

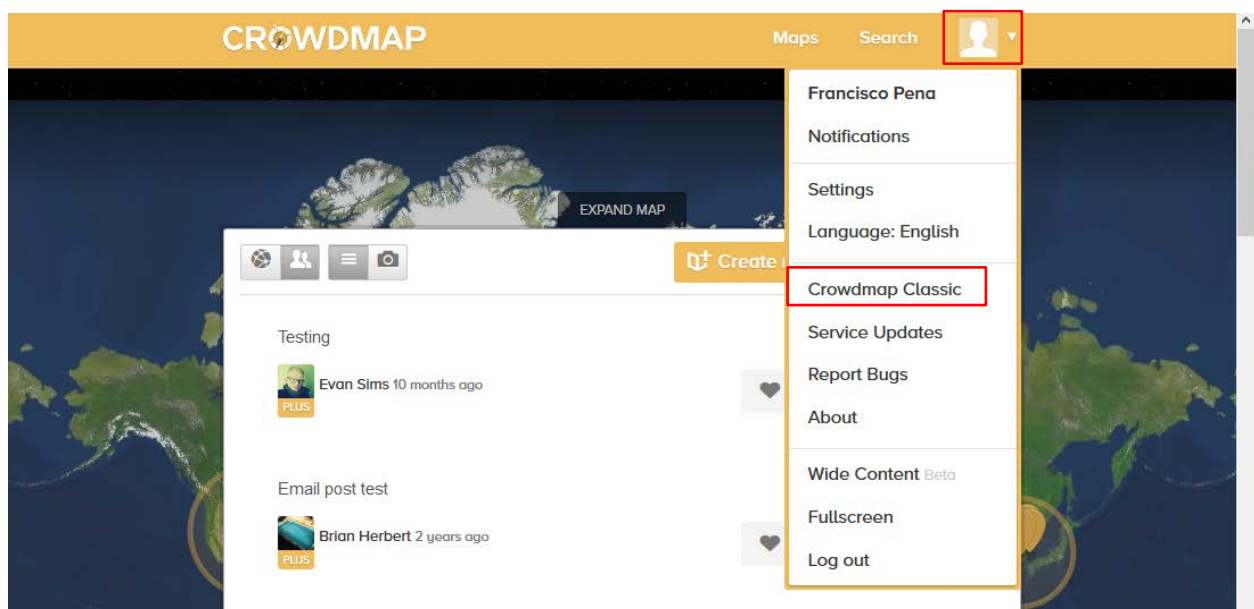
## Crowdsourcing Tutorial: Crowdmap

**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.

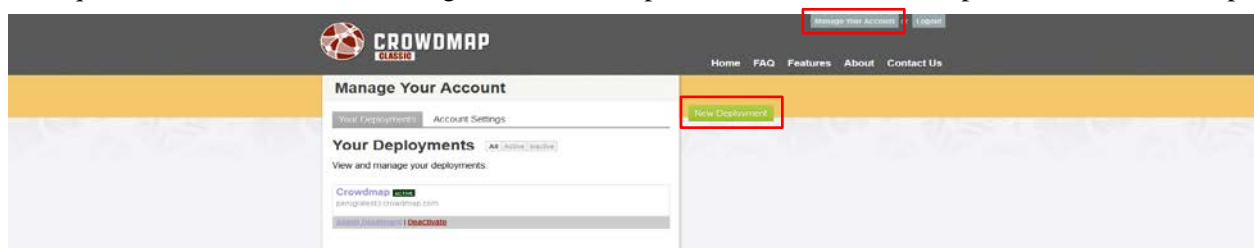
**Goal:** Develop a national crowdsourcing platform to gather and process real time data from reports, emails, SMS and Twitter of natural disasters events to support local authorities.

### How to process information inside Crowdmap?

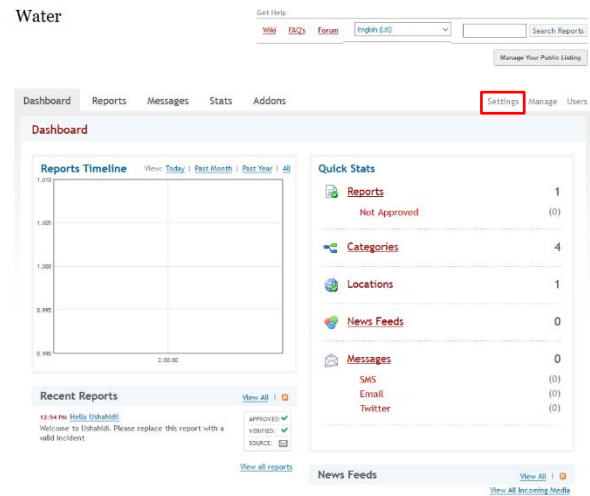
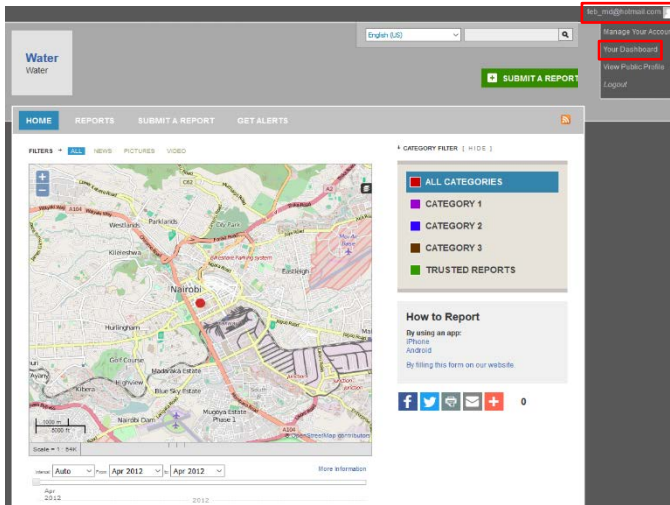
- Visit [www.crowdmap.com](http://www.crowdmap.com) and create an account. Once you log in, click on the dropdown button next to your profile picture and select Crowdmap Classic.



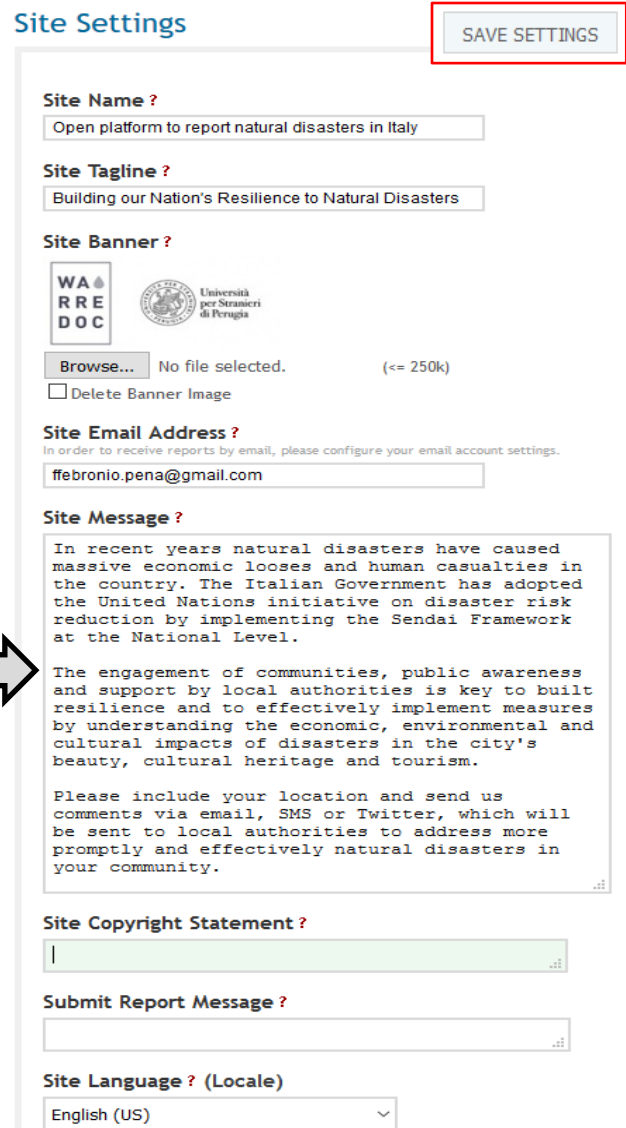
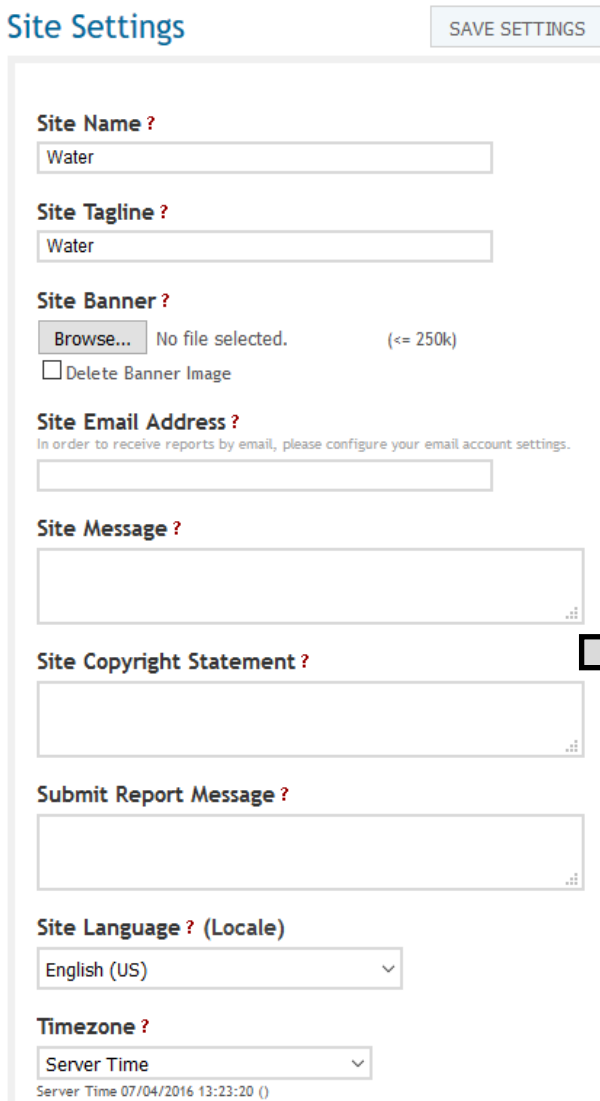
- The Crowdmap classic interface will appear on your screen. Click manage your account, followed by new deployment. Create a new web map address and enter your map details. The map address is a permanent and unique website that cannot be changed; however map details are editable. Accept terms and create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



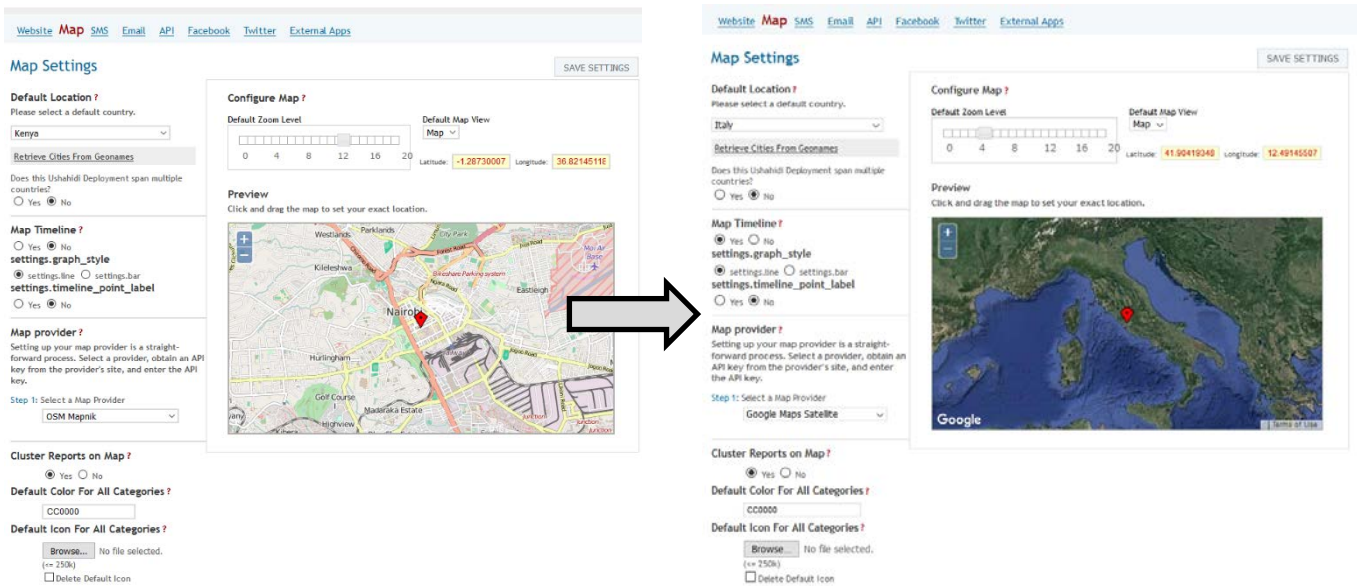
- The interface is ready to be customize. A map of Nairobi and a category box are set by default. Click again in your profile picture at the right corner of your screen and select “Your dashboard”. The dashboard is the channel receptor of all reports and messages, giving you quick stats and a timeline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



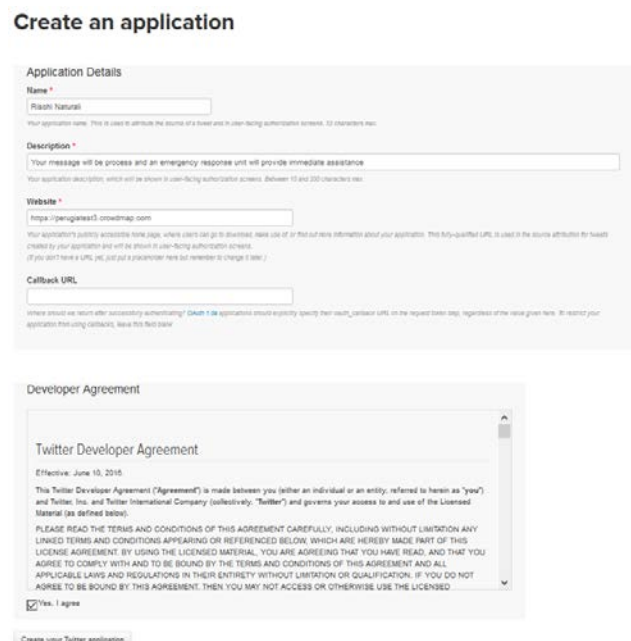
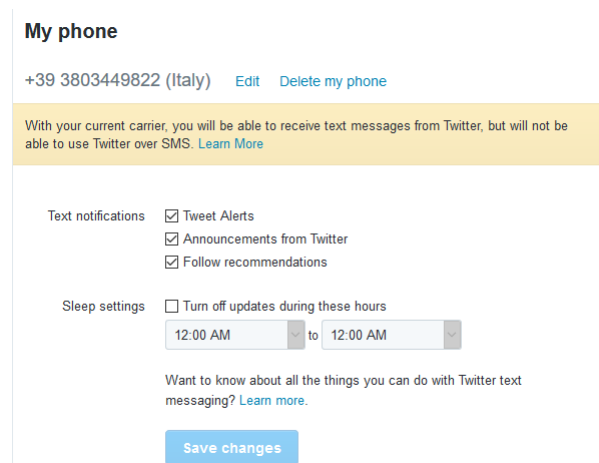
- The website settings offer a wide range of options to deliver content customized to meet the user needs. In this tutorial you will edit the name, tagline, banner, email address, message, and language. Save settings and proceed with map.



- 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 providers: 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 step:
  1. Sign in on Twitter and link your account to your phone
  2. Visit <https://apps.twitter.com/> and click “Create new App”
  3. Click on “Create a new application” and fill the details



Twitter Apps

Create New App

Create your Twitter application

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.

The screenshot shows the Twitter Application Management interface for an application named "Rischi Naturali". It includes tabs for Details, Settings, Keys and Access Tokens, and Permissions. A "Test OAuth" button is visible. Below the tabs, there is a message about emergency response and a section for Organization. The Application Settings section is expanded, showing fields for Access level, Consumer Key (API Key), Callback URL, Sign in with Twitter, App-only authentication, Request token URL, Authorize URL, and Access token URL.

The screenshot shows the Twitter OAuth Tool interface. It contains fields for OAuth Settings: Consumer key, Consumer secret, Access token, and Access token secret. Below these are Request Settings: Request type (with radio buttons for GET, POST, DELETE, PUT, HEAD) and Request URL. A "get OAuth Signature" button is at the bottom.

The screenshot shows the Twitter Setup Options page. It has a "SAVE SETTINGS" button and a "TEST SETTINGS" button. The page provides instructions on how to get OAuth information and includes a link to a wiki page for configuration. It contains the same OAuth information as the previous screenshots: Consumer Key, Consumer secret, Access Token, and Access Token Secret. At the bottom, there is a field for "Twitter Search Terms" with the example "rischinaturali, emergenzacn" and a note that hashtags should be separated by commas.

- 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.

Category	Color	Actions
<b>Floods</b> Above 1 meter depth	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Earthquakes</b> All scales	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Landslides</b> All types	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Extreme Temperatures</b> Droughts, water scarcity, wildfires	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Snow Storms</b> Halls and blizzards	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Tsunamis</b> All types	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Volcano Activity</b> Ash storms, volcanic bombs, blocks	[Delete]	<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a>
<b>Trusted Reports</b> Reports from trusted reporters		<a href="#">Edit</a> <a href="#">Visible</a>   <a href="#">Delete</a> <a href="#">Special Category ?</a>

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

The screenshot shows the WARREDOC homepage. At the top left is the logo and the text 'Università per Stranieri di Perugia'. A search bar and a 'SUBMIT A REPORT' button are at the top right. A navigation menu includes 'HOME', 'REPORTS', 'SUBMIT A REPORT', 'GET ALERTS', and 'CONTACT US'. A news article is displayed with the text: 'In recent years natural disasters have caused massive economic losses and human casualties in the country. The Italian Government has adopted the United Nations initiative on disaster risk reduction by implementing the Sendai Framework at the National Level. The engagement of communities, public awareness and support by local authorities is key to build resilience and to effectively implement measures by understanding the economic, environmental and cultural impacts of disasters in the city's beauty, cultural heritage and tourism. Please include your location and send us comments via email, SMS or Twitter, which will be sent to local authorities to address more promptly and effectively natural disasters in your community.'

Below the article is a 'FILTER' section with 'ALL', 'NEWS', 'PICTURES', and 'VIDEO' options. A 'CATEGORY FILTER' sidebar lists: ALL CATEGORIES, FLOODS, EARTHQUAKES, LANDSLIDES, EXTREME TEMPERATURES, SNOW STORMS, TSUNAMIS, VOLCANO ACTIVITY, and TRUSTED REPORTS. A map of Italy is shown with a scale of 1:1,440. Below the map is a line graph with the x-axis labeled from 21 Mar 2012 to 30 Apr 2012 and the y-axis from 0 to 1. The graph shows a red line that rises sharply from 0 to 1 by early April and then gradually declines towards 0 by late April.

At the bottom right, there is a 'How to Report' section with instructions: 'By sending a message to 393803449822', 'By using an app: iPhone, Android', 'By sending an email: federico.gera@gmail.com', 'By sending a tweet with the hashtags: #risconaturali, #emergenzait', and 'By filling this form on our website'. Social media icons for Facebook, Twitter, YouTube, and Email are at the bottom.

**Congratulations!**

**You have successfully completed this tutorial.**