



ACTIVITYINFO

Step by Step Guide

JOR- Ref- Services

<https://www.syrianrefugeerresponse.org/#data-entry/Database+1100>

JORDAN
Inter-Sector Working Group

This Document details the steps required for all partners and agencies to follow to review and add information on services available for Syrian Refugees and host community, on line, that aims to inform the referral process.



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DRAFT



SECTION I: INTRODUCTION

ActivityInfo is an online system designed for humanitarian actors and that facilitate Data Entry and reports generation (charts, maps, pivot tables and custom reports).

In the context of Jordan, ActivityInfo is used in 4 distinct situations:

1. **Gap Analysis:** This system is used to know “who’s doing what where” (the focus is on activities) --> Based on a matrix that includes all possible activities within each sector, partners can indicate where they are currently working. This information can be used by Subject matter expert to develop the logical framework used in the Refugee Response Plan.
2. **Refugee Response Plan (RRP) preparation:** financial requirements and indicator target values for each proposed intervention are gathered according to a specific logical framework in order to develop the RRP appeal.
3. **Refugee Response plan Monitoring:** on a monthly basis, partners reports indicator value corresponding to the activities within the month. This information is used to develop monthly sectoral dashboard. This database constitutes a 4W (the focus is on time: who’s doing what where when?)
4. **Services Mapping:** This last database allow collecting detailed description of Services directly available to refugees. This database allows generating “Services Guide” or “online Aid Advisor” and constitutes a 5W (the focus is on beneficiaries: who’s doing what where to whom?)

The following Guide relates to the “Services Mapping” database, (JOR-ref-service)s. The main elements of this database are:

- 1) *Establish a Master List of services available to refugees*
- 2) *Inform referral processes (contact/ feedback)*
- 3) *Search and filter for available services*
- 4) *Disseminate information*

The main focus of this guide is on updating the information on services available.

Guides have already been created for Activity Info RRP6 Monitoring and Reporting as well as for RRP6 Review database and they are available at <http://data.unhcr.org/syrianrefugees/download.php?id=5206>.

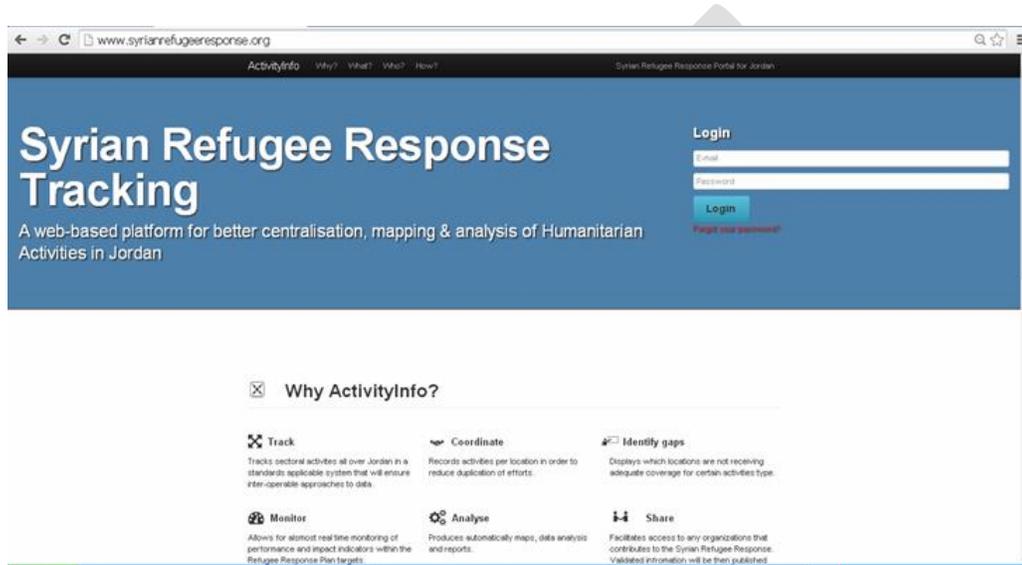


SECTION II: STEP BY STEP

STEP 1: Log-in / Access Database

Go to <https://www.syrianrefugeerresponse.org/#data-entry/Database+1100>

(Use Google Chrome, if you do not have administrative right to install application on your computer, you can use the portable version @ http://portableapps.com/apps/internet/google_chrome_portable)



In case you don't have a login, please contact your sector leads or any of the Associate Coordination Officers. After approval from your sector leads an invitation will be sent to your email (check your spam box) and you can then create your account. Please note that you need authorization for each one of the databases under Activity Info.

For log-ins, or technical issues on activity info, contact the Coordination Team

<http://data.unhcr.org/jordan/team.html>):

Name	Function	E-mail
Edouard Legoupil	Information Management, System Administration and Configuration	Legoupil@unhcr.org
Hawraa Harkous	Information Management, User and database support	Harkous@unhcr.org
Mukesh Karn	Information Management, User and database support	karn@unhcr.org
Kaleem Rehman	Analysis of activities	Rehmank@unhcr.org
Matthew Richard	Log-ins / advice on sector obj / outputs / indicators (Shelter / WASH)	Richard@unhcr.org
Yara Maasri	Log-ins / advice on sector obj / outputs / indicators (Food/ Health)	Maasri@unhcr.org
Angeliki Panagoulia	Log-ins / advice on sector obj / outputs / indicators (Cash/ NFIs)	Panagoul@unhcr.org



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Click on **'Data Entry'** and select the database **"JOR-Ref-services"**. If you cannot see this database, contact the Coordination team above.

The screenshot shows the 'Syria Refugee Response' dashboard with the 'Data Entry' tab selected. The main content area displays a 'Monthly Reports' table for June 2014. The table has columns for months from May 14 to Nov 14. The first row shows 'Unconditional -Total Amount distributed this month' with a value of 734,371.47. Other rows list various indicators such as 'Syrian Girls in Camp - # of individuals assisted' and 'Syrian Boys in Urban - # of individuals assisted' with values like 5,770 and 6,142. A callout bubble points to the 'Data Entry' tab in the top navigation bar with the text 'Click on "Data Entry".'

The screenshot shows the 'Syria Refugee Response' dashboard with the 'Data Entry' tab selected. The main content area displays the same 'Monthly Reports' table as the previous screenshot. A callout bubble points to the 'JOR-Ref-Services' database in the left sidebar with the text 'Select 'JOR-Ref-services''.

To filter by **sector** you can click on the yellow folder and then you can select the objective (blue boxes).



The screenshot shows the 'Syria Refugee Response' dashboard with a table of activities. The table has columns for Date, Partner, SyriaRefResp, Governorate, Region, District, Subdistrict, Refugees Camps, and Camp Districts. A callout bubble with the text 'Select 'Sector and Objective'' points to the 'Sector and Objective' column in the table.

Date	Partner	SyriaRefResp	Governorate	Region	District	Subdistrict	Refugees Camps	Camp Districts
2014-Dec-31	CARE	Maftaq City	Maftaq	North	Maftaq Qasabat	Al Maftaq		
2014-Dec-31	ACF	Liwa Bari Ubayd JOR027007	Irbid	North	Bani Qbayd	Bani Qbayd		
2014-Dec-31	OXFAM	Amman Govern... JOR02	Amman	Central				
2014-Dec-31	IRC	Liwa Bari Kharah JOR027006	Irbid	North	Bani Khana	Bani Khana		
2014-Dec-31	IRC	Liwa ar Ramtha JOR027003	Irbid	North	Ar Ramtha	Ar Ramtha		
2014-Dec-31	ACF	Liwa Bari Ubayd JOR027007	Irbid	North	Bani Qbayd	Bani Qbayd		
2014-Dec-31	UN	Maftaq Govern... JOR011	Maftaq	North				
2014-Dec-31	UN	Zarqa Govern... JOR012	Zarqa	Central				
2014-Dec-31	CARE	Irbid Govern... JOR01	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	IRC	Irbid Govern... Karak	Karak	South	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	SCJ	Irbid Govern... Irbid City	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	IRD	Ajlun Govern... Ajlun	Ajlun	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	CARE	Irbid City	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	IRC	Liwa Bari Ubayd JOR027007	Irbid	North	Bani Qbayd	Bani Qbayd		
2014-Dec-31	OXFAM	Amman Govern... Amman	Amman	Central				
2014-Dec-31	IRD	Jarash Govern... Jarash	Jarash	North	Qasabat Jarash	Qasabat Jarash		
2014-Dec-31	IRC	Maftaq Govern... Maftaq	Maftaq	North				
2014-Dec-31	ACF	Liwa Bari Ubayd JOR027007	Irbid	North	Bani Qbayd	Bani Qbayd		
2014-Dec-31	UN	Irbid Govern... Irbid	Irbid	North				

STEP 2: Review the Information

The **JOR-ref-services** includes information on available services and ongoing activities for Syrian refugees and the host community in Jordan. In order to view this information after you select the sector and output, you can filter by partner, **click on the agency or the location** you are interested in and review the details of the intervention on the bottom right window using the **“Details”** tab.

The screenshot shows the 'Syria Refugee Response' dashboard with a table of activities. A callout bubble with the text 'Filter by partner or location' points to the 'Filter by partner' and 'Filter by location' options in the left sidebar.

Date	Partner	SyriaRefResp	Governorate	Region	District	Subdistrict	Refugees Camps	Camp Districts
2014-Mar-31	ACTED	Liwa Qasabat ... JOR017002	Ajlun	North	Qasabat Ajlun	Ajlun		
2014-Mar-03	ACTED	Liwa Bari Kharah JOR027006	Irbid	North	Bani Khana	Bani Khana		
2014-Mar-31	ACTED	Liwa Qasabat J... Jarash	Jarash	North	Qasabat Jarash	Jarash		
2014-Dec-31	IRC	Irbid Govern... Irbid	Irbid	North	Qasabat Irbid	Qasabat Irbid		
2014-Dec-31	IRC	Maan Govern... Maan	Maan	South	Qasabat Jarash	Jarash		
2014-Dec-31	IRC	Karak Govern... Karak	Karak	South				
2014-Dec-31	IRC	Maftaq Govern... Maftaq	Maftaq	North				
2014-Dec-31	IRC	Liwa ar Ramtha JOR027003	Irbid	North	Ar Ramtha	Ar Ramtha		
2014-Dec-31	IRC	Amman Govern... Amman	Amman	Central				
2014-Dec-31	IRC	Amman Govern... Amman	Amman	Central				



JORDAN REFUGEE RESPONSE

draft 12.07.2014

Here you can see a description of the activity, availability of the service, feedback Mechanism, referral methods, intake criteria, and other information that will be regularly updated.

The screenshot shows the 'Syria Refugee Response' dashboard with a 'Data Entry' tab selected. A table displays activity data with columns for Date, Partner, SyrRefRespRRP6, Governorate, Region, District, Subdistrict, Refugee Camps, and Camp Districts. Below the table, a 'Comments' section provides detailed information about the activity, including targeted districts, NFI distribution details, and various operational parameters like availability days and referral methods.

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict	Refugee Camps	Camp Districts
2014-Mar-31	ACTED	Liwa Qasabat Aj... JOR001002	Ajoun	North	Qasabat Ajoun	Ajoun		
2014-Mar-03	ACTED	Liwa Bani Kinanah JOR007006	Irbid	North	Bani Kinana	Bani Kinana		
2014-Mar-31	ACTED	Liwa Qasabat J... JOR008001	Jarash	North	Qasabat Jarash	Jarash		
2014-Dec-31	DRC	Maan Governorate	Ma'an	South				

Comments: targeted districts: Al-rantha, Bani kinana , Bani obaid and Qasabet irbid.
NFI (personal, house, wash hygiene items) will be used through vouchers, we deal with CIVIL SERVICE CONSUMER CORPORATION , each house hold will take 5 vouchers each of them 10jd *5 =50jd for one time only. Winterization includes: blankets equal to number of persons in household, 1 heater and 1 gaz cylinder and 11 refill. Depind on ACTED scoring system. Nesreen Abu Dabooch mafrag.database@acted.org 798020992 HAMMAM SHDIFAT (0798021476) mafrag.commob@acted.org
7. Availability Day: Sun-Thurs
8. Office Open at: 8:00am
13. Feedback Mechanism: Email to referring organisation
6. Availability: One time
12. Response delay after referrals: Case by case basis
4. Accessibility: Outreach
14. Feedback delay: Delay One month
2. Nationality: No restriction
1. Registration Type Requirement: Evpinal and Valid UNHCR ASC and MOI
10. Referral Method: Evpinal per case basis

Details | Monthly Reports | Attachments | History

Details on the activity, accessibility, referral method etc.

STEP 3: Add information

IMPORTANT:

- If your organization is reporting on more than one activity, you will be required to enter data multiple times.
- Reporting is also geo-located, so if your activity has been in multiple governorates/districts under the same sector/objective/output, you will need to enter multiple times. For the camps, e.g. Zaatari, reporting will be at 'district' level, or which Zaatari has 12 districts.

After you have selected your sector and objective you can now **add activities**, click on **"New site"** and select your **location**.



Syria Refugee Response Dashboard **Data Entry** Reports Design

Filter: JOR-Gap-Analysis, JOR-Ref-Services, CASH, EDUCATION, FOOD, HEALTH, NFI, PROTECTION, SHELTER, WASH, JOR-RRP-Monitor, JOR-RRP6-Plan, JOR-RRP6-Review

Filter by geography, Filter by date, Filter by partner, Filter by attribute, Filter by location

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistrict	Refugee Camps
2014-Dec-31	WVI	Azraq Camp JORAZR	Zarqa	Central	Zarqa Qasabah	Al Azraq	Azraq
2014-Dec-31	WVI	Llwa al Hashimiya JOR012003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya	
2014-Dec-31	WVI	Llwa al Hashimiya JOR12003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya	
2014-Dec-31	WVI	Zaatari Camp (JOR741)	Mafraq	North	Badiah Shamali...	Al Khaldyah	Zaatari Camp

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Comments: World Vision Office in Amman, Margareta Siregar, margaretha_siregar@wvi.org

7. Availability Day: Sun-Thurs
8. Office Open at: 8:30am
13. Feedback Mechanism: Email to referring organisation
6. Availability: Every Day
12. Response delay after referrals: Case by case basis
4. Accessibility: Outreach

Details | Monthly Reports | Attachments | History

After clicking on “**New Site**” the following window will be prompted then you can select the **Region** (North, South, and Central).

Choose Site

Here you can choose the site where your intervention takes place. Use the filters below to find sites where interventions have already been added. This will make it possible to link your activities results to other interventions inside and outside of your organization.

Search for existing sites

Region: [Central] (dropdown menu open)

SyrRefRespRRP6: [North] (dropdown menu open)

Matching sites: 100 matching sites. Too many sites to display, please narrow your search criteria above.

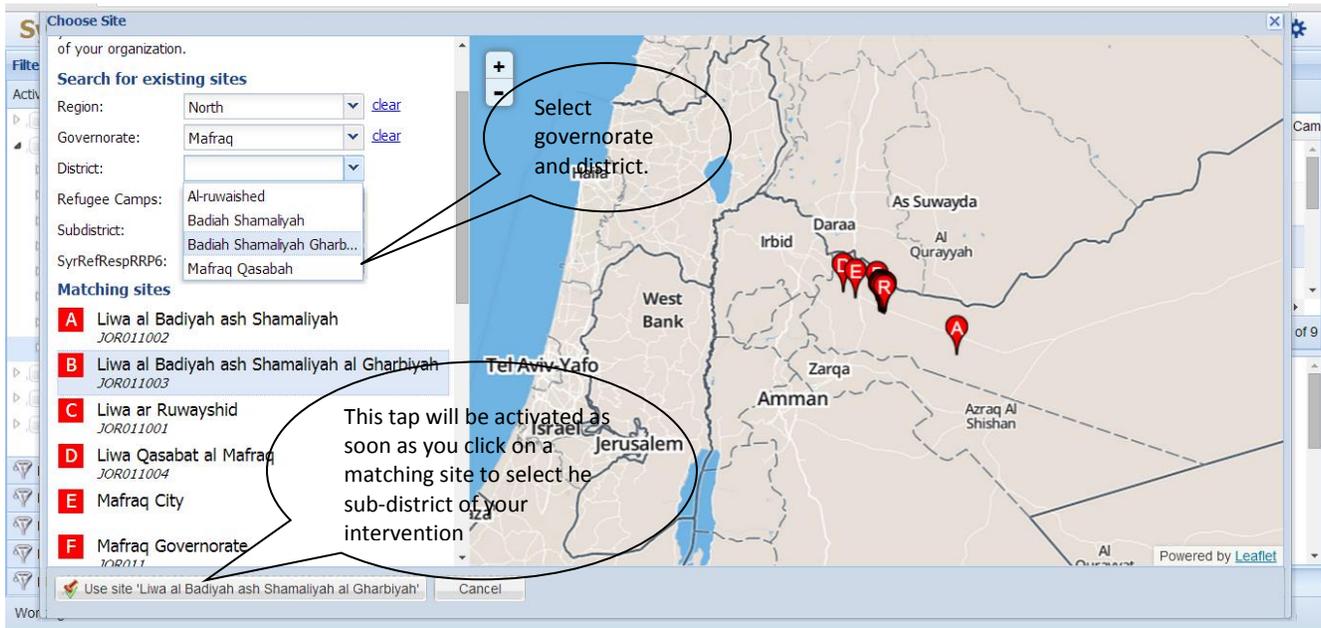
Select the Region of the intervention.

Use site | Cancel

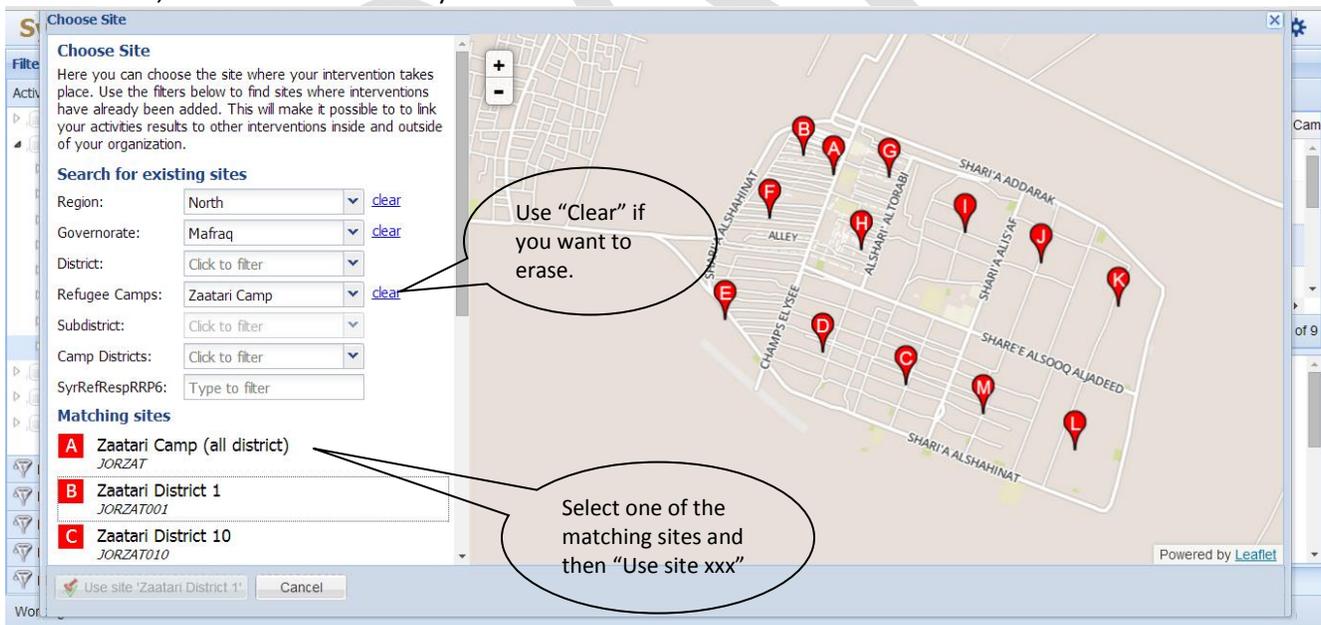
For urban/ rural interventions, after selecting the **Governorate**, select the **District** from the drop down list. The **Sub-District** level can be selected from the list of matching sites that will be prompted when the District is selected. After selecting the matching site click on “**Use Site xxxx**” on the bottom left of the screen to proceed.



IMPORTANT: Contact Information Management if you need to create new sites (cf Q&A Section IV).



For Camps, after the Region, select the **camp name (e.g Zaatari)**, and then the **camp district** (one of 12 districts, in the case of Zaatari).



After you locate your intervention you can add your details.

Intervention Details: the sector and objective is preselected, you can now select the name of your organization.

Site: you can revise the *Latitude and Longitude* of your site.



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Attributes: you have 14 questions to fill in. these includes information on your availability, the referral methods, opening hours etc. these information will appear at the main page under the tab “details”

Indicators: enter one if you are implementing on of the activities in this group.

Referral Contact: enter here the contact to be used in case of referral. This information will not be shared outside of the system (i.e. only partnering organization users who were granted access to the system will be able to see it)

Comments: here you can input a short description of your activity that helps other users to better understand what the site is about. You can include information on your intake criteria or more details on your program.

After finishing click on “Save” and go back to the main page to check your information.

Intervention details:

The screenshot shows the 'Add new intervention' form in the 'Syria Refugee Response' system. The form is titled 'Add new intervention for activity 'Hygiene promotion & hygiene products Delivery''. It includes sections for Intervention Details, Site, Attributes, Indicators, and Comments. A callout bubble points to the form with the text 'Basic information of your intervention.'

Attributes:

The screenshot shows the 'Add new intervention' form in the 'Syria Refugee Response' system. The form is titled 'Add new intervention for activity 'Hygiene promotion & hygiene products Delivery''. It includes sections for Intervention Details, Site, Attributes, Indicators, and Comments. A callout bubble points to the 'Attributes' section with the text '14 questions to be filled in.'



Indicators:

Working online

Referral Contacts:

No data to display

STEP 4: Edit existing information

You can edit the information by clicking on the **“Edit”** tab after you have clicked on your site.



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IMPORTANT: you cannot edit or delete sites that have been entered by a different organization, you can only edit/delete activities that have been entered from your organization even from a different user. However, all changes can be tracked by clicking on “History”.

Syria Refugee Response Dashboard **Data Entry** Reports Design

Filter: JOR-Ref-Services - Hygiene promotion & hygiene products Delivery

Date	Partner	SyrRefRespRR...	Governorate	Region	District	Subdistrict	Refugee Camps	Cam
2014-Dec-31	WVI	Azraq Camp JORAZR	Zarqa	Central	Zarqa Qasabah	Al Azraq	Azraq	
2014-Dec-31	WVI	Liwa al Hashimi... JOR012003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya		
2014-Dec-31	WVI	Liwa al Hashimi... JOR012003	Zarqa	Central	Al-Hashimiya	Al-Hashimiya		
2014-Dec-31	WVI	Zaatari Camp (... JOR72...	Mafraq	North	Badlah Shamali...	Al Khaldyah	Zaatari Camp	

Comments: World Vision Office in Amman
Margareta Siregar
margaretha_siregar@wvi.org

7. Availability Day: Sun-Thurs
8. Office Open at: 8:30am
13. Feedback Mechanism: Email to referring organisation
6. Availability: Every Day
12. Response delay after referrals: Case by case basis
4. Accessibility: Outreach

Click on “history” if you want to track the changes in your activities.

First click on the site you want to edit and then click the “edit” tap on the toolbar line.

After clicking on “Edit” the following window will appear. Make the necessary changes (see also Step 2 of this guide) and don’t forget to “Save”, click on the bottom right hand.

Syria Refugee Response Dashboard **Data Entry** Reports Design

Filter: JOR-Ref-Services - Need Coverage

Add new intervention for activity 'Need Coverage'

Intervention Details
Choose the project and partner implementing this intervention

1. Registration Type: MOI card
Requirement:

2. Nationality: Jordanians only

3. Intake Criteria:
 Open to all
 Specific Vulnerability Calculation/Score
 Child at risk
 Unaccompanied or separated child
 Woman at risk
 Older person at risk
 Single parent or caregiver
 Disability
 Serious medical condition
 Family unity
 Specific legal and physical protection

Click on the different taps to edit the details of your intervention.

Always save your changes.



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❖ **What other options I have:**

Delete: choose the activity you want to delete and click the “Delete” tab.

Export: you can also export the information on excel. Alternatively, you can generate reports (see step 5).

Syria Refugee Response Dashboard Data Entry Reports Design

Filter JOR-Ref-Services - Need Coverage

Grouping None New Site Edit Delete Site Export Print UserForm Publish to website

Date	Partner	SyrRefRespRRP6	Governorate	Region	District	Subdistri
2014-Dec-31	CARE	Mafraq City	Mafraq	North	Mafraq Qasabah	Al Mafr
2014-Dec-31	ACF	Liwa Bani Ubayid JOR007001	Irbid	North	Bani Obayd	Bani O
2014-Dec-31	OXFAM	Amman Govern... JOR005	Amman	Central		
2014-Dec-31	MC	Liwa Bani Kinanah JOR007006	Irbid	North	Bani Kinana	Bani K
2014-Dec-31	MC	Liwa ar Ramtha	Irbid	North	Ar Ramtha	Ar Ran

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Details Monthly Reports Attachments History

Working online

<https://www.syrianrefugeerresponse.org/#>

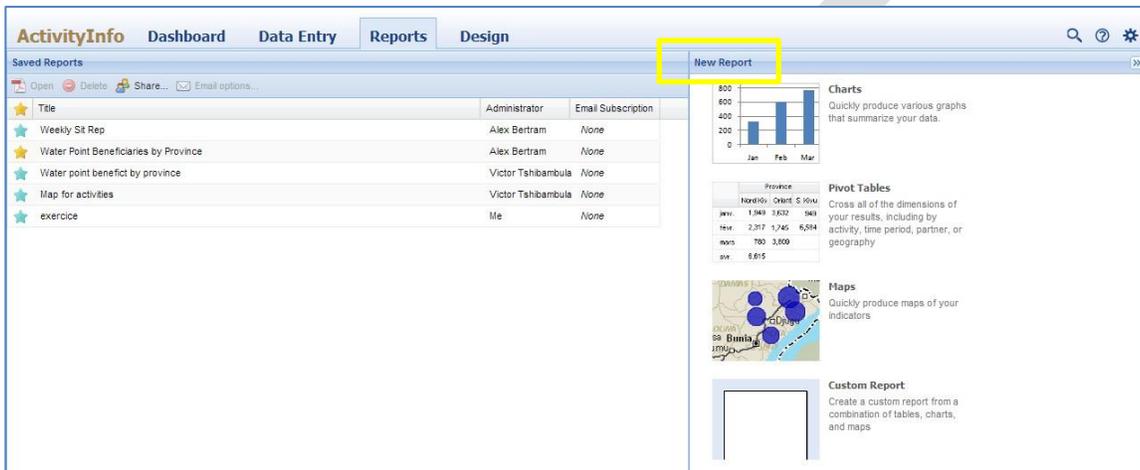
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SECTION III: GENERATE REPORTS

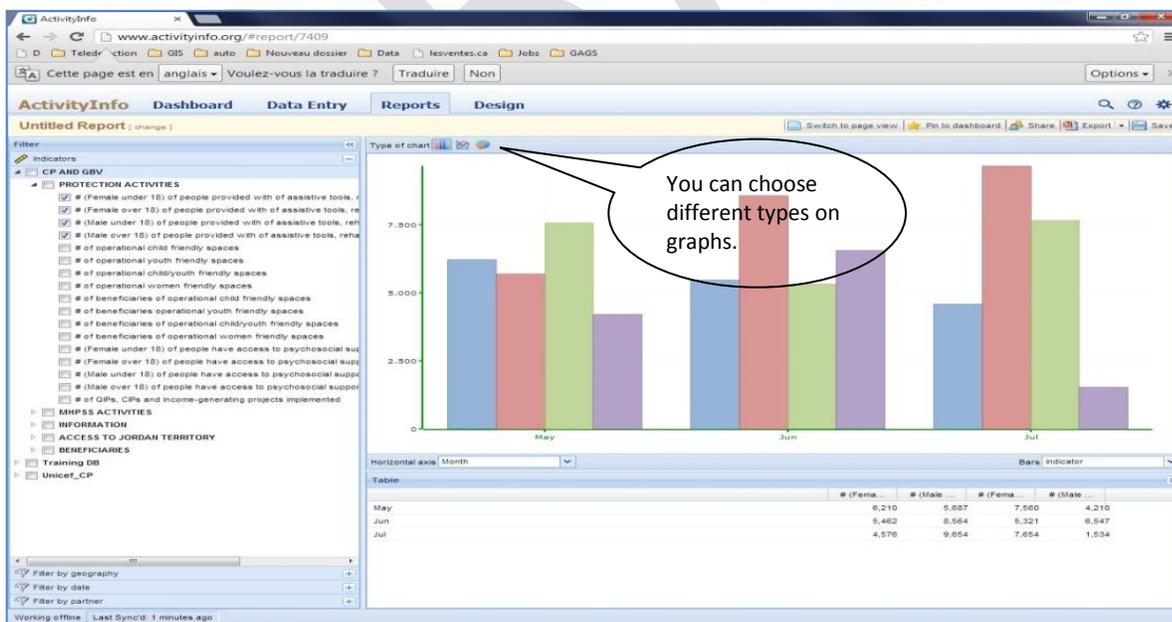
Once you have entered the data, it is possible to present them in the form of visualized information. They can be presented as charts, pivot tables or maps.

To produce a report, click on the **Reports** menu and choose one of the forms of presentation of your report under New Report. The report can then be exported in PowerPoint, Word, Image (for maps) or Pdf format by using the export function.



CHARTS

To produce a report in the form of charts, click on Charts, then click on “JOR-Ref Services” database on the left to access the different activities. Check the items you want to appear on the chart.



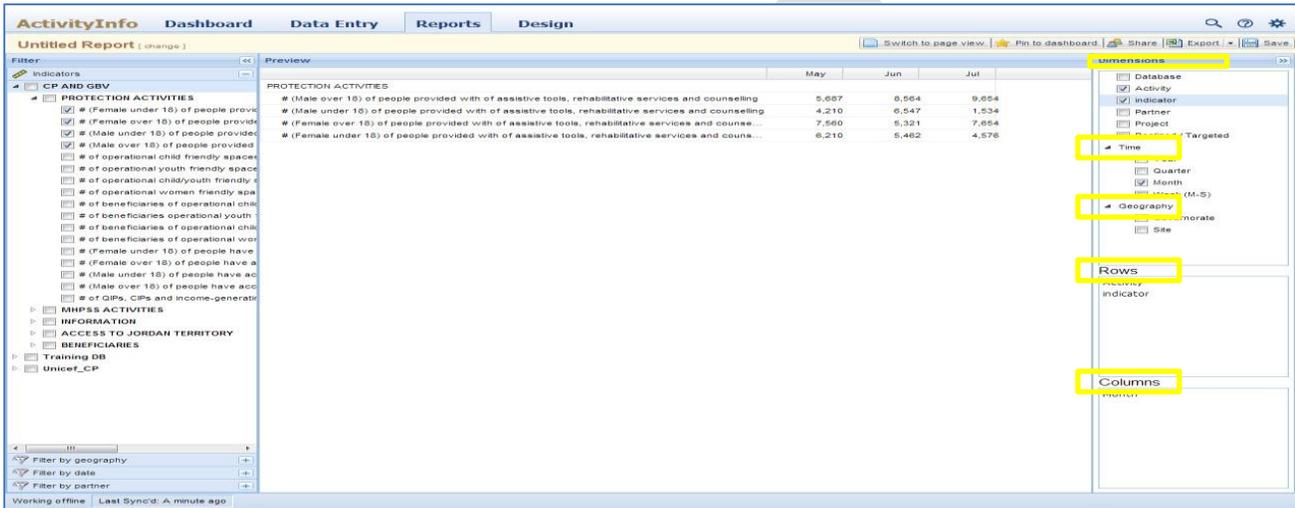


NB: When you export the chart, it comes with the legend.

PIVOT TABLES

To generate a pivot table, click **Pivot Tables**

- 1 - Select the indicator you want to be in the pivot table
- 2 - Under the **Dimension**, choose depending on which factors you want to present the data. In our example, we chose to present the data depending on indicators by activity.
- 3 - Under **Time**, you can present the data by months or years
- 4 - You can also choose the factors you want to put on **Rows** or **Columns**. To put a field in column or in row, click first in Rows or Columns and then check the field.
- 5- The **Geography** function permits to display data by location.

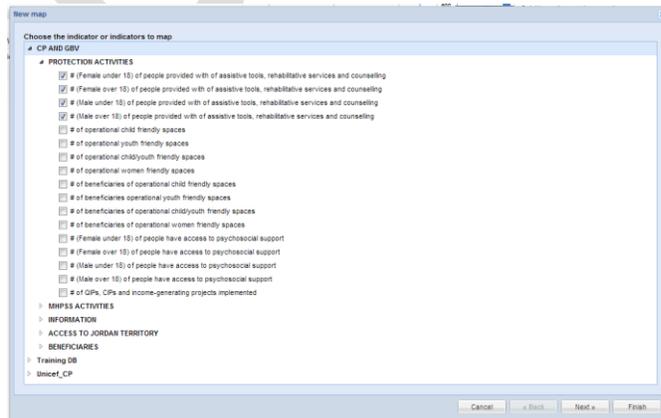


MAPS

It should be noted that the mapping capacities of ActivityInfo are not yet very developed but they are sufficient to have an overview of spatial representation of the data.

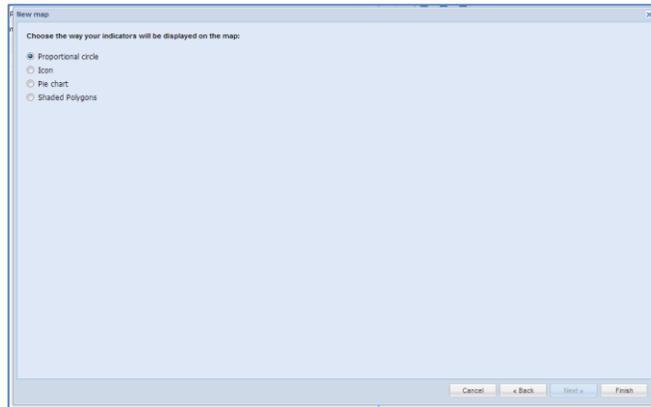
To produce a map, after clicking on **REPORTS**, click **MAPS** and then do the following:

1. Select the indicators you want represent in your map

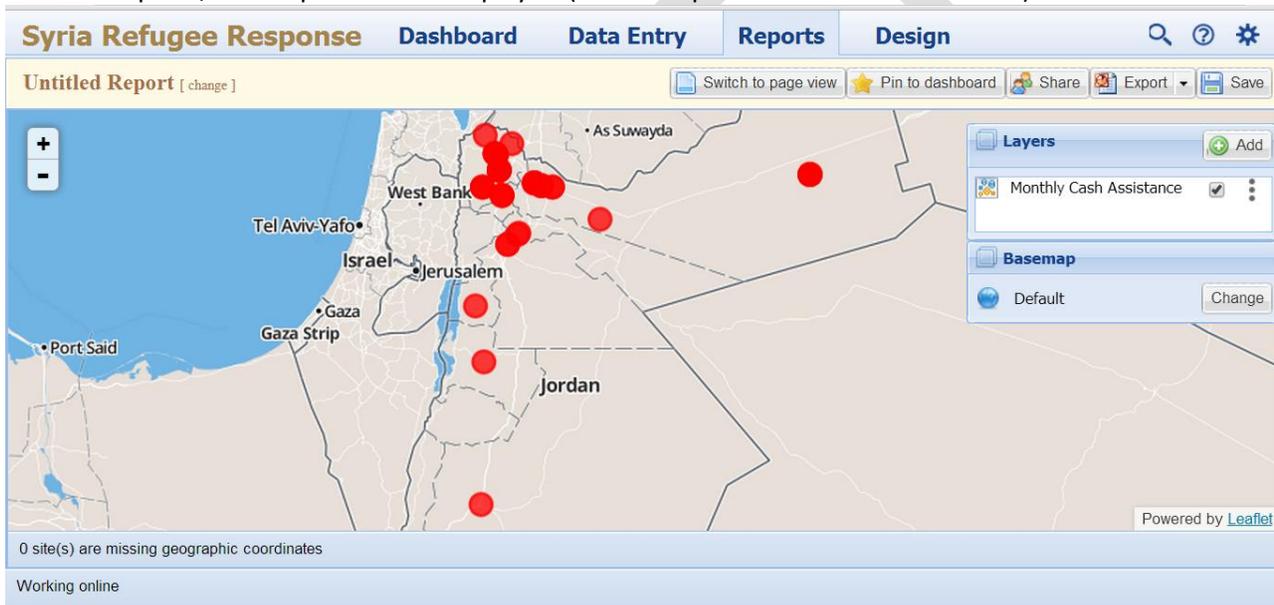




2 - Choose the way your data will be displayed on the map and click **Finish**



From this point, the map should be displayed. (NB example from Lebanon version)



SECTION IV: “Services Advisor” interface

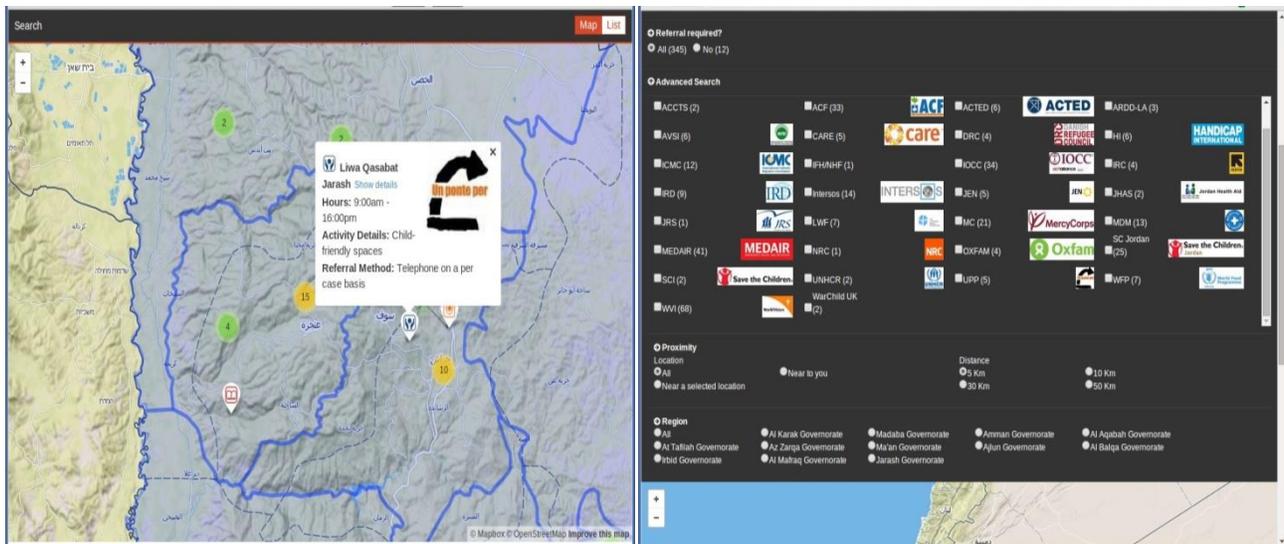
The data entered in the “Services Mapping” database will feed an online application “Services Advisor”.

The application will retrieve the data from ActivityInfo every night (except the specific information on contact details) and will present it in user and mobile friendly way.

The application will be reachable:

- In Arabic @ <http://help.unhcr.io>
- In English @ <http://data.unhcr.org/jordan/servicesadvisor>

The application is also embeddable in other websites.



SECTION V: Q&A

REVISE TAXONOMY

Services are described at two levels:

- Services Category (displayed in the data entry tab to select the type of services to be described)
- Services Details (displayed in the indicator tab)

Services taxonomy (i.e. the label used to name the service) is expected to be understood by non-technical expert and even by refugees directly.

Please contact UNHCR Information Management, if you have some suggestion to revise the taxonomy

ADD NEW OR MISSING LOCATIONS

When creating a new record to describe a location, users have first to select a location.

Par default the offered list of location is including major cities, all governorates and district.

Though it is possible to add new locations (for instance community centers or health centers) to be used for the description of specific services.

Please contact UNHCR Information Management, if you have some suggestion to revise the location master list.