



University of Jordan

Department Of Computer Science

Software Engineering



Sawweb

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5th June 2025

6.0 User Manual

6.1 Citizen Guide

1. Sign up and Login Pages

1. If you don't have an account yet, go to the **Sign-up** page.
2. Enter your **National ID**, **Email**, **Phone number**, and **Password**. Then click on the Sign-up button to create an account then go to the **Login** page.

The image displays two side-by-side screenshots of the Sawweb mobile application's sign-up page. Both screens show the 'Sawweb' logo and the heading 'حساب جديد' (New Account). Below the heading is the instruction 'فضلاً، أدخل رقمك الوطني لإنشاء حساب' (Please, enter your national ID to create an account).


The left screenshot shows the sign-up form with empty input fields for the following fields: 'الرقم الوطني' (National ID), 'البريد الإلكتروني' (Email), 'رقم الهاتف' (Phone number), and 'الرقم السري' (Password). A blue 'تسجيل' (Sign Up) button is at the bottom, with a link 'لديك حساب ؟ تسجيل الدخول' (Do you have an account? Log in) below it. At the very bottom, there is a disclaimer: 'بالنقر على تسجيل، أنت توافق على الشروط والأحكام و سياسة الخصوصية' (By clicking Sign Up, you agree to the terms and conditions and privacy policy).

The right screenshot shows the same sign-up form but with sample data entered into the fields: 'الرقم الوطني' is 2225883409, 'البريد الإلكتروني' is omar.karaleh.2225@email.com, 'رقم الهاتف' is 0790000001, and 'الرقم السري' is masked with dots. The 'تسجيل' (Sign Up) button and the link below it are identical to the left screenshot. The disclaimer at the bottom is also the same.

3. In the **login** page. Enter your **National ID** and **password** in the provided fields.
4. Click on the **Login** button to access the main system features.

8:20 LTE

Sawweb



تسجيل الدخول
فضلاً، أدخل رقمك الوطني لتسجيل الدخول

الرقم الوطني

الرقم السري

دخول


نسيت كلمة السر ؟

مستخدم جديد ؟ إنشاء حساب

هل انت موظف؟

7:50 LTE

Sawweb



تسجيل الدخول
فضلاً، أدخل رقمك الوطني لتسجيل الدخول

الرقم الوطني
2225883409

الرقم السري
|.....

دخول

نسيت كلمة السر ؟

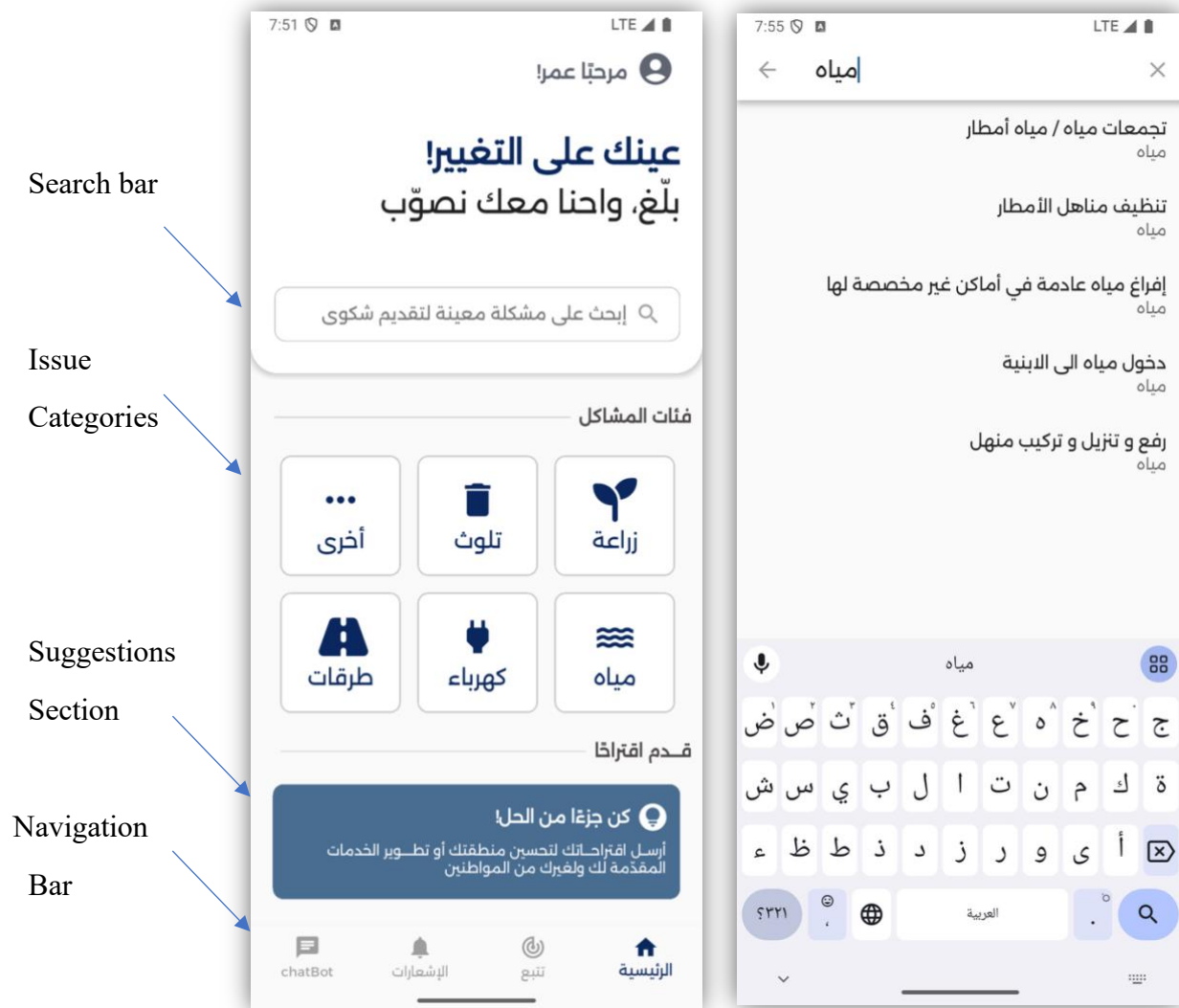
مستخدم جديد ؟ إنشاء حساب

هل انت موظف؟

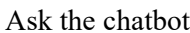
2. Home Page.

The home page is the first main page you'll see after logging in. It includes the following sections:

1. **Search Bar:** At the top, there's a search bar where you can look for specific complaints type.
2. **Issue Categories:** Below the search bar, you'll find different categories that group issues by type, making it easier to browse and report.
3. **Suggestions Section:** Here, you can submit your own suggestions to help improve public facilities and services.
4. **Navigation Bar:** At the bottom, there's a navigation bar that lets you move between the **Home page**, the **tracking page**, the **notifications page**, and the **chatbot page**.



Sawweb includes a built-in chatbot that helps you with common questions and guides you through the app's features. It offers instant support, making it easier to report issues and submit suggestions.



4. Filing a Suggestion

To submit a suggestion, click the "Suggestion" button to open the form. Fill in the required fields: Title, Category, and a short Description of your idea. You can also upload a file (like an image or PDF) and choose a location if needed.

Once everything is filled out, click "Submit".

The image displays two screenshots of a mobile application interface for submitting a suggestion. The left screenshot shows the initial form with numbered arrows (1-6) pointing to the following fields: 1. Title (عنوان الاقتراح), 2. Category (تصنيف الاقتراح), 3. Description (وصف الاقتراح), 4. File upload (ارفق صورة), 5. Location (تحديد الموقع), and 6. Submit button (إرسال الاقتراح). The right screenshot shows the form after filling in the details, with an arrow (7) pointing to the 'إرسال الاقتراح' (Submit Suggestion) button. The form fields are: Title (عنوان الاقتراح), Category (تصنيف الاقتراح), Description (وصف الاقتراح), File upload (ارفق صورة), Location (تحديد الموقع), and Submit button (إرسال الاقتراح).

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5. Filing a Complaint

To file a complaint:

1. In the **Home Page**, start by selecting a **category** (e.g., Roads, Electricity, Water, Waste). You'll be redirected to the complaint form based on your selection.
2. Or click on the search bar, and search for a certain issue and choose it the results. You'll be redirected to the complaint form, and the type of complaint will be chosen automatically.
3. In the **Complaint Form Page**:
 - Choose the **type of complaint** from a dropdown. Only types related to your selected category will be shown.
 - The system will automatically display the **responsible department** for the complaint (grayed out).
 - Select the **date of the issue** using the calendar.
 - Write a short **description** of the problem.
 - You can also **upload a photo or a short video** (up to 30 seconds) to support your complaint.
 - Pin the **location** of the issue on the map.

These field will be automatically selected based on what category/type of issue you chose from the homepage. You could rechoose the **category** and/or the **type of complaint** if you changed your mind!

1

This screenshot shows the initial state of the complaint form. The 'Main Issue Category' is set to 'Water' (مياه) and the 'Issue Date' is 'Select Issue Date' (اختر تاريخ المشكلة). The 'Complaint Type' dropdown is set to 'Water Accumulation / Water Pipes' (تجمعات مياه / مياه أمطار). The 'Responsible Department' is 'Aman' (أمانة عمان). The 'Complaint Title' field contains 'Write a title for the complaint' (اكتب عنواناً موجزاً للشكوى). The 'Issue Description' field is empty. There is a photo upload icon and a button to add attachments (pdf, doc, ..). At the bottom, there is a map of Amman with a red pin.

This screenshot shows the complaint form after some fields have been filled. The 'Main Issue Category' is 'Water' (مياه) and the 'Issue Date' is '2025/6/9'. The 'Complaint Type' dropdown is set to 'Water Accumulation / Water Pipes' (تجمعات مياه / مياه أمطار). The 'Responsible Department' is 'Aman' (أمانة عمان). The 'Complaint Title' field contains 'Water leakage in the street' (تسرب مياه في شارع الاستقلال). The 'Issue Description' field contains 'Water leakage in the street, leading to a large amount of water being poured on the road, causing traffic to be blocked for a long time.' (تسرب المياه في الشارع، مما يؤدي إلى إهدار كميات كبيرة من المياه وتراكمها على جانب الطريق. التسرب مستمر منذ يومين ويؤثر على حركة المرور والمارة). There is a photo upload icon and a button to add attachments (pdf, doc, ..). At the bottom, there is a map of Amman with a red pin.

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4. Once all required fields are filled, click **Submit**.

The image displays two screenshots of a mobile application interface for submitting a complaint. The left screenshot shows the 'قدم شكوى' (Submit Complaint) form with the following details: Category: 'تجمعات مياه / مياه امطار' (Water Accumulation / Rainwater); Authority: 'أمانة عمان' (Amman Municipality); Title: 'تسرب مياه في شارع الاستقلال' (Water leakage in Independence Street); Description: 'شارع الاستقلال، مما يؤدي إلى إهدار كميات كبيرة من المياه وتراكمها على جانب الطريق. التسرب مستمر منذ يومين ويؤثر على حركة المرور والمارة.' (Independence Street, which leads to a large waste of water and its accumulation on the side of the road. The leakage has been continuous for two days and affects traffic and pedestrians.); Location: A map of Amman with a red pin at 'مركزان الشرقية' (East Marka Center). The right screenshot shows the same form with a confirmation dialog box overlaid. The dialog box contains the text: 'تم الاستلام' (Received), 'لقد تم استلام الشكوى بنجاح وهي قيد الاطلاع' (The complaint has been successfully received and is under review), 'قيم عملية الشكوى لتحسين خدمات الحكومة' (Rate the complaint process to improve government services), and a 5-star rating system with the first four stars filled and the fifth empty. A blue arrow points from the number '9' to the fifth star. At the bottom of the dialog is a 'موافق' (Agree) button. A blue arrow points from the number '8' to the 'إرسال الشكوى' (Submit Complaint) button at the bottom of the form.

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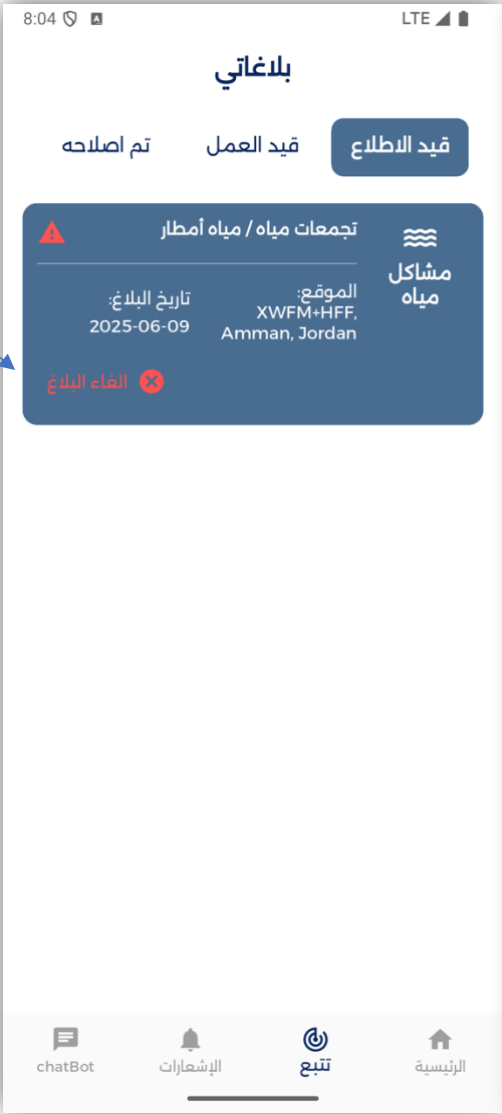
6. Tracking Reports

After submitting a complaint, you can **track the status** of your report to see updates and progress. The system will show whether it's **under review**, **in progress**, or **resolved**.

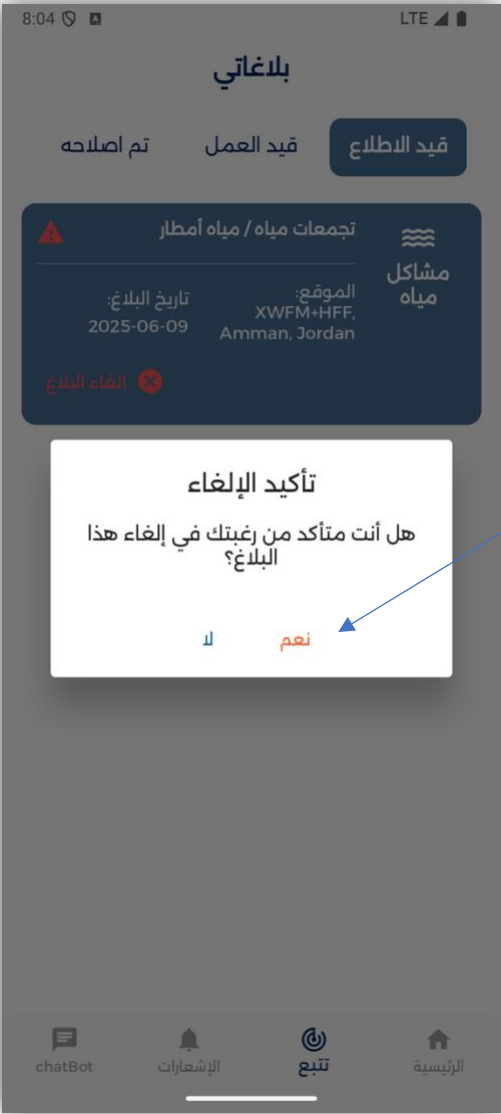


You can **delete** a complaint that is **under review**

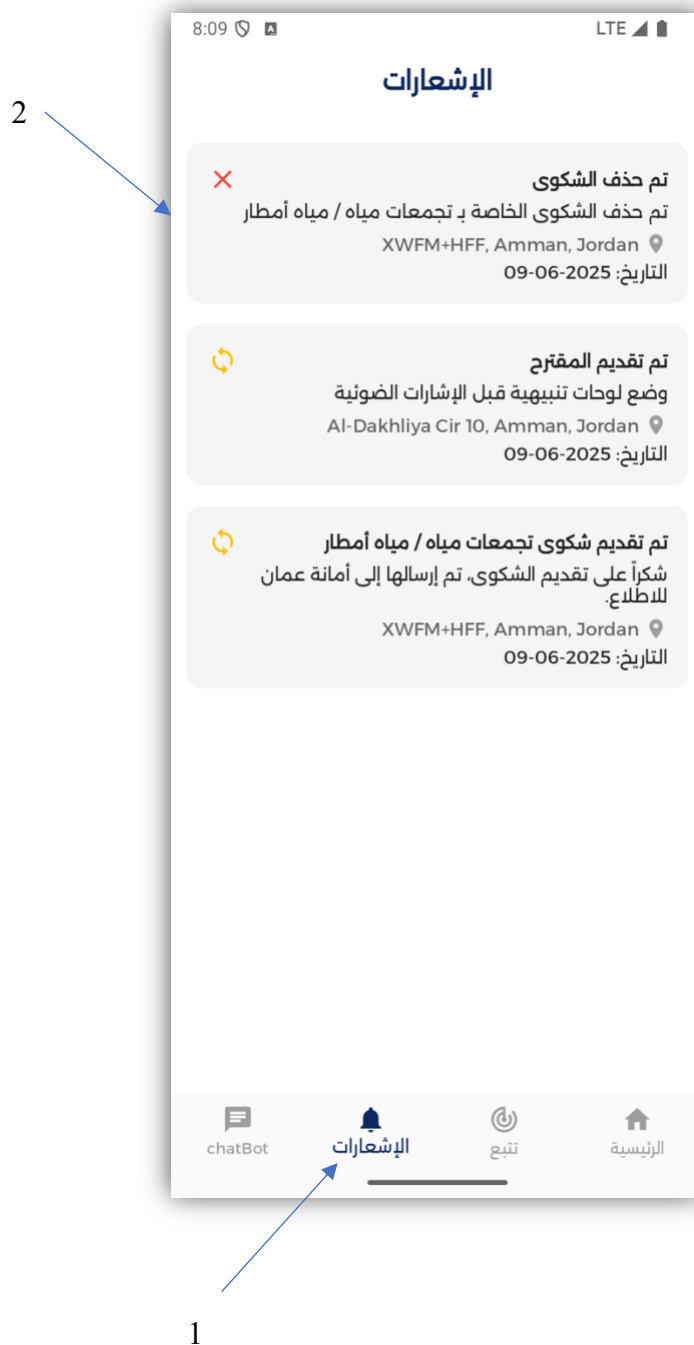
1



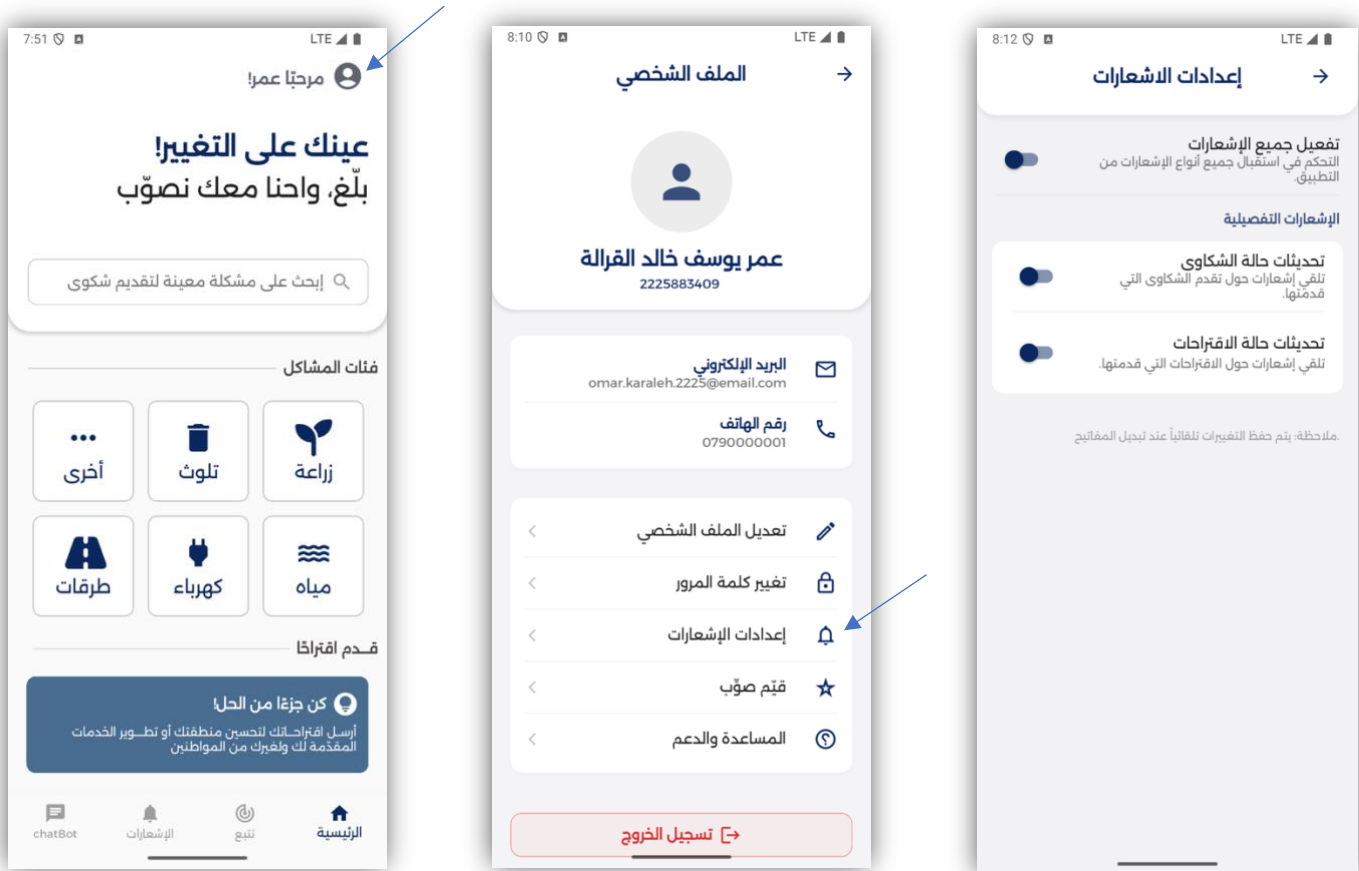
2



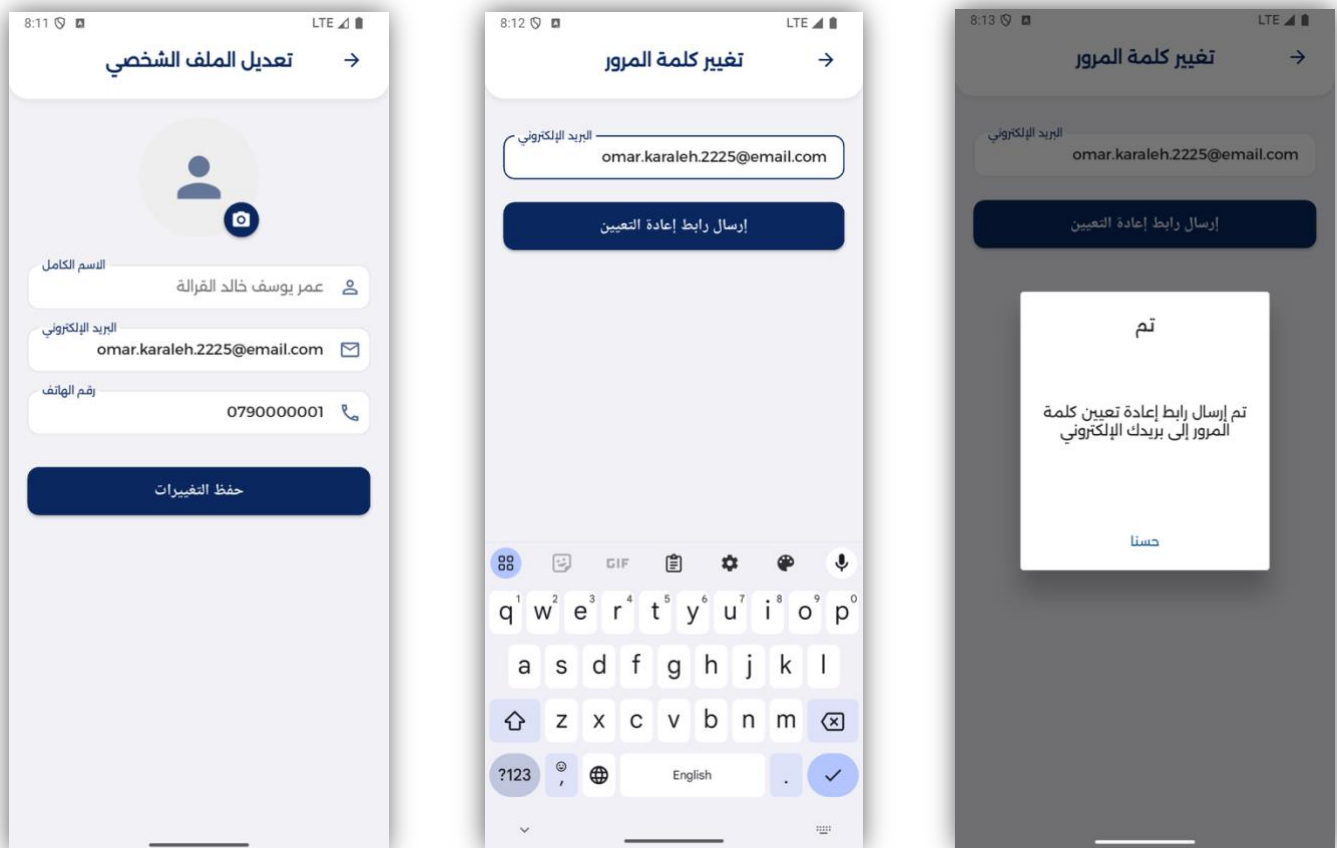
You'll receive notifications about your complaint's status, and you can view all past notifications on the Notification Page.



You can change your notification settings in profile:



You can view and update your profile information—including email, and phone number, and change your password on the Profile Page:



6.1.1 Citizen Frequently Asked Questions (FAQs)

1. How do I log in to the system?

You can log in using your National ID and password on the login page. If you don't have an account yet, you'll be redirected to the signup page.

2. How do I submit a suggestion?

Click the "Submit a Suggestion" button on the home page, fill in the required fields like title, category, and description, then click Submit. You can also upload a file or choose a location if you want.

3. How do I file a complaint?

Start by selecting a complaint category on the home page. Then, fill out the complaint form by choosing the type of complaint, date, description, and location. You can also upload a photo or short video to support your complaint.

4. Can I track my complaint after submitting it?

Yes! After submitting, you can track the status of your complaint on the tracking page. You'll see updates like "Received," "In Progress," or "Resolved."

5. Will I receive updates about my complaint?

You'll get notifications about your complaint's progress. You can view all your notifications on the Notification Page, and you can change your notification settings anytime.

6. How do I update my profile information?

Go to the Profile Page to view or edit your username, email, phone number, and other profile details.

7. What should I do if I forget my password?

If you forget your password, use the "Forgot Password" link on the login page to reset it by following the instructions.

8. What types of files can I upload when submitting a complaint or suggestion?

You can upload common file types such as images (JPEG, PNG) and PDFs. For complaints, you can also upload short videos up to 30 seconds.

9. How do I select the location for my complaint or suggestion?

You can add the location by either using the geolocation feature on your device or by selecting a location from the map or dropdown list provided in the form.

6.2 Employee Guide

Getting Started with the System. -Employee-

1. Login Page

Make sure to go to the **Employee's login page**. Enter your **Employee ID** and **password** in the provided fields, then click the **Login** button to access the main system features.

8:20 LTE

Sawweb

تسجيل الدخول

فضلًا، أدخل رقمك الوطني لتسجيل الدخول

الرقم الوطني

الرقم السري

دخول

نسيت كلمة السر؟

مستخدم جديد؟ إنشاء حساب

هل انت موظف؟

1

1:09

Sawweb

تسجيل الدخول

فضلًا، أدخل رقمك الوظيفي لتسجيل الدخول

الرقم الوظيفي

الرقم السري

دخول

نسيت كلمة السر؟

هل انت مواطن؟

2

1:10

Sawweb

تسجيل الدخول

فضلًا، أدخل رقمك الوظيفي لتسجيل الدخول

الرقم الوظيفي
EMP-TR-001

الرقم السري
.....

دخول

نسيت كلمة السر؟

هل انت مواطن؟

3

2. Home Page

When you log in, you'll see the home page with:

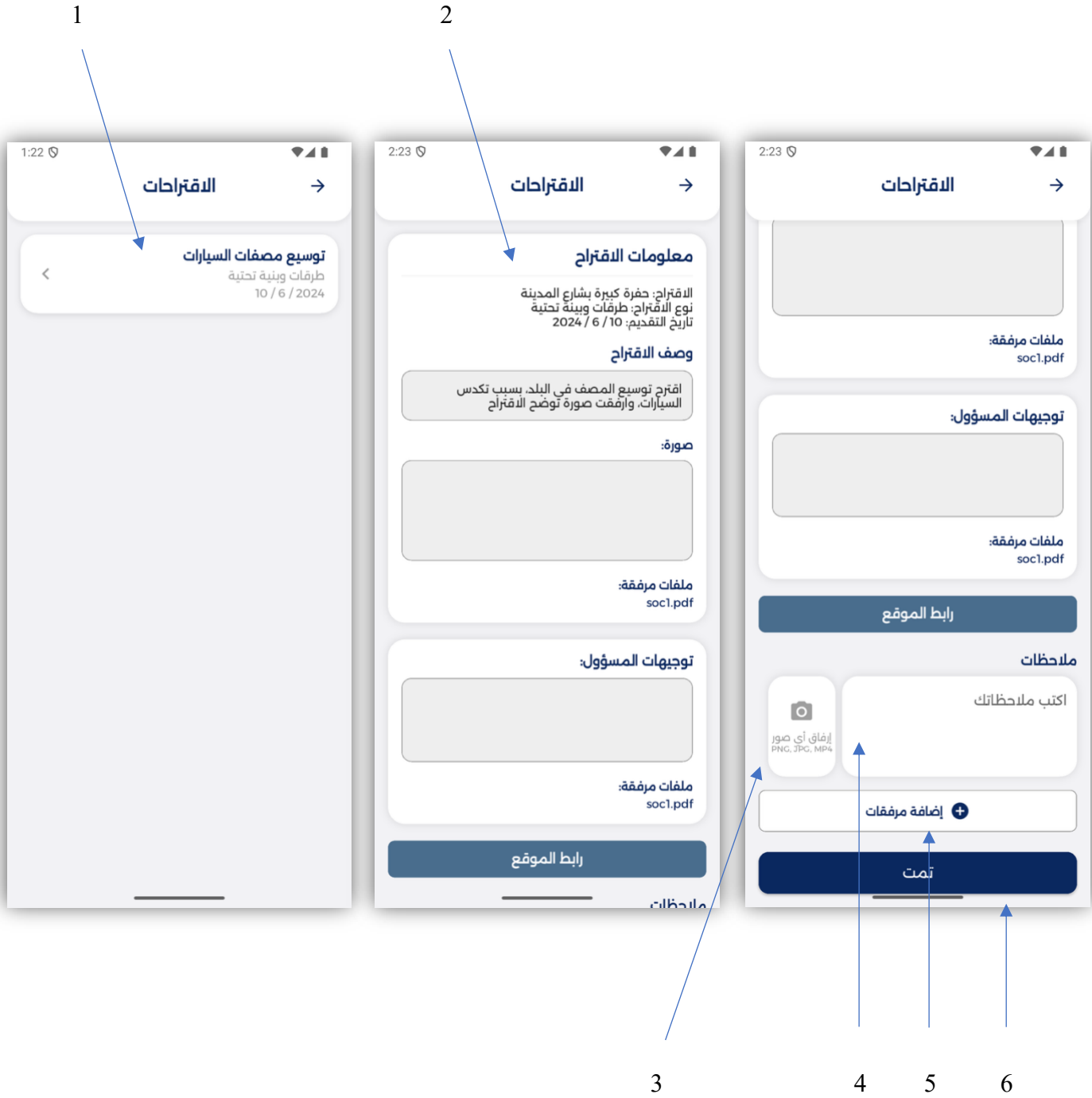
1. **Profile and settings:** By clicking on the icon you access your profile
2. **View Complaints:** By clicking, you will be redirected to a page with a list of all complaints assigned to you .
3. **View Suggestions:** By clicking, you will be redirected to a page with a list of all suggestions assigned to you
4. **Statistics:** A pie chart to summarize your work progress



When you click on **view complaints**, you will view all complaints that are assigned to you. When you click on a complaint, you'll see all its details, including any admin notes and uploaded files. You can add your notes, multimedia, and files. After you've worked on the complaint, click **“Done”** to change its status to **“Resolved.”**



When you click on **view suggestions**, you will view all suggestions that are assigned to you. When you click on a complaint, you'll see all its details, including any admin notes and uploaded files. You can add your notes, multimedia, and files. After you've worked on the complaint, click “**Done**” to change its status to “**Resolved.**”



You can view and update your profile information—including email, and phone number, and change your password in the profile page. You can change you notifications settings as well.

1:23

الملف الشخصي →

أحمد خالد محمود علي
5101012345

الرقم الوظيفي
EMP-TR-001

البريد الإلكتروني
ahmadAli@employee.gov.jo

رقم الهاتف
0791112233

تعديل الملف الشخصي

تغيير كلمة المرور

إعدادات الإشعارات

تسجيل الخروج →

إصدار التطبيق 1.0.0 (تجريبي)

1:32

تعديل الملف الشخصي →

الاسم الكامل
أحمد خالد محمود علي

البريد الإلكتروني
ahmadAli@employee.gov.jo

رقم الهاتف
0791112233

حفظ التغييرات

2:33

إعدادات الإشعارات →

تفعيل جميع الإشعارات
التحكم في استقبال جميع أنواع الإشعارات من التطبيق.

الإشعارات التفصيلية

تحديثات الشكاوى
تلقي إشعارات حول الشكاوى الموكلة إليك.

تحديثات الاقتراحات
تلقي إشعارات حول الاقتراحات الموكلة إليك.

ملاحظة: يتم حفظ التغييرات تلقائياً عند تحديث المفاتيح.

1:32

تغيير كلمة المرور →

البريد الإلكتروني
ahmadAli@employee.gov.jo

إرسال رابط إعادة التعيين

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
?123 , . English

1:32

تغيير كلمة المرور →

البريد الإلكتروني
ahmadAli@employee.gov.jo

إرسال رابط إعادة التعيين

تم

تم إرسال رابط إعادة تعيين كلمة المرور إلى بريدك الإلكتروني

حسناً

6.2.1 Employee Frequently Asked Questions (FAQs)

1. **How do I log into the system as a municipal employee?**

You can log in using your Employee ID and password on the login screen. Ensure you enter your credentials correctly. If you forget your password, use the “Forgot Password” option to reset it.

2. **How do I upload files related to a complaint?**

While viewing or updating a complaint, use the "Upload Files" button to attach relevant documents, images, or reports. Accepted formats typically include PDF, DOCX, JPG, and PNG.

3. **How can I view and update my profile information?**

Click on your profile icon or navigate to the “Profile” section to view your National ID, Employee ID, and name. You can update your email and phone number under “Edit Profile.”

4. **What system settings can I customize?**

Under “Settings & Preferences,” you can change your password, update your notification preferences.

5. **How do I safely log out of my account?**

Click the “Logout” option in the menu. You can log out from any page in the system to securely end your session.

6. **How to mark a complaint as “Resolved”?**

Click on the complaint, scroll down then click on “Done”

7. **How do I view suggestions submitted by citizens?**

Navigate to the “Suggestions” tab from the main menu. You’ll see a list of all submitted suggestions along with the submission date, category, and citizen details.

8. **What should I do if I encounter a technical issue while using the system?**

Use the “Help & Support” section to report the issue or contact technical support via the provided email or phone number. Make sure to include screenshots or a description of the problem.

9. **Is my profile information visible to other employees or citizens?**

No, your personal and profile information (like National ID) is kept confidential and is only accessible to you and authorized administrative users.

10. **Can I receive notifications for updates or assigned complaints?**

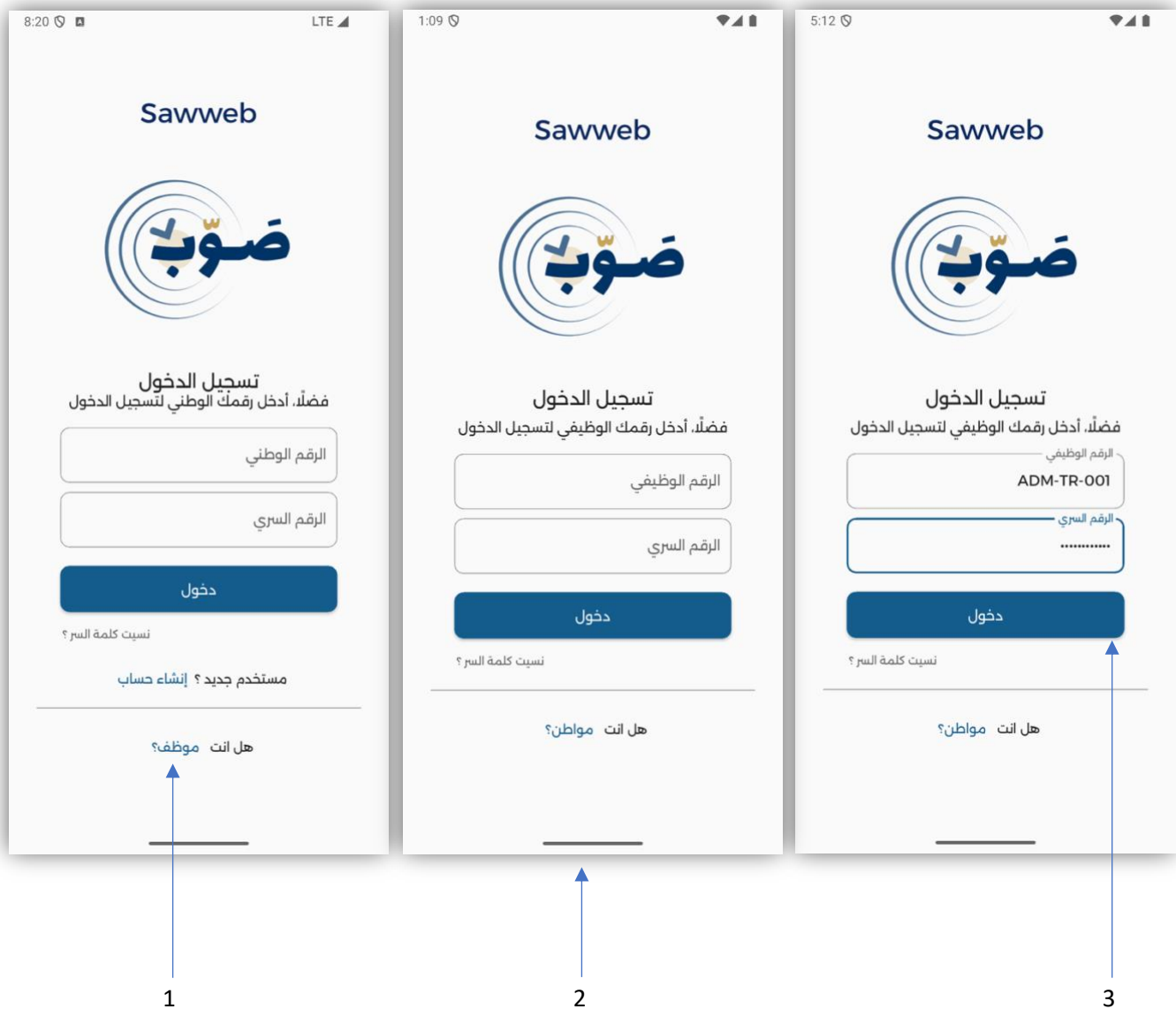
Yes, make sure notifications are enabled in your account settings. You’ll receive in-app alerts for newly assigned complaints, status updates, and important announcements.

6.3 Administrator Guide

Getting Started with the System. - Administrator -

1. Login Page

Make sure to go to the **Employee's login page**. Enter your **Employee ID** and **password** in the provided fields, then click the **Login** button to access the main system features.



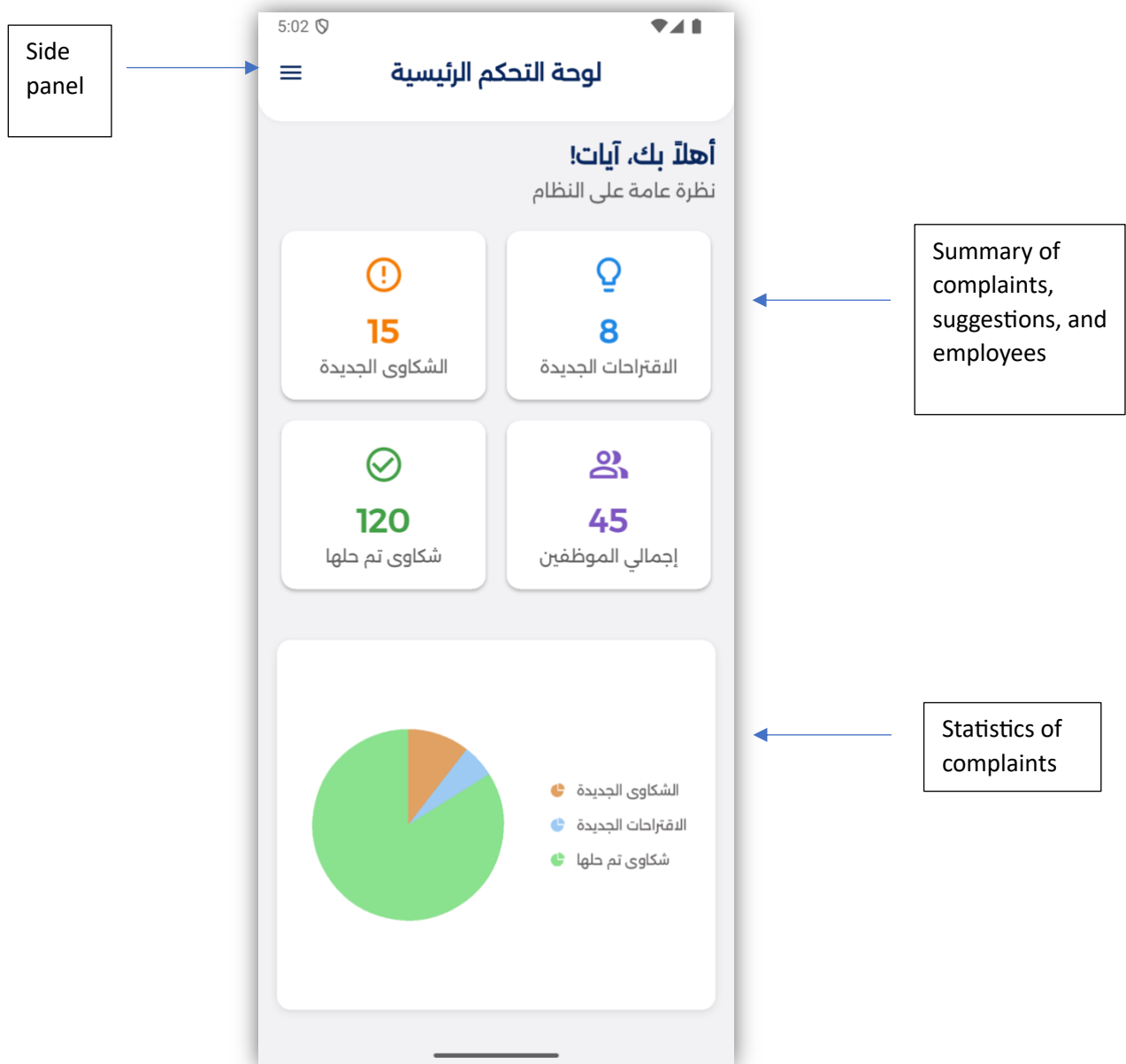
2. Home Page

Once you log in, you will be taken directly to the Dashboard. This is the home page where you can quickly view key system statistics.

You will see summary cards showing:

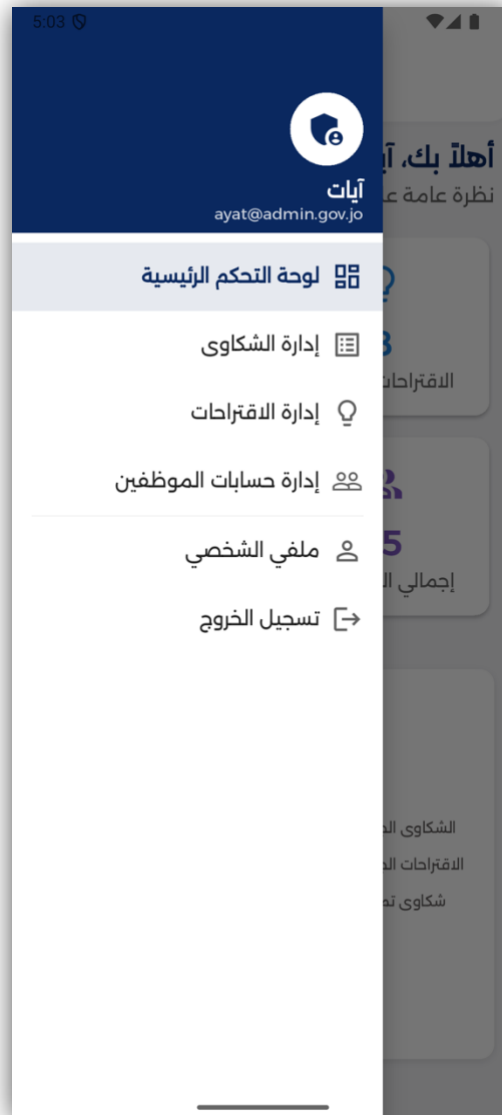
- The number of new complaints
- The number of new suggestions
- The number of resolved complaints and suggestions
- The total number of employees

Use this page to get a quick overview of current activity in the system before navigating to other sections.



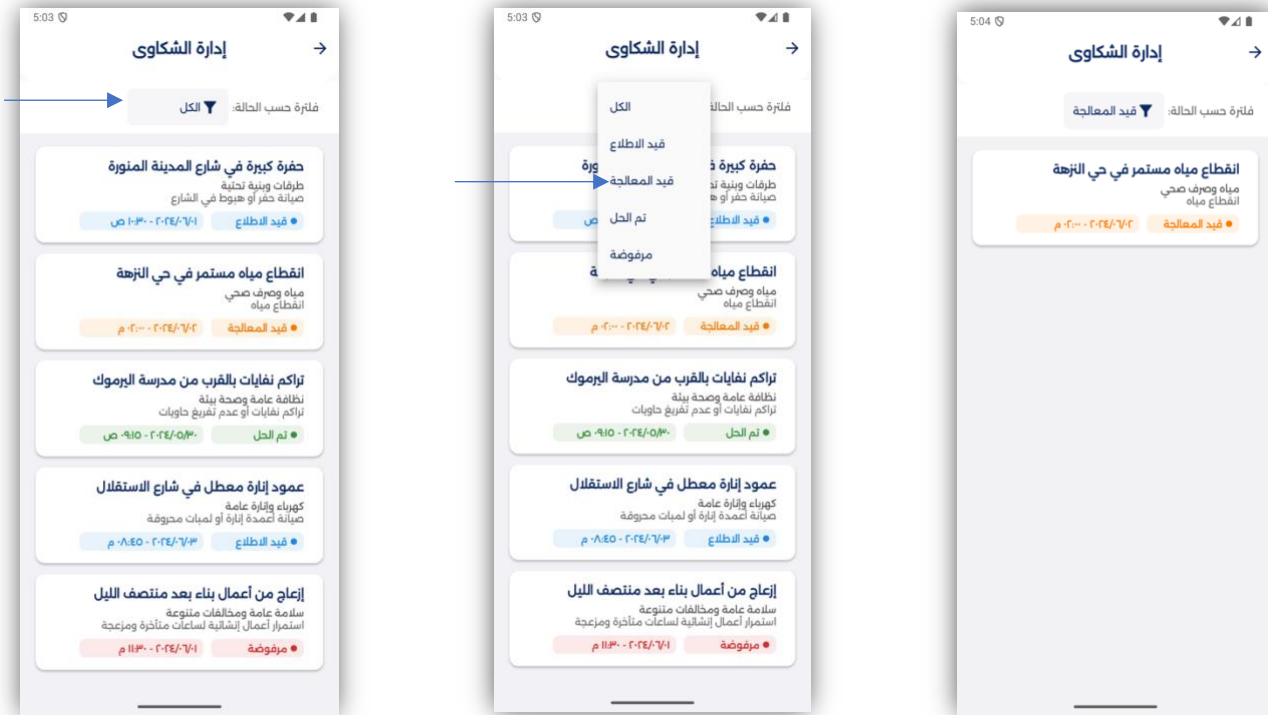
To access more options, tap the hamburger menu icon; a side panel will appear with links to Complaint Management, Suggestion Management, Employee Account Management, My Profile, and Logout.

- Home page →
- Complaint Management →
- Suggestion Management →
- Employee Management →
- My Profile →
- Log out →

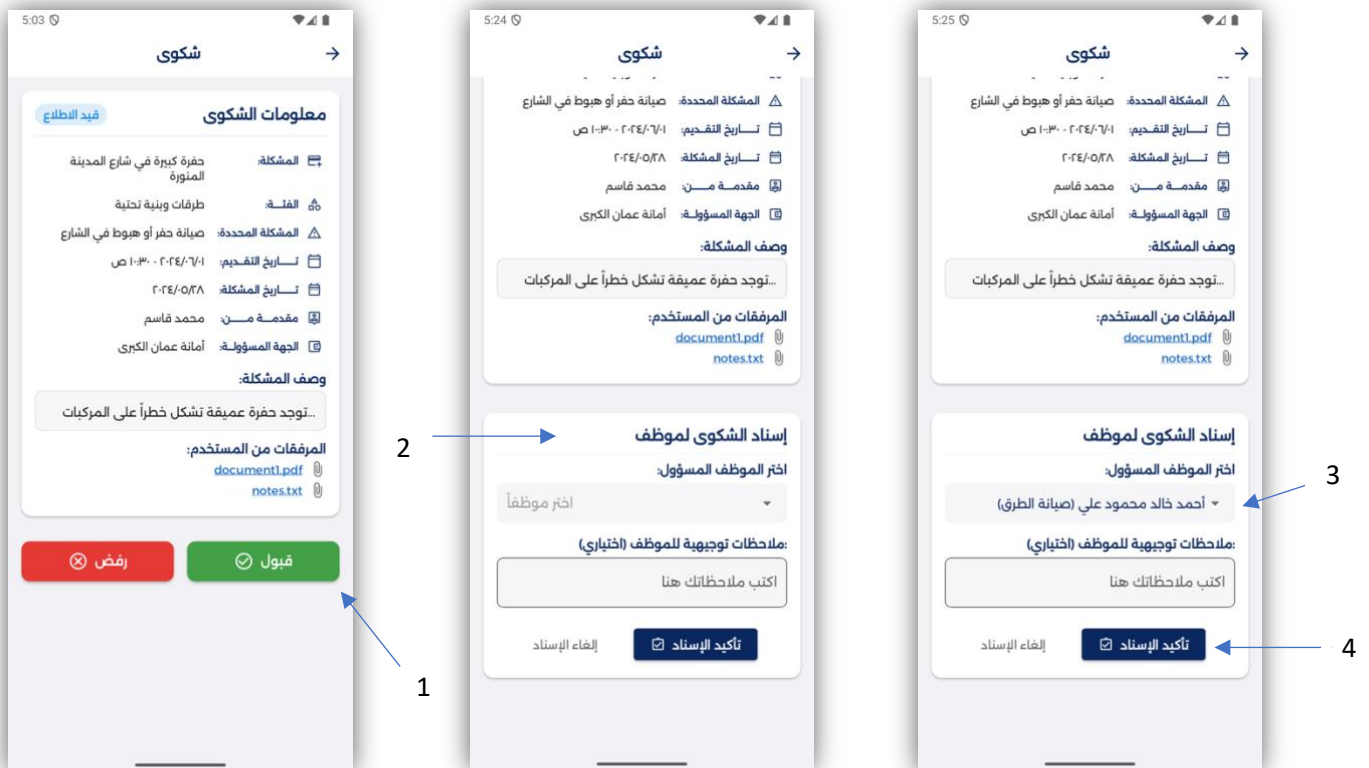


3. Complaint Management

In Complaint Management, you can view all complaints and filter them by status. Tap on any complaint to open a detailed view on a separate page.

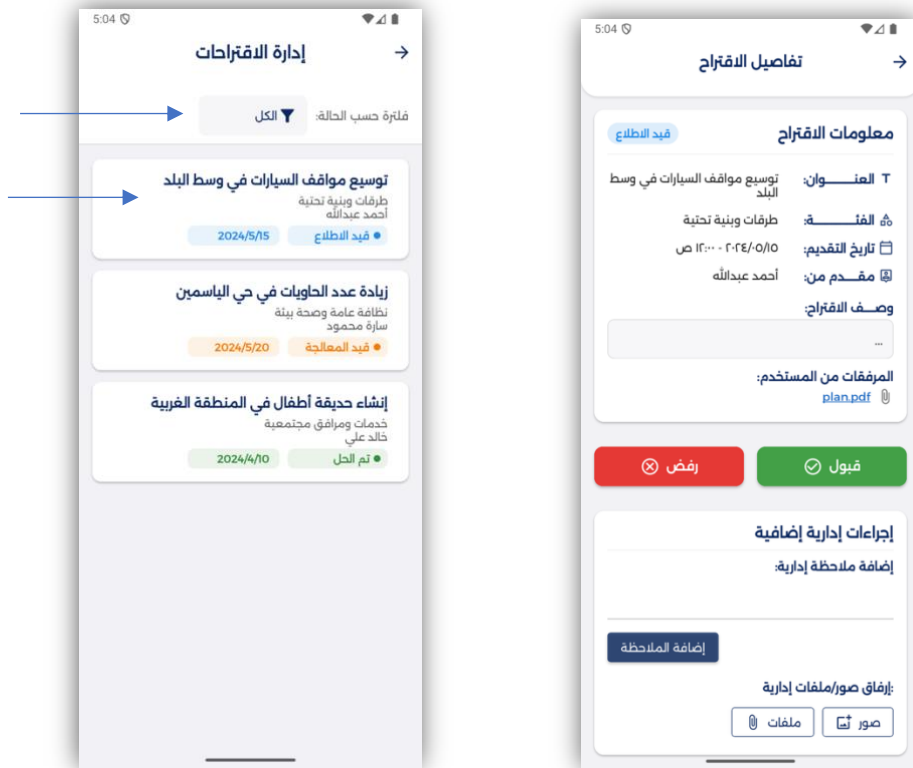


When you click on a complaint marked as Under Review, you'll see all its details and any attached files. You'll also see Accept and Reject buttons. If you choose Accept, additional options will appear to assign the complaint to an employee, add notes, and upload supporting files.

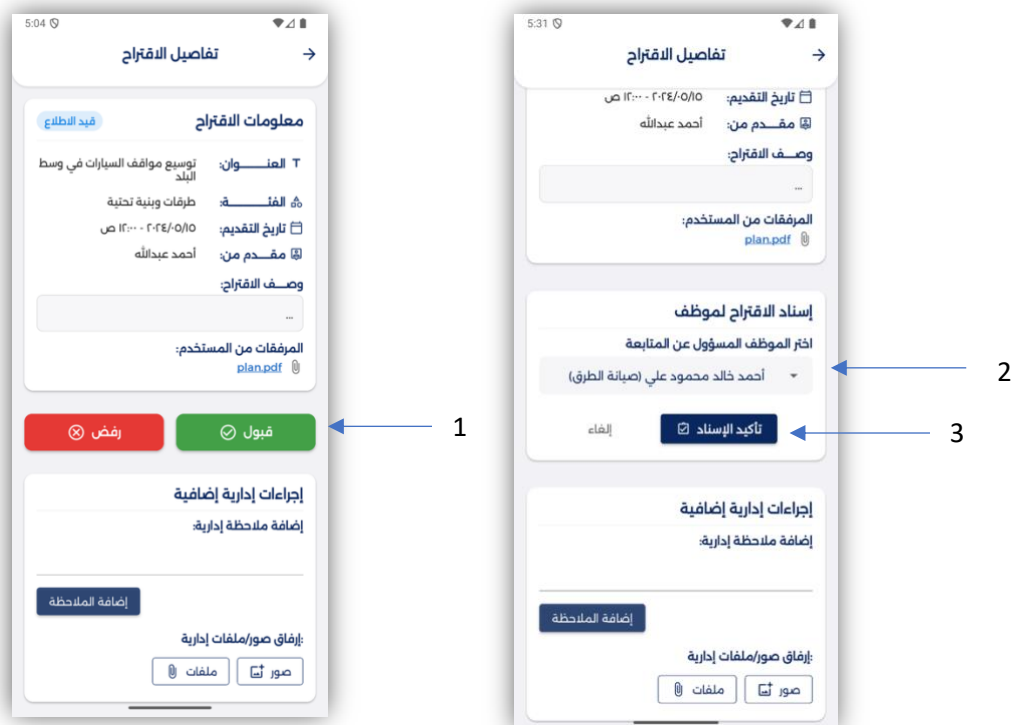


4. Suggestions Management

In Suggestions Management, you can view all suggestions and filter them by status. Tap on any suggestion to open a detailed view on a separate page.

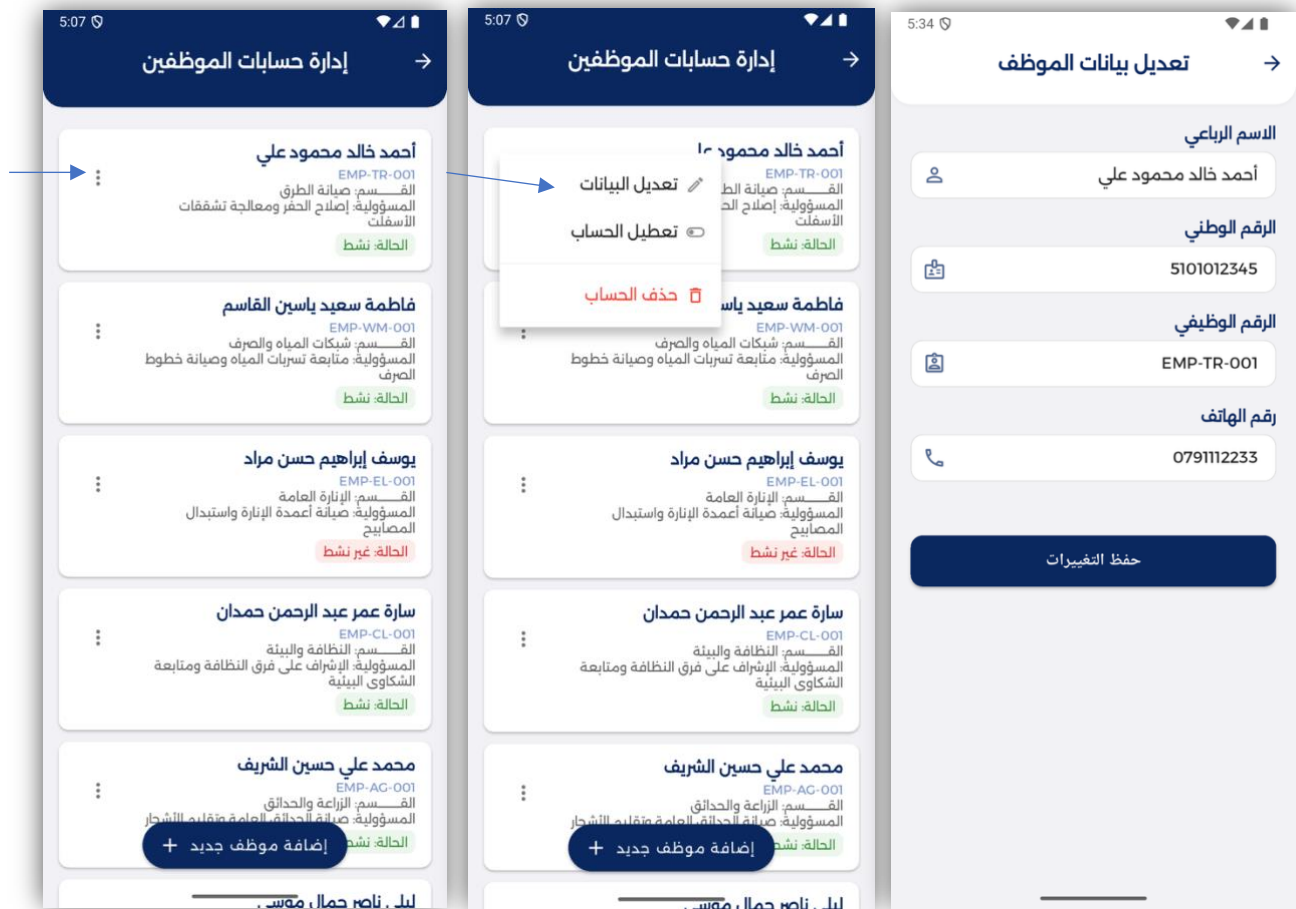


When you click on a suggestion marked as Under Review, you'll see all its details and any attached files. You'll also see Accept and Reject buttons. If you choose Accept, additional options will appear to assign the complaint to an employee, add notes, and upload supporting files.



5. Employees' Accounts Management

When you open Employee Account Management, you'll see all employees displayed as cards. Each card shows the employee's name, employee ID, department, and whether their account is active or suspended. When you click the three dots at the top left of an employee card, a menu will appear with options to edit employee info, suspend or reactivate the account, and delete the account. If you click on **Edit Employee**, you'll be taken to a new page where you can update the employee's name, National ID, Employee ID, and phone number.



At the bottom, there is an **Add New Employee** button. Clicking it opens a new page where you can fill out the employee's information (National ID, Employee ID, full name, phone number, and password) to create their account.

5:07 →

إدارة حسابات الموظفين →

أحمد خالد محمود علي
EMP-TR-001
القسم: صيانة الطرق
المسؤولية: إصلاح الحفر ومعالجة تشققات الأسفلت
الحالة: نشط

فاطمة سعيد ياسين القاسم
EMP-WM-001
القسم: شبكات المياه والصرف
المسؤولية: متابعة تسربات المياه وصيانة خطوط الصرف
الحالة: نشط

يوسف إبراهيم حسن مراد
EMP-EL-001
القسم: الإنارة العامة
المسؤولية: صيانة أعمدة الإنارة واستبدال المصابيح
الحالة: غير نشط

سارة عمر عبد الرحمن حمدان
EMP-CL-001
القسم: النظافة والبيئة
المسؤولية: الإشراف على فرق النظافة ومتابعة الشكاوى البيئية
الحالة: نشط

محمد علي حسين الشريف
EMP-AG-001
القسم: الزراعة والحدائق
المسؤولية: صيانة الحدائق العامة وتقليم الأشجار
الحالة: نشط

+ إضافة موظف جديد

لل. ناصر جمال م. م. م.

5:07 →

إضافة موظف جديد →

الاسم الرباعي
أدخل الاسم الرباعي للموظف

الرقم الوطني
أدخل الرقم الوطني (10 أرقام)

الرقم الوظيفي
أدخل الرقم الوظيفي

رقم الهاتف
أدخل رقم الهاتف (مثال: 07 XXXXXXXX)

كلمة السر المبدئية
أدخل كلمة سر مبدئية للموظف

تأكيد كلمة السر المبدئية
أعد إدخال كلمة السر

إضافة الموظف

6.3.1 Admin Frequently Asked Questions (FAQs)

1. How do I log in to my admin account?

To log in, enter your Admin ID and password on the login page, then click **Login** to access the admin dashboard.

2. How do I upload files related to complaints or reports?

While viewing a complaint look for the **Upload** button to attach relevant files or documents.

3. How do I manage my profile information?

Click on **My Profile** from the menu to view or update your details like email, and phone number

4. Can I manage other user accounts?

Yes, go to **User Account Management** to add, edit, suspend, or reactivate user accounts.

5. How do I log out of my admin account?

Click the **Logout** option from the side menu to safely exit your session from any page.

6. How can I manage my notification preferences?

In your **Settings**, you can choose how and when you'd like to receive notifications, including email alerts for new complaints or system issues.

7. How do I add a new employee to the system?

Click the **Add New Employee** button in the User Management section. Fill in the employee's details, set a password, and click **Create** to finish.