



MobiSAM
everyone, everywhere

MobiSAM Guide

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RHODES UNIVERSITY

Grahamstown • 6140 • South Africa

MobiSAM User Guide

Introduction

This User Guide was designed to assist anyone wanting to use the MobiSAM web application to participate in polls, create service delivery tickets and communicate with their local municipality. The guide covers the following topics:

- Registering as a user
- Logging in
- Answering polls
- Creating a service delivery ticket
- Viewing service delivery tickets
- Following/Watching a service delivery ticket
- Closing service delivery tickets
- Managing your account

Registering as a User

In order to participate in MobiSAM polls and create service delivery tickets, you will need to register as a MobiSAM user. The registration process involves two steps:

1. Complete registration form
2. Validation / Account activation

The Registration Form

The registration form can be found on the MobiSAM website: www.mobisam.net. Click on the “Sign up” button and complete the fields in the page that opens. You will need to provide the following information:

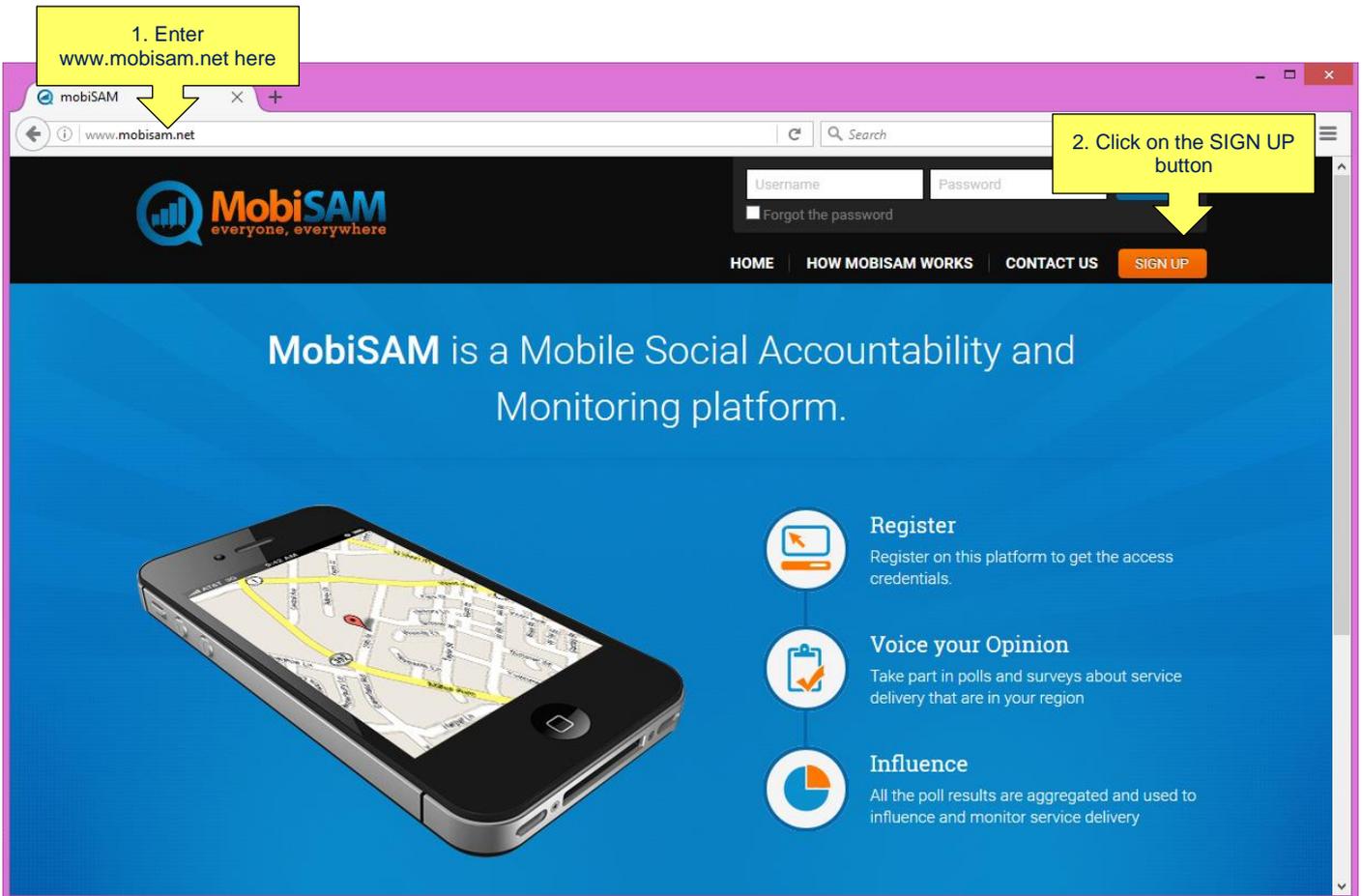
- User Name
This is a name you make up; it is used, together with your password, to identify you and to gain access to the MobiSAM polls. Remember this name, its spelling, its capitalization, so that you are able to successfully login
- First Name
- Last Name
- Select your preferred language
Users can select English, Sesotho, Xhosa, Zulu and Afrikaans. Note that polls are not always available in all five languages.
- Create a password
You will need to make up a password for your user account. You will need to enter this password when logging on to the MobiSAM application. Enter the same password twice to confirm it. Again, make sure you remember this password, its spelling, its capitalization.
- Date of Birth
- Gender
- Cell phone number
- Email address
- Receive SMSs and Receive Emails
These options allow you to select if you would like to receive messages from the municipality. Select the boxes if you would like them to have access to your cell number and email address to receive updates from the site.
- Country

- City
- Suburb
- Physical address

This information is used to identify exactly where you are in order to record and respond to service delivery problems you report via MobiSAM.

In order to submit the registration form, you will need to enter the **verification code** at the bottom of the form by entering the letters in the space provided. If the letters are unclear, you are able to get a new code by clicking on the link “get a new code”.

Once you have filled in all the required fields, click the “Register” button.



Validation

Once you have submitted your registration form, you will receive an email requesting you to validate your email address (assuming you provided one). Open the email and follow the instructions. A new window will open confirming your email address has been validated.

If you did not provide an email address, then this step will not happen. You will just have to wait for your account to be activated (see below).

Activation

A MobiSAM administrator will activate your account within 48 hours. This is to ensure all MobiSAM users are genuine users. Once your account is activated, you will be able to login, answer polls and create service delivery tickets using MobiSAM. Please don't try to login immediately after creating your account, it won't work. Give the administrator some time to activate your account; at least an hour.

Logging in

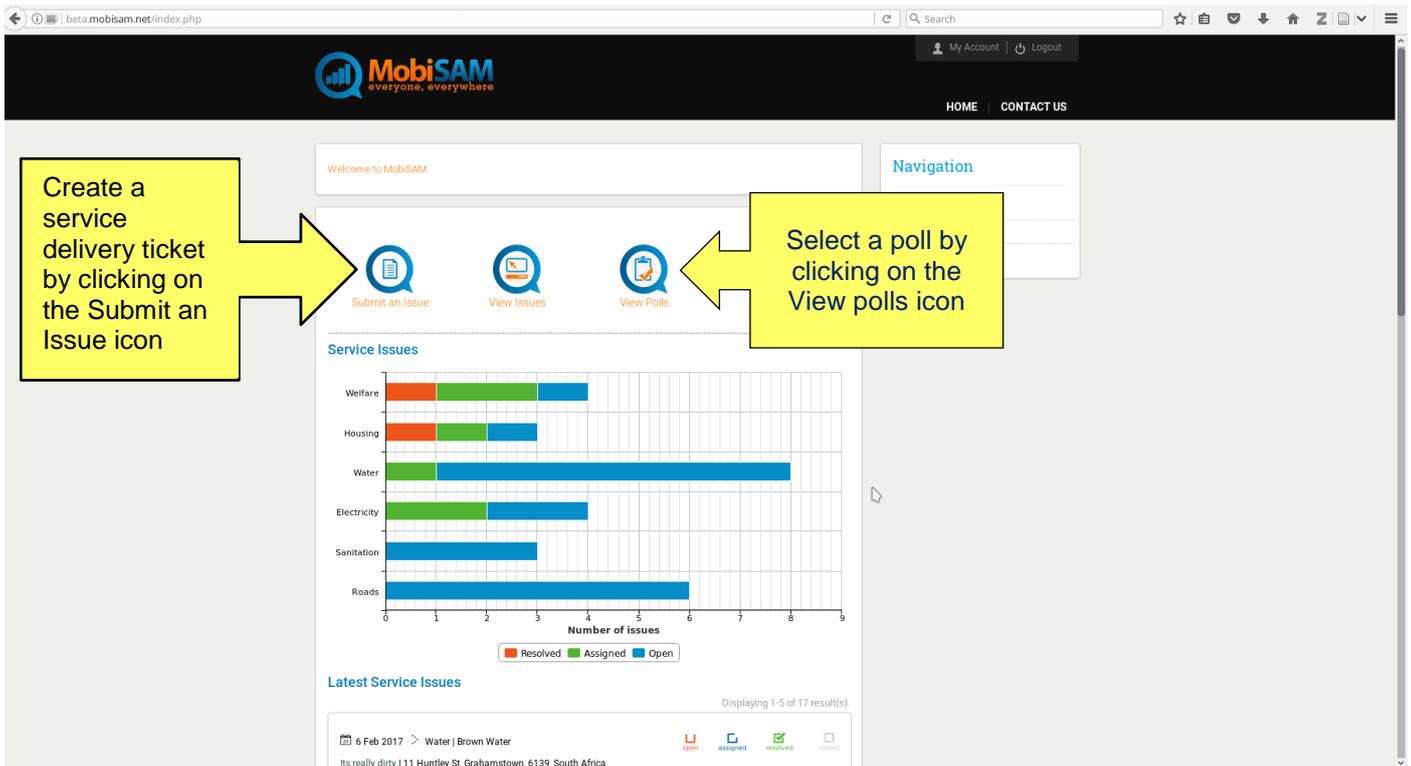
Registered users need to login to MobiSAM by going to www.mobisam.net and entering their username and password. Once you have entered your details, click “Sign In”.

If you forget your password, enter your username and check the box “Forgot the password”. An email giving further instructions will be sent to you (at the email address you provided when you created your account). Check your email and follow the hyperlink by clicking on it. You will automatically be directed to a MobiSAM page where you will be able to create a new password and login.



Answering Polls or Creating Service delivery tickets

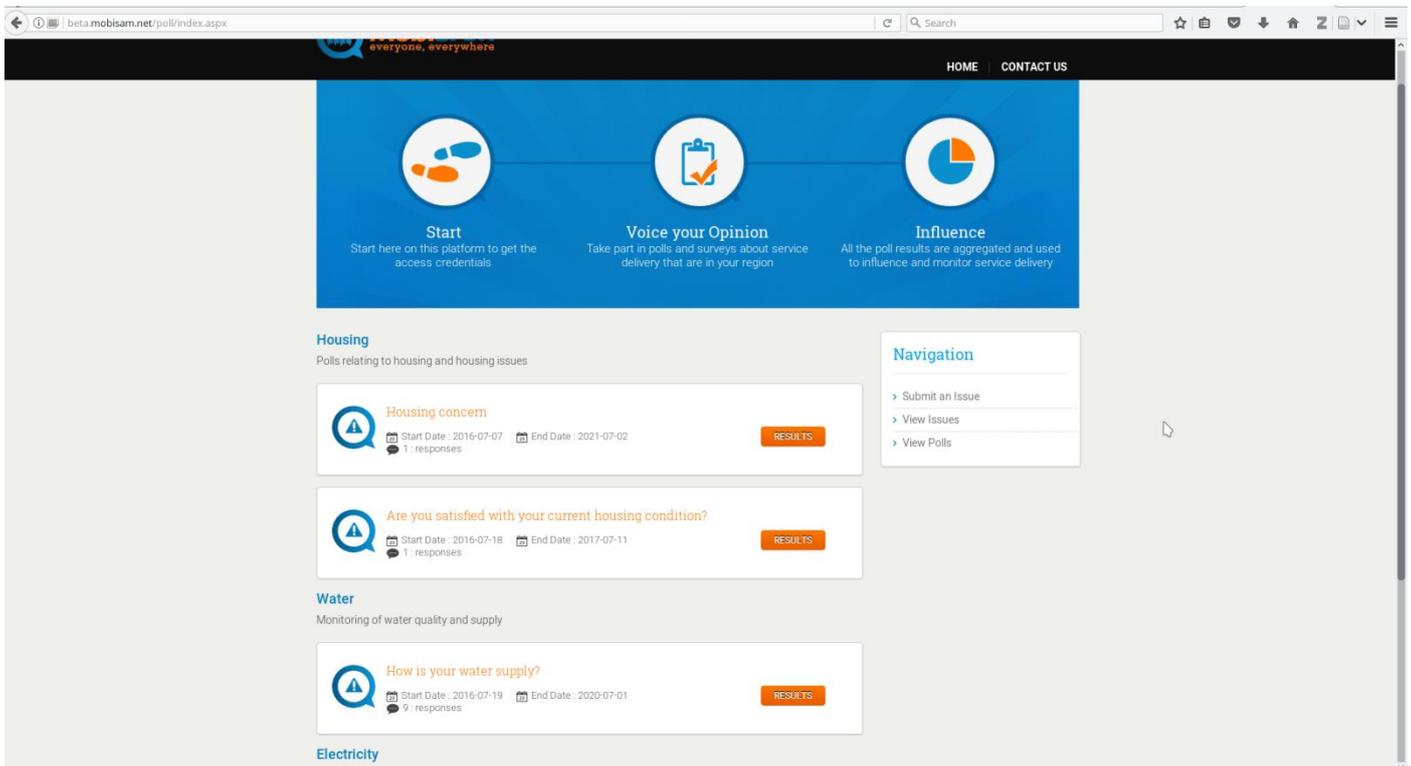
Once you have logged in, you will be directed to the MobiSAM homepage. Where you will be provided with three choices: “Submit an issue” (creating a service delivery ticket), “View Public issues” (a dashboard of all the current service delivery tickets on MobiSAM), and “View Polls” (where you can answer service delivery related polls and rate the municipality’s performance).



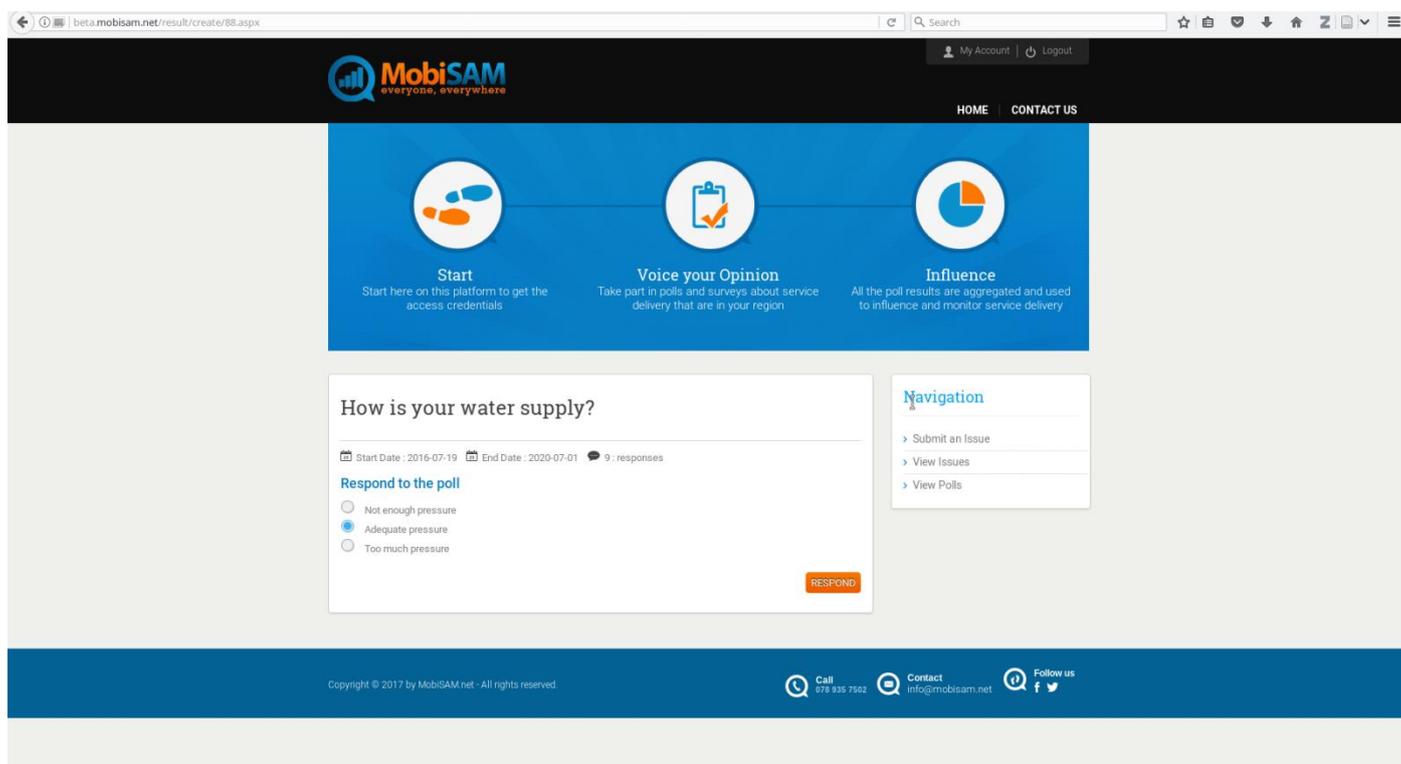
In addition to the three options that the MobiSAM homepage presents to the user, it also provides an overview of the latest service delivery tickets that have been created and the latest polls available on MobiSAM for easy access.

Service delivery Polls on MobiSAM

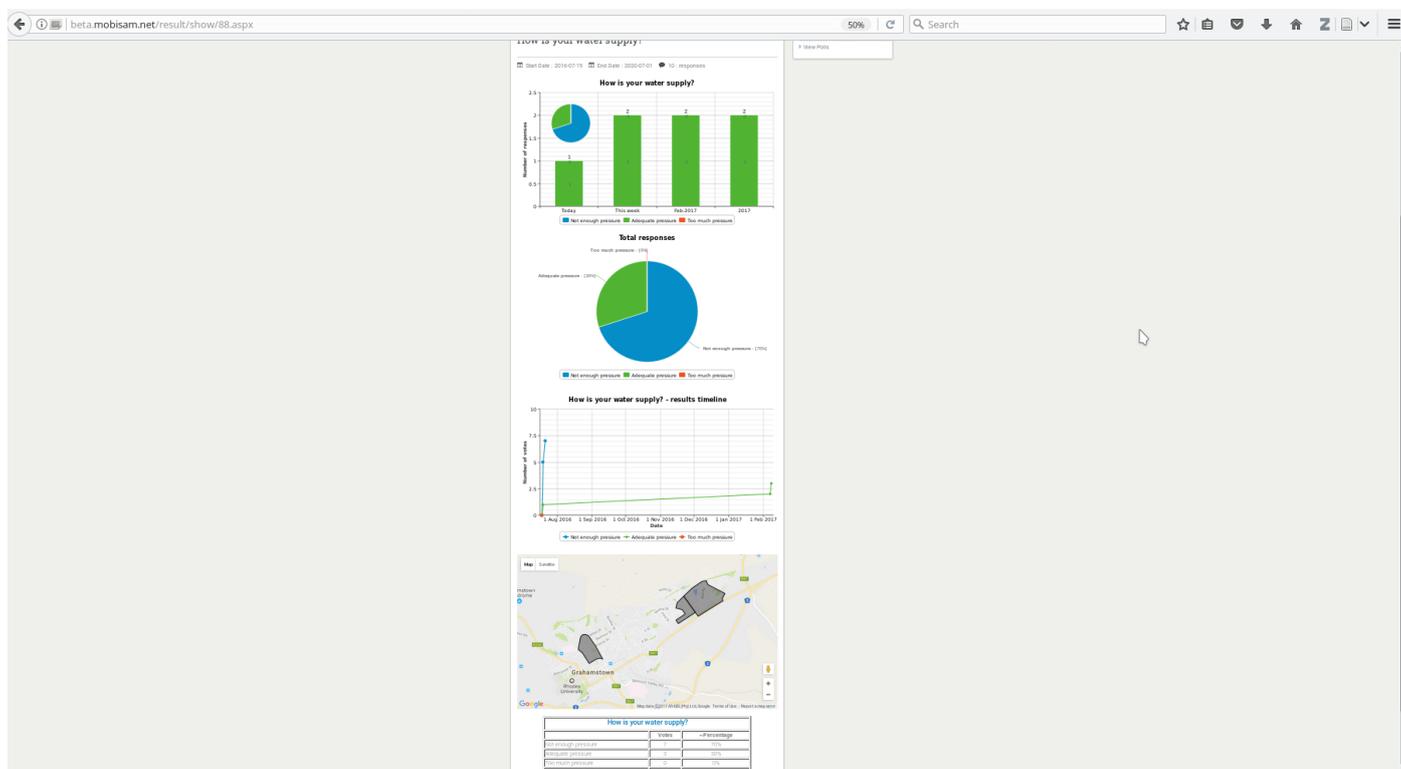
To answer a poll, click on the “View polls” icon or the “View polls” link on the Navigation menu. From there you will be redirected to the Polls page; all currently available polls will be listed there for you.



You need to click on the poll that you wish to answer, by clicking on the question. You will then be given response options, depending on the type of poll (for example yes/no responses, likert scale responses or open-ended written responses). Once you have selected your response, click on the “Respond” button.



Polling results will automatically be generated for those polls which are not open ended, allowing you to see all responses to that particular poll. Poll results can be viewed as a column graph, pie chart, line graph, as a heat map superimposed on the map of Makana or as a table. For open ended response polls, a list of all the responses is provided.



Reporting service delivery issues through creating a service delivery ticket

To create a service delivery ticket, click on the “Submit an Issue” icon on the MobiSAM homepage or the “Submit an Issue” link on the Navigation menu. This will redirect you to the ticket creation page:

The screenshot shows the 'Submit a service delivery issue' form on the MobiSAM website. The form is titled 'Submit a service delivery issue' and includes a date stamp 'Date: 2017-02-07 15:19:21'. The form fields are as follows:

- Category ***: A drop-down menu with the text 'Select a category'.
- Type of Issue ***: A drop-down menu with the text 'Burst pipe'.
- Description ***: A text area with the placeholder text 'Please provide a detailed description of the issue'.
- Physical Location**: A text input field with the placeholder text 'Provide the physical/street address of the issue'.
- Duration of Issue**: A drop-down menu with the text 'Select the duration'.
- Similar problems in the neighbourhood?**: Radio buttons for 'Yes' and 'No', with 'No' selected.
- Type of Property/Location**: Radio buttons for 'Private' and 'Public', with 'Public' selected.

A blue 'SUBMIT' button is located at the bottom right of the form. To the right of the form is a 'Navigation' menu with the following links:

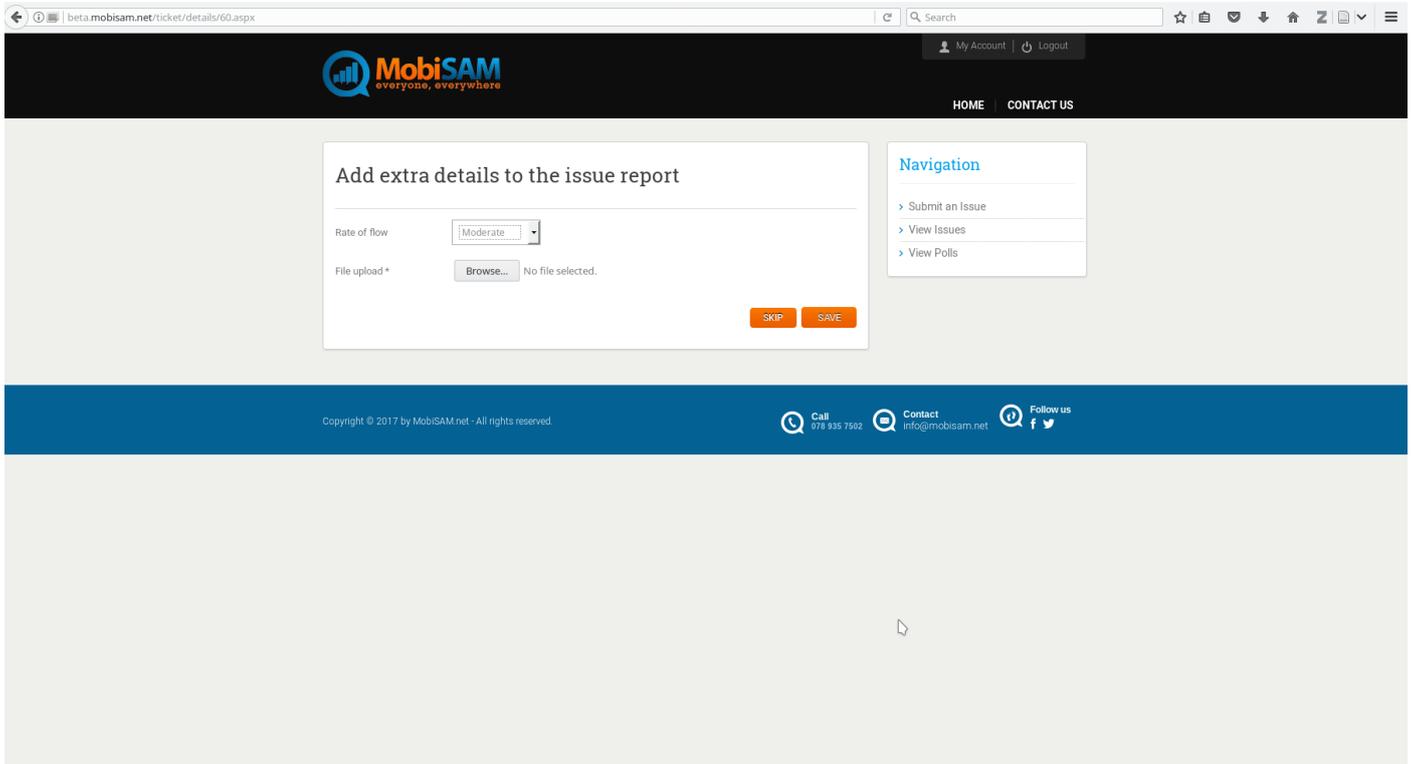
- Submit an Issue
- View Issues
- View Polls

The footer of the page includes the following information:

- Copyright © 2017 by MobiSAM.net - All rights reserved.
- Call: 078 935 7502
- Contact: @mobi_sam
- Follow us: Facebook, Twitter

The email address 'mailto:info@mobisam.net' is visible in the bottom left corner.

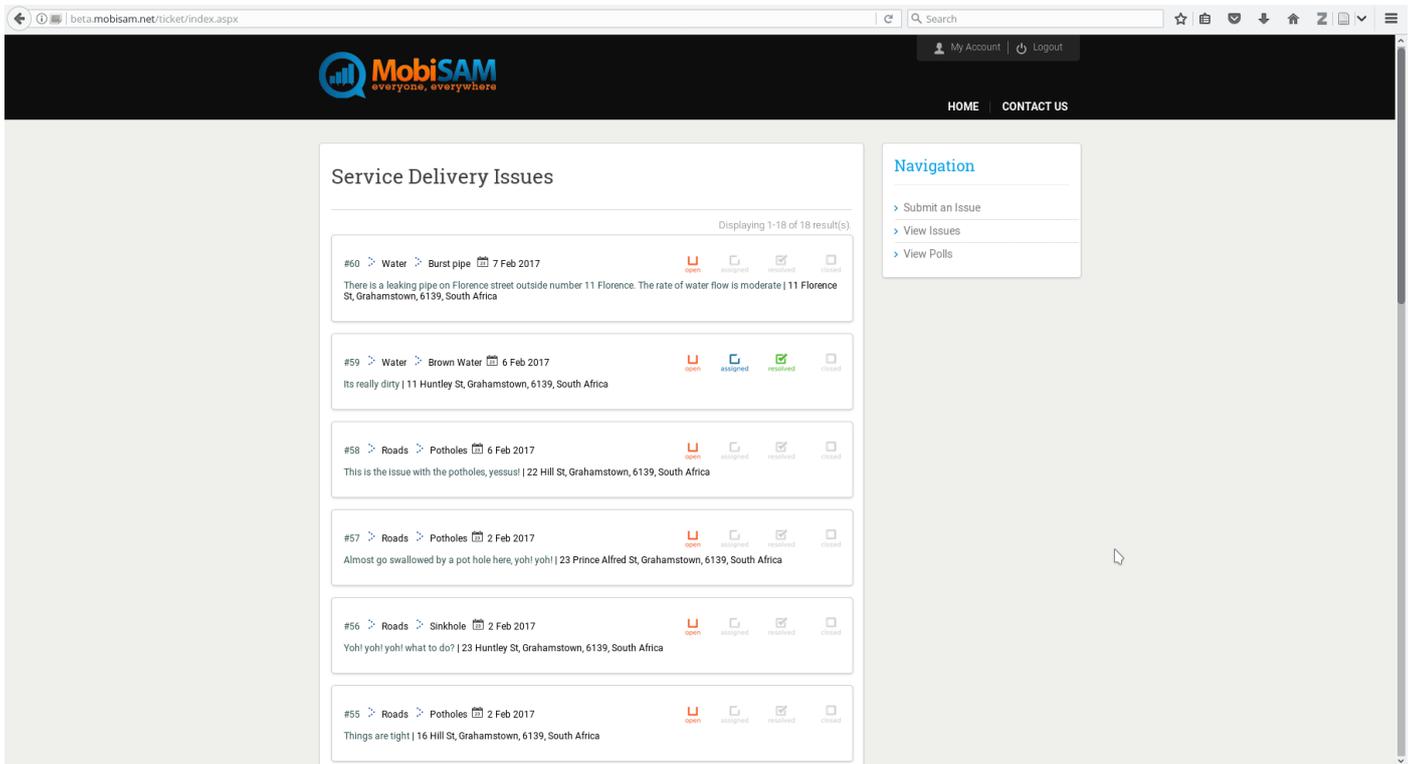
Select the category of service delivery ticket you wish to open from the list in the drop-down box, e.g. Water, Electricity, Roads, Finance, Sanitation, etc. Next, within your chosen category, select the type of issue from the drop-down box. For example, if you chose the category of Water, you might choose one of the following types from the next drop-down list: burst pipe, no water, brown water, low water pressure, etc. Next click inside the description box and provide as detailed as possible a description of the service delivery problem you have. Once you have completed the problem description enter the physical location of the problem – provide the address of where the service delivery problem is. If you have your phone you can use the GPS facility on the phone to add your current location if you are where the fault is and are using your phone to access MobiSAM. Next specify the duration of the problem, again choose the most appropriate option from the drop-down list provided. Finally answer the last two questions by choosing the most appropriate Radio button option. Once done, click on the submit button. For some tickets there will be additional information that the municipality requires you to answer. For example, when reporting a burst pipe the municipality needs to know the rate at which the water is flowing. In these instances the MobiSAM system will forward you to an additional page (after clicking the submit button) where you will be asked to provide the extra information, like rate of water flow. Furthermore, you will be provided the opportunity to upload a photograph of the problem if you have one. Once you have completed, click the Save button:



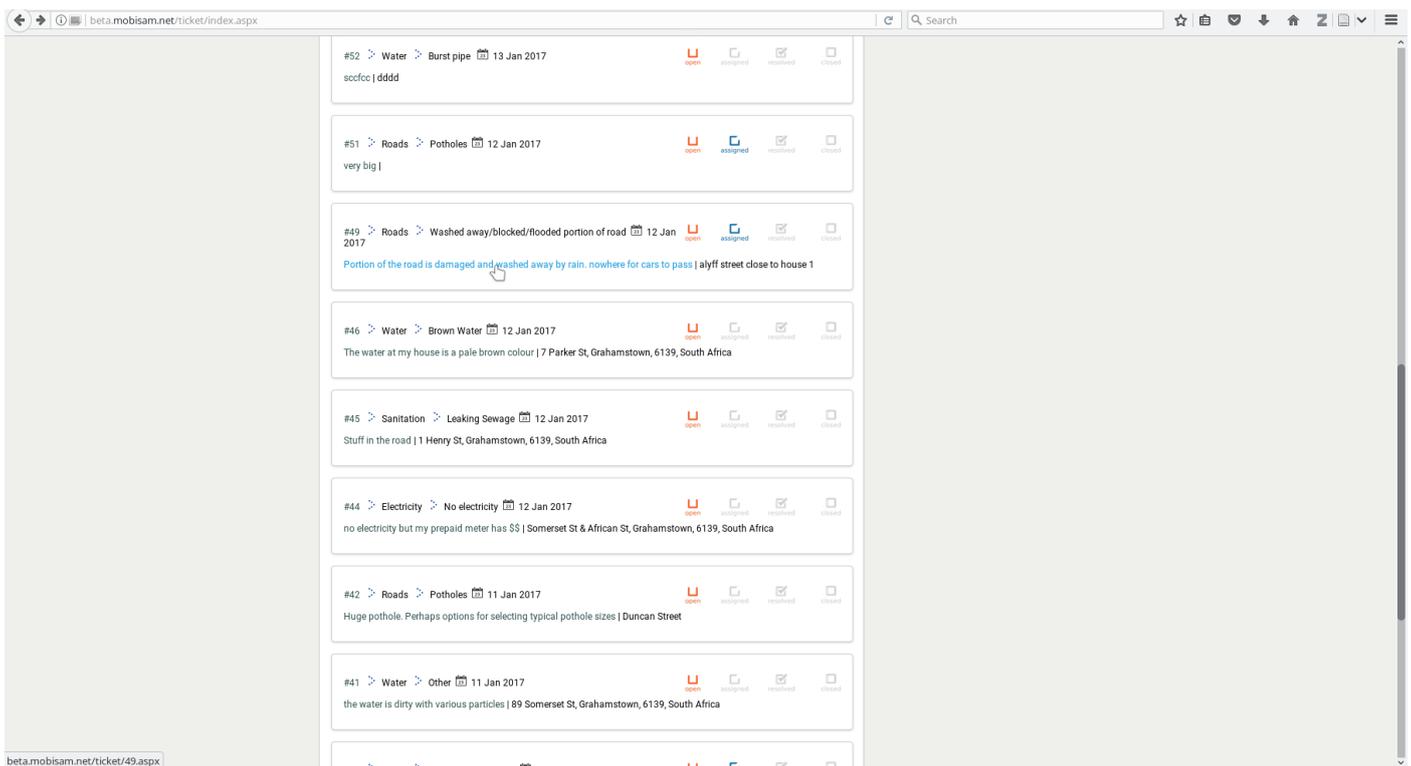
Once you have saved your ticket you will be taken to a new webpage which will show you the overview of your ticket and reflect your ticket number. In addition, you are provided with the opportunity to add additional notes or comments to your ticket. Other users of MobiSAM are able to see the ticket if you said that the issue was on Public property; all those tickets created that fall on private property are only viewable by the ticket creator and the municipality. You will also be able to click on the “View location” button to view the location of the reported service delivery issue on a map, as well as upload any pictures of the problem later on, if you chose not to do so at the time of creation.

Viewing all open service delivery tickets on MobiSAM

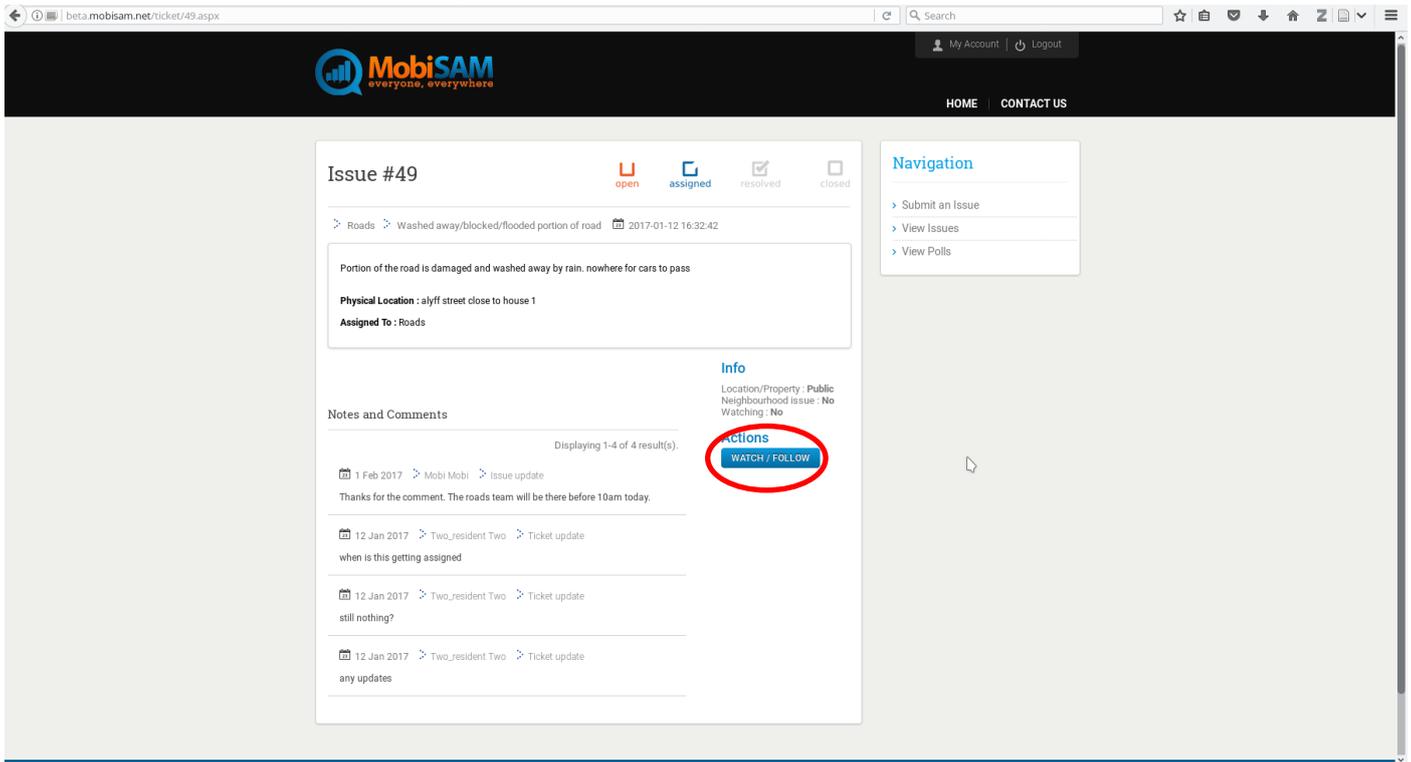
If you wish to see other issues on Public property, created by other users of MobiSAM you can click on the “View issues” link on the Navigation menu, or the “View Issues” icon on the MobiSAM homepage. This will take you to a Dashboard of all the current service delivery tickets on MobiSAM:



You can choose to view other tickets, created by other users (as well as your own) by clicking on their ticket number in the list:

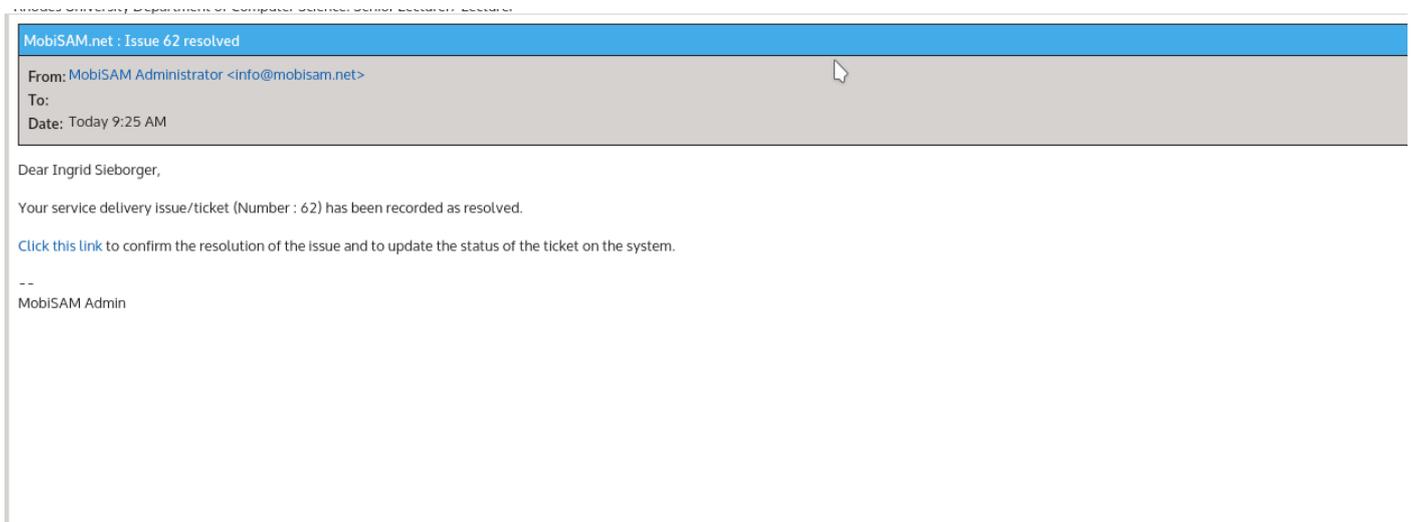


This will open a new page for you where you can view the details of the ticket as well as additional notes/comments that have been added to the ticket over time. Furthermore you can choose to follow the ticket by clicking on the "Watch/Follow" button. This will mean that all future updates to the ticket will be communicated to you in addition to the ticket creator.



Closing your service delivery tickets on MobiSAM

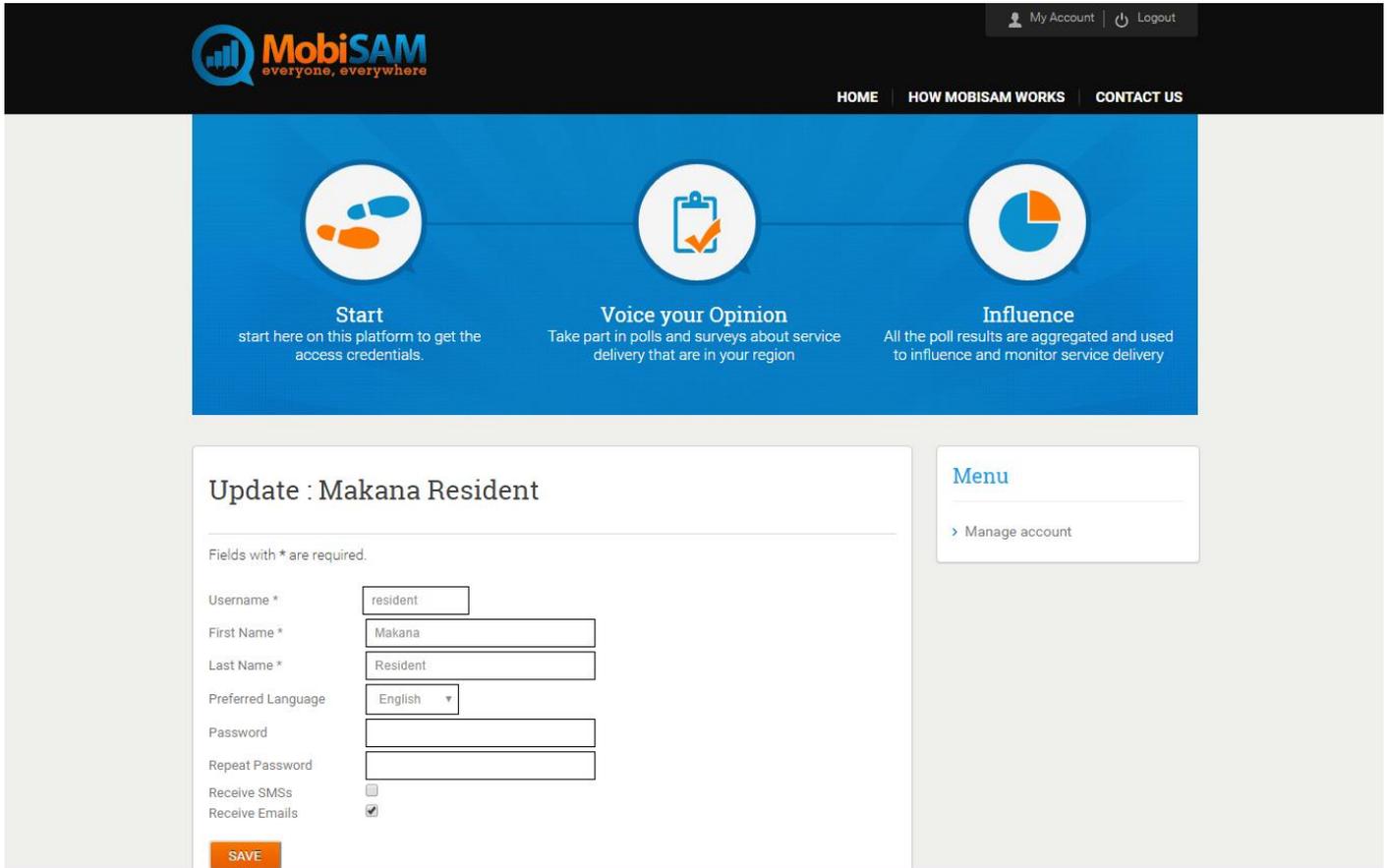
When the municipality believe's that they have resolved your service delivery issue they will mark the ticket as resolved. This will result in an email being sent to you as the ticket creator. The email looks as follows:



If you agree that your ticket has been resolved and your issue fixed then you can click on the link embedded in the email to close the ticket. If the issue has not been resolved to your satisfaction you can log back into the MobiSAM system and add an update to the ticket saying that you will not close the ticket and why you believe that their remains a problem with the service you are reporting. Only once you are happy should you choose to close your ticket. In future releases, we will amend the email that goes to you that allows you to choose between closing the ticket or re-opening the ticket, so that you can change the state of the ticket back to open if you do not believe that the problem has been resolved.

Manage your MobiSAM account

To manage your account details click on the “My Account” link on the top right of the browser window. In the new page that opens (reflecting a summary of your account information) choose the “Update profile” link in the Operation menu.



The screenshot shows the top navigation bar with the MobiSAM logo (tagline: everyone, everywhere) and links for My Account and Logout. Below the navigation bar are three main sections: 'Start' (start here on this platform to get the access credentials), 'Voice your Opinion' (Take part in polls and surveys about service delivery that are in your region), and 'Influence' (All the poll results are aggregated and used to influence and monitor service delivery). The main content area features a form titled 'Update : Makana Resident' with the following fields: Username * (resident), First Name * (Makana), Last Name * (Resident), Preferred Language (English), Password, Repeat Password, Receive SMSs (checkbox), and Receive Emails (checkbox). A 'SAVE' button is at the bottom of the form. To the right of the form is a 'Menu' box with a link to 'Manage account'.

Here you are able to change some of the details you provided in your registration form, including your first and last names, preferred language and your password. To update your account, click “Save”. You will not be able to change your username. In future releases we plan to support changes to email address, phone number and home address as these details could also change over time.

Help with MobiSAM

If you encounter any difficulties in using the MobiSAM application, please contact us using the following details:

Email: help@mobisam.net