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| 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 |

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# 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
* Change Password
* Forget Password
* Home Page
* Make Passenger Ferry Booking (one-time)
* Make Passenger Ferry Booking (Recurring)
* Make RPL Ferry Booking (one-time)

Make RPL Ferry Booking (Recurring)

* Manage Bookings
* View and Delete Announcements
* View and Filter Notifications
* View User Account

# FUNCTIONAL GUIDE

## Login

## Change Password

## Forget Password

## Home Page

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

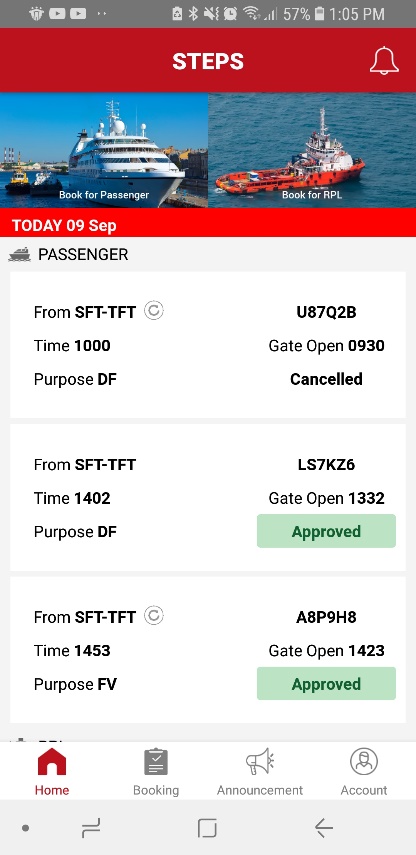


Figure .: Home Page

## Make Passenger Ferry Booking (one-time)

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

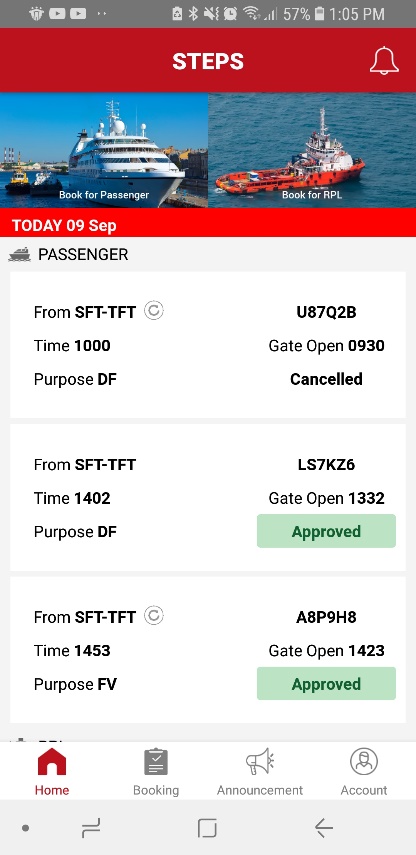


Figure .: Passenger Booking

*Passenger Ferry Booking page will appear (Figure 4.5.2).*

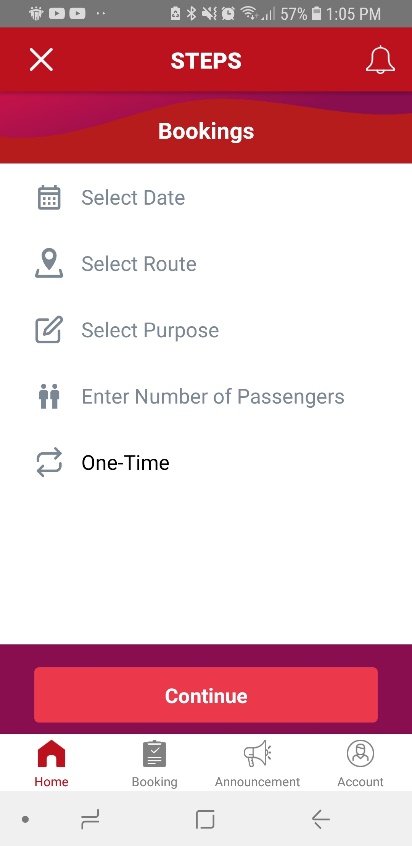


Figure .: Passenger Ferry Booking Page

Step 2: In the ***Select Date*** field, click on the field to enter the boarding date using a date picker.

Step 3: In the ***Select Route*** field, select the route.

Step 4: In the ***Select Purpose*** field, select the purpose of booking.

Step 5: In the ***Enter Number of Passengers*** field, enter the number of passengers.

Step 6: Click on the ***Continue*** button to view the available timings. (Figure 4.5.3)

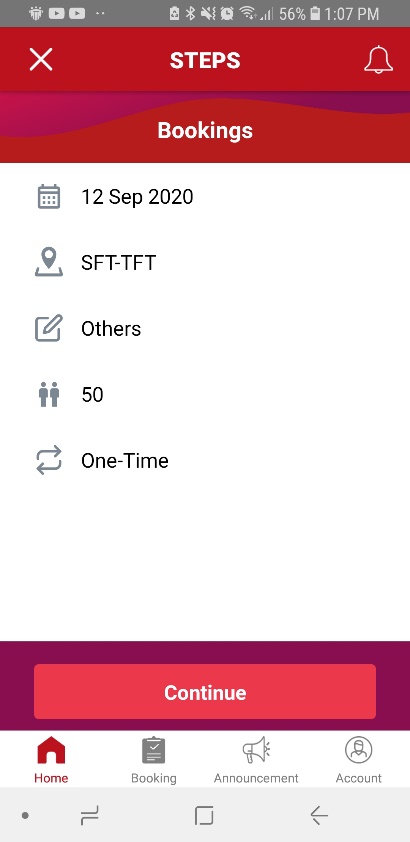


Figure .: Passenger Ferry Booking

Step 7: Select a ***Scheduled Timing*** or you may choose to ***Request for Other Timeslots. (***Figure 4.5.4 ***&*** Figure 4.5.5***)***

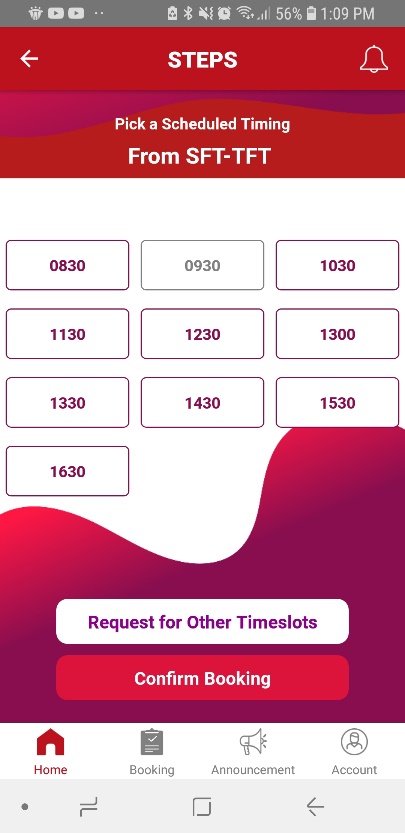


Figure .: Available Passenger Ferry Timings

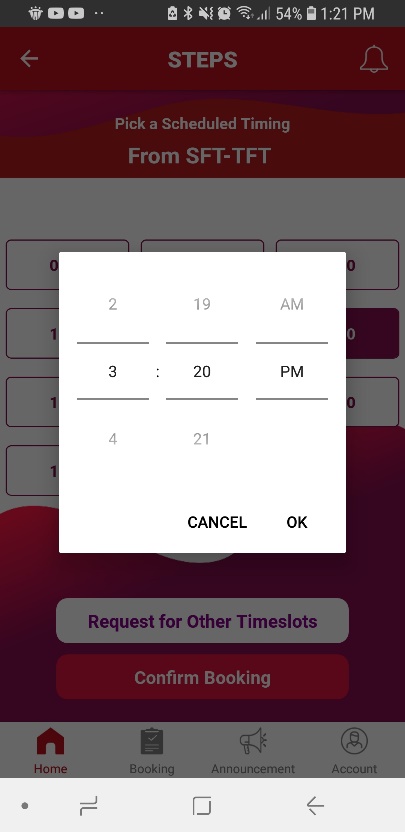


Figure .: Out of Schedule Timeslots

Step 8: In ***Booking Review***, review your booking to ensure all information are stated correctly.

Step 9: Click on the ***Confirm Booking*** button to complete your booking. ()

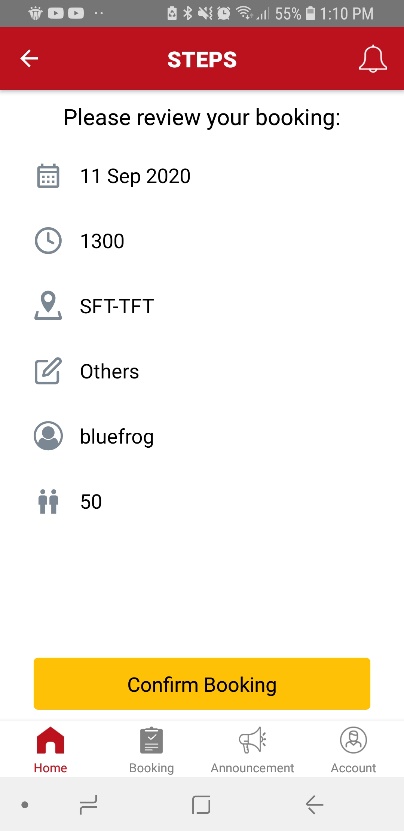


Figure .: Review Passenger Ferry Booking

A popup containing the status of the booking will appear (Figure 4.5.8).

Step 10: If an ***Ad-hoc*** ***Warning Message*** appear, you can click on the ***Yes, continue*** button if you still want to proceed. (Figure 4.5.7)

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| **Note:** This ***Warning Message*** appears when a booking is made less than 48 hours prior to the event. The warning will be shown to inform that ad-hoc charges will be incurred if booking is done.    Figure .: Ad-hoc Warning Message |

Step 10: Click OK. (Figure 4.5.8)

*You will be directed back to the Home page.*

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| **Note:** If your ***Performance Rating*** is more than 50% and booking is made more than 48 hours in advance, your booking will automatically be approved. Otherwise, bookings made must seek approval from the administrator.    Figure .: Passenger Ferry Booking Approval |

## Make Passenger Ferry Booking (Recurring)

This function is available for ***Privileged Users*** only.

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

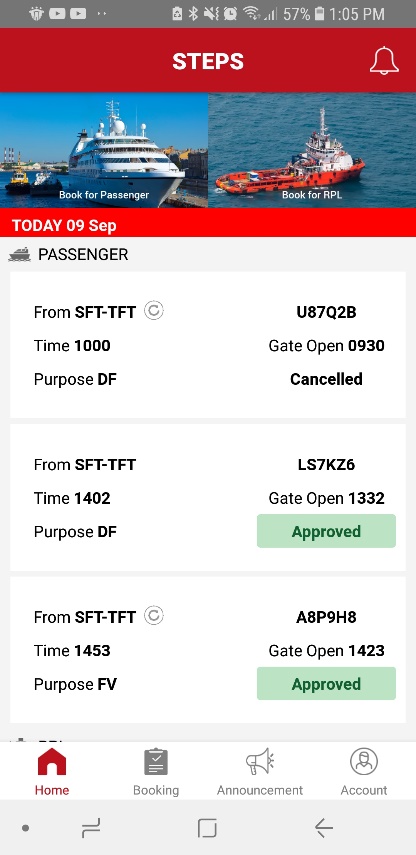


Figure .: Passenger Booking

Passenger Ferry Booking page will appear (Figure 4.6.2).

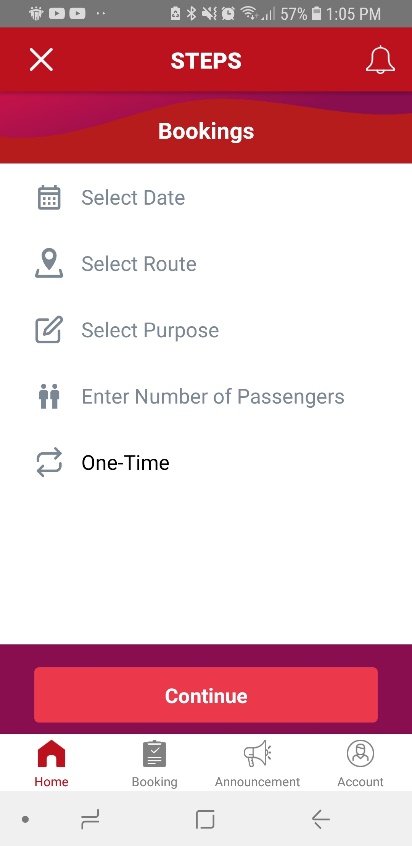


Figure .: Passenger Ferry Booking Page

Step 2: In the ***Select Date*** field, click on the field to enter the boarding date using a date picker.

Step 3: In the ***Select Route*** field, select the route.

Step 4: In the ***Select Purpose*** field, select the purpose of booking.

Step 5: In the ***Enter Number of Passengers*** field, enter the number of passengers.

Step 6: Click on **One-Time**, select Recurring. (Figure 4.6.3)

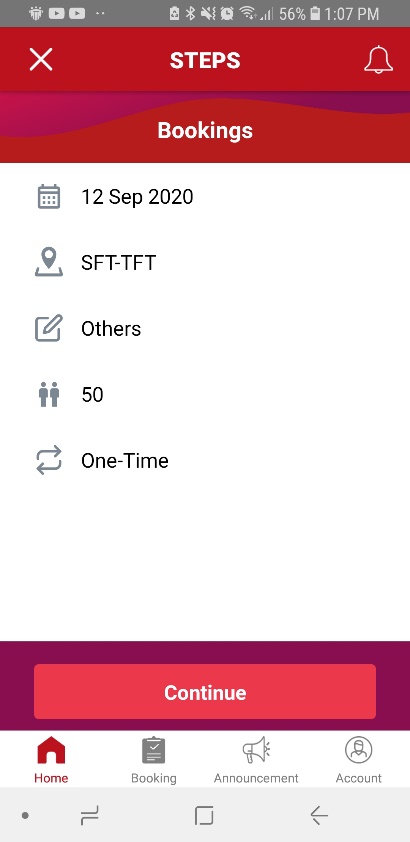


Figure .: Passenger Ferry Booking

Recurring Details fields will appear (Figure 4.6.4).

Step 7: In the ***Select Time*** field, choose the boarding time preferred by using a Time Picker.

Step 8: Click on ***Select Recurrence***. (Figure 4.6.4)

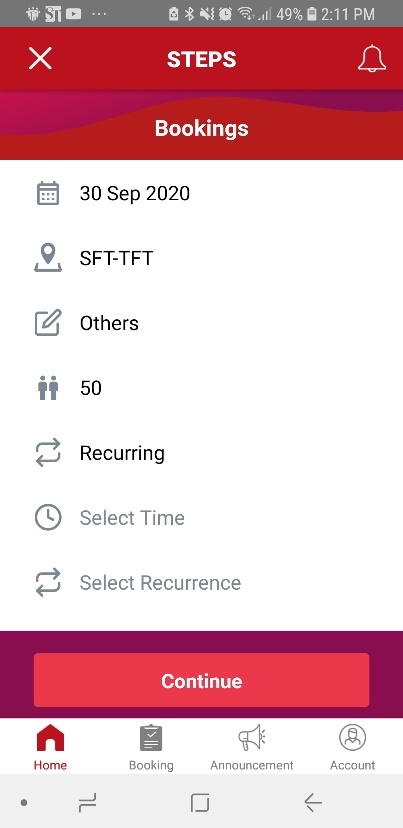


Figure .: Recurring Details

Recurring Settings page will appear (Figure 4.6.5).

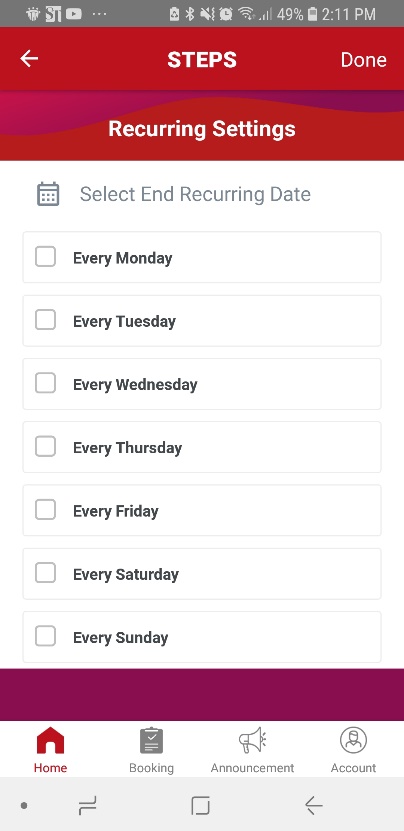


Figure .: Recurring Settings Page

Step 9: In ***Recurring Settings*** page, click on ***Select End Recurring Date*** to select the end date.

Step 10: In ***Recurring Settings*** page, tick on the checkbox to select the recurring days.

Step 11: Once complete, click ***Done***. (Figure 4.6.6)

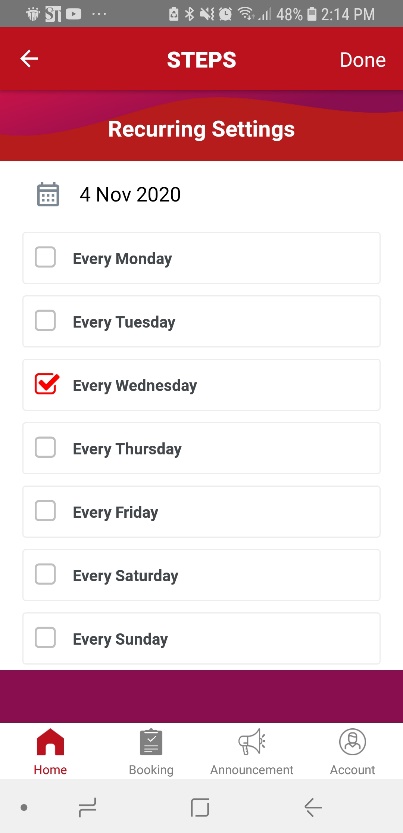


Figure .: Recurring Settings

You will return to the Passenger Ferry Booking page (Figure 4.6.7).

Step 12: Once all fields are filled in, click ***Continue***. (Figure 4.6.7)

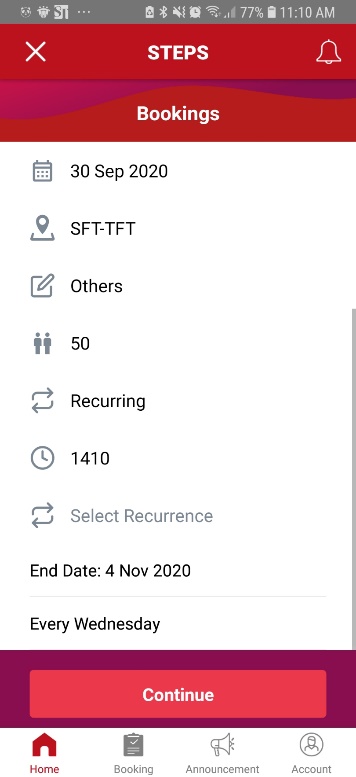


Figure .: Recurring Ferry Booking

Step 13: In ***Booking Review***, review your booking to ensure all information are stated correctly.

Step 14: Click on the ***Confirm Recurring Booking*** button to complete your booking. ()

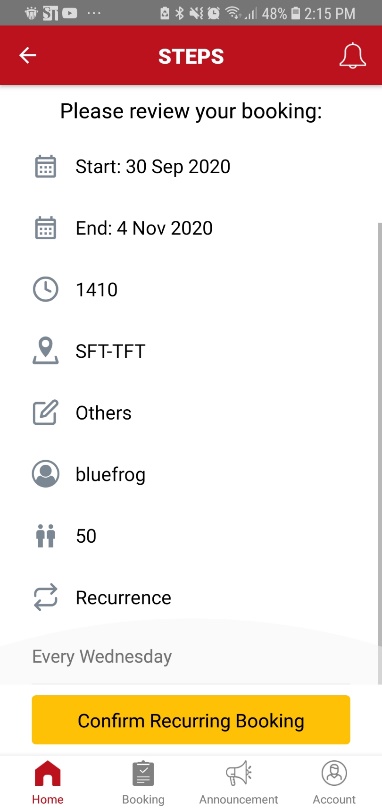


Figure .: Review Ferry Booking (Recurring)

A popup showing the status of the booking will appear (Figure 4.6.10).

Step 15: If an ***Ad-hoc*** ***Warning Message*** appear, you can click on the ***Yes, continue*** button if you still want to proceed. (Figure 4.6.9)

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| **Note:** This ***Warning Message*** appears when a booking is made less than 48 hours prior to the event. The warning will be shown to inform that ad-hoc charges will be incurred if booking is done.    Figure .: Ad-hoc Warning Message |

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| **Note:** If your ***Performance Rating*** is more than 50% and booking is made more than 48 hours in advance, your booking will automatically be approved. Otherwise, bookings made must seek approval from the administrator.    Figure .: Recurring Passenger Ferry Booking Approval |

Step 10: Click OK. (Figure 4.6.10)

*You will be directed back to the Home page.*

## Make RPL Ferry Booking (one-time)

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

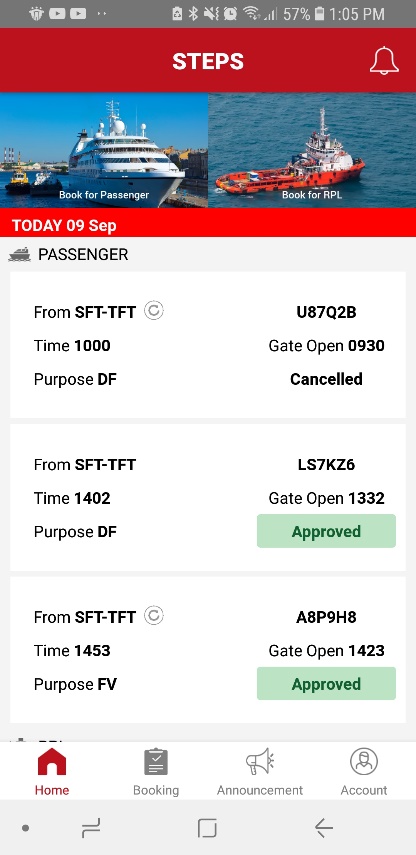


Figure .: Home Page

*RPL Ferry Booking page will appear (*Figure 4.7.2*).*

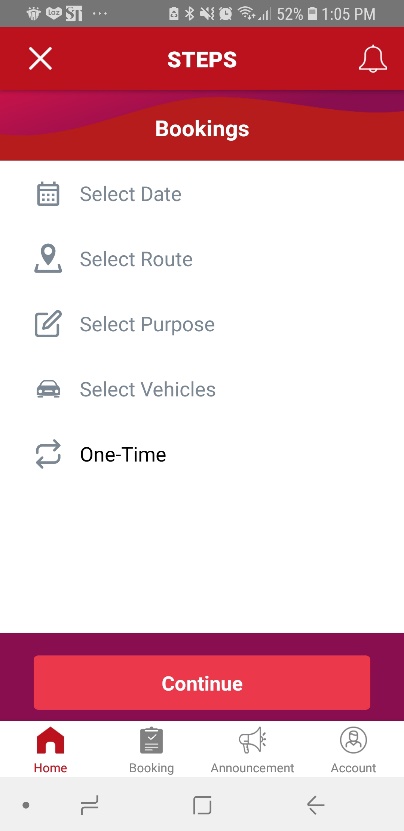


Figure .: RPL Ferry Booking Page

Step 2: In the ***Select Date*** field, click on the field to enter the boarding date using a date picker.

Step 3: In the ***Select Route*** field, select the route.

Step 4: In the ***Select Purpose*** field, select the purpose of booking.

Step 5: Click on the ***Select Vehicles*** field. (Figure 4.7.3)

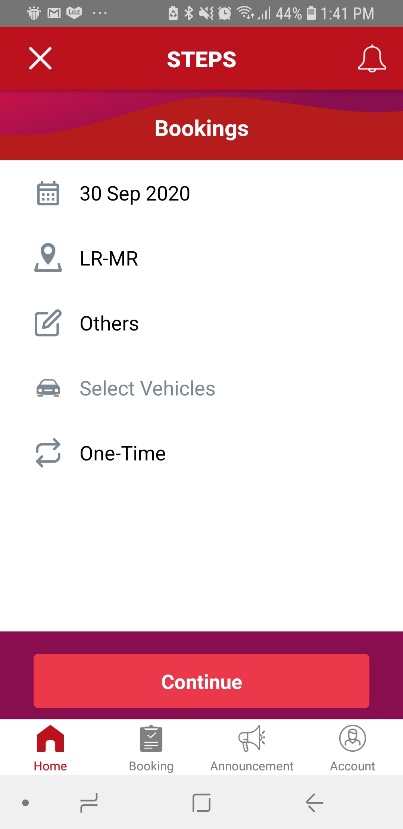


Figure .: RPL Ferry Booking

*Select Vehicles page will appear (*Figure 4.7.4*).*

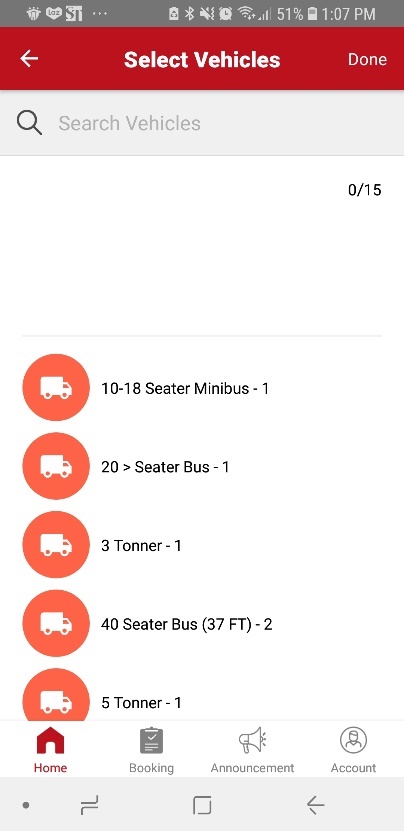


Figure .: Select Vehicles Page

Step 5: In the ***Select Vehicles*** page, find and select the vehicles that are to board the ferry.

Step 6: Click ***Done*** once vehicles are selected. (Figure 4.7.5)

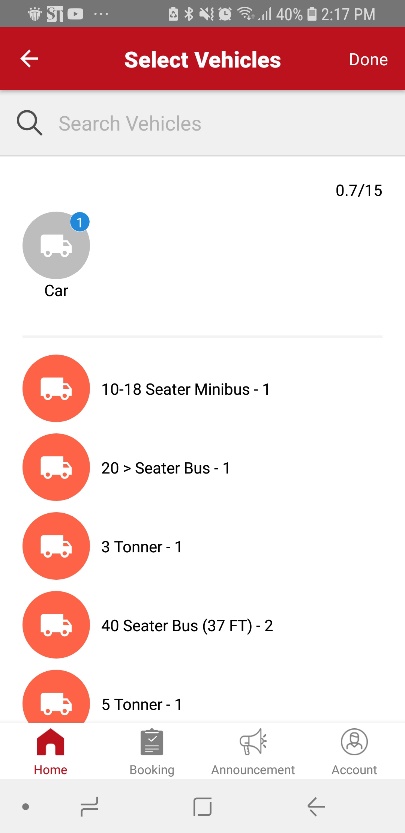


Figure .: Select Boarding Vehicles

*You will be directed back to the RPL Ferry Booking page (*Figure 4.7.6*).*

Step 7: Once all fields are filled in, click ***Continue***. (Figure 4.7.6)

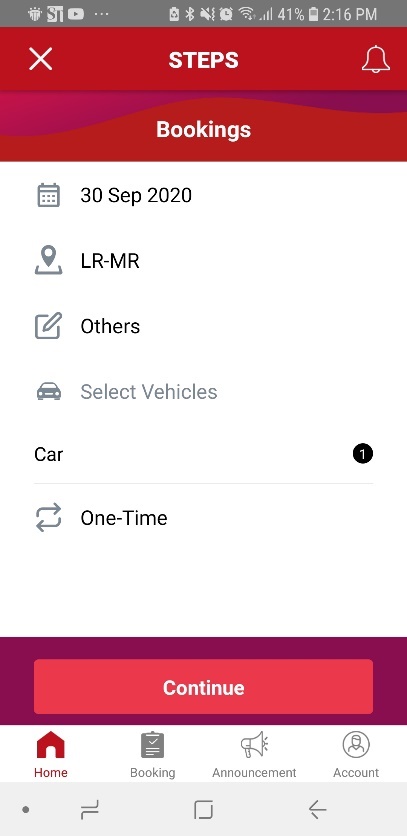


Figure .: RPL Ferry Booking

Step 7: Select a ***Scheduled Timing*** or you may choose to ***Request for Other Timeslots.*** (Figure 4.7.7& Figure 4.7.8)

Step 8: Click ***Confirm Booking***.

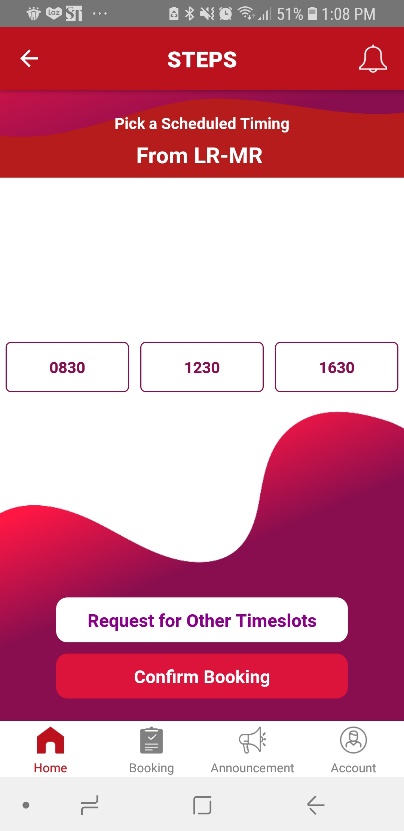


Figure .: Available RPL Ferry Timings

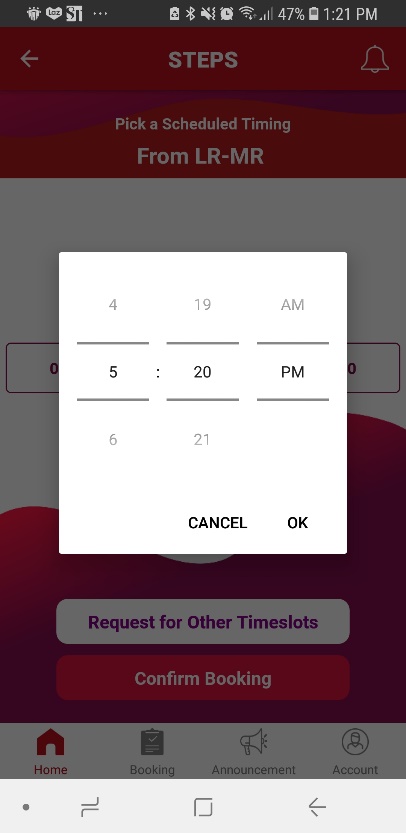


Figure .: Out of Schedule Timeslots

Step 9: In ***Booking Review***, scroll all the way down to enter the vehicle plate numbers in the ***Remark*** text field. (Figure 4.7.9)

Step 10: In ***Booking Review***, review your booking to ensure all information are stated correctly.

Step 11: Click on the ***Confirm Booking*** button to complete your booking. ()

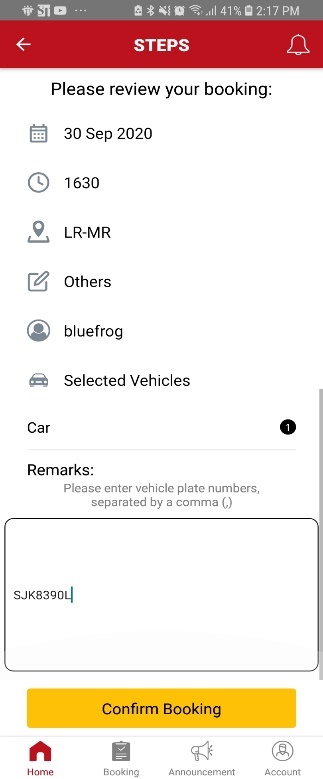


Figure .: Review RPL Ferry Booking

A popup containing the status of the booking will appear (Figure 4.7.11).

Step 10: If an ***Ad-hoc*** ***Warning Message*** appear, you can click on the ***Yes, continue*** button if you still want to proceed. (Figure 4.7.10)

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| **Note:** This ***Warning Message*** appears when a booking is made less than 48 hours prior to the event. The warning will be shown to inform that ad-hoc charges will be incurred if booking is done.    Figure .: Ad-hoc Warning Message |

Step 10: Click OK. (Figure 4.7.11)

*You will be directed back to the Home page.*

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| **Note:** If your ***Performance Rating*** is more than 50% and booking is made more than 48 hours in advance, your booking will automatically be approved. Otherwise, bookings made must seek approval from the administrator.    Figure .: RPL Ferry Booking Approval |

## Make RPL Ferry Booking (Recurring)

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

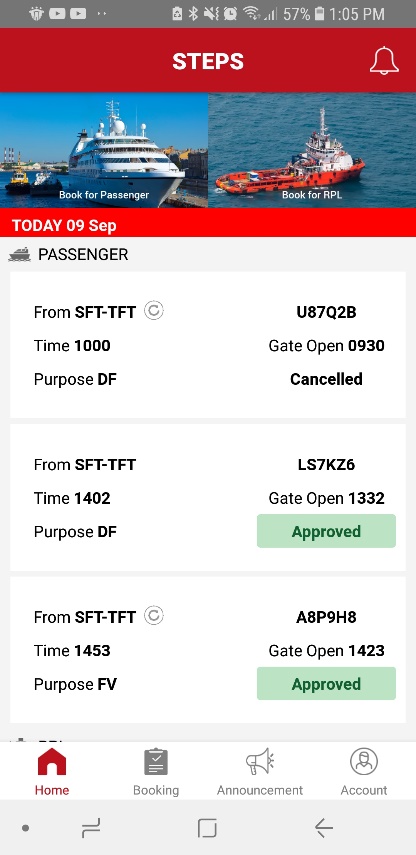


Figure .: Home Page

*RPL Ferry Booking page will appear (*Figure 4.8.2*).*

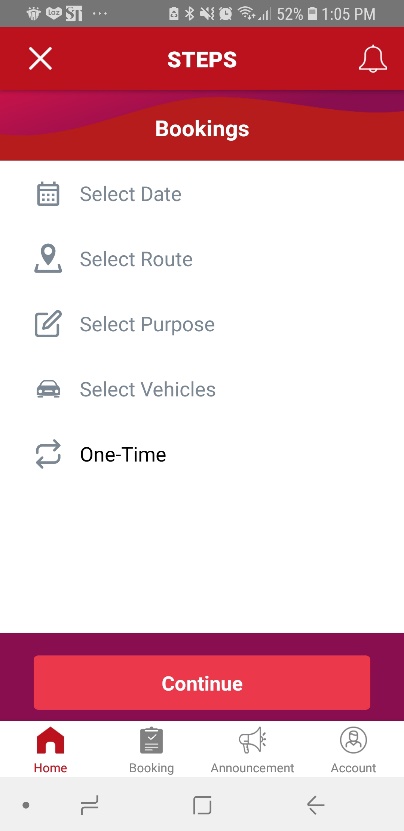


Figure .: RPL Ferry Booking Page

Step 2: In the ***Select Date*** field, click on the field to enter the boarding date using a date picker.

Step 3: In the ***Select Route*** field, select the route.

Step 4: In the ***Select Purpose*** field, select the purpose of booking.

Step 5: Click on the ***Select Vehicles*** field. (Figure 4.8.3)

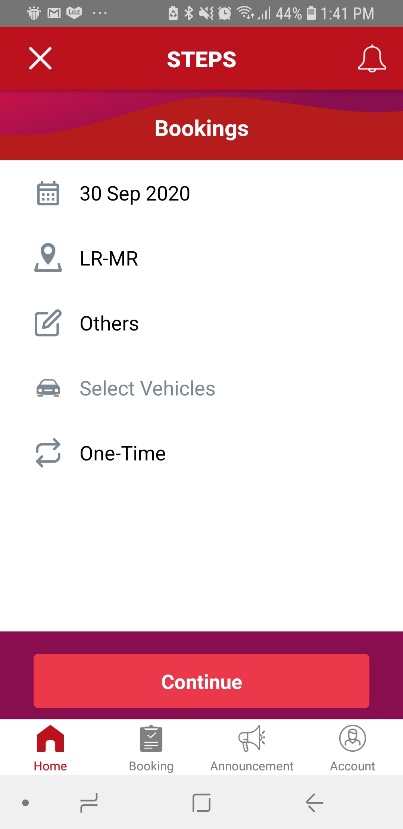


Figure .: RPL Ferry Booking

*Select Vehicles page will appear (*Figure 4.8.4*).*

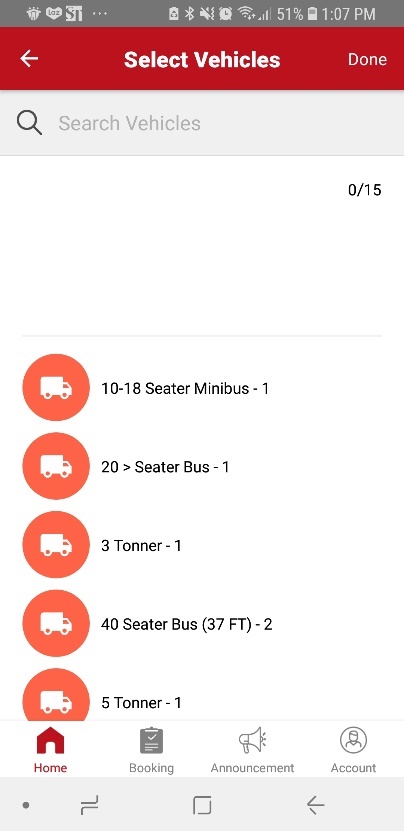


Figure .: Select Vehicles Page

Step 5: In the ***Select Vehicles*** page, find and select the vehicles that are to board the ferry.

Step 6: Click ***Done*** once vehicles are selected. (Figure 4.8.5)

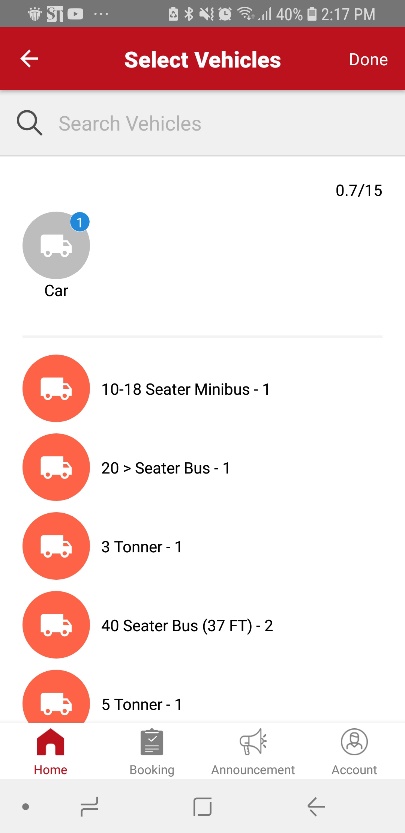


Figure .: Select Boarding Vehicles

*You will be directed back to the RPL Ferry Booking page (*Figure 4.8.6*).*

Step 7: Click on **One-Time**, select Recurring. (Figure 4.8.6)

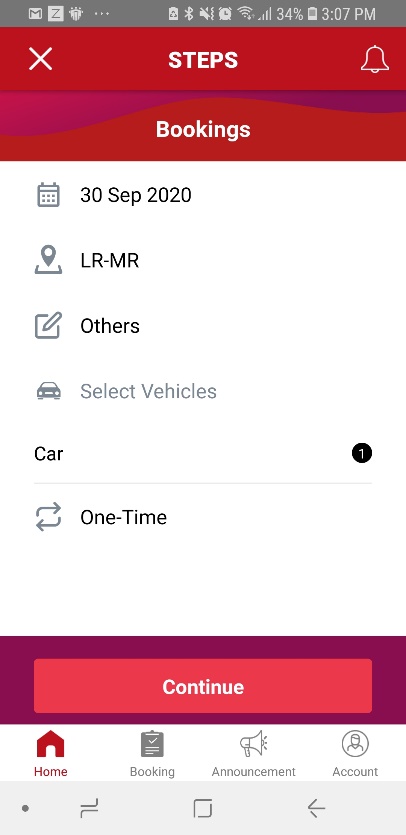


Figure .: Recurring RPL Ferry Booking

Step 8: In the ***Select Time*** field, choose the boarding time preferred by using a Time Picker.

Step 9: Click on ***Select Recurrence***. (Figure 4.8.7)

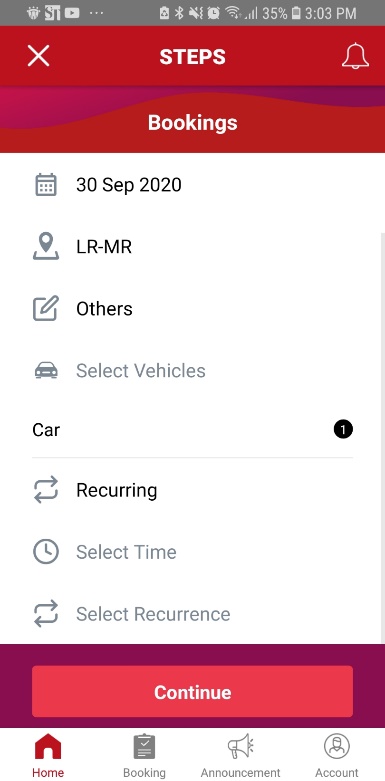


Figure .: Recurring RPL Ferry Booking

Recurring Settings page will appear (Figure 4.8.8).

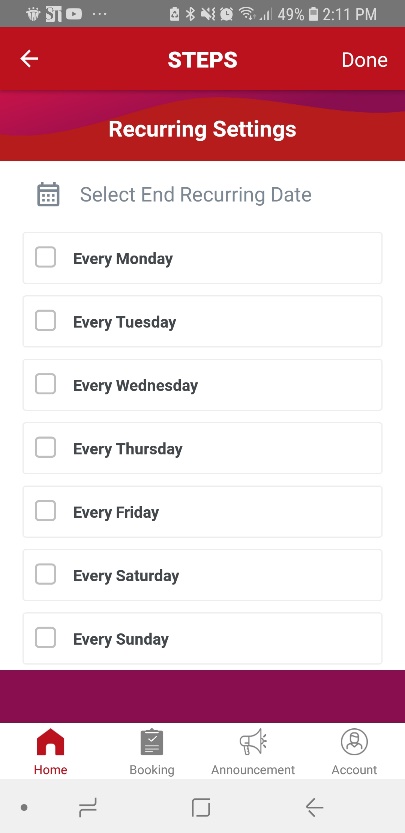


Figure .: Recurring Settings Page

Step 9: In ***Recurring Settings*** page, click on ***Select End Recurring Date*** to select the end date.

Step 10: In ***Recurring Settings*** page, tick on the checkbox to select the recurring days.

Step 11: Once complete, click ***Done***. (Figure 4.8.9)

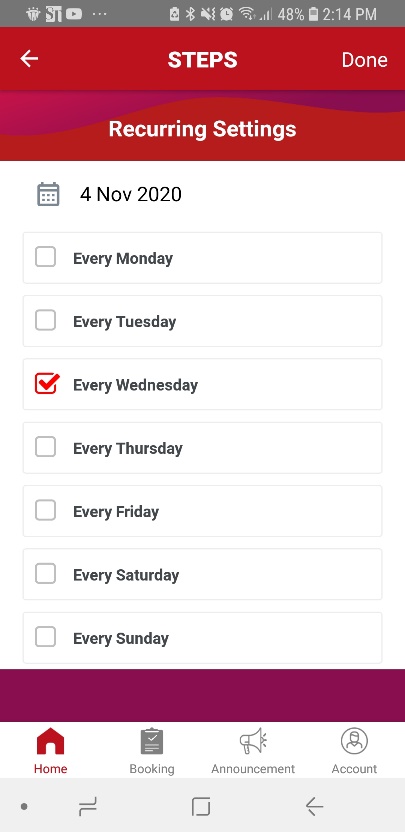


Figure .: Recurring Settings

You will return to the Passenger Ferry Booking page (Figure 4.8.10).

Step 12: Once all fields are filled in, click ***Continue***. (Figure 4.8.10)

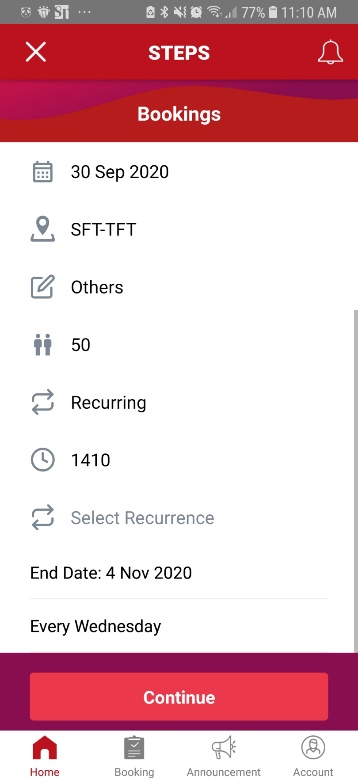


Figure .: RPL Ferry Booking

Step 13: In ***Booking Review***, scroll all the way down to enter the vehicle plate numbers in the ***Remark*** text field. (Figure 4.8.11)

Step 14: In ***Booking Review***, review your booking to ensure all information are stated correctly.

Step 15: Click on the ***Confirm Booking*** button to complete your booking. ()

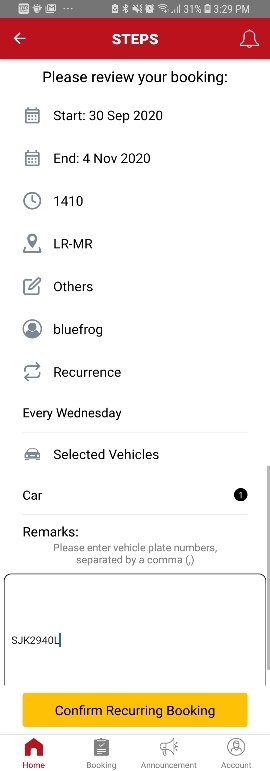


Figure .: Review RPL Ferry Booking

A popup containing the status of the booking will appear (Figure 4.8.13).

Step 16: If an ***Ad-hoc*** ***Warning Message*** appear, you can click on the ***Yes, continue*** button if you still want to proceed. (Figure 4.8.12)

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| **Note:** This ***Warning Message*** appears when a booking is made less than 48 hours prior to the event. The warning will be shown to inform that ad-hoc charges will be incurred if booking is done.    Figure .: Ad-hoc Warning Message |

Step 17: Click OK. (Figure 4.8.13)

*You will be directed back to the Home page.*

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| **Note:** If your ***Performance Rating*** is more than 50% and booking is made more than 48 hours in advance, your booking will automatically be approved. Otherwise, bookings made must seek approval from the administrator.    Figure .: RPL Ferry Booking Approval |

## Manage Bookings

### View Upcoming Bookings

Step 1: At the navigation bar located at the bottom of the screen, click on ***Booking***. (Figure 4.9.1.1)

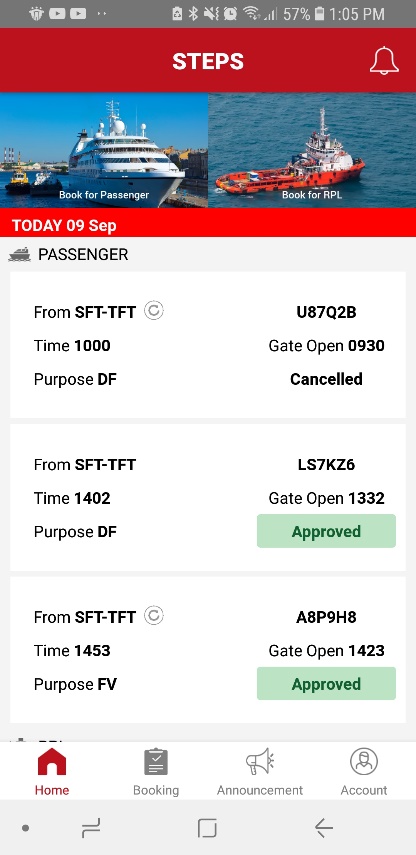


Figure .: Home Page

You will be directed to your Bookings page, under the Upcoming tab. (Figure 4.9.1.2).

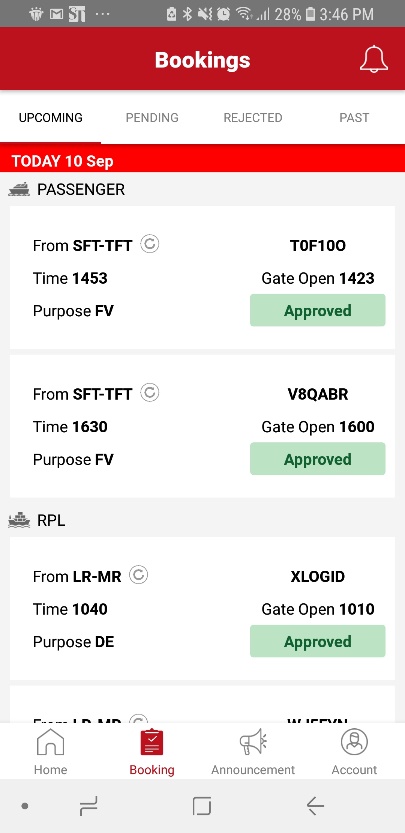


Figure .: Upcoming Bookings

### View Pending Bookings

Step 1: At the navigation bar located at the bottom of the screen, click on ***Booking***. (Figure 4.9.2.1)

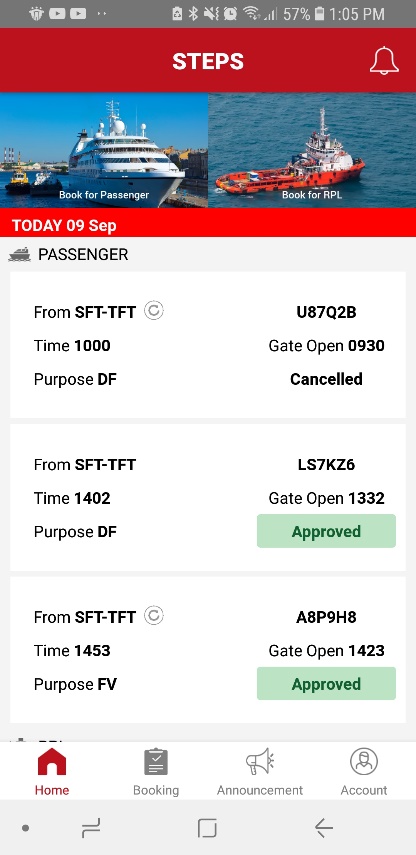


Figure .: Home Page

You will be directed to your Bookings page, under the Upcoming tab. (Figure 4.9.2.2).

Step 2: To view ***Pending Bookings***, click on the tab ***Pending***.

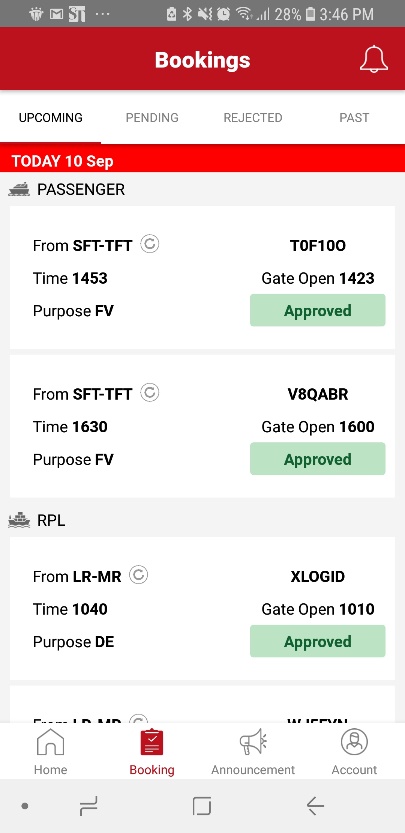


Figure .: Upcoming Bookings Tab

All Pending Booking will be listed down. (Figure 4.9.2.3).

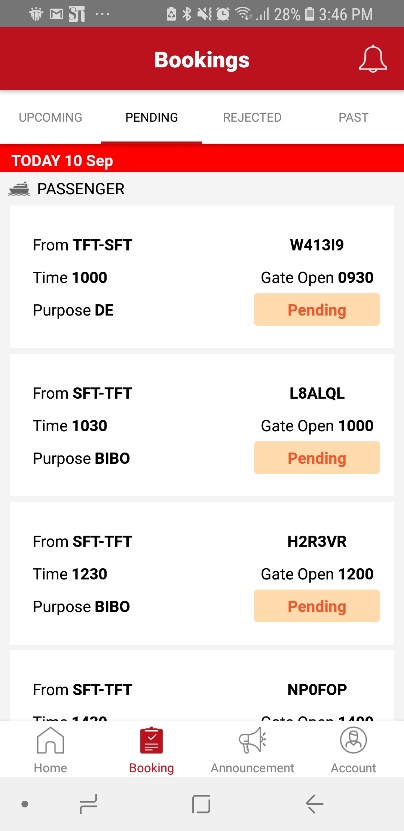


Figure .: Pending Bookings

### View Rejected Bookings

Step 1: At the navigation bar located at the bottom of the screen, click on ***Booking***. (Figure 4.9.3.1)

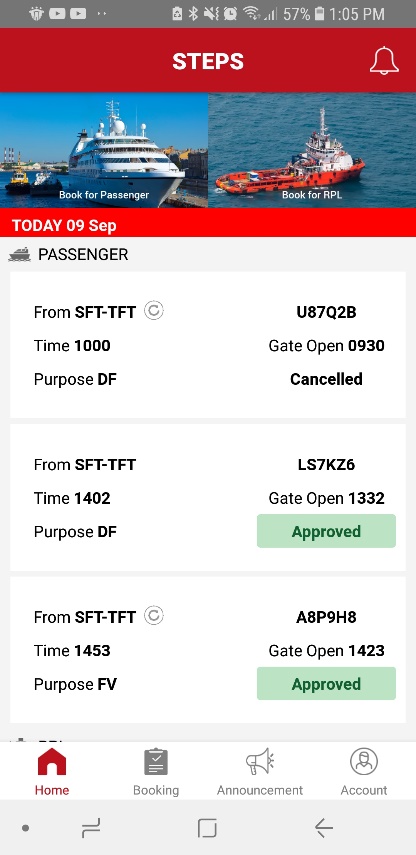


Figure .: Home Page

You will be directed to your Bookings page, under the Upcoming tab. (Figure 4.9.3.2).

Step 2: To view ***Rejected Bookings***, click on the tab ***Rejected***.

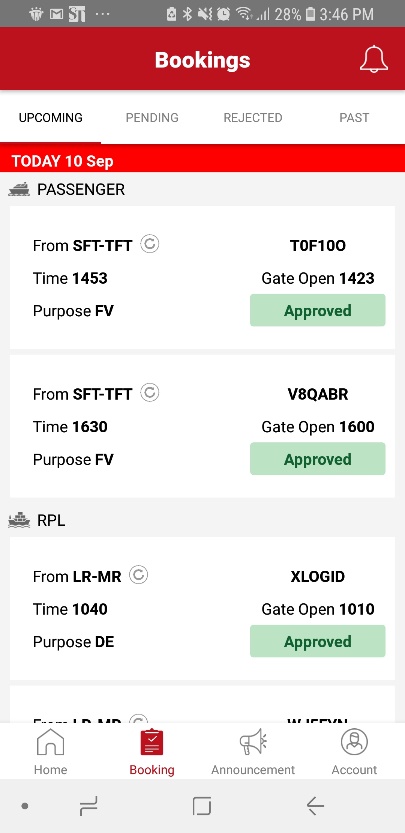


Figure .: Upcoming Bookings Tab

All Rejected Bookings will be listed down. (Figure 4.9.3.3).

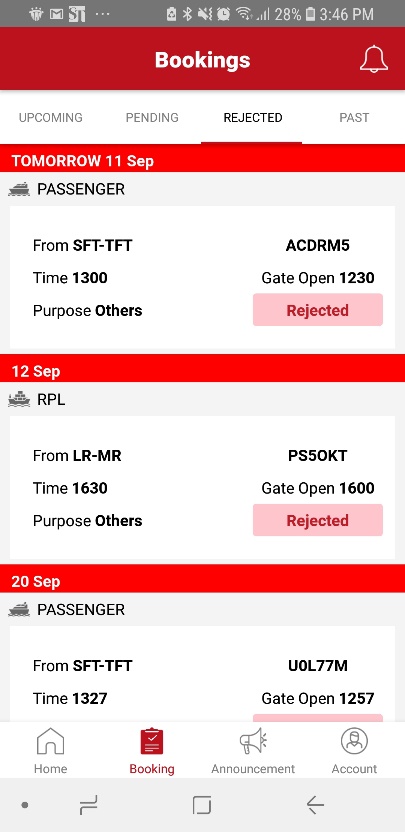


Figure .: Rejected Bookings

### View Past Bookings

Step 1: At the navigation bar located at the bottom of the screen, click on ***Booking***. (Figure 4.9.4.1)

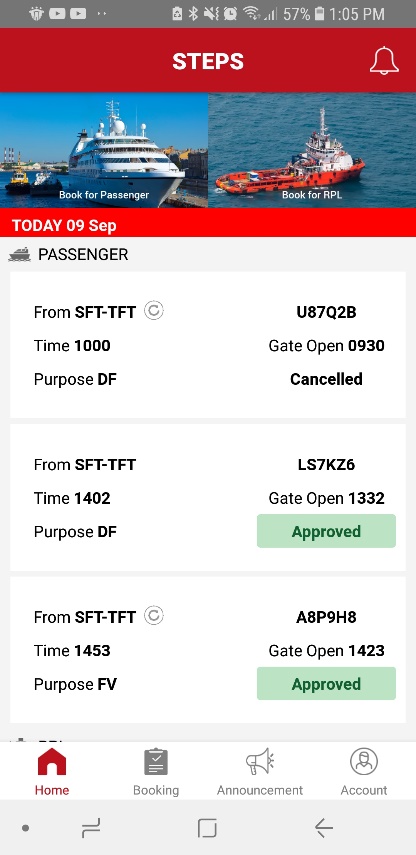


Figure .: Home Page

You will be directed to your Bookings page, under the Upcoming tab. (Figure 4.9.4.2).

Step 2: To view ***Past Bookings***, click on the tab ***Past***.

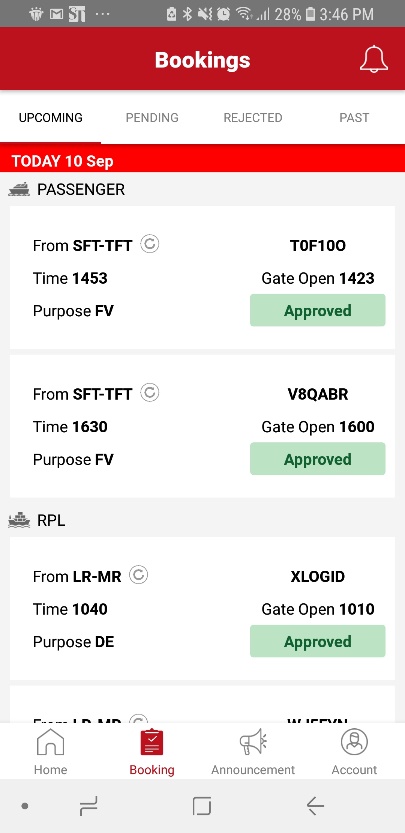


Figure .: Upcoming Bookings Tab

All Past Bookings will be listed down. (Figure 4.9.4.3).

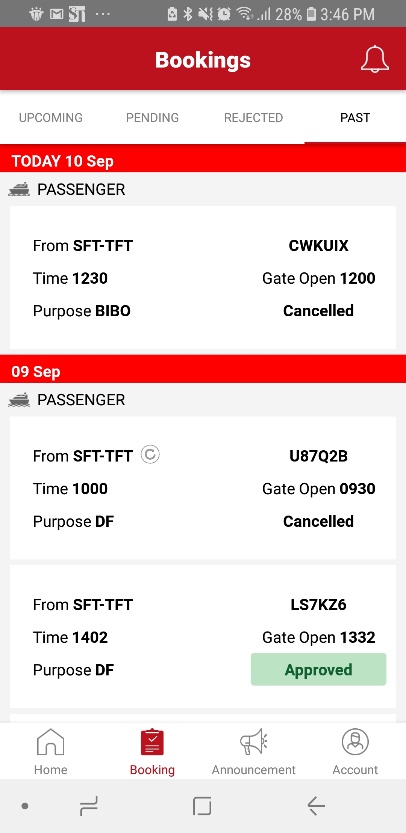


Figure .: Past Bookings

### View Details of a Booking

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

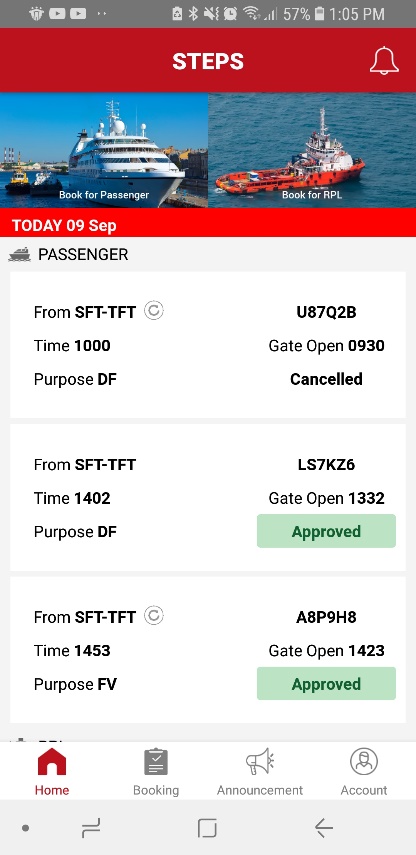


Figure .: Home Page

Booking Details page will appear (Figure 4.9.5.2).

**Tip:** You can click on ***Ferry Guidelines*** to read and find out what you need to take note of when boarding. *(*Figure 4.9.5.2*)*.

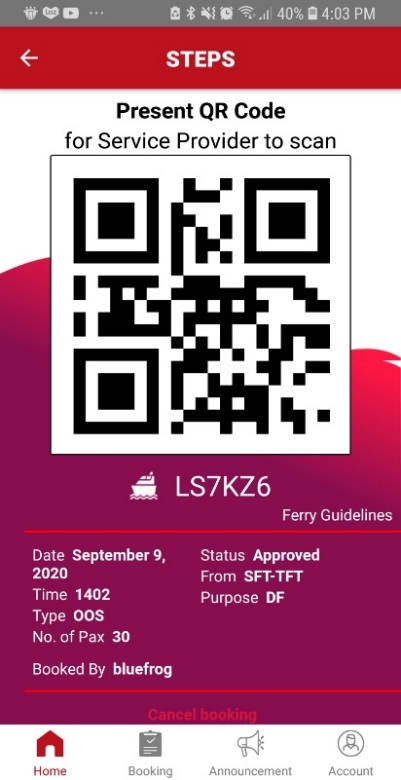


Figure .: Booking Details

### Cancel Booking

Step 1: In the ***Home*** page, click on any booking to cancel. (Figure 4.9.6.1)

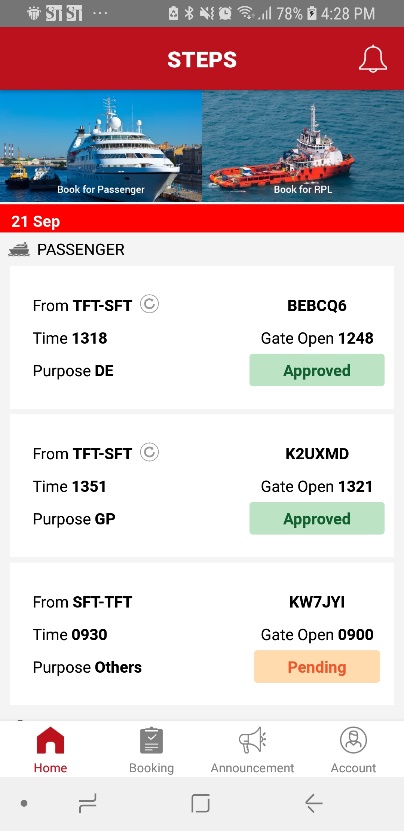


Figure .: Cancel Booking at Home Page

Booking Details page will appear (Figure 4.9.6.2).

Step 2: In ***Booking Details,*** scroll to the bottom of the page.

Step 3: Click on Cancel Booking. (Figure 4.9.6.2)



Figure .: Booking Details

You will be prompted to enter a reason for Cancellation (Figure 4.9.6.3).

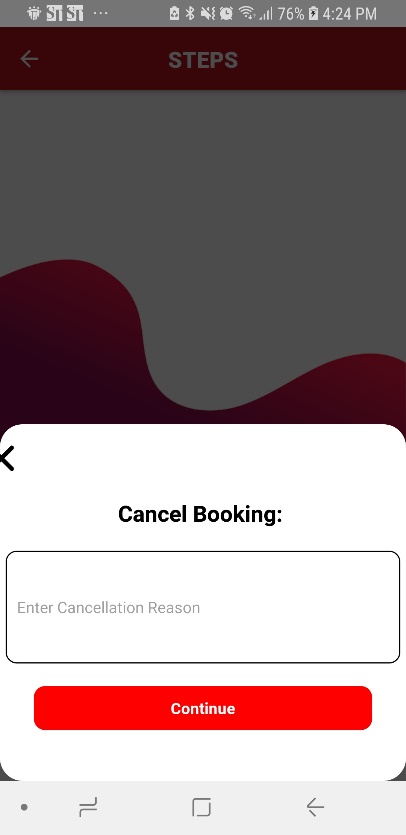


Figure .: Cancel Booking

Step 4: Enter the reason for ***Booking Cancellation*** in the textbox.

Step 5: Click ***Continue***. (Figure 4.9.6.4)

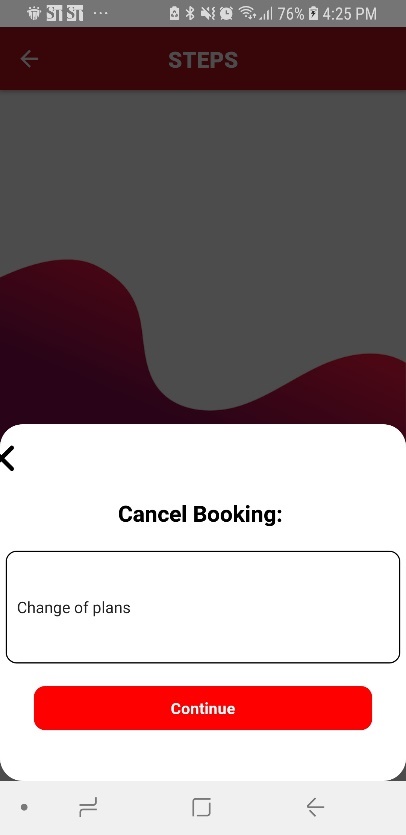


Figure .: Cancellation Reason

Step 6: Click ***OK*** to complete cancellation.

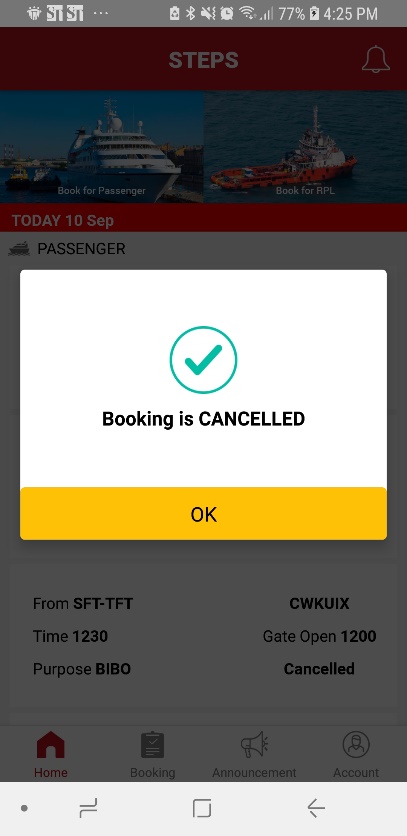


Figure .: Booking Cancellation Completed

You will be directed back to the Home page, there you can view the cancelled booking (Figure 4.9.6.6).

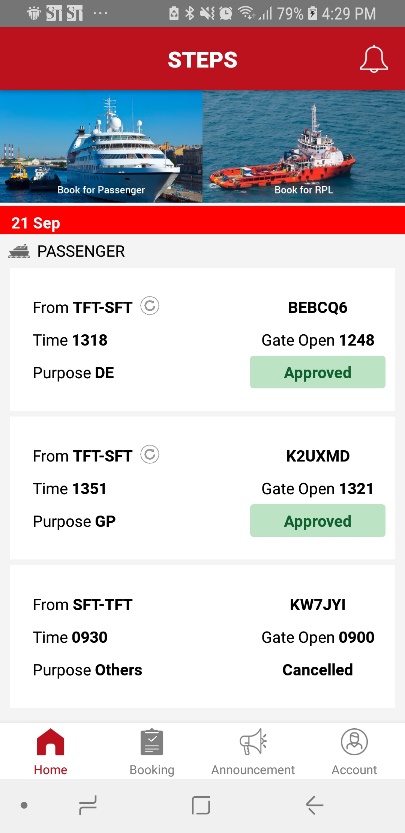


Figure .: View Booking Cancellation Status

### Report an Issue

### Provide a Feedback

## Announcements

### 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)*.

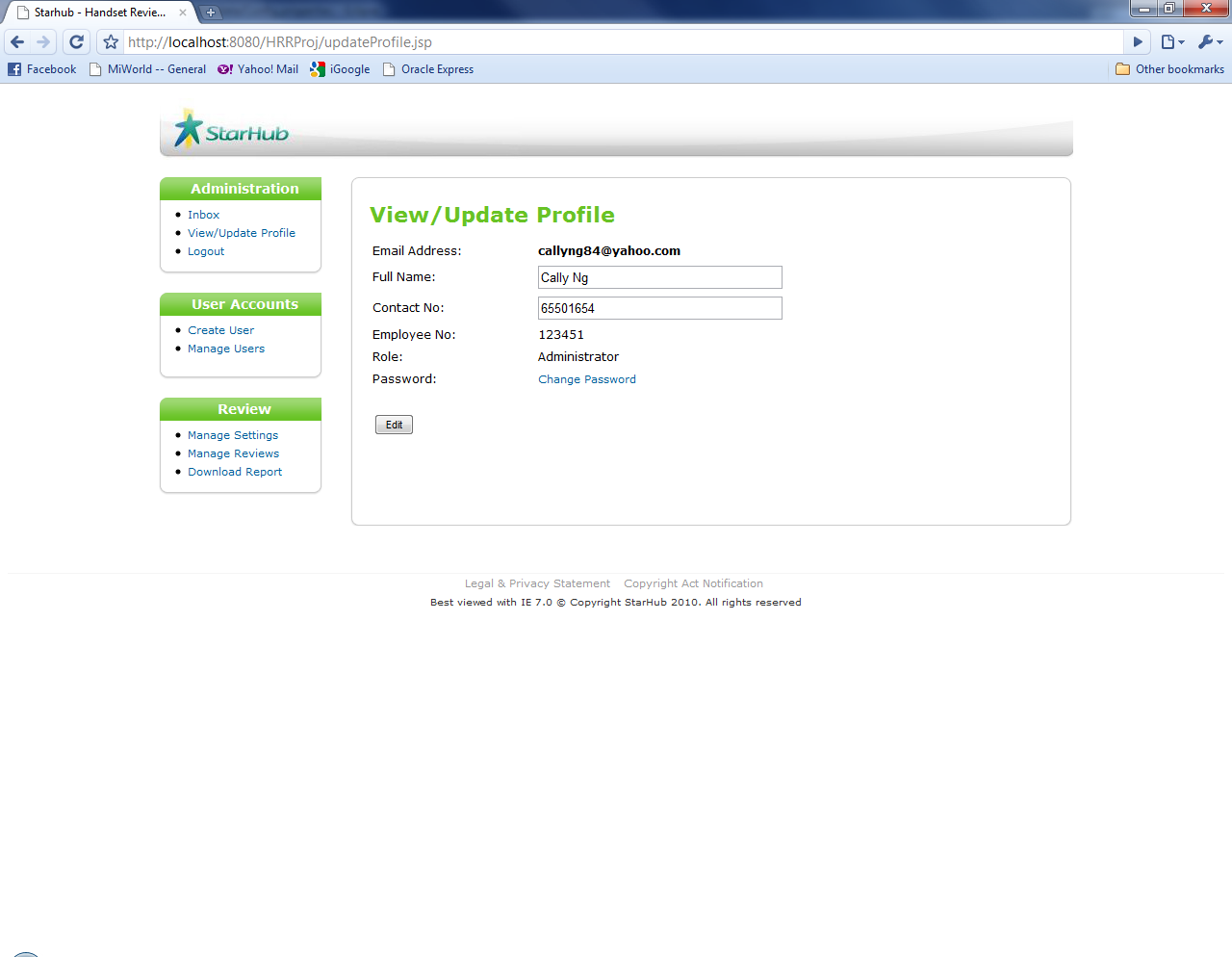


Figure 4.4.1.1: View/Update Profile page

## 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)*.

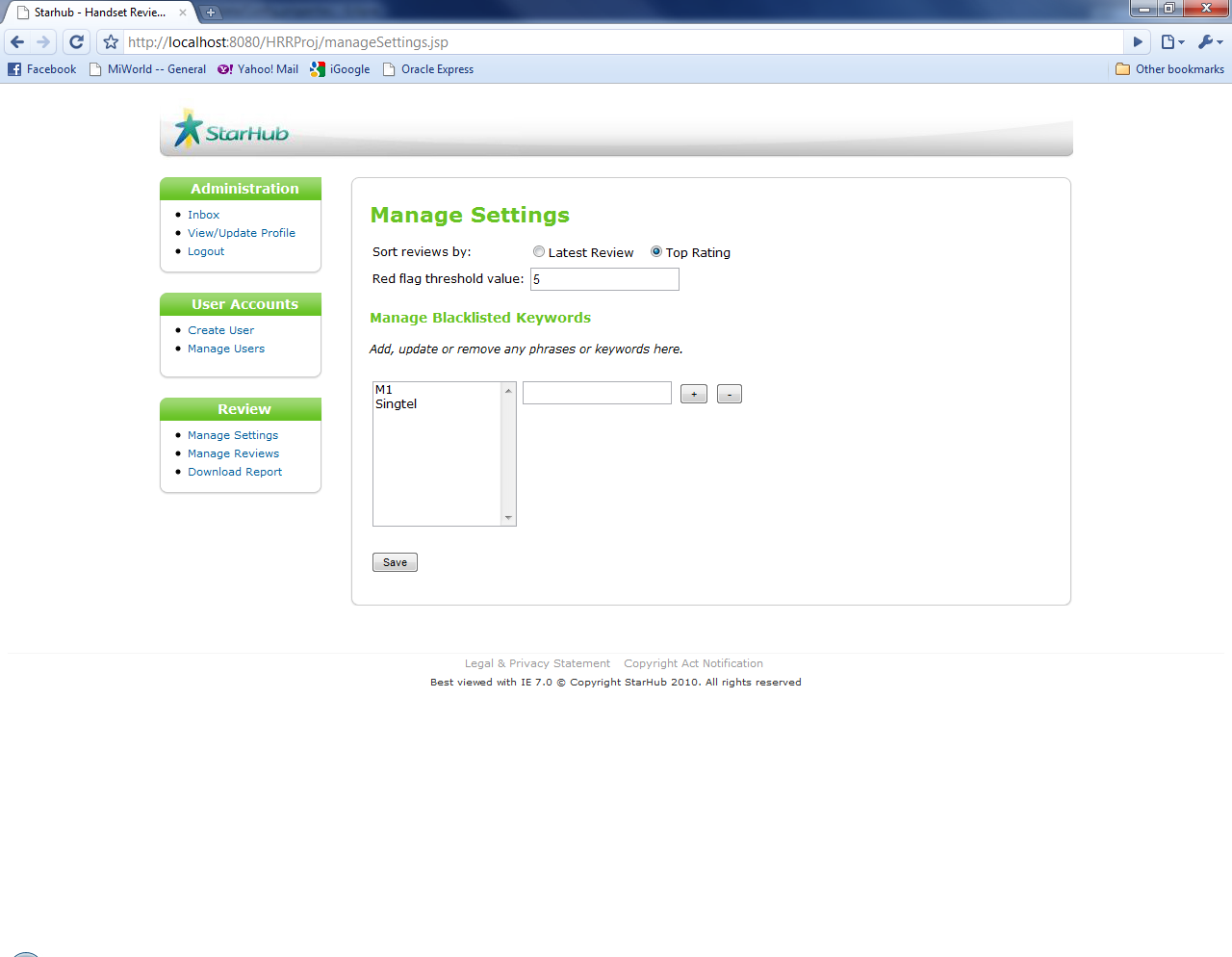


Figure 4.6.1: Manage Settings page

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

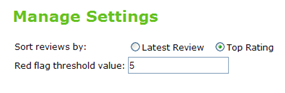


Figure 4.6.2: Manage Settings section

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)*.

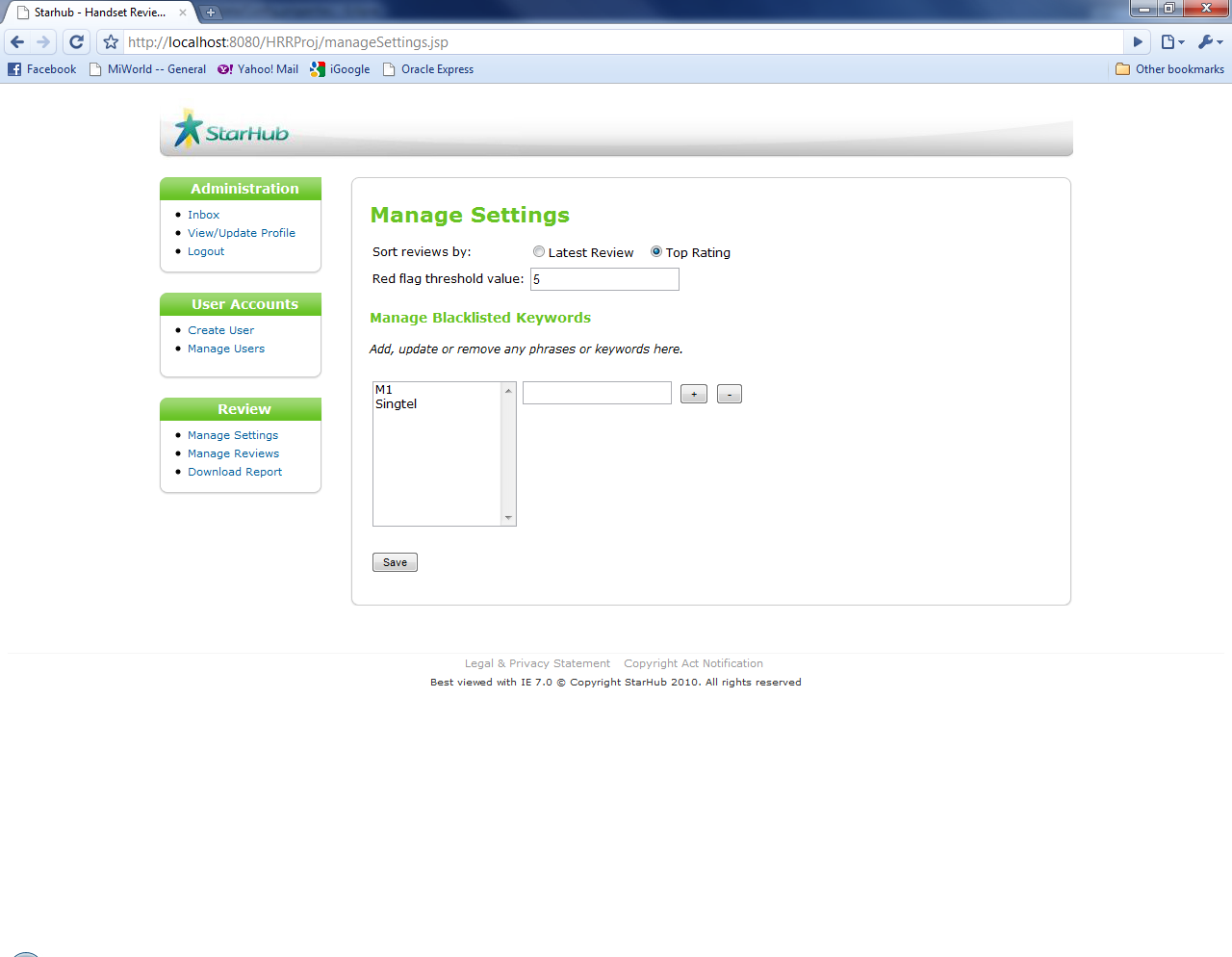


Figure 4.6.3: “+” sign button

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

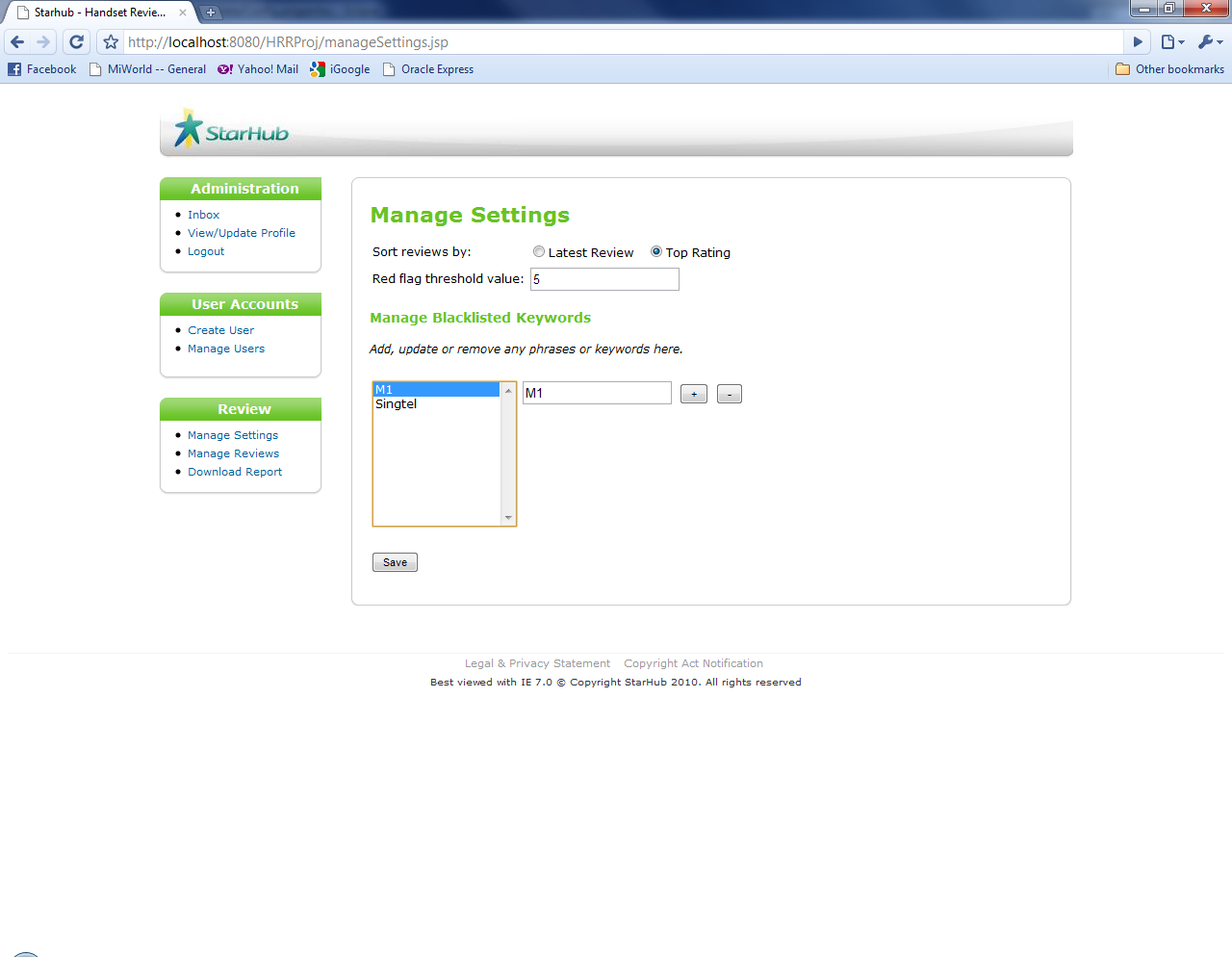


Figure 4.6.4: “-” sign button

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

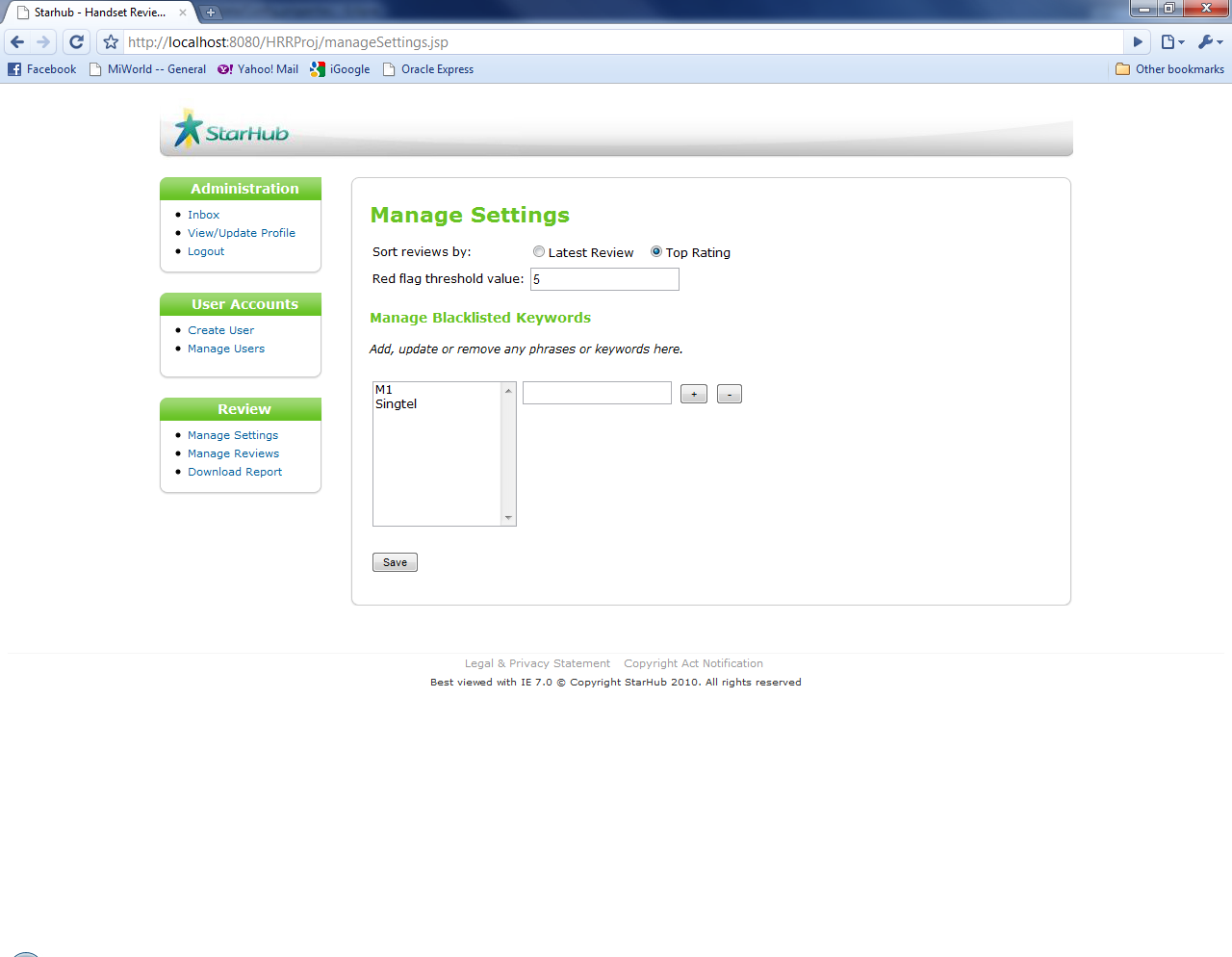


Figure 4.6.6: Save Settings

Asuccessful update message will be shown (Figure 4.6.7).

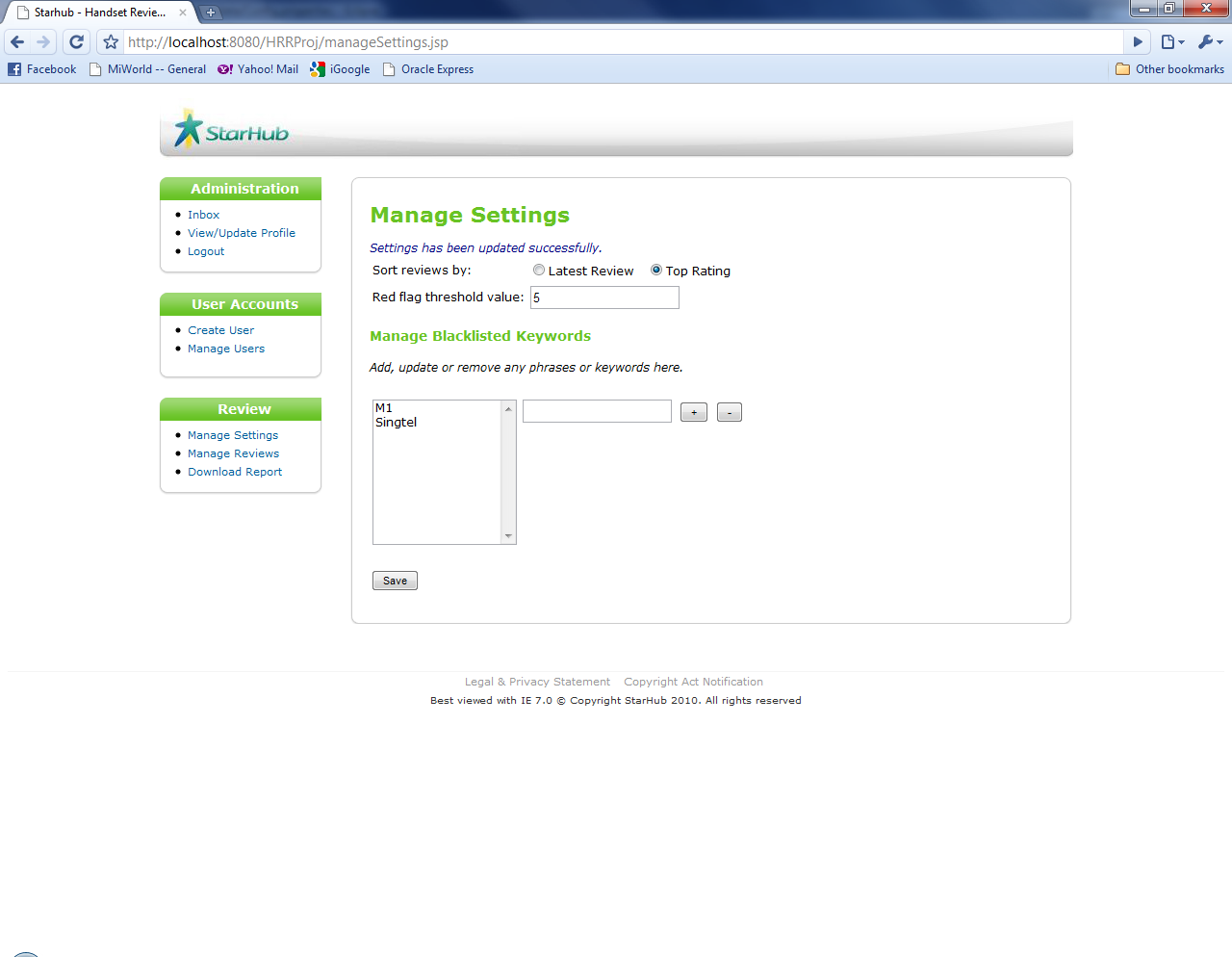


Figure 4.6.7: Successful Update of Settings message

### 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**