

# WeAssist App Instructions

## Overview

WeAssist is a Windows Phone 8 application that aims at making it easier to seek assistance as well as providing help to others. With just a few taps on their Windows phone, a user can share a new request along with their location and a message.

Once the user has set up a list of trusted contacts, they can share new assistance requests with the entire list at once. The user's trusted contacts will be notified via one or more of SMS, Email and Push channels depending on their preferences.

WeAssist also has an optional location tracking service, WeFind which runs in the background and securely uploads the user's location history to the cloud at user-defined intervals. This feature comes in very handy in a situation when the user cannot be reached directly because of issues like the phone being out of power or cellular connectivity. In such a case, the trusted contact with WeFind access can use the last location in WeFind history to reach the user.

The WeAssist service does not just stop at facilitating the information exchange between family and friends, and it provides a platform for the people in the same community to help each other. When sending assistance requests, the user has the option of sharing it publicly with other WeAssist users who are nearby while at the same time having complete control over what data is shared publicly.

## System Requirements

- This application is designed for the Windows Phone 8 platform.
- The application's functionality relies on proper network connection.
- The device's location service needs to be enabled because the information provided by the application is location dependent.
- The WeFind feature works best if it has frequent network access in the background for location uploading. In the case of a period of bad network connection, the location data is queued and uploaded later when possible.
- A valid email address and phone number are required for registration. However, the user always has the option of using other channels for notifications.

## User Guide

### Sign up

Because of the need to store and access location and contact information, WeAssist requires all its users to be registered. When the user is on the login page (Img 1), they can go to the sign up page and create a new WeAssist account by tapping the “Sign up” button.

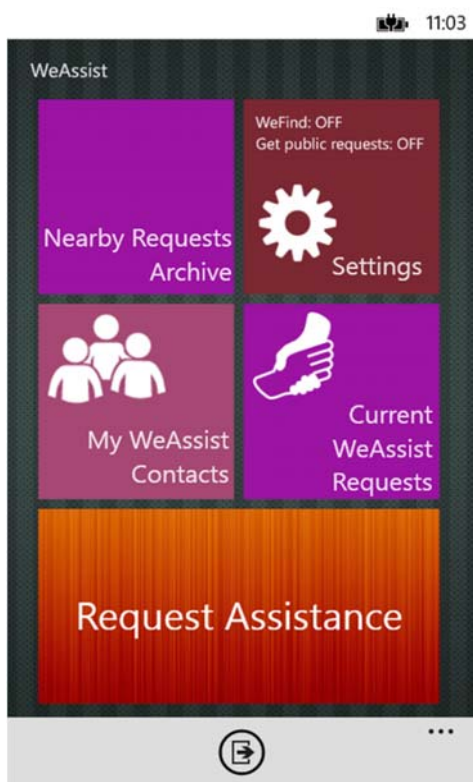
### Sign in

On the login page (Img 1), the user can sign into their WeAssist account by tapping the “Sign in” button after typing in their email address and password in the textboxes above the button.

If the login credentials are correct, the user will be taken to the navigation page (Img 2).

The login credentials will be saved in the device unless the user logs out by pressing the “log out” application bar button on the navigation page (Img 2). The user will be redirected to the navigation page (Img2) automatically at the next app launch if the login credentials are saved.

### Change WeFind/nearby requests settings



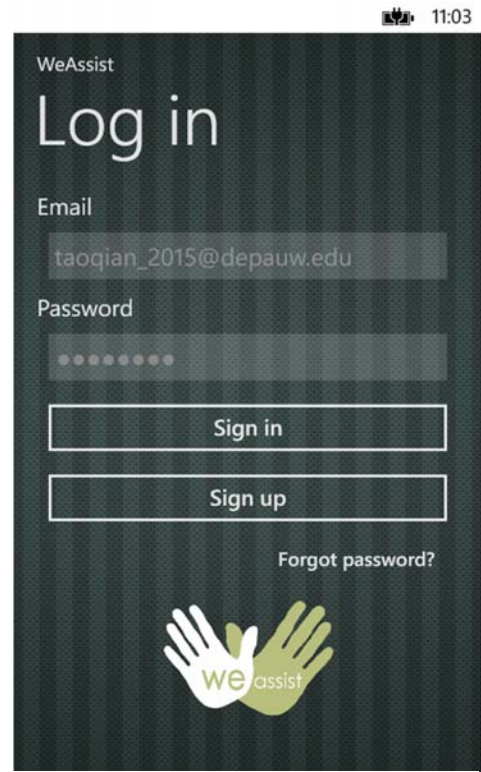
Img 2

From the navigation page (Img 2), the user can navigate to the general settings page (Img 3 and Img 4) by tapping the “Settings” tile in the upper right corner.

On the WeFind pivot page (Img 3), the user can enable or disable background location uploading and change the frequency of the uploading. When it is enabled, the user’s location will be uploaded to our secure web service at the specified frequency. Location uploading is required for the proper functioning of WeFind and the nearby public assistance request notification.

On the nearby requests pivot page (Img 4), the user can change the settings for receiving notifications of nearby public assistance requests. If none of the three options are checked, the user will not be notified when other WeAssist users send out public WeAssist requests near them.

User must tap the “save” application bar button after making any changes for the changes to take effect. Tapping “refresh” application bar button refreshes the last location uploading information at the bottom of the WeFind pivot page (Img 3).



Img 1

### Invite other user to be trusted contacts

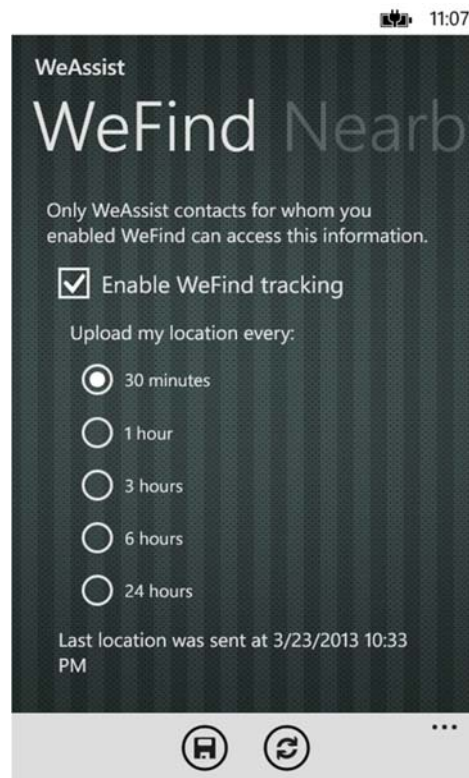
From the navigation page (Img 2), the user can navigate to the trusted contacts page (Img 5 and Img 6) by tapping the “My WeAssist Contacts” tile.

On the tracking pivot page (Img 5) of trusted contacts page, user A can invite another person B to be on A’s “I’m tracking” list by typing the email address of B in the textbox at the bottom and then tapping the “Add” button on the right. If B is a registered WeAssist user who has already invited A to be in B’s “I’m tracked by” list, B will be added to the “I’m tracking” list of A immediately. Otherwise, if B did not invite A before, B will receive

an email invitation, and B can confirm the invitation by clicking the link included in the email. However, if B is not a registered user, an invitation for registration will be sent to the specified email address. And after B has created a WeAssist account, B will receive an email containing the pending requests.

On the tracked pivot page (Img 6) of trusted contacts page, user A can invite another person B to be on A’s “I’m tracked by” list by going through a similar process as inviting to “I’m tracking” list, with only the roles of A and B interchanged.

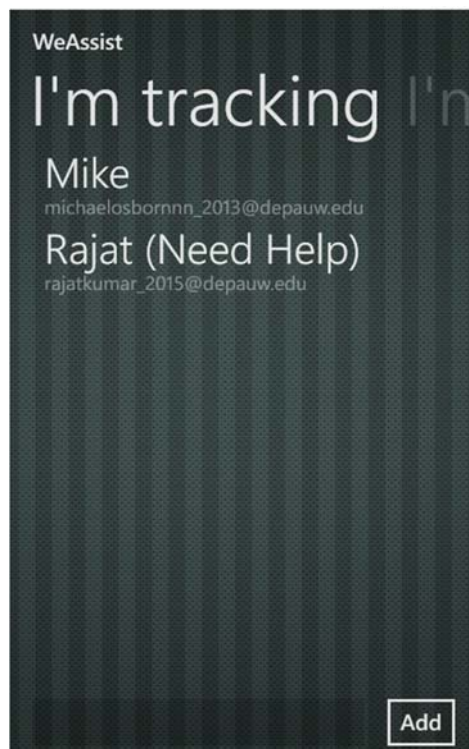
Trusted contact is a mutual relationship, meaning that if user A is in user B’s “I’m tracking” list, user B must also be in user



Img 3



Img 4



Img 5



Img 6



A's "I'm tracked by" list.

### Remove other user from trusted contacts

From the tracking pivot page (Img 5), the user can navigate to the WeFind page (Img 7) by tapping one of the list items. On this page, the user can remove the person from their "I'm tracking" list by tapping the "delete user" button in the application bar.

From the tracked pivot page (Img 6), the user can navigate to the tracked settings page (Img 8) by tapping one of the list items. On this page, the user can remove the person from their "I'm tracked by" list by tapping the "delete user" button in the application bar.

If user A removes user B from A's "I'm tracking" list, user A will also be removed from user B's "I'm tracked by" list.

### Use WeFind

WeFind is a feature of WeAssist that allows users to check the previous locations of other users. For user A to check the location of user B, A must first add B to A's "I'm tracking" list. Then A will be able to check the location history of B if

- B gives permission to A. To do this, B needs to find A in B's "I'm tracked by" list on tracked pivot page (Img 6), navigates to the tracked settings page (Img 8) of A by tapping the list item that contains A's name, checks the "Give WeFind access for this user" checkbox and then saves the settings by tapping the "save" application bar button. Or
- When B has an unresolved assistance request.

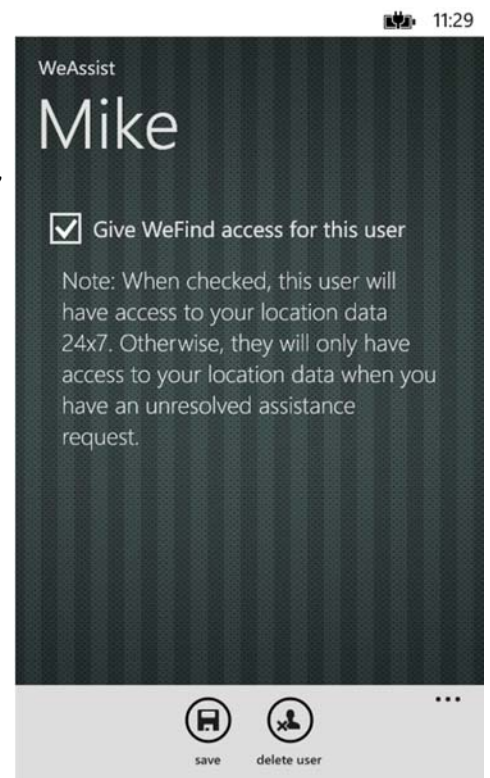
To check the previous locations, A needs to find B in A's "I'm tracking" list on tracking pivot page (Img 5), navigates to the WeFind page (Img 7) of B by tapping the list item that contains B's name, and then tap the "WeFind" button. If A has the access to B's location history, A will be navigated to the WeFind map page (Img 9 and Img 10).

On the WeFind history pivot page (Img 9), A will be able to see a list of past locations of B grouped by date. If B has an unresolved assistance request, it will be shown as the top element of the list.

Selecting the list items will navigate A to the map (Img 10), where the selected location will be shown as a pushpin. A black dot is used to represent the current location of A. Tapping the "my location" application bar button brings the black dot to the center of the map.



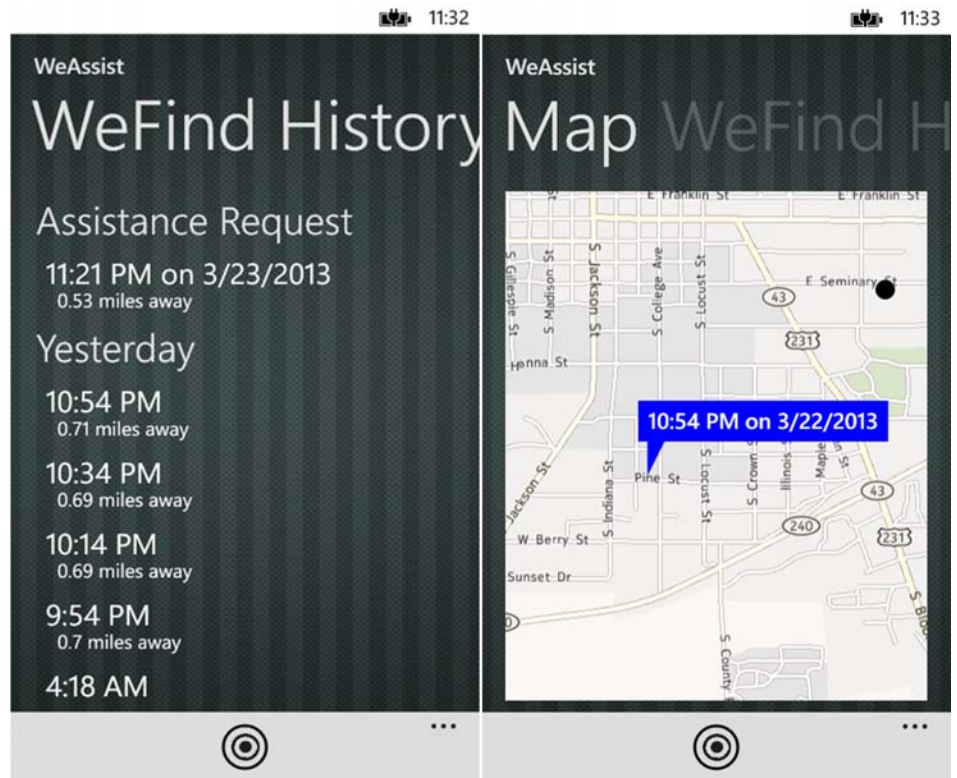
Img 7



Img 8

### Send assistance request

When the user has no unresolved requests, he/she can navigate to the send request page (Img 11, Img 12 and Img 13) by tapping the "Request Assistance" tile at the bottom of the navigation page (Img 2). On the send request page (Img 11, Img 12 and Img 13), the user can choose to enter some text or take a photo, both of which will be included in the request. By default, an assistance request will only be visible to the users in the "I'm tracked by" list of the sender (and also notify them through means defined in the WeFind page (Img 7). However, it can be made visible to the public in the current request page (Img14) (and also notify the surrounding users who choose to receive public request notification) by checking the "Make my request public" checkbox. The three checkboxes below it allow the user to control how much information in addition to the message, photo and sent location, he/she wants to share in the public request.



Img 9

Img 10



Img 11

Img 12

Img 13

### Resolve assistance request

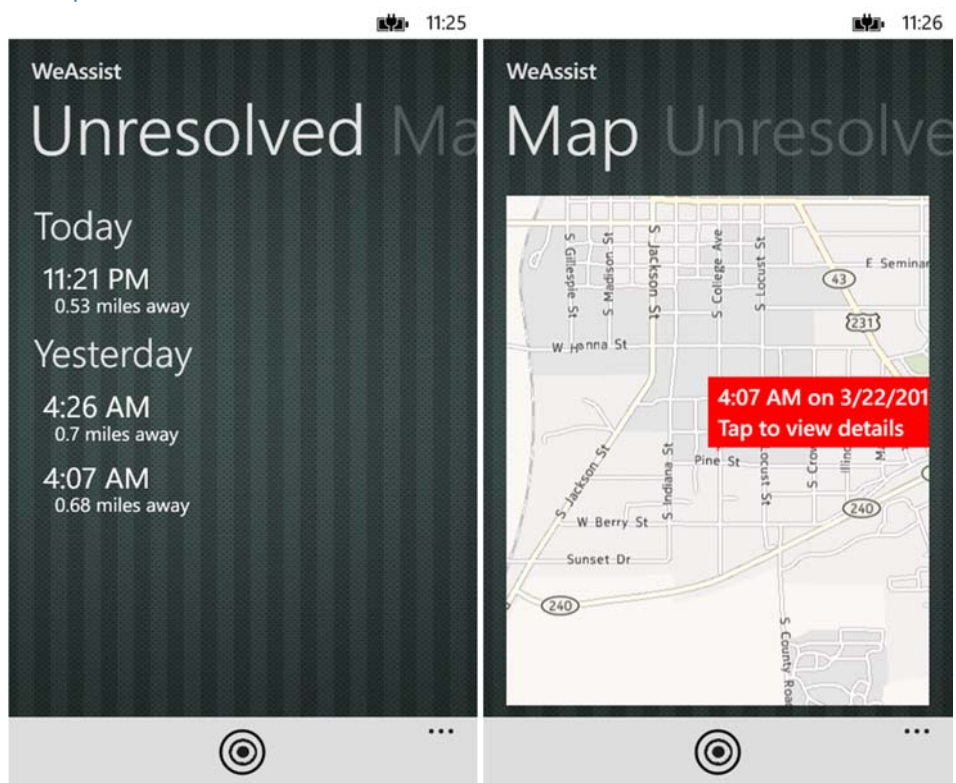
When the user sent assistant request and has not resolved it, the long rectangular tile on the navigation page (Img 2) reads as “Resolve Request”. If the user does not need assistance any more, they can resolve the request by tapping this tile.

If a user resolves their assistance request, the users in their “I’m tracked by” list, who are not granted the full WeFind access, will be revoked the access to the user’s location history.

And if the request is public, it will be moved from the list of current public requests to the list of past public requests (archive).

### Browse current public assistance requests

From the navigation page (Img 2), the user can navigate to the current request page (Img 14 and Img 15) by tapping the “Current WeAssist Requests” tile. On this page, the user can browse the unresolved public assistance requests sent in his/her area. The requests are grouped by date. And selecting a list item will navigate the user to the map (Img 15), where the sent location of the selected request will be shown as a pushpin. Tapping the pushpin will navigate the user to the request info page (Img 16, Img 17 and Img 18), where the user can check the details of the request. For some requests, not all three views of the request info page will be visible, and this is determined by the amount of information included/shared by the sender when sending the request.



Img 14

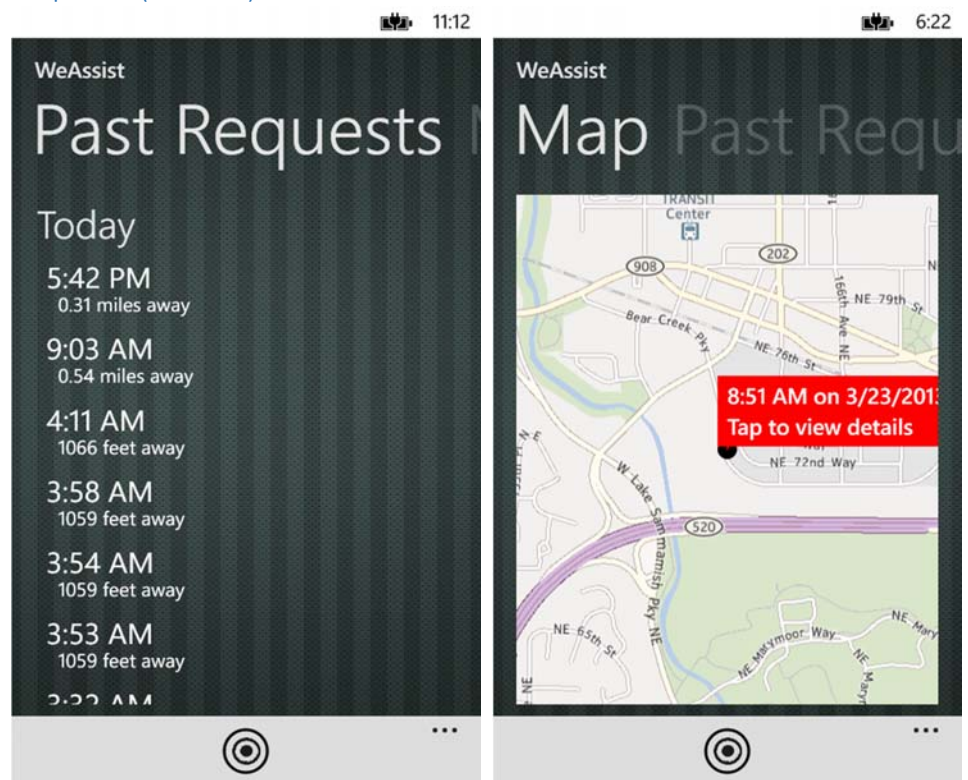
Img 15



Img 18

From the navigation page (Img 2), the user can navigate to the current request page (Img 19 and Img 20) by tapping the “Nearby Requests Archive” tile. On this page, the user can browse the resolved public assistance requests sent in their area. The process is similar to browsing the current public assistance requests.

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