

# User Manual for

# GrieSol

Android Mobile Application



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# Introduction

## 1. What Is GrieSol mobile app?

GrieSol is a android application which will allow students to report their complaints directly to the officials without any time. Use your mobile phone to report any technical issue you are facing in the campus and it will be directly looked by the department officials.

## 2. Which device does this application supports?

You can install GrieSol android application on all android devices with version greater than Android 5.1 .

## 3. GrieSol application allows you to...

GrieSol allow student users to add complaints to the application and department admin users to get the corresponding complaints update it's status after taking actions on it.

## 4. How much this mobile application costs?

The GrieSol application, for all NITC users, is available for free.

## 5. How to get GrieSol application?

The apk file for the GrieSol application can be found in the link below.

<https://drive.google.com/file/d/1LVmJcxjHIZ0pwZa4qqf1NanRu84PTozV/view?usp=sharing>

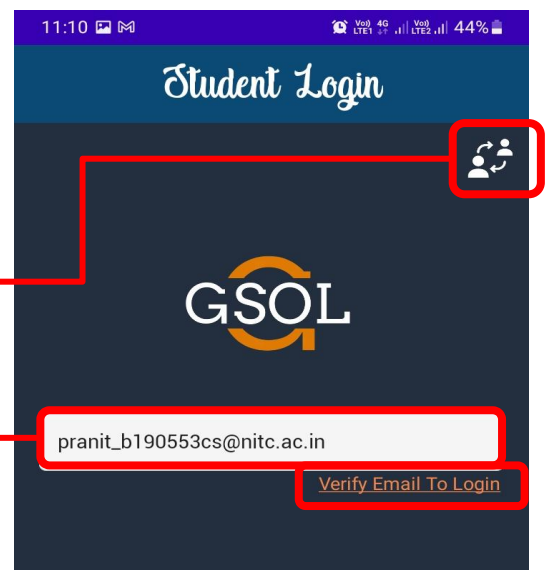
You can download the application from the link above and install it on your android device.

# Student User: Login Screen

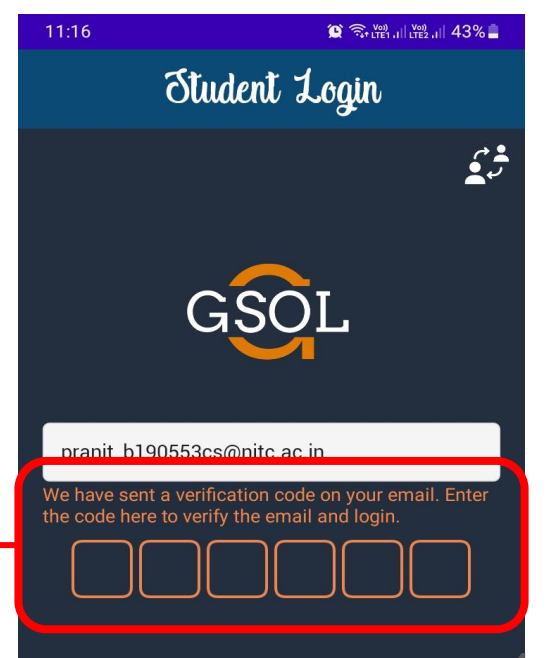
1. Launch the application to open **Student Login** screen. This screen will be visible if user is not logged in.
2. User can also switch to **Admins Login** screen by clicking on switch user icon.
3. Enter the NITC Email Id in the email field.
4. Select the **Verify Email To Login** text.
5. An OTP layout will be shown and an email will be sent to the provided email.
6. Enter the **OTP** to proceed.

Switch user

Email Field

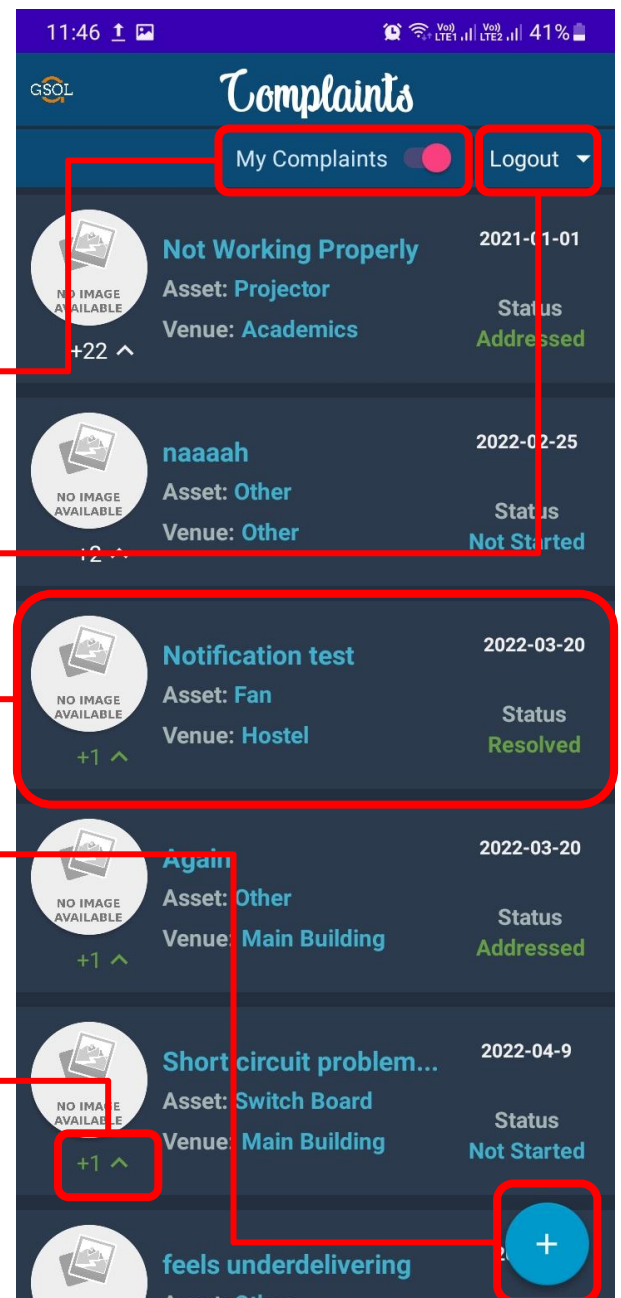


OTP Field



# Student User: Home Screen

1. After logging in as a Student you will be taken to the Complaints screen where all the complaints made would be visible.
2. User can turn on the **My Complaints** switch to filter his complaints.
3. User can log out from the application by clicking on **Logout** option on top right corner.
4. User can click any existing complaint to see the details of that complaint.
5. For adding new complaint or request, user has to click on the add button (+) on the bottom.
6. User can also Upvote any existing complaint by clicking on the up-arrow (^).



## Student User: Add Complaint

1. After clicking on add button and selecting the complaint option on **Complaints** screen, user will be taken to **Add Complaint** screen.
2. User can select the Department from the Dropdown list of departments. If **Other** is selected then mention the department name in **Mention Department** text field.
3. Similarly select the Venue and Asset for the selected department.
4. Then mention the supportive description about the complaint in the field.
5. If required you can insert a supportive image by clicking the file button. It will allow you to browse images on your device.
6. Click on the **Upload** button to upload the complaint.

The screenshot shows the 'Add Complaint' screen of a mobile application. At the top, there is a status bar with the time 10:35, signal strength, 4G LTE1 and LTE2 indicators, and a 47% battery level. Below the status bar is a dark blue header with the GSOL logo on the left and the title 'Add Complaint' in a white script font on the right. The main content area has a dark blue background and contains several white input fields and buttons. The first three fields are dropdown menus labeled 'Select Department', 'Select Venue', and 'Select Asset', each with 'Other' selected. Red boxes highlight these dropdowns, and red lines connect them to the corresponding 'Mention' text fields below: 'Mention Department' for the Department dropdown, 'Mention Venue' for the Venue dropdown, and 'Mention Asset' for the Asset dropdown. Below these is a larger text field labeled 'Mention the complaint here'. A red box highlights this field, and a red line connects it to step 4 of the instructions. At the bottom left, there is a small square button with a file icon. A red box highlights this button, and a red line connects it to step 5. At the bottom right, there is a green button with the text 'Upload'. A red box highlights this button, and a red line connects it to step 6. The entire form is outlined with a red border.

## Student User: Make Request

1. After clicking on add button and selecting the request option on **Complaints** screen, user will be taken to **Make Request** screen.
2. User can select the field about which he wants to request ( **Department**, **Venue** or **Asset** ) from the Dropdown.
3. After selecting the field, the user needs to add the corresponding values for the selected field and click on the (+) icon. The values will be added on the list below.
4. User can click on the delete icon (x) to remove any added values.
5. Then click on the **Send Request** button.

The screenshot shows the 'Make Request' screen of a mobile application. At the top, the status bar displays the time 11:32, signal strength, and 42% battery. The app header includes the 'GSOL' logo and the title 'Make Request'. The main interface features a dropdown menu labeled 'Select a field' with 'Department' selected. Below this is an 'Add Here' button with a plus icon. A list area below the button contains the text 'Values added appear here' and a red 'x' delete icon. At the bottom right is a green 'SEND REQUEST' button. Red lines and boxes highlight the dropdown menu, the 'Add Here' button, the list area, and the 'SEND REQUEST' button, corresponding to the numbered steps in the instructions.

# Student User: View Complaint Details

## Update Complaint Status - Student

1. After selecting any complaint from the **Complaints** screen, the user can see the complaints details on **Complaints Details** screen.
2. If the complaint is your complaint, then you can select the **Check Box** to mark the complaint as resolved.
3. Click **Update** button at the bottom.

11:35 100% 42%

GSOL

### Complaint Details

Department	Electrical Department
Venue	Main Building
Asset	Switch Board

Short circuit problem in 203 ☐ Resolved

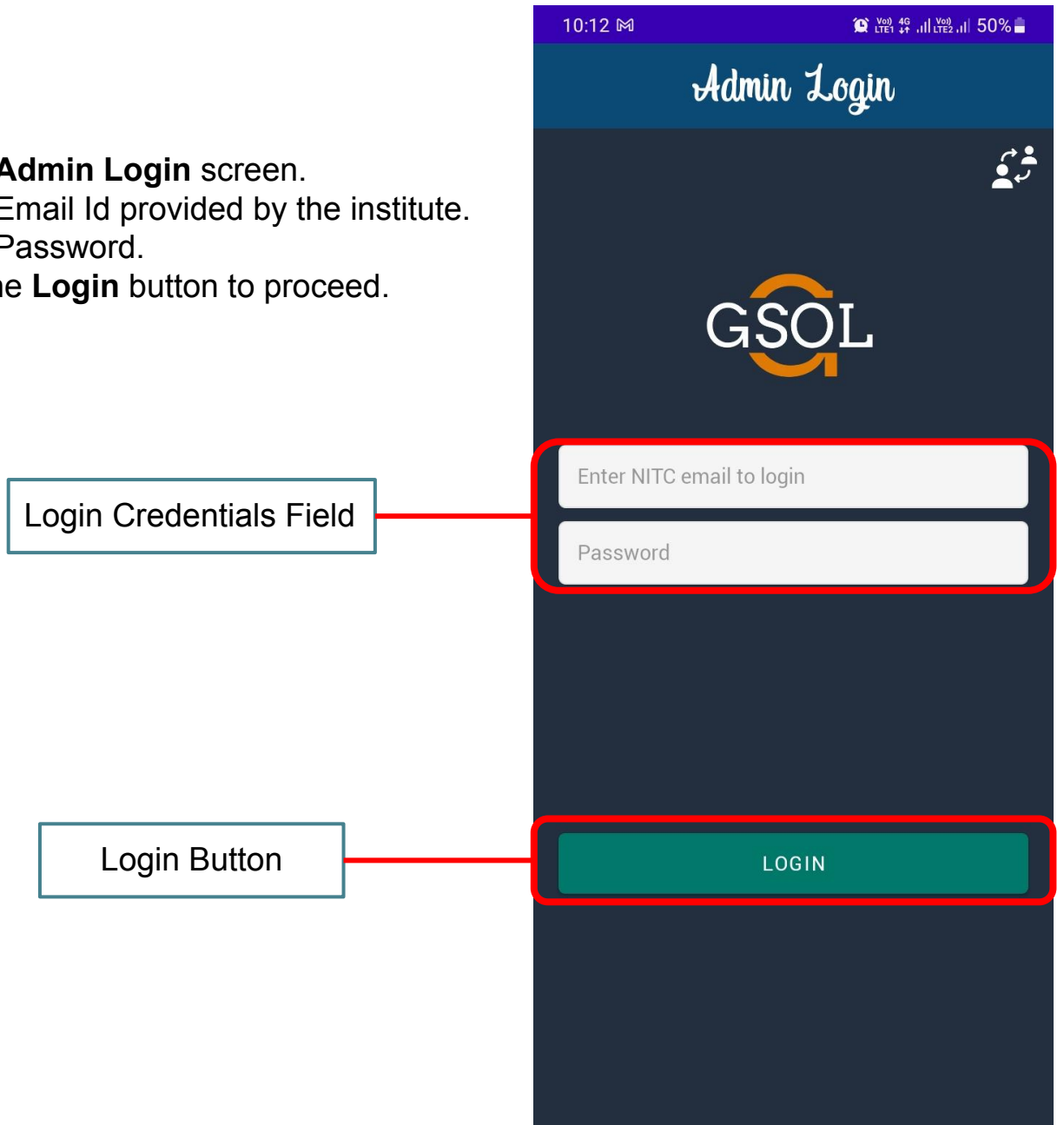
NO IMAGE AVAILABLE

UPDATE



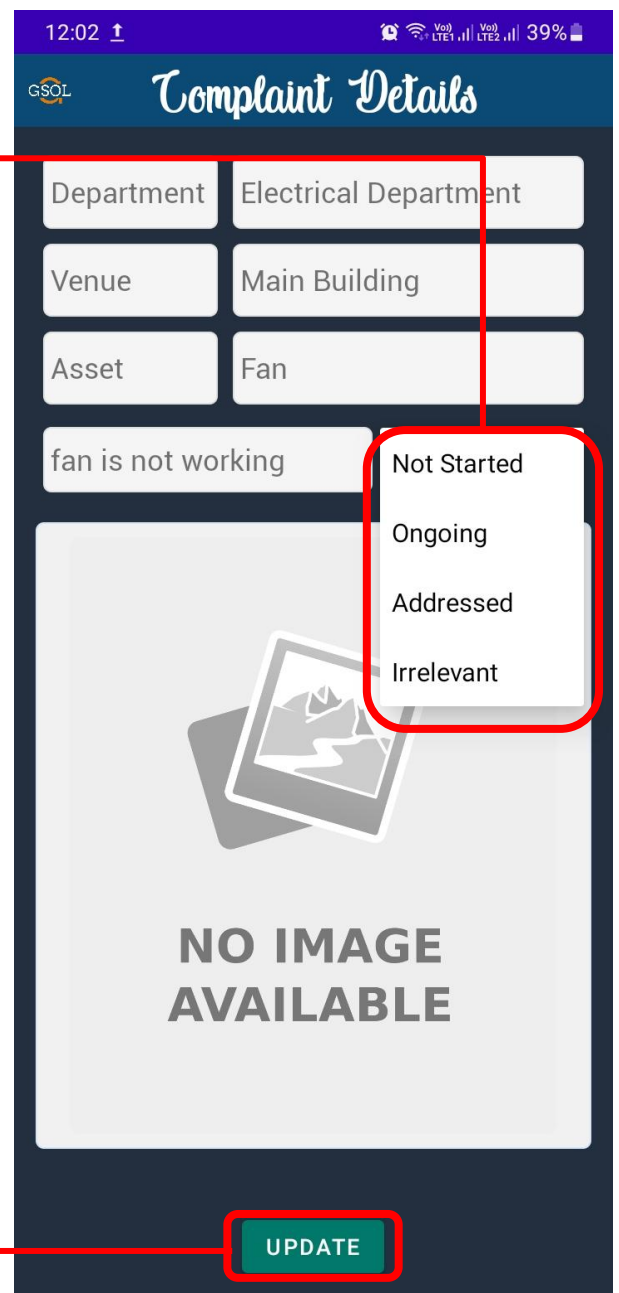
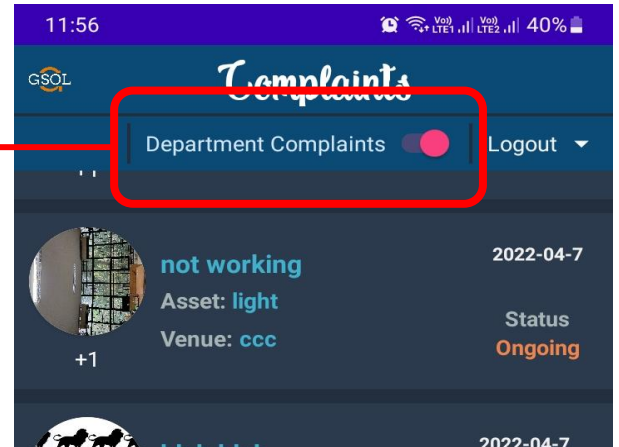
# Admin User: Login Screen

1. Switch to **Admin Login** screen.
2. Enter the Email Id provided by the institute.
3. Enter the Password.
4. Click on the **Login** button to proceed.



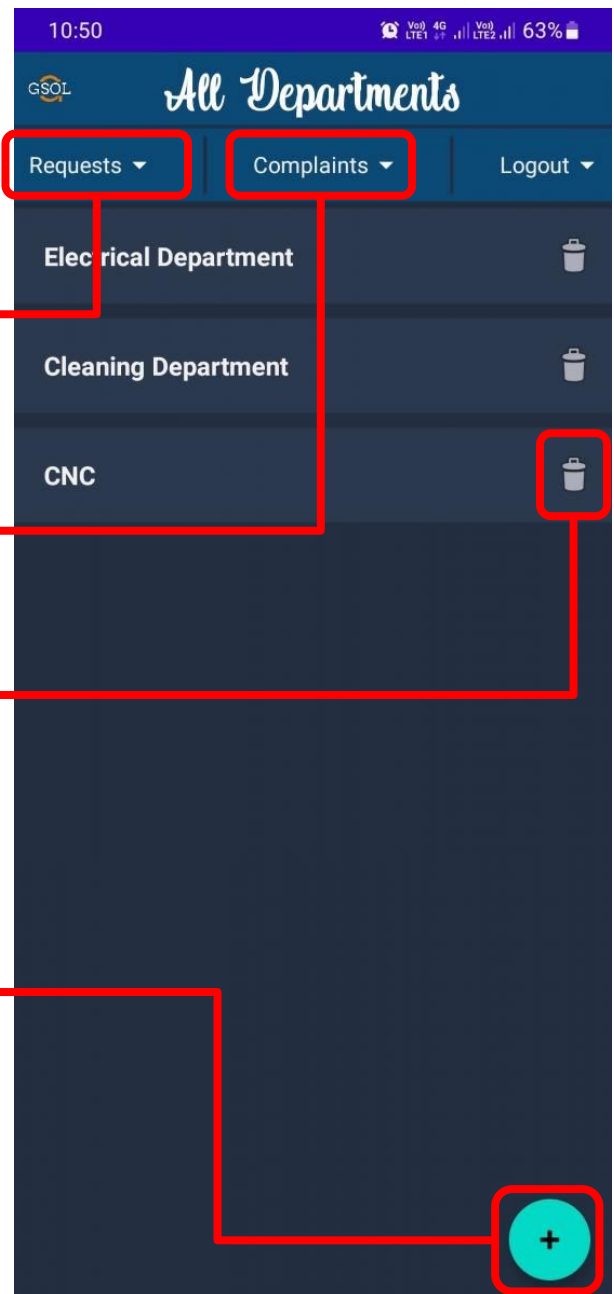
# Department Admin User: View Complaint Details

1. Login as Department Admin to open **Complaints** screen.
2. Turn on the **Department Complaints** switch on top to view corresponding department specific complaints.
3. Select a complaint to open **Complaint Details** screen.
4. Click the **Dropdown** button and select the status accordingly.
5. Click **Update** button at the bottom.



## Administrator User: Home Screen

1. After logging in as Administrator, the user will be taken to **All Departments** screen where all present departments in the application would be visible.
2. User can click on the **Request** button on the navigation bar to view requests made by students.
3. User can click on the **Complaints** button on the navigation bar to view all the complaints.
4. User can delete a department on clicking the **Trash** button next to it.
5. User can view and edit department details if he click on any department listed on the screen.
6. User can click on the **(+)** button which will take him to the **Add Department** page.



## Administrator User: Add Department

1. After clicking on the add (+) button on the **All Departments** screen, user will be taken to **Add Departments** screen.
2. Add the **Department name** in the top most text box.
3. To add venues to the new department enter the venue name in the textbox **Venue** and click on add button next to it and added venues will appear below.
4. User can click on the delete icon (x) next to each values, to remove that value.
5. Similarly you can edit the **Assets** under this department.
6. After setting the venues and assets, click on the **Add Department** button at the bottom.

The screenshot shows the 'Add Department' screen of a mobile application. At the top, the status bar displays the time 12:13, signal strength, and 38% battery. The app header has a 'GSOL' logo and the title 'Add Department'. The form contains three input fields: 'Department Name', 'Venue', and 'Asset'. Each field has a corresponding '+', 'x', and '+' button to its right. Below the 'Venue' field, a list of added venues is shown with a red 'x' delete icon. Similarly, below the 'Asset' field, a list of added assets is shown with a red 'x' delete icon. At the bottom right, there is a green 'ADD DEPARTMENT' button. Red lines and boxes highlight the 'Department Name' field, the 'Venue' field and its controls, the 'Asset' field and its controls, the 'ADD DEPARTMENT' button, and the bottom area of the screen.

# Administrator User: Update Department

1. To update an existing department you need to click on the department name from the **All Departments** screen. It will take you to **Update Department** screen.
2. You can edit the department name in the top most text box.
3. Enter the venue name in the "Venue" text field and click on add button next to it. This will add the value in the below list.
4. User can click on the delete icon (x) next to each values, to remove that value.
5. Similarly you can add and remove the assets.
6. Click on **Update Department** button to update the department.

11:07 4G LTE1 44%

GSOL Update Department

Electrical Department

Venue +

Hostel x

Main Building x

Switch Board +

Fan x

Tube light x

UPDATE DEPARTMENT

## Administrator User: Complaint Detail Screen

1. After selecting any complaint from the **Complaints** screen, the user can see the complaints details on **Complaints Details** screen.
2. If the status of the complaint is “Irrelevant” or “Resolved”, the user can delete the complaint by clicking on the **Delete** button at the bottom.

2:38 Vo9 LTE1 Vo9 LTE2 85%

GSOL Complaint Details

Department Electrical Department

Venue Hostel

Asset lift

lift is under maintaining

NO IMAGE AVAILABLE

DELETE