



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.

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

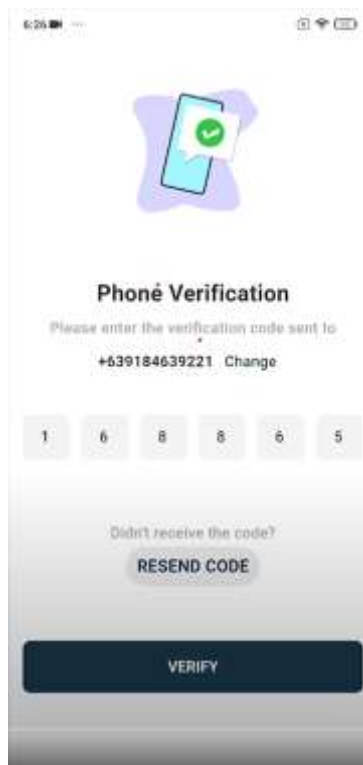
1 2 3 -
4 5 6 -
7 8 9 -
0 . ✓

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 'KZ' and battery level. Below it is a '+ Attach Photo' button. A small image of a phone screen is shown. The form includes fields for 'Contact No.' (with '+639184639221' entered), 'Email Address' (with 'jonasvasallo@gmail.com' entered), 'Password', and 'Confirm Password'. Below the fields is a checkbox for 'By creating your account, you agree to Tambubung HQ's Terms of Service'. A red circle highlights the 'Create Account' button. At the bottom, there is a link '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 '6:26' and battery level. Below it is a graphic of a phone with a green checkmark. The title 'Phone Verification' is displayed. Below the title, it says 'Please enter the verification code sent to +639184639221 Change'. There are five input fields containing the digits '1', '6', '8', '8', and '5'. Below the input fields is a link 'Didn't receive the code?' and a 'RESEND CODE' button. At the bottom is a large 'VERIFY' button.

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 title 'Add Incident' and a back arrow. Below it is a Google search bar. The 'Incident Title' field contains the text 'We are being robbed' with a red arrow pointing to it. The 'Incident Details' field contains the text 'robbery happening' with a red arrow pointing to it. Below these fields is a 'Choose Incident Tag' dropdown menu. At the bottom of the form is an 'Attach Media' button and a large 'Submit Incident' button. The bottom navigation bar is visible at the very bottom.

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.

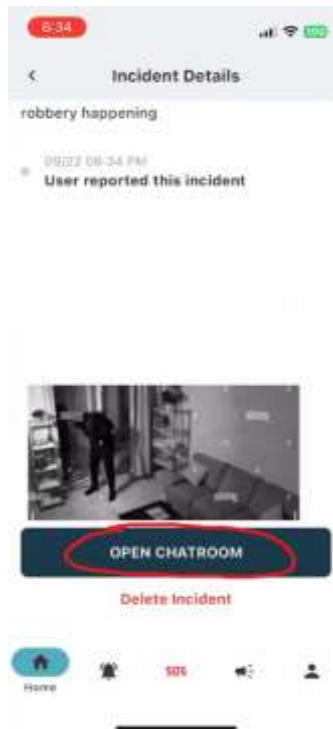
Access your Incident Chatroom

Instructions:

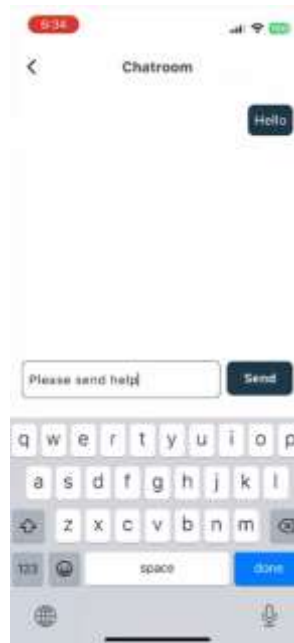
1. Click your incident in the home page.



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



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



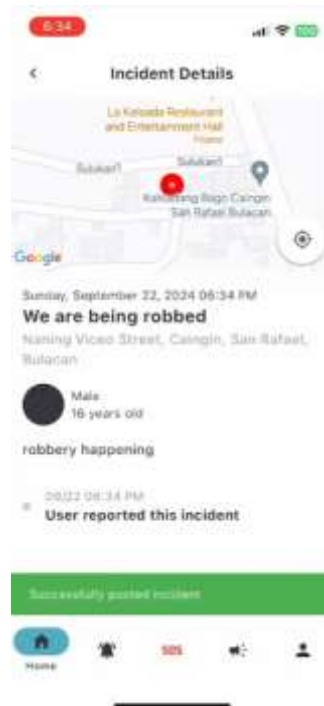
Provide Information to an Incident (Witness)

Instructions:

1. 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:

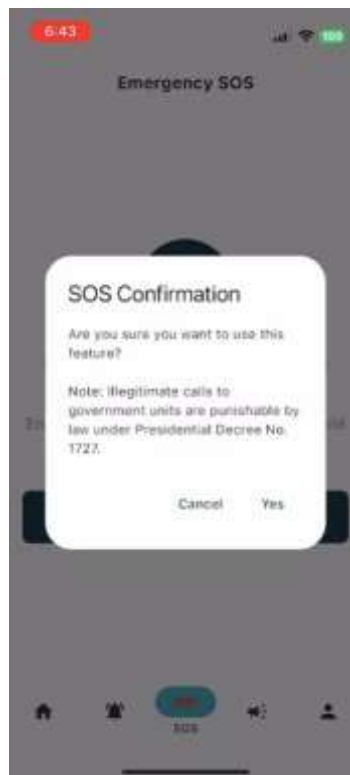
1. Go to the SOS page by clicking the SOS icon in the bottom of your screen.



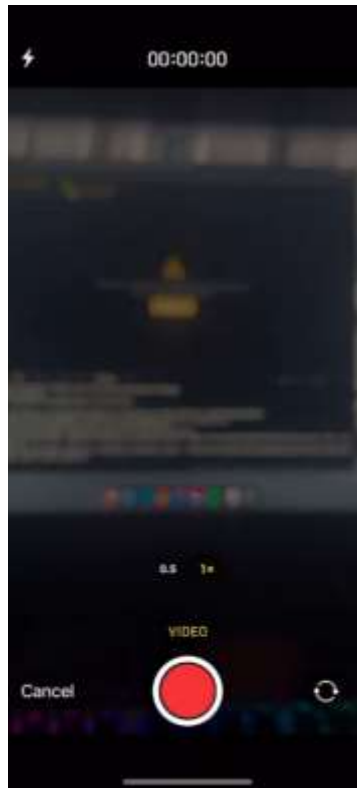
2. Click the “Report Emergency” button.



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



- Record the emergency. (Max of 30 seconds)



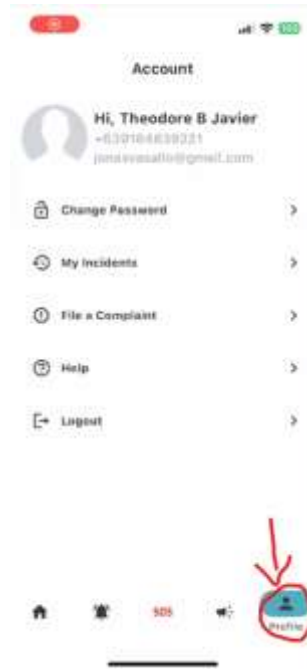
- Communicate with the barangay authorities and wait for your responders.



Rate/Review your responders

Instructions:

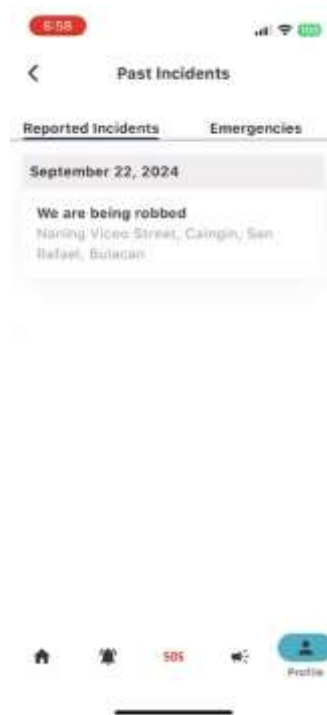
1. Go to the profile page by clicking the Profile icon in the bottom of your screen.



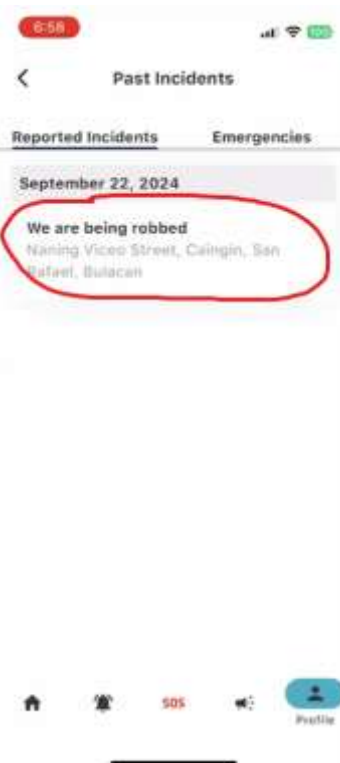
2. Click the “My Incidents” button.



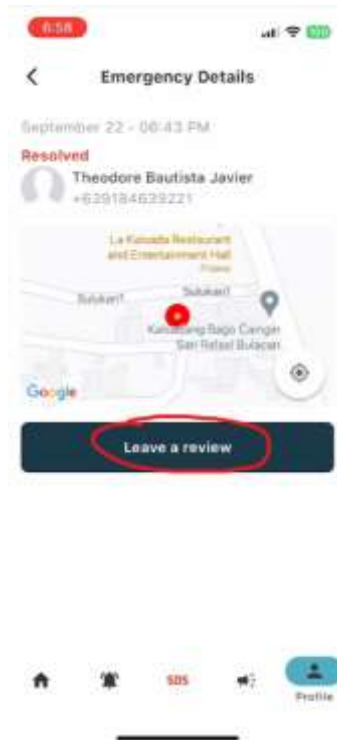
3. Choose whether to view incidents or emergencies from the top of the screen.



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.

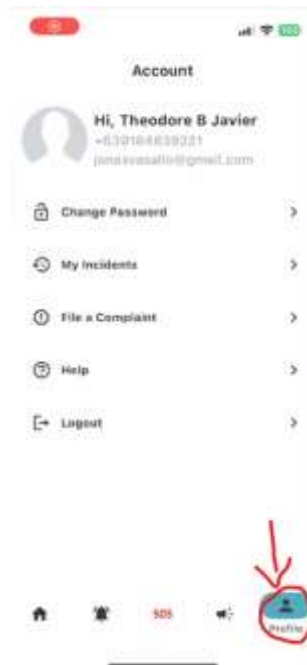


8. Click the “Submit” button at the bottom to finalize your review.

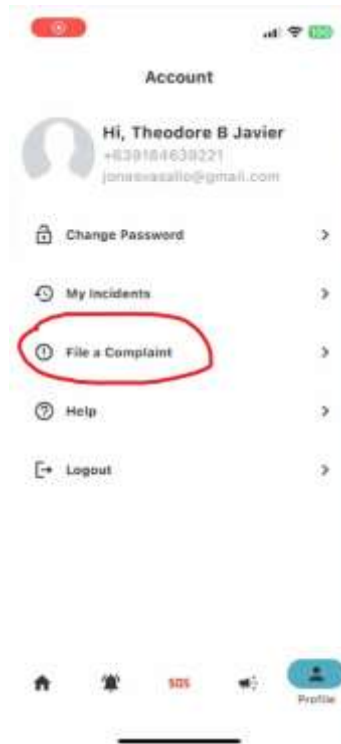
Filing a Complaint (Known)

Instructions:

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



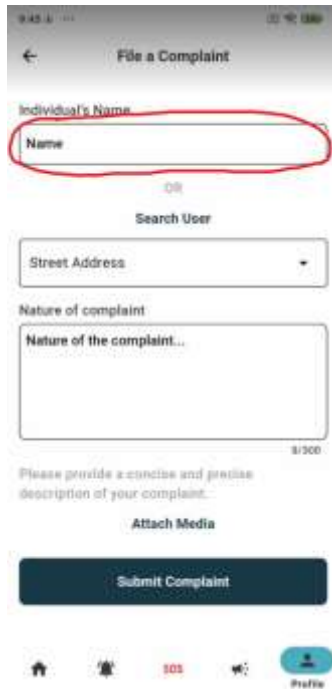
2. Click the “File a complaint” button.



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

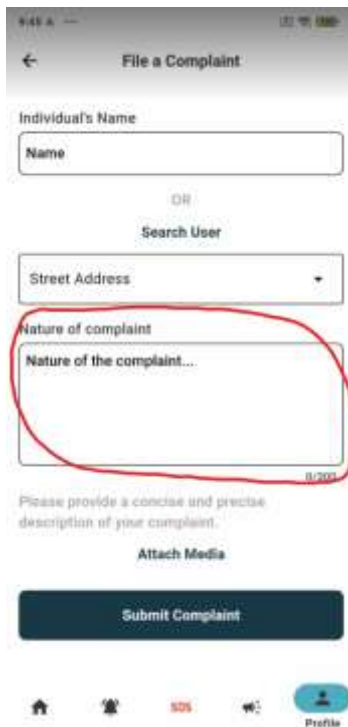


4. Provide the name of the person or search from the list of registered residents within the system.



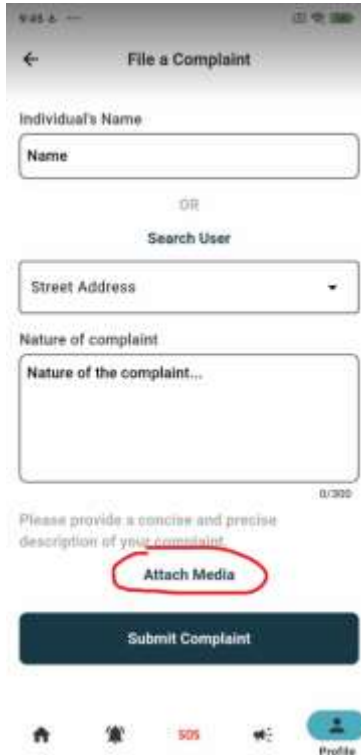
The screenshot shows the 'File a Complaint' form. The 'Individual's Name' section has a text input field labeled 'Name' which is circled in red. Below it is an 'OR' separator and a 'Search User' section with a 'Street Address' dropdown menu. The 'Nature of complaint' section has a text area labeled 'Nature 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.



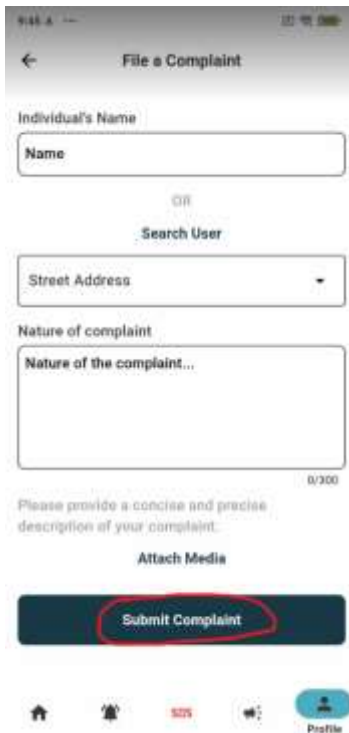
This screenshot is identical to the previous one, but the 'Nature of the complaint' text area is circled in red. The character count at the bottom right of the text area now shows 0/500.

6. Provide videos or photos for further credibility.



The screenshot shows a mobile app interface for filing a complaint. 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 a "Search User" section with a "Street Address" dropdown menu. The "Nature of complaint" section has a large text area labeled "Nature of the complaint..." with a character count "0/300". Below the text area, a red circle highlights the "Attach Media" link. At the bottom of the form is a dark blue "Submit Complaint" button. The bottom navigation bar includes icons for Home, Notifications, SOS, a chat icon, and a Profile icon.

7. Click “Submit” to file the complaint.

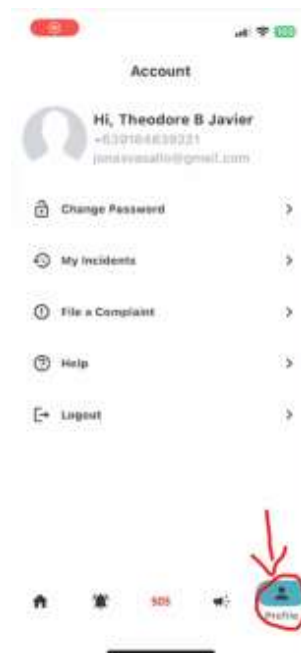


This screenshot is identical to the previous one, showing the "File a Complaint" form. However, in this version, the "Submit Complaint" button at the bottom of the form is circled in red, indicating the final step to file the complaint. The rest of the interface, including the input fields and navigation bar, remains the same.

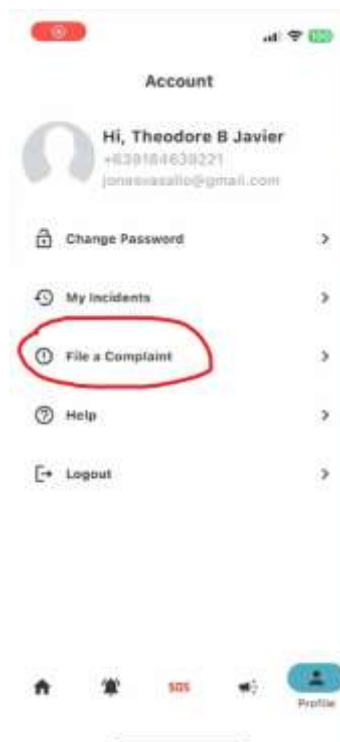
Filing a Complaint (Unknown)

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.



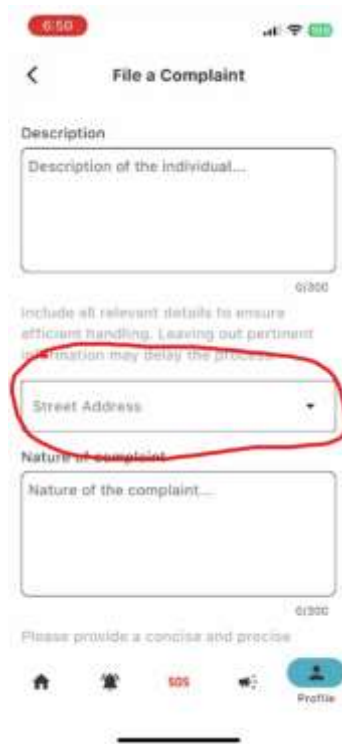
The screenshot shows a mobile app interface. At the top, there is a notification from 'Mumble' that says 'Friend just fed me! Guess what I had?'. Below the notification, a survey question asks 'Do you know the name of the individual?'. There are two options: 'Yes' and 'No'. A red arrow points to the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

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 shows 6:50, signal strength, and 100% battery. The app header is 'File a Complaint' with a back arrow. Below 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 reads: 'Include all relevant details to ensure efficient handling. Leaving out pertinent information may delay the process.' Below this is a 'Street Address' dropdown menu, which is circled in red. Underneath is a 'Nature of complaint' section with a text input field labeled 'Nature of the complaint...' and a character count of 0/300. A note at the bottom says 'Please provide a concise and precise'. The bottom navigation bar includes icons for Home, Notifications, SDS (highlighted in red), a microphone, and a Profile icon.

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 the complaint...' text input field, indicating where the user should provide a description of their complaint. The 'Street Address' dropdown is also visible, and the character counts (0/300) are present for both text areas.

7. Provide videos or photos for further credibility.

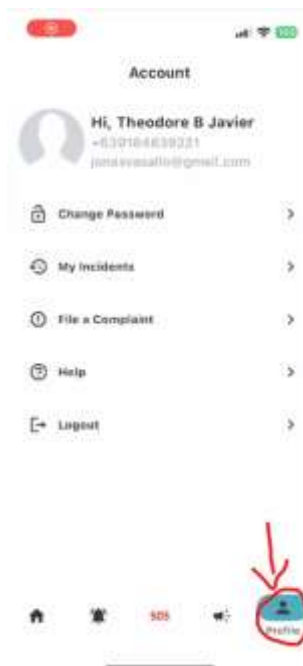


8. Click “Submit” to file the complaint.

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.

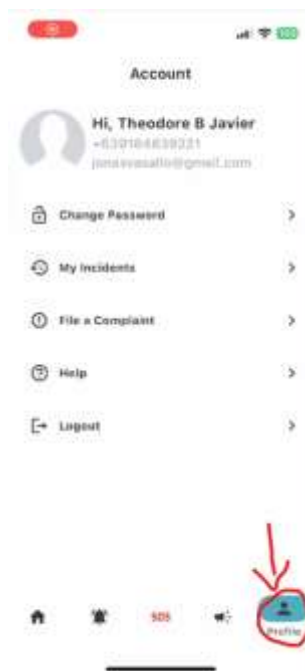


5. Click “Submit” button to submit the support ticket.

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



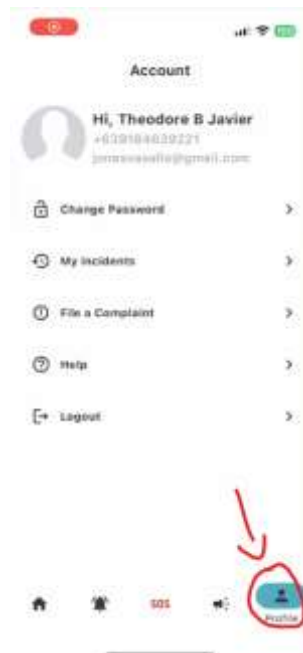
- Use the replies section to communicate your concern with the barangay authorities.



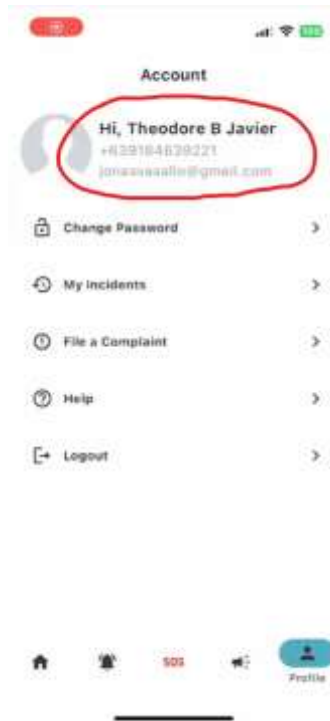
Update your Profile

Instructions:

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



2. Click your account in the top of the page.



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



Personal Information

First Name: Sample

Middle Name: e.g. Bautista

Last Name: Resident

Sex: ☐ Male ☒ Female

Birthday: 2008-10-03

House/Unit No.: 123

Sampaguita Street

Sampaguita Street

4. 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

TANODS

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

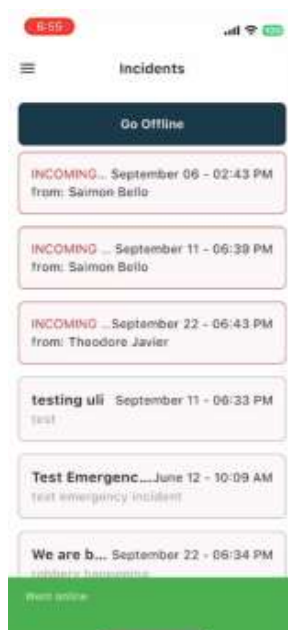
Go Online/Offline

Instructions:

1. Click the “Go Online” button on the home screen to go online and receive respond requests.



2. Click the “Go Offline” button on the home screen after being online to stop receiving respond requests.



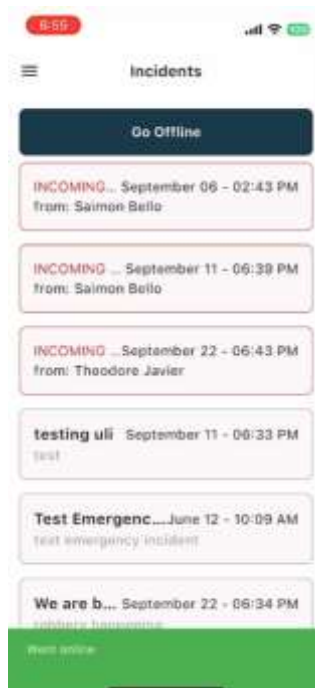
Respond to a Report

Instructions:

1. Click the “Go Online” button on the home screen to go online and receive respond requests.



2. Click the report you want to respond to.



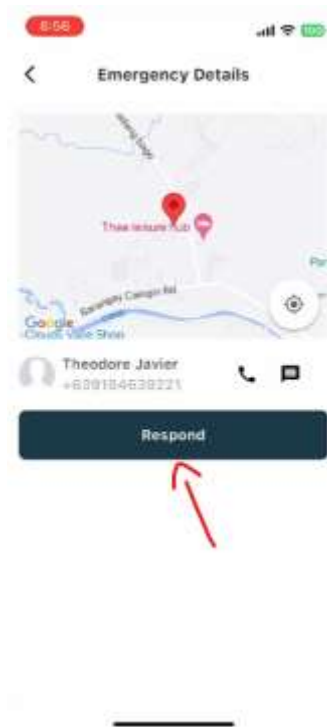
3. Verify the details of the report such as the location and the reporter



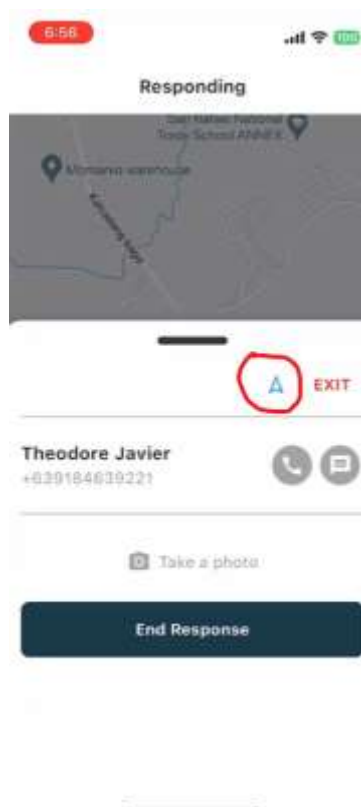
4. Communicate to the reporter via their phone number or the report chatroom.



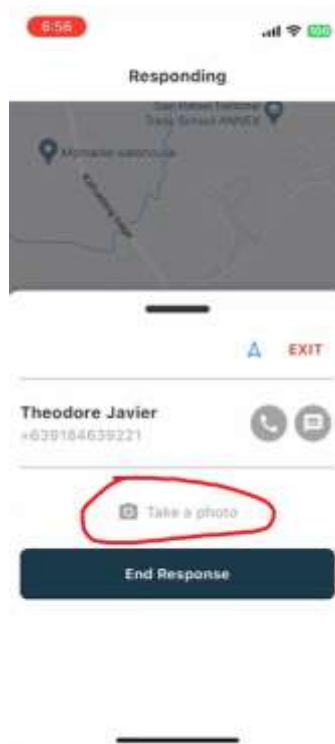
5. Click the “Respond” button to start your response.



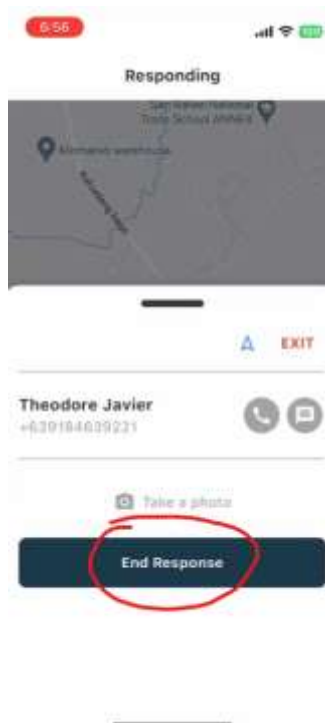
6. Click the Navigation Icon in the bottom of the screen to use the Google Maps navigation.



- Click the “Take a photo” button to provide a proof for your response.



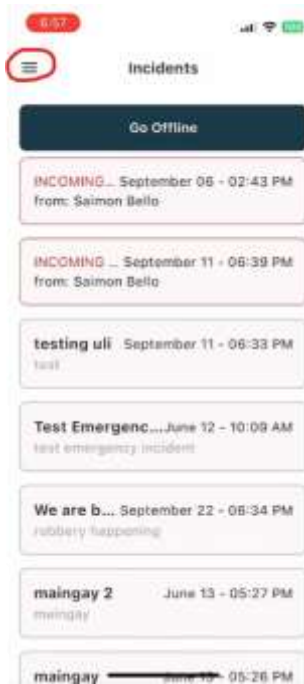
- Click the “End Response” button once you provided your response proof and the incident has been handled.



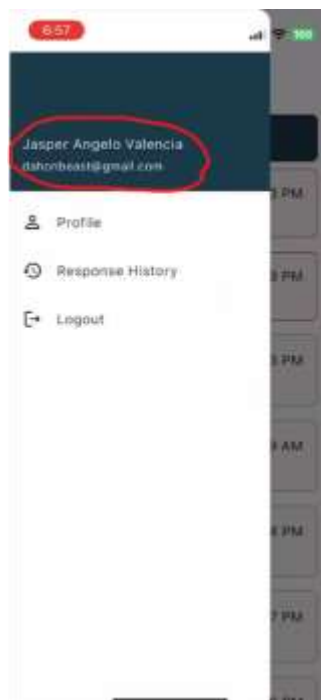
View response ratings

Instructions:

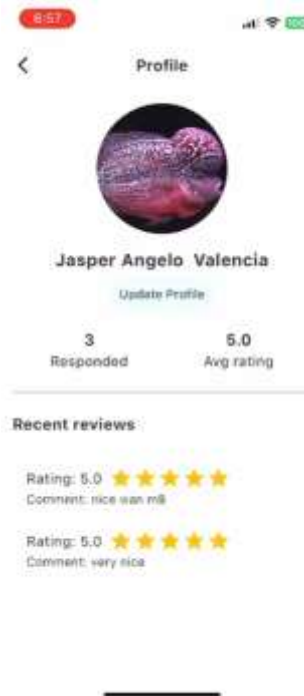
1. Click the menu button on the top left side of the home screen to access the sidebar menu.



2. Click your account name on the top side of the sidebar menu.



3. View your response ratings information in the profile page.



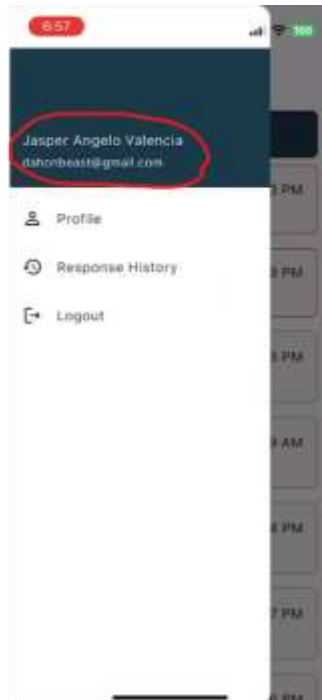
Update your Profile

Instructions:

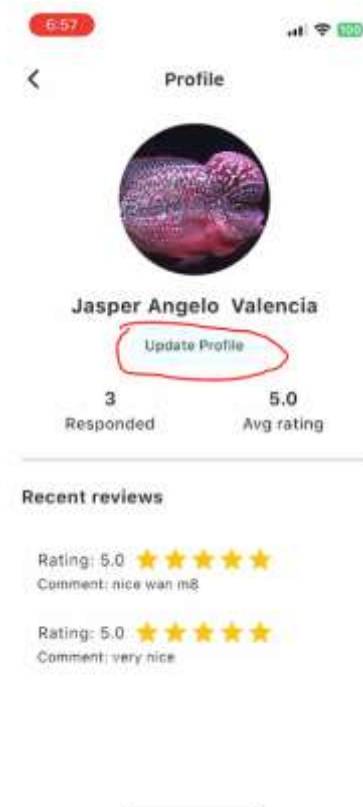
1. Click the menu button on the top left side of the home screen to access the sidebar menu.



2. Click your account name on the top side of the sidebar menu.



3. Click the “Update Profile” button at the bottom of your name in the profile page.



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



Personal Information

First Name: Sample Middle Name: e.g. Bautista

Last Name: Resident

Sex: ☐ Male ☒ Female Birthday: 2008-10-03

House/Unit No.: 123

Street: Sampaguita Street

Bottom navigation bar: Home, Notifications, SOS, Chat, Profile

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



Personal Information

Sex: ☒ Female

House/Unit No.: 123

Street: Sampaguita Street

Verification ID (Verified): [Redacted]

Phone Number: +639919191919

Email: tambubongresident@gmail.com Change

Two-factor Authentication: ☐

Update Profile

Bottom navigation bar: Home, Notifications, SOS, Chat, Profile

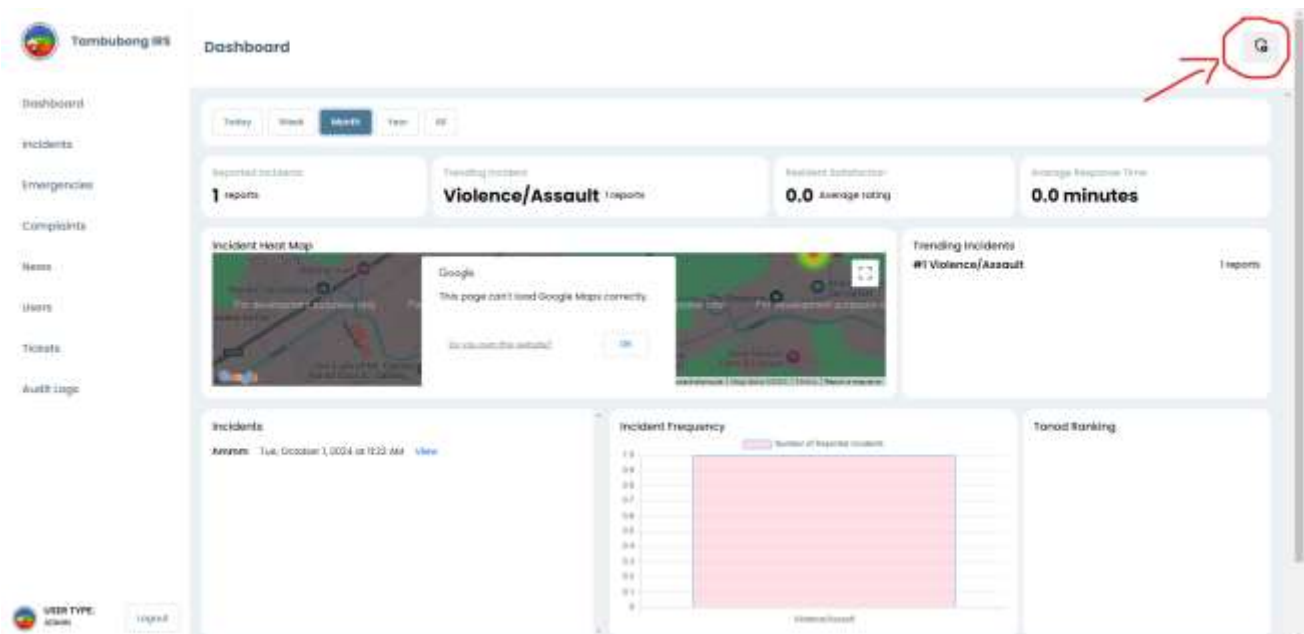
ADMINISTRATORS

This section provides step-by-step instructions on how to do various transactions within the system using the web-based admin panel for administrators of Barangay Tambubong.

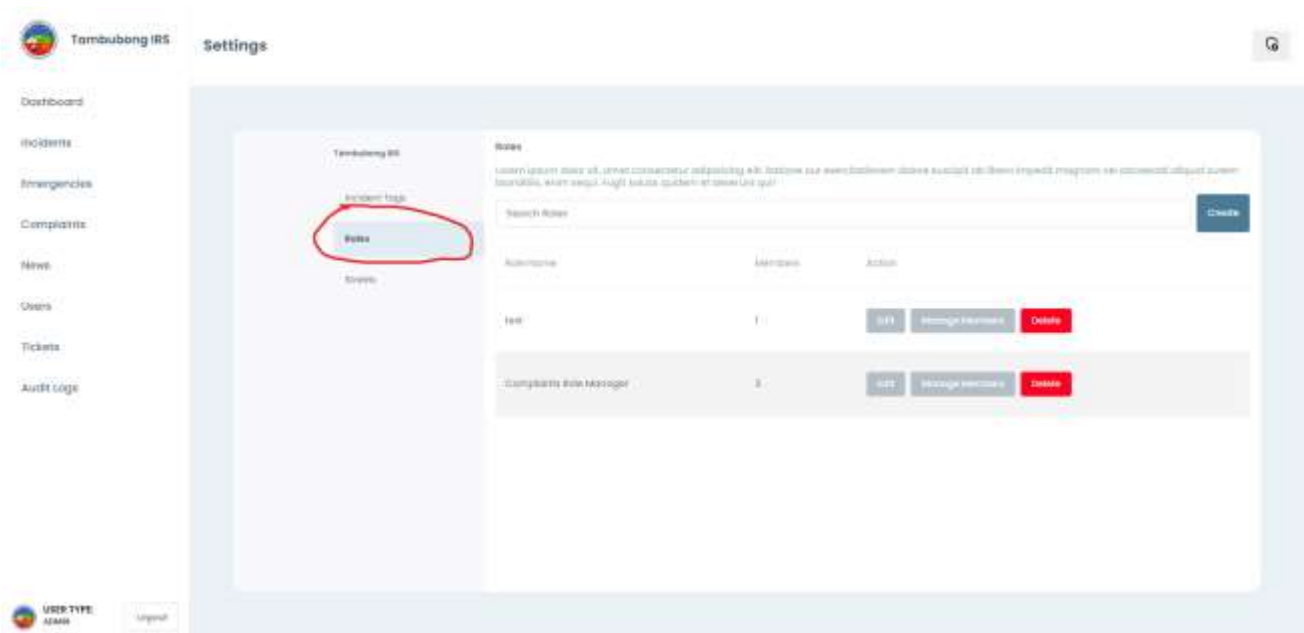
Creating an administrative role

Instructions:

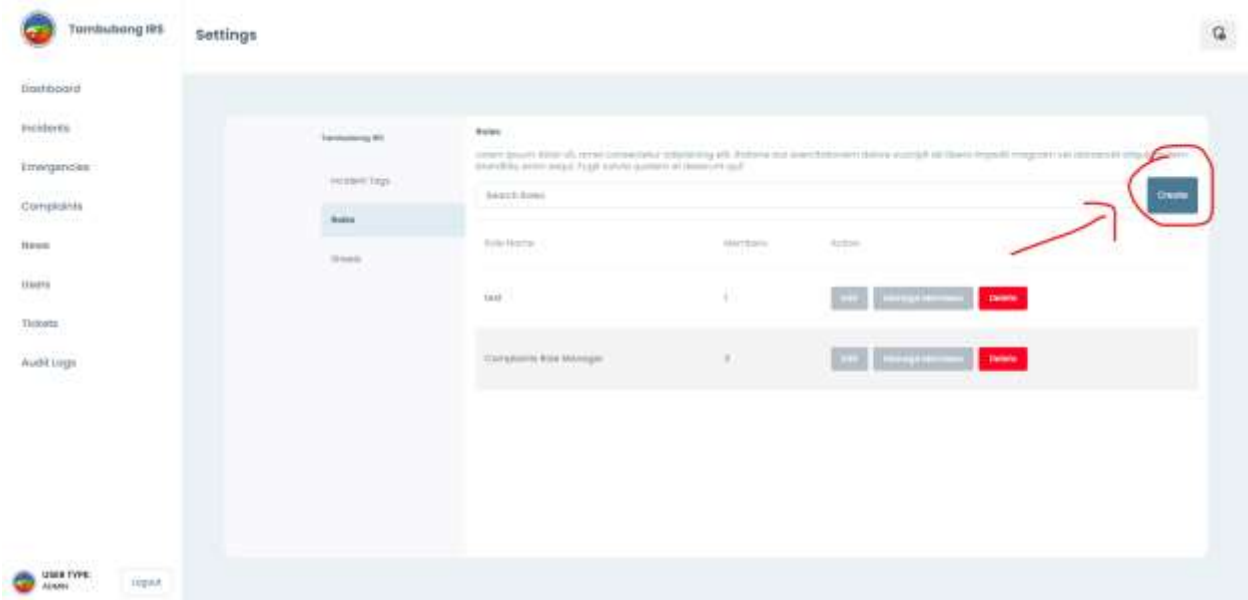
1. Click the icon at the top of the menu bar to access system settings



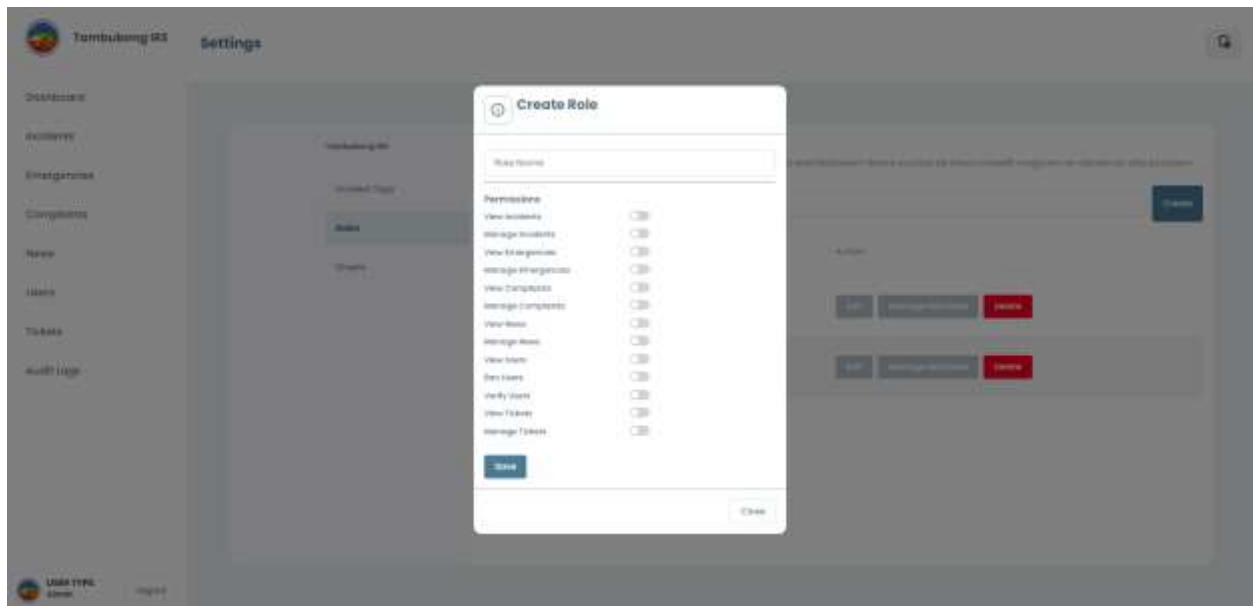
2. Click the “Roles” button to go to the roles section of the system settings page.



3. Click the “Create” button to create a new role.



4. Give the name of this new role and assign the desired permissions.

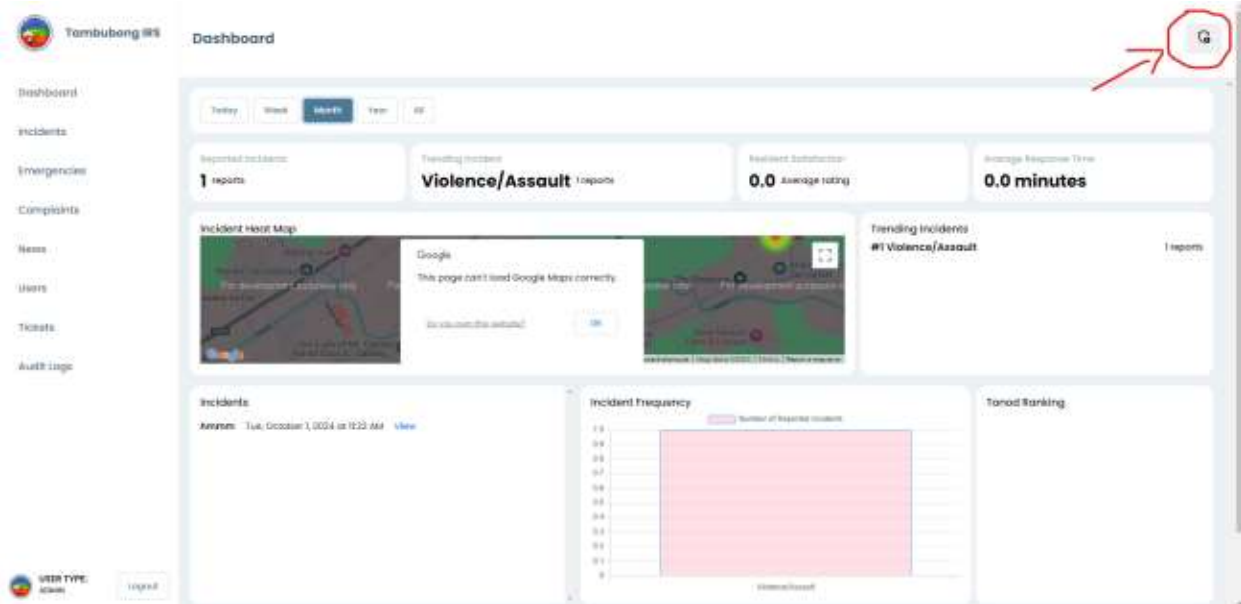


5. Click the “Save” button to create the role.

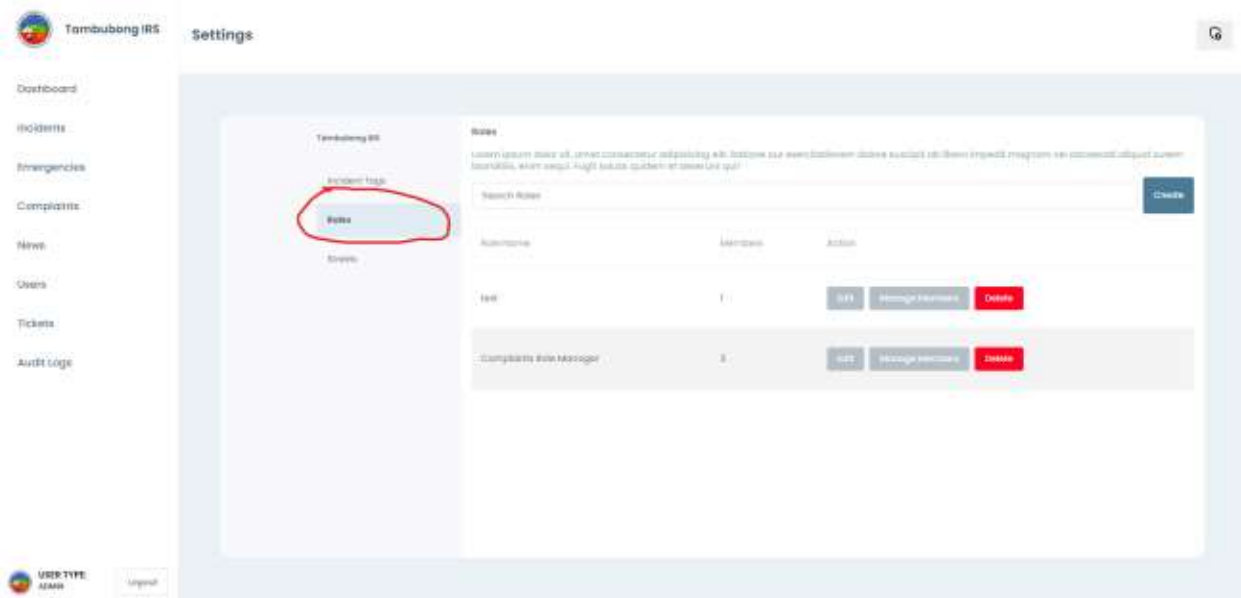
Update an administrative role

Instructions:

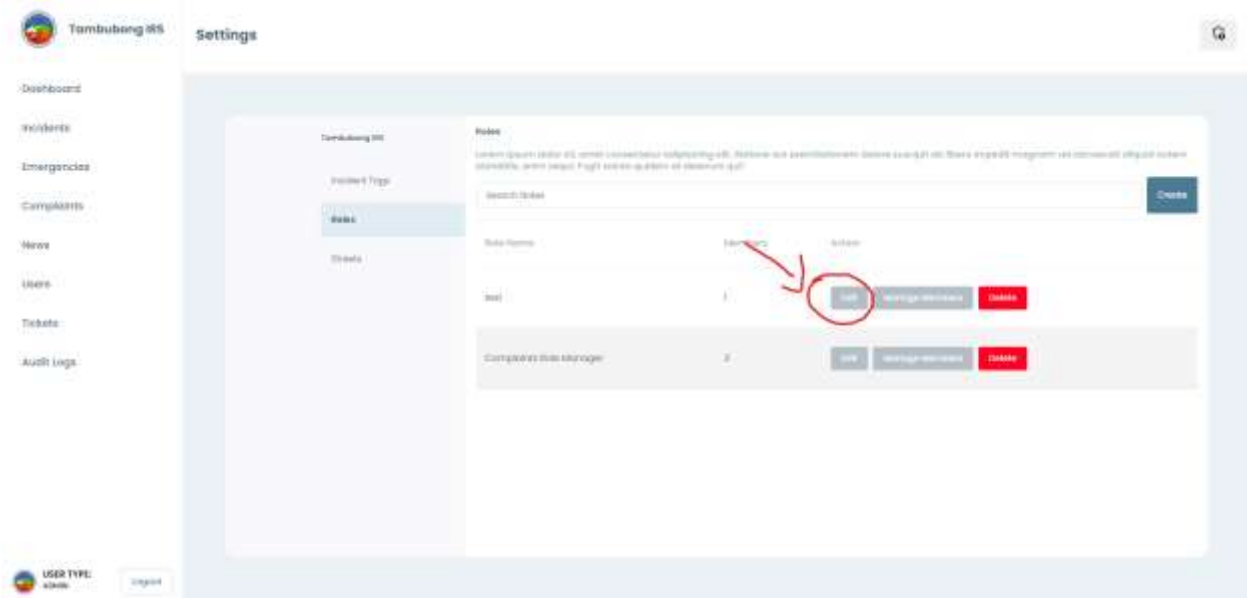
1. Click the icon at the top of the menu bar to access system settings



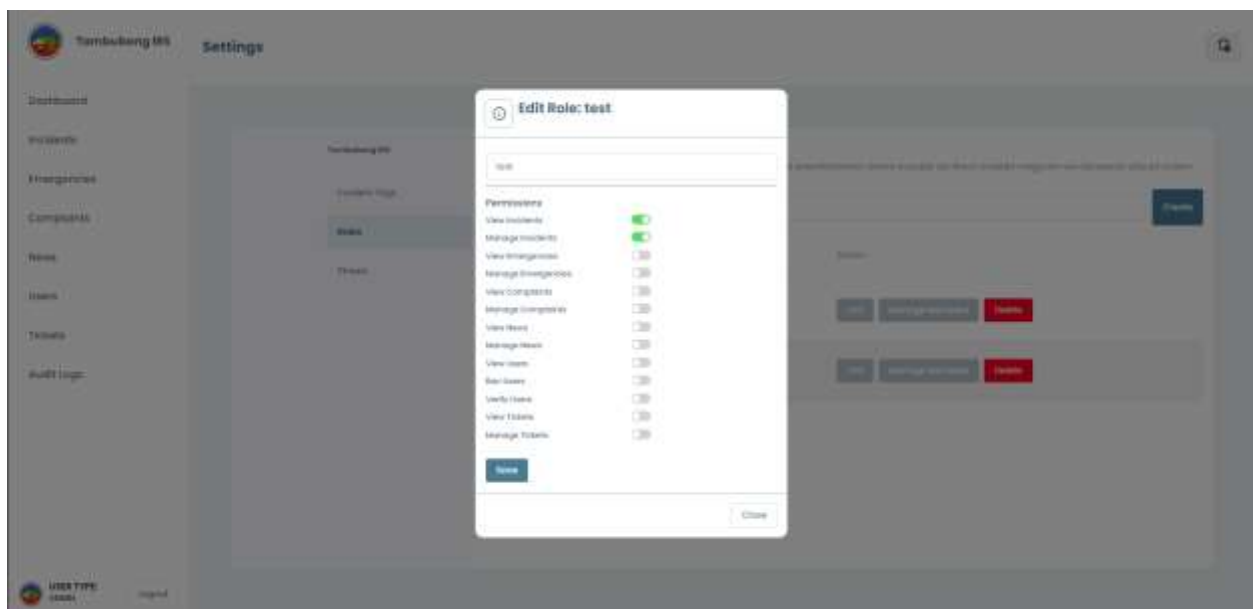
2. Click the “Roles” button to go to the roles section of the system settings page.



3. Click the “Edit” button beside the role to update it.



4. Update the name or permissions of the role.

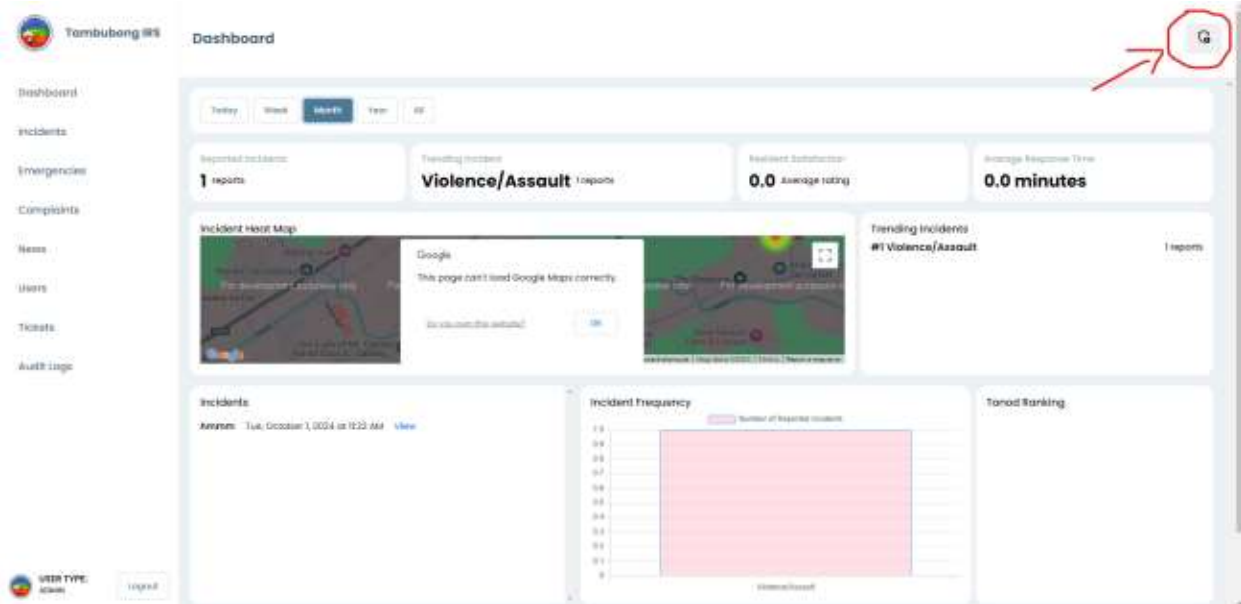


5. Click the “Save” button to update the role.

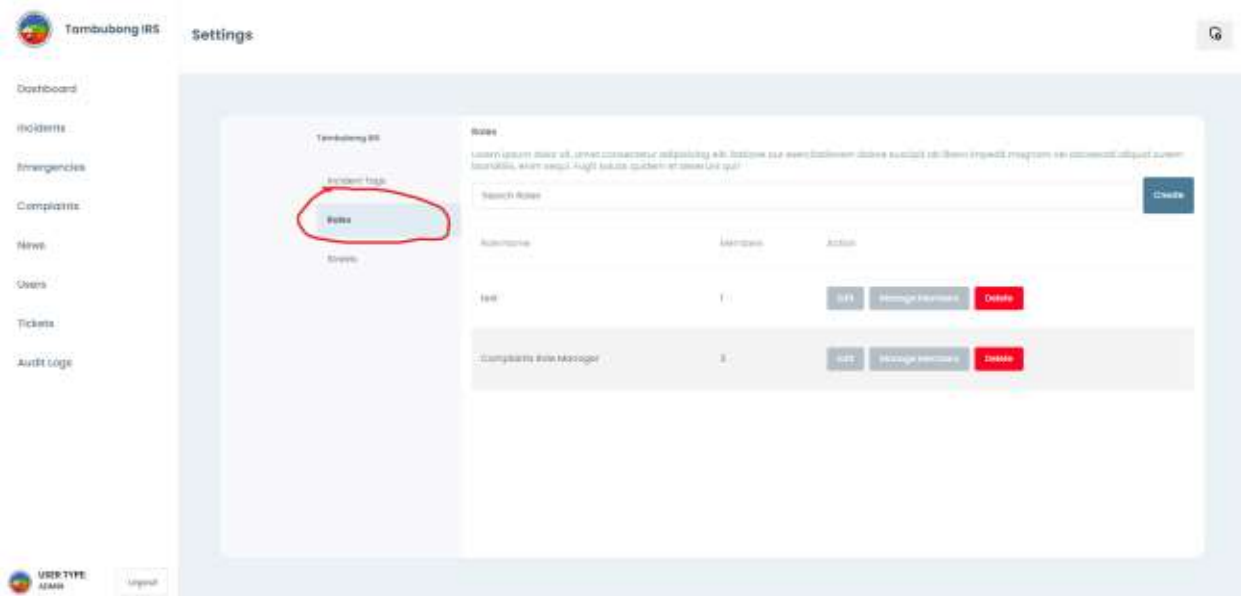
Remove members from an administrative role

Instructions:

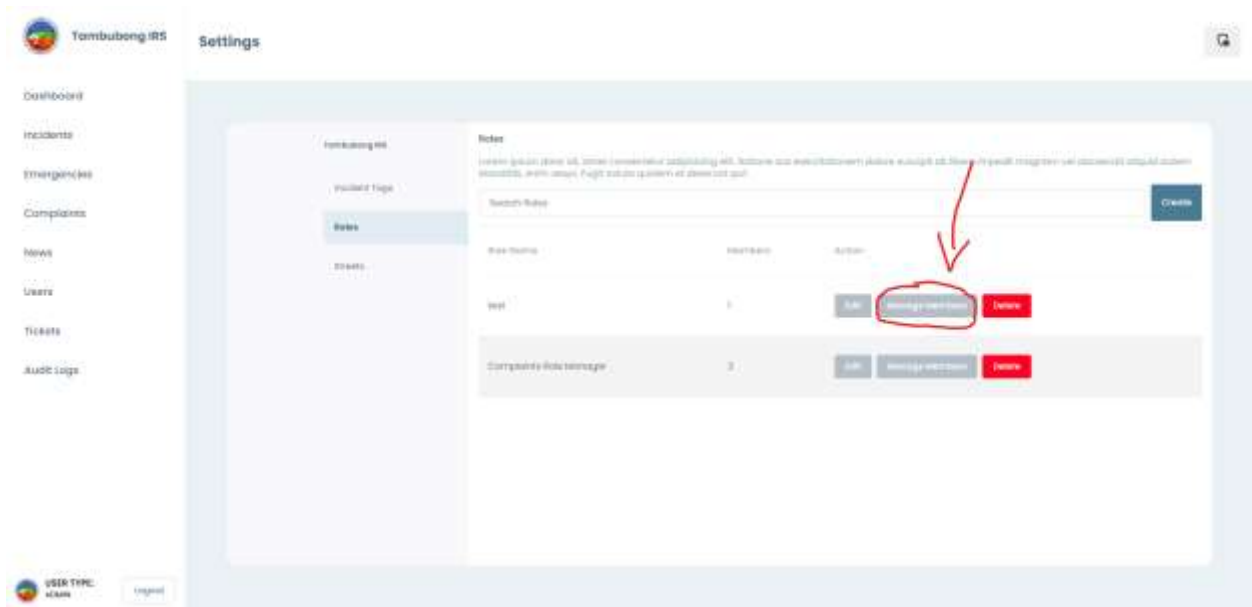
1. Click the icon at the top of the menu bar to access system settings



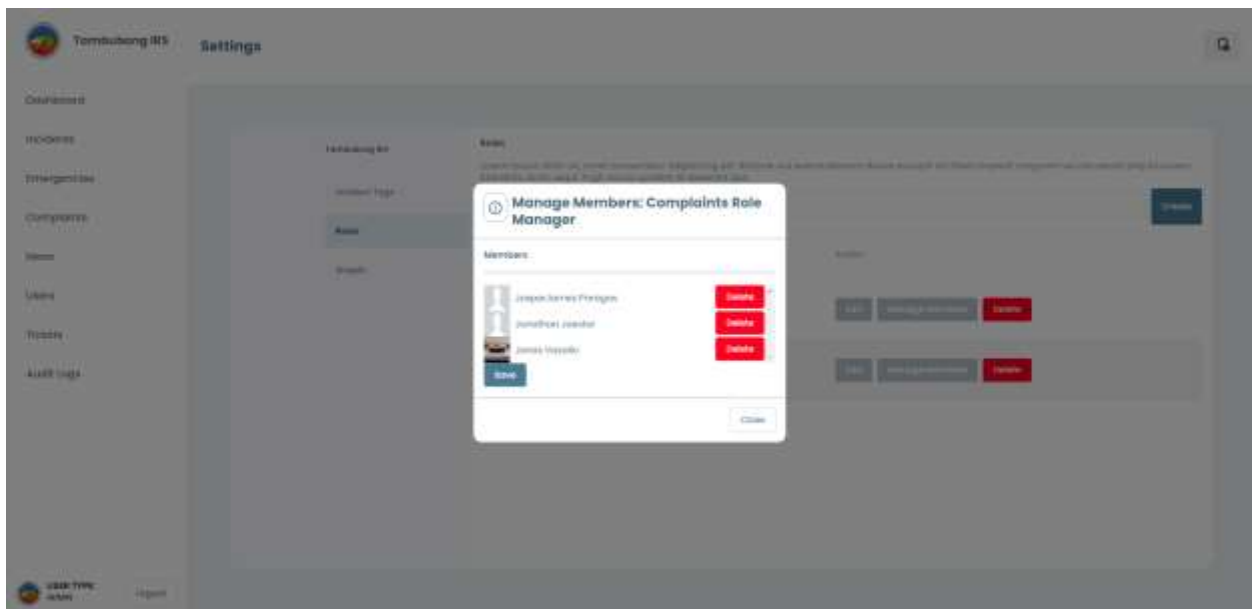
2. Click the “Roles” button to go to the roles section of the system settings page.



3. Click the “Manage Members” button beside the role to update it.



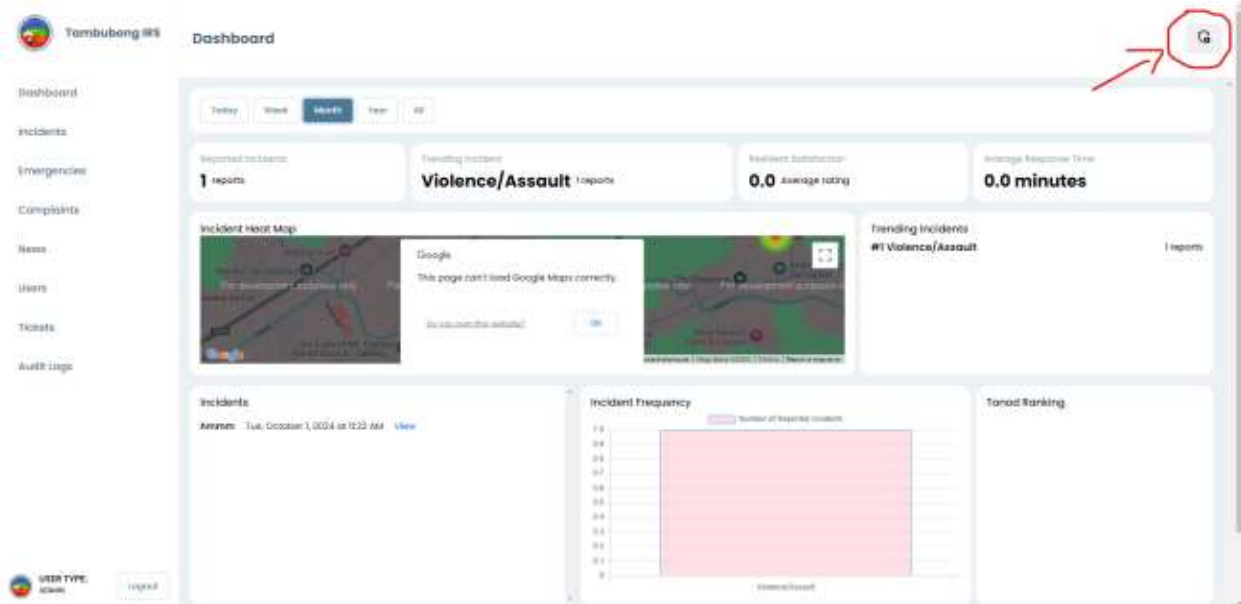
4. Click the “Save” button to update the role.



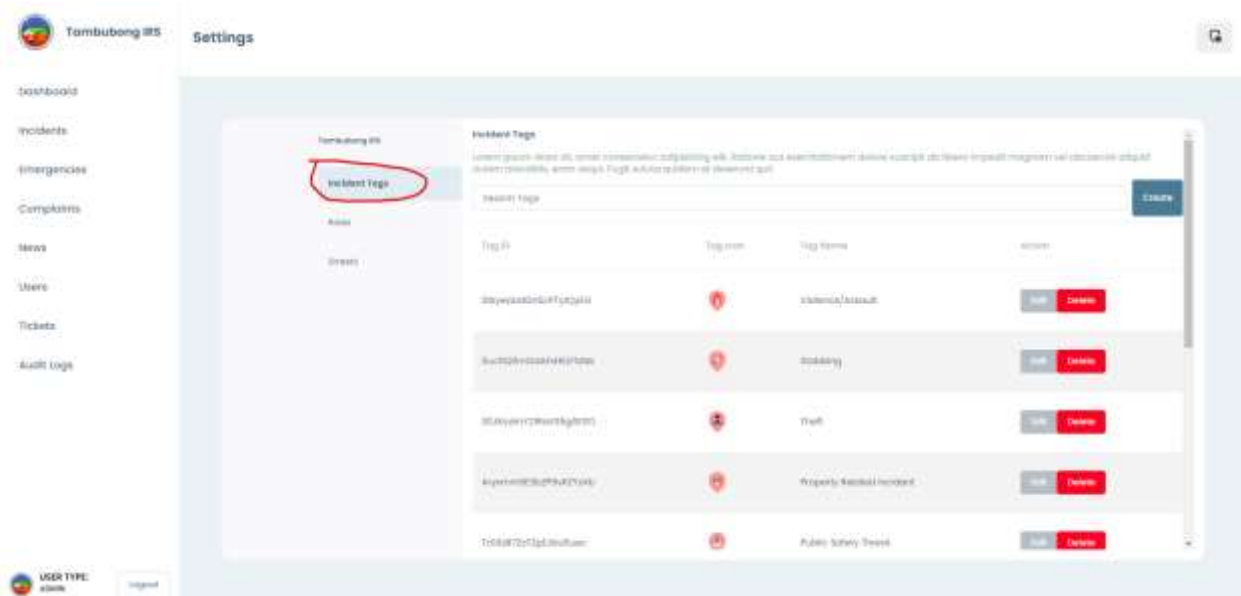
Add a new Incident Tag

Instructions:

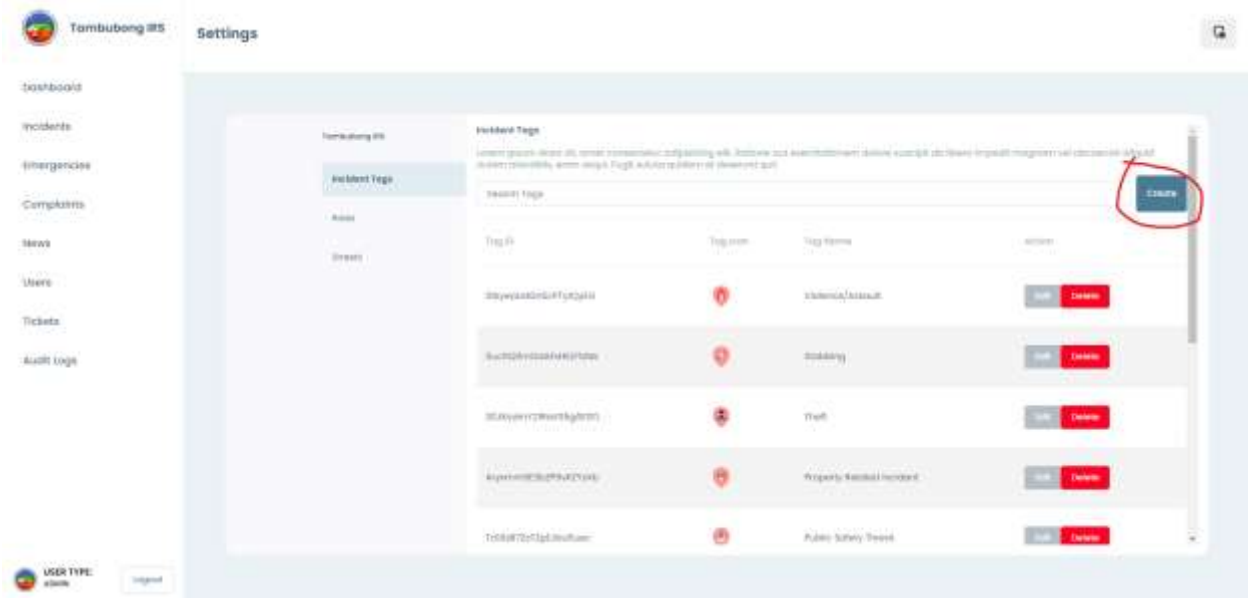
1. Click the icon at the top of the menu bar to access system settings



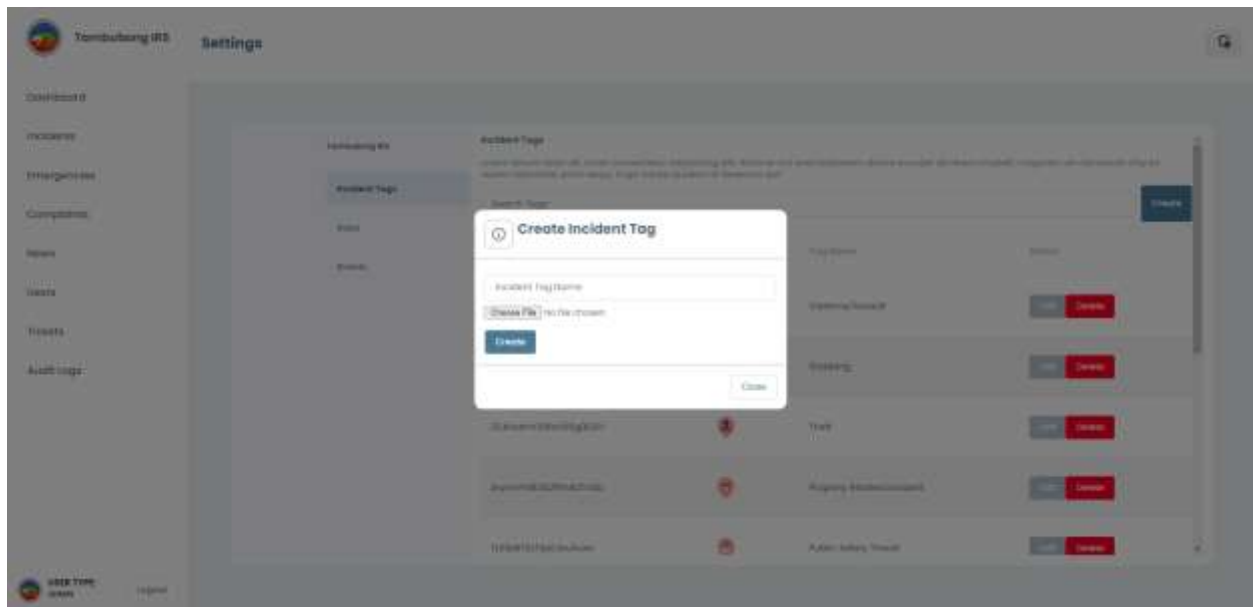
2. Click the “Incident Tags” button to go to the tags section of the system settings page.



3. Click the “Create” button to create a new incident tag.



4. Give the name of the incident tag and provide an icon (must be 512x512 pixels).

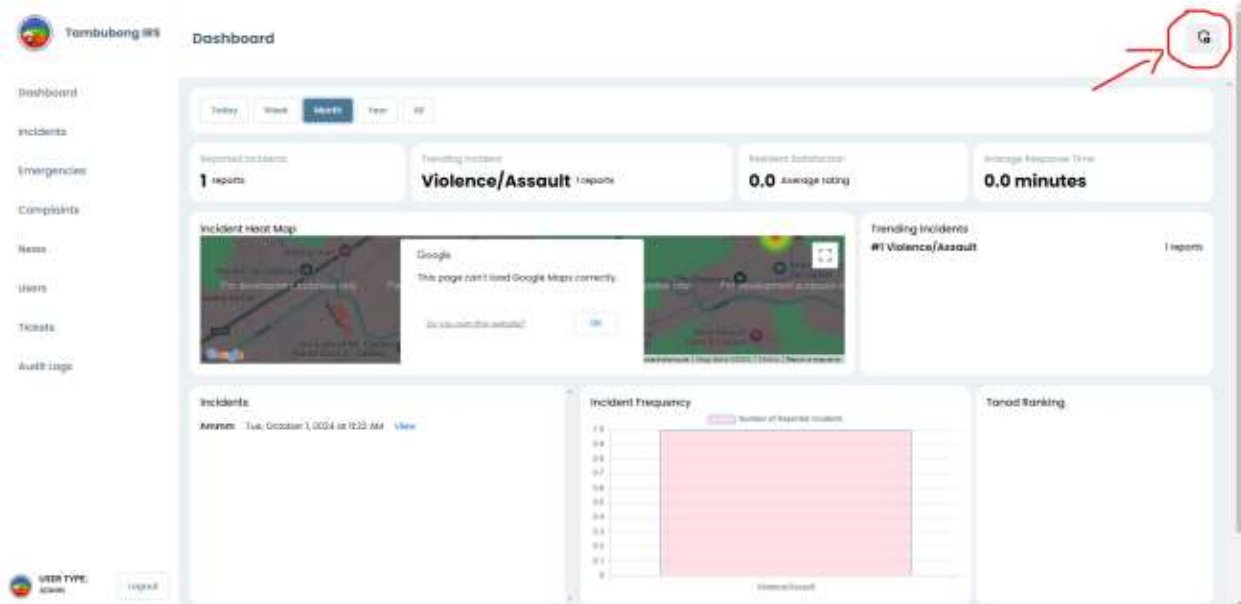


5. Click the “Create” button to create the tag.

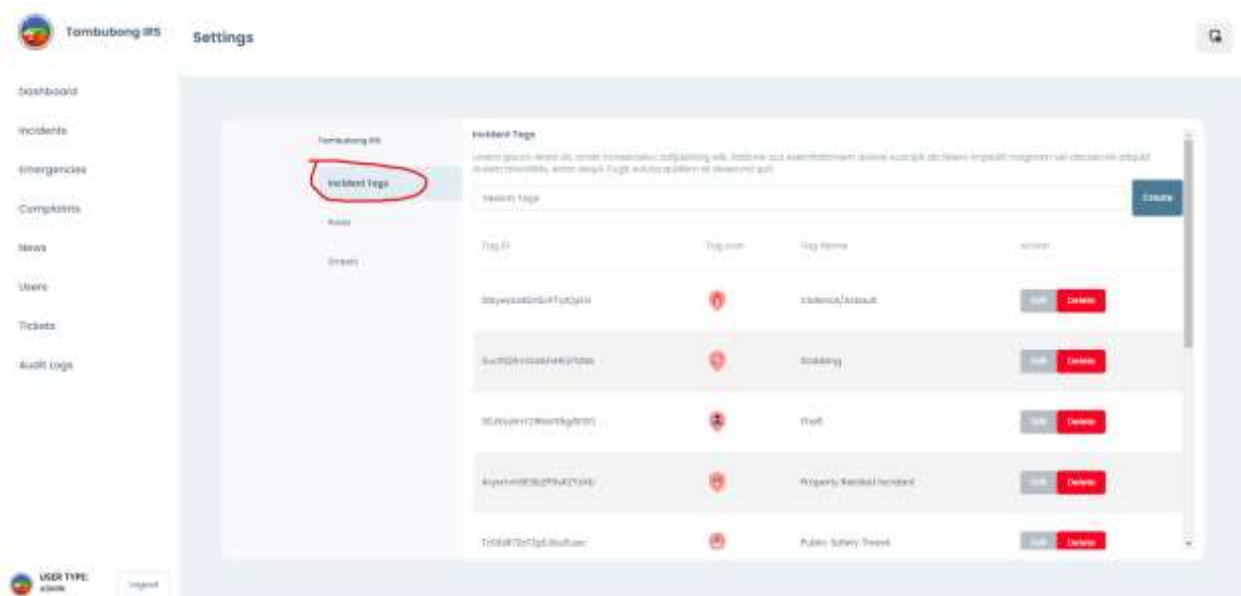
Update an Incident Tag

Instructions:

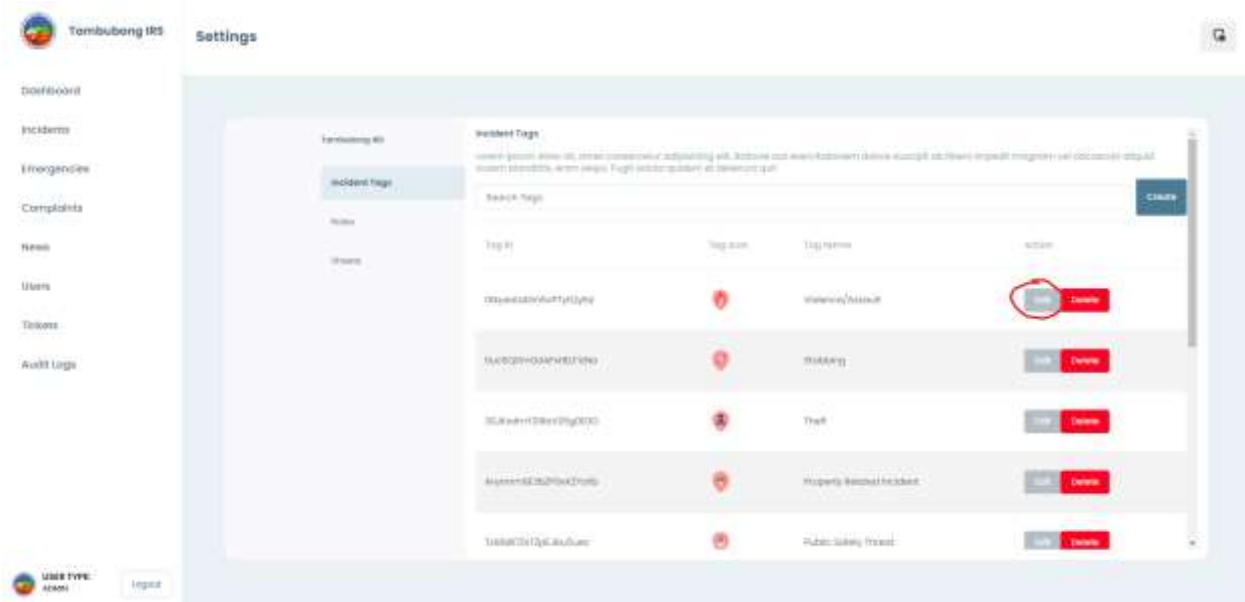
1. Click the icon at the top of the menu bar to access system settings



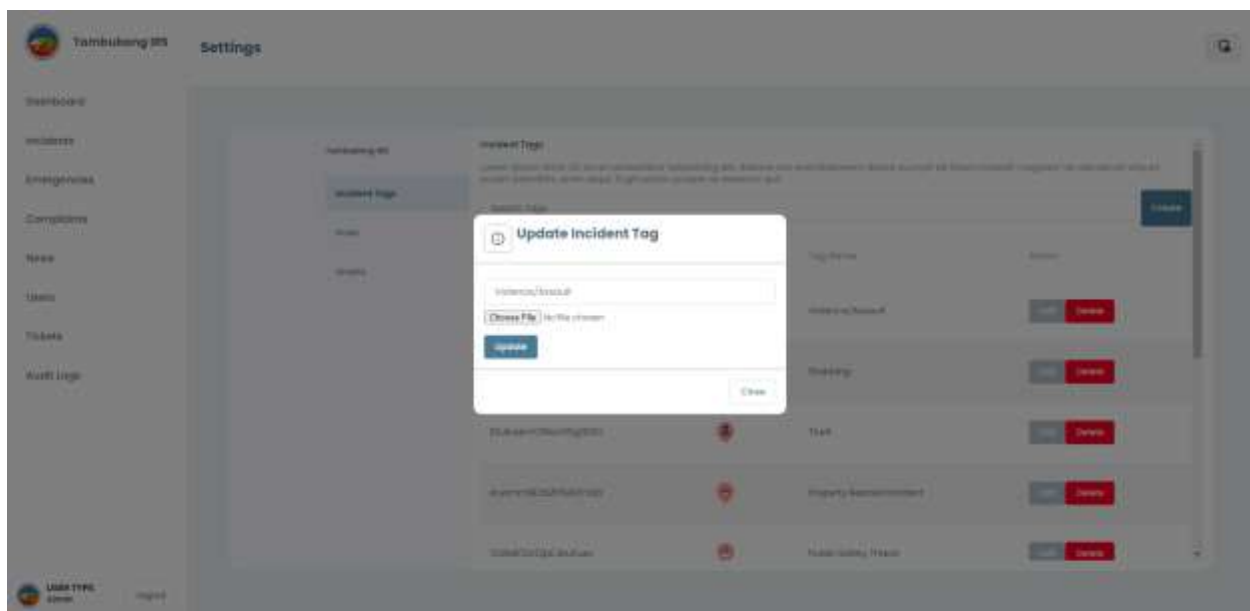
2. Click the “Incident Tags” button to go to the tags section of the system settings page.



3. Click the “Edit” button of the incident tag you wish to update.



4. Update the name or the icon of the incident tag.

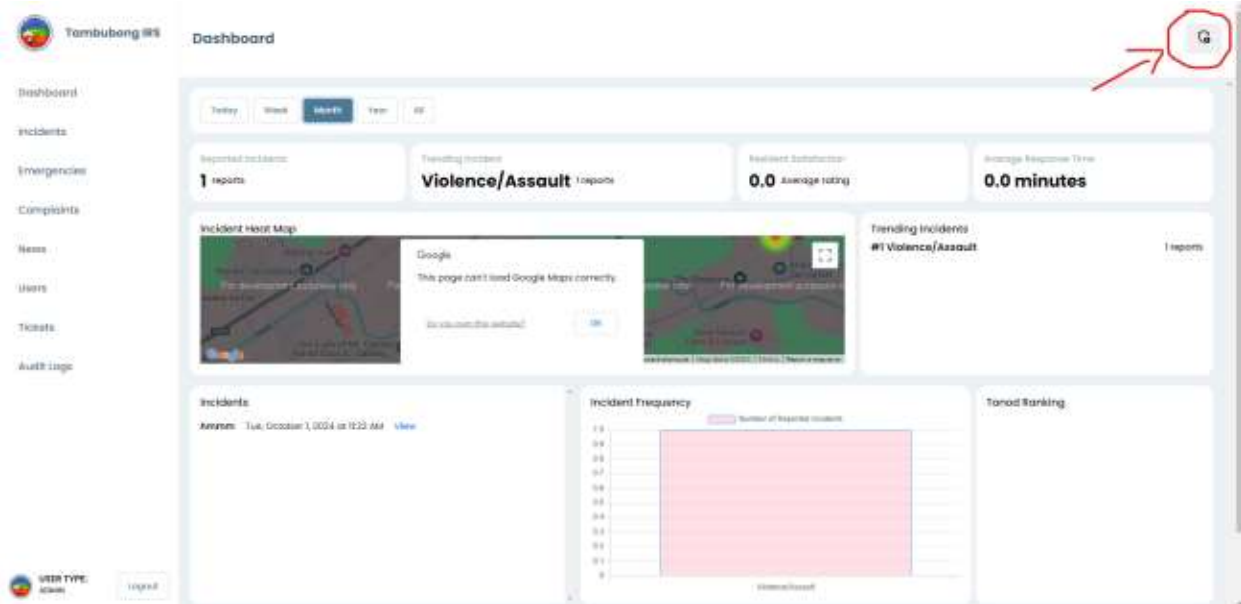


5. Click the “Update” button to update the tag.

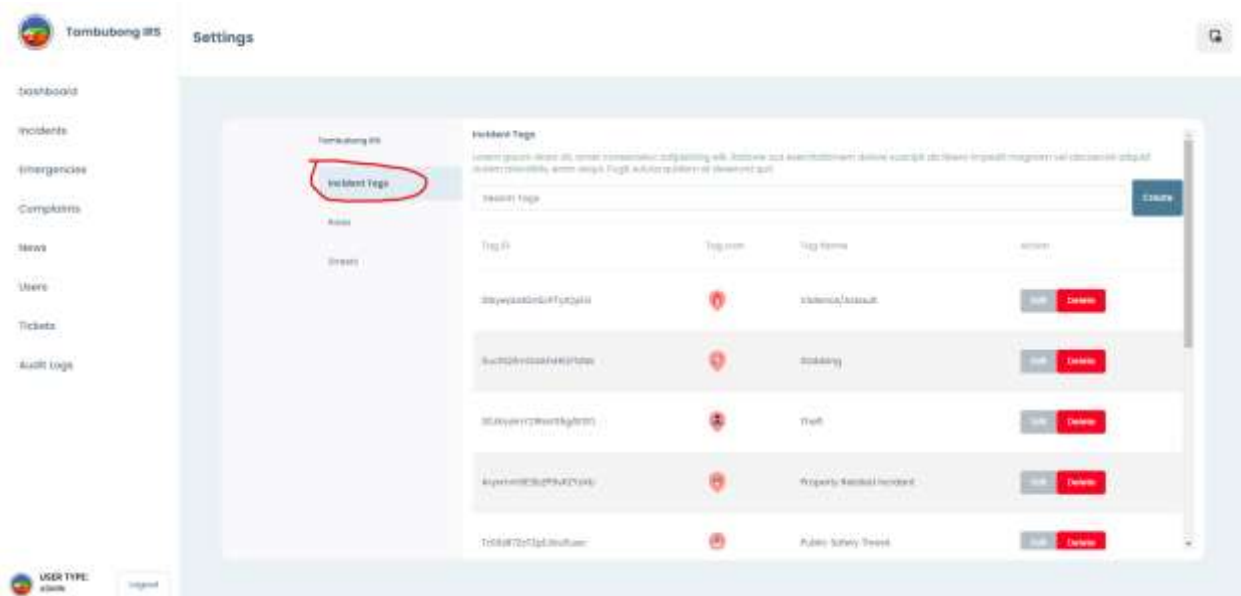
Delete an Incident Tag

Instructions:

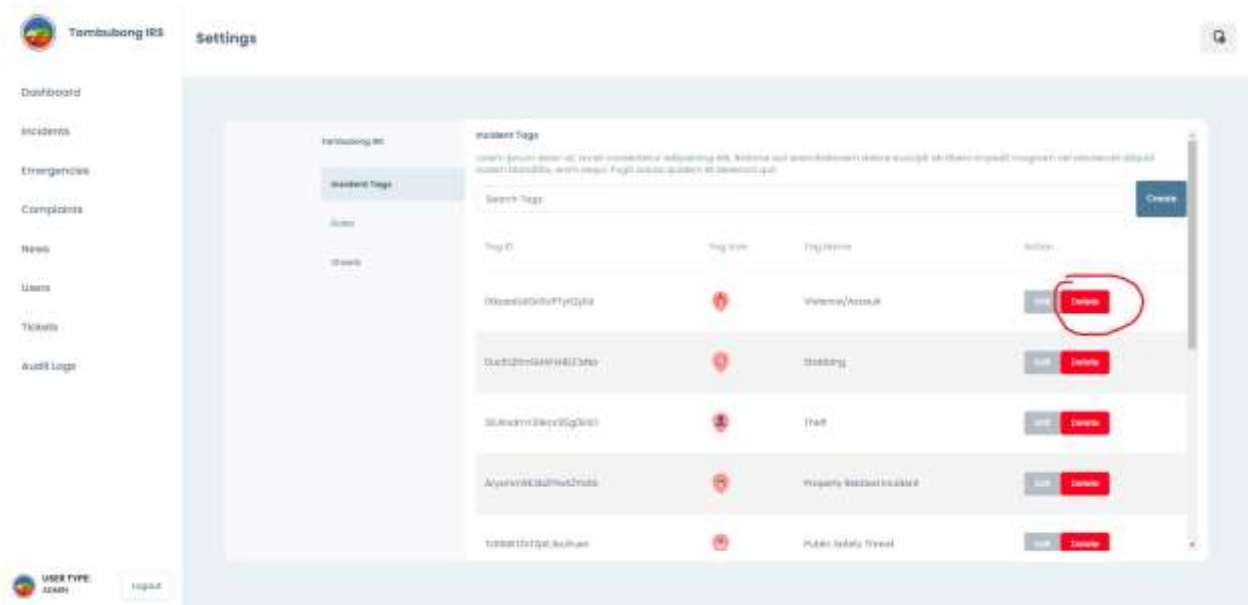
1. Click the icon at the top of the menu bar to access system settings



2. Click the “Incident Tags” button to go to the tags section of the system settings page.



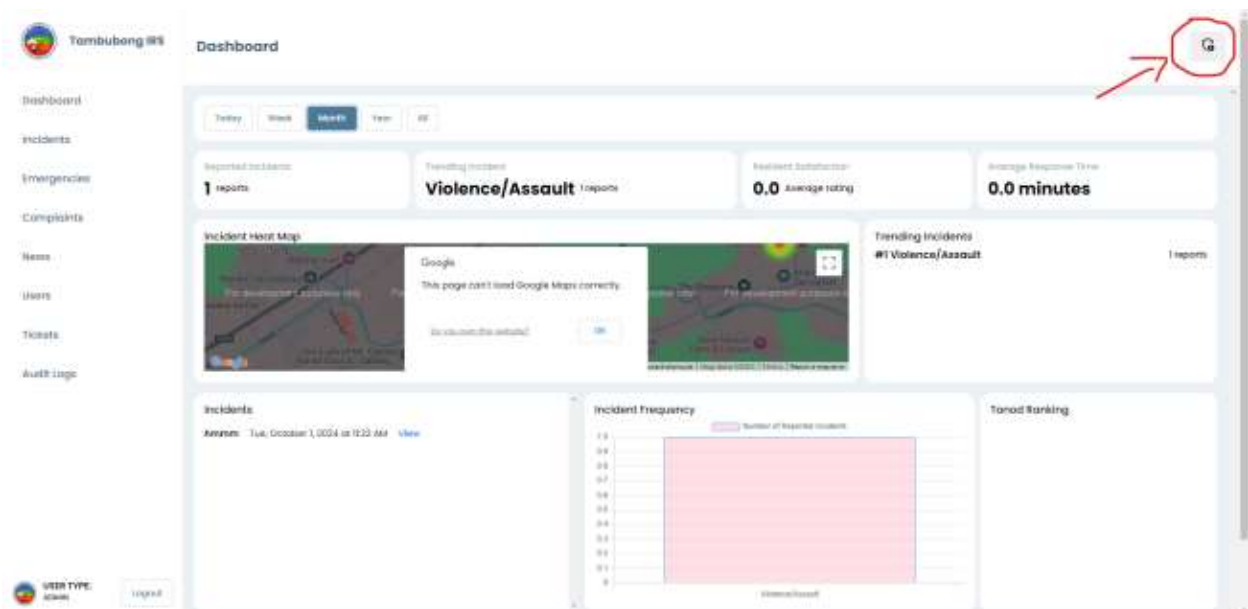
3. Click the “Delete” button of the incident tag you wish to delete.



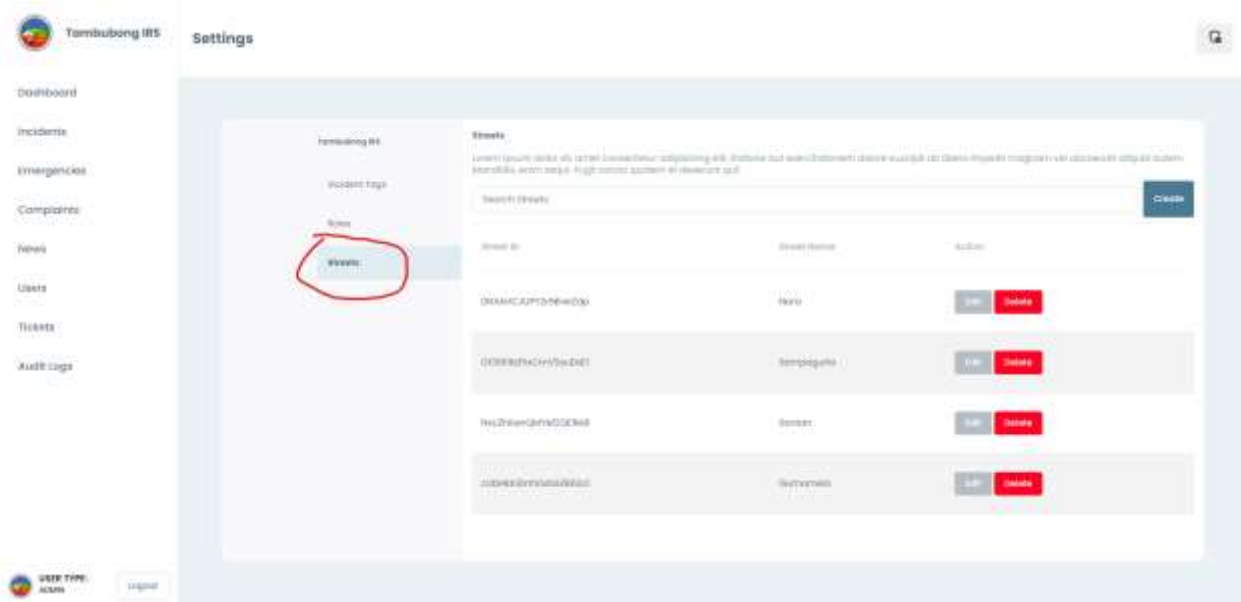
Create a new street

Instructions:

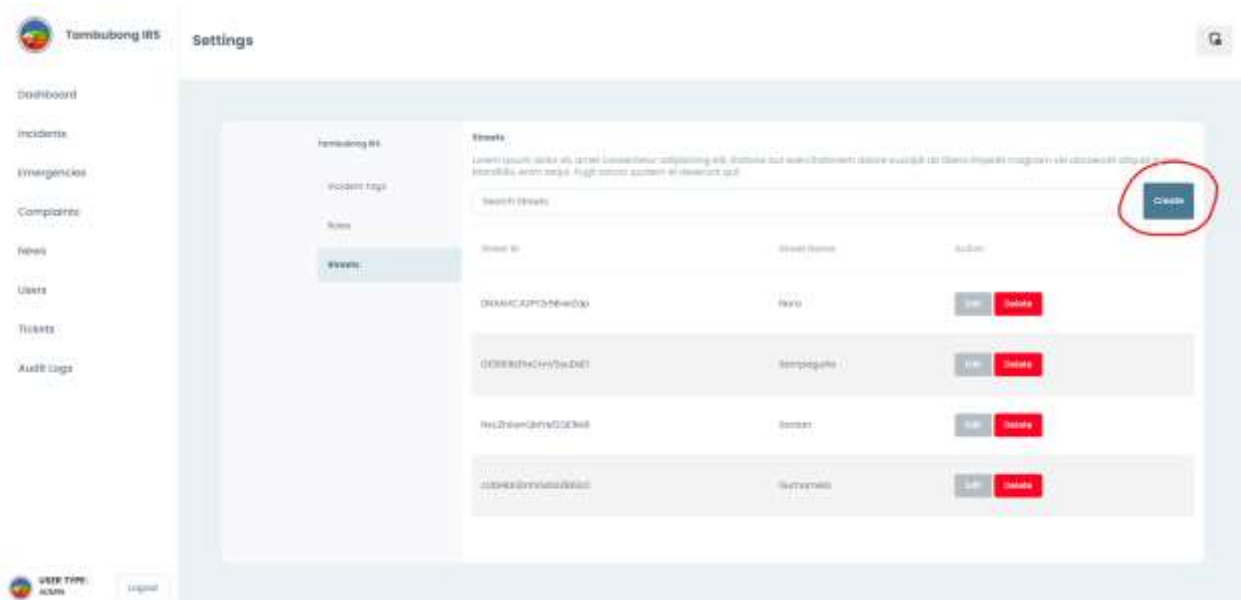
1. Click the icon at the top of the menu bar to access system settings



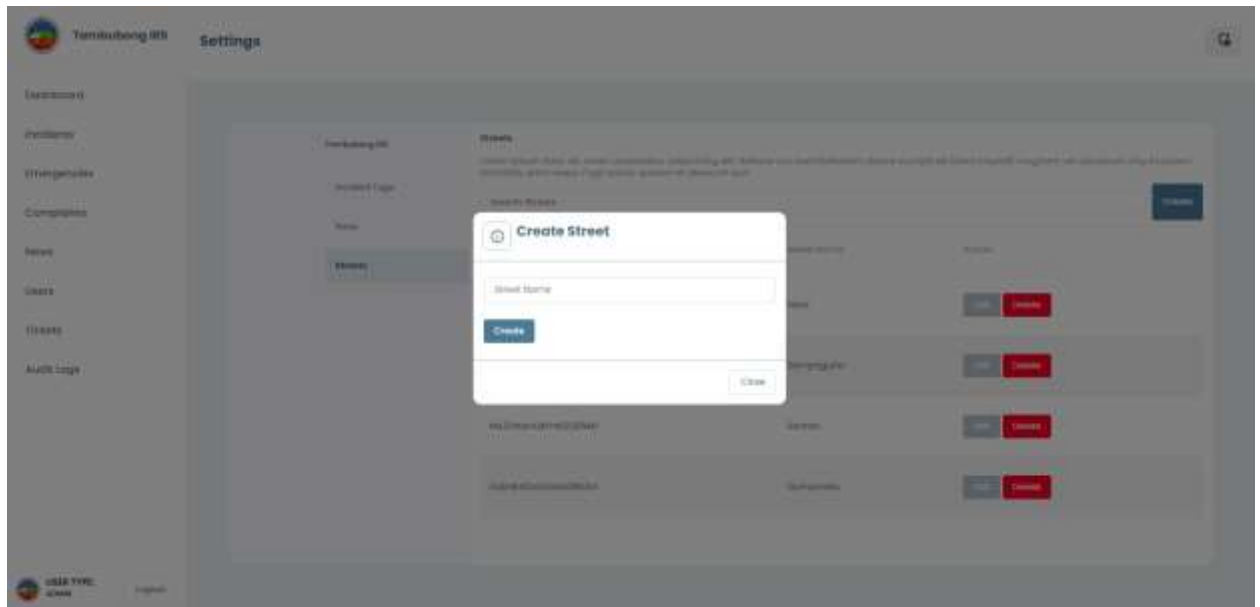
2. Click the “Street” button to go to the streets section of the system settings page.



3. Click the “Create” button.



4. Give the name of the street

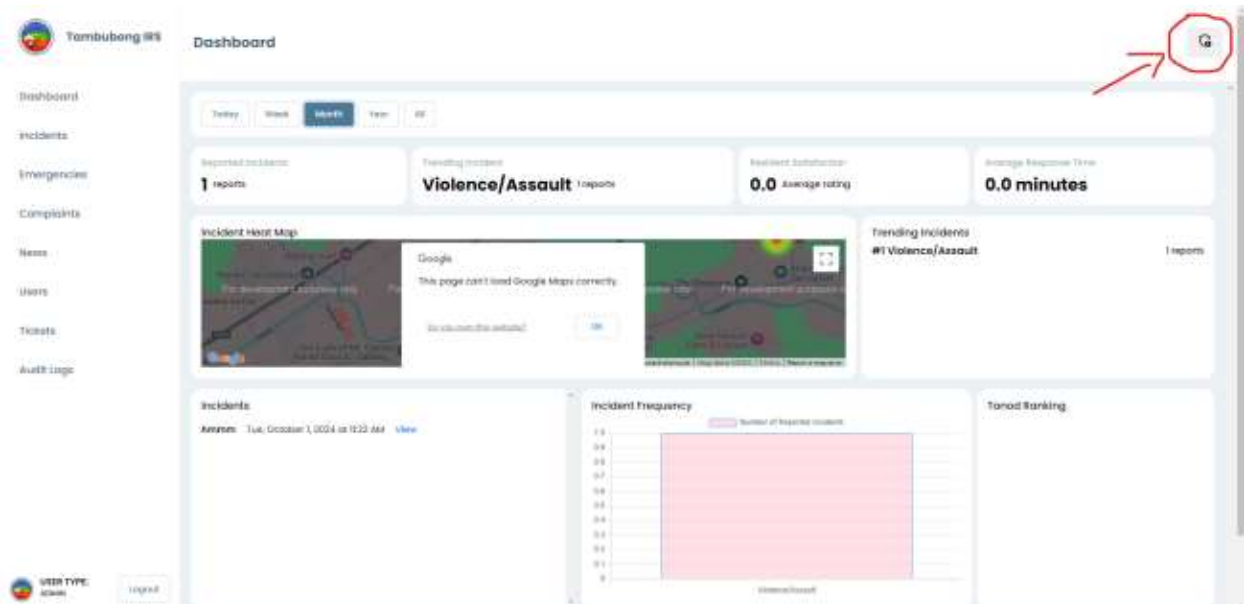


- Click the “Create” button to create the street.

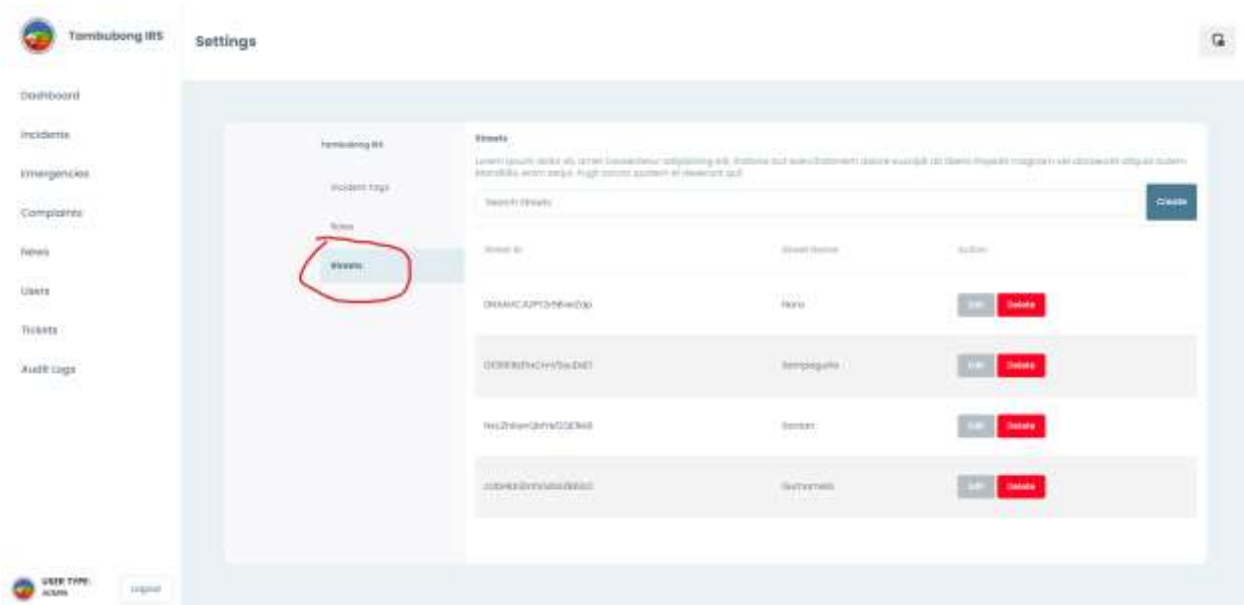
Update a street

Instructions:

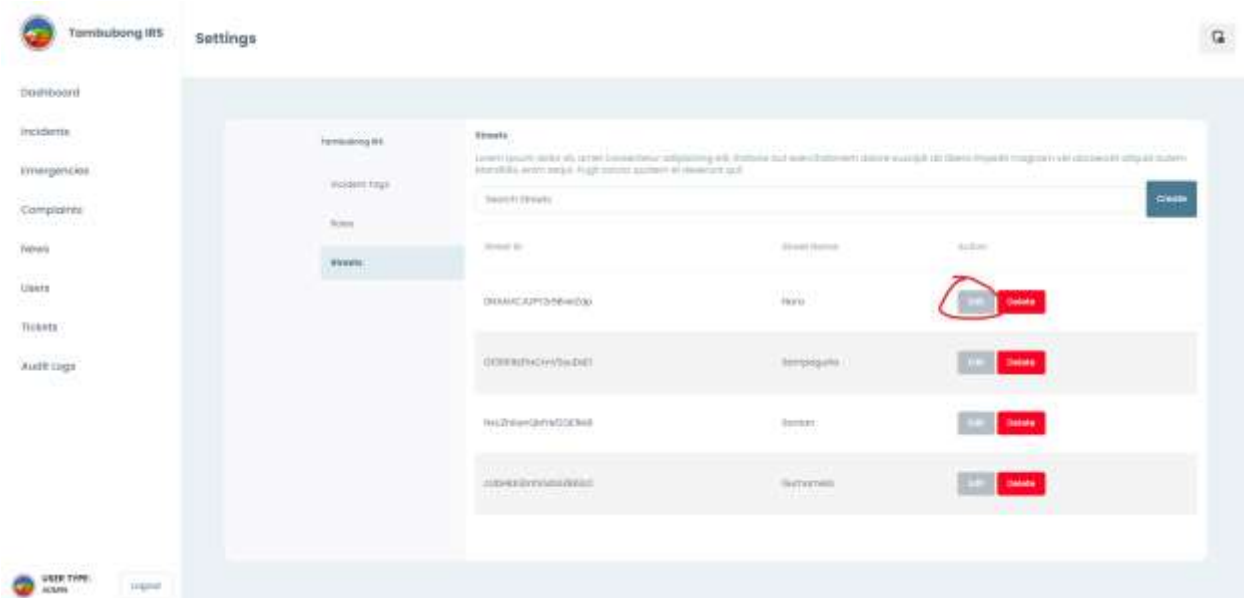
- Click the icon at the top of the menu bar to access system settings



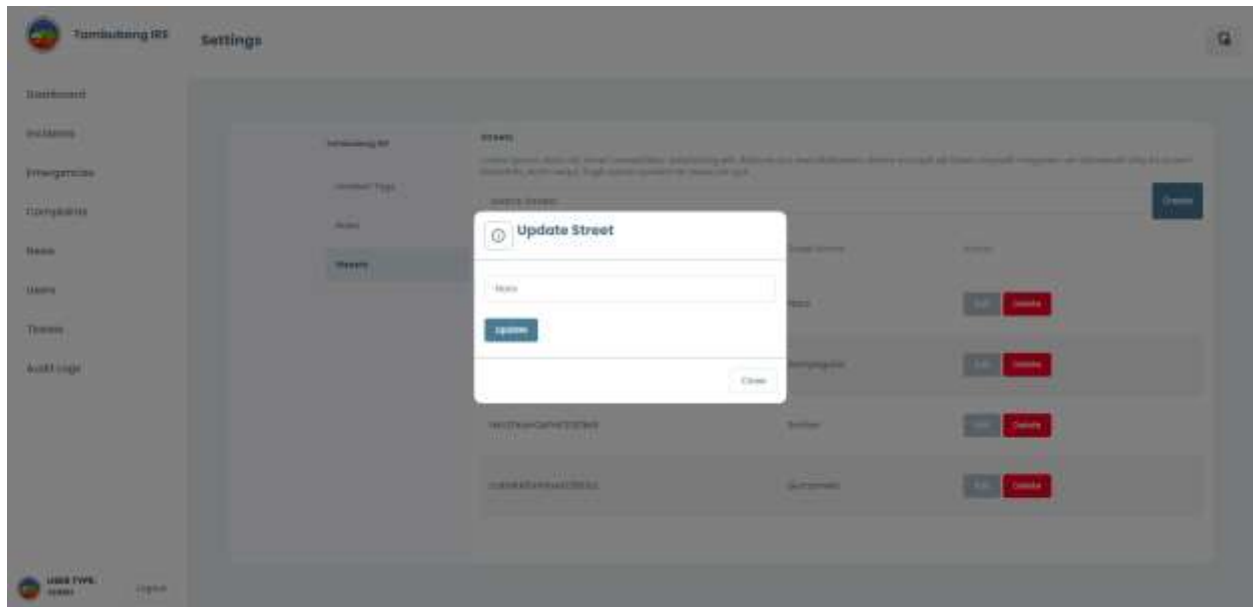
- Click the “Street” button to go to the streets section of the system settings page.



3. Click the “Edit” button of the street you wish to edit.



4. Update the name of the street

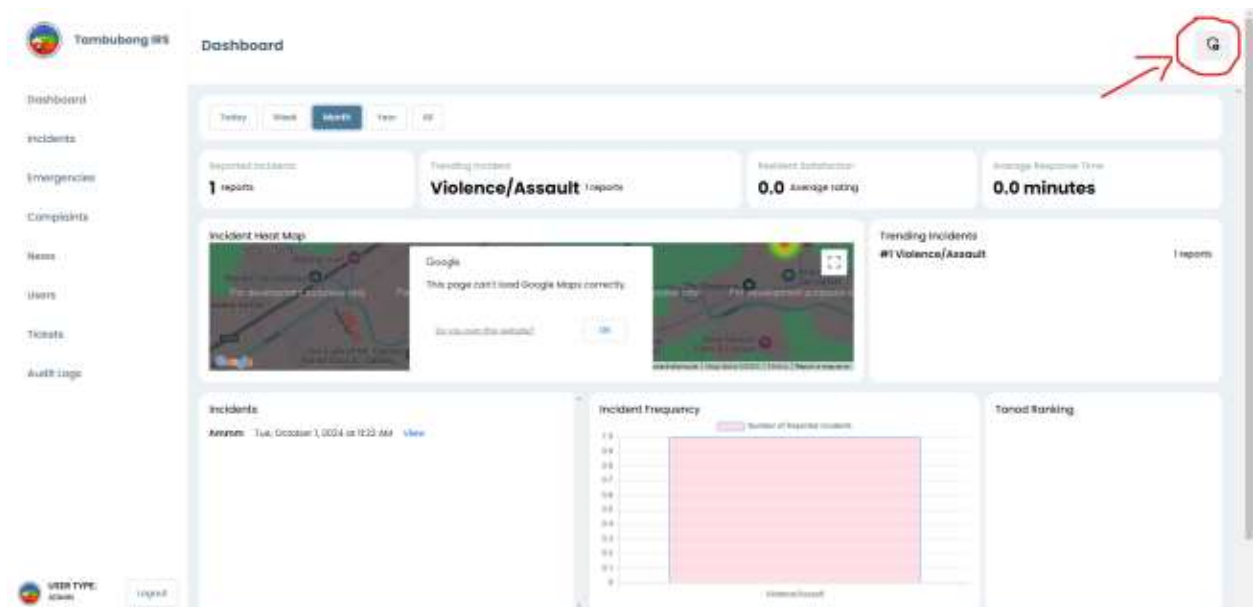


- Click the “Update” button to update the street.

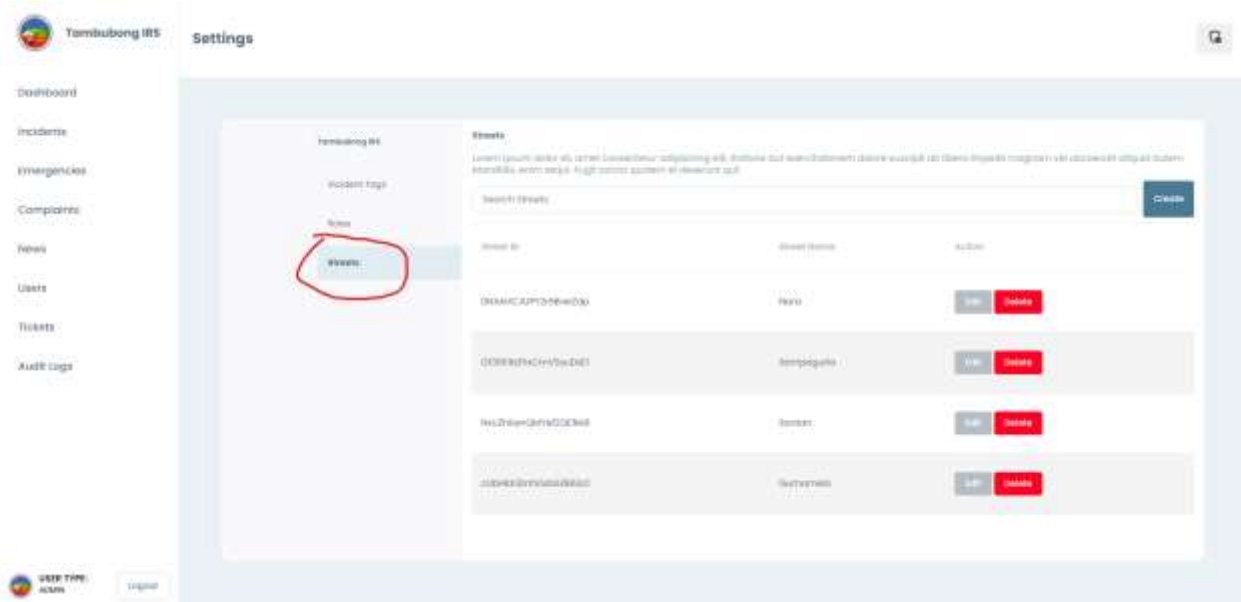
Delete a street

Instructions:

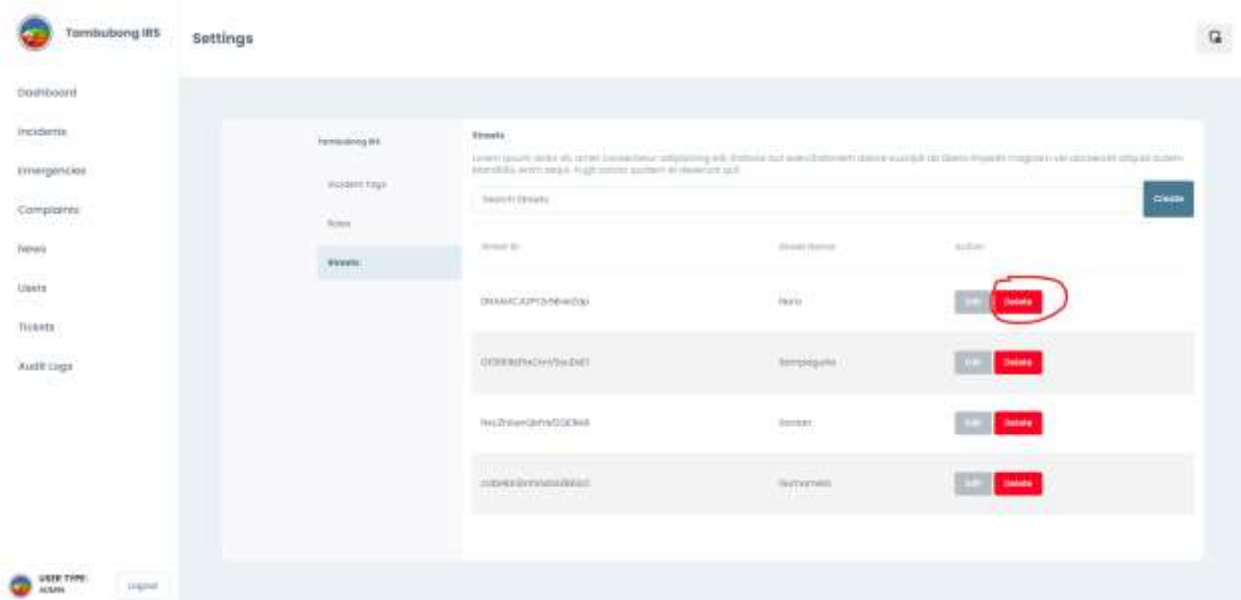
- Click the icon at the top of the menu bar to access system settings



- Click the “Street” button to go to the streets section of the system settings page.



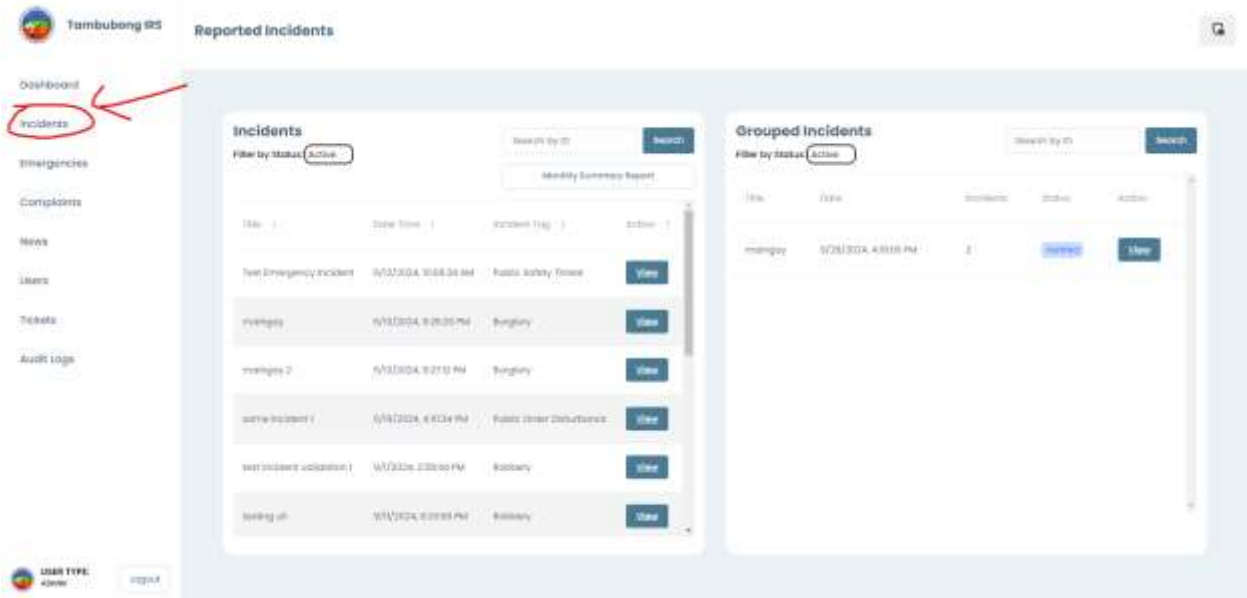
3. Click the “Delete” button of the street you wish to delete.



Handle an Incident

Instructions:

1. Click “Incidents” button on the sidebar



Reported Incidents

Incidents

Filter by status: **Active**

Search by ID: [Search]

Monthly Summary Report

Title	Date Time	Incident Type	Action
Test Emergency Incident	5/12/2024, 10:08:38 AM	Public Safety Threat	View
Incidents	5/13/2024, 9:26:05 PM	Burglary	View
Incidents 2	5/13/2024, 9:27:10 PM	Burglary	View
Public Incident 1	5/14/2024, 6:03:4 PM	Public Order Disturbance	View
Test Incident activation 1	5/15/2024, 2:35:00 PM	Emergency	View
Testing off	5/15/2024, 6:00:00 PM	Emergency	View

Grouped Incidents

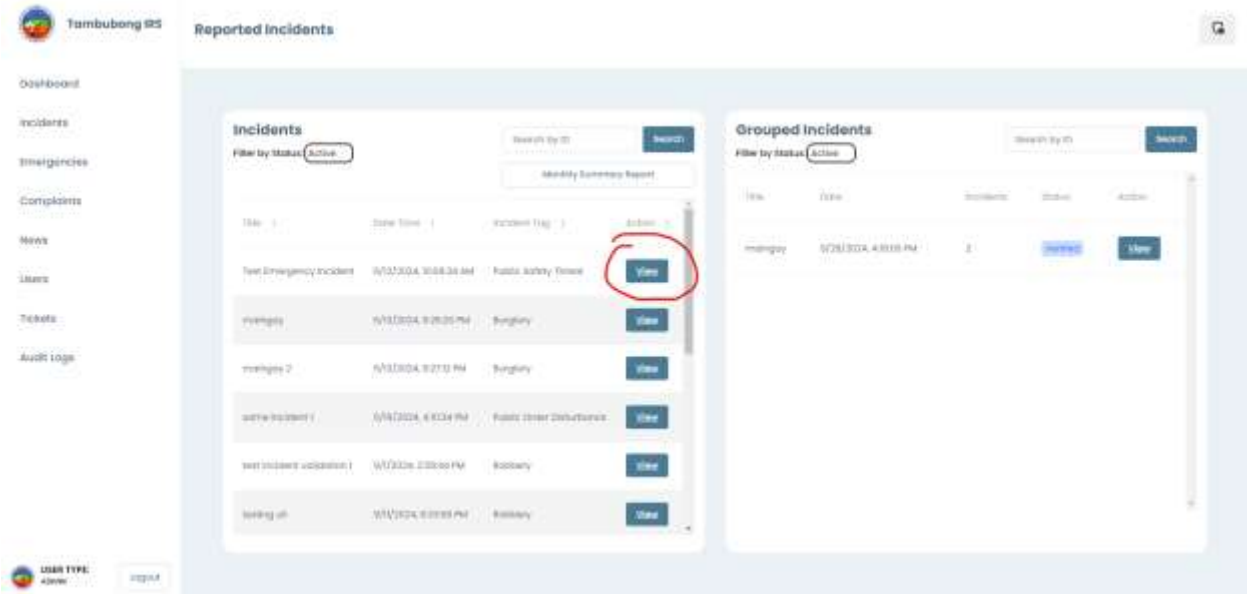
Filter by status: **Active**

Search by ID: [Search]

Title	Date Time	Incidents	Status	Action
Emergency	5/28/2024, 4:00:00 PM	2	Update	View

USER TYPE: Admin [Logout]

2. Click the “View” button to view the details of the incident.



Reported Incidents

Incidents

Filter by status: **Active**

Search by ID: [Search]

Monthly Summary Report

Title	Date Time	Incident Type	Action
Test Emergency Incident	5/12/2024, 10:08:38 AM	Public Safety Threat	View
Incidents	5/13/2024, 9:26:05 PM	Burglary	View
Incidents 2	5/13/2024, 9:27:10 PM	Burglary	View
Public Incident 1	5/14/2024, 6:03:4 PM	Public Order Disturbance	View
Test Incident activation 1	5/15/2024, 2:35:00 PM	Emergency	View
Testing off	5/15/2024, 6:00:00 PM	Emergency	View

Grouped Incidents

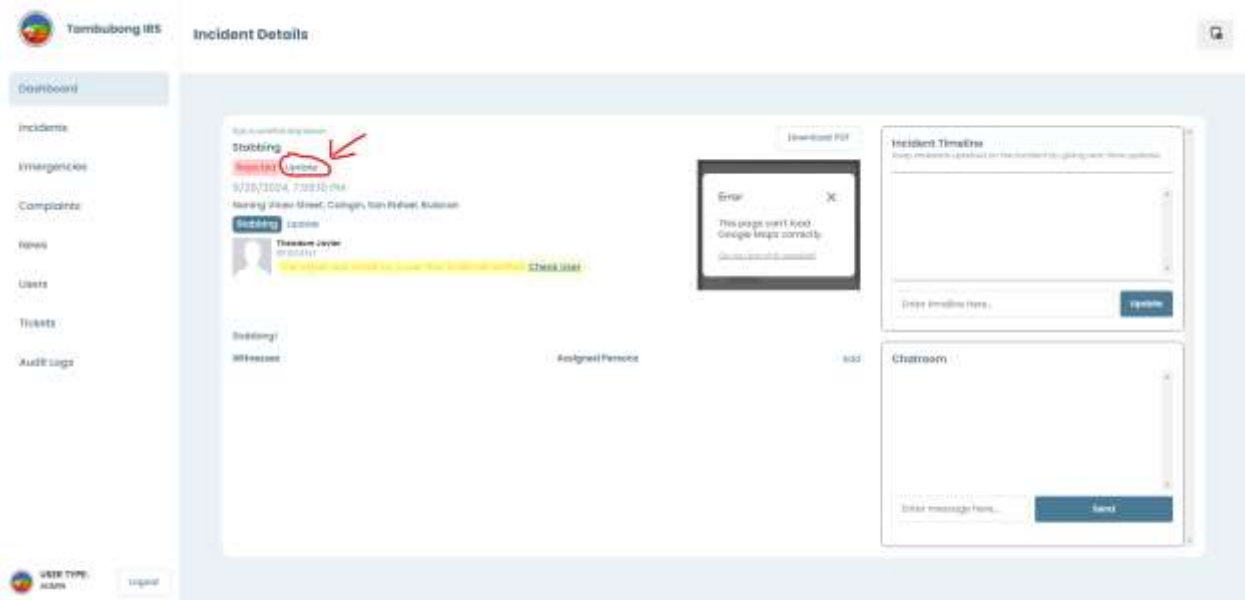
Filter by status: **Active**

Search by ID: [Search]

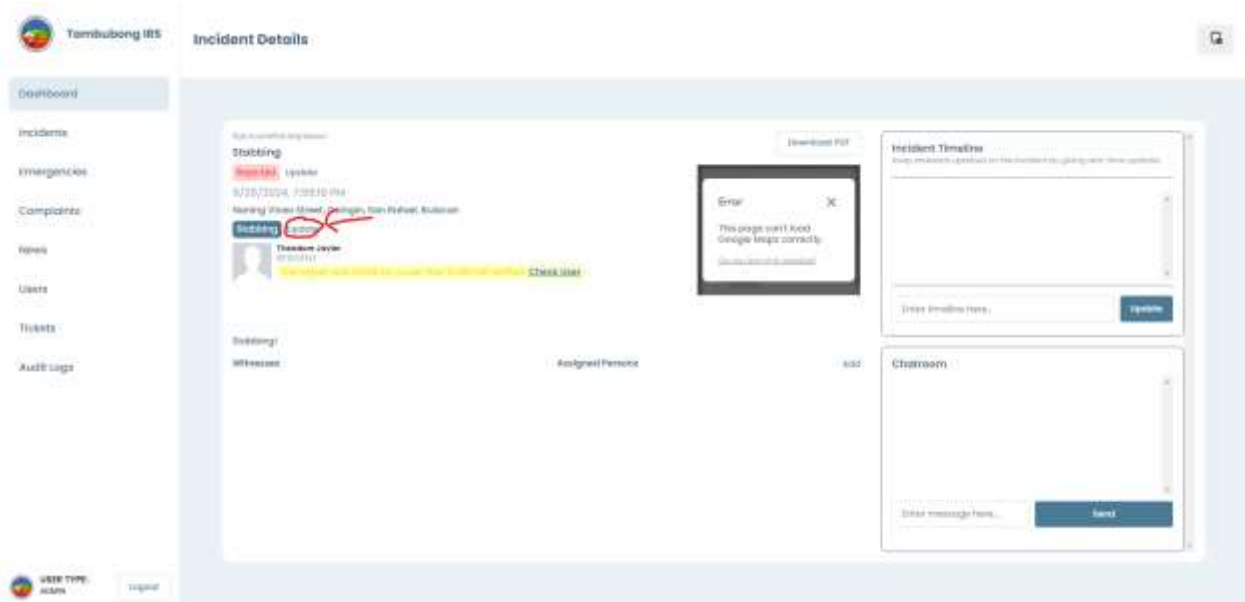
Title	Date Time	Incidents	Status	Action
Emergency	5/28/2024, 4:00:00 PM	2	Update	View

USER TYPE: Admin [Logout]

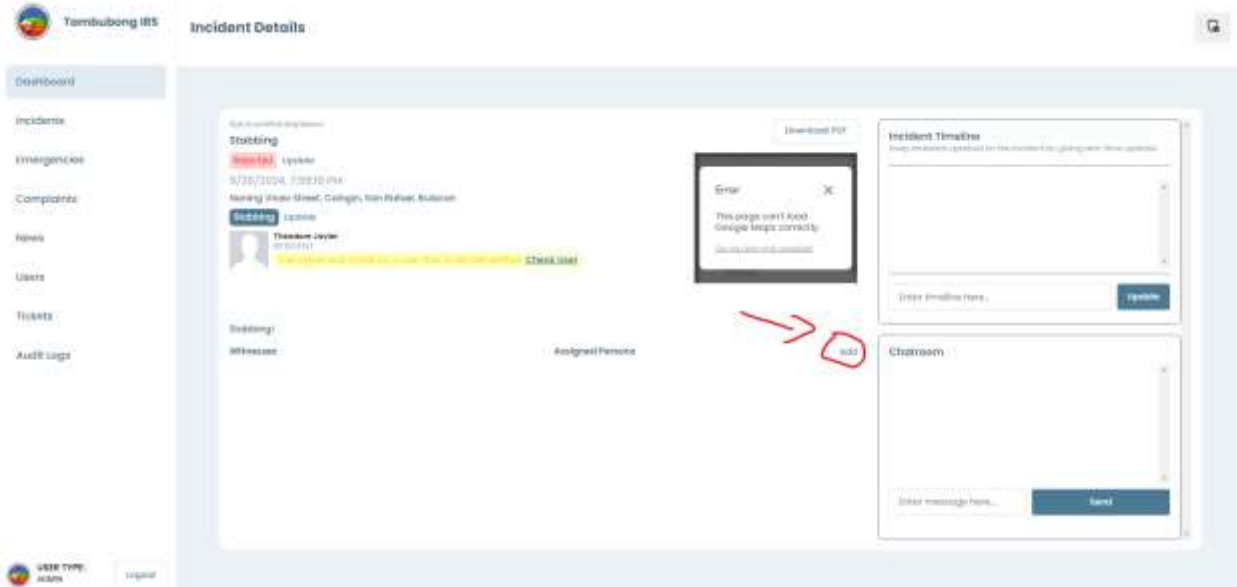
3. Click “Update” button beside the status to update the status of the incident.



4. Click the “Update” button beside the tag to update the incident tag of the incident.



5. Click the “Add” button in the Assigned Persons section to add a responder to this incident.



Tumbubong IBS Incident Details

Stabbing Incident Update

9/20/2024, 7:00:10 PM

Narung Street Street, College, San Rafael, Bulacan

Incident Update

Thomas Jayar (70121)

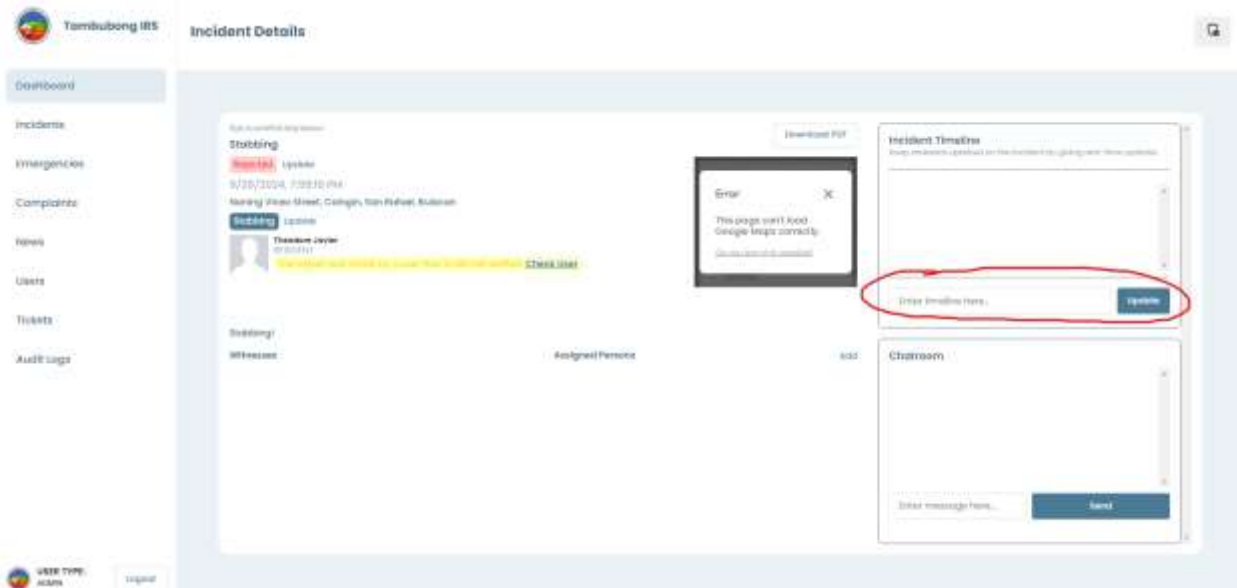
[View Incident Details](#) [Check Status](#)

Incident Timeline

Chatroom

Assigned Person Add

6. Provide updates to the incident by typing an update to the Incident Timeline section.



Tumbubong IBS Incident Details

Stabbing Incident Update

9/20/2024, 7:00:10 PM

Narung Street Street, College, San Rafael, Bulacan

Incident Update

Thomas Jayar (70121)

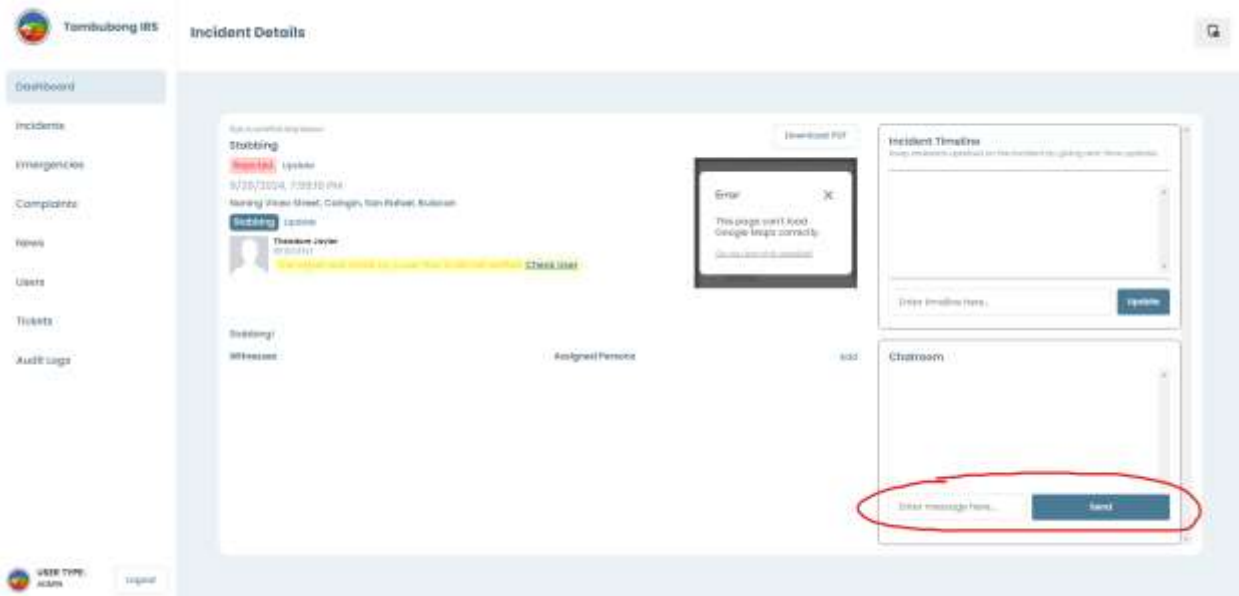
[View Incident Details](#) [Check Status](#)

Incident Timeline

Chatroom

Assigned Person Add

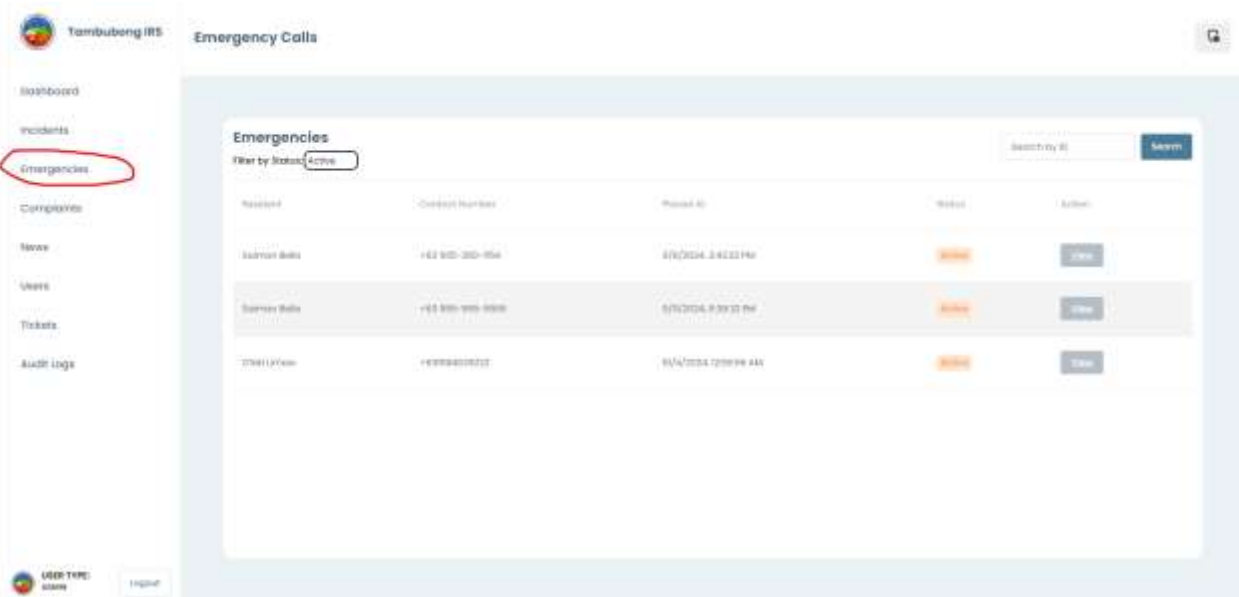
7. Communicate with the reporter using the Chatroom section



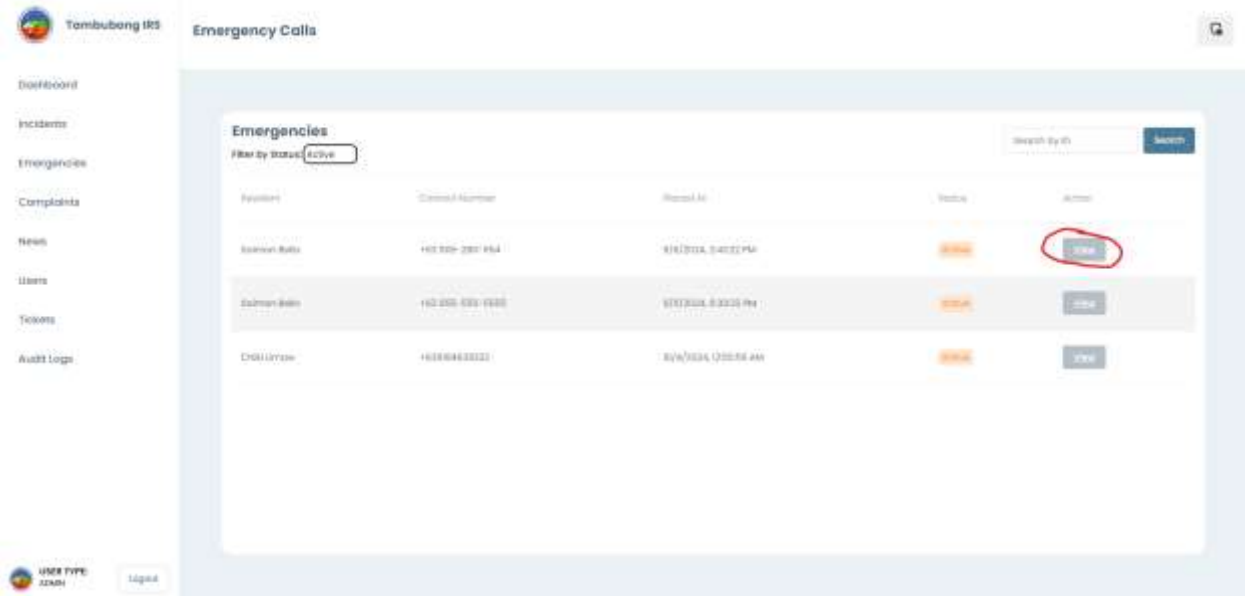
Handle an Emergency

Instructions:

1. Click “Emergencies” button on the sidebar



2. Click the “View” button to view the details of the emergency.

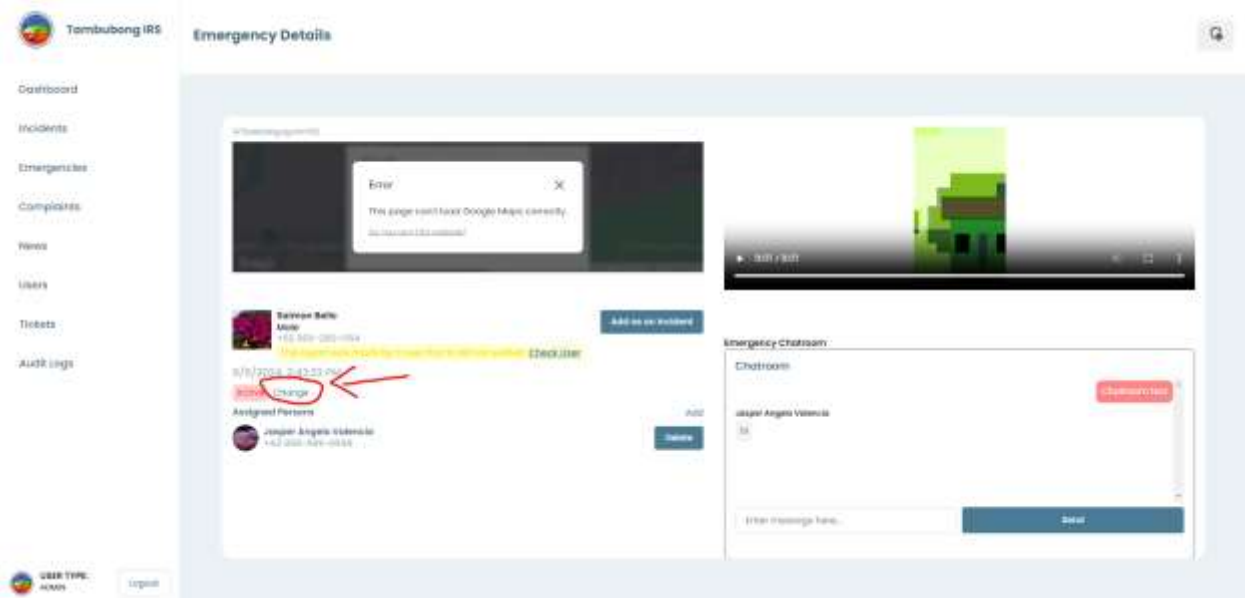


Emergency Calls

Filter by status: **Active**

Incident	Contact Number	Incident At	Status	Action
Sampun Bello	+63 255 280 454	8/6/2024, 5:40:22 PM	Active	Update
Sampun Bello	+63 255 633 6633	8/6/2024, 5:33:23 PM	Active	Update
Dakil Urrow	+63 89463333	8/6/2024, 5:33:23 PM	Active	Update

3. Click “Update” button beside the status to update the status of the emergency.



Emergency Details

Enter

This page won't load Google Maps correctly.

Sampun Bello
Male
+63 255 280 454
This page won't load Google Maps correctly. [Check link](#)

8/6/2024, 5:43:22 PM

Update

Assigned Persons

Angela Valenzuela
+63 255 633 6633

Add

Emergency Chatroom

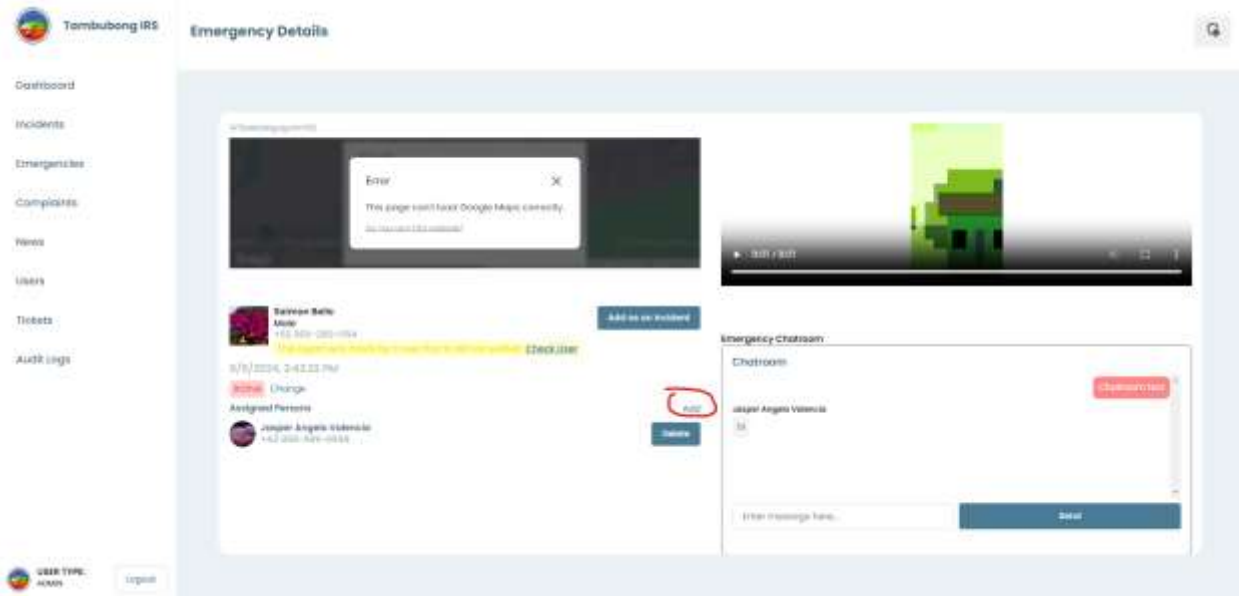
Chatroom

Angela Valenzuela

Enter message here...

Send

4. Click the “Add” button in the Assigned Persons section to add a responder to this emergency.



Tumbong IRS Emergency Details

Dashboard
Incidents
Emergencies
Complaints
Rents
Users
Tickets
Audit logs

USER TYPE: ADMIN Logout

Emergency Details

Reported by: Tumbong Bello
Mobile: +63 905 282-0524
Status: Incident (Change)
Assigned Person: Jansen Angela Valenzuela
+63 905 475-0535

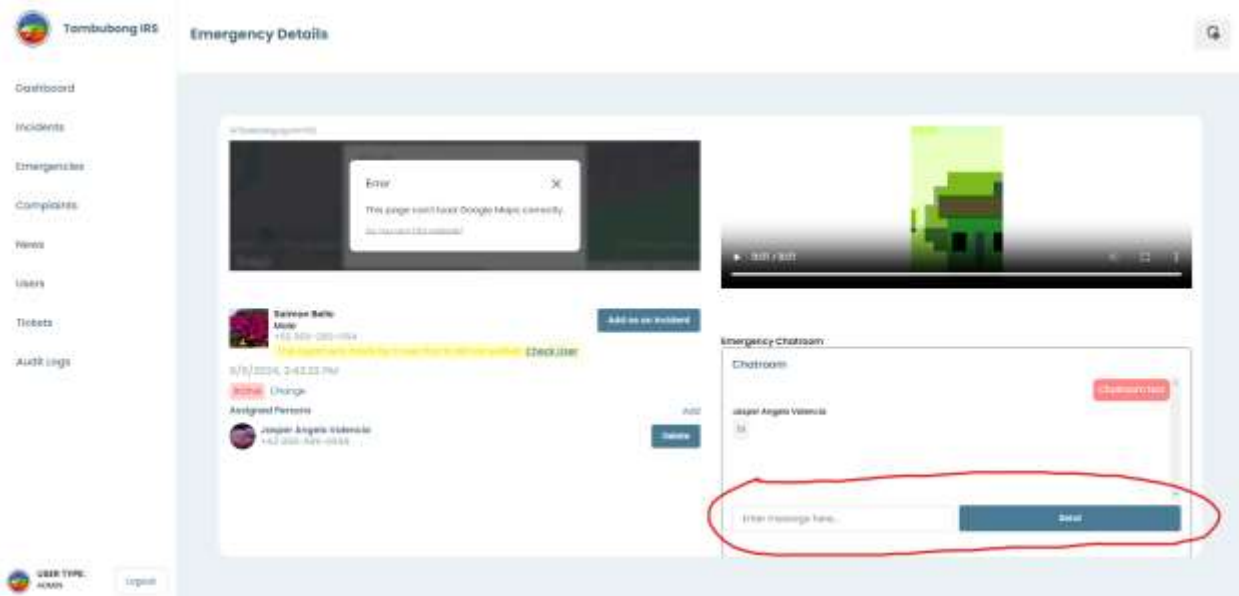
Add as Incident

Emergency Chatroom

Chatroom: Jansen Angela Valenzuela

Enter message here... Send

5. Communicate with the reporter using the Chatroom section.



Tumbong IRS Emergency Details

Dashboard
Incidents
Emergencies
Complaints
Rents
Users
Tickets
Audit logs

USER TYPE: ADMIN Logout

Emergency Details

Reported by: Tumbong Bello
Mobile: +63 905 282-0524
Status: Incident (Change)
Assigned Person: Jansen Angela Valenzuela
+63 905 475-0535

Add as Incident

Emergency Chatroom

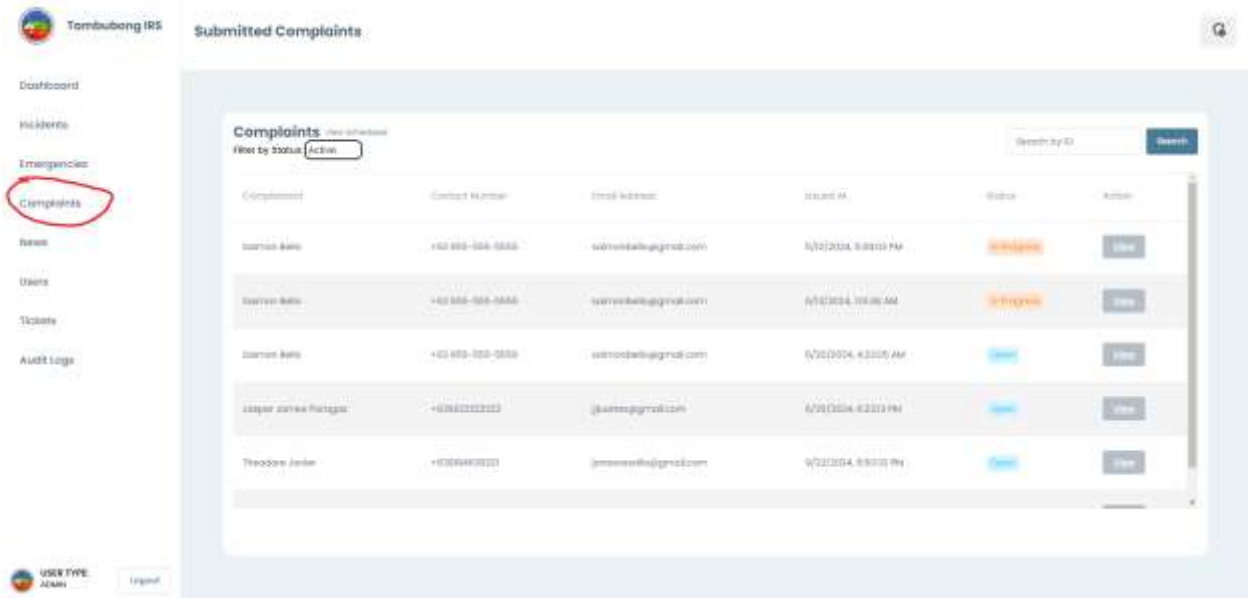
Chatroom: Jansen Angela Valenzuela

Enter message here... Send

Handle a Complaint

Instructions:

1. Click “Complaints” button on the sidebar



Submitted Complaints

Complaints View Schedule

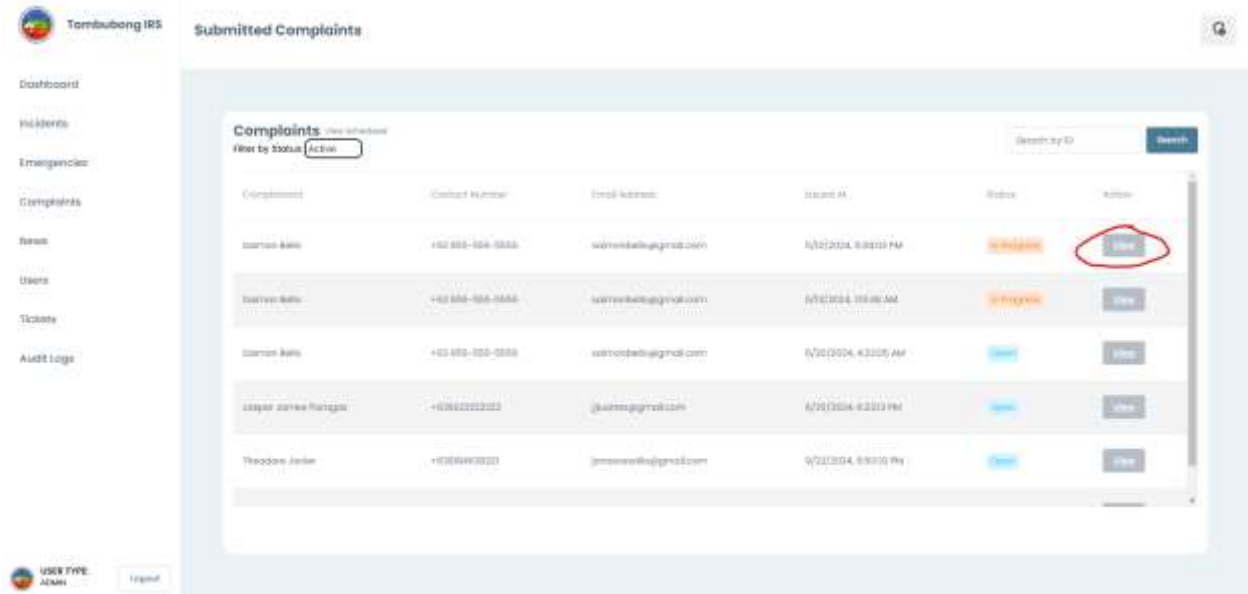
Filter by status: **Active**

Search by ID **Search**

Complaint ID	Contact Number	Email Address	Status	Action
10000000000000000000	+62 855-555-5555	user@nuwag.com	In Progress	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	In Progress	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View

USER TYPE: ADMIN

2. Click the “View” button to view the details of the complaint.



Submitted Complaints

Complaints View Schedule

Filter by status: **Active**

Search by ID **Search**

Complaint ID	Contact Number	Email Address	Status	Action
10000000000000000000	+62 855-555-5555	user@nuwag.com	In Progress	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	In Progress	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View
10000000000000000000	+62 855-555-5555	user@nuwag.com	Pending	View

USER TYPE: ADMIN

3. Click “Update” button beside the status to update the status of the complaint.



Tambulang 995 Complaint Details

Complainant
Isaiah Bello
+63 955-555-5555
isaiahbello@gmail.com
1584 Kibakong Bago

Respondent
Full Name: N/A
Contact Number: N/A
Address: Sampaguta Street, Tambulang, San Rafael, Bulacan
Description: testing ui

Issued at: 9/10/2024 5:06:03 PM
[In Progress](#) [Change](#) [Schedule](#)

Nature of Complaint: testing ui

Supporting Documents
[Download](#)

USER TYPE: Admin [Logout](#)

4. Click the “Schedule” button to schedule a hearing for this complaint.

Tambulang 995 Complaint Details

Complainant
Isaiah Bello
+63 955-555-5555
isaiahbello@gmail.com
1584 Kibakong Bago

Respondent
Full Name: N/A
Contact Number: N/A
Address: Sampaguta Street, Tambulang, San Rafael, Bulacan
Description: testing ui

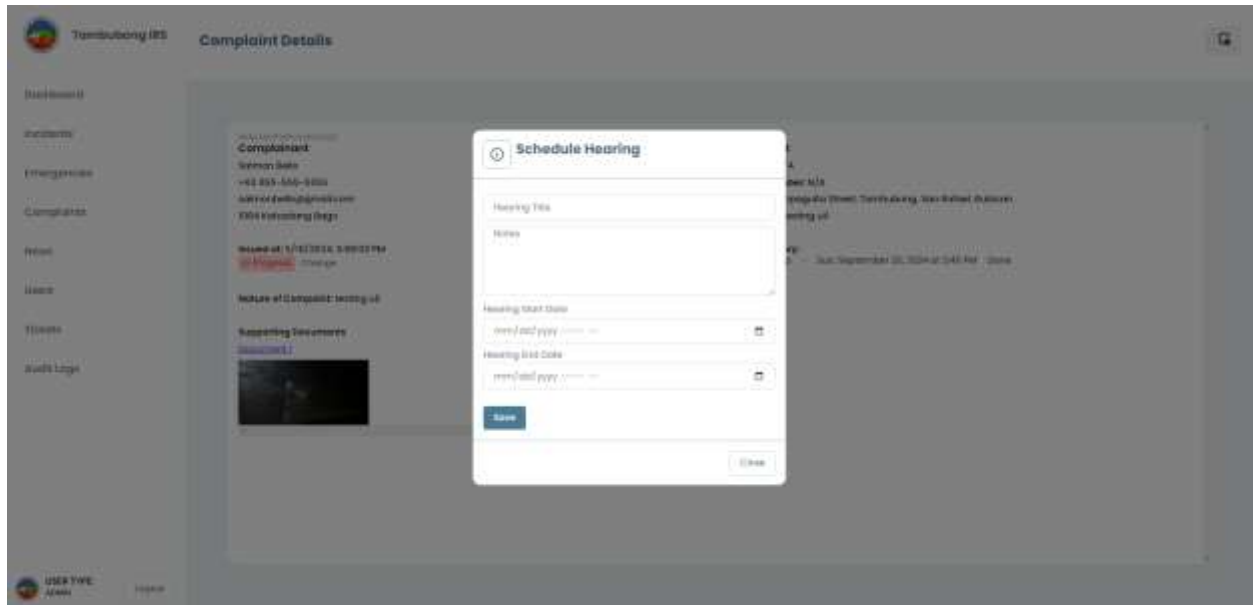
Issued at: 9/10/2024 5:06:03 PM
[In Progress](#) [Change](#) [Schedule](#)

Nature of Complaint: testing ui

Supporting Documents
[Download](#)

USER TYPE: Admin [Logout](#)

5. Provide the details such as the title, start of the hearing, and end of the hearing.

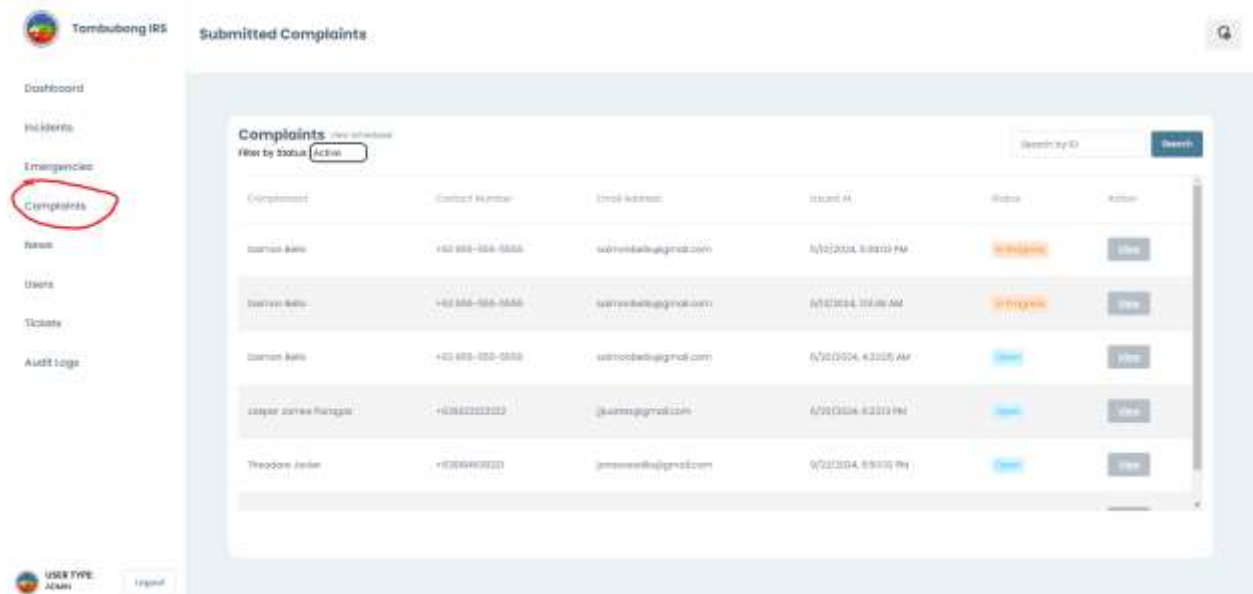


6. Click the “Save” button to schedule the hearing.

Edit a Complaint’s Hearing

Instructions:

1. Click “Complaints” button on the sidebar



2. Click the “View Scheduled” button to view the list of scheduled hearings.



Tambubong IRS Submitted Complaints

Complaints

Filter by status: **Active**

Complaints	Contact Number	Email Address	Created At	Status	Action
Sulman Ballo	+63 955 850 8882	sulmanballo@gmail.com	3/16/2024, 5:08:53 PM	Scheduled	View
Sulman Ballo	+63 955 850 8882	sulmanballo@gmail.com	3/17/2024, 10:45 AM	In Progress	View
Sulman Ballo	+63 955 850 8882	sulmanballo@gmail.com	3/20/2024, 4:33:09 AM	Done	View
Jalayer Jansen Paragosa	+666 022222222	jparagosa@gmail.com	4/20/2024, 9:33:03 PM	Done	View
Stefania Jansen	+628964636022	jansenstefania@gmail.com	4/22/2024, 6:58:52 PM	Done	View

USER TYPE: ADMIN | Logout

3. Click “Edit” button beside the hearing to update the hearing.

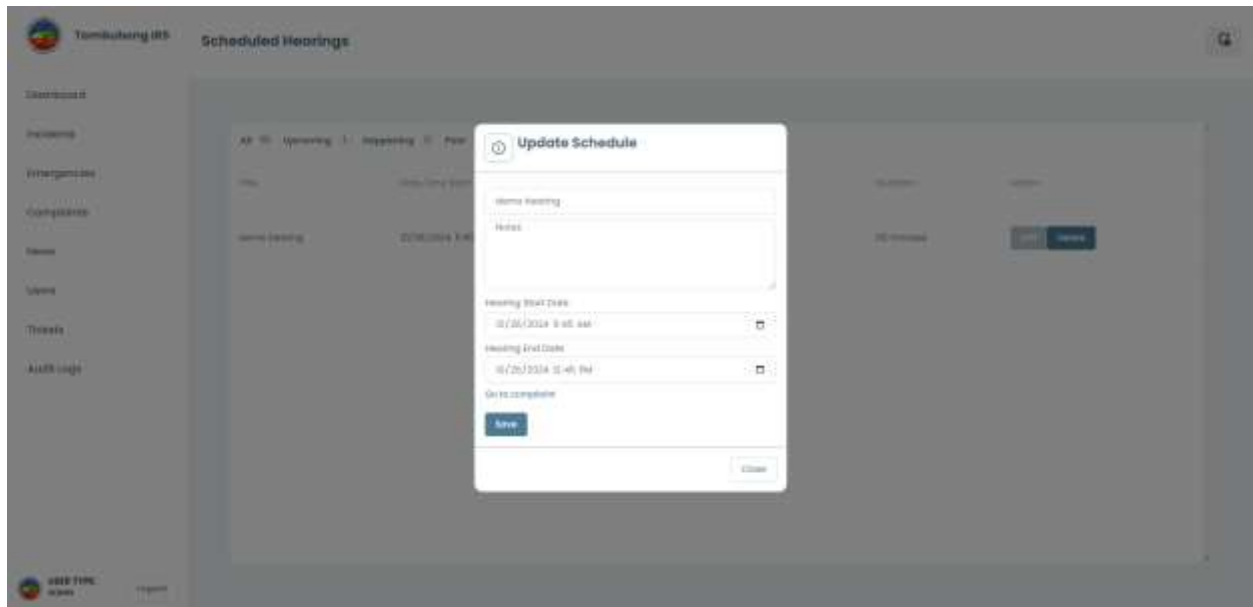
Tambubong IRS Scheduled Hearings

All | **Scheduled** | Happening | Past

Title	Date Time (Start)	Date Time (End)	Duration	Action
demo hearing	03/26/2024, 04:45:00 AM	03/26/2024, 04:50:00 PM	55 minutes	Edit Delete

USER TYPE: ADMIN | Logout

4. Update the details such as the title, start of the hearing, and end of the hearing.

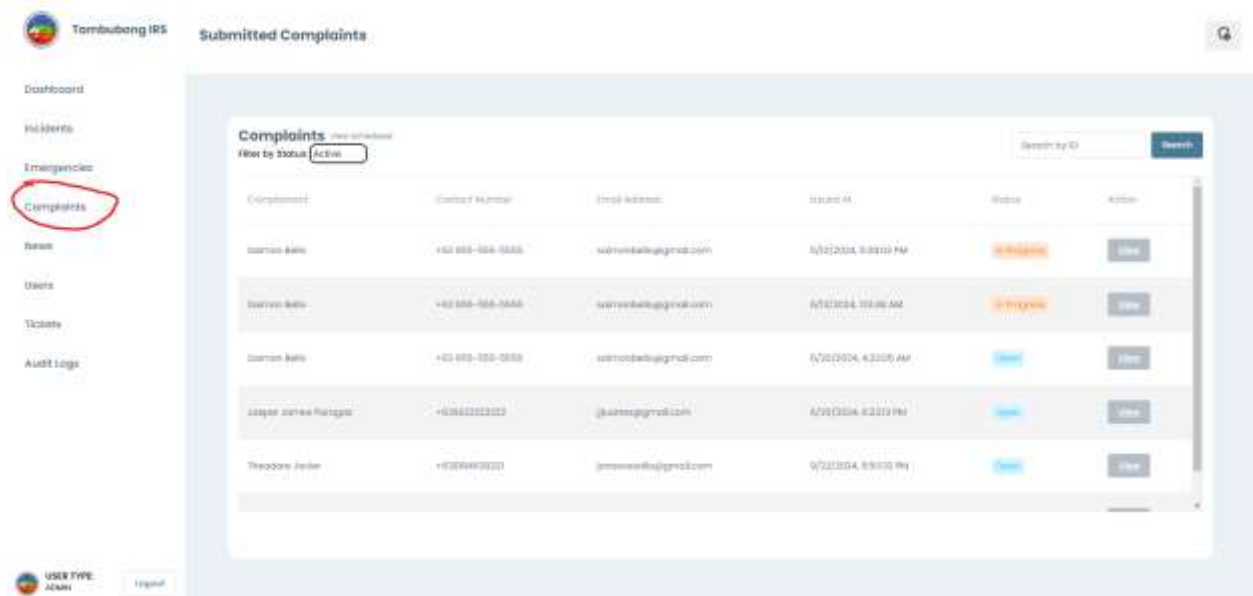


5. Click the “Save” button to save your changes.

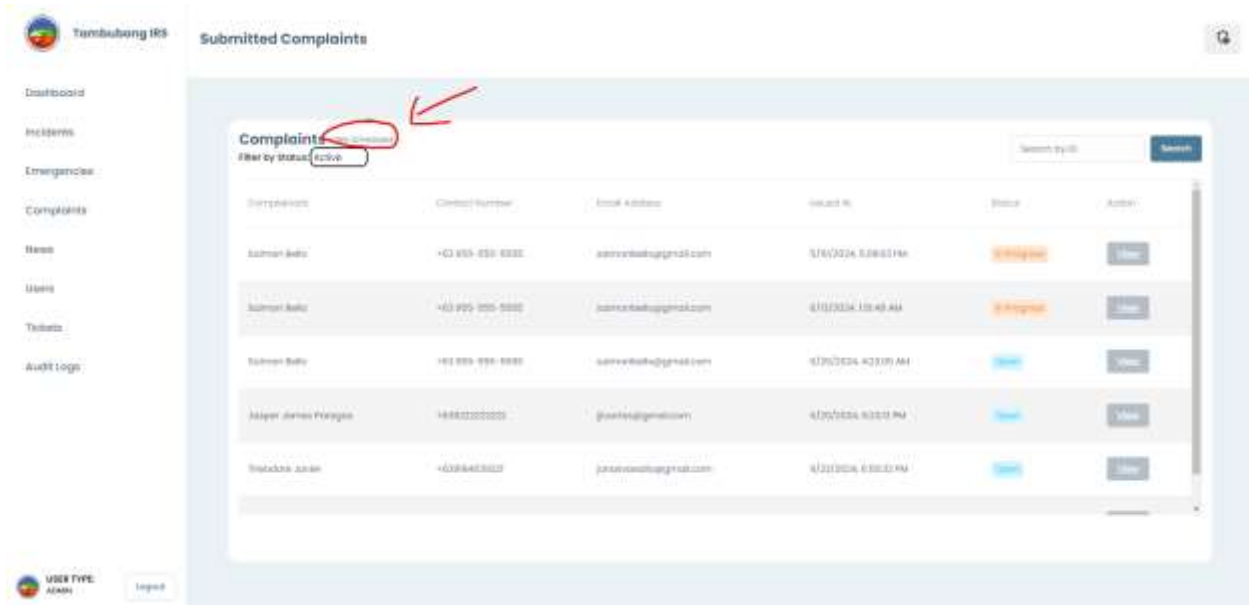
Remove a Complaint’s Hearing

Instructions:

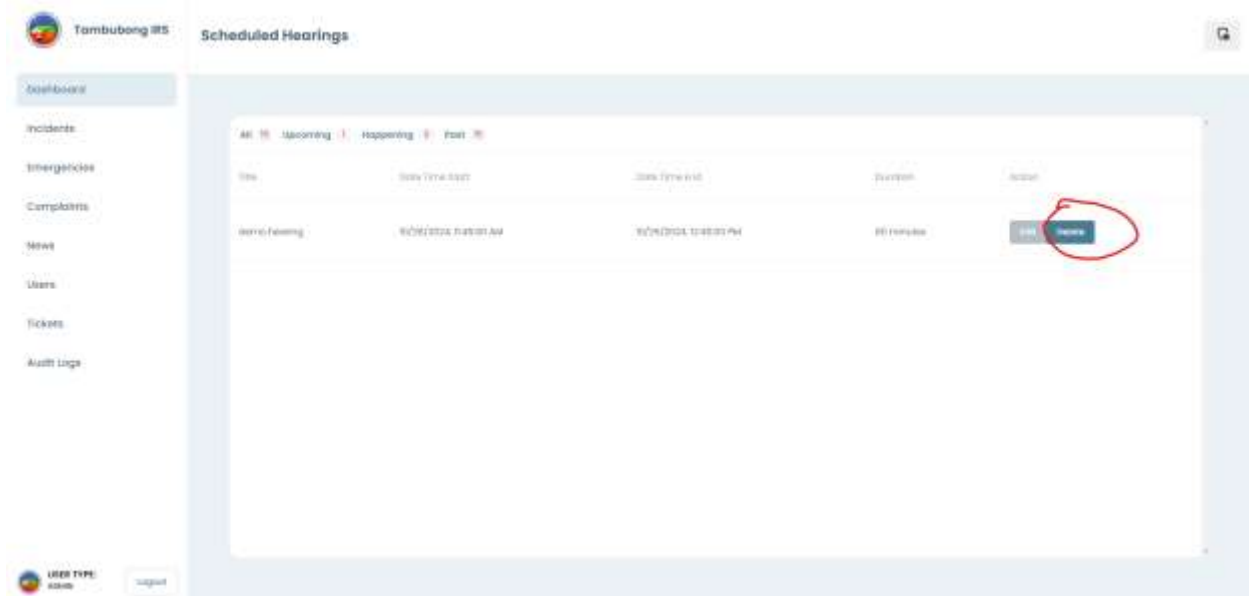
1. Click “Complaints” button on the sidebar



2. Click the “View Scheduled” button to view the list of scheduled hearings.



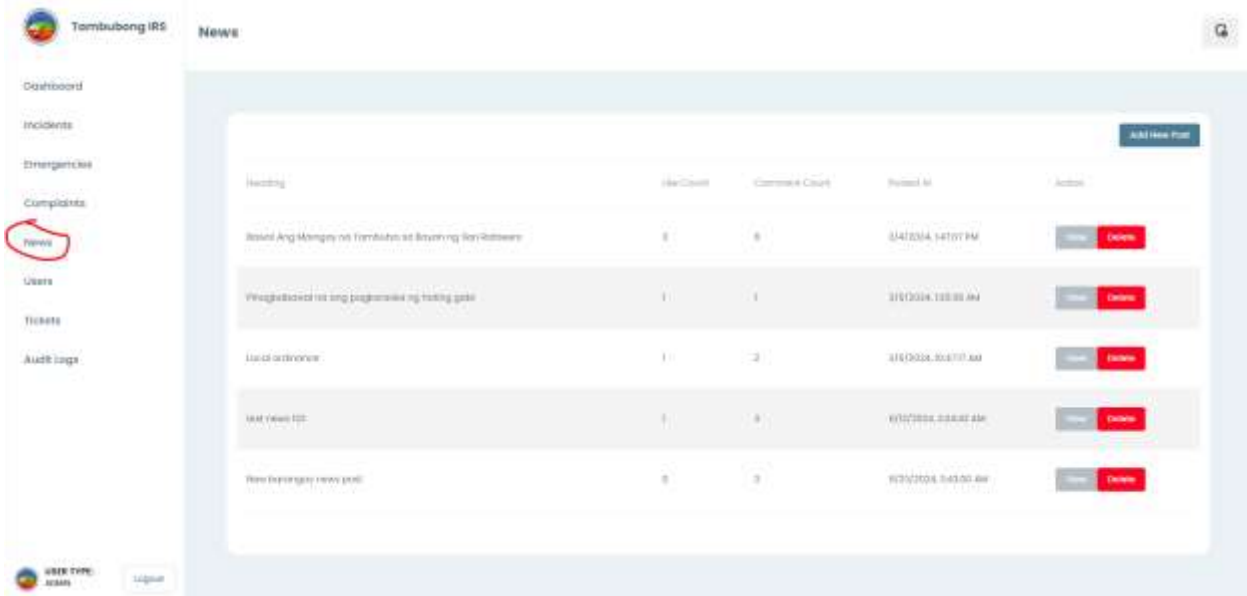
3. Click “Delete” button beside the hearing to delete it.



Create News Post

Instructions:

1. Click “News” button on the sidebar



Tambubong IRS News

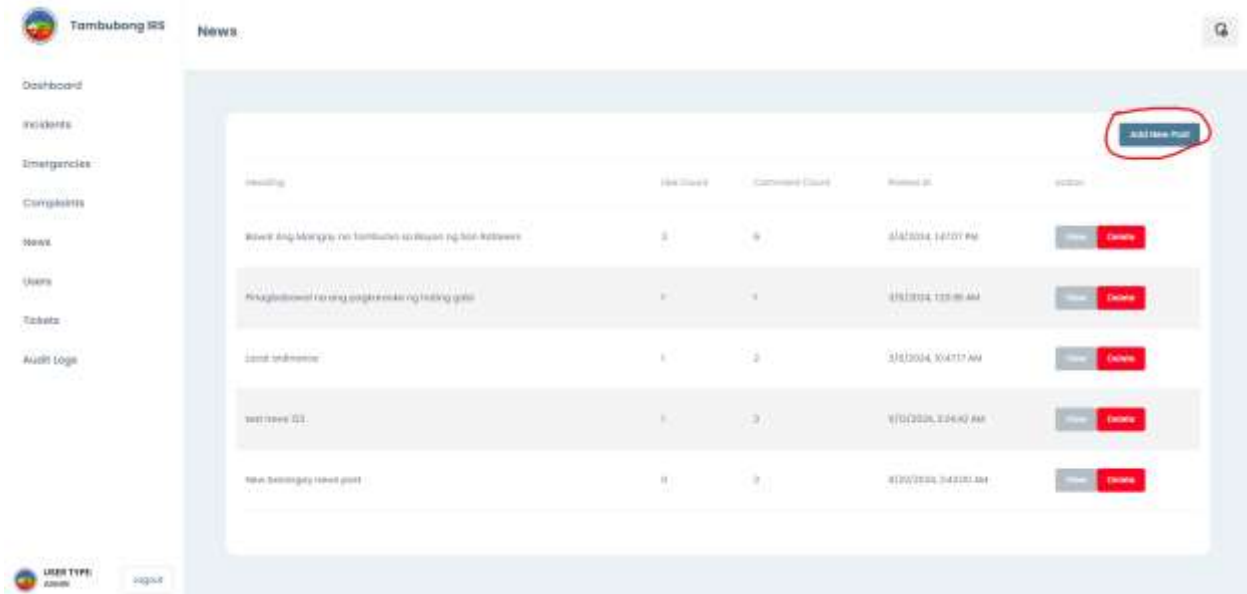
Dashboard
Incidents
Emergencies
Complaints
News
Users
Tickets
Audit Logs

USER TYPE: ADMIN Logout

Add New Post

Heading	View Count	Comment Count	Posted At	Action
Basul Ang Manggagawa ng Tambubong sa Bawat ng Bayanbayan	5	5	3/4/2024, 14:07 PM	View Delete
Pinaglabanan ng ang pagmamahal ng taling gabi	1	1	3/5/2024, 1:55:55 AM	View Delete
Laud ordinance	1	2	3/5/2024, 10:47:07 AM	View Delete
test news 123	5	5	3/5/2024, 2:24:42 AM	View Delete
News belonging news post	5	5	3/5/2024, 2:45:50 AM	View Delete

2. Click the “Add New Post” button to create a new post.



Tambubong IRS News

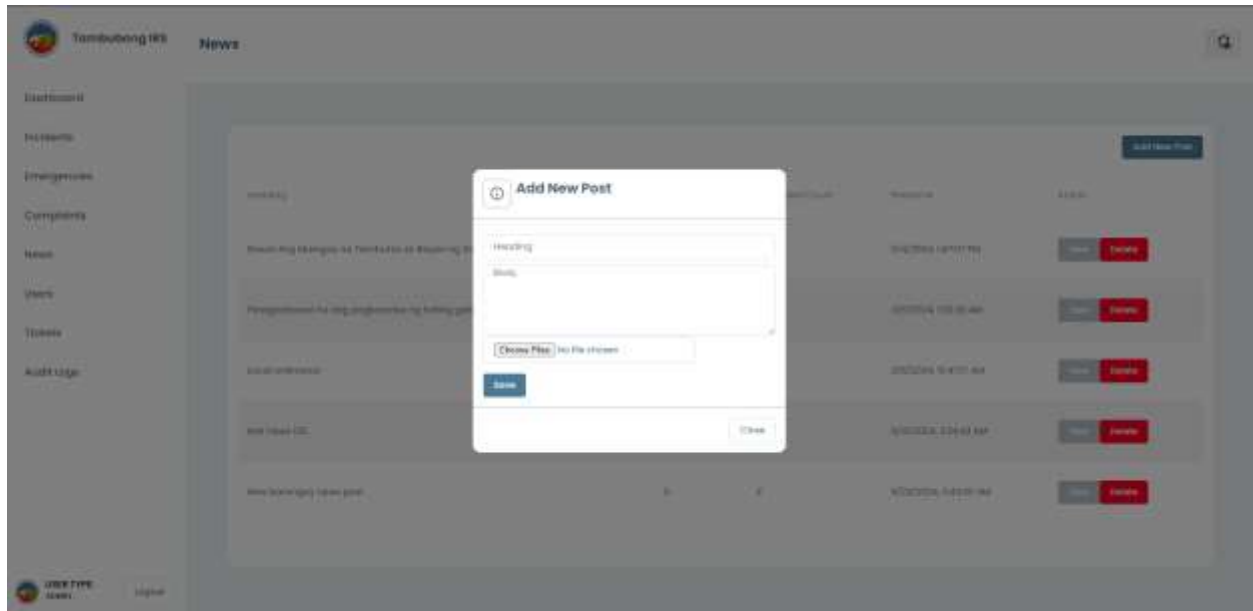
Dashboard
Incidents
Emergencies
Complaints
News
Users
Tickets
Audit Logs

USER TYPE: ADMIN Logout

Add New Post

Heading	View Count	Comment Count	Posted At	Action
Basul Ang Manggagawa ng Tambubong sa Bawat ng Bayanbayan	5	5	3/4/2024, 14:07 PM	View Delete
Pinaglabanan ng ang pagmamahal ng taling gabi	1	1	3/5/2024, 1:55:55 AM	View Delete
Laud ordinance	1	2	3/5/2024, 10:47:07 AM	View Delete
test news 123	5	5	3/5/2024, 2:24:42 AM	View Delete
News belonging news post	5	5	3/5/2024, 2:45:50 AM	View Delete

3. Provide the heading, body, and photos of the post

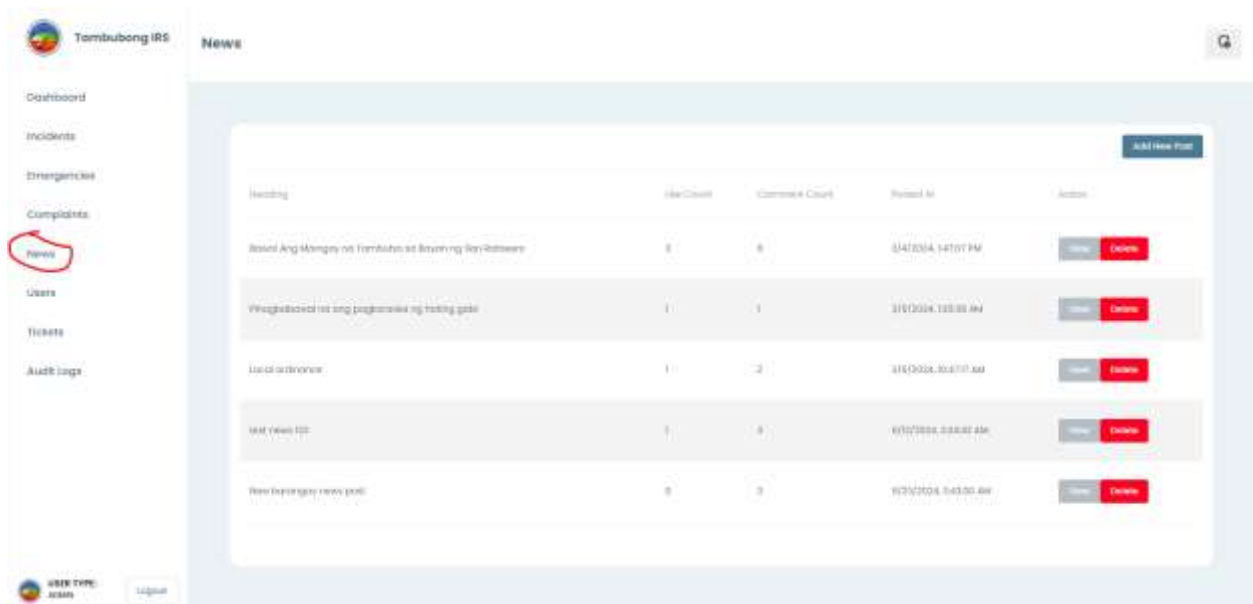


- Click “Save” button to create the post.

Update News Post

Instructions:

- Click “News” button on the sidebar



- Click the “View” button of the post to update the news post.

The screenshot shows the 'News' module in the Tumbong SIS application. It features a sidebar with navigation options: Dashboard, Incidents, Emergencies, Complaints, News, Users, Tablets, and Audit logs. The main content area displays a table of news items. The table has columns for 'Incident', 'View Count', 'Commented Count', 'Posted At', and 'Action'. There are five rows of news items, each with a 'View' button and a 'Delete' button. The 'View' button for the first row is circled in red.

Incident	View Count	Commented Count	Posted At	Action
Water and Mangrove no tumbong to Water ng. Not-Refused	2	0	3/2/2024, 1:17:01 PM	View Delete
Krugelbawel na ang pagkatapos ng tumbong gabi	0	1	3/2/2024, 12:50:40 AM	View Delete
Good reference	1	2	3/2/2024, 3:47:17 AM	View Delete
test news 01	1	3	3/2/2024, 3:46:47 AM	View Delete
News belonging news post	0	0	3/2/2024, 3:42:01 AM	View Delete

3. Click the “Edit” button.

[illegible]

4. Provide the heading, body, and photos of the post you wish to update

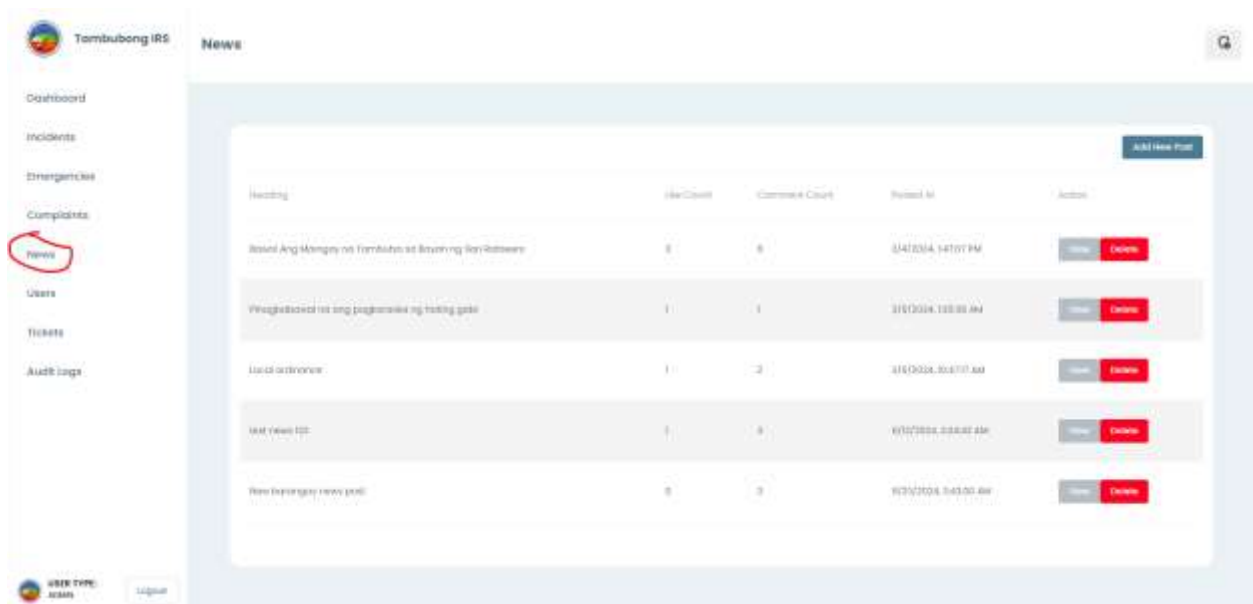


- Click “Save” button to update the post.

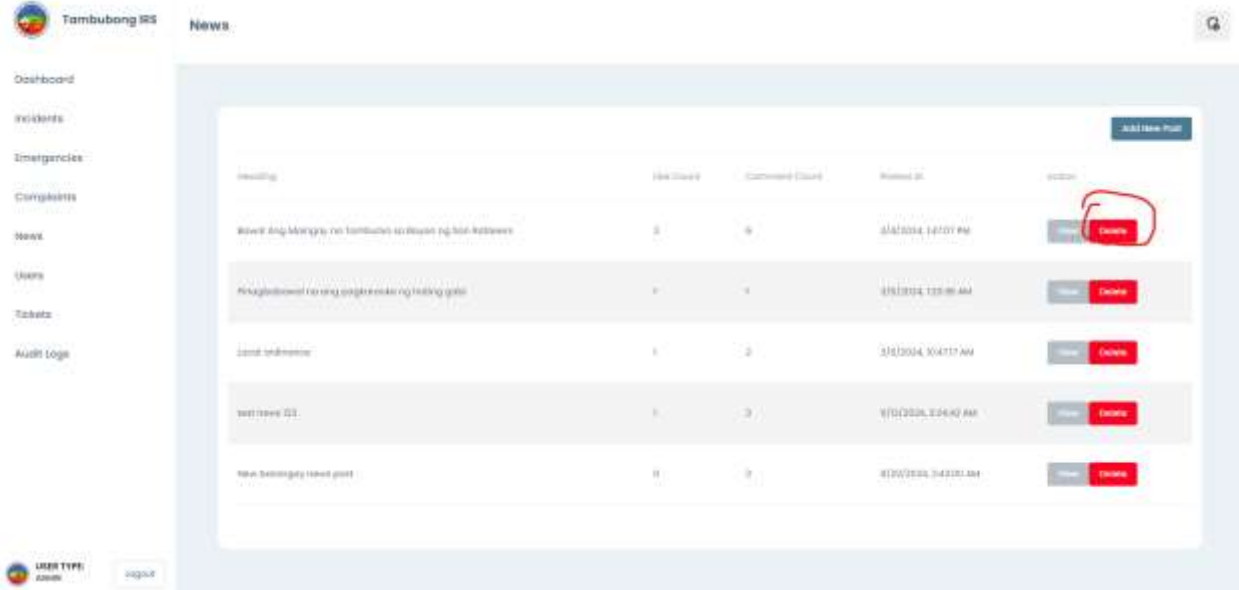
Delete News Post

Instructions:

- Click “News” button on the sidebar



- Click the “Delete” button to delete the post



Tambubong IRS News

Dashboard
Incidents
Emergencies
Complaints
News
Users
Tickets
Audit logs

USER TYPE: Admin Logout

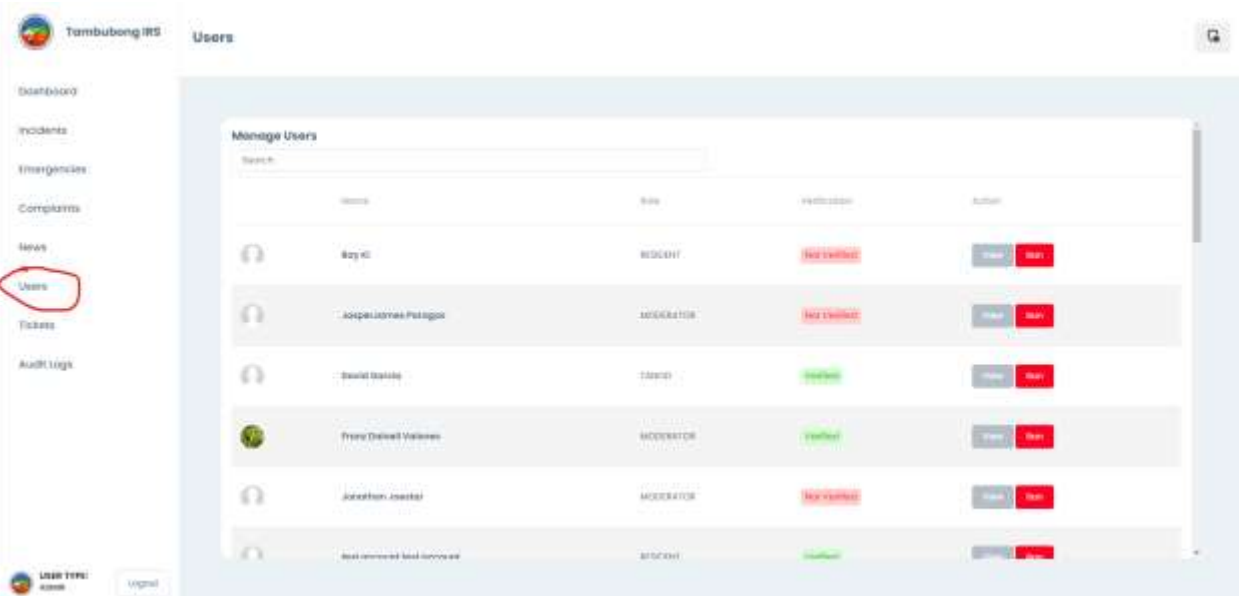
News Table:

Heading	View Count	Comment Count	Posted At	Action
How Ang Manggagawa ng Tambubong sa Bayan ng San Antonio	2	0	3/2/2024, 1:41:01 PM	View Details
Ang paglalabas ng ang paglalabas ng habang gabi	1	1	3/1/2024, 1:33:46 AM	View Details
Local residents	1	0	3/1/2024, 10:47:17 AM	View Details
Test news 02	1	0	3/1/2024, 1:04:47 AM	View Details
How Tambubong news post	1	0	3/1/2024, 1:42:01 AM	View Details

Verify a User

Instructions:

1. Click “Users” button on the sidebar



Tambubong IRS Users

Dashboard
Incidents
Emergencies
Complaints
Users
Tickets
Audit logs

USER TYPE: Admin Logout

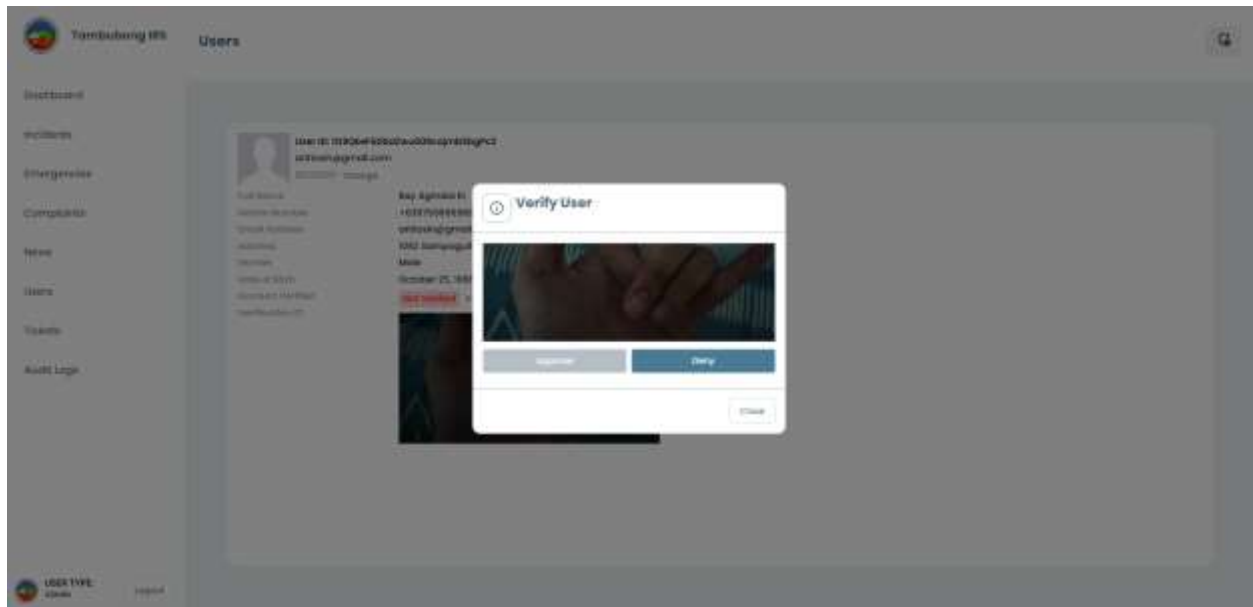
Manage Users Table:

Name	Role	Verification	Action
Ray W	MODERATOR	Not Verified	View Ban
AspeLuzmae Poligosa	MODERATOR	Not Verified	View Ban
David Tapido	MODERATOR	Verified	View Ban
Primo Delivel Valeros	MODERATOR	Verified	View Ban
Jonathan J. Mactal	MODERATOR	Not Verified	View Ban
Real connected local community	MODERATOR	Verified	View Ban

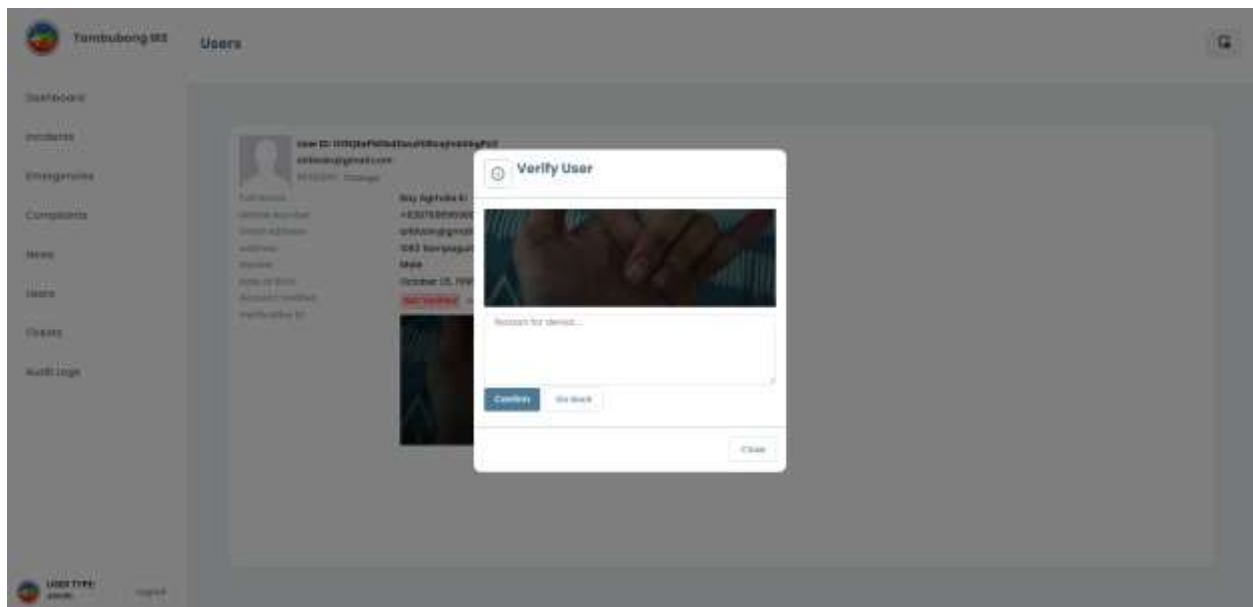
2. Click the “View” button of the user to view the user’s details.

[illegible]

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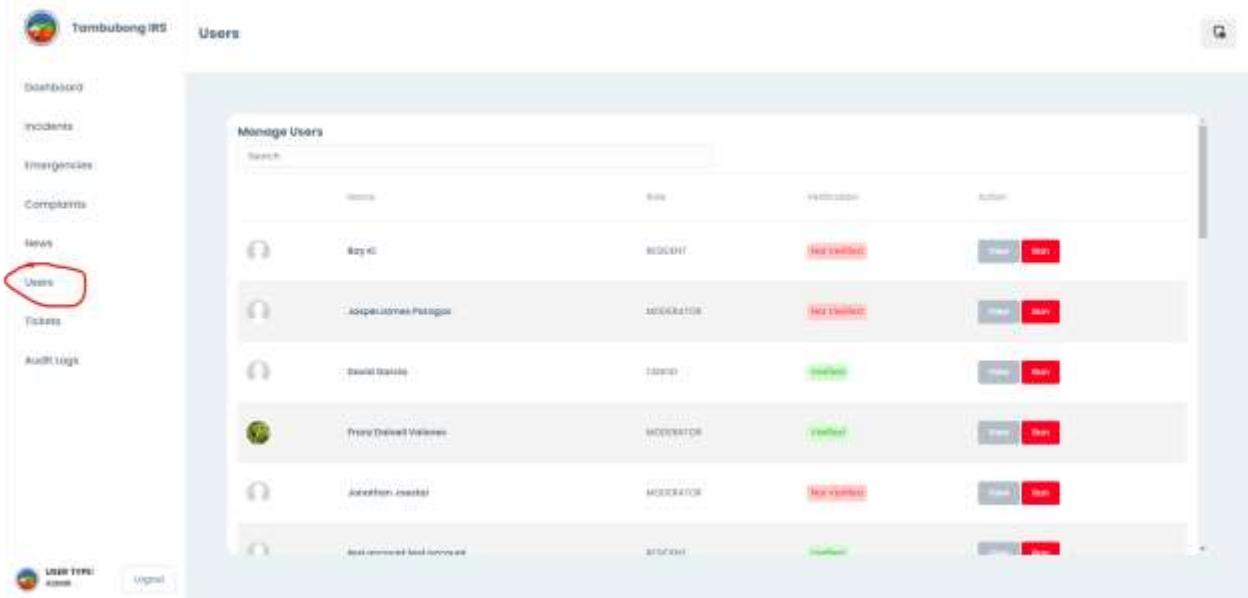
5. Click “Deny” if the user has invalid identification and provide a reason.



Update a User’s Role

Instructions:

1. Click “Users” button on the sidebar



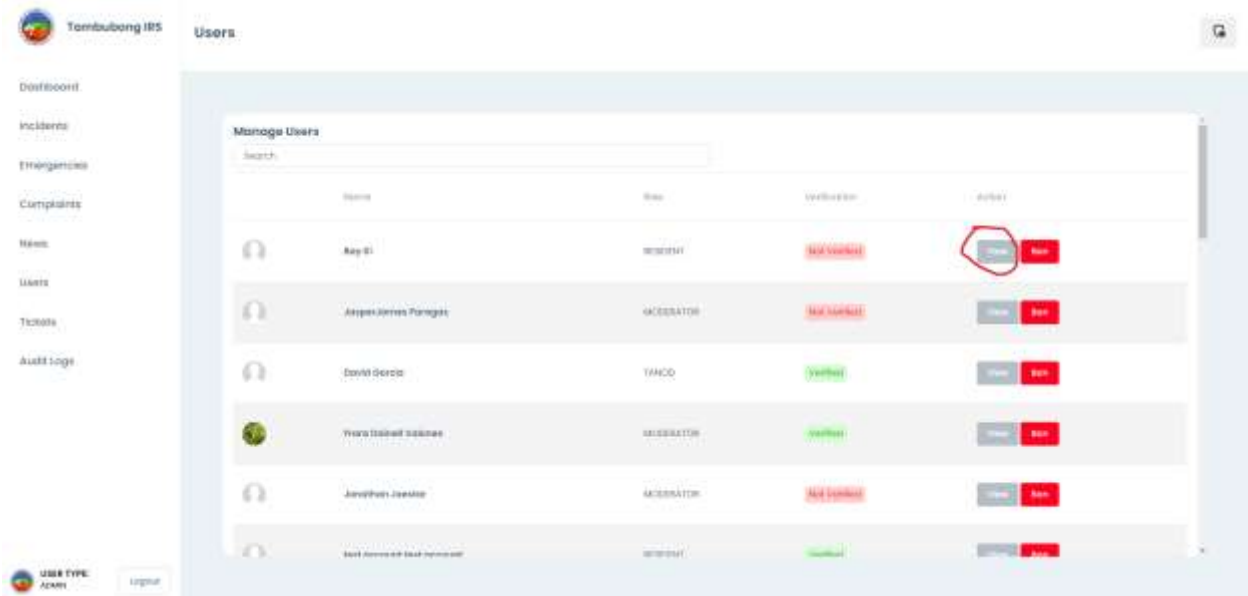
Tambubong IRS Users

Manage Users

Name	Role	Verification	Action
Bayli	MODERATOR	Not Verified	View Ban
Joseph James Paragosa	MODERATOR	Not Verified	View Ban
David Garcia	TAMCO	Verified	View Ban
Yara Dorell Valerino	MODERATOR	Verified	View Ban
Joseph James Paragosa	MODERATOR	Not Verified	View Ban
David Garcia	TAMCO	Verified	View Ban

USER TYPE: ADMIN [Logout](#)

2. Click the “View” button of the user to view the user’s details.



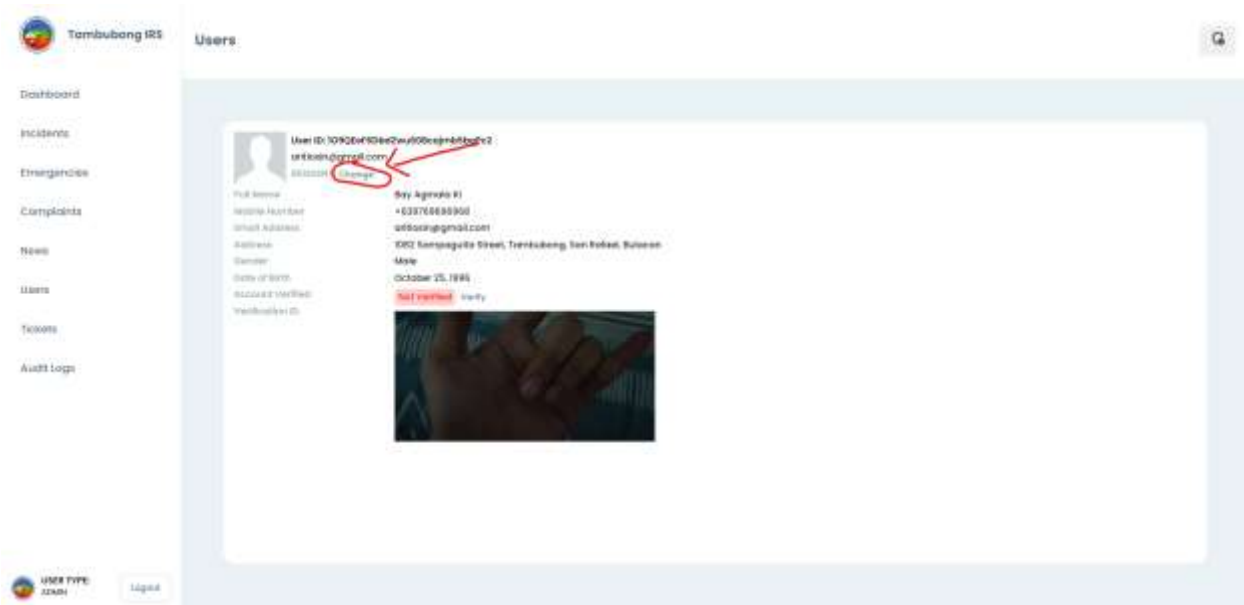
Tambubong IRS Users

Manage Users

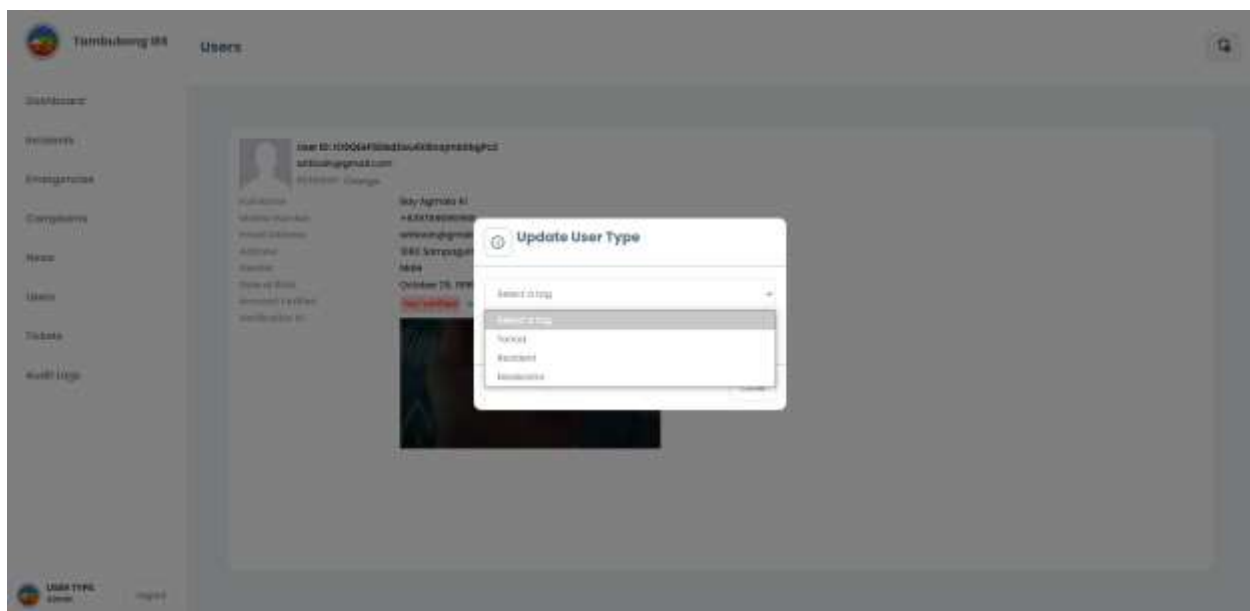
Name	Role	Verification	Action
Bayli	MODERATOR	Not Verified	View Ban
Joseph James Paragosa	MODERATOR	Not Verified	View Ban
David Garcia	TAMCO	Verified	View Ban
Yara Dorell Valerino	MODERATOR	Verified	View Ban
Joseph James Paragosa	MODERATOR	Not Verified	View Ban
David Garcia	TAMCO	Verified	View Ban

USER TYPE: ADMIN [Logout](#)

3. Click the “Change” button beside their role.



4. Select a Role from the list.

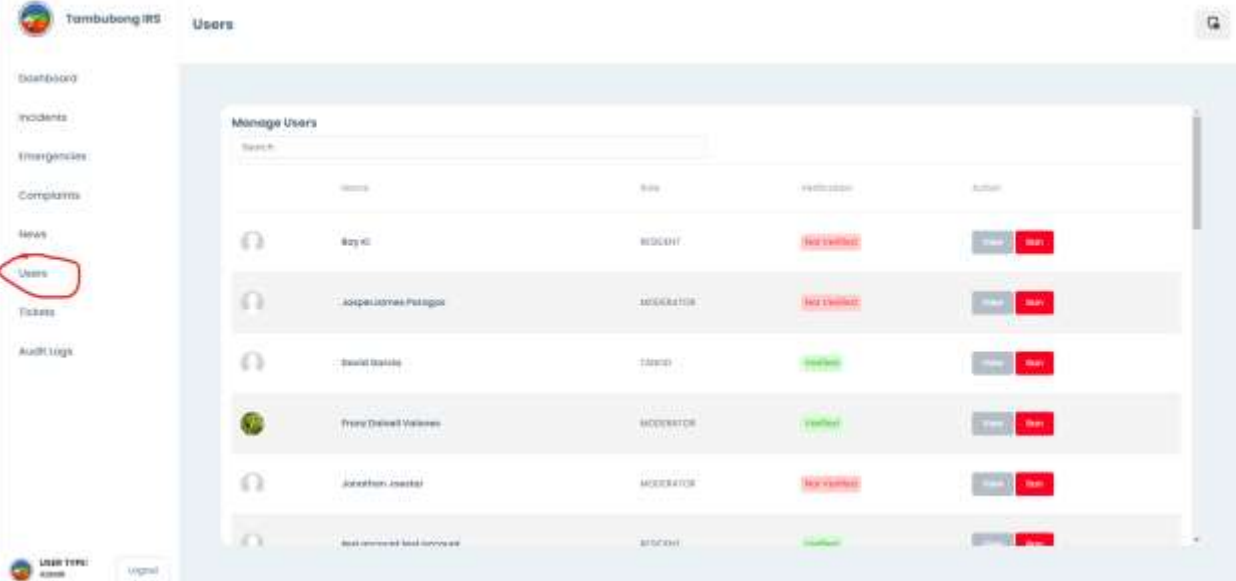


5. Click “Update” to successfully update the user’s role.

Ban or Unban a User

Instructions:

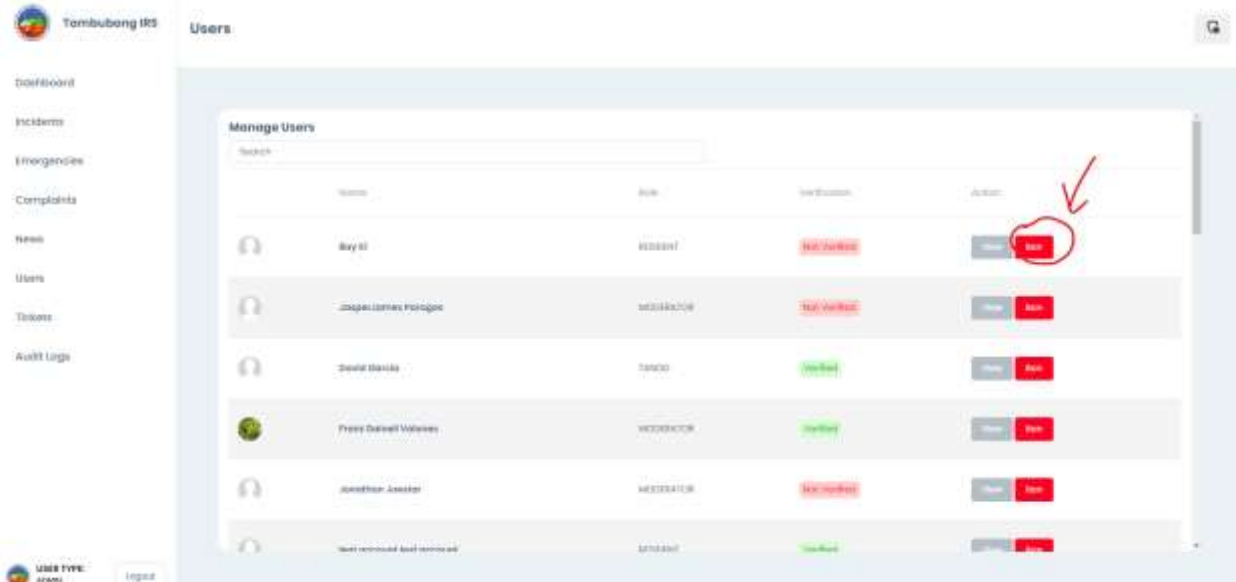
1. Click “Users” button on the sidebar



Manage Users

Name	Role	Verification	Action
Bayli	MODERATOR	Not Verified	Unban Ban
Jorge James Polanco	MODERATOR	Not Verified	Unban Ban
David Danilo	ADMIN	Verified	Unban Ban
Fred Daniel Valera	MODERATOR	Verified	Unban Ban
Jonathan Asatari	MODERATOR	Not Verified	Unban Ban
Not removed and removed	ADMIN	Verified	Unban Ban

2. Click the “Ban” button of the user you wish to ban.



Manage Users

Name	Role	Verification	Action
Bayli	MODERATOR	Not Verified	Unban Ban
Jorge James Polanco	MODERATOR	Not Verified	Unban Ban
David Danilo	ADMIN	Verified	Unban Ban
Fred Daniel Valera	MODERATOR	Verified	Unban Ban
Jonathan Asatari	MODERATOR	Not Verified	Unban Ban
Not removed and removed	ADMIN	Verified	Unban Ban

3. Click the “Unban” button if you wish to unban the user.

The screenshot displays the 'Manage Users' section of the Tambubong SIS application. The interface includes a sidebar with navigation options: Dashboard, Incidents, Emergencies, Complaints, News, Users, Tickets, and Audit Logs. The main content area is titled 'Manage Users' and features a search bar and a table of users.

Name	Role	Verification	Action
Ray VI	ADMINISTRATOR	Not Verified	View Add
Jasper James Pangasinan	MODERATOR	Not Verified	View Add
David Garcia	TAKOD	Verified	View Add
Franz Dadihak Tadokan	MODERATOR	Verified	View Add
Juanfran Juarez	MODERATOR	Not Verified	View Add
Andrés Antonio del Real del Real	ADMINISTRATOR	Verified	View Add

A red arrow points to the 'Add' button in the 'Action' column for the user 'Ray VI'.

Manage Tickets

Instructions:

1. Click “Tickets” button on the sidebar

The screenshot displays the 'Support Tickets' management interface. On the left, a sidebar contains navigation options, with 'Tickets' being the active and highlighted section. The main panel shows a list of the latest support tickets. At the top of this panel, there is a search bar and a 'Filter by Status' dropdown menu. Below these, a table lists individual tickets with columns for their unique numbers, titles, creators, creation dates, current status, and available actions. Each ticket entry includes a status dropdown and an 'Open' button for further management.

Ticket No.	Title	Created By	Date	Status	Action
448733342546464646	Help	Primo Dorell Vitorino	Fri, June 25, 2024 at 6:27 PM	Open	Open
408955175604464646	Test	Theodore Jauer	Sun, September 22, 2024 at 5:05 PM	Open	Open
443333444444444444	Test Ticket	Chai Liman	W, October 31, 2024 at 10:17 PM	Open	Open

2. Click the “View” button of the ticket to view the ticket’s details.

The screenshot displays the 'Ticket Details' page for a ticket titled 'help'. The ticket status is 'Closed'. A red circle highlights the 'Ticket Actions' section, which contains a 'Close' button. Below this, the 'Person Information' section provides details for Frank Daniel Volones, including his email, phone, verified status, and address. The page also shows a 'Reply to conversation' section with a text input field and a 'Reply' button.

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Tambubong IPS

Ticket Details



Dashboard

Incidents

Emergencies

Complaints

News

Users

Tickets

Audit Logs

help

Open

Thu, June 01, 2023 at 8:02 PM

Franz Daniel Velozes

Thu, June 01, 2023 at 8:02 PM

help

Reply to conversation

Send your reply here

Reply

Ticket Actions

Cancel

Close

Problem Information

Name

Email

Phone

Verified

Address

Franz Daniel Velozes

franzdaniel907@gmail.com

+63 832-304-1488

Verified

499 Tambubong Riverside,
Tambubong, San Rafael, Bulacan

Replied



Franz Daniel Velozes
Thu, June 01, 2023 at 8:02 PM
joined module po

USER TYPE:
Admin

Logout