



# **END-USER MANUAL DOCUMENT (Demo Instance)**

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## **OZIM PLATFORM (OP)**

Version 1.0



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## INTRODUCTION

The Public Fund “Ozim Platform” was established on January 27, 2022.

We started our activity with the creation of the Ozim Platform mobile application for parents of children with special needs. To do this, we have brought together researchers in the field of inclusion, experts in educational and medical correction, and all specialists in early intervention to increase knowledge and raise awareness among parents.

Ozim Platform is a mobile application for smartphones based on iOS and Android, aimed at informational and educational support for parents and guardians of children with special needs.

Requirements for Access and Login	
a.	A functional mobile device (Android phone or tablet) whose Android version is 5.1 Lollipop.
b.	Access to internet (means of internet connectivity) - Use Modem, Wifi, LAN, Mobile data etc.
c.	The OP mobile app apk link Login credentials (email address and password)

## MOBILE APPLICATION

### 1.0 User Roles

The table below indicates the different types of users, their roles and the privileges they will be assigned within the OP mobile application.

USER	ROLE	ACCESS PRIVILEGES
Parent	<ul style="list-style-type: none"><li>explores materials on early development and early intervention through articles</li><li>explores materials on early development and early intervention through video lessons</li><li>Communicates with authors and users through messages (private and public)</li><li>Access to the database with the contacts of service providers</li><li>Access to the affiche with events about childhood and inclusion</li></ul>	<ul style="list-style-type: none"><li>Can read, comment and like articles</li><li>Can watch, comment and like video lessons</li><li>Can communicate with the author of the article in private messages</li><li>Can communicate with other users through the module “Фопым”</li><li>can evaluate service providers through the</li></ul>

		service providers module “Услугодатели”
Specialist	<ul style="list-style-type: none"> <li>explores materials on early development and early intervention through articles</li> <li>explores materials on early development and early intervention through video lessons</li> <li>Communicates with parents and colleagues through the module “Форум”, public and private messages, comments under the articles and video lessons</li> <li>Can submit an article through the email: <a href="mailto:ozim.project@gmail.com">ozim.project@gmail.com</a> The administrator publishes an article in the app after the review by the editorial team.</li> </ul>	<ul style="list-style-type: none"> <li>Can read, comment and like articles</li> <li>Can watch, comment and like video lessons</li> <li>Can communicate with the author of the article in private messages</li> <li>Can communicate with other users through the module “Форум”</li> <li>can not evaluate service providers through the service providers module “Услугодатели”</li> </ul>
Organization	<ul style="list-style-type: none"> <li>explores materials on early development and early intervention through articles</li> <li>explores materials on early development and early intervention through video lessons</li> <li>Communicates with parents and colleagues through the module “Форум”, public and private messages, comments under the articles and video lessons</li> <li>Can submit an article through the email: <a href="mailto:ozim.project@gmail.com">ozim.project@gmail.com</a> The administrator publishes an article in the app after the review by the editorial team.</li> </ul>	<ul style="list-style-type: none"> <li>Can read, comment and like articles</li> <li>Can watch, comment and like video lessons</li> <li>Can communicate with the author of the article in private messages</li> <li>Can communicate with other users through the module “Форум”</li> <li>can not evaluate service providers through the service providers module “Услугодатели”</li> </ul>

## 2.0 Downloading & Installing the OP Android App

To download and install the OP mobile application, use the following steps:

1. The application is available on Google Play Store, **search** for “Ozim platform” or click on the link provided below:  
<https://play.google.com/store/search?q=ozim+platform&c=apps&hl=ru&gl=US>
2. Click on **Install**. Allow the app to complete installation.
3. Click on **open** to access the application.



## Ozim platform

Ozim Platform

Install

### Rate this app

Tell others what you think



[Write a review](#)

Developer contact



About this app



Нужное приложение для родителей детей от 0 до 3 лет

Материнство и детство



## Ozim platform

Ozim Platform

Uninstall

Open

### What's new

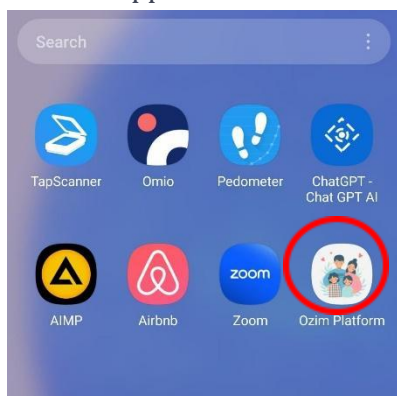
Last updated 22 июл. 2022 г.

Исправлены ошибки

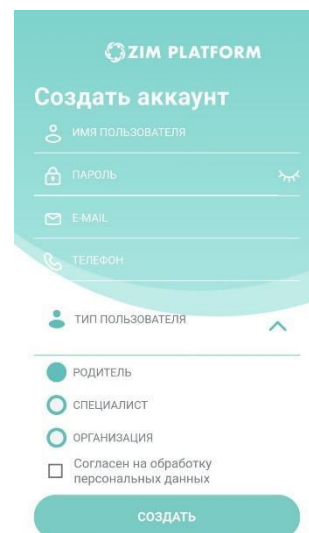


## 3.0 Accessing the OP Android App

1. Click the app icon from the device's apps page to launch the application.



2. Allow to the app **to send you notifications** and choose language (kazakh or russian).
3. Press the button “Вход через Email” and enter your e-mail and password, if you're already registered. If you are not registered. then click on “Зарегистрироваться сейчас!” and follow steps.
4. Fill in all the fields (username, password, e-mail, telephone, user type) and check the box “I agree to the processing of personal data” and press the button “Создать”

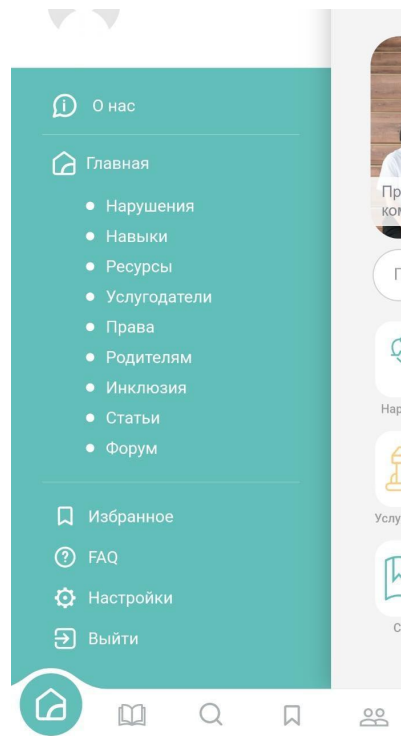
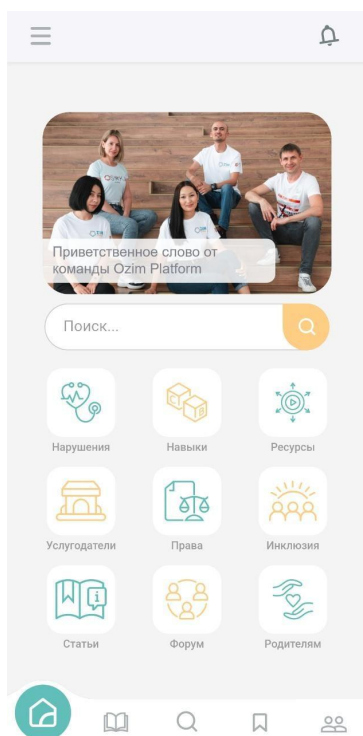


Upon login, the user is redirected to the applications Home Page. On the home page, the user can:

1. Access the module «Нарушение»
2. Access the module «Навыки»
3. Access the module «Ресурсы»
4. Access the module «Услугодатели»
5. Access the module «Права»
6. Access the module «Инклюзия»
7. Access the module «Статьи»
8. Access the module «Форум»
9. Access the module «Родителям»
10. Navigation within the app with quick menu, which includes Main page, Articles, Deep Search, Favorites and Forum icons.
11. Access the menu on the left side by swiping.

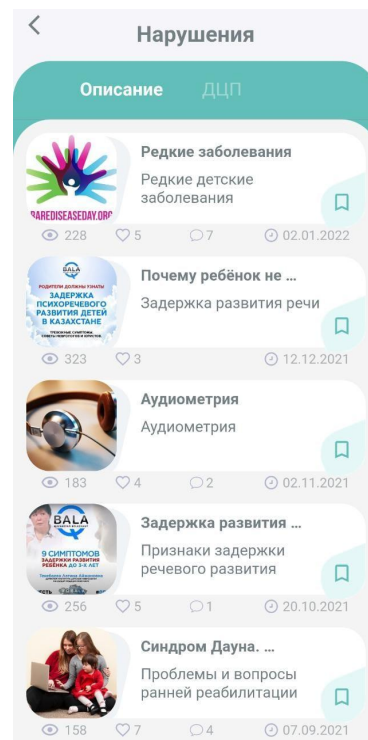
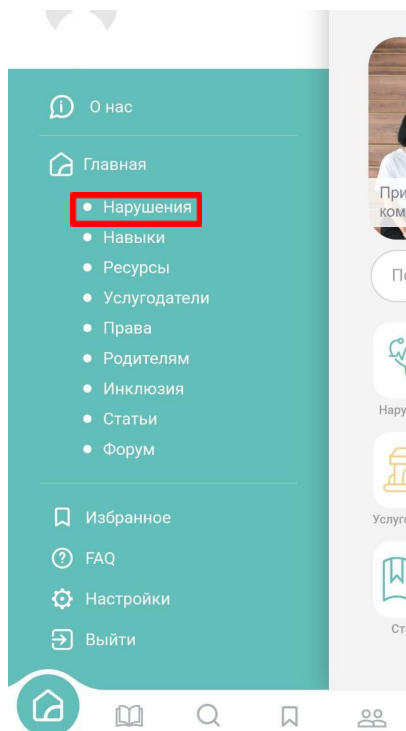
## 4.0 Navigating the OP Mobile App

The menu allows a user to navigate to different sections of the app. To access the menu, swipe to the right on the left side of the home page

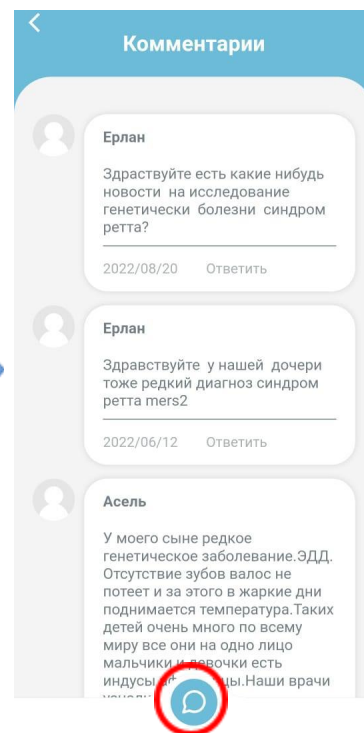
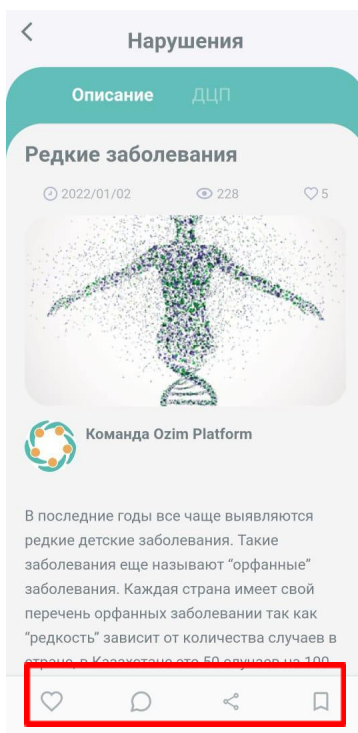
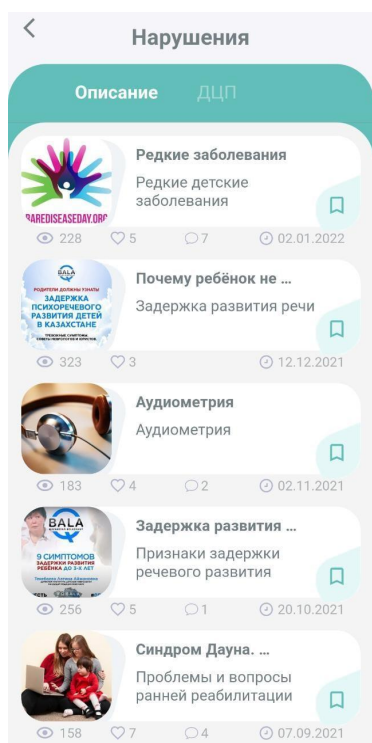


### 4.0.1 Module «Нарушения»

To access the Module «Нарушения», navigate to Нарушения on the Menu. On this page you can find two tabs: «Описание» and «ДЦП».



On each tab there are different topics about disfunction. After opening topic, you will see an information about this topic and link to all comments around this topic.



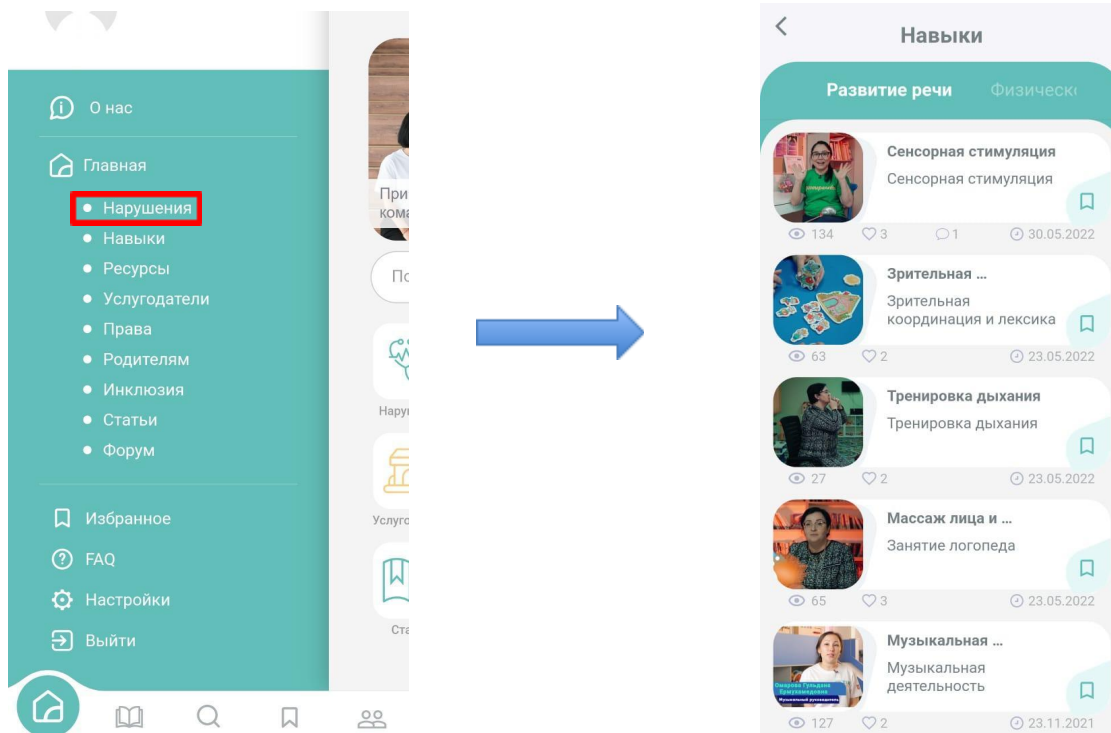
By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.



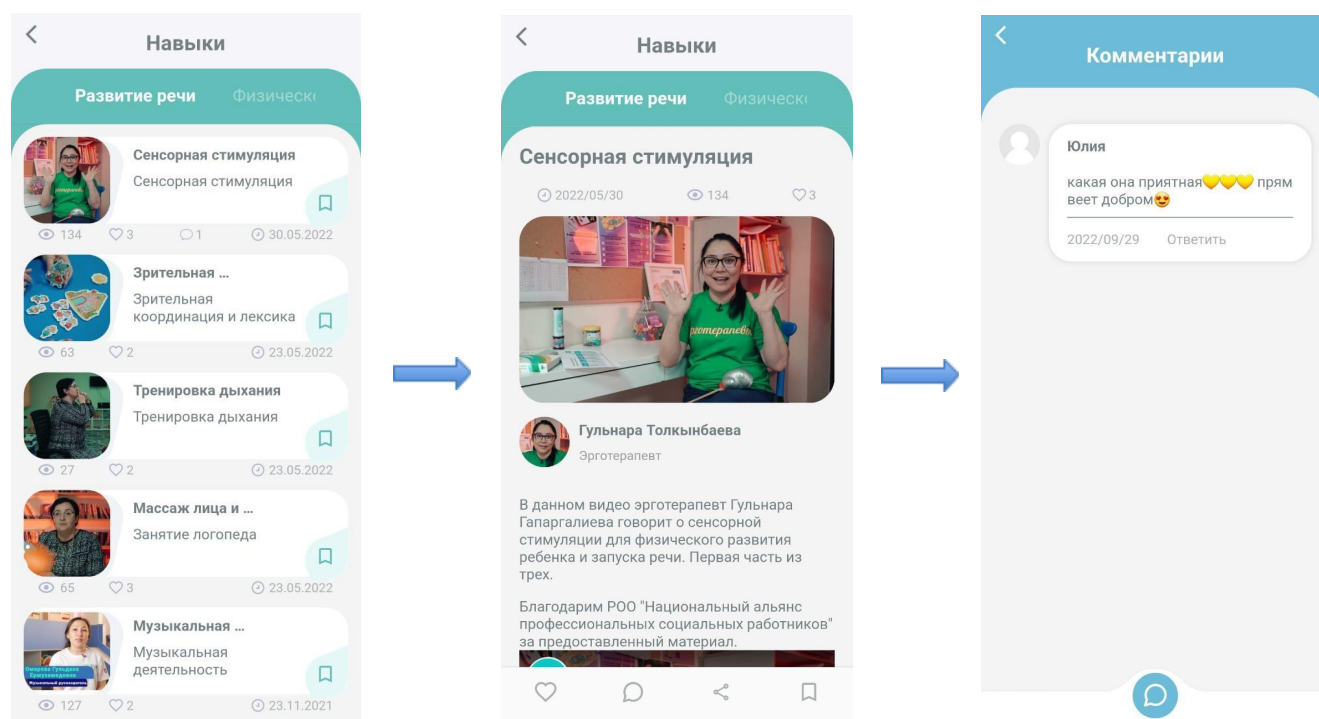
By clicking on icon in the bottom of the list of comments, you can add your comment.

## 4.0.2 Module «Навыки»

To access the Module «Навыки», navigate to Навыки on the Menu. On this page you can find two tabs: «Развитие речи» and «Физическое развитие».



On each tab there are different topics about skills. After opening topic, you will see an information about this topic and link to all comments around this topic.



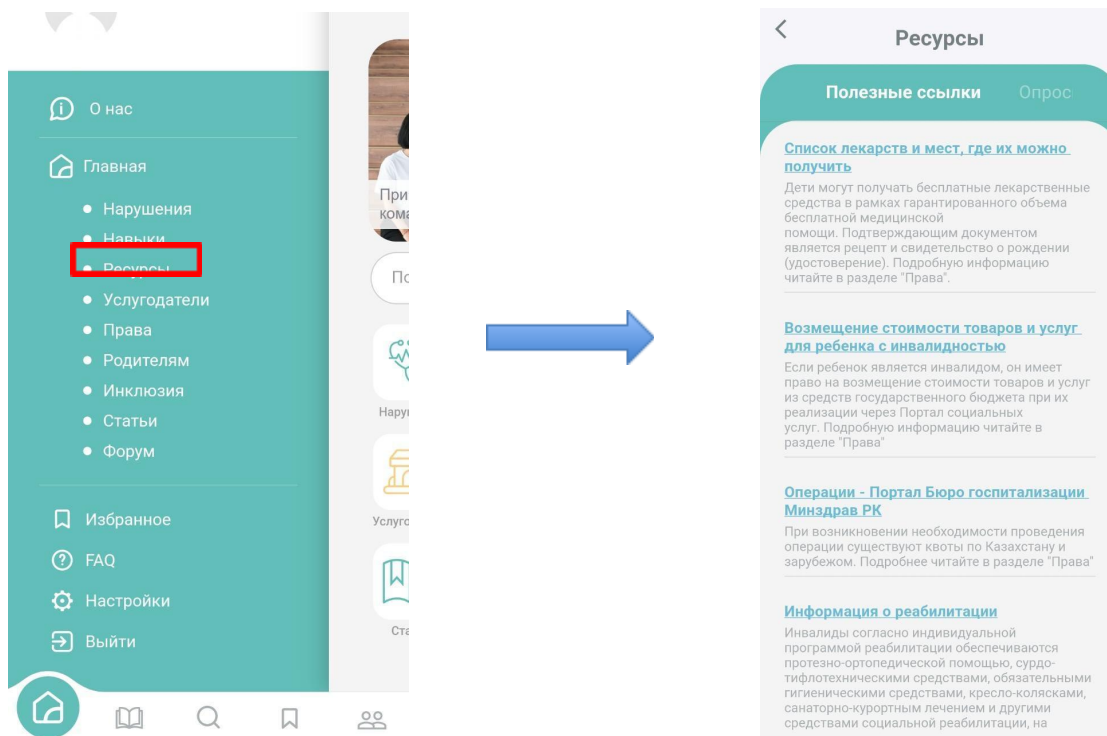


By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.

By clicking on icon in the bottom of the list of comments, you can add your comment.

### 4.0.3 Module «Ресурсы»

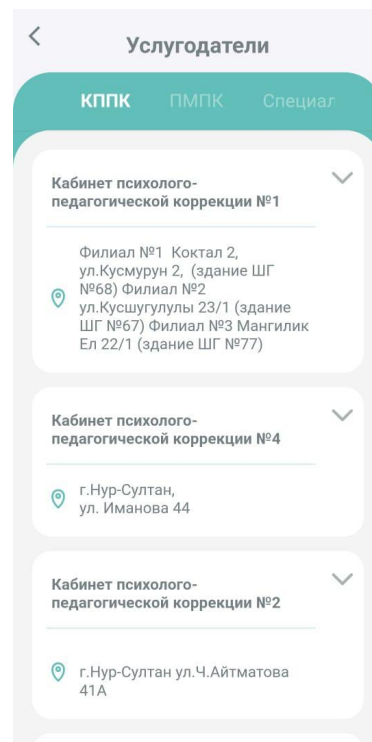
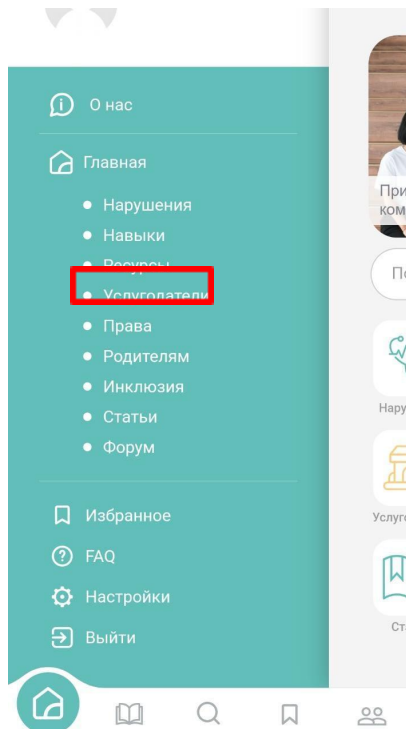
To access the Module «Ресурсы», navigate to Ресурсы on the Menu. On this page you can find two tabs: «Полезные ссылки» and «Опрос».



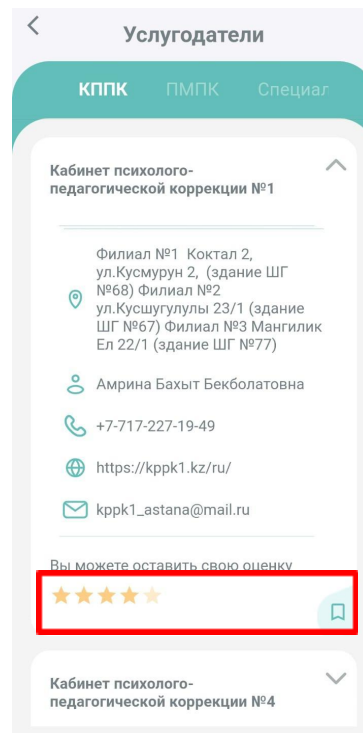
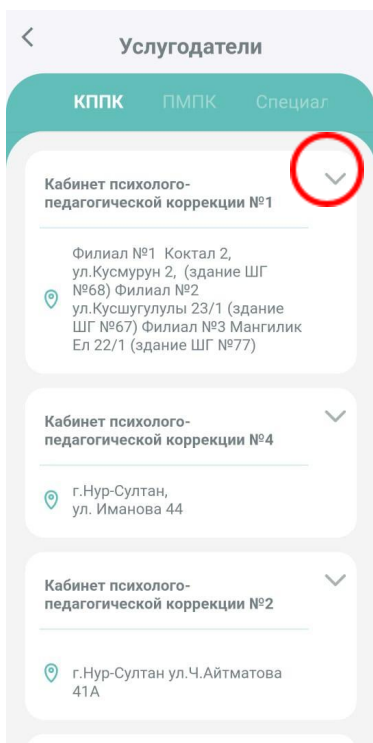
On each tab there is list of useful links and survey respectively. After following link, the new page with respect information will open.

### 4.0.4 Module «Услугодатели»

To access the Module «Услугодатели», navigate to Услугодатели on the Menu. On this page you can find three tabs: «КППК», «ПМПК» and «Специальные детские сады».



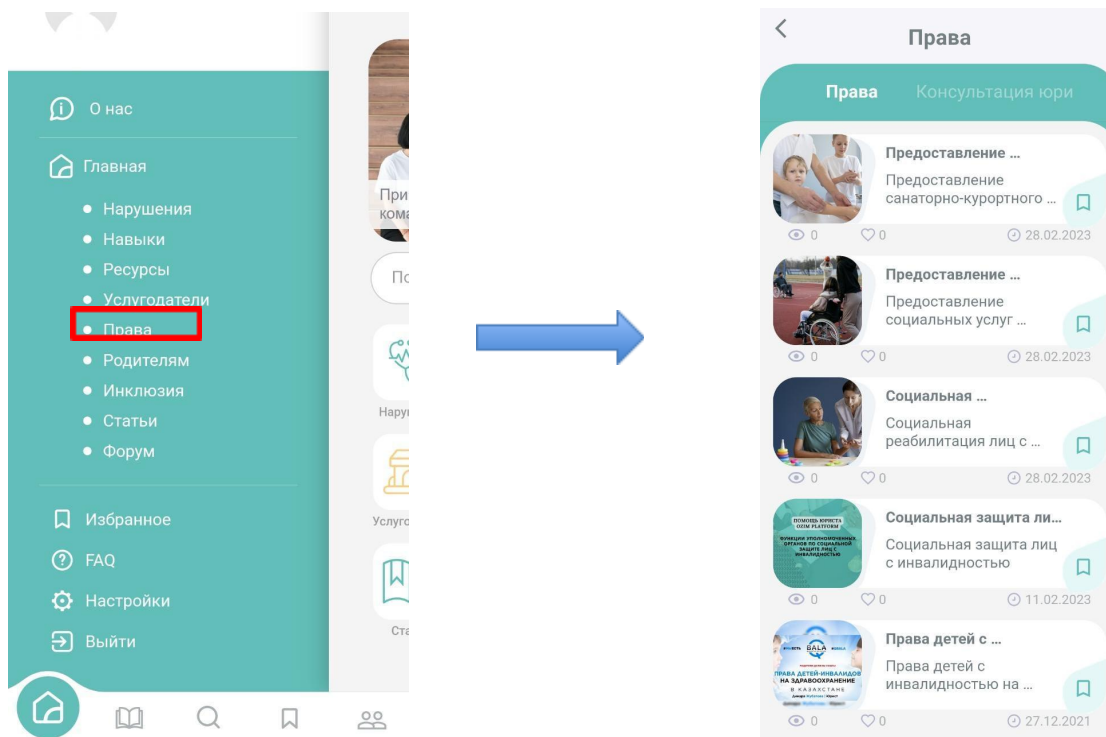
On each tab there is list of organizations with some information about them. By clicking on the arrow in the right top of each block of information you can extend it.



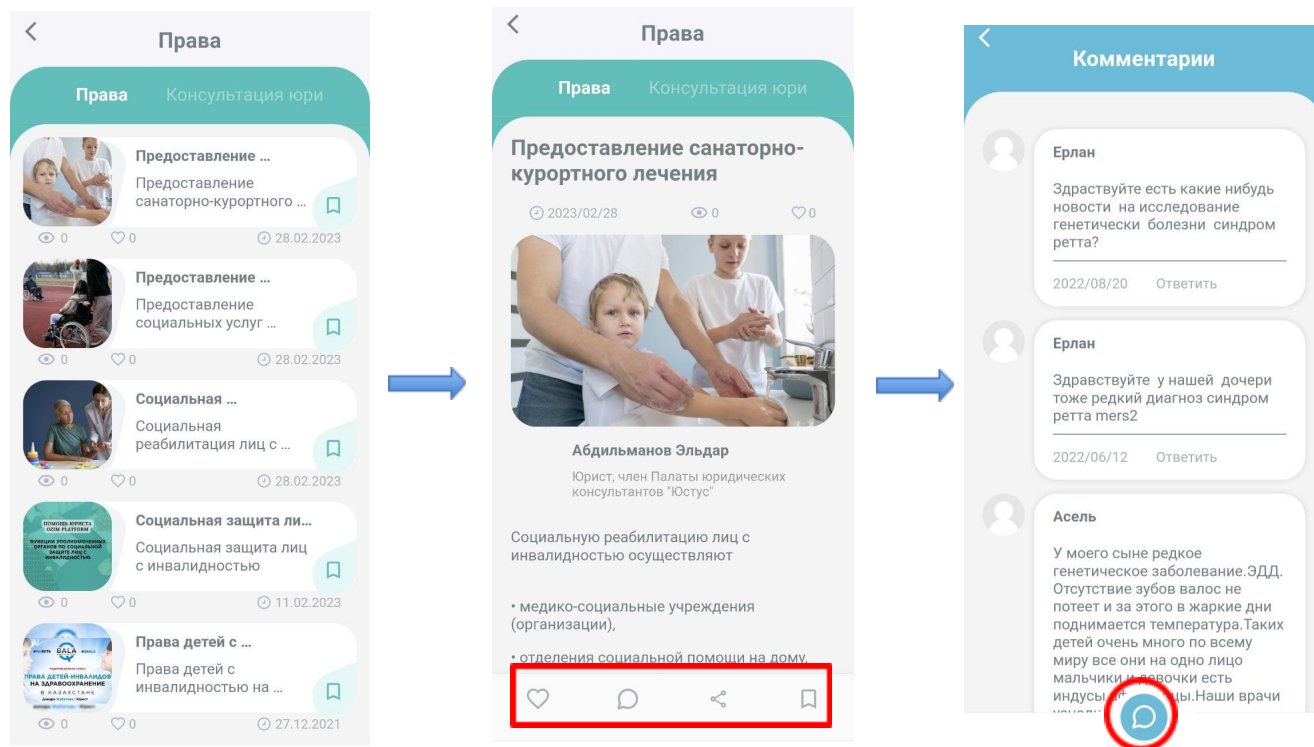
By clicking on icons in the bottom of the information block, you can rate and add to the favorites respectively.

### 4.0.5 Module «Права»

To access the Module «Нарушения», navigate to Нарушения on the Menu. On this page you can find two tabs: «Права» and «Консультация юриста».



On each tab there are different topics about rights. After opening topic, you will see an information about this topic and link to all comments around this topic.

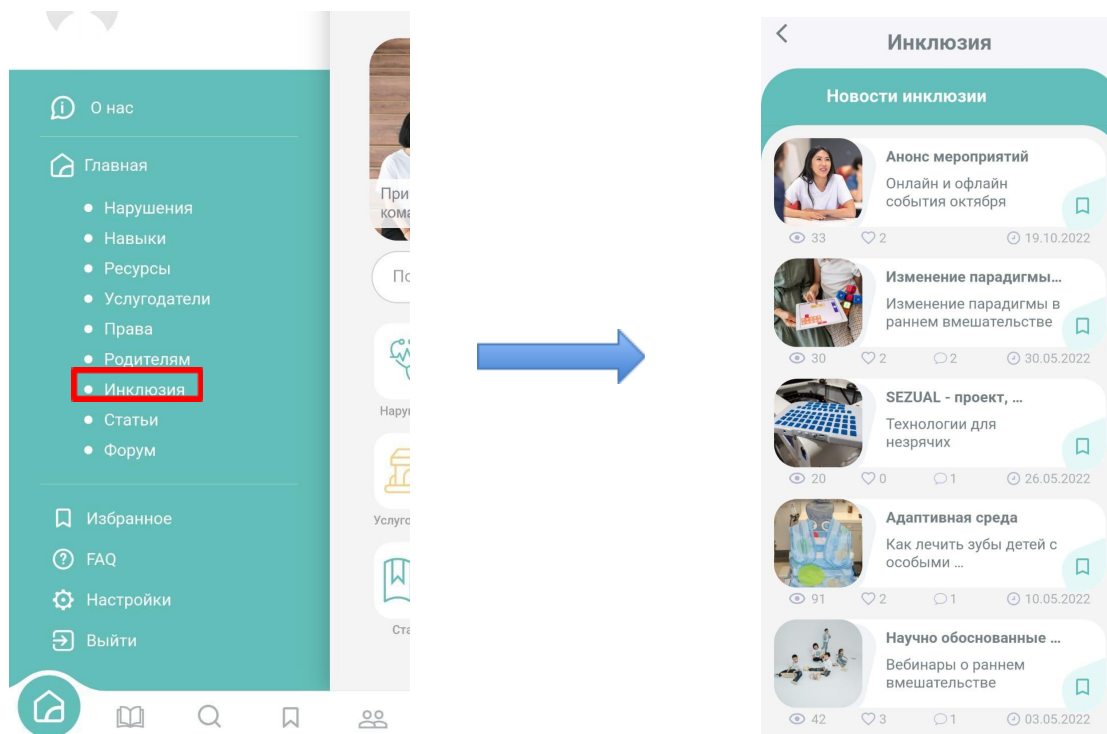


By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.

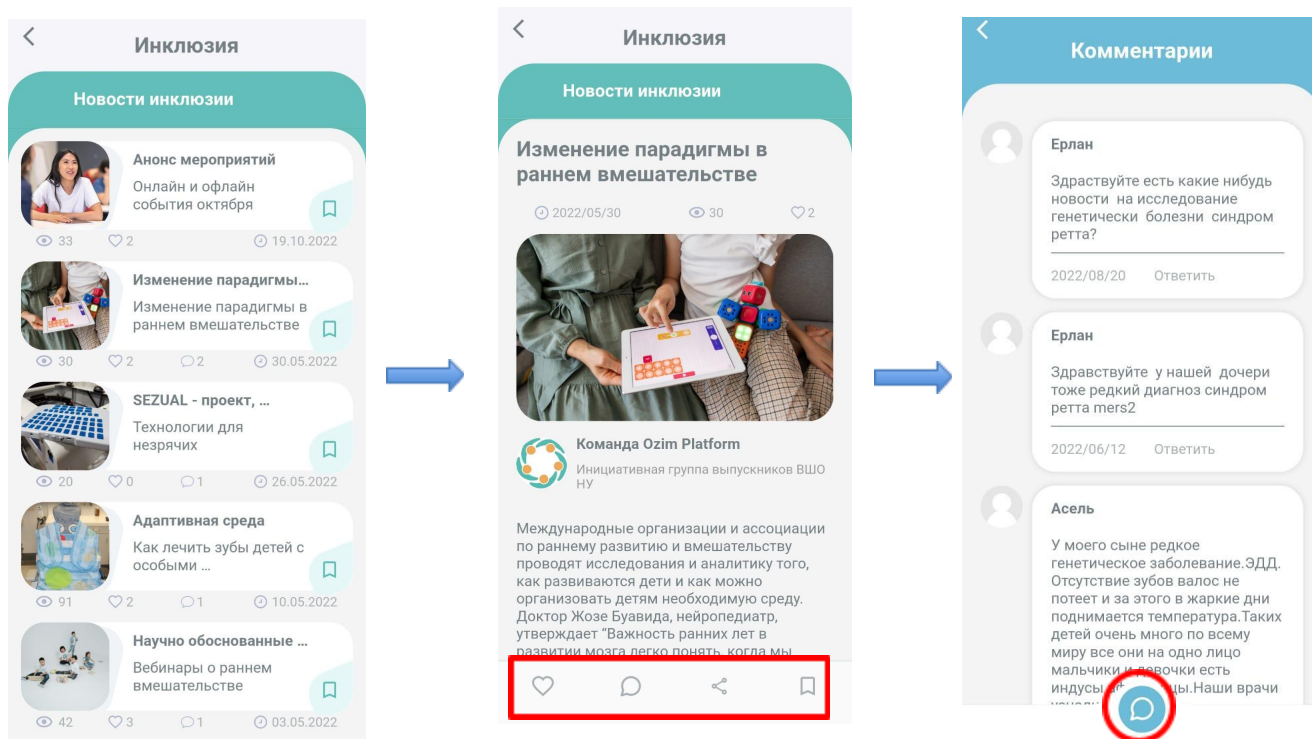
By clicking on icon in the bottom of the list of comments, you can add your comment.

#### 4.0.6 Module «Инклюзия»

To access the Module «Инклюзия», navigate to Инклюзия on the Menu. On this page you can find one tab: «Новости инклюзии».



On each tab there are different topics about rights. After opening topic, you will see an information about this topic and link to all comments around this topic.



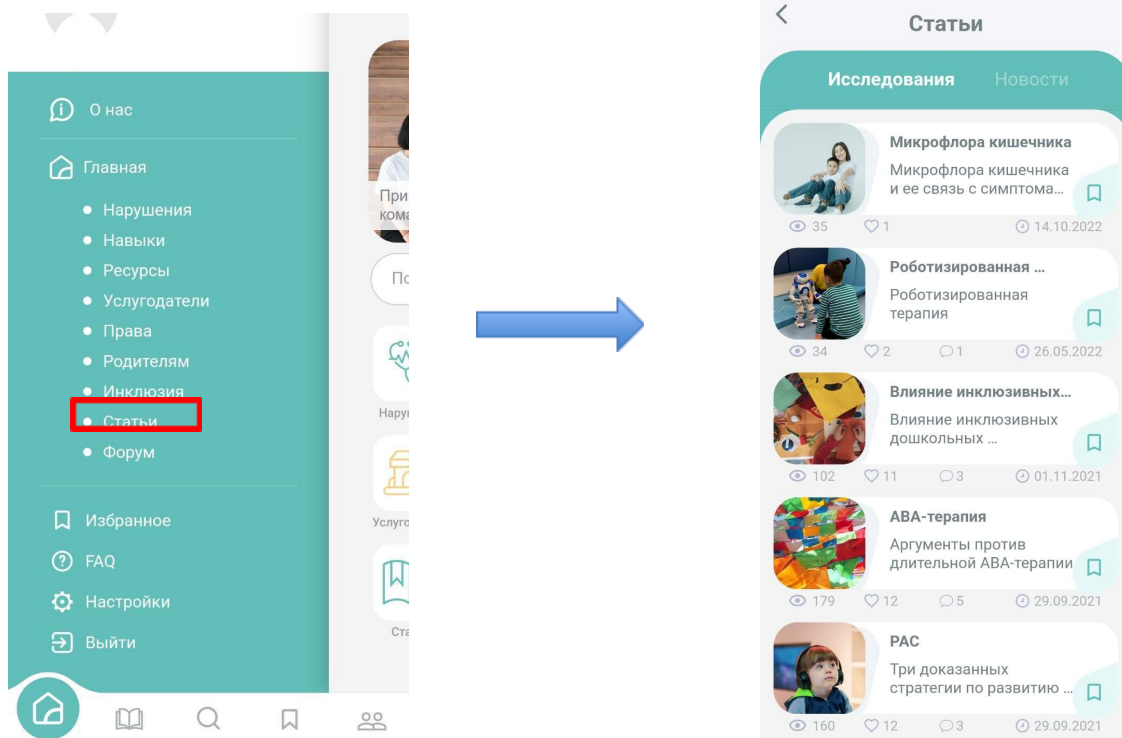
By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.



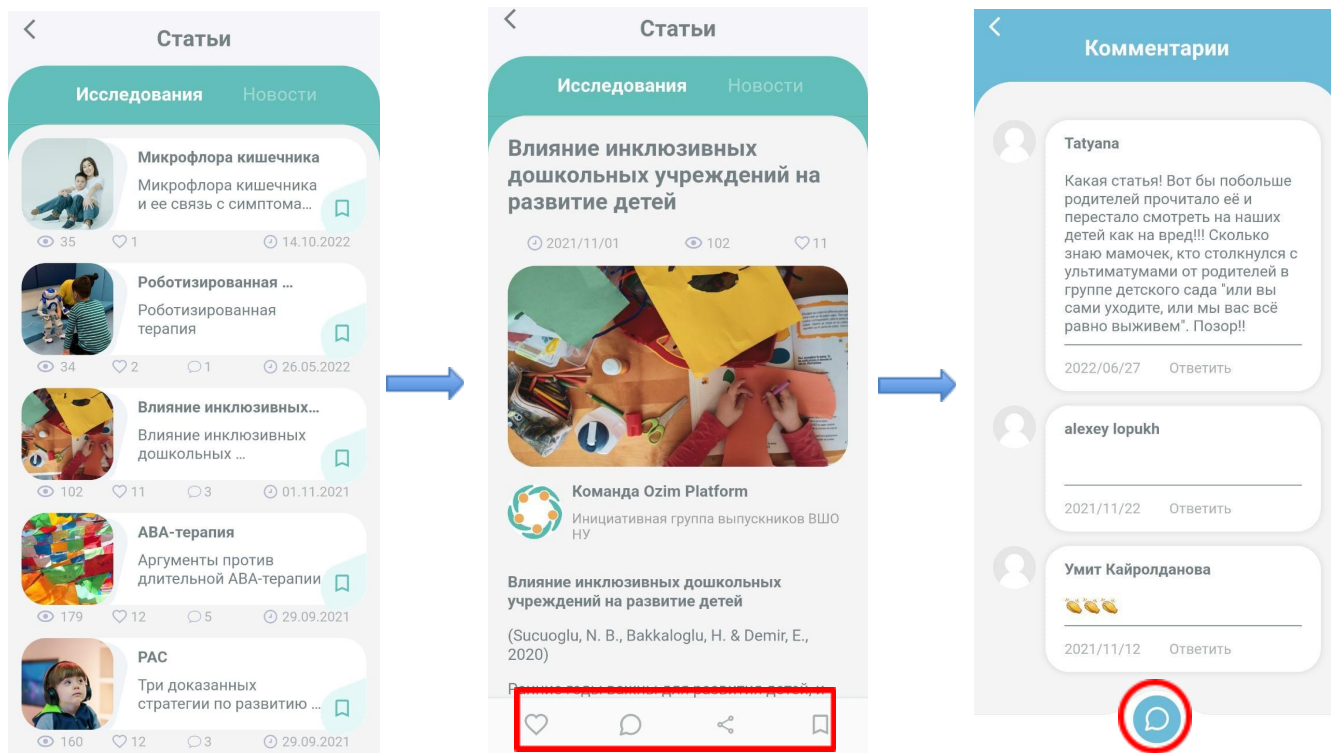
By clicking on icon in the bottom of the list of comments, you can add your comment.

#### 4.0.7 Module «Статьи»

To access the Module «Статьи», navigate to Статьи on the Menu. On this page you can find two tabs: «Исследования» and «Новости».



On each tab there are different articles and news. After opening topic, you will see an information about this topic and link to all comments around this topic.



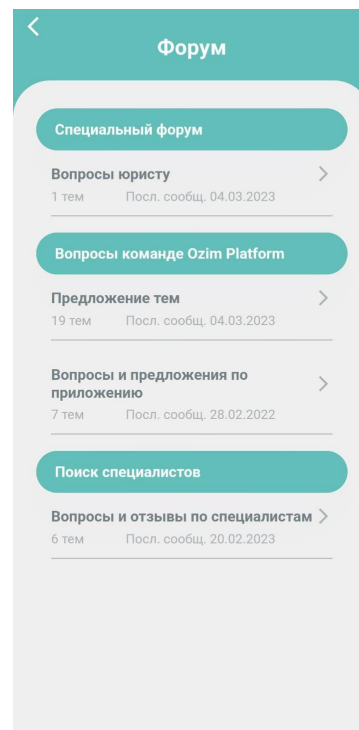
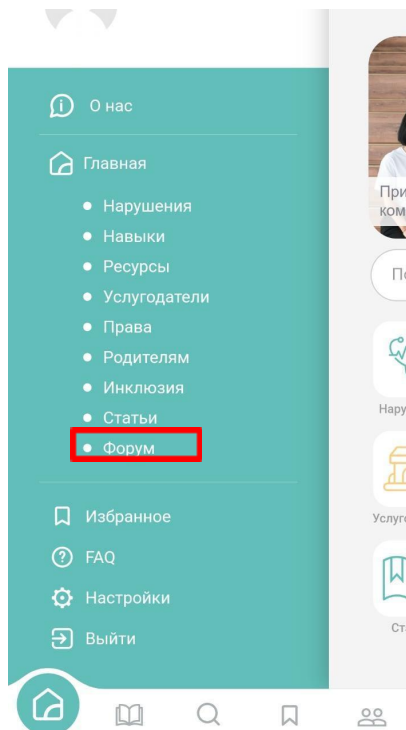
By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.

By clicking on icon in the bottom of the list of comments, you can add your comment.

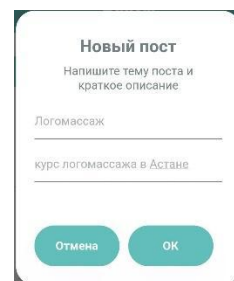
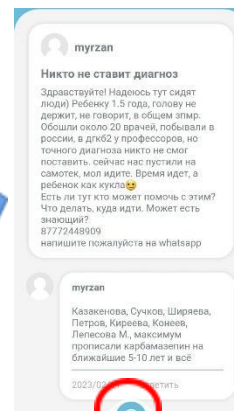
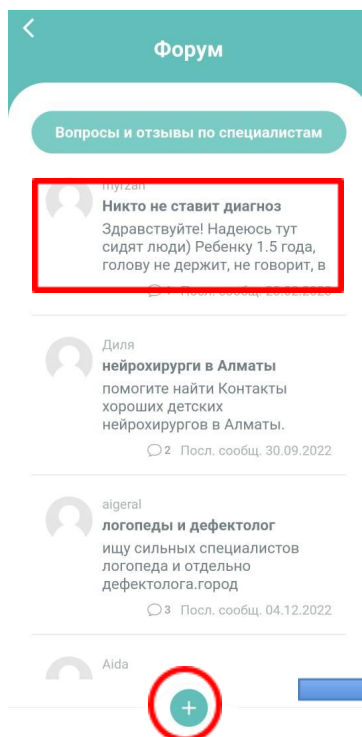
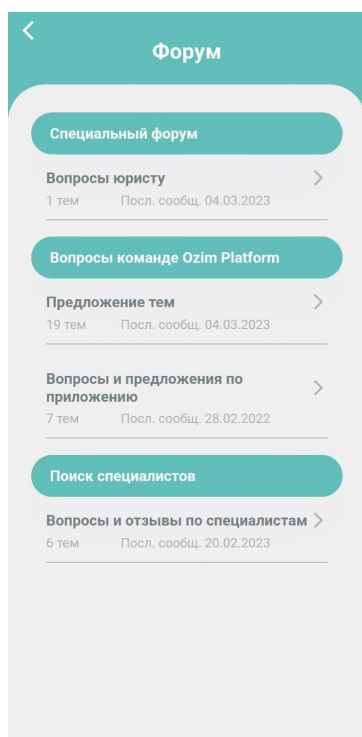
#### 4.0.8 Module «Форум»

To access the Module «Форум», navigate to Форум on the Menu. On this page you can find three sections: «Специальный форум», «Вопросы команде Ozim Platform» and «Поиск специалистов».





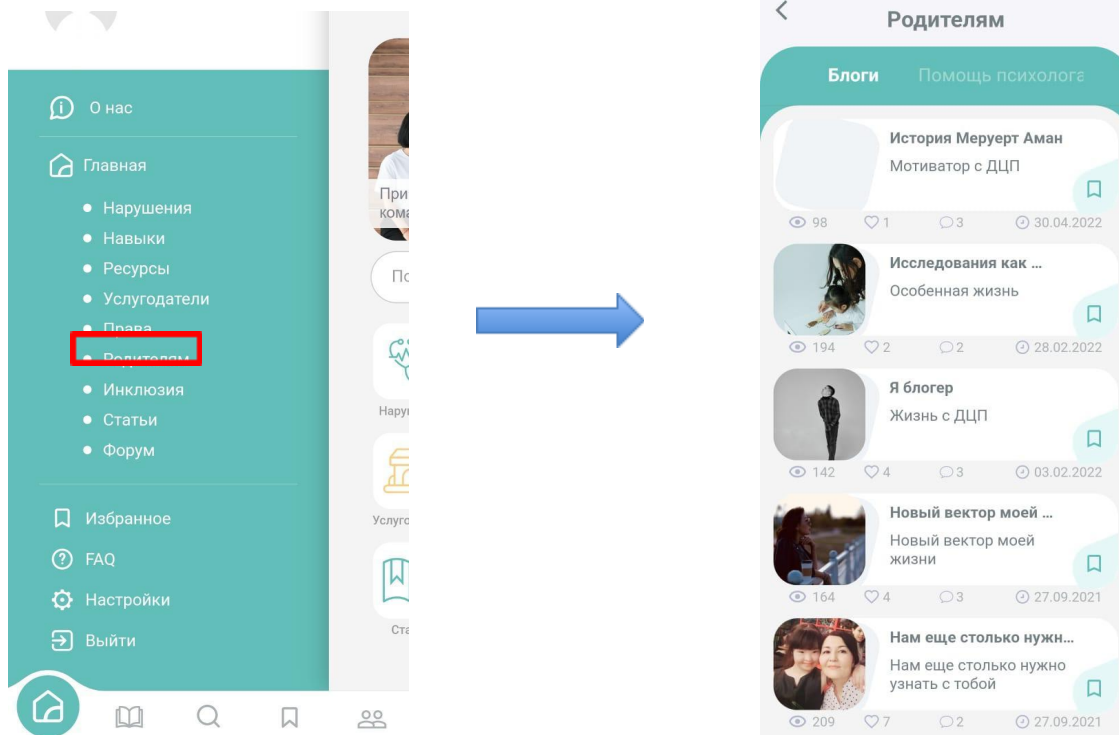
On each section there are different subsections, where you can add your question or leave your comment.



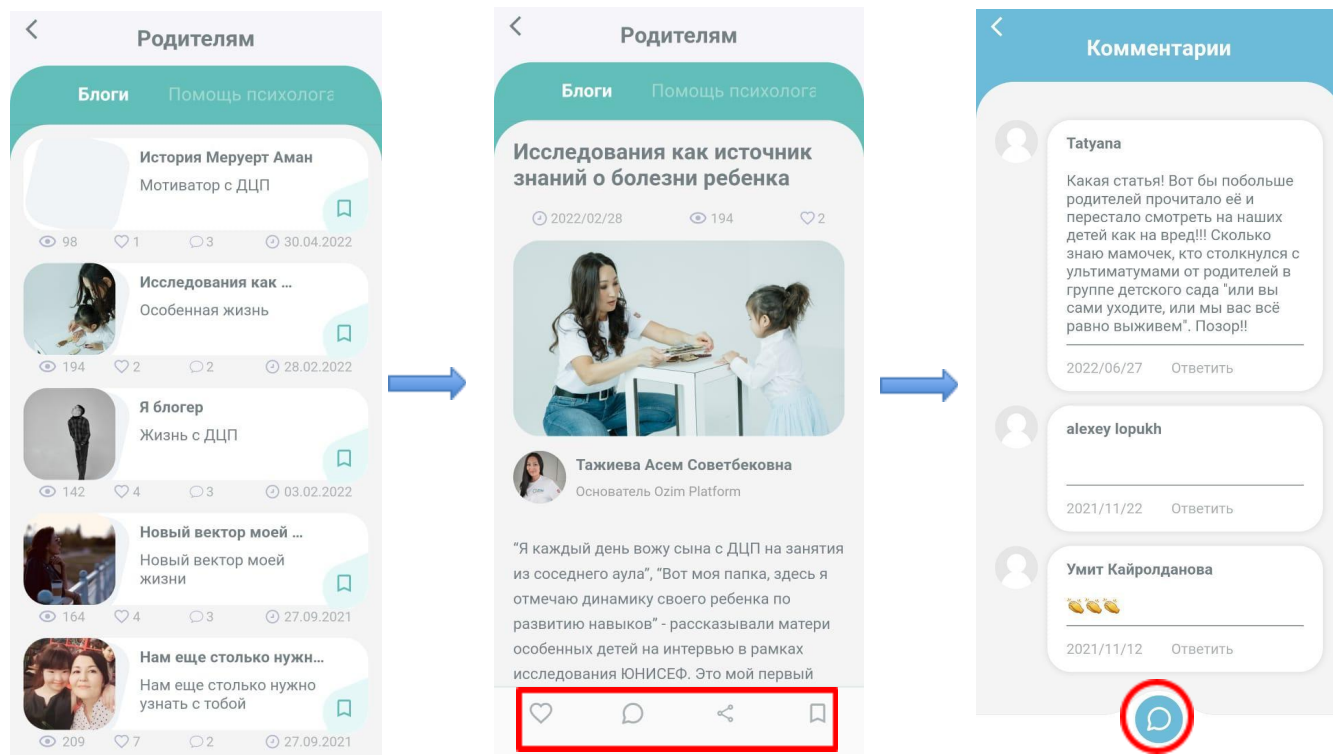
By clicking on icon in the bottom of the question page, you can add your comment. Also you can add your own question by clicking on Plus icon in the bottom of the questions list page.

### 4.0.9 Module «Родителям»

To access the Module «Родителям», navigate to Родителям on the Menu. On this page you can find two tabs: «Блоги» and «Помощь психолога».



On each tab there are different topics for parents. After opening topic, you will see an information about this topic and link to all comments around this topic.



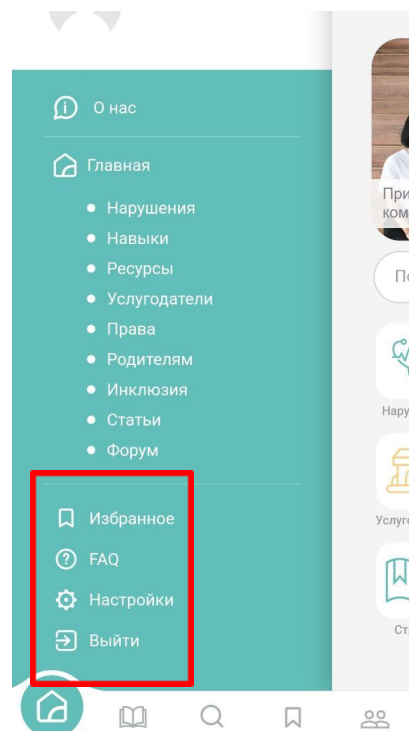
By clicking on icons in the bottom of the information page, you can like, add your comment, share, and add to the favorites respectively.

By clicking on icon in the bottom of the list of comments, you can add your comment.

#### 4.0.10 Additional Modules

In the bottom of the list of menu items, you can find additional modules:

- Module Избранное - the list of favorite items, which were added by user.
- Module FAQ – frequently asked questions.
- Module Настройки – changing app settings (choose language, notification settings).
- Выйти – logging out from the app.



## 5.0 Troubleshooting and Best Practices

### 5.0.1 Troubleshooting Login

- Ensure you input the correct email address and password. Passwords are case sensitive.
- Check your internet connection.
- Clear your app cache by going to Settings > Apps > Select Ozim Platform > Click Storage > Click Clear cache.
- Re-try logging in.
- If you still cannot login, contact the system administrator.

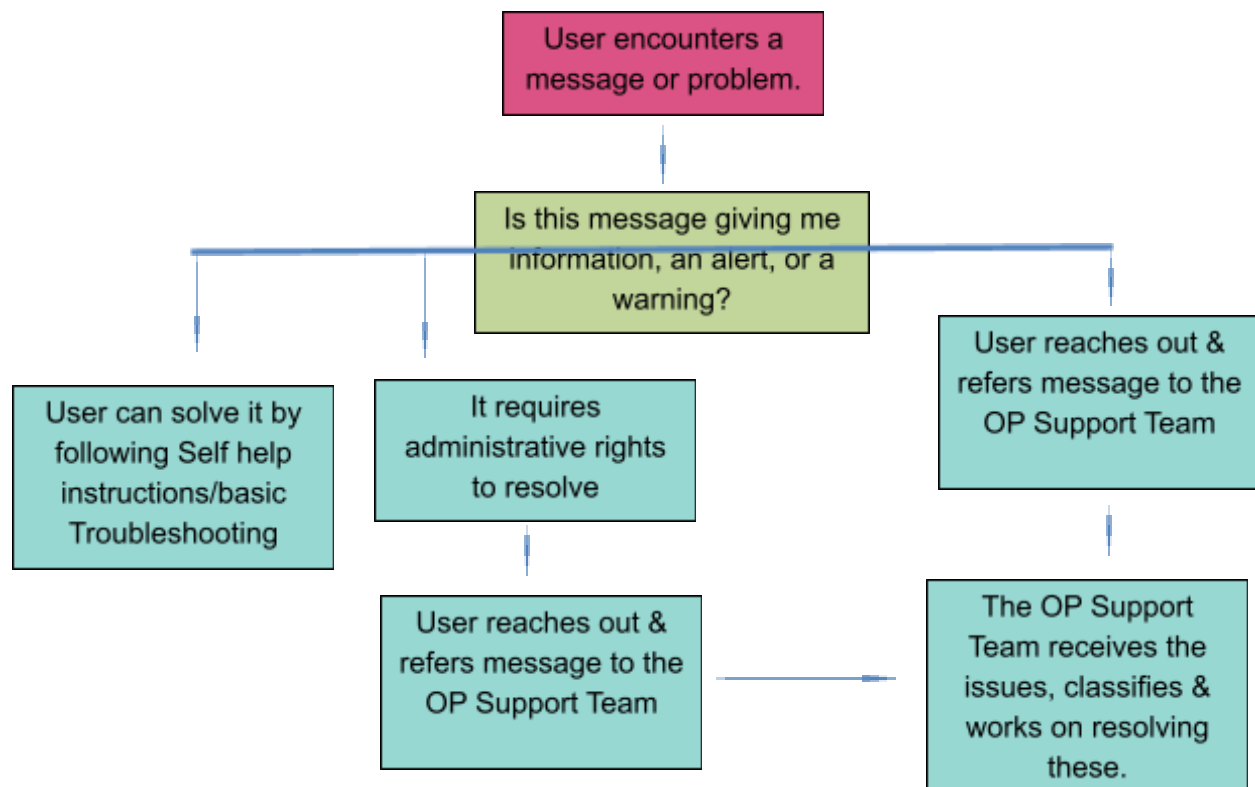
### 5.0.2 Troubleshooting Internet Connectivity

- ★ Ensure your data/wifi is on.
- ★ Crosscheck your data settings & balance.
- ★ Crosscheck your modem/router/mifi device.
- ★ Ensure your phone is not on airplane mode.
- ★ Restart your phone.



1.

### 5.0.3 Getting Help



## 5.0.4 System Issue Classification

### HIGH PRIORITY

Cannot continue using the system, either to enter, edit, retrieve, or use data.

E.g cannot access or load forms

### MEDIUM PRIORITY

Error or bug makes completing work difficult, but does not completely stop work.

E.g order of items on form

### LOW PRIORITY

Error or bug does not impede system use.

E.g Typo in field name