



## **Community Based Comprehensive Recovery**

Grant Agreement N° 313308

### **D4.4 Platform user and administration guides WP4 Platform and Interfaces**

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**Executive Summary:**

This report provides guidance on platform installation, administration and usage for system administrators and end users, so that validation tasks can be efficiently carried out.

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# 1 Introduction

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This deliverable contains the user and administrator guidelines for the COBACORE platform. This report will provide guidance on platform installation, administration and usage for system administrators and end users, so that validation tasks can be efficiently carried out.

## 2 Web Prototype User Guidelines

### 2.1 Description

In the following section, we describe, one by one, the different end user options of the COBACORE Release Platform which are fully accessible from a Web browser. The descriptions are focused on user interfaces and functions.

### 2.2 User (actor) Login/Registration

This section provides means for users to register actors with the platform. An actor is the bearer of a need, a capacity or an activity.

All web prototype screens are only accessible to registered users. However, any user, who possesses an email address has the ability to register and access the prototype website. The actor registration page will prompt new users to provide their name, username, email and password in order to complete the registration process.

Figure 1: Actor Registration Page

During the registering process, the user will be asked to select its role, which can be:

- Affected/Responding community: This is the default user for the platform. No professional tools and operations are granted to this user.
- Professional user\*: This user is allowed to use professional tools.
- CLT Member\*: This is a member of the Community Liaison Team. This user will be able to handle both professional tools and CLT management operations.

**\*Note:** Currently no validation is required for a user to register as any of these groups. This can be implemented in future but was not required for the activities undertaken in the evaluations.

After an actor has successfully registered he can then navigate to the login page where he will be prompted for the login details.



Figure 2: Actor Login Page

## 2.3 User Interface

After the login process, the user is presented with the main COBACORE platform interface (see the below image):

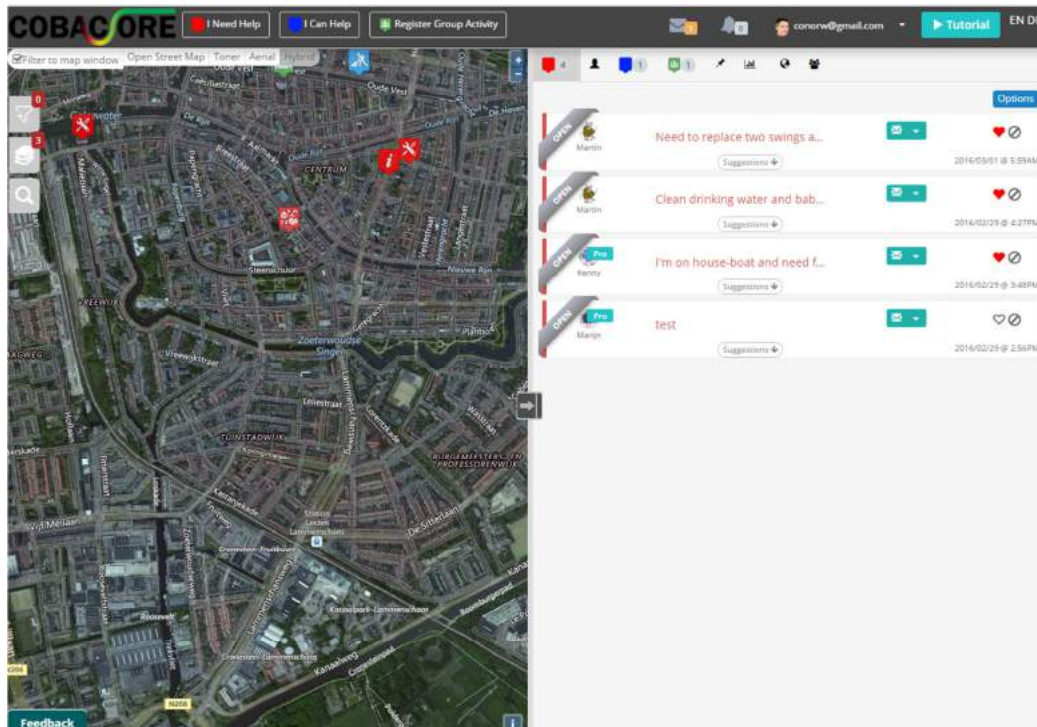


Figure 3: Main user interface

The main user interface is divided into three different parts:

- **Navigation bar.** On top of the page. It holds direct access to common tasks.
- **Map.** On the left side of the page. Shows the approximate location of people who can help, people who need help and ongoing activities.
- **Lists panel.** On the right side of the page. It is a tab-based expandable/collapsible lists panel for showing the list of needs, capacities and activities in the system, as well as professional tools (if available).

### 2.3.1. Navigation bar

The navigation bar on top of the page holds direct access to common tasks. It is always visible.



Figure 4: Navigation bar

#### 2.3.1.1. "I Need Help" button

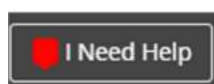


Figure 5: I Need Help button

Click this button to register a need on the system. You can register needs for yourself or on behalf of others. More information could be found in section 2.4

#### 2.3.1.2. *"I Can Help" button*

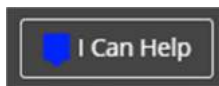


Figure 6: I Can Help button

Click this button to register what help you are able to offer. You can register capacity for yourself or for groups that you may be responsible for. More information can be found in section 2.5.

#### 2.3.1.3. *"Register Activity" button*



Figure 7: Register Activity button

Click this button to start an activity and ask others to join in. More information can be found in section 2.6.

#### 2.3.1.4. *Message notifications*



Figure 8: Message Notifications button

When you receive a new message, a notification will be displayed here. Clicking this button opens up a list of new messages.

#### 2.3.1.5. *Notifications*



Figure 9: Notifications button

New notifications will be displayed here. These notification includes messages such as system-wide messages and group requests.

#### 2.3.1.6. Guided Tour

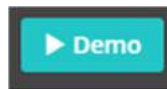


Figure 10: Guided Tour button

Click on this button to start a guided tour that will show the most important aspects of the COBACORE platform website.

#### 2.3.1.7. Language selection



Figure 11: Language selection

Change the display language. At the moment, only English and German are available.

#### 2.3.1.8. Log Out

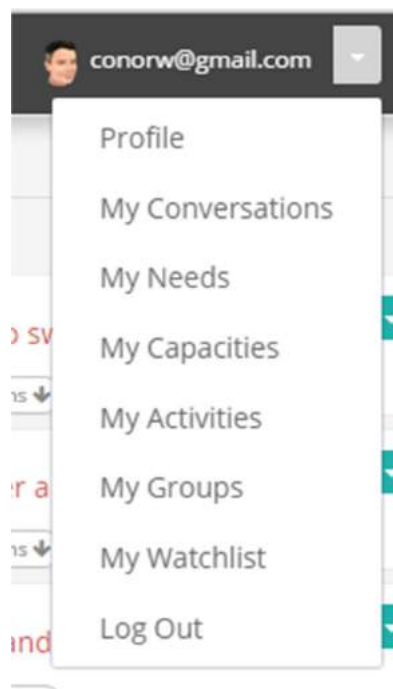


Figure 12: Logout button

This button allows the user to logout or access various user profile screens.

### 2.3.2. Map

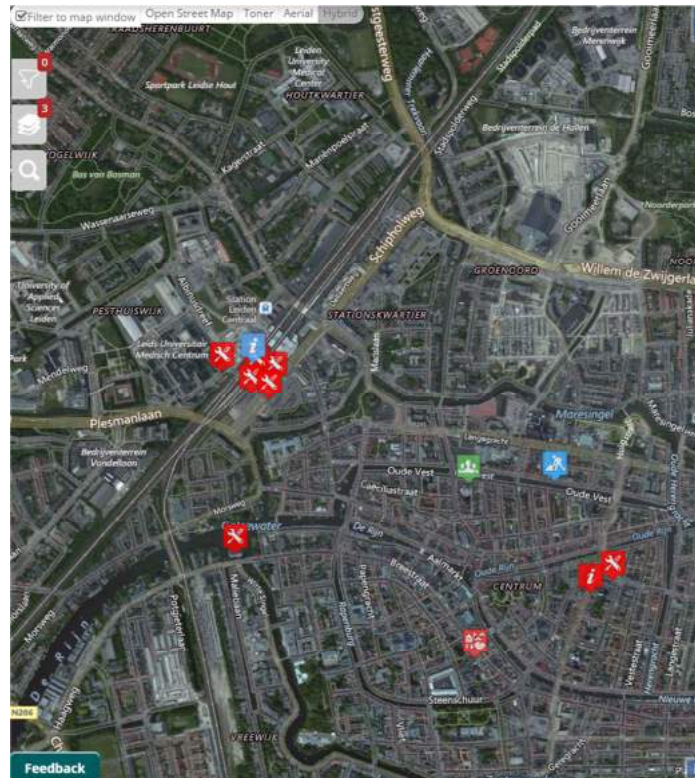





Figure 13: COBACORE Map

All users will have access to a map based overview of all the registered needs, capacities and activities. Each need, capacity and activity are designated a red marker (for need), a blue marker (for capacity) or a green marker (for activity) on the map in the approximate location that the need or capacity was registered as emanating from.

Three different icons are displayed on the map:

-  People who can help
-  People who need help
-  Ongoing Activities

User can click on any of these points to show detailed information:

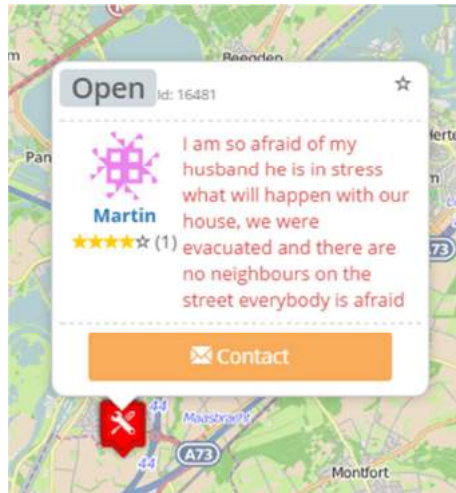


Figure 14: Item details in map

When the user clicks to show more information about an item, a box appears on the map with the following information:

- Information about the status of a need/capacity/activity: The status could be one of these:
  - Open. This reflects that the need/capacity/activity is still alive.
  - In progress. This reflects that the need/capacity/activity is still alive, but some contact has been made with the user.
  - Resolved. This reflects that the need/capacity/activity is already closed/resolved.
- Ticket Id: A unique number identifier to identify and refer the item in the system.
- Information about the user that posted the need/capacity/activity. This includes a picture, a name and a rating for that user.
- Complete description of the need/capacity/activity.
- Contact button. This button allows the user to open a chat box to the need/capacity owner or the activity leader.

### 2.3.3. Map Sidebar



Figure 15: Map Sidebar

On the left side of the map, a sidebar is available with different tools that operates directly on the map and reflects into the system.

#### 2.3.3.1. Map Layers

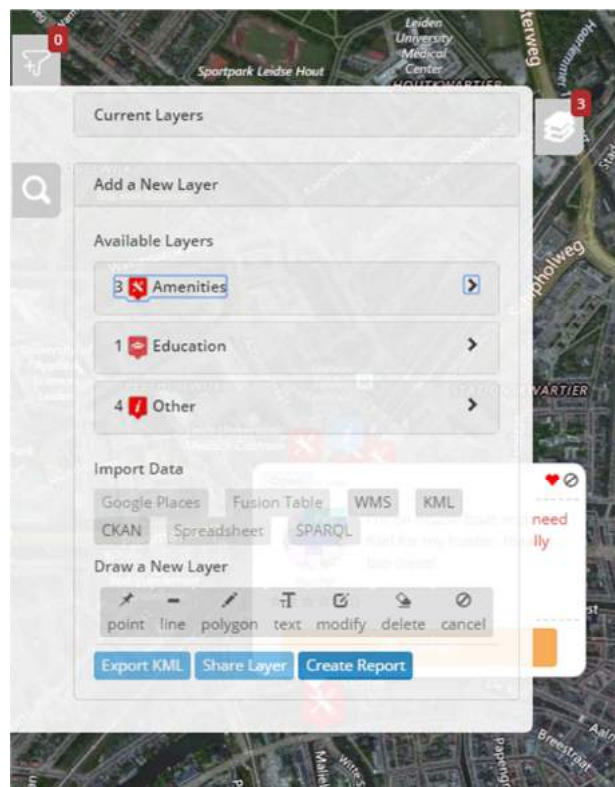


Figure 16: Map layers

Use this option to show/hide existing map layers.

### 2.3.3.2. Current Layers

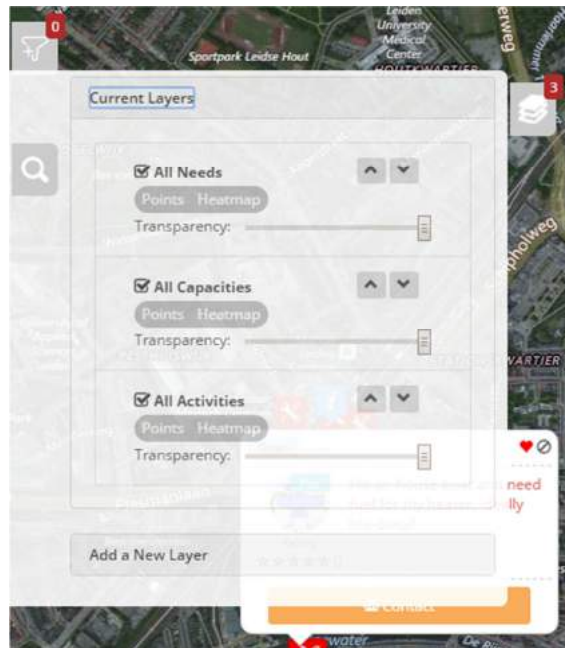


Figure 17: Current layers

Use this option to change the properties of the currently active map layers including:

- The ordering of the active layers.
- The transparency of the layer.
- If the layer should be displayed as a heat map or individual points.

### 2.3.3.3. Filters

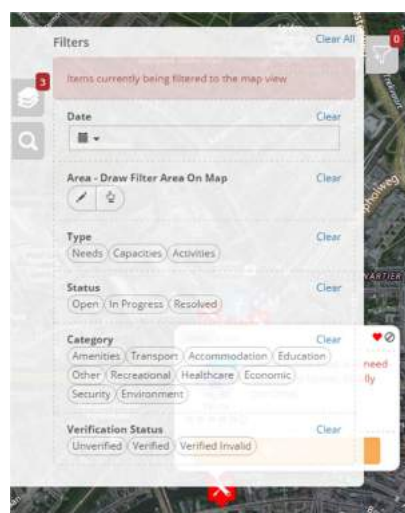


Figure 18: Filters

Use this option to filter out all the data that you do not wish to see on the map and in the lists. The type of filters included are:

- Date. Filter by items created after a certain date.
- Area. Draw an area on the map to filter for items only within this area.
- Type. Show only needs, capacities or activities.
- Status. Filter by status of the item.
- Category. Filter by item category.
- Verification Status (Only visible to professional users). Filter by the verification status of the item.

#### 2.3.3.4. Draw

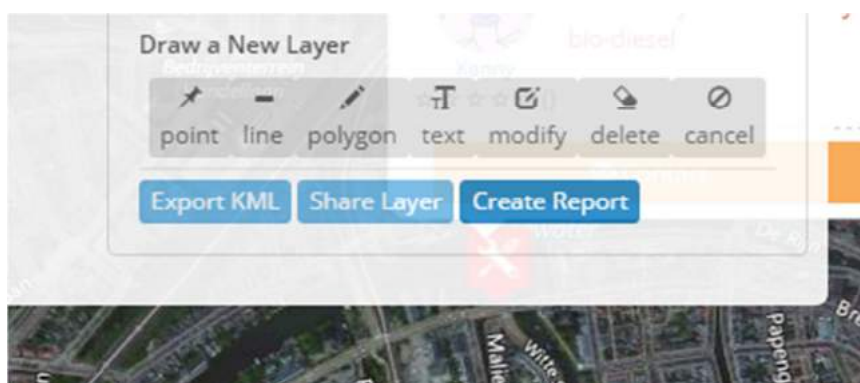


Figure 19: Draw tools

This features allows the user to create a new map layer by drawing on the map. This custom map layer can be shared or exported. For more information, please see section 2.10.

#### 2.3.3.5. Import

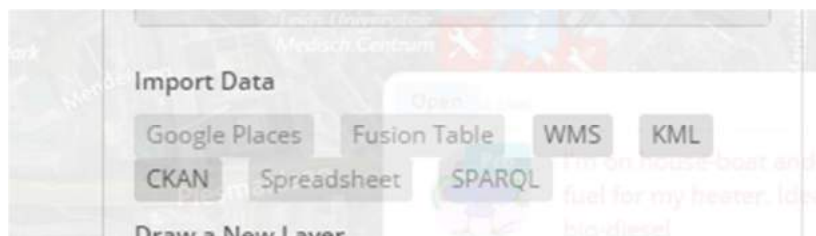


Figure 20: Import options

Import data to show on the map from an existing data source e.g. a spreadsheet, KML file or WMS layer.

Figure 21: Connect to a WMS server and choose a layer to make available to all platform users.

#### 2.3.3.6. Search



Figure 22: Search location

Search locations and zoom to this location on the map.

### 2.3.4. Lists Panel

The lists panel is available on the right side of the page. It is a tab-based expandable/collapsible lists panel for showing the list of needs, capacities and activities in the system, as well as professional tools (if available).

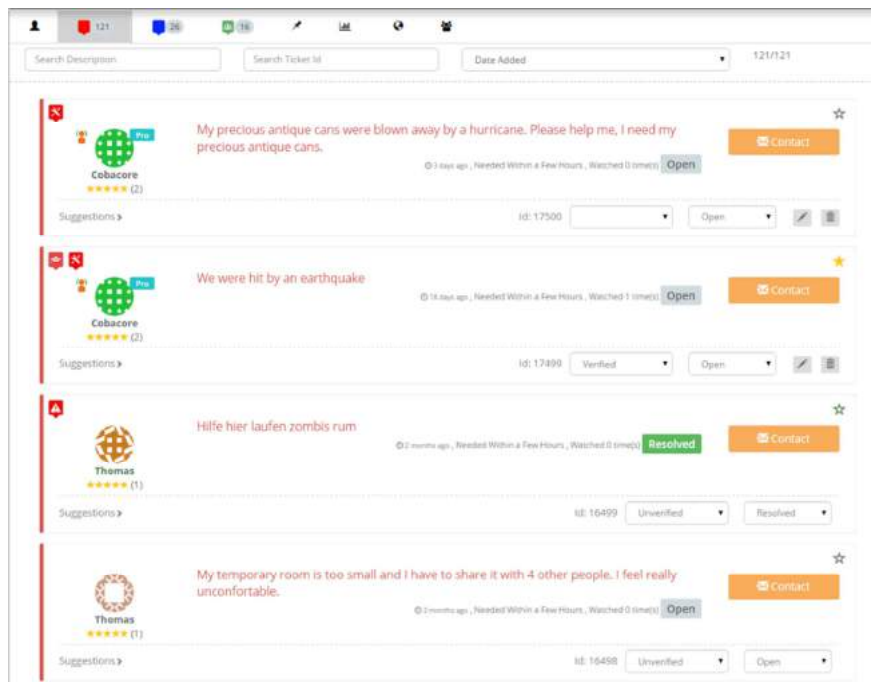


Figure 23: Lists panel

This panel includes the different tabs that allow the user to interact with the platform.

#### 2.3.4.1. "My profile" tab



Figure 24: My Profile icon

The My Profile tab will show all the needs, capacities and activities that you have registered as well as all your conversations.

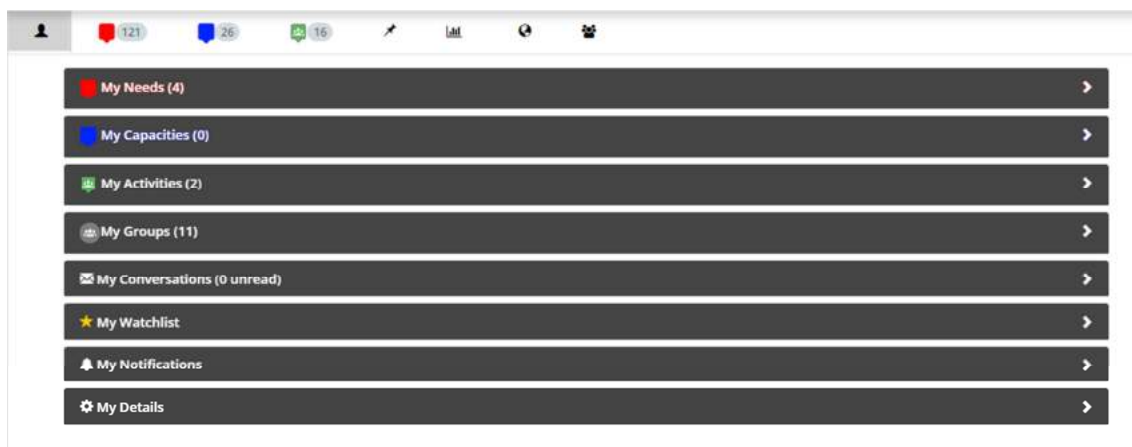


Figure 25: My Profile tab

#### 2.3.4.2. "Needs" tab



Figure 26: Needs tab icon

This tab shows a list of all the needs currently registered.

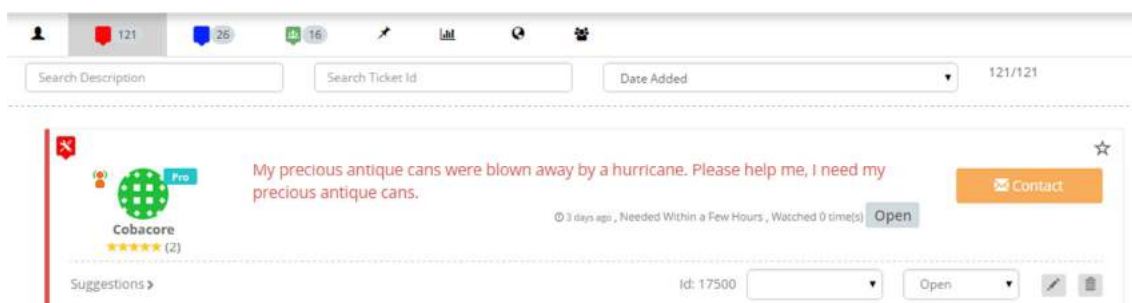


Figure 27: List of needs

The list provides two different search fields (free text and ticket id) that can be used for filtering the list. Also, the list can be sorted in different ways using the sorting box.

Each "need" item provides the following information:

- Category icons showing the categories for the need.
- Information about the user that posted the need. This includes a picture, a name, a rating for that user, a label that identifies if the user is a "Professional" or a "CLT member", and an online/offline indicator.
- Complete description of the need.

- Information about the status of the need, by also including the date that it was posted, the urgency of the need and how many times the need has been watched. The status of the need will be one of the following:
  - Open. This reflects that the need is still alive.
  - In progress. This reflects that the need is still alive, but some contacts have been made.
  - Resolved. This reflects that the need is already closed/resolved.
- Ticket Id: A unique number identifier to identify and refer the item in the system.
- Contact button. This button allow the user to open a chat box to the need owner.

If the user is the owner of the need or the user is a Professional user, it is possible to change the status of the need.

If the user is the owner of the need, the user can edit the information of the need or remove it from the system.

If the user is a Professional user, a “verification” field is displayed in order to allow him to mark the need as “verified” or “unverified”. This information is very useful for other professionals as well as normal users, and improve the trustfulness of the information.

When the user clicks on the “Suggestions” link, the system provides a list of suggestions that are relevant for the need, using the COBACORE matching system.

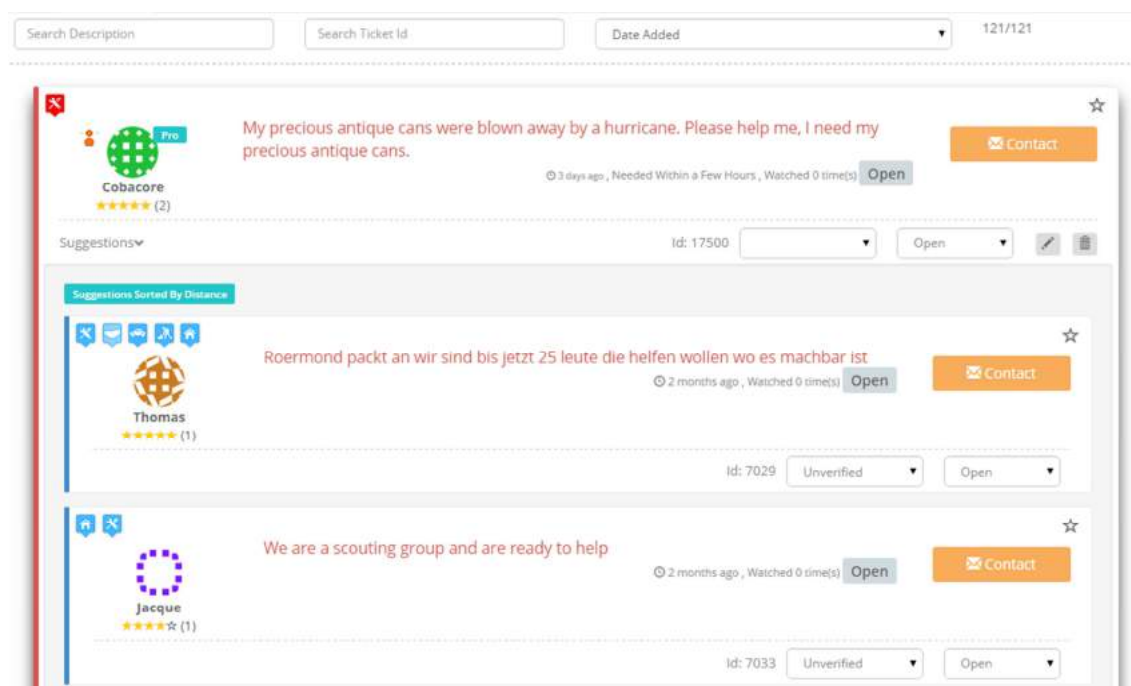


Figure 28: Need suggestions

This option is extremely useful for users, because it allows users to easily find solutions for their needs in the system.

### 2.3.4.3. "Capacities" tab



Figure 29: Capacities tab icon

This tab shows a list of all the capacities currently registered.

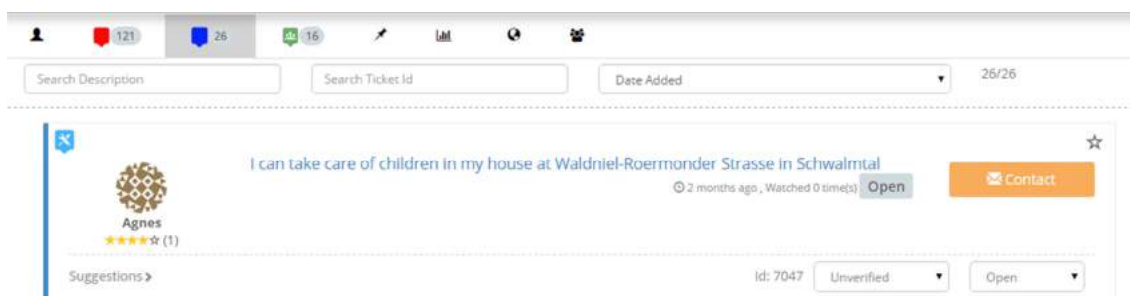


Figure 30: Capacities list

The list provides two different search fields (free text and ticket id) that can be used for filtering the list. Also, the list can be sorted in different ways using the sorting box.

Each "capacity" item provides the following information:

- Category icons.
- Information about the user that posted the capacity. This includes a picture, a name, a rating for that user, a label that identifies if the user is a "Professional" or a "CLT member", and an online/offline indicator.
- Complete description of the capacity.
- Information about the status of the capacity, by including also the date that it was posted and how many times the capacity has been watched. The status could be one of these:
  - Open. This reflects that the capacity is still alive.
  - In progress. This reflects that the capacity is still alive, but some contacts have been made.
  - Resolved. This reflects that the capacity is already closed/resolved.
- Ticket Id: A unique number identifier to identify and refer the item in the system.
- Contact button. This button allow the user to open a chat box to the capacity owner.

If the user is the owner of the capacity or the user is a professional user, it is possible to change the status of the capacity. If the user is the owner of the capacity, the user can edit the information of the capacity or remove it from the system. If the user is a Professional user, a "verification" field is displayed in order to allow him to mark the capacity as "verified" or "unverified". This information is very useful to other professionals as well as normal users, and improves the trustfulness of the information.

When the user clicks on the "Suggestions" link, the system provides a list of suggestions that are relevant for the capacity, using the COBACORE matching system.

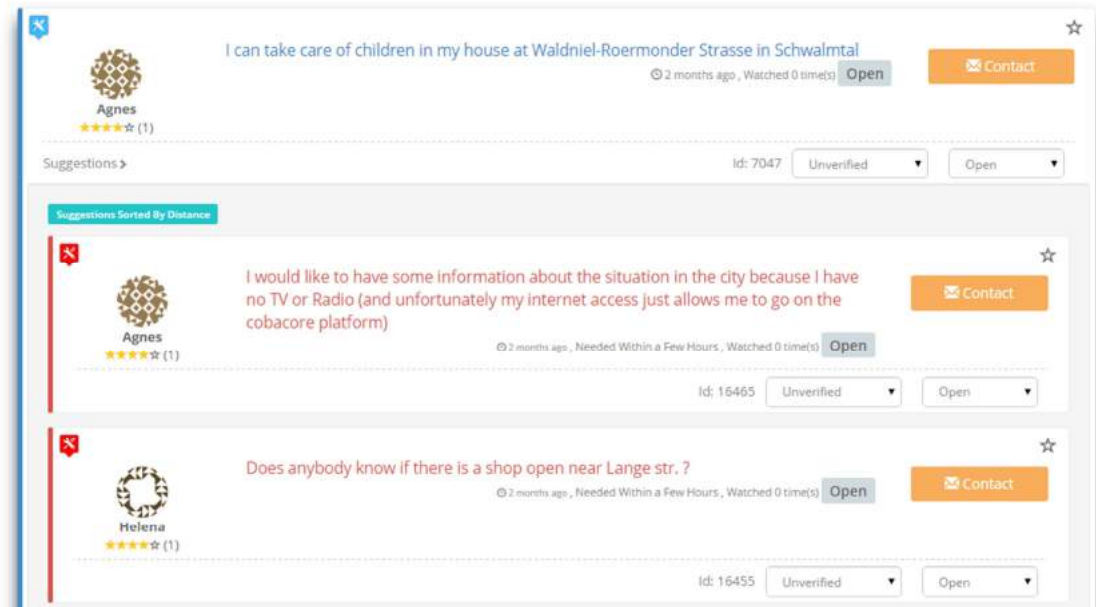


Figure 31: Capacity suggestions

This option is extremely useful for users, because it allows users to easily find people to help for their capacities in the system.

#### 2.3.4.4. "Activities" tab



Figure 32: Activities tab icon

This tab shows a list of all the ongoing group activities.

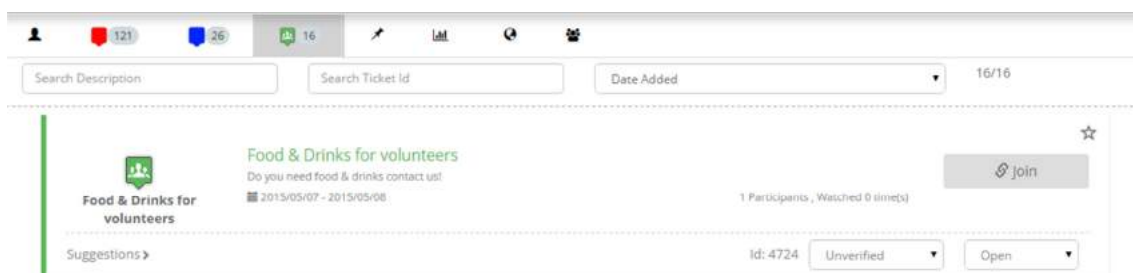


Figure 33: List of activities

The list provides two different search fields (free text and ticket id) that can be used for filtering the list. Also, the list can be sorted in different ways using the sorting box.

Each "activity" item provides the following information:

- Title and description of the activity.

- The date range for the activity.
- Number of participants.
- Information about the status of the activity, by including also how many times the activity has been watched. The status could be one of these:
  - Open. This reflects that the activity is still alive.
  - In progress. This reflects that the activity is still alive, but some contacts have been made.
  - Resolved. This reflects that the activity is already closed/resolved.
- Ticket Id: A unique number identifier to identify and refer the item in the system.
- Join/Details button. This button allows the user to send a joining request to the activity leader or open the activity details box.

If the user is the activity leader or the user is a Professional user, it is possible to change the status of the activity.

If the user is the activity leader, the user can edit the information of the activity or remove it from the system.

If the user is a Professional user, a “verification” field is displayed in order to allow him to mark the activity as “verified” or “unverified”. This information is very useful to other professionals as well as normal users, and improves the trustfulness of the information.

When the user clicks on the “Suggestions” link, the system provides a list of suggestions that are relevant for the activity, using the COBACORE matching system.

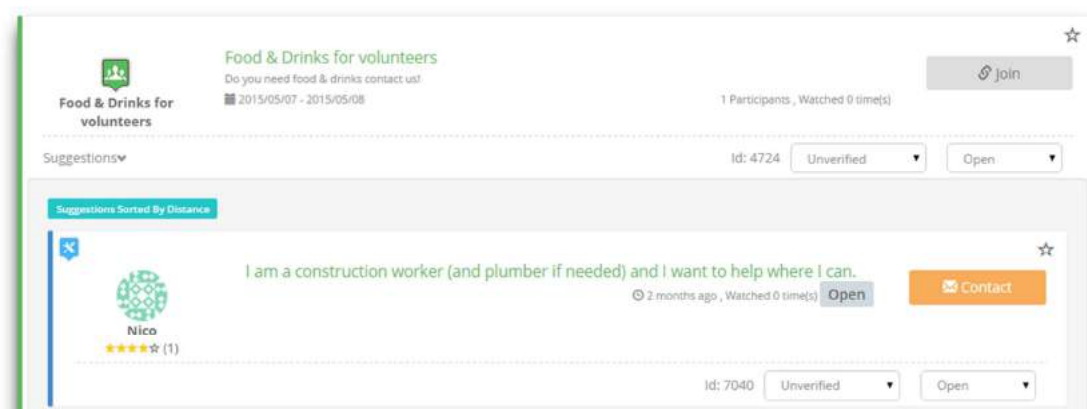


Figure 34: Activity suggestions

This option is extremely useful for users, because it allows to easily find people to help for their activities in the system.

#### 2.3.4.5. “Social Media Noticeboard” tab



Figure 35: Social Media Noticeboard tab icon

This tab displays a curated list of relevant social media posts from a variety of different social media channels.

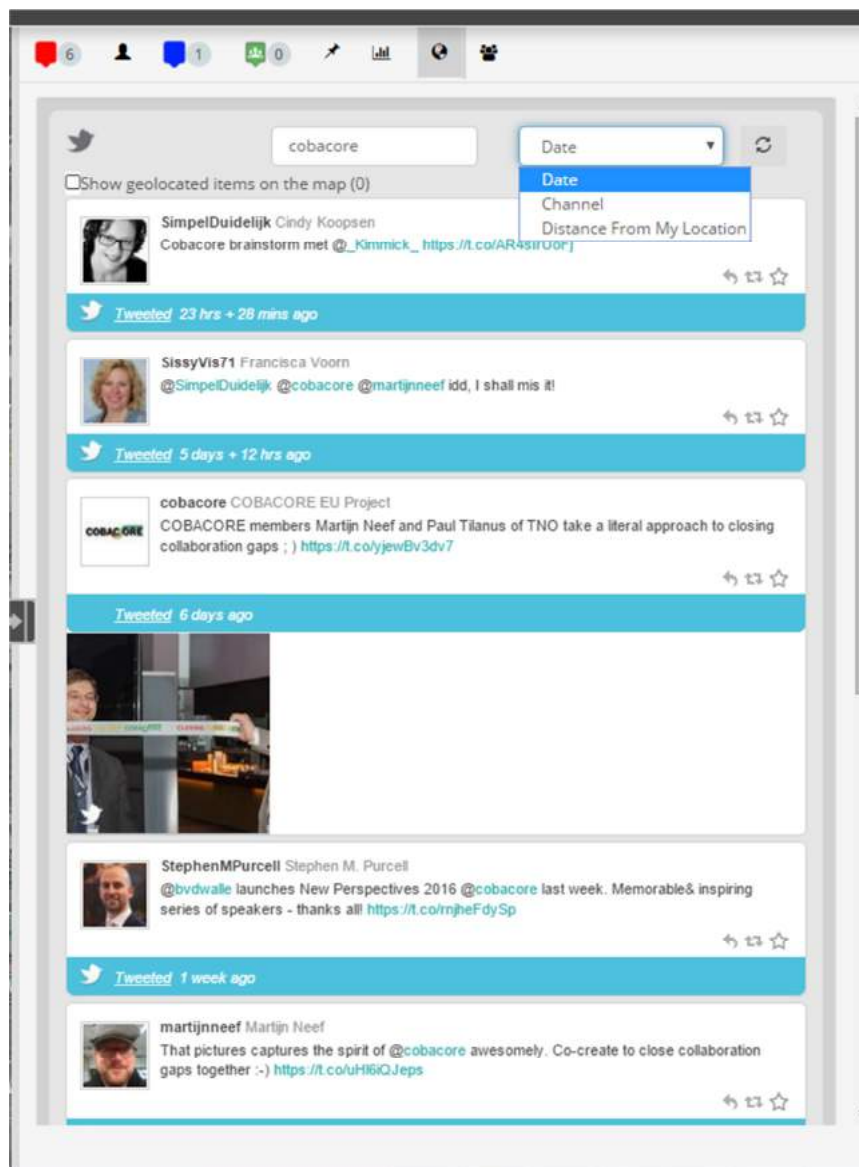


Figure 36: Social Media Notice board

#### 2.3.4.6. "Search Users and Groups" tab



Figure 37: Users & Groups tab icon

This tab shows the list of available users and groups in the system, and allows the user to view their public profile or contact them directly.

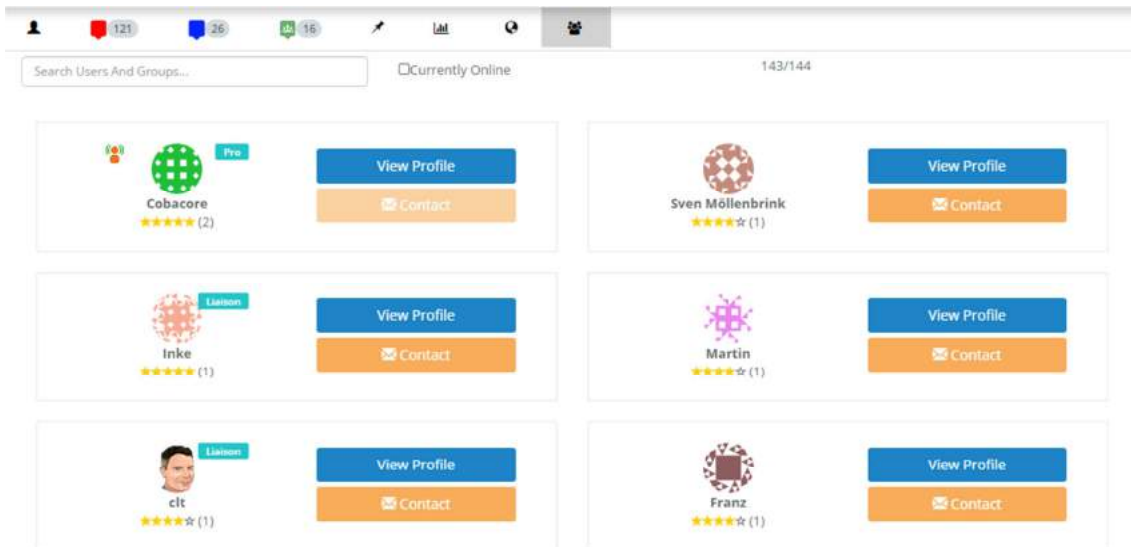


Figure 38: Users and groups

When viewing a profile, the following information is displayed:

- Information about the user. This includes a picture, a name, a rating for that user, a label that identifies if the user is a “Professional” or a “CLT member”, and an online/offline indicator.
- Number of needs that the user has posted.
- Number of capacities that the user has posted.
- Number of activities in which the user participates.
- Number of conversations for that user.
- Last active time.
- Your rating for that user.
- Your comments about that user.
- Contact button. This button allows you to open a chat box to that user.

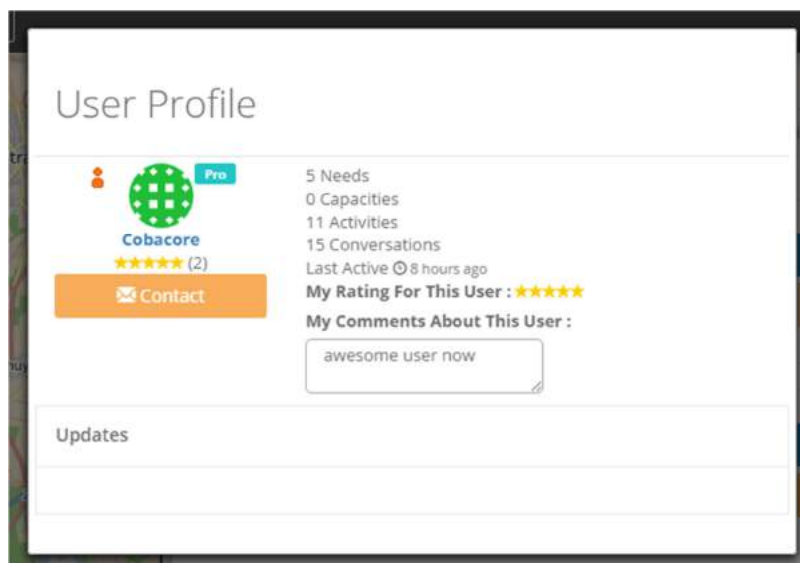


Figure 39: Public user profile

## 2.4 Need Registration

This option provides means for users to register needs related to their recovery from a disaster. They may register needs for themselves, or as representative of a group.









When the user clicks on this option, a wizard will be shown. The need help wizard will ask the user a series of 3W (what, who, where) questions to sufficiently describe the need that the user has.

### 2.4.1.1. What Help Is Needed

The first wizard step asks the users to describe their need using descriptive text and by selecting categories to indicate the category of need.

Figure 40 Need Help Wizard: What?

The different categories available are:

-  Amenities
-  Accommodation
-  Recreational
-  Economic
-  Environment
-  Transport
-  Education
-  Healthcare
-  Security
-  Other

Each category holds a subcategory group, where the user can denote whether it concerns a *Service*, *Information* or an *Supply* that is needed.

#### 2.4.1.2. Who Requires Help?

The next wizard step allows the user to specify who is in actual need of the help e.g. the user entering the data may not be the actual person, or group of people in need. This step allows for the user to specify that the need is required for:

- Me. The user entering the need. No further identifying information about the user is required as it has already been provided in the registration process.
- Someone else. The user entering the details must then provide the contact details for the actual person in need.
- A Group of people. The user entering the need has the opportunity to enter the contact and makeup information of the group of people in need.

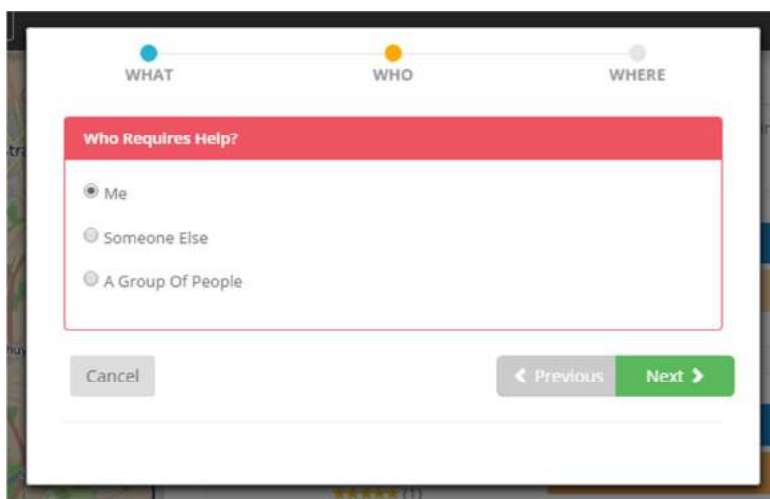


Figure 41: Need Help Wizard: Who?

#### 2.4.1.3. Where is the help needed?

The 'Where' wizard step will seek to determine the location that the need is being experienced in. This location may be different to the address details that the user has provided for the person or group in need, so they will need to specify the location using the map provided.

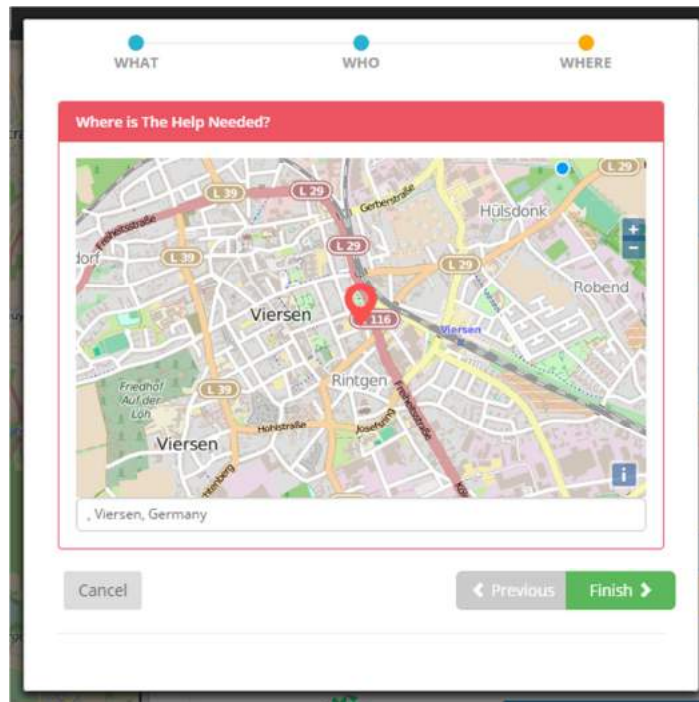


Figure 42: Need Help Wizard: Where?

#### 2.4.1.4. Finish & Viewing In The Interface

When the 'finish' button is clicked the need will be saved to the platform and displayed in the web prototype interface in the following locations:

- On the map.
- In the full list of needs.
- In the list of personal needs that the user has registered with the platform.

## 2.5 Capacity Registration

This option provides means for actors to register capacities that they are willing to provide towards the disaster recovery.

The process to register a capacity with the platform is largely the same as the process to register a need i.e. after successful login the user will be able to register a capacity by using a 4W based wizard that will appear when the users clicks any of the 'I Can Help' buttons located in the web prototype interface.

#### 2.5.1.1. What Type Of Help Can You Provide?

The first wizard step asks the users to describe their capacity using descriptive text and by selecting categories to indicate the category of capacity.

WHAT WHO WHERE WHEN

**What type of help can you provide?**

Please describe what you can offer in more detail

\*'description' is required

Please select one or more category to describe your offer

<input type="checkbox"/> Amenities	<input type="checkbox"/> Transport
<input type="checkbox"/> Accommodation	<input type="checkbox"/> Education
<input type="checkbox"/> Recreational	<input type="checkbox"/> Healthcare
<input type="checkbox"/> Economic	<input type="checkbox"/> Security
<input type="checkbox"/> Environment	<input type="checkbox"/> Other

Cancel < Previous Next >

\*Please complete all the required fields before finishing.  
• 'description' is required

Figure 43: Capacity: What Type of Capacity

The list of available categories is the same as for needs.

#### 2.5.1.2. Who Can Help?

The next wizard step allows the user to specify who is actually offering the help e.g. the user entering the data may not be the actual person, or group of people who has the capacity, only a representative. This step allows for the user to specify that capacity is being offered by:

- Me. The user entering the capacity. No further identifying information about the user is required as it has already been provided in the registration process.
- I represent a group of people. The user entering the capacity has the opportunity to enter the contact and information of the group of people who they represent.

The screenshot shows the 'Who Can Help?' step of a four-part wizard. The wizard steps are labeled 'WHAT', 'WHO', 'WHERE', and 'WHEN' at the top, with 'WHO' being the active step. The main content area has a blue header 'Who Can Help?'. Below it, there are two radio button options: 'Me' (which is selected) and 'I represent a group of people'. At the bottom, there are three buttons: 'Cancel', 'Previous' (disabled), and 'Next' (active).

Figure 44: Capacity: Who Can Help?

### 2.5.1.3. Where Can You Help?

The 'Where' wizard step will seek to determine the location that the capacity is being offered in and what distance from this location the person or group is prepared to travel. This location may be different to the address details that the user has provided for the person or group, so they will need to specify the location and radius using the map provided.

The screenshot shows the 'Where Can You Help?' step of the wizard. The 'WHERE' step is active, indicated by an orange dot at the top. The main content area has a blue header 'Where can you help?'. Below it is a map of Viersen, Germany, with a red location pin. Below the map, there is a text input field containing ', Viersen, Germany' and a label '+ a radius of' followed by a text input field for miles. At the bottom, there are three buttons: 'Cancel', 'Previous' (disabled), and 'Next' (active).

Figure 45: Capacity: Where Can You Help?

#### 2.5.1.4. When Can You Help?

The final wizard step seeks to determine when the user or group are available to help.

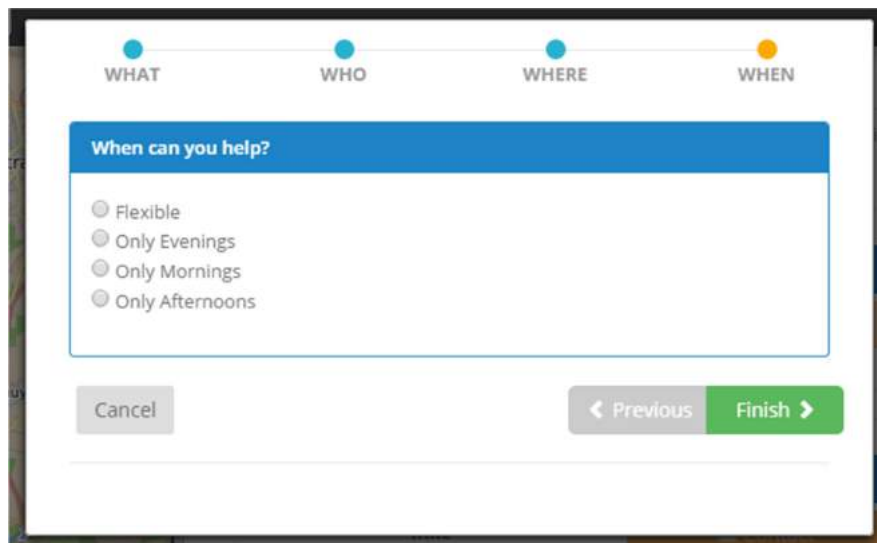
The screenshot shows a web interface for the 'When can you help?' step of a wizard. At the top, there is a progress bar with four steps: 'WHAT' (blue dot), 'WHO' (blue dot), 'WHERE' (blue dot), and 'WHEN' (yellow dot). Below the progress bar, the title 'When can you help?' is displayed in a blue header. The main content area contains four radio button options: 'Flexible', 'Only Evenings', 'Only Mornings', and 'Only Afternoons'. At the bottom of the form, there are three buttons: 'Cancel' (grey), '< Previous' (grey), and 'Finish >' (green).

Figure 46: Capacity: When Can You Help?

#### 2.5.1.5. Finish & Show On Web Interface

When the 'finish' button is clicked the capacity will be saved to the platform and displayed in the web prototype interface in the following locations:

- On the map.
- In the full list of capacities.
- In the list of personal capacities that the user has registered with the platform.

## 2.6 Activity Registration

This option provides means for actors to register activities that they are willing to perform towards the disaster recovery.

The process to register an activity with the platform is largely the same as the process to register a capacity, i.e. after successful login the user will be able to register an activity using a 4W based wizard that will appear when the users clicks any of the 'Register Activity' buttons located in the web prototype interface.

### 2.6.1.1. What kind of activity?

The first wizard step asks the users to describe their activity using descriptive text and by selecting categories to indicate the category of the activity.

Figure 47: Activity: What kind of Activity?

The list of available categories is the same as for needs.

### 2.6.1.2. Who is taking part in the activity?

The next wizard step allows the user to specify who is actually taking part. By definition, an activity is performed by a group of people. This step allows for the user to specify that the activity is being offered by:

- An existing group. User can search for existing groups in the platform, and invite other people to join the activity.
- A new group. User can create a new group and invite other people to join the activity.

Figure 48: Activity: Who is taking part?

### 2.6.1.3. Where will the activity take place?

The 'Where' wizard step will seek to determine the location that the activity is being offered in. This location may be different to the address details that the user has provided for the person or group, so they will need to specify the location using the map provided.

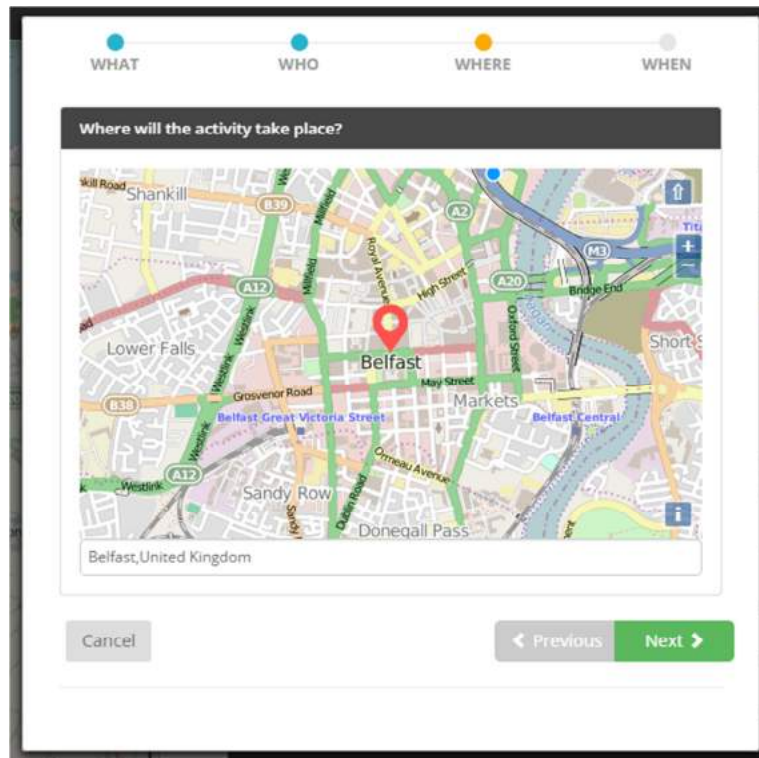


Figure 49: Activity: Where will the activity take place?

#### 2.6.1.4. When will the activity be taking place?

The final wizard step seeks to determine the date range when the activity will be taking place.

Figure 50: Activity: When will the activity be taking place?

#### 2.6.1.5. Finish & Show On Web Interface

When the 'finish' button is clicked the activity will be saved to the platform and displayed in the web prototype interface in the following locations:

- On the map.
- In the full list of activities.
- In the list of personal activities that the user has registered (or participate) with the platform.

## 2.7 Chat boxes

There are two kinds of chat boxes: private message (one-to-one conversations) and group chats.

### 2.7.1. Private messages

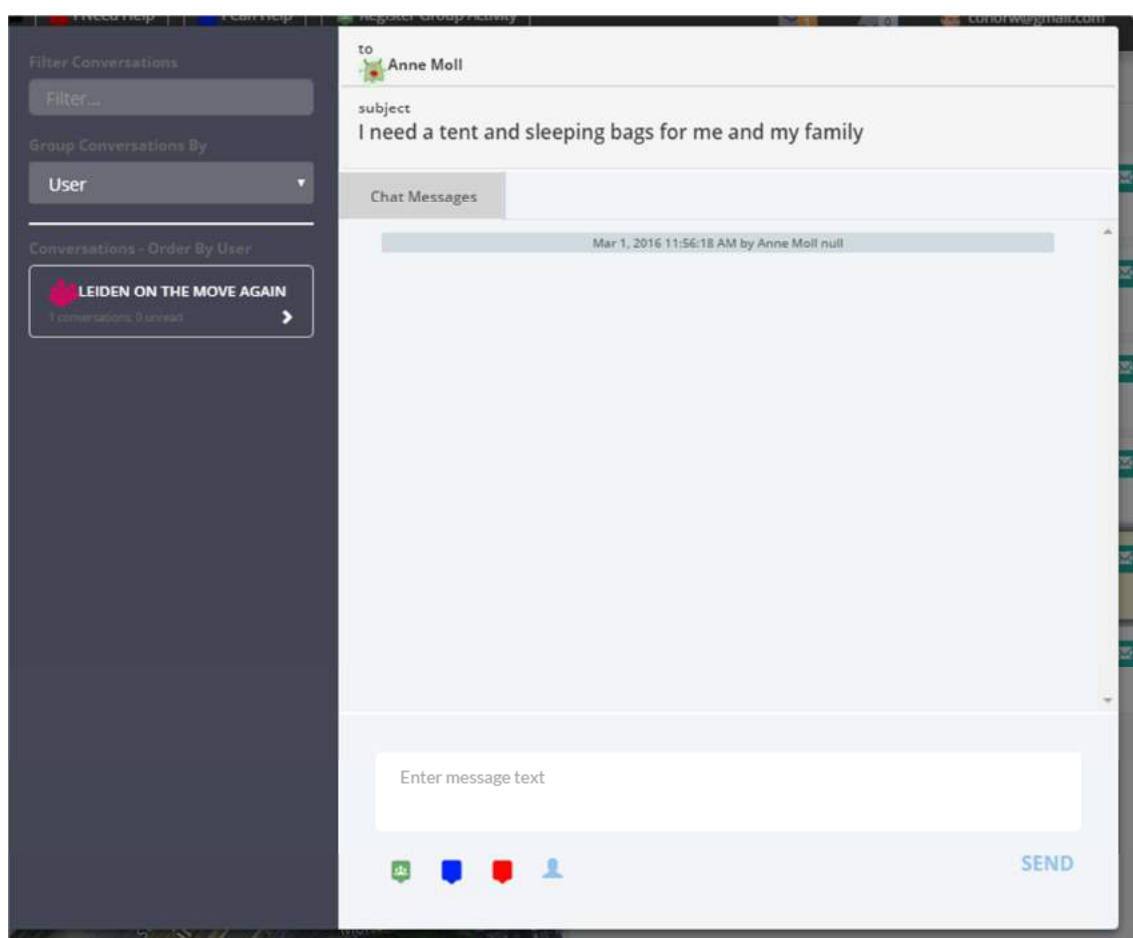


Figure 51: Private messages box

Private messages are one-to-one conversations that the user maintains with another user, that can be related or not to a need or a capacity.

If the conversation is related to a need or a capacity, summary details of the need or capacity are displayed on the top of the box, to never lose the reference of what you are talking about.

Users can reference links to needs, capacities, activities and users from within the chat window:

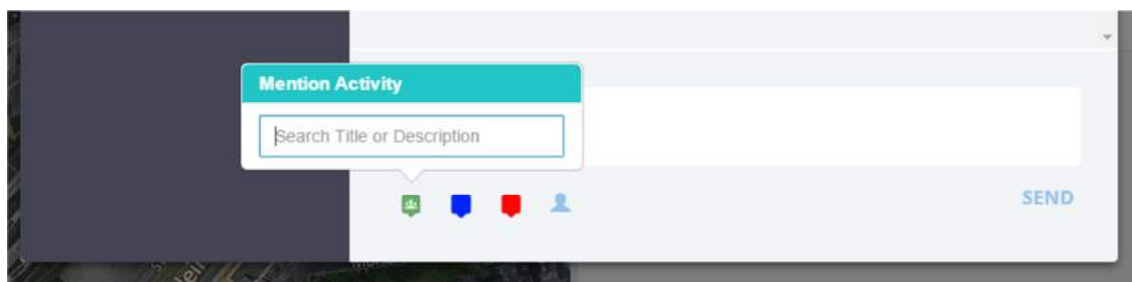


Figure 52: Mentions in chat box

### 2.7.2. Group chats

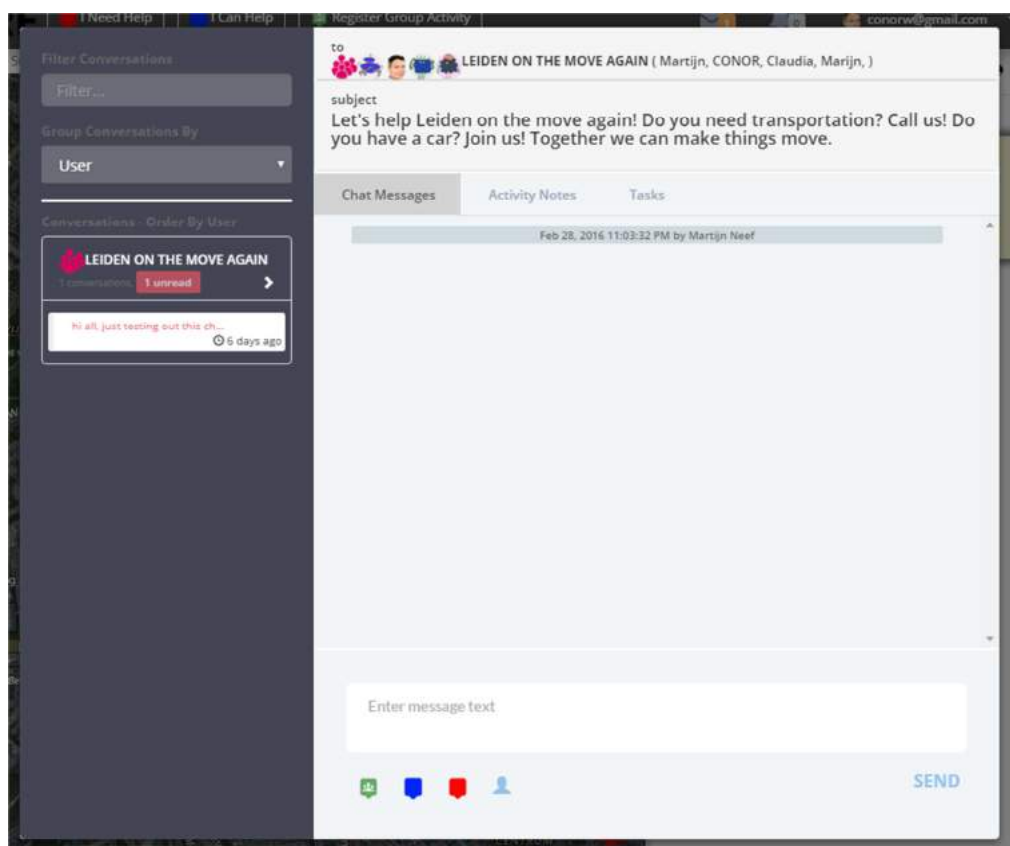


Figure 53: Group chat box

Group chats allow members of a group or an activity to communicate themselves. When accessing a group chat, through an activity or a group, the box displays the list of group members that participate in the chat, with a name, picture and an identification label (professional or member of the Community Liaison Team). All members of the group can send messages that are visible for the rest of the members.

Users can reference links to needs, capacities, activities and users from within the chat window:

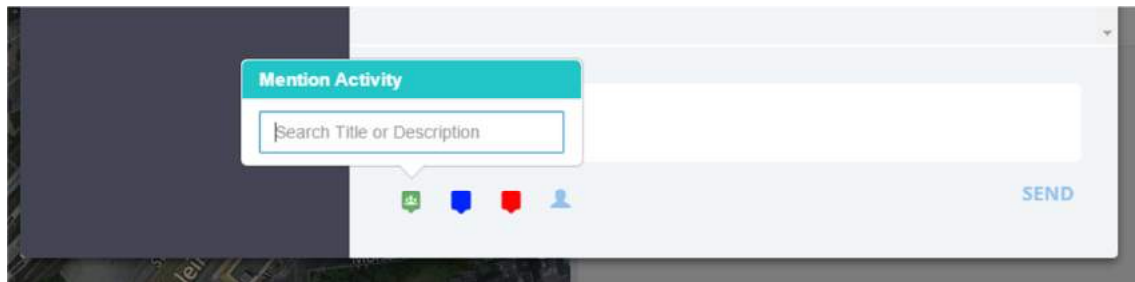


Figure 54: Mentions in group chat box

## 2.8 Activity Notes

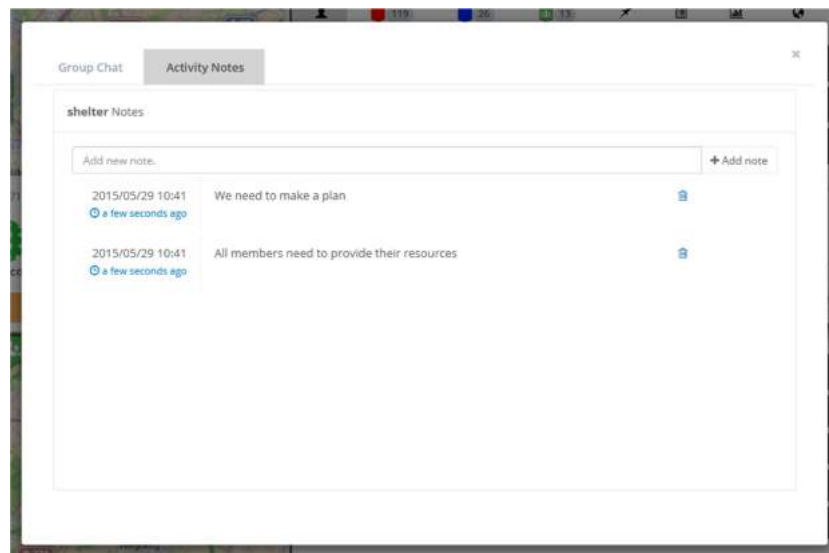


Figure 55: Activity notes

The Activity Notes tab is available inside the activity chat box. It allows the leader of the activity to make a list of notes that will be visible to the other members of the activity. Only the leader of the activity can manage activity notes. The rest of the group can only see them.

## 2.9 Activity Tasks

Activity Tasks are available also from the activity chat box. It is an organization board (can van) that allows members of the activity to organize themselves in preparing activities. All members can add/move/remove tasks for the organization board.

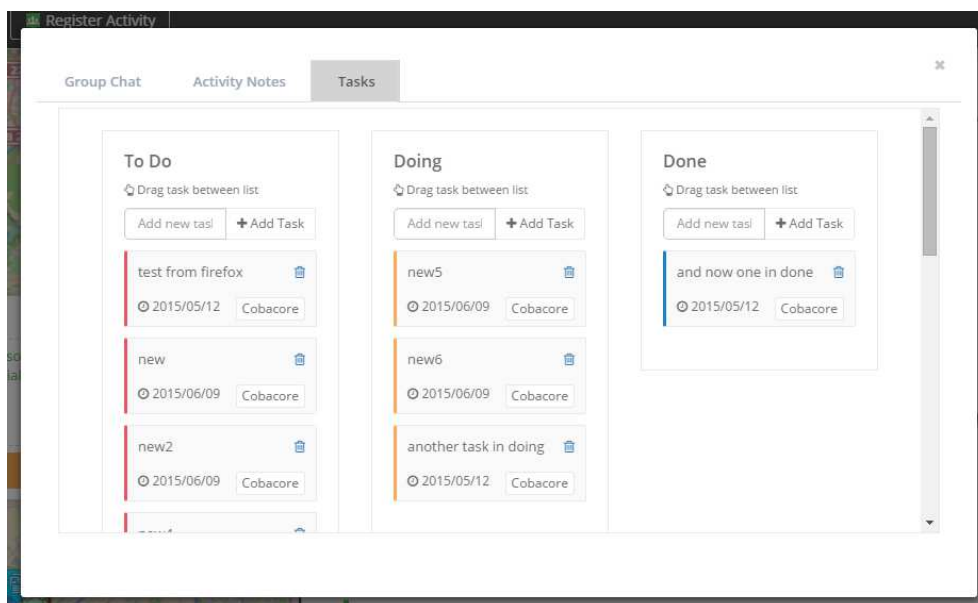


Figure 56: Activity tasks

## 2.10 Custom Layers & Reporting

Users can draw, share and export their own custom layers. They can also add layers to the map for creating reports.

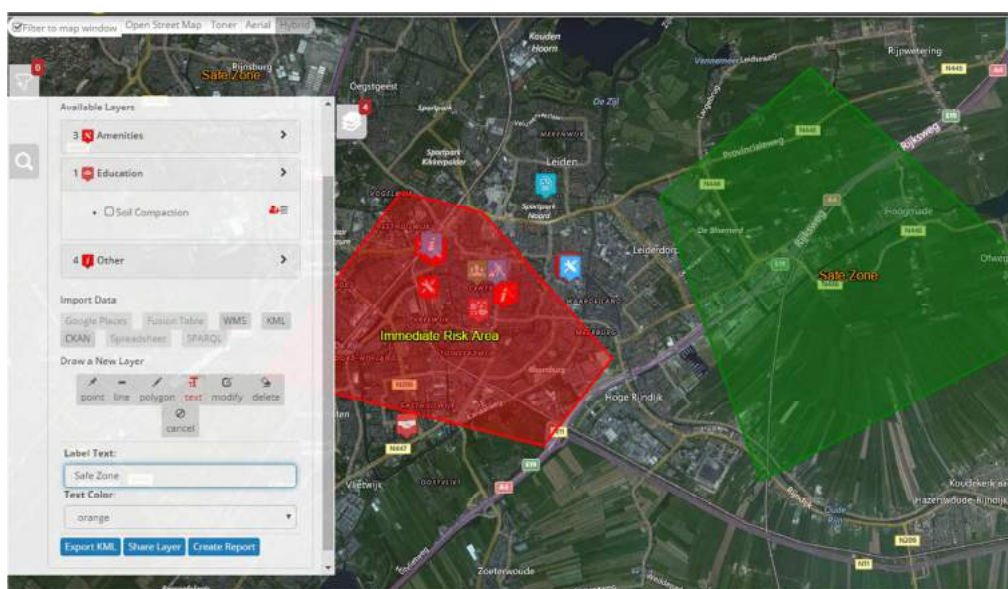


Figure 57: Drawing layers on the map

Users have the possibility to export and share visible information in PDF and KML. This allows the information sharing between users.

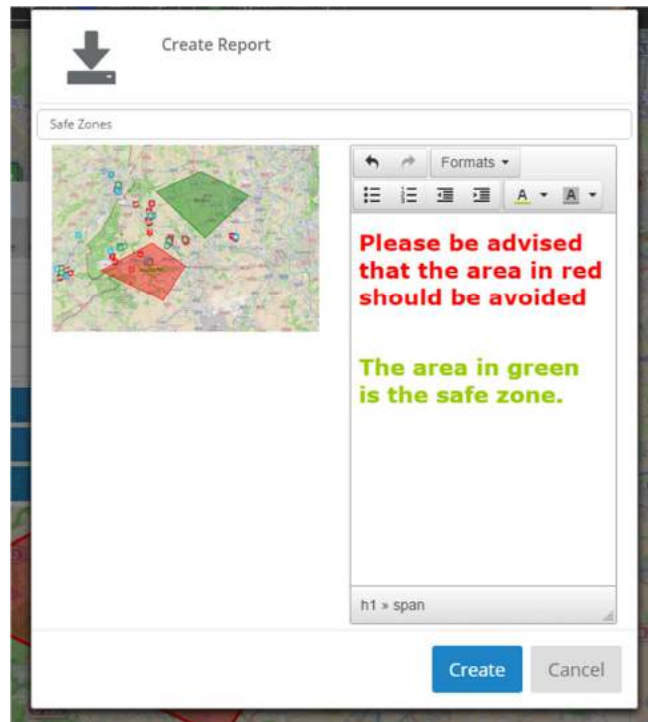


Figure 58: Creating reports

## 2.11 Professional Tools

If the user logged in is a professional user (either Professional or member of the CLT), the platform presents new options for him.

### 2.11.1. Professional Pin Board



Figure 59: Pin board icon

This board can be accessed from the Lists panel.

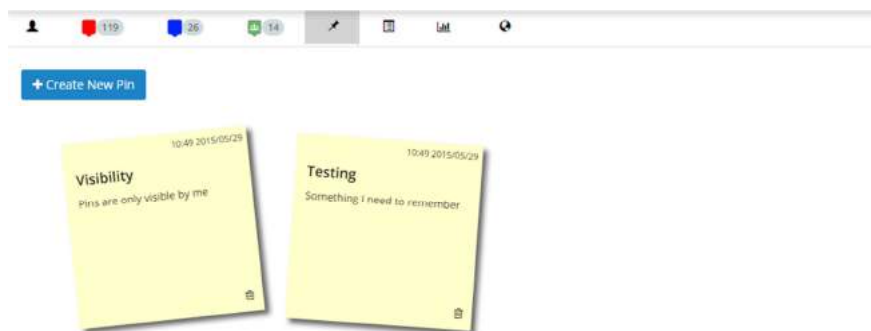


Figure 60: Professional pin board

Every professional in the platform has a pin board available. It allows professionals to take note of important things that need to be remembered. The pin board is individual and only accessible by the professional itself.

Figure 61: Add new pin dialog

### 2.11.2. CLT management



Figure 62: CLT Management icon

This panel can be accessed from the Lists panel.

Community Liaison Team members have a special role into the COBACORE platform. Professionals are able to manage members of the CLT by accessing this option in the platform.

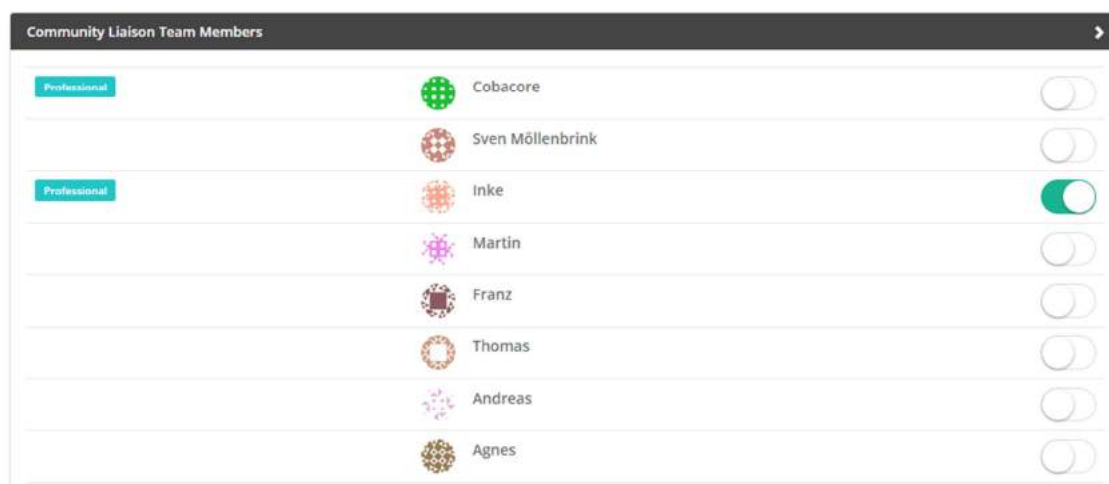


Figure 63: CLT management

The user can switch on/off the user switch in order to convert a user into a CLT member.

### 2.11.3. Statistics



Figure 64: Statistics icon

This panel can be accessed from the Lists panel. The following statistic charts are available:

- **Needs/Capacities/Activities totals.** Display the number of total needs/capacities and activities posted into the system. Filters can be applied to update this data.

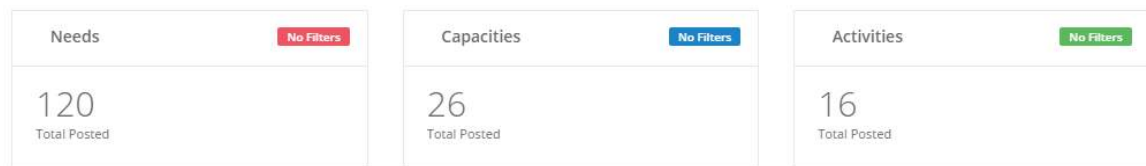


Figure 65: Total needs/capacities/activities statistic

- **Categories Radar.** Displays the number of needs and capacities per category in a radar way.

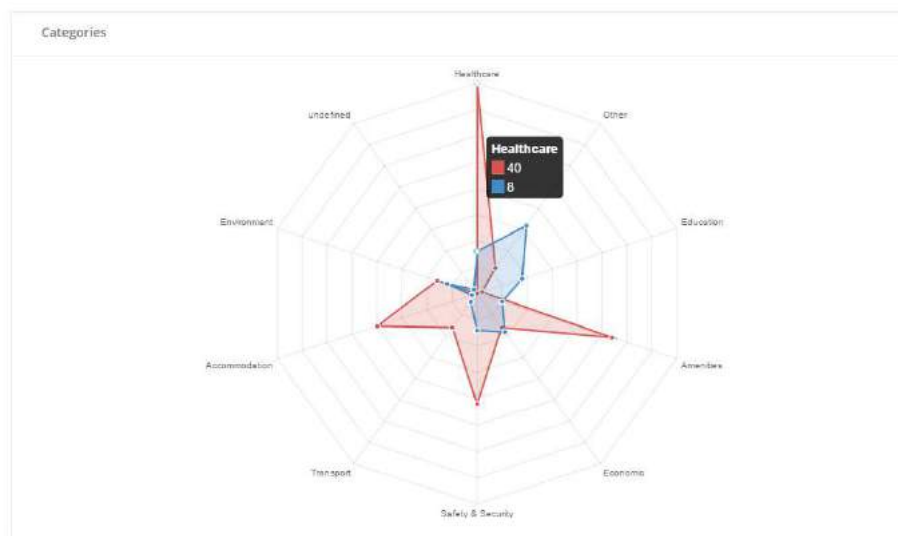


Figure 66: Categories radar chart

- **Needs/Capacities totals over time.** Displays a time-line information of the number of needs and capacities in the system.

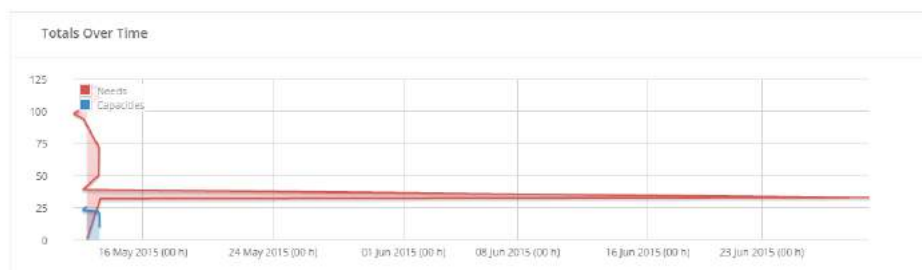


Figure 67: Total needs and capacities over time

- **Needs/Capacities/Activities status pie-charts.** Displays pie-charts for the different status of needs, capacities and activities.



Figure 68: Needs/Capacities/Activities status pies

- **Online users.** Displays the number of currently online users in the platform.

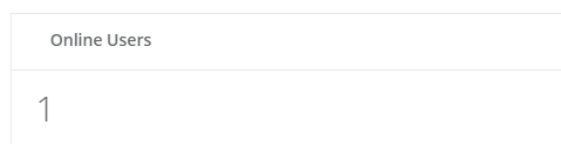


Figure 69: Number of online users

- **Conversation graph.** Displays a visualization of message exchanges between users using a force-directed layout.

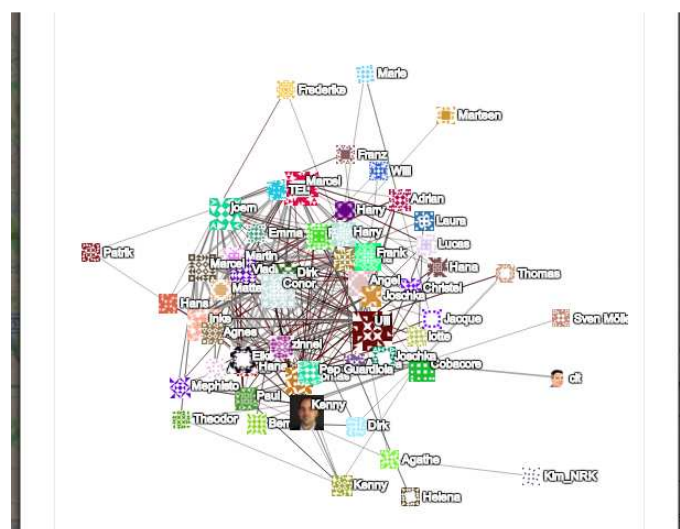


Figure 70: Conversation force-directed graph

- **Summary.** Displays a table with total numbers of needs and capacities per category in the system.

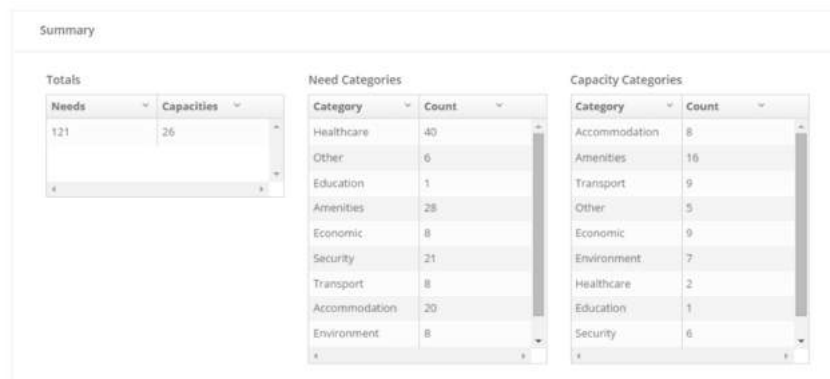


Figure 71: Summary statistics

## 2.12 Feedback & Knowledgebase

In order to allow beta-testers to send feedback, a feedback form is available anytime in the website. It allows users to take a screenshot of the problem and send a comment describing the content. Also, the feedback form is connected to a knowledge base, which contains the user guidelines and frequently asked questions, to allow users to find a solution to their problems before sending the form.

The 'Help & Support' form includes the following elements:

- Form Fields:**
  - Your Email Address \*
  - Subject \*
  - Text area with formatting options (B, I, U, list, link, text color, background color, undo).
  - Buttons: [Attach a file](#) and [Take Screenshot](#).
  - [Help Desk Software by Freshdesk](#) and [Privacy Policy](#) links.
  - [Submit](#) button.
- Knowledge Base Section:**
  - Search bar with a magnifying glass icon.
  - Text: "Search our Knowledge base" and "[or Browse help articles](#)".

Figure 72: Feedback form

## 3 Mobile Prototype User Guidelines

### 3.1 Description

In the following section, we describe one by one the different end user options implemented in the COBACORE mobile app client. The description is focused on user interfaces and functions.

### 3.2 Register & Log In

Once the application is opened, the Login & Sign Up screen appears if the user has not been logged in before.

To enter into the platform you need to provide your login credentials:

- Email address
- Password

If you do not have an account yet, you can click on the “Sign Up” tab to create a new account.

Please fill in your name (First and Last name), username, Email Address, Location and Password. In order to provide your location, when clicking in this field, a map will be presented to you where you can click on any location as your base address.

Depending on your user profile, choose the type of user account you wish to register by selecting from the types in the dropdown e.g. affected responding, professional or community liaison team (CLT member).

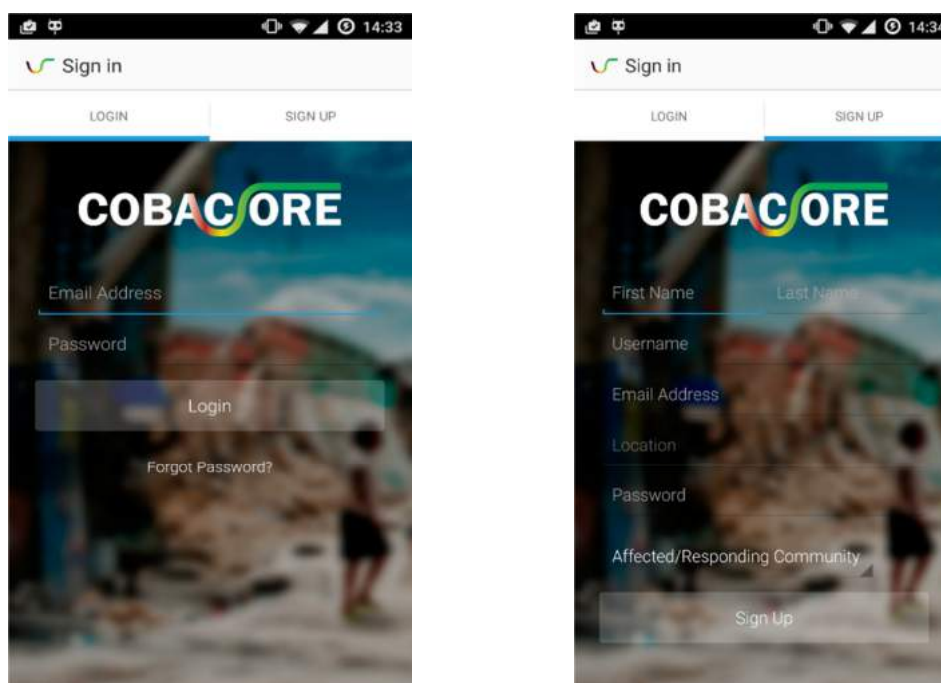


Figure 73: Mobile login/signup screen

### 3.3 Home screen

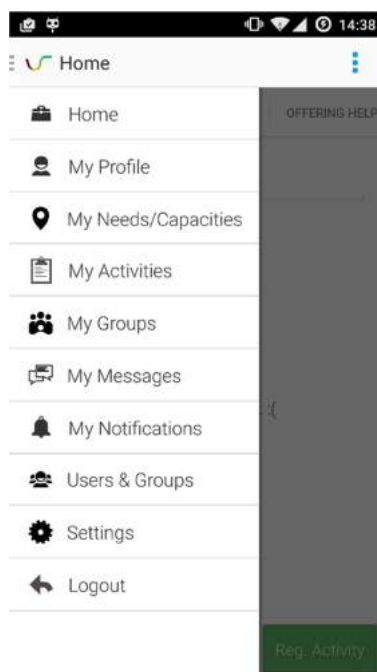


Figure 74: Mobile home screen

The application is structured into eight main sections, as can be seen in the picture above. You can show or hide the application menu by clicking on the icon located on the top left of your screen.

#### 3.3.1. Registering Needs/Capacities/Activities

Once you have created an account, you can register a NEED (to let all other users know you need help), a CAPACITY (to let all other users of a particular way in which you can help), or you can create a group ACTIVITY (organize an activity or event to help others and enlist the help of other users of COBACORE).

To register a need, capacity or group activity you can use the relevant buttons situated at the very bottom of the screen.

	➔ CREATE A NEED
	➔ CREATE A CAPACITY
	➔ CREATE AN ACTIVITY

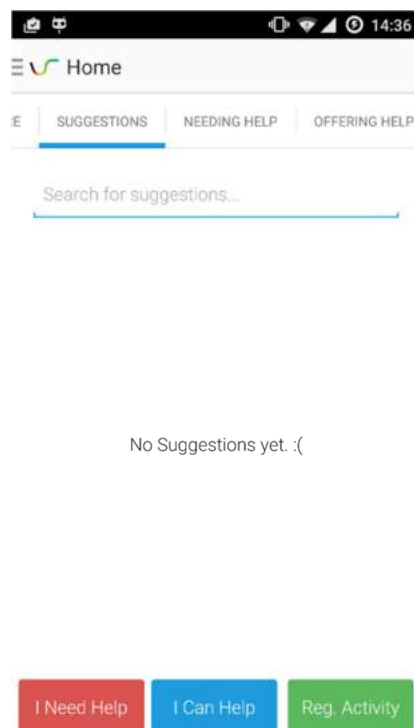


Figure 75: Mobile suggestions screen

Clicking on any of these buttons will display a screen which will ask you a series of ‘who, what, where’ questions about your need/capacity/activity, clicking the ‘create’ button will save and complete the process.

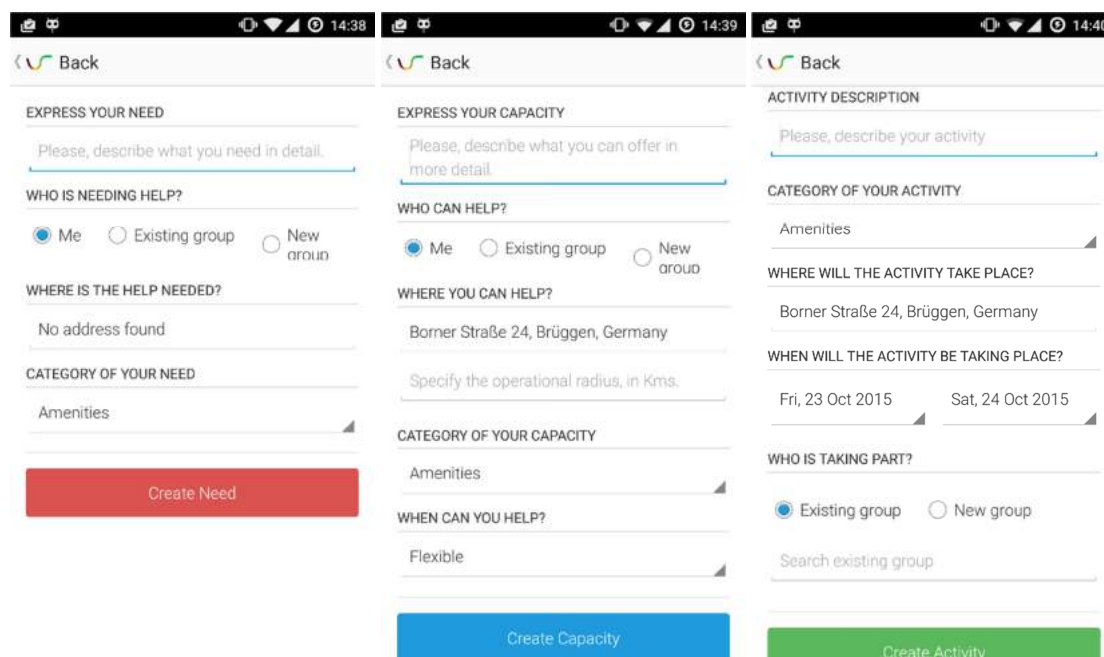


Figure 76: Creating needs, capacities or activities using mobile

When creating a need, capacity or activity, you will need to specify a location for that item. To do so, you need to click on the address field, and a map will be displayed to you, where you can search directly for an address (by typing the address) or clicking on the map.

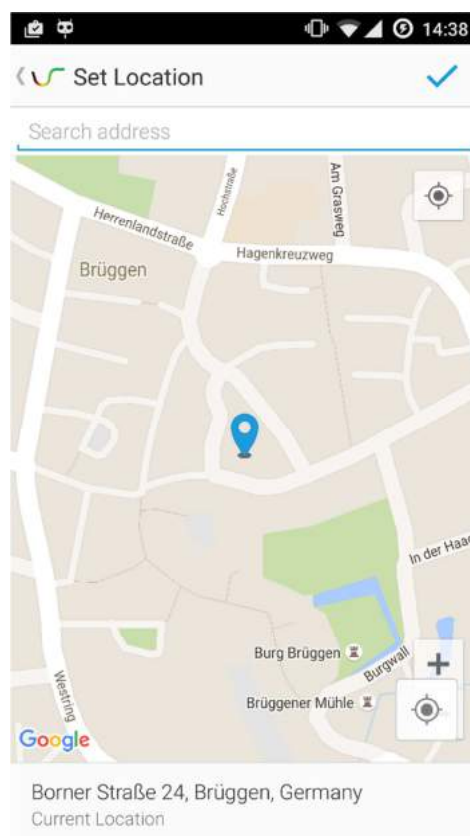


Figure 77: Fixing location

The Home sections contains several tabs, as explained below.

### 3.3.2. Suggestions tab

Once you have registered a need/capacity/activity the system will attempt to find suitable matches for you from the items registered by other users e.g. it will try to match your need with a capacity that another user has registered.

To view the suggestions for your need/capacity/activity (or any item listed) you can press the 'Suggestions' tab of the home screen. A list of suggested matches will then be displayed.

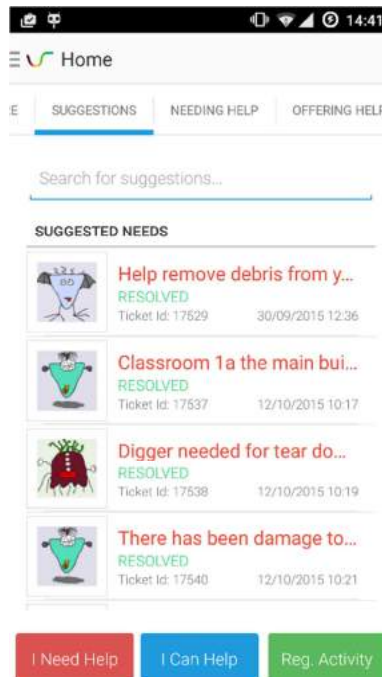


Figure 78: Suggestions screen

### 3.3.3. Needing help tab

By clicking on this tab, a list of all needs registered into the system will be displayed. You can click on any of them to see details.

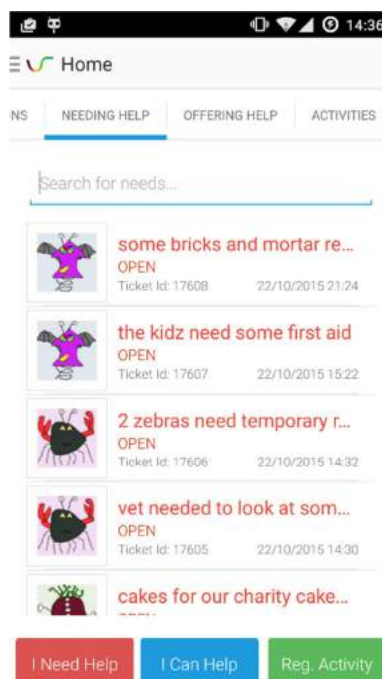


Figure 79: Needing help screen

You can click on any of the needs to see details and start chatting with the owner.

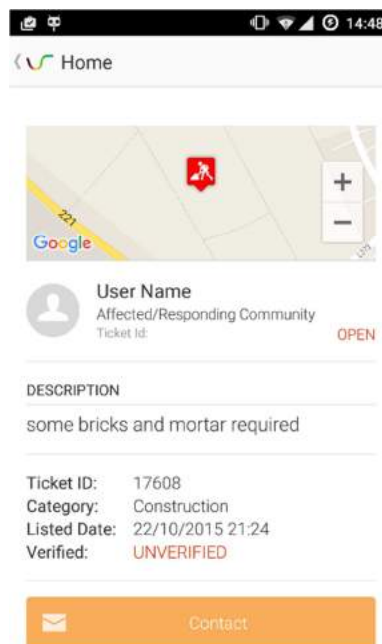


Figure 80: Need detailed screen

### 3.3.4. Offering help tab

By clicking on this tab, a list of all capacities registered into the system will be displayed. You can click on any of them to see details.

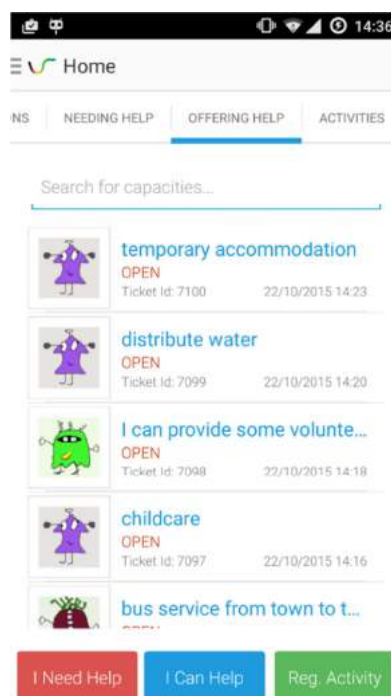


Figure 81: Offering help screen

You can click on any of the capacities to see details and start chatting with the owner.

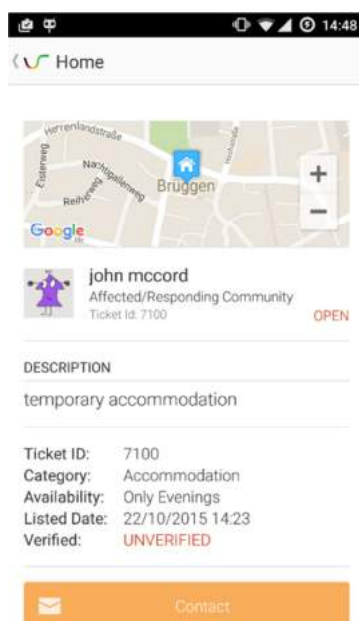


Figure 82: Capacity detailed screen

### 3.3.5. Activities tab

By clicking on this tab, a list of all activities registered into the system will be displayed. You can click on any of them to see details.

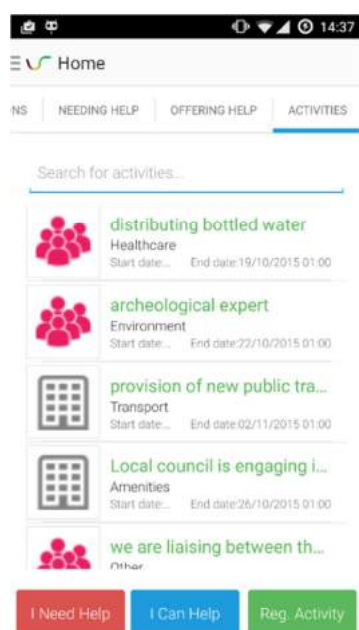


Figure 83: Activities screen

You can click on any of the activities to see details or request joining. Remember that you will not be able to chat with the activity members before you joined.

### 3.3.6. Explore tab

By clicking on this tab, you will see a map with all items (needs/capacities/activities). You can click on any of the markers to get details.

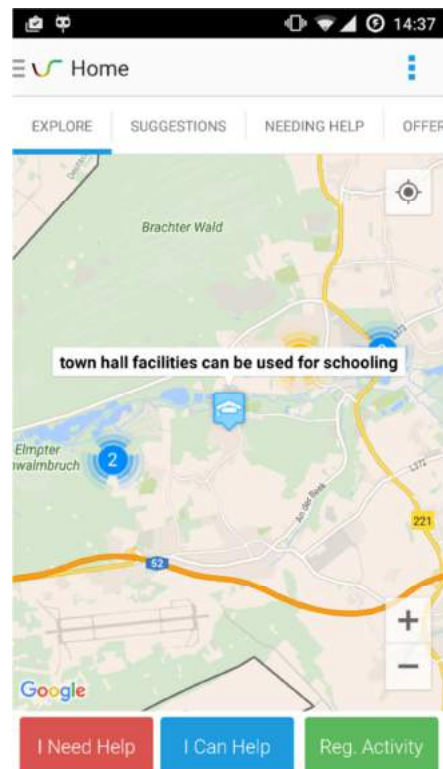


Figure 84: Explore screen

## 3.4 My Needs/Capacities

Any needs and capacities that you have registered can be found in this section.

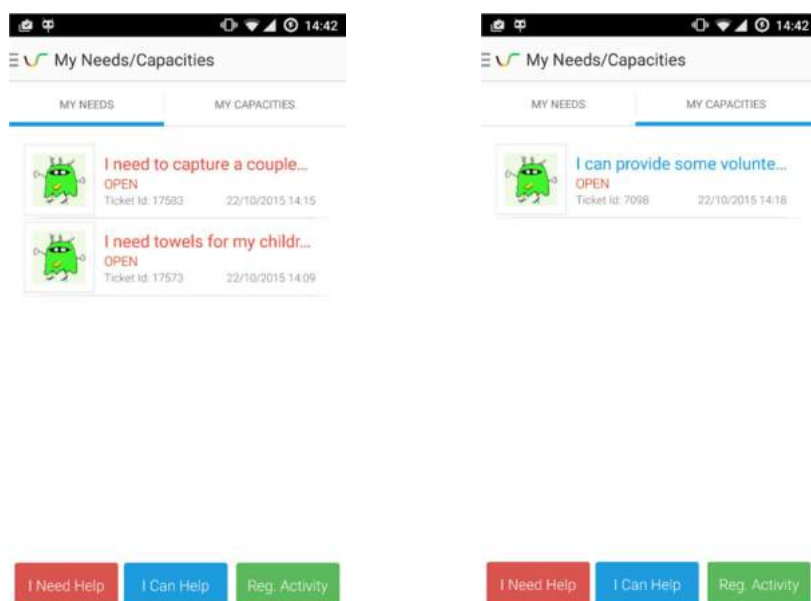


Figure 85: My needs/capacities screen

### 3.4.1. Changing the status

The status of your own needs and capacities is an important piece of information on the COBACORE platform. For example, setting the status of your need to 'In Progress' or 'Resolved' will inform other users that someone is currently addressing your need. Likewise, setting the status of your capacity to 'Resolved' or 'In Progress' will inform other users that you cannot currently provide this capacity to others. Please take care to update your status accordingly during the exercise. To do that, you can click on any of your items, to see a detailed screen where you will be able to change the status.

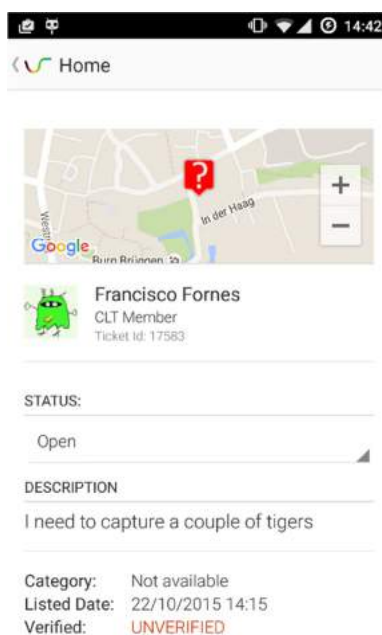


Figure 86: Changing a need status

### 3.4.2. Removing one of your needs or capacities

Once your need is resolved or your capacity is no longer available, you can remove it from the system. To do that, you can simply long-press on one of your items to remove it.

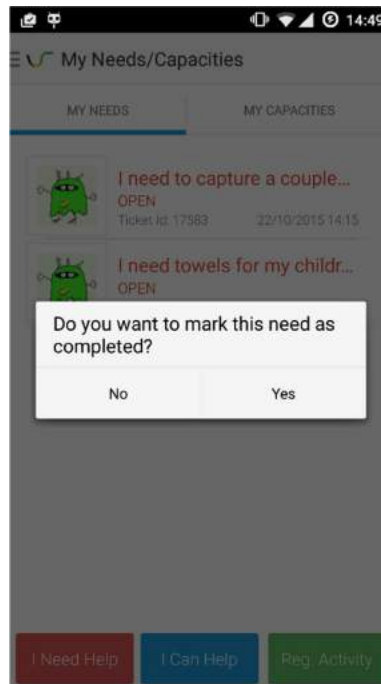


Figure 87: Removing a need

## 3.5 My Activities

Any activity that a user has registered, or is a part of, can be found in this section.

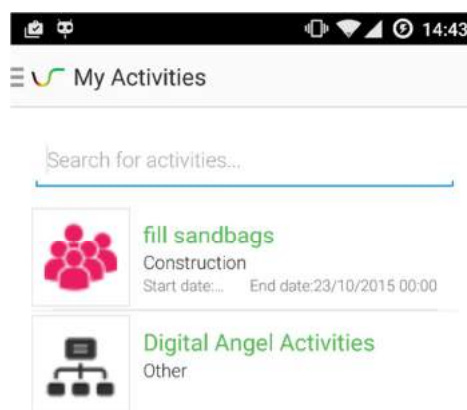


Figure 88: My activities screen

### 3.5.1. Activity chat

When clicking on any of your activities, you can see details of the activity. One of these detailed tabs is the Activity chat, where you can chat with other members of the activity.



Figure 89: Activity chat screen

### 3.5.2. Activity details / Changing status

When clicking on any of your activities, its details become visible. One of these detailed tabs is the Activity details, where you can see details of the activity and change the status.

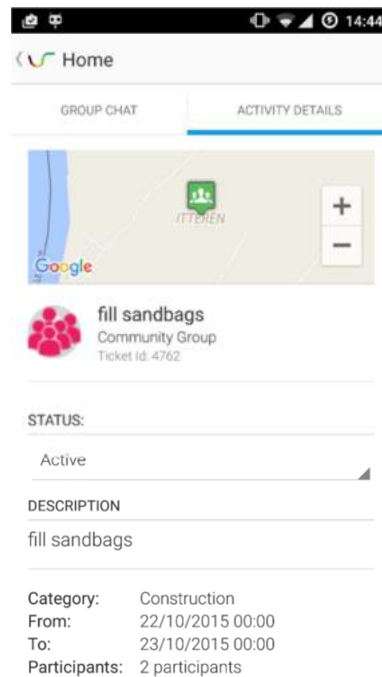


Figure 90: Activity details screen

### 3.6 My Groups

Any groups you are part of, will appear in this section. You can click on any of your groups to see details of your group, open the group chat or invite other COBACORE members to join the group.

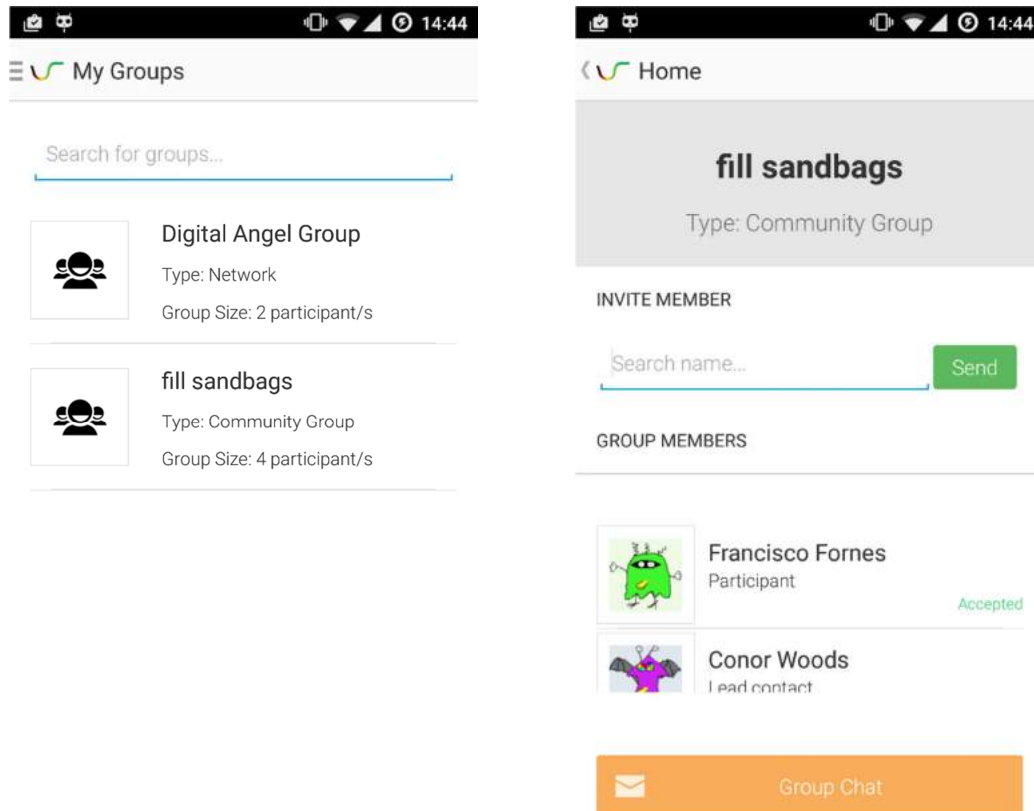


Figure 91: My groups screen

### 3.7 My Messages

Private messaging is used both on the mobile and web platforms if users need to contact one another. There are different kinds of conversations that you can initiate:

- Contact someone regarding a need/capacity/activity (by clicking the 'Contact' button on any need or capacity). Activities must be 'joined' before you can participate in the communication.
- Start a chat with a user or group (no subject).

All new or existing messages can be found in the 'My Messages section.

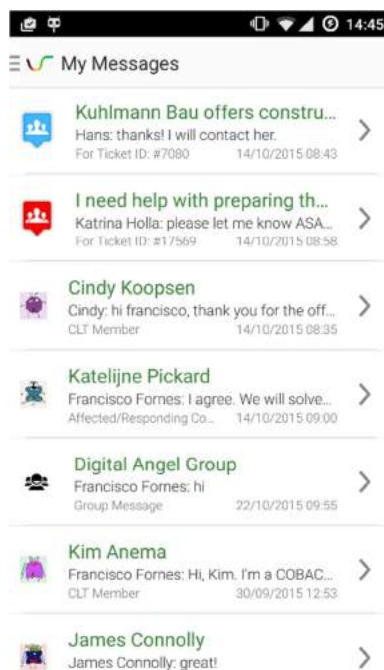


Figure 92: My messages screen

### 3.8 Users & Groups

In this section, you will find a complete list of users and groups registered into the platform.

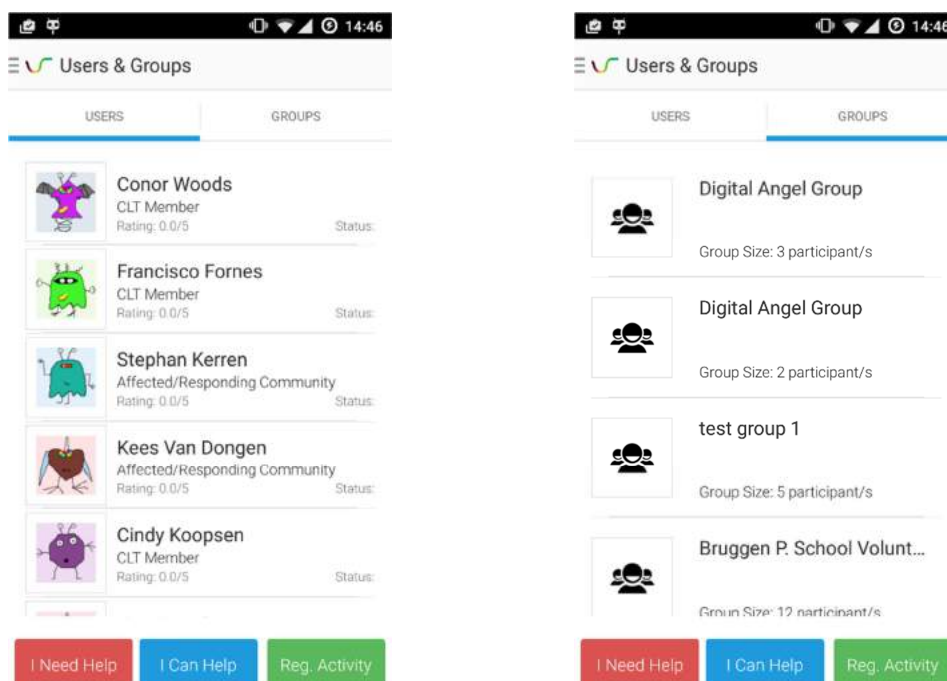


Figure 93: Users &amp; Groups screen

You can click on any of the users to see his/her public profile and start chatting directly.

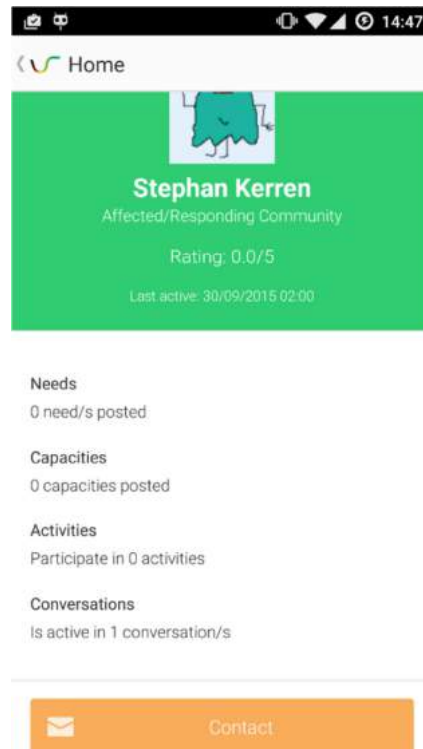


Figure 94: User detailed screen

### 3.9 My Notifications

Any system administrator notifications, messages notifications or group/activity invites will appear on this section. For invitations, you can click on the notification to accept or reject the invitation directly.

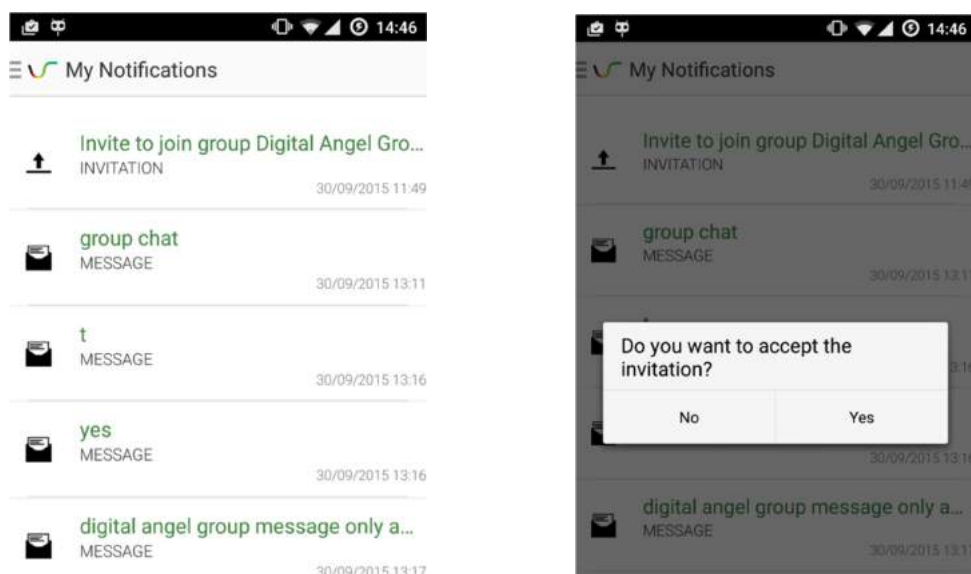


Figure 95: My notifications screen

## 4 Administrator Guidelines

In the following section, we describe one by one the different administrator options implemented in COBACORE Platform, which are fully accessible from a Web browser, using specific credentials.

### 4.1 Disaster location

Administrators can relocate the main COBACORE map for the scenario by using the coordinates of the specific disaster they want to focus on. Administrators must specify latitude, longitude and map zoom.

Scenario Configuration - Location

Center location of disaster

Latitude:  Longitude:  Zoom:




Figure 96: Administrator disaster location

### 4.2 Platform features configuration

This feature allows platform managers to configure the platform by activating or disabling specific elements of the platform, such as information streams, communication facilities and analytical tools. Platform managers use this feature to provide trainees with a platform experience that fits their training or evaluation objectives.

COBACORE Feature configuration

Activate/Deactivate specific elements for the scenario

Information streams (Global Messages): ☐ OFF

Communication Facilities (Chats): ☒ ON

Analytical Tools - Filters: ☒ ON

Analytical Tools - Professional Stats: ☐ OFF











Figure 97: Administrator platform features configuration

### 4.3 Typology Configuration

This feature allows platform managers to alter the typologies that are used in the platform, such as the categories and types of need, capacities and activities. To cater to local preferences or adhere to interoperability standards, the typology that is used in the platform needs to be configurable.

Typology configuration / Dataset

Alter typologies used in the platform (Be careful)

	Amenities
	Accommodation
	Transport
	Education
	Recreational
	Healthcare
	Economic
	Security
	Environment
	Other

Options

Create New Remove selected

Figure 98: Administrator typology configuration - dataset

## Group Types configuration

Alter group types available in the platform

Community Group

Family

Network

Organization

Company

Options

Create New Remove selected

Figure 99: Administrator typology configuration – group types

## 4.4 Users management

Administrators can manage registered users into the platform. This option will allow administrators to remove any user from the system. This option is specific for avoiding potential abuse of the system.

## Users management

#	First Name	Last Name	Username	Rating	Options
1	Conor	Woods	conorwoods	4.5/5	Delete
2	Francisco	Fornes	francisco.fornes	4/5	Delete
3	Kim	Anema	kimanema	3/5	Delete
4	Stephen	Purcell	stephen.p	0/5	Delete
5	Martijn	Neef	m.neef	5/5	Delete
6	Kenny	Meesters	kenny.m	4.5/5	Delete

Figure 100: Administrator users management

## 4.5 Noticeboard configuration (information sources)

This feature allows platform managers to alter the information sources that feed into the platform, such as news feeds, social media channels and custom information streams.

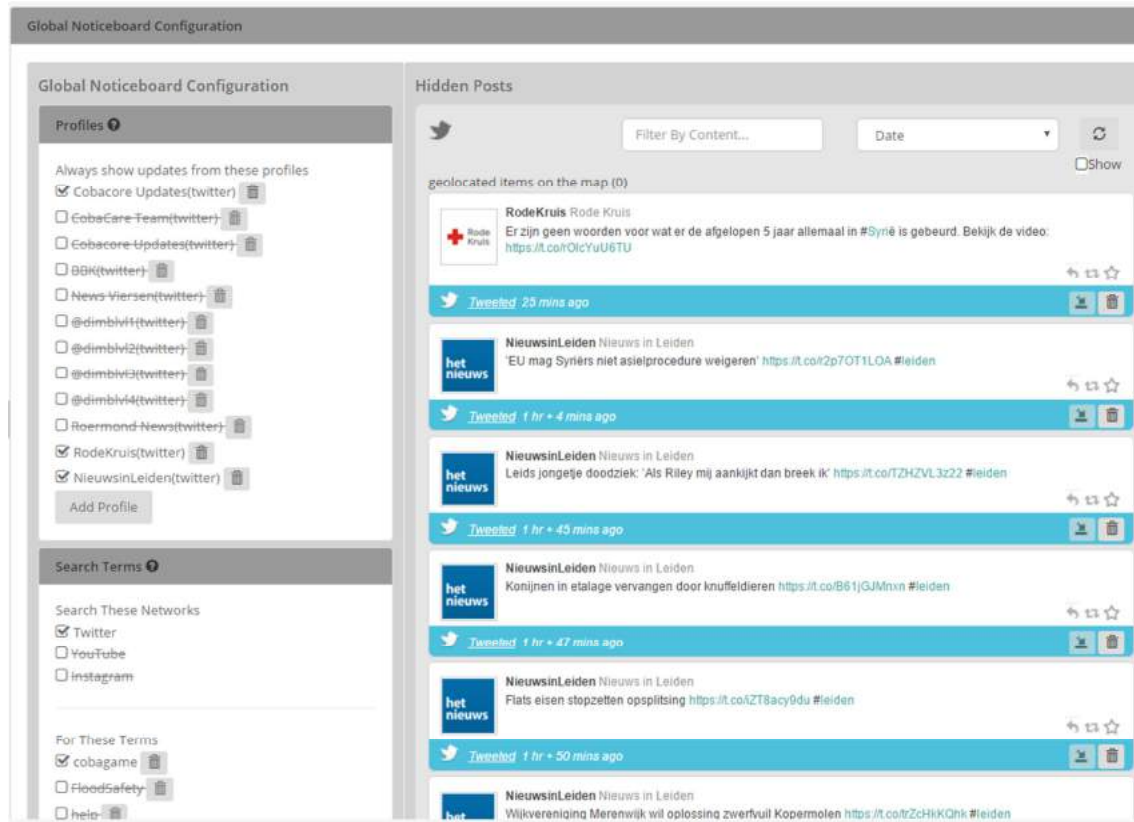


Figure 101: Administrator noticeboard configuration

## 4.6 Environmental configuration (information sources)

This feature allows platform managers to specify the information sources that feed into the platform as baseline information layers. Different formats are supported: Google places, Fusion Tables, WMS, KML, spreadsheet and SPARQL.

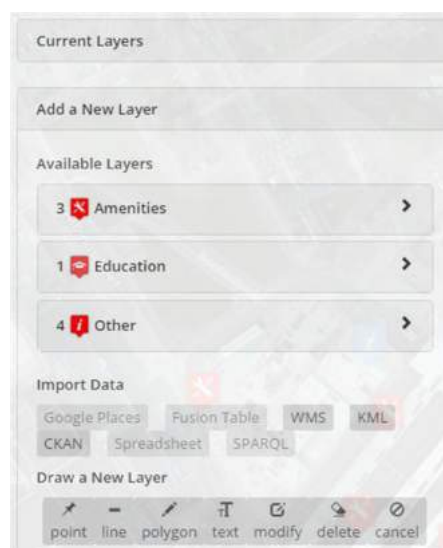


Figure 102: Administrator source layers configuration

## 5 Platform Installation & Deployment

To enable the platform to be quickly deployed and configured by non-technical users a number of deployment options have been developed to facilitate this kind of rapid deployment.

A deployment API is available to allow deployment operations to be executed by authenticated users (users are authenticated using Json Web Tokens, an industry standard RFC 7519 method for representing claims securely between two parties).

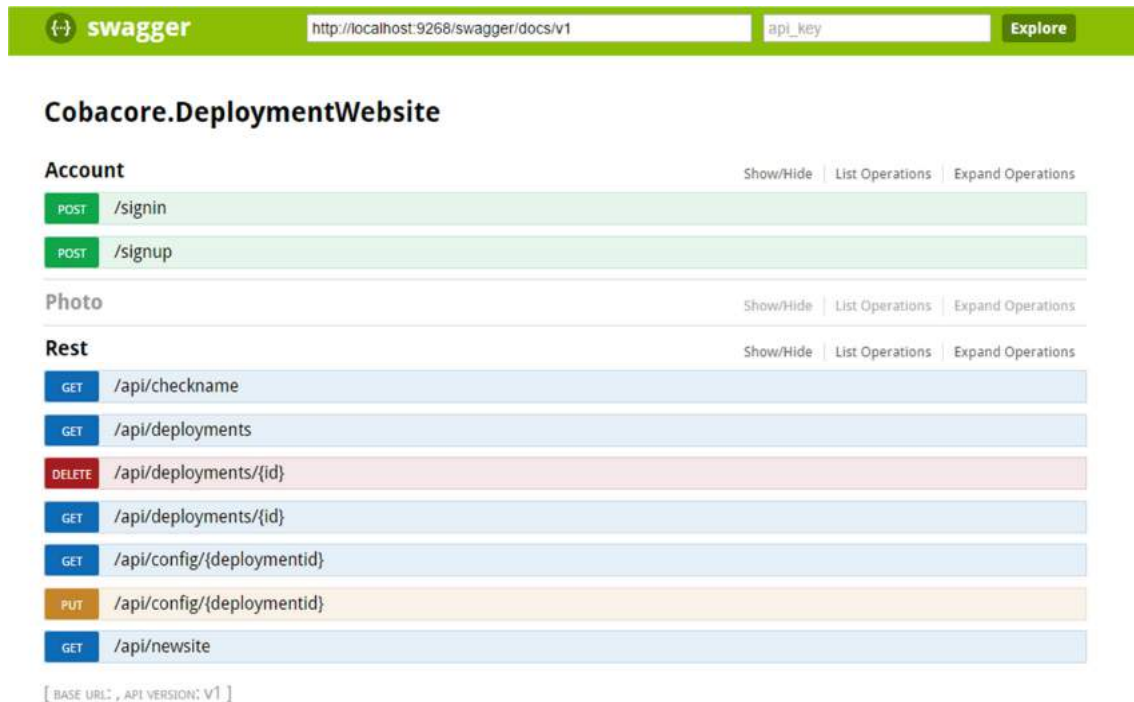


Figure 103: The COBACORE Deployment API

The details for each deployment e.g. web address, user who created, created date etc., is held within a separate COBACORE master database. Authenticated 'master' user details are also held within this database (see the figure below for the full master scheme).

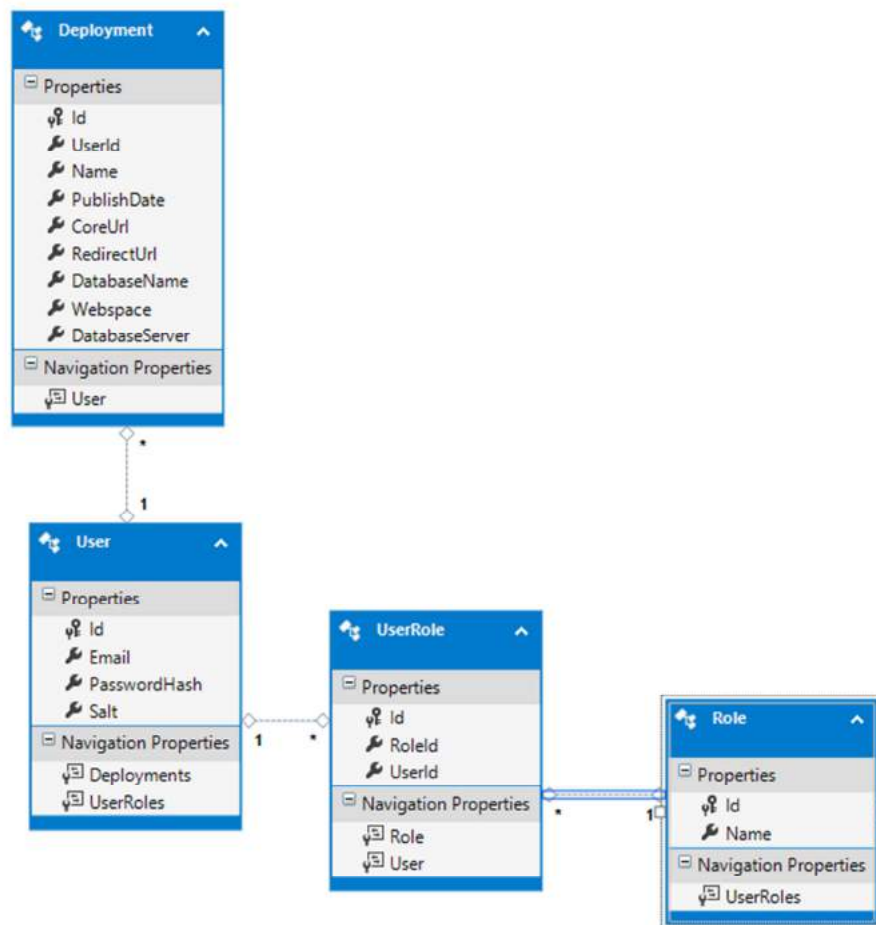
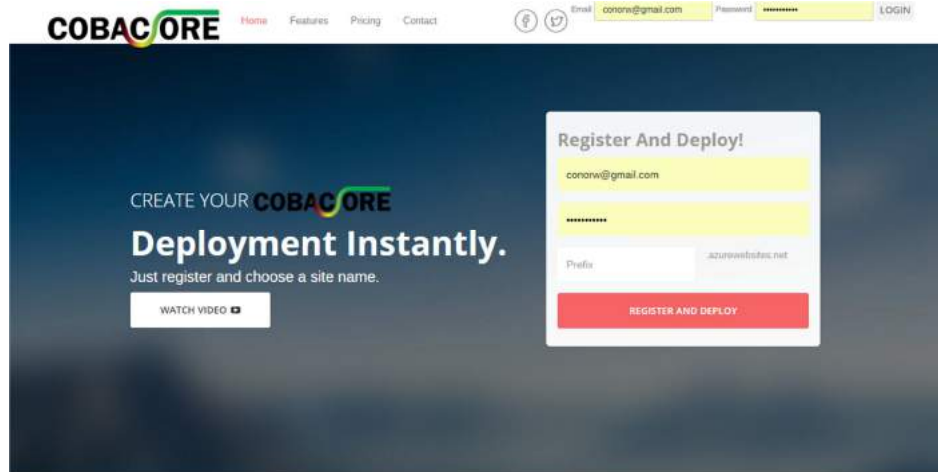


Figure 104: Deployment Database Scheme

## 5.1 Create a new deployment

To demonstrate the potential usability of the deployment API a test website was created that allows new users to create and configure a completely new COBACORE instance.



## Why Choose Us?

Figure 105: Allows new users to register as a master user and create a new deployment

The demonstration website allows a user to quickly register and create a new deployment (with a website URL prefix of their choosing). Within minutes the new deployment is ready to use and configured to the client's specific requirements.

When a new deployment is created the following items are created:

- A separate cloud website, created from a template. The default url will be {name}.azurewebsites.net.
- A new cloud-hosted COBACORE database for this instance.
- A set of web jobs, linked to the new website, that control features such as the semantic matching, notifications etc.
- A record is created in the master database for this new deployment.

## 5.2 Configure or delete a deployment

Once the user is registered and the deployment created, a list of the user's deployments can be displayed. From the deployments list screen each individual deployment can be configured (see section 4) or deleted.

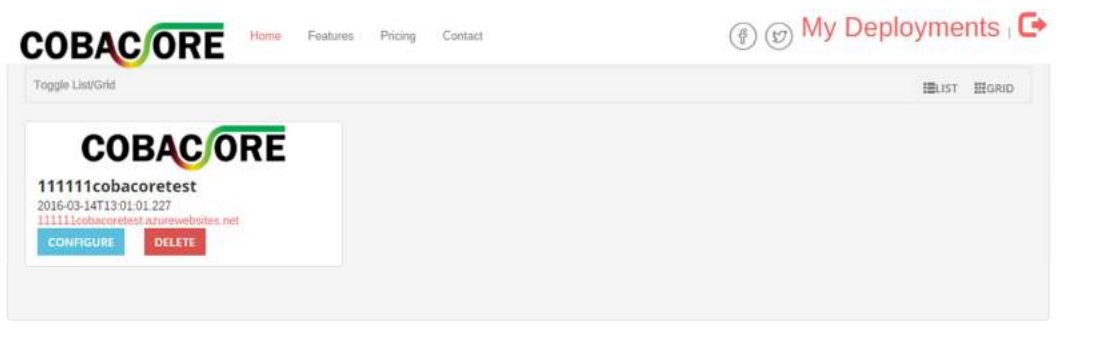


Figure 106: Delete or configure each deployment from the deployments list screen