

## **User Journeys per Stakeholder:**

### **Admin User Journey:**

1. **\*\*Login for Admins\*\***
  - Enter username and password.
  - Authenticate credentials.
  - Gain access to admin dashboard.
  
2. **\*\*View Organization and Donor Lists\*\***
  - Navigate to the respective sections.
  - Browse through the list of organizations/donors.
  
3. **\*\*Review Organization and Donor Submissions\*\***
  - Access the submission review section.
  - View details and documents submitted by organizations/donors.
  - Accept or reject submissions.
  
4. **\*\*Manage Organization and Donor Requests\*\***
  - Access the request management section.
  - Review pending requests.
  - Accept or reject requests.
  
5. **\*\*Password Management\*\***
  - Access account settings.
  - Change password.
  
6. **\*\*View Registered Organizations\*\***
  - Navigate to the registered organizations section.
  - Browse through the list.
  - Search or filter organizations based on criteria.

7. **\*\*View Organization Details\*\***

- Click on an organization from the list.
- View contact details, address, and organization type.

8. **\*\*Delete Organization or Donor Account\*\***

- Access account management section.
- Delete the selected organization or donor account.

**Organization Representative User Journey:**

1. **\*\*Registration\*\***

- Fill in registration form with organization details.
- Upload required documents for verification.

2. **\*\*Submission of Donation Posts\*\***

- Create a new donation post.
- Choose item category and enter details.
- Submit the post for approval.

3. **\*\*Receive Notification for Chosen Donation Posts\*\***

- Receive notification when a donation post is chosen by a donor.
- Coordinate donation pickup.

4. **\*\*View Details of Fulfilled Donation Posts\*\***

- Access the fulfilled donation posts section.
- View details of donations fulfilled by donors.
- Acknowledge donor contributions.

5. **\*\*Delete Fulfilled Donation Posts\*\***

- Access the fulfilled donation posts section.

- Delete the post once the donation is fulfilled.

6. **\*\*View Donor Details for Fulfilled Posts\*\***

- Access the details of fulfilled donation posts.
- View donor details for fulfilled posts.

**Donor User Journeys:**

1. **\*\*Registration\*\***

- Fill in the registration form with personal details.
- Upload required documents for verification (if applicable).

2. **\*\*View Donation Requests\*\***

- Browse through the list of donation requests.
- Filter or search based on category.

3. **\*\*Select Donation Items\*\***

- Choose specific items to donate.
- Specify quantity and other details if necessary.

4. **\*\*Schedule Pickup\*\***

- Choose transportation type and schedule pickup/drop-off time.
- Receive notification for driver arrival.

5. **\*\*View Estimated Time of Arrival\*\***

- Monitor the ETA of the driver.

6. **\*\*Receive Notification for Driver Arrival\*\***

- Receive notification when the driver arrives for pickup/drop-off.

## **The user stories based on the above user journeys (you will be graded based on this):**

1. **\*\*Login for Admins\*\***: As an Admin, I should be able to login using a username and password so that I can securely access the platform's functionalities and manage organizational activities effectively.
2. **\*\*View Organizations List\*\***: As an Admin, I should be able to view a list of all organizations requesting to use the application so that I can assess partnership opportunities and expand the platform's network of collaborators.
3. **\*\*View Donors List\*\***: As an Admin, I should be able to view a list of all the donors that want to volunteer as doctors or teachers so that I can coordinate volunteer efforts and match them with organizational needs efficiently.
4. **\*\*Review Organization Submissions\*\***: As an Admin, I should be able to view and download the information submitted by organizations so I can choose whether to accept or reject the request of the organization to join, ensuring that only credible and aligned organizations are on boarded, maintaining the platform's integrity.
5. **\*\*Review Donor Submissions\*\***: As an Admin, I should be able to view and download the information submitted by donor doctors and donor teachers so I can choose whether to accept or reject the request of the teacher/doctor, ensuring that qualified volunteers are on boarded, enhancing the quality of services provided through the platform.
6. **\*\*Manage Organization Requests\*\***: As an Admin, I should be able to accept or reject organizations requesting to use the application so that I can efficiently onboard credible organizations, maintaining the platform's standards and reputation.
7. **\*\*Manage Donor Requests\*\***: As an Admin, I should be able to accept or reject donors requesting to volunteer as doctors or teachers so that I can ensure that only qualified volunteers are engaged, enhancing the quality of services provided through the platform.
8. **\*\*Password Management for Admins\*\***: As an Admin, I should be able to change my password so that I can ensure the security of my account and protect sensitive information.
9. **\*\*Registration for Organizations\*\***: As an Organization representative, I should be able to register using my first name, last name, gender, email, password, contact number, organization

name, organization type, and organization address, area, governorate, to submit a request to use the web application so that I can showcase my organization's credibility and align it with relevant initiatives, expanding our outreach and impact.

10. **\*\*Location Mapping for Organizations\*\***: As an Organization representative, I should be able to add a Google map location (Google marker) of my organization location so that I can enhance visibility and accessibility, facilitating collaboration and resource mobilization effectively.

11. **\*\*Document Upload for Organization Verification\*\***: As an Organization representative, I should be able to upload document(s) to prove that I am a part of this organization and that it is what it claims to be (school/hospital/church/mosque/non-profit) so that I can establish trust and credibility within the platform's community, facilitating partnership opportunities and resource mobilization.

12. **\*\*Registration for Donors\*\***: As a Donor, I should be able to register using my first name, last name, gender, email, contact number, password, address, area, governorate so that I can contribute to meaningful causes and engage in volunteer activities through the platform.

13. **\*\*Volunteer Role Selection\*\***: As a Donor, I should be able to choose to be a regular donor, teacher, or doctor so that I can offer my skills and time effectively based on my expertise and availability.

14. **\*\*Document Upload for Donor Verification\*\***: As a Donor, I should be able to upload document(s) to prove that I am a doctor or teacher so that I can verify my qualifications and contribute to relevant initiatives, ensuring that my skills are utilized appropriately.

15. **\*\*Clinic Location Specification\*\***: As a Donor, I should be able to specify where my clinic is located (address, area, governorate, Google marker), my specialty, and how many pro-bono cases I can take on so that I can provide healthcare services to those in need and contribute to the community.

16. **\*\*Subject and Class Selection for Teaching\*\***: As a Donor, I should be able to specify which subjects I can teach and how many pro-bono classes I can teach or how many pro-bono students I can give private tutoring to so that I can share my knowledge and skills effectively with students in need.

17. **\*\*View Requested Donation Items\*\***: As a Donor, I should be able to view a list of all the requested items to be donated so that I can identify the needs of the community and contribute to relevant causes.

18. **\*\*Search Donation Items by Category\*\***: As a Donor, I should be able to search for requested items to be donated using category names (clothes, toys, food) so that I can find specific items to donate based on my preferences and interests.

19. **\*\*Category Selection for Donation\*\***: As a Donor, I should be able to choose a category (clothes, toys, food, medical supplies, school supplies, blood donations) so that I can focus my donations on areas where they are needed most, maximizing the impact of my contribution.

20. **\*\*View List of Clothes Donation Requests\*\***: As a Donor, I should be able to view a list of all the requested clothes to be donated so that I can find clothing items to donate that match the needs of the community.

21. **\*\*Filter Clothes Donation Requests\*\***: As a Donor, I should be able to filter the requested clothes by age, gender, and season so that I can donate clothing items that are suitable for specific recipients and occasions.

22. **\*\*View Details of Clothing Items\*\***: As a Donor, I should be able to select a clothing item and view its details such as type of clothing, age, gender, season, material, and the quantity requested of that item so that I can make informed donation decisions.

23. **\*\*Quantity Selection for Clothing Donations\*\***: As a Donor, I should be able to choose how many of a specific clothing item posted I want to donate so that I can customize my donation based on available resources and recipient needs.

24. **\*\*View List of School Supplies Donation Requests\*\***: As a Donor, I should be able to view a list of all the requested school supplies to be donated so that I can identify educational items to donate and support students in need.

25. **\*\*Filter School Supplies Donation Requests\*\***: As a Donor, I should be able to filter the requested school supplies by books, stationary so that I can donate specific items that are needed for educational purposes.

26. **\*\*View Details of Stationary Items\*\***: As a Donor, I should be able to select a requested stationary item and view its details such as type of item, and amount requested of that item so that I can make informed decisions about which items to donate.

27. **\*\*Quantity Selection for Stationary Donations\*\***: As a Donor, I should be able to choose how many of a specific stationary item posted I want to donate so that I can provide adequate support for educational activities.

28. **\*\*View Details of Book Requests\*\***: As a Donor, I should be able to select a requested book and view its details such as book name, author, language, edition, short summary of what the book is about, a picture of the book and the quantity required of that book so that I can contribute relevant educational resources to the community.

29. **\*\*Quantity Selection for Book Donations\*\***: As a Donor, I should be able to choose how many of a specific book posted I want to donate so that I can tailor my donation to meet educational needs effectively.

30. **\*\*View List of Toy Donation Requests\*\***: As a Donor, I should be able to view a list of all the requested toys to be donated so that I can find toys to donate that align with the preferences and interests of the recipients.

31. **\*\*Filter Toy Donation Requests\*\***: As a Donor, I should be able to filter the requested toys by age, gender, and category (board games, stuffed toys, dolls, sports, cars, outdoor) so that I can donate toys that are suitable for specific recipients and occasions.

32. **\*\*View Details of Toy Items\*\***: As a Donor, I should be able to select a requested toy and view its details such as type, age, gender, category, picture of the toy, and quantity requested of that toy so that I can make informed decisions about which toys to donate.

33. **\*\*Quantity Selection for Toy Donations\*\***: As a Donor, I should be able to choose how many of a specific toy posted I want to donate so that I can provide an appropriate number of toys to meet the needs of the recipients.

34. **\*\*View List of Food Donation Requests\*\***: As a Donor, I should be able to view a list of all the requested food items to be donated so that I can identify food items to donate that align with the nutritional needs and preferences of the recipients.

35. **\*\*Filter Food Donation Requests\*\***: As a Donor, I should be able to filter the requested food items by fruits and vegetables, canned foods, fresh meals, baked goods so that I can donate specific food items that are needed and preferred by the recipients.

36. **\*\*View Details of Food Items\*\***: As a Donor, I should be able to select a requested food item and view its details such as item name and quantity required (in KG if fruits and vegetables and amount for the rest) so that I can make informed decisions about which food items to donate.

37. **\*\*Quantity Selection for Food Donations\*\***: As a Donor, I should be able to choose how many of a specific food item posted I want to donate so that I can provide an adequate amount of food to meet the nutritional needs of the recipients.

38. **\*\*View List of Medical Supplies Donation Requests\*\***: As a Donor, I should be able to view a list of all the medical supplies posts to be donated so that I can identify medical supplies to donate that align with the healthcare needs of the community.

39. **\*\*Filter Medical Supplies Donation Requests\*\***: As a Donor, I should be able to filter the medical supplies posts using medical devices, medical equipment, and medication so that I can donate specific medical supplies that are needed by healthcare facilities.

40. **\*\*Filter Medication Requests\*\***: As a Donor, I should be able to filter the requested medication based on medical use so that I can donate medications that are relevant and beneficial for patients.

41. **\*\*View Details of Medical Supplies\*\***: As a Donor, I should be able to select a medical supplies post and view its details such as device type, use, image, quantity so that I can make informed decisions about which medical supplies to donate.

42. **\*\*Quantity Selection for Medical Supplies Donations\*\***: As a Donor, I should be able to choose how many of the required amount of medical supplies posted I want to donate so that I can provide sufficient support for healthcare facilities.

43. **\*\*View List of Blood Donation Requests\*\***: As a Donor, I should be able to view a list of all the requested blood donations made by hospitals so that I can identify opportunities to donate blood and support patients in need.



44. **\*\*Filter Blood Donation Requests\*\***: As a Donor, I should be able to filter the requested blood donations by hospital, governorate, area so that I can donate blood to hospitals that are in urgent need and accessible to me.

45. **\*\*View Details of Blood Donations\*\***: As a Donor, I should be able to select a requested blood donation and view its details such as name of patient, blood type (including RH type), hospital name, hospital area, governorate, hospital address so that I can make informed decisions about blood donation.

46. **\*\*View Hospital Locations\*\***: As a Donor, I should be able to view a Google map location (Google marker) of the hospital location so that I can easily locate the hospital and donate blood efficiently.

47. **\*\*View Teaching Posts\*\***: As a Donor, I should be able to view a list of all the teaching posts made by organizations so that I can identify opportunities to volunteer as a teacher and support educational initiatives.

48. **\*\*Filter Teaching Posts\*\***: As a Donor, I should be able to filter the teaching posts by subject, area, and governorate so that I can find teaching opportunities that align with my expertise and availability.

49. **\*\*View Details of Teaching Posts\*\***: As a Donor, I should be able to select a teaching post and view the details including number of students, address, Google map marker, subjects to be taught so that I can make informed decisions about volunteering as a teacher.

50. **\*\*Choose to Fulfill Teaching Case\*\***: As a Donor, I should be able to choose to fulfill the teaching case viewed so that I can contribute to educational initiatives and support students in need effectively.

51. **\*\*View Medical Cases\*\***: As a Donor, I should be able to view a list of all the available medical cases so that I can identify opportunities to volunteer as a healthcare professional and support patient care.

52. **\*\*Filter Medical Cases\*\***: As a Donor, I should be able to filter the medical cases by medical specialty, organization name, area, and governorate so that I can find medical cases that match my expertise and availability.

53. **\*\*View Details of Medical Cases\*\***: As a Donor, I should be able to select a medical case and view the details of the case, including patient name, age, gender, weight, location (Google marker), address, organization name, medical specialty, and case description so that I can make informed decisions about volunteering for medical care.
54. **\*\*Choose to Fulfill Medical Case\*\***: As a Donor, I should be able to choose to fulfill the pro-bono case viewed so that I can contribute to patient care and support healthcare initiatives effectively.
55. **\*\*Transportation Selection for Donation Pickup\*\***: As a Donor, I should be able to choose the type of transportation (truck/car/motorcycle) I need to come pick up my donated item so that I can ensure the safe and efficient transfer of donated items.
56. **\*\*Schedule Selection for Donation Pickup\*\***: As a Donor, I should be able to choose the time slot that suits me for the driver to pick up the item(s) so that I can coordinate donation pickups at my convenience.
57. **\*\*Schedule Selection for Donation Drop-off\*\***: As an Organization representative, I should be able to choose the time slot that suits me for the driver to drop off the item(s) so that I can ensure that donations are received at a convenient time for the organization.
58. **\*\*View Estimated Time of Arrival\*\***: As a Donor, I should be able to see the ETA of the driver so that I can plan my schedule accordingly and ensure timely donation pickups.
59. **\*\*Receive Notification for Driver Arrival\*\***: As a Donor, I should be able to receive a notification when the driver arrives so that I can promptly retrieve my donated items and complete the donation process.
60. **\*\*View Registered Organizations\*\***: As an Admin/Donor, I should be able to view a list of all the organizations registered on the system so that I can explore partnership opportunities and collaborate with registered organizations effectively.
61. **\*\*Search Registered Organizations\*\***: As an Admin/Donor, I should be able to search the list of organizations registered by name of organization so that I can quickly find specific organizations and access relevant information.

62. **\*\*Filter Registered Organizations\*\***: As an Admin/Donor, I should be able to filter the list of organizations by area, governorate, and organization type so that I can find organizations that align with specific criteria and preferences.

63. **\*\*View Organization Details\*\***: As an Admin/Donor, I should be able to view the contact details, address, and location (Google marker) and organization type so that I can gather relevant information about registered organizations and make informed decisions about collaboration.

64. **\*\*Delete Organization or Donor Account\*\***: As an Admin, I should be able to delete organization/donor account so that I can manage the platform's user database and ensure data integrity.

65. **\*\*Create Donation Post for Organizations\*\***: As an Organization representative, I should be able to create a donation post for an item by choosing a category of the item (clothes, toys, food, medical supplies, school supplies, blood donations) so that I can communicate specific donation needs to potential donors effectively.

66. **\*\*Enter Donation Details for Organizations\*\***: As an Organization representative, I should be able to enter all the details necessary for the item based on the category chosen so that I can provide comprehensive information about the donation request and attract suitable donors.

67. **\*\*Update/Delete Donation Posts for Organizations\*\***: As an Organization representative, I should be able to update/delete a donation and its details so that I can manage donation posts effectively and keep information accurate and up-to-date.

68. **\*\*Update/Delete Account Information\*\***: As a Donor/Organization representative, I should be able to update/delete account information so that I can manage my profile and ensure that my information is accurate and relevant.

69. **\*\*Receive Notification for Chosen Donation Posts\*\***: As an Organization representative, I should be able to receive a notification when a donation post is chosen to be fulfilled by a donor so that I can coordinate donation pickups and acknowledge donor contributions promptly.

70. **\*\*View Details of Fulfilled Donation Posts\*\***: As an Organization representative, I should be able to view the details of the fulfilled donation post so that I can track donation activities and maintain records of received donations.

71. **\*\*Delete Fulfilled Donation Posts\*\***: As an Organization representative, I should be able to delete the fulfilled post so that I can manage donation posts effectively and keep the platform organized.

72. **\*\*View Donor Details for Fulfilled Posts\*\***: As an Organization representative, I should be able to view the details of the donor teacher or donor doctor that fulfilled a teaching or medical post so that I can acknowledge donor contributions and express gratitude.

73. **\*\*View Donor Contact Details for Fulfilled Posts\*\***: As an Organization representative, I should be able to view the contact details of the donor teacher or donor doctor that fulfilled a teaching or medical post so that I can communicate with donors and express appreciation for their contributions.

