Use Cases

# 1. Guest User - Jill

Jill wants to go to a local park and wants to see if any environmental issues exist nearby. She goes to our website, which offers her a map interface and search functionality. She is able to use filters to quickly find issues based on location, issue type, status, or age (time since reported). She can open specific issue reports to find all information submitted by Registered Users, including pictures and locations.

# 2. Registered User - Jack

Jack has all the same access as Use Case 1 (Guest User) and fits the following use case:

Jack went to a school and noticed a weird smell coming from behind the gym. He went around the corner and noticed a huge pile of garbage overflowing from the dumpster. He can go to our website either from his home computer or from his phone to report the issue. First it asks him to either provide the address or pin it on a map around where he saw the issue. If he is using the website from his mobile, he can allow it to use his location to pre-fill the location of the issue. Then it asks him to describe the issue, such as what it was and when he first noticed it. If he is using the website from his mobile, he is given an option to take a picture of the issue and include it with his report. It then asks him whether he’d like any follow-ups about the issue he reported, after which he is asked to provide his name and sign-in / sign-up info. Once he signs up, it automatically submits the report. If he opted in to receive updates, it then emails him a summary of his report and a way to log in to view the status of issues he has reported.

Jack can also click a link at sign in to reset his password if he forgets it.

# 3. Admin - Bob

Bob has all the same access as Use Case 2 (Registered User) and fits the following use case:

Bob is the administrator of our website. His responsibility is to ensure that all submissions made meet the most basic criteria of reporting *environmental* issues (not crimes or other unrelated issues). If key pieces of information are missing, such as no location or a clearly insufficient description of the issue, Bob can flag it as incomplete, which will hide the issue from everyone except Admins and the Registered User who reported it (who is then prompted to log in and complete it properly within a certain deadline). If they don’t complete it by that deadline, the issue is automatically deleted from the system, which sends a notification email to the same Registered User. Bob has additional access to ban both Registered Users and Managers from the system for abusing their access.

# 4. Manager - Rachel

Rachel has all the same access as Use Case 1 (Guest User) and fits the following use case:

Rachel works for the local government to clean up or resolve various environmental issues. She logs in to our website as a Manager (different URL than the Registered User case) and is presented with a dashboard and search / browse functionality, as well as a map and issue filters. She is able to use these filters to quickly find issues based on location, issue type, status, or age (time since reported). She can open specific issue reports to find all information submitted by Guest Users, including pictures and locations. She also has an option to change the status of an issue, which triggers a notification to the Registered User if they opted in for follow-ups. She is also given an option within individual issues to Star / Favorite specific issues so she can easily access them in one place later. Another feature she has access to is to report an issue as incomplete to the Admin for follow-up. Doing this will add a tag she can see whenever she opens that issue. The tag is cleared when the issue is updated by the Registered User who posted it.

Rachel can also click a link at sign in to reset her password if she forgets it.