



COOK SAFE

USER'S

MANUAL

for Oxfordshire County Council

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USER'S MANUAL

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1.0 GENERAL INFORMATION

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1.1 System Overview

The Cook Safe application is for victims to discreetly contact the support services in a live chat.

2.0 GETTING STARTED

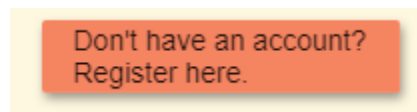
2.0 GETTING STARTED

2.1 Opening the application

To open the application, you simply need to navigate to _____, the app will automatically load in your browser window.

2.2 Registering a Moderator

To register a new user, you can select the 'Don't have an account? Register here' Button.



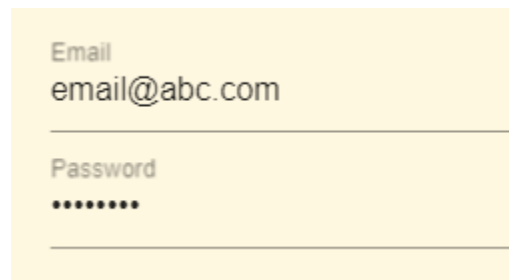
Then enter the details for the new account in the required fields. The code will be provided to authorized persons to register new users.

Name	
Email	moderatorq@test.com
Password	*****
Code	

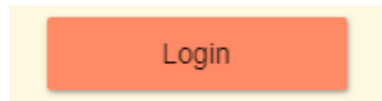
You will then be redirected to the login page.

2.3 Logging in

To login, first fill in the fields with your details.

A login form with two input fields. The first field is labeled 'Email' and contains the text 'email@abc.com'. The second field is labeled 'Password' and contains seven dots. Both fields have a horizontal line below them.

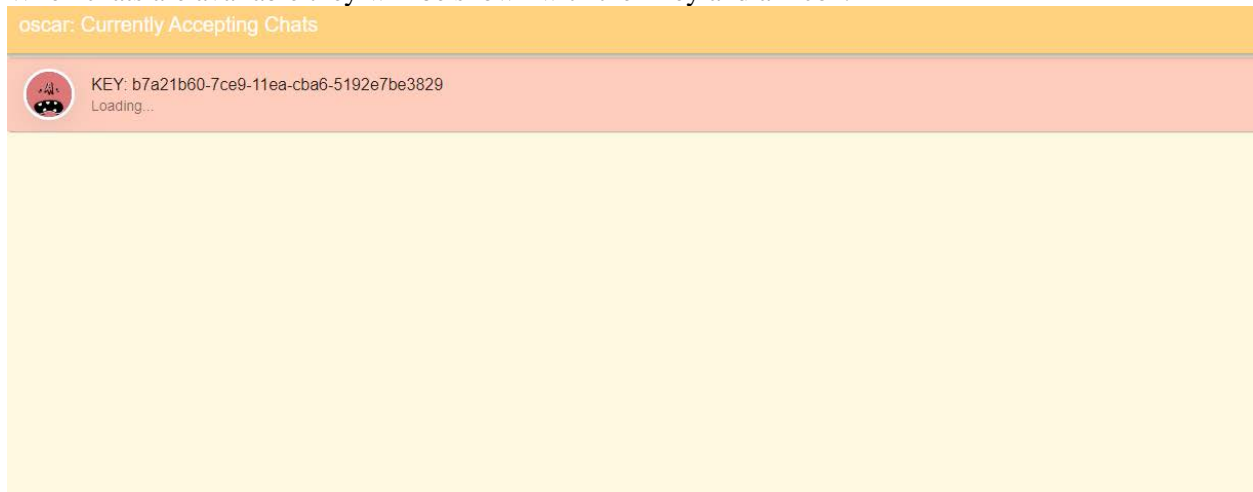
Once filled please press the login button.



Either you will be successfully signed in and automatically redirected to a new page, or a message will show detailing the problem (invalid credentials). The fields are all case sensitive.

2.4 Opening a chat

When chats are available they will be shown with their key and an icon.



If no chats are open there will be none listed.

To open the chat simply click on the desired chat and you will be sent to a new page.

To exit the chat press the top right button and you will return to the screen before.



2.5 Exporting a chat

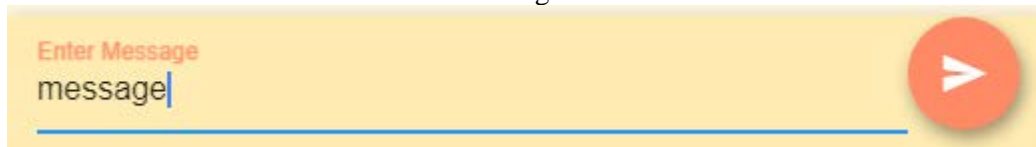
To export a chat simply press the download button in the top right corner.



This saves it to the cloud and can then be accessed at another time. **See 2.10**

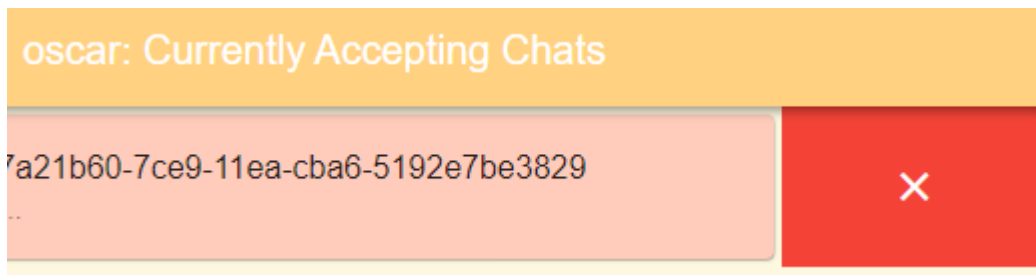
2.6 Sending a message

Click on the field saying, 'Enter message'. Type in your message and then send it by pressing the send button on the right-hand side.



2.7 Closing a chat

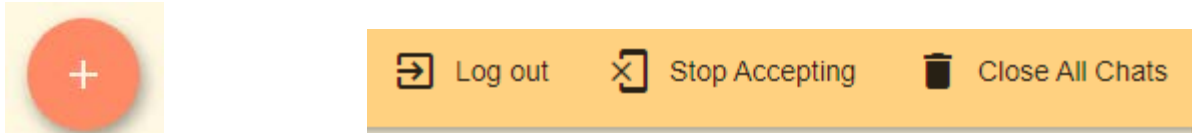
To close a chat, you will need to be on the screen listing all chats open. Then drag it by the desired chat to the left to reveal the close button, click this button.



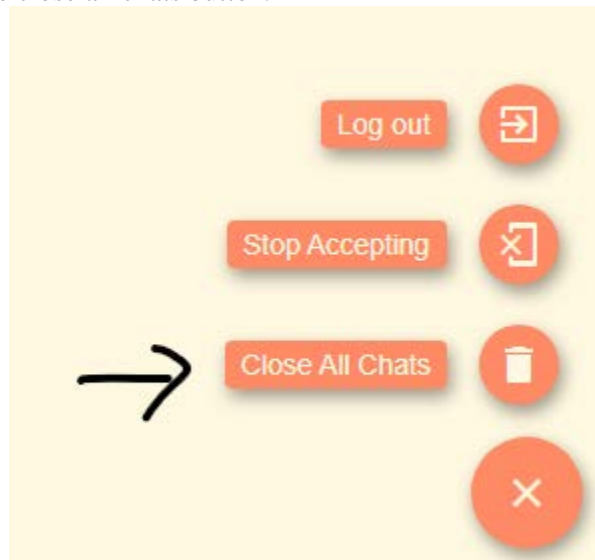
**IT IS IMPORTANT TO CLOSE ALL CHATS THAT ARE NOT NEEDED TO PREVENT
SERVER OVERLOAD AND UNEXPECTED FEES**

2.8 Closing all chats

Conveniently if you want to close all chats at the end of the day, you will find the option to do so in the menu. Open this by pressing the 'PLUS' button. If you cannot see the plus button it is because you are viewing on a larger display, you will be able to see these buttons along the top of the chat.

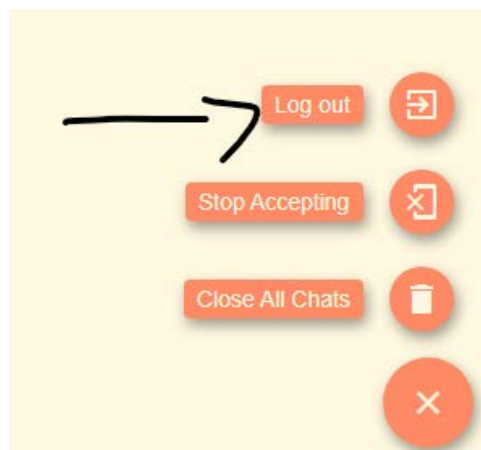


To Close the chat, press the close all chats button.



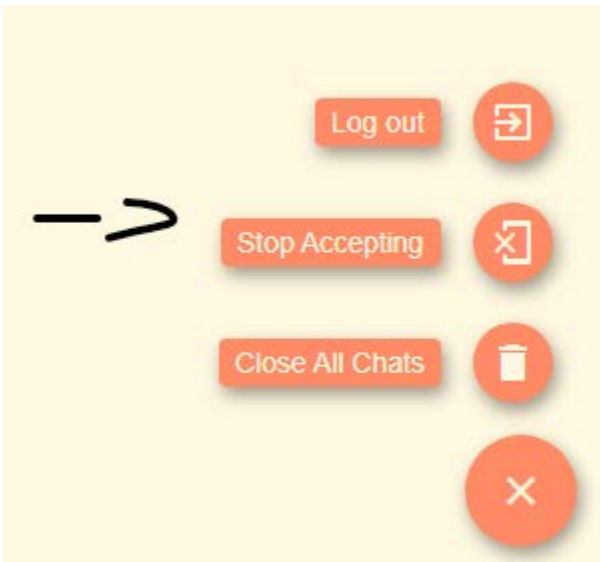
2.8 Logging out

To log out open the menu and press the log out button. This option might also be on the top of your screen if you are using a large screen.



2.9 Rejecting chats

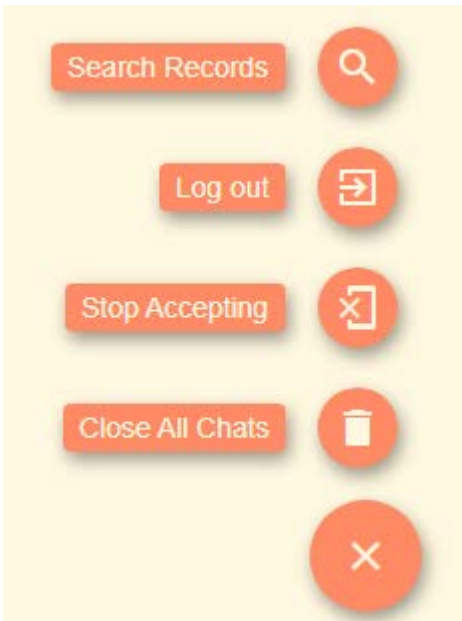
If you have many chats open, you might want to disallow any more to be created with yourself, do this by pressing the Stop accepting button. This option might also be on the top of your screen if you are using a large screen.



2.10 Viewing Past Chat History

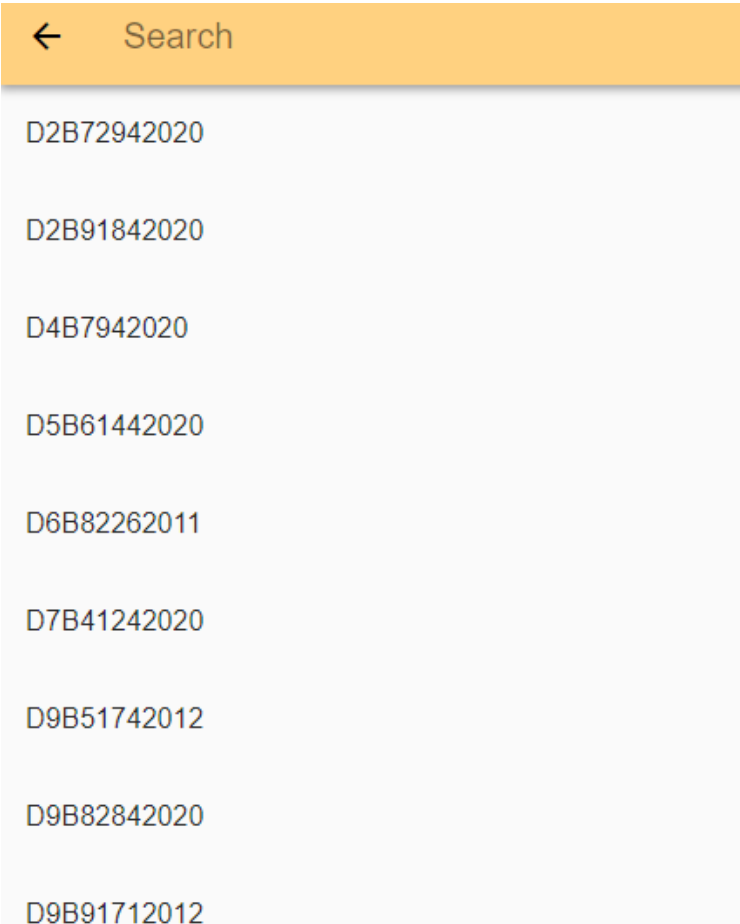
To view past chat history for a user, you have two options, either press the search button in the menu, or if the currently open victims chat has a past history, the database button will be visible (See figure 2).

Figure 2



If you are manually searching for a user, the records are labelled as [First Name First Letter][First Name Last Letter] [Last Name First Letter][Last Name Last Letter][DOB].

You can search using the bar on the top and then manually select a record.



You can then view the history for the user. They will be named by where they came from CACHE or which moderator user saved them, followed by the chats unique id.



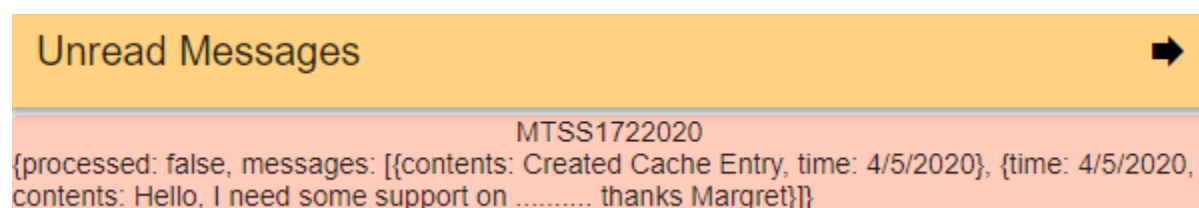
Once a specific chat is selected it will be opened in another popup, where its data can be seen in a table view. (This will be improved to be more easily read, but is temporarily copied to the devices clipboard, which can then be pasted into any HTML viewer and It will render as a table.)



2.11 Cached Messages

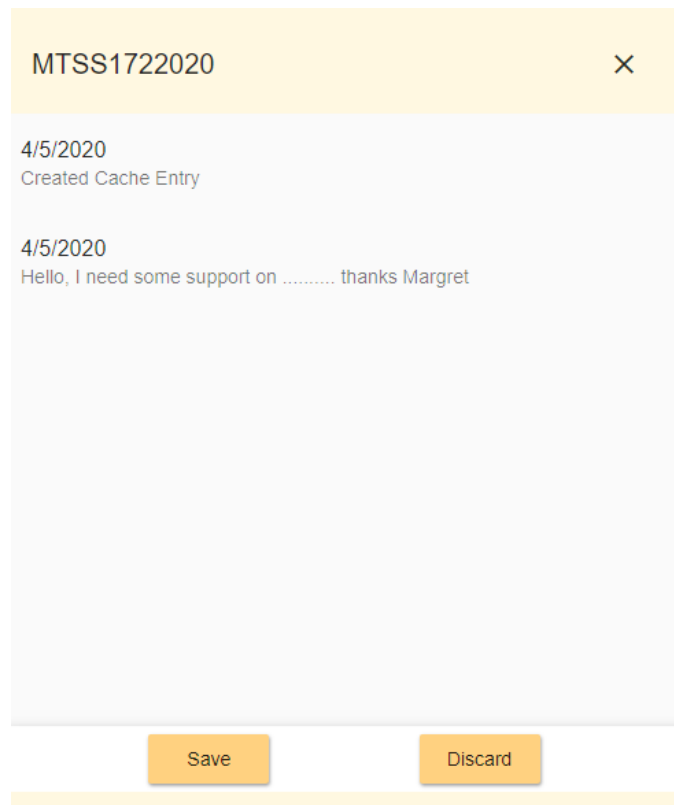
If no moderators are online to receive messages, the messages will be collected and sent to the 'cache' for review.

If there are messages in the cache, the moderator will be presented with them when they login.



The moderators then have the option of continuing and ignoring the message temporarily by pressing the forwards arrow, or they can review the message.

To review the message the moderator only has to click on the chat they want to see and they are presented with two options.



If they choose to save the message, it will be created as a record in the database so it can be seen when 'Margret' contacts again or can manually be searched and viewed.

If the moderator decides the message needs no further action or is spam, they can discard the message which deletes it from the cache and records.

3.0 USING AS A VICTIM

3.0 USING AS A VICTIM

3.1 Opening the application

To open the application as a victim, navigate to _____ in your web browser. Once the terms and conditions are agreed to and details filled, a connection to any available moderator will be automatically created.

The image displays four screenshots of a web application interface. The first two screenshots show a registration or onboarding form with a text area containing Lorem Ipsum, a checkbox for terms and conditions, and a 'Continue' button. The third screenshot shows a search bar with the text 'Search a recipe' and a magnifying glass icon. The fourth screenshot shows a list of four recipe cards, each with a title, rating, image, and cooking/preparation times.

Registration Form (Left):

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam ullamcorper felis magna, a convallis est lobortis non. Cras vitae purus velit. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Praesent nec ex malesuada, mattis nisi at, porttitor neque. Aenean convallis, sem at condimentum tincidunt, nulla ipsum vehicula diam, a malesuada ex nulla aliquam dolor.

I agree to the terms described above
Required field

Continue

Registration Form (Right):

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam ullamcorper felis magna, a convallis est lobortis non. Cras vitae purus velit. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Praesent nec ex malesuada, mattis nisi at, porttitor neque. Aenean convallis, sem at condimentum tincidunt, nulla ipsum vehicula diam, a malesuada ex nulla aliquam dolor.

I agree to the terms described above

Continue

Search Bar:

Search a recipe

Recipe List:

- Stamppot**
Rating: 1/5
Wash and peel the potatoes and cut into similarly sized pieces.
Cooking: 58 mins Preparation: 33 mins
- Provençal Omelette...**
Rating: 1/5
Break the eggs into two bowls, five in each. Whisk lightly a...
Cooking: 2hrs Preparation: 28 mins
- Corned Beef and Ca...**
Rating: 1/5
1
Place corned beef in large pot or Dutch oven and cover ...
Cooking: 40 mins Preparation: 14 mins
- Pilchard puttanesca...**
Rating: 1/5
Cook the pasta following pack instructions. Heat the oil in ...
Cooking: 1hrs Preparation: 20 mins

3.2 Sending a message

To send a message, press the 'search a recipe' button at the top, this field doesn't search any recipes it only sends the contents of the field to the moderator.

To send the message press the search button and you will see a new 'recipe' appear.



The new message is below, although it is disguised as a recipe for a Christmas pudding.

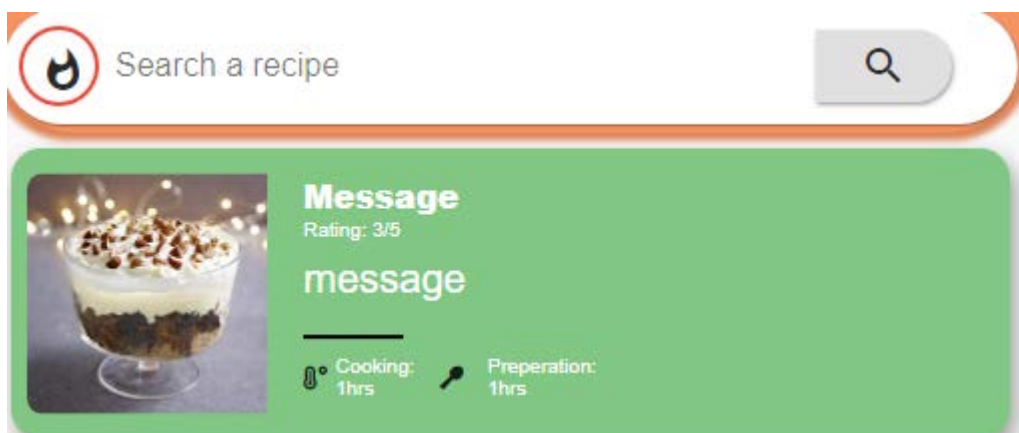


3.3 Toggling visibility of the messages

Messages can either be hidden or shown, this is changed by pressing the icon at the top left of the screen. It will either be highlighted in red, or black signifying its status.



Result




3.4 Opening a recipe



If you need to use the application normally, it will operate normally. To open a recipe simply tap on the card and you will be taken to a new screen with more information.

If the message was too long to be seen in the preview, you can alternatively use this to view the message full screen

Christmas Pudding Trifle



Rating: 1

 Cooking: 31 mins  Preparation: 0 mins

Ingredients

- Orange: 3
- Demerara Sugar: 1 tbs
- Grand Marnier: 2 tbs
- Christmas Pudding: 300g
- Custard: 500g
- Mascarpone: 250g
- Double Cream: 284ml
- Flaked Almonds: Handful
- Dark Chocolate: Grated

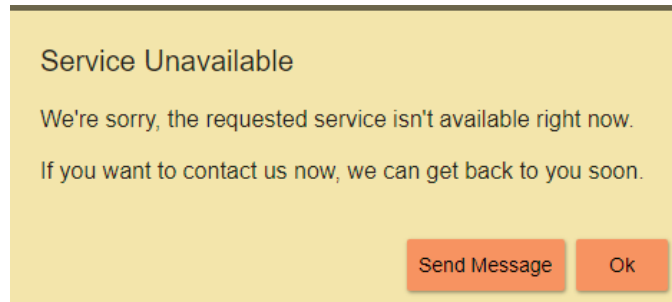
Method

Peel the oranges using a sharp knife, ensuring all the pith is removed.

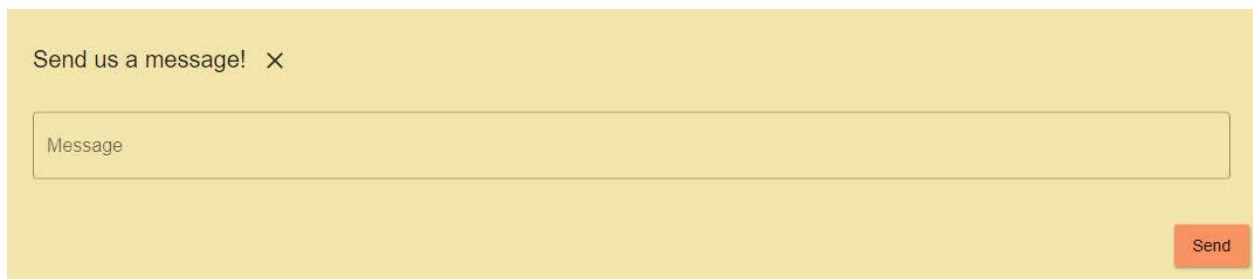
Slice as thinly as possible and arrange over a dinner plate.

3.5 Service is not online

If there are currently no moderators online to have a real time chat, users will be presented the option to send a message, which will be replied to in due time.



If they choose to send a message, they will get a new screen where they can enter their message and it will be sent to the team.

A yellow screen with a dark border. At the top left, it says "Send us a message!" followed by a close icon (X). Below this is a large text input field with the placeholder text "Message". At the bottom right, there is an orange button labeled "Send".