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Sawweb

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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.

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.

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**.

Search bar

Issue

Categories

Suggestions

Section

Navigation

Bar

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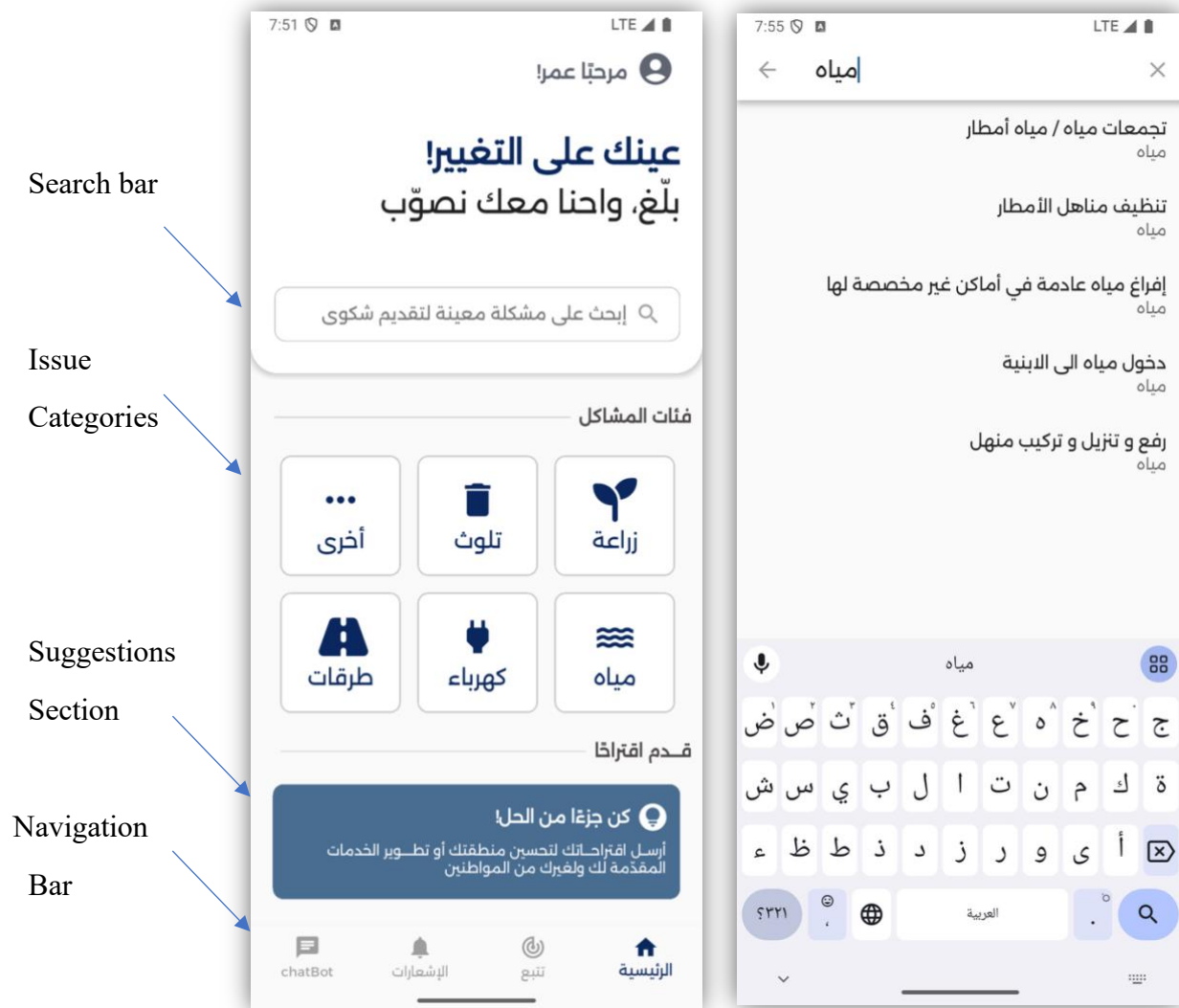
Sawweb includes a built-in chatbot that helps you with common questions and guides you through the app's features. It offers instant support, making it easier to report issues and submit suggestions.

FAQ's to quickly choose from

Ask the chatbot
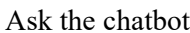
4. Filing a Suggestion

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".

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**:

   o Choose the **type of complaint** from a dropdown. Only types related to your selected category will be shown.

   o The system will automatically display the **responsible department** for the complaint (grayed out).

   o Select the **date of the issue** using the calendar.

   o Write a short **description** of the problem.

   o You can also **upload a photo or a short video** (up to 30 seconds) to support your complaint.

   o 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!

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

8

9

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**.

Under review complaints

In progress of resolution

Resolved complaints

You can **delete** a complaint that is **under review**
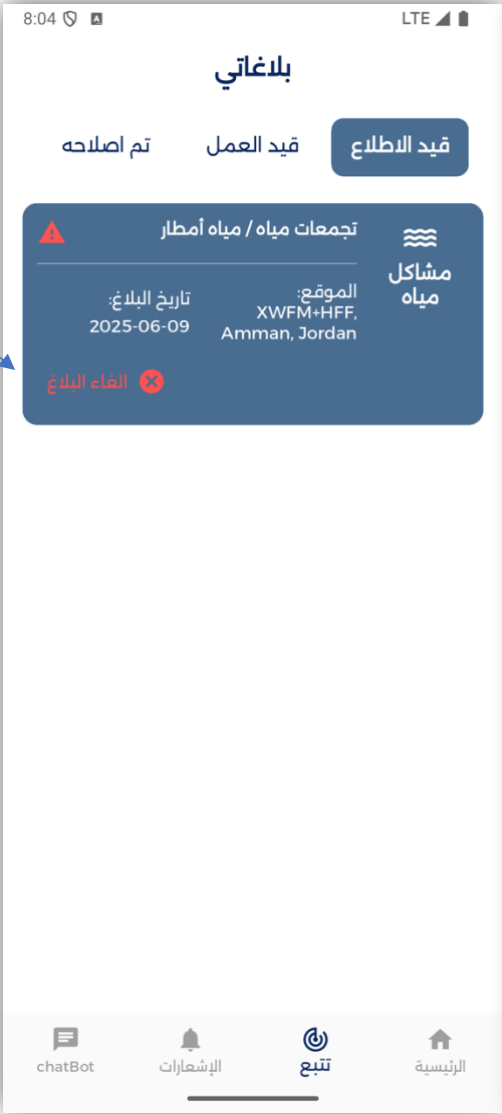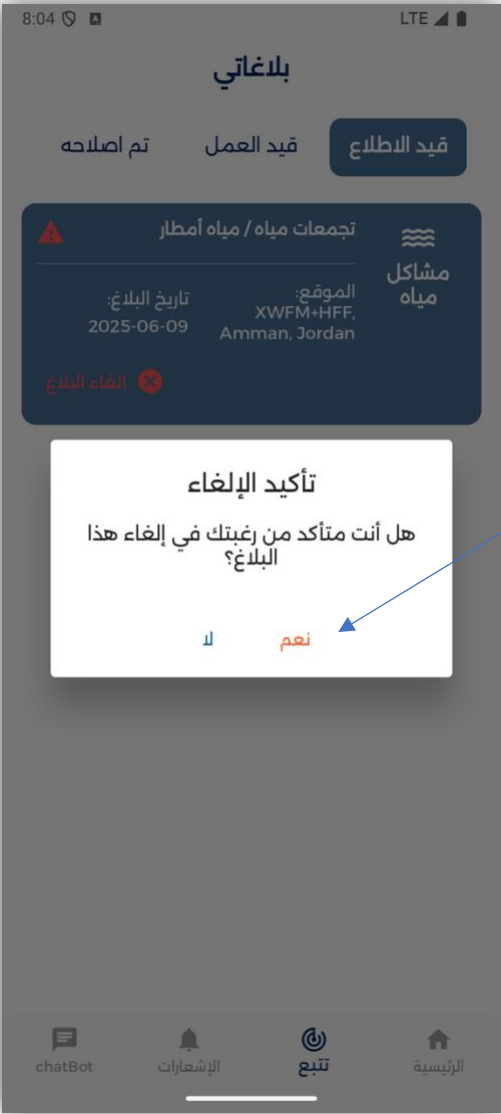
You'll receive notifications about your complaint's status, and you can view all past notifications on the Notification Page.
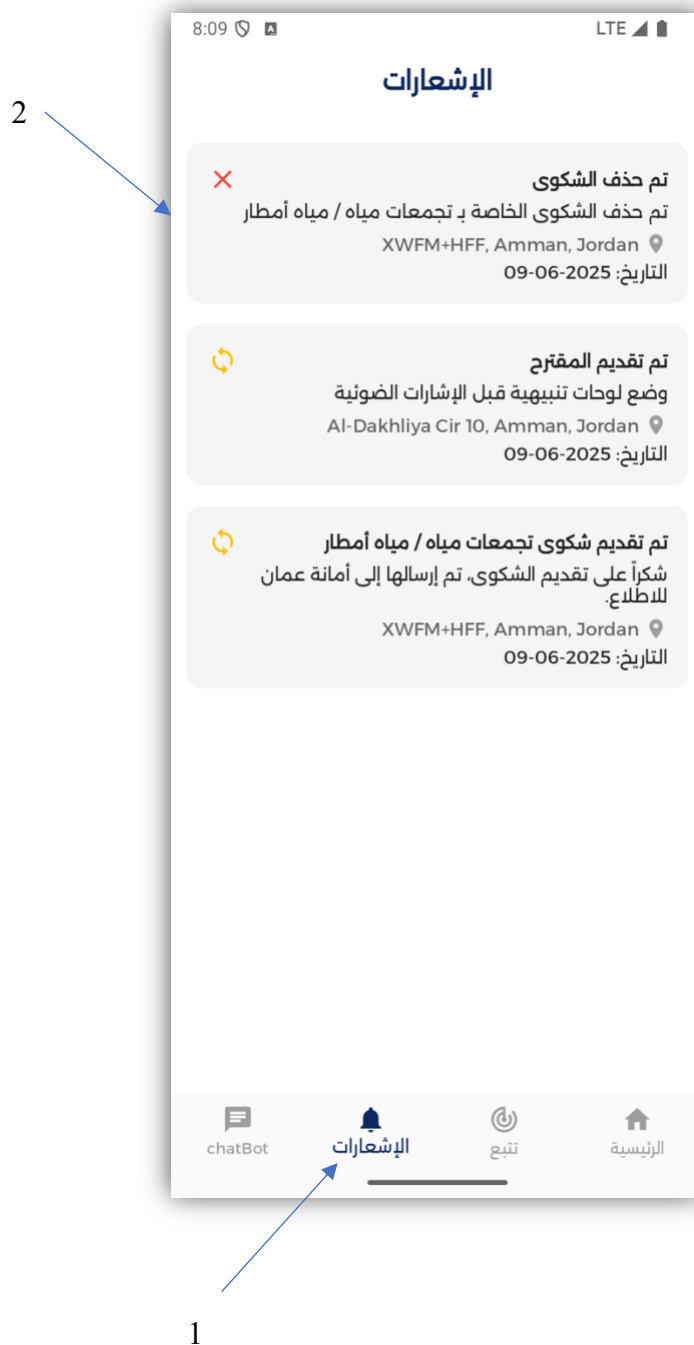
You can change your notification settings in profile:
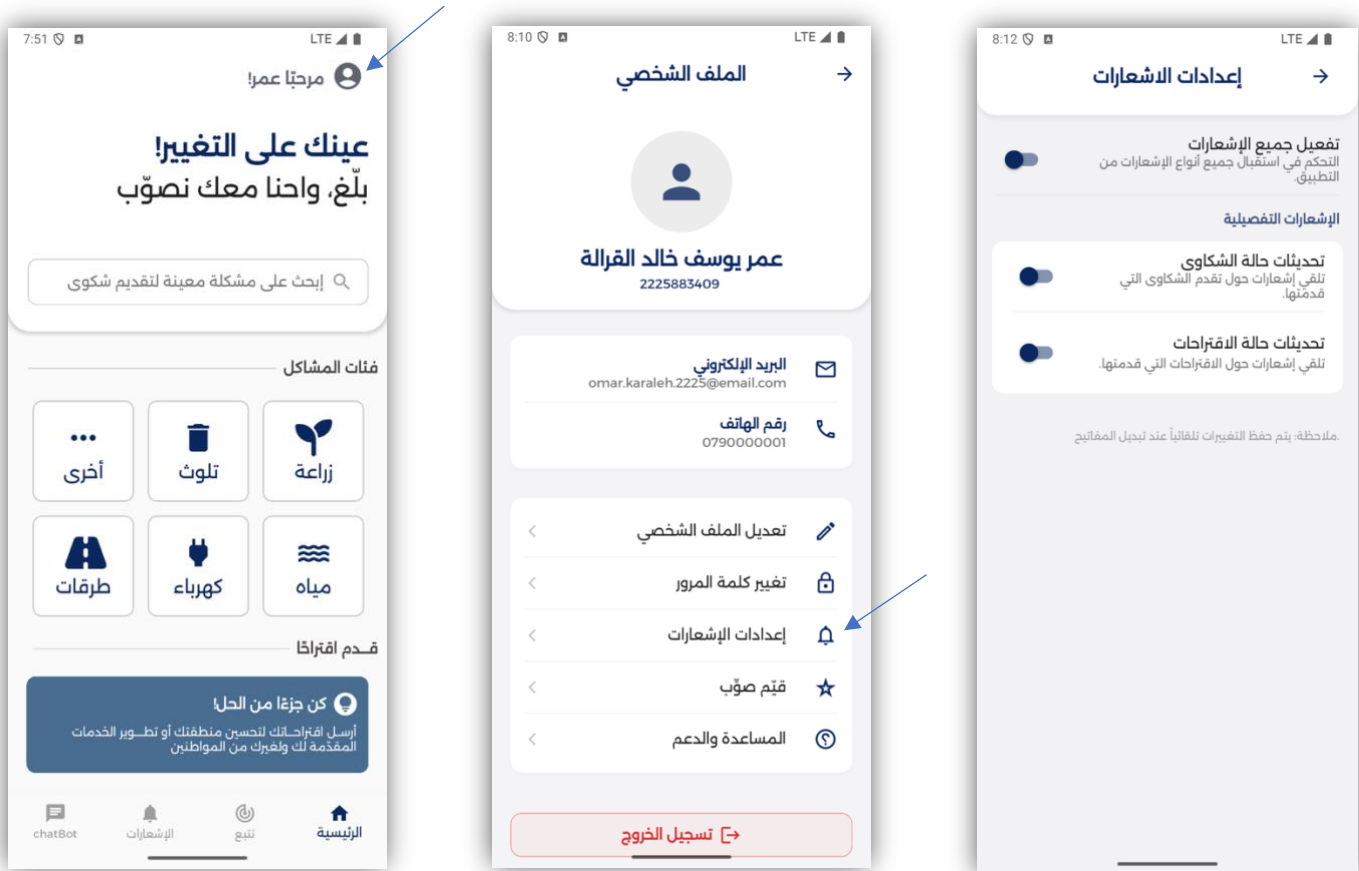
You can view and update your profile information—including email, and phone number, and change your password on the Profile Page:
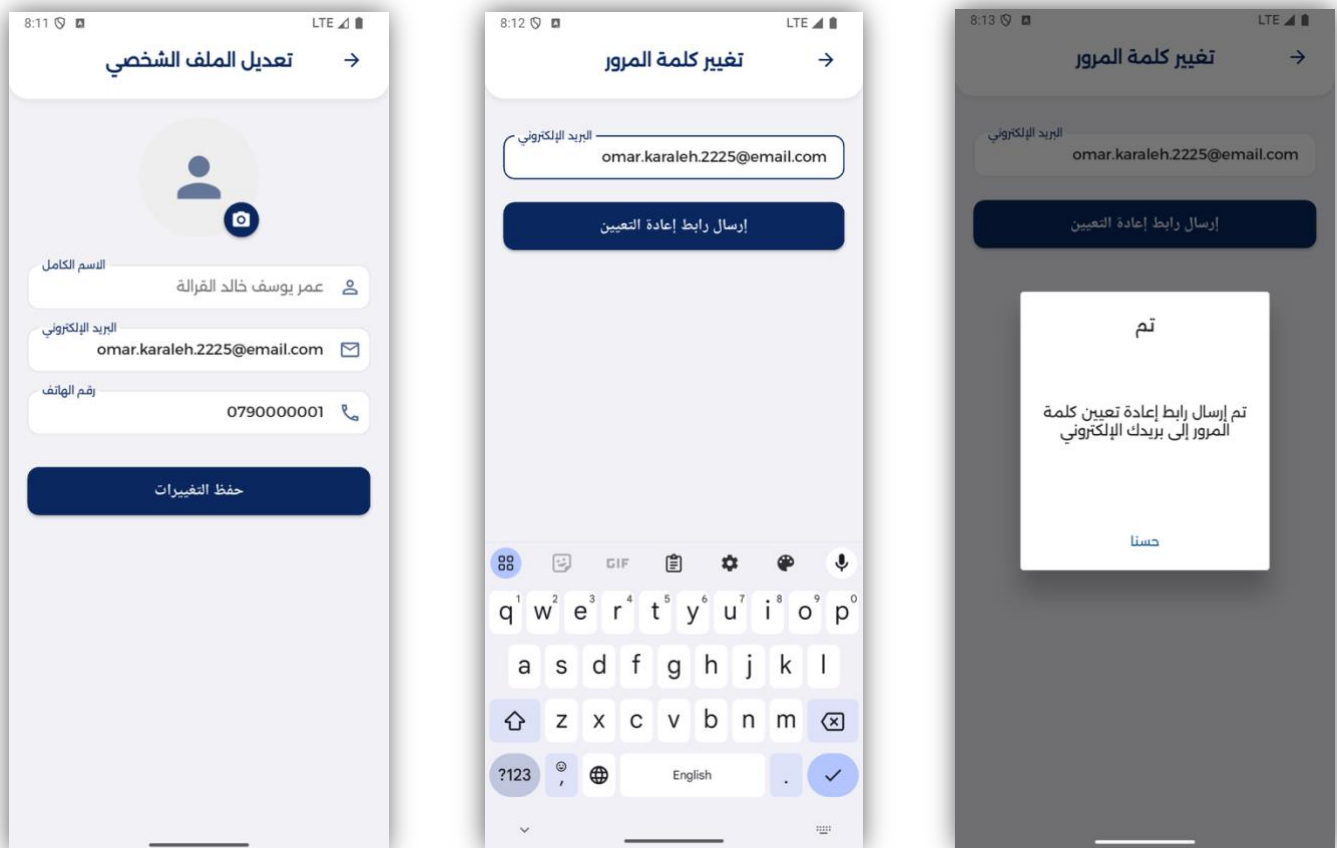
6.1.1 Citizen Frequently Asked Questions (FAQs)

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.

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.

1   2   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

Profile and Settings

View complaints

View suggestions

Statistics

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**."

1

2

3   4   5   6

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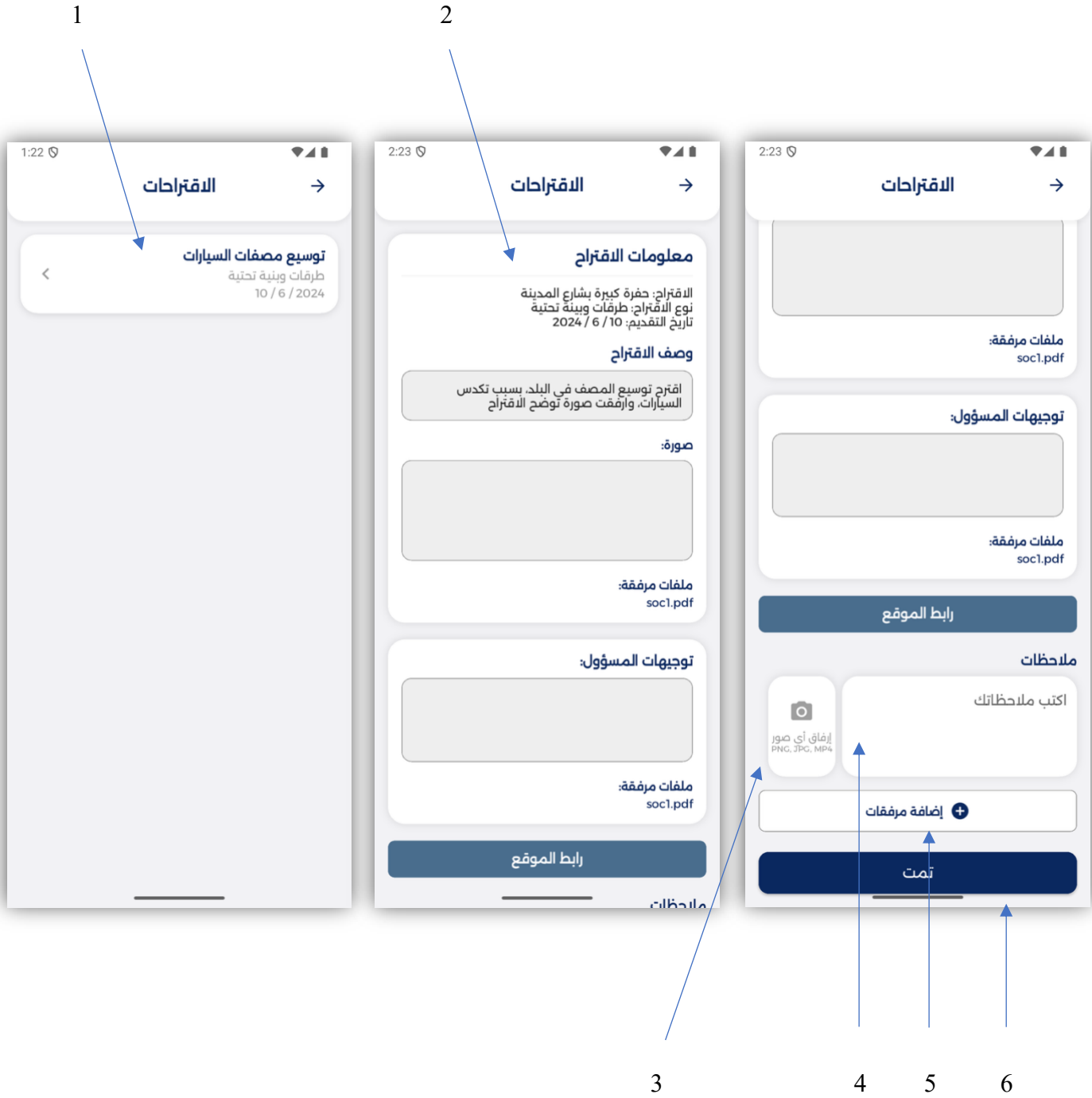
You can view and update your profile information—including email, and phone number, and change your password in the profile page. You can change you notifications settings as well.

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.

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.
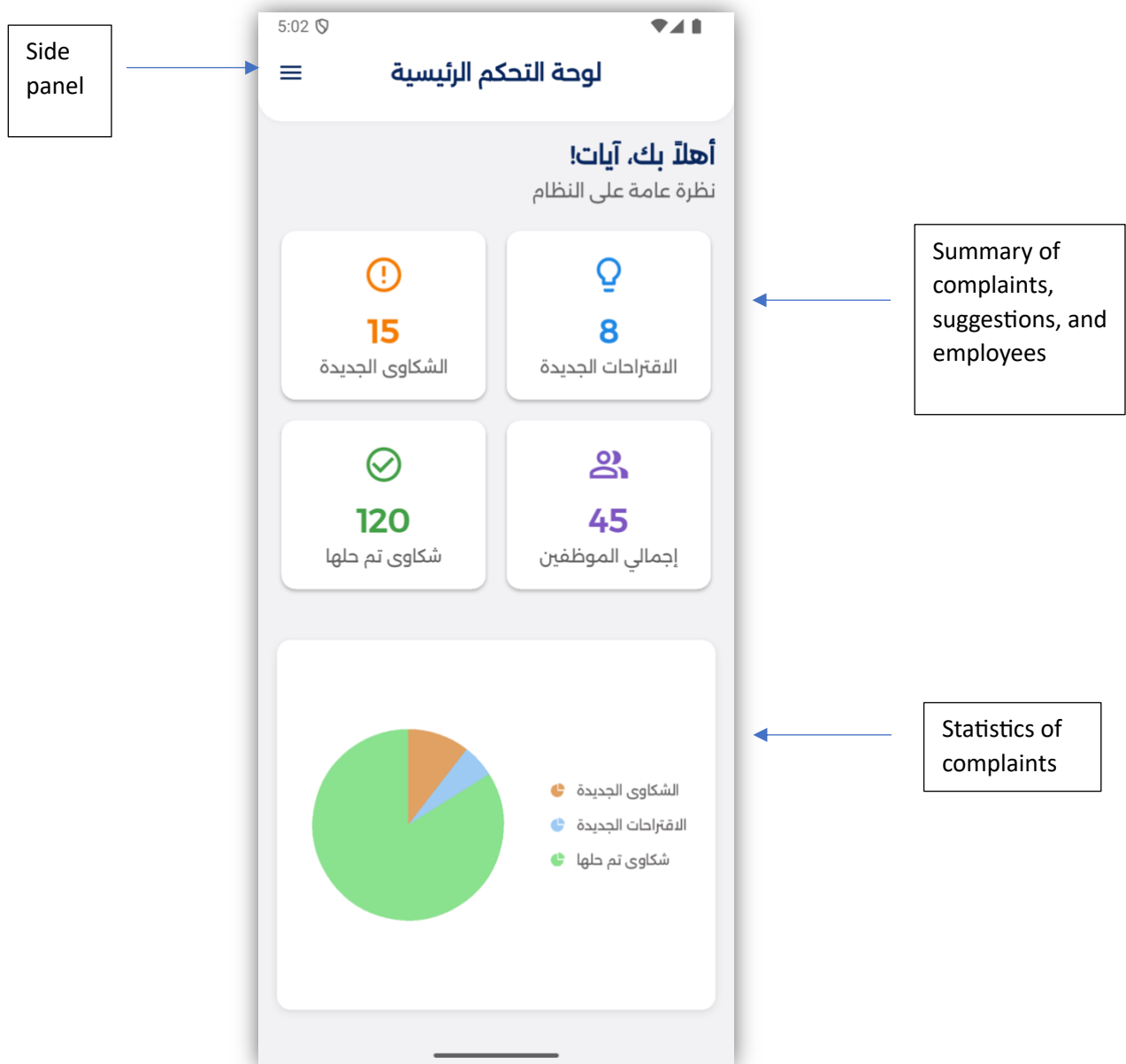

| 1 | 2 | 3 |
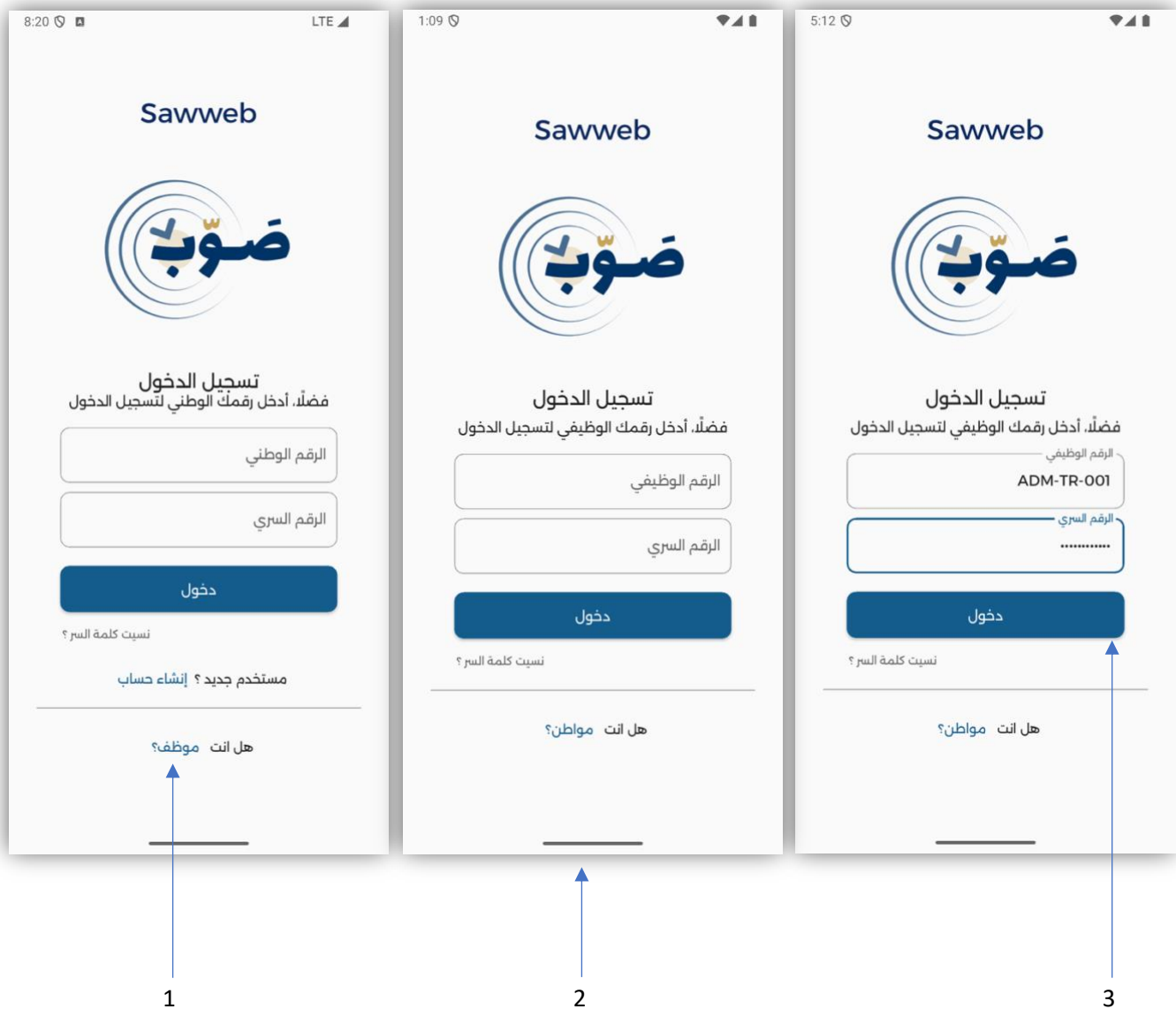
2. Home Page

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.

Side panel

5:02

لوحة التحكم الرئيسية

أهلاً بك، آيات!
نظرة عامة على النظام

15
الشكاوى الجديدة

8
الاقتراحات الجديدة

120
شكاوى تم حلها

45
إجمالي الموظفين

Summary of complaints, suggestions, and employees

Statistics of complaints

الشكاوى الجديدة
الاقتراحات الجديدة
شكاوى تم حلها

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

آيات
ayat@admin.gov.jo

لوحة التحكم الرئيسية

إدارة الشكاوى

إدارة الاقتراحات

إدارة حسابات الموظفين
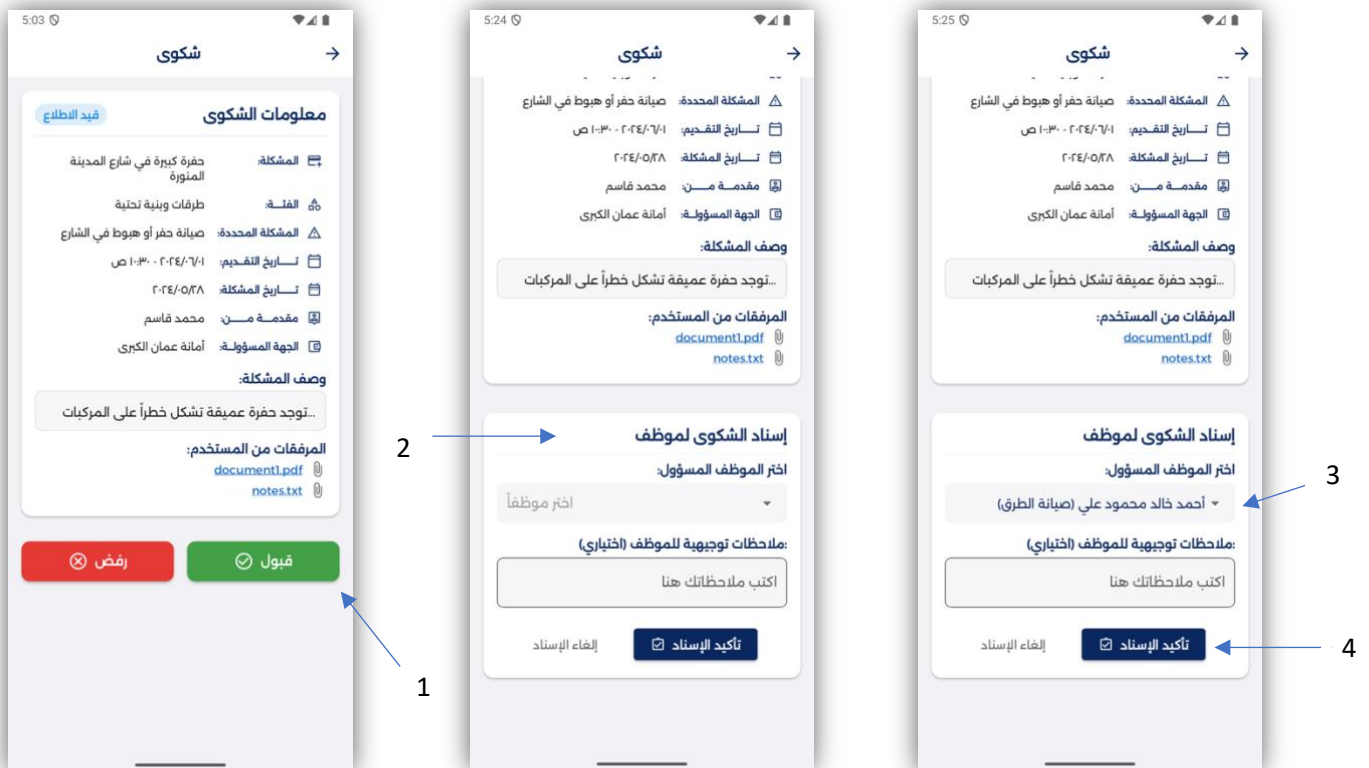
ملفي الشخصي

تسجيل الخروج
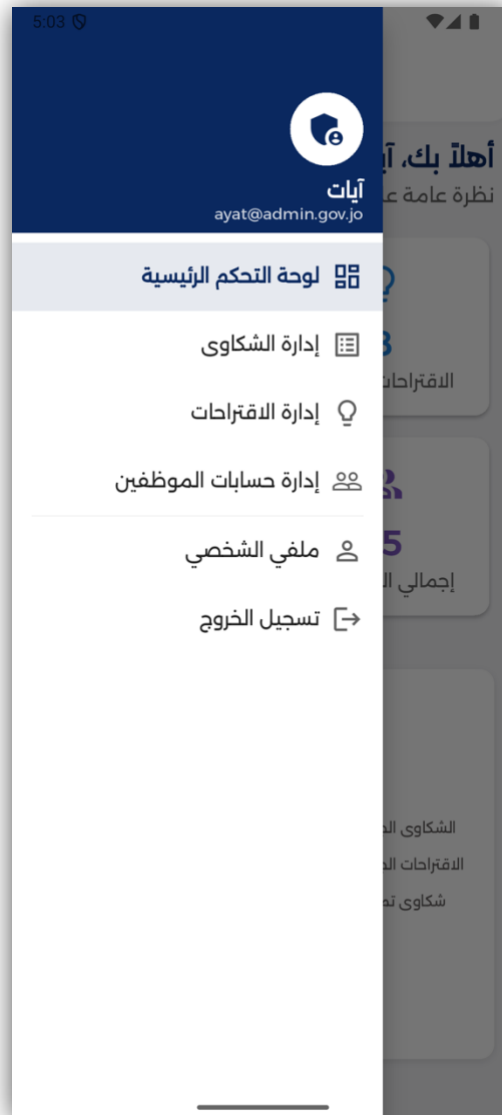
3. Complaint Management

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.
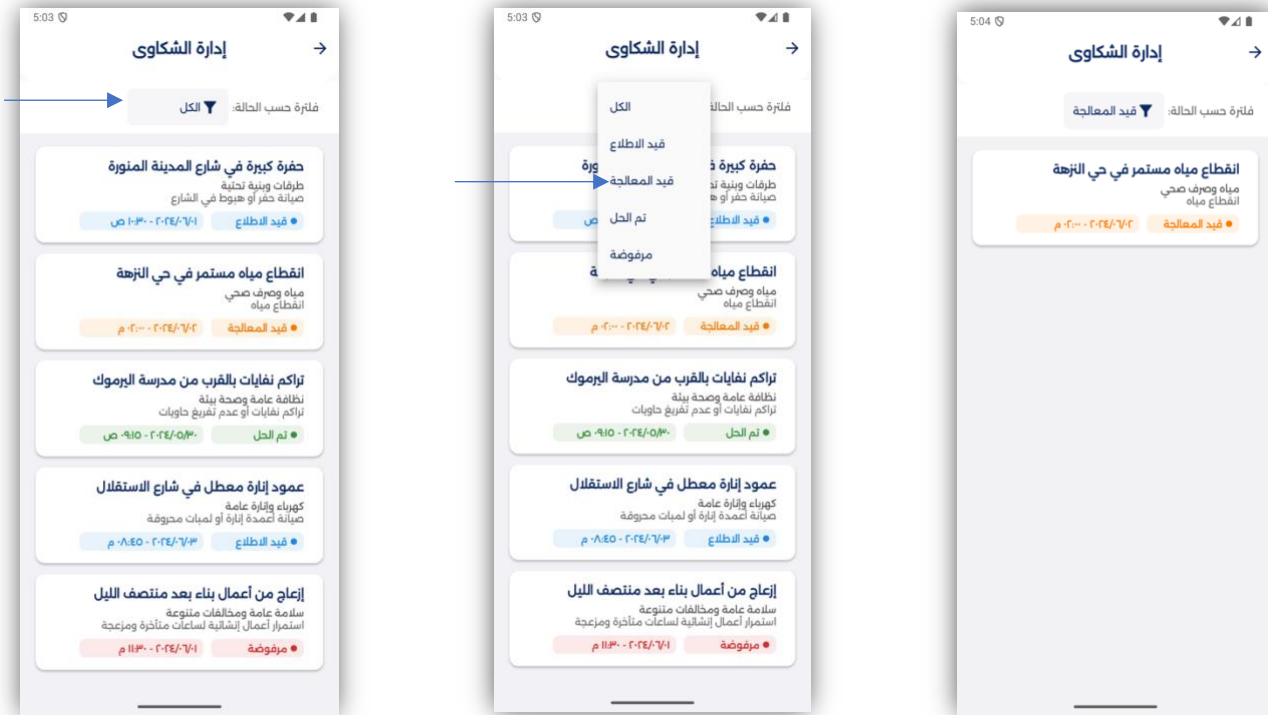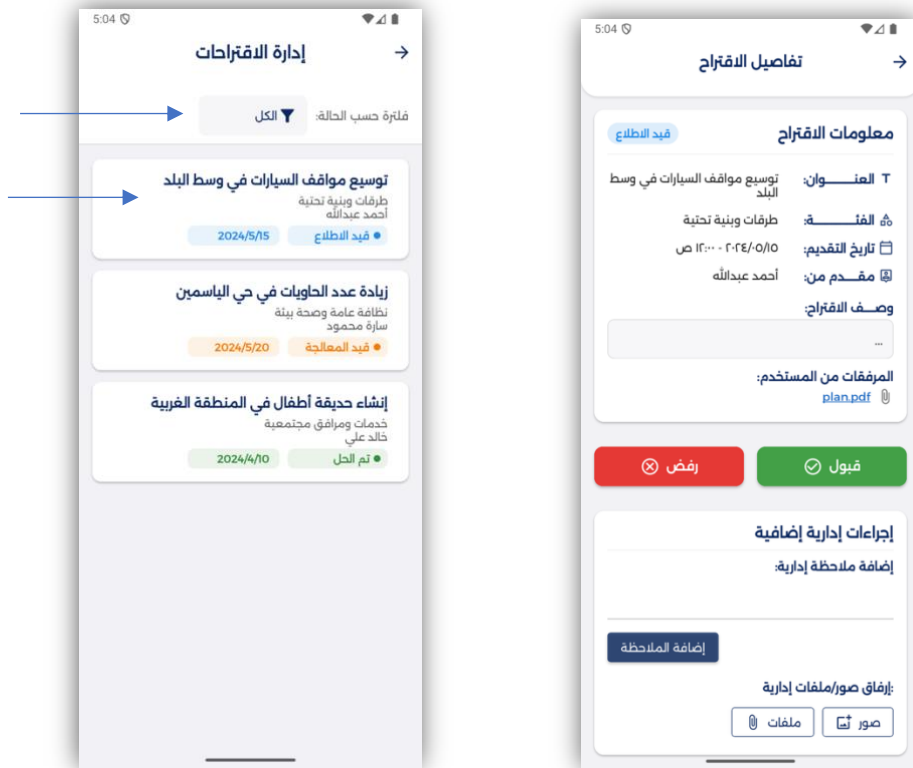

When you click on a complaint marked as Under Review, you'll see all its details and any attached files. You'll also see Accept and Reject buttons. If you choose Accept, additional options will appear to assign the complaint to an employee, add notes, and upload supporting files.

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.
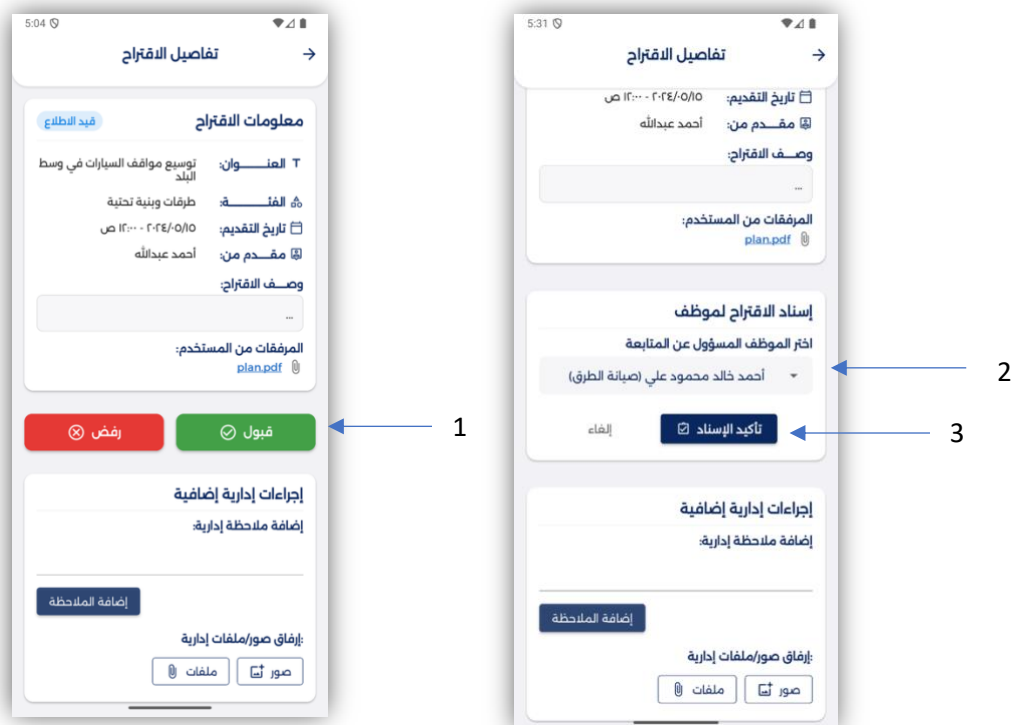
5. Employees' Accounts Management

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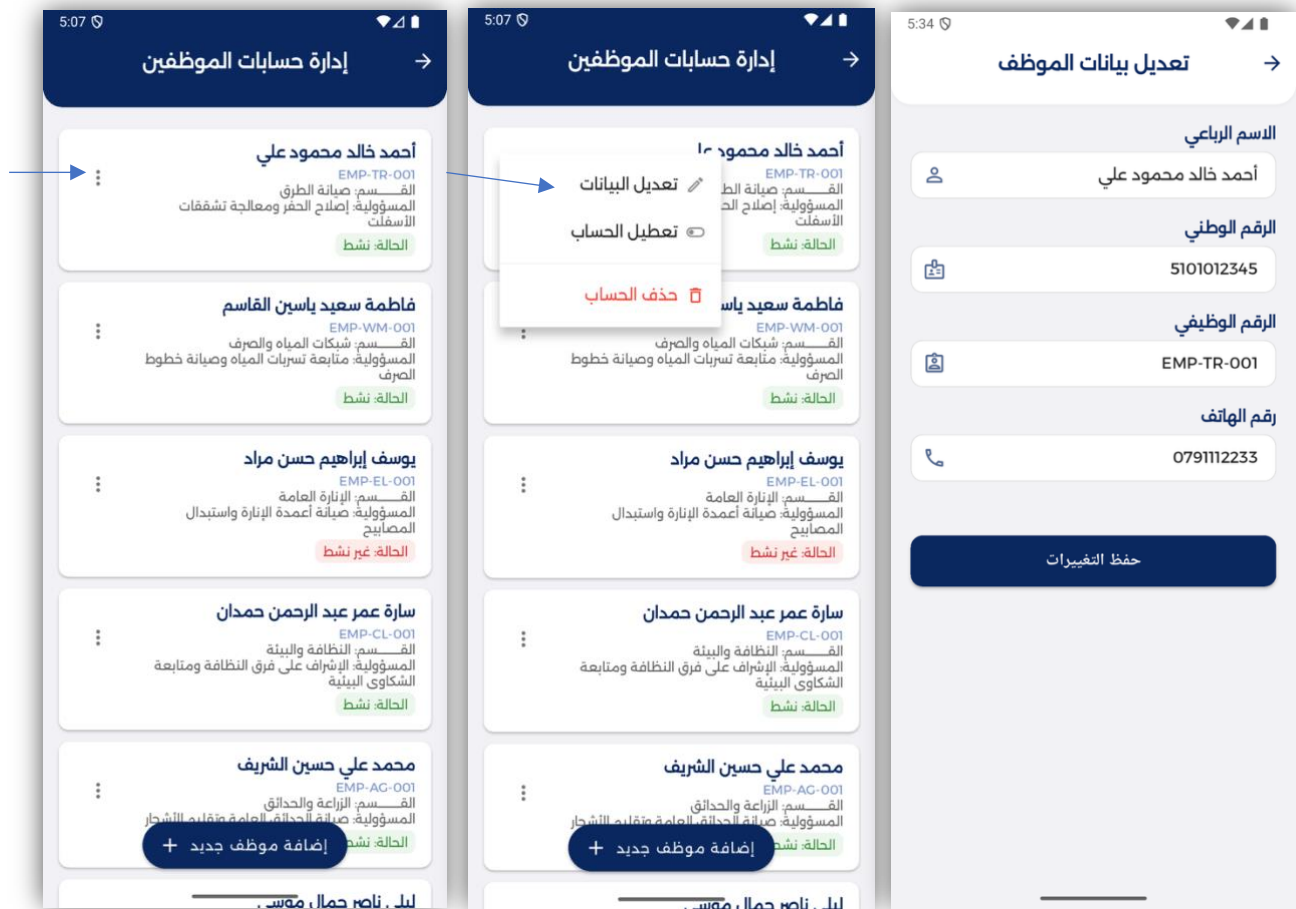
At the bottom, there is an **Add New Employee** button. Clicking it opens a new page where you can fill out the employee's information (National ID, Employee ID, full name, phone number, and password) to create their account.

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.