

MarikinaGo App Service & Maintenance Manual

Introduction

This manual provides a comprehensive guide to using the MarikinaGo App, designed to enhance tourism engagement and streamline booking experiences for visitors. It outlines key features, navigation steps, and operational procedures to ensure a smooth user experience for both casual users and tour participants.

1.) Launching the Application

- Open the MarikinaGo App on your mobile device.
- Ensure internet connectivity for full feature access.

2.) Homepage Overview

- Upon launch, the homepage displays a looping background video for visual engagement.
- A horizontal category carousel allows browsing through:
 - Resto
 - Culture
 - Museum
 - Church
 - Hotels
 - Parks
 - Shops
- Below the carousel, destinations are dynamically displayed based on the selected categories.

3.) Browsing Places

- Scroll down to view a curated list of places under the selected category.
- Tap any listed destination to access its detailed view.

4.) Place Details View

- Each place includes:
 - Image gallery
 - Descriptions and fun facts
 - Weather tips
 - Entrance fee (if applicable)
 - Mood tags
 - Operating hours
 - Contact information
- Users may:
 - View location via embedded map or external link
 - Read user reviews and feedback

5.) Explore Page Features

- Tap the “Explore” tab to discover recommended destinations.
- Use the search bar to locate specific places or tour packages.
- Apply filters to refine results:
 - Sort by Rating (Highest to Lowest)
 - Filter by category (e.g., Hotels, Parks, Shops, etc.)

6.) Mapping System

- Navigate to the Mapping page for geolocation-based exploration.
- Use the hamburger menu to:
 - Access the search bar
 - Browse categories

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- Select a destination to view its precise location.
- Choose navigation mode:
 - Driving Route
 - Walking Route
- Set your location via:
 - Manual search (Virtual)
 - Map click (Virtual)
 - Automatic location detection

7.) Booking Page Operations

- Access the Booking tab to view available tour packages.
- Log in to enable booking functionality.
- Select a package and input guest details:
 - Number of Male/Female Guests
 - Agency Type
 - Guest Type
 - Status
- For group bookings, input individual guest details as needed.
- Specify tour start and end dates.
- Review selections in the checkout view:
 - Itemized inclusions
 - Total price
- Proceed to payment.
- Upon successful transaction, a receipt is generated with:
 - Booking details
 - Reference ID
 - Confirmation from Marikina City Hall Tourism Office

8.) Profile Page

- View and manage personal account information:
 - Profile photo
 - Name, email, gender, phone number
 - Password and account status
- Access booking history:
 - View receipts
 - Check booking status (Confirmed or Pending)
- Modify app settings or log out from your account.

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Account Deletion Guide

To comply with data privacy standards and ensure user control over personal information, the MarikinaGo App provides a built-in account deletion feature. Users may request deletion of their account and associated data directly within the app.

How to Delete Your Account

1. Open the MarikinaGo App on your mobile device.
2. Navigate to the Profile Page by tapping the profile icon.
3. Scroll down and tap Settings.
4. Select Privacy Security.
5. Scroll down and tap Delete Account.
6. Confirm your request by following the on-screen prompts.

Alternatively, users may submit a deletion request through the app's Support section by choosing one of the following options:

- Send a Message – to email our support team directly
- Report a Problem – to initiate an in-app support inquiry

Data Deletion Scope

Upon account deletion, the following data is removed immediately and permanently:

- Personal profile information (name, email address, phone number, gender)
- Booking history and receipts
- Account credentials and session data

No data is retained beyond the deletion request. We do not store user data for audit, analytics, or legal purposes once deletion is confirmed.

Support Contact

For further assistance or inquiries related to account deletion, users may contact us via the app's Support section or reach out directly:

Email: marikinatourism@gmail.com

Office: Marikina City Hall

Address: Shoe Avenue, Sta. Elena, Marikina City 1800, Philippines

Our support team aims to respond within 3–5 business days.

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This manual details the features and operational procedures of the Marikina Admin Dashboard. It defines user roles, page functionalities, and step-by-step instructions to manage accounts, content, and analytics. Administrators, Moderators, and Super Admins will find clear guidelines to perform tasks efficiently and maintain data integrity.

1.) User Roles and Permissions

- Admin
 - Access to Users Page
 - Access to Analytics Page
 - No access to Bookings Page
- Moderators
 - Access to Bookings Page only
- Super Admin
 - Unrestricted access to all dashboard features and pages

2.) Users Page

The Users Page enables account and communication management via three tabs: Users & Bookings, Notifications, and Support Reports.

2.1 Users & Bookings Tab

This tab displays two side-by-side panels. The left panel lists every user account and includes a search bar to filter by username or email. The right panel shows bookings associated with the selected user and also offers its own search bar for quick lookup.

Above these panels are three controls:

- Enable Editing / Finish Editing
Clicking Enable Editing unlocks the username fields, lets you delete user accounts, modify booking details, or remove bookings. Once edits are complete, click Finish Editing to return to read-only mode.
- All Bookings / User's Bookings
When set to All Bookings, the search bar will query every booking by reference ID. Switching back to User's Bookings restricts results to the current user's reservations.
- Refresh
This icon reloads both panels, ensuring any new accounts or booking changes appear immediately.

2.2 Notifications Tab

The Notifications Tab mirrors the layout of the Users & Bookings Tab but focuses on messages sent to users. The left panel remains the user list. The right panel displays notifications for the selected account and provides tools for searching and filtering.

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Available notification filters include:

- Type
 - New reply reports, new booking alerts, profile changes, and other notification categories
- Status
 - Read or Unread

The same three controls appear above the panels:

- Enable Editing / Finish Editing
In editing mode, you can mark notifications as read or unread and delete unwanted messages.
- All Notifications / User's Notifications
Toggle between searching every notification in the system and viewing only those tied to the selected user.
- Refresh
Update the display to reflect any newly generated or modified notifications.

2.3 Support Reports Tab

The Support Reports Tab offers a dedicated view for user-submitted issues and inquiries. A search bar at the top enables quick retrieval of specific reports. Directly beneath, you can filter reports by:

- Category
 - Bug or error in the app, incorrect information, UI or layout issue, feature request, performance problem, account issue, or other
- Status
 - New, investigating, pending user reply, resolved, or closed

Only one control appears here:

- Manage Reports / Finish Management
 - Clicking Manage Reports activates reply fields and status dropdowns so you can respond to users or update a report's progress. Finish Management returns the tab to a read-only state.

A Refresh icon reloads the report list to ensure you always see the latest submissions and status changes.

3.) Booking Page

This is where the Content Management System (CMS) operates. Moderators and Super Admins use this page to manage tour-related content and user interactions. It is divided into three tabs: Packages, Destinations, and Comments.

3.1 Packages Tab

This tab allows moderators to manage all tour packages offered within the app.

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- **Edit existing tour packages**
Moderators can update package details such as the title, description, category, price, image URLs, and availability. This ensures that tour offerings remain accurate and up to date.
- **Add new tour packages**
New packages can be created by entering the same set of fields. This feature supports the expansion of tourism options and seasonal updates.

3.2 Destinations Tab

This tab is used to manage the details of each destination listed within the app.

- **Edit destination details**
Moderators can update the image gallery, descriptions, fun facts, weather tips, entrance fee, mood tags, operating hours, contact information, availability, and category. This helps maintain accurate and engaging content for users browsing destinations.
- **Manage Categories**
Destinations can be assigned to appropriate categories such as Parks, Museums, or Churches. Categories can also be added or removed to reflect changes in the tourism landscape.

3.3 Comments Tab

This tab provides tools for moderating user-generated feedback.

- **Manage comments per destination**
Moderators can view all comments submitted by users and delete any that are inappropriate, outdated, or irrelevant. This helps maintain a respectful and informative environment within the app.

4.) Analytics Page

The Analytics Page provides visual insights and downloadable reports based on data collected from the app. Admins and Super Admins use this page to monitor performance, user engagement, and booking trends.

- **Date selector**
Located at the top of the page, this tool allows users to define the time period for which data will be displayed. Selecting a specific range helps focus the analysis on relevant timeframes.
- **Export PDF icon**
Positioned beside the date selector, this icon enables users to download the displayed charts and tables as a PDF report. This is useful for documentation, presentations, and government reporting.

Available Graphs and Reports

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- **Bookings per Day**
Shows the number of bookings made each day within the selected period.
- **Booking Mode**
Displays how users booked their tours, such as online or walk-in.
- **Guest Demographics Breakdown**
Provides data on guest gender, status (e.g., student, senior), and guest type (e.g., local, foreign).
- **Agency Type Distribution**
Highlights the types of agencies involved in bookings, useful for Gender and Development (GAD) and Local Government Unit (LGU) reporting.
- **Total Guests per Day**
Tracks the total number of guests, including all individuals in group bookings.
- **Revenue Summary**
Includes average revenue per guest, total revenue per day, and revenue generated by each tour package.
- **Tour Package Popularity**
Lists the top five most booked packages during the selected period.
- **Booking Status Tracker**
Shows how many bookings are pending, cancelled, or confirmed.
- **Agency Leaderboard**
Displays the top five agencies ranked by guest count.
- **Most Booked Packages (Overall)**
Highlights the packages with the highest total bookings across all time.
- **Booking Categories**
Breaks down bookings by category, such as cultural tours or nature trips.
- **Most Viewed Destinations**
Shows which destinations received the most views from users, indicating interest and engagement.