

## USER MANUAL

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# LOGIN

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To login to the system at <https://msf-reach.org/>, use your MSF email address and password credentials as per Office 365. You will end up into MSF REACH, with the map zoom level initially set to global scale on first login. Please zoom in into your area of interest and then the platform will remember the map zoom and location on future logins.

Note there are two levels of access to the system:

- All MSF staff have at least **viewer** access to the system, where they can view all data, and have the ability to submit reports and contacts; and
- **Operators**, who have the ability, in addition to the view access, to create, delete and edit events and Previous MSF Responses and contacts. In most cases this functionality, along with other functionality requiring operator access (such as subscribing others to event update emails) will be hidden, or in some cases indicated in text.

To get operator access to the system, please contact Lucie Gueuning  
[lucie.gueuning@hongkong.msf.org](mailto:lucie.gueuning@hongkong.msf.org)

## OVERALL DESIGN AND MAPS

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The MSF REACH platform consists of two pages:

A **landing page**, where a map displaying icons synchronised to the table on the left can be seen. Those icons include MSF responses (under monitoring and assessment, previous MSF Responses and MSF ongoing Responses), contacts network, unassigned reports and RSS feeds as follows:

	Contact details (divided into MSF staff and other contacts)				
	Unassigned reports				
	NEEDS (population/medical)	CONTACT (details/relevance)	ACCESS (location/damage)	SECURITY (incident/caution)	
	RSS feed item				
	Monitoring and assessment, plus ongoing MSF Responses (explo or intervention)				
	Previous MSF responses (mission history)				

An **events page**, where details of the event can be viewed along with missions and contacts for the event region, and a social media search page—these features are described later in this manual.

# LANDING PAGE

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## LAYERS

To change the background map layer, or select feature layers, click on the map layer selection icon:



then you can select the map layers:

A screenshot of a dropdown menu titled "Map Layers". The menu contains several sections with checkboxes:

- Terrain
- Satellite
- Humanitarian
- Contacts
  - MSF Staff
  - other contacts
- Ongoing MSF Responses
- MSF Presence
- Previous MSF Responses
- Health Sites
- Reports
  - access
  - needs
  - security
  - contacts
- RSS Feeds
  - PDC
  - TSR
  - USGS
  - PTWC
  - GDACS

Note that the RSS feed section has separate controls for each of the RSS feed sources, and there are different controls for the categories of reports. There are two layers for contacts, one for MSF staff, the other layer for other (non-MSF-staff) contacts. You may have to scroll to see all off the tile and layer checkboxes. On all pages the selection of the map background layer plus additional feature layers is preserved across the platform on a per operator basis.

Note that for all maps on both pages you can select the background layer as one of:

- Open Street Map with humanitarian features, the starting default.
- Terrain (along with roads, buildings, etc.), or
- Satellite.

On all maps, clicking on an icon will bring up a pop-up window with more information, with hyperlinks to other pages with more information / email links for contacts.

Note that for the tables of RSS feeds (landing page) and past missions, contacts and reports (on the event page), clicking on the popup on the map highlights the relevant row of the table, and vice versa clicking on the eye icon to bring up the modal with details also zooms and pans the map to show that mission/contact/report.

## FINDING AN EVENT

On landing page, on table on the right by looking at the event tabs, you can find events by scrolling down, or by using the search tool (including time filter).

The screenshot shows a search interface for events. At the top, there are four tabs: 'Monitoring & Assessment' (selected), 'Ongoing MSF Responses', 'Previous MSF Responses', and 'RSS Feeds'. Below these are two input fields for date filtering: 'YYYY-MM-DD' and 'to YYYY-MM-DD'. A text input field for searching event names follows. The main area displays a single event's details in a modal:

Name: (no name specified)	<span style="background-color: red; color: white; padding: 2px;">×</span>
Opened: 2018-11-14	
Last updated at: 2018-11-15 00:57	
Area(s): unknown	
Type(s): Malnutrition	
Status: monitoring	
Latest notification: (none)	
Total population: 0	
Population affected: 0	
Description:	

On map, you can find event as per icons above. Clicking on the name of the event (hyperlink) will take you to the specific event.

The screenshot shows two windows. On the left is a detailed event card for "Floods and dam collapse". The card includes:

- Name: Floods and dam collapse
- Opened: 23/07/2018, 08:00
- Last updated at: 15/08/2018, 14:31
- Area(s): Laos
- Type(s): Natural hazard, Flood
- Status: monitoring
- Latest notification: From Cecile, Project Coordinator: From the last update I had this morning on HR meeting: - Plan international confirmed that the safety site are now empty, as people get back home - On Friday 03/08 they have received an official letter from the Province governor requesting NGOs support but without specified gaps and needs... - There is flooding in many other provinces, but alert level are decreasing, except in PP;
- Population affected: 10015
- Description: The Xepian-Xe Nam Noy hydropower dam in Attapeu province collapsed in the evening of 23 July, causing flash floods.

A blue arrow points from the event name in the card to the event name in the map window on the right. The map shows a location in Laos with several red and green circular markers indicating event locations. A legend at the top right of the map identifies the colors: red for "Floods and dam collapse" and green for "Other".

Past events are known as Previous MSF Responses and these are shown in a separate tab that lists the ones shown in the map (synchronized as the map changes) and there is a search facility for these past missions to search for ones that may be relevant when planning for a current event:

The screenshot shows a search interface for previous MSF responses. At the top, there are tabs for "Previous MSF Responses" and "RSS Feeds". Below the tabs is a search bar with placeholder text: "Term for searching name, region, severity or capacity ...".

The main area displays a list of search results:

- OCB-Indonesia, Aceh, sea rescue training, 2016**
- Region**
- Aceh Utara, Indonesia
- Start**
- 2016-04-01
- End**
- 2016-04-15
- Severity**
- N/A
- Capacity**
- N/A

To the left of the first result, there is a blue button labeled "Open".

## EVENT CREATION

A new event can be created by double clicking on the map, which brings up a box for specifying the extent of the event. The size of the box can be adjusted by clicking and dragging on the corners of the box. Its position can be adjusted by panning the map. Note that the country is geocoded from the supplied position (centre of the box), so please be sure to specify the location correctly. As an aid, we support searching the map for a particular address as well as specifying (decimal) latitude and longitude.

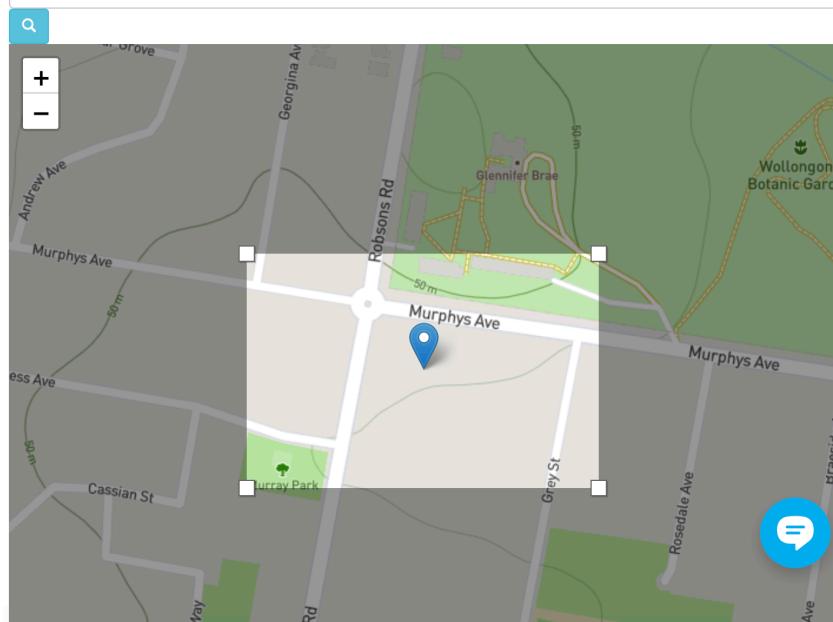
**Double click on approximate location of event on map to create a new event.**

3/122 Robsons Road, West Wollongong NSW, Australia

**OR locate by coordinates:**

-34.4117019

150.8715725



Once two or more reports have been submitted (see later section) and associated with the event, the map extents as shown on the events page are then based on the bounding box of reports (plus some extra spacing). Some initial information needs to be filled in—all optional bar the type of the event.

Note where relevant that more than one type can be selected. e.g. where there is both flooding and an accompanying disease outbreak. For natural disaster and disease outbreak you also need to specify the relevant subtype(s). If an event name is not entered, then by default the event type and country (selected automatically from the specified location) are used in the rest of the system, e.g. for twitter search on the event page as described later. There is a subscribe checkbox to subscribe via email to any manual email updates on that event.

Create New Event

Note that the event coordinates (only) are sent to Google for geocoding events to country

**Event Name**

**Event Description**

**Event Type**  
 Armed Conflict  
 Disease Outbreak  
 Displacement  
 Malnutrition  
 Natural Disaster  
 Search & Rescue  
 Other (Specify)

**Date and time of Event (local time of operator)**

**Status**

**Mission contact person**

**Severity details**

**Severity scale**  


**Security details**

**Link to SharePoint folder**

**Subscribe ?**

Note that another screen listing current events then opens with a list of nearby events, as a check to make sure you're not entering a duplicate event. If you're not entering one that's already in the system, click on the "Create Event" button to confirm.

Open Event Confirmation

The following near-by events has been found. Would you like to create a new event anyway?

Event 67, earthquake in png highlands, <i>natural_hazard</i>
Event 66, PNG event, <i>conflict</i>
Event 55, png malaria, <i>epidemiological</i>
Event 43, PNG landslide, <i>natural_hazard</i>
Event 8, National Tuberculosis Program, <i>epidemiological</i>

## UNASSIGNED REPORTS

Reports entered via the generic report link, <https://msf-reach.org/report/>, as opposed to the custom report link for an event (on the events page as outlined below), show up under the Reports -> Unassigned reports tab.

Unassigned reports

[Create new unassigned report](#)

Open	Type	Description	Status	Select event
	ACCESS		unconfirmed ▾	Please select...
	ACCESS	Humanity	unconfirmed ▾	Please select...
	ACCESS	For Humanity	unconfirmed ▾	Please select...

The status can be set to confirmed, or if it's a report that can be ignored for some reason, that's an option too (and selecting that status will remove it from the list). An unassigned report can be assigned to a new or existing event using the drop-down selector "select event".

## CONTACT SEARCHING, DISPLAY, AND PRIVACY/SHARING

There's separately a search tool for searching the map for contacts, by category contact, or by a search term, with dynamic updating of the map and the contacts table (synchronisation).

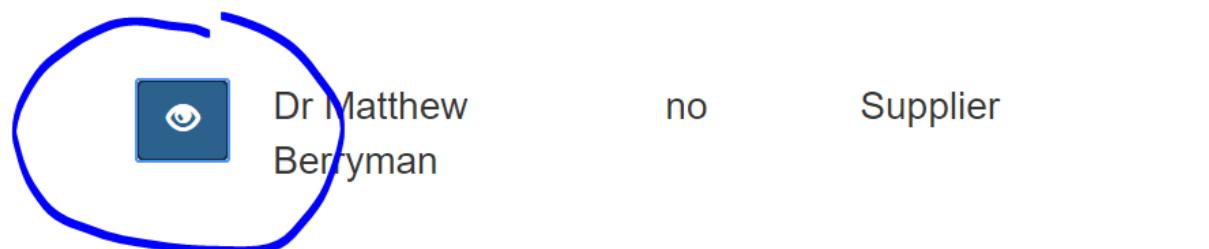
Contact search category

(no category filtering)

matthew

Name	Private?	Type	Country
Dr Matthew Berryman	no	Supplier	

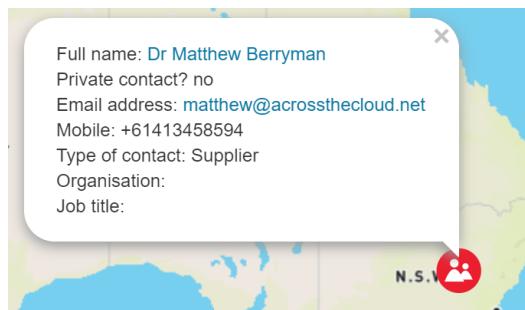
Note that the contacts in the table are shown based on the contacts in the area shown in the map and this dynamically updates, with exception of when a search term is entered, then all matching contacts are shown. The eye icon brings up a modal that shows the full set of contact details. For MSF-entered contacts (see later section on contact entry), the privacy can be viewed and, if the current user was the one who entered a private contact, that private contact can be set to public, or shared with others in MSF (while retaining privacy amongst that set of users) by entering the start of the other user's name and then selecting (one at a time) from the popup list.



Contact Information

Record History	Employment details
<b>Created on:</b> 07/02/2018, 04:53:24	MSF relationship
<b>Last updated on:</b> 24/05/2018, 11:40:31	<b>Association Member:</b> no
<b>Last email sent on:</b> 24/05/2018, 13:25:15	<b>Former Staff:</b> no
<b>Private?</b> no	Social media
<b>Share with</b> <input type="text"/>	
Personal Details	
<b>Name:</b> Dr Matthew Berryman	
<b>Date of birth:</b> 06/07/1979	
<b>Gender:</b> male	
<b>Contact type:</b> Supplier	
<b>Speciality / profile:</b> IT	
Contact details	
<b>Mobile phone:</b> +61413458594	
<b>Email:</b> <a href="mailto:matthew@acrossthecloud.net">matthew@acrossthecloud.net</a>	

**Close**



## MISSION EDITING

Operators can edit. In the event modal, click on edit:

**MSF Past Response Details**

**Edit** **Close**

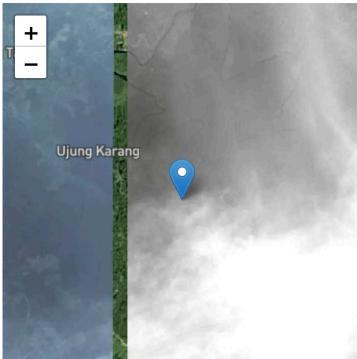
Then make edits and click save:

MSF Past Response Details

Event Name  
OCB-Indonesia, Aceh, Refugees, sea rescue trainir

Event Description  
Event description

Precise location of the emergency  
To change the location of the emergency center the map and click update location.



MSF Response

MSF response / type of programmes

- Primary Health Care
- Secondary Health Care
- Tertiary or specialized Health Care
- nfi
- Vaccination
- Therapeutic Feeding
- Food Distribution
- Shelter
- WAT-SAN
- Mental Health
- Sexual Reproductive Health
- Others

MSF response

Start Date of the MSF response  
Start date

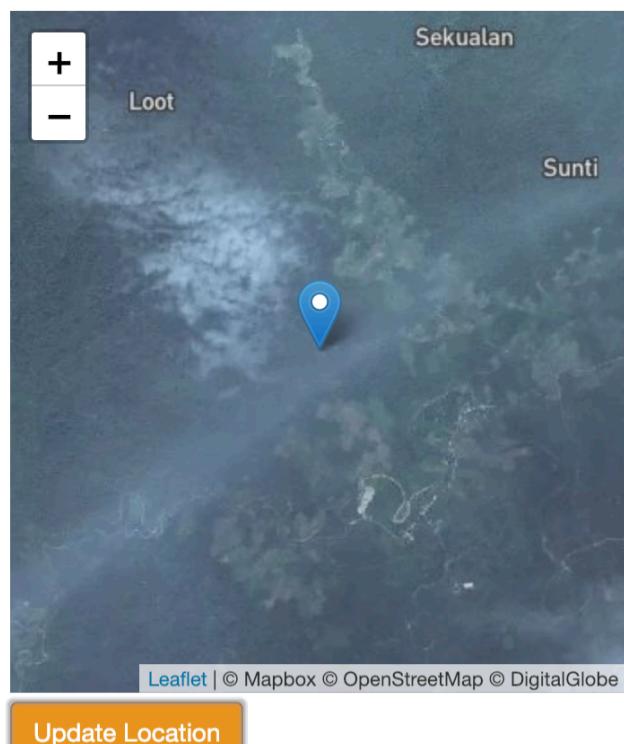
End date of MSF response  
End date

Save Edits Close

As the UI indicates, locations can be adjusted by re-centering the map to the correct location and clicking on the update location button.

#### Precise location of the emergency

To change the location of the emergency center the map and click update location.



Additionally, editors can re-open past missions as events by clicking on the button:

 Re-open Event

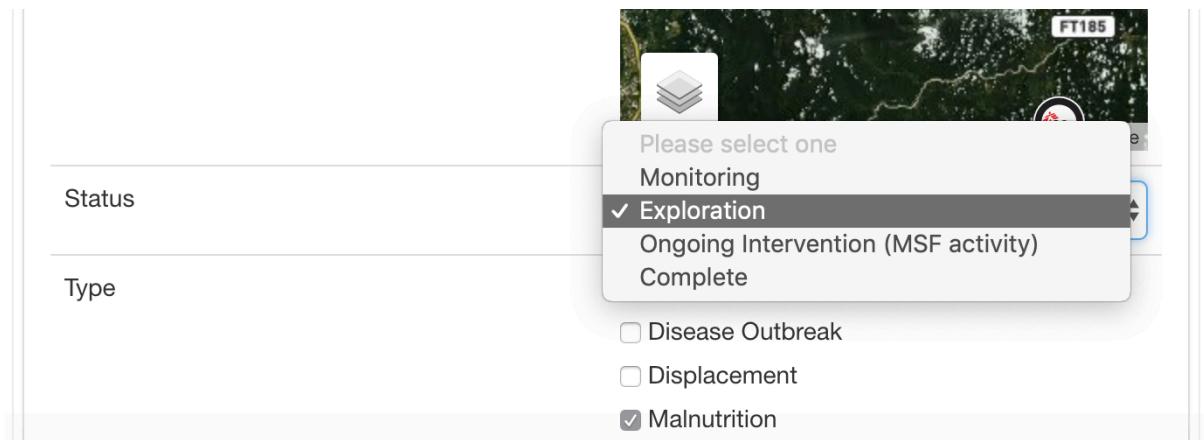
## EVENT PAGE

### EVENT VIEWING, EDITING

On the events page, events can be viewed and the information including notification messages can also be added / changed by clicking on the edit buttons for each section. Enter the changed information and then click on "save" for that section to update the event.

Response	
External Capacity	
<b>ANALYSIS OF CAPACITY ON THE GROUND:</b> Non-Medical	
<b>OTHER ORGANIZATIONS:</b> null - null - undefined	
Medical Figures	
Response	 
<b>TYPE OF PROGRAMMES:</b>	
<input type="checkbox"/> Primary Health Care	
<input type="checkbox"/> Secondary Health Care	
<input checked="" type="checkbox"/> Tertiary or specialized Health Care	
<input type="checkbox"/> nfi	
<input type="checkbox"/> Vaccination	
<input type="checkbox"/> Therapeutic Feeding	
<input type="checkbox"/> Food Distribution	
<input type="checkbox"/> Shelter	
<input type="checkbox"/> WAT-SAN	
<input type="checkbox"/> Mental Health	
<input type="checkbox"/> Sexual Reproductive Health	
<input type="checkbox"/> Others	
<b>MSF RESPONSE:</b>	MSF response

Changing the mission status:



will highlight sections and fields that need review:

Staff Resources Save Cancel

**STAFF LIST – HUMAN RESOURCES**

Contact(s)

**EXPATRIATE**  
*\* Please review*

Contact(s)

**NATIONAL STAFF**

Contact(s)

**VISA REQUIREMENT**  
*\* Please review*

**Nationality**

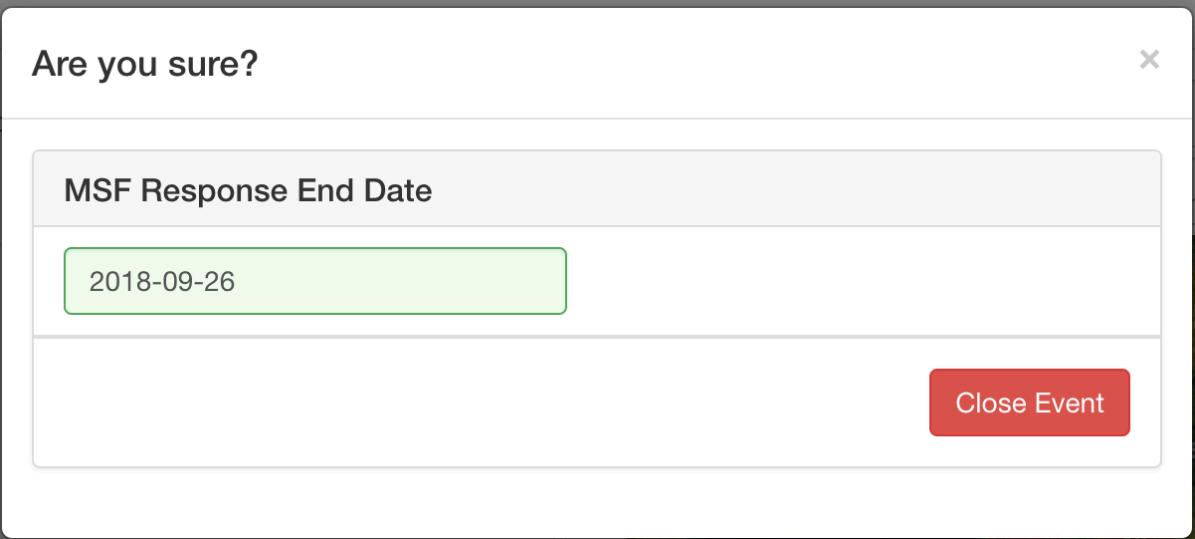
▼ none

**Required:**

Yes

## CLOSING AN EVENT AND ARTIFICIAL INTELLIGENCE

An event can be closed in the system by clicking on the close button at the bottom, then in the modal you can enter the response end date and click close event to confirm.



The event then becomes a previous MSF response in the system, and then this data, along with contact information and various documents from SharePoint, is used to teach an artificial engine, so that it may make recommendations for responses to current events. The AI can be accessed by clicking on the “Analyze” button under the general details section. After the analysis is run, then sections where the AI is making suggestions are indicated:

Response (\*\*suggestions available in edit mode) Edit

External Capacity Edit

**ANALYSIS OF CAPACITY ON THE GROUND:** Non-Medical  
**OTHER ORGANIZATIONS:** - - undefined

Medical Figures Edit

Staff Resources (\*\*suggestions available in edit mode) Edit

and clicking on edit will open the section for editing with suggestions listed.

\* Analysis suggestions: contacts

**Contacts:**

Below are the contacts (if any have been found) that are located in the area of disaster.

## EMAIL UPDATES

Users can subscribe and unsubscribe themselves to events. Operators can subscribe others and also send email updates on events. All of this functionality can be found in a section on the event page:

Follow this event by email:



Subscribe yourself

Unsubscribe

Send an update

Subscribe other contacts... ▾

Subscribe

## INFORMATION TABS

There are tabs for viewing tables of other ongoing missions, mission histories, contacts, and report details along with the map. Ongoing missions are shown based on the country, and the remainder are based on the current map extents, which as mentioned are the initial extents on event creation if no reports, else a bounding box of reports plus some extra spacing if there are reports. Reports can be confirmed through the status selection drop-downs, and for all types of tables, clicking on the eye icon brings up a modal box with more information and also zooms and pans the map to locate the relevant item.

The screenshot shows a navigation bar with tabs: Event, Twitter Feed, Contacts, Ongoing MSF Responses, Previous MSF Responses, Reports (selected), and Country Details. Below the tabs is a table titled "Reports" with columns: Open, Share, Type, Description, Reporter, Reported time, and Status. Two rows of data are shown:

Open	Share	Type	Description	Reporter	Reported time	Status
		ACCESS	No airport anymore	Lucie	12/10/2017, 19:48	
		ACCESS		Lucie	12/10/2017, 19:44	

## SEARCH FOR MISSION HISTORY

A searchable list of previous MSF responses (missions) can be found under the tab as follows:

[Event](#)   [Twitter Feed](#)   [Contacts](#)   [Ongoing MSF Responses](#)
[Previous MSF Responses](#)
[Reports](#)   [Country Details](#)

## Missions

indonesia

Open

OCB-Indonesia, Aceh, sea rescue training, 2016

## EVENT SHARING

On the event page you will find a link for sharing the event with others in MSF, but also a report link customised to that event, so then when a person (anyone with the link) completes the report form, it will be assigned to that event, unlike the unassigned reports entered at the generic report link.

Share Links to

Event page:



External Report Card:



Open in

new tab

## TWITTER AND SHAREPOINT SEARCH

The name of the event plus the country (based on input coordinates for the event) are used as the initial Twitter search terms but these can be changed by typing in the search term box and either hitting enter or clicking on the search (magnifying glass) icon. For countries in South East Asia, relevant language(s) for the country are automatically suggested, and then a user of the system can select the language for translation.

[Event](#)   [Twitter Feed](#)   [Contacts](#)   [Ongoing MSF projects](#)   [Mission ↴](#)

### Twitter Feed



Suggested languages (based on country, if in SE Asia): Indonesian, Javanese

 Select Language powered by Google Translate

- Afrikaans
- Albanian
- Amharic
- Arabic
- Armenian
- Azerbaijani
- Basque
- Belarusian
- Bengali
- Bulgarian
- Burmese
- Catalan
- Cebuano
- Chichewa
- Chinese (Simplified)
- Chinese (Traditional)

Relevant tweets can be saved by dragging and dropping the tweet from the left hand pane onto the right hand section that reads “Drag Tweets Here to Save”.

The screenshot shows the MSF REACH interface. On the left, there's a 'Twitter Feed' section with several tweets from 'TRIBUNnews.com' about flooding in Bogor and Jakarta. One tweet is highlighted with a blue border. On the right, there's a 'Saved Tweets' section with a dashed blue border around it, indicating where tweets can be dragged to save them. Below the feed, there's a link to 'See TRIBUNnews.com's other Tweets'.

Additionally, there is a link to MSF SharePoint search under that tab.

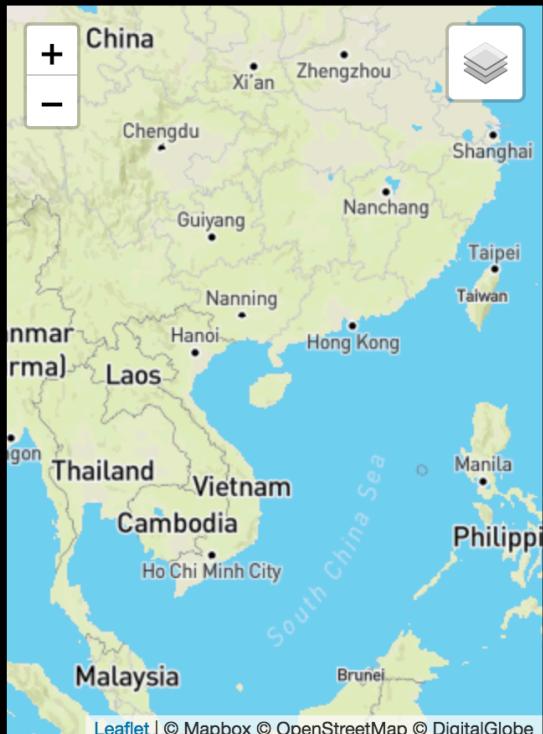
The screenshot shows the MSF SharePoint search interface. At the top, there are tabs for 'Event', 'Twitter Feed', 'SharePoint Search' (which is selected), 'Contacts', and 'Ongoing MSF Responses'. Below these tabs, there are links for 'Previous MSF Responses', 'Reports', 'CIA World Factbook', and 'MSF Country Policy Papers'. The main area is titled 'Sharepoint Search' and contains a search bar with the query '(Malnutrition) AND (Philippines) since:2018-11-14' and a red 'Sharepoint search page' button.

## SUBMITTING A REPORT

Either through the generic report link <https://msf-reach.org/report/> or the custom one for each event, users can enter the report details, including location, category, description and a photo, on a series of report cards as follows:

Please select the location of your information on the map:

Search address/location...



PREVIOUS

NEXT

Please help us best assess the situation by helping us sort your report.

ACCESS

*Location / Damage*

NEEDS

*Population / Medical*

CONTACTS

*Details / Relevance*

SECURITY

*Incident / Caution*

Select one category. There is an opportunity to submit another report card for another category after submission of this one.

PREVIOUS

NEXT

**Please enter text in the box below to share your information.**

report description

*Optional*

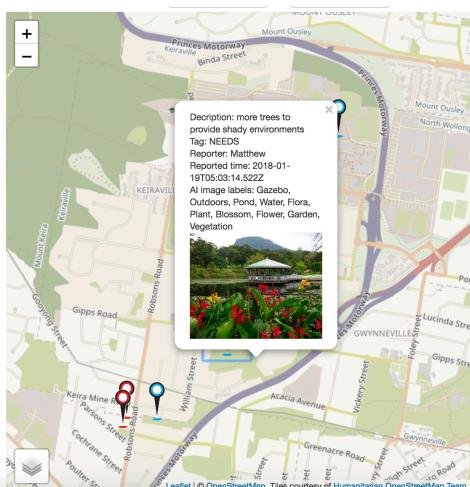
?

Would you like to upload an image ?  
*(optional)*

PREVIOUS
NEXT

Submit

Once submitted, reports are then shown on the map, with icons colour coded by category, and with AI-suggested image tags available after a short processing delay.



## SUBMITTING CONTACT INFORMATION

Contact information can be submitted via the link to the contact submission cards, <https://msf-reach.org/contact/>

An asterisk (\*) indicates mandatory fields. Note that to enter a phone or fax number on the contact details step, first select the country (which tells the system the country code) and then the remainder of the number, which is then validated, along with the email address.

**Contact details**

**PHONE**

Mobile phone...  
 Work phone...  
 Home phone...

**EMAIL \***

mattjb@me.com|  
Other email...

**FAX**

Fax...

**WEB**

Web site...

\* Mandatory fields. Other fields are optional.

**PREVIOUS** **NEXT**

If an MSF user visits the contact card (having logged into a protect part of the site), then the system detects this and provides additional options to set the contact as private by ticking the second box:

**Hello!**

MSF is piloting a new system for information sharing across our network.

Please follow the instructions to add or update your contact information in our system.

THANK YOU for being part of our team!

- I acknowledge I give permission for my contact details / have permission from contacts I am entering to enter their information. The information may be used to contact the person to request information for MSF assessment. It will be shared to MSF entities and partners (for technical reasons of development of REACH) only. The information you provide will be treated as strictly confidential and used in accordance to our Privacy Policy, found on [our website](#).
  
- I wish to keep this data private for my use in MSF.

Please contact [lucie.gueuning@hongkong.msf.org](mailto:lucie.gueuning@hongkong.msf.org) for any queries or to remove your contact information from our database.

\* indicates mandatory fields.

**NEXT**

The private contact is then accessible only by the user who entered the contact information, and through any other MSF users desired as outlined above (on landing page).

