

Crowdsourcing Tutorial: Crowdmap

Case Study: The Italian government has adopted the United Nations Initiative on Disaster Risk Reduction by implementing the Sendai Framework at the National level and is interested in creating an open source platform where citizens can upload content via email and social media to improve communication for emergency response.

Goal: Develop a national crowdsourcing platform to gather and process real time data from reports, emails, SMS and Twitter of natural disasters events to support local authorities.

How to process information inside Crowdmap?

• Visit <u>www.crowdmap.com</u> and create an account. Once you log in, click on the dropdown button next to your profile picture and select Crowdmap Classic.



• The Crowdmap classic interface will appear on your screen. Click manage your account, followed by new deployment. Create a new web map address and enter your map details. The map address is a permanent and unique website that cannot be changed; however map details are editable. Accept terms and create map.

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• The interface is ready to be customize. A map of Nairobi and a category box are set by default. Click again in your profile picture at the right corner of your screen and select "Your dashboard". The dashboard is the channel receptor of all reports and messages, giving you quick stats and a timeline of all reports organized by day, month or year. Click on settings to edit your website settings.



• The website settings offer a wide range of options to deliver content customized to meet the user needs. In this tutorial you will edit the name, tagline, banner, email address, message, and language. Save settings and proceed with map.

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• Configure the map location by setting the default country, zoom and selecting the city by clicking on the map. Select one of the four map provides: Google Maps, OpenStreetMap, ESRI Maps and Bing Maps.



- Click on SMS and enter a phone number that users can use to send text messages into the system. Before proceeding, make sure you understand the terms and conditions of your provider (rates may apply).
- Set the mail server settings to receive reports by your site email address. Associate your account and test the settings until successful. Take into account that this step might require several tests and basic knowledge of information technology and web platforms.
- Pull tweets and pictures based on hashtags to your map by following the next steps:
 - 1. Sign in on Twitter and link your account to your phone
 - 2. Visit <u>https://apps.twitter.com/</u> and click "Create new App"
 - 3. Click on "Create a new application" and fill the details

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- 4. After creating your application, click on the "Keys and Access Tokens" tab and generate both. Continue by click on "Test OAuth" to get all the information for your Twitter application. These include CONSUMER KEY, CONSUMER SECRET, ACCESS TOKEN and ACCESS TOKEN SECRET.
- 5. Go back to Twitter Setup Options in Crowdmap, complete the required information and hit save. Don't forget to add the hashtags required for your project to complete the procedure.

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• The deployment has been configured to receive emails, SMS and Twitter posts deployment. Go back to dashboard and click on Categories to set up reports send directly from the website. Configure 8 new categories to of all natural disasters in Italy: Floods, Earthquakes, Landslides, Extreme Temperatures, Snow Storms, Tsunamis, Volcano Activity. Add a specific description and icon representing the type of event. Include a "Trusted Reports" section to add information from trusted sources, for instance newspapers, TV reports, blogs or radio coverages.





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• Go to your homepage by clicking on the tagline located at the upper left corner of your screen. Your work should look like this.



You have successfully **completed** this tutorial.

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