

USER MANUAL - CITIZEN

Version 1.1.1

WIZ Manual Citizen v. 1.1.1

WIZ was developed by Consorzio Pisa Ricerche

Text by: Caterina Guazzelli

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Preface

WIZ is an environmental project co-funded by the European Programme LIFE+.

Project partners are :

- ∞ Acque Spa (Pisa, IT), beneficiary co-ordinator
- ∞ Autorità di Bacino del Fiume Arno (Florence, IT)
- ∞ Ingegnerie Toscane Srl (Florence, IT)
- ∞ Fundación Instituto Tecnológico de Galicia (A Coruña, ES).

The general objective of the project is the integration of concepts and procedures for the protection and sustainable management of water in urban planning processes and of the building environment in general, taking into consideration the impact of climate changes.

The project represents a useful decisional instrument for the local authorities involved in territorial planning since it helps the optimization of water basing on a detailed knowledge of the territory itself.

Moreover, WIZ intends to spread among citizens the awareness of the real condition and availability of water thus guiding people's future choices.

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Introduction

WIZ is a web portal that allows a general vision of the local water distribution and the current and future water availability, taking into consideration impacts on the environment due to climate change.

The platform provides relevant information to local authorities involved in the decision-making process by assuring the definition of “informed” decisions during the territorial planning process.

The system favours public participation in water management, directly involving both citizens and enterprises in the water resource management. Citizens’ participative management of water is granted by the provision of detailed information on the system state. This information is provided to any single user who makes a specific request to the system. Moreover, the direct data input by citizens will contribute to the increase of knowledge base on water conditions in the territory thus allowing more precise and reliable outputs.

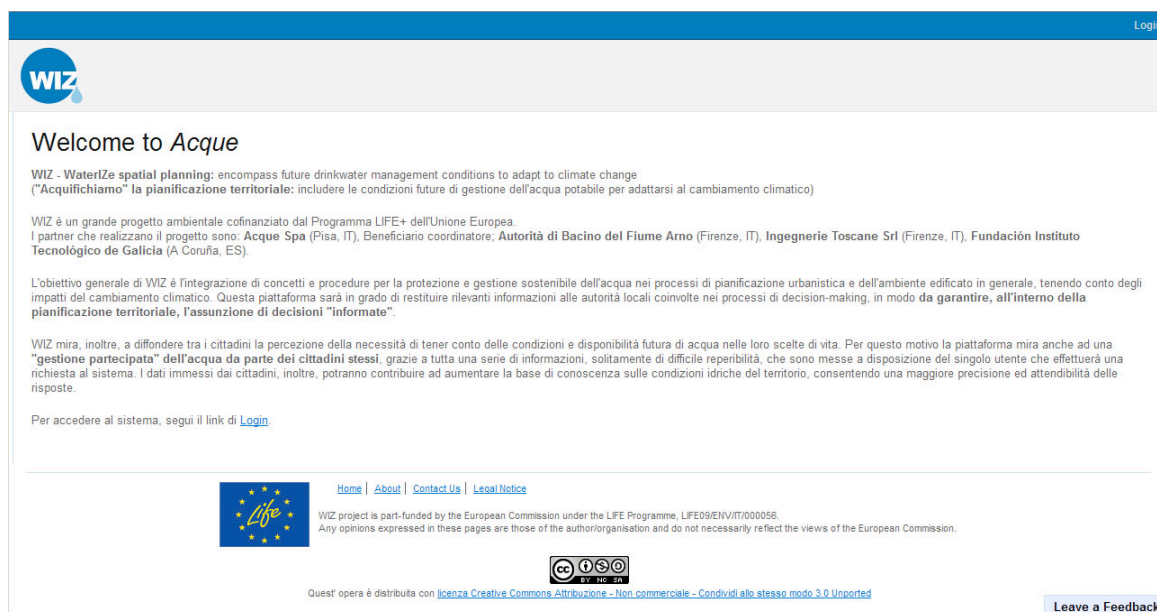
This manual is directed to the Citizen user and aims at providing an exhaustive explanation on the system functioning by showing all functionalities available for the user.

The Citizen user represents the inhabitant of a zone interested in knowing the state of the local water network.

Beside consulting the map, the citizen can interact with the system providing information on his perception of water quality and indication on faults occurred in the water distribution network.

1 System Access

Link to the internet address of the web portal <http://wiz.acque.net> to access the system



Picture 1 – Access to the system – initial page

The page is structured in 4 horizontal areas distinguished by different colours. From up to down:

- ∞ Upper bar with service buttons;
- ∞ Functioning bar that contains the buttons of available functions for the user;
- ∞ Central part where information generated by various functions is visualized;
- ∞ Final section containing official information positioned at the bottom of the page.

With the exception of the final section, all areas vary according to the role of the user and the position within the portal, thus increasing functionalities.

1.1 Service bar

the service bar is always visible in the portal, it has a management and service role during the use of the system.

For a non-logged user, the bar only reports the login frame on the right.

1.2 Function Bar

the function bar varies according to the user's role.

For security reasons, a non-logged user cannot access those functions actively interacting with the system itself. Thus, the function bar does not show buttons but only the project logo on the left side of the screen.

For this category of users, the list of functionalities includes:

- Login: it allows the identification of the user inserting username and password

- Registration: it allows the registration to the system to perform the login
- Password recover (if already registered): the user can request the system a new password

1.3 institutional Information bar

This bar is always shown on the portal and reports all official information on the project like the content disclaimer, the project logo and any licence information (Licence Creative Commons – non commercial)

Moreover, the bar contains the following links:

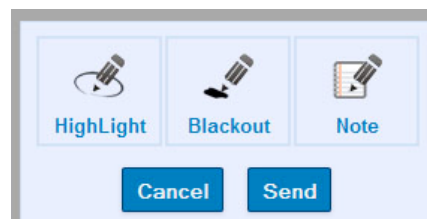
- Home: allows the user return to homepage
- About: basic information and project partners presentation
- Contact Us: information on contacts: telephone numbers, e-mail to contact project responsible
- Legal Notice: contains legal information on the system use



Picture 2 – Institutional Information bar

The system offers the user the possibility of leaving a feedback on the service, including notes.

In any page of the portal, on the bottom-left side of the screen you can find the button *Leave a Feedback*. By clicking on the button you can access the page in picture 3



Picture 3 - Leave a Feedback

This function allows printing and delivering the current screenshot to the administrator. Notes can also be delivered if activated by pressing the *Note* button. Notes can be freely typed with a limit of 500 digits.

In case it is necessary to highlight parts of the print or hide others, the buttons *Highlight* or *Blackout* can be clicked and the portion of the screen to be printed is shown.

2 How to register

The user can register and create an account for the system. registration consists in the guided compilation of a form in which data, once inserted, provide the user profile. Information required for registration are:

- ∞ User name and last name
- ∞ Municipality
- ∞ Title and Organisation
- ∞ E-mail address
- ∞ Username
- ∞ Password
- ∞ Role

Create Users

Fields with * are required.

First Name *

Last Name *

Municipality

Organisation

Title

Email *

Username *

Password *

Repeat Password *

Role *

Select Role

Create

Picture 4 – registration to the portal

The user can choose one of the two different roles:

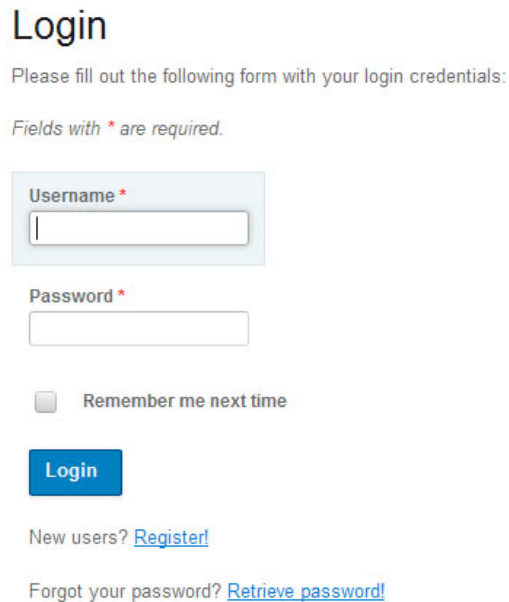
- ∞ Citizen
- ∞ Planner

In case the user registers with the role of *Citizen*, the account is immediately operative and does not need any approval by the Water Resource Utility.

3 Login Window

the login procedure allows authentication of a registered user in the system.

In order to guarantee security of data and functionalities in the system, the access is protected by a user name and password provided by the system after registration.



Login

Please fill out the following form with your login credentials:

Fields with * are required.

Username *

Password *

☐ Remember me next time

Login

New users? [Register!](#)

Forgot your password? [Retrieve password!](#)

Picture 5 – Login window

To facilitate future accesses, It is possible to memorize credentials in the system by ticking the corresponding box (*Remember me next time*).

In case the user does not have user name and password yet, it is possible to register by clicking the registration button (*Register*), immediately below the access button .

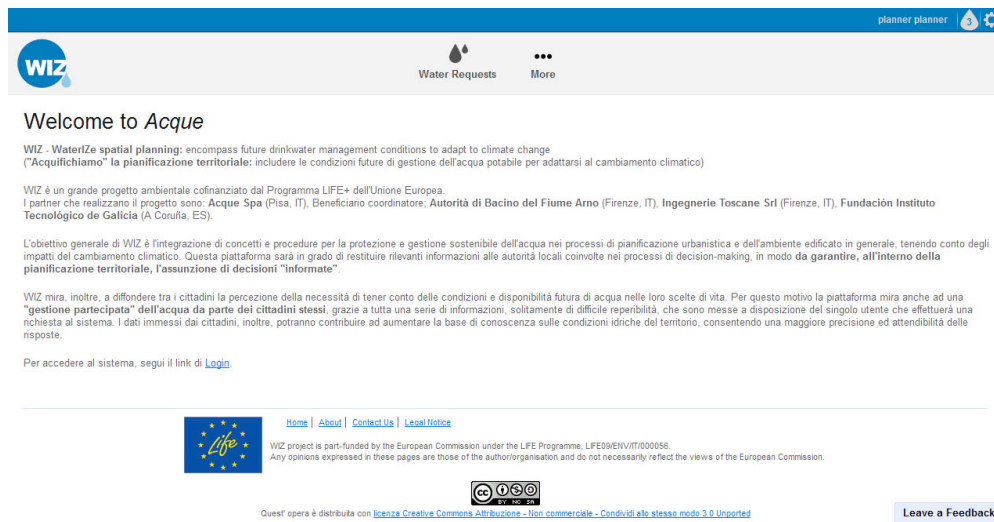
By clicking on the function *Retrieve password*, below the registration button, it is possible to obtain new credentials by e-mail, these will be sent to the address left during the account creation phase or currently in the system. The system will ask for a username and, if that username exists, it sends a new password to the e-mail address indicated during registration.

If authentication is successfully concluded, the user will enter the Home Page where he can access all WIZ portal services.

4 Home Page

the Home Page shows the same areas of the Login Page. These are:

- ∞ upper bar containing the service buttons;
- ∞ function bar, that includes buttons of available functions for the user;
- ∞ central part where information generated by the various functions are visualized;
- ∞ final bar containing the institutional information.



Picture 6 - Home page

4.1 Service bar

Nome Utente: visualizza i dati di base dell'utente attualmente loggato

the Service bar, always present in the portal, manages the user account during the use of the system.

Data contained in the bar are visualised on the right side of the screen and are:

User name: shows the basic data of the user currently logged

Administration: allows the management and personalisation of the account. It is divided into two sub-sections:

- ∞ Profile: shows data of the logged user (inserted during the registration phase). All information but the Role and the Municipality can be modified by the user.
- ∞ Logout: allows exit from the system

4.2 Function bar

the function bar varies according to the user's role.

The Citizen user can only access the functionality *Water Evaluation*.

This function offers the Citizen the possibility of verifying - both visually and numerically - the water evaluations made by other citizen users and inform on eventual faults on the network.

5 Functions

the *Citizen* user can only access the function *Water Evaluation*.

Clicking the button *Water Evaluation*, the function is accessed. The system foresees two kind of functionalities:

- Displays Evaluations Posted: allows visualization of evaluations left by other users
- Gives An Evaluation: allows information on faults or leave feedbacks on the service



Displays Evaluations Posted

Displays the evaluations expressed by citizens about the quality of water service.



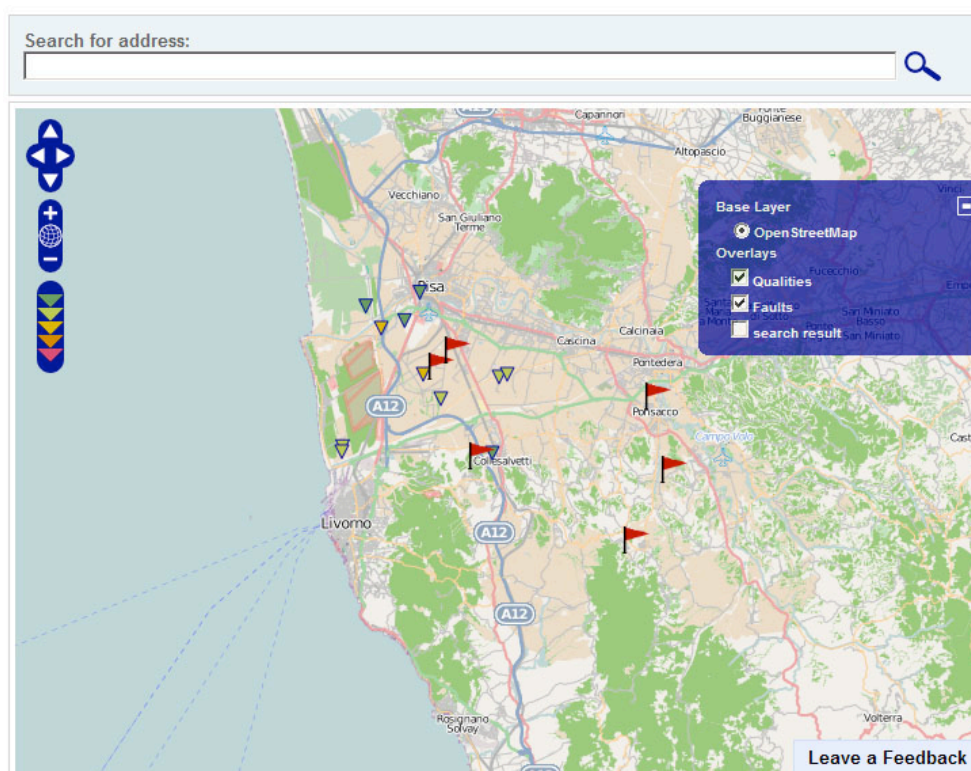
Gives An Evaluation

Gives an evaluation about the quality of water service.

Picture 7 - Functionality Water Evaluation

5.1 Displays Evaluations Posted

By selecting the first option, *Displays Evaluations Posted*, the system shows a the map with opinions (triangles) and faults (flags) left from the users.



Picture 8 – Visualization users' evaluations

The different colours of triangles indicate the users' satisfaction grade. In details, the scale of colours indicates:

- Dark green: excellent – maximum satisfaction
- Light green: good
- yellow: decent
- orange: low
- fuchsia: awful

to obtain information details, select the corresponding symbol on the map. The information visualized are:

- date of the opinion
- mark obtained
- location

Faults warnings, indicated with flags, are distinguished in leaks and breaks. Selecting the warning you can visualise the following information details:

- date of the warning
- type of fault
- localization of the fault
- colour

selecting the button + up right on the map, the user can modify the information reported on the map.

The following options are available:

- Base Layer
 - ⇒ OpenStreetMap: classical visualization of the digital map (it cannot be modified)
- Overlayer
 - ⇒ sources: allows visualization of information on the different sources and their localization
 - ⇒ plants: allows visualization of information on plants and their localization
 - ⇒ distribution network: allows visualization of information on the distribution network
 - ⇒ Qualities: allows visualization of information on users' opinions
 - ⇒ Fault: allows visualization of information on faults left by the users
 - ⇒ Search result: visualizes results on the search made

The system is equipped with a search engine that allows searching of a specific location on the map. The level of detail of the search results are up to the building street number.

5.2 Gives An Evaluation

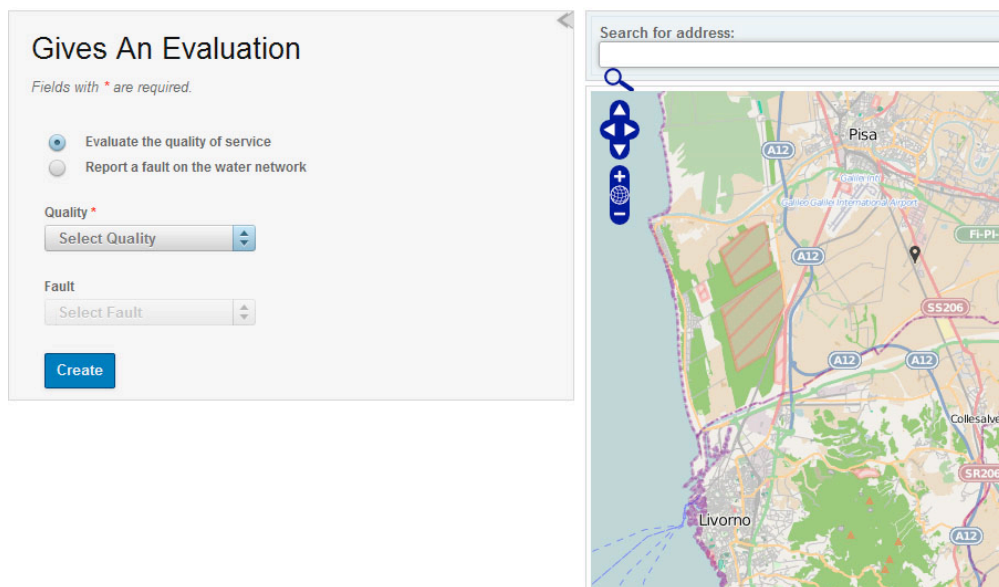
selecting the option *Gives An Evaluation*, it is possible to send an opinion on the water resource or send a fault warning (the warning can also be physically localised).

The screen divides in two vertical sections :

- Right side: a map where warnings/opinions are localised
- Left side: selection form and data insertion by the user.

After selecting the option *Gives An Evaluation*, position on the map the exact point to be reported.

Select the kind of report to be done, if an opinion or a fault.

The image shows a web application interface for reporting faults or opinions. On the left, a form titled 'Gives An Evaluation' contains two radio buttons: 'Evaluate the quality of service' (selected) and 'Report a fault on the water network'. Below these are two dropdown menus labeled 'Quality' and 'Fault', both with 'Select' as the current value. A blue 'Create' button is at the bottom of the form. On the right, a map of the Livorno area is displayed, showing roads, green spaces, and a search bar at the top with the text 'Search for address:'. The map includes a search icon and a compass.

Picture 9 – report faults or opinions

In case of an opinion, select from the first menu *Quality*, the level of satisfaction on the service.

You have 5 options:

- Excellent
- Good
- Decent
- Low
- Awful

In case of fault, select from the menu *Fault* if it is a break or a loss.

Save data by clicking on the button *Create*.

The system will visualize the report on the map automatically showing the section *Displays Evaluations Posted*.

Select the button + , up right on the map, the user can modify the level of information reported on the map.

Different options are:

- Base Layer
 - ⇒ OpenStreetMapp: classic visualization of a digital map (unchangeable)
- Overlayer
 - ⇒ Sources: allows visualization of sources and their localization
 - ⇒ plants: allows visualization of information on plants and their localization
 - ⇒ distribution network allows visualization of information on the distribution network
 - ⇒ Search result: visualizes the results of the search made
 - ⇒ Markers: visualizes, is set the localization of the user's warning

The system is equipped with a search engine that allows searching on the map of a specific localization. The level of detail of the search results are up to the building street number.