**USER CASES**

-\*when user creating account (megat)

-\*when user submits foodbank (megat)

-\*when user open submission list (details, check location, delete) (megat)

-when user open details page (call? message? transfer? tap image? report? transfer button?) (megat)

-\*when user opens main map (megat)

-when user change language (megat)

-when user sends suggestion/bug report (megat)

**When a user creates an account**

A picture containing text

Description automatically generated

* User has to first register for an account before proceeding to the next step. On the sign-up page, there will be the application name which is Doowa and there is a short slogan “Share and Stay Blessed” below the name. next, there is also a few sections that must be answered including full name, username, email, and password.



* User is asked to fill in their full name in a text form. It is preferable to fill this section with alphabets rather than numbers or symbols.

A picture containing shape

Description automatically generated

* If the user proceeds to register without filling in the full name, error message will pop-up in the full name section indicating that full name is required to fill in.

A picture containing sky

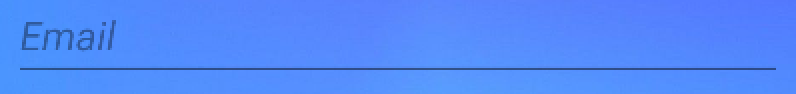
Description automatically generated

* User also has to create a username that later will be used for logging in and be able to use the application. Username has unlimited options as long as it is unique from others. If user entered a username that has been registered, there will be an error and hence cannot complete the sign-up process. Usernames may consist of alphabets, numbers, and symbols.

A picture containing graphical user interface

Description automatically generated

* If the user proceeds to register without filling in their username, error message will pop-up in the username section indicating that username is required to fill in.



* Next, email is also one of the sections that has to be filled in by the user. Email must be registered so that user can use this email address to receive and not miss out any important information from the application services. Users cannot use the same registered email address twice.

A screenshot of a computer

Description automatically generated with medium confidence

* If the user proceeds to register without filling in their email, error message will pop-up in the email section indicating that email is required to fill in. error message will also pop-op if the user tends to fill in the email address without a proper email address format.

Graphical user interface, application, website

Description automatically generated

* This message will pop out if any of the registered username or email has been used by another user. This indicates that the user cannot register with the same username or password.



* User must create a password to be logged in to the application. The input password will not be seen while filling in the section.

A picture containing graphical user interface

Description automatically generated

* If the user proceeds to register without creating a password, error message will pop-up in the password section indicating that the password section is required to fill in.



* User fills on this section to confirm their password that has been first entered. If the password does not match, it will also pop up an error message indicating the password entered is not the same.

A screenshot of a computer

Description automatically generated with medium confidence

* This error message will pop-up if user does not enter the same password that has been filled in the password section. Hence, the password created is invalid.

Text

Description automatically generated

* User must read and agree to all the terms and conditions before using the application. If user does not agree to the terms and conditions, they are not able to proceed to another step. User can read and understand the terms and conditions by pressing “Terms and Conditions”. All the terms and conditions will be stated in a pop-up window.
* Graphical user interface, text, application, letter, email

  Description automatically generated
* User can read and understand the terms and conditions by pressing “Terms and Conditions”. This will redirect user to a website for Doowa Terms and Services.

A picture containing text

Description automatically generated

* If the user does not agree and tick the box for the terms and conditions, there will be caution symbol indicating that they must agree to terms and conditions to successfully register.

Graphical user interface, text, application

Description automatically generated

* If the user wishes to create a username or providing an email that has been registered in the application, this error message will pop-up indicating that the registration process is failed because they used the register username or email address.

Graphical user interface, text, website

Description automatically generated

* After all the sections have been filled in and user has agreed and ticked to the terms and conditions, they will be able to register a new account by pressing the “Register” button.

Graphical user interface, text, application

Description automatically generated

* This message will pop-up indicating the user that their account has been successfully created and is ready to be used.

Text

Description automatically generated

* If the user already has a registered account, user can press “Log in.” to proceed to the log in page and continue logging in instead of registering a new account

**\*When user submits foodbank (megat)**

**Graphical user interface, application

Description automatically generated**

* If the user proceeds to register for food bank without creating the organization name, error message will pop-up in the organization name section indicating that the section is required to fill in.

Graphical user interface, text, application, chat or text message

Description automatically generated

* If user click at the choose donation type, user can choose which donation they are going to donate. It includes money, necessities, and groceries. If the type of donation is not included in the options, user may choose “Others” option to indicate the type of donation is neither of them.

**Graphical user interface, application

Description automatically generated**

* If the user proceeds to register for food bank without providing the full address, error message will pop-up in the address section indicating that the address section is required to fill in.

Graphical user interface, text, application, chat or text message

Description automatically generated

* If the user proceeds to register for food bank without providing further details on their food bank, error message will pop-up in the details section indicating that the section is required to fill in.

Graphical user interface, application

Description automatically generated

* If the user proceeds to register for food bank without providing their organization’s operating hour on their food bank, error message will pop-up in the operating hour section indicating that the section is required to fill in.

**Graphical user interface, application

Description automatically generated**

* This error message will pop-up if the user tends to provide an invalid phone number that includes alphabets. User must only input numbers in this section so that it is valid. User also cannot leave this section blank as they have to provide phone number so that donator can easily communicate with the distributor.

**A picture containing logo

Description automatically generated**

* Before user creates the food bank account, it is advisable to read and understand the submission guidelines of the application.
* **Text, letter

  Description automatically generated**
* Once user has clicked “here” to read the submission guidelines, they will redirect to Submission Guidelines page to have further information and details about the submission.

A picture containing shape

Description automatically generated

* Once user has filled in all the sections and read through the submission guidelines, user can set point in the map to have an exact location and address of the organization so that donator will easily find the location.

**Map

Description automatically generated**

* Once user clicked the “Set Map Location” button, they will redirect to the map page with pin on it to indicate where their exact location is. User may also relocate the location pin to the most exact location that they desire to for their organization address.

**Graphical user interface, text, application, chat or text message

Description automatically generated**

* This confirmation message will pop-up to confirm the marked location (location pin) as the exact location for the organization’s address. User can click “OK” if they confirm to perform the request to use the marked location. Otherwise, they can press “CANCEL” if they would like to cancel the marked location request.

Text

Description automatically generated

* Once user has selected to mark the current location, there will be a location pin with a pop-up message for user to hold and drag the pin to the exact location. User can zoom in and zoom out to have better location precision for the pin.

**Graphical user interface, text, application, chat or text message

Description automatically generated**

* This confirmation message will pop-up to confirm the current location as the exact location for the organization’s address. User can click “OK” if they confirm to perform the request to use the current location. Otherwise, they can press “CANCEL” if they would like to cancel the current location request.

**Background pattern

Description automatically generated with low confidence**

* When user click the camera icon to upload a picture, they will redirect to the picture upload page. This page helps users to upload the picture to the food bank page. User can also enter the file name to easily upload the picture without redirecting to another gallery to choose the picture manually.

**Graphical user interface, chart

Description automatically generated with medium confidence**

* Once user proceeds with upload file button, they will redirect to gallery to choose any picture that they would like to upload as profile picture.

**Graphical user interface, text, application

Description automatically generated**

* Once user has chosen a picture and click the “Use Image” button, a confirmation window will pop-up asking user whether they are confirmed to use the picture as the profile picture. If user has confirmed the picture, they may press the “OK” button, otherwise they may press the “CANCEL” button to cancel the request.

**Graphical user interface, text, application, chat or text message

Description automatically generated**

* If there is no file (image) selected, error message will pop-up indicating that there is no file selected and hence the image upload cannot be continued.

**Text

Description automatically generated**

* The error message will pop-up if they tend to use the “Set Location”, but the location pin is not being dragged or set properly by the user. It indicates that user must at least drag the location pin to the exact location to proceed.

**Graphical user interface, text, application, chat or text message

Description automatically generated**

* If the user has filled in all the details correctly and set a map location for the organization, this message will pop-up indicating that registration for food bank has successfully been made.

**\*When user open submission list (details, check location, delete) (megat)**

**Graphical user interface, application

Description automatically generated**

* This message will pop-up if the user has not made any submission and donation yet.

Graphical user interface, application

Description automatically generated

* Here is the list on the submission page if there is at least one submission that has been made. Every submission has its own date and time created for reference.

Graphical user interface, text, application, chat or text message

Description automatically generated

* User can press three dots on the right side of each of the submission to have further information for each of them. It includes “Details”, “Check Location”, and “Delete Submission”.

Graphical user interface, application

Description automatically generated

* When user has clicked on the “Details”, they will redirect to the Submission Details page of that specific submission list. The details of the list include type of donation, posted date and time, name, full address, further details, operating hours and also some extra attachments if available.

Map

Description automatically generated

* When user has clicked on the “Check Location”, user will redirect to the Submission Location page where user can determine the exact location by referring to the location pin on the map. This will ease the process of finding and distributing the donation to the recipient.

Graphical user interface, text, application

Description automatically generated

* If the user wishes to delete a specific submission list, user can do so by clicking on the “Delete Submission” button. Once it is clicked, confirmation message will pop-up to confirm the user about the deletion request. If the user wishes to delete the submission, they can click on “OK” button to confirm deletion, otherwise, they can go for “CANCEL” button to immediately cancel the request.

**When user open details page (call? message? transfer? tap image? report? transfer button?) (megat)**

* Details page is the page where donator can access to communicate with their recipient. On the page, there will be profile picture, call and message button, as well as basic details such as name, address meeting time and ant extra pictures as attachments.
* **Profile picture** : User can upload a profile picture that is related to them and most importantly it aligns with the guidelines of the application. If the picture is inappropriate, the profile can be terminated by the administrator.
* **Call** : Recipient can provide their phone number on the application so that when it is easier for donator to reach them out. Donator can press the phone call button to start calling recipient immediately.
* **Message** : Donator also has an option to reach out the recipient through messages. Donator can press the message (dialogue box) button to directly message the recipient for further information.
* **Name** : Recipient must provide their full name so that donator will get to know recipient’s basic information for them to use if there are any inappropriate misbehaviors.
* **Address** : Recipient can add a full detailed address at the address section so that donator can provide the donation by delivering to the address. The address must be detailed and real.
* **Meeting time** : Recipient can provide preferred meeting time so that donator and recipient can agree to one date and time if they are planning to meet in face-to-face situation.
* **Attachments** : Recipient can upload extra pictures as attachments so that donator will have better understanding on what type of donation that the recipient is looking for. Users could have multiple attachments in this section if the pictures uploaded are appropriate and aligns with guidelines.
* **Transfer money button** :

**Graphical user interface, text, application, chat or text message

Description automatically generated**

Donator can proceed to donate if they wish to provide the donation in terms of money. Once, donator press this button, a pop-up window will show the bank options of what bank donator will use as a medium to transfer the money. Donator must at least choose one bank option to proceed.

Graphical user interface, application

Description automatically generated

🡪 Woori Bank’s Official Website

Once donator has chosen a bank option that will be used for the transfer, it will redirect donator to the bank’s official website for further details to successfully transfer the money. The bank’s official website differs to every bank option that has been chosen.

* **Report :**

A picture containing schematic

Description automatically generated

User may report the submission if there is any misbehavior on the page details. Once the user pressed the “report this submission?”, this will redirect to the submission report page where user can provide more details about the misbehaviors so that the creator of the submission will no longer be able to use the application.

A picture containing text, indoor, floor

Description automatically generated

A picture containing text, indoor, floor

Description automatically generated

🡪

* **Bigger picture view** : If there is at least one attachment available on the details page, user can have a better view of the image by tapping the image to view in a bigger size.

**\*When user opens main map (megat)**

**Map

Description automatically generated**

* When user is on the main map page, this will help user to find those who are seeking for donation by referring to the pins that are on the map. User can also drag the map if they wish to provide the donation at the different location radius.

**Diagram, text

Description automatically generated**

* Once donator has decided to provide the donation, they can press the pin on the map to pop-up the type of donation window and further tap to redirect them to the details page where there will be more information regarding the recipient and donation that they are seeking.

**Graphical user interface, application

Description automatically generated**

* User will have two options that come up on the bottom left part of the map page when they have selected on of the recipient through the location pin.

**Graphical user interface, application, map

Description automatically generated**

* User then will redirect to Google Maps if there press the left button option which is the direction to the recipient’s place. This helps donator to have clear navigation to heading the place.

**Map

Description automatically generated**

* If the user (donator) clicked the right button of the options, donator will redirect to Google Maps for a precise location and further information regarding the place to have a better in searching for the place.

**When user change language (megat)**

**Graphical user interface, text, application

Description automatically generated**

* User has an option to change language including English, Malay, and Korean language based on their preferences. When the language is changed, it will have a different language of the application. This makes the user to easily navigate the application without any misunderstanding due to the language barrier.
* User may only choose one language at a time before proceeding. Once the preferred language has been chosen, user can press on the desired language to change the language version of the application into the chosen language. If user wants to cancel the request of changing language, user can press the same language version of the application to exit the window and the changing language request will not be made.

**Graphical user interface, text, application

Description automatically generatedGraphical user interface

Description automatically generated with medium confidence**

**🡪**

**When user sends suggestion/bug report (megat)**

Graphical user interface

Description automatically generated with medium confidence

* User can report add any suggestions or report any bugs occurred while using the application. User will be provided a space for them to write any suggestion so that the application can be improved in the future. User can also enter this submission in a few sentences or in one paragraph that consists of alphabets, numbers, and also symbols.

Graphical user interface, text, application, chat or text message

Description automatically generated

* If the user does not enter any text in this section, they will not be able to submit the report or suggestion. User must at least enter one word in order to submit the suggestion.

A picture containing text

Description automatically generated

* User can press the “Submit” button once the report and suggestion section has entered. Otherwise, user will not be able to press the button and thus, error in submitting their report or suggestion.

Graphical user interface, text, application, chat or text message

Description automatically generated

* This message will pop-up to indicate the suggestion and report submission has successfully been made and there is no error in the submission section.