**User Guide for**

**E-Crime reporting**

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**1. Introduction**

**1.1 Purpose**

Welcome to e-Crime Reporting, a web application designed to empower citizens to contribute to community safety. This section outlines the purpose of the platform, emphasizing its role in streamlining the crime reporting process and facilitating effective communication between the public and law enforcement.

**1.2 Scope of the Project**

Discover the comprehensive scope of the e-Crime Reporting project, covering key features such as crime reporting, complaint tracking, dashboards, and a robust notification system. Understand how the platform aims to address various types of crimes and support both users and law enforcement agencies.

**2. Getting Started**

**2.1 User Registration**

Follow the steps to register as a user, providing essential information to create an account on the platform.

* On the home page, find the option to register.
* You must enter the following information:
  + Name
  + National Identity
  + Password
  + Address
  + Phone Number
  + ZIP
  + Email address
* Once you enter all those details, you will be successfully registered.

**2.2 Officer Registration**

Officer credentials will be given to the officer directly. They are not given any option to register or change the password.

**2.3 Logging In**

Use your credentials and access your account by logging in securely. You will be taken to your respective home page. Normal users will have the option to reset the password by entering their registered email address and using OTP authentication.

**3. Operations by User**

**3.1 Navigating to the Reporting Section**

Once you log in, you will be taken to the home page where you will have the option to report an incident and check the status of the reported incident.

**3.2 Incident reporting**

You can report any incident that needs police involvement. You should be logged in to do this. You need to enter the following details:

* + Name
  + Type (of incident)
  + email( must match with your registered email address)
  + Phone number
  + Incident \_spot
  + Zip
  + Date
  + Time
  + Victim Details
  + Culprit Details

Once you report the incident, it will go to the officer's table for investigation. You will be notified of any additional required information or if there is any update in the investigation. You can see the status of your incidents on the check status page.

**3.3 Check the status of reported incidents**

You can check the status of incidents reported by you by using the check status option on the user home page. You should be logged in to do this.

**3.4 Check the Crime-rate**

Enter any zip code and check the crime rate of that area. This does not need you to be logged in.

**4. Operations by Officer**

**4.1 See the reported incidents**

Once the officer logs in, they will be taken to the officer’s dashboard. Every officer will have all the incidents in his area ( filtered by ZIP code) on their dashboard. The officer can contact the reporter if needed. You should be logged in to do this.

**4.2 Update the status of the incident**

The officer can update the incident based on the investigation performed. Every time an incident is updated, the user will be notified by email. You should be logged in to do this.

**4.3 Send Emergency notification**

The officer can send the emergency notification to all the users in their area (ZIP). You should be logged in to do this.

**5. Future Enhancements**

This application will be enhanced further by enabling a choice of notifications. Ability to upload photos of the incident.

**6. Feedback**

Contact the developers at [skr.y2409@gmail.com](mailto:skr.y2409@gmail.com) to report any software-related issues or feedback. Get rewarded for finding and reporting any bugs in the application.

**7. Conclusion**

This User Guide comprehensively covers the functionality and usage guidelines of the e-Crime Reporting platform, empowering users and officers to effectively utilize its features for crime reporting, monitoring, and collaboration with law enforcement. For any further inquiries or assistance, refer to the feedback section or reach out to our support team. Thank you for being a part of e-Crime Reporting!