

## Frequently asked questions (FAQs)

### Platform Issues

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2. Editing: how do I save edits to trackers?
3. How can I change what information shows up on my dashboard?
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### Reporting Issues

1. How do I report a ZIP code for locations?
2. How do I report billboards or other types of media besides TV and radio?
3. How do I report direct mail?
4. How do I report posters or flyers that are posted?
5. How do I report social media?
6. Is there a guide for how to report outreach on the platform?

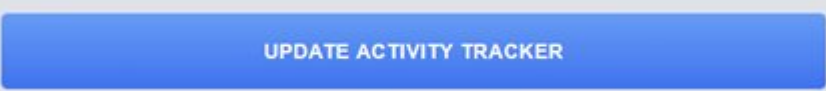
#### **Editing: how do I edit approved trackers?**

It is not possible to edit approved trackers. Moderation is intended to be final, to ensure careful supervision. If you do need to make changes, we recommend deleting the tracker and resubmitting the data in a new tracker.

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#### **Editing: how do I save edits to trackers?**

If you would like to change a pending tracker or if an admin requested changes to a tracker, after modifying content of the trackers, you need to click the blue “update activity tracker” button to save the changes and resubmit the tracker for moderation.



UPDATE ACTIVITY TRACKER





## ❓ How can I change what information shows up on my dashboard?

Click on the blue “choose data” button to select what information displays (see image below). You can also choose between weekly and daily views.



## ❓ How can I download official monthly reports for my organization?

These instructions will only work with verified user accounts. Please refer to the screenshot below, which annotated to correspond to the following steps. After logging into the site:

1. Click on “activity results” on the left hand side of the page.
2. Enter the name of the organization for which you want data.
3. Enter the start date for the report (i.e. first day in the reporting month)
4. Enter the end date for the report (i.e. last day in the reporting month)
5. Make sure that official report output is enabled.
6. If you want to see results including the efforts of paired subs (there will a total column and individual columns for each sub), enable add sub results.
7. Click download results.

**Approved Results**

Selected organization: Community Assistance Programs

Start Date: 05/01/2020 | End Date: 05/31/2020

Official report output |  Add sub results if applicable

**DOWNLOAD RESULTS**

Note that results from approved activity trackers may take up to 10 minutes to show up below.

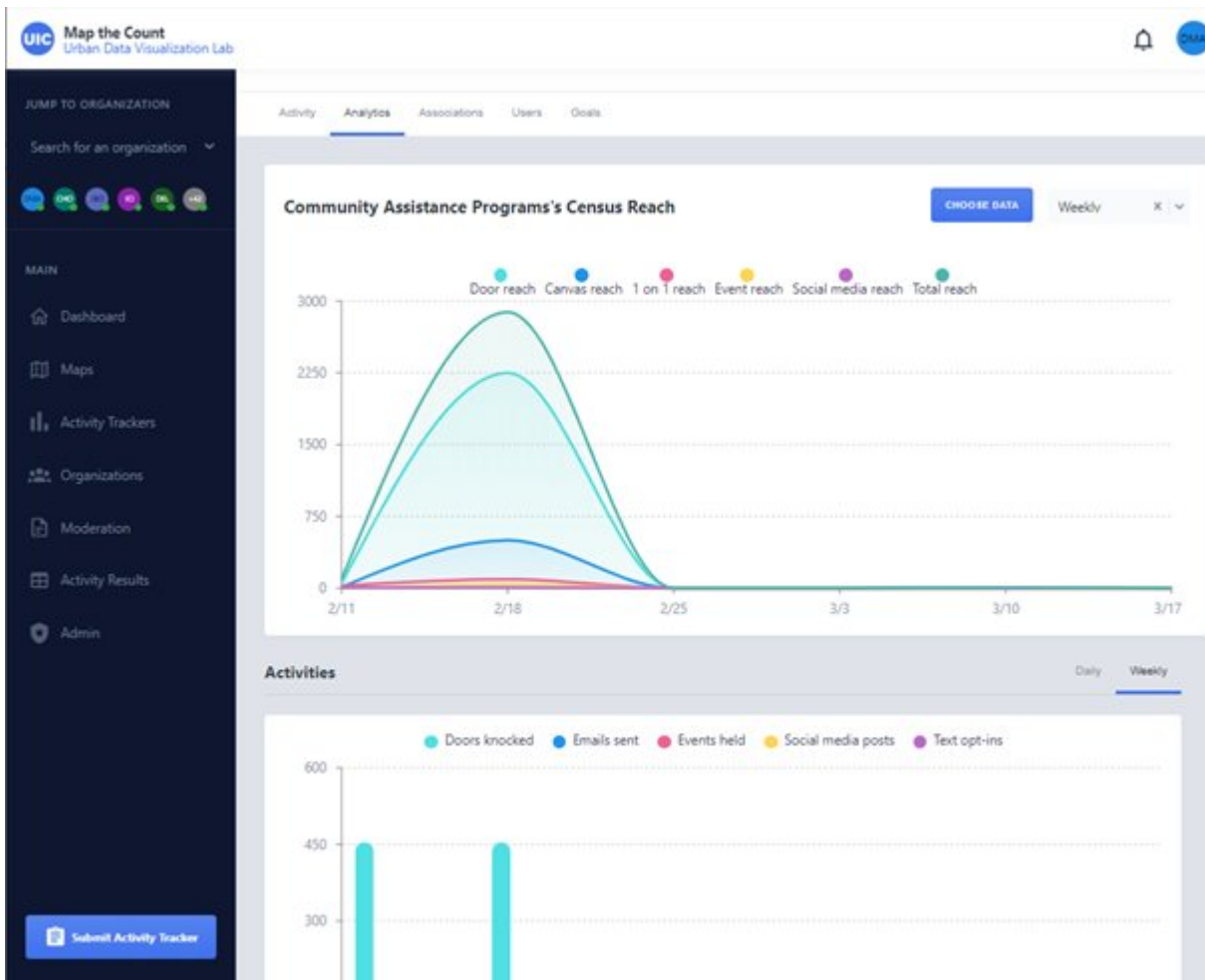
QUESTION	TYPE	VALUE
A1. Number of events	Amount	0
A1. Total number of persons reached via events	Amount	0

A1. Total number of locations established where census information is disseminated	Amount	0
A1. Total number of flyers/education materials distributed	Amount	0
A2. Radio and media - Estimated number of ads/announcements/opportunities	Amount	0
A2. Radio and media - Total Estimated number of person reached	Amount	0

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## 🔗 How can I see what my entire organization is doing?

Click on the “organizations” tab and then on the name of the organization about which you want to see more information. Click on the “analytics” tab at the top of the screen. This shows all activity submitted to the organization. However, if the organization is an RI, it excludes the results of paired subs. Click on “choose data” to customize the types of data that are displayed.



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## 🔗 How do I register for the site?

Complete the form at the following link for access: <https://app.mapthecount.org/register>

There is additional information about registering for and accessing the site here, including a video: <https://mapthecount.uic.edu/resources/accessing-the-platform/>

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## 🔗 How do I report a ZIP code for locations?

From the list of location types (shown in the picture below), select the smallest unit of geography for location. Ideally,

you want to use a complete address. If you don't have a complete address, however, and the location is within Chicago, there are options for reporting by community area, neighborhood, and ward. For locations outside of Chicago, we recommend using municipality. You may then enter the ZIP code in the location description.

**Selected organization (required)**

Search for an organization Organization not listed?

**Start date** 03/19/2020 **End date** 03/19/2020

**Location type**

Address

- Address
- Chicago Community Area
- Chicago Neighborhood
- Chicago Ward
- Municipality
- County
- No / virtual location

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### **?** How do I report billboards or other types of media besides TV and radio?

1. Select the “community education-media” tracker.
2. Enter the organization, date range, and location information.
3. Toggle “this was a media event that was not radio or TV (choose one)”; see the screenshot below.
4. Click on the dropdown menu under “what type was it” and select the relevant option.

This was a radio event (choose one).

This was a TV event (choose one).

This was a media event that was not radio or TV (choose one).

---

What type was it?

Select... ▼

- Billboard
- Advertising / signs on transit
- Interview/news story
- Public Service Announcement
- Other

**SUBMIT ACTIVITY TRACKER**

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## 🔗 How do I report direct mail?

1. Select the “direct engagement” tracker.
2. Enter the organization, date range, and location information.
3. Scroll down to and toggle “did you have other 1 on 1 interactions about the census”.
4. Enter the reach.

Please refer to the picture below.

Did you knock on doors about the census?

Did you include the census in other canvassing you were doing?

Did you have other 1 on 1 interactions about the census?

---

How many persons did you reach?

0

How many fliers did you hand out?

0

Did you use social media in relation to the census?

Did you call persons about the census?

Did you text persons about the census?

Did you email persons about the census?

**SUBMIT ACTIVITY TRACKER**

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## 🔗 How do I report posters or flyers that are posted?

1. Choose the “community education – events” tracker.
2. Using the dropdown menu under “what type of event was it”, select “putting up posters, flyers, or advertisements”.

See the screenshot below.

Please select at least one of the following.

What type of event was it?

Putting up posters, flyers, or advertisements

- Census specific event open to public/community sponsored by RI / sub
- Canvassing in high traffic areas (not door knocking)
- Meeting with community/service/business organizations
- Passing out promotional items, swag
- Capacity building / training community leaders / volunteers
- Having a table at a community event
- Having a table in a public place
- Putting up posters, flyers, or advertisements
- Other

Any comments on this event?

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## 🔗 How do I report social media?

1. Select the “direct engagement” tracker.
2. Enter the organization, date range, and location information.
3. Select “did you use social media in relation to the census” from the list of options (see screenshot below).
4. Complete the additional fields as recommended in the following text.

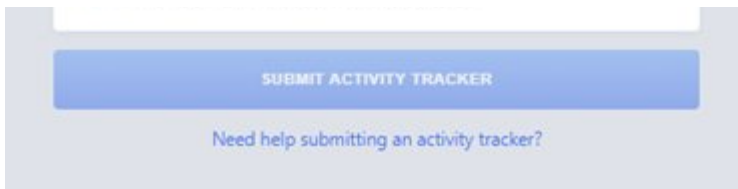
The best option is to report the activity (the number of initial posts) and results (the number of reposts and number of people reached) at the same time on one tracker.

Rather than submitting one single tracker that includes the activity and results combined, you may also post this as two separate trackers – one when a post is made and another later when you do monthly reporting that includes the outcomes from the post. If you do submit two separate trackers for one social media post, the total numbers reported should be the same as the option as when the activity is reported using only one tracker.

One note about social media: although the platform requests that users enter information about the reach of posts, the monthly IDHS activity report does not have a line for this information. We ask that you still enter as much information as possible since it will give a fuller picture of the impact of your outreach efforts.

Please select at least one of the following.

- Did you knock on doors about the census?
- Did you include the census in other canvassing you were doing?
- Did you have other 1 on 1 interactions about the census?
- Did you use social media in relation to the census?
  - How many social media postings did you make?
  - How many social media reposts did you get?
  - How many persons did you reach through posts or reposts?
- Did you call persons about the census?
- Did you text persons about the census?
- Did you email persons about the census?



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## 🔗 Is there a guide for how to report outreach on the platform?

There is a guide on how to report using the MTC platform. It includes the types of outreach activities that can still take place during social distancing: <https://mapthecount.uic.edu/resources/outreach-reporting-guide/>

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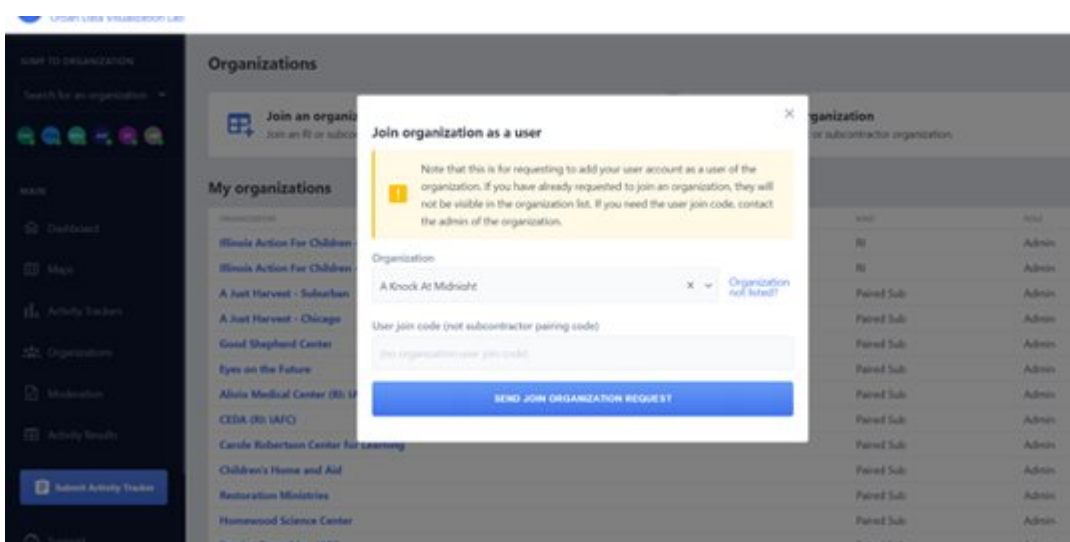
## 🔗 Joining: how do I join a user to an organization?

There is a video that gives an overview of the joining process located here: <https://www.youtube.com/watch?v=GKHZfpMvzTs&list=PLc9mmYdRjfk2aqYAadrgwvXZN1APVwRVz&index=3&t=0s>

There are two ways to join a user account to an organization:

1. When a user registers for the website:
  1. If the user registers using a hyperlink provided by an administrator of the organization, the user will join the organization automatically upon completion of registration. See the answer for “what is a join code and how do I determine what it is for my organization” for information about this link.
  2. Entering the name of the organization and its join code manually when registering.
2. Requesting to join an organization after registration. To do this, follow these steps:
  1. Click on the “organizations” tab on the left bar.
  2. Click on “Join an organization” on the top of the screen (see the screenshot of this window below).
  3. Enter the name of the organization and the join code. If you do not now know the join code, contact the admin of the organization.

Admins of organizations will have to approve user requests to join. These requests show up in the moderation tab.



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## 🔗 Joining: what is a join code and how do I determine what it is for my organization?



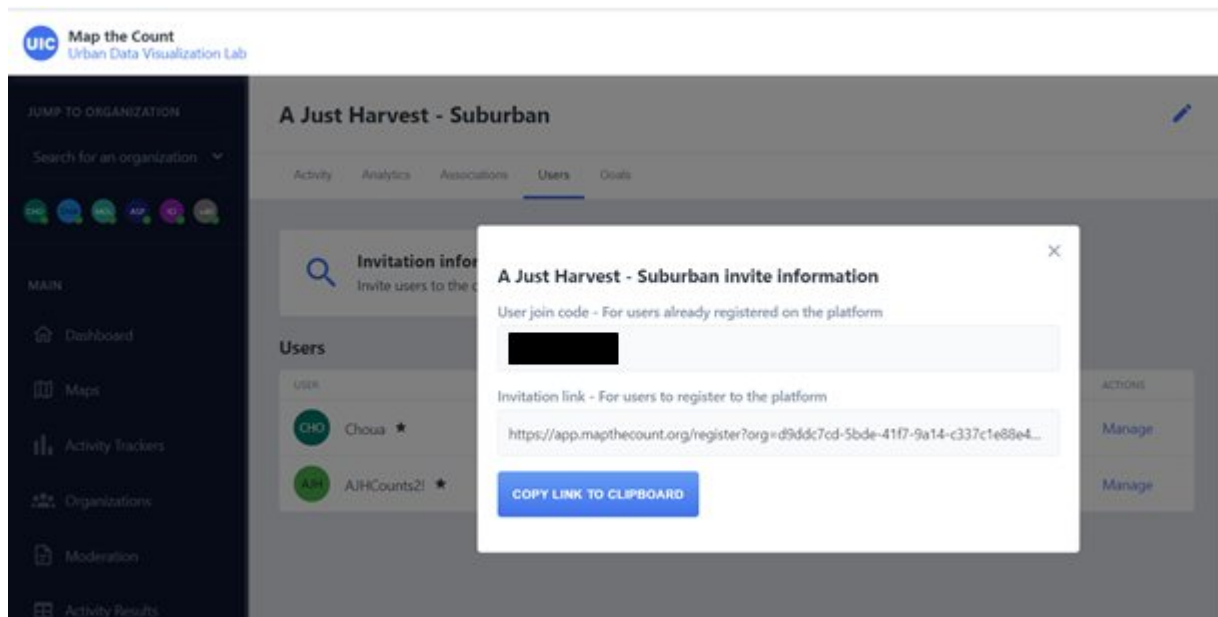
There is a video that gives an overview of the joining process located here: <https://www.youtube.com/watch?v=GKHZfpMvzTs&list=PLc9mmYdRjfk2aqYAadrgwvXZN1APVwRVz&index=3&t=0s>

Join codes are used to join a user account to a specific organization. The code is different for every organization.

If you are a regular user who wants to join an organization, contact the admin for the organization.

If you are the admin and want to know where to find the join code, follow these steps.

1. Click on the “organizations” tab on the left bar.
2. Click on the name of the organization under the “my organizations” heading that you want to access.
3. On the top bar, click on “users”
4. Click on “invitation information”
5. The first field has the join code. See the screenshot below.
6. The second field has a link you may share with new, unregistered users of the platform. If they register with the link, they will automatically be joined to the organization.



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## ❓ Joining: why does it matter if my user account is joined to an organization?

Users joined to an organization can see all activity submitted to the organization, including that of other users, and activity goals set by administrators of the organization. This will make it easier for users to keep track of outreach and reporting.

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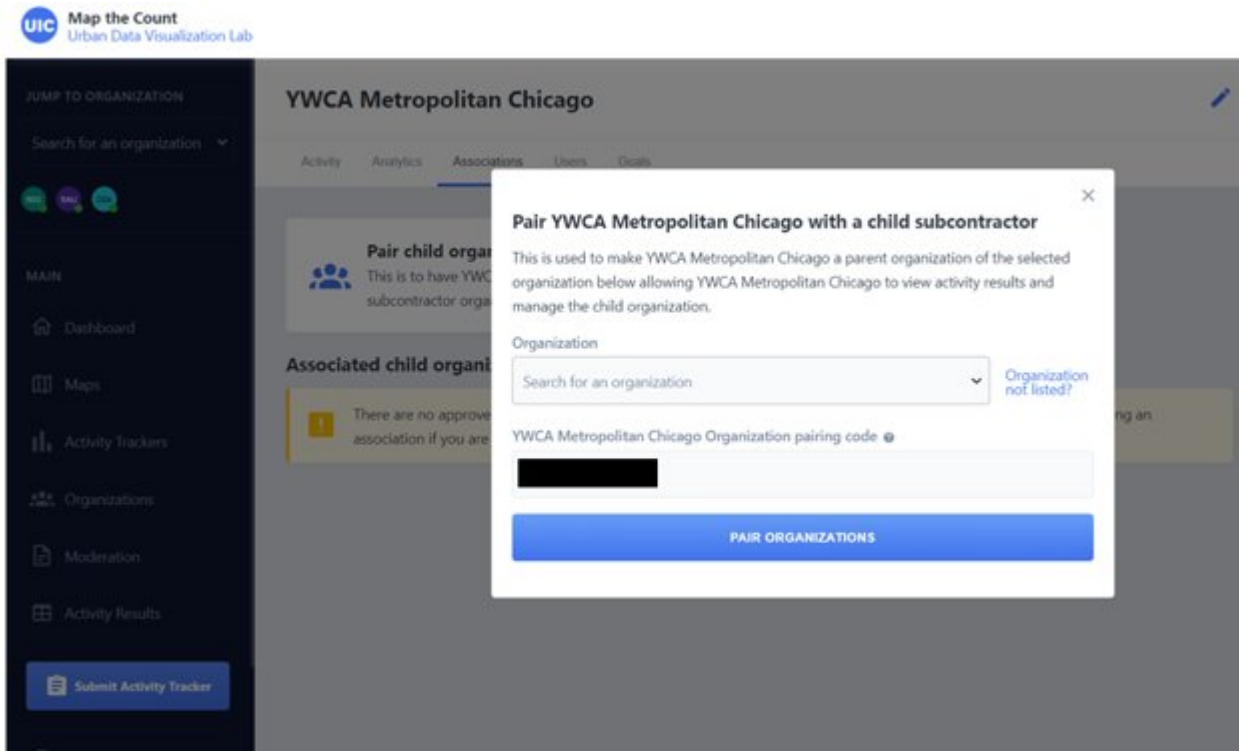
## ❓ Pairing: how do I pair a subrecipient organization to an RI?

There is a video that gives an overview of the pairing process located here: <https://www.youtube.com/watch?v=GKHZfpMvzTs&list=PLc9mmYdRjfk2aqYAadrgwvXZN1APVwRVz&index=3&t=0s>

There are two ways to pair a sub organization to an RI organization.

1. If you are the admin of the RI organization:
  1. Click on the organizations tab.
  2. Under “my organizations”, click on the name of the RI organization that you want to pair to a sub.
  3. On the top bar, click on the “associations” tab.
  4. Click on “pair child organization”.

5. Select the organization from the list and hit “pair organizations” (see screenshot below for reference).
2. If you are the admin of the sub organization:
  1. Click on the “organizations” tab.
  2. Under “my organizations”, click on the name of the sub organization that you want to pair to an RI.
  3. On the top bar, click on the “associations” tab.
  4. Click on “pair parent organization”.
  5. Select the organization from the list and hit “pair organizations”. If you are not already the admin of the RI organization, you will need to get the pairing code from the admin of the RI organization.
  6. An admin of RI organization will have to approve the pair request. These requests show up in the moderation tab.



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## ❓ Pairing: why do I need to pair my subrecipient organization to a regional intermediary (RI) organization?

After users enter activity trackers and they are approved via moderation, if the organization is paired with an RI, then the results are automatically sent to the RI organization, which makes it easy for RIs to then report back to IDHS and to know which sub was responsible for the activity. This reporting is critical to inform funding decisions by IDHS.

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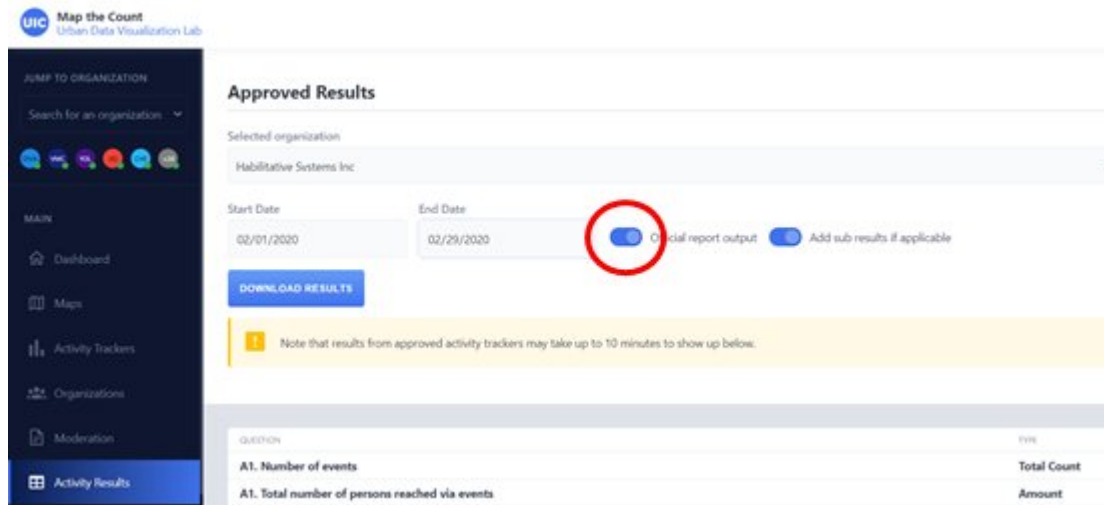
## ❓ What is the best browser for accessing the platform?

We recommend using Chrome, but other major browsers should also work.

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## ❓ Why am I not seeing all the results submitted in activity trackers in the “official report output” download?

When using the “official report output” option for downloading data, the data download will align with the IDHS spreadsheets. Additional data entered on the platform that is not reported on the IDHS sheets is still used to track the amount of overall outreach. Additional data may be downloaded by deselecting the “official report output” option (see the screenshot below).



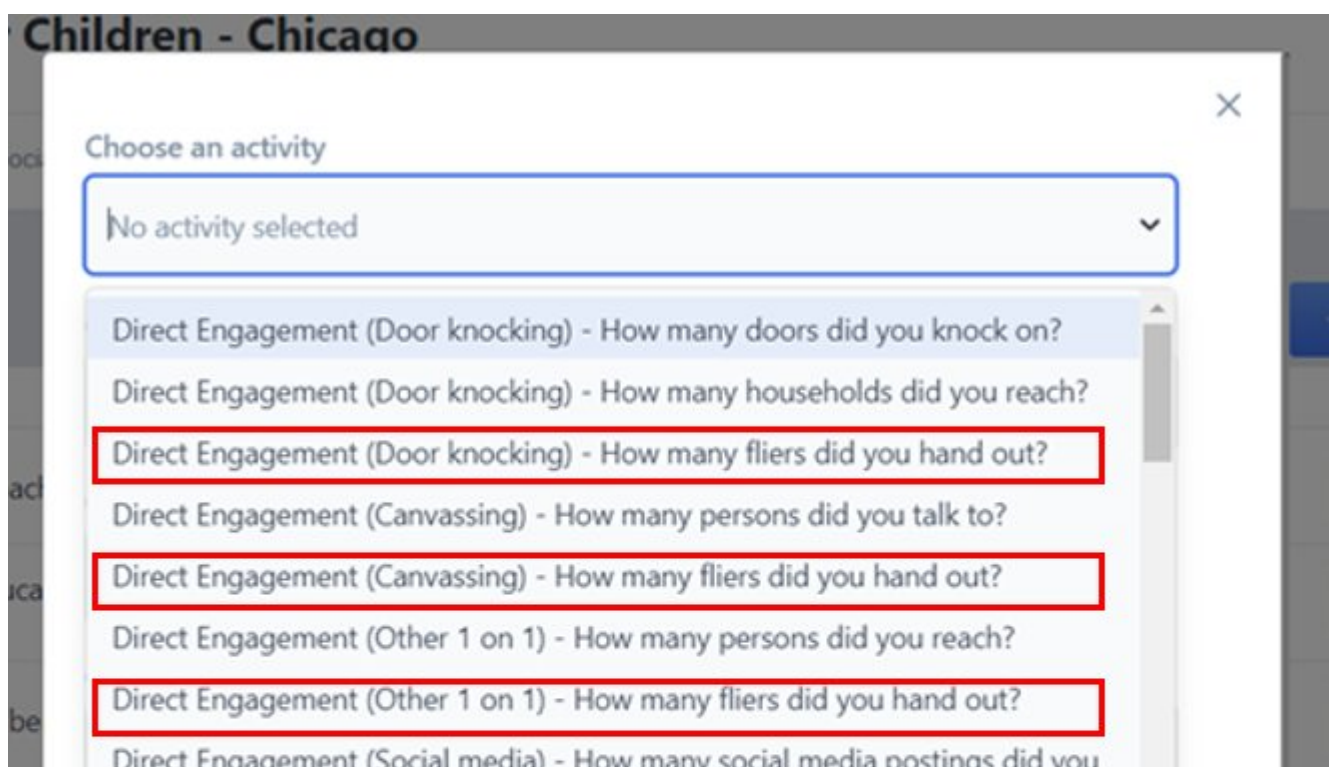
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## 🔍 Why aren't my goals showing properly?

Goals are set up in relation to very specific types of activities. If the activity selected for the goal does not exactly match how the data is entered on trackers, it may not display as expected.

For example, if a user wants to set a goal in relation to flier distribution, there is more than one way to report an outreach activity involving fliers and thus more than one type of goal involving fliers. All of the options will show different results (on the screenshot below, there are three options with fliers: “direct engagement (door knocking) – how many fliers did you hand out”, “direct engagement (canvassing): – how many fliers did you hand out”, and “direct engagement (other 1 on 1) – how many fliers did you hand out”).

It may take up to 10 minutes for a new goal to properly display after being created or for a goal to reflect newly approved trackers.



make?

Direct Engagement (Social media) - How many social media reposts did you get?

Show goal as percentage

**CREATE GOAL**

Mar 1st      Mar 31st

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