



Striappd



MARCH 18, 2018

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1. Introduction

STRAPPD is a mobile app that can help people in need to locate services where they can find Food, Shelter, Health, Resources and Work. Service Providers need to login into the app to add\manage services and feedback provided by the users. Following are some of the features of this app.

App Users:

1. Homepage displays List\Map view of services with important info like category & age group, contact info, Bed Availability for shelters, Open\Closed times and how far the service is from user's location.
2. Users can click on any of the services on Homepage to get a detailed view of that service.
3. The detailed view of a service includes description, contact info, transit directions, schedule info, etc.
4. If the user wants to mark any service for future reference, they can click on star at the top right in respective service detailed view page. All marked services can be viewed in My favorites page.
5. Flag button on the Homepage helps users to connect to services to get more details or provide feedback for a service and Users can even share their current location or upload an image.
6. Users can give Kudos to the services they like on Homepage.
7. Users can toggle 'Open Services' filter in options menu to get services that are open currently.
8. Users will be able to choose services based on the category like Youth, LGBT+,... from Options Menu.
9. User can click on Map View toggle button in options menu to switch from List View to Map View.
10. Users can see Crisis lines when they click on Phone icon on Homepage of the app.
11. Users will be able to Search for Services and Crisis lines using Search icon on the Home screen.
12. Users can change the current location in case they want to find a resource in different City/Zip.
13. Users can get an idea on how the app works by going to Show Tutorial in Options menu.

Service Providers:

1. Once logged in, service providers will be able to add, edit and delete the services they own.
2. Providers get notified about feedback on their services and they can view/manage them.
3. Providers can update the bed info for shelter services they own.
4. Providers can Manage Profile and change the password if they want to.

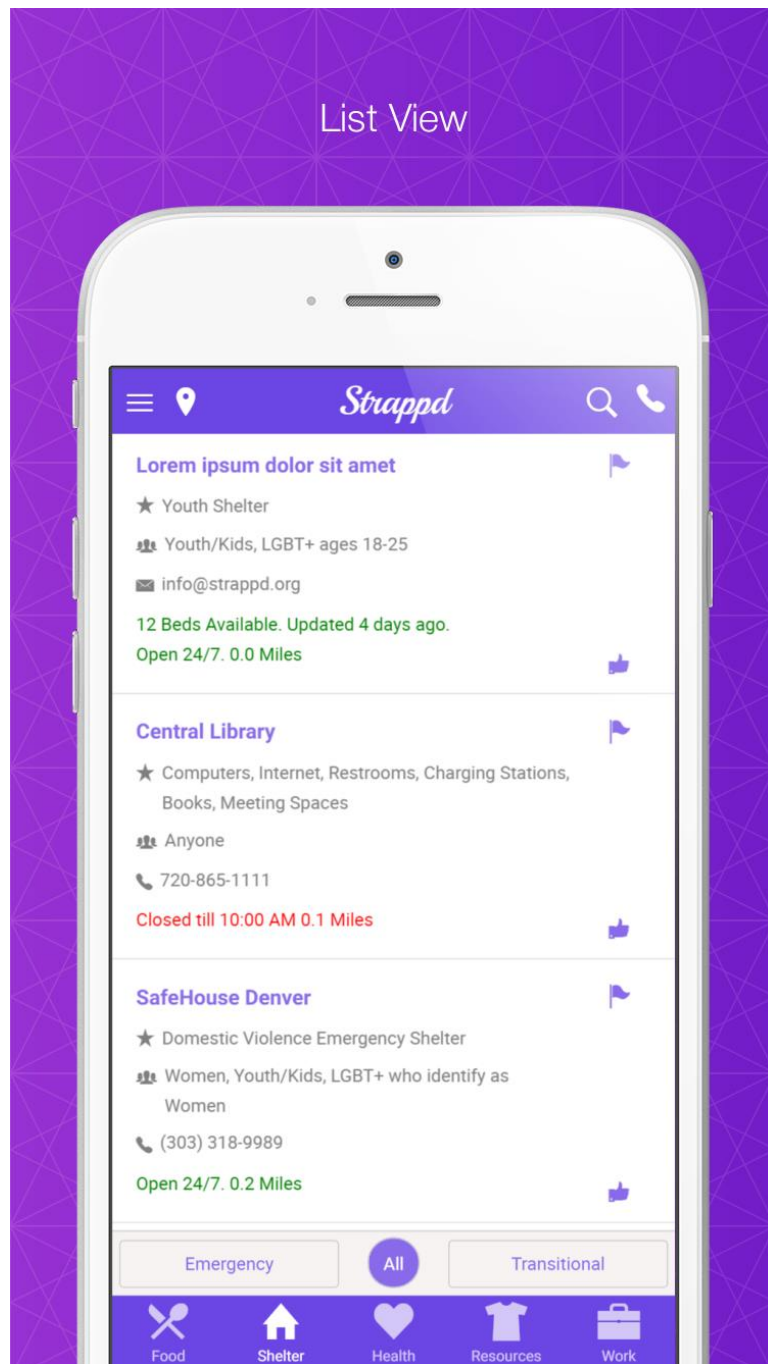
App Admins:

1. Admins can see all the above features and will manage security for all service providers.
2. App admins will be able to add/assign an already existing service to another service provider.
3. Admin gets notified and needs to approve all the services before they can show up in list/map view.

2. App Views

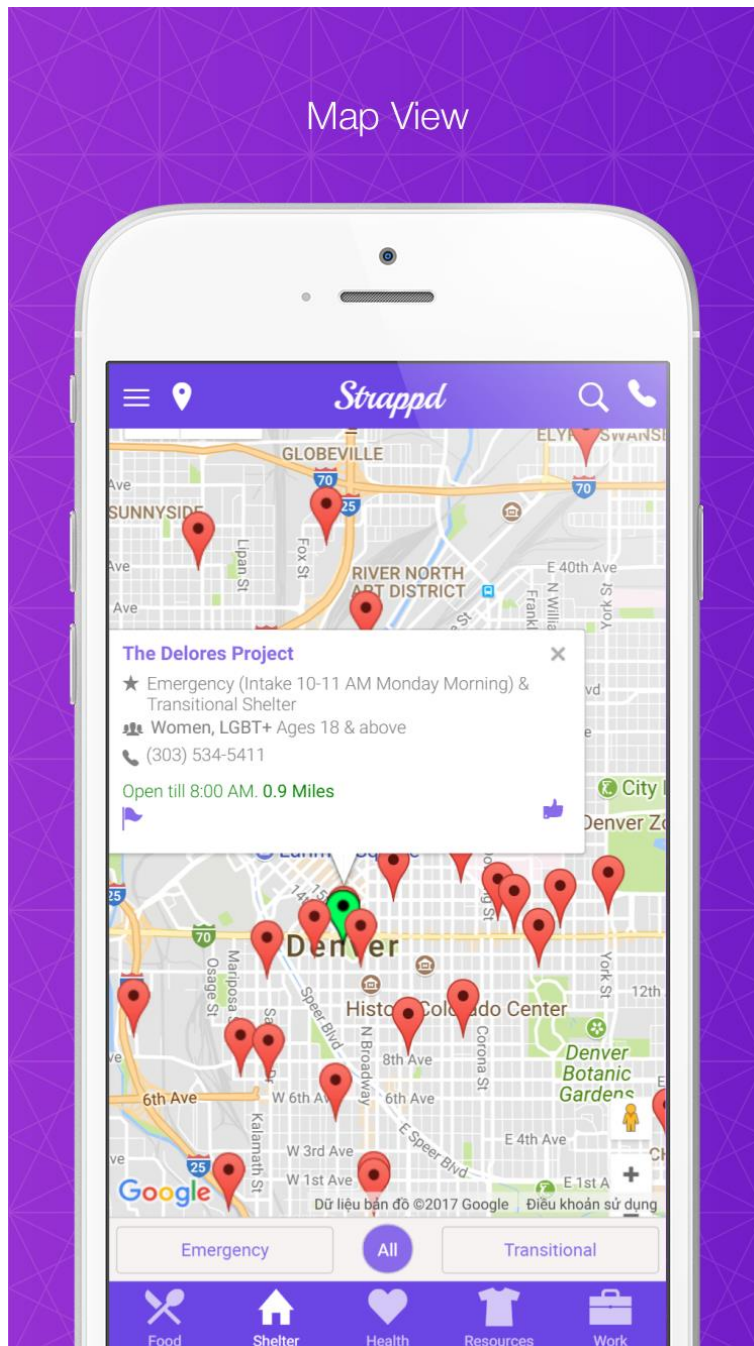
The app by default shows list view and is set to shelter tab. Users will be able to toggle from List View to Map View and Vice versa from Side Menu. If you click on any of the services it would show a detailed view of that service.

2.1 List View



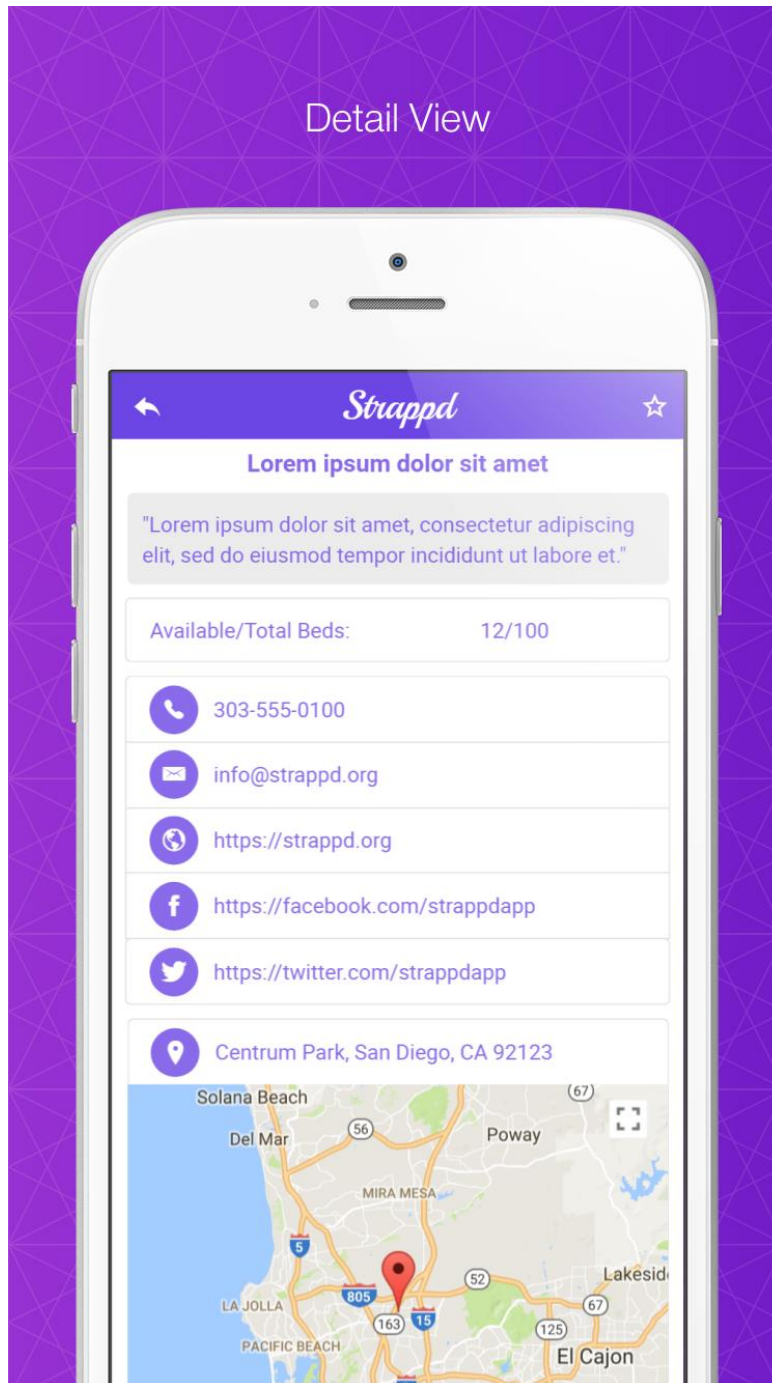
2.2 Map View

All services that are close to the user's location will be shown in Map View. Services that are Closed are shown in Red and Open one's are shown in Green. User can click on any Pin Icon to get detailed info.



2.3 Detailed View

If you click on any of the services from List/Map View, it would show detailed info of that particular service, including description, bed info if it's a shelter, contact info, address, bus/walk directions, schedule & holidays. Users can mark a service as favorite by clicking on the star at top right of this page.

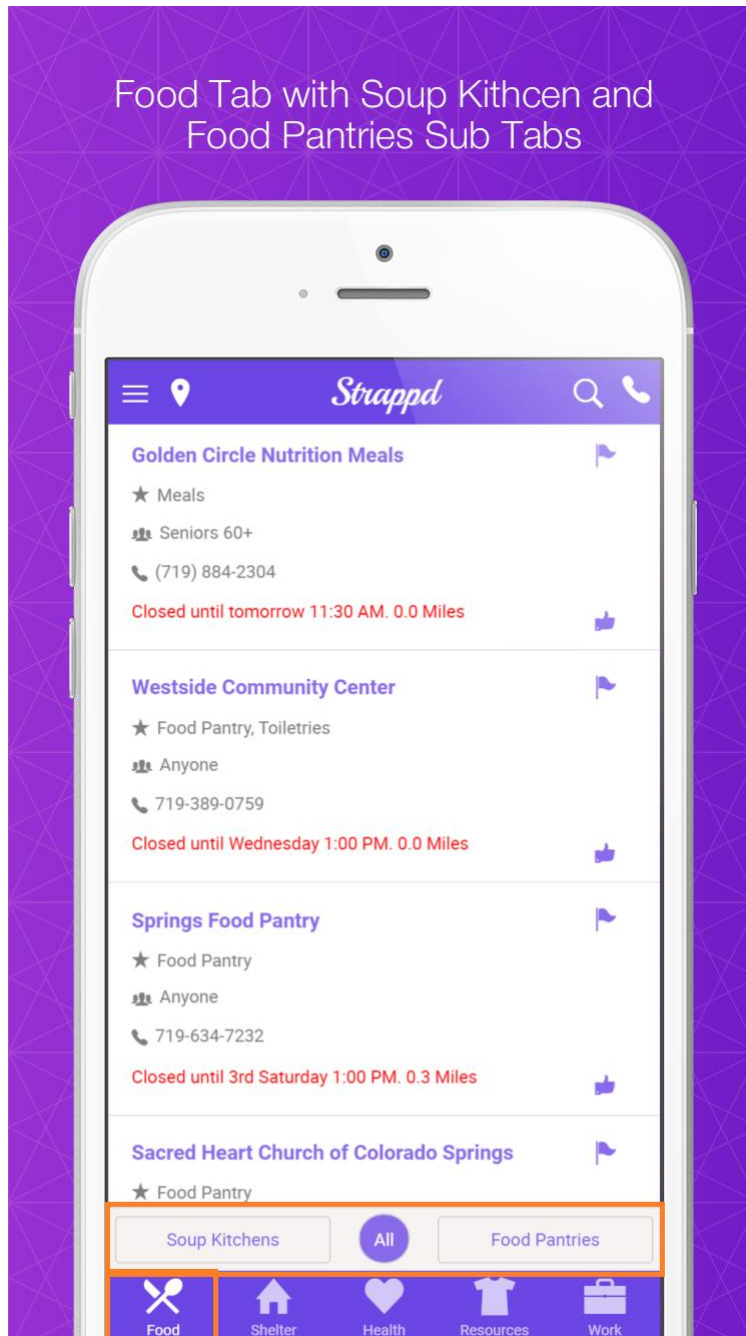


3. Tab Menu

App has a tab menu at the bottom for the user's to choose from Food, Shelter, Health, Resources and Work. Each tab has sub tabs to help the users to filter services even further.

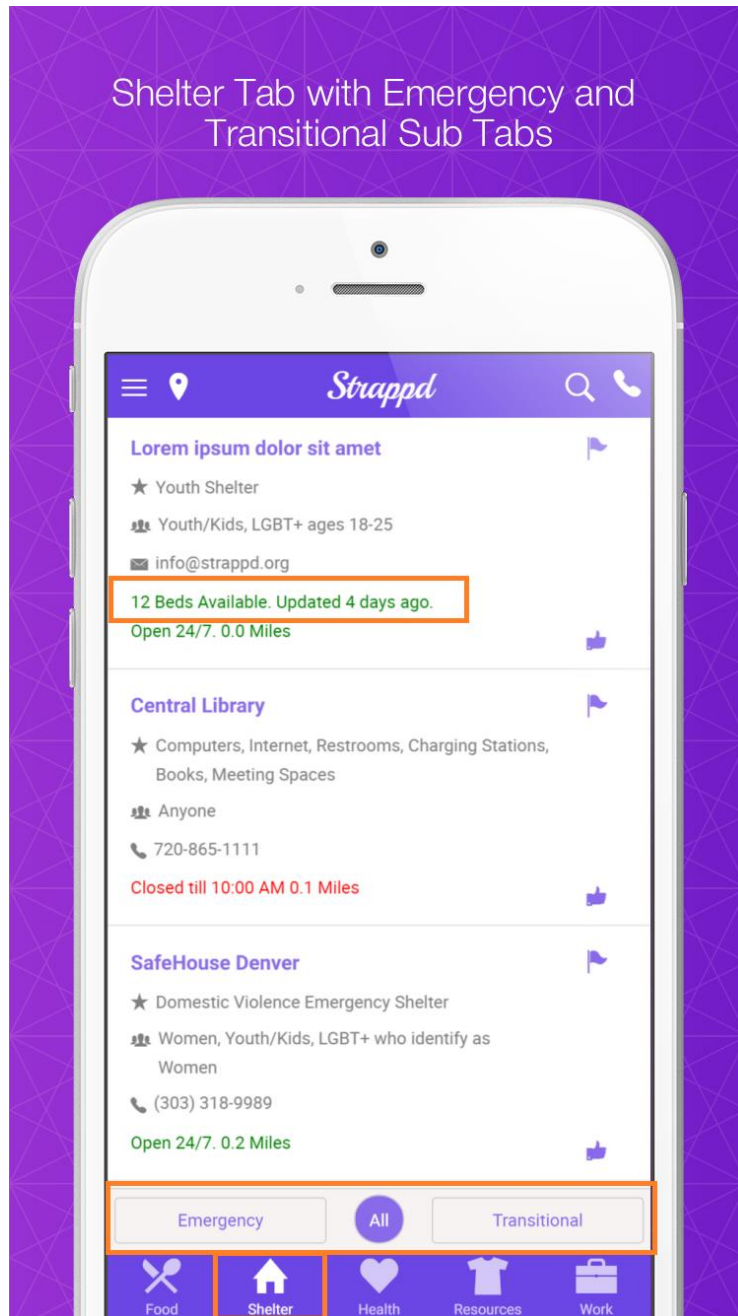
3.1 Food Tab

The Food tab (highlighted in orange) has two sub options which show Soup Kitchens & Food Pantry's which are close to User's location.



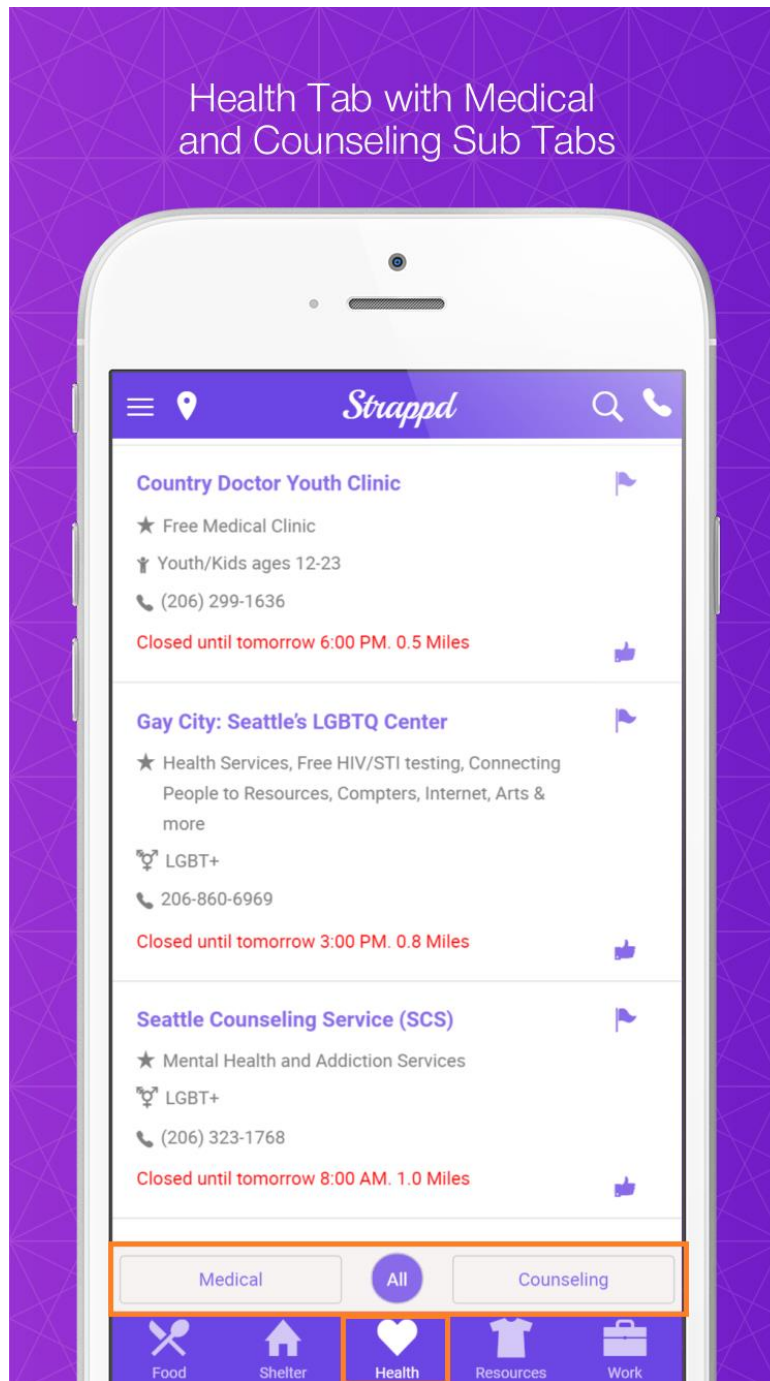
3.2 Shelter Tab

The Shelter tab (highlighted in Orange) has two sub options which show Emergency Shelters(Day/Night) and Transitional Shelters. It also displays additional info with number of beds available if the service Provider had entered one and when that information has been updated.



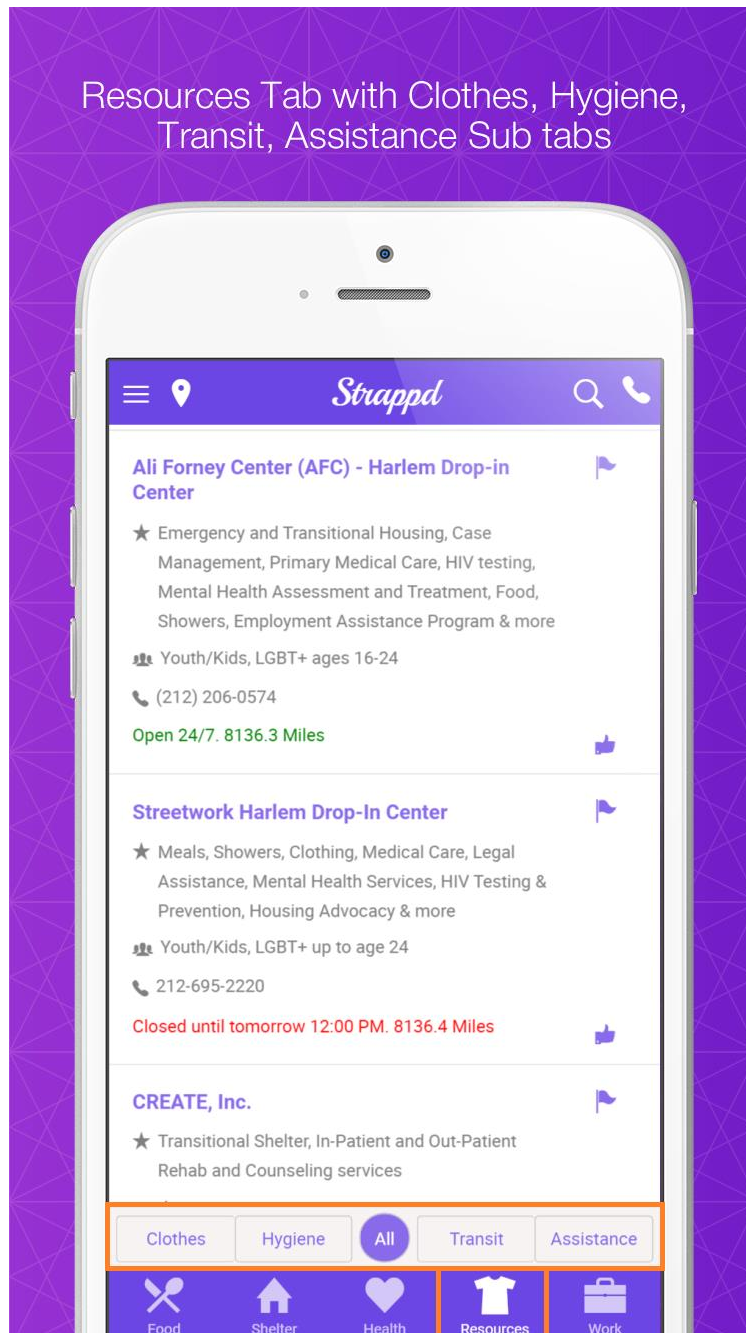
3.3 Health Tab

The Health tab (highlighted) shows resources like Medical, Dental, Vision, Mental Health counselling, HIV/Pregnancy Tests, Flu shots and Vaccines etc., It has two sub tabs called Medical and Counseling.



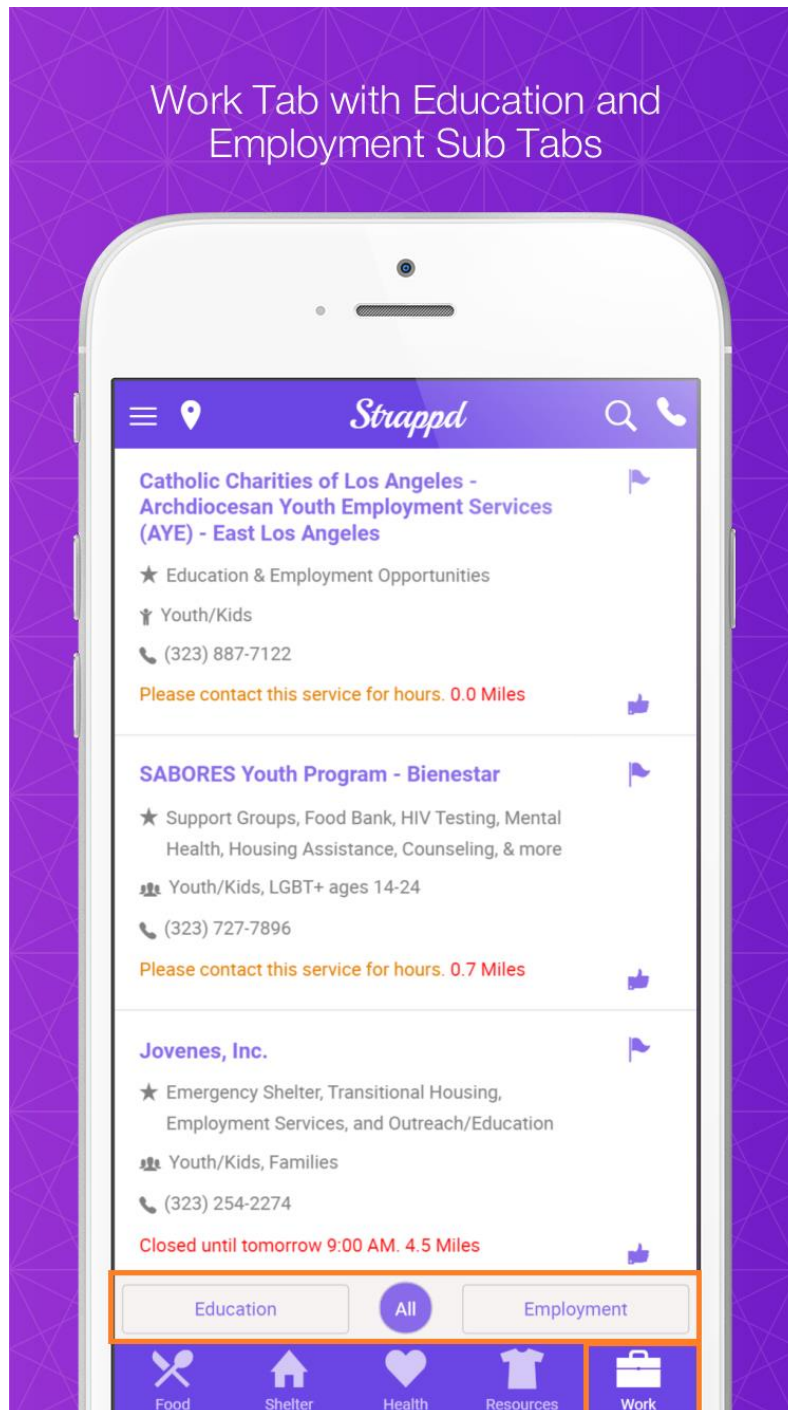
3.4 Resources Tab

The Resources tab (highlighted in Orange) shows services like Clothes, Showers, Laundry, Public Restrooms etc. that are close to users location. It has Clothes, Hygiene, Transit and Assistance as sub tabs.



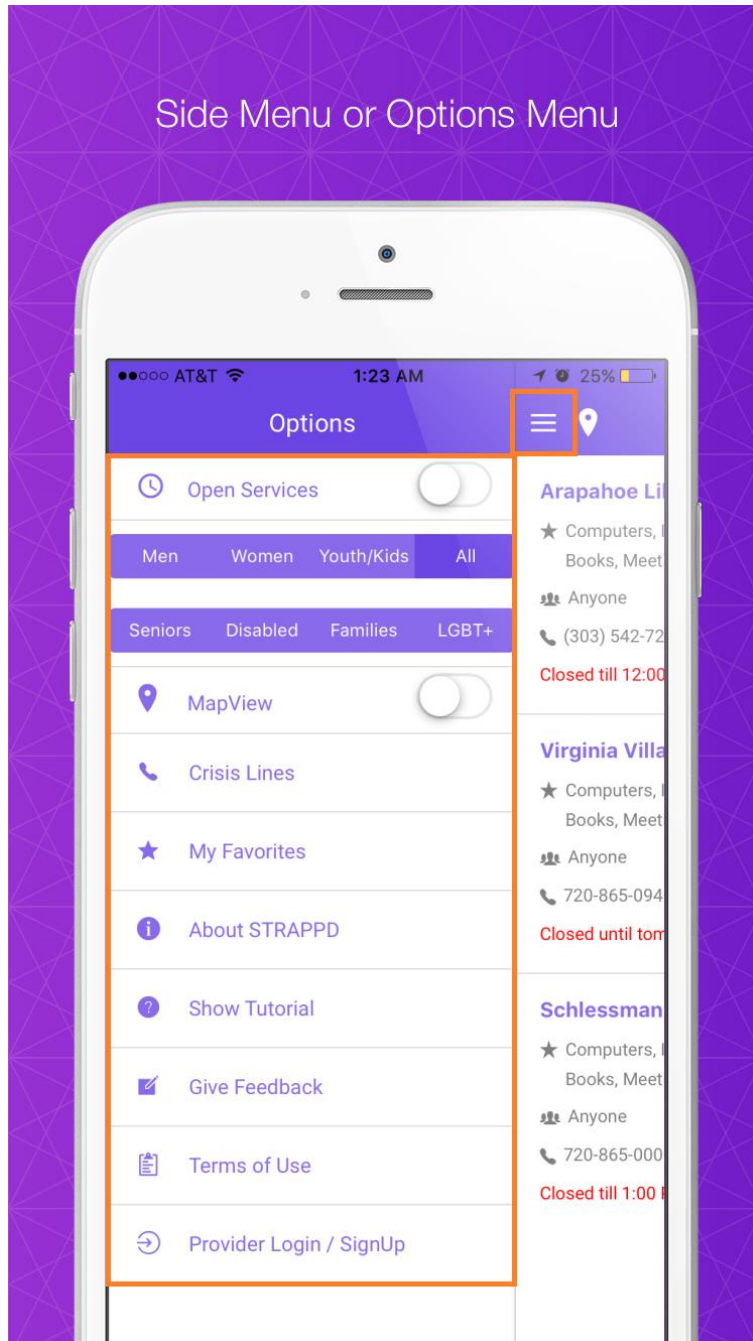
3.5 Work Tab

Work tab (highlighted in Orange) will show resources like Job opportunities, Life Skills Training, GED Classes, etc., that are close to the user's location. It has Education and Employment as sub tabs.



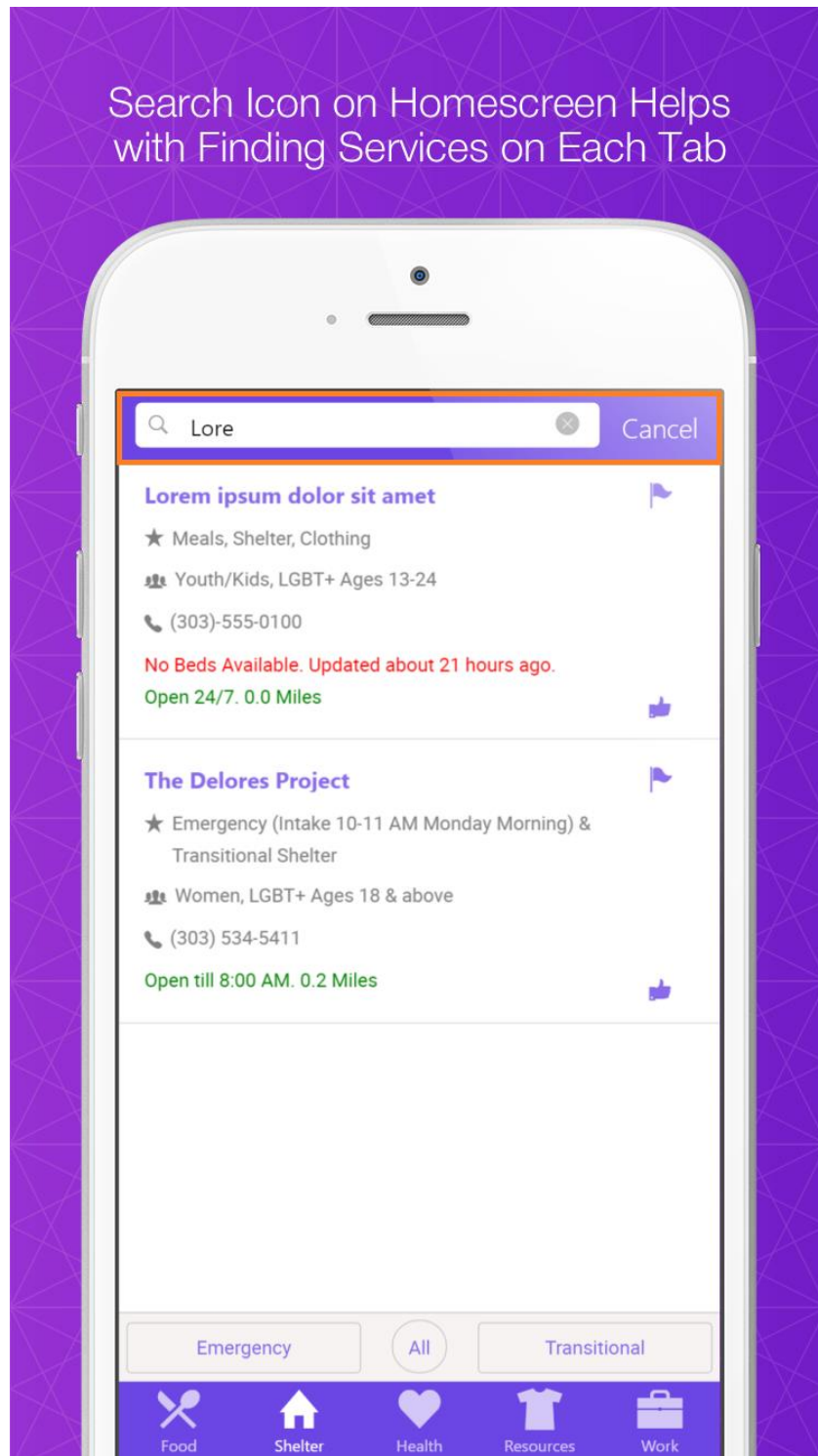
4. Side Menu or Options Menu

The side menu provides options for the user to filter services that are open currently. User can also choose the category (Youth\Women\...) they are looking for. Map view toggle button changes the List view to Map view and vice versa. Crisis lines shows the Contact info for Hot lines. My Favorites shows all the services that have been bookmarked by the user in detailed view for each service. It also has About, Show Tutorial, Terms and App feedback options. Service Providers and Admins can use the Login button to Add\Manage the services and feedback they receive from users.



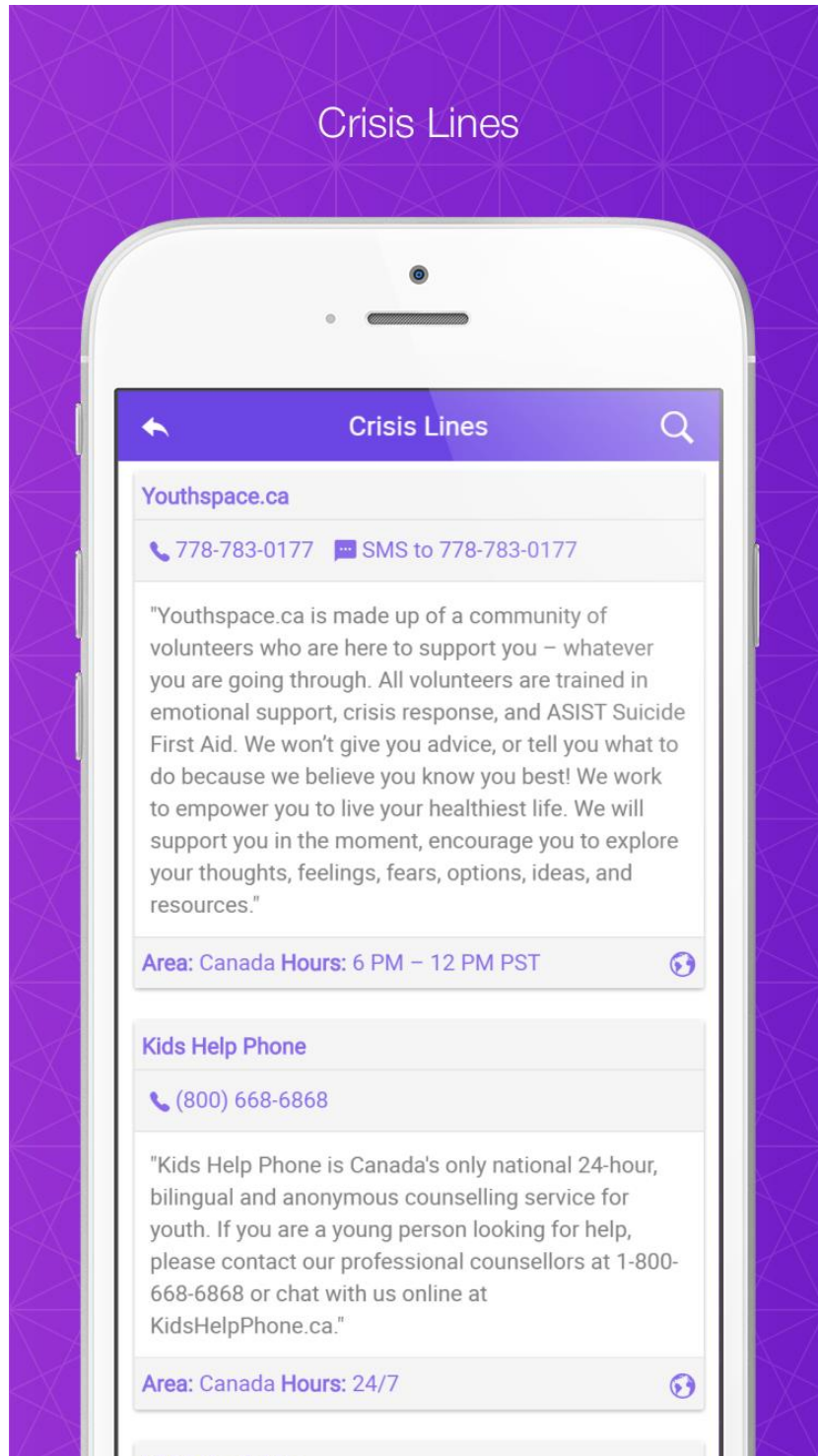
5. Search Bar in Header

Users will be able to search services, crisis lines and favorites by clicking on search icon in the header.



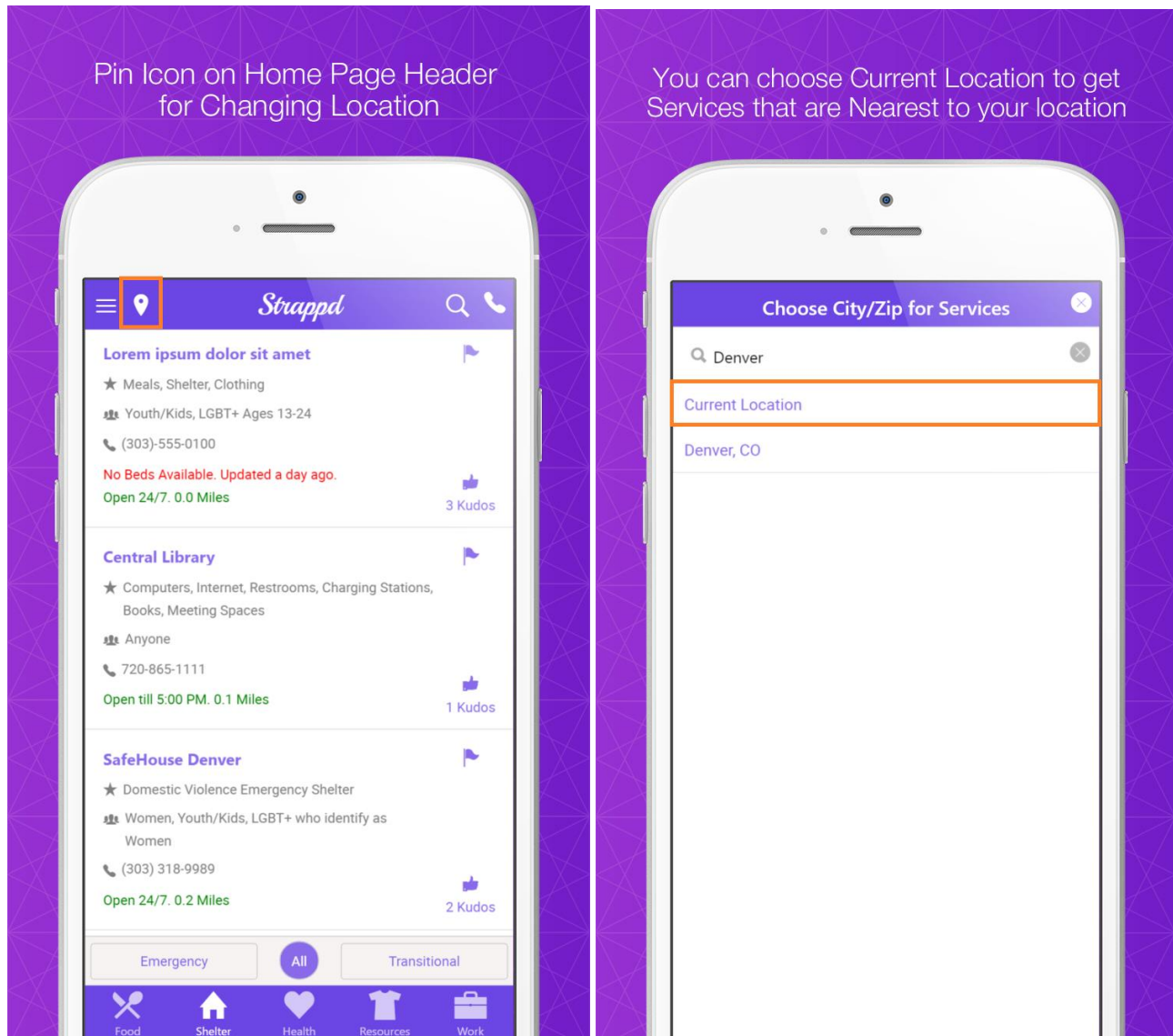
6. Crisis Lines

Users can find Crisis Lines by going to Side Menu or using the Phone Icon on Home screen. Crisis Lines show Phone No, Text No, Hours, Area covered and a link to website or chat address.



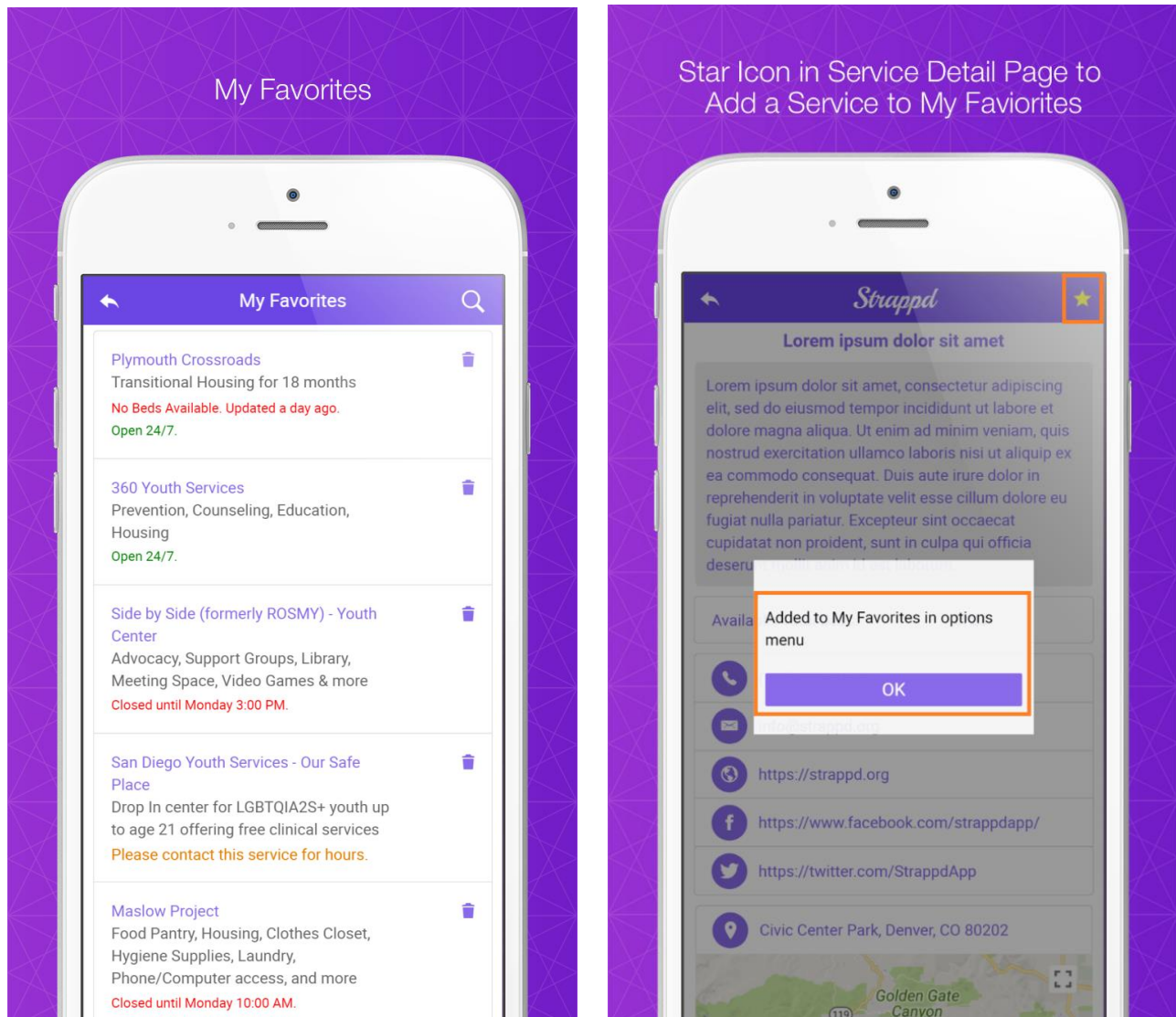
7. Changing Location

Users can choose a different City/Zip by clicking on Pin Icon (highlighted in Orange) on Home Screen. If you enabled location services on your phone, you will see an additional option called Current location in results. If you choose Current location, you can get services that are close to your location.



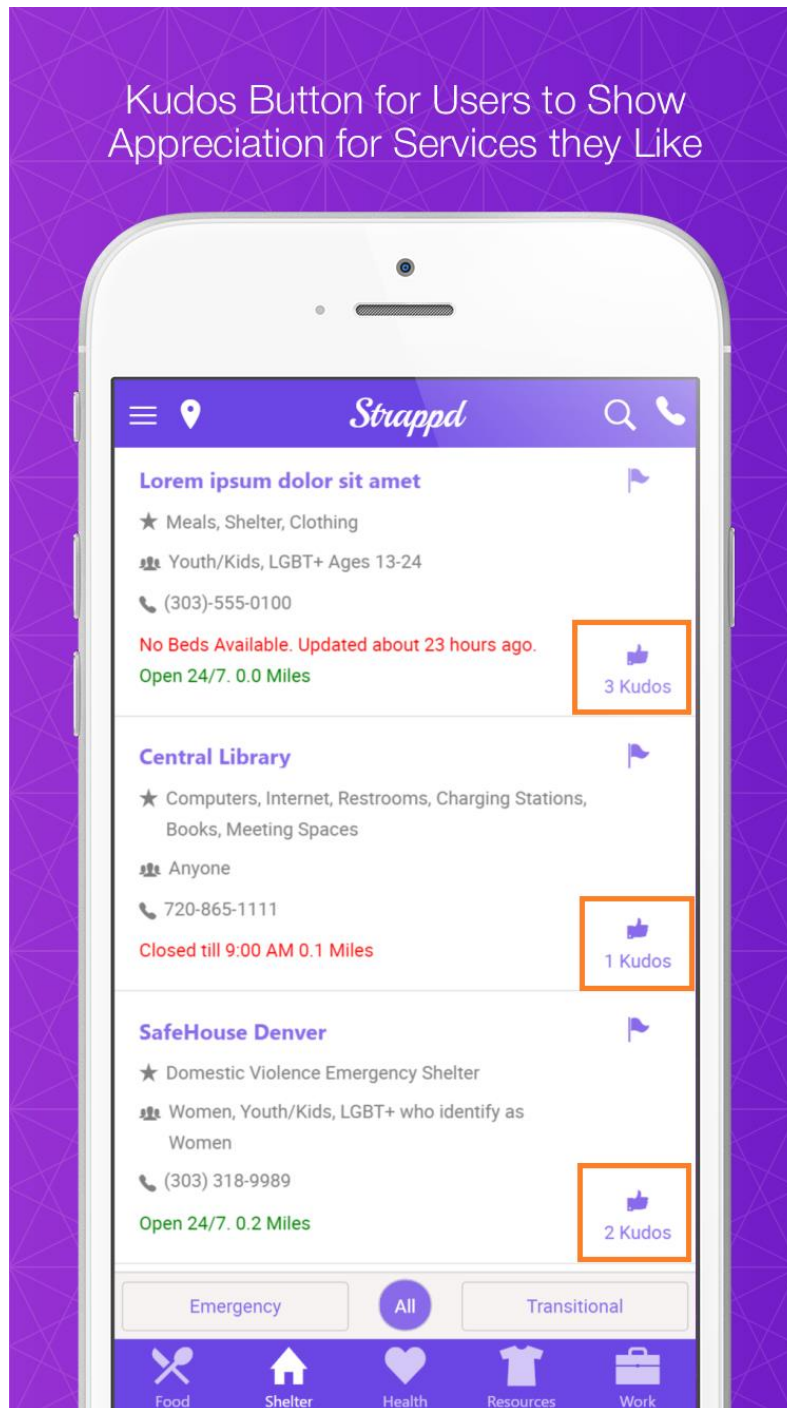
8. Favorites Button

This helps the app users to bookmark services that they can check later. When the user clicks on favorite star for a service at the top right of service detail page, they will see that in my favorites page as shown below.



8. Kudos\Like button

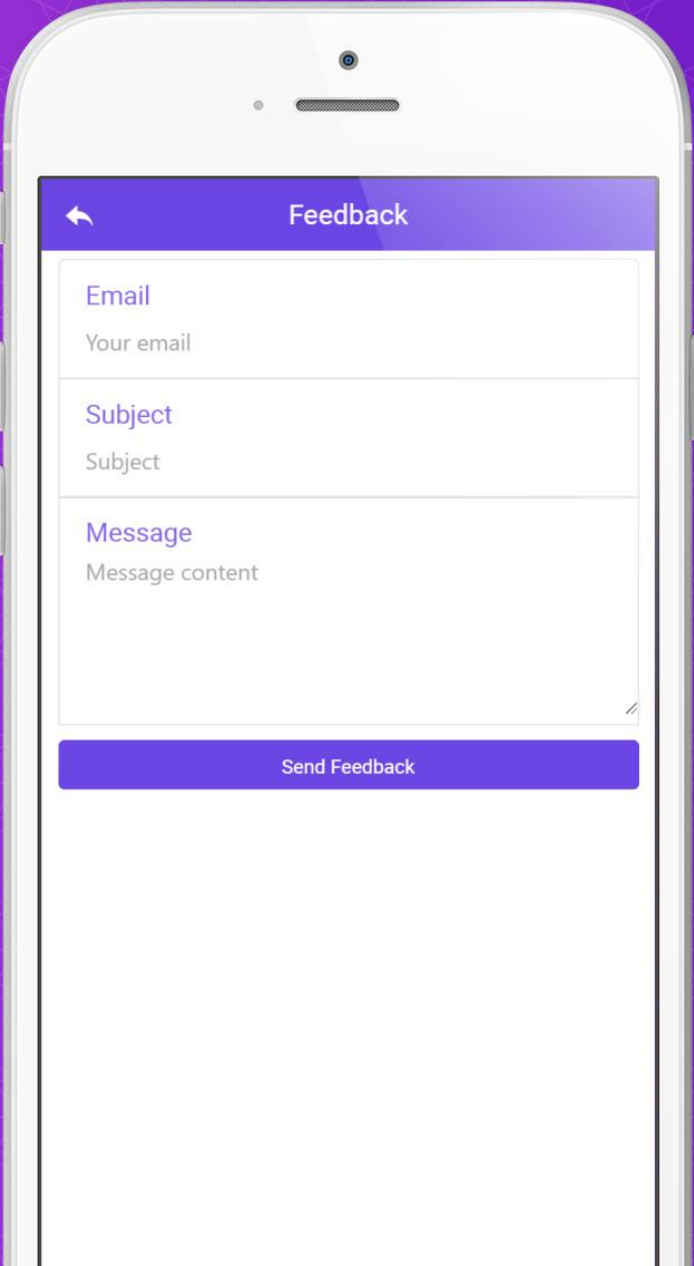
Users can give Kudos to services they like using the Like Button on the Home screen for each service.



9. App Feedback

Users or Service providers can provide feedback about STRAPPD App by clicking on “Give Feedback” in Side Menu.

App Feedback for Admins



Feedback

Email
Your email

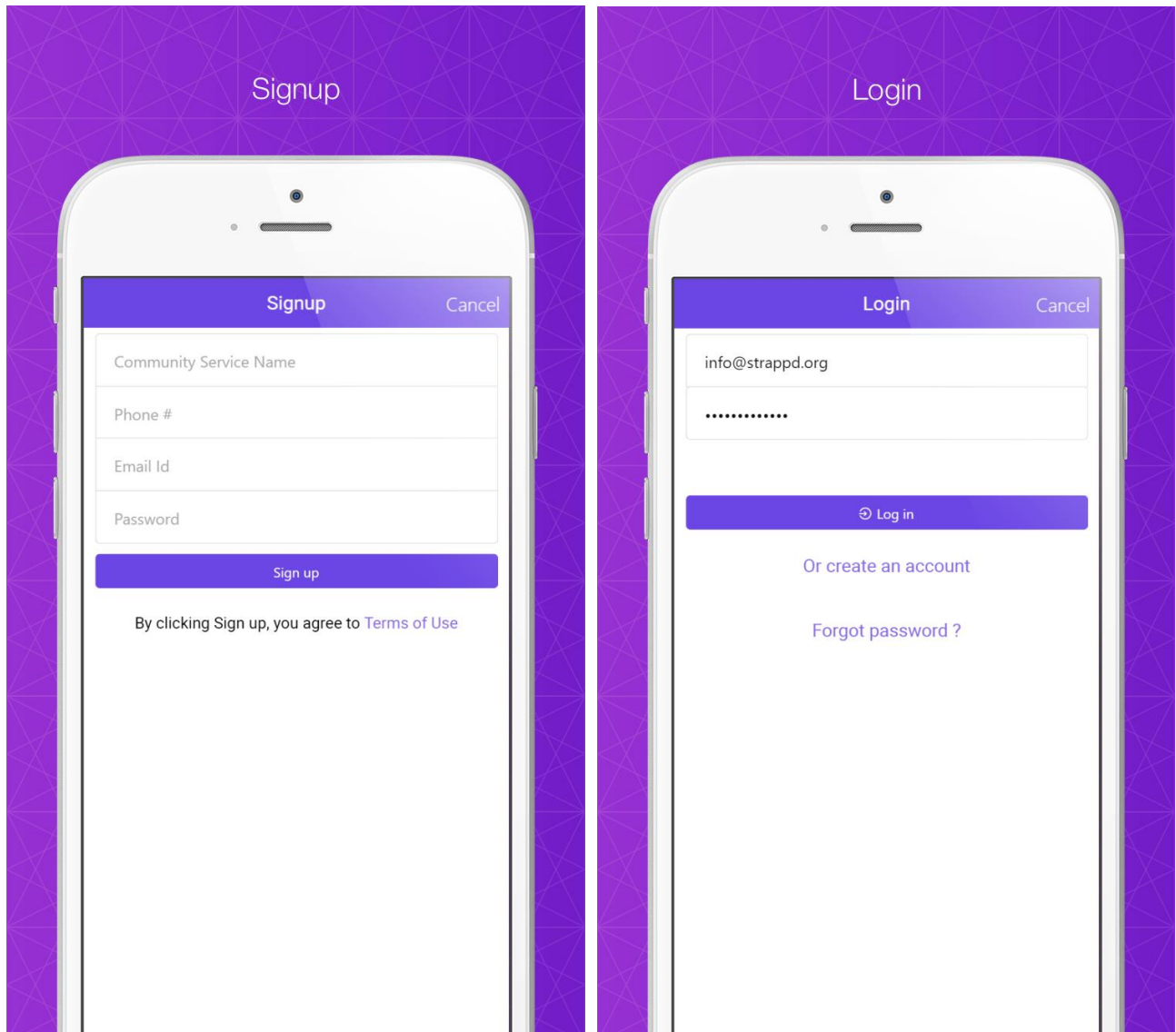
Subject
Subject

Message
Message content

Send Feedback

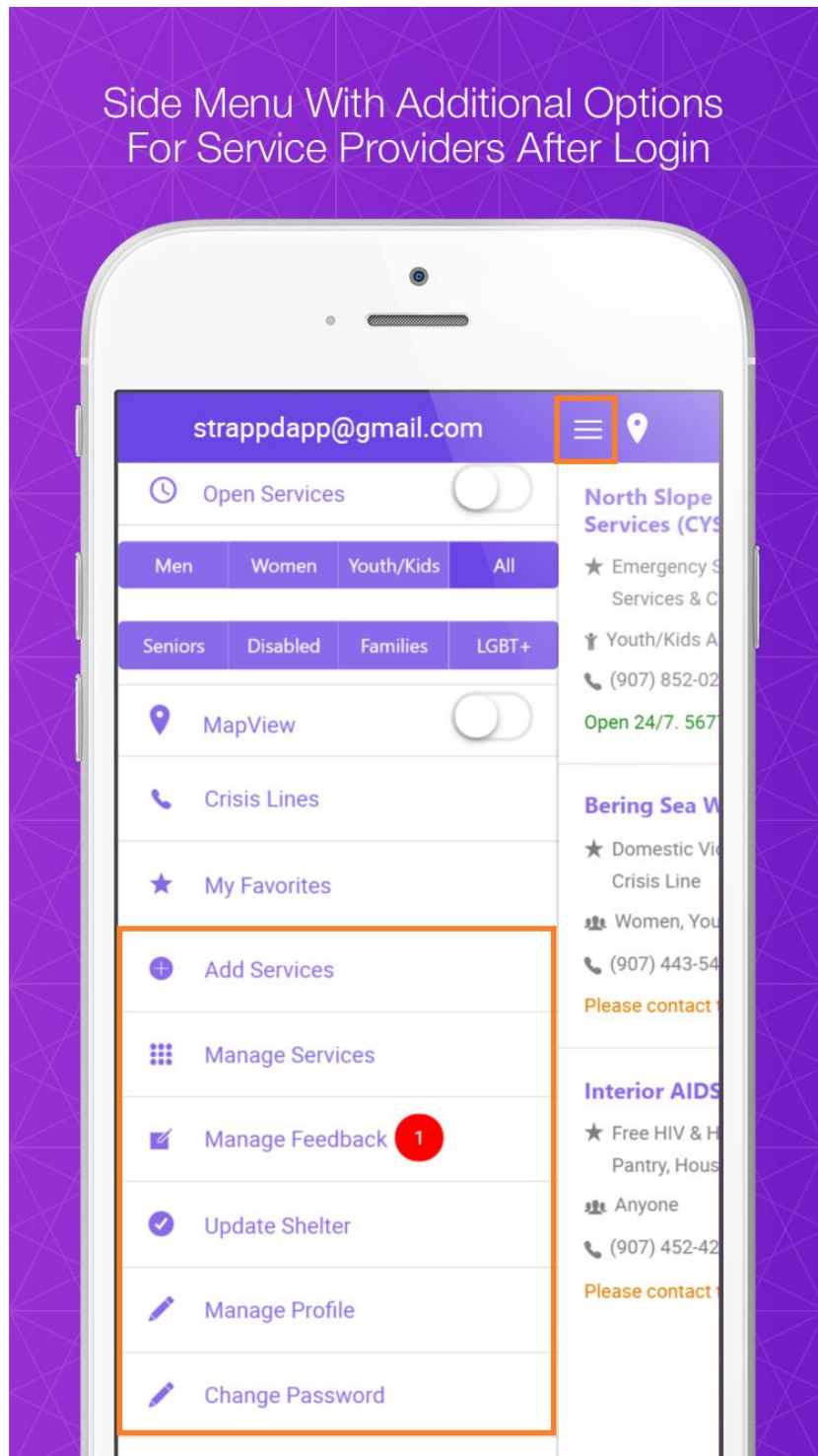
10. Sign Up/Login

Service Providers will be able to Signup/Login so that they can add/manage Services they enter and manage the feedback they receive. Admins will be able to manage services and feedback for all users.



11. Service Provider Side Menu

Once logged in as Service Provider, they will see additional options in Side Menu to Add/Mange services, Manage Feedback, Update Shelter, Manage Profile & Change Password as shown below.



12. Add Services

Service providers can click on Add Services in Side Menu to add new Services. They can add one service at a time and can add multiple services. If the service provider is unable to add a service for some reason, please contact the admin using 'Give Feedback' in options menu so that we can add your service and assign it back to you. If your service is already listed and if you like to own it, we can assign it to you after Signing up in the app. All New/Updated services will be reviewed before they are published to users.

Add Services	Cancel
<div>Community Service Name</div>	
<div>Description or Comments in less than 1000 Characters.</div>	
Address	
<div>Address 1</div>	
<div>Address 2</div>	
<div>City</div>	
<div>State</div>	
<div>Zip</div>	
<div>Phone #</div>	
<div>Email</div>	
<div>Website Address</div>	
<div>Facebook link</div>	
<div>Twitter link</div>	

Service

If you choose shelter service, you would be prompted to add the Total/Available Beds info. Service Providers will be able to choose Multiple Services and Categories. If there is any specific age limit, Please enter it in the Age Group field.

Add Services	Cancel
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Service

<input type="radio"/>	Food
<input type="radio"/>	Shelter
<input type="radio"/>	Health
<input type="radio"/>	Resources
<input type="radio"/>	Work

Category

<input type="radio"/>	Men
<input type="radio"/>	Women
<input type="radio"/>	Youth/Kids
<input type="radio"/>	Seniors
<input type="radio"/>	Disabled
<input type="radio"/>	Families
<input type="radio"/>	LGBT+
<input type="radio"/>	All

Age Group

Ex: 18+, 17-21, 24 & under, All Ages, ..
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Providers will be able to add Weekly, Monthly and Date Range Schedules. If the service is open every day, you can choose Open 24/7. After you choose the schedule, Click on “Add to schedule” button to add it to the service. If you have varying time schedules, you can choose “Please Contact this services for Hours”. Providers can also Add Holidays and Closed Days to the schedule. Providers will also be able to pick a specific date/time range for one-time events. Please click on “Add Service” button after you input all data.

Add ServicesCancel

Schedule

Schedule Type	Weekly	▼
Select Day		▼
Start Time	--:--	--
End Time	--:--	--

Add to Schedule

OR

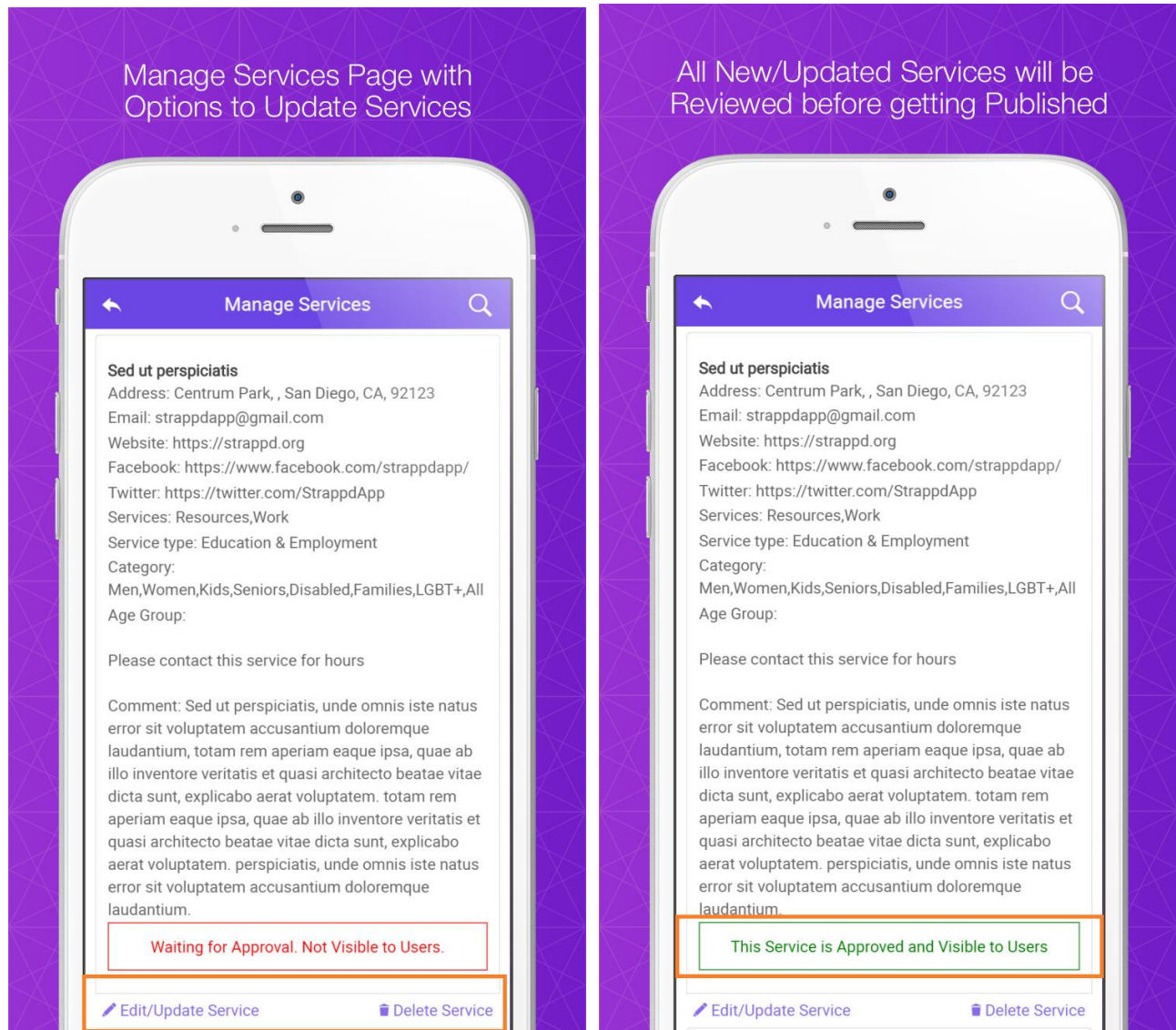
<input type="radio"/>	Please contact this service for hours
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Holidays & Closed Days

Schedule Type	Monthly	▼
Select Period		▼
Select Day		▼
Start Time	--:--	--
End Time	--:--	--

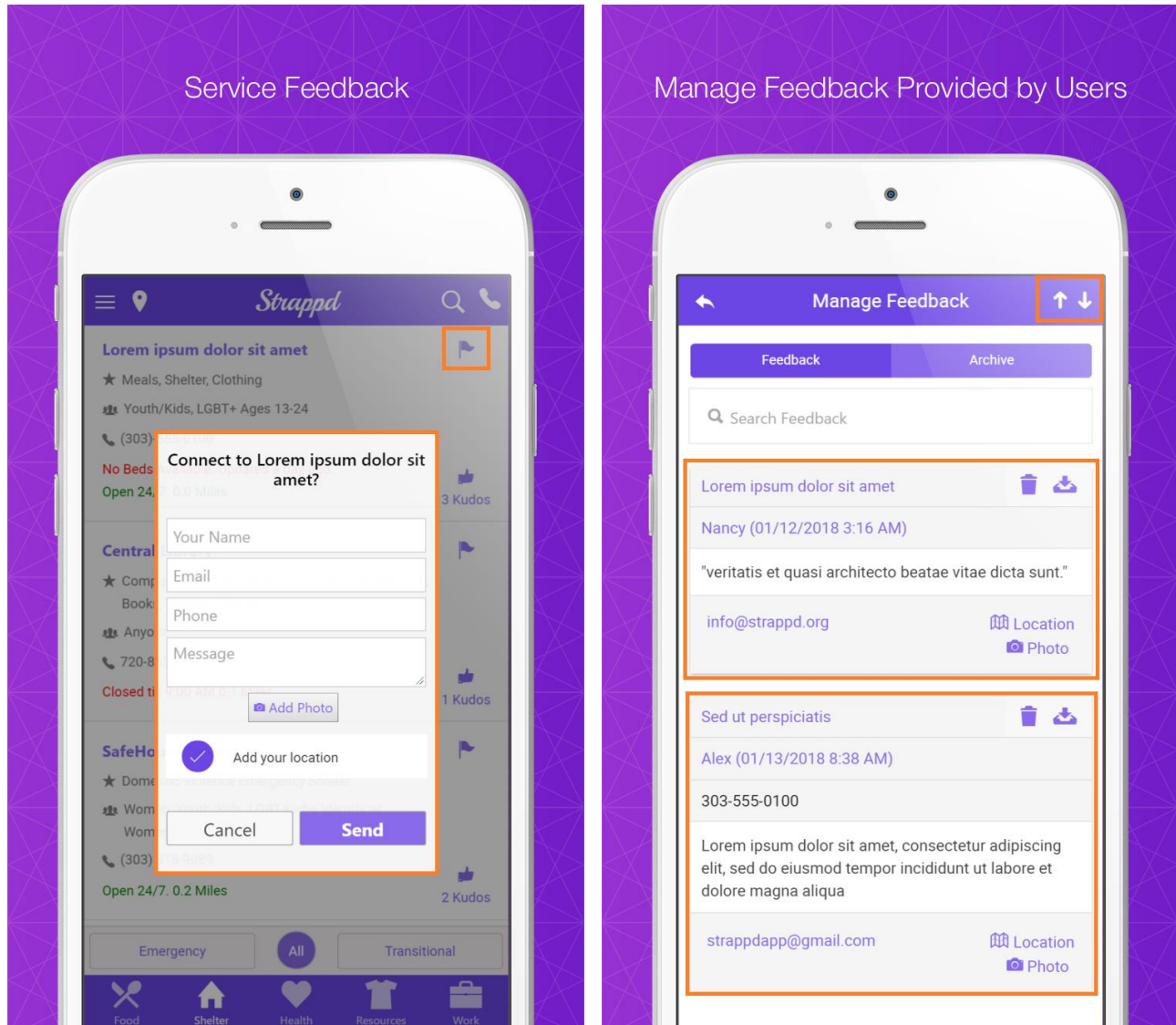
13. Manage Services

Service Providers can manage the services they enter and will be able to Update or Delete them. When a provider updates a service, it will be reviewed before getting published to the users.



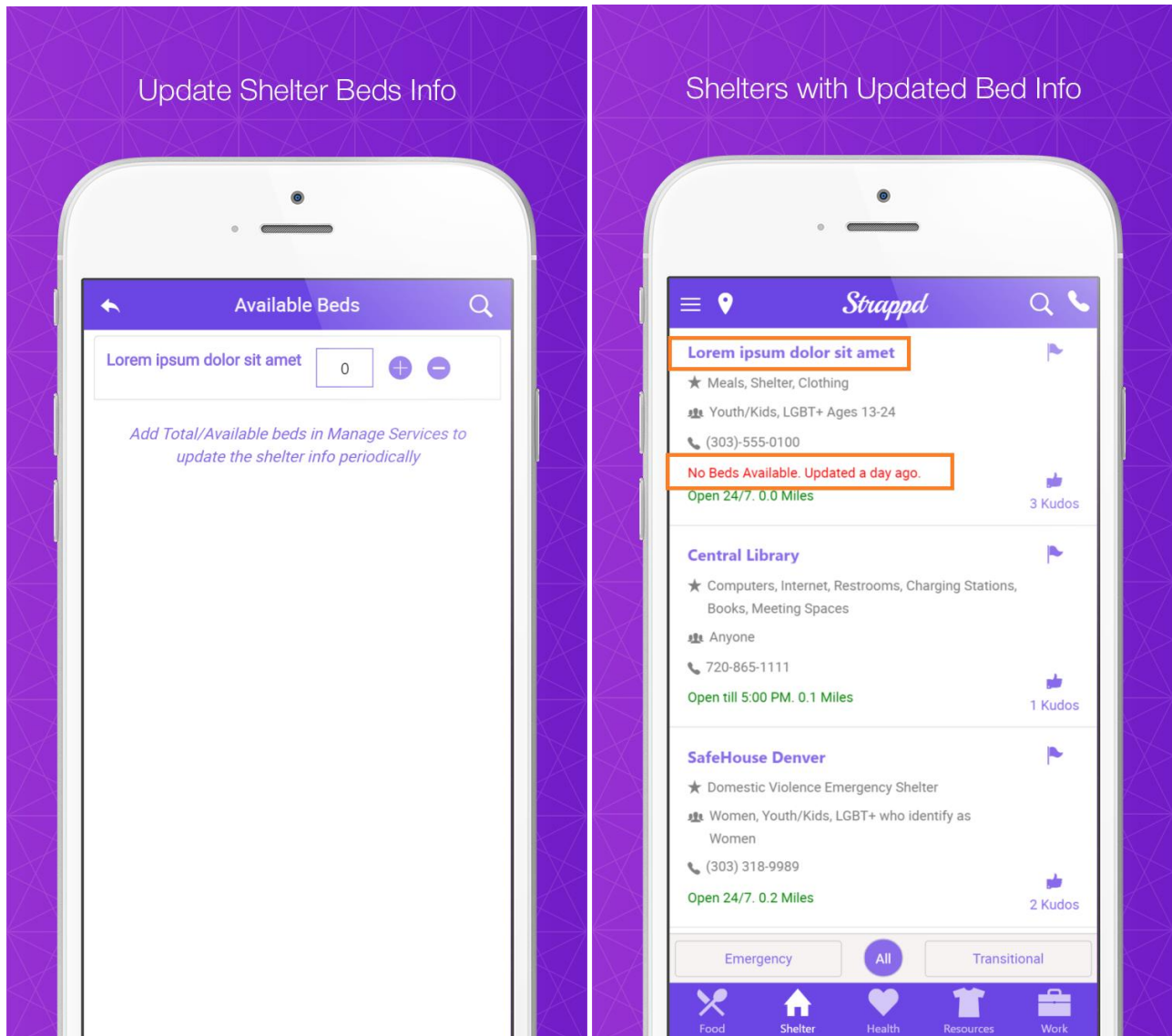
14. Service Feedback

Service providers will be able to see the feedback that they receive from users by going to Manage Feedback in Side Menu. Providers will be able to sort the feedback by date. If the user adds his location while sending Feedback, providers can click on the location icon in Manage Feedback to get the address to this location. Once the provider reviews a service, they can save it to archive tab or delete it permanently.



15. Update Shelter

Using Update Shelter option in side menu, service providers will be able to update bed availability for shelter services that they enter. It helps the users know the latest status of the shelter (highlighted below). Providers doesn't require any review or approval for bed info updated in this way instead from Manage Services option which requires an approval before getting published to the users.



16. Push Notifications

Service providers get notifications when their service is approved or if they get any feedback from users.

