



EVM

Setting a standard for the
vaccine supply chain

Effective Vaccine Management (EVM)

Assessor Guide

Date 13 October 2021

Version v1.01

Status PUBLISHED

Contact evmadmin@who.int

Contents

Glossary	4
Introduction	6
Understanding the EVM assessment framework	8
The framework.....	8
Supply chain levels.....	8
Requirements.....	9
Criteria	9
Categories	11
Questions	12
Assessment scoring.....	13
Getting started with EVM.....	15
Requesting an EVM account	15
Signing into your EVM account.....	15
Requesting Assessor access	16
Managing your general settings.....	17
Using ‘My Facilities’	19
Getting started with the app.....	20
Installing the app	20
Managing your general settings.....	23
Navigating the app.....	24
Creating standalone questionnaires	26
Downloading questionnaires	28
Downloading questionnaires onto the EVM app.....	28
Downloading questionnaires from the EVM website	31
Completing questionnaires	32
Opening a questionnaire.....	32
Navigating between sections	34
Entering GPS coordinates	34
Answering questions.....	35
Tracking the progress of a questionnaire	40
Reviewing questionnaire requirements.....	40
Reviewing questionnaire attachments	42
Reviewing questionnaire notes.....	43
Reviewing questionnaire flagged questions	43

Marking questionnaires as 'Complete'44

Viewing dashboard reports45

Uploading questionnaires54

Sharing questionnaires.....56

 Sharing a questionnaire56

 Importing a questionnaire57

 Exporting a questionnaire.....57

Using the app resources58

Using the app tools.....60

 Using the Capacity calculator.....60

 Searching for PQS product data61

Troubleshooting63

 I've forgotten my EVM account email address63

 I've forgotten my EVM account password.....63

 I don't know what version of the EVM app I am using64

 I cannot install the EVM app on my device.....64

 I have been assigned a questionnaire that doesn't appear in the EVM App.....64

 The EVM app crashes after downloading questionnaires65

 The EVM app menu is missing after downloading questionnaires.....65

 I cannot save the answers I've entered in a questionnaire section65

Glossary

Term	Definition
Administrative Unit (AU)	A portion of a country or other region delineated for administrative purposes.
Assessee	A person helping the Assessor to conduct an assessment, for example, by answering questions.
Assessment	EVM assessments are conducted to assess the performance of an immunisation supply chain. In EVM2, an assessment can be customised to meet the exact needs of the national or facility manager by specifying the type, range, and scope of the assessment.
Assessment Range	The range of an EVM assessment can be national or sub-national. A national assessment can include locations from the whole country. A sub-national assessment can only include locations from specified Administrative Units (AUs).
Assessment Scope	Determines what is being assessed. By default, an EVM assessment will assess all EVM requirements. However, a partial assessment will assess only a subset of these requirements, determined by criteria and category.
Assessment Type	There are two types of EVM assessment - full or targeted. A full assessment assesses an entire country, with locations to assess chosen at random based on the EVM site sampling methodology. A targeted assessment assesses one or more location chosen by the National Manager.
Assessor	A person who assesses a location.
Assign	A questionnaire can be allocated to one or more Assessor.
Category	Determines the necessary inputs, outputs, and performance of the location.
Comment	For each question in a questionnaire, an Assessor can add a comment. This can be used to provide further details on the answer provided.
continuous Improvement Plan (cIP)	Helps countries to build a case for supply chain investments and develop an improvement plan that engages relevant stakeholders, which sets the immunisation programme on a path for successful implementation.
Criteria	Determines the operational and management functions the location must perform.
Dashboard	A collection of reports used to present data from an EVM assessment.
Essential Programme on Immunization (EPI)	The Essential Programme on Immunization (EPI) works in synergy with other public health programmes to control infectious disease and achieve better health for all populations everywhere. To learn more about the EPI: https://www.who.int/teams/immunization-vaccines-and-biologicals/essential-programme-on-immunization
Flag	An Assessor can add a flag to any question in a questionnaire. This can be used to keep track of questions that need to be reviewed later, either by the Assessor or the National Manager.
Location	A health facility that stores vaccines or provide immunisation services.
Lowest Distribution point level (LD)	Vaccine stores that receive vaccine from a primary level or a sub-national store and supply vaccine to one or more health facilities.
Manager	The EVM Manager for a country, in charge of creating and managing assessments. Also known as the National Manager.
Performance, Quality, Safety (PQS)	The WHO Performance, Quality and Safety (PQS) process prequalifies products and devices so that member states and UN purchasing agencies are assured of their suitability for use in their immunisation programs.

Term	Definition
Primary level (PR)	Vaccine stores that receive vaccine direct from an international vaccine manufacturer or distributors or a local vaccine manufacturer.
Question	Used to determine whether a requirement has been met.
Question Type	Questions are classified into four types, according to how they should be answered: Interview: asked by the Assessor directly to the Assessee. Verification: require the Assessor to verify that the Assessee knows or does something. Observation: answered by directly observing something. Calculation: a calculation made by the Assessor.
Questionnaire	Completed by an Assessor to assess a single location as part of an EVM assessment.
Range	An assessment attribute that determines how many locations will be included in the assessment. Can be: <ul style="list-style-type: none"> • National: a random sample of locations from the entire country are assessed. • Sub-national: a random sample of locations from one or more sub-national areas are assessed. • Targeted: locations to be assessed are chosen by the National Manager. • Standalone: a single location is assessed.
Requirement	EVM is an assessment tool that sets the standard for vaccine management and immunisation supply chain systems. The standard set by EVM is defined by requirements, organised into categories, that a well-functioning immunisation supply chain must meet.
Scope	An assessment attribute that determines the requirements that will be assessed. Can be: <ul style="list-style-type: none"> • Full: requirements in all categories and criteria. • Partial: requirements in selected categories and criterion only.
Section	A questionnaire is divided into sections. Each section contains questions.
Service Point level (SP)	Facilities that receive vaccine from any higher-level store and supply immunisation services.
Standard Operating Procedure (SOP)	Step-by-step instructions designed to help people carry out routine operation.
Standalone	An EVM assessment of a single location. A standalone assessment assesses all requirements.
Sub-National level (SN)	Vaccine stores that receive vaccine from a primary store or higher level sub-national store. There may be 0, 1, or more SN levels.

Introduction

Effective Vaccine Management (EVM) is a national EPI planning process endorsed and supported by WHO and UNICEF to assess and prioritise improvements in the immunisation supply chain.

EVM was launched in 2009. Drawing on lessons learnt conducting EVM assessments in more than 80 countries, and by leveraging developments in mobile and cloud-based computing, EVM2, released in 2019, builds upon the original EVM assessment tool to provide countries with a broader, more powerful, more agile, and more sustainable solution for improving iSC systems.

The EVM Assessor mobile app (“the app”) enables EVM Assessors to conduct health facility assessments as part of a national EVM assessment or standalone facility assessment. Assessors can use the app to:

- Create standalone EVM questionnaires for self-assessment or training purposes.
- Download questionnaires they have been assigned.
- Conduct health facility assessments by completing EVM questionnaires.
- Analyse health facility performance based on assessment scores.
- Upload completed questionnaires.

This guide provides Assessors with a conceptual overview of the EVM framework, questionnaire, and scoring system, and comprehensive guidance on how to use the EVM Assessor mobile app.



For guidance on how national, sub-national, and independent EVM Managers can use the EVM website to create and deliver EVM assessments, please refer to the [EVM Manager Guide](https://www.technet-21.org/en/library/main/6350):

<https://www.technet-21.org/en/library/main/6350>

This user guide is organised into the following chapters:

Chapter	Description	See Page
Introduction	This chapter.	6
Understanding the EVM assessment framework	How EVM is structured and performance is measured.	8
Getting started with EVM	How to become an EVM Assessor.	8
Getting started with the app	How to install the EVM mobile app and the app’s general settings.	20
Creating standalone questionnaires	How to create a standalone questionnaire to learn how the app works or to self-assess a single location.	26
Downloading questionnaires	How to download assessment questionnaires from the EVM website or in the EVM mobile app.	28
Completing questionnaires	How to complete assessment questionnaires in the EVM mobile app.	32
Viewing dashboard reports	How to view assessment questionnaire reports in the EVM mobile app.	45
Uploading questionnaires	How to upload completed assessment questionnaires to the EVM website.	54
Sharing questionnaires	How to share assessment questionnaires between devices.	56
Using the app resources	How to access and use information resources in the EVM mobile app.	58
Using the app tools	How to use the tools provided in the EVM mobile app.	60
Troubleshooting	Answers to frequently encountered problems.	63

This guide does not provide guidance to countries on preliminary planning activities, such as: training EVM Managers and Assessors, arranging site assessment logistics, and continuous improvement planning activities based on EVM findings.

To share feedback on this guide or to resolve any technical problem, please contact the WHO-UNICEF EVM Secretariat (evmadmin@who.int).



TechNet-21 is a global network of immunisation professionals committed to strengthening immunisation services by sharing experiences, coordinating activities, and helping to formulate optimal policies.

www.technet-21.org

The WHO-UNICEF EVM Secretariat has created a group on the TechNet-21 website to support the growing community of EVM practitioners around the world. The group is for all EVM users, from Managers at national, sub-national, and independent levels, to global partners and facility Assessors. It provides everyone with an interest in EVM to come together, ask questions, resolve problems, and coordinate EVM learning.

Join the group today:

www.technet-21.org/network/groups/401-evma2

Understanding the EVM assessment framework

This chapter describes the EVM structure and how performance is measured. It is organised into the following sections:

Section	Description	See Page
The framework	An overview of how the framework is organised.	8
Supply chain levels	The four levels of an immunisation supply chain.	8
Requirements	The attributes that a well-functioning immunisation supply chain must have.	9
Criteria	The operational or management functions health facilities must perform.	9
Categories	The necessary inputs, outputs and performance of health facilities.	11
Questions	The means of ascertaining whether requirements have been met.	12
Assessment scoring	The required inputs, expected outputs, and performance of EVM functions.	13

The framework

The EVM assessment framework defines the way in which vaccine supply chain systems are assessed. It is organised by:

- **Criteria:** the operational or management functions that health facilities must perform.
- **Categories:** the necessary inputs, outputs and performance of health facilities.
- **Requirements:** the attributes that a well-functioning immunisation supply chain must have.
- **Questions:** the means of ascertaining whether requirements have been met.

Requirements and questions are also organised according to their applicability at the supply chain level of the health facility being assessed. Scoring in EVM is determined by this assessment framework.

Supply chain levels

EVM assesses four levels of a supply chain:

Level	Description
Primary level (PR)	Vaccine stores that receive vaccine direct from an international vaccine manufacturer or distributors or a local vaccine manufacturer.
Sub-National level (SN)	Vaccine stores that receive vaccine from a primary store or higher level sub-national store. There may be 0, 1, or more SN levels.
Lowest Distribution level (LD)	Vaccine stores that receive vaccine from a primary level or a sub-national store and supply vaccine to one or more health facilities.
Service Point level (SP)	Facilities that receive vaccine from any higher-level store and supply immunisation services.

Some countries may have a supply chain that corresponds exactly to these four levels. However, many others may employ a different system, i.e. either fewer or greater levels than four. To standardise assessment of supply chain levels across countries, EVM enables countries to define up to eight levels in their supply chain:

- Primary
 - Primary (1)
 - Primary (2)

- Sub-National
 - Sub-National (1)
 - Sub-National (2)
 - Sub-National (3)
- Lowest Distribution
- Service Point
 - Service Point (1)
 - Service Point (2)



For reporting purposes, where there are more than four levels these are aggregated.

Requirements

The standard set by EVM is defined by requirements, organised into categories, that a well-functioning immunisation supply chain must meet. There are over 300 requirements and more than 500 sub-requirements. The applicability of a requirement at a health facility is determined by its level in the supply chain and the immunisation services it provides.

To assess whether a health facility meets an applicable requirement, an EVM Assessor visits a facility and answers questions using the EVM app. The EVM Assessor:

- Inspects records and equipment,
- Assesses staff knowledge,
- Checks if systems for routine monitoring and evaluation are in place and operational,
- Promotes and supports quality management principles, and
- Is supported by in-app guidance, supporting documents, and supplementary tools.

There are over one thousand questions in EVM. However, no single facility will encounter this number, because only applicable questions are asked. Question applicability is determined by supply chain level and answers to previous questions.

In summary, the EVM framework is defined by criterion, categories, requirements, and questions:

- **Criteria** determine the operational and management functions the health facility must perform.
- **Categories** determine the necessary inputs, outputs, and performance of the health facility's operational and management functions.
- **Requirements** define the minimum standards for each input, output and performance category of the health facility's operational and management functions.
- **Questions** are asked to assess whether a requirement has been met.

Criteria

EVM assesses supply chain functions at each level. These supply chain functions represent EVM criteria. The assessment by criteria is conducted as follows:

- A representative sample of sites is selected at each level of the supply chain.
- EVM criteria is assessed at each supply chain level by observation, infrastructure and records inspection, and staff interviews.
- Inputs, process and performance indicators are evaluated in each area at each level.
- Indicator scores are combined to give criterion scores for each area at each level.
- An area of vaccine management is considered 'Effective' if its criterion score is greater than or equal to 80%.

EVM criteria are organised into three groups:

- Facility operations (E1-9)
- Facility management (M1-4)
- Immunisation programme management (ST & R1-R6)

The EVM criteria for facility operations and facility management are listed in the following tables.

Facility operations criteria (E1-E9)

Code	Criteria	Sub-Criteria
E1	Vaccine arrivals	E1.1 Inspection of shipments E1.2 Custom clearance & transition facilities E1.3 Transport from port of entry to primary store
E2	Temperature management	E2.1 Temperature management in storage E2.2 Temperature management during transportation
E3	Storage and transport capacity	E3.1 Capacity of infrastructure and equipment E3.2 Utilisation of available capacity
E4	Facility infrastructure and equipment	E4.1 Quality of infrastructure E4.2 Quality of equipment
E5	Maintenance	E5.1 Maintenance & repair of buildings E5.2 Maintenance & repair of cold chain equipment E5.3 Maintenance & repair of vehicles
E6	Stock management	E6.1 Replenishment E6.2 Receipt and put-away E6.3 Inventory management E6.4 Release and dispatch E6.5 Managing returns, damaged & expired stock
E7	Distribution of vaccines and dry goods	E7.1 Distribution planning E7.2 Transportation of vaccines
E8	Vaccine management	E8.1 The shake test E8.2 Use of freeze-dried vaccines E8.3 Multi-dose vial policy
E9	Waste management	E9.1 Handling of syringes after use E9.2 Storage of immunisation waste E9.3 Disposal of immunisation waste

Facility management criteria (M1-M4)

Code	Criteria	Sub-criteria
M1	Annual needs forecasting	M1.1 Forecasting vaccine needs M1.2 Forecasting dry goods needs
M2	Annual work planning	M2.1 Preparing an annual work plan M2.2 Budgeting activities of the plan M2.3 Recording income and expenditure M2.4 Monitoring the implementation of the annual work plan
M3	Supportive supervision	M3.1 Planning supervision visits M3.2 Recording supervision visits M3.3 Providing supportive feedback

Code	Criteria	Sub-criteria
M4	ISC performance monitoring	M4.1 Monitoring ISC key performance indicators M4.2 Reporting ISC performance data M4.3 Monitoring reporting rates M4.4 Reviewing ISC performance

The EVM criteria for immunisation programme management are only assessed at the national level and therefore are not relevant to individual health facilities.

Immunisation programme management (ST, R1-R6)

Code	Name	Description
ST	Strategic planning	Developing a strategic ISC improvement plan and monitoring its implementation
R1	Infrastructure management	Providing and procuring utilities and services, constructing vaccine storage buildings and immunisation locations
R2	Equipment management	Procuring, installing and decommissioning cold chain equipment
R3	IT systems management	Providing and managing basic IT equipment, procuring and installing data management systems
R4	Human resources management	Recruitment and training
R5	Knowledge management	Gathering evidence to inform policy development and supply chain strategy, policy development, developing and managing SOPs - Developing training materials - Managing private service provider contracts
R6	Financial resources management	Funding supply chain operations and development, recording funds received and expenditure

Categories

EVM criteria are organised into the following categories:

- Inputs (C1 to C6): what is required
- Outputs (O): what is done
- Performance (P): what are the key outcomes of the input and output

There are six input categories:

Code	Category	Sub-categories
C1	Infrastructure	C1.1 Utilities & services C1.2 Buildings & amenities
C2	Equipment	C2.1 Storage equipment (cold & other storage equipment) C2.2 Transportation equipment (vehicles & Insulated containers) C2.3 Waste management equipment
C3	Information technology	C3.1 General IT equipment (telephone, computers, printers) C3.2 Data management technology (standard data collection forms, software, reporting forms)

Code	Category	Sub-categories
C4	Human resources	C4.1 Staffing (availability and quality) C4.2 Training C4.3 Knowledge & understanding
C5	Policies & procedures	C5.1 Evidence generation (studies, reviews and assessments) C5.2 Policies/Strategies C5.3 SOPs/guidance C5.4 Contracts
C6	Financial resources	C6.1 Salaries C6.2 Funds for operations C6.3 Funds for new equipment C6.4 Funds for training

The O (Output) category cover deliverables dues from the staff in the implementation of each EVM function/criterion. These outputs include, records, charts, or reports produced by staff while implementing the supply chain functions and provide traceability to the root causes of supply chain performance.

The P (Performance) category cover the outcome from proper implementation of supply chain functions (e.g. no stock out, no close vial wastage, full functionality of the CCE, no injury from immunisation waste).


System indicators

The EVM P (Performance) category aligns with the achievement of the three supply chain objectives: availability of vaccines, quality of vaccines, and efficiency of the vaccine supply chain.

- **Availability:** ensuring that vaccines and dry goods are available where and when required.
- **Quality:** ensuring that any damaged vaccine is not being administered to recipient; this implies the ability of identifying and removing any damage vaccine from the supply chain.
- **Efficiency:** eliminating wastage (vaccines and dry goods) in the supply chain (e.g. close vials wastage, damaged vaccines due to expiry, physical damage, temperature damage).

Questions

An EVM questionnaire is composed of 36 sections. To make data collection easier, many sections relate to a physical location or asset in a health facility, such as the store manager’s office, the electricity generator, the refrigerated vehicle, and the cold room. However, some sections may be inapplicable for certain health facilities. To address this, the EVM questionnaire is presented dynamically based on your responses to questions. For example, you may be asked the following question:

16. Does the facility have any vaccine refrigerators and/or freezers? 

Yes

No

If you answer ‘No’, then the section on refrigerators and freezers will be marked as inapplicable and all questions relating to refrigerators and/or freezers will be disabled (hidden) from the questionnaire. Inapplicable sections will still be shown in the questionnaire menu; however, they are not given a percentage completion score as they do not contain any questions:

The screenshot shows a dark-themed interface with a list of questions on the left and a response area on the right. The question 'L15 Refrigerator/freezer' is highlighted with a red border. The response area shows a 'No' button in a teal box. Above the 'No' button, there is a progress indicator for 'L14 Cold/freezer room' showing 0% completion.

If you return to the same question and change your answer to ‘Yes’, all related questions will be re-enabled (displayed).

Assessment scoring

EVM assesses the required inputs, the expected outputs and the performance of EVM functions (criteria). Inputs, outputs, and performance of the EVM criteria are organised into categories.

EVM defines minimum requirements (standards) for each category, applicable to particular criteria. Each EVM requirement is given a weighting (1 or 5), depending on the supply chain level. EVM questions are used to assess whether a requirement has been met. If a requirement is met, it scores one (1), otherwise it scores zero (0). EVM scoring is then based on a multilayer aggregation of the requirement scores to the scores for categories, criteria and finally to the composite score for the EVM assessment.

Non-applicable requirements are not scored and do not affect the composite scoring of the correspondent category and criterion. The applicability defines whether the requirement is relevant to given level and location.

There are two type of requirement scores:

- The maximum score possible = weight x applicability
- The total score recorded = weight x applicability x binary score

Category scores

A category score = the total score recorded / maximum score possible, where:

- The total score recorded = sum over requirements (maximum score x applicability x binary score)
- The maximum score possible = sum over requirements (maximum score x applicability)



The sum over requirements = sum over requirements for the selected category, including sub-categories (Cn.1, Cn.2, etc.).

Criterion scores

A criterion score = the total score recorded / maximum score possible, where:

- The total score recorded = sum over requirements (maximum score x applicability x binary score)
- The maximum score possible = sum over requirements (maximum score x applicability)



The sum over requirements = sum over requirements for the selected criterion, including its sub-criteria (En.1, En.2, ...).

Composite requirement scores

This is a single percentage score that:

- For a location questionnaire is obtained by aggregating E1-9 and M1-4 criteria scores.

- For an EVM assessment is obtained by aggregating E1-9, M1-4 and R1-6 criteria scores.

If you want a single indicator to reflect location or assessment performance, this is it.

A composite requirement score = the total score recorded / maximum score possible, where:

- The total score recorded = sum over requirements (maximum score x applicability x binary score)
- The maximum score possible = sum over requirements (maximum score x applicability)



A composite requirement score is applicable if any of its sub-requirements are applicable, and that composite requirement applicability = maximum of sub-requirement applicability.

Getting started with EVM

This chapter describes how to get started with EVM. Before you can assess a location as part of an EVM assessment in your country, you must first complete the following tasks:

Task	Purpose	See Page
1. Request an EVM account	To gain access to EVM.	15
2. Sign into your EVM account	To view the EVM dashboard.	15
3. Request Assessor access	To assess locations as part of an EVM assessment.	16

Once you have an EVM account, you can perform the following tasks on the EVM website as an Assessor:

Task	Purpose	See Page
Manage your general settings	To change the country that you are an Assessor for, change the language, and edit your profile.	17
Use My Facilities	To explore, test, and learn about the management features of EVM and conduct EVM assessments that are not part of a national EVM setup.	19

Requesting an EVM account

To request an EVM account, contact the EVM Global Administrator at evmadmin@who.int with the following details:

- Name
- Email address
- Organisation
- Job title
- Telephone number
- Address

The EVM Global Administrator will review your request and notify you once it is approved.

Signing into your EVM account

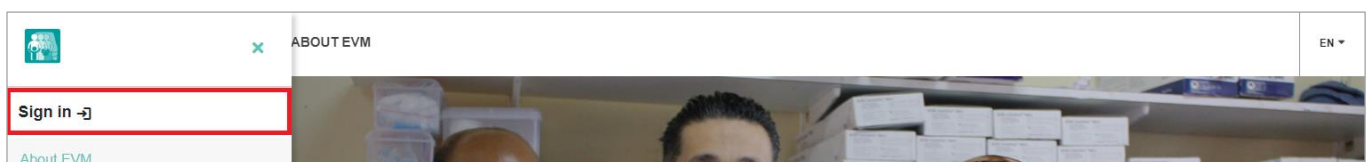
1. Open the EVM website:

<https://extranet.who.int/evm2/web/Public>

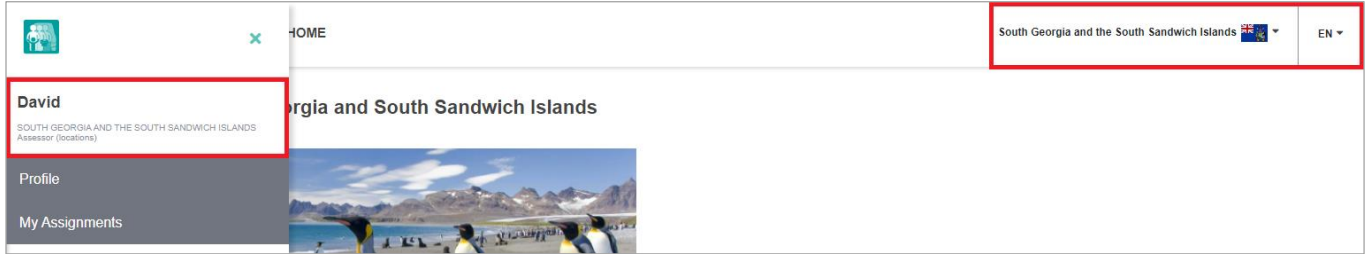


Add the website to your browser bookmarks.

2. Select the menu in the top left of the screen, then select **Sign in**:



- If you have more than one Microsoft account, select the email address that you used to request EVM access or select **Use another account** to enter the email address.
- Enter and confirm your authentication details. The EVM home screen is displayed. The country you are currently assessing and the language that EVM is currently using is shown in the top right of the screen and your username and role are shown in the menu (to manage your general settings, see [Managing your general settings](#) on page 17):

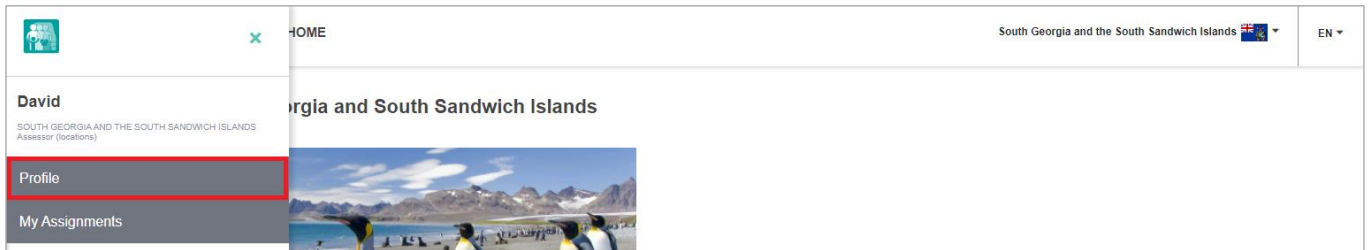


After a period of inactivity, you will be automatically logged out for security purposes and will need to sign in again to continue using the EVM website.

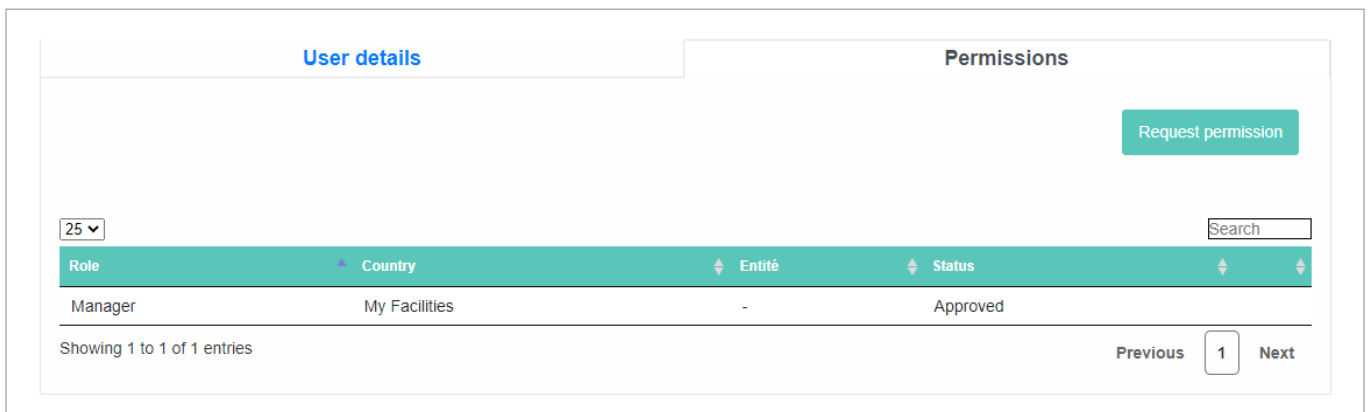
Requesting Assessor access

Once you have created an EVM account, you need to request **Assessor (locations)** access for the country that you will be assessing.


- Sign into your EVM account (see page 15).
- Select the menu in the top left of the screen, then select **<your name> > Profile**:



- The **User details** tab is displayed by default. Select the **Permissions** tab to display it:



4. Select **Request permission**. The *Request permission* screen is displayed:

 Fields marked with a * are mandatory.

5. In the **Role*** field, select *Assessor (locations)*.
6. In the **Country*** field, select the country you want to assess.
7. In the **Please explain why you require access** field, enter an explanation of why you require Assessor access.
8. Select **Save**. The National Manager for the country will review and approve your request.

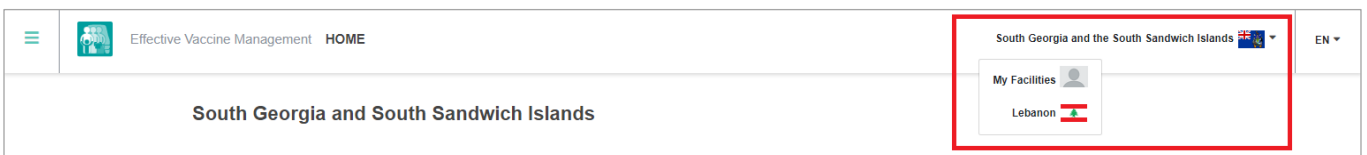
Once you have been notified that your request has been approved, you can sign into the EVM website to download and upload any questionnaires you are assigned for that country.

Managing your general settings

Changing country

If you are an Assessor for more than one country, you can select the country you wish to assess.

1. Sign into your EVM account (see page 15).
2. Select the down arrow next to the country name in the top right of the screen.
3. Select the country you wish to assess:

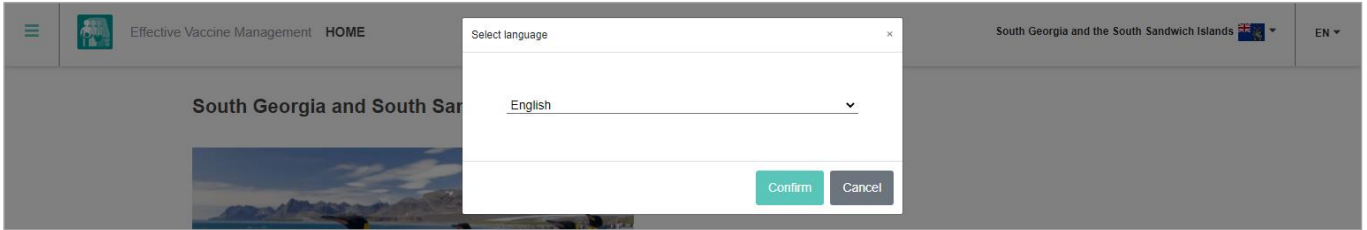


Changing language

By default, the website is displayed in English, but you can change it to a different language.

1. Sign into your EVM account (see page 15).

- Select the down arrow next to **EN** in the top right of the screen to display the *Select language* screen:



- Select your preferred language.
- Select **Confirm**.

Editing your profile

You can update your account settings, as well as request new permissions for a country (see page 16). To edit your profile:

- Sign into your EVM account (see page 15).
- Selecting the menu in the top left of the screen, then selecting **Profile**. The **User details** tab is displayed by default:

The screenshot shows the 'User details' profile editing form. It features two tabs: 'User details' (selected) and 'Permissions'. The form contains the following fields and elements:

- Name ***: Input field containing 'David'
- Surname ***: Input field containing 'Brown'
- Email ***: Input field containing 'david.brown@emailaddress.com'
- Company ***: Input field containing 'My Organisation'
- Job title ***: Input field containing 'Field Agent'
- Telephone**: Input field (empty)
- Street**: Input field (empty)
- Zip**: Input field (empty)
- City**: Input field (empty)
- Country**: Input field (empty)
- Receive e-mails**: Checkbox (unchecked)
- Save**: Button

3. Update the fields as required.
4. Select **Save**.



You cannot change your email address using the **User details** tab. If your email address has changed or is due to change and you need it to be updated for access to EVM, please contact the EVM Global Administrator at evmadmin@who.int.

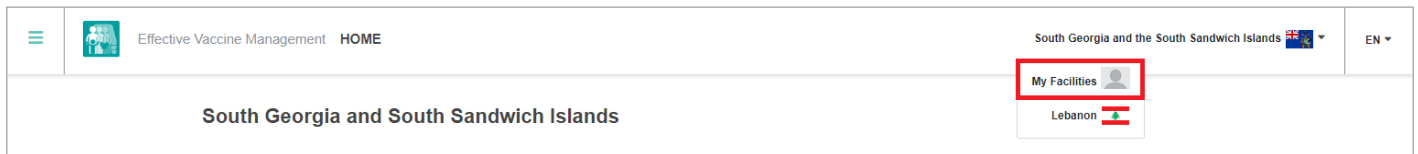
Using 'My Facilities'

Every EVM user, regardless of their role, has access to an area of the EVM website called 'My Facilities'. EVM users can take advantage of 'My Facilities' in two important ways:

- **For learning:** as a private environment in which to explore, test, and learn about the features of EVM.
- **For real:** for conducting EVM assessments that are not part of a country's national EVM setup.

'My Facilities' provides you with your own personal 'country' to manage in the same way that real countries are managed in EVM. You can create and deliver your own EVM assessments, for as many or as few health facilities as you wish and customise them according to your needs, in the same way as national EVM assessments can be managed for countries. All setup and assessment activity undertaken in 'My Facilities' remains entirely private to you. It does not affect anyone else or any country.

To use 'My Facilities', select the down arrow next to the country name in the top right of the screen, then select 'My Facilities':



You will then be able to follow the instructions in this guide but instead apply them to your facilities without any impact on the countries that you are assessing.



Whilst within 'My Facilities', you hold the role of both Manager and Assessor. This means that you cannot manage accounts for 'My Facilities' because there is only one account for each user.

Getting started with the app

This chapter describes how to get started with the EVM mobile app. Before you can assess a location as part of an EVM assessment in your country, you must first complete the following tasks:

Task	Purpose	See Page
Install the app	To access questionnaires when performing an assessment in a country.	20

Once you installed the EVM mobile app, you can perform the following tasks on the EVM website as an Assessor:

Task	Purpose	See Page
Manage your general settings	To change the language, perform updates, or log out of your EVM account.	23
Navigate the app	To manage questionnaires, resources, tools, and your general settings.	24

Installing the app

The EVM Assessor app is available on Android, Windows, and Apple devices. Whichever device you choose, we recommended using a device with a screen size of at least six inches, that is, using a tablet or laptop rather a mobile phone is recommended.

Anyone can download and install the app and once installed you can use it to create questionnaires. However, to download and upload questionnaires that are part of an EVM assessment, you must have an EVM account. See [Requesting an EVM account](#) on page 15 for instructions on how to do this.



During installation, an internet connection is required. However, this is only required during the installation process. Once the installation has completed, the app can function without an internet connection.

Installing the app on an Android device

System requirements

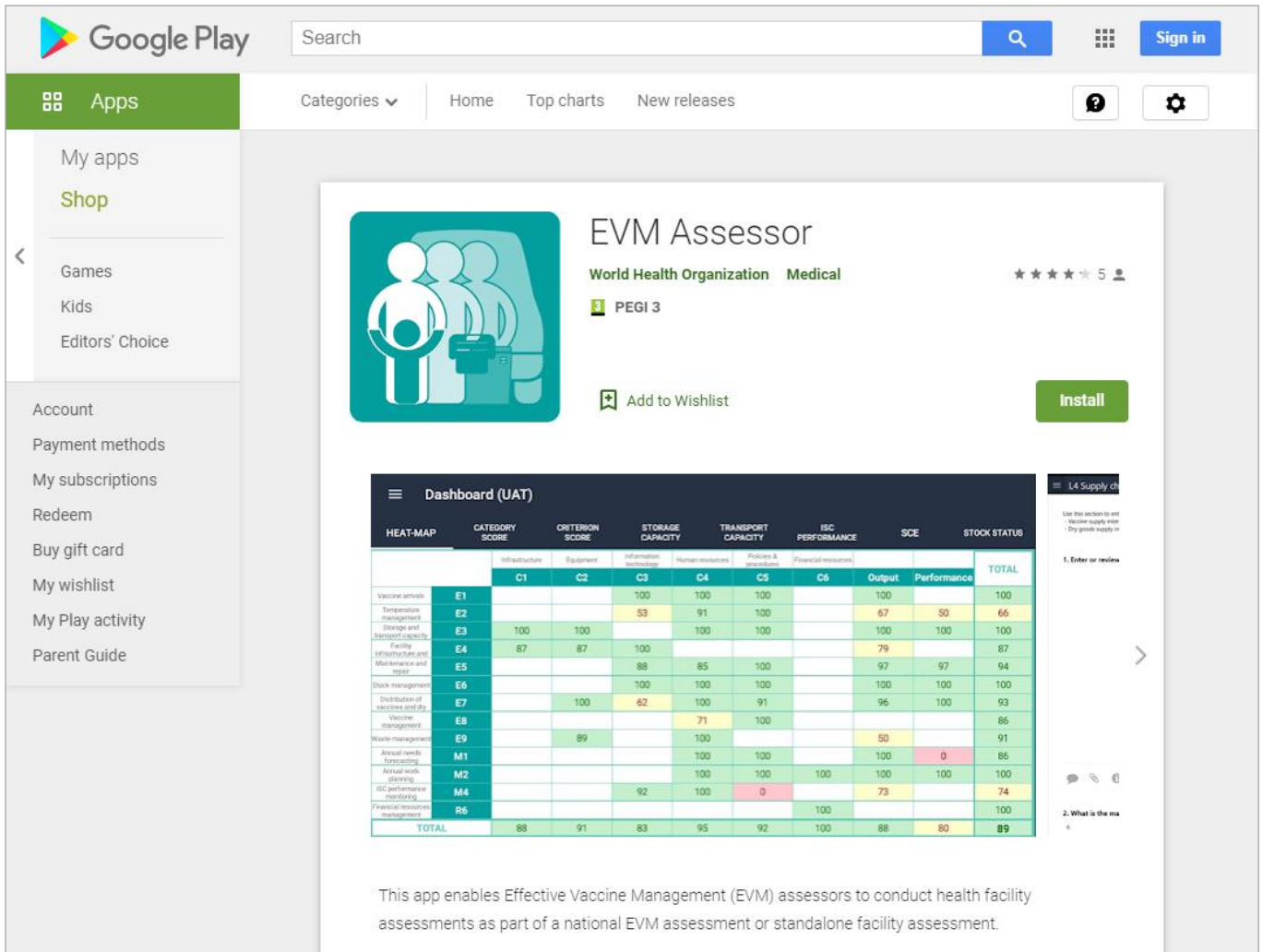
Before installing the app, please ensure that your device meets the requirements listed below:

Requirement	Minimum	Notes
Android OS	Version 6	Although the app may work on earlier versions, this is not recommended as not all functionality will be supported.
Internal hard disk	8GB	16GB or higher is recommended.
RAM	2GB	4GB or higher is recommended.
CPU	1.5 GHz / quad-core	N/A
Battery	4000mAh	N/A

Downloading and installing the app

1. On your Android device, open the Google Play Store and search for 'EVM Assessor'. Alternatively, select the following link to go directly to the correct download page:

<https://play.google.com/store/apps/details?id=com.who.evm.assessmenttool>



2. Select **Install** and follow the on-screen instructions.
3. Once it has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they are downloaded, and a success message is displayed. Select **OK** to close message.

Installing the app on an Apple device

System requirements

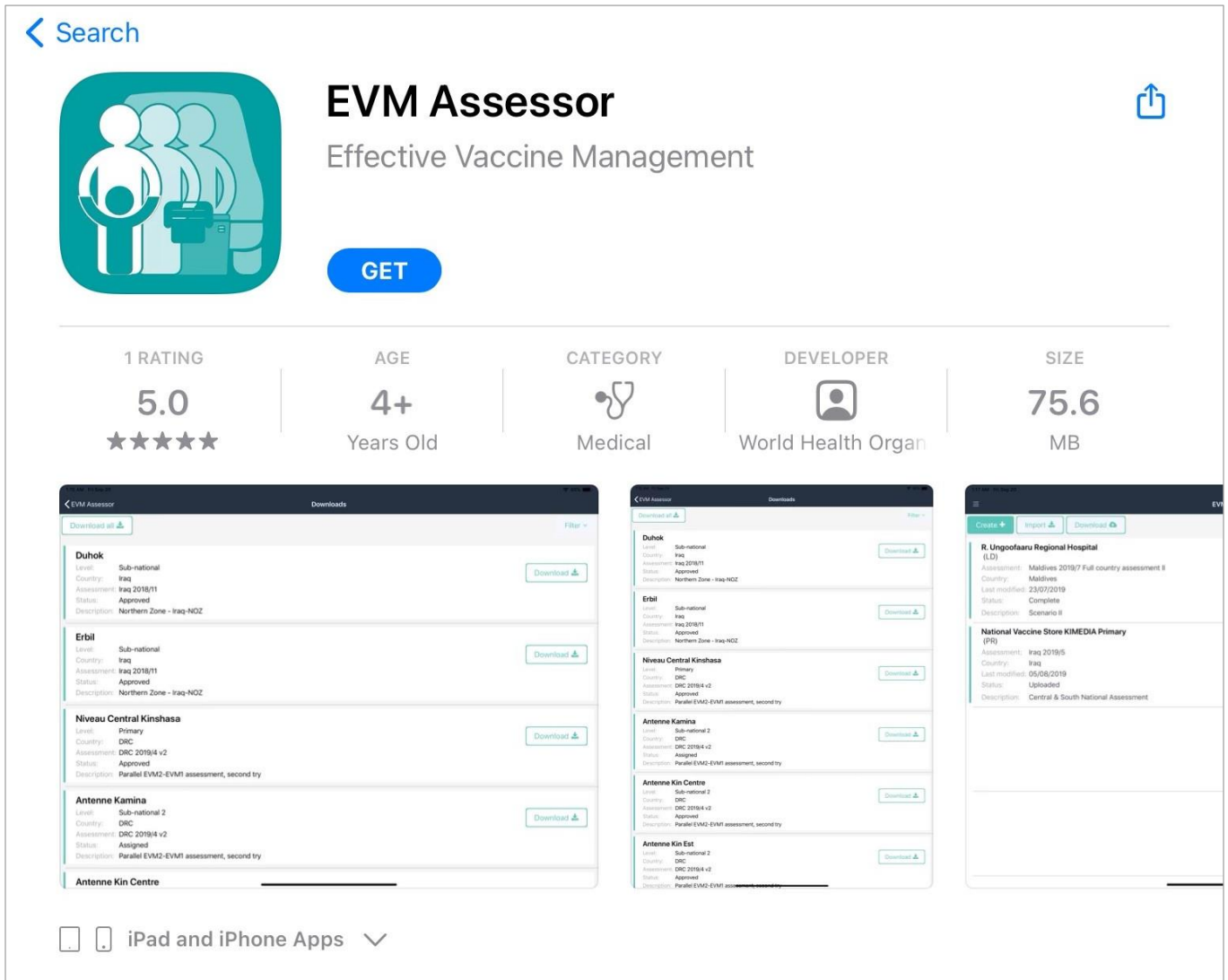
Before installing the app, please ensure that your device meets the system requirements listed below:

Requirement	Minimum	Description
iOS	11	Works on iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later.

Downloading and installing the app

1. On your Apple device, open the Apple App Store and search for 'EVM Assessor'. Alternatively, select the following link to go directly to the correct download page:

<https://apps.apple.com/gb/app/evm-assessor/id1465486280>



2. Select **Download** and follow the on-screen instructions.
3. Once it has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they are downloaded, and a success message is displayed. Select **OK** to close message.

Installing the app on a Windows device

System requirements

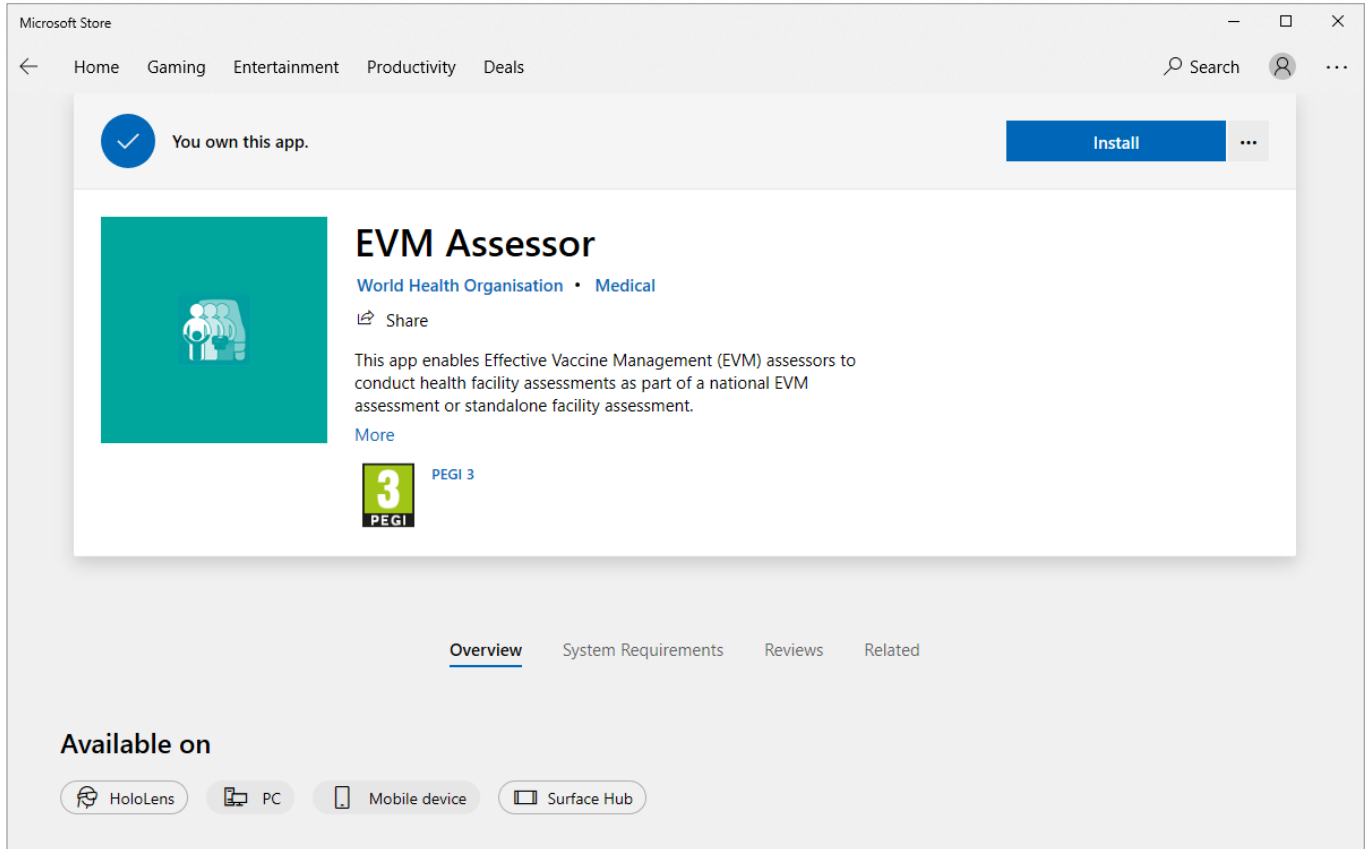
Before installing the app, please ensure that your device meets the system requirements listed below.

Requirement	Version	Description
Windows 10 OS build	10.0.16299 or higher	The app can only be installed on Windows 10 devices with OS build 10.0.16299 or higher. Use the following instructions to find out which Windows operating system you are running. https://support.microsoft.com/en-us/help/13443/windows-which-operating-system

Downloading and installing the app

1. On your Windows device, open the Microsoft Store and search for 'EVM Assessor'. Alternatively, select the following link to go directly to the correct download page:

<https://www.microsoft.com/en-gb/p/evm-assessor/9ncwfc8lgv5m>



2. Select **Install** and follow the on-screen instructions.
3. Once it has been installed, open the app. The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they are downloaded, and a success message is displayed. Select **OK** to close message.

Managing your general settings

Changing language

By default, the app is displayed in English, but you can change it to a different language.

To change to a different language, you will need an internet connection.




When you create or download a questionnaire, the language in which it is created or downloaded cannot be changed. For example, if you download a questionnaire in Arabic and then change the app language to English, the questionnaire will remain in Arabic, even though the app itself is in English.


1. Open the app.
2. On the app's *Home* screen, select the menu (☰), then select **Settings**. The *Settings* screen is displayed.

- In the **Language** drop-down list, select your preferred language. The language is automatically updated.

Checking for updates


You should periodically check for updates to the app.

 To check for updates, you will need an internet connection.


- Open the app.
- On the app's *Home* screen, select the menu () , then select **Settings**. The *Settings* screen is displayed.
- Select **Check for updates**.
- The app will check to see if any content updates are available. If an internet connection is available and content updates are found, they are downloaded, and a success message is displayed. Select **OK** to close message.

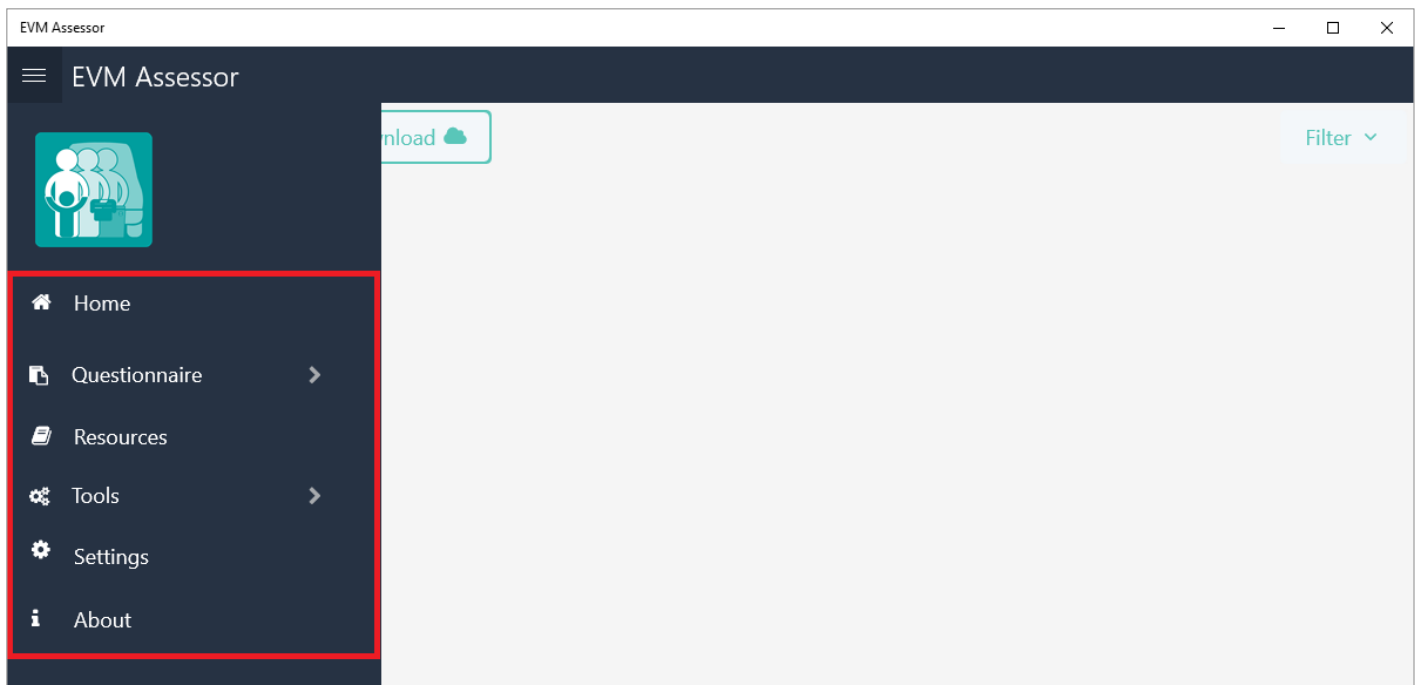
Logging out of your EVM account

You may need to log out of your EVM account on the app, for example, if you are experiencing issues.

- Open the app.
- On the app's *Home* screen, select the menu () , then select **Settings**. The *Settings* screen is displayed.
- Select **Logout**.
- A success message is displayed. Select **OK** to close message.

Navigating the app

When you open the app, the menu can be accessed by selecting  :



This menu contains the following options:

Option	Description
Home	Enables you to access the questionnaires you have in the app.
Questionnaire	Enables you to create, import, and download questionnaires.
Resources	Enables you to access WHO information resources.
Tools	Enables you to access the Capacity Calculator and the PQS Finder.
Settings	Enables you to change the app language and to check for app updates.
About	Describes the purpose of the app.


Creating standalone questionnaires

As an Assessor, you can create 'standalone' questionnaires on the EVM mobile app. A standalone questionnaire is one that is not part of any EVM assessment (for example, "Nigeria 2020 national EVM assessment") but that has been created on the app to assess a single facility. You may wish to create a standalone assessment for several reasons:

- To learn how the app works, test its features, etc.
- To self-assess a single location.

To create a standalone assessment:

1. Open the app.
2. On the *Home* screen, select **Create** or select the menu (☰), then select **Questionnaire > Create**. The *Create standalone questionnaire* screen is displayed:

 Fields marked with a * are mandatory.

3. Using the **Country*** drop-down list, select the country that the questionnaire is for.
4. In the **Location*** field, enter the name of the facility, *North State Vaccine Store*.
5. Using the **Level*** drop-down list, select of the supply chain level of the location to be assessed. Can be:
 - Primary 1
 - Primary 2
 - Sub-national 1
 - Sub-national 2
 - Sub-national 3
 - Lowest Distribution
 - Service-point
 - Service Point 2
6. In the **Created by*** field, enter your name.

7. In the **Assessment description** field, enter a description for the assessment. This may be useful if you are creating more than one assessment at the same time.
8. Select **Save** to save the standalone questionnaire. The newly created questionnaire is displayed on the *Home* screen:

The screenshot shows a user interface with three buttons at the top: 'Create +' (green), 'Import' (light blue), and 'Download' (light blue). To the right is a 'Filter' dropdown menu. Below these is a card for an assessment titled 'North State Vaccine Store (PR2)'. The card contains the following information:

- Assessment: Standalone
- Country: South Georgia and the South Sandwich Islands
- Last modified: 13/08/2021
- Status: New
- Description: This is a test assessment.

In the bottom right corner of the card, there is a progress indicator consisting of five grey squares, with the first one being slightly darker, followed by '0 %'.

You can now open and complete the standalone questionnaire. See [Completing questionnaires](#) on page 32 for more details.

Downloading questionnaires

This chapter describes how to download assessment questionnaires to be able to access them in the EVM mobile app. It is organised into the following sections:


Section	Description	See Page
Downloading questionnaires onto the EVM app	How to download questionnaires onto the EVM mobile app.	28
Downloading questionnaires from the EVM website	How to download questionnaires from the EVM website.	30

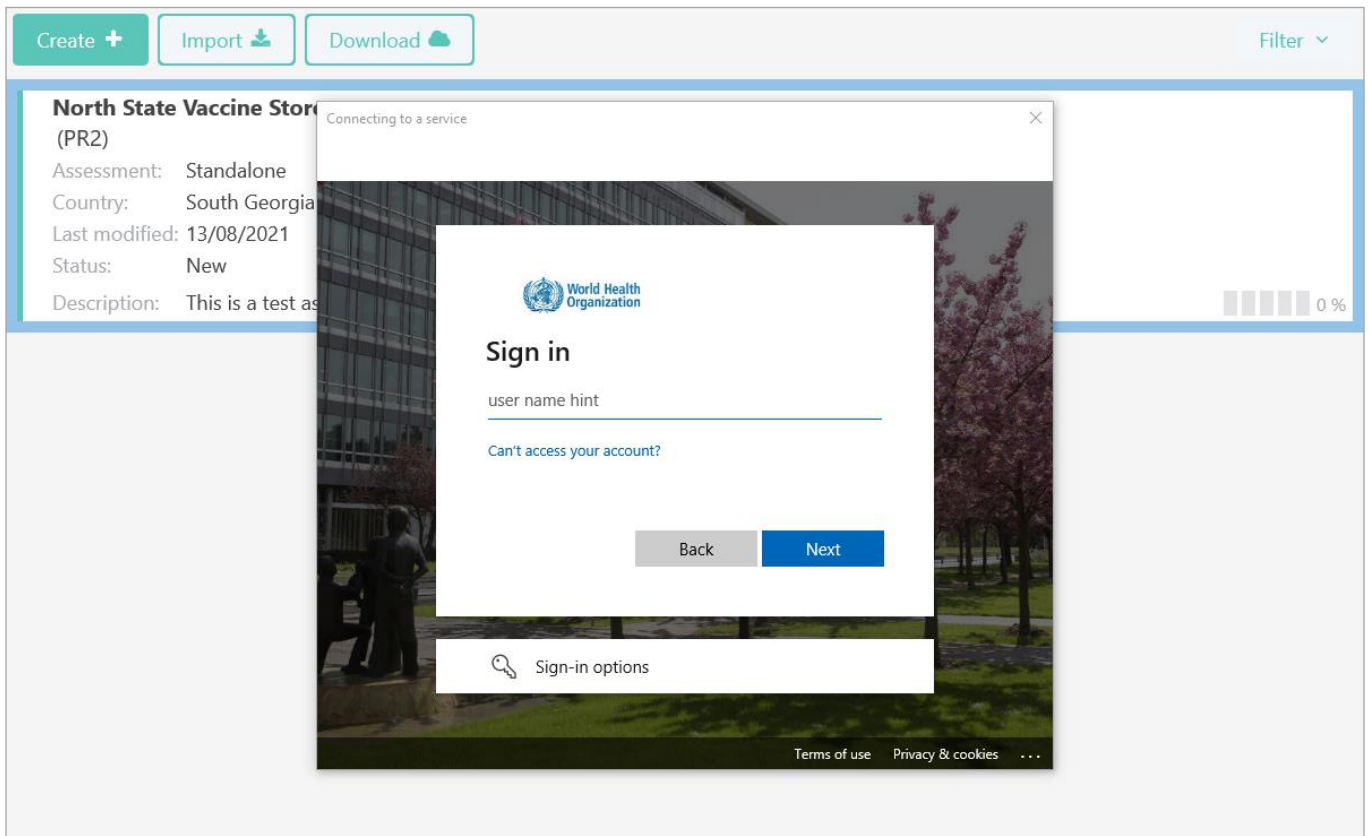
You can download any questionnaires you have been assigned. There are two ways to do this. The easiest way is to download your questionnaires directly in the EVM mobile app. Alternatively, you can download your questionnaires by signing in to the EVM2 website.



An internet connection is required to download questionnaires.

Downloading questionnaires onto the EVM app

1. Open the app.
2. On the *Home* screen, select **Download** or select the menu () , then select **Questionnaire > Download**.
3. If not already signed in, sign into your EVM account:



The *Downloads* screen is displayed, showing a list of the questionnaires that have been assigned to you by a National Manager:

The screenshot shows a list of three questionnaires. At the top left is a 'Download all' button with a download icon. At the top right is a 'Filter' dropdown menu. Each entry has a title, followed by 'Level: Lowest distribution', 'Country: South Georgia and the South Sandwich Islands', 'Assessment: South Georgia and the South Sandwich Islands 2021/9', 'Status: Assigned', and 'Description: This is a test assessment'. To the right of each entry is a download icon.

- Select to download a single questionnaire or select **Download All** to download all of the questionnaires assigned to you.

If you want to find a specific questionnaire to download, you can filter the list of questionnaires available to download by selecting **Filter**. The filter options are then displayed:

The screenshot shows the filter options. At the top left is a 'Download all' button. At the top right is a 'Filter' dropdown menu. Below are three dropdown menus: 'Country' (with 'South Georgia and the South Sandwich Islands' selected), 'Assessment', and 'Level'. To the right is a 'Clear' button. To the left of the filter options is an information icon.

- Use the **Country** drop-down list to filter the list of questionnaires by a specific country.
- Use the **Assessment** drop-down list to filter the list of questionnaires by a specific assessment.
- Use the **Level** drop-down list to filter the list of questionnaires by a specific supply chain level.

The filters selected are automatically applied to the list. To clear any applied filters, select **Clear**. To hide the filter options, select **Filter** again.

- A message is displayed asking you to confirm whether you want to proceed with the download. Select **OK** to proceed with the download.

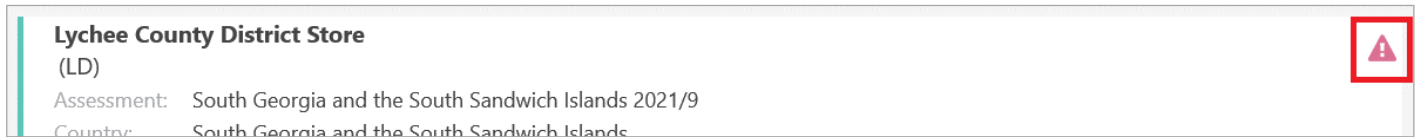
If you have previously downloaded a questionnaire, a message is displayed notifying you that the questionnaire is already on your device and warning you that you will need to resolve any conflicts by merging the questionnaire if you proceed with the download. Select **OK** to proceed with the download. See [Merging a questionnaire](#) on page 30.

- Once the download is complete, a message is displayed listing the questionnaire(s) downloaded. Select **OK** to close the message. Once a questionnaire has been downloaded, it will be marked as 'Downloaded':



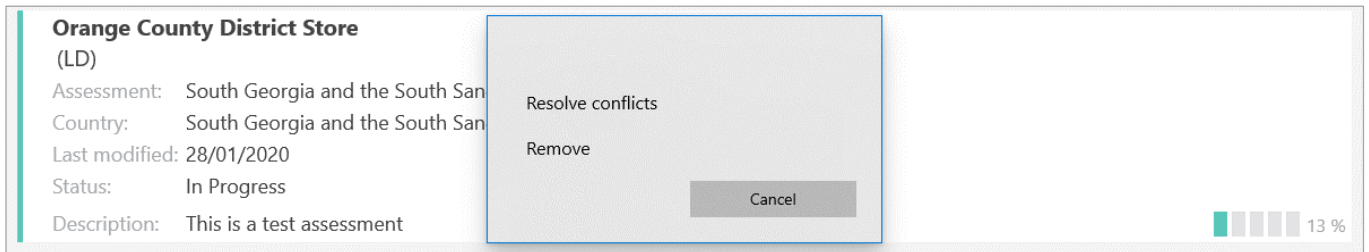
Merging a questionnaire with conflicts

If you download or import a questionnaire that is already on your EVM app, a merge process is triggered. This is because the app can only store one version of the same questionnaire. The questionnaire is downloaded onto the app but on the *Home* screen a red warning triangle will be displayed in the conflicted questionnaire's tile:

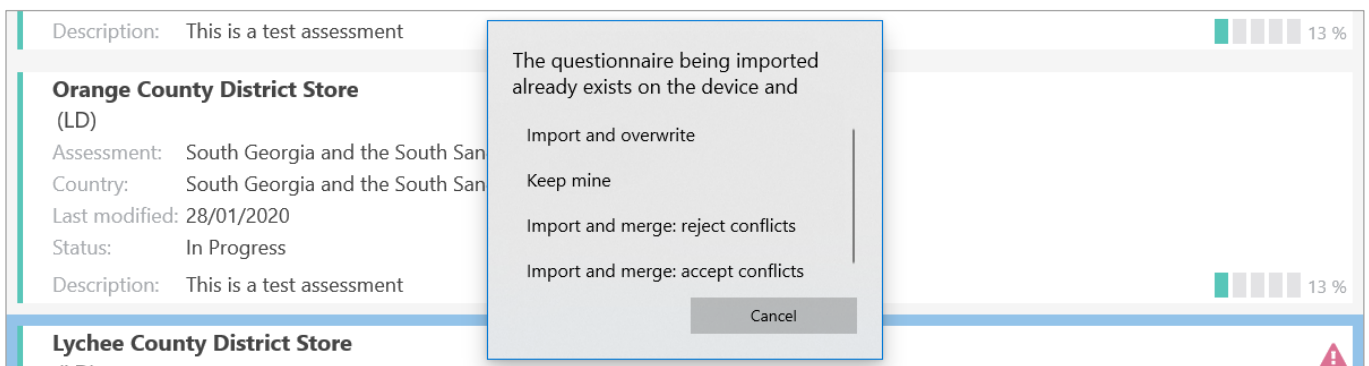


This indicates that you must complete the merge process before you can open the questionnaire. Alternatively, you may choose to remove the conflicting questionnaire (see [Removing a questionnaire with conflicts](#) on page 31).

- Open the app.
- On the *Home* screen, select the questionnaire with conflicts. A pop-up box is displayed:



- Select **Resolve conflicts**. Options to resolve the conflicts are displayed:



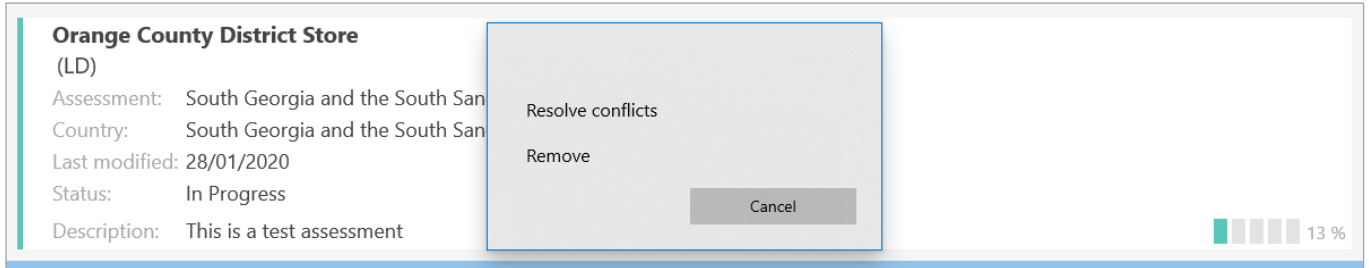
- Choose how to resolve the conflicts (differences) between the two questionnaires:
 - Import and overwrite:** import the new version of the questionnaire and delete the version that was already on the app.
 - Keep mine:** keep the questionnaire that is already on the app and delete the new version of the questionnaire.
 - Import and merge: reject conflicts:** merge the questionnaire that is already on the app with the new version of the questionnaire: if there are any differences between the two, keep the values from the questionnaire already on the app.

- **Import and merge: accept conflicts:** merge the questionnaire that is already on the app with the new version of the questionnaire: if there are any differences between the two, keep the values from the new version of the questionnaire.

The option that you select is automatically applied. Once the merge process is complete, the red warning triangle will disappear from the questionnaire’s tile.

Removing a questionnaire with conflicts

1. Open the app.
2. On the *Home* screen, select the questionnaire with the conflict. A pop-up box is displayed:



3. Select **Remove**.
4. A message is displayed asking you are sure that you want to proceed with removing the questionnaire from your device. Select **OK** to remove the questionnaire from your device.

Downloading questionnaires from the EVM website

1. Sign into your EVM account on the EVM website (see page 15).
2. Select the menu in the top left of the screen, then select **<your name> > My Assignments**. The *My Assignments* screen is displayed, showing a list of all questionnaires assigned to you:

Country	Assessment	Location	Level	Download
South Georgia and the South Sandwich Islands	South Georgia and the South Sandwich Islands 2021/8	Orange County District Store	LD	
South Georgia and the South Sandwich Islands	South Georgia and the South Sandwich Islands 2021/8	Mango County District Store	LD	
South Georgia and the South Sandwich Islands	South Georgia and the South Sandwich Islands 2021/8	Lychee County District Store	LD	

Showing 1 to 3 of 3 entries

Previous **1** Next

3. Select **Download** () next to the questionnaire that you want to download. A blank version of the questionnaire you have been assigned is automatically downloaded to your device as a text file. This file can then be imported into the app or shared by email, Bluetooth, etc. (see [Sharing questionnaires](#) on page 56).



If you have already uploaded the questionnaire (see [Uploading questionnaires](#) on page 54), you can choose to download the version of the questionnaire you previously uploaded, rather than a blank version.

Completing questionnaires

This chapter describes how to complete EVM assessment questionnaires using the EVM mobile app. It is organised into the following sections:

Section	Description	See Page
Opening a questionnaire	How to open a questionnaire in the app.	32
Navigating between sections	How to navigate between questionnaire sections in the app.	34
Entering GPS coordinates	How to enter GPS coordinates for the health facility being assessed.	34
Answering questions	How to answer assessment questions in the app.	35
Tracking the progress of a questionnaire	How to track questionnaire progress in the app.	40
Reviewing questionnaire requirements	How to review questionnaire requirements in the app.	40
Reviewing questionnaire attachments	How to review attachments added during an assessment in the app.	Error! Bookmark not defined.
Reviewing questionnaire notes	How to review comments entered during an assessment in the app.	43
Reviewing questionnaire flagged questions	How to review questions flagged during an assessment in the app.	40
Marking a questionnaire as complete	How to mark a questionnaire as complete in the app.	44

The EVM mobile app is designed to make collecting assessment data as easy as possible. Once you have created or downloaded a questionnaire onto your device, the process of completing the questionnaire is the same regardless of its scope or range. A questionnaire is organised into 36 sections. Typically, an Assessor begins collecting data in the first section (*L1 Assessment details*) and proceeds from one section to the next until the final section (*L36 Feedback*) is reached.

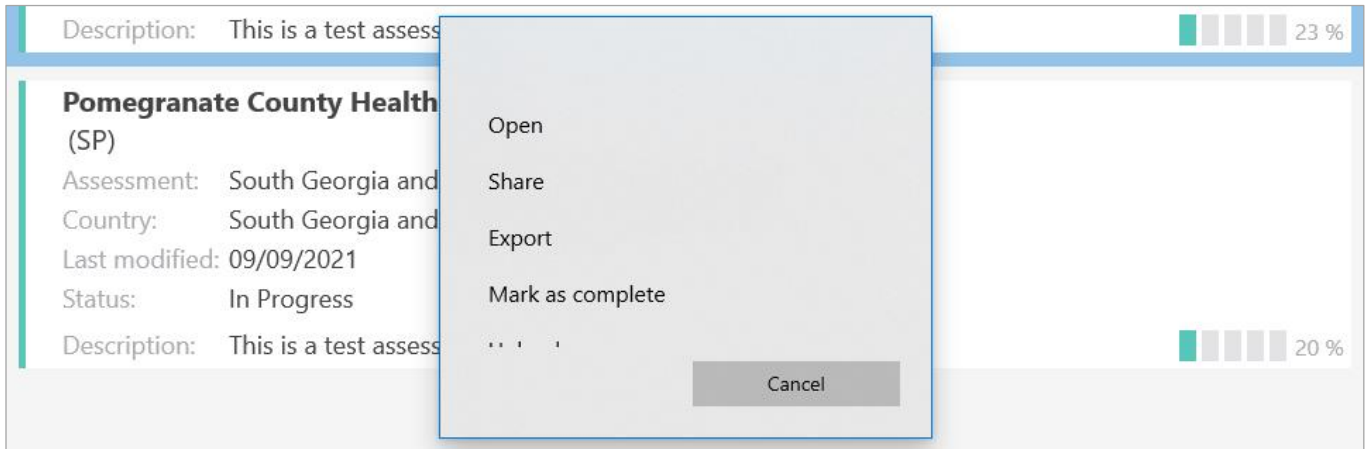


It is possible to change this order if circumstances require it. However, the second section (*L2 Location details*) **must** be completed before any subsequent sections are attempted. This is because *L2* is used to determine the applicability of all subsequent sections.

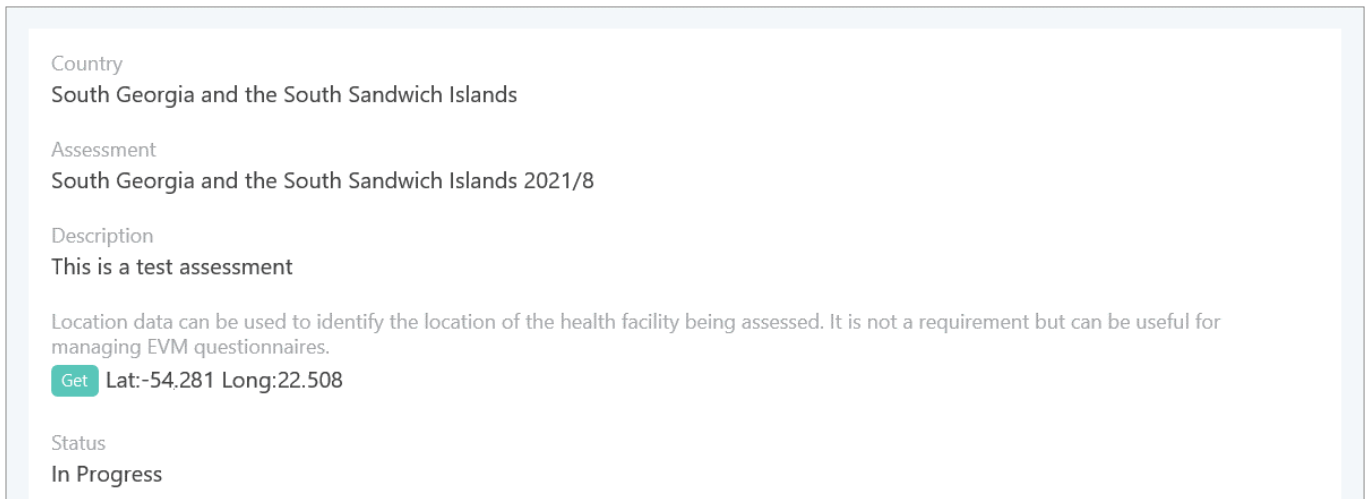
Opening a questionnaire

1. Open the app.

2. On the *Home* screen, select the questionnaire you wish to open. A pop-up box is displayed:



3. Select **Open**. The *Questionnaire Details* screen is displayed:



i You can get the GPS coordinates for the health facility being assessed whilst the *Questionnaire Details* screen is displayed by selecting **Get** under **Location data** (see page 34).

4. Select **Sections** to view the *Sections* screen. A list of questionnaire sections is displayed, along with the percentage completion of each section:

L1	Assessment details ⓘ	0 %	>
L2	Location details ⓘ	0 %	>
L3	Vaccination schedule ⓘ	0 %	>
L4	Supply chain parameters ⓘ	0 %	>
L5	Tracer products ⓘ	0 %	>
L6	immunization Supply Chain (iSC) staff ⓘ	0 %	>
L7	Staff interview ⓘ	0 %	>
L8	Office of store manager ⓘ	0 %	>

i You can view the *Sections* screen at any time whilst completing a questionnaire by selecting the menu (☰), then selecting **Contents**.

- To view a description of a section, select ⓘ next to the name of the section.
- To go to a section, select > next to the name of the section.

Navigating between sections

Navigating from the menu

1. Open the app.
2. Open the questionnaire (see page 32).

- Select the menu (☰), then select **Sections** > <section name>, for example, *L1 Assessment details*:



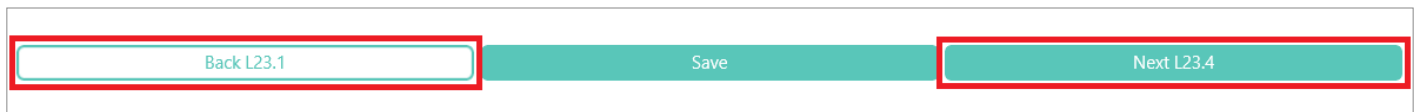
The section is displayed, ready for completion.



You can also navigate between sections by using the *Sections* screen. See [Opening a questionnaire](#) on page 32.

Navigating within sections

Once a section is displayed in the app, you can navigate between the previous section and the next section by selecting the section buttons at the bottom of the section:



If you have answered questions in the section currently displayed in the app, remember to select **Save** to save your answers. If you attempt to move to another section without saving, a message is displayed warning you that any unsaved work will be lost. Select **Cancel** to close the message and return to the section where you can save your answers.

Entering GPS coordinates

If not already entered when you first opened the questionnaire (see page 32), you can specify the exact location of a health facility whilst completing the questionnaire at the facility.


- Open the app.
- Open the questionnaire (see page 32).
- Select the menu (☰), then select **Details**. The *Questionnaire Details* screen is displayed.
- Select **Get** under **Location data**.
- A message may be displayed asking for permission to access your GPS location. Follow the on-screen instructions to allow access to your GPS location. The GPS location of the facility is added under **Location data**:

Location data can be used to identify the location of the health facility being assessed. It is not a requirement but can be useful for managing EVM questionnaires.

Get Lat:-54,281 Long:22.508

Answering questions

Questions in an assessment questionnaire are answered either by selecting or entering the required information. For example, in the following question you can select **Yes** or **No** to answer the question:





14. Does the facility have an electricity generator? 

Yes







No

When you answer a question, further questions may be presented, depending on your answer. For example, if you answer **Yes** to “Are vaccines distributed from this facility”, two further questions are presented for answering.

How you should retrieve the answer required is indicated by the icon displayed to the right of the question:

Icon	Description
	Interview facility staff for the answer.
	Verify the answer at the facility.
	Make an observation at the facility for the answer.
	Calculate the answer.

Up to six buttons are also presented below each question which provide the Assessor with useful tools for answering the question:

Button	Purpose	See Page
	Allows you to add a note to the question response.	36
	Allows you to attach a file to the question response.	36
	Displays guidance on answering the question.	37
	Displays the minimum requirements that the health facility must meet.	38
	Allows you to flag the question.	38
	Displays the available information resources related to the question.	39


When you have finished answering questions in a section, select **Save** at the bottom of the section to save your answers:

Back L23.1


Save

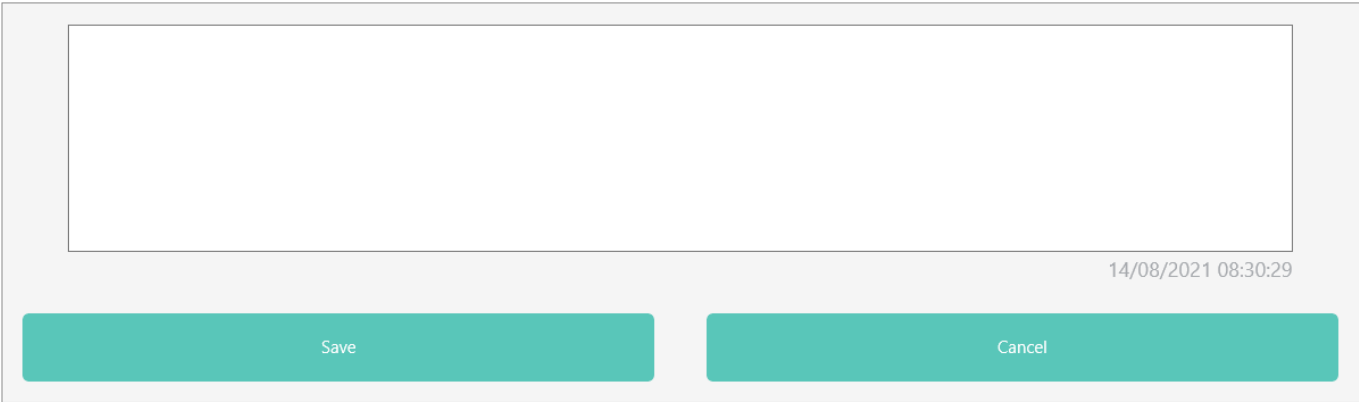
Next L23.4




If you enter an invalid answer to a question and attempt to save the section, a message is displayed notifying you that there are invalid answers. Select **OK** to close the message. Invalid answers are marked with a .

Adding a note to a question

1. Select . The *Add note* screen is displayed:



2. In the field provided, enter the note required, for example, “Need to double check this figure later”:


3. Select **Save** to save the note. The  button changes colour to indicate that a note is available:

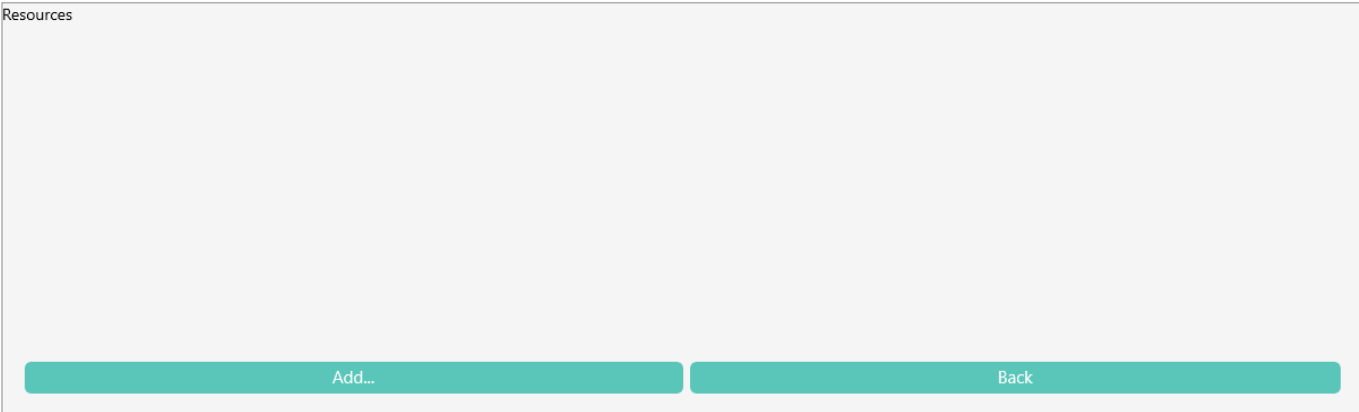


You can review any notes you have added to a questionnaire from one place in the app. See [Reviewing questionnaire notes](#) on page 32.

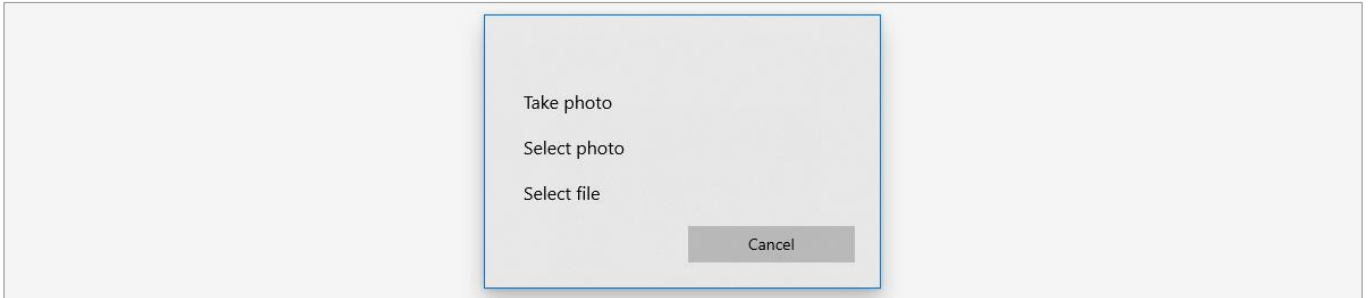
Attaching files or photos to a question

Attachments are not included when a questionnaire is uploaded to the EVM website (see [Uploading questionnaires](#) on page 54). They are included only when a questionnaire is exported from or imported into the app (see [Sharing questionnaires](#) on page 56).

1. Select . The *Add file* screen is displayed:





2. Select **Add....** A pop-up box is displayed:




3. Select one of the following as appropriate:

- **Take photo:** take a photo (if the device has a camera).
- **Select photo:** add a photo saved on your device.
- **Select file:** add a file saved on your device.

4. If you selected **Take photo**, use your device’s camera to take the required photo. If you selected **Select photo** or **Select file**, browse to and select the photo or file that you want to attach to the question.


i You can view attached files or photos by selecting  next to the name of the attachment. You can remove attached files by selecting  next to the name of the attachment.

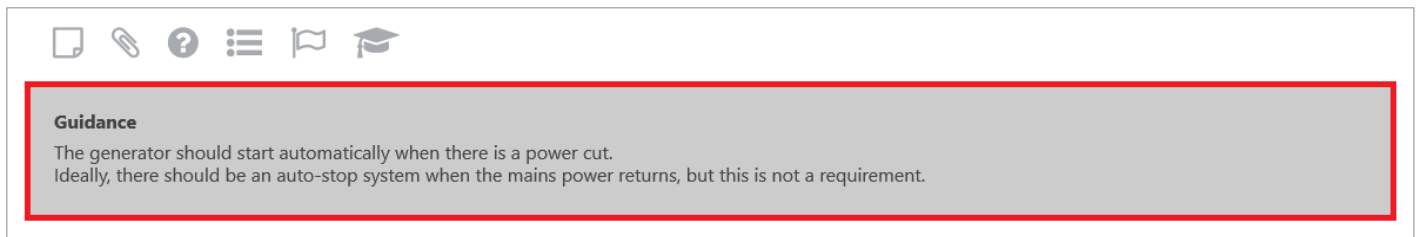
5. Select **Back** to return to the question. The  button changes colour to indicate files or photos have been added and the number of attached files or photos are shown:




i You can review any files or photos you have attached to a questionnaire from one place in the app. See [Reviewing questionnaire attachments](#) on page **Error! Bookmark not defined..**


Viewing question guidance


Select  to show guidance on how the question should be answered:






Select  again to hide the guidance.

Viewing question requirements

Select  to show the EVM requirements that the question is being used to assess:





Question code: Q192

Requirements

R0066: The facility has a suitable standby generator.

R0071: The generator housing is well ventilated. [s]

This can be useful if the reason for asking the question is not clear. For example, in the question above it shown that the question “Is the generator housing well ventilated?” is being used to assess whether the facility has a suitable standby generator and the generator is well ventilated.

Requirements are presented as follows:

- Requirements in **bold** are top-level requirements (contain sub-requirements).
- Requirements marked with [a] indicate that that their applicability is determined by the question.
- Requirements marked with [s] indicate that that the question affects their scoring.

Select a requirement to view more details on that requirement in the *Requirements* screen:


R0066 The facility has a suitable standby generator. N/A

Guidance

Guidance:
A standby generator is required if the facility is connected to an electricity grid, and, either the facility receives less than 8 hours of electricity per day, or the facility experienced one or more power cuts of more than 4 hours in the past 12 months.

Children


R0067 The generator can run all of the facility's refrigeration equipment.	N/A
R0068 There is adequate fuel reserve for the generator.	N/A
R0069 The generator can auto-start.	N/A
R0070 The generator housing is secure.	N/A
R0071 The generator housing is well ventilated.	N/A


Select  again to hide the requirements.




You can view a list of applicable requirements for any category or criterion in a questionnaire from one place in the app. See [Reviewing questionnaire requirements](#) on page 40.

Flagging a question

Select  to keep track of questions that you will need to return to, for example if you are unsure of the correct answer or if further information is required.

The  button changes colour to indicate that the question has been flagged:




Select  again to unflag the question.




You can view a list of all flagged questions in a questionnaire from one place in the app. See [Reviewing questionnaire flagged questions](#) on page 40.

Viewing question resources

If a question has information resources available for it from WHO and/or other associated organisations, the  button changes colour to indicate that resources are available:



1. Select  to view a list of the information resources available for the question in the *Resources* screen:

How to monitor temperatures in the vaccine supply chain ★

Created by: World Health Organization

Published: 2015

Description: This module of the WHO Vaccine Management Handbook (VMH) focuses on temperature monitoring and provides updated implementation guidance on vaccine vial monitors, and various temperature monitoring tools for cold rooms and fridges, including the new devices which monitor and log temperatures electronically.

Section:

Type: Guidance

Link: https://apps.who.int/iris/bitstream/handle/10665/183583/WHO_IVB_15.04_eng.pdf

Download status: Not downloaded



You can sort the resources available by selecting an option from the **Sort by** drop-down list. You can mark a resource as a favourite accessible from your **My favourites** tab in the app by selecting ★ next to the name of the resource. See [Using the app resources](#) on page 58.

2. Select a resource to display a pop-up box:

provides updated implementation guidance on vaccine vial monitors, and various temperature monitoring tools for cold rooms and fridges, including the new devices which monitor and log temperatures electronically.

Section:

Type: Guidance

Link: https://apps.who.int/iris/bitstream/handle/10665/183583/WHO_IVB_15.04_eng.pdf

Download status: Not downloaded

How to monitor temperatures in the vaccine supply chain

Open

Download

Cancel

How to monitor temperatures in the vaccine supply chain ★

Created by: World Health Organization

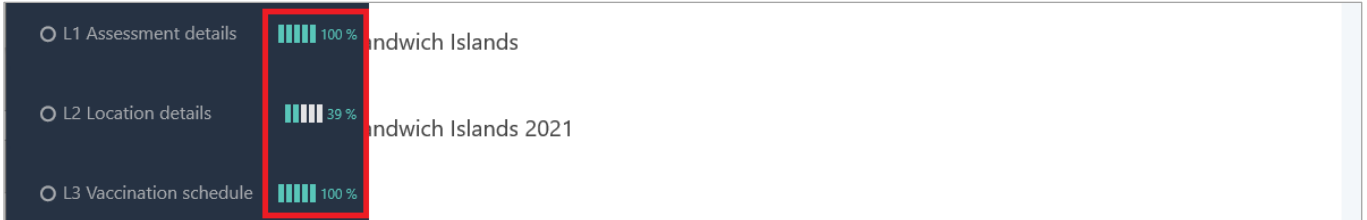
3. Select one of the following as appropriate:

- **Open:** open the resource on your device.
- **Download:** download the resource to your device.

Tracking the progress of a questionnaire

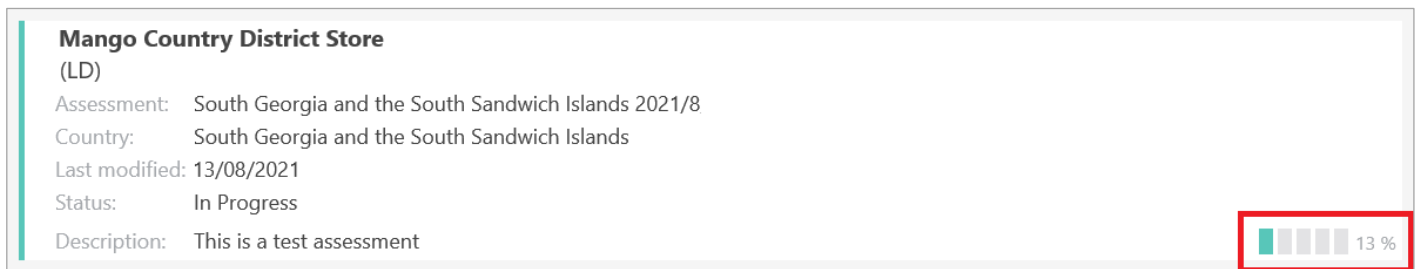
You can keep track of your progress in completing an assessment questionnaire in the app.

1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu (☰) and check the percentage complete icons shown for each section:



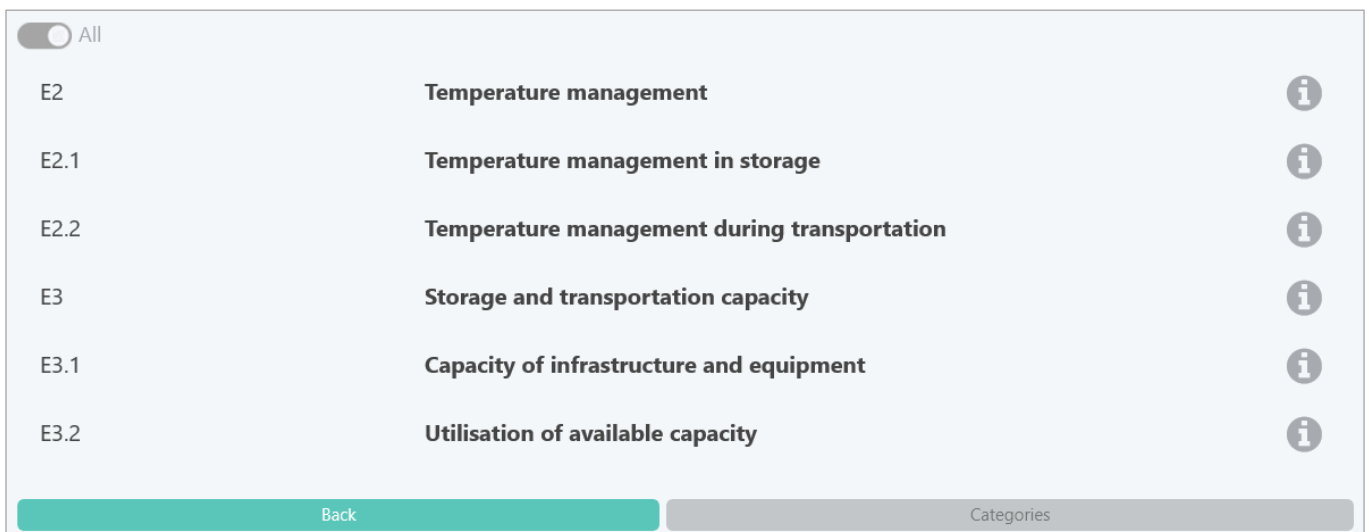
Where the icon shows a section score of less than 100%, the section should be considered as incomplete.

You can track overall questionnaire progress by selecting the menu (☰), then selecting **Home** to display the *Home* screen where an overall percentage complete icon is for each downloaded questionnaire:




Reviewing questionnaire requirements

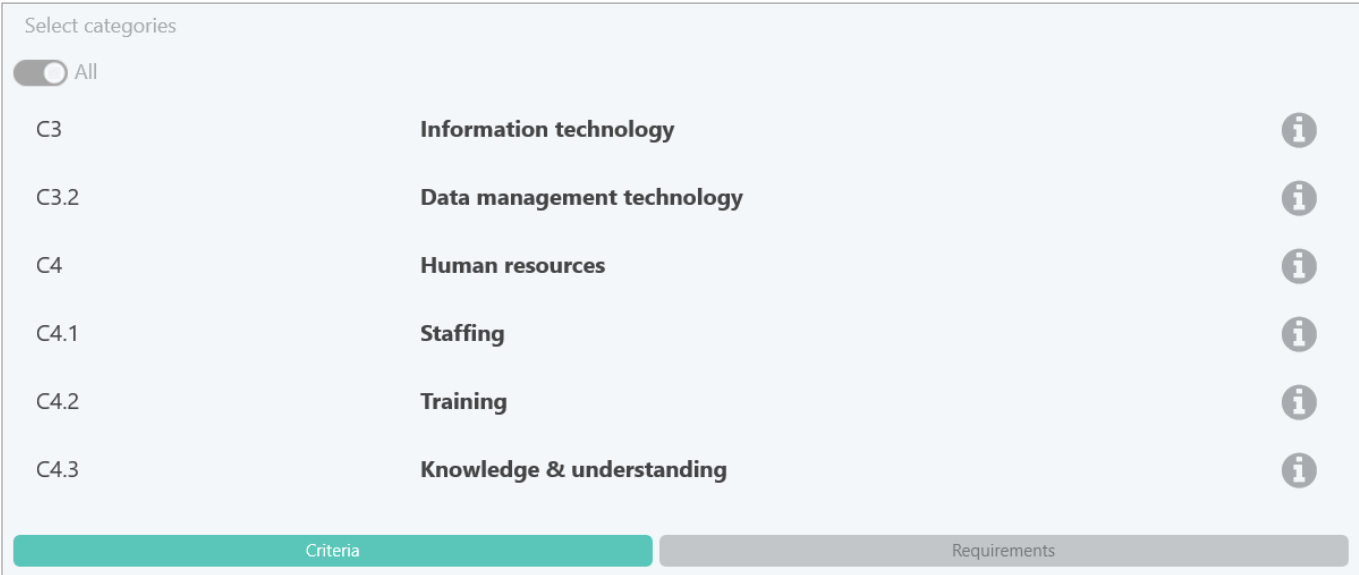
1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu (☰), then select **Requirements**. The *Criteria* screen is displayed, showing a list of all questionnaire criteria:




4. Select the criteria you want to view the requirements for, then select **Categories**.

 To select all available criteria, slide the **All** slider to the left.

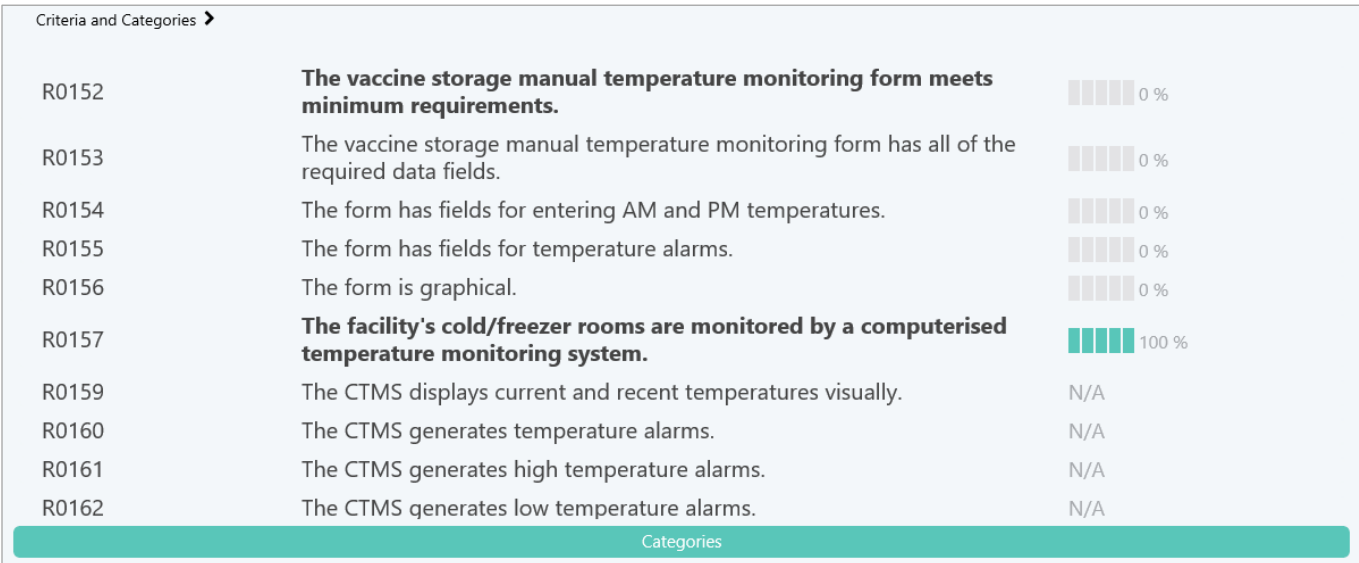
The *Categories* screen is displayed, showing the categories available for the selected criteria:



5. Select the categories you want to view the requirements for, then select **Requirements**.

 To select all available categories, slide the **All** slider to the left.

The *Requirements* screen is displayed, showing the list of applicable requirements for the selected combination of criteria and category:



Requirement ID	Description	Progress
R0152	The vaccine storage manual temperature monitoring form meets minimum requirements.	0 %
R0153	The vaccine storage manual temperature monitoring form has all of the required data fields.	0 %
R0154	The form has fields for entering AM and PM temperatures.	0 %
R0155	The form has fields for temperature alarms.	0 %
R0156	The form is graphical.	0 %
R0157	The facility's cold/freezer rooms are monitored by a computerised temperature monitoring system.	100 %
R0159	The CTMS displays current and recent temperatures visually.	N/A
R0160	The CTMS generates temperature alarms.	N/A
R0161	The CTMS generates high temperature alarms.	N/A
R0162	The CTMS generates low temperature alarms.	N/A

- Select a requirement to view its details, including the questions and answers used to assess whether the requirement has been met and the score calculated from the answers:

R0159 **The CTMS displays current and recent temperatures visually.** N/A

Guidance

Applicability:
The facility has one or more vaccine cold/freezer rooms.

Scoring:
1: The CTMS displays current and recent temperatures visually.
0: Otherwise.

Guidance:
Eg. A time series chart of temperature within each appliance for the past 28 days or more.

Questions

L2 - Q21 [a] - Does the facility have any vaccine cold rooms and/or freezer rooms? - Yes


L14.4 - Q419 [a] - Number of cold/freezer rooms equipped with a Computerised Temperature Monitoring System (CTMS) - Not answered

L20.1 - Q686 [s] - Does the Computerised Temperature Monitoring System (CTMS) display temperature trends? - N/A




You can also go to the section containing the questions and answers by selecting a question.

Reviewing questionnaire attachments

- Open the app.
- Open the questionnaire (see page 32).
- Select the menu () , then select **Attachments**. The *Attachments* screen is displayed, showing a list of all files attached to questions in each section of the questionnaire:





There are 4 attachments in this questionnaire (0.75 Mb)

- L1 Assessment details - 1 attachment(s)**
>
- L2 Location details - 1 attachment(s)**
>
- L10.1 Generator specifications - 2 attachment(s)**
>



- Select  next to a section name to view the questions with attachments in that section:

L10.1 Generator specifications - 2 attachment(s) ▼

Q191 Is the generator housing secure?

Generator-Housing.png (0.11 MB)	 
Generator-Specifications.pdf (0.64 MB)	 


The filename, type, and size of each attachment is provided, as well as the total number of attachments in the section.

- You can view the attached file(s) or photo(s) in a question by selecting  next to the name of the attachment. You can remove attached files by selecting  next to the name of the attachment.



You can also go to the section containing the attachment(s) by selecting the section name.

Reviewing questionnaire notes

1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu () , then select **Comments**. The *Comments* screen is displayed, showing the total number of notes in each section of the questionnaire:

There are 6 comments in this questionnaire

L1 Assessment details - 1 comment(s)



L2 Location details - 1 comment(s)



L22.1 Stock management system - 2 comment(s)



L33 Loading refrigerated vehicles - 1 comment(s)



L34 Unloading refrigerated vehicles - 1 comment(s)



4. Select  next to a section name to view the questions with notes in that section:

L2 Location details - 1 comment(s)



Q30 Do other facilities collect vaccines from this facility?


Yes

Orange County and Lychee County stores collect vaccines from this facility.



You can also go to the section containing the note(s) by selecting the section name.

Reviewing questionnaire flagged questions

1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu () , then select **Flagged questions**. The *Flagged questions* screen is displayed, showing the total number of flagged questions in each section:


There are 4 flagged question(s) for this questionnaire

L2 Location details - 3 flagged question(s)



L10.1 Generator specifications - 1 flagged question(s)



4. Select  next to a section name to view the flagged questions and their answers in that section:

L2 Location details - 3 flagged question(s) ▼

Q27 Are vaccines distributed from this facility?
Yes

Q28 What is the largest population served along a single distribution route?
Not answered

Q29 What is the average time interval between each distribution on that route (in months)?
Not answered




You can also go to the section containing the flagged questions by selecting the section name.

Marking questionnaires as 'Complete'

Marking a questionnaire as 'Complete' in the app is a useful way to signify that you have completed all work on a questionnaire. Once you have completed a questionnaire, all sections should be shown as 100% complete and the questionnaire itself should be shown as 100% complete on the *Home* screen (see [Tracking the progress of a questionnaire](#) on page 40).



It is not necessary to mark a questionnaire as 'Complete' before it is uploaded to the EVM website (see [Uploading questionnaires](#) on page 54). However, doing so can be useful for an Assessor to mark questionnaires that require no further work.


1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu () , then select **Mark as Complete**.
4. A message is displayed asking if you are sure you want to set the questionnaire as complete. Select **OK** to proceed.
5. A message is displayed confirming that the questionnaire has been set to complete. Select **OK** to close the message. Once a questionnaire has been set as complete, its status in the app will change to 'Complete':

Mango Country District Store
(LD)

Assessment: South Georgia and the South Sandwich Islands 2021/8
Country: South Georgia and the South Sandwich Islands
Last modified: 14/08/2021
Status: Complete

Description: This is a test assessment ■■■■■ 9 %



If you have accidentally marked an in-progress questionnaire as 'Complete', you can unmark it, that is, return its status to 'In Progress', by selecting the menu () , then selecting **Unmark as Complete**.

Viewing dashboard reports

You can review how a health facility has scored on its questionnaire by viewing reports on the EVM mobile app’s Dashboard.

1. Open the app.
2. Open the questionnaire (see page 32).
3. Select the menu (☰), then select **Dashboard**. The *Dashboard* screen is displayed, showing the Heat-map report by default.

You can select any of the following reports using the tabs at the top of the Dashboard:

Report	Description	See Page
Heat-map	Shows the criteria and category scores for the facility as assessed in matrix form.	45
Category score	Shows the category scores for the facility.	47
Criterion score	Shows the criteria scores for the facility.	49
Storage capacity	Shows the available and required cold chain and dry storage capacity for the facility.	51
Transport capacity	Shows the refrigerated and non-refrigerated (dry) storage capacity for the facility.	52
ISC Performance	Shows the three system indicator scores (Availability, Quality, Efficiency) for the facility.	52
Stock status	Shows the doses supplied per surviving infant for the facility.	53

Using the Heat-map report

Heat-map										
		Infrastructure	Equipment	Information technology	Human resources	Policies & procedures	Financial resources			TOTAL
		C1	C2	C3	C4	C5	C6	Output	Performance	
Temperature management	E2			55	4	0		0	50	32
Storage and transportation capacity	E3	0	0		100	0		26		20
Facility infrastructure and equipment	E4	73	0	100				10		50
Maintenance and repair	E5			0	48	0		43	44	38
Stock management	E6			0	0	0		0	0	0
Distribution of vaccines and dry goods	E7				0	0		0		0
Vaccine management	E8				0	0				0
Waste management	E9		100		100			50	0	81
Annual needs forecasting	M1				50	0		0	0	14
Annual work planning	M2				5	0	100	0		18
ISC performance monitoring	M4				0	0		0		0
TOTAL		64	3	45	24	0	100	12	35	22

The *Heat-map* report shows the criteria and category scores for the facility as assessed in matrix form. Criterion scores are displayed as rows and category scores are displayed as columns. On the column to the right, the composite criterion scores are shown. The overall score for the facility, which is obtained as the average of the criterion scores, is displayed in the bottom right.

You can drill down on the *Heat-map* report to view criterion, category, and requirements scores and definitions.

Viewing a criterion definition

Select the criterion cell in which you are interested, for example, **E2**. A pop-up box is displayed showing the criterion definition:

E2 - Temperature management

E2 covers the following tasks:

- Temperature mapping of vaccine cold/freezer rooms
- Systematic monitoring of vaccine storage temperatures
- Placing and using temperature monitoring devices
- Recording and responding to temperature alarms during storage
- Using freeze indicators during transportation
- Systematic monitoring of vaccine transportation temperatures
- Recording and responding to temperature alarms during transportation

Back

Select **Back** to close the pop-up box and return to the *Heat-map* report.

Viewing a category definition

Select the category cell in which you are interested, for example, **C1**. A pop-up box is displayed showing the category definition:

C1 - Infrastructure

C1 covers the following infrastructure inputs: C1.1 Utilities & services; C1.2 Buildings & facilities

Back

Select **Back** to close the pop-up box and return to the *Heat-map* report.

Viewing requirements scores and definitions

Select the score in which you are interested, for example, the category **C3**, criterion **E4** score. The score requirements are displayed:

	0	1	2	3	4	5
R0131 [2]						5
The facility has a suitable computer.						
R0135						5
The facility has an operational printer.						
R0136						5
iSC staff have work mobile phones.						

Requirements in **bold** are top-level requirements. Requirements with a number in brackets, for example, **[2]**, are requirements that contain sub-requirements. The score achieved by the facility as assessed for a requirement is displayed on the right.

Select a top-level requirement to view its sub-requirements and their scores:

0	1	2	3	4	5
R0131					5
The facility has a suitable computer.					
R0132					5
The facility has a functional computer.					
R0133					1
The computer has anti-virus software.					

Select a requirement without sub-requirements or sub-requirement to view its details, including the questions and answers used to assess whether the requirement has been met and its score:

R0136 iSC staff have work mobile phones. ||||| 5/5

Guidance

Scoring:
1: The interviewed staff member has a mobile phone that they use for work (0.75), and the employer or other entity pays for the reception (0.25).

Questions

L6 - Q128 [s] - Number of years working in immunization - View section to see the answers

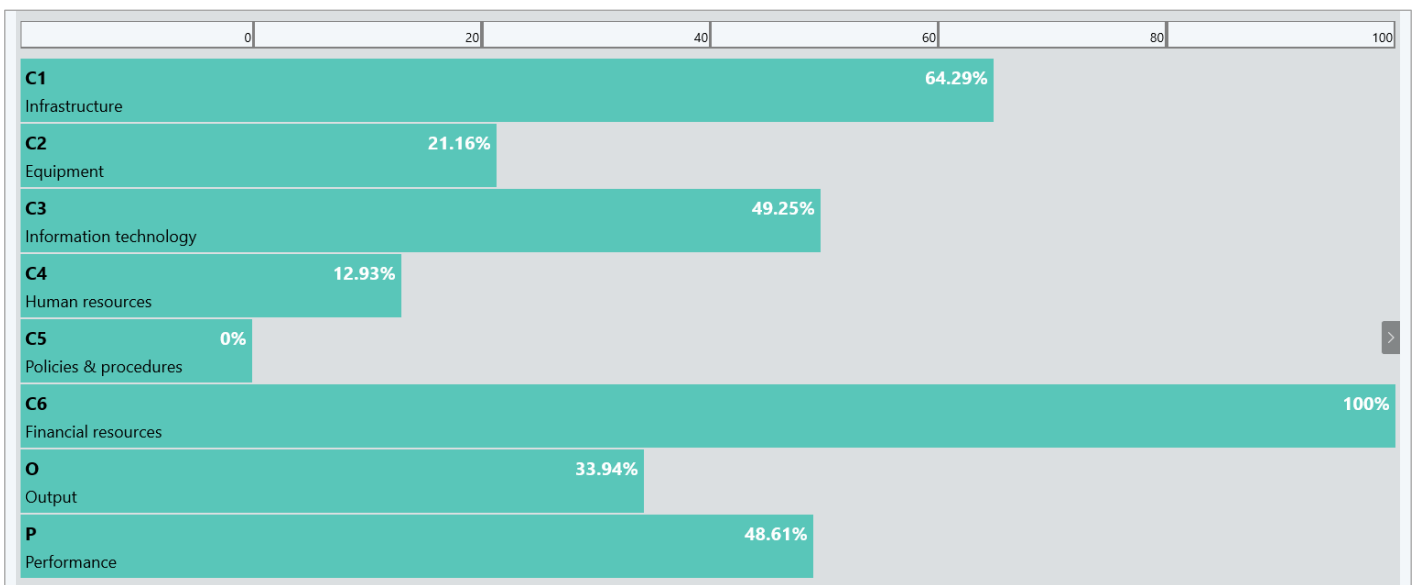
L7 - Q143 [s] - How many staff members have a mobile phone? - 1

L7 - Q144 [s] - How many staff members use their mobile phone for work? - 1



You can display the section containing the questions and answers by selecting a question.

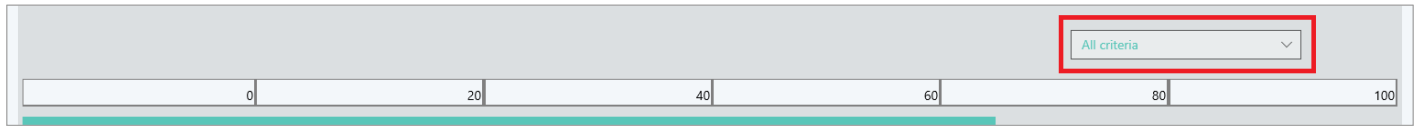
Using the *Category score* report



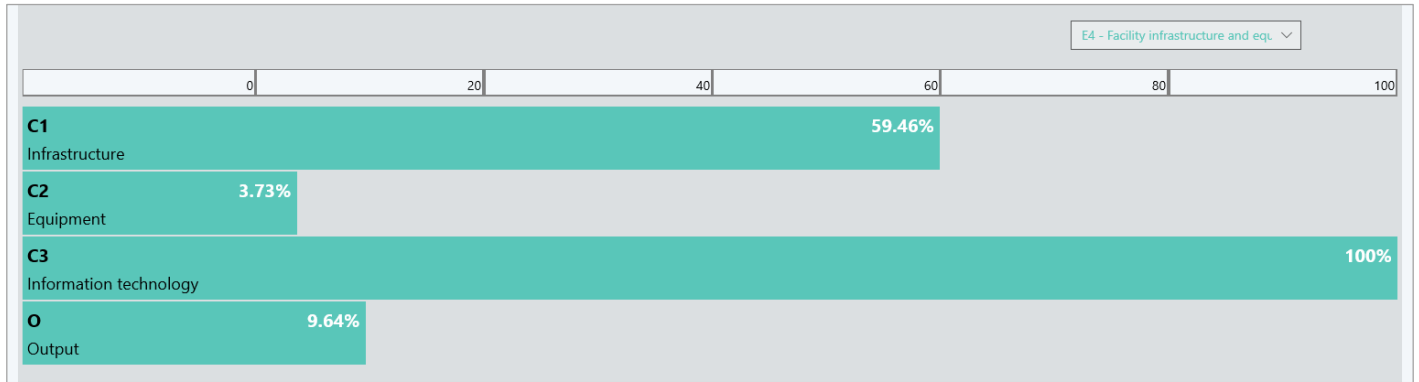
The *Category score* report shows the category scores for the facility as assessed. You can filter the *Category score* report by category and drill down to view requirements scores and definitions.

Filtering by criterion

To filter the *Category score* report by a specific criterion, select the criterion in which you are interested from the drop-down list in the top right of the report, for example, **E4**:



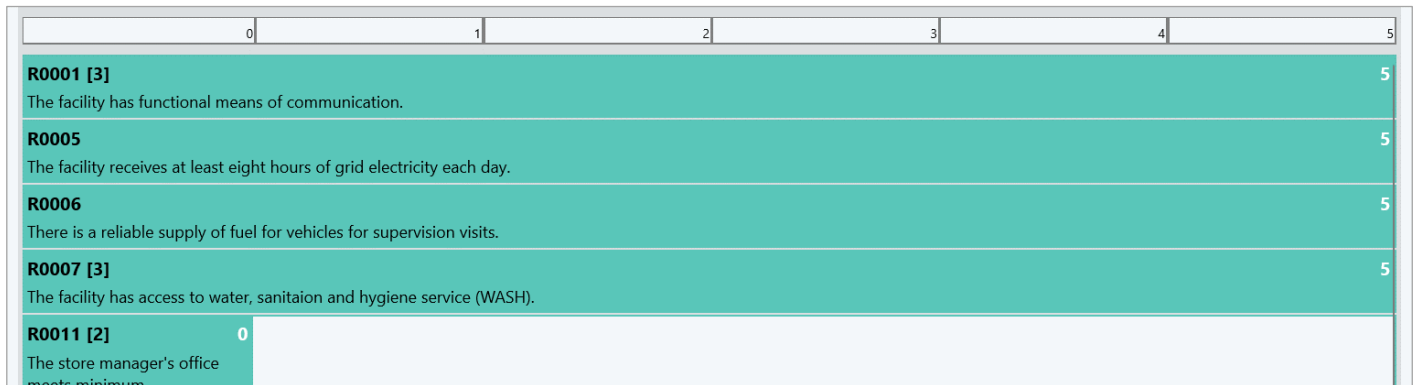
Only those categories that cover the selected criterion are displayed:



You can redisplay all categories by selecting **All criteria** from the drop-down list in the top right of the report.

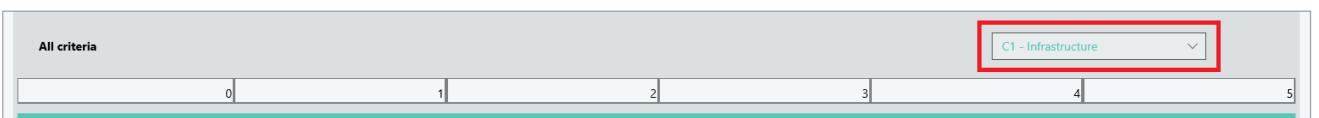
Viewing requirements scores and definitions

Select the category score in which you are interested, for example, the category **C1** score. The score requirements are displayed:



Requirements in **bold** are top-level requirements. Requirements with a number in brackets, for example, **[2]**, are requirements that contain sub-requirements. The score achieved by the facility as assessed for a requirement is displayed on the right.

You can change the category whose requirements are displayed by selecting the category in which you are interested from the drop-down list in the top right of the report:



Select a top-level requirement to view its sub-requirements and their scores:

0	1	2	3	4	5
R0001 The facility has functional means of communication.					5
R0002 The facility has a functional landline telephone.					1
R0003 The facility has reliable mobile phone reception.					5
R0004 The facility has a reliable internet connection.					1

Select a requirement without sub-requirements or sub-requirement to view its details, including the questions and answers used to assess whether the requirement has been met and its score:

R0001 **The facility has functional means of communication.** ■■■■■ 5/5

Guidance
 Applicability:
 Always applicable.

Scoring:
 0.25: The facility has a functional landline telephone.
 0.50: The facility has a reliable mobile reception.
 0.25: The facility has a reliable internet connection.

Children

R0002 **The facility has a functional landline telephone.** ■■■■■ 1/1

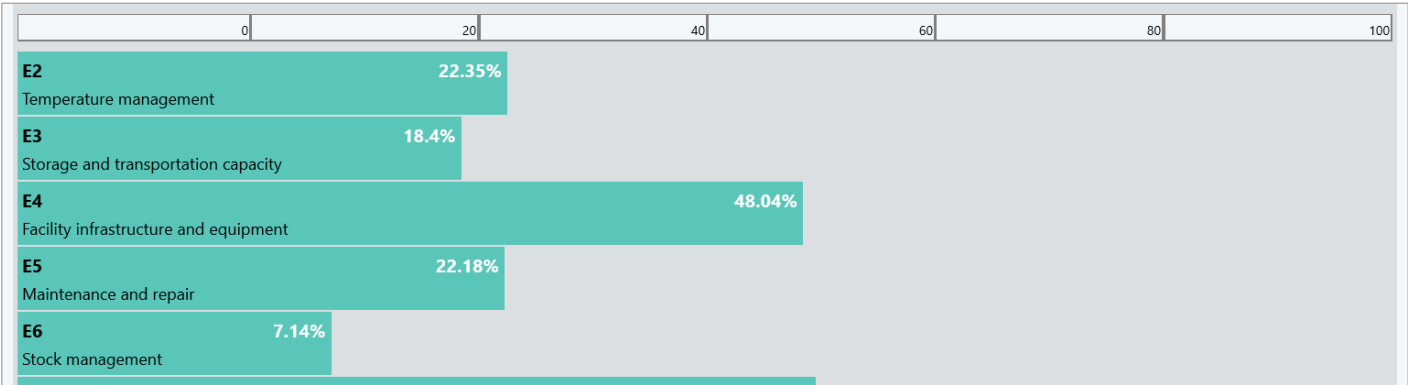
R0003 **The facility has reliable mobile phone reception.** ■■■■■ 5/5

R0004 **The facility has a reliable internet connection.** ■■■■■ 1/1



You can display the section containing the questions and answers by selecting a question.

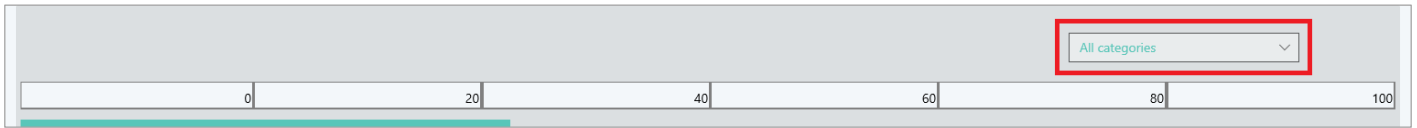
Using the *Criterion score* report



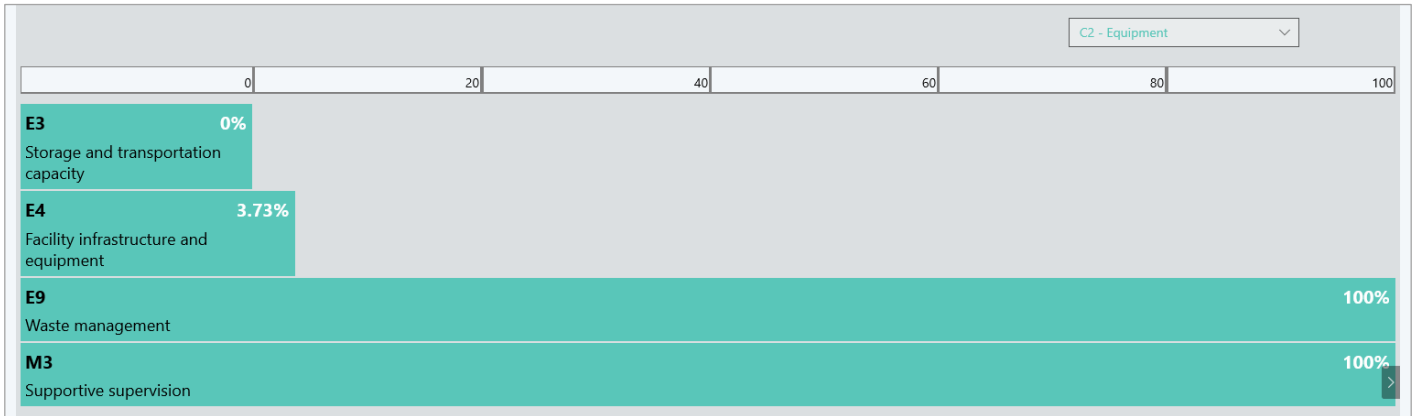
The *Criterion score* report shows the criterion scores for the facility as assessed. You can filter the *Criterion score* report by category and drill down to view requirements scores and definitions.

Filtering by category

To filter the *Criterion score* report by a specific category, select the category in which you are interested from the drop-down list in the top right of the report, for example, **C2**:



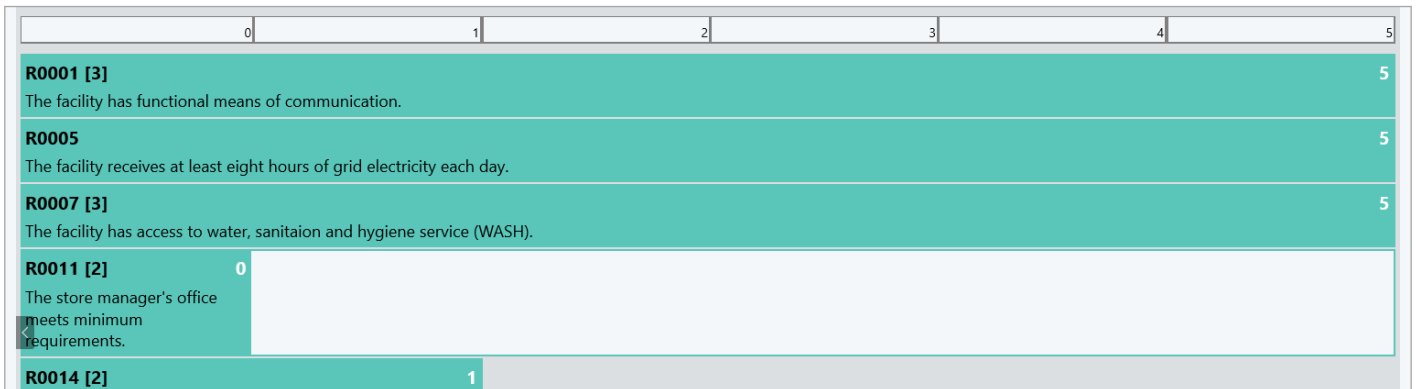
Only those criteria for the selected category are displayed:



You can redisplay all categories by selecting **All categories** from the drop-down list in the top right of the report.

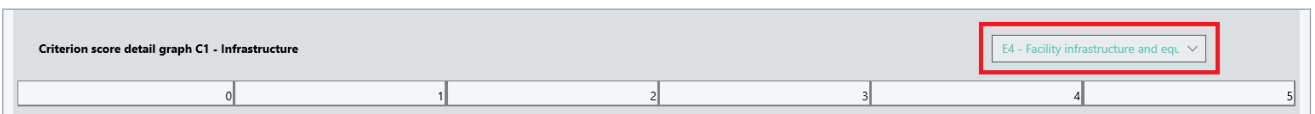
Viewing requirements scores and definitions

Select the criterion score in which you are interested, for example, the criterion **E4** score. The score requirements are displayed:



Requirements in **bold** are top-level requirements. Requirements with a number in brackets, for example, **[2]**, are requirements that contain sub-requirements. The score achieved by the facility as assessed for a requirement is displayed on the right.

You can change the criterion whose requirements are displayed by selecting the criterion in which you are interested from the drop-down list in the top right of the report:



Select a top-level requirement to view its sub-requirements and their scores:

0	1	2	3	4	5
R0001 The facility has functional means of communication.					5
R0002 The facility has a functional landline telephone.					1
R0003 The facility has reliable mobile phone reception.					5
R0004 The facility has a reliable internet connection.					1

Select a requirement without sub-requirements or sub-requirement to view its details, including the questions and answers used to assess whether the requirement has been met and its score:

R0001 **The facility has functional means of communication.** ||||| 5/5

Guidance
 Applicability:
 Always applicable.

Scoring:
 0.25: The facility has a functional landline telephone.
 0.50: The facility has a reliable mobile reception.
 0.25: The facility has a reliable internet connection.

Children

R0002 **The facility has a functional landline telephone.** ||||| 1/1

R0003 **The facility has reliable mobile phone reception.** ||||| 5/5

R0004 **The facility has a reliable internet connection.** ||||| 1/1



You can display the section containing the questions and answers by selecting a question.

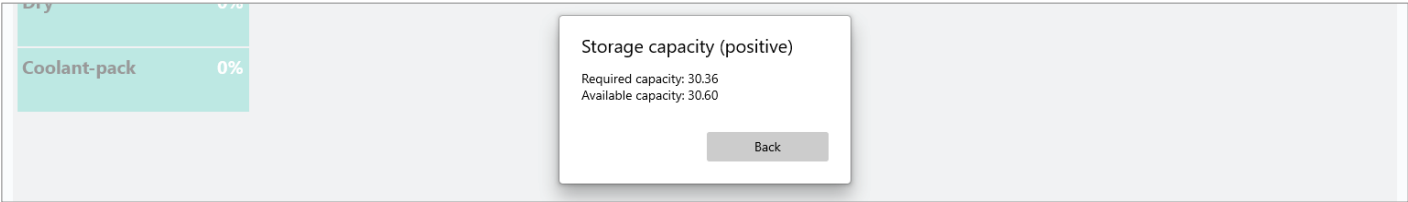
Using the *Storage capacity* report

0	20	40	60	80	100
Positive					100%
Negative					100%
Dry					100%
Coolant-pack					100%

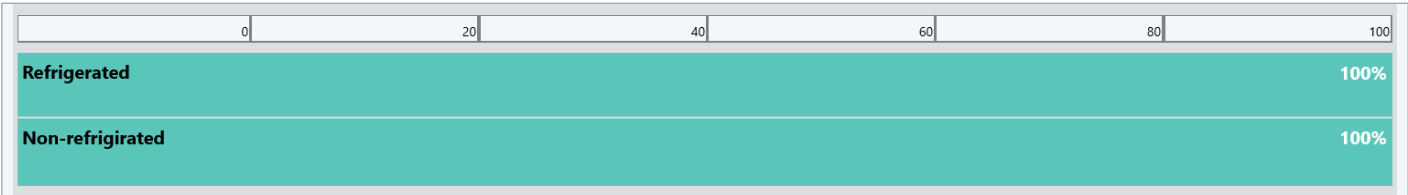
The *Storage capacity* report shows the available and required cold chain and dry storage capacity for the facility as assessed. You can drill down on the *Storage capacity* report to view the capacity requirements and the capacity accessed for the health facility for the scores shown.

Viewing the required capacity

Select **Positive**, **Negative**, **Dry** or **Coolant-pack**, as required. A pop-up box is displayed showing the required capacity and available capacity at the health facility as assessed:



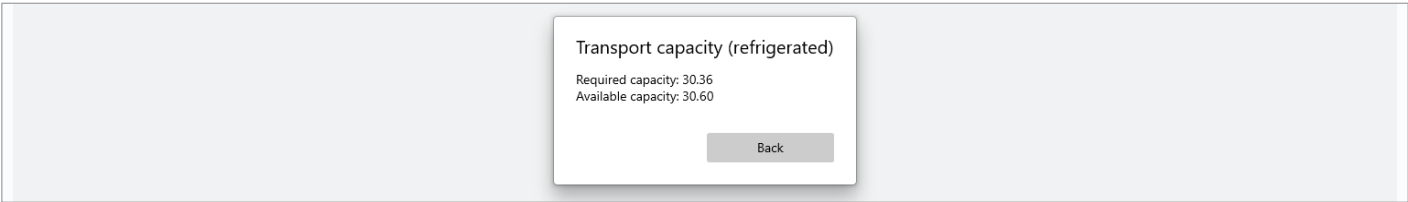
Using the *Transport capacity* report



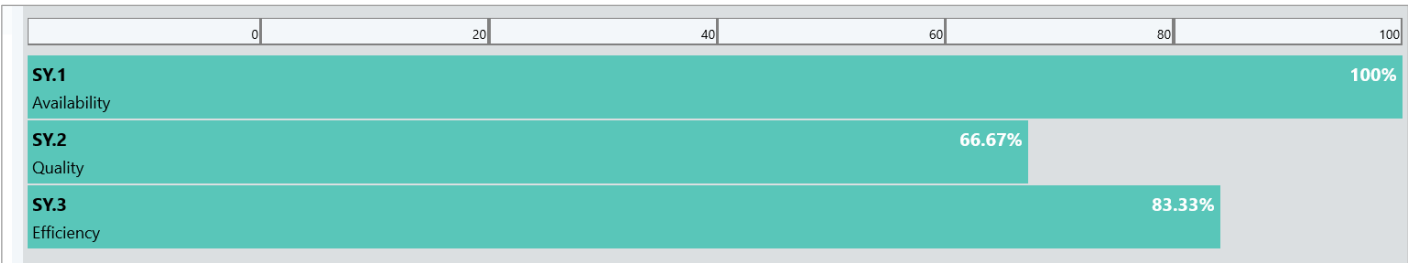
The *Transport capacity* report shows the refrigerated and non-refrigerated (dry) storage capacity for the facility as assessed. You can drill down on the *Transport capacity* report to view the capacity requirements and the capacity accessed for the health facility for the scores shown.

Viewing the required capacity

Select **Refrigerated** or **Non-refrigerated**, as required. A pop-up box is displayed showing the required capacity and available capacity at the health facility as assessed:



Using the *ISC Performance* report



The *ISC Performance* report shows the three system indicator scores – Availability, Quality, Efficiency – for the facility as assessed. You can drill down on the *ISC Performance* report to view the requirements scores and definitions for the indicator scores shown.

Viewing requirements scores and definitions

Select the category score in which you are interested, for example, the **Quality** score. The score requirements are displayed:

0	1	2	3	4	5
R0716 [2]		2.5			
There are no heat damaged vaccines in stock.					
R0713 [2]		2.5			
There are no expired vaccines in stock.					
R0719 [2]		5			
There are no tOPV or mOPV2 in the cold chain or in dry storage.					

Requirements in **bold** are top-level requirements. Requirements with a number in brackets, for example, **[2]**, are requirements that contain sub-requirements. The score achieved by the facility as assessed for a requirement is displayed on the right.

Select a top-level requirement to view its sub-requirements and their scores:

0	1	2	3	4	5
R0713		2.5			
There are no expired vaccines in stock.					
R0714		5			
There are no expired vaccines in the cold/freezer rooms.					
R0715		0			
There are no expired vaccines in the refrigerators and freezers.					

Select a requirement without sub-requirements or sub-requirement to view its details, including the questions and answers used to assess whether the requirement has been met and its score:

R0713 **There are no expired vaccines in stock.** 2.5/5

Guidance
 Guidance:
 There are no expired vaccines in stock, or vaccines so close to expiry that they will in all likelihood expire before administration. Expired stock should be removed from the cold chain awaiting disposal.

Children

R0714 **There are no expired vaccines in the cold/freezer rooms.** 5/5

R0715 **There are no expired vaccines in the refrigerators and freezers.** 0/5



You can display the section containing the questions and answers by selecting a question.

Using the *Stock status* report

0	133.4	266.8	400.2	533.6	667
DT					666.7

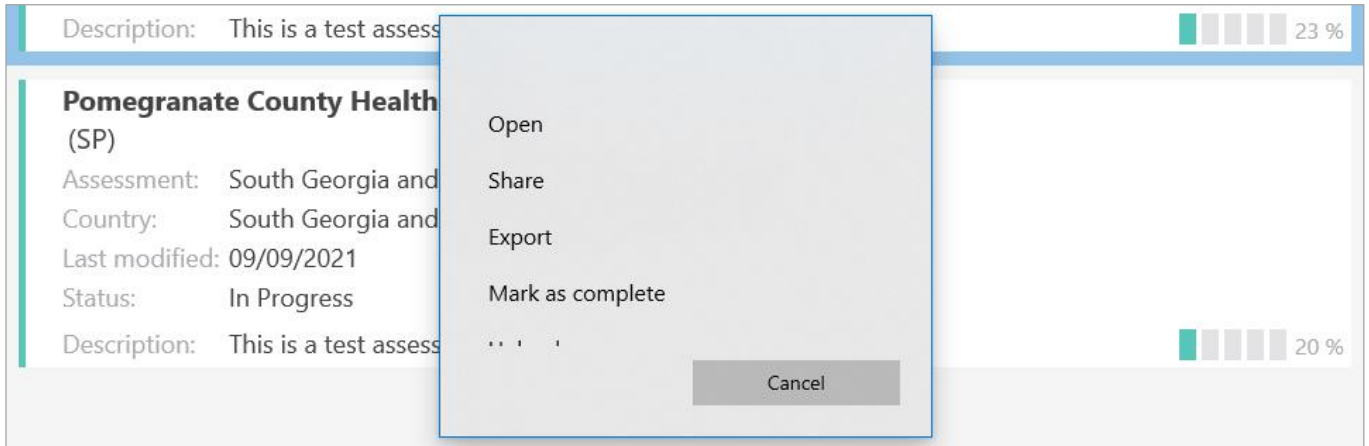
The *Stock status* report shows the doses supplied per surviving infant at the facility as assessed.

Uploading questionnaires

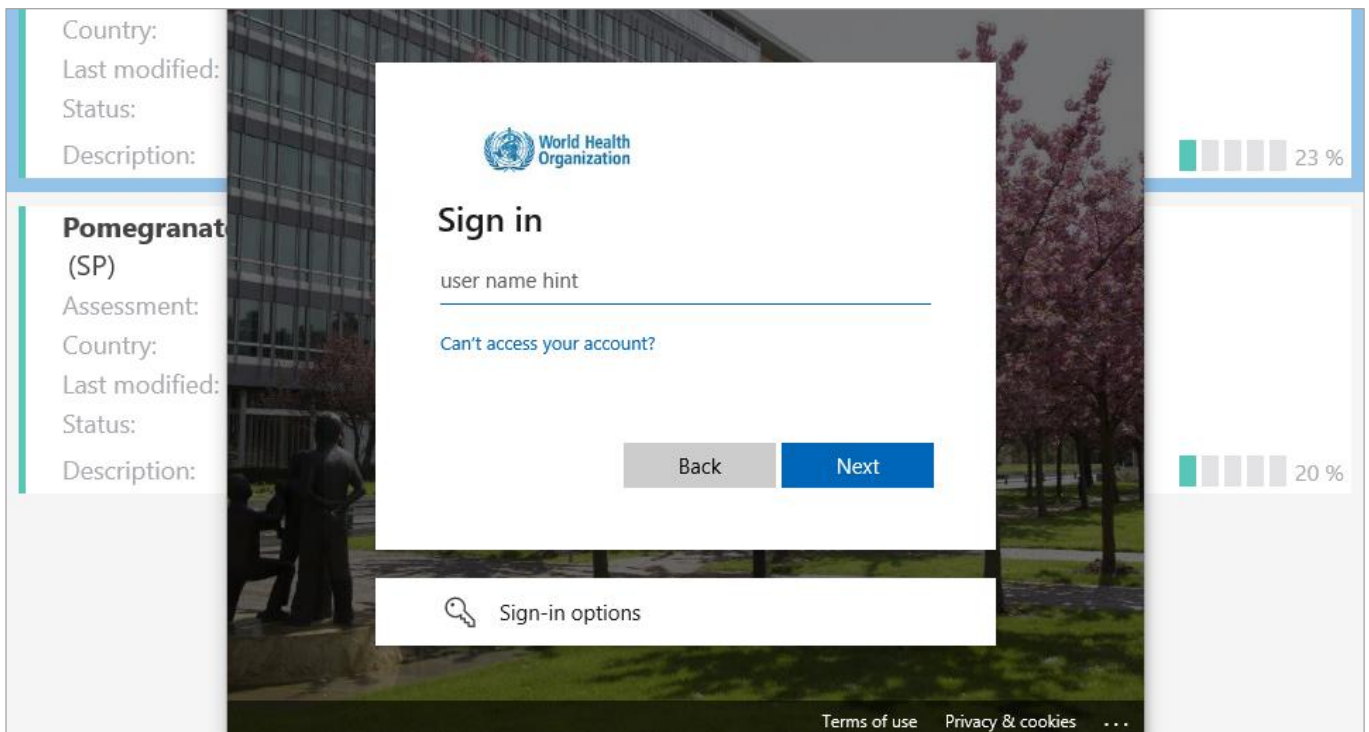
You can upload any completed assessment questionnaires you have been assigned or any standalone questionnaires for that country to the EVM website, where the National Manager can review them.

i An internet connection is required to upload questionnaires.


1. Open the app.
2. On the *Home* screen, select the questionnaire you wish to upload. A pop-up box is displayed:



3. Select **Upload**.
4. A message will be displayed, asking if you are sure you want to process with the upload. Select **OK** to proceed.
5. If not already signed in, sign into your EVM account:



- 6. If you have previously uploaded the same questionnaire, a message is displayed asking you to confirm that you want to replace your previously uploaded questionnaire. Select **OK** to overwrite the previously uploaded questionnaire.

 If you have previously uploaded the same questionnaire and that questionnaire has been approved by the National Manager, a message is displayed notifying you that you cannot upload the questionnaire. Select **OK** to close the message. If you accidentally uploaded a questionnaire that was approved by your National Manager, contact your National Manager for more help.

- 7. Once a questionnaire has been uploaded, a message is displayed confirming the upload. Select **OK**. Once a questionnaire has been uploaded to the EVM website, its status in the app will change to 'Uploaded':

Orange County District Store
(LD)
Assessment: South Georgia and the South Sandwich Islands 2021/8
Country: South Georgia and the South Sandwich Islands
Last modified: 28/01/2020
Status: Uploaded
Description: This is a test assessmentx  13 %

Sharing questionnaires

This chapter describes how to distribute assessment questionnaires between devices. It is organised into the following sections:

Section	Description	See Page
Sharing a questionnaire	How to share a questionnaire from your EVM app.	56
Importing a questionnaire	How to import an exported or shared questionnaire into your EVM app.	57
Exporting a questionnaire	How to export a questionnaire out of your EVM app.	57


Assessment questionnaires can be distributed as text files between devices. There are many reasons you may want to do this. For example, if your device is running out of battery power, you may wish to share a copy of the questionnaire with a device that has more power, or one Assessor may wish to leave a health facility early and give their partially finished questionnaire to another Assessor who will complete the data collection. You can share a questionnaire file directly from the app using other programs on the device, for example, by email or Bluetooth. Once it has been transferred to a second device, the questionnaire can be imported into the app.

If sharing questionnaire between Assessors, the following requirements recommended:

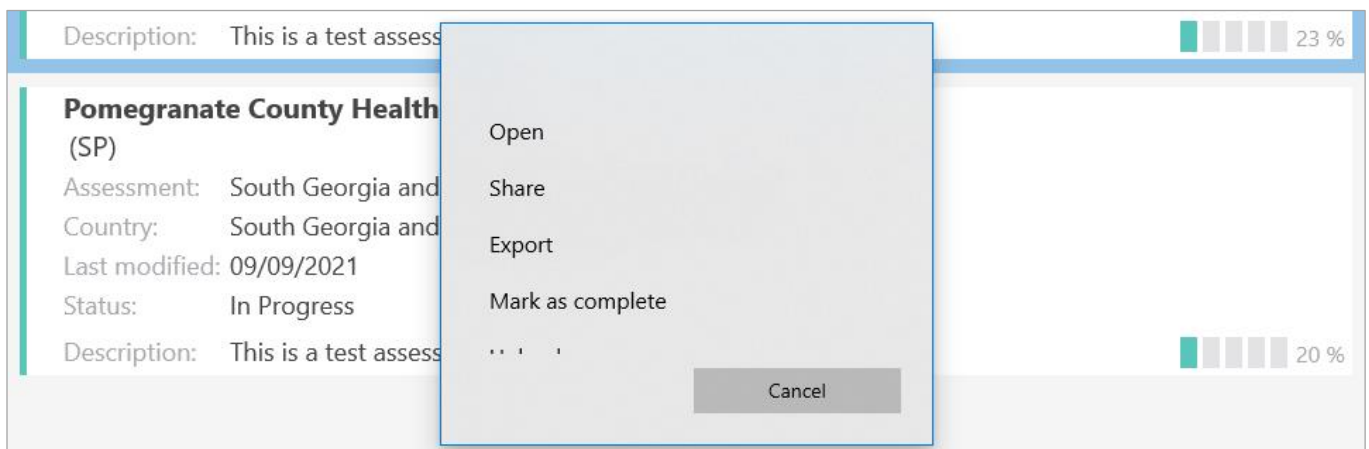
- Ensure that the **L2 Location details** section is identical in each version.
- Assign each Assessor their own sections to complete, do not divide one section between Assessors.
- Agree beforehand who will complete which sections and which version will be the 'master'.
- Always backup a questionnaire before you merge it with another. If you do not, and the merge process encounters a problem, your data may be lost. To make a backup, either upload the questionnaire (see [Uploading questionnaires](#) on page 54) or export it to a safe location.

Once you have completed the questionnaire, import the questionnaire you wish to merge onto the device with the 'master' questionnaire; this will trigger the merge process. See [Downloading questionnaires onto the EVM app](#) on page 28.

Sharing a questionnaire

 You cannot share questionnaires on an Apple device.

1. Open the app.
2. On the *Home* screen, select the questionnaire you wish to share. A pop-up box is displayed:



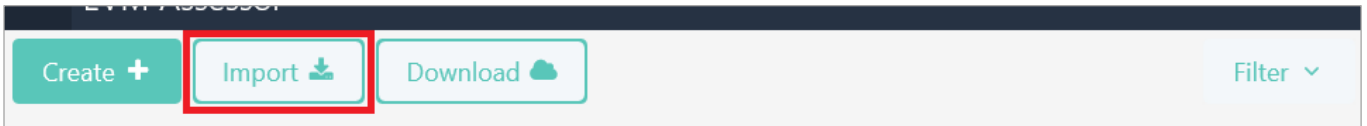
3. Select **Share**.
4. Select how you want to share the questionnaire.
5. Complete the on-screen instructions to share the export file.

Importing a questionnaire



To import a questionnaire into the EVM app, you must first ensure that the questionnaire file is available on your device, for example in the *Downloads* folder.

1. Open the app.
2. On the *Home* screen, select **Import** (↓):



3. Complete the on-screen instructions to browse to and select the questionnaire file.



If you import a questionnaire that is already in the EVM app, a merge process will be triggered. See [Merging a questionnaire](#) on page 30.

Exporting a questionnaire



You cannot export questionnaires on an Apple or Android device.

1. Open the app.
2. On the *Home* screen, select the questionnaire you wish to export. A pop-up box is displayed.
3. Select **Export**.
4. Complete the on-screen instructions to save the export file to your device.

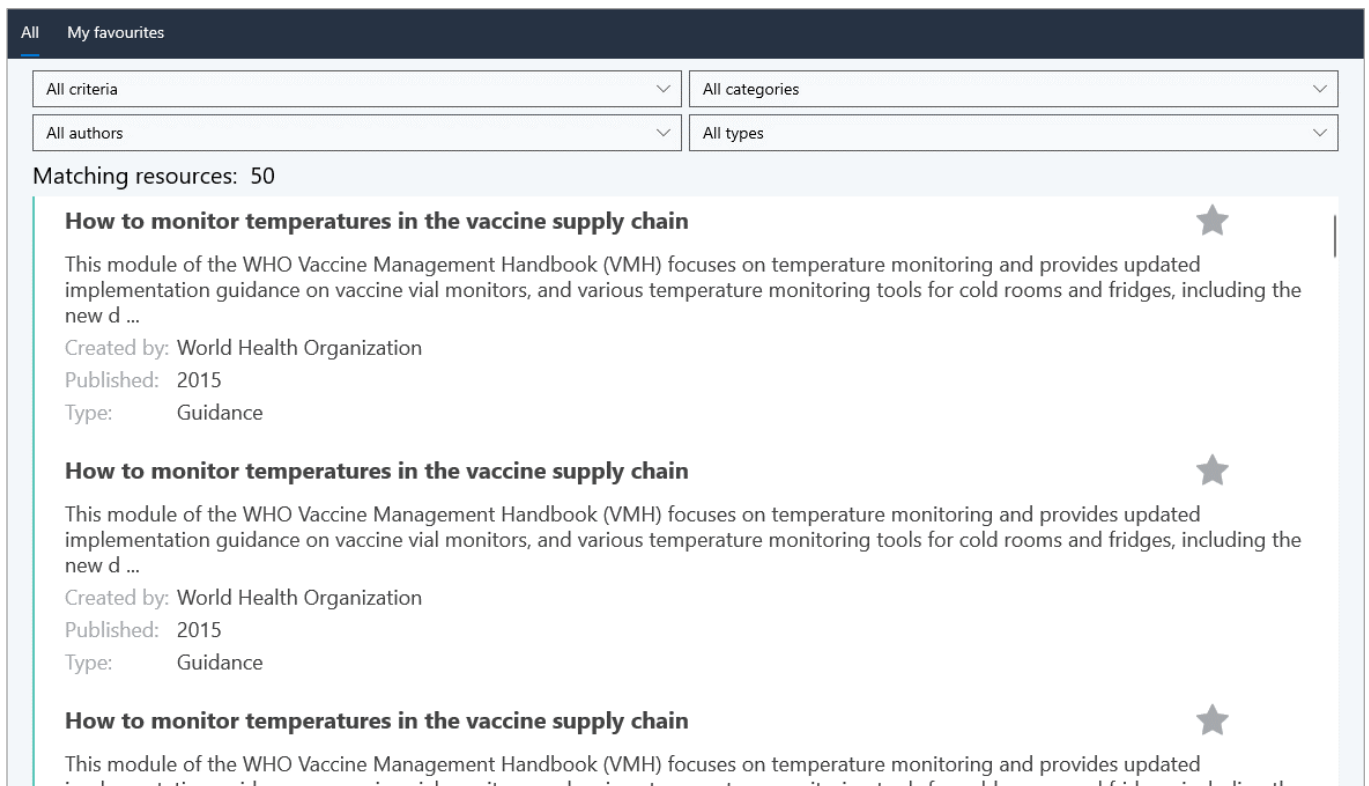
Using the app resources

You find and display resources from WHO and other associated organisations in the EVM mobile app at any time to help you with performing health facility assessments or learn more about different aspects of the vaccine supply chain.





You can also access WHO resources that are specific to a particular question from within a selected questionnaire on the EVM mobile app. See [Viewing question resources](#) on page 39.

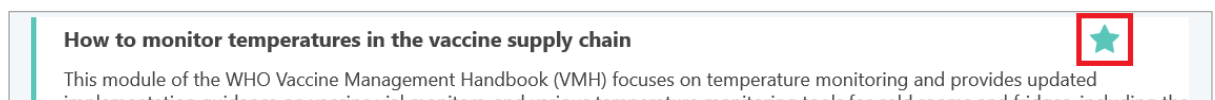
1. Open the app.
2. Select the menu () , then select **Resources**. The *Resources* screen is displayed:



3. You can perform the following actions using the *Resources* screen:

- To filter the list of available resources by criteria, category, author, or type, select the filter(s) that you want to apply using the drop-down lists at the top of the *Resources* screen.
- To mark a resource as a favourite, select  next to the name of the resource in the list.

The  button changes colour to indicate that the resource is a favourite:

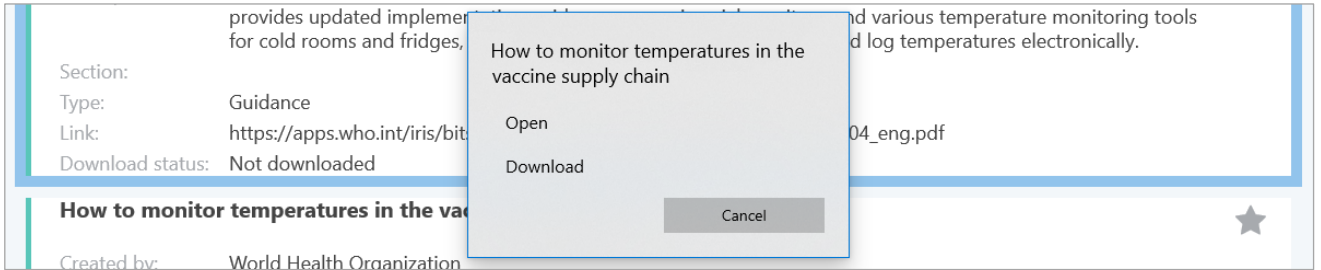


- To view a list of resources that you have marked as a favourite, select **My favourites** at the top of the *Resources* screen.



To redisplay all available resources, select **All** at the top of the *Resources* screen.

- To open a resource, select the name of the resource to display a pop-up box and select **Open**:



- To download a resource to your device, select the name of the resource to display a pop-up box and select **Download**.

Using the app tools

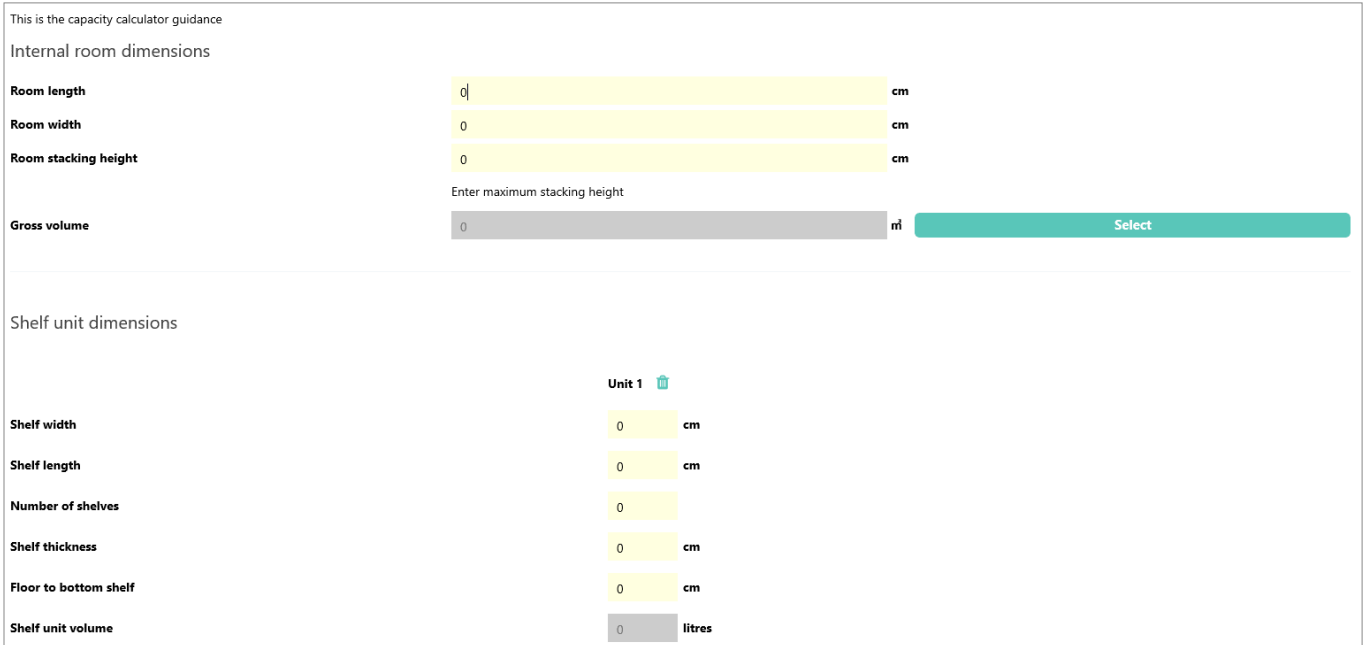
This chapter describes how to use the tools that are provided in the EVM mobile app to help you with performing your health facility assessments. It is organised into the following sections:

Section	Description	See Page
Using the Capacity calculator	How to determine the capacity of a room or shelving unit during an assessment.	60
Searching for PQS product data	How to find and view PQS product data during an assessment.	61

Using the Capacity calculator

The Capacity calculator tool helps you to determine the storage capacity at a healthy facility whilst completing the questionnaire. You can calculate the capacity of a room and/or a shelving unit by entering their dimensions into the Capacity calculator.

1. Open the app.
2. Select the menu () , then select **Tools > Capacity calculator**. The *Capacity calculator* screen is displayed:



This is the capacity calculator guidance

Internal room dimensions

Room length cm


Room width cm

Room stacking height cm

Enter maximum stacking height

Gross volume m³ Select

Shelf unit dimensions

Unit 1 

Shelf width cm

Shelf length cm

Number of shelves

Shelf thickness cm

Floor to bottom shelf cm

Shelf unit volume litres


3. To determine the capacity of a room:
 - a. In the **Room length** field, enter the length of the room in centimetres.
 - b. In the **Room height** field, enter the width of the room in centimetres.
 - c. In the **Room stacking height** field, enter the stacking height of the room in centimetres.
 - d. The capacity of the room is automatically calculated from the values that you enter and displayed in the **Gross volume** field in metres³. Select **Select** to copy the calculated capacity to your device's clipboard.

To determine the capacity of a shelving unit:

- a. In the **Shelf width** field, enter the width of a shelf on the unit in centimetres.
- b. In the **Shelf length** field, enter the length of a shelf on the unit in centimetres.

- c. In the **Number of shelves** field, enter the number of shelves on the unit.
- d. In the **Shelf thickness** field, enter the thickness of a shelf on the unit in centimetres.
- e. In the **Floor to bottom shelf** field, enter the height from the floor to the bottom shelf on the unit in centimetres.



To add another shelving unit's capacity, select **Add** to add a new column and repeat the steps above. To remove a shelving unit, select  next to the shelving unit column's name.

- f. The capacity of each shelving unit entered is automatically calculated from the values that you enter and displayed in the **Shelf unit volume** field in litres. The capacity of all shelving units entered is automatically calculated from the values that you enter and displayed in the **Net storage capacity** fields in litres and metres³. Select **Select** to copy the calculated capacity to your device's clipboard.

Searching for PQS product data

The WHO Performance, Quality and Safety (PQS) process prequalifies products and devices so that member states and UN purchasing agencies are assured of their suitability for use in their immunisation programs. The PQS product data tool allows you to look up WHO's Performance, Quality, and Safety (PQS) data whilst completing a questionnaire, that is, the standard information that WHO has defined for the following:

- [Vaccines](#)
- [Refrigerators and freezers](#)
- [Cold boxes and vaccine carriers](#)
- [Coolant packs](#)

This information may help you to assess the vaccines and equipment that a health facility employs.

1. Open the app.
2. Select the menu () , then select **Tools > PQS product data**. The *PQS product data* screen is displayed:

Select a PQS product category

3. Using the drop-down list displayed, select the PQS product category in which you are interested.
4. If you selected the **Vaccine** category, select any of the following for the vaccine in which you are interested:
 - Using the **Type** drop-down list, select the type of vaccine, for example, *DtaP*.
 - Using the **Manufacturer** drop-down list, select the name of the vaccine manufacturer, for example, *GlaxoSmithKline Biologicals SA*.
 - Using the **Commercial name** drop-down list, select the vaccine's commercial name, for example, *Boostrix*.
 - Using the **Formulation** drop-down list, select the vaccine's pharmaceutical form, for example, *Liquid: ready to use*.
 - Using the **Presentation** drop-down list, select the vaccine presentation, for example, *Vial*.

- Using the **Doses per primary container** drop-down list, enter or select the number of vaccine doses contained in the primary container, for example, 1.

The data that matches the selection that you have made is displayed, for example:

Vaccines					
Type	Manufacturer	Commercial name	Doses per primary container	Pharmaceutical form	Presentation
DTaP	GlaxoSmithKline Biologicals SA	Boostrix	1	Liquid: ready to use	Vial

If you selected the **Refrigerators and freezers** category, select any of the following for the refrigerator/freezer in which you are interested:

- Using the **Manufacturer** drop-down list, select the name of the refrigerator/freezer manufacturer, for example, *Dometic*.
- Using the **Model** drop-down list, select the model number of the refrigerator/freezer, for example, *TCW 2000*.
- Using the **PQS code** drop-down list, select the PQS code of the refrigerator/freezer, for example, *E3/111-M*.
- Using the **Type** drop-down list, select the type of refrigerator/freezer, for example, *Refrigerator and freezer*.

The data that matches the selection that you have made is displayed, for example:

E003: Refrigerators and freezers		
PQS code	Manufacturer	Model
E3/111-M	Dometic	TCW 2000

If you selected the **Cold boxes and vaccine carriers** category, select any of the following for the cold box/vaccine carrier in which you are interested:

- Using the **Manufacturer** drop-down list, select the name of the cold box/vaccine carrier, for example, *Apex International*.
- Using the **Model** drop-down list, select the model number of the cold box/vaccine carrier, for example, *AICB 503L*.
- Using the **PQS code** drop-down list, select the PQS code of the cold box/vaccine carrier, for example, *E004/031*.

The data that matches the selection that you have made is displayed, for example:

E004: Cold boxes and vaccine carriers		
PQS code	Manufacturer	Model
E004/031	Apex International	AICB 503L

If you selected the **Coolant packs** category, select any of the following for the coolant box in which you are interested:

- Using the **Manufacturer** drop-down list, select the name of the coolant box, for example, *Apex International*.
- Using the **Model** drop-down list, select the model number of the coolant box, for example, *AIIP-0.4*.
- Using the **PQS code** drop-down list, select the PQS code of the coolant box, for example, *E005/008*.

The data that matches the selection that you have made is displayed, for example:

E005: Coolant-packs		
PQS code	Manufacturer	Model
E005/008	Apex International	AIIP-0.4

Troubleshooting

This chapter provides solutions for common Assessor issues. The following issues are covered:

Issue	See Page
I've forgotten my EVM account email address	63
I've forgotten my EVM account password	63
I don't know what version of the EVM app I am using	64
I cannot install the EVM app on my device	64
I have been assigned a questionnaire that doesn't appear in the EVM app	64
The EVM app crashes after downloading questionnaires	65
The EVM app menu is missing after downloading questionnaires	65
I cannot save the answers I've entered in a questionnaire section	65
Sections L3 and L4 of a questionnaire are missing some or all vaccines	65



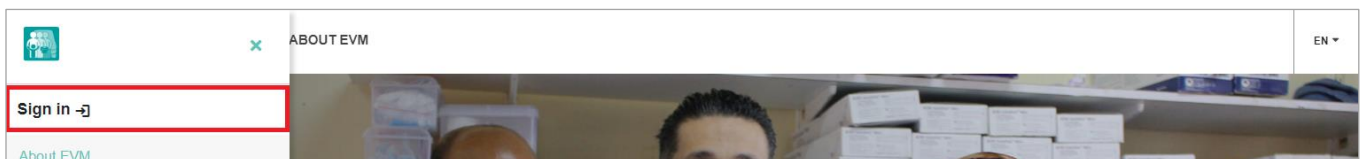
If you are experiencing an issue not described here or the solution described does not work for you, please escalate the issue to your National Manager. If they cannot assist you with your issue, escalate the issue to the EVM Global Administrator by emailing them at evmadmin@who.int.

I've forgotten my EVM account email address

Contact the EVM Global Administrator at evmadmin@who.int with your name, organisation, and job title. The EVM Global Administrator will review your request and notify you of the email address that is registered for your EVM account.

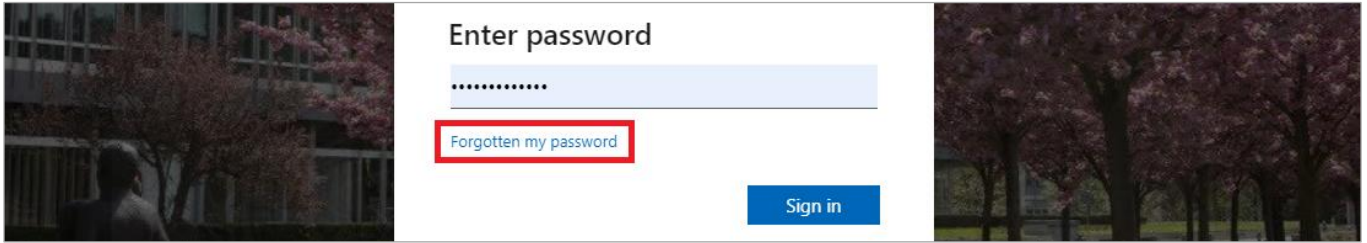
I've forgotten my EVM account password

1. Open the EVM website:
<https://extranet.who.int/evm2/web/Public>
2. Select the menu in the top left of the screen, then select **Sign in**:



3. If you have more than one Microsoft account, select the email address that you used to request EVM access or select **Use another account** to enter the email address.

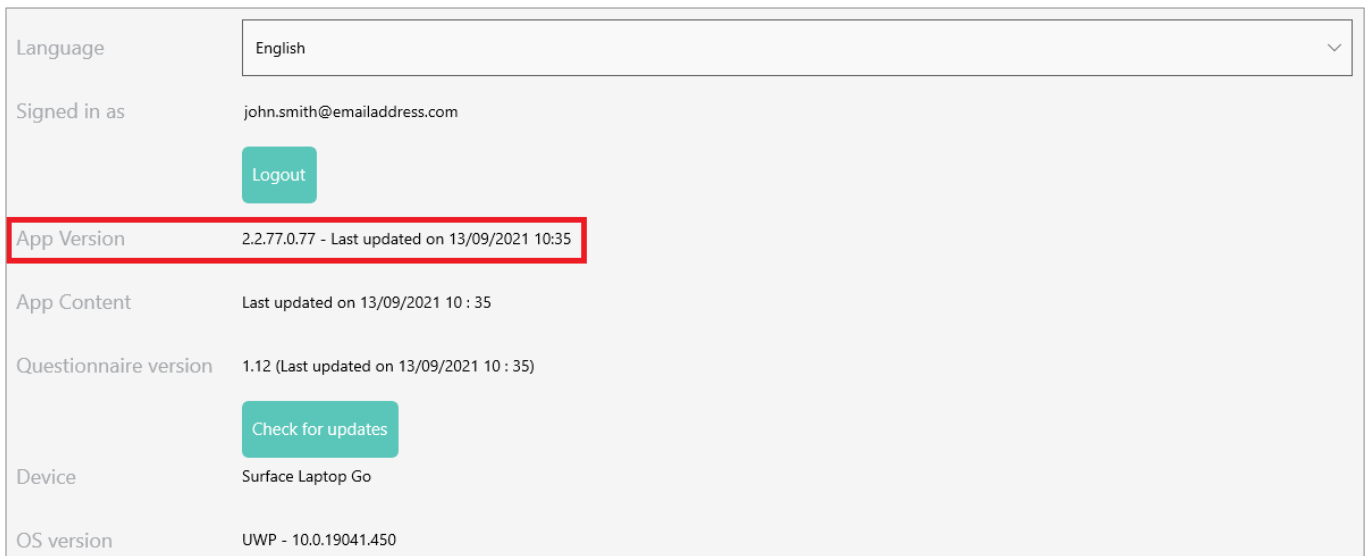
4. Select **Forgotten my password**:



5. Follow the on-screen instructions to reset your password.

I don't know what version of the EVM app I am using

1. Open the app.
2. On the app's *Home* screen, select the menu (☰), then select **Settings**. The *Settings* screen is displayed. The version of the app installed on your device is displayed next to **App Version**:



I cannot install the EVM app on my device

Please checking the following:

- Ensure that your device meets the installation requirements (see [Installing the app](#) on page 20).
- If the app is already installed on your device, uninstall the current version of the app before installing the new one.

I have been assigned a questionnaire that doesn't appear in the EVM App

Please checking the following:

- Ensure that you have followed the download instructions. See [Downloading questionnaires](#) on page 28.
- Log out of your EVM account on the app and sign in again. See [Logging out of your EVM account](#) on page 24.
- Contact your National Manager to confirm that the questionnaire is assigned to you.


The EVM app crashes after downloading questionnaires

This is a known issue on Android devices. Open the app again. You will be asked if you want to send a crash report. Select **Send** to send a crash report.

The EVM app menu is missing after downloading questionnaires

This is a known issue on Window devices. Close the app and open it again. You will be asked if you want to send a crash report. Select **Send** to send a crash report.

I cannot save the answers I've entered in a questionnaire section

If you enter an invalid answer to a question and attempt to save the questionnaire section, a message is displayed notifying you that there are invalid answers. Select **OK** to close the message and review your answers to check whether any of them are invalid. Invalid answers are marked with a .

Sections L3 and L4 of a questionnaire are missing some or all vaccines

When the National Manager creates an assessment, a copy of the vaccines and tracers for the country is made and included as part of the assessment. If the National Manager made changes to the vaccines and tracers after they created the assessment, the changes will not be made to the assessment, and therefore will not be included in downloaded questionnaires.

Contact your National Manager to confirm whether changes were made to the vaccines and tracers after they created the assessment and whether a new assessment will be created, and the questionnaires will be re-assigned as a result.