

General FAQs

1. I would like to have more information about the tool.

For more information, you can write to amrnap-helpdesk@who.int

2. What are the skills needed to master the tool?

There is no specific skill set needed to master the use of the tool. The user guide provides the information needed to use the tool. Also, WHO has developed a dedicated training to ensure trainees acquire confidence on how to use the tool.

3. Is the tool available in other languages?

Yes! The tool and related user guide will become available in French and Spanish soon.

4. Can I download the tool on my mobile phone?

The tool is an excel file. While you may be able to download it on your mobile phone, we recommend that you use it on your laptop or personal computer.

5. How long does it take to use the tool and generate results?

This depends on the amount of data inputted into the tool.

6. Can I extract and print results generated by the tool?

Yes, you can export generated dashboards in PDF and Excel sheet.

7. I am not sure how to use the tool, or am having trouble while using the tool. Is there any assistance I can get?

Yes, you can consult the user guide or you can write to amrnap-helpdesk@who.int and attach the file you are having difficulty with. Alternatively, please refer to the technical FAQs below to see if your question can be answered there.