

# ImpactHub: Business Logic & User Workflows

## Platform Documentation

Technical Specification

October 29, 2025

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# Part I

# Business Logic

## 1 User Roles & Permissions

The ImpactHub platform implements a three-tier role-based access control system:

### 1.1 USER (Default Role)

All new platform members start with the USER role. This role provides:

- **Community Access:** Can join verified communities only
- **Event Participation:** Can join and attend events
- **Gamification:** Can earn points and level up through activities
- **Career Path:** Can apply to become Community Manager
- **Restrictions:** Cannot create events or communities

### 1.2 MODERATOR (Community Manager)

Users promoted to MODERATOR gain additional capabilities:

- **All USER permissions plus:**
- **Event Management:** Can create events within their community
- **Photo Management:** Can upload official event photos
- **Attendance Control:** Can verify participant attendance and mark as attended
- **Participant Management:** Can reject participants with documented reasons
- **Community Oversight:** Can view member lists and update community details
- **Scope Limitation:** Cannot manage communities they don't own

### 1.3 ADMIN (Platform Administrator)

Platform administrators have full system access:

- **All MODERATOR permissions plus:**
- **Application Review:** Can approve/reject Community Manager applications
- **Content Moderation:** Can approve/reject resources (articles, videos, templates)
- **User Management:** Can manage all users (deactivate accounts, change roles)
- **Community Control:** Can manage and deactivate any community
- **Analytics Access:** Can view platform-wide analytics and dashboards
- **Featured Content:** Can toggle featured status on resources
- **Audit Trail:** Can view all participations and attendance records

## 2 Community Manager Application Process

The Community Manager application follows a structured admin approval workflow:

### 2.1 Step 1: User Application Submission

Applicants must provide comprehensive information across four sections:

#### 2.1.1 Community Details

- Community Name
- Description (mission and goals)
- Category (Environment, Education, Health, etc.)
- Location (city and coordinates)
- Contact Email

#### 2.1.2 Organization Details

- Organization Registration Number
- Year Founded
- Total Members
- Active Members (currently engaged)
- Past Events Organized
- Organization Type (NGO, Community Group, Social Enterprise, etc.)

#### 2.1.3 Manager Experience

- Years of Experience (minimum: 0)
- Previous Roles (minimum 30 characters)
- Motivation (minimum 50 characters explaining why)
- Goals (minimum 50 characters describing objectives)

#### 2.1.4 Supporting Documents (Optional)

- Registration certificate
- Tax identification documents
- Mission statement
- Proof of leadership experience

**Initial Status:** PENDING

## 2.2 Step 2: Validation Checks

The system performs automatic validation:

- Verify no existing pending or approved applications
- For previously rejected applicants: confirm 30-day waiting period has passed
- Validate all required fields meet minimum requirements
- Confirm user is not already a moderator or admin

## 2.3 Step 3: Admin Review

Platform administrators review pending applications in their dashboard, evaluating:

- Quality and legitimacy of organization details
- Adequacy of manager experience
- Community potential and platform alignment
- Overall application completeness

**Decision Options:** APPROVE or REJECT ×

## 2.4 Step 4A: Approval Process

When an application is **approved**, the system automatically executes:

### 1. Community Creation

- Community created from application data
- Status immediately set to VERIFIED
- Creator assigned as the applicant

### 2. Role Promotion

- User role changed from 'user' to 'moderator'

### 3. Points Award

- 150 points credited (COMMUNITY\_CREATED)
- Leaderboard updated

### 4. Activity Logging

- Type: 'community\_manager\_application\_approved'

### 5. User Notification

- Message: " Congratulations! Your community is now live!"
- Includes direct link to view community

### 6. Admin Notes (Optional)

- Feedback or management tips

## 2.5 Step 4B: Rejection Process

When an application is **rejected**, the system automatically:

### 1. Status Update

- Application status set to REJECTED

### 2. Reason Storage

- Rejection reason permanently stored
- Visible to applicant

### 3. Activity Logging

- Type: 'community\_manager\_application\_rejected'

### 4. User Notification

- Rejection reason displayed
- Information about 30-day reapplication period

### 5. Admin Rejection Reason (Required)

- Minimum: 1 character
- Maximum: 500 characters
- Examples:
  - "Organization registration not verified"
  - "Insufficient manager experience documented"
  - "Community goals not aligned with platform mission"

## 2.6 Step 5: Status Monitoring

Users can view their application status at any time:

- Current application status (pending/approved/rejected)
- Community information (if approved)
- Complete application history
- Reapplication eligibility date (if rejected)

### 3 Resource Approval Process

All user-submitted resources undergo admin review before publication.

#### 3.1 Step 1: User Creates Resource

Users can submit various resource types with required information:

##### 3.1.1 Required Fields

- **Title:** 5-200 characters
- **Description:** 20-500 characters
- **Content:** Minimum 50 characters
- **Category:** Event Planning, Sustainability Tips, Community Building, etc.
- **Type:** Article, Video, PDF, Template, Infographic
- **Difficulty:** Beginner, Intermediate, Advanced

##### 3.1.2 Optional Fields

- Tags for searchability
- Related Resources for cross-referencing

**Initial Status:** UNPUBLISHED (Pending Approval)

Resources in this state are:

- Visible only to author and administrators
- Not shown on public resource pages
- Not searchable by other users

#### 3.2 Step 2: Admin Review

Administrators review pending resources, checking:

- Content quality and accuracy
- Relevance to platform mission
- Absence of inappropriate content
- Proper formatting and completeness

**Decision Options:** APPROVE or REJECT ×

### 3.3 Step 3A: Approval Process

When a resource is **approved**:

#### 1. Status Change

- Resource status changed to PUBLISHED
- Immediately visible to all users
- Appears in search results and browsing

#### 2. Activity Logging

- Type: 'resource\_approved'

#### 3. Author Notification

- Message: " Your resource has been published!"

#### 4. Admin Notes (Optional)

- Suggestions or commendations

### 3.4 Step 3B: Rejection Process

When a resource is **rejected**:

#### 1. Status Maintenance

- Resource remains UNPUBLISHED
- Still visible to author only

#### 2. Reason Storage

- Rejection feedback stored
- Author can view detailed feedback

#### 3. Activity Logging

- Type: 'resource\_rejected'

#### 4. Author Notification

- Rejection reason displayed
- Option to revise and resubmit

#### 5. Required Rejection Reason

- Minimum: 1 character
- Maximum: 500 characters
- Examples:
  - "Content lacks proper citations"
  - "Topic not aligned with platform focus"
  - "Insufficient detail for accuracy"

### 3.5 Step 4: Author Revision

For rejected resources, authors can:

- Edit the resource content
- Address feedback points
- Resubmit for approval

When updated:

- Status resets to UNPUBLISHED
- Re-enters admin review queue

### 3.6 Step 5: Featured Content Management

After approval, administrators can:

- Mark resource as FEATURED → appears in featured section
- Unfeature resource → returns to regular listing

## 4 Community Lifecycle

### 4.1 Community Status Flow

Communities progress through the following states:



### 4.2 Status Definitions

**UNVERIFIED** Created but not yet verified (legacy system)

**PENDING** Awaiting verification (legacy system)

**VERIFIED** Approved and active

- Users can join
- Events can be created
- Moderators can manage

**REJECTED** Not approved (legacy system)

**DEACTIVATED** Administratively disabled

- Users cannot join
- Existing members can still view
- No new events can be created

## 5 Event & Participation Flow

### 5.1 Event Participation Lifecycle

#### 5.1.1 Step 1: User Joins Event

**User Status:** REGISTERED

Actions performed:

- User added to participants list
- Calendar invitation sent via email
- Participation record created in database

#### 5.1.2 Step 2: Event Occurs

Event date arrives. Participants attend the event.

#### 5.1.3 Step 3: Moderator Marks Attendance

Only moderators can perform these actions:

##### Mark as ATTENDED

- Provide hours contributed (0 or greater)
- System calculates points earned:

$$\text{Points} = 50 + (\text{Hours} \times 10) \quad (1)$$

##### REJECT Participant

- Provide rejection reason
- Remove from participants list

#### 5.1.4 Step 4: User Sees Result

##### If ATTENDED

- Points awarded immediately
- Activity logged to user history
- Notification sent with points earned
- User can now rate the event

##### If REJECTED ×

- Participation cancelled
- No points awarded
- Rejection reason notified
- Removed from participants list

### 5.1.5 Step 5: User Can Rate

Only after ATTENDED status:

- Rate 1-5 stars
- Write optional review
- Community/event rating updated with new feedback

## 6 Points & Levels System

### 6.1 Points Earning Breakdown

#### 6.1.1 Volunteer Points (User)

Action	Points
Event Participated	50
+ Hours Volunteered	+10 per hour
Event Created	100
Community Created	150
Community Joined	10
Badge Earned	200

Table 1: User Point Awards

#### 6.1.2 Community Rewards (Community)

Action	Points
Member Joined	5
Event Created	50
Community Verified	500
Participation	10 per verified member

Table 2: Community Point Awards

### 6.2 Level Progression (User)

Level	Point Range	Minimum Points
1	0 - 499	0
2	500 - 1,499	500
3	1,500 - 2,999	1,500
4	3,000 - 4,999	3,000
5	5,000 - 7,499	5,000
6	7,500 - 9,999	7,500
7	10,000 - 14,999	10,000
8	15,000 - 19,999	15,000
9	20,000 - 24,999	20,000
10	25,000+	25,000

Table 3: User Level Requirements

### 6.3 Volunteer Ranks

Based on total points accumulated:

Rank	Point Range
Beginner	0 - 499
Contributor	500 - 1,499
Leader	1,500 - 2,999
Champion	3,000 - 4,999
Legend	5,000+

Table 4: Volunteer Rank System

## 6.4 Community Tiers

Based on community points:

Tier	Point Range
Bronze	0 - 999
Silver	1,000 - 2,499
Gold	2,500 - 4,999
Platinum	5,000 - 9,999
Diamond	10,000+

Table 5: Community Tier System

## Part II

# User Workflows

## 7 Workflow 1: User Joins Platform

### 7.1 Registration

1. User creates account with email and password
2. Default role assigned: 'user'
3. Initial statistics:
  - Points: 0
  - Level: 1
  - Rank: Beginner

### 7.2 Explore Communities

1. Browse verified communities
2. View community details:
  - Member count
  - Events hosted
  - Community ratings
  - Description and mission

### 7.3 Join Community (Optional)

1. Click "Join Community" button
2. Added to members list
3. Earn +10 points
4. Gain access to community members directory

### 7.4 Explore Events

1. Browse events from communities or by location
2. Apply filters:
  - Category
  - Distance from user location
  - Event rating
  - Date range
3. View detailed event information

## 7.5 Join Event

1. Click "Join Event" button
2. Status changed to: REGISTERED
3. Calendar invitation sent via email
4. Added to event participants list

## 7.6 Attend Event

1. Participate in event on scheduled day
2. Moderator marks attendance
3. Hours contributed recorded by moderator

## 7.7 Get Points & Level Up

1. Points automatically awarded:

$$Points = 50 + (hours \times 10) \quad (2)$$

2. Notification received with point details
3. Check updated leaderboard ranking
4. Possible level advancement

## 7.8 Rate Event

After attendance confirmation:

1. Rate event (1-5 stars)
2. Write optional review
3. Event rating recalculated and updated

## 7.9 View Profile & Stats

Users can monitor their progress:

- Total points accumulated
- Current level and rank
- Complete activity history
- Events attended
- Communities joined
- Badges earned

## 8 Workflow 2: User Becomes Community Manager

### 8.1 Navigate to CM Application

Access via:

- Main menu → "Become Community Manager"
- User profile settings
- Community exploration page

### 8.2 Fill Application Form

#### 8.2.1 Section A: Community Details

- Community Name
- Description (mission and goals)
- Category selection
- Location (city and coordinates)
- Contact Email

#### 8.2.2 Section B: Organization Details

- Organization Registration Number
- Year Founded
- Total Members
- Active Members count
- Past Events Organized
- Organization Type

#### 8.2.3 Section C: Manager Experience

- Years of Experience
- Previous Roles (minimum 30 characters)
- Motivation (minimum 50 characters)
- Goals (minimum 50 characters)

#### 8.2.4 Section D: Documents (Optional)

- Registration certificate
- Tax ID documentation
- Mission statement
- Proof of leadership

### 8.3 Submit Application

1. Review all entered information
2. Submit application
3. Status set to: PENDING
4. Confirmation notification: "Application submitted! Admin will review in 3-5 days"
5. Can view application status anytime

### 8.4 Wait for Admin Review

- Admin receives notification
- Application appears in admin dashboard
- Typical review time: 3-5 business days

### 8.5 If Approved

User receives:

1. Notification: " Application Approved!"
2. Community automatically created
3. Role changed to: MODERATOR
4. +150 points awarded
5. Email with next steps and management tips

New capabilities:

- Create events in community
- Upload event photos
- Manage participants
- View community analytics
- Invite and manage members

### 8.6 If Rejected ×

User receives:

1. Notification: " Application Not Approved"
2. Detailed rejection reason
3. Recommendations for improvement
4. Information: Can reapply in 30 days
5. Tips for strengthening next application

## 9 Workflow 3: Moderator Creates & Manages Event

### 9.1 Create New Event

1. Click "Create Event" (moderator-only feature)
2. Fill in event details:
  - Title
  - Description
  - Category (Cleanup, Volunteering, Education, etc.)
  - Date & Time (start and end)
  - Location
  - Max participants (optional capacity limit)
  - Event image
  - Community selection (must be verified)
3. Moderator automatically added as first participant
4. Earn +100 points for event creation

### 9.2 Participants Join

1. Event appears in user listings
2. Users click "Join Event"
3. Calendar invitation sent to new participant
4. Participant status: REGISTERED
5. Real-time capacity updates
6. Moderator receives notification: "New participant joined!"

### 9.3 Event Day Approaches

System sends automated reminders:

- 24 hours before event
- 1 hour before event
- Event starting notification

### 9.4 Event Occurs

Registered participants attend the event.

## 9.5 Moderator Marks Attendance

1. Navigate to event → "Participants" tab
2. View PENDING participants list
3. For each participant:
  - (a) Enter hours contributed (e.g., 2.5 hours)
  - (b) Click "Mark Attended"
  - (c) System automatically calculates:

$$Points = 50 + (2.5 \times 10) = 75points \quad (3)$$

4. OR Click "Reject" with documented reason

Participant automatically:

- Receives awarded points
- Gets notification
- Can now rate event
- Activity logged to history

## 9.6 Upload Event Photos

Moderator-exclusive feature:

1. Click "Upload Photos"
2. Select photo type:
  - Event Preview (before event)
  - During Event
  - After Event
3. Add optional description
4. Photo uploaded to Cloudinary
5. Shared with community
6. Users can like and comment
7. Added to community gallery

## 9.7 View Event Analytics

Dashboard displays:

- Total registered: X
- Actually attended: Y
- Rejected: Z
- Total hours contributed: N
- Total points awarded: M
- Average rating:
- Option to export participant list as CSV

## 10 Workflow 4: Admin Approves CM Application

### 10.1 View Dashboard

1. Access admin panel
2. Navigate to "Pending Applications"
3. View all pending Community Manager applications
4. Display information:
  - Applicant name
  - Community name
  - Application date

### 10.2 Click Application to Review

Review comprehensive details:

- Applicant information
- Organization details
- Manager experience
- Supporting documents
- Previous application history (if any)

Assess application quality and platform fit.

### 10.3 Approve Application

1. Click "Approve" button
2. Optionally add approval notes
3. Click "Confirm Approve"

#### 10.3.1 Automatic Actions Executed:

##### Community Created

- Name from application
- Status: VERIFIED
- Initial members: Creator only
- Unique ID generated

##### User Promoted to MODERATOR

- Role: user → moderator
- Can now create events
- Can manage communities

## Points Awarded

- +150 points to user
- Leaderboard updated
- Possible level advancement

## Notification Sent

- Email and in-app notification
- Message: "Your community is live!"
- Link to community page

## Activity Logged

- Event type recorded
- Timestamp captured

## 10.4 Reject Application

1. Click "Reject" button
2. REQUIRED: Add rejection reason
  - Minimum: 1 character
  - Maximum: 500 characters
  - Be specific and constructive
3. Click "Confirm Reject"

### 10.4.1 Automatic Actions Executed:

- Application status: REJECTED
- User notified with:
  - Rejection reason displayed
  - Improvement recommendations
  - 30-day reapplication period information
- Activity logged to system

## 10.5 View Application History

Administrators can:

- View all past applications
- Filter by status (pending, approved, rejected)
- Sort by submission date
- Track application trends

## 11 Workflow 5: Admin Approves Resources

### 11.1 View Pending Resources

1. Access admin panel
2. Navigate to "Pending Resources"
3. View all resources awaiting approval
4. Display information:
  - Title
  - Author
  - Type (Article, Video, PDF, etc.)
  - Submission date

### 11.2 Click Resource to Review

Review comprehensive details:

- Title, Description, Content
- Category, Type, Difficulty
- Author information
- Media attachments (images, links)

Assess quality and platform relevance.

### 11.3 Approve Resource

1. Click "Approve" button
2. Optionally add approval notes
3. Click "Confirm Approve"

#### 11.3.1 Automatic Actions Executed:

- Status changed to: PUBLISHED
- Visible to all platform users
- Appears in search and browse results
- Author notified: "Your resource is published!"
- Activity logged to system

### 11.4 Reject Resource

1. Click "Reject" button
2. REQUIRED: Add rejection reason
  - Be constructive and specific
3. Click "Confirm Reject"

#### 11.4.1 Automatic Actions Executed:

- Status remains: UNPUBLISHED
- Author can view rejection reason
- Author can revise and resubmit
- Author notified: "Your resource needs revision"
- Activity logged to system

### 11.5 Toggle Featured Status

For approved resources:

- Mark as FEATURED → appears in featured section
- Unfeature → returns to regular listing
- High-quality resources gain more visibility
- Toggle on/off as needed

### 11.6 View Resource Stats

Admin dashboard displays:

- Total resources count
- Pending approval count
- Total views across all resources
- Most viewed resources
- Resources by category breakdown
- Resources by type distribution

## 12 Summary Table

Entity	Who Creates	Who Can Manage	Status	Restrictions
Community	CM Application or Admin Manual	Moderator	VERIFIED	Only verified can host events
Event	Moderator	In verified community	UPCOMING	Need moderator role
Participant	User joins event	Moderator marks attendance	REGISTERED → AT-TENDED	Only after attendance
Rating	User	After AT-TENDED status	PUBLIC	Verified participants only
Photo	Moderator uploads	Official photos only	OFFICIAL	Moderator only
Resource	User submits	Admin reviews	UNPUBLISHED → PUBLISHED	Pending approval
CM Application	User applies	Admin reviews	PENDING → APPROVED	Auto-create community

Table 6: Platform Entity Management Summary

## A Key Points Summary

### A.1 Role Hierarchy

- **USER:** Basic participation rights
- **MODERATOR:** Community management capabilities
- **ADMIN:** Full platform control

### A.2 Application Processes

- **CM Applications:** 30-day reapplication waiting period
- **Resources:** Can be revised and resubmitted after rejection

### A.3 Points Calculation

$$\text{EventParticipationPoints} = 50 + (\text{HoursVolunteered} \times 10) \quad (4)$$

### A.4 Critical Status Transitions

- Communities: CREATED → VERIFIED → ACTIVE
- Participants: REGISTERED → ATTENDED
- Resources: UNPUBLISHED → PUBLISHED
- Applications: PENDING → APPROVED/REJECTED

## B Business Rules

### B.1 Community Management

1. Only verified communities can host events
2. Moderators can only manage their own communities
3. Admin can deactivate any community

### B.2 Event Participation

1. Only moderators can mark attendance
2. Participants must be marked ATTENDED to rate events
3. Points are awarded automatically upon attendance confirmation

### B.3 Content Moderation

1. All resources require admin approval before publication
2. Rejected resources can be revised and resubmitted
3. Only admins can feature/unfeature resources

## B.4 Applications

1. Users can have only one active CM application
2. 30-day waiting period after rejection
3. Approval automatically creates community and promotes user

# C Technical Notes

## C.1 Notification System

Automated notifications are sent for:

- Application status changes
- Event reminders (24h, 1h, start time)
- Attendance confirmations
- Resource approval/rejection
- Points awards
- New participants joining events

## C.2 Data Persistence

- All activities are logged for audit trails
- Rejection reasons are permanently stored
- Application history is maintained
- Points and levels are recalculated in real-time

## C.3 User Interface Requirements

- Real-time capacity updates for events
- Live leaderboard updates
- Dashboard analytics for moderators and admins
- CSV export functionality for participant lists