DevResults Frequently Asked Questions
for INL Partner Users

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This document serves to address Frequently Asked Questions (FAQs) from INL Partner Users on how to best use the DevResults performance monitoring database during implementation and reporting on INL-funded projects, in partnership with your INL Project Manager (PM).

Who should INL partners contact for help?

For help with the following issues, please refer to the below points of contact.

- **Problems logging in**: Email INL-DvR-Mailbox@state.gov or view the login guide specific to INL Partners: INL DevResults User Guide: New Users – Log In to DevResults (Partner Users)
- **Problems using DevResults once logged in**: If you have questions on project details or general DevResults questions, contact the DevResults Help Desk for assistance by clicking Help at the top right of your screen and click "Contact Helpdesk." Your help request will be assigned to the appropriate team at DevResults or INL depending on the nature of your question.
- **Guides to various elements of DevResults and how to use it for INL Partners**: You may access user guides and additional help materials by navigating to the INL User Guide.
- **Requests or guidance on revising indicators**: Discuss suggested changes with the INL Project Manager and revise the Indicator Information Report to reflect desired changes (see instructions here).
- **Questions about submitting performance reports**: Reach out to your INL Project Manager.
- **All other questions**: Email INL-DVR-Mailbox@state.gov.

How can INL Partners request access to the INL DevResults site?

Ask your INL Project Manager to contact the INL DevResults team, requesting to add you or other staff as users to the INL DevResults site. To add users, the INL DevResults team needs the following information: Name, Email, Organization, and Projects the user will need access to. If your organization prefers that some staff be allowed to enter data but not approve it, please indicate whether the requested users should have data approval permissions or not. The default is that users have data approval permissions for their projects.

Do INL Partners need to use a mobile device to login to DevResults with Okta?

Yes. You will need a mobile device to download and register with the Okta Verify application to access DevResults via multifactor authentication. You may use your personal mobile device to download Okta Verify and use it to access DevResults. Please view the New Users – Log In to DevResults guide for more detailed instructions. Note that Okta Verify is NOT a State Department application. It is a third-party app widely used for multifactor authentication.

Can INL Partners use the INL DevResults Training site?

Yes. You can request access to the INL DevResults Training site if you would like to test out changes before updating the live site; however, we recommend practicing with the live site to ensure you are able to practice reporting the actual results for the first quarter of your project. Further, please be aware that the training site is refreshed with data from the live site on the first Friday of each month, meaning that any updates made in the training site will be deleted on a monthly basis. Please ask your INL Project Manager to request access for you.

How can INL Partners remove users from their projects on the DevResults site?

Partners may contact INL-DvR-Mailbox@state.gov directly to request the removal of users when, for example, staff leave the organization or change project portfolios.

What should INL Partners do if they have successfully logged in once but then get locked out of DevResults?

Partners should contact INL-DvR-Mailbox@state.gov directly to request assistance with their account. Note that lockouts usually occur because the user has not logged in to DevResults within 60 days. Reminders are sent prior to the 60-day deadline. Please heed these reminders and log in to your account to prevent account lockout.

How often must an INL Partner reset their Okta password?

DevResults INL Partner users' Okta passwords need to be updated every 60 days for security purposes. Between 55 and 60 days after last changing their Okta password, Partners will log in with their old password and then receive an on-screen prompt to create a new password.

INL Partner Okta users can also independently reset their password at any time. It is important to note that a password can only be reset once in a 24-hour period and a user's security question will be used. If an INL Partner is having issues resetting their password, please reach out to the INL DevResults Support team at INL-DvR-Mailbox@state.gov.

When can INL Partners start entering data?

As soon as you have set up your user accounts and completed a DevResults Part 1 training with INL, you can begin entering data, i.e., reporting against your project indicators and narrative questions for a given quarterly reporting period.

When should INL Partners submit their quarterly performance data in DevResults?

You should enter data according to the agreed-upon reporting timeline for your project with INL, with performance reports usually due 30 to 45 days after the end of a reporting period. For example, for the July-September quarter, you should submit your indicator data and narratives by October 30 (30 days) or November 15 (45 days). Please confirm with your INL project manager the reporting deadline for your specific project.

Is it OK for INL Partners to submit a manually drafted performance report after they have been trained on DevResults?

If your project was enrolled in DevResults from the beginning, you may only submit performance reports using DevResults and the Project Report Tool.

If your project transitioned to DevResults during project implementation, and you previously submitted reports for this project outside of DevResults, you may use the first quarter after you receive training as a period of transition. You may submit your regular quarterly report via the previously agreed-upon process with your INL Project Manager to ensure you have met your quarterly reporting requirements, while at the same time working to translate the contents of your report into the indicator and narrative reporting required in DevResults. If you find any problems with indicator setup at this time, you should reach out to your INL PM, and depending on their guidance, you may want to request revisions to your indicators. If so, please see the Indicator Information Report guide for a detailed explanation of that process. For the next reporting period, you will be expected to only use DevResults for your performance reporting.

Do INL Partners still need to submit a performance report document to their INL Project Manager in addition to submitting data in DevResults?

Yes, although you should not write a separate report. INL has created a Project Reporting Tool (PRT) that creates a Performance Report in Word based on the information submitted in DevResults. See more information below.

What is the automated Project Reporting Tool and why are we using it?

The INL Project Reporting Tool (PRT) generates an office-owned, tailored report that meets the compliance needs of the Department, Partners, and INL users. It enables an automated download of data from INL's instance of DevResults, a global performance monitoring platform, and annotation of metrics and values for INL projects according to Bureau preferences. It also provides the ability to implement data quality measures in project data.

The PRT is only for performance reporting. If financial reports and performance reports were previously submitted in the same document, the financial report should be submitted in a separate document. Please see this comprehensive Performance Report User Guide for additional information.

How can INL Partners request the automated Performance Report?

To request an automated performance report, navigate to INL Project Reporting Tool (PRT) and fill out the fields as instructed. Once submitted, a report will be automatically generated within 1 minute and saved to the computer's local Downloads folder. You can request the generation of a report as many times as needed, during any stage of the data entry and submission process (before submission, after submission, or after approval). Please see this comprehensive Performance Report User Guide for additional information.

What should the INL Partner do with attachments that would normally accompany their performance report?

You may send additional information as separate documents or append them to the PRT-generated performance report and submit everything as one document. It is best to talk to your INL project manager about the easiest ways to submit and receive the information. Additional information generally includes things like conference agendas, invitee lists, raw survey data, assessment reports, and course training materials.

Can INL Partners include photos?

Yes. You may upload photos to the 'Photos' tab on the project page.

What is the purpose of checklists? How do INL Partners decide whether to track progress with an indicator or a checklist item?

Checklists are useful for tracking milestones or deliverables – i.e, aspects of project implementation that occur once – whereas indicators are intended to track aspects of project implementation that change regularly and should be monitored over time. For example, "Develop Standard Operating Procedure" would be a checklist item. Once it is done, you do not need to track it anymore. On the other hand, "percent of detainee intake processes conducted in accordance with the Standard Operating Procedure" would be an indicator, that is, something to report on and monitor over time. Please see the Checklists Guide for Partner Users for more information.

Who should enter indicator targets?

Your INL Project Manager will enter targets. Both you and your INL Project Manager should agree that the targets are reasonable and robust.

Can targets be changed after they are entered?

Yes. There is nothing preventing INL or Partners from changing targets at any time. As a best practice, the Partner and INL Project Manager should both agree to any revisions before they are made. It makes sense to revise targets if new information suggests that the original targets are either too low or unachievably high.

What is the process for requesting edits to indicators?

The process to edit indicators starts off by generating an automated indicator information report. To generate an automated indicator information report, navigate to https://prt.inl.state.gov/ and fill out the fields as indicated in the Indicator Information Report guide. A report will be generated in about 1 minute and saved to the computer's local Download folder.

After downloading the indicator information report, make edits to indicators in tracked changes, and then send to your INL Project Manager for discussion. Once you have received approval from your Project Manager, then your Project Manager will send the document with your requested changes to INL-DvR-Mailbox@state.gov with the DevResults POC copied.

It is often helpful to have a conversation with your INL Project Manager and the DevResults Rollout Team to discuss changes that may be somewhat complicated (such as how to structure the data that is submitted for a given indicator). Please reach out to your INL Project Manager to request a meeting.

When is a good time to revise indicators?

If you are reporting in DevResults for the first time for a given project, you may need to make changes to indicators right away, to ensure that indicator set-up reflects the data you must report.

After initial adjustments, the most typical time to make changes to indicators is after data are submitted and approved for a given reporting period. After reviewing the data, you and your INL Project Manager may decide that certain changes to the indicators would increase the effectiveness or efficiency of project monitoring. You and the INL Project Manager would work with the INL DevResults Team to implement changes to the indicators before the next reporting period, when the changes would come into effect for reporting.

What should INL Partners do if they miss the DevResults training or need a refresher?

For INL Partners who miss training or need a refresher, we encourage you to review the detailed user guides on our INL DevResults User Guide page.

If INL Partners encounter any problems, you are welcome to send a message to INL-DvR-Mailbox@state.gov or click "Help" in the upper-right hand corner of the DevResults page and then select "Contact Helpdesk" from the drop-down menu.

What should INL Partners do if they have new staff who need DevResults training?

INL offers training to Partner staff whenever a new project is enrolled in DevResults. INL DevResults training is project-specific; therefore, we do not offer general training courses on a regular basis to anyone who needs it. If there is turnover during the project's implementation period, INL asks that Partner organizations make every attempt to transfer knowledge from staff who are leaving to staff who are arriving. If this is not possible, and the Partner is unable to use DevResults without INL-provided training for new staff, please ask your INL Project Manager to request training on your behalf from the INL DevResults team.