



# Online reporting platform (FCTCData) User Manual

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# 1. Background and introduction

The Secretariat of the WHO Framework Convention on Tobacco Control (Convention Secretariat) has been collecting data on the implementation of the WHO Framework Convention on Tobacco Control (WHO FCTC) since 2006, and on the implementation of the Protocol to Eliminate Illicit Trade in Tobacco Products (Protocol) since 2020. Such data has been collected through the same reporting platform for both treaties.

The Conference of the Parties (COP) to the WHO FCTC and the Meeting of the Parties (MOP) to the Protocol accepted the review of the reporting system used until 2023, and the proposals to improve it. The Convention Secretariat has developed a web-based reporting platform to collect data from the Parties to both treaties, respectively (hereafter named FCTCData), as it contains the new revised reporting instruments.

This User Manual provides instructions for using the FCTCData online reporting platform to complete the WHO FCTC and Protocol reporting instruments.

The FCTCData is intended to improve the existing reporting system established for data collection on the progress in implementation of the treaties, as well as to provide additional features and functionalities to ease and expedite the collection, analysis and publication of the collected data, maximizing the quality of such information to inform decision-making.

#### 2. User roles

FCTCData users are registered and assigned specific roles by the Convention Secretariat, and through these role assignments acquire the permissions needed to perform particular functions in the reporting platform.

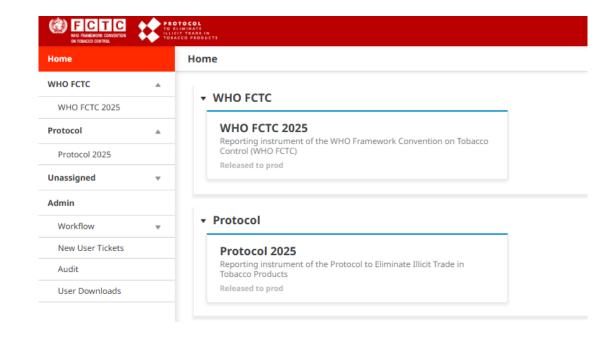
The roles mentioned in this User Manual refer to the following types of users in the table below:

User roles	Role permissions	
Viewer	Viewer role can only view data on the FCTCData and cannot edit, submit data or	
	write comments.	
	Note: The following guide does not apply to this role.	
Data entry	Data entry role is the person that is filling in the data in the FCTCData.	
•	<ul> <li>Party focal point role is a Data entry person who has additional permissions. For example, the Party focal point can also:</li> <li>submit the FCTCData reporting instrument(s) (WHO FCTC and/or Protocol) once completed and thus officially report data to the Convention Secretariat.</li> <li>nominate Viewer(s), manage Data entry roles (nominate new, delete or add them back into the users list) and/or nominate Party focal point(s) for his or her own Party [using the "New User Ticket" feature in the reporting platform].</li> <li>follow up on the activities undertaken in the reporting instrument(s) through the "Audit" submenu.</li> </ul>	

There are no limits in users per Party, and the creation of new users can be requested by the Party focal point(s) to the Convention Secretariat at any time during a given reporting cycle through the "New User Ticket" feature in the reporting platform.

## 2.1 Accessing the reporting instrument(s)

FCTCData users will be assigned access to specific FCTCData reporting instrument(s), respectively (e.g. WHO FCTC and/or Protocol). Uses will be able to use the provided link to the reporting platform and the accessible reporting instruments will appear tied to collapsible componentss of the reporting platform which users can access from the homepage (screenshot below). This will allow users to easily navigate and quickly identify the relevant reporting instrument in which to work.

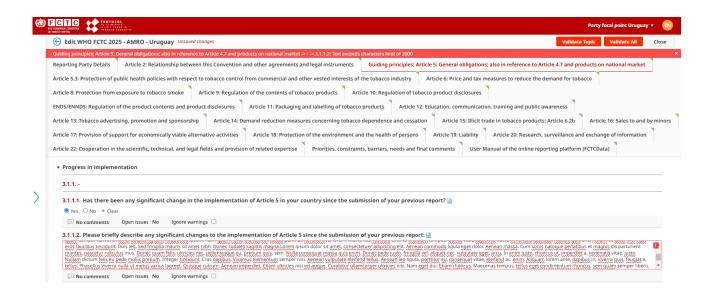


# 3. Troubleshooting and technical support

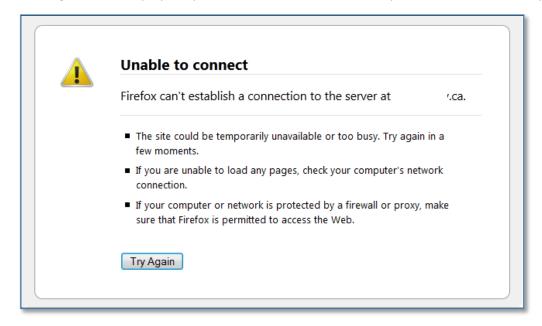
#### 3.1 Error messages

Error messages, as the ones described in the image below, typically represent constraints related to data integrity required during the reporting process.

Red highlighted errors are blocking errors that need the user's input to solve the problem.



Other error messages can be displayed by the browser or can be caused by an internet connection problem.



#### 3.2 Technical support

The FCTCData embeds various tools to provide support when needed. In addition to this User Manual, the reporting platform also has some help features, and pop-ups with instructions available during the entire journey on the reporting platform. Searching support within FCTCData is therefore the first recommended action when technical support is needed.

If further technical support is needed, users are encouraged to take a screenshot and describe the steps performed until the moment when the error occurred. Paste this information into the body of an email or a document (.doc or .docx format), and send to <a href="mailto:copreporting@who.int">copreporting@who.int</a>, in the case of the WHO FCTC reporting instrument, or <a href="mailto:mopreporting@who.int">mopreporting@who.int</a>, in the case of the Protocol reporting instrument.

For a structured way of reporting incidents, it is encouraged to follow the pattern below when an error is encountered.

- Email subject (as appropriate): Request for technical support Reporting instrument of the WHO FCTC or Request for technical support Reporting instrument of the Protocol
- Email or document content:
  - User name and/or role of the requester: that is, Dr XX YYY (Party focal point)
  - Environment: https://fctcdata.who.int/
  - Steps followed (an example is provided below):
    - I clicked on the Workflow menu
    - Then I accessed the Party section
    - The Party page has opened
    - o I do not see the Assign Data Entries button
  - Attach a relevant picture of the encountered error

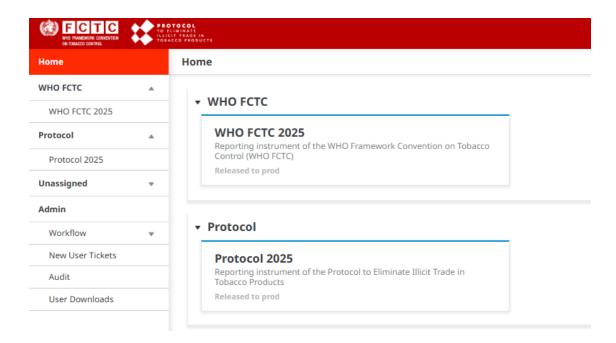
# 4. Using the reporting platform

#### 4.1 Online mode

#### 4.1.1. Published reporting instrument

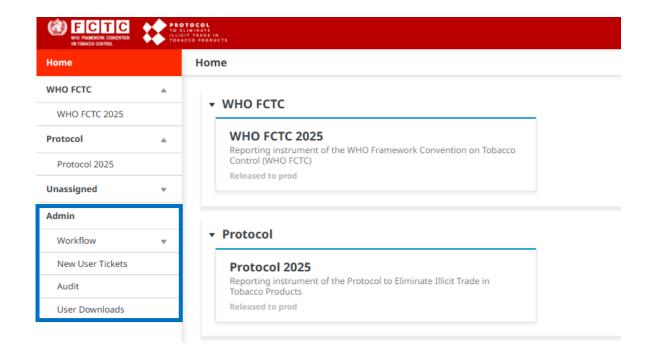
In order to be able to proceed with filling-in a reporting instrument in Online mode, the reporting instrument needs to be first published for your Party. The respective status of the Party reporting instrument is then "In Progress".

The homepage for Data entry users has a light interface containing the current and historical reporting instruments (whenever available). In the top right corner, is their user "My profile", and the language selector to translate the reporting platform in the preferred language.



Party focal point users have a slightly different left panel menu consisting of additional administration tools, represented by the "Admin" section and the "Workflow" and "Audit" submenus.

- The "Workflow" submenu contains a "Party" tab that provides information on the registered users for the specific Party and reporting instrument.
- The "New User Tickets" submenu allos a Party focal point to propose adding new users to edit a reporting instrument, including Party focal points, Data entry and Viewers. By click on "Edit" and adding the respective details, the request will be reviewed by the Convention Secretariat to accept the proposed user(s).
- The "Audit" submenu allows a Party focal point to check which have been the actions taken in the reporting instrument of that Party.

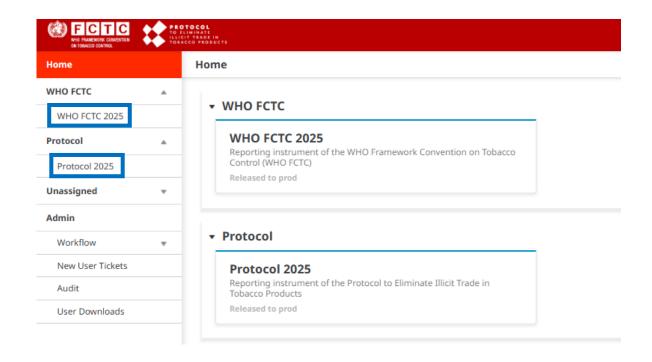


When a new reporting instrument is available (status "In Progress") a notification is automatically sent to the Party focal point by email (Data Entry users – whenever available for the respective Party – are copied in the notification) and the reporting instrument is opened for fill in.

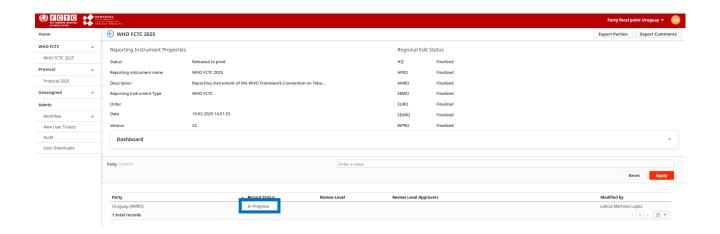


#### 4.1.2. Fill-in a reporting instrument (check-out)

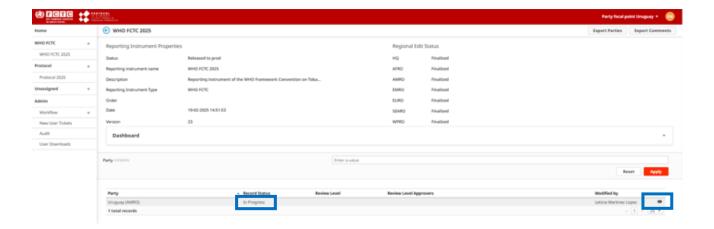
To fill in a reporting instrument, the Party focal point and the Data entry users – in case available for the respective Party – can click on the reporting instrument name from the left-hand side menu or access the tile directly from the homepage.



The years next to "WHO FCTC" and "Protocol" refer to the year of reporting and not the year of the data. Clicking on the reporting instrument name will open a window similar to the following:



Inside the Reporting Instrument Properties page move the cursor over the Party's name which should have the "In Progress" status and click on the "View" (eye) icon.



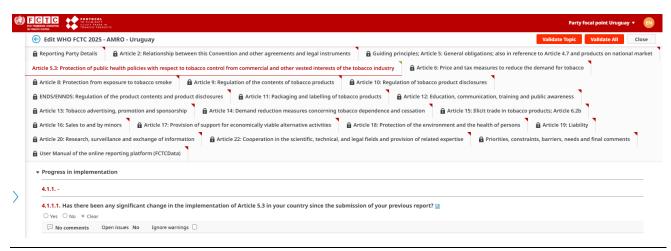
#### 4.1.2.1. Checking-out Topics

The reporting instruments have been developed in the reporting platform by grouping the questions into so called Topics.

To edit the information to be reported for the questions under a Topic, click the "Check-out" button for the Topic and then the "Edit" button on the header. The Party Record page is now open, and it is in Edit mode.



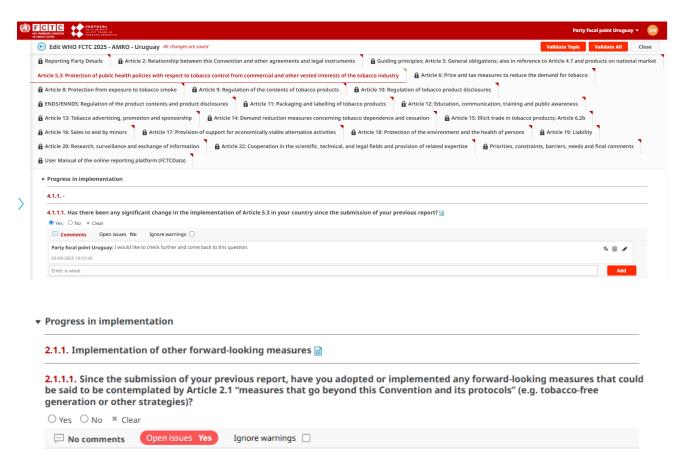
Each Topic has several Sections of questions and, in some cases, data entry tables, to be completed. When a Topic is currently checked-out by you, a green triangle will appear in the top-right corner of the tab. If you see a red triangle, this means the Topic is currently checked out by another user, and if you see a blue triangle, this means that the Topic has never been checked out by any user.



#### 4.1.2.2. Lists of questions

For filling-in answers to the questions in a given reporting instrument, there are several options available which enable the user to:

- Enter a response.1
- Clear a previously entered response, by clicking on the "
  Clear" button.
- Comments (option available under each question):
  - Enter multiple comments.
  - Translate the comment's text into Arabic (AR), Chinese (CN), English (EN), French (FR), Russian (RU) or Spanish (ES).
  - Order the comments ascending or descending by date added.
  - Delete the comment.
- View the "Open issues" checkmark set by Reporting instrument reviewers (option available under each question).

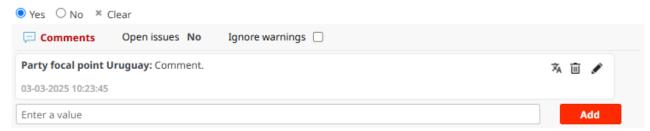


The system also allows "Comments" to be added in any question in both Edit Mode and View Mode. Comments allow users to add any notes in relation to the data reported or any other issues encountered

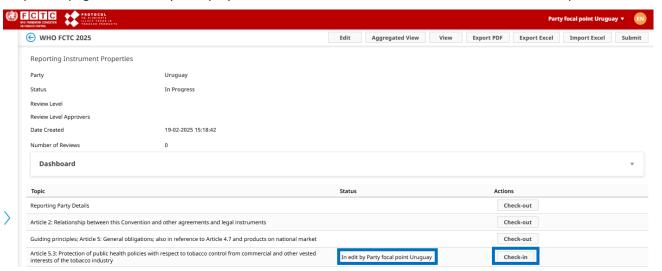
<sup>&</sup>lt;sup>1</sup> An option to "Load previous values" will be made available from the next reporting cycle onwards. It will enable inserting values from a previous implementation report submitted through the reporting instrument in FCTCData, only if the respective Party's reporting instrument is "Published" and has values recorded for the previous reporting cycle.

while entering data, which will then be considered by the Reviewers of the reporting instrument, at the Convention Secretariat.

**4.2.3.1.** Have you established measures to limit unnecessary interactions between government bodies and persons working for these bodies with the tobacco industry?



After clicking on the "Save" button inside the Edit Dialog and then closing the Topic, the Reporting Instrument Properties page for the Party is displayed and the "Check-In" button is now available for the Topic.



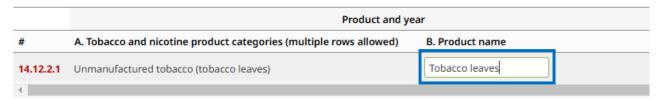
The Party reporting instrument can also be accessed in View Mode by clicking on the "View" button. Inside the Party Record Page more details about the data previously filled in can be displayed by moving the cursorover the respective row and clicking on the "View" (eye) icon.



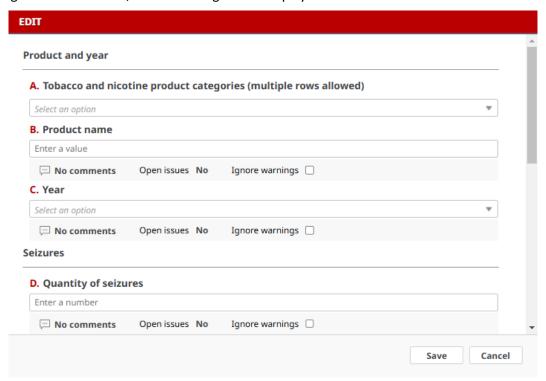
#### 4.1.2.3. Tables

The most practical method for filling-in information in the tables available for some of the questions is by placing the cursor over the cell and clicking inside it to edit the value .

14.12.2. Do you have aggregate data on seizures of tobacco or nicotine products from the past two years? 🗎



A second option is available for editing each row one at a time by placing the cursor over a row in the table and clicking on the "Edit" icon, the Edit dialog will be displayed.



Inside the Edit dialog, a cell can be populated by:

- Entering a value.<sup>2</sup>
- Comments:
  - Enter multiple comments (option available under each field).
  - Translate the comment's text into Arabic (AR), Chinese (CN), English (EN), French (FR), Russian (RU) or Spanish (ES).
  - Order the comments ascending or descending by date added.
  - Delete the comment.
- View the "Open issues" checkmark set by Reporting instrument reviewers from the Convention Secretariat (option available under each field).

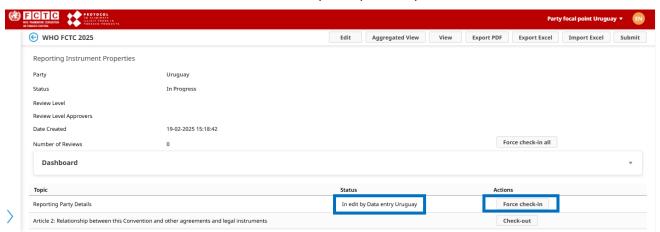
<sup>&</sup>lt;sup>2</sup> An option to "Load previous values" will be made available from the next reporting cycle onwards. It will enable inserting values from a previous implementation report submitted through the reporting instrument in FCTCData, only if the respective Party's reporting instrument is "Published" and has values recorded for the previous reporting cycle.

# 4.1.3. Allow other users to fill-in a reporting instrument (check-in)

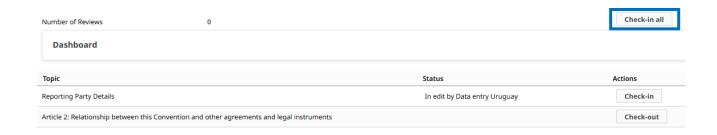
### 4.1.3.1. Checking-in Topics

In order to make a Topic available for other users of your reporting instrument, click the "Check-in" button.

If a user has clicked on "Check-out" a Topic, but did not "Check-in" after leaving the Party Record Page, the "Force check-in" button will be available for the Party focal point only.



Users can also check-in multiple Topics at once by clicking the "Check-in all" button that appears on top of the "Actions" column when they have checked out more than one Topic.



Party focal points will also be able to force check-in all the previously checked out Topics, regardless of who checked them out, by clicking the "Force check-in all" button.



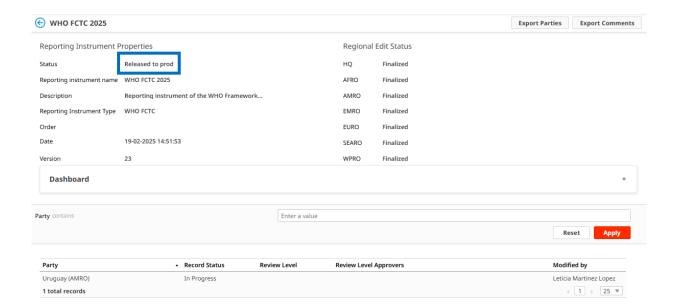
#### 4.2 Offline mode

It is encoraged to use the online editing mode. It has plenty of functionnalities that will ease the data entry and improve the quality of the data reported. FCTCData is built to function well with low bandwith and the auto-save function dramatically diminishes the risk of data loss.

But in the case of very limited or no internet access, an offline option exists.

#### 4.2.1. Export/import a reporting instrument - Excel format

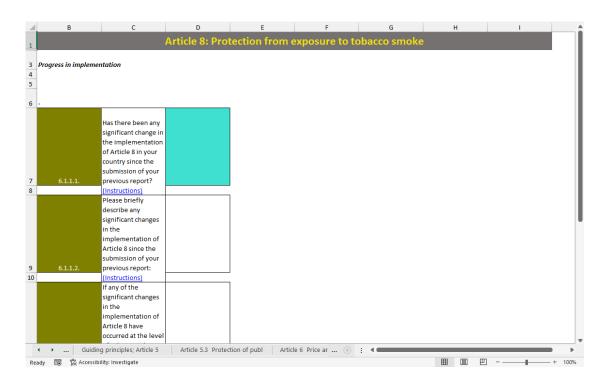
In order to be able to **export** a reporting instrument in the Microsoft Excel (XLSX) format, access the reporting platform as a Party focal point /Data entry user and click on the tile with the status "Released to Prod".



Inside the Reporting Instrument Properties page of the reporting instrument, moving the mouse over your Party name under the "Party" list column and clicking on the "View" (eye) icon at the right hand will redirect you to the Reporting Instrument Properties of your Party.



Inside the Reporting Instrument Properties, after clicking on the "Export Excel" button at the top right of the window, an XLSX file will be downloaded with the title containing the name of the FCTCData reporting instrument and year + the Party and WHO Region (e.g: WHOFCTC2025\_Guinea (AFR)) or Protocol2025\_Guinea (AFR)).



After opening the Excel file, users may notice the following:

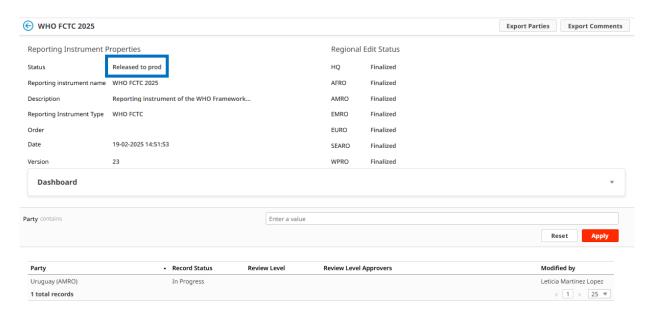
- It contains the answer options references used in the drop-downs across the reporting instruments.
- It contains the data filled prior to the time of download, if it was previously filled-in.
- It contains a "Table instructions" hyperlink. Click this hyperlink and it will take you to the "Instructions" sheet within the Excel file where you can begin working.
- It allows the users to be able to Fill-In data inside the tables and question lists.

However, there are important limitations to be considered:

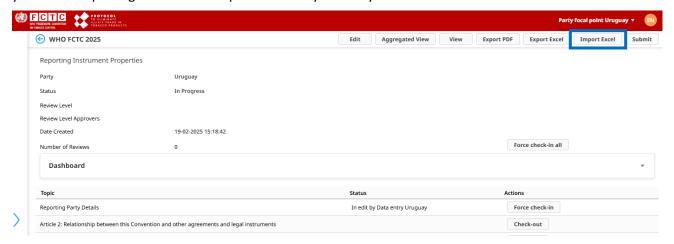
- It does not contain Comments or Instructions.
- It does not capture/reflect conditional questions; that is, all questions would appear to be responded, even when some may not apply to the Party and would have been hidden in the reporting platform, as appropriate.
- Once the Excel file is uploaded into the reporting platform (see the following section), this action will overwrite the data that may have been introduced by other users in the reporting instrument, which could cause that old data would be inserted in the reporting instrument.

Given the aforementioned limitations, the use of the reporting instrument in Excel format is advised to be used with caution, considering these constraints, and restricting its use to any offline work necessary to comply with reporting. Import reporting instrument - Excel format.

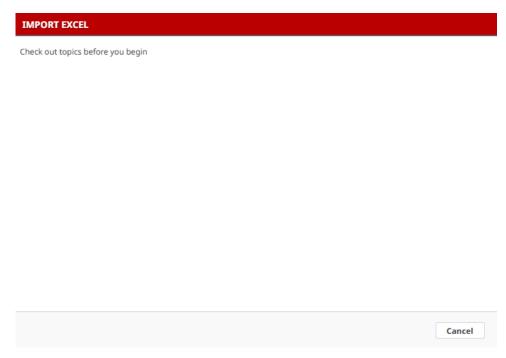
In order to be able to **import** a reporting instrument in the Excel (XLSX) format, access the reporting platform as a Party focal point/Data entry and click on the tile with the title of the reporting instrument including the year of the current reporting cycle and with the status "Released to prod".



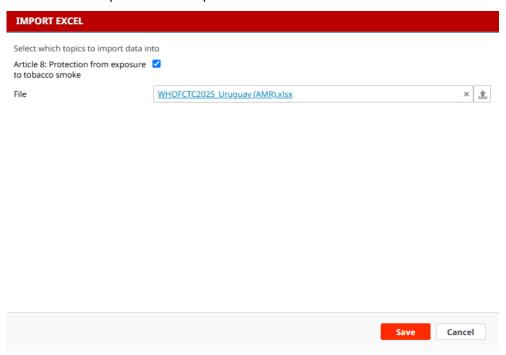
Inside the Reporting Instrument Properties page of the reporting instrument, moving the mouse over your Party name under the "Party" list column and clicking on the "View" (eye) icon at the right hand will redirect you to the Reporting Instrument Properties of the your Party.



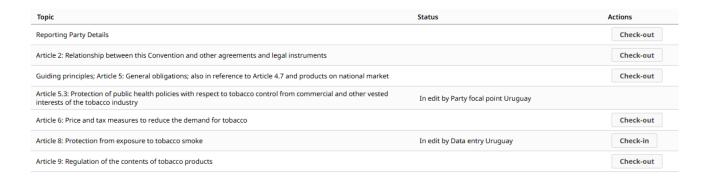
The system allows an Excel file to be imported inside the Party's reporting instrument only if the Topics were previously checked-out by the current user (who can be a different one than the one that downloaded the Excel file). If the "Import Excel" button is clicked without checking-out the topics, the "Check out topics before you begin" message will be displayed inside the "Import Excel" dialog and the user will not be able to import the XLSX file.



After checking-out the topics and clicking the "Import Excel" button, the topics of the Party and the file area are displayed inside the Import Excel dialog. The system allows to check which of the Excel sheets (Topics) in the uploaded file should be imported and to upload an XLSX file inside the "File" area.

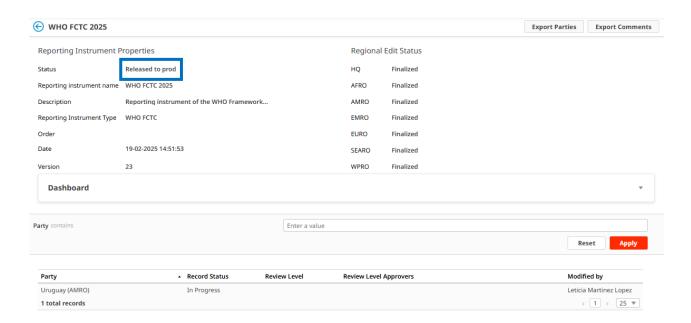


After selecting a Topic and clicking on the "Save" button, the "Import Excel" dialog will close and the information inserted (or deleted) in the Topic in the Excel file will be overwritten in the reporting instrument in the online reporting platform, with the values from the imported file.



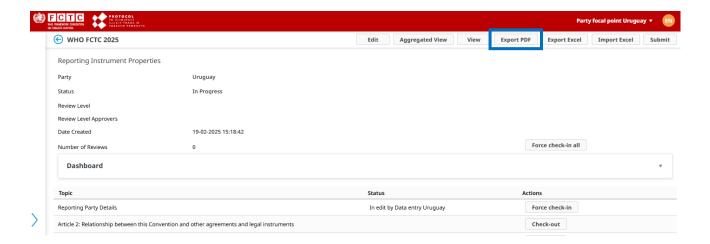
## 4.2.2. Export a reporting instrument - PDF format

To export a PDF version of the reporting instrument, access the reporting platform as a Party focal point or Data entry and then click on the tile with the status "Released to Prod".



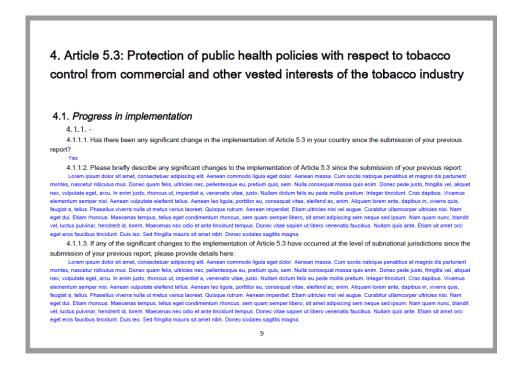
Inside the Reporting Instrument Properties page of the reporting instrument, move the mouse over your Party name under the "Party" list column and click on the "View" (eye) icon. You will be redirected to the Reporting Instrument Properties page of your Party.

The button "Export PDF" allows the Party focal point or Data entry to save the PDF file locally.



The PDF file represents the read-only version of the online reporting instrument and is formatted for printing. It will contain all questions available in the reporting instrument.

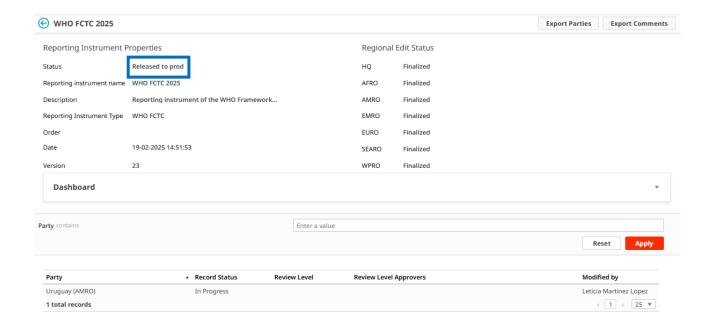
The title of the PDF file will contain the name of the FCTCData reporting instrument and year + the Party and WHO Region (e.g. WHOFCTC2025\_Guinea (AFR)) or Protocol2025\_Guinea (AFR)).



## 4.3 Submit an implementation report

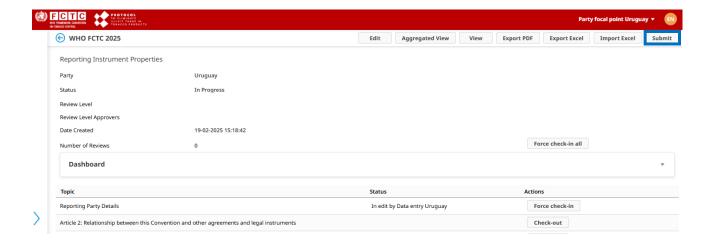
Once all the data is entered in the reporting platform, the data is formally shared with the Convention Secretariat by submitting the report on implementation of the WHO FCTC or the Protocol, with the information contained in the corresponding reporting instrument.

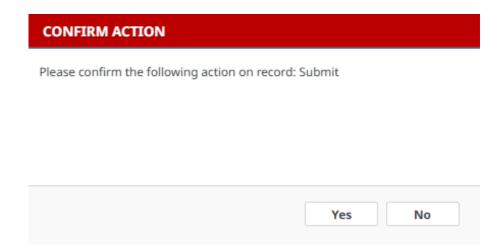
In order to be able to submit an implementation report for a Party, access the reporting platform as a Party focal point and select the reporting instrument containing the data that you wish to submit.



Inside the Reporting Instrument Properties page of the reporting instrument containing the data that you want to submit, move the mouse over your Party name with the status "In Progress" and click on the "View" icon in order to redirect to the Reporting Instrument Properties of the respective Party.

By clicking on the "Submit" button, a "Confirm Action" dialog will be displayed and clicking on the "Save" button will trigger an error notification if all the topics have not been previously checked-in.





The Submit Confirmation Action dialog will change the status of the respective Party in "Under Review".



After changing the status of the respective Party in "Under Review" the system will perform the following actions:

- Once an implementation report is submitted, the action can no longer be undone by the Party focal point.
- An e-mail notification will be received to confirm the success of the submission.
- Data entry is not possible anymore Please, contact the Convention Secretariat at copreporting@who.int (for the WHO FCTC) and at mopreporting@who.int (for the Protocol) if you wish to revert back to data entry mode.
- The Review Level Approver are displayed inside the Reporting Instrument Properties page.
- The "Number of Reviews" field counts the number of times the reporting instrument has been sent back to the Party focal point to perform necessary changes or answer questions.

#### 4.4 Review a reporting instrument

The data you submitted will be reviewed carefully by the Convention Secretariat. If the reviewers have questions on the data you reported, they will insert them within the reporting instrument, either by adding comments or by opening issues.

The comments or open issues inserted in the questions will be identified by the clickable "Comments" or "Open issues" buttons highlighted in red.

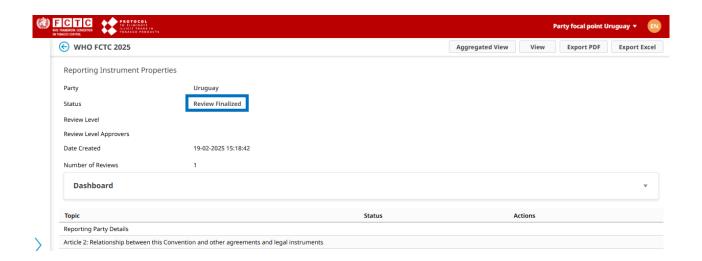
The cells with comments or open issues in tables will also be identifiable with a coloured triangle on the top right corner or a highlighted cell.



The reviewers may decide to re-open the reporting instrument for your editing. This will allow you to answer any questions and comments plus make changes, if necessary, to the data reported.

The comments and open issues can be easily identified by clicking on "Aggregated View" button on the top right menu in the "Reporting Instrument Properties" page. Under each Topic, only those questions or tables with comments or open issues will appear displayed.

You will then re-submit the data to finalize the process.



## 4.5 Reopen a reporting instrument

Should you wish to have a finalized reporting instrument re-opened in order to change the data reported, please contact the Convention Secretariat as mentioned in Section 4.3 of this User Manual.