Technical Installation guide:

Index

Introduction:

The Grid-Watch system is a software solution to communication of municipal issues. Users are able to report problems in the area and be kept up to date on the progress of resolving these issues.

This document will outline the installation, quick start process and system requirements in an easy to understand manner. This system will require access to a user's location to function properly.

System requirements for computers:

Hardware type	Minimum requirements
Display	1024 x 768 minimum
Memory (RAM)	1 GB RAM (required)
Processor family	Intel *x86* or *x64*
Processor speed	1 GHz or better

The web browsers that are supported for the web based application:

Browser	Platform
Chrome	All OSs supported by Chrome
Mozilla Firefox	All OSs supported by Firefox
Any chromium based web browser	All OSs that support chromium based web browsers

Microsoft Edge	Microsoft Windows
Safari	Mac

How to use Grid-Watch on your computer:

1. To use Grid-Watch on your computer you can simply go to the website provided here : //link
2. You can now use the system as a guest with limited functionality or create an account.

How to use Grid-Watch on your mobile device:

Android:
1. Go to the Google Play store.
2. Download the Grid-Watch application.
3. You can now use the application as a guest with limited functionality or create an account.

Alternatively:
1. Download the Grid-Watch apk file from the Grid-Watch website.
2. Install the apk on your smartphone.
3. You can now use the application as a guest with limited functionality or create an account

IOS:
1. Go to the AppStore.
2. Download the Grid-Watch application.
3. You can now use the application as a guest with limited functionality or create an account.
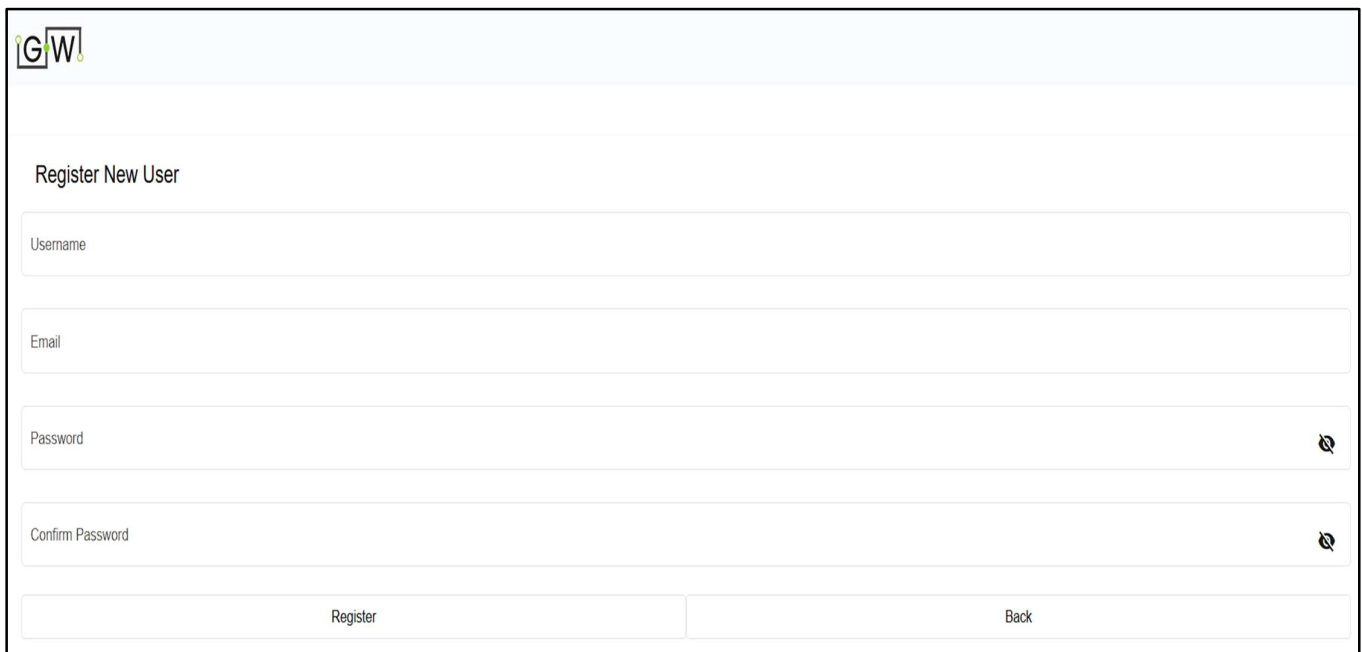
Quick start for citizens:

Registration:

You can register to create an account to have access to all of the features available to citizens. To register click on the register here link when prompted to login.

Note: You can still use the application as a guest, but you will have limited features such as not receiving updates on tickets you have opened etc.

Please provide the necessary details that you will use to login into the application. *Refer to the image below.*

After you have registered you can use your login details with which you created your profile to login. You can now view tickets that were created and also create and edit your own tickets. You can also upvote tickets from users that experienced the same issue that you want to report.

For more information regarding creating, editing and viewing tickets as well as general information with regards to the use of the application, please refer to the ***Citizen Client*** *section in the* ***Grid-Watch User Manual.***

Quick start for authorised officials:

Registration:
You have to register to create an account. To register click on the register here link when prompted to login.

Please provide the necessary details that you will use to login into the application. *Refer to the image below.*
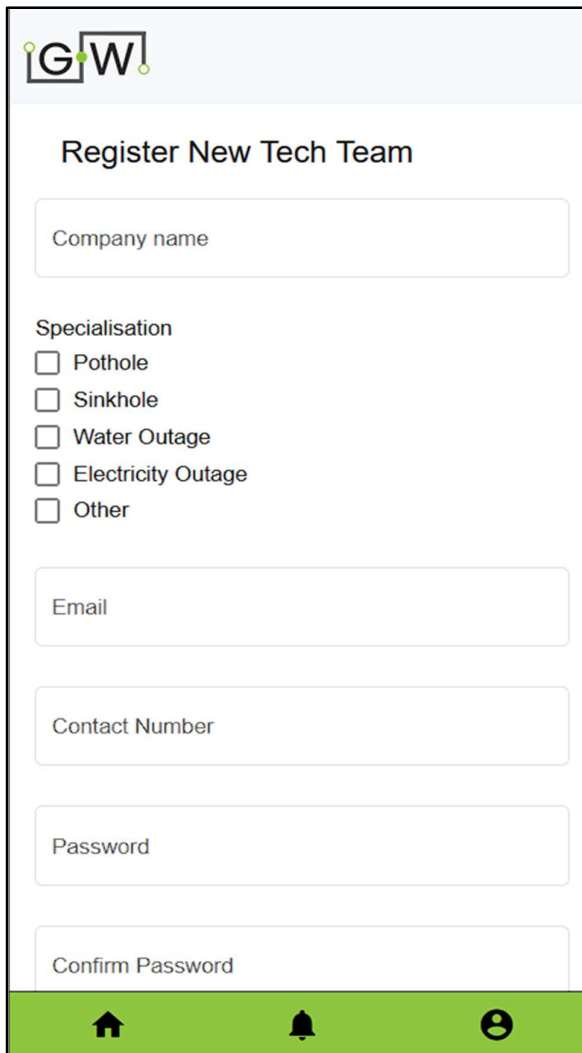
*For more information about dispatching tickets, using the overview of tickets or general information with regards to the use of the application, please refer to the **Authorised Officials** section in the **Grid-Watch User Manual.***

Quick start for technician teams:

Registration:
You have to register to create an account. To register click on the register here link when prompted to login.

Please provide the necessary details that you will use to login into the application. *Refer to the image below.*

*For more information with regards to accepting tickets, updating ticket progress etc. or general information with regards to the use of the application, please refer to the **Technician Team** section in the **Grid-Watch User Manual.***