



## JORDAN MISSION –

### Assistance Coordination: Winterization Response

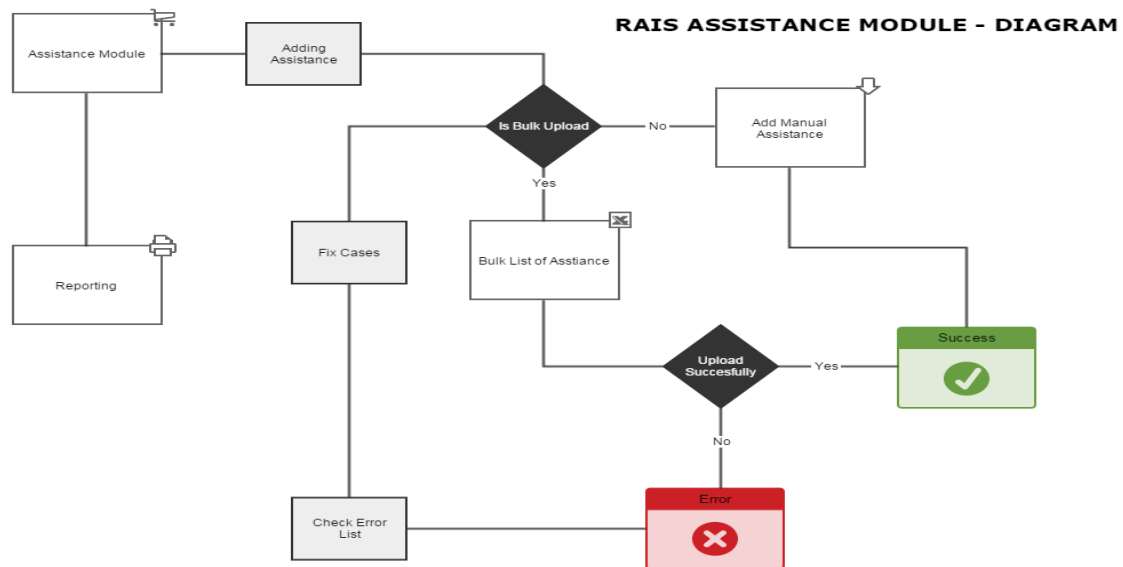
#### Training-of-Trainer Guide

##### ***RAIS Background:***

RAIS was initially developed by UNHCR Jordan in 2009 to address the demands for a more coordinated approach by partners delivering refugee assistance. In 2009 refugee assistance targeted Iraqi refugees and included healthcare, education, and material assistance packages. Following its success in Jordan, RAIS was later rolled-out in Lebanon and Syria as part of efforts to share 'best-practices' across the region. In 2012 a review of the system and current operational needs was conducted which led to the release of RAIS v2. In 2014 new modules were incorporated into RAIS including the vulnerability assessment framework, assessment management, and offline functionalities. In 2015 RAIS continued to enhance with additional modules for assistance coordination, referrals and ticketing.

RAIS is now the main coordination tool for assistance delivery in countries across the region (Lebanon, Jordan, Egypt, and Iraq). Over 200 partners are now actively using RAIS which represents over 500 individual users. Since June 2014, 150,000 Home Visits have been recorded on RAIS, and there are over 7 million assistance records corresponding to 1.5 million beneficiaries. New data exploration tools are now under development and RAIS will continue to be scaled-up across the region and beyond. Interest in RAIS has also been expressed by a number of other country operations such as Ecuador, Libya, India, Israel, Kenya and Yemen. In addition a number of key donors have made its use mandatory as part of their donor agreement with partners, independent of whether or not their funding goes through UNHCR.

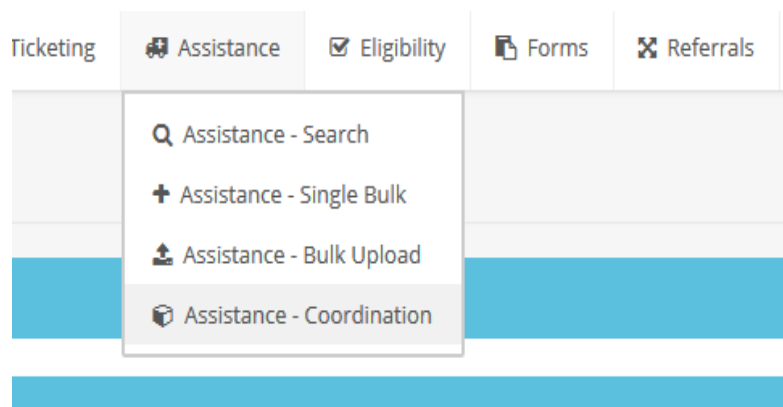
## Provision of Assistance



## Assistance Coordination Module

1. Access the Assistance Coordination Module (aka Winterization module) from the assistance menu.

The Assistance Coordination module allows multiple organisations to coordinate assistance packages to beneficiaries and enter 'blocks' to avoid duplications. If you do not have access to this module please contact [JORAMDAG@unhcr.org](mailto:JORAMDAG@unhcr.org)



Select Winter Identification Tab to the left as below:

The screenshot shows the 'Assistance Coordination' interface. The 'Assistance Identification' section has three tabs: 'Winter Identification' (highlighted with a red box), 'Nationals Identification', and 'Export Identification'. Below the tabs, the 'Identifications' table is displayed. The table has columns for ORGANIZATION, BUNDLE NAME, IDENTIFY NAME, ASSISTANCE, IDENTIFY DATE, TOTAL CASES, PENDING CASES, COMPLETE CASES, and PERIOD. The table shows four rows of data for UNHCR, all related to 'Winterization Packages 2016-2017' and 'Winter Cash Assistance - Tier 1'. The first row shows 993 total cases, 993 pending cases, and 0 complete cases. The second row shows 951 total cases, 951 pending cases, and 0 complete cases. The third row shows 883 total cases, 883 pending cases, and 0 complete cases. The fourth row shows 15692 total cases, 15692 pending cases, and 0 complete cases. Each row has 'View', 'Generate Dist. List', and 'Delete Block' buttons.

Select correct Bundle: Winterization Package 2016-2017

The screenshot shows the 'Winter Assistance Identification' interface. The 'Check Winter Assistance' section has a dropdown menu for 'Assistance Bundles'. The 'Winterization Packages 2016-2017' bundle is selected and highlighted with a red box. Below the dropdown, there are buttons for 'Standard', 'Non-Standard', and 'Case Errors'. The 'Standard' button is selected. The 'Identify Cases' button is also visible. Below the 'Identify Cases' button, there is a section for 'apply to all:' with a dropdown menu for 'Winterization Emergency Assistance'. Below this, there are four buttons: 'Cases: 0', 'Free cases: 0', 'Cases already identified: 0', and 'Cases overdue: 0'. The 'Free cases: 0' button is highlighted. Below these buttons, there is a checkbox for 'Select/Unselect All'.

1. Copy and paste UNHCR Case IDs (up to 1,000 cases max) and select **“Check list cases”**
2. The module will run a cross check on all the cases entered and advise you which cases are available to receive assistance and provide you with summaries of the following:
  1. Errors – cases which are listed as having errors means that the case does not have an ‘active’ status, and the case status is either ‘closed, inactive or on hold’.
  2. Free cases: this means the cases are available for you to select and provide assistance to.
  3. Cases already identified = cases that have already been selected by other organizations to receive assistance (the system will not allow duplication of standardized packages)

Assistance Bundles

Winterization Packages 2016-2017

Enter list of cases (one case per row)

199-  
199-  
199-  
841-  
199-  
199-  
841-  
199-  
199-  
199-

Upload Excel File

Select

Excel Template

Check List Cases

Export Results

Back

Standard Non-Standard Case Errors

31/10/2016 2016 - 2017 Identify Cases

apply to all:

Winterization Emergency Assistance

Cases 24 Free cases 9 Cases already identified 15 Cases overbooked 0 Cases assisted 0

Select/Unselect All

Assistance Type	Case number	Active Individuals	Location	Identified	Identified by	Identified on	Release	Assisted by	Date Assisted
<b>Assistance: None</b>									
Select Assistance Type	199-	5	Balqa - Ain Albasha - Ain Albasha				0		
Select Assistance Type	474-	2	Zarqa - Russeifa - ArRusayfa				0		
Select Assistance Type	199-	5	Amman - Al-Jami'ah - Al-Jami'ah				0		
Select Assistance Type	105-	5	Irbid - Qasabah Irbid - Irbid				0		
Select Assistance Type	841-	5	Amman - Alquaisimah - Alquaisimah				0		
Select Assistance Type	841-	4	Karak - Faqire - Faqire				0		
Select Assistance Type	841-	7	Amman - Amman Qasabah - Amman				0		
Select Assistance Type	105-	2	Irbid - Irbid - Irbid				0		
Select Assistance Type	199-	5	Mafrq - Badih Shamaliyah - Khaldiya				0		
<b>Assistance: Winter Cash Assistance - Tier 1</b>									
Winter Cash Assistanc...	199-	8	Mafrq - Mafrq Qasabah - Mafrq	✓	UNHCR	10/23/2016	37		
Winter Cash Assistanc...	199-	8	Amman - Al-Jami'ah - Al-Jami'ah	✓	UNHCR	10/23/2016	37		
Winter Cash Assistanc...	199-	4	Amman - Amman Qasabah - Amman	✓	UNHCR	10/23/2016	37		
Winter Cash Assistanc...	105-	5	Maan - Shobak - Shobak	✓	INTEROS	10/28/2016	42		
<b>Assistance: Winter Cash Assistance - Tier 2</b>									
Winter Cash Assistanc...	841-	10	Amman - Marka - Marka	✓	UNHCR	10/23/2016	37		

1. Check Case Errors: Cases which fail to validate in RAIS need to be followed a) First by the CASE search function; which will tell you if the case status is **Closed, Hold or Inactive**

If the error cites the message '**no designated PA**' then please consult the JORAM DAG Unit in UNHCR via [DLJoram-DataAnalysisG@unhcr.org](mailto:DLJoram-DataAnalysisG@unhcr.org) and manual synchronization requested prior to being able to select as a beneficiary.

2. Cases which appear in white are cases which are able to be selected to be blocked to receive assistance. **Beneficiaries should only be blocked when there is a confirmed distribution date and these cases have been verified by your organization and are eligible to receive assistance.** This blocking function will enable organizations to '**hold/block**' these cases for a **45 day period** as advised by the Winterization Task Force, **if the case has not received assistance or assistance has not been uploaded to RAIS with that period of time, the cases will automatically release** and be available for other organizations to select.
3. Please note that in the event that you have blocked cases and should be no longer able to assist them – it is imperative for organizations to release the blocks to ensure the beneficiaries/case does not miss out on receiving assistance from another organization instead.
4. *From the 'Identification Results', users can select individual case numbers and assistance bundles linked to case numbers. Users can also select to apply one assistance bundle to all case numbers by selecting from the drop-down menu above the table.*

5. *The current assistance bundles available in the 2016-2017 Winterization period are as follows:*

*Winter Cash Assistance – Tier 1*

*Winter Cash Assistance – Tier 2*

*Winter Cash Assistance T1 including gas contingency*

*Winter Cash Assistance T2 including gas contingency*

*Winter NFI – Tier 1*

*Winter NFI – Tier 2*

*Winter NFI T1 including gas contingency*

*Winter NFI T2 including gas contingency*

*Non-Standard NFI*

*Non-Standard Cash Assistance*

*Assistance bundles and tiers have been defined by the Winterization Task Force. For further guidance on the separate assistance tiers available contact the Winterization Task Force chairs or visit the [UNHCR Data Portal](#).*

### Winter Assistance Identification:

Winter Assistance Identification

Check Winter Assistance

Assistance Bundles  
Winterization Packages 2016-2017

Enter list of cases (one case per row)

Upload Excel File  
Select

Excel Template  
Check List Cases Export Results Back

Standard Non-Standard Case Errors 3

09/10/2016 Identify Cases

apply to all: Winter Cash Assistance - Tier 1

Cases: 19 Free cases: 19 Cases already identified: 0 Cases overdue: 0

Assistance Type Assistance: None Identified

Select Assistance Type

Select Assistance Type

Select Assistance Type

Block Name

Enter block name :  
ABNGO Tier 1 Amman

OK Cancel

Enter in description using Standardized Formatting language: OrgName\_Tier 1 Cash\_Location  
OrgName\_Tier 2 Cash\_Location  
OrgName\_Tier 1 NFI\_Location  
OrgName\_Tier 2 NFI\_Location

**Automatically generating your distribution list, go back to main Assistance Coordination page and locate your generated block.**

Assistance Coordination

Assistance Identification

Winter Identification Nationals Identification Export Identification

Identifications Refresh

ORGANIZATION	BUNDLE NAME	IDENTIFY NAME	ASSISTANCE	IDENTIFY DATE	TOTAL CASES	PENDING CASES	COMPLETE CASES			
	Winterization Packages 2015-2016									
UNHCR	Regular Basic Needs Assistance	16-2017 UNHCR T1 Cash test	Winter Cash Assistance - Tier 1	10/4/2016	35	35	0	View	Generate Dist. List	Delete Block
UNHCR	Cash and Voucher Assistance	16-2017 ABCNGO Tier 1 Amman	Winter Cash Assistance - Tier 1	10/9/2016	19	19	0	View	Generate Dist. List	Delete Block

Winterization Packages 2016-2017

Click generate Distribution List to the right of the screen. Also note the delete block button if you've erroneously blocked a list of cases or view block to manually unblock individual cases rather than the whole list.

### Generated Distribution List

As list is automatically generated through the data entered by the organization – two crucial areas to double check to ensure are correct are:

1. Provided Date – which is date of distribution
2. Value – each organization is responsible for manually reporting on the exact distribution value reaching the beneficiaries direct. For example if you are supplying a Tier 1 Cash Winterization assistance – RAIS will not automatically calculate the JD value for you based on the current family size (as case/ family sizes do change frequently – automated calculation is not feasible). Total amount received by each case to be entered in only.

CaseNo	ProvidedDate	ProvidedBy	ProvidedThrough	FundedBy	Quantity	Value	Currency	Frequency	AttendedFrom	AttendedTo	FamilySize	Governorate
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	8	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Mafraq
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	4	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	4	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	6	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	7	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	5	Mafraq
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	6	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid
199	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	1	Irbid
165	09/10/2016	UNHCR	UNHCR	UNHCR	1	0	JD	One Time	09/10/2016	09/10/2016	2	Irbid

Value = i.e. Tier 1 Cash Assistance  
Value x family size. (e.g. 73 JD x FS5  
= 365 JD) direct cash to beneficiary  
not inclusive of fees.

**Provision of Assistance to Winterization cases post distribution.**  
**Return back to Assistance menu and select Assistance – Bulk Upload**

UNHCR RAIS
Dashboard
Cases Information
Ticketing
Assistance
Eligibility
Forms
Referrals
Appeals
Reports
Administration
VAF

RAIS Search

Assistance - Search
Assistance - Single Bulk
Assistance - Bulk Upload
Assistance - Coordination
Assistance - Health
Assistance - Health ECC
Assistance - Master Coordination

Search

Search by Id

Case No.

\_ \_ \_ C \_ \_

Search by Name

Search

Clear

Photo

Status

IndividualID

CoA

Site

proGres No

CoO

Arabic Name

English Name

Mother

## Assistance – Bulk Upload

**CRI Bulk Assistance - Upload File**

**Upload Information**

**Warning!** Make sure that in your excel, the sheet name is 'Assistances'.

1. **Organization** Select Organization

Assistance Type: Select assistance type

Date Provided:

Provided By: UNHCR

Provided Through: UNHCR

Funded by:

Quantity:  Value:

Frequency: One Time

Currency: USD

Apply Only To FA: ☐

2. **Upload File:**

Assistance Template: Link - Bulk | Link - Bulk health

3. **Upload Assistance Information**

**Upload Files:**

Field	Organization	File Name	FA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1162	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Running	45898	25606	6	MohammedAlagil	11/10/2016	<input type="button" value="Download"/> <input type="button" value="Stop"/>
1161	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Interrupted/Stopped	45898	8731	2	MohammedAlagil	11/10/2016	<input type="button" value="Download"/> <input type="button" value="Errors"/>

\*To avoid upload errors ensure data is entered correctly, split number of cases in to maximum files of 10,000 cases per upload to avoid timeout error and interruption. If you do receive errors then those cases shall have to be uploaded again separately.

1. Select Organization
2. Select the automatically generated 'Distribution List' xl file
3. Upload Assistance Information
4. Status of upload visible while processing, records passed vs errors, click on 'Errors' in green to see explanation of why case failed processing.

## Understanding and addressing upload errors:

Field	Organization	File Name	FA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1581	Medair	1701 Winter Tier 2 JOR341.xlsx	Winter Cash Assistance - Tier 2	Completed	2	2		TamimBlake	31/01/2017	<input type="button" value="Download"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1580	Medair	1701 Winter Tier 1 JOR341.xlsx	Winter Cash Assistance - Tier 1	Completed	4	4		TamimBlake	31/01/2017	<input type="button" value="Download"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1579	Medair	1612 Winter Tier 2 JOR341.xlsx	Winter Cash Assistance - Tier 2	Completed	104	104		TamimBlake	31/01/2017	<input type="button" value="Download"/> <input type="button" value="Uploaded Successfully"/> <input type="button" value="Rollback"/>
1578	Medair	1612 Winter Tier 1 JOR341.xlsx	Winter Cash Assistance - Tier 1	Completed With Errors	431	424	7	TamimBlake	31/01/2017	<input type="button" value="Download"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1577	IOCC	RAISAssistanceFVDDecember.xlsx	General Voucher Distribution (GVD)	Completed With Errors	150	135	15	MahaQattam	30/01/2017	<input type="button" value="Download"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1576	IOCC	RAISAssistanceFVDDecember.xlsx	General Voucher Distribution (GVD)	Rollled Back	150		150	MahaQattam	30/01/2017	<input type="button" value="Download"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1575	PU-AMM	Copy of RAISAssistanceTemplateHthTest.xlsx	Cash For Health	Rollled Back	1	1		SalwaTurk	29/01/2017	<input type="button" value="Download"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>
1574	ACTED	Bread Card Cycle 58 From 22 To 26 Jan 2017.xlsx	Bread Voucher	Completed With Errors	5365	5318	47	mSharina	29/01/2017	<input type="button" value="Download"/> <input type="button" value="Errors"/> <input type="button" value="Rollback"/>

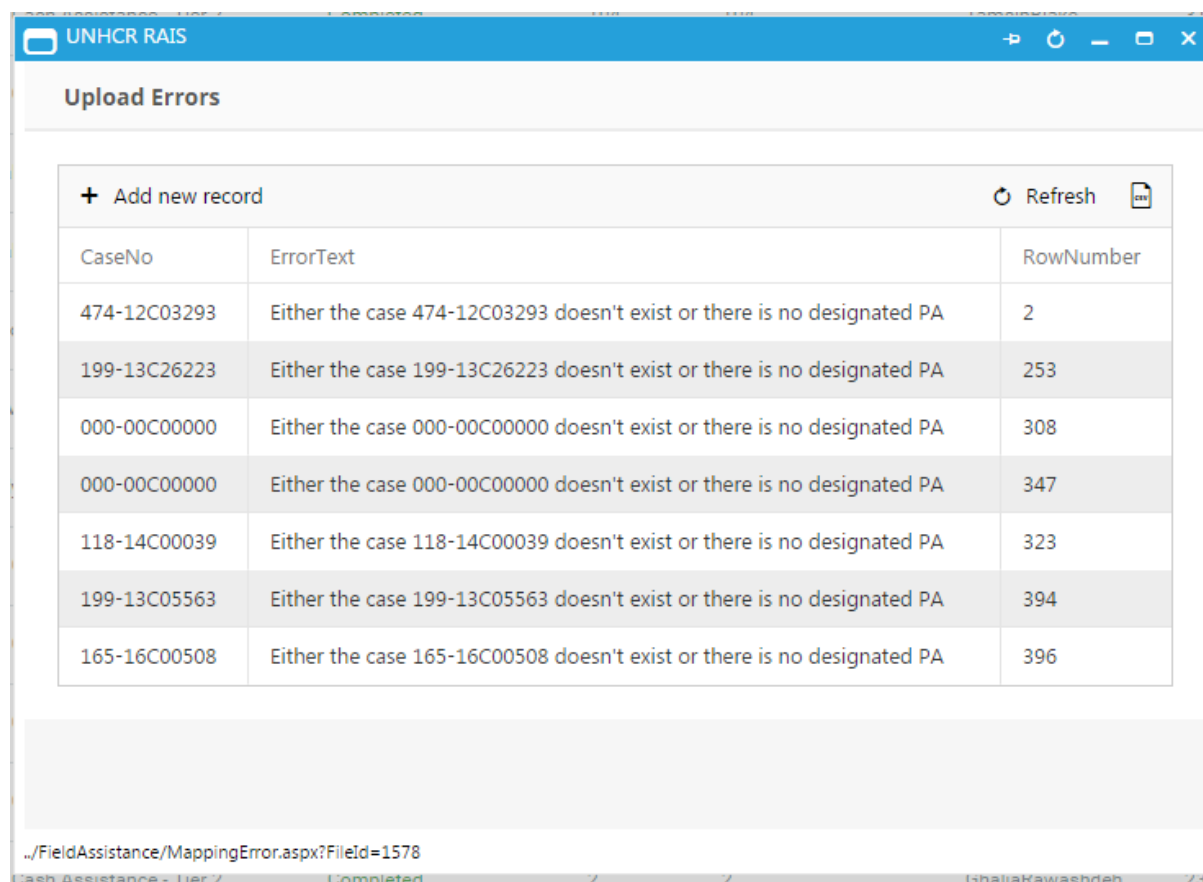
Completed Status means assistance has successfully reach the cases, you can search this through the Case search function to double check or via the reporting function.

IF Status advises 'Completed with errors' it means that either that all or some cases were not successfully applied with assistance.

In the example above the screen advises that there are '7' failed records, to understand why these cases couldn't be applied with assistance please click on the 'Errors' section on the right of the screen for further information.



## Errors Explained:



The screenshot shows a web application window titled 'UNHCR RAIS'. Below the title bar is a section labeled 'Upload Errors'. Inside this section, there is a table with three columns: 'CaseNo', 'ErrorText', and 'RowNumber'. Above the table are two buttons: '+ Add new record' and 'Refresh'. The table contains eight rows of error data. The error text for all rows is 'Either the case XX doesn't exist or there is no designated PA', where XX is replaced by the CaseNo. The RowNumber column contains values 2, 253, 308, 347, 323, 394, and 396. At the bottom of the window, a status bar shows the URL '.../FieldAssistance/MappingError.aspx?FileId=1578' and a progress indicator 'Cash Assistance - Tier 2 Completed'.

CaseNo	ErrorText	RowNumber
474-12C03293	Either the case 474-12C03293 doesn't exist or there is no designated PA	2
199-13C26223	Either the case 199-13C26223 doesn't exist or there is no designated PA	253
000-00C00000	Either the case 000-00C00000 doesn't exist or there is no designated PA	308
000-00C00000	Either the case 000-00C00000 doesn't exist or there is no designated PA	347
118-14C00039	Either the case 118-14C00039 doesn't exist or there is no designated PA	323
199-13C05563	Either the case 199-13C05563 doesn't exist or there is no designated PA	394
165-16C00508	Either the case 165-16C00508 doesn't exist or there is no designated PA	396

The Error message 'Either the case XX doesn't exist or there is no designated PA – (Principle Applicant)' can mean 1 of 3 things:

1. Incorrect case number, case number is not in ProGres or RAIS = update, correct and re-upload with correct Case ID.
2. Check Case status in RAIS Search Case module:

If Case ID appears, yet presented an error in the bulk upload check case status (next to photograph – view next slide) where there will be a letter:

A = Active

C = Closed (cannot provide assistance to in RAIS)

I = Inactive (as referred by UNHCR protection).

3. Cases with Active status can receive assistance but bulk uploader may have rejected the upload as a result of a synchronization error due to the merging of cases / change in family composition or circumstance and a new Case ID being created as a result. Request manual synchronization from [DLJORAM-DataAnalysisG@unhcr.org](mailto:DLJORAM-DataAnalysisG@unhcr.org) and re-upload assistance through bulk uploader after synchronization.

## Case Status Example:

RAIS Search

Search

Search by Id

Case No. 199 Individual ID. Document ID. Phone Number Ration Card No

Search by Name

Search Clear

Photo	Status	IndividualID	CoA	Site	proGres No	CoO	Arabic Name	English Name	Mother's Name	Sex	Date of Birth	Age	Rel
	C	199	JOR	JORIR	199	SYR				M		36	PA
	C	199	JOR	JORIR	199	SYR				F		30	WIF
	C	199	JOR	JORIR	199	SYR				F		12	DAU
	C	199	JOR	JORIR	199	SYR				M		10	SON

Check Case status as highlighted in Red

I = Inactive

A = Active

C = Closed

H = Hold

## After error amendments – upload again only for cases which received errors

CRI Bulk Assistance - Upload File

Upload Information

Warning! Make sure that in your excel, the sheet name is 'Assistances'.

Organization 1. Select Organization

Assistance Type Select assistance type

Date Provided

Provided By: UNHCR

Provided Through: UNHCR

Funded by:

Quantity: 0 Value: 0.0

Frequency: One Time

Currency: USD

Apply Only To PA ☐

Upload Assistance Information 3. Back

Upload File: 2. Select

Assistance Template Link - Bulk | Link - Bulk Health

Upload Files:

Field	Organization	File Name	PA Type	Status	#Records	#Passed	#Failed	Update By	Updated Date	Download
1162	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Running	45898	25606	6	MohammedAlagil	11/10/2016	
1161	WFP	RAIS - October Reload-Community20.xlsx	Cash Assistance - Other	Interrupted/Stopped	45898	8731	2	MohammedAlagil	11/10/2016	Errors

## Check application of Assistance


Select: **Case Information Module**

Enter in **Case ID** on **Search** screen

View one individual in case composition and select – **Assistance Case** as highlighted in the screen above and details of your bulk upload should appear as below

Case Information

Individual Bio Data



Bar Code

Caso No: 841- [redacted]

Name: [redacted]

Arabic Name: [redacted]

Sex: F

Current Status: A

Current Address: Mafraq, Badiah Shamallyah, Salihiya, Nayfeh, [redacted]

Individual ID: [redacted]

Mother's Name: [redacted]

Date Of Birth: [redacted]

Relationship: Principal Applicant

Age: 29

Individuals

Documentation

Special Needs

Ration Cards

Eligibility

Assistance Case

Assistance Individuals

Forms

Referrals

Appeals

Add Assistance

Assistance	ProvidedDate	Funded	Provide	Through	Is CaseBase	Quantity	Value	Currency	Created Date	Updated Date
Winter Cash Assistance - Tier 2	30/01/2017	OCHA	ACTED	Agency for Technical Cooperation and Development	Yes	24	4968	JD	06-02-2017	06-02-2017
Cash Assistance - Other	01/12/2016	WFP	WFP	World Food Program	Yes	1	10	JD	22-12-2016	22-12-2016

Select: **Case Information Module**

Enter in **Case ID** on **Search** screen

View one individual in case composition and select – **Assistance Case** as highlighted in the screen above and details of your bulk upload should appear as below.

Advising type of assistance, date, organization, conditionality on the assistance, amount, currency and date of upload. Organizations are only allowed to manually deleted assistances that have been uploaded by their own organization.

\*The only exception being is the '**Cash for Health**' assistance type is **not visible on this screen** as it is a confidential assistance type, but is visible in the specialized Health module

## Generate Winterization Reports

UNHCR RAIS

Dashboard

Cases Information

Ticketing

Assistance

Eligibility

Forms

Referrals

Appeals

Reports

Administration

VAF

Olivia Cribb

RAIS Search

Q Search

Search by Id

Case No.  
[redacted]

Individual ID.  
[redacted]

Document ID.  
[redacted]

Phone Num  
[redacted]

Search by Name

Search

Clear

Case / Individual Checker

Assistance

Control and Monitoring

Help Line

Vulnerability Assessment Framework (VAF)

Winterization

Assistance Blocking Details

Assistance Blocking Summary

Winterization Details

Winterization Assistance Details

Winterization Assistance Summary

Winterization Summary

Photo

Status

IndividualID

CoA

Site

proGres No

CoO

Arabic Name

English Name

Mother's Name

Sex

Date of Birth

Age

To produce a finalized report of your winterization assistance

1. Go to **Reports Module**
2. **Winterization** tab
3. Select Report: **Winterization Assistance Summary** and add filters as required and click "show report"

Please note that individuals using refugee biodata are subject to compliance to [UNHCR's Policy on the protection of Personal Data of Persons of Concern to UNHCR](#). Access to the policy can be found in hyperlink.

If you have any questions on UNHCR's Data sharing policy please contact [JORAMDAT@unhcr.org](mailto:JORAMDAT@unhcr.org)