New Delhi, India

October 23, 2024

FUNCTIONAL REquirement SPECIFICATION

*MyChild Helpline*

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Date | Reasons of Changes | Version |
| iTM | 23 Oct 2024 | The first draft of FRD was developed. | v1 |

[Overview 3](#_Toc180665350)

[The System 3](#_Toc180665351)

[Functional Requirements 4](#_Toc180665352)

[1 Mobile Application 5](#_Toc180665353)

[1.1 Register 7](#_Toc180665354)

[1.2 Home 8](#_Toc180665355)

[1.3 Feeling 16](#_Toc180665356)

[1.4 Resources 22](#_Toc180665357)

[1.5 Places 30](#_Toc180665358)

[1.6 Settings 31](#_Toc180665359)

[2 Website 33](#_Toc180665360)

[2.1 Home Page 34](#_Toc180665361)

[2.2 MyChild Helpline App 35](#_Toc180665362)

[2.3 Resources 36](#_Toc180665363)

[2.4 FAQs 37](#_Toc180665364)

[2.5 How to use the App 38](#_Toc180665365)

[2.6 Feedback 39](#_Toc180665366)

[3 Admin Panel 40](#_Toc180665367)

[3.1 Sign-in Page 41](#_Toc180665368)

[3.2 Dashboard 42](#_Toc180665369)

[3.3 Mobile Data 43](#_Toc180665370)

[3.4 Admin 48](#_Toc180665371)

# Overview

This document will help to capture the intended behavior and capabilities of the system that can be agreed upon by the team. It will capture the list of requirements organized by the features with identified priorities. It will further ensure that the team working on the project fully understands the requirements and is concentrating their efforts on developing a solution that will satisfy the expected results.

# The System

The **MyChild Helpline** is an initiative developed in response to the unprecedented mental health challenges faced by children and families during the COVID-19 pandemic. Recognizing the urgent need for accessible mental health resources, UNICEF partnered with ChildLine Trinidad and Tobago to launch the My ChildLine App in 2020. This platform provides children and caregivers with direct access to mental health and psychosocial support, offering a variety of child-friendly resources and services. The mobile app serves as the primary interface for users, while the website complements this by providing additional information and access to relevant resources. The admin panel allows the administrators to manage user interactions, monitor service requests, and analyze data effectively. Together, these components create a support system designed to connect users with essential services, including national toll-free helplines, live chat features for immediate assistance, and a suite of interactive resources.

The below section explains the detailed functional requirements of these platforms.

# Functional Requirements

The system comprises three applications:

* Mobile Application
* Website
* Admin Panel

The detailed functional requirements of each application are explained below.

## Mobile Application

The mobile application for MyChild Helpline is designed for user accessibility and engagement, requiring users to register before gaining access.

It comprises of the following modules:

1. Register
2. Home
   1. Call Us
   2. Request for Counselling
   3. The Parenting Hub
   4. Government Services
   5. MyChild Helpline
   6. UNICEF Eastern Caribbean Areas
3. Feeling
   1. My Mood Tracker
   2. My Diary
   3. My Chill Spot
   4. My Rights
   5. Arcade
4. Resources
   1. Ambulance Services
   2. Health
   3. Social Welfare
   4. Child Protection
   5. Library
   6. Police & Related Services
   7. Education
5. Places
6. Settings

### Register

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Home

**Description and Priority**

The Dashboard provides a visual representation of key metrics, including the number of feedbacks, blogs, users, and counseling requests. It allows administrators to monitor open and closed cases, user activity, and country-specific data in real time through interactive charts and summaries.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show this page as the first sub-module when navigating to the admin panel and also when the left menu option of the dashboard is selected. |
|  | Show the count of data elements like no. of Users, Feedback, Blogs, Counselling open, and Counselling Close. |
|  | Provide an arrow button with each of the above elements and allow navigation to the respective sub-module when clicking on each. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Show the last updated date with each data element count. |

#### Call Us

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Request for Counselling

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### The Parenting Hub

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Government Services

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### MyChild Helpline

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### UNICEF Eastern Caribbean Areas

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Feeling

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### My Mood Tracker

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### My Diary

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### My Chill Spot

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### My Rights

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Arcade

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Resources

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Ambulance Services

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Health

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Social Welfare

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Child Protection

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Library

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Police & Related Services

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Education

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Places

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Settings

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

## Website

The website serves as a web-based platform for children, parents, and caregivers to access mental health and psychosocial support resources effectively. This application can be accessed without login and includes the following modules:

1. Sign-in Page
2. Home Page
3. MyChild Helpline App
4. Resources
5. FAQs
6. How to use the app
7. Feedback

### Home Page

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### MyChild Helpline App

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Resources

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### FAQs

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### How to use the App

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Feedback

**Description and Priority**

This module will describe the requirements of the Sign-in page of the platform which can be accessed by the public users. It will contain the Sign-in form.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in option. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

## Admin Panel

The Admin Panel application can be accessed after successful sign-in. It allows to create and manage the underlying data of the system.

It will comprise of the following modules:

1. Sign-in
2. Dashboard
3. Mobile Data
   1. Mobile User
   2. Counselling
   3. Mood Trackers
   4. Feedback
4. Admin
   1. Admin User
   2. Classification
      * Helpline
      * Country
      * Category
   3. Broadcast

### Sign-in Page

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Dashboard

**Description and Priority**

The Dashboard provides a visual representation of key metrics, including the number of feedbacks, blogs, users, and counseling requests. It allows administrators to monitor open and closed cases, user activity, and country-specific data in real time through interactive charts and summaries.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Show this page as the first sub-module when navigating to the admin panel and also when the left menu option of the dashboard is selected. |
|  | Show the count of data elements like no. of Users, Feedback, Blogs, Counselling open, and Counselling Close. |
|  | Provide an arrow button with each of the above elements and allow navigation to the respective sub-module when clicking on each. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Provide widgets for the User chart  Provide the option to select the Country.  Show Male female and other values as legends of the selected country.  Show the X-axis – age and the Y-axis – no. of users’ labels for the chart. |
|  | Show the last updated date with each data element count. |

### Mobile Data

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Mobile User

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Counselling

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Mood Trackers

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Feedback

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

### Admin

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Admin User

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Classification

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Helpline**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Country**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

##### **Category**

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

#### Broadcast

**Description and Priority**

The Login module is the first access point to get into the data manager application. Users with valid credentials will be able to enter their email and password for authentication. There will be CAPTCHA to determine if an online user is a human and not a bot.

**Functional Requirements**

|  |  |
| --- | --- |
|  | Provide a textbox to enter **Email ID** and **Password** along with the option to view the entered password.   * **Check** for the valid Email ID format. |
|  | Show an **error** message when an **invalid** email ID or password is entered. |
|  | Provide a textbox to renter the password along with the option to view the entered password. |
|  | Provide a captcha and textbox for human verification.   * Check Sign-in is enabled when the correct captcha is entered. |
|  | Provide a sign-in button. |
|  | Provide the Forgot Password option. |
|  | Provide a Popup to Reset Your Account Password.  Provide a Textbox to enter the Email ID where password reset instructions will be sent.   * Check for the valid Email ID format.   Provide a Reset password button to confirm sending the email.  Provide a cancel option to go back to the sign-in page |

------------END OF THE DOCUMENT------------