External instructions for the reporting of project results in AkvoRSR

1.   Introduction

1.1   About this AkvoRSR manual

This document is intended for project partners involved in the implementation and reporting of ICP, TMT+ and TMT projects within the Orange Knowledge Programme (OKP). The aim of the manual is to provide guidance for project partners on how to perform their tasks with regard to reporting in the online reporting tool AkvoRSR. The tasks and formal responsibilities of the project partners with regard to reporting for projects are described in the Grant Obligations and Conditions and in the grant letter. Please note that the document contains hyperlinks for easy access and that AkvoRSR performs best in Google Chrome and Microsoft Edge.

This document is based on the AkvoRSR online instructions 'Creating indicator updates'.

2. Getting access to AkvoRSR

2.1 Access to AkvoRSR

Each grant recipient and project partner who works in AkvoRSR needs a personal account, which is a unique combination of an account name and an email address.

If the user is already active in AkvoRSR, the user will be added to the project. If the user is new or not active yet, he or she will receive an activation email with an activation link. This link will lead the new user to a page where he or she will need to fill in additional details (first and last name, and a password) to activate the account. Once the new user has activated his or her account, Nuffic will receive a notification of this per email.

2.2 Log in to AkvoRSR with your credentials

To log in to the Nuffic environment in AkvoRSR: Go to:
https://nuffic.akvoapp.org/en/sign_in/ ; Enter your email address under the header "Email" and password under the header "Password"; Click on [Login];
After logging in you will see the my projects overview page, displaying one or multiple projects (depending on the assigned rights and roles). My projects is the section where you can manage your projects.

2.3 Password self-service

When the user tries to log in in AkvoRSR and enters a wrong password, has forgotten the password or the login consistently fails, he or she can reset the password. If this is the case, follow the [I forgot my password] link on the login page, fill in your email address and click on [Reset password]. It is also possible to change your password when logged in. To do so, click on your name in the right upper corner, followed by clicking on the [My details] tab. Under the "Change your password" header you are able to change the password of your account. You will need to know the old password in this case.

3. How to add a project update?

Project partners are required to publish at least one project update per year of implementation. This is possible after the project has been published by Nuffic.

To update your project, simply sign in with your email and password. You will arrive at the project overview page and that shows an overview of all your projects. Select a project and click on the 'Updates' tab.
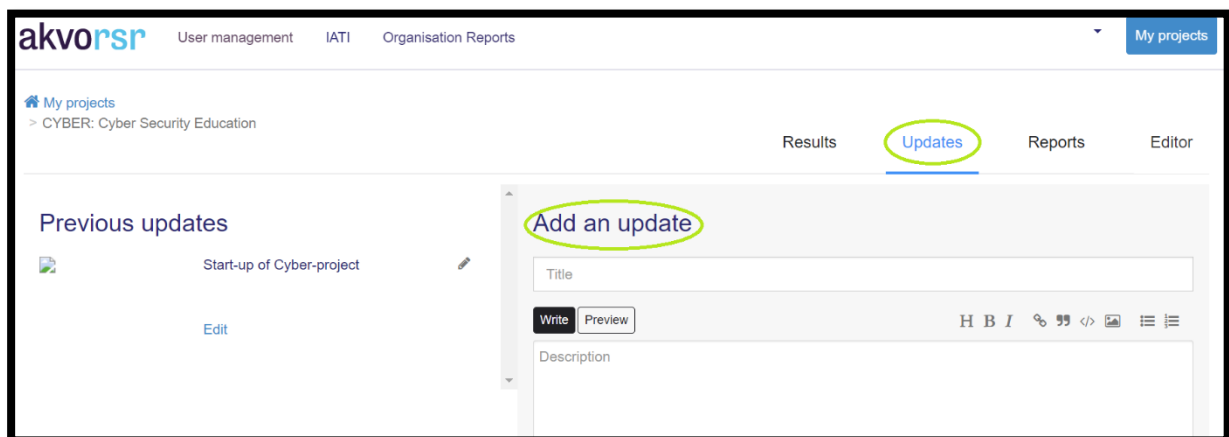

You can now add a title, description, photo, file and/or video. Click 'Add an update' to publish your project update.
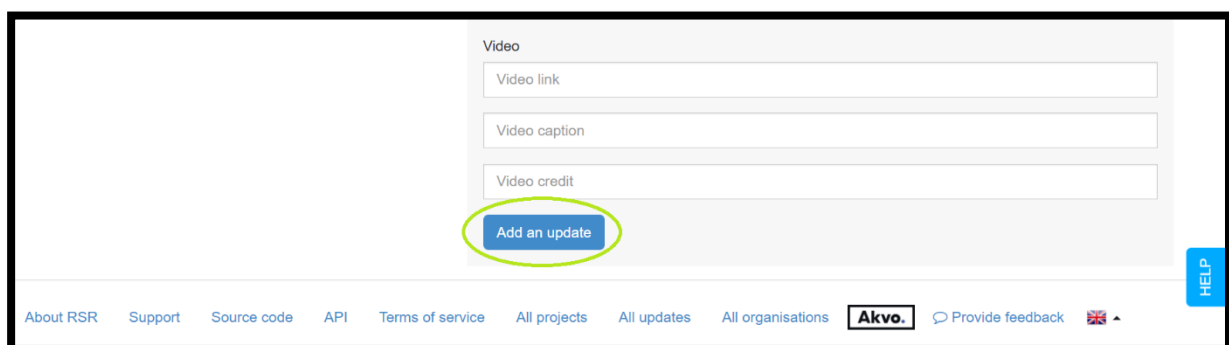
Please note: After you've published your update, you will have 20 minutes to tweak it, for example when you see a typo. After 20 minutes your update can't be changed anymore. The update can only be deleted by the creator of the project update or by Nuffic.

In 'Updates' you will find a historic overview under "previous updates" of all RSR updates your organisation has done.
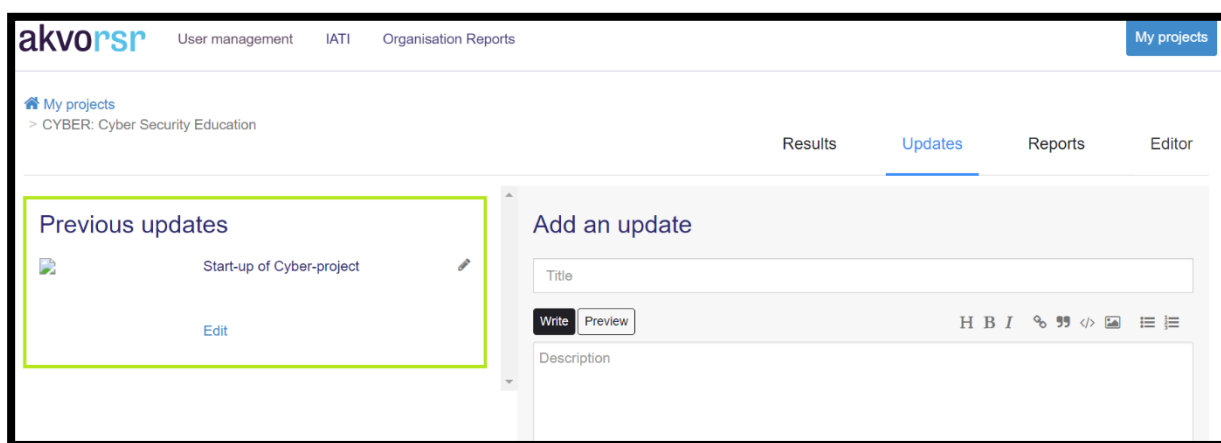
Here you can:
- Search through all your RSR updates.
- Edit an update via the edit button. Note: you can only edit an update for 20 minutes.
- Adding a new update can be done via 'Add an update'.

4. How to report on your project indicators and narrative report?

Once the project is up and running, AkvoRSR can be used to report on the results and indicators of the project. The Grant Obligations and Conditions and the grant letter tell you when you need to report and what kind of report is expected.

The results framework is centered on the indicator reporting 'approval flow'. The indicator reporting approval flow consists of three tabs, the tabs represent the three states/phases that an indicator can be in the results framework: Needs Reporting, Pending Approval, and Approved.

This approval flow is only visible after Nuffic has published the project. As an "enumerator" you are able to report on indicators and results (by filling in the actual value for that indicator) and to add or edit project updates.

The indicator reporting 'approval flow' has been designed to allow you to know exactly which indicators require reporting for a specific reporting period (Needs

Approval), which have been already reported on and are waiting for approval from Nuffic (Pending Approval), and which approved indicator reporting updates are waiting to be locked by Nuffic after having been thoroughly reviewed (Approved).

Nuffic will review indicator updates submitted by project partners and will either approve the submitted result or return it for review. In the latter case, Nuffic will inform you by email that the submitted indicator updates are returned for review. After all updates has been reviewed and approved for a reporting period, the indicator reporting update will be 'locked' by Nuffic, after which no further indicator reporting updates can be made for the indicator.

Please note: Nuffic will open the reporting flow for project partners. Sometimes, you will think that the reporting year is not logical and doesn't correspond with the implementation period of your project. Our logic is that a project with a starting date in 2019 should report the results of year 1 in the reporting period 1.1.2019 – 31.12.2019. You may therefore trust Nuffic opened the correct reporting flow for you.

2.1 Needs approval

Once the reporting period has been unlocked, the project partners can begin entering indicator results data. The indicators that you are required to report on (including the narrative report) will appear in the 'Needs Reporting' tab in your project's 'Results' tab.
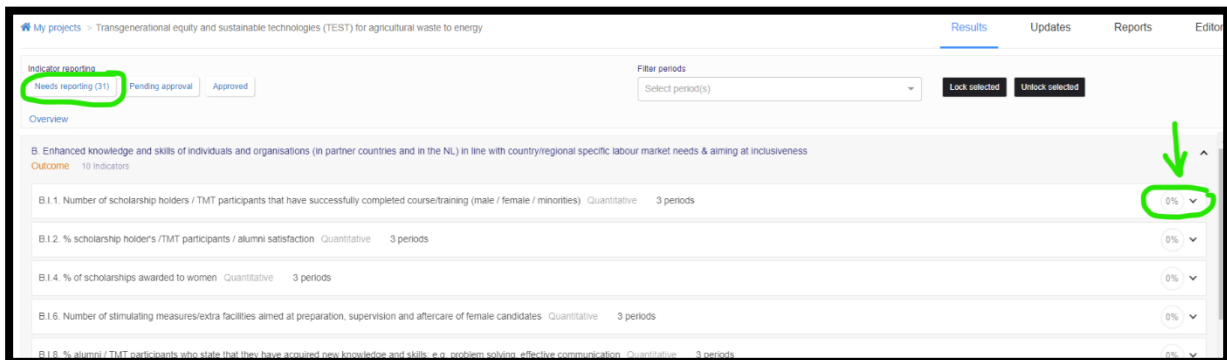
Each indicator contains one or multiple reporting periods. Click on the small arrow on the right side of the indicator. The indicator will expand and will show you the reporting periods. There is one correct reporting flow unlocked. Please click on the blue button 'Insert reporting value'.
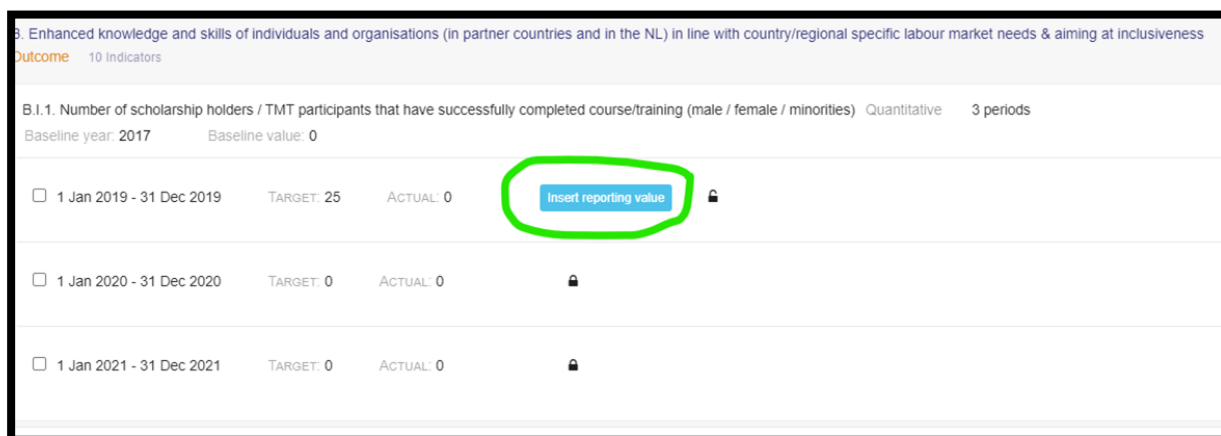
After clicking on the blue 'Insert reporting value' button, a new window will appear on the right. Here you can report on the specific indicator by inserting the actual value, comments, pictures etc.
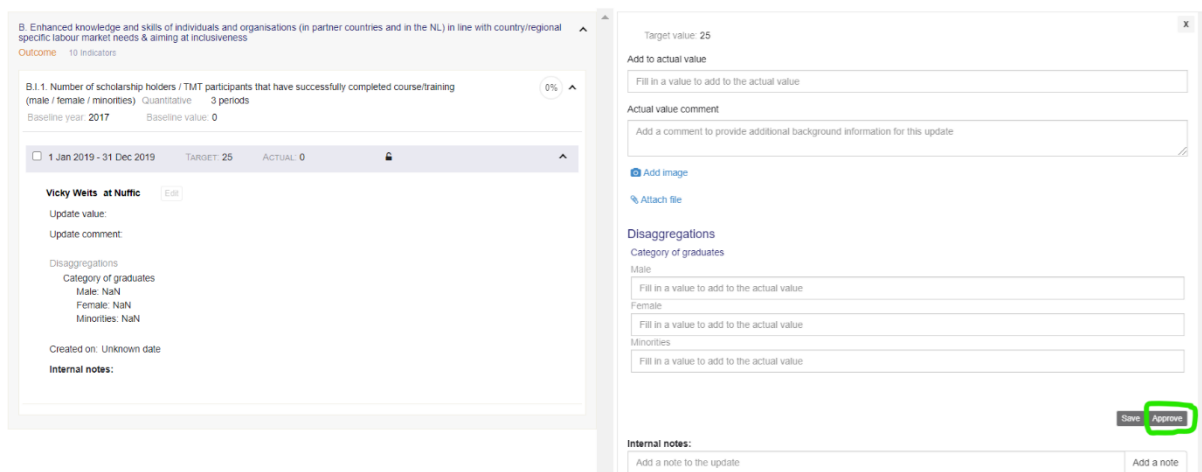
'*Add to actual value*'': Insert the realised value for a specific indicator within a reporting period.

'*Actual value comment*': with this field, you can add a comment to contextualise the reported result. An 'actual value comment' will be visible in the public display. Additionally, you can attach an image or a file to support the 'actual value' result submitted. This can serve as a means of verification for the reported results as each file is saved and archived with the reported result. You can also leave an internal comment for Nuffic under "internal notes" when filling in the actual value. This comment is private and won't be visible in the public display. If you want to revise your update later on, you can save the indicator update instead of clicking on the "submit for approval" button.

When you are ready to submit the updates of your results and indicators, choose "submit for approval". At the same time, please notify Nuffic that you have submitted your indicator updates.

For TMT and TMT+:
Notify Nuffic that you have submitted your annual report (indicator updates including the narrative part) by sending an email to tmtreports@nuffic.nl (including the project number). In case of a final report, please enclose in your mail:

- a list of participants on a separate Excel sheet;
- for trainings with a budget between € 25,000 - € 200,000: Statement of actual costs Orange Knowledge Tailor-Made Training
- for trainings with a budget over € 200,000: Statement of expenditures group training Orange Knowledge and an auditor's report,
- The formats of these attachments are available here.

Nuffic can either approve the indicator reporting update or Nuffic can return the indicator update for revision. In case of the latter, you will receive an email with the request to revise your indicator update. The indicator update will not be visible in the public display until the Nuffic has approved the update.

2.3 Pending approval

The 'Pending Approval' tab is where Nuffic can see which indicators have been reported on, and review the results data submitted with each update. When Nuffic would like the project partners to have a second look at the results they reported, Nuffic clicks on "Return for revision". This sends the update back to the project partners, and it will once again (re)appear in the 'Needs Reporting' tab. When there are no further questions, Nuffic will approve the update.

2.4 Approved

Once an indicator reporting update has been approved, the update is moved to the 'Approved' tab. From here Nuffic will lock the reporting period for each indicator after all updates for each indicator have been approved. When an indicator reporting period has been locked, additional indicator updates for that period are not possible; the indicator update will no longer appear in the 'Approved' tab. Results data for indicator updates that have been approved and locked will be included in the aggregated overall (OKP) results for that particular indicator and the results data of the update become publicly visible on the project's project page.