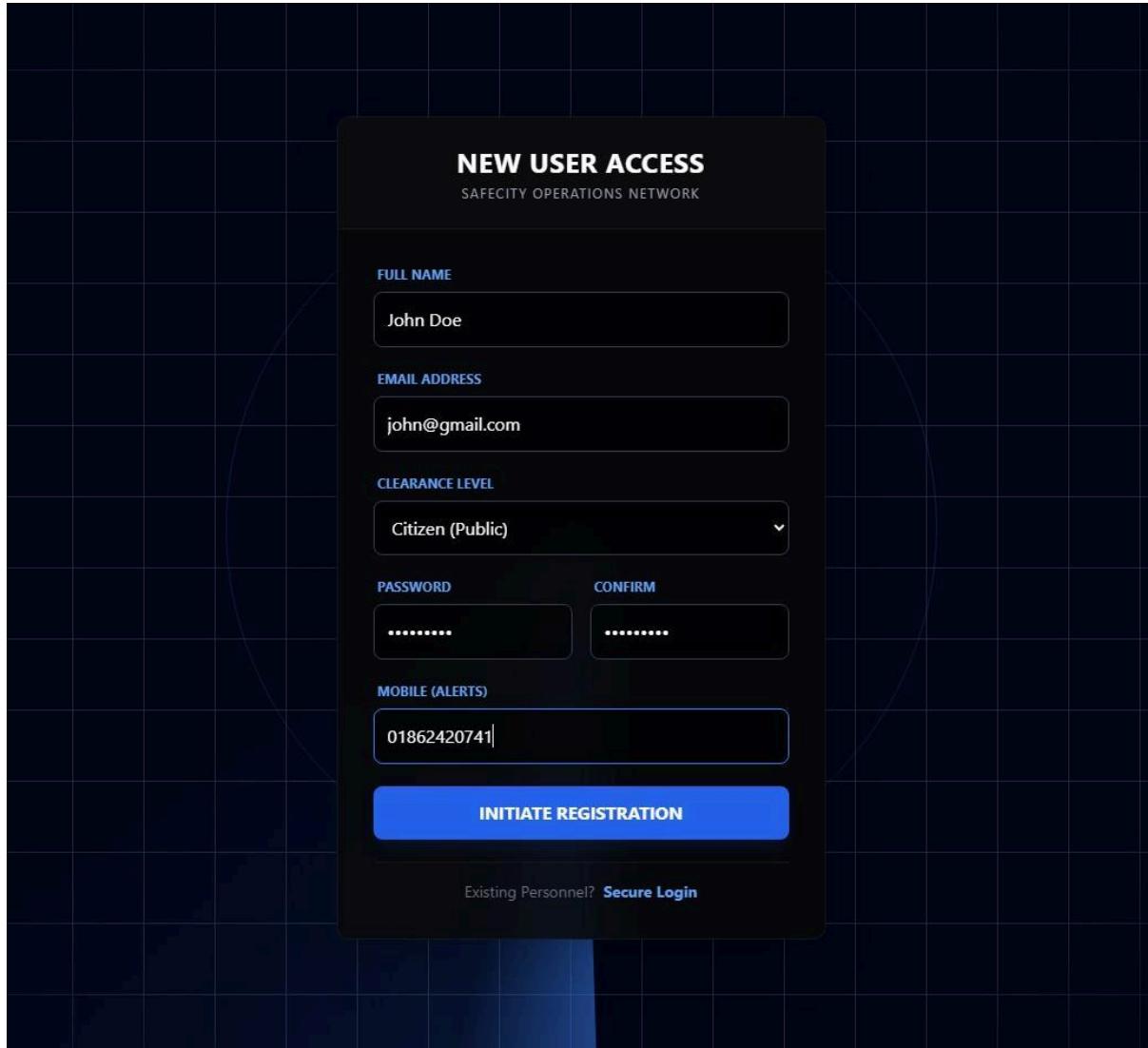


7. User Manual

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).

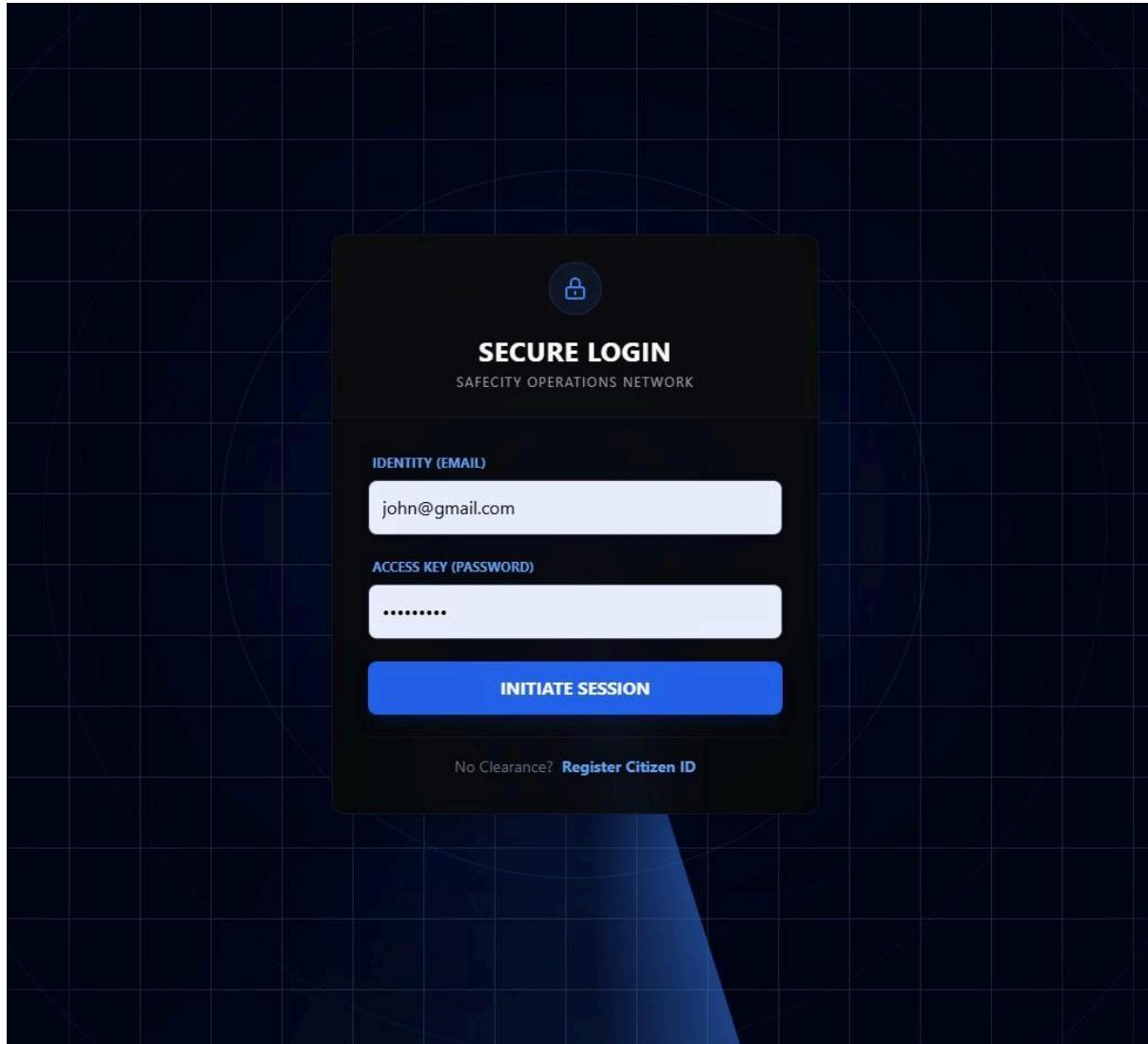
7.1 Authentication & Onboarding (All Roles) Scenario 1: Citizen Registration

- **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.



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

.....

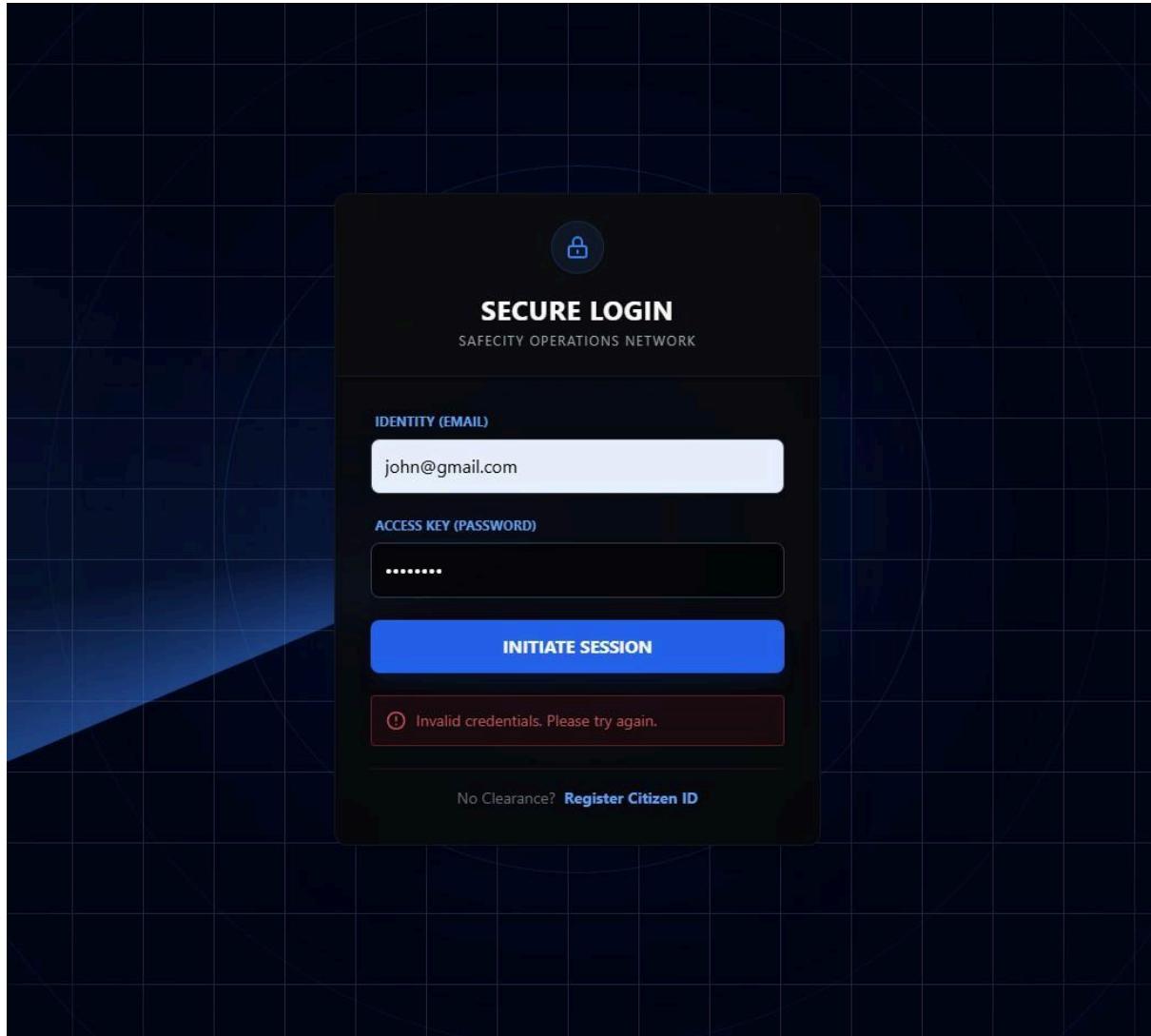
MOBILE (ALERTS)

01862420741

INITIATE REGISTRATION

! Registration Failed.

Existing Personnel? [Secure Login](#)

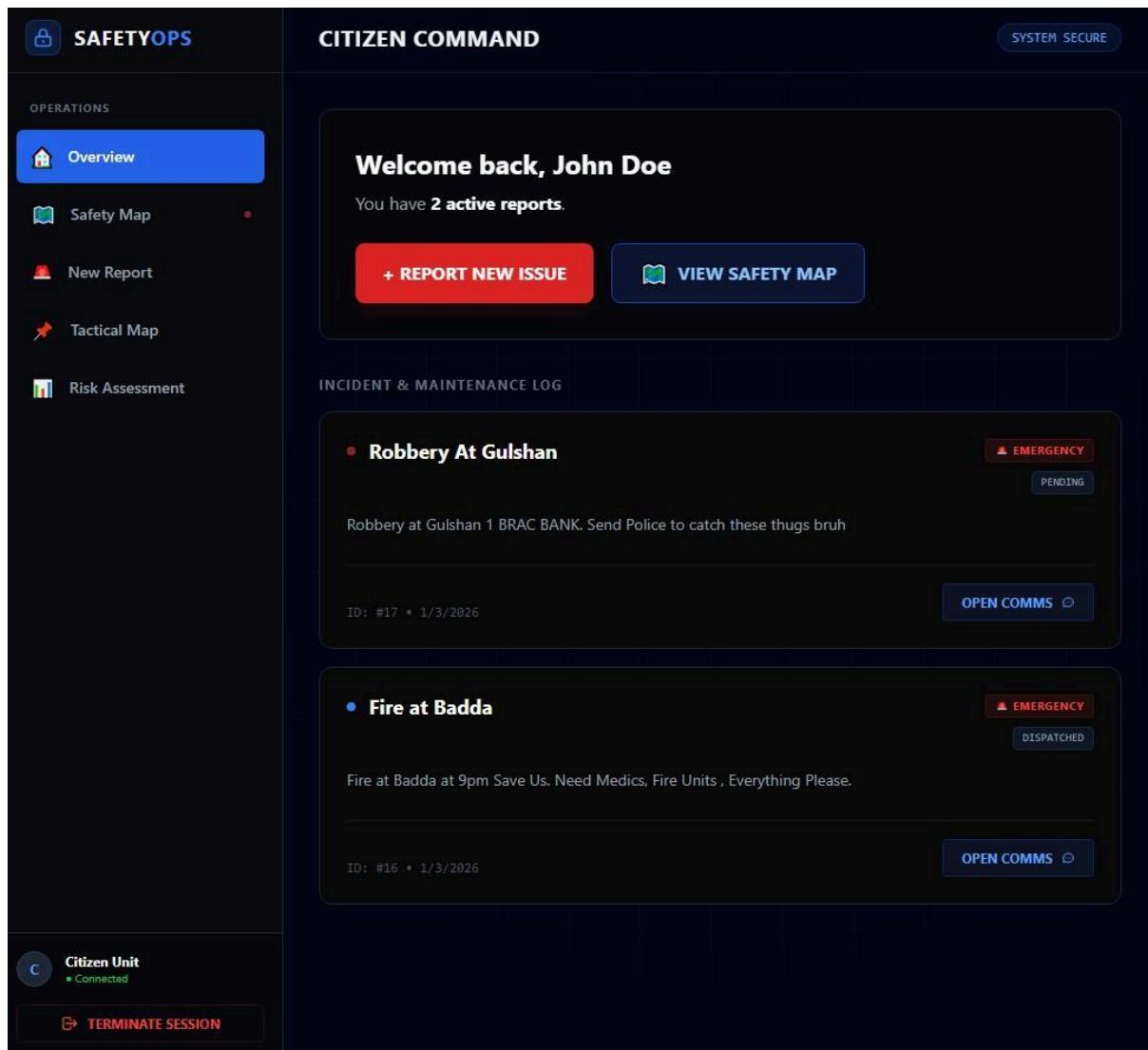


7.2 Citizen Module (The Reporter)

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.

The screenshot shows the SAFETYOPS REPORT CENTER interface. At the top, there's a navigation bar with 'SAFETYOPS' on the left, a 'SYSTEM SECURE' status indicator on the right, and tabs for 'EMERGENCY' (highlighted in red) and 'NON-EMERGENCY'. Below this is a large central form area.

IMMEDIATE ASSISTANCE
Use this for life-threatening situations only.

SUBJECT: Medic Needed

INCIDENT TYPE: Medical Emergency

GPS LOCATION: GPS Locked (checkbox checked)

EVIDENCE / PHOTO: Choose File original.jpg

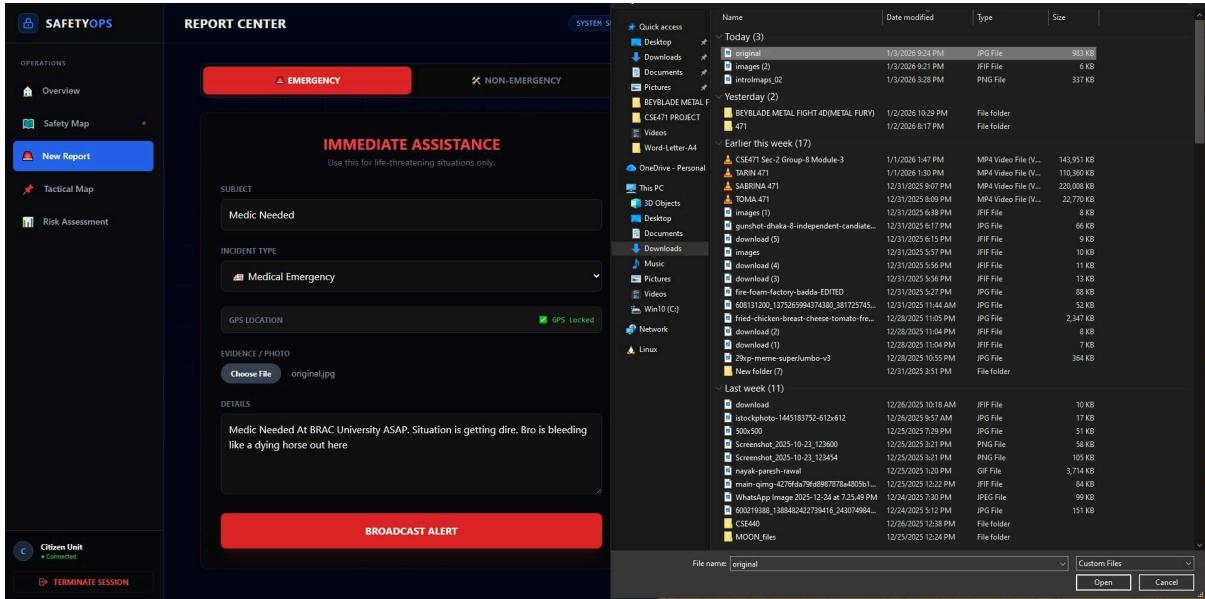
DETAILS: Medic Needed At BRAC University ASAP. Situation is getting dire. Bro is bleeding like a dying horse out here

BROADCAST ALERT

On the left sidebar, under 'OPERATIONS', the 'New Report' button is highlighted in blue. Other options include 'Overview', 'Safety Map', 'Tactical Map', and 'Risk Assessment'. A 'Citizen Unit' section shows one unit connected. At the bottom of the sidebar is a 'TERMINATE SESSION' button.

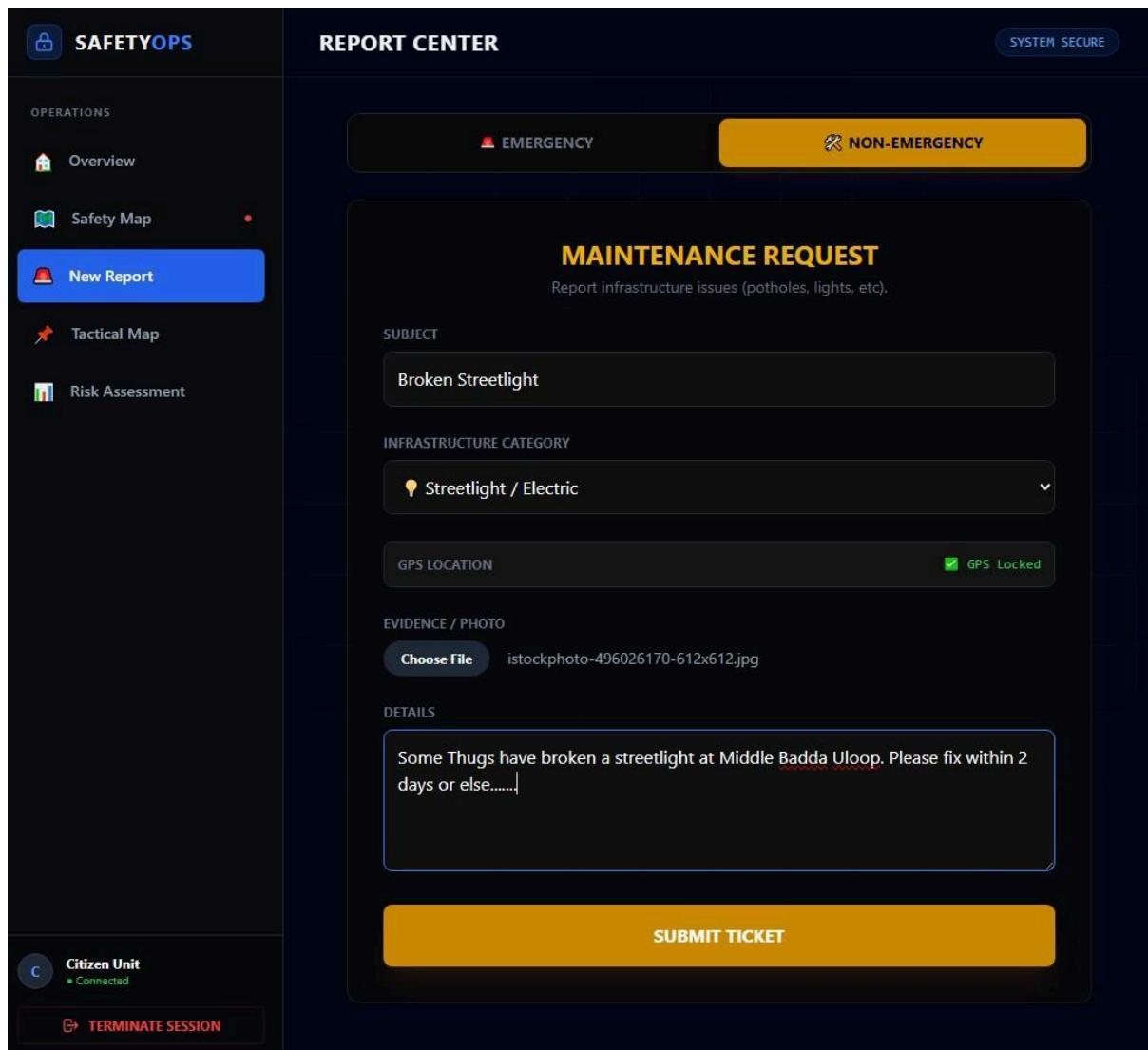
Scenario 6: Multimedia Evidence Upload

- **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.



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.

• **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

• **Robbery At Gulshan**

⚠ EMERGENCY
PENDING

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

ID: #17 • 1/3/2026

• **Fire at Badda**

⚠ EMERGENCY
DISPATCHED

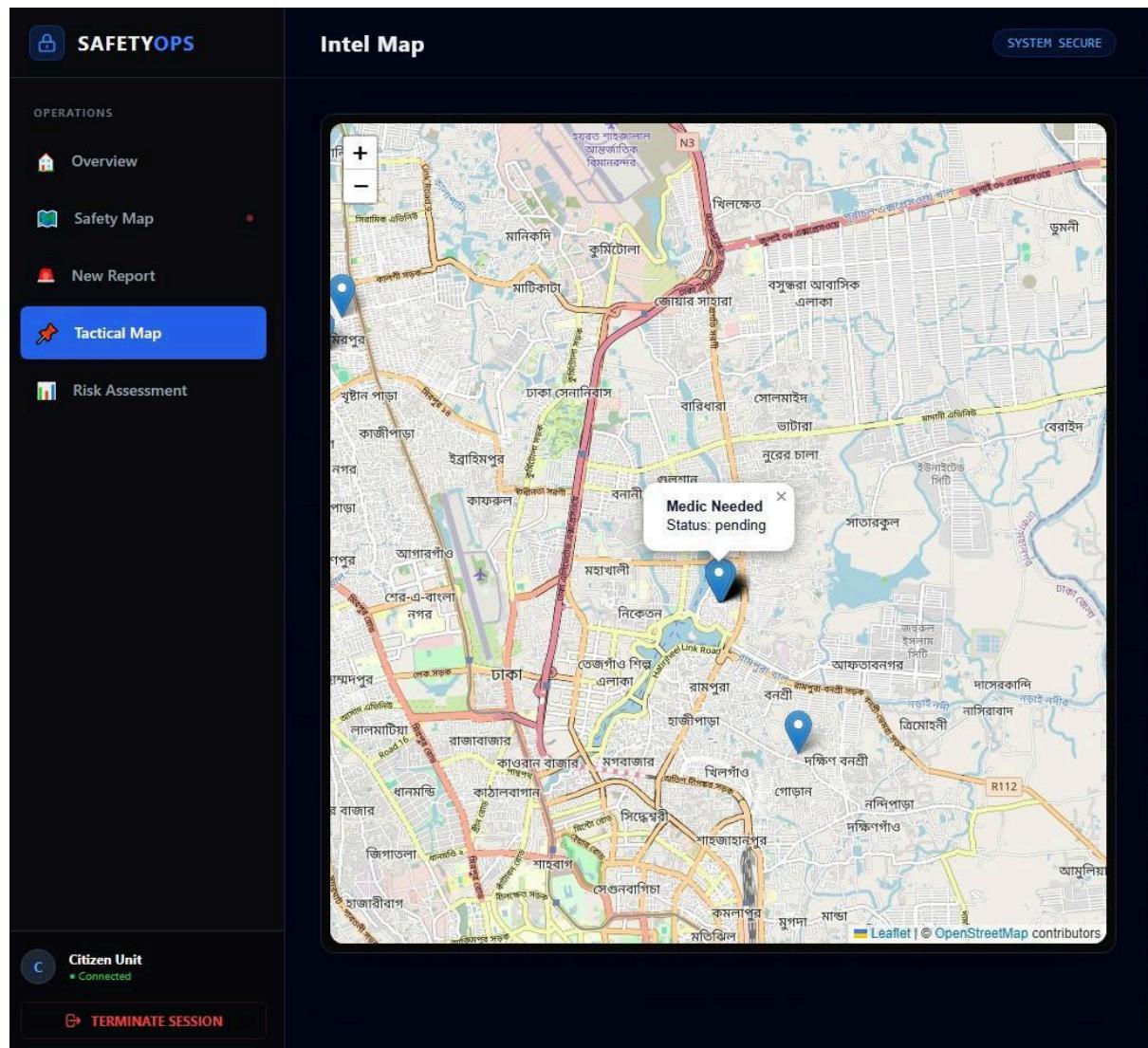
Fire at Badda at 9pm Save Us. Need Medics, Fire Units , Everything Please.

ID: #16 • 1/3/2026

OPEN COMMS

C **Citizen Unit**
Connected

TERMINATE SESSION



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.

SAFETYOPS

OPERATIONS

- Overview
- Safety Map
- New Report
- Tactical Map
- Risk Assessment

Citizen Unit Connected

TERMINATE SESSION

SYSTEM SECURE

COMMUNITY SAFETY MAP

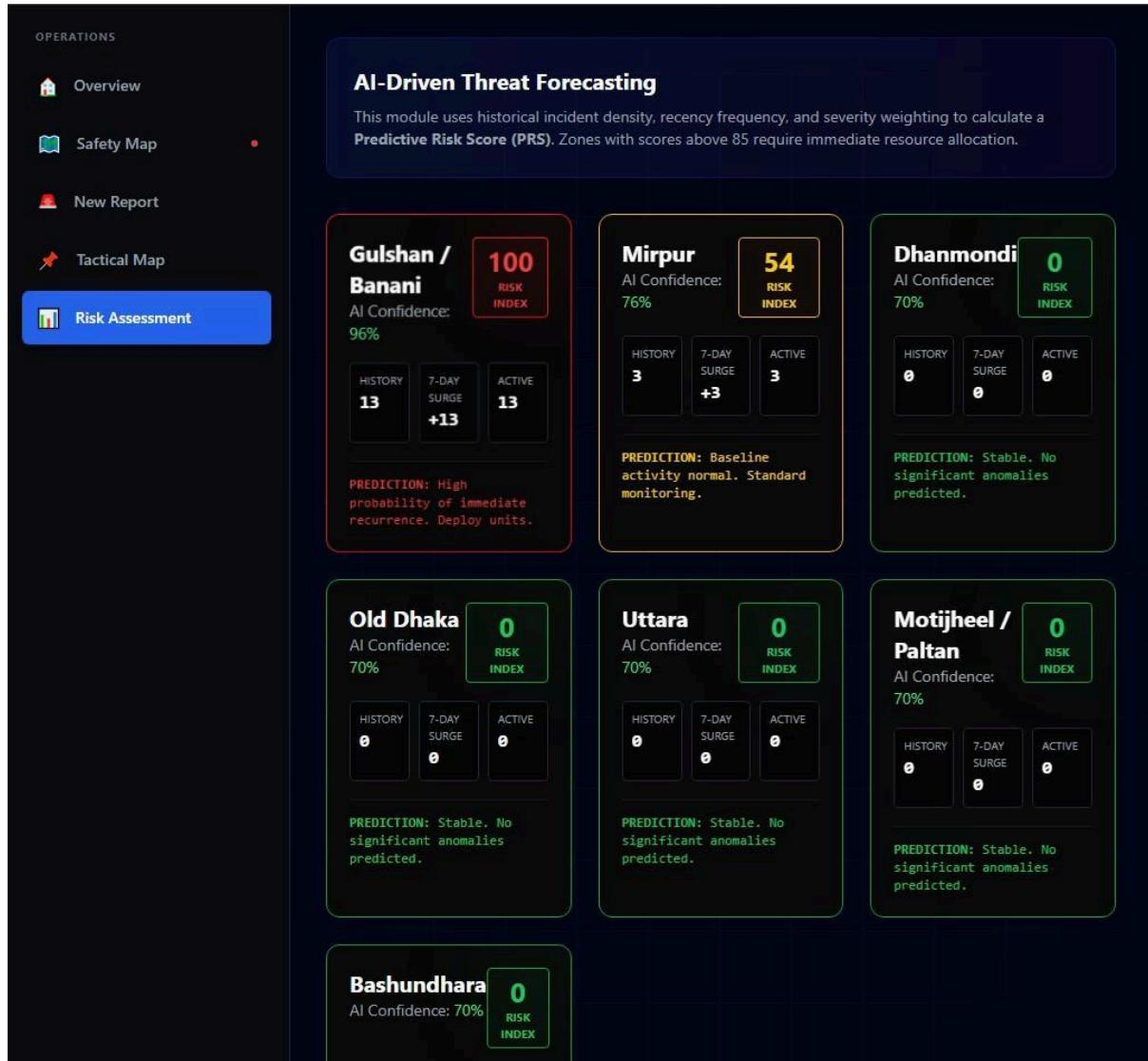
Threat Density

Visualizing historical emergency data to identify high-risk zones.

● High Conflict Zone
● Low Activity / Safe

◀ DASHBOARD

Leaflet | © OpenStreetMap

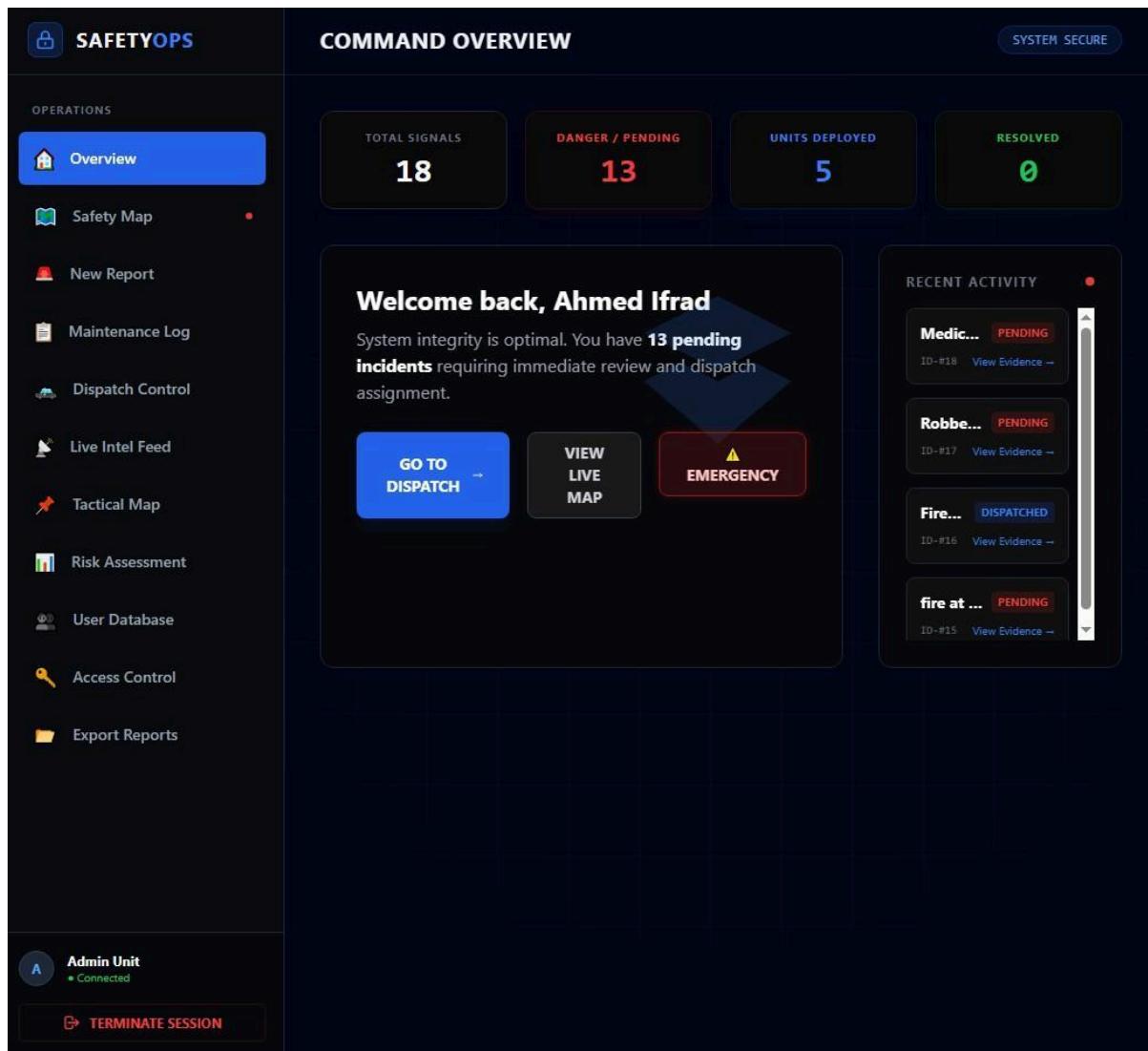


7.3 Admin Module (The Commander)

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.

LIVE INTEL FEED

REAL-TIME CONNECTION ESTABLISHED

AUTO-REFRESH: 3s

LATEST

#18 **Medic Needed** PENDING

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

9:27:50 PM LOC: 23.7746, 90.4220

INTEL

#17 **Robbery At Gulshan** PENDING

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

9:22:29 PM LOC: 23.7746, 90.4220

INTEL

#16 **Fire at Badda** DISPATCHED

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

9:18:48 PM LOC: 23.7746, 90.4220

INTEL

#15 **fire at mirpur** PENDING

abcd

12:48:32 PM LOC: 23.8100, 90.3600

INTEL

#14 **NEED MEDICAL ATTENTION** PENDING

Medic at Badda Needed

8:58:06 PM LOC: 23.7746, 90.4225

INTEL

#13 **Fire at Badda** PENDING

Fire at Badda at 9AM

INTEL

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.

EVIDENCE DOSSIER

INCIDENT #7

SITREP

Recent social media posts claimed the Central Bank of Nigeria (CBN) headquarters in Abuja was engulfed in flames with huge losses. Official statements and fact-checks confirm this is false. The CBN said there was no fire at its head office, and images circulating were AI-generated or doctored.

● AI SITREP

- False fire claims circulated online.
- Incident focus: Central Bank of Nigeria (CBN) headquarters, Abuja.
- Debunked: Official sources confirm no fire; images are doctored/AI.

● ATTACHED VISUALS



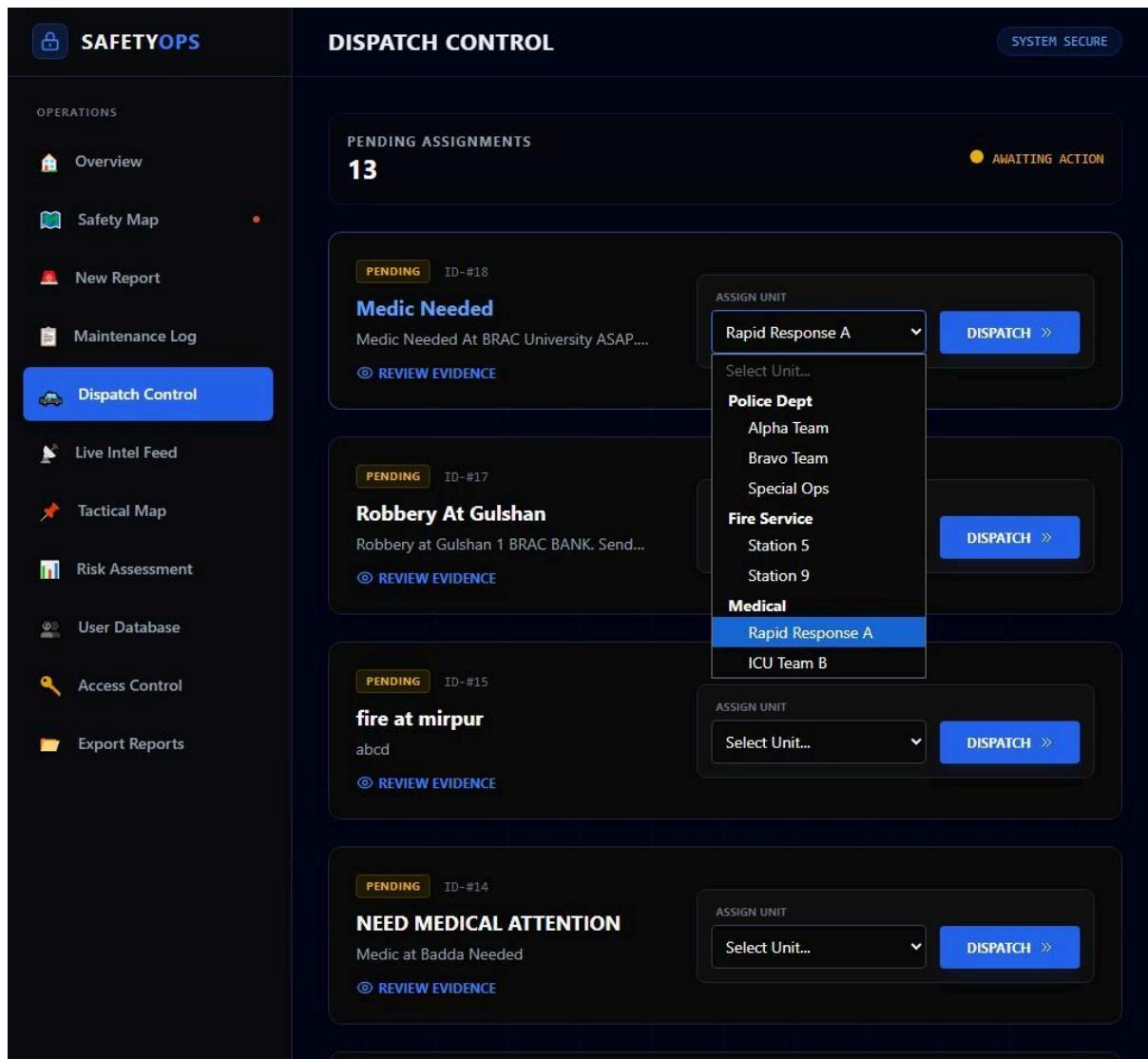
SRC: https://res.cloudinary.com/dqs19cv4/image/upload/v1767184730/in_

● DIRECT UPLINK (LIVE)

CLOSE DOSSIER

Scenario 14: Dispatching a Unit

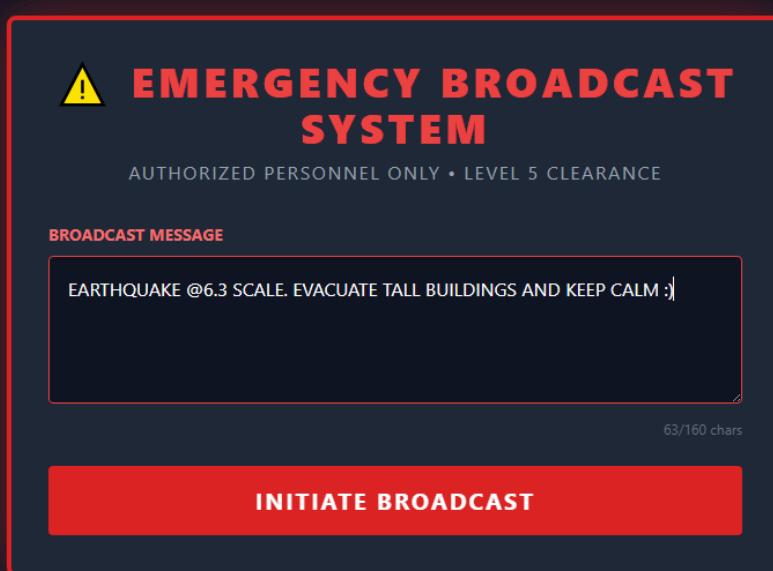
- **Description:** The Admin opens a "Pending" incident. They select an available Agency (e.g., "Dhaka Fire Dept") and a specific Unit ID from the dropdown. Clicking "Dispatch" assigns the task.



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](#)



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)

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 Unit
Police, Fire, EMS (Official)

Municipality Unit
City Corp, Utilities (Official)

Deploy New Municipality Worker

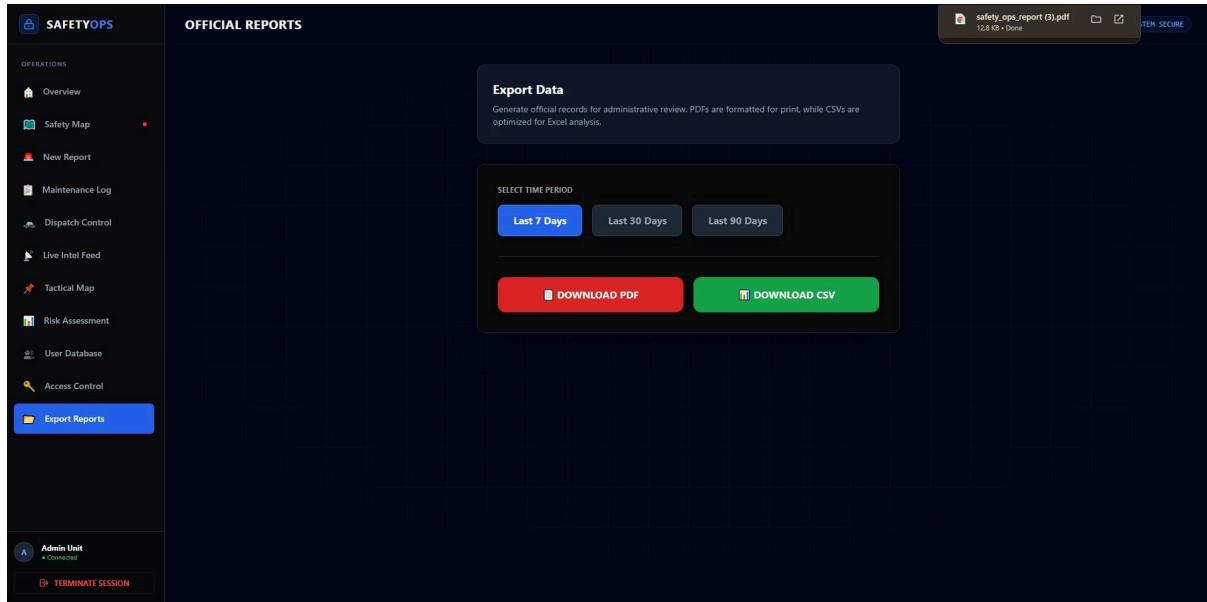
ORGANIZATION
City Corporation ✓
WASA (Water)
Power Grid (DESCO)

ASSIGN UNIT / DIVISION
Road Maintenance
Motin Mia
motin@gmail.com
MOBILE (SMS ALERTS)
01793348786
.....

AUTHORIZE MUNICIPALITY WORKER

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.

Application logs ▾ X ⌂ Live tail ▾ GMT+6 ⌂ ...

Jan 3

▲	09:49:49 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:12 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:13 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:14 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:14 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .
▲	09:49:14 PM [0kx2v]	MARN production.ERROR: ✘ SMS Failed: Insufficient balance .

Render Status ▾ ^

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.

The screenshot displays the SafetyOps Mission Dashboard. At the top left is the 'SAFETYOPS' logo with a lock icon. To its right is the 'EMERGENCY RESPONSE UNIT' title and a 'SYSTEM SECURE' status indicator. On the far right is a green circular 'ONLINE' status with 'SYSTEMS NOMINAL' text below it. The left sidebar, titled 'OPERATIONS', contains four menu items: 'Overview' (highlighted in blue), 'Safety Map', 'Maintenance Log', and 'Tactical Map'. The main content area is titled 'Police Dept' and shows 'UNIT ID: Alpha Team'. Below this, there is a section for 'ACTIVE INCIDENTS' with a count of 5. Three incidents are listed: 1. 'INCIDENT #16 - Fire at Badda': Description: 'Fire at Badda at 9pm Save Us. Need Medics, Fire Units , Everything Please.' Time: '9:18:48 PM' GPS: '23.7746, 90.4220'. A 'VIEW INTEL >' button is present. 2. 'INCIDENT #10 - FIRE AT BADDA': Description: 'fire at badda at 9pm' Time: '7:21:04 PM' GPS: '23.7746, 90.4220'. A 'VIEW INTEL >' button is present. 3. 'INCIDENT #7 - FIRE AT CENTRAL BANK': Description: 'Recent social media posts claimed the Central Bank of Nigeria (CBN) headquarters in Abuja was engulfed in flames with huge losses. Official statements and fact-checks confirm this is false. The CBN said there was no fire at its head office, and images circulating were AI-generated or doctored.' Time: '6:38:49 PM' GPS: '23.7746, 90.4220'. A 'VIEW INTEL >' button is present.

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

OFFICIAL MAINTENANCE LOG

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

OK

12 TOTAL TICKETS

SYSTEM SECURE

Infrastructure Issues
Real-time log of citizen-reported hazards.

ID	ISSUE DETAILS	CATEGORY	LOCATION	EVIDENCE	STATUS	ACTIONS
#12	Broken Streetlight Some Thugs have broken a streetlig...	Electric	23.7746, 90.4220		OPEN	<button>MARK FIXED</button>
#11	broken streetlight xyz	Road	23.7618, 90.4357		OPEN	<button>MARK FIXED</button>
#10	broken pipeline broken pipeline near tv center	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#9	broken waterpipe broken waterpipe	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#8	water prb water prb	Road	23.7611, 90.4355		RESOLVED	
#7	broken pipeline broken pipeline in rampura tv center	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#6	broken pipe broken pipe	Road	23.7724, 90.4220	No Photo	RESOLVED	
#5	broken pipeline broken pipeline	Road	23.7724, 90.4220	No Photo	RESOLVED	
#4	broken pipeline pipeline broken near rampura tv ce...	Sewage	23.7724, 90.4220	No Photo	RESOLVED	

SAFETYOPS

OFFICIAL MAINTENANCE LOG

12 TOTAL TICKETS

SYSTEM SECURE

Infrastructure Issues
Real-time log of citizen-reported hazards.

ID	ISSUE DETAILS	CATEGORY	LOCATION	EVIDENCE	STATUS	ACTIONS
#12	Broken Streetlight Some Thugs have broken a streetlig...	Electric	23.7746, 90.4220		RESOLVED	
#11	broken streetlight xyz	Road	23.7618, 90.4357		OPEN	<button>MARK FIXED</button>
#10	broken pipeline broken pipeline near tv center	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#9	broken waterpipe broken waterpipe	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#8	water prb water prb	Road	23.7611, 90.4355		RESOLVED	
#7	broken pipeline broken pipeline in rampura tv center	Sewage	23.7724, 90.4220	No Photo	RESOLVED	
#6	broken pipe broken pipe	Road	23.7724, 90.4220	No Photo	RESOLVED	
#5	broken pipeline broken pipeline	Road	23.7724, 90.4220	No Photo	RESOLVED	
#4	broken pipeline pipeline broken near rampura tv ce...	Sewage	23.7724, 90.4220	No Photo	RESOLVED	

The screenshot shows the SAFETYOPS Citizen Command interface. At the top, there's a navigation bar with 'SAFETYOPS' and 'CITIZEN COMMAND'. A 'SYSTEM SECURE' status indicator is in the top right. On the left, a sidebar titled 'OPERATIONS' includes links for 'Overview' (highlighted in blue), 'Safety Map', 'New Report', 'Tactical Map', and 'Risk Assessment'. The main content area starts with a 'Welcome back, John Doe' message and a note about 4 active reports. It features a red button for '+ REPORT NEW ISSUE' and a blue button for 'VIEW SAFETY MAP'. Below this is an 'INCIDENT & MAINTENANCE LOG' section. It lists three incidents: 'Broken Streetlight' (status: RESOLVED), 'Medic Needed' (status: PENDING), and 'Robbery At Gulshan' (status: PENDING). Each incident card includes a description, an ID, a timestamp, and a 'OPEN COMMS' button.

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.

This screenshot shows two views of the SAFETYOPS system. On the left, the 'Dispatch Control' interface displays five pending incidents: 'Needed' (Medic Needed), 'fire at mirpur' (ID #15), 'NEED MEDICAL ATTENTION' (Medic at Badda), 'Fire at Badda' (ID #13), and 'fire' (ID #12). Each incident has a 'REVIEW EVIDENCE' link and a 'DISPATCH' button. On the right, the 'EMERGENCY RESPONSE' interface shows a 'PRIORITY DISPATCH' alert for 'Police Dept' (UNIT ID: Alpha Team). It lists four active incidents: 'INCIDENT #17 - Robbery At Gulshan' (last seen 9:22:29 PM, GPS: 23.7746, 98.4220), 'INCIDENT #16 - Fire at Badda' (last seen 9:18:48 PM, GPS: 23.7746, 98.4220), 'INCIDENT #10 - FIRE AT BADDA' (last seen 7:21:04 PM, GPS: 23.7746, 98.4220), and 'INCIDENT #7' (last seen 7:21:04 PM, GPS: 23.7746, 98.4220). Each incident card includes a 'VIEW INTEL' button.