

CitySolution: Complaint Management Applications for Smart City Corporation

Documentation/ User Manual



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CitySolution (User Application)

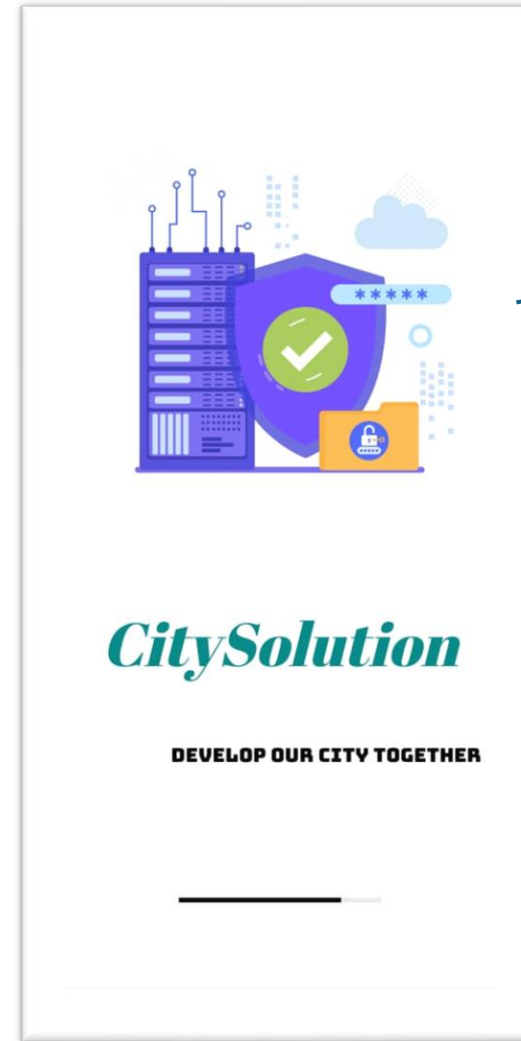
Installation

The user version application of CitySolution can be found here:

<https://github.com/Shama-33/CitySolution/tree/main/apk/user>



App Icon




Splashscreen

Registration

For Sign Up all the categories must be filled properly.

Login



[Forgot Password?](#)

SIGN IN

Not Registered Yet? [Sign Up](#)

Sign Up

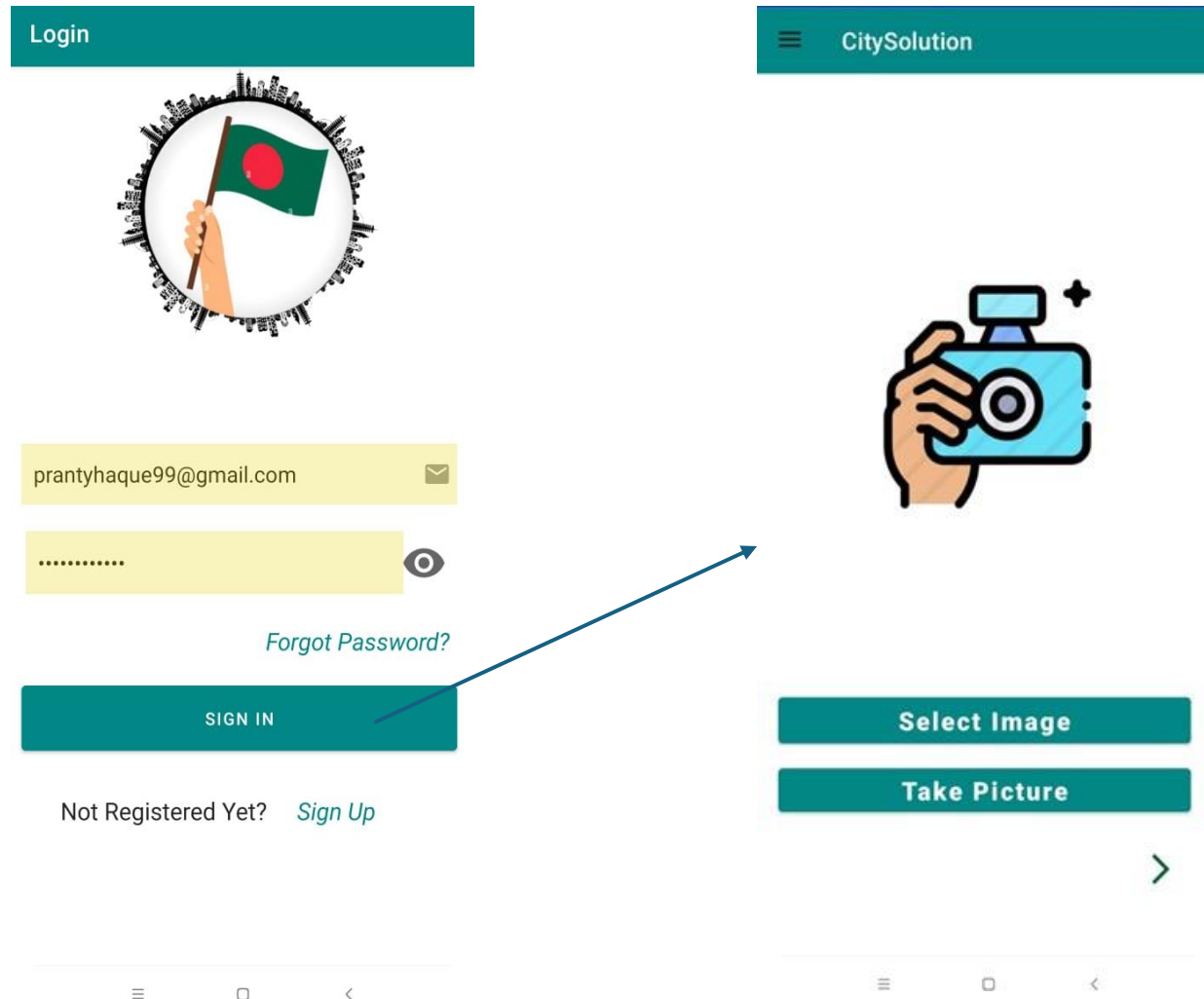
SIGN UP

Already have an account? [Sign In](#)

The email must be valid. After pressing the button “Sign Up”, A verification email will be sent to the account. After verifying, click next on the application and the home page will appear.

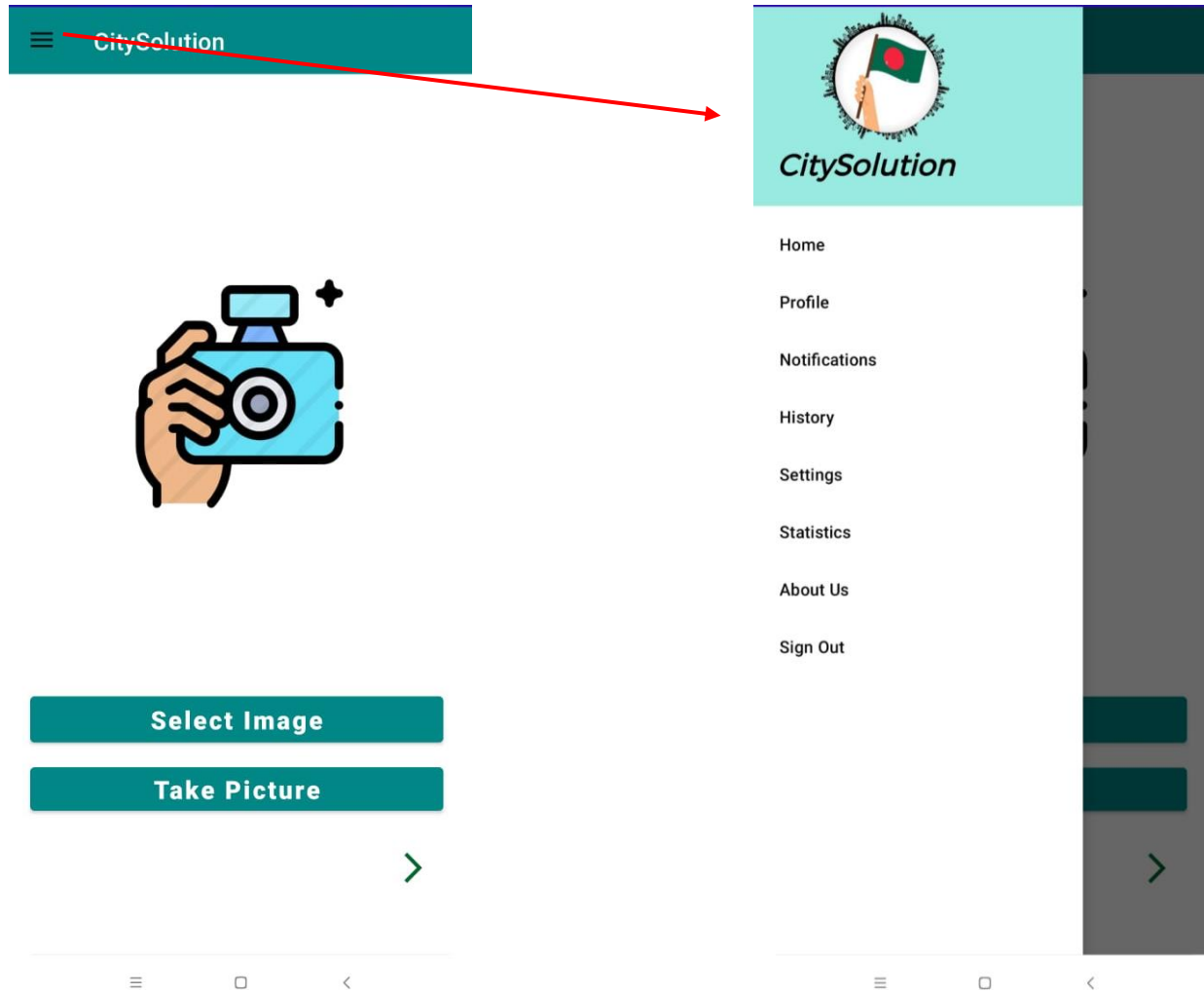
Login

In case of a registered user, he/she can login directly.



Homepage and Options

From homepage, complaints can be uploaded and different options are displayed on sidebar.



Upload Complaints

The automatically fetched location can be manually changed. **But the country must be “Bangladesh”.**

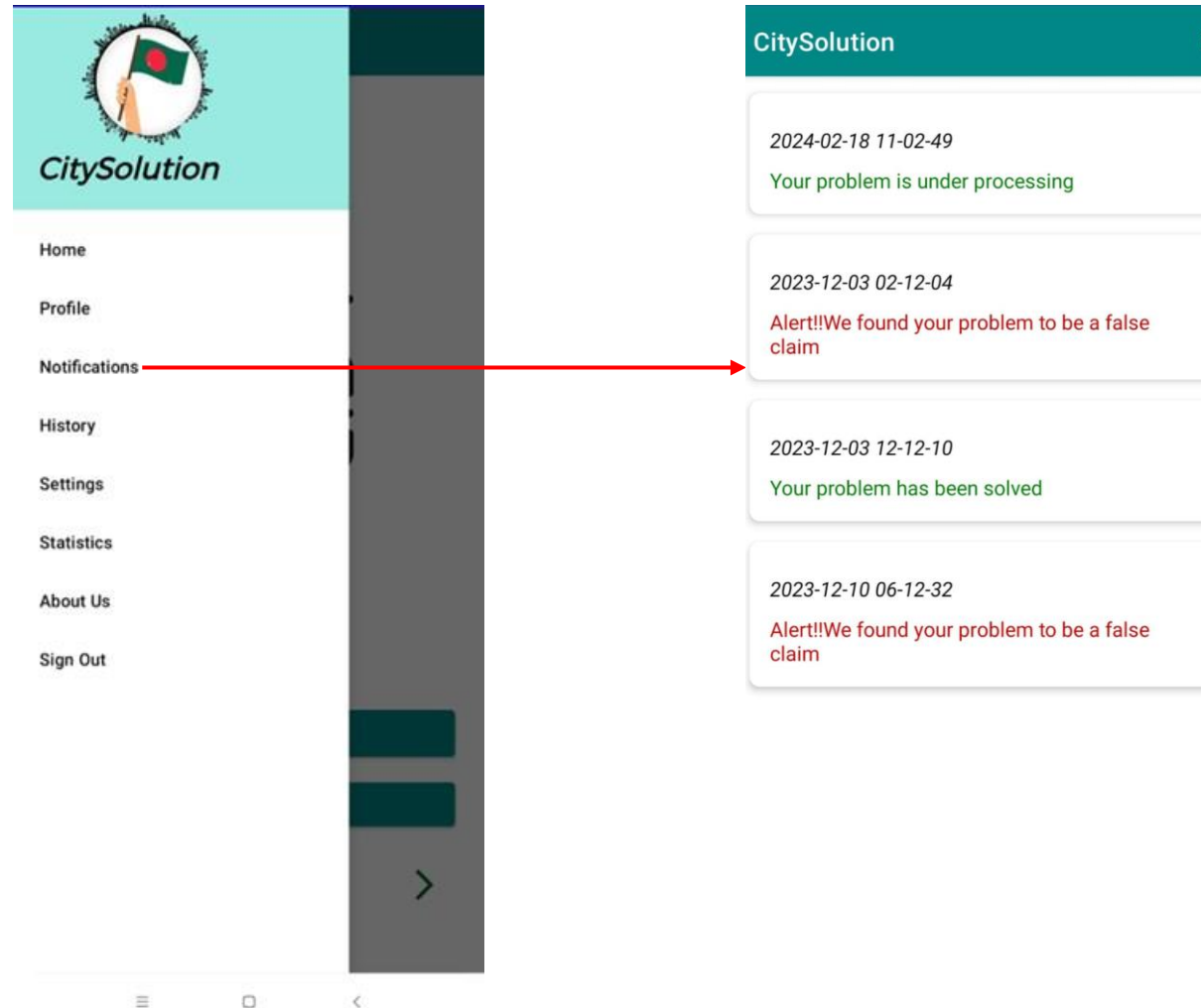
The screenshots illustrate the steps to upload a complaint:

- Step 1:** The main menu shows a camera icon and two buttons: **Select Image** and **Take Picture**.
- Step 2:** After selecting an image (a photo of a cracked road), the app shows the same image and the **Select Image** and **Take Picture** buttons.
- Step 3:** The app displays the location and description form. The location fields are pre-filled: **Locality: VGX2+PQM**, **city: Khulna**, **PinCode:**, **Division: Khulna Division**, **District: Khulna District**, and **Country: Bangladesh**. The description field is labeled **Description and Comments(optional) :** with the placeholder **Additional description, feedback and suggestions(optional)**. A link **DIDN'T GET LOCATION? CLICK HERE!** is provided. The **UPLOAD** button is at the bottom.

Press Upload for complaint submission.


In App Notifications

The notifications about any update from city corporation are displayed. Different colors signify different updates.



History

History shows the problems uploaded by the user. Clicking on a problem shows details.



CitySolution

Home

Profile

Notifications

History

Settings

Statistics

About Us


Sign Out

CitySolution


Search

Sort By


No Filtering




Islampur
Jamalpur
03-12-2023
processing




Islampur
Jamalpur
03-12-2023
processing



Dewanganj
Jamalpur
03-12-2023
Pending




Chor
Jamalpur
03-12-2023
pending



Chor
Jamalpur
03-12-2023
pending

CitySolution



Address

Locality:VGX2+PQM

city:Khulna

PinCode:

Division Khulna Division

District: Khulna District

Country: Bangladesh

SEE LOCATION ON MAP

✓

Processing

Solved

Uploaded

19-02-2024

Description and Comments :

5:12 AM

KUET, Khulna, 9203, Khuln...

Club Building

পেস্ট হাউজ

কাম ক্লাব হা

See similar places

Khulna University of Engineering & Technology

খুলনা প্রকৌশল বিশ্ববিদ্যালয়

4.6 (2,940)



Public university · 8 hr 4 min

Closed · Opens 8 AM

Directions

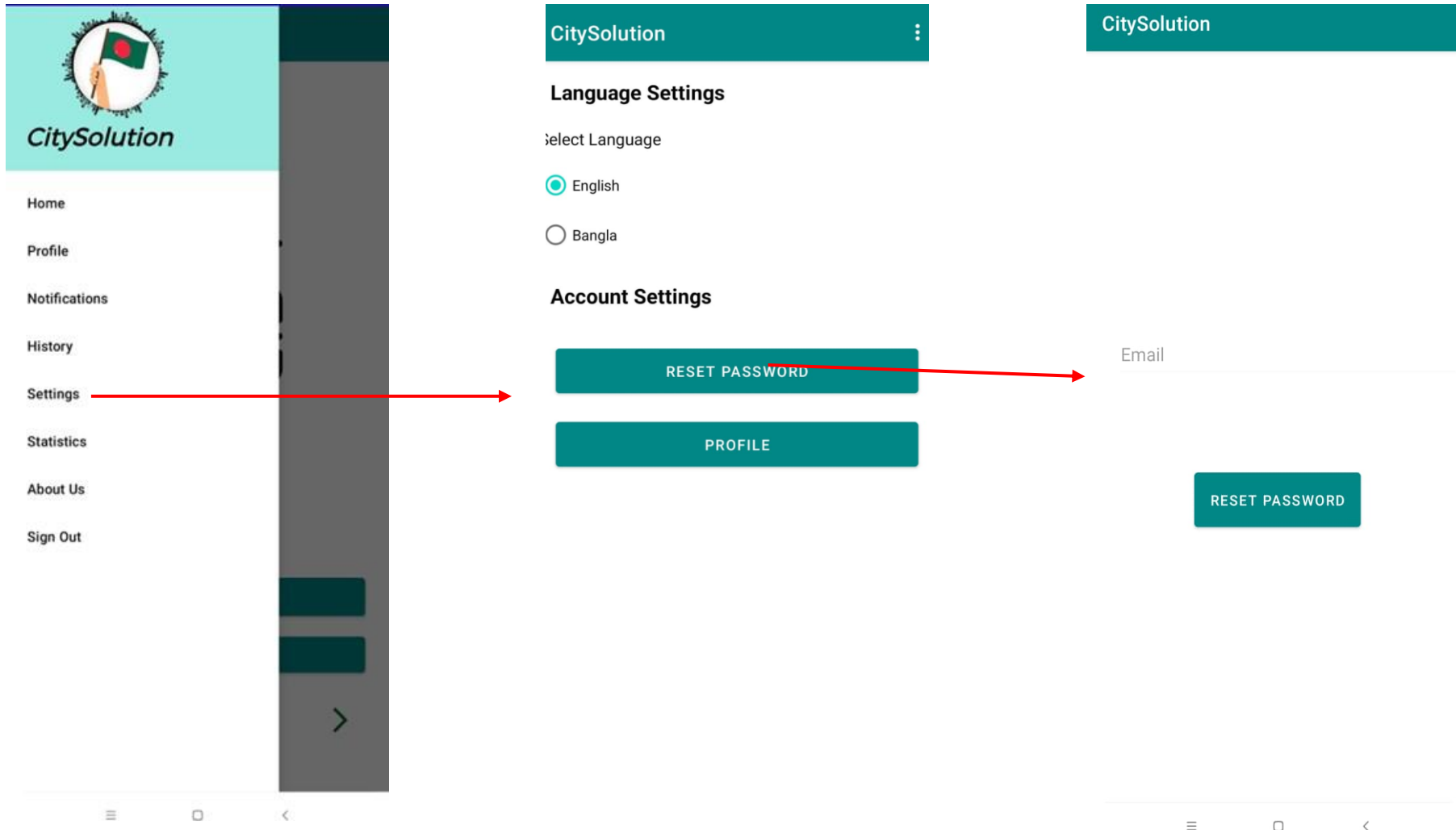
Start

Directory



Settings

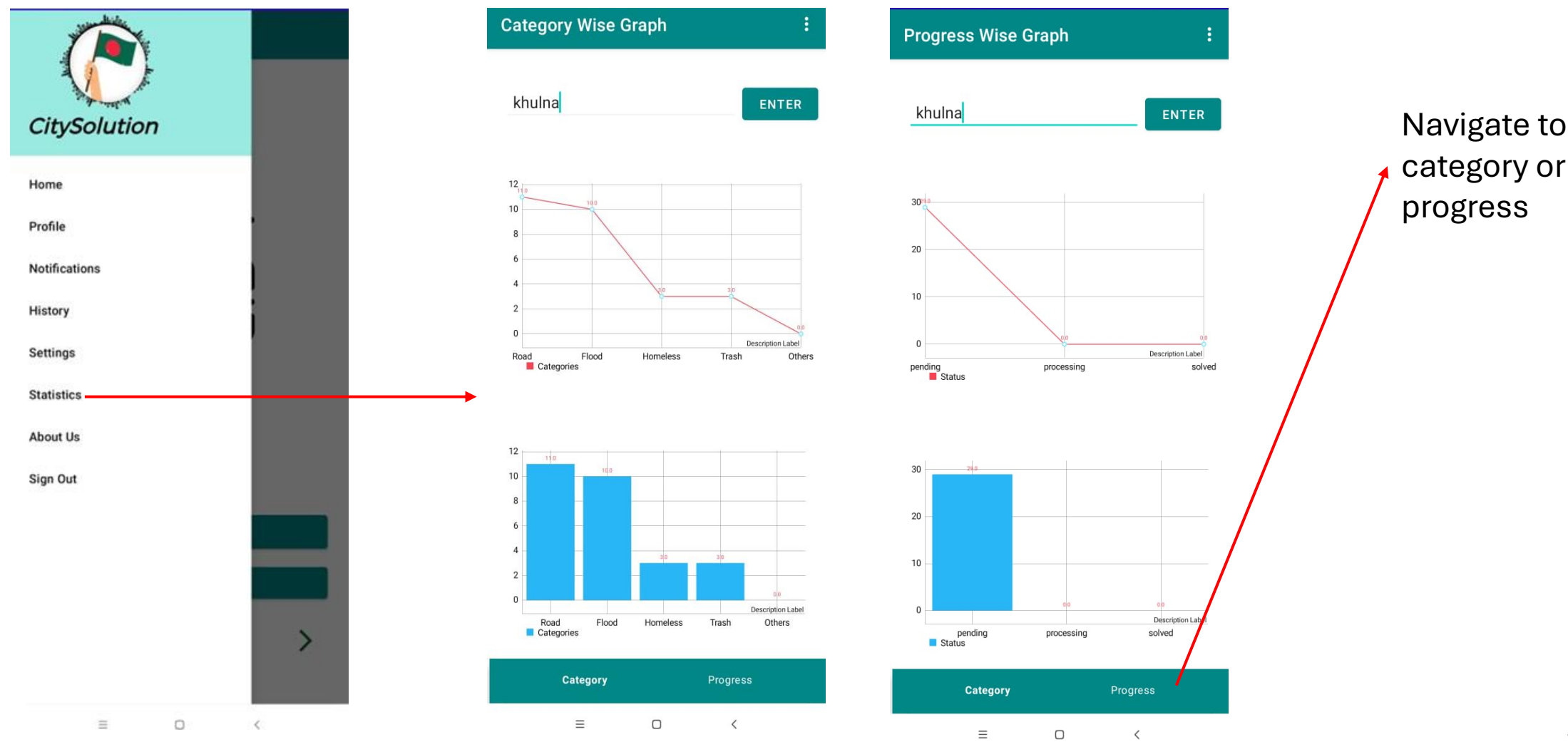
Switch languages between Bangla and English. Reset password and view profile.



Enter email and click on reset password. An email will be sent to the account for updating password.

Statistics

View the category and progress wise graph of any city.



CitySolution (Authority Application)

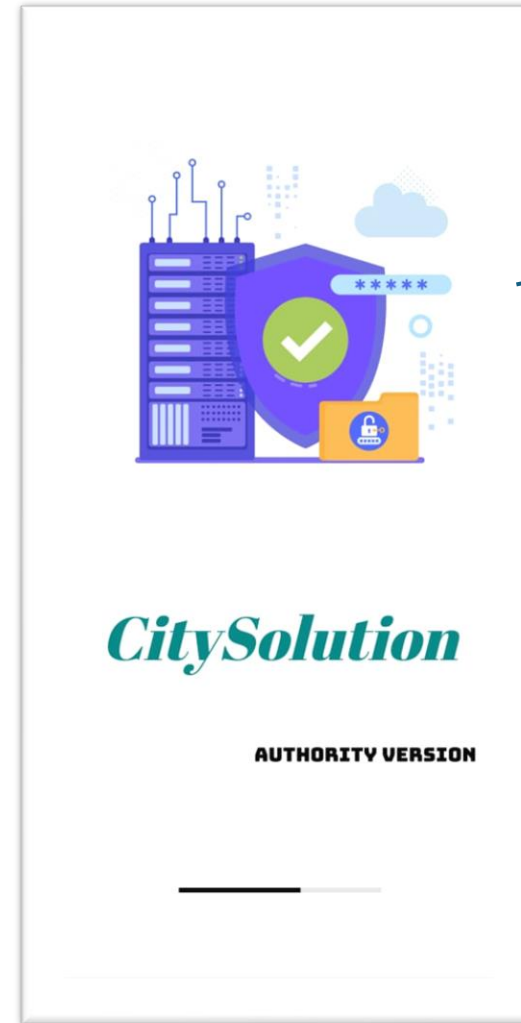
Installation

The user version application of CitySolution can be found here:

<https://github.com/Shama-33/CitySolution/tree/main/apk/authority>



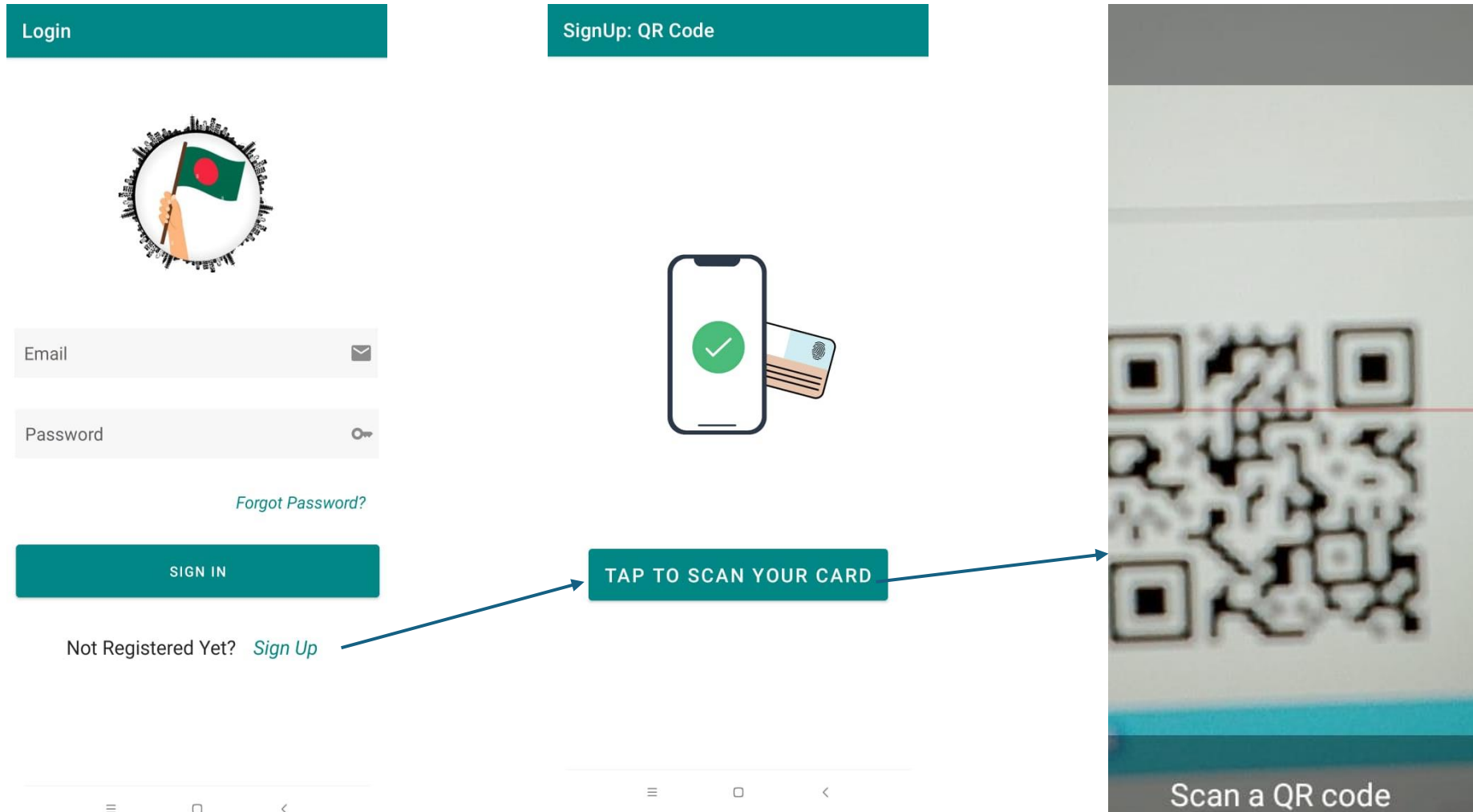
App Icon



Splashscreen

Registration

A QR code scan must be done at first. The QR code will have the information-employee id, first_name,last_name,city.



Registration (Cont'd...)

A QR code can be used 1 time only. An example QR code, along with format is given here.

3003 Sally Jackson Dhaka

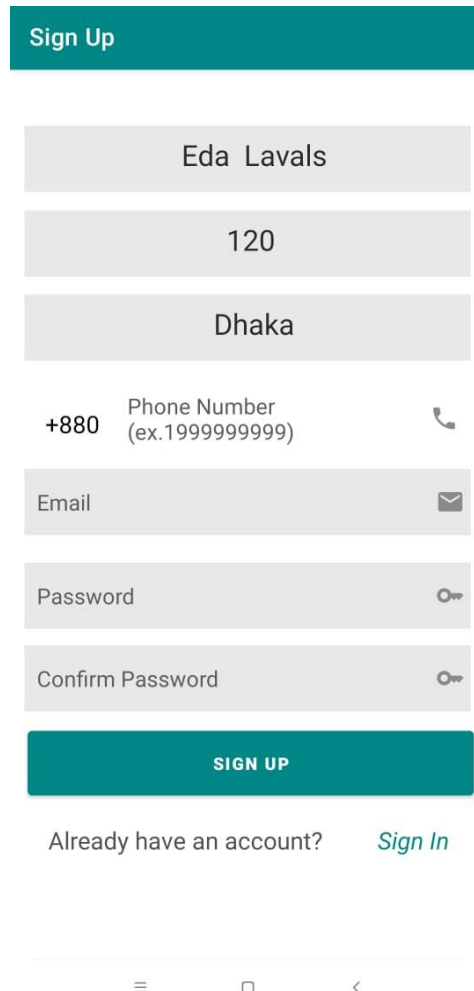


3009 Albert Einstein Khulna



Registration (Cont'd...)

After QR code scanning, the next page will appear with name, id and city fields already filled (unchangeable). Fill up the rest of the fields to sign up.



A mobile application registration form with a teal header and footer. The header contains the text "Sign Up". The form fields are: "Eda Lavals" (name), "120" (ID), "Dhaka" (city), a phone number field with "+880" and "Phone Number (ex.1999999999)" labels and a phone icon, an "Email" field with an envelope icon, a "Password" field with an eye icon, and a "Confirm Password" field with an eye icon. Below the fields is a teal "SIGN UP" button. At the bottom, it says "Already have an account?" followed by a teal "Sign In" link. The footer has three icons: a menu, a home button, and a back arrow.

Sign Up

Eda Lavals

120

Dhaka

+880 Phone Number (ex.1999999999)

Email

Password

Confirm Password

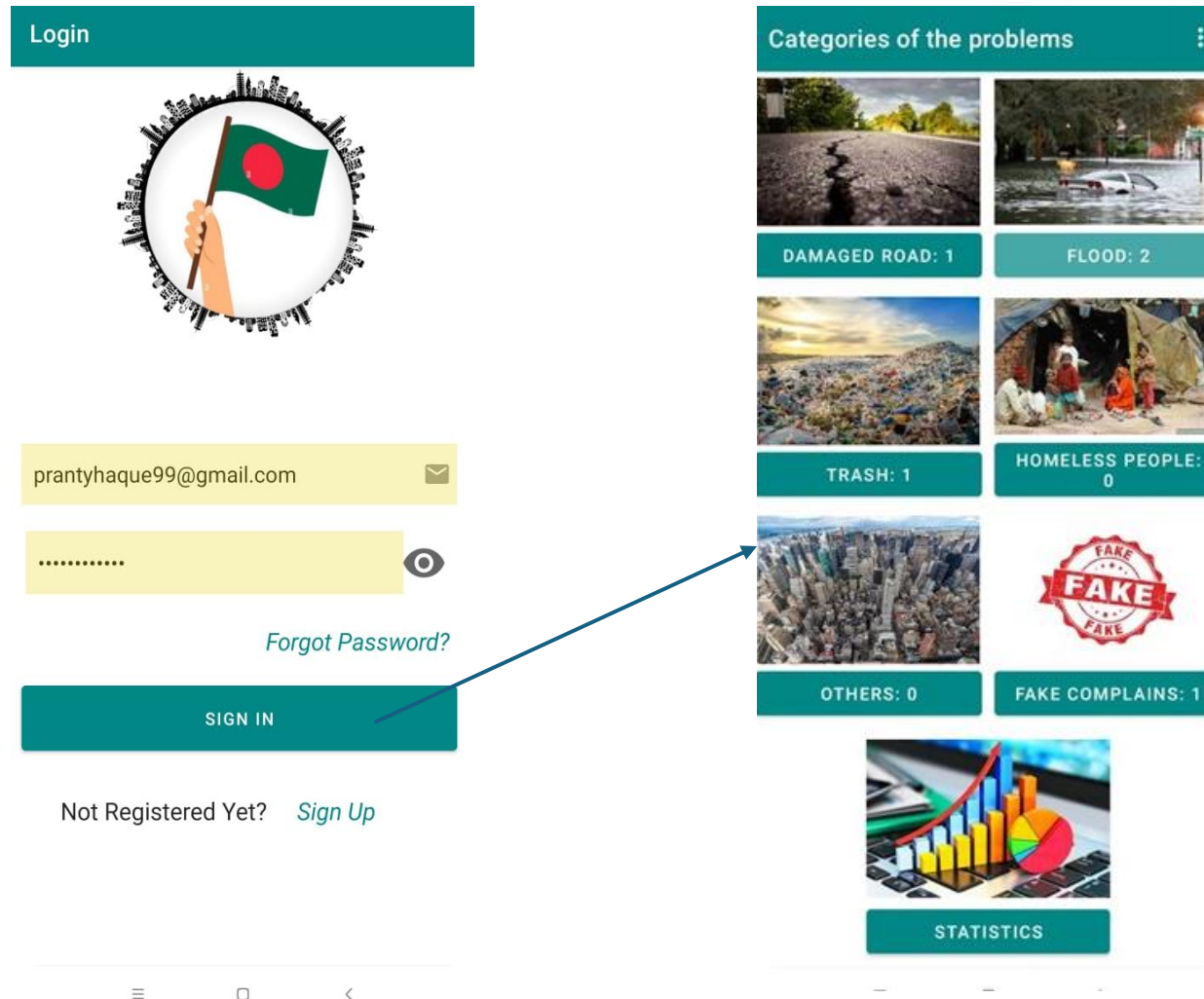
SIGN UP

Already have an account? [Sign In](#)

The email must be valid. After pressing the button “Sign Up”, email verification will be done. After successful verification, the corresponding city information will appear.

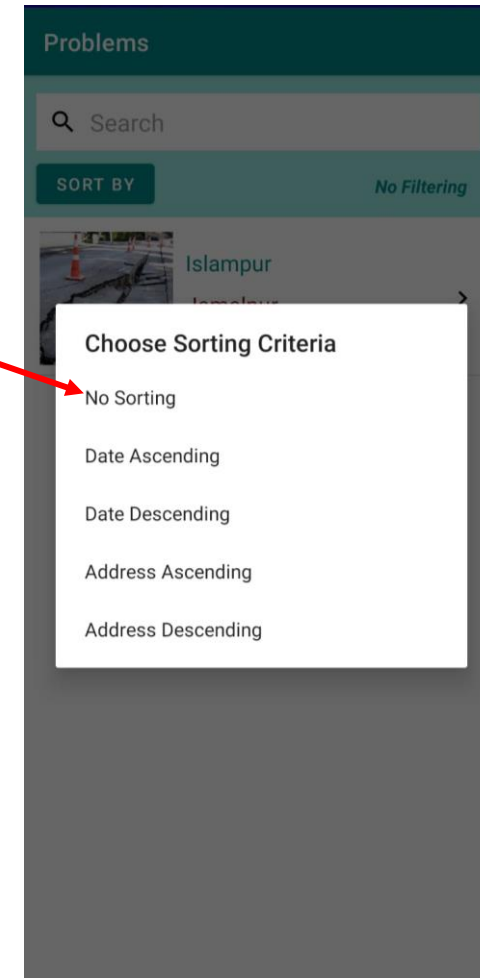
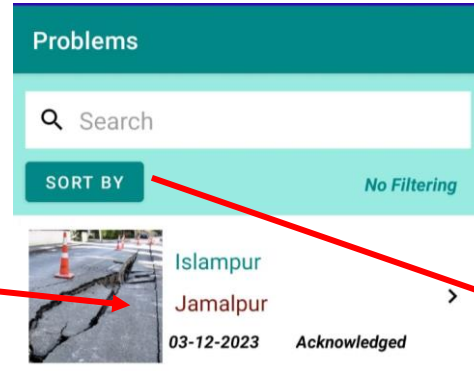
Login

In case of a registered user, he/she can login directly.



View Complaints

Successful signup redirects the employee to his/her city page. On clicking on a category in this page, the complaints of that category will be shown along with sorting options.



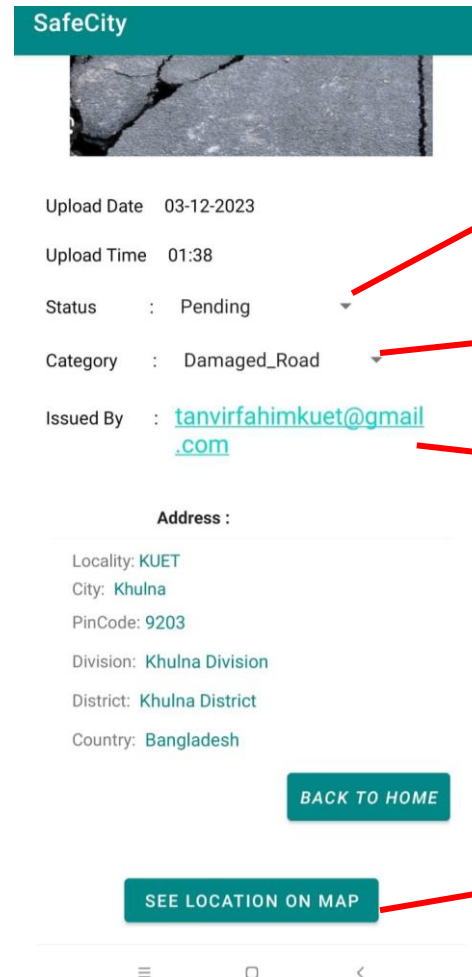
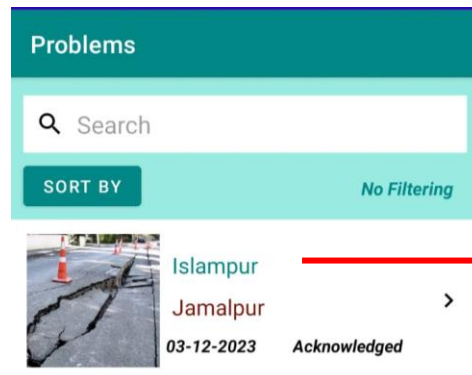
Searching can be done by city areas.

Statistics shows the graphs of the particular city



View Details and Change Status

Clicking on a particular complaint will result in details of that problem from where status can be changed.



Change status-
"pending","processing","solved"

Switch Category in case of wrong
prediction or identify as fake complaint
manually


Redirect to gmail app

Redirect to google map for precise
location

Central Admin Login

Central Admin has a static account with a fixed email and password. Registration is not needed.


Login



[Forgot Password?](#)

SIGN IN

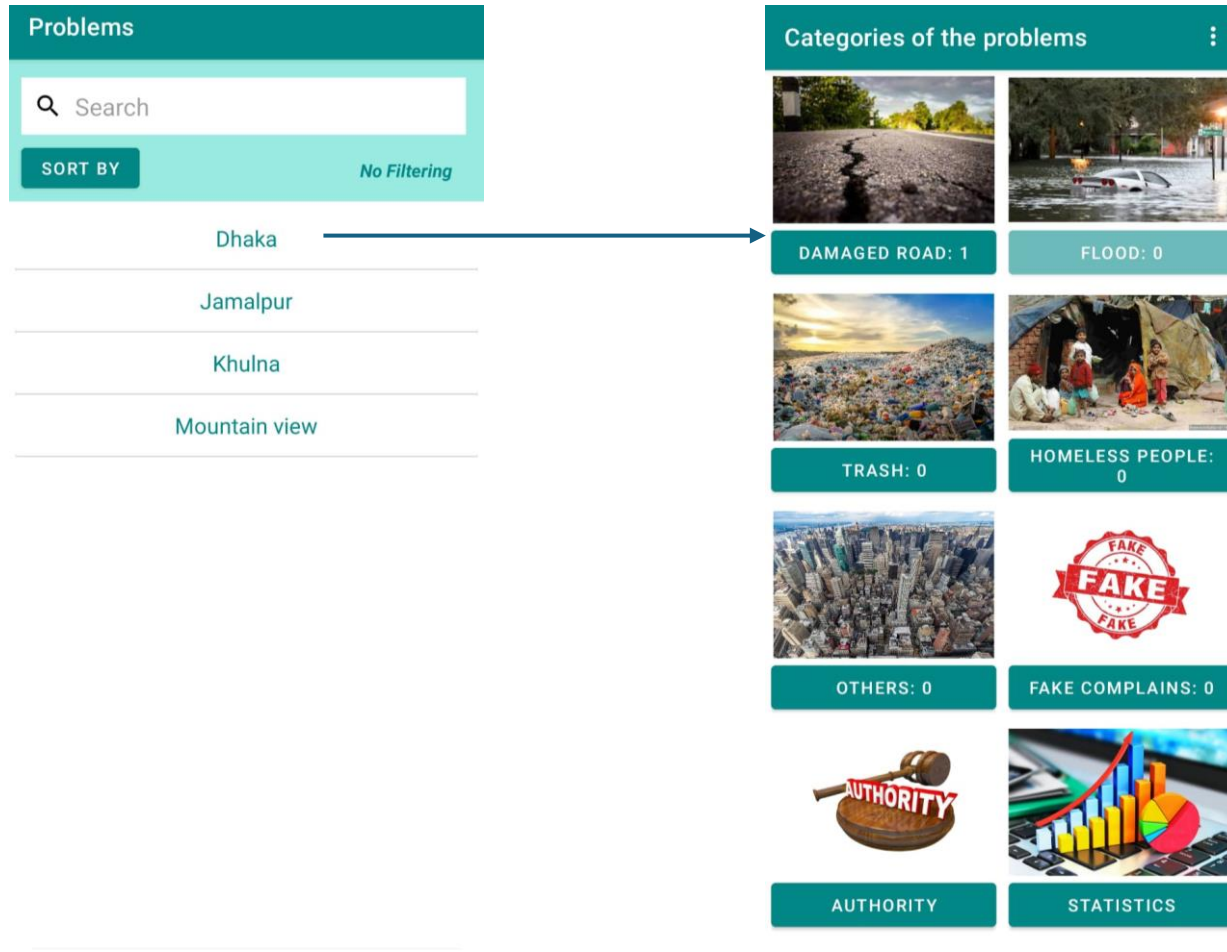
Not Registered Yet? [Sign Up](#)



Email : mizan@admin.cc.bd
Password: mizan1234

City Details


Tapping on a city results in the categories of problems and employee list of that city.




Complaint List and Details

Tapping on a category shows the next page with complaint list. And tapping on the complaint shows details (scrollable).


Categories of the problems




DAMAGED ROAD: 1




FLOOD: 0




TRASH: 0




HOMELESS PEOPLE: 0




OTHERS: 0



FAKE COMPLAINS: 0



AUTHORITY




STATISTICS

Problems


SORT BY

No Filtering



QCWW+RJX
Dhaka
02-05-2024 pending

AuthCitySolution



Upload Date : 02-05-2024
Upload Time : 18:47
Status : pending
Category : Damaged_Road
Issued By : seaweedbrainhu
mangps@gmail.com

Address :
Locality: QCWW+RJX
City: Dhaka
PinCode:
Division: Dhaka Division
District: Dhaka District
Country: Bangladesh

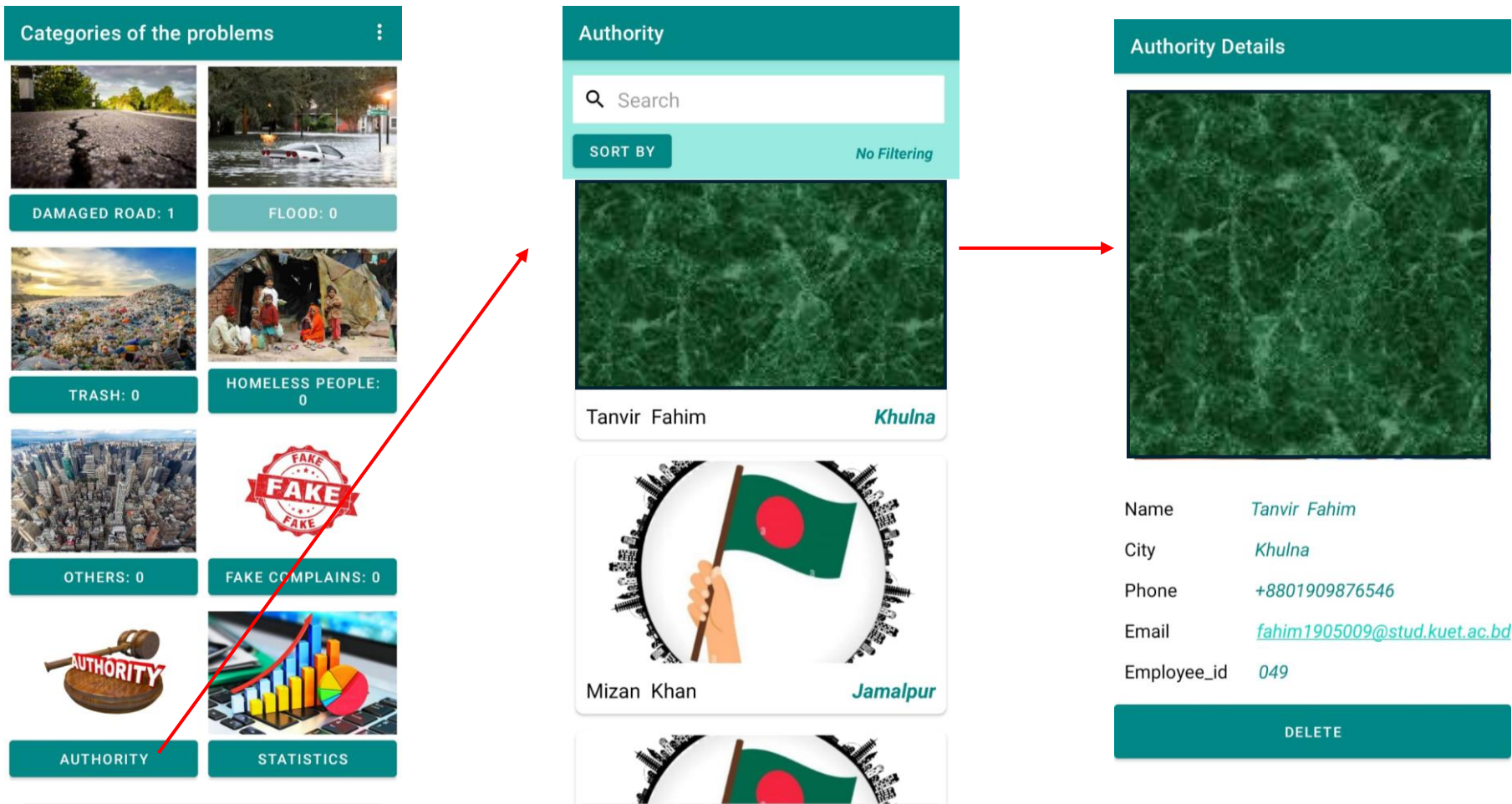
BACK TO HOME

SEE LOCATION ON MAP

Description and Comments :
the road is damaged for a long time.please take urgent steps

Employee List and Details

Tapping on authority shows the next page with employee list. And tapping on an employee shows details with delete employee and gmail redirect option.



For Any Queries

Contact :

- Farhatun Shama – farhatunshama@gmail.com
- Lamisa Bintee Mizan Deya – lamisa.deya2001@gmail.com
- Abdul Aziz - abdulaziz@cse.kuet.ac.bd