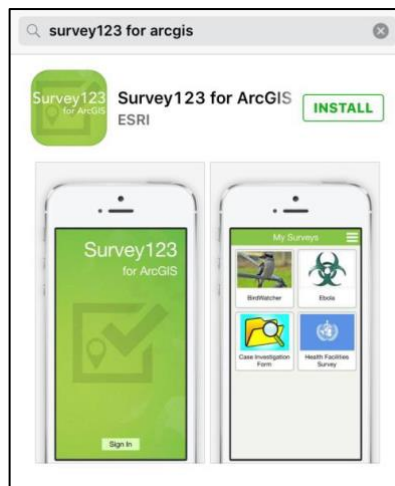


Context: WHO previously shared a web link to complete the WHO Survey on the Security of Insulin Supply. Some users have requested the ability to collect and submit data 'offline'. While we cannot provide a paper version of the survey, users may refer to the summary of questions to facilitate data gathering efforts (Annex). Additionally, users may use the smart phone version of Survey123 to input data over time, save drafts, and submit responses via the mobile application.

Please note that because the survey is public, responses are not synced between the browser version of the survey and the mobile version of the survey, so we recommend choosing one method of submission. Instructions to access the WHO Survey on the Security of Insulin Supply on the Survey123 app for Apple iOS- and Android-based mobile phones or Windows-based laptops are below:

Instructions: Get Started with Survey123

1. Download the App, "Survey123 for ArcGIS" for your smart phone using the [App store](#), [Google Play](#) or the [Windows App Store](#)

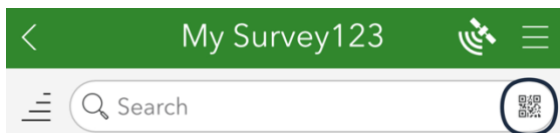


2. Click "Continue without signing in"

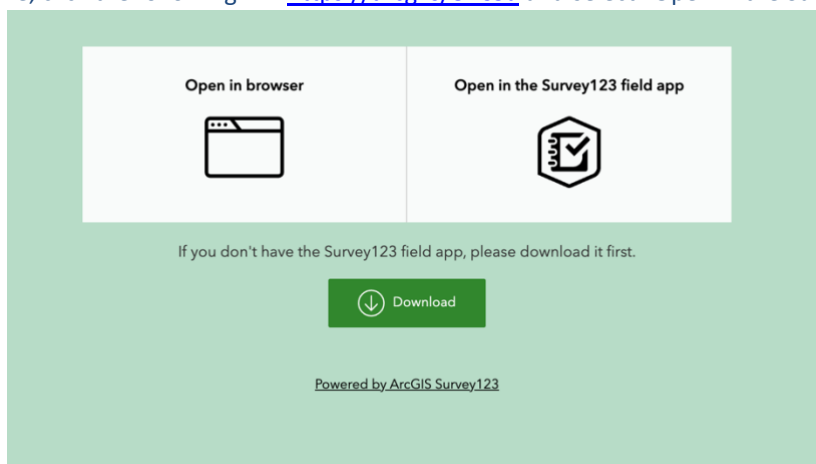


3. To access survey:

- a. If using your smart phone, click the QR code button next to the search bar and scan the following QR code:

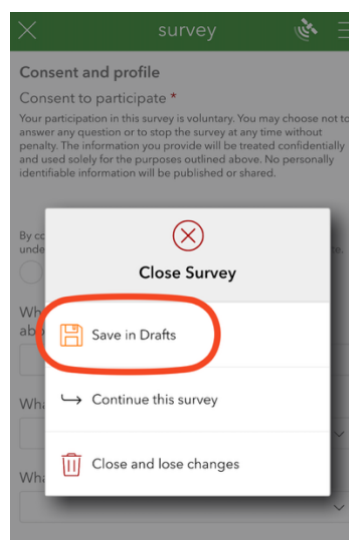
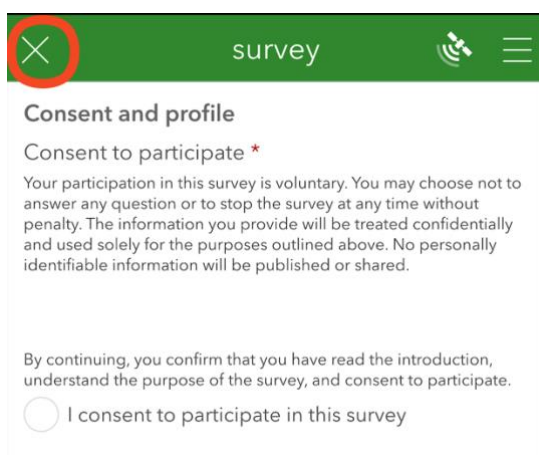


- b. Alternatively, if you are using the Windows desktop version of Survey123 OR if you prefer a direct link on your smart phone, click the following link <https://arcg.is/8PC5a> and select “Open in the Survey123 field app”



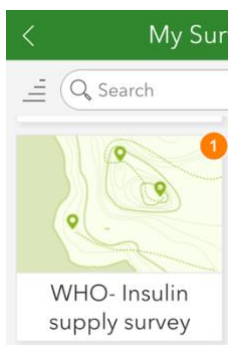
4. You will be taken to Survey Form. If you would like to leave the survey to complete later:

- a. Click the X on the top left corner and select “Save in Drafts.”

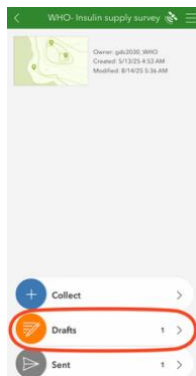


- b. To return to the survey form and complete submission:

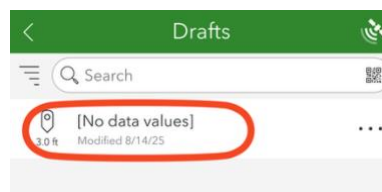
Screen 1. Click on the **WHO-Insulin supply survey** icon in your “My Surveys” home screen



Screen 2. Click **Drafts**



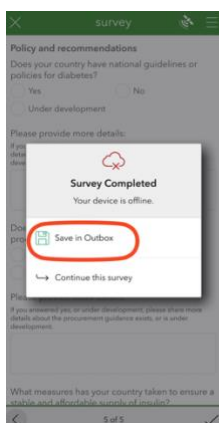
Screen 3. Click the survey draft you would like to complete



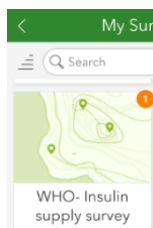
5. You may collect data regardless of your connection to the internet.

- a. If you are collecting data **offline**, use the following steps:

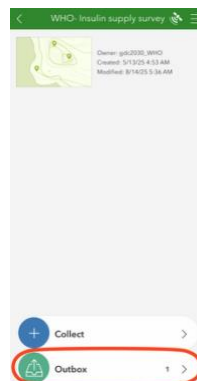
Screen 4. Click **Save in Outbox** to save your completed survey. You will then be returned to your home screen



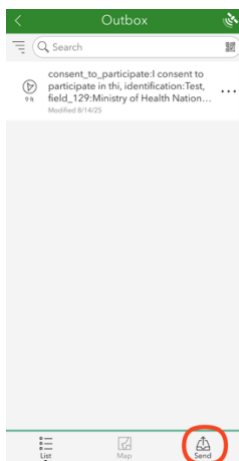
Screen 5. Click the **WHO-Insulin supply survey** icon to access the survey.



Screen 6. When you are back in Wi-Fi range and would like to submit your survey(s), click **Outbox**.



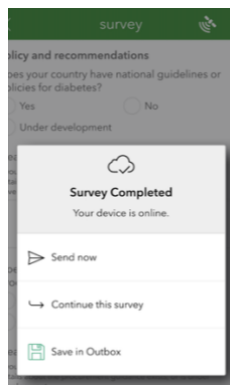
Screen 7. In the **Outbox**, click **Send** to upload your completed survey data.



Remember to submit any pending surveys when you reconnect to the internet.

- b. If you **have internet or data connectivity** while completing the survey, use the following steps:

Screen 8. Click **Send Now** to upload your survey.



For any additional questions, please email gdc2030@who.int