**Report Incident and Request assistance**

**Conversation:** As a registered user, I can Report incidents by providing information about the incident using both online and offline service and also choose assistance ( medical, rescue, fire service etc) while reporting an incident, so that I can get help from the authorities.

1. **Report Incident(through online system):**
   1. Registered user access his dashboard and initiate to report an incident to the system.
   2. User provides incident information to the associated field (incident name, type, location, time, estimated affected area, contact-info etc) and reprts the incident.
   3. User selects assistance (medical, rescue, fire-service, relief etc) according to need while reporting the incident before submitting the form.
   4. User receives confirmation message upon successful incident report.
   5. Reported incident is displayed in user’s dashboard with tracking status.
   6. User receives notification for each level of his reported incident’s update.

**Failure Case:**

* 1. An appropriate error message prompted to user if any network or technical issue occurs during reporting an incident and the incident form draft is saved for next steps of the reporting.
  2. If the reported incident is similar with another incident of same location, type, reported time, then “This incident is already reported. Track this incident” message prompted to user with a link to track that incident.

1. **Report incident(through Offline USSD service):**
   1. User access user interface by dialing a certain code from his phone.
   2. User initiates an incident report by selecting corresponding pin from menu.
   3. User inputs incident information and selects assistance if needed and submits the report.
   4. A confirmation message promoted upon successful report submission to the system.
   5. Reported incident is recorded in user’s dashboard with tracking status.

**Failure Case:**

* 1. If user inputs any incorrect USSD code, menu pin while reporting the incident, an error message saying “Incorrect USSD code” or “Incorrect menu pin” prompted to the user.
  2. If the reported incident is similar with another incident of same location, type, reported time, then “This incident is already reported. Track this incident” message prompted to user with a link to track that incident.