

Super user orientation to new users

INTRODUCTION

The document highlights the role and responsibilities of a super user on a facility. The super user will be a first line of contact for help desk. All issues on the facility will be reported to him/her and he/she will provide feedback on the system performance to help desk.

This exercise has been put in place to ensure maximum performance of the system. The document explains the first line of troubleshooting that a super user will conduct before an officer arrives on the facility for support.

Super User Activities

1. On job Training

- Responsible for training new user on how to use the system

2. Set system properties

- provide any system feature or additional point requests made by users.

3. Managing user accounts

- Creating user accounts
 - select administration > user Accounts/Settings > create user
- Activating and deactivating users (OPD application)
 - select administration > user Accounts/Settings > view users > activate / Block / Retire
- Setting user roles
 - select administration > user Accounts/Settings > set user roles > select user > finish > assign role(s) > finish
- resetting password
 - select administration > user Accounts/Settings > change password > (enter the new password) > finish

4. Running Facility Reports (refer to Facility Report SOP)

- OPD Reports
 - OPD General
 - Diagnosis report
 - Total registered
- ANC Report
 -
- HTS Report
 - MOH facility report
- ART Report
 - cohort reported
 - disaggregated report

5. Inventory management

- HTS programs > administration > inventory > receive/issue/adjustments
- drug management
 - Enter verified physical stock count > drug name > delivery date > number of units > quantity per unit > expiry date > finish
 - Enter product relocation/ disposal > select task > destination > date of disposal/relocation > select products > finish > relocation/disposal details
 - Expiring Drugs > select start date > select end date > finish
 - Drug movement report > select drug > start year > end year > finish

6. Hardware, software and network troubleshooting

- Resetting printer settings
 - Press and hold the green button and let it blink for a couple of times
 - Switch off the printer using the switch at the back of the printer and press and hold the green button while you switch it on
- Replacing ribbons
 - open the printer > remove the used rollers > insert a new roller > make sure the ribbon is rotating.
- Replacing labels
 - open the printer > remove the cardboard roller > insert a new roller > make sure the label is rotating.
- Rebooting J2s/ EBN and Server
 - Press the on and off the power button. The table below shows the location of the power button

Equipment	Location
server	In front of the server
EBN	right side of the EBN close to the bottom
J2	Small button at the bottom of the J2 (press and hold)

- Network troubleshooting

(Note that if none of the solutions resolved the issues, report the issue to help desk)

Commons issues	Possible solutions
Unable to connect	Check if the lights on the networking port are blinking, if not <ul style="list-style-type: none"> • make sure the cable is properly inserted both to the j2 and data socket • restart the J2 • replace the cable • when all j2s are unable to connect to the network. Check if the server is on and if it is on, restart the server. • Check server to switch connection
J2 freezing	<ul style="list-style-type: none"> • Restart the J2
Unable to print	<ul style="list-style-type: none"> • Restart the printer and J2 • Check if the ribbon and label is available in the printer
J2 not booting	<ul style="list-style-type: none"> • Make sure that the light in the power supply is on.