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UNDP-JTF I-Verify Portal user manual

Misinformation project
V1.2

Date: [14 September 2021]

Confidential - ICC

Trusted shared services and digital business solutions



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Revision History

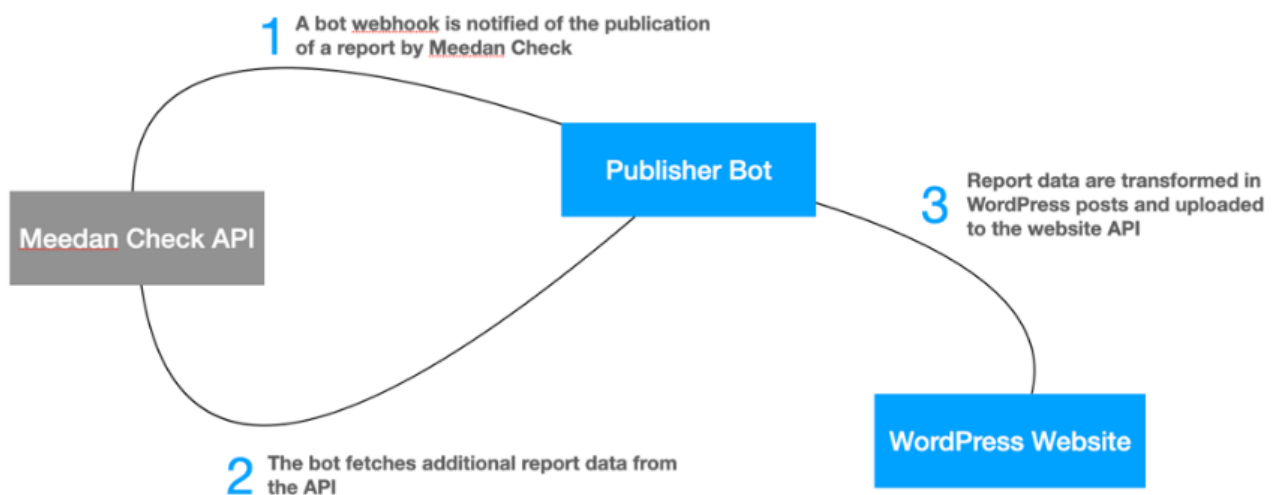
Version:	Who:	What:	When:
1	Victor Benet	Initial version	23/08/2021
1.1	Victor Benet	Initial version	14/09/2021
1.2	Victor Benet	Additions of new modules	21/01/2021

1. Introduction to I-Verify

The I-Verify product reports the veracity of news, this is achieved by fact-checkers who check on content and produce structured reports that display the veracity of the news providing sources to back-up facts.

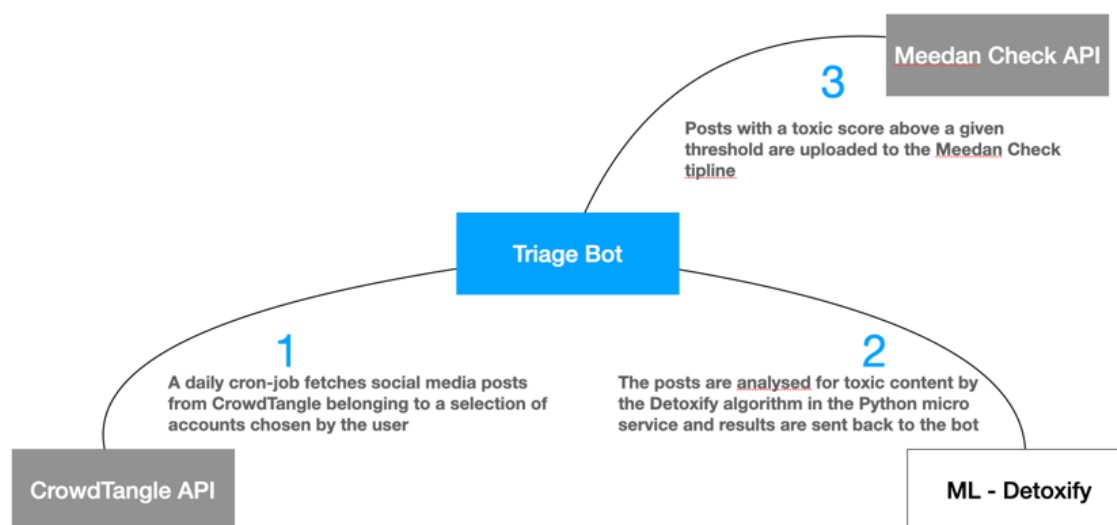
The I-Verify platform is made of different modules that are integrated:

- Meedan is the center piece: is a SaaS product that enables fact-checkers to act on articles arriving to them. These articles can come from different sources.
- The Triage bot:
 - The Triage bot reads content Crowdtangle, a public tool from Facebook that allows collecting of posted content and based on specified set of filters and how it is being shared.
 - The collected information is then processed through an AI open-source algorithm, to get an indicator on toxicity. Human fact-checkers will access Meedan and review the information to contrast and validate it finally, indicate if it is valid or fake news.
 - Currently I-Verify supports the following algorithms to tag the content:
 - Detoxify
 - Perspective

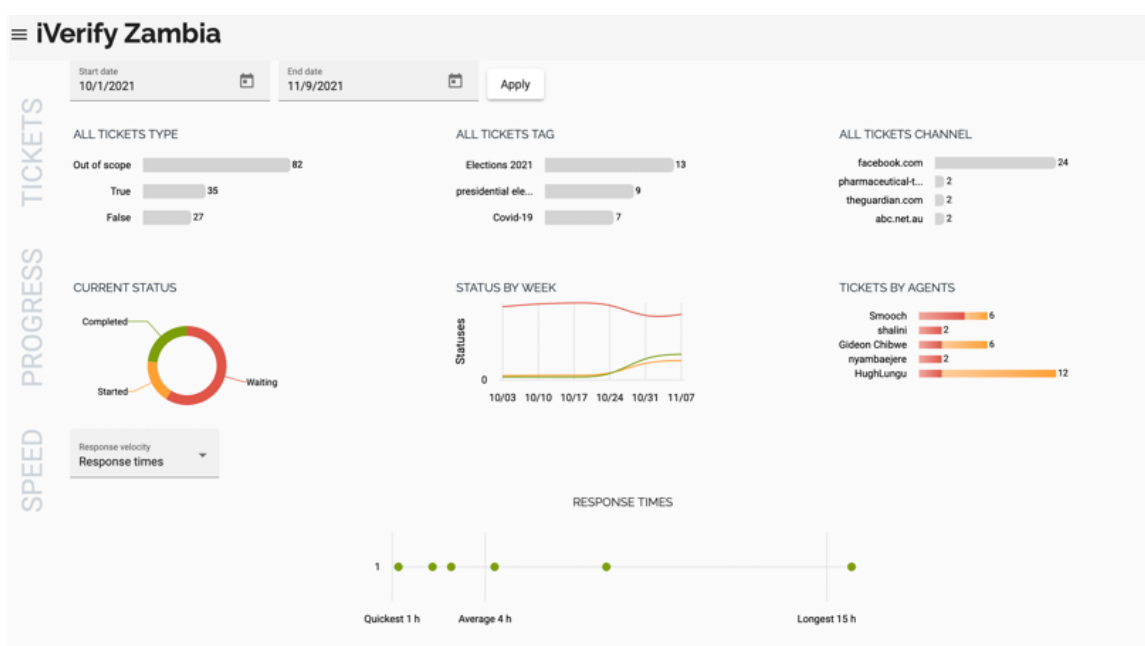


- The publishing process use a WordPress site that receives the reviewed and categorized information for the public user. The solution also integrated many additional plugins, some of the common in WordPress based portals.
 - The plugin base includes:
 - Integration with MailChimp, to distribute digest newsletters

- The capability to send SMS and WhatsApp messages through Twilio, using WPNotif.



- The solution also offers an integrated dashboard to show indicators by source channel, information tag, process and timeframes.
 - This dashboard is integrated with WordPress Authentication.



- The CSV reporting channel, a bot that on a daily basis sends the article annotation, thus the article content and all their associated metadata, in CSV format by email, this can be shared with major online media to flag toxic or hate-speech articles being published.

2. Purpose of the document.

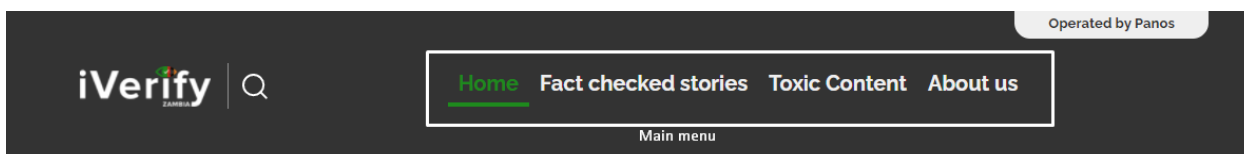
The aim of this document is to deliver a user manual for the admins of the I-Verify Portal, covering:

- Menu and page structure
- UI adjustments
- Post adjustments
- Category Management
- Comment Moderation
- User management
- Newsletter settings
- SMS settings

3. Menu and page structure

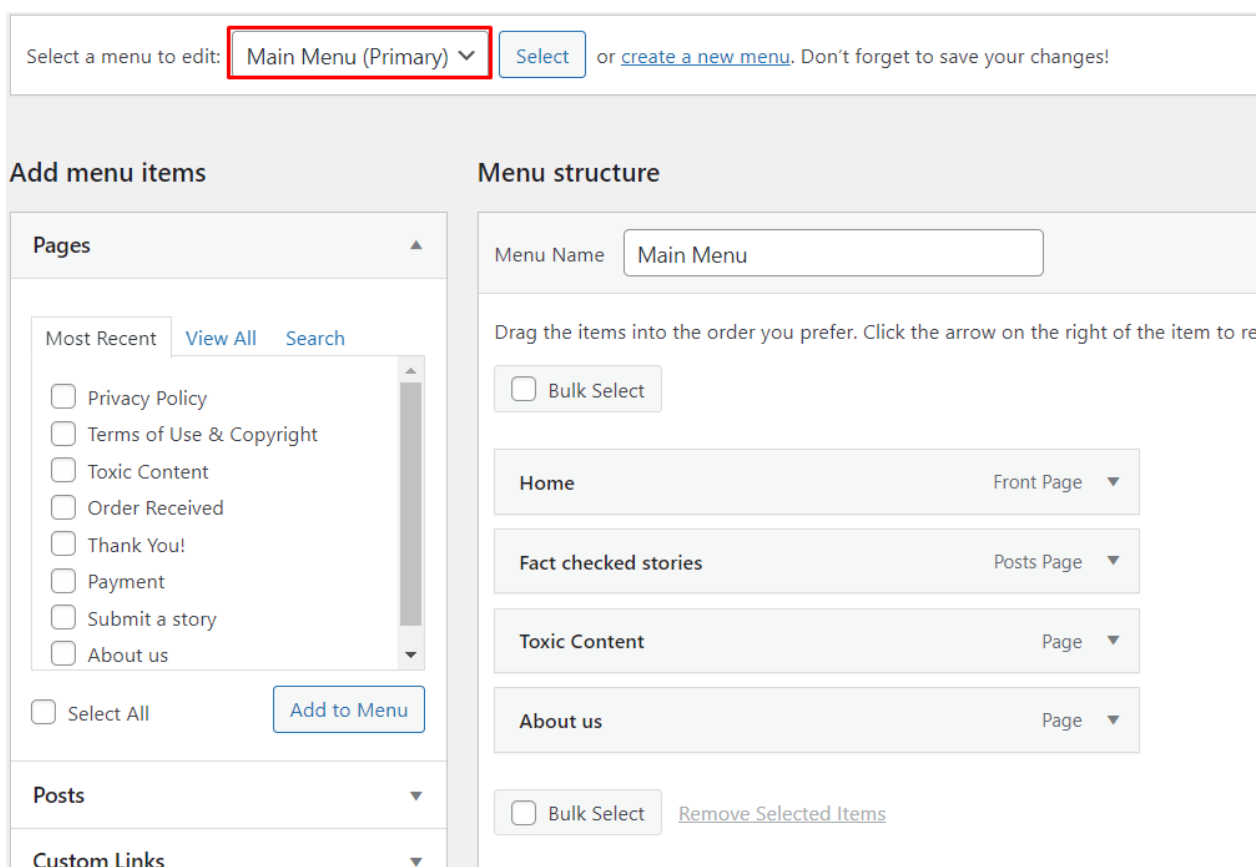
All site pages are composed of a header and a footer that is common. Both elements have certain configurable regions:

3.1. Main Menu



It is configured in under “Appearance -> Menus” in the WordPress administration panel.

Then select Main menu, as highlighted in the image below:



The different elements can be edited, you can also add or remove elements at your will.

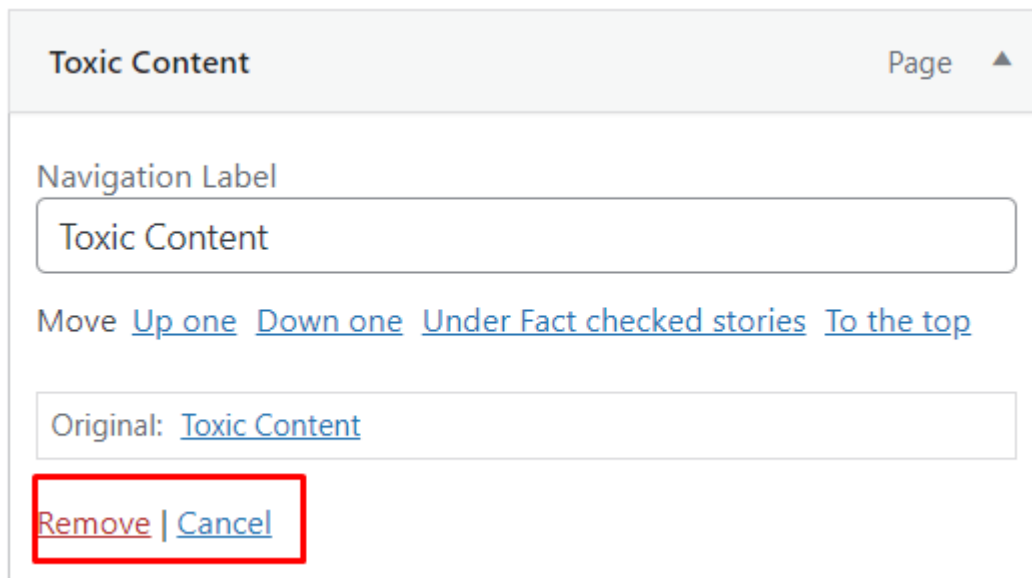
Static pages are easily added by clicking on “Add to Menu” on the left-hand side, once you select the items you want to add.

You can also link:

- A category page, that will list all the posts under that category

- A given post
- An external link (using custom links)

To remove a link from the menu, click on the item and it will expand to show the options with it:



Toxic Content Page ▲

Navigation Label

Toxic Content

Move [Up one](#) [Down one](#) [Under Fact checked stories](#) [To the top](#)

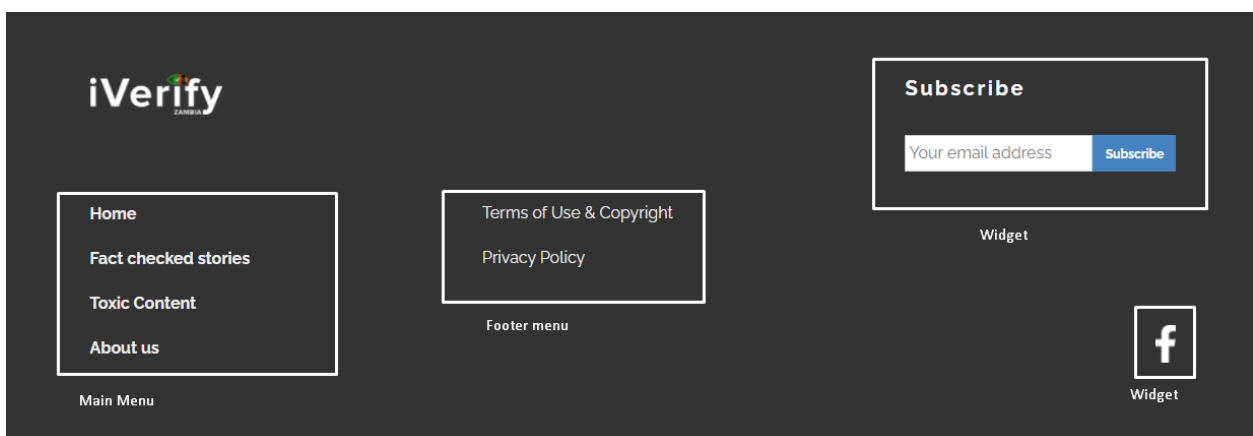
Original: [Toxic Content](#)

[Remove](#) | [Cancel](#)

Then click on remove.

Remember to click on Save Menu on the bottom-right corner to have your changes always saved.

3.1. Footer



In the footer we see:

- The main menu
- The Footer Menu

- And two widgets, one to subscribe to the newsletter
- The second one to display social media icons.

Edit the footer menu

As in the previous scenario, go to Appearance → Menus, select “Footer Menu – Left”

Originally the site was conceived to have two menus in the footer.

Select a menu to edit: **Footer Menu - Left** [Select](#) or [create a new menu](#). Don't forget to save your changes!

Add menu items

Pages

Most Recent [View All](#) [Search](#)

- ☐ Privacy Policy
- ☐ Terms of Use & Copyright
- ☐ Toxic Content
- ☐ Order Received
- ☐ Thank You!
- ☐ Payment
- ☐ Submit a story
- ☐ About us

☐ Select All [Add to Menu](#)

Menu structure

Menu Name: **Footer Menu - Left**

Drag the items into the order you prefer. Click the arrow on the right of the item to re

☐ Bulk Select

Terms of Use & Copyright Page ▼

Privacy Policy Page ▼

☐ Bulk Select [Remove Selected Items](#)

Menu Settings

Edit the widget – Newsletter

Under Appearance → Widgets, look for the following widget: “Footer Sidebar Right”

You will see that the widget refers to a form made with MC4WP plugin, (Mailchimp for WordPress):

- The details of the form can be found on the following link:
https://iverify.org.zm/wp-admin/admin.php?page=mailchimp-for-wp-forms&view=edit-form&form_id=569
The WYSIWYG editor will allow you to modify the appearance and fields of the form, but this will impact the site UI and we discourage you from doing that

Subscribe

Use the shortcode `[mc4wp_form id="569"]` to display this form inside a post, page or text widget.

Fields

Messages

Settings

Appearance

Form Fields

Form variables

Add more fields

Choose a field to add to the form

List fields

Email address *

Birthday

First Name

Last Name

Street Address

City

State

ZIP

Country

Phone Number

Form fields

Submit button

List choice

Form action

Agree to terms

Form code

Form preview

```
<input type="email" name="EMAIL" placeholder="Your email address" required="" />
<input type="submit" value="Subscribe" />
```

Your email address

Subscribe

Edit the widget – Facebook

Under Appearance → Widgets, look for the following widget: “Footer Sidebar Right”, same as Subscribe.

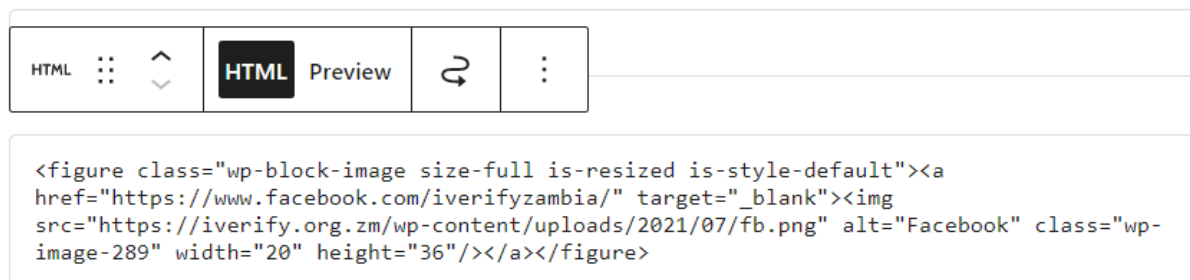
On the white area, highlighted in the image below, click and select “HTML”:

Subscribe

HTML

HTML

Preview



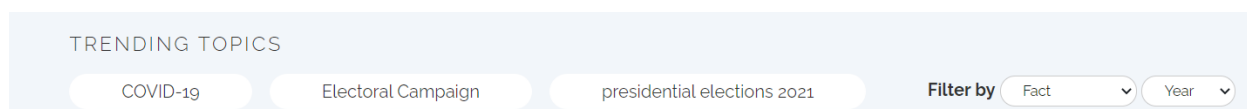
The code will appear. You can add new links, just upload first the images to the media library, ensuring they are white, and background is transparent and with a size of 20 X 36px

Copy the block replacing the section highlighted in red with the link to your new image, and the URL highlighted in blue, with the new URL:

```
<figure class="wp-block-image size-full is-resized is-style-default"><a href="https://www.facebook.com/iverifyzambia/" target="_blank"></a></figure>
```

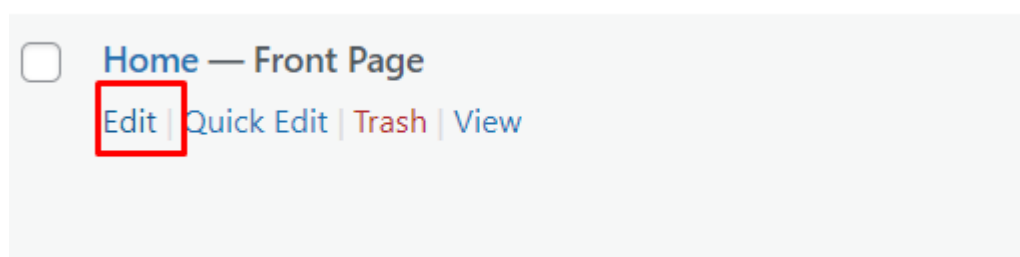
3.2. Main Page

3.2.1. Trending topics



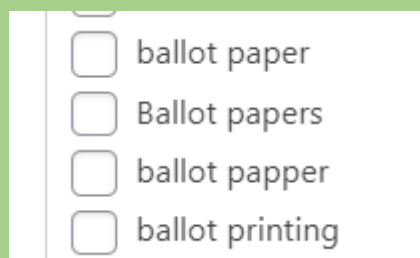
The main page trending topics can be adjusted as needed from the admin panel.

To do it, go to Pages → All pages and edit the “Home – Front Page” page



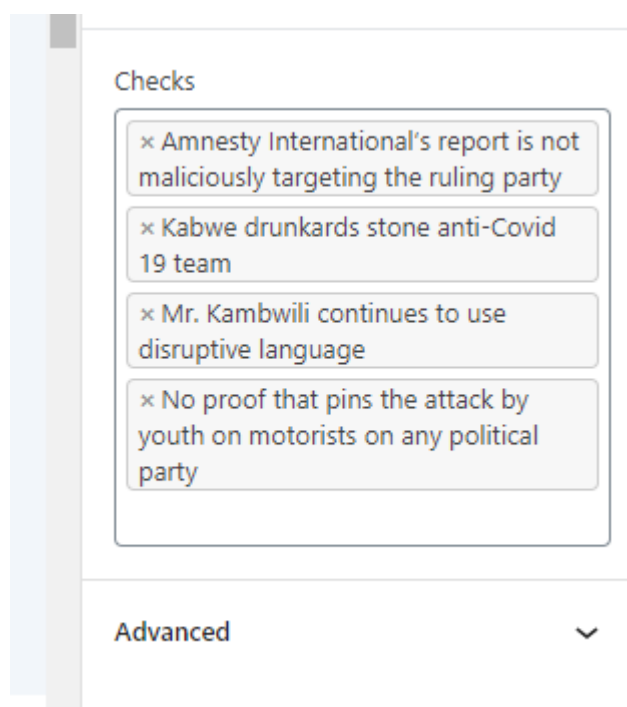
Then select the keywords from the Tags by checking the checkboxes.

TIP: from time to time, review the tags, so you can consolidate some of them as they can be repetitions of the same, when you delete tags remember to review the blog posts and re-tag as needed, example:



3.2.2. Most Popular Fact-Checks

Click on the section “Most Popular Fact-Checks” and a side panel will appear:



Select the items you want to be displayed as featured, by clicking on the text area. A drop-down will appear listing all the articles.

3.2.3. Partners

Create or edit the partner pages on the site panel, under Partners → All partners

Then on the home page edition, as we so in 2.2.1, scroll down till you see the section “Our Partners”:

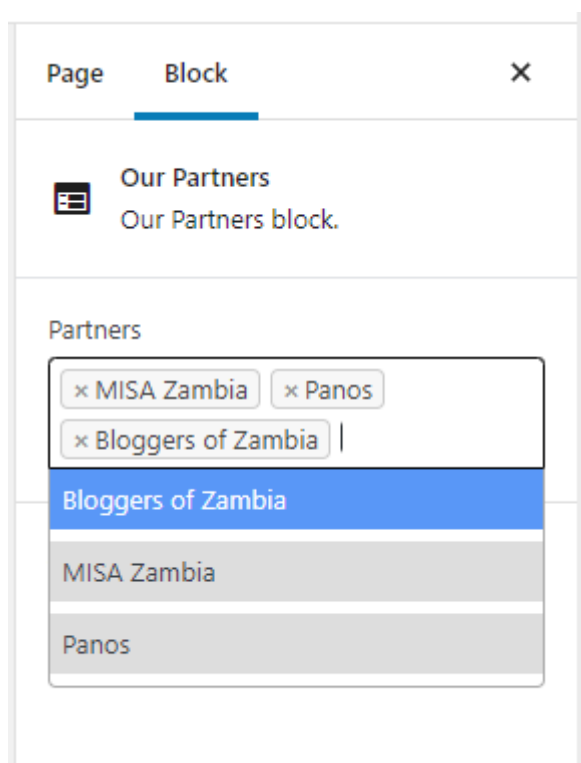
:

OUR PARTNERS

- MISA Zambia is a membership driven organisation that believes in freedom of expression, access to information and media freedom as functions of good governance.



Click on it and on the right-hand side, you will be prompted a menu:



The image above already displays those 3 partners are selected (with an 'x' before the partner's name) and there are three partners as partner pages.

4. Category management (Validation Status)

The categories are used to determine the validation status of every story.

It is important that the category name is the same in Meedan and in WordPress, else the blog post will not be created.

Go to Posts and then click on categories:

- To add a new category, fill in the fields in the form:

Add New Category

Name

The name is how it appears on your site.

Slug

The "slug" is the URL-friendly version of the name. It is usually all lowercase and contains only letters, numbers, and hyphens.

Parent Category

None ▾

Categories, unlike tags, can have a hierarchy. You might have a Jazz category, and under that have children categories for Bebop and Big Band. Totally optional.

Description

The description is not prominent by default; however, some themes may show it.

Image

No image selected [Add Image](#)

Add New Category

Do not forget to add an image for the category. Then click on Add new Category.

To edit an existing category, hover your mouse on the category you want to edit and click on the 'Edit' link.

<input type="checkbox"/> Name	Description	Slug	Count
<input type="checkbox"/> False	—	false	8
<input type="checkbox"/> Misleading	—	misleading	2
<input type="checkbox"/> Partly False	—	partly-false	1
<input type="checkbox"/> Retracted	—	retracted	0
<input checked="" type="checkbox"/> True	—	true	10
Edit Quick Edit View			
<input type="checkbox"/> Unproven	—	unproven	6
<input type="checkbox"/> Name	Description	Slug	Count

You may need to align the legend of the categories after any change (images, name...)

Go to appearance, then go to widgets. Find the “Single Post Sidebar”.

Click on it to edit:

Single Post Sidebar ^

Convert to blocks

Text

Title:


Add media

VisualText


B

I

Methodology

 True

The claim is rigorous and the content is demonstrably true.

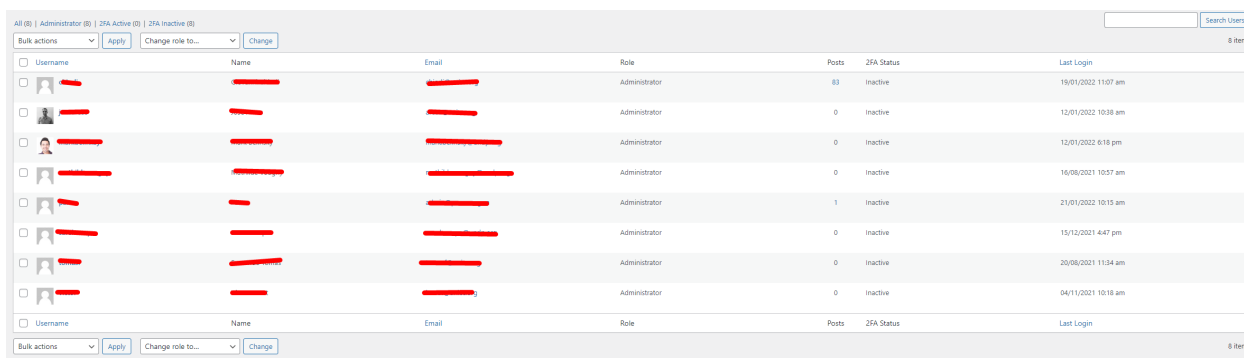
 Half True

Change the images and the text as required. You can also append new blocks.

5. User management


General recommendations of user management.

- You have been given administrator accounts, be sure to change the password with frequency and deactivate accounts if and when required.
 - Review on the user management, under Users → All users, the last time each user logged in, if it is more than three months you can deactivate the account.



Username	Name	Email	Role	Posts	2FA Status	Last Login
[redacted]	[redacted]	[redacted]	Administrator	83	Inactive	19/01/2022 11:07 am
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	12/01/2022 10:38 am
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	12/01/2022 6:18 pm
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	16/08/2021 10:57 am
[redacted]	[redacted]	[redacted]	Administrator	1	Inactive	21/01/2022 10:15 am
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	15/12/2021 4:47 pm
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	20/08/2021 11:34 am
[redacted]	[redacted]	[redacted]	Administrator	0	Inactive	04/11/2021 10:18 am

- Phone number is needed in case you want to set SMS functionality:



Mobile Number (WPNotif)

- Once the environment has been handed over, ensure that UNICC member accounts are disabled, unless there is a Service Delivery Agreement that justifies them having an account.
- Try to limit the amount of people having Administrator role, explore the other roles in WordPress and adjust as needed.
 - Most of the time should be enough with Editor permissions
 - You may consider Authors to create content aside of Meedan.

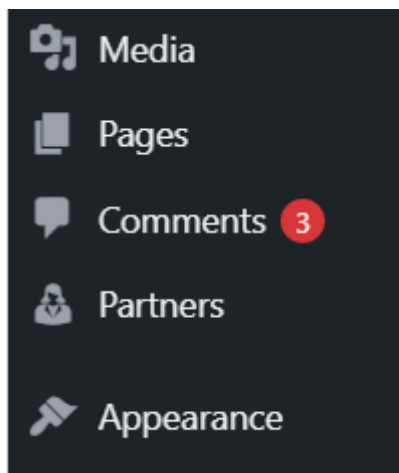
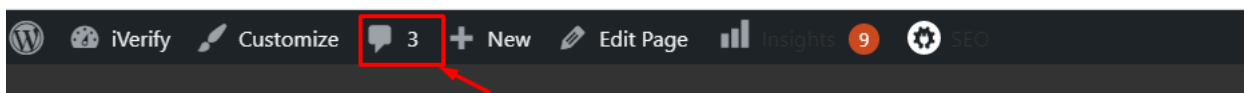
Information on WordPress roles and capabilities: <https://wordpress.org/support/article/roles-and-capabilities/#capability-vs-role-table>

6. Moderating comments

Users can contribute to the site adding stories that have been created using the site articles. To prevent spam, two measures have been set:

- Akismet plugin is installed, this tags as spam comments in case they are, so reduces the number of comments to be reviewed.
- Comments are moderated, they do not publish unless someone approves.

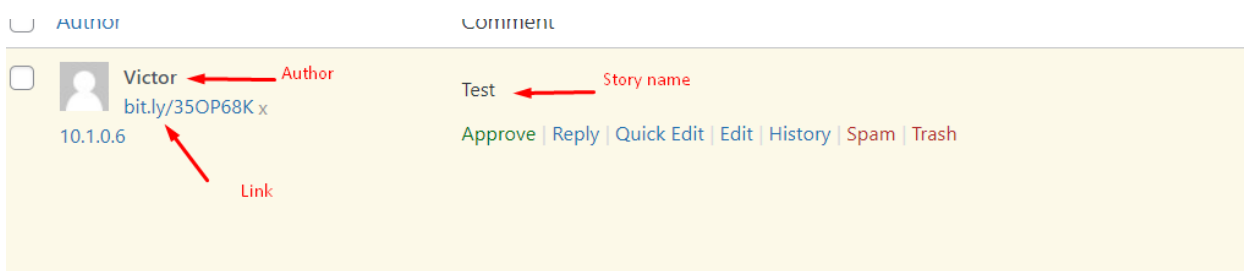
When logged in you can check if there are new comments by looking at the top bar or at the side menu panel:



Click on the comments to see them.

Each comment should have:

- An author (name),
- a story name,
- and a story hyperlink



You can see the actions:

- Approve: will make the comment visible under the article
- Spam: will mark the comment as spam
- Trash: will send the comment to the trash

You can also remove the approval a comment that was previously approved.

7. Post adjustments

Post adjustment can be done in Meedan, and the changes will be reflected in the WordPress portal. That is the recommended way to adjust a blog entry. However, it is still feasible to use the WordPress editor for that purpose.

Just remember that the post structure is not the default WordPress one, the following image should help you understanding the post structure and the related fields.

←

Illegal collection of money from Bus Stations and Markets continues

TITLE

Misleading

individuals had parading and collecting money from bus stations and traders at the intercity Bus Terminus in Lusaka, however it cannot be concluded that the individuals involved belong to a specific political party

SUBTITLE

Claim

Following the change of government and the official banning of cadres from bus stations and markets across the country, The Patriotic Front Facebook page published an article with a picture of a UPND member, the United Party for National Development cadres continued to collect money from busses and traders at the bus station and markets within intercity bus terminus.

CLAIM

Rating Justification

The fact checking process has established this claim by the Patriotic Front (PF) as misleading, given that it was able to verify that individuals had parading and collecting money from bus stations and traders at the intercity Bus Terminus in Lusaka, however the process cannot conclude that the individuals involved belong to a specific political party. Following an incident in which a receipt was seen trending on social media indicating UPND intercity security and marketers community, with a payment of K20, the police confirmed having arrested four men behind the issuance of a receipt from intercity bus terminus with obtaining money by false pre-tenes. Police spokesperson Esther Katongo said the four were identified to be behind the issuance of the receipt. Mrs. Katongo said the incident occurred on the 7th of September at intercity bus terminus and the suspects are detained for obtaining money by false pre-tenes and will appear in court soon. The receipt branded with UPND details cannot prove beyond reasonable doubt that the individuals collecting money are UPND cadres as anyone is at liberty to print on receipts the details of any political party. However, the process cannot conclude that the individuals involved belong to a political party as only be fully determined when they appear in court. Finally, in corroborating this incident, Republican President Mr Hakande Hichilema on his Facebook page had expressed displeasure with the reports that there are still incidents of people who are posing as political cadres continuing to illegally collect fees, terming the acts as unacceptable. He added that the police do not need to be prompted as they have full powers to arrest such individuals and further encouraged traders to ensure they report those individuals to law enforcement without fear of retaliation. Moreover, Mr Hichilema stated that the illegal practice should be stopped completely, and all the money that was collected in the previous regime before the Councils resumed must be followed through and accounted for. He further emphasized that citizens must inform the government where individuals posing as cadres are still collecting fees meant for the Council. As provided for by the law, the Lusaka city council are the only authority tasked with the responsibility of collecting revenue from traders and busses in stations and markets.

RATING JUSTIFICATION

Evidence and References

EVICEDENCE AND REFERENCES

- Statement by resident

UPND INTERCITY SECURITY & MARKETERS COMMUNITY

+260 972 6146213 / 0971 822799 / 0777 242995

RECEIPT No. 0410

Issued on: 07/09/2023

Received from:

The Sum of:

Being payment for:

Signature:

Verified top 10 goods

✉

💬

🗨

📘

🐦

Methodology

True

The claim is rigorous and the content is demonstrably true.

Half True

The statement is correct, although it needs clarification additional information or context.

Unproven

Evidence publicly available neither proves nor disproves the claim. More research is needed.

Misleading

The statement contains correct data, but ignores very important elements or is mixed with incorrect data giving a different, inaccurate or false impression.

False

The claim is inaccurate according to the best evidence publicly available at this time.

Retraction

Upon further investigation of the claim, a different conclusion was determined leading to the removal of the initial determination.

Toxic

A rude, disrespectful, or unreasonable comment that is somewhat likely to make

International Computing Centre Confidential-ClientError! Unknown document property name.

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8. Social Sharing

The social sharing options can be also edited at any time. The configuration is made by adjusting the settings of All-in-One SEO plugin.

The sharing settings have been set as follows:

- Under AIO SEO settings, go to Social Networks, then select the network to edit.
 - Enable Open Graph Markup
 - We consider that a post can come without a feature image, in case it is forgotten in Meedan, for that case a default illustration was added
 - Filename: placeholder-featured-image.png
 - The card will show the featured image of the post and a short text message that follows this structure:
 - Static text: “I found something interesting in iVerify” (or its Spanish equivalent)
 - Followed by post title
 - The following screenshot shows the adjustment:

Site Name

Click on the tags below to insert variables into your site name.

+ Site Title + Tagline + Separator [View all tags →](#)

Encontré algo interesante en iVerify: **Post Title** ▼

51 out of 95 max recommended characters.

9. SMS and WhatsApp configuration

This feature requires a valid account in an SMS gateway, we are using WPNotif, any supported gateway in WPNotif can be used. For demonstration purpose we will show the settings for a Twilio SMS Trial account.

In the left menu, access WPNotif, then click on settings.

- Select the option for Twilio under SMS, and type in the Account SID, Auth Token and Sender ID.
 - These can all be gathered from the Twilio panel:

The screenshot shows the Twilio Project Info dashboard. It includes sections for Trial Balance, Trial Number, Referral Program, Account SID, and Auth Token. The Account SID and Auth Token fields are highlighted with red boxes, indicating where the user should enter their Twilio credentials. A 'Referral Dashboard' button is also visible.

- For the trial account to work, you need to access your Twilio account and add the people:
 - Access in Twilio the list of verified numbers.
 - Add the numbers of the people you want to receive messages:

The screenshot shows the Twilio Verified Caller IDs page. It includes a table with columns for Number, Friendly Name, and Actions. The table contains four rows of verified numbers, each with a 'Remove' button. A 'Filter' button is also visible.

- These numbers should match the user phone number in WordPress, when setting users, check their number is set and that it matches the one in Twilio.
- If the set of users you want to receive the SMS does not match any of the default ones, create a new group under User Groups in WPNotif and add the users.
- To set-up the notifications go to Settings -> Notifications. The default configuration includes adding a notification each time a new entry is added. The message can be customized, but beware of SMS message length limit, usually 160 characters.

New Post Notifications

Post Type	Posts
Enable for Posts	<input checked="" type="checkbox"/>
Route	SMS
User Groups	<input type="text" value="Administrator"/>
Message	<input type="text" value="iVerify - New Blog Post: {{post-title}} {{post-link}}"/>

10. External Dashboard

Integrated with WordPress login, hence any user created in WordPress would have this feature available, is the Dashboard.

The access to the Dashboard can be found as the top entry on the left-hand side menu:

