



## **Mārama Real-time Feedback Set-up Instructions and Guidelines**

Please see the [website](#) and support portal for further information and resources.

[www.hdcrtf.co.nz](http://www.hdcrtf.co.nz)

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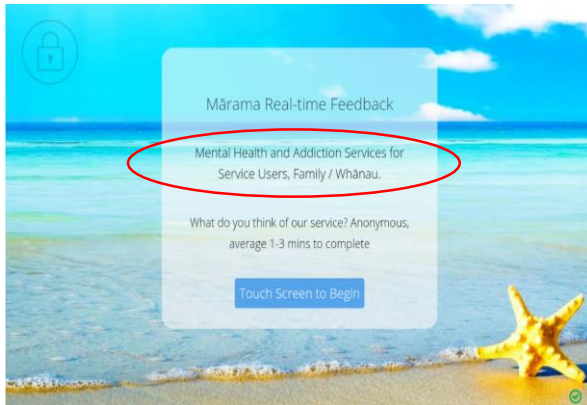
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## CUSTOMISATIONS

1. Optional- Please provide us on email with the original high resolution copies of a landscape background images and/or logo/s if required
2. You have the option of editing the title highlighted on the default screen below, the rest will remain the same.



## ADDITIONAL QUESTIONS

You can add in two additional questions at the end of the core question set. The questions will need to be translated, please provide to CBG. We have a number of questions used by other organisations with complete translations that can be used if preferred.

Additional questions of the standard question type (5 point Likert scale smiley faces) will be included in the base analytics. Other questions types (excl text) will appear in the live reports only.

Organisations can develop their own analysis for non-standard question types or CBG can quote to develop if preferred.

## KIOSK USERS

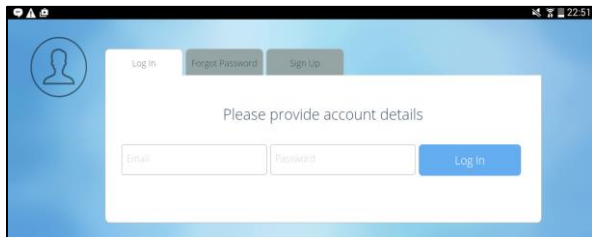
These are people identified to log-in on a device and can either...

- [load a new survey](#)
- [update a survey](#)
- [remove a survey](#)
- [change a reporting group or device name](#)

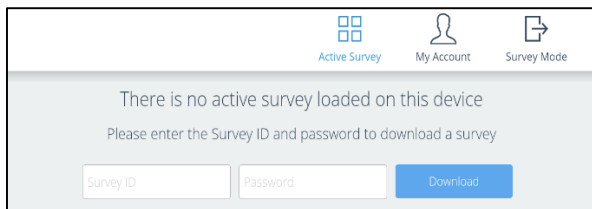
They can log-in by pressing and holding the [lock](#) icon on the top right of the survey welcome screen for 6 seconds. If running more than one survey, each survey will have its own password, which CBG will provide.

## HOW TO UPLOAD A SURVEY

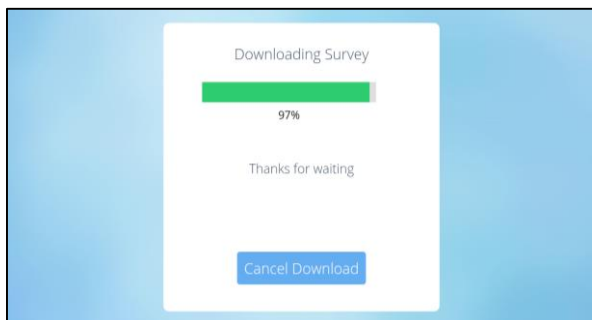
Make sure you are online. Install the Mārama application (app) from the play store for android devices, or the apple store for iPads. Open the app and follow the steps below.



Enter your log in credentials provided to you by (Any [Kiosk User](#), see notes below)



Enter the Survey ID and password



Wait for the survey to download



Enter the '[Device Name](#)' and Select '[Reporting Group](#)'

Tick '[Auto Load](#)' if you want the survey to default to the Survey Mode when the app is opened (see notes below)

Tap '**Save Settings**' a message will appear to say they have been saved successfully.

Tap 'Survey Mode' to start the survey

## DEVICE NAME AND REPORTING GROUP

This is required only at set up and does not need to be repeated unless you wish to change the device name or reporting group. Once the Kiosk User has logged in you will see the screen below:

The screenshot shows the 'Survey Mode' setup screen. At the top, there are three icons: 'Active Survey', 'My Account', and 'Survey Mode'. Below these, the text 'Survey ID as\_yh2 is active' and 'There are no responses stored offline on this device' are displayed. The main form contains the following fields and controls:

- User Device Name:** A text input field with the placeholder 'Device 1 Name'.
- Reporting Group:** A text input field with the value 'TEST'.
- Device Name:** A text input field with the value 'B1-730HD 875c101e2f3ca71d'.
- Auto Load Survey:** A checkbox that is checked.
- At the bottom, there are three buttons: 'Save Settings', 'Deactivate Survey', and 'Update Survey'.

Annotations with arrows point to the following elements:

- Survey Mode:** Tap to start the survey (points to the 'Survey Mode' icon).
- User Device Name:** Used to identify track devices. You can name this whatever you want e.g. XXDHBdevice1. The device name does not show on the analytics. (points to the 'User Device Name' field).
- Device Name:** Displays the model of the device-this is done automatically. (points to the 'Device Name' field).

**Reporting Group:** A group of devices can contribute to the same analytic graph e.g. 3 devices in the community and you want all results pooled together. All 3 devices would need to have the same reporting group selected e.g. 'Community'

If you prefer each device to have its own set of analytics e.g. a provider wanting to evaluate their own practice. A specific reporting group would need to be created e.g. 'Dr A Clinic'. A reporting group can have results from many devices or just one.

Any devices **not** allocated to a reporting group will automatically go to a reporting group called 'default', which will appear on your analytics. We can change the default if required to go to another identified reporting group.

There is a **TEST reporting group** available on every survey, all results entered under TEST will be automatically excluded from any analysis and can, therefore, be used for demonstration purposes anytime. Please ensure that your devices are set back to the correct reporting group when going live.

## CREATING/EDITING THE REPORTING GROUPS

Currently this is done by CBG. Please let CBG know what reporting groups you have identified, you can add to the list later if required. Reporting groups can only be selected on the device from a drop down list they cannot be created or edited.

The name of your reporting group is what will appear on your organisational analytics and, therefore, the names should be short or abbreviated where possible. Space is limited on the graphs.

## MOVING DEVICES AND CHANGING REPORTING GROUP

You can log-in and change the reporting group at any time, this allows you to move devices around e.g. from the inpatient setting to the community. Change the reporting group to reflect the data the device is collecting on that day or over a period of time.

For some devices, you may wish the reporting group to stay the same for that device permanently in which case you would never need to log in and change.

## AUTO LOAD SURVEY

**Not ticked:** when the app is closed and re-opened it will default to the log-in page and a Kiosk User will need to log-in and tap 'Survey Mode' to start the survey for that day. As long as the Marama app is not closed, then the survey will continue to cycle without the need to log-in again.

**Ticked (RECOMMENDED):** when the app is opened the survey will log-in automatically, regardless of being on or offline. The 'Survey Mode' loads automatically and the welcome page displays, ready for someone to complete the survey. To log-in, press the lock icon for 6 seconds.



Press and hold for 6 seconds to log-in



Press and hold for 6 seconds to go back to 'Survey Mode'

## UPDATING A SURVEY

Tap the lock icon to log-in. Tap 'Update Survey'. Wait for it to download, check your survey settings are correct (device name, reporting group and auto log in-save settings) and then tap 'Survey Mode' in the top right corner.

If there is no 'Update Survey' option, there are no updates required for your survey



A 'no entry' symbol at the right bottom corner of the survey start screen indicates there is a survey update to be done.

## REMOVING A SURVEY OR UPLOADING A NEW ONE

Tap the lock icon to log-in. Tap 'Deactivate Survey'. Enter the password for your new survey and follow the steps above to apply the correct settings and reporting group.

## UPLOADING OFFLINE RESULTS

If surveys are completed offline they will need to upload when a Wi-Fi connection is made. If the app is open this will happen automatically, or when you open the app. You do not need to log-in, but the app DOES need to be active.

Icons displayed at the bottom right of the screen describe the status of the device as detailed below.



The device is **offline**



The device is **online**



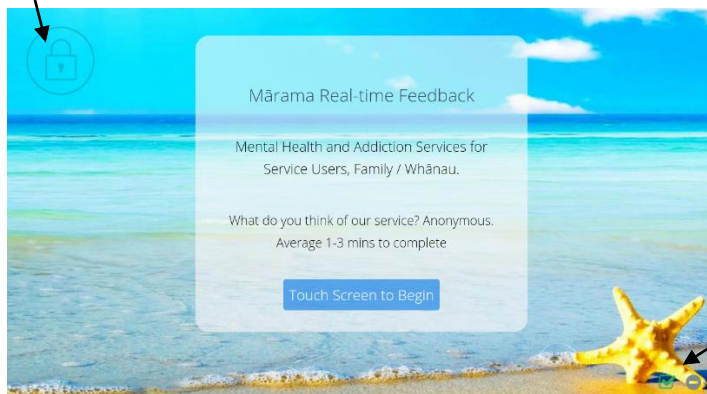
The device has **offline results** waiting to be uploaded



The arrows spin when the device is **uploading results** (syncing) and changes to a green tick when it is **fully synced** and there are no more results to be uploaded.

If you wish to check all results have uploaded, or the 'sync' icon is spinning for a long time, you can log-in and it will let you know if there are any results stored on the device. If there are stored results, tap 'Sync' to manually upload the results.

Press and hold for 6 sec's to log in



Status indicators described above appear here

## UPLOADING THE DEMO SURVEY

This is a copy of the HDC Core questions that anyone can use for demo/training purposes. This can be an alternative to using the TEST reporting group if you don't have a live survey going yet.

To access the demo survey, tap the lock icon to go to the log in page and use the following credentials:

**Email:** [maramartf@gmail.com](mailto:maramartf@gmail.com)

**Password:** marama

**Survey Code:** marama

**Survey Password:** marama

To go back to your live survey, press and hold the lock icon to return to the log-in page. Log-in using your credentials provided to you (as above)

**Please check if you move between surveys that your settings are correct before starting the survey (device name, reporting group, auto log in and save settings)**