



Nerf Designs

# User Manual

## GoGov Mobile App

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## Contents

Why was the application created?.....	3
How to use the application?.....	3
Design behind the Application. .....	3
Key Aspects of the Design: .....	3
Goal of This Design: .....	3
Features.....	4
User Account Management .....	4
Core Government Services.....	4
Accessibility and Notifications .....	4
Security Features .....	4
Flow of application:.....	5
Types of Users. .....	6
Citizens .....	6
Administrators (Government Staff).....	6
Navigate App. .....	8
Citizen login. .....	8
Admin Login: .....	19

## Why was the application created?

The e-Government Service Portal was created to address several critical challenges in government service delivery, aiming to improve accessibility, efficiency, and transparency for South African citizens. The key reasons for its development include:

1. Improved Access to Government Services
2. Enhancing Citizen Engagement
3. Streamlining Service Delivery
4. Data-Driven Insights for Continuous Improvement
5. Increased Security and Convenience
6. Cost Reduction
7. Digital Transformation of Government Services

## How to use the application?

Users are to download the application onto their mobile device. Once platform is launched, citizens can sign in/signup to an account, admins, who would be pre-existing in our database, would sign in using their given credentials.

## Design behind the Application.

The design of the e-Government Service Portal is intentionally crafted to be simple and user-friendly, ensuring that citizens of all ages, technical skills, and backgrounds can access and navigate the platform effortlessly.

### Key Aspects of the Design:

1. Intuitive Navigation
2. Mobile-Friendly Interface
3. Accessibility
4. Streamlined Processes
5. Modern and Familiar Aesthetic
6. Secure and Trustworthy

### Goal of This Design:

The primary goal of this design is to enhance user experience by making government services efficient and stress-free. By focusing on usability, the portal aims to:

1. Empower Citizens
2. Promote Digital Inclusion
3. Reduce Frustration
4. Boost Trust and Adoption

## Features.

### User Account Management

- User Registration: Secure and straightforward account creation process.
- User Login: Easy access to the portal for registered users.
- Profile Management: Ability to update personal details and preferences.

### Core Government Services

- Service Directory:  
Comprehensive list of government services categorized by type (e.g., Transport, Healthcare, Education, Home Affairs).
- Online Applications:  
Submission of digital forms for services such as applying for a driver's license or passport.  
File attachment support for submitting necessary documents.
- Appointment Scheduling:  
Functionality to book and manage appointments with government offices.
- Feedback and Complaints:  
Submit feedback or report issues with services.

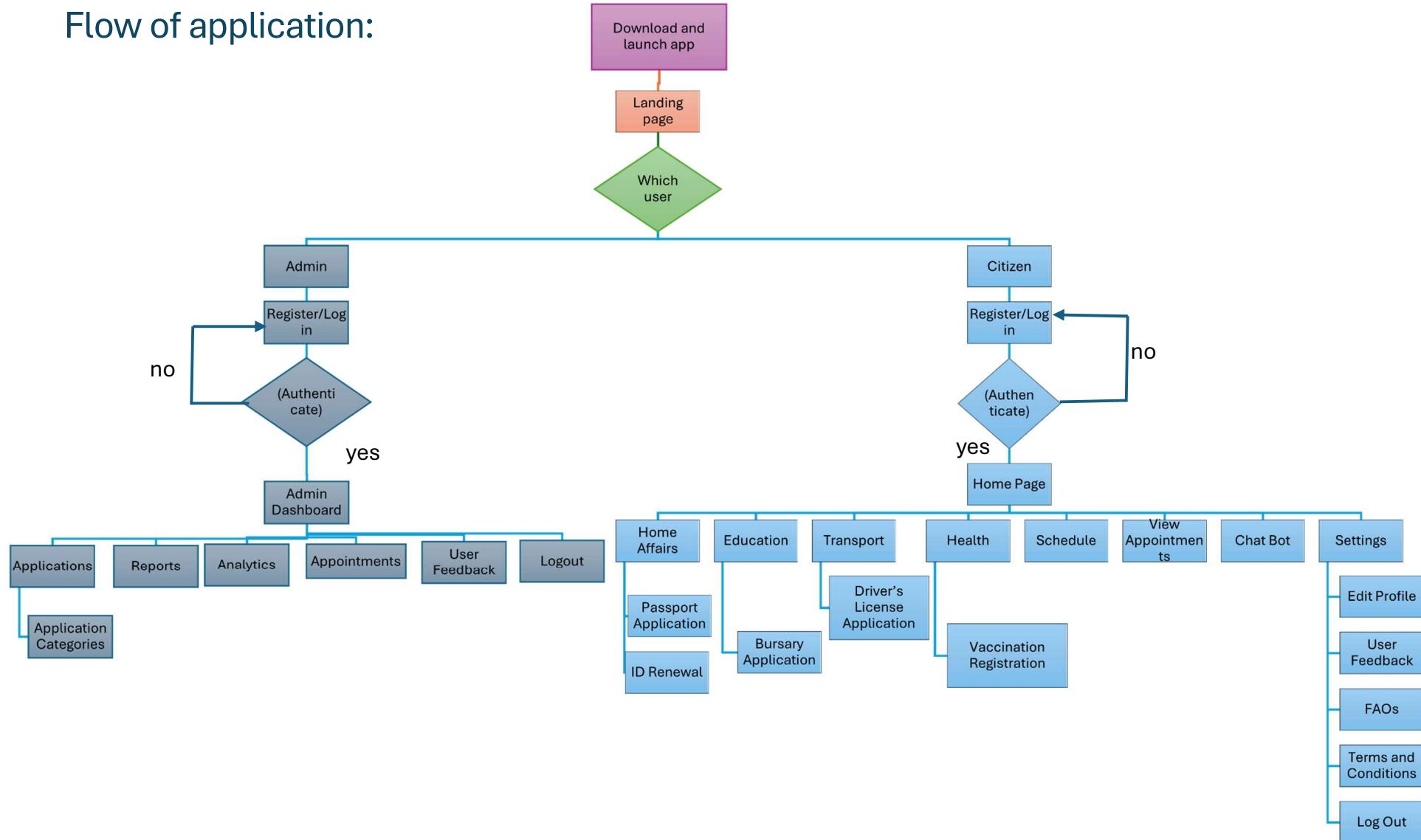
### Accessibility and Notifications

- Push Notifications:  
Alerts for updates on service requests or appointments.
- Multi-Language Support:  
Interface available in multiple official South African languages.
- Offline Access:  
Limited offline functionality for accessing saved requests.

### Security Features

- Data Encryption: Secure storage and transmission of user data.
- Audit Logging: Maintain records of user activity for transparency.
- Role-Based Access Control: Different levels of access for users and administrators

## Flow of application:



## Types of Users.

### Citizens

**Purpose:**

To access government services, stay informed about local updates, and provide feedback to improve service delivery.

**Actions:**

- Register and Login: Create and manage a personal account.
- Submit Service Requests: Apply for various services like ID applications, driver's licenses, or other governmental forms.
- Track Service Requests: Use unique identifiers to monitor the progress of their requests.
- Schedule Appointments: Book and reschedule appointments with government offices.
- Provide Feedback and Report Issues: Submit feedback on services or report complaints for resolution.

**Benefits:**

- Convenience: Access government services from home without visiting physical offices.
- Transparency: Track the progress of service requests in real-time.
- Personalized Experience: Notifications and updates tailored to the user's requests.
- Engagement: Participate in improving public services through feedback.

### Administrators (Government Staff)

**Purpose:**

To manage service requests, oversee citizen interactions, and ensure timely delivery of government services.

**Actions:**

- Review Service Requests: Validate and process applications submitted by citizens.
- Update Request Status: Mark milestones in the service lifecycle to keep citizens informed.
- Schedule and Confirm Appointments: Manage appointment slots and notify citizens of updates.
- Handle Feedback and Complaints: Investigate and resolve issues raised by citizens.
- Manage Content: Add, update, or remove information in the service directory and announcements section.
- Data Analysis and Reporting: Use advanced visualization tools (graphs, trees) to assess service delivery performance.

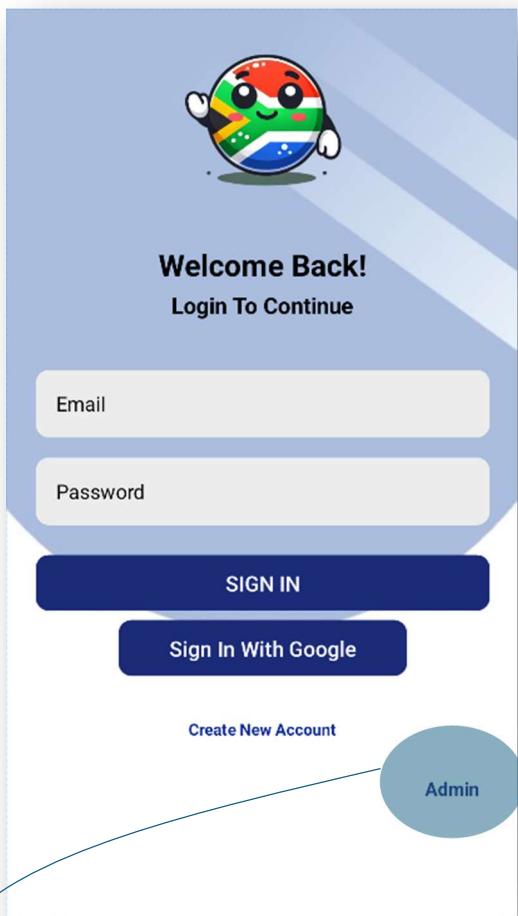
**Benefits:**

- Efficiency: Streamlined management of citizen requests through a centralized system.
- Improved Communication: Enhanced interaction with citizens via notifications and updates.
- Performance Insights: Tools to evaluate service performance and identify bottlenecks.
- Public Trust: Increased transparency fosters trust and satisfaction among citizens.

## Navigate App.

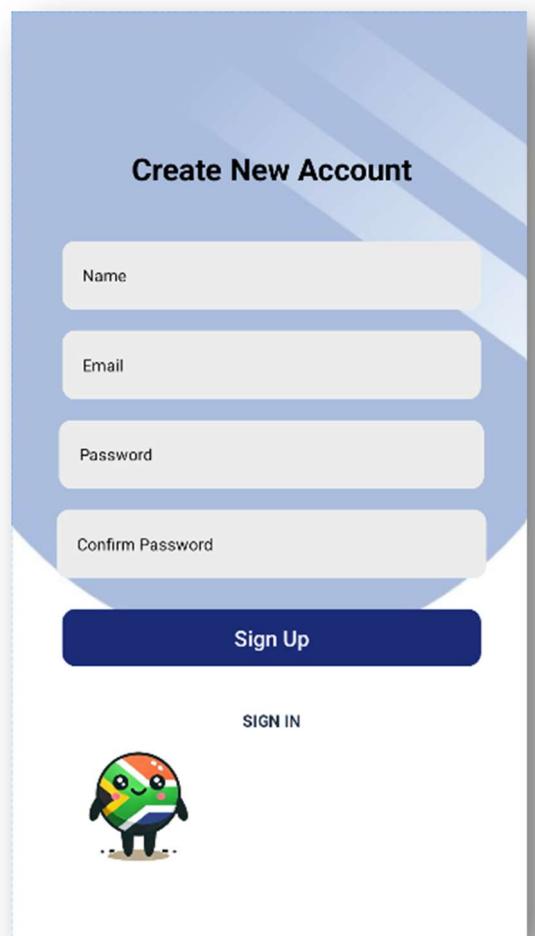
Citizen login.

**Sign in/Sign up:**



### Description:

You are to be authenticated based on the entered credentials or via their Google accounts, or you can create a new account with us by entering your details as set out on the form. Admins will be directed to a separate account sign in page.





## Home Page:

Description: You are greeted with an overview of what the application is about. Apply for digital documents by clicking on ‘digital documents’ or access government services by clicking on ‘government services’.

Use the bottom navigation strip to access: ‘view appointments’, ‘schedule’, ‘chat bot’, and ‘settings’ pages. This strip will remain present throughout the app.

Scroll further down to find buttons leading to ‘Home Affairs’, ‘Transportation’, ‘Health’, and ‘Education’ pages and a short bulleted description of the contents of each section, as well as a list of the members of parliament once user reaches the bottom.

## Home Affairs Department Forms

**Passport Application**

The Passport Application process allows citizens to apply for a new or renewed passport. This document is required for international travel and serves as proof of citizenship. To apply, applicants must provide their ID number, proof of residence, and other supporting documents.

[Passport Application](#)

**Important Information**

**Eligibility Criteria**

- South African citizen
- 16 years or older for adult ID/Passport
- Under 16 requires parent/guardian consent

**Required Documents**

- Birth certificate or existing ID
- ID photo
- Proof of residence
- Completed application form

**Processing Times**

- ID Card: 5-10 working days
- Passport: 7-14 working days

## Home Affairs (Forms):

Description: To direct you to home affairs related applications. Such as Passport Application.

Information to note is presented under the link of application.

You would require certain criteria and documents for each application, this is to ensure you don't start the process without being prepared.

Other bits of information from our side, such as processing times of this specific application, are posted below. This is for your comfort in knowing when to check the status of your submitted application.

## Passport Application

Please fill the passport application below

Name

Surname

Enter ID Number

Select Gender:

Male

Select Province

Eastern Cape

Address

City

Postcode

Email

Phone Number

**Upload Documents**

Upload your Passport Photo

Upload your Proof of Address

Upload your Identity Document

I want to protect my data by signing an NDA

Pick Date of Birth

Submit Application

Forms description: To get information from you based on your input and create submissions for their desired application.

You will enter your details and/or upload supporting documents as per requested on the form, such as personal information, residential information and documents to support your entered information.

Choose to protect your data by clicking the check box to sign the digital NDA.

## Education:

**Education Department Forms**

The Education Department provides services such as bursary applications and school enrollment assistance. Register to apply for educational opportunities and access resources.



**Bursary Application**

Apply for a bursary to support your education. Bursaries are available to assist students with tuition fees, textbooks, and other educational expenses.

**Bursary Application**

**Important Information**

**Eligibility Criteria:**

- South African citizen
- Good academic performance (60% average)
- Demonstrated financial need
- Accepted at a recognized institution

**Required Documents:**

- Valid South African ID
- Latest academic results
- Proof of household income
- Acceptance letter from institution
- Certified copies of parent/guardian IDs

**Processing Times:**

- Application review: 4-6 weeks
- Final decision: 2-3 weeks after review
- Disbursement: Within 3 weeks of approval

Description: You may enter their details as requested on the application form and follow the steps laid out before submitting the application.

Upload required documents in the spaces provided.

Description: To direct you to basic education related resources and applications. Such as a bursary application.

Get more information about the bursary application and its requirements, before applying, down below.

Each type of application have a different processing time, please make note of that for when to expect feedback on the submitted application.

**Bursary Application**

**Personal Information**

Name: \_\_\_\_\_

Select Province: Eastern Cape

Postcode: \_\_\_\_\_

**Financial Need Statement**

**Upload Documents**

 Upload ID 

 Upload Transcript 

 Upload Financial Statement 

 Upload Acceptance Letter 

## Health:

Description: To direct you to health department related applications. Such as Vaccination Registration.

Information about the vaccination registration is posted before entering the form.

Instead of having processing times, registrations for appointments have service information. This will tell you when to expect medical to be processed and how soon you can get your vaccination.

Description: You may enter your details as requested on the application form and follow the steps laid out before submitting the application, such as entering personal, residential, and contact information, along with documents to support your information.

Based on the type of vaccination you're applying for, you will be required to confirm your consent to receive this vaccination by clicking the check box to sign the virtual consent agreement.

**Health Department Forms**

The Health Department offers various services to ensure the well-being of the community. Register for medical aid, vaccination, and more.



**Vaccination Registration**

Register for essential vaccinations through our vaccination program. This service ensures that you and your family are protected against preventable diseases and helps maintain community health standards.

**Vaccination Registration**

**Important Information**

**Eligibility Criteria**

- South African citizen or permanent resident
- Valid ID or passport
- Proof of income for medical aid
- No age restrictions for basic healthcare
- Children under 18 require guardian consent

**Required Documents**

- ID document/Passport
- Proof of residence
- Previous medical records

**Service Information**

- Medical aid processing: 5-10 working days

**Important Information**

**Eligibility Criteria**

- South African citizen or permanent resident
- Valid ID or passport
- Proof of income for medical aid
- No age restrictions for basic healthcare
- Children under 18 require guardian consent

**Required Documents**

- ID document/Passport
- Proof of residence
- Previous medical records

**Service Information**

- Medical aid processing: 5-10 working days
- Vaccination appointments within 48 hours
- Emergency services available 24/7
- Online registration available
- Free basic healthcare at public facilities

**Vaccination Registration**

**Personal Information**

Name: \_\_\_\_\_

Email:

Phone Number: \_\_\_\_\_

**Vaccination Details**

Select Vaccination Type: COVID-19 Vaccine

Select Vaccination Center: Johannesburg Vaccination Center

Date of Birth: \_\_\_\_\_

**Pick Date of Birth**

**Upload Documents**

**iD** Upload ID **Upload**

**!** Upload Proof of residence **Upload**

**!** Upload Mediacial Records **Upload**

I consent to receive the COVID-19 vaccine

## Transportation:

Description: To direct you to transportation department related applications. Such as Driver's License Application.

Eligibility Criteria and any required documents for this application are posted before entering the application form. Note that the driver's license requires you get your eye test done either prior to on site at the testing centre.

**Transportation Department Forms**

Complete the necessary forms to apply for a driver's license. Click the button below to proceed.



**Driver's License Application**

Apply for The Driver's License Application process allows individuals to apply for a valid driver's license, enabling them to operate a motor vehicle legally.

**License Information**

**Eligibility Criteria**

- Minimum age: 17 years for light motor vehicles
- Must have valid Learner's License
- South African citizen or permanent resident
- Medically fit to drive

**Required Documents**

- Valid Learner's License
- ID document/Passport
- ID photos
- Proof of residence

**Testing Process**

- Eye test at testing center
- Yard test (vehicle control)
- Road test (public roads)
- Results provided same day
- License card ready in 4-6 weeks

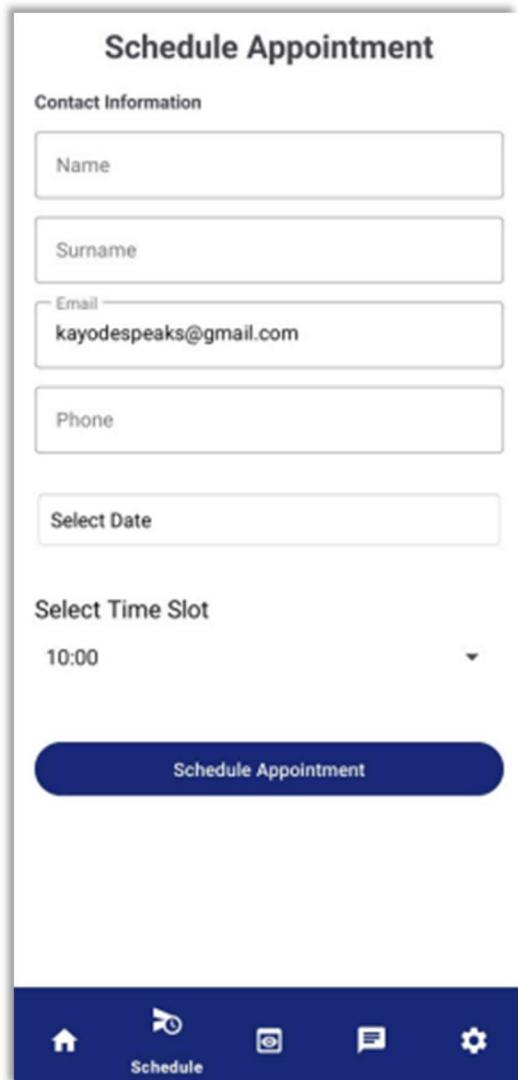
## Driver's License

Name	
Surname	Select Test center: Johannesburg Testing Center
ID Number	Date of Birth <b>Pick Date of Birth</b>
Select Gender: Male	Upload Documents:
Select Province: Eastern Cape	<b>iD</b> Upload your Identity Document <b>Upload</b>
Address	<b>Passport</b> Upload your Passport Photo <b>Upload</b>
City	<b>Proof of Address</b> Upload your Proof of Address <b>Upload</b>
Postcode	<b>Eye Test Certificate</b> Upload your Eye Test Certificate <b>Upload</b>
Phone Number	
Email	
kayodespeaks@gmail.com	

Description: To get information from you based on your input and create submissions for your desired application.  
You will enter your details and/or upload supporting documents.

For this application. You are given the option to protect your data by virtually signing an NDA. Just tick the box to allow it.

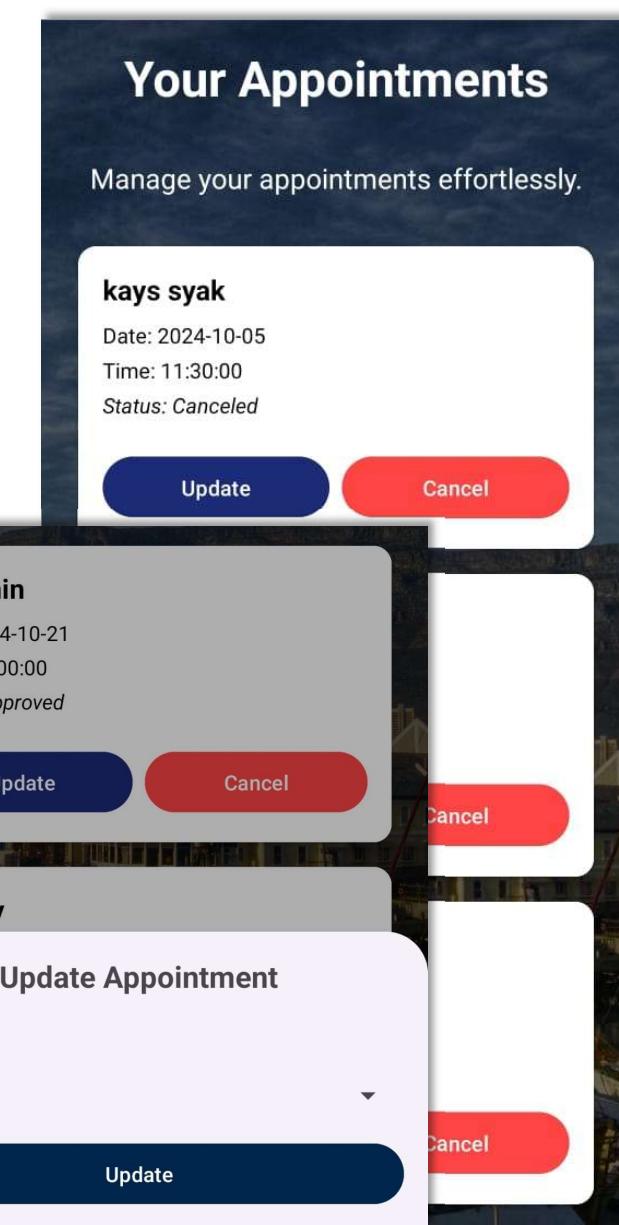
## Schedule:



The screenshot shows a 'Schedule Appointment' form. It includes fields for 'Name', 'Surname', 'Email' (containing 'kayodespeaks@gmail.com'), 'Phone', and a 'Select Date' dropdown. Below these, a 'Select Time Slot' section shows a dropdown menu with '10:00' selected. A large blue button at the bottom is labeled 'Schedule Appointment'. At the very bottom of the screen is a dark blue navigation bar with icons for Home, Schedule (which is highlighted), Camera, Chat, and Settings.

**Description:** Accessed from the bottom navigation. To schedule appointments, enter the requested information as shown on the form before clicking the schedule button.

Enter only your contact information and select a date and time slot from what's available.

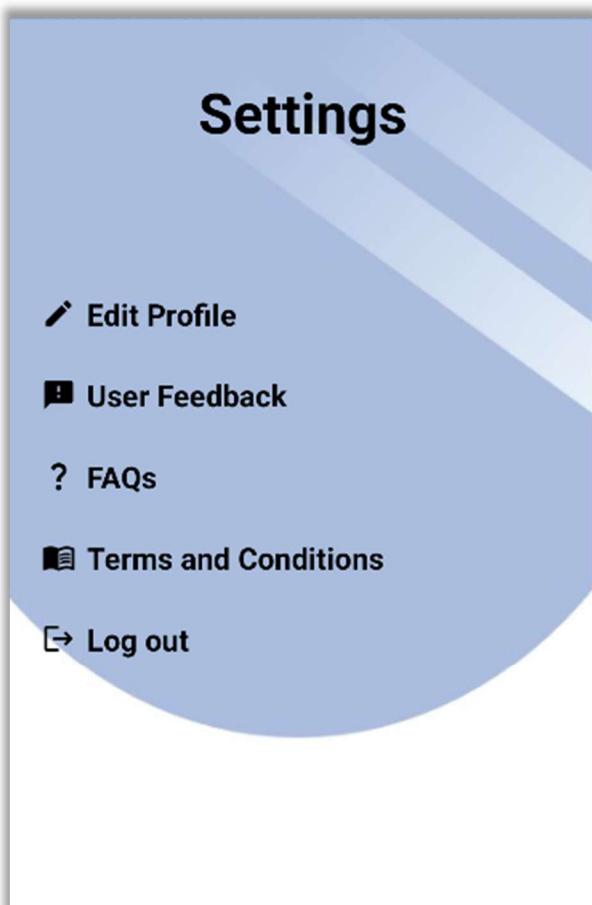


The screenshot shows a 'Your Appointments' screen. It features a title 'Your Appointments' and a subtitle 'Manage your appointments effortlessly.' Below this, a card displays an appointment for 'kays syak' on 'Date: 2024-10-05' at 'Time: 11:30:00' with 'Status: Canceled'. There are 'Update' and 'Cancel' buttons for this appointment. Another card below it shows an appointment for 'mina min' on 'Date: 2024-10-21' at 'Time: 10:00:00' with 'Status: Approved'. There are 'Update' and 'Cancel' buttons for this appointment. A third card at the bottom is titled 'pay pay' and has a 'Update Appointment' button. The bottom right corner of this card shows a red 'Cancel' button.

**Description:** View your scheduled appointments, under 'view appointments', and confirm their status on whether it has been validated.

You also have the option to update or cancel an appointment.

Updating an appointment will lead to the bottom of the screen where you will be required to enter a new time slot or date.

**Settings:**

Description: Access your account settings from the bottom navigation where you will be able to edit your profile, submit feedback about our app, visit FAQs, sign and view our Terms & Conditions, and Logout from the app

Edit Profile: Enter your updated information in the respective columns before clicking the update button.

Feedback: Submit your user feedback by entering the required information before rating us and submitting your personal thoughts on the app.

## Feedback

Email:

Phone Number:

Rate Us

Your Feedback

Share your thoughts

---

Submit Feedback

**Payment:**

Description: To open a secure payment gateway between us and you. Should any of the applications require a fee, enter your card details and pay now.

You will be informed that the transaction is secured with bank-level encryption.

### Payment Details

Amount to Pay  
**R 600.00**

Select Payment Method

Credit/Debit Card

Card Number

Card Holder Name

MM/YY      CVV

 Your payment information is secured with bank-level encryption

**Pay Now**



Processing



Thank you for your payment, your payment will be verified soon.

**Download Receipt**

**Back To Home**



Description: Payment will process for a few seconds before you are informed that payment has been gone through and will be verified soon.

You will be given the options to either download the digital receipt or return to the home page.

**Chat Bot:**

Description: From the bottom navigation you will be able to access our Chat Bot.

We can help you with any queries about your account or our app, such as should you have any trouble locating any of our services, simply chat to us and get an immediate response.

Some of your questions might be common, please be sure to visit the FAQs in your settings.

**FAQs:****Frequently Asked Questions****1. How do I create an account?**

To create an account, go to the "Sign Up" page, enter a valid email address, and set a secure password. You will receive a verification email to confirm your account.

**2. What if I forget my password?**

On the login page, tap "Forgot Password?" and follow the instructions to reset your password via email.

**3. How do I update my profile information?**

To update your profile information, go to the "Settings" page and select "Edit Profile." Make any necessary changes and save them to update your account.

**4. How do I delete my account?**

If you wish to delete your account, please contact support at Nerfdesigns@gmail.com. Note that account deletion is permanent.

**5. Is my data secure?**

Yes, we use advanced encryption and

GoGovMobile

hey where can I find the page  
for Application of passports

Type a prompt... ➤

Description: Get an immediate response to a common question here.

Locate the FAQs within your app settings and scroll through the posted questions and answers.

**Continue**

**Terms and Conditions:****Terms And Conditions****TERMS AND CONDITIONS**

Last updated: 2024/10/06

Please read these Terms and Conditions carefully before using the GoGov mobile application operated by NerfDesigns.

Your access to and use of the Service is conditioned upon your acceptance of and compliance with these Terms. These Terms apply to all visitors, users, and others who access or use the Service.

By accessing or using the Service, you agree to be bound by these Terms. If you disagree with any part of the terms, then you may not access the Service.

**1. \*\*Accounts\*\***

When you create an account with us, you must provide us with information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in the immediate termination of your account on our Service.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

**2. \*\*Termination\*\***

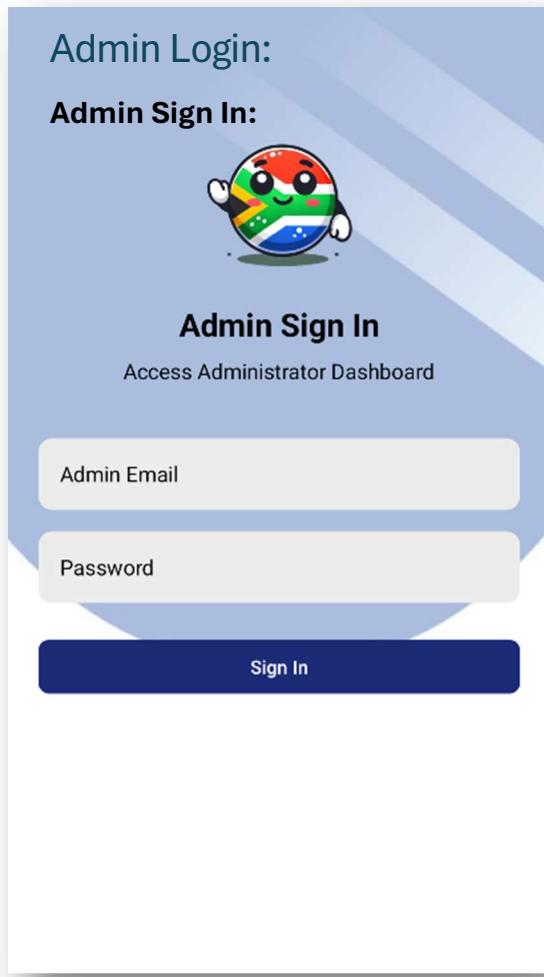
We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if

**Accept and Continue**

**Description:** Digitally sign our Terms and Conditions here.

This will give you information about your access to and use of the Service, and our access to your information.

Signing this will indicate you've read through and accepted our terms and conditions when using our services.



Description: To authenticate you as an admin and allowing you access to the admin dashboard.

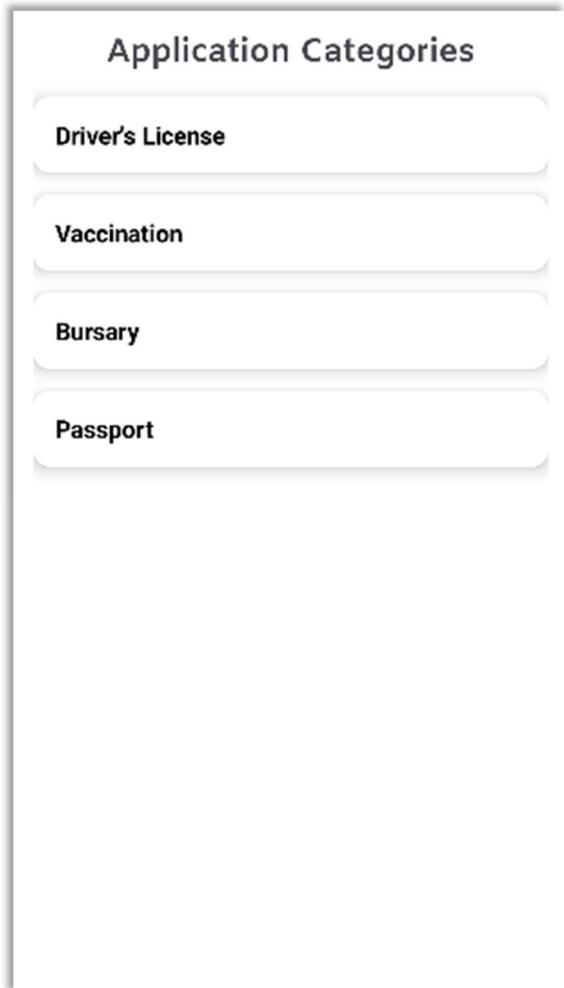
**Admin Dashboard:**

The Admin Dashboard interface features a header with 'Admin Dashboard' and 'Welcome, Admin'. Below the header are six cards arranged in a 3x2 grid. The cards are labeled: 'Applications' (grid icon), 'Reports' (exclamation mark icon), 'Analytics' (bar chart icon), 'Appointments' (alarm clock icon), 'User Feedback' (speech bubble icon), and 'Logout' (exit icon).

Description: You would be given access to the dashboard containing user's applications, feedback, appointments, analytics, and reports.

Option to logout is also located on the dashboard.

## Application Categories:



**Description:** View the different application categories and choose from; ‘Driver’s License’, ‘Vaccination’, ‘Bursary,’ and ‘Passport’.

From here you will be taken to the respective appointments or applications for each category where you will be able to review and update the status of.

### Applications

kayode
Sent For Validation

Personal Details:  
Name: kayode  
Surname: aki  
ID Number: 282828282  
Gender: Male  
Date of Birth: 2024-04-10

Contact Details:  
Email: kayodespeaks@gmail.com  
Phone Number: 828585858582

Address:  
xtxtxt  
cttcc, Western Cape  
Postcode: 28282

License Details:  
License Category: Code B - Light Motor Vehicles  
Test Center: Johannesburg Testing Center

APPROVE
REJECT
IN PROGRESS

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**mini**

Sent For Validation

Personal Details:  
Name: mini  
Surname: rush  
ID Number: 3838383  
Gender: Male  
Date of Birth: 2024-04-10

Contact Details:  
Email: mini7rush@gmail.com  
Phone Number: 2882825858

Address:

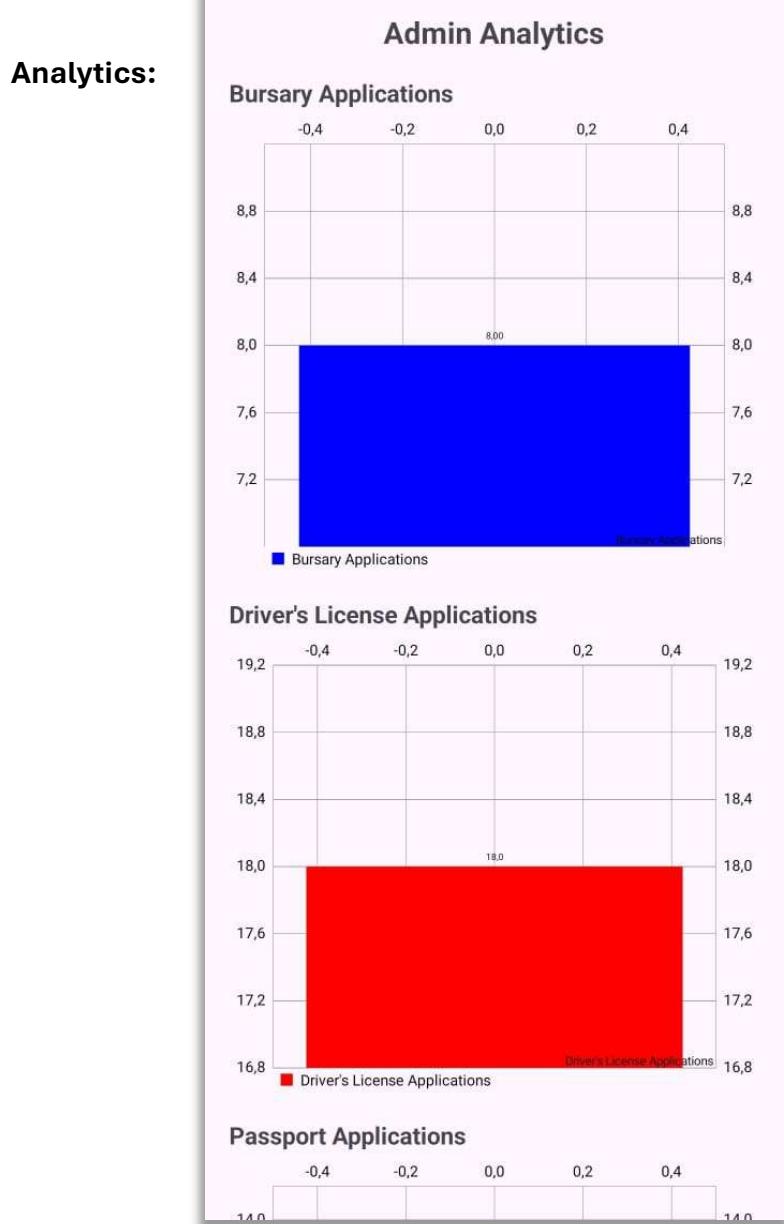
**Description:** An example from the Driver’s License category and reviewing the applications. The user’s personal details, contact details, residential information and license details will be posted.

Once you’ve clicked on the desired category, you may review the applications submitted by users before choosing to approve, reject or update its progress.

**Admin Dashboard**  
Welcome, Admin

**Appointments:**

Appointment Details	Action Buttons
<b>kays</b> Date: 2024-10-05 Time: 11:30:00 Status: Canceled	<a href="#">Approve</a> <a href="#">Decline</a> <a href="#">Reschedule</a>
<b>vaughn</b> Date: 2024-10-24 Time: 15:30:00 Status: yes	<a href="#">Approve</a> <a href="#">Decline</a> <a href="#">Reschedule</a>
<b>hhh</b> Date: 2024-10-24 Time: 13:00:00 Status: Canceled	<a href="#">Approve</a> <a href="#">Decline</a> <a href="#">Reschedule</a>
<b>mina</b> Date: 2024-10-21 Time: 10:00:00 Status: Approved	<a href="#">Approve</a> <a href="#">Decline</a> <a href="#">Reschedule</a>
<b>bagsb</b> Date: 2024-10-25 Time: 15:00:00 Status: Declined	<a href="#">Approve</a> <a href="#">Decline</a> <a href="#">Reschedule</a>
<b>Charles</b> Date: 2024-11-18 Time: 02:45:00	



#### Description:

View the user activity here, such as how many applications and appointments were made and track the user feedback over time.

You will be able to get insights to which applications are most in use and use this information to report back to your developers or other officials.

This information will be summarised in Customizable Reports.

## Customizable Reports

Page | 23

All Services Overview



Last 7 Days



Generate Report

### All Services Overview

Total Applications:

- Bursary Applications: 8
- Driver's License Applications: 18
- Passport Applications: 13
- Vaccination Appointments: 15
- Scheduled Appointments: 23

Total Applications: 77

Status Breakdown:

- Pending: 3
- Approved: 3
- Rejected: 0

EXPORT REPORT AS PDF

### Customizable Reports:

#### Description:

Customize a report based on user activity from selecting all types of services used and choosing the period of time.

Click 'Generate Report' and get a preview of the document before exporting the pdf for further use.