BAMX Mobile Application User Manual

Diego Iván Morales Gallardo

Version 1.0

October 24, 2024

Contents

1   Welcome to the BAMX Mobile Application

Thank you for choosing the BAMX Mobile Application to streamline your operations at the Guadalajara Food Bank. This manual is designed to help you install, configure, and use the application effectively. Whether you're a staff member, volunteer, or administrator, this guide will assist you every step of the way.

2   Getting Started

2.1   Who Is This Manual For?

This manual is for:

- Staff members involved in inventory management.
- Volunteers assisting with food distribution.
- Administrators overseeing operations.

2.2   What You'll Learn

You'll learn how to:

- Install and set up the application.
- Navigate through the main features.
- Manage inventory efficiently.
- Troubleshoot common issues.

3   System Requirements

Ensure your device meets the following requirements to run the application smoothly.

3.1   Hardware Requirements

Component	Specification
Operating System	Android 7.0 (Nougat) or higher; iOS 11.0 or higher
Memory (RAM)	At least 2 GB
Storage Space	Minimum of 100 MB free space
Internet Connectivity	Stable Wi-Fi or mobile data connection
Screen Resolution	Minimum of 720x1280 pixels

Table 1: Hardware requirements for BAMX Mobile Application

3.2   Software Requirements

- **Permissions**: Allow access to the Internet and local storage.
- **Platforms Supported**: Android and iOS devices.
- **No Additional Apps Needed**: All necessary components are included.

4   Installing the Application

Follow these simple steps to download and install the BAMX Mobile Application.

4.1   Download and Installation

- **Open the App Store**:
    - **Android Users**: Launch the Google Play Store.
    - **iOS Users**: Open the App Store.
- **Search for BAMX App**: Type BAMX App in the search bar.
- **Install the App**: Tap on the Install button and wait for the installation to complete.

4.2   Initial Setup

- **Launch the App**: Tap the BAMX icon on your device.
- **Grant Permissions**: Allow the app to access the Internet and storage when prompted.
- **Stay Updated**: Enable automatic updates to keep the app current.

5   Login and Account Creation

When the application is launched, the user is presented with a login screen requiring their email address and password. If the entered credentials are incorrect, an error message stating "Incorrect username and/or password" is displayed.

Below the input fields, there are two buttons: **Create Account** and **Log In**.

5.1   Creating a New Account

Clicking on the **Create Account** button redirects the user to a registration screen where the following information is required:

- **Full Name**: The user's complete name.
- **Email Address**: A valid email address for account verification and communication.
- **Username**: A unique identifier for the user within the application.
- **Password**: A secure password following the application's password policy.
- **Confirm Password**: Re-enter the password to ensure accuracy.

Additionally, the registration screen includes:

- A **Back** button that returns the user to the login screen without saving any entered information.
- A **Create Account** button that, upon successful validation of the provided information, registers the new user and redirects them back to the login screen.

> **Important Note**
>
> All newly registered users are assigned standard user privileges by default. An administrator must manually grant additional permissions if necessary. This process will be explained in detail in a later section.

5.2   Logging In

To access the main functionalities of the application, existing users can click on the **Log In** button from the login screen. Upon successful authentication, the user is directed to their personalized main screen.

6   User Interface

After logging in, users are greeted with the main screen, which serves as the central hub for all available functionalities. The interface is designed for intuitive navigation and ease of use.

6.1   Registering a Product Entry

The first button on the main screen is used to **Register a Product Entry**. Clicking this button opens a new screen containing:

- **Search Donor**: A button that opens a search bar and a list of existing donors. Users can select an existing donor or choose to add a **New Donor**, which redirects to a form requesting the donor's name and email address.
- **Search Category**: A button that displays a list of the organization's five predefined product categories.
- **Confirm**: A button to finalize the entry registration.
- **Back to Main Menu**: A button to return to the main screen without saving changes.
- **Register New Product**: A button that navigates to a screen for adding a new product to the inventory.

6.1.1   Selecting a Donor

When **Search Donor** is selected, a search bar appears alongside a list of all existing donors. Users can:

- Select an existing donor from the list.
- Click on **New Donor** to add a new donor by providing their name and email address.

6.1.2   Choosing a Category and Product

After selecting a category via **Search Category**, a new button labeled **Search Product** appears. Clicking this button allows users to:

- Use a search bar to find specific products within the chosen category.
- View a list of all products in the category and select one.

Upon selecting a product, the screen displays:

- An image representing the product.
- An input field to specify the number of units (pieces, kilograms, or liters) to be added to the inventory.

6.1.3   Finalizing the Entry

Clicking the **Confirm** button records the new product entry and returns the user to the main screen with a confirmation message.

> **Success**
>
> The new product entry has been registered successfully.

6.1.4   Registering a New Product

If the user selects **Register New Product**, they are taken to a screen with the following elements:

- **Back**: Returns to the previous screen without saving.
- **Add Image**: Allows the user to upload an image representing the product (preferably in 16:9 aspect ratio).
- **Product Name**: An input field for the name of the product.
- **Select Category**: A button to choose the category to which the product belongs.
- **Select Unit Type**: A button to choose the unit type (kilograms, pieces, or liters).
- **Initial Quantity**: An input field that appears after selecting the unit type to specify the starting inventory quantity.
- **Add**: A button to save the new product information.

After entering all the required information and clicking **Add**, the user is returned to the main screen with a success message.

> **Success**
>
> The product has been added to the inventory successfully.

6.2   Registering a Product Exit

The second button on the main screen allows users to **Register a Product Exit**. Clicking this button opens a screen with:

- **Back**: Returns to the main screen.
- **Search Category**: Opens a list of the five product categories.
- **Confirm**: Finalizes the exit registration.

After selecting a category, a **Search Product** button appears, enabling users to:

- Use a search bar to find specific products.
- View and select from a list of products within the chosen category.

Upon selecting a product, the screen displays:

- An image of the product.

• An input field to enter the number of units to be removed from the inventory.

Clicking **Confirm** records the product exit and returns the user to the main screen with a confirmation message.

> **Success**
>
> The product exit has been registered successfully.

6.3   Viewing Inventory

The third button grants access to the **Inventory** screen. Here, users can:

• View a list of the main product categories.
• Use the **Back** button to return to the main screen.

Selecting a category opens a new screen containing:

• A list of products within the selected category.
• A **Search Product** button that reveals a search bar for finding specific products.
• A **Back** button to return to the category list.

In the product list, each item displays:

• The current quantity in stock.
• An indicator of stock levels:
    – A green border indicates sufficient stock.
    – An orange border signifies that the stock is below the minimum required level.
• The minimum required quantity for products below the threshold.

> **Note**
>
> Maintaining stock above the minimum level ensures uninterrupted operations.

6.4   Generating Inventory Reports

The fourth button allows users to **Generate an Inventory Report**. This feature is useful for record-keeping and analyzing inventory trends over time.

Upon clicking, the user is presented with:

- **Back**: Returns to the main screen.
- **Title**: An input field to name the report.
- **Start Date**: A button to select the beginning date for the report range.
- **End Date**: A button to select the ending date for the report range.
- **Description**: An input field to add notes or specify the reason for generating the report.
- **Confirm**: A button to generate and download the report.

After clicking **Confirm**, a text file containing the report is downloaded, and the user is given the option to save it to a preferred location. A confirmation message is displayed upon returning to the main screen.

> **Success**
>
> The inventory report has been generated and downloaded successfully.

6.5   Viewing Operation History

The fifth button provides access to the **Operation History**, where users can review past transactions.

This screen includes:

- **Back**: Returns to the main screen.
- **Filter by User**: A button that displays a list of users to filter the operations.
- A list of all operations, each showing:
    - Type of operation (entry or exit).
    - Quantity involved.
    - Product name.
    - Timestamp indicating how long ago the operation occurred.

Selecting an operation provides more detailed information, including the user who performed the action.

6.6   Notifications

In the upper-right corner of the main screen, there is a **Notifications** button. Clicking it opens a screen displaying:

- **Back**: Returns to the main screen.
- A list of notifications, such as:
    - Alerts when a product reaches the minimum stock level.
    - Notifications when a product has been restocked above the minimum level.
- Each notification includes a timestamp indicating when it was generated.

6.7   Logging Out

In the upper-left corner of the main screen, there is a **Log Out** button. Clicking this button will sign the user out of their account and return them to the login screen.

> **Security Tip**
>
> Always log out after completing your tasks to protect your account information.

7   Administrator Interface

Users with administrative privileges have access to additional functionalities for managing donors, users, and products.

7.1   Modifying a Donor

The first administrator-specific button allows for **Modifying a Donor**. Clicking this button opens a screen with:

- **Back**: Returns to the main screen.
- **Select Donor**: A button that displays a list of existing donors.

After selecting a donor, the following options are available:

- **Donor Name**: Displays the current name of the donor.
- **Email Address**: An input field to update the donor's email.
- **Confirm Changes**: A button to save the updated information.

Clicking **Confirm Changes** saves the updates and returns the user to the main screen with a success message.

> **Success**
>
> The donor's information has been updated successfully.

7.2   Managing Users

The second administrator-specific button is for **Managing Users**. This functionality allows administrators to control user permissions.

Upon clicking, the screen displays:

• **Back**: Returns to the main screen.
• **Select User**: A button that brings up a list of all registered users.

After selecting a user, the administrator can:

• View the **User's Name**.
• Enable or disable access to specific functionalities by toggling options such as:
    – Inventory Access.
    – Operation History.
    – Report Generation.
    – Registering Entries/Exits.
    – Administrator Buttons.
• Click **Confirm Changes** to apply the new permissions.

Upon confirmation, the administrator is returned to the main screen with a message indicating success.

> **Success**
>
> The user's permissions have been updated successfully.

7.3   Modifying a Product

The third administrator-specific button is used to **Modify a Product**. Clicking it opens a screen with:

- **Back**: Returns to the main screen.
- **Select Category**: A button that displays the list of five existing categories.

After choosing a category, a **Select Product** button appears, which, when clicked, shows all products within that category. Selecting a product allows the administrator to:

- View and edit the **Product Name**.
- Modify the **Current Quantity** in stock.
- Adjust the **Minimum Required Quantity** (default is 100).
- Change the **Unit Type** (kilograms, pieces, liters).
- Click **Confirm Changes** to save the updates.

After confirming, the administrator is brought back to the main screen with a success notification.

> **Success**
>
> The product has been updated successfully.

> **Administrator Tip**
>
> Regularly updating product information ensures inventory accuracy and efficient stock management.

8   Enhanced Security and Privacy Information

Your data security is of utmost importance to us. The BAMX Mobile Application incorporates multiple layers of security to protect your information and ensure smooth operation.

8.1   Data Protection Measures

- **Input Validation**: All input fields are sanitized to prevent SQL injection attacks and other malicious inputs.
- **Encryption**: Data transmitted between the app and the server is encrypted using industry-standard protocols.
- **Secure Storage**: Sensitive data is securely stored on servers with restricted access.
- **Authentication**: Users must authenticate to access the application, ensuring only authorized personnel can perform operations.
- **Access Control**: Role-based permissions restrict access to administrative functions.

8.2   User Responsibilities

• **Protect Your Credentials**: Do not share your username or password with others.
• **Use Strong Passwords**: Create passwords that are difficult to guess and change them regularly.
• **Secure Your Device**: Implement screen locks and other security measures on your mobile device.
• **Log Out After Use**: Always log out when you are finished, especially on shared devices.
• **Stay Alert**: Be cautious of phishing attempts or unsolicited requests for your login information.

8.3   Error Handling and Support

• **Generic Loading Screens**: During processing, loading screens prevent unintended interactions and improve user experience.
• **Clear Error Messages**: The application provides understandable error messages to help you resolve issues quickly.
• **Support Channels**: If you encounter persistent issues, contact technical support for assistance.

8.4   Compliance with Data Protection Regulations

The BAMX Mobile Application complies with all relevant data protection laws and regulations to ensure your data is handled responsibly.

8.5   Regular Updates

We regularly update the application to address security vulnerabilities and improve functionality. Keeping your app updated is crucial for maintaining security.

9   Keeping the App Updated

Stay current with the latest features and security patches.

9.1   Automatic Updates

Enable automatic updates in your device settings to receive updates as soon as they're available.

9.2   Manual Updates

Check the app store regularly to see if an update is available.

10   Troubleshooting Guide

Encountered a problem? Here are solutions to common issues.

10.1   Unable to Log In

Issue: The user cannot log in to the application using their credentials.

Solution:

- Ensure that you are entering the correct email address and password.
- Check if the **Caps Lock** key is on, as passwords are case-sensitive.
- Verify that your internet connection is stable.
- If the problem persists, contact technical support.

10.2   Application Crashes on Startup

Issue: The application crashes or fails to load when starting.

Solution:

- Ensure your device meets the minimum hardware and software requirements.
- Update the application to the latest version available in the app store.
- Restart your device to clear temporary issues.
- Check for any available system updates for your device.
- If the issue continues, uninstall and reinstall the application.

10.3   Cannot Register a New Product

Issue: The user is unable to add a new product to the inventory.

Solution:

- Confirm you have the necessary permissions to add new products.
- Verify all required fields are filled out correctly.
- Ensure the product image is in the correct format and size.
- Check your internet connection for stability.
- Contact your administrator to verify your access rights if the issue persists.

10.4   Unable to Generate Inventory Report

Issue: The application fails to generate or download the inventory report.

Solution:

• Confirm you have entered a valid title and date range for the report.
• Ensure your device has sufficient storage space.
• Check your internet connection.
• Try generating the report after restarting the application.
• Contact technical support if the problem persists.

10.5   Access Denied to Certain Features

Issue: The user cannot access specific functionalities like modifying products or generating reports.

Solution:

• Verify your user permissions with an administrator.
• Ensure you are logged in with the correct account.
• Request additional permissions from an administrator if needed.
• Log out and log back in to refresh your permissions.

10.6   Data Not Syncing Across Devices

Issue: Changes made are not reflected when accessing the app from another device.

Solution:

• Check your internet connection to ensure proper data synchronization.
• Refresh the application or log out and log back in.
• Verify you are using the same account on both devices.
• Allow a few minutes for data to sync.
• Contact technical support if data still does not synchronize.

10.7   Error Messages When Registering Entries or Exits

Issue: An error message appears when attempting to register a product entry or exit.

Solution:

• Ensure all required fields are completed correctly.
• Verify the quantity entered is a valid number within acceptable limits.
• Check your internet connection.
• Restart the application and try again.
• Note the error message and contact technical support if the issue persists.

10.8   App Performance Is Slow

Issue: The application is running slowly or experiencing lag.

Solution:

- Close other apps running in the background to free up memory.
- Clear the application's cache from your device settings.
- Ensure your device meets recommended hardware specifications.
- Restart your device to improve performance.
- Update the application to the latest version.

10.9   Cannot Update the Application

Issue: The user is unable to update the application to the latest version.

Solution:

- Check your device's storage space to ensure there's enough room for the update.
- Verify your internet connection is stable.
- Try updating the app using a different internet connection.
- Restart your device and attempt the update again.
- Contact technical support if you continue to experience issues.

10.10   Invalid Data or Calculations

Issue: The application displays incorrect data or miscalculates quantities.

Solution:

- Refresh the data by pulling down on the screen or restarting the app.
- Verify that recent entries and exits were registered correctly.
- Check for any pending app updates that might fix the issue.
- Report the discrepancy to technical support with details.

Need Further Assistance?

If your issue is not listed or the solutions provided do not resolve your problem, please contact our technical support team for additional help.

11   Frequently Asked Questions

Q: Can I use the application offline?

A: An active internet connection is required to use most features of the application, as it needs to synchronize data with the server in real-time.

Q: How do I update the application to the latest version?

A: Enable automatic updates in your device settings, or manually check for updates in the Google Play Store for Android or the App Store for iOS.

Q: What should I do if I find incorrect data in the inventory?

A: Contact an administrator to report the discrepancy. They can adjust the inventory data or investigate any potential issues.

Q: How can I get additional permissions or access to more features?

A: Permissions are managed by administrators. Please contact your supervisor or an administrator to request additional access rights.

Q: Is my data secure within the application?

A: Yes, the application employs multiple security measures, including data encryption and secure authentication protocols, to protect your information.

Q: Can I generate reports in formats other than text files?

A: Currently, reports are generated as text files. Future updates may include additional formats based on user feedback.

Q: What devices are compatible with the BAMX Mobile Application?

A: The application is compatible with Android devices running version 7.0 or higher and iOS devices running version 11.0 or higher.

Q: How do I contact technical support for assistance?

A: You can reach technical support via email at support@bamx.org.mx or by phone at +52 33 3810 6595 during business hours.

Q: What should I do if the application is running slowly?

A: Try closing other applications to free up memory, ensure your device meets the minimum requirements, and check your internet connection. Restarting your device can also help improve performance.

Q: How can I suggest new features or improvements for the application?

A: We welcome your feedback. Please send your suggestions to feedback@bamx.org.mx or visit our website at https://www.bdalimentos.org/feedback.

12   We Value Your Feedback

Your input helps us improve. Please share your thoughts:

- **Email**: feedback@bamx.org.mx
- **Website**: https://www.bdalimentos.org/feedback

13   Support and Contact Information

Need assistance? We're here to help.

13.1   Technical Support

- **Email**: support@bamx.org.mx
- **Phone**: +52 33 3810 6595
- **Hours**: Monday to Friday, 9:00 AM to 6:00 PM (GMT-6)

14   Visit Us

- **Address**: Hda. de La Calerilla 360, Santa María Tequepexpan, 45601 San Pedro Tlaquepaque, Jalisco, Mexico
- **Website**: https://www.bdalimentos.org

15   Credits

- **Project Manager**: Diego Morales
- **Developers**: Jorge Arizpe, Milan De Alba
- **Designers**: Luis Daniel García, Jaziel Coronado

16   Version Information

- **Manual Version**: 1.0
- **Last Updated**: October 24, 2024

Please mention this version number if you contact support.