

FireSTrack

roles

Roles & permissions

- **Super Admin (Regional level)**
 - Full system privileges across regions/districts.
 - Create/delete District Admins and Staff (any district).
 - Approve Staff accounts.
 - Create/delete company profiles globally or assign them to any district.
 - Access Recycle Bin and recover or permanently purge items.
 - View system logs, backups and global reports.
- **District Admin**
 - Manage staff in their district (create staff; staff must be approved by Super Admin before active).
 - Create, edit, delete companies in their district (unless Super Admin locked company scope).
 - Assign inspections, manage district dashboard, respond to requests and helpdesk chats at district level. He can manage all customers in the district, both created by himself and staff
- **Staff (District Fire Safety Unit)**
 - Manage companies and perform inspections, upload reports, update equipment inventories and training records he created.
 - reply on helpdesk with customer he created view only staff dashboard.
- **External users / Requestors**
 - Not full users Can fill request form to request certificates, inspections, training, etc. Their requests generate tickets and e-mail acknowledgement.

Authentication & Account Request

- Login via email + password.
- Request form: for users without an account.
 1. Full Name,
 2. Email,
 3. Contact Number,
 4. Request Details (dropdown: Fire certificate, Inspection, Assessment, Training, Others),
 5. Region (dropdown),
 6. Location (free text).

Note: After submission, send acknowledgement email as specified and create a request ticket for Admin review.

- Account creation flows:
 1. Super Admin creates District Admin (email auto-notification with credentials). Option to provide password or auto-generate (10 characters: upper + lower letters + digits + optional symbols).
 2. District Admin creates Staff accounts, but Staff must be approved by Super Admin before activation. Super Admin receives approval notification and can Approve/Reject.
 3. Auto-generated passwords: optional; if used, email must contain credentials and instructions to change password on first login.
- Password reset via email link (secure, time-limited token).

Search

- List, search, filter users by role, region, district, status (Active, Pending Approval, Disabled).

Delete

Dropdown on Users page with reasons for deletion (selectable) and a confirm step; deletions go to Recycle Bin (Super Admin only can permanently delete or restore).

Companies (Customer Profile)

Fields to capture:

- Company (Premises) name
- Email
- Location of premises (Region, District, Street/Plot number)
- Contact number
- Number of floors
- Current use (select list)
- Responsible person
- Upload signature image or PDF
- Password (auto generate)
- Proposed / existing project (tick)
- Issuing / Renewing fire certificate) (tick)
- Uploads
- Date

- **Assessment report (large text area for report writing)**

Inspections

- Inspection checklist templates (configurable) for standard properties. Each item has pass/fail/NA and comment.
- Inspector selects company, creates inspection record, fills checklist and saves findings. Allow offline-style form entry (save draft) and attachments (images, PDFs).
- Inspection history timeline stored per company.
- Inspectors can flag issues requiring immediate action, triggers notification escalation.
- **Inspection report (large text area for report writing)**

Fire Certificates & Permits

- Create certificate records with fields: certificate number, issue date, expiry date, issuing authority, certificate type, attached document (PDF), status (Active, Expired, Suspended).
- Automatic reminders via Notification module when certificates approach expiry (configurable thresholds e.g., 60,30, 14, 7 days).
- Renewals: link renewal requests to previous certificate and create a new certificate upon successful renewal.

Fire Safety Facility

- Three submodules:
 1. Means of Escape — forms for exit routes, signage, occupancy limits.
 2. Firefighting Equipment — inventory with equipment type (extinguisher, hydrant, hose reel), location, last service date, next service due, serial numbers, capacity/type.
 3. Alarms & Warning Systems — type, last test date, next test due, vendor contact.
- Equipment/service reminders and maintenance logs.

Safety Training

- Record training with training type, date, attendees (upload CSV or add staff/company participants), materials (uploads), assessment results, renewal schedule.
- **Training report (large text area for report writing)**

Notifications & Logs

- Notification log: record of all system notifications (email, SMS if configured, in-app). Show status (sent, failed, pending).
- Push in-app notifications for assigned tasks and approvals.

Help desk (Chat)

- Simple chat/ticket system linking requestor/company to district staff/admin.
- Messages stored, searchable, and can be converted to an inspection or service ticket.

Request form

Dashboard & Reporting

- District-specific dashboards show metrics: number of companies, certificates expiring soon, overdue inspections, equipment due for service, training sessions scheduled.
- Graphs: time-series for inspections, certificates issued, training counts.
- Export reports (PDF, CSV).

Backup & Recycle Bin

- Automatic backups of database and uploads (monthly, configurable). Maintain retention policy (e.g., keep 30 days incremental, 6 monthly full backups).
- Recycle Bin stores soft-deleted items (companies, users, inspections). Only Super Admin can restore or permanently delete. Recycle Bin entries should include deletion reason (select from dropdown) and who deleted.

User workflows

Account request workflow (external user)

1. Visitors submit request forms with required fields.

System creates a ticket and sends acknowledgement email to the requestor: **"Thank you {Name}, your request has been received by the Fire Department. Customer service will contact you within 24hrs for further details."** (include ticket ID).

2. District Admin reviews and decides to create a Company and / or create a user account for the requestor.

District Admin creation (by Super Admin)

1. Super Admin fills District Admin creation form (Name, Username, Region, District, Email, Contact, Password option: manual or auto-generate).
2. System sends welcome email with credentials and reminder to change password.
3. On first login user is advised to change password.

Staff creation & approval

1. District Admin creates Staff account (Name, Service no, Email, Contact, Password manual/auto).
2. Staff account status = Pending Approval.
3. Super Admin receives approval requests and can Approve/Reject. If approved, staff receive email with credentials.

Adding company & inspection lifecycle

1. Admin or Staff creates company profiles and uploads required documentation.
2. Staff schedules an inspection and fills checklist on site.
3. Inspector completes checklist, uploads photos and generates inspection report.
4. If the inspection recommends a certificate, District Admin issues certificate record and attaches the certificate file.
5. Notifications are scheduled for renewal reminders.

Pages and user manual snippets

Top-level pages

- Login / Request Access
- Dashboard (District-focused)
- Users (list / create / edit)
- Roles (list / permissions)
- Companies (list / create / edit / details)
- Inspections (create / templates / history)
- Certificates
- Fire Safety Facility (Means of escape / Equipment / Alarms)
- Training
- Notification log
- Requests (external requests list)
- Help desk (chat)
- Recycle bin (Super Admin only)
- Settings (Region config, checklist templates, notification thresholds)

User manual: example for Companies page

- On the Companies page click Add Company.

- Fill required fields (Company Name, Region, District, Email, Contact). Add premises details and upload any documents.
- Click `Save`. You will be taken to the company profile page where you can initiate an `Inspection` or `Issue Certificate`.

Each page should have a small help widget (info icon) which expands a short manual with

12. Notifications & email templates

Notification types

- Account created (district/staff) include login credentials and instructions to change password.
- Account approved/rejected (staff) include reason.
- Request acknowledgement (external) Thank you {name}..."
- Certificate expiry reminder — configurable thresholds.
- Inspection assigned — link to inspection form.

Sample acknowledgement email

Subject: Request received — FireSTrack

"Thank you, {Name}, your request has been received by the Fire Department. Customer service will contact you within 24hrs for further details. Ticket ID: {id}."

13. System administration & maintenance

Admin console

- Manage Regions & Districts
- Manage Roles & Permissions
- View system logs, scheduled tasks and backups
- Run DB migrations and data exports
- Super Admin must be permitted to add a drop-down list

Password generator spec

- Length: 10 characters by default
- Character set: uppercase (A-Z), lowercase (a-z), digits (0-9), and two optional special characters from `!@#$$%&*`.
- Example: `G7k!v9P2xQ`.
- Provide toggle in the UI: "Auto-generate password" or "Set my own password".

Sample deletion reason dropdown (Users & Companies)

- Duplicate entry
- Requestor asked for deletion
- Data obsolete / merged
- Security / Privacy concern
- Wrongly created

Acceptance criteria (sample)

- Super Admin can create District Admin and District Admin can create Staff (Staff pending Super Admin approval). Approved staff can log in.
- External request form sends acknowledgement email within 1 minute of submission.
- Company profiles can be created, and an inspection can be linked to it.
- Certificate expiry reminders send at 60, 30 and 7 days before expiry.