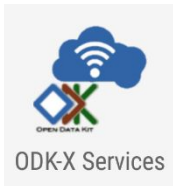


# Installing the ODK-X Services, Tables, and Survey

In order to use the Cold Chain application, ODK-X Services, Tables, and Survey must be installed. You must be connected to the internet in order to install the applications. You may be prompted to accept security permissions. Grant all of the Android security permissions.



**ODK-X Services** is a program that handles database access, file access, and data synchronization services between all the ODK-X applications. Mostly this happens behind the scenes, but you will need to install ODK-X Services as a prerequisite to using the other ODK-X tools.



**ODK-X Tables** is a program that allows you to visualize and update existing data. Using Tables as your entry-point to data collection, you will be able to gather data using ODK-X Survey, sync it to a server using ODK-X Services, and have other users download and edit this same data on their own devices.

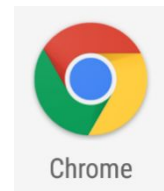


**ODK-X survey** is an Android application for performing data collection in the ODK-X framework.

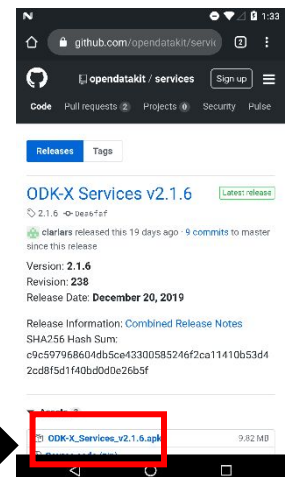
## Install ODK-X Services

1. Open a Chrome web browser on your Android device and type in

<https://github.com/odk-x/services/releases/latest>

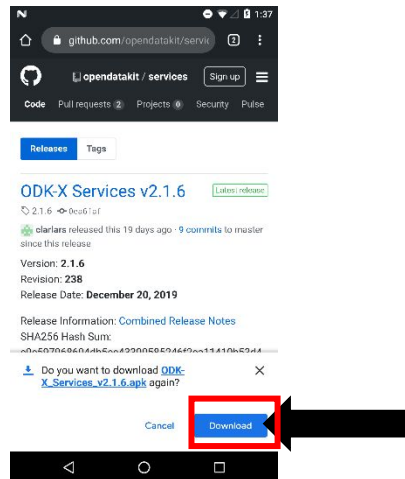


2. Click on the latest ODK-X Services Under Assets, click the *ODK-X\_Services\_(latest version #) .apk* link.

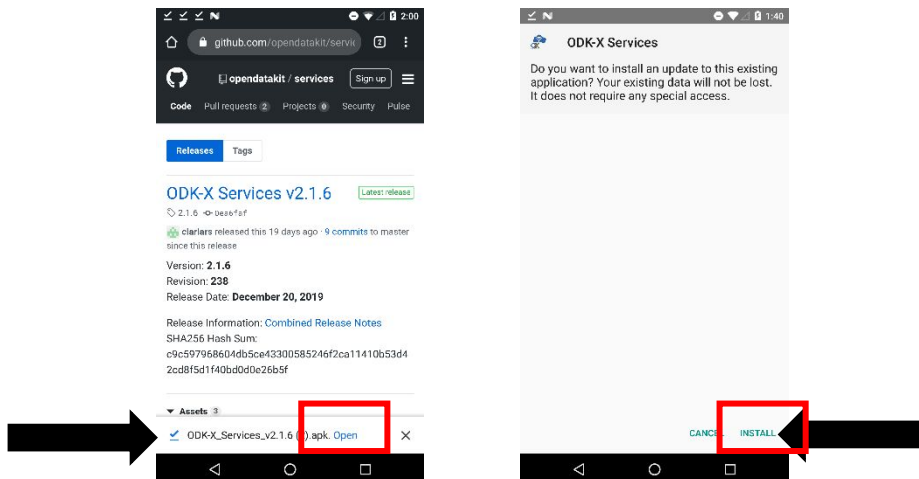


# Installing the ODK-X Services, Tables, and Survey

3. You will see a message stating, “This type of file can harm your device. Do you want to keep ODK-X\_Services\_vX.X.X.apk?” Click *Download*.

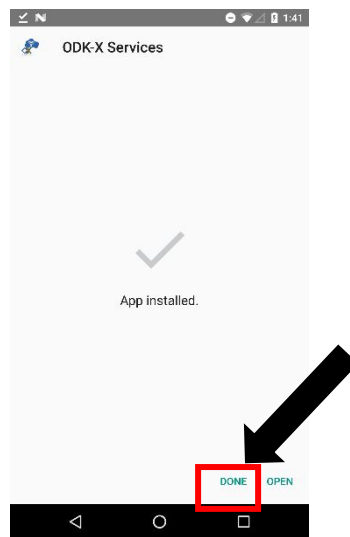


4. Click *Open*. You will see a screen that asks if you want to install this application. Click *Install*.



# Installing the ODK-X Services, Tables, and Survey

5. You will see a message that says, “App installed.” Click *DONE*. Congratulations, you’ve successfully installed ODK-X Services. You will also need to install ODK-X Survey and ODK-X Tables. The steps for those apps will be very similar to the previous steps.

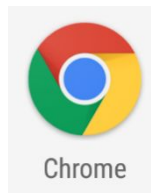


# Installing the ODK-X Services, Tables, and Survey

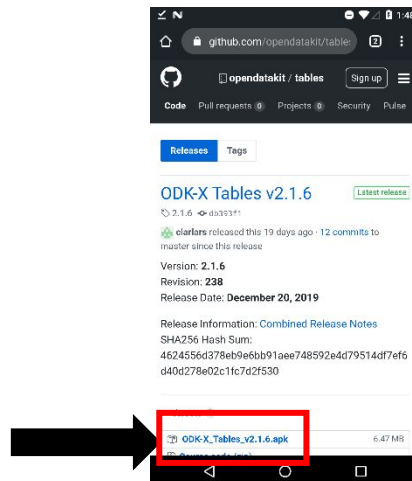
You must be connected to the internet in order to install the applications. You may be prompted to accept security permissions. Grant all of the Android security permissions.

## Install **ODK-X Tables**

1. Open a Chrome web browser on your Android device and type in <https://github.com/odk-x/tables/releases/latest>

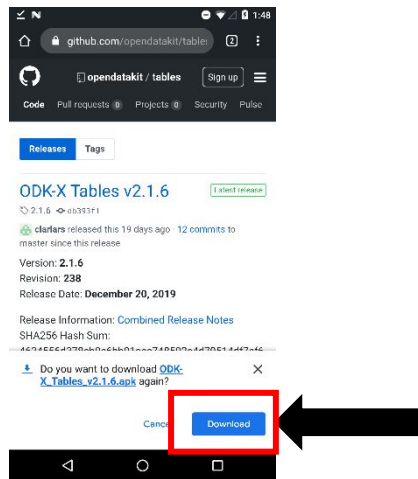


2. Click on ODK-X Tables latest version Under Assets, click the *ODK-X\_Tables\_(latest version #) apk* link.

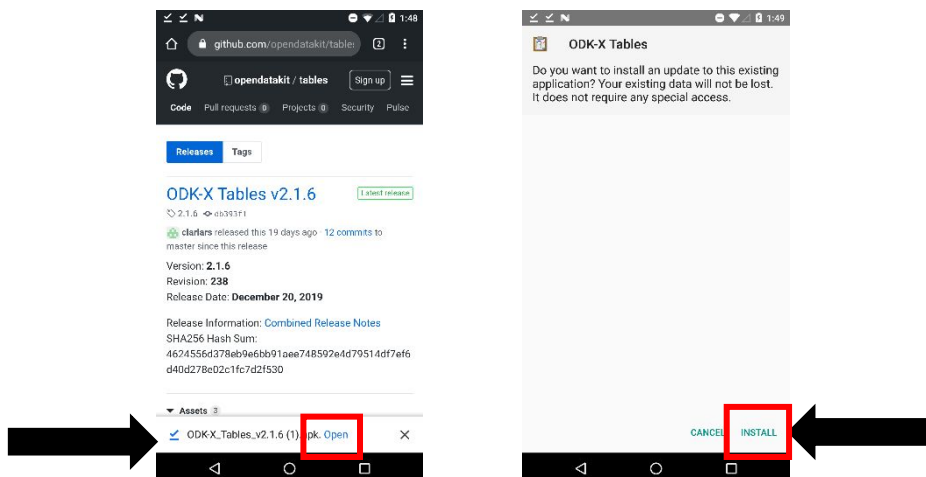


# Installing the ODK-X Services, Tables, and Survey

3. You will see a message stating, “This type of file can harm your device. Do you want to keep ODK-X\_Tables\_vX.X.X.apk?” Click *OK*.

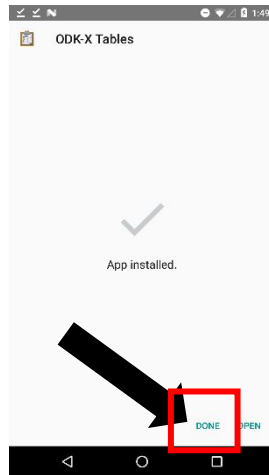


4. Click *Open*. You will see a screen that asks if you want to install this application. Click *Install*.



# Installing the ODK-X Services, Tables, and Survey

5. You will see a message that says, “App installed.” Click *DONE*. Congratulations, you’ve successfully installed ODK-X Tables.

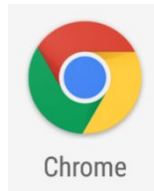


# Installing the ODK-X Services, Tables, and Survey

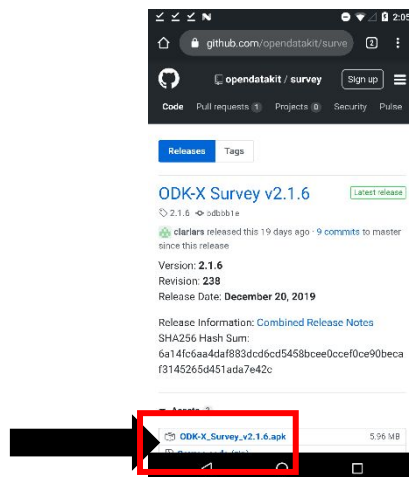
You must be connected to the internet in order to install the applications. You may be prompted to accept security permissions. Grant all of the Android security permissions.

## Install **ODK-X Survey**

1. Open a Chrome web browser on your Android device and type in <https://github.com/odk-x/survey/releases/latest>

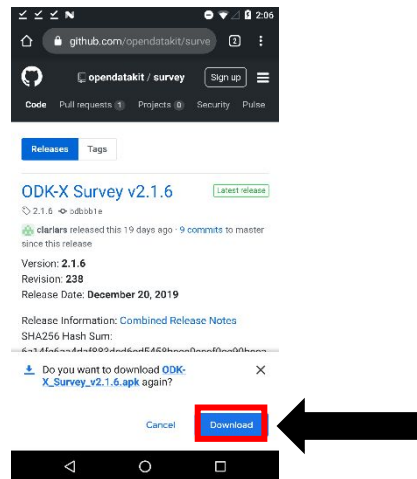


2. Click on ODK-X Survey latest versions. Under Assets, click the *ODK-X\_Survey\_(latest version #) apk* link.

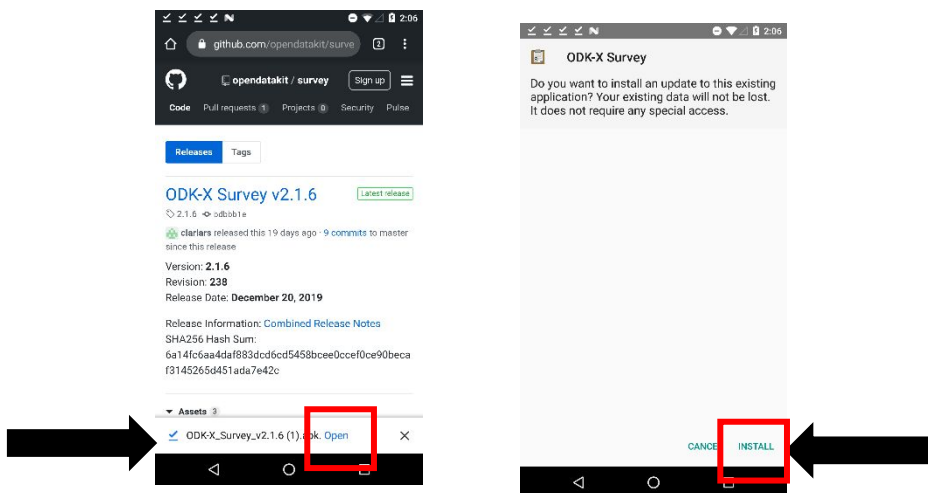


# Installing the ODK-X Services, Tables, and Survey

3. You will see a message stating, “This type of file can harm your device. Do you want to keep ODK-X\_Survey\_vX.X.X.apk?” Click *OK*.



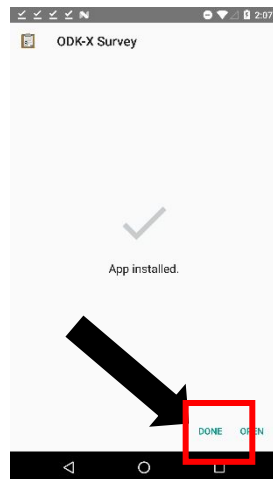
4. Click *Open*. You will see a screen that asks if you want to install this application. Click *Install*.





# Installing the ODK-X Services, Tables, and Survey

5. You will see a message that says, “App installed.” Click *DONE*. Congratulations, you’ve successfully installed ODK-X Survey.



## **Training tip:**

***Where do I find the apps on my phone/tablet?*** You can find the three applications by swiping up on the main Android screen. By selecting and holding down on an application, a menu will come up that allows you to a) Select the app; b) add to home; c) uninstall. Consider adding ODK-X Tables to your desktop/home for easy access.

***Will I ever have to download an updated version of the ODK-X apps?*** There are two scenarios where users will need to download updated ODK-X apps. These are:  
1) When a critical issue is resolved that requires a system-wide refresh. This should be a rare occurrence, though it is possible an update will be issued to address application performance.  
2) When functionality is added to the ODK-X apps to address, improve, or expand the scope of the apps. These updates may be issued more frequently as new features are added.

***How will I know if I have to download an updated version of the ODK-X apps?***

You should be notified by the Ministry of Health/UNEPI/NMS with instructions on how to update.

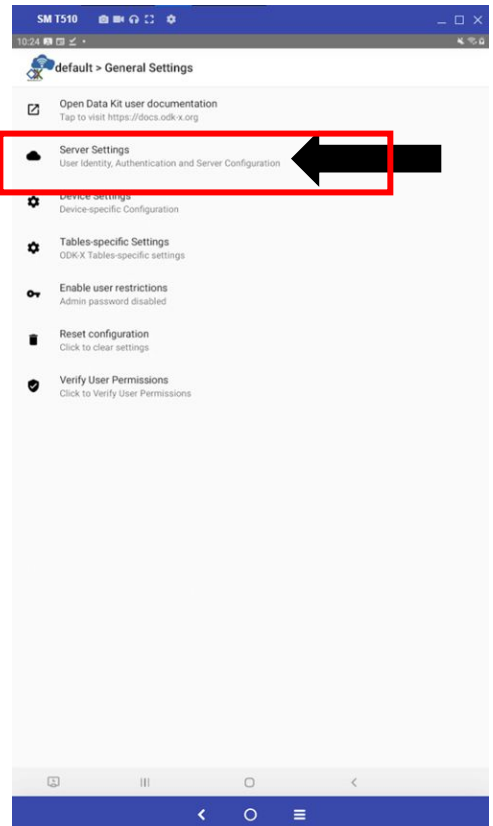
***What do I do if I have a problem opening one of the apps?*** Try closing and restarting the apps. If that doesn't work, contact your technical point of contact for support.

# Downloading/Syncing the Cold Chain Application

1. After ODK-X Services, Survey, and Tables have been installed. The Cold Chain application must be downloaded on to the Android device. You must be connected to the internet in order to download the Cold Chain application. Open ODK-X Services. When the apps are launched for the first time, you may be prompted to accept security permissions. Grant all of the Android security permissions.



2. Configure the server settings by clicking on the gear icon in the upper right-hand corner. Click *Server Settings*.

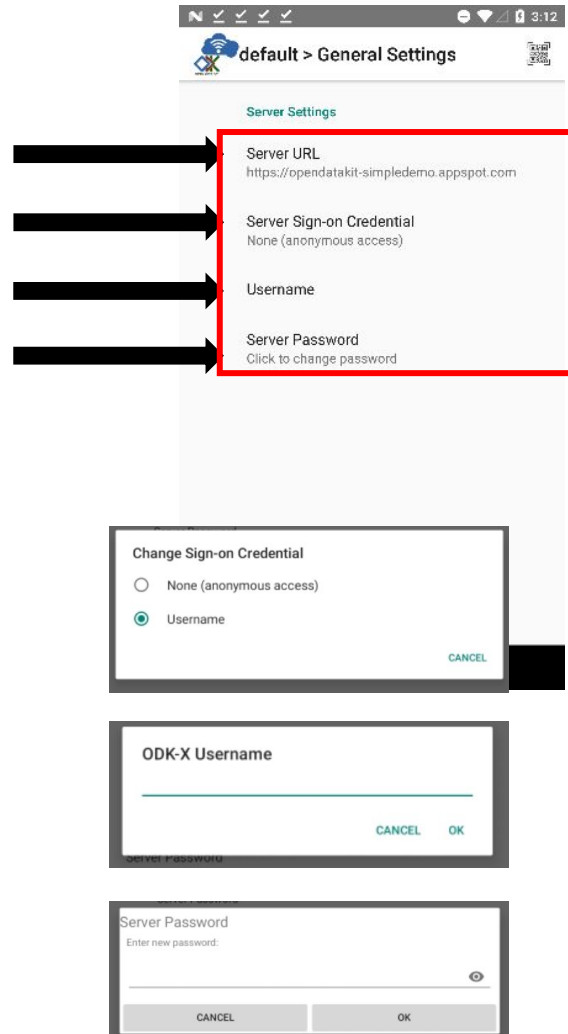


# Downloading/Syncing the Cold Chain Application

## 3. Enter the server and user data

1. Select Server URL and in the pop-up window, type in the server address assigned to you.
2. The training server is <https://dev.ccisdemo.org>  
Remember to specify the “https://” when entering the server address

1. Click on Server Sign-on Credential and select the option Username
2. Enter your username for Username.
3. Enter your password for Server Password.



### Training tip:

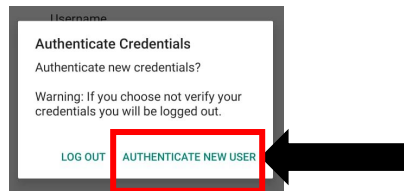
**Where do I get my username & password?** NMS/UNEPI will manage user ID and passwords. Ask your Central level contact for your username and password.

**What do I do if I forget my username or password?** Contact your Central level contact to request your username and password.

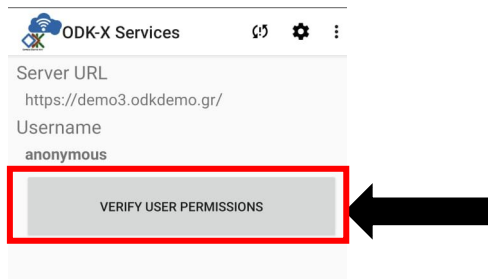
**Who creates usernames and passwords?** NMS information technology (IT) staff will create and manage usernames and passwords for all ODK-X uses.

# Downloading/Syncing the Cold Chain Application

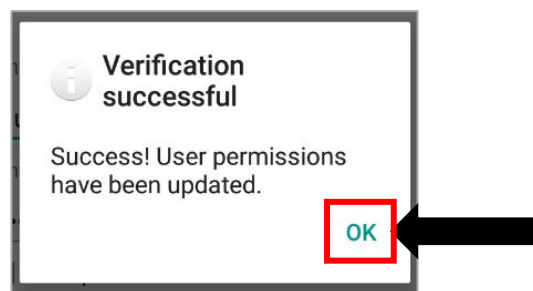
5. Click the Android back button. Click on *AUTHENTICATE NEW USER*.



6. Select *VERIFY USER PERMISSIONS*.

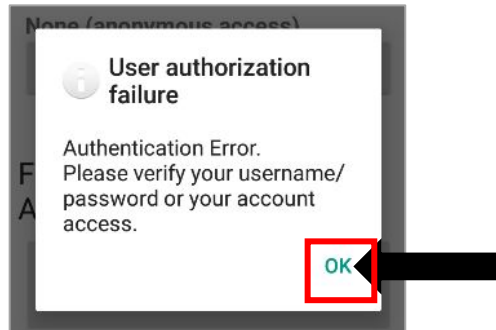


7. Once the verification succeeds you will see a popup window with the message "Verification successful". Click on *OK*.



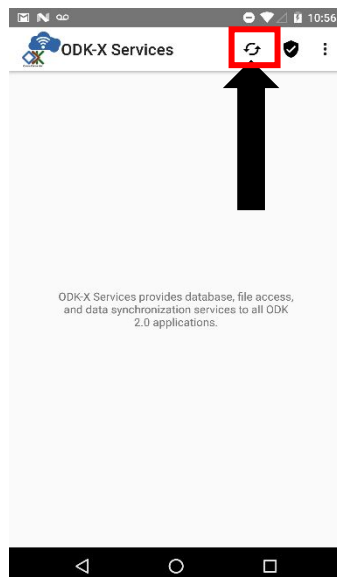
# Downloading/Syncing the Cold Chain Application

Note: If in the server configuration screen, you don't specify a correct server address, username or password, you will see the following message "User authorization failure". If this happens, you should reenter the authentication information.



8. Go back to the ODK-X Services home screen by clicking the Android back button. Click on the icon with the two circular arrows

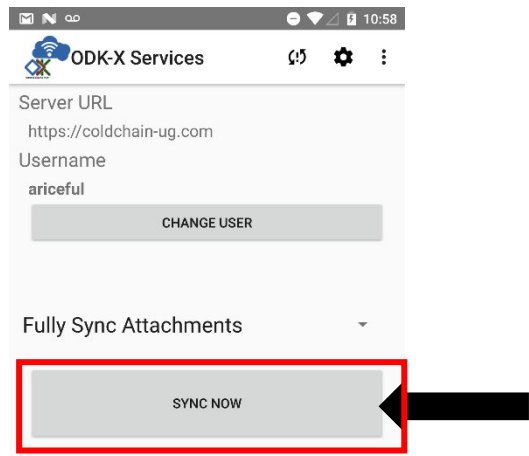
You will also see this icon within the cold chain app. You can press it anytime to sync, but it is recommended to have a wifi connection when syncing



# Downloading/Syncing the Cold Chain Application

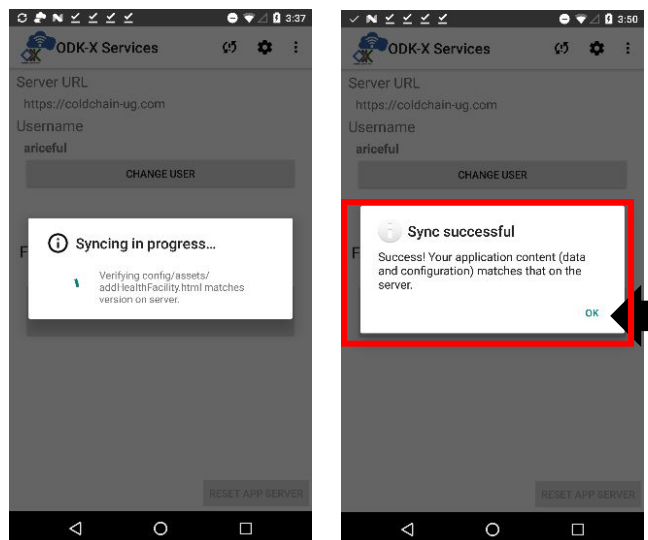
9. Click *SYNC NOW*.

This will send any updates from your device to the central server. it will also check the database and synchronize any changes made by other users to your device



10. You will see a popup dialog that indicates that the sync is in progress. Once the sync has finished, you will see a popup dialog indicating that initialization completed successfully.

NOTE: When you need to sync your data up to the server and have internet access, repeat steps 9-10.



## TRAINING TIP:

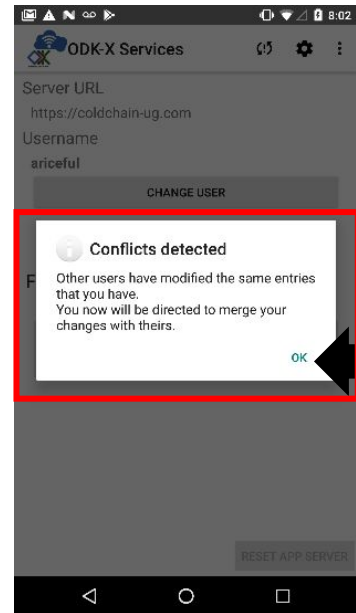
**How long will it take to sync?** Syncing data should take between 2-10 minutes depending on the number of changes and internet speeds. You MUST have wifi connectivity to sync.

**What do I do if I get an error message saying “An internal error occurred”?** Try syncing again. There is no harm in syncing multiple times. The system is designed to fix itself with multiple synchronizations. IF you are sure you have good network connectivity and have synchronized multiple times and it has errored every time, then ask for help on the WhatsApp group,

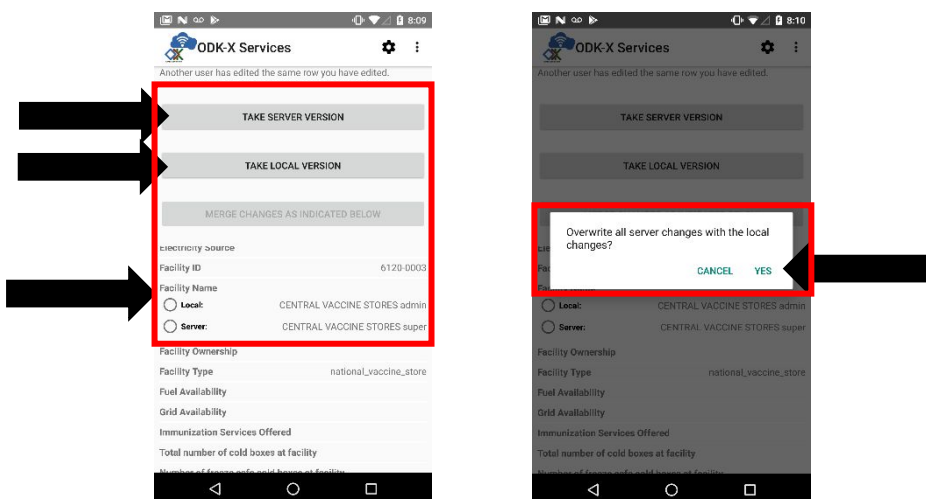
**How often do I need to sync?** It is best practice to sync daily if you are entering information daily or as soon as you have wifi connectivity. At a minimum, you should sync weekly if you are entering updates.

# Sync Conflicts in the Cold Chain Application

1. If two or more people have edited the same data, it is possible that the sync will fail due to conflicting data. Click *OK* on the dialog message.



2. Choose *TAKE SERVER VERSION* or *TAKE LOCAL VERSION*. The screen will show the values for the row and also show the differences in a list. In this example, the Facility Name is different. On the confirmation popup, click *YES*.



## Training tip:

**Conflicts:** Conflict errors occur when there are variations in the data sets due to multiple users changing the same data. Once one person syncs, the dataset now reflects that users' changes. When another person tries to sync using the original data set, the system will recognize the differences or conflicts in the data sets and issue the error code.