

ReportIt User Manual

Project title: ReportIt

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1 Instructions for 'How to run your product' (15 points)

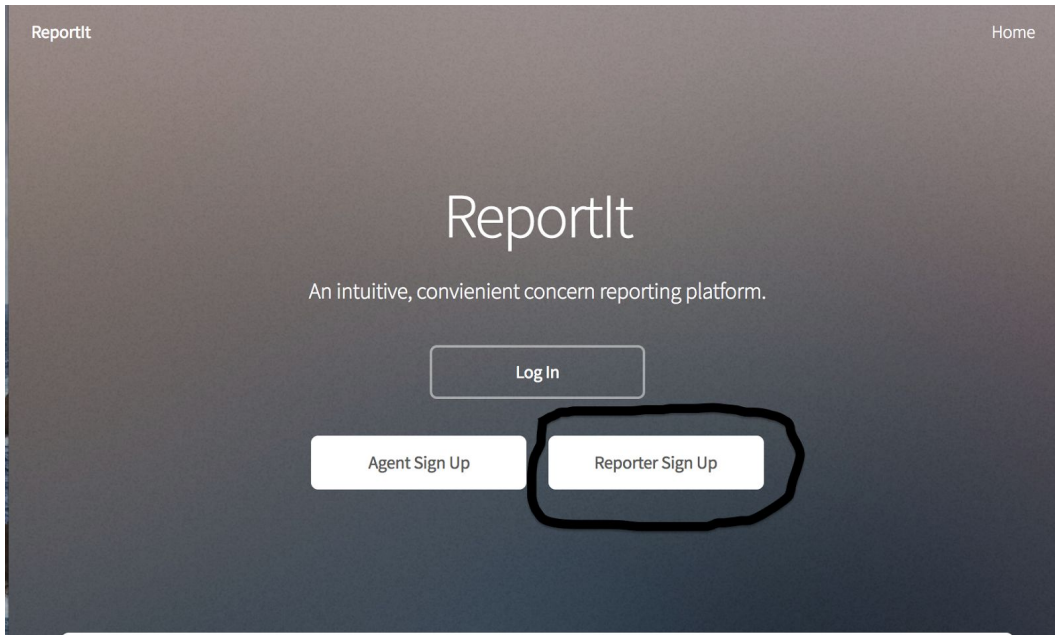
Specify a well-defined set of instructions, so that other team can test your product without a lot of trouble. Make sure to include in it:

- the architectural dependency and the resources requirement to run your program (e.g., 32 bit or 64 bit JVM). If during development you use an emulator (like an android emulator), a specific database configuration, external libraries, etc., be sure to provide everything needed for testing in this set of instructions, including directions about how to access such things.
- user manual (e.g., in case of games and other applications where certain inputs have a special meaning to the program, specify such inputs and their meaning and their acceptable values).

1. Visit the project website:

- <https://cs408-reportit.herokuapp.com/>
- The ideal browser:
 - Chrome

2. Sign up as a reporter:

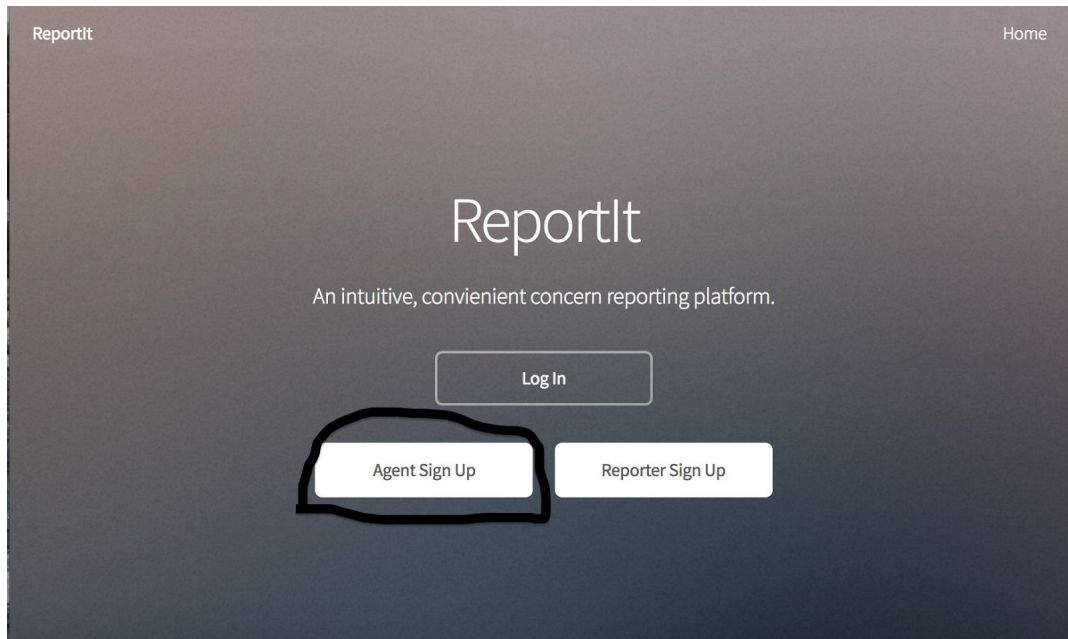


In signup page:

- Username:
 - Alphanumeric
 - Required Field
- Email:
 - Only one account can be registered with each email, duplicate email should be notified.
 - Input email should be valid, invalid email should be notified (Cannot be random character sequence)
 - Required Field
- Password:
 - A combination of numerical, digital and capitalized value is expected
 - Should be less than 300 characters in length
 - Required Field
- Password confirmation:

- Should be an exact match to the password input above
- Required Field
- e. Legal name:
 - Optional Field
 - Should be less than 100 character in length
- f. Phone number:
 - Optional Field
 - Phone number has to should be valid and in the right format
- g. Address:
 - Optional Field
 - It should be less than 300 characters in length
- h. About:
 - Optional Field
 - It should be less than 300 characters in length
- i. Fill in the optional information & click “Submit” button
- j. You will be redirected to the home page
- k. All fields not labeled as “Optional” should be filled in.
- l. If the page is not automatically jumped, you should check for any red error message or missing columns

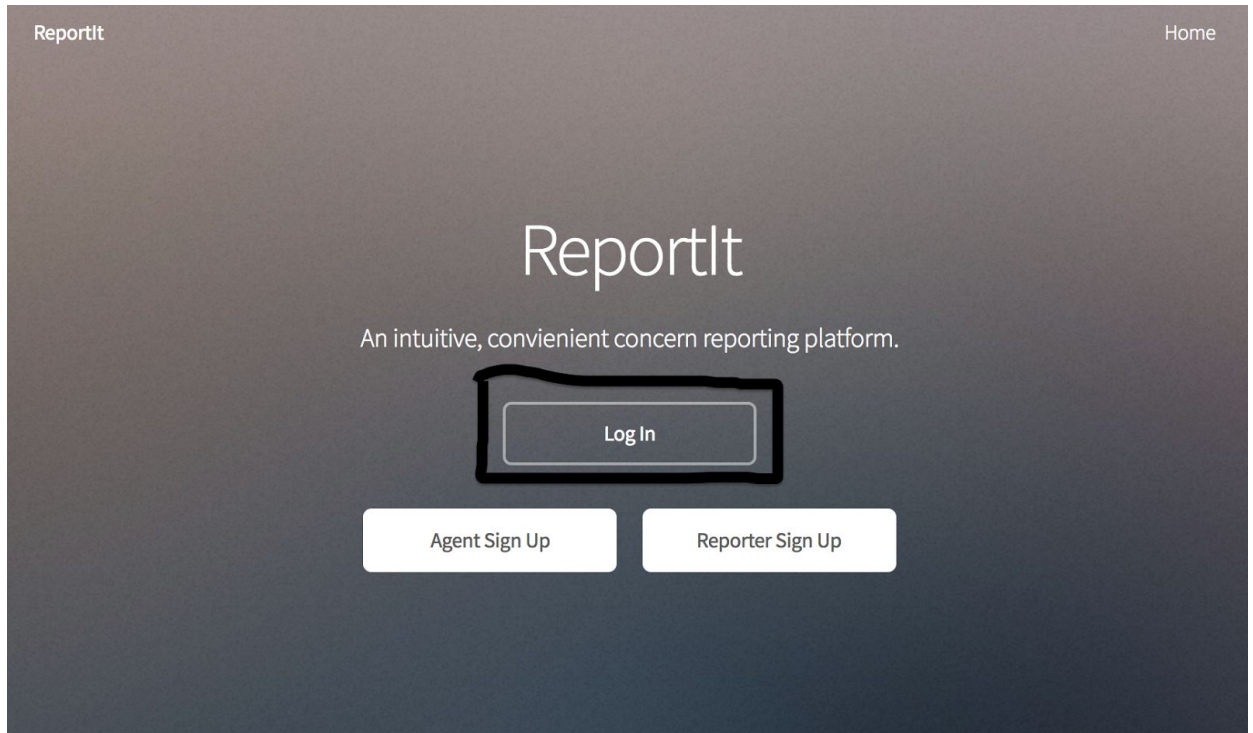
3. Agent sign up:



- a. Username:
 - Alphanumeric
 - Required Field
- b. Email:
 - Only one account can be registered with each email
 - Input email should be valid (Cannot be random character sequence)
 - Required Field
- c. Password:
 - A combination of numerical, digital and capitalized value is expected
 - Should be less than 300 characters in length
 - Required Field
- d. Password confirmation:
 - Should be an exact match to the password input above
 - Required Field
- e. Legal name:
 - should be valid and less than 100 characters in length
 - Required Field

- f. Phone number:
 - Phone number has to should be valid and in the right format
 - Required Field
- g. Address:
 - should be valid and less than 300 characters
 - Required Field
- h. Agent verification file:
 - Will be automatically filled in once the file is uploaded with “upload” button below
 - File input should be disabled
 - Agent will be able to check the correctness of uploaded file with the URL automatically filled in the input box
 - Agent should be able to re-submit the verification file later on
 - File should be of less than 100 KB in size
 - File type is limited to .tif, .jpeg, .jpg, .png, .pdf, .gif
 - Required Field
- i. About:
 - Briefly introduce the Agent information.
 - It should be less than 300 characters in length
 - Required Field
- j. Fill in the required information & click “Submit” button
- k. You will be redirected to the home page
- l. If the page is not automatically jumped, you should check for any red error message
- m. The agent verification file will be checked by admin in 24 hours.
Before admin finish verification, agent can not login to their account.
Agent will receive email after verification accept.

4. Sign in as Reporter:



- a. Username:
 - Alphanumeric value, should match the username you created
- b. Password:
 - Should match the password you created

5. Reporter Submit Concern:

- a. Submit concern to the selected agency
- b. Reporter should be the only account type capable of sending concern.
- c. Reporter must choose at least one agent to sent concern.
- d. Reporter can choose multiple concern.
- e. Title: should be alphanumeric less than 500 characters length.
- f. Target Agency:
 - i. A list of registered agent should pop up
 - ii. Only the valid agent name (registered) should be submitted and saved

- iii. At least one agent needs to be selected, Upon submitted, agent should be able to receive email notification on new concern directed towards them.
- g. Attach Image:
 - File being uploaded should be of format (.tif, .jpeg, .jpg, .png, .pdf, .gif)
- h. Content:
 - Should be alphanumeric less than 500 characters length.
- i. After reporter submit a concern, Agent should receive an email which notified there is a new concern.
- j. After reporter submit a concern, the web page should automatically jump back to my concern page.
- k. Agent is not allowed to submit concern from anywhere.

6. View/Edit Profile

- Click 'View {username}'s profile' on sidebar to view profile
- Click 'Edit' to edit profile
- a. Username and email are not allowed to edit
- b. Other fields are allowed to edit, and should be updated when click 'update', changes should be discarded when click 'cancel'
- c. Phone Number should be in a phone number format

7. Reporter View My Concern

- a. View **only** the concerns submitted by the current reporter.
- b. User should be able to find **all** concerns they submitted and those concerns are not solved.
- c. "View" button: clicking this, reporter can see the details of the concern.
- d. "Delete" button: clicking this, reporter can delete the concerns that they don't want to report to agent anymore.

8. Agent View My Concern

- a. View only the concerns directed to the current agent
- b. Agent should be able to find all concerns which are not solved directed to him or her

- c. "View" button: clicking this, agent can see the concern details mark concern as solved/duplicate, and respond to a concern
- d. "Delete" button: clicking this, agent can delete the concerns that they believe concerns are spams and should be deleted.

9. Search Concern

- a. Search the keyword among all concerns posted
- b. Click on the search button and display a page which show all concern in arranged order. Concerns contents with higher score will go first.
- c. The website uses Fuzzy search in searching algorithm.

10. Third party login

- a. Google login
 - i. User can login with our website with his Google account
Only reporter can login with Google account.
 - ii. Only one account should be used when registering ReportIt account
 - iii. Login user can submit concerns using the third party account.
- b. Facebook login
 - i. User can login with our website with his Facebook account
 - ii. Only reporter can login with Facebook account.
 - iii. Only one account should be used when registering and logging in ReportIt account

11. View All Concern

- a. All non-solved concerns should be displayed
- b. Report field: hyperlink to the reporter's profile
- c. Agent field: hyperlink to the agent's profile
- d. Remove field: reporter could remove concerns sent by the concern owner by clicking it. This is only applicable for reporter.

12. Reporter View own Specific Concern

- a. "Edit Concern" button for the reporter to edit this concern
- b. "Mark as Resolve" button can be used to mark this concern resolved if this concern is resolved itself

- c. “Mark as unsolved” button can be used to mark the resolved concern back to unsolved state.

13. Edit Concern

- a. Edit a concern that has originally been submitted by the user
- b. All required field remain required after edition.
- c. Agent field should appear to be legal names of the agents

14. Another Reporter View own Specific Concern

- a. “Upvote and downvote Concern” button for the reporter to upvote/downvote concerns.
- b. Upvote/Downvote concern can only use once for a user.

15. Agent View Specific Concern

- a. Resolved field: its default value is “false”, and when an agent clicks “Mark as Solve”, this field should be “true”
- b. Respond Concern: if the concern is directed to the current agent, the current agent is able to respond the concern. A concern can be responded multiple times. This feature is only for agent.
- c. Mark as Duplicate: This button sets this concern to be duplicate and a suggested concern post URL will be displayed at the reporter’s side on this concern

