

Due Tomorrow

HeySafe!



User Manual



About The User Manual



Purpose of the Handbook

The purpose of this user manual is to guide users on how to use the Campus Safety System effectively. This document provides clear instructions and explanations about the system's main features, including sending SOS alerts, reporting incidents, viewing reports, and managing safety information.

It helps users understand the step-by-step process of using each function in the system, whether they are students, staff, or security personnel. By following this manual, users will learn how to:

- Navigate the system easily.
- Perform their respective roles and responsibilities.
- Use the available features such as SOS alerts, incident reporting, and analytics.
- Understand how the system improves campus safety and communication.

The manual aims to ensure that all users can operate the system confidently and make full use of its features to enhance safety within the campus environment.

What You'll Find in This Handbook

- 🏢 System Overview – A brief introduction to the Campus Safety System and how it works.
- 👤 User Roles – Description of the different user roles (Student, Staff, Security) and their permissions.
- 🔑 Getting Started – Instructions on how to log in, set up your account, and access the system.
- 🚨 Using SOS Alerts – How to send, acknowledge, and resolve emergency SOS alerts.
- 📝 Incident Reporting – Steps to report incidents and track their status.
- 📊 Analytics & Insights – Viewing safety trends, reports, and system data.
- 🛠 Admin Functions – Managing users, monitoring system health, and using simulation tools.
- ✎ Tips & Best Practices – Recommendations for effective and safe system use.
- 🌐 Support & Contact Information – How to get help if you experience issues.

Why This Handbook Matters

◆ Clarity

This handbook helps you clearly understand how to use the Campus Safety System, including its main features such as SOS alerts, incident reporting, and analytics. It ensures every user knows how to take the right actions during emergencies and when reporting incidents.

◆ Consistency

It provides a consistent guide for all users — students, staff, and security — so everyone follows the same steps and procedures when using the system. This ensures smooth coordination and faster response times during campus emergencies.

◆ Support

This handbook serves as a helpful resource whenever you need guidance on how to perform a task or use a specific feature. Whether you are sending an SOS alert, viewing reports, or monitoring campus safety, this document will guide you through each process.

This handbook is a living document and may be updated periodically to include new features or system improvements. Staying familiar with its contents helps all users contribute to a safer and more efficient campus environment.

Table of Contents

About the User Manual Handbook	02
◆ Purpose of the Handbook	02
◆ What You'll Find in This Handbook	02
◆ Why This Handbook Matters	03
Table of Contents	04
 01	
Welcome	06
1.1 Teammate Introduction	07
1.2 Demo Account Guideline	08
 02	
User Interface Guideline	09
2.1 User Sign Up	10
2.2 User Log In	10
2.3 SOS Button	11
2.4 Share Your Location	11
2.5 Request Escort	12
2.6 Report Incident	12
2.7 View Security Alerts, guardian angels neardy and safe route suggestion	13
2.8 Camera Scanning	14
2.9 Safety Info	14
2.10 Safety Zone Legend	14

2.11 Alert Page View Notifications (Guardian Angels tab, Incidents tab, System Alerts tab)	15
2.12 Profile Page	16
2.13 View Escort Request	16

03

Staff & Security Interface Guideline 17

3.1 Staff or Security Login	18
3.2 Open Incidents Reported	18

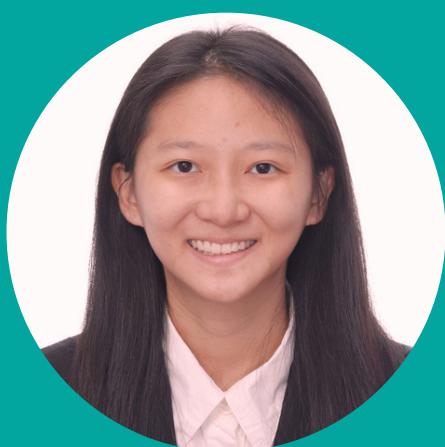


01

Welcome



1.1 Teammate Introduction



Team Leader
A strategy buff and natural leader who believes campus management systems should ensure the security of students who are being around the campus.

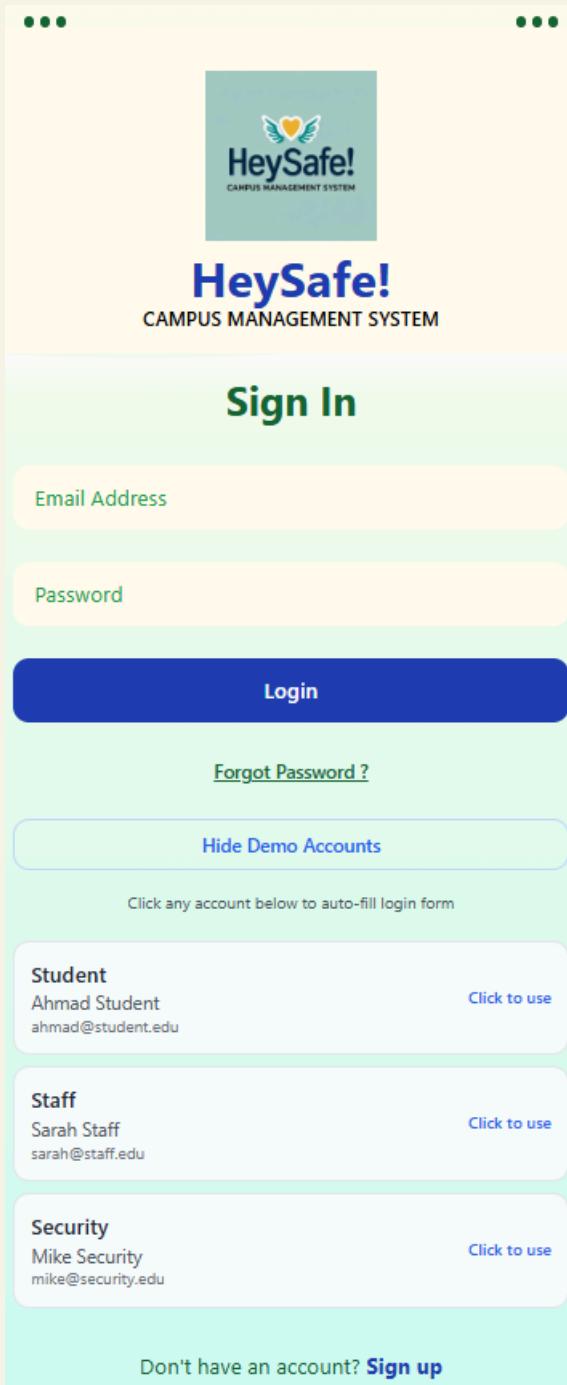


Security , Hardware Integration & UI/UX Lead
Passionate about creating secure, seamless user experiences — a travel enthusiast who envisions a world where technology connects people effortlessly.



Technical Developer Lead (API & Integration)
Passionate about connecting ideas and systems — decoding APIs, exploring tech, and making everything work together.

1.2 Demo Accounts Guidelines



Try out our demo accounts to test the feature! 😊

How to Use the Demo

1. Go to the **login page** of the Campus Safety System.
2. Enter the **demo credentials** provided above.
3. Explore the system by performing actions based on the selected role:
 - **Student:** Try sending an SOS alert or submitting a report.
 - **Staff:** View and manage submitted reports.
 - **Security:** Monitor active alerts and resolve incidents.
4. **Log out** once you are done testing.

⚠ Note

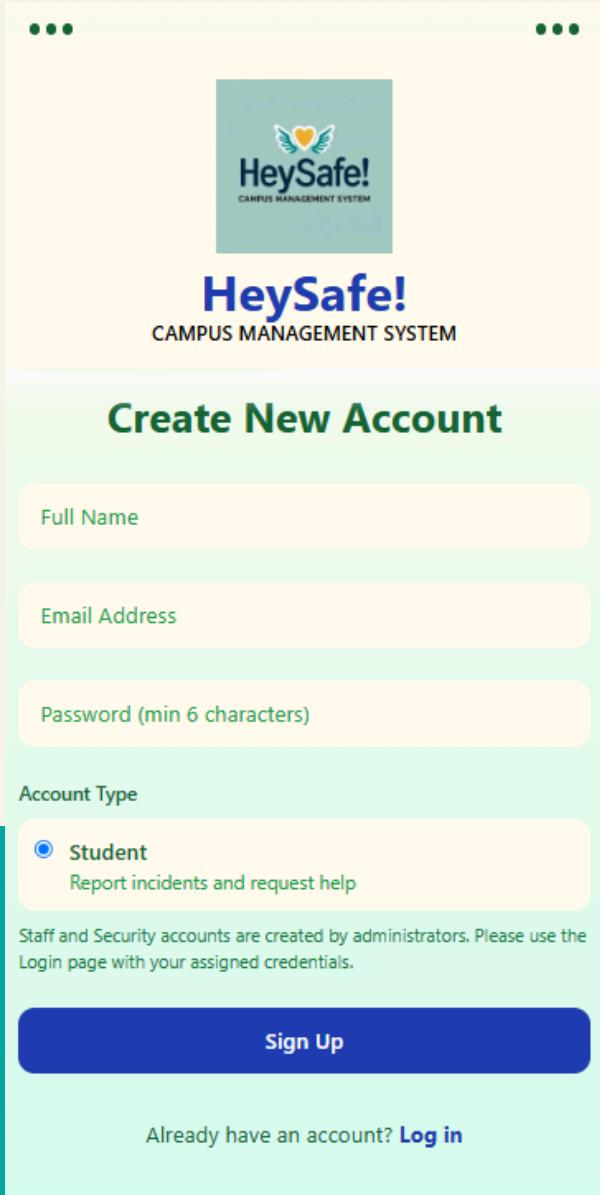
The demo environment is for testing and training purposes only. Data may reset periodically, and certain administrative features may be limited to prevent misuse.

02

User Interface Guideline



2.1 User Sign Up



The screenshot shows the 'Create New Account' page of the HeySafe! app. At the top, there's a logo for 'HeySafe! CAMPUS MANAGEMENT SYSTEM'. Below it, the title 'Create New Account' is displayed in green. There are four input fields: 'Full Name', 'Email Address', 'Password (min 6 characters)', and 'Account Type'. Under 'Account Type', there is a radio button for 'Student' which is selected, followed by the sub-instruction 'Report incidents and request help'. A note below states: 'Staff and Security accounts are created by administrators. Please use the Login page with your assigned credentials.' At the bottom, there is a large blue 'Sign Up' button and a link 'Already have an account? [Log in](#)'.

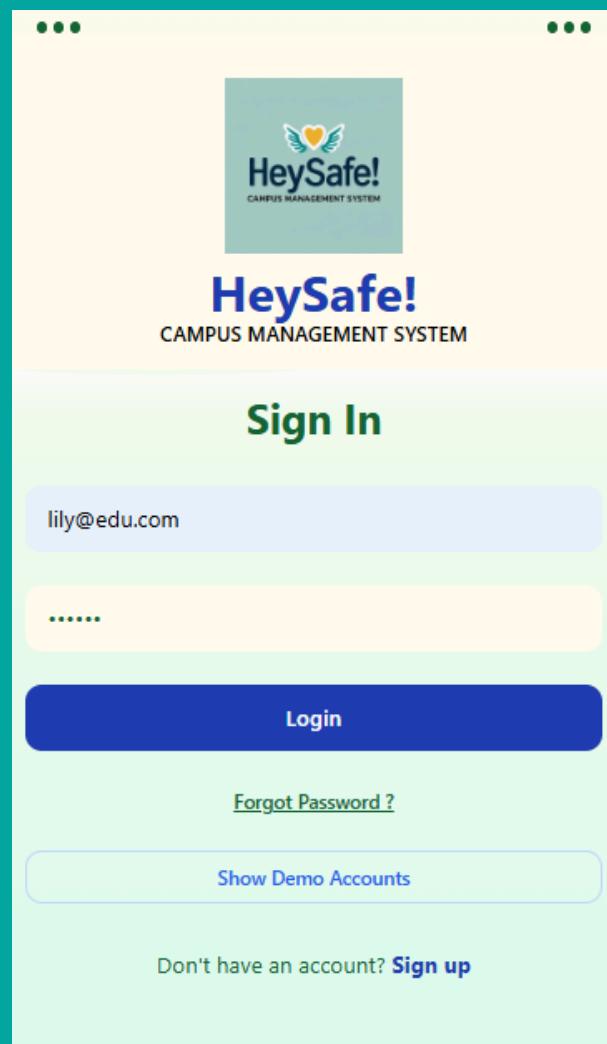
How to Log In?

Fill in your **email** and **password** and hit the login button!

Don't have an account?

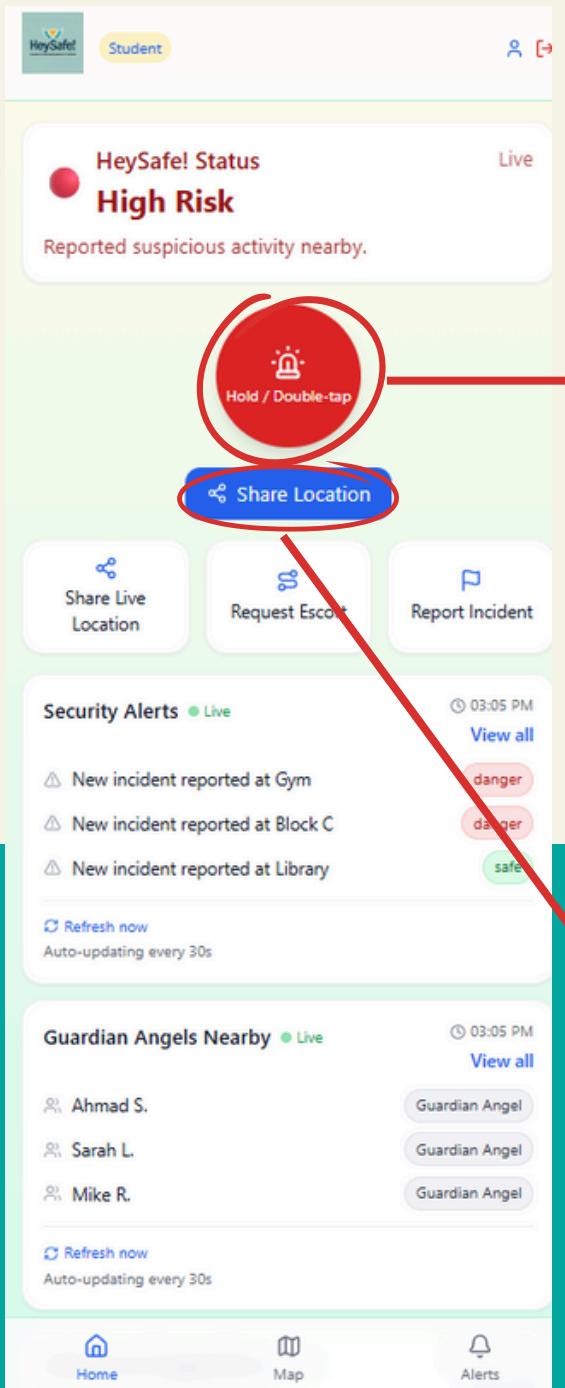
Sign up now! Fill in the **name**, **email address** and **password**. Hit the sign up button and you are all set!

2.2 User Log In



The screenshot shows the 'Sign In' page of the HeySafe! app. At the top, there's a logo for 'HeySafe! CAMPUS MANAGEMENT SYSTEM'. Below it, the title 'Sign In' is displayed in green. There are two input fields: one for 'Email' containing 'lily@edu.com' and one for 'Password' containing '.....'. At the bottom, there is a large blue 'Login' button, a link 'Forgot Password ?', a link 'Show Demo Accounts', and a note 'Don't have an account? [Sign up](#)'.

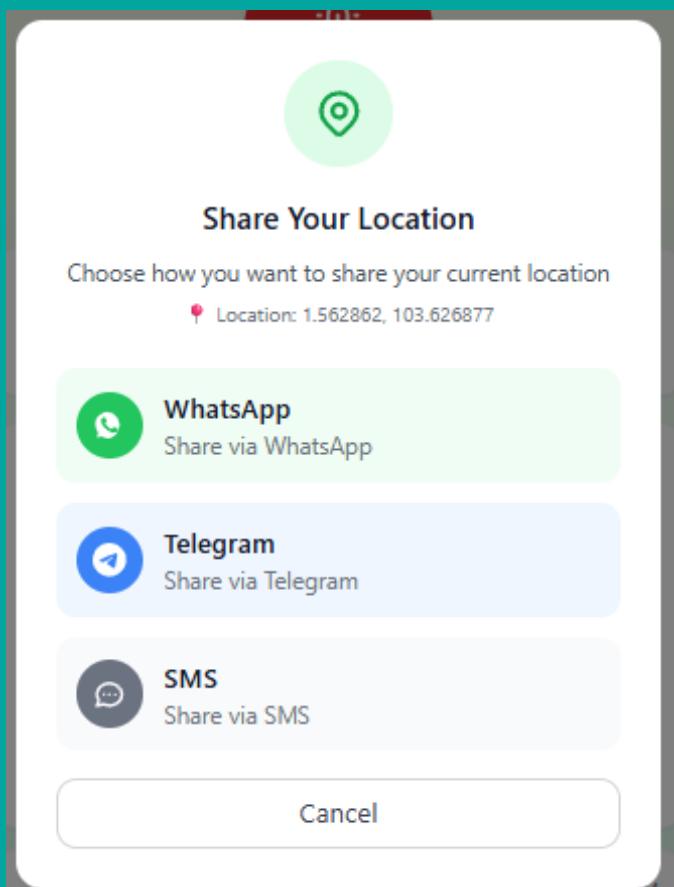
2.3 SOS Button



Quickly Ask For Help?

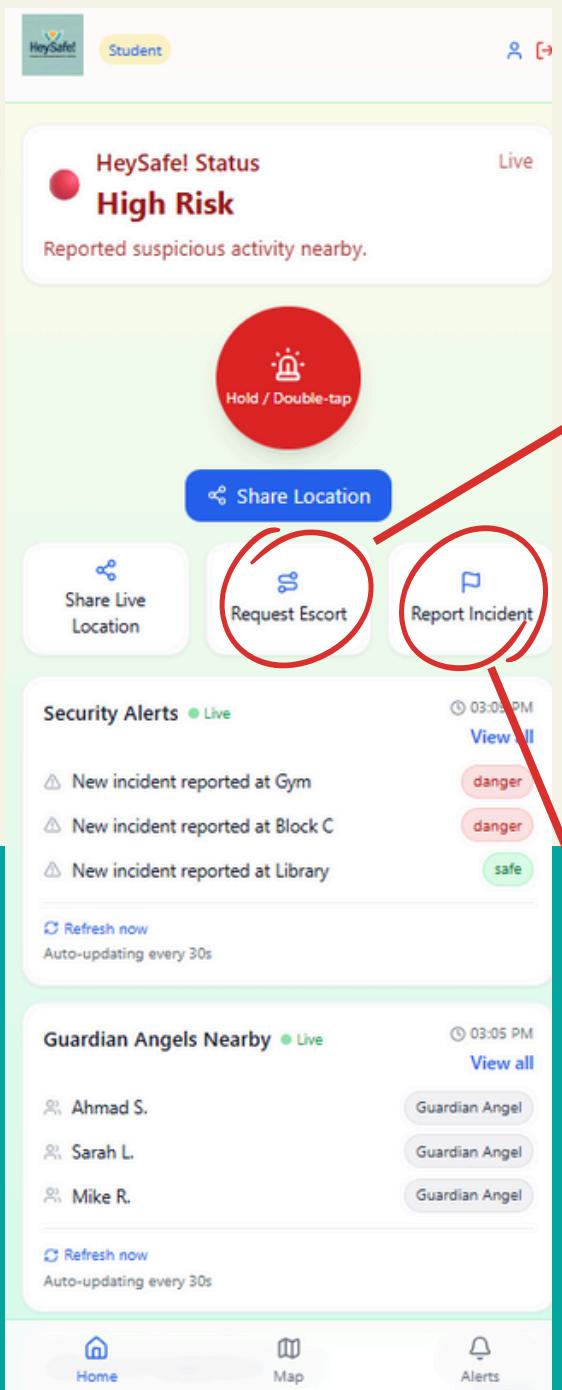
Long press/ double tap the SOS button and it will allow you to **send your live location**

2.4 Share Your Location



Share Your Location

Just hit either one to **send your location** to your contacts



2.5 Request Escort

Need companion?

Click this to **request escort** so that other students can see the request and respond to the request.

2.6 Report Incident

A modal window titled 'Report Incident' is shown. The 'Incident Type *' field contains 'Theft'. The 'Description *' field contains the text 'There is a theft in the carpark!' with a character count of '32/1000'. The 'Location *' field shows 'Location detected automatically' with coordinates '1.562862' and '103.626877'. The 'Priority Level' section has four options: 'Low' (radio button unselected), 'Medium' (radio button selected and highlighted in blue), 'High' (radio button unselected), and 'Urgent' (radio button unselected). At the bottom are 'Cancel' and 'Submit Report' buttons, with 'Submit Report' being red.

Where to report incident?

Choose the **incident type**, **describe** it, choose the **priority level** and hit the submit report button! The report is ready to be view for the staff and the security.

2.7 View Security Alerts, guardian angels nearby and safe route suggestion

Security Alerts • Live

03:31 PM

View all

New incident reported at Block B

2 mins ago

Campus Area

2 mins ago

Security incident reported at campus area. Please exercise caution and report any suspicious activity to campus security.

Severity: High

Immediate action required

Guardian Angels Nearby • Live

03:31 PM

View all

Ahmad S.

251m

251m

Available now

Ahmad S. is a Guardian Angel available to help with campus safety. They are currently 251m away and can provide assistance with walking companions, emergency situations, or general safety concerns.

Safe Route Suggestions • Live

03:31 PM

View all

Library → Dorm A

Gym → Parking P2

Cafeteria → Study Hall

Safe Route Suggestions • Live

03:34 PM

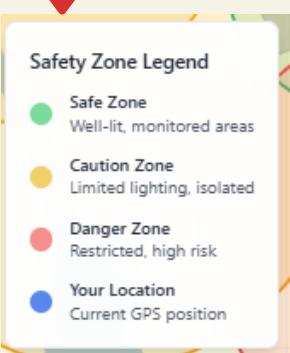
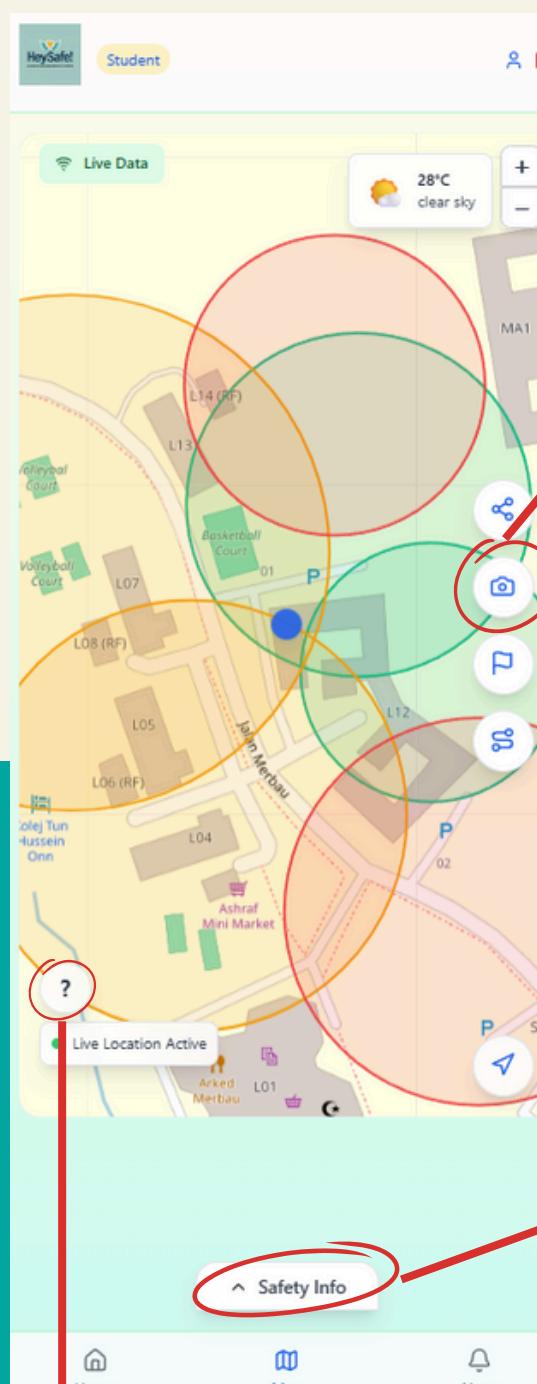
Library → Dorm A

10 min • well-lit • security cameras

0.8 km

10 minutes

This route is well-lit with security cameras throughout. It passes through the main campus plaza and includes emergency call boxes at regular intervals. Recommended for evening travel.



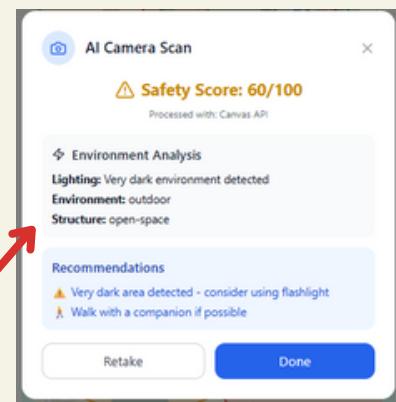
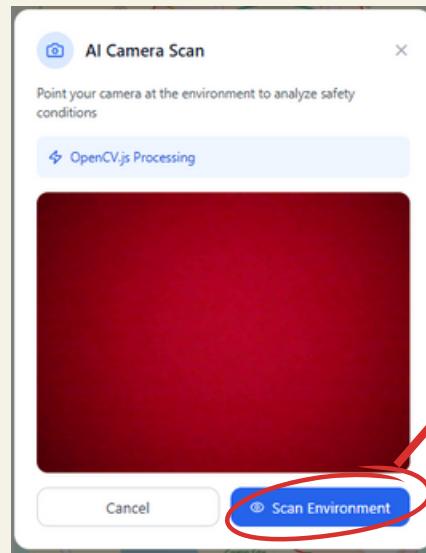
2.10 Safety Zone Legend

Question mark?

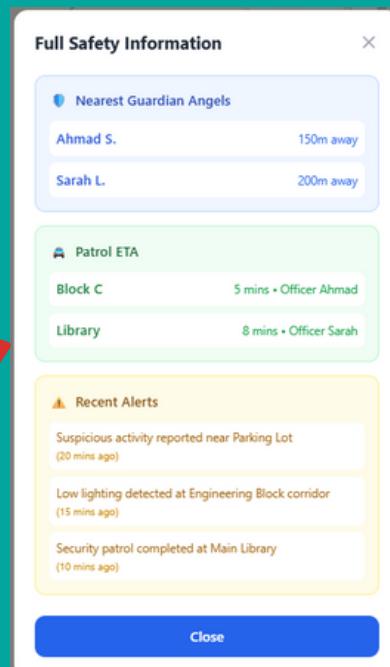
To let you know the zone!

2.8 Camera Scanning Is my surrounding safe?

Click on the camera icon to allow the scanning of the surroundings!



2.9 Safety Info



Where to view safety info?

Click on the box to see more!

2.11 Alert Page View Notifications (Guardian Angels tab, Incidents tab, System Alerts tab)

HeySafe! Student Live

Notifications

Guardian Angels Incidents System Alerts

- Ahmad S. Guardian Angel + 126m
- Sarah L. Guardian Angel + 59m
- Mike R. Guardian Angel + 460m
- Lisa K. Guardian Angel + 494m
- David W. Guardian Angel + 374m

Telling you the surrounding guardian angel

HeySafe! Student Live

Notifications

Guardian Angels Incidents System Alerts

- Suspicious activity near Parking P3 5 min ago open
- Lost item reported at Cafeteria 30 min ago review

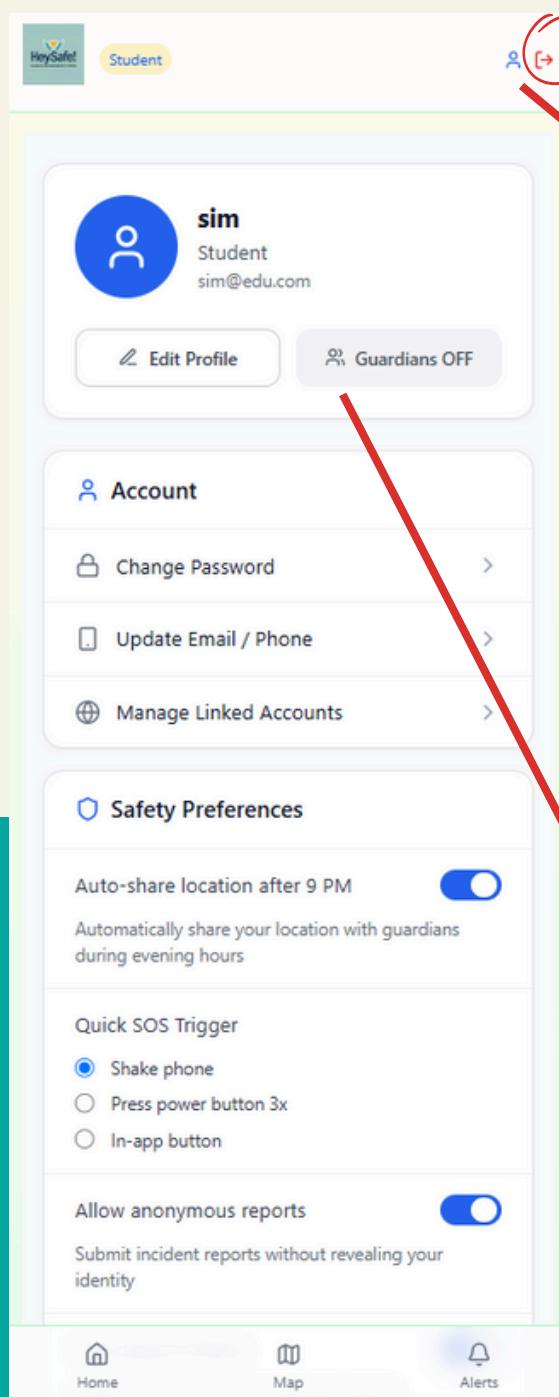
HeySafe! Student Live

Notifications

Guardian Angels Incidents System Alerts

- New incident reported at Library 2 mins ago caution
- New incident reported at Block C 2 mins ago danger
- New incident reported at Block C 2 mins ago caution
- New incident reported at Gym 2 mins ago safe
- New incident reported at Block B 2 mins ago caution

Some system alerts from the live map!



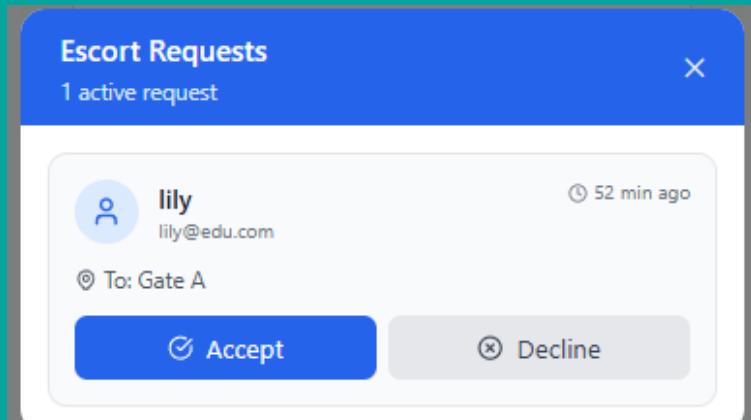
Ps.. Here is the logout button

2.12 Profile Page

Where is the profile page?

Did you see a small person icon? Here it is.

2.13 View Escort Request



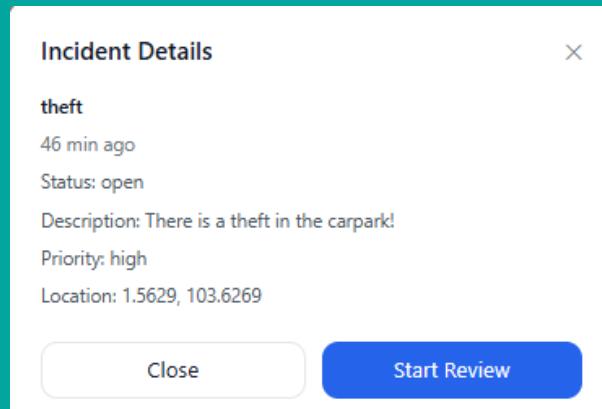
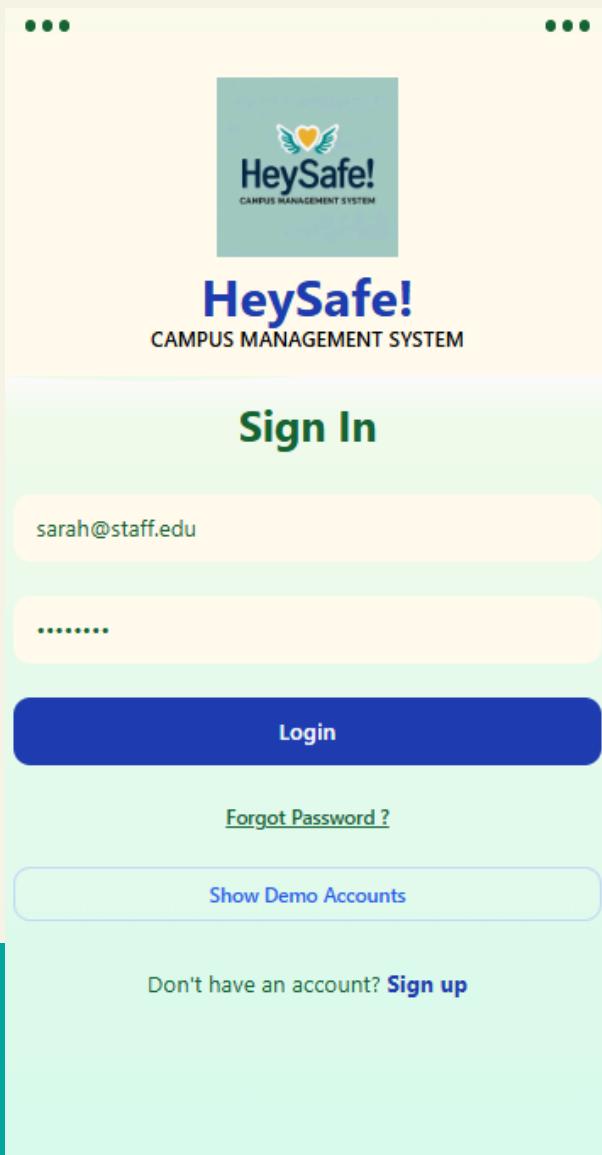
Where to see escort request?

Toggle the guardians button to on and you will see a **list of escort request**. You can choose to accept or decline it.

03

Staff & Security Interface Guideline





Where to see reported incidents?

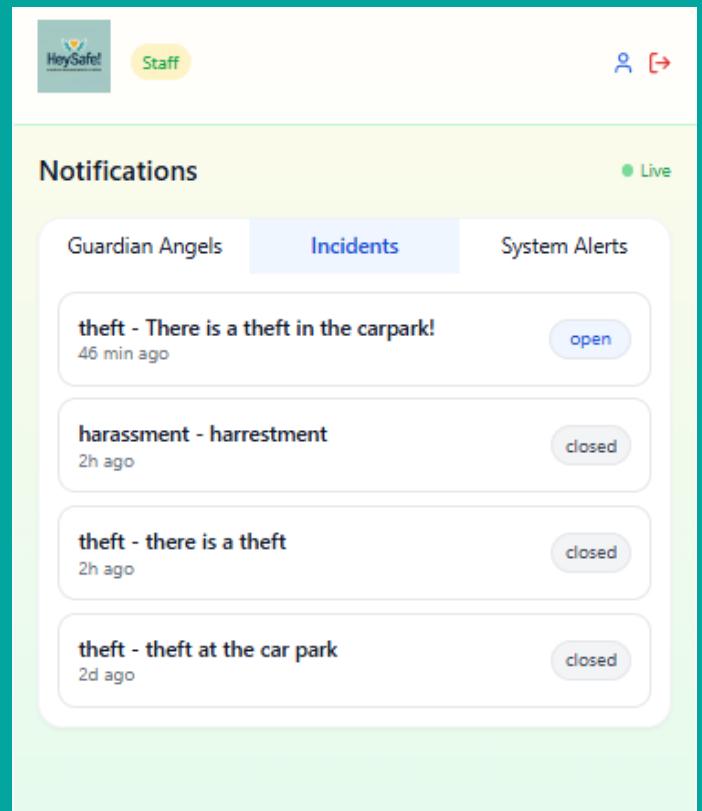
At the alerts tab, click on the incidents to view it!

3.1 Staff or Security Login

Staff Login?

Staff cannot sign up as it has fix credentials. Try to use **sarah@staff.edu** for email and **staff123** for password to login as staff or **mike@security.edu** and **security123** to login as security. Lastly, hit the login button.

3.2 Open Incidents Reported





Thank You

Thank you for taking the time to learn and explore the Campus Safety System.

Your participation and awareness play a vital role in creating a safer and more connected campus environment for everyone.

This system was developed to help students, staff, and security personnel respond effectively to emergencies, report incidents quickly, and strengthen overall campus safety. We hope this user manual has provided you with the knowledge and confidence to use the system with ease.

If you have any questions, feedback, or encounter any issues while using the system, please reach out to our support team.

-DueTomorrow
