

## System Requirements Specifications

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Group id :- 9

Topic :- Citizen Care

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## **CHAPTER: 1**

### **Introduction**

#### **1.1 Definition**

- Services providing website is a common platform where customers and providers engage with each other.
- Our website is to enable users to find and hire the right professional (service provider) for all their needs.

#### **1.2 Scope**

- In this digital era, everything is getting available online.
- Every business is getting online with the help of a website or application.
- Our system will provide authentic and affordable service to the senior citizen person who can't do work by own-self.
- Our system will provide a mobile app to better use for consumer. In future time, it will help to all kind of people to define and book different kind of taskers.

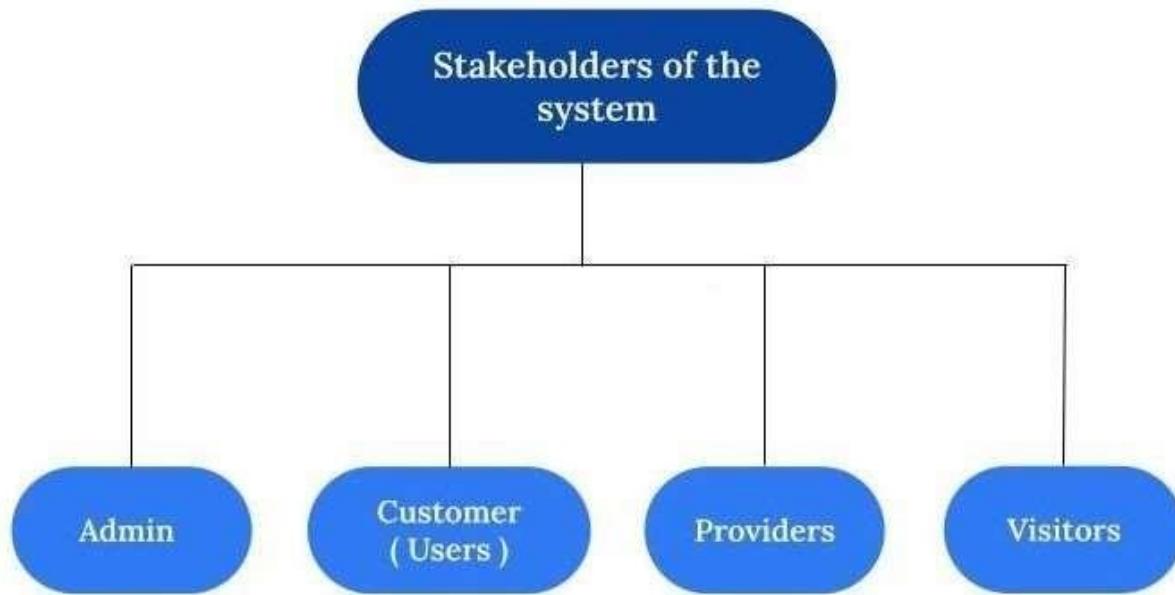
#### **1.3 Objectives**

- Our system is to provide a service those senior citizen people who can't able todo work by own-self.
- Our website is to enable users to find and hire the right professional for all their needs, and the professional will show up at the pre-appointed time.
- Main benefit to save the time and money of the users as well-equipped with the modern way of searching for online service providers and allocating jobs to verified professionals.
- For all these services client or user can also make the payment in Online mode.
- Our main aim is to provide best services through the professional at home in away that has never been experienced before.

## CHAPTER: 2

# PROPOSED SYSTEM REQUIREMENTS GATHERING

### 2.1 Stakeholders of the System



#### 1 Admin

- Admin plays most important role in system.
- Admin is maintaining the system as well as to keep the system running smoothly.
- In this system admin have to first login in the system after that they can perform all activities.
- Admin also manage the functionality of the system like managing the user, managing the service provider, managing the pricing of services, to keep records etc.
- They can also add, delete and update the data and services anytime.

#### 2 Consumer

- Consumer (customer / User) are the person who use the functionality and services of the system.
- If customer do not have registration, then first, they have to registered themselves after that they can use the services. And if customer have already registered then they have to do only login.

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- Customer can do different kind of activities like search for services, booking a slot of services etc.
- They can give their feedback on the services.
- User can also make payment for the services online.

## 3 Provider

- In this system provider (who provide different kind services / professionals) first registered themselves.
- In registration they have given required information like Name, Gender, profession (which kind of services they have to provide) etc.
- They can act in the client's best interests.
- They are doing work carefully.
- They can make sure that the work is performed on time.

## 4 Visitor

- Visitors are the general people who visit the website but not registered.
- They can view just Services, details of Services, feedback of users and terms & conditions.
- If they want to use our services then they must have to registered, after that they can book services.

## 2.3 Consolidated List of Requirements

- Our system is providing different kind of services like home made services like home repaired, care-taker, health and wellness related services etc.
- Clients can search for the services and can also book the tasker as per need.
- Clients can give feedback and also read others feedback.
- System must be user friendly and interactive.
- System must have security.
- User and Provider's account and data should be maintained by Admin.

## 2.3 User stories

### 2.3.1 Visitor

- As a Visitor, I want to see separate registration forms for Users and Service Providers on CitizenCare.com's homepage, allowing me to easily sign up for the appropriate type of account.
- As a Visitor, I want to browse through CitizenCare.com's homepage to understand its services and features before signing up or logging in.
- As a Visitor, I want to search for specific services or service providers on CitizenCare.com's platform to gather information and explore available options.
- As a Visitor, I want to have access to an About Us page on CitizenCare.com, where I can learn more about the platform, including how it works and the team behind it.
- As a Visitor, I want to read customer feedback and reviews to gain insights into the experiences of other users with service providers on CitizenCare.com.

### 2.3.2 User

- As a User, I want to sign up for an account on CitizenCare.com so that I can access and utilize its services conveniently.
- As a User, I want to browse through various service categories (e.g., plumbing, cleaning, beauty) on CitizenCare.com to find the service I require.
- As a User, I want to view detailed profiles of service providers, including their qualifications, experience, ratings, and reviews, to make an informed decision.
- As a User, I want to book a service appointment with a provider through CitizenCare.com's platform, specifying my preferred date, time, and location for the service.
- As a User, I want to track the status of my service appointment, receive notifications about its progress, and communicate with the provider if needed.
- As a User, I want to make payment for the services online through secure payment gateways integrated into CitizenCare.com's platform.
- As a User, I want to rate and review service providers based on my experience to help other users make informed decisions.
- As a User, if I forget my password, I want to be able to reset it by clicking on a "reset password" link sent to my registered email address.
- As a User, I want to update my profile information on CitizenCare.com, such as my name, contact details, and address, to ensure that my account information is accurate and up-to-date.
- As a User, I want to view a list of all my previous bookings on CitizenCare.com, including details such as service type, date, time, provider, and payment status, to keep track of my service history and records.
- As a User, I want to have access to a contact page on CitizenCare.com, where I can find contact information such as email addresses, phone numbers, and physical addresses for customer support or inquiries, allowing me to easily reach out to the platform administrators or support team for assistance or feedback. Additionally, on the contact page, I want to see a contact form with fields for my name, email address, and a text area where I can write any questions or inquiries I have, providing me with a convenient way to communicate my concerns or seek assistance from the platform's support team.

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- As a User, after I confirm my order on CitizenCare.com, I want to receive a confirmation email that includes the provider's name, email address, and contact information, such as phone number or any other relevant details, ensuring that I have easy access to reach out to the service provider if needed.
- As a User, after I update my order on CitizenCare.com, I want to receive an email notification confirming the update, which includes the updated details of the service appointment, as well as the provider's name, email address, and contact information.
- As a User, after I cancel my order on CitizenCare.com, I want to receive an email notification confirming the cancellation, which includes the provider's name, email address, and contact information.

### 2.3.3 Provider

- As a Provider, I want to sign up for an account on CitizenCare.com to offer my services conveniently and reach potential clients.
- As a Provider, I want my profile on CitizenCare.com to showcase detailed information about my qualifications, experience, ratings, and reviews, allowing potential clients to make informed decisions.
- As a Provider, I want to update my profile information on CitizenCare.com, including details such as my name, contact information, and address. This allows me to ensure that my account information is accurate and up-to-date
- As a Provider, I want to have access to a dashboard or section on CitizenCare.com where I can view all my past orders along with their statuses. This feature will enable me to track the progress and status of each completed order, helping me maintain a record of my service history and manage my business effectively.
- As a Provider, I want to receive payments for the services rendered through secure payment gateways integrated into CitizenCare.com's platform. Upon successful payment by the user, I expect to receive a confirmation email to my registered email address, acknowledging the payment received for the rendered services.
- As a Provider, I want users to be able to rate and review my services based on their experience, helping me build credibility and attract more clients.
- As a Provider, I want to have access to a contact page on CitizenCare.com, where I can find contact information such as email addresses, phone numbers, and physical addresses for customer support or inquiries, allowing me to easily reach out to the platform administrators or support team for assistance or feedback.
- As a Provider, I want to receive confirmation emails when users confirm their bookings, including their contact information, ensuring that I have easy access to reach out to them if needed.
- As a Provider, I want to receive email notifications when users update their bookings on CitizenCare.com. These notifications should include the updated details of the service appointment, as well as the user's contact information, allowing me to stay informed about any changes and manage my schedule effectively.
- As a Provider, I want to receive email notifications when users cancel their bookings on CitizenCare.com. These notifications should include the user's contact information, allowing me to stay informed about any cancellations and manage my schedule effectively.
- As a Provider, if I forget my password, I want to be able to reset it by clicking on a "reset password" link sent to my registered email address.

### **2.3.4 Admin**

- As an Admin, I want to create an administrative account on CitizenCare.com to access the platform's management tools and functionalities. This allows me to oversee and manage the services provided on the platform efficiently, ensuring smooth operations and providing support as needed.
- As an Admin, I want to have access to an Order page on CitizenCare.com, where I can view all the orders made on the platform. This page should include fields such as the Name of the User, email, Address, date, time, service, status of the order (e.g., Assigned, Done), and total amount. Having access to this detailed information allows me to efficiently monitor and manage orders, track their progress, and ensure smooth operations on the platform.
- As an Admin, I want to have access to a Customer page on CitizenCare.com, where I can view all customer information. This page should provide a comprehensive overview of customer details, including their name, email, contact information, address, and any other relevant information.
- As an Admin, I want to have access to a Review page on CitizenCare.com, where I can view all customer reviews.
- As an Admin, I want to have access to a Service page on CitizenCare.com, where I can view all available services offered on the platform. Additionally, I should have the ability to add new services or edit existing service information directly from this page.

## 2.4 Use Cases

### 2.4.1 Register on Citizen Care

**Actor:** Visitor

**Basic Flow:**

1. Visitor accesses the CitizenCare.com homepage.
2. Visitor selects the appropriate registration form for Users or Service Providers.
3. Visitor fills in the required information in the registration form.
4. Visitor submits the registration form.
5. System validates the entered information.
6. If validation is successful, the system creates a new account for the User or Service Provider.
7. Confirmation email is sent to the registered email address.

**Exceptional Flow of Events:**

#### E-1: Existing Email Address

- 1 If the user attempts to register with an email address that is already associated with an existing account, the system displays an error message.
- 2 The system prompts the user to log in with their existing account credentials or use a different email address for registration.

### 2.4.2 Use Case: Login to Citizen Care

**Actor:** User

**Basic Flow:**

1. User navigates to the CitizenCare.com website.
2. User clicks on the "Login" button located on the homepage.
3. System presents the user with a login form, requesting username/email and password.
4. User enters their registered username/email and password into the respective fields.
5. User clicks the "Login" button to submit the credentials.
6. System verifies the entered credentials against the database.
7. If the credentials are correct, the system authenticates the user and grants access to their account dashboard.
8. User gains access to their account, where they can view and manage their bookings, profile information, and other relevant features.
9. If the credentials are incorrect, the system displays an error message indicating invalid login credentials.

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10. User can attempt to login again or use the "Forgot Password" feature to reset their password if needed.

### Alternative Flow:

1. If the user forgets their password:
2. User clicks on the "Forgot Password" link on the login page.
3. System prompts the user to enter their registered email address.
4. User enters their email address and submits the form.
5. System sends a password reset link to the user's email address.
6. User checks their email and clicks on the password reset link.
7. User follows the instructions to reset their password.
8. After resetting the password, user can login using the new credentials.

## 2.4.3 Search for Services

### Actor: Visitor

#### Basic Flow:

1. Visitor accesses the CitizenCare.com homepage.
2. Visitor browses through the homepage to understand the services and features offered.
3. Visitor utilizes the search functionality to search for specific services or service providers.  
System retrieves relevant search results based on the visitor's query.
4. Visitor reviews the search results to gather information and explore available options.

## 2.4.4 Book a Service Appointment

### Actor: User

#### Basic Flow:

1. User logs in to their account on CitizenCare.com.
2. User browses through various service categories to find the desired service.
3. User views detailed profiles of service providers, including qualifications, experience, ratings, and reviews.
4. User selects a service provider and chooses the preferred date, time, and location for the service appointment.
5. User submits the booking request.
6. Service provider receives the booking request and confirms availability.
7. Upon confirmation, user receives notification of the confirmed appointment.
8. User makes payment for the service online through secure payment gateways integrated into

## Citizen Care

CitizenCare.com's platform.

### 2.4.5 Rate Service Provider

**Actor:** User

**Basic Flow:**

1. User accesses their account dashboard on CitizenCare.com.
2. User navigates to the section displaying their past bookings or appointments.
3. User selects the specific booking or appointment for which they want to provide a rating.
4. User clicks on the option to rate the service provider associated with the selected booking.
5. System displays a rating scale or star system, allowing the user to assign a rating (e.g., 1 to 5 stars) to the service provider.
6. User selects the appropriate rating based on their satisfaction with the service provided.  
User submits the rating.
7. System records the user's rating and updates the service provider's profile with the new rating score.
8. Optionally, user may provide additional feedback or comments regarding their experience with the service provider.

### 2.4.6 Submit Inquiry via Contact Form

**Actor:** User or Service Provider

**Basic Flow:**

1. User or Service Provider navigates to the Contact page on CitizenCare.com.
2. User or Service Provider locates the contact form provided on the Contact page.
3. User or Service Provider fills in the required fields in the contact form, including:
  - Name
  - Email address
  - Message detailing the inquiry or concern
4. User or Service Provider submits the contact form.
5. System validates the entered information, ensuring all required fields are filled and the email address format is correct.
6. If validation is successful, the system sends the inquiry to the platform administrators or support team.

**Exceptional Flow:**

#### E-1: Invalid Email Format

1. If the user enters an invalid email address format in the contact form, the system displays an error message.

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2. The system prompts the user or service provider to correct the email address format before submitting the form.

### **E-2: Empty Fields**

1. The user or service provider leaves any required fields empty in the contact form, the system displays an error message.
2. The system prompts the user or service provider to fill in all required fields before submitting the form.

### **2.4.7 Logout from Citizen Care**

**Actor:** User

**Basic Flow:**

1. User navigates to the account settings or profile section of CitizenCare.com.
2. User locates the "Logout" button or link within the account settings or profile section.
3. User clicks on the "Logout" button or link.
4. System logs the user out of their account and clears any active sessions.
5. User is redirected to the homepage or a designated logout confirmation page.

## **CHAPTER: 3**

## **SYSTEM REQUIREMENTS**

### **3.1 Functional Requirements**

#### **3.1.1 Registration Forms:**

- The system should provide separate registration forms for Users and Service Providers on the homepage.
- Each registration form should collect necessary information for creating the respective type of account.

#### **3.1.2 Browsing and Searching:**

- Users should be able to browse through CitizenCare.com's homepage to understand its services and features without the need for authentication.
- Visitors should have the ability to search for specific services or service providers on the platform.
- The search functionality should provide accurate and relevant results based on user queries.

#### **3.1.3 Profile Management:**

- Users and Service Providers should be able to update their profile information, including personal details and contact information.
- Service Providers should have the ability to showcase detailed information about their qualifications, experience, ratings, and reviews on their profile.

#### **3.1.4 Booking and Appointment Management:**

- Users should be able to book service appointments with providers through the platform.
- Users and Providers should have access to a dashboard or section where they can track the status of their service appointments.
- Providers should receive notifications regarding booking confirmations, updates, and cancellations via email.

#### **3.1.5 Payment Integration:**

- The platform should integrate secure payment gateways to facilitate online payments for services rendered.
- Upon successful payment, both Users and Providers should receive confirmation emails acknowledging the transaction.

### **3.1.6 Review and Rating System:**

- Users should be able to rate and review service providers based on their experiences.
- Providers should have access to view and respond to user reviews to maintain customer satisfaction and credibility.

### **3.1.7 Password Management:**

- Users and Providers should have the ability to reset their passwords via email if forgotten.

## **3.2 Non-Functional Requirements**

### **3.2.1 Usability:**

- The registration process should be intuitive and user-friendly to encourage sign-ups.
- Navigation on the platform should be smooth and intuitive, enhancing the overall user experience.

### **3.2.2 Performance:**

- The platform should be responsive and capable of handling concurrent user sessions without significant delays.
- Search functionality should return results promptly, even with a large database of service providers and services.

### **3.2.3 Security:**

- Secure encryption methods should be employed to safeguard user data, especially during online transactions.
- Password reset links sent via email should be securely generated and expire after a certain timeframe to prevent unauthorized access.

### **3.2.4 Reliability:**

- The platform should be available and accessible to users without frequent downtimes or disruptions.
- Email notifications regarding booking updates and cancellations should be delivered reliably and promptly.

### 3.2.5 Scalability:

- The system architecture should be scalable to accommodate an increasing number of users, service providers, and transactions over time.
- Database infrastructure should be designed to handle growing data volumes efficiently.

## 3.3 Hardware-Software Requirements

### 3.3.1 Client-side Requirements

Software Requirements

OS (Operating System)	Windows 8 or higher
Browser	Chrome, Mozilla etc.

Hardware Requirements

Processor	Minimum core i3 or Higher
RAM	Minimum 4GB or Higher
Hard Disk	Minimum 500GB or Higher

### 3.3.2 Server-side Requirements

Software Requirements

Front-end	React JS
Backend	Node JS, MongoDB
OS (Operating System)	Windows 8 or higher
Tools	Vs code
Browser	Chrome, Mozilla etc.

Hardware Requirements

Processor	Minimum core i3 or Higher
RAM	Minimum 4GB or Higher
Hard Disk	Minimum 500GB or Higher

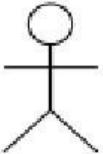
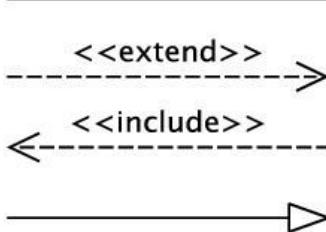
## CHAPTER: 4

### System Analysis and Planning

#### 4.1 UML diagram

##### 4.1.1 Use Case Diagram

- A Use case diagram is used to represent the specific behavior of a system.
- Use case diagram describe the high-level function and scope of the system.

<b>Symbol</b>	<b>Reference Name</b>
	Actor
	Use case
	Relationship

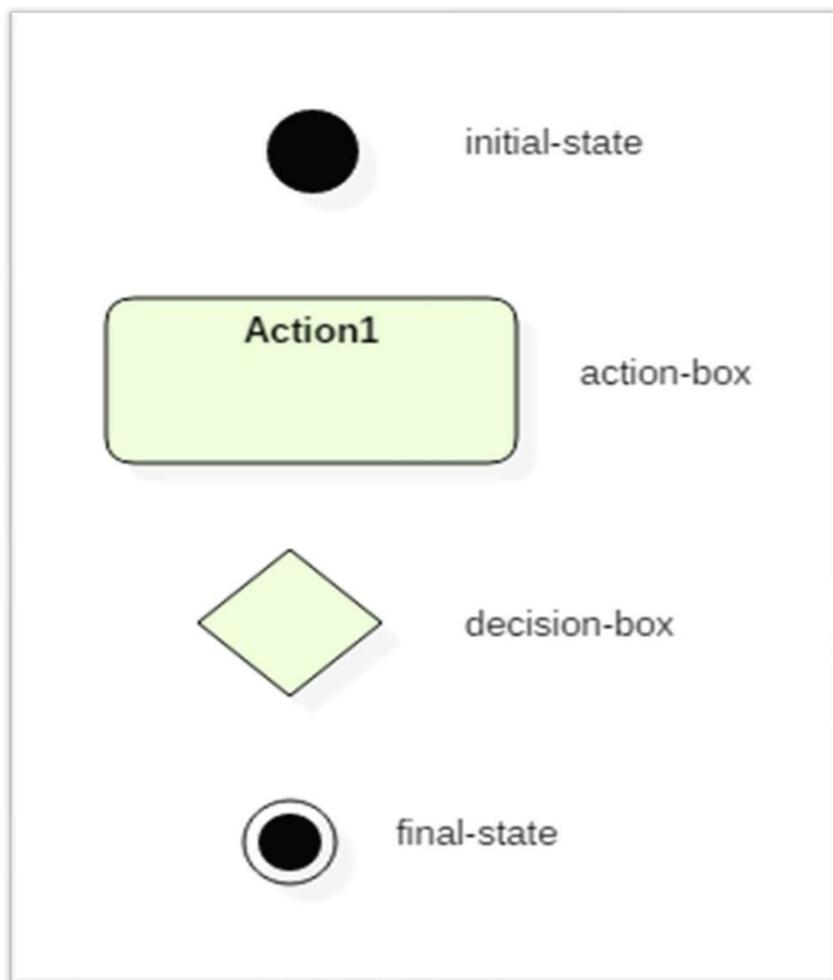
## Citizen Care



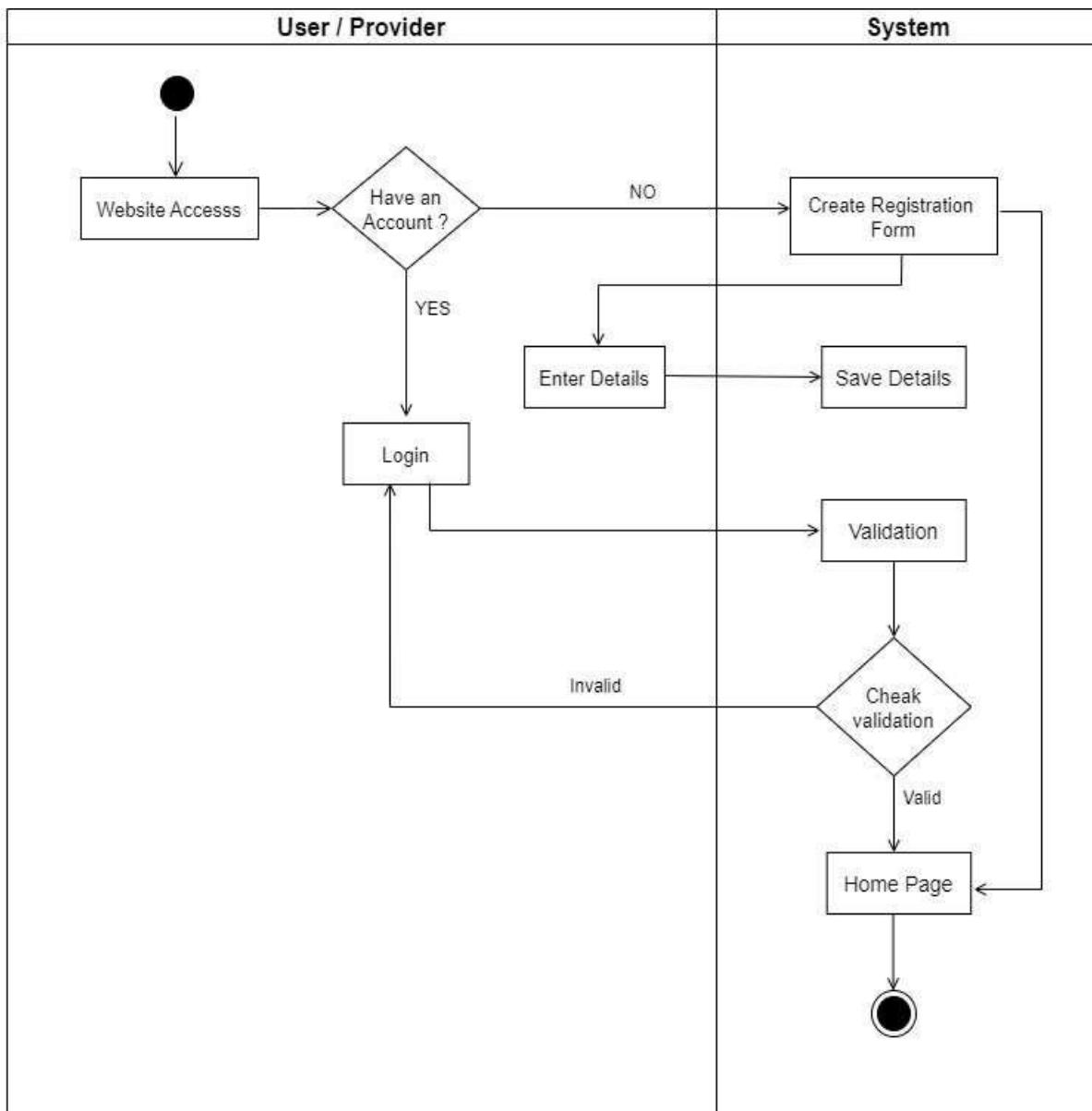


#### 4.1.2 Activity Diagram

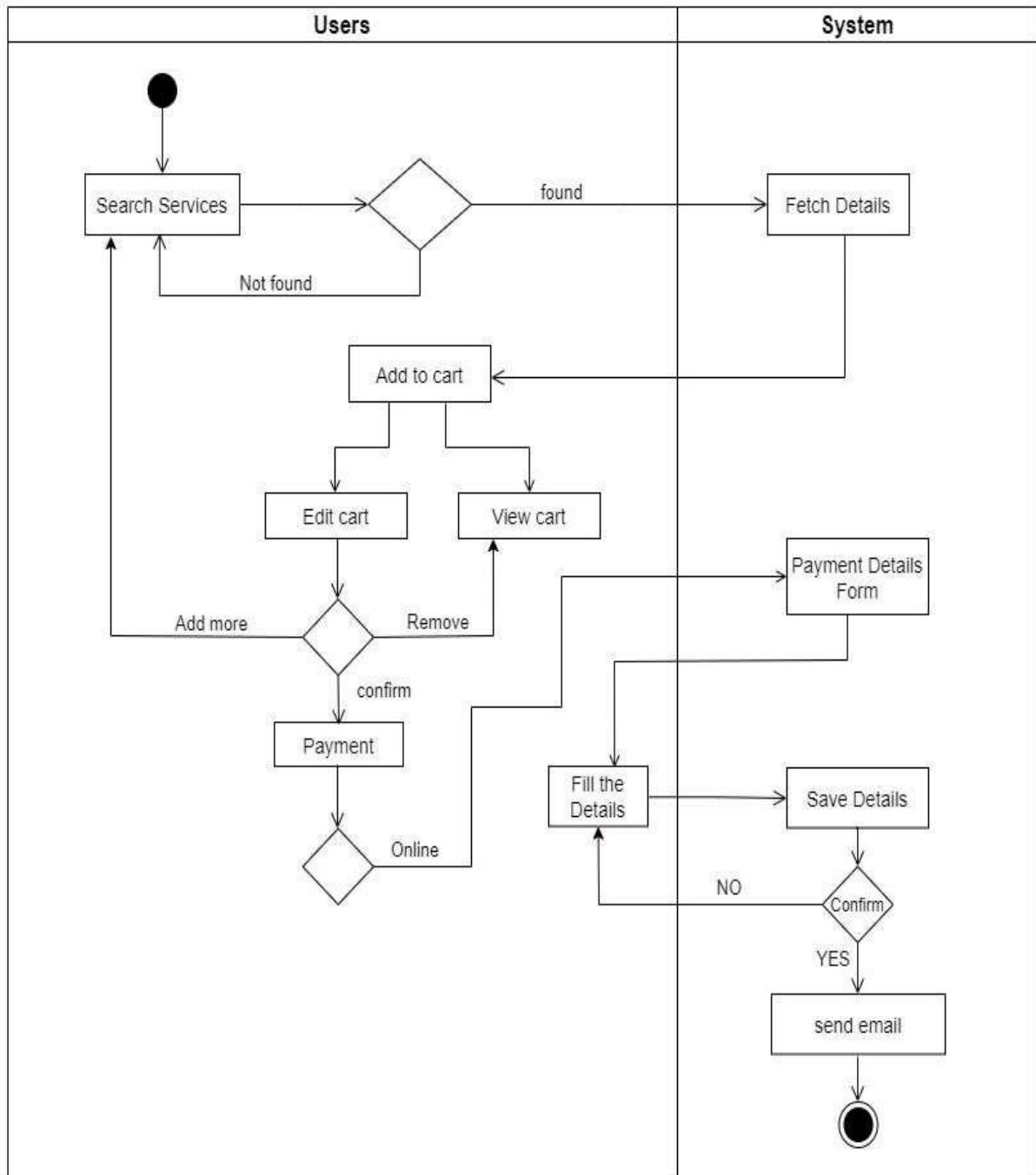
- Activity diagram is basically a flowchart to represent the flow from one activity to another activity.
- Activity diagram demonstrate the flow of control.



## For Login and Registration

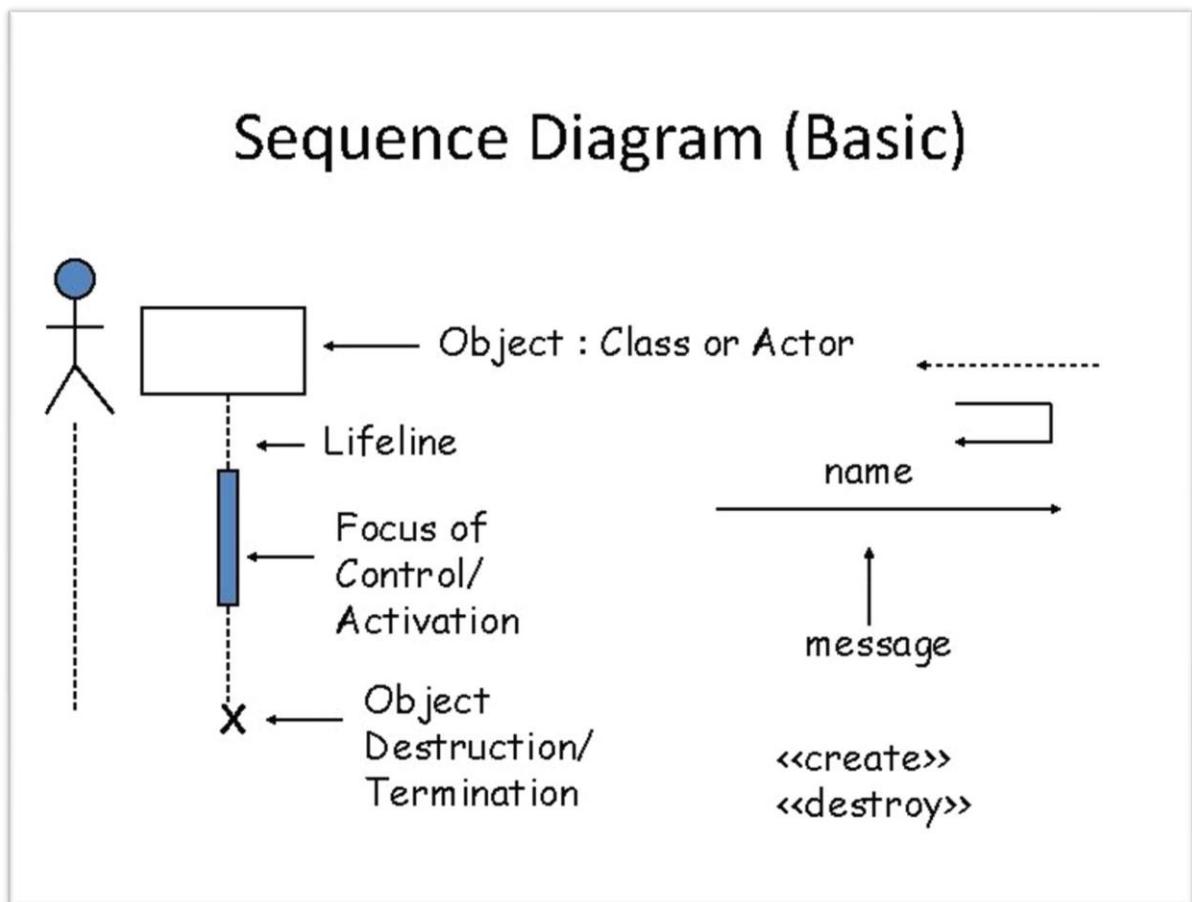


## For Service Booking

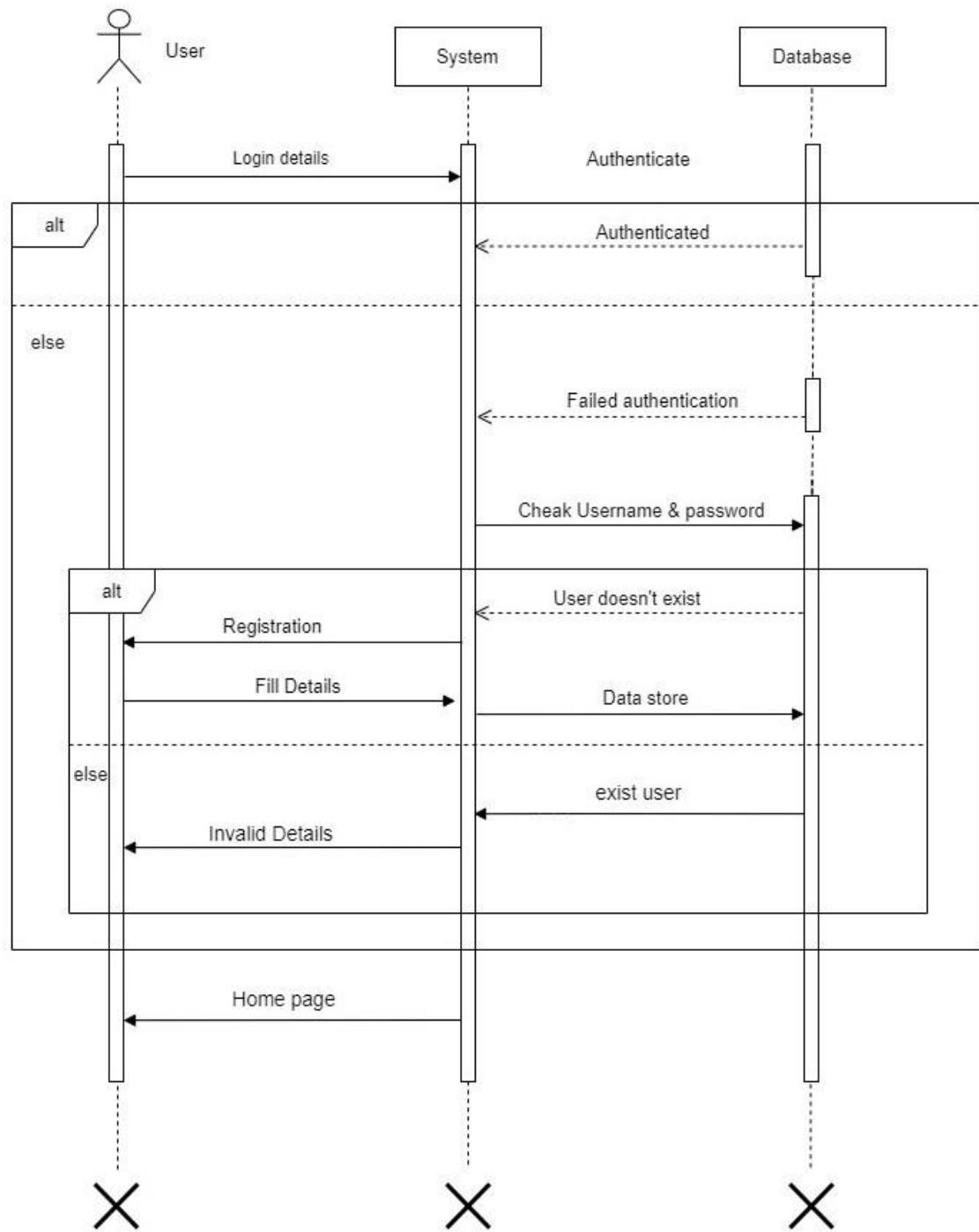


#### 4.1.3 Sequence Diagram

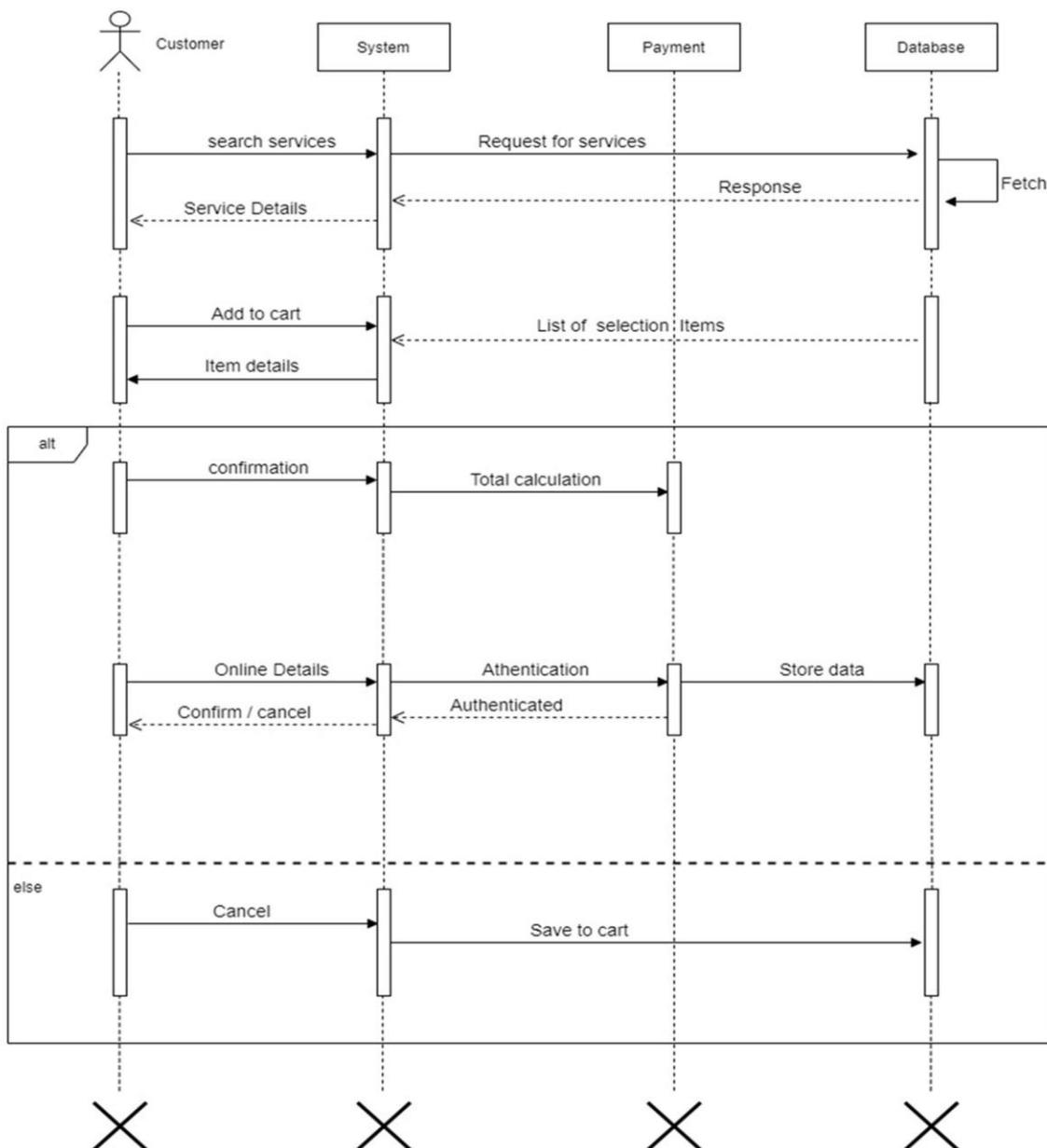
- The Sequence diagram represents the flow of message in the system and is also term as event diagram.
- The main purpose of diagram is to show the interaction between object in the sequential order.



## For Login and Registration

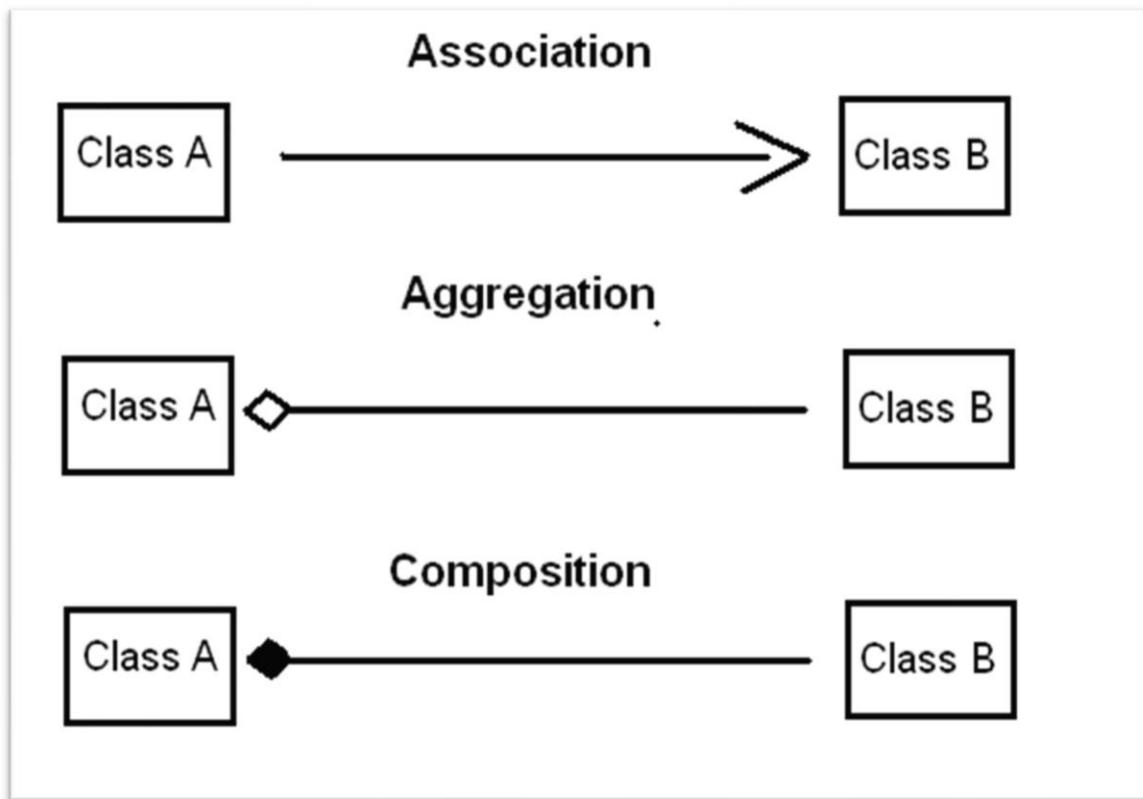


## For Service Booking

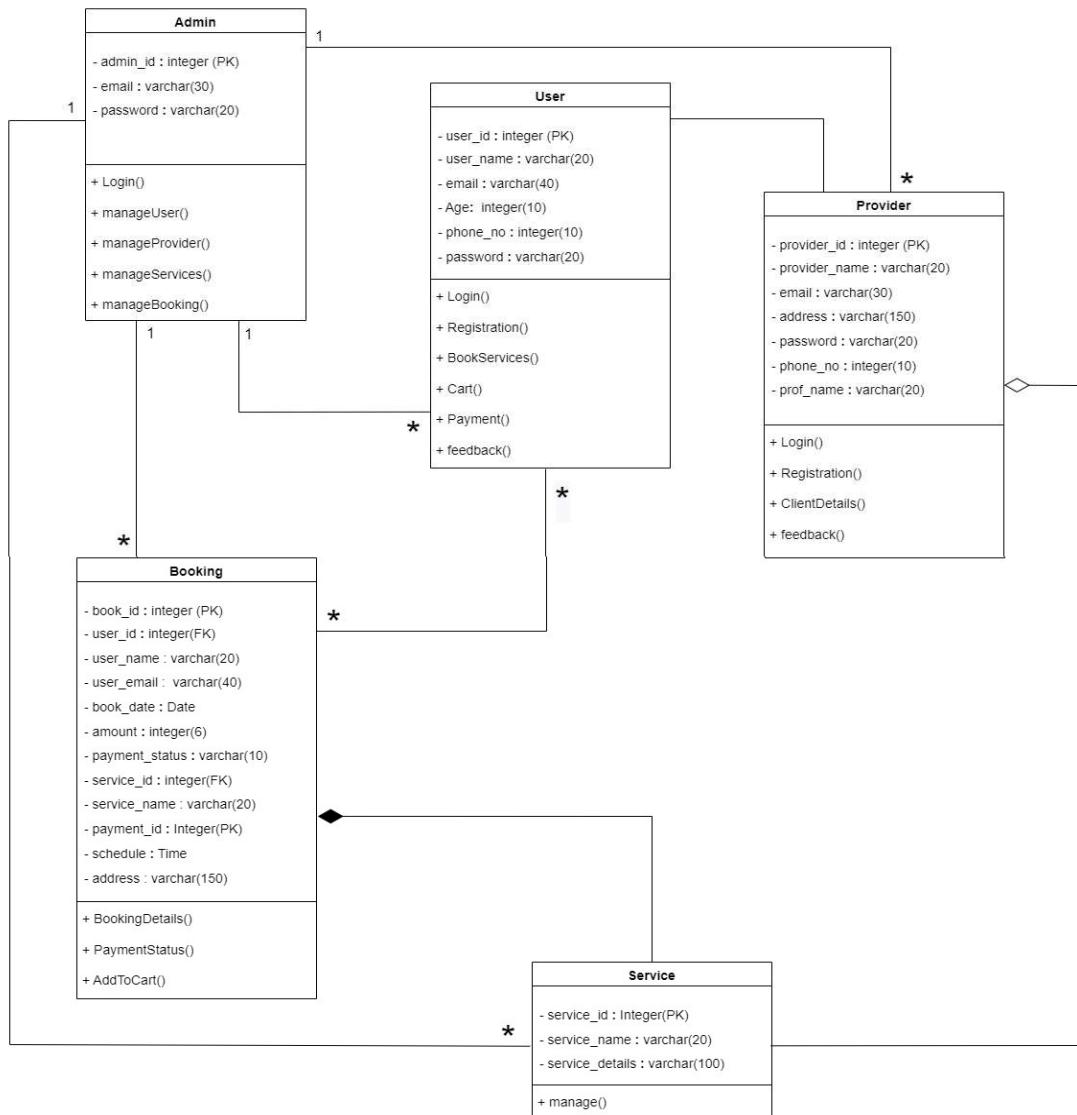


#### 4.1.4 Class Diagram

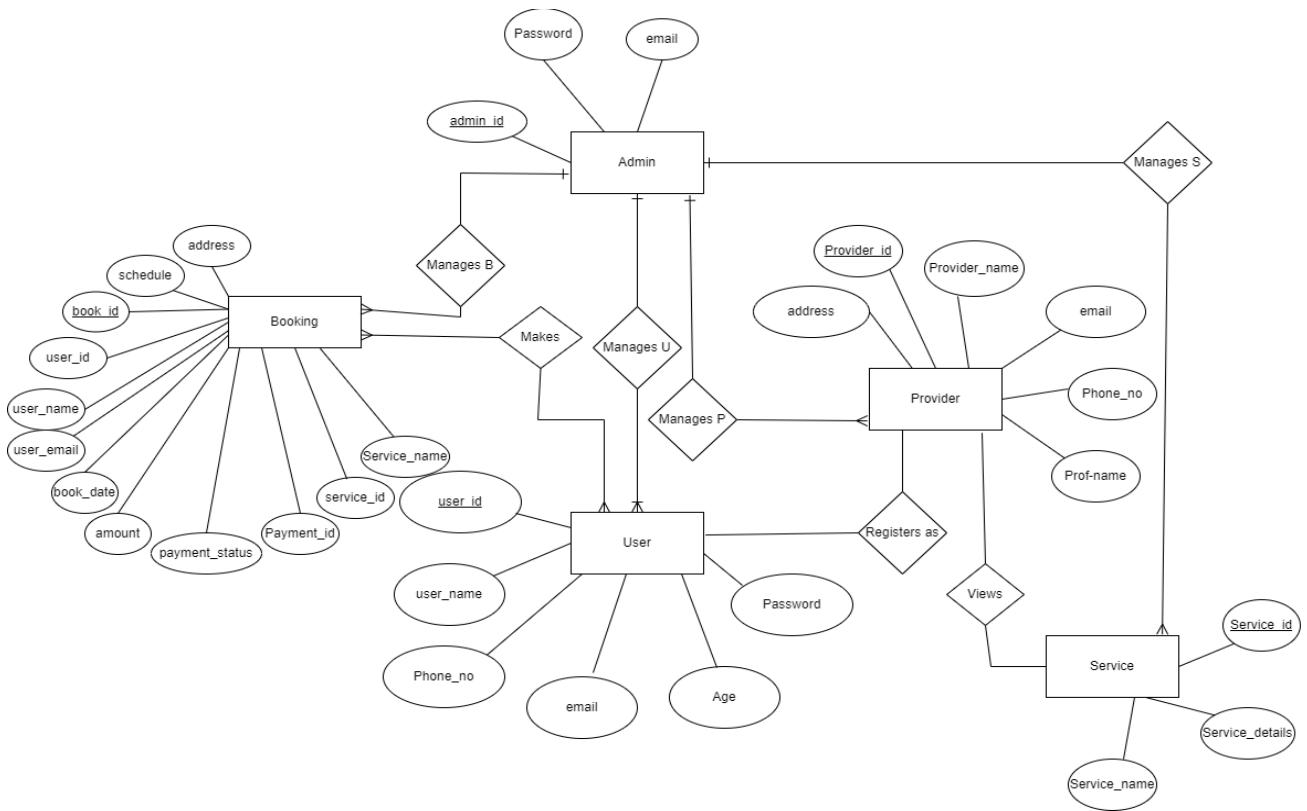
- Class diagram are used to display the relationship between objects.
- The main purpose of class diagram is to build a static view of a web application.



## Citizen Care



#### 4.1.5 ER diagram

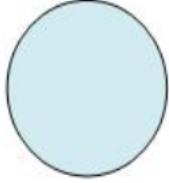


## 4.2 DFD

### Data Flow diagram

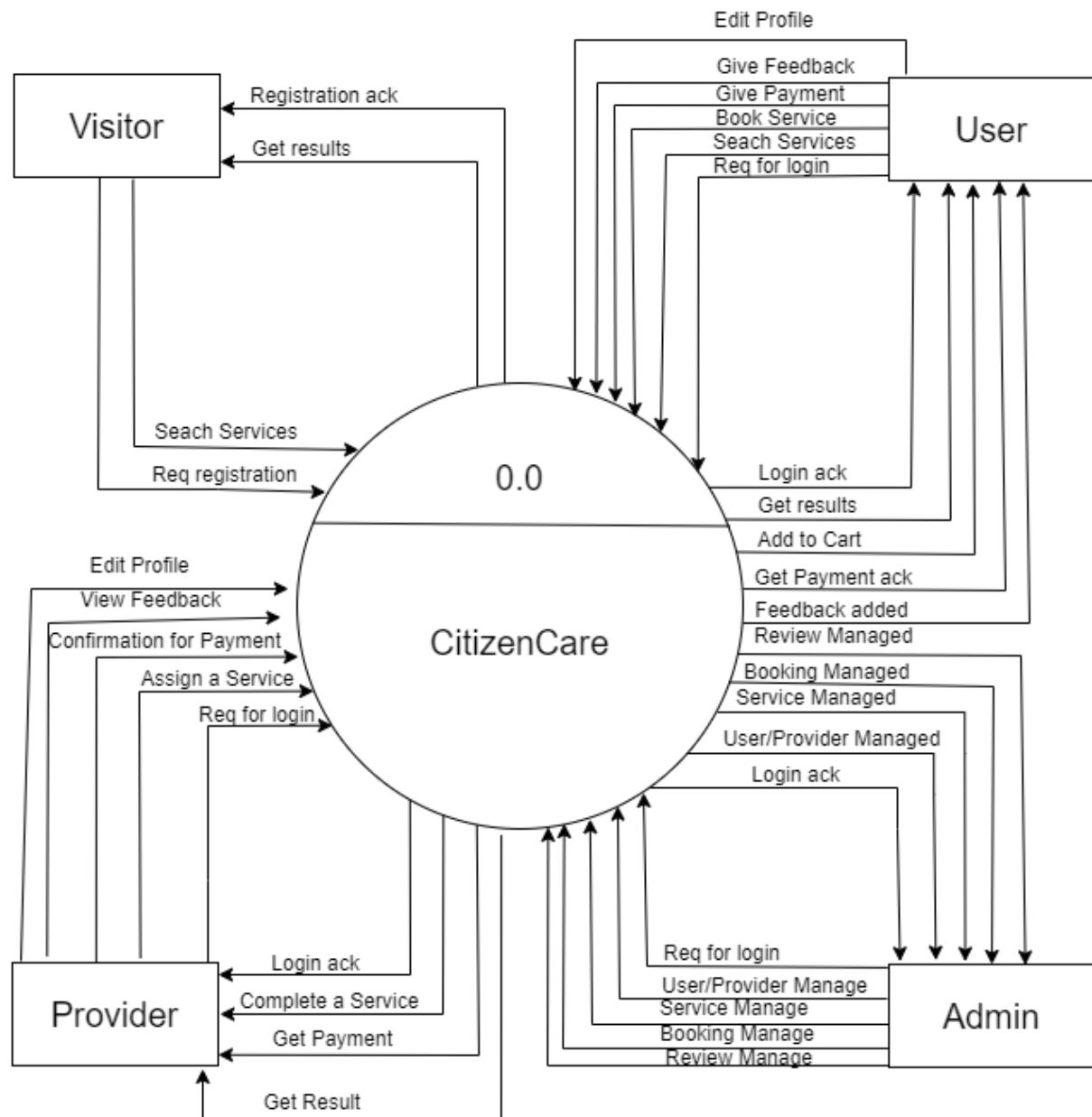
- A data flow diagram is a graphical view of how data is processed in a system in terms of input and output.
- The Data flow diagram (DFD) contains some symbol for drawing the data flow diagram.

### Data flow diagram symbols

Symbol	Description
	<b>Data Flow</b> – Data flow are pipelines through the packets of information flow.
	<b>Process</b> : A Process or task performed by the system.
	<b>Entity</b> : Entity are object of the system. A source or destination data of a system.
	<b>Data Store</b> : A place where data to be stored.

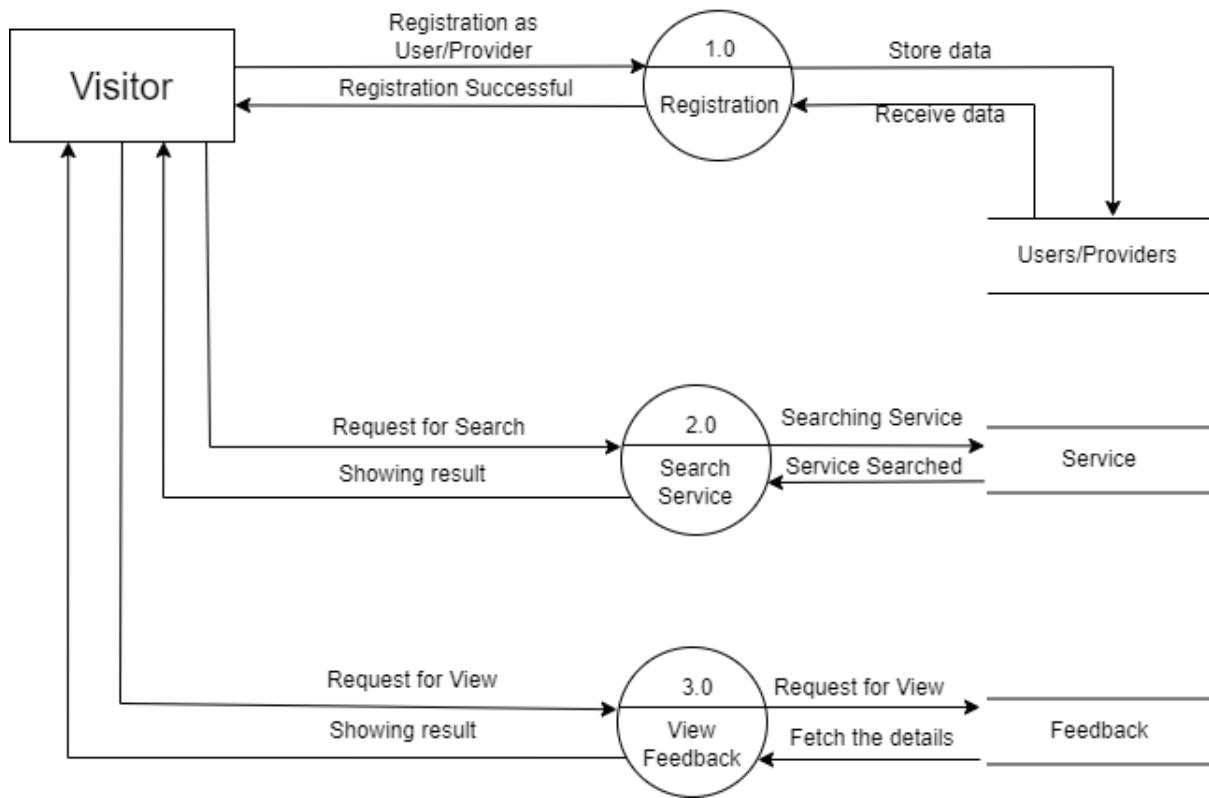
#### 4.2.1 Context Level DFD – 0 Level

- The context level data flow diagram (dfd) is describe the whole system.
- It shows the all user module who operate the system.

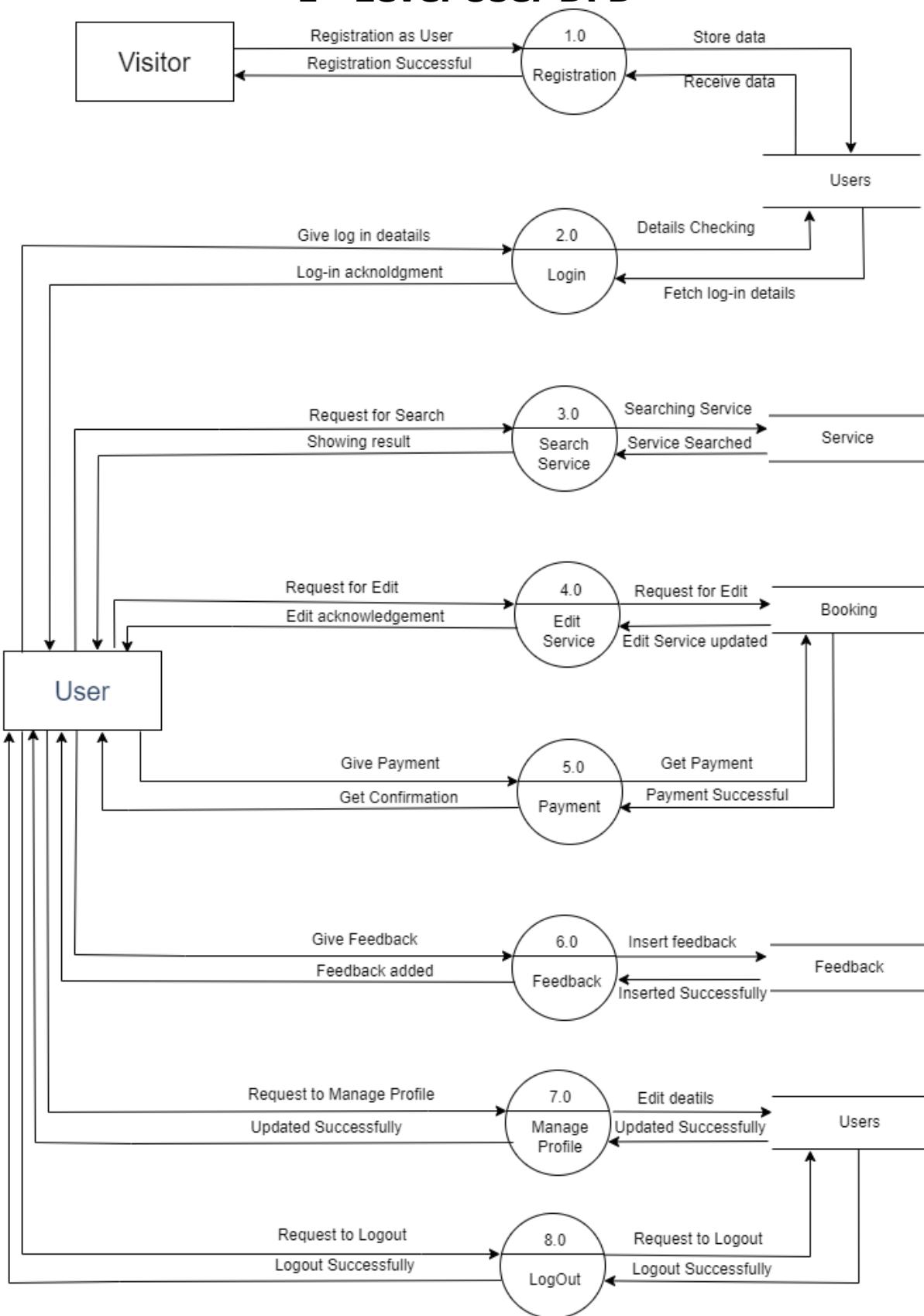


#### 4.2.2 Level one Diagram

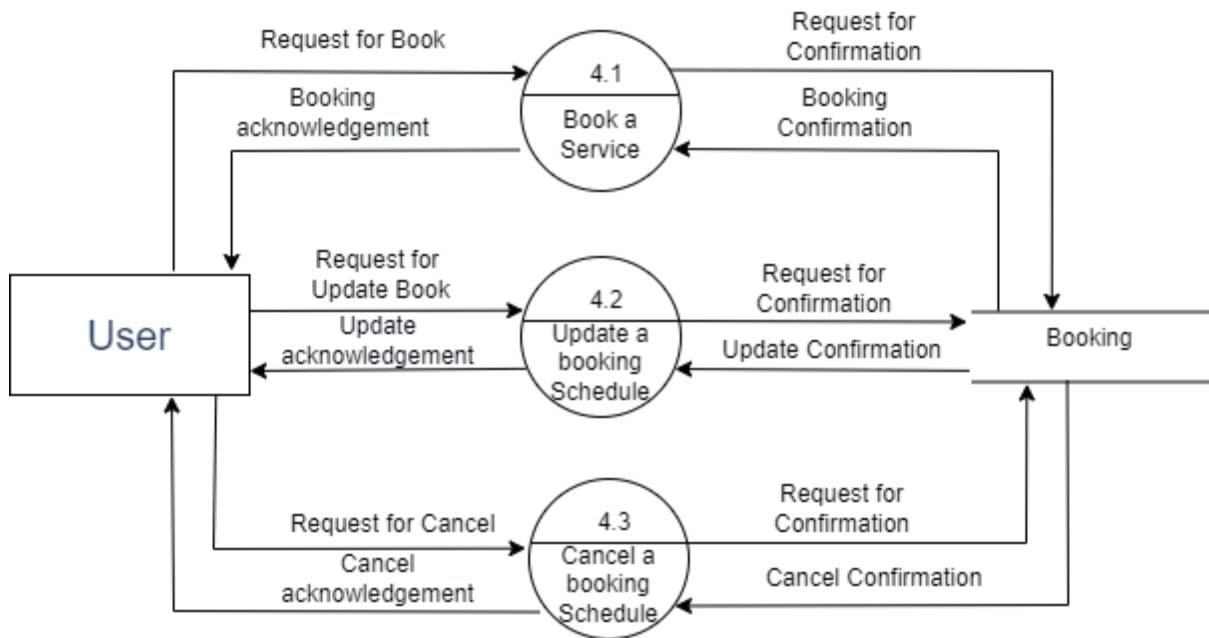
### 1<sup>st</sup> Level Visitor DFD



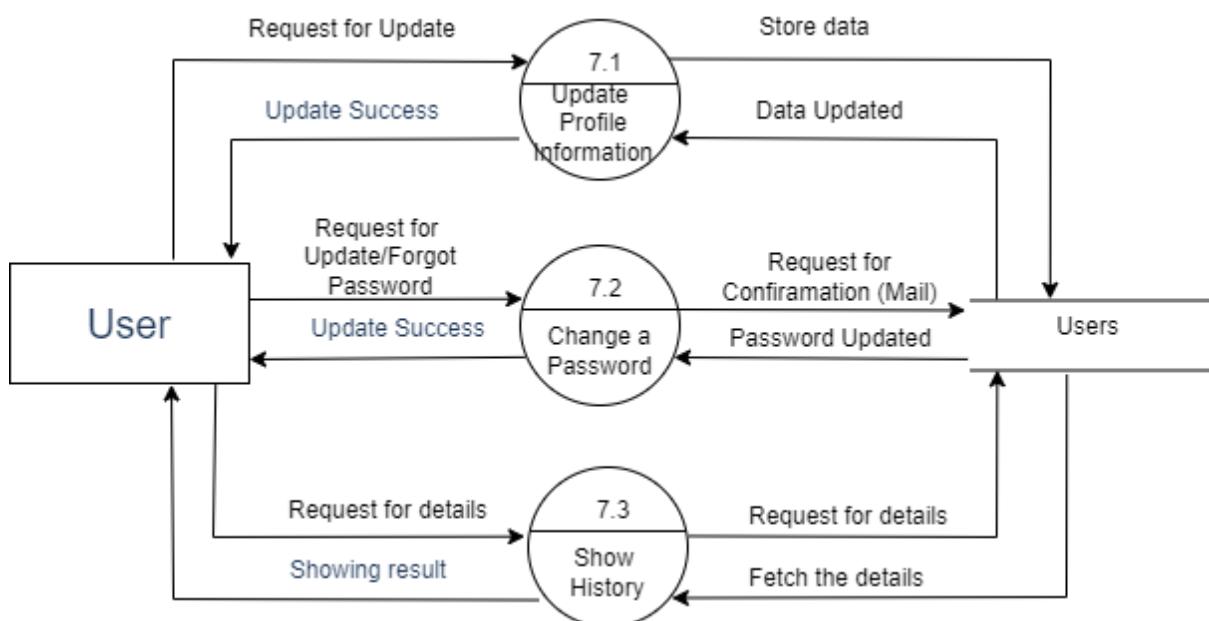
## 1<sup>st</sup> Level User DFD



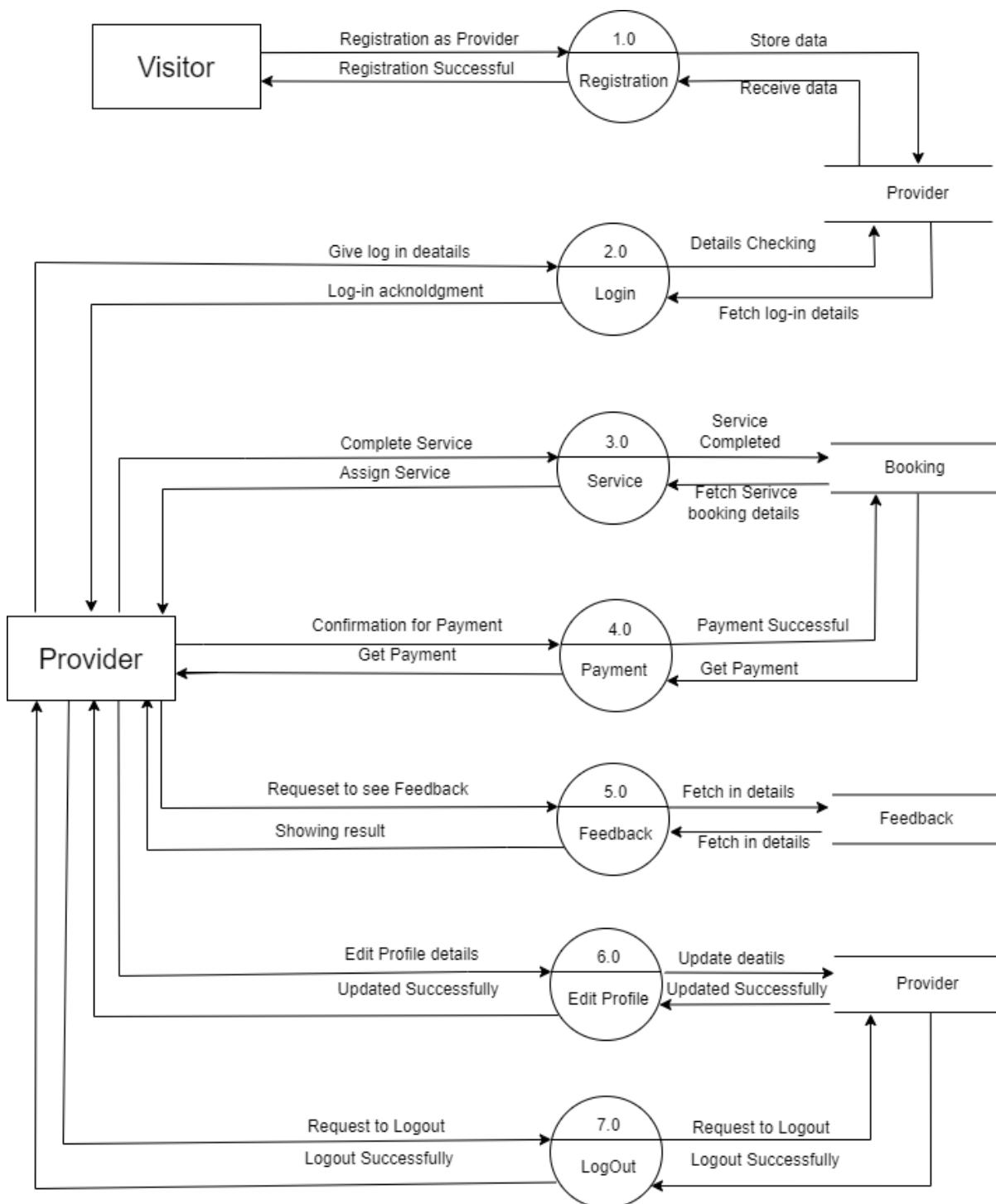
## 2<sup>nd</sup> Level User DFD (4.0)



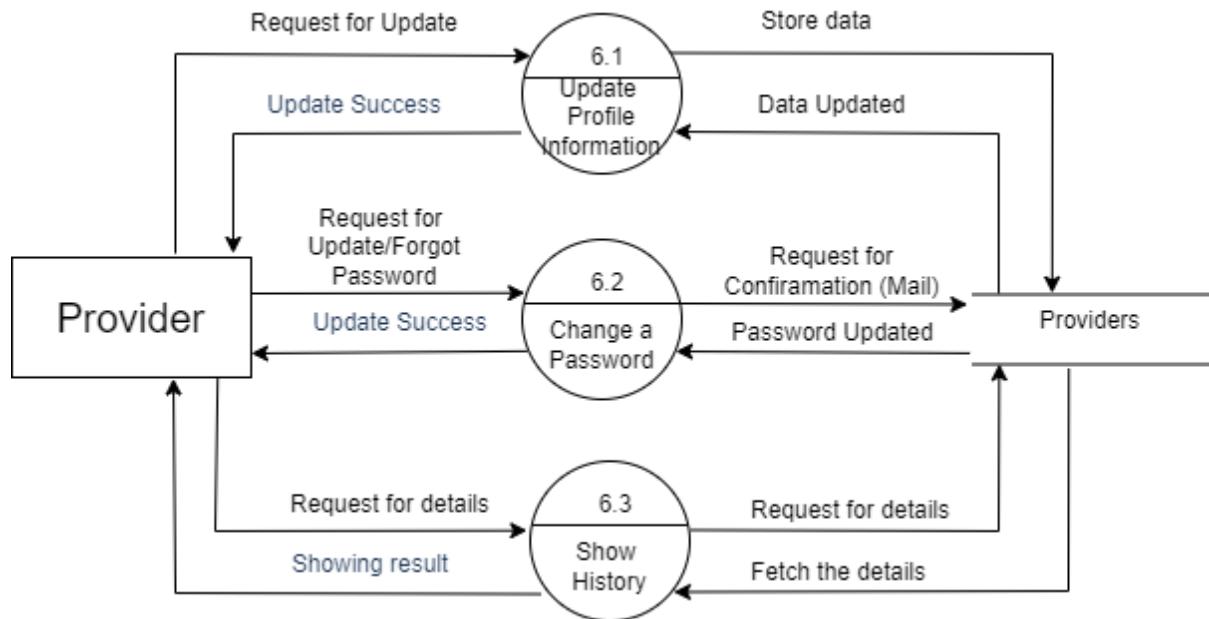
## 2<sup>nd</sup> Level User DFD (7.0)



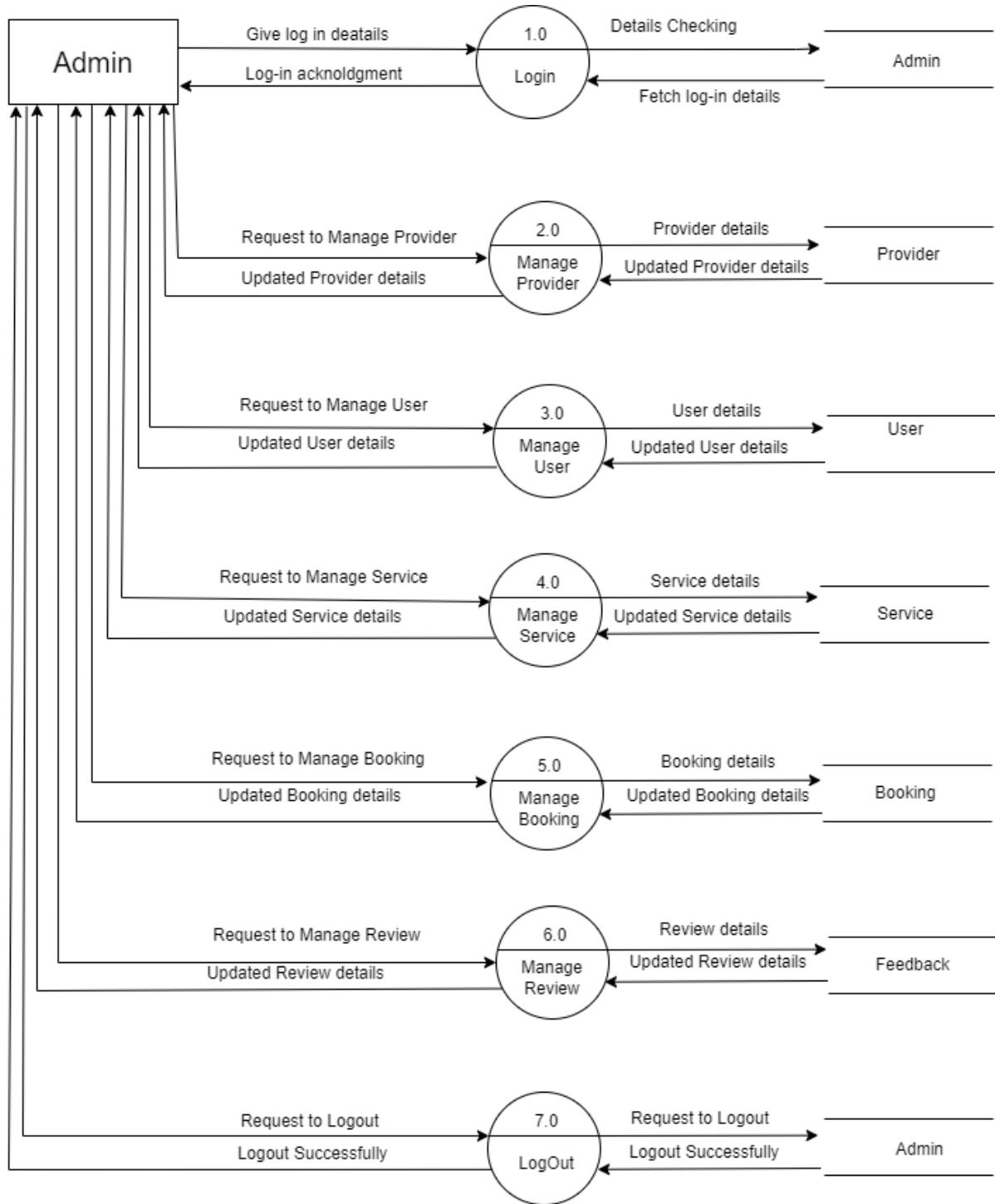
## 1<sup>st</sup> Level Provider DFD



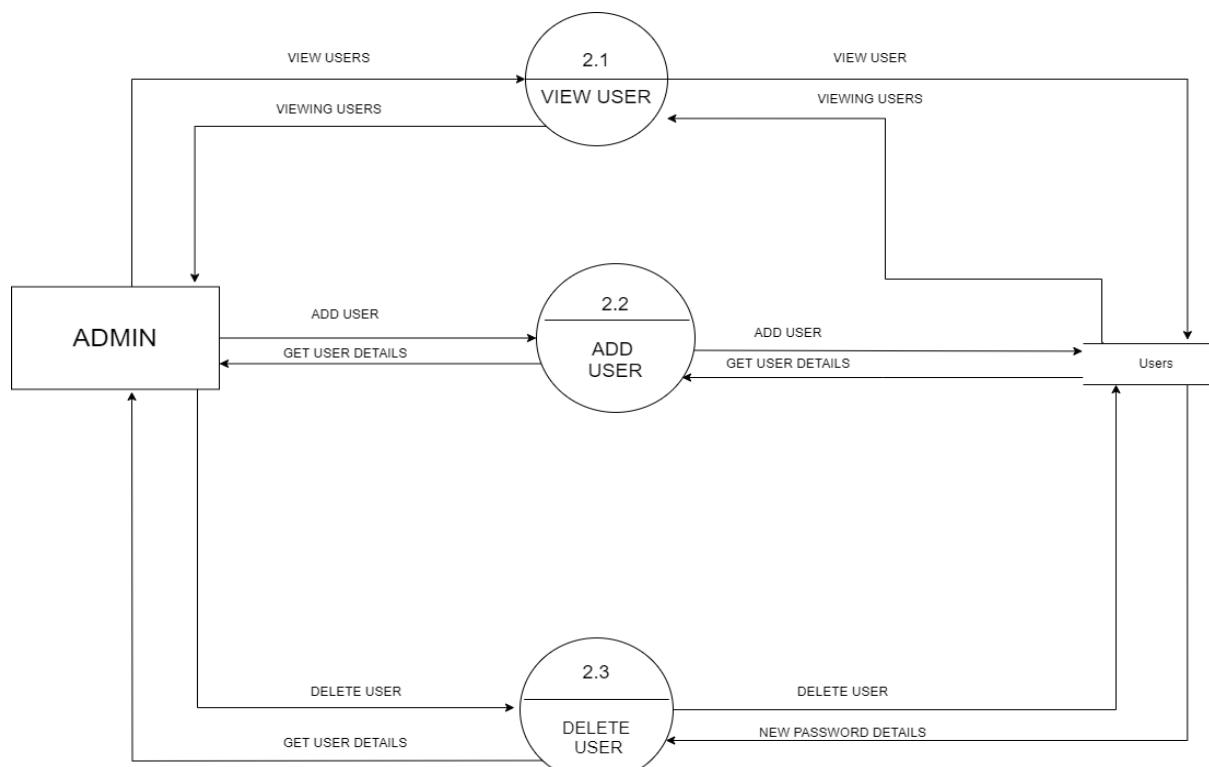
## 2<sup>nd</sup> Level Provider DFD (6.0)



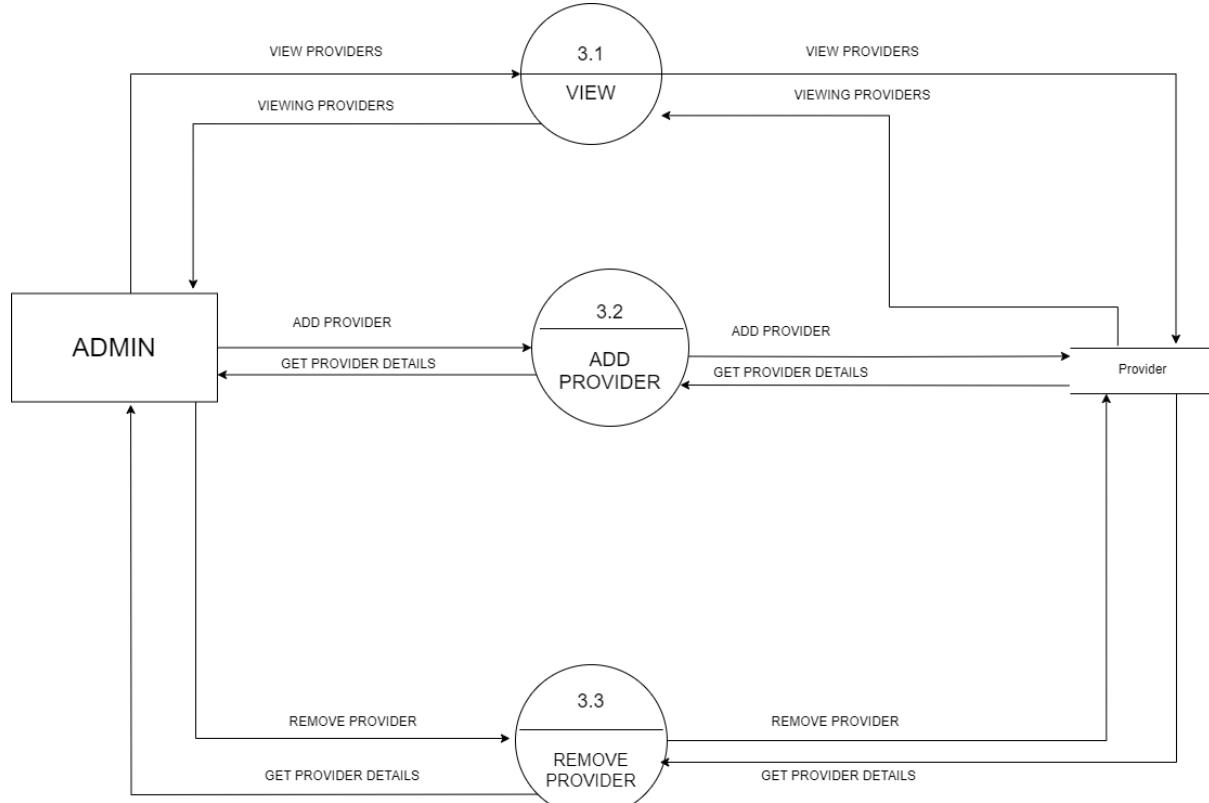
## 1<sup>st</sup> Level Admin DFD



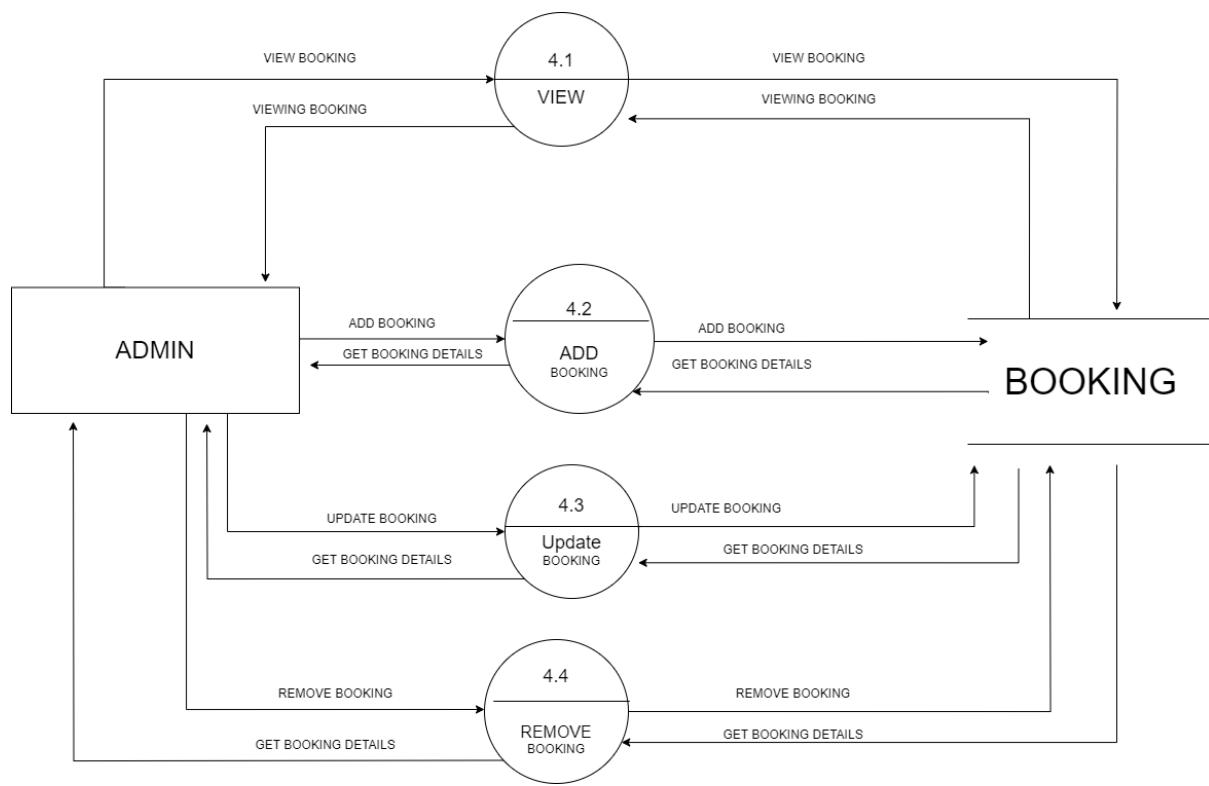
## 2<sup>nd</sup> Level Admin DFD 2.0



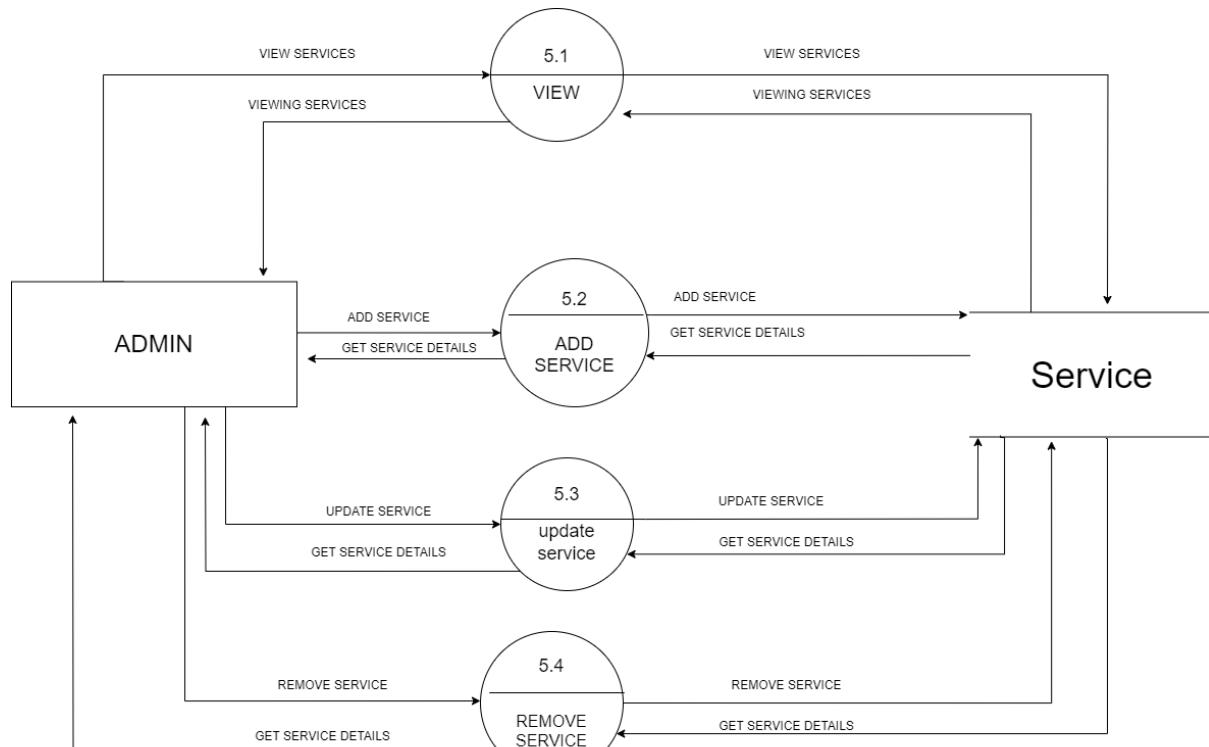
## 2<sup>nd</sup> Level Admin DFD 3.0



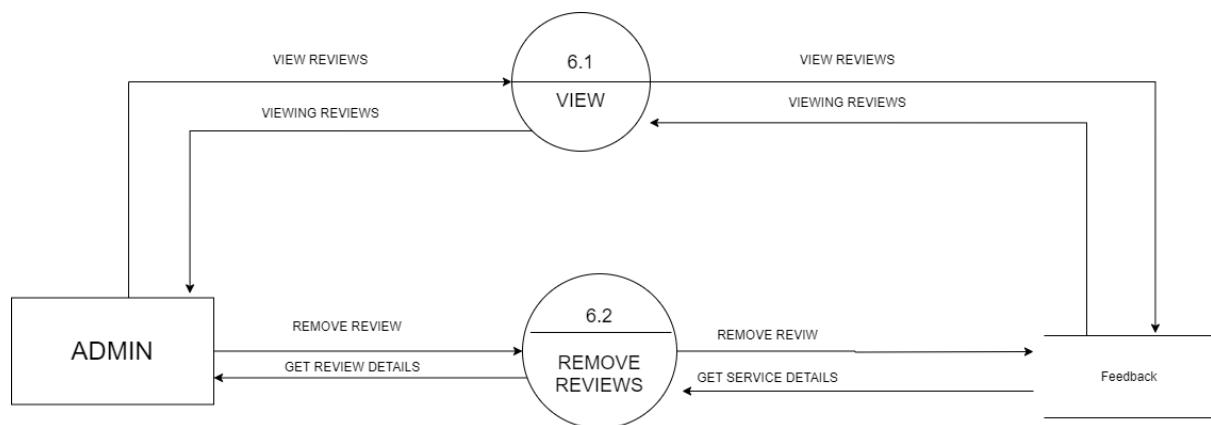
## 2<sup>nd</sup> Level Admin DFD 4.0



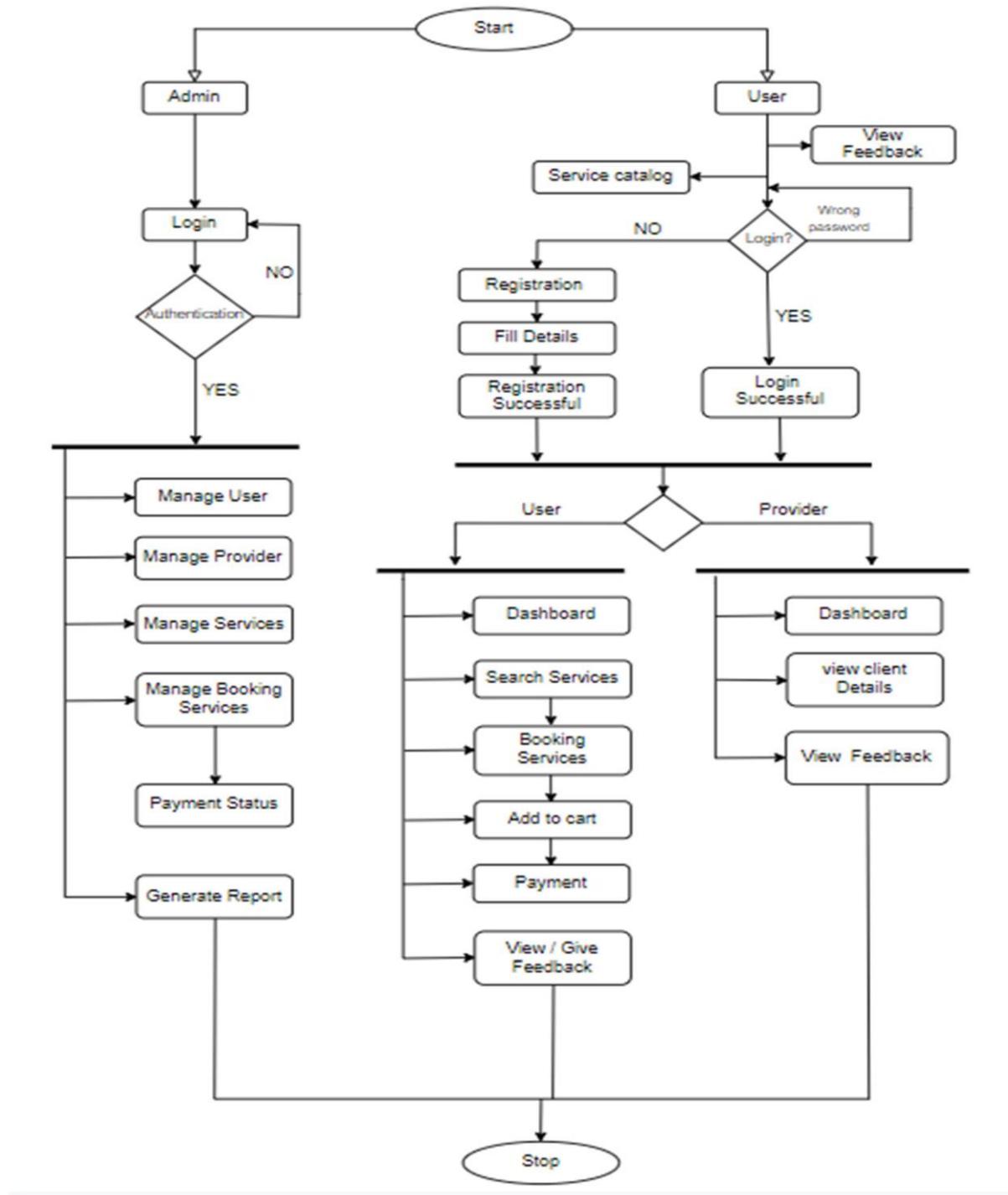
## 2<sup>nd</sup> Level Admin DFD 5.0



## 2<sup>nd</sup> Level Admin DFD 6.0



### 4.3 Decision Tree



#### 4.4 Decision Table

<b>Conditions</b>	<b>Condition entry</b>			
Admin	YES	NO	NO	NO
User	NO	YES	NO	NO
Visitor	NO	NO	YES	NO
Provider	NO	NO	NO	YES
<b>Activities</b>	<b>Activity Entry</b>			
Login	YES	YES	NO	YES
Register	NO	NO	YES	NO
Manage User	YES	NO	NO	NO
Manage Services	YES	NO	NO	NO
Manage Provider	YES	NO	NO	NO
Check payment status	YES	NO	NO	NO
View dashboard	YES	YES	YES	YES
Search for service	YES	YES	YES	NO
Book a service	NO	YES	NO	NO
Add to cart	NO	YES	NO	NO
Pay for service	NO	YES	NO	NO
View feedback	NO	YES	YES	YES
Give feedback	NO	YES	NO	NO
View client details	NO	NO	NO	YES

## CHAPTER: 5

### User Interface

#### Home Page

The screenshot shows the homepage of the CitizenCare website. At the top, there is a navigation bar with links for Home, About, Service, and Contact, along with a Register and Login button. Below the navigation bar, a large banner features the text "Hired Experts & Get Your Job Done" and "MAKE LIFE EASY." in bold letters. A subtext below reads "Hired Expert! And Make Your Job Done". To the right of the text is a circular image of a smiling man wearing a cap and overalls, holding a wrench. Below the banner, there is a search icon. The main content area is titled "Popular Categories" with the subtext "Find All Type of Services." Below this title, there are ten service categories arranged in two rows of five:

House House services	Electrician 1 Provider	Medical 1 Provider	Painting 2 Provider	Repair 2 Provider
Plumbing 1 Provider	Saloon 1 Provider	House Cleaning 2 Provider	Beauty & Personal care 1 Provider	Child care 1 Provider

At the bottom of the page, there is a section titled "How To Work This Site ?" with the subtext "Steps follow to works".

localhost:3000

## How To Work This Site ?

Steps follow to works

### STEPS

#### How Service Finder Works

- 01**  
  
**Describe Your Task**  
This helps us determine which Taskers are best for your job
- 02**  
  
**Choose a Tasker**  
This helps us determine which Taskers are best for your job
- 03**  
  
**Live Smarter**  
This helps us determine which Taskers are best for your job

localhost:3000

### Categories of Services

#### Medical Related Service



Health Checkup  
Medical service for Old



Health Checkup  
Medical service for Old



Health Checkup  
Medical service for Old



Health Checkup  
Medical service for Old

#### Cleaning & Pest Control



localhost:3000

## Home Repairs

Repair 1  
Carpenters

Repair 2  
Plumber

Repair 3  
Electrician

Repair 4  
Kitchen cleaning

## Saloon & spa services

Spa Service  
Spa with massage for Women

Saloon service  
Saloon for Women

Saloon Service  
Saloon for Men

Spa service  
Spa service for Men

localhost:3000/service

## Why Choose This Site ?

### CHOOSE

#### Why Choose us



##### Meet New Customers

Suspendisse tincidunt rutrum ante. Vestibulum elementum ipsum sit amet turpis elementum lobortis.



##### Grow your revenue

Suspendisse tincidunt rutrum ante. Vestibulum elementum ipsum sit amet turpis elementum lobortis.



##### Build your online reputation

Suspendisse tincidunt rutrum ante. Vestibulum elementum ipsum sit amet turpis elementum lobortis.

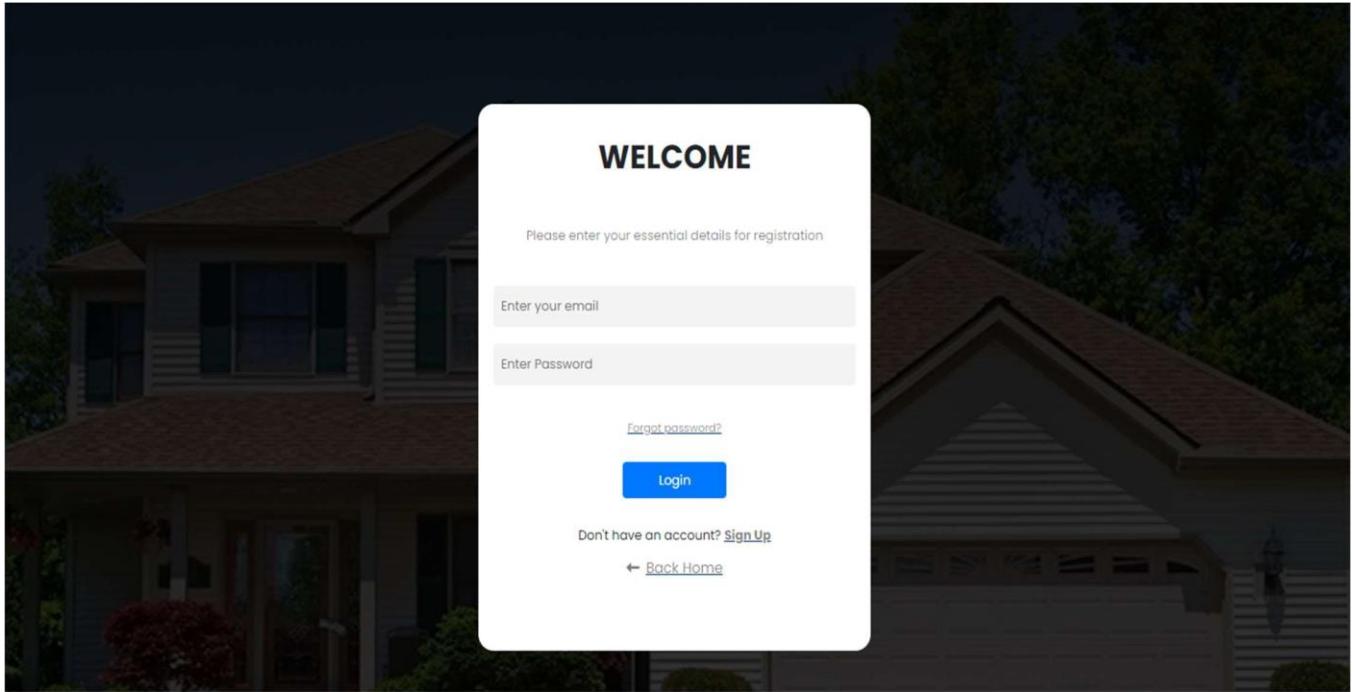


Citizencare.com

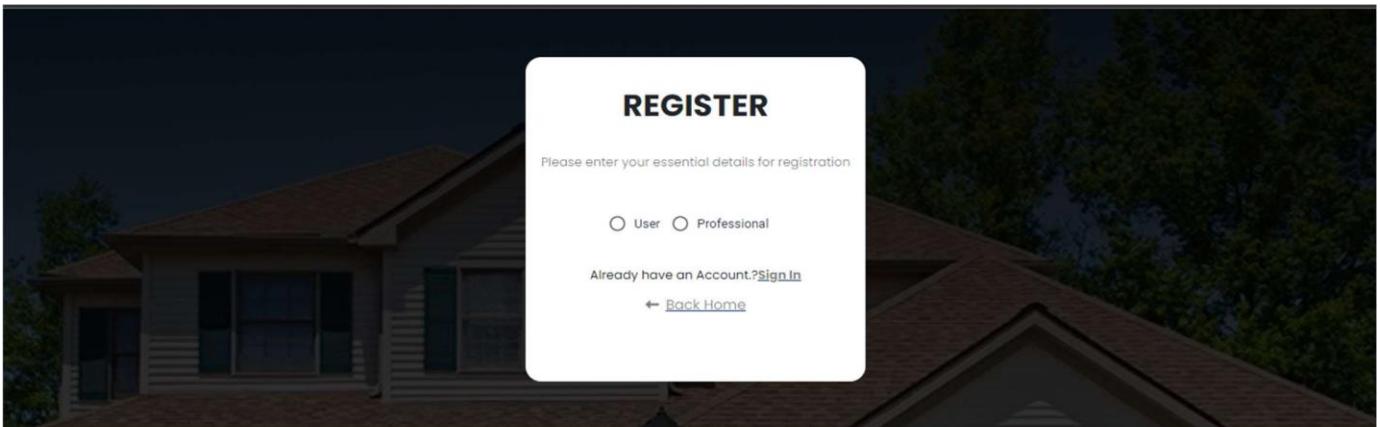
Home Services About Terms Privacy Policy

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## Login Page:



## Registration Page :

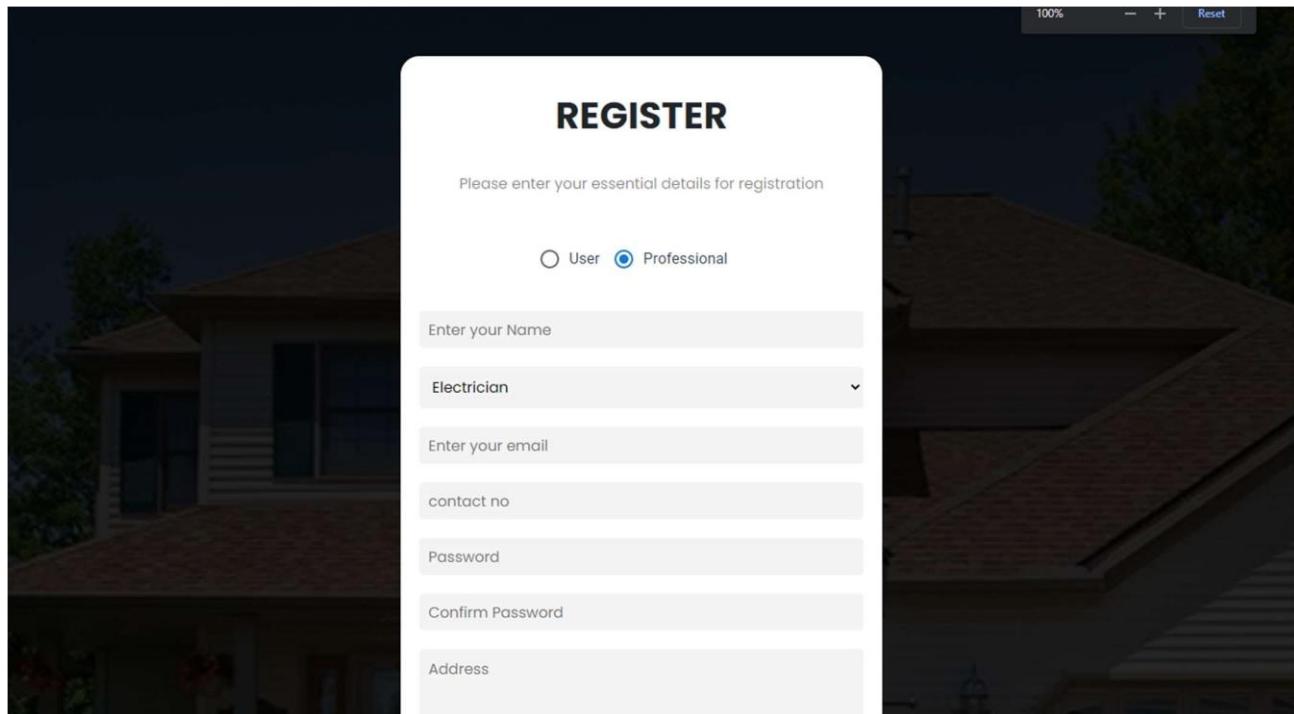
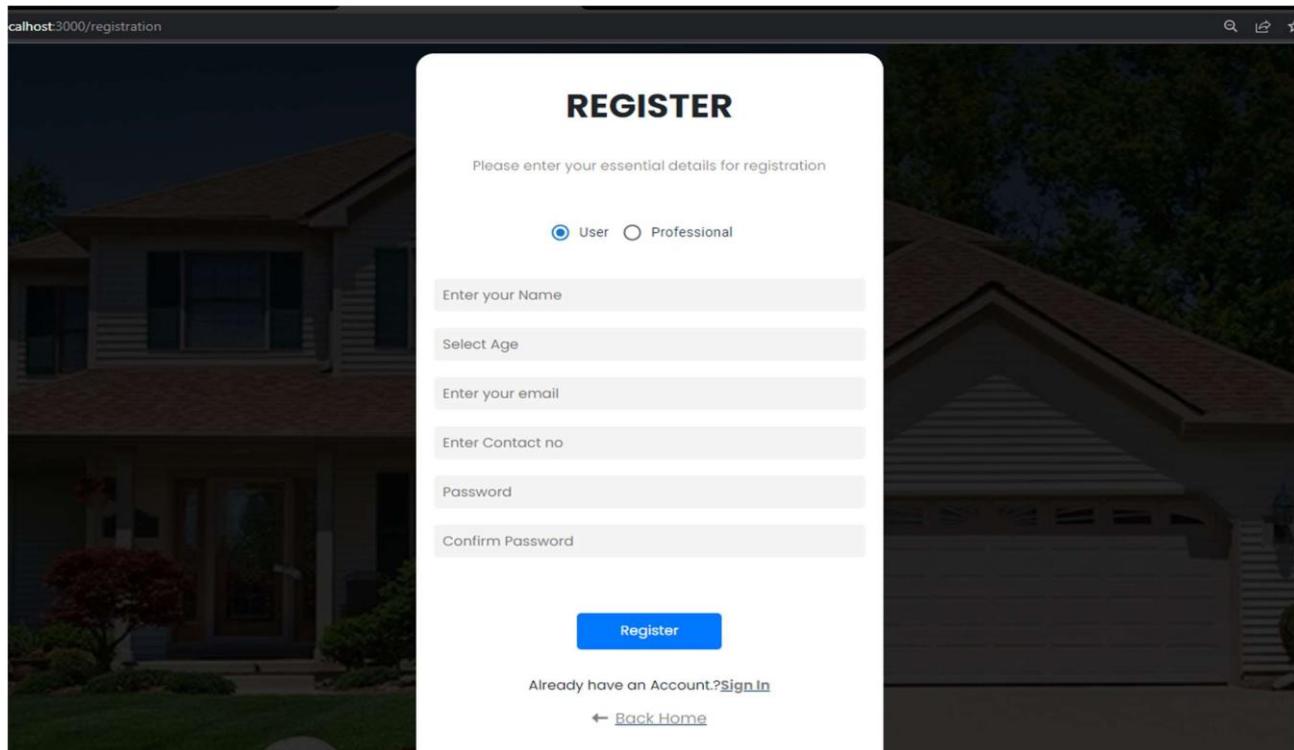


**Citizencare.com**

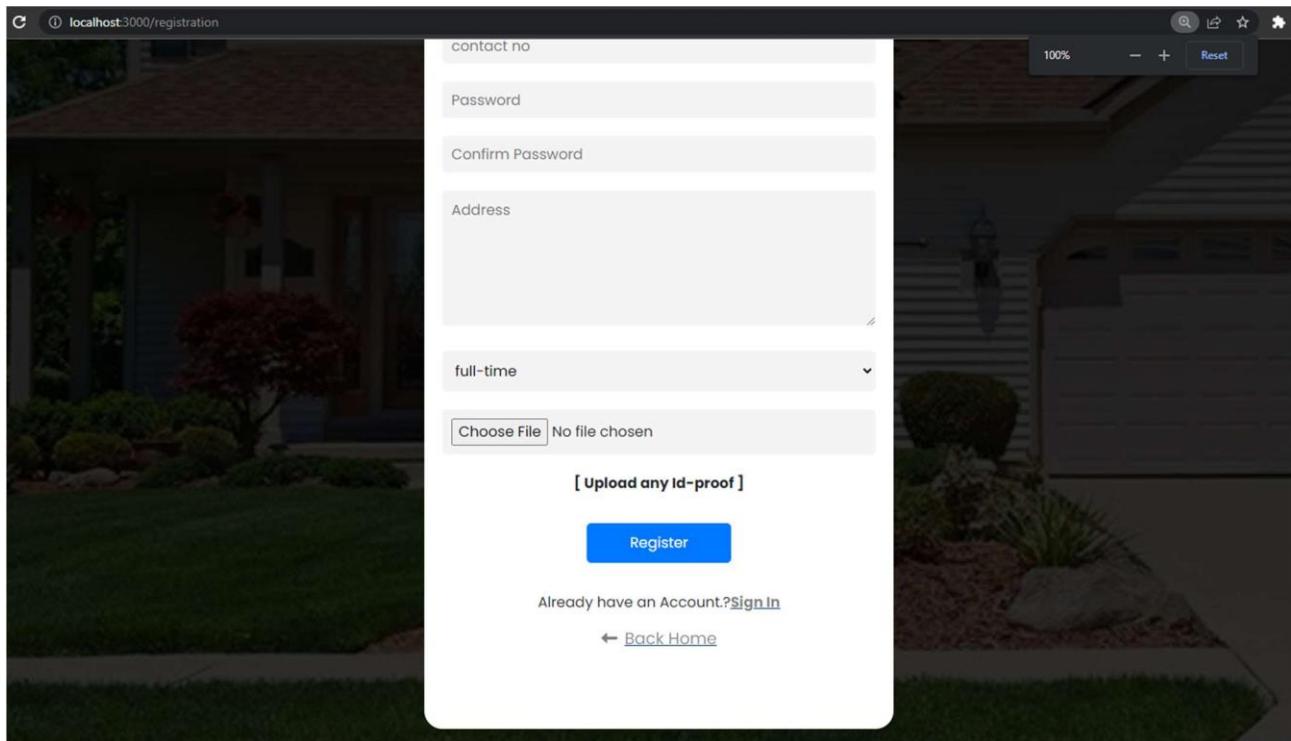


[Home](#)   [Services](#)   [About](#)   [Terms](#)   [Privacy Policy](#)

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## Citizen Care



## Service Page

A screenshot of a web browser showing the 'Service Page' for 'Citizen care'. The URL in the address bar is 'localhost:3000/service'. The page features a dark background image of a person wearing a mask working on a large piece of equipment. Overlaid on the image is the text 'Service Page'. At the top, there is a navigation bar with links for 'Home', 'About', 'Service', and 'Contact'. On the right side of the navigation bar are 'Register' and 'Login' buttons. Below the image, there is a horizontal bar with the text 'Service Catalog' and a section titled 'DIFFERENT TYPE OF SERVICES'.

localhost:3000/service

Service Catalog

## DIFFERENT TYPE OF SERVICES

search... 



**Doctor**  
Rs. 300.00/ Day

★★★★★ 3400

[Book Now](#)



**Carpenter**  
Rs. 300.00/ Day

★★★★★ 1000

[Book Now](#)



**Electrician**  
Rs. 600.00/ Day

★★★★★ 5000

[Book Now](#)



**Home-cleaner**  
Rs. 600.00/ Day

★★★★★ 1200

[Book Now](#)



**Saloon For Men**  
Rs. 450.00/ Day

★★★★★ 2000

[Book Now](#)



**Saloon for Women**  
Rs. 550.00/ Day

★★★★★ 2000

[Book Now](#)



**Plumber**  
Rs. 400.00/ Day

★★★★★ 1200

[Book Now](#)



**Physiotherapist**  
Rs. 350.00/ Day

★★★★★ 800

[Book Now](#)

## About Page :

The screenshot shows the 'About' page of the Citizencare website. At the top, there is a navigation bar with links for Home, About, Service, and Contact. To the right of the navigation are three buttons: a shopping cart icon, 'Register', and 'Login'. The main content area features a large, dark image of a person wearing a blue surgical mask and a respirator, looking up at a large industrial-style light fixture. Overlaid on this image is the text 'About Page' in white. Below the image is a horizontal line with the word 'DETAILS' in the center. Underneath this line is a bold, black, sans-serif font heading 'More about Website'.

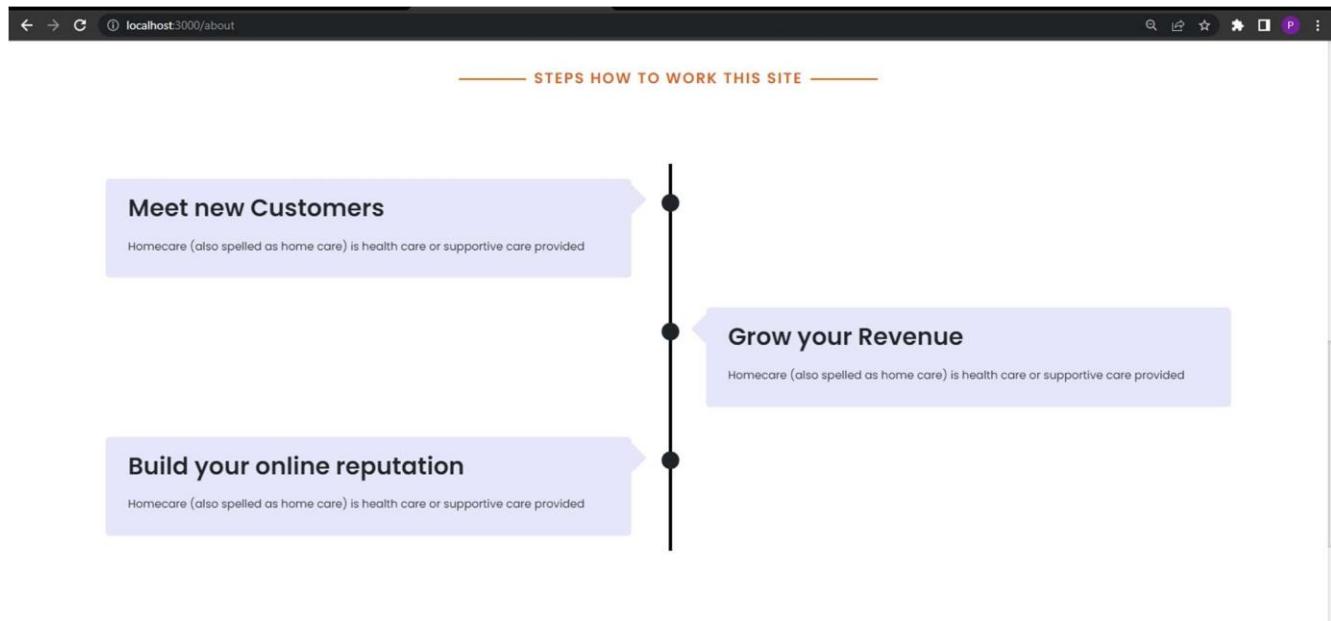


### Something more....

Homecare (also spelled as home care) is health care or supportive care provided by a professional caregiver in the individual home where the patient or client is living, as opposed to care provided in group accommodations like clinics or nursing home. Homecare is also known as domiciliary care, social care or in-home care. It comprises a range of activities, especially paramedical aid by nurses and assistance in daily living for ill, disabled or elderly people.

Clients receiving home health care may incur lower costs, receive equal to better care, and have increased satisfaction in contrast to other settings. Occasionally, palliative and end-of-life care can be provided through home health nursing.

Clients receiving home health care may incur lower costs, receive equal to better care, and have increased satisfaction in contrast to other settings. Occasionally, palliative and end-of-life care can be provided through home health nursing.



## Service Details Page :

The screenshot shows a web browser window for 'CitizenCare' at localhost:3000/details/64310b1cdd7e3694cff20746. The page title is 'Home-cleaner'. It features a team of six cleaners in blue uniforms standing in a room. Below the image, there's a summary: ₹ 600, 4 Ratings, and a short description: "we are the best service providers offering top-class professional services at affordable rates. 24x7 support and flexible time slots available. Our house cleaning products enhance the look of your house and its belongings." Buttons for 'ADD TO SERVICE' and 'BACK TO PAGE' are visible.

### Customer Reviews

- Akash "Its amazing experience"
- Ketul "Good....."
- Akash "good"

The screenshot shows a web browser window for 'CitizenCare' at localhost:3000/details/64310b1cdd7e3694cff20746. The page title is 'Service Reviews'. It features a section titled 'Your Opinion ..??' with input fields for email/username, rating selection, and a comment area, followed by a 'Submit' button. To the right is an illustration of two people, one holding a speech bubble labeled 'ADVICE'. The footer contains the website address 'Citizencare.com' and social media icons for Instagram, WhatsApp, Twitter, and Facebook.

## Contact Page :

**Contact Page**

Home About Service Contact

Register Login

— Let's get in touch —

**Address**  
B/100, Margentina coloni, New york, United State

**Contact Us**  
+123 456 7890

**Email**  
abcd123@gmail.com

Name

Email

Message..

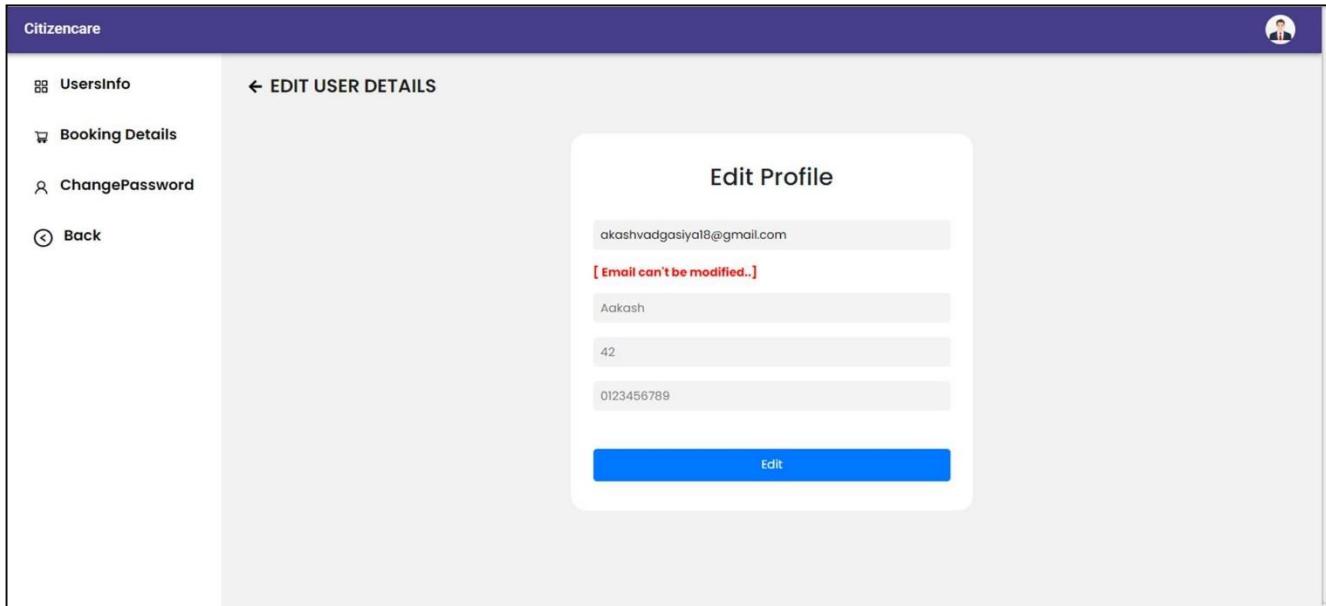
**Send Message**

## Cart Page:

The screenshot shows a web browser window for 'CitizenCare' at localhost:3000/cart. At the top, there's a navigation bar with links for Home, About, Service, Contact, and a user icon with 'Register' and 'Login' buttons. Below the navigation, a message says 'Total Items : [1]'. A table displays one item: 'Image' (a group of people in uniforms), 'Service Name' (Home-cleaner), 'Price(per)' (₹ 600), 'Rating' (★ 4), and 'Action' (a red square button). Below the table, it says 'Total Price ₹ 600'. There are input fields for 'Booking Date' (dd----yyyy) and 'Booking Time' (Select dropdown), and a 'Checkout' button.

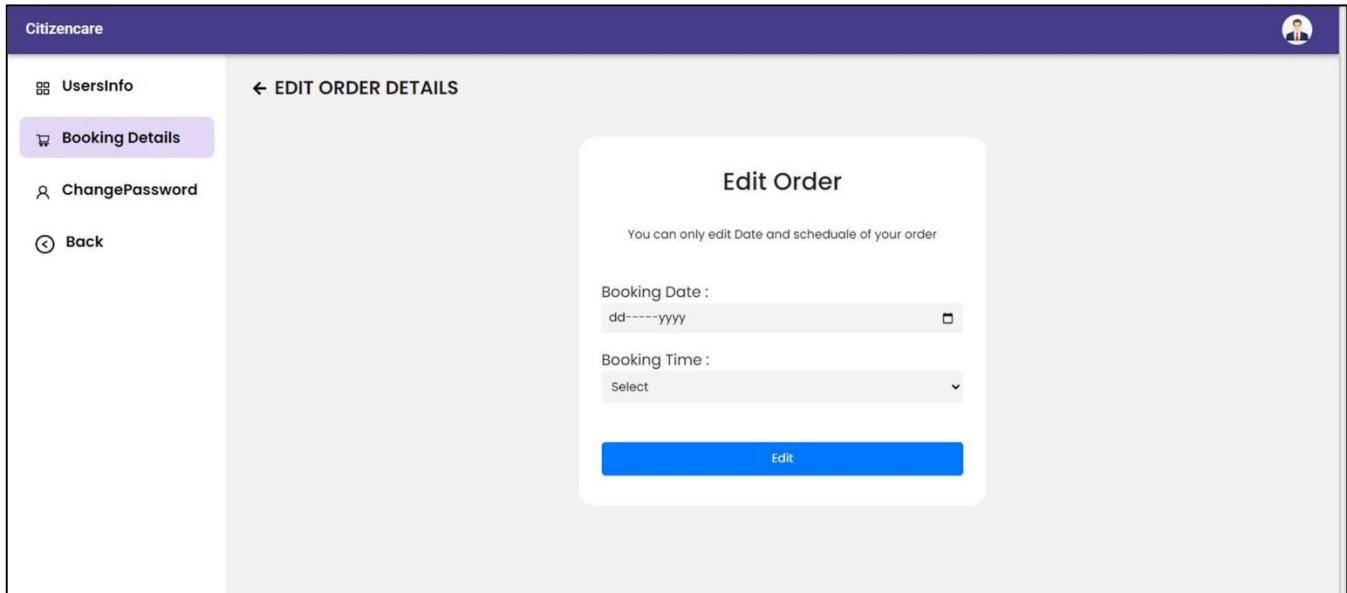
## User's Profile Page:

The screenshot shows a web browser window for 'Citizencare' at localhost:3000/profile/usersdetail. The left sidebar has tabs for 'Usersinfo' (selected), 'Booking Details', 'ChangePassword', and a 'Back' button. The main area is titled 'User Details' and shows a large circular placeholder icon. To the right, user information is listed: 'User Name : het', 'Email ID : het123@gmail.com', 'AGE : 40', and 'Contact No : 0987654321'. A blue 'Edit' button is at the bottom right.

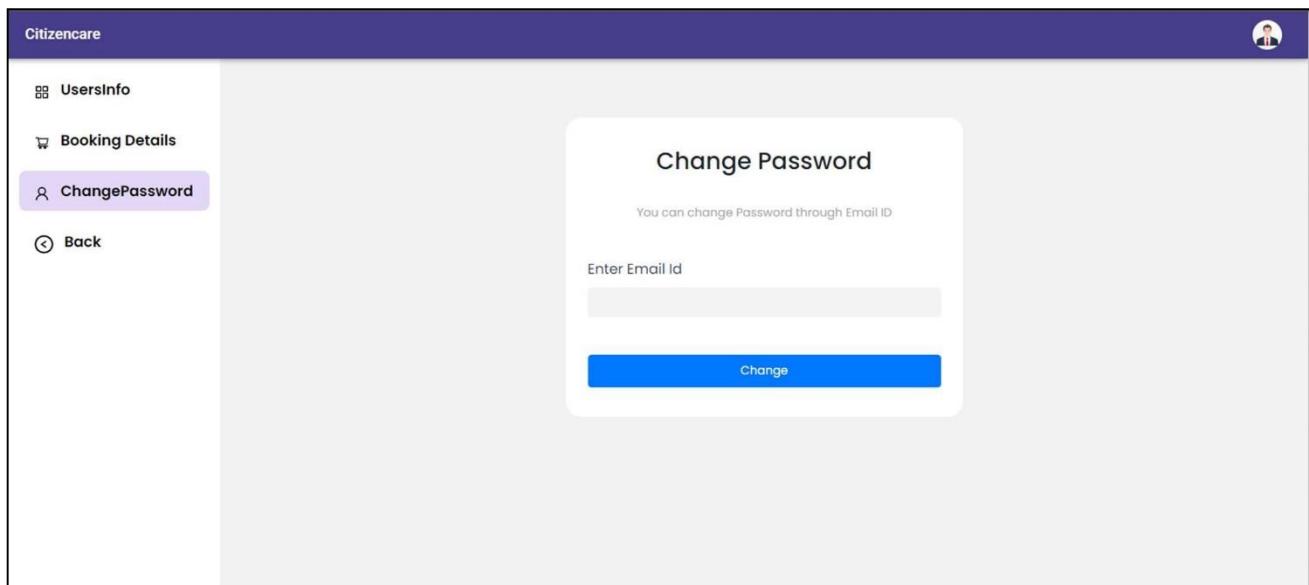
**User's Profile Edit Page :****Booking Details Page :**

Booking Details								
Payment_Id	Service name	Address	Date	Schedule	Status	Total	Actions	
pi_3MwIoaSBFfSwTQCx0LBW6IG9	Plumber	shivam , vyasvadi , 380013	2023-04-14	4-to-6	done	400	Completed	
pi_3Mw34pSBFfSwTQCxIW8sCtNh	Physiotherapist	shivam , vvyasvadi , 380038	2023-04-13	2-to-4	paid	350	<button>Edit</button>	<button>Done</button>

## Edit Booking Details :



## Change Password :



## Provider's Profile :

The screenshot shows the CitizenCare mobile application interface. At the top, there is a purple header bar with the 'Citizencare' logo on the left and a user profile icon on the right. Below the header, the main content area has a light gray background. On the left side, there is a vertical sidebar with the following navigation options: 'Provider' (selected), 'Orders', 'ChangePassword', and a 'Back' button. The main content area is titled 'Provider Details'. In the center, there is a large circular placeholder icon for a profile picture. To the right of the icon, the following details are displayed:  
Provider Name: **shreya**  
Email ID: **shreyabundheliya2109@gmail.com**  
Profession: **Tasker** Contact No: **0987654321**  
Address: **Ahmedabad** Time\_slot: **4-to-8**  
Below these details is a blue 'Edit' button with a pencil icon.

## Edit Profile :

The screenshot shows the 'Edit Profile' screen within the CitizenCare app. The interface is similar to the previous one, with a purple header bar and a sidebar on the left. The sidebar includes 'Provider' (selected), 'Orders', 'ChangePassword', and a 'Back' button. The main content area is titled 'EDIT PROVIDER DETAILS' and contains a sub-section titled 'Edit Profile'. This section displays the following information in input fields:  
Email: **shreyabundheliya2109@gmail.com** (Note: Email can't be modified)  
Name: **shreya**  
Profession: **Electrician** (dropdown menu)  
Contact No: **0987654321**  
Address: **Ahmedabad**  
Time Slot: **full-time** (dropdown menu)  
At the bottom of the 'Edit Profile' section is a large blue 'Edit' button.

**Order Page :**

CitizenCare

- [Provider](#)
- [Orders](#)
- [ChangePassword](#)
- [Back](#)

### Order Details

Customer name	Customer phone no	Address	Date	Schedule	Status of service
akash	+910123456789	143, Vastral Road ,380026	2023-04-13	2-to-4	assigned
hetansh	+919876543210	shivam , vyasvadi,380013	2023-04-14	4-to-6	done

**Admin Dashboard :**

CitizenCare

- [Dashboard](#)
- [Booking](#)
- [Customers](#)
- [Provider](#)
- [Services](#)
- [Reviews](#)
- [Back](#)

Services  
8

New Customers  
3

Providers  
1

New Orders  
2

Image	Service Name	Price(per)	rating
	Doctor	₹ 300	4
	Carpenter	₹ 300	5
	Electrician	₹ 600	4
	Home-cleaner	₹ 600	4
	Saloon For Men	₹ 450	3
	Saloon for Women	₹ 550	4
	Plumber	₹ 400	3

**CitizenCare**

**Dashboard Order Page**

- Booking**
- Customers**
- Provider**
- Services**
- Reviews**

[← Back](#)

Name	Email	Address	City	State	Zipcode	Date	Timing	Service	Status	Total
akash	akashvadgasiya1832@gmail.com	143, Vastral Road	Ahmedabad	Gujarat	380026	2023-04-13	2-to-4	Doctor	assigned	₹ 300
hetansh	het123@gmail.com	shivam	Ahmedabad	Gujarat	380013	2023-04-14	4-to-6	Plumber	done	₹ 400

**CitizenCare**

**Customer Details**

- Booking**
- Customers**
- Provider**
- Services**
- Reviews**

[← Back](#)

Name	Age	Email_Id	Phone_no
Ketul	60	rathodketulm@gmail.com	9898451875
Akash	56	akashvadgasiya1832@gmail.com	9876543212
het	40	het123@gmail.com	0987654321

**Citizencare**

- [Dashboard](#)
- [Booking](#)
- [Customers](#)
- [Provider](#)
- [Services](#)
- [Reviews](#)
- [Back](#)

## Service Page

[+ Add Service](#)

Image	Service Name	Price(per)	Rating	Likes	Action
	Doctor	₹ 300	★4	3400	<a href="#">Edit</a> <a href="#">Delete</a>
	Carpenter	₹ 300	★5	1000	<a href="#">Edit</a> <a href="#">Delete</a>
	Electrician	₹ 600	★4	5000	<a href="#">Edit</a> <a href="#">Delete</a>
	Home-cleaner	₹ 600	★4	1200	<a href="#">Edit</a> <a href="#">Delete</a>
	Saloon For Men	₹ 450	★3	2000	<a href="#">Edit</a> <a href="#">Delete</a>
	Saloon for Women	₹ 550	★4	2000	<a href="#">Edit</a> <a href="#">Delete</a>
	Plumber	₹ 400	★3	1200	<a href="#">Edit</a> <a href="#">Delete</a>
	Physiotherapist	₹ 350	★4	800	<a href="#">Edit</a> <a href="#">Delete</a>

**Citizencare**

- [Dashboard](#)
- [Booking](#)
- [Customers](#)
- [Provider](#)
- [Services](#)
- [Reviews](#)
- [Back](#)

[← ADD MORE SERVICES](#)

### ADD Services

Enter service Name

Enter service Price

Enter service Rating

Enter service Likes

Enter Description

Choose File No file chosen

[Add](#)

**Edit Services**

Service Name  
Doctor  
(Name can't modified.)

Service Price  
300

Rating  
4

Likes  
3400

Descriptions  
All Healthspring Doctors come with a wealth of experience

Edit

**Provider Details**

Name	Role	Email_Id	Phone_no	Address	Time_slot	Documents	Action
shreya	Tasker	shreyabundheliya2109@gmail.com	0987654321	Ahmedabad	4-to-8		<button>send</button> <button>Delete</button>

**Order Table**

Select	Name	Email	Phone_no	Address	City	State	Zipcode	Timing	Service	Status	Total
<input type="checkbox"/>	het	het123@gmail.com	+919876543221	shivam	Ahmedabad	Gujarat	380038	2-to-4	Physiotherapist	paid	₹ 350

## Review Page :

The screenshot shows a mobile application interface for 'Citizencare'. The top navigation bar is purple with the app's name 'Citizencare' on the left and a user profile icon on the right. On the left side, there is a vertical sidebar with icons for Dashboard, Booking, Customers, Provider, Services, and 'Reviews' (which is highlighted with a pink background). Below the sidebar, there is a 'Back' button with a left arrow icon. The main content area is titled 'Customer Reviews' and contains a table with three rows of data. The table has columns for 'Customer Name', 'Rating', 'Description', and 'Action'. Each row includes a 'Delete' button in the 'Action' column.

Customer Name	Rating	Description	Action
Akash	★★★★★	" Its amazing experience "	Delete
Ketul	★★★☆☆	" Good..... "	Delete
Akash	★★★☆☆	" good "	Delete

## **CHAPTER: 6**

### **Summary**

#### **6.1 Assumption**

- The Customer should have the basic knowledge of how the online systems works.
- For Online payment customer should have Bank account otherwise they can't able to make payment.
- Customer should have valid email address and phone number otherwise they not able to get any confirmation.

#### **6.2 Limitations**

- User can only book one service at a time.
- Provider not able to receive value back of his/her service through online mode.
- Provide a service only for specific cities or area not universal.

#### **6.3 Future Scope**

- User and provider can register through Google or Facebook.
- User can book multiple services at a time.
- All kind of user (age will not affect) can book services.
- Provider can receive money through online mode.

#### **6.4 Conclusion**

- We can sum up the entire system in simple words that the System is stable enough to provide the all-home-made services to the people who can't able to do such kind of work by own self.

#### **6.5 Reference**

- <http://www.urbancompany.com>
- <https://www.geeksforgeeks.org>
- <http://www.draw.io>
- <https://www.vlab.co.in>
- <http://www.reactjs.com>

- <http://www.google.com>
- <http://www.stackoverflow.com>
- <http://www.youtube.com>
- <https://stripe.com/docs/stripe-js>