
Aggie Documentation

Release 2.0

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CHAPTER 1

Introduction

Aggie is a real-time, user-generated content aggregation and analysis platform premised on the core principles of:

Technological neutrality: Support content from popular social media platforms along with media originating from purpose-built systems (namely those specific to election monitoring, crises, or conflict response).

Computer enabled expert analysis: Automated computer analysis augments and enhances expert human real-time reasoning and decision making.

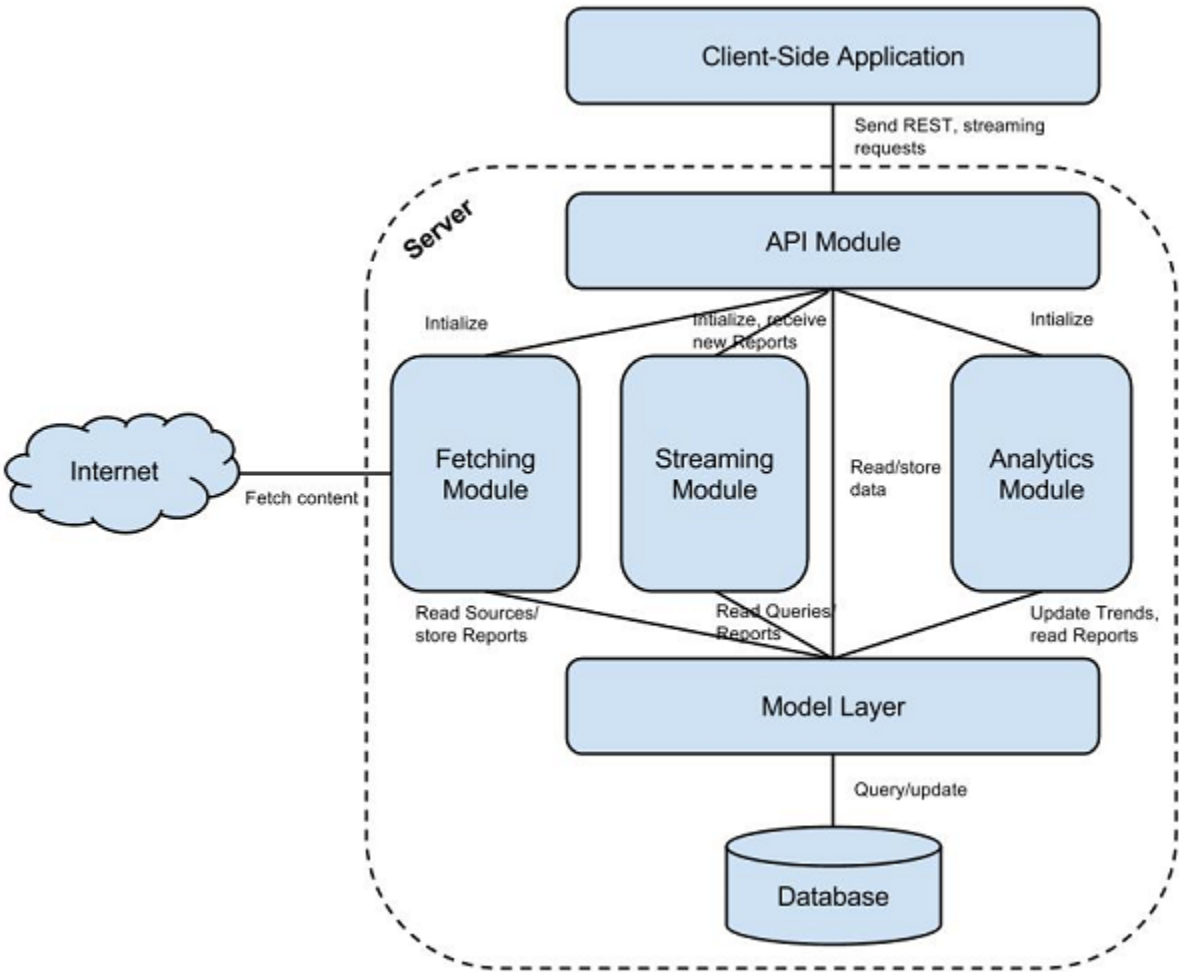
Real-time response: Moving from online report aggregation to analysis, escalation and response within one hour.

Big data: Supporting up to 1,000 incoming reports per second.

Open source principles: Aggie is fully open source and welcomes contributions.

1.1 Architectural Design

Architecturally, Aggie has two modules; the backend server that crawls the internet to aggregate user generated content, and a front end client API that runs on a browser.



Architectural

Design

1.2 Acknowledgements

Aggie has reached thus far from the generous contributions of many developers and collaborators. To date, sixteen developers have contributed code to Aggie’s Project ([list here](#)). We thank everyone involved in the open source community of Aggie.

CHAPTER 2

Installation

Aggie can be installed using [docker](#) by following the installation instructions on the [GitHub repository](#).

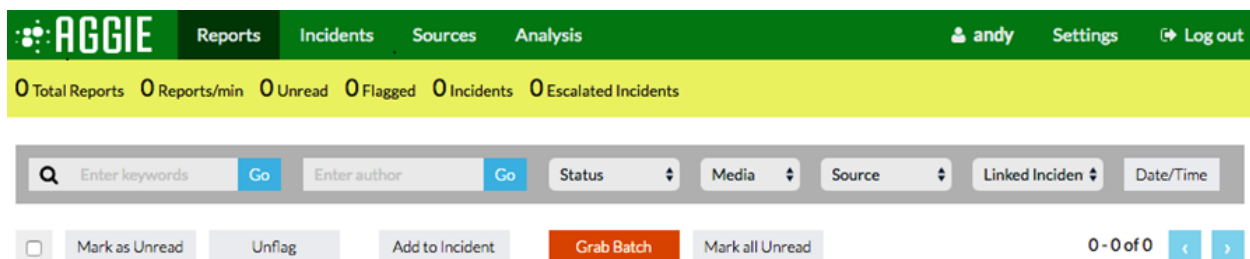
For production and development, Aggie can also be installed from source after installing the right version of its dependencies, [Node.js](#) and [MongoDB](#). See more details on the [GitHub repository](#).

For production we [PM2](#) process manager, and [nginx](#) as a web-server. You can get an example of our config file [here](#), which enables https, cache, compression and http2.

CHAPTER 3

Settings

After a successful login, you will see Aggie's front end interface as below.



Main

Menu

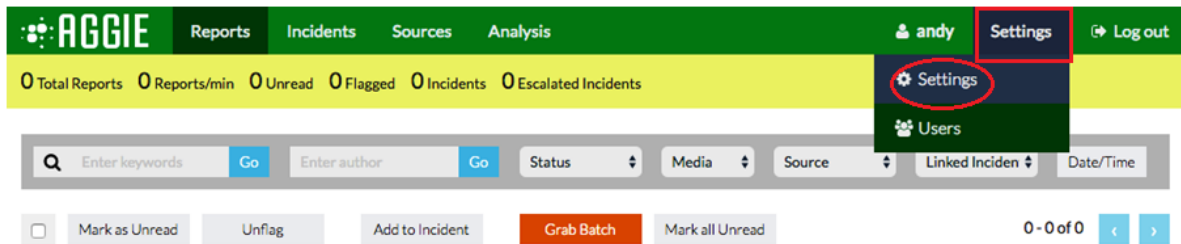
3.1 Fetching

Fetching allows Aggie to receive feeds from all sources at a global level.

3.1.1 Toggling ON/OFF Fetching

Fetching can be enabled or disabled by toggling ON/OFF the fetching toggle. To toggle ON/OFF fetching, please follow the steps below.

1. From the menu bar, click **Settings** and select **Settings**.



Fetching

ON/OFF

2. Click **ON/OFF** on the fetching toggle to switch fetching ON/OFF.

Settings



Media Authentication

Twitter	Edit
Facebook	Edit
ELMO	Edit

Email

App Email Address	Aggie <andy@unu.edu>	Save
Email Transport	SendGrid	Edit

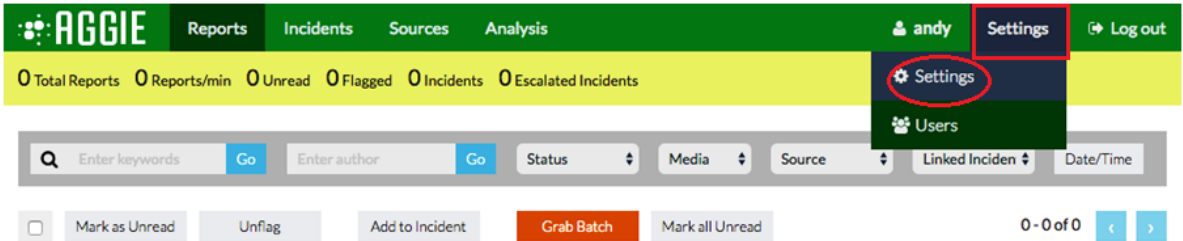
Fetching

ON/OFF

3.2 Social Media Feed Authentication

3.2.1 Adding Media Feeds to Aggie

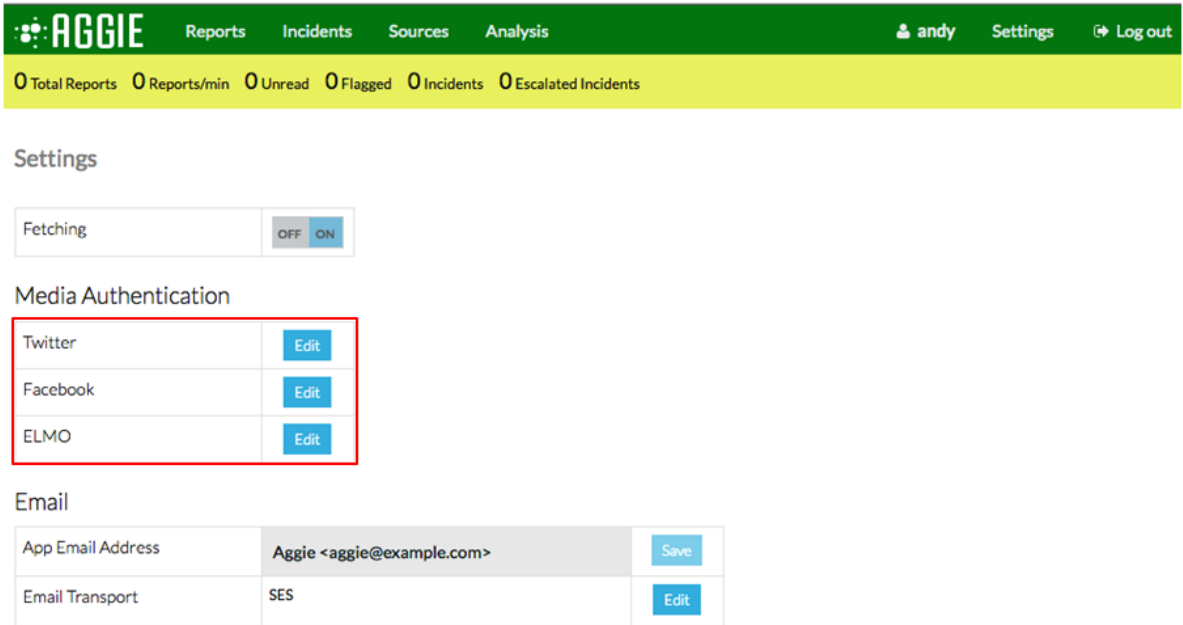
1. From the header menu, click on **Settings**.



Settings

Menu

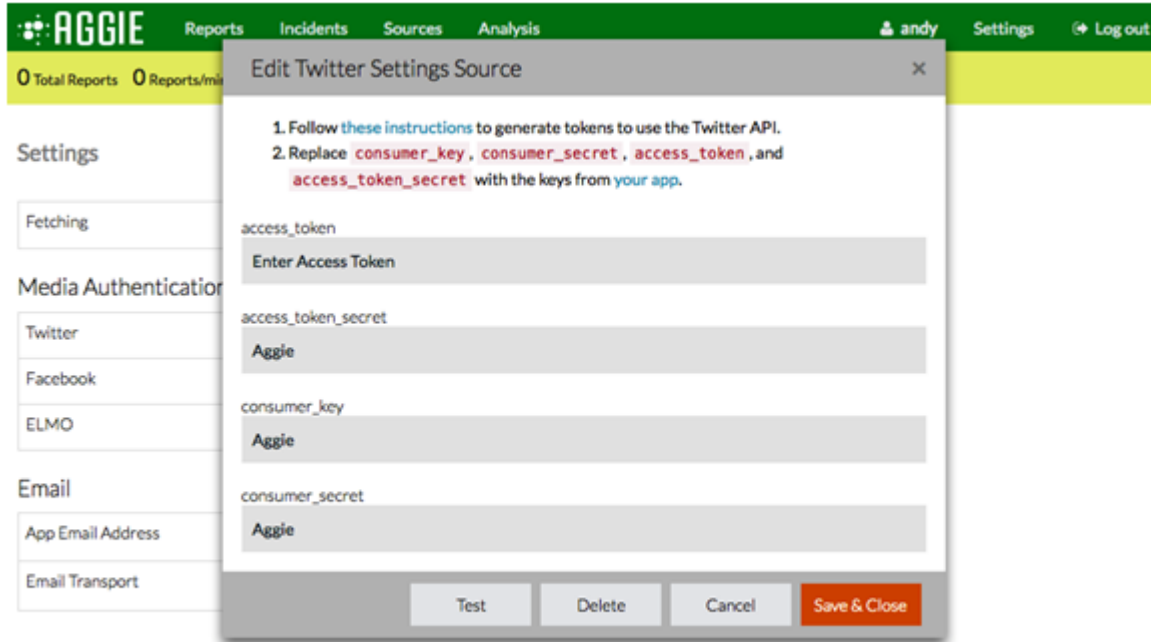
- 2. From the dropdown list, click on **Settings**.



Media

Authentication

- 3. Click on **Edit** to authenticate the Twitter, Facebook or Elmo feed settings.



Media

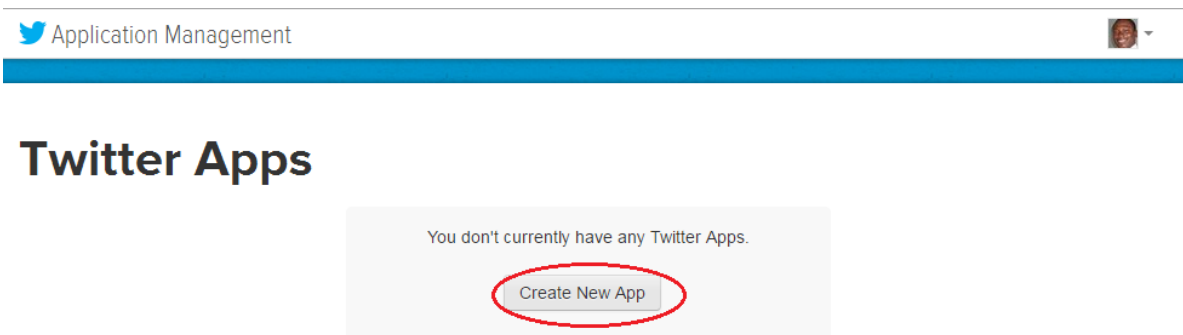
Authentication

Note: Now we need to generate the access tokens for all social media sources. After that, we would copy and paste respective authentication tokens generated for each of the social media feeds, save the settings and toggle the Fetching switch ON.

3.3 Generating Source Tokens

3.3.1 Twitter API Access Token

1. Visit [Twitter's Apps Page](#) and login with your Twitter Credentials.
2. Click on the **Create New App** Tab.



Twitter

Apps

- Fill in the *Application Details* and agree to the developer agreement at the bottom to create the app.

 Application Management



Create an application

Application Details

Name *

Your application name. This is used to attribute the source of a tweet and in user-facing authorization screens. 32 characters max.

Description *

Your application description, which will be shown in user-facing authorization screens. Between 10 and 200 characters max.

Website *

Your application's publicly accessible home page, where users can go to download, make use of, or find out more information about your application. This fully-qualified URL is used in the source attribution for tweets created by your application and will be shown in user-facing authorization screens.
(If you don't have a URL yet, just put a placeholder here but remember to change it later.)



Callback URL

Where should we return after successfully authenticating? OAuth 1.0a applications should explicitly specify their oauth_callback URL on the request token step, regardless of the value given here. To restrict your application from using callbacks, leave this field blank.

Twitter

Apps

- This will create access tokens as indicated below.

 Application Management
 

Aggie Test

Test OAuth

[Details](#)
[Settings](#)
[Keys and Access Tokens](#)
[Permissions](#)

Application Settings

Keep the "Consumer Secret" a secret. This key should never be human-readable in your application.

Consumer Key (API Key)	1KnQdVO3ioP2cUzOg4d5T8TY3
Consumer Secret (API Secret)	Mw1moGZ28adOgGBAz95FZB6CGxeHbTM03ND5OEWT9K0xgUAKcH
Access Level	Read and write (modify app permissions)
Owner	bayor83
Owner ID	148665540

Application Actions

Regenerate Consumer Key and Secret

Change App Permissions

Your Access Token

You haven't authorized this application for your own account yet.

By creating your access token here, you will have everything you need to make API calls right away. The access token generated will be assigned your application's current permission level.

Token Actions

Create my access token

Twitter

Apps

- Click on **Create My Access Token** to create *Access Token* and *Access Token Secret*.

Your Access Token

This access token can be used to make API requests on your own account's behalf. Do not share your access token secret with anyone.

Access Token	148665540-XbYu1STZA7PevfCQrdAh53ZSbvZ6iUBw888YGPxt
Access Token Secret	GI1PzdiZ7IsNPOHpG8Ej2MqT9n6B6DCD1Ch06HLHIsL70
Access Level	Read and write
Owner	bayor83
Owner ID	148665540

Token Actions

Regenerate My Access Token and Token Secret Revoke Token Access

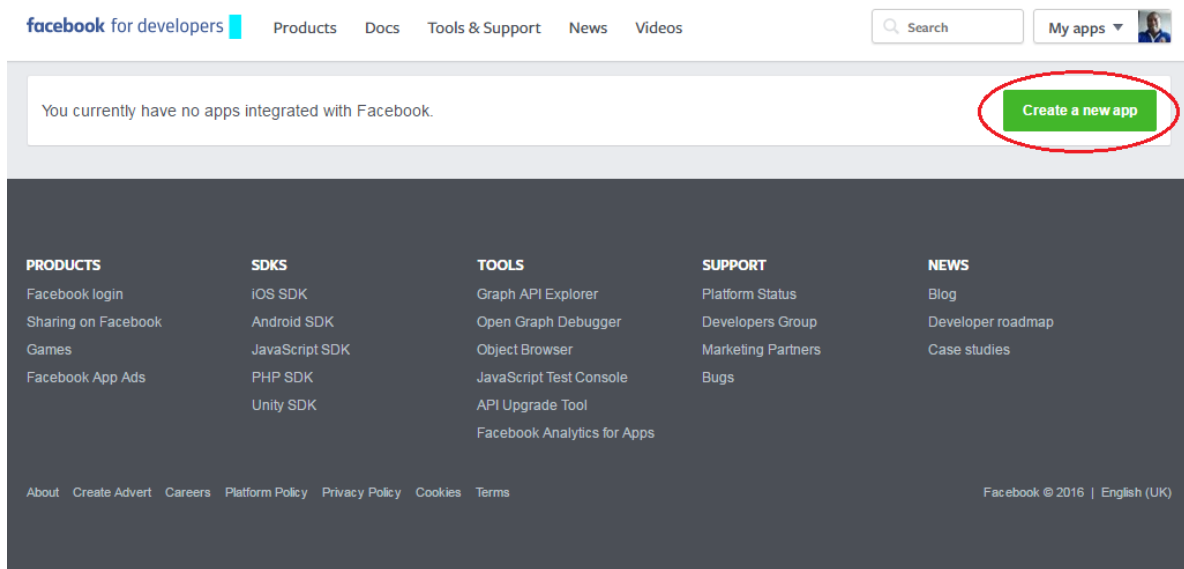
Twitter

Apps

- With these access tokens, follow the instructions from [Adding Media Feeds to Aggie](#) section and edit the Twitter settings in Aggie.

3.3.2 Facebook API Access Tokens

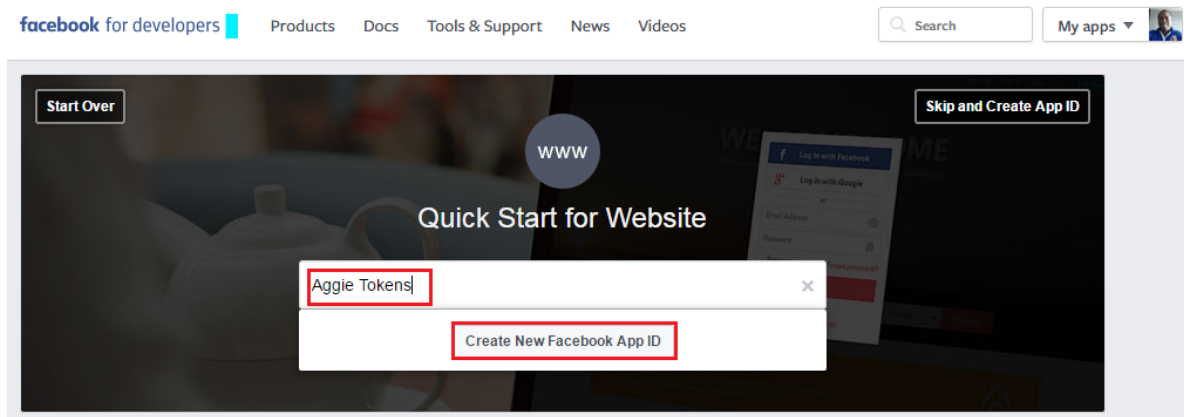
- Visit [Facebook's Apps page](#) and login with your credentials.
- Click on **Create a new app** at the top right corner.



Facebook

Apps

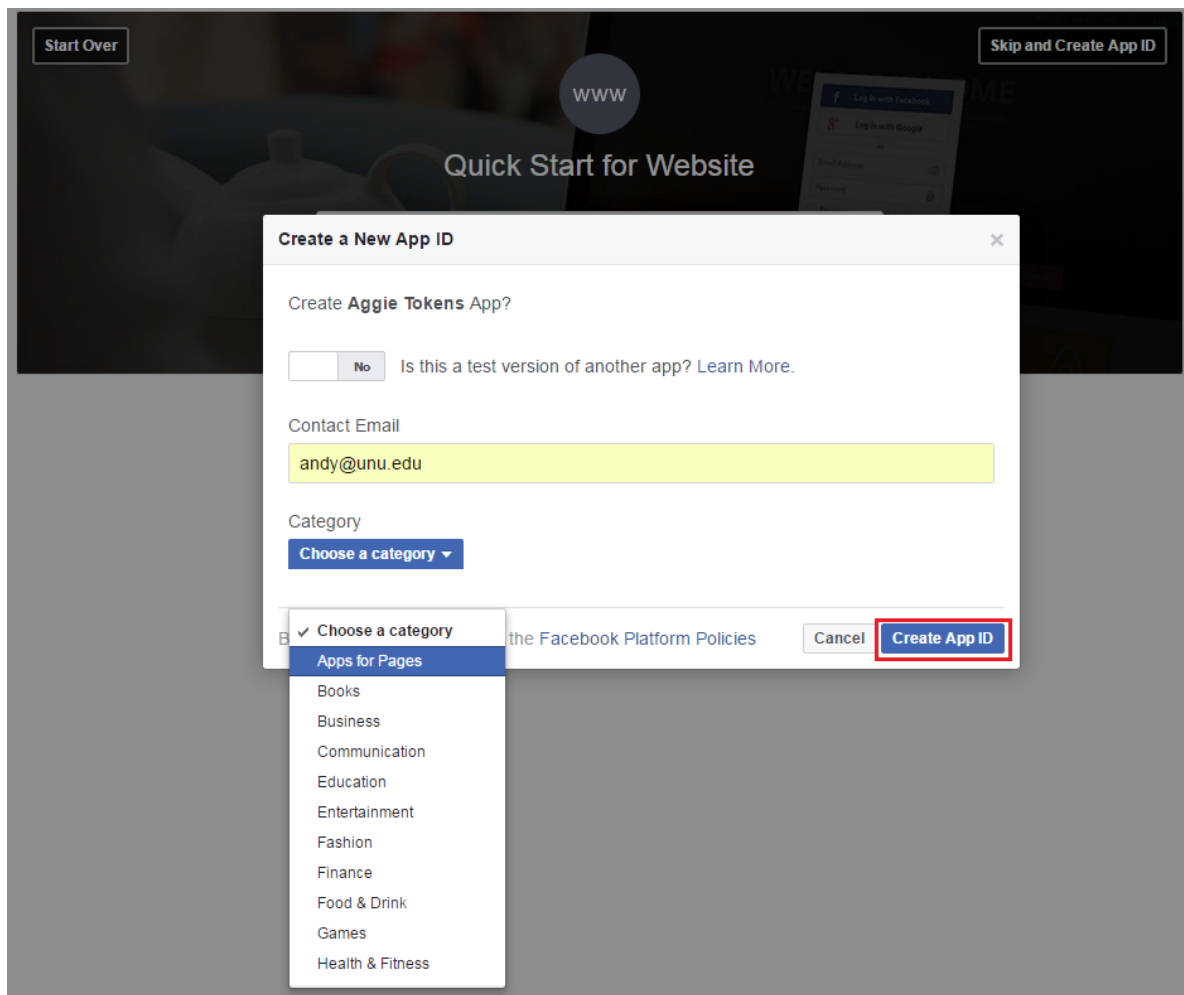
- Type in the *name* of your app and click on **Create New Facebook App ID**.



Facebook

Apps

4. Type in your *email address* and choose the *app category*, eg. *Apps for Pages* and click on **Create App ID**.

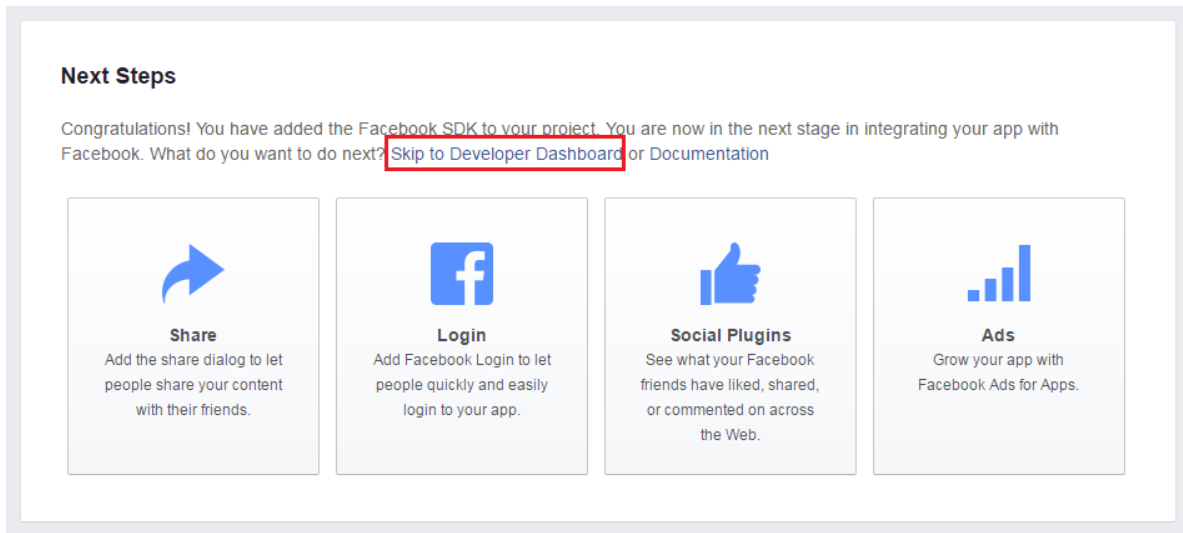


Facebook

Apps

5. Select the pictures that apply and click **Submit**.
6. Enter a *site URL* and click on **next**.

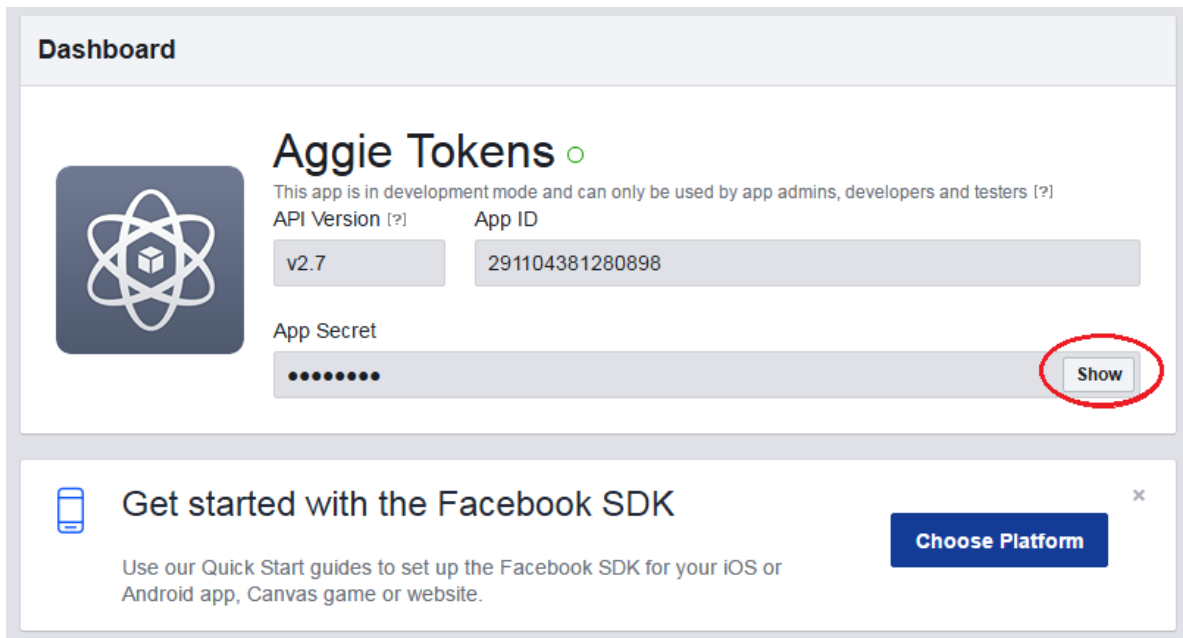
7. Click **Skip to Developer Dashboard** to retrieve your *App ID* and *App Secret*.



Facebook

Apps

8. Click on the **Show** button and enter your password to show your *App Secret*.



Facebook


App

9. Now with your Facebook *App ID* and *App Secret*, copy https://graph.facebook.com/oauth/access_token?client_secret=xxx&client_id=xxx into your web browser, replacing the (xxx) in **secret = xxx** and **id=xxx** with your *App Secret* and *App ID* respectively.
10. Hit the return key to show your access token.
11. With this access token, follow the instructions from [Adding Media Feeds to Aggie](#) section and edit the Facebook settings on Aggie.

3.3.3 WhatsApp messages


The WhatsApp feature is documented in a [conference paper](#). As WhatsApp does not currently offer an API, a Firefox extension in Linux is used to redirect notifications from web.whatsapp.com to Aggie server. Thus, you need a Linux computer accessing WhatsApp through Firefox for this to work. Follow these steps to have it working.

1. Install Firefox in Linux using your distribution preferred method.
2. Install [GNotifier](#) add-on in Firefox.
3. Configure the add-on [about:addons](#):
 - Set Notification Engine to Custom command
 - Set the custom command to `curl --data-urlencode "keyword=<your own keyword>" --data-urlencode "from=%title" --data-urlencode "text=%text" http://<IP address|domain name>:2222/whatsapp`
 - We suggest setting your keyword to a unique string of text with out spaces or symbols, e.g., the phone number of the WhatsApp account used for Aggie. *This keyword must be the same one as the one specified in the Aggie application, when creating the WhatsApp Aggie source.*
 - Replace IP address|domain with the address or domain where Aggie is installed (e.g., localhost for testing).



GNotifier 1.11.0

By [mkiol](#)



Replaces built-in notifications with the OS native notifications. It works on Linux and Windows 10.

This add-on makes notifications nicely fitted in to style of Linux desktop or Windows 8.1/10. It replaces all standard notifications from web-pages or other add-ons with native OS notifications. Additionally to above, GNotifier provides own implementation of two new types of alerts: "Downloads Complete" and "New E-mail".

In Linux environment, GNotifier entirely relies on libnotify library, so if libnotify is not present in your system, it will not work.

Automatic Updates	<input checked="" type="radio"/> Default <input type="radio"/> On <input type="radio"/> Off
Last Updated	October 18, 2017
Homepage	https://github.com/mkiol/GNotifier
Rating	★★★★★ 39 reviews
Notification engine	Custom command
Custom command	<code>curl --data-urlencode "keyword=<your own keyword>" --data-</code>

GNotifier

Add-on for Firefox

4. Visit web.whatsapp.com, follow instructions, and *enable browser notifications*
5. Notifications will not be sent to Aggie when browser focus is on the WhatsApp tab, so move away from that tab if not replying to anyone.

3.3.4 Google Places API

Aggie uses Google Places API to add location to the incidents, letting users to search for incidents by location. It also powers the maps generated by Aggie. Google accounts with a credit card get a higher free quota of API calls than those accounts without credit card.

1. Get your key for [Google Places API](#) from your Google account and copy it here. Remember to limit the domain to where Aggie is hosted (e.g., `aggie.africanelections.org`) when creating you new key.

3.3.5 ELMO Tokens

1. Log into your *ELMO* instance with an account having *coordinator* or higher privileges on the mission you want to track.
2. In your ELMO instance, mark one or more forms as *public* (via the Edit Form page). *Note the Form ID in the URL bar (e.g. if URL ends in `/m/mymission/forms/123`, the ID is 123).*
3. Visit your profile page (click the **icon bearing your username** in the top-right corner) and copy your *API key* (click **'Regenerate'** if necessary).
4. From Aggie, click **Settings -> Settings** and edit the ELMO settings. Remember to toggle the switch on, once you have saved the settings

3.4 Email Settings

This must be set up to allow newly created users to receive emails from Aggie with their login credentials. Three transport options have been implemented using nodemailer.js:

1. SMTP, which requires having access to a working SMTP server.
2. Amazon Simple Email Service (SES).
3. Sendgrid, an online mail service accessible through a simple API.

In this example we are going to set up the email with Sendgrid's service.

1. Click the **Settings** tab and select the **Settings** option in the dropdown list.

AGGIE Reports Incidents Sources Analysis andy **Settings** Log out

0 Total Reports 0 Reports/min 0 Unread 0 Flagged 0 Incidents 0 Escalated Incidents

Settings

Fetching ☐ OFF ☒ ON

Media Authentication

Twitter	Edit
Facebook	Edit
ELMO	Edit

Email

App Email Address	Aggie <aggie@example.com>	Save
Email Transport	SES	Edit

Email

2. Click **Edit** on the Email transport row of the email section (the last Edit).

AGGIE Reports Incidents Sources Analysis admin

79,079 Total Reports 0 Reports/min 76,8

SES setting has been successfully saved

Settings

Fetching ☐ OFF ☒ ON

Media Authentication

Twitter	Edit
Facebook	Edit
ELMO	Edit

Email

App Email Address	Aggie <andy@unu.edu>	Save
Email Transport	SES	Edit

Edit Email Transport Settings

Transport: SES

accessKeyId:

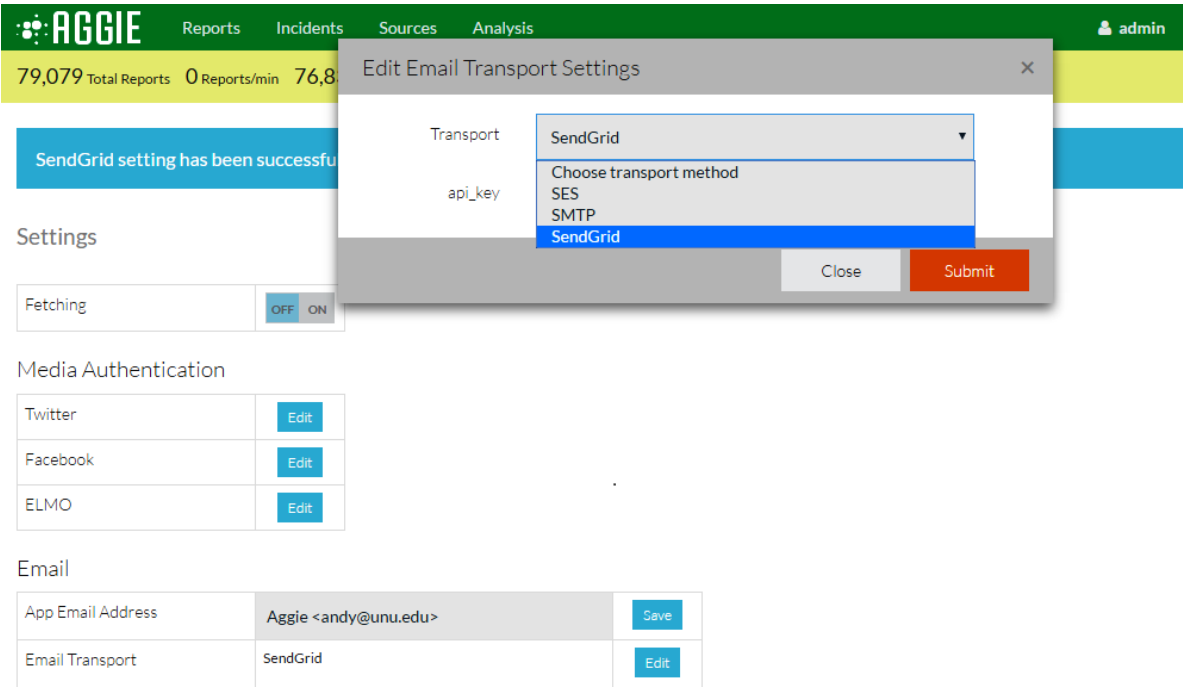
secretAccessKey:

region:

[Close](#) [Submit](#)

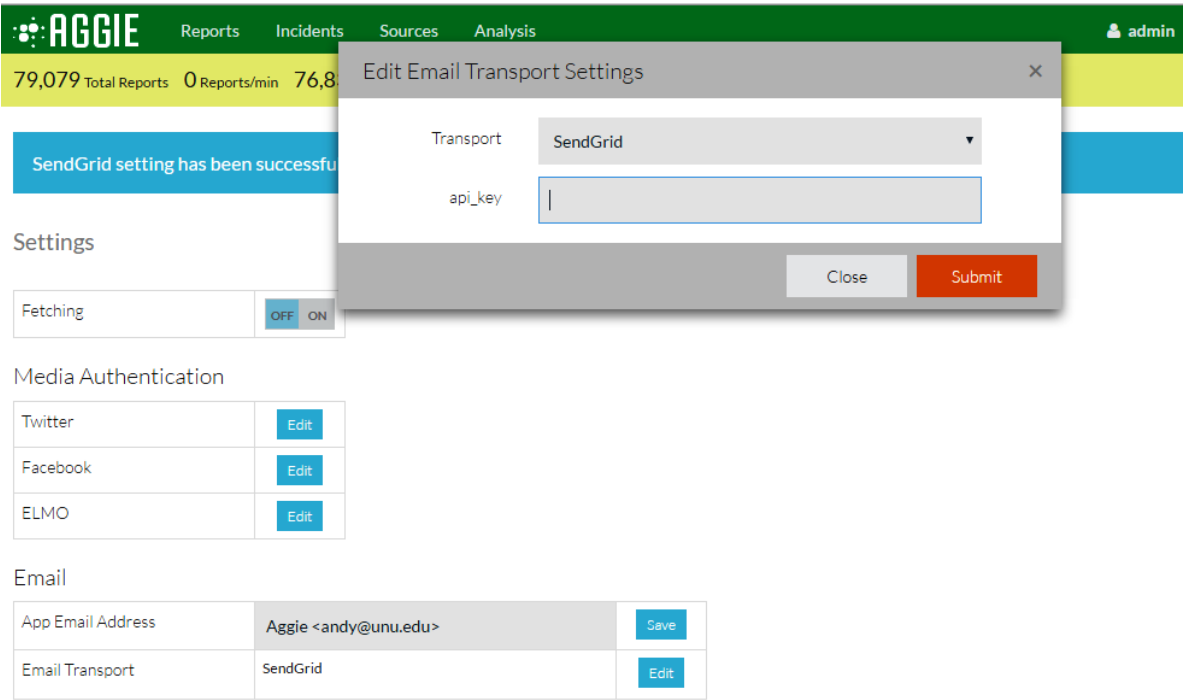
Sendgrid

3. Choose the *Transport method* as *SendGrid*.



Sendgrid

4. Aggie then requests an *API key* for use with SendGrid as in the screenshot below.

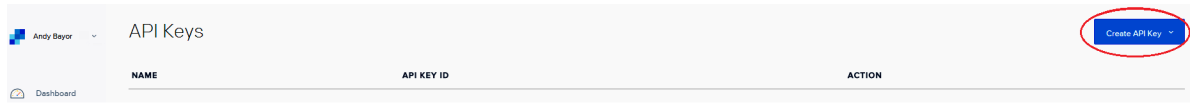


Sendgrid

3.4.1 Generating SendGrid API Key

1. Visit [SentGrid's Page](#) and set up an account. Sendgrid will take one or two days to verify your account before activating it.

2. From your account click the **Settings Menu** and select *API keys*
3. Click the blue **Create API Key** on the top right.



Sendgrid

4. Select *General API key*.



Sendgrid

5. Type a name for the API e.g. *Aggie API key* and set the appropriate *permissions*. The only permission needed for this key is the '*Mail Send*' one.

Add New General API Key

Cancel

Save

API keys are a great way for you to manage your permissions around how your account uses our API. Greater security and flexibility can be leveraged through the use of our API keys.

NAME OF THIS KEY*

Aggie API key

	NO ACCESS	READ ACCESS	FULL ACCESS
Mail Send	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail Send	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alerts	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alerts	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Activity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Activity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Feedback

Sendgrid

- 6. Click **Save** to generate an API key for use with Aggie.
- 7. Copy the API key and paste it into the *api_key* field referred to in *Transport Email* section and click on Submit.

The screenshot shows the Aggie web interface. At the top, there's a green header with the Aggie logo and navigation tabs: Reports, Incidents, Sources, and Analysis. Below the header, a yellow bar displays statistics: 79,079 Total Reports, 0 Reports/min, and 76,830 Unread. The main content area is titled 'Settings' and includes a 'Fetching' toggle (OFF/ON), 'Media Authentication' section with Twitter, Facebook, and ELMO links, and an 'Email' section. The 'Email' section has a table with 'App Email Address' (Aggie <andy@unu.edu>) and 'Email Transport' (SendGrid). A modal window titled 'Edit Email Transport Settings' is open, showing a 'Transport' dropdown set to 'SendGrid' and an 'api_key' input field. A success message at the top of the settings page reads: 'SendGrid setting has been successfully updated'.

Sendgrid

- Set the *App Email Address* as the email address you used for your SendGrid application.

This screenshot shows the 'Email' settings section of the Aggie interface. The 'App Email Address' field is highlighted with a red box and contains the text 'Aggie <andy@unu.edu>'. The 'Email Transport' is set to 'SendGrid'. The background shows the same 'Settings' page as the previous screenshot, but without the modal window.

Sendgrid

3.5 Widgets

Widgets are web components that can be added to webpages. In Aggie, widgets are used to display information for public consumption outside of the [SMTC](#). As usual, there is need to be careful with what information is made public, so use widgets with care so not to link individuals with information that may compromise them. At the moment there

is only one widget available, the Public Incident Map.

3.5.1 Public Incident Map

The Public Incident Map displays those *incidents* that have been marked *public* by the escalation team. It uses the Google Places API, and thus, should be *set* before using the map.

1. *Center* and *zoom* define the main variables for the map. It will be centered in the country, city or other location you choose. The *zoom* variable specifies how large area will be displayed in the map.
2. You can see the result at https://widget/public_incident_map.html
3. You can add the map to any webpage with the following code:

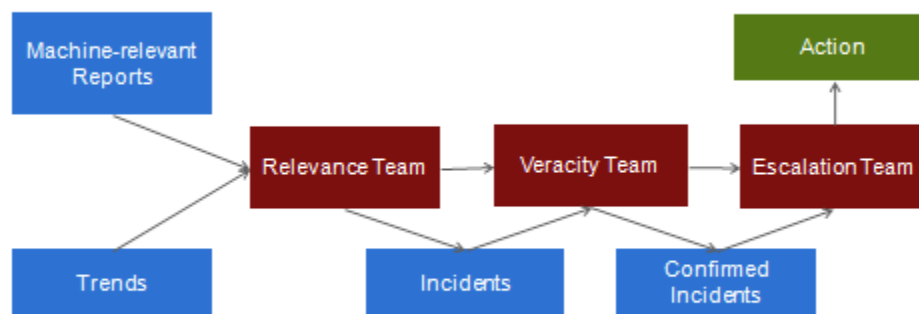
```
<iframe src="https://<your-domain>/widget/public_incident_map.html" width="xxx" ↵  
↵height="yyy"></iframe>
```

1. Markers in the map have different meanings according to their color, as shown in the table below. You can copy this table for your site if needed.

Establishing the SMTC

4.1 What is the SMTC?

The **Social Media Tracking Centre** (SMTC) serves as a physical space in which volunteers gather and work around the clock to monitor social media traffic via Aggie. SMTC members monitor and respond in real-time to reports from digital platforms such as Twitter, Facebook, ELMO, Ushahidi, and RSS feeds from blogs or traditional media sites. Key teams of the SMTC include the *tracking team*, the *veracity team*, the *escalation team*, the *leadership team* and the *embedded stakeholder team*. Team members need training on Aggie prior to the event being monitored. The SMTC Leadership Team is essential for coordinating activities in the centre. The diagram below indicates the operational flow of the various teams in the SMTC.



Work Flow

SMTC

4.2 Key Term Definitions

4.2.1 Tracking Team

The *tracking team* is responsible for reading through the real-time streams of social media reports aggregated by Aggie either in batches or by navigating through pages. Their workflow involves going through each report and creating an incident from actionable reports.

4.2.2 Veracity Team

After the tracking team creates an incident, the *veracity team* takes over to investigate and verify the truthfulness of the incident created by trackers using some of the below strategies:

1. Using social media platforms to communicate with the author of the report (i.e. Tweeting at the author).
2. Using triangulation to build evidence from other reports and sources.
3. Contacting formal monitors in the field.
4. Contacting embedded SMTC representatives who can ask relevant stakeholders to confirm or deny veracity.

4.2.3 Escalation Team

Once the veracity team has confidently verified an incident to be true, the *escalation team* reports the incident to the SMTC embed assigned to relevant stakeholders, providing all relevant information gathered. The escalation team will move swiftly to communicate verified incidents so that relevant stakeholders may respond in real-time.

4.2.4 Stakeholder/Embedded Team

Embeds are key persons placed in civil organizations or government institutions invested in the coordination and supervision of the event being monitored. Embeds communicate verified incidents to these organizations, called stakeholders, which get more details about and respond to these incidents. Ideally, embeds are known and trusted by stakeholders to ensure information reported from the SMTC is valued.

4.3 Public Event Monitoring Checklist

To be set for a monitoring event, cross check the status of the items and activities in the table below a day to deployment of the monitoring.

5.1 Sources

5.1.1 What is a Source?

Sources are the social media platforms such as *Twitter, Facebook, Ushahidi, and RSS feeds* that Aggie crawls through to aggregate reports relevant to the event being monitored.

Sources can also be services that send reports directly to Aggie. Currently, we have implemented support for WhatsApp and [SMASH](#), a service that forwards SMS text messages sent to [short codes](#).

5.1.2 Adding Sources to Aggie

1. Click on **Sources** on the Header Menu of Aggie's main page.

AGGIE Reports Incidents **Sources** Analysis admin Settings Log out

79,079 Total Reports 0 Reports/min 76,830 Unread 0 Flagged 8 Incidents 0 Escalated Incidents

Create Source

Media	Name	Creator	Target	New Warnings	Enabled
	AlCalorPolitico	admin	http://feeds.feedburner.com/alcalorpolitico	0	OFF ON
	ECG	admin	https://www.facebook.com/ECGOVGH/?fref=ts	0	OFF ON
	Free n Fair Election	admin	https://www.facebook.com/groups/146560475718618/	0	OFF ON
	John Mahama	admin	https://www.facebook.com/JDMahama/?fref=ts	0	OFF ON
	Nana Addo	admin	https://www.facebook.com/nakufoaddo/?fref=ts	0	OFF ON
	Twitter Search		#ISStandWithHateSpeech ghanadecides, NDC, NPP, mahama, Akufo Addo, ghana EC, corruption Ghana, @JDMahama, @Nadaa2016, #ElectionHQ, ghana bloodshed, ghana we wont agree, ghana NHIS, ghana registered voters, ghana northerners, ghana ashanti, ghana akan, ghana muslim, ghana christian, ghana credible results, credible elections, disputed results, ghana peaceful election, ghana peace, ghana minister, ghana naado, ghana election, ghana 2016, #iam4jm2016, #Election2016Mix, @Joy997FM, @Citi973, @Adomonline, #changinglives, #transformingGhana, #JMtoaso	0	OFF ON

Sources

- Click on the blue **Create Source** button on the left.
- Choose the *Source Media*.

AGGIE Reports Incidents **Sources** Analysis admin Settings Log out

79,079 Total Reports 0 Reports/min 76,830 Unread 0 Flagged 8 Incidents 0 Escalated Incidents

Create Source

Media: Choose source media, Twitter, Facebook, RSS, Elmo

Submit

Media	Name	Creator	Target	New Warnings	Enabled
	AlCalorPolitico	admin	http://feeds.feedburner.com/alcalorpolitico	0	OFF ON
	ECG	admin	https://www.facebook.com/ECGOVGH/?fref=ts	0	OFF ON
	Free n Fair Election	admin	https://www.facebook.com/groups/146560475718618/	0	OFF ON
	John Mahama	admin	https://www.facebook.com/JDMahama/?fref=ts	0	OFF ON
	Nana Addo	admin	https://www.facebook.com/nakufoaddo/?fref=ts	0	OFF ON
	Twitter Search		#ISStandWithHateSpeech ghanadecides, NDC, NPP, mahama, Akufo Addo, ghana EC, corruption Ghana, @JDMahama, @Nadaa2016, #ElectionHQ, ghana bloodshed, ghana we wont agree, ghana NHIS, ghana registered voters, ghana northerners, ghana ashanti, ghana akan, ghana muslim, ghana christian, ghana credible results, credible elections, disputed results, ghana peaceful election, ghana peace, ghana minister, ghana naado, ghana election, ghana 2016, #iam4jm2016, #Election2016Mix, @Joy997FM, @Citi973, @Adomonline, #changinglives, #transformingGhana, #JMtoaso	0	OFF ON

Sources

- Enter a *Name* for the source.
- Copy and Paste the *URL* of the source page and click **Submit**.

AGGIE

ReportsIncidentsSourcesAnalysis

adminSettingsLog out

79,079 Total Reports0 Reports/min76,8

Create Source

Media

Facebook

Nickname

Enter a nickname

A short name for this source.

URL

https://www.facebook.com/

The URL of the Facebook page or group, e.g.
https://www.facebook.com/i.love.cats.in

Close

Submit

Media	Name	Creator	Target	New Warnings	Enabled
	AlCalorPolitico	admin	http://fe	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON
	ECG	admin	https://w	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON
	Free n Fair Election	admin	https://w	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON
	John Mahama	admin	https://w	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON
	Nana Addo	admin	https://www.facebook.com/nakufoaddo/?ref=ts	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON
	Twitter Search		#ISandWithHateSpeech ghanadecides, NDC, NPP, mahama, Akufo Addo, ghana EC, corruption Ghana, @JDMahama, @Nadaa2016, #ElectionHQ, ghana bloodshed, ghana we wont agree, ghana NHIS, ghana registered voters, ghana northerners, ghana ashanti, ghana akan, ghana muslim, ghana christian, ghana credible results, credible elections, disputed results, ghana peaceful election, ghana peace, ghana minister, ghana naado, ghana election, ghana 2016, #iam4jm2016, #Election2016Mix, @Joy997FM, @Citi973, @Adomonline, #changinglives, #transformingGhana, #JMtoaso	0	<input type="checkbox"/> OFF <input type="checkbox"/> ON

Sources


5.2 Reports Page Activities

5.2.1 What is a Report?

A report is any post collected from a *source*. Examples include *tweets*, *Facebook posts* and *blog posts*.

5.2.2 The Reports Page





















From your Aggie header bar, click the **Reports** Tab. This will show you the reports page as indicated below.


Reports Incidents Sources Analysis
 admin Settings Log out

79,079 Total Reports 0 Reports/min 76,830 Unread 0 Flagged 8 Incidents 0 Escalated Incidents

Status Media Source Linked Inc Date/Time

☐ Mark as Read
1126 - 1150 of 79,079

	Time	Media	Source	Author	Content	Incident	Flagged
<input type="checkbox"/>	1 mo ago 7:02:14AM 2016-06-21		Nana Addo	Kwarteng Kankam	Exactly!	Add	
<input type="checkbox"/>	1 mo ago 7:02:11AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @Trend_Boss: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/ijNOjON8eY	Add	
<input type="checkbox"/>	1 mo ago 7:02:08AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @Dennison_Global: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/oBGT...	Add	
<input type="checkbox"/>	1 mo ago 7:02:05AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @QwesiSarkcess: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/0rohCD...	Add	
<input type="checkbox"/>	1 mo ago 7:02:02AM 2016-06-21		Twitter Search	WirtschaftDE	Wirtschaftstrends Jahresmitte 2016 - Ghana (aktualisiert am 21.06.2016) t.co/TaKpPQFIxv #GTAI	Add	
<input type="checkbox"/>	1 mo ago 7:02:01AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @ben_trend: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/F8RTPLDdny	Add	
<input type="checkbox"/>	1 mo ago 7:01:56AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @jeff_global: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/gEIC3TKI...	Add	
<input type="checkbox"/>	1 mo ago 7:01:49AM 2016-06-21		John Mahama	Sulley Natoma	So far so good	Add	
<input type="checkbox"/>	1 mo ago 7:01:49AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @KobinaTrend: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/5k0T8plp...	Add	
<input type="checkbox"/>	1 mo ago 7:01:43AM 2016-06-21		Twitter Search	GHPEACECAMPAIGN	RT @reidbucker: Official launch of "Ghana 4 Peace Campaign 2016" tomorrow at Holiday Inn Airport Accra #IChoosePeace t.co/3lK3hRHX...	Add	

Sources

5.2.3 Actions on the Reports Page

There are several actions you can take on the reports page of Aggie. You can *Read reports*, *Flag reports*, *Create Incidents*, *Filter reports* or add a report to an *Incident*. Besides the *filter bar* and the *action* and *navigation buttons*, there are eight columns on the Reports Page of Aggie.

5.2.4 Sections of the Reports Page

- **The Checkbox column:** This is used to select one or more reports that some actions can be applied to.
- **The Time column:** This indicates the time the report was published on the source feed that Aggie collected the report from.
- **The Media column:** This indicates the platform where the report was published.
- **The Source column:** This column indicates the name of the source, as set in the Sources tab In the case of Twitter, they all originate from Twitter search but, for example, each Facebook group or page is a separate source. Advisably, the source name should be set the same name as the social media account name.
- **The Author column:** This indicates the social media account of the person who authored the report.
- **The Content column:** This column shows the exact content of the report published by the author.
- **The Incident column:** This column is used to add a report to an existing incident or create a new incident.
- **The Flagged column:** This column is used to note/identify reports for reference.

5.2.5 Navigating within the Reports page.

In order to navigate to and from pages, the blue navigation arrows below the filter bar are used.



5.2.6 Reading Reports

There are two ways to read reports in Aggie. One way is to grab a batch using the “Grab Batch” button. The other is to go through reports on the reports page, navigating from one page to another using the *navigation buttons* on the reports page. Grabbing a batch is a faster and a more efficient way of reading reports in Aggie.

Reading using the “Grab Batch” button

The “Grab Batch” automatically pulls a set of ten unread reports that are displayed in batch mode. The batch mode is noted by the indication of a *blue bar* on the reports page. Users can take certain actions on these ten reports – such as “flagging” or “adding reports to incidents”. Upon completely taking desired action on the collected reports, trackers can grab another batch by clicking the “Mark All Read & Grab Another” button.

AGGIE

ReportsIncidentsSourcesAnalysis

adminSettingsLog out

80,806 Total Reports7 Reports/min77,987 Unread0 Flagged8 Incidents0 Escalated Incidents

Batch Mode

The reports below have been assigned to you for review. When you are finished, click one of the buttons to the right.

Mark All Read & Grab AnotherMark All Read & DoneCancel

☐ Mark as Read

Flag

	Time	Media	Source	Author	Content	Incident	Flagged
<input type="checkbox"/>	17 m ago 3:46:40PM 2016-07-26 Created +2 d	f	John Mahama	William Akotiah	In unity there is strength. Let all forget our differences and March for victory.	Add	<input type="checkbox"/>
<input type="checkbox"/>	17 m ago 3:46:40PM 2016-07-26 Created +2 d	f	John Mahama	William Akotiah	Keep the good work going!	Add	<input type="checkbox"/>
<input type="checkbox"/>	17 m ago 3:46:40PM 2016-07-26 Created +2 d	f	John Mahama	Adams Mohammed Hussein	Number one President	Add	<input type="checkbox"/>
<input type="checkbox"/>	17 m ago 3:46:40PM 2016-07-26 Created +2 d	f	John Mahama	John Dramani Mahama	24th July, 2012. Prof Mills was "my comrade, my mentor, my friend".	Add	<input type="checkbox"/>
<input type="checkbox"/>	17 m ago 3:46:35PM 2016-07-26	t	Twitter Search	NsromaMedia	Another One For Prez Mahama: Kalsoume Sinare Predicts Onetouch Victory For NDC t.co/zP7bSOSZCl t.co/ou6yEp2VJ7	Add	<input type="checkbox"/>
<input type="checkbox"/>	17 m ago 3:46:33PM 2016-07-26	t	Twitter Search	JOYNEWSONTV	We need a lot of money to complete our projects - Charles Abugre (SADA CEO) #AMShow #ElectionHQ	Add	<input type="checkbox"/>
<input type="checkbox"/>	18 m ago 3:46:11PM 2016-07-26 Created +3 d	f	Nana Addo	Collins Mensah	My Nana, your Nana, our Nana let's keep on working hard and surely with God on our side victory will be our Aaaaameeeen.	Add	<input type="checkbox"/>
<input type="checkbox"/>	18 m ago 3:46:11PM 2016-07-26 Created +3 d	f	Nana Addo	Charlotte Bannerman	Nana all de way to de Flag staff Hse, in Jesus' name. Amen!	Add	<input type="checkbox"/>
<input type="checkbox"/>	18 m ago 3:46:11PM 2016-07-26 Created +3 d	f	Nana Addo	Charlotte Bannerman	Nana all de way to de castle, in Jesus' name. Amen!	Add	<input type="checkbox"/>
<input type="checkbox"/>	18 m ago 3:46:11PM 2016-07-26 Created +3 d	f	Nana Addo	Edwin Atta Ghunney	Gud but lovers of NPP must work towards that victory. Let's ensure that our name are boldly written in the voter's register.	Add	<input type="checkbox"/>

Grab

Batch

Marking Reports as Read

A report can be manually marked as read. More than one reports can be marked as read by checking their respective checkboxes or with the “Mark all Read” button. When a tracker grabs a new batch, it is recommended that the tracker selects either “Mark All Read & Grab Another” or “Mark All Read & Done”. If the batch was accidentally grabbed, the tracker should click the “Cancel” button.

5.2.7 Flagging Reports

A *flag* is a way of marking a report for future reference. Trackers might come across certain reports they wish to revisit and easily find. In situations like that, trackers can flag the report and then *filter* it latter by using *flagged reports* filter.

To Flag a Report

1. Select the report(s) to be flagged using the *checkboxes* on each report row.
2. Click the **Flag** tab beneath the filter bar if multiple reports are selected.
3. You can flag a single message by clicking the **little flag** in the last column of the report’s row.

For example to flag the sixth report, you click on the *flag* in the last column of the first row. You notice that a report is flagged by the *light pink highlight* and the *black flag* on the report as indicated below.

Reports
Incidents
Sources
Analysis

admin
Settings
Log out

80,825 Total Reports
3 Reports/min
77,985 Unread
1 Flagged
8 Incidents
0 Escalated Incidents

Enter keywords
 Enter author

☐ Mark as Read

1 - 25 of 80,825

	Time	Media	Source	Author	Content	Incident	Flagged
<input type="checkbox"/>	3 m ago 4:50:47PM 2016-07-26		Twitter Search	GHANALATEST	216 factories plan is NPP's ultimate policy - Akomea t.co/eBE4Q40ZlQ t.co/IVbAYVICNU	Add	
<input type="checkbox"/>	4 m ago 4:50:42PM 2016-07-26		Twitter Search	NPPTCGirlsGirls	"Car Wash!!" "Car Wash!!" "Car Wash!!" The Tema Central Girls Girls(Golden Ladies) for NPP is embarking on a massive "CAR WASH"	Add	
<input type="checkbox"/>	4 m ago 4:49:47PM 2016-07-26		Twitter Search	Gh_Kakabo	#joysms mahama ndc intentionally keep us in darkness and after the bring Dubious BADGES to rob us of our monies!!! Vampires!!!!	Add	
<input type="checkbox"/>	4 m ago 4:49:47PM 2016-07-26		Twitter Search	abrahamsagoe200	ETHNOCENTRIC SUHUYINI WALKS IN MAHAMA'S SHADOWS! P.K.Sarpong The NDC is emblematic of everything... t.co/SeKBjX4kix	Add	
<input type="checkbox"/>	4 m ago 4:49:46PM 2016-07-26		Twitter Search	GhanakasaDotCom	Read more- t.co/FrkZ6zangS #Politics Npp man, Kofi Jumah convicted t.co/0X89LTUjii #trending now t.co/gwuvvTQgkG	Add	
<input type="checkbox"/>	5 m ago 4:49:00PM 2016-07-26		Twitter Search	mcdosty	Did You Say That With Your Fine Big "Botos" Or Your Head? A-Plus On Actress Tracy's NDC Commercial https://t.co/oOi51qztyR	Add	
<input type="checkbox"/>	5 m ago 4:48:48PM 2016-07-26		Twitter Search	EMineralsAfrica	Ghana: New \$953M power deal not an emergency solution - Jinapor t.co/CdB7v9IBhZ	Add	
<input type="checkbox"/>	5 m ago 4:48:45PM 2016-07-26		Twitter Search	RichKofiBoat	NDC JDM! I laugh enter mall	Add	
<input type="checkbox"/>	5 m ago 4:48:44PM 2016-07-26		Twitter Search	233liveOnline	General News • 'Akufo-Addo's house cleaning agenda sparks fire in NPP' via @233liveOnline. Full story at t.co/oOi51qztyR	Add	
<input type="checkbox"/>	6 m ago 4:48:07PM 2016-07-26		Twitter Search	RNiiArdayClegg	RT @RNiiArdayClegg: #MorningStarr t.co/viQYFOeHX9	Add	
<input type="checkbox"/>	6 m ago 4:47:46PM 2016-07-26		Twitter Search	GHANALATEST	216 factories plan is NPP's ultimate policy - Akomea t.co/9TCrZHlNM7 t.co/nyJ8M2zjjq	Add	

Flagged

5.2.8 Creating Incidents

Adding a report to an existing Incident

When trackers come across reports that, if verified, require action, they create an incident from that report. Or, if the report is associated with an already existing incident, the tracker may add the report to the existing incident.

Creating a New Incident

1. Select the report(s) you are creating the *Incident* for by checking its/their *checkbox(es)* on the first column to the left of the reports page.

The screenshot shows the Aggie Reports interface. At the top, there's a navigation bar with 'Reports', 'Incidents', 'Sources', and 'Analysis'. Below it, a summary bar shows '144,362 Total Reports', '5 Reports/min', '141,510 Unread', '2 Flagged', '8 Incidents', and '0 Escalated Incidents'. A search bar with 'Enter keywords' and 'Go' is present. Below the search bar, there's a filter bar with buttons: 'Mark as Read', 'Flag', 'Add to Incident' (highlighted with a red box), 'Grab Batch', and 'Mark all Read'. To the right of the filter bar, it says '1 - 25 of 144,362'. Below the filter bar is a table with columns: Time, Media, Source, Author, Content, Incident, and Flagged. The first column has checkboxes. The first four rows have their checkboxes checked. The 'Incident' column has 'Add' links for each row.

Time	Media	Source	Author	Content	Incident	Flagged
4 m ago 6:04:53PM 2016-08-05		Twitter Search	Gh1_Ghost	RT @joyonlineghana: I voted NDC in 2012 but Mahama has failed to deliver - Brigitte pushes for change t.co/SZf3H9LMUn #Politics htt...	Add	
4 m ago 6:04:45PM 2016-08-05		Twitter Search	hyperactive_gh	EVENT: Ghana Garden & Flower Show 2016 #GGFS2016 #September2016 #Accra cc: @gfsghana @StratcommAfrica t.co/mzeTVjoEgB	Add	
5 m ago 6:04:37PM 2016-08-05		Twitter Search	richierealdj	I blame mahama for all this. Smh. And the shs ppl chaw lol t.co/71l6GI0pr2	Add	
5 m ago 6:04:16PM 2016-08-05		Twitter Search	14Esse1	I voted NDC in 2012 but Mahama has failed us - Brigitte pushes for change t.co/JGgdWVMt3	Add	

Incidents

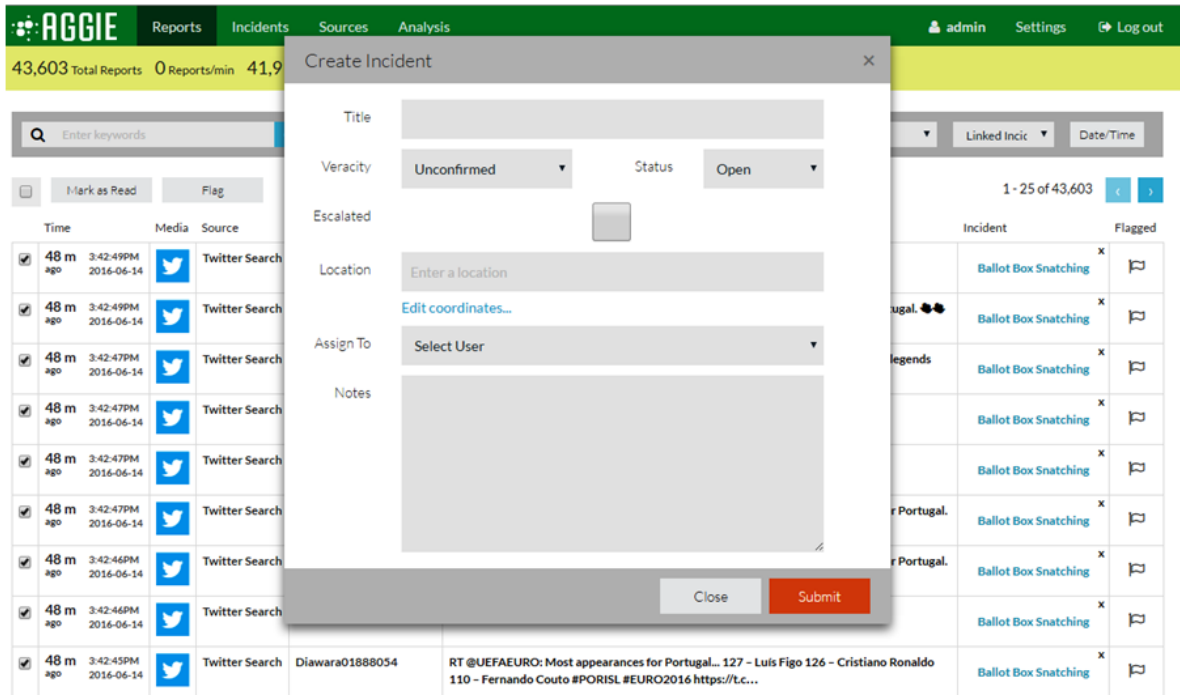
2. Click the **Add to Incident** button beneath the filter bar.

The screenshot shows the 'Add report to incident' dialog box. At the top, there's a navigation bar with 'Reports', 'Incidents', 'Sources', and 'Analysis'. Below it, a summary bar shows '144,362 Total Reports', '5 Reports/min', '141,510 Unread', '2 Flagged', '8 Incidents', and '0 Escalated Incidents'. A search bar with 'Enter keywords' and 'Go' is present. Below the search bar, there's a filter bar with buttons: 'Mark as Read', 'Flag', 'Add to Incident' (highlighted with a red box), 'Grab Batch', and 'Mark all Read'. To the right of the filter bar, it says '1 - 25 of 144,362'. Below the filter bar is a table with columns: ID#, Title, Location, Assigned To, Status, Veracity, Escalated?, and Last Updated. The first column has checkboxes. The first four rows have their checkboxes checked. The 'Incident' column has 'Add' links for each row.

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	1 mo ago 2:30:48PM 2016-08-04
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	1 mo ago 11:58:01AM 2016-08-04
005	Chaos @ Polling Station 0 reports			Open		No	2 mo ago 6:57:19PM 2016-08-13
006	Voter's Register 4 reports	Ghana		Open		No	1 mo ago 11:08:14AM 2016-08-04
007	Corruption 3 reports	Ghana		Open		No	1 mo ago 10:19:19AM 2016-08-04
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 mo ago 9:47:39AM 2016-08-13
009	Insults Attacks and Threats 6 reports	Ghana		Open		No	1 mo ago 10:42:04AM 2016-08-04
010	Identity Politics 0 reports	Ghana		Open		No	1 mo ago 9:30:04AM 2016-08-13

Incidents

3. Select the related category of an *existing incident* to add the report to that incident or... **If it's a new Incident;**
4. Click on the *blue Create a new Incident* link to create the new incident.



Adding

Incident

5. Type in the *Title* of the incident (e.g. *Polling station not open, Voter intimidation etc*), the *Location* of the incident and a brief *note* describing the incident. Leave out the *veracity* and *assignment* fields for the veracity team and click **submit** to create a new incident. The verification and escalation team will be using the *note* field to keep track of the verification and escalation steps taken.
6. The *Public* and *Public Description* fields are used by the escalation team to add the incident to the list of public incidents. The *Public Description* will appear attached to the incident, for example, in the *Public Incident Map*.

5.2.9 Filtering Reports

The Filter Bar

With the *filter bar*, trackers can narrow down their search for specific types of reports. The screenshot below shows the filter bar and a number of filters that can be used.

![Filter Bar] (filter_bar.png)

Filtering by Date/Time

1. Click on **Date/Time** button on the right end of the filter bar.
2. Select a Date/Time range by specifying the *From* and *To* fields.
3. Click **Submit** to filter and display reports aggregated within that date and time range.

The screenshot shows the Aggie Reports page with a green header bar containing the Aggie logo and navigation tabs: Reports, Incidents, Sources, and Analysis. The Reports tab is active, showing statistics: 82,202 Total Reports, 6 Reports/min, and 79,300 Unread. A 'Date Filters' modal is open, displaying a calendar for July 2016. The 'From' date is set to 07/26/2016 19:52:03, and the 'To' date is 'End date / time'. A 'Date/Time' filter button is circled in red. Below the modal, a table of reports is visible with columns: Time, Media, Source, Author, Incident, and Flagged. The table shows several reports from Twitter Search, all marked as 'Add' and 'Flagged'.

by Date/Time

Filtering by Incident

1. Click on the **Linked Incident** tab and select an incident to view all related reports tagged to that incident.
2. In this example, selecting the incident *Hate Speech* shows the three reports which have been linked to that incident.

The screenshot shows the Aggie Reports page with a green header bar. The Reports tab is active, showing statistics: 82,273 Total Reports, 12 Reports/min, 79,423 Unread, 1 Flagged, 8 Incidents, and 0 Escalated Incidents. A filter dropdown menu is open, showing a list of incidents: Linked Incident, Any Incident, Without Incident, Ballot Box Snatching, Chaos @ Polling Station, Corruption, Dangerous Speech on Airwaves, Hate Speech, Identity Politics, Insults, Attacks and Threats, and Voter's Register. The 'Hate Speech' option is selected. Below the dropdown, a table of reports is visible with columns: Time, Media, Source, Author, Content, and Incident. The table shows three reports from Twitter Search, all marked as 'Add' and 'Flagged'.

by Incidence

Filtering by Source

1. Click the **Source** menu from the header bar.
2. Select the *Source type* (e.g. *Twitter Search*) to filter and display only reports from that source.

82,312 Total Reports 6 Reports/min 79,462 Unread 1 Flagged 8 Incidents 0 Escalated Incidents

Enter keywords Go Enter author Go Status Media Source Hate Spec Date/Time x

1 - 3 of 3

Time	Media	Source	Author	Content	Incident	Flagged
2 mo ago 10:24:27AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because Phillip told me to #aggieCourse	Hate Speech	x
2 mo ago 10:24:14AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because lel #aggieCourse	Hate Speech	x
2 mo ago 10:21:40AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because people need to stop being so triggered and butthurt about people being treated fairly #aggieCourse	Hate Speech	x

Filtering

by Incidence

Filtering by Media Type

1. From the header bar, click the **Media** menu.
2. Select the *Media type* (e.g. Twitter, RSS) to filter and display reports from sources of that media type.

82,340 Total Reports 7 Reports/min 79,490 Unread 1 Flagged 8 Incidents 0 Escalated Incidents

Enter keywords Go Enter author Go Status Media Source Hate Spec Date/Time x

1 - 3 of 3

Time	Media	Source	Author	Content	Incident	Flagged
2 mo ago 10:24:27AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because Phillip told me to #aggieCourse	Hate Speech	x
2 mo ago 10:24:14AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because lel #aggieCourse	Hate Speech	x
2 mo ago 10:21:40AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because people need to stop being so triggered and butthurt about people being treated fairly #aggieCourse	Hate Speech	x

Filtering

by Media

Filtering by Status

1. From the Header Bar, click the **Status** menu.
2. Select the report *Status* (e.g. *Flagged*, *Unread*, *Read*) to display the reports of that status.

82,378 Total Reports 3 Reports/min 79,528 Unread 1 Flagged 8 Incidents 0 Escalated Incidents

Enter keywords Go Enter author Go Status Media Source Hate Spec Date/Time x

1 - 3 of 3

Time	Media	Source	Author	Content	Incident	Flagged
2 mo ago 10:24:27AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because Phillip told me to #aggieCourse	Hate Speech	x
2 mo ago 10:24:14AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because lel #aggieCourse	Hate Speech	x
2 mo ago 10:21:40AM 2016-06-01	Twitter	Twitter Search	musicofextremes	#ISandWithHateSpeech because people need to stop being so triggered and butthurt about people being treated fairly #aggieCourse	Hate Speech	x

Filtering

by Status

Filtering by Author

- 1. Type in all or part of the name of an *Author*, e.g. *the user name of a Facebook account or a Twitter handle*, in the **Enter author** space on the filter bar.
- 2. Click **Go** to show only reports by authors with matching names. For example, entering the author *JoyNews*, and clicking **Go** displays all the reports published by JoyNews.

AGGIE

ReportsIncidentsSourcesAnalysis

adminSettingsLog out

42,655 Total Reports0 Reports/min41,069 Unread1 Flagged3 Incidents0 Escalated Incidents

Q Enter keywords

Go

JoyNews

x

Go

Status

Media

Source

Linked Inc

Date/Time

x

☐ Mark as Read

☐ Flag

1 - 8 of 8

	Time	Media	Source	Author	Content	Incident	Flagged
<input type="checkbox"/>	20 h 5:42:10PM ago 2016-06-13 Created +10 m		JoyFM	JoyNews	" Smart people can likely deal with challenges better on their own than less intelligent people can, thus relationships may be less important"	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:35:50PM ago 2016-06-13		JoyFM	JoyNews	[No Content]	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:25:55PM ago 2016-06-13 Created +45 m		JoyFM	JoyNews	What do you know about "Breast Flattening"? The main aim of this practice is to stop girls from developing breasts at a younger age.	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:25:55PM ago 2016-06-13 Created +1 h		JoyFM	JoyNews	Deputy Education Minister, Samuel Okudzeto Ablakwa said though the government respects the assurances given by WAEC to ensure the 2016 BECE is devoid of leakage, it will not hesitate to hold the examination body accountable in the event it happens.	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:25:55PM ago 2016-06-13 Created +2 h		JoyFM	JoyNews	Five persons are reported dead in Cape Coast after consistent rains left some areas flooded.	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:23:46PM ago 2016-06-13 Created +16 h		JoyFM	JoyNews	Final year students in Junior High Schools on Monday June 13 begin the Basic Education Certificate Exams (BECE) When did you write your BECE and what are some of the things you did before you wrote the exams ? #ElectionHQ	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:23:46PM ago 2016-06-13 Created +22 h		JoyFM	JoyNews	An alleged thief being assaulted by bank staff Comment, share.	Add	<input type="checkbox"/>
<input type="checkbox"/>	21 h 4:23:45PM ago 2016-06-13 Created +2 d		JoyFM	JoyNews	[No Content]	Add	<input type="checkbox"/>

Filtering

by Author

Filtering by Keywords

- 1. Type in a *query keyword*, term or set of terms separated by commas, quotations or operators in the **Enter keywords** space on the Filter bar.
- 2. Click **Go** or the return key to display all reports that include the keyword or set of terms. For example, by searching the keywords, *Ghana*, *ECG* and *Free n Fair Election*, there is a display of all reports containing one or more of the keywords.

91,478 Total Reports 18 Reports/min 88,626 Unread 2 Flagged 8 Incidents 0 Escalated Incidents

Ghana, ECG, Free n Fair Election x Go Enter author Go Status Media Source Linked Incic Date/Time x

1 - 25 of 100+ < >

Time	Media	Source	Author	Content	Incident	Flagged
5 h ago 11:49:12AM 2016-07-27		Twitter Search	follownewsnow1	#Ghana Ghana's Election 2016 Will Retire Old Politicians	Add	
6 h ago 10:27:34AM 2016-07-27		Twitter Search	HeraldsChoir	WE NEED EVERLASTING PEACE, WE NEED LOVE CITIZENS OF GHANA, BEFORE AND AFTER THE ELECTION, WE MUST PUT GHANA FIRST #asomdwoconcert16	Add	
9 h ago 8:07:30AM 2016-07-27		Twitter Search	EricMorisset	RT @AJC4others: AMAZING but @SenSanders can't get a fair one? No prosecution4 election fraud, election tampering, or electioneering? https:...	Add	
9 h ago 7:29:56AM 2016-07-27		Twitter Search	ghanafeeds	National Election Early Warning And Response Group For Ghana 2016... t.co/KO78hcxmLU #GhanaNews #Ghana	Add	
9 h ago 7:27:44AM 2016-07-27		Twitter Search	modernghanalive	National Election Early Warning And Response Group For Ghana 2016 Elections Launched t.co/Qqav5ldQpl	Add	
9 h ago 7:27:43AM 2016-07-27		Twitter Search	modernghanaweb	National Election Early Warning And Response Group For Ghana 2016 Elections Launched t.co/OmcNpsrU61	Add	
9 h ago 7:24:16AM 2016-07-27		Twitter Search	President2O32	RT @AJC4others: AMAZING but @SenSanders can't get a fair one? No prosecution4 election fraud, election tampering, or electioneering? https:...	Add	
9 h ago 7:22:18AM 2016-07-27		Twitter Search	Jeffuoesattle	RT @AJC4others: AMAZING but @SenSanders can't get a fair one? No prosecution4 election fraud, election tampering, or electioneering? https:...	Add	

Filtering

by Keywords

5.3 Incidents Page Activities

5.3.1 What is an Incident?

Incidents are groups of one or more *reports* that, once verified, require an action. As Aggie aggregates reports from different sources, tracking team members in the SMTC collect reports into incidents.

5.3.2 The Incidents Page

From your Aggie header page, click the **Incidents** Tab. This will show you the incidents page as indicated below.

[Reports](#)
[Incidents](#)
[Sources](#)
[Analysis](#)

[admin](#)
[Settings](#)
[Logout](#)

45,877 Total Reports
0 Reports/min
43,629 Unread
0 Flagged
8 Incidents
0 Escalated Incidents

☐

1 - 8 of 8

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated	
<input type="checkbox"/> 003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	2 w ago 10:25:09AM 2016-06-01	
<input type="checkbox"/> 004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	2 m ago 11:58:01AM 2016-06-16	
<input type="checkbox"/> 005	Chaos @ Polling Station 0 reports			Open		No	3 d ago 6:57:19PM 2016-06-13	
<input type="checkbox"/> 006	Voter's Register 4 reports	Ghana		Open		No	54 m ago 11:06:14AM 2016-06-16	
<input type="checkbox"/> 007	Corruption 3 reports	Ghana		Open		No	2 h ago 10:19:19AM 2016-06-16	
<input type="checkbox"/> 008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 d ago 9:47:39AM 2016-06-15	
<input type="checkbox"/> 009	Insults, Attacks and Threats 6 reports	Ghana		Open		No	1 h ago 10:42:04AM 2016-06-16	
<input type="checkbox"/> 010	Identity Politics 0 reports	Ghana		Open		No	1 d ago 9:50:04AM 2016-06-15	

Incidents

Main Page

5.3.3 Sections of the Incidents Page

- **The Checkbox column:** This is used to select one or more incidents that some actions can be applied to.
- **The ID# column:** This column indicates the unique identification number generated for each incident created. This example starts with 003 because incident 001 and 002 have been deleted.
- **The Title column:** This column shows the name given to the incident and the number of reports associated with the particular incident.
- **The Location column:** This column shows the place where the incident occurred.
- **The Assigned to column:** This column indicates the veracity team member who has been assigned to verify the incident for confirmation (and then escalation) or closure.
- **The Status column:** This column shows whether the incident has been escalated or confirmed false, and closed, or is still open and thus needs to be verified or escalated.
- **The Veracity column:** This shows the verification status of the incident. Whether the investigations confirmed the incident to be true or false.
- **The Escalated column:** This column show whether a confirmed incident been reported to stakeholders and embeds for management and resolution.
- **The Last Updated column:** This column tracks and indicates the time of the last activity such as editing or updating on the incident.
- **The Edit/Delete Column:** This column contains two tools for editing or deleting an incident; to edit the incident, click the blue **Pencil Icon** or to **delete** the incident click the blue **small bin**.

5.3.4 Creating an Incident

Normally, *incidents* are created by Trackers. However, should the need arise, verifiers can create *incidents* from the incidents page. To do this, refer to [Creating a New Incident](#) section.

1. Click the **Incidents** tab from the header bar.

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open	No	No	2 mo ago 2:30:48PM 2016-06-16
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open	No	No	2 mo ago 11:58:01AM 2016-06-16
005	Chaos @ Polling Station 0 reports			Open	No	No	2 mo ago 6:57:19PM 2016-06-13
006	Voter's Register 4 reports	Ghana		Open	No	No	2 mo ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open	No	No	2 mo ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open	No	No	2 mo ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open	No	No	2 mo ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open	No	No	2 mo ago 9:50:04AM 2016-06-15

Creating

Incidents

2. From the incidents page, click the blue colored **Create Incident** tab.

Creating

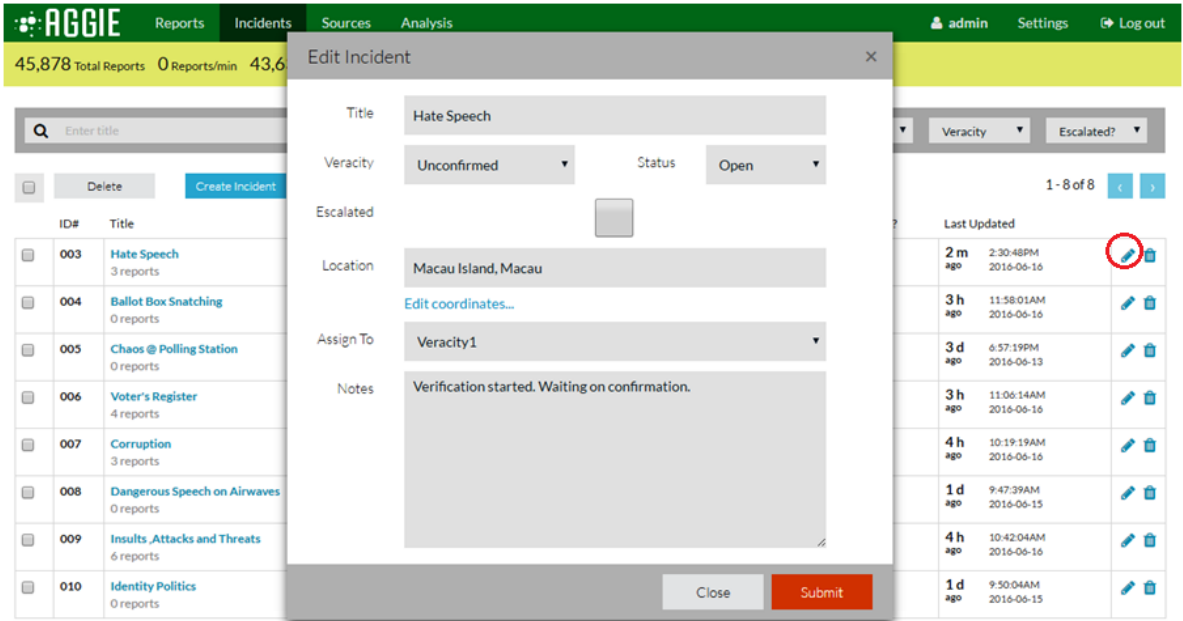
an Incident

3. Type in the *Title* of the incident (e.g. *Polling Station not open*, *Voter Intimidation* etc), the *Location* of the Incident and a brief note describing the incident. Set the veracity and status fields as applicable.

5.3.5 Editing an Incident

Verifiers can always update the status of incidents by editing them. It is recommended that you keep a log of the actions taken while confirming or denying veracity in the notes section of an Incident. To do this:

1. From the incidents page, click the **blue edit pencil** at the end of the incident row (last column).



Editing

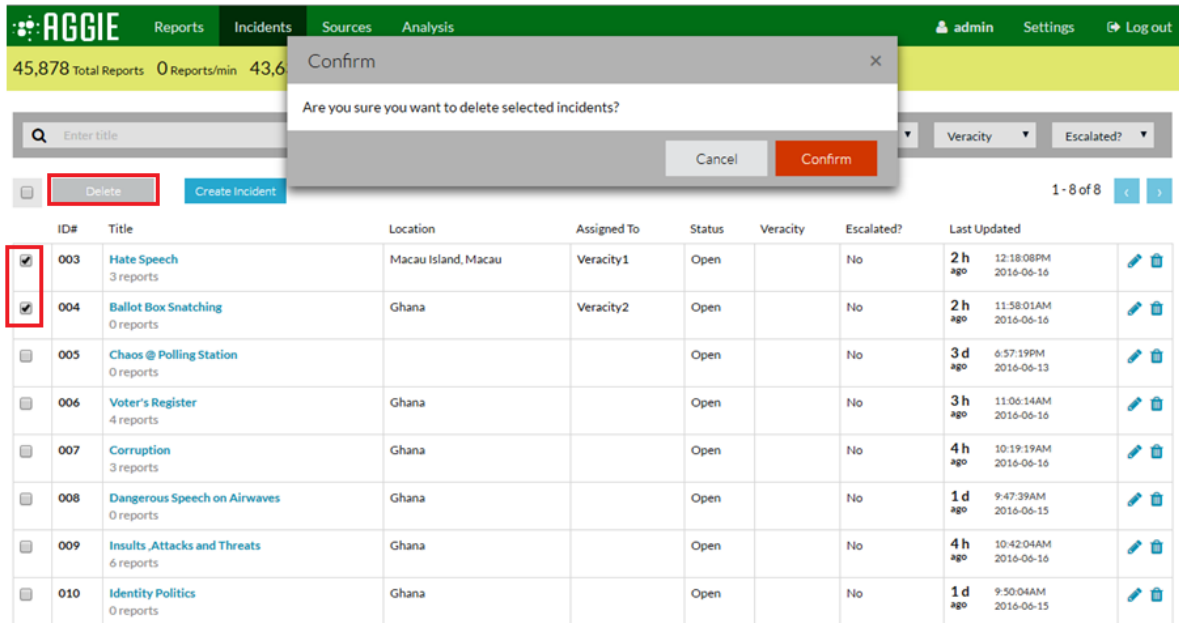
an Incident

2. Update the incident by editing appropriate sections. For example, you can edit the *veracity* and *status* of the incident, add any helpful *notes* or *escalate* the incident.

5.3.6 Deleting an Incident

If a veracity team member notices a redundancy in incidents, they may *delete* an incident from the Incidents page. To do this:

1. Select the *incident(s)* you wish to delete by checking its/their respective *checkbox(es)*.
2. Click the **Delete** button below the filter bar to the left.



Confirm

Are you sure you want to delete selected incidents?

Cancel Confirm

1 - 8 of 8

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
<input checked="" type="checkbox"/>	003 Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	2 h ago 12:18:08PM 2016-06-16
<input checked="" type="checkbox"/>	004 Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	2 h ago 11:58:01AM 2016-06-16
<input type="checkbox"/>	005 Chaos @ Polling Station 0 reports			Open		No	3 d ago 6:57:19PM 2016-06-13
<input type="checkbox"/>	006 Voter's Register 4 reports	Ghana		Open		No	3 h ago 11:06:14AM 2016-06-16
<input type="checkbox"/>	007 Corruption 3 reports	Ghana		Open		No	4 h ago 10:19:19AM 2016-06-16
<input type="checkbox"/>	008 Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 d ago 9:47:39AM 2016-06-15
<input type="checkbox"/>	009 Insults ,Attacks and Threats 6 reports	Ghana		Open		No	4 h ago 10:42:04AM 2016-06-16
<input type="checkbox"/>	010 Identity Politics 0 reports	Ghana		Open		No	1 d ago 9:50:04AM 2016-06-15

Deleting

Incidents

3. Click **Confirm** to delete the selected incident(s).

Alternatively, you can delete an incident by clicking the little bin on the last column of the incident row.

5.3.7 The Incident Filter Bar

With *filters*, verifiers can narrow down their search. In some cases, there might arise the need to search for specific types of incidents. Filters are the best way to achieve this. Below are a number of filters that can be used.

Filtering by Assigned User

1. From the incidents page, click the **Assigned To** menu on the filter bar.
2. Select an *assignee (username)* to display only the incidents assigned to that verifier.

AGGIE

ReportsIncidentsSourcesAnalysis

adminSettingsLog out

45,878 Total Reports0 Reports/min43,630 Unread0 Flagged8 Incidents0 Escalated Incidents

Q Enter title

Q Enter location

Go

Assigned To

Status

Veracity

Escalated?

Delete

Create Incident

ID#	Title	Location	Assigned To	Status	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open	No	19 m ago 2:30:48PM 2016-06-16
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open	No	3 h ago 11:58:01AM 2016-06-16
005	Chaos @ Polling Station 0 reports			Open	No	3 d ago 6:57:19PM 2016-06-13
006	Voter's Register 4 reports	Ghana		Open	No	4 h ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open	No	5 h ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open	No	1 d ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open	No	4 h ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open	No	1 d ago 9:50:04AM 2016-06-15

by Assigned User

Filtering

Filtering by Status

- 1. Click the **Status** menu on the filter bar.
- 2. Select *Open* or *Closed* to view incidents in these categories.

AGGIE

ReportsIncidentsSourcesAnalysis

adminSettingsLog out

45,878 Total Reports0 Reports/min43,630 Unread0 Flagged8 Incidents0 Escalated Incidents

Q Enter title

Q Enter location

Go

Assigned To

Status

Veracity

Escalated?

Delete

Create Incident

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	35 m ago 2:30:48PM 2016-06-16
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	3 h ago 11:58:01AM 2016-06-16
005	Chaos @ Polling Station 0 reports			Open		No	3 d ago 6:57:19PM 2016-06-13
006	Voter's Register 4 reports	Ghana		Open		No	4 h ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open		No	5 h ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 d ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open		No	4 h ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open		No	1 d ago 9:50:04AM 2016-06-15

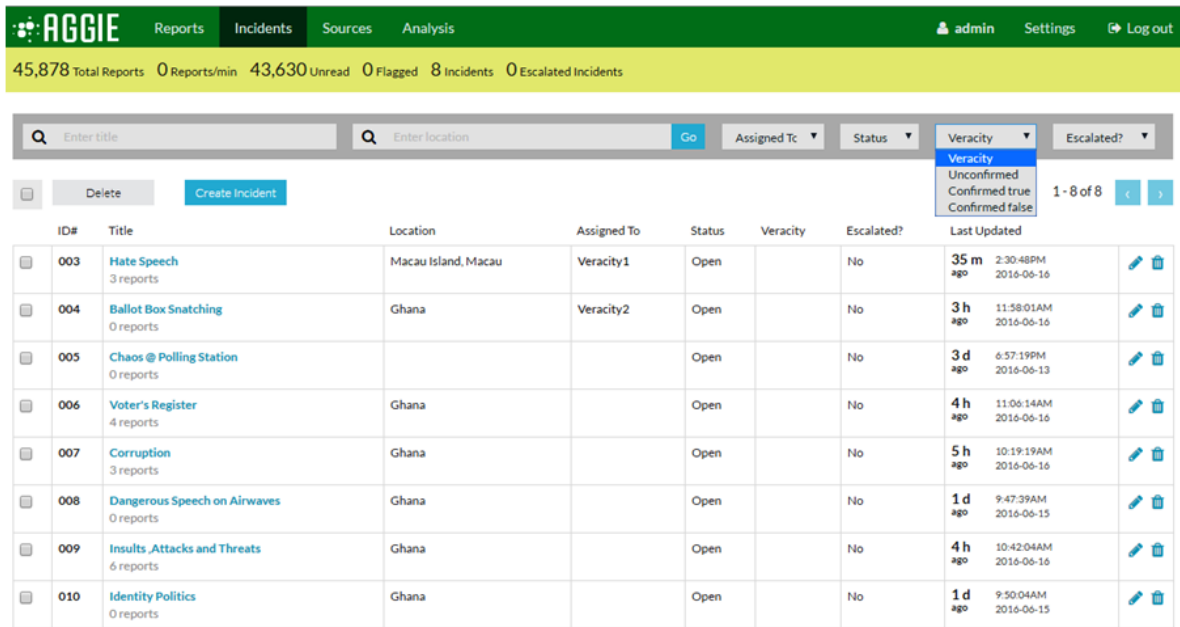
by Status

Filtering

Filtering by Veracity

- 1. Click the **Veracity** menu on the filter bar.

2. Select the veracity status (*unconfirmed*, *confirmed*, *confirmed true* etc.) to display all incidents associated with that veracity status.



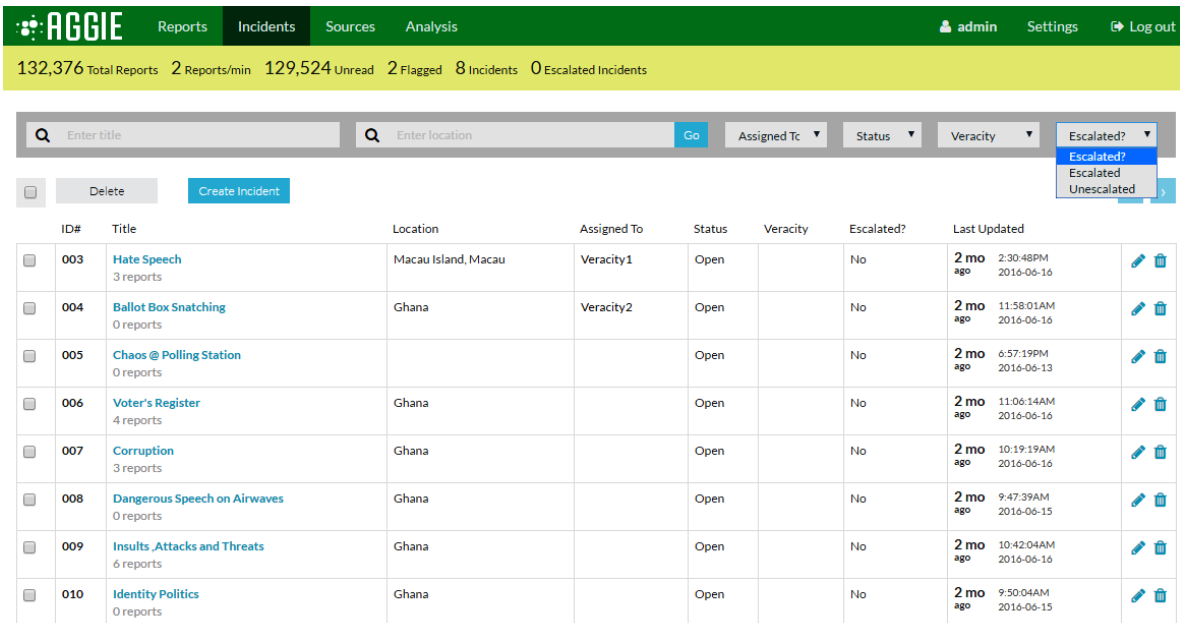
The screenshot shows the Aggie web application interface. At the top, there's a green navigation bar with 'AGGIE' logo and tabs for Reports, Incidents, Sources, and Analysis. Below this, a yellow status bar displays '45,878 Total Reports', '0 Reports/min', '43,630 Unread', '0 Flagged', '8 Incidents', and '0 Escalated Incidents'. The main content area has a search bar and filter controls. The 'Veracity' dropdown menu is open, showing options: 'Veracity', 'Unconfirmed', 'Confirmed true', and 'Confirmed false'. The table below lists incidents with columns: ID#, Title, Location, Assigned To, Status, Veracity, Escalated?, and Last Updated. The table shows 10 incidents, all with 'Open' status and 'No' for 'Escalated?'. The 'Veracity' column is currently empty for all entries.

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	35 m ago 2:30:48PM 2016-06-16
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	3 h ago 11:58:01AM 2016-06-16
005	Chaos @ Polling Station 0 reports			Open		No	3 d ago 6:57:19PM 2016-06-13
006	Voter's Register 4 reports	Ghana		Open		No	4 h ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open		No	5 h ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 d ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open		No	4 h ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open		No	1 d ago 9:50:04AM 2016-06-15

by Veracity

Filtering by Escalation

1. Click the **Escalated?** menu on the filter bar
2. Select the *escalation status* (*Escalated* or *Unescalated*) to display incidents accordingly.



The screenshot shows the Aggie web application interface. At the top, there's a green navigation bar with 'AGGIE' logo and tabs for Reports, Incidents, Sources, and Analysis. Below this, a yellow status bar displays '132,376 Total Reports', '2 Reports/min', '129,524 Unread', '2 Flagged', '8 Incidents', and '0 Escalated Incidents'. The main content area has a search bar and filter controls. The 'Escalated?' dropdown menu is open, showing options: 'Escalated?' (selected), 'Escalated', and 'Unescalated'. The table below lists incidents with columns: ID#, Title, Location, Assigned To, Status, Veracity, Escalated?, and Last Updated. The table shows 10 incidents, all with 'Open' status and 'No' for 'Escalated?'. The 'Veracity' column is currently empty for all entries.

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
003	Hate Speech 3 reports	Macau Island, Macau	Veracity1	Open		No	2 mo ago 2:30:48PM 2016-06-16
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	2 mo ago 11:58:01AM 2016-06-16
005	Chaos @ Polling Station 0 reports			Open		No	2 mo ago 6:57:19PM 2016-06-13
006	Voter's Register 4 reports	Ghana		Open		No	2 mo ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open		No	2 mo ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	2 mo ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open		No	2 mo ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open		No	2 mo ago 9:50:04AM 2016-06-15

by Escalation

Filtering by Title Search

1. Type in an *incident title* in the **Enter title** space on the filter bar.
2. Click **Go** or hit the return key to *filter and display only incidents* that include the entered title. For example by searching the incident title “*attacks*”, there is a display of all incidents containing this keyword.

The screenshot shows the Aggie web application interface. At the top, there's a navigation bar with 'AGGIE' logo and tabs for 'Reports', 'Incidents', 'Sources', and 'Analysis'. Below this is a summary bar showing '45,878 Total Reports', '0 Reports/min', '43,630 Unread', '0 Flagged', '8 Incidents', and '0 Escalated Incidents'. The main filter bar has a search input with 'attacks' entered, a 'Go' button, and dropdown menus for 'Assigned To', 'Status', 'Veracity', and 'Escalated?'. Below the filter bar, there's a table with one incident listed: ID# 009, Title 'Insults, Attacks and Threats' (6 reports), Location 'Ghana', Status 'Open', Veracity, Escalated? 'No', and Last Updated '5 h ago' (10:42:04AM 2016-06-16).

by Title Search

Filtering

Filtering by Location Search

1. Type in the name of a *location (town, polling station etc.)* in the **Enter Location** text box on the filter bar.
2. Click **Go** to display all incidents associated with that location. For example, typing in *Ghana* in the *Location Text box*, display all incidents whose location was entered as “*Ghana*”.

The screenshot shows the Aggie web application interface with the location search filter. The search input in the filter bar now contains 'Ghana'. The table below displays six incidents, all with the location 'Ghana':

ID#	Title	Location	Assigned To	Status	Veracity	Escalated?	Last Updated
004	Ballot Box Snatching 0 reports	Ghana	Veracity2	Open		No	4 h ago 11:58:01AM 2016-06-16
006	Voter's Register 4 reports	Ghana		Open		No	5 h ago 11:06:14AM 2016-06-16
007	Corruption 3 reports	Ghana		Open		No	5 h ago 10:19:19AM 2016-06-16
008	Dangerous Speech on Airwaves 0 reports	Ghana		Open		No	1 d ago 9:47:39AM 2016-06-15
009	Insults, Attacks and Threats 6 reports	Ghana		Open		No	5 h ago 10:42:04AM 2016-06-16
010	Identity Politics 0 reports	Ghana		Open		No	1 d ago 9:50:04AM 2016-06-15

by Location Search

Filtering

5.4 Trend Analysis

Trend analysis give snappy and easy graphical visualizations of the occurrences of incidents using keywords, social media type, the Twitter handles, or Facebook groups/pages to build trends.

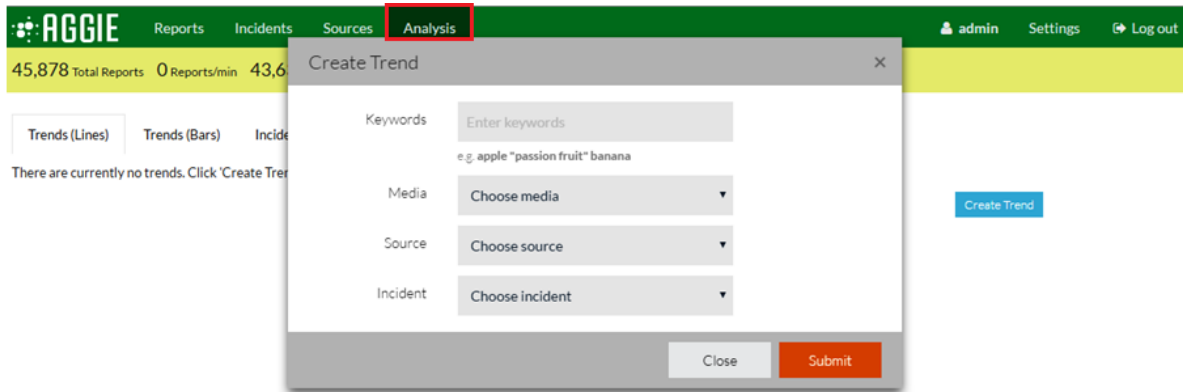
5.4.1 What is an Analytic Trend?

An analytic trend is a graphical visualizations of incidents as bar charts or stacked lines.

5.4.2 Creating a Trend

To create a trend visualization:

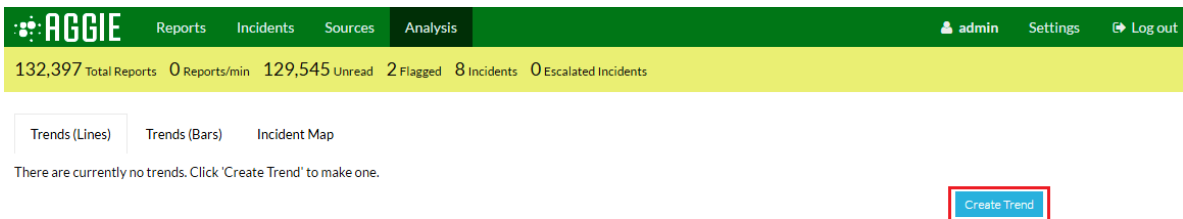
1. Click the **Analysis** tab from the header bar.



Trends

Main Page

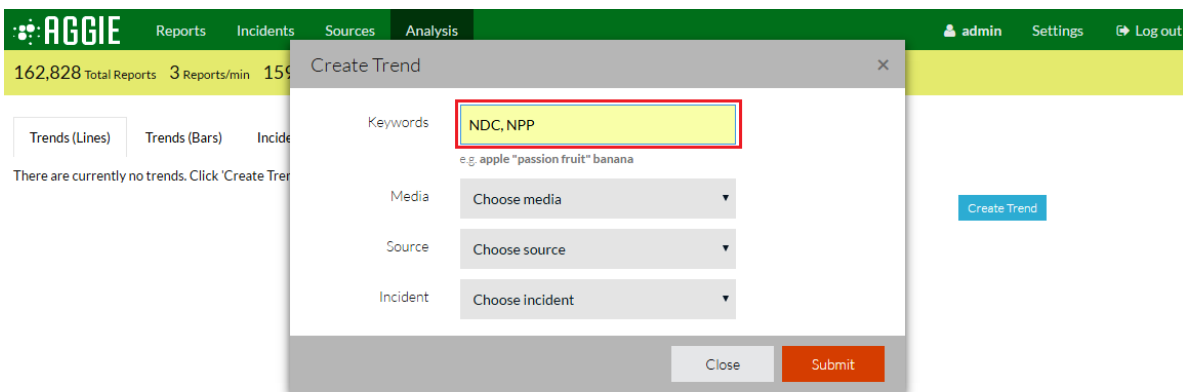
2. Click the blue **Create Trend** button.



Creating

a Trend

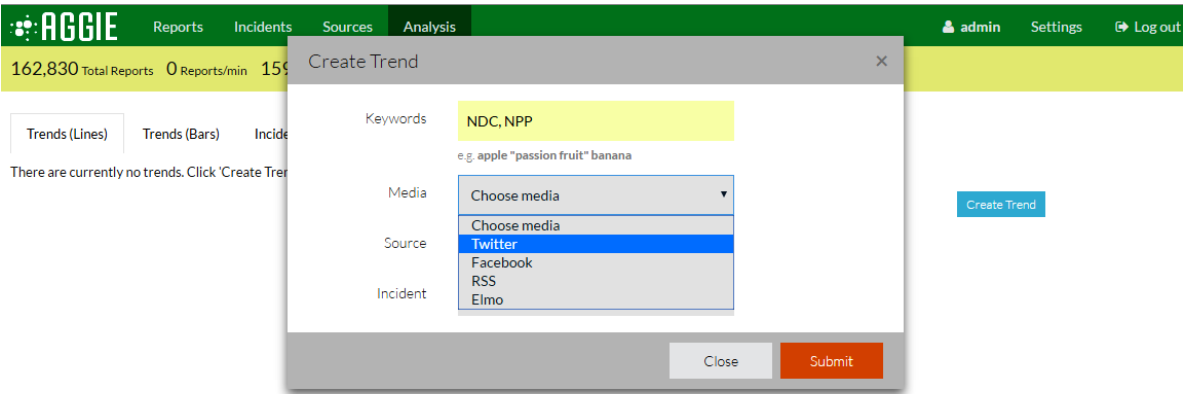
3. Enter the *keyword(s)* you want to create the trend for. For example *NDC, NPP*.



Trend

Keywords

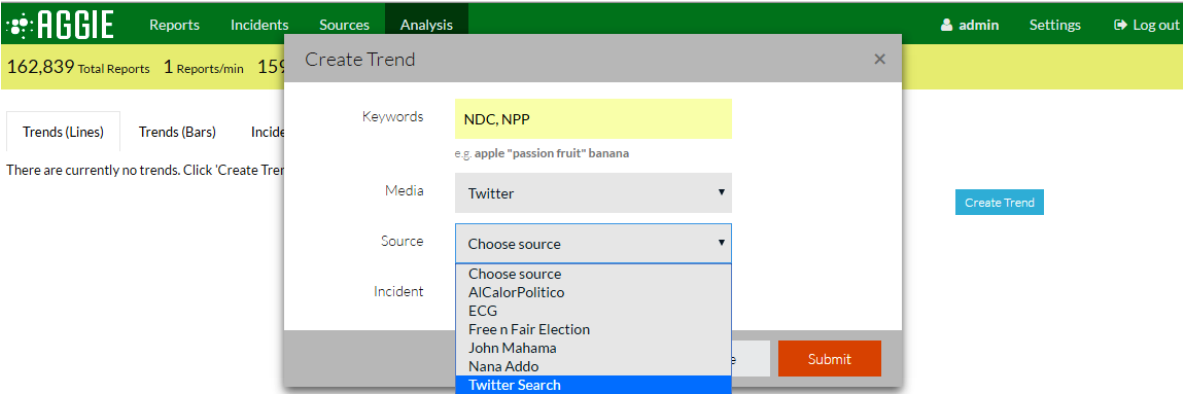
4. Choose a *Social Media Source* for the trend e.g. Twitter, RSS or Facebook.



Trend

Media Type

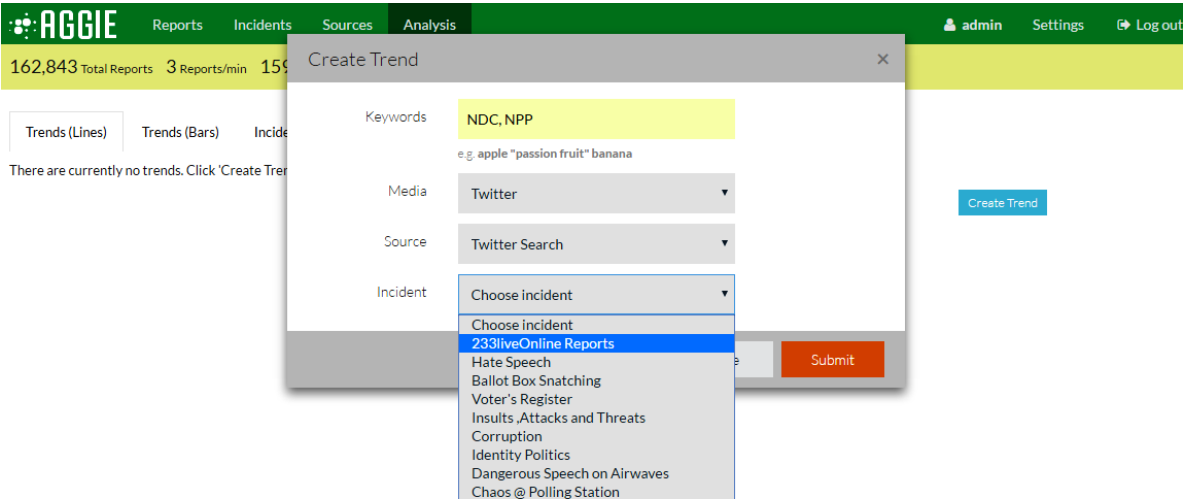
5. Choose the *Source* of the trend i.e. the *social media account* been followed.



Trend

Source

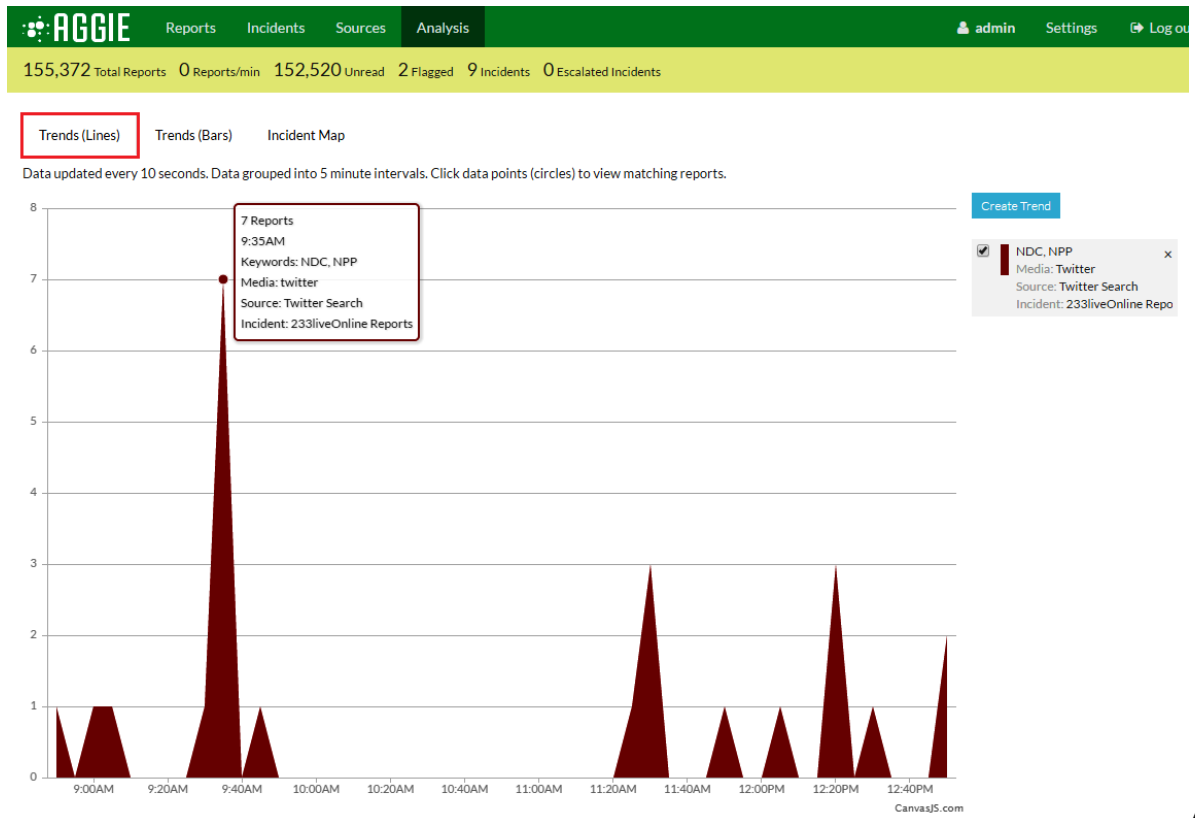
6. Choose the *Incident* for the trend e.g. *233liveOnline Reports*



Trend

Incidents

7. Submit and view the analytics by *Trend (Lines or Bars)* and *Incident Maps*.



Analysis

CHAPTER 6

User Management

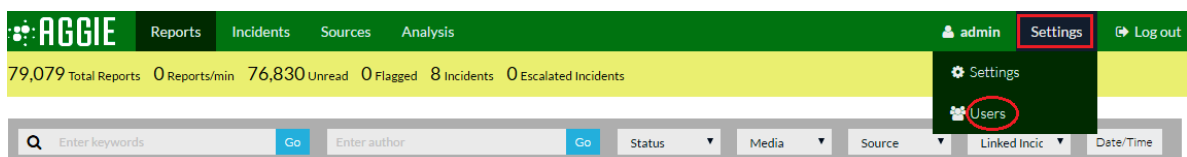
There are three main user categories in Aggie with varying Privileges: *Viewer*, *Monitor* and *Admin*. The table below indicates the privileges associated with each user category.

6.1 User privileges

6.2 Creating a New User

Only an *Admin* user can create a *new user*. To create a *new user*, follow the steps below.

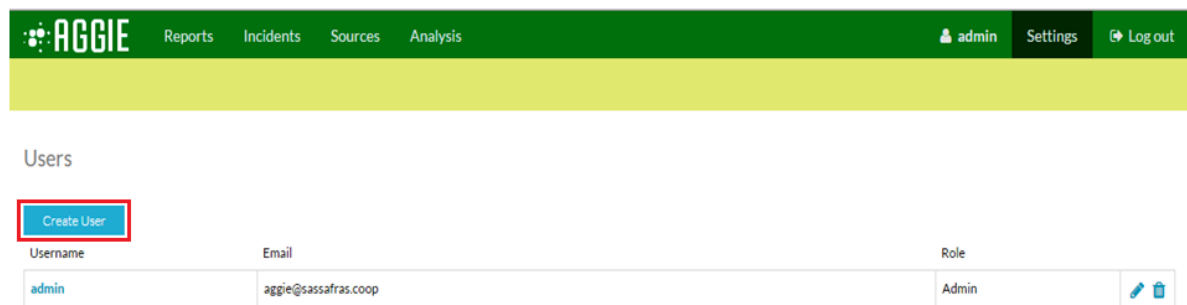
1. Click the **Settings** tab.



Creating

a New User

2. From the drop down list click **Users**.



Creating

a new User

3. Click on blue **Create User** button on the left of the page.

The screenshot shows a 'Create User' form. It has a title bar with the text 'Create User' and a close button (X). Below the title bar, there are three input fields: 'Username', 'Email', and 'Role'. The 'Role' field is a dropdown menu that is currently open, showing four options: 'Viewer' (which is highlighted in blue), 'Monitor', 'Manager', and 'Admin'. To the right of the 'Role' dropdown, there is a 'Submit' button.

Creating

a new User

4. Type in the *Username* and the *user's email* address in the first two fields.
5. Select a *Role* (*Viewer*, *Monitor* or *Admin*) for the user. A user's role determines which actions they have permission to access, as per the table in the [User Privileges](#) section.
6. Click **Submit** to create a *new user*. The user will receive an email with a link to Aggie and the user can change their password after logging in.

CHAPTER 7

Indices and Tables

- `genindex`
- `search`