

# DocuEase Portal

*A Mobile Application for Requesting Civil Registry Documents*

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DocuEase Portal

# Project Overview

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- Mobile app extension of the DocuEase Web System
- Designed for the citizens who request documents/certificates
- Simplifies requests for birth, marriage, and death certificates
- Eliminates the need for multiple office visits

DocuEase Portal

# Key Features

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- User Account System (Sign up, Login, Forgot Password)
- Terms and Privacy Information
- Online Document Request (Form + ID upload)
- Display other requirements for different services under LCRO
- Target Users: General Public

Feature/Module	Description
Navigation (Home → Request Form)	User can smoothly navigate through pages with proper handling of validation
Document Request Form	Users can submit requests and upload valid ID properly but ensure that they allow permission to access their album.
Sign in and Account Registration	Users can log in using valid credentials; errors shown for invalid input. In registration the user must input valid data and complete the input fields.
Forgot Password Flow	Directs users to the live web page; input matches local.
Request Limit Logic	System limits user to 2 requests per day
Terms and Condition Page & Privacy Concerns	Content is now present and visible on registration module.
Other Services Display	Additional services (e.g., requirements for other documents) are visible on the main page.

# **What is ISO 25010 in the context of DocuEase Portal?**

## DocuEase Portal

ISO/IEC 25010 is a standard used to evaluate software quality, especially in mobile applications.

**For DocuEase Mobile, it helps us ensure that the app is:**

- Functionally reliable requesting of civil documents
- Efficient on mobile devices with varying performance
- Secure in handling user data



# ISO 25010 Quality Characteristics

# Functional Suitability

**Allows users to:**

- Fill out the request form for certificates
- Upload a valid ID
- View general info on other services
- Functions match what users need on mobile

# Performance Efficiency

- Fast load times (<10 seconds on stable network)
- Works smoothly even on entry-level phones
- Optimized for areas with low signal strength

# Compatibility

Works on most Android devices, adapts to various screen sizes, and functions properly

# Usability

- Clean, simple interface with large buttons
- Instructions and labels are easy to understand
- Designed for first-time mobile users

# Reliability

The app performs consistently during normal use. It includes input validation to prevent errors during form submission and provides user-friendly prompts when internet connectivity is lost. Testing shows stable operation without unexpected crashes or data loss.

# Security

To ensure secure user access, the app requires email verification via One-Time Password (OTP) before account activation. Only verified users can log in with their email and password.

# Maintainability

The app was developed using a modular coding structure, which makes it easier to maintain, debug, and update over time. Future enhancements can be integrated with minimal disruption to the current architecture. Basic documentation has been prepared to assist developers during future maintenance or code reviews.



# Portability

DocuEase Mobile can be installed on a variety of Android devices. Its installation package is lightweight. While the current version supports only Android, plans are in place to eventually develop an iOS version to support Apple users as well.

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# **SUMMARY**

**DocuEase Portal**

**END**