

2023

SOFTWARE REQUIREMENT SPECIFICATION (SRS)

MINDCONNECT: A MENTAL HEALTH
APPLICATION BRIDGING YOUTH AND
THERAPISTS IN MALAYSIA

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To be submitted for the requirement of Final Year Project 1 course
Bachelor of IT Hons. (Software Engineering)



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Software : MindConnect: A Mental Health Application Bridging Youth and Therapists
in Malaysia

Archiving Place :

Copies Available : 1

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1. INTRODUCTION

MindConnect: A Mental Health Application Bridging Youth and Therapists in Malaysia is a mobile and web application system which aims to provide users with an interactive experience in seeking help and support for their mental health concerns. For the mobile-based application, the primary users are youths aged between 15 to 40 years old who are seeking support for their mental health conditions, whether diagnosed or not, and the secondary users are screened, licensed therapists who provide clinically-sound support to these youths via therapy appointments. Other features and functionalities to supplement the therapy appointment module are also included for youths such as a mental health screening assessment, emergency hotlines page, mood tracker page and an interactive AI Chatbot. Licensed therapists are also given the ability to manage their patients (youths) and therapy appointment bookings. On the other hand, the web application is used by the system administrator who oversees data management such as management of user information, real-time appointment bookings and management of the youths' mood history. The admin is also in charge of screening the therapists to ensure legitimacy of their provided credentials (license number) according to the Malaysian Society of Clinical Psychology.

1.1 PURPOSE

The purpose of this Software Requirements Specification (SRS) is to provide a clear and comprehensive description of the MindConnect application. This document describes in detail information to understand the requirements, features, interfaces, constraints and use cases. Assumptions and dependencies will also be thoroughly outlined in this SRS document. The interfaces that are covered in this SRS are for youths (users), therapists (users) and system administrator (admin). It also explains how the mobile and web application must perform in order to meet both internal and external requirements. This SRS is intended for all stakeholders, which consists of the users, developers, and testers of the system. The document will refer to other relevant documents for further elaboration where necessary.

1.2 PROBLEM STATEMENT

There are certain problems that have been identified which has prompted the development of this MindConnect application. Among them is the primary problem of limited accessibility to mental health services as most facilities are skewed towards specialist care for the severely affected. Moreover, those living in remote or underserved areas are especially burdened with more adverse socioeconomic conditions and reduced access to mental healthcare as many mental health facilities are targeted towards more urban areas.

Furthermore, underutilization of technology in mental health services also poses a problem. While mobile applications have shown promise in addressing mental health issues on a global scale, Malaysia's local scene still lacks creative solutions aimed at the youth demographic. Existing mobile applications may not fully cater to the varied needs of young people looking for mental health care and support, especially in terms of "where to start" without feeling overwhelmed.

Another problem to be considered is the low mental health literacy and persistent social stigma, especially among Malaysian youths. This is because many youths in Malaysia lack sufficient knowledge on mental health issues, leading to stigmatization. This includes both public and self-stigma, which leads to a reluctance to come forward for help, treatment, or intervention. This reinforces the need for a solution that not only provides support but also actively works towards reducing stigma.

Lastly, the development of the MindConnect application aims to solve the lack of comprehensive mental health support in Malaysia. While there are locally available mental health applications, they do not provide a comprehensive strategy for treating mental health issues. Hence, this application aims to rectify this problem by encouraging youths to seek help early in their mental health journey, nurturing a sense of self-awareness and encouraging accountability to effectively combat the rise in mental health disorders.

1.3 REFERENCES

IEEE Std 830 – 1993, IEEE Standard for Software requirements specification IEEE 830

1.4 DOCUMENT OVERVIEW

This document consists of four sections:

- i. Section 1 contains the purpose, problem statement, reference, and document overview of the MindConnect application.
- ii. Section 2 provides an overview of the functionality of the application, in which it describes the informal requirements and is used to establish context for the technical requirements specification in the next section.
- iii. Section 3 defines the software requirements and describes in technical terms the details of the functionality of the application. It is primarily written for the designers, developers, and testers of the website for verification and validation purposes.
- iv. Section 4 contains definitions, acronyms, and abbreviations used in this document.

2. OVERALL DESCRIPTION

2.1 OVERALL DESCRIPTION

The purpose of this section is to provide an overview of the MindConnect application, including its general product perspective, system interfaces, user interfaces, software interfaces, product functions, user characteristics, constraints, assumptions, and dependencies made in order to define the necessary requirements. The graphical user interface (GUI) of the system will be at Appendix B.

2.1.1 Product Perspective

MindConnect is a mobile and web-based application which aims to bridge the gap between youth and therapists in Malaysia. To access the mobile application, users are required to use a mobile device (smartphone). The mobile application will work on both Android and iOS devices. To access the web application, users are required to use a computer or laptop. Internet connection is required for the user to access the system on both mobile and web applications. The mobile-based application is developed for youths-in-need and licensed therapists. Youths are able to register accounts to access features such as taking a mental health screening, viewing a list of available therapists, scheduling therapy sessions, accessing emergency hotline numbers in times of crisis, tracking their daily mood, and interacting with an AI Chatbot. On the other hand, therapists are also able to create accounts to access and manage their patients' (youths) details as well as therapy appointment bookings. In terms of the web-based application developed for the system administrator, they shall be able to oversee the overall system, manage all user data, manage therapy appointment bookings as well as manage the youths' mood database. The MindConnect application should provide functionality as described further in the Specific Requirements under Section 3. It should be noted, however, that this is version 1.0 of the SRS document, so it will only cover features of the mobile-based application which involves youth and therapists.

2.1.2 System Interfaces

As the MindConnect application is developed for both mobile and web usage, the system interfaces for the application are as follows:

- i. This mobile application is compatible with all Android mobile devices and tablets, as well as iPhone and iPad. The following details the supported versions accordingly:

Table 1: List of Supported Android and iOS Versions for Mobile Application

Android Mobile/Tablet	Version: Android 10 or higher
iPhone/iPad	Version: iOS 13 or higher

- ii. This web application requires the following operating system (OS) and browsers:

Table 2: List of Supported Operating System and Browsers for Web Application

Windows	Operating System: Windows 10 Browser: Latest version of Google Chrome / Microsoft Edge / Mozilla Firefox
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2.1.3 User Interfaces

MindConnect will have a user-friendly and aesthetically pleasing interface for all users of the application. The content of each user interface will be dependent on the type of user and the requirements specified for the user (refer to Section 3, Specific Requirements). The user interface (UI) for the mobile application users (youth and therapists) is colour-coded, with the youth primarily in green and the therapist in blue. Designs for all users (youth, therapist, system administrator) will depend on each module's features and necessary functionalities. In the admin's case of being a web-based application, the system will be designed to adapt and respond to various screen sizes and orientations. This is to ensure a consistent user experience and quality of the system.

2.1.4 Software Interfaces

The following outlines the various software interfaces that are required in developing the MindConnect application.

Table 3: Software Interfaces for Mobile and Web Application Development

Software	Details
Operating System (Laptop)	<ul style="list-style-type: none">Windows 10, 64-bit
Programming Language (Backend)	<ul style="list-style-type: none">Dart
Programming Framework (Frontend)	<ul style="list-style-type: none">Flutter
Development Tools	<ul style="list-style-type: none">Visual Studio CodeAndroid Studio
Database	<ul style="list-style-type: none">Firebase
Design	<ul style="list-style-type: none">CanvaFigma
AI Chatbot Integration	<ul style="list-style-type: none">Rasa

Table 4: Details of Software Interfaces for Operating System

Name	Microsoft Windows 10
Mnemonic	Windows 10
Description	Microsoft Windows is highly known as an operating system and a group of graphical operating system families developed by the company Microsoft.
Version Number	Windows 10 64-bit operating system
Source	https://www.microsoft.com/en-au/software-download/windows10

Table 5: Details of Software Interfaces for Programming Language (Backend)

Name	Dart
Mnemonic	Dart
Description	Dart is a client-optimized language for developing fast apps on any platform. Its goal is to offer the most productive programming language for multi-platform development, paired with a flexible execution runtime platform for app frameworks.
Version Number	Version 2.19.6
Source	https://dart.dev/get-dart

Table 6: Details of Software Interface for Programming Framework (Frontend)

Name	Flutter
Mnemonic	Flutter
Description	Flutter is Google's free and open-source UI framework for creating native mobile applications. Released in 2017, Flutter allows developers to build mobile applications for both iOS and Android with a single codebase and programming language.
Version Number	Version 3.7.12
Source	https://docs.flutter.dev/

Table 7: Details of Software Interface for Development Tools

Name	Visual Studio Code
Mnemonic	VS Code
Description	Visual Code is an opened source text editor developed by Microsoft.
Version Number	Version 1.86
Source	https://code.visualstudio.com/docs/

Name	Android Studio
Mnemonic	Android Studio
Description	Android Studio is Google's official IDE for Android app development and includes an emulator that simulates and replicates various Android devices.
Version Number	Android Studio Electric Eel 2022.1.1 Patch 2
Source	https://developer.android.com/studio

Table 8: Details of Software Interface for Database

Name	Firebase
Mnemonic	Firebase
Description	Firebase is Google's all-in-one platform for mobile and web app development, providing services like real-time databases and authentication.
Version Number	Version 13.0.2
Source	https://firebase.google.com/

Table 9: Details of Software Interface for Design

Name	Canva
Mnemonic	Canva
Description	Canva is a user-friendly graphic design platform for creating professional visuals with a simple and intuitive drag-and-drop interface.
Version Number	-
Source	https://www.canva.com/
Name	Figma
Mnemonic	Figma
Description	Figma is a collaborative design and prototyping tool that enables teams to create, share, and iterate on digital designs in real-time.
Version Number	-
Source	https://www.figma.com/

Table 10: Details of Software Interface for AI Chatbot Integration

Name	Rasa
Mnemonic	Rasa
Description	Rasa is an open-source conversational AI platform that facilitates the development of chatbots and virtual assistants with natural language processing capabilities.
Version Number	Version 3.6.16
Source	https://rasa.com/docs/

2.2 Product Functions

The following tables describe the major functions of the MindConnect application, according to the type of application and users respectively.

Table 11: MindConnect Modules – Mobile Application

Module	Feature ID	List of Features	Description	Accessible Role
Registration	F01	Register	To allow the user to register an account with some credential information.	Youth, Therapist
Login	F02	Login	To allow the user to log in to their registered account by filling in their email and password.	Youth, Therapist
User Profile	F03	Manage Profile Information	To allow the user to view and update their profile information.	Youth, Therapist
Mental Health Screening	F04	Take Mental Health Assessment	To allow the user to take a mental health assessment to self-check the severity of their symptoms using a DASS (Depression, Anxiety, Stress Scale) test.	Youth
View Therapist	F05	View List of Therapists	To allow the user to view and filter a list of registered licensed therapists as well as their detailed information.	Youth

Schedule Therapy Session	F06	Schedule Therapy Session	To allow the user to schedule a therapy session with their preferred therapist according to available dates, mode of session (virtual or face-to-face) and time slots.	Youth
Therapy Bookings	F07	View Confirmed Therapy Bookings	To allow the user to view confirmed therapy bookings and the list of patients (youth) assigned to them.	Therapist
Emergency Hotlines	F08	View List of Emergency Contact Numbers	To allow the user to view a list of emergency hotlines' contact numbers.	Youth
Mood Tracker	F09	Track Daily Mood	To allow the user to track their mood and view their mood history.	Youth
AI Chatbot	F10	Interact with AI Chatbot	To allow the user to interact with the AI Chatbot to enquire about the features and functions of the app, view therapy session reminder and provide feedback.	Youth

Table 12: MindConnect Modules – Web Application

Module	Feature ID	List of Features	Description	Accessible Role
Login	F01	Login	To allow admin to log in to their specific account by filling in ID and password.	System Administrator
Youth Account Management	F02	Manage Youth Profile Information	To allow admin to view, update, and/or remove the youth's profile information.	System Administrator
Therapist Account Management	F03	Manage Therapist Profile Information	To allow admin to view, verify, update, and/or remove the therapist's profile information.	System Administrator

Real-Time Appointment Booking	F04	Manage Therapy Bookings	To allow admin to view and manage (update and/or remove) therapy session appointment bookings.	System Administrator
Mood Tracker Database	F05	Manage Youth Mood History	To allow admin to view and manage the user's (youth) mood history.	System Administrator

2.3 User Characteristics

There are three types of users who have access to the MindConnect application, including youth, therapists, and system administrator. The following table explains each user of the application in detail.

Table 13: User Characteristics of MindConnect Application

User	Description	Required Knowledge
Youth	Regular users aged between 15 to 40 years old seeking help for their mental health concerns or conditions.	Basic knowledge in using a mobile application.
Therapist	Licensed therapists registered at least under the Malaysian Society of Clinical Psychology.	Basic knowledge in using a mobile application.
System Administrator	Admin responsible for managing users' data including their information, mood history and real-time therapy appointment bookings.	Basic knowledge and skill in operating a web application as well as managing and monitoring user data.

2.4 Constraints

The development and implementation of the MindConnect application are subject to certain constraints, as follows:

- i. The application shall require a stable internet connection to access the functionalities and features of the application.
- ii. The application is only available on the latest operating systems (refer to System Interfaces under section 2.1.2).
- iii. The application shall allow users to view the mobile-based application on the latest Android and iOS devices only.
- iv. The application shall allow users to view the web-based application on Google Chrome, Microsoft Edge, and Mozilla Firefox browsers only.
- v. The application must have database security that complies with relevant laws and requirements to ensure user confidentiality.
- vi. The application requires therapists to be licensed and registered under the Malaysian Society of Clinical Psychology to ensure validity of their credentials.
- vii. The development of the application should be completed within the allocated timeline and available resources.

2.5 Assumptions and Dependencies

The following details the assumptions and dependencies for the MindConnect application.

2.5.1 Assumptions

- i. The application shall have a database to access and store user information.
- ii. The application shall be designed to be responsive to function properly on various screen sizes as it should be accessible by users on a variety of devices and browsers.
- iii. The application should be compatible with the specified hardware configurations and operating systems.
- iv. Users must have access to and be connected to a stable Internet connection to access the full features and functionalities of both the mobile and web application.
- v. Users must have the latest operating system and compatible web browsers (Google Chrome, Safari, Microsoft Edge or Mozilla Firefox) on their computer, tablet or mobile devices to access the application.
- vi. Users of the website must have basic knowledge in English language.
- vii. Users must be digitally literate and have basic knowledge in using mobile and web applications.

2.5.2 Dependencies

- i. The application shall be developed and executed in a manner that minimizes downtime and provides constant performance as users of the application will have expectations regarding its availability and uptime.
- ii. The application should be updated and maintained over time; thus, it should be developed in a modular and scalable method to make it simpler to add new features and make adjustments accordingly.
- iii. The application shall be hosted in a secure environment to operate effectively and to protect sensitive user information.
- iv. The application shall have a robust database management system for data storage and retrieval which is to be updated in case of changes in the database schema.
- v. The application should be updated accordingly if there are any changes to regulations of compliance standards.

3. SPECIFIC REQUIREMENTS

This section of the SRS should contain all the software requirements to a level of detail sufficient to enable designers to design a system to satisfy those requirements, and testers to test that the system satisfies those requirements. Throughout this section, every stated requirement should be externally perceivable by users, operators, or other external systems. These requirements should include at a minimum a description of every input (stimulus) into the system, every output (response) from the system, and all functions performed by the system in response to an input or in support of an output.

3.1 External Interface Requirements

This section outlines the external interface requirements which includes the user interface, hardware interface and software interface requirements of the MindConnect application. The interfaces are classified and grouped by their features. As this is version 1.0 of the SRS document, only features of the mobile application which involves youth and therapists are covered in this section.

3.1.1 User Interfaces

3.1.1.1 User Interface: Registration (Youth, Therapist)

Table 14: User Interface for Registration (Youth, Therapist)

Requirement ID	REQ_F101		Version	1.0
Item	Registration			
Description	Users shall be able to register their information into the database to create an account.			
Purpose	To register user’s information into the database.			
User	Youth	Therapist	Valid Range	Not applicable
Format	Name: Text Email Address: Email Password: Masked text field Gender: Option button Date of Birth: Date picker Postcode: Text	Name: Text Email Address: Email Password: Masked text field Gender: Option button Organisation: Text License Number: Text Work Postcode: Text		
Related I/O	None			
Author	Nur Alisa Zarina Binti Nazmi			

3.1.1.2 User Interface: Login (Youth, Therapist)

Table 15: User Interface for Login (Youth, Therapist)

Requirement ID	REQ_F201	Version	1.0
Item	Login		
Description	Users shall input their login credentials to access their MindConnect account.		
Purpose	Registered users can securely log in to their account and access all features of the application.		
Format	Email Address: Email Password: Masked text fields	Valid Range	Not applicable
Related I/O	REQ_F101		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.3 User Interface: User Profile (Youth, Therapist)

Table 16: User Interface for User Profile (Youth, Therapist)

Requirement ID	REQ_F301		Version	1.0
Item	User Profile			
Description	Users shall be able to view and update their profile information.			
Purpose	To allow logged in users to view and update their profile information in the system.			
User	Youth	Therapist	Valid Range	Not applicable
Format	Name: Text Email Address: Email Password: Masked text field Gender: Option button Date of Birth: Date picker Postcode: Text	Name: Text Email Address: Email Password: Masked text field Gender: Option button Organisation: Text License Number: Text Work Postcode: Text		
Related I/O	REQ_F201			
Author	Nur Alisa Zarina Binti Nazmi			

3.1.1.4 User Interface: Mental Health Screening (Youth)

Table 17: User Interface for Mental Health Screening (Youth)

Requirement ID	REQ_F401	Version	1.0
Item	Mental Health Screening		
Description	Users shall be able to take a 21-question DASS test and receive test score results after successfully		
Purpose	To allow logged in users an accessible and interactive method to assess their current mental and emotional state.		
Format	Test Description: Text Test Questions: Radio buttons (Form) Submit: Button	Valid Range	Not applicable
Related I/O	REQ_F201		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.5 User Interface: View Therapists (Youth)

Table 18: User Interface for View Therapists (Youth)

Requirement ID	REQ_F501	Version	1.0
Item	View Therapists		
Description	Users shall be able to view a list of available therapists, as well as search and filter according to concern, view therapist profile details and choose their preferred therapist.		
Purpose	To allow logged in users to view, search, filter and choose a therapist according to their concern or otherwise.		
Format	Search Bar: Input field Display therapist details View Details: Button Display therapist profile details Book Therapist: Button	Valid Range	Not applicable
Related I/O	REQ_F201, REQ_F601		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.6 User Interface: Schedule Therapy Session (Youth, Therapist)

Table 19: User Interface for Schedule Therapy Session (Youth, Therapist)

Requirement ID	REQ_F601	Version	1.0
Item	Schedule Therapy Session		
Description	Users shall be able to schedule a therapy session by choosing a date, mode and time slot, which is confirmed by the chosen therapist.		
Purpose	To allow logged in users to schedule a therapy session with their preferred therapist at available date, mode and time.		
Format	Select Date: Date picker Select Mode: Option buttons Select Time Slot: Option buttons Book Therapy: Button	Valid Range	Not applicable
Related I/O	REQ_F201, REQ_F501		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.7 User Interface: Therapy Bookings (Therapist)

Table 20: User Interface for Therapy Bookings (Therapist)

Requirement ID	REQ_F701	Version	1.0
Item	Therapy Bookings		
Description	Users shall be able to view confirmed therapy bookings and view the list of patients (youth) accordingly.		
Purpose	To allow logged in users to successfully view the confirmed therapy bookings and list of patients (youth).		
Format	Display therapy appointment booking details Display patient details	Valid Range	Not applicable
Related I/O	REQ_F201, REQ_F601		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.8 User Interface: Emergency Hotlines (Youth)

Table 21: User Interface for Emergency Hotlines (Youth)

Requirement ID	REQ_F801	Version	1.0
Item	Emergency Hotlines		
Description	Users shall be able to view a list of emergency hotlines and contact any of the emergency hotline numbers listed.		
Purpose	To allow logged in users to view and contact the emergency hotlines listed.		
Format	Organisation Logo: img.jpg Organisation Name: Text Organisation Contact Number: Text	Valid Range	Not applicable
Related I/O	REQ_F201		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.9 User Interface: Mood Tracker (Youth)

Table 22: User Interface for Mood Tracker (Youth)

Requirement ID	REQ_F901	Version	1.0
Item	Mood Tracker		
Description	Users shall be able to track their daily mood and view a history of their tracked mood.		
Purpose	To allow logged in users to track and view history of their moods.		
Format	List of Moods: img.jpg, text Track: Button Display Mood History Data	Valid Range	Not applicable
Related I/O	REQ_F201		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.1.10 User Interface: AI Chatbot (Youth)

Table 23: User Interface for AI Chatbot (Youth)

Requirement ID	REQ_F1001	Version	1.0
Item	AI Chatbot		
Description	Users shall be able to interact with an AI Chatbot to enquire about the features and functions of the app, view therapy session reminder, and provide feedback.		
Purpose	To allow logged in users to interact with the AI Chatbot successfully.		
Format	Query: Text (youth) Response: Text (chatbot) Send: Button	Valid Range	Not applicable
Related I/O	REQ_F201		
Author	Nur Alisa Zarina Binti Nazmi		

3.1.2 Hardware Interface

Not Applicable.

3.1.3 Software Interface

MindConnect has specific requirements and constraints related to its software interface. The following are required in order for the application to run as expected:

- This application requires users to be connected to a stable internet connection, whether via mobile data or Wi-Fi, to ensure access to its features and functionalities.
- The mobile-based application should be compatible with a wide both Android and iOS devices, including mobile devices (smartphones) and tablets.
- This application should have an interactive and user-friendly interface.

3.2 Software Product Features

This section will elaborate on the details of the functional requirements of MindConnect application, starting with the overall requirements which are shown through use cases.

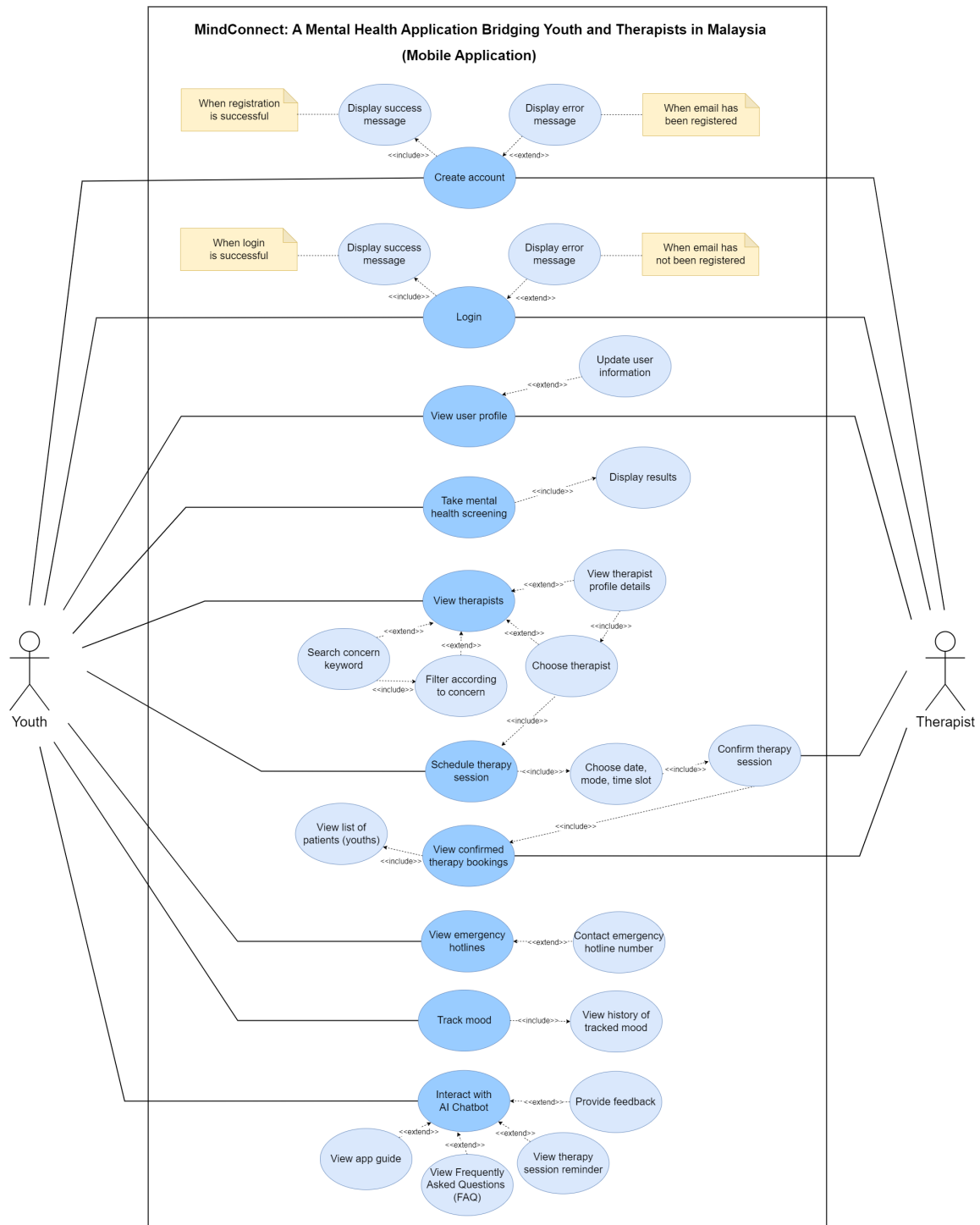


Figure 1: Overall Use Case Diagram of MindConnect (Mobile Application)

The following use case diagram shows the planned features and functionalities of the web application system targeted towards the system administrator (admin). It shows the overall system, and will be elaborated on its functionalities further in the updated SRS in FYP2.

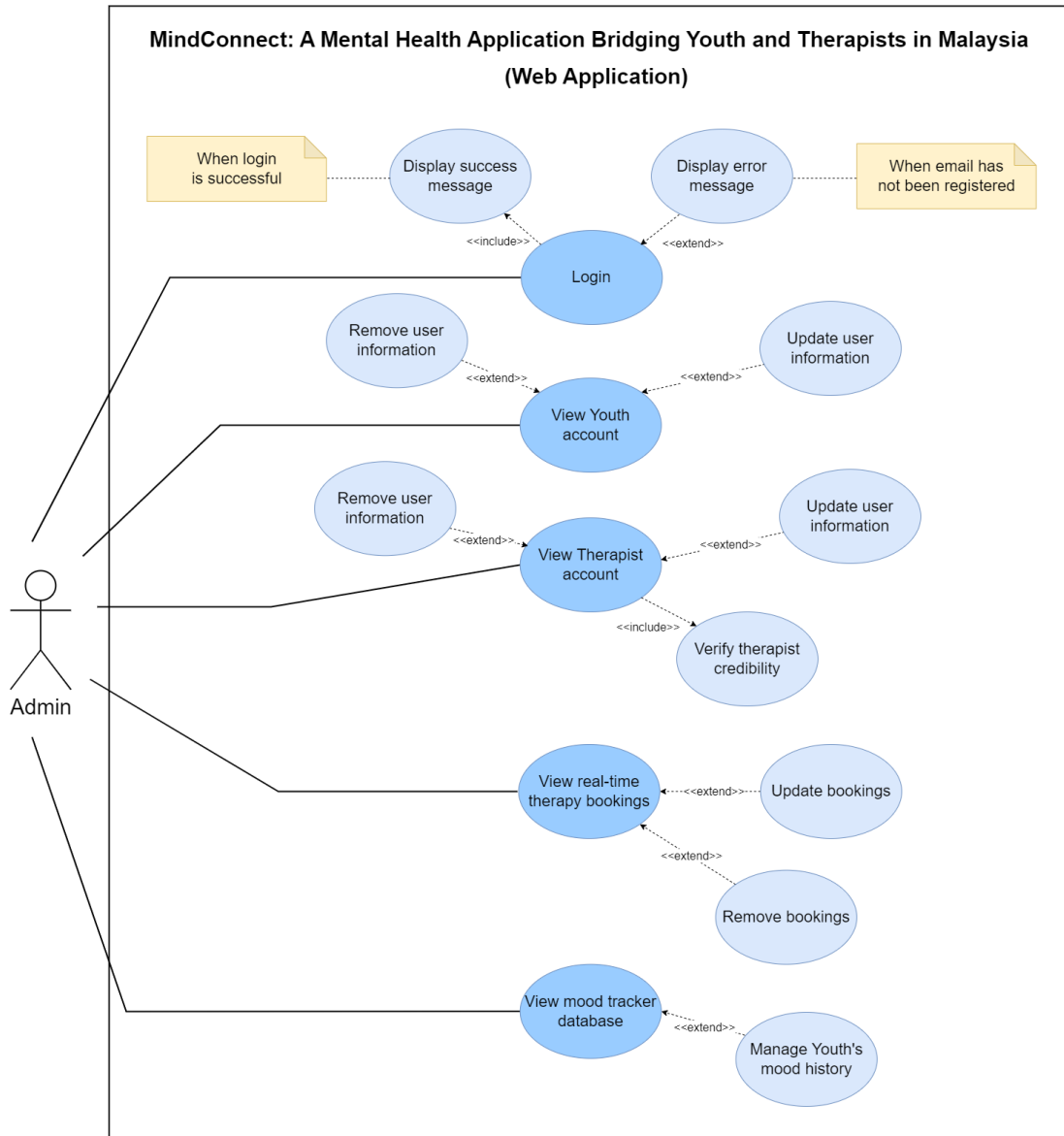


Figure 2: Overall Use Case of MindConnect (Web Application)

3.2.1 Functional Requirements

3.2.1.1 Registration

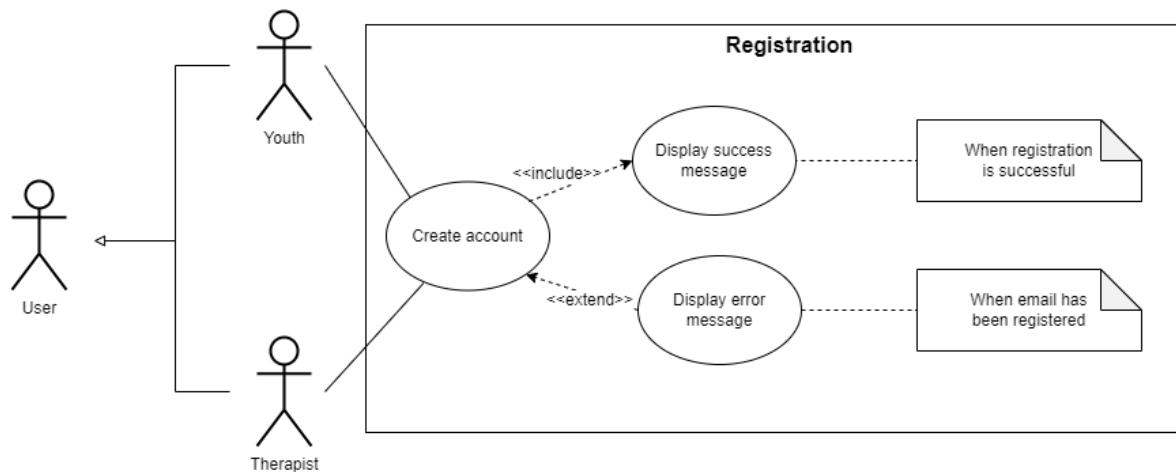


Figure 3: Use Case Diagram of Registration

Table 24: Functional Requirements of Registration

Functional Requirement ID	Description	Priority	Author
FREQ_001	If the user's email address is not registered yet, the system shall allow the user to create an account.	High	Nur Alisa Zarina
FREQ_002	The system shall provide the user with the ability to enter the specified credential information in the registration form.	High	Nur Alisa Zarina
FREQ_003	If the user has completed the form successfully with no missing information, the system shall allow the user to click the "Register" button to complete the create account process successfully.	High	Nur Alisa Zarina
FREQ_004	If there is missing user input or the user does not enter valid information in any of the registration form fields, the system shall display error messages accordingly.	High	Nur Alisa Zarina

Table 25: Use Case Specification of Registration

Use Case Name	Register account, Display success message, Display error message		
Use Case ID	UC_010, UC_011, UC_012		
Description	The Registration use case allows the user to create an account.		
Actor	Youth, Therapist		
Precondition	The user’s email address is not registered yet and is on registration page.		
Postcondition	The user is successfully registered.		
Scenario Name	Step	Action	
Main Flow		Youth	Therapist
	1	User inputs their registration details: - Name - Email Address - Password - Gender - Date of Birth - Postcode	User inputs their registration details: - Name - Email Address - Password - Gender - Organisation - License Number - Work Postcode
	2	System verifies user input.	
	3	System displays the success message “Your registration is complete”.	
Alternate Flow	-		
Exception Point – Email has already registered	1.1	User inputs an existing registered email in the system.	
	1.2	System displays error message “The email is already in use” and requests user to input their registration details again.	
	1.3	Back to main flow Step 1.	
Rules	i.	All user details are required.	
	ii.	Email address is valid.	

3.2.1.2 Login

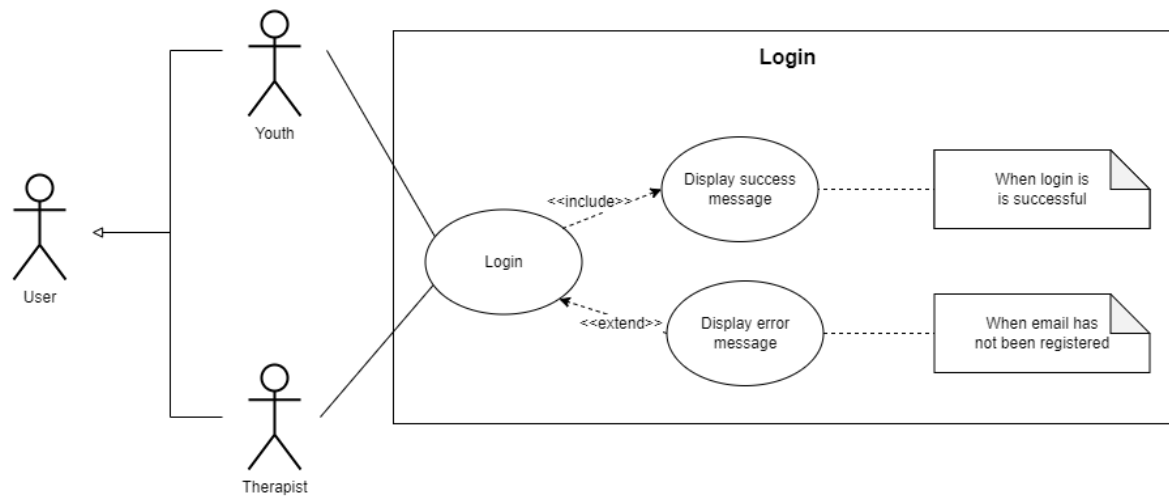


Figure 4: Use Case Diagram of Login

Table 26: Functional Requirements of Login

Functional Requirement ID	Description	Priority	Author
FREQ_005	If the user has registered successfully, the system shall allow the user to log in to their account by entering their registered email address and password in the space given.	High	Nur Alisa Zarina
FREQ_006	If the user has completed the form with no missing input, the system shall allow the user to click the “Log In” button to complete the login process successfully.	High	Nur Alisa Zarina
FREQ_007	If there is missing user input or the user does not enter valid email address, the system shall display error messages accordingly.	High	Nur Alisa Zarina

Table 27: Use Case Specification of Login

Use Case Name	Login, Verify password, Display log in error, Reset password	
Use Case ID	UC_020, UC_021, UC_022, UC_023	
Description	The Login use case allows the user to log in and get access to all the features of the application.	
Actor	Youth, Therapist	
Precondition	Email address must be registered into the system and user is in login page.	
Precondition	The user is successfully logged in.	
Scenario Name	Step	Action
Main Flow	1	User inputs valid email address and password.
	2	System verifies email and password.
	3	System displays the success message "User is logged in!".
Alternate Flow	-	
Exception Point – User input incorrect email address or password	1.1	Correct email address and password is required.
	1.2	System displays error message and requests user to input their log in details again.
	1.3	Back to main flow Step 1.
Rules	The user input email address that has been registered.	

3.2.1.3 User Profile

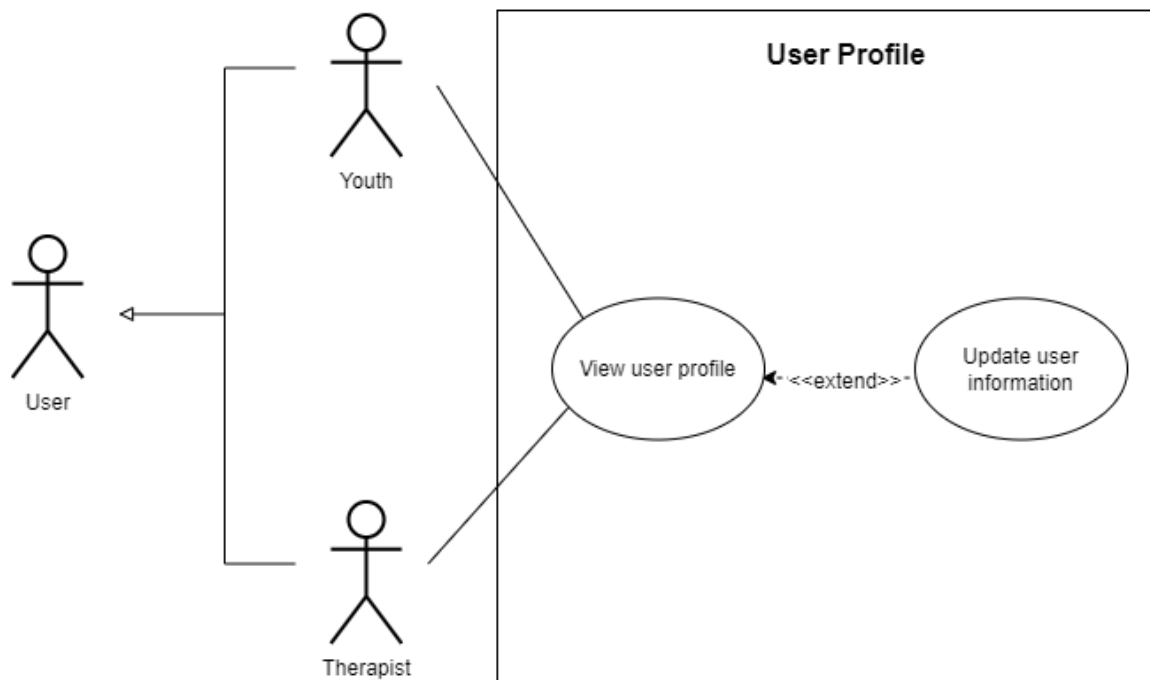


Figure 5: Use Case Diagram of User Profile

Table 28: Functional Requirements of User Profile

Functional Requirement ID	Description	Priority	Author
FREQ_008	The system shall allow the user to view their user profile details.	High	Nur Alisa Zarina
FREQ_009	The system shall allow the user to update their user information by clicking on any text field and clicking on the "Save Changes" button.	High	Nur Alisa Zarina
FREQ_010	The system shall display a success pop-up message if the user's update is successful.	High	Nur Alisa Zarina
FREQ_011	The system shall store the updated user information into the database.	High	Nur Alisa Zarina

Table 29: Use Case Specification of User Profile

Use Case Name	View user profile, Update user information	
Use Case ID	UC_030, UC_031	
Description	The User Profile use case allows the user to view and update their user profile information.	
Actor	Youth, Therapist	
Precondition	The user must be on the Profile page.	
Postcondition	The user's profile information is successfully updated.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the profile page to view their profile details.
Alternate Flow	-	
Extension Point – User wants to update their profile information	1.1	User updates their profile information by clicking on any text field and clicks on the “Save Changes” button.
	1.2	System displays the success message “Changes saved successfully”.
	1.3	Back to main flow Step 1.
Rule	User must be logged in to their account.	

3.2.1.4 Mental Health Screening

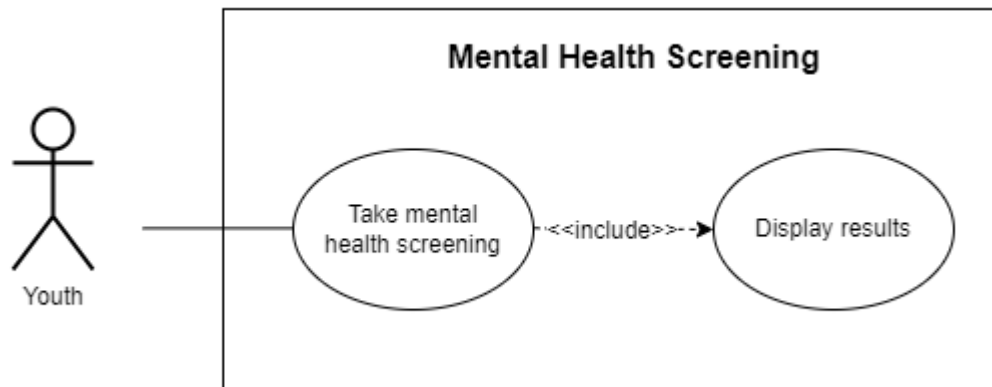


Figure 6: Use Case Diagram of Mental Health Screening

Table 30: Functional Requirements of Mental Health Screening

Functional Requirement ID	Description	Priority	Author
FREQ_012	The system shall allow the user to take a mental health screening test to assess their current mood and emotional state.	High	Nur Alisa Zarina
FREQ_013	If the user successfully selects answers for all 21 questions of the DASS (Depression, Anxiety, Stress Scale) test, the system shall allow the user to click on the “Submit” button.	High	Nur Alisa Zarina
FREQ_014	The system shall calculate the user’s scores and redirect them to the results page and display the user’s test scores.	High	Nur Alisa Zarina
FREQ_015	If the user does not select an answer for one or more questions, the system shall display an error message and remain on the same page.	High	Nur Alisa Zarina

Table 31: Use Case Specification of Mental Health Screening

Use Case Name	Take mental health screening, Display results	
Use Case ID	UC_040, UC_041	
Description	The Mental Health Screening use case allows the user to take a mental health screening test to assess their current mental and emotional state. Results for the screening test will also be displayed to the user.	
Actor	Youth	
Precondition	The user must be on the DASS Test page.	
Postcondition	The user successfully receives test score results based on the screening test.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the mental health screening page (DASS Test) to take a 21-question DASS (Depression, Anxiety, Stress Scale) test.
	2	System verifies user input and calculates the user's scores.
	3	System displays the results for the test scores.
Alternate Flow	-	
Rules	i. User must be logged in to their account. ii. User must answer all questions to proceed to results page.	

3.2.1.5 View Therapists

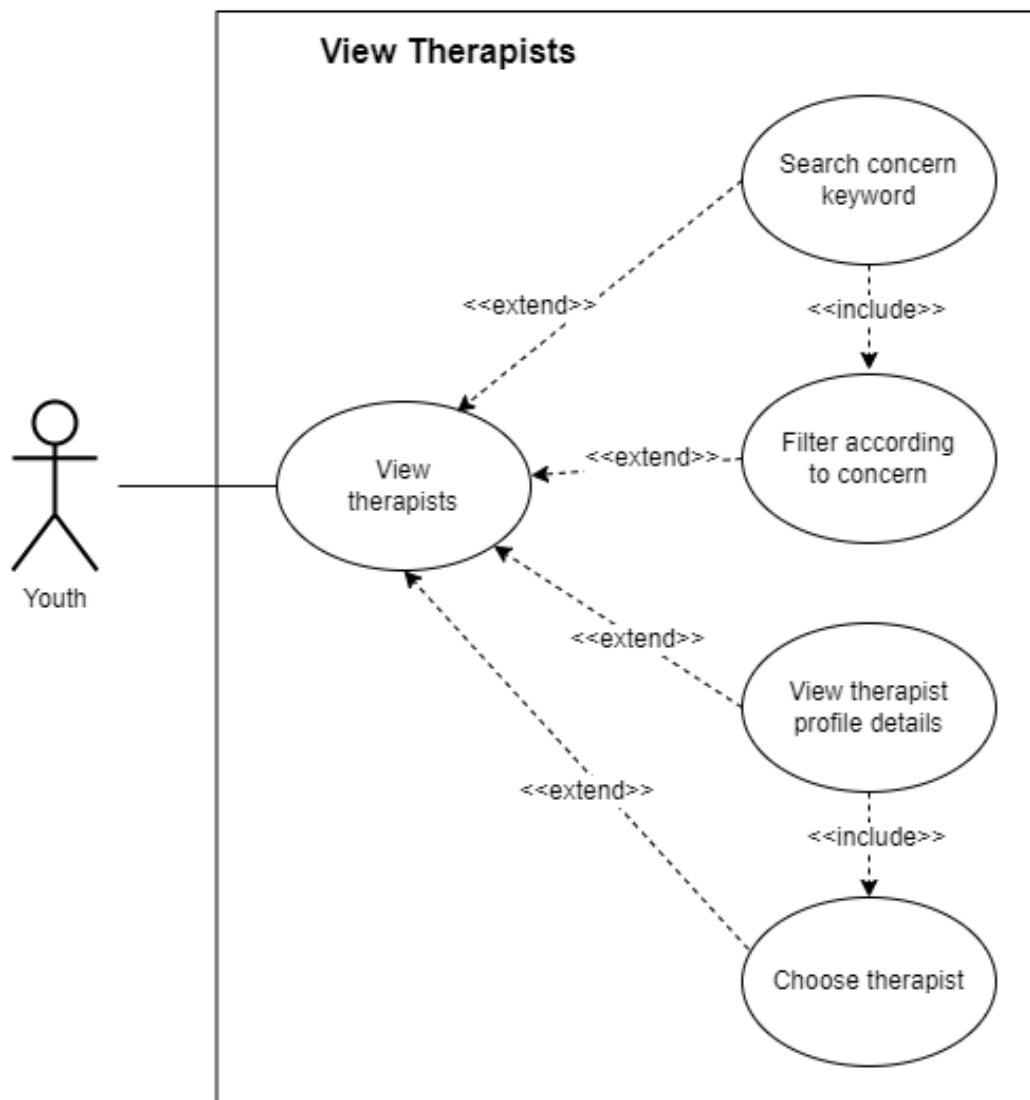


Figure 7: Use Case Diagram of View Therapists

Table 32: Functional Requirements of View Therapists

Functional Requirement ID	Description	Priority	Author
FREQ_016	The system shall allow the user to view a list of available registered licensed therapists.	High	Nur Alisa Zarina
FREQ_017	The system shall display brief details of each therapist including their picture, name, license number, organization, and specialization.	High	Nur Alisa Zarina
FREQ_018	The system shall allow the user to search for a concern keyword in the search bar.	High	Nur Alisa Zarina
FREQ_019	If the user inputs a concern keyword into the search bar that matches with the therapist's specialization tag, the system shall display a filtered list of therapists according to the user's search bar input.	High	Nur Alisa Zarina
FREQ_020	The system shall allow the user to click on the "View Details" button on each therapist to view the selected therapist's full profile details.	High	Nur Alisa Zarina
FREQ_021	The system shall allow the user to view further information on each therapist including their picture, name, license number, specialization, organization, languages and about blurb.	High	Nur Alisa Zarina
FREQ_022	If the user wishes to proceed to schedule a therapy session, the system shall allow the user to choose their preferred therapist by clicking on the "Book Therapist" button.	High	Nur Alisa Zarina

Table 33: Use Case Specification of View Therapists

Use Case Name	View therapists, Search keyword, Filter according to concern, View therapist profile details, Choose therapist	
Use Case ID	UC_050, UC_051, UC_052, UC_053, UC_054	
Description	The View Therapists use case allows the user to view a list of available therapists. This use case also allows the user to search and filter according to concern, view therapist profile details and choose their preferred therapist.	
Actor	Youth	
Precondition	The user must be on the first Schedule Therapy page.	
Postcondition	The user can view, search, filter and choose a therapist according to their concern or otherwise.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the Schedule Therapy page to view the list of available therapists.
Alternate Flow	-	
Extension Points – User wants to search concern keyword, User wants to filter according to concern	1.1	User can search for a concern in the search bar.
	1.2	System displays a filtered list of therapists according to input.
Extension Points – User wants to view therapist profile details, User wants to choose therapist	1.3	User can click on the “View Details” button to view therapist profile details.
	1.4	User can choose their preferred therapist by clicking on the “Book Therapist” button.
Rules	User must be logged in to their account.	

3.2.1.6 Schedule Therapy Session

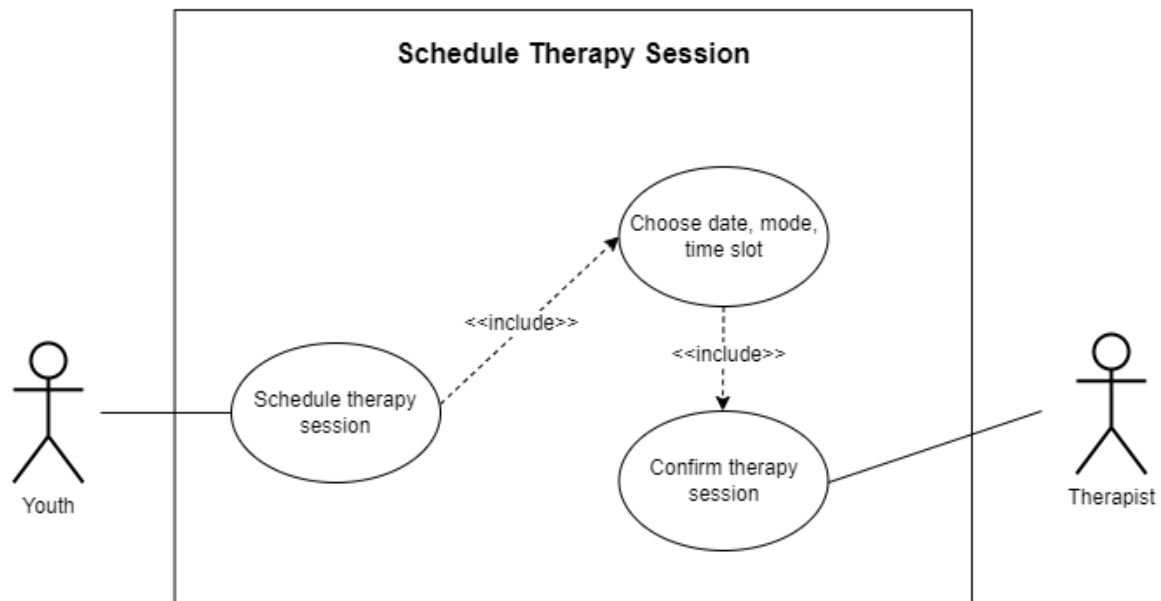


Figure 8: Use Case Diagram of Schedule Therapy Session

Table 34: Functional Requirements of Schedule Therapy Session

Functional Requirement ID	Description	Priority	Author
FREQ_023	If the user has selected their preferred therapist, the system shall allow the user to select a date, mode, and time slot for the therapy session according to the therapist's availability.	High	Nur Alisa Zarina
FREQ_024	The system shall allow the user to select any available date within the next 30 days.	High	Nur Alisa Zarina
FREQ_025	The system shall allow the user to select two types of mode for the therapy session which are virtual or face-to-face.	High	Nur Alisa Zarina
FREQ_026	The system shall allow the user to select any available time slot listed for their session.	High	Nur Alisa Zarina
FREQ_027	The system shall allow the user to confirm their therapy session request by clicking on the "Book Therapy Session" button.	High	Nur Alisa Zarina

FREQ_028	If the user has selected their preferred date, mode, and time slot successfully, the system shall display a success pop-up message with the confirmed therapy session details.	High	Nur Alisa Zarina
FREQ_029	If the user has not selected one or more of the required options (date, mode, time slot), the system shall display an error pop-up message.	High	Nur Alisa Zarina
FREQ_030	The system shall allow the therapist to confirm the therapy session details.	High	Nur Alisa Zarina

Table 35: Use Case Specification of Schedule Therapy Session

Use Case Name	Schedule therapy session, Choose date, mode, time slot, Confirm therapy session	
Use Case ID	UC_060, UC_061, UC_062	
Description	The Schedule Therapy Session use case allows youth to schedule a therapy session by choosing a date, mode and time slot, which is confirmed by the chosen therapist.	
Actor	Youth, Therapist	
Precondition	The user must have chosen a therapist and is on the last Schedule Therapy page.	
Postcondition	The user successfully confirms a therapy session.	
Scenario Name	Step	Action
Main Flow	1	User selects a date, mode, and time slot for the therapy session.
	2	System verifies user input.
	3	Therapist confirms the therapy session details.
	4	System confirms the therapy session.
Alternate Flow	-	
Rules	i. User must be logged in to their account. ii. User must have chosen a therapist. iii. All details (date, mode, time slot) are required.	

3.2.1.7 Therapy Bookings

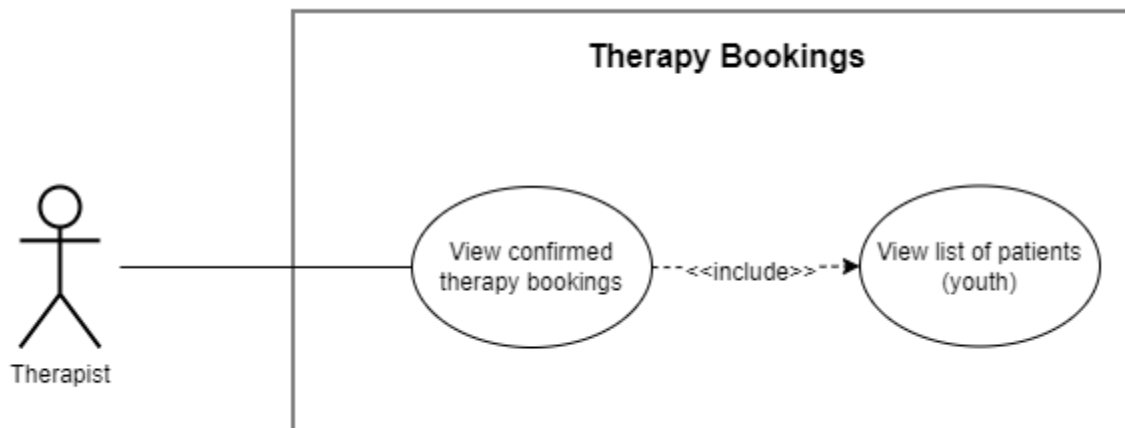


Figure 9: Use Case Diagram of Therapy Bookings

Table 36: Functional Requirements of Therapy Bookings

Functional Requirement ID	Description	Priority	Author
FREQ_031	The system shall allow the user to view a detailed list of confirmed therapy bookings.	High	Nur Alisa Zarina
FREQ_032	The system shall allow the user to view a detailed list of patients (youth) that are assigned to the user.	High	Nur Alisa Zarina

Table 37: Use Case Specification of Therapy Bookings

Use Case Name	View confirmed therapy bookings, View list of patients (youth)	
Use Case ID	UC_070, UC_071	
Description	The Therapy Bookings use case allows the user to view confirmed therapy bookings and view the list of patients (youth) accordingly.	
Actor	Therapist	
Precondition	The user must be on the Therapy Bookings page.	
Postcondition	The user successfully views the confirmed therapy bookings and list of patients (youth).	
Scenario Name	Step	Action
Main Flow	1	User shall go to the therapy bookings page to view confirmed therapy bookings.
	2	System displays a list of confirmed therapy bookings and patients (youths) that are assigned to the user.
Alternate Flow	-	
Rules	User must be logged in to their account.	

3.2.1.8 Emergency Hotlines

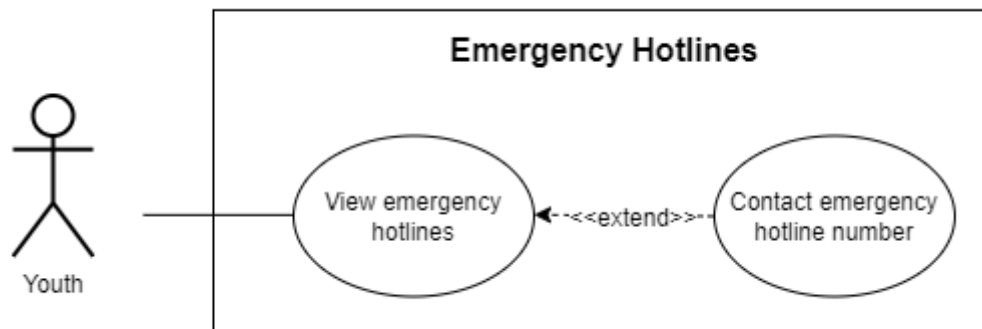


Figure 10: Use Case Diagram of Emergency Hotlines

Table 38: Functional Requirements of Emergency Hotlines

Functional Requirement ID	Description	Priority	Author
FREQ_033	The system shall allow the user to view a list of emergency hotlines that provide mental health assistance in Malaysia.	High	Nur Alisa Zarina
FREQ_034	The system shall display details for each organization such as logo, name, and contact number.	High	Nur Alisa Zarina
FREQ_035	The system shall allow the user to click on any contact number for direct emergency contact.	High	Nur Alisa Zarina
FREQ_036	If the user clicks on any emergency contact number, the system shall redirect the user to the native mobile phone dialing page.	High	Nur Alisa Zarina

Table 39: Use Case Specification of Emergency Hotlines

Use Case Name	View emergency hotlines, Contact emergency number	
Use Case ID	UC_080, UC_081	
Description	The Emergency Hotlines use case allows the user to view a list of emergency hotlines and allows the user to contact any of the emergency hotline numbers listed.	
Actor	Youth	
Precondition	The user must be on the Emergency Hotlines page.	
Postcondition	The user can view and contact the emergency hotlines listed.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the Emergency Hotlines page to view a list of emergency hotlines that provide mental health assistance in Malaysia.
Alternate Flow	-	
Extension Point – User wants to contact emergency hotline number	1.1	User clicks on any emergency hotline number.
	1.2	System redirects the user to the native phone dialing page.
Rule	User must be logged in to their account.	

3.2.1.9 Mood Tracker

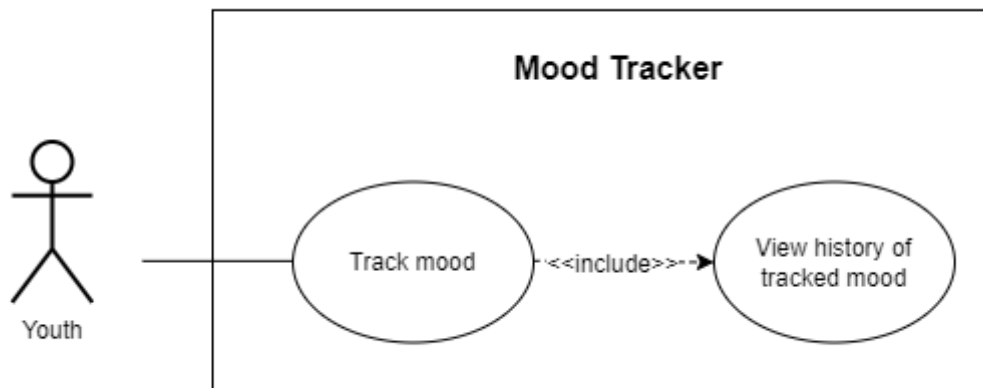


Figure 11: Use Case Diagram of Mood Tracker

Table 40: Functional Requirements of Mood Tracker

Functional Requirement ID	Description	Priority	Author
FREQ_037	The system shall display a visually appealing list of moods to track which includes an emoji and mood description.	High	Nur Alisa Zarina
FREQ_038	The system shall allow the user to click on any of the listed moods to track their daily mood.	High	Nur Alisa Zarina
FREQ_039	The system shall display a visualization of the user's tracked mood history.	High	Nur Alisa Zarina
FREQ_040	If the user clicks on any of the listed mood, the system shall update user's mood history database and visualization accordingly.	High	Nur Alisa Zarina

Table 41: Use Case Specification of Mood Tracker

Use Case Name	Track mood, View history of tracked mood	
Use Case ID	UC_090, UC_091	
Description	The Mood Tracker use case allows the user to track their mood and view a history of their tracked mood.	
Actor	Youth	
Precondition	The user must be on the Mood Tracker page.	
Postcondition	The user can track and view history of their moods.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the Mood Tracker page to track their daily mood.
	2	System verifies user input.
	3	System displays an updated history of the user's tracked moods.
Alternate Flow	-	
Rules	i. User must be logged in to their account. ii. User must track their mood to view a history of their tracked mood.	

3.2.1.10 AI Chatbot

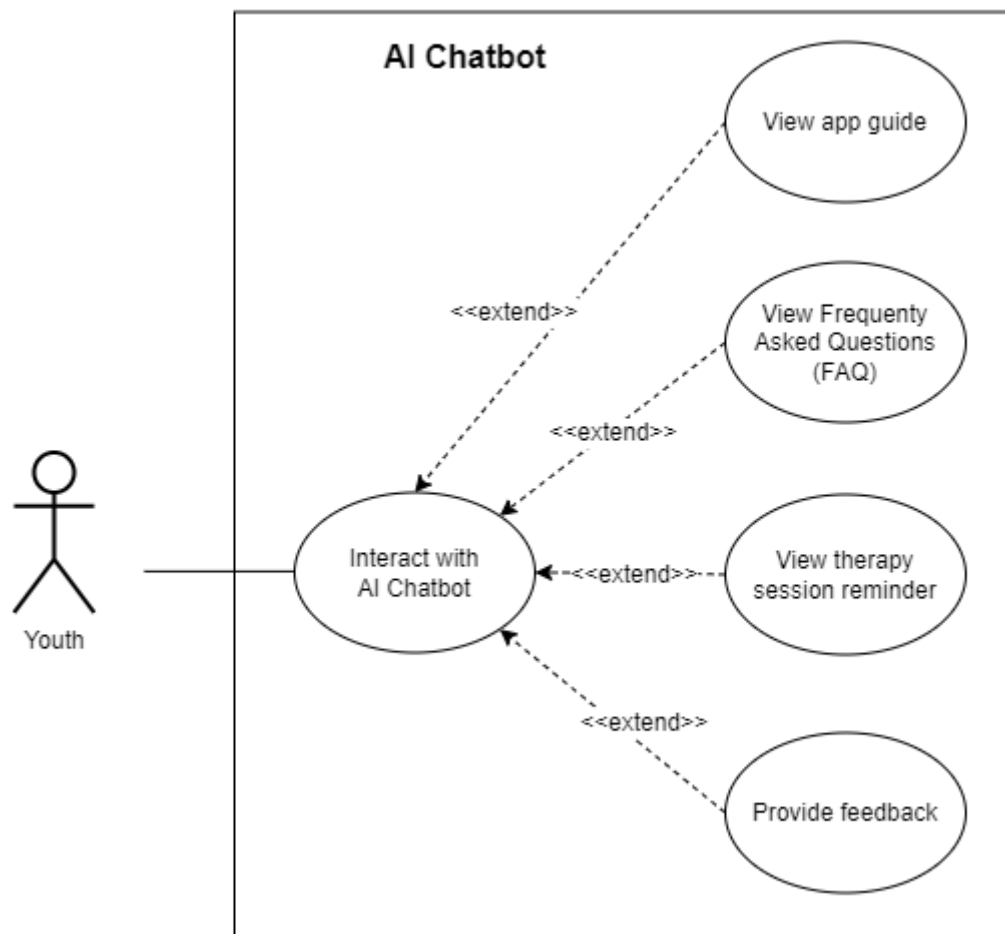


Figure 12: Use Case Diagram of AI Chatbot

Table 42: Functional Requirements of AI Chatbot

Functional Requirement ID	Description	Priority	Author
FREQ_041	The system shall allow the user to interact with the chatbot by entering prompts in the text field provided and clicking the “Send” button.	High	Nur Alisa Zarina
FREQ_042	If the user prompts the chatbot to view the app guide, the system shall generate a chatbot response with an app guide tutorial.	High	Nur Alisa Zarina
FREQ_043	If the user prompts the chatbot to view frequently asked questions (FAQ), the system shall generate a chatbot response with a list of FAQ accordingly.	High	Nur Alisa Zarina
FREQ_044	If the user prompts the chatbot to view their therapy session reminder, the system shall generate a chatbot response with the user’s upcoming therapy session details, if any.	High	Nur Alisa Zarina
FREQ_045	If the user prompts the chatbot to provide feedback on the app, the system shall generate a chatbot response with a thank you message and stores the user’s feedback in the system’s database.	High	Nur Alisa Zarina

Table 43: Use Case Specification of AI Chatbot

Use Case Name	Interact with AI Chatbot, View app guide, View Frequently Asked Questions (FAQ), View therapy session reminder, Provide feedback	
Use Case ID	UC_100, UC_101, UC_102, UC_103, UC_104	
Description	The AI Chatbot use case allows the user to interact with an AI Chatbot to enquire about the features and functions of the app, view therapy session reminder, and provide feedback.	
Actor	Youth	
Precondition	The user must be on the AI Chatbot page.	
Postcondition	The user can interact with the AI Chatbot successfully.	
Scenario Name	Step	Action
Main Flow	1	User shall go to the AI Chatbot page to interact with the chatbot.
Alternate Flow	-	
Extension Point – User wants to view app guide	1.1	User prompts the chatbot to view the app guide.
	1.2	System generates a chatbot response with an app guide.
Extension Point – User wants to view FAQ	1.3	User prompts the chatbot to view frequently asked questions (FAQ).
	1.4	System generates a chatbot response with a list of FAQ.
Extension Point – User wants to view therapy session reminder	1.5	User prompts the chatbot to view their therapy session reminder.
	1.6	System generates a chatbot response with the user's upcoming therapy session details.
Extension Point – User wants to provide feedback	1.7	User prompts the chatbot to provide feedback on the app.
	1.8	System generates a chatbot response with a thank you message and stores the user's feedback.
Rule	User must be logged in to their account.	

3.3 Performance Requirements

The following table displays the list of performance requirements of the MindConnect app.

Table 44: Performance Requirements

Quality Requirement ID	Description	Priority	Actor
QREQ_PR001	The system shall have an average response rate of less than 2 seconds.	High	Nur Alisa Zarina
QREQ_PR002	The system shall be able to load each page within 3 seconds.	High	Nur Alisa Zarina
QREQ_PR003	The system should have an average response time of less than 5 seconds when saving data.	Moderate	Nur Alisa Zarina

3.4 Usability Requirements

The following table outlines the list of usability requirements of the MindConnect app.

Table 45: Usability Requirements

Quality Requirement ID	Description	Priority	Actor
QREQ_UR001	The system shall provide a user-friendly interface with clear navigation and intuitive design.	High	Nur Alisa Zarina
QREQ_UR002	The system shall have a responsive design to ensure a consistent user experience across various screen sizes and devices.	High	Nur Alisa Zarina
QREQ_UR003	The system shall use a font style and size that is easy to read for the user.	High	Nur Alisa Zarina
QREQ_UR004	The system shall provide helpful and informative error messages in case of invalid inputs or system errors.	High	Nur Alisa Zarina
QREQ_UR005	The system should appear consistent in its functionality and design by using similar features and layouts across the application.	Moderate	Nur Alisa Zarina

3.5 Requirements Traceability

The following table summarizes the relationship between the MindConnect application's user interface, functional requirements, and use cases.

Table 46: Requirements Traceability Matrix

User Requirement ID	Functional Requirement ID	Use Case ID	Functionality	Role
REQ_F101	FREQ_001	UC_010	Registration	Youth, Therapist
	FREQ_002	UC_011		
	FREQ_003	UC_012		
	FREQ_004			
REQ_F201	FREQ_005	UC_020	Login	Youth, Therapist
	FREQ_006	UC_021		
	FREQ_007	UC_022		
		UC_023		
REQ_F301	FREQ_008	UC_030	User Profile	Youth, Therapist
	FREQ_009	UC_031		
	FREQ_010			
	FREQ_011			
REQ_F401	FREQ_012	UC_040	Mental Health Screening	Youth
	FREQ_013	UC_041		
	FREQ_014			
	FREQ_015			
REQ_F501	FREQ_016	UC_050	View Therapists	Youth
	FREQ_017	UC_051		
	FREQ_018	UC_052		
	FREQ_019	UC_053		
	FREQ_020	UC_054		
	FREQ_021			
	FREQ_022			

REQ_F601	FREQ_023 FREQ_024 FREQ_025 FREQ_026 FREQ_027 FREQ_028 FREQ_029 FREQ_030	UC_060 UC_061 UC_062	Schedule Therapy Session	Youth, Therapist
REQ_F701	FREQ_031 FREQ_032	UC_070 UC_071	Therapy Bookings	Therapist
REQ_F801	FREQ_033 FREQ_034 FREQ_035 FREQ_036	UC_080 UC_081	Emergency Hotlines	Youth
REQ_F901	FREQ_037 FREQ_038 FREQ_039 FREQ_040	UC_090 UC_091	Mood Tracker	Youth
REQ_F1001	FREQ_041 FREQ_042 FREQ_043 FREQ_044 FREQ_045	UC_100 UC_101 UC_102 UC_103 UC_104	AI Chatbot	Youth

4. DEFINITIONS, ACRONYMS AND ABBREVIATION

DEFINITIONS

System Administrator	A user or person who is responsible for managing the web application of system.
Youth	A person who is currently within the age range of 15 to 40 years old in Malaysia.
Therapist	A healthcare professional trained in providing care to those suffering from mental health disorders.
Operating System	It is the program that, after being initially loaded into the computer by a boot program, manages all the other application programs in a computer.
Android	An operating system developed by Google and widely used by a variety of mobile phone manufacturers.
Chatbot	A computer program designed to simulate conversation with human users.

ACRONYMS

IEEE	Institute of Electrical and Electronic Engineers
SRS	Software Requirement Specification
GUI	Graphical User Interface
iOS	iPhone Operating System
REQ	Requirement
FREQ	Functional requirement
QREQ	Quality requirement
UC	Use Case

APPENDIX A

Sequence Diagram

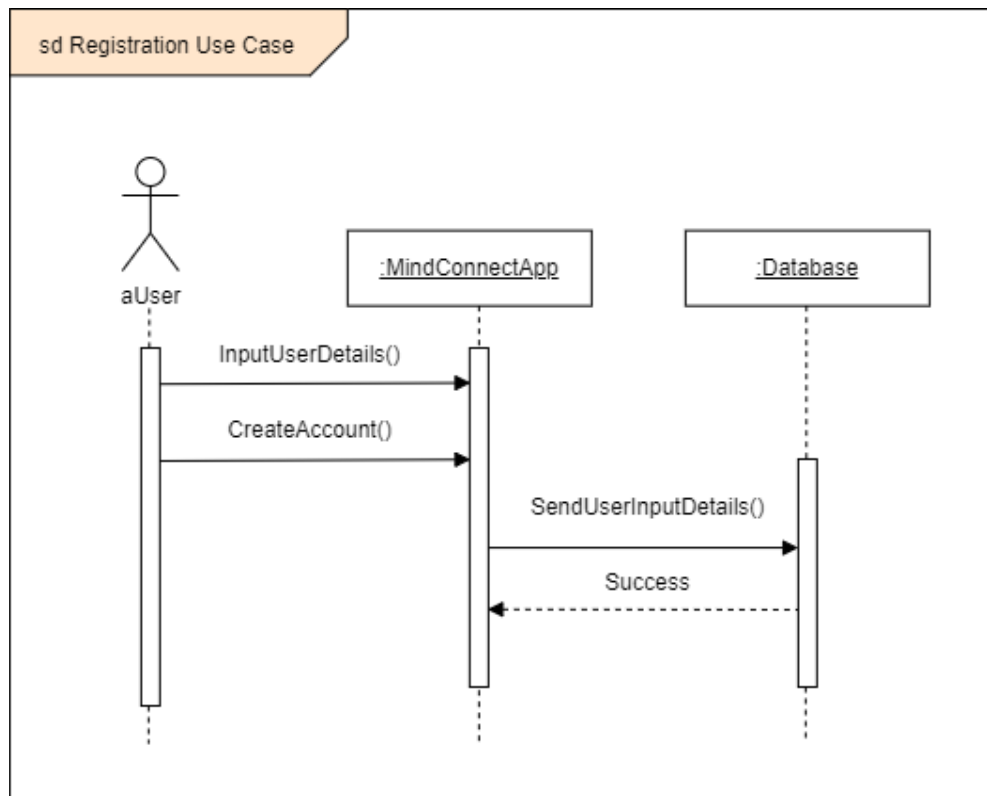


Figure 13: Sequence Diagram of Registration

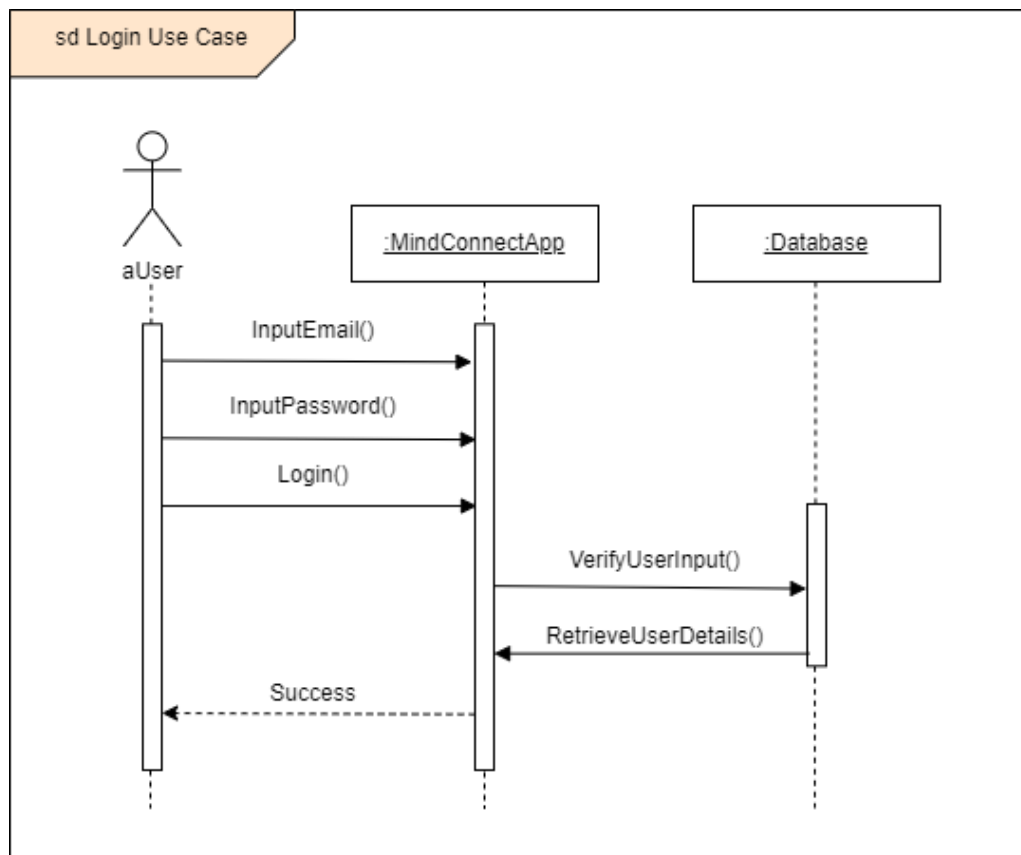


Figure 14: Sequence Diagram of Login

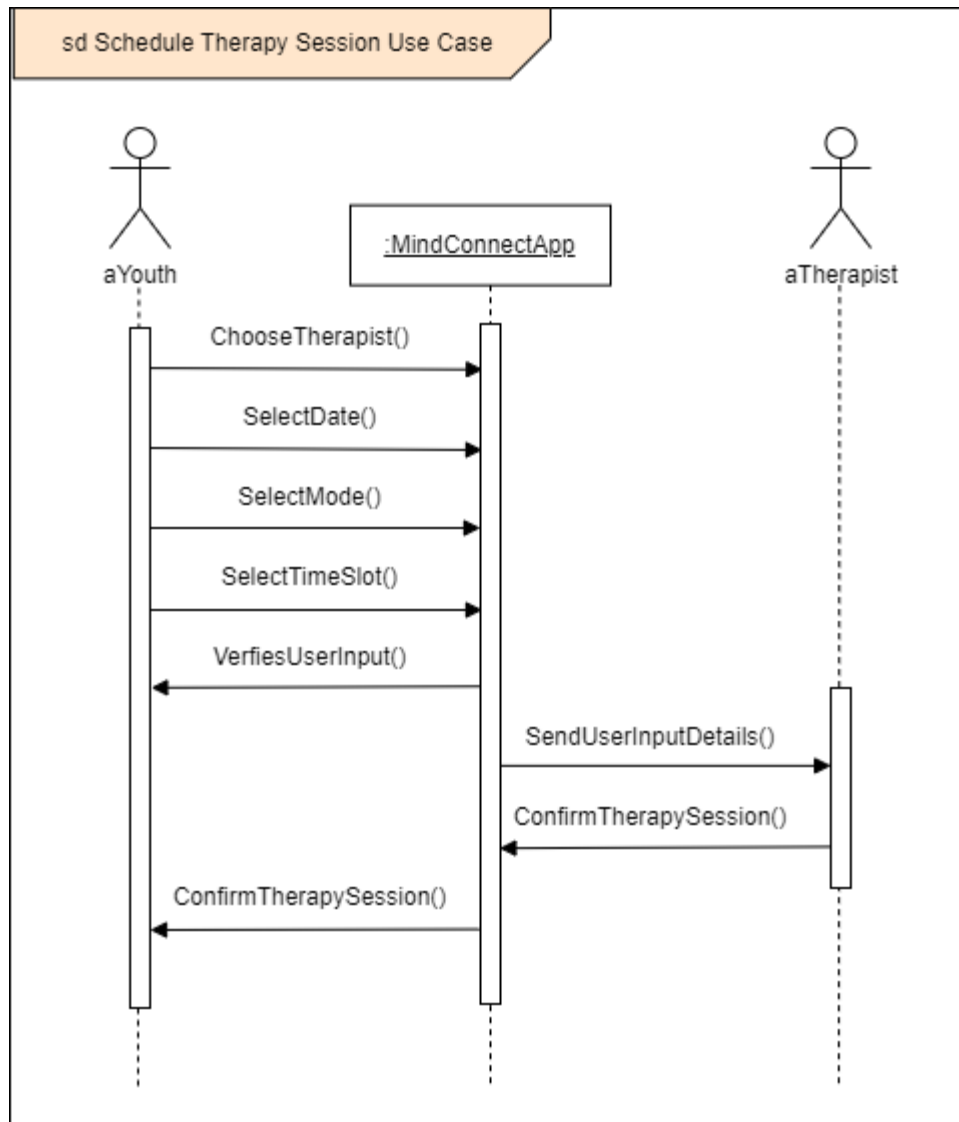


Figure 15: Sequence Diagram of Schedule Therapy Session

APPENDIX B

Graphical User Interface



Figure 16: GUI – Splash Screen

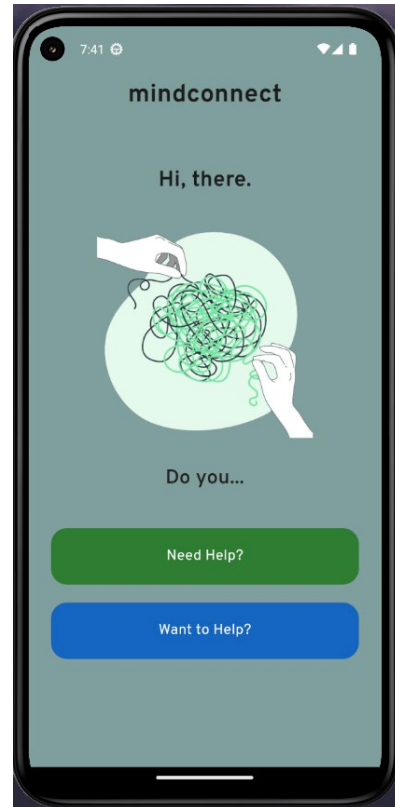


Figure 17: GUI – Introduction / Choice Page

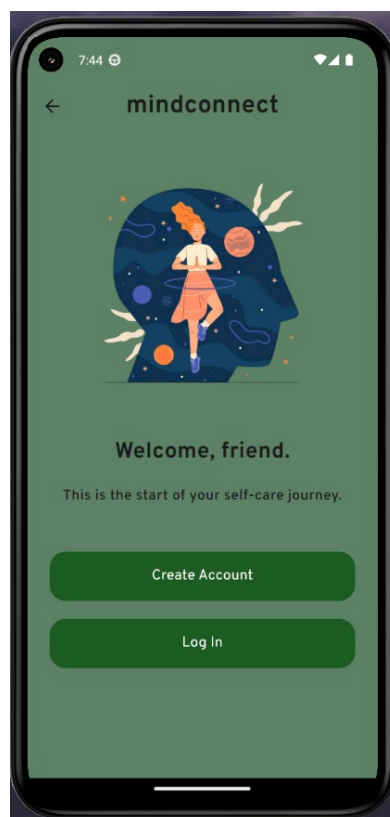


Figure 18: GUI – Youth: Landing Page

mindconnect

New here? Join us now!

Name

Email Address

Password

Gender ☐ Male ☐ Female

Date of Birth

Postcode

Register

Figure 19: GUI – Youth: Registration Page

mindconnect

New here? Join us now!

Name

Please enter your name

Email Address

Please enter your email address

Password

Please enter your password

Gender ☐ Male ☐ Female

Date of Birth

Please select your date of birth

Postcode

Please enter your postcode

Register

Figure 20: GUI – Youth: Registration (Error)

mindconnect

New here? Join us now!

Name

Lisa

Email Address

lisa@email.com

Password

.....

Gender ☐ Male ☒ Female

Date of Birth

4/1/1996

Postcode

47810

Register

Figure 21: GUI – Youth: Registration (Input)

mindconnect

Welcome, friend.

This is the start of your self-care journey.

Create Account

Log In

Your registration is complete!

Figure 22: GUI – Youth: Registration (Success)

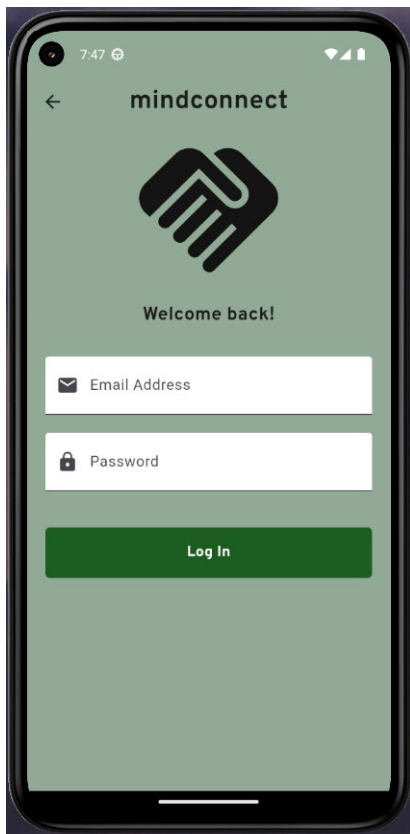


Figure 23: GUI – Youth: Login Page

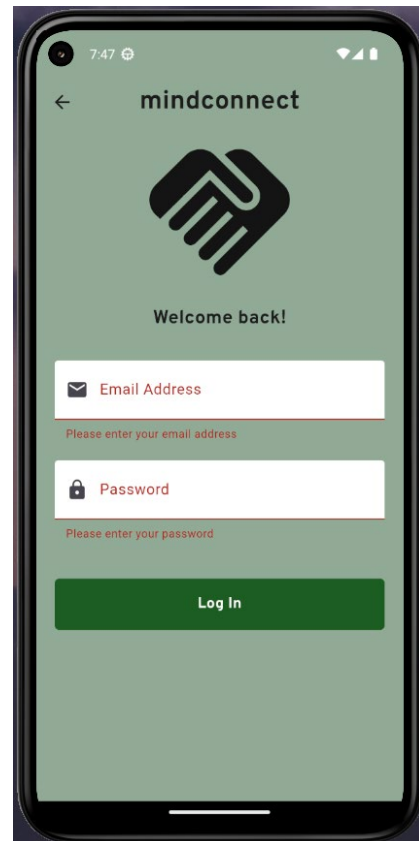


Figure 24: GUI – Youth: Login (Error)

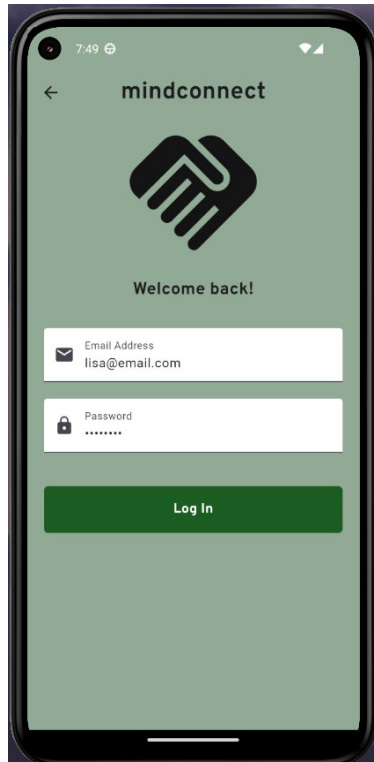


Figure 25: GUI – Youth: Login (Input)

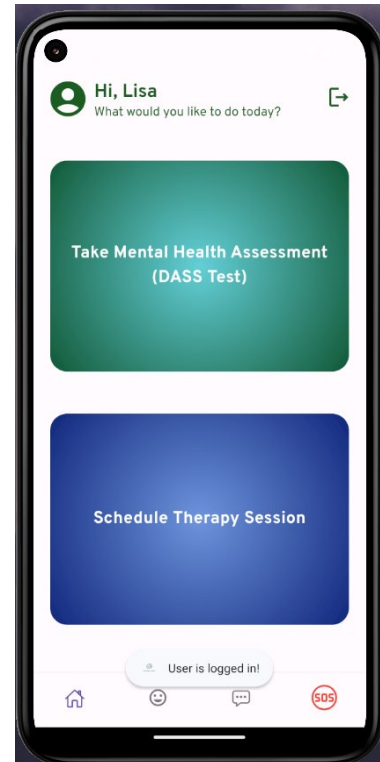


Figure 26: GUI – Youth: Login (Success)

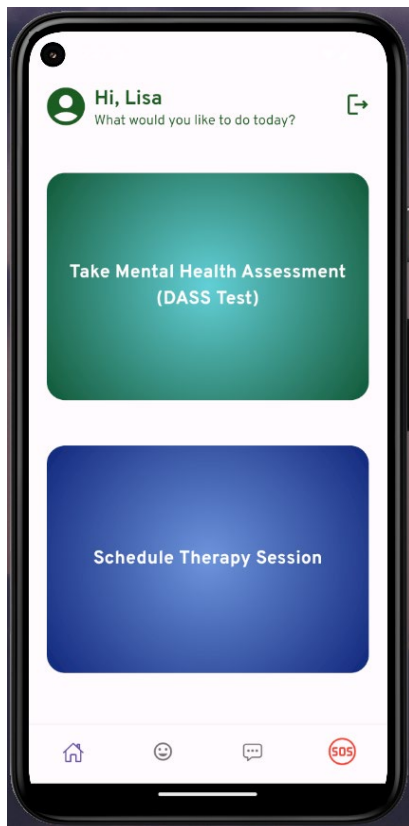


Figure 27: GUI – Youth: Home Page

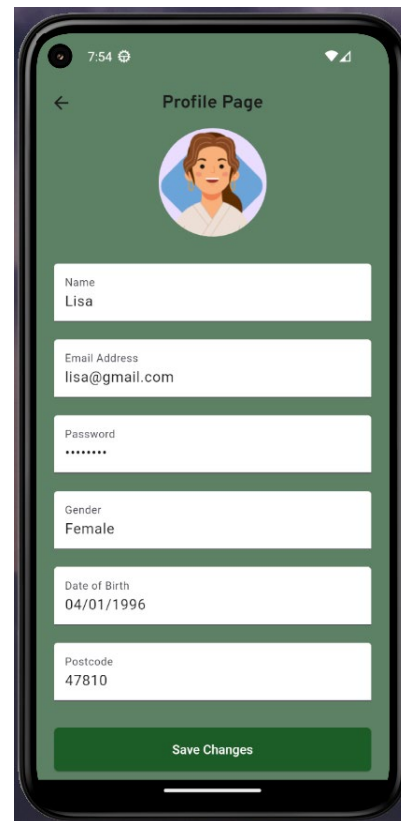


Figure 28: GUI – Youth: User Profile

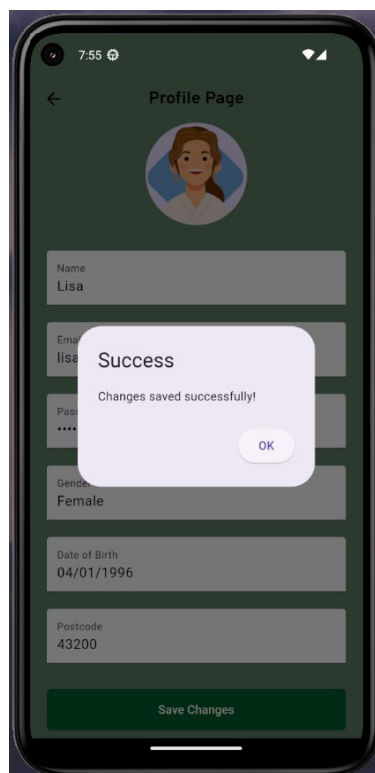


Figure 29: GUI – Youth: User Profile (Update Success)

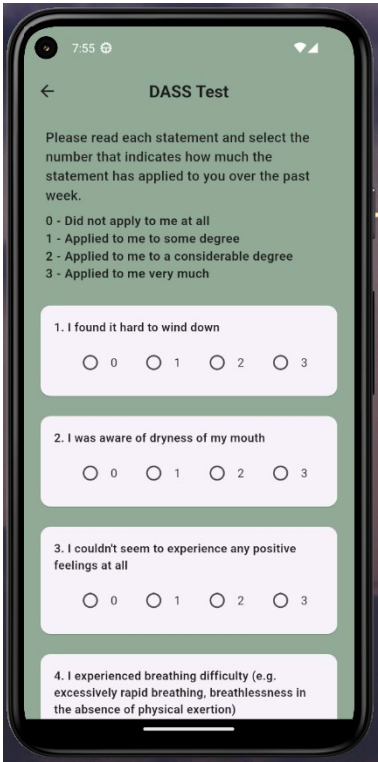


Figure 30: GUI –Youth: Mental Health Screening Page



Figure 31: GUI – Youth: Mental Health Screening (Error)



Figure 32: GUI – Youth: Mental Health Screening (Input)

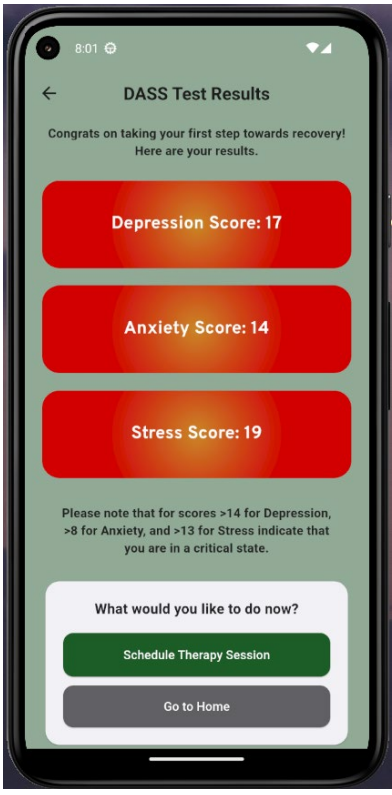


Figure 33: GUI – Youth: Mental Health Screening (Results)

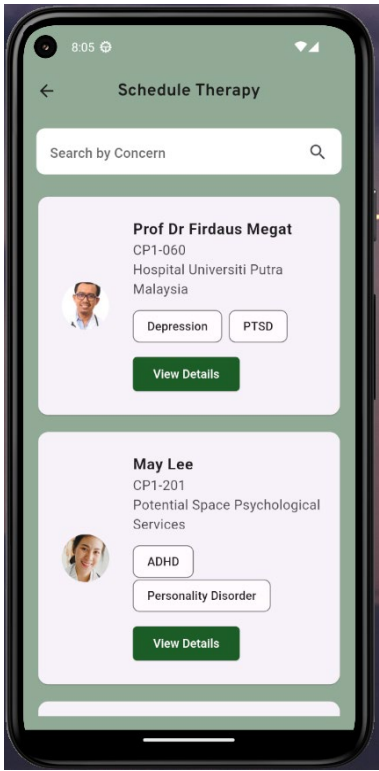


Figure 34: GUI – Youth: View Therapists Page

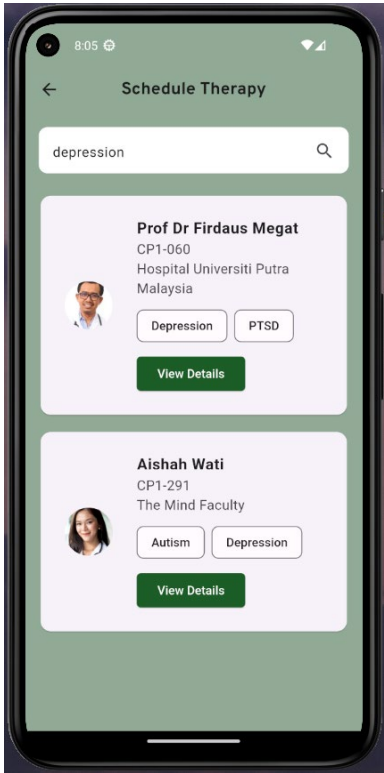


Figure 35: GUI – Youth: View Therapists
(Search, Filter)



Figure 36: GUI – Youth: View Therapists (View Details, Choose Therapist)

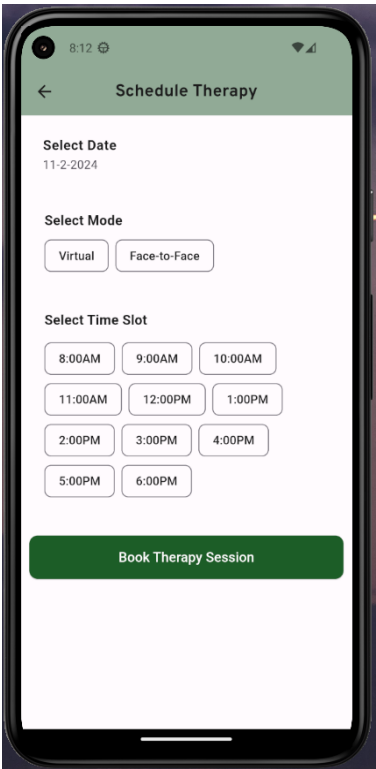


Figure 37: GUI – Youth: Schedule Therapy Session Page

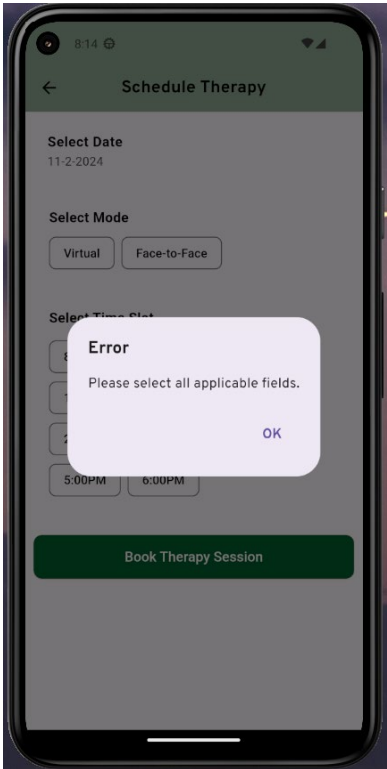


Figure 38: GUI – Youth: Schedule Therapy Session (Error)

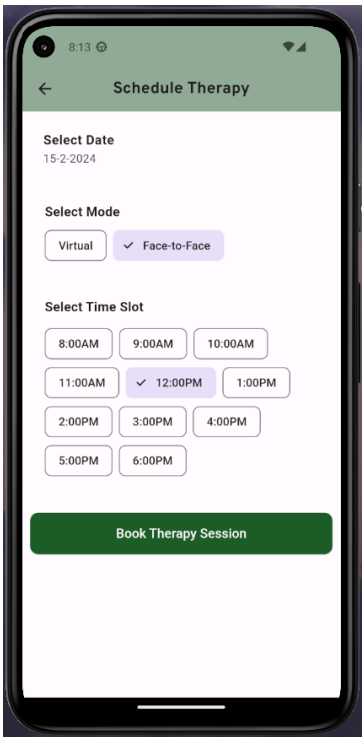


Figure 39: GUI – Youth: Schedule Therapy Session (Input)



Figure 40: GUI – Youth: Schedule Therapy Session (Success)

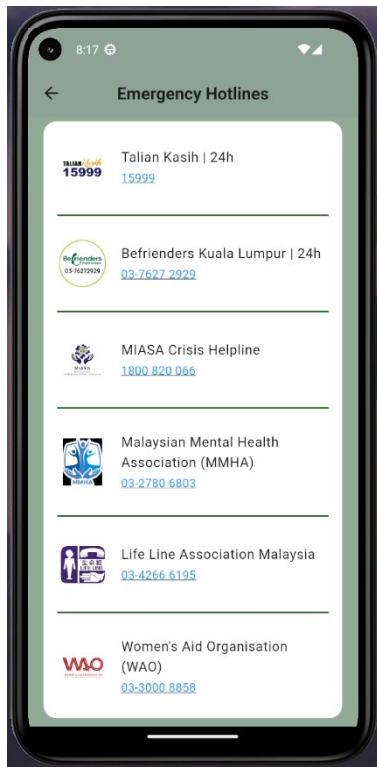


Figure 41: GUI – Youth: Emergency Hotlines Page

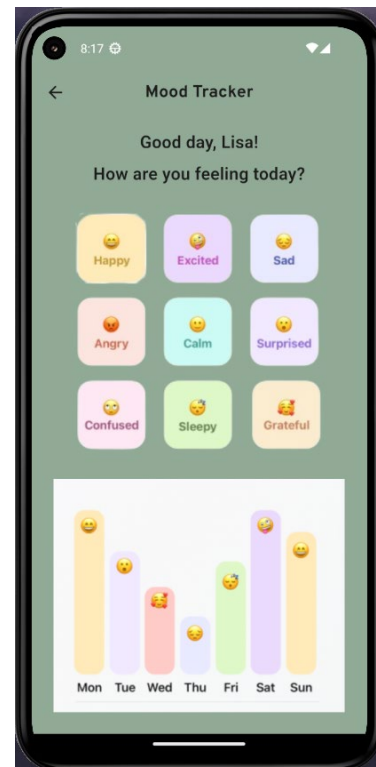


Figure 42: GUI – Youth: Mood Tracker Page



Figure 43: GUI – Youth: AI Chatbot Page

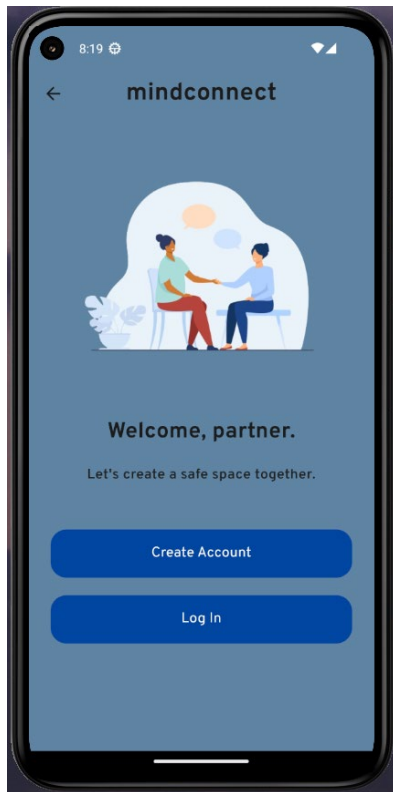


Figure 44: GUI – Therapist: Landing Page

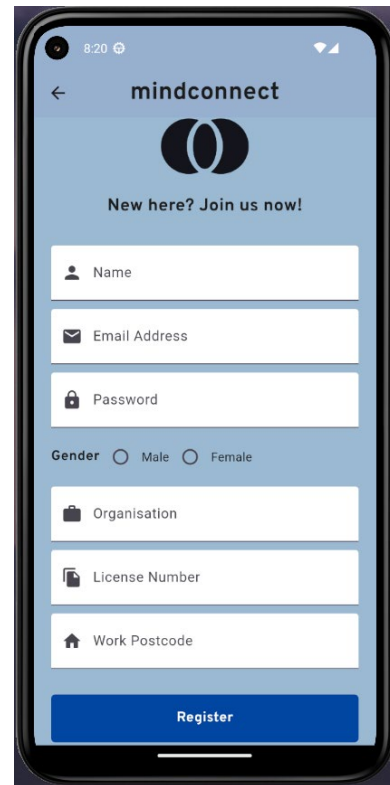


Figure 45: GUI – Therapist: Registration Page

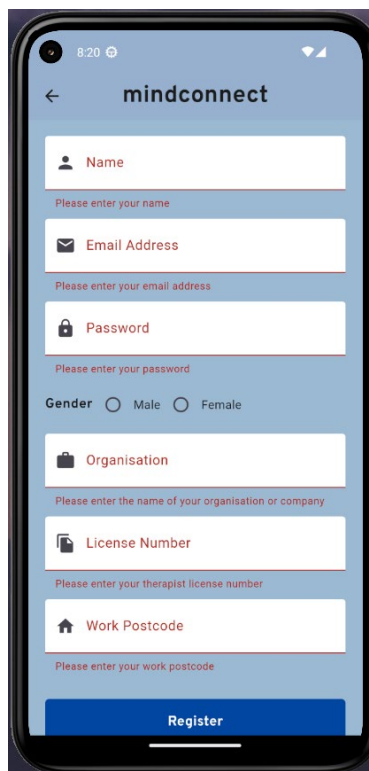


Figure 46: GUI – Therapist: Registration (Error)

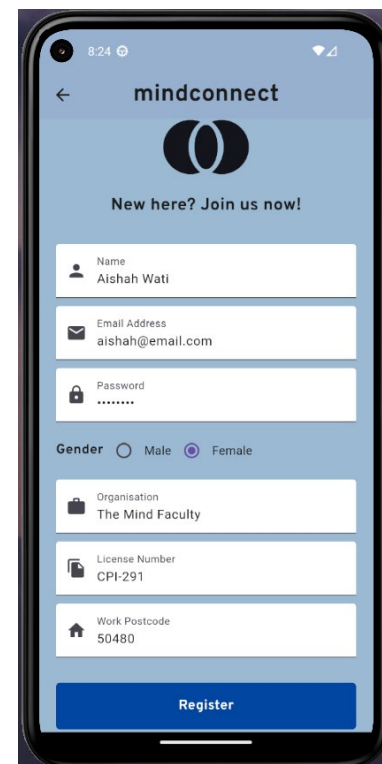


Figure 47: GUI – Therapist: Registration (Input)

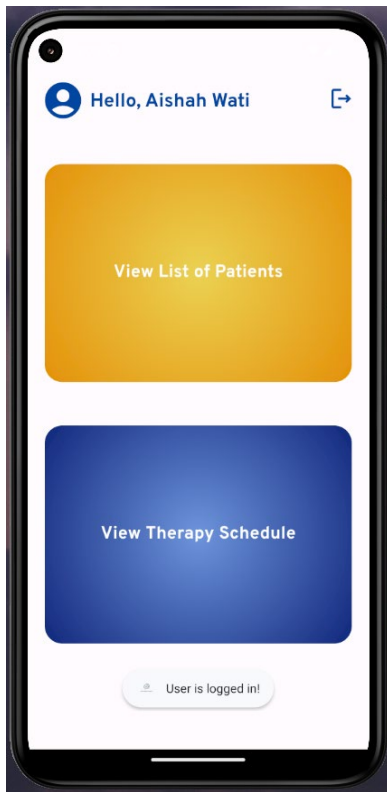


Figure 48: GUI – Therapist: Registration (Success)

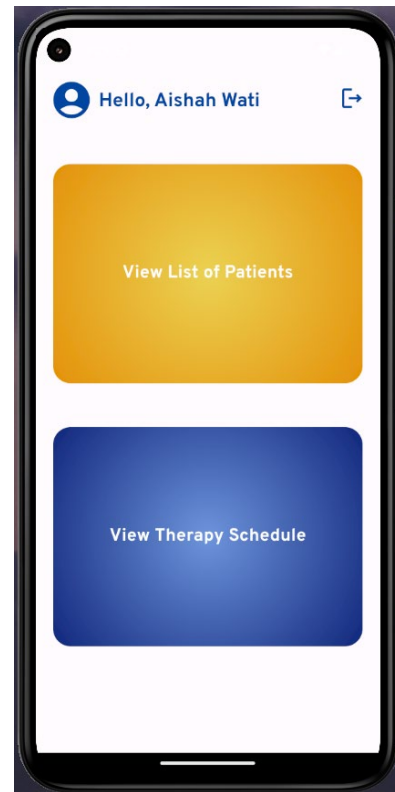


Figure 49: GUI – Therapist: Home Page

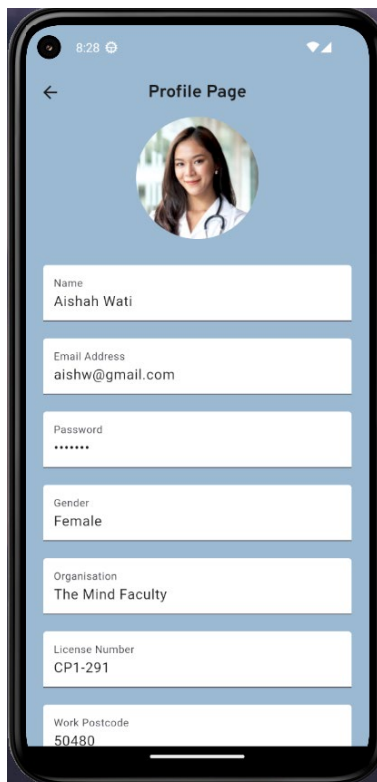


Figure 50: GUI – Therapist: User Profile Page

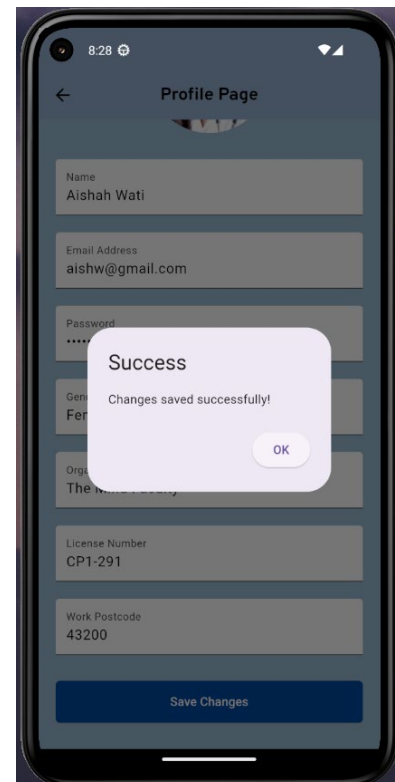


Figure 51: GUI – Therapist: User Profile (Update Success)