CodeNection 2025

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UTMBright

Just Bright For You

User Manual

By Next Level UTM

UTMBRIGHT

Just Bright for U

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1.0 Purpose of the document

This User Guide provides step-by-step instructions on how to use the UTMBright mobile application. It aims to help Universiti Teknologi Malaysia (UTM) students, staff, and guards understand and fully utilize the app's main features for campus safety and convenience.

2.0 Overview of the system

UTMBright, designed by Next Level UTM, carries the slogan "Just Bright for You."
The app is developed with the primary goal of ensuring the safety and well-being of all UTM members within the campus.

When students are walking alone at night or face any unexpected situations, they can quickly reach out for help using the SOS Button, which immediately alerts campus guards.
Besides emergency assistance, the app also allows users to report hygiene issues, dormitory problems, or other campus concerns directly to the relevant departments — ensuring faster action and a cleaner, safer campus environment.

3.0 UTMBright Version

UTMBright provides two distinct versions to cater to different user groups within UTM:

- **UTM Member Version (for students and staff):**
  Designed for all UTM community members, this version includes features such as safe route navigation, companionship walking mode, SOS assistance, and report submission.

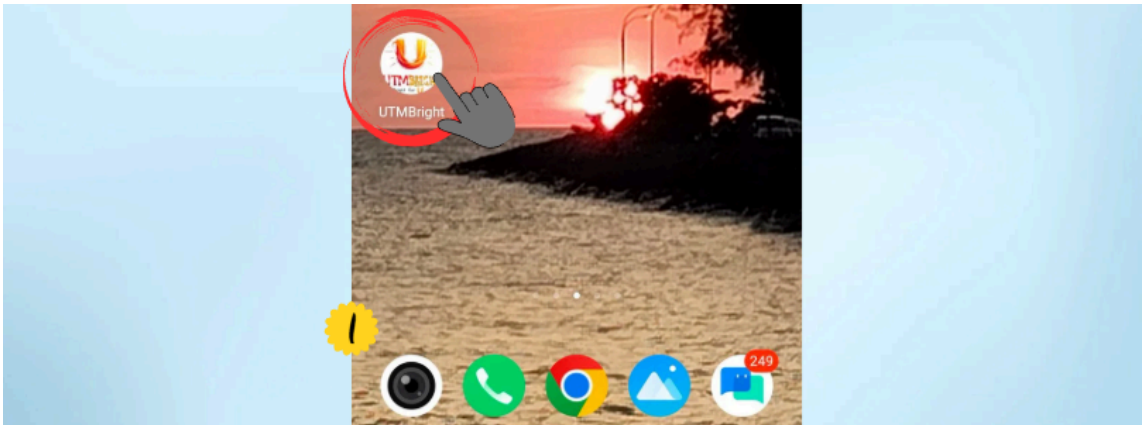
- **UTM Management Version (for guards and staff):**
  Enables security and management teams to receive student alerts or reports in real time, allowing them to respond quickly and provide necessary assistance.

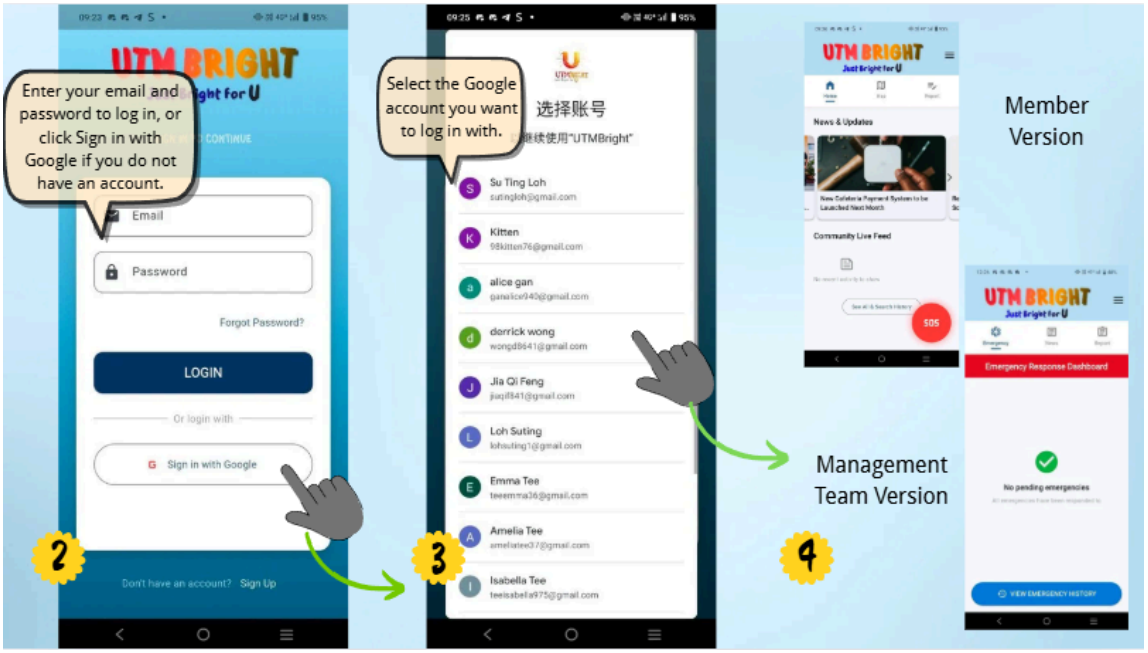
These two versions work hand-in-hand to create a safer and more connected UTM campus.

4.0 Login Process

1. **Open the UTMBright Application**
   Tap the UTMBright app icon on your device to launch the application.
2. **Sign In**
   For UTM Member (students and staff)
   - ❖ If this is your first time using the app, click “Sign in with Google” to log in using your Google account.
   - ❖ If you have already signed in before, enter your email and password, then you will be redirected to the homepage.

   For UTM Management Team
   To log in as a management user, enter the following credentials:
   Email: UTMbright@gmail.com
   Password: Utm@12345
3. **Choose a Google Account (First-Time Users Only)**
   Select any of your Google accounts to proceed with the login process.
4. **Access the Homepage**
   Once logged in successfully, you will be redirected to the homepage, where you can explore all available features of the UTMBright app.

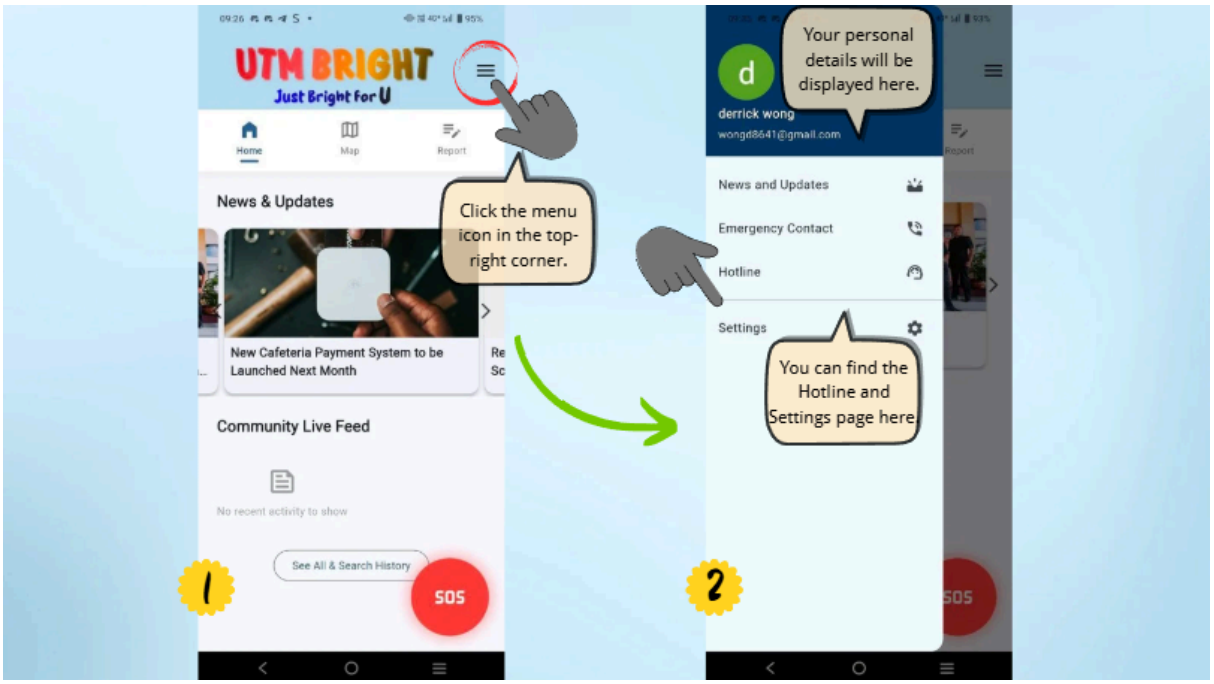




5.0 Common Features

Certain features are available in both the Member version and the Management Team version of the UTMBright application. These shared features ensure consistency and ease of use across different user roles.

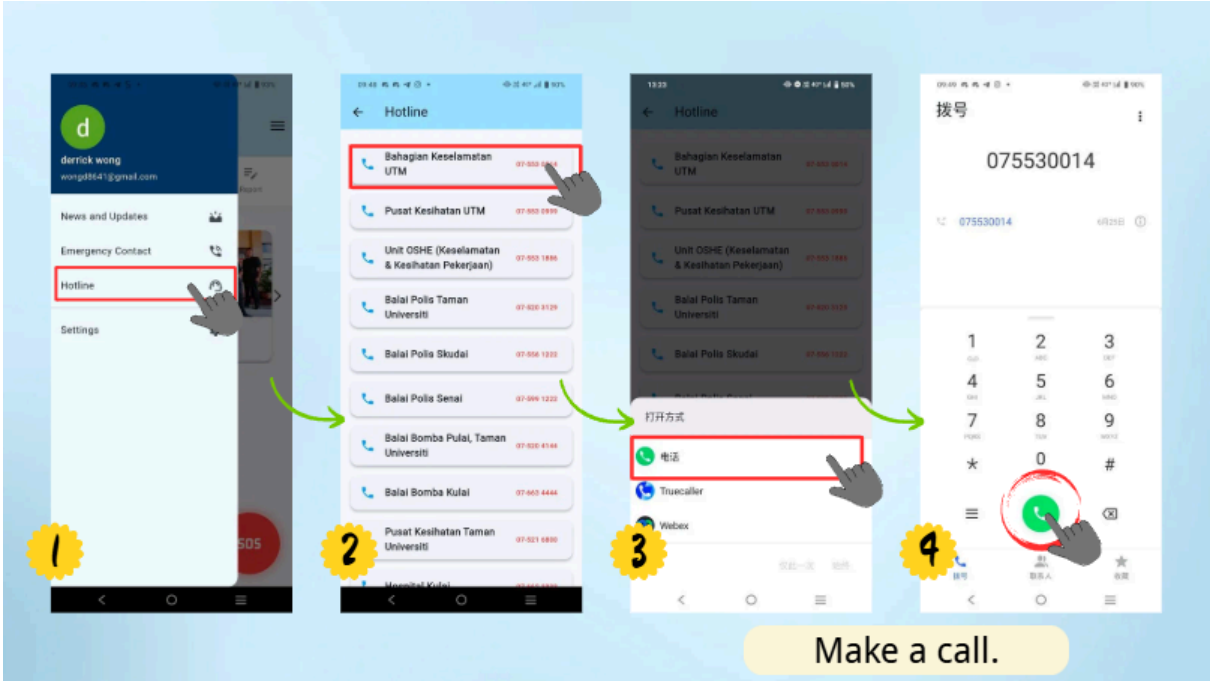
1. **Access Common Features**
   Common features can be accessed by tapping the menu icon located at the top right corner of the homepage.
2. **Display Menu Options**
   From this menu, users can view their personal details and access the Hotline and Settings pages.



5.1 Hotline Page

The Hotline Page provides important contact numbers for various UTM departments, such as Pusat Kesihatan UTM (UTM Health Centre). In addition, it includes the contact information of nearby emergency services, such as the police station, fire department, and medical clinics, ensuring that users can reach help quickly in case of an emergency.

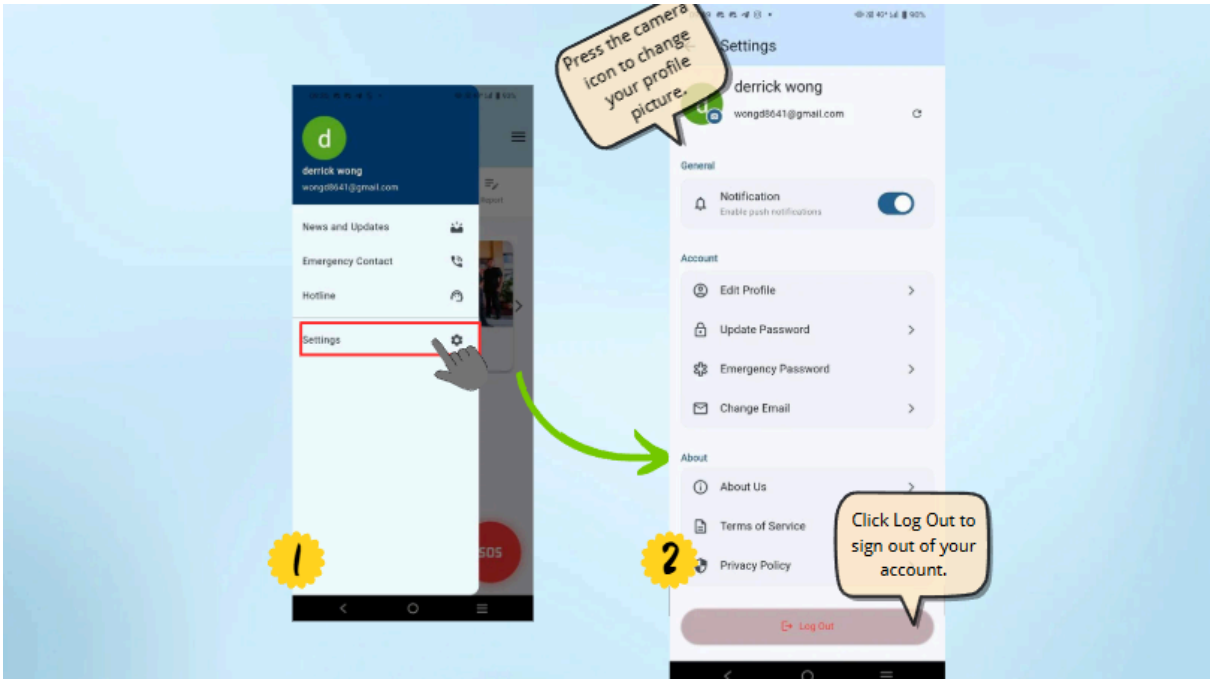
1. Click the “Hotline” option to open the Hotline Page.
2. Select the department you wish to contact.
3. Choose the application to make the call, for example, Phone, Truecaller, or others.
4. You will then be redirected to the dialer screen, where you can tap the call button to contact them.



5.2 Setting Page

The Settings Page allows users to manage their personal preferences. Users can update their profile information, change passwords, and adjust notification settings according to their needs.

1. Click the “Settings” option to open the Settings Page.
2. You can customize the settings based on your preferences:
   - **Camera Icon** – Change your profile picture.
   - **Notification** – Turn notifications on or off.
   - **Edit Profile** – Update your username.
   - **Update Password** – Change your account login password.
   - **Emergency Password** – Modify your real PIN or duress PIN (used when deactivating the SOS button).
   - **Change Email** – Update your registered email address.
   - **About Us** – View information about the UTMBright development team.
   - **Terms of Service** – Review the app’s usage terms.
   - **Privacy Policy** – Learn how your personal data and information are protected.
   - **Log Out** – Sign out of your UTMBright account securely.



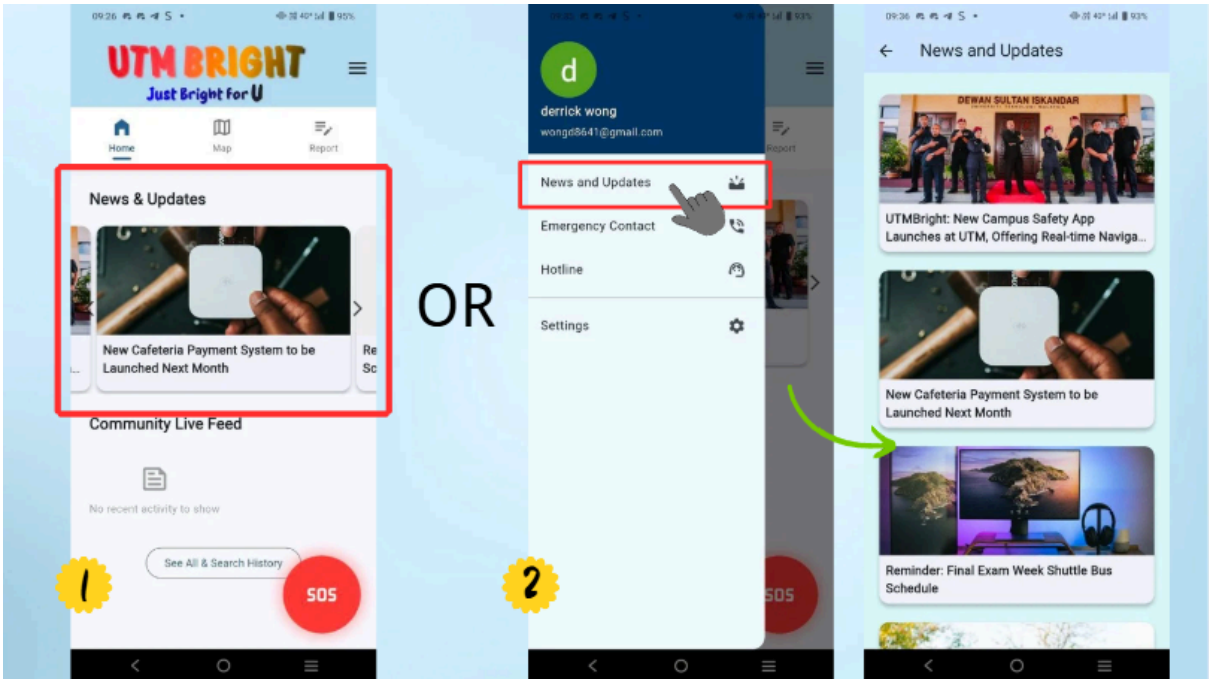
6.0 UTM Member Version (for students and staff)

6.1 News and Updates

The News and Updates page allows UTM members to stay informed about the latest campus announcements, safety alerts, and important notices shared by the management team.

It can be accessed from:

1. The Homepage, or
2. The top-right Menu icon → click “News and Updates”



6.2 Emergency Contact

The Emergency Contact page allows users to add, edit, and manage their emergency contact information for quick access during urgent situations.

Add Emergency Contact

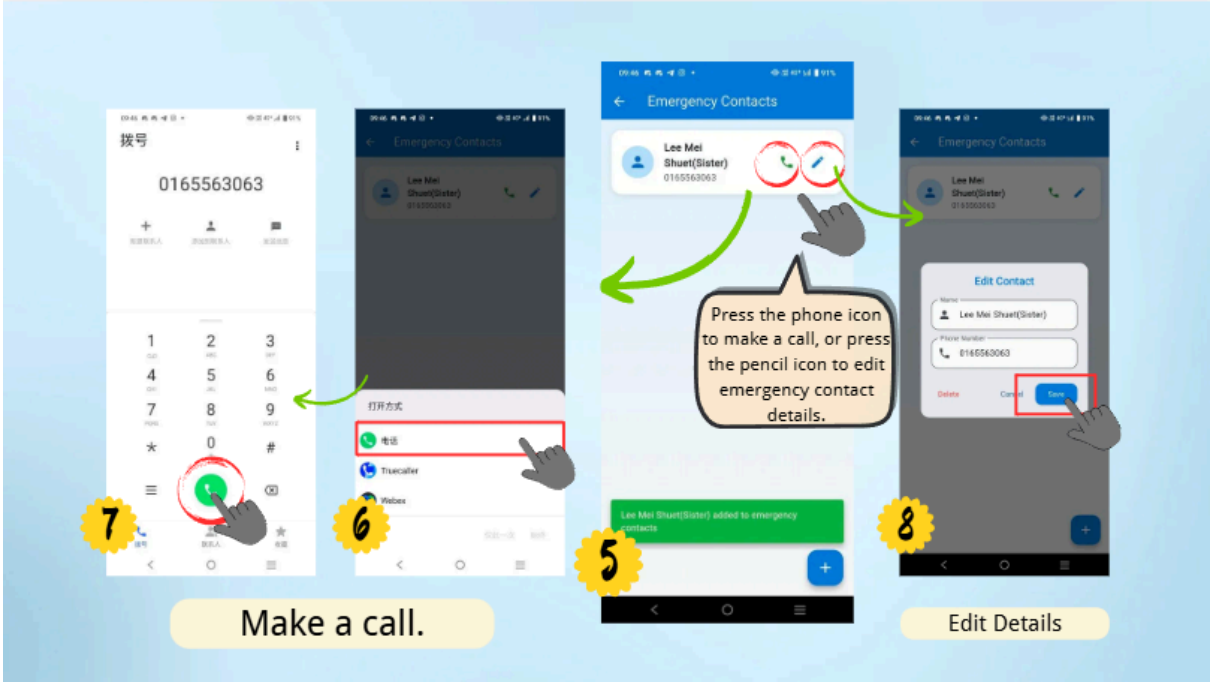
1. The Emergency Contact Page can be accessed from the top-right Menu icon → select Emergency Contact.
2. Tap the “+ Add Contact” icon in the middle of the page, or the “+” icon at the bottom-right corner.
3. Fill in your emergency contact details, such as the contact’s name and phone number.
4. Click Save to store the emergency contact information.
5. You can now make a call by tapping the “Phone icon”, or edit the emergency contact by tapping the “Pen icon”.

Make a Call

6. Choose the application to make the call, for example, Phone, Truecaller, or other available options.
7. You will then be redirected to the dialer screen, where you can tap the Call button to contact them.

Edit Details

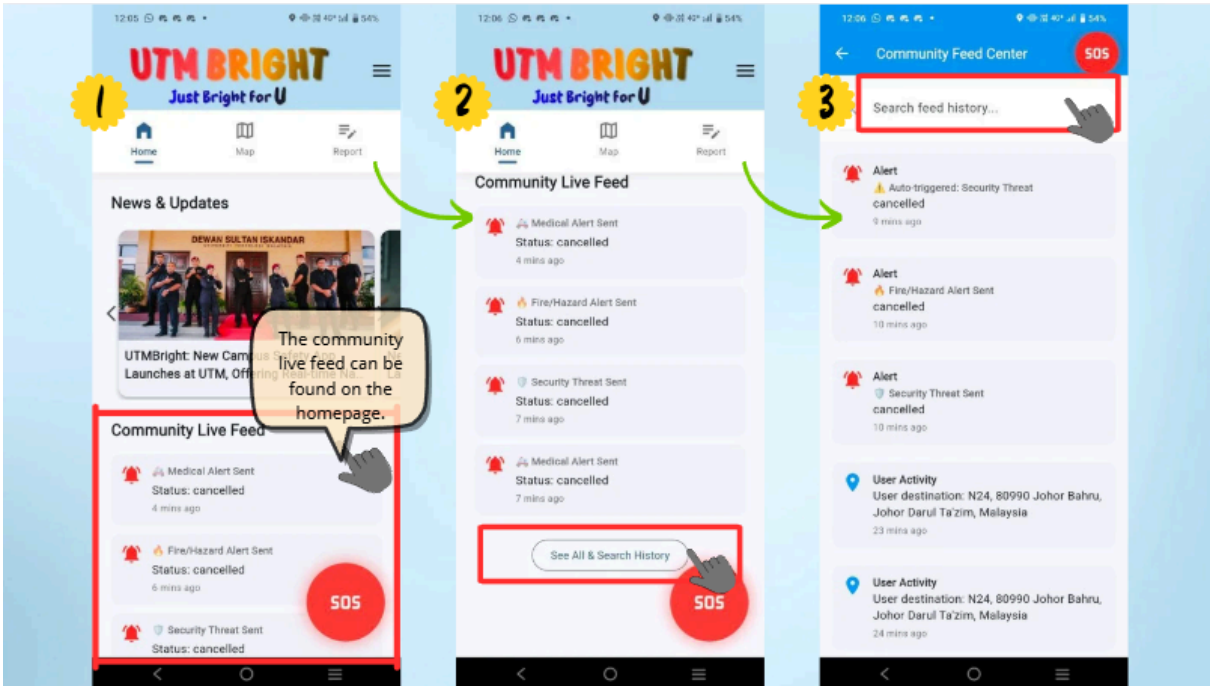
8. You can change the contact's name or phone number. After making changes, press "Save" to update the contact information.



6.3 Community Live Feed

The Community Live Feed page displays all your account activities, such as submitting reports, sending alerts, or using the map feature.

1. The Community Live Feed can be accessed from the bottom of the homepage.
2. Click “See All & Search History” to view your activity records in detail.
3. You can also use the search bar to quickly find specific past activities.



6.4 SOS Button

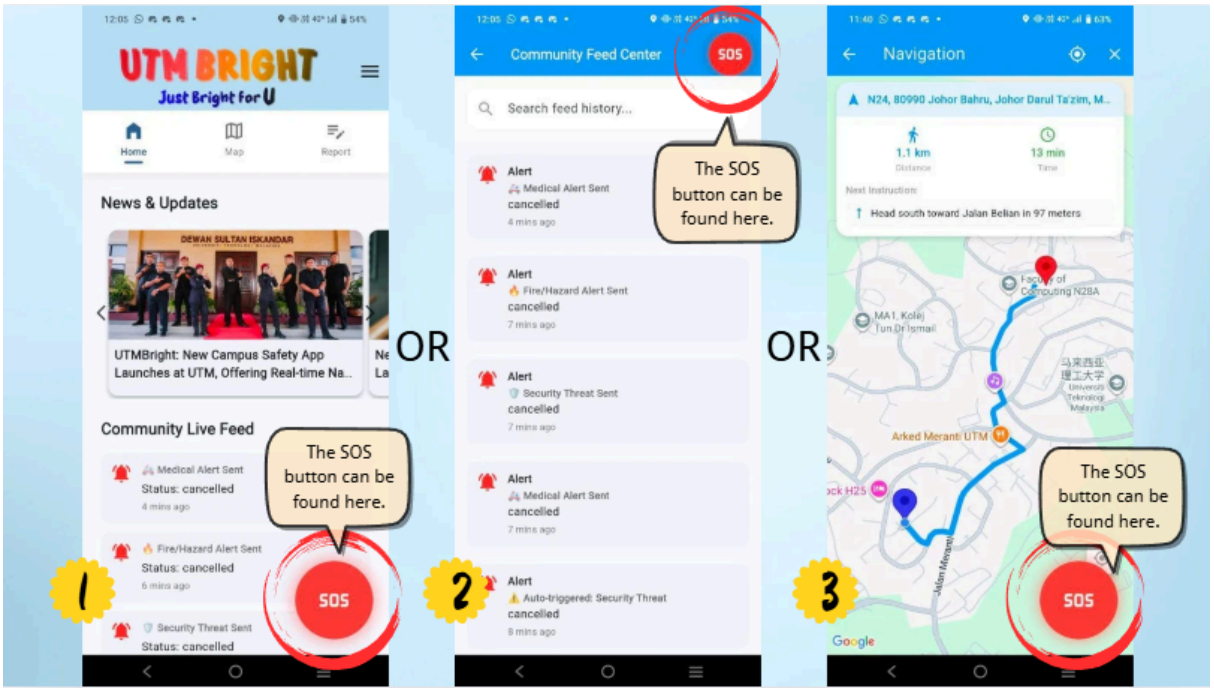
The SOS Button is a multifunctional emergency feature designed to ensure student safety on campus.

- **Single Tap**: Activates a loud alarm sound to draw attention and deter potential threats.
- **Long Press**: Sends an emergency alert to campus guards, allowing users to specify the type of emergency — such as medical assistance, security threat, or flammable/hazard incident.

This feature enables users to react quickly in critical situations while ensuring that the right personnel are notified for immediate response.

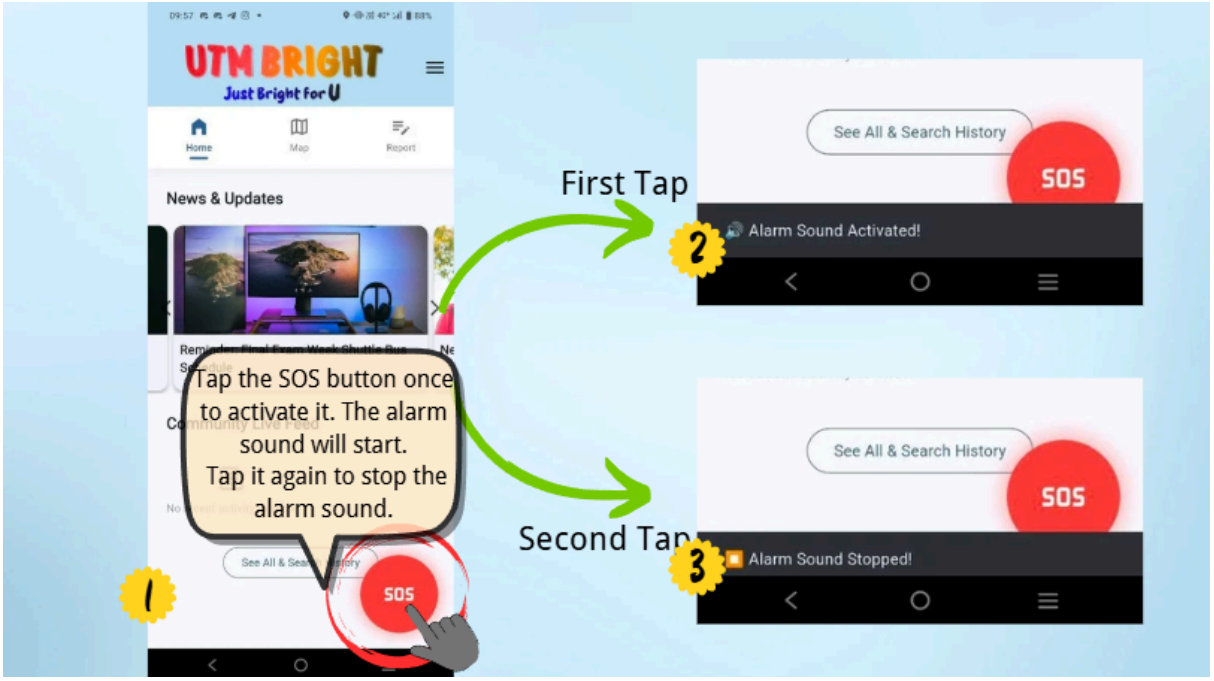
The SOS Button can be found in the following locations within the app:

1. At the bottom-right corner of the homepage.
2. At the top-right corner of the Community Live Feed History page.
3. At the bottom-right corner of the screen when using the Navigation (Map) feature.



6.4.1 Single Tap SOS Button - Alarm Sound

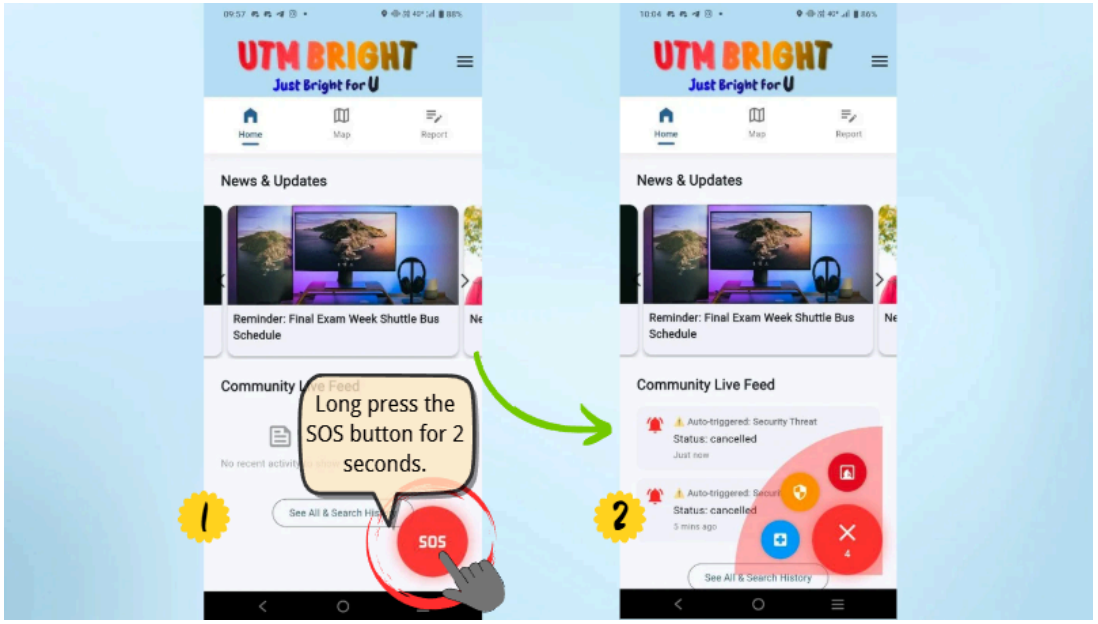
1. Single tap the “SOS Button” to activate it.
2. A message saying “Alarm Sound Activated!” will appear, indicating that the SOS Button has been triggered.
3. Tap the “SOS Button” again to deactivate it. You will then see “Alarm Sound Stopped!” confirming that the alarm has been turned off.

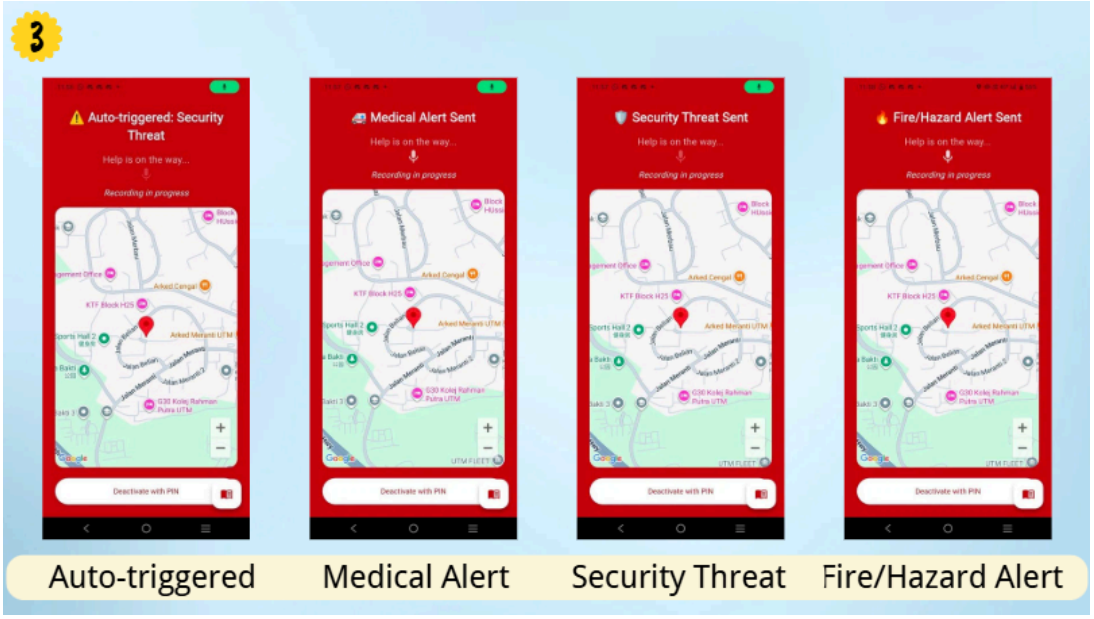


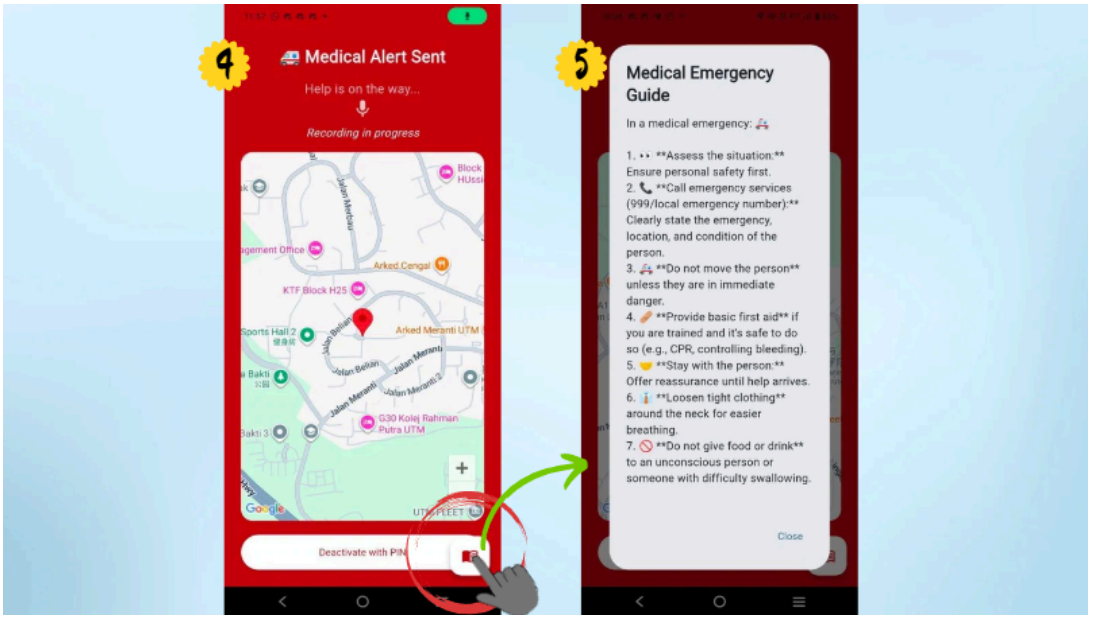
6.4.2 Long Press SOS Button - Emergency Alert

1. Long press the “SOS Button” for 2 seconds.
2. A quarter-circle drawer will appear, allowing you to select the type of alert.
3. If no option is selected, the system will automatically trigger a Security Threat alert. You can select from the following alert types:
   - Blue Button – Medical Alert
   - Orange Button – Security Threat Alert
   - Red Button – Flammable/Hazard Alert

   You will then be redirected to the respective report page, where your current location will be displayed, and audio recording will automatically start so that guards can monitor your situation in real time.
4. At the bottom-right corner, a “Book icon” provides step-by-step instructions on what actions to take during the emergency.
5. Each alert type comes with its own specific guideline to ensure users respond safely and appropriately to the situation.

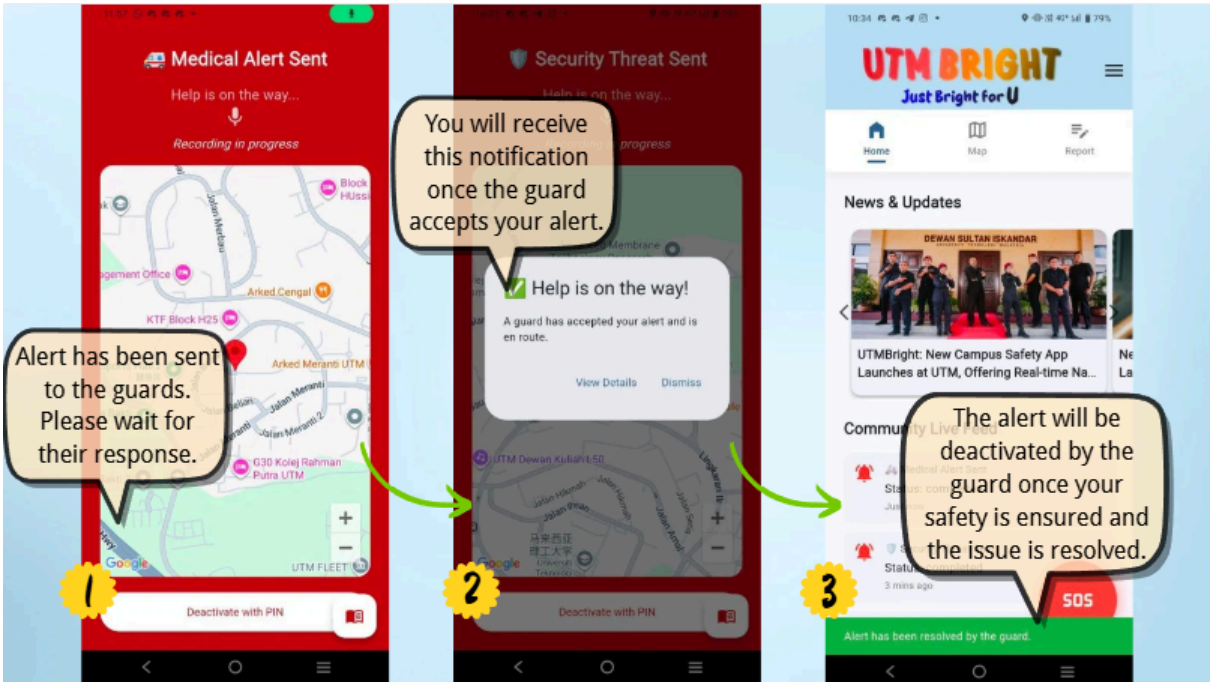

UTM BRIGHT
Just Bright for U
Home
Map
Report
News & Updates
Reminder: Final Exam Week Shuttle Bus Schedule
Community Live Feed
Long press the SOS button for 2 seconds.
SOS
1
2
Auto-triggered: Security Threat
Status: cancelled
See All & Search History


3
Auto-triggered: Security Threat
Medical Alert Sent
Security Threat Sent
Fire/Hazard Alert Sent
Help is on the way...
Recording in progress
Deactivate with PIN
Auto-triggered
Medical Alert
Security Threat
Fire/Hazard Alert


4
Medical Alert Sent
Help is on the way...
Recording in progress
Deactivate with PIN
5
Medical Emergency Guide
In a medical emergency:
1. **Assess the situation:** Ensure personal safety first.
2. **Call emergency services (999/local emergency number):** Clearly state the emergency, location, and condition of the person.
3. **Do not move the person** unless they are in immediate danger.
4. **Provide basic first aid** if you are trained and it's safe to do so (e.g., CPR, controlling bleeding).
5. **Stay with the person:** Offer reassurance until help arrives.
6. **Loosen tight clothing** around the neck for easier breathing.
7. **Do not give food or drink** to an unconscious person or someone with difficulty swallowing.
Close

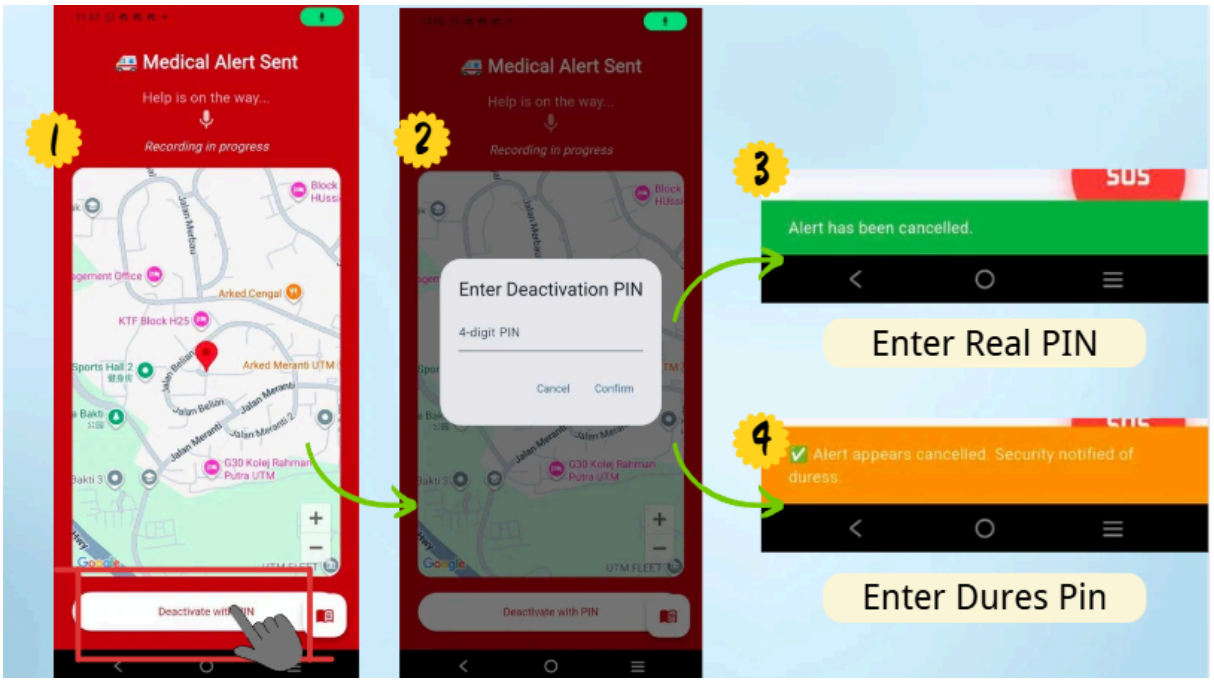
6.4.2.1 Deactivate Alert Through Guard Help

1. Once the alert has been sent, please wait for a few minutes for the guards to respond.
2. A pop-up notification saying “Help is on the way!” will appear once the guards accept your alert.
3. The guards will deactivate the alert after confirming that you are safe and the issue has been resolved. A message “Alert has been resolved by the guard” will appear, indicating that the problem has been solved and you are now safe.



6.4.2.2 Deactivate Alert Through Ownself

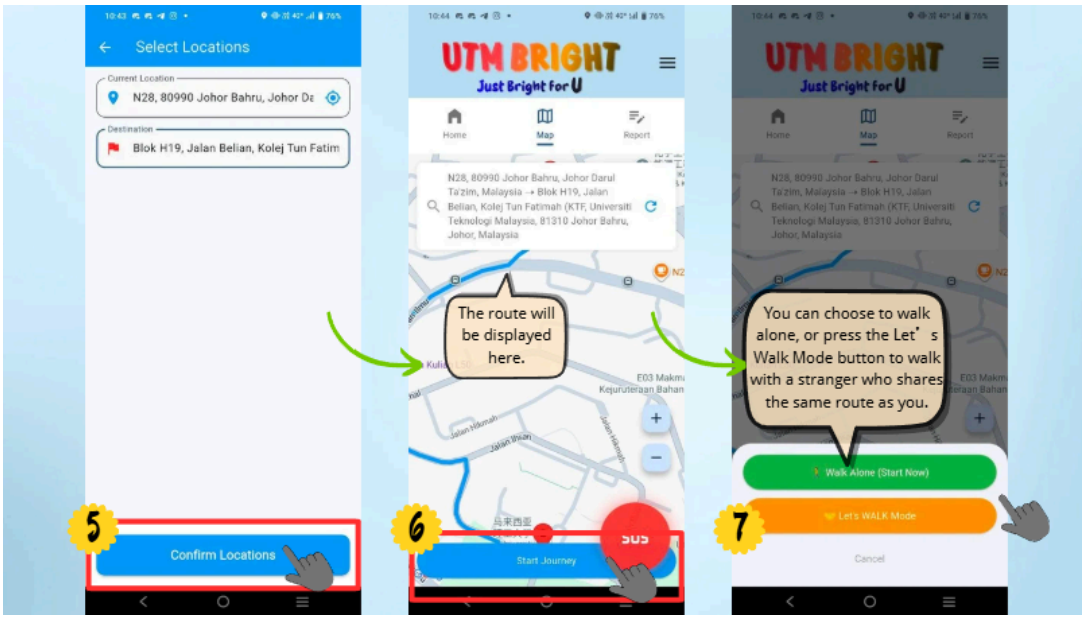
1. You can also deactivate the alert yourself once you feel secure.Tap “Deactivate with PIN” to proceed.
2. Enter your deactivation PIN, which can be either:
    - **Real PIN** – when you are truly safe.
    - **Duress PIN** – when you are being forced or threatened by an attacker
3. A message “Alert has been cancelled” indicates that the alert has been successfully deactivated and you are safe.
4. If the duress PIN is entered, the app will display “Alert appears cancelled. Security notified of duress.”This means the alert appears cancelled to the attacker, but in reality, the security team has been secretly notified and helping to keep you safe without raising suspicion.



6.5 Map

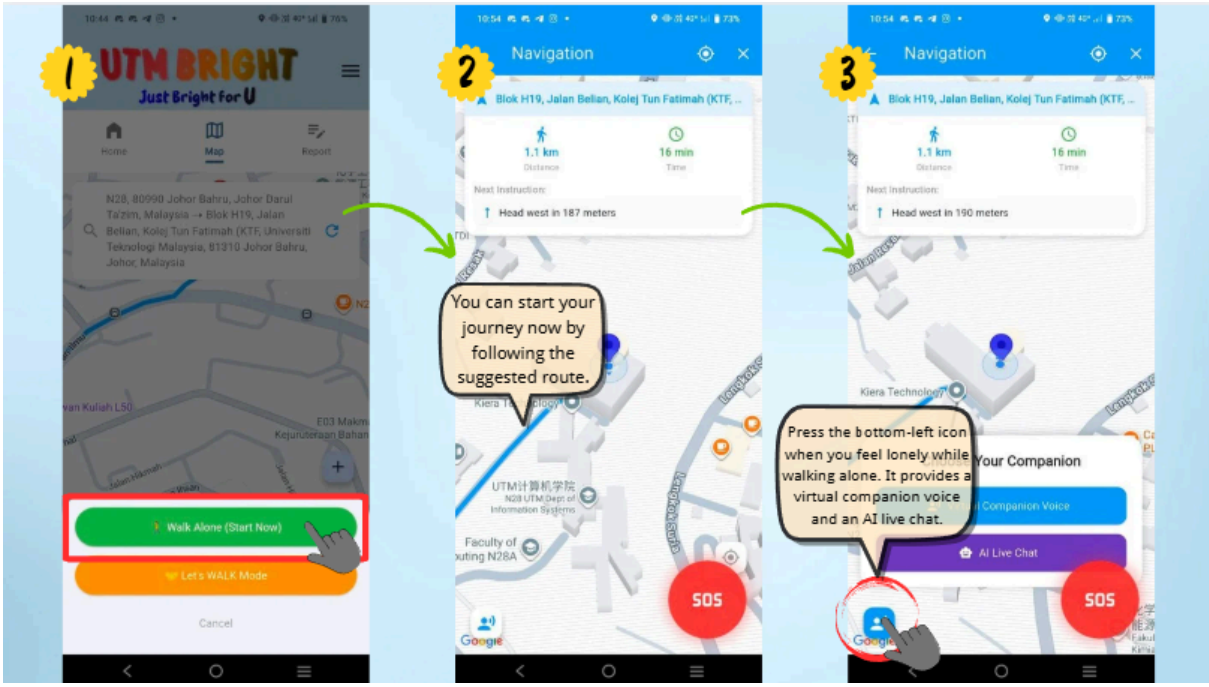
The Map feature helps users navigate safely within the campus area by providing real-time location tracking, route guidance, and safety indicators to ensure a secure and efficient journey. After entering the starting point and destination, users can choose to walk alone or find other users heading in the same direction for a safer and more companionable journey.

1. Click the Map icon on the homepage to access the Map Page.
2. Tap “Choose Your Destination.”
3. Fill in your route details by entering your current location and destination.
4. Select the correct destination from the suggestions provided.
5. Review your current location and destination to ensure they are accurate. If everything is correct, tap “Confirm Location.”
6. Press “Start Journey”.
7. Choose to walk alone or select “Let’s Walk Mode” to walk with another user who shares the same route for a safer and more companionable journey.



6.5.1 Walk Alone

1. Click “Walk Alone (Start Now)” to begin your journey.
2. Your route will be displayed on the map, allowing you to follow the guided path safely to your destination.
3. If you feel lonely while walking alone, you can tap the bottom-left button to activate the Companion features. This function helps you feel accompanied and also serves as a deterrent to potential attackers.



6.5.1.1 Companion Features

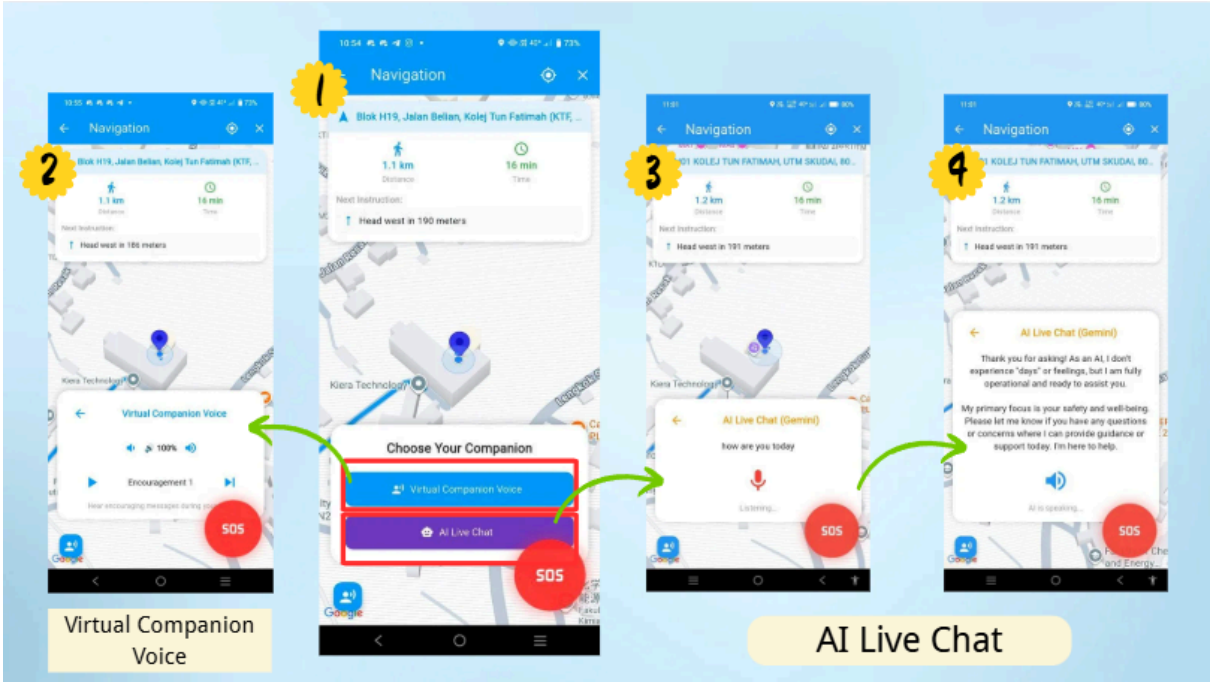
1. You can choose your preferred virtual companion mode, either Virtual Companion Voice or AI Live Chat, to keep you company during your journey.

Virtual Companion Voice

2. Hear real-time voice conversations that simulate friendly company, helping you feel safe and less alone while walking.

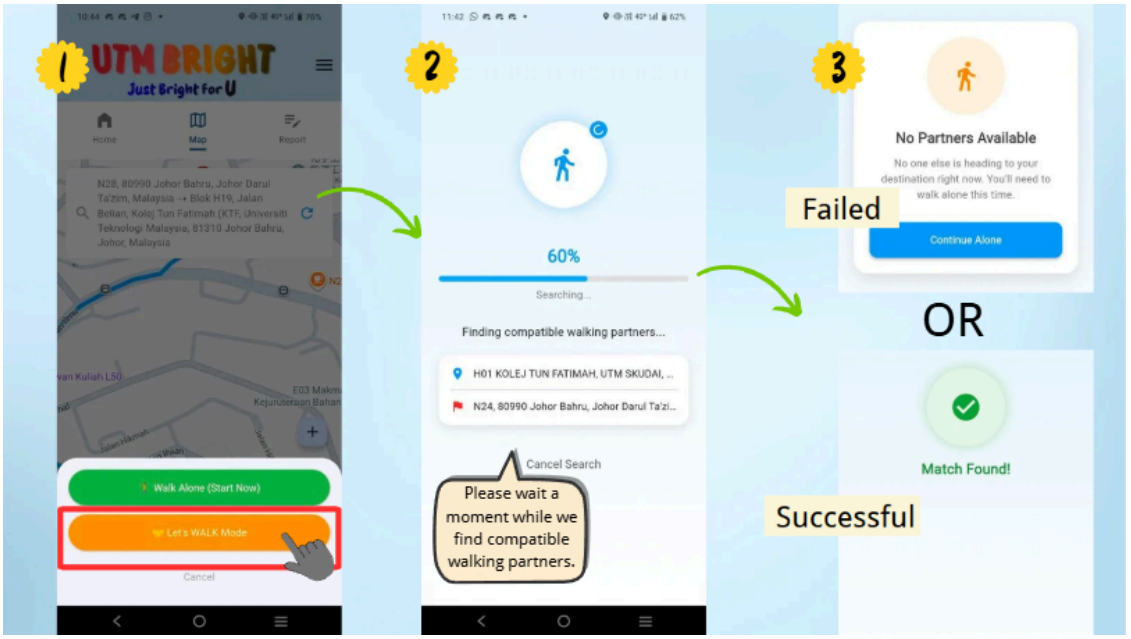
AI Live Chat

3. Tap the microphone icon to start speaking.
4. The AI will respond to you through voice, providing an interactive and comforting conversation experience.



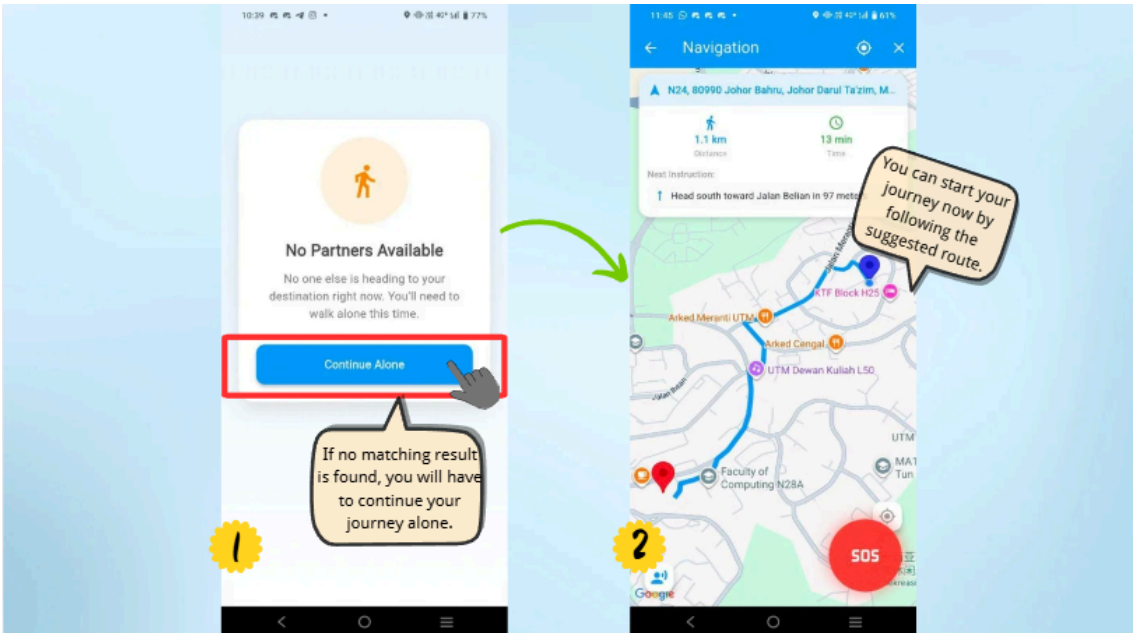
6.5.2 Let's Walk Mode

1. Click "Let's Walk Mode" to activate the matching feature.
2. The system will automatically search for other users who share a similar route. Please wait while the matching process is in progress.
3. The matching result may be:
    - **Failed**: No compatible walking partners are available at the moment, and you will need to continue your journey alone.
    - **Successful**: A match has been found and you can now view your walking partner's details.



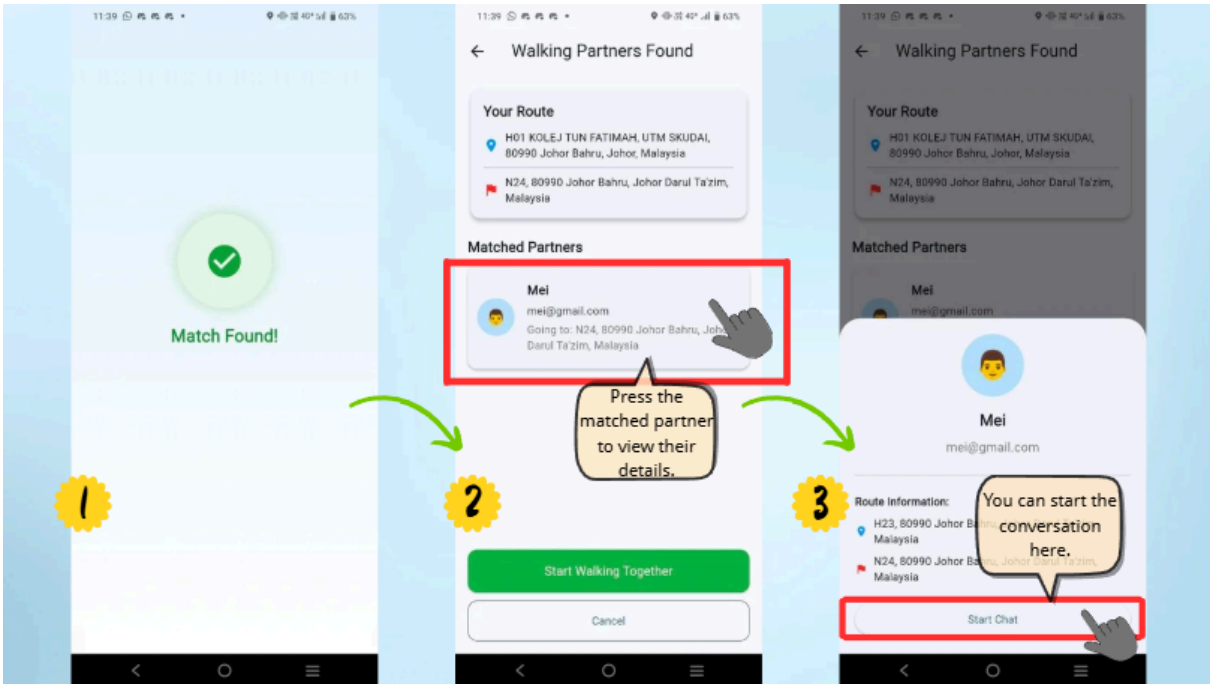
6.5.2.1 Failed

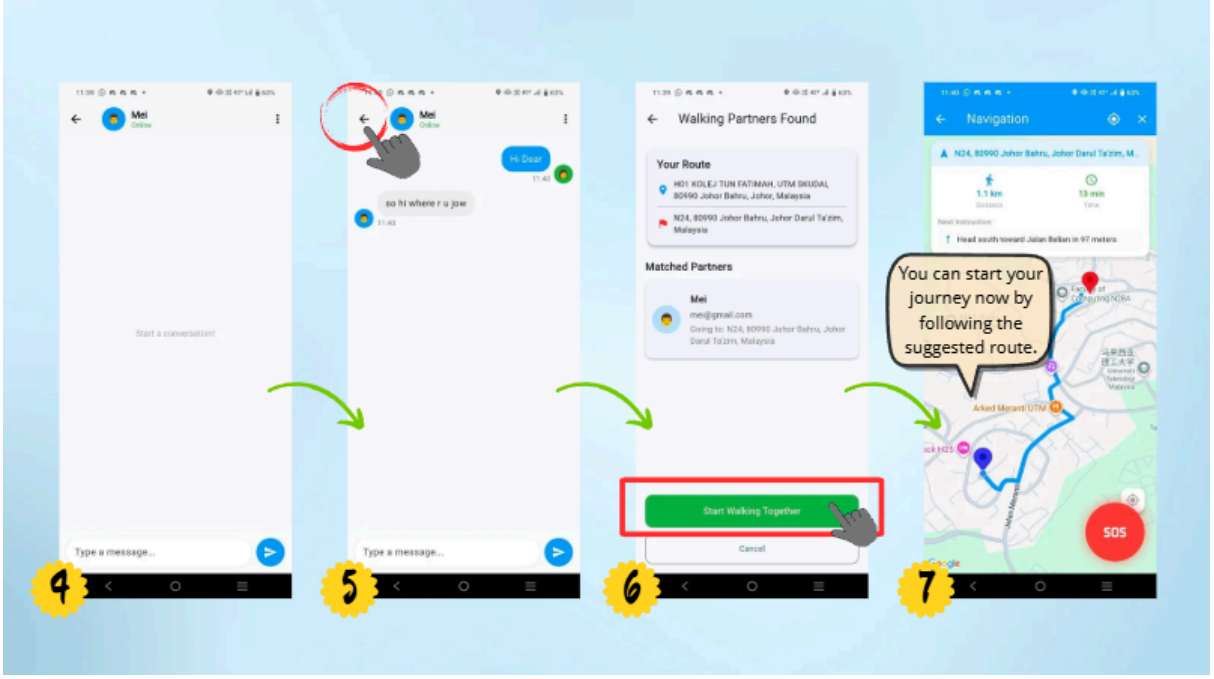
1. If no matching result is found, you will need to continue your journey alone.
2. You can now start your journey by following the suggested route displayed on the map.



6.5.2.2 Successful

1. Matching results are found.
2. Tap the matched partner's profile to view their details.
3. Click "Start Chat" to begin a conversation with your walking partner.
4. You will be redirected to the chat box interface.
5. Discuss and decide on a suitable meeting time and location, then exit the chat box.
6. Once you meet your partner in person, you can click "Start Walking Together".
7. Follow the suggested route displayed on the map to begin your journey safely.





6.6 Report

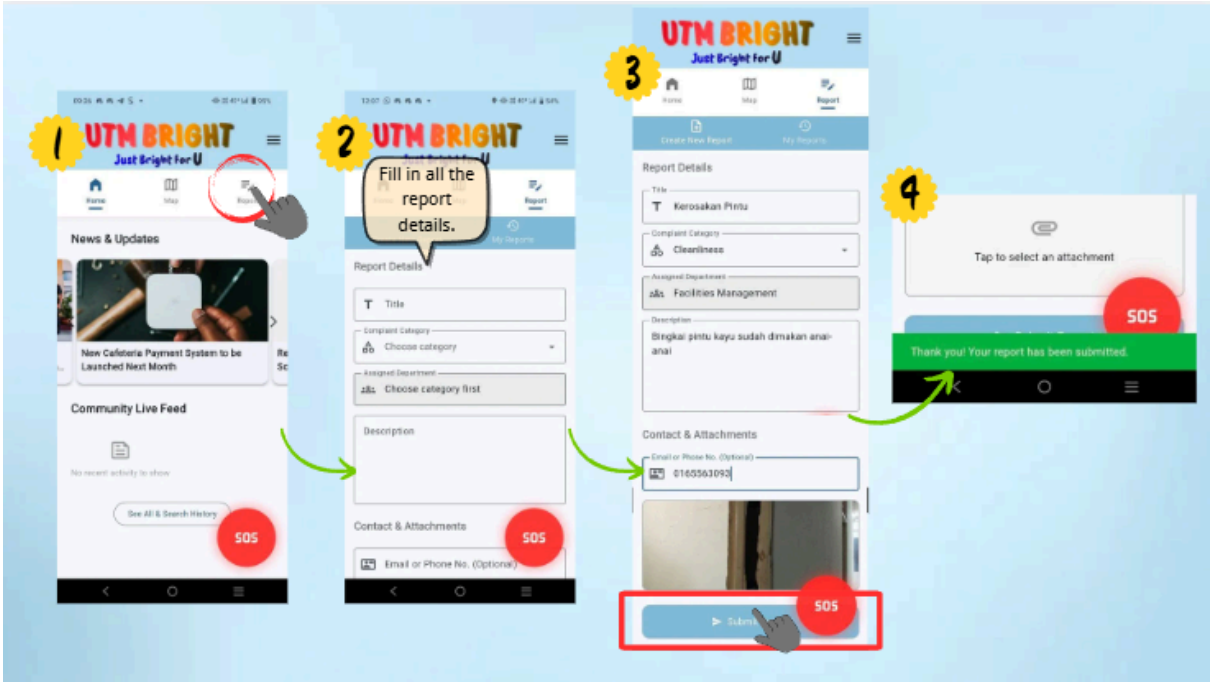
The Report feature allows users to report incidents, hazards, or suspicious activities occurring within the campus. It helps ensure campus safety by enabling real-time communication between users and the management team or security guards.

Users can select the type of issue such as damage, cleanliness, IT problem or security threat and provide details, including descriptions, photos, and contact method. Once submitted, the report will be reviewed by the management team, and users can track the progress and updates directly within the app.

This feature ensures that problems are documented, monitored, and resolved efficiently, fostering a safer and more responsive campus environment.

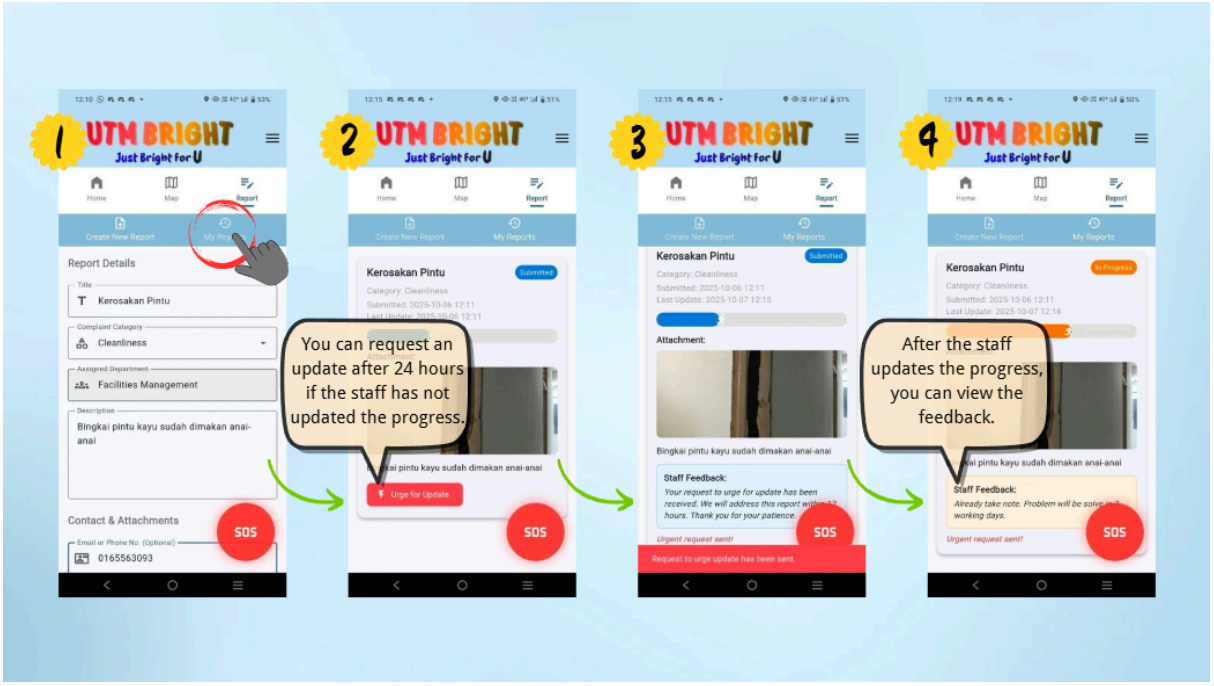
6.6.1 Create New Report

1. Click the “Report icon” on the homepage to access the Report Page.
2. Fill in the report details such as Title, Category, Description, and upload a Photo as proof.
3. Once all details are completed, press the “Submit” button to send your report.
4. A confirmation message, “Thank you! Your report has been submitted.” will appear, indicating that your report has been successfully submitted.



6.6.2 View My Report

1. Click “My Report" to view your previously submitted reports.
2. If your submitted report has not received any feedback or progress updates within 24 hours, an “Urge for Update” button will appear. You can press it to request an update.
3. A confirmation message, “Request to urge update has been sent.” will appear, indicating that the system has notified the staff.
4. Once the staff updates the report progress, you can view their feedback directly on the report page.



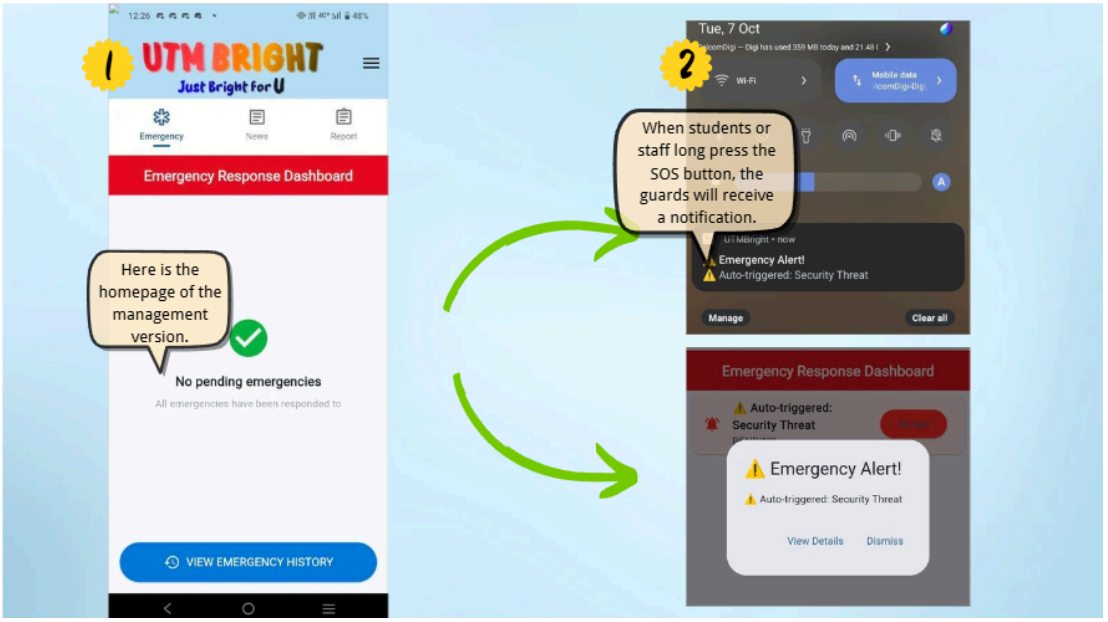
7.0 UTM Management Version (for guards and staff)

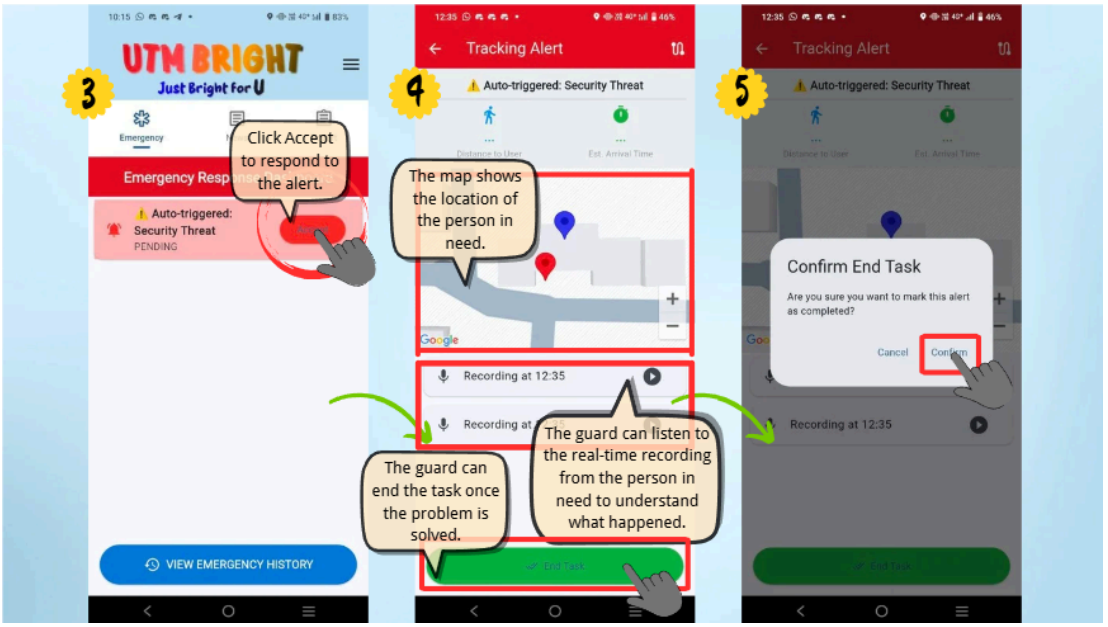
7.1 Emergency page

The Emergency Page in the management version allows guards and staff to monitor and respond to emergency alerts sent by UTM members in real time.

7.1.1 Emergency response dashboard

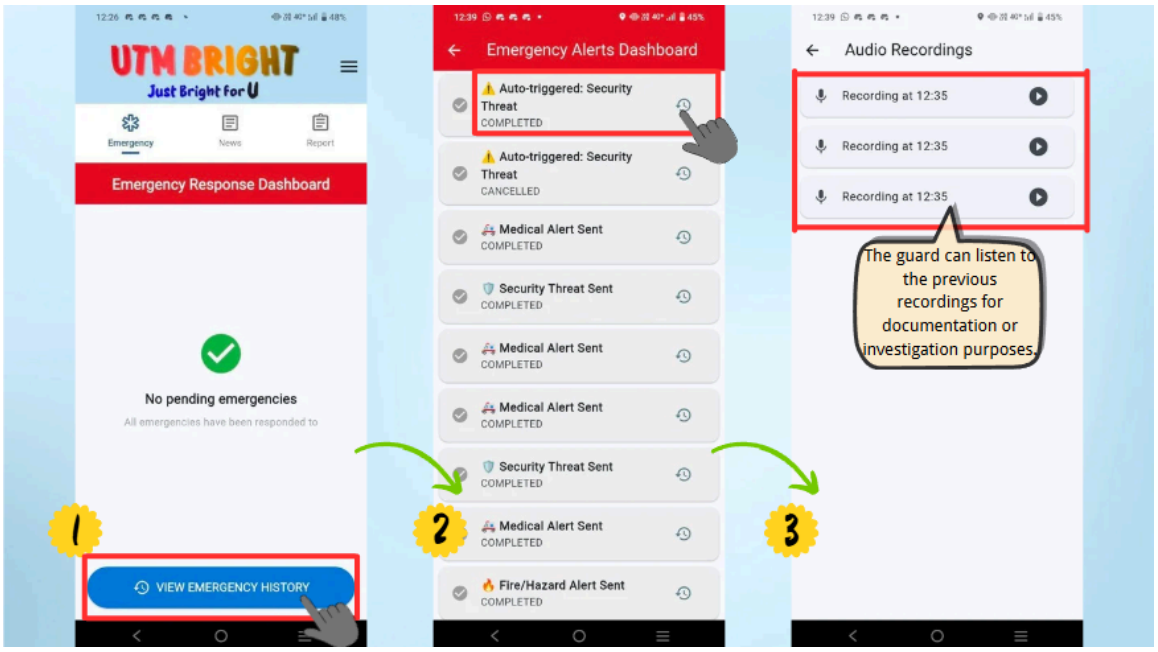
1. This is the homepage of the management version.
2. When a student or staff member long-presses the SOS Button, guards will immediately receive a pop-up notification on their screen.
3. Click “Accept” to acknowledge and respond to the alert.
4. The map will display the exact location of the person in need. Guards can also listen to the live recording from the user’s device to better understand the situation. Once the issue is resolved and the user’s safety is ensured, guards can end the task.
5. Press “Confirm” to finalize and close the task.





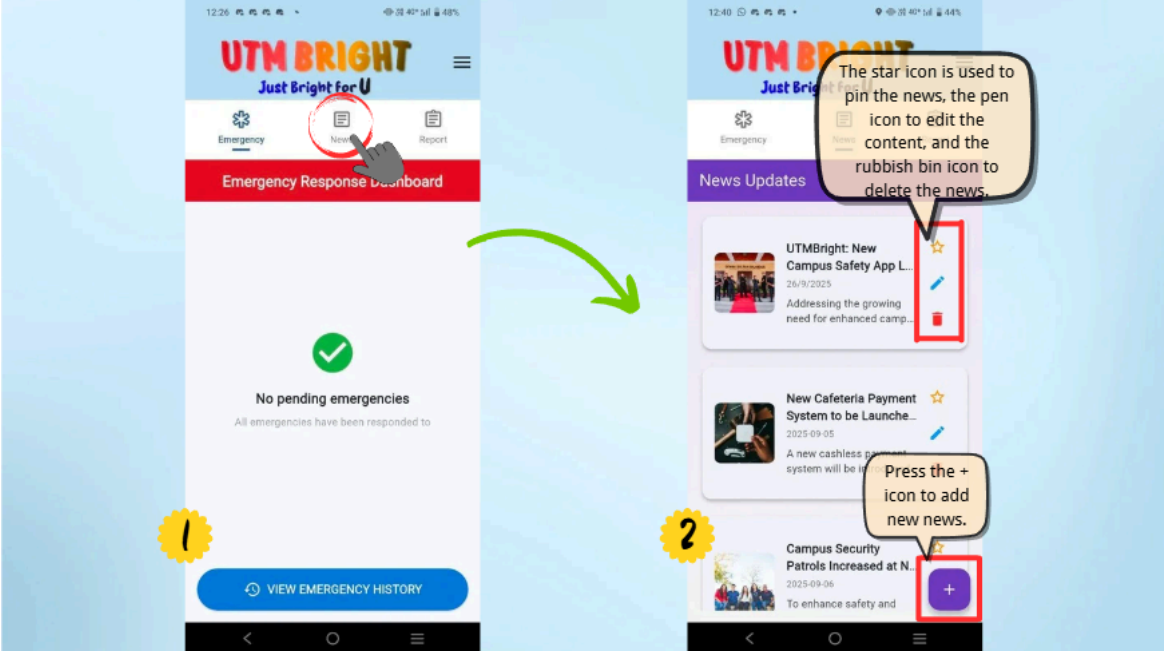
7.1.2 View emergency History

1. Click “View Emergency History" to access previously resolved alerts.
2. Select the specific alert you wish to review.
3. The audio recording for that emergency alert is available for documentation or investigation purposes.



7.2 News Update Page

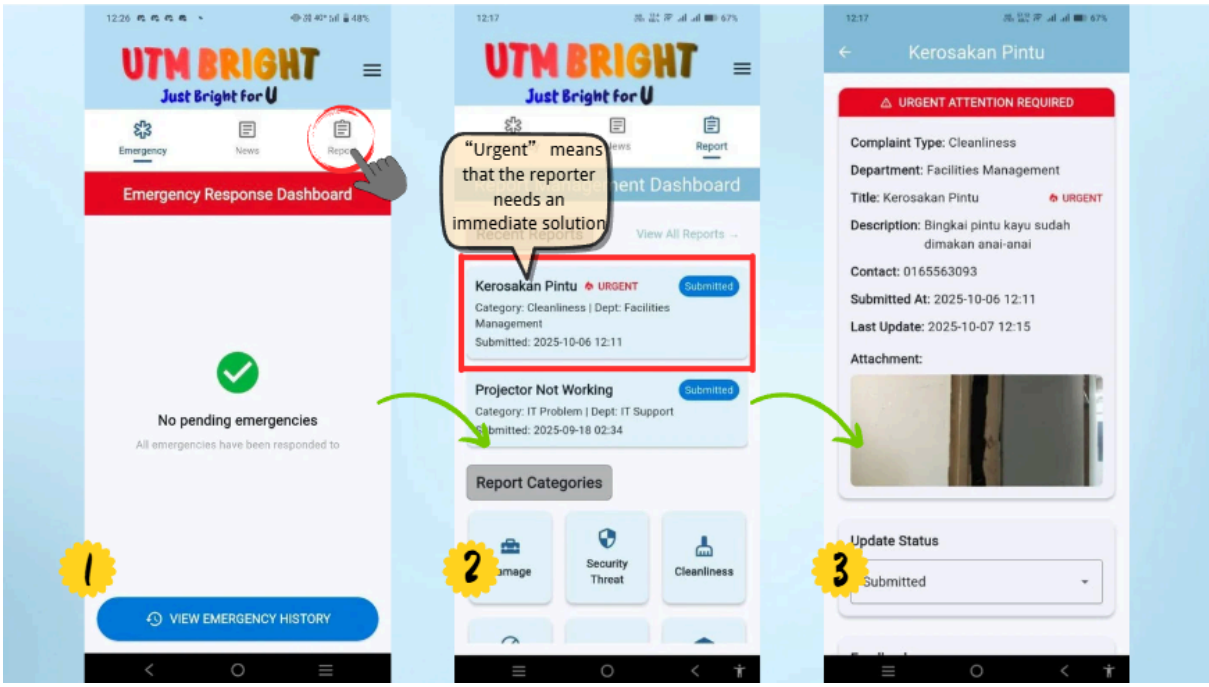
1. Click the “News icon” to access the News and Updates page.
2. Use the icons to manage the news content:
   - ⭐ Star icon – Pin important news to the top.
   - ✏️ Pen icon – Edit existing content.
   - 🗑️ Rubbish bin icon – Delete unwanted news.
   - ➕ Plus icon – Add new news or announcements.

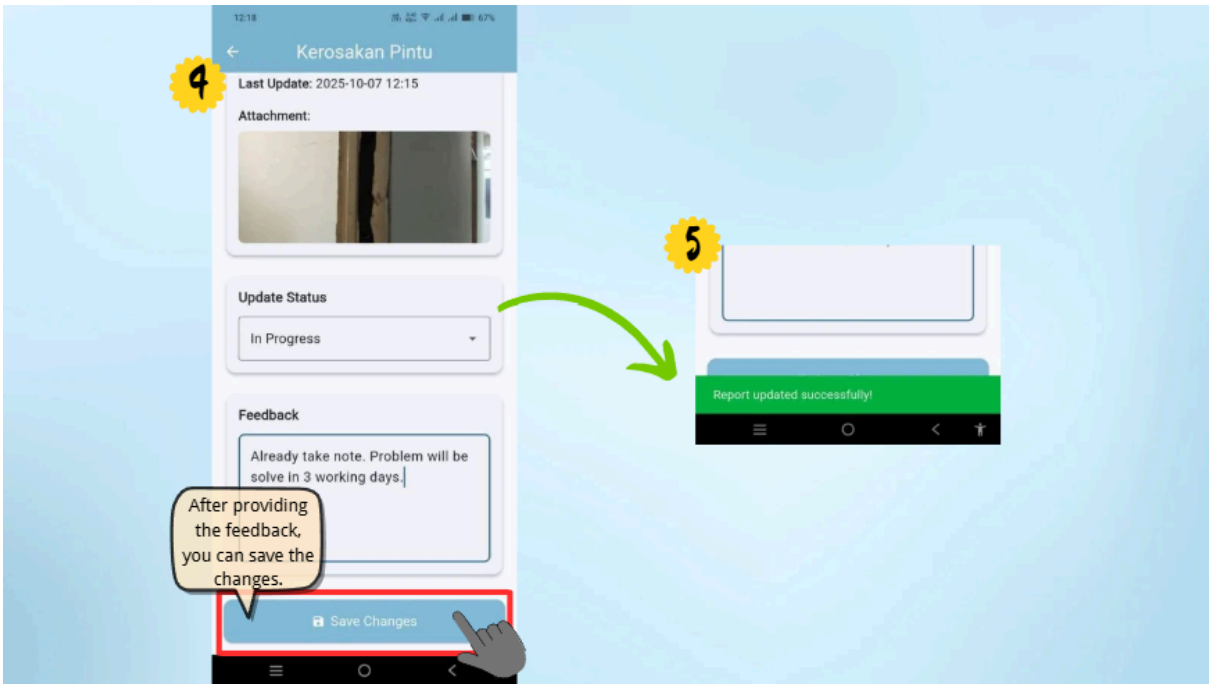


7.3 Report Page

7.3.1 To make a report

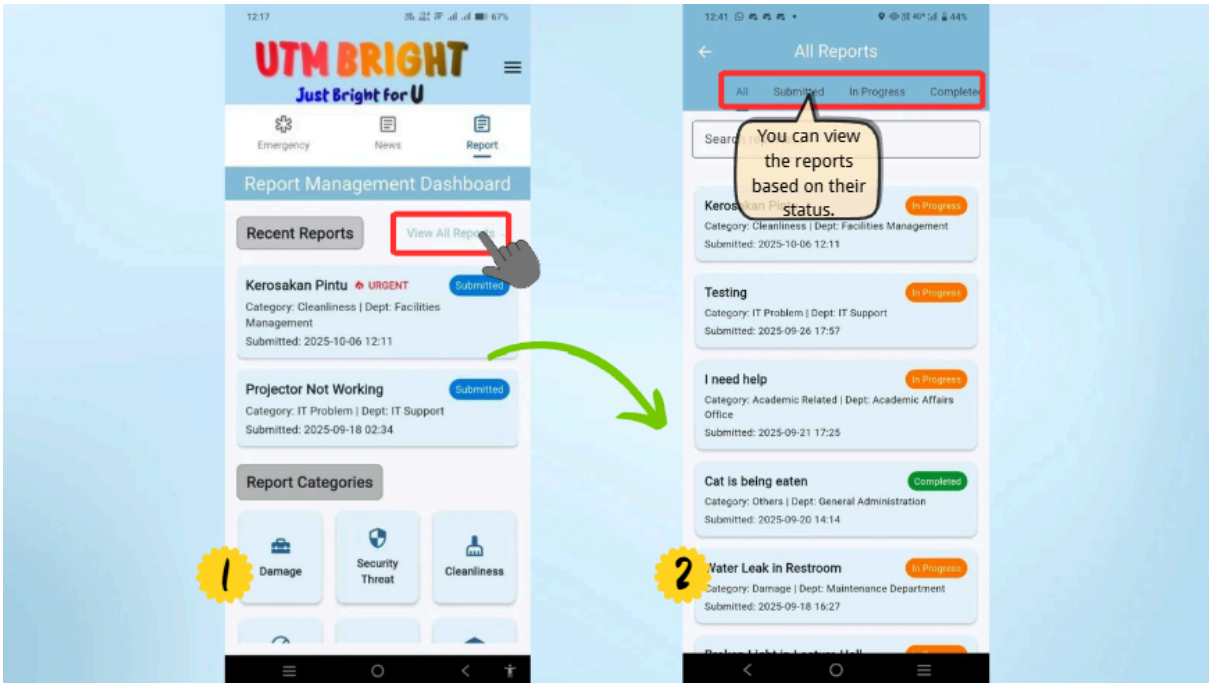
1. Click the “Report icon” to access the Report Page.
2. Select a report to update progress or provide feedback.
   - ❖ If you see a red “Urgent” label beside the title, it means the case has been pending for over 24 hours and requires an update.
3. You can view the report details, update the progress, and give feedback to the reporter.
4. Click “Save Changes” to save your updates.
5. A message “Report updated successfully” will appear, indicating that the report has been saved.





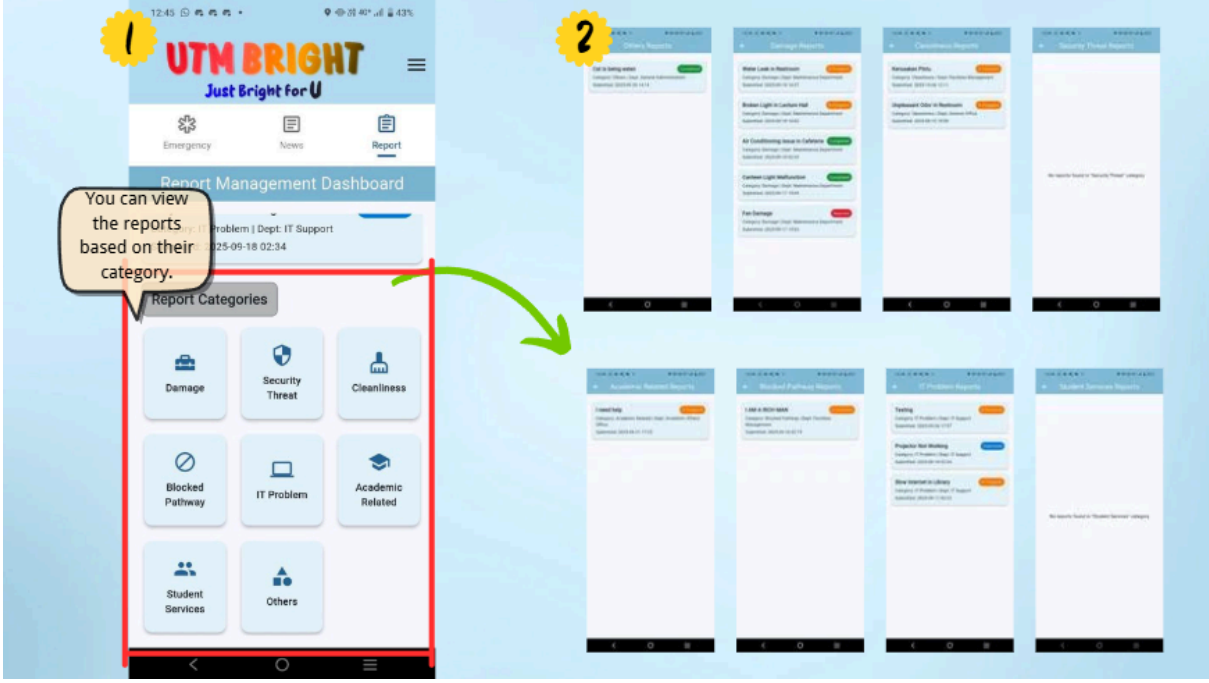
7.3.2 View reports based on status

1. Click “View All Reports" to see all reports submitted by users.
2. Use the filter by status at the top to view reports based on their current status such as submitted, in progress or complete.



7.3.3 View reports based on category

1. The filter by category is available below.
2. You can view the reports based on their respective categories.



8.0 Conclusion

UTMBright is designed to create a safer and more connected campus environment for all UTM members.We hope this User Guide helps you understand how to use the app effectively and take full advantage of its safety and reporting features.

Thank you for using UTMBright, Just Bright for You.