

i-Complaint

For fulfilling requirements for CC17

USER MANUAL

Agaser, Claizer Jay

Buclay, Chrysler

Perez, Euli Martini

ABOUT THE USER MANUAL

This User Manual is designed to help you to navigate and use this application. This manual has been written in easy-to-understand terms, with explanations of all features, instructions on how to perform each task, and screenshots illustrated it.

ABOUT THE APPLICATION

i-Complaint acts as the interface for resolving client complaints. It enables users to file complaints and lets them follow the progress of those concerns. When a complaint is filed, it is given a special ticket number that the customer can use to track the progress of the concern.

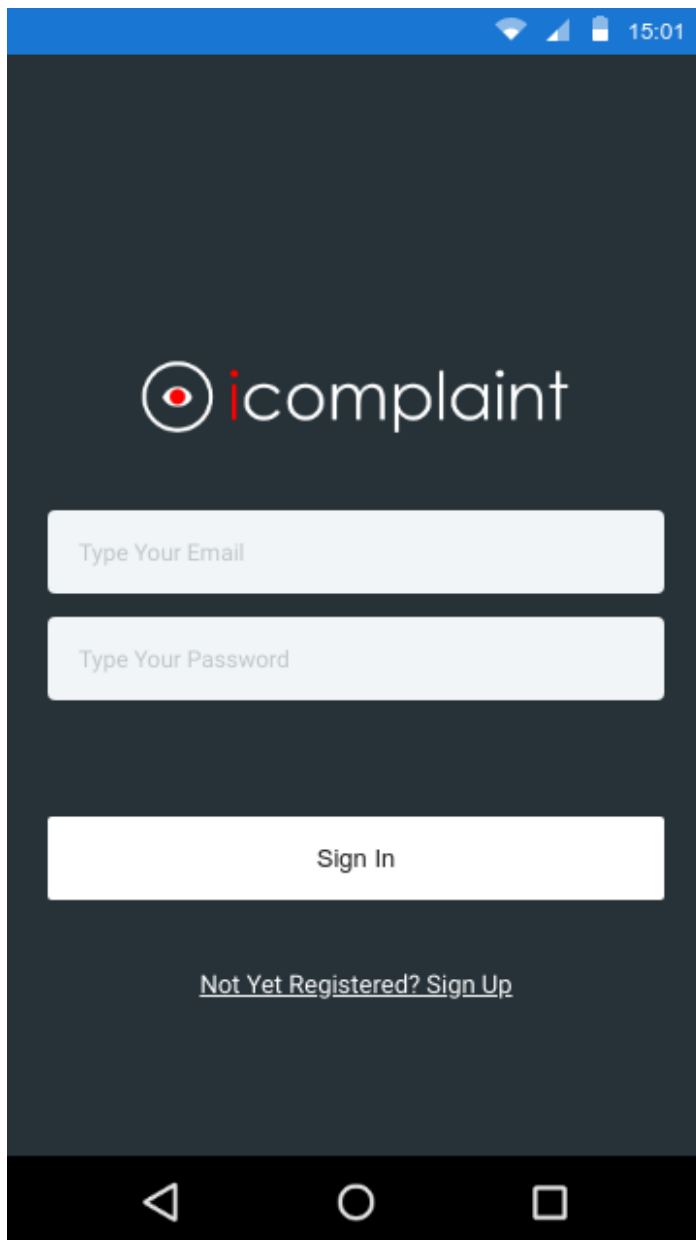
SYSTEM REQUIREMENTS

The following specifications pertain to the device's operating system and software: Android 4.0 (Ice Cream Sandwich) or higher, with at least 1GB RAM.

The functionality of the mobile app can only be accessed via an internet connection.

DESCRIPTION OF APPLICATION FUNCTIONS

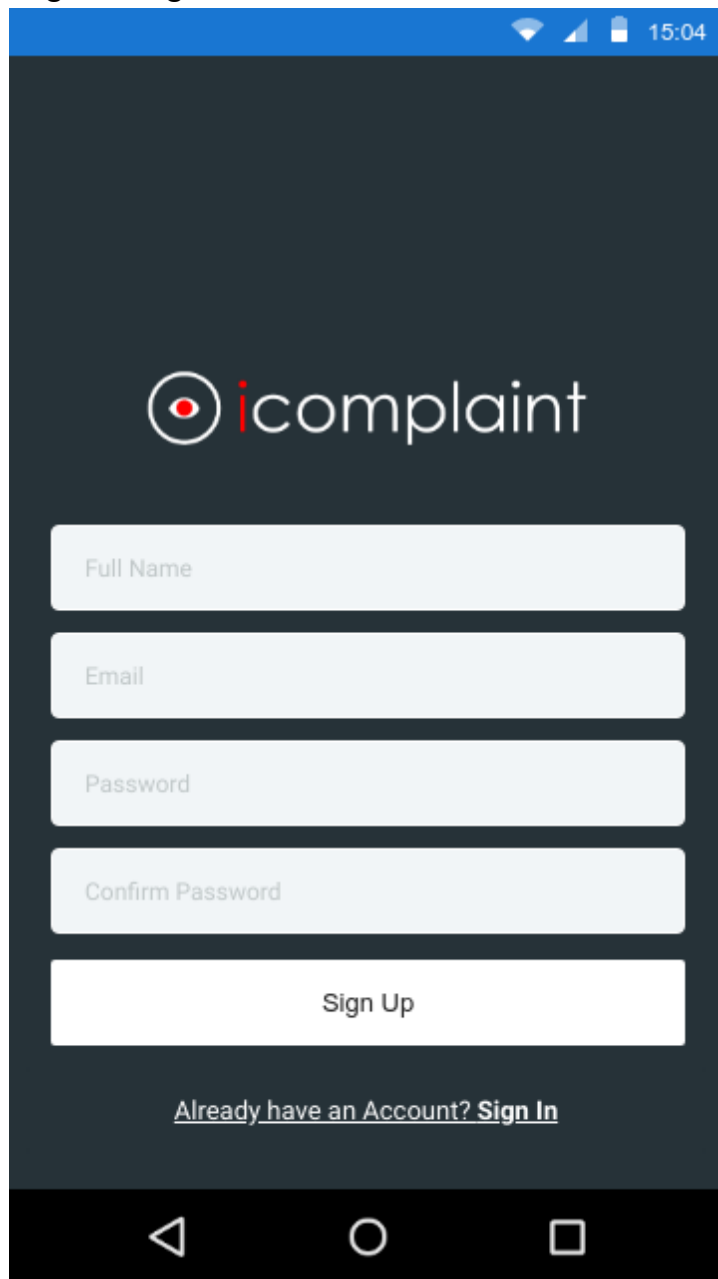
Start-up Page/Log in Page



This is the start-up page.

- a. If the username and password does not match, it should show an error prompt on the screen informing the user that the user input doesn't match the records.
- b.
- c. If record exist, it directs user to the dashboard.

Register Page

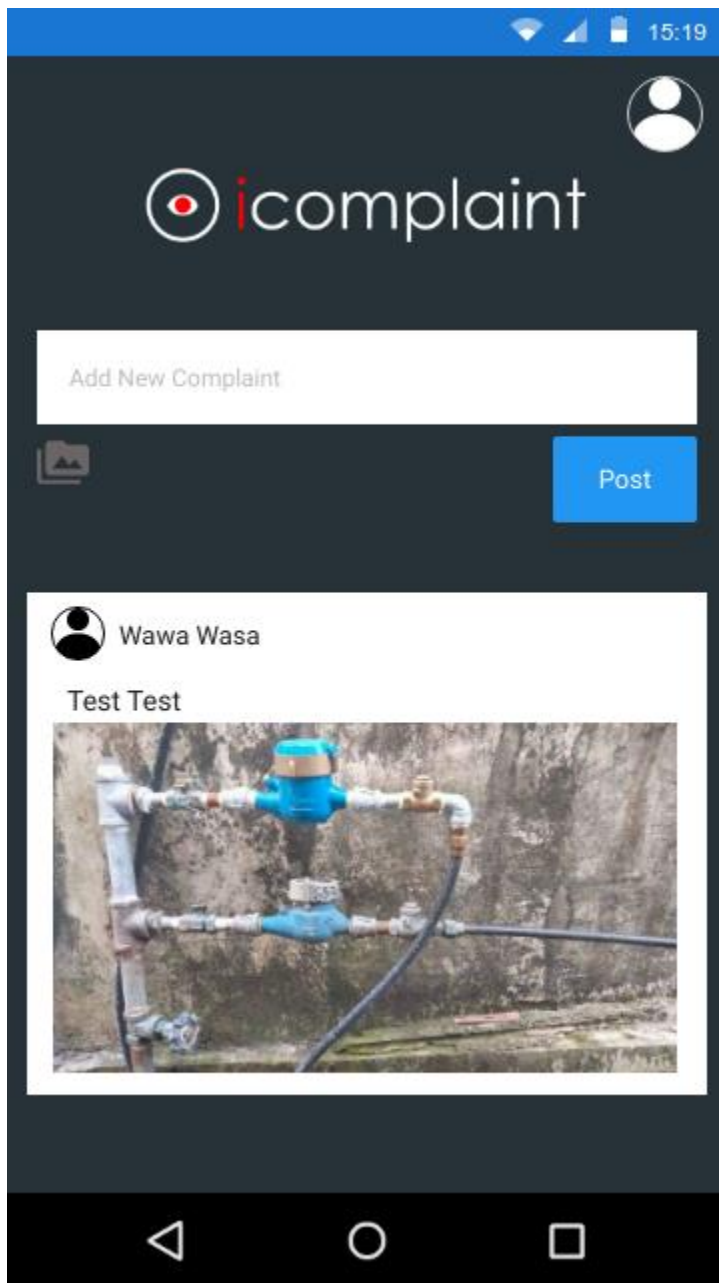


The screenshot shows a mobile application interface for the 'iComplaint' app. At the top, there is a blue status bar with icons for Wi-Fi, signal strength, and battery, along with the time '15:04'. The app's logo, 'iComplaint', is centered at the top of the dark grey registration screen. Below the logo are four light grey input fields stacked vertically, labeled 'Full Name', 'Email', 'Password', and 'Confirm Password'. A white 'Sign Up' button is positioned below these fields. At the bottom of the form, there is a link that reads 'Already have an Account? Sign In'. The entire screen is framed by a black Android navigation bar at the very bottom, featuring the back, home, and recent apps icons.

1. Fill in full name
2. Fill in email
3. Fill in password
4. Confirm password
5. Click sign up button.

After clicking the sign-up button it will direct the user to the dashboard.

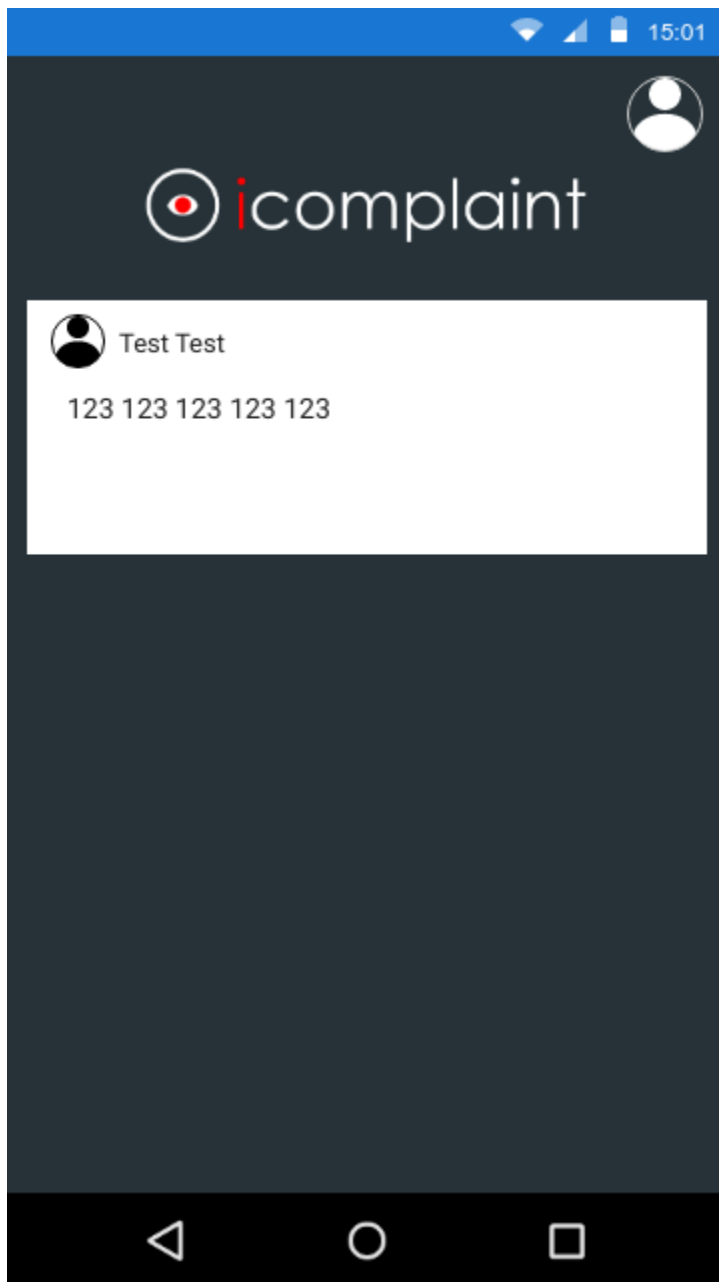
Dashboard



This is the dashboard.

- Users can now add new complaints and add images.
- Users can see all their complaints and their status whether it is resolved, or it is still in progress.
- Barangay Officials can see all the complaints posted by the people and can open any complaint to resolve it.

Profile



The profile page is where users can see their own feed.

Users can also edit or delete their own complaints.