Customer

User Manual

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1.0. GENERAL INFORMATION

1.1. System Overview

ROOTS is a web-enabled application that provides traditional and alternative medicine services from licensed practitioners with the ability to purchase medicinal plants, herbs and other products online. The application comes with a feature that displays the different types of medicinal plants from a catalogue of recognized medicinal plants and herbs that have been documented by the Philippine Institute of Traditional and Alternative Health Care (PITAHC). In addition, the catalogue also provides recipes on how to use and cultivate the medicinal plants and process them into alternative supplements/medicines.

1.2. Organization of the Manual

The User's manual is composed of four sections:

1. General Information
2. System Summary
3. Getting Started
4. Using the System

The General Information section defines what the system is and what the system is designed and intended for.

The System Summary section refers to the general overview of the system. In the summary, the uses of the various parts of the system are outlined, such as the system's hardware and software requirements, the system's configuration, the User access levels, and the system's behavior in the event of a contingency.

The Getting Started section explains how to register and log in to the system. The section also explains the system menu as well as how to change one's Username and/or Password.

The Using the System section provides a detailed description and illustration of the various system functions as well as how to use each of them correctly.

2.0. SYSTEM SUMMARY

2.1. System Configuration

ROOTS can operate on any device with that can access the internet by using any internet browser. The application requires a connection to the Internet in order to access the catalogue and services of the application. Anything placed within the cart of the Product Tab will be immediately saved into the database and will remain there until checkout or until it is removed by the User.

2.2. User Access Levels

Anyone can register and access the catalogue while only registered Users can access the products and services of the web application.

2.3. Contingencies

In the event of a power outage, any products that are inside the cart will be saved into the database. In case there is no internet connection, the application cannot be accessed.

3.0. GETTING STARTED

3.1. Registration and Logging In

The User registration is done by filling out the necessary information that is being requested (refer to figure 3.1-1). Before clicking the checkbox, ensure that the Privacy Policy has been read, understood, and accepted. Once all these are done, check if all the supplied information is correct before clicking the submit button. Afterwards, a welcoming email will be sent to the email address that is provided and the User can now log in to the application.

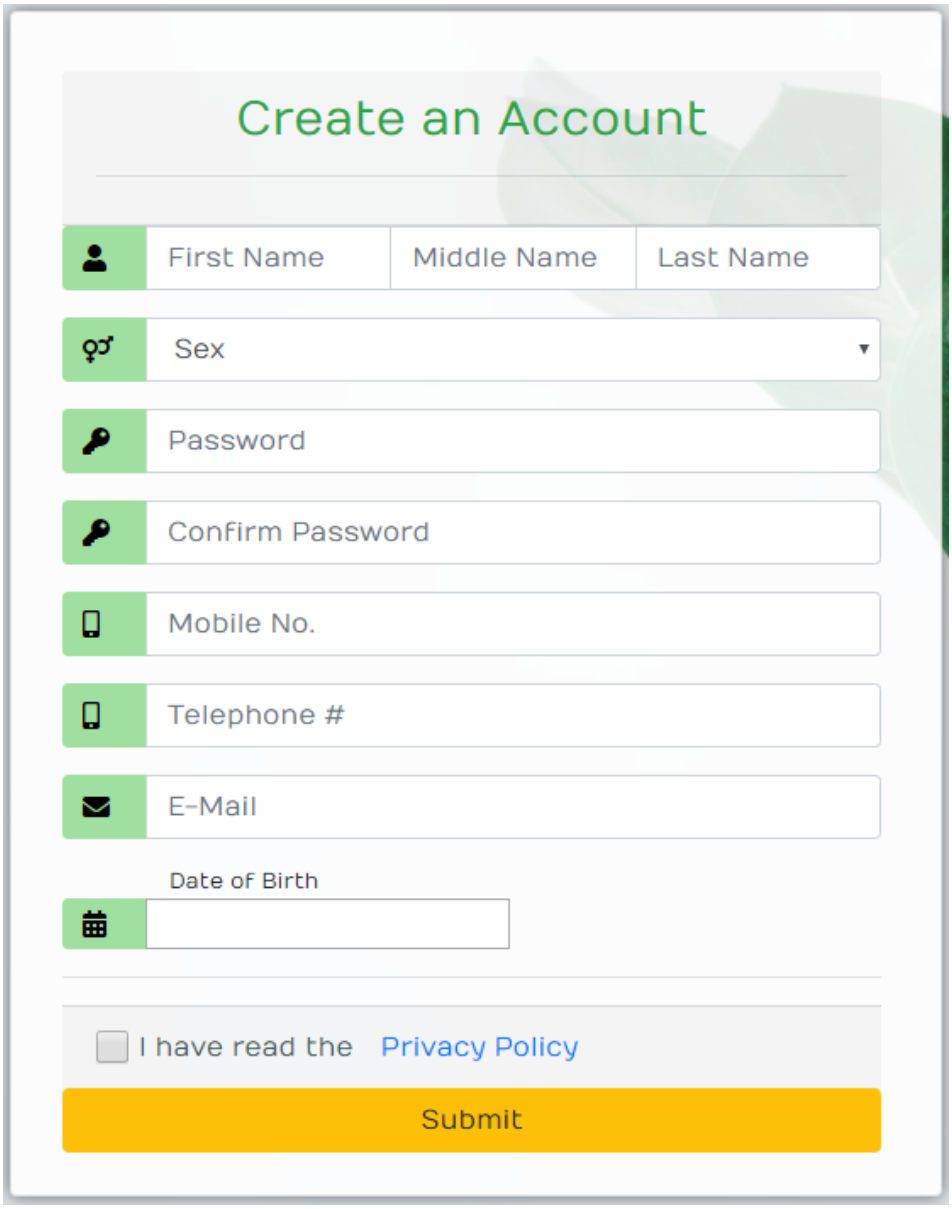

Figure 3.1-1

To log in, simply supply the Email address and Password that was provided during the registration before clicking the 'Login' button. To remain logged in, even after closing the application, simply click the checkbox that is labelled as 'Remember Me'. In the event that the User forgets their password, simply click on the 'Forgot your password?' link near the bottom of the window. (refer to Figure 3.1-2).

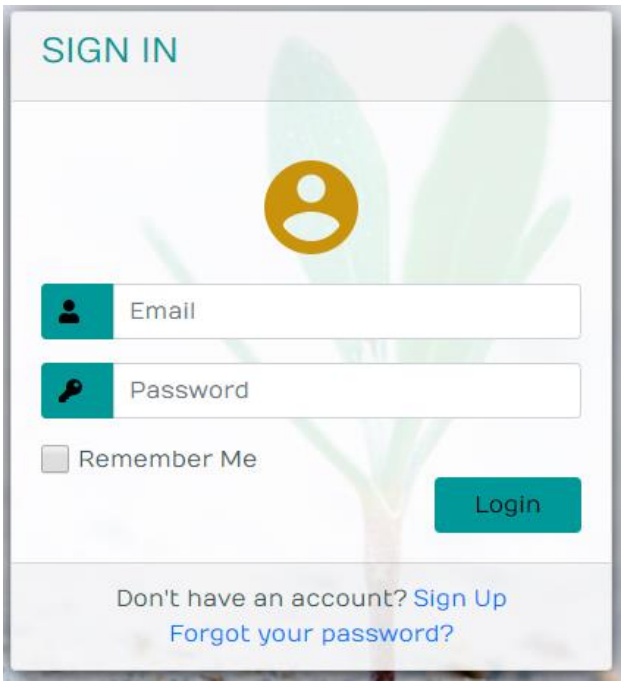

Figure 3.1-2

3.2. System Menu

ROOTS is a tabbed application which consists of 7 tabs (refer to figure 3.2-1). The 'Home' tab, which can be accessed by clicking the ***ROOTS*** logo, is the main page of the application.

The 'Catalogue' tab redirects the User to the catalogue page where Users can find information about various medicinal plants and their health benefits.

The 'Products' tab redirects the User to the Products page which is the E-Commerce page where the User can view and buy any healthcare products that are sold by PITAHC.

The 'Services' tab redirects the User to the Services page where the User can schedule an appointment with a licensed practitioner for their services, such as Acupuncture, Chiropractic, Hilot, and Naturopathy.

The 'More' drop down tab can redirect the User to one of 3 other pages, the 'About Us' page, the 'Contact Us' page or the 'FAQs' page.

The 'About Us' page provides general information about the team that is responsible for the creation of ***ROOTS.***

The 'Contact Us' page contains our Team's contact information such as email address and contact number.

The ‘FAQs’ page provides the User with answers to some of the most frequently asked questions regarding the web application.

The ‘Cart’ tab, which is represented by the cart symbol near the upper right section of the screen, contains the products that the User has selected for eventual purchase.

The ‘User’ tab, which is represented by the human symbol on the upper right corner of the screen, can redirect the User to one of 3 other pages, the ‘Profile’ tab, the ‘Invoice’ tab, and the ‘Appointment’ tab. On the bottom of the drop-down list is the ‘Logout’ tab which can be used to log the User out of the web application.

The ‘Profile’ tab contains the User’s profile page where they can see their personal information as well as be able to change their personal information should they wish to do so.

The ‘Invoice’ tab contains the order and delivery statuses of every transaction that the User has made.

The ‘Appointment’ tab contains all the services as well as the status of each appointment that the User has made.

Figure 3.2-1

3.2.1. Home Tab

The Home Tab (refer to Figures 3.2.1-1 – 3.2.1-7) is the initial and Main Page of the application. This page contains general information about the application, PITAHC, and the other tabs of the application such as the Plant Catalogue, the Products, and the

Services. To go back to this page, simply click on the ***ROOTS*** logo located on the upper left section of the screen.

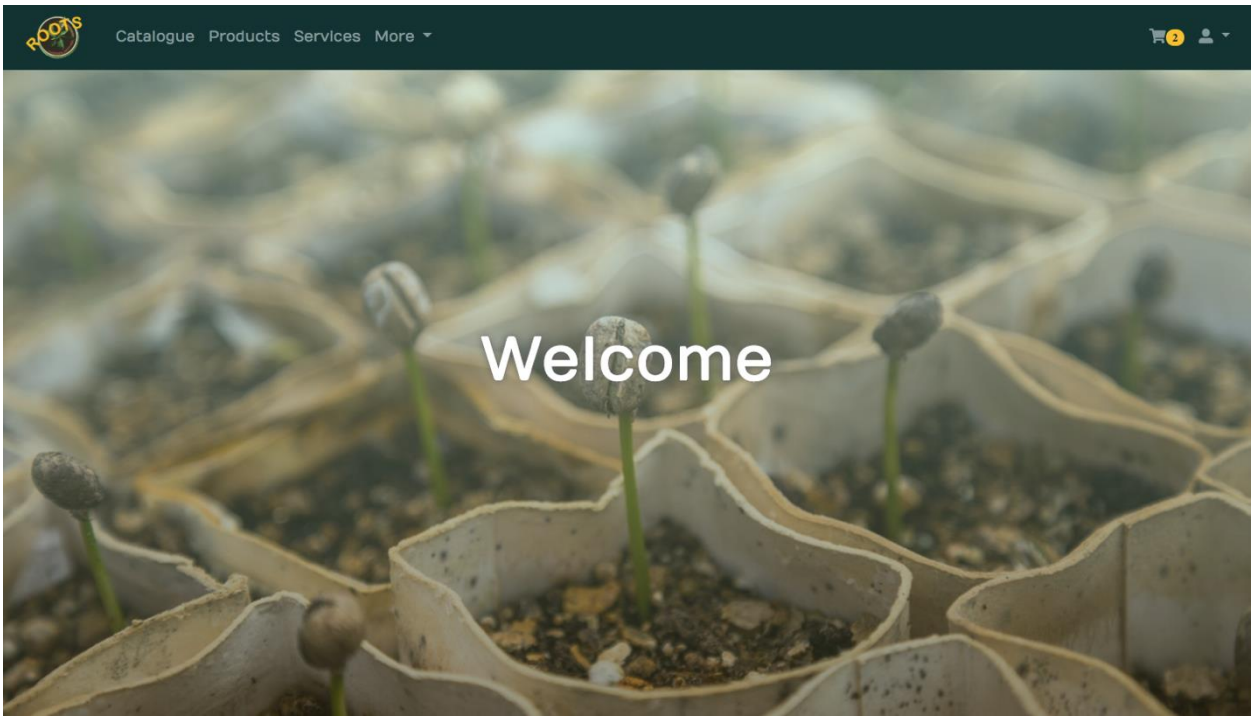

Figure 3.2.1-1

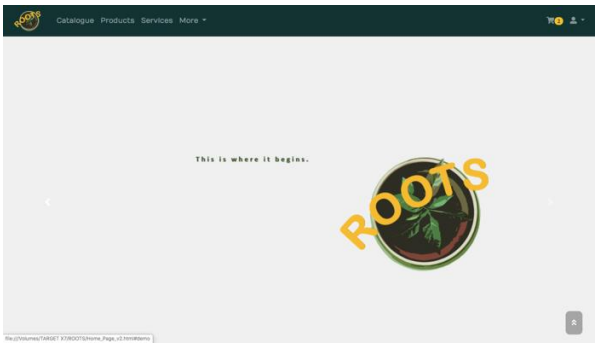

Figure 3.2.1-2

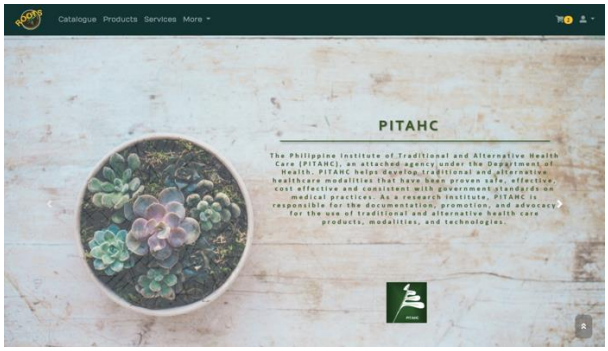

Figure 3.2.1-3

Figure 3.2.1-4

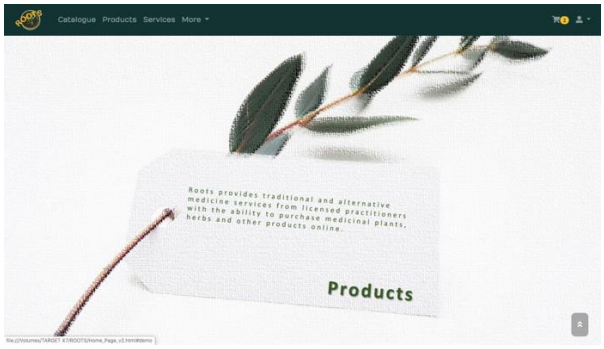

Figure 3.2.1-5

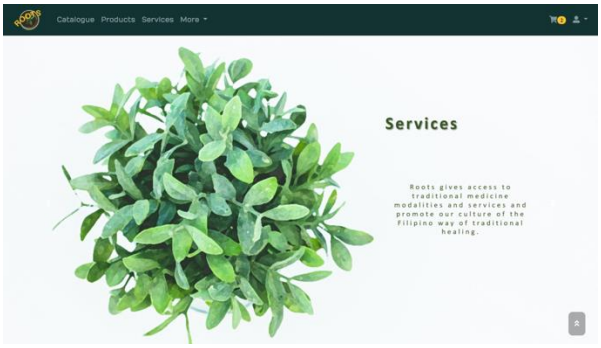

Figure 3.2.1-6

Figure 3.2.1-7

Figure 3.2.1-8

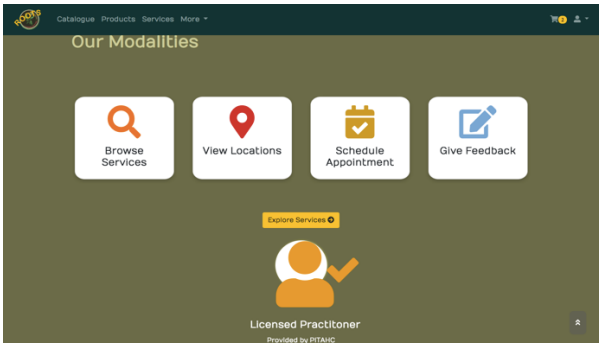

Figure 3.2.1-9

3.2.2. Catalogue Tab

The Catalogue Tab (refer to Figure 3.2.2-1, 3.2.2-2 and 3.2.2-3) consists of information regarding 50 plants that have been studied and researched by PITAHC as well as their medicinal benefits and locations. The catalogue can be viewed in either English or Filipino, depending on the User's preferred language.

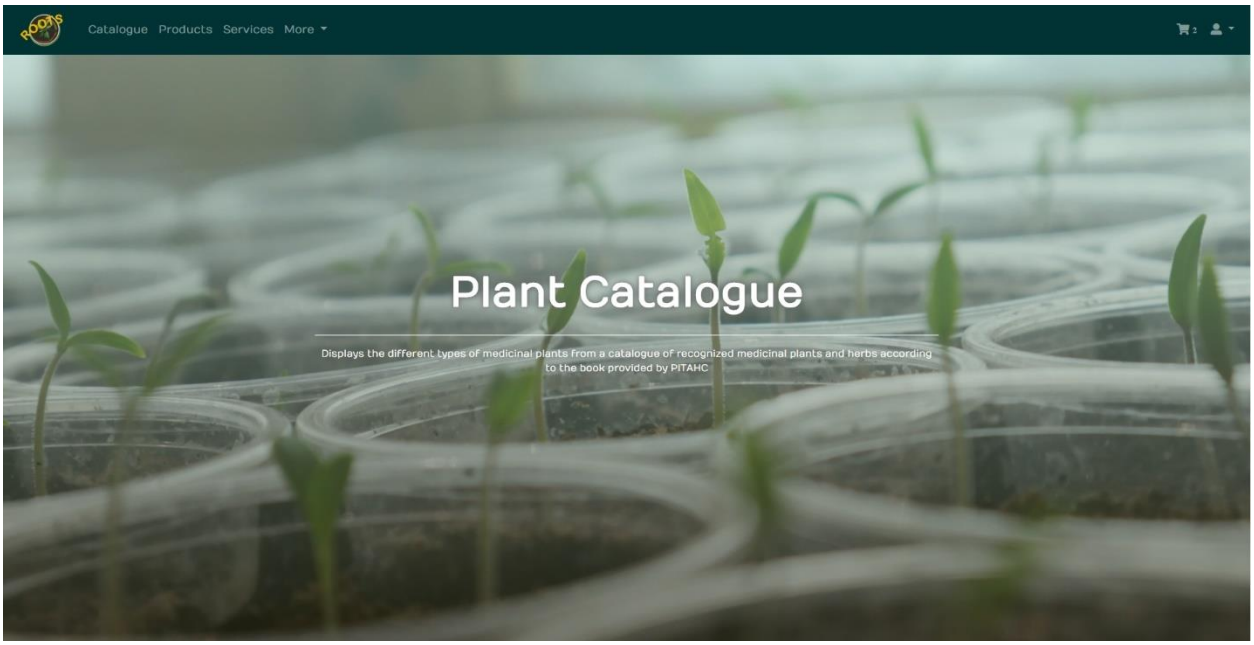

Figure 3.2.2-1

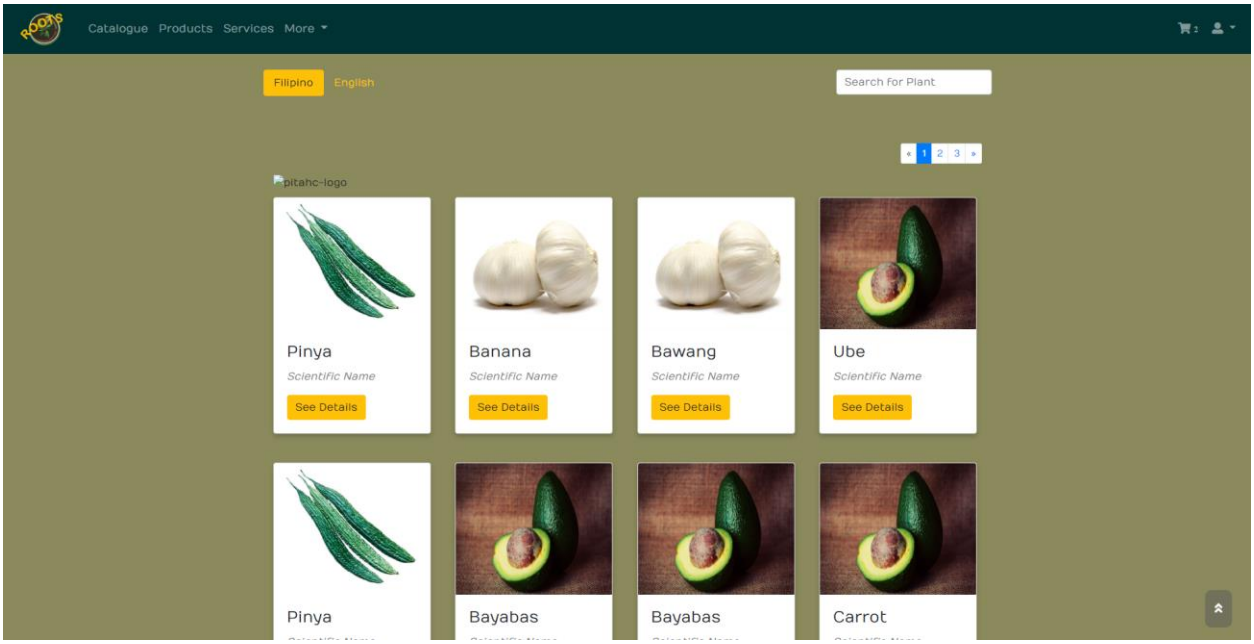

Figure 3.2.2-2

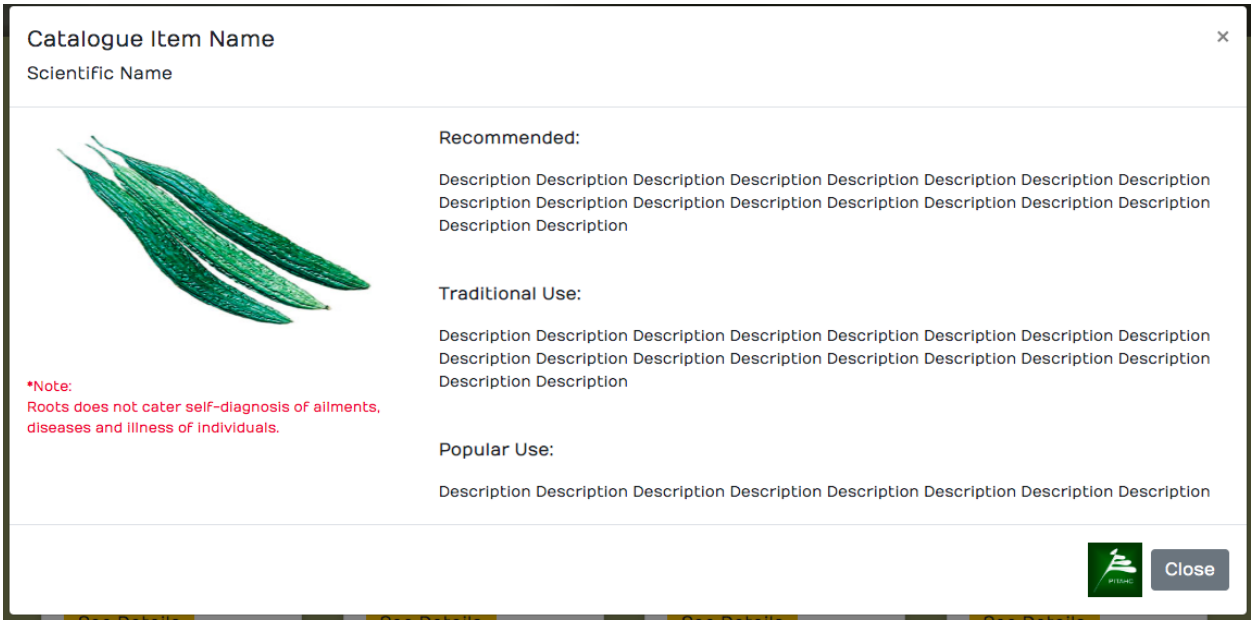

Figure 3.2.2-3

3.2.3. Products Tab

The Products Tab (refer to Figure 3.2.3-1, 3.2.3-2, and 3.2.3-3) consists of the various products that are being sold by PITAHC which can be bought online. The User can choose any available product that is available and add it to their cart. The product can either be set for pick up by the buyer or for delivery.

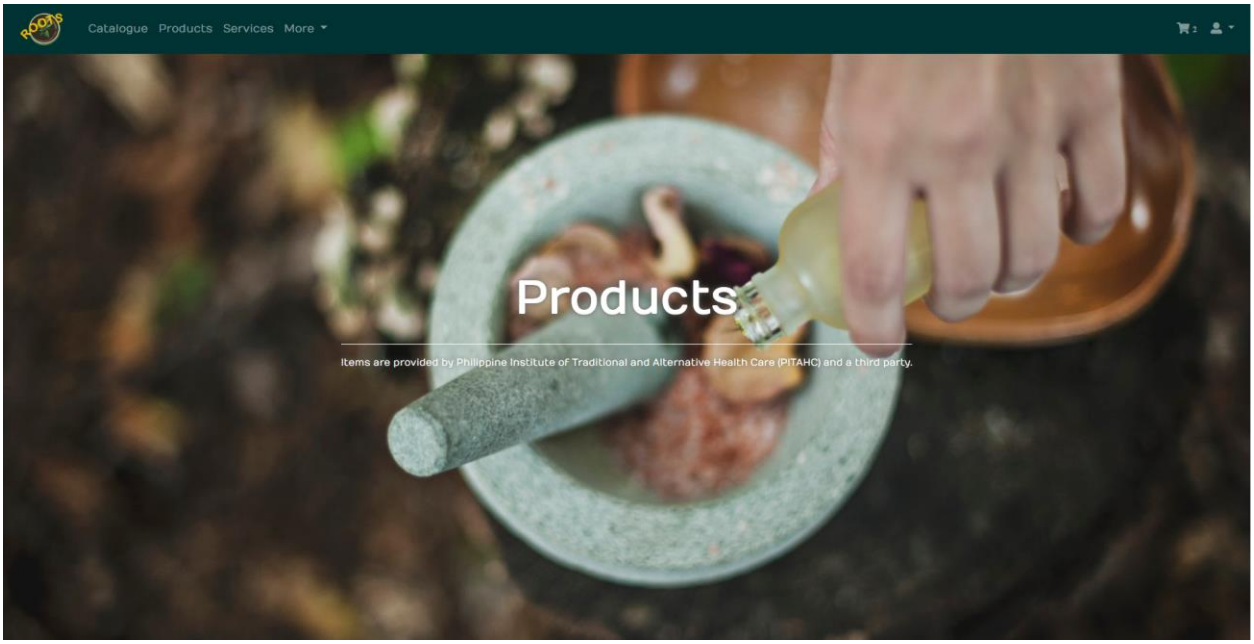

Figure 3.2.3-1

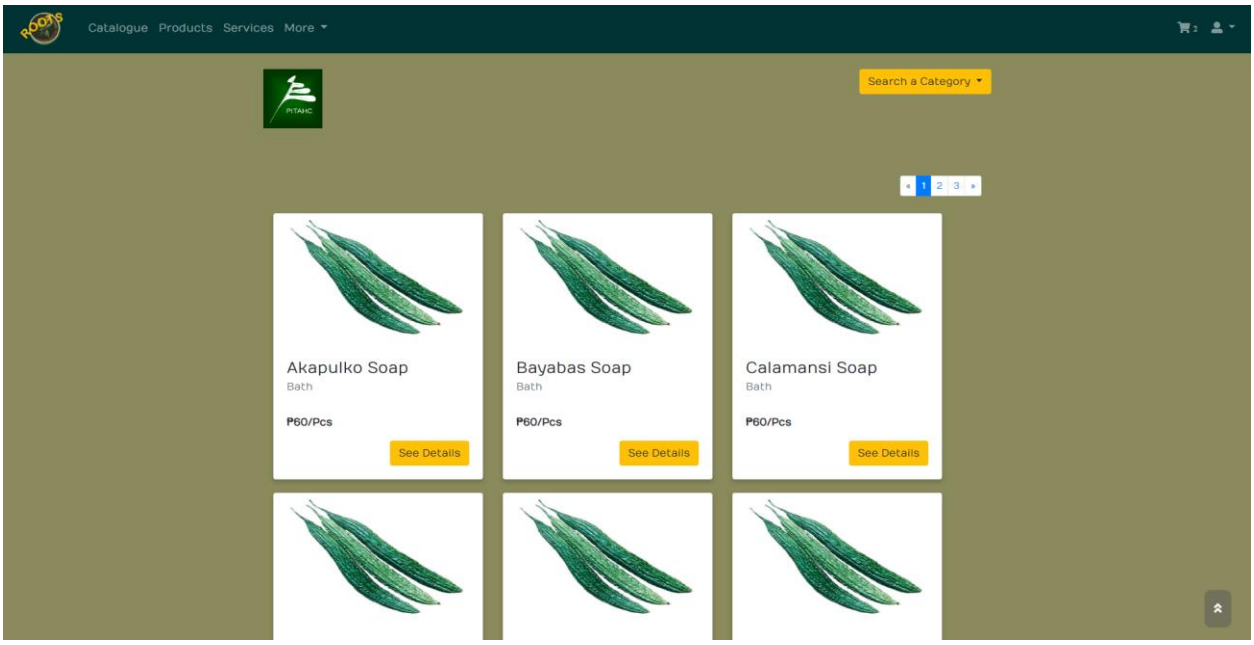

Figure 3.2.3-2

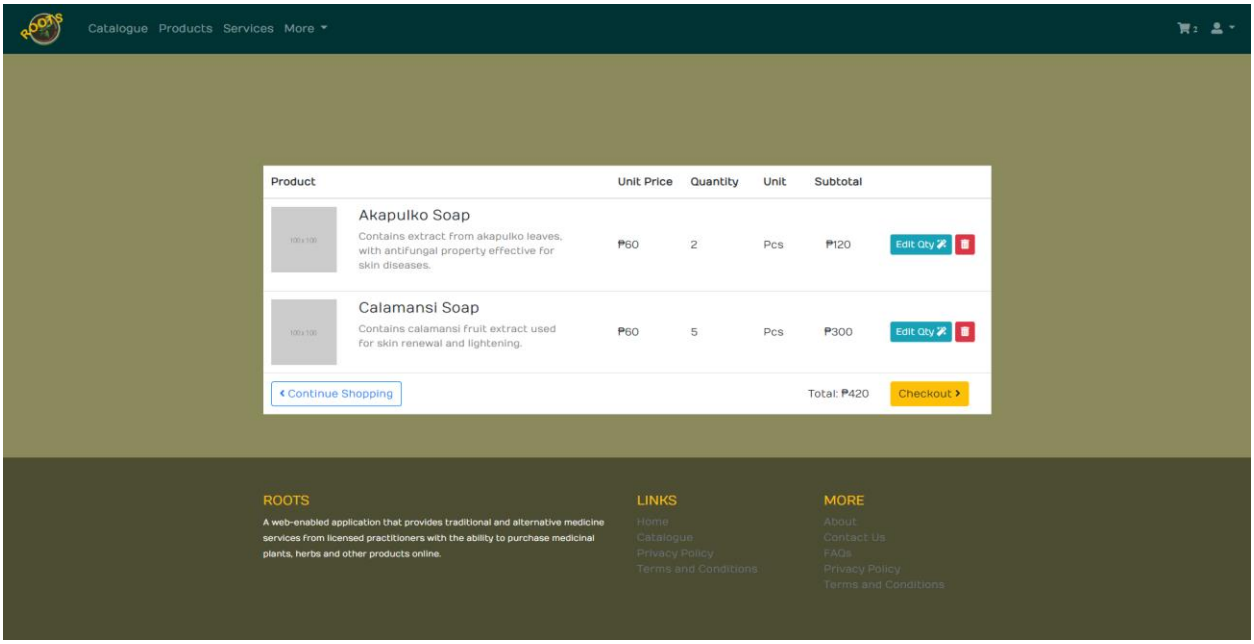

Figure 3.2.3-3

3.2.4. Services Tab

The Services Tab (refer to Figure 3.2.4-1, 3.2.4-2 and 3.2.4-3) consists of general information regarding the various types of traditional healing services as well as being able to schedule an appointment for those services. A form

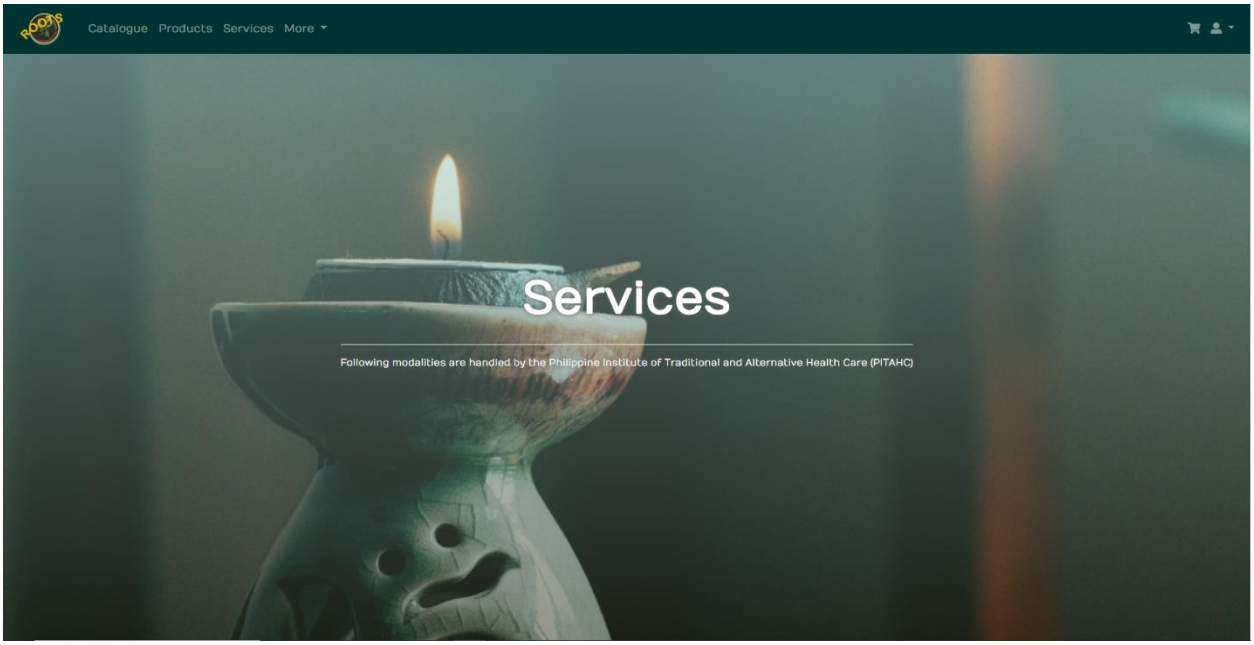

Figure 3.2.4-1

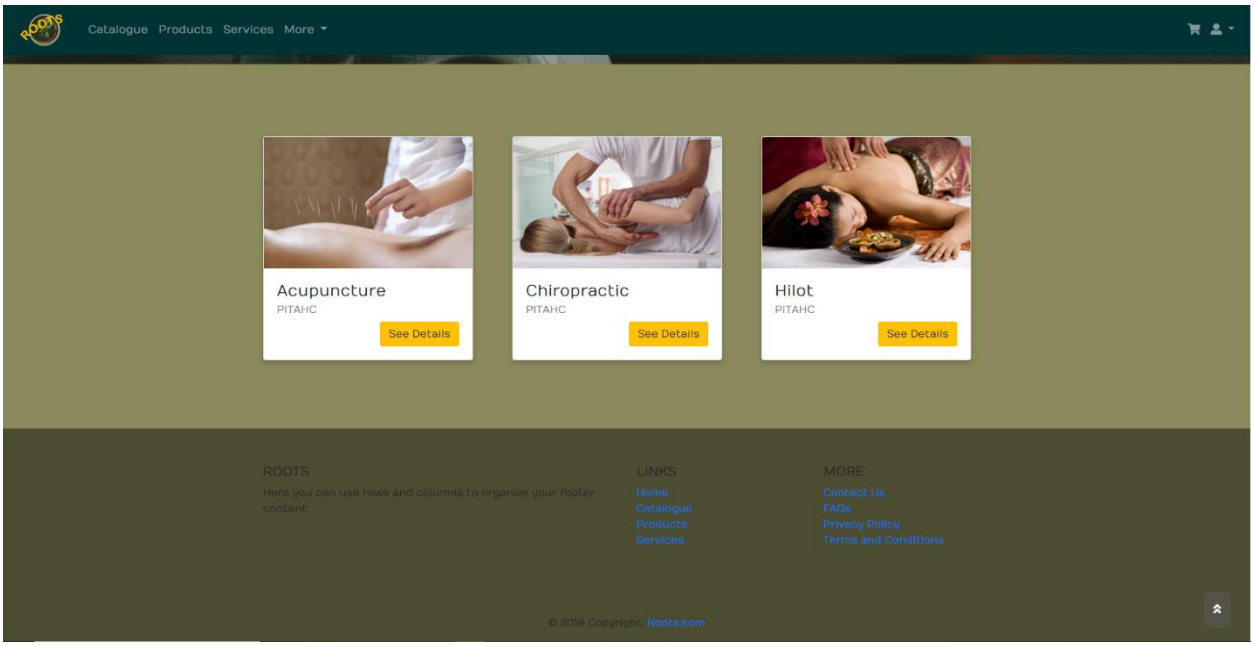

Figure 3.2.4-2

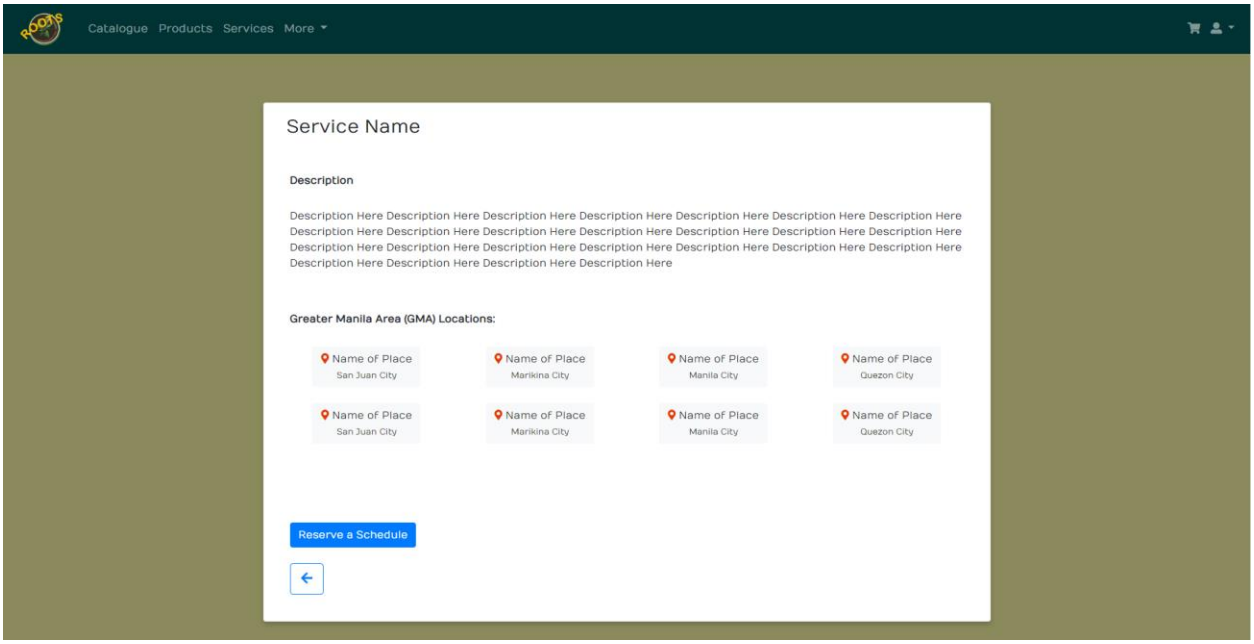

Figure 3.2.4-3

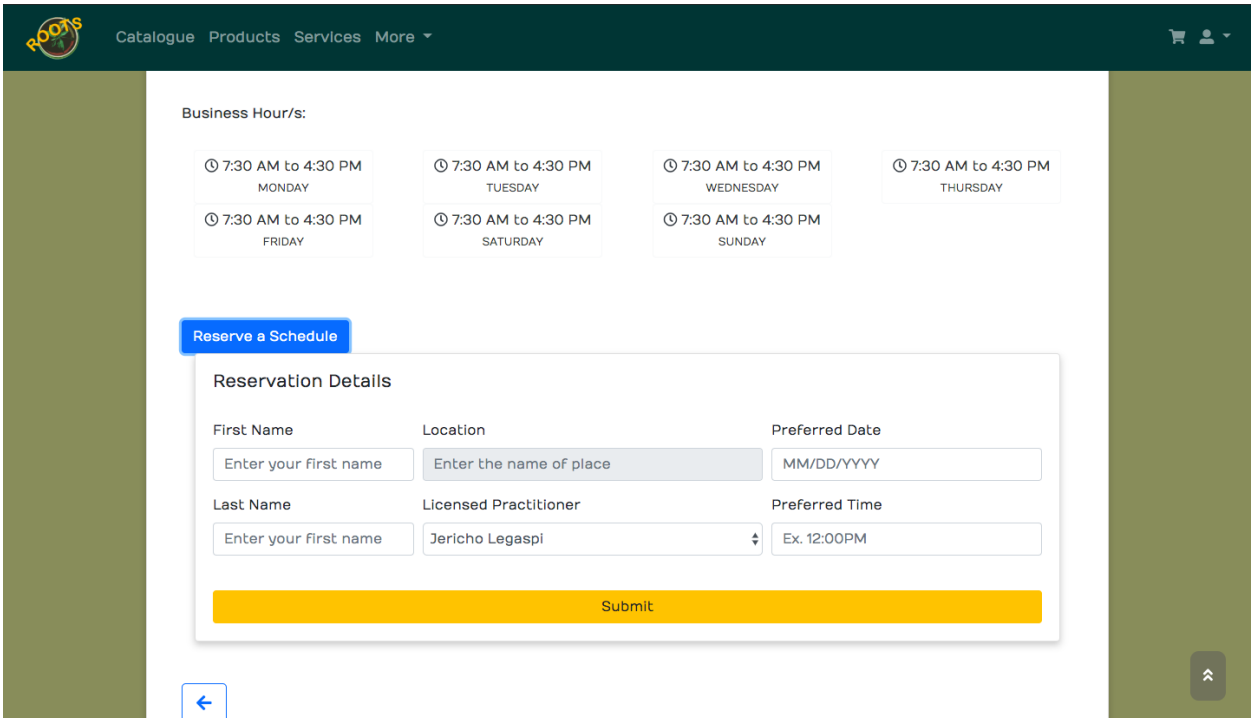

Figure 3.2.4-4

3.2.5. More Tab

The More Tab consists of 3 other tabs: The About Us tab, the Contact Us tab and the FAQs tab. The About Us tab (refer to Figures 3.2.5-1 and 3.2.5-2) gives information about the team behind the ***ROOTS*** application. The Contact Us tab (refer to Figure 3.2.5-3) contains the contact information of the team behind ***ROOTS.*** The FAQs tab (refer to Figure 3.2.5-4 and 3.2.5-5) consists of a list of questions and answers regarding Traditional Medicine as well as the Philippine Institute of Traditional and Alternative Healthcare (PITAHC).

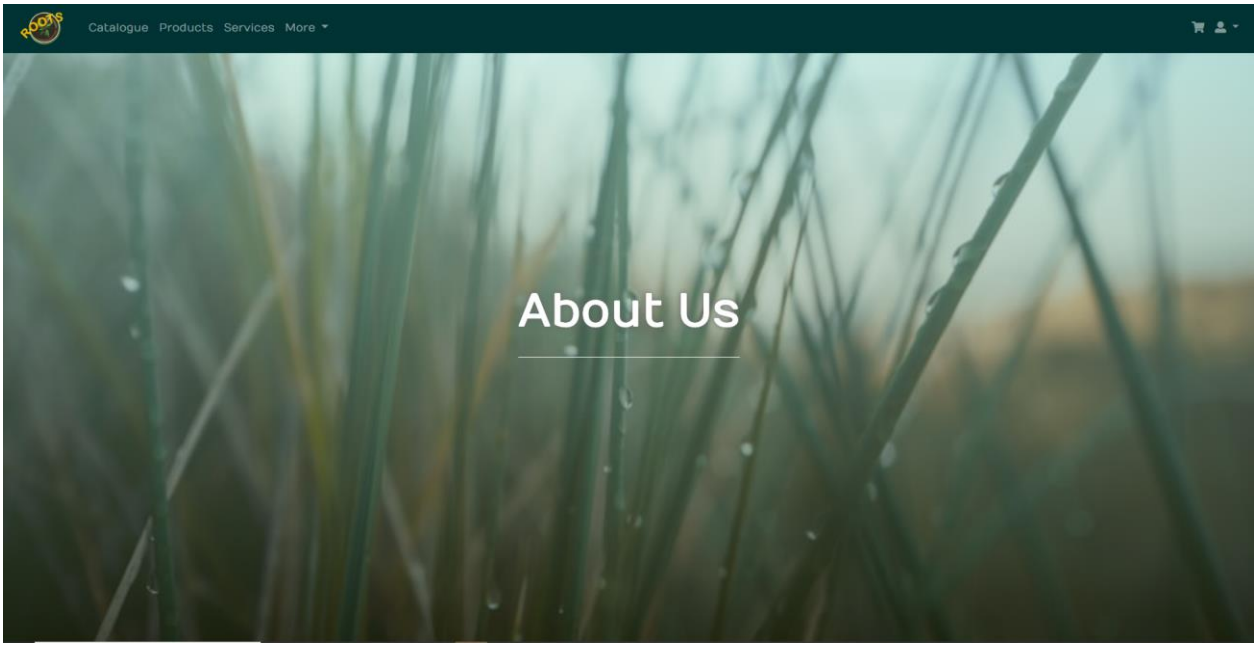

Figure 3.2.5.1

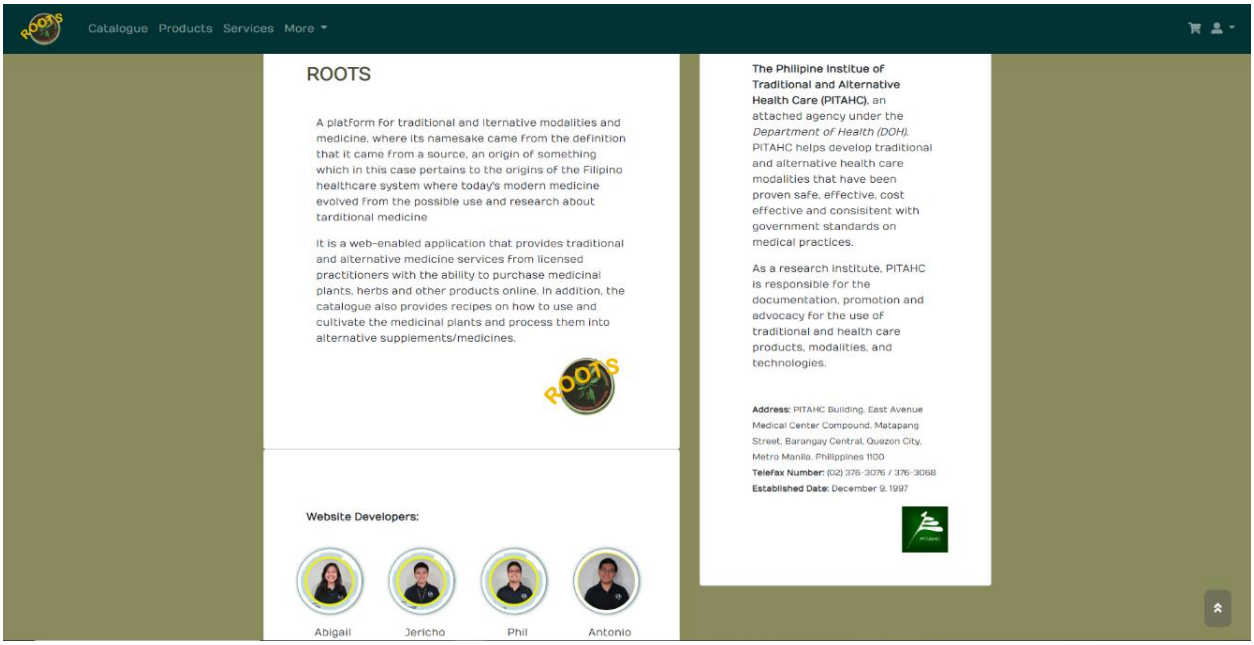

Figure 3.2.5-2

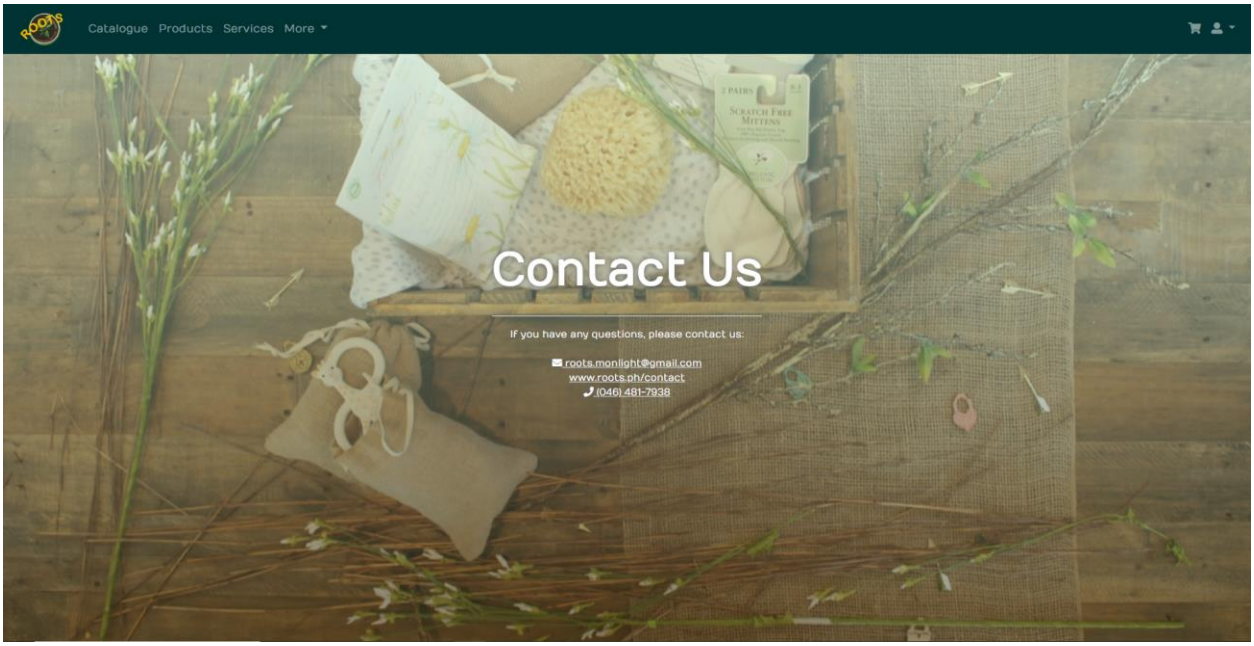

Figure 3.2.5-3

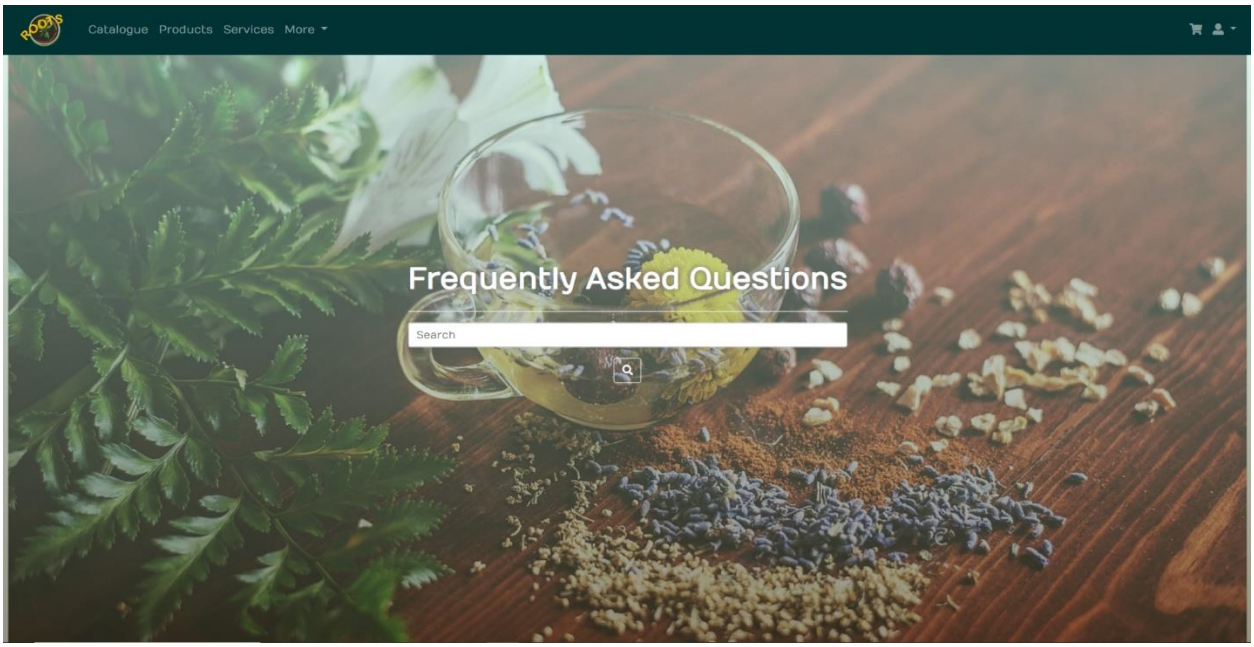

Figure 3.2.5-4

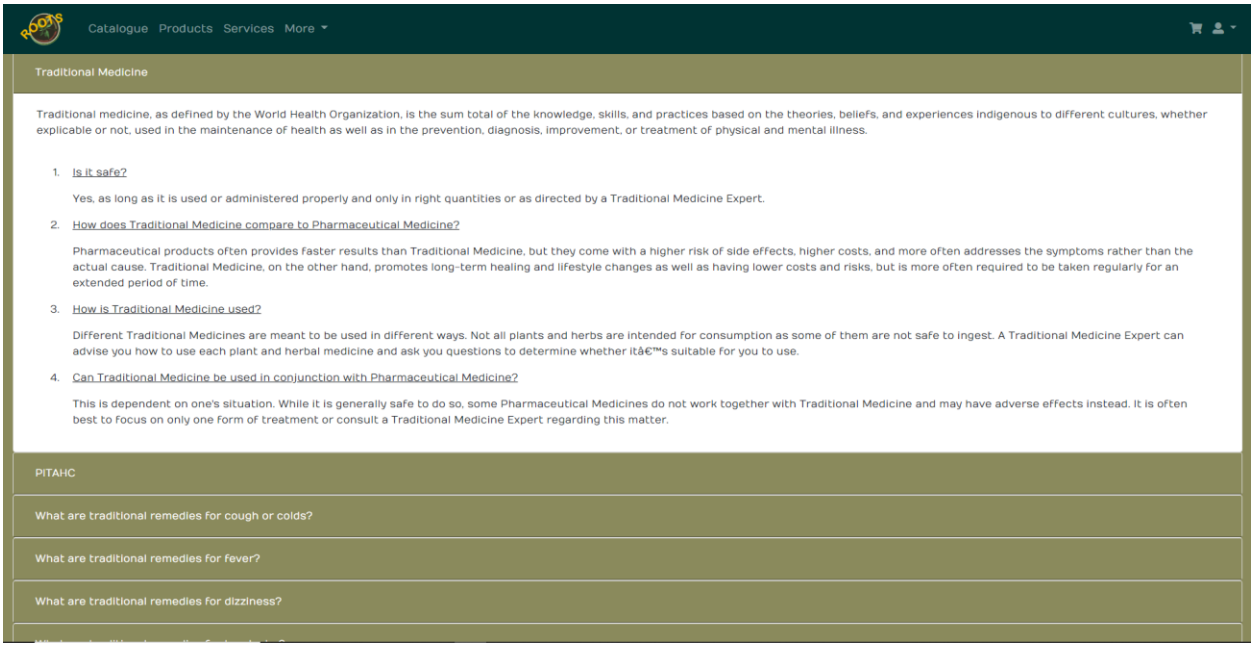

Figure 3.2.5-5

3.2.6. Profile Tab

The Profile Tab (refer to Figure 3.2.6-1) consists of the personal information of the User password, delivery address and their transaction history.

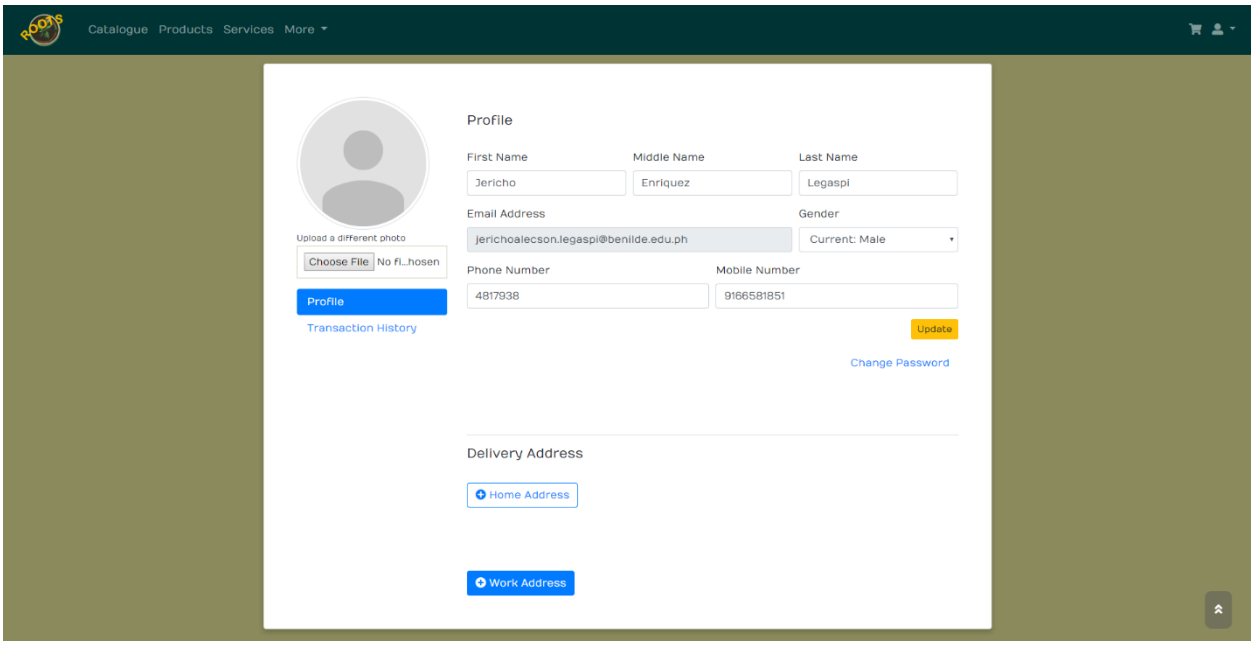

Figure 3.2.6-1

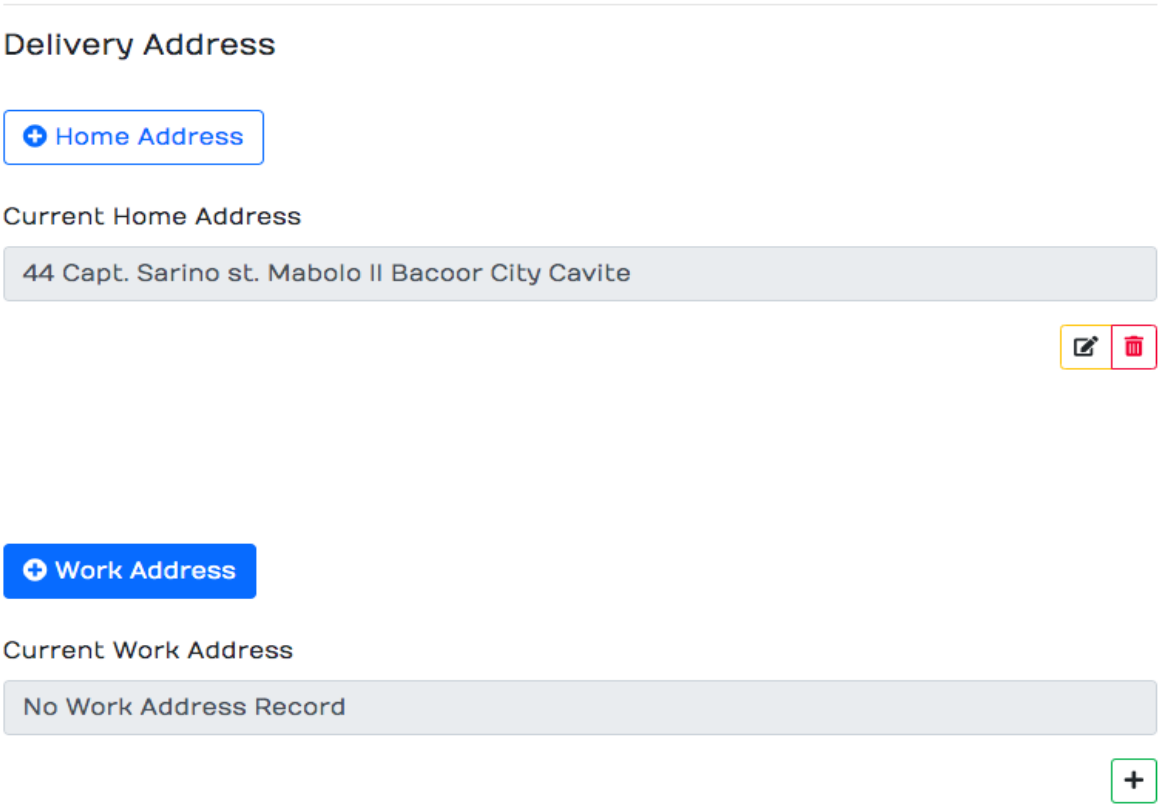

Figure 3.2.6-2

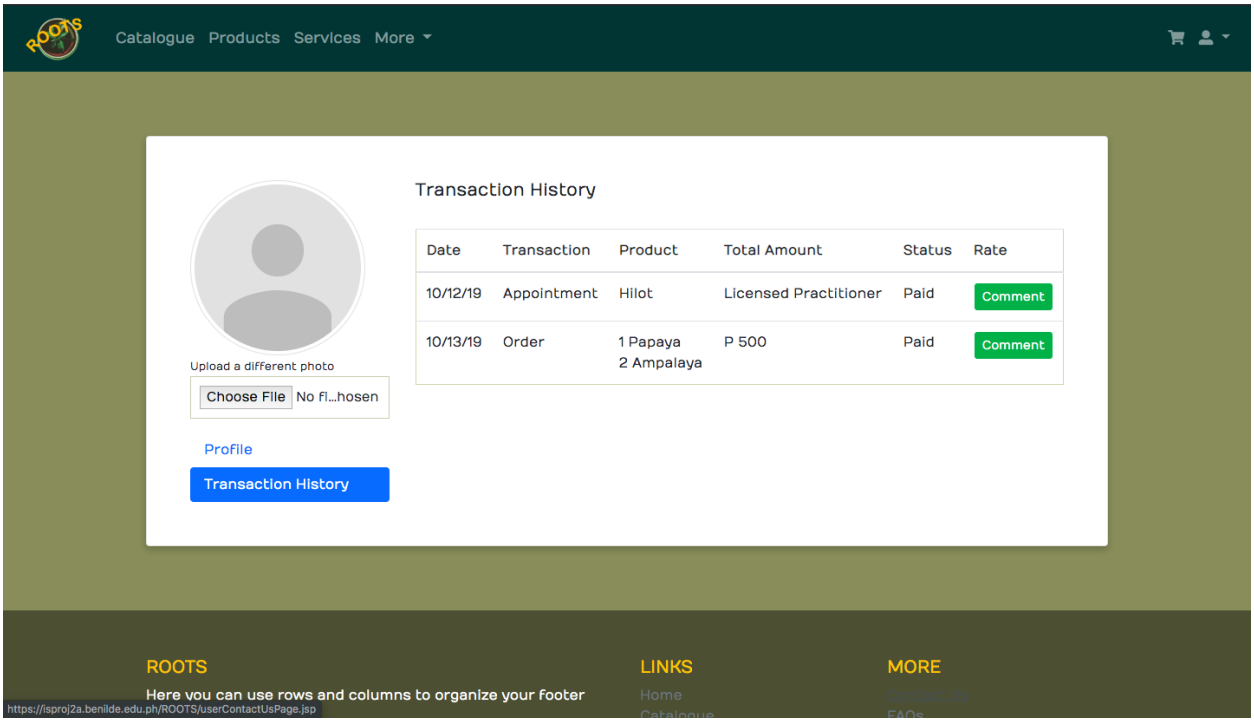

Figure 3.2.6-3

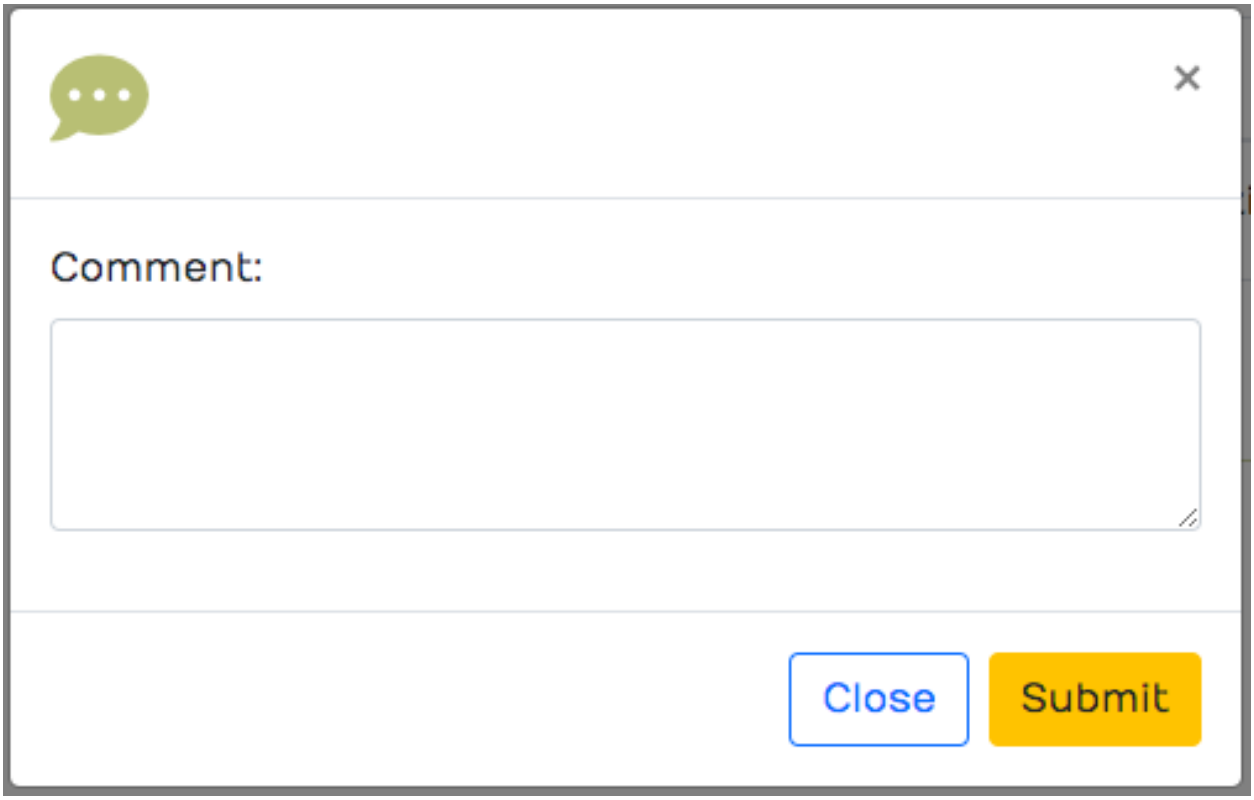

Figure 3.2.6-4

3.2.6.1 Changing the Password

The User can change their Password at any time they desire by going to the Profile Tab. Once in the Profile Tab, simply click the 'Change Password' link. Doing so will prompt the User to fill up 3 new text boxes where the User must input their old password in the first textbox. After which, the User can input their new password in the second textbox and again in the third textbox to confirm the new password. Once that is done, simply click the 'Update' button to change the password. (Refer to Figure 3.2.6.1-1).

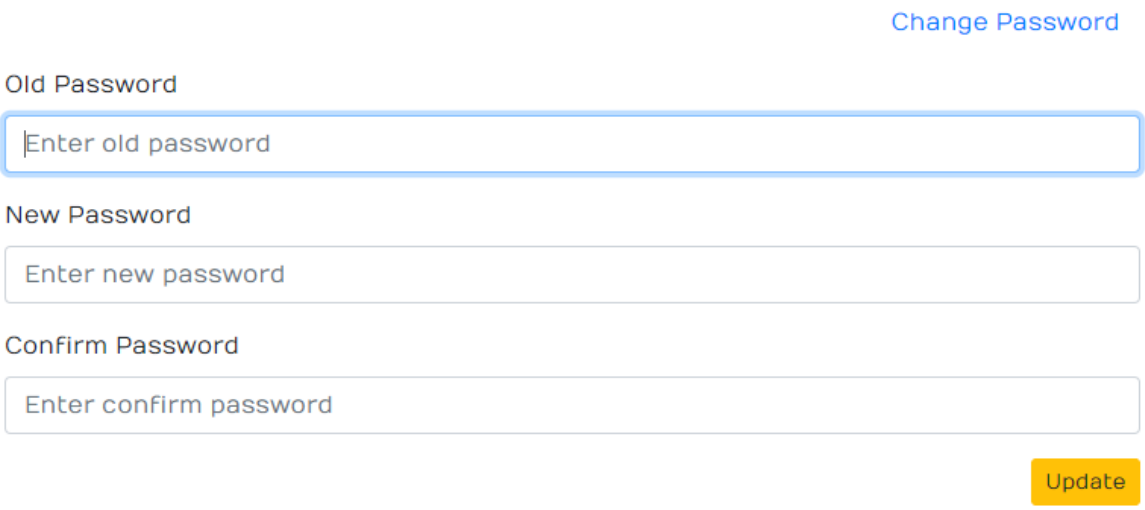

Figure 3.2.6.1-1

3.2.7 Invoice Tab

The Invoice Tab (refer to Figure 3.2.7-1) contains every transaction that the User has done as well as the Order Status and Delivery Status of each transaction. The User can click the View button to see the details of the Product/s that they ordered. On the other hand, if the Order Status is still pending, they can click the Cancel button to cancel the order.

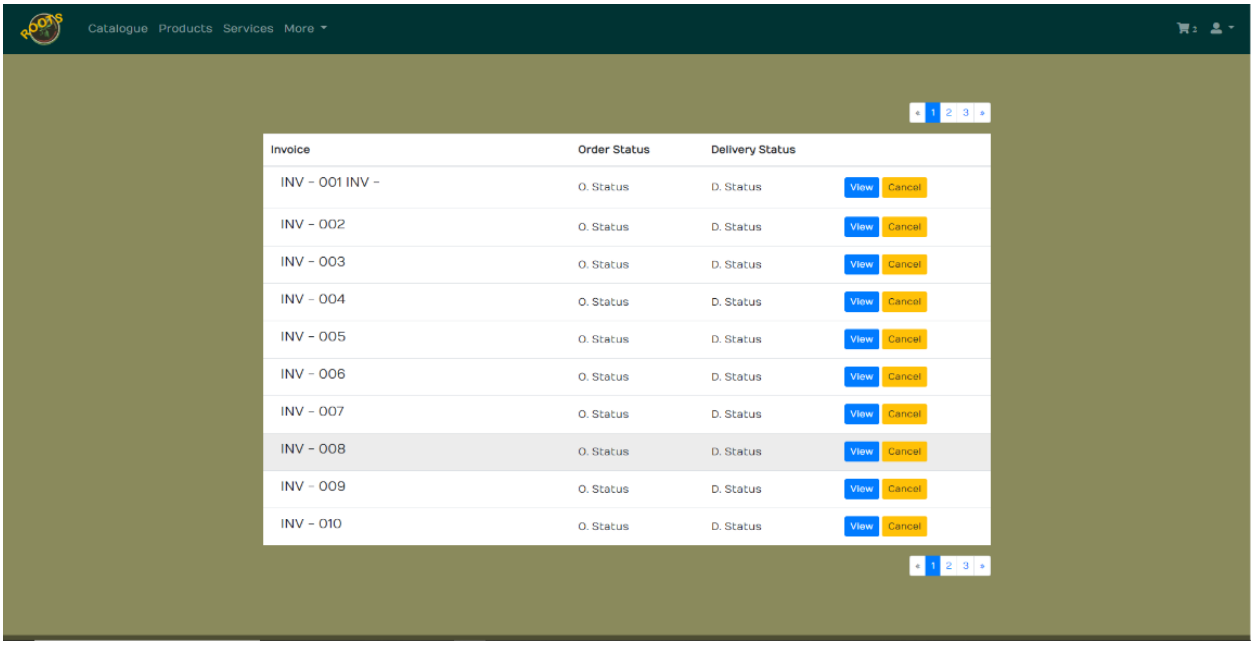

Figure 3.2.7-1

3.2.8 Appointment Tab

The Appointment Tab (refer to Figure 3.2.8.1 and 3.2.8.2) contains the details of every service that the User has made an appointment for; such as the type of service, appointment status, payment status, and the date of appointment.

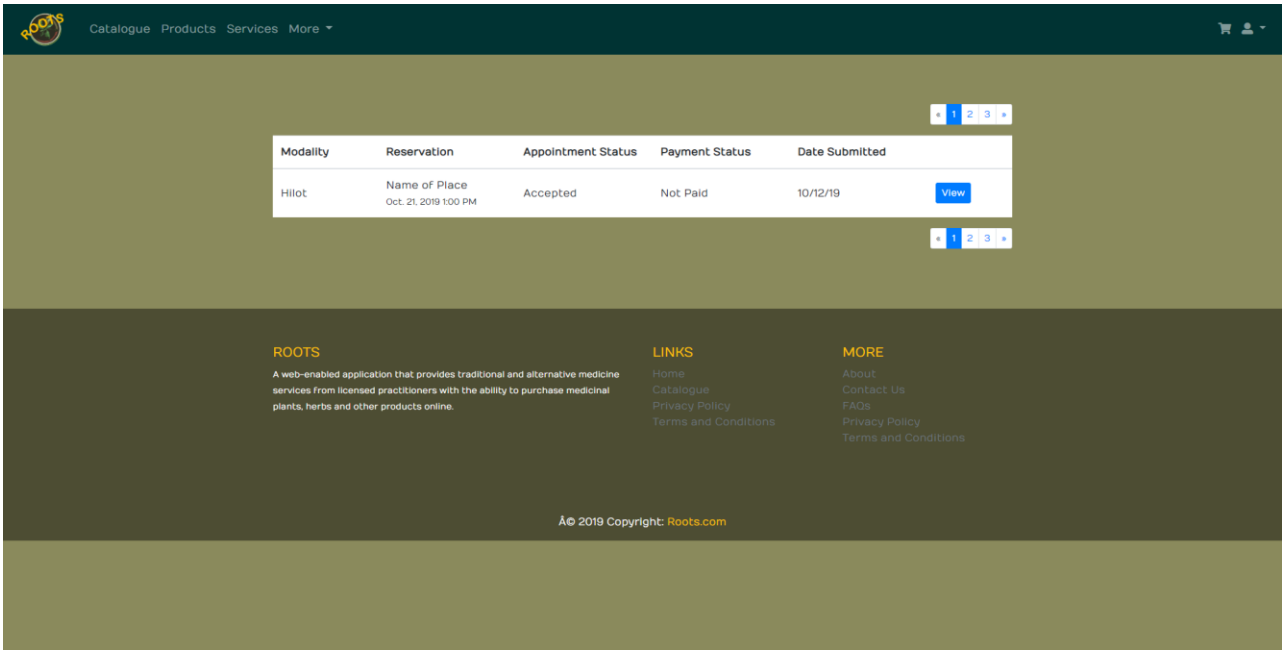

Figure 3.2.8-1

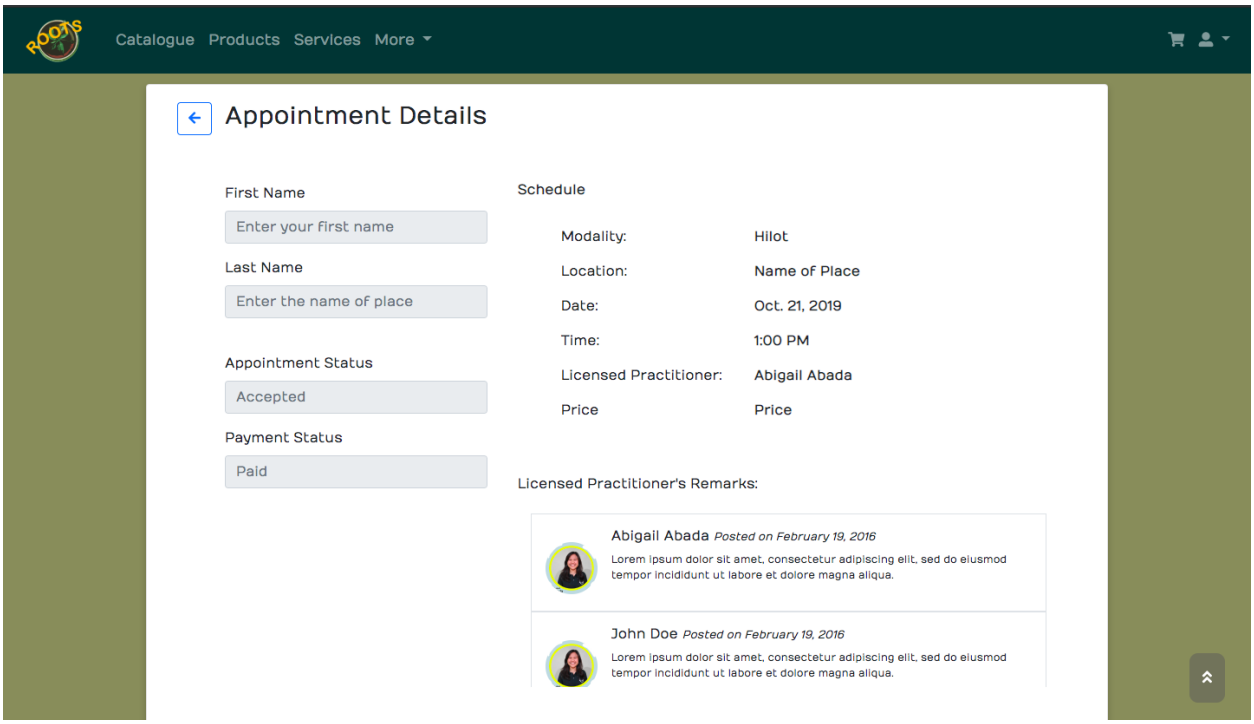

Figure 3.2.8-2

3.2.9 Invoice Tab

The Invoice Tab (refer to Figure 3.2.7-1) contains every transaction that the User has done as well as the Order Status and Delivery Status of each transaction. The User can click the View button to see the details of the Product/s that they ordered. On the other hand, if the Order Status is still pending, they can click the Cancel button to cancel the order.

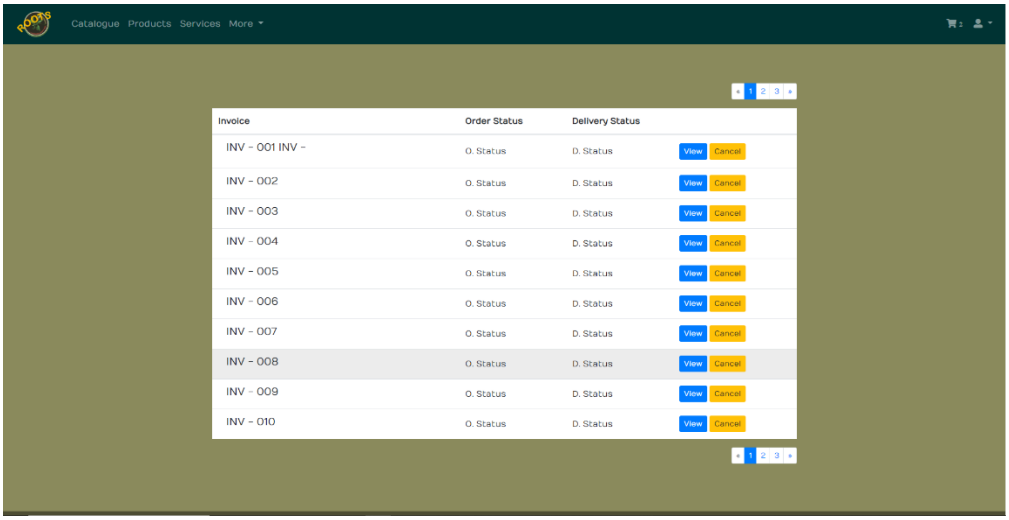

Figure 3.2.7-1

3.2.10 Appointment Tab

The Appointment Tab (refer to Figure 3.2.8-1) contains the details of every service that the User has made an appointment for; such as the type of service, appointment status, payment status, and the date of appointment.

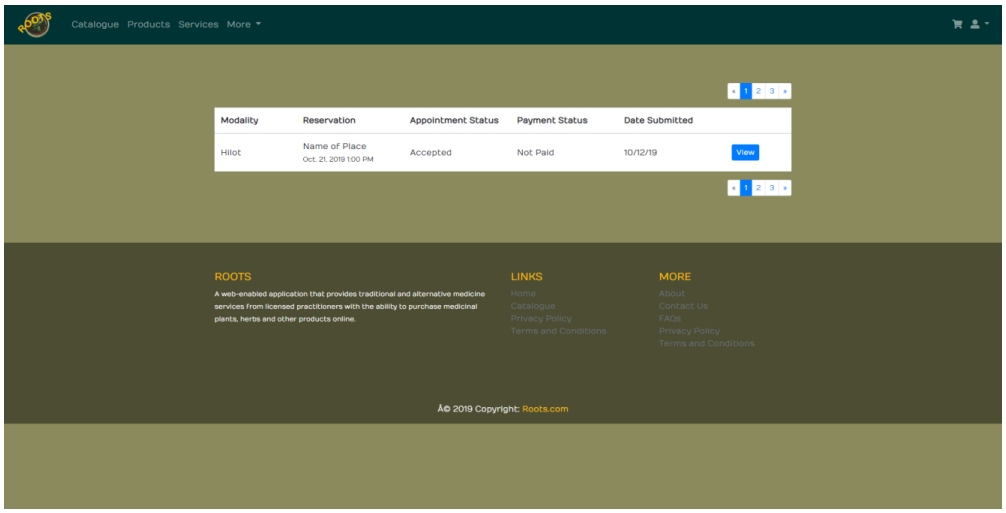

Figure 3.2.8-1

3.3 Exit System

The ***ROOTS*** web application can be closed by exiting the web browser.

4.0 USING THE SYSTEM

3.3.6 Registration Page

The Registration page consists of 8 input fields that are for a User's First Name, Last Name, Password, Mobile number, Email address, and the Date of Birth (Month, Day, and Year) of the User.

The First Name, Last Name, Password, and Email Address are VARCHAR input fields. The Mobile Number is a DOUBLE input field. The Date of Birth is a is a DATE input field. After

the form has been filled up, there is a checkbox which, when checked, signifies that the User has read, understood, and agreed to the Privacy Policy of the web application.

3.3.7 Login Page

The Login page consists of 2 input fields that are for the registered User's Email address and Password.

The Email and Password both use a VARCHAR input field. After filling up the 2 input fields, there is a checkbox which can be checked if the User desires to have the web application remember their credentials and allow them to access the web application at another time without needing to request for their credentials. At the bottom of the page are 2 links: One that redirects to the Registration Page and the other one for when the User has forgotten their Password and is thus unable to log in.

3.3.8 Home Tab

The Home Tab shows general information pertaining to what ***ROOTS*** is, what PITAHC is, a general overview of what the Catalogue Tab, Products Tab, and Services Tab are.

When entering the tab for the first time, the User will be greeted by a Welcome screen. Below the Welcome screen are 5 slides that show general descriptions of the web application ***ROOTS***, the Philippine Institute of Traditional and Alternative Health Care (PITAHC), the Catalogue Tab, the Products Tab, and the Services Tab.

3.3.9 Catalogue Tab

The Catalogue Tab consists of information on 50 common plants in the Philippines and their medicinal benefits for people.

In the tab, the information about a single plant is shown: Name, Scientific Name, Recommended Use by the DOH, Beneficial Uses, Traditional Uses, Popular Use as Medicine or Supplement, Caution in Usage, Use as Food, Other Uses, location, Additional Information, References, and Date of Last Update. The Recommended Use by the DOH, Beneficial Uses, Traditional Uses, and Popular Use as Medicine or Supplement all give information on the medicinal benefits of each plant and how they can be used to treat various ailments and illnesses as well as how to prevent them. The Caution in Usage gives a warning in the usage of that particular plant as there may be possible harmful effects in using that plant. The Use as Food provides information on how the plant, their leaves, fruit, roots, and other parts can be consumed and the medicinal benefits that each plant contains. The Other Uses provides information on how a particular plant can be used for alternate purposes besides its medicinal benefits. One example would be how Bamboo

can be used as furnishing in and around one's house. The location provides information on which locations the plant can be located as well as what type of environment that the plant normally grows in. The Additional Information provides more beneficial information about the plant that was not previously stated in any of the previous tables. The References provide the authors and researchers who conducted their study and research into these plants. The Date of Last Update shows the latest Date in which the Plant received any changes to its table, whether to add new content, change or delete any existing content. The information from the catalogue is not only available in English but also in the Filipino language. With this, the User will not only learn beneficial information regarding the plants in English, but they will also be able to learn the Filipino names and terms for these plants.

3.3.10 Products Tab

The Products Tab acts as the main E-Commerce section of the web application where official products of PITAHC will be posted as being available and for sale.

In this tab, the User will be able to select any product that they wish to preview or purchase to see the details about the chosen product. Once an available product has been selected, simply click the Add to Cart button to add the product to the cart. Once the User has decided to proceed to checkout, simply click the Checkout button in the cart tab.

3.3.11 Services Tab

The Services Tab provides the User with information regarding 4 different types of Traditional Healing Practices: Acupuncture, Chiropractic, Hilot, and Naturopathy.

In this tab, the User will also be able to select a licensed practitioner of PITAHC and inquire for their service as well as being able to schedule an appointment with them.

3.3.12 More Tab

The More Tab is composed of 3 additional tabs: The About Us Tab, the Contact Us tab and the FAQs tab. The About Us Tab provides the User with general information about the team who made the ***ROOTS*** web application possible, such as their names, images, and personal description. The Contact Us tab provides the User with the contact information of the team behind the creation of ***ROOTS***, such as the email address and the contact number. The FAQs tab provides the User with multiple answered questions pertaining to Traditional Medicine, various Plants & Herbs, as well as PITAHC.

3.3.13 Cart Tab

The Cart Tab is the tab where the User's chosen products are stored for eventual purchase. In the cart, the User can view what products they have chosen for eventual purchase as well as their details such as the price, quantity, and subtotal. As long as the product has not been checked out, the User can delete any product in the cart should they decide not to purchase the product.

3.3.14 User Tab

The User Tab is composed of 4 additional tabs: The Profile Tab, the Invoice tab, the Appointment tab, and the Logout tab.

The Profile tab is where the User's personal information are stored such as their name, address, and contact information where they have the freedom to change any information should the need arise. In this tab, the User can also change their existing password at any time.

The Invoice Tab contains the details of each transaction that the User has made, such as the Product, Order Status, and Delivery Status. In the event that they wish to cancel their order, the Order Status must be pending first. If the Order Status has begun processing, the User will no longer be able to cancel the order as PITAHC does not have a refund or return policy.

The Appointment Tab contains the details of every appointment the User has made with any Licensed Practitioner of PITAHC. Details include the type of service, date, time, location, appointment status, and payment status of each appointment.

3.4 Special Instructions for Error Connection

In the event that the web application is unable to retrieve information data, ensure that the device is properly connected to the internet. As ***ROOTS*** is a web-enabled application, it will not be possible to access without a connection to the internet.

ROOTS