User Flow Journey for India Water Portal

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1. Discovery and Entry

- **Goal**: Find the India Water Portal platform to contribute and access water-related content.
- **Actions**:
    - **Landing Page**: The User discovers India Water Portal through a search engine or a referral link and lands on the homepage.
    - **Exploration**: They browse the homepage to get an overview of the platform's purpose and offerings.
- **Touchpoints**:
    - India Water Portal homepage with a clear call to action for exploring content and joining the community.
    - Navigation menu with links to key sections like "Articles," "Events," "Opportunities," and "Translations."

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2. Account Creation and Authentication

- **Goal**: Create an account or log in to contribute content and participate in the community.
- **Actions**:
    - **Account Creation**: The User clicks on the "Sign Up" button and fills out a registration form using OAuth to connect their existing account (e.g., via Drupal or Disqus).
    - **Login**: If they already have an account, the User logs in using their credentials or OAuth integration.
    - **Profile Setup**: After logging in, the User completes their profile with details relevant to their interests and expertise in water management.
- **Touchpoints**:
    - Sign-up/Login page with options for OAuth integration.
    - Profile setup page with fields for personal and professional details.
    - Role assignment based on the information provided during signup.

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3. Content Exploration

- **Goal**: Discover and consume existing content on India Water Portal.
- **Actions**:
    - **Browse Content**: The User navigates through different categories such as "Articles," "Events," and "Opportunities."
    - **Search and Filter**: They use the search bar and filters to find specific content relevant to their interests (e.g., water conservation techniques).

- ○ **Read and Engage**: The User reads articles, views event details, and checks opportunities. They may also leave comments or rate the content.
- ● **Touchpoints**:
  - ○ Category pages with lists of articles, events, and opportunities.
  - ○ Search bar and filter options.
  - ○ Content detail pages with options for commenting and rating.

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4. Content Contribution

- ● **Goal**: Share their knowledge and contribute new content to India Water Portal.
- ● **Actions**:
  - ○ **Access Contribution Tools**: The User clicks on the "Contribute" button and selects the type of content they want to add (e.g., article, event, opportunity, or translation).
  - ○ **Submit Content**: They fill out a submission form with relevant details, attach any necessary files or images, and submit their content for review.
  - ○ **Role-based Submission**: Depending on their role (e.g., contributor, moderator), the User's submission might go through a moderation process.
- ● **Touchpoints**:
  - ○ Contribution page with options for different types of content.
  - ○ Submission forms with fields for title, description, and attachments.
  - ○ Role-based access control determining the review process.

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5. Community Interaction and Engagement

- ● **Goal**: Engage with other users and contribute to discussions.
- ● **Actions**:
  - ○ **Comment and Discuss**: The User comments on articles and events, engaging in discussions with other community members.
  - ○ **Network and Connect**: They follow other users and join groups or forums related to their interests.
  - ○ **Receive Feedback**: The User checks feedback on their contributions and responds to comments.
- ● **Touchpoints**:
  - ○ Comment sections on content pages.
  - ○ User profiles and group forums.
  - ○ Notifications for new comments and interactions.

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6. Profile and Settings Management

- ● **Goal**: Manage their account details, preferences, and contributions.
- ● **Actions**:

- ○ **Profile Update**: The User accesses their profile to update personal information, professional details, or preferences.
  - ○ **View Contributions**: They view a dashboard of their submitted content and its status (e.g., published, under review).
  - ○ **Notification Settings**: The User adjusts their notification preferences to stay informed about relevant updates and interactions.
- ● **Touchpoints**:
  - ○ Profile page with options to edit personal and professional details.
  - ○ Dashboard showing contributions and their status.
  - ○ Settings page for managing notifications and account preferences.

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7. Support and Help

- ● **Goal**: Get assistance with any issues or questions about using India Water Portal.
- ● **Actions**:
  - ○ **Access Help**: The User visits the Help Center or FAQ section for guidance on common issues and platform usage.
  - ○ **Contact Support**: If they need further assistance, the User contacts customer support via email or chat.
  - ○ **Community Assistance**: They also engage with the community to get help from other users or moderators.
- ● **Touchpoints**:
  - ○ Help Center or FAQ page.
  - ○ Contact support option (email or chat).
  - ○ Community forums for peer assistance.

Visualizing the User Flow

Here's a simplified version of the user flow:

1. **Landing Page**
   - ○ Discover → Browse content overview.
2. **Account Creation/Login**
   - ○ Sign Up/Login → Profile Setup.
3. **Explore Content**
   - ○ Browse categories → Search/Filter → Read/Engage.
4. **Contribute Content**
   - ○ Select contribution type → Fill form → Submit for review.
5. **Community Interaction**
   - ○ Comment/Discuss → Network → Receive feedback.
6. **Profile Management**
   - ○ Update profile → View contributions → Adjust settings.
7. **Support and Help**
   - ○ Access Help Center → Contact support → Community assistance.

Each step ensures the User can navigate and interact with India Water Portal efficiently, achieving their goals while contributing to and engaging with the community.