
- You always need to use the expression: selected(${name}, 'name')
- Under the column relevant you will need to fill in the expression to connect/match the two questions and build a sequence.
- You can use the following symbols when writing this sequence:
  - <= less than or equal
  - >= more than or equal
  - = equal
  - != not equal
  - < less than
  - more than

select_one questions

- See image 15 for an example of using Skip logic for a select_one question. The question on favourite toppings will only show if the respondent indicated he/she likes pizza

survey				
	type	**name**	**label**	**relevant**
	select_one yes_no	like_pizza	Do you like pizza?	
	select_multiple pizza_toppings	favorite_topping	Favorite toppings	${likes_pizza} = 'yes'

Image 15: Skip logic in a select_one question

select_multiple questions

- See image 16 for an example of using Skip logic for a select_multiple question. Always add the selected() expression for select_multiple questions relevance.
- If you want data collectors to be able to type their own answer, you can include the option other.
- You have to make sure that you have the option other in the choices sheet (tab 2) for this.

survey				
	type	**name**	**label**	**relevant**
	select_multiple pizza_toppings	pizza_toppings	What are your favorite pizza toppings?	
	text	pizza_toppings_other	Favorite toppings	selected(${pizza_toppings }, 'other')

Image 16: Skip logic for a select_multiple and 'other' question

combining questions

- You can combine questions by including conditional statements in the relevant column.
- A conditional statement allows you to have selected questions answered only by people that meet the conditions you set.
- When you set a conditional statement that is based on two questions you build an expression using an and or an or.
- For example, if you want a condition to be met for female and a certain age, you have to use the and (see image 17). In question 21 you want to ask only female sex workers what age they were when they started sex work. In question 22 (the below line), you want to ask only men what age they were when they started sex work.
- The first part of the selected expression allows you to only ask for the female sex. By using the and in between, you give two conditions which need to be met for the

question. The second selected means that someone has answered 'yes' to the question if someone is a sex worker.

- This means that the question only shows up in your case management form if someone answered both to be female and to be a sex worker. If someone answers not to be a sex worker, the question on "how old where you when you joined sex work?" doesn't show.

	A	B	C	D	E	F	G	H	I	J
1	type	name	label	appearance	hint	relevant		constraint	constraint_message	
2										
3	geopoint	Q1	1. Collect your GPS coordinates:							
4	integer	Q2	2. Enter your age in years:					.<100 and .>=15	Sorry, you must enter a value le	
5	text	Q3	3. Enter your first name:							
6	decimal	Q4	4. Enter your weight:		Enter weight in kilograms			.>0	Please enter your weight and it	
7	image	Q5	5. Take a picture of the area of interest:							
8	image	Q6	6. Annotate your picure:	annotate						
9	image	Q7	7. Enter your signature:	signature						
10	date	Q8	8. Enter the date of the interview:							
11	date	Q9	9. Enter the date when the incidence happened:							
12	note	instructions	We are moving to choice option questions							
13	select_one yes_no	Q10	10. Did you share this information with anyone?							
14	select_one sex	Q11	11. Select your sex:							
15	select_multiple incident	Q12	12. Which incidents did you go through?		Select up to 5 options			count-selected(.)<=5	Please select only up to 5 optio	
16	text	Q12_other	Specify other			selected(${Q12},'9')				
17	select_multiple perpetr	Q13	13. Who were the perpetrators of this incident/ incidents ?		Please select only 3 options			count-selected(.)<=3	Please select only up to 3 optio	
18	text	Q13_other	Specify other			selected(${Q13},'5')				
19	select_one yes_no	Q14	14. Were there any serious injuries from these incidents?							
20	integer	Q15	15. How many years have you lived in this city?							
21	select_one yes_no	Q16	16. Have you experienced any issues in the past two years?			${Q15}>=2				
22	select_one yes_no	Q17	17. Have you experienced any issues on the day you had lived here 1 y			${Q15}=1				
23	select_one yes_no	Q18	18. Have you experienced any issues while living here?			${Q15}>0				
24	select_one yes_no	Q19	19. Were you married as an adult?			${Q2}>=18 and selected(${Q11},'2')				
25	select_one yes_no	Q20	20. Are you a sex worker?							
26	integer	Q21_f	21. How old were you when you joined sex work?			selected(${Q11},'2') and selected(${Q20},'1')				
27	integer	Q21_m	21. How old were you when you joined sex work?			selected(${Q11},'1') and selected(${Q20},'1')				
28	text	Q22	22. What is your home phone number?					regex(.,'^84[0-9]{9,10}$')	Please enter a number with 10	

Image 17: Skip logic for combining two questions and answers

- The $ {} references a previous question. This means that data was already built in for that question.

> - Always write the relevant expression like this ${name} = 'yes'
> - if the value is a text value, must be noted in single quotes i.e. 'other'
> - If the value is a numeric value, no quotes are needed

Column 7: constraints

- The column constraint indicates that a response to this question will only be accepted by the survey if the constraint column evaluates to true. You use this when you don't want things to be negative, for example age or weight.
- With the constraints you can also give two conditional statements. For example with age, you want the person to be older than 15 and under 100 years. You can then use the command 'and' in the expression.
- You can also include the age 15 by using .>=15 or include 100 by using .=<100.

count_selected

- When using for example multiple choice questions, you might want to maximize the number of answer options. You will need to give a constraint then.

- An example where you can use this is when you want to know how many perpetrators there were and the data collector can maximally select three.
- You use the following expression: count-selected(.)<=3
- The above expression shows you that only three options or less can be selected. You use the symbol for equal to = and less then <.

	D	E	F	G	H	I	J
1	appearance	hint	relevant	constraint	constraint_message		
6							
7	annotate						
8	signature						
9							
10							
11							
12							
13							
14		Select all that apply					
15			selected(${Q12},'9')				
16	hts ?	Please select only 3 options		count-selected(.)<=3	Please select only up to 3 options		

Image 18: Including a constraint

Dot (.) refers to the current question, but this only applies for the constraint column and will not work for other columns.

phone_number

- To collect phone numbers of respondents you can use the constraint option. In this case, you use an expression to indicate. It consists of the following components:
- the formula regex
- followed by the formula (.,'^
- followed by the country code 31
- followed by the digits in brackets to indicate what characters we are expecting [0-9] followed by the amount of digits that you are able to enter {10}, followed by this sign to end the formula $').
- In some countries e.g. Vietnam a number can have 10 or 11 digits. In that case you can indicate this by using {10,11}. The complete example will be regex(.,'^31[0-9]{10,11}$').

1		appearance	hint	relevant	constraint	constraint
17				selected(${Q15},'5')		
18	s injuries from these incidents?					
19	you lived in this city?					
20	any issues in the past two years?			${Q15}>=2		
21	any issues on the day you had lived here 1 year?			${Q15}=1		
22	any issues while living here?			${Q15}>0		
23	an adult?			${Q2}>=18 and selected(${Q11},'2')		
24						
25	en you joined sex work?			selected(${Q11},'2') and selected(${Q20},'1')		
26	en you joined sex work?			selected(${Q11},'1') and selected(${Q20},'1')		
27	one number?				regex(.,'^[0-9]{10,11}$')	

Image 19: Including a phone number

Constraint_message

- When you receive an error, it will automatically be in English. If your questionnaire is in another language, the survey will remain in that specific language, only the errors will be shown in English. To prevent this from happening, you can add a constraint message that will show the error in the language you are using.
- You can add a constraint message that will appear when the error occurs. For example, you're developing a form in Burmese. If you have an error, you'll get the error message in English. However, when you're adding a constraint message to the XLS form, it allows you to have the error message in your own language, in this case Burmese.
- In the survey sheet add a column name constraint_message (next to the constraint).
- An example of a constraint message can be "the weight must be greater than 0" or "the age must be above 15 or below 100".

survey					
	type	**name**	**label**	**constraint**	**constraint_message**
	integer	age	How old are you?	. <= 150	Age should not be greater than 150!

Image 20: Constraint messages

Explaining the syntax you use:

- (.) is a current question.
- Comma , is a separator, shows you're going to the next part of the expression.
- '' keeps the expression together.
- ^shows you begin the expression
- $ is telling you it is the end of the expression

Column 8: language

- In column label, hint and constraint message you can put the different languages in the form.
- Add a column e.g. label and put a colon : with the specific language behind.
- You can do this for all three columns, see image 21.

A	B	C	D
type	**name**	**label:english**	**label:swahili**
text	q1_name	1. What is your name?	1. Je, jina lako ni nani?
text	q2_home_town	2. What is the name of your home country?	2. Unatoka nchi gani?
integer	q3_countries	3. How many countries are there in Africa?	3. Kuna nchi ngapi Afrika?
integer	q4_brothers_sisters	4. How many siblings do you have?	4. Una kaka na dada wagapi?
select_one yes_no	q5_rice	5. Is rice your favorite food?	5. Je, wali ni chakula ambacho unapenda zaidi ya chote?
select_one q6_list	q6_favorite_food	6. What is your favorite food?	

Image 21: Adding different languages

Column 9: required

- If you add the column required in the survey sheet and add yes behind the question, you can make the question required. This means that when you fill out the form the data collector has to fill out the next question for the form to be able to submitted.

- In the case management form you will see an asterisk * indicating that the question is mandatory and will need to be filled out before the form can be uploaded and sent to your project. This is useful if you want to prevent forms to be submitted incomplete.

	C	D	E	F	G	H	I	J
1	label:english	label:swahili	appearance	hint	relevant	constraint	constraint_m	required
2								
3								
4								
5								
6								
7								
8	1. Collect your GPS coordinate:							
9	2. Enter your age in years:			Be aware that the responc		.<100 and .>15		yes
10	3. Enter your first name:							yes
11	4: Enter your weight:			Please enter the weight in		.>0		yes
12	5.Take a picture of the area of interest:							
13	6. Annotate your picture		annotate					
14	7. Enter your signature:		signature					yes
15	7 What is the date the interview takes place?							yes
16	8. When did the incident occure?							yes
17	We are going to moving to choice option questions.							
18	10. Have you reported your case to the police?							

Image 22: Making questions required

3.2.3 Metadata

- Collecting metadata is a method to capture information by default, meaning the information will be collected automatically and you do not need to enter/input data.
- This is a way for you to see when the data was entered, which ensures you don't have to rely on the submitter to provide the date.
- You put in the worksheet survey the question type start and end.
- If you want the form to record the date it is created, you include today.

type	name	label	appearance	hint	relevant	constra
start	start					
end	end					
today	today					
devideid	deviceid					
geopoint	Q1	1. Collect your GPS coordinate:				
integer	Q2	2. Enter your age in years:		Be aware that the responc		.<100 a
text	Q3	3. Enter your first name:				
decimal	Q4	4: Enter your weight:		Please enter the weight in		.>0
image	Q5	5.Take a picture of the area of interest:				
image	Q6	6. Annotate your picture	annotate			
image	Q7	7. Enter your signature:	signature			
date	Q8	7 What is the date the interview takes place?				
date	date_incident	8. When did the incident occure?				

Image 23: Including metadata

- If you want to be able to see who has submitted the form, you can include the question type: deviceid. This will document the specific person/id from the phone of the person who submitted the form.

3.3 Choices sheet

One of the options provided in Ona is the use of multiple choice questions. In the Survey sheet section we have already provided some examples on the use of the multiple choice questions. In this section we will look closer into the choices sheet, the sheet you will need to use to develop the multiple choice questions.

3.3.1 Columns for in the choices sheet

When you're asking multiple choice questions in your survey sheet, you will need to make sure this is linked to a list in the choices sheet (the other tab in your Excel file). This link means that the answers in your choices sheet need to correspond with the question in the survey sheet. Below is explained how you can build your multiple choice questions.

For the choices sheet there are three mandatory columns: list name, name and label.

- The list name column lets you group together a set of related answer choices, for example answer choices that should appear together under a question.
- The name column specifies the unique variable name for that answer choice.
- The label column shows the answer choice exactly as you want it to appear on the form.

Each row represents an answer choice. Answer choices with the same list name are considered part of a related set of choices and will appear together for a question.

This also allows a set of choices to be reused for multiple questions (for example, yes/no questions).

3.3.2 Building multiple choice questions

survey			
	type	**name**	**label**
	select one food	favorite_food	6. What is your favorite food?

choices			
	list name	**name**	**label**
	food	1	Rice
	food	2	Chicken
	food	3	Nyama choma
	food	4	Other

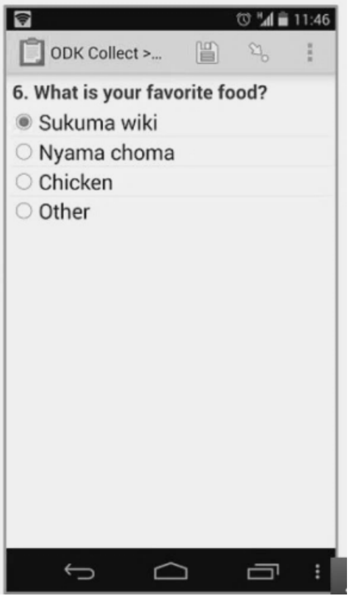
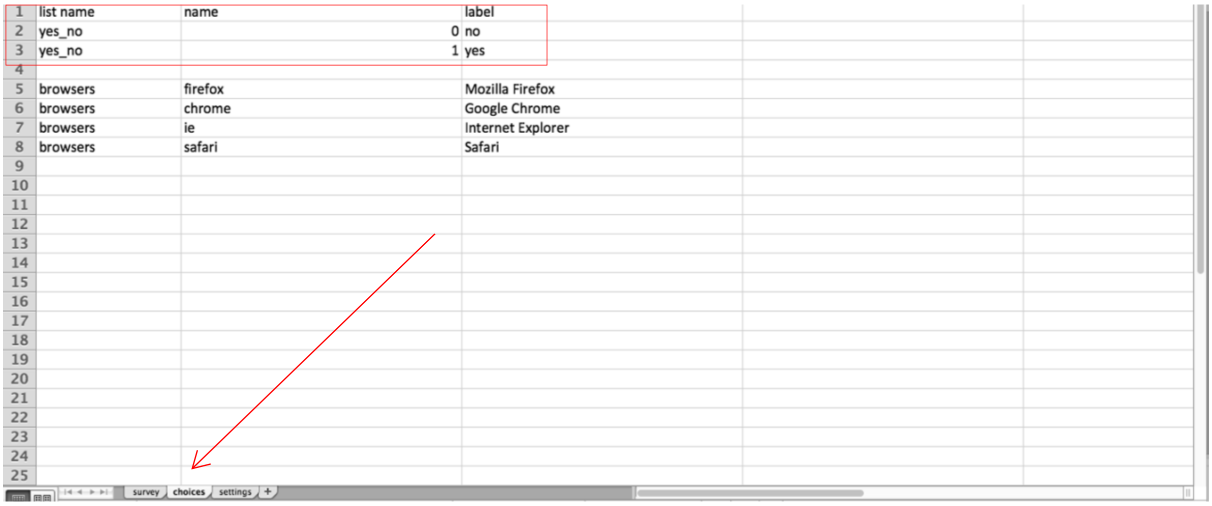


Image 24: Asking multiple choice questions

If you have the option of only yes or no, please ensure your choices sheet says the following:

- You need to use the type select_one yes_no for all this kind of questions. In tab 2 (choices) you define this list just once.
- Every time you want to add a yes/no question, you define the same type but different names and labels to specify. The list in tab 2 (choices sheet) will remain the same.
- An example can be found in image 25.



	list name	name	label
1	list name	name	label
2	yes_no	0	no
3	yes_no	1	yes
4			
5	browsers	firefox	Mozilla Firefox
6	browsers	chrome	Google Chrome
7	browsers	ie	Internet Explorer
8	browsers	safari	Safari

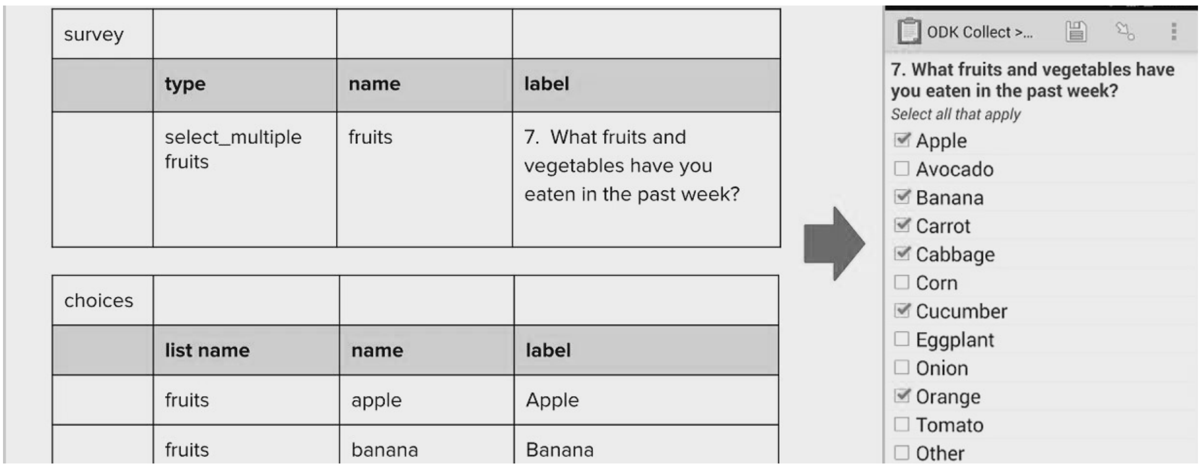
Image 25: Yes_No option in the choices sheet

- If you want an option of only yes or no, you use question type select_one yes_no.
- Between the select_one and the yes_no you need to put a space, not an underscore. This because the system recognises the two question types that you give.

type	name	label	appearance	hint
geopoint	Q1	1. Collect your GPS coordinate:		
integer	Q2	2. Enter your age in years:		
text	Q3	3. Enter your first name:		
decimal	Q4	4: Enter your weight:		Please enter the weight in kilograms
image	Q5	5.Take a picture of the area of interest:		
image	Q6	6. Annotate your picture	annotate	
image	Q7	7. Enter your signature:	signature	
date	Q8	7 What is the date the interview takes place?		
date	date_incident	8. When did the incident occure?		
note	instructions	We are going to moving to choice option questions.		
select_one food	favorite_food	9. What is your favorite food?		
select_one yes_no	reported to the police	10. Have you reported your case to the police?		
select_one yes_no	referred to the hospital	11. Did you go to the hospital for medical care?		

Image 26: Selection of only option in the survey sheet

- If you want to give the option of selecting multiple answers, you will need to add the question type select_multiple in your survey sheet.
- You will need to make sure the list name corresponds with the type you have filled out in the survey sheet. For example, if you want to select multiple fruits, your type in the survey sheet is: select_multiple fruits. Your list name in the choices sheet will be fruits.



survey			
	type	name	label
	select_multiple fruits	fruits	7. What fruits and vegetables have you eaten in the past week?

choices			
	list name	name	label
	fruits	apple	Apple
	fruits	banana	Banana

Image 27: Selecting multiple answers

4 Data documentation

4.1 Uploading your form

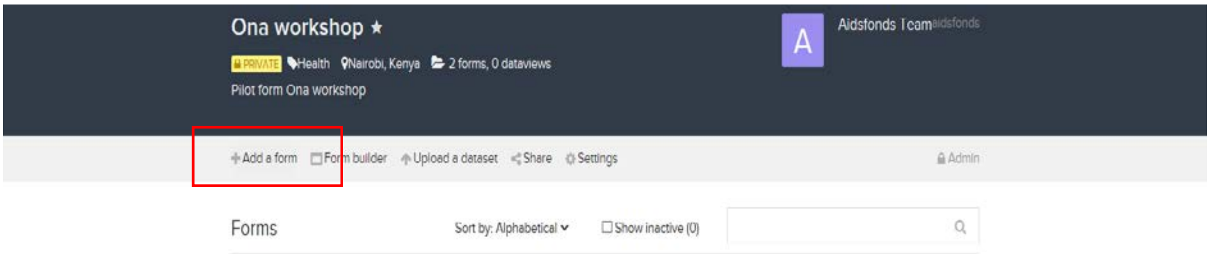


Image 28: Uploading your case management form

Once you have finished building your XLS form, you can upload it to the Ona system and start documenting data. Your file should have the .xls or .xlsx file extension. Your form will then be available for use and you can start collecting data by accessing the case management forms you uploaded with the data collection tools (see 4.3).

- To upload an Ona form go to +Add a form.
- Select the form you want to upload.
- You can upload forms from your computer, from an URL and from Google Sheets.
- You get the option to put your form on active or inactive. We recommend you to put it on inactive till you are done building the form and are satisfied with the form.
- Only project admins have the authority to make form changes.

ONA will give a notification if and which formulas in your form have to be adjusted.

4.2 Replacing a form

In some cases it can be that you change the set up or include more questions in your case management forms. If you revise an uploaded form, you can replace the existing form in the system with your revised form.

- Select your project.
- Select the drop down button next to your form (see image 29).
- Select replace form.
- Upload your changed form.

Following the above steps will ensure you will keep your data.

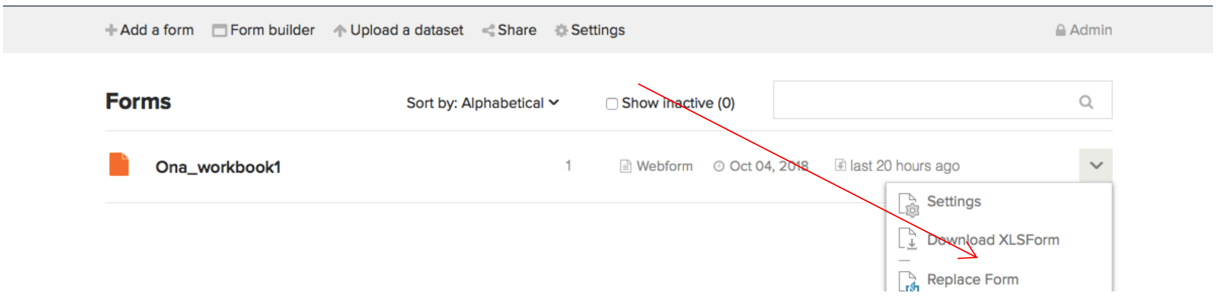


Image 29: Selecting the drop down button next to your form

4.3 Data documentation tools

To view your form and start documenting data in the Ona database you can choose two different tools.

1. Mobile: you can collect data with any Android smartphone or tablet using ODK Collect
2. Desktop: with Enketo webforms on any modern web browser (e.g., Chrome).

Both tools can collect and save data without internet or data connection and both can open new forms offline.

In particular ODK collect is useful for working in the field, given it will allow you to collect data using your smartphone using an app. Enketo can also be used on your smartphone, however you will need to use a web browser to be opening the form.

4.3.1 Documenting data via ODK collect (mobile)

ODK Collect is an Android app that replaces paper case management forms. You can find and download the app for free using the Google Playstore. ODK collect is designed to work well without network connectivity. ODK collect only works for Android phones.

Image 30: Main menu ODK collect

Synchronising your ODK collect account with Ona

- On the first page you see when you open the app, click the action menu (⋮)on the right side of your screen
- Go to the menu general settings
- Click on server
- Enter the following url: https://odk.ona.io
- Enter your Ona username
- Enter your Ona password
- Go back to the main page. You will be connected to your server.
- By doing this, your ONA account will be linked to the app and you are able to access your forms and start to fill them in during field work.

Uploading a form in the app

- To upload your form click get blank form.
- By selecting the correct form, you are able to download your form in the app and continue working on it from there.
- This enables you to use the form offline.

Filling in a form

- In the main menu go to fill blank form.
- If you have more forms downloaded in the app, you can select the form you want to fill.
- Select your form.
- It will upload automatically and allow you to enter data.
- To go to the next page in the form, you can swipe to the right.
- You can collect the GPS offline, but it might not be as accurate as you will want.

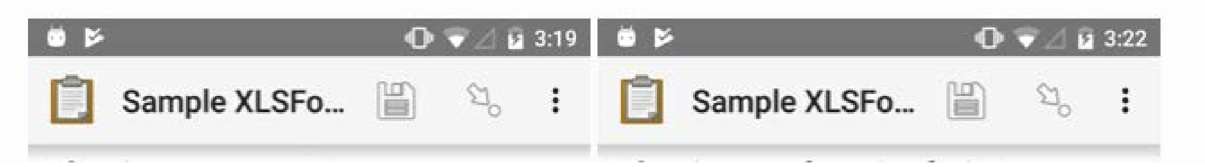


Image 31: Filling in a form: explaining the symbols

- To save a partially filled form, you can use the save icon beside the form name.
- The arrow icon in the top right corner opens the jump menu. From the jump menu, you can go to any question or go to the beginning/ending of the form.

Selecting a different language

- If a form is available in multiple languages, you can choose a language in which you want the questions to appear.
- Open the Action Menu (⋮)
- Select Change Language.
- Select the language you want the form questions to appear in.

Editing saved forms

- Go to the edit saved form button on the main menu.
- Select which form you want to edit.
- Save the form after you're done.

Sending your form

- Go to the send finalised form in the main menu
- Select the forms you want to send
- Send the forms, these will automatically be uploaded in the Ona system.
- To see the sent forms, you can go to View sent form.
- To delete the sent and saved forms, go to delete saved form. All saved and blank forms are listed and you can select which one you want to delete. We advise you to delete the sent forms after you have submitted them and they have been uploaded to the Ona system.

Because ODK collect does not automatically sign you out when you close the app, we recommend you to sign out manually every time you close the app. This prevents people from seeing the forms you have filled out, uploaded or saved in case you loose your phone.

4.3.2 Documenting data via Enketo (web)

When you use the web form data documentation tool, we recommend you to use Google Chrome as Internet Explorer sometimes doesn't load the forms correctly.

Opening a webform

- Log in at your Ona account, open your project and the form you would like to use.
- Click on webform (on the right next to the form name) to open the form.

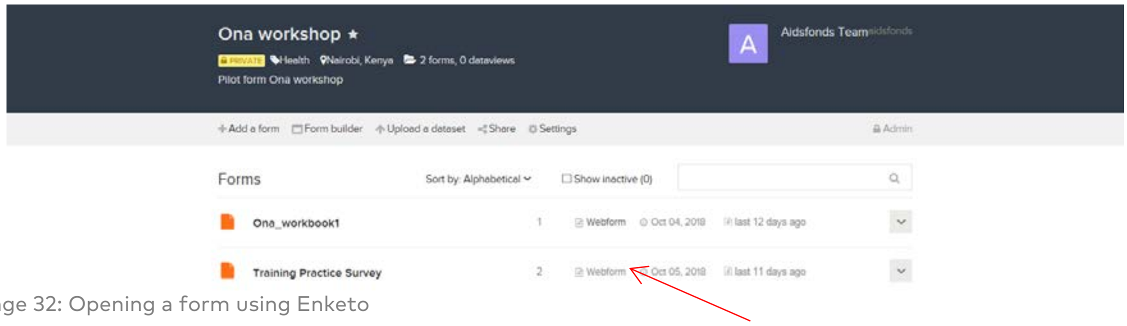


Image 32: Opening a form using Enketo

- The link to the form will always start with https://enketo.ona.io
- The form will open in a new tab and is ready for use.

Submitting a form

- Fill out the questions and press submit.
- Questions that are marked with an asterisk * are mandatory and will need to be filled out before the form can be uploaded and sent to your project.

Offline use of Enketo

- The form can be used offline and you can load multiple forms offline. When you use the form offline, it is easier for you to have the form bookmarked in your internet browser, as this will allow you to open the form even if you do not have internet access.
- In Chrome: go to the page you want to bookmark, go to the right of the address bar, click Star ★
- In Internet explorer: go to the page you want to bookmark and click favourites and add to favourites.
- Once you have submitted a form and you're connected with the internet, it will automatically upload in your project.
- A pilot form to test what an Enketo form looks like can be found through https://enketo.ona.io/x/#YutW.

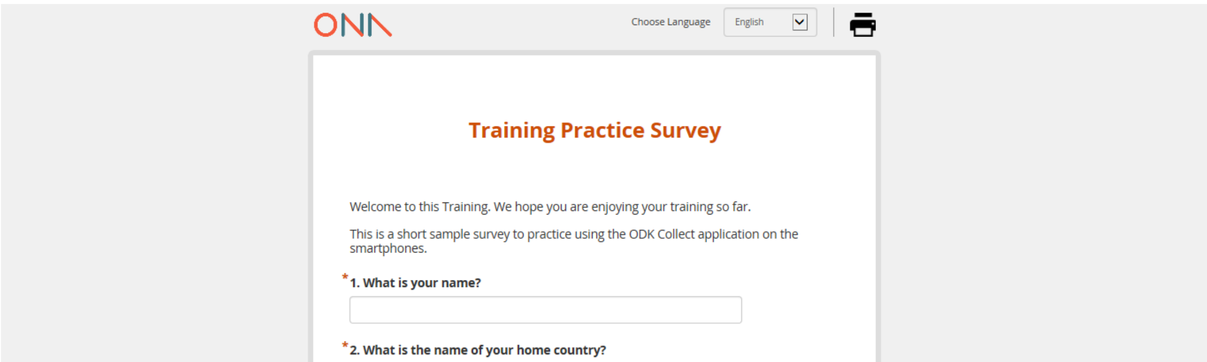


Image 33: Pilot form in Enketo

If the form does not load, log out of Ona first and then use the link.

5 Accessing your data

5.1 Data overview and visualisation

- To see the data go to your project and click on the name of the form you want to access.
- The form will open in a separate tab sheet in your browser.
- Forms that have been submitted using ODK collect (mobile) will also be visualised in the web browser (Enketo).

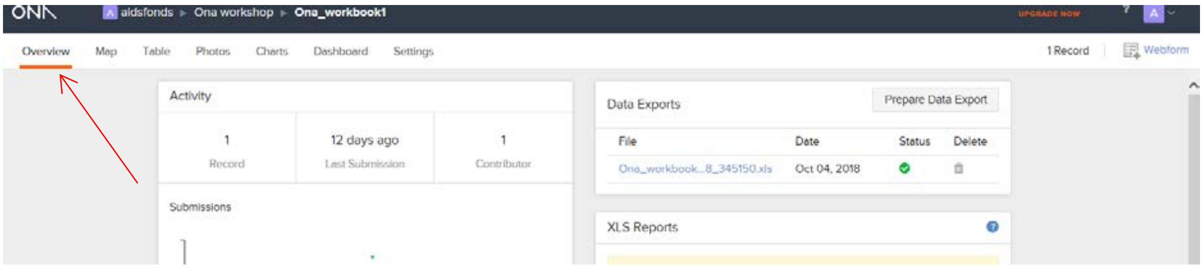


Image 34: Accessing your data: the overview tab

There are different forms and visuals you can use to view your data. Because you will most likely make most use of the map, table and chart view we will explain these below.

- To access your data, you can click on the overview tab. You will be redirected to a page which shows the overview of your data. This includes the number or records (filled out case management forms) submitted. It also includes, in the right upper corner, the option to export your data. This will be explained in section 5.3.
- Raw data (submitted forms) are stored in the table tab in the left upper corner of your screen.
- To create bar charts and pie charts, go to the chart view.

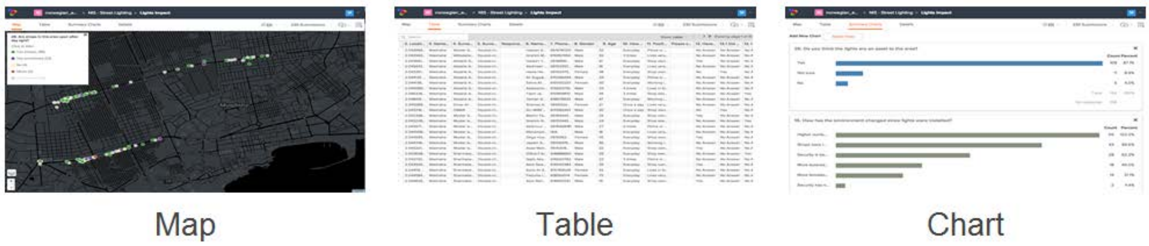


Image 35: Switch between map, table and chart view

5.2 Editing submitted forms

When you log in your ONA account on your laptop or desktop, you are able to view the submitted forms and to visualise the results.

- You enter your project en click on your form. When you select the menu option Table, you are able to enter the submitted records.
- In case you would like to change information you can easily edit the submitted forms in the list of records. Select the specific record and click on edit on the left side. Also see image 36.
- Edit the form and save the changes. To see the changes reflected you will need to refresh the page.
- In this same screen, you are also able to delete a record. You select the record and click delete. The system will require you to double confirm that you delete the selected record.
- We recommend you to limit changes in your forms after submission to support original and reliable field data.

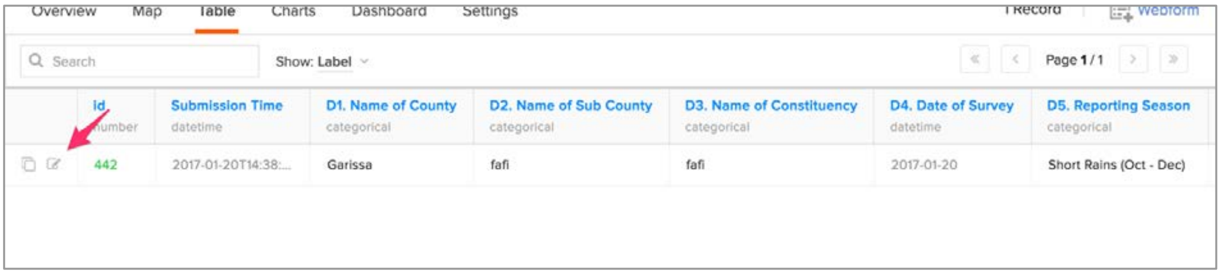


Image 36: Editing a form

5.3 Export of your data

You can export data in different formats such as CSV, XLS, JSON, OSM, and KML formats. You will most likely use Excel formats or CSV as these are the most common formats to use.

- Click Prepare data export and the system will ask you to specify what type of export you would like.
- If you want an excel file, you will need to click excel and click export excel file. Clicking this will generate an export of your raw data (the data that was reflected in the Table option) which you will be able to save on your computer.
- You can use the data you export from Ona for additional analyses or to aggregate your data.
- We do recommend you to be careful with sharing your data export with people outside the organisation as it may contain sensitive data.

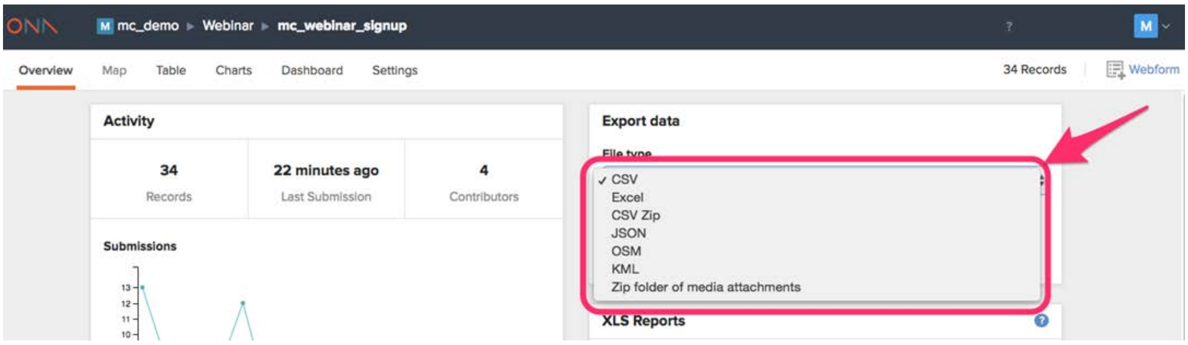


Image 37: Exporting data for reporting

6 Data security

Since you're working in a private project, your data is not accessible to others. This allows you to work with sensitive information, as you are the person who authorises people to access data. This data protection measurement also limits who is able to submit data using your forms.

In this section we explain how you can set your data to different authorisations, so that you are able to select who is able to submit data in your forms and who is able to change your forms or see data submitted by others.

6.1 Providing access to data

When you open a private project, this is per default set at all limited. This means that no one else is able to work on your files besides you. You will need to give people access for them to be able to work on your files/forms.

When you upload your forms, you are the Admin of the form. As the admin we strongly recommend you to not give people outside of your organisation the permission to change your forms. We do recommend you to ensure that at least one of your colleagues has access to the administrator account to update your forms and make changes in case you are out of office.

6.1.1 Sharing your form

Because you work in a private setting, you will need to share the form you want data collectors to use with their account. This means that you will need to opt if data collectors will all have their own account, or will all work from one shared account.

- Go to your project in the Ona system.
- Click on the share option.

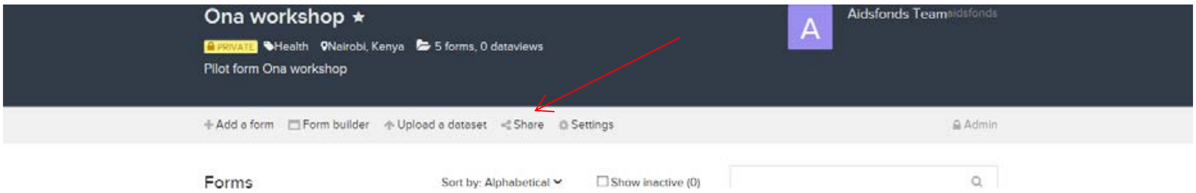


Image 38: Sharing your form

- In the screen that will pop up you can input who you want to be able to see the project. For this, use the option to enter username to share the project.

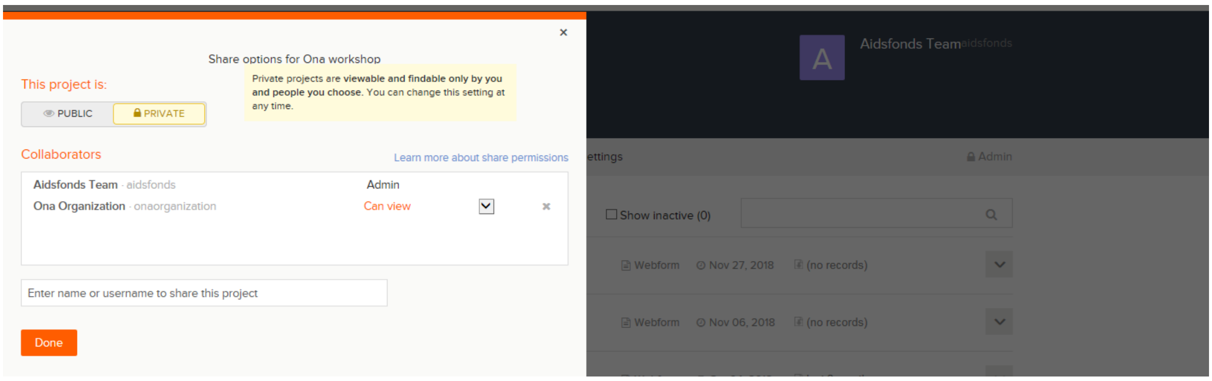


Image 39: Identifying who will be able to use your form

6.1.2 Permission restrictions

We recommend you to limit who is able to submit data to your forms (for example only outreach workers, field workers, peer educators, paralegals) and only give people the amount of access they need.

- You can share permission with projects by going to the project settings in the Ona account and select the permission restriction button.

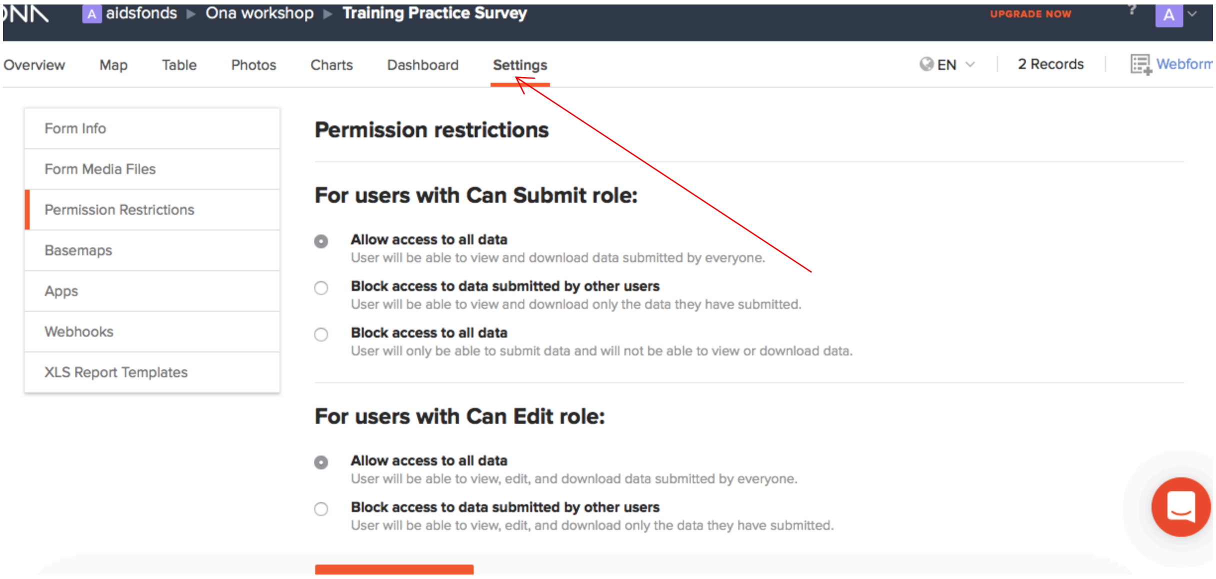


Image 40: Permission restrictions

- For your data documenters such as paralegals and outreach workers, we advise the permission to input data but block access to data submitted by other users (on their own accounts).You find this permission option under the section for users with Can Submit role.
- We recommend you to ensure that the M&E officer will be the owner/admin of the account and, with this, has all permissions needed.

Permissions are at project level. This means that when you have more forms in your projects, people who have access have access to all forms. You can add role based permissions at the form-level to restrict data access.

6.2 Measures to ensure data protection

To see the measures Ona incorporated to ensure your data is protected, see: https://help.ona.io/knowledge-base/what-security-features-are-incorporated-into-the-design-of-ona-to-protect-my-data/

7 Frequently Asked Questions

In this section we will discuss some of the most common asked questions. If your question is not answered below, feel free to use the chat option in your Ona account to contact one of the Ona support staff. You can also contact your Aidsfonds contact person for support.

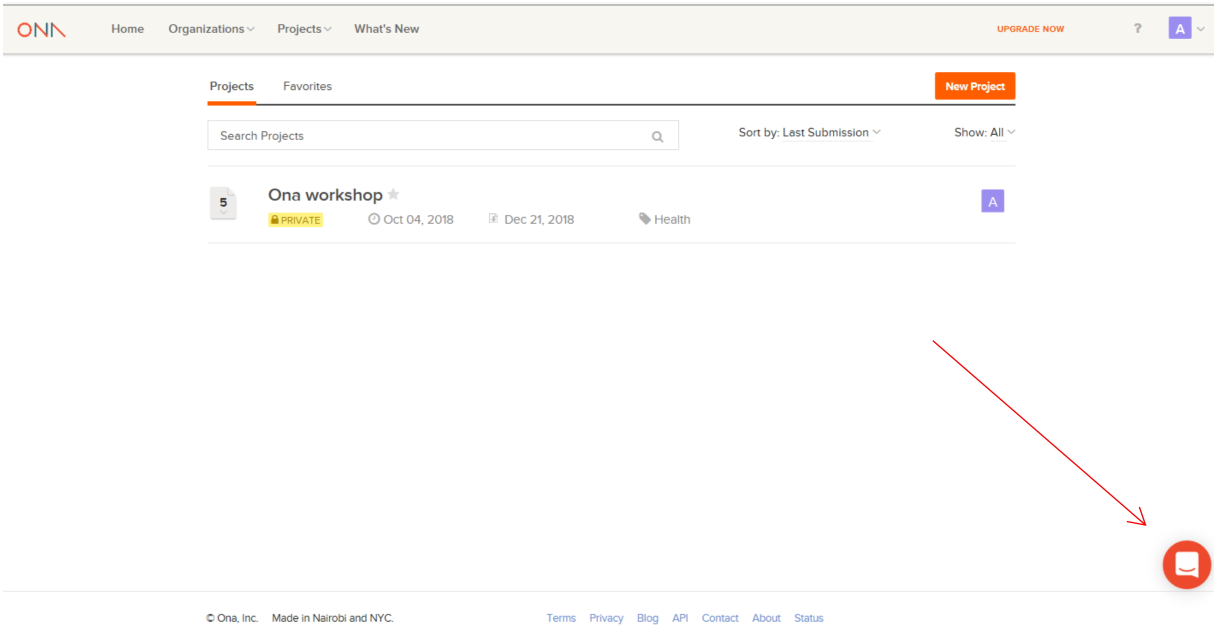


Image 41: The chat option

Can we document multiple cases in one form? For example when it is the same sex worker (to prevent double counting)?
No, you cannot document multiple cases in one form. When you fill in forms, one form cannot search previously filled form. Each form is independent of the other forms filled in. This means you cannot prevent a form from knowing that the same unique ID was used in two different records in one form. Therefore, you cannot prevent double counting. However, we think the number of actual cases (not individuals) is also very important to know. To prevent reduce double counting when we look at the number of sex workers that experience human rights violations, you could include a question in your case management form if they have reported violence before. This will allow you to identify recurrent cases of violence.

Can the system automatically give errors when you for example submit the same birthdate in combination with e.g. the same initials?
Unfortunately, this is not possible. Similar to number 1, each form record is independent of the other form records and cannot communicate with previous submissions to know if that value was previously entered or used in a separate record.

Can Ona automatically add up all the forms and the results and aggregate in one report? For example when one partner has 75 records, it can be presented as one number under the question (to prevent having 75 answers under one question).
The Ona platform cannot automatically aggregate data from multiple forms into one report. You will see the data each as an individual line on the excel file. However, on the data visualisation page you can find the results in the charts are presented aggregated.

Case management: can we build a file in which data collectors can continue to work. Can we find uploaded and submitted forms and continue to work on them?
The Ona platform does not support case management as if working on a case file. However, you can pull data from one form (i.e. a registration form) into another form (i.e. monthly report) using a unique identifier.

This also means that if you have different forms in your own account, you can link them to each other. This will be particularly relevant for our partners who provide different services, and can then build a case.

Can you search in the uploaded form, e.g. for the same phone number?
You can search the data in one form using the search tool in the Table view for that form, but you cannot search among different forms.

stop the epidemic now

aidsfonds

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