Grandjacs Haven

Comprehensive User Journeys Document

One-Time Onboarding

Mother's Onboarding: Mary's Perspective

Mary (in Kampala, Uganda) or Alice (in Toronto, Canada) can both use the app. For illustrative purposes, we'll primarily follow Mary's Ugandan journey but note Canadian variations as needed.

Sign Up & Info

Account Creation (Email or Phone)

- Mary taps "Sign Up" and can choose "Continue with Email" or "Continue with Phone Number."
- If she enters a phone number, the system sends a verification code (SMS). If she uses email, a verification link or code is sent.

Terms of Service & Privacy

- Before finalizing sign-up, Mary must check a "I agree to the Terms & Conditions" box to consent.

Personal Details

- She inputs information (name, age, weight.).
- Currency Display: If she selects Uganda as her location, prices appear in UGX. If she selects Canada, prices appear in CAD.

Location

- Mary pins her current location (Kampala) or types her address. (Alice would pin Toronto.)

Interests/Needs & Modules

- The app shows various service modules: Postpartum Support, Lactation Help, Mental Health Therapy, Nutrition Education, Teletherapy, Home Care, Social Networking, AI Tools, E-Learning.
- Mary picks the ones that matter most, e.g Mental Health Support, Nutrition Education.

Payment Setup

- To unlock paid features (E-Learning, AI subscription), Mary can link her mobile money or card (credit card, if in Canada).

Profile Setup

Expanded Needs & Services

- Beyond the initial quiz, Mary can refine her preferences for postpartum needs, lactation counseling, mental health resources, infant care, and more.
- Each selected need ties her to relevant in-app modules (Home Care, Teletherapy, Social Networking).

Confirmation & Dashboard

- Once signed up, Mary sees a quick tutorial and is taken to her Mother's Dashboard, featuring tabs for:
    - Teletherapy
    - Home Care
    - E-Learning
    - Social Networking
    - AI for Mothers

Service Provider Onboarding: Patricia's Perspective

Patricia (in Kampala, Uganda) or Claire (in Vancouver, Canada) represents a nurse, therapist, or other caregiver who wants to register.

Sign Up & Verification

Choose Provider Role

- Patricia taps "Sign Up," selects "I am a Service Provider," and can register with email or phone number (receiving a verification code).

Professional Details

- She enters credentials (nurse license number), uploads certifications, and writes a short bio.
- She can optionally link to an entity (like "KNM Clinic") to add trust and legitimacy, particularly important in Uganda, where providers often work under official clinics or hospitals.

Subscription Plans

- Patricia sees different provider plans that affect her visibility and booking tools. She picks one and proceeds.

Payment & Earnings Setup

- Patricia links her mobile money or bank account for payouts. (In Canada, she might link an e-transfer method or direct deposit info.)
- The app clarifies the 15% platform commission on her earnings.

Confirmation & Provider Dashboard

- After admin review of her credentials, Patricia's profile is approved. She lands on a Provider Dashboard showing requests, appointments, and income stats.

Module-by-Module User Journey

Teletherapy

Mary’s Teletherapy Need

- Scenario: Mary feels anxious postpartum. She wants to schedule an online session with a mental health therapist.

Access & Therapist Selection

- Mary taps “Teletherapy” in her dashboard.
- She sees a list of available therapists, filters by specialty (like “Postpartum depression”), and selects Therapist Sarah.

Booking & Payment

- She picks a slot (“Tomorrow at 2 PM”) and sees the fee (displayed in UGX if in Uganda or CAD if in Canada).
- She taps “Confirm Booking,” and the system charges her linked payment method.

Session & Feedback

- At 2 PM, Mary joins the video session in the app.
- After the session, she rates Sarah (1–5 stars).

Service Provider Interaction

- Therapist Sarah sees Mary's booking, conducts the session via in-app video, and the system handles the payment minus commission.

Home Care

Mary's Home Visit Need

- Scenario: Mary needs a nurse visit for postpartum checks, baby bathing, and has mild foot swelling.

Request Home Care

- Mary taps "Home Care" on her dashboard, selects "Nurse Visit," picks 9 AM tomorrow, adds a note: "Need postpartum check and baby bathing."

Provider Accepts

- Patricia receives the request (location, time). She checks her schedule and taps "Accept."

Visit Execution & Tracking

- On the day of the visit, Patricia has a "Set Off" button in her provider app. When she taps it:
- Date/Time is stamped and sent to the admin for tracking.
- Upon arrival, she taps "Arrived," and another timestamp is recorded.
- If Patricia is delayed, Mary can tap "Report Delay" to notify the admin.
- During the visit, if there's an emergency, Patricia can press "Trigger Emergency" and write a quick note. The admin sees this, checks the mother's pinned location, and coordinates help.

Completion & Payment

- After finishing, Patricia marks the visit "Completed." Mary confirms on her phone, triggering payment.
- Mary rates Patricia's service.

3. E-Learning

- Scenario: Mary wants to learn about basic postpartum nutrition.

Browse & Enroll

- In "E-Learning," Mary sees a course titled "Postpartum Nutrition Basics" (cost: 20,000 UGX or the CAD equivalent).
- She taps "Enroll," pays, and gains access.

Course Content & Completion

- Mary watches videos, reads text lessons, and completes a short quiz.
- She receives a completion badge or certificate.

Educator's Role

- Educator's Role: Tutor Lucy (the course creator) sees enrollments and can edit course content.

Educator Role User Journey

One-Time Onboarding for Educators

An Educator can be anyone who creates and sells (or freely provides) educational content on the platform e.g. a nutritionist, lactation specialist, therapist offering self-help modules, or a specialized prenatal trainer.

Registration & Account Creation

Sign-Up Options
- Educator visits the main app/web and clicks "Sign Up."
- Chooses "I am a Service Provider" and then selects a sub-role like "Educator/Trainer."
- Can register with email or phone number (receives a verification code/link).

Personal Details & Credentials
1. The Educator inputs:
- Full name, professional background.
- Relevant credentials or certifications (e.g a "Registered Dietitian" certificate, Master's in Education.).
2. Uploads any proof of expertise (PDFs of credentials, license numbers)

Terms of Service & Privacy
- Must check "I agree to the Terms & Conditions" to proceed.

Payment & Revenue Setup

- If the Educator plans to monetize courses, they link a mobile money or bank/credit account.
- The platform clarifies the commission structure (e.g 15% or a fixed fee).

Profile Verification & Approval

- The Admin (Joseph or another designated verifier) reviews the Educator's credentials.
- Once approved, the Educator is granted access to their Educator Dashboard.

Educator Dashboard Overview

After onboarding, the Educator sees a dedicated dashboard with tools to:

- Create and Manage Courses
- Track Enrollments & Earnings
- View Student Engagement
- Edit Profile & Credentials

Creating and Managing Courses: Educator Journey

Below is the step-by-step flow once the Educator has access to the dashboard.

Course Creation

Dashboard Entry

- The Educator logs in, opens the "Courses" tab, and clicks "Create New Course."

Course Details

- Title: e.g., “Postpartum Nutrition Basics.”
- Short Description: Summarize the course.
- Category/Tags: E.g., Nutrition, Postpartum, Self-Care.
- Price Setup:
  1. Free Course or
  2. Paid Course (set in UGX for Uganda, CAD for Canada, or both if multi-currency).
- Language & Level: E.g., English / Beginner.

Content Upload

- Upload videos, audio files.
- Add module descriptions: Each module will have text or mini-quizzes.
- Include a short intro video if desired.

Review & Publish Request

- The course is saved as “Draft.” The Educator submits it for approval.

Admin Approval

Pending Admin Review

- Joseph (the Admin) receives a notification. He checks the course’s topic, content, and ensures it meets community guidelines.

Approval / Rejection

- If approved, the course goes live on the E-Learning marketplace.
- If there are concerns (e.g., missing disclaimers, incomplete content), Joseph can send it back with notes.

Course Goes Live

Visibility to Mothers/Users

- Mothers see the new course under "E-Learning". The listing shows the Educator's name, short description, price, and rating (if any exist yet).

Enrollment & Access

- Users can enroll and pay (if it's paid content).
- Immediately after payment, they access all modules (videos, reading materials.).

Educator's View

- The Educator's dashboard updates with "X Enrolled."
- They can track each learner's progress: who completed lessons, quiz scores, feedback.

Student Engagement & Interaction

Contact Educator

- A "Contact Educator" button or an email form.

Notifications

- The Educator gets alerts if a student posts a question or flags an issue with content (e.g. "The video won't load").

Updates & Revisions

- The Educator can edit course material (adding new videos, correcting content).
- Major updates might go through a quick admin check again, or might auto-update if it's a minor revision.

Completion & Feedback

Course Completion

- A mother (Mary) who finishes the course sees a "Course Complete" message and possibly a digital certificate or badge.

Ratings & Reviews

- Students can rate the course (1–5 stars) and leave a short review: "Very helpful postpartum diet tips!"
- The Educator sees aggregated ratings on their course listing.

Educator's Analytics

Within the Educator Dashboard, they can see:

- Enrollment Numbers: e.g., 10 new sign-ups this month.
- Completion Rates: e.g., 8 out of 10 students completed the final quiz.
- Revenue & Earnings: total earned minus platform commission.
- User Feedback: average star rating, top comments.

Earnings and Payout

Revenue Tracking

Under "Earnings" (or "Payout"), the Educator can see a breakdown of each sale:

- Price paid by the student,
- Commission percentage (e.g., 15% to the platform),
- Net earning for the Educator.

Withdrawal or Automated Payout

- The Educator can request a withdrawal to their linked account (mobile money or bank).

A scenario where a service provider like A nurse would love to offer courses for sell

- A "Create Courses and Sell Them" (Educator) link will appear at the bottom of her dashboard. If she decides to become an educator, she can create an educator account and access the educator dashboard after admin confirmation.

Social Networking

Mary's Social Engagement

Scenario: Mary wants peer support and might upgrade her social features.

Subscription Tiers

The app offers three social plans:

- Free: Basic access, can join groups, limited posting.
- Standard: More group features
- Premium: Full access, can create events, premium chat features, pinned posts.

Mary chooses her plan. She can upgrade anytime if she wants more features.

Join Groups & Post

- She searches "First-Time Moms in Kampala," taps "Join."
- Posts: "I'm feeling tired, any tips?"

Real-Time Chat

- She sees an interesting comment from “Alice,” taps on her profile, and starts a direct chat to learn more about postpartum exercises.

Non-Mother Ad Submission (Example)

- A lactation consultant, Provider Rachel, logs in and chooses “Submit Ad.”
- She uploads an image, enters a short text, pays a small ad fee (displayed in UGX), and the admin quickly reviews.
- The ad appears in the social feed for mothers in Kampala.

AI for Mothers

Mary's AI Interaction

Scenario: Mary wants to track symptoms (headache, foot swelling.) and receive tailored insights.

AI Module & Plan Selection

Under "AI for Mothers," Mary sees:

- Free Plan: Basic symptom logging, minimal suggestions.
- Standard Plan ($15/month): Daily prompts, advanced risk detection, basic summary report.
- Premium Plan ($25/month): All features plus in-depth analytics, priority support, more detailed insights.

She chooses Standard for deeper postpartum monitoring.

Symptom Monitoring Tools

- Mary logs daily signs like headaches, swelling, blurred vision, dizziness.
- She notes sleep quality, fatigue levels, and the AI can prompt "Urine protein check?" or weight changes.

Automated Alerts

If Mary consistently logs high BP or sees concerning symptoms, the AI might say:

- "Possible risk factor detected. Would you like to schedule a Teletherapy session or request Home Care?"

Maternal & Baby Health Tracker

- Mary enters baby's movements, feeding frequency.
- The AI aggregates data for potential risks or patterns.

Weekly Summary (MVP)

- Mary receives a simple report: "Average BP: 133/85. You reported 3 days of headaches. Consider rest or consult a professional."
- This summary is shareable with a health worker if Mary chooses.

One-Time Onboarding for Admin

Joseph's Perspective (Admin)

Joseph oversees the platform, ensuring safe operation, approving providers, and handling disputes.

Admin Credentials

- Joseph receives a secure admin account or invitation link from the super admin.

Security Setup

- He activates two-factor authentication for extra security.

Admin Dashboard

Once logged in, Joseph sees overall metrics:

- New Sign-ups (Mothers & Providers)
- Pending Content (Ads, Courses)
- Active Bookings (Teletherapy & Home Care)
- Revenue Overview (commissions, subscriptions)

Module-by-Module Oversight (ADMIN)

In this section, we see how Joseph monitors and manages each module—Teletherapy, Home Care, E-learning, Social Networking, and AI for Mothers—using the MVP-level admin tools.

Teletherapy Oversight

Context from the User Journey

Recall that Mary (a mother) has booked a teletherapy session with Therapist Sarah. Joseph wants to make sure everything runs smoothly and that any potential issues can be addressed quickly.

Review New Bookings

- Joseph sees a "Teletherapy Bookings" widget on his dashboard, listing newly created or upcoming sessions.
- He notices Mary's session with Therapist Sarah at 2 PM next day.

Provider Verification

- If a new therapist signed up, Joseph can open the "Providers" tab → sees pending verification requests → quickly checks credentials, approving or rejecting as needed.

Session Logs & Disputes

- If Mary or Sarah reports a dispute or technical issue, Joseph can view session details (time booked, payment status).
- The MVP does not store call recordings; Joseph only sees metadata (e.g., "Session started at 2:03 PM, ended 2:35 PM").

Financial Tracking

- Joseph checks the Earnings tab to see the commission (15%) from Mary's session. The system automatically records the transaction.

Home Care Oversight

Context from the User Journey

Mary requested a home visit from Patricia (a nurse). The session is completed, but the admin might need to verify or track details for operational oversight.

Requests Dashboard

- Joseph opens the “Home Care Requests” panel, where he sees new requests and accepted visits.
- He notices Mary’s request has been completed and rated.

Provider Management

- Joseph checks Patricia’s profile in the “Providers” section. Sees that she’s active, has completed X number of visits, and has a rating of 4.8/5.

Payment & Commission

- The system notes the total fee paid by Mary and the commission. Joseph can confirm the disbursement is pending or completed.

Tracking features and Emergency Trigger

- Joseph checks Home Care Requests and sees timestamps for when a provider “Set Off” and “Arrived.”
- Delay Reports: If Mary reports a delay, Joseph receives a notification. He can follow up with the provider or intervene if needed.
- Emergency Alerts: If Patricia triggers an emergency, Joseph sees the note, mother’s location, and can coordinate urgent help.

E-Learning Oversight

Context from the User Journey

Mary enrolled in a “Postpartum Nutrition Basics” course created by Tutor Lucy. Joseph ensures the e-learning content aligns with guidelines and that transactions are clear.

Course Approval

Joseph might do a quick check on newly created courses:

- Title, short description, a few attached videos or PDFs.
- He can approve or reject suspicious content to keep the platform safe.

Enrollment & Revenue

- Joseph sees a Courses tab listing active courses.
- The system shows enrollment numbers (e.g., Mary plus 4 others have enrolled in “Postpartum Nutrition Basics”).
- For paid courses, Joseph confirms the commission from each purchase.

Performance Metrics

- Stats: “5 learners enrolled, 3 completed.”
- Joseph can glance at it but doesn’t have advanced analytics at this stage.

Checks

The Admin ensures only credible Educators or content go live. Quick checks help maintain quality.

Social Networking Oversight

Context from the User Journey

Mary joined "Kampala First-Time Moms" group, posted a question, and a lactation consultant submitted a paid ad. Joseph handles minimal moderation tasks. Joseph sees 3 Subscription Plans for social features: Free, Standard, Premium.

Group & Post Moderation

- Joseph sees a "Flagged Content" list if any user reported a post.
- He can remove or hide posts if they violate guidelines.

Ad Submission Review

- The lactation consultant paid to post an ad. Joseph sees "New Ad Submissions" → checks the ad's text/image.
- He approves or rejects it. If approved, it goes live in the feed or sidebar.

User Management

- If a user's account is causing problems (spam, offensive content), Joseph can suspend it. At this stage, the approach is typically a manual block or suspension tool.

AI for Mothers Oversight

Context from the User Journey

Mary logs daily mood and BP. The system triggers a “You might want to see a therapist” message. Joseph’s role in this stage is fairly minimal here but still relevant.

AI Usage Dashboard

- Joseph sees how many mothers are using the AI feature, how many logs are submitted daily.
- Stats: “20 mothers using Standard Plan, 5 on Premium.”
- These stage won’t have deep data science dashboards, just top-level usage info.

Subscription Management

- Joseph can see who subscribed to Free, Standard ($15), or Premium ($25) plan.
- He verifies payments and ensures the system logs them.

Risk Alerts

- If AI flags severe postpartum depression or repeated negative mood logs, Joseph might see an alert in an “AI Alerts” panel.
- He can’t do advanced interventions from the admin side in MVP—just keeps an eye on the system’s flagging rate and potential false positives.

Admin Touchpoints

Notifications & Communication

- System Notifications: Joseph receives pings for critical events like a large volume of flagged posts, repeated payment failures, or new service providers waiting for approval.
- Manual Communications: If disputes arise, Joseph can message or email users from a basic contact panel.

Analytics & Reporting

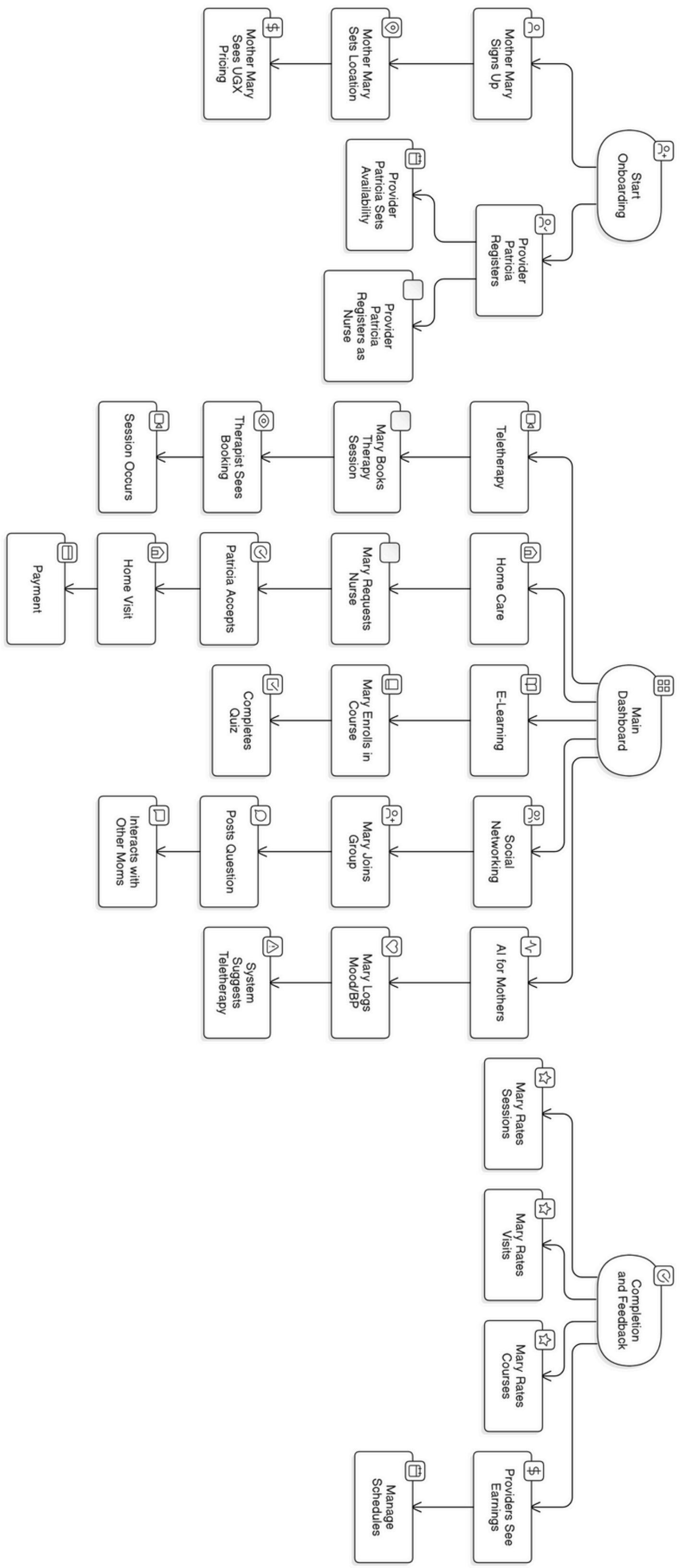
- Total Users (Mothers, Providers).
- Monthly Revenue (teletherapy sessions, home care visits, e-learning purchases, ads, AI subscriptions).
- Commission Breakdown (where applicable).

Managing Commission & Pricing

If needed, Joseph can:

- Adjust the 15% Teletherapy/Home Care commission.
- Update region-specific pricing for e-learning or AI modules (UGX vs. CAD).

High-level flow



Admin Flow Chart