

02 Walkin Case Creation

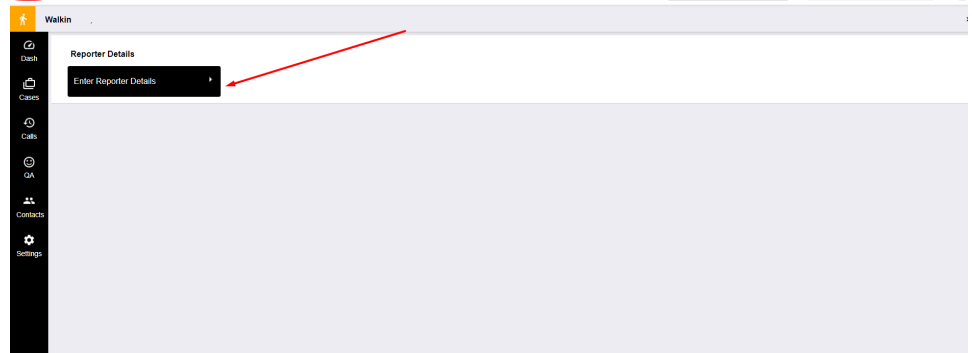
User Acceptance Testing (UAT) is **the final stage of any software development life cycle**. This is when actual users test the software to see if it is able to carry out the required tasks it was designed to address in real-world situations.

In this situation, we have identified the Walkin Case Creation process as critical to the success of the project.

The main links are provided for this testing are as follows.

General Guide.

- After login Click on the Walkin Button on top of the page.
- Then click on the Enter Reporter Button to allow you to enter the reporter details. (A reporter is a person who walks to the call center to report an incident of violence against children.)



After clicking on the reporter details above a form comes up with the following details.

- Enter the required information/ The mandatory fields are marked with an asterisk. Click Next to complete the process.

A screenshot of the 'Reporter Details' form. The form is titled 'Reporter Details' and has a close button (X) in the top right corner. It contains several input fields: 'Reporter's Name' (with a search icon), 'Age', 'DOB', 'AgeGroup', 'Location' (with a dropdown arrow), 'Sex' (with a dropdown arrow), 'Nearest Landmark', 'Language' (with a dropdown arrow), 'Phone Number', 'Alternative Contact', 'Email', 'Nationality' (with a dropdown arrow), 'ID Type' (with a dropdown arrow), 'ID Number', and 'Tribe' (with a dropdown arrow). A 'Next' button is located at the bottom right of the form.

- Determine which case type your need to create by selecting the buttons on top of the screen. and select New Case.

- New Case - this will load the form with the Abuse categories as the default categories

you will see a form as indicated

Fill in the Client details by clicking on the + Button next to Client Details.

A screenshot of the Walkin application interface. The header bar shows the 'Walkin' logo. The sidebar menu is visible. The main content area is titled 'Reporter Details' and shows a profile card for 'Maijana Lieta' with details like age (10-13), gender (Female), and tribe (Tietia-le-Moleka). Below the profile card, there are four buttons: 'New Case', 'Case Followup', 'Counselling', and 'Information and Inquiry'. The 'New Case' button is highlighted.A screenshot of the 'NEW ABUSE CASE UCHL-' form. The form has a title bar with the text 'NEW ABUSE CASE UCHL-' and a close button (X). It contains several sections: 'Client Details' with a checkbox 'Are you the client?' and a plus button (+); 'Abuse Category' with a dropdown menu; 'Is Case GBV Related?' with radio buttons for 'Yes' and 'No'; 'Case Narrative' with a text area; and 'Perpetrator Details' with a text area.

Some of the Questions on the client details will have follow-up Questions.

e.g Marital status.

Mental Status
Overseas

Spouse Name
Spouse Profession

Guardian's Name
Guardian's Identification Number

Guardian's Marital Status
Household Type
Head of Household Occupation

Number of Adult in Household

Fill in the perpetrator Details by clicking on the + button next to perpetrator details.

Perpetrator Details

+

Select the Category (when the category falls under physical Abuse, you will see the following additional Questions.

Abuse Category
Physical Abuse

Has the client received medical examination?
☐ Yes ☐ No

if the category falls under sexual abuse you will see the following.

Abuse Category
Sexual Violence/Defilement

When did the incident take place?

Was the Incident Reported?
☐ Yes ☐ No

Has the Client been tested for HIV?
☐ Yes ☐ No

Was ECP provided to prevent Un-intended pregnancies?
☐ Yes ☐ No

Did the client get counselling / referred for Counselling and further psycho-social support?
☐ Yes ☐ No

Enter Details about the case in the case Narrative Section

Enter Case Plan in the Case Plan Area

State in Justice System

Indicate the general Case assessment.

Priority

Status.

A supervisor has been created in the system where you can escalate the case.

If some services were provided

Services Offered

Referrals

How did you know about 1167

Related Files
Attach Files

Case Plan

State in Justice System
General Case Assessment

Priority
Status
Escalated To

Submit New Abuse Case

Client Details

Client's Name
Age
DOB
AgeGroup

Location
Sex

Nearest Landmark
Language

Phone Number
Alternative Contact
Email

Nationality
ID Type
ID Number

Tribe

Client's Relationship with Reporter?
Health Status
HIV Status

Walkin

Reporter Details
Maliyana Lieta
NEW ABUSE CASE UCHL-
Client Details
Are you the client?
Rethablieng Masapo
Perpetrator Details
Services Offered
Referrals
How did you know about 1167

Perpetrator Details
Perpetrator's Name
Age
DOB
AgeGroup
Location
Sex
Nearest Landmark
Language
Phone Number
Alternative Contact
Email
Nationality
ID Type
ID Number
Tribe
Relationship with Client?
Shares Home with Client?
Perpetrator's Profession
Marital Status
Health Status

Case Followup
Counselling
Information and Inquiry

Abuse Category

Is Case GBV Related?
☐ Yes ☐ No

Case Narrative

indicate the service and where referrals were given

Sometimes the case may be a GBV related (Kindly Indicate)

Once All the fields are filled in submit the case.

Case Narrative

Case Narrative

Case Plan

Case Plan

State in Justice System

General Case Assessment

Priority

Status

Escalated To

Services Offered

Referrals

How did you know about 116?

Related Files



Attach Files

Is Case GBV Related?

Yes

No

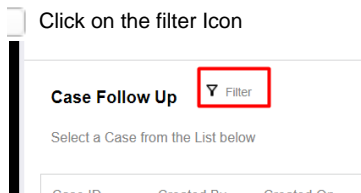
Submit New Abuse Case

Question	User Response	Our Comments
Did you successfully Create an Abuse Case	Tick where appropriate <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div>  Your Names <hr/> </div> <div>  Your signature. <hr/> </div>	

- Case follow is used whenever there is an existing case that requires an update.

when you click on the case follow-up you will see the case search screen as you can see above.


if you have some information about the case you can use a filter to search for the specific case.



use some of the provider fields to search for your case.

upon search, your case will appear on the list as sin on the figure.

- Click on the case you filtered (the case form will open and allow you to update all the fields other than. (Category and Case Narrative
- Click on the update case upon completion of your update.
- Case history is created at the bottom of the screen for monitoring the case train

Case Follow Up  Filter

Select a Case from the List below

Case ID	Created By	Created On	Type	Category	Priority	Status	Escalated To	Source	Reporter
190	17 Nov 2021 12:09	*Legal_Issues*Adult	Medium	Ongoing	call	Molijana Lieta, *Female, *10-13			*Tsela-Is-Moleka
189	17 Nov 2021 11:26	*Sexual	High	Ongoing	walkin	Rethabiling Masapo, *Male, *18-24			*Ngojane
188	17 Nov 2021 11:22	*Physical	Low	Ongoing	call	Molijana Lieta, *Female, *10-13			*Tsela-Is-Moleka
187	17 Nov 2021 11:12	*Sexual Violence	High	Ongoing	walkin	Relebohile Maleng, *Female, *14-17			
186	17 Nov 2021 11:10	*Physical	High	Ongoing	walkin	Mpesi Takane, *Female,			*Leribe
185	17 Nov 2021 10:17	*Sexual	High	Ongoing	walkin	Likeliel, *Female,			*Botha-Buthe
184	17 Nov 2021 9:57	*Physical Abuse	High	Ongoing	walkin	Mamahali, *Female,			*Botha-Buthe
183	17 Nov 2021 9:47	*Legal Issues	Low	Ongoing	call	henry Kemboi, *Male,			
182	17 Nov 2021 9:25	*Child Neglect	High	Ongoing	walkin	Mamahali, *Female,			*Botha-Buthe

Filters

CaseID

Created On

Created By

Category

Priority

Status

Escalated To

Source

Reporter Name

Reporter Phone

CaseID x 190 x

Case ID	Created By	Created On	Type	Category	Priority	Status	Escalated To	Source	Reporter
190		17 Nov 2021 12:09	*Legal_Issues*Adult	Medium	Ongoing	call	Mališana Lietā, *Female	*10-13	*Tselā-le-Moleka

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*Tselā-le-Moleka

UPDATE COUNSELING UCHL-190

Client Details

+

Perpetrator Details

+

Services Offered

Basic Need Support x

Referrals

Children's Home x

Know About 116

Related Files

+

Attach Files

Case Category

*Legal_Issues*Adult Witness

Is Case GBV Related?

No

Case Narrative

hjuioilio

Case Plan

Priority

Medium x

Status

Ongoing x

Escalated To

Update Counseling

Case History

Medium Priority	Ongoing	Case has now been moved to the police.	test	23 Nov 2021 12:42 PM
Medium Priority	Ongoing	yutirtyui	Tisetso	17 Nov 2021 12:09 PM

1 - 2 of 2

Question	User Response	Our Comments
Did you perform a case follow UP to completion.	<div>Tick where appropriate</div> <div><input checked="" type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div>	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div><div><div>Your Names</div></div><div></div><div><div>Your signature.</div></div><div></div></div>	

- Counselling will load the case with counselling categories.

- Click the Counselling Button at the top of the screen
- Fill in the form by selecting one of the counselling categories. Key in all the other details and submit.

Reporter Details

Mališana Lietā

*10-13 *Female

*Tselā-le-Moleka

New Case

Case Followup

Counselling

Information and Inquiry

NEW COUNSELING UCHL-

x

Client Details

☐ Are you the client?

+

Perpetrator Details

+

Services Offered

Counseling Category

Is Case GBV Related?

☐ Yes ☐ No

Case Narrative

Referrals

How did you know about 116?

Related Files

+

Attach Files

Case Plan

Priority

Status

Escalated To

Question	User Response	Our Comments
Did you successfully create a counselling case.	Tick where appropriate <input type="checkbox"/> YES <input type="checkbox"/> NO	
Comments	Write your comments if Any	You can give us some feedback on any improvements you would wish to have in the next system upgrades.
Indicate your details	<div> <div></div> <div>Your Names</div> </div> <div></div> <div> <div></div> <div>Your signature.</div> </div> <div></div>	

- Information Inquiry will load the form with Information Inquiry Categories.

Click on the information Inquiry button on top of the screen.

New Case

Case Followup

Counselling

Information and Inquiry

Fill in the inquiry categories as follows

Click submit new Inquiry to submit the case.

NEW INFORMATION INQUIRY UCHL-

Client Details

☐ Are you the client?

+

Perpetrator Details

+

Services Offered

Referrals

How did you know about 116?

Related Files

+

Attach Files

Inquiry Category

Is Case GBV Related?

☐ Yes
 ☐ No

Case Narrative

Case Plan

Priority

Status

Escalated To

Submit New Inquiry

Question	User Response	Our Comments
Did you successfully Submit an Information Inquiry Case	Tick where appropriate <input type="checkbox"/>	

	<div><input type="checkbox"/> YES</div> <div><input type="checkbox"/> NO</div>	
Comments	Write your comments if Any	You can give us some feedback on any improvments you would wish to have in the next system upgrades.
Indicate your details	<div><div><div> Your Names</div><div></div></div><div><div> Your signature.</div><div></div></div></div>	