

SIDAR User FAQ

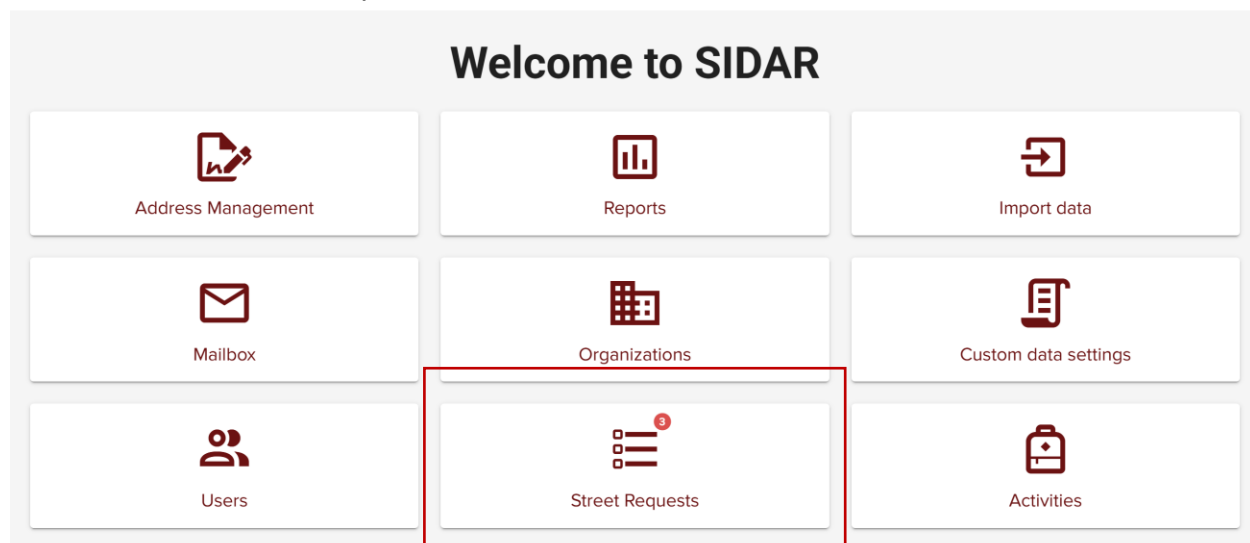
This document is based on the most frequently asked questions raised by partners during the use of the SIDAR platform. It will be regularly updated in line with system changes, as well as with additional frequently asked questions that may arise in the future. Should you have any further questions, feedback, or suggestions regarding the information provided below, please contact: ukrkisidar@unhcr.org

1. The street name is displayed incorrectly

The list of street names in SIDAR is generated based on data from EDRA. While SIDAR team is unable to modify the original EDRA data directly, technical team can support data quality improvements within the system, by cleaning historical records, resolving duplicate street names and addresses, and consolidating multiple entries where needed.

2. The street where the intervention is implemented is missing in the system. How can it be added?

If the required street does not appear in the dropdown list, users can submit a request to add it via the Street Requests section in SIDAR.



3. How can the status “Completed” be assigned to repair activities?

For a residential unit to receive the “Completed” status, the activity must indicate that the thermal envelope has been closed. There are two possible options:
-enter a new activity directly with the status “Completed”, or
-update an existing activity by changing its status from “In Progress” to “Completed”.
Status changes are made directly via the status selection field within the activity.

4. **Repair works are completed, but the system does not allow the residential unit to be marked with this status.** Please note that a residential unit only receives the “Completed” status after the thermal envelope is closed and the corresponding activity is finalized. If the activity is marked as “Completed” but:
 - the thermal envelope is not closed, or
 - another value is selected, the residential unit may still appear as “In Progress” on the main page, even if the organization`s activity itself shows as completed within the address view.
5. **Is it possible to edit activities after they have been completed/cancelled?**

Once an activity is marked as “Completed” in SIDAR, it cannot be edited by the user. Depending on the importance of the correction, the following options are available.

Create a new activity with correct data and contact technical support to request deletion of the incorrect one.

Manual update by the SIDAR team - after approval from the Shelter Cluster and provision of all necessary details, the team may delete or correct the erroneous data. Users cannot independently edit data after an activity has been completed.
6. **An activity was duplicated. How can it be deleted?**

To delete a duplicated activity with the «Completed» status, users are required to provide the technical team with:

 - a link to the residential unit where the activity was created;
 - clarification on which activity should be deleted (screenshots are recommended).

Please note that users cannot delete activities with the «Completed» status on their own.

If the activity has a different status (other than “Completed”), users are able to delete it themselves.
7. **The building type was incorrectly identified in the system. How to change?**

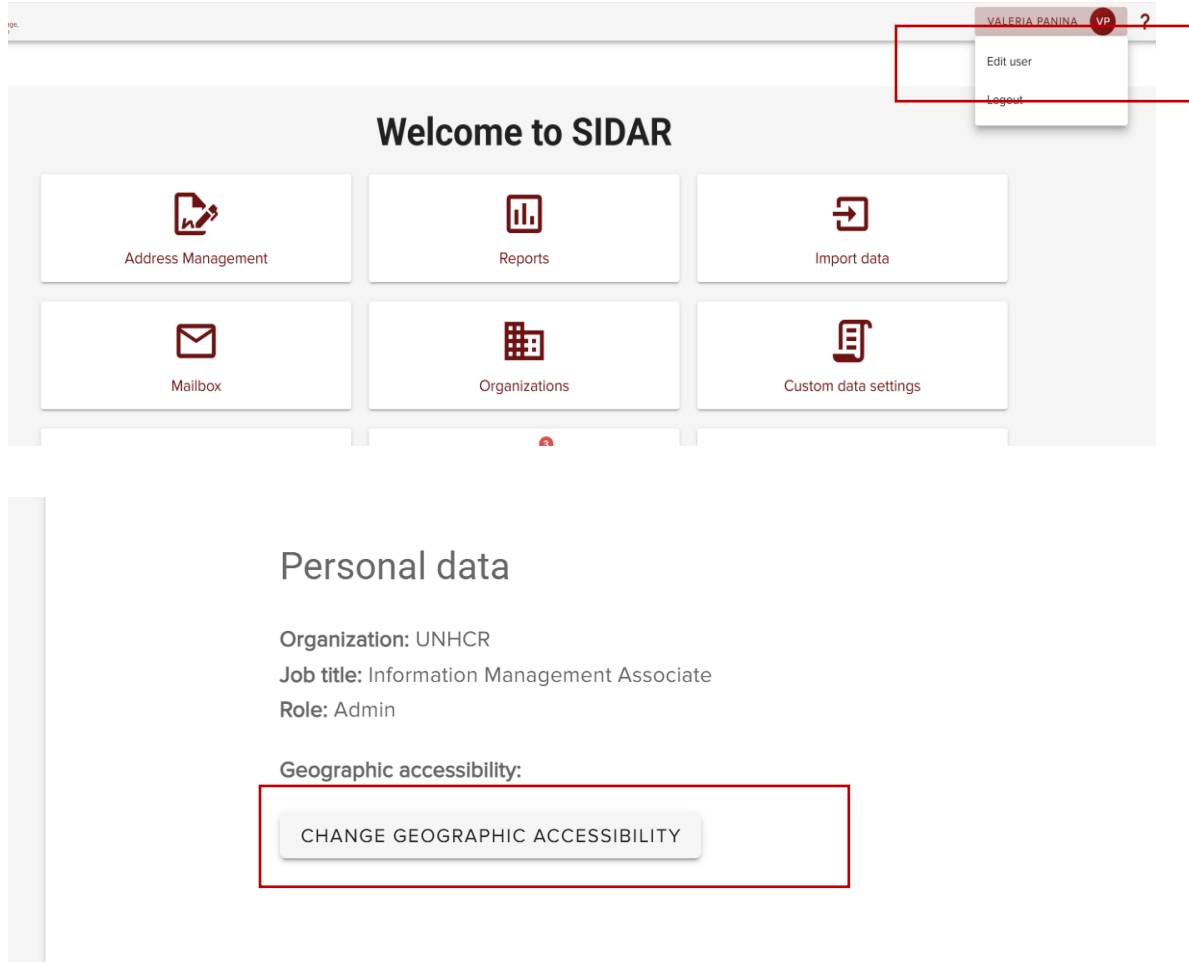
If the building type was identified incorrectly, partners can now make the necessary changes themselves through the "Address Management" page.
8. **How can a user role be changed to partner organization manager?**

To obtain the Manager role, the user must retake the required test and achieve the minimum passing score. The request will then be reviewed by the focal point of the relevant hub. Once approved, Manager rights will be granted. The review process may take up to 7 days.
9. **Adding new partners to the Programming Organization.**

To add new partners under the Programming Organization section the request must be approved by the Shelter Cluster Focal Points. And then will be added by technical team.

10. Changes in geographic coverage for users.

If a user's geographic coverage changes, they may request access to additional oblasts directly through their SIDAR user profile. Please, see screenshot below.

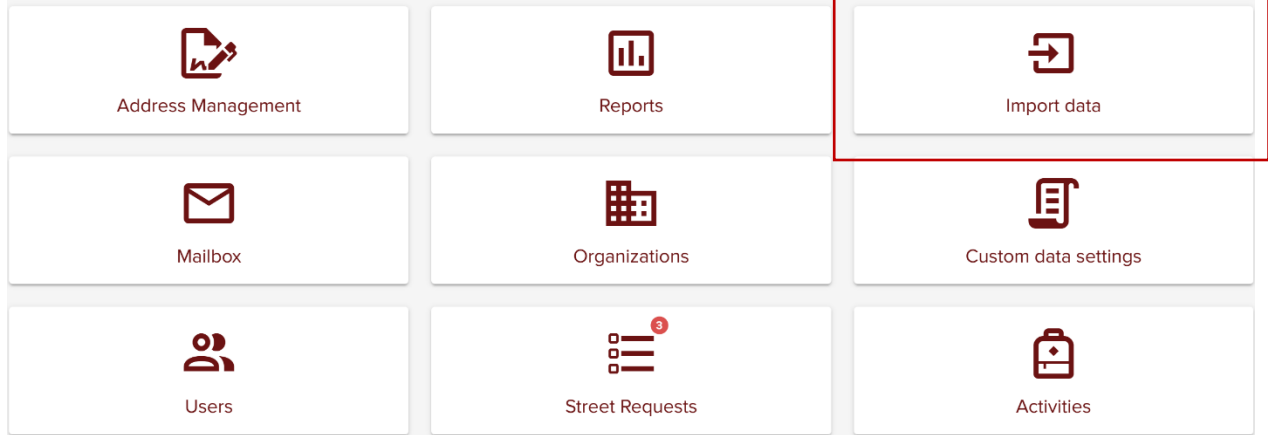


After approval from the SNFI Cluster focal points, the geographic access will be updated.

11. Is there an option to bulk upload damaged addresses, assessments and activities instead of adding them one by one?

Yes, users with the “Partner Organization Manager” and “Local authorities” roles have the ability to bulk upload implementation data. Users with this access level should navigate to the “Import Data” section. Please, see screenshot below:

Welcome to SIDAR



← Upload Data

UPLOAD EXCEL FILE



Streets to use in the Template

[Download](#)

Bulk Import Template

[Download](#)

Guide to Using the Bulk Import Template

[Download](#)

The bulk upload template is available there and can be downloaded for further completion.

In addition to the template, users can also find a **user guide designed** to help them familiarize themselves with the table structure, understand how to correctly fill it in, and learn how to work with the bulk upload feature. There is also a separate document titled “**Streets to Use Template**”, which contains a list of streets with corresponding Street IDs according to EDRA, enabling more efficient and accurate completion of the template.