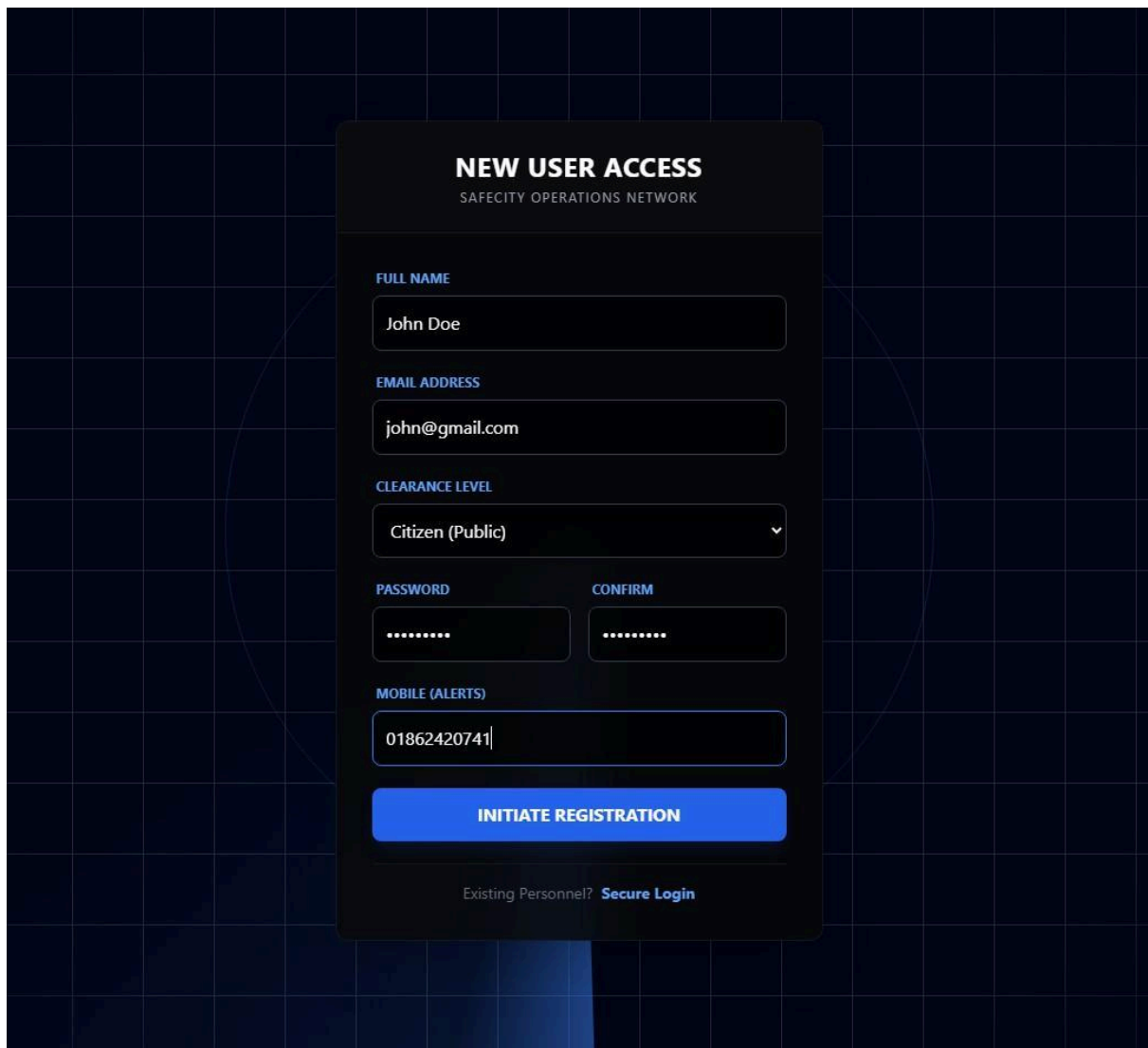


7. User Manual

This section provides a detailed, step-by-step guide to operating the SafeCity Ops platform. It covers all functional scenarios for Citizens, Administrators, and Emergency Responders (Workers).

7.1 Authentication & Onboarding (All Roles) Scenario 1: Citizen Registration

- **Description:** A new user accesses the platform for the first time. They navigate to the registration page to create an account. They enter their Full Name, Email, Password, and confirm the password. The system assigns them the default "Citizen" role.



The image shows a dark-themed registration form titled "NEW USER ACCESS" for the "SAFECITY OPERATIONS NETWORK". The form is centered on a dark blue background with a subtle grid pattern. It contains several input fields: "FULL NAME" with the value "John Doe", "EMAIL ADDRESS" with "john@gmail.com", "CLEARANCE LEVEL" with a dropdown menu showing "Citizen (Public)", "PASSWORD" and "CONFIRM" fields both containing masked characters, and "MOBILE (ALERTS)" with the number "01862420741". A prominent blue button labeled "INITIATE REGISTRATION" is positioned below the mobile field. At the bottom, a link for "Existing Personnel? Secure Login" is visible.

NEW USER ACCESS
SAFECITY OPERATIONS NETWORK

FULL NAME
John Doe

EMAIL ADDRESS
john@gmail.com

CLEARANCE LEVEL
Citizen (Public) ▼

PASSWORD
.....

CONFIRM
.....

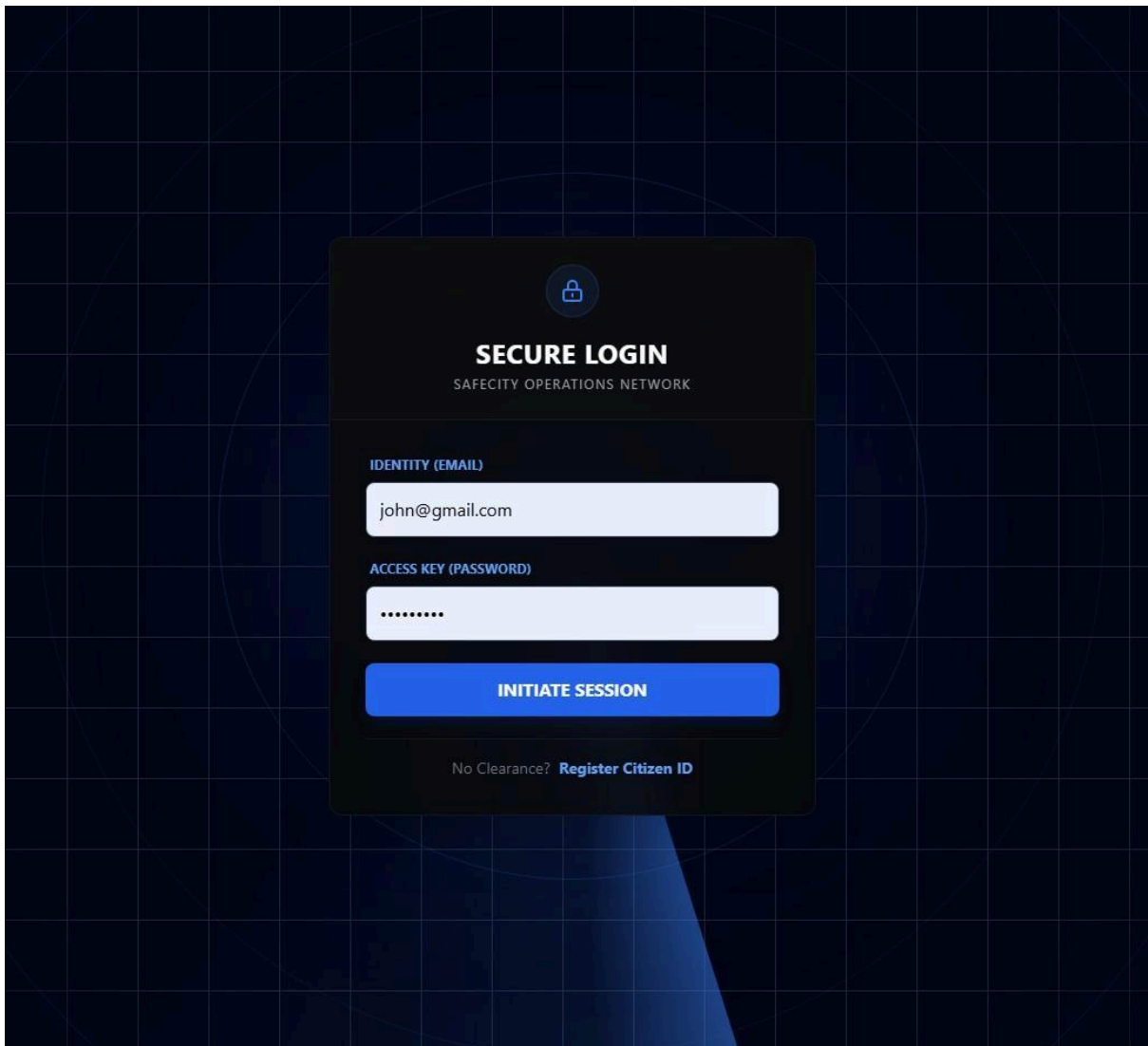
MOBILE (ALERTS)
01862420741

INITIATE REGISTRATION

Existing Personnel? [Secure Login](#)

Scenario 2: Secure Login

- **Description:** Users (Citizen, Admin, or Worker) enter their credentials. The system verifies their role and redirects them to their specific dashboard.



Scenario 3: Validation Error Handling

- **Description:** If a user attempts to sign up with an existing email or logs in with an incorrect password, the system provides immediate feedback via a red error alert, preventing unauthorized access.

NEW USER ACCESS

SAFECITY OPERATIONS NETWORK

FULL NAME

john doe

EMAIL ADDRESS

john@gmail.com

CLEARANCE LEVEL

Citizen (Public)

PASSWORD

.....

CONFIRM

.....

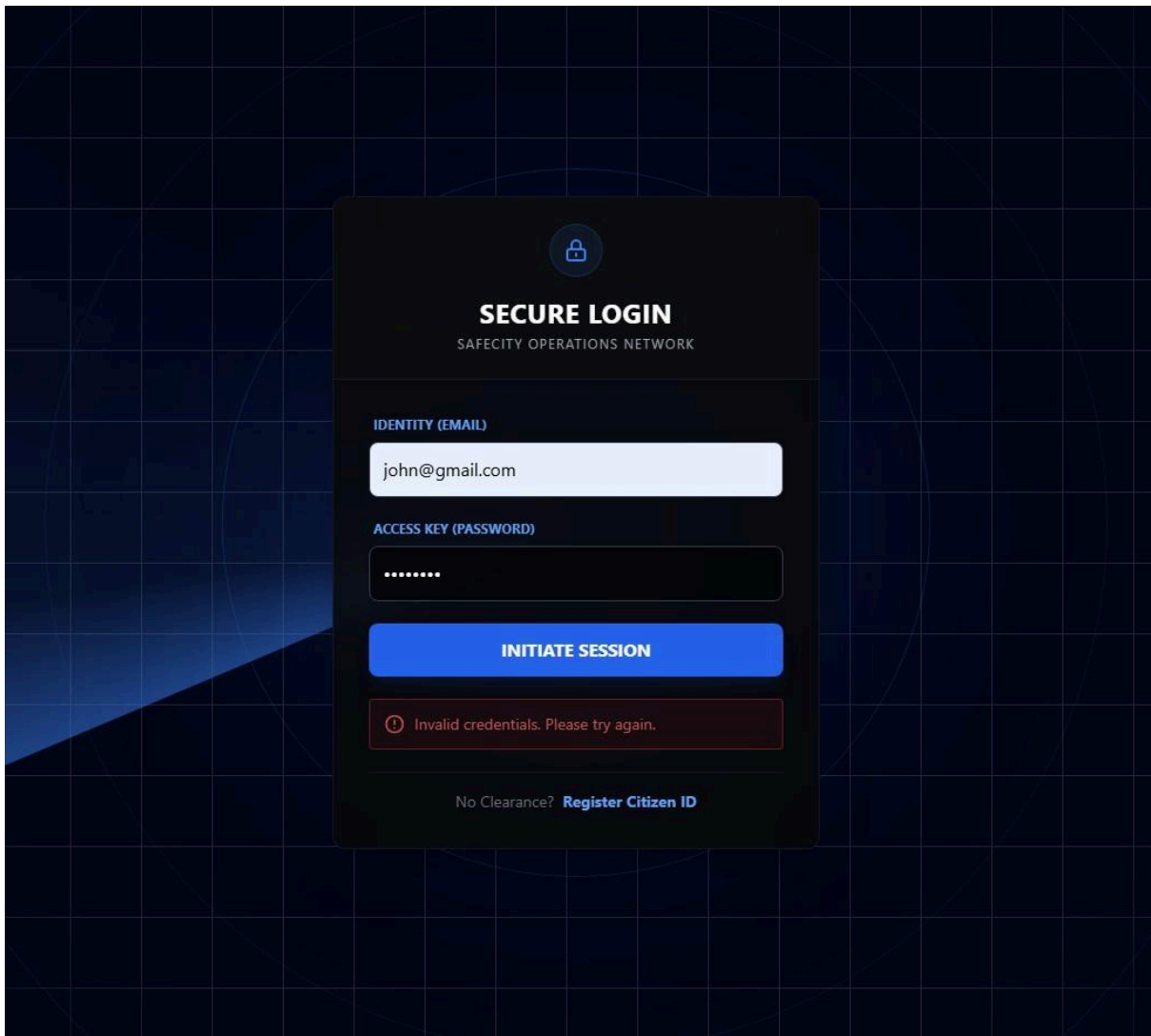
MOBILE (ALERTS)

01862420741

INITIATE REGISTRATION

ⓘ Registration Failed.

Existing Personnel? [Secure Login](#)

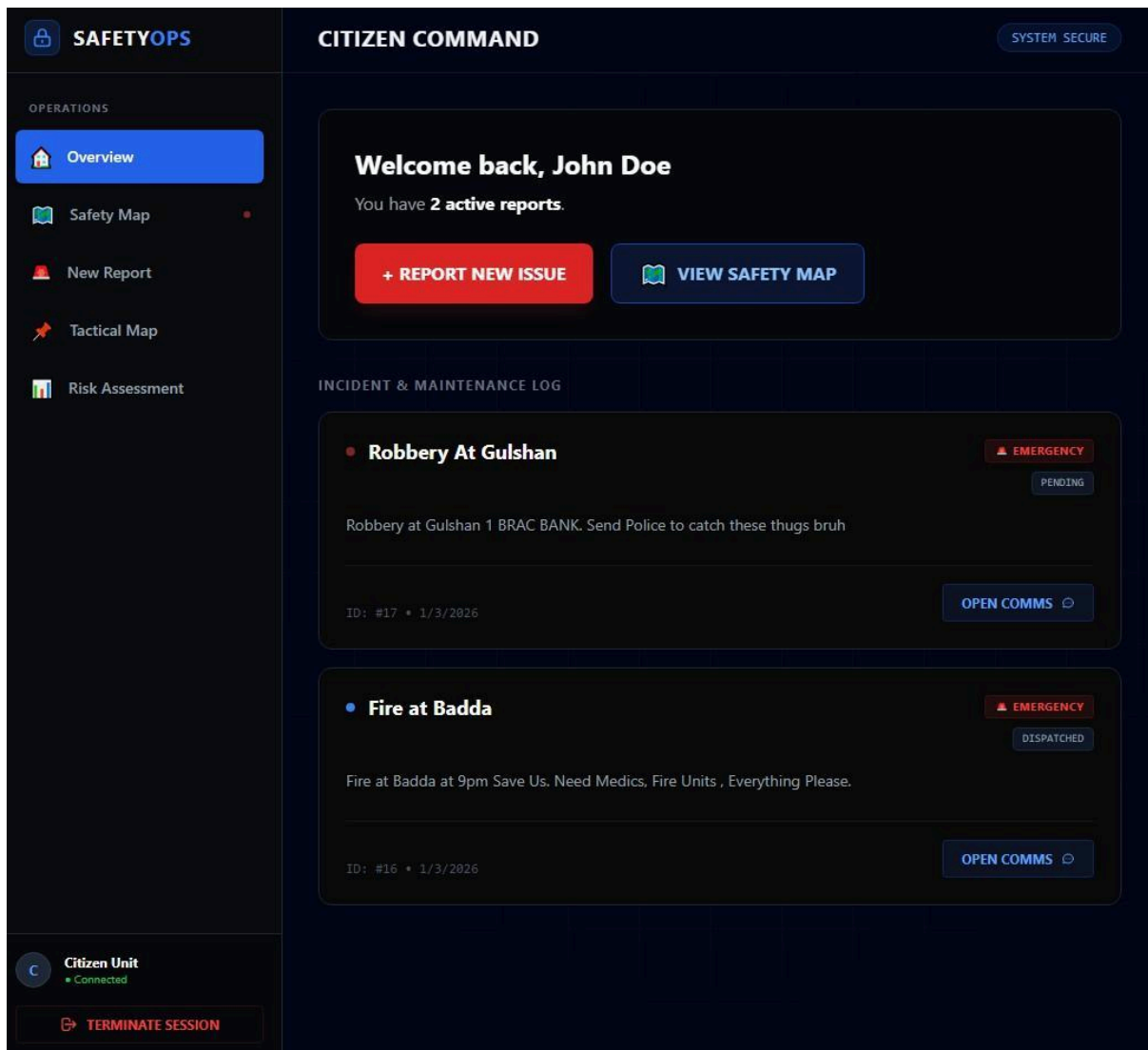


7.2 Citizen Module (The Reporter)

Scenario 4: Citizen Dashboard


Overview

- **Description:** Upon login, the Citizen sees their personalized dashboard. This view summarizes their activity, showing total reports submitted and their current statuses (e.g., "1 Active," "2 Resolved"). The sidebar provides navigation to Report, Map, and Settings pages.





Scenario 5: Reporting an Emergency (Fire/Crime/Medical)


- **Description:** The user clicks "Report Incident" and selects the "Emergency" tab. The browser automatically requests Location Access. The user fills in the Title (e.g., "House Fire"), Description, and selects the urgency level.


 SAFETYOPS


OPERATIONS

 Overview

 Safety Map

 New Report

 Tactical Map

 Risk Assessment

C Citizen Unit
Connected

TERMINATE SESSION

REPORT CENTER

SYSTEM SECURE

EMERGENCYNON-EMERGENCY

IMMEDIATE ASSISTANCE

Use this for life-threatening situations only.

SUBJECT

Medic Needed

INCIDENT TYPE

Medical Emergency

GPS LOCATION

GPS Locked

EVIDENCE / PHOTO

Choose Fileoriginal.jpg

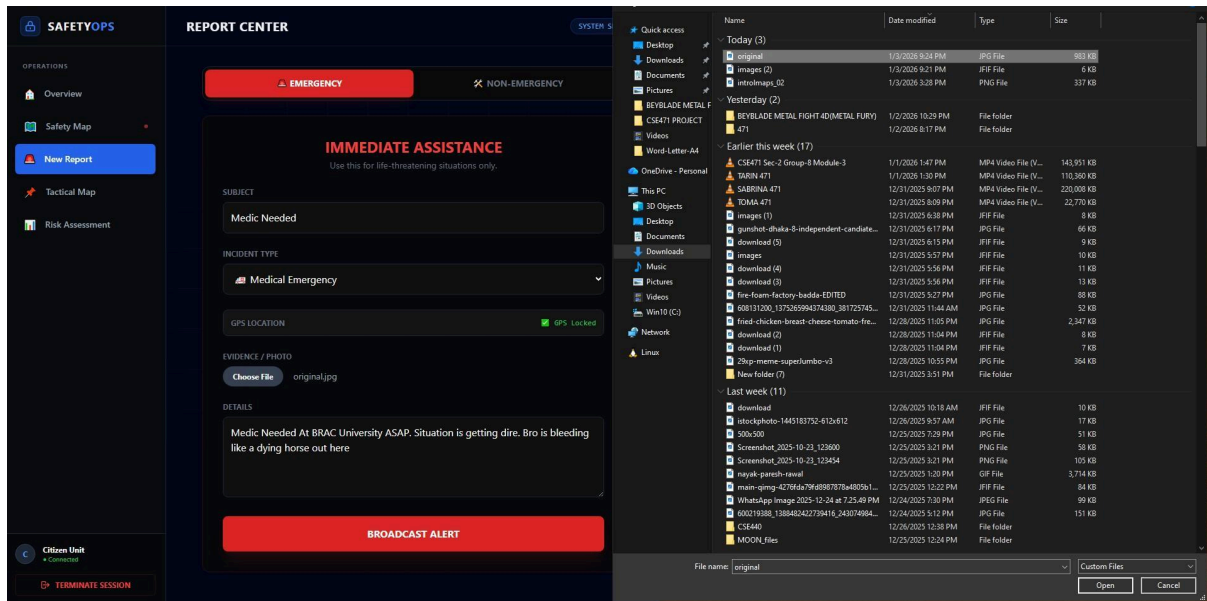
DETAILS

Medic Needed At BRAC University ASAP. Situation is getting dire. Bro is bleeding like a dying horse out here

BROADCAST ALERT


Scenario 6: Multimedia Evidence Upload

- **Description:** To provide context, the user clicks "Upload Evidence." They select a photo or video file from their device. The form displays the selected file name before submission.





Scenario 7: Reporting Maintenance Issues (Non-Emergency)


- Description:** The user switches to the "Maintenance" tab to report civic issues. They select a category (e.g., "Roads," "Electricity") and describe the problem (e.g., "Deep Pothole"). This ticket is routed differently from emergencies.


 SAFETYOPS


OPERATIONS

 Overview

 Safety Map

 New Report

 Tactical Map

 Risk Assessment

C Citizen Unit
Connected

TERMINATE SESSION

REPORT CENTER

SYSTEM SECURE

EMERGENCYNON-EMERGENCY

MAINTENANCE REQUEST

Report infrastructure issues (potholes, lights, etc).

SUBJECT

Broken Streetlight

INFRASTRUCTURE CATEGORY

Streetlight / Electric

GPS LOCATION

GPS Locked

EVIDENCE / PHOTO

Choose Fileistockphoto-496026170-612x612.jpg

DETAILS

Some Thugs have broken a streetlight at Middle Badda Uloop. Please fix within 2 days or else.....

SUBMIT TICKET

Scenario 8: Tracking Report Status

- Description:** The user navigates to "Overview" They see a list of their submissions. The status indicator shows "Pending" for new reports and updates to "Dispatched" once an Admin assigns a unit. Also the user can access the "Tactical Map" page to see where emergency incidents are popping up around the neighborhood.

C

Citizen Unit

Connected

TERMINATE SESSION

Broken Streetlight

MAINTENANCE

OPEN

Some Thugs have broken a streetlight at Middle Badda Uloop. Please fix within 2 days or else.....

ID: #12 • 1/3/2026

Medic Needed

EMERGENCY

PENDING

Medic Needed At BRAC University ASAP. Situation is getting dire. Bro is bleeding like a dying horse out here

ID: #18 • 1/3/2026

OPEN COMMS

Robbery At Gulshan

EMERGENCY

PENDING

Robbery at Gulshan 1 BRAC BANK. Send Police to catch these thugs bruh

ID: #17 • 1/3/2026

OPEN COMMS

Fire at Badda

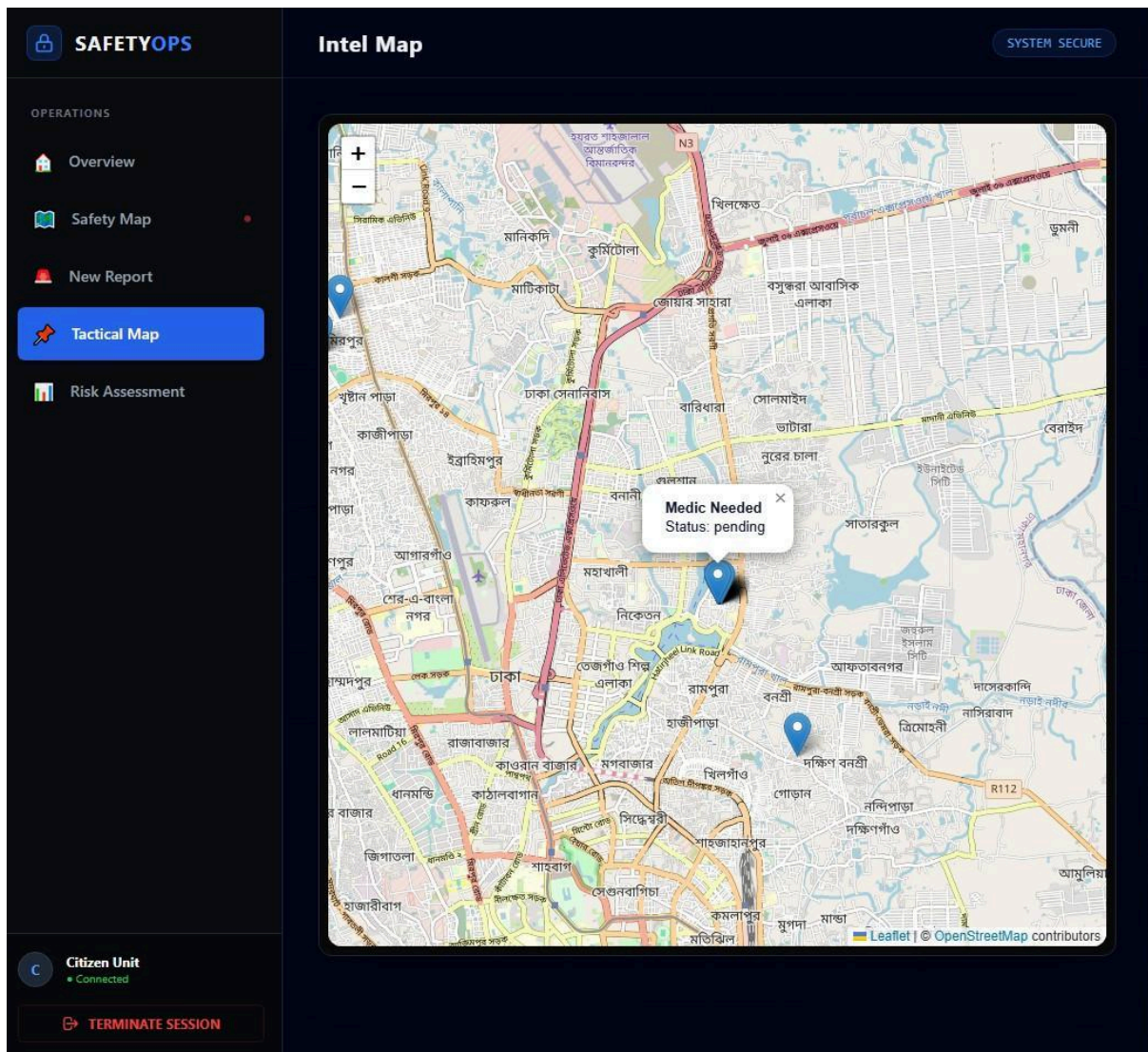
EMERGENCY

DISPATCHED

Fire at Badda at 9pm Save Us. Need Medics, Fire Units , Everything Please.

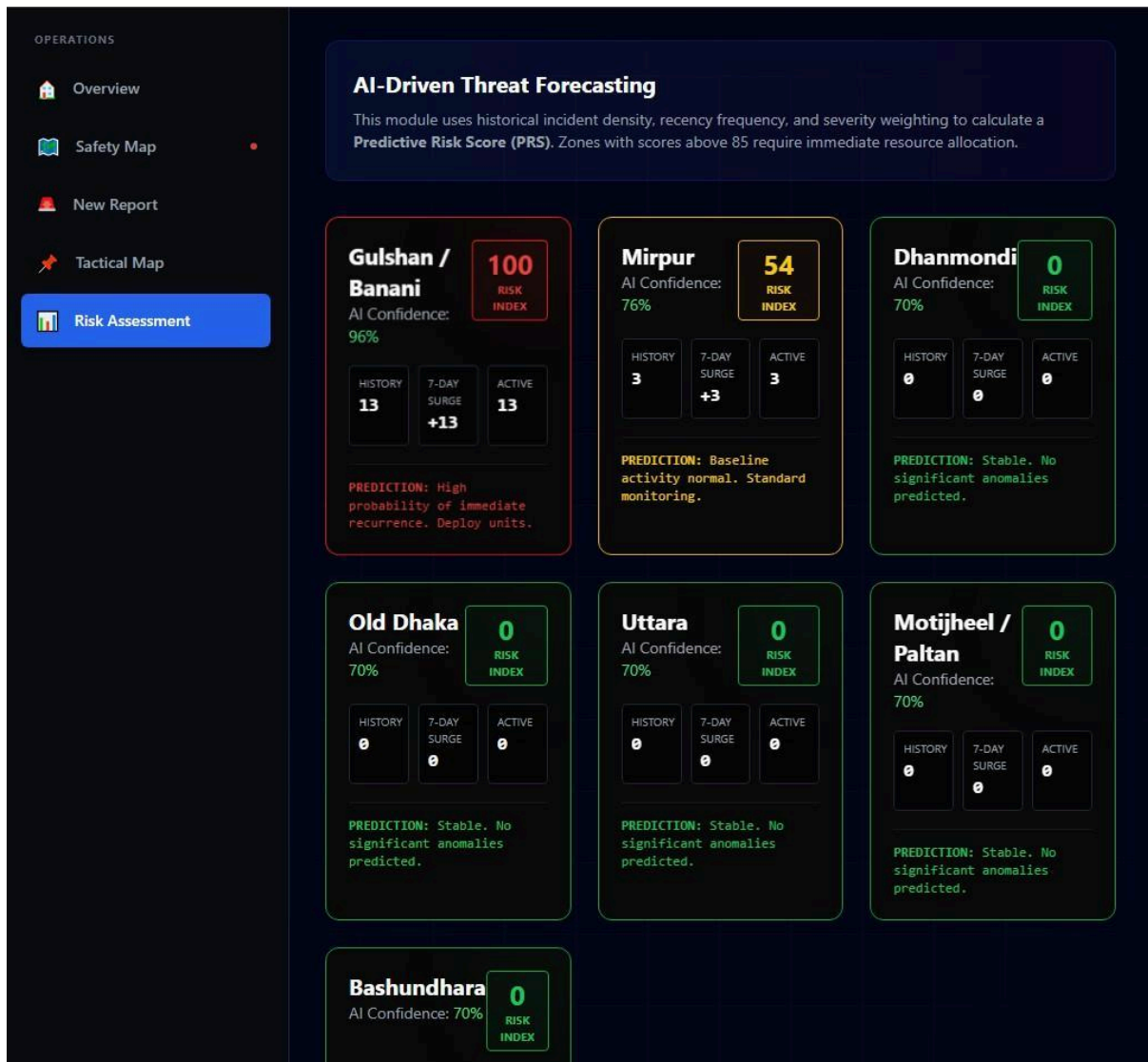
ID: #16 • 1/3/2026

OPEN COMMS



Scenario 9: Viewing the Safety Map and Risk Assessment Page (Heatmap & Risk Assessment)

- Description:** The citizen accesses the "Safety Map" to check neighborhood safety. The map visualizes historical data as a heatmap, showing high-risk zones in red and safe zones in green. Then the user opens the "Risk Assessment" page to know about the risk-index of certain locations.

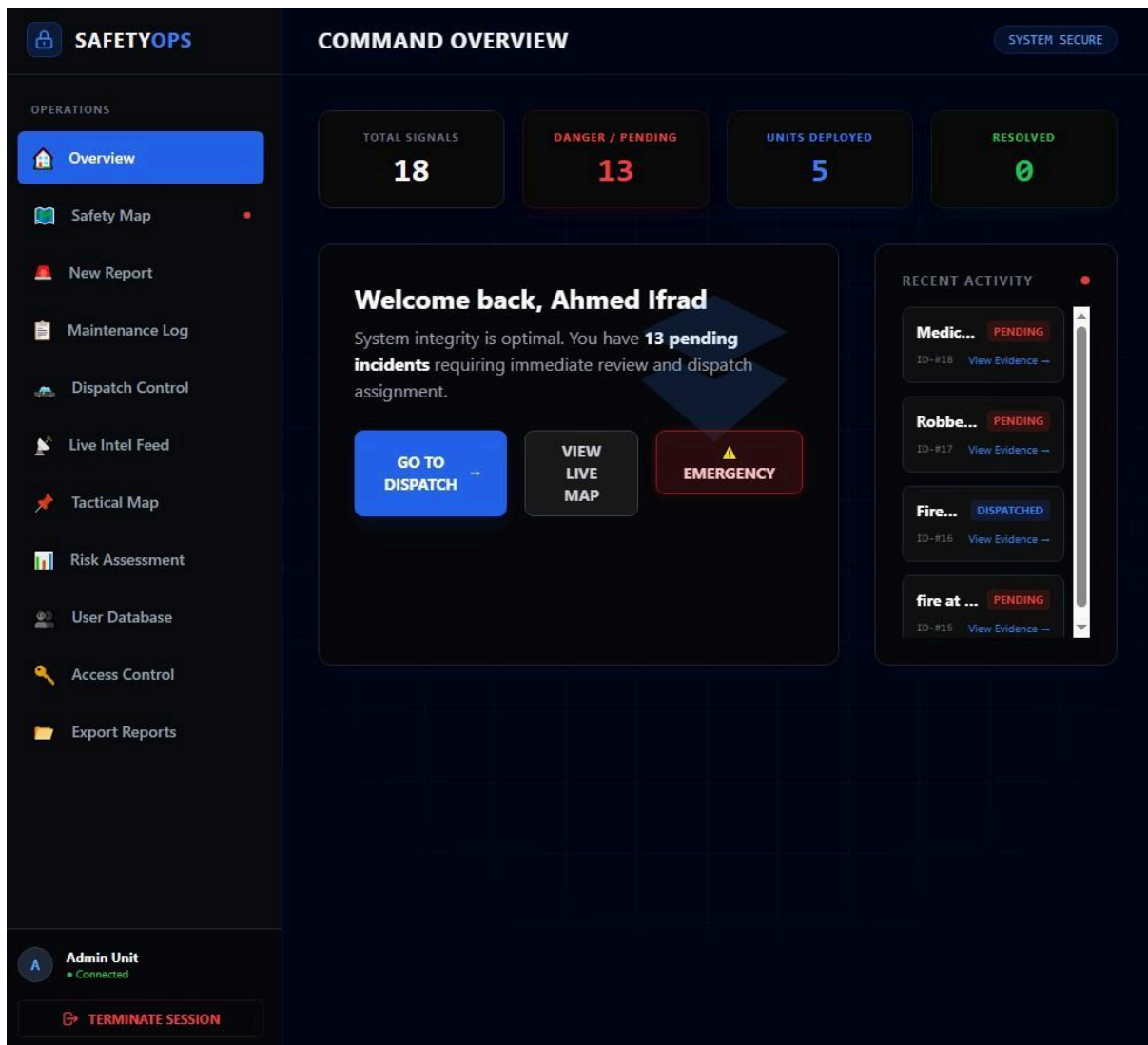


7.3 Admin Module (The Commander)

Scenario 10: Command Center

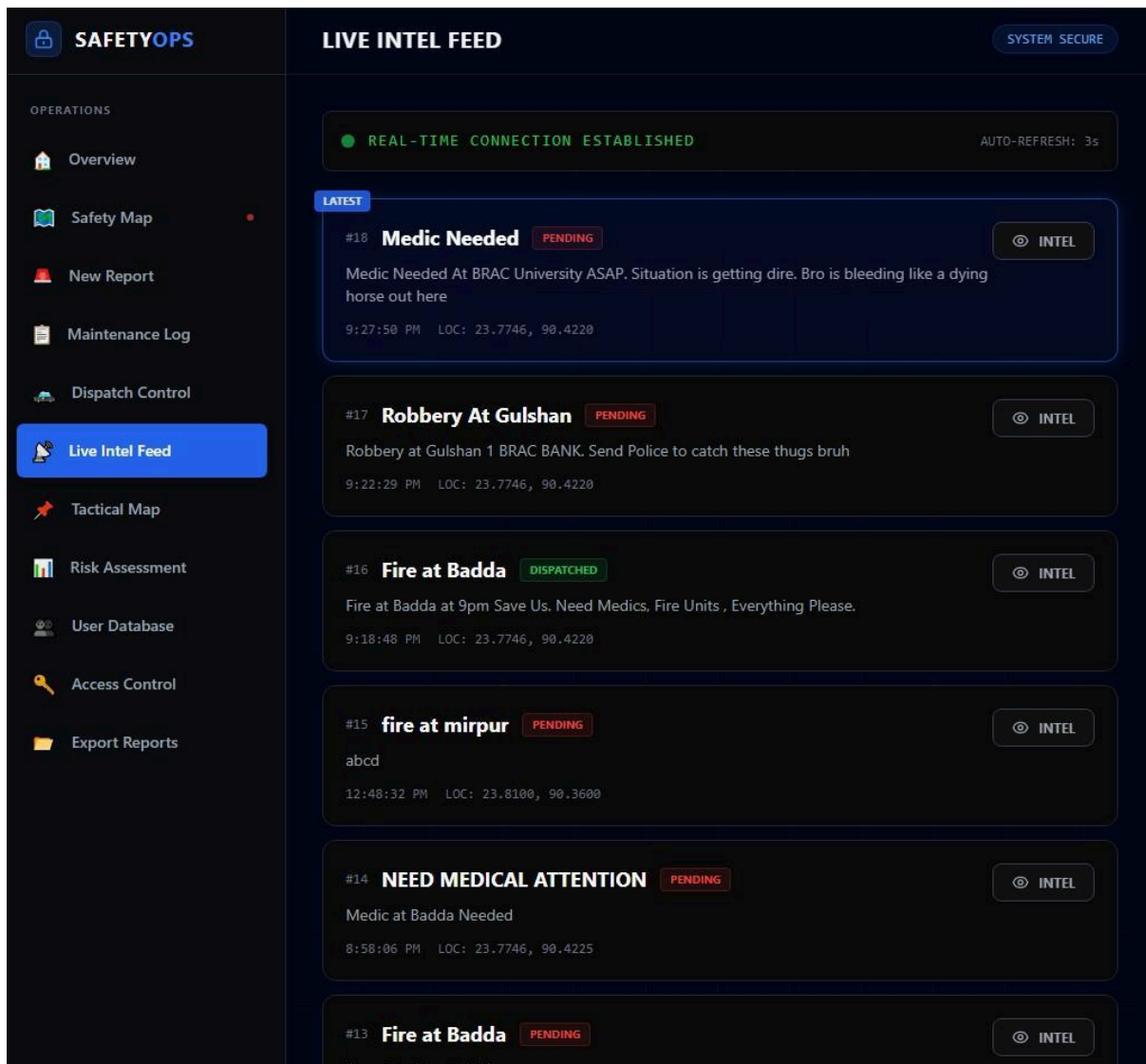
Dashboard

- **Description:** The Admin lands on the central Command Dashboard. This high-level view displays real-time statistics: Total Active Incidents, Available Units, and Today's Resolution Rate.



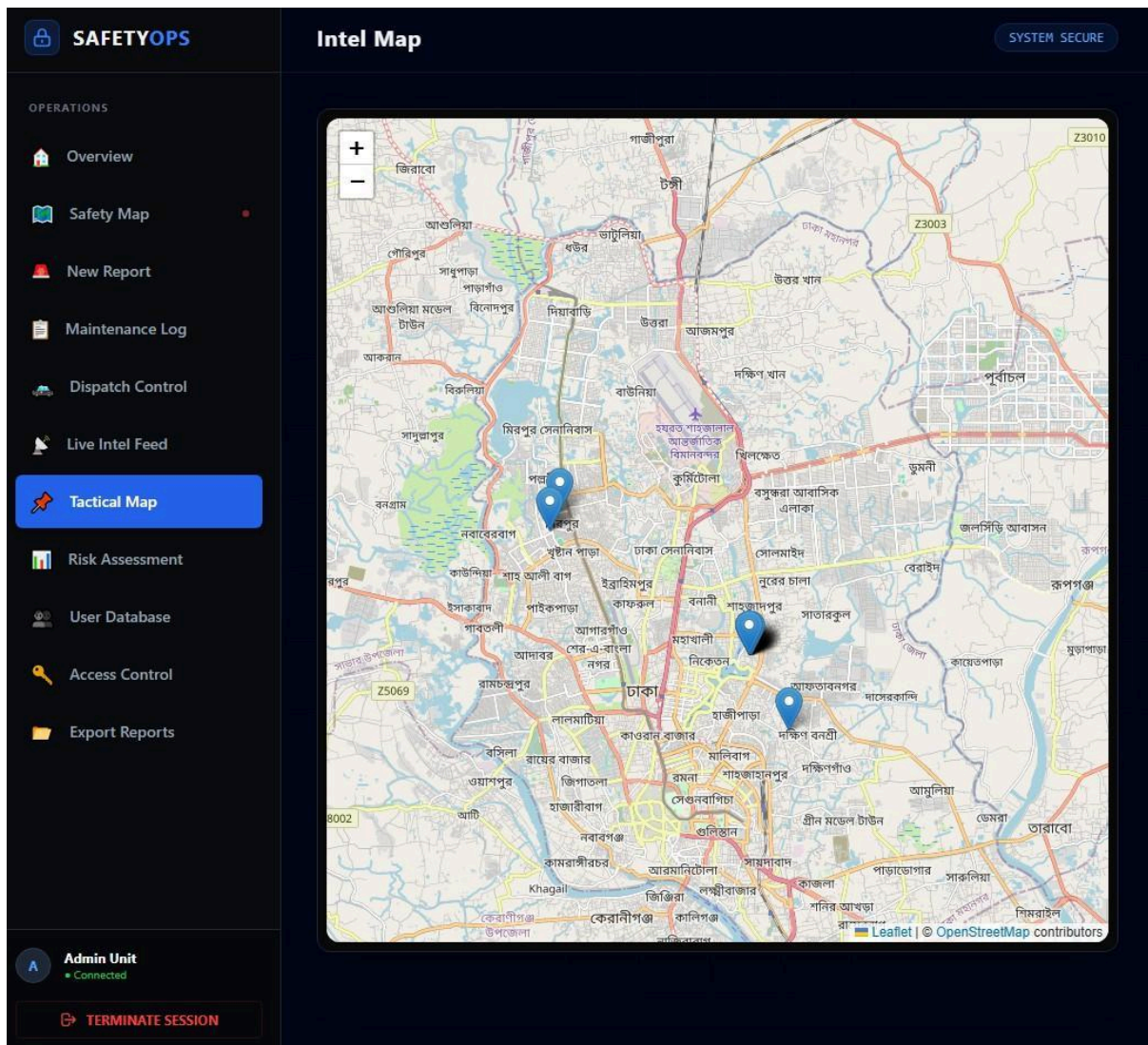
Scenario 11: Real-Time Incident Feed

- **Description:** The "Live Feed" panel updates instantly via Pusher (WebSockets). As soon as a Citizen submits a report, it appears at the top of this list with a "**LATEST**" tag, requiring no page refresh.



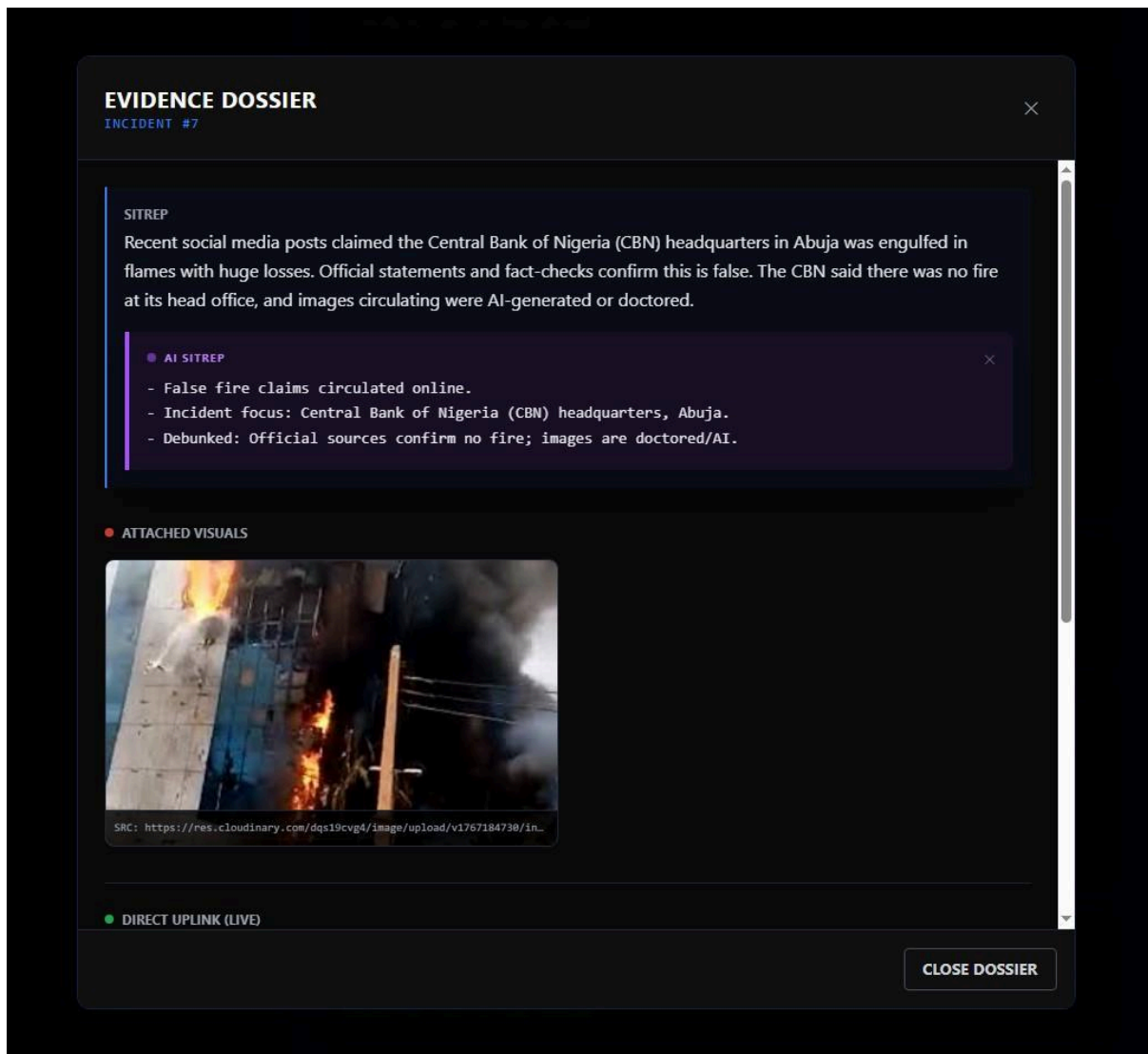
Scenario 12: Tactical Map Visualization

- **Description:** The Admin views the Tactical Map to see the exact locations of active incidents. Each incident is represented by a pin. Clicking a pin opens a popup with the Incident Title and Priority.



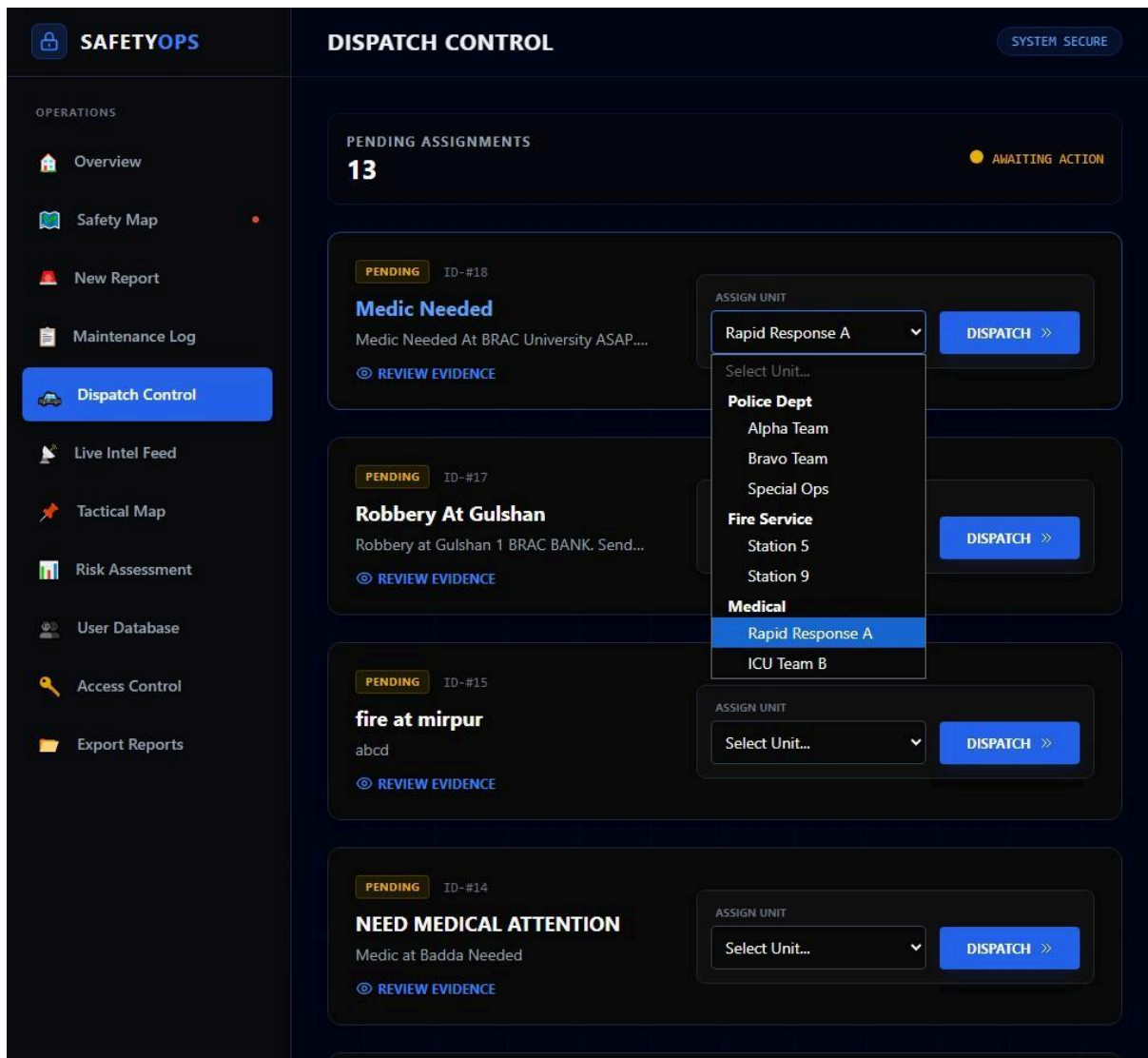
Scenario 13: AI Incident Summarization

- **Description:** For complex reports, the Admin clicks the "Summarize with AI" button. The system uses Gemini 2.5 Flash to analyze the citizen's description and returns a concise 3-bullet summary.



Scenario 14: Dispatching a Unit


- **Description:** The Admin opens a "Pending" incident. They select an available Agency (e.g., "Dhaka Fire Dept") and a specific Unit ID from the dropdown. Clicking "Dispatch" assigns the task.



Scenario 15: Triggering Disaster Mode

- **Description:** In a city-wide crisis, the Admin navigates to "Disaster Control." They type a broadcast message (e.g., "Flood Warning: Seek High Ground") and click "Broadcast." This triggers mass SMS and Push notifications.

[← RETURN TO COMMAND](#)

**EMERGENCY BROADCAST SYSTEM**

AUTHORIZED PERSONNEL ONLY • LEVEL 5 CLEARANCE

BROADCAST MESSAGE

EARTHQUAKE @6.3 SCALE. EVACUATE TALL BUILDINGS AND KEEP CALM :)

63/160 chars

INITIATE BROADCAST

Scenario 16: Multi-Agency Access Control

- **Description:** The Admin navigates to the "Access-Control" panel to organize the workforce. They can sign up worker units for emergency ops(Police,Medics & Fire units) and maintenance ops(Municipality Workers)

OPERATIONS

Overview

Safety Map

New Report

Maintenance Log

Dispatch Control

Live Intel Feed

Tactical Map

Risk Assessment

User Database

Access Control

Export Reports

Admin Unit

TERMINATE SESSION

Emergency Unit

Police, Fire, EMS (Official)

Municipality Unit

City Corp, Utilities (Official)

Deploy New Emergency Worker

ORGANIZATION

Police Dept

Fire Service

Medical Team

ASSIGN UNIT / DIVISION

Alpha Team

Motin Mia

motin@gmail.com

MOBILE (SMS ALERTS)

01793348786

AUTHORIZE EMERGENCY WORKER

Emergency Response Protocols

These units handle life-threatening incidents (Fire, Crime, Medical). They receive high-priority alerts with siren overrides.

- System Role: WORKER (Official)
- Access Level: READ_ONLY + STATUS_UPDATE
- Notification Channel: Push + SMS

OPERATIONS

Overview

Safety Map

New Report

Maintenance Log

Dispatch Control

Live Intel Feed

Tactical Map

Risk Assessment

User Database

Access Control

Export Reports

Admin Unit

TERMINATE SESSION

Emergency Unit

Police, Fire, EMS (Official)

Municipality Unit

City Corp, Utilities (Official)

Deploy New Municipality Worker

ORGANIZATION

City Corporation

WASA (Water)

Power Grid (DESCO)

ASSIGN UNIT / DIVISION

Road Maintenance

Motin Mia

motin@gmail.com

MOBILE (SMS ALERTS)

01793348786

AUTHORIZE MUNICIPALITY WORKER

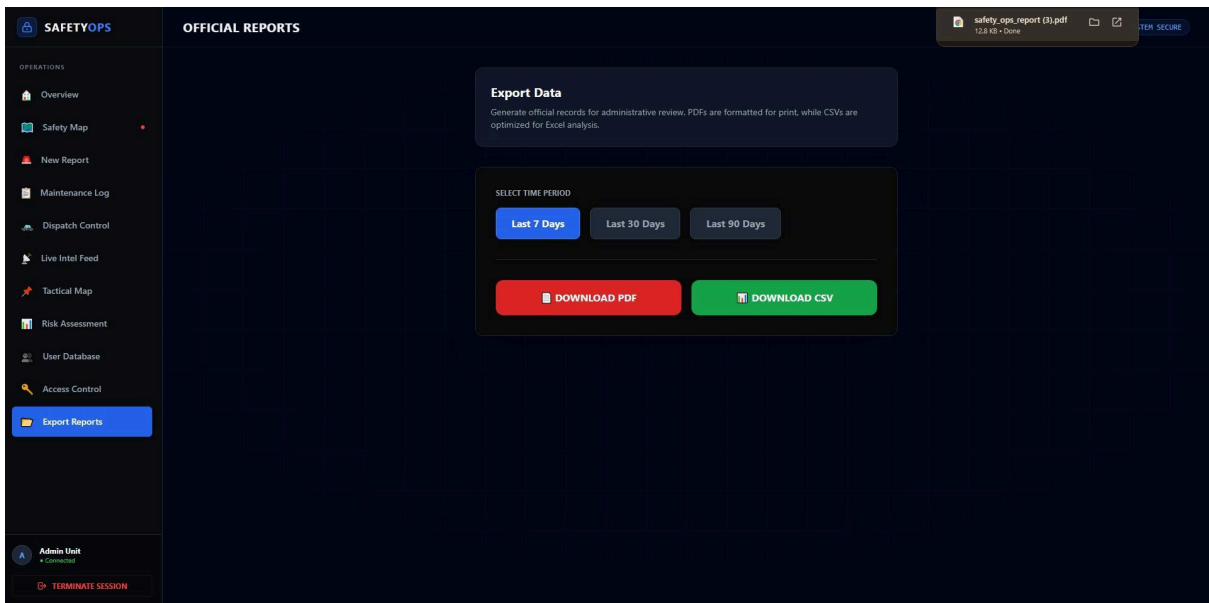
Infrastructure Maintenance Protocols

These units handle non-emergency infrastructure issues (Potholes, Utilities). They receive standard work orders.

- System Role: WORKER (Official)
- Access Level: READ_ONLY + STATUS_UPDATE
- Notification Channel: Push + SMS

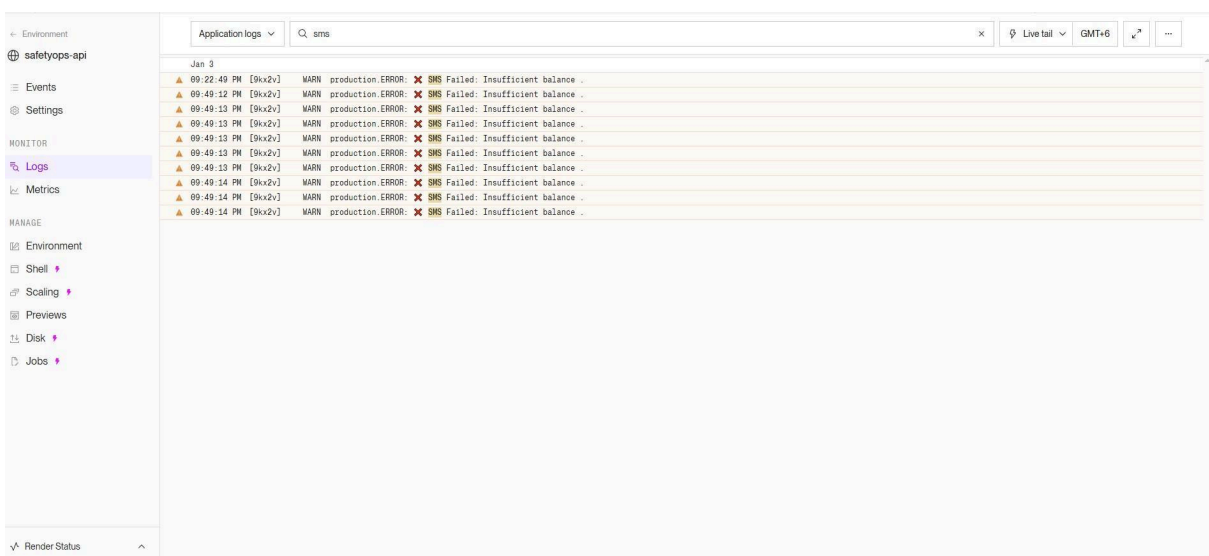
Scenario 17: Generating Performance Reports (Export)

- Description:** For auditing and performance reviews, the Admin accesses the "Analytics & Reports" section. They select a specific date range (e.g., "Last 30 Days") using the calendar picker. They click "Export CSV" or "Download PDF." The system aggregates all incident data—including response times, resolution rates, and incident types—into a downloadable file for offline analysis.



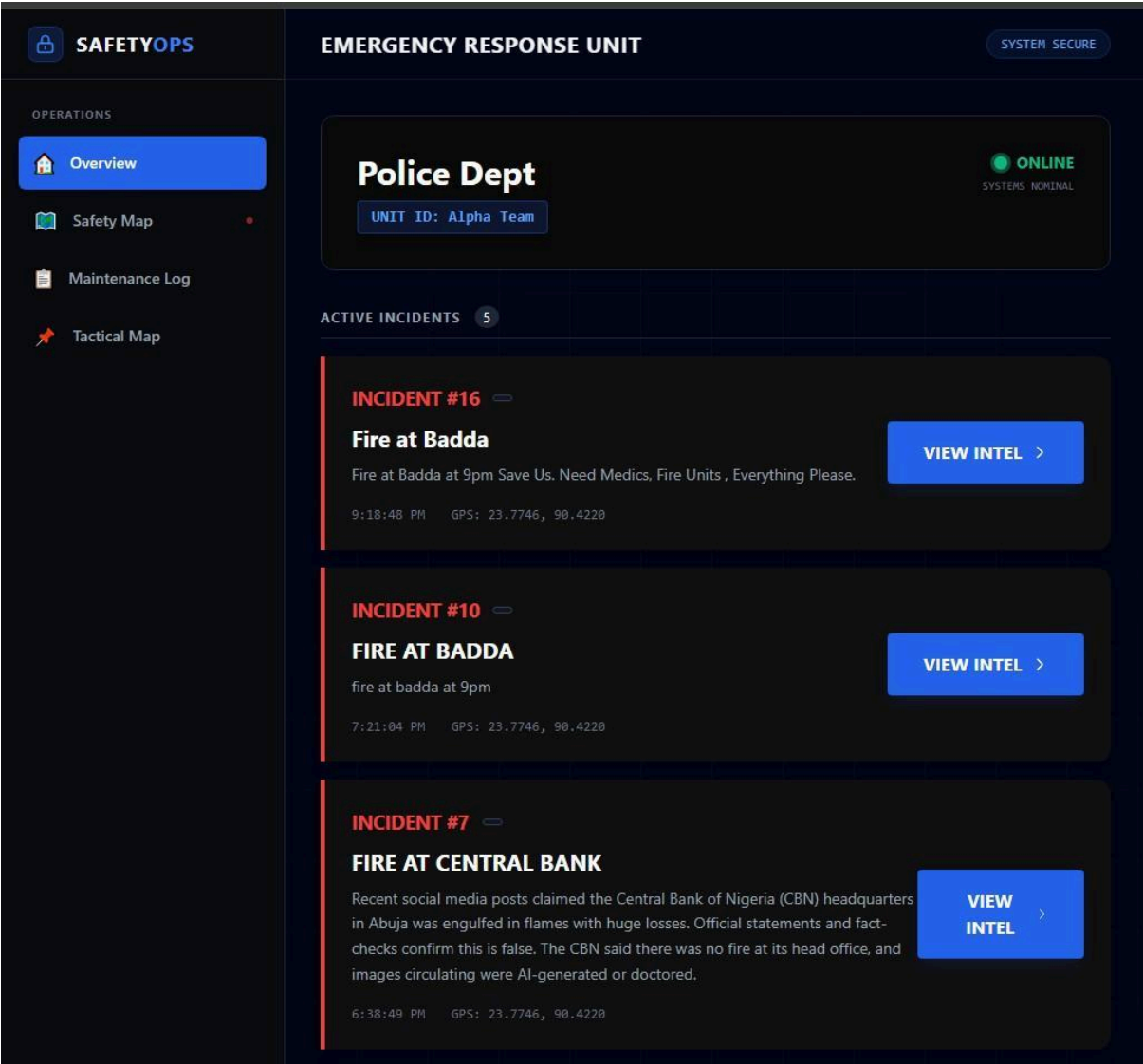
7.4 Worker/Responder Module (The Responder) Scenario 18: Receiving an SMS Alert

- Description:** Even when offline, the Worker receives an SMS on their mobile device via `sms.net.bd`. The message contains the Incident Type, Location, and Urgency.



Scenario 19: Mission Dashboard

- **Description:** The Worker logs in to see their "Mission Dashboard." It filters out all other reports and *only* shows the specific tasks assigned to them by the Admin.



Scenario 20: Updating Incident Resolution

- **Description:** Once the task is complete, the Worker clicks "Update Status" and selects "Resolved." This immediately updates the Citizen's view and archives the incident in the Admin panel.

SAFETYOPS

OPERATIONS

Overview

Safety Map

Maintenance Log

Tactical Map

OFFICIAL MAINTENANCE LOG




safety-ops.vercel.app says
Ticket marked as resolved

OK

Infrastructure Issues

Real-time log of citizen-reported hazards.

12 TOTAL TICKETS

ID	ISSUE DETAILS	CATEGORY	LOCATION	EVIDENCE	STATUS	ACTIONS
#12	Broken Streetlight Some things have broken a streetlig...	Electric	23.7746, 98.4228		OPEN	MARK FIXED
#11	broken streetlight xyz	Road	23.7618, 98.4357		OPEN	MARK FIXED
#10	broken pipeline broken pipeline near tv center	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#9	broken waterpipe broken waterpipe	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#8	water prb water prb	Road	23.7611, 98.4355		RESOLVED	
#7	broken pipeline broken pipeline in rampura tv center	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#6	broken pipe broken pipe	Road	23.7724, 98.4228	No Photo	RESOLVED	
#5	broken pipeline broken pipeline	Road	23.7724, 98.4228	No Photo	RESOLVED	
#4	broken pipeline pipeline broken near rampura tv ce...	Sewage	23.7724, 98.4228	No Photo	RESOLVED	

SAFETYOPS

OPERATIONS

Overview

Safety Map

Maintenance Log




Tactical Map

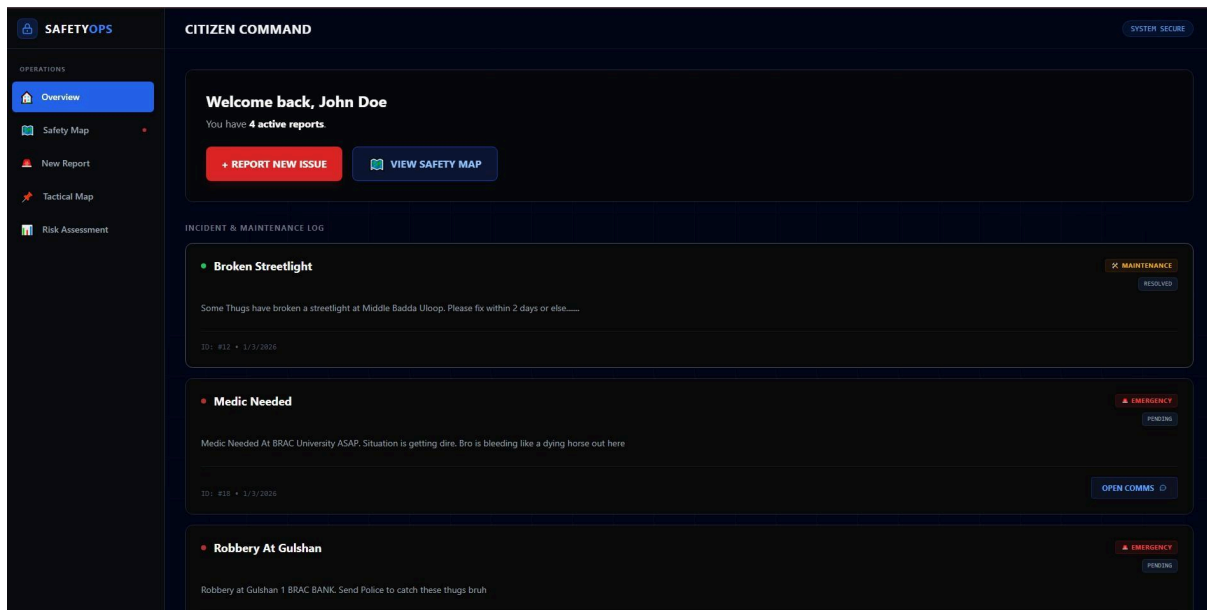
OFFICIAL MAINTENANCE LOG

12 TOTAL TICKETS

Infrastructure Issues

Real-time log of citizen-reported hazards.

ID	ISSUE DETAILS	CATEGORY	LOCATION	EVIDENCE	STATUS	ACTIONS
#12	Broken Streetlight Some things have broken a streetlig...	Electric	23.7746, 98.4228		RESOLVED	
#11	broken streetlight xyz	Road	23.7618, 98.4357		OPEN	MARK FIXED
#10	broken pipeline broken pipeline near tv center	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#9	broken waterpipe broken waterpipe	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#8	water prb water prb	Road	23.7611, 98.4355		RESOLVED	
#7	broken pipeline broken pipeline in rampura tv center	Sewage	23.7724, 98.4228	No Photo	RESOLVED	
#6	broken pipe broken pipe	Road	23.7724, 98.4228	No Photo	RESOLVED	
#5	broken pipeline broken pipeline	Road	23.7724, 98.4228	No Photo	RESOLVED	
#4	broken pipeline pipeline broken near rampura tv ce...	Sewage	23.7724, 98.4228	No Photo	RESOLVED	



7.5 Notifications & Settings

Scenario 21: Push

Notifications

- **Description:** A Worker receives a browser/mobile push notification when their agency is assigned an incident to work with.

