**SCOPE DOCUMENT: FixIt Web Application**

1. **Project Overview**

FixIt is a web-based application designed to streamline the process of reporting community issues (graffiti, potholes, broken streetlights, trash and others) to local council or service providers. The app provides a user-friendly experience that allows residents to submit reports with supporting details and track the progress of their issues.

1. **Objectives**

* Provide a simple step by step process for residents to report local issues.
* Allow users to attach photos and precise locations for better clarifications.
* Enable both registered and anonymous reporting options.
* Offer registered users the ability to track their report history and council responses.
* Provide councils with structured and clear issue reports for quicker resolution.

1. **Key Features & Pages**
   * *Home Page*
     1. Introduction to the fixIt app.
     2. Call to action button (‘Get started’)
   * *Select Issue Type Page*
     1. List of common issue categories (graffiti, pothole, broken streetlight, trash, others)
     2. Option to select one issue type to proceed
   * *Enter Details & Upload Photo page*
     1. Text input for issue title and description of issue.
     2. Option to upload one or more photos for clarification.
   * *Add Location Page*
     1. Text input for address
     2. Map integration with draggable pin.
     3. Option to use current location.
   * *Contact Details Page (Two pathways)*
     1. Share details: Enter name, email, phone number and the user consent for follow up
     2. Report Anonymously: Redirect to an anonymous confirmation page
   * *Confirmation/ Thank You Page*
     1. Confirmation message with reference number if details were shared.
     2. Thank you message if reported anonymously with no reference number.
     3. Call to action button (Report another issue: direct to home page, Close: to close web page)
   * *Register Page*
     1. Form to create an account with email, password and basic details
     2. option to choose whether to login with google account or apple account
   * *Login Page*
     1. Form to log in with registered email and password.
     2. Option for password recovery.
   * *History Page (Registered Users Only)*
     1. List of previous reported issues.
     2. Display of report title, status and date.
     3. Ability to click and view details
   * *Issue Details Page*
     1. Full issue details including:
        + Title and status badge.
        + Uploaded photos
        + Location on map
        + Timeline of updates from council
        + Optional reply or comment box
2. **Functional Requirements**
   * Step by step navigation with back and next buttons.
   * Form validation (required fields, correct formats)
   * File upload capability (images)
   * Location detection
   * Session handling for logged in users.
   * Report reference number generation.
3. **Deliverables**
   * Functional web app with all listed pages
   * Clean and consistent design
   * Basic admin dashboard (future phase)
4. **TIMELINE**