
Requirements Specification Document

for

MindEase

Online Counselling Platform for Kids, Teens & Adults

Prepared by

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1. Functional Requirements

1.1 User Module (Clients: Kid/Teen/Adult/Parent)

- Register/Login with role selection.
- Profile management (basic info, age group).
- Search and filter counsellors by specialization, fees, availability, and language.
- Book and manage appointments.
- Cancel/reschedule appointments (with rules: e.g., no cancellation within 24 hrs).
- View session history.
- Leave ratings and feedback.
- Access self-help resources (articles, PDFs, videos).

1.2 Counsellor Module

- Register with license verification and specialization.
- Upload supporting documents.
- Manage profile (bio, availability, consultation fees).
- Accept/reject appointment requests.
- View upcoming/past appointments.
- Upload resources for clients (articles, videos).
- View session feedback and earnings dashboard.

1.3 Admin Module

- Approve/reject counsellor applications.
- Manage all users (suspend/delete clients or counsellors if needed).

- Manage self-help resources (review counsellor-uploaded content, add/edit/delete).
- Monitor flagged reports from users.
- View platform revenue and analytics dashboards.

1.4 Payment Module

- Secure online payments (Razorpay/Stripe integration).
 - Generate receipts and confirmations.
 - Handle refunds and failed payments.
-

2. Non-Functional Requirements

2.1 Performance:

- Main pages must load in under 3 seconds.
- Handle at least 50 requests per second without crashing.

2.2 Scalability:

- System should scale to support 100+ concurrent users.

2.3 Security:

- All data encrypted via SSL/TLS.
- JWT-based authentication.
- Passwords hashed with bcrypt/argon2.

2.4 Usability:

- Simple and intuitive UI, accessible for children and adults.
- Age-appropriate language and navigation.

2.5 Availability & Reliability:

- 99% uptime guaranteed.
- Backup and recovery procedures in place.

2.6 Compatibility:

- Cross-browser support (Chrome, Firefox, Safari, Edge).
 - Responsive design.
-

3. User Stories

3.1 Client Stories:

- As a **teen**, I want to filter therapists by specialization so I can find help for anxiety.
- As a **parent**, I want to book a counsellor for my child and pay online securely.
- As an **adult**, I want to reschedule a session if my availability changes.

3.2 Counsellor Stories:

- As a **counsellor**, I want to upload my specialization and availability so clients can book me easily.
- As a **counsellor**, I want to track my earnings to request withdrawals.

3.3 Admin Stories:

- As an **admin**, I want to approve counsellors only after checking their license.
 - As an **admin**, I want to monitor flagged users to maintain a safe environment.
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4. Use Case Diagram

4.1 Actors:

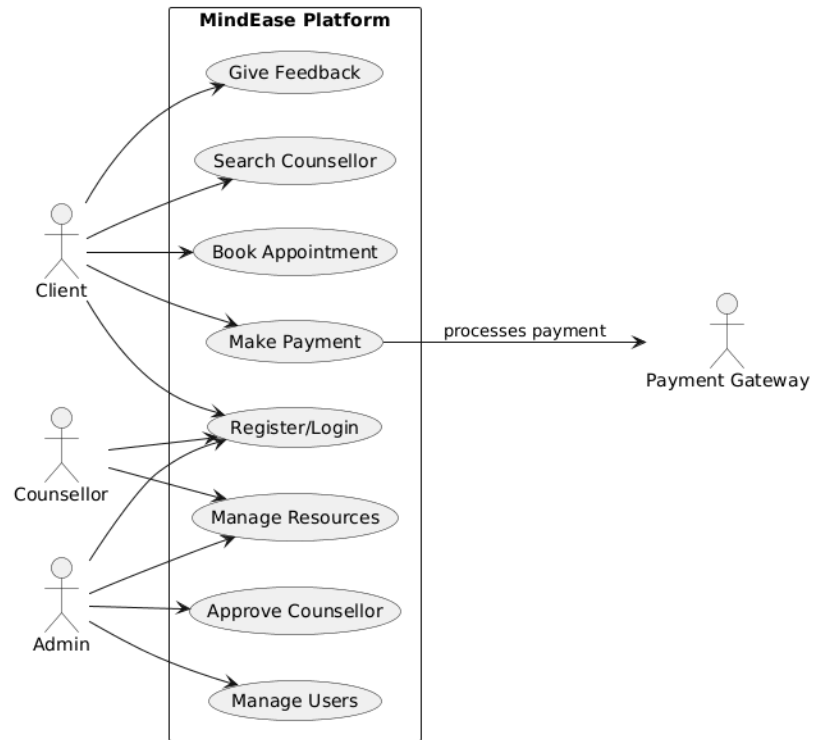
- Client
- Counsellor
- Admin
- Payment Gateway

4.2 Main Use Cases:

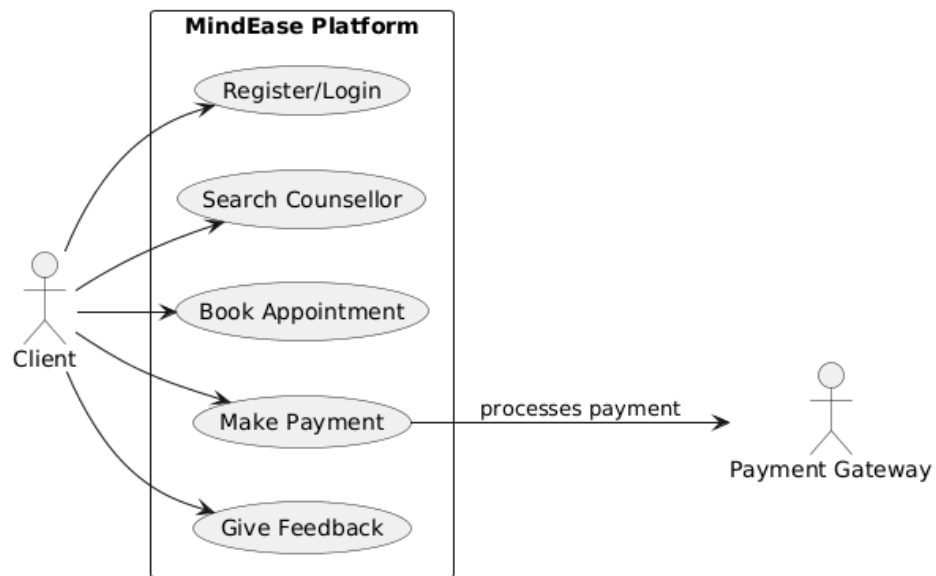
- Register/Login
- Search Counsellor
- Book Appointment
- Make Payment
- Give Feedback
- Approve Counsellor (Admin)
- Manage Resources (Admin/Counsellor)
- Manage Users (Admin)

4.3 Diagrams :

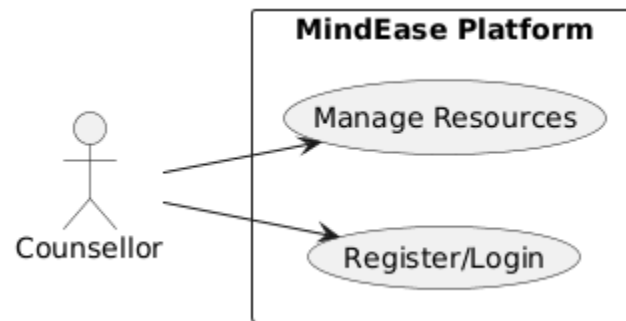
- **MindEase Platform Use Case Diagram:**



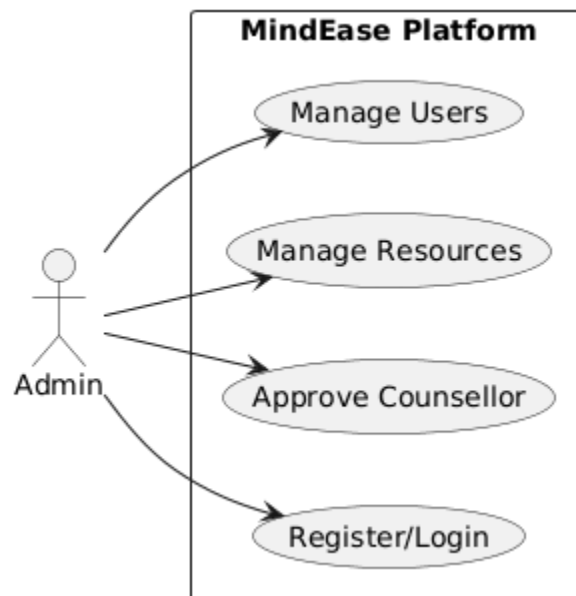
- **Client Use Case Diagram:**



- **Counsellor Use Case Diagram:**



- **Admin Use Case Diagram:**



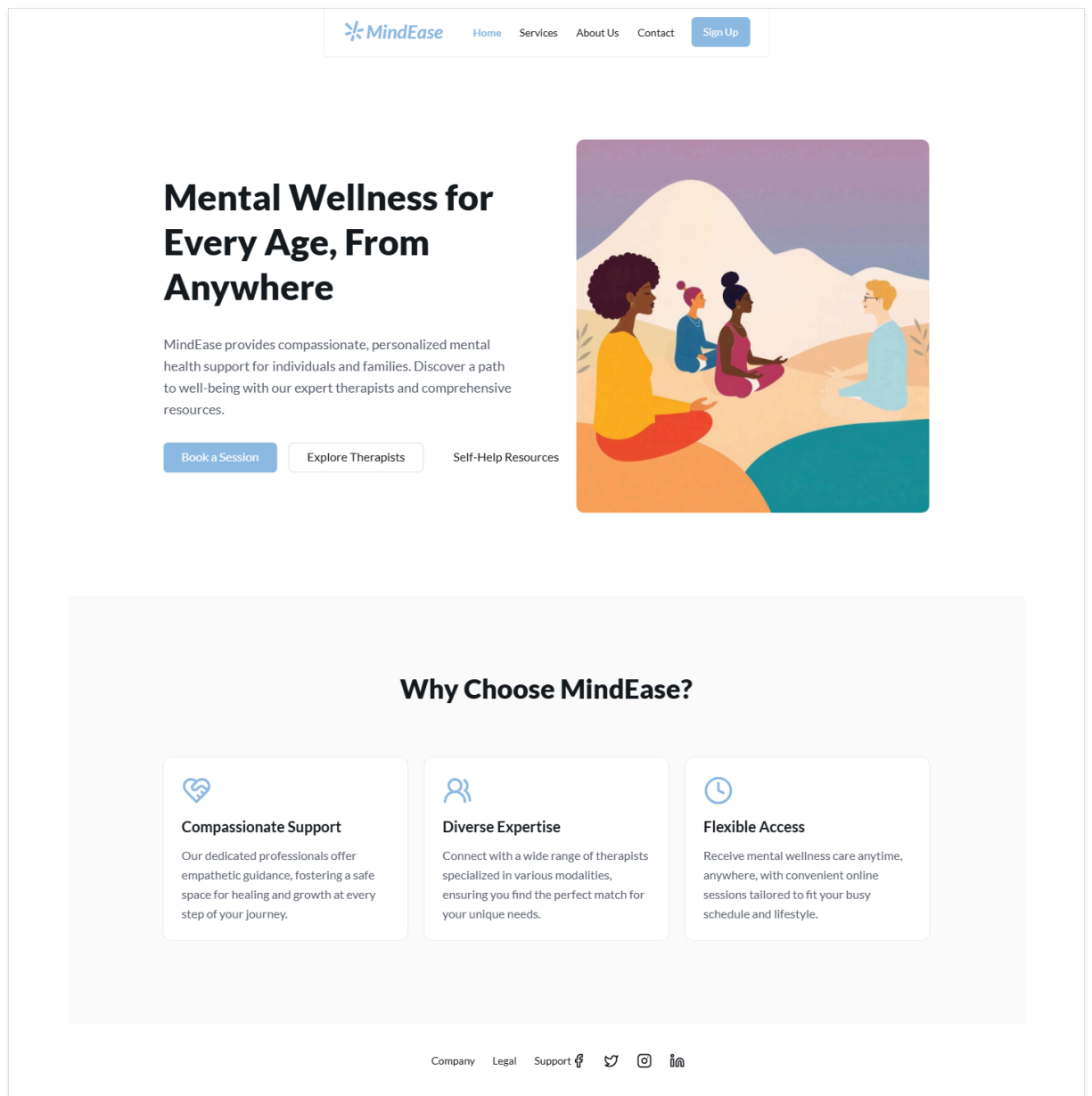
5. Interface Requirements

- **Frontend:** React.js + TailwindCSS
- **Backend:** Django REST Framework / Node.js
- **Database:** PostgreSQL
- **Payment Gateway:** Razorpay or Stripe API


- **Notifications:** SendGrid / Twilio for reminders
- **Deployment:** Vercel (Frontend) + Render (Backend)

6. Wireframes / UI Mockups (Initial Draft)

- **Homepage:**



- **Login/Register:**

 MindEase

Register for SkillBridge

Create your account to connect with clients, counsellors, and administrators.

First Name

Last Name

Email

Password


Confirm Password

Account Type

Age Group

☐ I agree to the [Terms and Privacy Policy](#)

Already have an account? [Log In](#)

 MindEase

Register for SkillBridge

Create your account to connect with clients, counsellors, and administrators.

Personal Details

First Name

Last Name

Email

Password

Confirm Password

Account Type

Professional Information


License Number

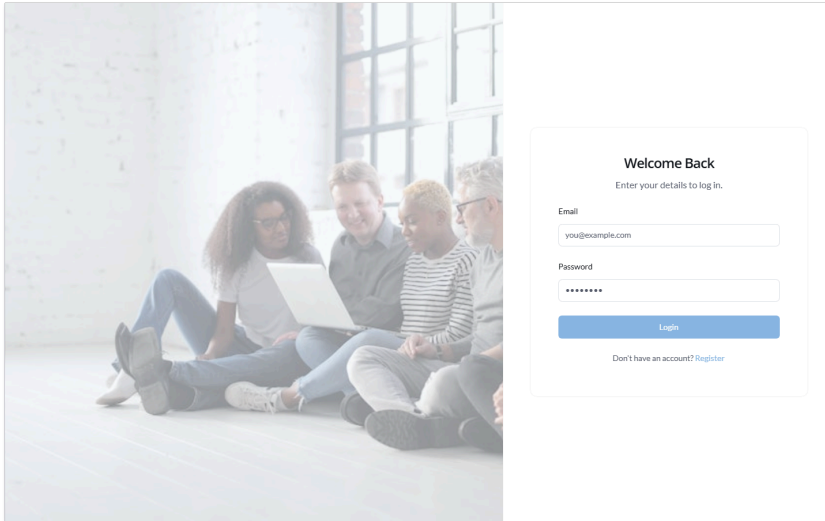
Specialization

Fees (per hour)


Availability

Already have an account? [Sign In](#)






- **Therapist Directory:**




Search therapists...SpecializationPrice Range


Available Therapists




Dr. Dipti Yadav
Anxiety Stress Management CBT
1800/session
[Book Now](#)




Dr. Sahebjeet Kaur
Depression Trauma Grief Counseling
1650/session
[Book Now](#)




Dr. Lizu Kaur
Relationship Counseling Family Therapy
1200/session
[Book Now](#)



Nidhi Rane
CHM & Adolescent Therapy Parenting Support
1500/session
[Book Now](#)






Aditi Shah
Addiction Recovery Group Therapy
1900/session
[Book Now](#)



Anis Syed
Eating Disorders Self-Esteem
1700/session
[Book Now](#)

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- **Booking Page:**

- **Self help resources:**

- Client Dashboard:




Dashboard

Appointments

Profile

Settings



Dr. Shefali Batra

Date:

October 26, 2024

Time:

10:00 AM

Service:

Cognitive Behavioral Therapy


Location:

Online Session

Status:

Confirmed

Cancel Appointment



Anis Syed

Date:

October 27, 2024

Time:

02:30 PM

Service:

Mindfulness Session


Location:

Online Session

Status:

Confirmed

Cancel Appointment



Dr. Pooja Sharma

Date:

November 01, 2024

Time:

09:00 AM

Service:

Couples Counseling


Location:

Online Session

Status:

Confirmed

Cancel Appointment



Dr. Dipati Yadav

Date:

September 15, 2024

Time:

03:00 PM

Service:


Stress Management Workshop

Location:

Online Session

Status:

Completed



Dr. Makarand Sakunke

Date:

September 10, 2024

Time:

11:00 AM

Service:


Individual Therapy

Location:

Online Session

Status:

Completed



Anis Syed

Date:

August 28, 2024

Time:

04:00 PM

Service:

Mindfulness Session

Location:

Online Session

Status:

Cancelled


Today's Overview

Appointments Today

1

Your confirmed appointments for today.

- Counsellor Dashboard:




My Profile

Manage Slots

My Appointments

Earnings Summary

Search client, appointment or slot



Full Name

Dr. Shefali Batra

Email Address

shefali@batraexample.com

Phone Number

+91 7864384987

Bio

Dedicated and empathetic counsellor with 15 years of experience in individual, couples, and family therapy. Specializing in cognitive-behavioral therapy (CBT) and mindfulness-based approaches to help clients achieve emotional well-being and personal growth. Passionate about fostering a supportive and non-judgmental environment.

Edit Personal Info

Professional Details

License Number

LIC-987654

Issuing Body

State Board of Counseling

License Expiry

2025-12-31

Specializations

AnxietyDepressionRelationship CounselingGrief SupportStress Management

Edit Professional Details

Fees & Standard Availability

Hourly Rate

1500/hour

Package Deals

5 sessions for 650010 sessions for 12000

Default Working Days

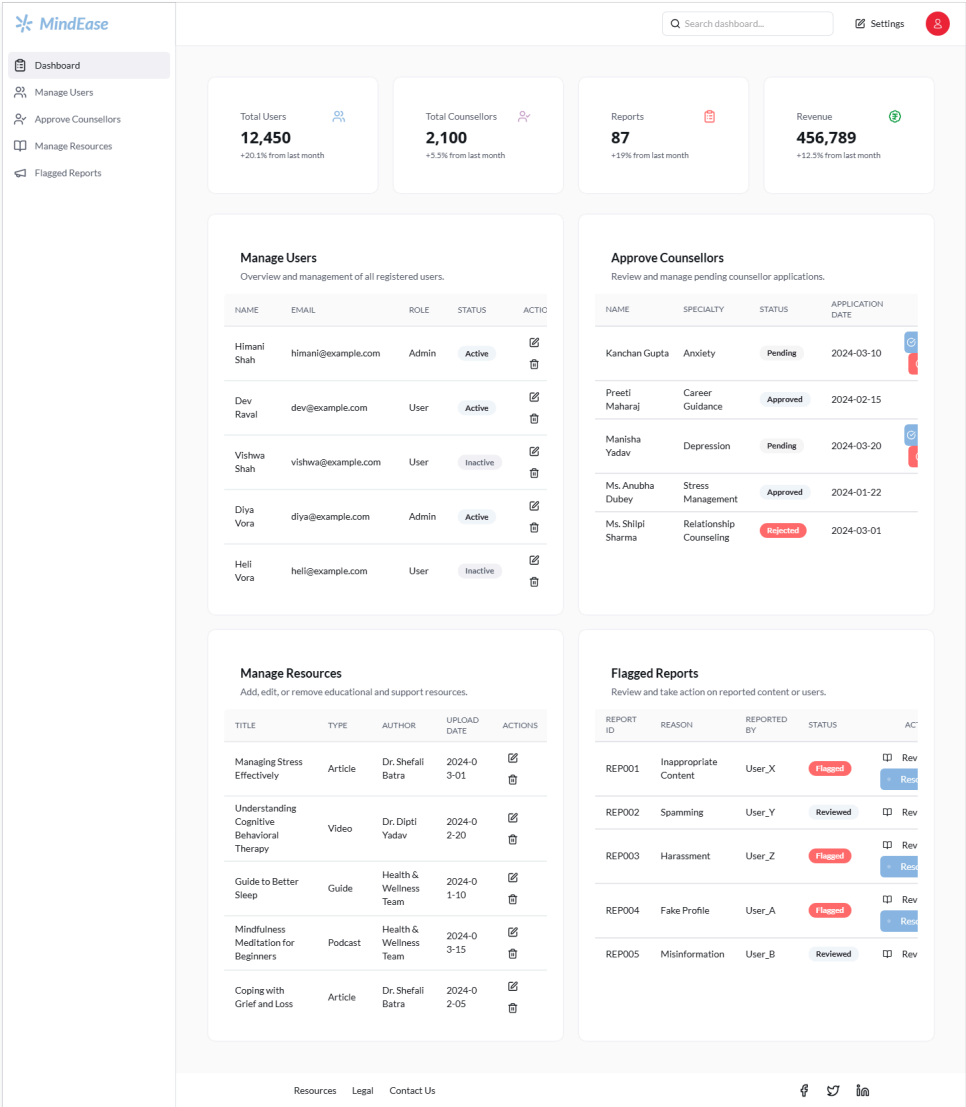
Monday - Friday

Default Working Hours

9:00 AM - 5:00 PM

Adjust Fees & Availability

● Admin Dashboard:



7. Acceptance Criteria

Feature	Acceptance Criteria
User Registration	Users can register with the correct role and verified email.
Counsellor Approval	Only approved counsellors appear in search results.
Appointment Booking	User can book only available slots, confirmation stored in DB.
Payment	Payment succeeds via gateway and receipt is generated.
Feedback	User can leave rating and comment only after a completed session.
Resource Management	Admin/counsellor can add/edit/remove resources and clients can access them.
Security	Login requires correct credentials and JWT token is issued.