**CitizenHelper**

CitizenHelper is a Windows Presentation Foundation (WPF) C# application designed to provide South African citizens to access and request municipal services, get information about local events and announcements, as well as get the status information on their request. The application offers features such as report issues, request status, event search based on categories and dates, personalized recommendations, binary tree search feature and multilingual support to enhance user experience.

**Table of Contents**

* [Features](#features)
* [Prerequisites](#prerequisites)
* [Installation](#installation)
* [Running the Application](#running-the-application)
* [Usage](#usage)

**Features**

* **Local Events and Announcements:** Browse and search for local events and announcements in an aesthetic interface.
* **Report Issues:** Users are able to report issues to municipal services with the location, category, description and file.
* **Request Status:** Get information and appropriate status on your reported issue.
* **Search Functionality:** Filter events based on categories and dates using an efficient search mechanism.
* **Personalized Recommendations:** Receive event recommendations based on your search patterns and preferences.
* **Multilingual Support:** Switch between multiple languages to navigate the application in your preferred language.
* **Data Persistence:** Events and user data are persisted locally without the need for external databases or software.

**Prerequisites**

Before you begin, ensure you have met the following requirements:

* **Operating System:** Windows 10 or later.
* **Development Environment:** [Visual Studio](https://visualstudio.microsoft.com/) (2019 or later recommended).
* **.NET Framework:** .NET Framework 4.7.2 or later.

**Installation**

Follow these steps to install and set up the Citizen Helper application on your local machine.

**1. Download the Project**

* **Option 1:** Clone the repository using Git.

git clone “link to repo”

* **Option 2:** Download the ZIP file of the project.
  + Click on the "Code" button on the repository page.
  + Select "Download ZIP".
  + Save the ZIP file to your preferred location.

**2. Extract the Project Files**

If you downloaded the ZIP file:

* Right-click on the downloaded ZIP file.
* Select **Extract All**.
* Choose a destination folder on your local device and extract the contents.

**3. Open the Project in Visual Studio**

1. Launch **Visual Studio**.
2. Click on **File** > **Open** > **Project/Solution**.
3. Navigate to the extracted project folder.
4. Select the citizenHelper.sln file to open the project solution in Visual Studio.

**Running the Application**

After successfully building the project, follow these steps to run the Citizen Helper application:

1. **Start the Application:**
   * In Visual Studio, press F5 or click the **Start** button to run the application in Debug mode.
   * Alternatively, go to **Debug** > **Start Debugging**.
2. **Application Startup:**
   * The application will launch and display the **Main Menu** window.
   * From here, you can navigate to different sections of the application.

**Usage**

**Navigating the Main Menu**

* **Language Selection:**
  + Located at the top-left corner of the Main Menu.
  + Select your preferred language from the dropdown to change the application's language dynamically.
* **List of Reports:**
  + View existing reports and their details.
  + Scroll through the list using the scroll bar.
* **Report an Issue:**
  + Click on the **Report an Issue** section to open a new window where you can submit a report.
  + After submitting, you will be given a unique report ID and the report will appear in the **List of Reports** and **Request Status** window.
* **Announcements & Events:**
  + Click on the **Announcements & Events** section to open the **Local Events and Announcements** window.
  + Browse, search, and view events based on categories and dates.
  + View personalized recommendations based on your search history.
* **Request Status:**
  + Click on the **Request Status** section to check the status of your submitted reports or requests.
  + Use the unique request ID to search for a specific report logged.