Software User Manual

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1. Introduction

In today’s digital age, e-commerce has become a cornerstone of modern retail, transforming the way consumers shop and businesses operate. Our graduation project focuses on the development of an innovative **e-commerce application** aimed at enhancing the online shopping experience for users. This app is designed to offer a seamless, user-friendly platform where customers can browse, compare, and purchase products from a wide variety of categories, all from the convenience of their mobile devices or computers.

2. System Requirements

### ****Client-Side Requirements (Mobile Devices)****

#### ****Mobile Operating System****:

* **Android**:
  + **Android 8.0 (Oreo)** or later (Recommended: Android 10.0 or later for better performance and security features).
* **iOS**:
  + **iOS 13.0** or later (Recommended: iOS 14.0 or later for better compatibility with modern app features).

#### ****Device Specifications****:

* **Mobile Devices**: Smartphones and tablets with the following specifications (or better):
  + **Processor**: Quad-core (or higher) processor with a clock speed of **1.8 GHz** or more.
  + **RAM**: Minimum **2 GB** of RAM (Recommended: **4 GB** or higher for smooth multitasking and better app performance).
  + **Storage**: Minimum **4 GB** of free space required for app installation and caching. Recommended: **8 GB** or more for better user experience, especially for storing app data and media (like images or videos).
  + **Display Resolution**: Minimum **HD (1280x720)** resolution. Recommended: **Full HD (1920x1080)** or higher for better visuals and clarity.

#### ****Internet Connection****:

* **Required**: A stable internet connection, either Wi-Fi or cellular data.
  + **Minimum Speed**: **1 Mbps** (recommended 5 Mbps or higher for smoother browsing and faster load times).
  + **Network**: Support for **4G/5G** for optimal mobile performance (though 3G may be sufficient in some regions).

#### ****Other Requirements****:

* **GPS**: For location-based services (e.g., delivery tracking, nearby stores)
* **Battery**: A battery life of at least **3000 mAh** or higher for continuous usage without frequent recharging.

### ****Backend Server Requirements****

For the mobile application to function efficiently and provide a seamless user experience, the backend infrastructure needs to support high performance, scalability, and security.

1. **Cloud Hosting/Infrastructure**:
   * Cloud services such as **AWS** (Amazon Web Services), **Google Cloud Platform**, or **Microsoft Azure** to host databases, APIs, and user data.
   * **Firebase** (Google’s mobile platform) for **real-time databases**, **authentication**.
2. **API**:
   * **RESTful API** for communication between the mobile app and the backend servers. Ensure fast, secure API responses for a smooth user experience.
3. **Security**:
   * **SSL/TLS Encryption** for secure communication between mobile app and backend servers.
   * **OAuth 2.0 / JWT** for user authentication and authorization.

### ****Recommended (Optimal) Requirements for Smooth Experience****

To ensure the best performance and user experience across the board, here are the **optimal** requirements for both devices and infrastructure:

#### ****Device (User-side)****:

* **Android**: Android 10.0 or later with **4 GB RAM** and **64 GB storage**.
* **iOS**: iOS 14.0 or later with **4 GB RAM** and **64 GB storage**.
* **Display**: Full HD (1920x1080) or higher.
* **Network**: 4G/5G connectivity for faster browsing and faster checkout experiences.
* **Battery**: Devices with **4000 mAh** or higher battery capacity for uninterrupted use during shopping.

#### ****Backend (Server-side)****:

* **Scalable Infrastructure**: Auto-scaling cloud services to handle increasing app traffic as the user base grows.
* **Fast Content Delivery**: Utilize **CDN services** to reduce latency and improve the loading speed of product images, videos, and other media.
* **High Availability**: Ensure redundancy in servers and databases for a fault-tolerant, high-availability system.

3. Installation Guide

### ****For Android Users****

#### ****Step 1: Open Google Play Store****

1. Unlock your Android device and open the **Google Play Store** app from the home screen or app drawer.

#### ****Step 2: Search for the App****

1. Tap on the **search bar** at the top of the Play Store.
2. Type in the name of the e-commerce app (e.g., “MyShoppingApp”).
3. Press **Enter** or **Search**.

#### ****Step 3: Select the App****

1. In the search results, find the official app (make sure it matches the app icon and developer name to ensure it's the correct one).
2. Tap on the app’s name to open the app’s download page.

#### ****Step 4: Install the App****

1. On the app's page, tap the **Install** button.
2. Wait for the app to download and install. This may take a few moments depending on your internet speed.

#### ****Step 5: Open the App****

1. Once the app has finished installing, you will see an **Open** button.
2. Tap **Open** to launch the app.

#### ****Step 6: Sign In / Sign Up****

1. Upon opening the app, you may be prompted to **sign in** with your existing account, or if you're a new user, you can **sign up** by creating a new account.
2. Follow the on-screen instructions to set up your account and start browsing products.

#### ****Step 7: Start Shopping****

1. Once logged in, you can start shopping, adding items to your cart, and completing your purchases!

### ****For iOS Users****

#### ****Step 1: Open the App Store****

1. Unlock your iPhone or iPad and open the **App Store** from the home screen.

#### ****Step 2: Search for the App****

1. Tap on the **Search** tab at the bottom of the screen.
2. Tap on the search bar at the top and type in the name of the e-commerce app (e.g., “MyShoppingApp”).
3. Press **Search** or **Return** on the keyboard.

#### ****Step 3: Select the App****

1. In the search results, find the official app (again, make sure it’s the correct one by checking the icon and developer name).
2. Tap on the app’s name to open the app’s download page.

#### ****Step 4: Install the App****

1. On the app’s page, tap the **Get** button .
2. The app will begin downloading and installing. Wait for the process to complete.

#### ****Step 5: Open the App****

1. Once installation is complete, tap the **Open** button directly from the App Store, or find the app on your home screen and tap to launch it.

#### ****Step 6: Sign In / Sign Up****

1. Upon first opening the app, you’ll be prompted to either **sign in** or **sign up** for an account.
2. Follow the on-screen instructions to either log in to your existing account or create a new one.

#### ****Step 7: Start Shopping****

1. After signing in, start exploring the products, add items to your cart, and proceed with your purchases.

### ****5.Getting Started with MyShopping App****

Welcome to MyShopping App, your one-stop destination for convenient and seamless online shopping! Follow this guide to set up your account, explore features, and make your first purchase.

#### ****1. Installation****

* **Download the App**:
  + Available on [Google Play Store] for Android and [Apple App Store] for iOS.
  + Search for “MyShoppingApp” or scan the QR code from our website.
* **Requirements**:
  + Android 10.0 or later / iOS 14.0 or later.
  + Stable internet connection.

#### ****2. Create an Account****

1. Open the app and tap **Sign Up**.
2. Fill in your details:
   * Name, email, password, and optional phone number.
3. Choose a sign-up method:
   * Email registration .
4. Log in and access your dashboard.

#### ****3. Explore the App****

* **Home Screen**: Browse featured categories, new arrivals.
* **Search Bar**: Quickly find your desired products.
* **Navigation Menu**: Home, cart and profile settings.

#### ****4. Personalize Your Experience****

1. Go to **Profile**:
   * Add your delivery address for faster checkout.

#### ****5. Make Your First Purchase****

1. **Browse Products**:
   * Explore categories or use the search feature.
2. **View Product Details**:
   * Tap on a product to see descriptions, reviews, and available offers.
3. **Add to Cart**:
   * Select size, color, or quantity (if applicable), and tap **Add to Cart**.
4. **Checkout**:
   * Review items in your cart.
   * Enter your delivery address or select a saved one.
   * Choose a payment method (card, wallet, COD).
5. **Place Order**:
   * Confirm your details and tap **Place Order**.
   * You’ll receive a confirmation email/SMS.

#### ****7. Get Support****

* Go to **Profile > Help/Support** if you face any issues.
* Access live chat, FAQs, or submit a support ticket.

#### ****Tips for the Best Experience****

* Regularly update the app to enjoy new features and improvements.
* Enable push notifications to never miss a deal.
* Check the **Offers** section for exciting discounts.

# 5. Features Overview

#### ****Customer Features:****

1. **User Authentication**: Sign-up, login, and social media login options.
2. **Product Catalog**: Categorized listings with filters and sorting options.
3. **Product Details**: Detailed descriptions, high-quality images, and user reviews.
4. **Search Functionality**: Keyword-based search with auto-suggestions.
5. **Cart Management**: Add or remove items from the shopping cart.
6. **User Profile**: Manage personal information, address book, and payment methods.
7. **Feedback System**: Leave reviews or ratings for purchased products.

**Technical Features:**

 **Integration with APIs**: For payment gateways, shipping services, etc.

 **Responsive Design**: Optimized for mobile and desktop.

 **Secure Data Handling**: Implement SSL, encryption, and GDPR compliance.

# 6. User Interface Guide

### ****1. UI Components****

#### ****a. Navigation****

* **Primary Navigation Bar**: Fixed at the bottom for mobile and on the side for web.
  + **Home**
  + **Categories**
  + **Cart**
  + **Profile**
* **Search Bar**: Prominently displayed at the top.

#### ****b. Home Screen****

* **Trending Categories**: Carousel showcasing popular categories.

#### ****c. Product Page****

* **Images**: High-resolution gallery with zoom-in and swipe capabilities.
* **Details**:
  + Title, description, price, and availability.
  + Ratings and reviews (displayed visually as stars or percentages).
* **Action Buttons**:
  + **Add to Cart**

#### ****d. Cart****

* **List View**: Display selected items with quantity and price adjustments.
* **Summary Section**: Total cost, taxes, and delivery fees.
* **Checkout Button**: Bold and sticky at the bottom.

#### ****e. Profile****

* **User Info**: Name, email, and avatar.
* **Order History**: Past purchases with filters by status (delivered, processing).
* **Saved Addresses**: Editable and selectable during checkout.

### ****7. How to Perform Tasks****

#### ****1. Create an Account****

1. Open the app and tap **"Sign Up"**.
2. Enter your details: name, email, password, and optional phone number.
3. Choose a sign-up method: email .
4. Tap **"Create Account"**.

#### ****2. Log In****

1. Tap **"Log In"** on the home screen.
2. Enter your email/phone number and password.
3. Tap **"Log In"** or use the social media login button.

#### ****3. Browse Products****

1. From the **Home Screen**, browse featured products or categories.
2. Use the **Search Bar** to find specific items.
3. Apply filters (e.g., name)
4. Tap a product to view its details.

#### ****4. Add Items to Cart****

1. Navigate to the product page.
2. Select options (size, color, quantity) if applicable.
3. Tap the **"Add to Cart"** button.
4. View your cart by tapping the **Cart Icon** on the navigation bar.

#### ****5. Place an Order****

1. In the cart, review your items.
2. Tap **"Checkout"**.
3. Choose a saved address or add a new one.
4. Review the total cost and tap **" Checkout "**.

### ****8. Troubleshooting Guide****

#### ****1. Login Issues****

**Problem**: Unable to log in.  
**Solutions**:

* **Check Credentials**: Ensure the email and password are correct.
* **Social Media Login Issue**: Check if the linked social media account is active.

#### ****2. App Crashes or Freezing****

**Problem**: The app crashes or becomes unresponsive.  
**Solutions**:

* Restart the app.
* Clear the app’s cache/data via device settings.
* Ensure you’re using the latest version of the app.
* Restart your device.

#### ****3. Product Not Found****

**Problem**: The product you’re searching for doesn’t appear.  
**Solutions**:

* Double-check the spelling in the search bar.
* Use broader or alternative keywords.
* Apply fewer filters to expand search results.
* Confirm the product’s availability in your region.

#### ****4. App Performance Issues****

**Problem**: Slow loading or glitches.  
**Solutions**:

* Use a stable and high-speed internet connection.
* Close other running apps to free up memory.
* Update the app to the latest version.

### ****9. FAQ****

#### ****1. Account and Login****

**Q: How do I create an account?**  
A: Tap on **Sign Up**, fill in your details (name, email, password), and follow the instructions. You can also use social media accounts to sign up.

**Q: Can I change my email or password?**  
A: Yes. Go to **Profile > Settings**, and update your email or password.

#### ****2. Browsing and Searching Products****

**Q: How do I find a specific product?**  
A: Use the **Search Bar** at the top of the app and enter keywords. You can also use filters and sorting options.

#### ****3. Orders and Payments****

**Q: How do I place an order?**  
A: Add items to your cart, proceed to checkout, enter your delivery address, select a payment method, and confirm your order.

**Q: What payment methods are accepted?**  
A: cash on delivery .

#### ****5. Technical Issues****

**Q: The app is not working. What should I do?**  
A: Ensure you’re connected to the internet, update the app, or restart your device. If the issue persists, contact support.