|  |
| --- |
| Nanyang Polytechnic   Centre for IT Innovation  User Guide  For  Sea Transportation E Portal Services (STEPS)  Android & IOS  (For SAF Unit and Privileged users)  Version 0.1 |

@ Copyright Nanyang Polytechnic 2020

This copyright in this work belongs to Nanyang Polytechnic. The information contained in this work is confidential and must not be reproduced or disclosed to others without the prior written permission of Nanyang Polytechnic.

**DOCUMENT CONTROL**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Prepared By** | **Changes From Previous Version** |
| 0.1 | 08-Sep-2020 | Syahiirah Sulaiman | First Draft |

Table of Contents

[1 Purpose 4](#_Toc50557635)

[2 Getting Started 4](#_Toc50557636)

[3 User Role 4](#_Toc50557637)

[3.1 SAF Unit 4](#_Toc50557638)

[4 FUNCTIONAL GUIDE 7](#_Toc50557639)

[4.1 Login 7](#_Toc50557640)

[4.2 Change Password 7](#_Toc50557641)

[4.3 Forget Password 7](#_Toc50557642)

[4.4 Home Page 7](#_Toc50557643)

[4.5 Make Passenger Ferry Booking (one-time) 8](#_Toc50557644)

[4.6 Make Passenger Ferry Booking (Recurring) 9](#_Toc50557645)

[4.7 Make RPL Ferry Booking (one-time) 9](#_Toc50557646)

[4.8 Make RPL Ferry Booking (Recurring) 9](#_Toc50557647)

[4.9 Manage Bookings 9](#_Toc50557648)

[4.9.1 View Upcoming Bookings 10](#_Toc50557649)

[4.9.2 View Pending Bookings 10](#_Toc50557650)

[4.9.3 View Rejected Bookings 10](#_Toc50557651)

[4.9.4 View Past Bookings 10](#_Toc50557652)

[4.9.5 View Details of a Booking 10](#_Toc50557653)

[4.9.6 Cancel Booking 10](#_Toc50557654)

[4.9.7 Report an Issue 10](#_Toc50557655)

[4.9.8 Provide a Feedback 10](#_Toc50557656)

[4.10 Announcements 10](#_Toc50557657)

[4.10.1 View Announcements 10](#_Toc50557658)

[4.10.2 Delete Announcement 10](#_Toc50557659)

[4.11 Notifications 10](#_Toc50557660)

[4.11.1 View Notifications 10](#_Toc50557661)

[4.11.2 Filter Notifications 10](#_Toc50557662)

[4.12 View User Account 10](#_Toc50557663)

# Purpose

This document provides step by step instructions on the features provided by Sea Transportation E Portal Services (STEPS) – Mobile.

# Getting Started

To start using STEPS – Mobile, it is recommended that your computer have the following settings:

* Android or IOS
* Screen resolution is 1024 by 768 pixels or more.

# User Role

For the mobile app, there will be 5 user roles, but this guide will only be for the SAF Unit and Privileged Users.

## SAF Unit

SAF Unit is one of the users of this mobile app. The SAF Units can access the following functions:

* Login (+ first time login) (Email authentication)
* Forget Password
* Change Password
* **Home Page**
* **View All Bookings**
* View My Upcoming Bookings
* View My Pending Bookings
* View My Rejected Bookings
* View My Past Booking (1 week)
* View Booking Details
* **Cancel Booking**
* **Make Passenger Ferry Booking (one-time)**
* View Ferry Guidelines
* Passenger Ferry Booking
* View Passenger Ferry Availability
* Request Scheduled Passenger Ferry Service(<50 people)
* Request Out of Schedule Passenger Ferry Service without advance notice (<50 people, < 48hrs)
* Request Out of Schedule Passenger Ferry Service (>= 50 people)
* Request Out of Schedule Passenger Ferry Service without advance notice (>= 50 people, < 48hrs)
* Request Ad-hoc scheduled Passenger Ferry Service without advance notice(< 50 people, < 48hrs)
* Request Ad-hoc Passenger Ferry Service ( >= 50 people)
* Request Ad-hoc Passenger Ferry Service without advance notice (>= 50 people, < 48hrs)
* Passenger Ferry Booking Terms Agreement
* Passenger Ferry Booking Warning ( if <48hrs)
* Passenger Ferry Booking Confirmation
* Passenger Ferry Booking Confirmation – Recurring
* **Manage Cargo Ferry Bookings**
* Cargo Ferry Booking
* View Scheduled Cargo Ferry Availability
* Request Scheduled Cargo Ferry Service
* Request Out of Schedule Cargo Ferry Service (0600-2300)
* Request Ad-hoc Cargo Ferry Service without advance notice (< 48hrs, within 0600-2300)
* Request Ad-hoc Cargo Ferry Service with advance notice (2301-0559)
* Request Ad-hoc Cargo Ferry Service without advance notice ( < 48hrs, 2301-0559)
* View Cargo Ferry Guidelines
* Cargo Ferry Booking Warning
* Cargo Ferry Booking Confirmation
* Recurring Cargo Ferry Booking Confirmation
* **Announcements**
  + Announcements
  + View Announcements
* **Feedback**
  + Provide feedback on service
* **Notifications**
* Notification
* Notified of upcoming booking
* Notified of no-show
* Notified of rejected request
* Notified of approved request
* View My Account

# FUNCTIONAL GUIDE

## Login

## Change Password

## Forget Password

## Home Page

The Home Page shows all the bookings made by you, according to boarding date.

Step 1: Click on a particular ***booking*** to view the ***booking details***.

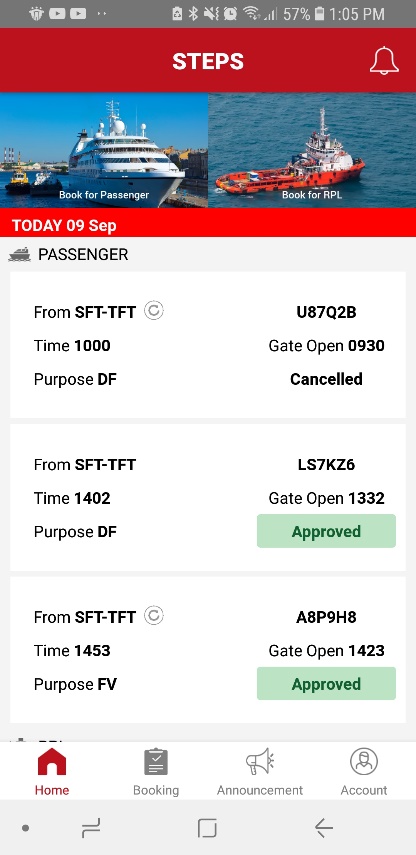


Figure 4.4.1: Home Page

Booking Details page will appear (Figure 4.4.2).

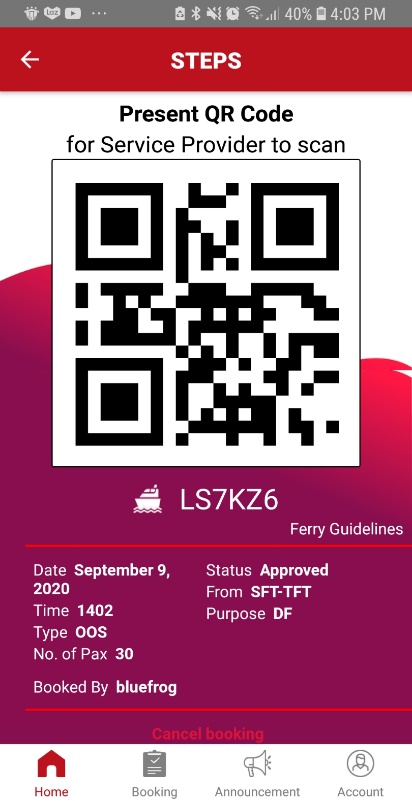


Figure 4.4.2: Booking Details

## Make Passenger Ferry Booking (one-time)

Step 1: On the ***Home*** page, click on ***Book for Passenger***.

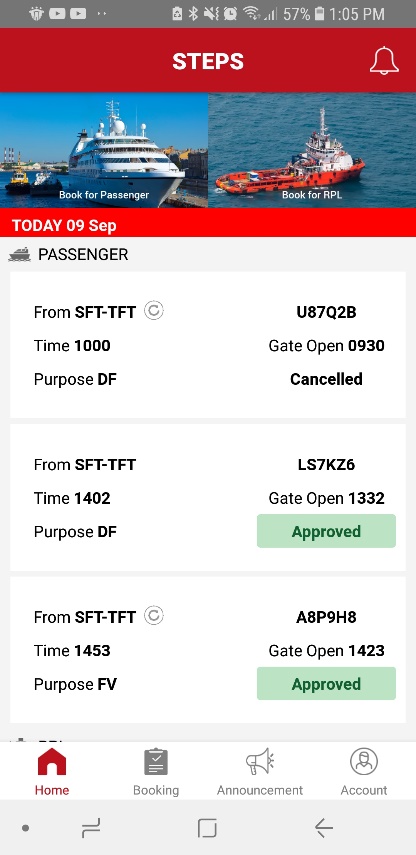


Figure 4.5.1: Passenger Booking

Passenger Ferry Booking page will appear (Figure 4.5.2).

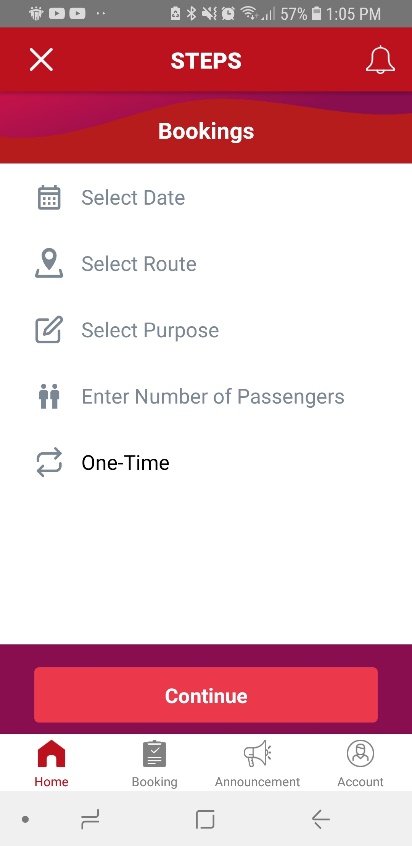


Figure 4.5.2: Passenger Ferry Booking Page

Step 2: In the ***Select Date*** textbox, enter the Boarding Date.

Step 3: In the ***Select Route*** textbox, choose the pick-up and destination location.

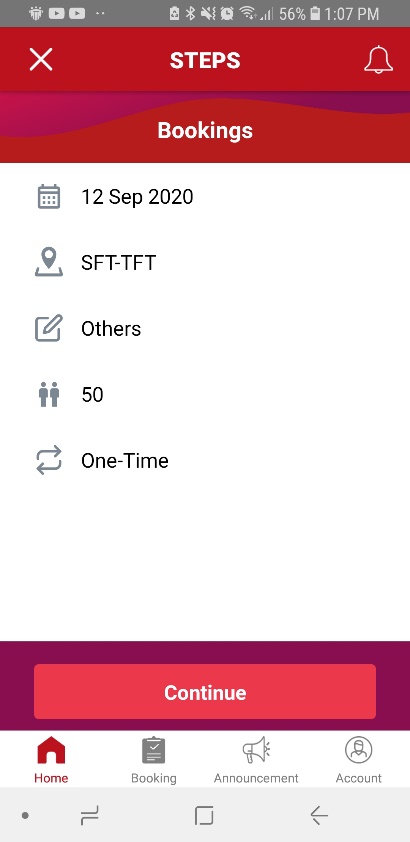


Figure 4.5.3: Passenger Ferry Booking Page

Step 1: On the ***Home*** page, click on ***Book for Passenger.***

Figure 4.5.6.5.3.1: Book Passenger Ferry

Step 2: In the ***Email Address*** textbox, enter your email address.

Step 3: Click on **Submit** button *(Figure 4.2.3)*.

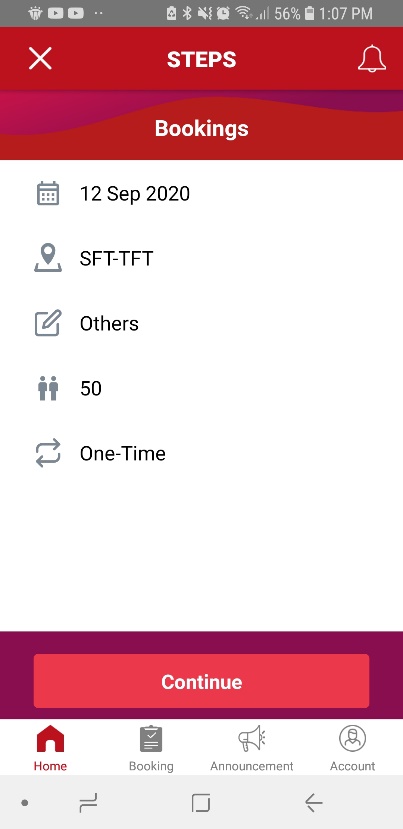


Figure 4.2.4.5.7: Forget password

## Make Passenger Ferry Booking (Recurring)

## Make RPL Ferry Booking (one-time)

## Make RPL Ferry Booking (Recurring)

Step 1: On the ***Administration*** menu bar, click on ***Inbox*** *(Figure 4.3.1.1)*.

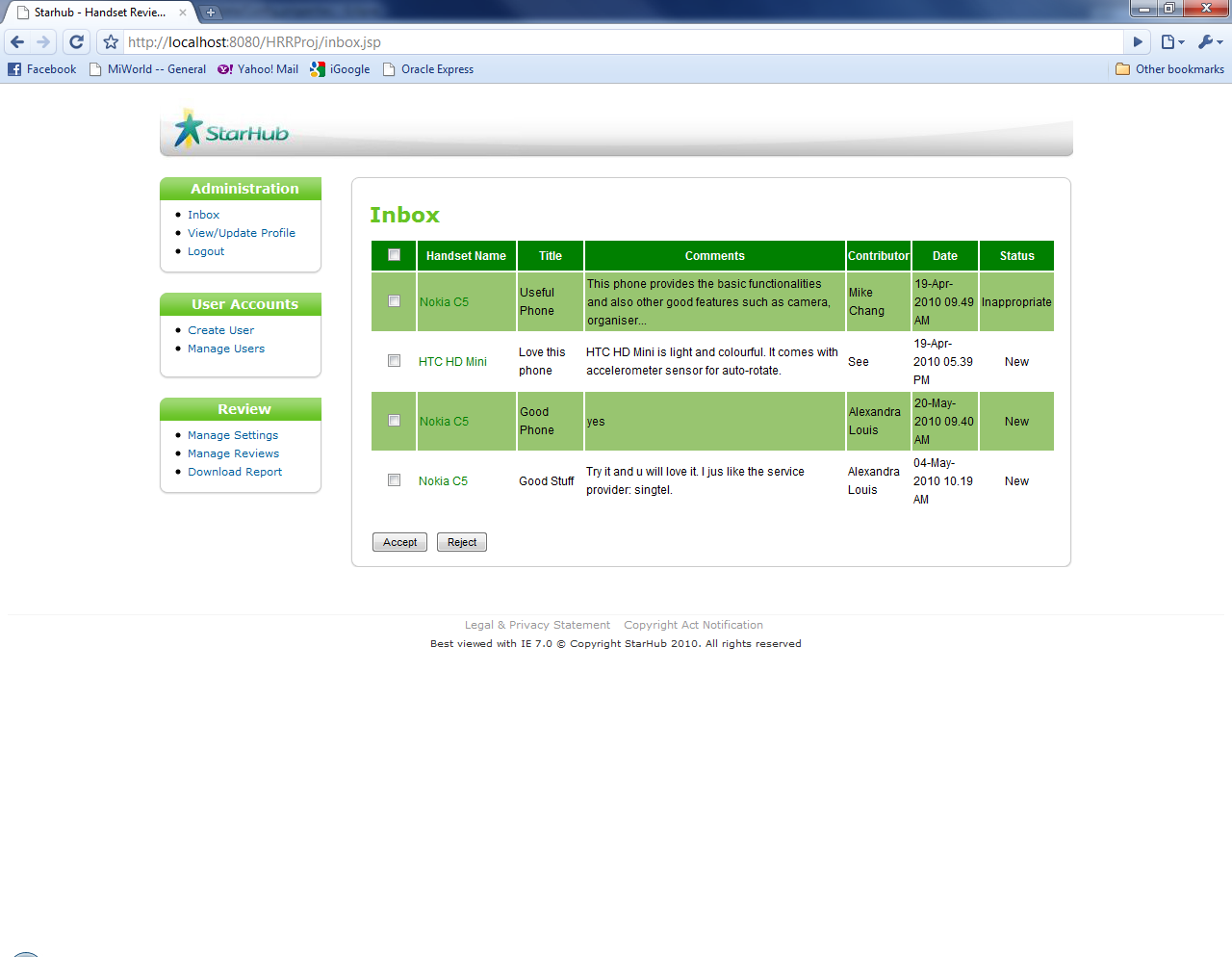


Figure 4.3.1.1: Inbox page

Step 2: On the ***Inbox*** page, tick on the checkbox to select review to approve.

Step 3: Click on ***Accept*** button to approve the review.

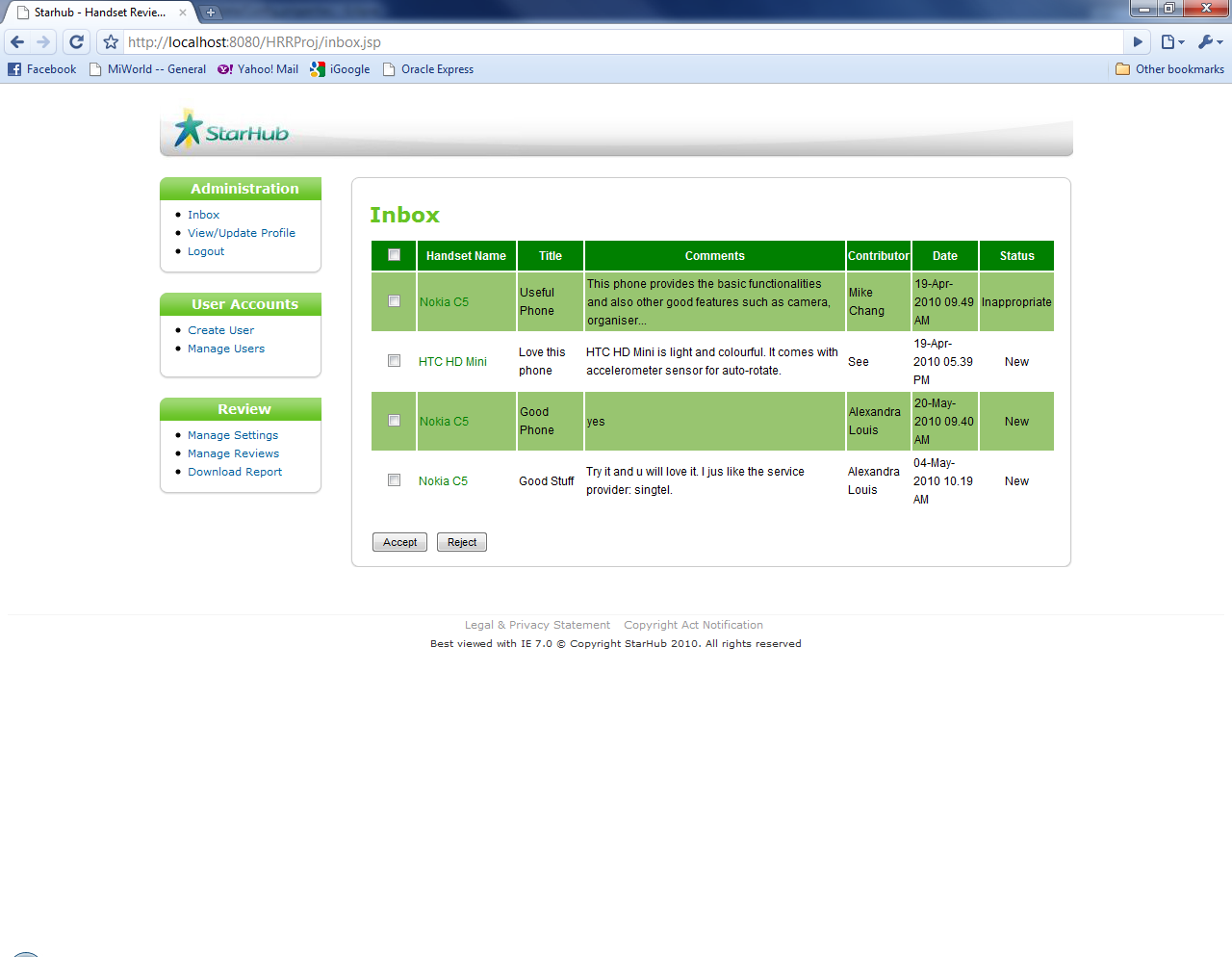


Figure 4.3.1.2: Approve Review

|  |
| --- |
| **Tip:** You can tick on the first check box from the top to approve all reviews at one go  *(Figure 4.3.1.3)*.    Figure 4.3.1.3: Approve all reviews |

|  |
| --- |
| **Note:** You can click on a particular ***Handset Name*** to view and make changes to the details of the review before approving the review *(Figure 4.3.1.4)*.    Figure 4.3.1.4: *Handset Name* |

Step 1: On the ***Inbox*** page, tick on the checkbox*(Figure 4.3.2.1)*.

Step 2: Click on ***Reject*** button to reject the review.

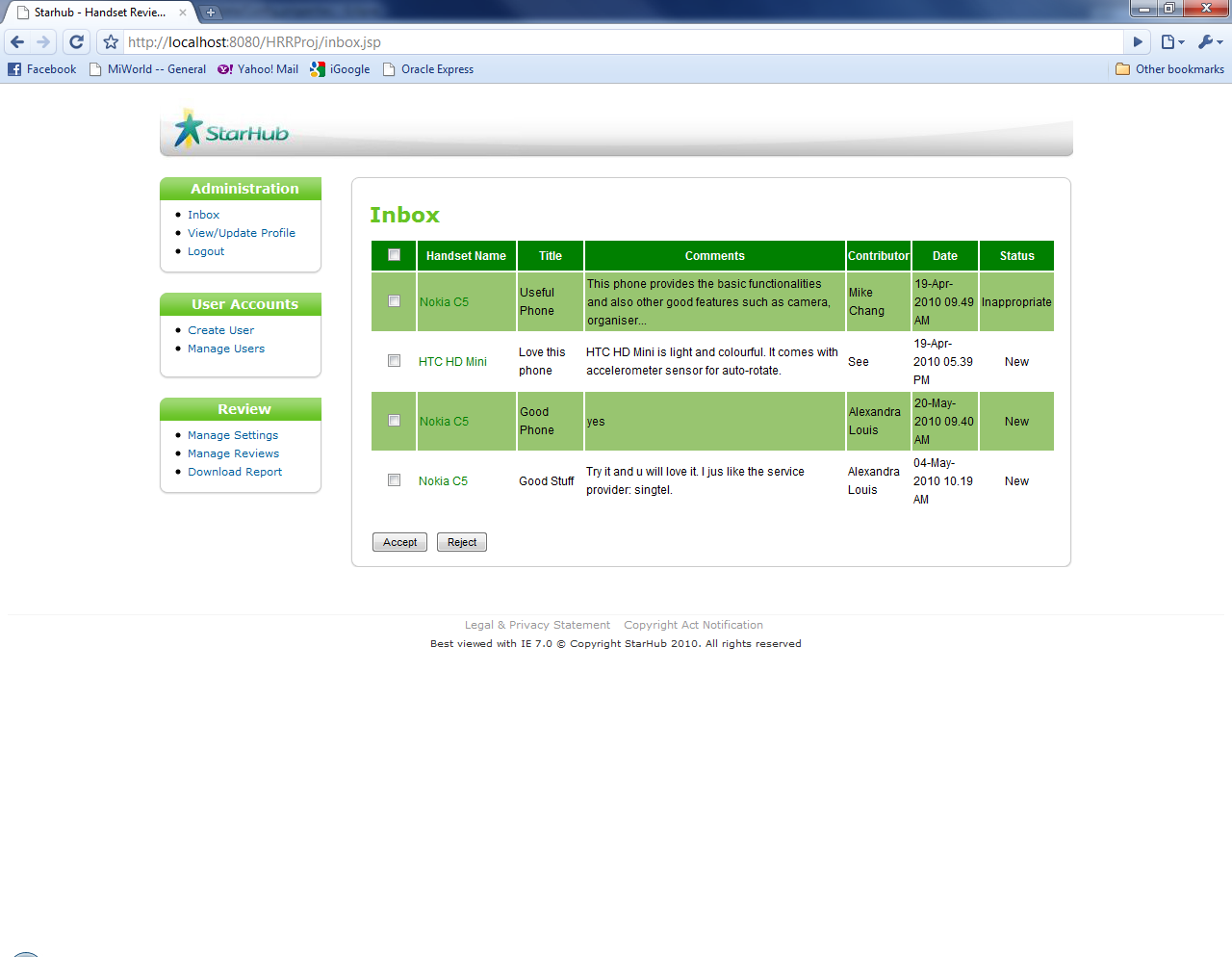


Figure 4.3.2.1: Reject Review

Step 3: Click on the ***OK*** button to confirm *(Figure 4.3.2.2)*.

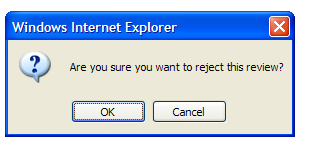


Figure 4.3.2.2: Reject review

An email will be sent to the contributor if review rejected due to inappropriate content.

## Manage Bookings

### View Upcoming Bookings

### View Pending Bookings

### View Rejected Bookings

### View Past Bookings

### View Details of a Booking

### Cancel Booking

### Report an Issue

### Provide a Feedback

## Announcements

This function allows the administrator or moderator to maintain his own user profile.

### View Announcements

### Delete Announcement

Step 1: On the ***Administration*** menu bar, click on ***View/Update Profile,*** the user profile will automatically displayed*(Figure 4.4.1.1)*.

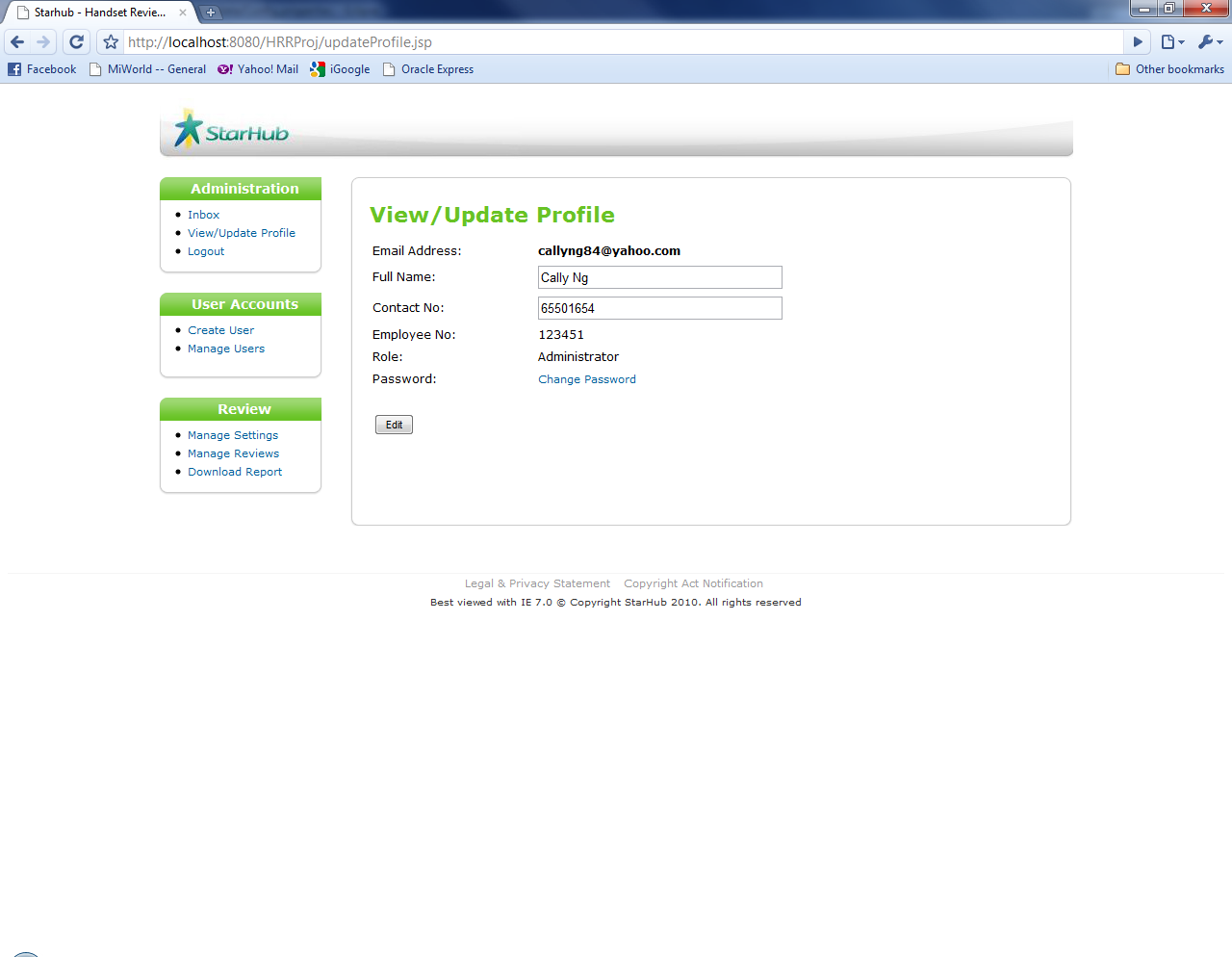


Figure 4.4.1.1: View/Update Profile page

## Notifications

This function allows the administrator to configure application setting for the following:

* Determine the review sorting order in the consumer review module. Administrator can choose to sort the review by review date in descending order or by rating in descending order.
* Threshold value of inappropriate reporting. For any review that was reported as inappropriate and exceed the threshold, system will set the particular review to red flag
* Blacklist keywords on the review comment. System will set a new review to blacklisted when it contain the blacklist keywords.

Step 1: On the ***Review*** menu bar, click on ***Manage Settings*** *(Figure 4.6.1)*.

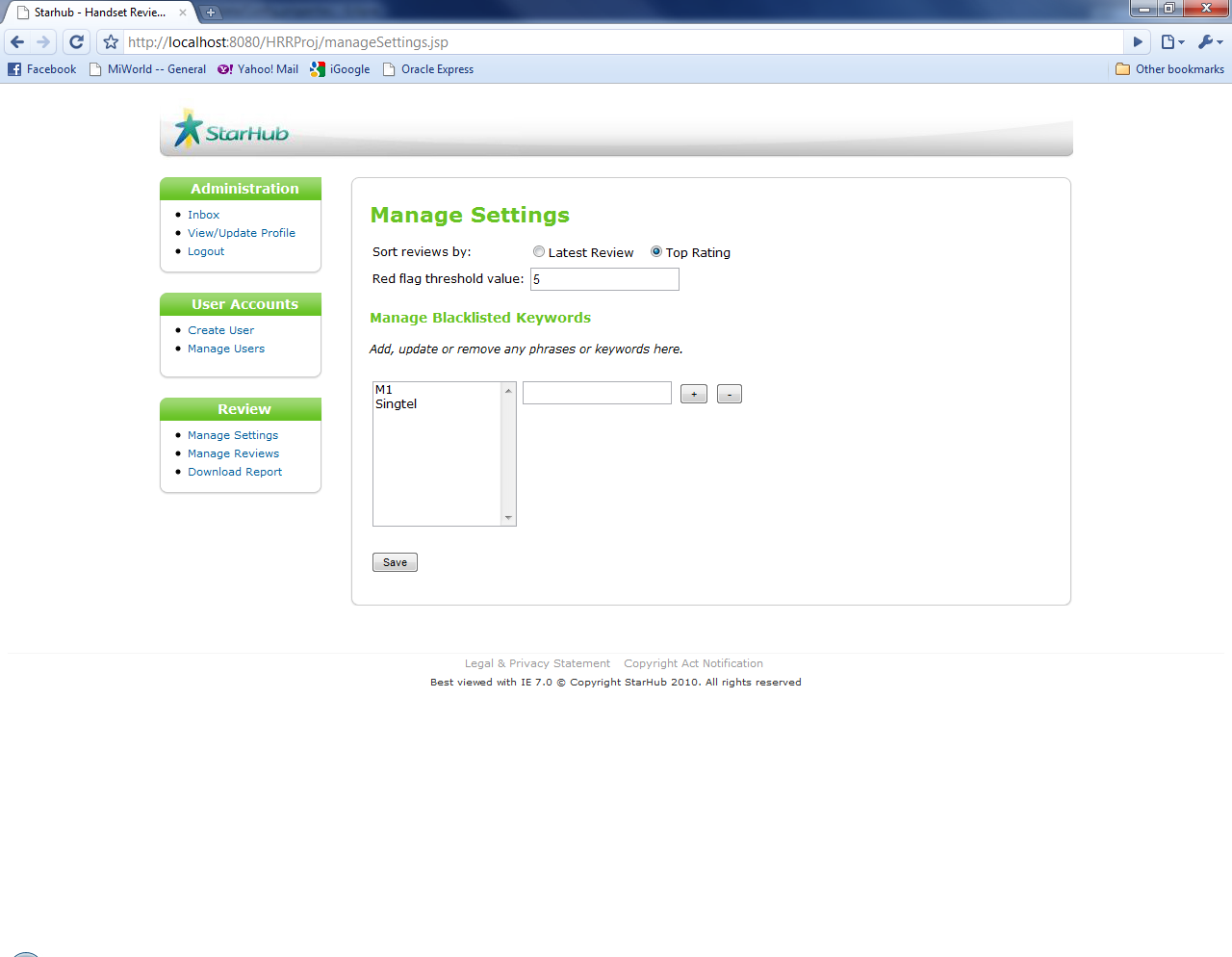


Figure 4.6.1: Manage Settings page

Step 2: In the ***Sort reviews by*** radio buttons, check required review sorting *order*.

Step 3: In the ***Red flag threshold value*** textbox, enter red flag threshold value

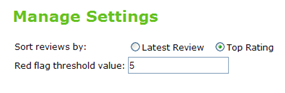


Figure 4.6.2: Manage Settings section

Step 4: In the ***Manage Blacklisted Keywords*** section, add, update or remove any phrases or keywords.

In the textbox, enter one phrase or keyword, click on the“***+***” sign button to add the phrase or keyword *(Figure 4.6.3)*.

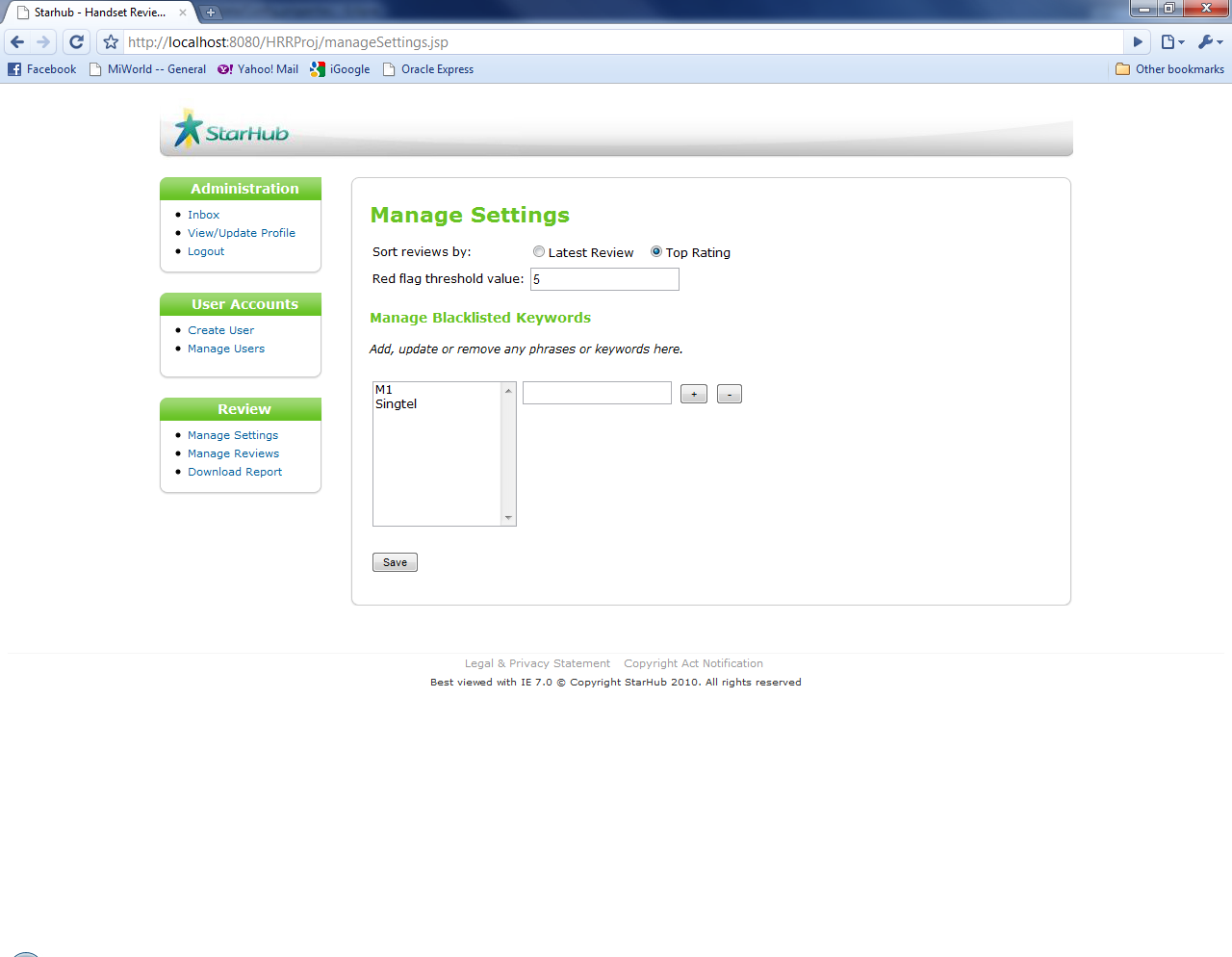


Figure 4.6.3: “+” sign button

To remove the phrase or keyword, select the keywords in the list and click on the“***-***” sign button *(Figure 4.6.4)*.

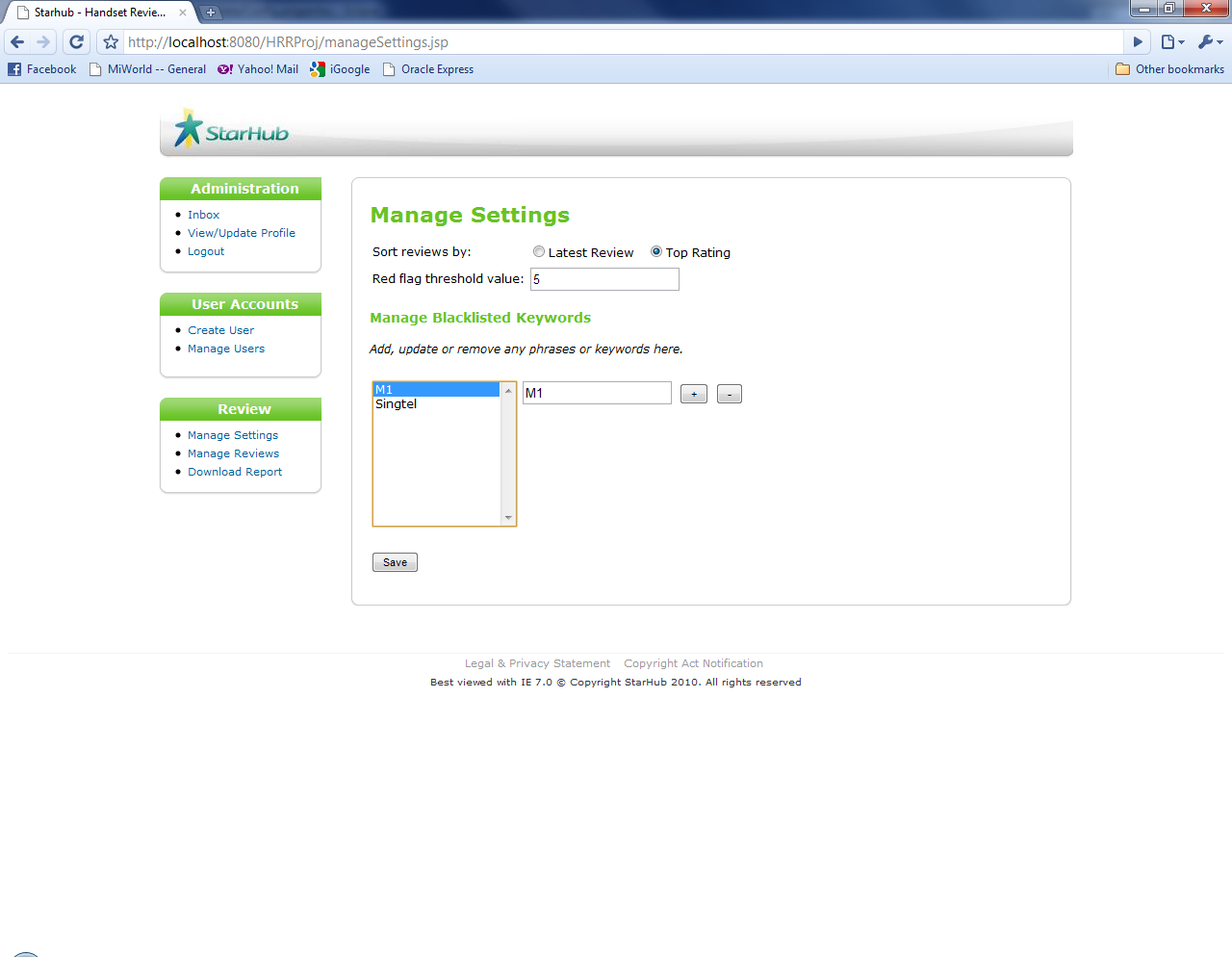


Figure 4.6.4: “-” sign button

Step 5: Click on ***Save*** button to save settings *(Figure 4.6.6)*.

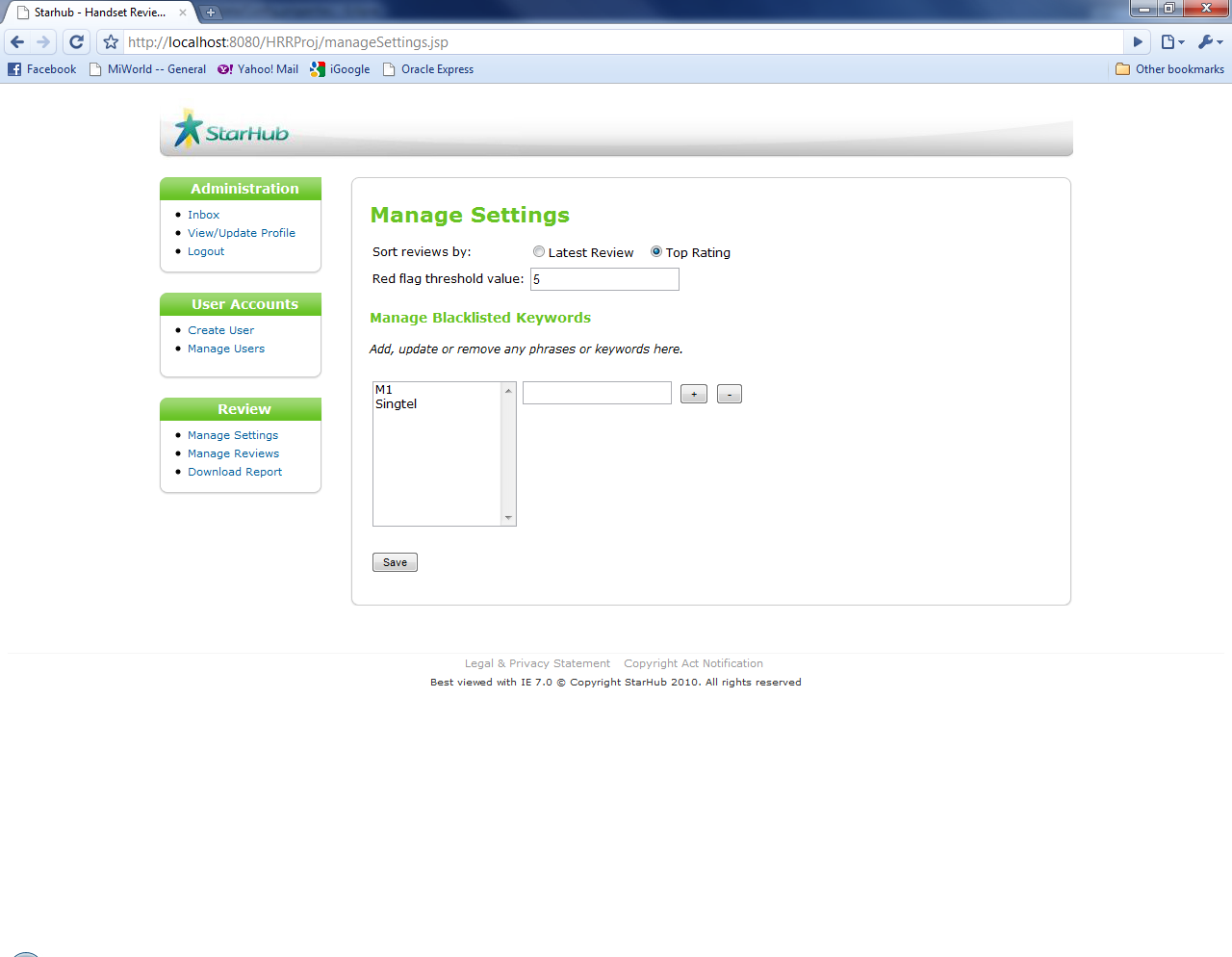


Figure 4.6.6: Save Settings

Asuccessful update message will be shown (Figure 4.6.7).

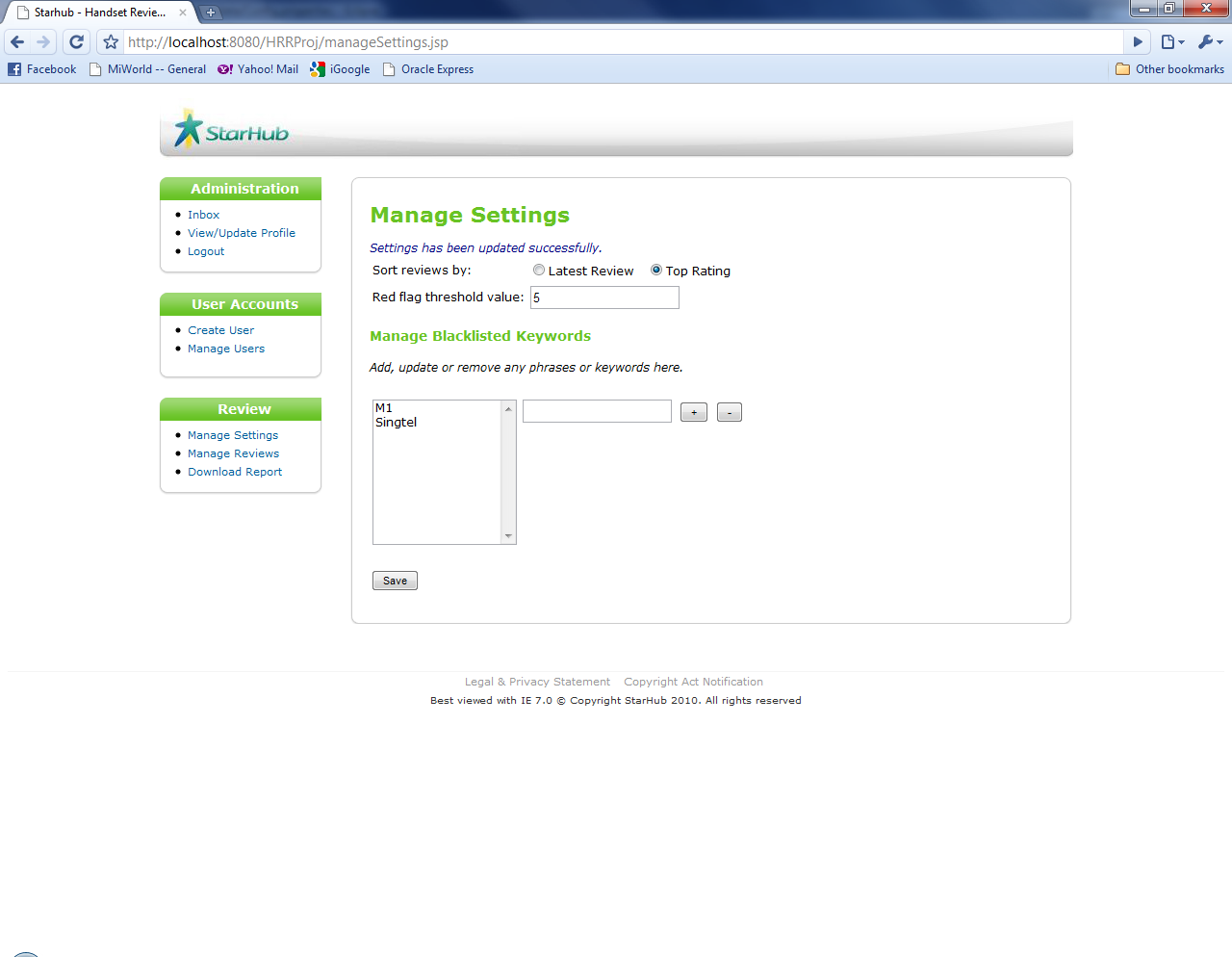


Figure 4.6.7: Successful Update of Settings message

### View Notifications

### Filter Notifications

## View User Account

This function allows the administrator to change the status and moderate the content of the reviews.

**END OF DOCUMENT**