

Spotlight Session: AccessRC

Tuesday 24th June 2025
15:00 CEST

*Join us to hear about some of
the latest AccssRC features
and how National Societies
have been using this exciting
new tool.*



CashHub

Thank you for joining



Please kindly mute your microphones when not speaking



Following the call, we will share the presentation slides and the relevant materials with all of you

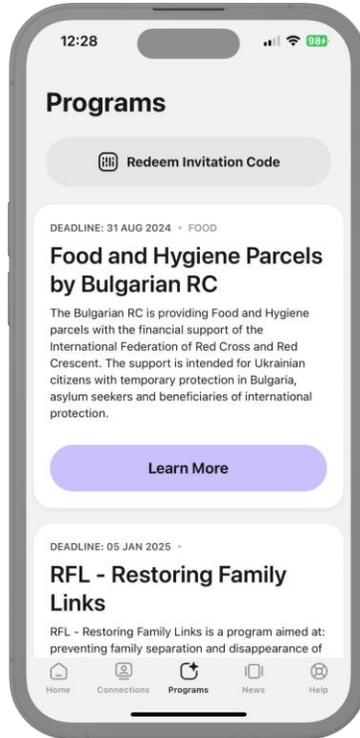


Please be advised that today's session will be recorded

AccessRC App Download

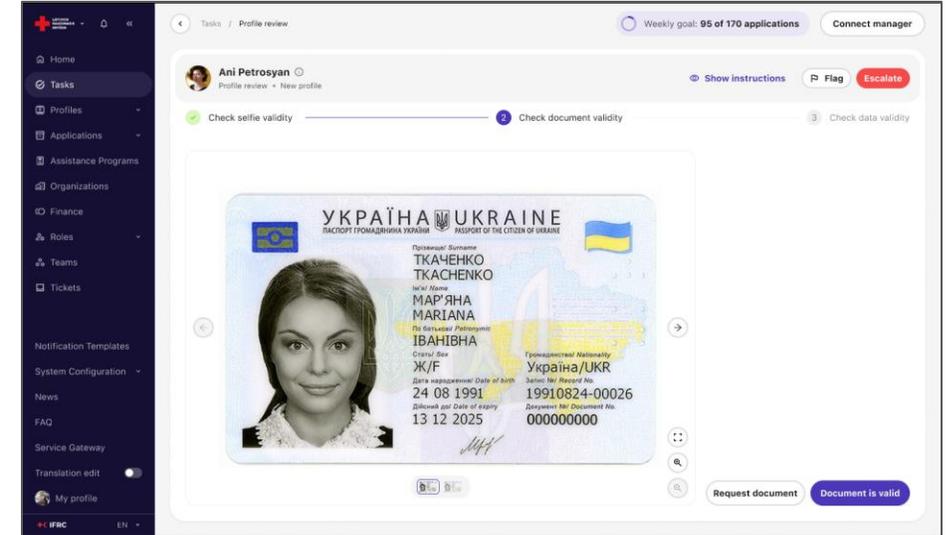


What tools do I get with AccessRC?



Public User: Mobile App

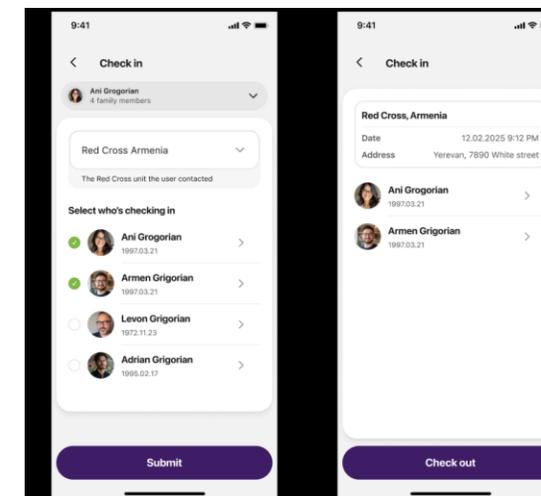
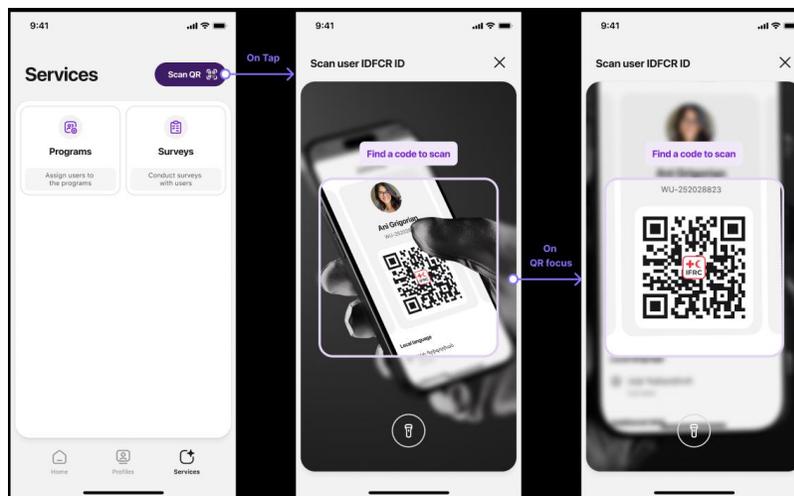
Beneficiary registration, communication, & application management



National Society: Program Management Module

Program configuration, application management, messaging, delivering digital assistance

New tool due to be released Summer 2025



National Society: “Worker App”

This field companion App equips frontline staff and volunteers to register beneficiaries, apply for assistance on their behalf, and track service delivery at branches. It bridges gaps for those without smartphones by allowing workers to handle registrations, redemptions, and surveys directly.

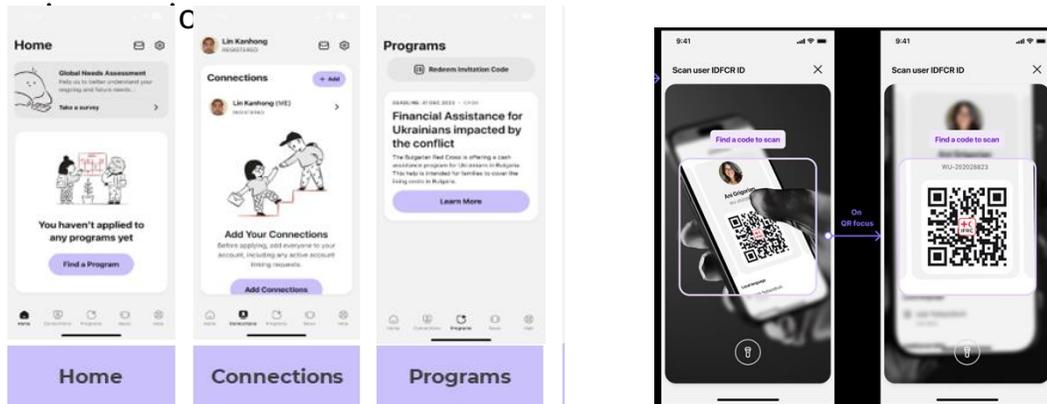
- Register individuals and households for accounts
- Assist in the applications for people without smartphones
- Support QR code-based service redemptions: a simple digital “voucher” that can be scanned to instantly verify eligibility and record that the service (voucher, food, NFIs or another service) has been delivered
- Check beneficiaries in by scanning IFRC IDs (anonymous layer) to track at branches or other service-point like evacuation centres, shelters or humanitarian service points.
- Complete surveys on behalf of individuals who lack mobile devices – supporting assessments, PDMs, etc

Process Overview: AccessRC – Mobile based humanitarian service delivery

1 User create accounts:
Accurate Registration with document digitization & ID matching



2 Mobile app connects them to the local National Society remotely and/or in person:
Backend infrastructure seamlessly matches user to the local National Society and the programs they offer remotely and/or in-person



3 Always connected to a user:
With an account, a user is always connected to the Red Cross Red Crescent Network – opening a door to continuity of care including returnee support



Overview of AccessRC Usage and Impact

NS	Impact and evidence
Europe	
1. Bulgaria	First NS to use for non-cash programs (food and NFI) for other migrants (in Arabic & Farsi) + training branches
2. Hungary	Prototyped an "info only" program for RFL
3. Latvia	Late adopter but from initial request in late February 2025 to launch in March was less than 2 weeks
4. Lithuania	Is now adopting AccessRC as part of a new high-value “check-in” service requested by the national government to streamline mass evacuations
5. Moldova	Used AccessRC to help demonstrate gaps in UNHRC coverage and supported 35,000 people (registered and paid) in 4 weeks over the holiday period during the winter from 14 December to 14 January 2022/23
6. Montenegro	Deployed mobile units to augment self-enrollment with assisted self-enrollment
7. Poland	Tried in person models in the Ukraine Response for approximately 6 weeks reaching around 800 HHs or 18% of original target before switching digital self-enrollment to go on and complete multiple programs assisting over 54,000 people
8. Romania	First to use and in just weeks, the Romanian RC leveraged AccessRC to assist over 20,000 households in the Ukraine response — positioning itself as the partner for Cash Assistance in Romania
9. Slovakia	Leveraged system and enrollees of MPCA to build programs targeting school aged children, health, and shelter programs
Türkiye	Turkish RC is actively integrating AccessRC with its QRed voucher system to extend reach and capabilities of humanitarian services in NW Syria
Americas	
10. Colombia	After a successful AccessRC test in Jan-Feb 2024, the Colombian immediately deployed the system for Cash Assistance in a DREF response
11. Honduras	Last to pilot for a remote community. Launched in two and a half weeks with a combination of remote and in person support.
12. Peru	First to deploy a needs assessment using AccessRC on 10 April 2025 followed by CVA
13. Ecuador	Trialling use of AccessRC for needs assessment



Evidence Highlights

Speed, Scale, Reach, Resourcing

AccessRC

Lithuania example



Bulgaria example



Ukraine crisis - initial response



Traditional Model

AccessRC 

22 Hours
to register

2 Minutes
to register

Traditional Model

AccessRC 

2 Months
to run program

2 weeks
to run program

Traditional Model

AccessRC 

6 weeks
to run program

10 days
to run program

300 Staff & Volunteers
Needed

5 Staff & Volunteers
needed

42 Staff & Volunteers
needed

14 Staff + Volunteers
needed

Nearest Branch
Only those at branch locations were served

197 KM
Distance of furthest person served to nearest branch

500 HHs
reached

5000 HHs
reached

792 HHs
3 Cities
reached

10,000 HHs
42 hotspots
reached

Duration
Registration/Distribution

Resourcing
Staff and volunteers needed

Reach/Distance
Scale and distance to people served





Integrated Assistance and Contracted Tools

Example of Options, Integrations and Cost Modelling

AccessRC – Unified ID layer

No 3rd Party Cost



With 3rd Party + Cost



Service Agreements

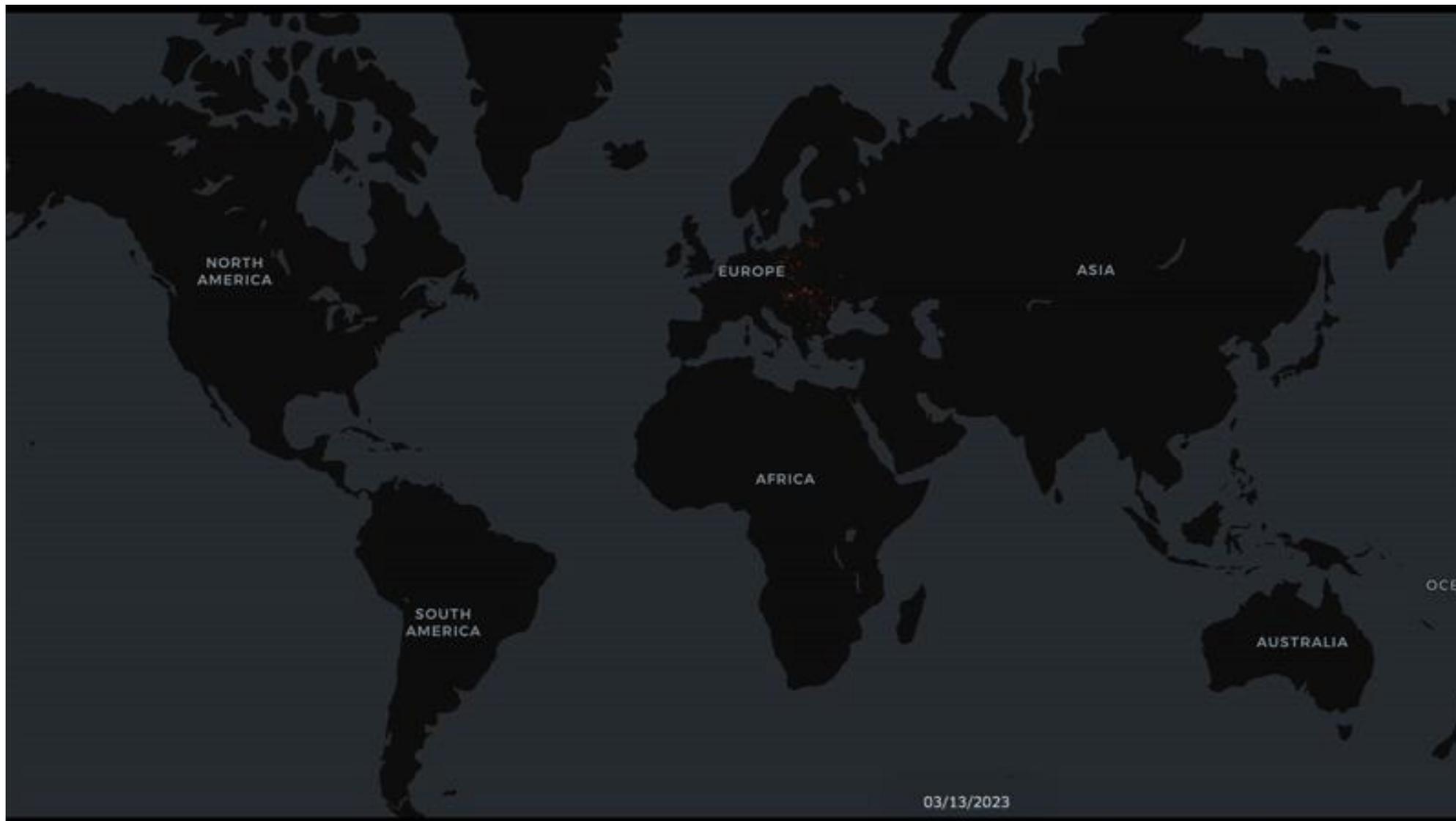


Costing Model

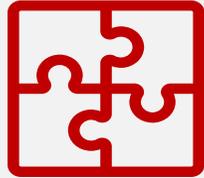


AccessRC – Account Creation and Relocations

March 2023-June 2025



CashHelpdesk



Learning and resources

cash-hub.org

Webinars

cash-hub.org/resources/webinar-series/



Cash Helpdesk

www.helpdesk@cash-hub.org

cash-hub.org/helpdesk/

CashHelpdesk

Questions and technical supports requests can be submitted through the Helpdesk's query form. The form is available in **English, French, Spanish and Arabic.**

cash-hub.org/helpdesk

REQUEST TECHNICAL SUPPORT HERE



English (United States) ▾

Cash Hub - Helpdesk

Welcome to the Cash Hub Helpdesk. The Helpdesk offers remote technical support to staff and volunteers of the Movement related to CVA for preparedness, response and recovery. The Helpdesk is monitored by technical CVA specialists from across the Movement. We may forward your enquiry onto other experts where a specific expertise, knowledge of a specific context or language skills are required to support you.

We are committed to responding to your enquiry within 24 hours.

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* Required

1. Your name *

Enter your answer

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