Roles:

1. Role1
2. Role2
3. Role3
4. Citizen
5. Student

Users:

1. Employee1
2. Employee2
3. Employee3
4. Citizen
5. Student

Rules:

1. Only Citizen and Student Roles are allowed to create new Request
2. Role1 and Role3 Users (employees) are allowed to accept a new request and change its status to “Accepted”.
3. Role2 and Role 3 users (also employees) are allowed to approve the request and change its status to “Approved”.
4. Role1 and Role3 users are allowed to attach a request – only after being approved – to a payroll order.
5. A user can login and view “his own” current and past requests.

Signup:

1. Upon sign up the user must specify his type Student or Citizen
2. This service will be available to the public. The signup process must be easy and fast.
3. Upson sign up, we are only interested in 3 things:
   1. Mobile number.
   2. Full name as in ID.
   3. ID Number.
4. Use 4-digit PIN code instead of a password
5. Use 2-step SMS authentication