SIZA Web Application User Guide
Community Leader Edition

Tech Relief

September 2025

Document Version Control

Version	Date	Changes
1.0	September 2025	Initial Community Leader Guide

Introduction

Welcome to the official user guide for the SIZA Web Application - Community Leader Edition. This comprehensive guide is designed to help Community Leaders effectively manage their communities, monitor emergency responses, and utilize advanced administrative features available in the SIZA web platform.

As a Community Leader, you play a vital role in maintaining community safety, coordinating emergency responses, and ensuring the proper functioning of the SIZA ecosystem. This document provides clear, step-by-step instructions and valuable insights to maximize your effectiveness using the web application.

Getting Started

Login and Authentication

Community Leaders access the web application through a secure login process:

1. Navigate to the SIZA web application URL

2. Enter your designated Community Leader credentials

3. Complete two-factor authentication if enabled

4. Access the main dashboard upon successful authentication

   Note: Community Leader status is obtained through community voting processes, not self-registration.

Navigation Overview

The web interface consists of:

- **Left Sidebar:** Main navigation menu with all administrative sections
- **Top Header:** User profile, notifications, and quick actions
- **Main Content Area:** Dynamic content based on selected section
- **Analytics Dashboard:** Real-time community metrics and overview

Dashboard Overview

The main dashboard provides Community Leaders with immediate access to critical information:

Key Metrics Display

- Total community members and active users
- Recent emergency reports and response statistics
- System-wide activity overview
- Quick access to pending actions

Incident Map

Real-time geographic display of active incidents with color-coded status indicators:

- Red: Active emergencies requiring attention
- Green: Resolved incidents
- Interactive map with clickable incident markers

User Management

Community Member Overview

Access the User Management section to monitor and manage community members:

1. View comprehensive member list with activity status
2. Monitor individual member contribution metrics
3. Track request and response statistics
4. Identify highly active responders

Misuse and Flag Management

Community Leaders can address member conduct issues:

- **Flag System:** Review messages flagged as inappropriate
- **Misuse Reports:** Investigate reported system misuse
- **Sleep Mode:** Temporarily restrict member access when necessary
- **Detailed Modals:** Access comprehensive case details for informed decisions

Member Restriction Features

1. Select member for restriction review
2. Choose restriction type (Broadcast, Report, or Both)
3. Set duration based on severity (1-720 hours)
4. Document reasoning for administrative records
5. Monitor restriction status and expiration

Emergency Response Management

Real-time Incident Monitoring

Community Leaders receive immediate notifications for:

- New emergency reports within their community

- Response status updates from volunteers

- Escalation requests requiring leader intervention

- Resolution confirmations and follow-up requirements

Report Details Access

Access comprehensive emergency report information:

1. Click incident markers on the dashboard map

2. View detailed report information including:

    - Emergency type and description
    - Reporter contact information
    - Response team assignments
    - Media evidence (photos, audio recordings)
    - Geographic location details

3. Coordinate additional resources if needed

4. Communicate with response teams directly

Analytics and Reporting

Comprehensive Analytics Dashboard

Access detailed community metrics through multiple visualization tools:

6.1.1 Reports Analytics

- Incident trends over time (daily, weekly, monthly)

- Emergency type distribution analysis

- Response time metrics and efficiency tracking

- Resolution rate statistics

6.1.2 Geographic Heatmaps

1. Select emergency type for geographic analysis

2. View heatmap visualization of incident density

3. Identify high-risk areas within the community

4. Access temporal analysis for crime patterns

5. Filter by suburb for localized insights

6.1.3 Responder Performance

- Top responder identification and recognition

- Response efficiency metrics

- Contribution trend analysis

- Performance benchmarking

Data Export Capabilities

Community Leaders can export analytics data for:

- Community safety reports

- Municipal compliance documentation

- Funding and resource allocation requests

- Historical trend analysis

Broadcast Communication System

Emergency Broadcast Management

Community Leaders can send urgent communications:

1. Access the Broadcast section from main navigation

2. Compose emergency messages with priority levels

3. Attach relevant images or documents

4. Select broadcast scope (entire community or specific areas)

5. Monitor message delivery and read receipts

Message Moderation

- Review all community broadcast messages

- Moderate inappropriate content using disable/restore functions

- Maintain communication channel integrity

- Ensure community guidelines compliance

Channel Management

1. Monitor Melville Emergency Channel activity

2. Manage user permissions for broadcast capabilities

3. Archive important communications

4. Set communication protocols and standards

Voting Session Administration

Nomination Management

Community Leaders oversee the democratic processes:

1. Monitor ongoing nomination periods

2. Review candidate eligibility and community support

3. Ensure fair and transparent voting processes

4. Manage voting session timelines and parameters

Voting Session Controls

- **Session Activation:** Initiate and conclude voting periods
- **Time Management:** Set appropriate voting durations (24-hour to 1-week sessions)
- **Participation Monitoring:** Track voter turnout and engagement
- **Result Certification:** Officially confirm and announce outcomes

Leader Promotion

Upon successful voting completion:

1. Verify voting results and community consensus

2. Execute system promotion for elected members

3. Update role permissions and access levels

4. Announce new Community Leader appointments

Support and Moderation

Support Dashboard

Centralized interface for community issue resolution:

- **Misuse Reports:** Systematic review of reported incidents
- **Flagged Content:** Message moderation and policy enforcement
- **Status Tracking:** Pending, reviewed, and resolved case management
- **Historical Record:** Complete audit trail of moderation actions

Case Management Workflow

1. Review newly submitted support cases

2. Investigate reported incidents thoroughly

3. Communicate with involved parties as needed

4. Apply appropriate resolutions or restrictions

5. Document actions and close cases systematically

Notification System

Real-time Alert Management

Community Leaders receive prioritized notifications:

- **Emergency Alerts:** Immediate incident notifications
- **System Updates:** Platform maintenance and update information
- **Moderation Requests:** Pending approval requirements
- **Community Updates:** Important community developments

Notification Preferences

Customize alert preferences through:

1. Email notification settings
2. In-app alert configurations
3. Priority level assignments
4. Quiet hours scheduling

Profile and Account Management

Personal Profile Maintenance

1. Update contact information and preferences
2. Manage profile visibility settings
3. Configure security and privacy options
4. Review account activity and access logs

Security Settings

- Password management and regular updates
- Two-factor authentication configuration
- Session management and device monitoring
- Emergency access protocols

Advanced Features

System Configuration

Community Leaders can access advanced system settings:

- Community-specific parameter adjustments
- Emergency response protocol customization
- Notification template management
- Reporting structure configurations

Data Management

1. Export community data for external analysis

2. Backup critical community information

3. Manage data retention policies

4. Ensure regulatory compliance

Best Practices for Community Leaders

Emergency Response Coordination

- Establish clear communication protocols

- Maintain updated responder contact information

- Conduct regular emergency preparedness drills

- Document and learn from each incident response

Community Engagement

1. Foster positive community participation

2. Recognize and reward active contributors

3. Provide regular community safety updates

4. Solicit and incorporate community feedback

System Utilization

- Regular review of analytics and metrics

- Proactive system maintenance and updates

- Continuous learning of new platform features

- Training and support for community volunteers

Troubleshooting and Support

Common Issues and Solutions

- **Login Problems:** Password reset procedures and authentication issues

- **System Errors:** Reporting technical issues and temporary workarounds

- **Performance Issues:** Optimization tips and system requirements

- **Connectivity Problems:** Offline functionality and sync procedures

Technical Support Access

1. In-app help center with detailed documentation

2. Direct support request submission

3. Emergency technical support channels

4. Community leader forum access

Conclusion

Maximizing Community Safety

As a Community Leader, your effective use of the SIZA web application directly impacts community safety and emergency response efficiency. Regular engagement with all platform features ensures optimal community protection.

Ongoing Development Commitment

The SIZA development team continuously enhances platform capabilities based on community leader feedback and evolving safety requirements. Stay informed about updates through regular communications.

Community Leadership Responsibilities

- Maintain active platform engagement
- Ensure timely emergency response coordination
- Foster positive community participation
- Uphold system integrity and proper usage
- Continuously improve community safety protocols

Support Resources

- In-app help center and documentation
- Community leader training materials
- Technical support team access
- Peer community leader network
- Regular platform update briefings

Thank you for your commitment to community safety as a SIZA Community Leader. Your leadership ensures the effective operation of our community safety ecosystem.