

EFPApp

User Manual



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Chapter One

System Overview

Purpose of Mobile Application

The EFPApp is designed to provide a user-friendly platform for reporting crimes or incidents to law enforcement Federal or Regional Offices. It leverages the ubiquity of smartphones and offers an engaging Graphical User Interface (GUI) to facilitate the reporting process. Users can easily complete a registration form and capture images, audio, links, files, or videos of a crime scene directly through the app. Once all necessary information is gathered, users can submit the crime report seamlessly.

System Requirements

Hardware Requirement

Minimum hardware requirements for workstations to function efficiently:

- Memory (RAM): 2GB
- 32GB of storage is recommended

Software Requirement

Minimum software requirements for workstations to function efficiently:

- Android OS/ IOS
- Recent Version.

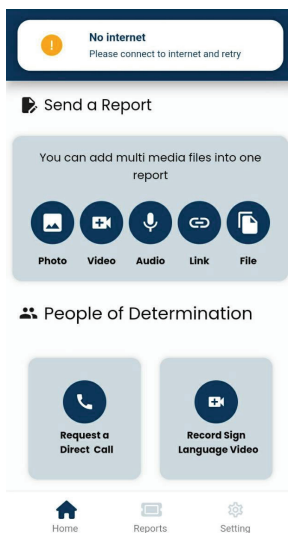
User Requirements

- Need a smartphone with a compatible operating system.
- Network connectivity, either through cellular data or Wi-Fi. Ensure your phone has the necessary connectivity options.
- Users need to download and install the EFPApp, you need access to the Store Manager, such as the Google Play Store for Android or App Store for iPhone.

Internet Connectivity requirements

This mobile app requires an internet connection via Wi-Fi or mobile data to function properly.

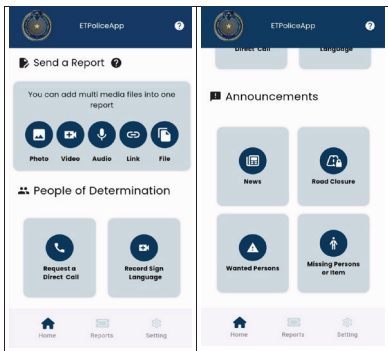
It requires a constant internet connection for its features to work properly. If there is no internet connection, the system displays a notification as shown below.



Chapter Two

Get Started

To get started, download and install the Citizen Engagement Mobile Application from the device's app store (e.g., Google Play Store for Android or Apple App Store for iOS). Follow the on-screen instructions to complete the installation. After you have successfully installed the mobile application, the home screen will be displayed as shown below.




Any citizen who downloads the application can view News, Road Closures, Wanted Persons and Missing Person or Items. Other services like sending reports of Photo, Video, Audio, Link or File requires a user registration process.

User Registration

"After completing the installation, the user must sign up or register for the system. The system will send an OTP (One-Time Password) confirmation to your email address, which is used to authenticate users for system access. This process requires a valid email address, phone number, and password. The sign-up page is displayed below."


ETPoliceApp



Create an Account

Thank you for making our society safer.

+251 Phone 9*****

Pin 

☐ I accept the terms and conditions →

Sign Up

Already Have an Account ? [Sign in](#)

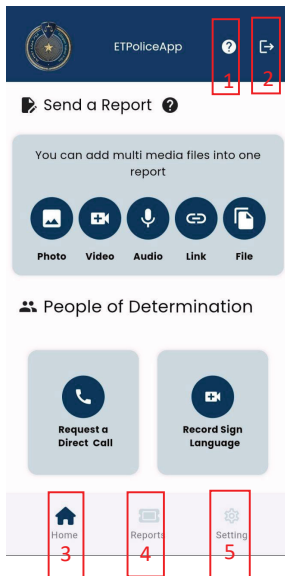
[Skip](#)

Here are the steps to access the user dashboard screen:

- Click on the "Sign Up" button.
- Provide your full name, phone number, email address, and password.
- A verification code will be sent to your email address. Enter this code in the
- designated box.
- After verification, you can log in to the application using your phone number and password.

Home Screen

"After a successful login, the home page of the application will be displayed, which includes tabs for various functions."



1- Help

2-Logout

3- Home

4- Reports

5- Setting

Help

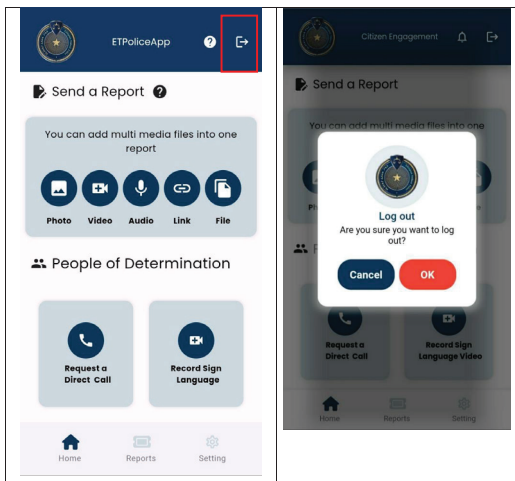
The help section provides vital information how to use and navigate through the mobile app easily and conveniently.

Logout

"Logging out is a straightforward process designed to enhance the security and privacy of your account. When you log out, you terminate your current session and return to the login screen.

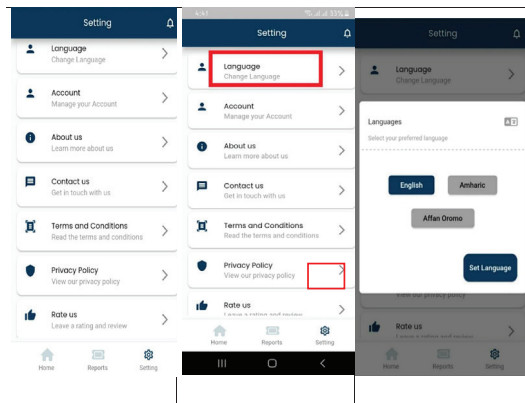
It also helps for securing one account from unauthorized user.

- Click on the **exit button** located in the top-right corner of the screen to log out of your session.
- Confirm the log out by clicking **"OK"** to complete the process successfully.



Setting

The Settings section provides access to Change Language, Account Information, About Us, Contact Us, Terms and Conditions, Privacy and Policy, Rate Us, and Logout.



Language option

This option allows users to select their preferred language for the app. It ensures that users can interact with the app in a language they are most comfortable with, enhancing accessibility and usability.

- Click the setting button at the bottom, and then select the language button.
- The user can select the preferred language from the list of options, which includes Amharic, English, and Afaan Oromo.

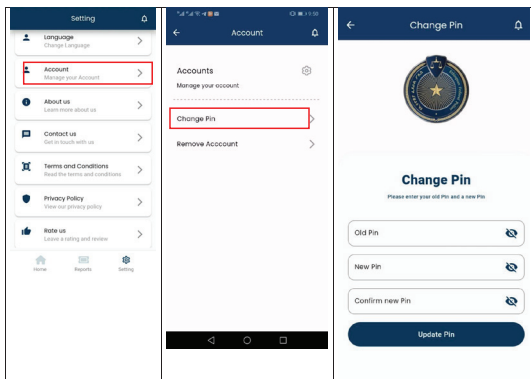
Account

Users can access and manage their account details in this section. This includes change the pin and remove the account.

Change Pin: This feature enables users to update their login credentials for added security.

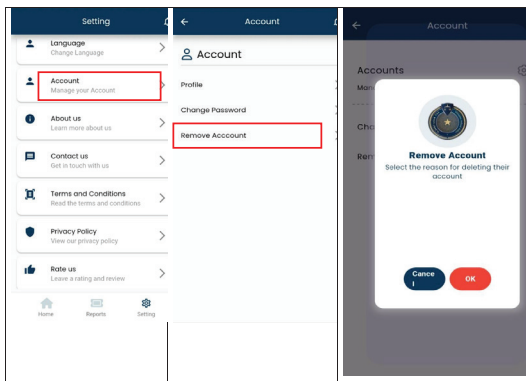
Users can modify their current pin or password, creating a new one to enhance account protection.

- Click on Account button in the setting menu.
- Click on Change pin button.
- Enter the old and new pin.
- Click Update Pin button.



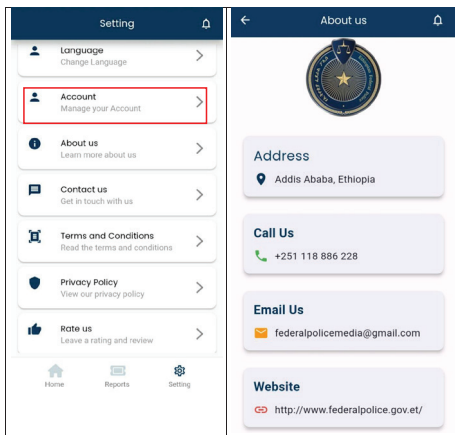
Remove Account: This option provides users with the ability to delete their account permanently. Please note that this action is usually irreversible and results in the removal of all user data and access to the app.

- Click on Account button in the setting menu. Click on **Remove Account** button.
 - Select the reason for account removal from the listed reasons in the dropdown menu.
- Finally Click **OK** button



About Us: When you press the About Us button from the Settings menu, you can find addresses, phone numbers, and emails. Also, frequently asked questions by users will be displayed.

- Click on Account button in the setting menu.
- Click on **About Us** button.



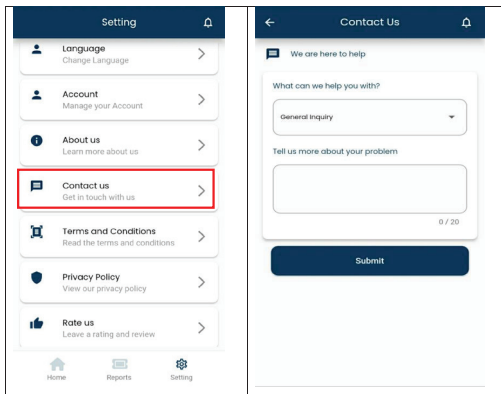
Contact Us: In this section, users can contact the app's customer support or helpdesk. This is where users can seek assistance, report issues, or ask questions related to the app's functionality.

This tab is also used to provide feedback or suggestions to help improve the user's experience.

Click on **Contact Us** button in the setting menu.

- From dropdown menu select what you want to Report and write your problem under
- the tell us field.

Click **Submit** button to send the report.



Terms and Conditions: link takes users to the legal terms and agreements governing the use of the app. It outlines the rules and responsibilities of both users and the app provider, ensuring a transparent and fair relationship. Or outlines the rules and responsibilities for app usage, ensuring users are aware of their rights and obligations.

Privacy and Policy: The link provides details on how user data is collected, used, and protected within the app. It emphasizes the app's commitment to user privacy and data security.

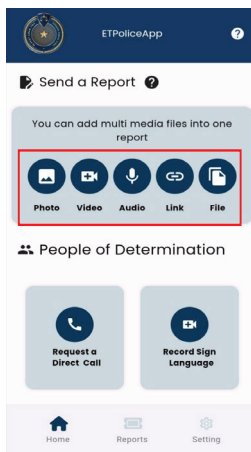
Rate Us: This option allows users to provide feed-

back and rate the app. Users can share their experiences and opinions about the app, helping app providers understand user satisfaction and areas for improvement.

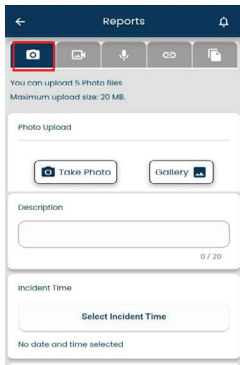
Report

Send a Report

This option allows users to send a report of an incident, there are five options: Photo, Video, Audio, Link, or File. As shown below.



A. Sending photos: to send photo reports, the user clicks on the photo button which will open a page to fill out the necessary information.



It allows to upload of up to 5 photo files with a maximum size of 20 MB. The photo upload can be done in two ways, the first is to take photos and the second is to import from the gallery.

It requires writing the description of the report on the given textbox and to insert the date and time of the incident. The user toggles a button if he/she wants to be contacted for clarification.

Upon successful submission, the report will be sent.

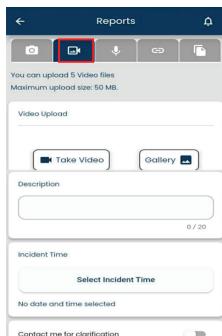
Choose in which way you want to send the report from [Gallery](#) or [Take Photo](#).

- Write the description of the report next description space.

Select the incident time by using [Select Incident Time](#) button.

- If you want to allow the police want to contact, you for clarification turn on the
- Contact me for clarification toggle button.
- Click Submit button to send the report.

B. Sending videos: To send video reports, click on the Video button which opens a new page to fill out a form.



The screenshot shows the 'Reports' screen in the EFApp. At the top, there is a dark blue header with a back arrow, the word 'Reports', and a bell icon. Below the header is a row of five icons: a camera, a video camera (highlighted with a red box), a microphone, a link, and a document. Below this row, there is a text area stating 'You can upload 5 Video files' and 'Maximum upload size: 50 MB.' The main content area is titled 'Video Upload' and contains two buttons: 'Take Video' and 'Gallery'. Below these buttons is a 'Description' section with a text input field and a character count '0 / 20'. The next section is 'Incident Time' with a button labeled 'Select Incident Time'. Below that is a section for 'Contact me for clarification' with a toggle switch.

It allows to upload up to 5 video files with a maximum size of 50 MB. Similar to the photo the video upload can also be done in two ways, the first is to take videos and the second is to import from the gallery. There is a text box to write the description of the report and a button to insert the date and time of the incident. The user toggles a button if he/she wants to be contacted for clarification. Upon successful submission, the report will be sent.

- Choose in which way you want to send the report from Gallery or Take Video.
- Write the description of the report next description space.
- Select the incident time by using Select Incident Time button.
- If you want to allow the police want to contact, you for clarification turn on the
- Contact me for clarification toggle button.
- Click Submit button to send the report.

C. Sending Audio: to send an audio report, click on the Audio button which opens a new page to fill out a form. It allows to upload of up to 5 Audio files with a maximum size of 5MB.

← Reports 🔔

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You can upload 5 Video files
Maximum upload size: 50 MB.

Video Upload

Take Video Gallery

Description

0 / 20

Incident Time

Select Incident Time

No date and time selected

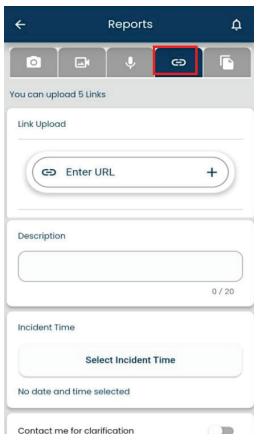
Contact me for clarification ☐

One way to upload audio is to record by clicking on the start recording button and the second way is to import from the file. The description of the report, date, and time of the incident will be filled out. The user toggles a button if he/she wants to be contacted for clarification. When the user successfully submits, the report will be sent.

- Choose in which way you want to send the report from Start Recording or Pick
- from File.

- Write the description of the report next description space.
- Select the incident time by using Select Incident Time button.
- If you want to allow the police want to contact, you for clarification turn on the
- Contact me for clarification toggle button.
- Click Submit button to send the report.

D. Sending link: to send links, click on the Link button which opens a new page to fill out a form.



The screenshot shows the 'Reports' screen in the EFPApp. At the top, there is a dark blue header with a back arrow, the title 'Reports', and a bell icon. Below the header is a toolbar with five icons: a camera, a video camera, a microphone, a link icon (highlighted with a red square), and a document icon. The main content area is titled 'You can upload 5 Links'. Under the 'Link Upload' section, there is a text input field with a link icon and the placeholder text 'Enter URL', followed by a plus sign. Below this is a 'Description' section with a text input field and a character count '0 / 20'. The 'Incident Time' section features a button labeled 'Select Incident Time' and the text 'No date and time selected'. At the bottom, there is a toggle switch for 'Contact me for clarification'.

It is allowed to upload up to 5 links. The link URL can be inserted in the space provided. The description of the report, date, and time of the incident will be filled out. The user toggles a button if he/she wants to be contacted for clarification. After the user successfully submits, the report will be sent.

- Add link you want to report on **Enter URL** space.
- Write the description of the report next description space.
- Select the incident time by using **Select Incident Time** button.
- If you want to allow the police want to contact, you for clarification turn on the
- **Contact me for clarification** toggle button.
- Click **Submit** button to send the report.

E. Sending file: to send a file report, click on the File button which opens a new page to fill out a form.



← Reports 🔔

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You can upload 5 Files

File Upload

📎 Insert File

Description

0 / 20

Incident Time

Select Incident Time

No date and time selected

Contact me for clarification ☐

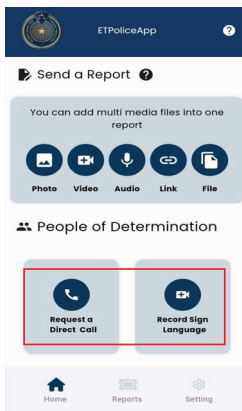
It is allowed to upload up to 5 files. The file can be uploaded using the insert file button. The description of the report, date, and time of the incident will be filled out. The user toggles a button if he/she wants to be contacted for clarification. After the user successfully submits, the report will be sent.

- Browse the file you want to report the form of file using Insert File button.
- Write the description of the report next description space.

- Select the incident time by using Select Incident Time button.
- If you want to allow the police want to contact, you for clarification turn on the
- Contact me for clarification toggle button.
- Click Submit button to send the report.

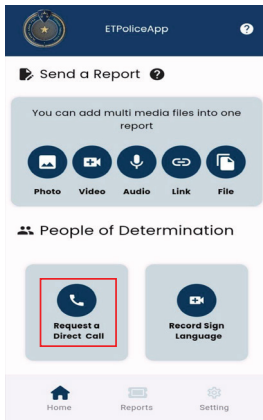
People of Determination

- "People of Determination" is a term used to refer to individuals with disabilities or special
- needs. So the application prioritizes their report uniquely.



I. Request a direct call

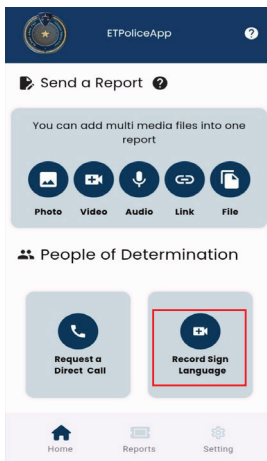
People of determination can report an incident by using the “Request a direct call” button which allows them to call directly to the law enforcement office as shown below.



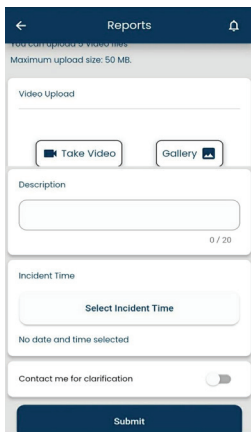
- Click on Request a Direct Call button to make call directly from your phone.

II. Record Sign Language Video

People of determination can send video reports, to do so click on the Video button which opens a new page to fill out a form.



It allows to upload of up to 5 video files with a maximum size of 50 MB. Similar to the photo the video upload can also be done in two ways, the first is to take videos and the second is to import from the gallery. There is a text box to write the description of the report and a button to insert the date and time of the incident. The user toggles a button if he/she wants to be contacted for clarification. Upon successful submission, the report will be sent.



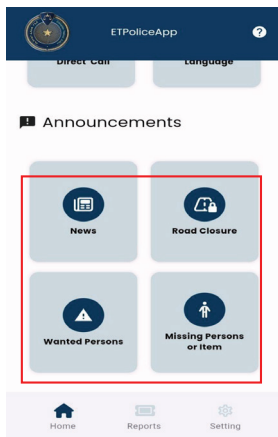
The screenshot shows the 'Reports' screen in the EFPAApp. At the top, there is a dark blue header with a back arrow, the title 'Reports', and a bell icon. Below the header, a light gray box contains the text 'You can upload a video here' and 'Maximum upload size: 50 MB.' The main form area is white and contains several sections: 'Video Upload' with two buttons 'Take Video' (with a camera icon) and 'Gallery' (with a photo icon); 'Description' with a text input field and a character count '0 / 20'; 'Incident Time' with a 'Select Incident Time' button and the text 'No date and time selected'; and a toggle switch for 'Contact me for clarification'. At the bottom is a dark blue 'Submit' button.

- When using sign language report method first have to press Record Sign Language
- Video button.
- Choose in which way you want to send the report from Gallery or Take Video.
- Write the description of the report next description space.
- Select the incident time by using Select Incident Time button.

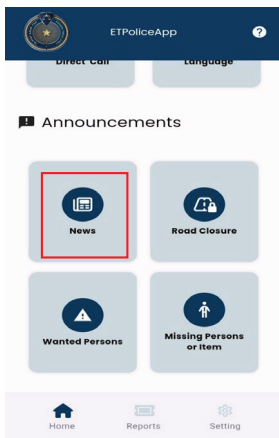
- If you want to allow the police want to contact, you for clarification turn on the
- Contact me for clarification toggle button.
- Click Submit button to send the report.

Announcements

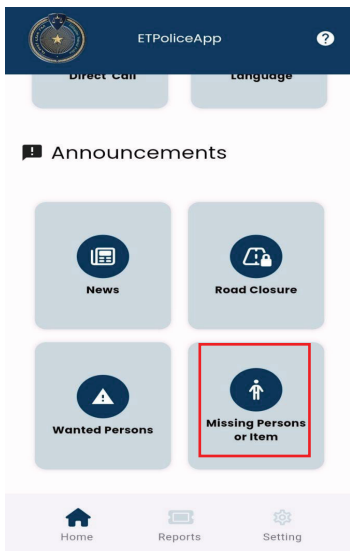
The ETPoliceApp can broadcast announcements to the public including news, missing persons or items, wanted persons, or road closures.



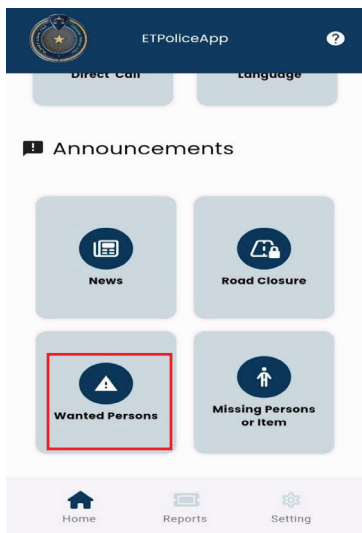
I. News: This feature can deliver important news updates.



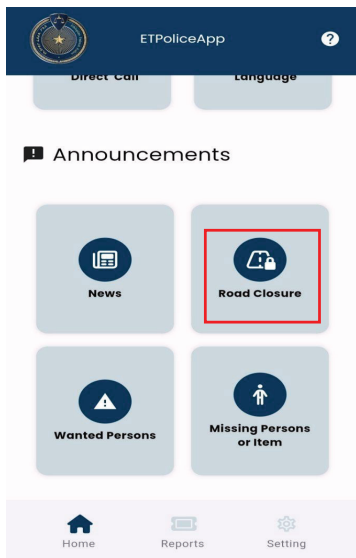
II. Missing Persons or Items: The application includes a dedicated section for "Missing Persons and Items." This section provides users with information about individuals who are reported missing or items that have been lost or stolen.



III. Wanted Persons: The app can also be used to share information about individuals who are wanted by law enforcement for various reasons. By alerting the public, this feature can help in the identification and apprehension of wanted individuals, contributing to community safety.



IV. Road Closures: During emergencies, road closures, accidents, or construction work, the app can inform users about affected areas and alternate routes. This assists commuters in planning their journeys and avoids potential traffic disruptions.



View Report

From the bottom bar buttons, to view the reports, press the “Reports” button, and all the lists of reports will be displayed. And when you see the details of each report, it shows all the information and status of the report. After completion, it gives users the option to rate the service.

