CommCare Plan Details

The following information describes different aspects of features in CommCare that are found in our Software Plans. You can see a full list of CommCare software plans at www.commcarehq.org/pricing.

App Creation & Management

CommCare App Builder: CommCare features a user-friendly application builder that allows anyone to create a CommCare application without programming expertise. The application builder enables complex branching logic and data validation. The intuitive drag-and-drop user interface enables non-technical users to build applications.

Application Exchange (App store): As the first open-licensed “app store” for mobile health, CommCare Exchange enables people to share and access pre-built CommCare applications at no cost. The CommCare community adds new applications on a regular basis for multiple sectors.

Application release manager: Manage multiple versions of your application, and remotely deploy new versions.

App Features

Data collection: CommCare supports data collection via mobile applications. This includes answers to different question types, including text, multiple choice, numeric, media capture (image, audio, video, signature), and advanced questions (GPS, barcodes, android app callouts).

Case management: CommCare supports case management, which enables the users of the mobile app to register people or items of interest and track case management associated data over time.

Multilingual support: Switch between multiple languages in your application, including non-roman character languages. For faster translations, use the “bulk upload” feature.

Multimedia: CommCare applications can include multimedia such as images, audio, and video, which can be used for counseling or to aid low-literate users.

Complex decision support: Complex workflows have the ability to track people and other entities over time and can include complex branching logic and rules for parsing and responding to messages. Organizations that support frontline workers or stock tracking often need complex workflows as opposed to simple workflows (which normally just support data collection).

Lookup Tables: Allow your mobile applications to “look up” information from an external data set. Lookup tables are useful for when you want to reference large amounts of information, such as Weight-for-Age Z Score tables for nutrition projects or extensive geographical locations.

User Case Management: Track data about your mobile workers over time. You can use this data to drive workflows in your application, just like regular case data.

CommCare Supply Solution: Integrated with CommCare, CommCare Supply is an open-source solution designed to strengthen logistics management through the use of mobile technology. Its purpose is to support health workers and other mobile agents who manage commodities in low-resource settings.

Web-based Applications: Deploy your application to the mobile phone or the web. Log in and use the application via your web browser.

Custom branding: Display your logo instead of the CommCareHQ logo both on your web project space and Android mobile applications.

Profiles: Create region-specific application profiles that only install specific languages and multimedia to a phone. These reduce the installation size for applications that support a large number of languages or regions.

Messaging (SMS/Voice)

Dimagi charges incoming and outgoing messages on a per-message fee. For a full list, click here.

One-way Messaging: Configure outbound SMS systems that can be sent to both mobile workers and clients for broadcast messaging and targeted reminders.

Live SMS Chat: Log into CommCareHQ and directly chat (over an IM interface) with mobile workers and clients.

Access Dimagi’s in-country gateways: Sending and receiving automated SMS messages requires communicating with mobile networks. This is the job of SMS gateways. Dimagi’s SMS system comes with a gateway to a variety of countries worldwide. We provide a number of incoming and outgoing messages using our gateways included with each plan, Standard and above.

Android Gateway Setup: To establish SMS connectivity in countries where we don’t have our own SMS gateway set up, we offer integration with Telerivet so that you can use your phone with CommCareHQ to send and receive SMS to and from your project’s recipients.

Two-way Messaging: CommCare can be configured to support two-way messaging, which enables data collection over SMS or scheduling surveys to recipients using a rules engine.

Support to connect new in-country gateways: For larger high-volume projects in countries we do not already support, Dimagi can support purchasing and connecting a new gateway to CommCareHQ.
Reporting & Analytics

**Pre-build Reports:** View pre-built reports to get a high-level overview of key indicators and drill down into your data.

**Scheduled Email Reports:** Schedule regular emails of key reports to specific email addresses.

**Excel Dashboard Linking:** Set up a real-time link between a form or case export on HQ and a preconfigured Excel report. Excel calculations and graphs will update automatically on a regular basis as new data comes in.

**Case Importer:** Create or update cases in bulk using Excel. With this feature, you can make changes or create new cases quickly and effectively.

**Report Builder:** Design and build your own reports based on data from your CommCare application. Publish reports or schedule emails to share reports with other users.

**Data Management:** Use the features in our data management toolkit to ensure all data on CommCareHQ is clean and accurate. With these features you can edit erroneous form submissions and archive test data, leaving a virtual paper trail of your changes.

**Custom Report Access:** Access to custom reports. Note that the actual development of custom reports through Dimagi is a separate cost. Organizations that want additional reporting capabilities beyond what is offered in standard reports can contract with Dimagi to develop custom reports. Dimagi’s team works with organizations’ project teams to clarify and define all reporting indicators and features requested. The reports are deployed to the specific project they were designed for, but not available to other domains. The actual development of custom reports would form part of a Service Package and is not included in Software Plans.

Security

**Two-factor Authentication:** Turn on two-factor authentication for your web user to add a second level of authentication and make your account more secure. For projects on Advanced plans, you can enforce two-factor authentication for all members of your project.

**Deidentified data:** Mark a data point as “identifying” and the export tool will randomly transform the data during export. This is useful for projects collecting health data that need to de-identify a dataset to meet privacy requirements.

**Security Policy Control and Enforcement:** Enforce stronger account security for web and mobile user accounts in your project. Require two-factor authentication for web users and strong passwords for mobile workers.

**HIPAA compliance assurance:** You might prefer or require HIPAA compliance if you are concerned about having the highest standards of security regarding your projects’ personal health information. Standard hosting is also secure, but not signed off as officially compliant with HIPAA certified hosting. Under the Advanced and above plans, Dimagi ensures that all data that is collected and hosted on CommCareHQ meets the essential security and availability requirements for HIPAA compliance. Dimagi also gives access to signing a HIPAA Business Associate Agreement (BAA) for the Advanced and above plans.

User Management

**User Groups:** CommCare User Groups allows organizations to group their mobile workers into different groups. You can use groups to filter reports and set up data sharing between users.

**Case Sharing:** Being able to share data across users.

**Role-based access:** Restrict web users from accessing certain data or features by assigning them permission levels. This includes restricting access to identifying data that would violate HIPAA or other privacy standards.

**Bulk User Upload:** Create and update your mobile worker groups, usernames, passwords, and other information in bulk through an easy excel import/export tool.

**Organization-based case sharing:** For projects using case sharing between different groups of users, automatically manage case sharing privileges based on your organization’s hierarchy. Create an org chart that represents your organizational hierarchy and add mobile workers to different working groups or locations.

**Organization-based data export and user management restrictions:** For projects using the the organization hierarchy, restricts the data exports and ability to edit mobile workers based on which part of the org chart a web user is assigned to.

System Integration

**Data synchronization:** For projects that want to maintain their own in-house SQL database, use our CommCare Data Export Tool to sync CommCare data to your server.

**API Access:** CommCare supports access to Application Programming Interfaces (APIs). This allows organizations to configure CommCare so that all collected CommCare data can be integrated into external software programs.

**Built-in integration (mobile apps, devices):** Access a set of built-in integrations between CommCare apps and a built-in 3rd party apps and devices.

**External integration framework (mobile apps, devices):** Access to our integration framework that enables software developers to integrate CommCare apps with third party apps and devices.
Support

**Online Learning Resources:** Everyone has access to the CommCare Help Site and the CommCare Users forum. The CommCare Help Site has helpful documentation and tutorials. CommCare Users is a community-supported forum, for questions related to using CommCare. CommCare users from all over the world ask questions and share information.

**Direct Email Support:** With direct email support, organizations have access to a direct email address to reach Dimagi staff for CommCare support.

**Guaranteed Response Time:** Dimagi support staff will review any issues you report and contact you with a first response within the guaranteed response time.

**Phone Support:** In addition to reporting issues through our direct email support, you can call the Dimagi support line to report issues. Dimagi support staff will respond by email or over the phone within the guaranteed response time.