
User Manual

for

SafeSpace

Version 1.0

Prepared by

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Date: 4 April 2025

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Revisions

| Version | Primary Author(s) | Description of Version | Date Completed |
|---------|-------------------|--|----------------|
| 1.0 | Debuggers | We built a web application called SafeSpace to provide a secure and anonymous platform for mental health support and emotional well-being within the IIT Kanpur community. It was made to connect students and counselors, allowing communication through real-time chat, post sharing, and appointment scheduling. A safe space is created where concerns can be shared, guidance can be sought, and professional help can be received while keeping privacy. | 04/04/2025 |

1 Introduction

SOFTWARE OVERVIEW

SafeSpace is a web application designed to provide a secure and anonymous platform for mental health support and emotional well-being within the IIT Kanpur community. The application connects students and counsellors, enabling seamless communication through real-time chat, post sharing, and appointment scheduling. SafeSpace fosters a safe environment where users can share concerns, seek guidance, and access professional help while maintaining their privacy.

Learning to use this software is straightforward. This user manual provides an overview of the application's features and includes step-by-step instructions for completing various tasks.

SAFESPACE DATABASE

SafeSpace utilizes MongoDB as its primary database for storing user data, posts, chats, appointments, and more. MongoDB is a leading NoSQL database known for its flexibility and scalability. It uses JSON-like documents with optional schemas, making it ideal for dynamic data storage.

User (Student) MODE

When users log in with their registered accounts:

- **Profile Access:** Users can view their profile displaying their username, avatar, past posts and appointments and can reset their password.
- **Features Access:** Users gain access to all functionalities, including chat(student<->counsellor), post sharing, and appointment booking.
- **Anonymity:** Users can interact anonymously with counsellors to maintain privacy. The posts are displayed anonymously as well.

Counsellor MODE

Counsellors have special privileges within SafeSpace in addition to user privileges (except appointment booking):

- **Manage Appointments:** Counsellors can approve or reject appointment requests and manage their own time slots for the appointments.
- **Prioritization:** Counsellors can see the severity of published posts and can thus provide help accordingly.

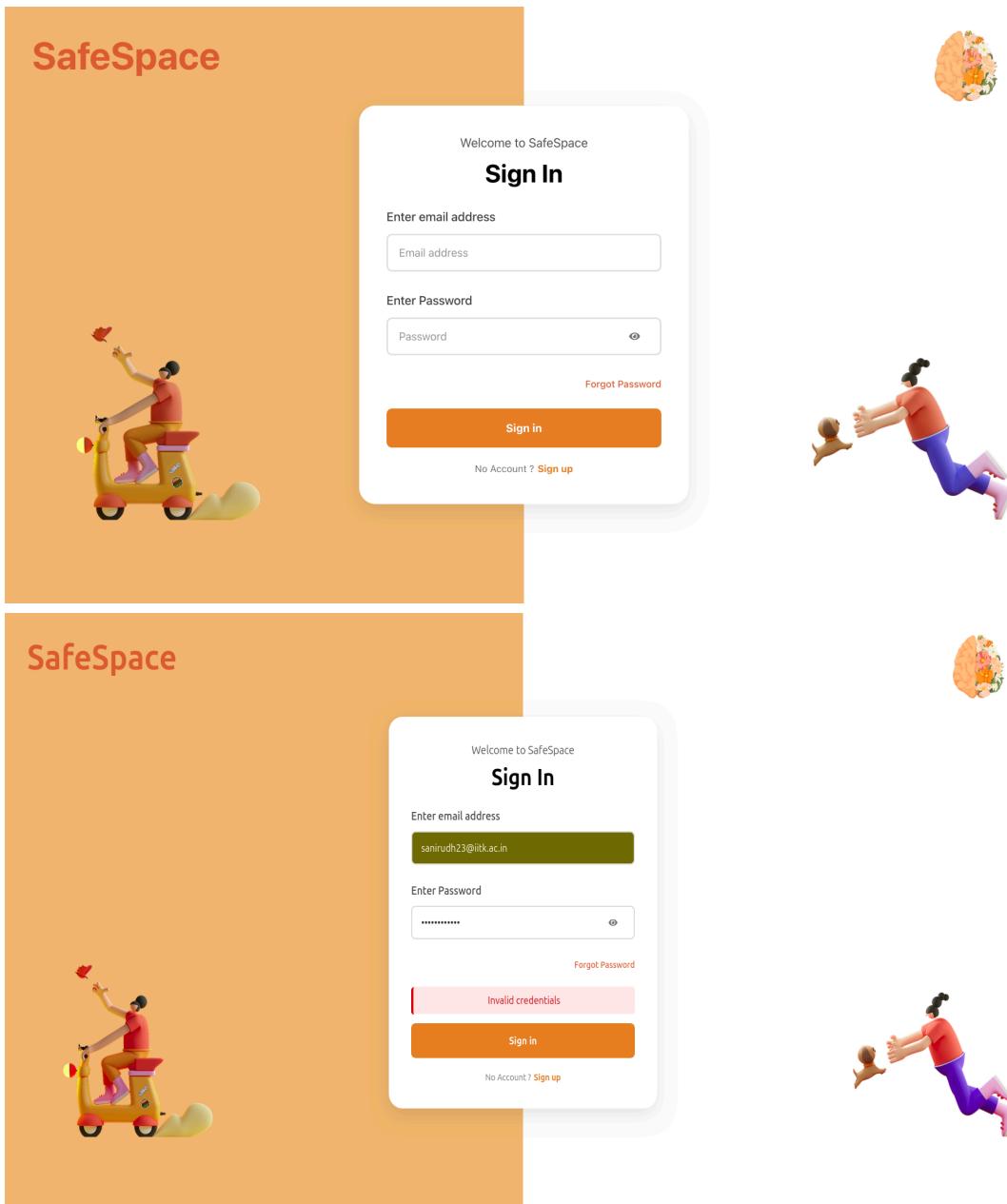
SafeSpace ensures a user-friendly experience while prioritizing security and confidentiality in all interactions.

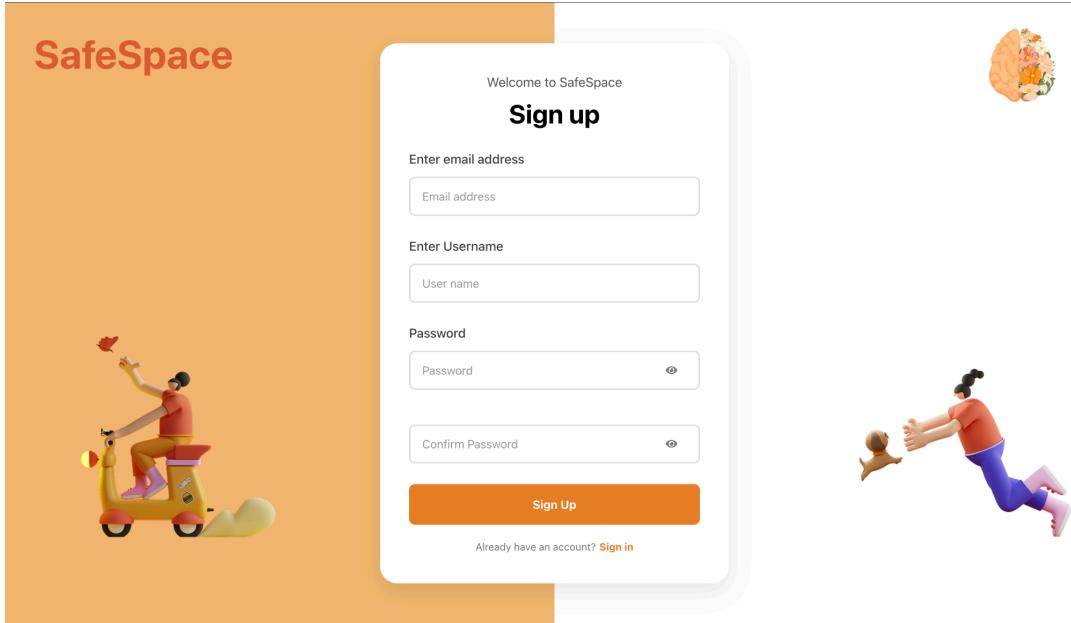
2 Audience

1. **Students:** They would be able to post how they feel online, anonymously, and also be able to see and interact with other people's posts. They will also be able to chat with counsellors and book appointments from the available list of counsellors.
2. **Counsellors:** They get the exclusive feature of severity tags on their feed, through which they can see how serious a student's problem is and accordingly, personally chat with any of them. They can also update their availability slots on the calendar and choose to accept or reject the request for an appointment. They too can post blogs or comment on a post.

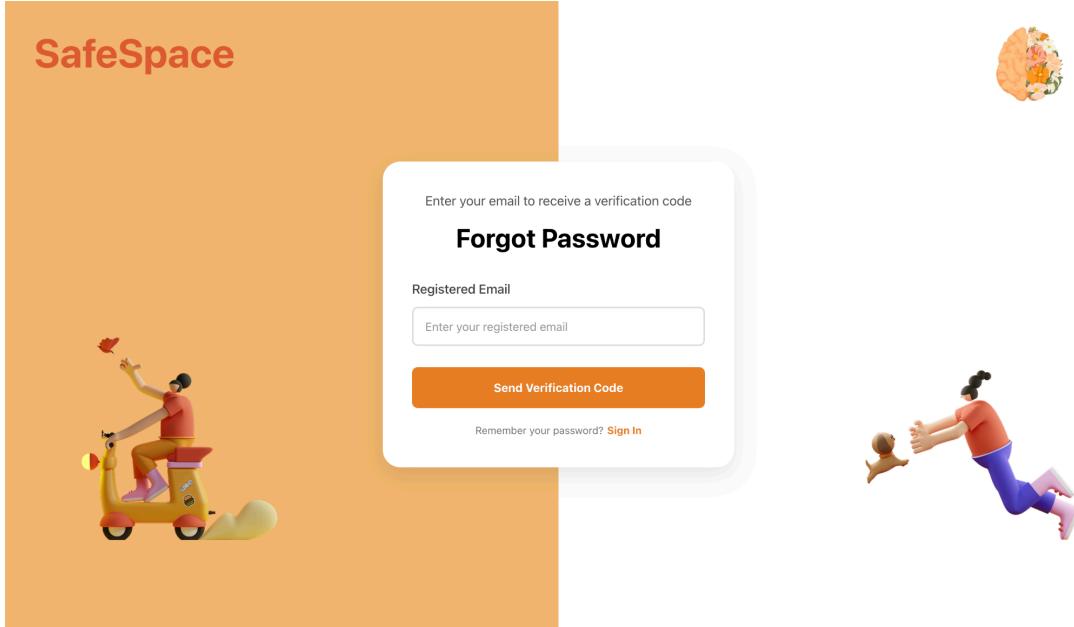
3 Register and Login

- On opening the website, You will be directed to the Sign In page, wherein if you are already registered, you can input the following details:-
 - Email: The registered Email address
 - Password: The password associated with the account.
- On Pressing the Sign In button, you will be redirected to the Home Page if the entered credentials are correct
- If the entered credentials are incorrect, an error message will show that the credentials are invalid. You can re-enter the details and try again.





- When using the website for the first time, you must register to SafeSpace.
- In order to do so you can click the Sign up button on the sign-in page and you will be redirected to the above page.
- Enter the following valid details to Sign up.
 - Email: IITK email id (only an IITK email id is allowed so that only trusted individuals can use the platform)
 - Password: Create a password and enter in the password and the confirm password fields.
 - Username: Create a username that you want to be displayed on the platform
- You will get an OTP on your registered email id once you click Sign up.
- Enter the OTP in the space provided and then confirm to get registered.
- If the correct OTP was entered then you will be redirected back to the sign in page and will be able to use your registered Email and Password to Sign in to the platform.



- In case you have forgotten your password, click on the 'Forgot Password' button on the sign in page and enter your email id to get a new verification code and set a new password.

4 Homepage

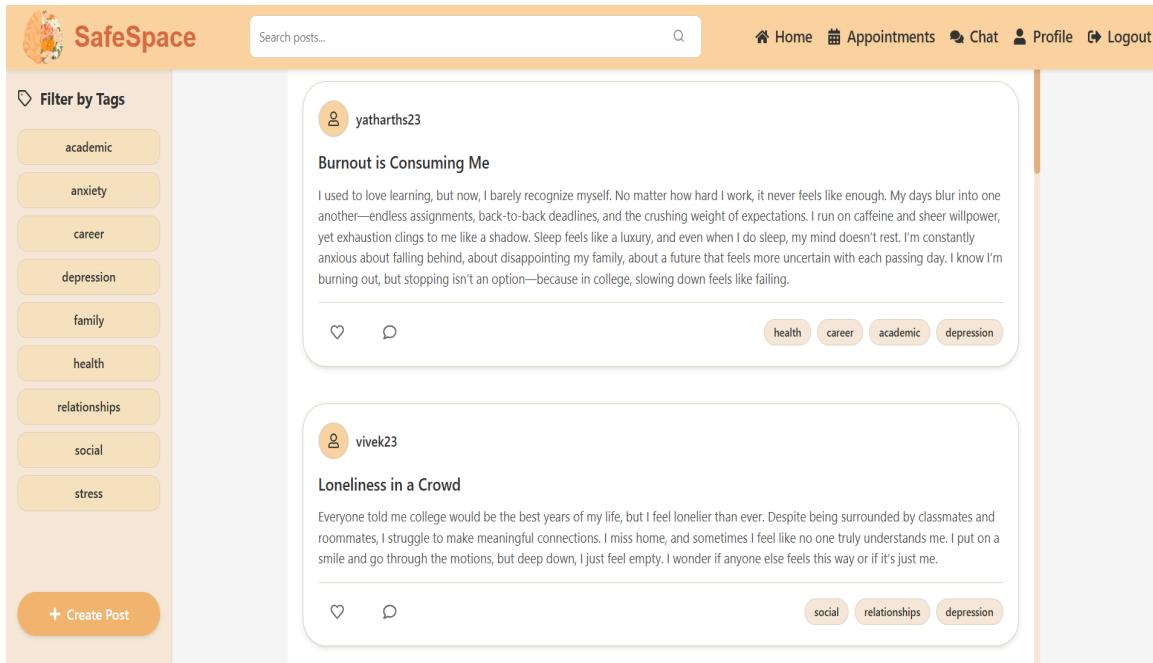
Upon a Successful Sign In, the user will be redirected to the home page.

A common feature across multiple pages is the navbar.

Navigation Bar

- Located at the top of the page, the **Navigation Bar** provides quick access to essential sections:
 - **Home** – Returns you to the homepage at any time.
 - **Appointments** – Allows you to schedule and manage your counseling sessions.
 - **Chat** – Takes you to the real-time chat section where you can connect with a counsellor.
 - **Profile** – View your posts and appointments' status, reset your password and edit your avatar.
 - **Logout** – Safely logs you out of the platform.
 - **Search Bar** – Located on the right side of the navigation bar, it enables you to search for posts using their titles and attached tags. (Only available on the home page)

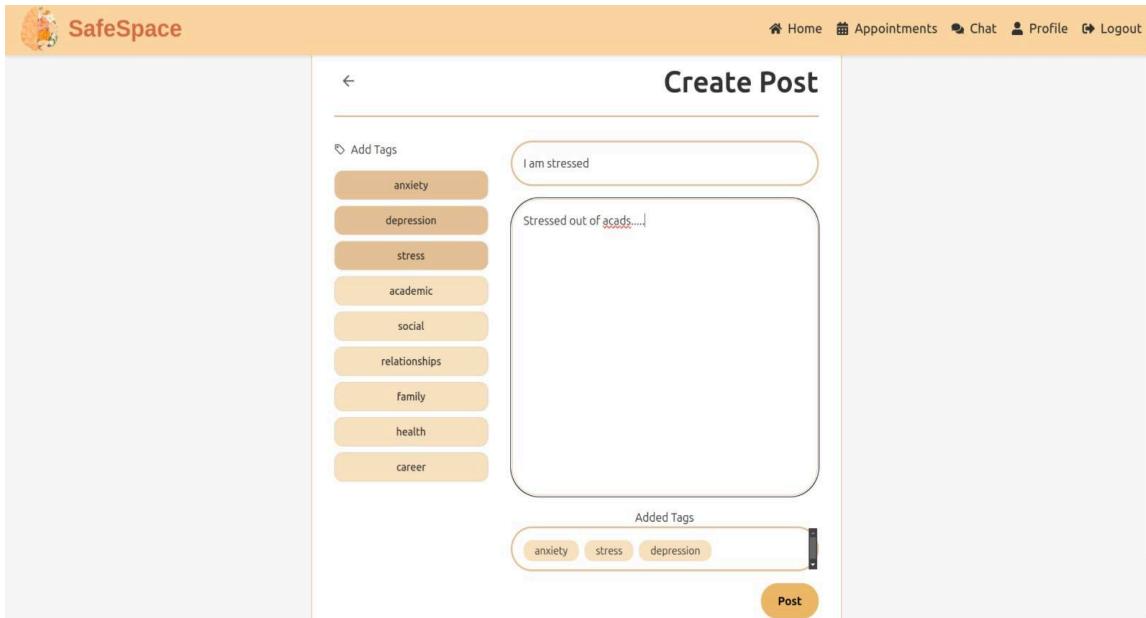
Home Page For Students



If you are a student you can access the following features through the homepage:

- List of all the posts by other users which mainly contain the following fields:
 - **Username & Avatar** – Identifies the user who created the post.
 - **Post Title & Content** – Shows the main content of the post.

- **Relevant Tags** – Each post is labeled with tags (e.g., stress, academic, relationships) that help categorize discussions.
- **Engagement Options** – Below each post, users can:
 - **Like** – Express support for a post by clicking the heart icon.
 - **Comment** – Join the discussion by clicking the speech bubble icon and adding a reply.
 - **Report** – Flag inappropriate or concerning content using the flag icon
- On the **left sidebar**, you can find a **list of tags** (e.g., *academic, anxiety, family, motivation, self-care, stress, etc.*). Clicking on any tag will filter the posts, displaying only those that are relevant to the selected topic.
- At the bottom left of the sidebar, there is a "**Create Post**" button. Clicking this allows you to:
 - Enter a **title** for your post.
 - Write the **content** you want to share.
 - Assign **relevant tags** to categorize your post.
 - Publish it for others to see and engage with.
- Upon clicking on the 'Create Post' button on the Homepage this is where you will be redirected.



For Counsellors:

The screenshot shows the SafeSpace homepage for counsellors. On the left, there is a sidebar with a 'Filter by Tags' section containing buttons for academic, anxiety, career, depression, family, health, relationships, social, and stress. Below this is a '+ Create Post' button. The main area displays three user posts in cards:

- yatharthshs23**: **Burnout is Consuming Me**. Content: I used to love learning, but now, I barely recognize myself. No matter how hard I work, it never feels like enough. My days blur into one another—endless assignments, back-to-back deadlines, and the crushing weight of expectations. I run on caffeine and sheer willpower, yet exhaustion clings to me like a shadow. Sleep feels like a luxury, and even when I do sleep, my mind doesn't rest. I'm constantly anxious about falling behind, about disappointing my family, about a future that feels more uncertain with each passing day. I know I'm burning out, but stopping isn't an option—because in college, slowing down feels like failing. Tags: health, career, academic, depression, severe.
- vivek23**: **Loneliness in a Crowd**. Content: Everyone told me college would be the best years of my life, but I feel lonelier than ever. Despite being surrounded by classmates and roommates, I struggle to make meaningful connections. I miss home, and sometimes I feel like no one truly understands me. I put on a smile and go through the motions, but deep down, I just feel empty. I wonder if anyone else feels this way or if it's just me. Tags: social, relationships, depression, moderate.
- anirudh**: **Battling Academic Stress and Anxiety**. Content: College life is exciting but also overwhelming. With deadlines, exams, and constant pressure to perform well, I often find myself struggling with stress and anxiety. Some days, I can't even focus because my mind is racing with thoughts of failure. The fear of not meeting expectations, both my own and those of my family, keeps me up at night. I know I'm not alone in this, but it still feels isolating. I wish there were more open conversations about mental health in college so that students like me wouldn't feel so lost. Tags: social, relationships, depression, moderate.

- Counsellor homepage will have an additional feature of severity tags, where the severity tag will be automatically added by the keywords detected in the post.

Creating Posts

The screenshot shows the 'Create Post' page. At the top right is a 'Home' link and a 'Logout' button. The main area has a 'Create Post' title and a back arrow. On the left, there is a 'Add Tags' section with buttons for anxiety, motivation, stress, academic, social, relationships, family, health, career, work-life balance, and self-care. To the right is a large text input field divided into two sections: 'Title' (empty) and 'How are you feeling....'. Below the text input is a 'Added Tags' section with a single 'motivation' tag. At the bottom right is a 'Post' button.

- Upon clicking on the 'Create Post' button on the Homepage this is where the user will be redirected.
- Add the title, body of the post and **image** (optional) along with the appropriate tags and then click on the post button to post.

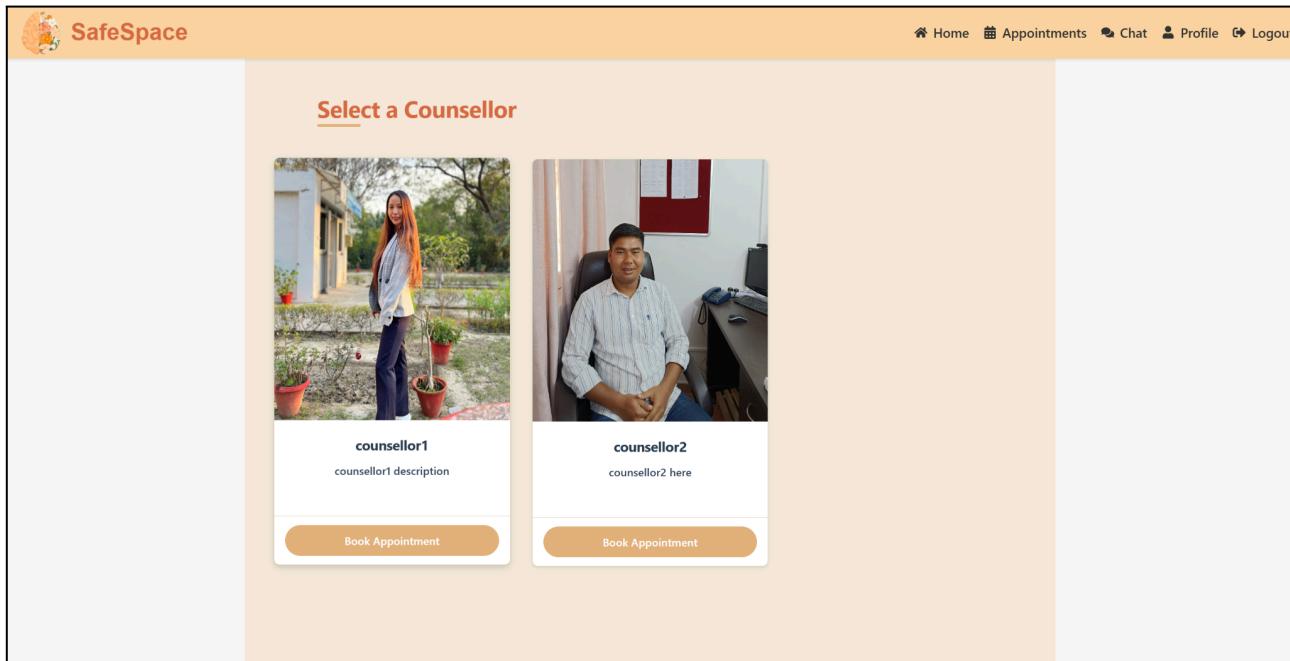
5 Appointments

For Students

Select a Counsellor

1. Navigate to the SafeSpace website and log in.
2. On the appointments page, you will see a list of available counsellors.
3. Each counsellor is displayed with their photo, name, and a brief description.
4. Click on the “Book Appointment” button under your preferred counsellor.

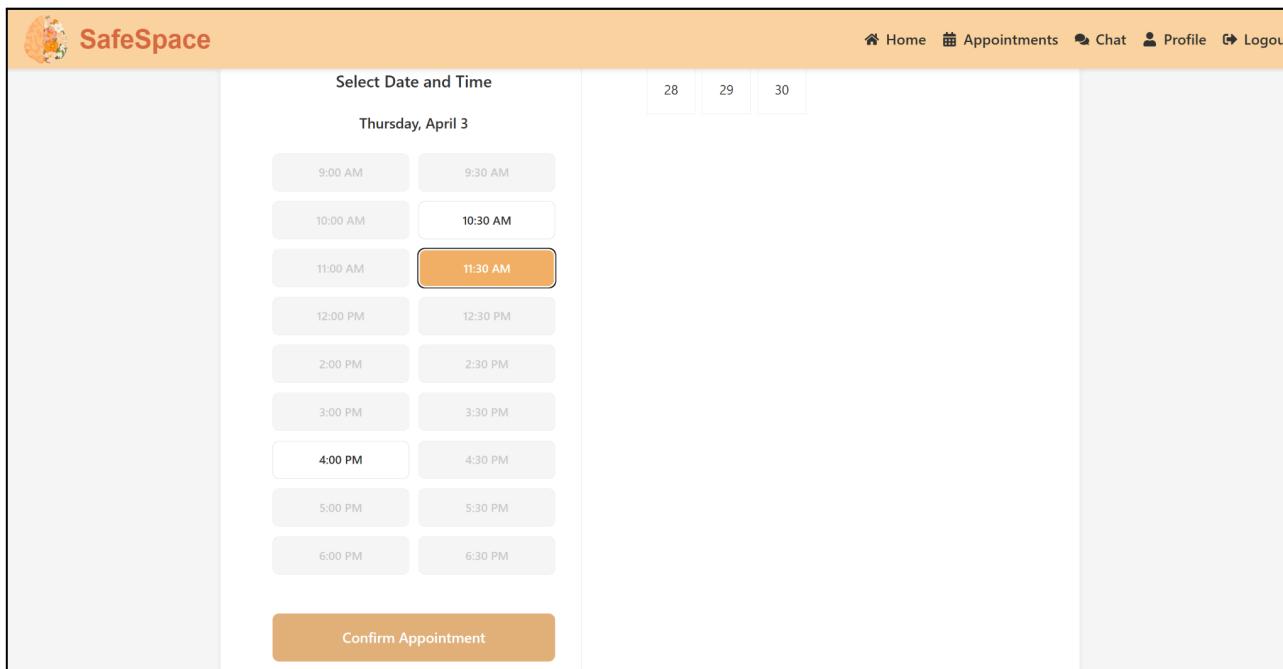
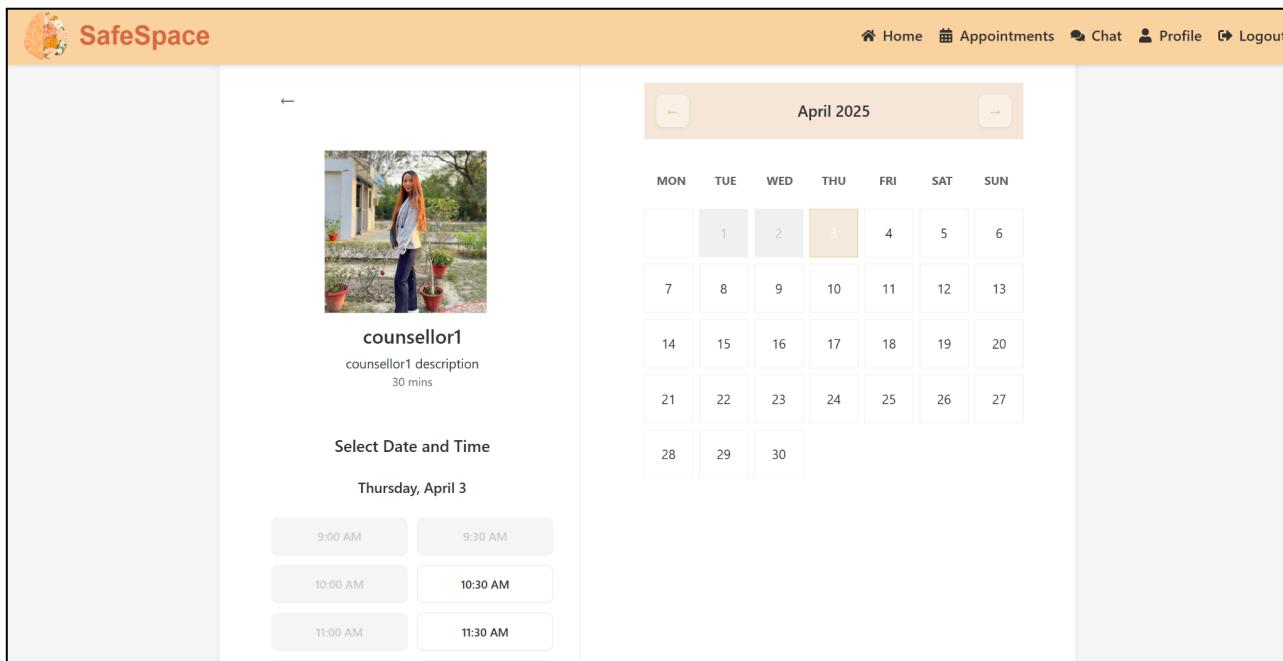
This action will take you to the next page where you can select a time slot and enter your details.



Choose a date and the time slot

1. On the appointment details page, you will see the selected counsellor's name, the duration of the session, and the available time slots.
2. The time slots that are available will be fully visible, while unavailable slots will appear with reduced opacity.
3. Choose a date using the calendar by clicking on it. All the future dates will be selectable.
4. Time Slot Visibility: Available time slots are fully visible, while unavailable ones have reduced opacity.
5. Select an available time slot by clicking on it.
6. Click on the “Confirm Appointment” button to proceed.

This action will trigger an appointment request.



Fill in details and confirm the appointment

1. Fill in the required fields:
 - a. Name: Enter your full name.
 - b. Contact Number: Provide your mobile number.
 - c. Email ID: Enter your email address.
 - d. Problem Description: Briefly describe the reason for your consultation.

2. Error Handling: If any required field is left blank, an error message may appear prompting you to fill in the missing details.
3. After confirming your details and submitting the form, a pop-up message will appear with the appointment request confirmation.
4. The confirmation will display:
 - a. Counsellor's Name
 - b. Selected Date
 - c. Time Slot
 - d. Unique Appointment ID
5. Click "OK" to close the confirmation window.

The screenshot shows the SafeSpace application interface. On the left, there is a sidebar with a profile icon and the text "counsellor1". Below this are details: "30 mins", "11:30 AM - 12:00 PM", and "Thu Apr 03 2025". The main area is titled "Enter Details" and contains fields for "Name" (with placeholder "Enter Full Name"), "Contact Number" (with placeholder "+91 | Enter Mobile Number"), and "Email-ID" (with placeholder "Enter Email ID"). Below these is a "Problem Description" section with a text input field containing "Please describe your reason for consultation". At the bottom is a large orange "Confirm" button. A vertical scrollbar is visible on the right side of the main content area.

Appointment Request Sent!

Counselor: counsellor1
Date: Thu Apr 03 2025
Time: 11:30 AM

Appointment ID: 67ee7b79b24598334364d081

OK

For Counsellors

Managing Availability

Counsellors can set their available time slots for appointments by selecting the desired dates and times on the platform.

Steps to Update Availability:

1. Navigate to the Dashboard:
 - Log in to the SafeSpace platform.
 - Click on the "Appointments" tab in the navbar.
 - Click on Dashboard from the side menu.
2. Select a Date:
 - Use the calendar on the left side to choose the date for which you want to set availability.
3. Choose Time Slots:
 - Available time slots for the selected date will be displayed on the right side.
 - Click on a time slot to mark it as available. Selected slots will be highlighted.
 - Click again to deselect if needed.
4. Update Availability:
 - Once you have selected the desired time slots, click the "Update Availability" button to save the changes.

Note:

- Time slots that are not selected remain unavailable for booking.
- You can modify availability at any time by repeating the steps above.

The screenshot shows the SafeSpace Counselor Dashboard. At the top, there's a navigation bar with links for Home, Appointments, Chat, Profile, and Logout. Below the navigation is a sidebar with links for Dashboard and Requests. The main area is titled "Counselor Dashboard" and "Manage Your Availability". It displays a calendar for April 2025, with the 5th highlighted in orange. To the right of the calendar, a list of available time slots is shown in two sections: Morning and Afternoon/Evening. Some time slots are highlighted in blue, indicating they are currently selected. At the bottom right of the main area is a "Update Availability" button.

Managing Counseling Requests

Counsellors can view and manage appointment requests through the Requests tab. Requests can be filtered into different categories.

Steps to Manage Requests

1. Open the Requests Tab:
 - o Click on the "Appointments" tab in the navbar.
 - o Click on Requests from the side menu.
 - o All appointment requests will be displayed.
2. Filter Requests:
 - o Use the "All Requests", "Pending", "Approved", and "Rejected" buttons at the top to filter appointment requests.
3. Review Appointment Details:
 - o Each request displays the client's name, date, time, contact number, email, and a brief description of the reason for consultation.
4. Approve or Reject Pending Requests:
 - o Pending requests have two buttons:
 - Approve: Clicking this button confirms the appointment and simultaneously updates the status on the student's interface.
 - Reject: Clicking this button declines the request and simultaneously updates the status on the student's interface.

Note:

- Approved appointments will be moved to the Approved tab.
- Rejected appointments will be moved to the Rejected tab.

The screenshot shows a mobile application interface for managing counseling requests. At the top right, there is a yellow circular button labeled "pending". Below it, the client's name "wdwefvr" is displayed. The appointment details are listed as follows:

| | |
|--------------|-------------------|
| Date: | 03/04/2025 |
| Time: | 11:30 AM |
| Contact No.: | wdevf |
| Email: | omcc23@iitk.ac.in |
| Description: | dwdv |

At the bottom of the screen, there are two large buttons: a green "Approve" button on the left and a red "Reject" button on the right.

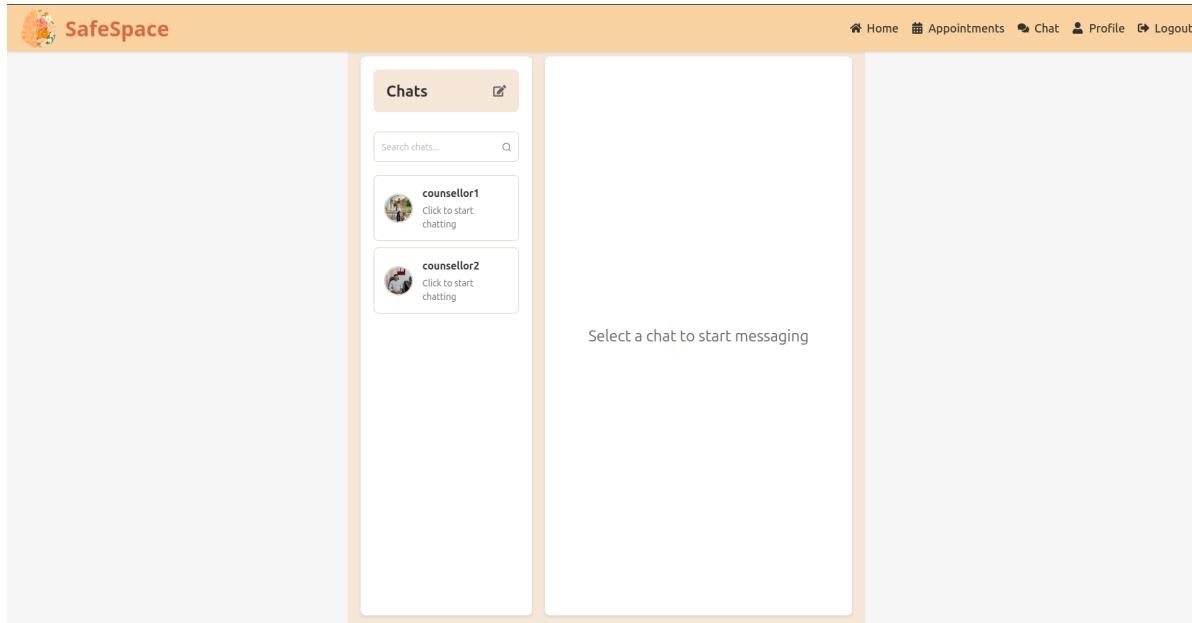
The screenshot shows the Counselor Dashboard under the SafeSpace interface. The top navigation bar includes links for Home, Appointments, Chat, Profile, and Logout. On the left, a sidebar has 'Dashboard' and 'Requests' buttons; 'Requests' is highlighted. The main area is titled 'Counselor Dashboard' and 'Counseling Requests'. It displays two request cards. The first card for 'Yatharth Sharma' is marked as 'approved' with a green button, showing details: Date: 22/03/2025, Time: 3:00 PM, Contact No.: +919929011045, Email: yatharths23@iitk.ac.in, and Description: I am depressed. The second card for 'Yatharth Sharma' is marked as 'rejected' with a red button, showing details: Date: 22/03/2025, Time: 11:00 AM.

| Requester | Status | Date | Time | Contact No. | Email | Description |
|-----------------|----------|------------|----------|---------------|------------------------|----------------|
| Yatharth Sharma | approved | 22/03/2025 | 3:00 PM | +919929011045 | yatharths23@iitk.ac.in | I am depressed |
| Yatharth Sharma | rejected | 22/03/2025 | 11:00 AM | | | |

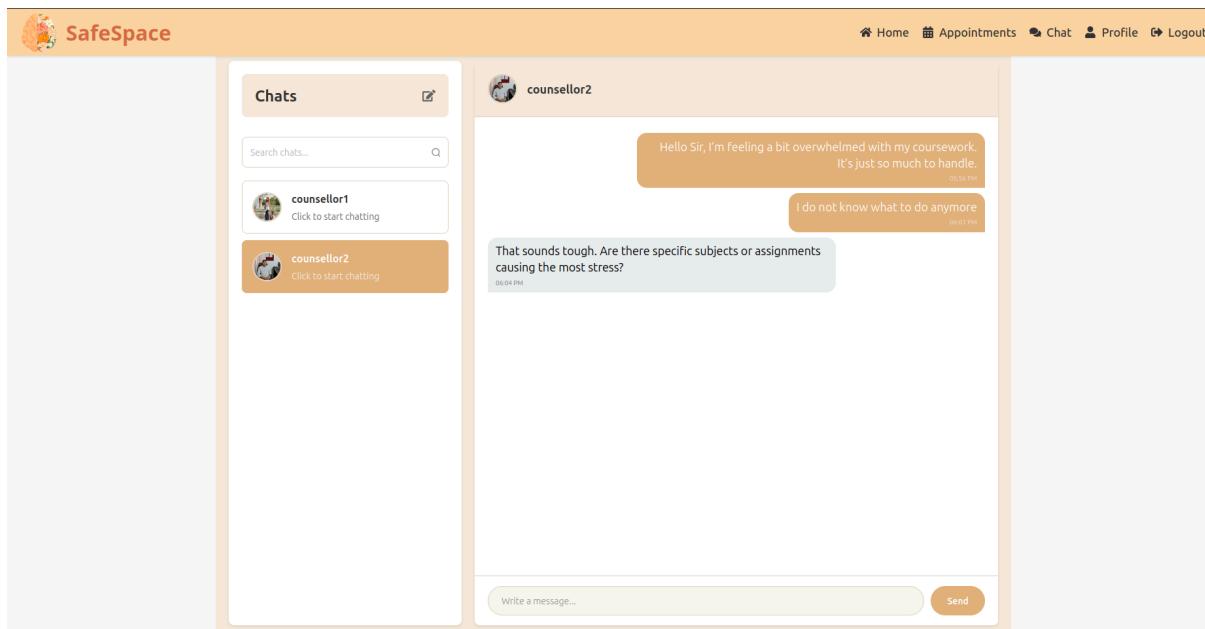
6 Chat

For Students

- Upon navigating to the **Chat Page**, you will see a list of available counsellors displayed on the **Left Sidebar**.
- You can use the **search bar** to find a specific counsellor.
- Select a counsellor from the list to initiate a conversation.

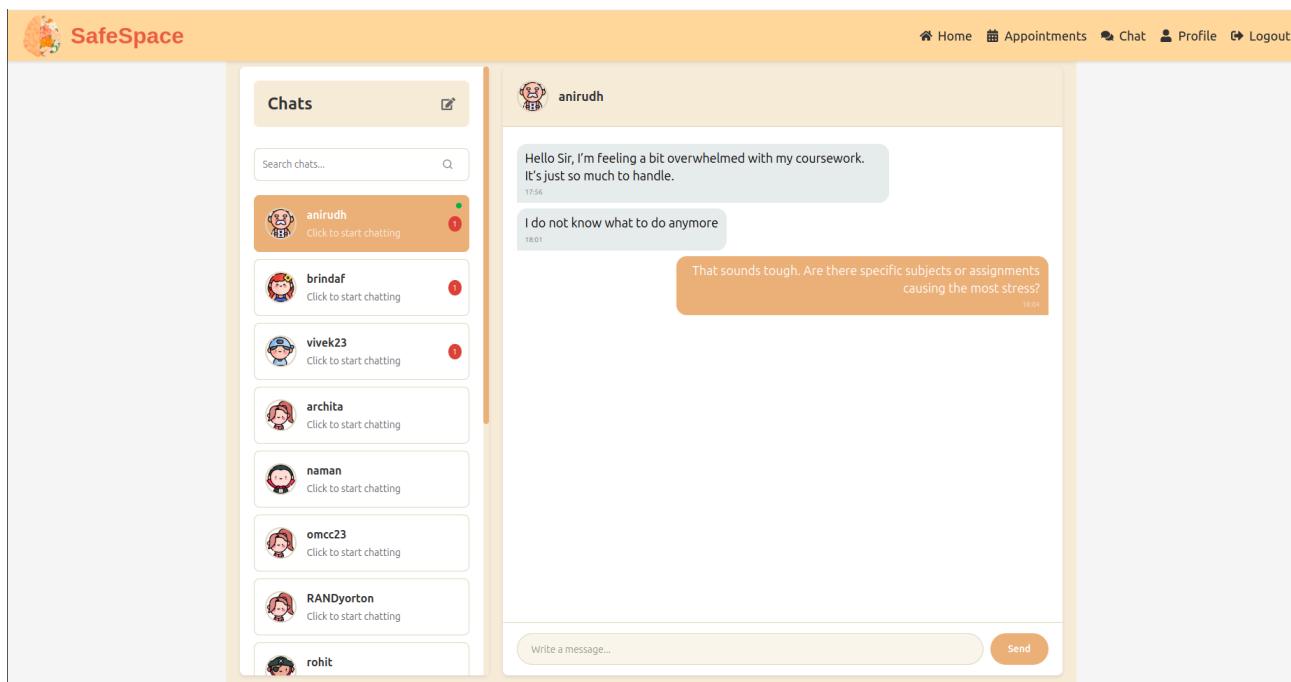
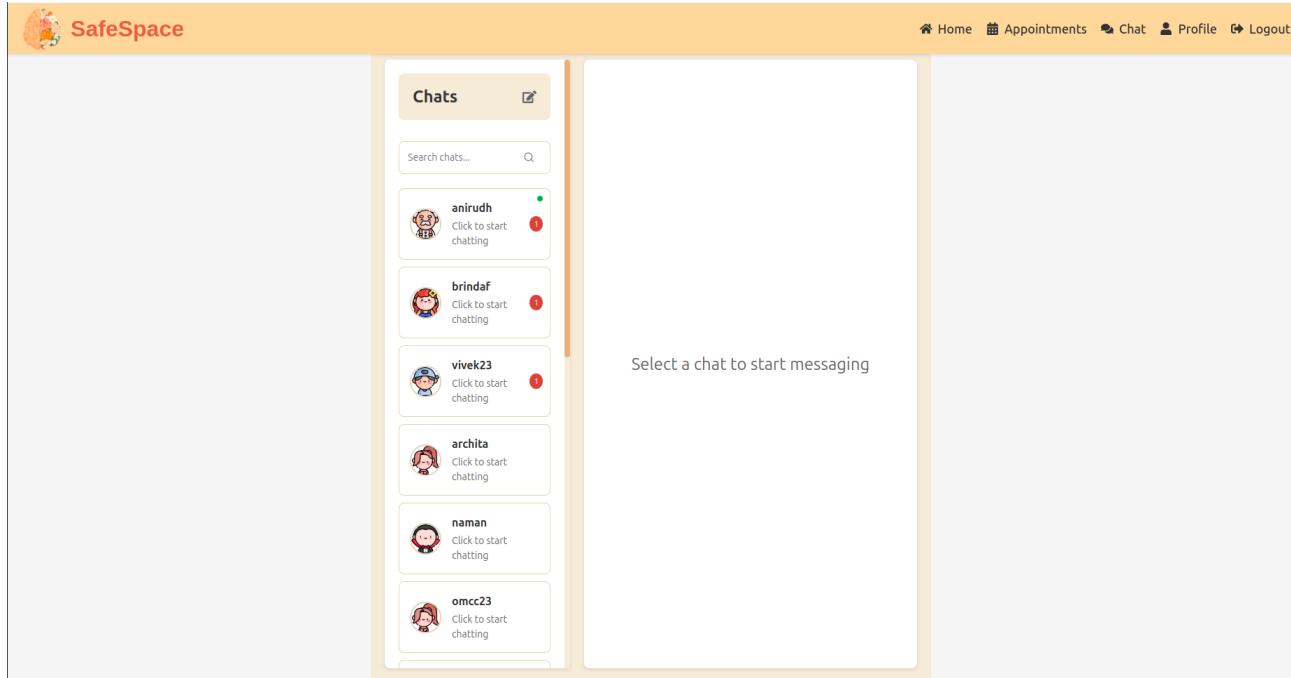


- After selecting the counsellor the user can begin chatting with them in real time



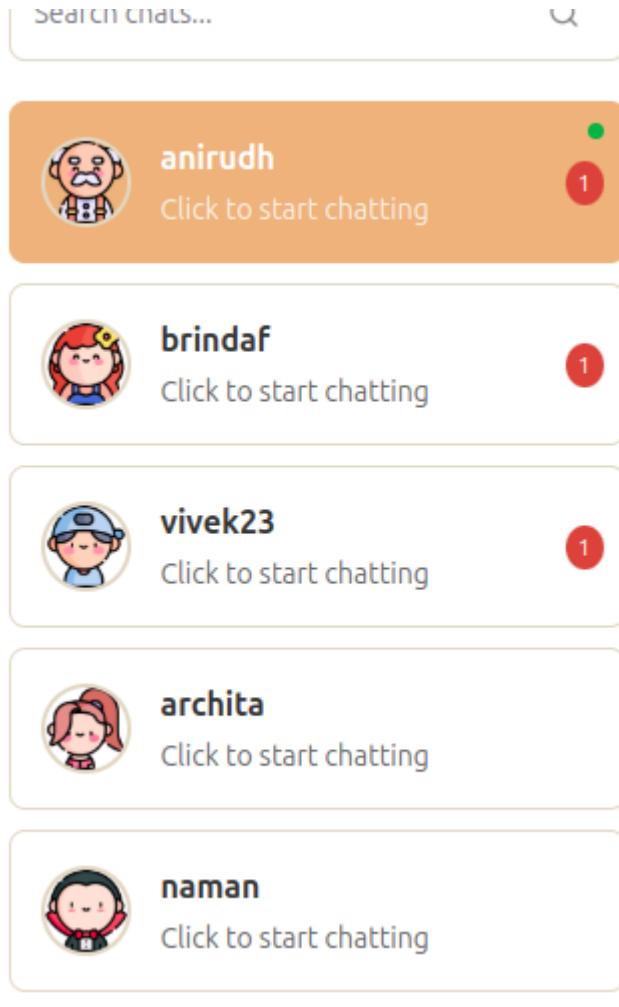
For Counsellors

- Similar to students, counsellors can view a list of students in the **Left Sidebar**.
- Counsellors can use the **search bar** to find a particular student.
- Selecting a student allows the counsellor to start a real-time conversation.



Common Features

- Users and counsellors with **unread messages** will be displayed at the **top of the Left Sidebar** for easy access.
- **Online users and counsellors** are indicated by a **green dot** at the top left of their respective dialog boxes.



7 Profile

For Students

My Posts

yatharths23 1 day ago

Burnout is Consuming Me

I used to love learning, but now, I barely recognize myself. No matter how hard I work, it never feels like enough. My days blur into one another—endless assignments, back-to-back deadlines, and the crushing weight of expectations. I run on caffeine and sheer willpower, yet exhaustion clings to me like a shadow. Sleep feels like a luxury, and even when I do sleep, my mind doesn't rest. I'm constantly anxious about falling behind, about disappointing my family, about a future that feels more uncertain with each passing day. I know I'm burning out, but stopping isn't an option—because in college, slowing down feels like failing.

1 posts

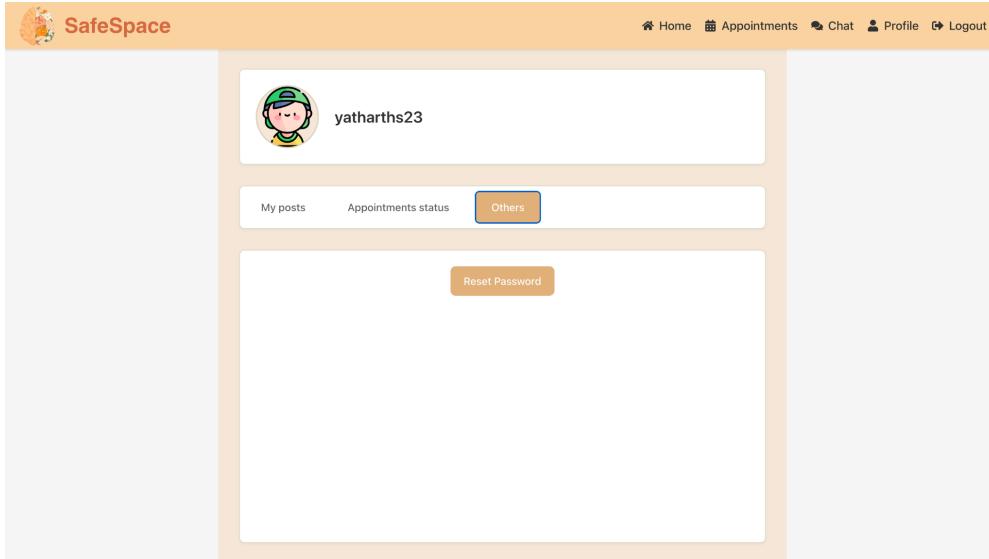
- Previous posts of the user will be visible in this section

Appointments' Status

4 appointments

| Order | Date | Time | Counsellor | Email | Status |
|-------|--------------------|-------|-------------|------------------------|----------|
| 1 | Saturday, March 22 | 15:00 | counsellor1 | counsellor1@iitk.ac.in | Accepted |
| 2 | Saturday, March 22 | 11:00 | | | Pending |

- All the previous appointments booked and their status(accepted or rejected) will be visible here.

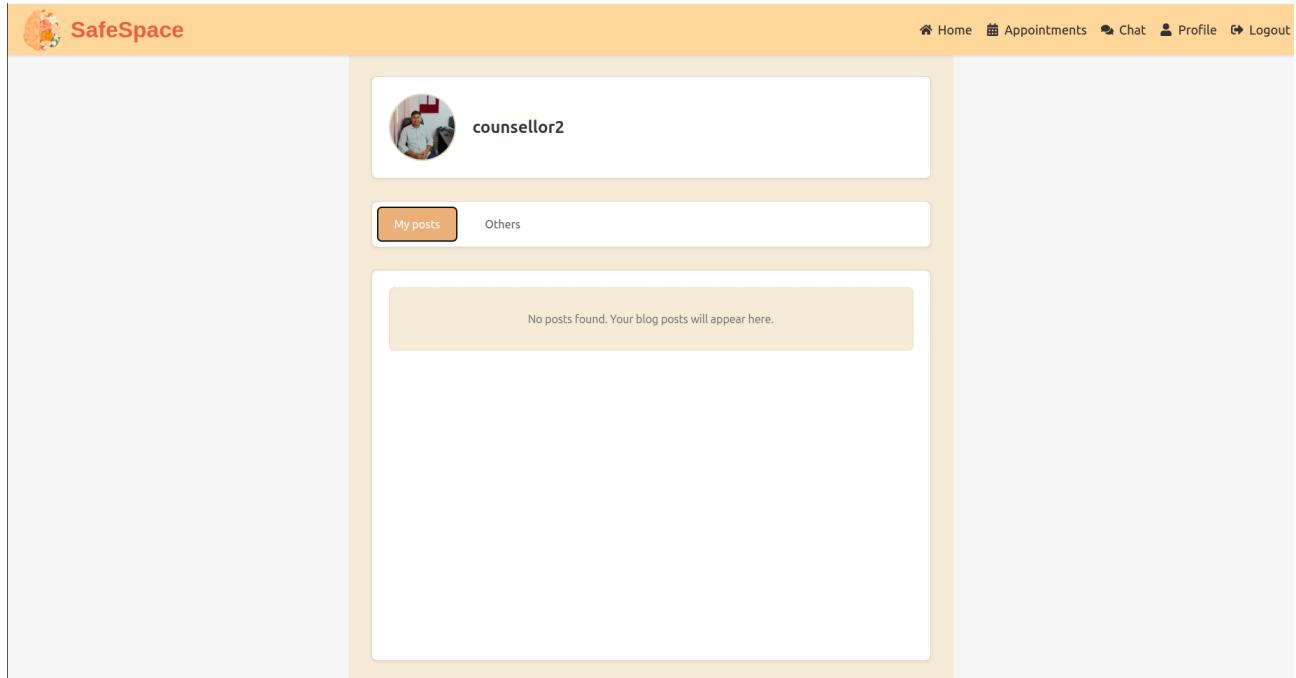


- In this section you can reset your password by setting a new password through the same process as in 'forget password'.



- You can select an avatar of your choice from the available ones by clicking on the avatar icon.

For Counsellors



- Profile for the counsellors is the same except the feature of viewing the booked appointments is not present.