

SURWASH Application

User Guide

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1.0 Overview

The SURWASH Application is a comprehensive platform comprising both web and mobile applications. It is designed to support Monitoring and Evaluation (M&E) officers and agency heads operating at various levels, from Local Government to the Federal level (FPIU).

User Categories:

- LG Field Officer
- LG M&E Officer
- LG HOD
- IA M&E Officer
- IA Director
- SPIU Officers
- FPIU Officers

The application facilitates field data collection through its mobile interface, enabling LG Field Officers and LG M&E Officers to perform their duties effectively. The review and approval of reports are managed by the respective officers via the web application.

- The web application is accessible via portal.surwash.ng.
- The mobile application can be downloaded via portal.surwash.ng/mobile.

This manual serves as a comprehensive guide to help users navigate the platform, utilize its features, and ensure efficient submission and approval of reports.

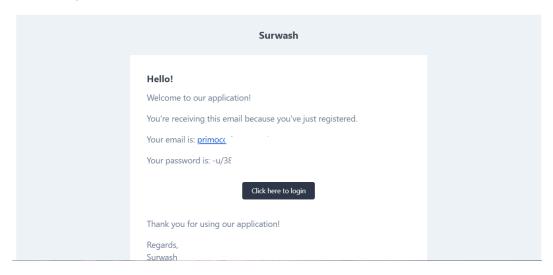
2.0 Authentication

Access to the SURWASH portal requires users to authenticate using their registered credentials. All users are pre-registered by the Super Admin, with their email address serving as the unique identifier for their account. Below are the key steps and processes for authentication

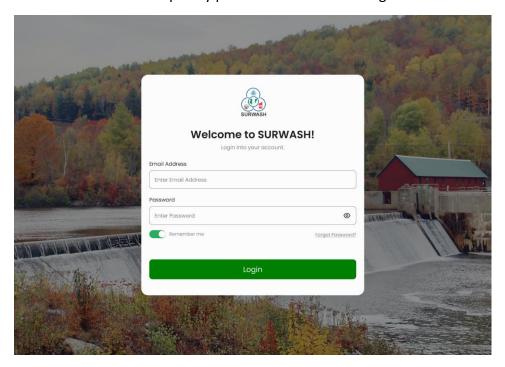
2.1. Sign-In Process

2.1.1 Initial Sign-In:

Upon account creation, a unique temporary password is sent to the user's registered email address. (Look out for the format for



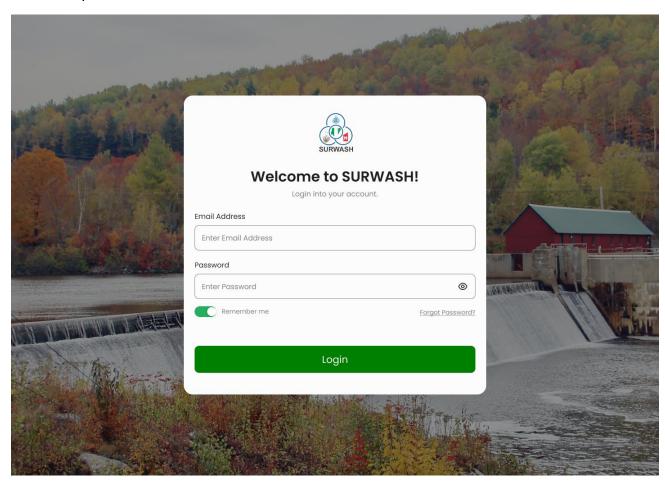
Users must use this temporary password for their first login to activate their account.



After the initial login, users are encouraged to reset the temporary password to one of their choosing for enhanced security.

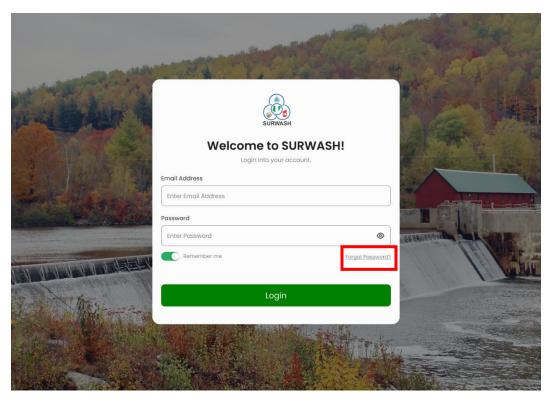
2.1.2 Subsequent Sign-Ins:

- For all future logins, users must enter their email address and the updated password they have set.

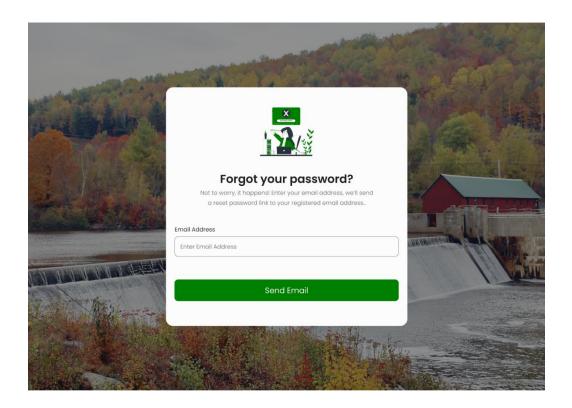


2.2 Resetting Forgotten Passwords

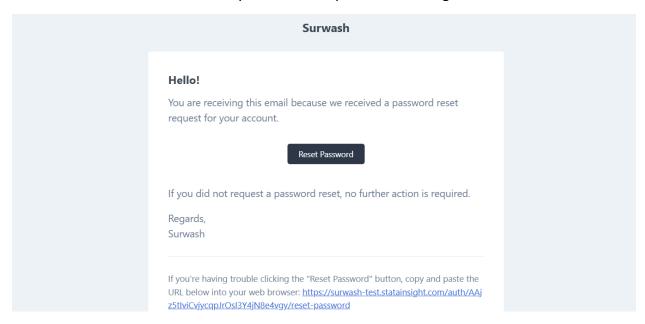
If a user forgets their password, they can use the "Forgot Password" feature on the login page.



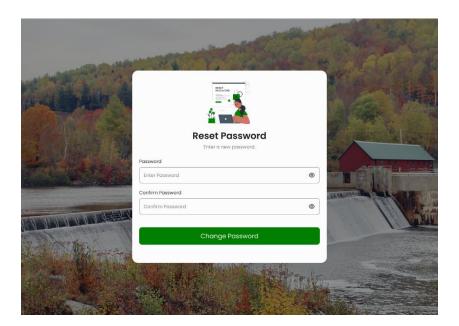
This initiates a password reset process, where a reset link is sent to the registered email address.



Users can follow the link to securely create a new password and regain access to their account.



Update your password after following the link



These measures ensure that access to the portal is secure and user credentials are appropriately managed.

3.0 User Categories and Activities

3.1. LG Field Officer

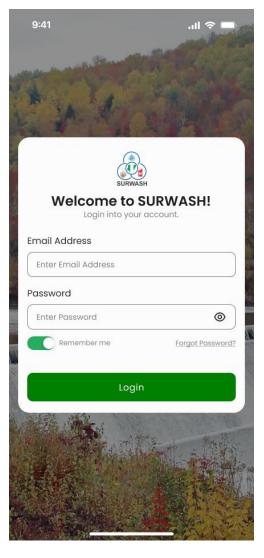
3.1.1 Overview

The LG Field Officer uses the mobile application to collect data in the field. The app is equipped with offline capabilities, allowing users to save progress even in areas with limited or no network coverage. Additional features include geotagging and options to capture or upload images directly within forms, enhancing data accuracy and reliability.

3.1.2 Steps for Data Collection

a. Login

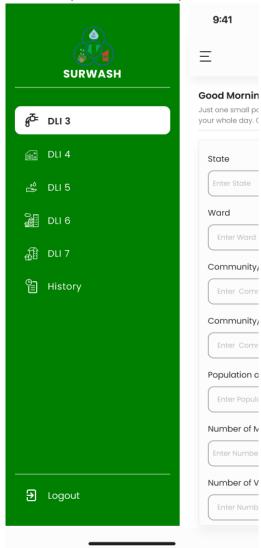
- Open the mobile application.
- Enter your username and password.



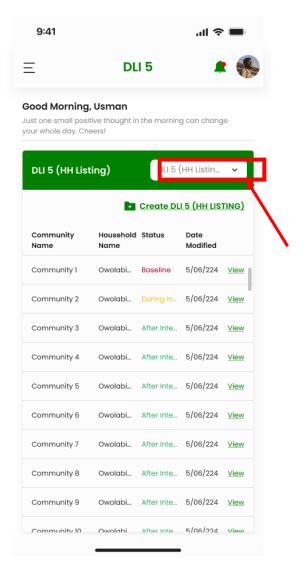
- Tap the **Login** button to access the app.
- If you face any login issues, consult the **Authentication section** for guidance.

b. Select a Form

- Tap the hamburger menu (≡) located at the top-left corner of the screen to browse the available forms and select the one you want to complete.

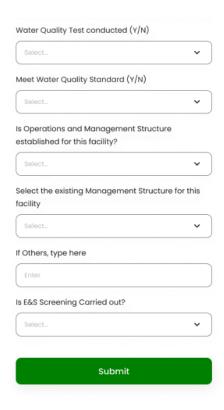


- For forms with sub-forms (e.g., DLI 5 & 6), navigate using the tabs displayed at the top of the form page.



c. Submit the Form

After filling out the form, review your entries for accuracy then click the "**Submit**" button at the bottom of the form to finalize the submission.



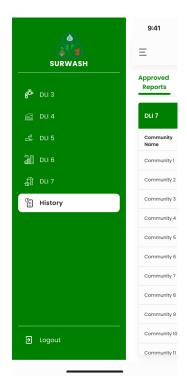
d. History Section

The History section enables field officers to monitor the status of their submitted reports. Reports are categorized as follows:

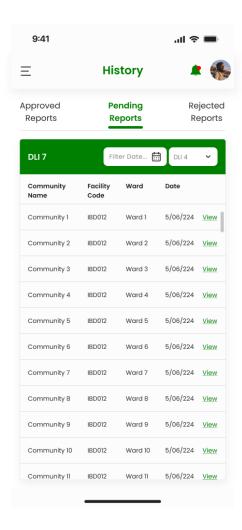
- Approved Reports: These are reports reviewed and approved by the LG M&E Officer.
- Pending Reports: Reports submitted by the field officer but not yet reviewed or approved.
- Rejected Reports: Reports reviewed by the LG M&E Officer and rejected for correction. Rejected reports can be updated and resubmitted.

Using the History Section

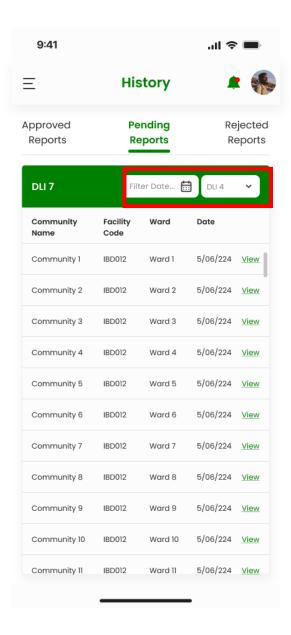
Access the History tab from the main menu.



• Select the desired category (Approved, Pending, or Rejected).



Tap a report to view its details, ensure to select the report category you are to work on as well as selecting the DLI under each category of the report



Offline Functionality

Data entered in the mobile application can be saved locally when there is no network connectivity. The app automatically syncs saved data once the device reconnects to the internet.

Tips for Offline Use

- Before heading to the field, ensure the app is updated to the latest version.
- Periodically check for internet connectivity to sync your reports.

3.2 LG M&E Officer

The LG M&E Officer plays a pivotal role in managing and overseeing activities at the Local Government (LG) level. They supervise the LG Field Officers by verifying, approving, or rejecting their reports and ensure accurate data entry, including the creation and management of communities within the system.

Key Responsibilities

The LG M&E Officer interacts with both the mobile application and the web portal:

- Mobile Application:
 - o Limited to data collection, similar to the LG Field Officer.
- Web Portal:
 - Submitting community/LG-based reports on DLIs.
 - Creating communities for the LG.
 - o Creating SURWASH Program communities.
 - Viewing and approving/rejecting reports submitted by LG Field Officers.

A. Submission of Reports

The LG M&E Officer can submit reports using either the mobile application or the web portal.

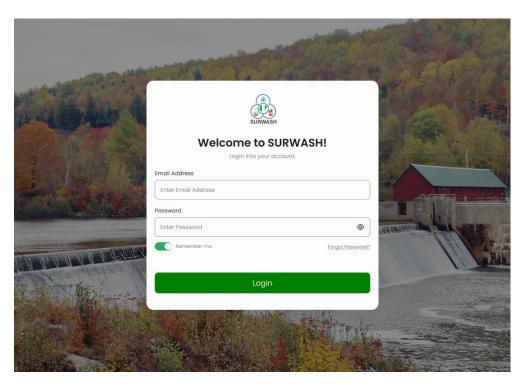
1. Using the Mobile Application:

This process is similar to the LG Field Officer's submission process. (Refer to Field officer Section for detailed steps.)

2. Using the Web Portal:

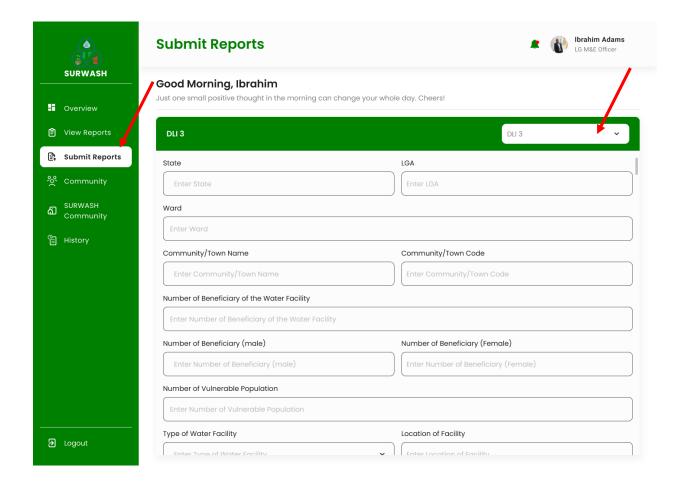
Steps:

- 1. Login to the Web Portal:
 - Enter your username and password.
 - Click Login.



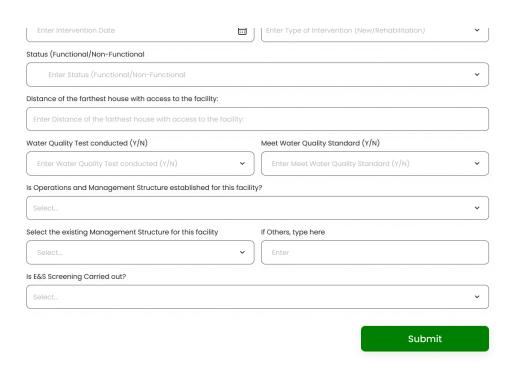
2. Navigate to the DLI Form:

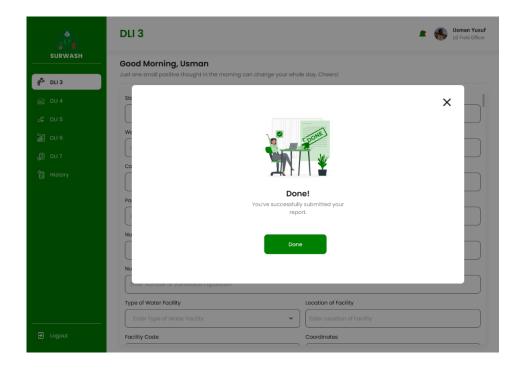
From the menu, click on "Submit report" and select the appropriate DLI form from the dropdown menu. The ward menu can be used to filter the reports to streamline reports to wards



3. Complete and Submit the Form:

Fill in the required details and click "Submit" to finalize the report.





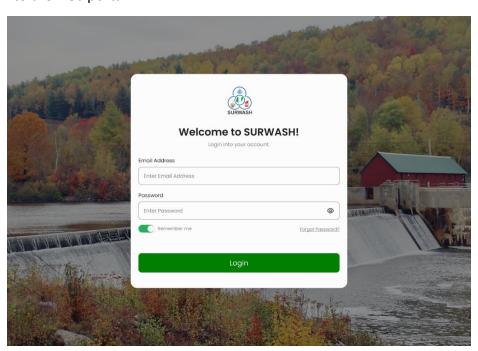
B. Viewing and Approval of Reports from the Field Officer

The LG M&E Officer is responsible for verifying and approving reports submitted by the LG Field Officer. Reports can be reviewed using either the "View Report" method or the "History" method.

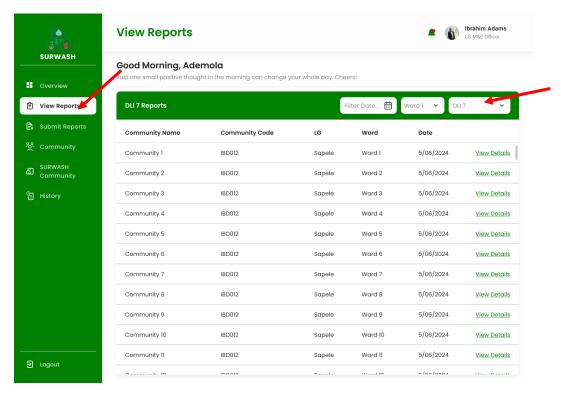
View Report Method

Steps:

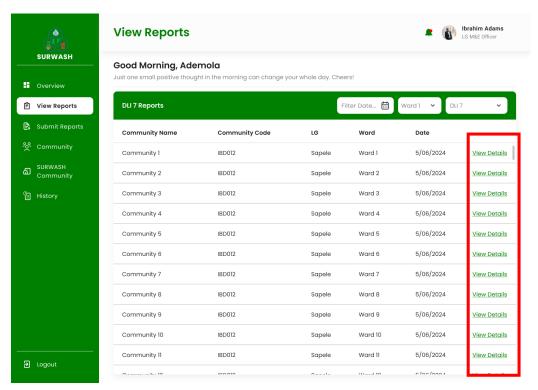
1. Login to the web portal.



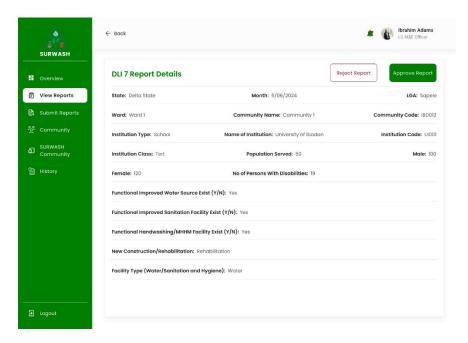
2. Click View Report on the left side of the screen and use the filters to select the DLI, date range, or ward for easier navigation



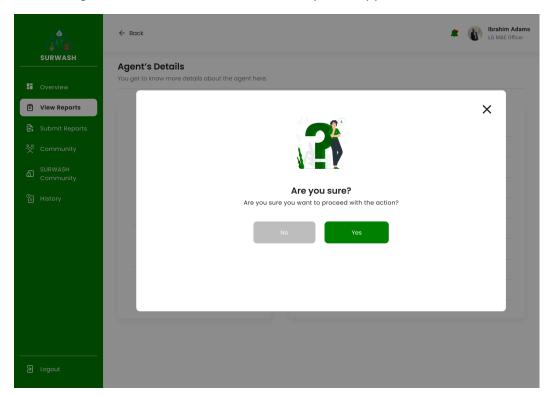
4. Click View Details on the specific report.



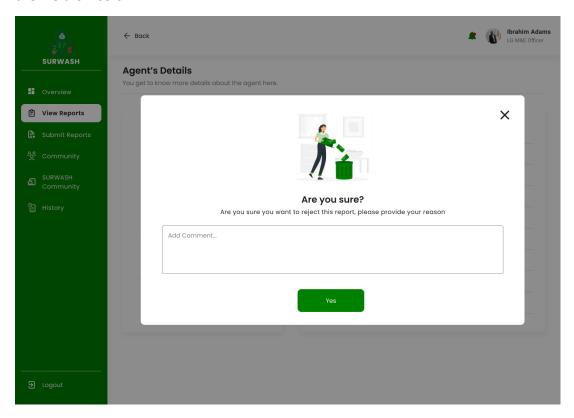
5. Approve the report if it meets the required standards, or reject it with a comment for correction.



Users will get a confirmation screen when a report is approved



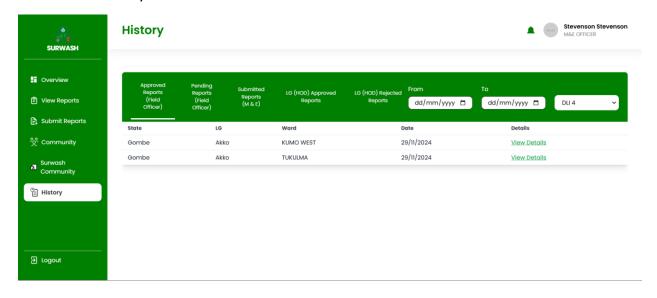
When Rejecting a report; there is need for comments to be added to the report for action by the Field officers



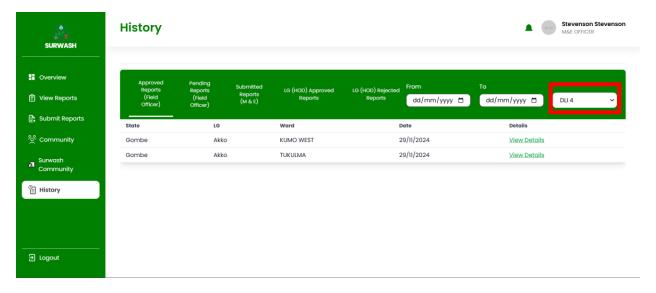
History Method

Steps:

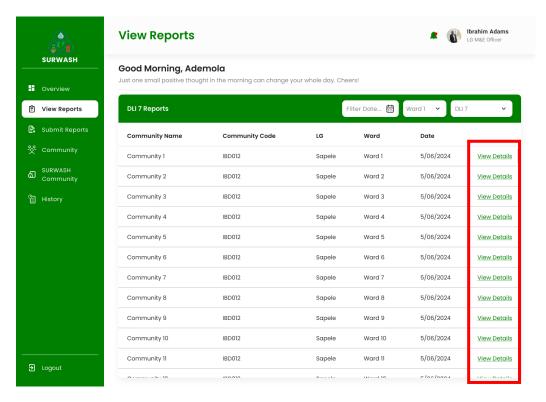
1. Click History on the sidebar.



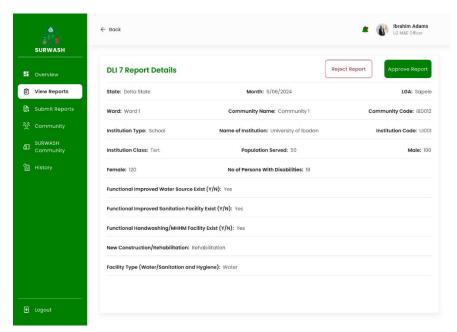
- 2. Navigate between report categories using the tabs provided:
 - **Approved Reports (Field Officer)**: Reports approved by the LG M&E Officer which is initiated by the Field Officer.
 - **Pending Reports (Field Officer)**: Reports awaiting action from the LG M&E Officer.
 - **Submitted Reports (M&E Officer)**: Reports initiated by the M&E Officer.
 - LG (HOD) Approved Reports: Reports approved by the LG Head of Department (HOD).
 - LG (HOD) Rejected Reports: Reports rejected by the LG HOD.
- 3. Use the DLI Filter to locate the specific report to work on under each section



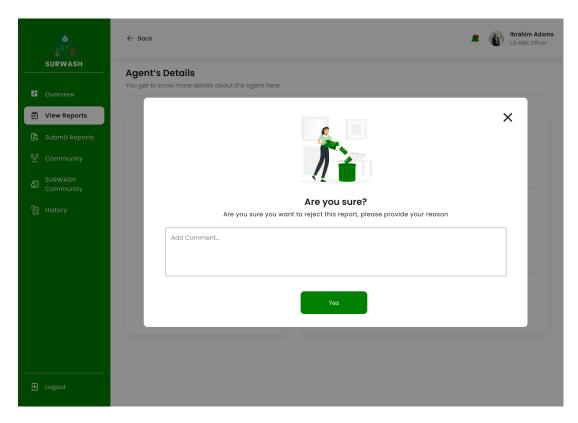
4. Click on view details on the report the view details/action to be taken on the selected report.



5. Approve report when report is valid



6. Reject report when there is observation with comment and the field officer will get the comment to work on and update the report

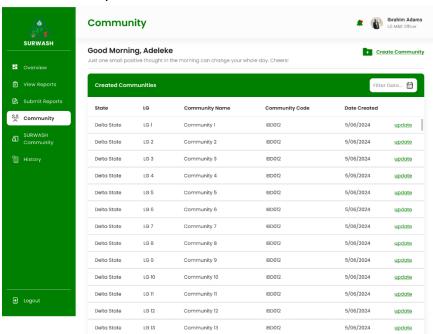


C. Creation of Community

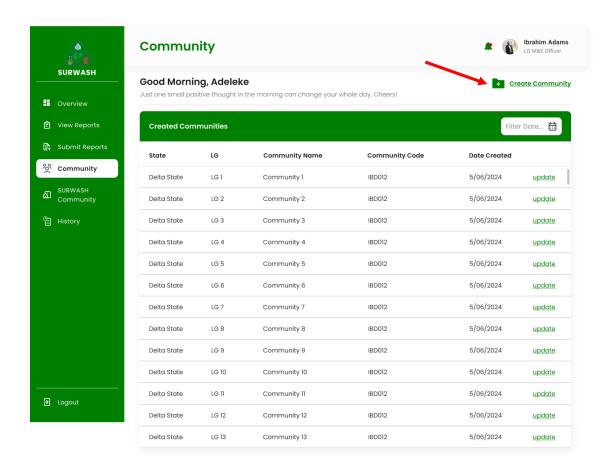
The LG M&E Officer is responsible for creating communities in the system, enabling accurate data reporting.

Steps:

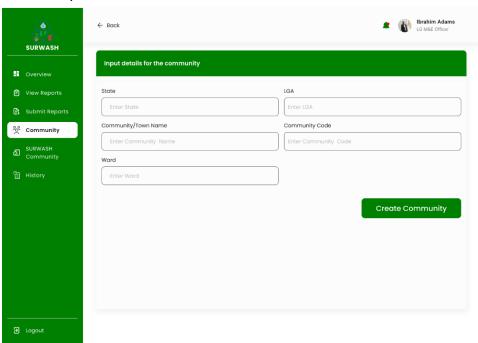
1. Click Community on the sidebar.



2. View the list of existing communities, wards, and community codes. To create new community; Click Create Community.



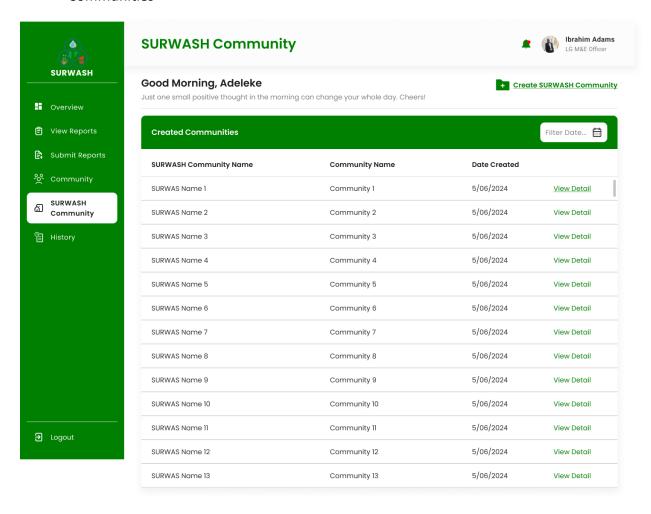
4. Fill in the form with the community details and click Create community to create the community



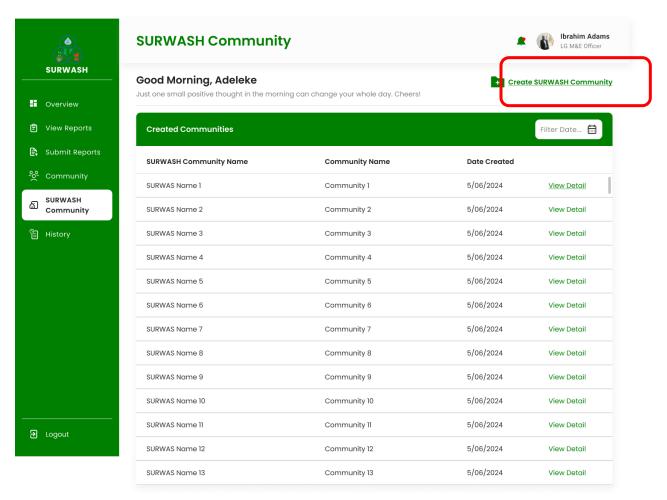
D. Creation of SURWASH Program Community SURWASH Program Communities are specific to sanitation DLIs, ensuring proper reporting of facilities.

Steps:

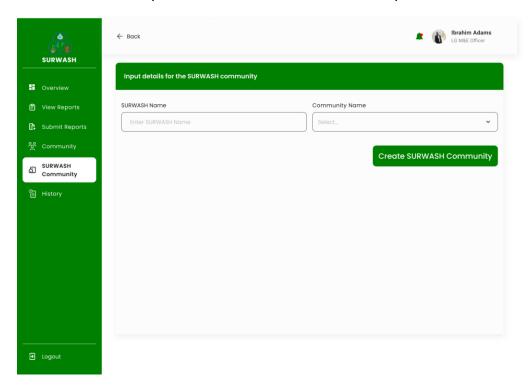
 Click SURWASH Community on the sidebar to view the list of existing SURWASH Communities



2. To create new SURWASH Community, Click "Create SURWASH Community".



4. Enter the SURWASH Community name and select the corresponding communities. Click "Create SURWASH Community" to create the SURWASH Community.



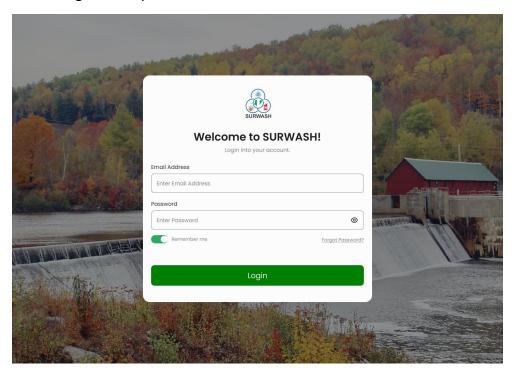
3.3 LG HOD

Overview

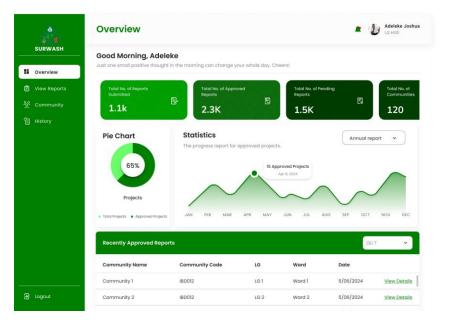
The LG HOD is recognized as the head of the LG office, responsible for overseeing activities at the Local Government level. The HOD has the authority to approve or reject all reports submitted through the LG.

Steps for Viewing and Approving Reports

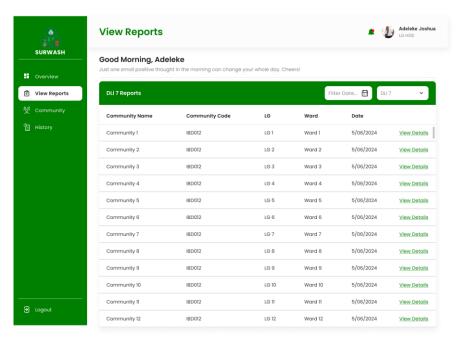
1. Login to the portal.



2. Click on 'View Report' from the sidebar.



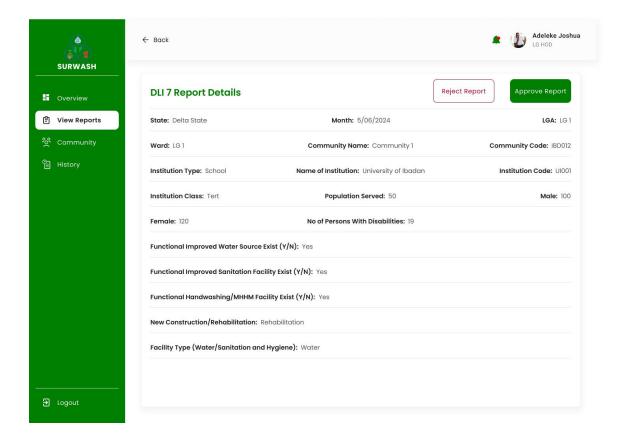
Select the form to work on by choosing the desired form from the DLI dropdown menu and click "View Detail" to open the report for further actions (Approve or Reject Report).



After reviewing the report details:

Click "Approve" to validate the submission.

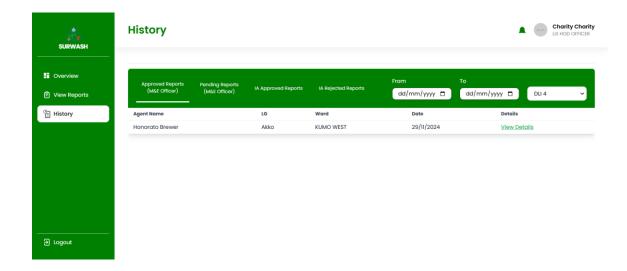
Click "Reject", and provide a reason in the comments section for follow-up action.



Tracking Reports via History

The 'History' feature allows the HOD to track report activity effectively. The DLI dropdown menu can be utilized to navigate between different DLIs. The available history categories under the HOD profile are:

- **Approved Report (M&E Officer)**: Includes reports submitted by the M&E Officer and Field Officer that have been approved by the HOD.
- **Pending Report (M&E Officer)**: Includes reports from the M&E Officer awaiting the HOD's review.
- IA Approved Reports: Reports approved by the HOD that the Implementing Agency (IA) has also approved.
- IA Rejected Reports: Reports reviewed by the HOD but rejected by the Implementing Agency (IA).



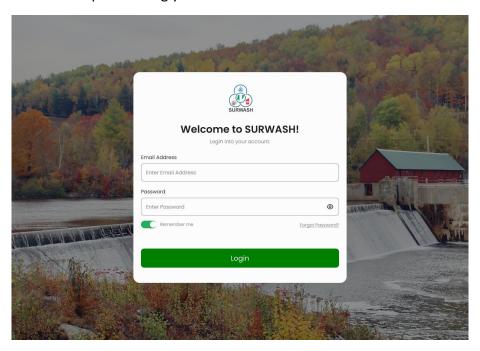
3.4 IA M&E Officer

Overview

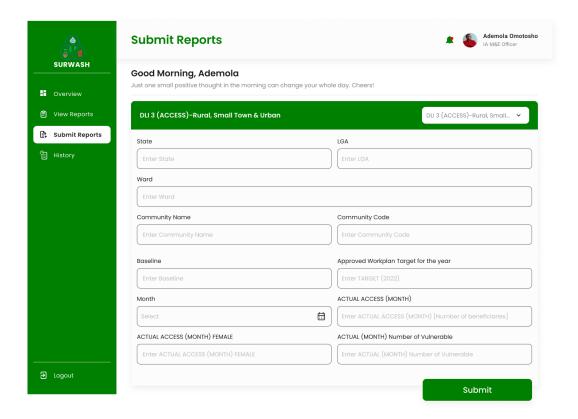
The IA M&E Officer is responsible for documenting and reporting activities specific to their Implementing Agency (IA). This officer is tasked with completing and submitting forms assigned to their IA and providing reports directly to the IA Director.

Steps to Submit a Report

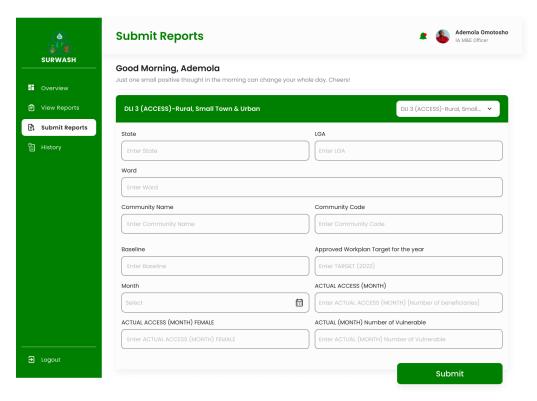
1. **Login**: Access the portal using your credentials.



2. **Submit Report**: Navigate to the "Submit Report" section from the sidebar.



3. **Select Form**: Choose the appropriate form to fill out using the dropdown menu.

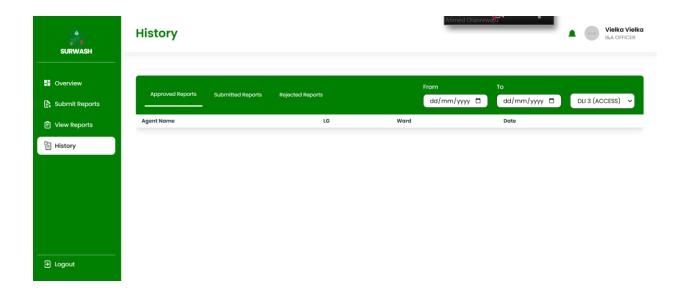


4. **Complete and Submit**: Fill in all required fields in the selected form and submit it for review.

Tracking Reports in the History Section

The history feature helps the IA M&E Officer monitor the status of submitted reports. The categories available include:

- **Approved Reports**: These are reports submitted by the IA M&E Officer that have been reviewed and approved by the IA Director.
- **Submitted Reports**: These reports have been submitted by the IA M&E Officer and are awaiting action or review by the IA Director.
- **Rejected Reports**: These are reports that the IA Director has reviewed but rejected, often with comments or feedback for corrections.



3.5 IA Director

Overview

The IA Director oversees reports from both Local Government (LG) offices and IA M&E Officers. The IA Director's primary responsibility is to approve, reject, or monitor reports submitted to ensure accuracy and alignment with program objectives.

The IA Director interacts with two types of reports:

- 1. LG Reports
- 2. IA Reports

LG Reports

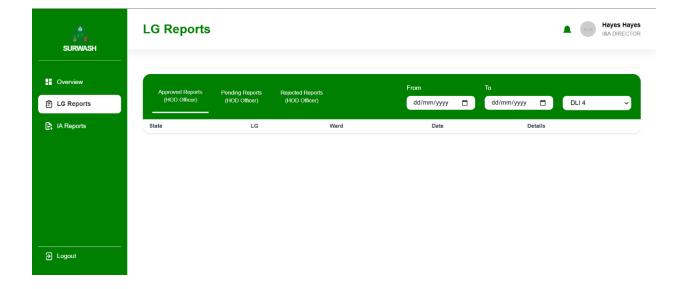
The LG Report section allows the IA Director to view and act on reports submitted by LG officers.

This section is divided into three tabs:

- 1. Approved Report (HOD): Reports from the LG HOD that the IA Director has approved.
- 2. Pending Report (HOD): Reports submitted by the LG HOD that are yet to be reviewed by the IA Director.
- 3. Rejected Report (HOD): Reports from the LG HOD that the IA Director has rejected.

Steps to View and Take Action on LG Reports:

- 1. Log in to the system.
- 2. Navigate to the LG Report section.
- 3. Select a tab (Approved, Pending, or Rejected) to filter reports.
- 4. Use the DLI filter to locate specific reports.
- 5. Click View Details to review a report.
- 6. Take appropriate action:
 - Approve the report if its content is satisfactory.
 - Reject the report with comments if corrections are needed.



IA Reports

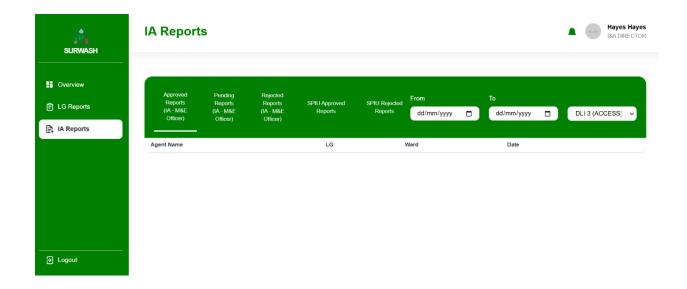
The **IA Report** section contains submissions from the IA M&E Officer and their status with SPIU. This section is divided into the following tabs:

- 1. **Approved Report (IA M&E Officer):** Reports submitted by the IA M&E Officer that the IA Director has approved.
- 2. **Pending Report (IA M&E Officer):** Reports from the IA M&E Officer that require the IA Director's attention.
- 3. **Rejected Report (IA M&E Officer):** Reports submitted by the IA M&E Officer that the IA Director has rejected.
- 4. **SPIU Approved Report:** Reports from the IA Director that have been approved by the SPIU Officer.
- 5. **SPIU Rejected Report:** Reports submitted by the IA Director to the SPIU Officer but rejected with comments.

Steps to View and Take Action on IA Reports:

- 1. Log in to the system.
- 2. Navigate to the IA Report section.
- 3. Select a tab to filter reports (Approved, Pending, Rejected, etc.).
- 4. Use the **DLI filter** to locate specific reports.
- 5. Click **View Details** to review a report.
- 6. Take appropriate action:
 - o Approve reports from the IA M&E Officer.

- Submit reports to the SPIU Officer for further action.
- Review feedback on SPIU-approved or rejected reports.



3.6 SPIU Officer

Overview

The SPIU Officer is responsible for overseeing all Local Governments (LGs) and Implementation Agencies (IAs) within the state. This role involves verifying and approving reports submitted by both LGs and IAs. The SPIU Officer ensures that all approved data from reports is added to the dashboard for state-level monitoring and analysis.

The SPIU Officer interacts with the **LG Reports** and **IA Reports** sections to take appropriate actions on submissions. Role of the SPIU include;

Monitoring LG Reports:

- Supervise reports submitted from all LGs.
- Review and validate reports approved by IA Officers before final approval.

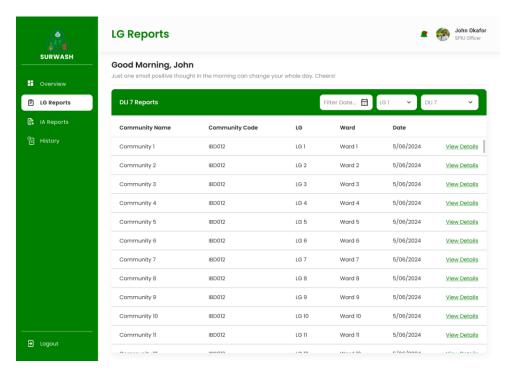
Action on IA Reports:

- o Review reports submitted by IA M&E Officers.
- o Provide final approvals or rejections with comments.

Steps to Review and Approve Reports

To Review LG Reports:

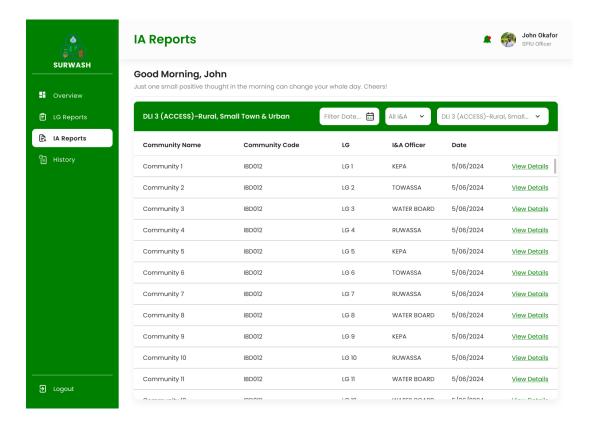
- 1. Log in with your credentials.
- 2. Navigate to the **LG Reports** section from the sidebar.
- 3. Use the filter options to locate reports:
 - o **DLI**: Select the relevant Disbursement Linked Indicator.
 - o **Date Range**: Specify the submission period.
 - LG: Filter by specific Local Government.



- 4. Click "View Details" to review the report content.
- 5. Approve reports if accurate and complete.
- 6. Reject reports with comments for necessary corrections.

To Review IA Reports:

- 1. Navigate to the IA Reports section from the sidebar.
- 2. Use the filter options to find reports:
 - IA: Select the Implementing Agency.
 - DLI: Choose the Disbursement Linked Indicator.
 - o **Date Range**: Define the timeframe for the reports.
- 3. Click "View Details" to open a report for review.



- 4. Approve the report if verified.
- 5. Reject the report, providing feedback for adjustments.

Using the History Section

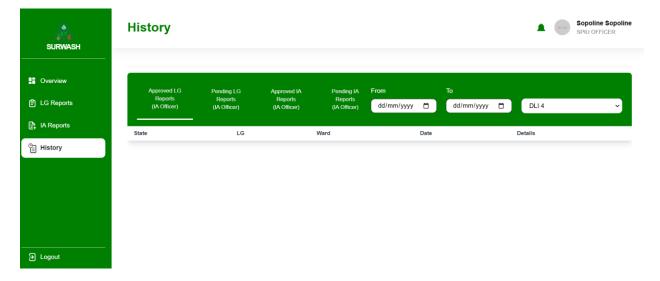
The **History** section tracks reports categorized based on their current status. The following are the report types available for both LG and IA submissions:

- 1. Approved LG Reports (IA Officer):
 - Reports submitted by LGs and approved by IA Officers, further reviewed and approved by the SPIU Officer.
- 2. Pending LG Reports (IA Officer):
 - LG reports that have been approved by IA Officers but are awaiting action by the SPIU Officer.
- Approved IA Reports (IA Officer):
 - Reports from IA Officers that have been reviewed and approved by the SPIU
 Officer.
- 4. Pending IA Reports (IA Officer):
 - Reports submitted by IA Officers but have not yet been attended to by the SPIU
 Officer

Steps to Use History:

- 1. Access the **History** menu in the sidebar.
- 2. Use filters such as **DLI**, **LG**, or **IA** to narrow your search.

- 3. Navigate through categories: Approved Reports, Pending Reports, or Rejected Reports.
- 4. Select the desired report for further review or reference.



3.7 FPIU Officer

Overview

The FPIU Officer is responsible for overseeing reports submitted by all SPIU Officers across the states. The FPIU Officer does not take action on reports but can view submissions from both Local Government (LG) and Implementation Agency (IA) levels to monitor activities nationwide.

Functions:

LG Report Viewing:

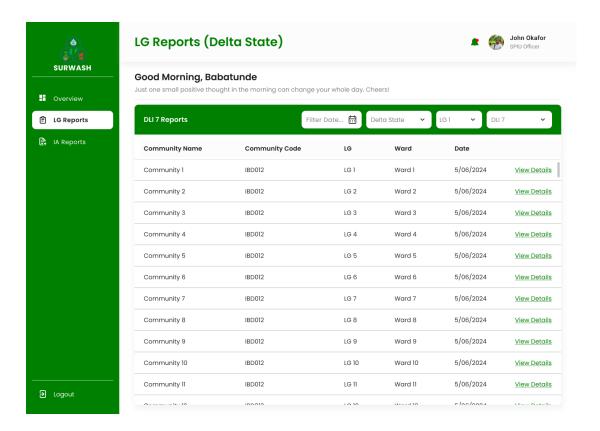
The FPIU Officer can access and view LG reports submitted by SPIU Officers across the states. This provides insights into the progress and activities reported at the local government level.

• IA Report Viewing:

Similarly, the FPIU Officer can view reports submitted by IA Officers, as approved by SPIU Officers, to understand state-level implementations.

Steps for Viewing Reports:

- 1. Log in to the system.
- 2. Navigate to the **LG Reports** or **IA Reports** section from the menu.
- 3. Use filters (e.g., state, date range, or DLI) to locate specific reports.
- 4. Click View Details to review the contents of the report.



Data viewed by the FPIU Officer has already been approved at the SPIU level. The FPIU Officer's role is limited to monitoring and oversight, ensuring the reporting system provides a comprehensive federal overview.