

# User Manual

CS3733-C24 Prof. Wong

Team Name: Golden Gargoyles

Team Coach: Mike Wilkinson

**People and Positions Table:**

Team Member	Positions	Github
Tommy Branchaud	<b>Scrum Master, Assistant Lead Software Engineer</b>	<b>ThomasBranchaud</b>
Camren Chraplak	<b>Product Owner, Senior Software Engineer</b>	<b>Chraplak</b>
Klaudio Fusha	<b>Assistant Lead Software Engineer</b>	<b>TheLegacy-Coder</b>
Tyler Giroux	<b>Project Manager, Senior Software Engineer</b>	<b>tylerg327</b>
Silas Joy	<b>Senior Software Engineer</b>	<b>SilasJoy</b>
Zachary Medailleu	<b>Senior Software Engineer</b>	<b>zmedailleu</b>
Noah Newton	<b>Senior Software Engineer</b>	<b>nnewt1</b>
Dimitri Saliba	<b>Lead Developer, Senior Software Engineer Full-stack Feature Developer</b>	<b>dsaliba</b>
Gabriel Shiu	<b>Assistant Lead Software Engineer</b>	<b>s-leirbag</b>
Istan Slamet	<b>Documentation Analyst, Senior Software Engineer</b>	<b>IstanSlamet</b>
Jason Zhang	<b>Senior Software Engineer</b>	<b>zhangjason12</b>

Github link: <https://github.com/CS3733-C24-Team-G/Team-G-Production>

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# Introduction

The purpose of this kiosk application is to provide assistance to Brigham and Women's Hospital's patients, visitors, and employees by helping users perform various tasks. With this application, users may locate rooms and other points of interest in the hospital through an interactive map and submit service requests for patient transportation, flower delivery, maintenance, and more. Our intention is for these services to be accessible from any kiosk located throughout the hospital. Administrator controls are also implemented to allow hospital personnel to edit the interactive map, import or export data from the database, view service requests and employee data, and more. The application includes various other features that our team included to help users enjoy a satisfying and efficient experience. We hope that our application will aid in customer service and improve customer satisfaction as well as aid hospital personnel in providing exceptional care for their patients.

This document is a user manual that includes step-by-step instructions on how to use our application. The document's basic features will be described and explained in detail, such as how to utilize the map controls, side context menu, and other features.

## Map features



### Pan

Click and drag on the map to pan the screen to the desired position. You can also click on the touch screen to the same effect

### Zoom

1. Use the + icon to zoom in on the map.
2. Use the - icon to zoom out on the map.
3. Use the house icon to reset the zoom and position of the map to its original state

You may also use the scroll wheel to zoom in and out on the map to the position of the mouse pointer.

### Change floors

The buttons 'L1', 'L2', '1', '2', and '3' correspond to the floors of the hospital. If a button has a red outline and its text is bold, that floor is currently being displayed.

4. Click on the desired floor to navigate the interactive map to it

## View/hide edges, nodes, hallways

5. Click on the corresponding eye icons to show/hide edges, nodes that aren't hallways, and hallways

## Path planning algorithms

6. Click the drop-down arrow to show the list of available path-planning algorithms (BFS, DFS, A\*, Dijkstra's)
7. Select the desired path-planning algorithm to use

## Select nodes

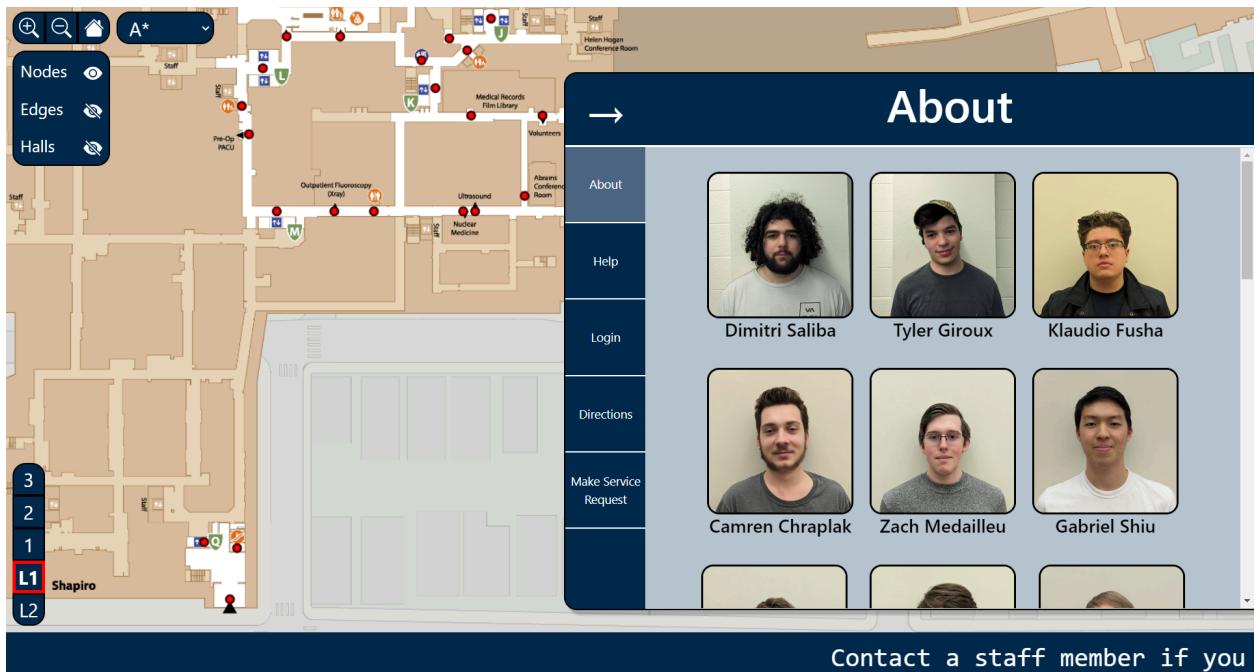


8. Click on a node to select it as the starting location for pathfinding. This node can be on a different floor than the end location
9. Click a second node to select it as the end location for pathfinding. This node can be on a different floor than the start location
10. Hover the mouse over a node to see all of the information pertaining to that node

# Context Menu

Besides the map, every other page the user will navigate to can be found within the context menu, located to the right. All available tabs will be on the very right of the screen when the context menu is hidden. Clicking on any one of the tabs will extend the context menu and display the relevant page. While the menu is open, the user can switch between pages freely by selecting the different tabs. When the context menu is closed, clicking the arrow at the top of it will extend the context menu to show the last visited page. Clicking the arrow again will hide the context menu. Admins and employees are able to view additional tabs that regular users cannot.

## About



The 'About' page contains photos of the members of the team, the role of each member, and general info about the Software Engineering class. Clicking on the various team member photos reveals each member's favorite quote.

Team Member	Role
Thomas Branchaud	Scrum Master
Camren Chraplak	Product Owner
Klaudio Fusha	Assistant Lead Software Engineer
Tyler Giroux	Project Manager
Silas Joy	Full-Time Software Engineer (Front/Back-End)
Zachary Medailleu	Full-Time Software Engineer

Under each team members page, there is a table with all of the team members and their roles on the team. Under that table, there is also a statement of acknowledgement to the Brigham and Women's Hospital and their representative Andrew Shinn.

## Credits

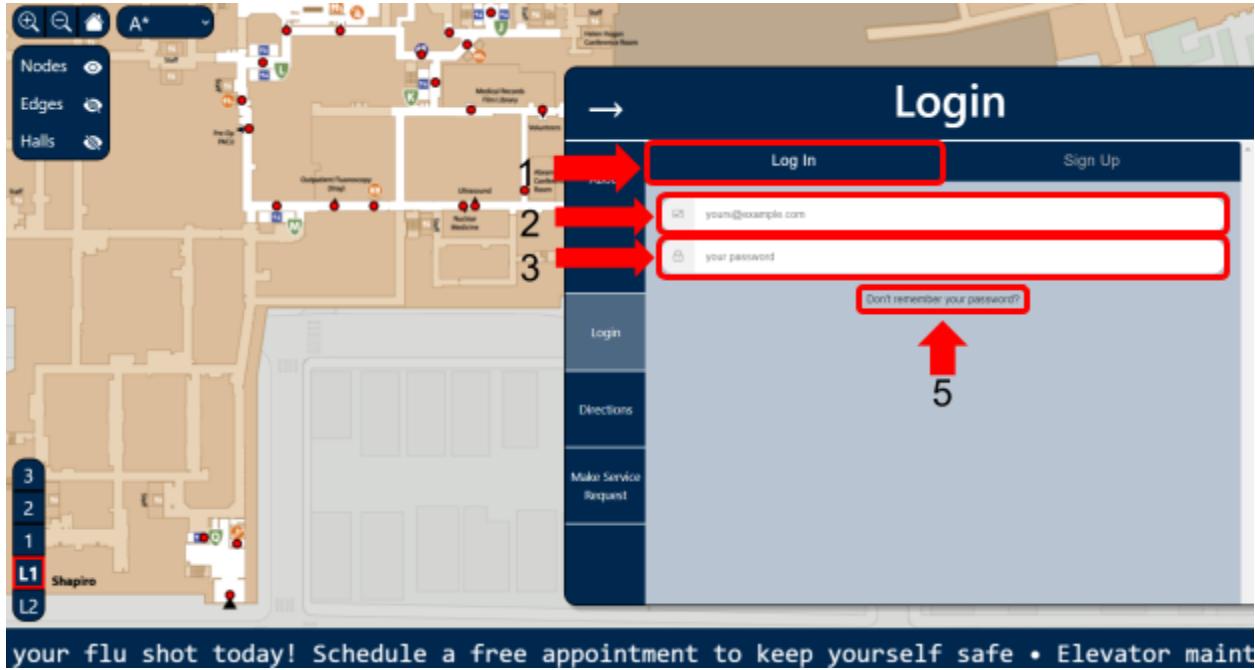
The ‘Credits’ page displays a list of all of the software libraries and frameworks that the application has incorporated. Click ‘Link to website’ to be directed to the corresponding website.

## Help



The ‘Help’ page gives basic directions about how to use the application.

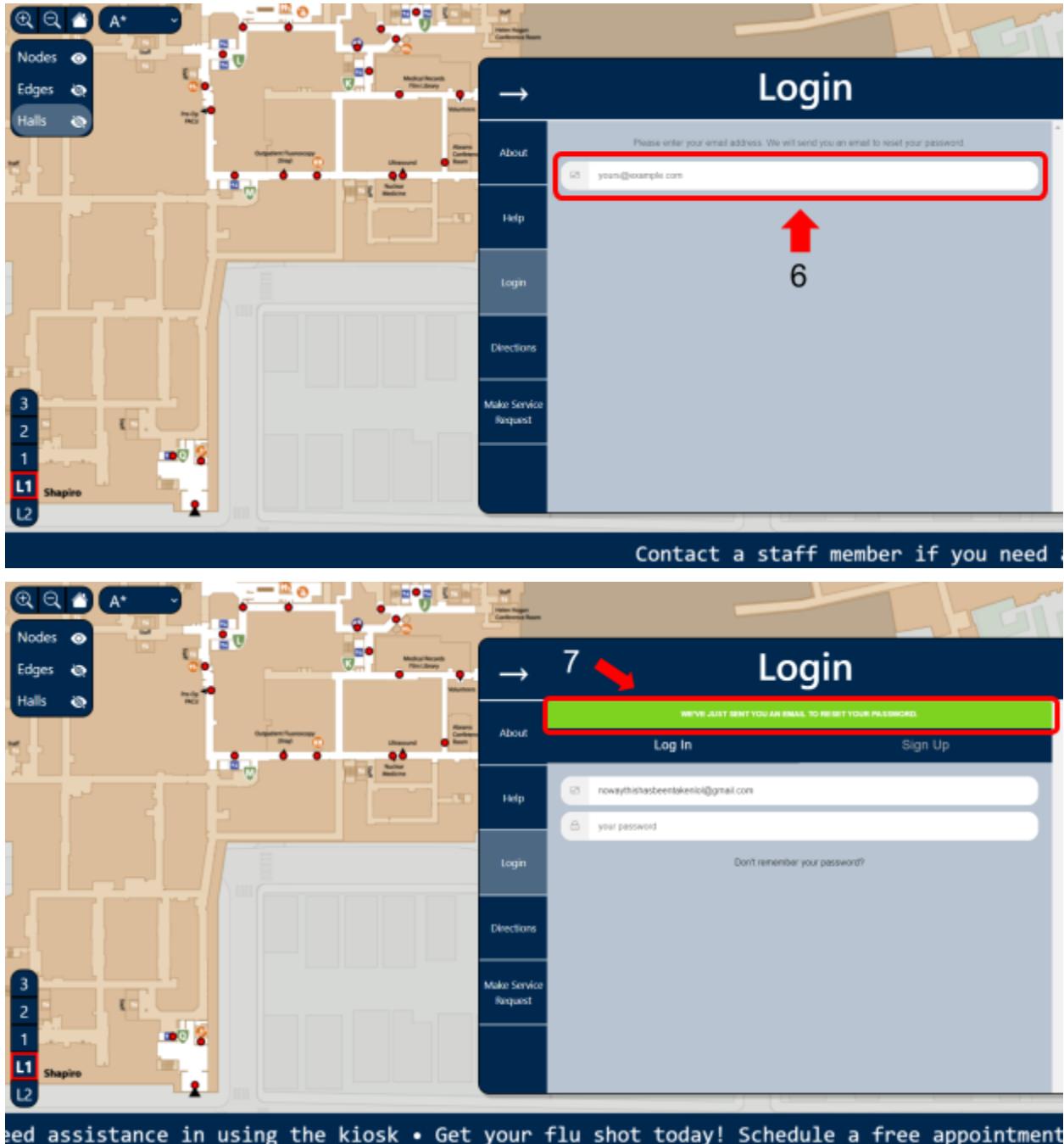
## Login



The ‘Login’ page allows you to login to see your profile. On this page, the user will be able to enter their username and password. Upon a successful login, the user is able to access tabs in the context menu that guests cannot. This page also allows users to create an account with the Sign Up feature.

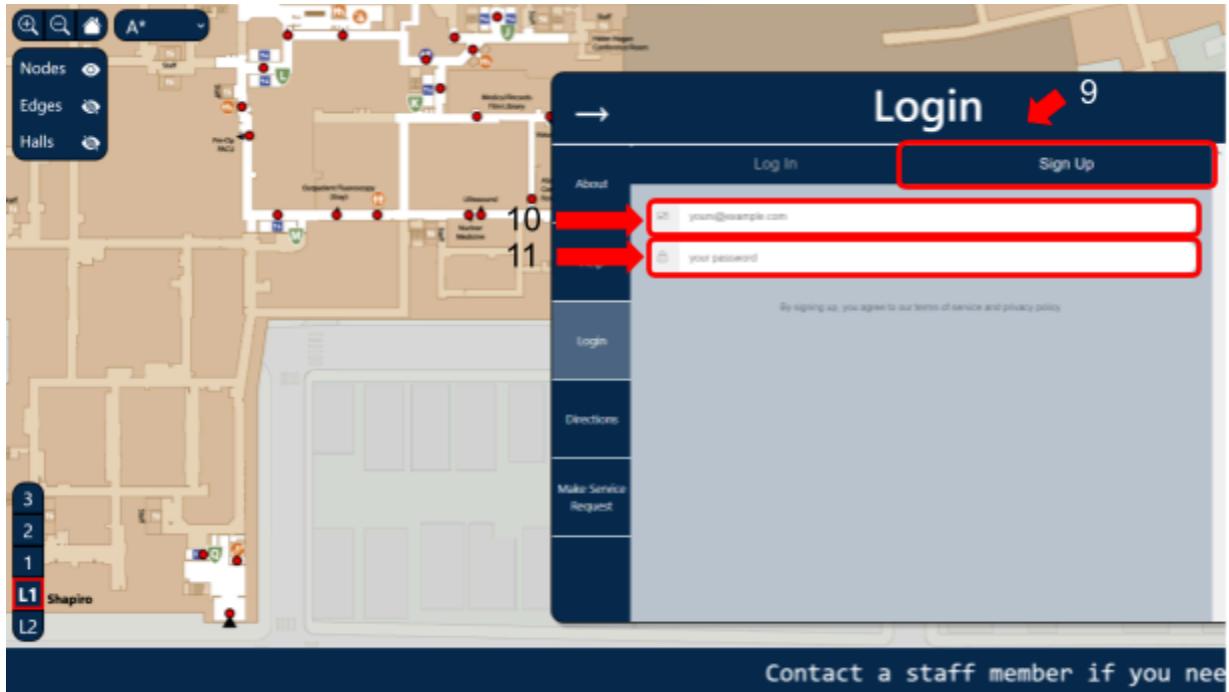
### Login

1. Click the ‘Log In’ tab
2. Enter your username in the ‘[yours@example.com](mailto:yours@example.com)’ field
3. Enter your password in the ‘your password’ field
4. Press the ‘Enter’ button on your keyboard



### Forgot Password

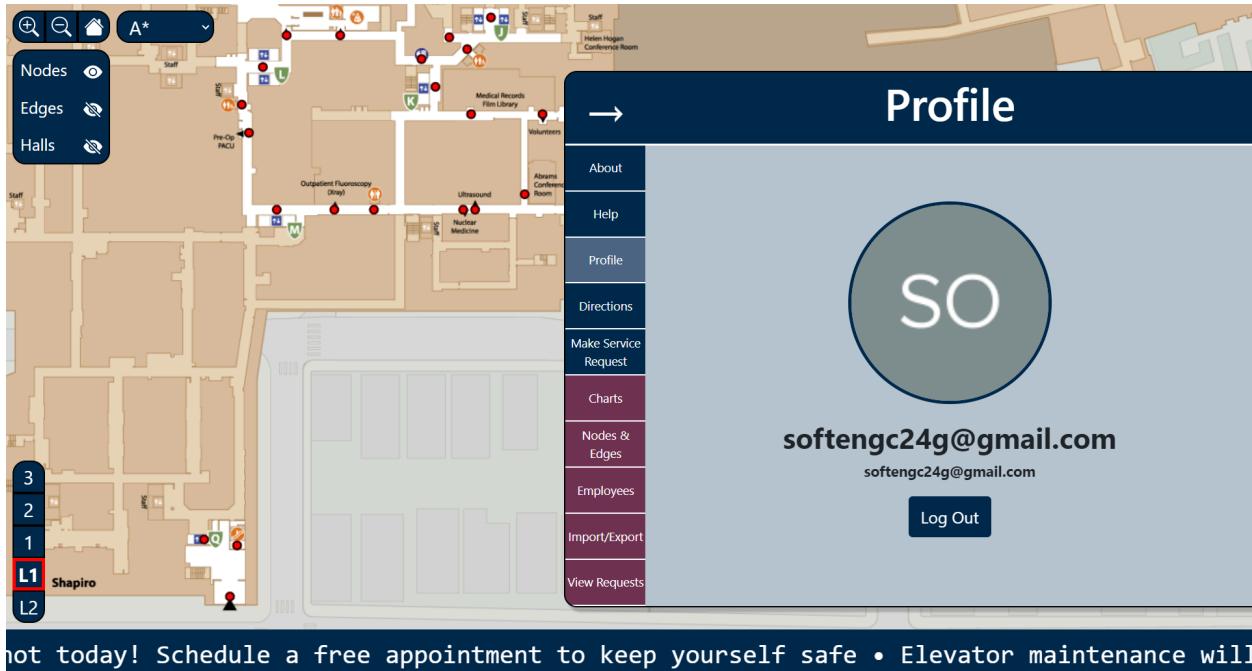
5. Click 'Don't remember your password?'
6. Enter your email in the '[yours@example.com](mailto:yours@example.com)' field
7. A notification appears confirming your reset password request
8. Reset your password using the steps in the sent email



## Sign Up

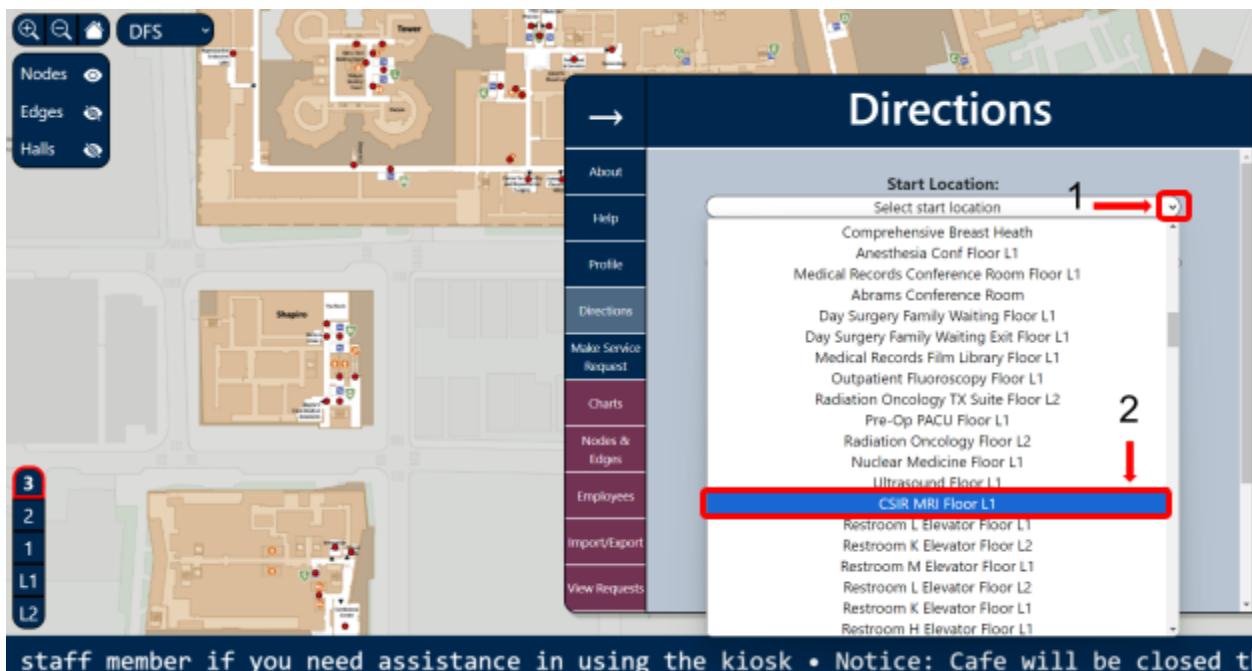
9. Click the 'Sign Up' tab
10. Enter your username in the '[yours@example.com](mailto:yours@example.com)' field
11. Enter your password in the 'your password' field
12. Press the 'Enter' button on your keyboard

## Profile



The 'Profile' displays the user's profile picture, name, and email. It contains the logout button which takes you back to the home page and logs you out.

## Directions

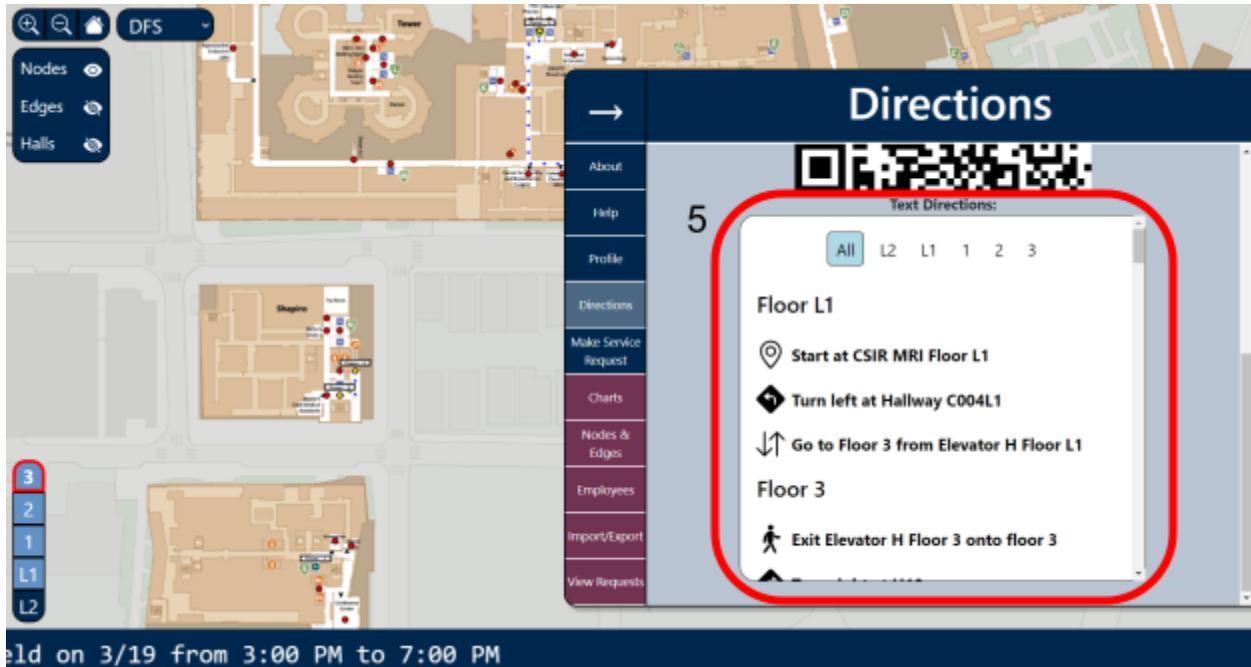


The directions tab will display text directions from one node to the other. You can either select the start and end locations by clicking nodes on the interactable map, or you can select locations from dropdown menus in the tab.

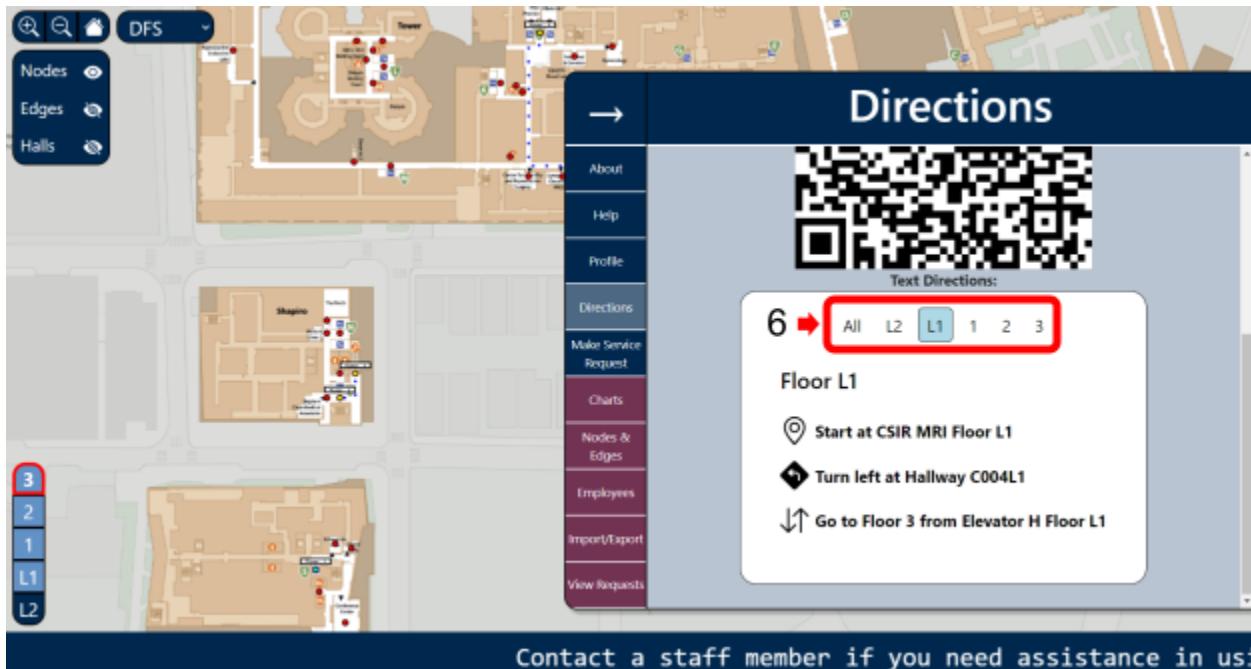
1. Click the drop-down tab under 'Start Location' to display the different locations throughout the hospital
2. Click a location to select it
  - a. Alternatively, click two nodes (red dots) on the interactive map (see 'Select Nodes' above)
3. Repeat this process for 'End Location'



4. Once the locations are selected, a QR code will be generated that can be scanned for mobile directions



5. Text directions with icons will display and direct the user to their destination based on the search algorithm used



6. Click the 'All', 'L2', 'L1', '1', '2', or '3' buttons to view the directions on the corresponding floor. The button that is currently selected will be highlighted blue.

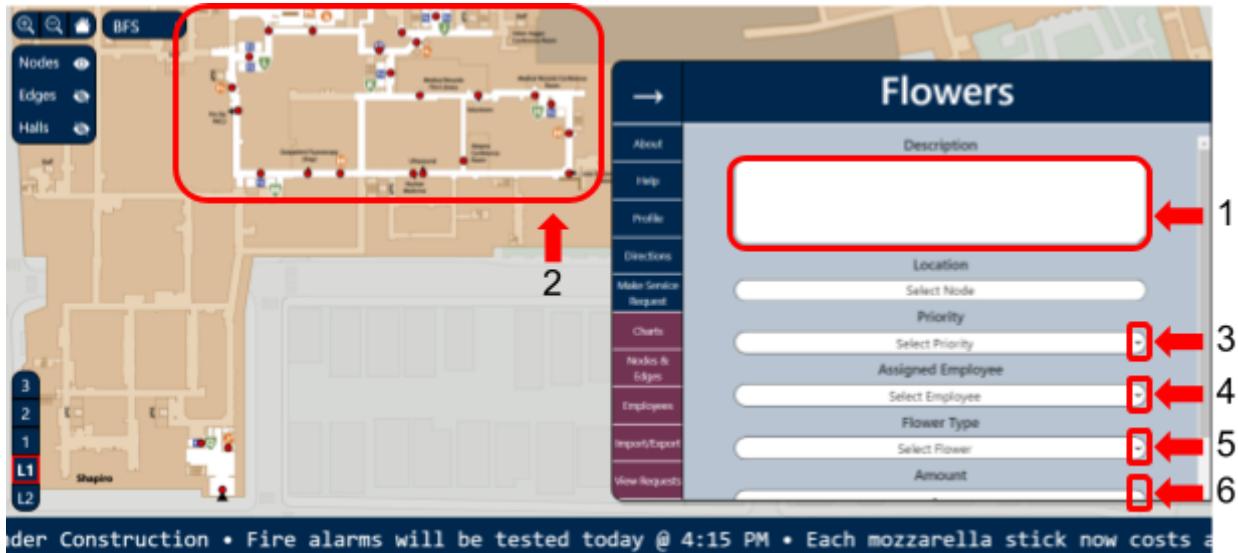
## Make Service Request



The 'Make Service Request' page allows the user to create service requests depending on their specific needs.

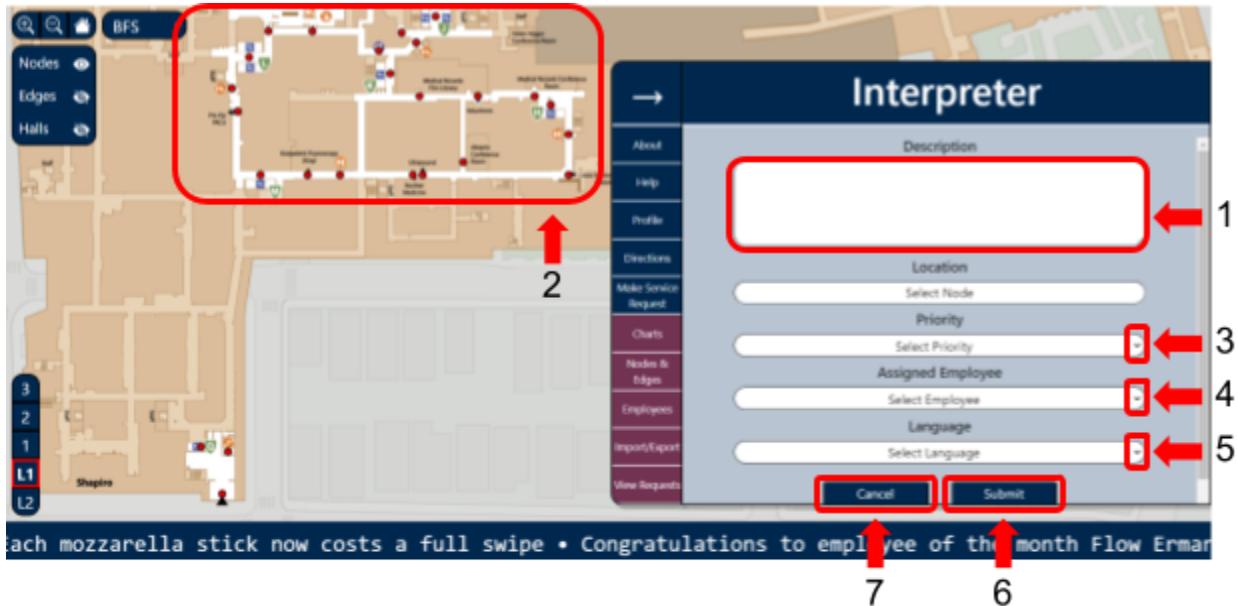
1. Click the 'Flowers' button to make a flowers service request
2. Click the 'Interpreter' button to make an interpreter service request
3. Click the 'Religious' button to make a religious service request
4. Click the 'Transport' button to make a transport service request
5. Click the 'Sanitation' button to make a sanitation service request

## Flowers



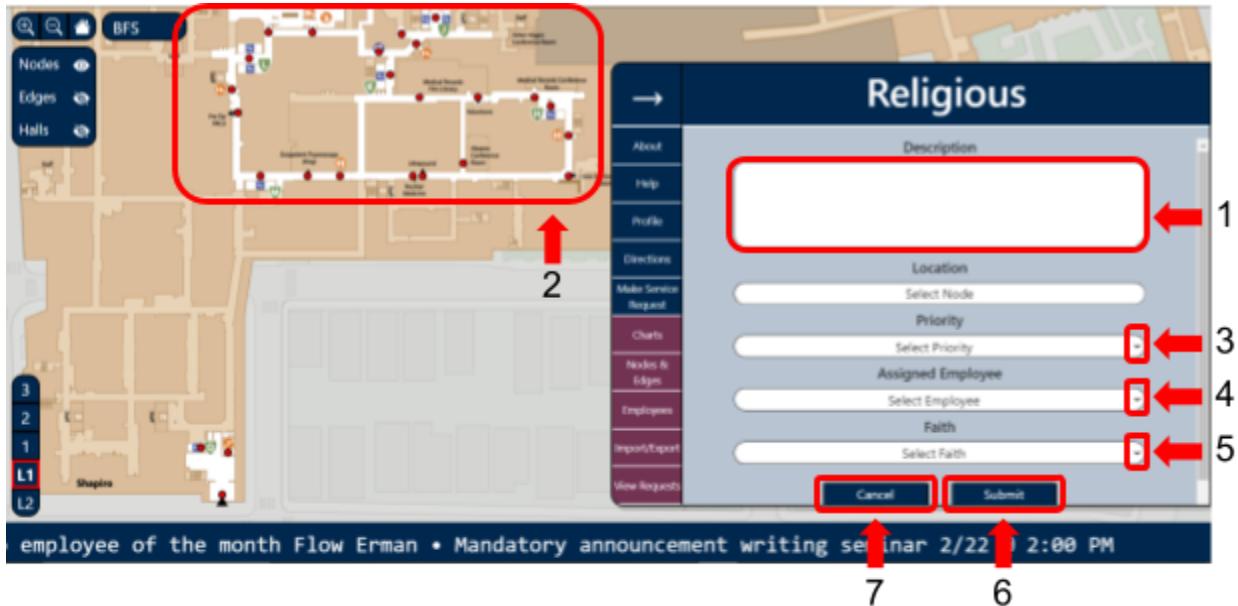
1. Add a description to your request by typing in the 'Description' text box
2. Click a node (red dot) to select a location
3. Click the dropdown arrow under 'Priority' and select from 'Low', 'Medium', 'High', or 'Emergency' to assign a priority
4. Click the dropdown arrow under 'Assigned Employee' and select from the listed employees to assign an employee
5. Click the dropdown arrow under 'Flower Type' and select from the roses, daisies, orchids, or tulips to assign a flower type
6. Click the dropdown arrow under 'Amount' and select from 1 through 6 to assign an amount of flowers
7. Click the 'Submit' button to finalize the request
8. Click the 'Cancel' button to cancel the request and return to the 'Make Service Request' menu

## Interpreter



1. Add a description to your request by typing in the 'Description' text box
2. Click a node (red dot) to select a location
3. Click the dropdown arrow under 'Priority' and select from 'Low', 'Medium', 'High', or 'Emergency' to assign a priority
4. Click the dropdown arrow under 'Assigned Employee' and select from the listed employees to assign an employee
5. Click the dropdown arrow under 'Language' and select from Spanish, Mandarin, ASL, Russian, Japanese, or Arabic to assign a language
6. Click the 'Submit' button to finalize the request
7. Click the 'Cancel' button to cancel the request and return to the 'Make Service Request' menu

## Religious



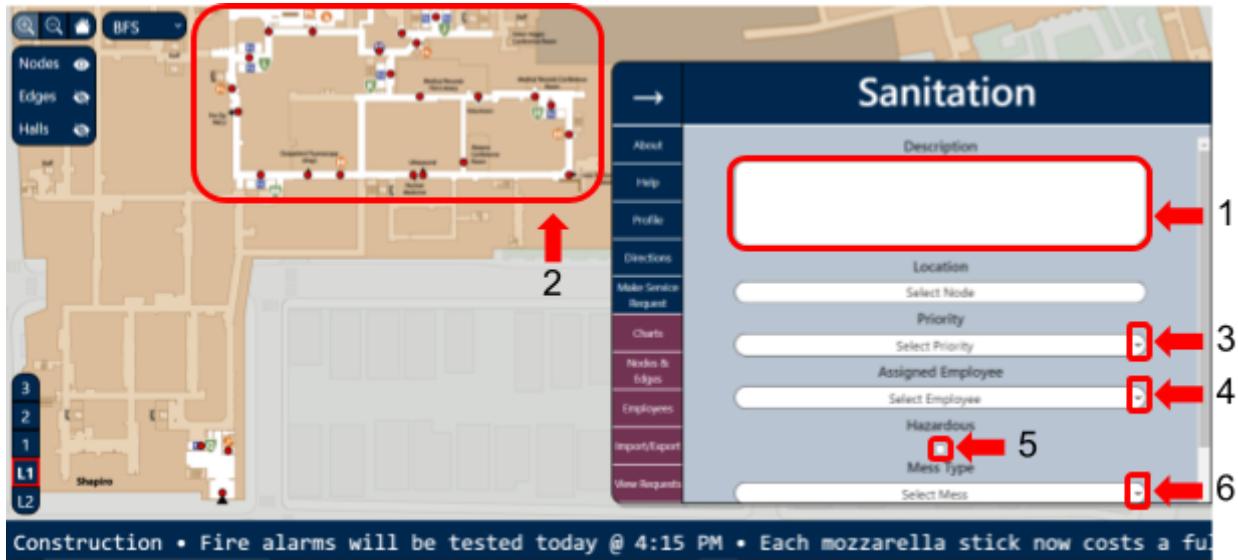
1. Add a description to your request by typing in the 'Description' text box
2. Click a node (red dot) to select a location
3. Click the dropdown arrow under 'Priority' and select from 'Low', 'Medium', 'High', or 'Emergency' to assign a priority
4. Click the dropdown arrow under 'Assigned Employee' and select from the listed employees to assign an employee
5. Click the dropdown arrow under 'Faith' and select from Christianity, Judaism, Islam, Hinduism, or Buddhism to assign a religion
6. Click the 'Submit' button to finalize the request or
7. Click the 'Cancel' button to cancel the request and return to the 'Make Service Request' menu

## Transport



1. Add a description to your request by typing in the 'Description' text box
2. Click a node (red dot) to select a location
3. Click the dropdown arrow under 'Priority' and select from 'Low', 'Medium', 'High', or 'Emergency' to assign a priority
4. Click the dropdown arrow under 'Assigned Employee' and select from the listed employees to assign an employee
5. Click the dropdown arrow under 'Vehicle' and select from helicopter, ambulance, or car to assign a vehicle
6. Add a destination by typing in the 'Destination' text box
7. Click the 'Submit' button to finalize the request or
8. Click the 'Cancel' button to cancel the request and return to the 'Make Service Request' menu

## Sanitation

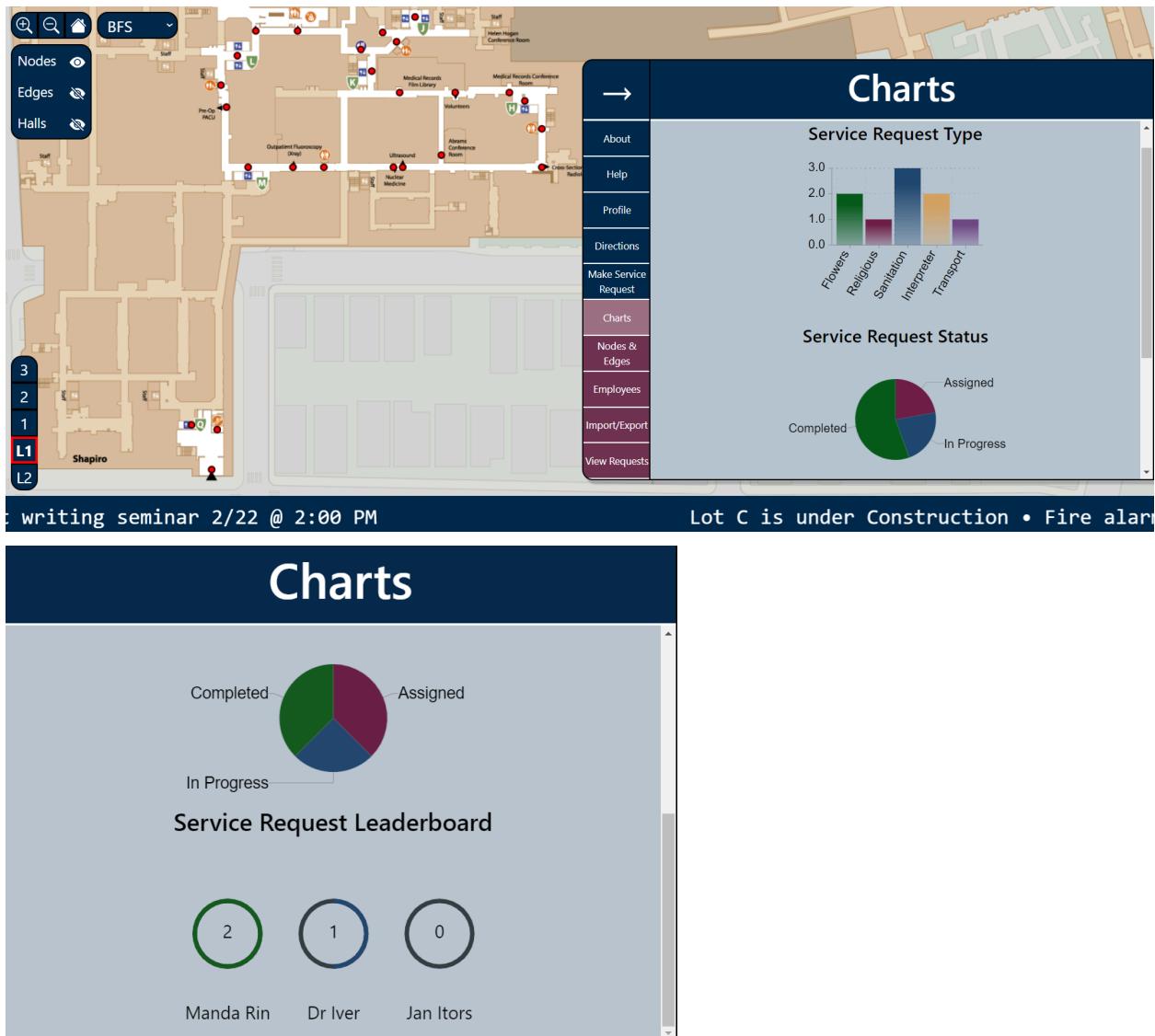


1. Add a description to your request by typing in the ‘Description’ text box
2. Click a node (red dot) to select a location
3. Click the dropdown arrow under ‘Priority’ and select from ‘Low’, ‘Medium’, ‘High’, or ‘Emergency’ to assign a priority
4. Click the dropdown arrow under ‘Assigned Employee’ and select from the listed employees to assign an employee
5. Click the box under ‘Hazardous’ if the request is hazardous. Click again to uncheck
6. Click the dropdown arrow under ‘Mess Type’ and select from vomit, blood, excrement, spill, or other to assign a mess type
7. Click the ‘Submit’ button to finalize the request or
8. Click the ‘Cancel’ button to cancel the request and return to the ‘Make Service Request’ menu

## Admin Features

Employees and administrators can view context menu tabs when logged in that are hidden to other users. If an employee is logged in, they will be able to view any service requests assigned to them through the “View Requests” tab. Admins will be able to see the “Charts” “Nodes & Edges”, “Employees”, and “View Requests” tabs.

## Charts



In the charts tab, admins can view statistics related to the hospital's service requests. The first chart is a bar graph displaying the number of each type of service request in the hospital's database. The second is a pie chart that shows how many service requests are assigned, in progress, and completed. There is also a leaderboard, which shows the top 3 employees that have completed the most service requests as well as how many requests they have completed.

## Nodes & Edges

The screenshot shows a software interface for managing hospital locations. On the left is a map with various buildings and rooms. A sidebar on the left contains links like 'About', 'Help', 'Profile', 'Directions', 'Make Service Request', 'Charts', 'Nodes & Edges' (which is selected), 'Employees', 'Import/Export', and 'View Requests'. Below the sidebar are two red boxes: one around the 'Nodes' and 'Edges' buttons, and another around the 'Export CSV' and 'Import CSV' buttons. Red arrows point from these boxes to numbered labels 1, 2, 3, and 4 below. The main area displays two tables:

	Node ID	X-Coordinate	Y-Coordinate	Floor	Building	Node Type	Long Name	Short Name
ACONF00102	1580	2538	2	BTM	HALL	Hall	Hall	
ACONF00103	1648	2968	3	BTM	CONF	BTM Conference Center	BTM Conference	
ADEPT00101	1401	2628	1	BTM	DEPT	Neuroscience Waiting Room	Neuro Waiting Room	
ADEPT00102	1395	2674	2	BTM	DEPT	Orthopedics and Rheumatology	Orthopedics and Rheumatology	
ADEPT00201	1720	2847	1	BTM	DEPT	MS Waiting	MS Waiting	
ADEPT00301	986	2852	1	BTM	DEPT	CART Waiting	CART Waiting	
	2777	2777	2	BTM	ELEV	Elevator	Elevator	
	2777	2773	3	BTM	ELEV	Elevator	Elevator	

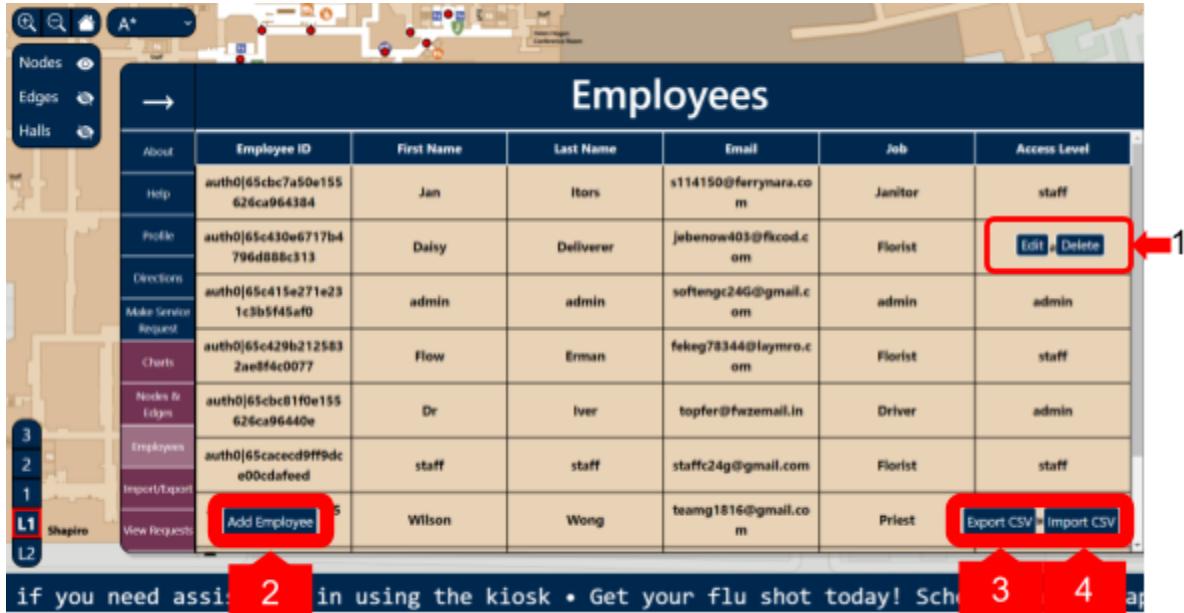
Below the tables, a status bar displays: 'In • Mandatory announcement writing seminar 2/22 @ 2:00 PM' and 'Lot is under'.

The Nodes & Edges tab contains two tables. The first shows all the nodes in the database, which are all the locations in the hospital that the map can pathfind to. The second is all the edges in the database, which are all the connections between hospital locations.

1. Click the 'Nodes' button to toggle to node view
2. Click the 'Edges' button to toggle to edges view
3. Click 'Export CSV' to export a CSV of the selected table
4. Click 'Import CSV' to import a CSV into the selected table

## Employees

The ‘Employees’ tab displays a table of all the employees. The user can view employee data, including each employee’s name, email, and job.



The screenshot shows a table titled "Employees" with columns: Employee ID, First Name, Last Name, Email, Job, and Access Level. Red boxes highlight several interactive elements: 
 

- Row 1:** A red box surrounds the "Edit" and "Delete" buttons for the first employee (Employee ID: auth0|65cbc7a50e155626ca964384).
- Row 5:** A red box surrounds the "Edit" and "Delete" buttons for the fifth employee (Employee ID: auth0|65cacecd9ff9dc00cdafed).
- Bottom Row:** A red box surrounds the "Add Employee" button and the "Export CSV" and "Import CSV" buttons.
- Left Side:** A red box highlights the "L1" floor indicator on the vertical navigation bar.
- Bottom Bar:** A red box highlights the text "if you need assistance, call 214-744-3400" and the numbers 2, 3, 4.

	Employee ID	First Name	Last Name	Email	Job	Access Level
auth0 65cbc7a50e155626ca964384	Jan	Itors	s114150@ferrymara.com	Janitor	staff	
auth0 65c430e6717b4796d888c313	Daisy	Deliverer	jebenow403@fkcod.com	Florist	staff	
auth0 65c415e271e231c3b5f45af0	admin	admin	softengc24g@gmail.com	admin	admin	
auth0 65c429b2125832ae84c0077	Flow	Erman	fekeg78344@laymentro.com	Florist	staff	
auth0 65cbc81f0e155626ca96440e	Dr	Iver	topfer@fwzemail.in	Driver	admin	
auth0 65cacecd9ff9dc00cdafed	staff	staff	staffc24g@gmail.com	Florist	staff	
auth0 65cbc5d4affd51e1baed99bd	Wilson	Wong	teamg1816@gmail.com	Priest	staff	



This screenshot shows the same "Employees" table as above, but with a new row at the bottom for a user named Wilson. Red boxes highlight the following:
 

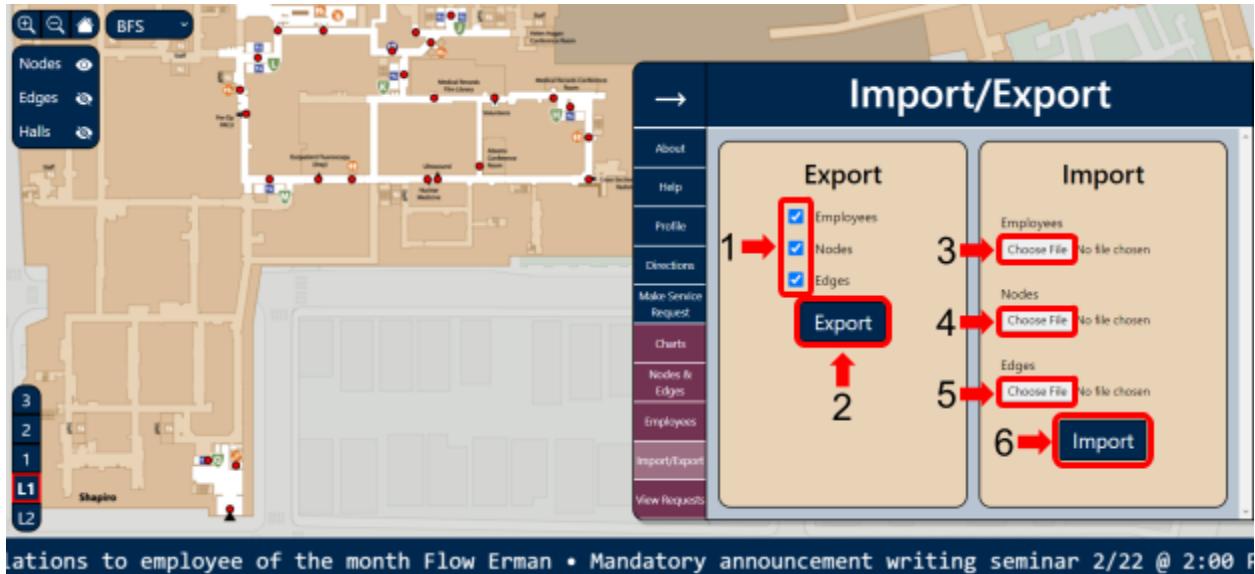
- New Row:** A red box surrounds the entire row for the employee with Employee ID auth0|65cbc5d4affd51e1baed99bd.
- Bottom Row Buttons:** A red box surrounds the "Submit" and "Cancel" buttons at the bottom right of the table.
- Left Side:** A red box highlights the "L1" floor indicator on the vertical navigation bar.
- Bottom Bar:** A red box highlights the text "Get your flu shot today! Schedule a free appointment to keep yourself safe • Elevator main entrance" and the numbers 1.2, 1.3.

	Employee ID	First Name	Last Name	Email	Job	Access Level
auth0 65cbc7a50e155626ca964384	Jan	Itors	s114150@ferrymara.com	Janitor	staff	
auth0 65c430e6717b4796d888c313	Daisy	Deliverer	jebenow403@fkcod.com	Florist	staff	
auth0 65c415e271e231c3b5f45af0	admin	admin	softengc24g@gmail.com	admin	admin	
auth0 65c429b2125832ae84c0077	Flow	Erman	fekeg78344@laymentro.com	Florist	staff	
auth0 65cbc81f0e155626ca96440e	Dr	Iver	topfer@fwzemail.in	Driver	admin	
auth0 65cacecd9ff9dc00cdafed	staff	staff	staffc24g@gmail.com	Florist	staff	
auth0 65cbc5d4affd51e1baed99bd	Wilson	Wong	teamg1816@gmail.com	Priest	staff	

1. Hovering over any employee will reveal “Edit” and “Delete” buttons for each employee.
  - 1.1. Click “Edit” to change the employee’s parameters
  - 1.2. Click ‘Submit’ to confirm the changes
  - 1.3. Click ‘Cancel’ to cancel the changes.

2. Click the ‘Add Employee’ button to add new employees
  - 2.1. Fill out the necessary fields
  - 2.2. Click ‘Submit’ to create the employee
  - 2.3. Click ‘Cancel’ to cancel employee creation
3. Click ‘Export CSV’ to export a CSV of the listed employees
4. Click ‘Import CSV’ to import a CSV of employees into the table

## Import/Export



The import/export tab allows the user to import or export multiple CSVs at once. This means that the user can import or export nodes, edges, and employees all in one action.

### To Export:

1. Click the check marks corresponding to the data you want to export.
2. Click the “Export” button to download a zip file containing the CSVs of all the data you checked off.

### To Import:

3. If you wish to import employees, click “Choose File” under employees and select the CSV you wish to import.
4. If you wish to import nodes, click “Choose File” under nodes and select the CSV you wish to import.

5. If you wish to import edges, click “Choose File” under edges and select the CSV you wish to import.
6. Click the “Import” button to import the CSVs of the data you selected into the application’s database.

## View Requests

The screenshot shows the 'View Requests' tab of a software application. At the top, there's a map with several red dots representing nodes. Below the map is a table titled 'View Requests' with columns for Request ID, Request Type, Location, Status, Requester, Employee, Description, Time, and Extra Info. The first two rows in the table represent 'Flowers' requests. The third row represents a 'Sanitation' request. At the bottom of the table, there are two sets of filter dropdowns: 'Filter by Status' (set to 'All') and 'Filter by Employee' (set to 'All').

	Request ID	Request Type	Location	Status	Requester	Employee	Description	Time	Extra Info
e1248579-002b-4f80-93e2-88e60984ae38	Flowers	CRETL001L1	Completed	auth0 65c415e271e231c3b5f4	auth0 65c429b2125832ae8f4c	0077	wreqweqw	2/28/2024, 12:04:31 AM	Flower Type: Daisies Amount: 6
873e9d15-7e2b-4781-95dd-5d890bc662a9	Flowers	CREST002L1	Completed	auth0 65c415e271e231c3b5f4	auth0 65c429b2125832ae8f4c	0077	I love Flow Erman	2/28/2024, 12:25:41 AM	Flower Type: Roses Amount: 3
29e4e9d8-e9d1-4e65-b11b-f56cd25c3f6	Sanitation	CREST002L1	Completed	auth0 65c415e271e231c3b5f4	auth0 65cbc7a50e155626ca96	4384	clean up the grime	2/28/2024, 12:27:14 AM	Hazardous: false Mess Type:
718e28e36-ef91-4e65-b11b-f56cd25c3f6									

At the bottom left, there are several buttons: 'All' (highlighted with a red box and arrow 1), 'Select Node' (highlighted with a red box and arrow 2), 'Flowers' (highlighted with a red box and arrow 4), 'Religious' (highlighted with a red box and arrow 5), 'Sanitation' (highlighted with a red box and arrow 6), 'Interpreters' (highlighted with a red box and arrow 7), and 'Transport' (highlighted with a red box and arrow 8). On the right side, there are two dropdown menus: 'Filter by Status' (set to 'All') and 'Filter by Employee' (set to 'All'), both highlighted with red boxes and arrows 9 and 10 respectively.

The view requests tab displays a table of service requests in the hospital’s database. The user can see the data for each request, including the request type, the location for the request, and any additional info related to the request. Requests can be filtered using the bottom left buttons. The default, “All”, shows all requests. You can also show requests from a selected floor or requests of a certain type. The user can further filter requests using the options in the bottom right. The user can select a status to see all requests of that status and/or an employee to show requests assigned to that employee.

### View all service requests

1. Click ‘All’ button

### View requests by node

2. Click ‘Select Node’ button
3. Click a node on the interactive map

### View flowers service requests

4. Click ‘Flowers’ button

### View religious service requests

5. Click ‘Religious’ button

View sanitation service requests

6. Click ‘Sanitation’ button

View interpreter service requests

7. Click ‘Interpreter’ button

View transport service requests

8. Click ‘Transport’ button

Filter service requests by status

9. Click the dropdown arrow next to ‘Filter by Status’ and select from ‘All’, ‘Assigned’, ‘In Progress’, or ‘Completed’.

Filter service requests by employee

10. Click the dropdown arrow next to ‘Filter by Employee’ and select from the list of employees.

# Additional Features

“Ok, Tommy”



The application supports voice recognition, allowing users to control the application without using their hands. Upon speaking the phrase “Okay, Tommy”, Scrum Master Tommy will appear on the screen and listen to your request. If he understands, he will perform the desired action for you.

Ok, Tommy Commands:

- “Ok Tommy, show menu.”
  - This shows the context menu if the menu is already hidden
- “Ok Tommy, hide menu.”
  - This hides the context menu if the menu is already open
- “Ok Tommy, open \*context menu tab name\*”
  - This opens the context menu corresponding to the title on the right hand side of the screen
- “Ok Tommy, Go to floor \*floor number\*”
  - This goes to a listed floor number on the bottom left hand side, with the floor numbers being 3, 2, 1, L1, and L2 spoken aloud
- “Ok Tommy, toggle nodes/edges/halls.”

- This looks at whether the selected nodes/halls/edges are selected or not and sets the selected attribute to hide if shown, and show if hidden
- “Ok Tommy, search with \*searching algorithm\*”
  - This toggles the search algorithm between [Depth First Search], [Breadth First Search], [A star], and [Dijkstra]

## Announcement Bar

The announcement bar is located at the bottom of the map, and scrolls through all the announcements in the hospital’s database. The announcements update every 10 minutes so that when announcements are updated or deleted, the bar will always be up to date.

## QR Code

When the user selects two nodes to get directions between, a QR code will be generated. This QR code can be found in the Directions tab of the context menu. When the QR code is scanned, the user will be brought to a page that contains all the directions step-by-step. The user can tap the blue arrows or swipe to advance the displayed direction, and the bar at the top shows how close the user is to their destination.

## Window Resizing and Scaling

The application will automatically adjust its scale based on the size of the window. This means that a wide variety of display resolutions will support our application, including cell phones (both horizontally and vertically).

