This user manual has been designed keeping in view the training requirements of officers of NORTHDMC on functioning of the mobileApp.
### INSTALLATION OF NORTHDMC’s ‘SMARTCITYAPP’ ON YOUR MOBILE

#### Steps to be followed:

<table>
<thead>
<tr>
<th><strong>ANDROID</strong></th>
<th><strong>iOS (iPhone)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>![Android Logo]</td>
<td>![iPhone Logo]</td>
</tr>
<tr>
<td>Specs: Android phone with at least 2GB RAM, 16GB Internal Memory, running on Android Marshmallow.</td>
<td>Specs: iPhone 4s and above running on iOS 7 or above.</td>
</tr>
</tbody>
</table>

1. Click on the Play Store icon shown below

2. **Type** **SmartCity311** **in the search box**

3. **Click on the following icon**

4. **Install the app by clicking on ‘install’ button as shown below**

**Note:** The app will download and install itself on your mobile automatically after you have clicked on install. Wait for a few minutes. If you receive a warning about insufficient storage then you must delete some data (i.e., images or videos) from your gallery or uninstall any app that you don’t use.

5. Once the app gets installed successfully, open it by clicking on the open tab as shown below

Open your phone’s menu and search for the app Smartcity311 and open it from there.
Registration of officers on the Northdmc’s ‘SMARTCITYAPP’

Steps to be followed:

1. Open the app and click on Registration request

2. You will see a list of cities as shown below

Choose your city by clicking on NORTHDMC
For the (Civic center) Head Quarter officer

Steps to be followed:

- Select Head Quarter as zone
- For Ward also select Head Quarter
For the Deputy Commissioner (DC) Zone or any other Zonal Head level officer

Steps to be followed:

Select the zone

Select the ward in which Zonal Office is located
4. A registration form will appear as shown below:

- Clicking on Add photo option will give you option to take a selfie
- Choose a password of at least 8 digits (Caution: use a password that you can easily remember as it will be used for logging into the app)
- Key type in the same password that you enter in the box above
- Type in your mobile number
- Select your designation from the drop-down list

5. Once all details have been filled/keyed in, the form will appear as shown below:

- Key type in your first name
- Key type in your surname
- Key type in your email id
- Key/type in demo@gmail.com
- Click on zone in
- Choose your Zone by clicking in select ward
- Select your department from the drop-down list

6. Now scroll down and click Register and click on ‘OK’ when a pop-up appears as shown below:
7. A pop-up will appear, click ‘OK’ and you have successfully registered yourself on the app:

8. After successful registration you need to login into the app:

9. On successful login, you willl and onto the home-page of the app, which is shown below:

Note: This is a brief description of all the modules in the app. Detailed explanations are made in following chapters.
CHAPTER I: FIELD INSPECTION MODULE

As the name suggests, 'Field Inspections' module has been specifically designed for those officials who are assigned the duty of making onsite inspections in performance of their duties. Following are the steps to be followed while conducting onsite inspections:

1. You can open 'Field Inspections' by the shortcut provided at the bottom left of the homepage of the App.

2. Once you click on the shortcut as mentioned above, your phone's camera will be launched. Now you need to take a picture of the site that you intend to inspect and report about.

3. Upon clicking 'Use' tab you will have to choose category of the issue being reported as shown below:

   - All the issues related to Electrical, Civil, Horticulture, Housing, etc. have been listed under 'All Category' tab. Scroll down and select the relevant category.

   - You can add categories that you often use under 'Favourites' tab by touching on the star icon which will change its color to orange. This will save your time the next time you need to choose a category.

4. Now click on 'Next'.
5. You need to write a brief description of the issue being reported and click on 'Next' as shown below:

```
Type the description of the issue/inspection in the box and then click on 'Next'.
```

6. Upon clicking 'Next' you will see an interface as shown below. Now, you only need to position the selfie camera and click on 'Submit Report'. Your report will be submitted successfully with your selfie and location.

```
Your selfie is a proof that you are the person conducting the inspection.
```

**Note:** If you do not have internet connectivity or face slow network issues at the location where you intend to conduct inspection, you do not need to worry. Turn off your mobile Data and conduct inspection. Then you just need to 'Submit Report' and a draft of the report will be saved which can be uploaded/synced when you find internet connectivity. See the images below for example:

- ![No Wi-Fi or 3G Network](image)
- ![Smartcity-311](image)
7. In order to see the reports you have submitted or any other report that you had created earlier, follow the instructions as below:

- Click on 'Field Inspections'.
- You can see your reports Date-wise, Zone-wise or Ward-wise.

- Click on 'My Stuff'.
- You can create a new Inspection report from here as well.

- Click on 'My Inspection Reports'.
- Click on 'My Draft' to see the reports that you submitted while working offline.

- Use filter to find a specific report.

- Clicking on the desired report from the list will open the details of the report.

- To see the details of a report from the list, click on the desired one and the page containing the details of the report will open.

- Clicking on this icon will open a heat map as shown on the right side.

- The Red spots on the map show the areas from where reports are being made. It helps in identifying areas where more work is needed to be done.

- You can comment, email this report, or bookmark it from the details page (discussed in detail in later pages).

- Caution: Clicking antishUTDOWN will delete your report. You are advised not to delete any report for any reason.

- Even for the want of storage, the apps save all the data on the cloud and hence do not take any storage space in your mobile.
Clicking on ‘Bookmark’ will turn it into blue color meaning your report has been bookmarked. You can find your bookmarked report in Bookmark module on homepage of the App.

Key in the email id of the person you want to send report to and then click on ‘Email Report’.

Click on ‘Email’ option if you wish to email your report to someone.

This is an important feature of this app. You can use comment option to reply to your senior’s comments. You can also use it to add more images to your report. Clicking on comment will open the window as shown on right side.

Once you have clicked an image you will see option ‘Add another’, click on that to add another image. You can add up to 5 images.
Steps to upload/Synchronize reports saved as drafts:

You can open the reports that you created offline as drafts from either the homepage of the app by clicking 'Draft' or from 'Field Inspections' Module under 'My Draft' Option.

You can use 'Send Email – Inspection Reports' module to email multiple reports at once. Just open the module, select the reports you wish to send by clicking in the box and email those.

Now tick in the box to select the reports that you want to synchronize/upload.

Once you have selected the reports that you want to upload/synchronize, click on 'Sync Reports' tab to upload it.
CHAPTER II: GPS ATTENDANCE MODULE

Steps to be followed to mark your attendance through Mobile ‘App’

1. Click on “GPS Attendance” Module, then click “Mark Today’s Attendance” and a page will appear with Google Maps acquiring GPS Location. Click on Next.

2. Now click on “Mark Today’s Attendance” and you have marked your attendance successfully.

3. To see the details of your attendance click on “Attendance Log”, a page with details will open. See below:
CHAPTER II: COMPLAINT REDRESSAL (WORK-FLOW) MODULE

This module contains complaints made by citizens. Follow the steps given below to use this module.

1. Click on ‘Complaint Redressal’

2. You will see various options under this module. See below for explanation of these options:
   - **SLA Violate**: Contains those complaints/grievances whose SLA (Service Level Agreement) has been violated. In simple words, the complaint has not been disposed of in due time.
   - **Issues that you have resolved and closed at your hand**: This contains the issues/grievances that you have resolved and closed at your hand.
   - **Issues that you have bookmarked for quick disposal**: Find the issues/grievances that you have bookmarked for quick disposal.
   - **Issues assigned by me**: This section contains the issues/grievances that have been assigned to you.
   - **Issues that I have closed**: Issues/grievances that you have assigned to your subordinate officers.
   - **Through Vacation mode, you can update the status of your leaves and during your leave period, the issues under your disposal will be taken care of by the linked officer:** Through Vacation mode, you can update the status of your leaves and during your leave period, the issues under your disposal will be taken care of by the linked officer.

© 2016 EverythingCivic.com
Smartcity-311 Ver 4.7.9
Steps to be followed for quick and efficient disposal of the issues/grievances:

i) Click on 'Issues Assign to me', a page showing details of the issues on the basis of their disposal will open. See below:

ii) Click on the section you want to work on and the following page will open:

Once you take up an issue, you need to change the status of the issue by choosing an appropriate option from this pop-up.
iii) Click on a complaint to open its details:

- If the same complaint has been made multiple times, mark it duplicate.
- You can change the priority status of the complaint but with appropriate comments with the reason.
- If there are some legal implications associated with the issue and a court decision is pending or a tender is under process, or any other reason, update its status to 'On Hold', but with appropriate comments.
- In case you need to send a soft copy of the complaint, click on 'Print' to see the Work Orders and email it.
- You can bookmark the complaint from here if you wish to see it in your bookmarks on the homepage of the Mobile App.
- Clicking on icon will bring app-up containing various options. Some of these options have already been discussed in details in step (ii). For the remaining, see the next page.
Note: Efforts have been made to make the Manual exhaustive to the extent possible. However, if you need any additional information or clarification regarding any feature of the Mobile App, please contact:

Sufiyan.sameer BDM (9773615916)

THANK YOU