

User Manual

<Web application for abuse report>

Course CS509-Design of Software Systems

Group 2:

Chengjiao Yang
Mohammed Ayub
Qiukun Lin
Rui Jin
Rundong Yu
Wenxin Zhao
Yichen Lin

Revision Sheet

| Release No. | Date | Revision Description |
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| Rev. 0 | 4/27/14 | User's Manual Created |
| Rev. 1 | 4/30/14 | Fixed MySQL commands realize additional function |
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USER'S MANUAL

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1.0 GENERAL INFORMATION

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1.1 System Overview

This software system will be a Web application which helps Group Home staff and supervisors to report incidents of abuse to the Disabled Persons Protection Commission (DPPC) and in turn report to Department of Developmental Services (DDS). This system will help the Health Organization efficiently manage and track all the abuse reports, smoothen the investigation process and also help the Human Rights Committee (HRC) in their decision to make appeals by providing them the details of initial report.

This application uses a client/server based model. The client is what the user uses to create and edit the abuse report. The client program will communicate with a MySQL server that saves all the information for each abuse report. The information saved in the database is about all the related files with the initial abuse report. It includes some personal information (i.e. name of victim, etc.)

1.2 Acronyms and Abbreviations

DPPC - Disabled Persons Protection Commission

DDS- Department of Developmental Services

HRC- Human Rights Committee

IP – Internet Protocol. A number address that is unique for every computer on a network.

LAN – Local Area Network. This is a network of computers that are located in close vicinity.

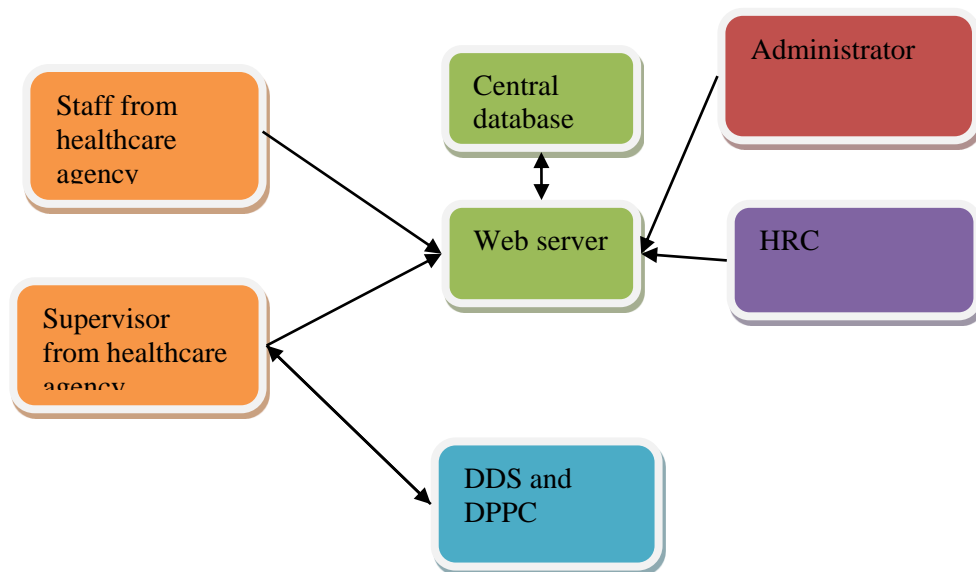
MySQL – This is a free SQL database used to store all information for each student.

2.0 SYSTEM SUMMARY

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2.1 System Configuration

Each user uses their own computer running Windows OS. On those computers users will open the application through internet browsers by typing the fixed URL. The web application will connect to a central database running Windows and MySQL database software. The healthcare agency users can either get access to the web application by internet or by LAN network with server in the same LAN. With all the computers connect to the LAN would help protect the sensitive information



2.2 User Access Levels

- Staff users are healthcare agency employees who have authority to create abuse report and edit report before submit to supervisor, the report would be store into database. Staff have no more authority to other stuff.
- Supervisor users are healthcare agency employees who have authority to modify the initial abuse report and deal with all the following stuff (i.e. attach disposition letter, decision letter, appeal, etc.)
- HRC users are Human Rights Committee employees who have authority to view all the initial abuse report but have no authority to modify them.
- Administrator are person who would maintain the using condition of web application and database.

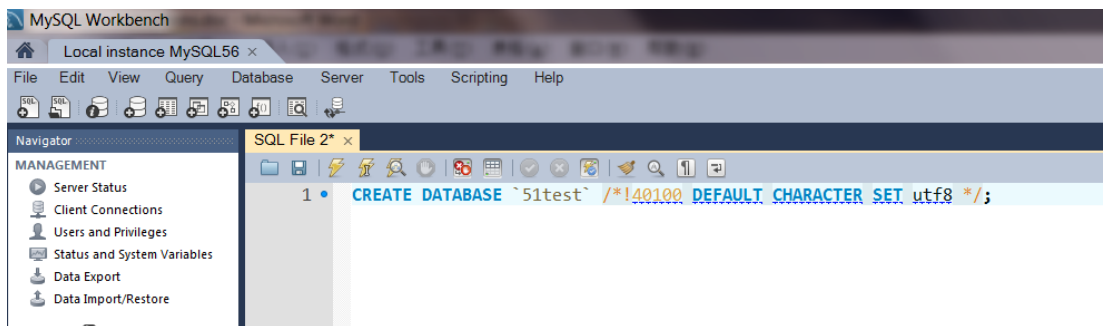
3.0 GETTING STARTED

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3.1 Setting up MySQL and Apache Tomcat

- MySQL is an open source relational database management system. It's a popular choice of database for use in web applications.
- Apache Tomcat is an open source web server and servlet container. Tomcat implements the Java Servlet and the Java Server Pages (JSP) specifications from Sun Microsystems, and provides a "pure Java" HTTP web server environment for Java code to run in.
- MySQL Reference Manual <https://dev.mysql.com/doc/index.html>
- Apache Tomcat reference <http://tomcat.apache.org/>

3.2 Create the database

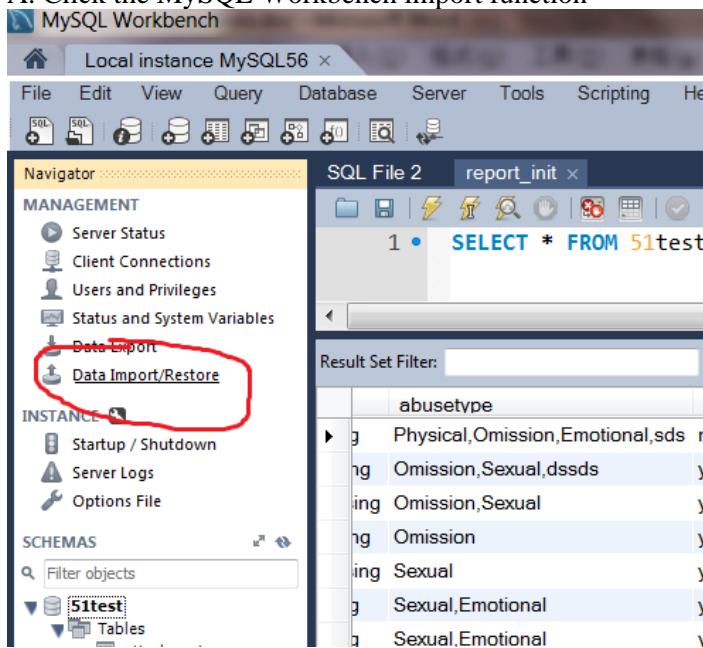


Run the command in MySQL Workbench:

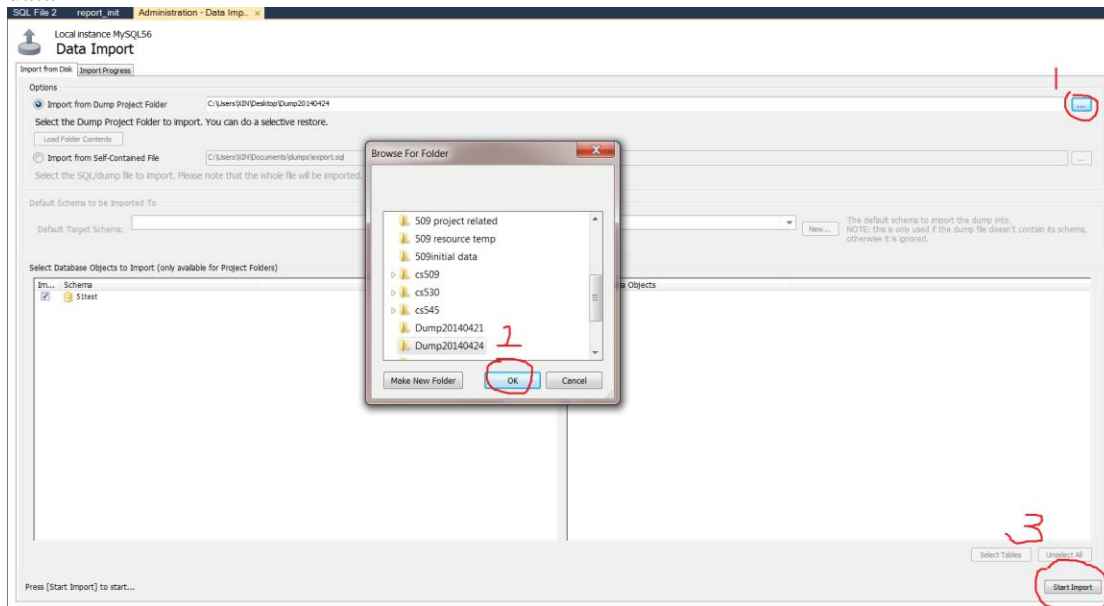
```
CREATE DATABASE `51test` /*!40100 DEFAULT CHARACTER SET utf8 */;
```

3.3 Setting up database

A. Click the MySQL Workbench import function



B. Choose the "MySQL_DATA" fold in "Install Instruction" folder, Click the start import to input initial data



3.4 Setting up Database connection

A. Installing the MySQL Connector

```
#database configuration
database.driverClassName=com.mysql.jdbc.Driver
database.url=jdbc:mysql://127.0.0.1:3306/51test
database.username=root
database.password=1234
```

database.driverClassName:

Change it if use other database, only accept MySQL now.

database.url:

Change it to database server address.

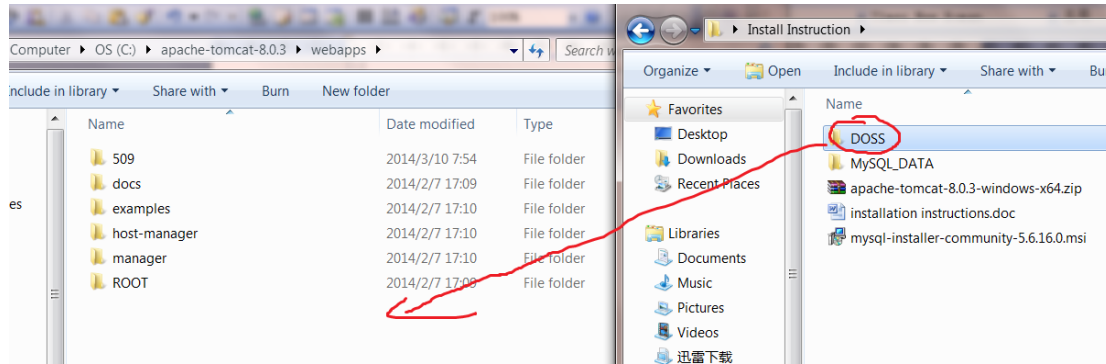
database.username:

The account name to access the database.

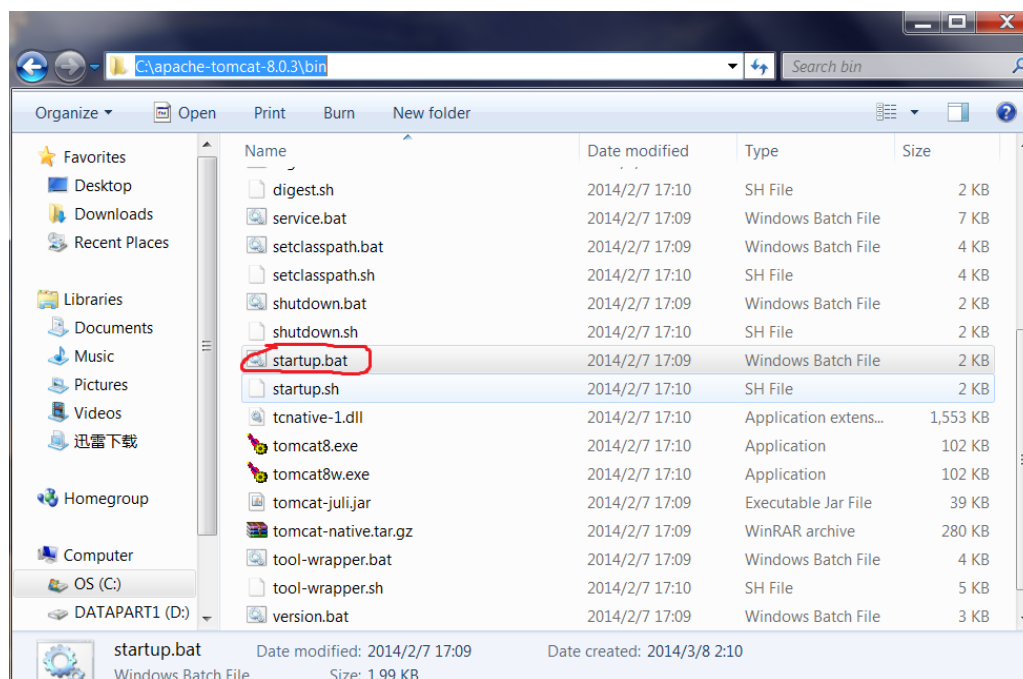
database.password:

The account password

B. Copy the "DOSS" folder to the tomcat path "..\webapps"



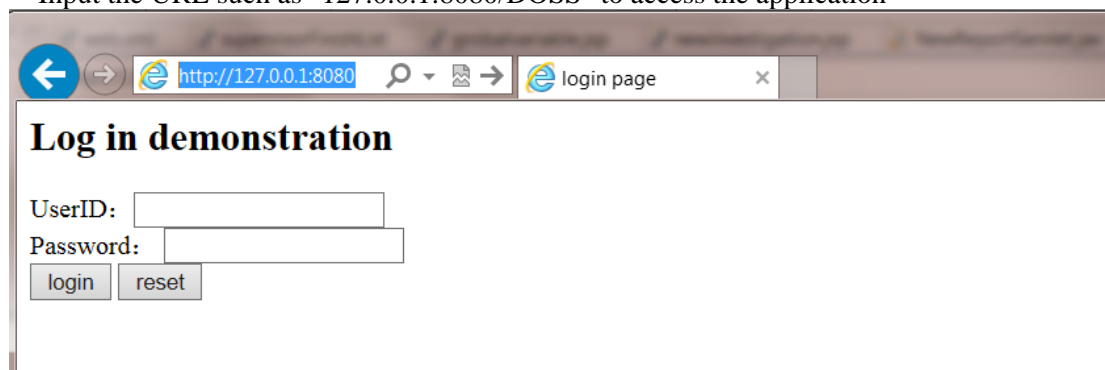
3.5 Running Tomcat



../apache-tomcat/bin/startup.bat

3.6 Open web application

Input the URL such as "127.0.0.1:8080/DOSS" to access the application



4.0 USING THE WEB APPLICATION

4.0 USING THE WEB APPLICATION

4.1 Users Login

The screenshot shows a web browser window with the address bar displaying `http://127.0.0.1:8080` and the page title "login page". The main content area is titled "Log in demonstration". Below the title, there are two input fields: "UserID:" and "Password:". Below these fields are two buttons: "login" and "reset".

- Different users enter different ID and password

4.2 Staff users from healthcare agency

- Main menu of staff:

The screenshot shows a web application interface for staff users. At the top, there is a header bar with the text "Yichen Lin, welcome come back!" and two buttons: "logout" and "edit". Below the header is a "MENU" section with a yellow background. The menu includes a "ClickAll" button, a "UnClickAll" button, an "InvertClick" button, a "MultiDelete" button, an input field "input your text here", and a "Search" button. Below the menu is a table with the following data:

| box | Reportid | Description | Name | Time | Operation |
|--------------------------|----------|-------------|--------|------------|------------------|
| <input type="checkbox"/> | 26 | sdfsdfsdf | fdsf | 2014-04-08 | View Delete Edit |
| <input type="checkbox"/> | 27 | sdfsdf | dgfgg | 2014-04-08 | View Delete Edit |
| <input type="checkbox"/> | 28 | ggg | sdfsfs | 2014-04-07 | View Delete Edit |
| <input type="checkbox"/> | 37 | sdfsdfsdf | dd3 | 2014-04-14 | View Delete Edit |

At the bottom of the table, there is a link "Previous Page 1 Next Page".

4.2.1 Create new report

- Click New report, there would be a form:

The screenshot shows a "NEW REPORT" form. The form has a header bar with the text "NEW REPORT" and four buttons: "submit", "save", "reset", and "return". The form contains several fields and checkboxes:

- Alleged Abuser:** Text input field.
- Date of last incident:** Text input field.
- Alleged Victim:** Text input field.
- Frequency of Abuse:** Two dropdown menus.
- Types of Abuse:** Checkboxes for "Physical", "Omission", "Sexual", "Emotional", and "Other".
- Is victim aware of report?** Radio buttons for "yes" and "no".
- Was an oral report filed with the DPPC Hotline?** Radio buttons for "no" and "yes".
- Is there any risk to the investigator?** Radio buttons for "no" and "yes".
- In narrative form, please describe the alleged abuse:** Large text area.
- Please describe the level of risk to the alleged victim, including his/her current physical and emotional state:** Large text area.
- Please list any resulting injuries:** Large text area.

- (1) After typing all, click submit button, the report would be sent to supervisor
- (2) After typing all, click save, the report would be saved to report list. Once staff wants to edit or delete the report before sent it to supervisor, staff could select edit or delete report in report list.
- (3) Once staff click submit in the report form, staff can no longer edit the initial report.
- (4) If the form is filled in with details missing, the page would automatically remind the user

NEW REPORT submit save reset return

Alleged Abuser: Please enter a name Date of last incident: Please choose a time

Alleged Victim: Please provide a name Frequency of Abuse: Please choose a abuse frequency

Types of Abuse: ☐ Physical ☐ Omission ☐ Sexual ☐ Emotional ☐ Other: Please choose a abuse type

Is victim aware of report? ☐ yes ☐ no Please choose a option

Was an oral report filed with the DPPC Hotline? ☐ no ☐ yes

Is there any risk to the investigator? ☐ no ☐ yes

Please choose a investigator risk

In narrative form, please describe the alleged abuse: (please write)

Please describe the level of risk to the alleged victim, including his/her current physical and emotional state: (please write)

Please list any resulting injuries: (please write)

4.3 Supervisor users from healthcare agency

- Main menu of supervisor:

| DESIGN OF SOFTWARE SYSTEM | | | | | | |
|--|--------------------------|------------|---------------|----------------------|------------|-----------|
| Rundong Yu, welcome come back! logout edit | | | | | | |
| MENU | ClickAll | UnClickAll | InvertClick | input your text here | Search | |
| supervisor-gp1 | box | Reportid | Narrativeform | Status | Time | Operation |
| Report List(group) | <input type="checkbox"/> | 2 | sdff | initiated | 2014-03-10 | View |
| Waiting List | <input type="checkbox"/> | 6 | erwer | initiated | 2014-04-08 | View |
| Finish List | <input type="checkbox"/> | 7 | ggggg | initiated | 2014-04-08 | View |
| Track Investn(group) | <input type="checkbox"/> | 8 | ggdsgsdf | created | 2014-04-07 | View |
| | <input type="checkbox"/> | 9 | ggdsgsdf | created | 2014-04-07 | View |
| | <input type="checkbox"/> | 10 | ggdsgsdf | created | 2014-04-07 | View |
| | <input type="checkbox"/> | 11 | ggdsgsdf | created | 2014-04-07 | View |
| | <input type="checkbox"/> | 12 | ggdsgsdf | created | 2014-04-07 | View |

- (1) Modify initial report

| DESIGN OF SOFTWARE SYSTEM | | | | | | | | |
|--|--------------------------|------------|---------------|----------------------|------------|-----------|------|------|
| Rundong Yu, welcome come back! logout edit | | | | | | | | |
| MENU | ClickAll | UnClickAll | InvertClick | input your text here | Search | | | |
| supervisor-gp1 | box | Reportid | Narrativeform | Status | Time | Operation | | |
| Report List(group) | <input type="checkbox"/> | 2 | sdff | initiated | 2014-03-10 | View | Edit | Send |
| Waiting List | <input type="checkbox"/> | 6 | erwer | initiated | 2014-04-08 | View | Edit | Send |
| Finish List | <input type="checkbox"/> | 7 | ggggg | initiated | 2014-04-08 | View | Edit | Send |
| Track Investn(group) | <input type="checkbox"/> | 31 | sdf | initiated | 2014-04-07 | View | Edit | Send |
| | <input type="checkbox"/> | 32 | sdf | initiated | 2014-04-23 | View | Edit | Send |
| | <input type="checkbox"/> | 38 | sdfsdf | initiated | 2014-04-07 | View | Edit | Send |
| Previous Page 1 Next Page | | | | | | | | |

- Supervisor clicks waiting list, all the report submitted by staff would be in the list, click edit, supervisor could modify the initial report. After modify the report, click send, the report would be sent to the finish list and supervisor could no more modify it.
- (2) Print and send the abuse report to DPPC or DDS
- Click Finish list

| MENU | ClickAll | UnClickAll | InvertClick | input your text here | Search | | |
|------|----------------------|--------------------------|---------------|----------------------|---------|------------|----------------------|
| | box | Reportid | Narrativeform | Status | Time | Operation | |
| | supervisor-gp1 | | | | | | |
| | Report List(group) | <input type="checkbox"/> | 2 | sdff | created | 2014-03-10 | View |
| | Waiting List | <input type="checkbox"/> | 8 | ggdsgsdf | created | 2014-04-07 | View |
| | Finish List | <input type="checkbox"/> | 9 | ggdsgsdf | created | 2014-04-07 | View |
| | Track Investn(group) | <input type="checkbox"/> | 10 | ggdsgsdf | created | 2014-04-07 | View |

- Click view, the report would be displayed in PDF format. Print by right click the mouse. Send the printed report by fax or mail.



The Commonwealth of Massachusetts Disabled Persons Protection Commission

M.G.L. c. 19C Reporting Form

When completed, this form should be mailed or FAXED to:

Intake Unit, DPPC, 300 Granite Street, Suite 404, Braintree MA 02184 * FAX: (617) 727-6469

| | |
|--|--|
| Reporter: | Alleged Victim: |
| Name: fakename Address: 222 main street apt333, worcester, ma 01608 | Name: fakename Address: sdfsdfs |
| Daytime telephone: (22222222) () Mandated (*) Non-Mandated | Telephone: (11111) Sex: () Male (*) Female DOB: 111 Age: 11 Marital Status: deverse |
| Relationship to Alleged Victim: | Disability: (check as apply) |
| Alleged Abuser: (Alleged Victim's Caretaker) | () Mental Retardation (*) Mental Illness |
| Name(s): fakename Home address: null | () Mobility (*) Head Injury |
| Relationship to victim: | () Visual () Deaf / Hard of Hearing |
| Soc. Security #: null DOB: null | (*) Cerebral Palsy (*) Multiple Sclerosis |
| Telephone: (null) | () Seizures () Other (Specify:) |
| Client's Guardian(s): (If any) | Communication Needs: |
| | () TTY () Sign Interpreter (*) Other (Specify: Head Injury) |
| | Currently Served By: |

- (3) Track report and attach files

- Click track investigation, the application would display a column requiring type in public log number of the report you want to track.

welcome to xxx system Rundong Yu. [logout](#) [return](#)

| | |
|----------------------------|---|
| INVESTIGATION | |
| PLN : <input type="text"/> | Check Available Reset |

- Type in the PLN and click check available

welcome to xxx system Rundong Yu. [logout](#) [return](#)

| | |
|----------------------|---|
| UPDATE INVESTIGATION | |
| PLN : 8 | Check Available Reset |

| | |
|---|---|
| Report | |
| ReportID : 8 | Date : 2014-04-07 Status : existed investigation |
| DISPOSITION LETTER | |
| Description : | id8 |
| Attachment : | 选择文件 未选择文件 id8.docx |
| AGENCY RESPONDS | |
| Description : | |
| DECISION LETTER | |
| Description : | |
| Attachment : | 选择文件 未选择文件 |
| Update Reset Return | |

- If there are already files you want to track, just click the file and download
- If the supervisor got the files and want to attach the files into the application, just click choose the file and submit.
- After tracking, click return to return to the main menu.

4.4 HRC employee user

- Main menu of HRC employee users

DESIGN OF SOFTWARE SYSTEM

Chengjiao Yang, welcome come back! [logout](#) [edit](#)

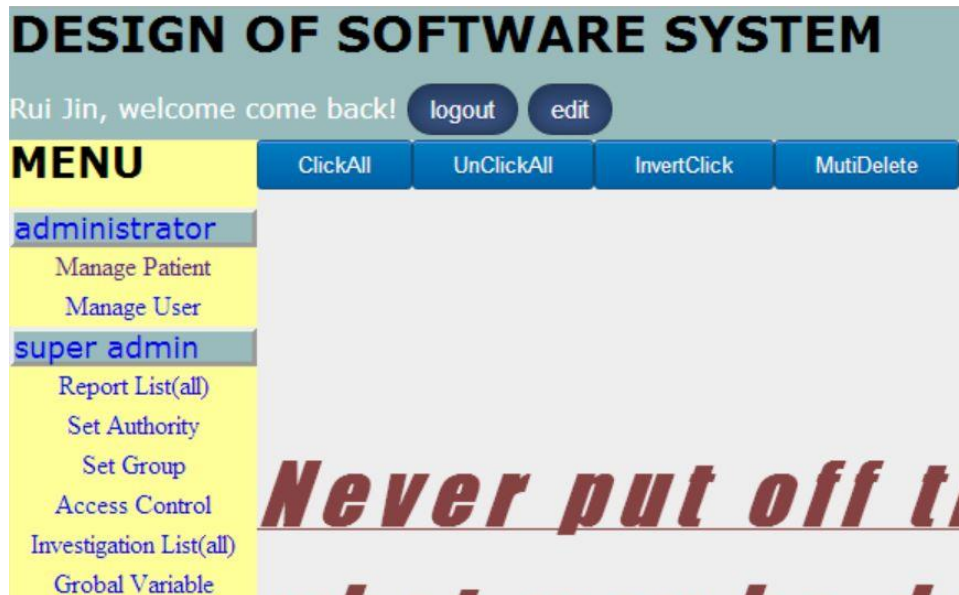
| MENU | ClickAll | | UnClickAll | | InvertClick | | input your text here | | Search | |
|--------------------------|--------------------------|----------|---------------|------------|-------------|------------|----------------------|------------|----------------------|--|
| | box | Reportid | Narrativeform | ReportName | AbuserName | VictimName | Status | Time | Operation | |
| HRC-chairman | | | | | | | | | | |
| List Report(all initial) | <input type="checkbox"/> | 2 | sdff | wenxin | Maha | sdf | initiated | 2014-03-10 | View | |
| List Investigation(all) | <input type="checkbox"/> | 4 | cccccccc | wenxin | ahah | sdfsdf | initiated | 2014-03-11 | View | |
| New appeal | <input type="checkbox"/> | 5 | sdf | Maha | ggg | sdf | initiated | 2014-04-08 | View | |
| Calender Display | <input type="checkbox"/> | 6 | erwer | Maha | dger | erter | initiated | 2014-04-08 | View | |
| | <input type="checkbox"/> | 7 | ggggg | Maha | dfs | sdfsdf | initiated | 2014-04-08 | View | |
| | <input type="checkbox"/> | 8 | ggdsgsdf | Maha | sdfsfs | sdfsfsdf | initiated | 2014-04-07 | View | |
| | <input type="checkbox"/> | 9 | ggdsgsdf | Maha | sdfsfs | sdfsfsdf | initiated | 2014-04-07 | View | |

- View initial report
Click list report (all initial), HRC employee could view the initial report
- View investigation files
Click list investigation(all) , search the report id, the related files would be displayed, view by click view
- Create new appeal

Click the New appeal, there would be an appeal form, create by typing in information

4.5 Administrator

- Main menu of administrator



- (1) Manage Users of the system
Administrator could manage the user information of all the users
- (2) Super administrator
Super administrator user could be the boss of Healthcare agency, who has the authority of viewing all the files related to any abuse report.

5.0 TROUBLESHOOT PROBLEMS AND GET SUPPORT

5.0 TROUBLESHOOT PROBLEMS AND GET SUPPORT

5.1 Troubleshoot

| Problem | Cause | Solution |
|--|---|---|
| Unable to open the website | <ol style="list-style-type: none">1. Not connect to the internet or bad condition of network2. Server is broken down | <ol style="list-style-type: none">1. Looking for a workplace with good network2. Call administrator |
| Users could not login the app | <ol style="list-style-type: none">1. Forgot username or password2. The user is being blocked for some reason | <ol style="list-style-type: none">1. Ask administrator for help |
| Unable to normally use the application | <ol style="list-style-type: none">1. Users didn't read the user guide and have no idea how to use the application2. Software has some design flaws | <ol style="list-style-type: none">1. Follow the instructions on the User guide2. Call the developer of software for help |

5.2 Support service

If you have a problem, follow these steps:

1. Check the documentation that came with the product.
2. Visit the online support Web site at <https://github.com/ycj28c/Team-CS509>). Online support is available to all customers.
3. Call support: 1-774-xxx-xxxx. Support options and availability vary by device, country/region, and language.