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UWCA Project

UWCA Web App - User Manual

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v1.0.0	25 November 2024	**Regov Technologies** (BA - Balqis)	Initial Version

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Table of Content

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.

2.0 Getting Started

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.
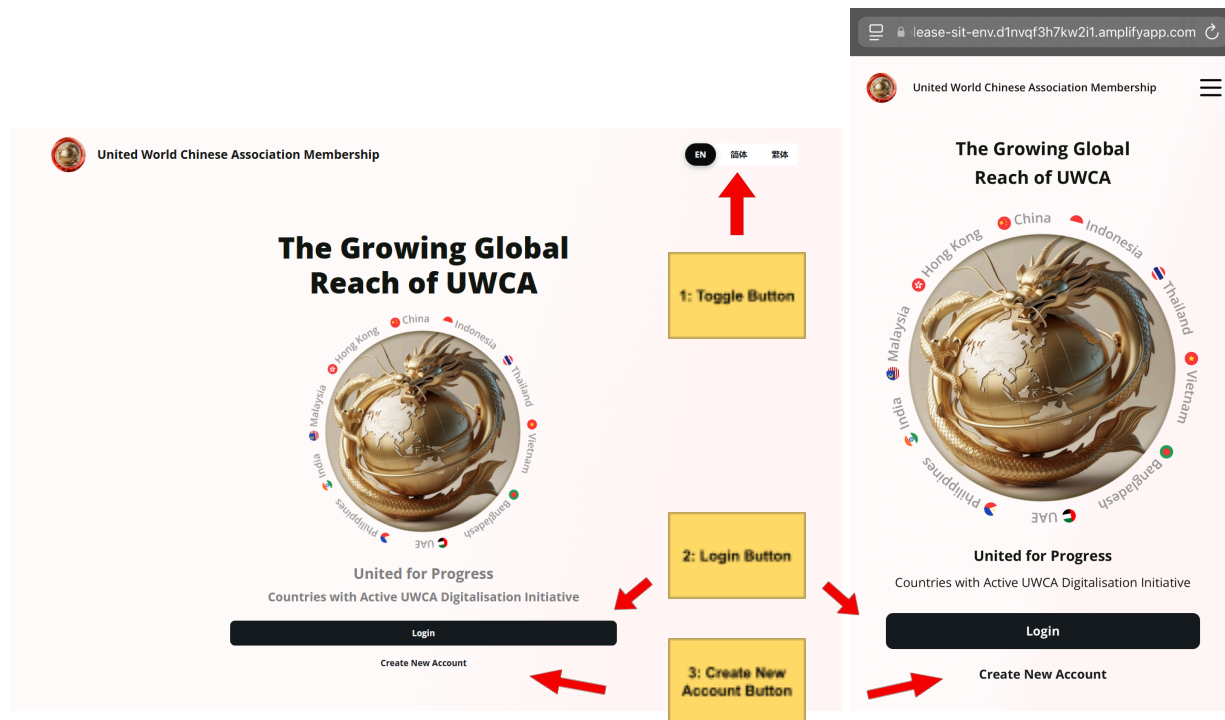2. Capture Selfie:

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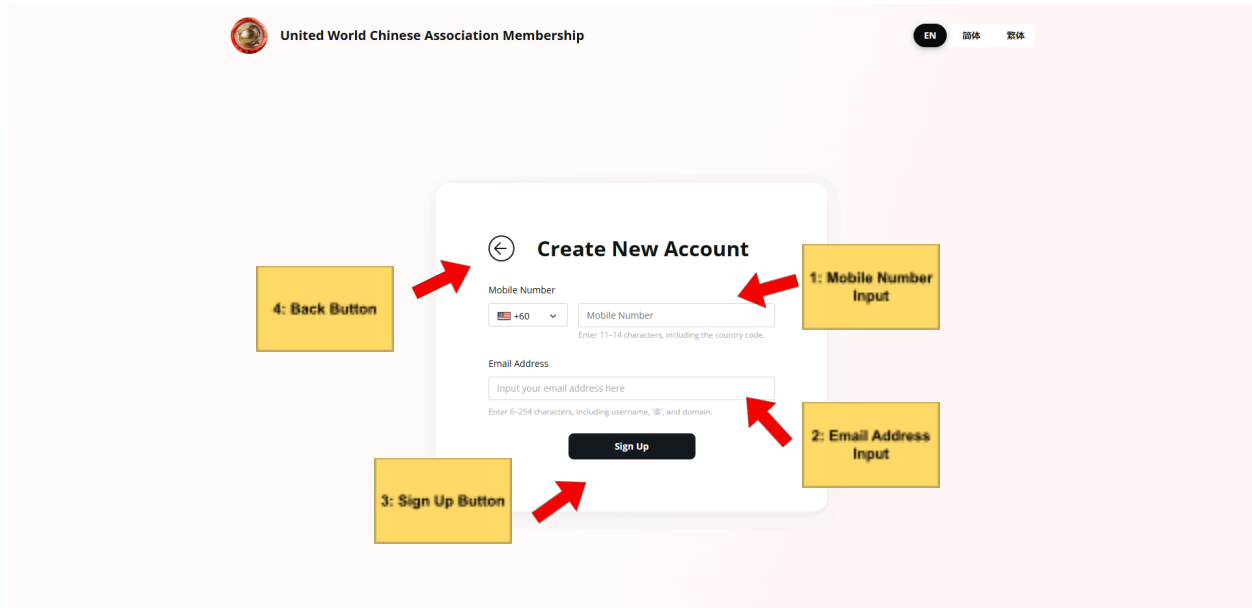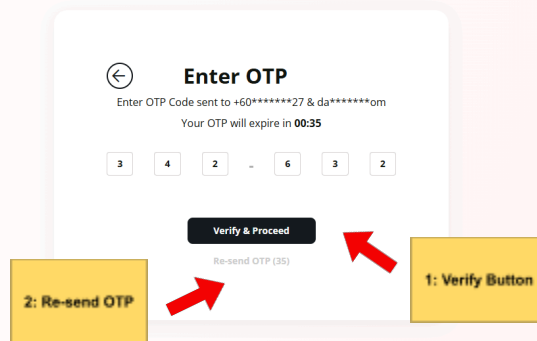
3.0 Interface

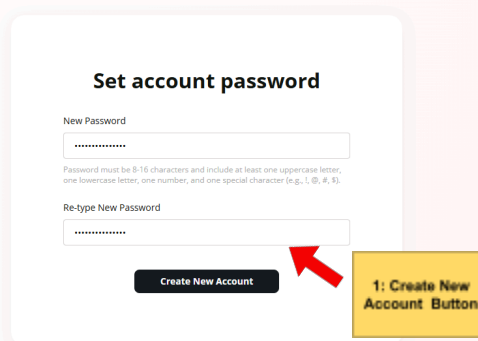## 3.1 System UI Overview

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.

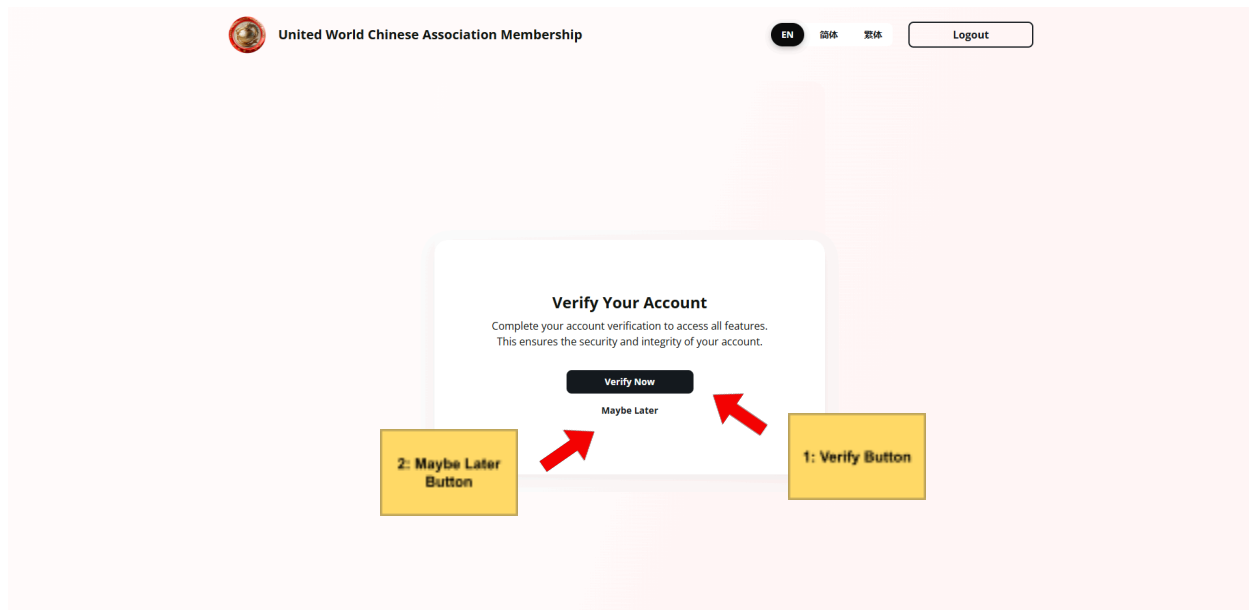| Button/Field	Functionality
Mobile Number Input	Allows users to input their mobile phone number for verification.
Email Address Input	Allows users to input their email address for verification.
Sign Up	Submits the provided data to create a new account.
Back Button	Redirects back to the previous page.

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Enter OTP

Enter OTP Code sent to +60*******27 & da*******om

Your OTP will expire in **00:35**

| 3 | 4 | 2 | - | 6 | 3 | 2 |

Verify & Proceed

Re-send OTP (35)

2: Re-send OTP

1: Verify Button

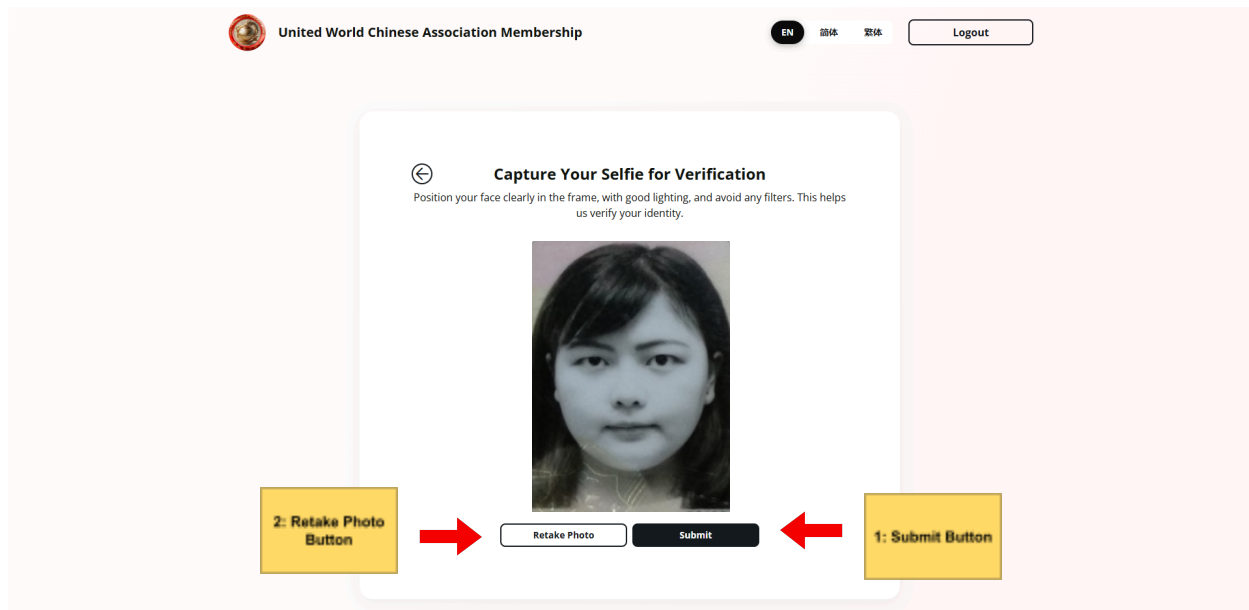| Button/Field	Functionality
Verify & Proceed	Confirms the entered OTP and moves to the next step in the process.
Re-send OTP	Sends a new OTP to the registered mobile number and email for verification.

United World Chinese Association Membership   EN 简体 繁体

Set account password

New Password

················

Password must be 8-16 characters and include at least one uppercase letter, one lowercase letter, one number, and one special character (e.g., !, @, #, $).

Re-type New Password

················

Create New Account

1: Create New Account Button

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

3.1.2 eKYC Verification

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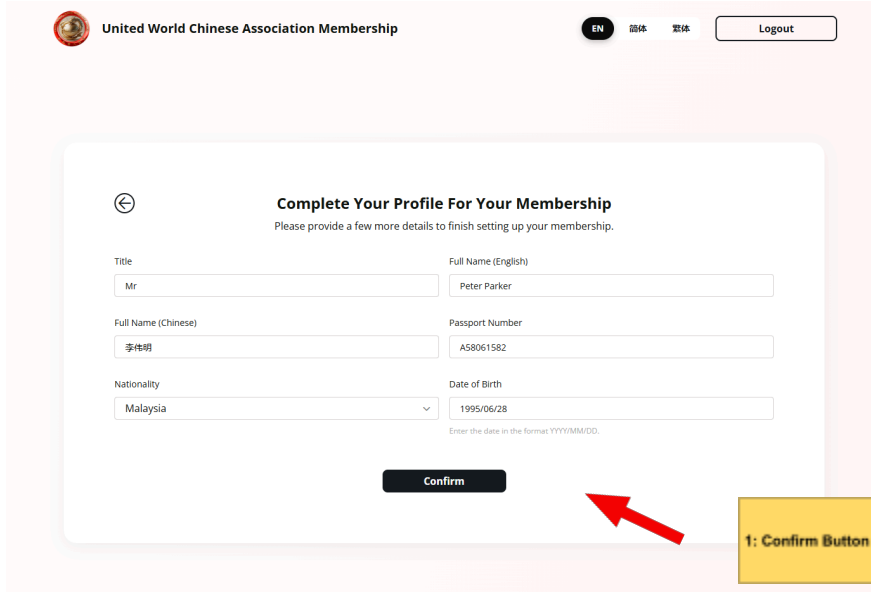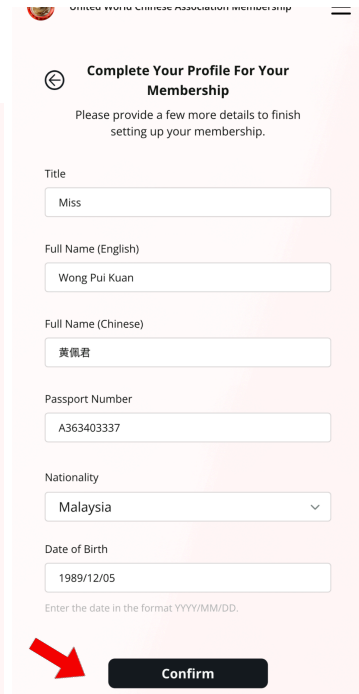
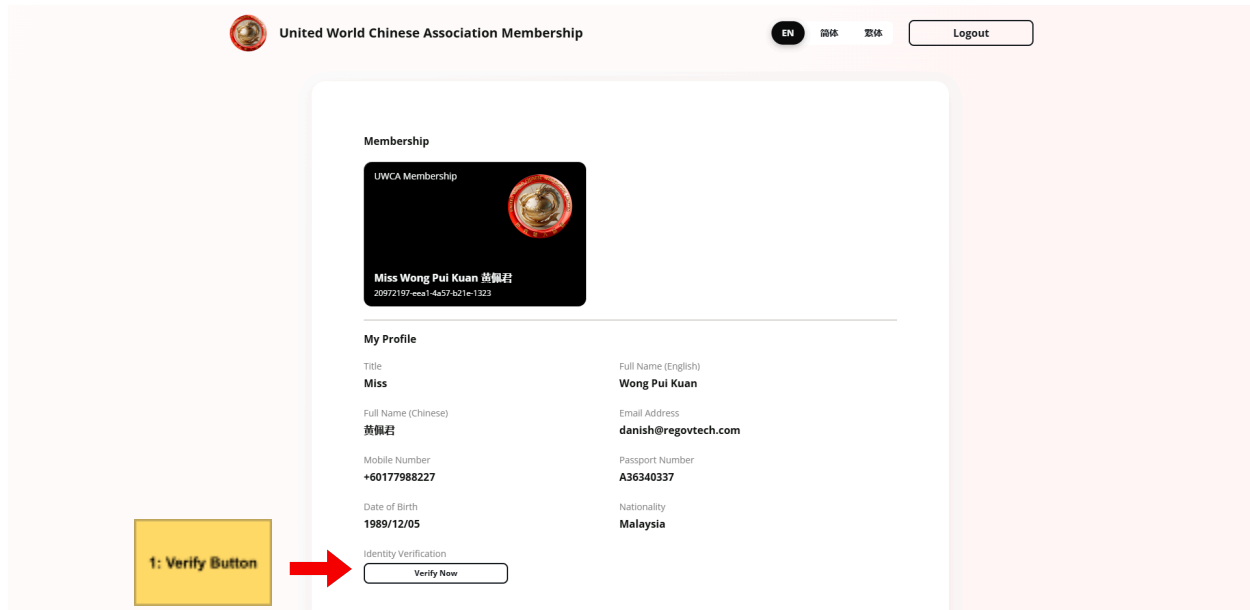| Button/Field	Functionality
Submit	Submits the captured photo for verification.
Retake Photo	Allows the user to retake the photo if they are not satisfied with the current one.

3.1.3 Membership Registration
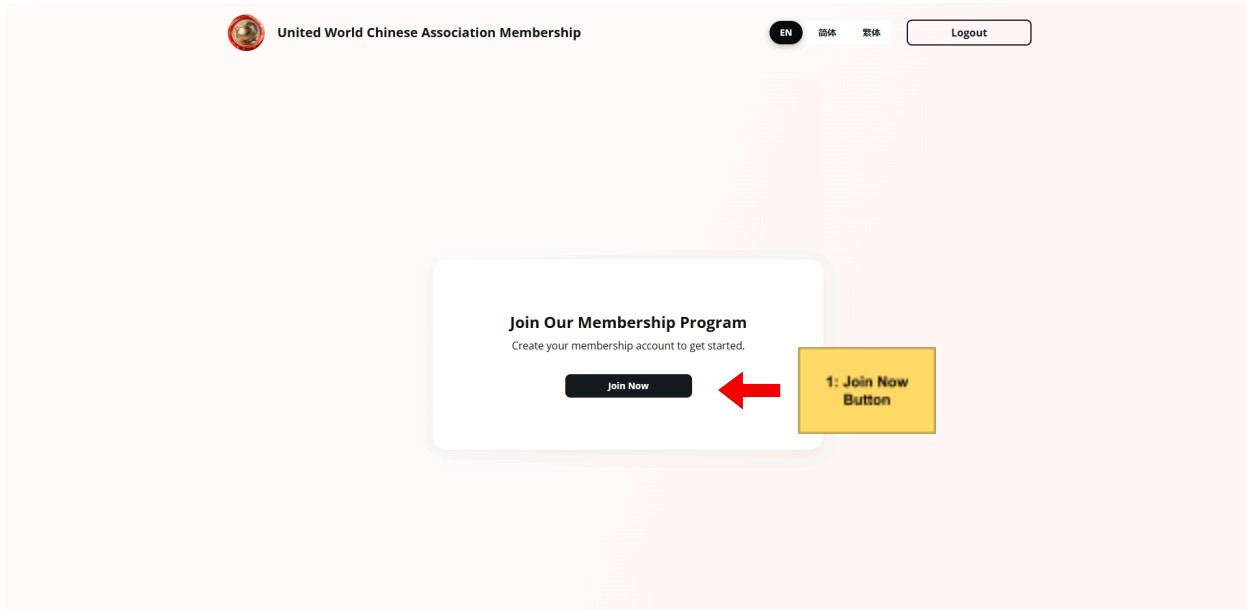
Button/Field	Functionality
Join Now	Initiates the membership registration process.
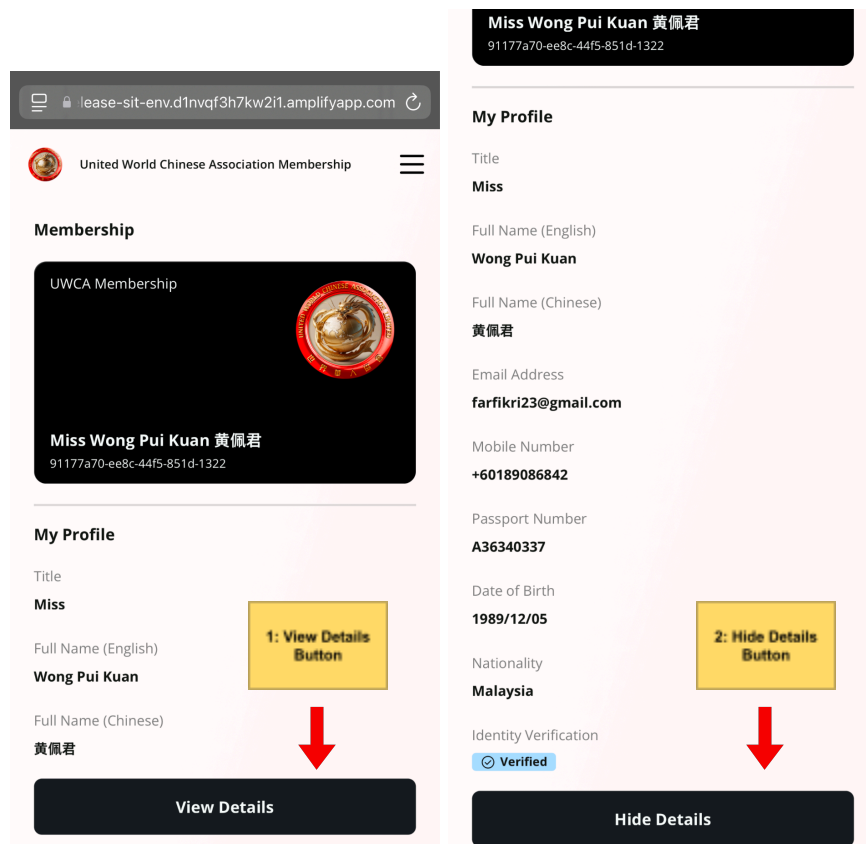
Button/Field	Functionality
Confirm	Submits the completed profile information.

3.1.4 Home Page View

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
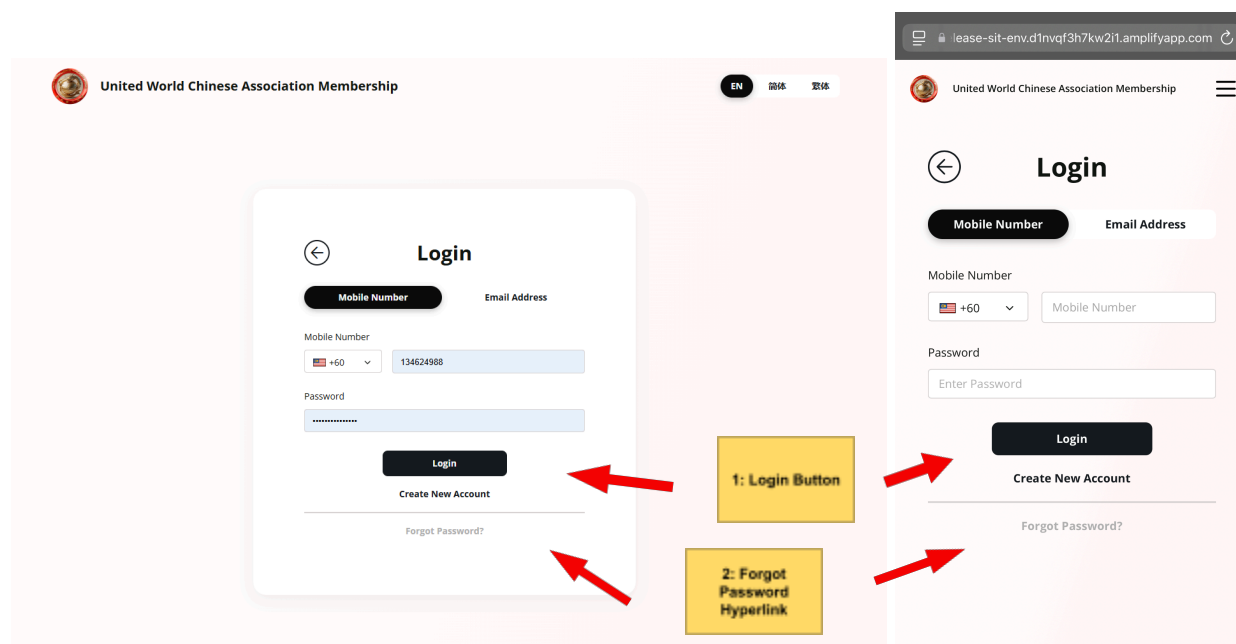
Button/Field	Functionality
Login	Authenticates the user and grants access.
Forgot Password	Redirects to the password recovery process.
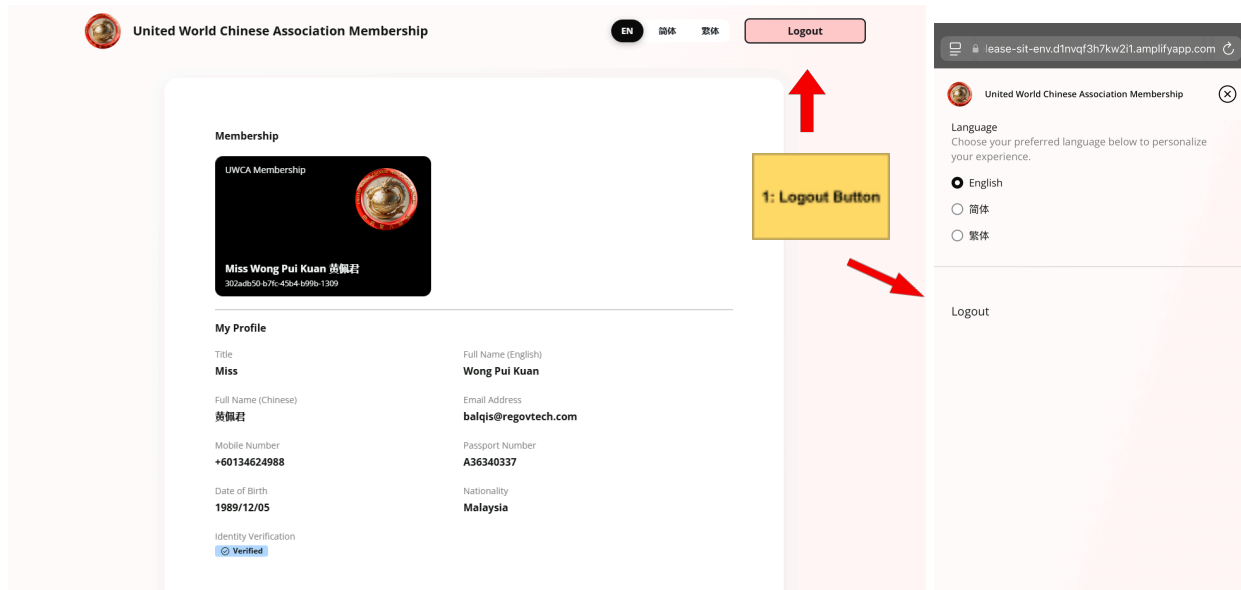
Button/Field	Functionality
Logout	Logs the user out of their account and redirects to the login page.

4.0 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

1. 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.

5.0 Troubleshooting and FAQs

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.

6.0 Appendices

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.