

Refill Umlazi – User Manual

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App Version: 1.0

Platform: Mobile (Expo Go | Android/iOS)

Date: August 2025

Introduction

Refill Umlazi is a mobile application built to help Umlazi residents **find water refill stations, check real-time availability, chat with their community, and receive updates on water outages and schedules.** This app empowers users with up-to-date, location-specific information, promoting access to clean water and better communication with municipal administrators.

Getting Started

1. Installation

To use Refill Umlazi:

- Download **Expo Go** from the Play Store or App Store.
 - Scan the provided QR code (or link) to launch the app inside Expo Go.
 - Create an account or log in.
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User Registration & Login

Registration

- Open the app
- Tap “**Register**”
- Fill in your details (Name, Email, Password, and select your location)
- Tap “**Submit**” to create your account

Login


- Tap “**Login**”
- Enter your credentials
- Tap “**Sign In**”

You’ll be redirected to the **Home** screen where you can access all features.

Selecting Your Location



On first login or when editing your profile:

- Choose your location (e.g., Umlazi A, B, C... CC)
- This filters your content to only show chat messages, announcements, and refill stations relevant to **your area**

 *You can update your location at any time from the settings/profile screen.*

Community Chat

Each user can:

- **Send and receive messages** with others in the same location
 - **React to messages** (e.g., , )
 - **Reply to specific messages** using threaded replies
 - All messages are stored in real-time and location-specific
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Announcements

Users receive:

- **Official announcements** from Admins (e.g., new refill stations, emergency alerts)
- Push notifications (if implemented) for urgent updates


Admins can:

- Post announcements visible to users in selected areas
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Refill Stations

This screen shows:

- A **map** with clustered location pins of refill stations
- A **searchable list** of stations by name or address
- Each station displays:
 - Water availability status (Available / Low / Unavailable)
 - Address
 - Navigation button (opens Google Maps to that station)

 Tap a station pin or card to get directions!

Water Outage Schedules








- View **planned or current water outages**
- Each schedule entry shows:
 - Location
 - Start & end time/date
 - Reason (if applicable)

Stay informed and plan ahead during disruptions.

Security & Privacy

- All accounts are protected via Firebase Authentication
 - Your location is used **only** to customize your feed
 - Data is stored securely using Firebase Realtime Database
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App Navigation

Icon/Button	Description
 Home	Main navigation screen
 Chat	Location-specific chat
 Announcements	Admin announcements
 Refill Stations	Map and list of refill stations
 Schedules	Water outage timelines and alerts
 Profile	Edit account or change location
 Logout	Exit your account securely

Support

If you encounter any issues:

- Contact our support team at **support@refillumlazi.co.za**
 - Or speak to your local community leader/admin for help
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✔ Tips for Best Use

- Keep your location updated to receive accurate info.
 - Use the chat responsibly — no spam or inappropriate content.
 - Report refill stations that seem inaccurate or need updates.
 - Check schedules often to prepare for outages.
 - Stay engaged — your feedback improves the app!
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🔴 Future Features (Coming Soon)

- **Push Notifications**
 - **Per-location Chatrooms**
 - **User-submitted Refill Station Reports**
 - **Admin Feedback/Survey Tools**
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📄 Version History

Version	Date	Notes
1.0	Aug 2025	Initial release

📋 Glossary

Term	Meaning
Refill Station	A location where clean water can be accessed
Outage Schedule	Planned water disruption info
Location Chat	Chat specific to the area you're located in
Admin	A verified municipal/community official