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
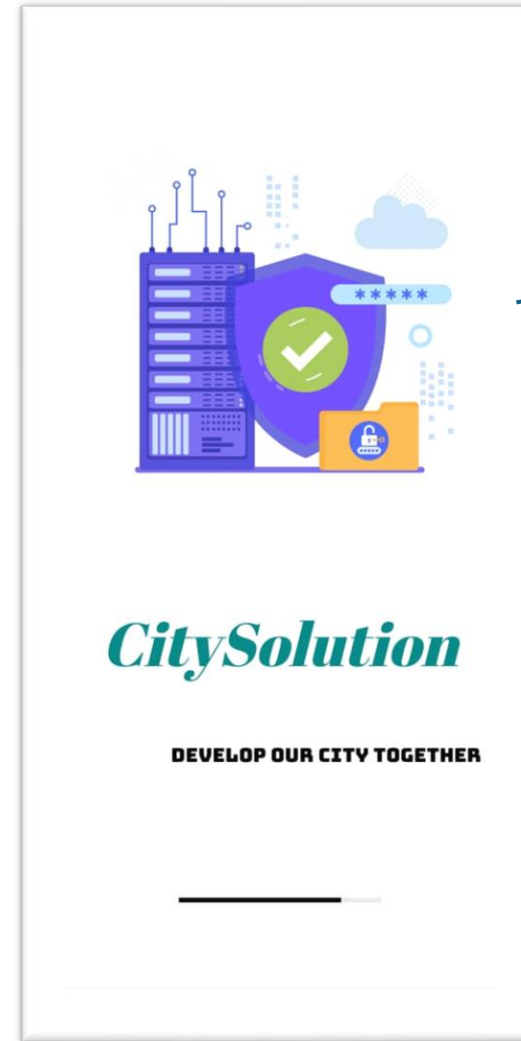
Splashscreen

Registration

For Sign Up all the categories must be filled properly.

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.
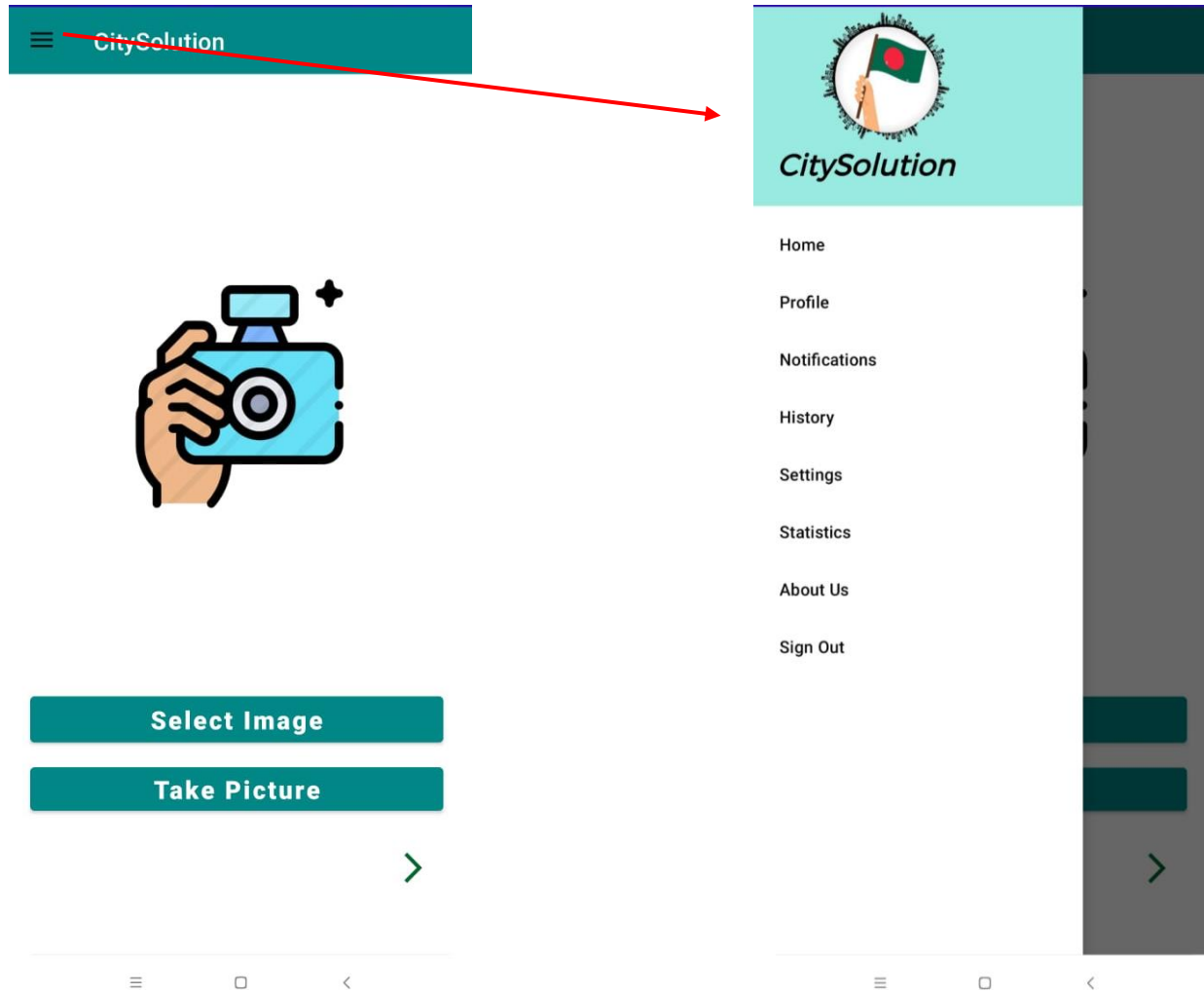
Login

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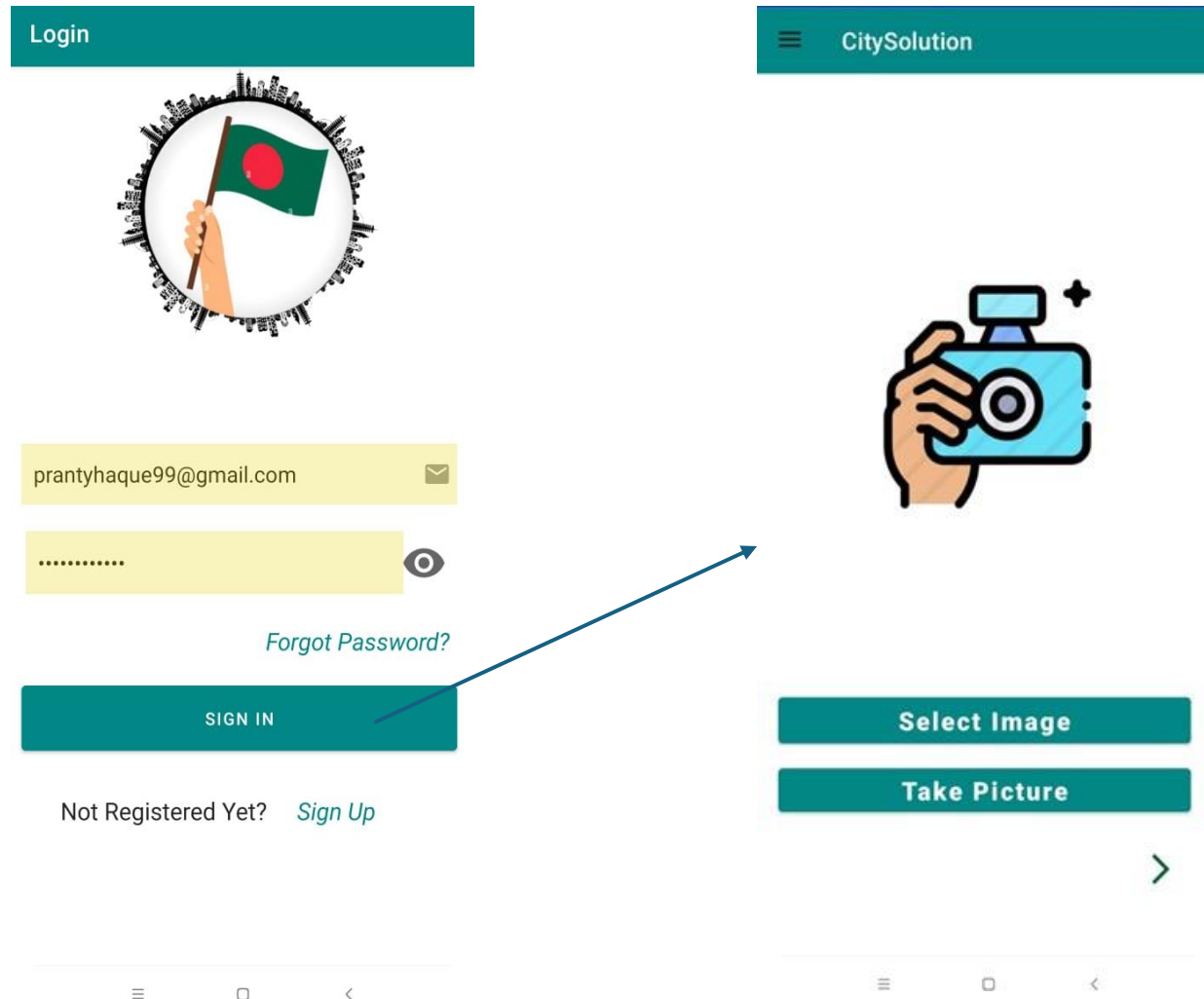
Homepage and Options

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

Upload Complaints

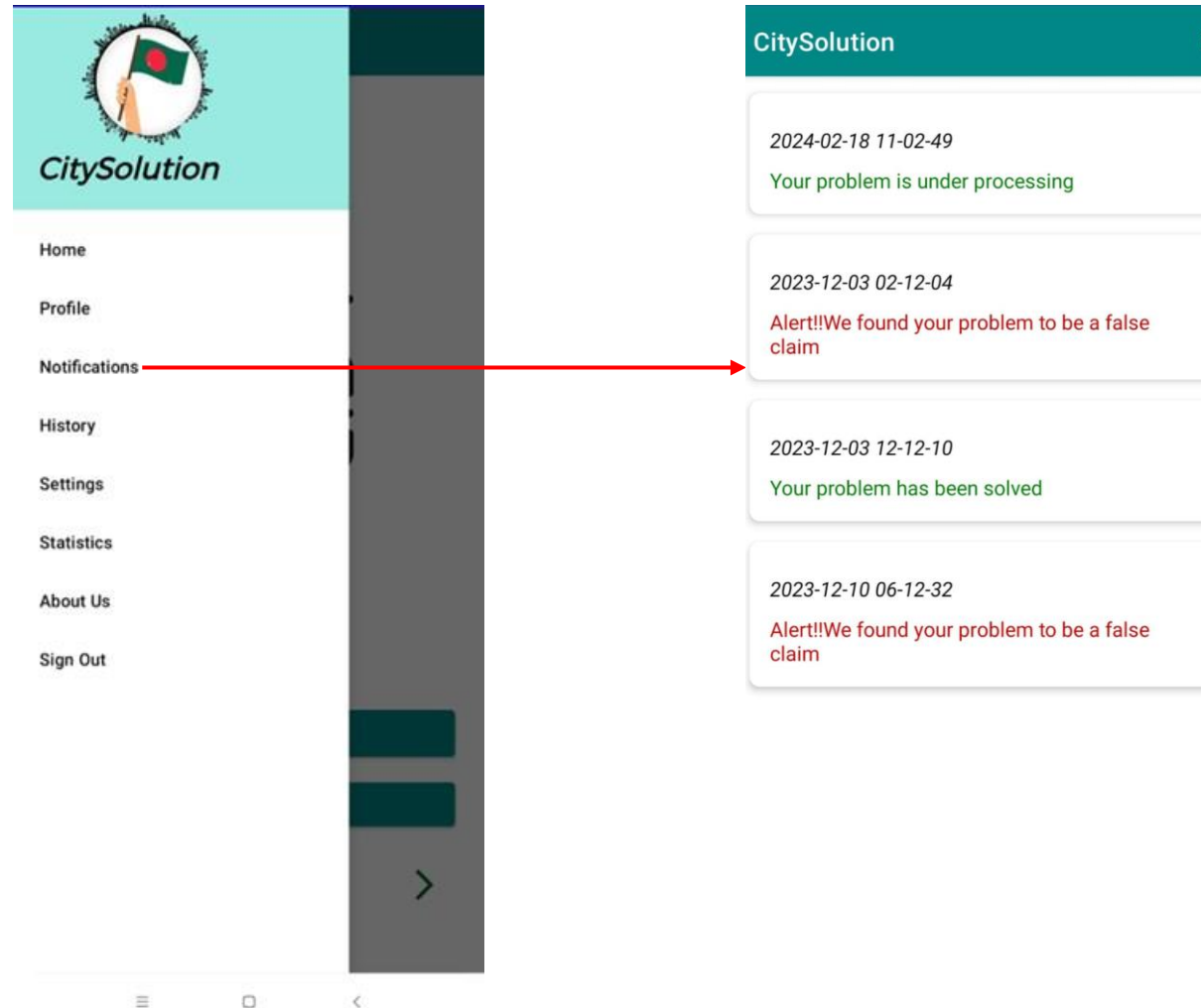The automatically fetched location can be manually changed. But the country must be "Bangladesh".

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.

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.

Navigate to category or progress

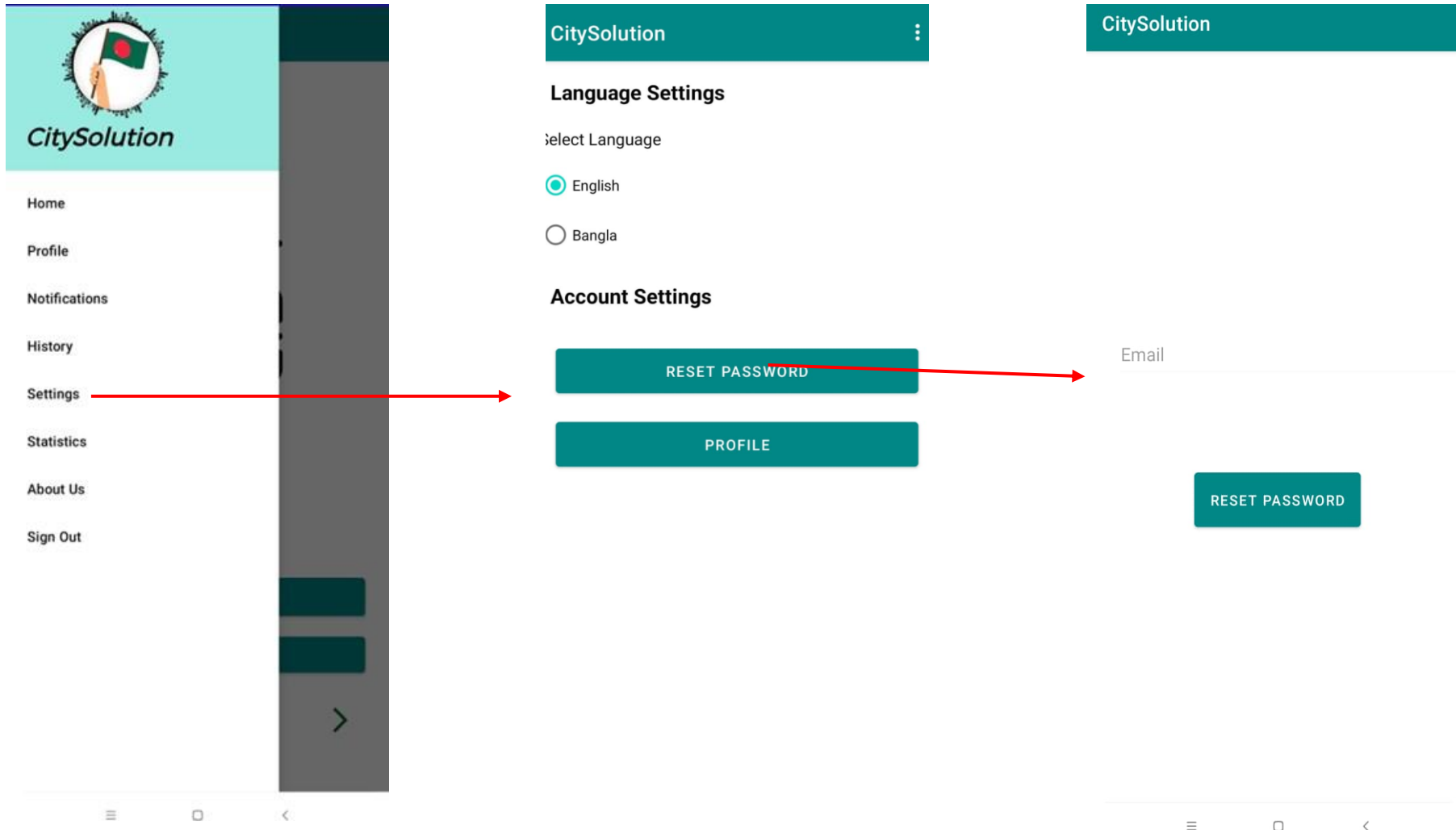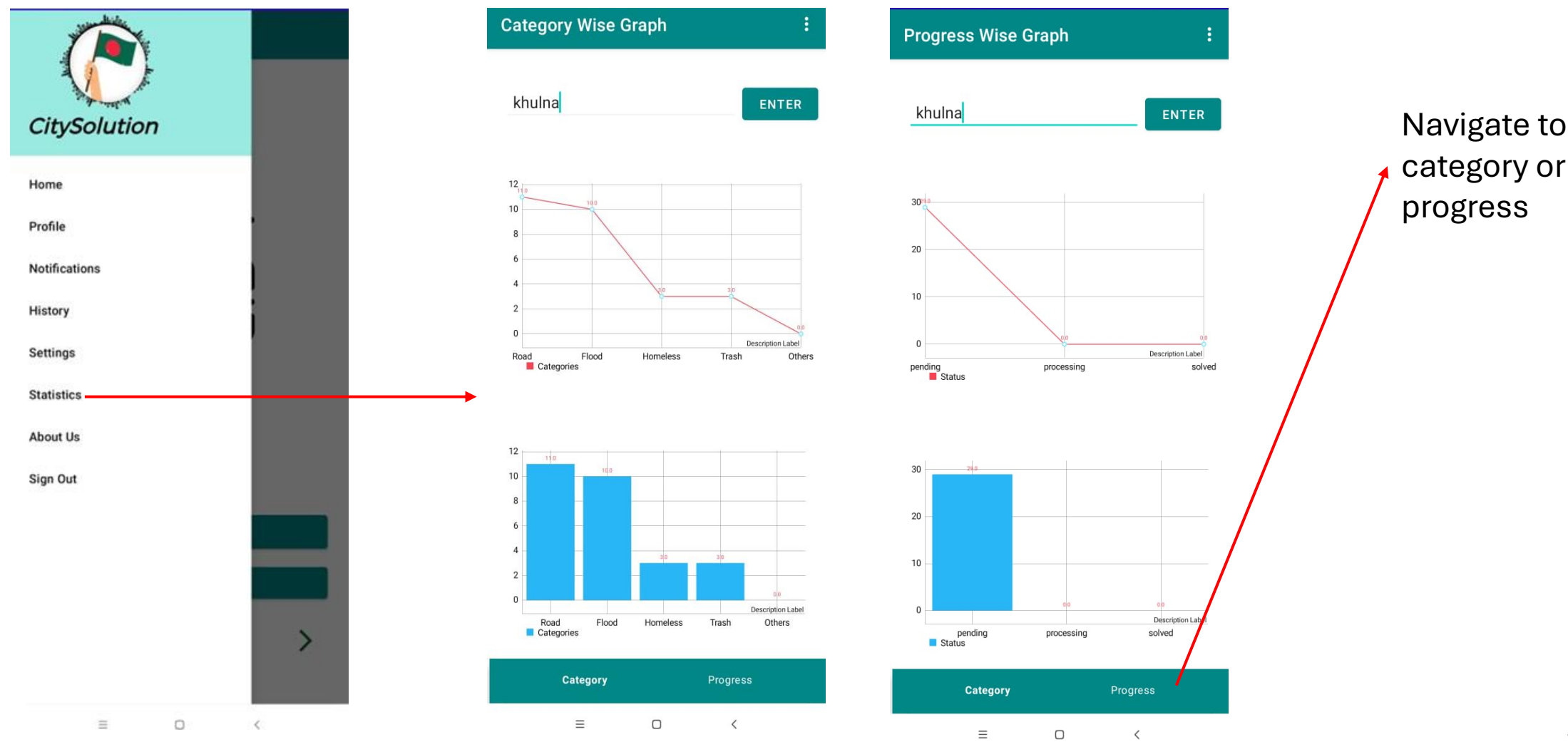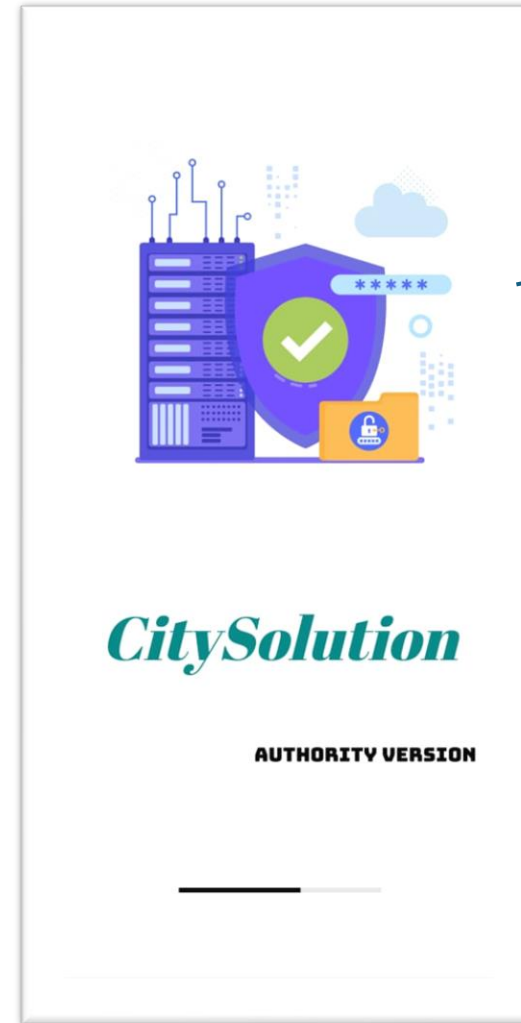# CitySolution (Authority Application)

Installation

The user version application of CitySolution can be found here:
https://github.com/Shama-33/CitySolution/tree/main/apk/authority
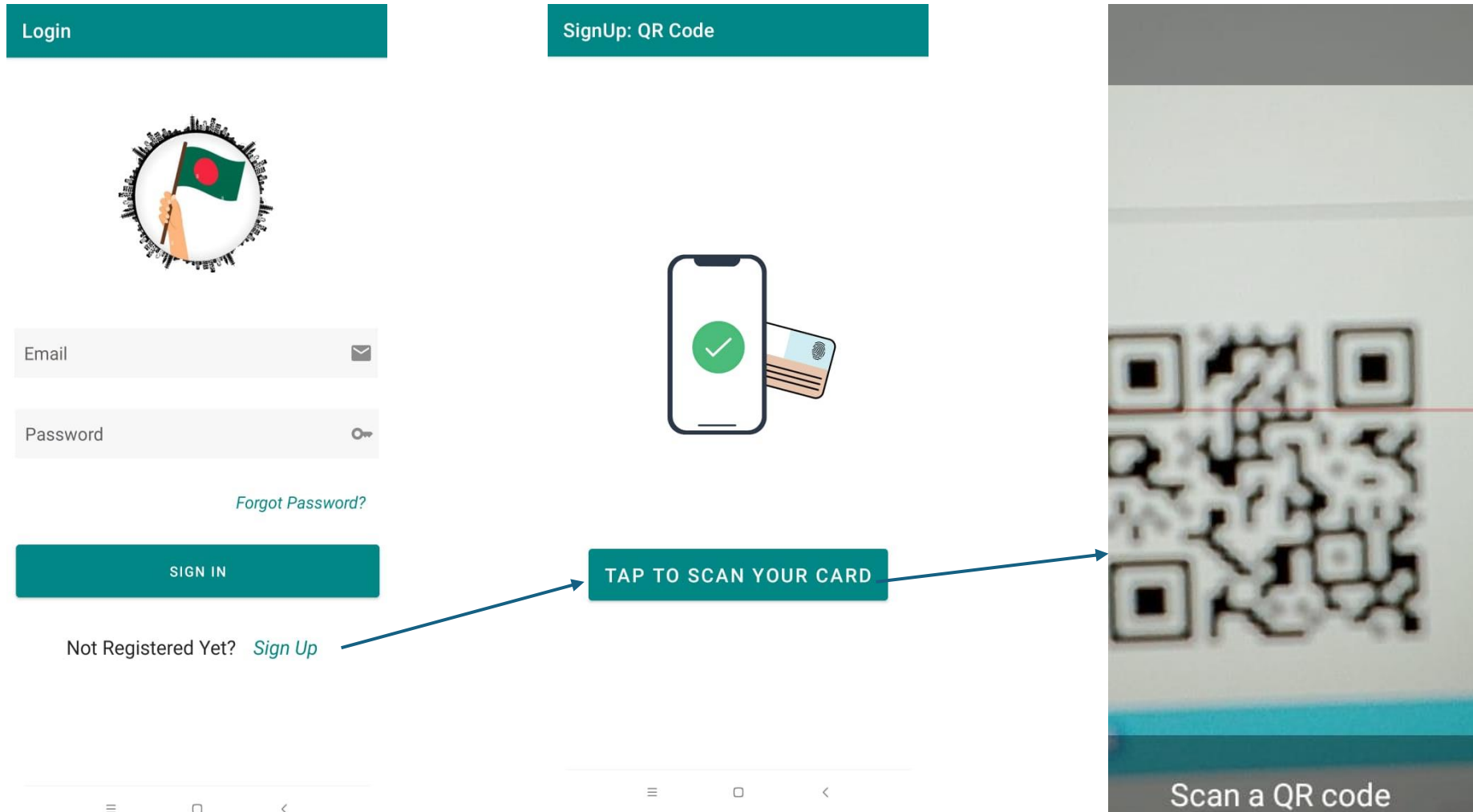
App Icon

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.
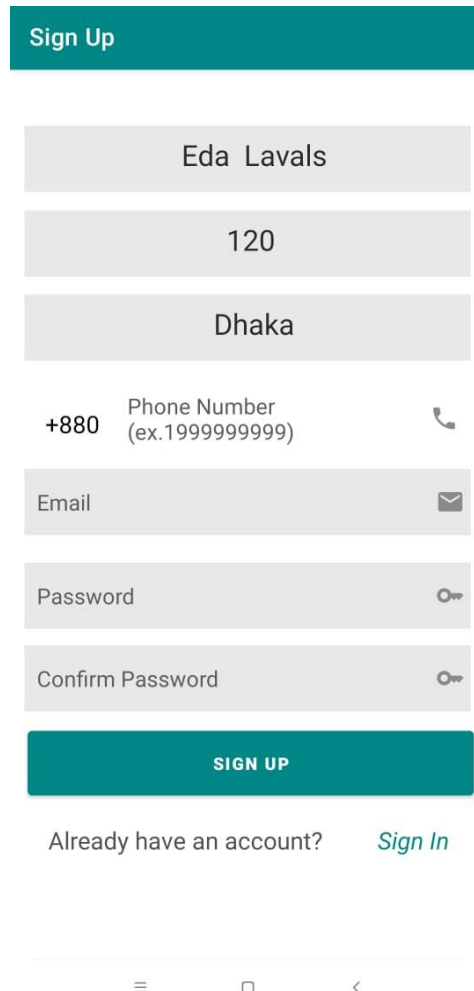
3003 Sally Jackson Dhaka ⟶

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.

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.
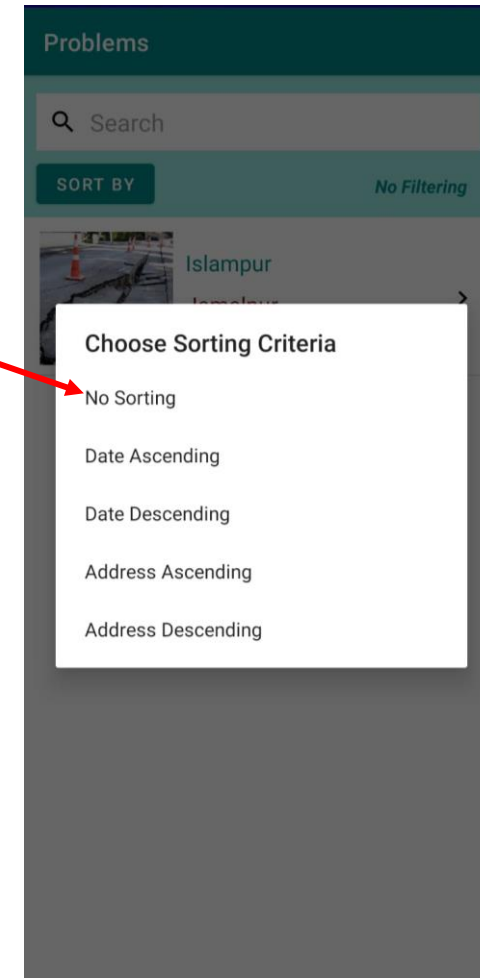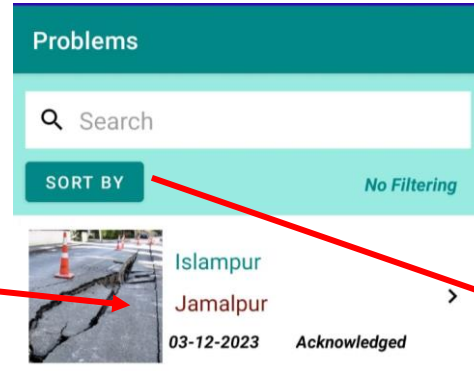
Login

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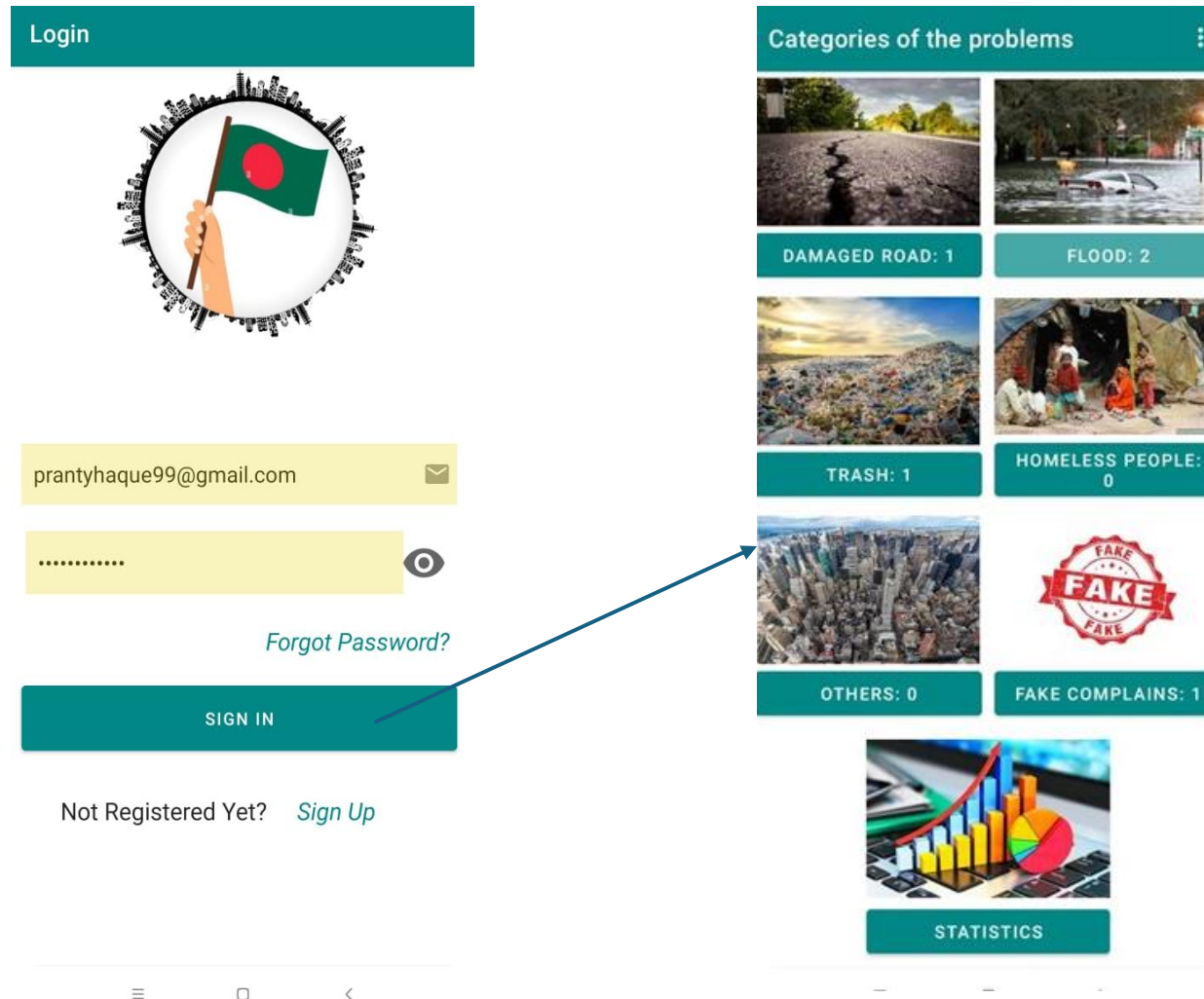
View Complaints

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.
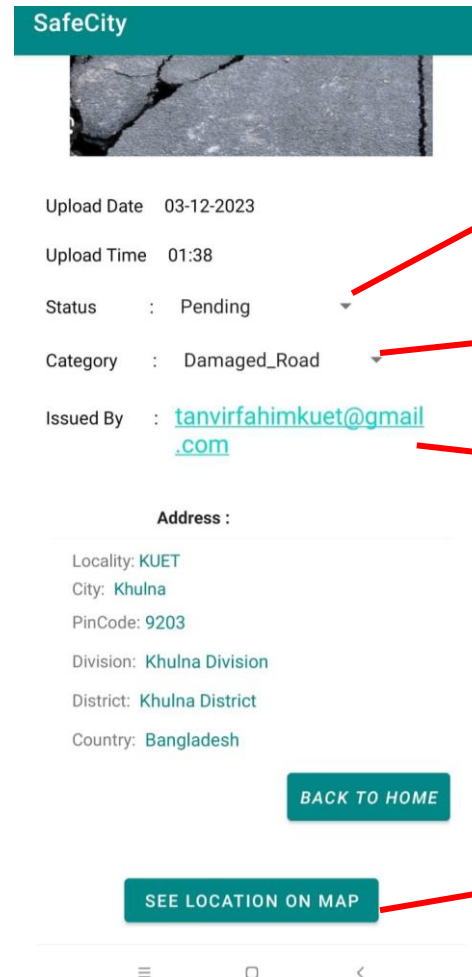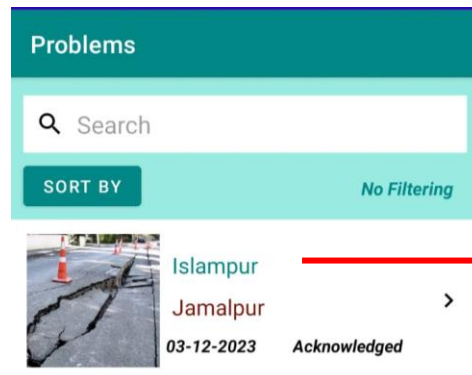

Searching can be done by city areas.

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

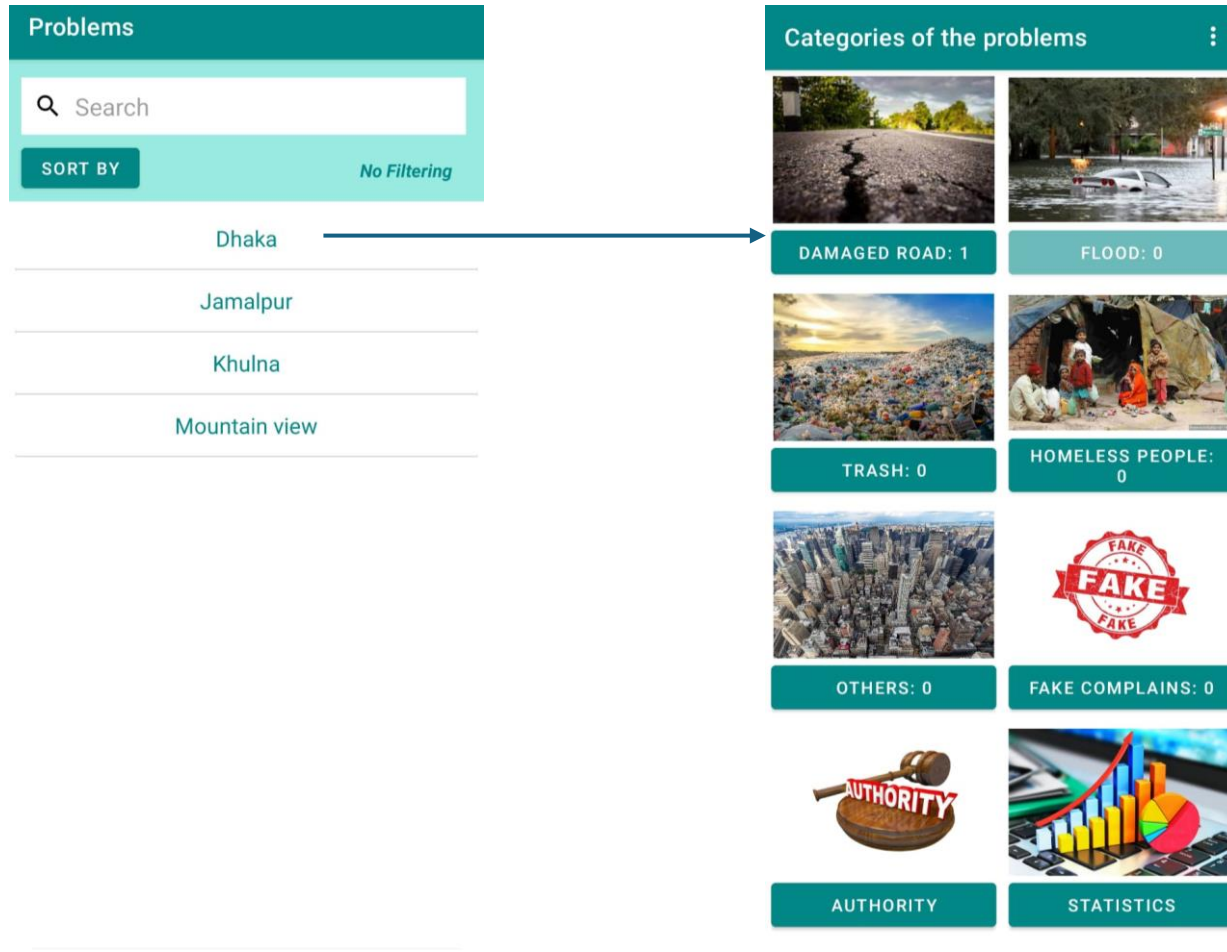Central Admin has a static account with a fixed email and password. Registration is not needed.

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) .

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.
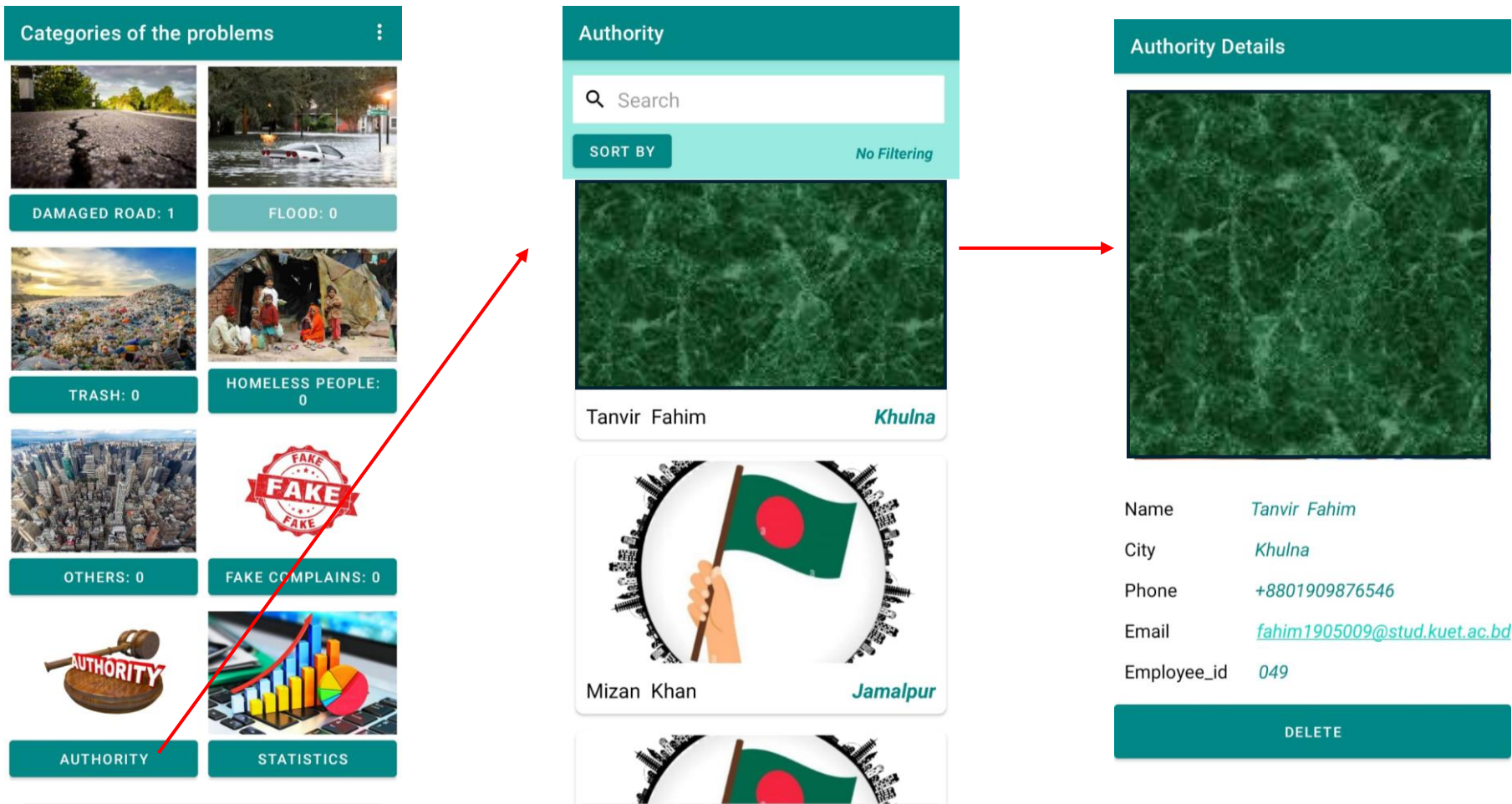
For Any Queries

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