User Manual

Citizens Hive

Team 4

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## Version History

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Changes made</th>
<th>Rationale</th>
</tr>
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<tbody>
<tr>
<td>11/23/2020</td>
<td>AK, KN</td>
<td>1.0</td>
<td>● Added the template of SSSP, various sections included</td>
<td>● Created the initial SSSP skeleton from SSSP template</td>
</tr>
<tr>
<td>11/23/2020</td>
<td>AK, KN</td>
<td>1.1</td>
<td>● Added expected information in each section</td>
<td>● To comply with Instructional ICSM-Sw standard</td>
</tr>
<tr>
<td>11/24/2020</td>
<td>AK, KN</td>
<td>1.2</td>
<td>● Added sections 2.1.1, 2.1.2, 2.1.3, 2.1.4</td>
<td>● Included all NDI/COTS/ Open source software support information</td>
</tr>
<tr>
<td>11/24/2020</td>
<td>AK, KN</td>
<td>2.0</td>
<td>● Updated section 3.2</td>
<td>● Updated the software requirements according to the what was used in Citizens Hive</td>
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## Core Capabilities: OC

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1. Core Capabilities: OC

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<tr>
<th>OC-1</th>
<th><strong>Registration and Login:</strong> The system allows new users to register to the system. If the user is registered, the user can login to access the services provided by the system.</th>
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<tr>
<td>OC-2</td>
<td><strong>Profile Creation:</strong> The system creates base profile for the user</td>
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<td><strong>Profile Editing:</strong> The system allows users to modify the existing profile information and preferences.</td>
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<td>OC-4</td>
<td><strong>Search and Filter:</strong> The system allows seniors to search and filter for caregivers based on zip code, radius, type of care and availability (start date and end date). The same is applicable for caregivers searching for seniors.</td>
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<td>OC-5</td>
<td><strong>Messaging:</strong> The system allows the senior and caregiver to message each other.</td>
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<td>OC-6</td>
<td><strong>Reviews and Ratings:</strong> The system allows seniors to provide ratings and write reviews for caregivers based on the services they received.</td>
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<tr>
<td>OC-7</td>
<td><strong>Payments:</strong> The system allows seniors to pay caregivers for their services.</td>
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<td>OC-8</td>
<td><strong>Forum:</strong> The system allows seniors and caregivers to discuss through a forum. All users can add posts, comment and view posts on the forum.</td>
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</table>

1.1. Introduction

Visit the website using **34.220.81.25:8000**
1. About us: The story and goal of Citizens Hive can be found here.

2. Services: The various services offered by Citizens Hive can be found here.

3. Contact: The contact information can be found here.
1.2. Registration and Login

To create a profile on Citizens Hive, click “Sign up”. You can sign up as a senior or a caregiver using full name, an email address and password.
After signing up, login using the email address and the password by clicking the “login” button.
1.3. Profile Creation and Editing

Once logged in, the user profile is shown which can be edited and set according to the user preferences using the edit button.
On clicking the edit profile, the editing window opens through which the user can enter or edit information as shown below.

Sample data to enter in the profile:

If you are a Senior

**DOB:** Any Value  
**Type of care:** At Caregiver’s place
Zip: 90007
City: Los Angeles
State: California
Start Date: Nov 7, 2020
End Date: Nov 30, 2020

If you are a Caregiver

DOB: Any Value
Type of care: At Caregiver’s place
Zip: 90007
City: Los Angeles
State: California
Start Date: Nov 7, 2020
End Date: Nov 30, 2020

1.4. Search and Filter

1.4.1. For Senior:

For seniors, there is an option to search for caregivers using the “Search Caregivers” option in the navigation bar found on the top of the page.

After selecting the Search Caregivers option, the senior has to enter the zip code, type of care (At the my home or at caregiver’s home) and availability (start date and end date) to filter.
Sample data to enter to filter:

**Zip Code:** 90007  
**Radius:** 10 miles  
**Type of care:** At Caregiver’s place  
**Start Date:** Nov 7, 2020  
**End Date:** Nov 30, 2020

Once the results are displayed, a senior can visit the profile of the caregiver or chat with the caregiver (explained in 1.5 in detail).
Once the senior visits the profile of the caregiver and if he/she is interested in the caregiver, please click the “I’m interested” button available.

Once the senior clicks the I’m interested button, the caregiver will be added to his caregiver. He can view the caregiver by clicking on the “My Caregivers” option in the navigation bar available on top of the page.
1.4.2. For Caregiver:

For caregivers, there is a “Search Seniors” option in the navigation bar found on the top of the page.

After selecting the Search Seniors option, the caregiver has to enter the search zip code, type of
Sample data to enter to filter:

**Zip Code:** 90007  
**Radius:** 10 miles  
**Type of care:** At my home  
**Start Date:** Nov 7, 2020  
**End Date:** Nov 30, 2020
Once the results are displayed, a caregiver can visit the profile of the senior or chat with the senior.

Once the senior selects the caregiver, the senior is displayed in “My seniors” available in the navigation bar on top of the page.

The senior who is interested in you is displayed when you select the “My Seniors” option. An example of the page below is displayed.

1.5. Messaging
Once the searching is done, there is an option to chat with the caregivers and seniors displayed in the results section. Please select the “Chat” option in the search results section.

NOTE: You can also chat with the selected caregiver or senior by clicking the “My seniors” or “My caregivers” option and selecting the chat option.

Once the chat is initiated, the seniors and caregivers can find the chat history by selecting the “My Messages” option available in the navigation bar on top of the page.
1.6. Ratings and Reviews

The senior can rate and write a review for the caregiver by going to “My Caregivers” option in the navigation bar available on top of the page and submit it.
1.7. Payments

The senior can pay the caregiver (through Citizens Hive) by selecting the “My Caregivers” option available in the navigation bar available on top of the page.

Select “Pay” option
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My Profile Search Caregivers My Caregivers My Messages My Payments Forum Logout

Alexa Horn

Email: alexa@gmail.com Zip Code: 30007

Visit Profile Chat Pay

Choose rating for the caregiver

Alexa is very friendly and caring! I loved her service!

Submit Review

My Profile Search Caregivers My Caregivers My Messages My Payments Forum Logout

Payment Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Caregiver</th>
<th>Start Date</th>
<th>End Date</th>
<th>Total number of days</th>
<th>Total amount due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><a href="mailto:alexa@gmail.com">alexa@gmail.com</a></td>
<td>Nov. 1, 2020</td>
<td>Nov. 30, 2020</td>
<td>29</td>
<td>$3,107.14 (285.73)</td>
</tr>
</tbody>
</table>

Proceed to Checkout
Sample data to enter to pay:

**Billing Address**: No limitation
**Card Number**: 4242 4242 4242 4242
**Expiry**: 06/24
**CVV**: 900
**Zip Code**: 90007

The senior and caregiver can view the payment information in “My Payments” option available in the navigation bar on top of the page.
1.8. Forum

Senior and Caregiver can access the forum by clicking in the “Forum” option in the navigation bar available on top of the page.
Add a post by selecting the “Add New Post” option.

On clicking ‘Add New Post’, you will be asked to fill in the following details. Fill in the title and content for the page and hit submit.
You will then be redirected to the posts page with the new post showing up in the list.

You can choose to view comments for any post by clicking ‘Show Comments’ and can also add a new comment if you wish to.
The new comment will now be seen in the comments section for the respective post.

You can collapse the comments section by clicking ‘Hide Comments’.