

Frequently Asked Questions on SOCH Application

[FAQ on TI Module](#)

1. Can only data managers add users?

No, both data managers and project managers can add users.

2. Can I do backdate beneficiary registration and till which date?

Yes, you can do backdated beneficiary registration. The entries can be one month old.

3. Can we add multiple typologies for one hotspot?

You can create multiple typologies with different names of the hotspot, i.e. you will have to create different hotspot for each typology.

4. Who creates hotspots/ congregation points in SOCH?

The hotspots and congregation points are created by the project managers. Out Reach Workers (ORW) or Peer Educators (PE) will have to inform the project managers if they notice any hotspots from where more beneficiaries are being recorded in the SOCH application.

5. How to record dispensation of condoms?

You can record condom distribution under commodity distribution sub tab, there is an option of Distribution and Behavior Change Communication (BCC) details. Fill the necessary details and record the dispensation.

6. How to do mapping ORW of multiple typologies?

Currently this option is not available right now in SOCH.

7. Does IPC session code change or can it can't be changed?

IPC session codes are system generated and it cannot be edited or updated while recording the session in SOCH application.

8. How to update the Pre-ART No. & On-ART status in SOCH system for a beneficiary registered with a TI and taking services of ART?

If the beneficiary has same UID under TI and ART, then his ART details will reflect automatically in TI and you do not have to update any details. If you are registering a new beneficiary who is already registered under ART, then while registering the beneficiary select "Linked with Another Centre" option in registration. This will give the same UID for both.

9. What is the difference between outward referrals and transfer out?

Outward referral is when a beneficiary is being referred to any other facility, for example an ICTC or DSRC to avail further services. Transfer Out is when a beneficiary is being permanently transferred to another TI facility.

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10. What happens when a beneficiary is positive for HIV?

When a beneficiary is reactive during routine screening, it is mandatory to refer the beneficiary to the nearest ICTC Centre to get a confirmatory test done. You can refer the beneficiary to the nearest ICTC Centre under outward referral option.

11. How to perform screening of a beneficiary if there is no kit presents in our facility?

If there is no kit present in your facility, then you can refer the beneficiary to the nearest ICTC Centre (use outward referral option) so that the tests can be performed.

12. What is inward referral?

Under Inward referral you will be able to see beneficiaries who are being transferred to your facility from an ICTC or an OST or from ART etc.

13. How do I upload my Master Line List(MLL)?

At this moment there is no option to upload master line list in SOCH. You will have to register the beneficiaries individually under add beneficiary tab.

14. I cannot see a typology in the dropdown during registration. What do I do?

In this case, your TI facility has not been assigned with any typology type in SOCH. You will have to reach out to SACS and request them to update typology for your Centre, alternatively you can also write an email to helpdesk to assist you further.

15. My ORW has left the TI. How do I remove his/her login?

You can delete the user login details under Users -> Users List menu. Just click on the delete button and confirm the deletion and the user's logins shall be deleted from the application and they no longer will be able to login to SOCH.

16. My ORW or PEs has been replaced, what login do I give them?

You will have 2 options in this scenario –

(a) you can delete the existing users from the users list and create new login details for your newly joined ORWs & PEs (most advisable option). OR

(b) if the ORWs & PEs are assigned with a common email address from your facility then you can edit the user details and share the login details with them. However, it is important for them to reset the password before they start using the application.