PROMPT FAQ

What is PROMPT? PROMPT is a knowledge management system designed to replace the Projects and Proposals areas of Alert's Sharepoint Intranet platform and create a user-friendly database, enabling all Alert staff to search and view project-level information from across the organisation.

What does PROMPT stand for? PROMPT stands for **PRO**gramme **M**anagement and **P**roject **T**racking.

Is there a PROMPT policy? Yes. If you have more questions on PROMPT, you might find your answers in the PROMPT policy which is on the intranet with all other Alert policies (which you can find in the document centre – in the "organisation" menu).

Who is responsible for keeping PROMPT up to date? The project development lead (in case of a proposal), and, once a project is funded, the Project Manager, or alternatively the Budget Holder of each project is responsible for keeping each project site up to date.

Who has access to the information shared on PROMPT? Everyone within the organisation, meaning everyone who has an @international-alert.org address, has access to PROMPT. This way, when your project site is up-to-date, if a colleague is looking for information on your project, you can send them directly to your project site rather than sending them documents by email.

What if I am having issues with PROMPT? A good place to start is this FAQ document. Additionally, you can reach out to your SPDAO, the MEL Coordinator, or the helpdesk at helpdesk@international-alert.org.

Dashboard FAQ

How can I access my country, region or programme data quickly and easily? On the PROMPT dashboard (which is basically the PROMPT home page) there are quick links to regions and other programmes including an interactive map that shows at-a-glance views of current projects for each country, and a simple click enables you to access all projects for that country.

Projects & Fundraising Pipeline FAQ

What is an easy way to view funded projects by region? Navigate to the 'Projects and Funding Pipeline' page by clicking the link at the top of the menu bar on the dashboard. By selecting the desired region on the left hand-side menu bar, you will be brought to a page with all current funded and unfunded projects for that region.

Add project/proposal FAQ

How do I create a new project? On the PROMPT dashboard page, or any project landing page, navigate to the top menu bar and click on the link '+Add Proposal/Project' which will open a new project site template that provides the minimum required information to create a new project.

Can I add a project that has not been signed yet? Yes. PROMPT is a platform to keep track and store documents for concept notes, proposals, and projects, whether they have been signed or not, or submitted to a donor or not.

Project Sites

What is a project site? A project site is a section of PROMPT that is dedicated to one project. However, that project does not need to be fully developed nor funded to have a 'project' site.

How do I edit a project? After navigating to a project site, select the 'Edit Project' link toward the top-right of the page, which will enable you to edit the project template.

When should I create a new project site? A new project site should be created as soon as we intend to draft a concept note, letter of interest or proposal, whether it is submitted or not, or funded or not.

When do I update my project site? Your project site can be updated at any point in time, when you need to change any of the information on the project home page (status – 'submitted' to 'ongoing' for example, forecast, title if it has changed, etc.). You can also add anything to your project site as soon as you have it: a new document to add for instance, such as a budget modification, or a new partner report. You can also update your project site when you have implemented an activity – you can keep a record of this activity in the Monitoring Data section, or when you had a beneficiary tell you about a change that they have seen related to the project, which you can add as a result in the Monitoring Data section.

How do I upload a document into a project? Navigate to the desired project site and select 'View Project Documents'. Once the project documents page opens, select the 'Upload' link above the 'All Documents' title to populate the file finder.

How can I open the documents of my project site in a normal Windows folder? You can easily manage the documents and folders of your PROMPT project site by opening them as regular Windows folders (like the ones you use on your computer) and saving them as favourites on your computer. You can do that by following the few steps here, and drag-and-dropping these folders in your favourites (where the star is, to the left where all your main folders are). If you need any help with this, send a quick email to the helpdesk at helpdesk@international-alert.org and they will be able to help you.

What documents should I be saving on PROMPT? You can save all you project documents on PROMPT and use PROMPT as a place to share documents that multiple people are working on at the same time, thus avoiding the confusion of exchanging multiple emails with different versions of the same document. In addition, you should <u>at least</u> be saving the following documents:

- Project documents approved by the donor (approved proposal, logframe, budget etc.)
- All narrative and financial reports approved by the donor (monthly, quarterly, annual reports, depending on donor reporting requirements)
- All partner narrative reports
- All approved activity ToRs and approved activity reports
- The budget and all key financial documents, including subsequent budget adjustments.
- All key correspondence with donor (emails justifying and approving project adjustments, report submissions and approvals, etc.)
- Research reports and publications
- All partner contracts
- Forecast budgets and workplans
- Case studies, articles and videos
- M&E tools, databases and evaluation reports
- Reports from project workshops (inception, annual, planning, partner workshops…)

Where can I find project activity and results data? After navigating to the desired project home page, click on the tab titled 'Monitoring Data' which will bring users to the dashboard where activity and results data can be inputted and viewed.

Why is there a 'Monitoring Data' tab, in addition to the M&E folder in 'Project Documents'? The M&E folder should include all M&E related documents, such as the project M&E tools and databases, partners monitoring reports, project reflection session notes, review, assessment or evaluation reports, etc. The Monitoring Data section of your project site is one of your monitoring databases, which contains activity information and results in a way that the information can be aggregated at global level for organisational reporting. You can use that Monitoring Data section as one of your monitoring tools, but you will probably need to complement it by project specific project management and M&E tools.

How can I use PROMPT as a project management tool? PROMPT can be used for coordination within your team, whether it's for sharing information and documents, or oversight of the activities that are being implemented. The results in the Monitoring Data section, which can be intended, unintended, positive or negative can also be the basis for project reflections sessions within the team, that can lead to project adjustments. In addition, data from the Monitoring Data section can be exported for specific periods, which can be useful for donor and annual reporting.

How can I export data from the Monitoring Data section of my project site? If you want to know the number of participants, male and female, that have attended dialogue sessions in a specific time period for instance (provided that the dialogue session information is up-to-date), you can click on ‘Export’ (next to Results), choose the time period and click on ‘export selected training meeting data’. This will generate a database that is downloaded automatically. Check your download folder if you can’t see it right away. Note that to save changes on this database, you must save in Excel. The CSV format will not allow you to save changes you make to this database.

How can I know if there has been any recent activity on the project site? At the bottom of each project home page there is an activity log that tracks who reads and updates the project and when. PROMPT also tracks who and when they make modifications to project documents for each folder and document on the project documents page. Finally, a company-wide activity view is visible on the PROMPT dashboard that shows any and all activity on the PROMPT database.

How can I share resources with my colleagues? The best way to currently share a page, folder, or document on PROMPT is to copy and paste the URL of the page you wish to share and email it to your colleague. Once they receive the link, they will be asked for their credentials to log into PROMPT, but will be directed to the exact page you shared with them.

Search Data FAQ

How do I search for project documents? On the PROMPT dashboard and on each project home page there is a tab titled ‘Search Data’ that brings you to a search page for projects and proposals. This can help you identify projects and their respective documents. Additionally, there is another tab titled ‘Search Documents’ that enables you to search for keywords and populate the specific documents that have those keywords.

What if I need specific information? Under the ‘Search Data’ page, you can filter for desired information from drop-down boxes in the query form on the left-hand side of the page.

How can I search for projects by theme or area of work? Under the ‘Search Data’ page, you can filter for desired information from drop-down boxes in the query form on the left-hand side of the page. Among these, you can search by pathway, or themes, such as youth, diaspora, gender, DDR, human rights, justice, security, social media, women’s empowerment, and many others.

How can I limit a document search to just a specific project? After selecting the desired project, select view project documents and navigate to the search box just above the project folders to search for keywords. Additionally, this process can be duplicated under any project folder to limit the search results to just the folder’s documents.

How can I tell if a folder has documents in it without clicking on each new folder? Click the ‘View Project Documents’ in the top right corner of the project site, which will show you previews for the number of sub-folders and documents in each folder.

How can I extract information on all projects and proposals that are on PROMPT? Click on ‘Search data’ and then ‘Search’. Here you can click on ‘download these projects in CSV’ to have a database with all projects. By using filters, you can filtering out different categories of information. For example, you can get fundraising statistics, for your country or programme, or a list of projects and proposals for the entire organisation. Note that to save changes on this database, you must save in Excel. The CSV format will not allow you to save changes you make to this database.

You cannot find your question here? Please send your question to Marie at this address mweiller@international-alert.org and she will either answer your question or direct you to someone who can.