





# UWCA Project

# UWCA Web App - User Manual

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## **Version Control**

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# **1.0 Introduction**

## 1.1 Purpose

The purpose of this manual is to provide clear, step-by-step guidance for using UWCA Web App, ensuring users can effectively navigate its features and functionalities. It aims to equip users with the knowledge to optimize their experience and achieve desired outcomes with the software.

## 1.2 Target Audience

The target audience for this manual includes individuals who will use **UWCA Web App** to register membership and receive the membership card. These users are:

1. Members

## 1.3 Objective

The objectives of this manual are:

- 1. To guide users in registering on the UWCA Web App.
- 2. To help users access and use their membership card.
- 3. To provide clear instructions on utilizing the app's features effectively.

## 1.4 System Overview

UWCA Web App is a user-friendly application designed to simplify membership registration with a straightforward process. The app also streamlines event check-ins by allowing users to display their stored membership card, saving organizers time by eliminating the need for manual name verification.





## 2.1 System Requirements

Before using the web application, ensure your desktop or mobile meets the following minimum specifications:

### 2.1.1 Windows Requirements

- Operating System: Windows 10 or later (64-bit).
- **Processor:** Intel Core i3 (8th generation or newer) or equivalent.
- Memory (RAM): 4 GB or more.
- **Graphics:** DirectX 11 compatible GPU or better.
- Internet Connection: Wired or wireless connection (minimum 5 Mbps for optimal performance).
- **Browser:** Latest version of Google Chrome, Mozilla Firefox, or Microsoft Edge (Chromium-based).

### 2.1.2 Mac Requirements

- **Operating System:**macOS 10.15 (Catalina) or later.
- Processor: Apple M1 chip or Intel Core i5 (8th generation or newer).
- Memory (RAM): 4 GB or more.
- Internet Connection: Wired or wireless connection (minimum 5 Mbps for optimal performance).
- Browser: Latest version of Safari, Google Chrome, or Mozilla Firefox.

### 2.1.3 Android Device Requirements

- **Operating System:** Android 8.0 (Oreo) or later.
- Device Compatibility:
  - Devices released in 2018 or later.
- **Processor:** Snapdragon 450 or equivalent (64-bit processor).
- Memory (RAM): 2 GB or more.





- Internet Connection: Wi-Fi or cellular data connection (minimum 5 Mbps for optimal performance).
- **Browser:** Latest version of Google Chrome, Mozilla Firefox, or Microsoft Edge (Chromium-based).

### 2.1.4 iOS Device Requirements

- Operating System: iOS 14 or later.
- Device Compatibility:
  - iPhone 6s or newer.
  - iPad (5th generation) or newer, iPad Mini 4 or newer, or any iPad Pro model.
- **Processor**: A9 chip or newer.
- Memory (RAM): 2 GB or more.
- Internet Connection: Wi-Fi or cellular data connection (minimum 5 Mbps for optimal performance).
- Browser: Latest version of Safari, Google Chrome, or Mozilla Firefox.

## 2.2 Access Requirements

To access the UWCA Web App, users must complete the following steps and provide the necessary credentials:

- 1. Mobile Number and Email Address:
  - Users must register their mobile number and email address for verification.
  - A OTP will be sent to both for authentication during the registration process.
- 2. Create a 6-Digit PIN:
  - Users are required to set up a 6-digit PIN for quick and secure access to the app.

### First-Time User eKYC

For first-time users, an eKYC process is mandatory to verify their identity. This includes:

- 1. Passport ID Verification:
  - Users must capture their Passport ID, and the system will automatically extract and capture the necessary details by reading the passport number.
- 2. Capture Selfie:





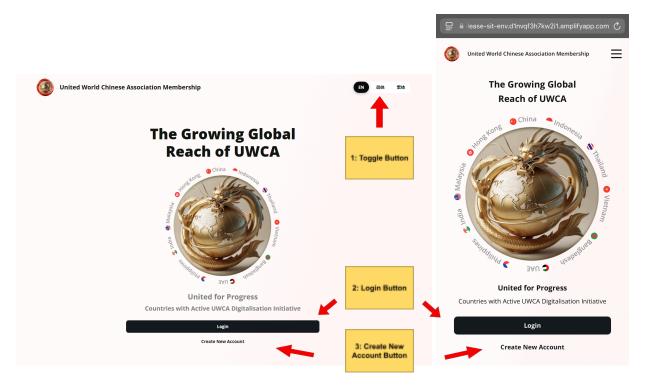
• Users must capture a clear selfie within the app for facial recognition and identity verification. Ensure proper lighting and alignment during the process.



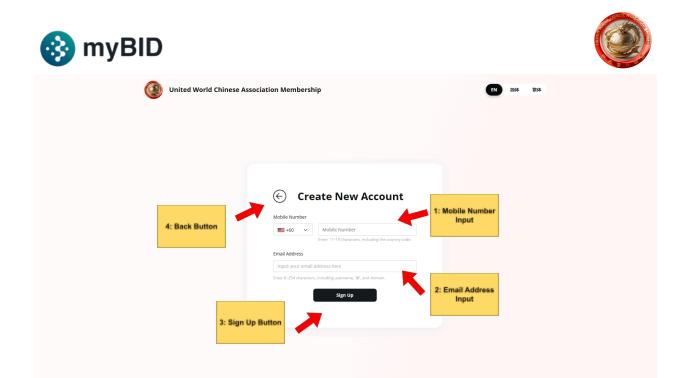


## 3.1 System UI Overview

### 3.1.1 Account Creation



Button/Field	Functionality
Language Toggle	Switch the interface language.
Login	Redirects to the login page for existing users to access their accounts.
Create New Account	Redirects to a new page for account creation.



Button/Field	Functionality
Mobile Number Input	Allows users to input their mobile phone number for verification.
Email Address Input	Allows users to input their email address for verification.
Sign Up	Submits the provided data to create a new account.
Back Button	Redirects back to the previous page.

🛞 myBID			
( United World Chinese As	ssociation Membership	EN 1044 Xtvs	
	<ul> <li>Enter OTP Code sent to +60******27 &amp; da******om Your OTP will expire in 00:35</li> <li>3 4 2 - 6 3 2</li> <li>Verify 2. Proceed</li> </ul>		
2: Re	Re-send OTP	1: Verify Button	

Button/Field	Functionality
Verify & Proceed	Confirms the entered OTP and moves to the next step in the process.
Re-send OTP	Sends a new OTP to the registered mobile number and email for verification.

ي ي	Jnited World Chinese Association Membership	EN 6544. X544
	Set account password	
	Password must be 16 dramaters and include at least one uppercase letter, one lowers letter, one number, and one special character (e.g., l. @, e. 1). Re-type New Password Create New Account	1: Create New Account Button





Button/Field	Functionality	
	Submits the password and completes the account creation process.	

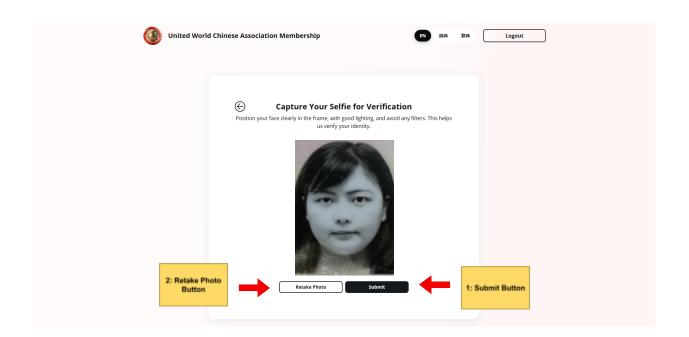
### 3.1.2 eKYC Verification

٢	United World Chinese Association Membership	EN	简体繁体	Logout	
	Verify Your Account Complete your account verification to access all fea	tures			
	This ensures the security and integrity of your acco Verify Now Maybe Later	ount.			
	2: Maybe Later Button		1: Verify Button		

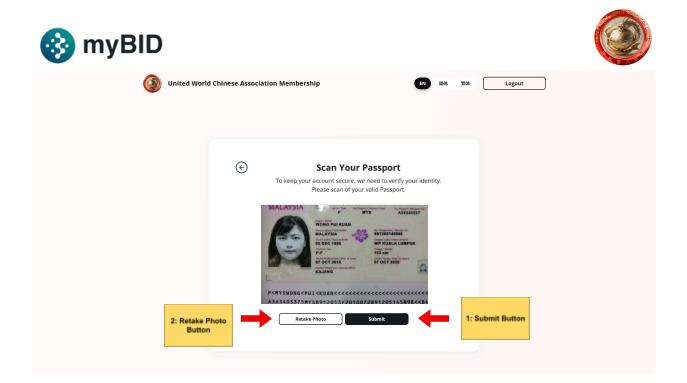
Button/Field	Functionality	
Verify Now	Initiates the eKYC verification process.	
Maybe Later	Postpone the eKYC verification at a later time.	







Button/Field	Functionality
Submit	Submits the captured photo for verification.
Retake Photo	Allows the user to retake the photo if they are not satisfied with the current one.



Button/Field	Functionality
Submit	Submits the captured photo for verification.
Retake Photo	Allows the user to retake the photo if they are not satisfied with the current one.





## 3.1.3 Membership Registration

United World Chinese	Association Membership	EN BM XM Logout
	Join Our Membership Program. Create your membership account to get started. Join Now	

Button/Field	Functionality
Join Now	Initiates the membership registration process.





United World Chinese Association N	embership EN 884 Z44 Logo	Complete Your Profile For Your Membership Please provide a few more details to finisi setting up your membership.
		Title
		Miss
		Full Name (English)
		Wong Pui Kuan
-	ete Your Profile For Your Membership ide a few more details to finish setting up your membership.	Full Name (Chinese)
Title	Full Name (English)	黄佩君
Mr	Peter Parker	Passport Number
Full Name (Chinese)	Passport Number	A363403337
李伟明	A58061582	
Nationality	Date of Birth	Nationality
Malaysia	<ul> <li>✓ 1995/06/28</li> </ul>	Malaysia
	Enter the date in the format YYYY/MM/DD.	Date of Birth
	Confirm	1989/12/05
		Enter the date in the format YYYY/MM/DD.

Button/Field	Functionality
Confirm	Submits the completed profile information.





		-	
United United	World Chinese Association Membership	EN 1994	整体 Logout
	Membership		
	UWCA Membership		
	Miss Wong Pui Kuan 凿佩君 20972197-eea1-4a57-b21e-1323		
	My Profile		
	Title Miss	Full Name (English) Wong Pui Kuan	
	Full Name (Chinese)	Email Address	
	<b>黃佩君</b> Mobile Number	danish@regovtech.com Passport Number	
	+60177988227 Date of Birth	A36340337 Nationality	
1: Verify Button	1989/12/05 Identity Verification	Malaysia	
r. verity button	Verify Now		
		Miss Wong Pui Kuan 黄	<b>闹君</b>
		91177a70-ee8c-44f5-851d-1322	
😐 🔒 lease-sit	-env.d1nvqf3h7kw2i1.amplifyapp.com	ک My Profile	
() United Wo	rld Chinese Association Membership	Title	
		Miss	
Membership		Full Name (English) Wong Pui Kuan	
UWCA Membe	ership	Full Name (Chinese)	
		黄佩君	
		Email Address	
		farfikri23@gmail.com	
Miss Wong 91177a70-ee8c-4	<b>Pui Kuan 黄佩君</b> <sup>14f5-851d-1322</sup>	Mobile Number +60189086842	
		Passport Number	
My Profile		A36340337	
Title <b>Miss</b>		Date of Birth	
Full Name (Englis	1: View Details	1989/12/05	2: Hide Details
Full Name (Englis Wong Pui Kuan	Dutton	Nationality <b>Malaysia</b>	Button
Full Name (Chine	ese)		1 A A A A A A A A A A A A A A A A A A A
黄佩君	+	Identity Verification           O         Verified	+
	View Details	Hide De	atails
		Hide Di	





Button/Field	Functionality
Verify Now	Initiates the eKYC verification process.
Verify Now	Initiates the eKYC verification process.
View Details	Hide additional information.

### 3.1.5 Login Logout

## 3.1.5.1 Login

			😑 🔒 lease-sit-env.d1nvqf3h7kw2i1.amplifyapp.com 🖒
United World Chinese A	Association Membership	EN 简体 聚体	United World Chinese Association Membership
			🔆 Login
	🕙 Login		Mobile Number Email Address
	Mobile Number Email Address		Hobile Number
	Mobile Number +60		Password
	Password		Enter Password
	Login	1: Login Button	Login Create New Account
	Create New Account Forgot Password?		Forgot Password?
		2: Forgot Password Hyperlink	

Button/Field	Functionality
Login	Authenticates the user and grants access.
Forgot Password	Redirects to the password recovery process.





United World Chinese Association Membership	EN 6844	整体 Logout	📮 🔒 lease-sit-env.d1nvqf3h7kw2i1.amplifyapp.com 🖒
Membership         Wick Membership         Wick Membership         Miss Wong Pul Kuan genet         Mass bin-Look whith-Look         Mass bin-Look whith-Look         Miss         Purflie         Mass         Mass bin-Look whith-Look         Mass         Mass         Mass bin-Look         Mass bin-Look <t< th=""><th>Full Name (English) Wong Pul Kuan Email Address bolqiegovtech.com Passport Number A36340337 Nationality Malaysia</th><th>1: Logout Button</th><th><ul> <li>Intel World Chinese Association Membership</li> <li>Capuage Choosey our preferred language below to personalize your experience.</li> <li>English</li> <li>兩件</li> <li>繁件</li> </ul></th></t<>	Full Name (English) Wong Pul Kuan Email Address bolqiegovtech.com Passport Number A36340337 Nationality Malaysia	1: Logout Button	<ul> <li>Intel World Chinese Association Membership</li> <li>Capuage Choosey our preferred language below to personalize your experience.</li> <li>English</li> <li>兩件</li> <li>繁件</li> </ul>

Button/Field	Functionality
Logout	Logs the user out of their account and redirects to the login page.

# myBID4.0 Feature & Functionalities



## 4.1 Account Creation

New users can quickly register and set up their accounts to access the app's features.

### Steps/Navigation

- 1. Open the UWCA web app.
- 2. Click the toggle button to select your preferred language.
- 3. Click the Create New Account button.
- 4. Enter your mobile number and email address, then click [Sign Up].
- 5. Enter either the SMS OTP or Email OTP to verify.
- 6. Set your account password and confirm it by re-entering.
- 7. Click [Create New Account] to finish.

## 4.2 eKYC Verification

Allows new users to securely verify their identity through digital documentation and biometric checks.

### Steps/Navigation

- 1. Click [Verify Now] to start the eKYC process.
- 2. You also can click [Maybe Later] to skip the eKYC process.
- 3. Open the front camera and click [Capture].
- 4. Click [Submit] or [Retake Photo] to retake a selfie.
- 5. Open the camera to take your Passport photo and click [Capture].
- 6. Click [Submit] or [Retake Photo] to retake your Passport photo.
- 7. Click [Continue Registration].





## 4.3 Membership Registration

Allows new users to input their details and receive a membership card upon successful completion.

### Steps/Navigation

- 1. Click [Join Now].
- 2. You will see the form is auto-filled if you do not skip the eKYC process.
- 3. You can manually input your data if you skip the eKYC process.
- 4. Click [Confirm].
- 5. Click [Go to Homepage].

## 4.4 Home Page View

Displays the user's membership card, providing easy access to their details.

### Steps/Navigation

- 1. Open the UWCA web app.
- 2. You will be auto redirected to the Home Page.
- 3. You will see the Verified label if you have completed the eKYC process.
- 4. Otherwise, you can click on the [Verify Now] and redirect to the eKYC process.

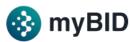
## 4.5 Login Logout

Users can securely access and exit the web app using their registered credentials.

4.5.1 Login

### Steps/Navigation

- 1. Open the UWCA web app.
- 2. Click the toggle button to select your preferred language.
- 3. Choose to log in using your mobile number or email.





- 4. Enter the registered mobile number or email.
- 5. Enter the correct password.
- 6. Click [Login].
- 4.5.2 Login to Another Device

### Steps/Navigation

- 1. Open the UWCA web app.
- 2. Click the toggle button to select your preferred language.
- 3. Choose to log in using your mobile number or email.
- 4. Enter the registered mobile number or email address.
- 5. Enter the correct password.
- 6. Click [Login].

### 4.5.3 Logout

### Steps/Navigation

 Click [Logout] on the top-right pane and you will be redirected to the Welcome Page.

### 4.5.4 Forget Password

### Steps/Navigation

- 1. Open the UWCA web app.
- 2. Click the toggle button to select your preferred language.
- 3. Choose to reset your password using your mobile number or email.
- 4. Enter your mobile number or email address, then click [Continue].
- 5. Enter either the SMS OTP or Email OTP to verify.
- 6. Set your new account password and confirm it by re-entering.
- 7. Click [Reset password] to finish.
- 8. Click [Login] and you will be redirected to the Login Page.





### 5.1 Common Issues

- 1. I can't log into the app.
  - Double-check your web phone or email, and password for any typos.
  - If you've forgotten your login credentials, use the "Forgot Password" option to reset them.
  - Ensure your internet connection is stable.
- 2. How do I contact support if I encounter issues with the app?
  - You can contact customer support via the "Help" or "Support" section within the app or visit the UWCA official website for assistance.
- 3. Is my data safe when using the UWCA Web App?
  - Yes, the app follows strict security protocols to ensure your personal data is safe. Make sure to only download the app from official app stores to avoid potential security risks.

## 5.2 User Support

- 1. In-App Help and Support:
  - Open the UWCA Web App.
  - Navigate to the Help or Support section.
  - Browse through the available FAQs or troubleshooting tips for quick solutions.
  - If you still need assistance, use the Contact Us feature to submit your inquiry.
- 2. Contacting Support via Email:
  - You can reach the support team via email at uwca-uob@hotmail.com.
  - Please provide detailed information about the issue you are facing, including your device model, operating system version, and any error messages you've encountered. This will help us resolve your issue more efficiently.





## 6.1 Glossary of Terms

- 1. UWCA: United World Chinese Association Membership
- 2. eKYC (Electronic Know Your Customer): A digital verification process that includes identity authentication via passport ID and a selfie photo.
- 3. OTP (One-Time Password): A time-sensitive numeric code sent via SMS or email to verify user identity during registration or login.
- 4. PIN (Personal Identification Number): A 6-digit security code set by the user to protect app access.
- 5. UI (User Interface): The visual layout and interactive elements of the mobile app.
- 6. Troubleshooting: The process of diagnosing and resolving common technical issues encountered in the app.
- 7. iOS (iPhone Operating System): The operating system developed by Apple Inc.