One Disease Storytelling Tool User's Guide

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Installation

Installation of the storytelling tool on all devices will require a stable internet connection until download is complete. Download should take approximately 2-5 minutes depending on internet speed. After this, the tool is designed to function offline with no internet connection.
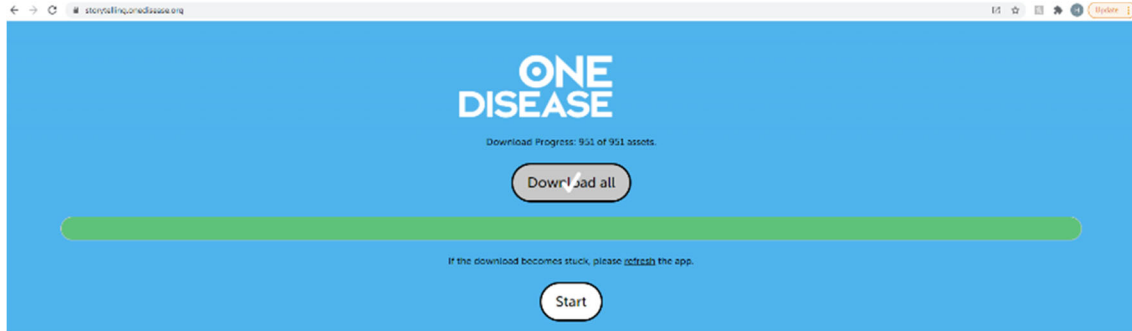
For Web Browser – desktop computers, laptops

The One Disease Storytelling Tool can be found at the address https://storytelling.onedisease.org. Please ensure you are not using your browser's Private Browsing/Incognito mode when visiting the site, as it will not work correctly in this setting.

- When you arrive at the Download screen, select "Download All" and wait until all assets are downloaded.
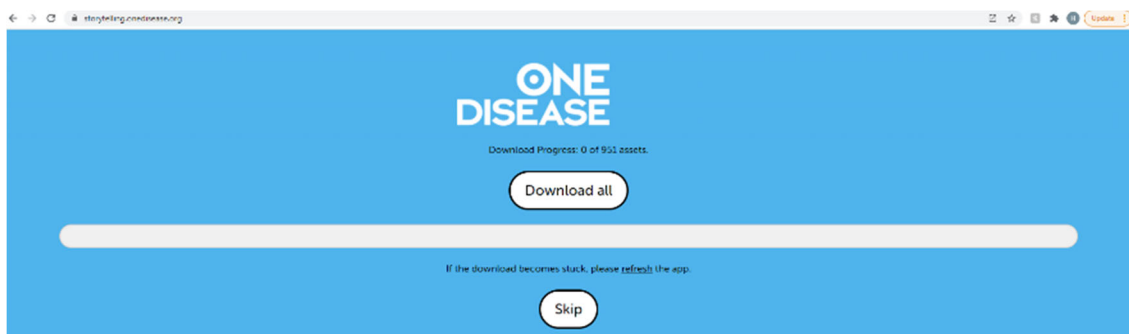
- After download is complete, "Skip" will change to "Start". Click "Start" to open.


- On your desktop computer/laptop, you will need to install the Tool to your desktop computer/laptop. Install the Storytelling Tool to your desktop via the settings in your internet browser (these are often accessed through the 'three dots' icon at the top right of your browser screen).
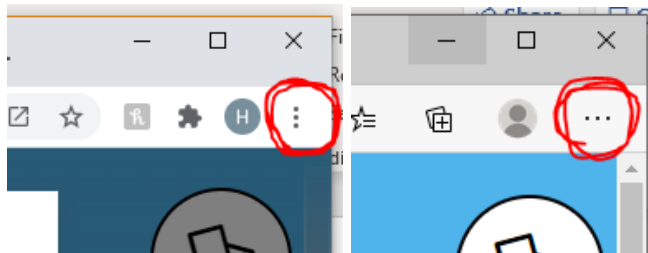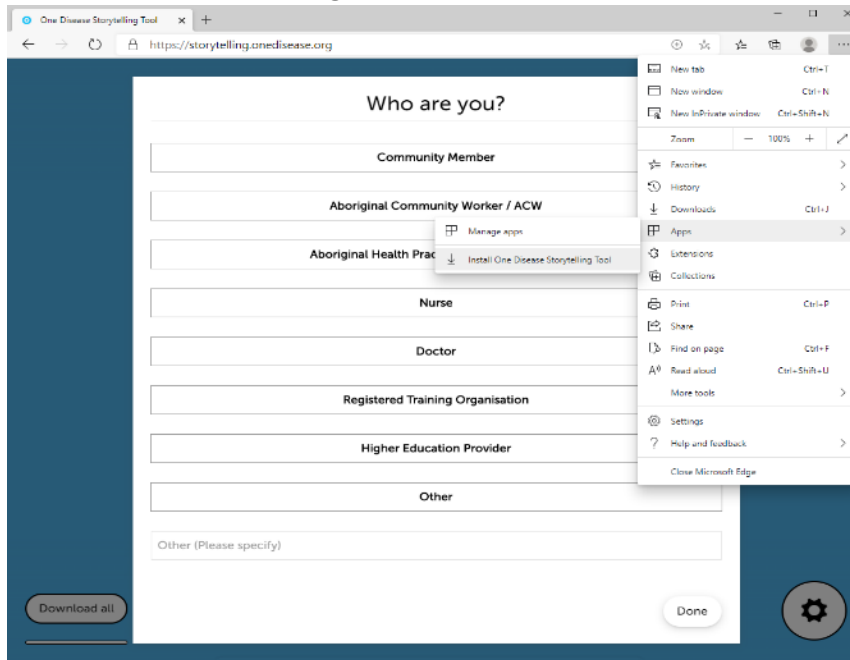

- After following these steps, check the tool works by accessing from the desktop. The tool will now work offline if you disconnect from your internet connection.

Install via Google Chrome
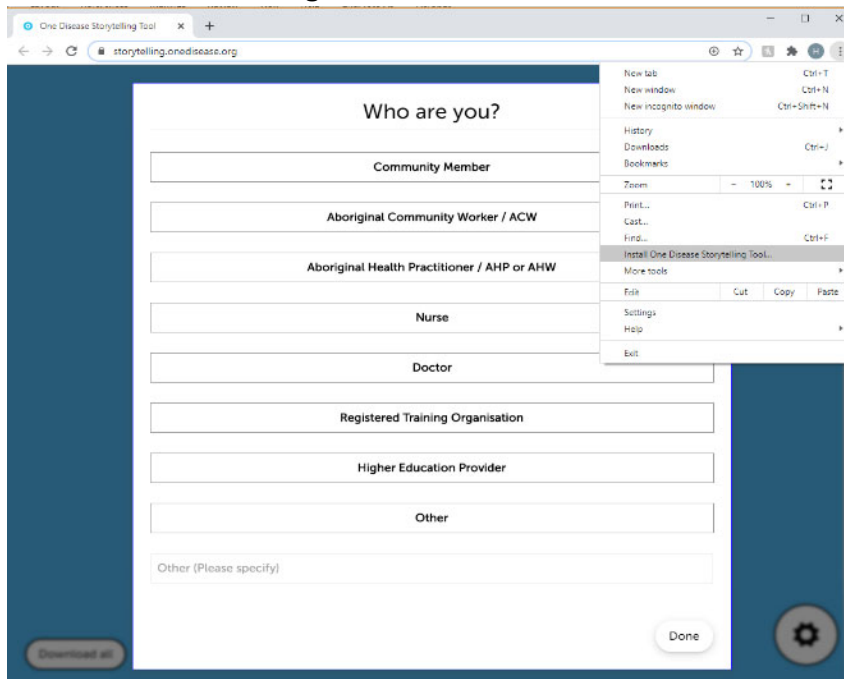
Install via Microsoft Edge

Install via Firefox

Firefox does not currently support the 'Add to Home Screen' feature. To add the Storytelling Tool to your home screen, please use another browser (Google Chrome/Apple Safari/Microsoft Edge). The Storytelling Tool can still be accessed within the browser normally in Firefox.

iOS – Apple devices (iPhones, iPads)

The Storytelling Tool can be viewed in the browser on iOS just as it can on a desktop computer. However, it can also be installed to the device and used much like a traditional app. To add the Storytelling Tool to your iOS device, do the following:
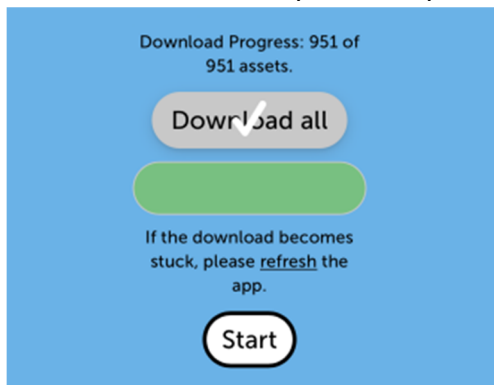
- In Safari*, go to https://storytelling.onedisease.org

We recommend using Safari for download on iOS devices as Chrome on iOS does not currently support download of the tool.

- When you arrive at the Download screen, select "Download All" and wait until all assets are downloaded.

- After download is complete, "Skip" will change to "Start". Click "Start" to open.

- When the page has opened, click the ⬆️ icon
- Click 'Add to Home Screen'
- Click 'Add'

The Storytelling Tool should then install itself on the device and be available as an app. Its tile should look like this when installed:


- After following these steps, check the tool works by accessing from the home screen of your device. The tool will now work offline if you disconnect from your internet connection.

Android – non-Apple devices including Samsung, Lenovo, Sony, Nokia, Google, LG

Like iOS, the Storytelling Tool can be viewed on Android tablets and smartphones both in the browser and as an application. To install the Storytelling Tool as an app on an Android device, do the following:

- In Chrome, go to https://storytelling.onedisease.org
- When you arrive at the Download screen, select "Download All" and wait until all assets are downloaded.
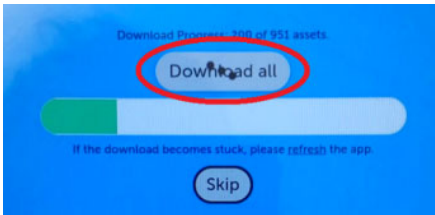

- After download is complete, "Skip" will change to "Start". Click "Start" to open.
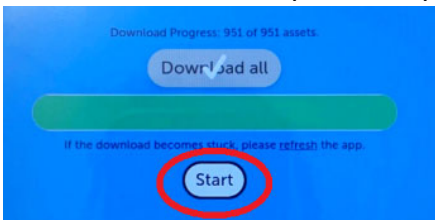
- When the page has loaded, you should see a prompt at the bottom of the screen saying 'Add Storytelling Tool to home screen' - Tap on this prompt.

- If you don't see the prompt, tap the three dots ':' icon at the top of the page, then tap 'Add to Home screen'.
- A small window should appear asking you to confirm the installation. Click 'Add'.
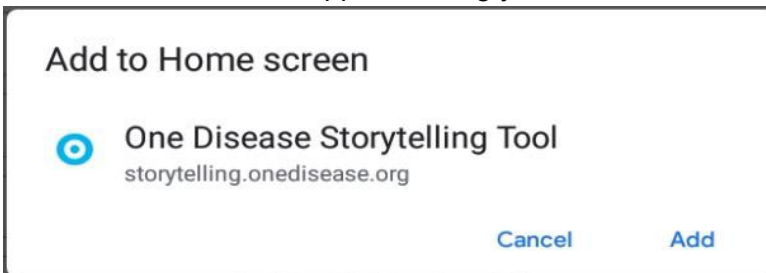
- When successful, a message should display saying 'Storytelling Tool was added to your home screen'.
- Go to your home screen, you should see the Storytelling Tool tile as seen here:
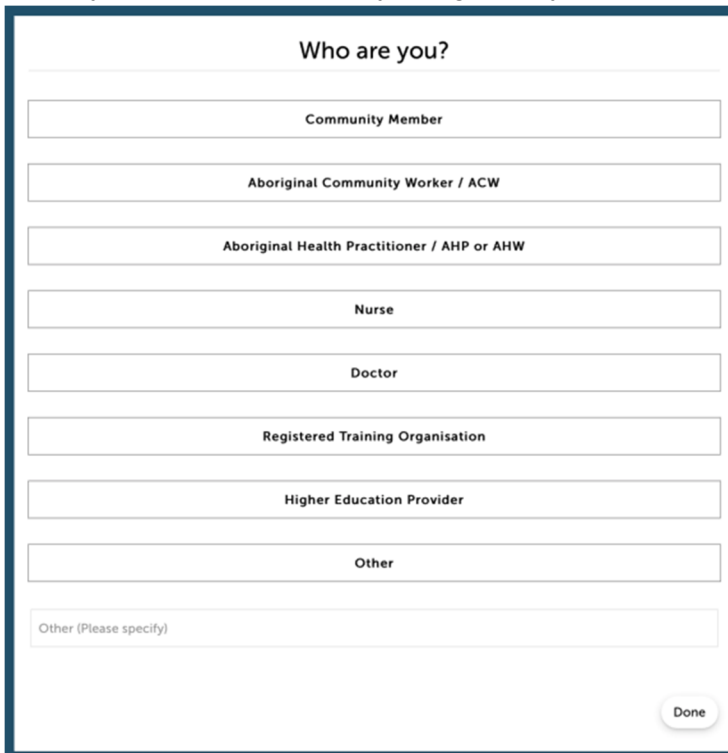

- After following these steps, check the tool works by accessing from the home screen of your device. The tool will now work offline if you disconnect from your internet connection.

Usage

General

The Storytelling Tool is primarily used to view 'stories' developed by One Disease to inform users about scabies and Crusted Scabies and how to manage these conditions. These stories have been developed for four main groups: Men, Women & Babies, School-aged Children and Renal patients. There are also other stories intended for everyone, which revolve around small 'games' or interactive scenes which further helps users understand more about scabies and scabies management.

- When you first open the Storytelling Tool, you should see a screen like this:
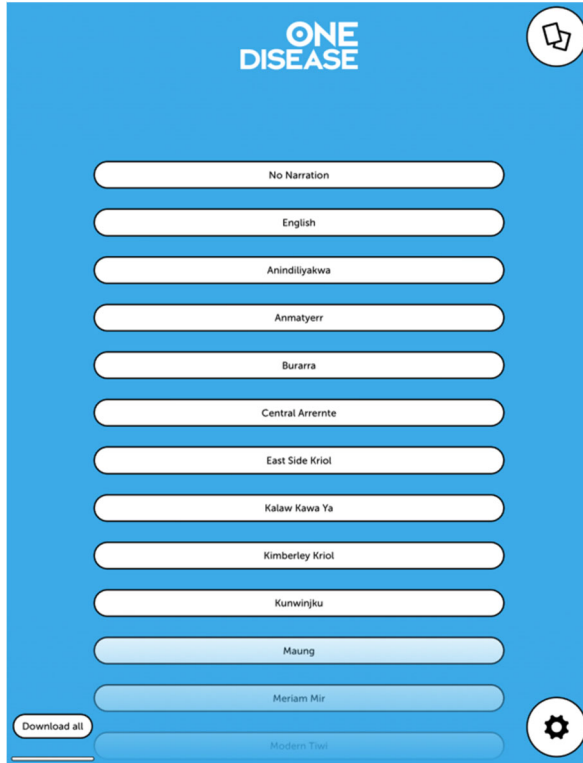

- Answer the form by selecting which option best suits the type of user you are. Click 'Done' icon when you have finished. This helps One Disease understand how the Storytelling Tool is being used in the community.

- After the first screen, the landing page will open:

- From the landing page, you can:
  - View the stories available by choosing a language from the list available or select 'No Narration' to use the Tool without audio.
  - Access the 'Facilitator's Guide' PDF document by clicking the 'Documents' icon

     in the top right corner of the screen. This document will give a detailed overview of the Storytelling Tool, how to use it, as well as provide additional information for Facilitators on how to use this Tool as a learning device.

- The Facilitator's Guide should look like this:
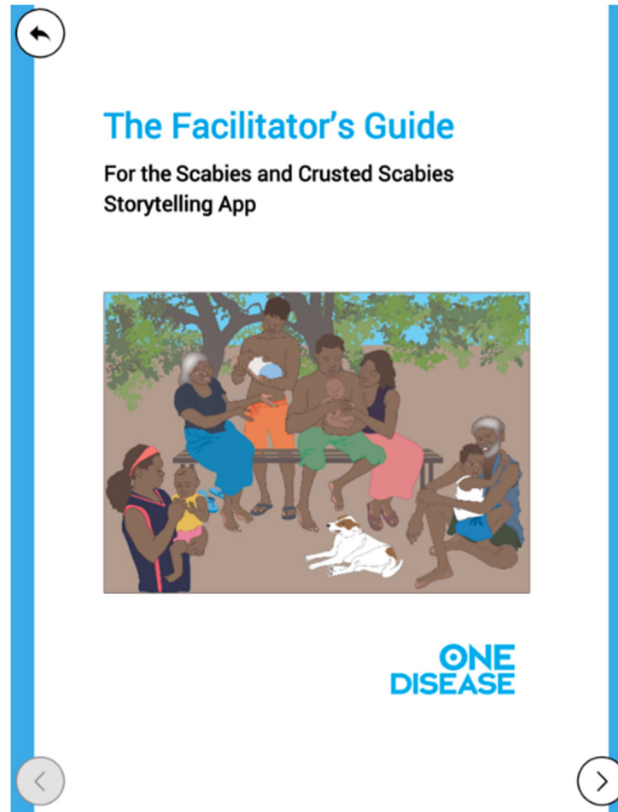
- Use the 'Circular arrow' icons in the bottom corners of the screen to move forward and backwards through the PDF.

- Use the 'Back' icon in the top left corner of the screen to return to the language selection screen.

- Access the Settings of the Tool by clicking the 'Gear' icon in the bottom right corner of the screen. This is used for refreshing the data in the Tool.

- Once a language has been selected, you should see a screen that looks like this

- The text in the top center of the screen displays the currently chosen language (or 'No Narration' if chosen).
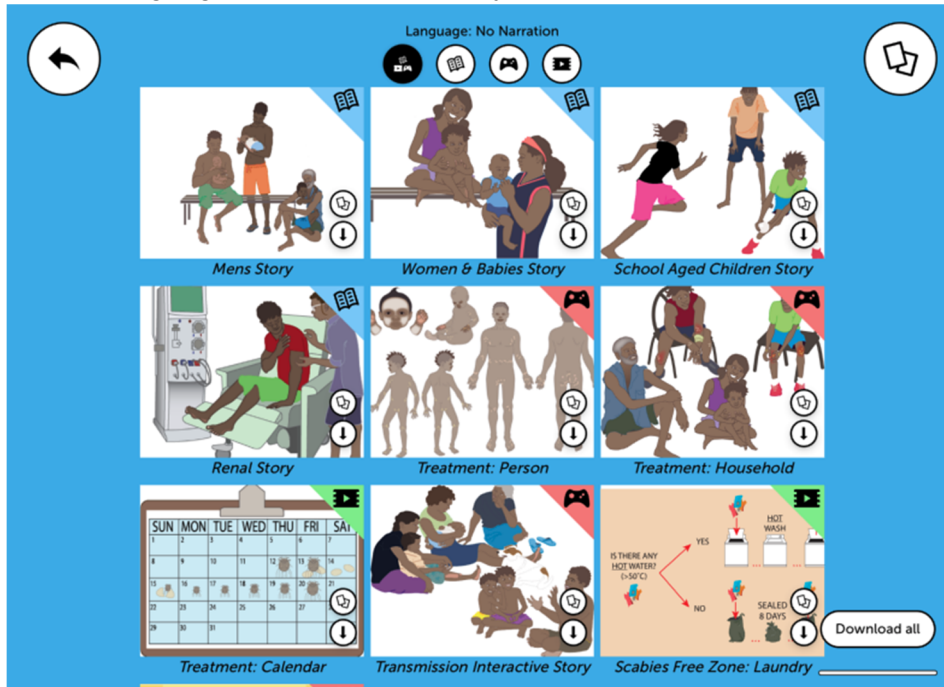- At the top of the screen, under the chosen language, you will see four circular icons in a row. These are used to filter the stories shown to the user. There are four options:

  o All - all stories are shown to the user.

  o Standard - only Standard stories are shown.

  o Game - only Game stories are shown.

  o Movie - only Movie stories are shown.

- The 'Back' icon in the top left corner of the screen is used to return to the previous page.

- The 'Documents' icon in the top right corner of the screen will take the user to the Facilitator's Guide.

- In the middle of the screen you can see several thumbnails. These are the stories that are available on the Storytelling Tool. Each thumbnail will have a caption underneath showing the title of the story. Each thumbnail also has:
  - A coloured 'earmark' in the top right corner of the thumbnail. This will indicate the 'type' of story. There are three kinds of stories:

    - Standard: These are indicated by the blue 'book' earmark. These are typical stories and will consist of several scenes that the user can view. These stories are not interactive.

    - Game: These are indicated by the red 'game controller' earmark. These stories are shorter, and involve the user interacting with the story to learn more about scabies. Users will either need to touch the screen in specified areas or drag and drop items on the screen.

    - Movie: These are indicated by the green 'video' earmark. These are short animated stories that give the user further information about managing scabies and creating Scabies Free Zones. These are not interactive.

  - A small 'Documents' icon, like the one in the top right of the screen. This will allow the user to view the 'Facilitator Notes' for that particular story. These notes provide further detail on information presented in the story.

- To view a story, click its corresponding thumbnail. You should then be taken to the first scene of the story.

Standard Stories

A typical scene in a Standard story will look like this:

- The image displayed is the main content of this scene. You should also hear a small audio file being played in the chosen language. This will explain the current scene and how it relates to scabies.

- In the top left corner of the screen, you will see a 'Home' icon [home icon]. Click this to return to the story selection page.

- In the top right corner of the screen, you will see a 'Documents' icon [documents icon]. Click this to view the Facilitator notes for this scene.

- In the bottom left and right corners of the screen, you will see 'Forward' and 'Back' navigation icons [back and forward icons]. Use these to move through the story.

- In the bottom center of the screen, you will see a 'Play/Pause' icon [play/pause icons] (this will not be shown if 'No Narration' is selected). This controls the playback of the audio file for that scene. You will also see a line of small dots. [dots icon] These display the progression through the story. Each dot corresponds to a scene of the story, and the filled in dot represents the current scene. Click these dots to jump to a scene in the story.

- At the end of a story, you will see a screen that looks like this:
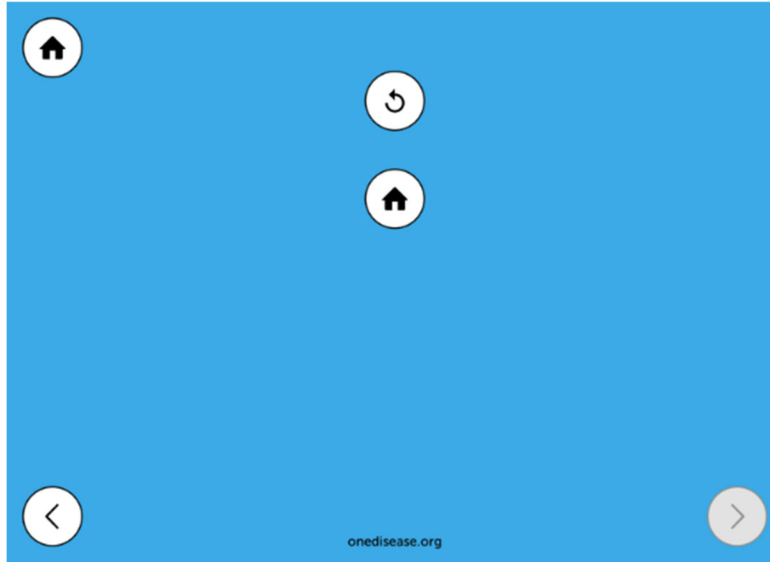
- o The 'Repeat' icon will start the selected story again from the beginning.

- o The 'Home' icon will take you back to the story selection screen.

- o The 'onedisease.org' URL at the bottom of the screen will take you to the One Disease website. Here you can find out more about One Disease and how they are working to eliminate Crusted Scabies.

Game Stories

Game Stories come in two varieties: 'Regions of Interest' and 'Drag & Drop':

- Regions of Interest: These stories require users to click on areas of the screen that are relevant to scabies. These areas will glow after a short time to indicate that they must be interacted with. When clicked, a short audio file will play explaining this region. (Note: not all audio responses are available in all languages.)

Scabies Free Zone: Bedroom

Transmission Interactive Story

- Drag & Drop: These stories require users to 'drag' scabies cream to the correct area in the scene. These scabies cream tubes will periodically glow to remind the user to interact with them. These stories are to explain to users how scabies cream must be applied, both on an individual and household level.

Treatment: Person

Treatment: Household
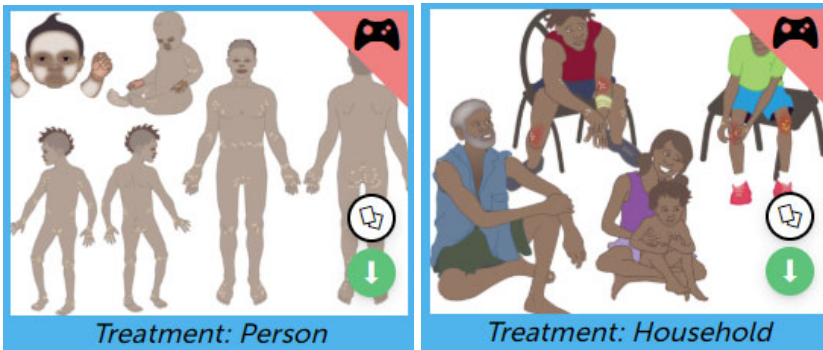
Movie Stories

Movie stories are short non-interactive animated stories that explain further details about treating scabies and creating Scabies Free Zones.

Treatment: Calendar

Scabies Free Zone: Laundry
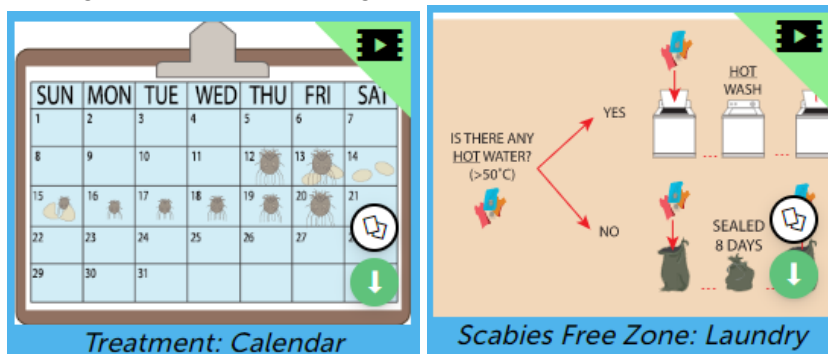
Troubleshooting

iOS & Android

If an issue arises when using the Storytelling Tool as an installed application, try the following steps:

- Try restarting the application.
- Try resetting the application.
    - Go to the landing/language selection page.
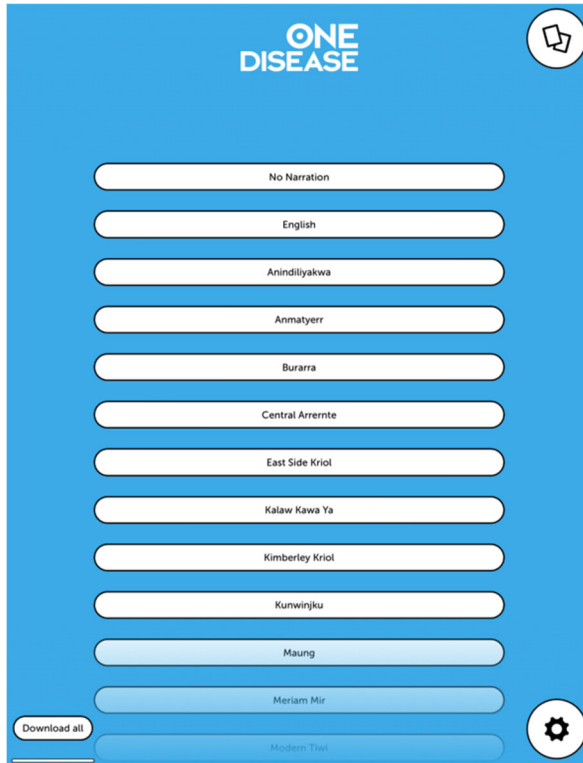
    - Click the 'Settings' icon

    - Click 'Reset app'
    - Close the app and restart the application. This will prompt you to download the content again.
- Try clearing downloaded content and downloading again.
    - Go to the landing/language selection page.

    - Click the 'Settings' icon
    - Click 'Erase downloaded content'

- o Click the 'Back' icon
- o From the landing page select 'Download'.
- Finally, try uninstalling the application by deleting from your device entirely, and reinstalling using the installation steps at the start of this document.

Web Browser

In general, issues with the Storytelling Tool can usually be resolved by the following method:
- Go to the landing/language selection page.
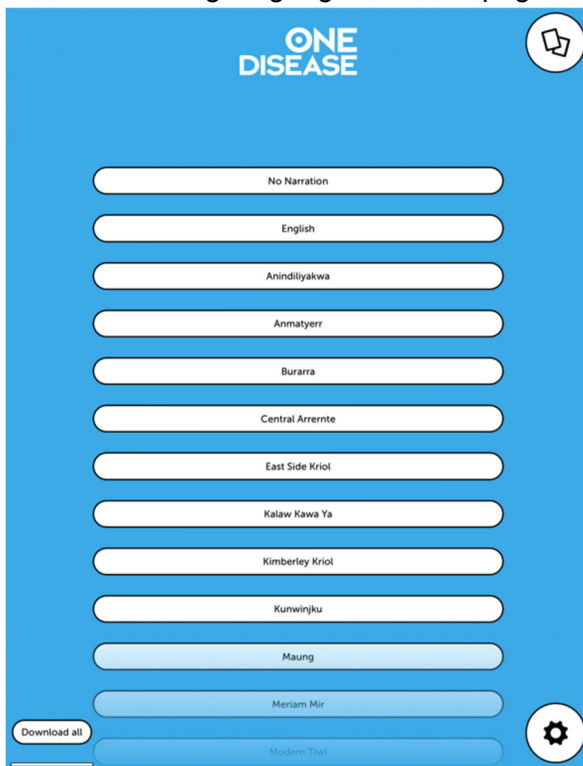
- Click on the 'Settings' icon.

- Click 'Reset app'.
- When returned to the download page, select 'Download All'.

Alternatively, you can:
- Click on the 'Settings' icon from the landing page.

- Select 'Erase downloaded content'.

- Click the 'Back' icon
- From the landing page select 'Download'.

Advanced Troubleshooting

If the above does not work to resolve issues on your web browser, you may need to force the Storytelling Tool to clear all memory. To do this, close the tab containing the Storytelling Tool, then follow the next steps depending on your system.

- **Google Chrome**: Type 'chrome://serviceworker-internals' in the URL bar and hit enter. You should see a screen that looks like this:

ServiceWorker

☐ Open DevTools window and pause JavaScript execution on Service Worker startup for debugging.

Registrations in: /Users/cameronnichols/Library/Application Support/Google/Chrome/Default (1)

Scope: https://storytelling.onedisease.org/
Registration ID: 1431
Navigation preload enabled: false
Navigation preload header length: 4
Active worker:
  Installation Status: ACTIVATED
  Running Status: RUNNING
  Fetch handler existence: EXISTS
  Script: https://storytelling.onedisease.org/sw.js
  Version ID: 3420
  Renderer process ID: 59170
  Renderer thread ID: 1
  DevTools agent route ID: 5
  Client:
    ID: 9a32e211-f6ca-4109-9653-975ad99b93be
    URL: https://storytelling.onedisease.org/
Log:

[Stop] [Inspect]
[Unregister]

- Click 'Stop' and/or 'Unregister' until these buttons have disappeared. Then open a new tab and return to the Storytelling Tool at https://storytelling.onedisease.org
- Repeat downloading steps described in 'Installation' section of this document

- **Firefox:** Type 'about:serviceworkers' in the URL bar and hit enter. You should see a screen that looks like this:

Registered Service Workers

Origin: https://storytelling.onedisease.org

- **Scope:** https://storytelling.onedisease.org/
- **Script Spec:** https://storytelling.onedisease.org/sw.js
- **Current Worker URL:** https://storytelling.onedisease.org/sw.js
- **Active Cache Name:** {96f3c691-951c-9b44-a864-f602ad917118}
- **Waiting Cache Name:**
- **Push Endpoint:** null

[Update] [Unregister]

- Click 'unregister'. Then open a new tab and return to the Storytelling Tool at https://storytelling.onedisease.org /.
- Repeat downloading steps described in 'Installation' section of this document

- **Microsoft Edge**: Type 'edge://serviceworker-internals' in the URL bar and hit enter. You should see a screen that looks like this:

Registrations in: /Users/cameronnichols/Library/Application Support/Microsoft Edge/Default (1)

Scope: https://storytelling.onedisease.org/
Registration ID: 1
Navigation preload enabled: false
Navigation preload header length: 4
Active worker:
  Installation Status: ACTIVATED
  Running Status: RUNNING
  Fetch handler existence: EXISTS
  Script: https://storytelling.onedisease.org/sw.js
  Version ID: 1
  Renderer process ID: 95897
  Renderer thread ID: 2
  DevTools agent route ID: 6
  Client:
    ID: 496d96cd-15d4-4783-a771-4fa05af5cfb3
    URL: https://storytelling.onedisease.org/
Log:

[Stop] [Inspect]
[Unregister]

  - Click 'Stop' and/or 'Unregister' until these buttons have disappeared. Then open a new tab and return to the Storytelling Tool at https://storytelling.onedisease.org
  - Repeat downloading steps described in 'Installation' section of this document