Oromia Health Bureau

Health Regulatory Management Information System (HRMIS)

Participant Manual

June, 2023

Oromia, Finfinne

FOREWORD

Oromia Health Bureau has been coordinating sector wide reforms that aim to improve equity and quality of health care. As part of these efforts, the bureau is also exerting concerted efforts in developing Health Regulatory Management Information System (HRMIS) that enables Health professionals to get online Letter of Designation, Letter of Good standing, New License, License Renewal, License Upgrade and Replacing Damaged and Lost Professional License, which previously took long way to both customers and service providers.

After all; the bureau is digitizing health information systems that includes system as part of its reforms to get the necessary data for SMART planning and real time decision making. I would like to take this opportunity to thank all who participated in the development of this training manual.

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Health and Health Related Regulatory Directorate, Director

Oromia Health Bureau

APPROVAL STATEMENT

ACKNOWLEDGMENTS

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Finally, the Bureau's deepest gratitude is forwarded to all team experts, individuals and staff members who have given their unreserved efforts and suggestions in the development of this participant manuals and facilitator guide on HRMIS software.

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Acronyms

CDC – Center for Disease Control

CEU – Continual Education Unit

CPD – Continuous Professional Development

DACA – Drug Administration Control Authority

Dr. – Doctor

EC – Ethiopian Calendar

EFDA – Ethiopian Food and Drug Authority

EFMHACA – Ethiopian Food Medicine and Health Care Administration Control Authority

ETB – Ethiopian Birr

GC – Gregorian Calendar

HIT – Health Information Technicians

HITD – Health Information Technology Directorate

HMIS – Health Management Information System

HRMIS – Health Regulatory Management Information System

HSTP – Health Sector Transformation Plan

IT – Information Technology

KPI– Key Performance Indicator

LCD – Liquid Crystal Display

MOH – Ministry of Health

Mr. – Mister

Mrs. – Misters

OHB – Oromia Health Bureau

PLC – Professional License Code

RPL – Registration for Professional License

Sr. – Sister

TOT – Training of Trainers

URL– Universal Resource Locater

ZHO – Zonal Health Office

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Introduction to the Manual

This manual is intended to equip health care taskforces with knowledge and skill to effectively use HRMIS software for professional license processing. Additionally, it enables the applicant to apply for new license, upgrade, renewal, designation, letter of good standing and replacement for lost/damaged license online from his/her workplace. In previous practice the applicant/customer is obliged to come in person to Oromia Health Bureau with his/her documents to apply and process professional license but in the current practice the applicant/customer applies and process his/her professional license from his/her workplace online using his/her Smartphone or other devices (desktop computer, personal computer, tablet). The participants are expected to exercise and be competent in how to process professional licensing using this system.

The manual is prepared to have nine chapters. The Health Regulatory Management Information System (HRMIS) has 6 functionalities. These includes New professional license issuance, license renewal, license upgrade, replacement for loss and damage, designation and letter of good standing. The training will be delivered using participant manuals, facilitators manual and other necessary training materials (power point, case scenario etc). The system contains two workspaces: customer workspace and approval workspace. In the customer workspace there are application category, application history, payment processing and license generating. On the approval workspace; there are new application, pending application, licensed application, payment approval, approved application and rejected applications. The system has significant benefit for both the health care system, the healthcare taskforce and the community. The system helps the region to have digitalized health taskforce data archived centrally. It will also help in forged document controlling using automatically generated unique number (Professional License Code) by the system for each license issued. From customer perspective; it will save time from traveling to OHB for application and license processing. The health institution tasks may not be greatly affected by staff mobility from his/her workplace for application and license processing.

Access will be granted to other regions which can create smooth relationship among regions to view document of health professionals who have taken professional license from Oromia region but currently practice/work or want to be hired in other regions.

Based on their access to the system; they can also verify applicants' credentials genuineness and renew applicants' license or hire.

Rationale for developing the course/manual

The main purpose of developing the HRMIS system is to digitalize health taskforce data and facilitate easy use of data for decision making. Aside, it aims to guide the health taskforce in professional license processing using digitalized system online from anywhere which will decrease labour mobility from workplace.

Expected output

Health taskforce will be equipped with knowledge and skill in using the system (HRMIS). There will be a decreased health taskforce mobility from their workplace for license processing. It will decrease customers document loss, improve data quality, avoid physical archiving of customers file, decrease workload from experts (Specially from OHB staffs), minimize human intervention (For searching customer file, stamping, signature, issuing etc) and also it will save the applicants from unnecessary costs i.e transportation and other related costs.

Expected outcome

The system will contribute in protecting public safety by enabling health care delivery by licensed professionals which results in improved health care quality and customer satisfaction.

Course Syllabus

Course Description

These seven days training on Health Regulatory Management Information System course is designed for health workers working on health and health related quality control services at Region, Zone, Town and City level to enable them know, establish/launch and implement the system to deliver accurate, reliable and timely professional license for the customer. It is also designed for customers to apply online from his/her workplace without moving to OHB for professional license processing at any time any place. This course also intended for HIT and system administrators to equip with knowledge and skill to manage the system. The course contains online professional license application (New, upgrade, renewal, replacement, designation & letter of good standing), approval, payment processing and license generating.

Course Goal

- Equip health workers working on health and health related quality control services with knowledge, skills and attitude to implement the system.
- Equip health workers/applicants on standardized professional licensing application, payment processing and license generating online from anywhere at any time.

Learning objectives

By the end of this course, participants will be able to:

- Demonstrate how to access the system as an applicant and/or as regulatory expert at region, zone, town & city
- Perform online professional license application (new, renewal, upgrade, replacement, designation, letter of good standing), payment processing and generate license.
- Know mandatory documents required for each application using help feature under mandatory document
- Demonstrate how to review, provide feedback and approve attached documents for each request/application

- Demonstrate how to attach applicants previous license to enable further professional license processing in case of renewal & upgrade
- Demonstrate how to process professional license replacement in case of loss and/or damage
- Know how to manage common settings (user setting, hierarchy setting etc)
- Know how to take actions using Actions menu item (Revoke & suspend)
- Generate report and manage dashboard

Training Methods

- Interactive presentation
- Individual and group exercise
- Role play models (as an Applicant, Approver & Reviewer)
- Practical session-Demonstration
- Questions and answer
- Reading, reflection and discussion
- Orientation using Virtual meeting (Zoom meeting/Google meeting) (for leaders)

Training Materials

- Participants manual
- Facilitators guide
- Standardized power point
- Flip Chart and markers
- Laptop computer
- LCD projector/projection screen
- Exercise notebook
- Pen
- Assessment checklists
- Reference materials (Proclamation, Regulation and Directives)

Participant Selection Criteria

- Health workers working on health and health related quality control directorates/Case team
- HIT/HMIS Focal persons from region to zone/town/city

- ♥ All health workers working at different levels

Facilitator / Trainer Selection Criteria

- ♥ Health Taskforces who have taken TOT on HRMIS
- ♥ Experts who are designing, developing and deploying the system
- ♥ Experts who are developing this manual

Methods of Evaluation

A. Course Evaluation

- Daily evaluation
- End course evaluation
- Participant oral feedback
- Post-training debriefing among facilitators

B. Trainees Evaluation

Formative

- ♥ Pre-test

Summative

- ♥ Post test/written exam (40%)
- ♥ Practical demonstration (60%)

Certification Criteria

- ♥ The participant will be certified if he/she scored >=70% on summary results for basic trainees and >=80% for TOT participants

Course Duration

- ♥ Seven days

Continuing Educational Unit (CEU)

- ♥ Continuing educational unit (CEUs) will be 15 CEUs

Suggested Class size

- Suggested training class size: shall not be more than 25 participants per training venue

Trainer composition

- 25 participants, 5 trainers (1:5 ratio)

Training Venue

- The training will be conducted at accredited CPD providers having appropriate facilities like computer lab and strong internet connectivity.

Operational definitions

- ♥ **New Application**, from the perspective of applicant, is an application that has to be filled by an applicant who has never had professional license.
- ♥ **New Application,** from the perspective of approver**,** is an item which contains list of applications (New, Upgrade, Renewal, Replacement, Designation Letter and Letter of Good Standing) applied by applicant.
- ♥ **Upgrade Application** is Customer Workspace item to upgrade an extension of existing professional status/the license scope on the basis of an existing license.
- ♥ **Renewal Application** is Customer Workspace item to renew for the action of extending the period of validity of license
- ♥ **Letter of Designation** is an official name, description or title which is given to a requested institutions regarding health professional.
- ♥ **Letter of Good Standing** is an official letter given for an applicant regarding his/her performance
- ♥ **Replacement Application** is Customer Workspace item to replace License that is issued to substitute for a license that has been lost or damaged.
- ♥ **Customer Panel** is one stop service for applicants where they get help on how to identify required documents, add mandatory documents, fill Applications, add Institutions graduated from, add publications (if any) and add additional documents (if Any).
- ♥ **Mandatory documents** are an item required for Professional License Processing.
- ♥ **Application** is an item on which Personal information, Birth address information, and current Address information and application options to select number of professions for which he/she applies for, and used for Professional License Processing
- ♥ **Institutions Graduated From** is the list of institutions from where the applicant graduated which serves for professional license processing
- ♥ **Publication** is the act of making information or stories available to people in a printed or electronic form
- ♥ **Additional attachment** is extra documents attached by applicants (if there is any)

- **Approved Applications** is a list of approved application by approver which is populated on List of Approved Applications table.
- **Pending Applications** is an item which contains list of pending applications populated on List of Pending Applications table.
- **Licensed Applications** is an item which contains list of Licensed applications populated on List of Licensed Applications table.
- **Rejected Applications** is an item which contains list of rejected applications populated on List of Rejected Applications table.
- **Approval Panel** is an item that contains Mandatory documents, Application, Institution Graduated From, Publication/s (if there is any), and Additional Attachment/s (if there is any).
- **Reviewal Pane**l is an item where Reviewers receive previous license/designation letter from applicants, review and attach to HRMIS system to enable further processing by client and approver.
- **License Upgrade** means an extension of existing professional status/the license scope on the basis of an existing license while License Renewal stands for the action of extending the period of validity of license.
- **Pending Upgrades/Renewals** means awaiting decision regarding upgrades/renewals.
- **Approved Upgrades/Renewals** are an applicant's document that has been reviewed and approved.
- **Licensed Upgrades/Renewals** mean officially permitted (act of making an official document).
- **Replacement License** means a license that is issued to substitute for a license that has been lost or damaged.
- **RPL** is an abbreviation stand for Registration for professional License found on Professional License to identify the week of License Issued.
- **PLC** is a unique code given for each professional License generated from the system.
- **Professional License Processing** means a process for new license, upgrade, renewal, replacement, designation letter and letter of Good Standing.

Course Schedule

Table 1 HRMIS training Schedule

at ________________CPD, Date_________________, Place_____________

Time	Activity	Facilitator	Co-Facilitator
Day-1 (_______________)			
8:30-9:00 AM	Registration	Organizer (CPD)	OHB
9:00-9:15 AM	Welcome and opening speech/remark		
9:15-9:45 AM	Introduction, overview of objectives, agenda and participant expectations		
9:45-10:15 AM	Pre-course test		
10:15-10:30 AM	Tea break	Organizer	
10:30-10:45 AM	Chapter one: Health Regulatory and HRMIS overview		
10:45-11:00 AM	Functionalities of HRMIS		
11:00-12:30 AM	Access to HRMIS system as an applicant		
12:30-1:30PM	Lunch	Private	
1:30-3:00 PM	Access the system as regulatory expert (Region/Zone/Town/City)		
3:00-3:30 PM	Chapter two: Customer workspace		
3:30-3:45 PM	Tea break	Organizer	
3:45-5:10 PM	Chapter three: Customer Panel		
5:10-5:20 PM	Daily evaluation		

5:20-5:30 PM	Facilitator debriefing		
Day 2			
8:30-8:45 AM	Recap		
8:45-10:30 AM	Customer Panel…		
10:30-10:45 AM	Tea break	Organizer	
10:30-11:30 AM	Customer Panel…		
11:30-12:30 AM	Customer Panel…		
12:30-1:30 PM	Lunch	Private	
1:30-5:10 PM	Customer Panel…		
1:45-2:15 PM	Daily evaluation		
2:15-2:30 PM	Facilitator debriefing		
Day 3			
8:30-8:45 AM	Recap		
8:45-10:30	Customer Panel…		
10:30-10:45 AM	Tea break	Organizer	
10:45-12:30 AM	Chapter four: Approver Workspace		
12:30-1:30 pm	Lunch	Private	
1:30-3:30 PM	Chapter five: Approver Panel		
3:30 3:45 PM	Tea break	Organizer	
3:45-5:10 PM	Approver Panel…		
5:10-5:20 PM	Daily evaluation		
5:20-5:30 PM	Facilitator debriefing		
Day 4			
8:30-8:45 AM	Recap		

8:45-10:30	Approver Panel…		
10:30-10:45 AM	Tea break	Organizer	
10:45-12:30 AM	Approver Panel…		
12:30-1:30 pm	Lunch	Private	
1:30-3:30 PM	Approver Panel…		
3:30 3:45 PM	Tea break	Organizer	
3:45-5:10 PM	Approver Panel…		
5:10-5:20 PM	Daily evaluation		
5:20-5:30 PM	Facilitator debriefing		
Day 5 (____________________)			
8:30-8:45 AM	Recap		
8:45-10:30	Chapter six: Reviewal Panel		
10:30-10:45 AM	Tea break	Organizer	
10:45-12:30 AM	Upgrade & Renewal applicant perspective		
12:30-1:30 pm	Lunch	Private	
1:30-3:30 PM	Upgrade & Renewal applicant perspective		
3:30 3:45 PM	Tea break	Organizer	
3:45-5:10 PM	Upgrade & Renewal Approval perspective		
5:10-5:20 PM	Daily evaluation		
5:20-5:30 PM	Facilitator debriefing		
Day 6 (____________________)			
8:30-8:45 AM	Recap		
8:45-10:30	Chapter seven: Common settings		

10:30-10:45 AM	Tea break	Organizer	
10:45-12:30 AM	Common settings		
12:30-1:30 pm	Lunch	Private	
1:30-3:30 PM	Chapter Eight: Reports, Resources, Actions, Details & Dashboard		
3:30 3:45 PM	Tea break	Organizer	
3:45-5:10 PM	Reports, Resources…		
5:10-5:20 PM	Daily evaluation		
5:20-5:30 PM	Facilitator debriefing		
Day 7 (___________________________)			
8:30-9:45 AM	Recap		
8:45-10:30 AM	Chapter Nine: User Profile & Account Setting		
10:30-10:45 AM	Tea break	Organizer	
10:45-11:45 AM	User Profile & Account Settings…		
11:45-12:30 PM	User Profile & Account Settings…		
12:30-1:30 PM	Lunch	Private	
1:30-3:30 PM	User Profile & Account Settings…		
3:30-3:45 PM	Tea break	Organizer	
3:45-4:15	Post test (written)		
4:15-5:00	Practical demonstration test		
5:00-5:10 PM	End course evaluation		
5:00-5:30 PM	Certification and closing		

Chapter One: Health Regulatory and HRMIS Overview

Chapter description

This chapter describes health regulatory activities, historical overview of professional licensing activities, previous (manual) and current (digitalized) professional licensing processes, functionalities of HRMIS, how to access the system (as an applicant & regulatory expert) and reset password for applicant only.

Chapter Objective

The primary objective of this chapter is to enable participants get familiar with HRMIS and understand its functionalities. It will also enable participants clearly know the pros and cons of the manual (previous) and digitalized (current) professional licensing approaches.

Time/Duration: 4 hr

Enabling objectives

By the end of this chapter participants will be able to

- Describe health regulatory activities
- Describe the benefits of digitalized (current) approaches over manual (previous) professional license processing
- Explain functionalities of HRMIS
- Demonstrate how to access the system as an applicant (Create account & sign in) and expert (sign in to the system)
- Demonstrate how to reset password in case if previous password forgotten (for applicant only)

Chapter Outline

1.1. Overview of Health regulatory

1.1.1. Professional License definition

Professional license means any license, permit, certificate, registration, qualification, admission, temporary license, temporary permit, temporary certificate, or temporary registration that qualifies a person as a professionally licensed person. It means an individual, non-transferable authorization to carry on a health activity based on qualifications which include: (a) Graduation from an accredited or approved program, and (b) acceptable performance on a qualifying examination or series of examinations [1].

1.1.2. Historical background & Health Regulatory tasks

In the health system there are three main parties; Service Provider (MOH), Service Purchaser (Health Insurances) and Regulator (Regulatory bodies). In Ethiopia, history of health regulation started with establishment of Drug Administration and Control Authority (DACA) which was regulating only drug related services. The concept of the above three parties helped for establishment of EFMHACA from DACA by proclamation number 661/2002, which was regulating food, medicine and health care including professional license provision services.

Licensing health professionals started in Oromia region in 1999 EC through delegation from Ministry of Health, and then the late EFMHACA took all licensing processes by centralizing four professions, namely; Medical Doctors, Midwifery Professionals, Anaesthesia professionals and Medical radiologic Technologist for fair distribution of these professionals among regions due to scarcity. Since EFDA was restructured and changed its name from EFMHACA to EFDA by proclamation number 1112/2019 in 2019 GC licensing services were returned to Ministry of Health. Since then, Ministry of

Health has delegated all professional licensing provision services to the regions except those who have studied abroad for new license.

The directorate is composed of four case teams as shown on the diagram below:

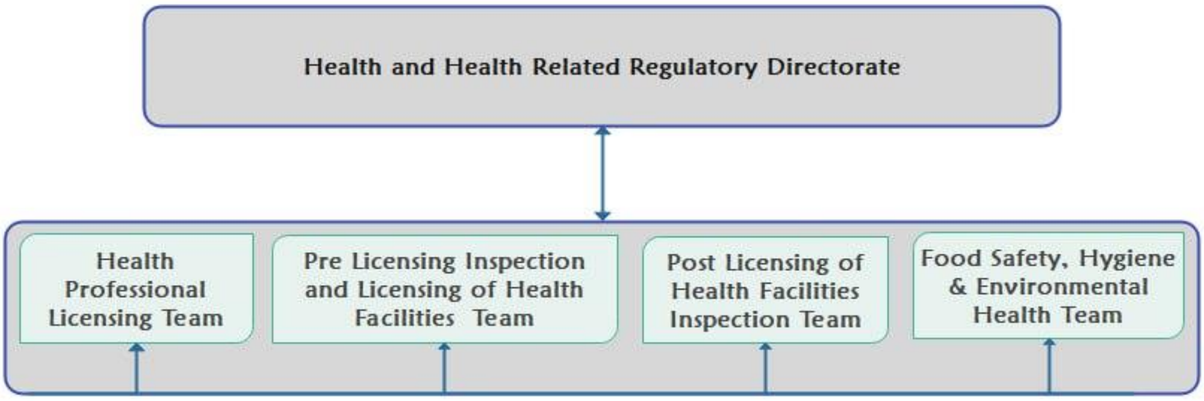


Figure 1. Health & Health Related Regulatory Directorate Case teams & Communication line

Roles and Responsibilities of the Directorate

- Regulating health & Health related facilities with respect to 4P's (Premises, Professionals, Products & Practices).
- Conducting both pre licensing, post licensing and any type of inspection on both health and health related facilities and products
- Licensing of health and health related facilities & traditional medicines practices
- Licensing and registration of health professionals
- Conducting Laboratory quality analysis of food.
- Safeguard the public from falsified, counterfeit, substandard and ineffective health & health related products
- Follow and report Adverse Events of Medicine (Drug Reaction, Medication error and Product quality Defect) and Adverse Events Following Immunization
- Investigating and responding medicolegal issues

Health Professional Licensing team

It performs licensing and registration of health professionals; new license, renewal, upgrading and replacement in case of lost and damaged license, issuing letter of good standing & letter of designation for health professional, authentication of health professional license and regulating professionals related to professional license.

1.1.3. Regulatory workflow (Manual vs Digitalized System)

The previous (manual) licensing work flow system was very tiresome for both provider and customer with respect to financial and time dimension as compared to the newly designed HRMIS (digitalized) which is too easy to apply and being licensed. Both systems are described in the figures below.

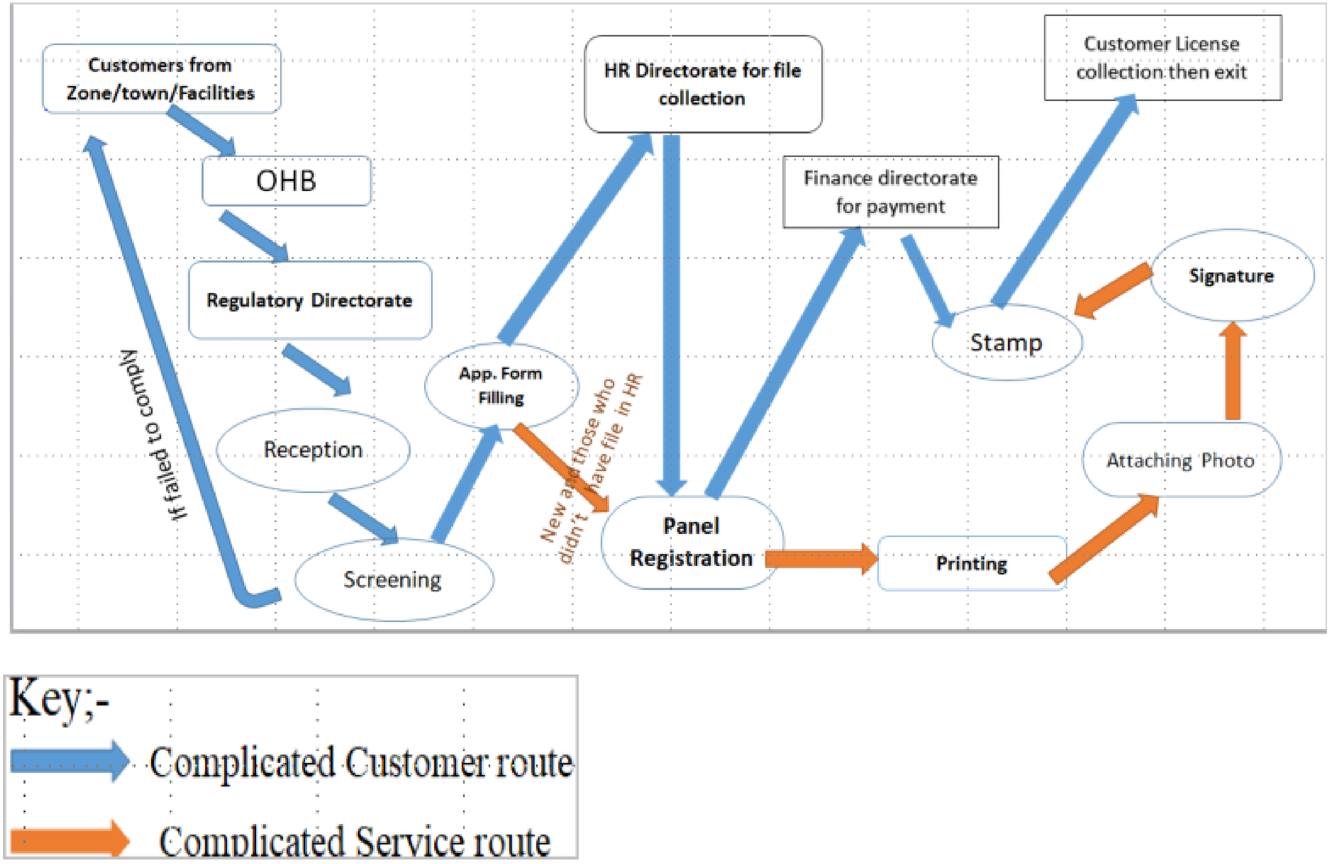


Figure 2. Previous complicated workflow diagram of licensing process

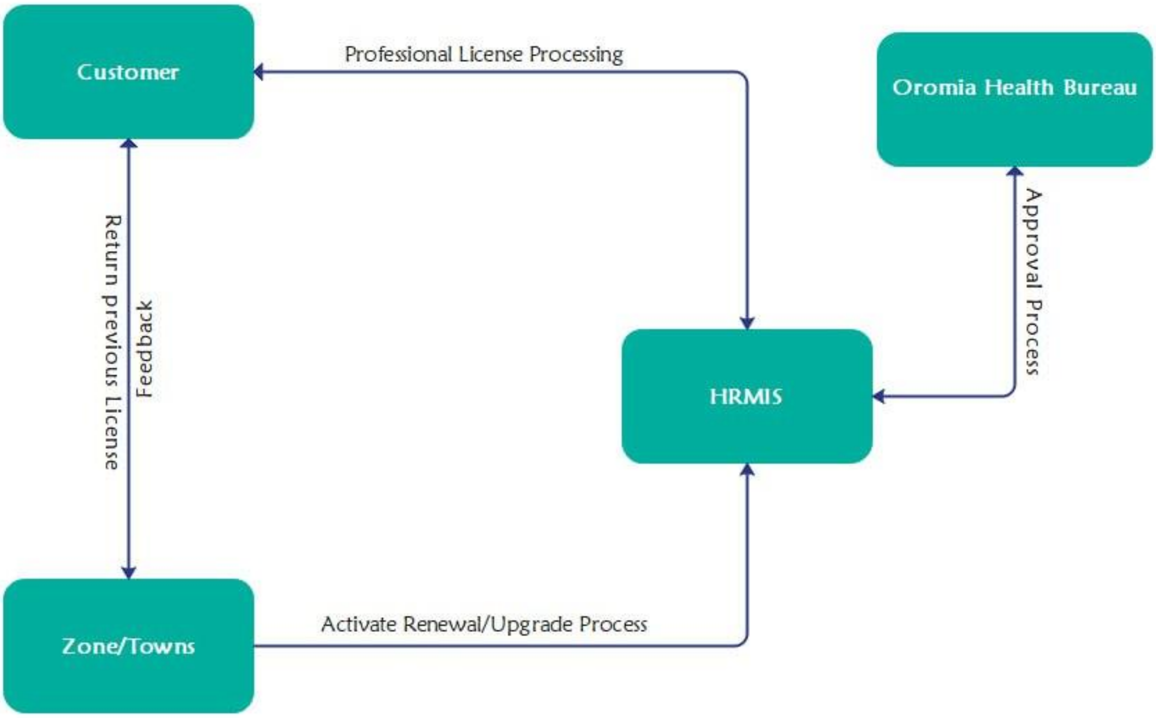


Figure 3. The new HRMIS (digitalized) flow diagram of licensing process

1.2. Health Regulatory Management Information System (HRMIS) Overview

1.2.1. Definition of HRMIS

HRMIS is a web-based application to capture, store, process professional licensing (from application to license generating), manage license status, archive, generate report & manage dashboard. It is platform independent. It is one of OHB strategies in information revolution endeavour which is one of the HSTP transformation agenda.

1.2.2. Functionalities of HRMIS

	Activity 1: Individual reflection Brainstorm and reflect your response to the large group on below question • What are the functionalities of HRMIS? Time: 5 minutes

Functionalities of HRMIS

Health Regulatory Management Information System (HRMIS) has features like online application, approval, payment processing and license generating. The system captures, store data and enables to archive applicant data. It will also help to generate reports and manage dashboards.

Functions for applicant and regulatory experts

i. For the applicant
    - The applicant can apply and process online for new license
    - The applicant can apply and process online for license renewal
    - The applicant can apply and process online for upgrade
    - The applicant can apply and process online for replacement in case of lost/damaged license
    - The applicant can apply and process online for designation and letter of good standing

ii. For the regulatory experts at region (Approver)
    - Review application
    - Investigate attached documents
    - Approve attached documents after thorough review
    - Provide feedback for the applicant online
    - Order payment, review payment made by applicant & approve payment
    - Application approval (approve applicant for registration)
    - Approve the application
    - Reject application and document reason for rejection

iii. For the regulatory experts at Zone, Town & City (Reviewer)
    - Receive previous license or designation letter from applicants & review
    - Attach applicants previous license (in case of renewal & upgrade) or designation letter
    - View list of eligible professional licensing customers for renewal/upgrade in their respective zone/town/city
    - View list of pending professional licensing customers for renewal/upgrade in their respective zone/town/city

- View list of approved professional licensing customers for renewal/upgrade in their respective zone/town/city
- View list of licensed professional licensing customers for renewal/upgrade in their respective zone/town/city
- View list of all licenses in their respective zone/town/city using Details app from app menu

1.3. Access to HRMIS system

This session describes how an applicant and regulatory experts (approver & reviewer) access the system (create account for applicant) and sign in to the system.

<u>Requirements for accessing HRMIS</u>

- Device (Smartphone, computer (desktop/laptop, tablet etc)
- Internet connection
- Browser (any)
- URL
- Authentication and authorization (user name & password)

1.3.1. Access to HRMIS as an applicant

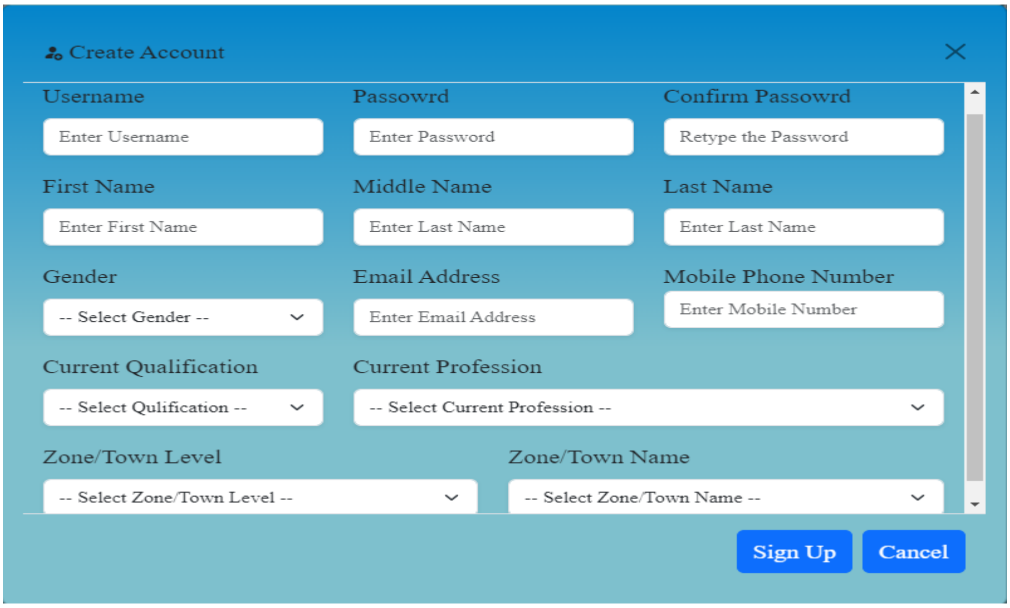
The applicant can access HRMIS using URL 196.188.171.42 over browsers (Chrome, Firefox, Mozilla, internet explorer etc) using smartphone, desktop computer, Personal computer, tablet etc) at any time and place.

<u>Steps to create new account/sign up</u>

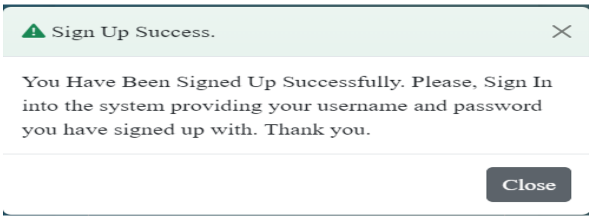
- Open browser and type URL on address bar. 

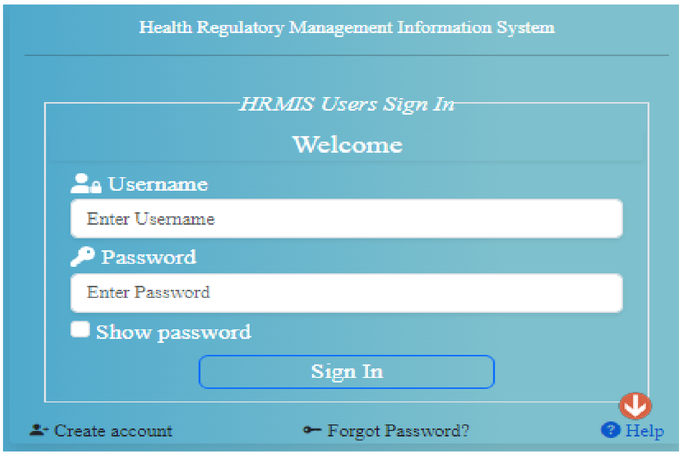
- You will get system regulation box, then click on Agree button to proceed
- Common home page will be displayed & then click on get started button
- Click on create account on Sign In page

- Fill the required fields (user name, password, confirm password, first name, Middle name, Last name, Gender, email address, mobile phone number, Current qualification (select from drop down menu), Current Profession (select from drop down menu), Zone/Town level (select from drop down menu) and Zone/Town name (select from drop down menu) and then hit sign up.



- Sign up success pop up message appear after you filled all fields. Then click on close to close the message





Help used to get HRMIS manual

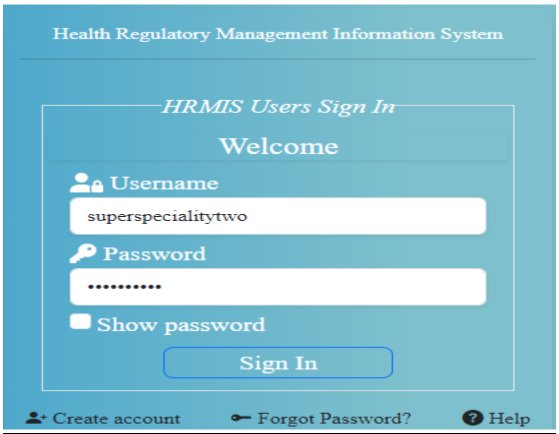
Note: the password length needs to be >=8 characters

Sign in to the system

Once you created user account, you can enter in to the system using user account and password created during sign up

Steps to sign in to the system

When you close sign-up success pop up message after you sign up successfully, it will directly take you to sign in page. Then enter your user's name and password and finally click on sign in.



- After you sign in; you will get guest home page asking the activities you are going to undertake (for applicant)
- Click on Agree button to navigate to customer workspace and click on below components under customer workspace to get to customer panel
    - Applications category
    - Application History
    - Payment processing
    - License generating

Reset password (only for applicant)

Reset password is the action of invalidating the current password for an account on the system and then creating a new one.

The system allows a user to reset his/her previous password in case if he/she forget existing one. For this purpose, the system has forgot password button. Click on the

“Forgot Password” button and it will open a dialog box to enter email to send the link for updating password. Enter your email and click on send reset link. Then the link will be sent to your email. Open your email to get the link and reset your password.

<u>Steps to reset password</u>

- Click on forget password button
- Enter your email registered during sign up and hit send reset link. The reset link will be sent to your email
- Open your email and check link sent by the system on your email and follow the link to change/update password. When you click on the links it directly takes you to password resetting site and asks you to enter new password, confirm new password and update.

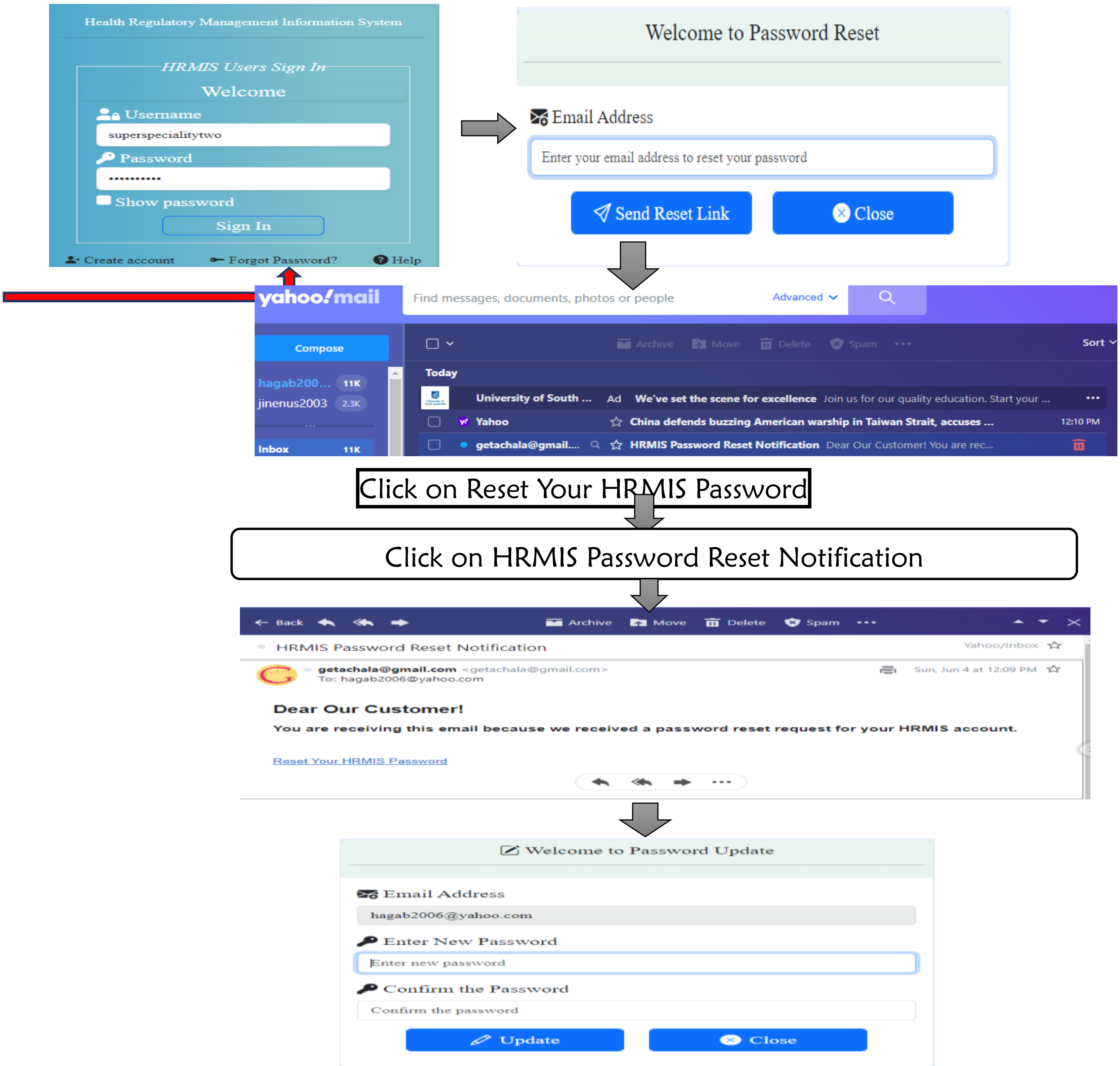


Figure 4. Steps to reset password

If you once reset the password and want to reset again (for 2nd time), you need to wait 24 hours.

Activity 2: Demonstration

Demonstrate how to sign up and log in to HRMIS as an applicant (10 minute)

Demonstrate how to reset password (5 minute)

Time allowed: 15 minutes

1.3.2. Access to HRMIS as regulatory expert

Regulatory experts need to have the requirements mentioned above to log in to the system like an applicant. Authorization for an expert is different unlike that of applicant which by default the authorization is guest. User account for experts will be created by administrator and their roles defined in the system.

<u>Steps to access HRMIS</u>

- Write 196.188.171.42 URL on any browser address bar
- Enter user name and password
- Common home page will be displayed & then click on get started button
- Sign in using your user's name & password
- You will get Upgrade & renewal approval panel and approver workspace based on your role
  - Upgrade & renewal approval panel if reviewer
  - Approver workspace & panel if approver (Regional regulatory expert)

Figure 5.Reviewal Panel when sign in to the system by Zonal/Town/City regulatory experts

Figure 6.Approver Workspace page when approver sign in to the HRMIS

1.3.3. Public access to HRMIS by other Regions

Other regions will have public access to Oromia HRMIS for crosschecking applicant professional license previously taking from OHB. They can access Oromia HRMIS to view document of health professionals who have taken professional license from Oromia region but currently practice/work or want to be hired in other regions. Based on their access to the system; they can also verify applicants' credentials genuineness and renew applicants' license or hire.

Steps to access Oromia HRMIS by Other Regions

1. Enter URL (196.188.171.42) on any browser
2. Agree box will appear (a box which has regulation about HRMIS).
3. Click on Agree to proceed
4. Common home page appears
5. Crosschecking text box will appear on the common home page
6. Enter PLC in the crosschecking text box and enter to search

Activity 3: Demonstration

Demonstrate how to sign in to HRMIS as an expert (10 minute)

Time allowed: 10 minutes

1.4. HRMIS block diagram

Block diagram is a drawing illustration of a system whose major parts or components are represented by blocks. These blocks are joined by lines to display the relationship between subsequent blocks.

Block diagrams used to visualize the functional view of a system. It uses blocks connected with lines to represent components of a system. With a block diagram, we can easily illustrate the essential parts of a software design or engineering system and depict the data flow in a process flow chart. HRMIS block diagram was depicted as below.

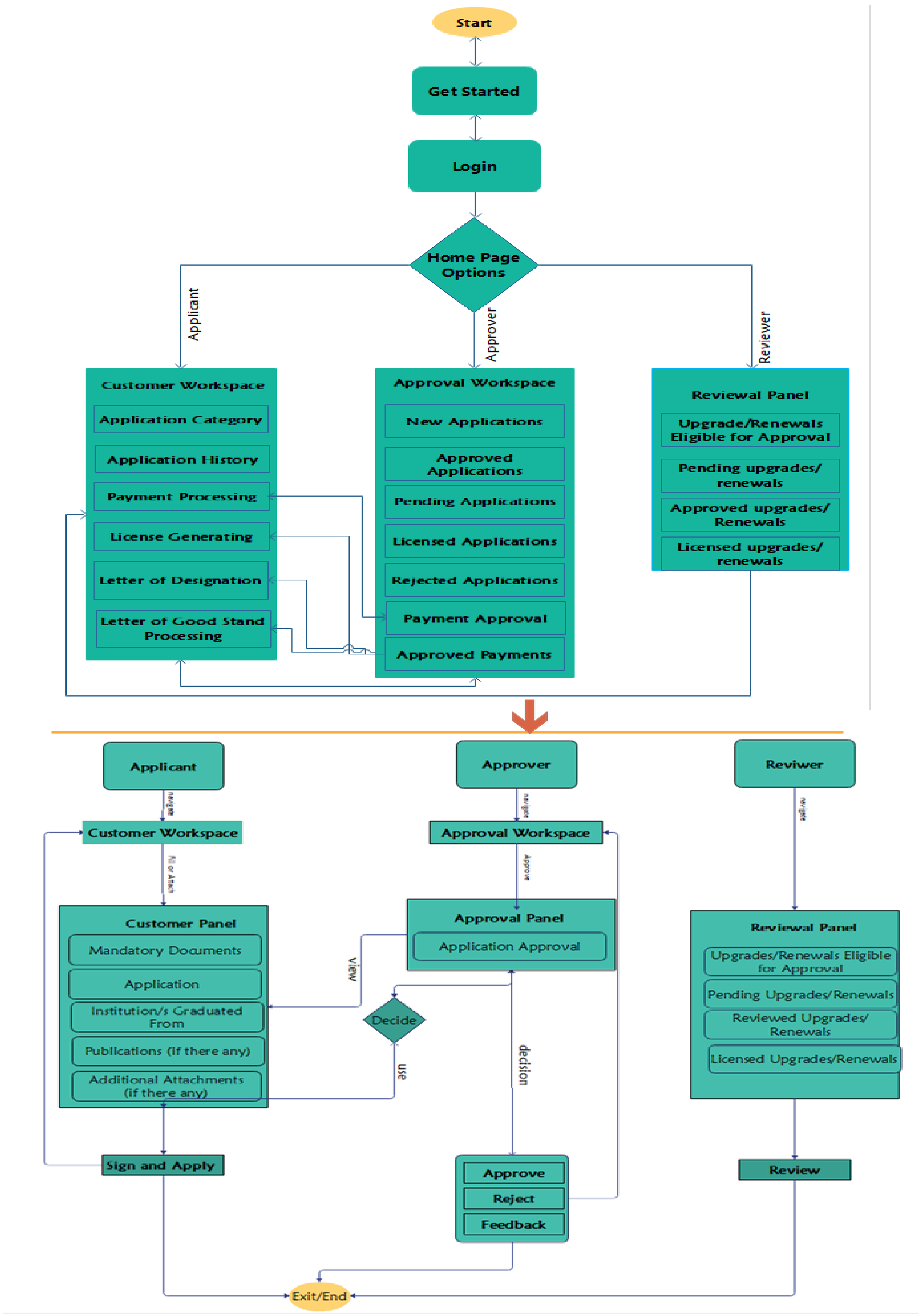


Figure 7. HRMIS block diagram

Chapter Summary

Health Regulatory Management Information System (HRMIS) is a web-based application to capture, store, process professional licensing (from application to license generating), manage license status, archive, generate report & manage dashboard. The system enables the applicant to apply for new professional licensing, renewal, lost/damage and upgrade, designation, letter of good standing, process payment and generate license online at any time from any place. Aside it enables the regulatory experts to review the application, all attached applicant documents, order & approve payments and approve the applicant application.

Chapter two: Customer Workspace

Chapter description

This Chapter introduces Customer Workspace items such as Application Category, Application history, Payment Processing and License Generating the applicant interacts with after successful signed into HRMIS.

Chapter Objective

The chapter objective is to enable participants get familiar with Customer Workspace items and understand their functionalities.

Time/Duration: 30 minutes

Enabling objectives

By the end of this chapter participants will be able to:

- Identify Customer Workspace items
- Explain functionalities of Customer Workspace items
- Demonstrate how to go through and use Customer Workspace items

Chapter Outline
2.1. Overview of Customer Workspace
2.1.1. Customer Workspace definition
2.1.2. Application Category
2.1.3. Application History
2.1.4. Payment Processing
2.1.5. License Generating
2.1.6. Designation Letter Generating
2.1.7. Good Standing Letter Generating

2.1. Overview of Customer Workspace

Customer workspace has items that the applicants interact with after successful sign in to the system.

2.1.1. Customer Workspace definition

Customer workspace is a list of items such as Application Category, Application History, Payment Processing and License Generating.

2.1.2. Application Category

Application Category is an item which consists of New Application, Upgrade Application, Renewal Application, Letter of Designation Application, Replacement (Lost/Damage) Documents Application and Letter of Good Standing.

Applicants use Application Category to view the following types of application;

a. **New application**

New Application, from the perspective of applicant, is an application that has to be filled by an applicant who has never had professional license.

b. **Upgrade Application**

Upgrade Application is customer workspace item to upgrade an extension of existing professional status/the license scope on the basis of an existing license.

c. **Renewal Application**

Renewal application is customer workspace item to renew for the action of extending the period of validity of license

d. **Letter of Designation**

Letter of Designation is an official name, description or title which is given to a requested institutions regarding health professional. It enables an applicant to generate his/her designation letter

e. **Replacement (Lost/Damage) Documents Application**

Replacement Application is customer workspace item to replace License that is issued to substitute for a license that has been lost or damaged.

Replacement License means a license that is issued to substitute for a license that has been lost or damaged.

f. **Letter of Good Standing**

It is official letter given for an applicant regarding his/her performance practice.

2.1.3. Application history

Application History is an item where an applicant views his/her application status such as:

- Application status (New, Pending, Approved, Licensed, Rejected, Revoked and Suspended),
- Application Category (New, Upgrade, Renewal, Replacement, Professional Prefix Designation and Letter of Good Standing),
- Application State (Active/Inactive),
- License Expiration Status (Licensed Date and Expire Date),
- Profession,
- Qualification,
- Rejection reason/s (if any) and Feedback (if any).

Applicant can edit, delete or replace Mandatory Documents attached until approver approves the documents. Once the approver approves the document, applicant cannot modify, delete, edit or replace the

2.1.4. Payment Processing

Payment Processing is an item where an applicant views and process payment (Attach Payment Receipt) and view his/her payment (status, history), Qualification, Profession, Application Category, Application Status, OHB Account Number, Service payment Amount, Add/Update payment and browse receipt.

Once the payment is approved by approver, the applicant can only view his/her application payment history, and hence, editing is impossible

2.1.5. License Generating

License Generating is an item where an applicant generates his/her license.

2.1.6. Designation Letter Generating

It is an item where an applicant generates his/her Letter of Designation.

2.1.7. Good Standing Letter Generating

It is an item where an applicant generates his/her Letter of Good Standing.

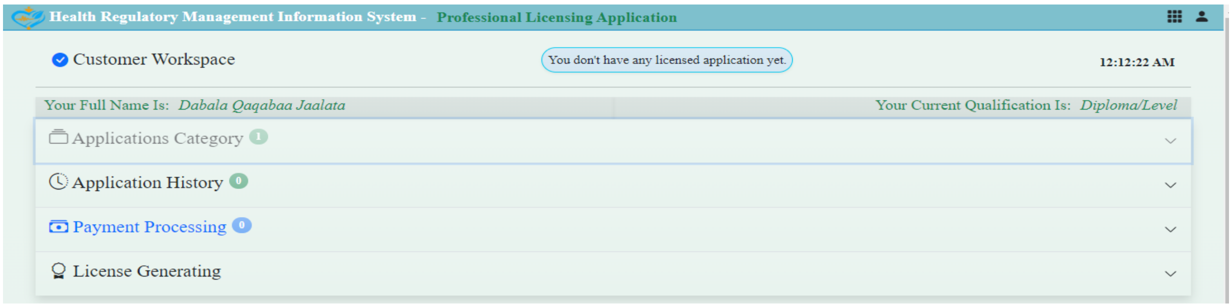


Figure 8. Customer Workspace

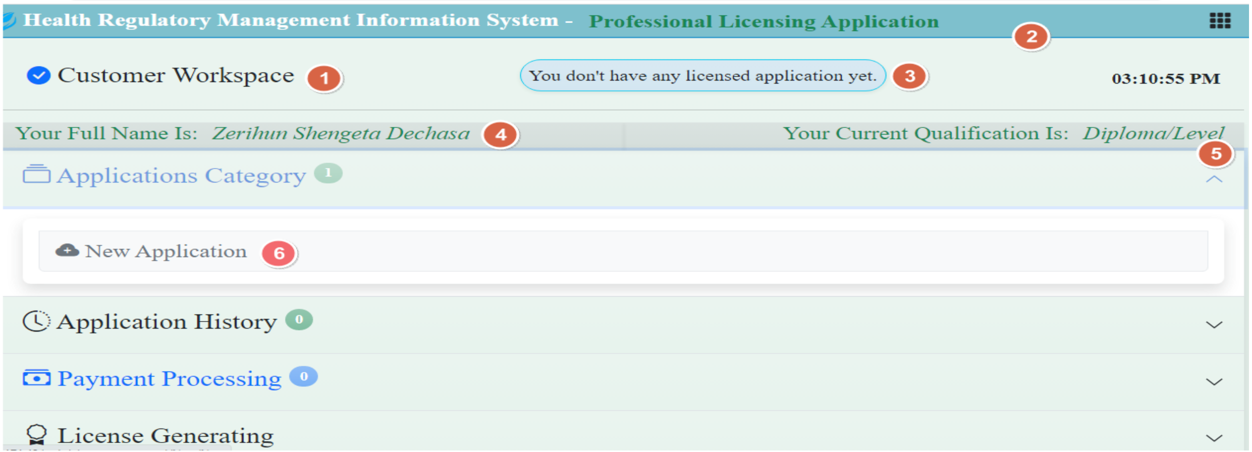


Figure 9. Customer Workspace environment

Customer Workspace environment (Red circled numbered stamps) description:

1. Shows the current workspace is Customer
2. Shows the Licensing Category the customer was applying for is Professional License Application
3. Shows the logged in customer does not have any license application yet
4. Shows logged in customer full name
5. Shows logged in user Customer qualification and
6. The logged in customer is New Applicant

Steps to Customer Panel from Customer Workspace

1. Click on Application Category under Customer Workspace
2. Click on New Application
3. Customer Panel will be displayed

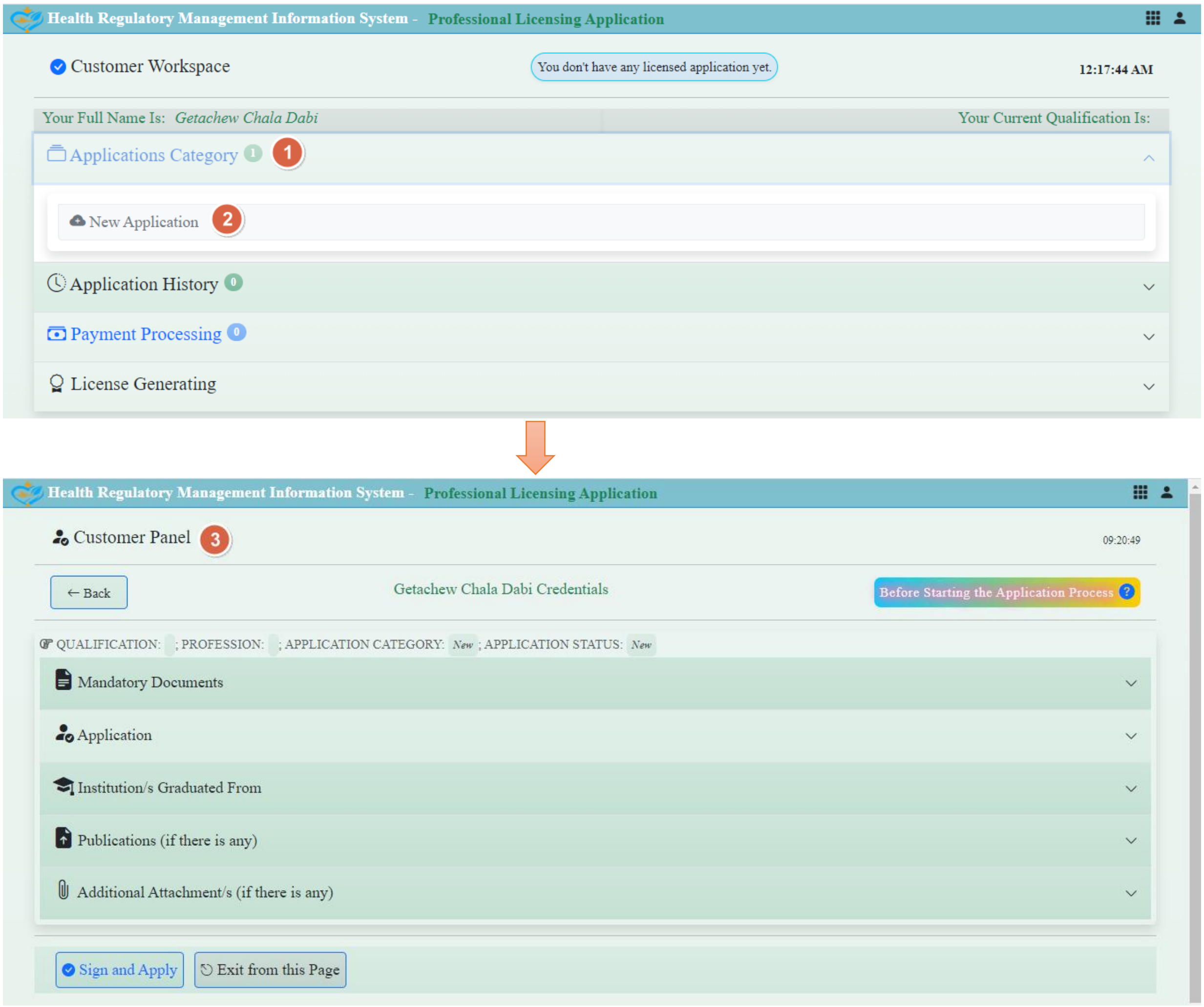


Figure 10. Steps to Customer Panel for New Application

> Badges/Number encircled with blue 3 shows number of active items.

Chapter Summary

Customer workspace is the space where an applicant access application category, Application History, Payment Processing, Licence Generating and Letter of Designation. In addition, it is a space where the applicant will navigate to customer panel.

Chapter three: Customer Panel

Chapter description

This chapter describes the functionalities of customer panel which contains Mandatory documents, Application, Institution Graduated From, Publication (if any), and Additional attachments (if any).

Chapter Objective

The primary objective of this chapter is to enable the participants familiar with activities undertaken under customer panel.

Time/Duration: 11:30 hrs

Enabling objectives

By the end of this chapter Participants will be able to

- Demonstrate how to check the Application Requirements on help button for each application.
- Illustrate how to add, edit, and remove on mandatory documents, optional and additional documents
- Understand and fill application profile,
- Illustrate how to fill application details for Applicant (Personal Information, Birth Address Information, Current Address Information and Application Option/s
- Practice how to add Institutions Graduated From,
- Demonstrate how to attach Publications (if any) and Additional Attachments (if any),
- Demonstrate how to review and respond for feedback given by approver
- Demonstrate how to check and fill all requirements and Sign and Apply for license applications to send for approval
- Practice how to exit from application

Chapter Outline: Customer Panel

3.1. Overview of Customer Panel

Customer Panel is one stop service for applicants where they get help on how to identify required documents, add mandatory documents, fill Applications, add Institutions graduated from, add publications (if any) and add additional documents (if Any). The items of customer panels are as follows with descriptions.

When applicants click on Application Category under Customer Workspace below items will be displayed;

- New Application
- Renewal Application
- Upgrade Application
- Replacement (Lost/Damage) Documents Application
- Letter of Designation and
- Letter of Good Standing and

When you click on New Application/Renewal Application/Upgrade Application / Replacement (Lost/Damage) Documents Application you will access to customer panel items.

A customer panel item includes;

- Mandatory documents,
- Application

- Institution/s graduated from
- Publications (if there is any) and
- Additional Attachment/s (if there is any).

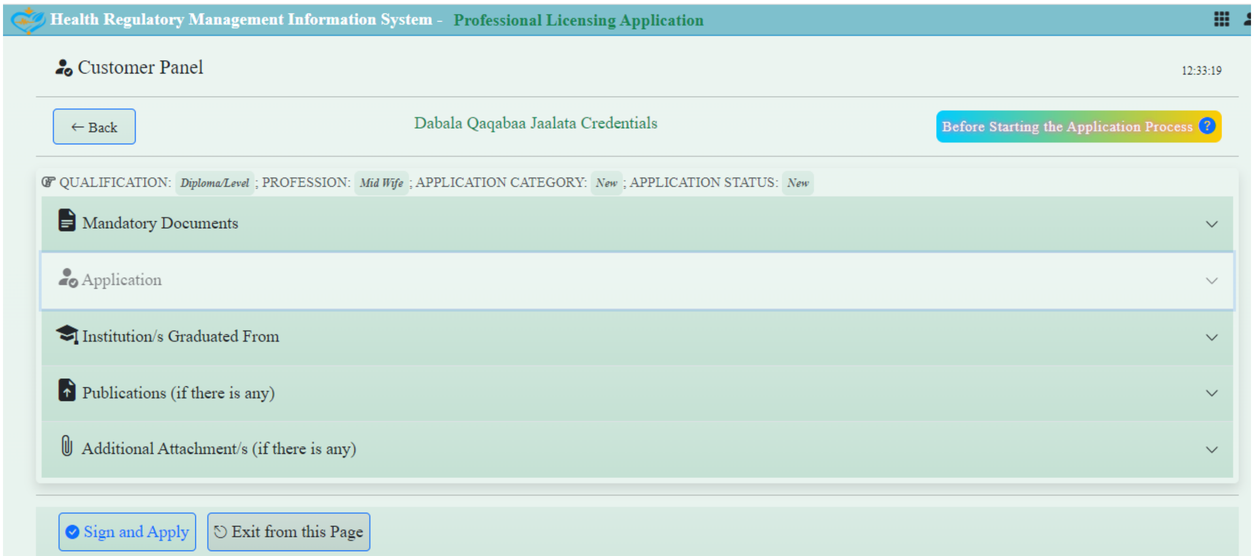


Figure 11. Customer Panel environment

3.1.1. Helps on Requirements

Help in customer panel is to enable applicant to view mandatory documents required for license processing. Once the applicant clicks help symbol with question mark, all the required documents for application will be displayed as below.

Help in customer panel denoted by 

Applicants can scroll down to explore more about the required documents.

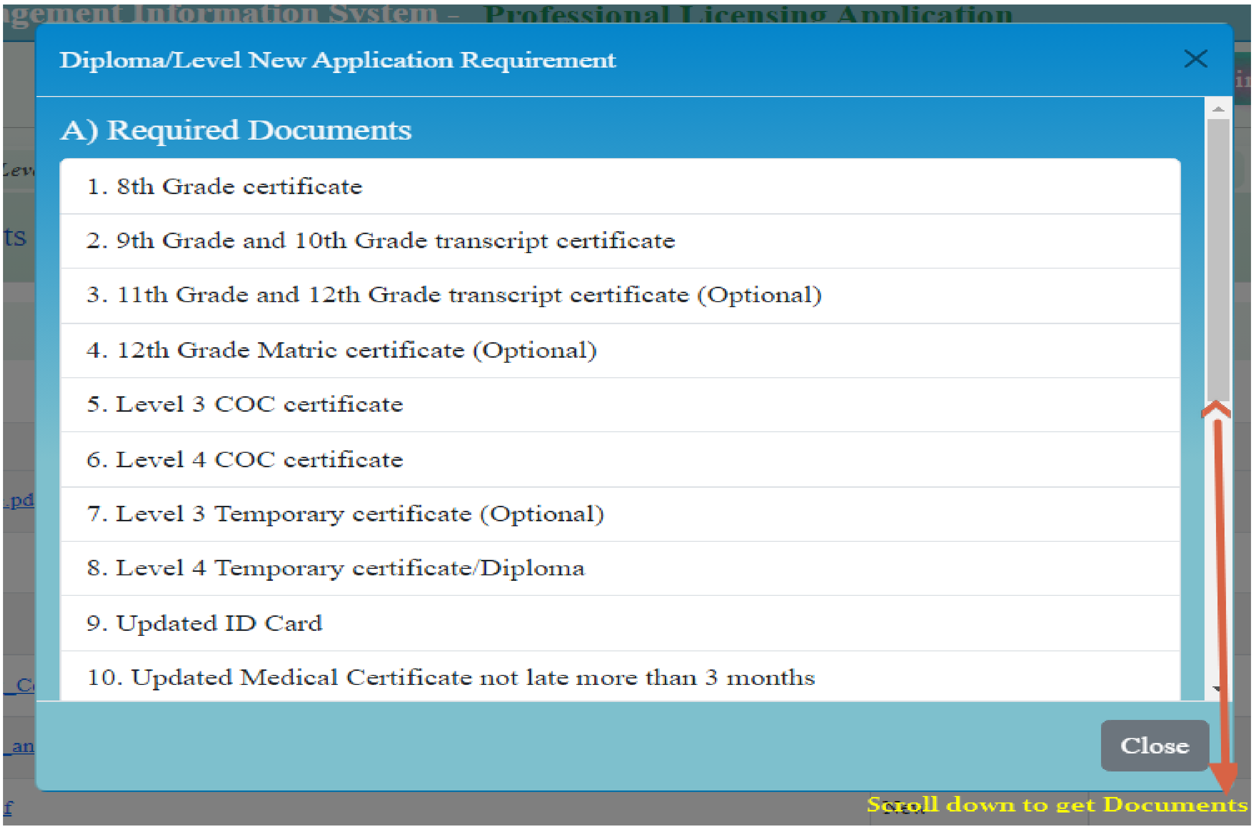


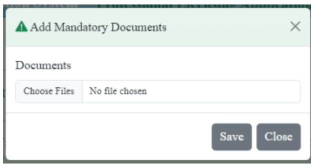
Figure 12: Mandatory Documents for Diploma/Level New Application

3.1.2. Mandatory documents

Mandatory documents are the items required in customer panel for license processing. The required mandatory documents for all Profession and Qualification have been appended to Annex (Annex 1).

Steps to attach Mandatory documents

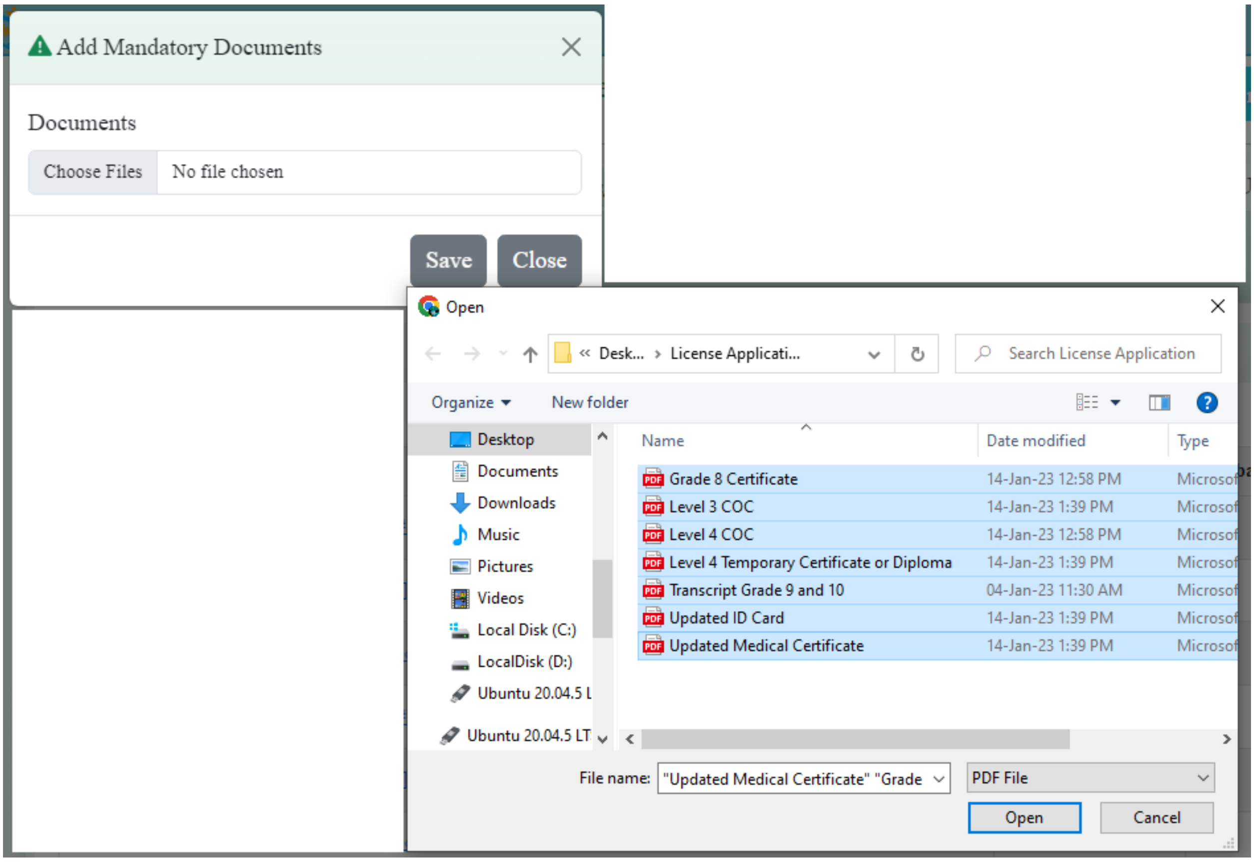
- Click on Mandatory Documents
- Click on Add New Button to get Add Mandatory Documents dialog box

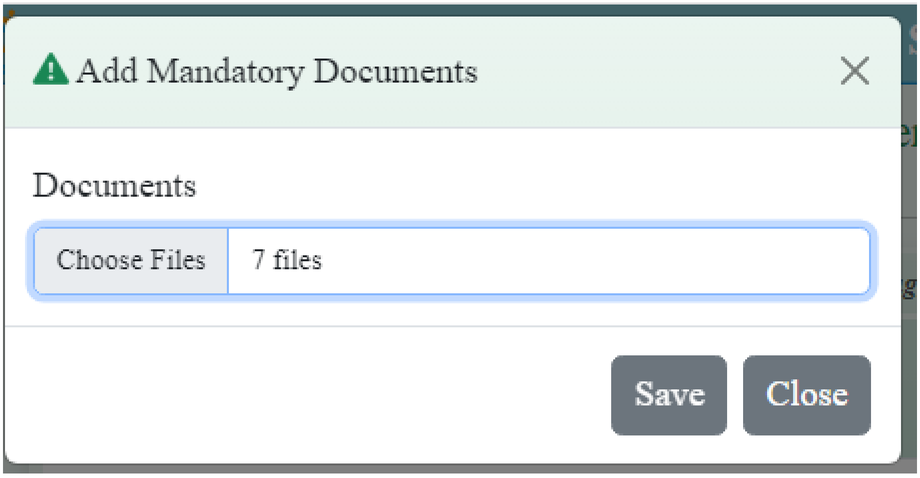


- Click on Choose File and attach required document/s

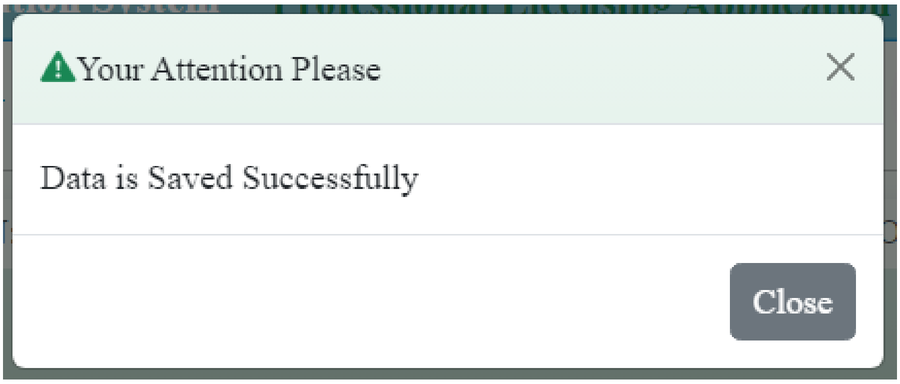
Name/Rename each file with appropriate name which matches with the content of the document (e.g., Grade Eight, Bachelor Temporary etc...)

- When you click on choose file button it will take you to file location.
- Select the documents and click on Open button to Attach





- Click on Save Button and then Data is Saved Successfully dialog box will appear.



- Click on Close button to close the dialog box
- Then you will get list of attached documents

Mandatory Documents	Status	Feedback	Edit	Delete
175688576524_Level_4_Temporary_Certificate_or_Diploma.pdf	New			
326079984923_Grade_8_Certificate.pdf	New			
490104705117_Transcript_Grade_9_and_10.pdf	New			
831681972930_Updated_Medical_Certificate.pdf	New			
86716031387_Updated_ID_Card.pdf	New			
96089190387_Level_3_COC.pdf	New			
997440247023_Level_4_COC.pdf	New			

Showing 1 to 7 of 7 entries

- You can edit or delete attached documents until the document is approved by approver.
- You can sort, search or filter for mandatory documents

3.1.3. Application

The application is an item that contains Personal information, Birth address information, and current Address information and application options to select number of professions for which he/she applies for.

Applicant can't edit preloaded personal profiles (First Name, Middle Name, Last Name, Email & Mobile Number) on application profile under application item. If an applicant wants to edit this information; an applicant should use User Profile.

Steps in Application

- From customer workspace, go to Application Category,
- Click one of Application (e.g., New Application or Renewal Application, Letter of Designation or Replacement (Lost/Damage) Documents Application)
- Click Application Item
- Upload Photo
- Fill the form (Personal Information, Birth Address Information, Current Address Information, application options)
- Click Save to save and Refresh Button to refresh

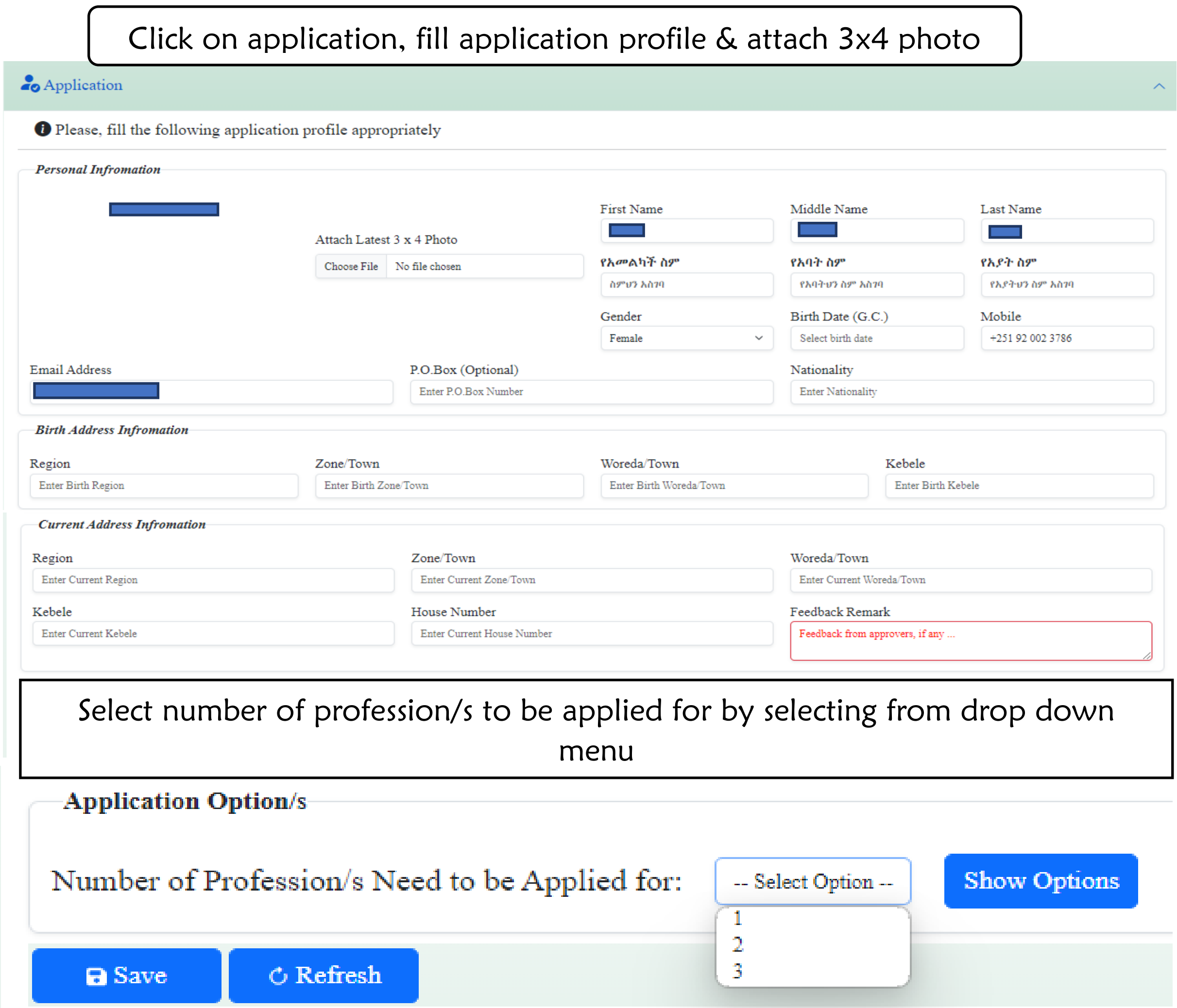


Figure 13. Application profile

Application item contains the following applicant information:

1. Personal Information: consists of Full Name of the Applicant (First Name, Middle Name, and Last Name) in English and Amharic, Gender, Birth Date, Mobile Phone Number, email address, P.O.Box (optional), Nationality and the Photo of the applicant (3x4, size 3.5KB to 4KB JPEG/JPG format).

> The photo to be attached shouldn't include graduation photos and any other ceremony photographs.

2. Birth Address Information: consists of Region, Zone/Town, Woreda/Town, and Kebele of the birth address of the applicant.
3. Current Address Information: consists of the Region, Zone/Town, Woreda/Town, Kebele, and House No. of the current address of the applicant.
4. Number of Profession/s Need to be Applied for: lists the number of Profession applied for (1, 2,3)
5. Feedback is used to read feedbacks given from approvers.

3.1.4. Institution Graduated From

Institutions Graduated from item on customer panel is the place where the applicant fills institutions graduated from.

Steps in Institutions Graduated from

- From customer workspace, go to Application Category
- Click one of Application (e.g., New Application or Renewal Application, Letter of Designation or Replacement (Lost/Damage) Documents Application)
- Click Institution's Graduated From item
- Click Add New Button
- Fill Add Professional Training Form
- Click Save button
- Click Close button
- In this item of the Customer Panel, the applicant Add New Institution/s graduated from using Add New Button. The list consists of the following column

names which are the University/College Name, Start Year, End Year, Qualification/ Profession and Description and clicks save button to save Institutions Graduated From

- Click Refresh Button to view list of Institutions Graduated From

Applicant can add more Institutions Graduated From by Clicking **Add New** button under Institutions Graduated From

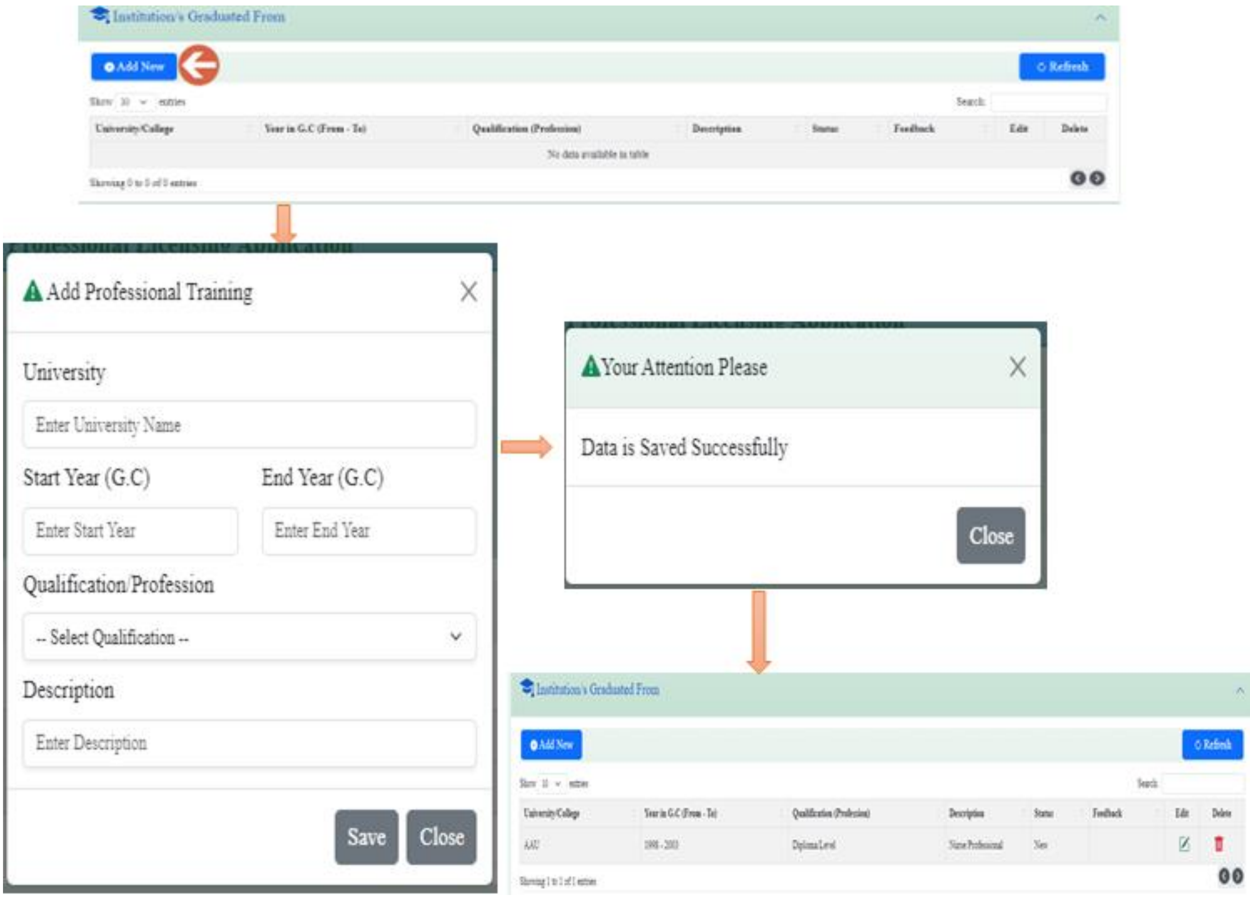


Figure 14. Steps to add Institutions Graduated From

3.1.5. Publication (if there is any)

Publication is the act of making information or stories available to people in a printed or electronic form [2].

In this item, the publication (s) of the applicant will be displayed if the applicant has any publication (s). This item is optional for the Professional License Process. It consists of the column names such as Publication Topic, Publication Description, Publication Link, Status, Feedback (if given from Approver), and Action.

Steps in Publications

- From customer workspace, go to application category,
- Click one of Application (e.g., New Application or Renewal Application, Letter of Designation or Replacement (Lost/Damage) Documents Application)
- Click Publications Item
- Click Add New Button
- Fill Publication Form
- Click Save button
- Click Close Button

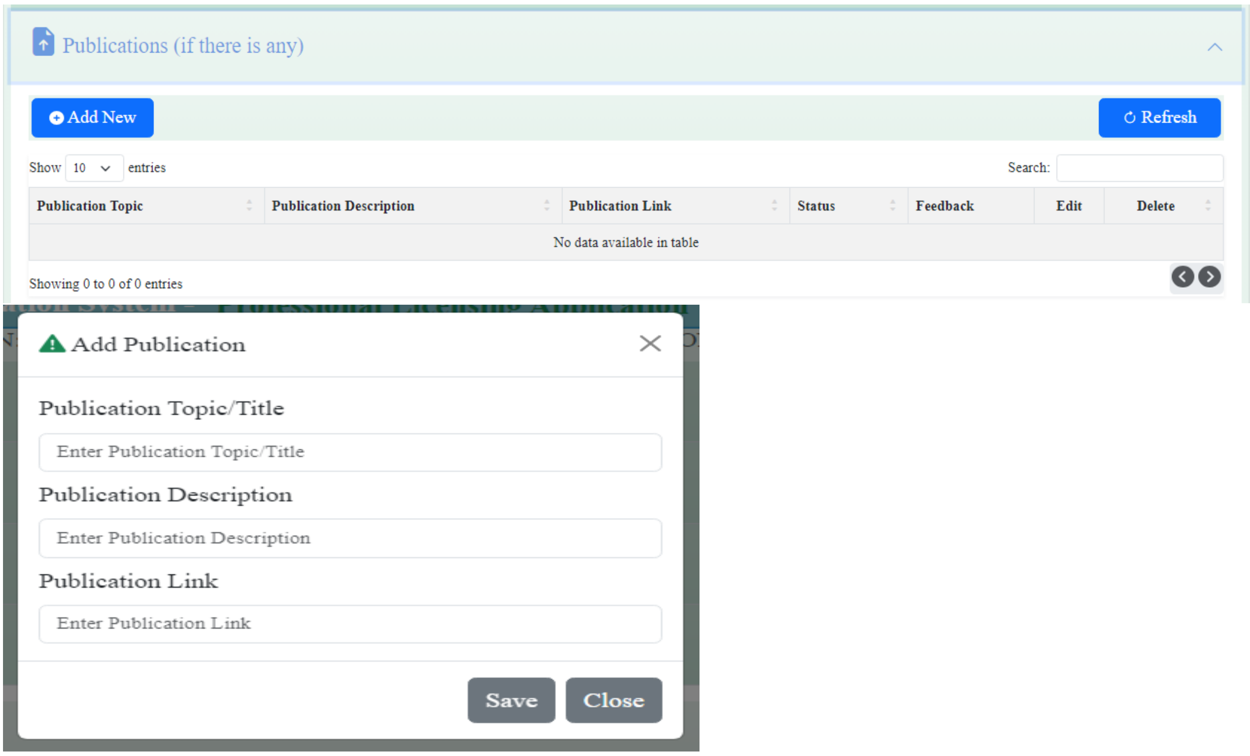


Figure 15. Steps to add Publications

3.1.6. Additional Attachment/s

Additional attachment is extra documents attached by applicants (if there is any).

The additional Document attachments of the Applicant will be displayed if the Applicant has additional attachments such as Training Certificate, CPD Training, etc. It contains the column names such as Additional Attachments, Status, Feedback, Edit and Delete. The Additional Attachment/s table additionally contains refresh button, search text box and Forward-Backward arrow button. The applicant can edit or delete the attach documents till approved by the approver.

Steps to attach Additional Documents

- Click one of Application (e.g., New Application or Renewal Application, Letter of Designation or Replacement (Lost/Damage) Documents Application)
- Click Additional Attachments Item
- Click Add New Button
- Browse file to upload
- Click Save button
- Click Close Button
- You can view List of Additional Attachments

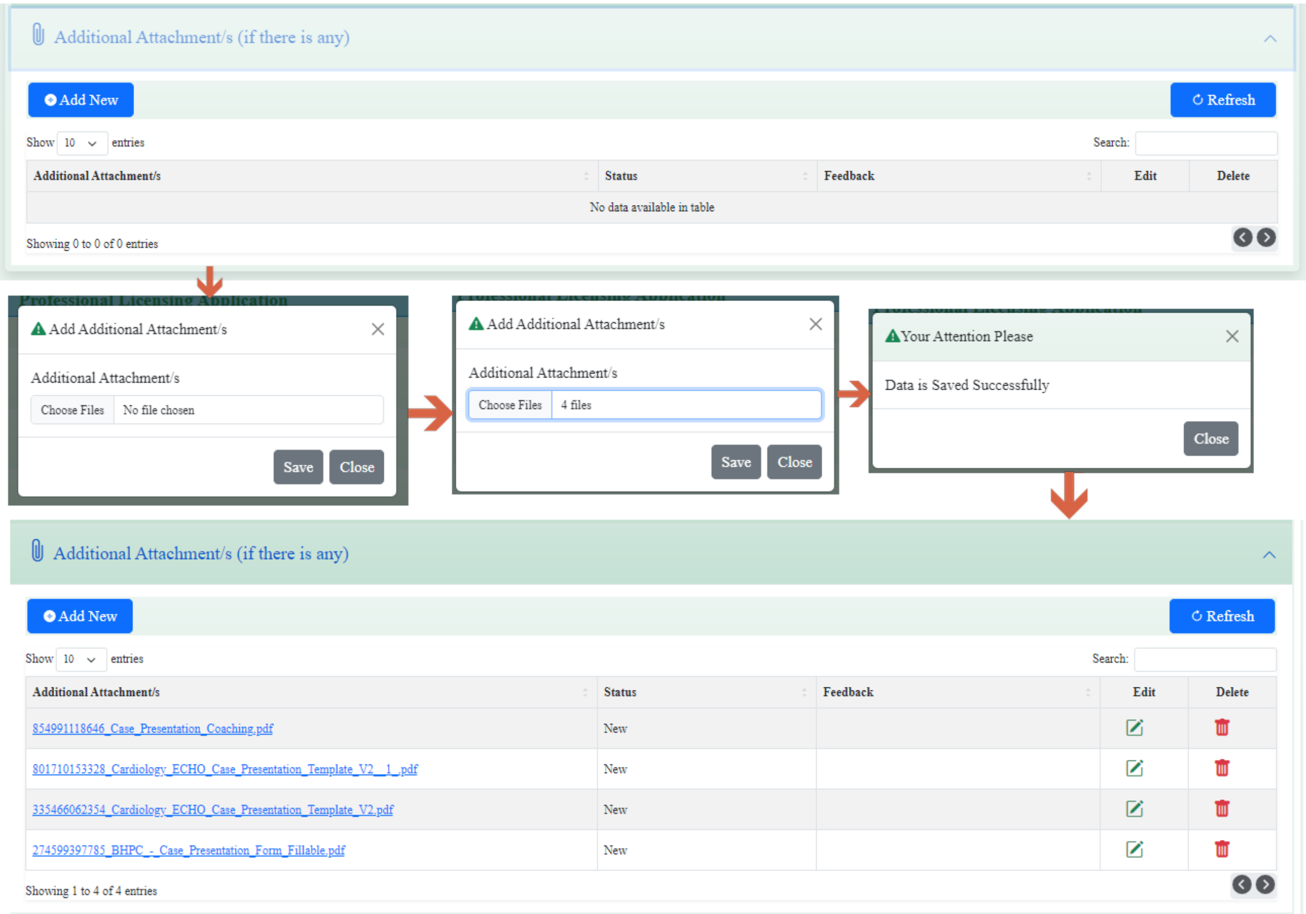


Figure 16. Steps to attach Additional Documents

Chapter Summary

Customer Panel is the panel where an applicant attaches Mandatory documents, fill Application, Institution Graduated From, Publication and Additional attachment/s for New License Application, Renewal Application, Upgrade Application, Letter of Designation, Replacement (Lose/Damage) Document Application and letter of Good Standing.

Chapter four: Approval workspace

Chapter description

This chapter describes the functionalities of Approval Workspace which Contains New Application, Approved Application, Pending Application, Licensed Application, Rejected Application, Payment Approval and Approved Payment.

Chapter Objective

The primary objective of this chapter is to enable the participants to get familiar with Approval Workspace items (New Applications, Approved Applications, Pending Applications, Licensed Applications, Rejected Applications, Payment Approval and Approved Payments).

Time/Duration: 1:45 hr

Enabling objectives

By the end of this chapter participants will be able to

- Describe how to access New Applications
- Illustrate how to access Approved Applications,
- Demonstrate how to View Pending Applications,
- Show how to View Licensed Applications,
- Demonstrate how to View Rejected Applications,
- Demonstrate how to access Payment Approval and
- Show how to view Approved Payments.

Chapter Outline
4.1. Overview of Approval Workspace
4.1.1. New Application
4.1.2. Approved Application
4.1.3. Pending Application
4.1.4. Licensed application
4.1.5. Rejected Application
4.1.6. Payment Approval
4.1.7. Approved Payments

4.1. Overview of Approval Workspace

Definition of Approval Workspace

Approval Workspace is an item where OHB Regulatory Expert/Approver can manage each application submitted from applicants. This Workspace contains,

- New Applications
- Approved Applications
- Pending Applications
- Licensed Applications
- Rejected Applications
- Payment Approval
- Approved Payments

Figure 17. Approval Workspace environment

4.1.1. New Application

New Application, from the perspective of approver, is an item which contains list of applications (New, Upgrade, Renewal, Replacement, Designation, and Letter of Good Standing) applied by applicant.

When the approver clicks on Browse button on List of New Applications table, under Approve column, it navigates the approver-to-Approver Panel for specific application.

On List of New Applications table, there are fields such as Full Name, Qualification, Profession, Application Category, Application Status, Feedback and Approve.

In order to navigate to Approval Panel, follow below steps.

Steps:

1. Click on New Application
2. From List of new Applications, click on Browse button under Approve column.
3. And the Approval Panel will be opened.

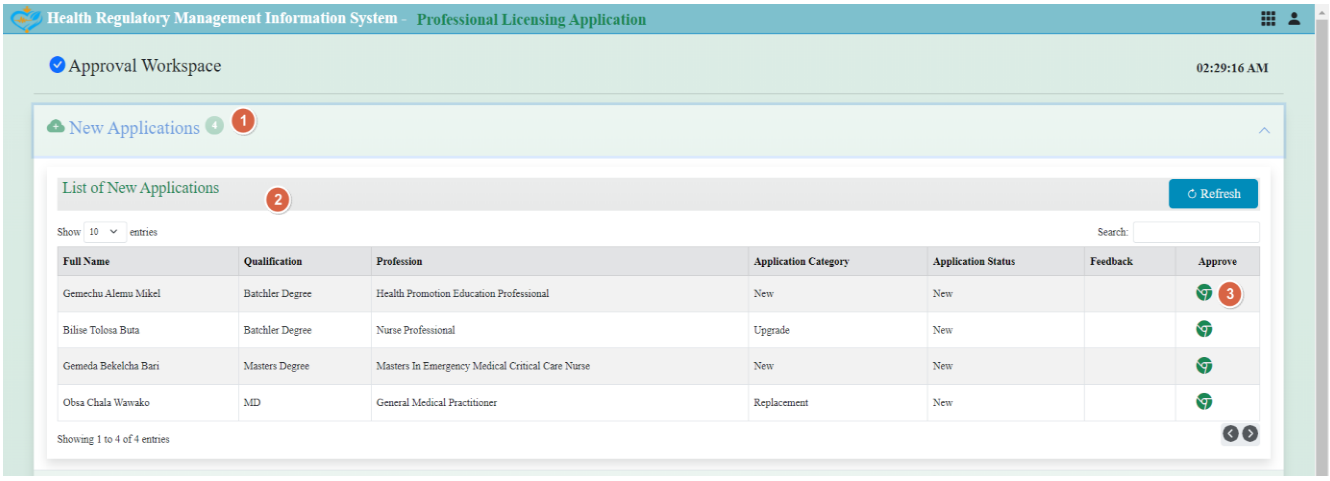


Figure 18: Steps to navigate to Approval Panel for New Applications

List of New Applications table also contains features such as number of entries (show entries), search, Sort, filter and Forward-Backward arrow.

4.1.2. Approved Application

Approved Applications is a list of approved application by approver which is populated on List of Approved Applications table.

On List of Approved Applications table, there are fields such as Full Name, Qualification, Profession, Application Category, Application Status, Feedback and Browse.

In order to navigate to Approval Panel from Approved Application, follow below steps.

Steps to navigate to Approval Panel:

1. Click on Approved Application

2. From List of Approved Applications, click on Browse button under Approved column.
3. And the Approval Panel will be opened

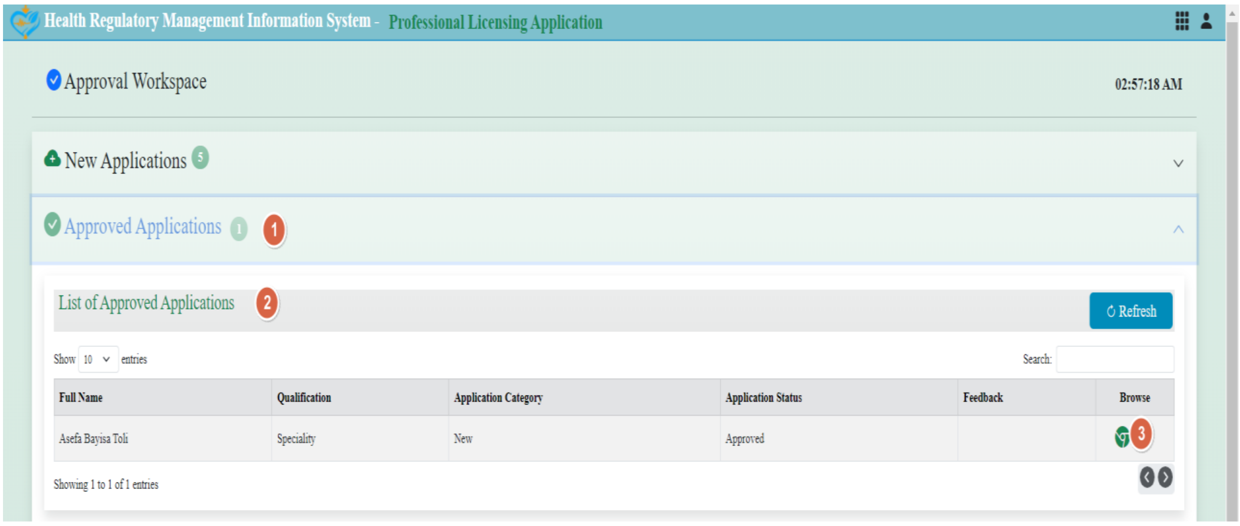


Figure 19: Steps to navigate to Approval Panel for Approved Applications

List of Approved Applications table contains features such as number of entries (show entries), search, Sort and filter.

4.1.3. Pending Application

Pending Application is an item which contains list of pending applications populated on List of Pending Applications table. Pending Application can be approved when approver approves the pended applications as per applicant fulfilled the requirement.

On List of Pending Applications table, there are fields such as Full Name, Qualification, Profession, Application Category, Application Status, Feedback and Browse.

List of Pending Applications table contains features such as number of entries (show entries), search, Sort and filter.

In order to navigate to Approval Panel from Pending Application, follow below steps.

Steps:

1. Click on Pending Application
2. From List of Pending Applications, click on Browse button under Approved column.

And the Approval Panel will be opened

Figure 20: Steps to Approval Panel from Pending Application

List of Pending Applications table contains features such as number of entries (show entries), search, Sort, filter and Forward-Backward arrow.

4.1.4. Licensed Applications

Licensed Application is an item which contains list of Licensed applications populated on List of Licensed Applications table.

On List of Licensed Applications table, there are fields such as Full Name, Qualification, Application Category, Application Status(licensed), Feedback and Browse.

List of Licensed Applications table contains features such as number of entries (show entries), search, Sort filter and Backward-forward arrow.

In order to navigate to Approval Panel from Licensed Application, follow below steps.

Steps:

1. Click on Licensed Application
2. From List of Licensed Applications,
3. Click on Browse button under Browse column.

And the Approval Panel will be opened

Figure 21: Steps to Approval Panel from Licensed Application

List of Licensed Applications table contains features such as number of entries (show entries), search, Sort, filter and Forward-Backward arrow.

4.1.5. Rejected Application

Rejected Application is an item which contains list of rejected applications populated on List of Rejected Applications table. Rejected Application never approved.

> Applicant can reapply for rejected application by fulfilling requirement based on feedback from approver

On List of Rejected Applications table, there are fields such as Full Name, Qualification, Current profession, Application Category, Application Status (rejected), Rejection reason/s, Feedback and Browse.

List of Rejected Applications table contains features such as number of entries (show entries), search, Sort filter and Backward-forward arrow.

In order to navigate to Approval Panel from Rejected Application, follow below steps.

Steps:

1. Click on Rejected Application
2. From List of Rejected Applications,
3. Click on Browse button under Browse column.

And the Approval Panel will be opened

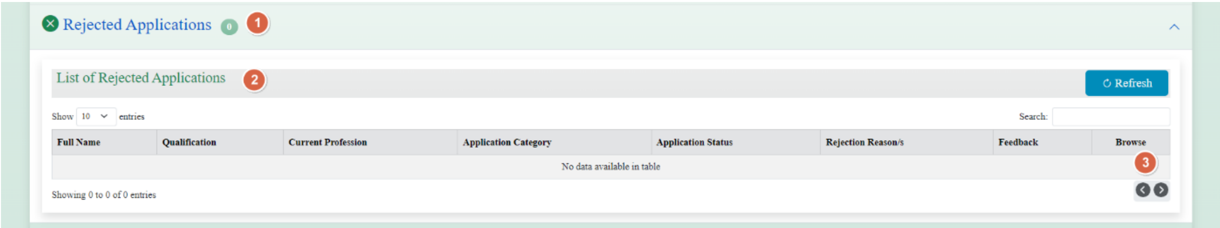


Figure 22. Steps to Approval Panel from Rejected Application item

List of Rejected Applications table contains features such as number of entries (show entries), search, Sort, filter and Forward-Backward arrow.

4.1.6. Payment Approval

Payment Approval is an item which contains list of Approved and Paid Applications populated on List of Approved and Paid Applications table.

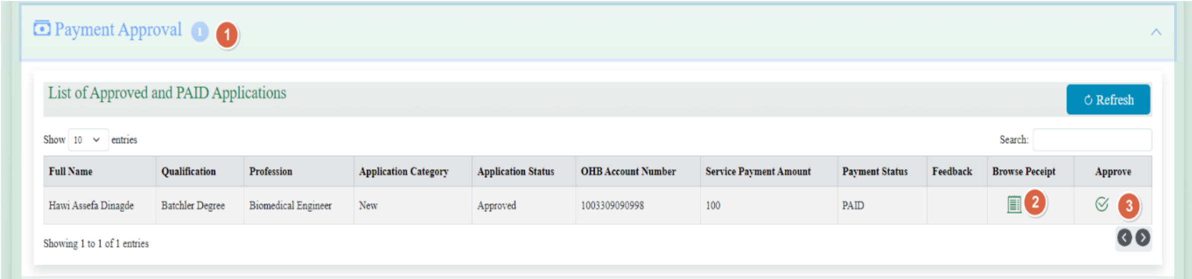
On List of Approved and Paid Applications table, there are fields such as Full Name, Qualification, Profession, Application Category, Application Status (Approved), OHB Account Number, Service Payment Amount, Payment Status (PAID), Feedback, Browse Receipt and Approve.

List of Approved and PAID Applications table contains features such as number of entries (show entries), search, Sort filter and Backward-forward arrow.

In order to review and approve payment made by applicant, follow below steps.

Steps:

1. Click on Payment Approval
2. From List of Approve and PAID Applications click on Browse Receipt to review receipt attached by the applicant.
3. Click on Approve-to-approve payment.
4. The confirmation dialogue box will be appeared and click on Close button.



Payment Approval 1

List of Approved and PAID Applications

Refresh

Show 10 entries

Search:

Full Name	Qualification	Profession	Application Category	Application Status	OHB Account Number	Service Payment Amount	Payment Status	Feedback	Browse Peceipt	Approve
Hawi Assefa Dinagde	Batchler Degree	Biomedical Engineer	New	Approved	1003309090998	100	PAID		2	3

Showing 1 to 1 of 1 entries

Figure 23: Steps to Approve Payment

ethio telecom telebirr

Ethio telecom	
VAT Reg.	No. 012700
TIN No.	0000030603
VAT Reg. Date	01/01/2003
P.O.Box	1047 Addis Ababa
Tel .	251(0) 115 505 678

የክፍያ መረጃ/Transaction information

የከፋይ ስም/Payer Name	Garuma Enkosa Ayana
የከፋይ ቴሌብር ቁ./Payer telebirr no.	251917188307
የከፋይ አካውንት አይነት/Payer account type	Individual Customer
የገንዘብ ተቀባይ ስም/Credited Party name	Arsema Hagos Abera
የገንዘብ ተቀባይ ቴሌብር ቁ./Credited party account no	582601
የክፍያው ሁኔታ/transaction status	Completed
የመኪናው ሰሌዳ ቁ./Vehicle plate number	3AA65956

የክፍያ ዝርዝር/Transaction details

የክፍያ ቁጥር/Receipt No.	የክፍያ ቀን/Payment date	የተከፈለው መጠን/Settled Amount
AEI8JZTPU0	18-05-2023 09:08:52	4000.00 Birr
	ቅናሽ/Discount Amount	0.0 Birr
	15% ቫት/VAT	0.0 Birr
	ጠቅላላ የተከፈለ/Total Amount Paid	4000.00 Birr

የገንዘቡ ልክ በፊደል/Total Amount in word	four thousand birr and zero cent
የክፍያ ዘዴ/Payment Mode	telebirr
የክፍያ ምክንያት/Payment Reason	Fuel Payment Without Subsidy
የክፍያ መንገድ/Payment channel	APP

21 Ethio telecom Head Office Federal Democratic Republic of Ethiopia 21

ቴሌብርን ስለተጠቀሙ እናመሰግናለን/ Thank you for using telebirr

ለተጨማሪ መረጃ/Please contact us:

https://www.facebook.com/ethiotelecom https://twitter.com/ethiotelecom @ethionet.et 8994 994 https://t.me/ethio_telecom

Bringing new possibilities

Figure 24: Sample Payment Receipt

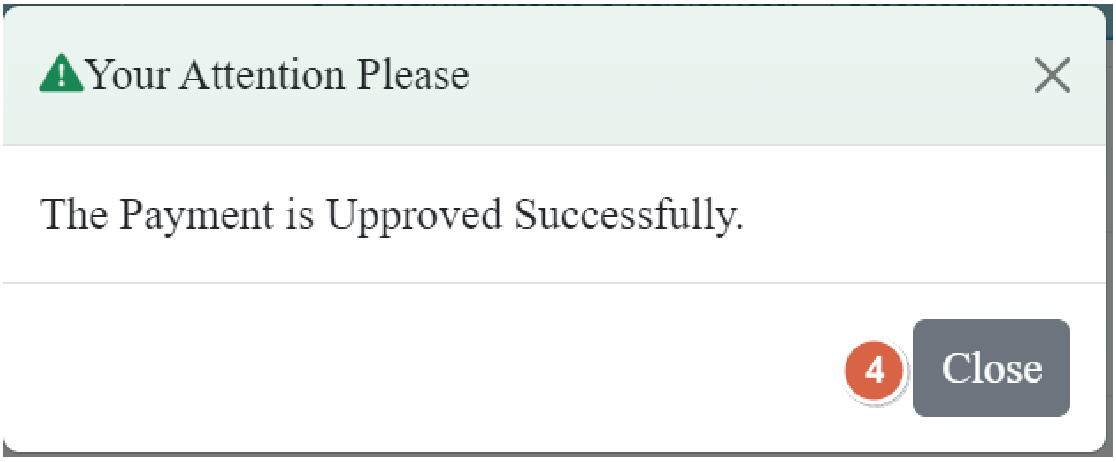


Figure 25: Payment approval success dialog box

List of Payment Approval table contains features such as number of entries (show entries), search, Sort, filter and Forward-Backward arrow.

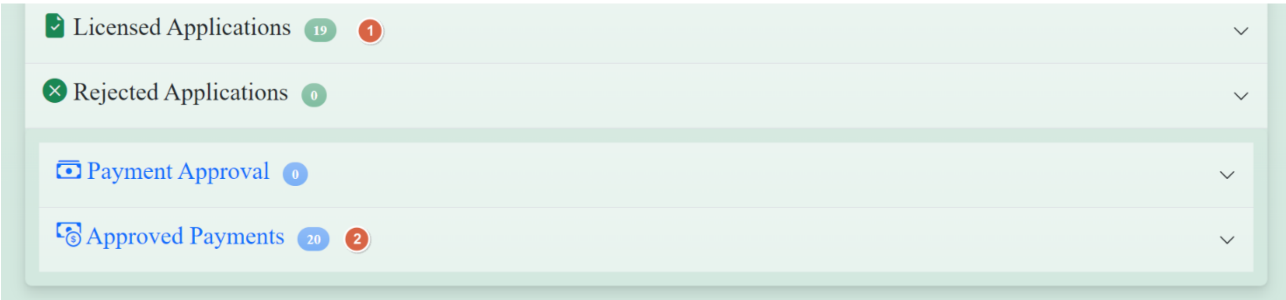


Figure 26: Comparation of number of licensed application and number of approved payments

As depicted above on figure 24 labelled as 1 and 2, when an applicant hasn't downloaded his/her license, the number of Approved Payments is greater than number of Licensed Applications but when an applicant has downloaded his/her license, the number of Approved Payments will be equal to the number of Licensed Applications.

4.1.7. Approved Payment

Approved Payment is an item which contains list of PAID and APPROVED payments populated on List of Approved Payments table.

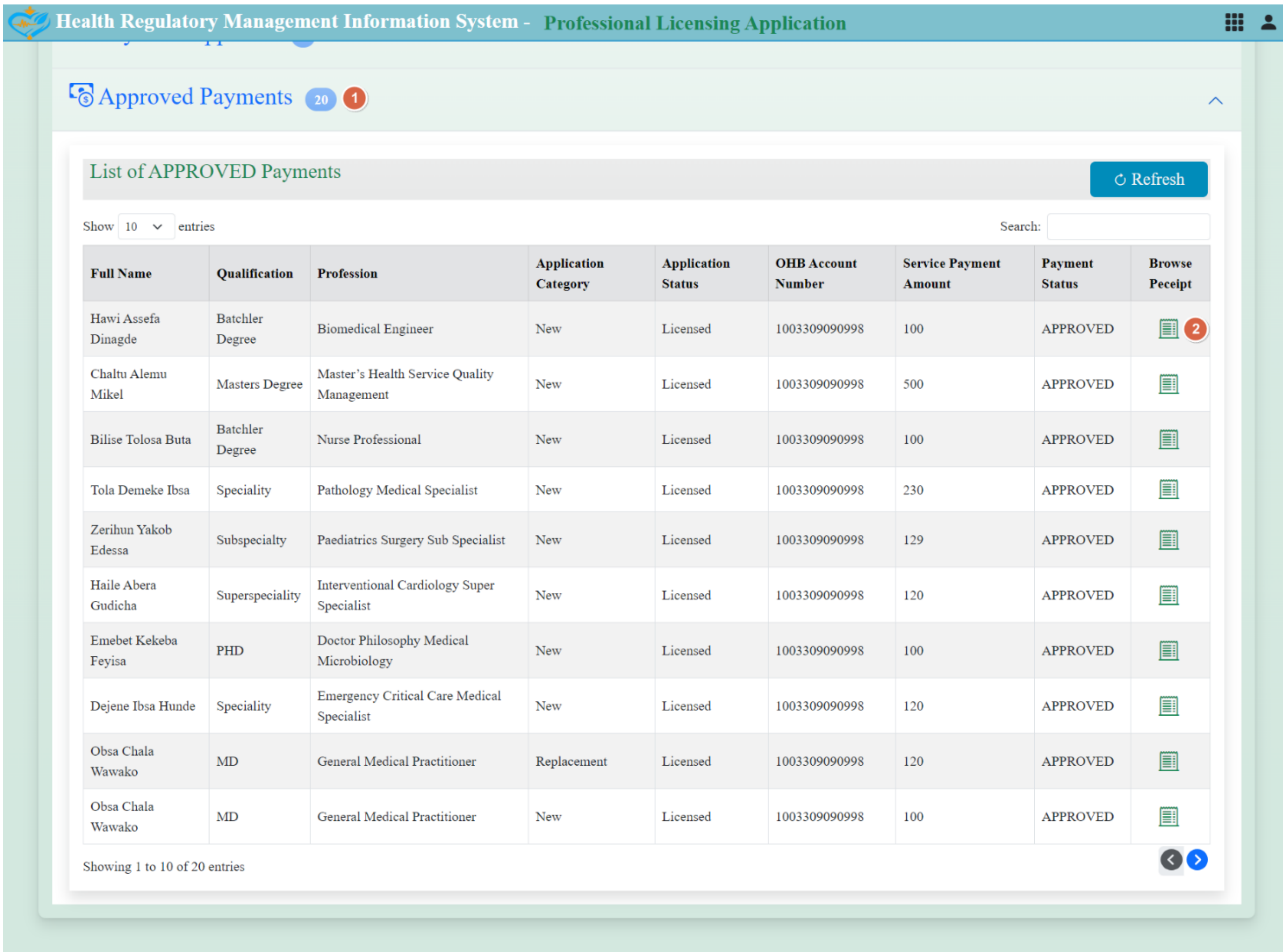
On List of APPROVED Payments table, there are fields such as Full Name, Qualification, Profession, Application Category, Application Status (Licensed), OHB Account Number, Service Payment Amount, Payment Status (APPROVED) and Browse Receipt.

List of Approved Payments table contains features such as number of entries (show entries), search, Sort filter and Backward-forward arrow.

In order to view Approved Payments, follow below steps.

Steps:

1. Click on Approved Payment
2. Click on Browse Receipt button under Browse Receipt column



Full Name	Qualification	Profession	Application Category	Application Status	OHB Account Number	Service Payment Amount	Payment Status	Browse Peceipt
Hawi Assefa Dinagde	Batchler Degree	Biomedical Engineer	New	Licensed	1003309090998	100	APPROVED	2
Chaltu Alemu Mikel	Masters Degree	Master's Health Service Quality Management	New	Licensed	1003309090998	500	APPROVED	
Bilise Tolosa Buta	Batchler Degree	Nurse Professional	New	Licensed	1003309090998	100	APPROVED	
Tola Demeke Ibsa	Speciality	Pathology Medical Specialist	New	Licensed	1003309090998	230	APPROVED	
Zerihun Yakob Edessa	Subspecialty	Paediatrics Surgery Sub Specialist	New	Licensed	1003309090998	129	APPROVED	
Haile Abera Gudicha	Superspeciality	Interventional Cardiology Super Specialist	New	Licensed	1003309090998	120	APPROVED	
Emebet Kekeba Feyisa	PHD	Doctor Philosophy Medical Microbiology	New	Licensed	1003309090998	100	APPROVED	
Dejene Ibsa Hunde	Speciality	Emergency Critical Care Medical Specialist	New	Licensed	1003309090998	120	APPROVED	
Obsa Chala Wawako	MD	General Medical Practitioner	Replacement	Licensed	1003309090998	120	APPROVED	
Obsa Chala Wawako	MD	General Medical Practitioner	New	Licensed	1003309090998	100	APPROVED	

Figure 27: List of Approved Payments

Chapter Summary

Approval Workspace is an area where OHB Regulatory Expert/Approver can manage each application submitted from applicants. It describes procedures and steps of New Application, Approved Applications, Pending Applications, Licensed Application and rejected Application which serves as a stepping stone to Approval Panel. In addition to these Application Approval and Approved Payments items are part of approval workspace.

Chapter Five: Approval Panel

Chapter description

This chapter describes the functionalities of Approval Panel which contains help button on Application Requirements, Mandatory documents, Application, Institution Graduated From, Publication, Additional attachments, and Application Approval.

Chapter Objective

The primary objective of this chapter is to enable the participants familiar with reviewing and approving the applications of the Applicant which are the functionalities of Approval Panel.

Time/Duration: 10 hrs

Enabling objectives

By the end of this chapter Participants will be able to

- Demonstrate how to Check the Application Requirements on help button for each application.
- Illustrate how to review, approve, and give feedback (if required) on mandatory documents,
- Demonstrate how to review, verify (for upgrade and renewal only), approve, and give feedback (if required) on Application,
- Illustrate how to review, approve, and give feedback (if required) on Institution Graduated From,
- Show how to review, approve, and give feedback (if required) on Publication, and Additional Attachments.
- Demonstrate how to check and fill all requirements and approve the applications of the applicants in the Application Approval
- Demonstrate how to approve application, reject application, provide feedback on application, and exit from application.

Chapter Outline: Approval Panel

5.1. Overview of Approval Panel

a) Definition of Approval Panel

Approval Panel is an item that contains Mandatory documents, Application, Institution Graduated From, Publication/s (if there is any), and Additional Attachment/s (if there is any). It is the place where Approver can review the applicant application and approve each of them.

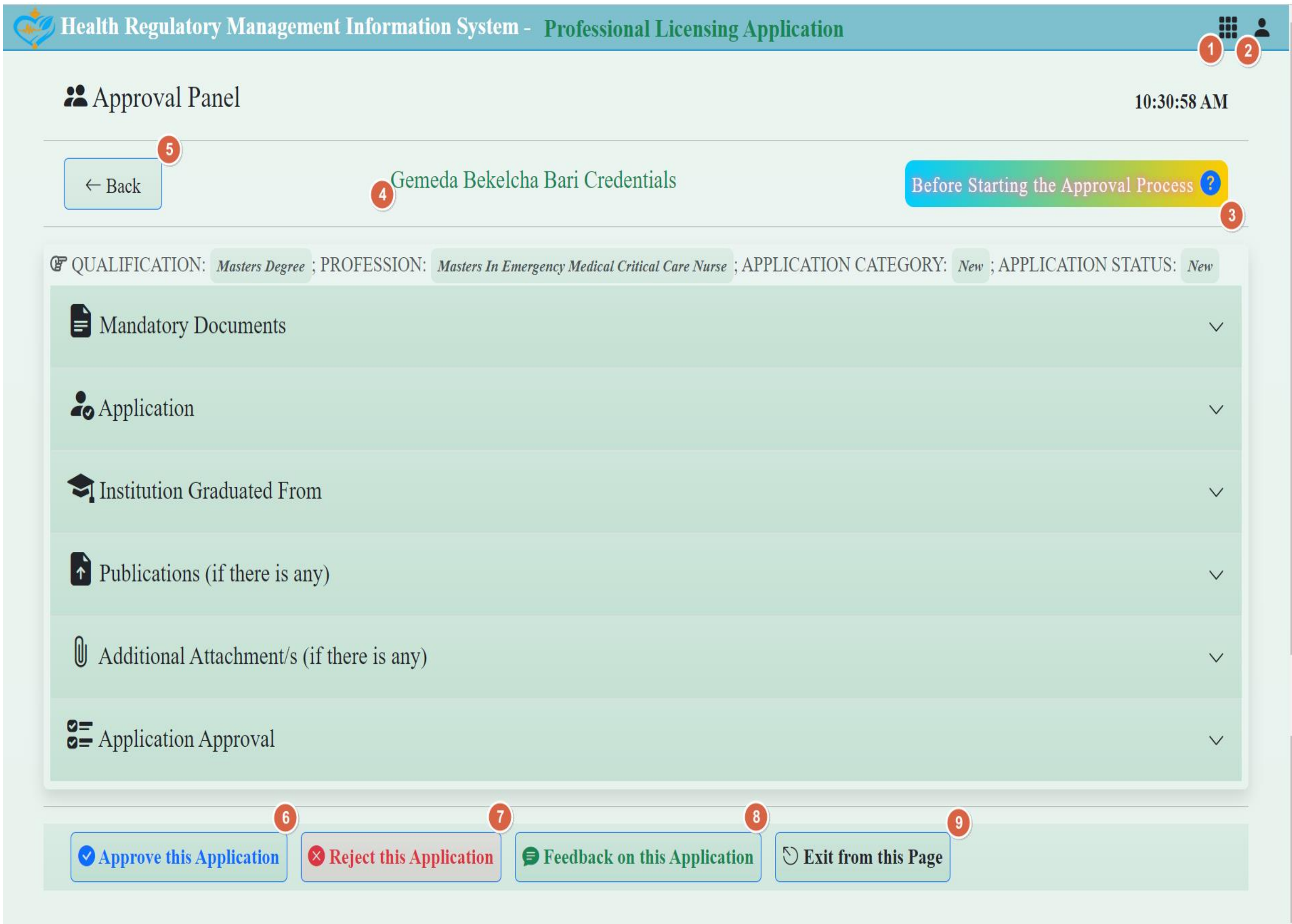


Figure 28. Components of Approval Panel

b) Components of Approval Panel

As depicted on the figure 1 above, there are numbered stamps on the image from 1 to 9. These numbered stamps indicate the following:

1. App menus depicts the lists of apps to the Approver
2. User: consists of

- User Profile: permit the user to edit his/her profile
- Account Settings: allow the user to change his/her password.
- Sign out: used to exit from his/her account.
- Help
- About HRMIS
- About OHB

3. Help button 

displays the requirements for each application.

4. Displays the full name of the applicant under approval process.
5. The Back button is used to return from Approval Panel to the Approval Workspace.
6. Approve this Application button is used to approve the application under the Approval process.
7. Reject this Application button is used to reject the application under the Approval process.
8. Feedback on this Application button is used to give feedback on the Application.
9. Exit from this Page button is used to exit this page.

5.1.1. Help button

As shown in the Figure 1 shown above, the approval panel contains the Help button at the right top of the Approval Panel which is used to inform the minimum requirements required for the application to be approved.

Help button denoted by 

Steps to access Help button on Requirements:

1. Point to the Help button , the pointer will be changed to hand icon, and then click on the Help button to display the application requirement for the

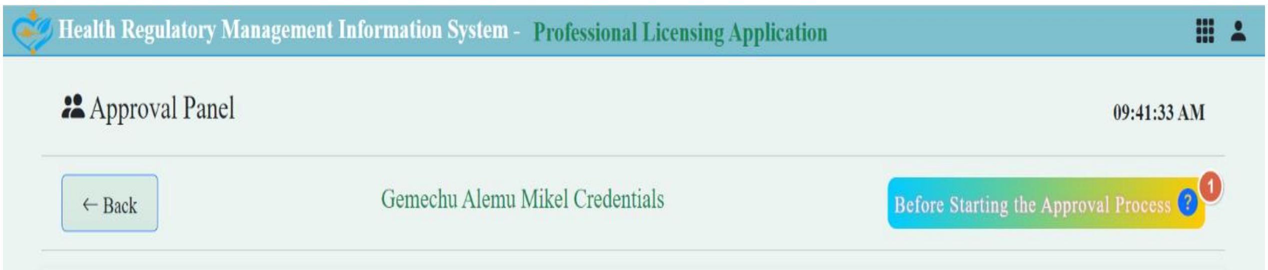


Figure 29: Steps to access Help button

specific Applied qualification/Profession.

2. Up on clicking Help button  below information will be displayed

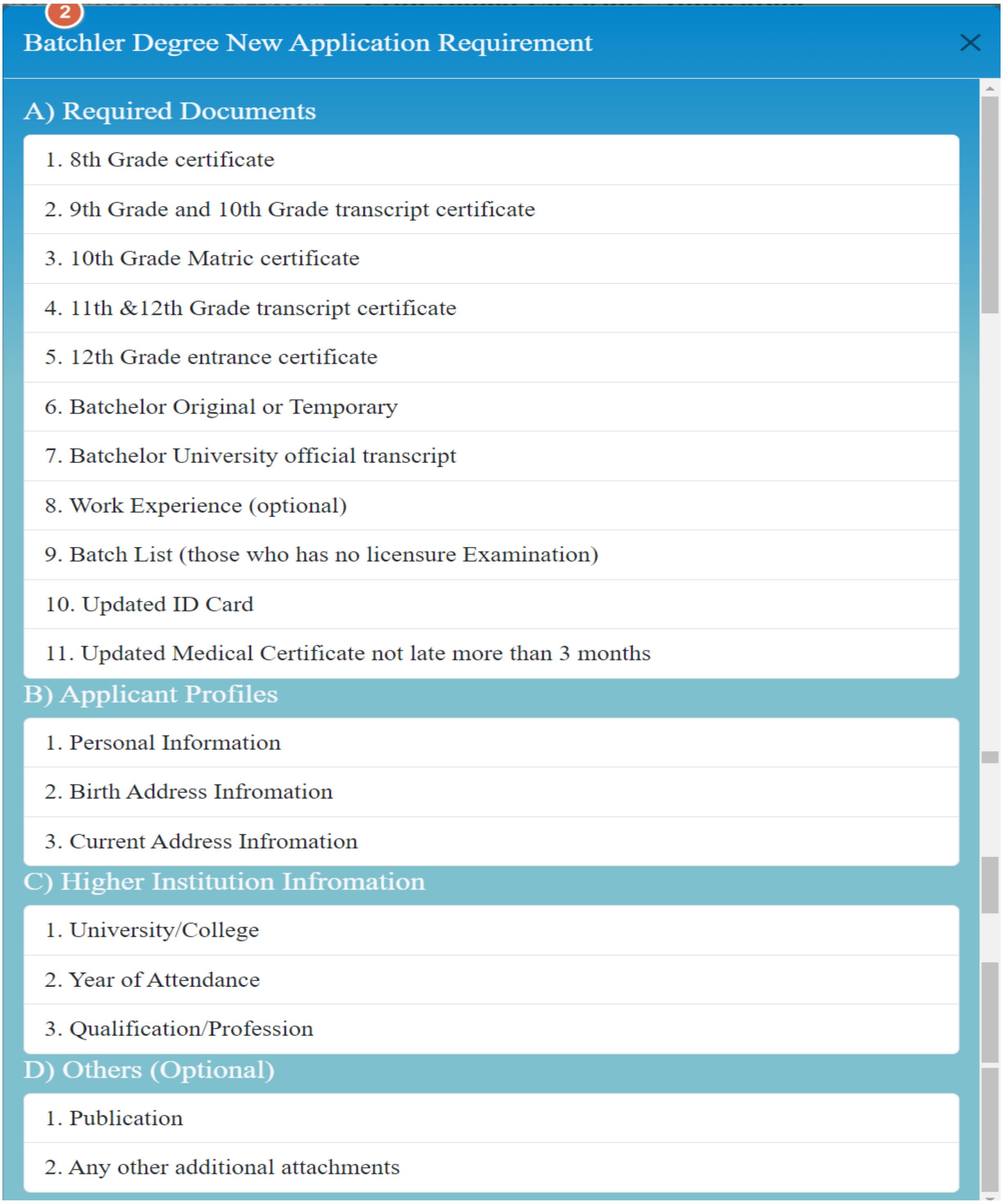


Figure 30: Sample Bachelor Degree New Application Requirement

5.1.2. Mandatory documents

Mandatory documents are an item that are required for Professional license processing in the Approval Panel. The Approver can check, review, and approve the mandatory documents which are attached by the applicant. The required mandatory documents for all Profession and Qualification have been attached to Annex 1.

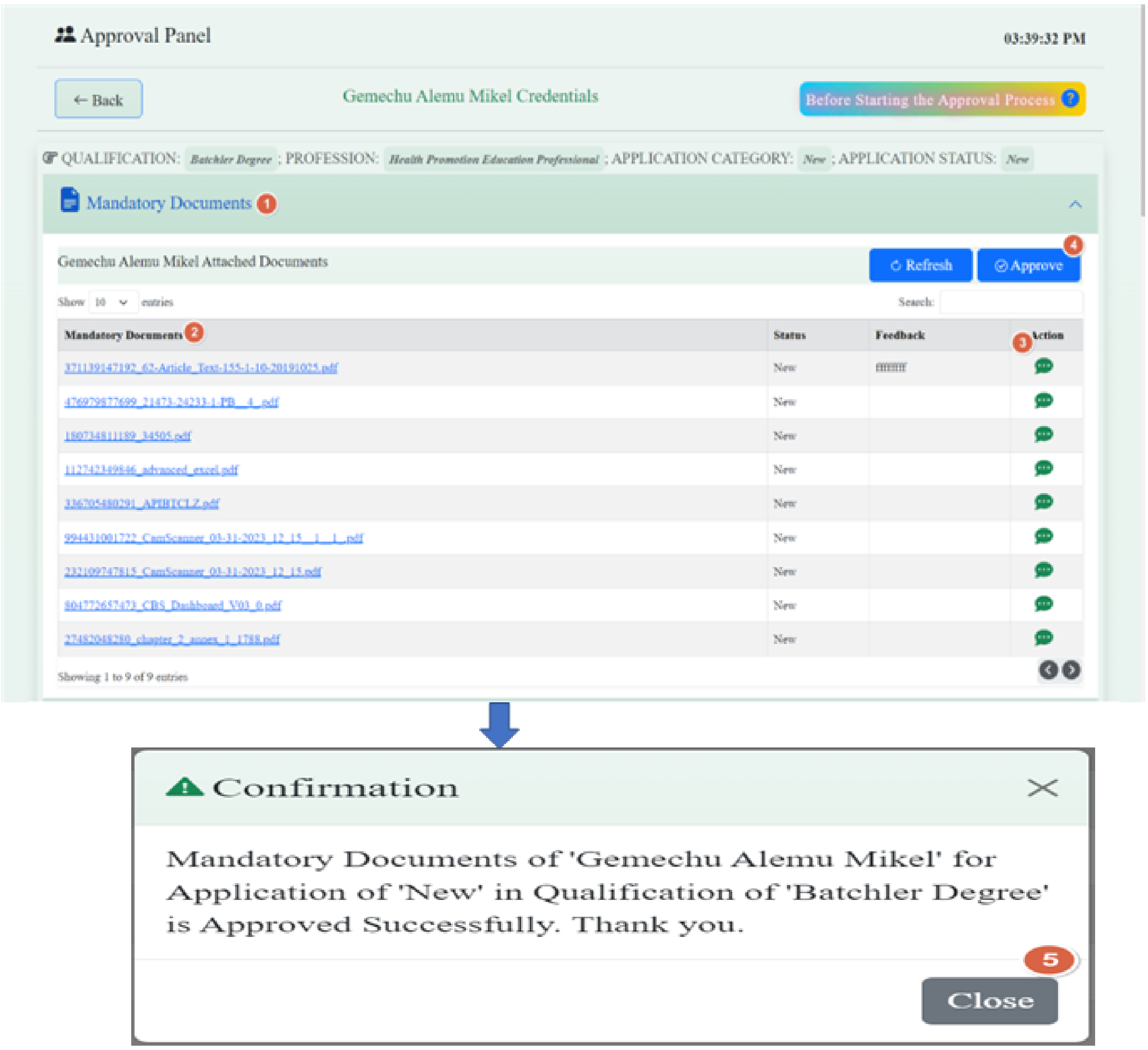


Figure 31. Steps to approve Mandatory Documents attached by an applicant

Steps to approve Mandatory Documents by the approver

1. Click on Mandatory Documents, the attached mandatory documents will be displayed.
2. Check and review each document of the applicant by clicking on the name of attached mandatory documents.
3. If the Approver has feedback, he/she can give feedback for the applicant by using Action column
4. After the Approver check and review the Mandatory Documents of the applicant, he/she can approve the mandatory documents by clicking on Approve button.
5. Click on Close button to close the Confirmation dialog box for Approved Successfully

The Approver can use following features such as search, sort, filter, show entries, Forward/Backward arrow, and refresh button.

Once the Mandatory Documents are approved by the Approver, it is only possible to view the documents.

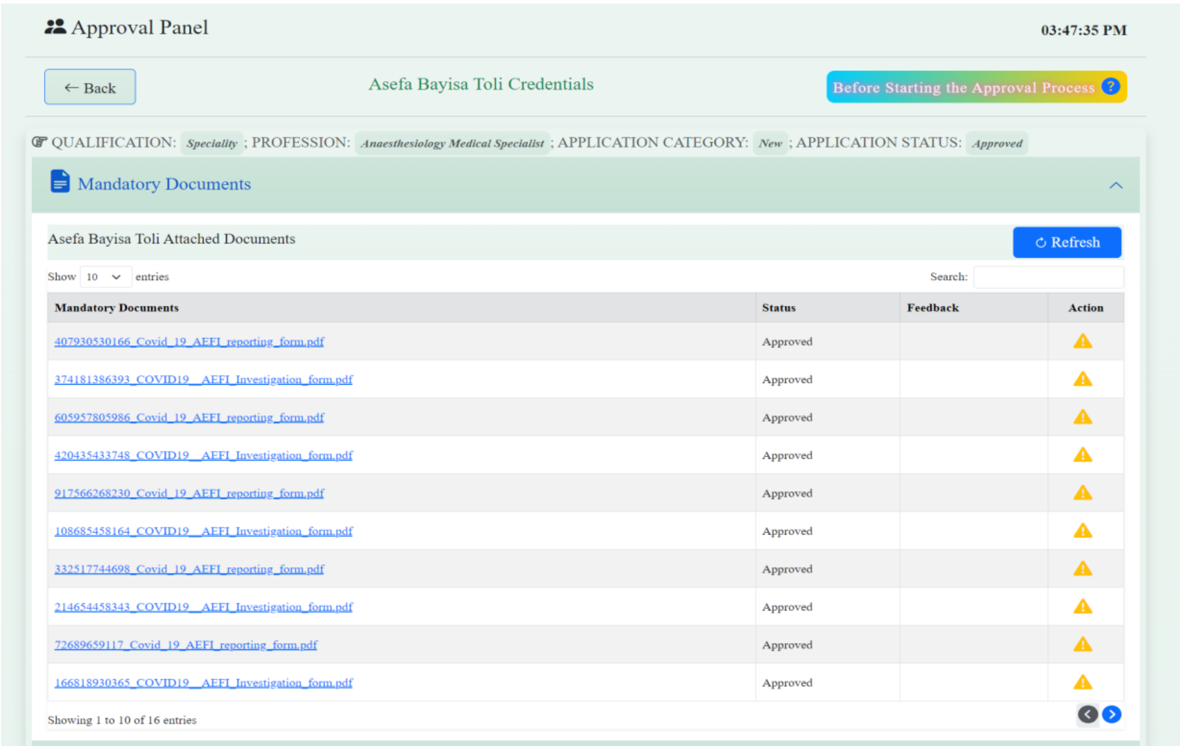


Figure 32. Lists of Approved Mandatory Documents

When Feedback is required

Steps

- Click on Feedback button under Action column, and then dialog box of Feedback on specified document will appear
- Write your feedback in the Feedback text box
- Click on Save button and Feedback Submitted Successfully Confirmation dialog box will appear
- Click on OK button to close the dialog box

The written feedback will appear automatically under Feedback column of applicants Attached Documents table.

5.1.3. Application

Application is an item in which the Applicant will fill his/her personal data for Professional License Processing. It is also an item that contains Personal Information, Birth Address Information, Current Address information, and Application Options (1, 2, or 3)

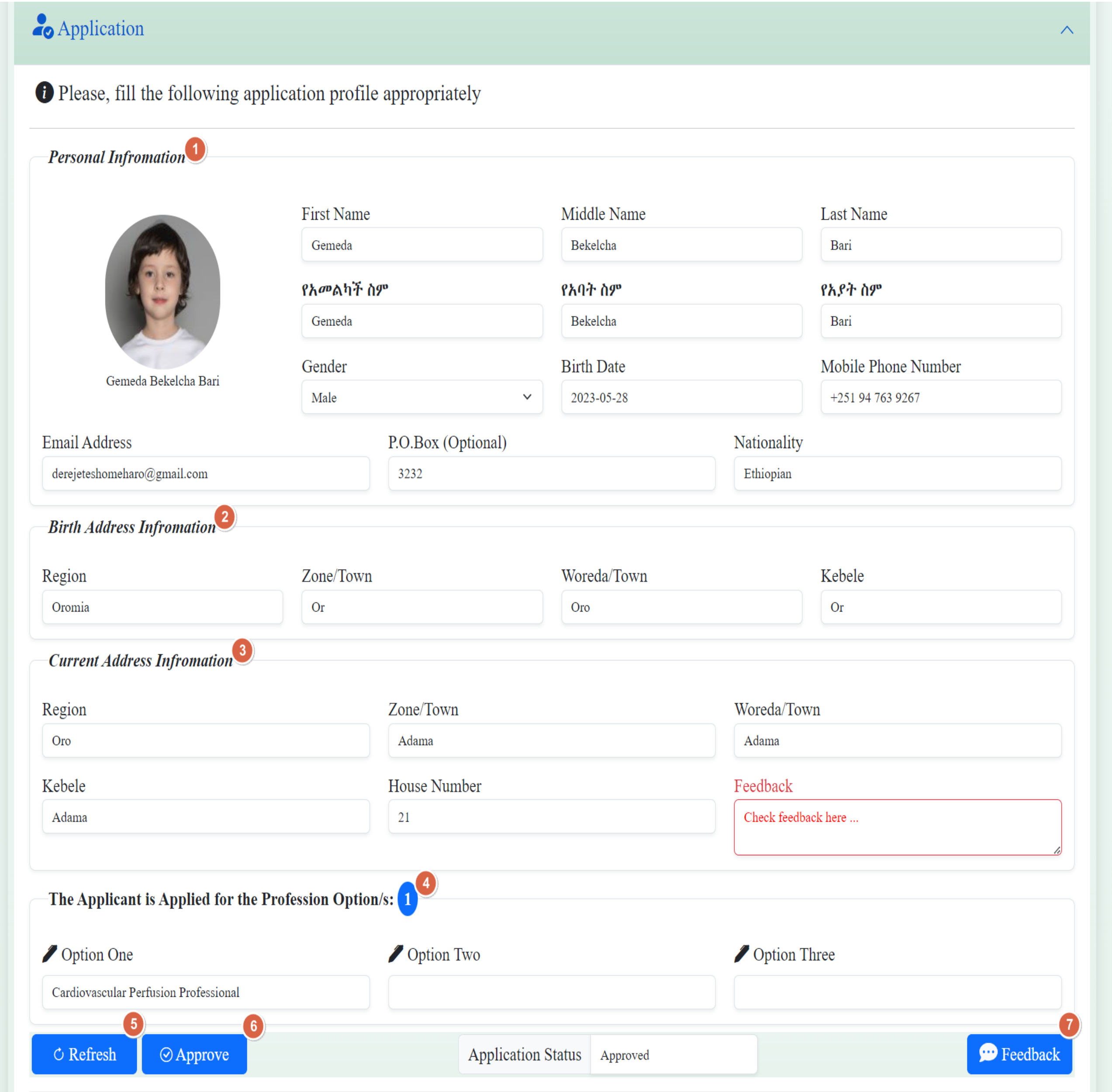


Figure 33: Application Profile

In the above Figure 33 of Application profile under Application item above, the numbered stamps will be described as follows:

1. Personal Information: consists of Full Name of the Applicant (First Name, Middle Name, and Last Name) in English and Amharic, Gender, Birth Date, Mobile Phone Number, email address, P.O.Box, Nationality, and the Photo of the applicant.
2. Birth Address Information: consists of Region, Zone/Town, Woreda/Town, and Kebele of the birth address of the applicant.

3. Current Address Information: consists of the Region, Zone/Town, Woreda/Town, Kebele, and House No. of the current address of the applicant.
4. The Applicant is applied for the Profession Options: lists the number of Profession applied for the Approval.
5. Refresh button is used to refresh the new activities of the system.
6. Approve button is used to approve the list of mandatory documents.
7. Feedback button is used to write the feedback to the applicant.

Steps to approve Application:

1. Click on Application, then the Application profile will be displayed.
2. The Approver can check, review, and give feedback to the application if the application missed some requirements. In this case, the Application status will be "pending".
3. If the Approver skips step 2, the Approver check, and review the application profile such as Personal Information, Birth Address Information, Current Address information, and Application Options and, then approve the Application by clicking on Approve button. Once it is approved, the system will change the Application status to Approved.
4. Click on Close button to close the Confirmation dialog box for Approved successfully.

When Feedback is required

Steps

- Click on Feedback button under Action column, and then dialog box of Feedback on specified document will appear
- Write your feedback in the Feedback text box
- Click on Save button and Feedback Submitted Successfully Confirmation dialog box will appear
- Click on OK button to close the dialog box

> The written feedback will appear automatically in Feedback text box on Application form.

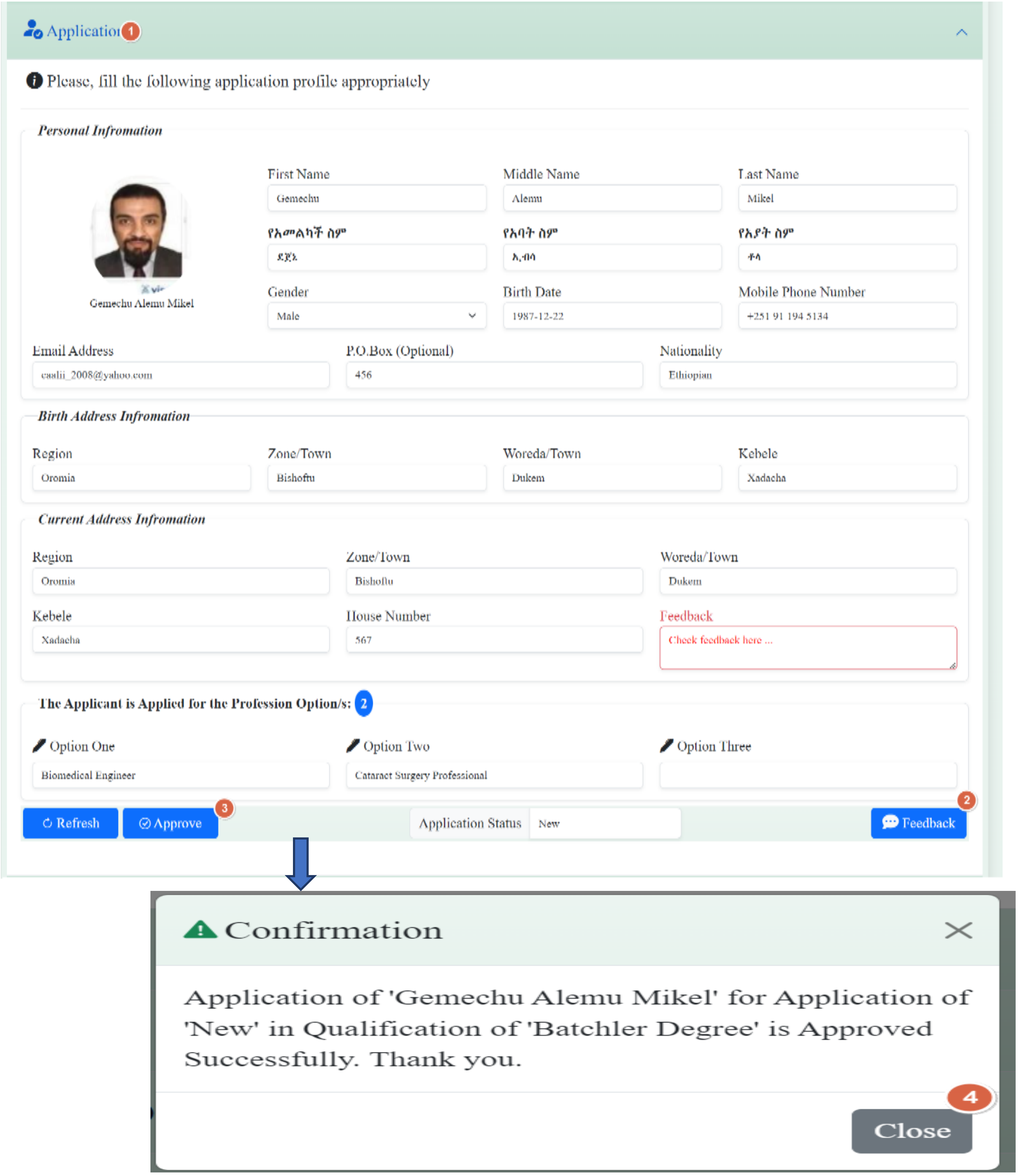


Figure 34: Steps to approve Application

5.1.4. Institution Graduated From

Institutions Graduated From is the lists of institution from where the applicant graduated. It is required for the professional License process, and the list table consists of the following column names which are the University/College Name, Year in G.C (From-To), Qualification (Profession), Description, Status, Feedback and Action. The System can also allow the Approver to write feedback on the given lists of the Institution (s) from which the applicant was graduated. There are features such as search, sort, filter, show entries, and Forward-Backward arrow.

Steps to approve Institution Graduated From:

1. Click on Institution Graduated From, then the Institution/s from which the applicant was graduated will be displayed.
2. The Approver can check, review, and give feedback to the Institution Graduated From.
3. If the Approver skips step 2, the Approver check, and review the Institution from which the applicant was graduated and then approve by clicking on Approve button.
4. Click on Close button to close the Confirmation dialog box for Approved Successfully.

When Feedback is required

Steps

- Click on Feedback button under Action column, and then dialog box of Feedback on specified document will appear
- Write your feedback in the Feedback text box
- Click on Save button and Feedback Submitted Successfully Confirmation dialog box will appear
- Click on OK button to close the dialog box

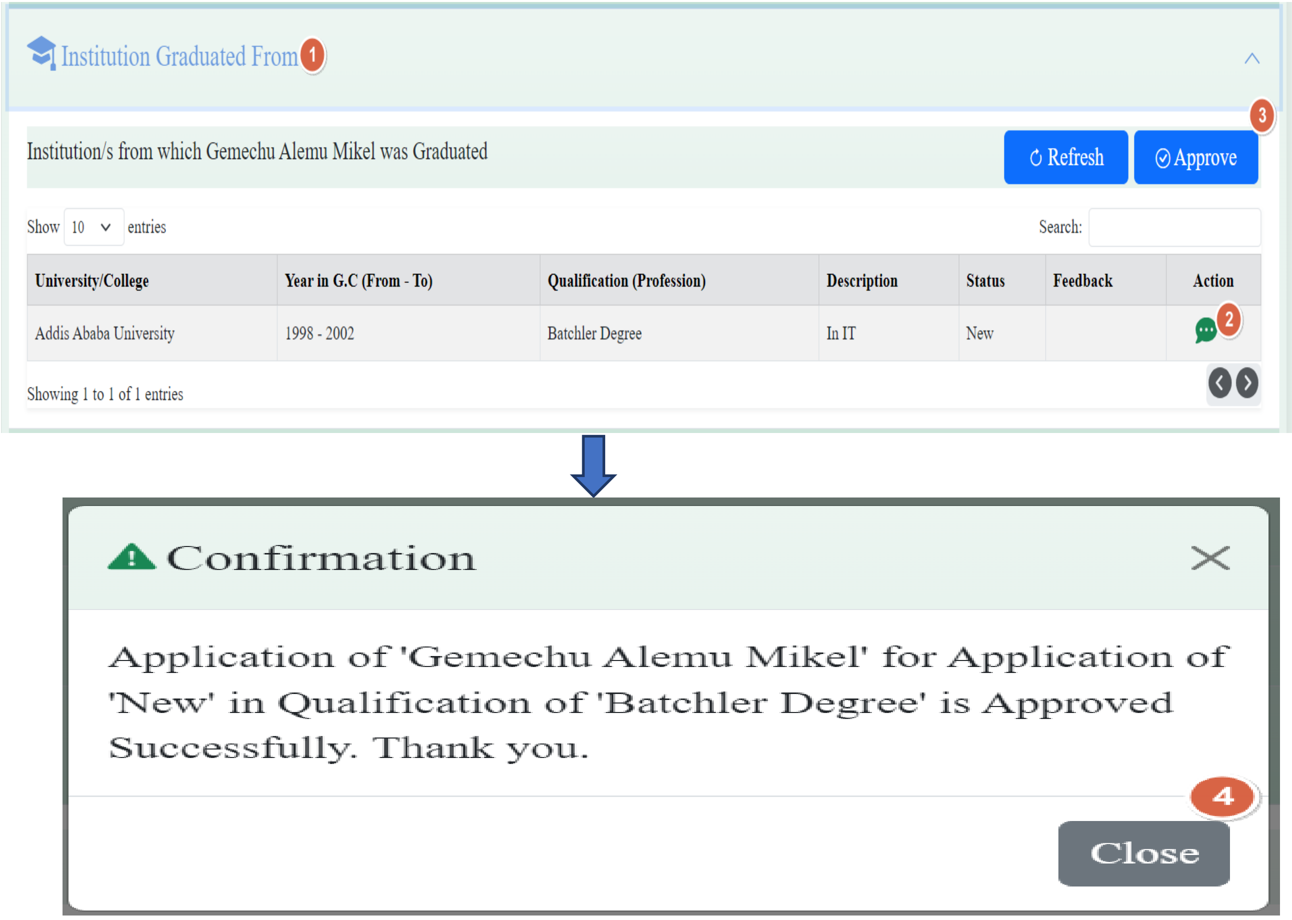


Figure 35: Steps to approve Institution Graduated From

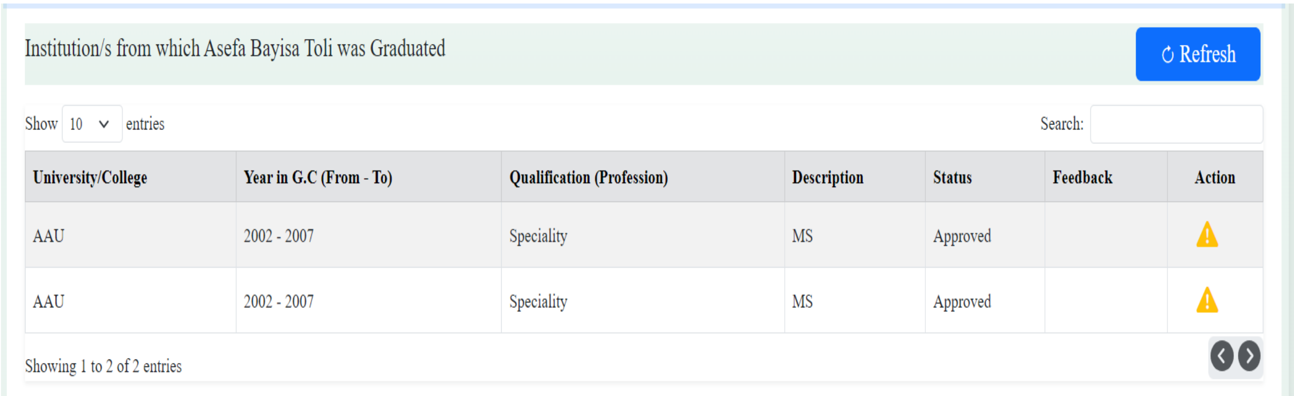


Figure 36: Approved Institution Graduated From

5.1.5. Publication (if there is any)

Publication is the act of making information or stories available to people in a printed or electronic form. In this item, the publication (s) of the applicant will be displayed if the applicant has any publication (s). This item is optional for the Professional License Process. It consists of the column names such as Publication Topic, Publication

Description, Publication Link, Status, Feedback, and Action. There are features such as search, sort, filter, show entries, and Forward-Backward arrow.

When Feedback is required

Steps

- Click on Feedback button under Action column, and then dialog box of Feedback on specified document will appear
- Write your feedback in the Feedback text box
- Click on Save button and Feedback Submitted Successfully Confirmation dialog box will appear
- Click on OK button to close the dialog box

Steps to approve Publication (if there is any):

1. Click on Publication, then publications/s of the applicant will be displayed.
2. The Approver can check, review, and give feedback to Publication/s
3. If the Approver skips step 2, the Approver check, and review the Publication/s of the Applicant and then approve by clicking on Approve button.

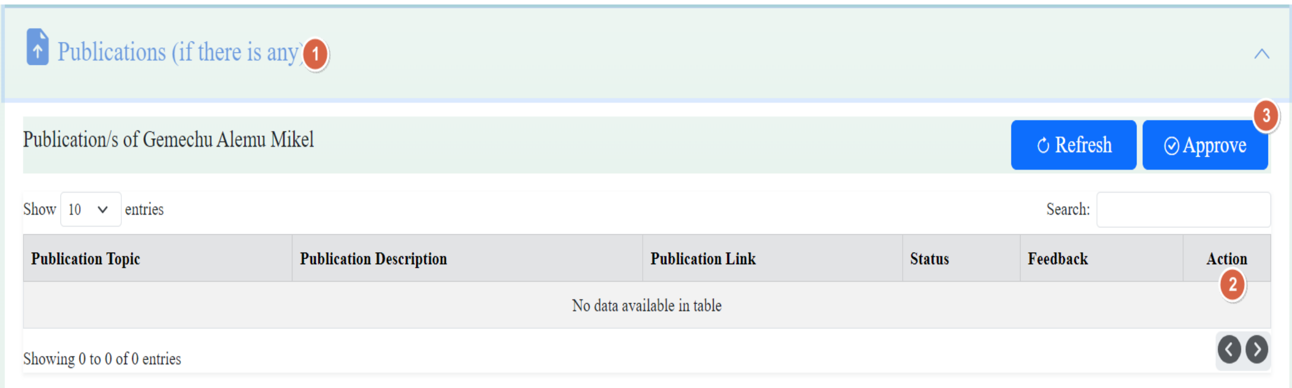


Figure 37: Steps to approve Publication

5.1.6. Additional attachments (if there is any)

Additional attachment is extra documents attached by applicants (if there is any). In this item, the additional attachments of the Applicant will be displayed if the Applicant has additional attachments such as Training Certificate, CPD Training, etc. It contains the column names such as Additional Attachments, Status, Feedback, and Action. There are features such as search, sort, filter, show entries, and Forward-Backward arrow.

Steps to approve Additional Attachments:

1. Click on Additional Attachments, then Additional Attachment/s of the applicant will be displayed.
2. The Approver can check, review, and give feedback to Additional Attachment/s

When Feedback is required

Steps

- Click on Feedback button under Action column, and then dialog box of Feedback on specified document will appear
- Write your feedback in the Feedback text box
- Click on Save button and Feedback Submitted Successfully Confirmation dialog box will appear
- Click on OK button to close the dialog box

3. If the Approver skips step 2, the Approver check, and review the Additional

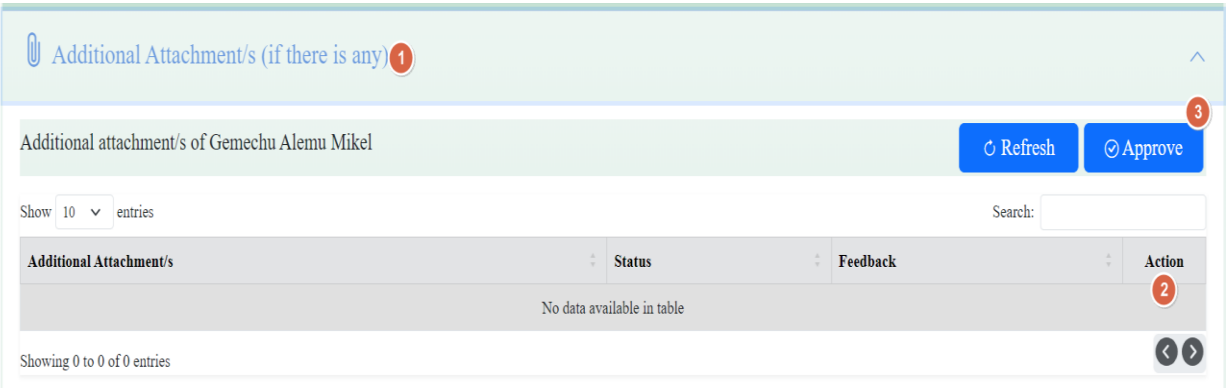


Figure 38. Steps to approve Additional Attachments

Attachment/s of the Applicant and then approve by clicking on Approve button.

5.1.7. Application Approval

The required information will be filled by the officials/approver. In this item, the Application will be checked, and required information will be filled by the officials (Approver). These consist of the item names such as COC Status, CPD (# of CEUs), Registration Number (auto generated), RPL (auto generated), Licensure Exam (Year, Month, List Number), and the number of applications Approved for Registration options (1, 2 or 3) based on the fulfilled requirements.

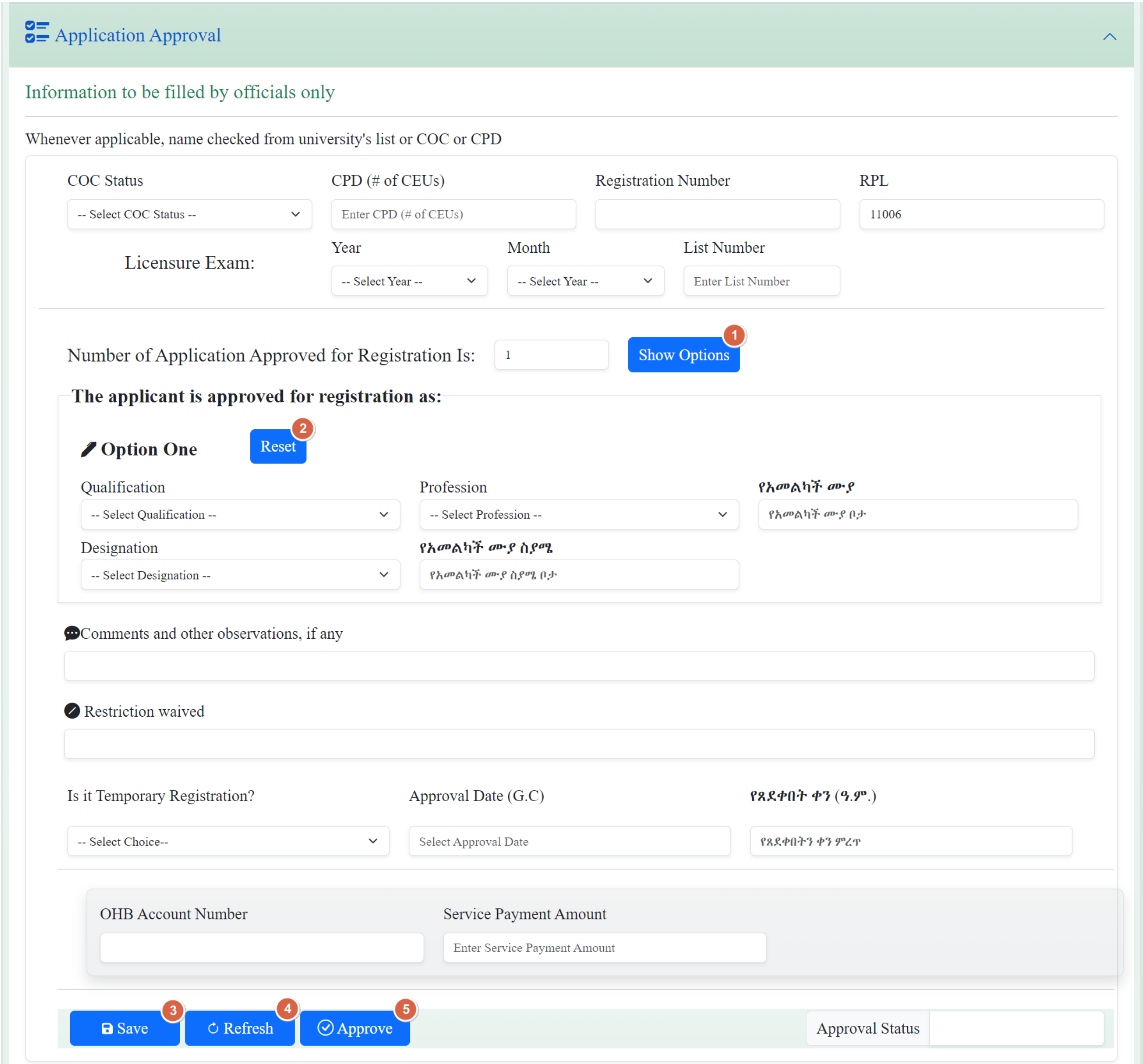


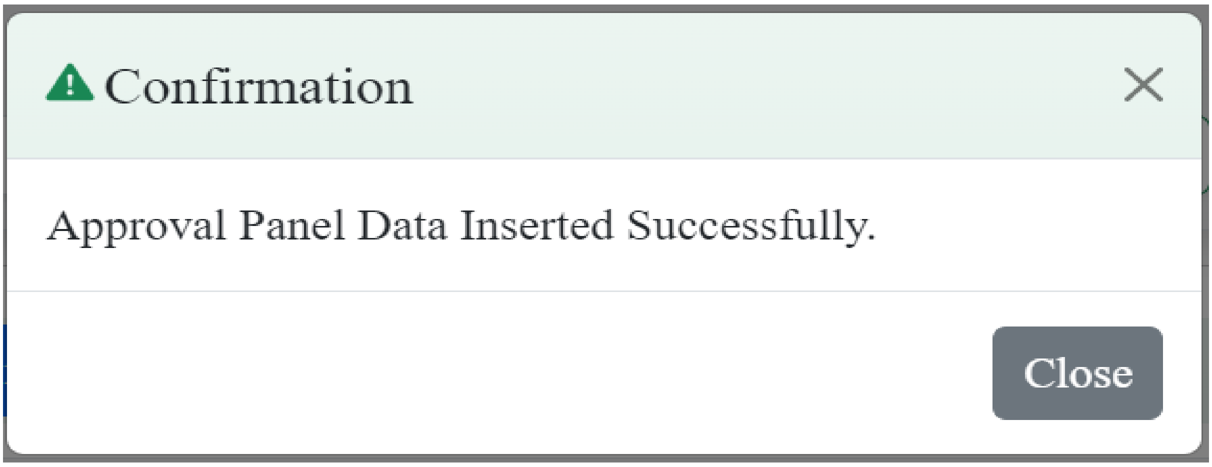
Figure 39. Approval Application environment

In the above Figure 39, the numbered stamps indicate the following:

1. Number of Application Approved for Registration. This can be 1 or 2 or 3 options.
2. This button is used to remove the selection made by the Approver
3. The Save button is used to store the filled/selected data to the database
4. Refresh button to refresh new activities done to the system
5. Approve button to approve the application of the applicant

Steps to approve an application are:

1. All required item names should be checked/filled/ selected by the Approver.
2. When the number of applications Approved for registration options is selected, the approver will choose the Qualification, Profession, and Designation for the applicant based on the number of selected option/s.
3. Moreover, the Approver should fill/select the "Is its Temporary Registration?", Approval Date in G.C and E.C.
4. The Approver should also decide and fill the service payment amount in ETB.
5. After steps 1-4 are filled and reviewed, the Approver should save by clicking on Save Button and then, the Confirmation dialog box for Inserted Successfully will be displayed and click on Close button to close it. In this case, the Application Status will be changed to new.



6. The Approver approves by clicking on Approve button, and then, the Application Status will be changed to Approved.

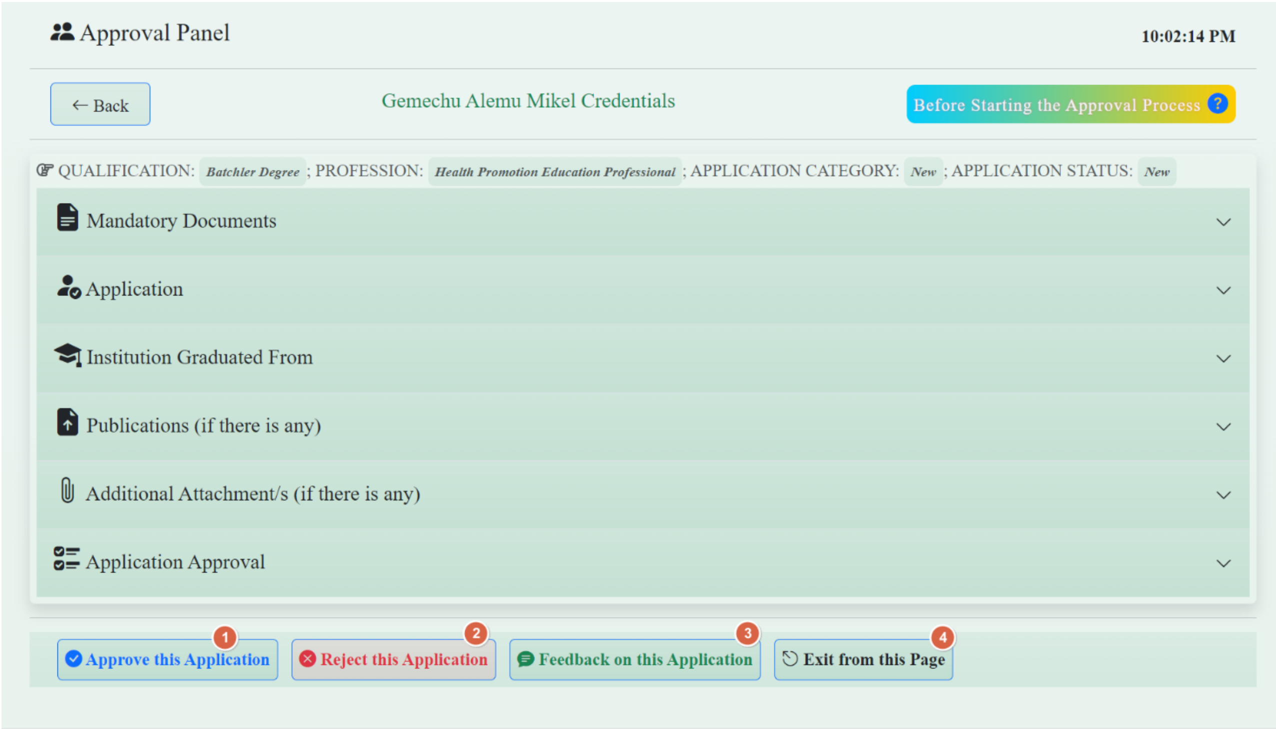
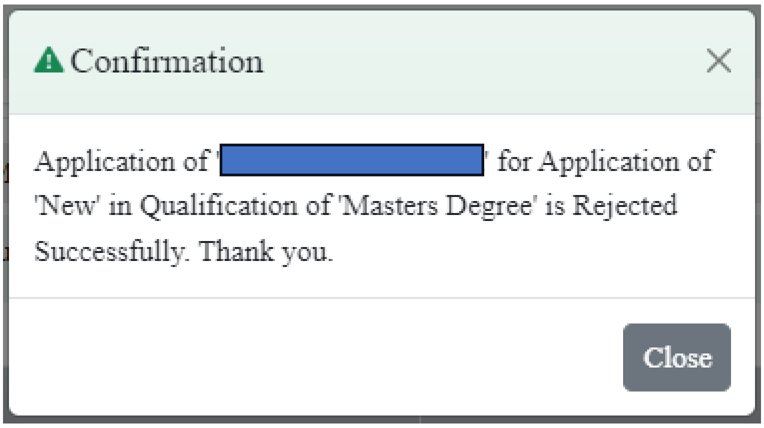


Figure 40: Button to approve/reject/give feedback to an application

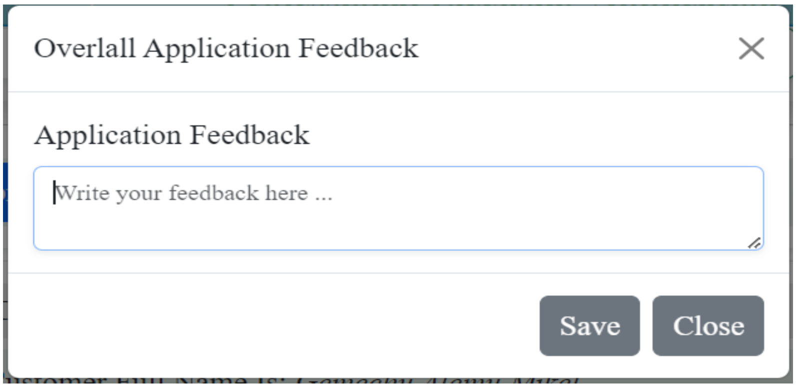
If each of the required items such as Mandatory Documents, Application, Institution Graduated From, and Application Approval are approved, the Approval can click on the Approve this Application button to approve the application. The following dialog box will be displayed.

If Approver click on the Reject this Application button to reject the application, Are you sure to reject this application dialog box will appear. Then click on OK button to proceed or Cancel button to cancel. When you click on OK button, the following dialog box will be displayed.

The Approve can write the reason for Application rejection and click on Save button to store it. Then Application Rejected Successfully dialog box will appear.



An Approver can give feedback by clicking on Feedback on this Application button. Then the following dialog box will be displayed. The Approver can write feedback and click on Save button to save it.



The Approver can exit this page by clicking on Exit from this Page button.

Chapter Summary

This chapter discusses the functionalities of Approval Panel which contains help button on Application Requirements, Mandatory documents, Application, Institution Graduated From, Publication, Additional attachments, and Application Approval. In this chapter, the required items are Mandatory Documents, Application, and Institution Graduated From and others are optional.

Chapter Six: Zone/Town/City Reviewal panel

Chapter description

This chapter describes how previous license and designation letter attached for professional license renewal/upgrade to HRMIS by reviewer (Zone/Town/City regulatory experts) to facilitate further processing by customer/applicant and approver.

Chapter Objective

The primary objective of this chapter is to enable participants on how to attach applicants previous license or designation letter for renewal/upgrade.

Time/Duration: 7:30 hr

Enabling objectives

By the end of this chapter participants will be able to

- Demonstrate how to receive previous licenses &/or designation letter from applicants, attach, fill approval type and approve for Professional License Return
- Explain how to view pending, approved and licensed upgrades/renewals

Chapter Outline
6.1. Reviewal Panel
6.1.1. Upgrade/Renewals Eligible for Reviewal
6.1.2. Pending upgrades/renewals
6.1.3. Approved upgrades/renewals
6.1.4. Licensed upgrades/renewals

6.1. Reviewal Panel

Reviewal Panel is an item where Zonal/Town/City Regulatory experts (Reviewers) can receive previous license/designation letter from applicants, review and attach to HRMIS system to enable further processing by client and approver. For applicants not previously licensed by the system, they need to be registered as new so that their profile will be captured in the HRMIS system and reviewers will add the applicant using **Add New Customer** button by searching from sign up lists for renewal/upgrade, attach applicant previous license/designation letter, fill reviewer personal information and approve. Reviewers can view list of licensed professionals in their catchments.

6.1.1. Upgrade/Renewals Eligible for Reviewal

License Upgrade means an extension of existing professional status/the license scope on the basis of an existing license while License Renewal stands for the action of extending the period of validity of license.

Upgrade/renewals eligible for reviewal item shows list of applicants (who previously registered in the system) eligible for renewal/upgrade. Those applicants who want to renew license/upgrade license at hand that has not been licensed by the system previously, they need to be registered as new so that their history will be captured in the HRMIS system and reviewers expected to add the applicant using Add button by searching sign up lists for renewal/upgrade and follow subsequent steps.

Reviewers can view applicant full name (in English & Amharic), Application Category (Renewal, Upgrade, Replacement), Issuance Date, Expiry Date, State (Active/Inactive) and approve under List of Eligible Professional Licensing Customers for Update/Renewal table. Reviewers/regulatory experts at Zone/Town/City will collect previous license/letter of designation from applicants, review and attach to HRMIS to enable further processing by applicants and OHB regulatory staff/approvers. Once reviewer attached applicants' previous license/letter of designation, he/she can view pending upgrades/renewals, approved upgrades/renewals and licensed upgrades/renewals.

Reviewer can update previous license attached and also his/her profile under Edit column of Pending Upgrades/Renewals table till processing approved by Approver.

Steps to upgrade/renewals eligible for approval by reviewer:

- Write 196.188.171.42 URL on any browser address bar
- Click on Agree to proceed
- Common Homepage will be displayed & then click on get started button
- Sign in to HRMIS using your username and password
- Reviewer Homepage will appear
- Click on Next button

- You will get your Zone/Town/City name joined with Reviewal Panel (eg Reviewal Panel-West Shewa Zone)
- Click on Upgrades/Renewals Eligible for Reviewal.
- List of eligible professional licensing customers for upgrade/renewals in your respective organization will be displayed (if the applicants were already registered in the system).
- Search to search list of eligible customers for renewal/upgrade. Search/look for the applicant in need of upgrade/renewal from the list using search text box. Write email of applicant in search box and hit enter to filter.
- Click on file button under approve to attach previous license
- Attach previous license/designation letter in PDF format
- Select approval type (Upgrade/Renewal) from drop down box
- Enter your full name, position, email, phone number and remark if any
- Click on approve to enable further processing by approver at OHB and applicant
- After you click on approve, confirmation pop up message appears
- Click on Close button to close
- Sign out to exit from the system
- Refresh used to refresh the page
- Forward-Backward arrow button to move to next page/back to previous page

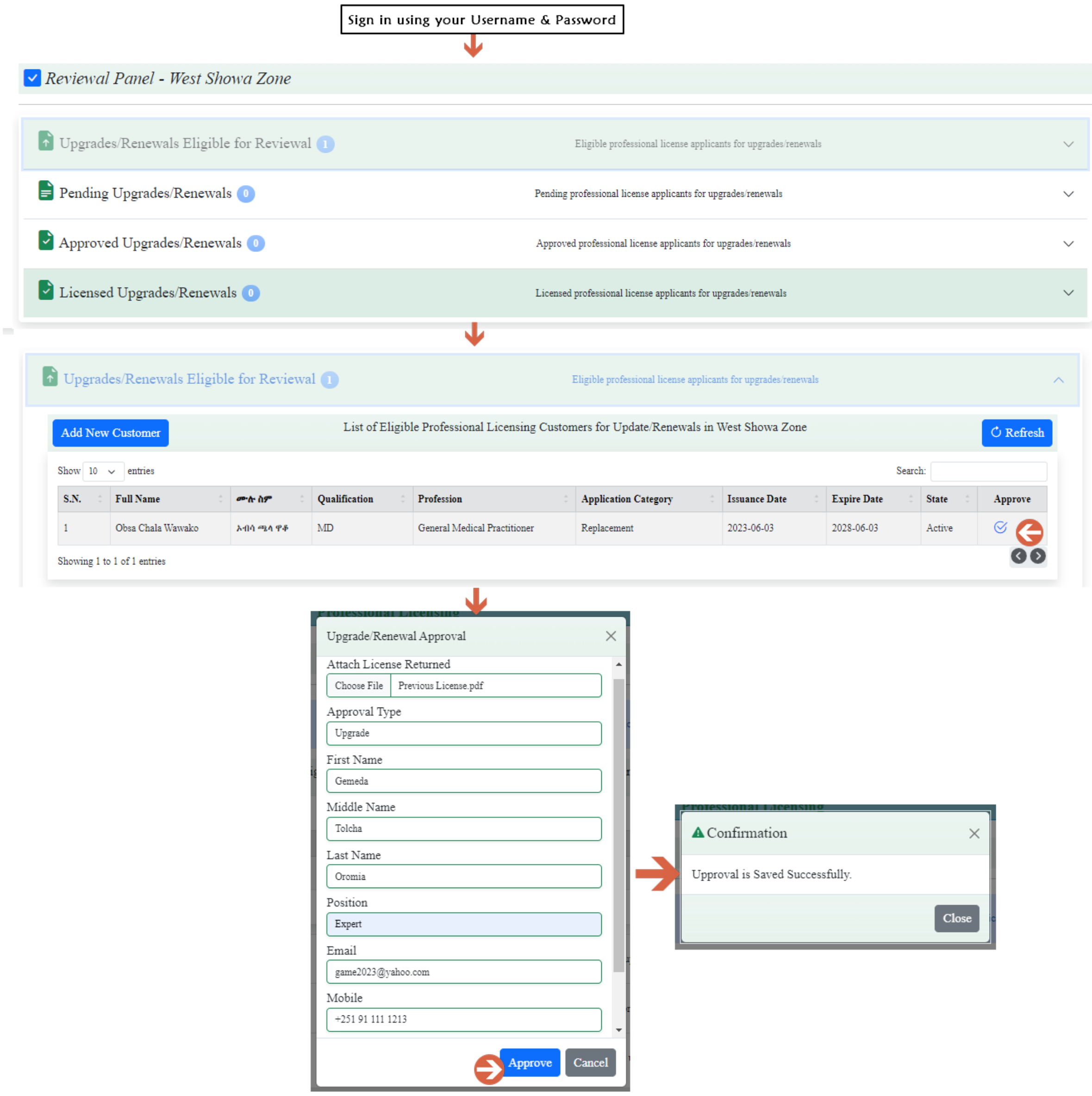
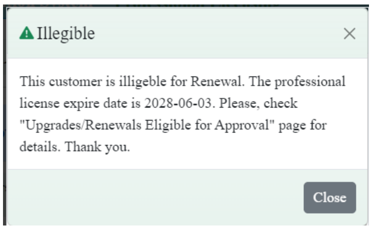


Figure 41. Steps to attach applicant previous license for Upgrade/Renewals

If renewal is selected and professional license expiry date not yet ineffective; it will not accept the process and pop-up illegible message.



Badges/Number encircled with blue 3 shows number of active items.

The reviewer section might be terminated in the near future when the system matures.

Steps to upgrade/renewals by reviewers for applicants not previously licensed by the HRMIS system

- For applicants not previously licensed by the system, they need to be registered as new so that their profile will be captured in the HRMIS system and reviewers expected to add the applicant using **Add New Customer** button under Upgrades/Renewals Eligible for Reviewal item by searching from sign up lists for renewal/upgrade, attach applicant previous license/designation letter, fill reviewer personal information and approve.

Activity 4: Demonstration

Demonstrate how to attach client previous license/designation letter & approve it for applicants previously licensed by HRMIS system (10 minute)

Demonstrate how to attach client previous license/designation letter & approve it for applicants not previously licensed by HRMIS system (10 minute)

Time allowed: 20 minutes

6.1.2. Pending upgrades/renewals

Pending upgrades/renewals means awaiting decision regarding upgrades/renewals. Here reviewer/s at Zone/Town/City level can view list of Pending Professional Licensing Customers for Update/Renewals (applications not yet approved by Approver and /or customer not yet started processing Professional License processing). Reviewer can view full name (both in English & Amharic), Qualification, Profession, Approval Type, Returned License, Zone/Town Approval Status, OHB Approval status, Customer status and Edit under List of Pending Professional Licensing Customers for Update/Renewals table.

6.1.3. Approved upgrades/renewals

Approved upgrades/renewals are an applicant's document that has been reviewed & approved. Approved upgrades/renewals mean officially agreed. The reviewer/s can view approved applications.

Reviewer can view full name (both in English & Amharic), Qualification, Profession, Approval Type, Returned License, Zone/Town Approval Status, OHB Approval status, Customer status and Details under List of Approved Professional Licensing Customers for Update/Renewals table.

6.1.4. Licensed upgrades/renewals

Licensed upgrades/renewals mean officially permitted (act of making an official document). The reviewer/s can view licensed upgrades/renewals.

Reviewer can view full name (both in English & Amharic), Qualification, Profession, Approval Type, Returned License, Zone/Town Approval Status, OHB Approval status, Customer status, Issuance Date, Expiry Date, License State and Details under List of Licensed Professional Licensing Customers for Update/Renewals table.

<u>Upgrade and renewal processing from applicant and approval perspective</u>

As it was clearly stated above, the applicant needs to visit Zone/Town/City in his/her catchment in person to submit previous license to facilitate subsequent Professional License Processing.

The client/applicant will process his/her license by signing in to HRMIS using his/her username and password once Zonal/Town/City regulatory experts attached his/her previous license/designation letter to the system.

Steps to process license for upgrade and renewal by applicant

- Visit Zone/Town/City in person and return previous license/designation letter to zonal/town/city regulatory experts to enable them attach to the system
- Once returned previous license attached to the system by Zone/Town/City, the applicant needs to sign in using his/her own username and password
- After signing in to the system, the applicant can access Customer workspace which has 4 items under it

- Application category
- Application History
- Payment processing
- License generating

- Click on Application category. Under application category 3 items activated
  - Upgrade application to process for upgrade or renewal application to renew license
  - Letter of Designation to process for designation
  - Replacement (Lost/Damaged) Documents Application to process for replacement
- Click on upgrade application to process for upgrading, renewal to process for renewal, replacement to process for license replacement, Letter of Designation to process for designation. When you click on either upgrade/renewal/replacement application (which appear based on applicant need), the following 5 items displayed
  - Mandatory documents: to attach required documents
  - Application where personal information & others captured
  - Institution graduated from
  - Publications (if any)
  - Additional documents (like certificate & others if any)
- Click on Help (?) to view documents required to attach

- Click on add new under mandatory documents to attach documents
- Click on choose files & attach. After you attached the documents click on save button to save
- Click on Application tab and fill the following information
  - Personal information
  - Attach latest 3x4 photo (3.5KB to 4KB JPEG/JPG format)
  - Birth address information
  - Current address information

- Select application option/s from show option drop down menu (1, 2, 3)
- Click on save button to store information

♥ Click on Institution graduated from item

♥ Click on add new and fill requested fields under institution graduated from as needed

♥ Click on save button to store information

♥ Click on publications and add new to attach your publications (if any)

♥ Click on additional documents and add new to attach your additional documents (if any)

♥ Finally click on sign and apply

The approver at OHB level will investigate all the above documents of applicants and approve based on applicants' information. He/she order payment. Then the applicant made payment and attach receipt by clicking on Payment processing tab after the approver order payment under customer workspace.

Once payment made by the applicant, the approver at OHB review the receipt attached by applicant, write feedback (if needed) and approve payment under approver workspace.

After payment approved by approver, the applicant needs to directly go to customer workspace and click on generate license.

Steps the applicant follows to process professional license for upgrade/renewal after applicants' previous license/designation letter attached to the system by reviewer are illustrated below.

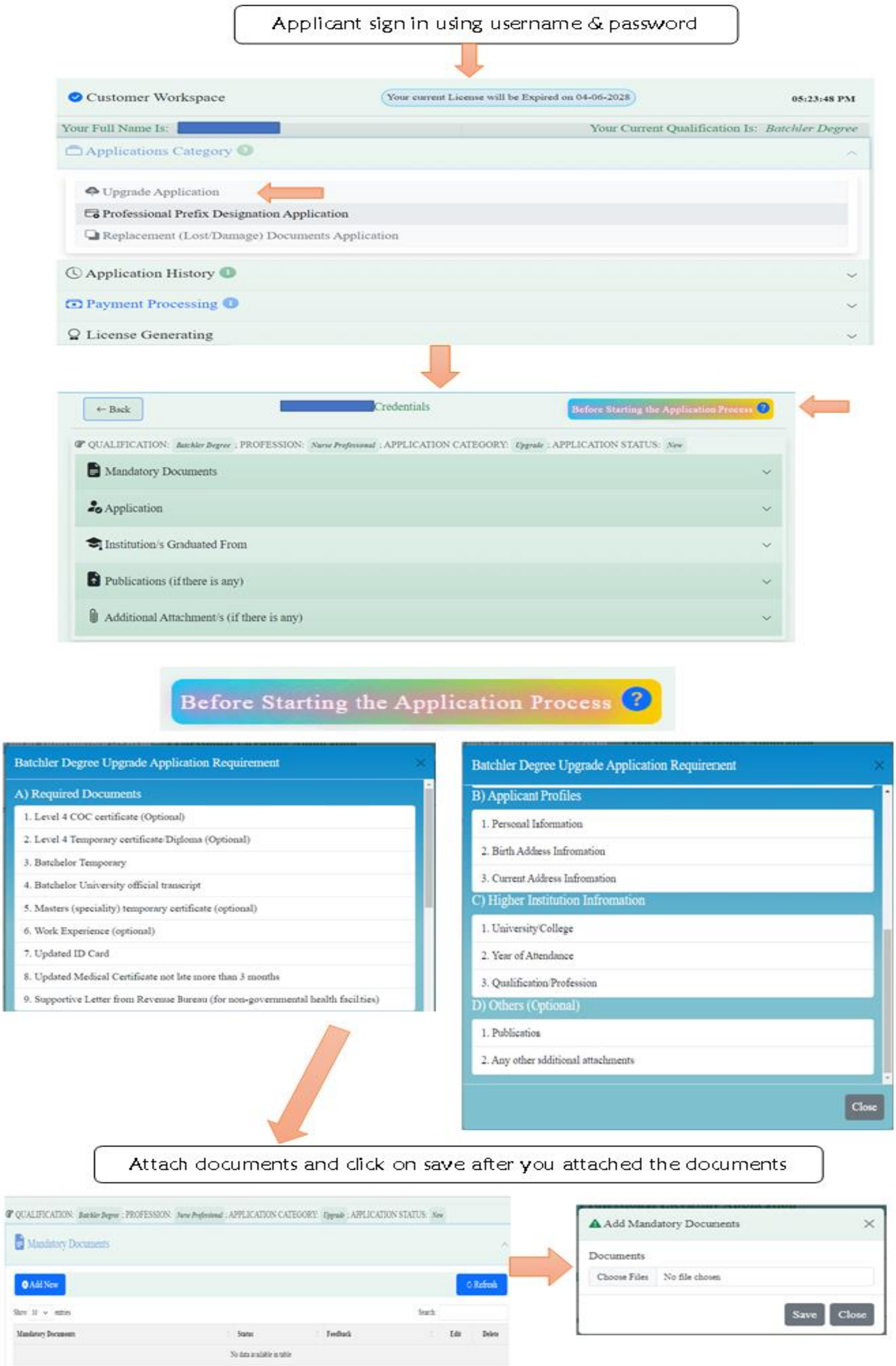


Figure 42. Steps to attach Mandatory documents for Upgrade/Renewal by applicant

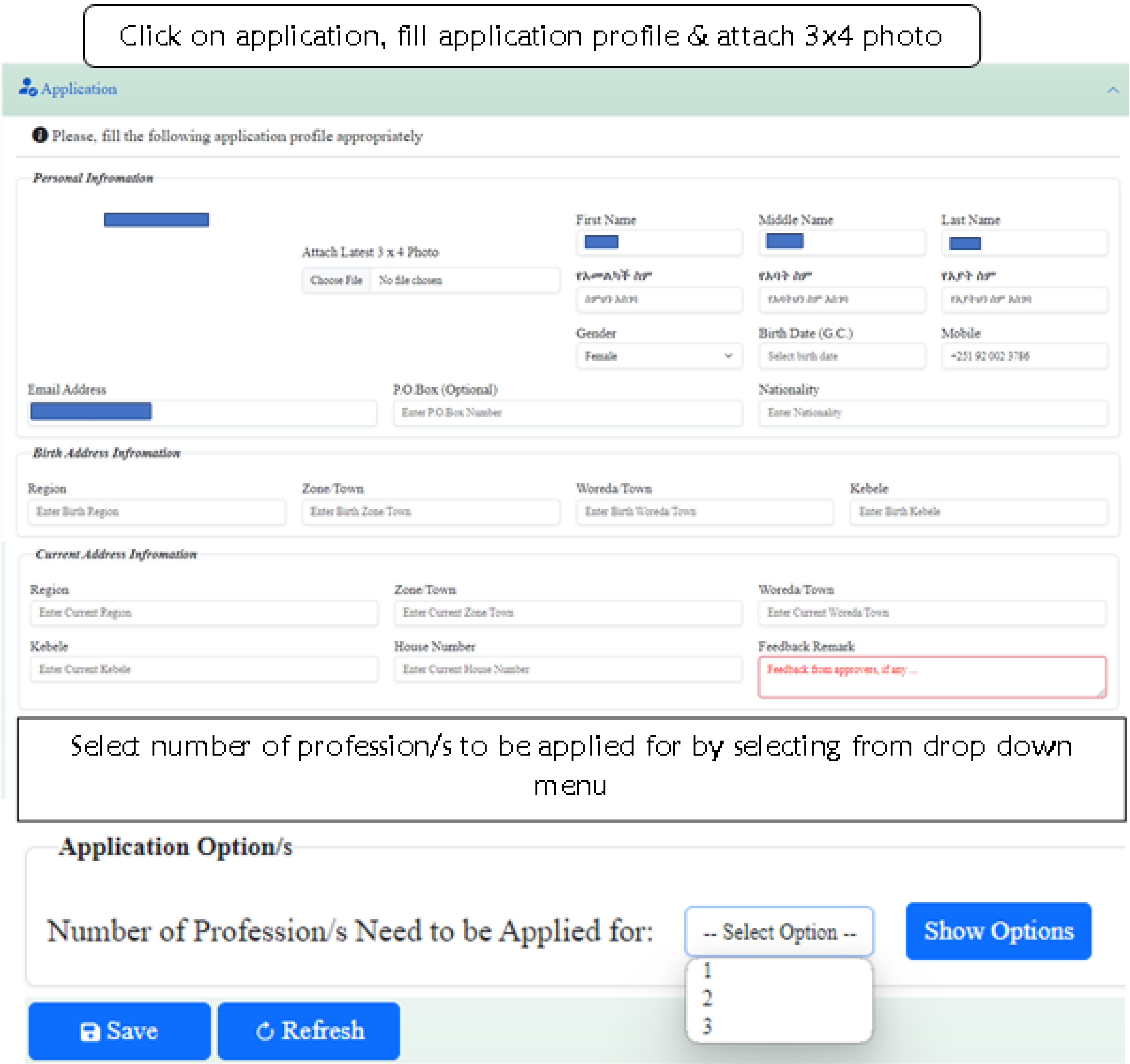


Figure 43. Steps to add application profile & attach photo for Upgrade/Renewal License by applicant

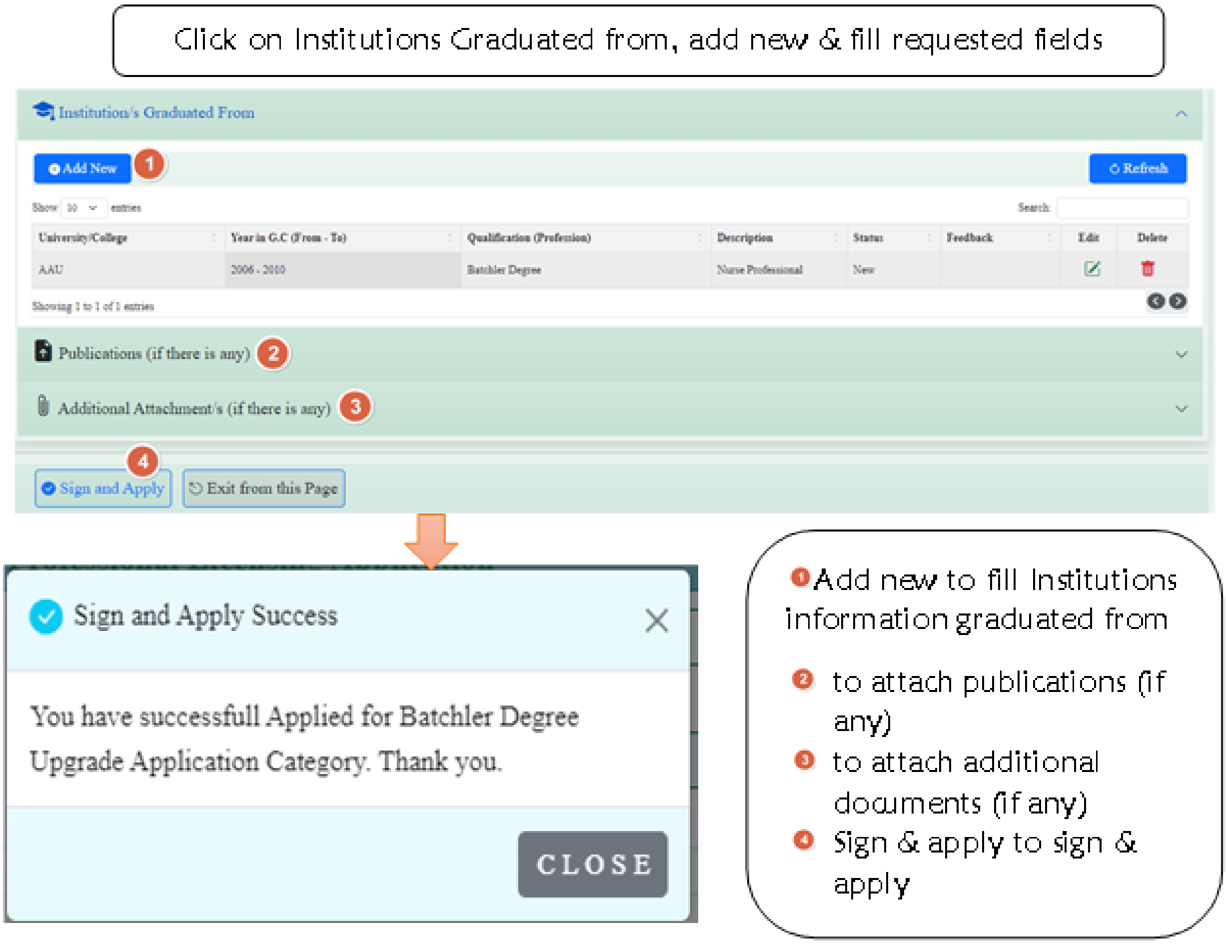


Figure 44. Steps to fill Institutions Graduated from, attach Publications, Additional Documents, Sign and Apply

Activity 5: Role play

Be in three (Applicant, Reviewer and Approver) and demonstrate one upgrade license processing using documents shared on resource tab (Case Scenario)

Time allowed: 60 minutes

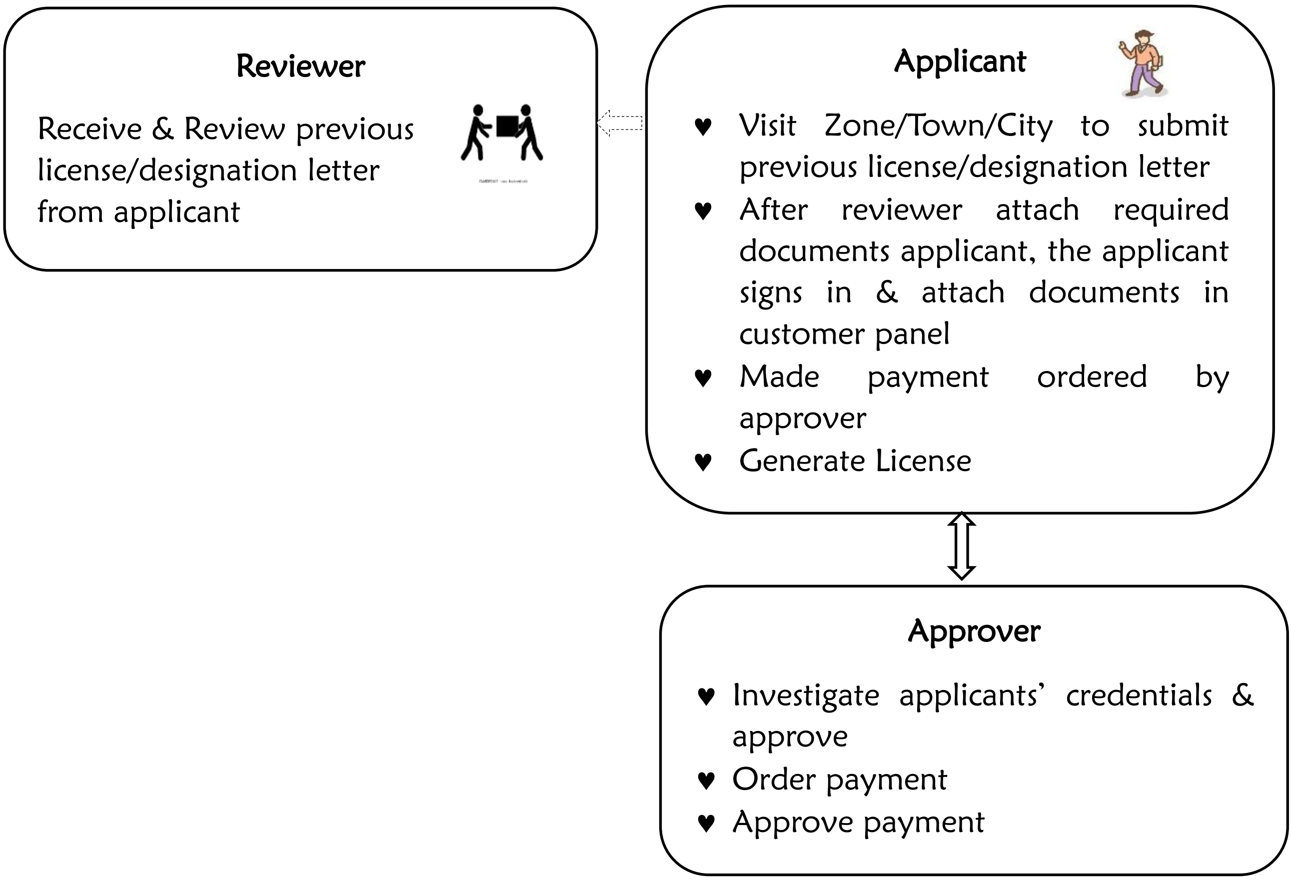


Figure 45.Flow diagram showing professional license renewal/upgrade

Chapter Summary

Reviewers at Zone/Town/City level can receive previous license/designation letter from applicants, review and attach to HRMIS system using their own username & password to enable further processing by client and approver. For applicants not previously licensed by the system, they need to be registered as new so that their profile will be captured in the HRMIS system and reviewers will add the applicant using Add button by searching from sign up lists for renewal/upgrade, attach applicant previous license/designation letter, fill reviewer personal information and approve. Reviewers can view list of licensed professionals in their catchments.

Chapter Seven: Common settings

Chapter description

This chapter describes different common system related settings includes User Settings, Signer Settings, Zone/Town Settings. Profession Settings and Current Profession Settings.

Chapter Objective

The primary objective of this chapter is to enable participants get familiar with Common Settings, its components and understand their respective functionalities.

Time/Duration: 4 hr

Enabling objectives

By the end of this chapter participants will be able to

- Explain common system specific settings and their functionalities
- Describe user settings, hierarchy settings, profession settings, current profession settings, signer settings and stamp/seal settings.
- Demonstrate how to access and manipulate the most common system settings.

Chapter Outline
7.1. Overview of Common System Settings
7.1.1. Definition of common system settings
7.1.2. Accessing common system settings and its components
7.2. User Settings
7.2.1. Definition of users
7.2.2. Accessing user settings
7.2.3. Creating new user account
7.2.4. Editing and updating user account
7.2.5. Deleting user account
7.2.6. Disable/Enable Users
7.2.7. Changing user privilege
7.3. Hierarchy Settings
7.3.1. Definition of hierarchy
7.3.2. Accessing Zone/Town Setting

7.1. Overview of Common Settings

	**Activity 1: Individual Reflections** Read the below question and reflect your response to the large group • What are the major components of Common Settings? Time: 5 minutes

7.1.1. Definition of Common Settings

Common Settings are different application modules pertinent to core system settings which is managed only by system root or admin user. It's where users, signers, hierarchies, stamp/seal and professions are to be set. Basic authentication and authorization which include users' role delegation and users' status (active/inactive) are set under this module.

7.1.2. Accessing Common Settings and its components

Common Settings are accessed through the following steps.

Steps

1. Sign in as **root/admin**

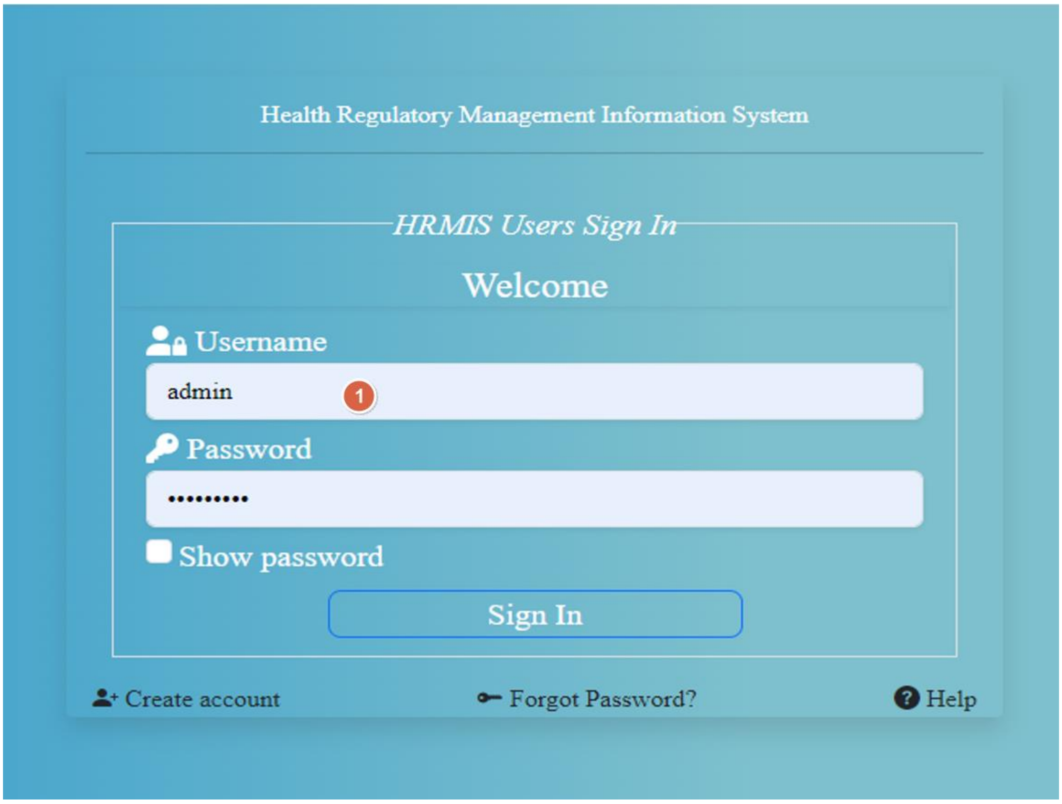


Figure 46: Sign in Page

2. Go to Apps Menu
3. Click on Settings

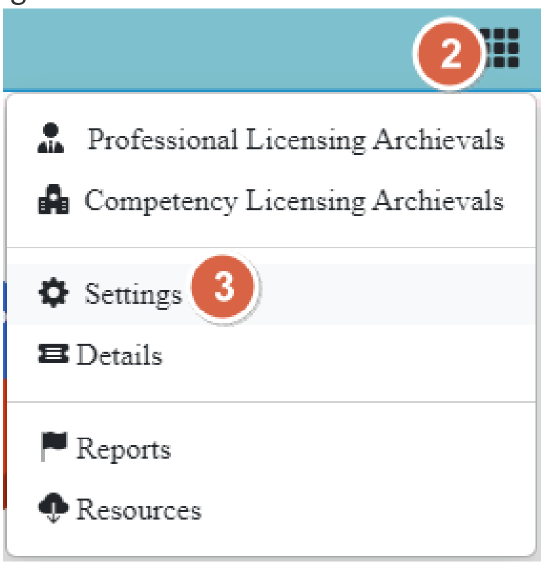


Figure 47: Apps Menu

4. Common Settings

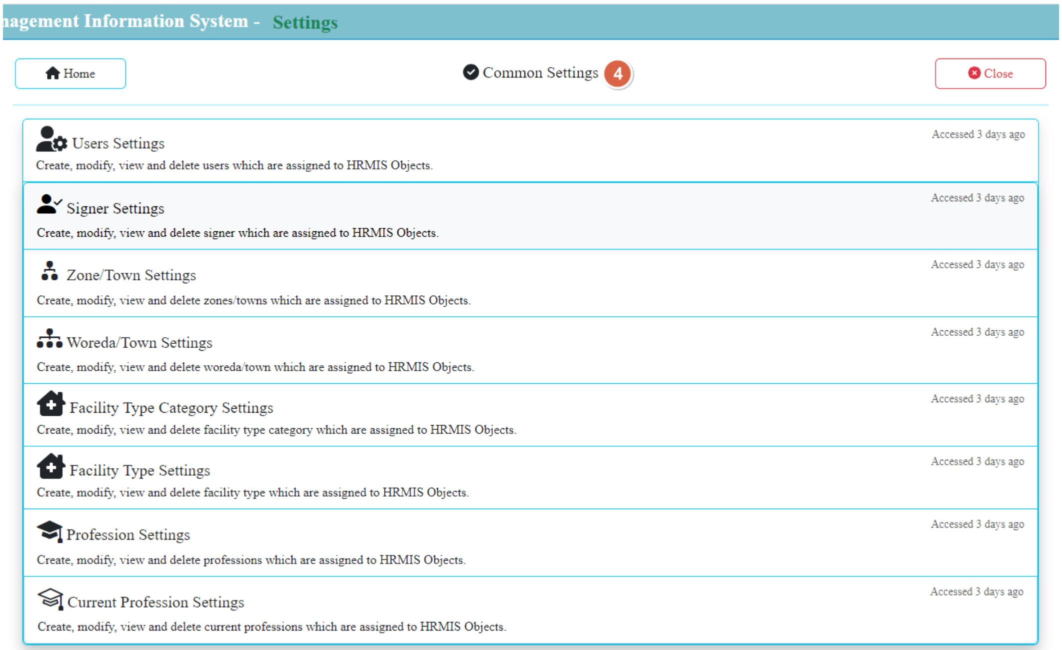


Figure 48: Common Settings

The **Settings** page contains User Settings, Signer Settings, Stamp/Seal Settings, Zone/Town Settings, Profession Settings, Current Profession Settings.

The other Settings such as Woreda/Town Settings, Facility Type Category Settings, Facility Types Settings are not relevant to Professional Licensing Module of HRMIS. These settings are pertinent to Competency Licensing Module of HRMIS.

7.2. User Settings

User Settings is an item where all HRMIS related settings are set, configured, implemented, edited and updated, and deleted.

7.2.1. Definition of Users

User is any privileged (authorized and authenticated) individuals to access, configure and/or use HRMIS. Users include health professionals, OHB Health Regulatory Directorate Staff, Zone/Town Health Regulatory Staff and other stakeholder. Every user has role and status.

HRMIS users have the following roles:

Table 2: Users Roles and their Description

No	Role	Description

No	Role	Description
1.	root	Has inclusive and overall system management and control
2.	admin	Next to root user, admin has also inclusive role with some restrictions. For instance, admin cannot change user name and has no access to root privileged modules.
3.	user	Users are roles defined only for data clerks working on digitization of hardcopy professional licenses achieved on shelf at OHB level. These users can access only professional licenses archival and their own profile and account.
4.	approver	Approvers are roles defined for OHB Health Regulatory Directorate staff to access application from guest (applicant) users (health professional at different level seeking professional licenses) to certify (give license) by reviewing all necessary and relevant documents and application. These users can access both archival and online professional licenses and their own profile and account settings. They can also access resources, details, actions, reports and Zone/Town approval status.
5.	reviewer	Reviewers are roles defined for Zone/Town Health Regulatory Experts who manage return of hardcopy professional license/Designation Letter and attachment of the scanned document onto HRMIS for guests (applicants) and approvers to proceed license processing. They can also add illegible applicants who has not licensed by the system yet. These users have access right to only their respective Zone/Town, reports of their respective Zone/Town. Resources, their own profile and account settings.
6.	Guest (Applicant)	Guests are roles defined for Health Professionals who are in need of professional document irrespective of time and space. They are authorized only to manage their own user account as well as their own profile and account settings. They also have a privilege to generate their respective license, designation letter and letter of good standing after approval.
7.	partner	Partners are roles defined for internal or external customers who have interest in HRMIS. These may include NGOs, AID Organizations, other Regions, and so on.

7.2.2. Accessing User Settings

	**Activity 2: Individual Reflections** Read the below question and reflect your response to the participants ● Explain steps to access User Settings and functionality of each item. Time: 7 minutes

In order to access User Account as root/admin, follow the next steps.

Steps

1. Click **Apps Menu**
2. Select **Settings**
3. Open **User settings**

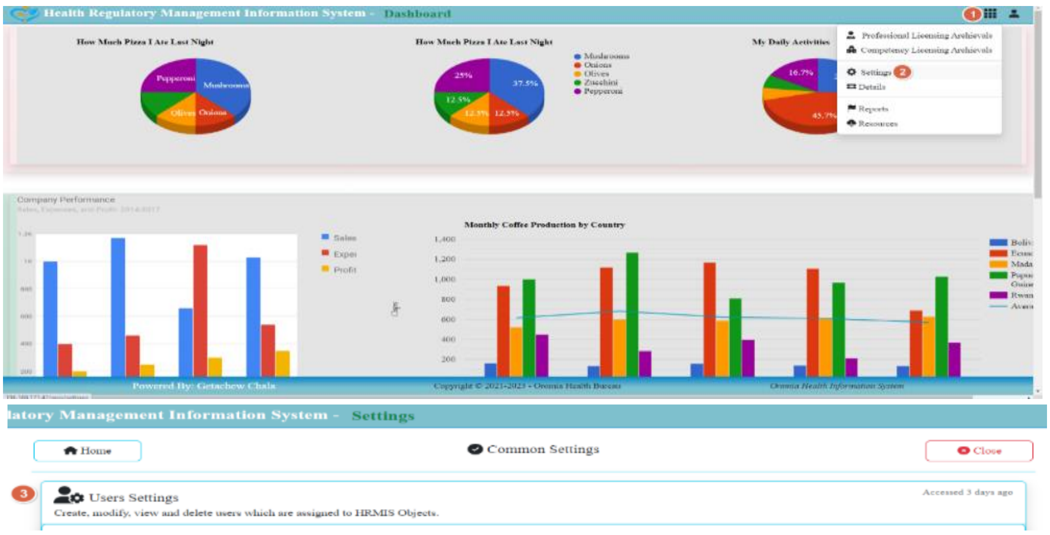


Figure 49: Steps to Access User Settings

7.2.3. Creating New User Account

In order for any user to have been authenticated and authorized, first, the user should be created and has to be given role and status. This procedure works only for users with non-guest role.

Steps:

1. Click on **User Settings**
2. Click on **Add New**
3. **Fill** all forms accordingly
4. Click on **Save**

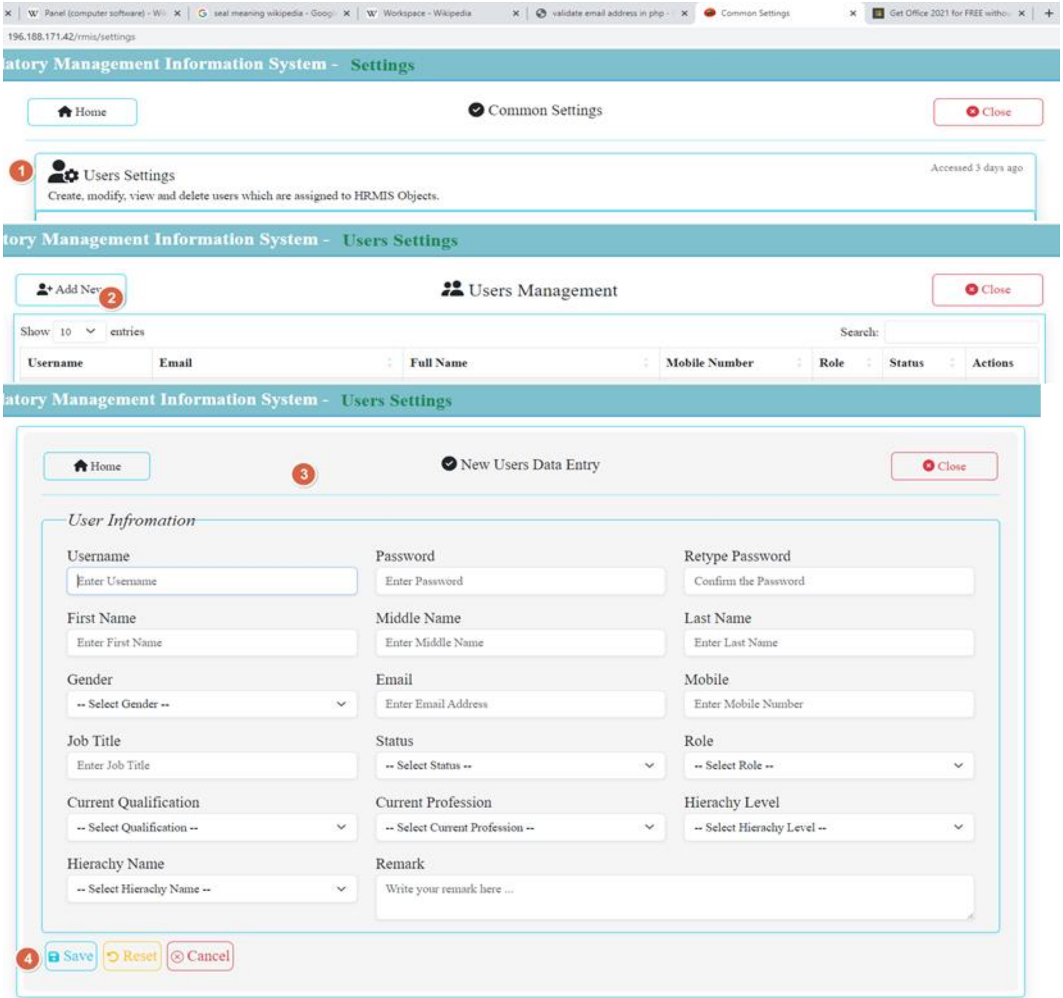


Figure 50: Steps to Create New User Account

7.2.4. Editing and Updating User Account

Sometimes, user account editing and updating may be required so that the following steps are important.

<u>Steps</u>

1. Open **User Settings**
2. Click on **Actions** button under Actions Column
3. Click on **Edit**
4. **Edit** the fields accordingly
5. Click on **Update**

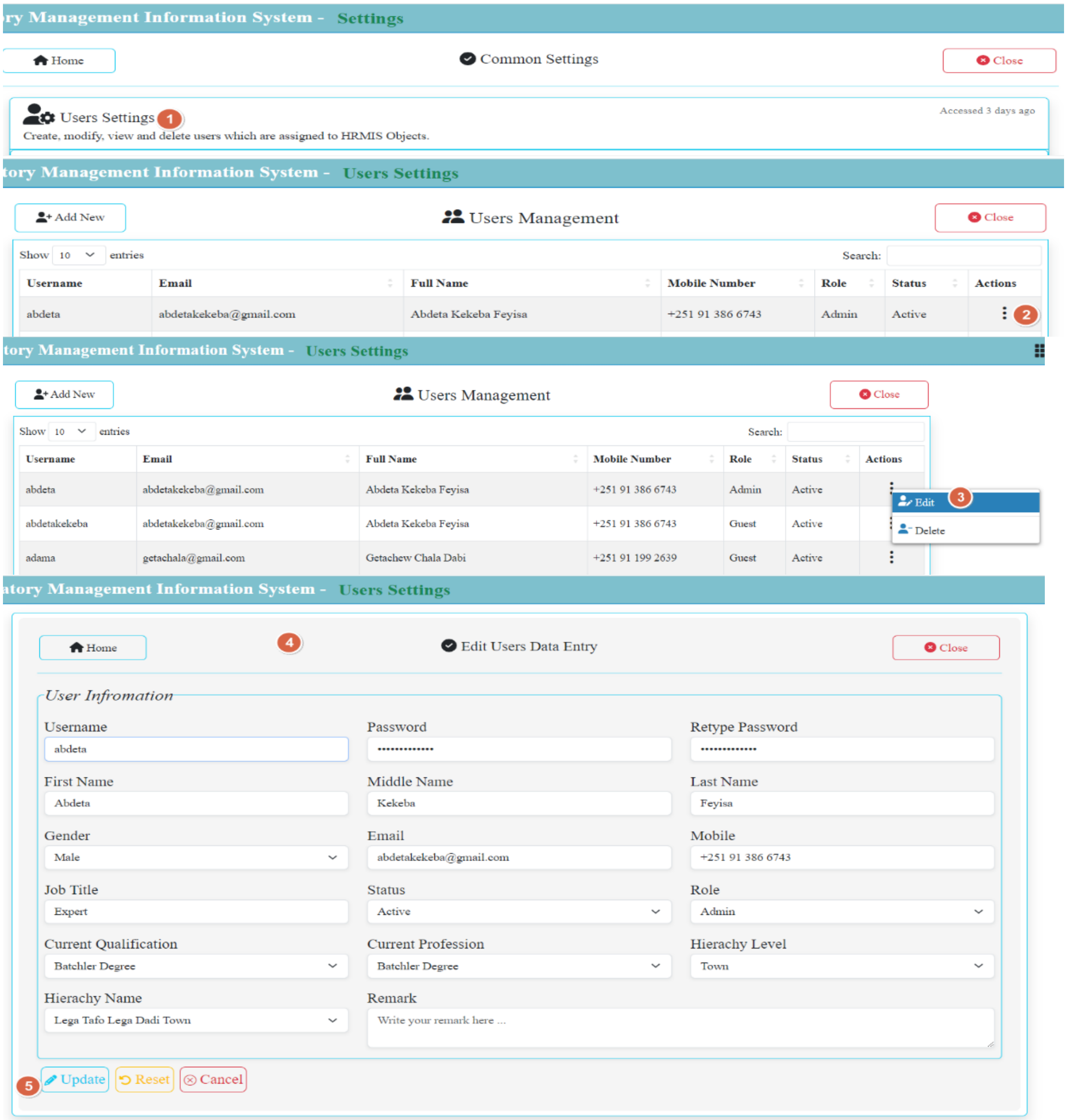


Figure 51: Steps to Edit and Update User Account

7.2.5. Deleting User Account

Even if it's not recommended, sometimes, user account may be deleted. In order to delete user, follow the following steps:

Steps:

1. Open **User Settings**
2. Select Actions button under Actions column
3. Select **Delete**
4. Click on **Ok**

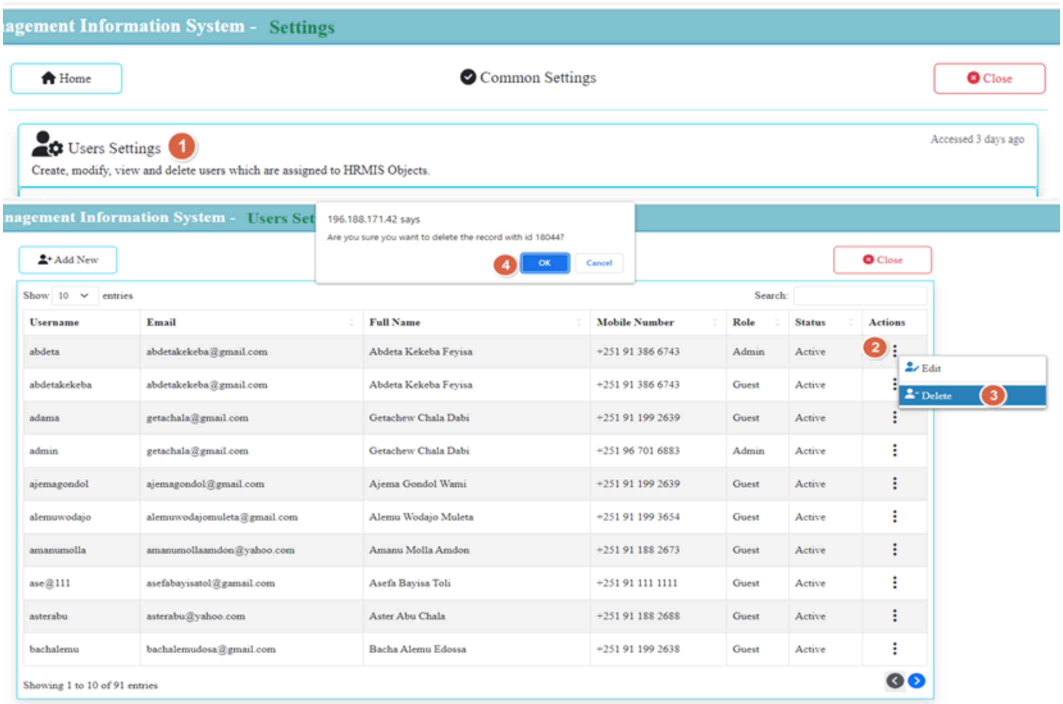


Figure 52: Steps to Delete User Account

7.2.6. Disable/Enable User

Users with guest role are active by default. However, users can be disabled or enable based on HRMIS user management policy. Enabling and/or disabling users is performed by root or admin users. Enabled users are **active** users and disabled users are **inactive** users. To enable/disable user, follow the following steps.

<u>Steps</u>:

1. Open **User Settings**
2. **Search** for your you want to enable/disable
3. Click on **Actions** under Action column
4. Select **Edit**
5. Got to **Status** and select either **Active** or **Inactive**
6. Click on **Update**

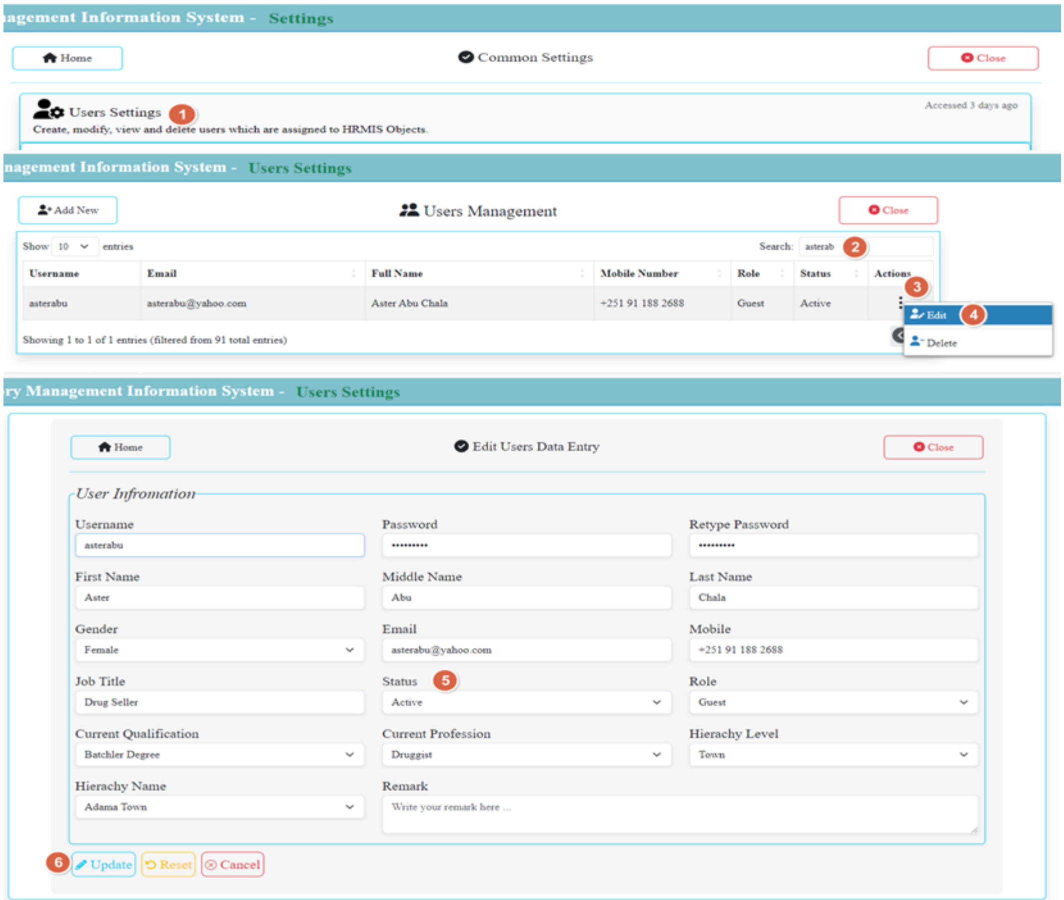


Figure 53: Steps to Enable/Disable User Account

7.2.7. Changing User Privilege

Privilege is a role given to HRMIS users either by default or by system administrators. Health professionals who are seeking professional license, designation letter and letter of good standing create their account by signing up into the system are privileged as guest by default. However, others who have interest with the HRMIS should be given privilege as per their role and interest on the system and these accounts are created by system administrators. Once a user has been privileged to some role, her/his role (privilege) can be changed by system administrators. In order to change user privilege, follow the following steps:

Steps:

1. Open **User Settings**
2. **Search** for user you want to change privilege
3. Click on **Actions** button under Action column
4. Click on **Edit**
5. Select **Role** you need to change
6. Click on **Update**

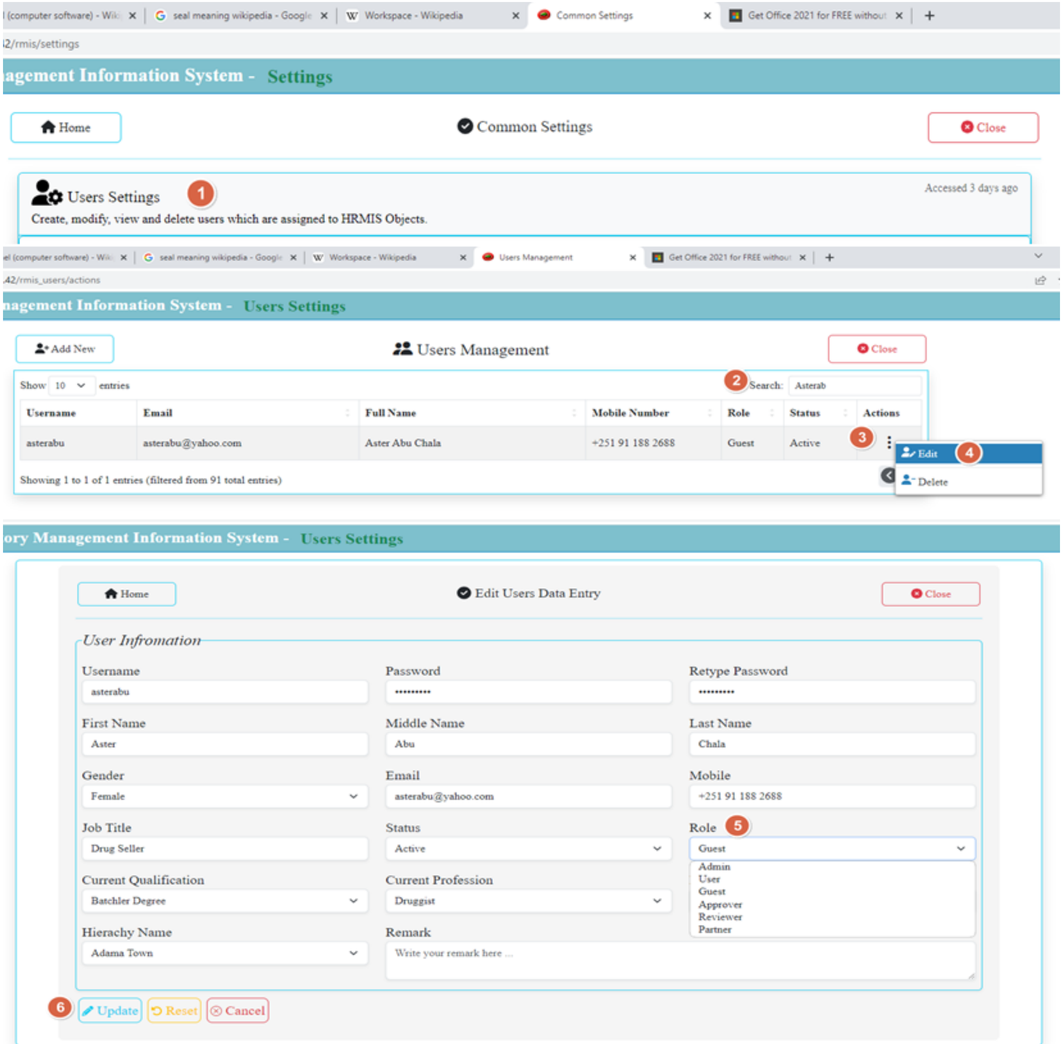


Figure 54: Steps to Change User Privilege

	Activity 3: Demonstration Demonstrate how to create, edit, update, delete, authenticate and authorize users from User Settings. Time: 30 Minutes

7.3. Hierarchy Settings

7.3.1. Definition of Hierarchy

Hierarchy is an arrangement of items (objects, names, values, categories, etc.) that are represented as being "above", "below", or "at the same level as" one another [3].

In HRMIS, hierarchy is links of OHB with Zones, Towns, Woredas, Health Facilities and other internal and external stakeholders either directly or indirectly, and vertically or horizontally.

For the concern of HRMIS's Professional Licensing, OHB and Zones/Towns are considered as hierarchy.

7.3.2. Accessing Zone/Town Settings

Zone/Town setting is where Zones/Town are added, edited and updated, and deleted.

<table>
<tr>
<td></td>
<td>

Activity 4: Individual Reflections

Read the below question and reflect your response to the participants

- Explain steps to access Zone/Town Settings and functionality of each item.

Time: 7 minutes
</td>
</tr>
</table>

Follow the next steps to access Zone/Town Settings.

<u>Steps</u>:

1. Open **Zone/Town Settings**
2. Then, Zone/Town Setting will be activated

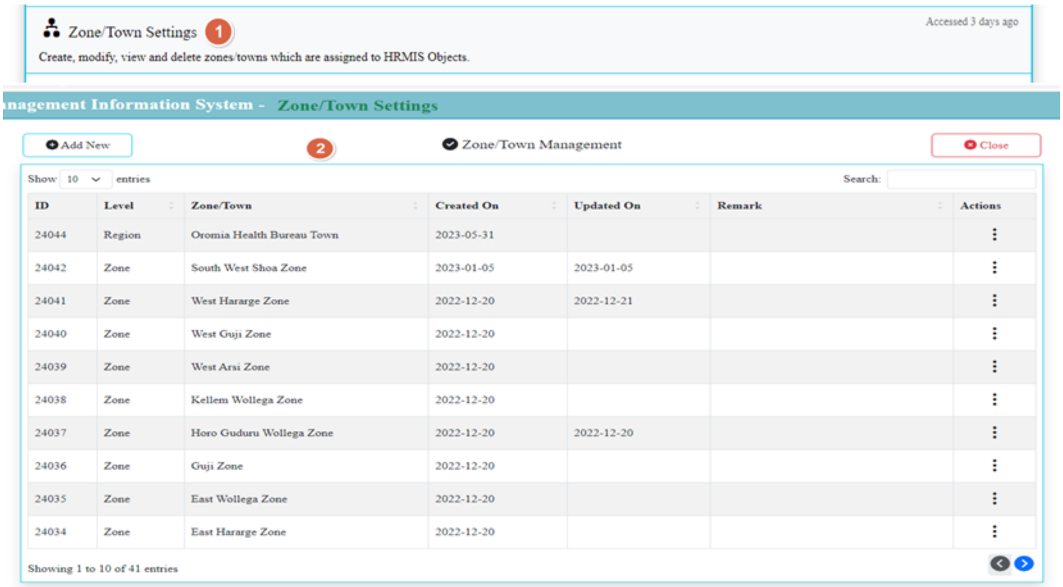


Figure 55: Steps to Access Zone/Town Settings

7.3.3. Adding New Zone/Town

Hierarchy management is very significant in any digital system operation. Hierarchy is the where dimension of HRMIS. Hence, adding new Zone/Town, pertinent to this system, is very significant. To add New Zone/Town, follow the next steps.

Steps:

1. Open **Zone/Town Settings**
2. Click on **Add New** button
3. **Fill** all required fields
4. Click on **Save** button

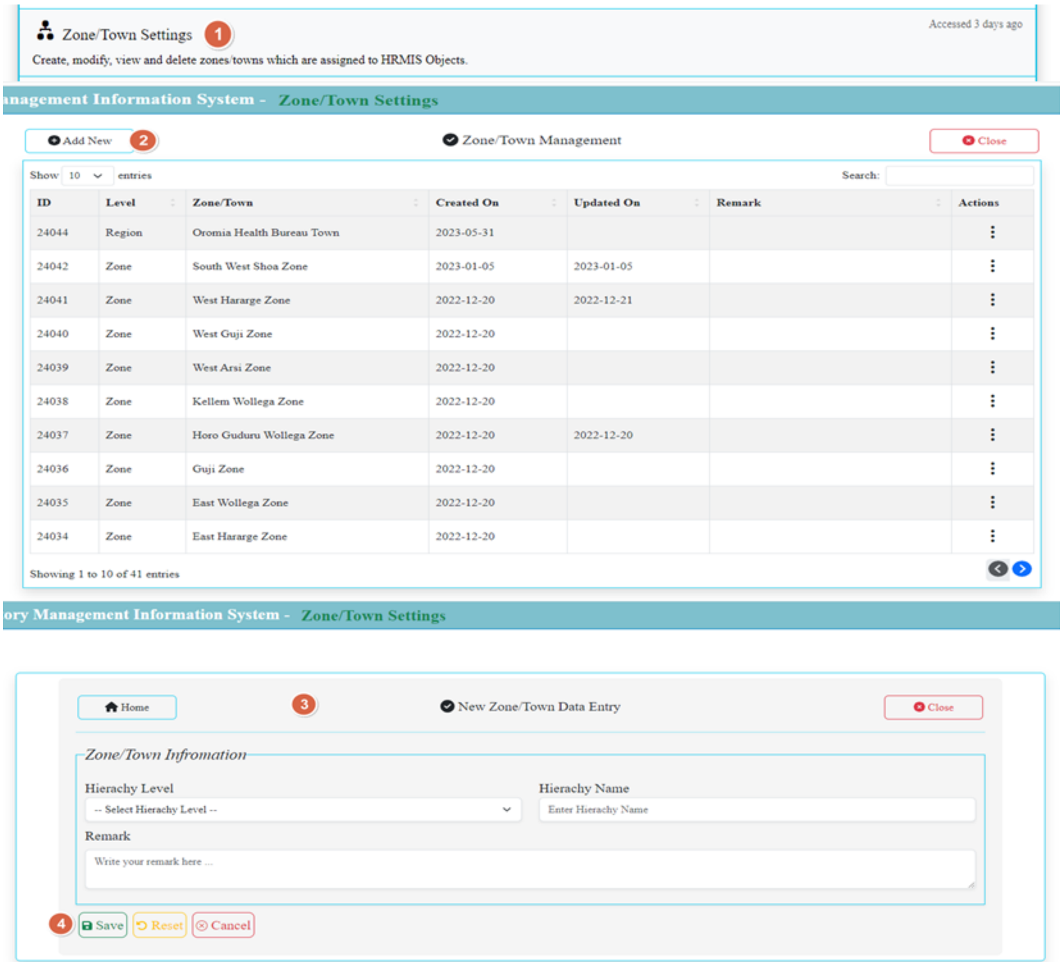


Figure 56: Steps to Add New Zone/Town

7.3.4. Editing and/or Updating Zone/Town

Editing and updating hierarchies is very essential. You only can edit one hierarchy at a time. You can follow the following steps to edit and update the hierarchies pertinent to HRMIS.

Steps:

1. Open **Zone/Town Settings**
2. **Search** for hierarchy you want to edit
3. Click on **Actions** button under Action column
4. Click on **Edit**
5. Edit **fields** you want to update
6. Click on **Update**

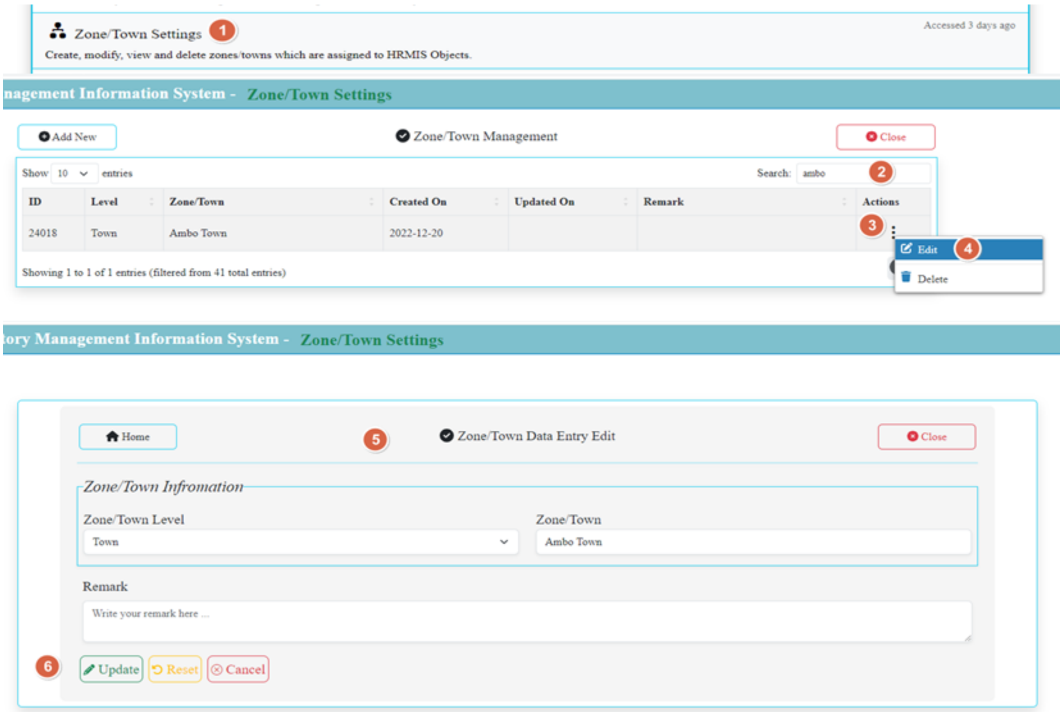


Figure 57: Steps to Edit and Update Zone/Town

7.3.5. Deleting Zone/Town

Sometimes, you may require to delete hierarchies which cascades to all related objects. You only can delete one hierarchy at a time. Follow the following steps to delete hierarchies.

	Deleting hierarchy is not recommended so that it requires curious caution while deleting Zone/Tow.

Steps:
1. Open **Zone/Town Settings**
2. Search for item you want to delete
3. Click on Action button under Action column
4. Click on Delete
5. Click on OK

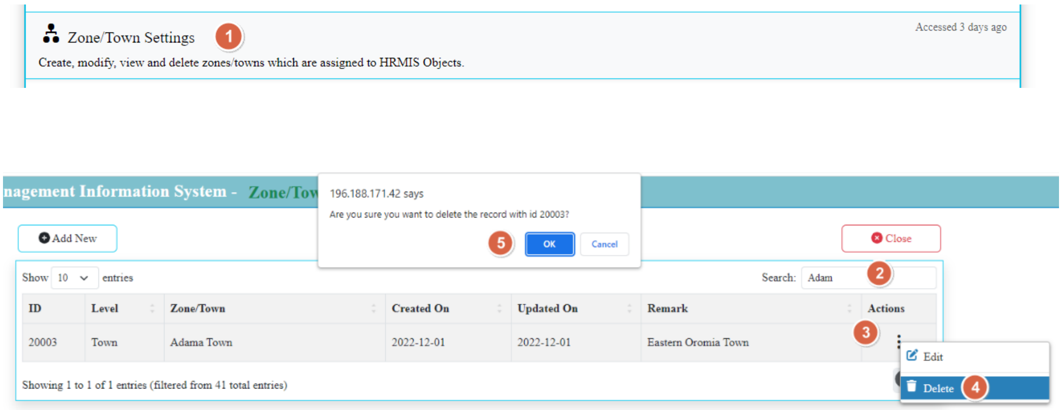


Figure 58: Steps to Delete Zone/Town

Activity 5: Demonstration

♥ Demonstrate how to create, edit, update and delete hierarchies (from Zone/Town Settings).

Time: 15 Minutes

7.4. Profession Settings

7.4.1. Definition of Profession

Health profession is the study, diagnose, treat and prevent human illness, injury and other physical and mental impairments in accordance with the needs of the populations they serve [4].

7.4.2. Accessing Profession Settings

Profession setting is where health professions are added, edited and updated, and deleted.

Activity 6: Individual Reflections

Read the below question and reflect your response to the participants

- Explain steps to access Profession Settings and functionality of each item.

Time: 7 minutes

Follow the next steps to access Profession Settings.

Steps:

1. Click on **Apps Menu**
2. Click in **Settings**

3. Open **Profession Settings**

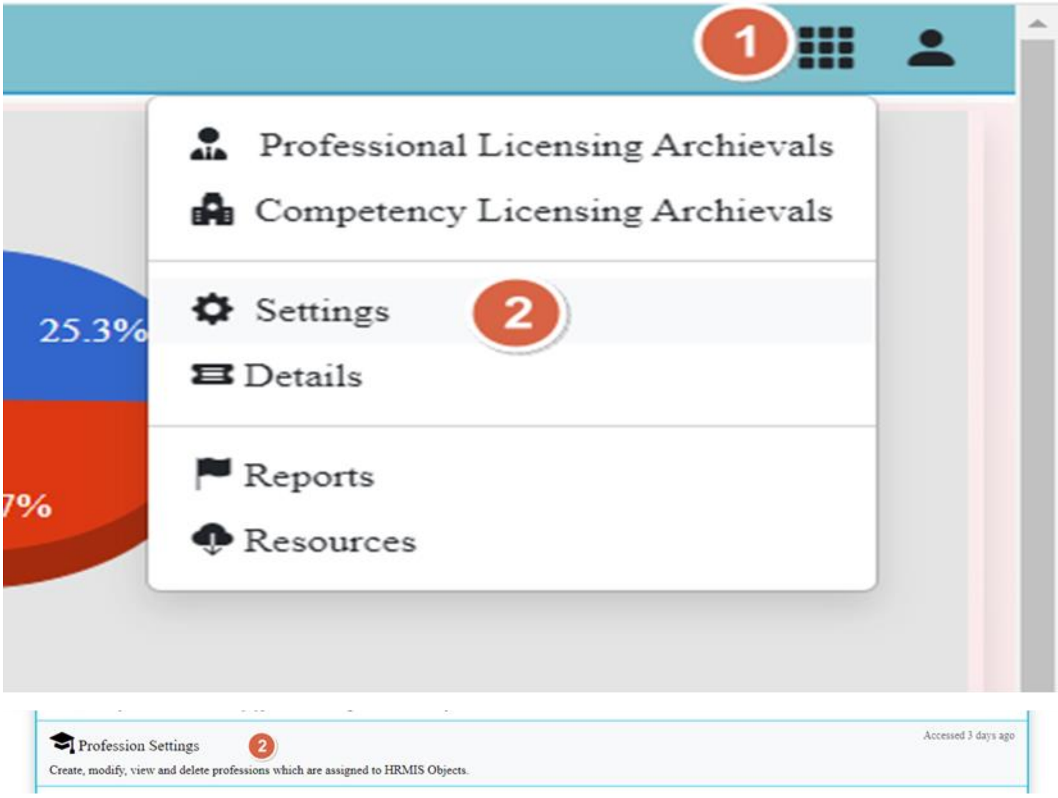


Figure 59: Steps to Access Profession Settings

7.4.3. Adding new profession

The first activity in **Profession Settings** is adding new profession. To add new profession, follow the next steps.

<u>Steps</u>:

1. Open **Profession Settings**
2. Click on **Add New** button
3. **Fill** all required fields
4. Click on **Save** button

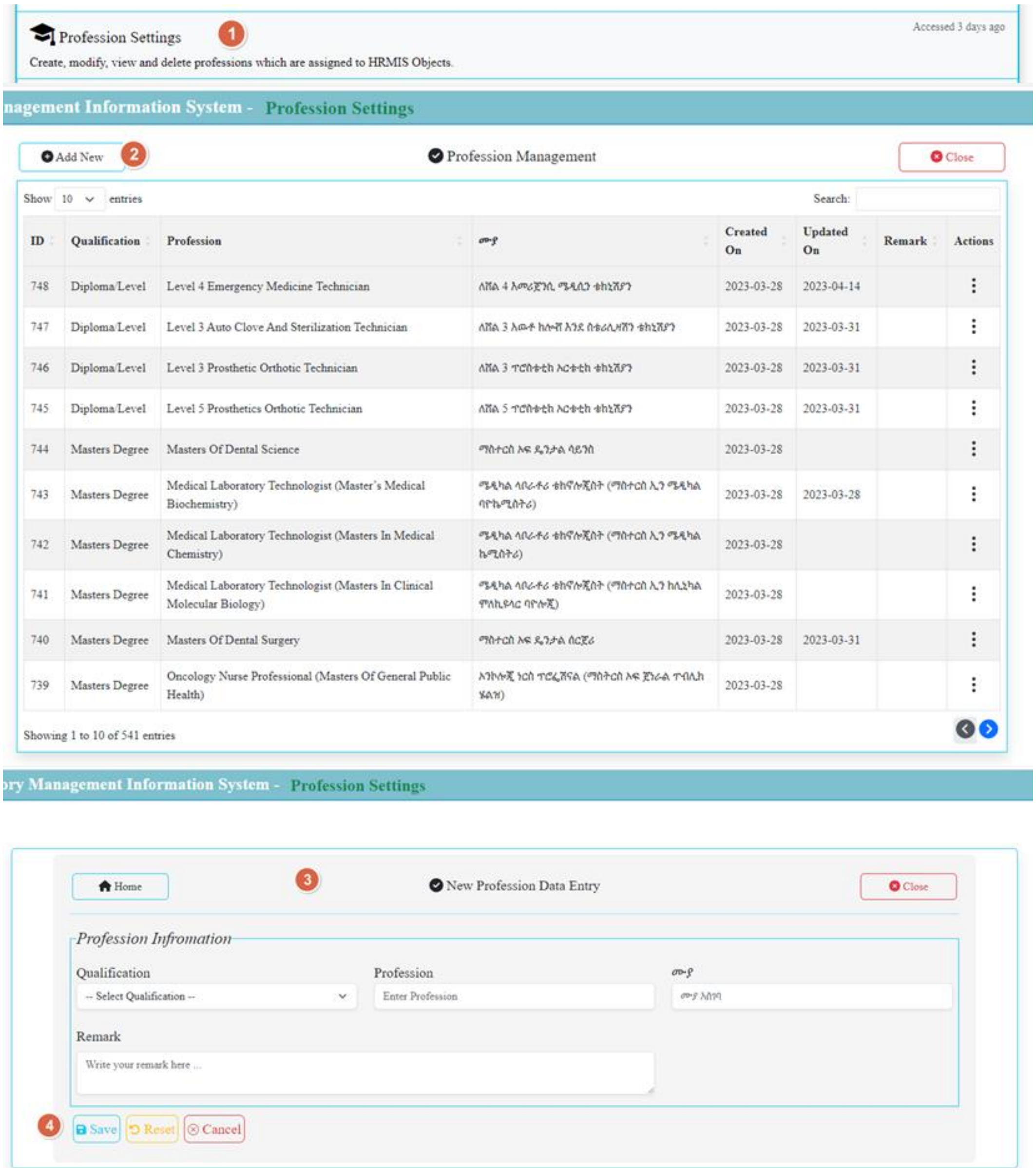


Figure 60: Steps to Add New Profession

7.4.4. Editing and updating profession

Profession editing and updating is another activity to correct errors if there is any. The next steps are used to edit and update professions.

Steps:

1. Open **Profession Settings**
2. **Search** for a profession you want to edit
3. Click on **Actions** button under Action column
4. Click on **Edit**
5. **Edit** fields you want to update
6. Click on **Update** button

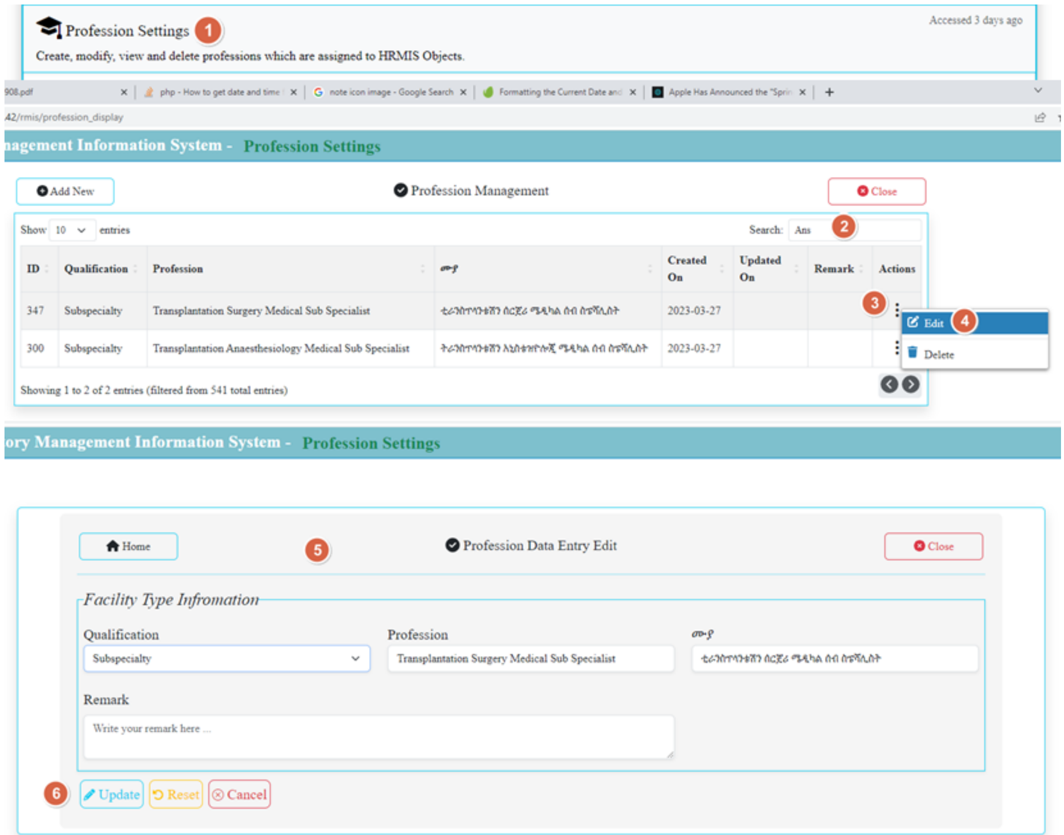


Figure 61: Steps to Edit and Update Profession

7.4.5. Deleting profession

In rare cases, professions can be removed or deleted. While you want to delete profession, the following steps are important.

<u>Steps</u>:

1. Open **Profession Settings**
2. **Search** for a profession you want to edit
3. Click on **Actions** button under Action column
4. Click on Delete
5. Click on **Ok** button to confirm delete

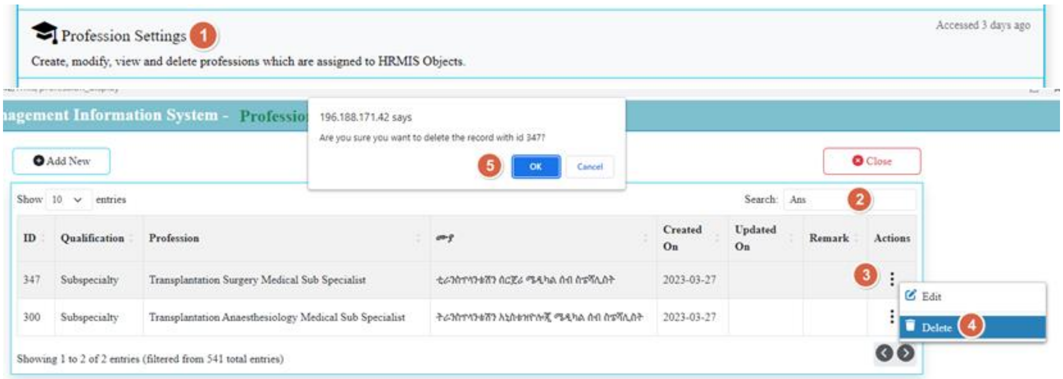


Figure 62: Steps to Delete Profession

	Activity 7: Demonstration ♥ Demonstrate how to create, edit, update and delete Profession from Profession Settings. Time: 15 Minutes

7.5. Current Profession Settings

Current Profession Settings is an item which serve to perform current profession related settings such as adding new, editing and updating, and deleting current professions.

7.5.1. Definition of Current Profession

Current Profession is a profession which health professionals currently practice on.

7.5.2. Accessing Current Profession Settings

	**Activity 8: Individual Reflections** Read the below question and reflect your response to the participants ● What are the steps to access Current Profession Settings and functionality of each item. Time: 7 minutes

In order to perform settings related to Current Profession, system admin should access by following the next steps.

Steps:

1. Click on Apps Menu
2. Select Settings
3. From Common Settings, open Current Profession Settings

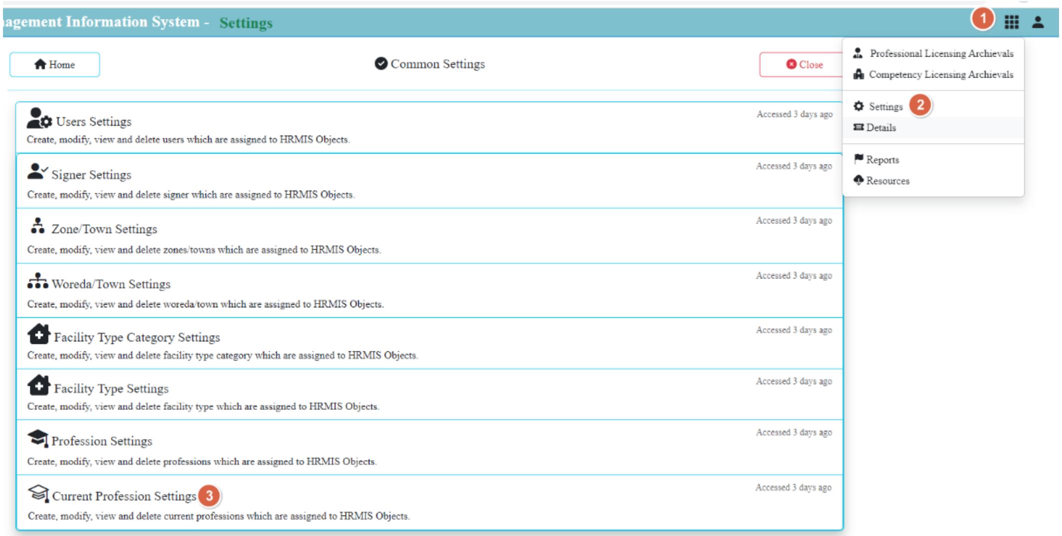


Figure 63: Steps to Access Current Profession Settings

7.5.3. Adding New Current Profession

Current profession settings begin with adding new professions. To add new profession, the next steps are important.

Steps:

1. Click on **Apps Menu**
2. Select **Settings**
3. From Common Settings, open **Current Profession Settings**
4. Click on Add New, and Add Profession dialog box appears
5. Fill all required fields
6. Click on Save
7. Confirmation dialog will appear, and click on Close to exit the dialog

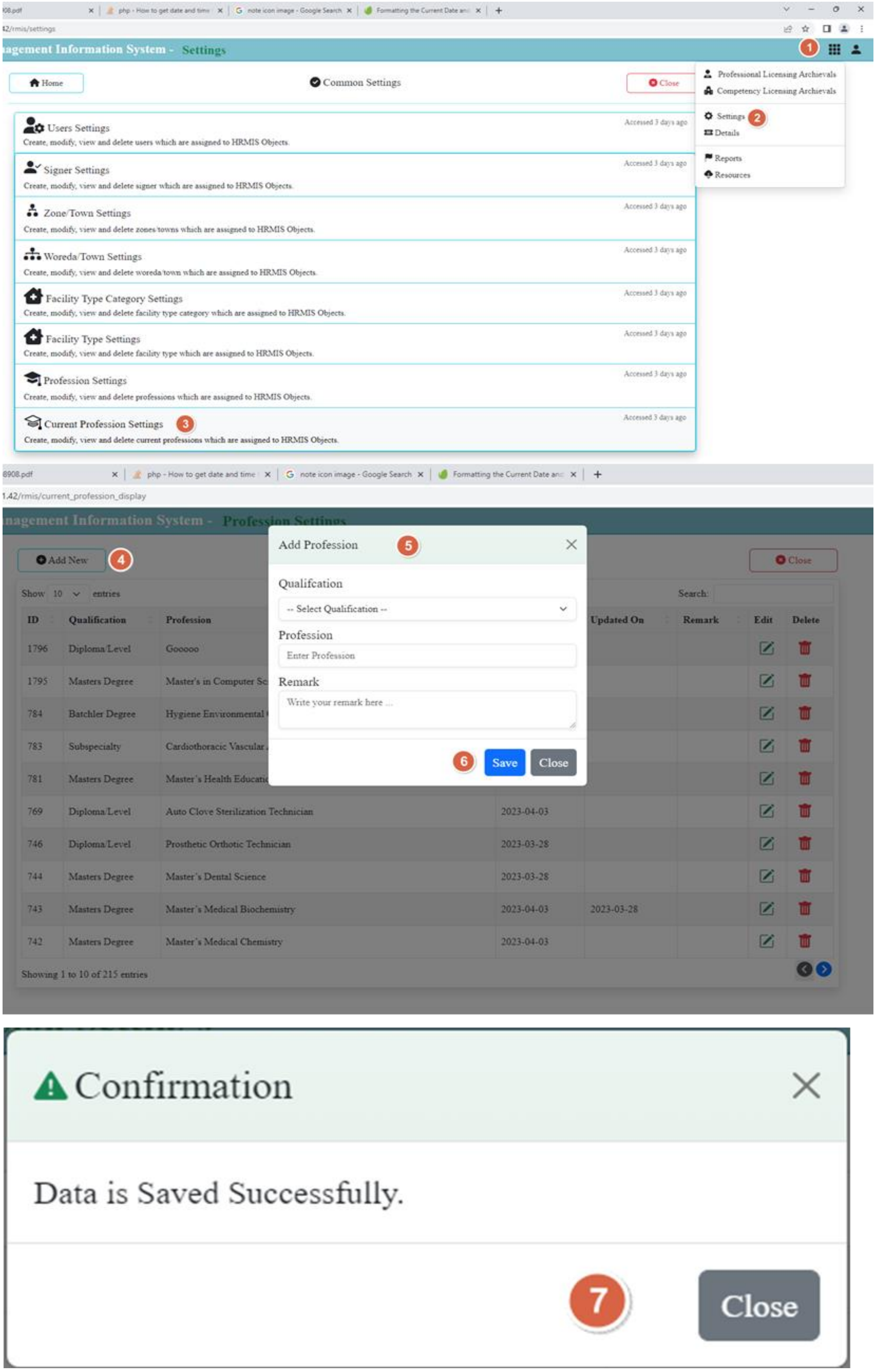


Figure 64: Steps to Add New Current Profession

7.5.4. Editing and Updating Current Profession

Current professions need to be edited and updated accordingly. To edit and update Current Profession, follow the next steps.

Steps:

1. Click on **Apps Menu**
2. Select **Settings**
3. From Common Settings, open **Current Profession Settings**
4. **Search** for Current Profession you want to edit
5. Click on **Edit Profession** button
6. Edit Profession **dialog box** will be appeared
7. Edit field you want to update and click on **Update**
8. Confirmation dialog box will appear and click on **Close** to exit the Confirmation dialog box.

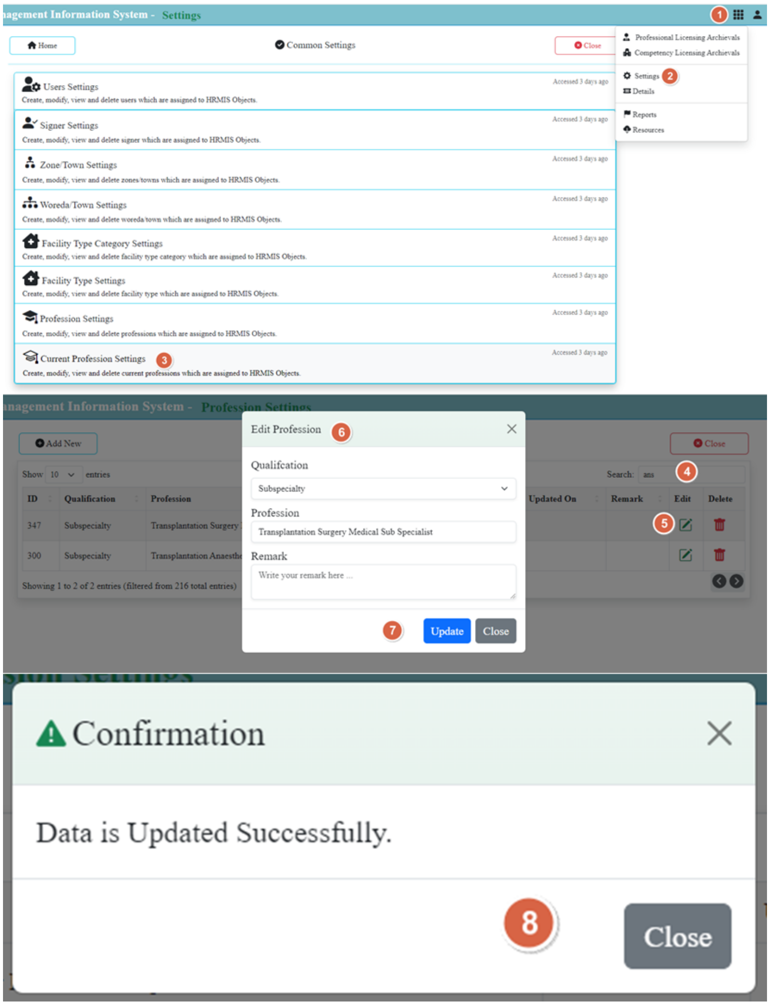


Figure 65: Steps to Edit and Update Current Profession

7.5.5. Deleting Current Profession

When profession is no more needed, you may want to delete/remove from Current Profession Settings. The next steps are required to delete current profession.

Steps:

1. Click on **Apps Menu**
2. Select **Settings**
3. Open **Current Profession Settings**
4. **Search** for Current Profession you want to delete/remove
5. Click on **Delete** and confirmation dialog box to delete will be appeared.
6. Click on **Ok** button and deletion Confirmation dialog box will be appeared.
7. Click on **Close** to exit from Confirmation dialog box

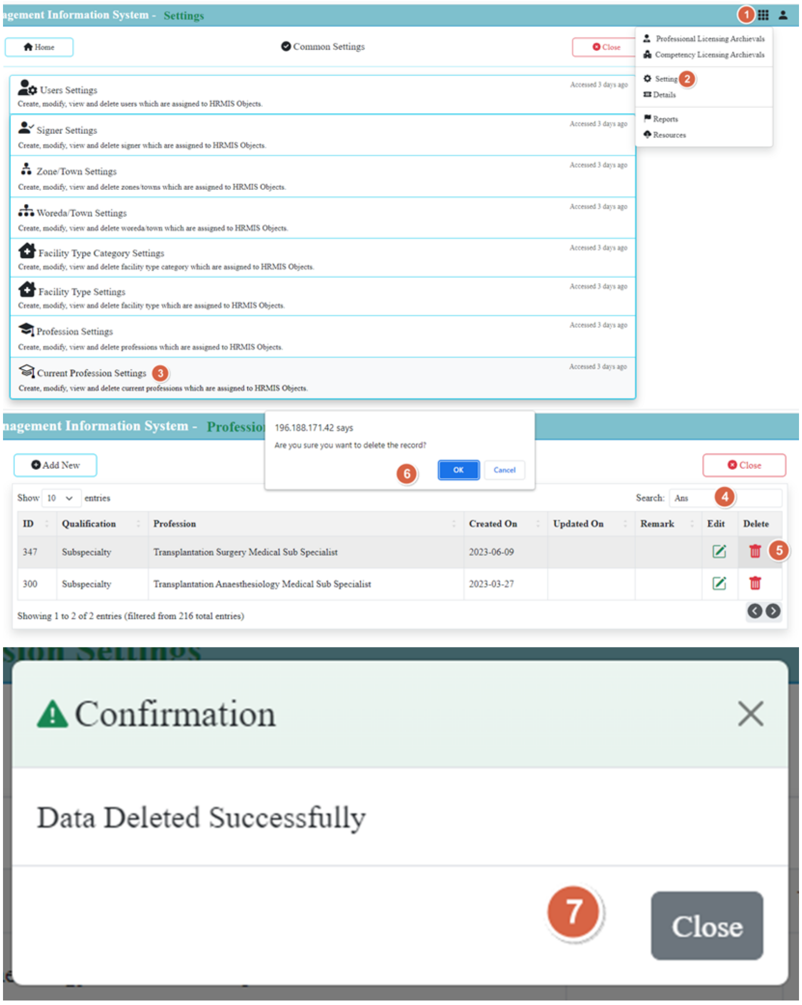


Figure 66: Steps to Delete Current Profession

	Activity 9: Demonstration ♥ Demonstrate how to create, edit, update and delete Current Profession from Current Profession Settings. Time: 15 Minutes

7.6. Signer Setting

Signer Settings is an item where signer related settings are done. Signer Settings consists of adding new signer, editing and updating signer and deleting/removing signer.

	**Activity 10: Individual Reflections** Read the below question and reflect your response to the participants ● What are the steps to access Signer Settings and functionality of each item. Time: 10 minutes

7.6.1. Definition of Signer

Signer is an individual with a delegated position who controls the overall approval of Professional Licensing process.

7.6.2. Accessing Signer Settings

So as to add new signer, edit and update signer, and delete signer, accessing Signer Setting is the first step. To access Signer Settings, the following steps are essential.

<u>Steps</u>:

1. Click on Apps Menu
2. Select Settings
3. Open Signer Settings

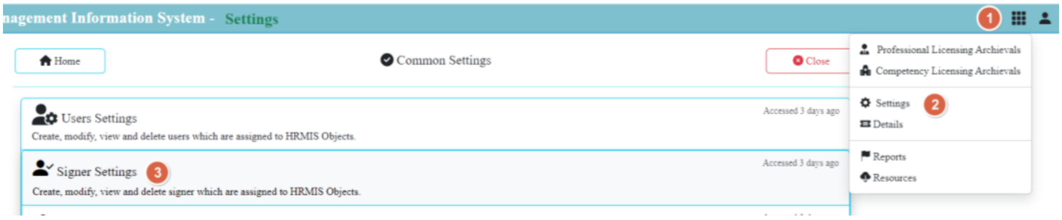


Figure 67: Steps to Access Signer Settings

7.6.3. Adding New Signer

One of signer Setting functionalities is adding new signer. To add new signer, follow the next steps.

<u>Steps</u>:

1. Click on **Apps Menu**
2. Select **Settings**
3. Open **Signer Settings** from Common Settings
4. Click on **Add New** button, and Add New Signer window will be appeared.
5. Fill all **fields** and attach signature of the signer. The file size and format should be between 1.5KB and 2KB and PNG, respectively.
6. Click on Save button
7. Click on Ok button for confirmation.

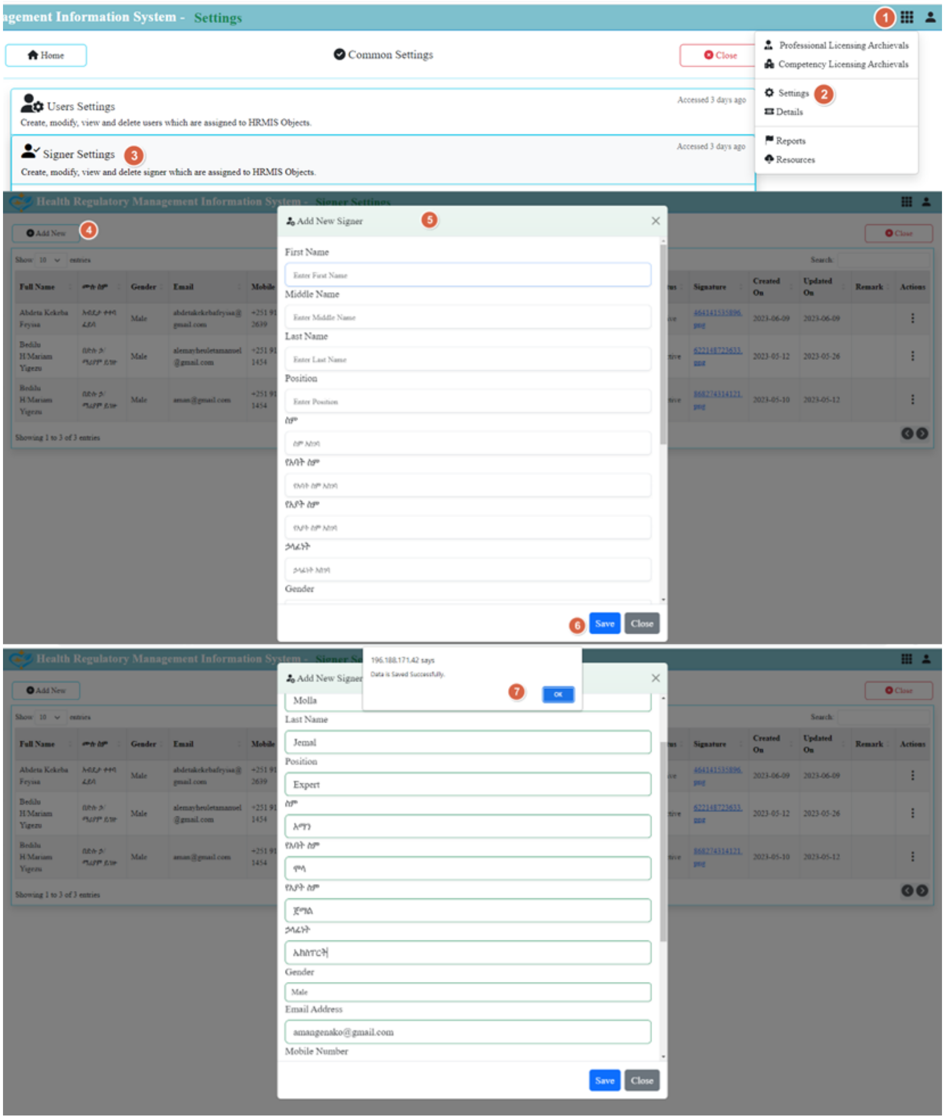


Figure 68: Steps to Add New Signer

7.6.4. Editing and Updating Signer

A positioned and delegated signer personal and position profile can be edited and updated accordingly. To edit and update signer information, the following steps are essential.

Steps:

1. Click on **Apps Menu**
2. Select **Setting**
3. Open **Signer Settings** from Common Settings
4. **Search** for a signer you want to edit
5. Click on **Edit** which is under Actions column
6. Fill all **fields** you want to edit on Edit Signer window, attach signer Signature
7. Click on **Update** button
8. Click on **Ok** for editing confirmation

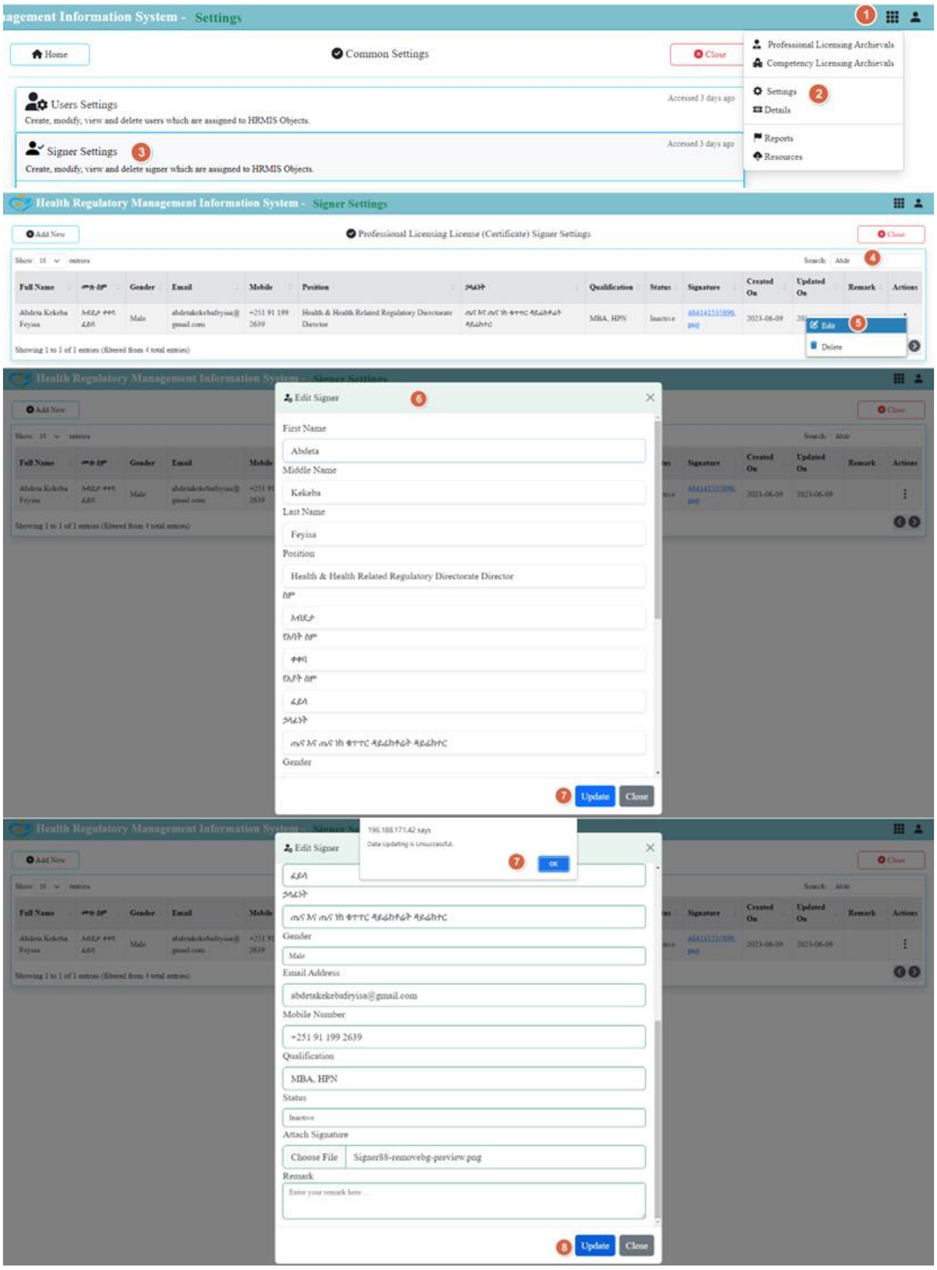


Figure 69: Steps to Edit and Update Signer

7.6.5. Deleting Signer

Signer deleting is unrecommended. In case of need for signer deleting, the following steps are important.

Steps:

1. Click on **Apps Menu**
2. Select **Settings**
3. Open **Signer Settings**
4. **Search** for a signer you want to delete/remove
5. Click on **Delete** under Actions column
6. Click on **Ok** to confirm signer deletion

7. Click on **Ok** for deleted signer confirmation

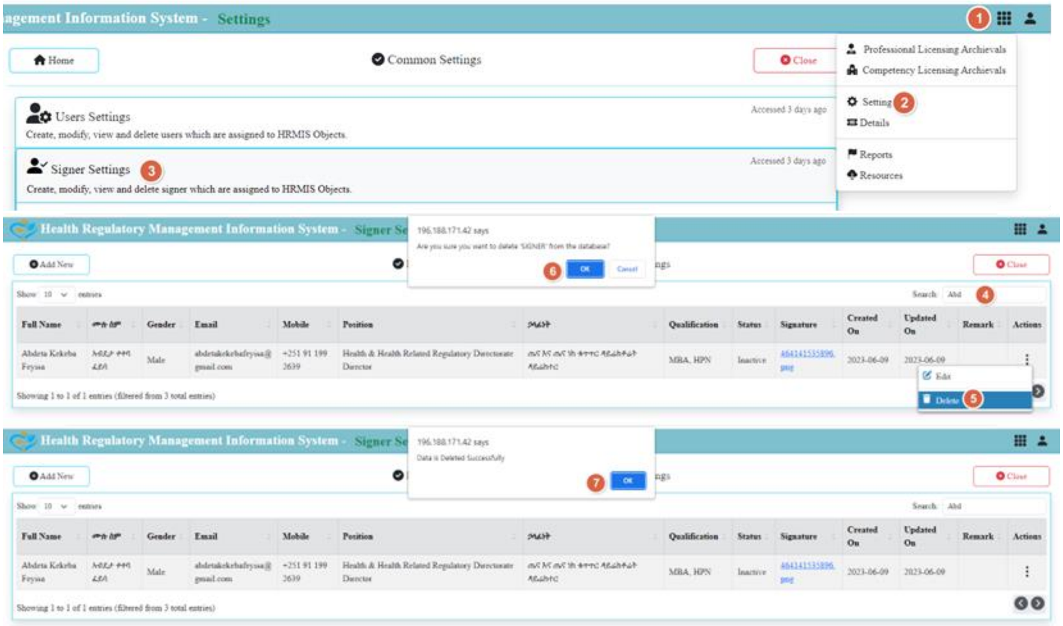


Figure 70. Steps to delete signer

	Activity 11: Demonstration ♥ Demonstrate how to create, edit, update and delete Signer from Signer Settings. Time: 15 Minutes

7.7. Stamp/Seal Setting

Stamp/Seal Settings is an item where participants access, add, edit and update, and delete stamp/seal settings.

7.7.1. Definition of Stamp/Seal

Seal (emblem), a device to impress an emblem, used as a means of authentication, on paper, wax, clay or another medium (Wikipedia).

7.7.2. Accessing Stamp/Seal Settings

	**Activity 12: Individual reflection** Read the below question and reflect your response to the participants ● What are the steps to access Stamp/Seal Settings and functionality of each item. Time: 5 minutes

When we want to add, edit and update, and delete, we need to access Stam/Seal Setting.

So as to access Stam/Seal Settings, follow the next steps.

<u>Steps</u>:

7.7.3. Adding New Seal/Stamp

One of activities you perform on Stamp/Seal Settings is adding new stamp/seal. To add new stamp, the following steps are significant.

<u>Steps</u>:

7.7.4. Editing and Updating Stamp/Seal

Stamp/Seal Settings can be updated when required, so as to edit and update, stick to the next steps.

<u>Steps</u>:

7.7.5. Deleting Stamp/Seal

Deleting Stamp/Seal from Stamp/Seal Settings is highly unrecommended. However, in case of deletion/removal is needed, go along with the following steps.

<u>Steps</u>:

	Activity 13: Demonstration ♥ Demonstrate how to create, edit, update and delete Stamp/Seal from Stam/Seal Settings. Time: 15 Minutes

	1. Batch adding, editing and updating, and deleting is impossible on Common Settings. 2. All tables of Common Settings have features such as Show Entries, Search, Sort, Filter, and Previous and Next Buttons. 3. Apps Menu and User icons are available on all pages irrespective of logged in user authentication and authorization.

Chapter Summary

HRMIS's Settings is an item where Common Settings are performed by root and/or admin. User Settings, Signer Settings, Zone/Town Settings, Profession Settings, Current Profession Settings and Stamp/Seal Settings are item pertinent to Professional Licensing. Other Settings such as Woreda/Town Settings, Facility Type Category Settings, Facility Type Settings are relevant to Competency Licensing which is another module of HRMIS.

Chapter Eight. Reports, Resources, Actions, Details and Dashboard

Chapter description

This chapter describes about reports, resources, actions, details and Dashboard management.

Chapter Objective

The primary objective of this chapter is to enable participants to use HRMIS features like reports, actions, resources, details and dashboard management.

Time/Duration: 4 hrs

Enabling objectives

By the end of this chapter Participants will be able to

- Demonstrate how to generate reports
- Illustrate how to add and access resources (resource management)
- Demonstrate how to view Actions
- Illustrate how to view Details
- Demonstrate how to view Dashboard

Chapter Outline: Reports, Resources, Actions, Details and Dashboard

8.1.	Report
8.2.	Resource
8.3.	Action
8.4.	Details
8.5.	Dashboard Management

8.1. Report

Report is a document that presents information in an organized format for a specific audience and purpose [5].

Approver, reviewer and administrator can access and generate line list report and use for decision making. For further analysis, it will be linked to Power BI Service Server

Workspace and analysed data will be shared on Power BI Report Server. Aside, if required, can be cleaned and analysed by MS Excel Power Query.

Types of report

- Line list report types
  - Professional Licensing by Qualification
  - Professional Licensing by Profession
  - Professional Licensing by Application Category (New, Renewal, Upgrade, Replacement, Designation letter & Letter of Good Standing)
  - Professional License by Status (New, Approved, Pending, Rejected, Revoked, Restored, Suspended, Licensed)
  - Licensed Professionals by Organization unit (Zone/Town/City)
  - Licensed Professionals by License state (Active/Inactive)
  - Total Service payment

Steps to generate report

- Click on Apps menu
- Click on Report
- Select items from Report Details
  a. By Application Category
  b. By Application Status
  c. By License State
  d. By Qualification
  e. By Profession
  f. Total Service Payment
- Select organization unit
- Select period
- Click on generate report
- Download as excel, CSV, PDF and word or Print

8.2. Resources

Resource refers to all the materials available in our environment which are technologically accessible, economically feasible and culturally sustainable and help us to satisfy our needs and wants [6].

The resource tool allows to upload files (from your local computer) to the HRMIS server and to add links to other resources on the Internet through URLs. In order to use resources, it should be created and uploaded first.

Steps to create a New Resource:

1. Click on Apps Menu
2. Click on Resources
3. Click on Add New
4. Write resource name to be shared
5. Attach resource/file to be shared by clicking on choose file
6. Attached files appear in front of choose file if attached
7. Click on save button to save

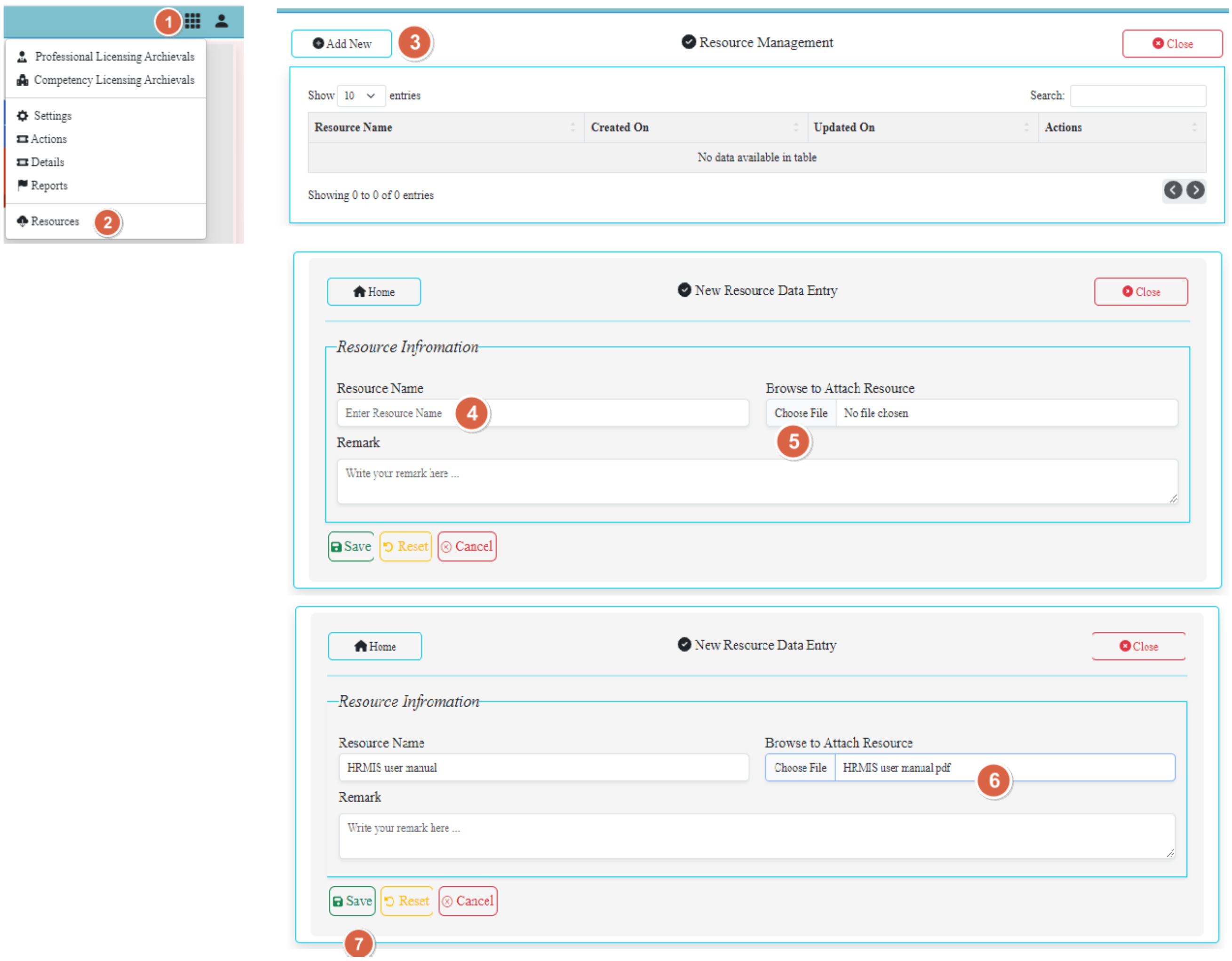


Figure 71. Steps to Add New Resource

Steps to view, open & download resources shared

1. Click on Apps Menu
2. Click on Resources
3. Click on search to search for resources attached
4. Click on file to view and open
5. Download the file

The resource table has features like

- Search to search for shared document
- Show entries
- Close to close the table
- Resource name
- Created on (date resource created)
- Updated on
- Actions
- Forward-Backward arrow to navigate to previous page or next page

8.3. Actions

Action is the process of doing something. It is an item found on Apps Menu used to Restore, Revoke and Suspend previously approved Professional License.

In order to navigate Actions, follow below steps.

Steps:

1. Sign in with your user account and password
2. Click on Apps Menu
3. Click on Actions
4. Click on Actions button under Actions column
5. Select Actions to be taken (Restore, Suspend and Revoke) from context menu
6. Click on OK button to proceed the action
7. Click on OK button to confirm the action taken

Additionally, Actions table has search text box, show entries, Sort, Filter and Forward-Backward arrow.

8.4. Details

Details is an item which found on Apps Menu which can be accessed only by Approver and System Administrators. This item contains:

- New Applications
- Approved Applications
- Pending Applications
- Licensed Applications
- Rejected Applications
- Upgrade Applications
- Renewal Applications
- Replacement Applications
- Professional Prefix Designation Applications
- Restored Applications
- Suspended Applications
- Revoked Applications
- Active Licenses
- Expired Licenses
- All Active License
- All Inactive Licenses and
- All Licenses.

In order to navigate to Details, follow below steps.

Steps:

1. Sign in with your user account and password
2. Click on Apps Menu
3. Click on Details
4. Select a list from Details dropdown
5. Click on an item selected
6. Selected item lists table will be displayed
7. Search for value you want to view detail
8. Click on view Details under Details Column to view on PDF

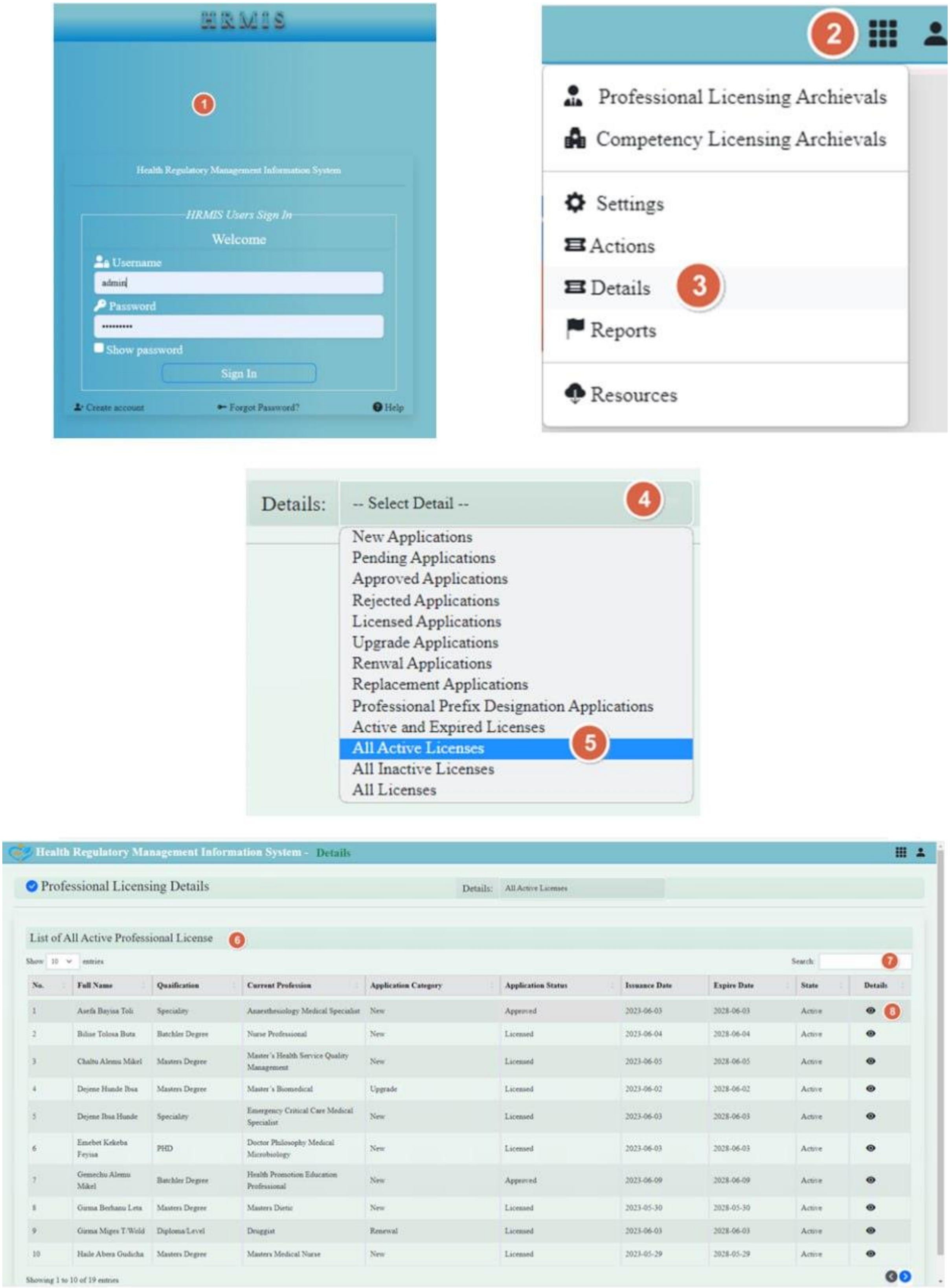


Figure 72. Steps to view Details

All licenses, All Active Licenses and All Inactive Licenses table contains the following attributes:

- Full Name
- Qualification
- Current Profession
- Application Category
- Application Status
- Issuance Date
- Expiry Date
- Expiration Status
- Details

New Applications, Approved Applications, Pending Applications, Licensed Applications, Rejected Applications, Upgrade Applications, Renewal Applications, Replacement Applications and Professional Prefix Designation Applications table contains below fields:

- Full Name
- Qualification
- Current Profession
- Application Category
- Application Status
- Details

Additionally, all the above tables have search text box, show entries, Sort, Filter and Forward-Backward arrow.

8.5. Dashboard

A dashboard is an information management tool that receives data from a linked database to provide data visualizations. It typically offers high-level information in one view that end users can use to answer a single question. In many cases, they can be configured to provide specific information to the end user and how this information is visualized (E.g., Numbers, charts, or graphs). Often, information is categorized into panels on a dashboard so that the end-users can get the needed information at a glance by clicking on a specific panel. Typically, users utilize them to easily monitor their key performance indicators (KPIs) to make data-driven decisions for their organization [7].

Dashboards are intended to provide quick access to different analytical objects (charts, reports, tables, etc.) to an individual user. Dashboards can also be shared with user groups.

Dashboards have a title, description, and any number of dashboard items. The dashboard items can be of many different types, including charts, reports, tables, resources, messages, and text items. Above the dashboard is the menu bar, which shows all your available dashboards, including a dashboard search field, and an Add button for creating a new dashboard; a Manage button for managing (renaming, view message, delete the dashboard, and the like) existing dashboard; a Share button to share existing dashboard; and < > button (record navigator) to navigate the dashboards. There is predefined dashboard which will dynamically updated up on change in period and database.

Create Dashboard

Before trying to add any object (charts, tables, reports, and the like), you must create a dashboard with relevant nomination.

Steps to create dashboard

- Click on Add button
- Give relevant name
- Click on Create button
- Search any object from Search Text Box by writing initials or full name for an object (you must know the name of the object you had created)
- Click on Add button on the right of the search result

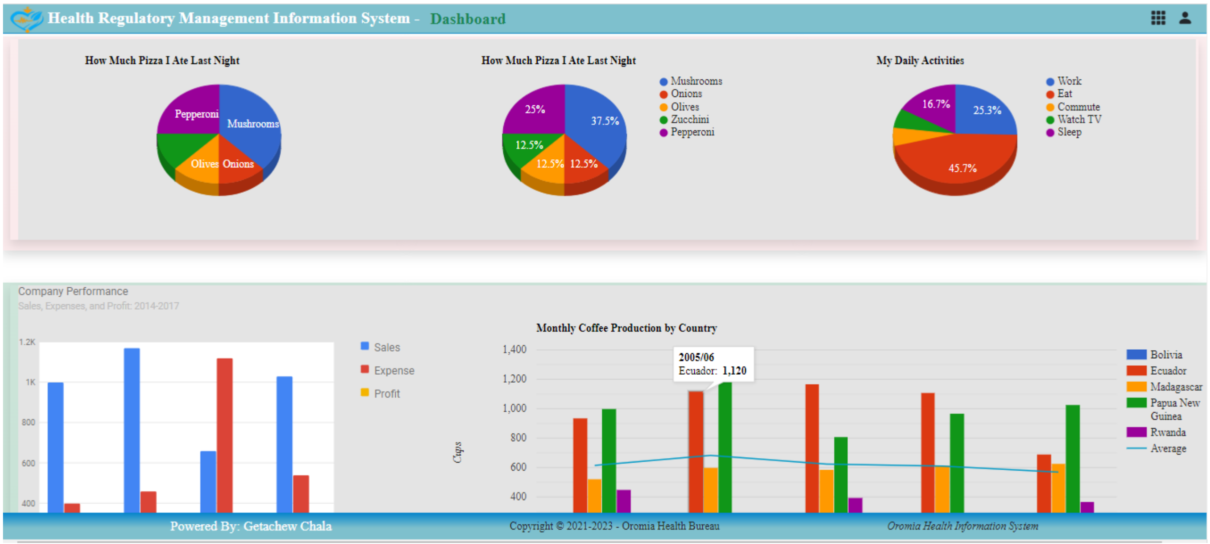


Figure 73. HRMIS Dashboard

Chapter Nine: User Menu

Chapter description

This chapter describes User Profile, Account Settings and Helps to manage an account, descriptions About HRMIS and About OHB as well as how to logout from HRMIS.

Chapter Objective

The primary objective of this chapter is to enable participants get familiar with User Profile, Account Settings, Help, description about HRMIS and OHB, and how to logout from HRMIS.

Time/Duration: 5:30 hr

Enabling objectives

By the end of this chapter participants will be able to

- How to access user profile and change their respective password
- Demonstrate how to access Account Settings and update their account profile.
- Know how to get help on their user.
- Describe how to get description on HRMIS and OHB.
- Know how to logout from HRMIS.

Chapter Outline

9.1. Overview of User Menu
- 9.1.1. Definition of User Menu
- 9.1.2. Accessing User Menu

9.2. User Profile
- 9.2.1. Definition of User Profile
- 9.2.2. Components of User Profile
- 9.2.3. Editing and Saving User Profile

9.3. Account Settings
- 9.3.1. Definition of Account Settings
- 9.3.2. Accessing Account Settings
- 9.3.3. Changing Password and Updating

9.4. Help on User Menu

	9.4.1. Definition of Help
	9.4.2. Accessing Help
9.5. About HRMIS	
	9.5.1. Definition of HRMIS
	9.5.2. Accessing About HRMIS
9.6. About OHB	
	9.6.1. Definition of About OHB
	9.6.2. Accessing About OHB
9.7. Sign Out	
	9.7.1. Definition of Sign Out
	9.7.2. Accessing Sign Out

9.1. Overview of User Menu

	**Activity 1: Individual Reflections** Read the below question and reflect your response to the large group • What are the major components of User Menu? Time: 5 minutes

9.1.1. Definition of User Menu

User Menu is a button which is accessible by any user containing User Profile, Account Settings, Helps, About HRMIS, About OHB and Sign out.

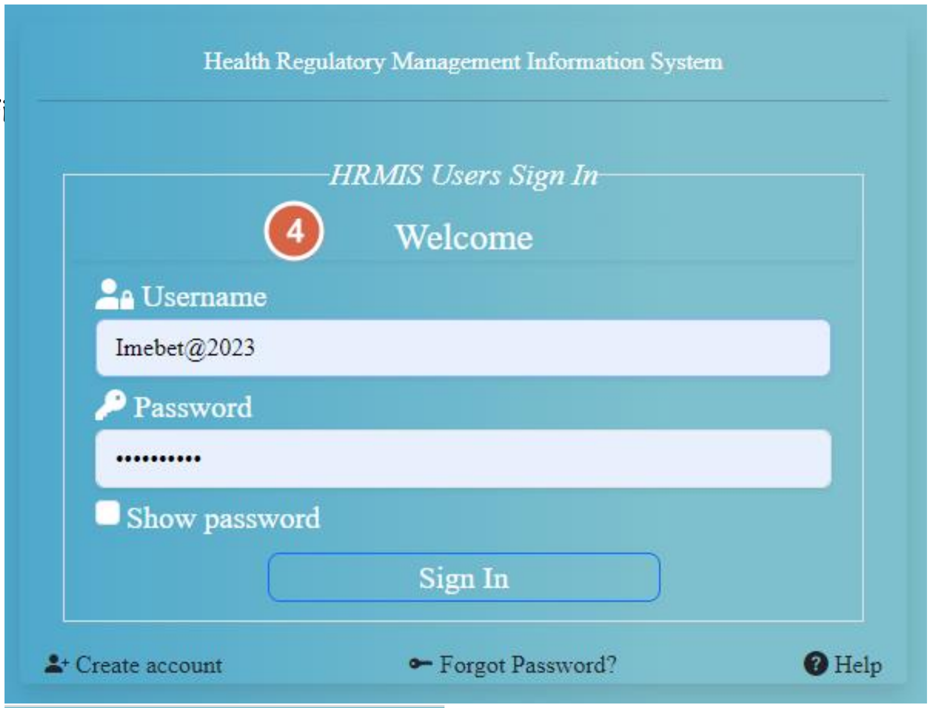
9.1.2. Accessing User Menu

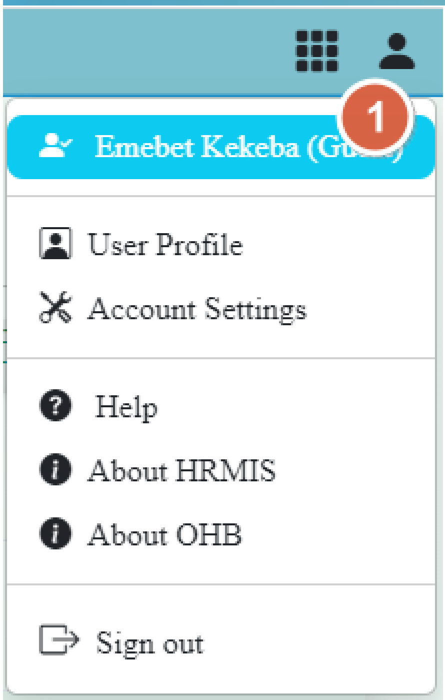
User Menu items are accessed from User Menu icon located on top right of HRMIS Window and at immediate right of Apps Menu. User Menu is accessible following the next steps.

Steps:

1. Access URL of HRMIS
2. You will find **Homepage** for the specific user's name with delegated role. There is also Public Homepage for stakeholders who have no username and password to access the system.
3. Click on **Get Started** button from Homepage

4. User **Sign in Page** will be appeared
5. Click on **User** icon on the top-right corner





	Activity 2: Demonstration Demonstrate how to access User Menu from User icon. Time: 15 Minutes

9.2. User Profile

	**Activity 3: Individual Reflections** Read the below question and reflect your response to the participants ● Explain steps to access User Profile, components of User Profile and how to edit and save User Profile. Time: 10 minutes

9.2.1. Definition of User Profile

User Profile is an item where a user profile information is updated.

9.2.2. Components of User Profile

User profile has different components such as personal information (First Name, Middle Name, Last Name, Gender, Email and Mobile), job title, qualification, profession and hierarchy (Zone/Town).

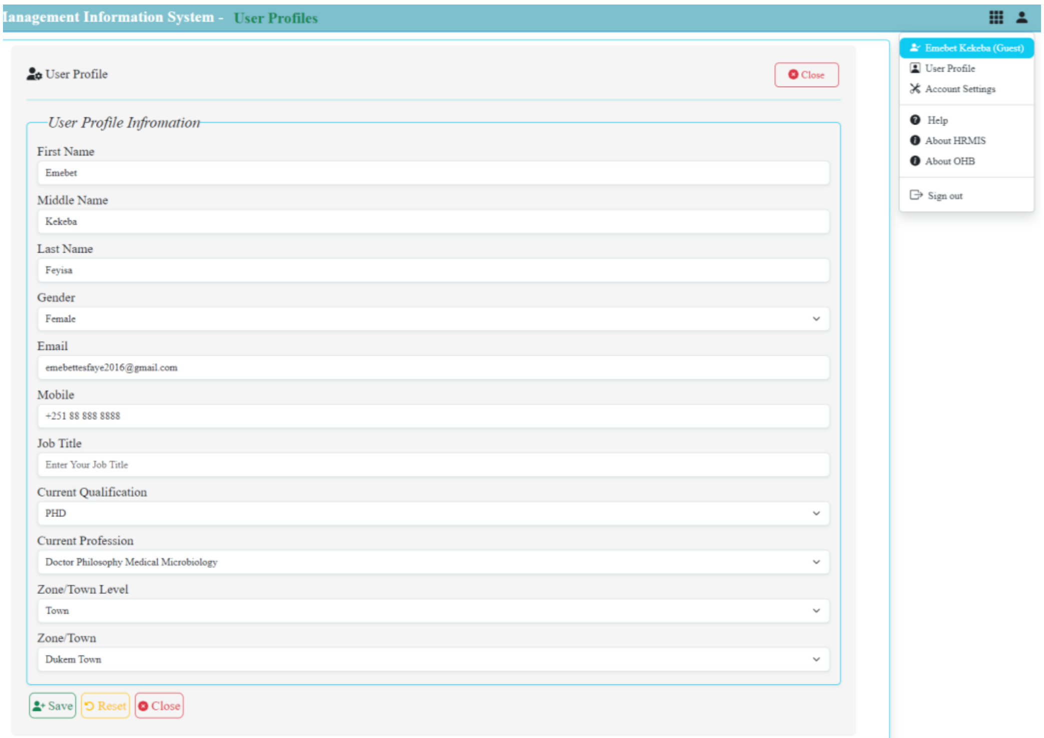


Figure 75: Components of User Profile

9.2.3. Editing and Saving User Profile

User Profile editing and saving any changes made is necessary. To edit and save User Profile, follow the next steps.

Steps:

1. Click on **User** icon
2. Click on **User Profile** from dropdown menu
3. Edit User Profile **fields** as required.
4. Click on Save

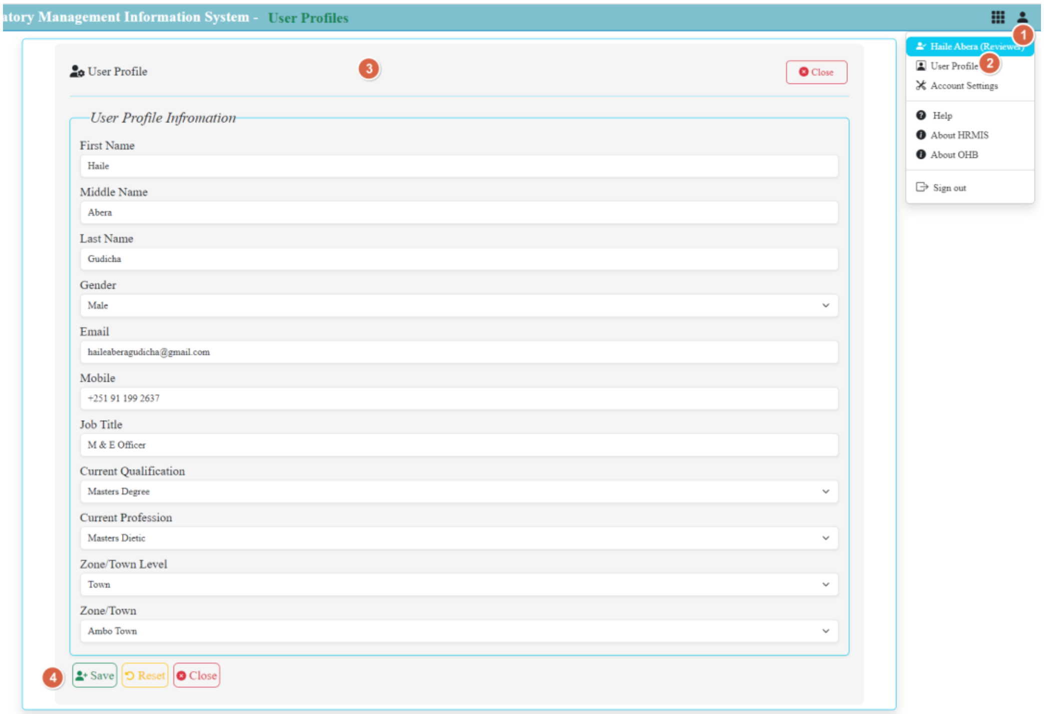


Figure 76: Steps to Edit and Save User Profile

	Activity 4: Demonstration Demonstrate how to access User Menu from User icon, how to edit and save User Profile. Time: 15 Minutes

9.3. Account Settings

	**Activity 5: Individual Reflections** Read the below question and reflect your response to the participants • Explain steps to access Account Settings, components of Account Settings and how to change and update password. Time: 10 minutes

9.3.1. Definition of Account Settings

Account Settings is one of item found under User icon where user change his/her password.

9.3.2. Accessing Account Settings

For any user to change his/her password, accessing Account Settings is uncompromisable. The next step is user to access Account Settings.

Steps:

9.3.1. Click on User icon
9.3.2. Click on Account Settings

9.3.3. User Account Setting window will be appeared

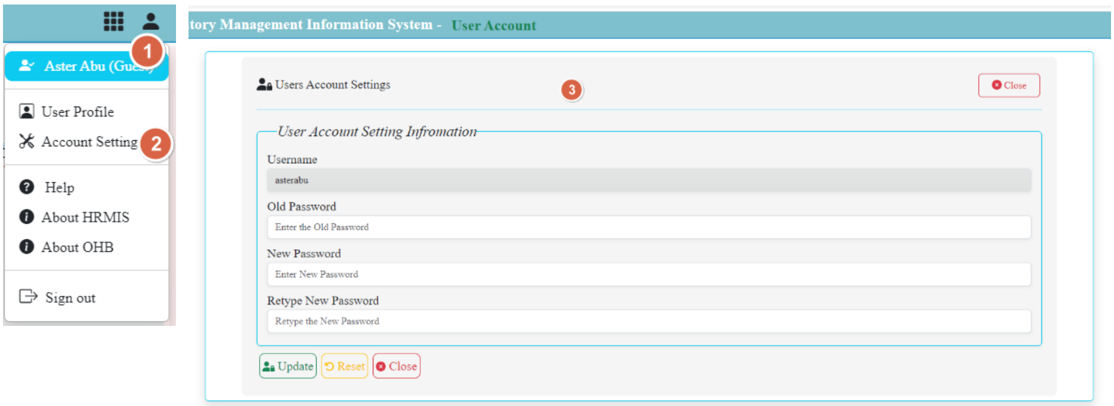


Figure 77: Steps to Access Account Settings

9.3.3. Changing Password and Updating

Changing password is a frequent action of any user of HRMIS. Password should be changed per 24 hours to secure your system from unauthorized access to your account. The more a password is unchanged frequently, the more your data will be vulnerable to vandals. Therefore, to change password, adhering to the following steps is significant.

Steps:

1. Click on **User** icon
2. Click on **Account Settings**
3. Enter **Old Password**
4. Enter **New Change password**
5. **Retype** the **New Password**
6. Click on **Update**

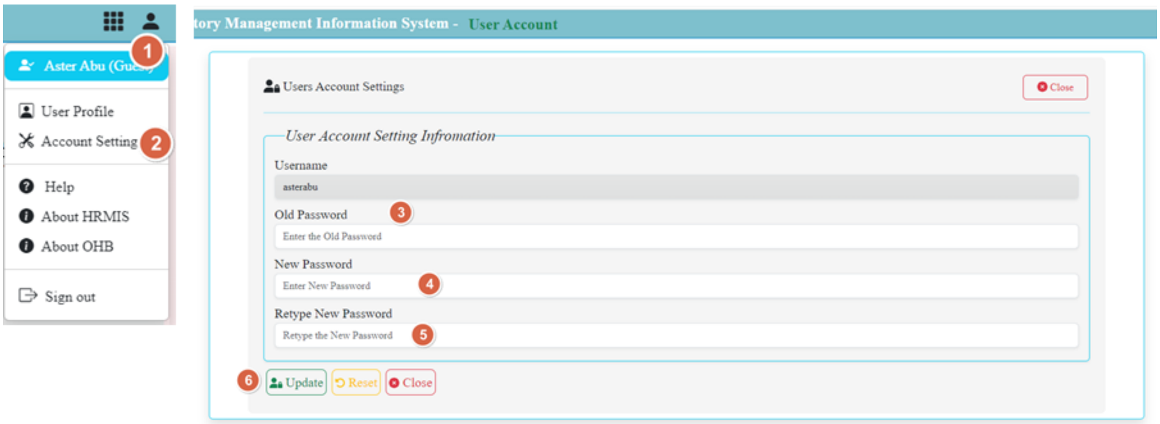


Figure 78: Steps to Change and Update Password

	On User Account Settings, a user cannot change username.

	Activity 6: Demonstration Demonstrate how to access User Menu from User icon, how to change and update user password. Time: 15 Minutes

9.4. Help on User Menu

	**Activity 7: Individual Reflections** Read the below question and reflect your response to the participants ● Explain steps to access Help on User menu. Time: 3 minutes

Help is where a user of HRMIS gets support on any specific topic and react to the system accordingly.

9.4.1. Definition of Help

Help on User Menu is used to provide procedural support on how to access and update User Profile; how to access and update Account Settings; how to access and use Help; how to access and use About HRMIS and About OHB; and how to Sign out from HRMIS.

9.4.2. Accessing Help

Accessing Help is essential to use Help features and functionalities. The next step is used to access Help.

Steps:

1. Click on User icon
2. Click on Help, and then, Help page will be opened in PDF format.

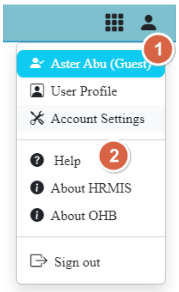


Figure 79: Steps to Access Help on User Menu from User Icon

	Activity 8: Demonstration Demonstrate how to access Help on User Menu from User icon. Time: 5 Minutes

9.5. About HRMIS

	**Activity 9: Individual Reflections** Read the below question and reflect your response to the participants • Explain steps to access About HRMIS on User menu. Time: 3 minutes

HRMIS stands for Health Regulatory Management Information System. It is one of Oromia Health Information System to realize Health Information Revolution and data use.

9.5.1. Definition of HRMIS

HRMIS is a web-based application to capture, store, process professional licensing (from application to License Generating, Designation Letter Generating, Good Standing Letter Generating), manage license status, archive, generate report & manage dashboard. It is platform independent. It is one of OHB strategies in information revolution endeavour which is one of the HSTP transformation agenda.

9.5.2. Accessing About HRMIS

To get be familiar with the use, functionality and platform of HRMIS, accessing About HRMIS is crucial. The next step guides to access About HRMIS.

Steps:

9.5.3. Click on User icon

9.5.4. Click on About HRMIS, and then, About HRMIS will be opened on a new page in PDF format

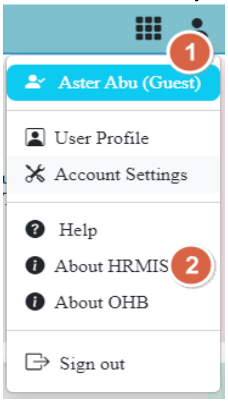


Figure 80: Steps to Access About HRMIS from User Menu on User Icon

	Activity 10: Demonstration Demonstrate how to access About HRMIS on User Menu from User icon. Time: 5 Minutes

9.6. About OHB

	**Activity 11: Individual Reflections** Read the below question and reflect your response to the participants • Explain steps to access About OHB on User menu. Time: 3 minutes

OHB stands for Oromia Health Bureau. Health Bureau is "a division of a local or large government responsible for the oversight and care of matters relating to public health" – Merriam-Webster Dictionary. Oromia is the largest and the most populous region in the nation. Oromia Regional Health Bureau is one of the major sector bureaus in the region responsible for providing a comprehensive package of preventive, promotive, curative and rehabilitative health services to the community at large through decentralized and democratized health system in collaboration with all stakeholders [8].

9.6.1. Definition of About OHB

About OHB is an item found on User menu which gives information about OHB.

9.6.2. Accessing About OHB

To get information pertinent of OHB, accessing About OHB very important which is described as the next step.

Steps:

1. Click on User icon
2. Click on About OHB, and then, About OHB will be opened on a new page in PDF format

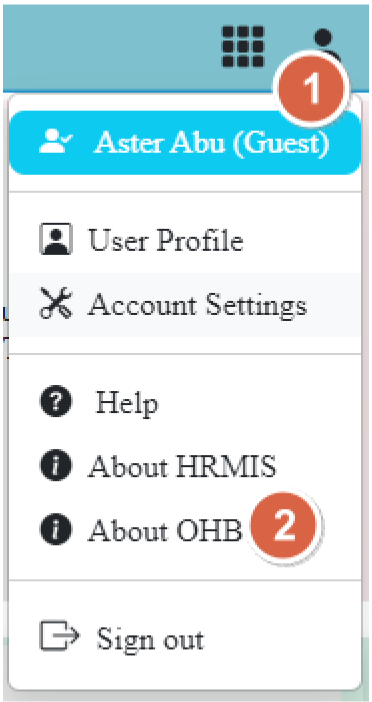


Figure 81: Steps to Access About OHB from User Menu on User Icon

	Activity 12: Demonstration Demonstrate how to access About OHB on User Menu from User icon. Time: 5 Minutes

9.7. Sign Out

	**Activity 13: Individual Reflections** Read the below question and reflect your response to the participants ● Explain steps to access Sign out on User menu. Time: 3 minutes

Signing out is one of major functionalities of HRMIS system security. Any user should sign out from the system (from his/her account) if the system is not being used or accessed. Signing out from HRMIS during inactive period is one of security measures a user takes. However, HRMIS signs out automatically if a user is inactive for certain period.

9.7.1. Definition of Sign Out

Sign out is an item on User Menu which a user uses to sign out from user's active session.

9.7.2. Accessing Sign Out

Destroying current HRMIS User session is significantly important to secure a user account. In order to sign out from HRMIS, following the next steps.

Steps:

1. Click on User icon
2. Click on Sign out, and then, the system automatically will be geared to Sign In Page.

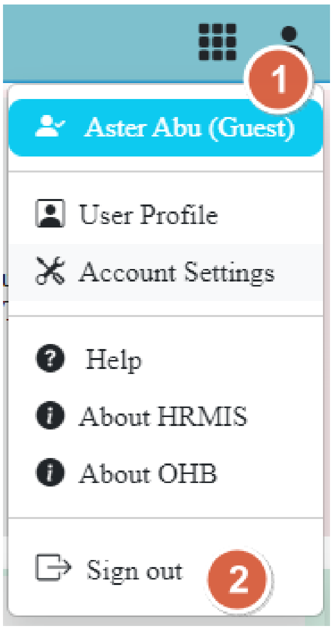


Figure 82: Steps to Access Log out from User Menu on User Icon

	Activity 14: Demonstration Demonstrate how to access Sign out on User Menu from User icon. Time: 5 Minutes

Chapter Summary

User, Account, About and Help are items on User Menu under User icon where a HRMIS users update their profiles, change their password and update, get helps on how to update user profile and password, how to log out from HRMIS, as well as how to get help about HRMIS and OHB. In addition, log out from the system by destroying current user session is also discussed.

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[8] https://www.devex.com/organizations/oromia-regional-health-bureau-121410, 13/6/2023.

Annex 1. Common Documents (Profile)

1. **Diploma (Level)**
    1. 8^{th} Grade certificate
    2. 9^{th} Grade and 10^{th} Grade transcript certificate
    3. 10^{th} Grade Matric certificate
    4. Level 3 COC certificate
    5. Level 4 COC certificate
    6. Level 3 Temporary certificate (Optional)
    7. Level 4 Temporary certificate/Diploma
    8. Updated ID Card
    9. Updated Medical Certificate not late more than 3 months
2. **Degree (Generic New)**
    1. 8^{th} Grade certificate
    2. 9^{th} Grade and 10^{th} Grade transcript certificate
    3. 10^{th} Grade Matric certificate
    4. 11^{th} &12^{th} Grade transcript certificate for Degree
    5. 12^{th} Grade entrance certificate for Degree
    6. Batchelor Original or Temporary for Degree

       Batchelor University official transcript
    7. Updated ID Card

       Updated Medical Certificate not late more than 3 months
    8. Batch List (those who has no licensure Examination)
3. **Upgrade (Degree Upgrade)**
    1. Level 4 COC certificate (Optional)
    2. Level 4 Temporary certificate/Diploma (Optional)
    3. Batchelor Temporary for Degree
    4. Batchelor University official transcript
    5. Updated ID Card
    6. Updated Medical Certificate not late more than 3 months

7. Supportive Letter from Revenue Bureau (for non-governmental health facilities)

4. Masters (New)

1. Level 4 COC certificate (Optional)
2. Level 4 Temporary certificate/Diploma (Optional)
3. Batchelor Original or Temporary (Optional)
4. Batchelor University official transcript (Optional)
5. Masters (speciality) temporary certificate
6. Masters University official transcript
7. Updated ID Card
8. Updated Medical Certificate not late more than 3 months
9. Work experience from designated body (if an applicant has work experience)
10. Batch List

5. PHD (New)

1. Level 4 COC certificate (Optional)
2. Level 4 Temporary certificate/Diploma (Optional)
3. Batchelor Original or Temporary (Optional)
4. Batchelor University official transcript (Optional)
5. Masters (speciality) temporary certificate (optional)
6. Masters University official transcript (optional)
7. PHD (sub-speciality) temporary certificate
8. PHD University official transcript
9. Updated ID Card
10. Updated Medical Certificate not late more than 3 months
11. Work experience from designated body (if an applicant has work experience)
12. Batch List

For Level 4 Renewal Applicants

1. Previous professional License
2. Work experience from designated body
3. Updated COC (optional)
4. Letter from Revenue Bureau (for non-governmental health facilities)
5. Updated Medical Certificate not late more than 3 months
6. Supportive Letter from Revenue Bureau (for non-governmental health facilities)

For Degree and above Renewal Applicants

1. CPD 30 CEU per Year (Optional)
2. Work experience from designated body
3. Updated Medical Certificate not late more than 3 months
4. Supportive Letter from Revenue Bureau (for non-governmental health facilities)

For Designation Professional Prefix

1. University Senate Letter
2. Batch List
3. Work experience from designated body (if an applicant has work experience)

For Replacement (Lost/Damage) Documents Applicants

1 Supporting letter from Police Station

2 Copy of lost/damaged professional license (Optional)

3 Newspaper from Press Agency for License Lose Confirmation (Only Lost License)

4 Work experience from designated body (Optional)

5 Updated Medical Certificate not late more than 3 months (If the license is expired)

6 Supportive Letter from Revenue Bureau (for non-governmental health facilities)

Specialist

1. Speciality temporary certificate from university
2. Speciality Official transcript
3. Updated ID Card
4. Updated Medical Certificate not late more than 3 months
5. Work experience from designated body (Optional)
6. Letter from Revenue Bureau (for non-governmental health facilities)
7. Batch List

Sub-Specialist

1. Sub-Speciality temporary certificate from university
2. Sub-Speciality Official transcript
3. Updated ID Card
4. Updated Medical Certificate not late more than 3 months
5. Work experience from designated body (Optional)
6. Supportive Letter from Revenue Bureau (for non-governmental health facilities).
7. Batch List

Super Specialist

1. Super Speciality temporary certificate from university
2. Super Speciality Official transcript
3. Updated ID Card
4. Updated Medical Certificate not late more than 3 months
5. Work experience from designated body (Optional)
6. Letter from Revenue Bureau (for non-governmental health facilities)
7. Batch List