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PARTNERSHIPS FOR GLOBAL HEALTH

TECHNOLOGY FOR EFFECTIVE PARTNERSHIP COLLABORATION

NHS Fellow working with Improving Global Health, Cambodia. Photo: Timur Bekir

CONTENTS

About this guide	2
Definitions and Acronyms	2
Considerations: technology and your partnership	**3**
Selecting and implementing new tools	3
Barriers to implementing new tools	3
Learning new technology	3
Online, offline and syncing	4
Free or low-cost software – what's the catch?	4
Working across Platforms	4
Choosing for the future	5
Communication Tools	**6**
Communicating with your team	6
Communicating whilst travelling	7
Communicating with your stakeholders	7
Partnership Collaboration	**9**
Sharing Documents	9
Featuring Google – a load of tools for free	11
Featuring Evernote	13
Partnership project planning	**14**
Managing your project	14
Task Management	16
Collaborative budgets	16
Partnership project delivery	**17**
Developing and Delivering Training and Mentoring	17
Volunteer and Training Management	18
Data Collection	19
Dealing with low bandwidth	21
Fundraising	22
Keeping your information and work safe	23
More help	23
Conclusion	23
Appendix: Sources for the Tools and Additional Resources	**24**

Partnership between Maddox-Jolie-Pitt & Improving Global Health in Cambodia. Photo: Timur Bekir

ABOUT THIS GUIDE

This guide identifies online and electronic tools that can help partnerships collaborate more effectively. We primarily focus on tools that can help improve your partnership's effectiveness in:

- communicating with your team
- communicating and working whilst travelling
- communicating with your stakeholders
- collaborating and working as a team
- and managing information

This is not a guide to software for improving information systems within health facilities or the wider health system.

The purpose of this guide is to identify useful software tools that are low or no cost, multi-platform (can work on different IT operating systems), and ideally can be used on and offline. Details of where to access the tools are in the Appendix.

Whilst every effort was made to seek independent reviews, not every product and feature identified in the guide was directly tested. The list is not exhaustive and there are, undoubtedly, other useful tools out there.

Technology moves fast, so many of the tools described here will evolve just as new tools will emerge. However, the ideas of how to use technology for effective partnership collaboration and how to decide on which to use will remain relevant.

Before describing these tools, we discuss general issues concerning their selection and implementation for effective use based on partnership experiences. While electronic tools can be a powerful aid in collaboration, if not chosen and implemented wisely they can prove counter-productive. The rest of the guide outlines particular tools for particular needs. This part of the guide is designed to be dipped into according to each partnerships particular needs rather than to be read as a whole.

DEFINITIONS AND ACRONYMS

APP	Software either on your mobile, computer or to be used in an internet browser.
BANDWIDTH	The available 'pipe' of data you are able to download from the internet. If you have low bandwidth you can only download minimal amounts of data.
CLOUD COMPUTING	A secure server or computer outside of your institution or home where your data is stored. Data can be accessed over the internet.
CSV	Common separated values. A format that can be exported or imported into spreadsheets or databases.
INTERNET BROWSER	The programme you use to access the internet eg Chrome, Safari, Internet Explorer, Firefox
INTERNET CONNECTIVITY	The ability to connect to the internet. If you have no connectivity you can not connect to the internet whereas if you have low bandwidth you can connect but only download minimal amounts of data.
PLATFORM	The type of computer system or device that you are using eg Windows or IOS (apple Mac) or Android or iPhone.
SYNCING	Two devices are syncing when they copy files or data from one device to the other to ensure that both contain the same files or data.
VOIP CALLING	Voice over Internet Calling. Making voice calls to landlines or mobile phones over the internet.

CONSIDERATIONS: TECHNOLOGY AND YOUR PARTNERSHIP

Selecting and Implementing New Tools

You should define clear objectives for selecting new tools and you should only pick a tool if it will solve a problem or improve a process.

Ideally, you should describe the process you intend to improve and identify:

- what information you need to share
- who can access that information
- what platforms people are using
- what connectivity do they have
- what reports are needed
- what software functions are required

Another good strategy is to jot down three to five ways you would use the tool in your work every day. Evaluate the tools against these needs. Jumping into using a new tool before thinking through the processes and needs of your partnership may result in a poor fit.

Only try out one new tool at a time rather than grappling with several at once. Find the people who are champions of new technology – good at learning quickly, communicating why the tool will be useful and putting in the time to get it to work right for the team. Implementation needs face-to-face interaction and the opportunity to use the tool together; sending out an email and a guide is unlikely to start people using a new tool for their work.

> You cannot introduce new tools over the internet, you have to use them together; you get no understanding otherwise. You cannot have just a written guide; it has to be practised. That is when it works the best.
>
> **MARCIA ZONDERVAN,**
> **London School of Hygiene and Tropical Medicine, Vision 2020 Links**

Check that everyone in the team is comfortable using the tool; it can be disempowering if they are not. Think about building IT capacity into future projects to ensure that all the people you are working with can effectively collaborate.

Key Point: *Implement one tool at a time and make sure it is answering a genuine need for your partnership.*

Barriers To Implementing New Tools

Barriers to implementing new technologies in the context of institutional health partnerships include unreliable connectivity and limited bandwidth. Connectivity is your ability to connect to the internet and the amount of bandwidth relates to the amount of data you can download when you are connected. This is not, however, the only limiting technical factor; for example, your own institutions may block or not allow the use of certain software or internet sites/services. Other common barriers that hinder implementation include lack of knowledge of what tools are available, how they might be applied and variable levels of technical skills.

It is better to pick simple tools, requiring low bandwidth that can be used by all members of the team; rather than tools that only some team members can use either because of their complexity or their need for higher bandwidth or constant connectivity.

Thinking about these barriers and how they can be surmounted in your particular context is a crucial part of the process of deciding on and implementing any new software. It may be that many of the tools identified in this guide are not suitable for your partnership.

Even if many of them could be useful, it is advisable to concentrate on a small number that will most improve effective collaboration.

Key Point: *Ensure tools are appropriate in terms of IT skills, devices and bandwidth you have.*

Learning New Technology

When choosing tools, be careful that you do not select one that is more complicated, and therefore harder to learn, than you actually need. Some people find new tools easy to use and learn and are very comfortable finding out how to use new technology. Others can find it harder to learn to use new tools and get the most out of them.

Whilst most tools will have fairly comprehensive help systems, the internet is also a rich source of 'how to' information from forums, to blogs, to YouTube - there is a huge amount of information about getting the most out of online and electronic tools. Every group has technology enthusiasts and those less comfortable with technology. Why not get the enthusiasts to send out weekly simple tips across the group to help those who find it harder to get to grips with how the tools can simplify rather than complicate their work.

Key point: *Ensure you use the technology enthusiasts within your partnership to help everyone work effectively together and give examples of how tools can simplify rather than complicate your work*

Online, Offline And Syncing

Software that is only available online may be unsuitable for partners where internet connectivity is unreliable. Increasingly, tools are saving data in 'the cloud' (off-site storage) so it can be accessible from any device with an internet connection.

There are a number of tools which synchronise or copy (sync) content from the cloud to your local computer, tablet or smartphone. This allows content to be accessible both when you are online and offline. Changes made whilst you are offline are synced to the cloud when you are back online again.

Tools that store data or files in the cloud are ideal for collaboration. Remote teams can access up to date information without having to constantly send files through email and check that they have the latest version. The downside, however, is that you need internet connectivity to upload or download the files or data. Tools that can sync data or files to be available offline as well as online, address access to information when internet connectivity is unavailable. Ensuring that files and software only require low bandwidth helps increase feasibility of tools even when bandwidth is an issue. There are some tips on how to do this at the end of this document. Choosing which folders or files to sync to which device also helps manage the amount of bandwidth you use and the amount of space used on your device.

Even if software is only available online it may still be useful to the partnership; particularly if you do not need to access it all the time but only for a specific job such as sending out a newsletter using MailChimp or setting up an online form using Google Forms or accessing an online forum in Facebook or Google+.

Key Point: *Software that syncs to local devices to enable data to be used offline as well as online is ideal for partnership collaboration.*

Free Or Low-Cost Software – What's The Catch?

There are lots of different types of software that are offered 'free' but watch out for the catch! Is the tool free for a trial period only, free for only the basic functionality, free but with distracting advertisements or free temporarily whilst the vendors build a user base whom they will later start charging. Some downloadable free software will also install adware on your computer as part of the installation process – although if you pay attention, you can often opt out of these toolbars and special offers.

When you do have to pay, it is increasingly common for payment to be per user per month. Whilst the sums may seem affordable when looking at one or two users, think about the future and whether more people may need access at a later date – the outlay could become far more significant.

Open source applications and software developed by development programmes are often offered on a truly free basis. However, there may be hidden costs in terms of ease of use and availability of support.

Key Point: *Be aware of the potential limitations of free, low-cost software before its adoption*

Working Across Platforms

It is increasingly important that tools are available across different computer operating systems (platforms).

Platform	UK	Africa
Desktop Operating Systems		
Windows	80%	94%
apple Mac (IOS)	17%	4%
Smartphone Operating Systems		
Android	40%	50%
iPhone (IOS)	50%	5%
Series 40 (Nokia)	0%	21%

All % are approximate
(November 2014, statcounter.com)

In a recent study by the Firelight Foundation of 27 of their community based partner organisations in Malawi, Tanzania and Zambia 71% of the staff used their mobile phones for emailing. In the same study, 61% of the staff used their mobile phones for accessing social media. For communication with local leaders or beneficiaries, text messaging was widespread (96%). Only 13% of beneficiaries had access to email via mobile phone.

Key point: *Cross platform compatibility is good for partnerships – take the time to find out which platforms are being used by the key people in the partnership to help inform technology decisions.*

Volunteer Nurse Trainee at Kambia District Hospital, Sierra Leone. Photo: Timur Bekir

Choosing For The Future

Your partnership will change over time - it may grow significantly. Tools should ideally also work for individuals in their day-to-day work, and with other partnerships and projects. Thinking about the future and wider needs should inform your decision to adopt certain tools.

Will the level of service/users be sufficient for your needs in 2 or 5 years' time? If not, how much will it cost to increase the level of service? It can be hard to transfer from one tool to another – so getting this decision right in the first place will save future headaches. Starting up a new project is a good time to review the tools you are already using.

Even if one of your institutions has access to some more expensive software solutions, you should consider whether or not it would be of benefit to your partner organisation to invest time in learning the free or low cost alternatives. This will mean that they can use these other alternatives with other projects and partnerships that they are involved in without your institution.

Things change quickly in terms of technology. Mobile coverage and internet connectivity will rapidly change over time. Tools that might not work for your partnership now may be feasible in 6, 12 or 18-months' time.

Think about whether or not your data is backed up anywhere else, other than the vendors servers - they may cease operation. Consider whether or not the software allows you to export data if you need to transfer to a different tool.

Key point: *Think about future use as well as present need.*

> Over the 18 months I have been here the power stabilisation has really improved and connection to the internet has really improved.
>
> **HERMAN FUNG,**
> VSO Volunteer Malawi

Trainees using medical equipment, Winchester-Yei Link. Photo: Tom Price

TOOLS FOR EFFECTIVE COLLABORATION

COMMUNICATION TOOLS

Communicating With Your Team

For people working together across countries, tools that improve communication are paramount. Whilst Skype is very popular in terms of day to day use, there are other options worth considering.

Skype is the most widely used video and chat software. It also has VoiP calling (internet phone) allowing you to make low cost calls to mobiles or landlines on a pay as you go basis. Therefore, even if the other person does not use Skype you can still contact them. You can have group discussions in both audio and video and share documents and screens. Skype has recently made many features that were previously only available to those with premium subscriptions available to fee free account holders.

Vsee is a video and chat solution specifically designed for use with low bandwidth reportedly using 50% less than Skype; if your call quality is consistently poor with Skype, it is definitely worth giving Vsee a try. There are other benefits too – drag and drop file transfer, unlimited group video calls (subject to bandwidth) and the ability to share your screen during calls (screen sharing or casting). The basic account for their Enterprise Video Chat is free; it limits you to one screencast a day with no technical support. If you are looking at pricing plans look for their Enterprise Video Chat option rather than OneClick Waiting Room which is a more expensive remote consultation tool.

Google+ Hangouts provides video, chat and VoiP calls. The group video chat software changes the focus to whoever is speaking and mutes the microphone of other participants. You need a Google+ account to use any of the Google tools. Tools (mostly) work through Chrome (internet browser), within which you can install various apps from the Chrome Store for each of the tools you want. apps can be launched through Chrome or through the Chrome app Launcher on your toolbar or dock. You can also adjust the quality of the video whilst in the call according to your bandwidth. You can start video chats from within Gmail contacts as well as from the Hangouts app.

QUICK TIP

Use **World Clock Meeting Planner** to help with scheduling meetings across time zones – it is free.

PC MAC iPhone iPad Android	PC MAC iPhone iPad Android WindowsPhone	PC MAC iPhone iPad Android WindowsPhone
Free and paid versions	Free VoiP calls additional cost	Free VoiP calls additional cost
Pros: Low bandwidth Group video Easy drag and drop file sharing Instant messaging Screen sharing (one per day)	Pros: Already used by many people Group video File sharing Instant messaging Screen sharing VoiP	Pros: Increasingly being used by people Group video File sharing from Google Drive links via chat Instant messaging VoiP Screen sharing Links with Gmail contacts
Cons: Not widely used	Cons: High bandwidth use even when not in a call	Cons: Not quite as easy to learn or setup (need a free Google+ account and free Chrome browser)

You may also want to share ideas and thoughts with your team which they can respond to in their own time. Setting up a **closed or private group in Google+ or Facebook** can make it into a forum for sharing news, thoughts and ideas about the partnership and help keep personal relationships strong. Choosing a platform that people already regularly engage with such as Facebook or Google+ may enable better interaction than setting up a separate forum on your website that people need to actively access and log into. You can also create open groups for discussion with wider communities of practice.

***Key Point:** try to choose platforms with which people already regularly engage with since this will likely lead to higher use and better interaction*

Communicating Whilst Travelling

Whilst Skype and Google+ Hangouts provide an effective way to communicate whilst travelling, there are also other solutions.

Facetime is a very effective and free way for making video calls with other Mac users (iPad, iPhone, iPod or Mac) over a Wi-Fi connection. **Rebtel** allows its users to make low-cost or free international calls using its smartphone apps or landlines. It works on any phone without installing software or needing an internet connection and has cheaper call rates than Skype when phoning mobiles or landlines. There is no contract – you can purchase credit and pay as you go or purchase deals for particular countries that give even bigger savings. **Whatsapp** is a very popular mobile phone app that allow free text, photo and video messaging to other people who also have the app, subject to internet connection.

Gmail Offline is available through **Chrome** internet browser and is useful for accessing information in emails and drafting replies to emails whilst you are offline. If you don't use Gmail then **Thunderbird** is a free email programme that also works offline.

Communicating With Your Stakeholders

Keeping your stakeholders informed on the progress made in your partnership and projects is good practice and often key to success. This might be through emails, e-newsletters or social marketing. Keeping track of whom you need to communicate with can be a headache. There are added challenges when you need to share that information.

Your communications plan for your project and partnership may include different groups with whom you want to stay in contact: supporters, government and other key officials, volunteers, ex-volunteers, community members, funders and sponsors. Think ahead about whether these different groups need different content, different language, and different frequency of communication. You can then set up your software accordingly.

If your partnership and the interventions it has achieved are successful, it is important to share what worked and why with others – this ensures that we build on each other's achievements and learn from each other rather than reinventing the wheel. A good communications strategy can ensure you are fulfilling this key aspect of good development practice.

MailChimp is one of the most frequently used applications to send out bulk email communications or e-newsletters – called campaigns. It is free for up to 2000 subscribers and you can send up to 12,000 emails per month. You can import contacts from Google contacts or from a CSV or text file. You can set up groups within MailChimp to send more targeted communications to different types of stakeholder. There are a number of templates you can use for your email communications and you can integrate newsletter signup forms onto your website and social marketing channels such as Facebook and Google+.

Once you have set up an account for your partnership you can give other members of your team access to the contacts database and who can then also create or edit new communications. You can set up different levels of access in your account settings.

Mailchimp can also act as a shared database, including contact information and notes about your stakeholders. This information can be accessed via Mailchimp apps, available on Android and iPhone/iPad (IOS) where you can also add new users. This information is available on your device even when you are offline. Hence, Mailchimp allows you not only to easily send out professional bulk emails but also enables you to keep track of information about your most important stakeholders – not just for you but for the whole team.

> Mailchimp is a way of streamlining communications, using it is building the capacity of the HQ. We can use more visual communication and track whether or not it is being read. Found it quite straightforward and had a high response rate.
>
> **GRACE LE,**
> University of Oxford, COSECSA Oxford Orthopaedic Link

Tinyletter (owned by MailChimp) is aimed at people who do not need the reporting and business features of MailChimp but just a simple platform to write and send out bulk email communications. Currently, it is offered completely free for up to 5000 subscribers although Tinyletter reserves the right to change this in the future. You can import contacts (including from Gmail), add a subscription form to your website and link to Twitter. You cannot set up different groups within your subscribers and there are no templates to use.

Other bulk email providers include **SimplyCast** and **SendGrid**. SendGrid' free account gives you up to 400 emails per day.

The use of social media is outside the scope of this guide although it should be recognised that social media represents a cheap and effective way of communicating information about your partnership. Consider setting up a page for your partnership on the major social networking platforms such as **Facebook**, **Google+, LinkedIn** and, if you want to share video, **YouTube**.

It is better to setup specific pages for an organisation rather than as an individual on these platforms, since these pages work differently from individual accounts. It is also inappropriate to link people with an individual account as this potentially shares personal content.

Whilst setting up pages within these platforms is straightforward, managing the frequency and quality of content can be challenging. There are tools such as **Hootsuite** and **Buffer** that allow you to schedule when your posts appear and post to more than one social networking platform at a time eg Facebook, Twitter, LinkedIn and Google+. The free versions will only allow you to link to one account per platform. Both Hootsuite and Buffer are also available as Android or iPhone/ iPad apps.

Telling the story of your partnership through photo essays on your website or blog is far more effective than text heavy forms of communication. **Blogger** is part of the Google suite of apps and is an extremely easy way to set up a blog based website using a variety of templates. You do not need any web design skills. Blogger also works seamlessly with Google+ allowing people to comment on your blog. You can use the blogspot.com domain or register your own domain to point to your Blogger site.

Companies who host websites (for a fee) usually provide free software such as WordPress which you can install and use to build your site – although you do not need to be an expert, identifying someone who is technologically savvy will help. There are other platforms that offer free website design for people with limited design and technology skills such as **Wix** or **Weebly**. Whilst you can host a basic site with them for free you will need to use their domain (website address), there will be some advertising and the amount of data you can have is limited.

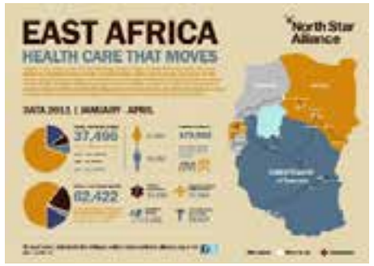
Social media works well with photographic, audio and video content. There are some excellent free tools available to help you produce professional content for your social media channels. Macs come with **iPhoto** that provide basic photo editing and organisation software. **Picasa** for PC will organise your photos, allow basic editing and easily share with Google+. **Instagram** on your mobile phone allows you to upload photos to different social media channels at one time and there are additional apps available to add text to those photos. If you want a tool with more than basic photo editing facilities for your PC, try **paint.net** or, for either platform, **GIMP** (which has a steeper learning curve) both free and are sophisticated photo editing suites. If you are looking to add audio to your website or social media sites, **Audacity** is a free audio editor available on both PC and Mac. To edit video on PCs, **Windows Movie Maker 12** is a free and intuitive editing programme. Macs come with **iMovie**.

QUICK TIP

Remember to resize your photos and other media before uploading them so they don't take up too much of your or other people's bandwidth.

Increasingly NGOs are using other forms of visual media to ensure their messages are getting through. Infographics present results in a visually arresting way, memes are pictures that combine photos with short messages and word clouds show linked concepts or the frequency of response for qualitative survey data. Free tools to create these type of graphics include **Piktochart** (free limited version for Non Profits) for infographics, **Wordle** or **Tagexdo** for word clouds. Although there are meme generating apps online and for smartphones, you don't need them as you can easily create memes in any photo editing software by simply adding text.

Infographic



Northstar-alliance.org

Meme

Devex.com

Word cloud

Healthcursor.com

PARTNERSHIP COLLABORATION

Trainees on Spine Course, COSECSA Oxford Orthopaedic Link. Photo: John McLaughlin

Sharing Documents

There are two ways in which you can share documents when you are working with people remotely without having to email large files, which can use up mailbox space and block emails from downloading. The first is to temporarily upload files to the web for download and the second is to have a shared folder in the cloud.

Using a web based programme to temporarily upload your document and email the recipient the link to it rather than the whole document is good for sending one document to people with whom you are not going to be routinely sharing documents. The recipient can choose when to download the document from the website.

Setting up a shared folder in the **cloud** where you can store documents that you and whomever you share the folder with both have access. This means that you can ensure that everyone in the team has access to the latest project documents (proposal, log frame, reports, training plans, monitoring and evaluation) and partnership information (MoU, contact list). When you share documents via the cloud your documents are located on the provider's servers. Often they also provide back-up and restore services, meaning that you can recover your work if you accidentally delete it or go back to a previous version.

One off large document sharing via the web

MailBigFile is a quick way to send up to 5 files of 2GB per file to 1 person at a time for free. You drag the file(s) into the box on the website and specify the recipient and your message to them. They receive the message and a download link for the file. The free account keeps files available for the recipient to download for 10 days. The Pro account allows more large files to be sent to more people.

Hightail also allows the sending of a file using an email link. You have to register for the free account. You can send files of up to 250Mb to multiple recipients. Hightail has integration with Microsoft Outlook and also has a folder storage and sharing solution similar to Dropbox.

Google Drive allows you to invite people to collaborate on a particular document as opposed to sharing a folder.

Sharing folders with your team via the cloud

The following table summarises the features, pros and cons of some of the most popular tools offering storage for files in the cloud.

	Dropbox	Google Drive	Microsoft OneDrive	Spideroak	Copy
Free storage	2GB	15GB	15GB	2GB	15GB
Earn extra storage	Earn up to 19GB		Earn up to 5GB	Earn up to 10GB	Earn up to 5GB
Paid plans	$10 per month 1TB	$2 per month 100GB or $10 per month 1TB	$2 per month 100GB	$10 per month 100GB	$10 per month 250GB
Other ways of getting storage	With some mobile phone contracts		1TB free with Office 365 annual subscription		
Online/offline sync	Select which folders to sync	Select which folders to sync	Select which folders to sync		
Ability to restore files	For up to 30 days	Only if trash not emptied	Only if recycle bin is not emptied	Yes	In Account settings can undelete
Platforms	Windows, Apple, Android, iPhone/ iPad				
Pros	Easy to set up and use Good on PCs and Macs In transit and stored encryption Restore files for up to 30 days Upload photos from phone	Save attachments from Gmail to drive Integrates with Google apps Online collaboration	Integrated with Microsoft Office Set permissions on shared files/folders Online collaboration Upload photos from phone	Additional privacy as data cannot be accessed by Spideroak Saves versions of files as you update them that can be restored	Splits storage of shared folders between accounts Simple, Fast Integrates with Microsoft Office
Cons	Low free storage	Storage limit includes Gmail and Google+	Best for windows devices	Low free storage Focus on back up rather than sharing	Issues with resetting storage limits after deleting files

In summary, if you are concerned about the privacy of your data then Spideroak has the strongest privacy and security. Dropbox is a reliable, easy to use solution but it offers less free storage than other free services and if space is a factor then Copy may be worth checking out. Dropbox has a 30 day storage of files that have been deleted or changed allowing you to restore files that have been accidentally deleted or overwritten.

If your team routinely use Google apps then Google Drive is the right solution. If your team routinely uses Microsoft Office, particularly on Windows devices, then OneDrive is the obvious choice.

Sharing documents with the public

If you want to share your documents with the public then there are a number of sites where you can upload files and share them with the world: e.g. **Scribd** and **SlideShare**

Featuring Google – A Load Of Tools For Free

Google offers a large number of useful apps that work together and are designed for team collaboration, most of which can be accessed for free. Together they offer some particularly useful solutions for institutional health partnerships.

Google Forms can be used to design online forms which save data to the Google spreadsheet app Sheets. Partnerships can set up forms for a variety of purposes as already described but also to track visits, activities, monitoring and evaluation data, training courses delivered, participant lists and pre- and post-test questionnaires. Further analysis needs to be done within the spreadsheet in Google Sheets. The data is accessible to everyone in the team through sharing within Google Drive.

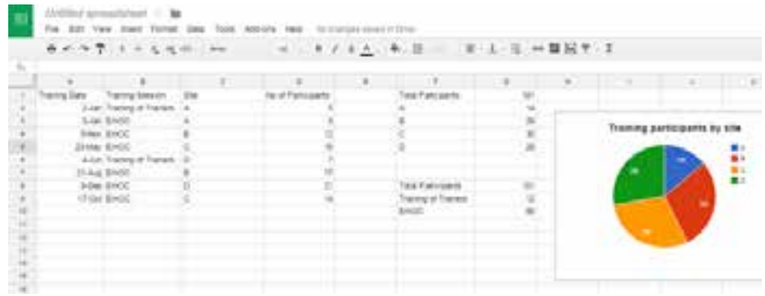
If you are working on a joint document such as a proposal or report using Google Docs and Sheets within Google Drive, the software allows multiple users to work on the same document at the same time. There is an added facility, Google Chat that allows you to discuss or ask each other questions as you work.

PARTNERSHIPS USING GOOGLE APPS

Partnerships have used Google Forms with Google Sheets to register course participants and collect information on their skills and experience to help pitch the course at the right level. Other partnerships have used Google Forms for the recruitment of volunteers.

Jay Evans, Regional Director Asia from **Medic Mobile** described Gmail, Google Documents and Drive as essentials when working remotely across low resource settings. In particular, the ability to work on a document at the same time and see where others are working in Google Documents was of particular importance.

Google Sheets



Google highlights the sections of the document being worked on and indicates who is working on which sections. This is particularly useful when working to a deadline.

With Google Calendar you can set up multiple calendars and choose with whom to share them.

The Calendar app syncs with many different email clients and mobile phone apps. This is really useful for ensuring that everyone knows key deadlines and events.

To access the apps, you need a Google or a Google+ account and to use the Chrome internet browser. Within Chrome you click on the apps button and then go to the Chrome Store in order to add apps to your browser and to the Chrome app Launcher. The Chrome app Launcher appears on toolbar (Windows) or dock (Mac).

Accessing apps or Chrome Store in Chrome

Accessing apps or Chrome Store in Chrome

Some of the useful free apps available from Google are listed in the table below.

	app	Function	Highlights
	Gmail	Email	Available both on and **offline**. Download offline version separately.
	Calendar	Calendar	Set up multiple shared calendars for individual projects or partnerships so you can all track key visits, events and deadlines. Will sync with most smartphones. **Can use offline**.
	Drive	Document hosting in the cloud Like Dropbox	Your documents can be shared and worked on collectively. Works best if you use Google documents. Also available offline.
	Document	Word processing Like Microsoft Word	True collaboration if online – can be working on a document at the same time and the app will indicate which section is being edited by other people. Very useful for finalising reports or bids to a deadline. Available through Drive – also available offline.
	Sheets	Spreadsheet Like Microsoft Excel	Similar to Document you can collaborate and work on the same spreadsheet at the same time. Available through Drive – also available offline.
	Forms	Online surveys and forms Like Surveymonkey	Your forms can be set up to populate a Google Sheet which can then be analysed and shared amongst your team. Available through Drive. Online only.
	Contacts	Contact Database	Within Gmail. Can sync with mobile phones. Also available offline with Gmail offline.
	Groups	Communities of practice or forums	Set up groups who can view and respond to posts online or via email.
	Google+	Social networking Like Facebook	Set up a page for your partnership, or a closed community to share ideas within your partnership.
	Blogger	Setting up a blog based website	Set up your own blog based website to be able to post updates on your partnership activities.
	Google Hangouts	Video, phone calls and messaging Like Skype	Video calling is set up to facilitate conversations between many people in different places. Supports screen sharing. Additional add ons.

Documents and spreadsheets produced in the Google apps can be exported as Microsoft Office document types or pdfs.

Google has a very comprehensive **help system** which covers their suite of tools.

As indicated in the table many of the Google apps are now also **available offline**, although you usually have to download additional software to make this feature work. For Gmail, simply add the **Gmail Offline app** within Chrome. For Drive, you have to go into the app and then click on Install Drive for your computer then use the Gear menu to select whether or not you want to sync documents to the desktop. When working offline changes to your documents will be synced to Google Drive once you are back online again.

Google for Non Profits

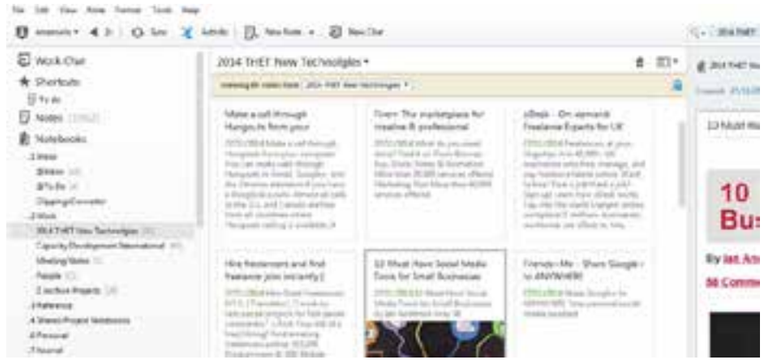
Google for Non Profits gives members access to premium Google products and support if they are a charity registered in England and Wales. It excludes government entities, hospitals and other healthcare providers or schools, academic institutions or universities. But if you have registered your partnership as a charity in England or Wales you should qualify.

Data safety and privacy with Google

There have been many publicly stated concerns about privacy and Google.

In terms of security of your data, all communication between your device and the Google servers is encrypted and backed up regularly. You can also opt for all your data stored on the servers to be encrypted. So your data is arguably more secure on Google servers than on your own computer. However, Google does use information that you provide through Google apps mainly to sell advertising. So Google will collect information from your account profile, the type of computer you are using, your IP address, search queries through the Google search engine, telephone call information etc. It will use this information to target advertisements at you. Google has recently announced that it would not give access to third parties to any of the data that you store on its servers without a warrant.

Featuring Evernote



Evernote is a hugely flexible free application that can be used online and offline and is available on PC, Mac, Android and iPhone/iPad (IOS). At its simplest it is like having a series of notebooks for storing different types of information, but it can be used for much more. Some uses include project management, task management, contact lists, stakeholder information, planning training content, mentoring notes, sharing resources, research notes, or keeping track of events and participants.

Evernote has a desktop version for Mac and PC, can be accessed via a web browser and has apps for Android and iPhone/iPad (IOS).

Essentially, Evernote it is a storage place for information, plans and ideas. You can store lots of types of data: text, tables, checklists, photographs, clip web articles or pages, pdfs or audio. All of these can be shared with other people via Work Chat within Evernote. Information within your notes can be searched easily and extremely quickly. The free version has a limit of 250 notebooks and an upload limit of 60MB per month. The premium version (£48 per annum) also allows you to search within scanned pdf documents, business cards and to sync information to your mobile or tablet to be accessed offline.

You set up notebooks and stack them to store information in a way that makes sense to you. The real strength of Evernote is not only its complete flexibility but also the ability to search everything at lightning speeds. Imagine being able to search a stack of paper notebooks for any word written in them or the content of pdfs. You can also search within photographs (although this seems more reliable on the browser version than the desktop version. This means that you can take photographs of log books or other key documents and then search within them.

Another stand out feature is the Evernote Web Clipper extension which works with all the main internet browsers and allows you to save web pages to Evernote notebooks as you browse them. The extension adds a small button to your browser which you press when you want to save the web page you are viewing – a dialogue box pops up and you simply choose to save in a particular notebook. This is really useful when doing research or for keeping track of useful resources or organisations.

Notebooks can be shared with other Evernote users. This makes it a powerful tool for ensuring that everyone in the partnership has access to key information; but it also can be used to share to do lists, capture ideas and share resources.

QUICK TIP

If you are sharing notebooks with people with low or intermittent connectivity, be careful about the kind of information you save in the notebook. Text will take very little bandwidth but photos may take up a lot if not reduced in size. Links to websites will also take up less space than taking a snapshot of the site.

Some ideas on how Evernote can be used by partnerships

Mentoring – Create a notebook for each Mentee. Make notes of discussions. Have a to do list for agreed actions. Add resources that relate to discussions.

All kept in one place. Evernote also has a chat function so that discussions about resources can continue offline. Use in combination with Vsee or Skype.

Project Management – Create templates to be used for project information. Have one notebook per project or a stack of notebooks for each project. Include contract information, M&E information, deadlines, task assignments, reports, stakeholder information, activity plans, contact information.

Research – collect research notes, interview notes and collate research papers. This guide used Evernote to collate information and reviews on collaborative online tools.

Training – plan training, notes for ideas can be stored alongside reference material and photographs for inclusion in the materials as they develop. Have a central note listing all training delivered, dates and where. Then individual notes for each training session showing participants, content, trainers, trainee feedback.

Proposal Development – have notes for ideas, to do lists, collect resources relevant to the proposal.

Meeting Management – have a note for items for the agenda, take the minutes and agreed actions within Evernote.

Travel Information – hotel information, restaurants, tips, flight routings.

Other products like Evernote include Microsoft's OneNote, part of its Office Suite. **Moxtra** (see Project Management) also has similar functions.

PARTNERSHIP PROJECT PLANNING

Managing your project

If your partnership is managing a large or complex project or a number of projects or you will need to keep track of project information, plans, deadlines, contact lists and tasks. You may also want to keep track of key learning and ideas as the project progresses. Whilst many of the project management tools currently recommended are designed to be used exclusively online and are expensive there are a few packages that offer good value to institutional health partnerships.

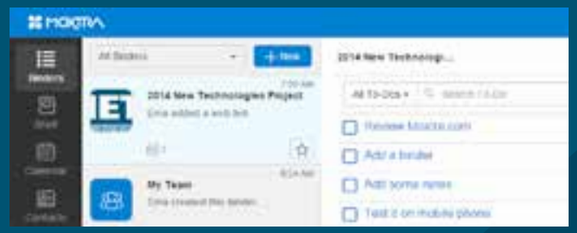
If you just want to track or report on some information within the project, think about using **Google Forms** (featured in the Data Collection section). You can design a form to gather M&E results or after each trip to track number of days contact time or headline information on projects. All data or information gathered via the form can be outputted to a shared spreadsheet in Google Drive. You can protect the spreadsheet to avoid inadvertent editing. You can also add additional analysis on other sheets within the document. You can use this system to build your own set of databases using online forms to ensure consistent data input.

If you are comfortable with Gantt charts as a way of managing your project then **Gantter Project** is worth having a look at. It is available as a download or online – it is completely free.

Logframer is a project management tool built around log frames and Gantt charts. It is not collaborative, however, and is only for Windows. It not only allows you to build your log frame and project plan but also contains modules for risk planning and M&E. You can export plans and then share them by other means.

If you want to keep structured information about your project or projects then Moxtra, Asana, and Evernote are all worth checking out. They take very different approaches to storing project information, with Moxtra and Evernote focus on collecting and sharing information with the structure being determined by the user. Asana focuses on tasks. All are commercial products with free and paid plans.

Evernote (see feature) is used by many people for project management but it has no structure. If you are going to use it as a powerful project management tool you have to decide on the structure of your notebooks – how many for each project, titles and then you can also set up notes as templates with tables or headings to enable you to keep track of more structured information on activities, M&E, contacts, volunteers, stakeholders or projects themselves. You can build checklists in Evernote for assigning tasks. Excellent for typing up the agenda, minutes and to do lists from all your meetings all in one place. All information within Evernote is searchable making it easy to find information. Evernote is free and available on Mac, PC, Android and iPhone/iPad (IOS).



Moxtra was designed in India and has been built to work within the context of intermittent connectivity. Hence, you can work with the content you have within the programme offline. Once you get online again information is synced in the cloud. You can install Moxtra on your Mac, Windows PC and mobile device. Moxtra stores information in Binders which are equivalent to projects. You can store files, discussions and to dos in individual binders – it works similarly to Evernote in this way. Moxtra also allows for messaging and voice conferencing – bringing together task lists, project information with team conversations. At the moment all functions are free, but some of them will probably soon become chargeable; although Moxtra is committed to continuing to provide the basic package for free.

Asana is a well-designed project management system which is free for up to 15 members. It is not available offline but does have smartphone apps. Asana is structured into workspaces, projects and tasks and has lots of functionality around prioritisation as well as the ability to add notes to tasks. Asana can send out email updates related to the tasks that are assigned to you or which you follow.

VSO Malawi Programme. Photo: Herman Fung

	Evernote	Moxtra	Asana
Free version	Note and upload limit	Short term all free	Less than 15 users
Paid version	£48 per annum – larger limits and offline mobile sync	Planned	More than 15 users
Offline sync?	PC Y Mac Y Mobile (Paid only)	Mac Y Mobile Y	PC N Mac N Mobile N
Platforms	Windows, Apple, Android, iPhone/iPad		
Built in communication	Chat	Voice Chat	
Pros	Flexibility Low bandwidth if keep to text Offline sync 100 shared notebooks Can share with 500 people	Flexibility Offline sync No limit on members	Task focus Email reminders
Cons	Lack of structure Mobile offline sync only in paid	Lack of structure Windows desktop version not yet launched Still in development Pricing policy in development	Online only

If you want a very structured focus on tasks and your team is less than 15 then Asana is a good solution. The email reminders offset the lack of offline access.

Evernote and Moxtra are good options in terms of value for money and offline access but they have no structure and so require some careful thinking and planning if you are going to use them for project management. Evernote is a mature app and reliable.

Moxtra is a relative new comer still in development and so may change significantly.

If you are looking for a more complex tool **Podio** allows you to track and report on all sorts of information in a structured way without having to employ a database expert. It is not, however, easy to learn or set up and needs some technical knowhow. It is online only and free for up to 10 users.

Health worker using new lab equipment, Winchester-Yei Link. Photo: Tom Price

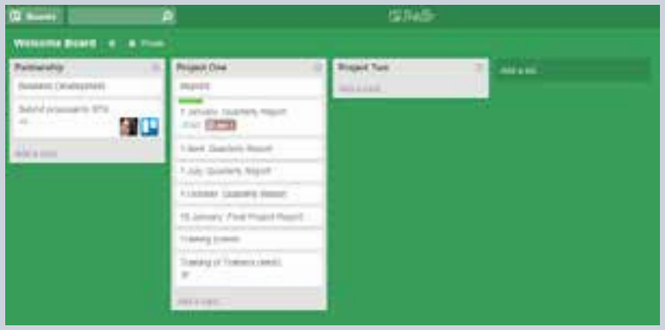
Task Management

Being able to share lists of tasks and deadlines across your partnership is an important part of ensuring that you work together effectively.

You can use checklists in **Evernote** (see feature) to keep track of tasks; but you may also want to check out Workflowy and Trello. Both have a free basic version which does a good job of managing tasks across teams. The solutions outlined in the Project Management section of this report also have task management functions.

Workflowy is a tool where you can create collapsible or zoomable lists that contain information and tasks. Any list can be shared and others can view or collaboratively edit that list according to your choices. As you type your list you use symbols to allocate tasks or add searchable tags. Workflowy has been used very effectively by people for project management. Workflowy has an offline desktop version that you can download – you just need the Chrome browser installed as well. Workflowy also has apps on Android and iPhone/iPad (IOS) that work offline as well as online.

Trello is a very visual task management solution with a series of piles of task cards that can be moved between piles. Adding attachments and notes mean that it can also be a way of keeping information together with the tasks that need to be done. You can also use Trello to list ideas and then get people to vote on them. Trello is online only in a web browser. It can be used on iPhone/iPad (IOS) and Android online or offline - syncing to cloud once you are back online.



Collaborative Budgets

A common problem for remote teams working on projects is keeping track of the latest version of the budget whilst also creating budgets that are specific to partner organisations.

One solution is to create your budget using a **Google Sheets** spreadsheet – with a master budget and then separate sheets for different partner budgets or activity budgets. You can then share the entire spreadsheet allowing everyone to edit the budget, or you can restrict collaborators to edit only specific sheets for their particular element of the budget whilst keeping the overall budget protected. You can also restrict editing to named ranges.

You can do some of this with **Microsoft Excel** by protecting the sheets and allowing users to edit different ranges within the sheet with a password specific to teams or individuals. Then save the document to a cloud space such as Dropbox or OneDrive.

QUICK TIP

If doing this type of collaborative budget updating make sure that you keep archive copies of the budget at various points so that you can go back if changes prove to be problematic.

PARTNERSHIP PROJECT DELIVERY

Developing And Delivering Training And Mentoring

Whilst there are many online tools designed for delivering training remotely or managing training or designing training, most of them are high cost and designed to be used in the context of access to high bandwidth. Some of the tools already highlighted in this guide can be used to good effect to support the development, management and delivery of training or to support mentoring.

Partnerships who have been using screen sharing to deliver training between the UK and their partners in Africa have experienced mixed and sometimes frustrating results. If you are seeking to develop a full e-learning platform then the tools in this guide are not for you, but there are many potential partners who have experience of designing and implementing such platforms in low connectivity settings.

Remote mentoring

Remote mentoring can be well supported using a low bandwidth video and voice conferencing solution such as **Vsee** (see Communicating with your team) coupled with a shared space for notes, to do lists and resources. This shared space could be a folder within a cloud storage space such as **Dropbox**, **Google Drive** or **OneDrive** or a shared notebook within **Evernote** (see feature). If you can, type notes and to do items directly into your chosen note taking document whilst the meeting is taking place.

Genius Scan for Android and iPhone/iPad is a free app which allows you to scan anything with your smartphone. The quality is often better than using traditional scanners due to its enhancement function. It has been used to scan case notes, x-rays and slides. You can then share your scan via Gmail, email, Google Drive, Skype, Evernote, Podio, Trello, or Dropbox. This tool is of great potential use for clinical mentoring.

Tracking CPD

Evernote (see feature) can be used to capture CPD activities. Clip websites that you have accessed, make notes of training, workshops and mentoring activities. These notes can then easily be used to put together a report.

Osmosis (£24.99 per annum) is a suite of tools designed for GPs to capture CPD activities and generate a report. It includes a journal and extensions for all the popular internet browsers to enable you to automatically track website activity on selected relevant websites. It also has an app on Android and iPhone/iPad (IOS).

Delivering real time training remotely

Skype, **Google Hangouts** and **VSee** all support screen sharing so that you can use them to deliver training remotely. As previously described, Vsee is specifically designed to take less bandwidth; Skype on the other hand uses a lot; reportedly Google Hangouts uses less than Skype. Vsee limits you to one screencast per day if you use the free account for its Enterprise Video Chat solution (make sure you are not looking at the more expensive OneClick Waiting Room).

Google Hangouts is designed to ensure that the focus is on the one who is speaking and will mute the microphones of other participants. You can also opt to broadcast your training through Hangouts in Air so that others can view live (although not participate) in the training.

The difficulties in delivering live training to institutions with low connectivity should not be underestimated...

Skype is not useful sometimes due to connectivity issues. When you are connected up to a lecture suddenly you lose it but you cannot stop the lecture so then people lose out. That is a big problem. They do screen cast but that is too big so they cannot access it. Even Dropbox which everyone likes using here does not always work over there. Some countries it does but it takes sometimes 30 minutes to download and then the computer is frozen.

MARCIA ZONDERVAN,
London School of Hygiene and Tropical Medicine, Vision 2020 Links

Recording training

ScreenR is a completely free online tool that enables you to record your screen and voice and then publish it to social networks such as Facebook, hence allowing people to download your content when they have connectivity. **Snagit** (£34.95) for PC and Mac will take any image from your screen and enhance it or create a quick video of your computer screen.

Training Development

Evernote (see feature) or **Moxtra** can be used for planning new training. Clip web resources to be used in the development of training. Take notes of ideas and planning meetings. Create to do lists. All kept in one place.

Training course with COSECSA Oxford Orthopaedic Link. Photo: John McLaughlin

Volunteers working with The Kambia Appeal. Photo: Timur Bekir

Volunteer And Training Management

There are tools that can be adapted to help in the management of volunteers and training.

Google Forms (see feature and Data Collection section) can be used to design forms that collect data or help manage the process of delivering training or mobilising volunteers including:

Training

- applications to attend training
- Pre-training questionnaires to help tailor training to capacity gaps and needs
- Attendance forms
- Pre-training tests
- Post-training tests
- Training follow up questionnaires
- Evaluations

Volunteers

- Selecting volunteers
- briefing volunteers before their Trip
- Debriefing and feedback post trip

Data from the forms can be exported as csv or saved into a **Google Sheet** spreadsheet for further analysis. Google Forms is available when you sign up for a Google account and then install **Google Drive**. You also need the **Chrome** internet browser. All of which are free. The forms are only available to fill in online. The forms are mobile friendly.

The spreadsheets with the results can be accessed offline as well as online if you install the offline version of Google Drive.

Podio (see Project Management) is online only software that has a number of template apps you can install within it for training or volunteer management. It is free for teams up to 10. Available via a web browser and on android and iPhone/iPad.

Eventbrite will manage invites and registration for events. It is an online tool with mobile apps. It is free to use if you are promoting free events. If you are charging for your event, then there is a charge for NGOs of 2% and £0.65 per ticket. You can make your event public or by invitation only and can market it via email or social marketing channels such as Facebook. When you log into Eventbrite you can see who has registered and your attendee summary can be exported to Excel or as CSV.

I've used Google Forms for registering candidates for courses; it is easy to set up and you get the data streamed straight into a spreadsheet document within Google drive

GRACE LE,
University of Oxford, COSECSA
Oxford Orthopaedic Link

Evernote (see feature) can be used to ensure everyone has access to key policies and procedures (all fully searchable). It could also be used to create a shared resource of travel, contact, cultural, contextual and institutional information useful to either short or long term volunteers. Evernote can also form an easy way of keeping track of all training delivered, trips undertaken, feedback and lists of participants.

QUICK TIP

If you want to use Google Forms to collect live data where internet connectivity is patchy have a number of backups in case of the internet or electricity being down – have a smartphone available with a local sim with a data package and have paper copies of forms just in case.

Data Collection

Collecting and analysing data is crucial for the monitoring and evaluation of any project and partnership. Some data relevant to the outcomes of the programme will be gathered within institutional data collection and reporting systems. The tools outlined in this guide are not to replace those systems but are additional tools to collect or analyse data that is project or partnership specific.

Confidence in designing, analysing and updating data within spreadsheets was an area highlighted as a capacity gap for many partnerships in recent evaluations. Ensuring that the spreadsheets that are designed for M&E are done collaboratively and can be accessed by everyone is a positive step to addressing this need. Working within Google Drive or OneDrive allows you to collaborate on spreadsheets and see who is editing what. You can combine this with a Skype or Hangout call to talk through the design as it is made.

Online surveys and questionnaires

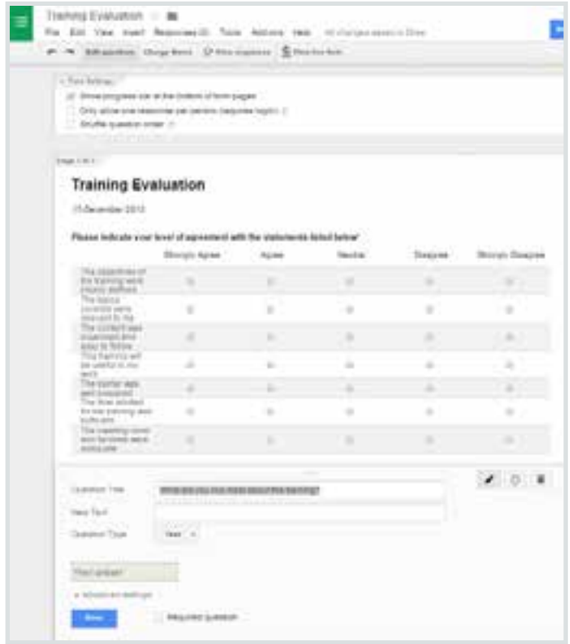
For online surveys, there are three products that are worthy of mention: Google Forms, Survey Monkey and Kwiksurvey.

Google Forms is one of the apps available in **Google Drive** (see feature). Once you design your survey you can publish it online and then send the link to those you want to complete it. You have a choice to keep the data in the forms and download as a csv file or send the data directly into **Google Sheets** either as a new spreadsheet or a new sheet within an existing spreadsheet. Within Google Sheets you can add additional analysis and graphs. As the documents are all held within Google Drive you can share them so that everyone has access to the data and analysis. You can protect sheets or ranges within sheets to avoid any inadvertent editing of the data.

Google Forms also offers logic branching, email notification of responses and mobile friendly forms, functionality that you will likely have to pay for with other online survey tools. Other than the space available in your Google Drive and the fact that if you export to Google Sheets it will only record the first 400,000 cells of information, there are no limits to the number of forms or respondents with Google Forms.

You can use Google Forms not only to collect information from community members or stakeholders but also to collect information from within the project. Use it to collect data on the number of participants completing training courses, the outcomes of audits, or pre and post-course assessments.

Designing a form in Google Forms



Published form

Mother & baby with local nurse in Somaliland. Photo: Timur Bekir

Google Forms is a gold standard piece of free software when it comes to creating and sharing online surveys or questionnaires.

Survey Monkey is a very popular and sophisticated online survey tool and many institutions use it. However, if you are only using the free plan it limits you substantially – 10 questions per survey, 100 responses per survey and only 1 analysis rule (filter, compare or show) per survey. If you want to export survey results, create and download custom charts and use advanced logic you need to pay – the cheapest plan being £26 per month or £229 per year. Many of the features that Survey Monkey offers above those of Google Forms are aimed at businesses, so before investing check whether Google Forms can be used instead. Many organisations already have access to Survey Monkey through their institution – but think through whether using a free alternative may be better for your other partners if they do not have access to the paid plans when working with other partners on other projects.

We used Survey Monkey for some of our follow up surveys – we emailed them to ask them to fill in the same knowledge test [as a] follow up test. We used a confidence matrix and also general qualitative questions about their current practice to capture changes in practice. We sent another to UK volunteers using the NHS Knowledge and Skills Framework to see if we can objectively measure before and after the training and any changes and benefits. We have used it for the capacity survey of all the hospitals in 10 countries we are working in. We did not have the best response rate; but it was useful in terms of infrastructure in the hospitals for trauma. We use it for quite a few things. It is easy to use, gives us quick headline analysis and exportable data.

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University of Oxford, COSECSA Oxford Orthopaedic Link

Kwiksurveys has a free price plan or you can sign up for a paid plan for a limited time (one month minimum for £19.99). The free price plan gives you unlimited surveys, questions and responses but shows advertising to the respondents. However you can upgrade for a limited time to the Extra Monthly plan (£19.99 per month) and cancel it after a month or longer – this will remove the advertising but will limit you to 1000 responses a month. Logic branching is available both in the free and Extra plans. It is easy to use, will provide analysis and allow export for further analysis in Excel or SPSS.

Conducting Interviews

If you are conducting interviews then most smartphones and tablets come with software that will allow you to make excellent recordings with no extra equipment. **Skyro Voice Recording** (Android) and **Recorder for Dropbox** (iPhone/iPad) are free voice recording apps that also link with Dropbox or equivalent to sync the interviews to the cloud as soon as you have a Wi-Fi connection.

Callnote Premium is free software for Mac or PC that allows you to record skype audio and video – Use it to save interviews for transcription or analysis at a later date. The Pro version $19.99 per annum will also record Google Hangouts.

Data Collection using Mobile Phones

Google Forms is mobile friendly but designing forms and questionnaires to be collected using mobile phones, particularly if you are going to be offline and/or using phones other than smartphones, is a specialist field. There are many organisations that specialise in this area and if it is something that may be valuable to your project, it is advised that you partner with a specialist organisation that can help you.

Doctor on the ER, Ola During Children's Hospital, Sierra Leone. Photo: Timur Bekir

Dealing With Low Bandwidth

In contexts where one or more partner is working in a low connectivity context it is important that all partners consider ways in which they can share information without taking up too much bandwidth. This section gives some quick tips to keeping your files size down to facilitate data sharing.

Whilst pdf documents are great for sharing documents between people using different office programmes they are often large files. If you are saving a PDF from Microsoft then when you convert it make sure you select "Minimum Size". If you have the paid version of Adobe Acrobat you can opt to save your pdfs as Reduced Size PDFs and then select "Make Compatible With" to be the most recent version of Acrobat to give the smallest size. If you only have the free version of Adobe you can download **PDF Compressor** for use on your desktop or laptop PC or use a website such as **pdfcompressor.com** to reduce the size of your pdf (both are free).

Photos and images are one of the major reasons for large file sizes. Use **Fotosizer** to quickly and easily resize photos and images one at a time or in bulk. Standard edition is free. On Macs, the **Preview** application included with all newer Macs will batch resize photos or use **ReSizeIt**. In terms of file size it is better to crop and resize pictures and diagrams before adding them to documents rather than adjusting them within programmes like Word or PowerPoint.

If you want a piece of software that will do this within a Microsoft Office document then look at **NXPowerLite Desktop** which will compress your photos and images within PowerPoint, Word or Excel. It costs £30 and is available for Mac and PC. Do note that if you opt to "flatten" as part of the compression then you may lose the ability to edit images or diagrams in the document in the future.

Automatic resizing photo software is available for most email software as add-ons. Install **Shrink Pic** on your PC and automatically compress photos when you email them or upload them to a blog (works with Firefox, Internet Explorer, Opera, Outlook, Thunderbird, Gmail, Yahoo Mail and Hotmail). On Macs, simply attach your photograph and then set the Image Size before you send using the drop down menu on the right.

Loband.org converts web pages into text only to enable browsing in low bandwidth situations. However, the formatting of the pages is not always easy to follow.

If you are working in places with very limited infrastructure have a look at **BRCK**, a Wi-Fi device designed in Africa. It is a rugged, self-powered, mobile device which connects people and things to the internet in areas of the world with poor infrastructure. It can connect to the internet via Ethernet, Wi-Fi, sim card or using the BRCK network (additional charges). Cost $199 (2014).

Fundraising

There are two types of online tool that are being used effectively to extend fundraising potential by charities – donation platforms and crowdsourcing.

Donation platforms make it easy for the giver to transfer money to their chosen charities via credit/debit cards, text message and PayPal and equivalents. Charities set up their page within the donation site and then publicise it through fundraising events. The platforms take a varying percentage of the amount given and some require a monthly payment.

Crowdfunding is used to raise money for a specific project from a large number of individuals who pledge often small amounts of money towards the total needed for the project. On some platforms money is only taken from those individuals who pledge money if the whole of the amount for the project is pledged overall. Hence, there is a risk that you end up raising no money. Some crowdfunding platforms require you to give rewards to people who donate – these might be a handwritten thank you card, acknowledgement or something created by people involved in the project. Crowdfunding requires well-designed projects with a good social media campaign and champions to succeed. For some sites considerable investment in preparing information on the project is required.

If you want to keep track of fundraising events or funders then look at **Podio** or **Mailchimp** discussed previously in this document.

Donation platforms that give the best value for money for small non-USA charities:

Givey is free for charities to set up and gives 100% of every donation to the charity as it is supported by its business ventures.

Charity Choice charges 25p to process donations made by card, although the giver can opt to pay this charge. The standard services is free for charities.

Mydonate is a platform from BT which is mostly funded by the company's profits. The only charge to charities is a 13-15p debit/credit card processing fee.

The Big Give is a slightly different platform which gives charities the opportunity to find new trustees and increase the impact of contributions made to your charity through matched funding. Matched funding opportunities are linked to specific campaigns run by The Big Give which are time bound. It is a free service.

Crowd funding sites that can be used for international projects

StartSomeGood: is aimed at social innovators. Projects have to be approved and require an original video, 3 rewards for people who donate (can just be personalised thank you cards), and a method to collect donations (PayPal or WePay). StartSomeGood will only collect donations if the tipping point is reached but you can also set a higher ultimate goal. Fees are 5%.

Rockethub: is a crowdfunding platform used by all types of organisations and individuals ranging from scientists to philanthropists. Unlike other platforms you get to keep what you raise even if you do not achieve your target. Fees are 4% commission fee + 4% credit card handling fee if you reach your goal. If you don't reach your goals: 8% commission fee + 4% credit card handling fee.

Keeping Your Information And Work Safe

Everyone needs anti-virus protection. Whilst PCs running Windows 8 and Macs come with anti-virus software, most IT experts recommend installing additional protection, particularly on PCs. For Macs the additional protection may be more for the increasing volume of adware that is targeting Macs than other types of malware. The table below lists some of the top programmes when independently tested. New rankings are published each year.

PC Free	PC Paid	Mac Paid	Mac Free
Avira Free Antivirus	Bitdefender Antivirus Plus	Trend Micro Maximum Security	Avira Free Antivirus
AVG AntiVirus Free	Norton Antivirus	Norton Antivirus	AVG AntiVirus Free
	Webroot SecureAnywhere Antivirus	Webroot SecureAnywhere Antivirus	

Malwarebytes Anti-Malware 2.0 is good for cleaning up PCs already infected with malware. **AdwareMedic** does the equivalent for Macs.

Backing up your files on a daily or weekly basis is important if you are working on computers that do not have this facility provided by your institution. You can sync important documents to the cloud using tools such as Dropbox or Google Drive (more information later in the guide) but this will not restore all the data on your computer in the case of a catastrophic failure or loss. To restore all your data you need a programme that will take a full snapshot of your computer that you can restore from. For PCs, you will need a large external drive and you can use the built in **Backup and Restore** tool (Windows 7) or **File History** tool (Windows 8). Make a system image so that you can restore your computer if the system fails to load. After this, make sure Windows regularly backs up your important data daily, weekly or monthly on to the external drive. For Macs you can use **Time Machine** which should be already installed.

Relying on yourself to remember to occasionally copy files to an external drive is not the best solution as it tends to be an unreliable way to protect your data.

QUICK TIP

Software programmes like **LastPass** help keep your passwords secure and help you remember them all without using the same password for every site. Free for desktops and laptops, $12 a year to also include your mobile.

More Help

From step-by-step instructions, to videos, to low-cost freelancers, to volunteer technology professionals – there is a huge amount of help available via the internet.

If you want simple step by step instructions on how to do something in most of the tools in this guide, you can simply ask the internet … but be careful to look at the date and source of the information. YouTube has many videos taking you step by step through how to use many popular tools.

There are a number of websites where people offer services for a small fee – they might help you set up software, design a logo, record a voiceover for your video - the list is endless. Sites include **fiverr.com**, **odesk.com** or **elance.com**.

There are networks of technology professionals who volunteer time to help NGOs. If you want some advice or someone to develop something bespoke they can provide volunteers to assist you. Some sites offering volunteer IT professionals include **IT4Communities**, **Reach**, **Give What You're Good At** or **Career Volunteer**

There are specialist organisations that are focusing on how technology can overcome barriers to bringing health to all in low income countries. They are working on e-learning, mobile technology, HMIS and logistics systems.

OpenIDEO is a platform for people to come together and share ideas and experience about how to solve social problems.

Conclusion

There are many opportunities for institutional health partnerships to use online and electronic tools to collaborate more effectively. Many of the tools that are available are either free or low cost. Understanding how a tool can fit into your working practices and implementing it together – face to face – will contribute to successful utilisation of the tool. Avoiding overly complex tools and building the team's IT capacity are also indicators for success. Issues of connectivity, bandwidth and access to equipment are important factors in deciding which or whether a tool will work in your partnership's context. But this infrastructure changes over time and the future will undoubtedly bring more opportunities for teams to work together effectively using online collaboration technologies.

APPENDIX: SOURCES FOR THE TOOLS AND ADDITIONAL RESOURCES

Browser based software can be used on Windows or Mac iOS based computers. All pricing information correct as at 15 December 2014.

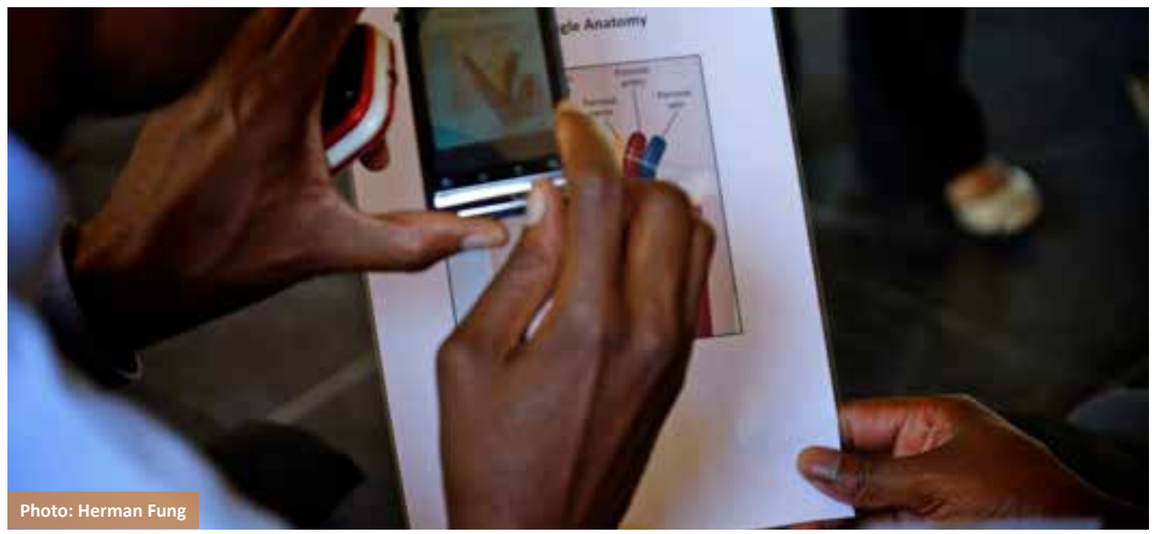
Tools	Type	Cost	Browser	Windows	Mac OS	Android	iPhone/iPad	Online	Desktop Offline	Mobile offline	Source
AdwareMedic	Adware protection	Free						✔	✔		Click here
Asana	Project management	Free and Premium	✔			✔	✔	✔			Click here
Audacity	Sound editing	Free		✔	✔				✔		Click here
AVG AntiVirus Free	Antivirus	Free		✔	✔	✔	✔	✔	✔	✔	Click here
Avira Free Antivirus	Antivirus	Free		✔	✔	✔	✔	✔	✔	✔	Click here
Backup and Restore	Backup	Free with Windows		✔	✔				✔		Click here
Bitdefender Antivirus Plus	Antivirus	£39.95		✔	✔			✔	✔		Click here
Blogger	Website/Blog tool part of Google	Free	✔								Click here
BRCK	Mobile wifi	$199									Click here
Buffer	Social Marketing Management	Free for 1 profile per channel	✔			✔	✔	✔			Click here
Callnote Premium	Skype recording	Free		✔	✔				✔		Click here
Career Volunteer	IT volunteers		✔					✔			Click here
CharityChoice	Donation platform	Free with small processing fee	✔					✔			Click here
Chrome	Internet Browser	Free		✔	✔	✔	✔	✔	✔ (Apps)		Click here
Copy	Cloud storage	Free (15-20GB)	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Dropbox	Cloud storage	Free (2-21GB)	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Elance.com	Freelance services		✔					✔			Click here
Eventbrite	Event management	Free for free events or 2%	✔			✔	✔	✔			Click here
Evernote	Information management	Free and Paid	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Facebook	Social marketing	Free	✔			✔	✔	✔			Click here
Facetime *(Preinstalled on many Macs or iPhones otherwise through Mac or iTunes App Store).*	Video chat	Free or £0.69					✔	✔			Click here
File History	Backup	Free with Windows 8		✔	✔				✔		Click here
Fiverr.com	Freelance services		✔					✔			Click here
Fotosizer	Reduce file size	Free		✔	✔				✔		Click here
Gantter Project	Gantt charts	Free (choose online or offline version)	✔	✔	✔			✔	✔		Click here
Genius Scan	Document digitising	Free				✔	✔	✔		✔	Click here
GIMP	Photo editing	Free		✔	✔				✔		Click here

Tools	Type	Cost	Browser	Windows	Mac OS	Android	iPhone/iPad	Online	Desktop Offline	Mobile offline	Source
Give What You're Good At	IT volunteers		✔					✔			Click here
Givey	Donation platform	Free	✔					✔			Click here
Gmail	Email	Free	✔			✔	✔	✔			Click here
Gmail Offline for Chrome	Email	Free	Chrome	✔	✔		✔				Click here
Google+	Social marketing	Free	✔			✔	✔	✔			Click here
Google+ Hangouts	Video and chat	Free	✔			✔	✔	✔			Click here
Google Calendar	Calendar	Free	✔			✔	✔	✔	✔	✔	Click here
Google Contacts	Contact database	Free									Click here
Google Drive	Cloud storage	Free to 15GB	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Google Docs	Word processing	Free	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Google Forms	Online forms	Free	✔	✔	✔			✔	✔		Click here
Google Groups	Forums	Free	✔					✔			Click here
Google Help	Help	Free	✔					✔			Click here
Google Sheets	Spreadsheet	Free	✔	✔	✔	✔	✔	✔	✔	✔	Click here
Hightail	File transfer	Free up to 250Mb	✔					✔			Click here
Hootsuite	Social marketing management	Free for 3 social profiles	✔			✔	✔	✔			Click here
iMovie	Video editing	Free							✔		Click here
iPhoto	Photo editing and organisation	Free							✔		Click here
Kwiksurveys	Online surveys	Free and premium	✔					✔			Click here
Instagram	Photo sharing	Free				✔	✔	✔		✔	Click here
IT4Communities	IT volunteers		✔					✔			Click here
LastPass	Password security	Free and premium	✔	✔	✔	✔	✔	✔	✔	✔	Click here
LinkedIn	Social marketing	Free	✔			✔	✔	✔			Click here
Loband.org	Low bandwidth web browsing	Free	✔					✔			Click here
Logframer	Logframe management	Free		✔	✔				✔		Click here
MailBigFile	File transfer	Free up to 10GB	✔					✔			Click here
MailChimp	Mass email	Free to 2000 subscribers	✔					✔			Click here
Malwarebytes	Malware protection	Free or £17.95		✔	✔			✔	✔		Click here
Moxtra	Information management	Free	✔	✔	✔	✔	✔	✔	✔	✔	Click here
MyDonate	Donation platform	Free with small processing fee	✔					✔			Click here
Norton Security	Antivirus	£39.99		✔	✔	✔	✔	✔	✔	✔	Click here
NXPowerLite	Reduce file size	£30		✔	✔				✔		Click here
Odesk.com	Freelance services		✔					✔			Click here
OneDrive	Cloud storage	Free (15-20GB)	✔	✔	✔	✔	✔	✔	✔	✔	Click here
OpenIDEO	Innovation	Free	✔					✔			Click here
paint.net	Photo editing	Free		✔	✔				✔		Click here

Tools	Type	Cost	Browser	Windows	Mac OS	Android	iPhone/iPad	Online	Desktop Offline	Mobile offline	Source
PDF Compressor	Reduce file size	Free		✔	✔				✔		Click here
PDFcompressor.com	Reduce file size	Free	✔					✔			Click here
Picasa	Photo editing and organisation	Free		✔	✔				✔		Click here
Piktochart	Infographics	Free package for non profits	✔					✔			Click here
Podio	Project Management	Free and premium	✔			✔	✔	✔			Click here
Preview	Photo editing	Free with Macs							✔		Click here
Reach	IT volunteers		✔					✔			Click here
Rebtel	Internet calling	Pay-as-you-go				✔	✔	✔			Click here
Recorder for Dropbox	Voice recording for mobile phone	Free					✔			✔	Click here
ResizeIt	Reduce file size	Free							✔		Click here
RocketHub	Crowdfunding	4% of funds raised plus credit card handling 4%	✔					✔			Click here
ScreenR	Screencasting	Free									Click here
Scribd	Online file publishing	Free and premium	✔					✔			Click here
SendGrid	Mass email	Free for 400 emails per day	✔					✔			Click here
Shrink Pic	Reduce file size	Free		✔	✔				✔		Click here
SimplyCast	Mass email	Free to 2000 subscribers	✔					✔			Click here
Skype	Video and chat VoIP	Free or Paid Pay-as-you-go		✔	✔	✔	✔	✔			Click here
Skyro Voice Recorder	Voice recording for mobile phone	£0.64				✔				✔	Click here
SlideShare	Online file publishing	Free	✔					✔			Click here
Snagit	Screen capture and screencasting	£34.45		✔	✔				✔		Click here

Photo: Herman Fung

Tools	Type	Cost	Browser	Windows	Mac OS	Android	iPhone/iPad	Online	Desktop Offline	Mobile offline	Source
Spideroak	Cloud storage	Free 2-12GB	✔	✔	✔	✔	✔	✔	✔	✔	Click here
StartSomeGood	Crowdfunding	5% of funds raised	✔					✔			Click here
Survey Monkey	Online surveys	Free for 10 questions per survey	✔				✔	✔			Click here
Tagxedo	Word Cloud	Free	✔					✔			Click here
Time Machine	Back up	Free with Mac							✔		Click here
TheBigGive	Donation platform	Free	✔					✔			Click here
Thunderbird	Email	Free		✔	✔			✔	✔		Click here
TinyLetter	Mass email	Free	✔								Click here
Trello	Task management	Free and Premium	✔	✔	✔		✔	✔		✔	Click here
Trend Micro Maximum Security	Antivirus	£41.97		✔	✔			✔	✔		Click here
Vsee	Video and chat	Free		✔	✔	✔	✔	✔			Click here
Webroot SecureAnywhere Antivirus	Antivirus	£29.99		✔	✔			✔	✔		Click here
Weebly	Website creation		✔					✔			Click here
WhatsApp	Chat	Free				✔	✔	✔			Click here
Windows Movie Maker 12	Video editing	Free		✔	✔				✔		Click here
Wix	Website creation	Free up to 500Mb	✔					✔			Click here
Wordle	Word clouds	Free	✔					✔			Click here
Workflowy	Task management	Free and Premium	✔	✔	✔	✔	✔	✔	✔	✔	Click here
World Clock Meeting Planner	Planning tool	Free	✔				✔	✔			Click here
YouTube	Social marketing – videos	Free	✔			✔	✔	✔			Click here



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