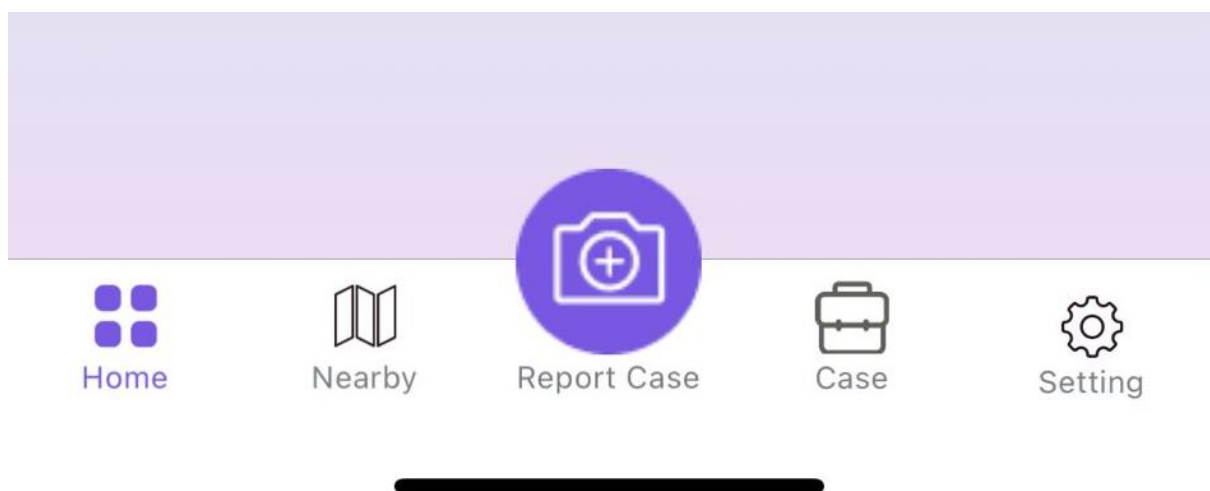


Overview

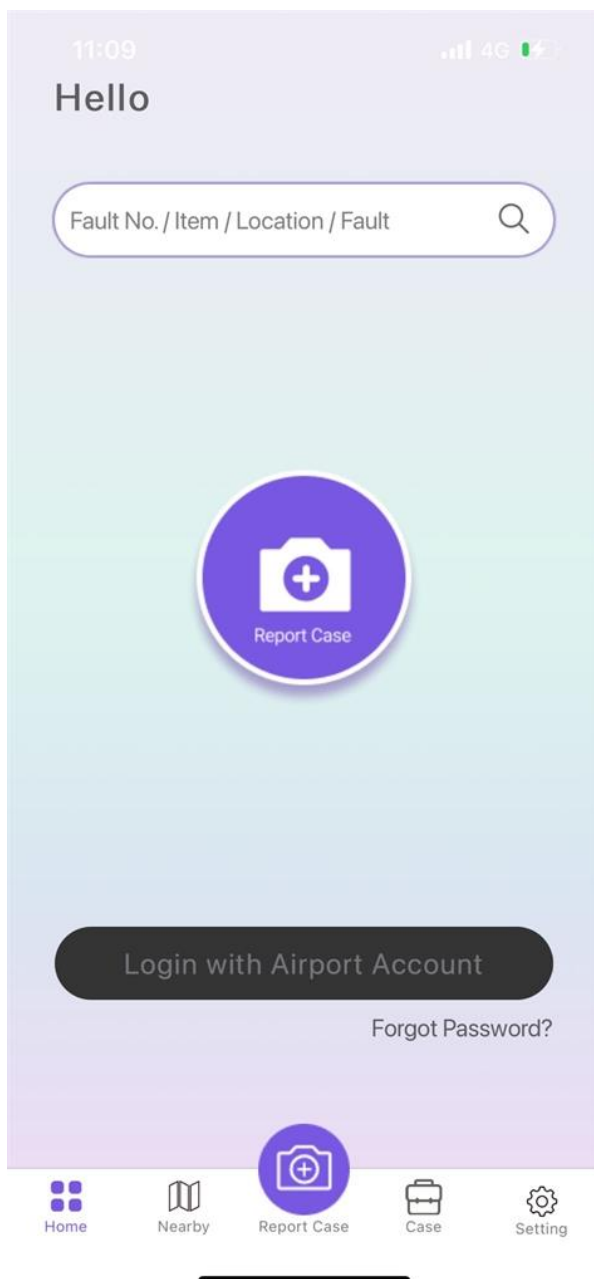
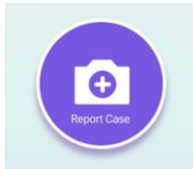
When user opens the APP, user is located in Home screen. There are 4 navigation buttons shown at the bottom. User could click any button for related features.


	Name	Description
1	Home	Report case and login
2	Nearby	Search for nearby cases around where you are
3	Case	Search for authorized cases
4	Setting	Check login info and APP version

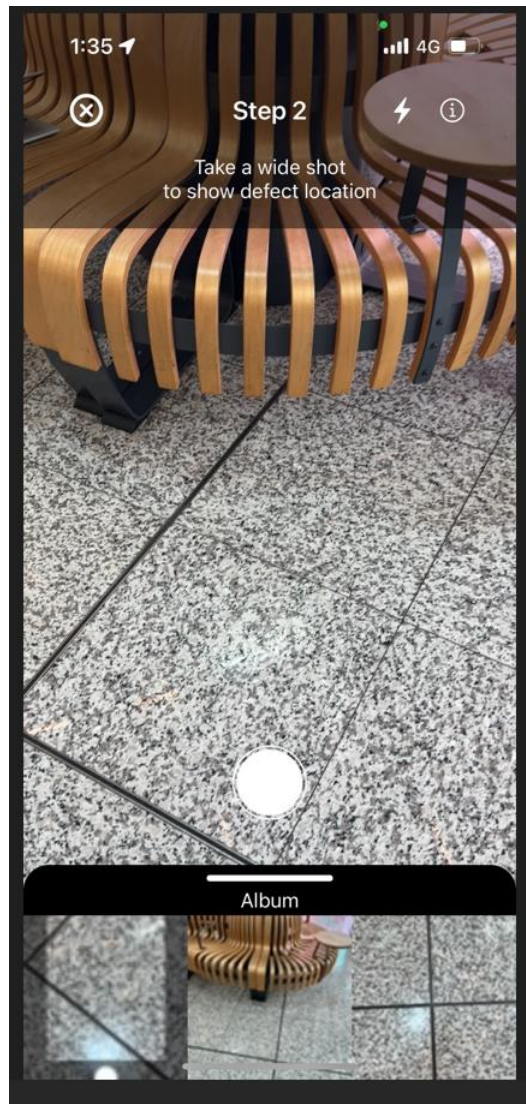
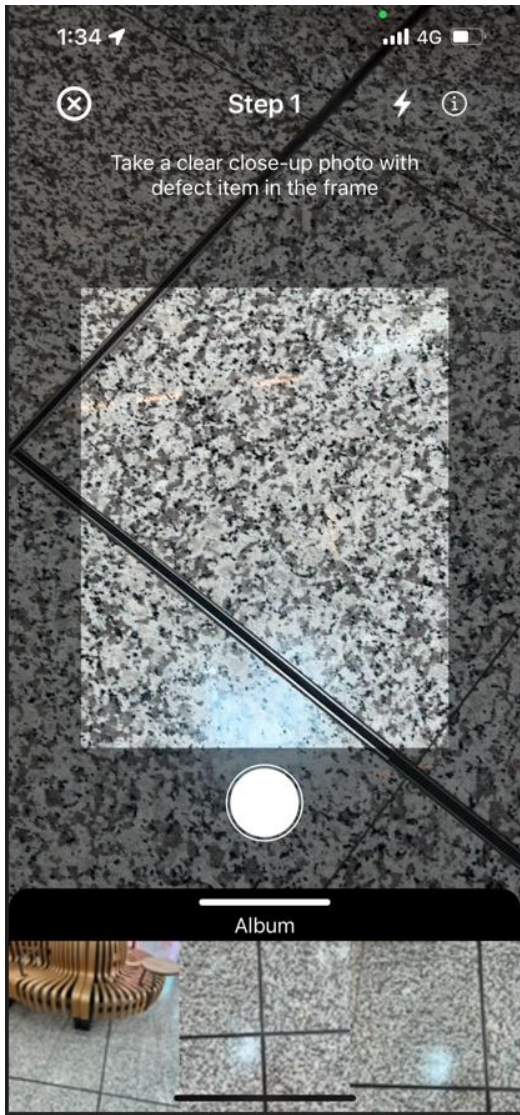


1. Case Reporting

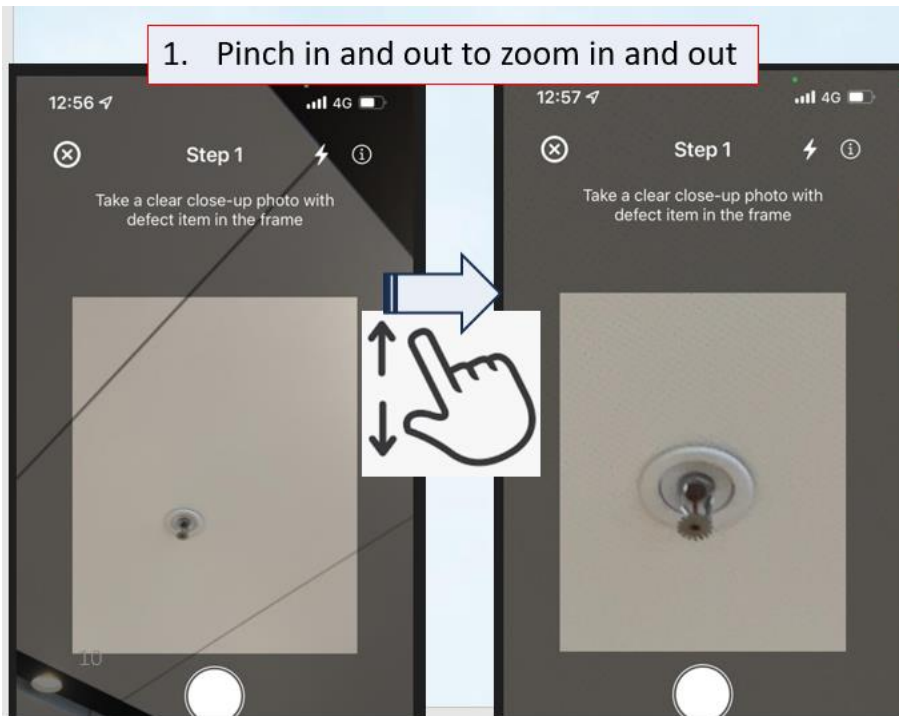
1. Click Report Case button to start in the middle. User allowed to start case reporting even not logged in yet.



2. Take 2 photos - close-up and wide-shot. Optionally, click lightning icon  in top-right corner for switching on flashlight, or choose a photo from the album at the bottom.
- Take step 1 and step 2 photos



- Zoom in or out from step 1 photo



- Select from Album

12:58

4G



Step 2



Take a wide shot
to show defect location

Album



3. Review photos taken and suggested fault information including item, location and problem.
Click right-side icon in each field if needed

11:35

< New Case

Item
Floor Tile [Not this one?](#)

Location
Terminal 1
(L5)

Problem
Coloured

Cause safety hazard?

Additional Information
[Provide more details to help us process faster](#)
E.g. Lift no. / Room no. etc

Submit

Item

Granite Tile

Floor Tile

Others-

Create new report item E.g. Water tap

Problem

Coloured

Cracked

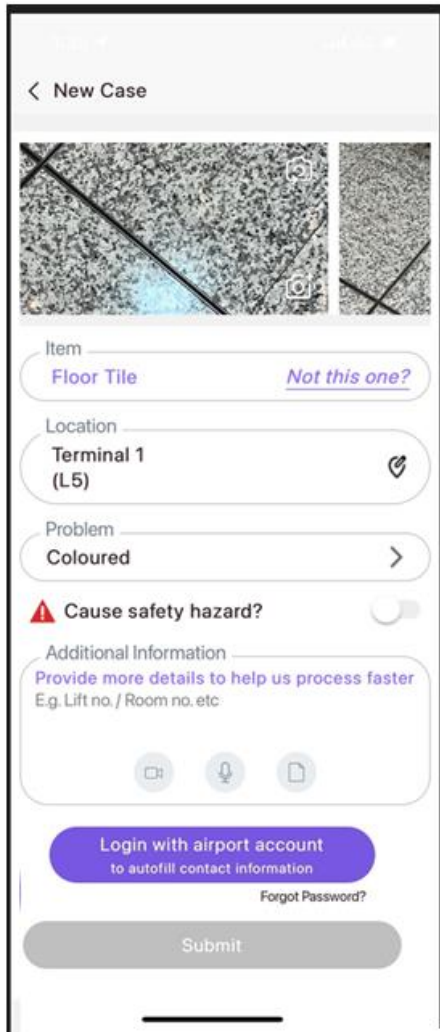
Missing gasket

Missing joint

Spalled

Subsided

4. If not logged in, the Login button shown to require login first



The screenshot shows a mobile application interface for reporting a case. At the top, there is a back arrow and the text 'New Case'. Below this is a photo gallery with two images of a floor tile. The form fields are as follows:

- Item:** 'Floor Tile' with a link '[Not this one?](#)'
- Location:** 'Terminal 1 (L5)' with a location pin icon
- Problem:** 'Coloured' with a right-pointing arrow
- Cause safety hazard?:** A toggle switch that is currently turned off.
- Additional Information:** A text area with the prompt 'Provide more details to help us process faster' and examples 'E.g. Lift no. / Room no. etc'. Below the text area are three icons: a camera, a microphone, and a document.
- Login:** A purple button that says 'Login with airport account to autofill contact information'. Below it is a link 'Forgot Password?'.
- Submit:** A grey button at the bottom.



Welcome to the Airport Authority Hong Kong. This web site is accessible only to authorized users of Airport Authority Hong Kong. By continuing to access this website, you represent that you are an authorized user and agree to have all your activities with this website be logged. Otherwise please close the browser now.

username

Password

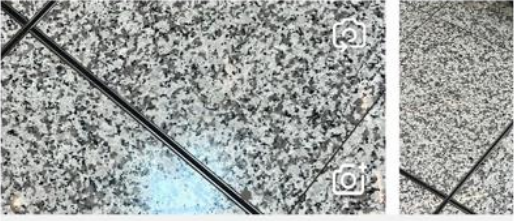
Sign in

Please use the same **User name** and **Password** for AAHK.


5. Once required fields are filled already and logged in, Click submit button


1:35 100%


< New Case






Item
Floor Tile [Not this one?](#)

Location
Terminal 1 (L5) 

Problem
Coloured 

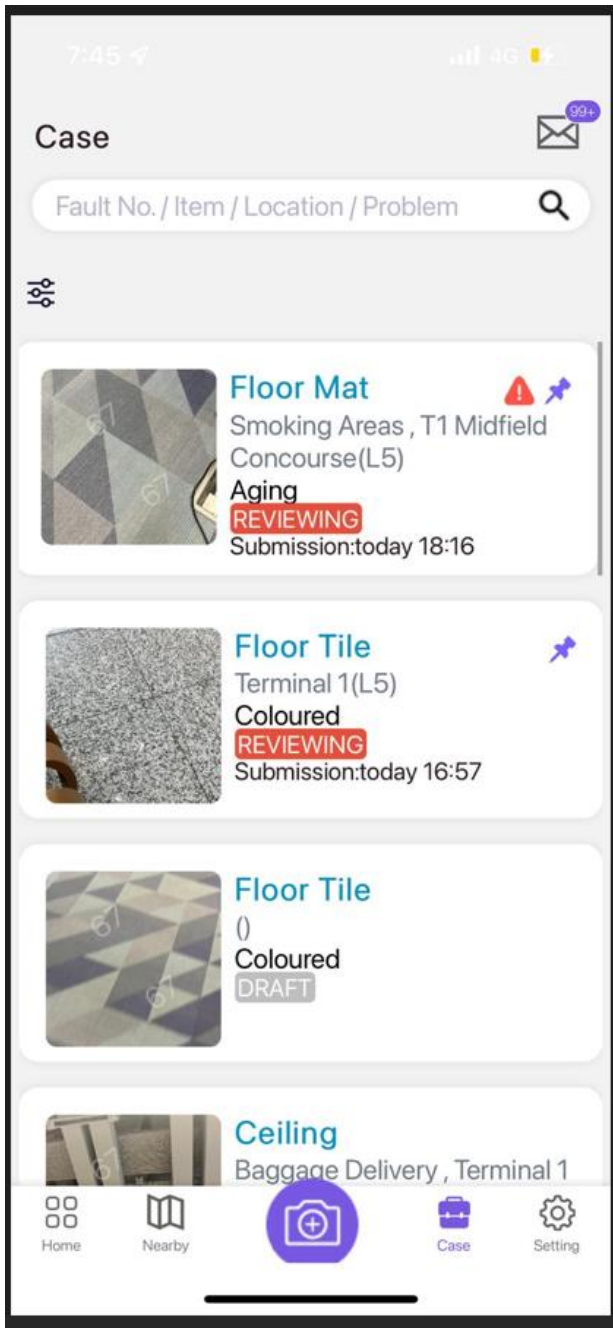
 Cause safety hazard?

Additional Information
[Provide more details to help us process faster](#)
E.g. Lift no. / Room no. etc

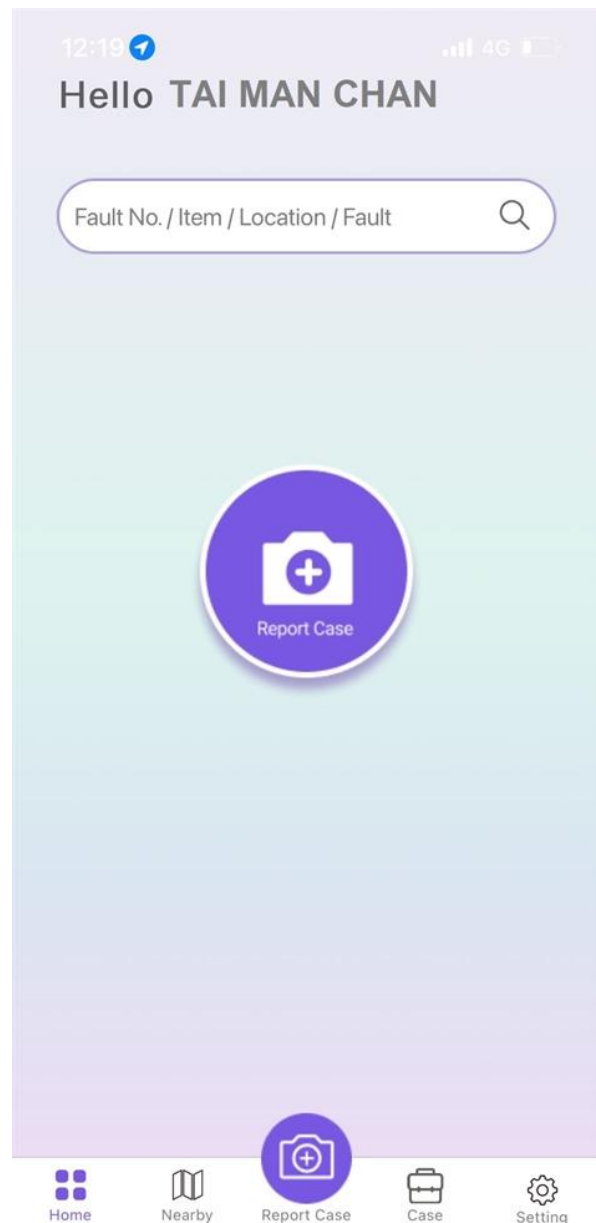
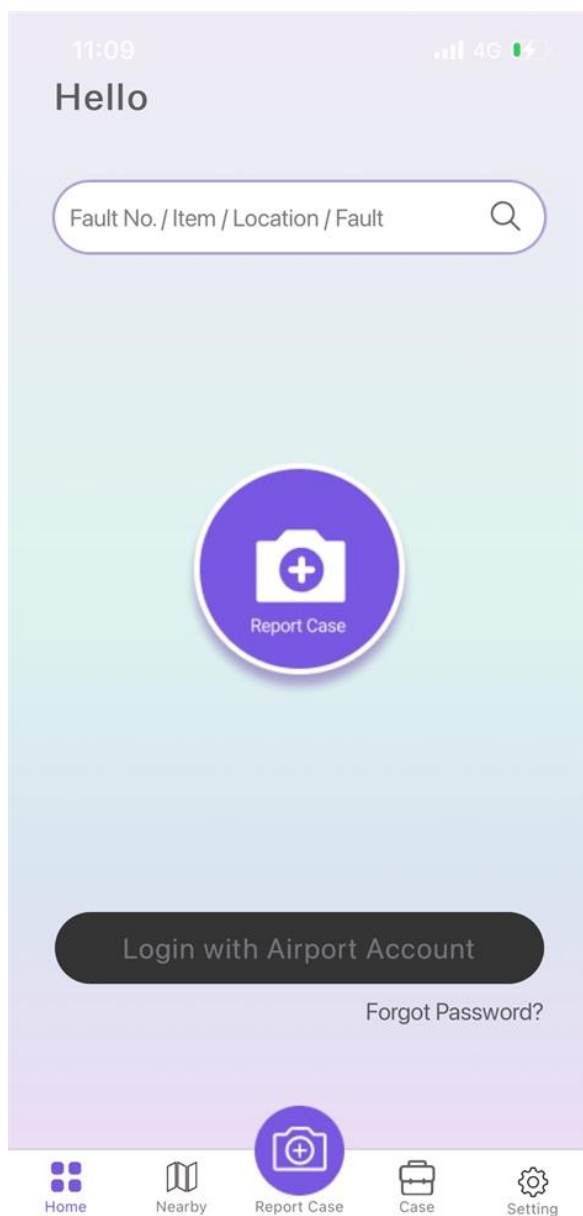
Submit

6. Find new record which first status is "reviewing", in case list



2. Home

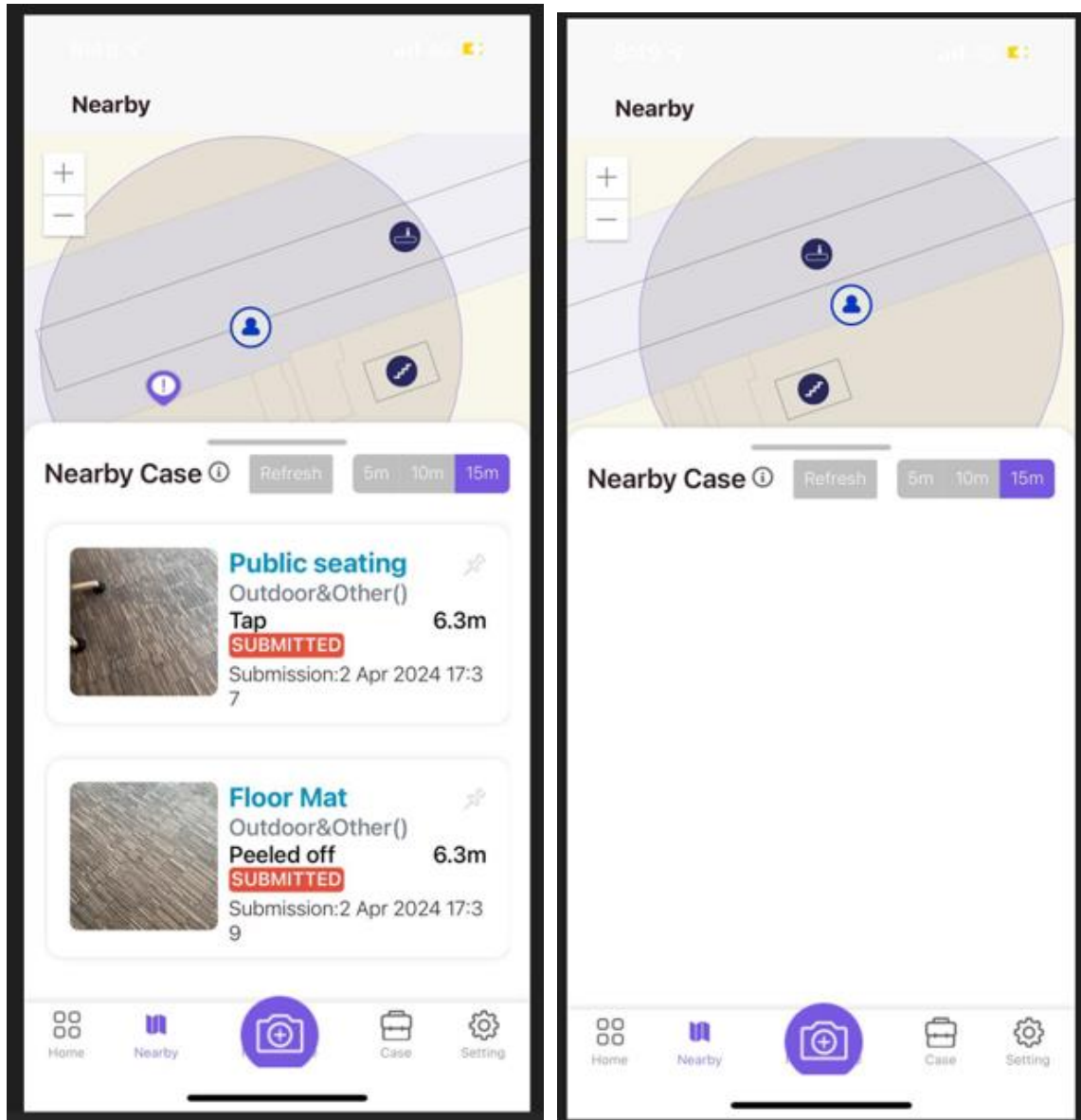
- Screens for user logged in or not are different. Left-side is for user not logged in yet, right side is for user logged in already.
- Find case records from Quick Search box
- Log in using AD account
- Report new case



3. Nearby

User could find cases around the user on the spot

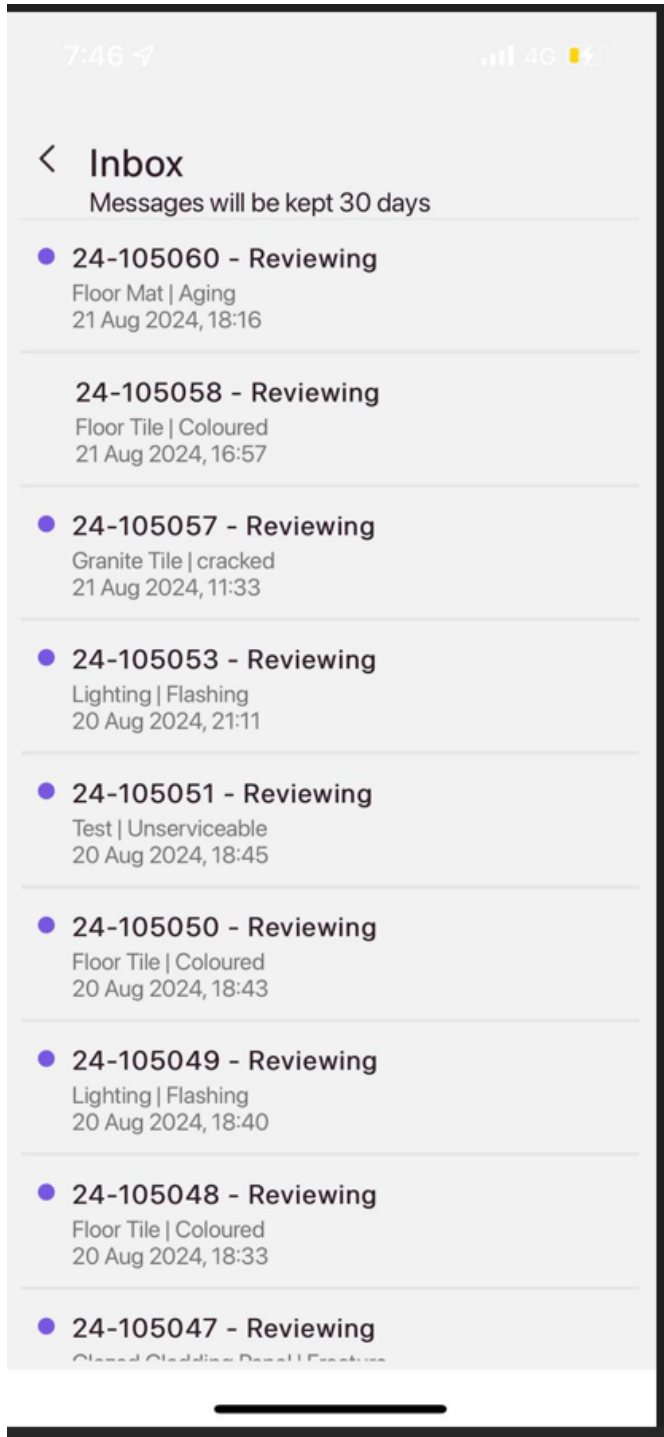
1. Press Nearby button in Navigation bar for nearby cases within a circle of 15 -meter radius at the building/level, around the user according to location reported from beacons equipment
2. Press Refresh to updated cases from around where you were at that moment
3. Or re-pin on map to get updated cases from the pin moved to



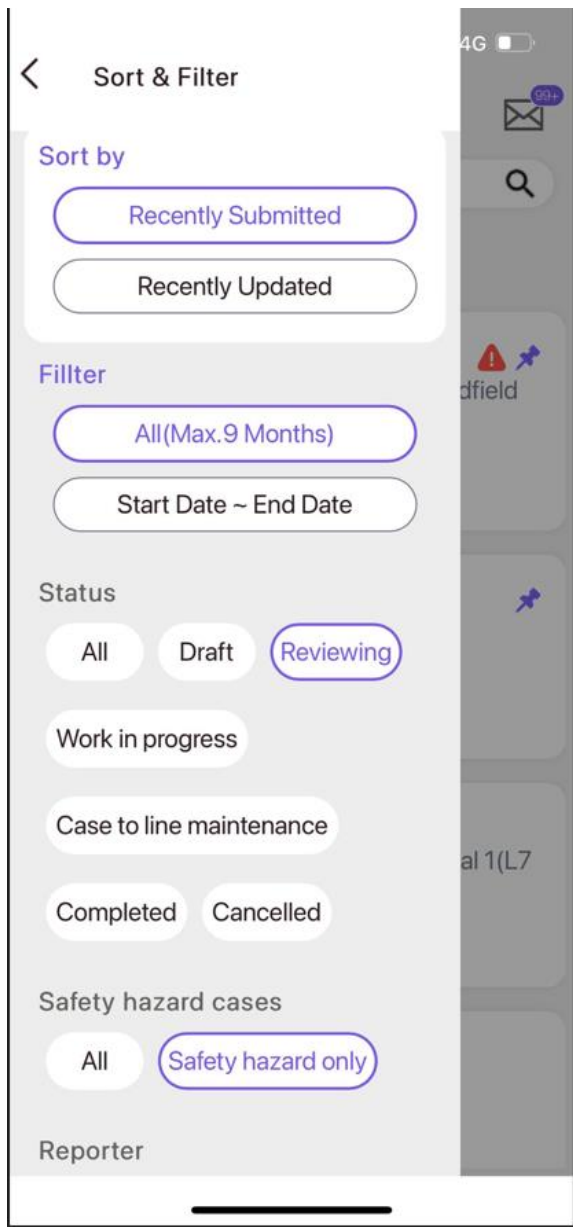
4. Case

User could review all information about case here, including checking inbox, searching case and reviewing case detail.

1. Check notification of changed case status from inbox. The items all were sent within past 30 days from the current day



2. Do searching by selecting fields and press Apply



3. Check result list. And review selected search conditions at top of the result list. Remove conditions by clicking X in a specific condition.

1:38

4G

Case



Fault No. / Item / Location / Problem



Reviewing X

Safety hazard only X



Floor Mat



Smoking Areas , T1 Midfield Concourse(L5)

Aging

REVIEWING

Submission:yesterday 18:16



Sliding Door



Terminal 1(L7)

Cant close

REVIEWING

Submission:1 Aug 2024 16:05



Road Sign



Outdoor&Other()

Fade out

REVIEWING

Submission:1 Aug 2024 16:00



Signage



Terminal 1L5. AIRPORT ROA



Home



Nearby

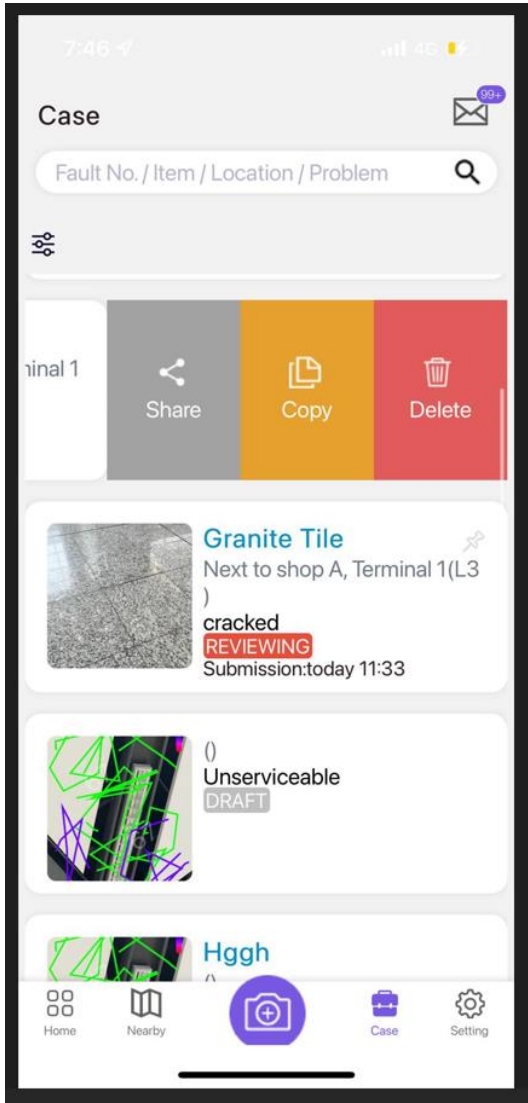


Case

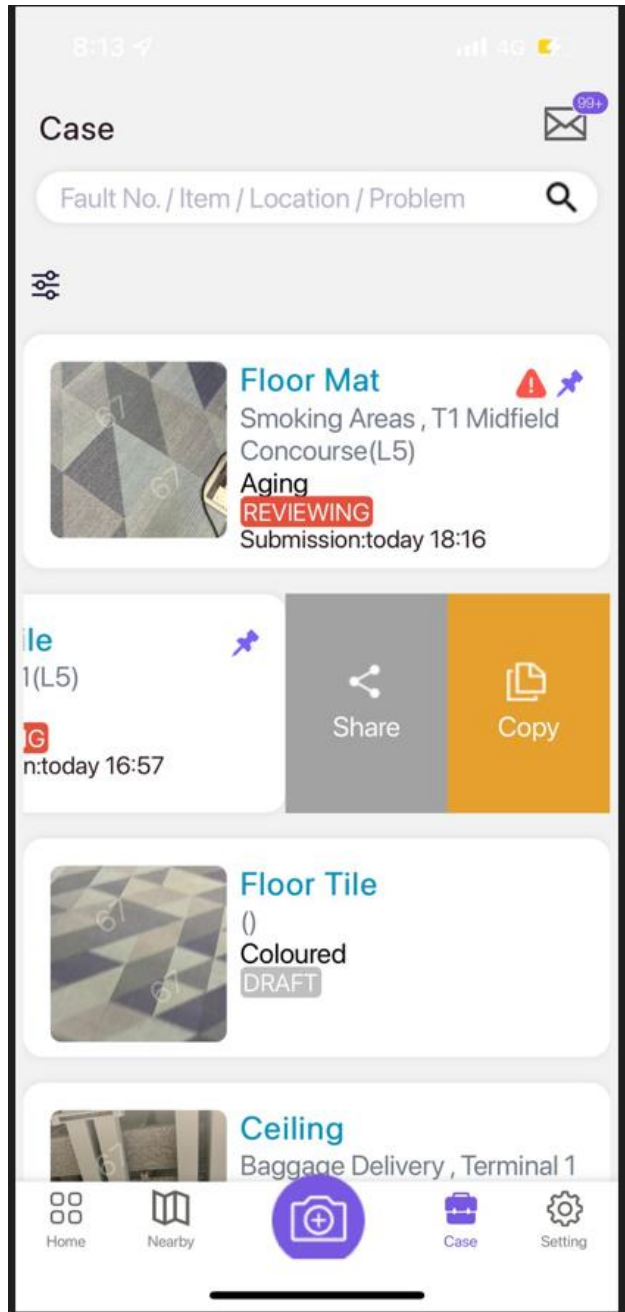


Setting

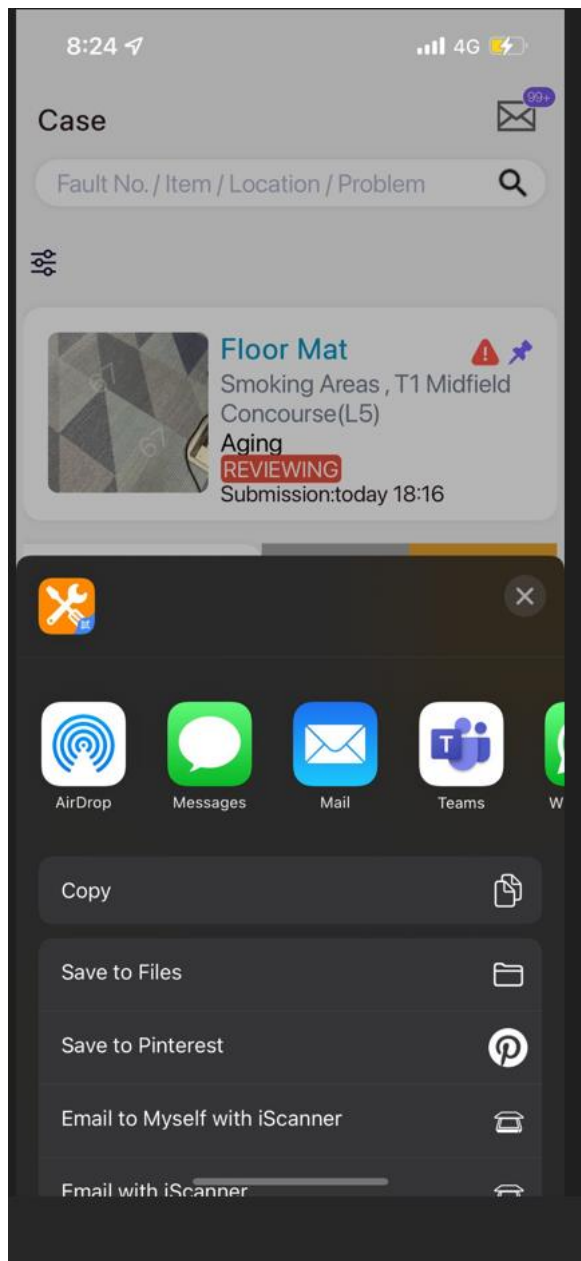
4. Manage case using tools
- Submitted case supports only share and copy
 - Draft case supports share, copy and delete



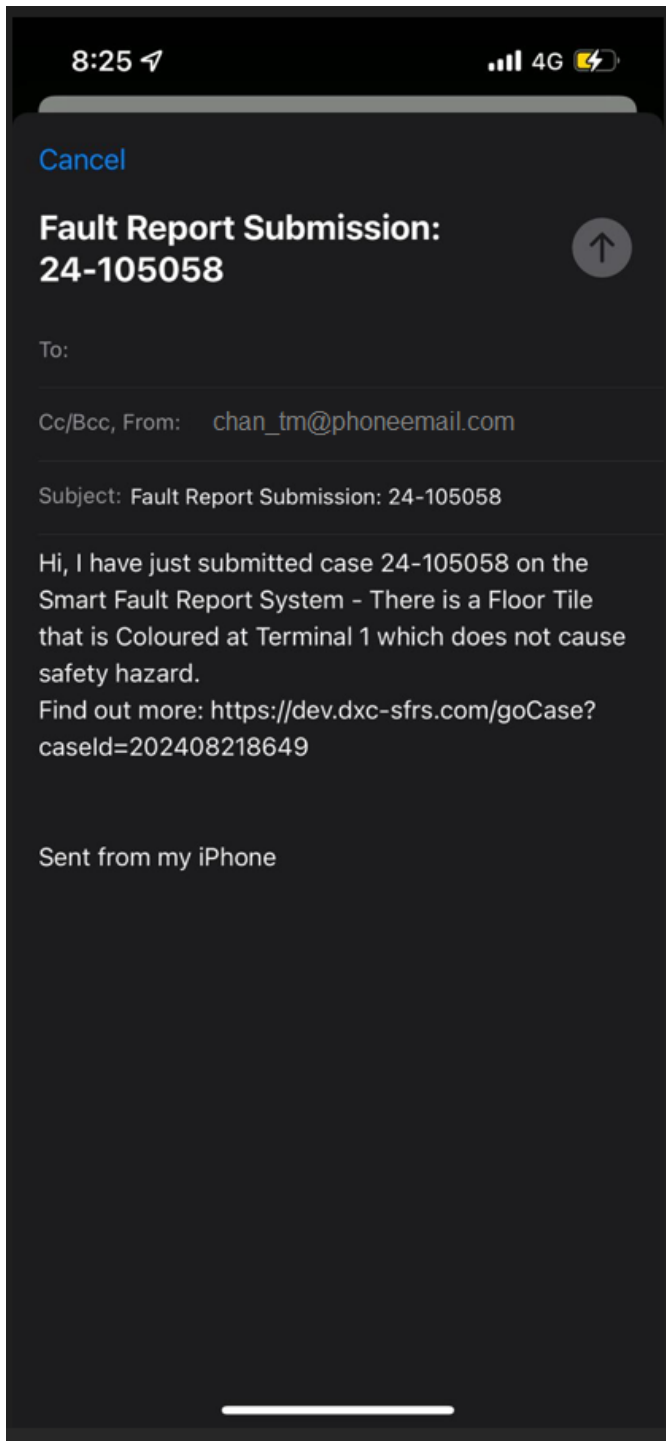
5. Press share in a case, choose a social media and post it using built-in tools from the phone
- Press share on a case



- Choose a media. E.g. Mail



- Check default content from share in email body, select recipient emails and send it



6. Click a result to check case detail. 3 stages in status bar changed according to case status changed. First is reviewing, second is in progress and third is completion.

< 24-102045

Status

● ●●●●●● ● ●●●●● ●
Reviewing
03/07/24

Floor Mat

Outdoor&Other



Problem

Aging

Contact Information

Information Technology
YUNG_OYK



Home



Nearby



Report Case



Case



Setting

5. Setting

1. Check version
2. Check login information
3. Log out

