



Incident Reporting System with Mobile GPS Technology

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User's Manual

for Tambubong IRS

This user manual provides comprehensive instructions for all system users, including residents, tanods, and administrators, guiding them through the process of reporting, managing, and resolving incidents. This system aims to promote community engagement and responsive incident resolution by providing clear, step-by-step guidance on the effective use of Tambubong IRS.



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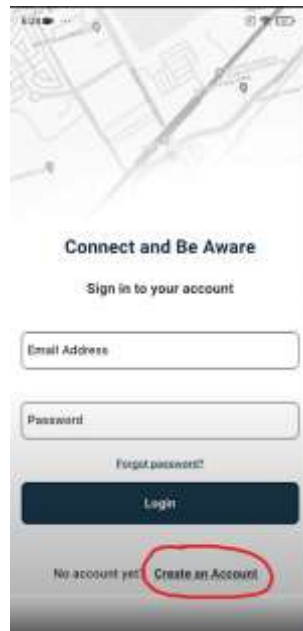
RESIDENTS

This section provides step-by-step instructions on how to do various transactions within the system using the mobile application for residents of Barangay Tambubong.

Registration

Instructions:


1. Click the “Create an Account” button on the login screen.



2. Fill the required fields and provide your personal information.

A screenshot of a mobile application's "Create an account" form. The title "Create an account" is at the top, followed by the subtitle "Be notified about the incidents around your area". The form contains several input fields: "First Name" (with example "e.g. Simon"), "Middle Name" (with example "e.g. Bautista"), and "Last Name" (with example "e.g. Bello"). Below these is a "Sex" section with radio buttons for "Male" (selected) and "Female". To the right of the "Sex" section is a "Birthday" section with a "Birth Day" input field. Below the "Sex" and "Birthday" sections is a "House/Unit No." input field (with example "e.g. 1084") and a "Street Address" input field. Below the address fields is a note: "In order to verify you are a legitimate resident, please upload a photo of any ID that matches the address you have provided." Below this note is a button labeled "+ Attach Photo". At the bottom of the form is a "Contact No." input field.

3. Take a picture of your personal I.D card for residency verification



House/Unit No.
600

Nara Street

In order to verify you are a legitimate resident, please upload a photo of any ID that matches the address you have provided

+ Attach Photo

Contact No.
e.g. +639XXXXXXXX

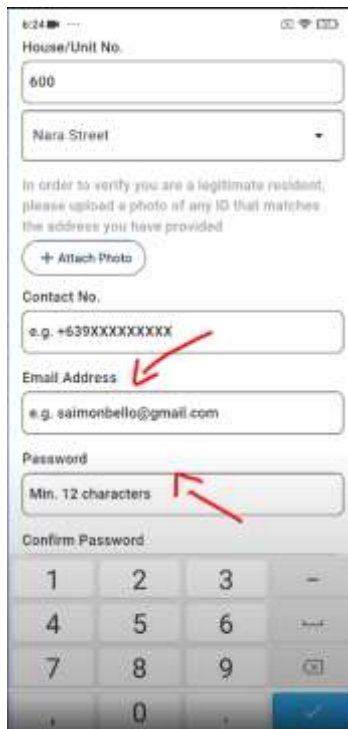
Email Address
e.g. saimonbello@gmail.com

Password
Min. 12 characters

Confirm Password

1 2 3 -
4 5 6 -
7 8 9 -
0 . ✓

4. Provide your account credentials such as email and password.



House/Unit No.
600

Nara Street

In order to verify you are a legitimate resident, please upload a photo of any ID that matches the address you have provided

+ Attach Photo

Contact No.
e.g. +639XXXXXXXX

Email Address →
e.g. saimonbello@gmail.com

Password →
Min. 12 characters

Confirm Password

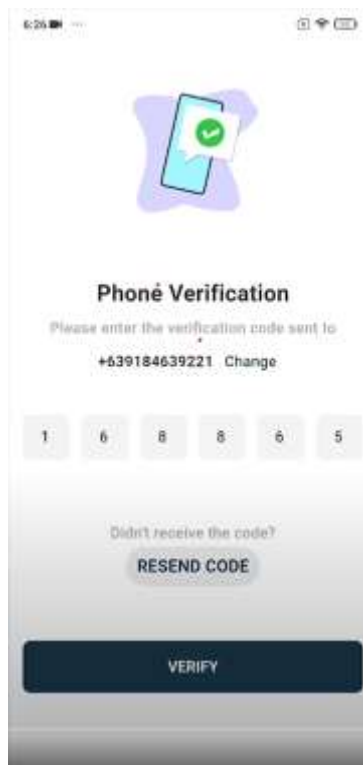
1 2 3 -
4 5 6 -
7 8 9 -
0 . ✓

5. Click “Create Account” button and wait for successful processing.



A screenshot of a mobile application's account creation screen. At the top, there is a status bar showing the time 8:23 and battery level. Below the status bar is a header with a "+ Attach Photo" button and a placeholder image. The form contains several input fields: "Contact No." with the value "+639184639221", "Email Address" with the value "jonasvasallo@gmail.com", "Password" with masked characters, and "Confirm Password" with masked characters. Below the password fields is a checkbox for "By creating your account, you agree to Tambora HR's Terms of Service". At the bottom of the form is a large blue button labeled "Create Account", which is circled in red. Below this button is a link that says "Already have an account? Login here."

6. Verify your phone number by typing the code sent to your registered mobile phone.



A screenshot of a mobile application's phone verification screen. At the top, there is a status bar showing the time 8:26 and battery level. Below the status bar is a header with a blue and white icon of a smartphone with a checkmark. The main heading is "Phone Verification". Below the heading is a text prompt: "Please enter the verification code sent to". Below this is the phone number "+639184639221" with a "Change" link next to it. Below the phone number is a row of five input fields containing the digits "1", "6", "8", "8", and "5". Below the input fields is a link that says "Didn't receive the code?". Below this link is a button labeled "RESEND CODE". At the bottom of the screen is a large blue button labeled "VERIFY".

7. You are now registered!

Reporting an Incident

Instructions:

1. Click the “+” button on the top right of the screen in the home page.



2. Provide information about the incident such as a title and description.

A screenshot of the 'Add Incident' form in the NU Baliwag app. The form has a white background with a light blue header bar containing a back arrow and the title 'Add Incident'. Below the header, there is a Google search bar. The form contains two text input fields: 'Incident Title' with the text 'We are being robbed' and 'Incident Details' with the text 'robbery happening'. Red arrows point to the text in both fields. Below these fields is a dropdown menu labeled 'Choose Incident Tag'. At the bottom of the form are two buttons: 'Attach Media' and 'Submit Incident'. The bottom navigation bar is visible at the very bottom of the screen.

3. Identify the type of incident.



The screenshot shows a mobile app interface for reporting an incident. The title is "Add Incident". Below the title is a text input field for "Incident Title" containing "We are being robbed". Below that is a text input field for "Incident Details" containing "robbery happening". Below the details is a dropdown menu for "Incident Type" with "Robbery" selected. This dropdown menu is circled in red. Below the dropdown is an "Attach Media" button. At the bottom is a "Submit Incident" button. The bottom navigation bar shows "Home", "Incident", "SOS", "Help", and "Profile".

4. Provide videos and photos of the incident.



This screenshot is identical to the previous one, but the "Attach Media" button is circled in red instead of the dropdown menu. The "Incident Type" dropdown still shows "Robbery".

5. Click the “Submit Incident” button at the bottom to submit your report.

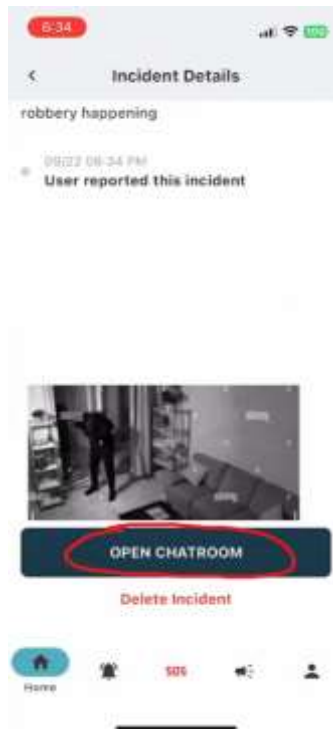
Access your Incident Chatroom

Instructions:

1. Click your incident in the home page.



2. Scroll down the incident details page and click the “Open Chatroom” button.



- Communicate to the barangay authorities by typing your message in the chatroom page.



Provide Information to an Incident (Witness)

Instructions:

- Click the incident in the home page.



2. Scroll down the incident details page and click the “I WITNESSED THIS” button.



3. Provide your information about the incident.



4. Provide videos and photos about the incident.



5. Click "Submit" button at the bottom of the page.

Requesting Emergency Assistance

Instructions:

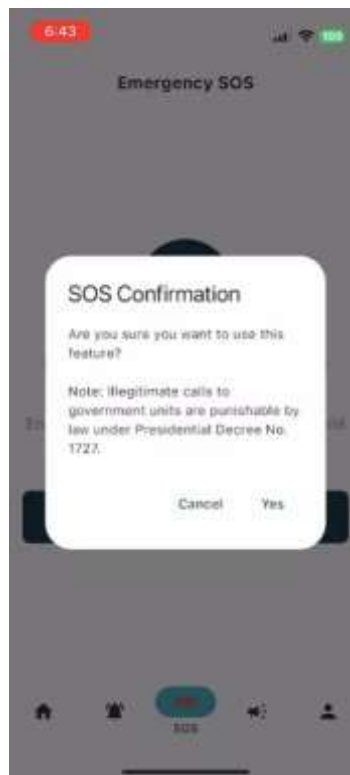
1. Go to the SOS page by clicking the SOS icon in the bottom of your screen.



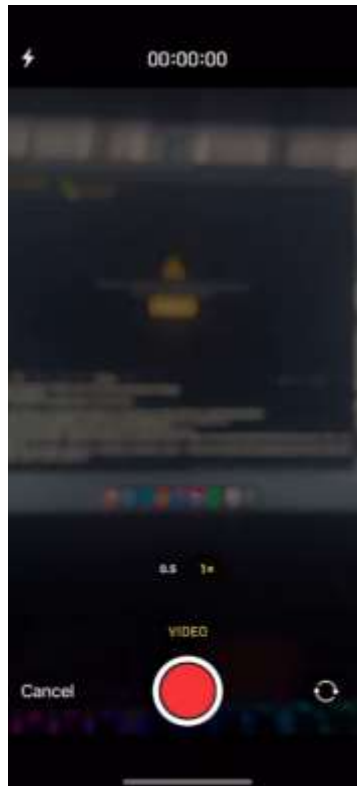
2. Click the “Report Emergency” button.



3. Acknowledge and confirm if you are in need of emergency assistance.



- Record the emergency. (Max of 30 seconds)



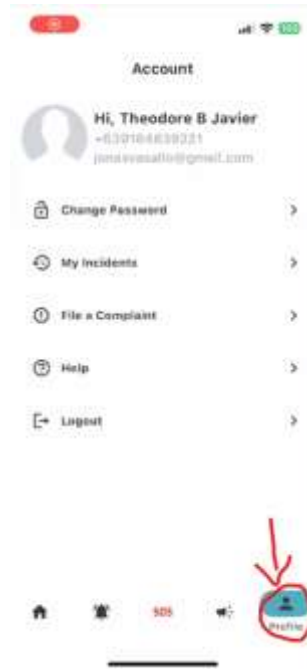
- Communicate with the barangay authorities and wait for your responders.



Rate/Review your responders

Instructions:

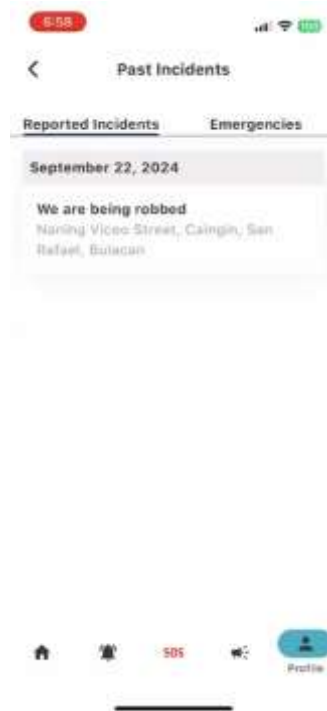
1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



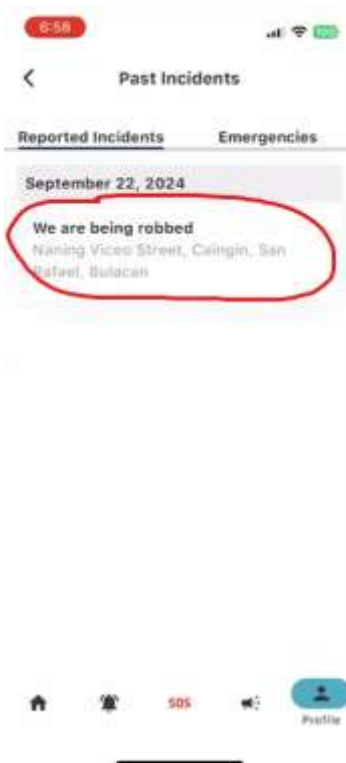
2. Click the “My Incidents” button.



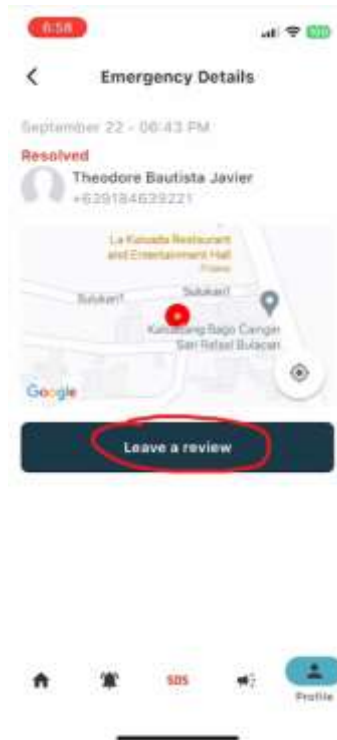
3. Choose whether to view incidents or emergencies from the top of the screen.



4. Click the report you want to rate.



- Click the “Leave a Review” button on the bottom of the report details page.



- Rate your responder from one to five stars.



7. Leave a custom message indicating your experience for the said responder.

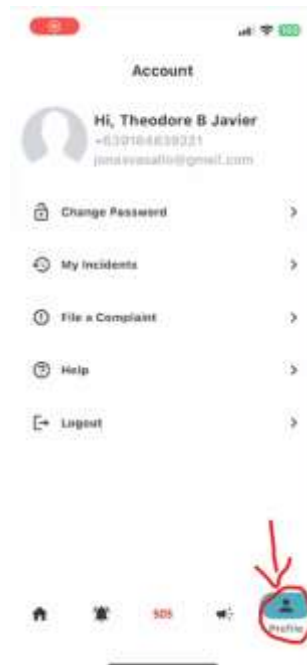


8. Click the “Submit” button at the bottom to finalize your review.

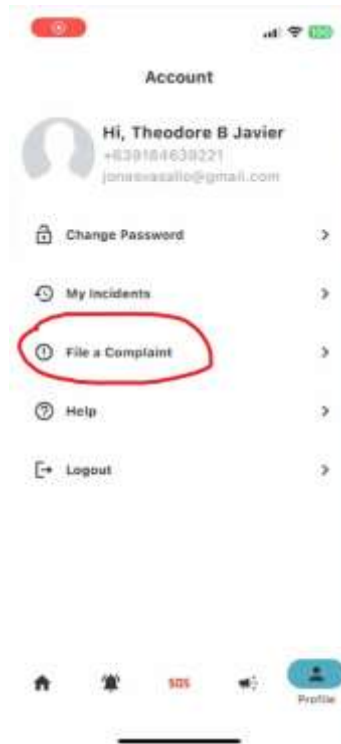
Filing a Complaint (Known)

Instructions:

1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



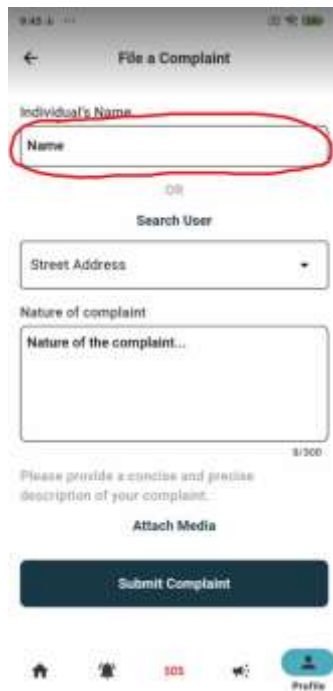
2. Click the “File a complaint” button.



3. Choose “Yes” for choosing whether you know the person or not.

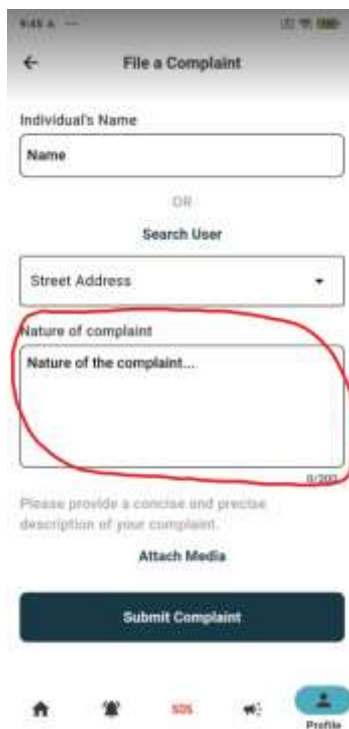


4. Provide the name of the person or search from the list of registered residents within the system.



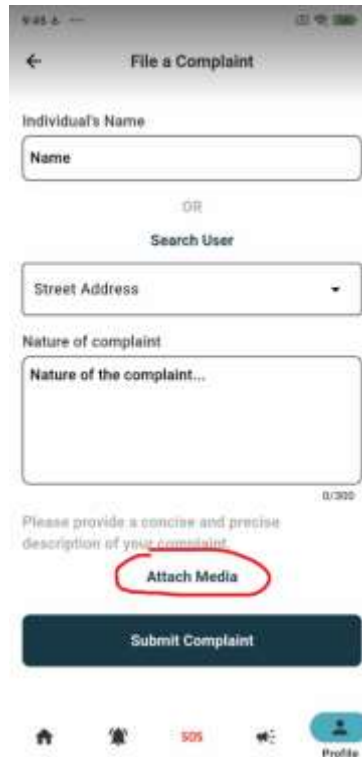
The screenshot shows the 'File a Complaint' form. The 'Individual's Name' section has a text input field labeled 'Name' which is circled in red. Below it is an 'OR' separator and a 'Search User' section with a 'Street Address' dropdown menu. The 'Nature of complaint' section has a text area labeled 'Nature of the complaint...' with a character count of 3/500. Below this is a prompt: 'Please provide a concise and precise description of your complaint.' followed by an 'Attach Media' button. At the bottom is a dark blue 'Submit Complaint' button. The bottom navigation bar includes icons for Home, Notifications, SOS, a microphone, and a Profile icon.

5. Give the description of your complaint.



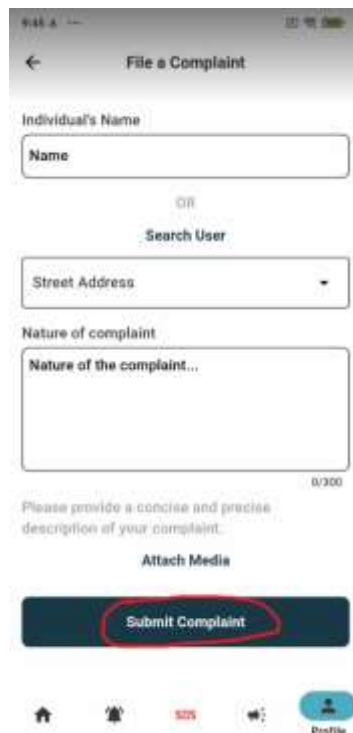
This screenshot is identical to the one above, but the 'Nature of the complaint...' text area is circled in red. The character count at the bottom right of the text area is 0/500.

6. Provide videos or photos for further credibility.



The screenshot shows the 'File a Complaint' interface. At the top, there's a back arrow and the title 'File a Complaint'. Below this, there's a section for 'Individual's Name' with a text input field labeled 'Name'. An 'OR' separator follows. Then, there's a 'Search User' section with a 'Street Address' dropdown menu. Below that is the 'Nature of complaint' section with a large text area labeled 'Nature of the complaint...' and a character count '0/300'. A red circle highlights the 'Attach Media' button, which is located below the text area. Below the button is a dark blue 'Submit Complaint' button. At the bottom, there's a navigation bar with icons for Home, Notifications, SOS, and Profile.

7. Click “Submit” to file the complaint.



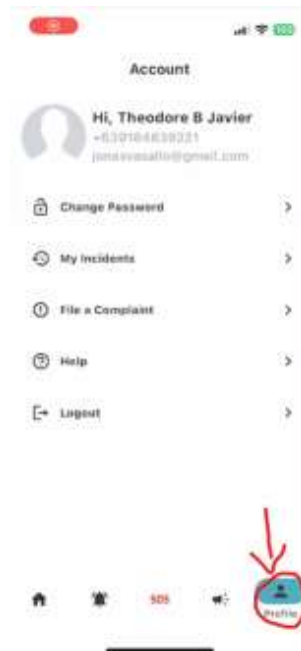
This screenshot is identical to the previous one, showing the 'File a Complaint' interface. However, in this version, the 'Submit Complaint' button at the bottom is circled in red, indicating the final step in the process.



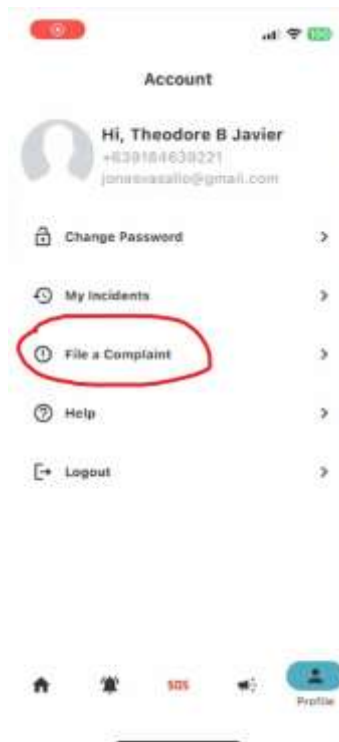
Filing a Complaint (Unknown)

Instructions:

1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



2. Click the “File a complaint” button.



3. Choose “No” for choosing whether you know the person or not.



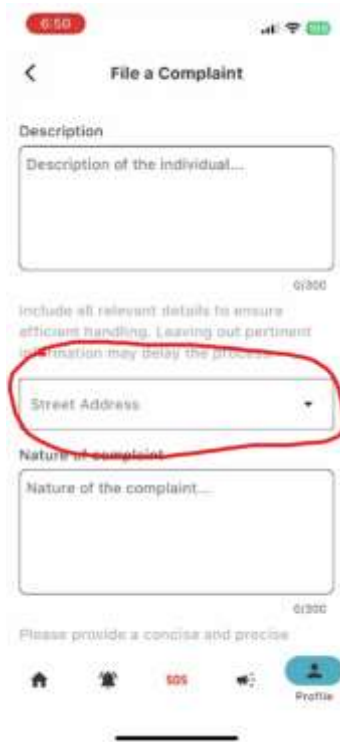
The screenshot shows a mobile app interface. At the top, there is a notification from 'Mumble' that says 'Friend just fed me! Guess what I had?'. Below the notification, a survey question asks 'Do you know the name of the individual?'. There are two options: 'Yes' and 'No'. A red arrow points to the 'No' option. At the bottom, there is a navigation bar with icons for Home, Notifications, SOS, and Profile.

4. Give the description of the individual to identify the person quickly.



The screenshot shows a mobile app interface for 'File a Complaint'. The form has a 'Description' section with a text input field labeled 'Description of the individual...'. Below this, there is a 'Street Address' dropdown menu. The 'Nature of complaint' section has a text input field labeled 'Nature of the complaint...'. At the bottom, there is a navigation bar with icons for Home, Notifications, SOS, and Profile. A red circle highlights the 'Description of the individual...' text input field.

5. Provide which street this individual resides in the barangay.



The screenshot shows a mobile app interface for filing a complaint. At the top, the status bar displays the time 6:50, signal strength, and battery level. The app header shows a back arrow and the title 'File a Complaint'. Below this is a 'Description' section with a text input field labeled 'Description of the individual...' and a character count of 0/300. A red text note below the input field reads: 'Include all relevant details to ensure efficient handling. Leaving out pertinent information may delay the process.' The 'Street Address' field is a dropdown menu, circled in red, with a character count of 0/300. Below it is the 'Nature of complaint' section with a text input field labeled 'Nature of the complaint...' and a character count of 0/300. At the bottom, there is a prompt 'Please provide a concise and precise' and a navigation bar with icons for home, notifications, SDS (highlighted in red), a microphone, and a profile icon labeled 'Profile'.

6. Give the description of your complaint.



This screenshot is identical to the one above, showing the 'File a Complaint' form. However, a red arrow points to the 'Nature of complaint' text input field, which is labeled 'Nature of the complaint...' and has a character count of 0/300. The 'Street Address' dropdown menu is also visible, with a character count of 0/300. The rest of the interface, including the status bar, app header, description field, and navigation bar, remains the same.

7. Provide videos or photos for further credibility.

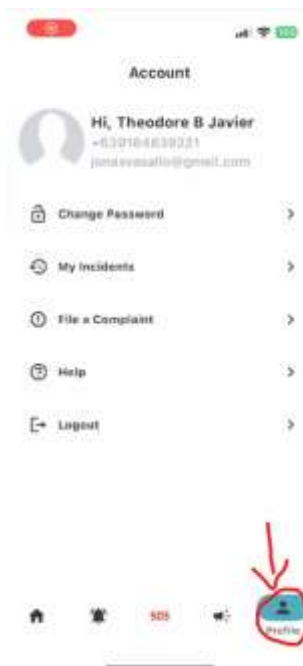


8. Click “Submit” to file the complaint.

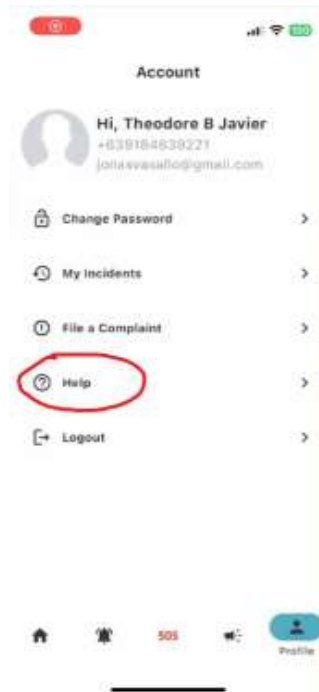
Submit a Support Ticket

Instructions:

1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



2. Click the “Help” button.



3. Choose the “Submit a Ticket Form” option in the top of the screen.



4. Fill in required details such as Title and Description.

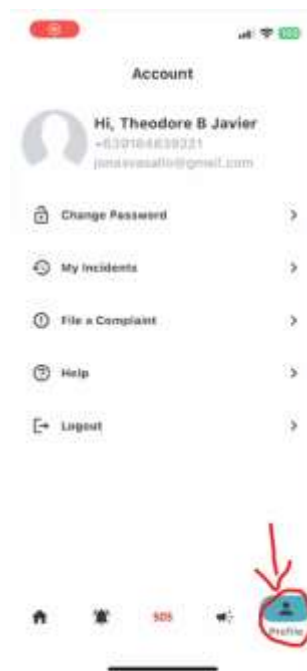


5. Click “Submit” button to submit the support ticket.

View your Tickets

Instructions:

1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



2. Click the “Help” button.



3. Choose the “Your Cases” option in the top of the screen.



4. Select the ticket from the list of tickets.



5. View the details of the ticket



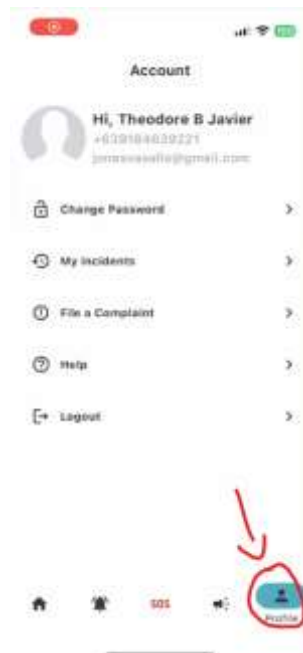
- Use the replies section to communicate your concern with the barangay authorities.



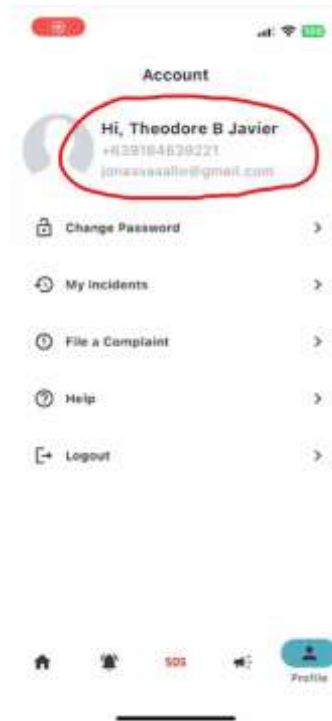
Update your Profile

Instructions:

- Go to the profile page by clicking the Profile icon in the bottom of your screen.



- Click your account in the top of the page.



- Change the information you want to update in the update profile page.



- Click the “Update” button to finalize the change.



Personal Information

Female

House/Unit No.

123

Sampaguita Street

Sampaguita Street

Verification ID (Verified)

+639919191919

tambubongresident@gmail.com Change

Two-factor Authentication

Update Profile

Home Notifications SOS Profile