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Akida Web App

Instruction Manual

Ukall Apps

About akida.app

Akida makes it easy to know where your mobile team is, to send and receive messages from them and to collect real-time accurate data from the field.

Know where your team is, up to the minute

- Akida locates your team on a map and provides you with real-time updates on their movements. You don't have to guess where they are working from.

Collect real-time accurate data, online or offline

- Akida supports complex mobile reports with loops, filters, skips, signatures, photos and audio. If there is no signal, reports are stored on your phone and sent as soon as a connection is found.

Send, receive and keep important messages

- Akida allows you to send and receive in-app messages from anywhere in the world. Akida also supports SMS and email notifications for reports that need urgent attention.

Get organised data for better decision making

- Akida allows you quick access to accurate and timely insights and reports. We can customize such to help you make well informed and timely decisions.

Getting Started

Ensure you have a web browser installed on your computer e.g. Chrome, Internet Explorer, Microsoft Edge, Safari etc. Visit https://akida.app/

Some organizations have restrictions to the sites you can visit from your work computer. If you have such restrictions, please require your IT administrator to allow you access the site.

Support Contacts

- Call or text the support team: -
  - Erastus - +254 723351214/ 0743349681
  - Goretty - +254 703277574
- Email: support@ukall.co.ke

First Time Users

You require a User Name and Password to login. If you don't already have one, request your Administrator to create an account for you.

Sign in

- Using the web browser of your choice, type url: https://akida.app. Click sign in, enter user Name and password then click login.

Home Dashboard

This allows you to have an overview of daily activities in the system as well as navigate through the other modules in the system. The menu on the left side of the dashboard displays all the options you can select and perform actions allowed to your account.

Today's overview

- The overview displays a summary of records on a given day, on click of any of the buttons, a list of details behind the selected option is displayed.

Locations

- Shows you the total number of locations your users are reporting from.

Users working

- Displays a list of the users who have checked in for the current day.

Users absent

- Shows you a list of the users who have not checked in on the given day.

Messages received

- Shows you if any messages have been sent by app users.

Reports received

- Displays all reports and total responses sent by app users.

Total Users

- Shows you how many users you have on your account, both active and inactive.

User Profiles

Allows you to add, edit or delete both app and web users. You can also search for an existing user, show/hide columns you do not want to see on your list and download user details to Excel.

How to create a user

- Click on user profile menu > click create user profile tab > fill in all the required details > click save user. When filling in the user's details the following fields, the app allows you to set up the reporting mobility options for each user. The following options are provided for: -

Mobile

- When you set a user as mobile that means the user is not restricted to check in/out or send a report from one location, he/she can work from anywhere.

Fixed

- This means the user can only check in/out or send a report only when within the radius of a specific location. With this option, you will need to set up locations and geo-fence the radius within which the users set to this can work from.

Once

- This means the user is only allowed to check-in once a day. The app will automatically send their location information after a given time until they check out or the app automatically checks them out at the set work time.

How to update a user's details

- Click on user profile module > a list of existing users will be displayed > click on the edit icon for the specific user you wish to update details of > after making the changes, click the update user button to save the changes.

How to deactivate a user

- The deactivate option allows a user account to remain but temporarily blocks them from being able to use the app. To deactivate a user, click on the user profile module > a list of existing users will be displayed > click on the edit icon for the specific user you wish to deactivate and change their status from active to inactive. After making the changes, click the update user button to save the changes.

How to delete a user

- Click on the user profile module > a list of existing users will appear > click on delete icon for the specific user you want to delete > a confirmation pop-up will be displayed, click delete to remove the user or close button if you decide otherwise.

Search user

- You can search for an existing user by typing their details inside the search button on the top right of the screen.

Download/export user details

- When you click on the export button, a list of the users downloaded in Excel format.

Show/hide columns

- You can hide or display specific columns by clicking on the column visibility button and clicking on names of the columns you wish to hide or show on your list.

Build Reports

This interface allows you to create a project, create reports under a project and design questions to be responded to under each report.

Projects

This allows you to create, update or delete a project.

How to create a project

- Click on build report module > several tabs appear project tab being the current tab > type in the project name and number > click save.

A newly created project will not be automatically visible to the user logged in unless they are a project owner. To be able to see and manage the project, you will need to assign the project to an owner.

How to assign a project

- Click on administrator module > select project owner > select the project you've created select person to assign to (admin logged in) > click on assign tab. The project will be visible for the user assigned to be able to manage and add questions and reports under it.

How to delete a project

- Click on build report module > a list of existing projects will appear > click delete button for the specific project to delete > a confirmation pop-up will appear > click delete to erase the project and all its reports and questions. Click cancel if you do not wish to proceed with the delete option.

NB: deleting the project will erase all reports and questions under it. A pop-up message will be displayed requesting you to confirm the action.

How to update the project

- Click on build report module > a list of existing projects will appear, click edit button for the specific project you want to edit > take the changes you want to make > click update button.

Reports

This tab allows you to create and manage reports under a project.

How to create a report

- Click on build report menu > click on report tab > select the project name > enter report name and number > click save. The report will be displayed on the list with other reports.

Default respondent name

- If you want the report to have a default question to capture the respondent name, select yes under the “display respondent” entry.

Be notified when a report is sent

- If you want to be notified every time the report is sent, select Yes under the “send email notification” entry.

Questions

This interface allows you to add questions that users will respond to under a given report.

How to add questions to a report

- Click on the build report menu > click on questions tab > select the project and the report where you want the questions to be added > type in the question > select the question control type (see options below) > click on save to add the question.

Question control types available

Different control types are required depending on how you want the users to interact with the report when answering questions. They also enforce specific validations that may be required on a given question.

Text box

- Allows the respondent to key in both text and numbers when answering the question but has limited number of characters.

Text area

- Allows the respondent to key in both text and numbers when answering the question with no limitation on the number of characters. Used when capturing open ended questions such as remarks.

Check box

- Allows the respondent to select more than one answer (multi-selection). With check box questions, you will need to provide the answers that a user can select from when answering that given question.

Drop-down

- Allows the respondent to select one answer from a drop-down list. With drop-down questions, you will need to provide the answers that a user can select from when answering that given question.

Radio button

- Allows the respondent to select one option answer. With radio button questions, you will need to provide the answers that a user can select from when answering that given question.

Date

- Allows you to set up a question that requires a user to select a date.

Sub-questions

- Used to create questions that fall in a certain category e.g. if you want to capture personal details or questions about a certain brand. Such questions will be displayed under a pop-up on report.

Signature

- This control type is used when you want to capture a signature under the report. The question will allow a respondent to sign on the screen.

Loop Questions

- Allows respondents to add more than one response to the given question if a number is not pre-determined beforehand e.g. when you want to capture all the names of children in different households where the number of children varies from one household to another.

Telephone Number

- Used when creating a question that requires a phone number to be answered. When this control is set to Telephone Number, it will not allow users to send invalid phone numbers. If a user tries to respond to the question with an invalid phone number, the app will reject the report until they type the phone number correctly.

Email Address

- Used when creating a question that requires an email address. When this control is set to Email Address, it will not allow users to send invalid email addresses. If a user tries to respond to the question with an invalid email address, the app will reject the report until they type the email address correctly.

Time

- Used when creating questions that require a user to select the time. When the question is set as time, on the app will display a clock allowing a user to select the time instead of typing.

Text Only Textbox

- Allows the respondent to key in only text when answering the question but has limited number of characters.

Skip rule

- Allows you to take your respondents through a certain path, depending on the answer they give to a previous question.

How to set up a skip rule

- Click on build report > click on skip rule tab > select the project name > select the report > select rule question > select skip by option > Click on save button to save the rule. Only questions set as control type drop-down or radio button can be used to set up skip rules.

Assign Reports

This feature allows you to assign reports to app users to be able to view on their app and respond to the questions under each. It also allows you to assign web admins access to view sent reports allowed to them.

Assign reports to be submitted by app users

- Click assign report menu > select the project name > select the report name > check the user to assign > click assign report tab. The user assigned will receive a notification and will be able to view the report assigned under their reports feature on the app.

Assign reports to be viewed web admins

- Click assign report menu > select the project name > select the report name > check the user to assign a report to from the users list > click assign reports.

Attendance Manager

This feature allows you access to all attendance reports in different formats. The attendance reports are driven by users checking in and out of the app at their assigned locations and work hours. The interface allows access to the following reports: -

Daily Logs

- Allows you to view daily check in/ check outs. To view the report, click on attendance manager > the daily logs tab is the first and will be displayed > select the date you want to view data for > click on load data button to display the reports.

- The feature will also allow you to show/hide columns, the view button against each record will let you see the location on a map where the user checks in/out and the photo the check in photo they took and the export button will allow you to download the selected list in Excel format.

Calendar

- Allows you to view monthly attendance reports for all users who have been checking in/out using the app. To view the report, click on attendance manager > on the calendar tab > select month and year you want to view attendance for > click on load data button to load the data.

Attendance

- The report allows you to view the different times a user checks in/out. To view the report, click on attendance manager > click on attendance tab > select the month and year > click on load data button to display the report.

Attendance time

- The report allows you to view the time an app user checked in. To view the report, click on attendance manager > click on the attendance time tab > select the month and year > click on load data button to display the report.

Punctuality

- The report allows you to view the users that checked in on time. To view the report, lick on attendance manager > click on the punctuality tab > select date and time by which users should have checked in > click on load data button to display a list of the users that checked in within that time.

Attendance counts

- The report shows you the number of daily check ins and check outs done by each app user and the total number over a given period. To view the report, click on attendance manager > click on attendance count tab > select the start and end date (lower and upper dates) > click on load data button to display the report.

Audit Attendance Photos

- The feature allows you to carry out a manual photo audit to confirm if the user that checked in is the right user that should have. This can be done for random dates where users are required to check in/out using a photo to ensure they are complying with the expected photo attendance. To carry out an audit, click on attendance manager > click on the Audit Attendance Photos tab > select the date you want to audit images for > click the load button to display the data.

- The feature will load the user's photo as registered under user profiles and the photo they checked in/out with. On the left side of each row, it will allow you to mark whether the 2 photos match, do not or unsure. The data will be displayed under each respective tab under statistics to allow for ease of follow up with users not checking in with the right photos.

View Attendance Photos

- This feature is in a gallery format that allows you to view the photos app users checked in/out using for users that are required to check in/out using a photo. Each photo carries details of the user including their names and the timestamp on each photo. To view the photos, click on attendance manager > click on the Attendance Photos tab > select the start and end date to view (upper and lower dates) > click on the load data button to view the photos.

Messages Manager

This feature allows for sharing and receiving information and app messages between app users and web admins.

Message Team

- Allows you to send messages to app users or view messages they have sent.

How to send a message

- Click on messages manager > select message team > click on the compose message button > select message type (warning or information) > select the target group to send to i.e. All users, specific users or users responding to a specific report > type in your message under "compose your message here" field- > click send message button to send the message to app users or cancel to stop sending the message.

How to view messages sent by admins

- Click on messages manager > select message team > click on outbox tab > select the start and end date to view messages within (lower and upper date) > click on the load message button to view the sent messages.

How to view message sent by app users

- Click on messages manager > select message team > the inbox tab is displayed by default > select the dates within which you want to view messages sent by app users (lower and upper date) > click load message button to view the messages.

Manage Files

- Allows you to view, manage or share pdf files with app users.

Share a file

- Click on messages manager > select manage files- > click on the upload pdf button > select the pdf file you want to share > the file will be uploaded automatically and displayed to app users under their resources.

View shared files

- Click on messages manager > select manage files- > click on the load pdf button > this will allow you to view or delete pdf files sent to app users.

View Reports

This menu allows authorized web users to view, export (download) or manage (delete) reports sent by app users.

Submitted Reports

- This feature allows you to view and download reports sent by app users. You can only view the reports assigned to you. To view the reports, click on the view reports menu > select submitted reports > select your project and report under it > select the load category i.e. all, submitted by (for this option specify which user you wish to view reports from) and date range (for this option specify the start and end date you want to view data within) > check on the include media box if you wish to view images, audio or signatures sent with the reports > click load reports button to view the reports. If a report had images or audio sent with it, the number of images and audio submitted will be displayed under the summary count column.

View or download submitted reports

- Once the data loads, you will have an option to export to various formats or interact with the data on the screen. You can also search for a specific record by typing some related text under the search area at the top right of the screen.

View images sent with reports

- If you checked on the include media box before when loading the reports, you will also be able to see other media sent with the reports. Click on the view link against each report, a pop will be displayed that will allow you to view where the data was sent from on a map and any images or signatures sent with the report.

Listen to audios sent with reports

- To listen to the audio sent where available, click the play link against a selected report.

View analytics

- A “view analytics” button may be visible but only for projects that have custom dashboards designed and linked to the report based on specific measurements and visualization requirements of the project.

Reports Images

- This feature is in a gallery format that allows you to view the images sent with reports from app users. To view the images, click on the view reports menu >

select your project and report > select load category (all, submitted by – for this, selected user you wish to view images from or date range – this will require you to specify the start and end dates within which you want to view the data) > click the load images button to display the images. Each image shows who sent it and the timestamp. Right click on a given image and choose to save if you wish to download it.

Manage Reports

- This interface allows authorized admins to view and remove any unwanted data such as training or test data. To manage reports, click on the view reports menu > select manage reports > select your project and report > select load category (all, submitted by or by date) > click load reports button > check on the reports you wish to delete under the column delete > a red delete button will appear at the top click delete > a confirmation pop-up will be displayed requesting you to confirm if you wish to delete the checked record. Click on the delete button to confirm or close (x) to cancel. Please note that deleted reports cannot be reversed.

Geofencing

This feature allows you to design boundaries within which your teams can report while within. All users set as “Fixed” under the mobility options when creating their user profiles will require to be assigned a territory to work within.

Territories

- This allows you to create, update or delete a territory.

How to create a territory

- Click on the geofencing menu > select territory. A page will be displayed with a Google maps interface and some questions for you i.e. territory name, payment (optional for only cases where the team is paid using Akida payroll based on a specific rate per territory), phone email and status. Fill in the details then search for the area on the map > draw the bounds you want to cover for that territory > click save.

How to update a territory

- Click on the geofencing menu > scroll down to see the list of existing territories or search for a specific territory if the list is long > click on the edit icon (pencil) on the territory name you want to update > make the changes then click update button to save the changes.

How to delete a territory

- Click on the geofencing menu > scroll down a list of existing territories or search to find the specific one you wish to delete > check on the box button against the territory you wish to delete > click on the red button that will be displayed to delete the territory.

Assignment

This feature allows you to assign an app user to a specific territory within which they are expected to report from.

How to assign a territory

- Click on the geofencing menu > click assignment > select the user you wish to assign a territory by checking on their name from the active user list > select a territory > click tie to territory button. Note that you can only tie an app user to a territory only if their mobility under user profiles is set as fixed.

Administrator

User privileges

- This allows you to assign web permissions to other web users. New users do not have access to any web functionalities until assigned under this module.

Assign user privilege

- To assign privileges, click on the administrator menu >. Select user privileges > select a user from active users list- > select one or multiple privileges you want to assign them and click assign.

Revoke user privilege

- The assigned privileges will be displayed on a table below on the same interface. If you no longer want a given user to access a given privilege, select or search for the privilege from the list. Check on the privilege and click delete. The user will no longer be able to access the deleted privilege.
- have checked out after the maximum hours set for work. Users will not be able to send reports past the set working hours.

Project Owners

- This feature allows you to assign users to a project. Once assigned a project, the user can make changes to reports and questions on the project under the build reports menu. To assign a project owner, click on the administrator menu > select project owners > select or search for the user you want to assign a project to > select or search for the project under the projects list > click on the assign button to allow the selected user access to the selected project.

System Access Audit

- This feature allows you to view the account activities including which users logged in, what they did in the system and from which machines. To view the system audit, click on the administrator menu > select system access audit > select the start and end date that you wish to view data within > click on the load button to view the audit.

- Once the data is displayed, you can be able to filter the audit by user, by their user type or by action carried out in the system. You can also hide or show columns on your list by clicking on the column visibility button and clicking on the columns that you wish to show or hide. You can also download the system audit to Excel, CSV, PDF or print.

App Version Audit

- This feature allows you to view which version of the app users are running on. The interface also allows to filter users who are not up to date on their app versions for admins to follow up with to ensure accurate reporting from all users. To view the app version audit, click on the administrator module > select app version audit > select the start and end date to view the audit within > click the load button to display the audit.

User Types

- This feature allows you to define the various user types to select from under the user type dropdown list when adding or editing a user. To add a new user type, click the administrator menu > select user types > type in a user type name > click save. The newly added user type will be displayed under the user type dropdown list under user profiles.