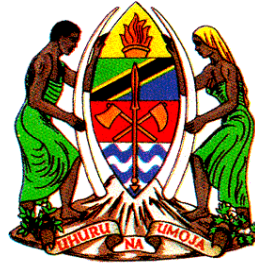# THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF HEALTH

NATIONAL TUBERCULOSIS AND LEPROSY PROGRAMME

DHIS 2 ETL QUICK TROUBLESHOOTING GUIDE Version 1

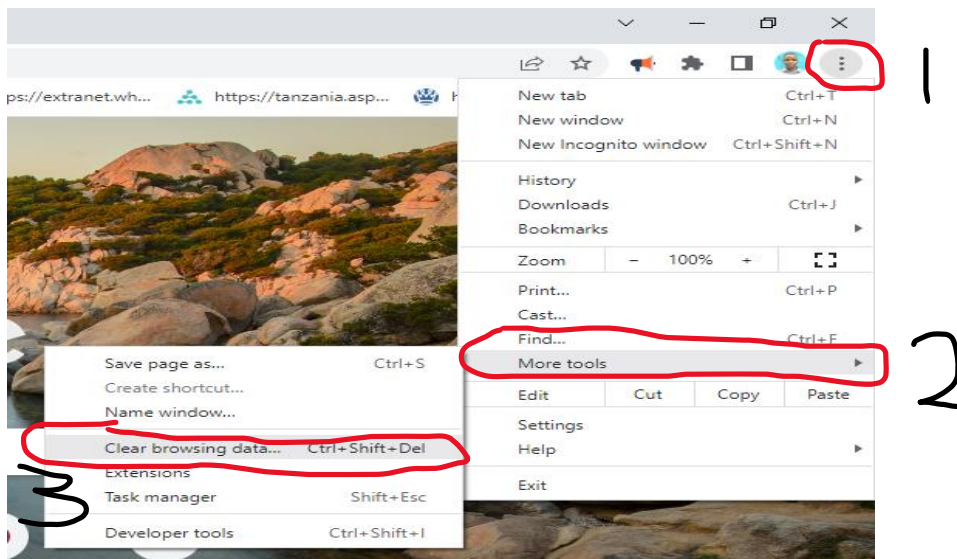**Prepared by:** *Strategic Information and Research Unit*
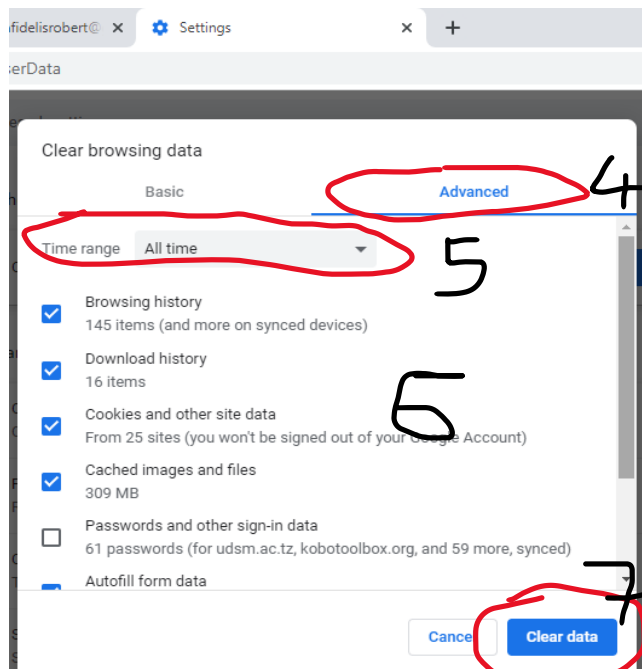
May 2023

STEPS

1. BEFORE STARTING DATA ENTRY

1.1. To Clear browser caches (Google Chrome Browser Cache) do the following

- Select three Dots at the right corner labeled 1
- Then go to select step 2 (More tools)
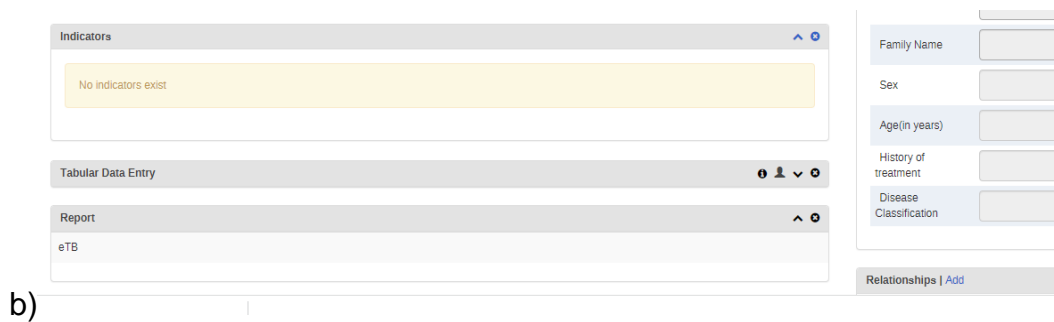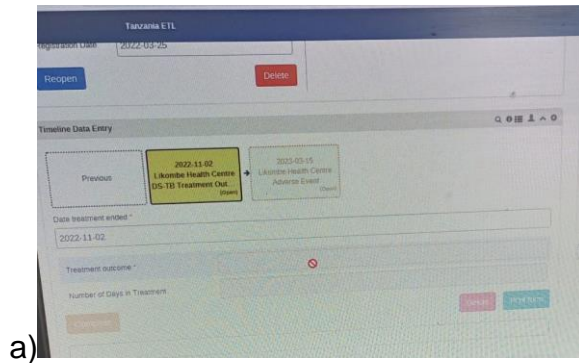- Then select Clear Browser Data in step 3

- Click Advanced option in step 4 and select Time range (All time) in step 5

- Tick or Mark the check box starting from Browsing History except *Password Box* in step 6

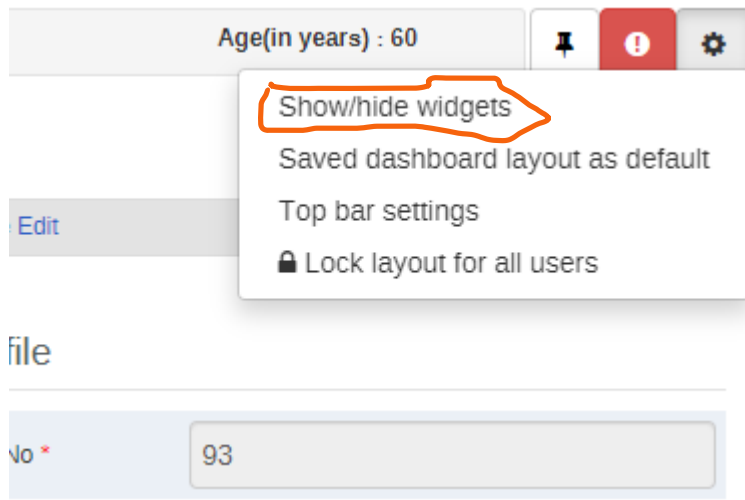- Then Click **Clear Data** in step 7

2. If you face the following Scenario during Registration

a)

b)

For these two scenarios a) an b) do the following
2.1. Select register ETB or ELEPROSY
2.2. Click the patient, then go to the top right corner
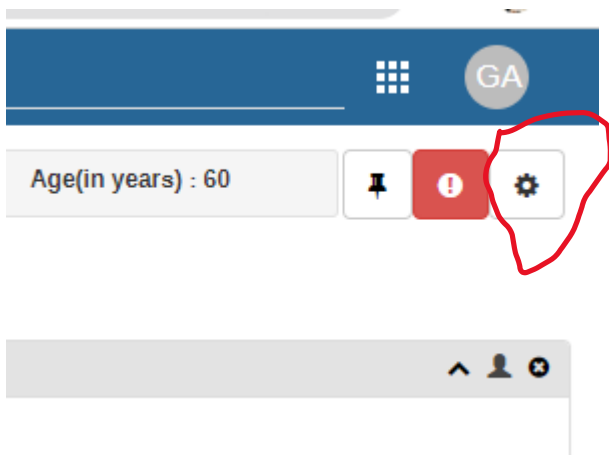
2.3. Click the setting indicated in step 2.2 above, the window will appear then click show/hide widgets

Age(in years) : 60

Show/hide widgets
Saved dashboard layout as default
Top bar settings
🔒 Lock layout for all users

Edit

ïle

No *   93

2.4. The widget will appear, here select the ticked box only

Select widgets to show

Current selections	☐	
Timeline Data Entry	☐	
Tabular Data Entry	☑	
Enrollment	☑	
Feedback	☐	☐ Use as top bar
Indicators	☐	☐ Use as top bar
Messaging	☐	
Notes	☐	
Profile	☑	☐ Use as top bar

3. Error During Registration

   3.1. Import Summary Error

   If you the import summary error occurred during TB patients profile registration, it means you probably saved twice or Number was served during internet or electric cut off. For this scenario its recommended to delete the number in Database using TB Patient Deletion tool by enter full number including Region, District, facility and patient number

   Go **Reports>>>Standard Report>>>TB Patients Deletion tool>>>Enter TB District Number**

   a)
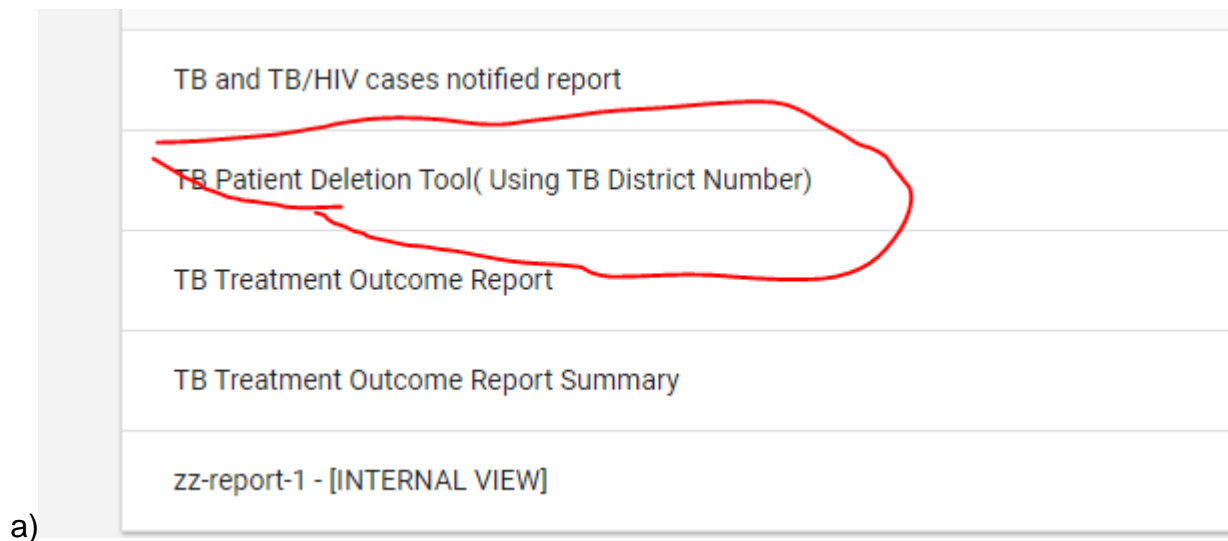
   b)

MINISTRY OF HEALTH

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TB Patient Deletion Tool

Becareful with the action below, once DELETED you can't UNDO
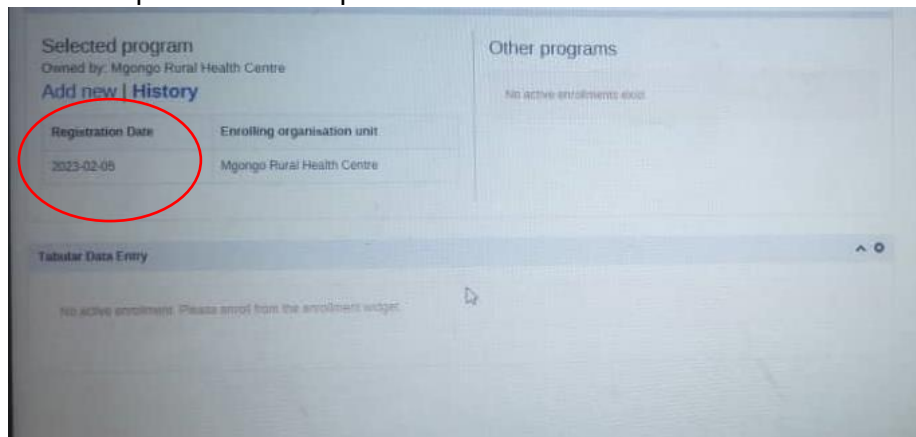
TB District Number

Example: 01234456-7/KK/2022/9999

☐ Am sure I want to delete this patient details

Delete Patient

After filling TB District Number Check the box if you are sure you want to delete that Number

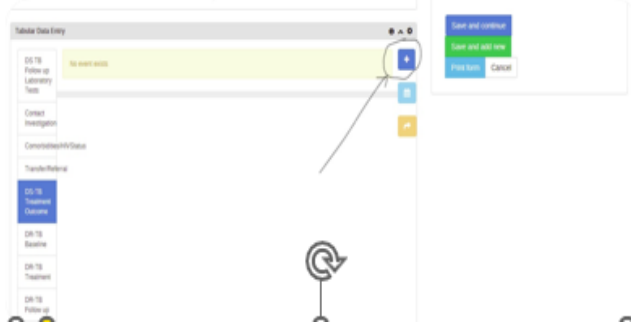### 3.2. TB patients Can't open

To reopen click Registration Date >>>>>Reopen

4. No event exist in stages and High Number of days

4.1. No Event Exist in Stage like Outcome or DR TB Baseline etc

- Click Plus at the right corner then enter date of event

- High/Huge number of days on treatment outcome
  That's occurs as results of no date of starting DS TB treatment. So you can edit Profile by filling date of starting DS TB treatment
  NB: This happens for TB cases registered before deployment of upgrade DHIS 2 ETL on September 2021
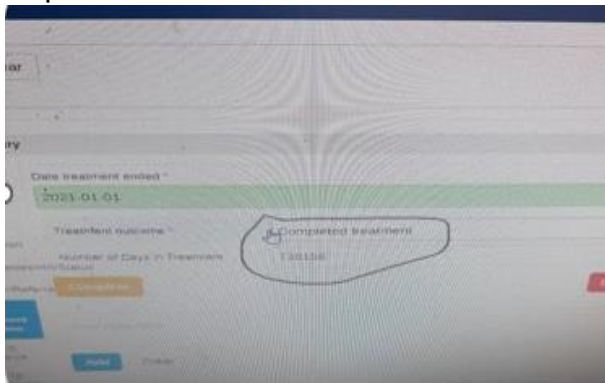
- **Q3.** *Who enter culture results on result for culture stage?*

Answer:

- Culture results entered on the zonal laboratory and CTRL.

NOTE: *Stage for Specimen request filled on peripheral by the requester of the test. Stages for registration and Result entry (Culture, DST& LPA) filled on zonal laboratories.*

Request for Culture and DST

Specimen registration

Result for Culture

Result for DST

NTLP
NATIONAL TUBERCULOSIS & LEPROSY PROGRAMME

END TB TANZANIA

Zero Leprosy

Reference

DHIS 2 ETL link: https://etl.moh.go.tz
DHIS 2 ETL USER Manual:
https://etl.moh.go.tz/tracker/api/documents/K55aaiGdNWM/data