



REPUBLIC OF MALAWI · MINISTRY OF HEALTH

# Officer Field Guide

The complete guide to the Malawi POE Sentinel app for border screeners — every screen, from signing in to working offline, start to finish.

App version 1.0

For: Screeners & POE officers

23 screens covered



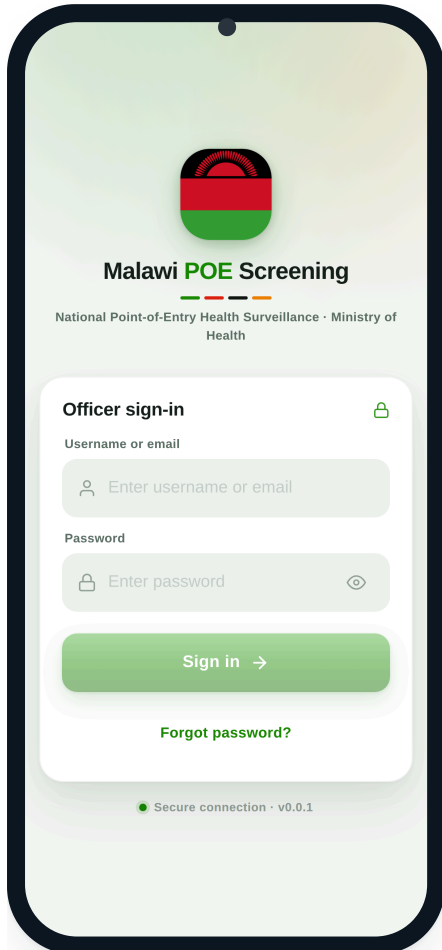
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## SECTION 1

# Get the app & sign in

Install the official app from the download centre, then sign in with the account your administrator created. There is no public sign-up — accounts are issued to staff only.



### OFFICER SIGN-IN

- 1 Install the app.** Open the download centre — iPhone (Add to Home Screen in Safari) or Android (signed APK). Pick **Live** for real work, **Training** to practise.
- 2 Check the environment.** Confirm the right environment before you sign in.
- 3 Enter your details.** Type your username or email and the password your administrator gave you.
- 4 Tap “Sign in”.** You land on your home screen as a **Sentinel Officer**.

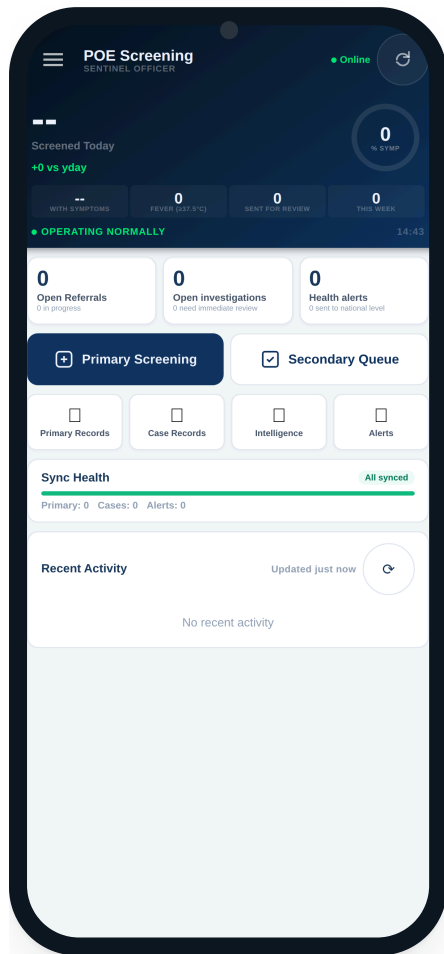
✓ **What to expect:** A green “Secure connection” badge at the bottom. First time on a device you may be asked to set a PIN.

Never share your login, and always sign out on a shared device. Forgot it? Use **Forgot password** (last section).

## SECTION 2

# Your home screen

The home screen is your shift dashboard — today’s numbers, the two things you do most, and quick links to everything else.



### HOME / SHIFT DASHBOARD

- 1 Screened Today.** Running totals — with symptoms, fever, sent for review, and this week.
- 2 Primary Screening.** The big button — tap it to screen a traveller.
- 3 Secondary Queue.** Travellers flagged for a closer look.
- 4 Quick tiles.** Primary Records, Case Records, Intelligence and Alerts.
- 5 Sync Health.** Confirms everything on the device has reached the server.

✓ **What to expect:** A green “Operating Normally” banner and an “Online” indicator when you have signal.

## SECTION 3

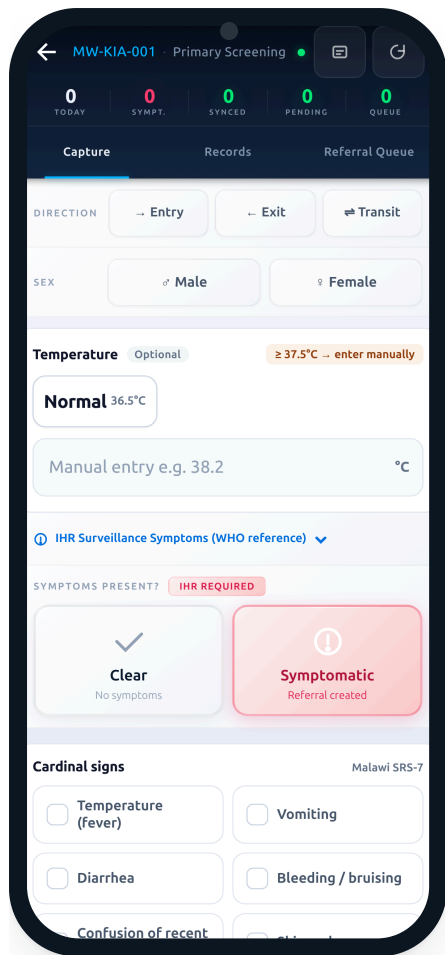
# Primary screening — the core task

A fast, guided check for every traveller. Work top to bottom; the form tells you what is required and reacts to what you enter.

### THE PRIMARY SCREENING FORM

- 1 Direction.** Choose **Entry**, **Exit** or **Transit** — match the traveller’s actual movement.
- 2 Sex.** Tap Male or Female.
- 3 Temperature.** Leave as **Normal**, or if it reads  $\geq 37.5^{\circ}\text{C}$  tap to enter the exact reading.
- 4 IHR symptoms.** Open the WHO-reference list and mark anything present (required).
- 5 Outcome.** Tap **Clear** or **Symptomatic**.

✓ **What to expect:** The header shows your assigned point of entry (e.g. MW-KIA-001) and a live count of today’s screenings, synced and pending.



## WHEN A TRAVELLER IS SYMPTOMATIC

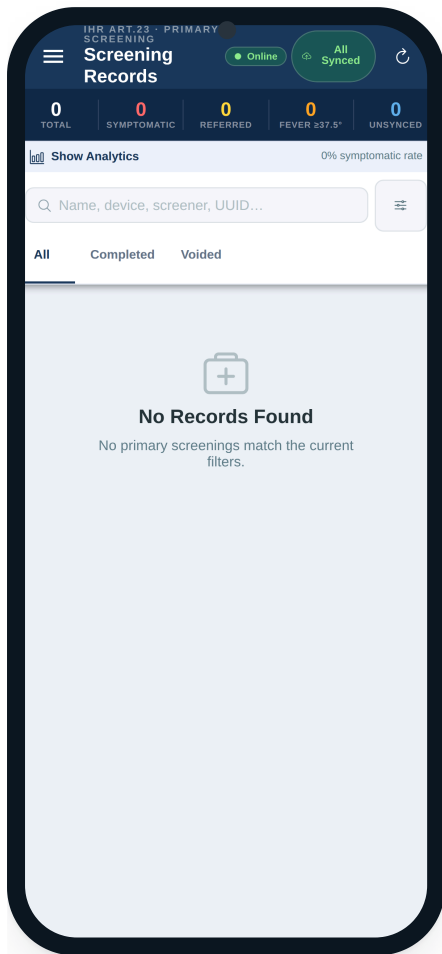
- 1 **Choose “Symptomatic”.** A referral is created automatically and the traveller joins the Secondary Queue.
- 2 **Cardinal signs appear.** Complete the **Malawi SRS-7** checklist — fever, vomiting, diarrhoea, bleeding, confusion and more.
- 3 **Capture & Save.** Finish the record. It saves instantly, even with no signal.

✓ **What to expect:** Choosing **Clear** instead completes the record immediately with no referral.

## SECTION 4

# Screening records & reports

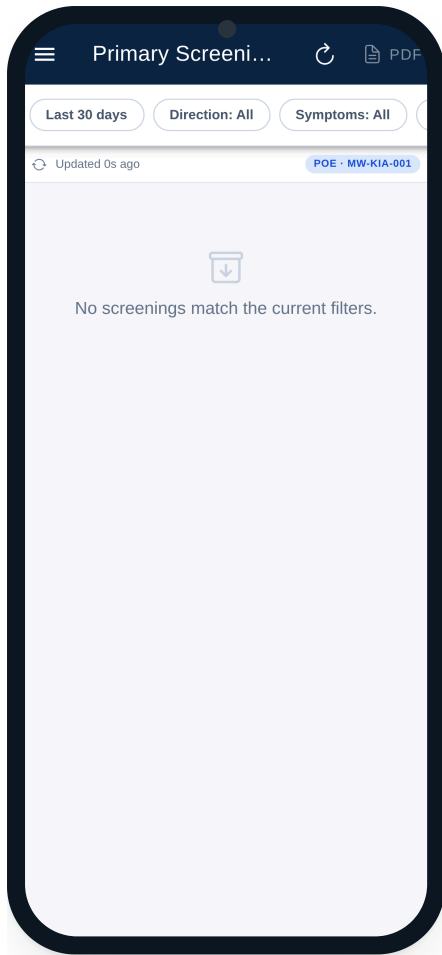
Find, review and confirm every screening you capture — and read the numbers behind them.



### PRIMARY SCREENING RECORDS

- 1 KPI strip.** Totals: records, symptomatic, referred, fever  $\geq 37.5^\circ$  and unsynced.
- 2 Search & filter.** By name, device, screener or UUID; filter by date and status.
- 3 All / Completed / Voided.** Switch the view; tap any record for full detail.

✓ **What to expect:** A clean “No Records Found” state at the start of a shift; unsynced returns to zero once everything uploads.



## PRIMARY SCREENING REPORT

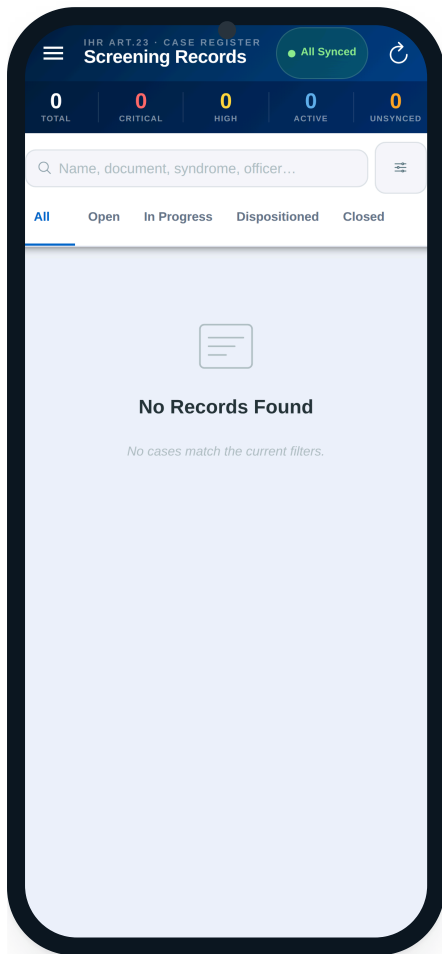
- 1 Read the summary.** Volumes, outcomes and trends for your scope.
- 2 Adjust the window.** Change the date range to answer your question.
- 3 Use for handover.** A quick, reliable picture to brief the next shift.

✓ **What to expect:** Numbers reflect only your assigned area and the selected dates.

## SECTION 5

# Secondary screening & your cases

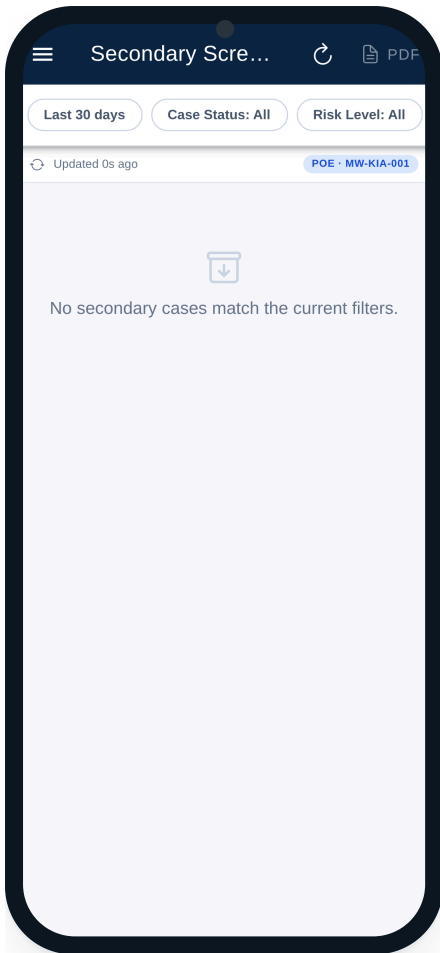
Travellers flagged during primary screening move into secondary review. The cases you own are gathered in one place so nothing is missed.



### SECONDARY SCREENING RECORDS

- 1 Open a flagged traveller.** Continue or review the deeper assessment.
- 2 Record history & exposure.** Capture the detail behind the flag.
- 3 Decide the outcome.** Document the decision taken.

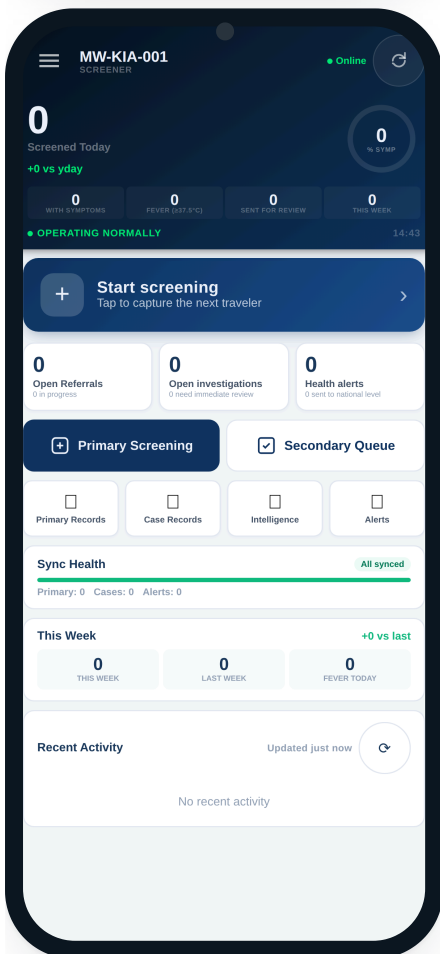
✓ **What to expect:** Empty when nothing is flagged — normal. A flagged traveller appears straight after a Symptomatic primary screening.



## SECONDARY SCREENING REPORT

- 1 **Review the picture.** Secondary activity and outcomes across your scope.
- 2 **Spot patterns.** Where flags are coming from and how they resolve.

✓ **What to expect:** Pairs with the records list for a full secondary view.



## MY CASES

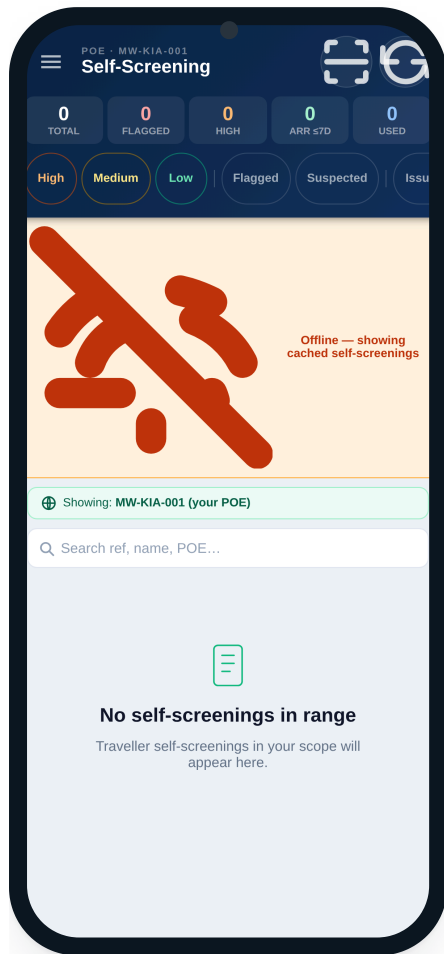
- 1 **See what's yours.** Everything assigned to you, in one list.
- 2 **Work each to closure.** Keep every case moving to a clear, documented outcome.

✓ **What to expect:** Empty lists are normal in Training; live cases appear here as they are assigned.

## SECTION 6

### Traveller passes (self-screening)

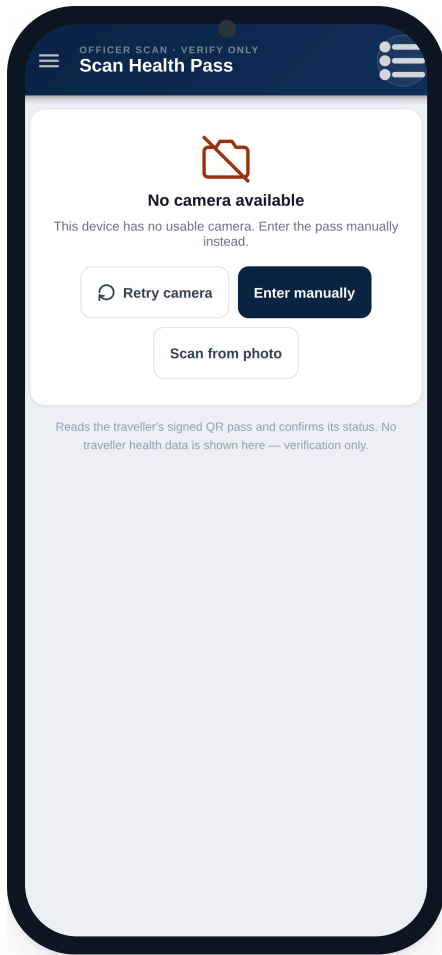
Travellers who complete the public self-screening before arrival carry a QR pass. You can view them and scan a pass at your post.



#### SELF-SCREENING LIST

- 1 Browse arrivals.** See travellers who self-screened, and who was silently flagged.
- 2 Open one.** Review their answers and risk before they reach you.

✓ **What to expect:** A clean empty state means no self-screenings in view — widen the window to see more.



## SCAN A QR PASS

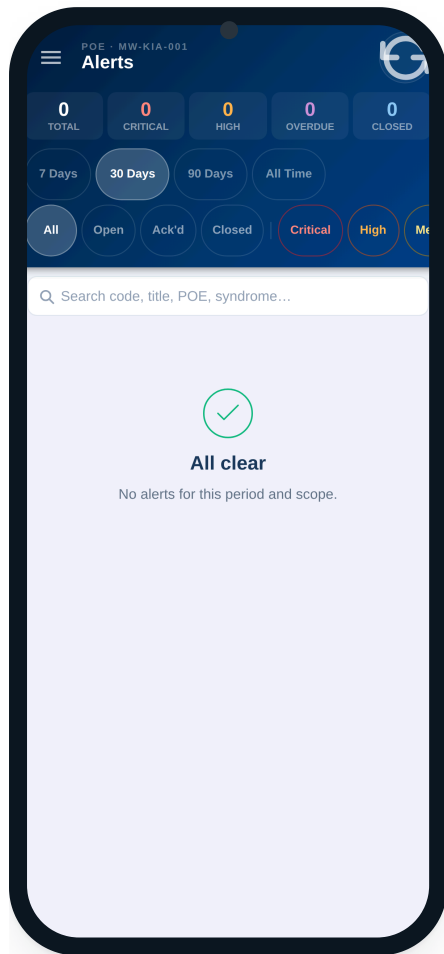
- 1 Point the camera.** Hold the traveller's QR pass in view.
- 2 Read the result.** The pass status and any flag appear instantly.
- 3 If it won't scan.** Run primary screening manually — a pass is not required to screen.

✓ **What to expect:** Brighten the screen and frame the whole code for a fast scan.

## SECTION 7

# Alerts

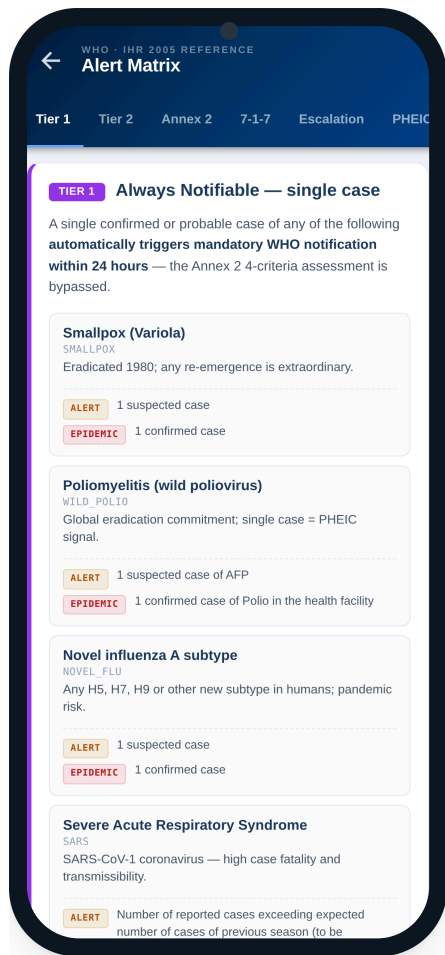
Alerts surface situations that need attention across your point of entry, so the team responds quickly and consistently.



### ACTIVE ALERTS

- 1 **Review active alerts.** For your assigned area.
- 2 **Open an alert.** See the detail and the action expected.
- 3 **Act and record.** Follow your post's protocol and keep the status current.

✓ **What to expect:** A quiet screen when there is nothing active.



## ALERT MATRIX

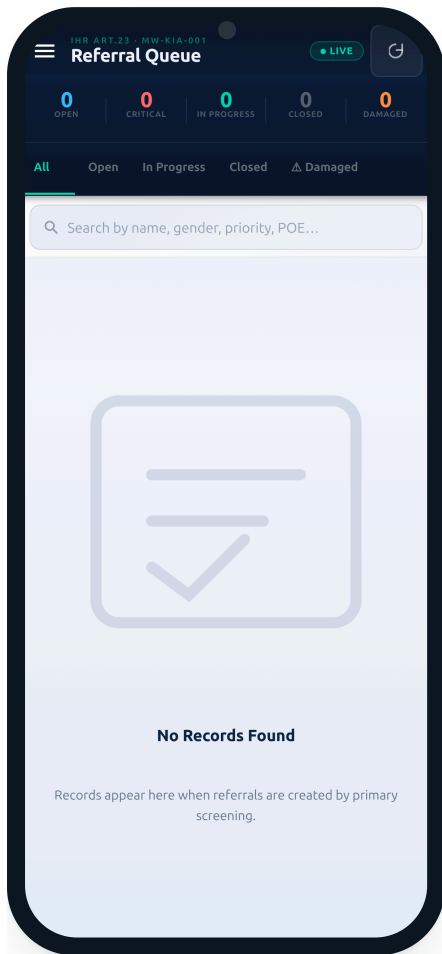
- 1 **See alerts at a glance.** Grouped by type and severity.
- 2 **Prioritise.** Focus on the highest-risk items first.

✓ **What to expect:** A compact overview to complement the active-alerts list.

## SECTION 8

# Notifications

The notifications centre is where the system tells you what needs attention — new alerts, referrals and updates for your post.



## NOTIFICATIONS CENTRE

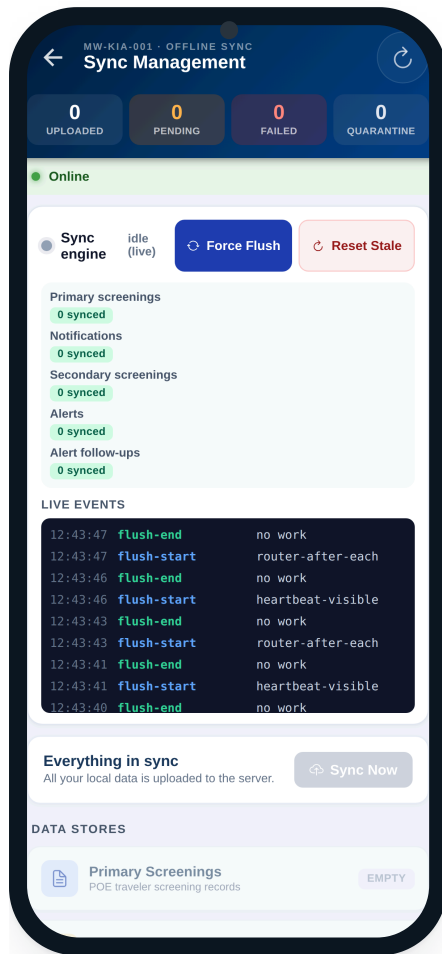
- 1 Check at the start of your shift.** And through the day.
- 2 Tap to jump.** Open the item a notification refers to.
- 3 Clear what you've actioned.** Keep the list meaningful.

✓ **What to expect:** An empty centre when there is nothing outstanding — a good sign.

## SECTION 9

# Working offline & sync

The app is built for the border — it keeps working with no signal. Records are saved safely on the device and upload automatically when you are back online.

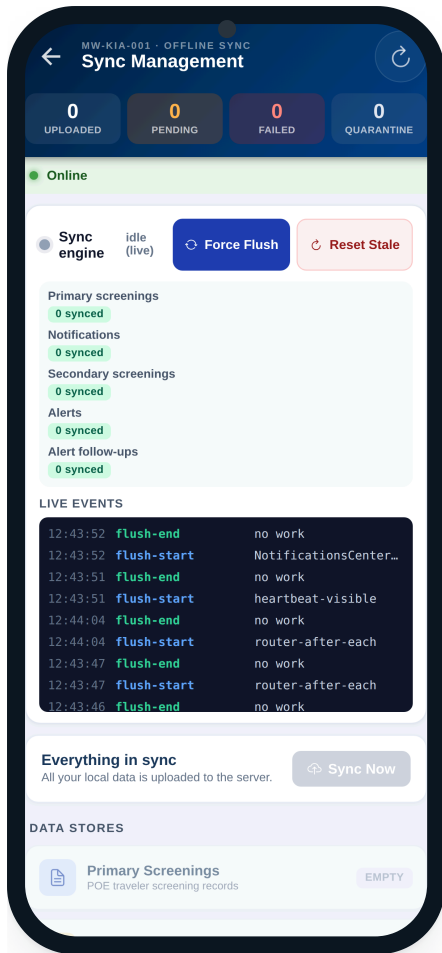


## SYNC MANAGEMENT

- 1 Keep screening offline.** Nothing is lost.
- 2 Watch the indicator.** “All Synced” means everything is uploaded.
- 3 Return to coverage.** Leave the app open a moment so the queue clears.

✓ **What to expect:** “All Synced” with zero pending after you return online. Updates also apply over-the-air on next open.

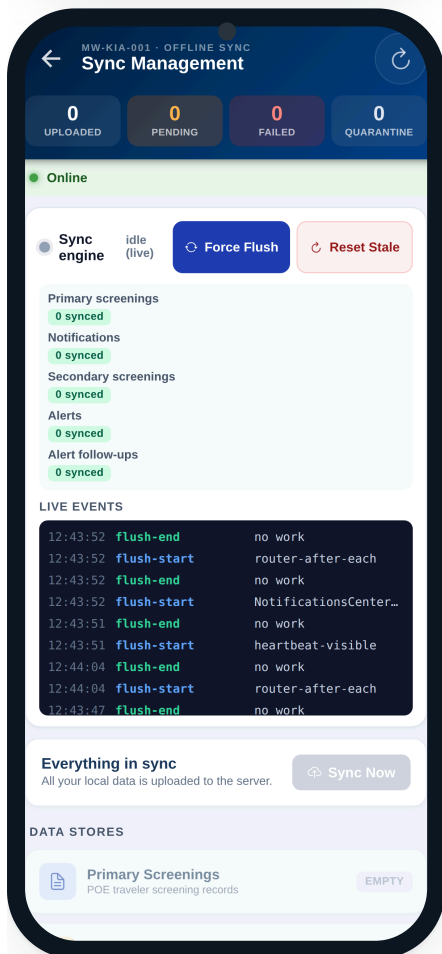
Do not reinstall the app while records are still pending — wait for unsynced to reach zero.



## SYNC QUEUE

- 1 **See what's waiting.** Records queued to upload.
- 2 **Let it drain.** It clears automatically when signal returns.

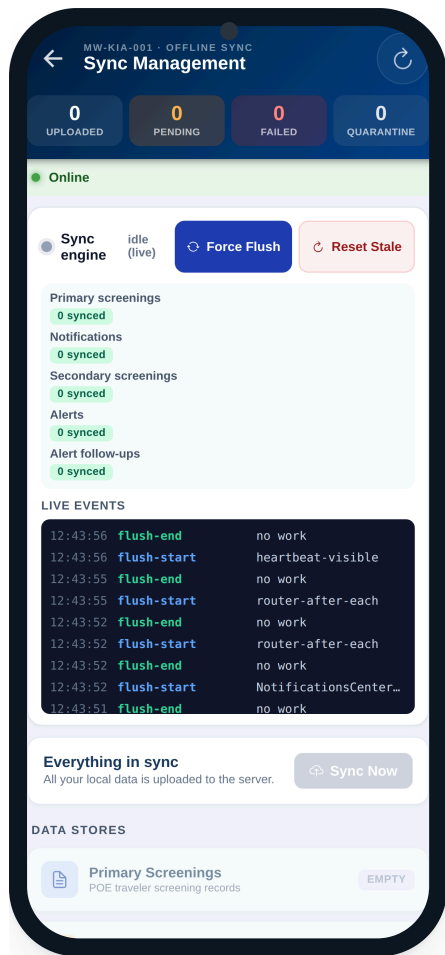
✓ **What to expect:** An empty queue means everything is on the server.



## SYNC HISTORY

- 1 **Review past syncs.** Confirm uploads completed.
- 2 **Use for assurance.** Proof your work reached the server.

✓ **What to expect:** A running log of successful syncs.



## FAILED SYNC

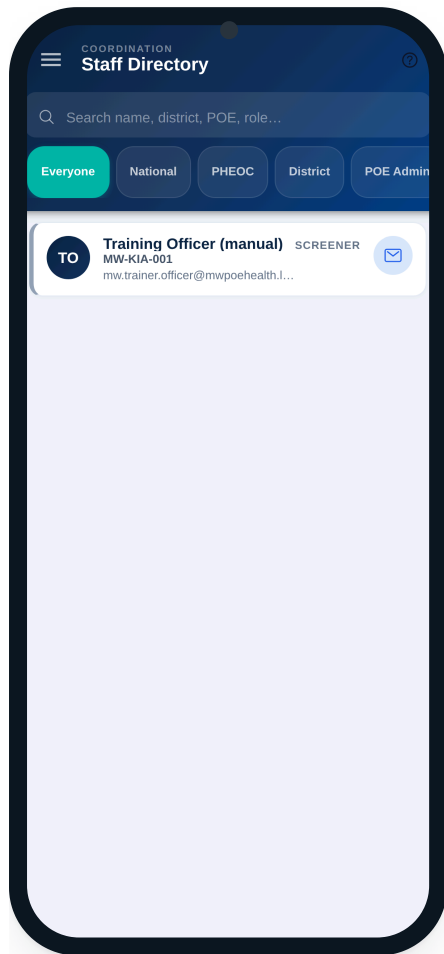
- 1 **Spot any failures.** Records that could not upload.
- 2 **Retry.** Reconnect and let the app retry; report persistent failures.

✓ **What to expect:** Usually empty. Anything here is safe on the device and will retry.

## SECTION 10

# Staff directory

Reach the right person fast — district and PHEOC officers in your scope, ready to call.



## STAFF DIRECTORY

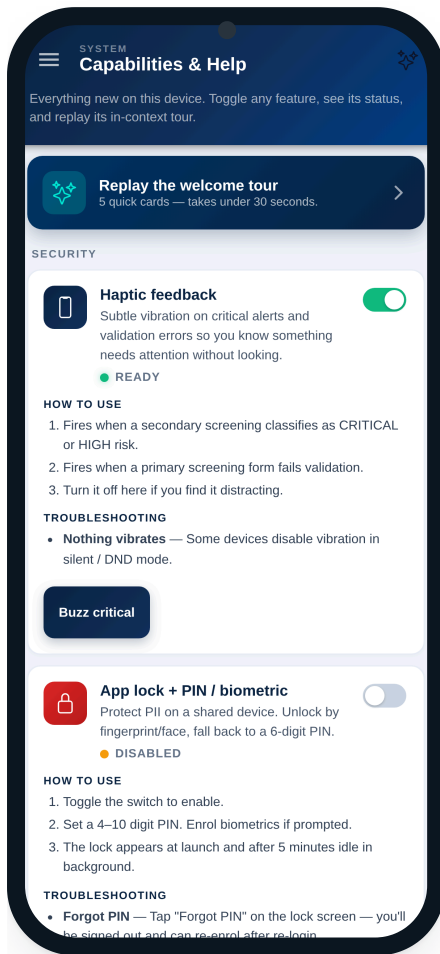
- 1 **Find a colleague.** Search the people in your area.
- 2 **Tap to call.** Dial directly — no copy-pasting numbers.

✓ **What to expect:** Only people within your assigned scope are listed.

## SECTION 11

# Help, settings & your profile

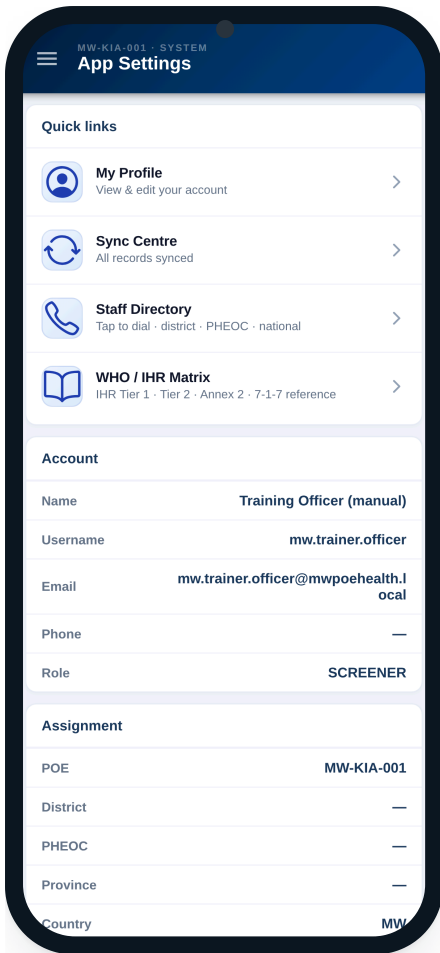
Everything you need to tailor the app, check the device, and manage your own account.



## CAPABILITIES & HELP

- 1 **Learn each feature.** How voice, scanning, PDF sharing, reminders and app-lock work.
- 2 **Replay the tour.** Refresh anything you forget, anytime.

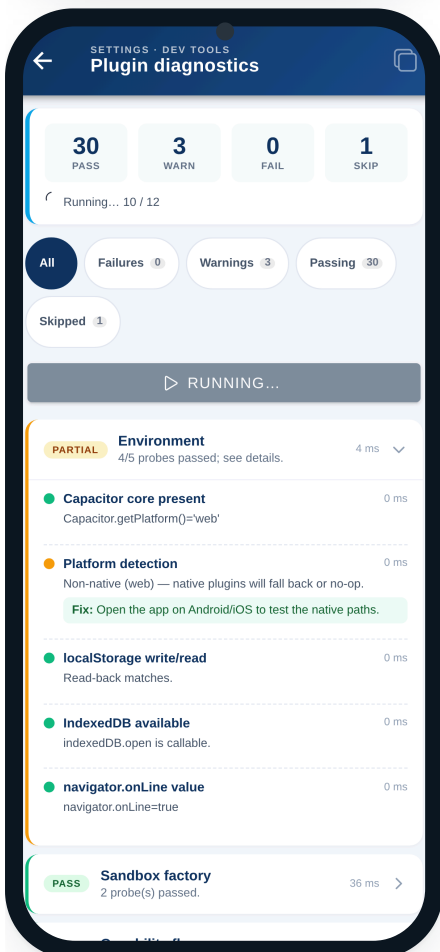
✓ **What to expect:** Your in-app reference — use it before asking for support.



## APP SETTINGS

- 1 **Toggle capabilities.** Turn features on or off — the rest of the app keeps working.
- 2 **Set the app-lock.** Gate sensitive data behind a PIN or biometric on shared devices.

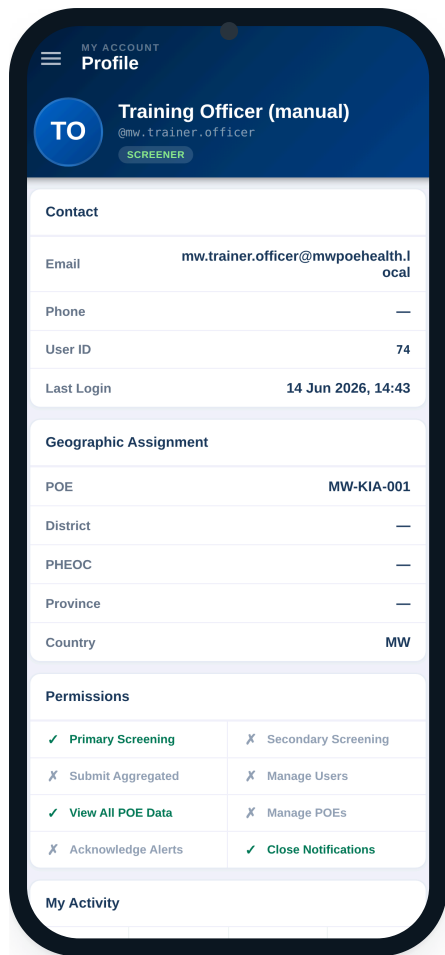
✓ **What to expect:** Sensible defaults are already on; change only what you need.



## DIAGNOSTICS

- 1 **Check device health.** Confirm features and connectivity are working.
- 2 **Share with support.** Helpful when reporting a problem.

✓ **What to expect:** A quick self-check when something feels off.



## MY PROFILE

- 1 **Review your account.** Name, role and assigned point of entry.
- 2 **Manage your PIN.** Update your device PIN here.

**What to expect:** Your role and scope are set by an administrator — contact them to change access.

## Passwords & support

Most problems have a quick fix. Practise in Training whenever you are unsure.

### Forgot your password

Tap **Forgot password** on sign-in, enter your account email, get a **6-digit code**, then set a new password. No email? Your administrator can reset it.

### Practise safely

Use the **Training** app — it mirrors Live but nothing is real. Confirm the environment in the header before screening real travellers.

### A QR pass won't scan

Brighten the screen and frame the whole code. If it still won't scan, run primary screening manually.

### Still stuck

Contact your POE administrator or supervisor first. More help is on the support page.

**Remember:** the app supports your judgement — it does not replace it. Follow Ministry of Health protocol at all times.

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