1. INTRODUCTION

This User Manual contains all the essential information for the user to make full use of the BullyBuster app. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

1.1 Purpose and Scope

The purpose of this User Manual is to provide detailed documentation of the tasks located within the BullyBuster application and how to perform them. This User Manual will cover all aspects of this app, from the easy tasks to complete, such as logging in, to the difficult tasks, such as finding a posse.

1.2 Organization

This manual has a simple structure that will make interacting with BullyBuster’s app effortless. It starts with the introduction, which includes a variety of topics such as how to contact the BullyBuster team, project references, primary business functions, and a glossary to help further navigation of the user manual. It then continues to a general description of capabilities and the purpose of the BullyBuster app followed by the system’s functions. System Functions consists of a list of the descriptions, inputs, and results of the functions that are included with the app. With proper description of the functionalities the user manual then leads into operation instructions. This section contains information on how to startup/logon, maintain operations, and terminate/close the app. The last section of the user manual gives details on reporting bugs within the app and where to find the question and answer discussion board.

1.3 Points of Contact

All staff members that are associated with the BullyBuster app are capable of assisting the needs of users. Contact information are stated below.
Brandon Abbott: Commander and Chief of Communications
BAbullybuster@buster.com

Cameron Titus: Social Sciences Integration Specialist
CTbullybuster@buster.com

Collin Lasley: Roadblock Remover & Corrupt Lawyer
CLbullybuster@buster.com

Corey Gray: Bankrupt Moral Compass
CGbullybuster@buster.com

Thatcher Lane: Chief Web UI/UX Design
TLbullybuster@buster.com

1.4 Project References
Check out the BullyBuster wiki for our design process!
https://projects.cs.uaf.edu/redmine/projects/cs371_f17_bully_buster/wiki

1.5 Primary Business Functions
Primary responsibilities of BullyBuster users are using this app to help solve students’ bullying problems. They can do this by completing tasks on the app with the given functions explained further into the user manual. Some examples of the tasks include reporting bullies and fulfilling arbitration requests.

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2. SYSTEM CAPABILITIES

The purpose of the BullyBuster application is to provide a platform for students who are bullied to solve their bullying problems. Students can report their bully, track where others have been bullied, and find others who are being bullied just like them. Bully Buster is also intended to allow users to peacefully meet with those who are bullying them and remediate their issues.

2.1 Purpose

The purpose of BullyBuster is to provided bullied children with a safe platform where they can document their issues, help prevent further bullying, and hopefully find support and a community to help them deal with their bullies.

2.2 General Description

Bully Buster includes four basic functions: report a bully, sweep for bullies, find a posse, and arbitration. Each of these for tasks serves an important part for the overall function of the application and is made up of several smaller tasks.

The report a bully function is used to report incidents that a user has with a bully. The user can specify the location of the incident, which is later used while sweeping for a bully, the bully who was involved, and a brief description of what occurred.

The sweep for bullies function is used to monitor either recent incidents or incidents that occurred near your present location. To perform a sweep simply select the option (either location or recent) for filtering your search and then perform the scan.

The find a posse function allows you to join a group of other users that have similar bullies or live in a specified radius around you. This group has a chat function to allow students to provide a support system to one another.

The arbitration function allows you to meet with the person who is bullying you, under the supervision of an authority figure who can prevent violent situations or confrontation, so that you may peacefully resolve your issues.
3. DESCRIPTION OF SYSTEM FUNCTIONS

On launch, all main functionalities of BullyBuster are accessible from the main menu.

NOTE: Only functions relevant to your standing in the area (student or arbitrator) will be available.

3.1 Sweeping An Area For Bullies

Upon entering the Bully Sweep function, BullyBuster identifies the user’s location via GPS. The application will then determine which reports and notifications are relevant to the user based on local population density.

NOTE: On first use, BullyBuster will prompt the user for permission to access GPS.

The map on the Bully Sweep screen starts with the user’s position at the center of the map, though the location can be changed by touching the map or entering a location using the search field above the table (see below). Recent bully reports are displayed as brightly colored pins on the map, which fade to dimmer shades of their respective colors as the report ages. The user can tap on any pin to receive an abbreviated summary of the latest report as well as a link to the bully’s full description page.

The Bully Sweep screen also allows the user to view the same data in the map as a table. The table displays the bully’s name next to a colored dot, which corresponds to the bully’s pin on the map. Tapping on a bully from the table takes the user to the bully’s full description page.

3.2 Groups

Searching For Groups

On first use, selecting the “Groups” option from the main menu prompts the user to search for a group to join. Using a tabbed interface, the user is able to search for an existing group to join based on local schools in the area or by popular bullies near their current location.
Creating a Group

Alternatively, if the user does not find a group that fits their needs, they may create a new one by using the appropriate button at the bottom of the screen. The group creation screen prompts the user to enter a name for the group and an approximate location.

Group Communication

Users who are in a group can communicate with each other via a community chat. User screen names are anonymous and do not disclose the user’s identity. A user who is a member of multiple groups will receive different screen names for each group.

Group Organization

Group users may choose to meet in the real world to provide safety in numbers as they go about their school day, walk to school, or walk to or from a bus. BullyBuster’s group features provide means for students to create a group meetup with a specific time and location. Group members, even those not in the group at the time of the meeting creation, will receive a notification with the relevant information.

3.3 Ordering Services

If bully avoidance or student grouping does not satisfactorily solve bullying problems, the user may want to consider hiring a third party to help resolve some of the issues. From the main menu, the “Post” function allows the user to select what type of service they wish to purchase. Additionally, the user can select several parameters associated with the service.

The user can use a standard Android/iOS date and time input menu to select what time(s) they will require the third party’s service. If they anticipate requiring the service for more than one day, they can also select what days of the week they would like the third party to be available.

BullyBuster’s location services allow the user to select a third party from a list based on location. All listed people service the user’s school and currently selected location. Additionally, each third party listing contains a photo of the person, their name, physical description, a brief description, and any notable or unique attributes.

The user can select the “subject” of their service using the “Pick A Bully” button. This button brings the user to the bully sweep menu with historical listings (i.e. not only recent bully reports appear).
Arbitration

In arbitration, the third party, who should be more physically fit than the bully for safety reasons, supervises the bully and victim in a neutral location while they talk. The arbitrator allows both sides to discuss their actions and justify or rebutt, as appropriate. The arbitrator should moderate the discussion and report the outcome using BullyBuster once the discussion is complete.

Supervision

In supervision, the third party walks or guards the user through a “high traffic” bully area. Any third party who is reported as a bully is suspended pending investigation to prevent racketeering.

3.4 Reporting A Bully

Selecting the Bully Reporting option brings the user to a screen with several fields to enter information about a specific incident that occurred between them. First and foremost, the user is prompted to select a bully using the sweep-like selection interface described in “Ordering Services.”

The user should also provide information describing the incident and the setting, including where it occurred and the day/time. Additionally, if available, the user can provide the bully’s motive.

Once the user provides all available information, the report is sent to BullyBuster’s servers, where the message is disseminated to local groups and users who may be affected by the bully.

3.5 Acting As The Third Party

A BullyBuster user who wishes to provide arbitration or supervision services must first register on the BullyBuster website, where they will have a background check performed on them. Also, the arbitrator must not have any outstanding BullyBuster reports labeling them as a bully in their community. Once a user is registered as a third party, the following options become available:

Request List

In this function, outstanding requests for Services within the user’s servicing radius appear in a list. The user can chose to organize the data by location (distance from current location or a selected location) or by the price that the user has offered for the service.
Request Detail View
Selecting a service advertisement shows the user the detail view, which provides information such as the screen name of the poster and all of the information that is included in a bully report (see “Reporting A Bully”). The user’s supplemental comments that were provided with the offer also appear. The user has the option to either accept or defer the offer.

Client Chat
After accepting an offer from another user, the Provider is connected to the user via anonymous chat. This provides an opportunity for the users to set up a meeting time and location, discuss specific requests, or any other pertinent details.

Post-Meeting Report
After an accepted offer, the providing user is prompted to fill out a brief post-meeting report. The report first covers whether or not the meeting took place successfully (that is, if all parties attended). If so, they are then prompted to answer whether or not the parties resolved their conflicts, with a chance to elaborate with additional comments.

The providing user is also given a chance to rate the hiring user based on criteria such as demeanor, punctuality, and flexibility.

4. OPERATING INSTRUCTIONS

4.1 Initiate Operation
To begin using the BullyBuster application, download from either the Google Play Store or the Apple App Store. Once the application is downloaded, click on it from your homescreen or app drawer and it will prompt you to login or create an account. You may also explore the application without making an account but will not be able to comment, post new reports, or sign up for remediation. You may signup using a Google account, Facebook account, or standard email.

Once in the application, you will see a system of menus. To look for a group of other people, click the Look For Group option. You will see two tab options, search by location and search by bully. Choose an option from either menu and you will go to a chatboard with other users in that group and can chat. You may also choose to create a new group at the bottom of the page.
To sweep your local area, click Sweep and you will see a map of reports around your local area. To zoom out or zoom in perform the natural pinching method. You may click on any bully listed on the map, and go to the page to schedule an arbitration or supervision to peacefully resolve your bullying issues. Click on the supervisor/arbitrator icon to view other arbitrators and choose a different one. Click on the bully icon to view and choose other bullies.

To report a bully, choose the Report a Bully option from the home menu. You then fill in pertinent information such as who they are, where it happened, what happened and why. Then submit when finished.

To sign up as an arbitrator, choose the arbitrator option from the home menu. You can then choose to view postings by location or by fee payment. Click on a listing to view it and the information, and then arrange meeting to schedule a meeting with the lister.

4.2 Maintain Operation

To return to the homescreen simply click the home icon in the top left of any screen. If using Android, you may also press the return button on your device to go back a section.

4.3 Terminate and Restart Operations

To close the application, simply press the home button on your device, the specifics of which depend on your phone or tablet. This will return you to your devices launch page and BullyBuster will be stored in memory until other applications need that memory. You may also force close the application by pressing the recents button on Android and swiping the application away or hold the home button on your iOS device and then swiping away the application.

To restart the application, simply tap on the icon on your device launch page.

5. ERROR HANDLING

5.1 HELP FACILITIES

There are two resources for users who have additional questions or need help beyond what is covered by this guide.
Asking Questions and Finding Tips

There are forums at http://community.buster.com where users may ask questions, share tips, and socialize with each other. Only users with verified BullyBuster accounts may read or post messages. Moderators maintain a FAQ section featuring users’ most popular questions and BullyBuster’s official response.

Reporting an Error

Users can send an email to support@buster.com with their questions, requests, and error reports. Please include your username, the error description, and what you were trying to do when it happened. A technician will respond within 24 hours.

Please note: In order to protect the privacy of ours users, technicians cannot fulfill requests for user data or statistics or de-anonymized bully reports.