Group 3 – Biology and Healthcare Domain

Customer User Manual
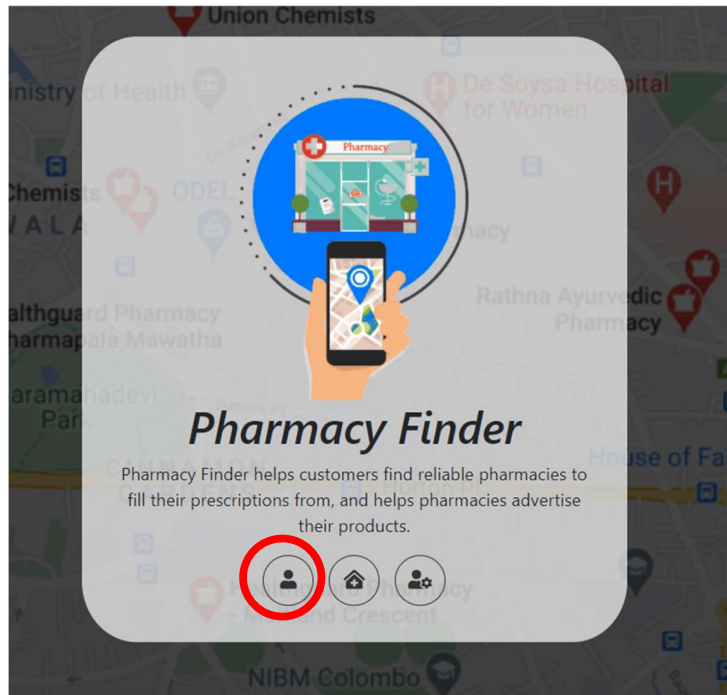
Pharmacy Finder

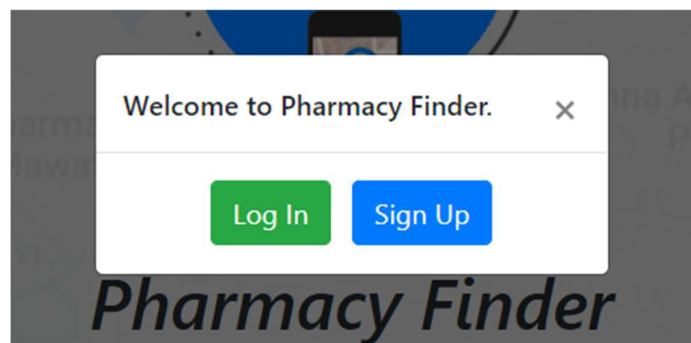# Contents

1   Customer Signup

This use case is reserved for new customers that have not already created an account on the Pharmacy Finder platform. In the home page, the first option (as shown below) is for customers.

Clicking that button reveals

Click sign up to create a new customer account.

Fill in the details for the form below.

Requirements:

- The customer must be 18+ to register on this site.
- Password should have a minimum of 5 characters.

(To enter the latitude and longitude values, use **google maps** to find your current location/the location from which you would like your distance to pharmacies to be measured, and input the values obtained)

After agreeing to terms and conditions and hitting submit, you will be redirected to the login page. Follow the instructions given in section 2.
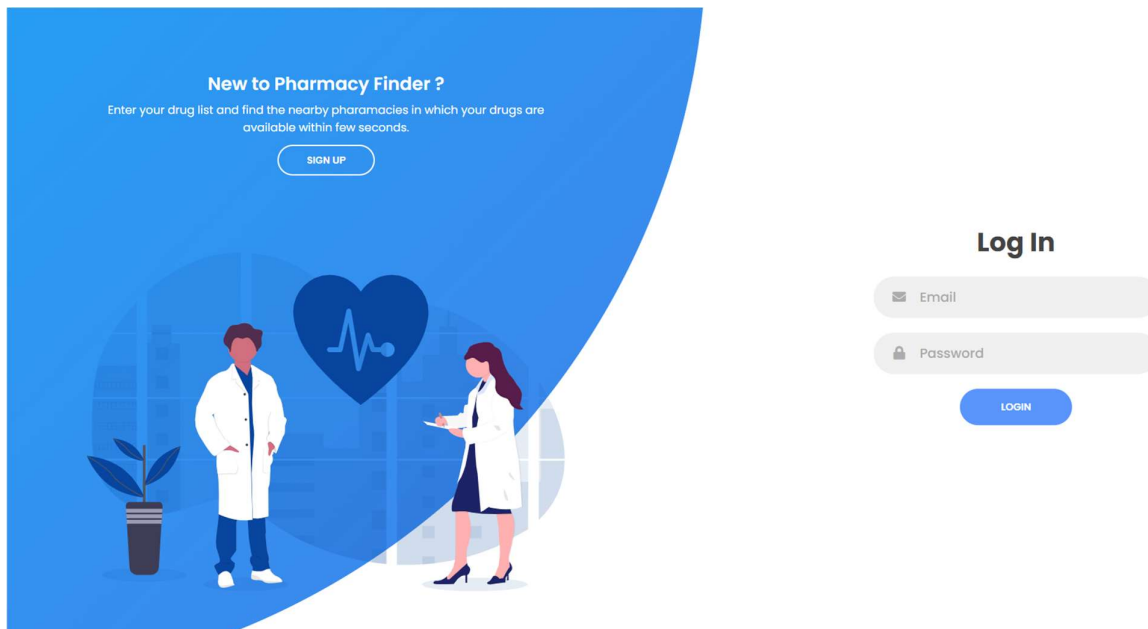
2 Customer Log In

Note: You need to have already registered for an account on Pharmacy Finder to be able to log in to the system.

Select Log In from the prompt below to log in to your customer account.
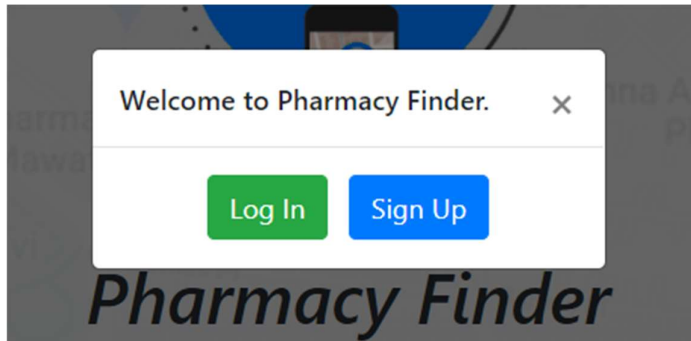
In the prompt below, correctly enter your email and password.

Once you have logged in, you will be redirected to the homepage.

3 Customer Home Page

The customer home page offers a view of all the requests that have been sent by the customer.

The customer can also

1. lookup pharmacies by their name
2. view their profile information
3. create a new request to look for the drugs they need.

3.1 View Request Details

The "View" button next to a specific request allows the viewing of the drugs that were requested, along with the names and addresses of the pharmacies that responded to that request.

3.2 Delete Request

The "Delete" button next to a specific request allows the customer to delete that request.

Note: This should only be done if the customer does not want pharmacies to respond to that specific request anymore

4   View and Edit Profile

If the customer clicks the "View Profile" button on the homepage, they can view the profile
information they initially entered when signing up.

Clicking the "Edit Profile" button on the profile allows the customer to edit specific details like their
address. Clicking "Submit" after editing confirms the new details entered by the customer.

5   Creating a New Request

The drugs you require will be sent in a request to the pharmacies that sell the required drugs within a 30 km radius. To fill in the drug request form, select the "Create New Request" button in the customer home page.

From the request creation page, you will see two lists.

1. Branded Drugs – These are the drugs that you require that are from a specific brand.
2. Drug Types – These are the drugs that can be from any brand. One drug type may have several branded drugs.

When sending the request, if a drug type was selected, the request will be sent out to any pharmacy that contains at least one of the options selected.

Note: Sending the request may take some time depending on the load on the servers. **Do not click anything on the page** until you have been redirected to the customer home page to ensure that the request was sent.
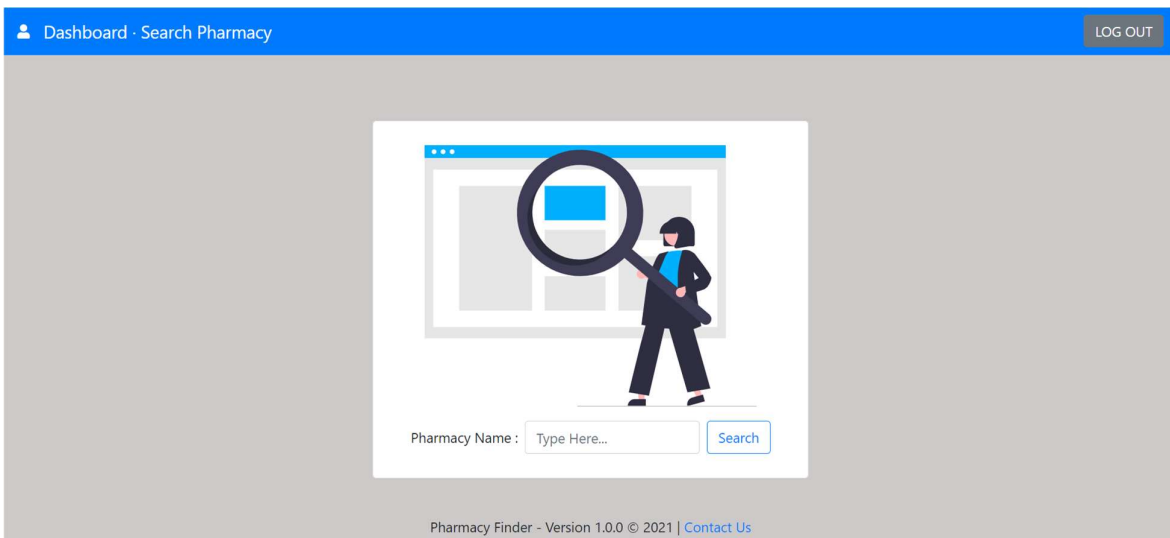
5.1   400 Error – No pharmacies within a 30 km radius
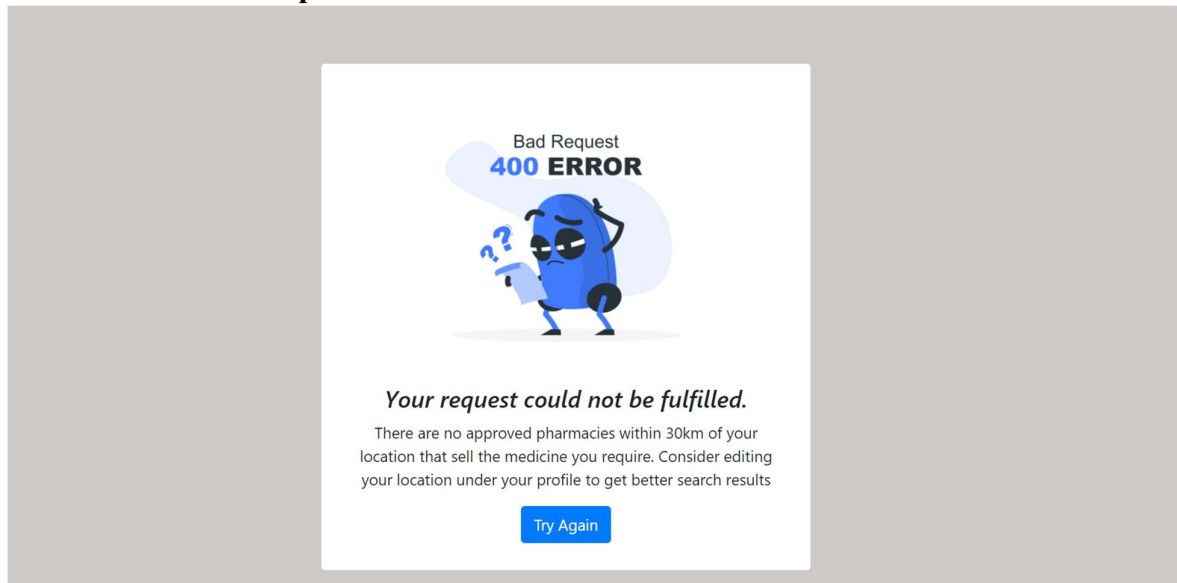
This will occur when the customer location is more than 30 km away from any pharmacies that sell the drugs. In that case, the user may have to edit the location so that they can send the requests to the pharmacies.

6 Search for a Pharmacy

Customers can search for the address and other information about a pharmacy by clicking on the "Search for pharmacy" button in the homepage. The following page will appear.
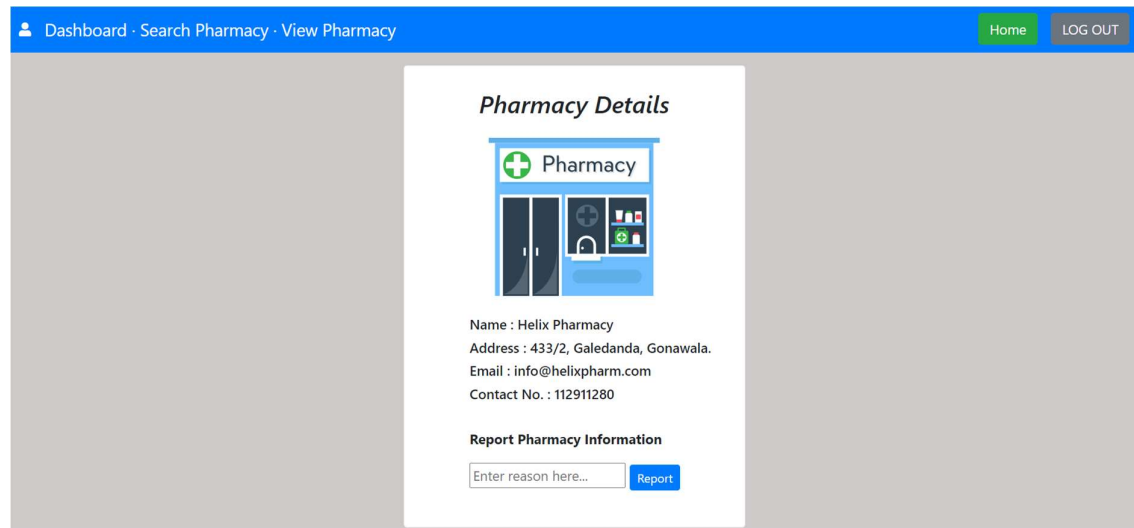

In the search bar, enter the name of the pharmacy, and click "Search". If there is a pharmacy with that name, its information will appear in a new page.
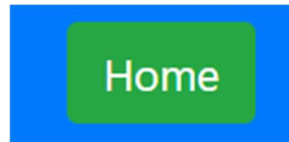

6.1 Reporting a Pharmacy

The customer is also allowed to report any pharmacies they wish to report. One customer can report one pharmacy once only. The report will be sent to the system admin so that they can take any action they deem necessary.

7 Home

You may return to the homepage at any time by clicking the Home button in the top right corner of the screen.

8 Logout

The user can logout from the account by clicking the **"LOG OUT"** button in the top right corner.