1 INTRODUCTION

The User Manual contains all essential information for the user to make full use of the Shelter Application. This manual includes a description of Shelter’s functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for accessing and using Shelter.

1.1 Purpose and Scope

The purpose of this manual to assist you, the user, with the following:
- Setting up Shelter for the first time.
- Setting up an account with Shelter.
- Navigating through nearby shelters and their listed animals for adoption.
- Accessing the care information listed with each animal for their sale and their respective breeds.

Information is also provided for the owners of the shelters for navigating the app and providing information about their shelter, such as:
- Setting up an animal shelter page.
- Updating the shelter page.
- Interacting with potential adopters via instant messaging.

1.2 Organization

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Shelter’s Help Line is open seven days a week, 6 am - 10 pm EST at 1-800-867-5309.

Mail us at:

1600 Pennsylvania Ave NW, Washington, DC 20500

You can also ask questions on our forums at www.askshelter.com.

1.4 Project References

Shelter Wiki: https://projects.cs.uaf.edu/redmine/projects/cs371_f18_shelter/wiki

1.5 Primary Business Functions

Shelter’s primary functionality is to aggregate all local shelters into one easy-to-access locations, in order to better facilitate the adoption of animals that otherwise might be overlooked due to complication and time investment in the adoption process. It simplifies the processes of finding and adopting a pet for the end user, as well as providing a centralized location to learn about pet care for various types of pets. It also provides an easier platform for shelter employees to keep information about the animals they have available up to date, so that there is never a mix-up in which pets are available to adopt.

1.6 Glossary

Adopter - A person who is seeking to adopt a pet, or is in the process of adopting a pet.

Shelter (uppercase) - The Shelter app.

shelter (lowercase) - An animal shelter or rescue.

2 CAPABILITIES OF SHELTER

Shelter is a mobile application that displays, organizes, and searches for pets residing in local animal shelters. Information about each individual pet is available for viewing, as well as the opportunity to request adoption. General resources for educating users about the care of different types of animal are also available.

2.1 Purpose

Our goal at Shelter is to help you find the pet of your dreams with less hassle, and help a local shelter in the process. If you are an employee at an animal shelter, our goal is to get the pets under your care into the hands of capable, willing adopters.

2.2 General Description

Shelter allows you to view the animal shelters nearest you, as well as the pets within those shelters. Animals can also be searched for, or looked up by category. Every list of shelter animals can be sorted and filtered. Education about specific types and breeds of animal can
be found in the Education tab. Animal shelter employees can also log in to their accounts to post, edit and delete listings for animals in their shelter.

3 DESCRIPTION OF SYSTEM FUNCTIONS

This manual provides instructions for the following tasks: Viewing all the pets in a specific shelter, researching pet care, viewing information about a specific pet, Logging into or creating an account, and posting, editing, and deleting pet profiles.

3.1 Researching Pet Care

If you do not feel comfortable with your knowledge of how to take care of a pet, Shelter offers many resources to enable users to be as proficient as possible before they make their choice. Resources are aggregated by a devoted team of researchers, to ensure they are up to date and useful.

3.1.1 Accessing Pet Care Information

If at any point a user is unable to find information on a specific breed of pet, they can tap the “Report Issues” button that is present on all Education pages, which will allow them to choose from the options “Missing Breed Information”, “Incorrect Breed Information”, and “Other Issue”. After filling in a text field to clarify what the issue is, this report will be sent directly to the Shelter information curators.

To find pet care information on a specific breed of pet:

1. Tap the button on the menu bar at the bottom of the application.
2. Users can scroll through a list of common pet breeds, or use the search bar to find specific information on the breed they have in mind.
3. Information will be split into categories; New Owner Tips, Special Considerations, and Miscellaneous Information.

To find general tips for new pet owners:

1. Tap the button on the menu bar at the bottom of the application.
2. Click the “New Pet Owner” button at the top of the list.
3. A list of curated resources that are not specific to any type of pet, and instead tooled towards teaching new pet owners the general needs of pet ownership, will be displayed.

To access pet care information through a pet’s profile:

1. After using the app to find a specific pet (as covered in 3.6: Viewing Information about a Specific Pet), tap the “Care Information” button on the pet’s profile.
2. An education page with information and care tips for the animal’s specific breed, as well as any considerations for that particular animal (health issues, etc) will be displayed.

3.2 Viewing Information about a Specific Pet

Being able to view a specific pet’s “profile” is a key feature of Shelter, removing the stress and time crunch of visiting a shelter and exploring every pet option there in person. Shelter offers two different ways to browse available pets and find the perfect one for you.

3.2.1 Exploring a Shelter

To explore all of the pets in a specific animal shelter:

1. Tap on the navigation bar at the bottom of the screen. This brings you to the Home screen, where a list of the shelters nearest you are displayed:

2. Choose one of the visible shelters by tapping on it. If the list extends past the bottom part of the page, then you can swipe up to scroll down the list.

3. A list of every animal in the chosen shelter is displayed.
Further Options:

**Filter or Sort List** - Tap the Coffee filter icon in the top right corner of the screen. A list of options will be available to narrow down or sort your list of pets.

**View Pet Information** - Tap the icon for the pet you wish to view. See more at 3.6: Viewing Information about a Specific Pet.

### 3.2.2 Searching for a Pet

To find a specific pet:

1. Tap the button on the menu bar at the bottom of the application.
2. Within the Search menu, there are options to filter animals shown by Type (general species, like Dog or Cat), Breed (only available if a Type has been selected), Age, Color, Sex, Kid Friendliness, and Neuter/Spay Status.
3. If a search option has pulled up way too many results, it can further be filtered with the search terms given above that were not already used.
4. Once a pet grabs your interest, tap that pet’s image to be taken to their profile page and given all of the relevant information about that pet.

To browse pets by category:

1. Tap the button on the menu bar at the bottom of the application.
2. A list of animal types (such as Dog, Cat, etc.) will be presented to the user, along with a small blurb of information about that particular animal type.
3. After tapping an animal type, the user will be presented with a sub-listing of those animals, broken up into breeds. Where applicable, more information about the specific breed will be presented as well.
4. After tapping a breed, a user will be presented a list of animals that match that type and breed within their designated search area (See Configuring your App Settings)
5. The Category option does not provide further filtering; see the instructions on how to find a specific pet given above to use these features.

### 3.3 Actions for Animal Shelter Staff

For Shelter to work, it needs a way for the staff working at an animal shelter to keep their list of pets current, and to interact with adopters. Fortunately for them, Shelter has all the tools that shelter workers need to maintain their side of the service.

#### 3.3.1 Logging in/Creating an Account

To Log in to Your Account:
1. Tap the button.
2. Tap “Log In.” A pop-up should appear asking for your username and password.
3. Enter your information into the text boxes provided, and tap “OK,” or “Enter” on your keyboard.
4. After a short wait, you will be taken to your account’s main page. For further actions, see 3.7.2 Posting a New Pet to Your Account, or 3.7.3 Editing and Deleting Pets on Your Account.

To create a new account:

1. Follow steps 1 and 2 of logging in to your account.
2. Instead of entering a username and password, tap the small button that says “Create an Account.”
3. You will be taken to a form asking for information about your animal shelter and contact info. Fill out the form and tap “Done,” which is at the bottom of the form.
4. Wait for our response. An email will be sent to you confirming that we received your information.

IMPORTANT NOTE:

Because we want to ensure a quality experience on Shelter, we manually review all requests for Shelter accounts. This may take some time, so please bear with us.

3.3.2 Posting a New Pet to Your Account

To add a new pet to your existing list of pets:

1. Go to your shelter’s home page. See 3.7.1 Logging In/Creating an Account.
2. Near the top of the page, tap “Add New Pet.”
3. Fill out the form that appears on your screen. There are a number of options for describing the new pet, including physical descriptions, personality, and medical history. Fields marked with a ‘*’ are required fields. To go back, tap the arrow in the top left corner.
4. After you are done filling out the form, tap the “Done” button at the bottom of the form.
5. Your new pet will appear in the list of pets on your home page.

3.3.3 Editing and Deleting Pets on Your Account

The edit and delete buttons are next to each other on each pet profile on your account home page:

To edit a pet profile:

1. Log in to your account. See 3.7.1 Logging in/Creating an Account.
2. Scroll through your list of pets until you locate the pet profile you wish to edit.
3. Tap “Edit,” and you will be sent to the form you originally filled out when you added the pet. See 3.7.2 Posting a New Pet to Your Account.
4. Make any changes that you wish to make, and tap “Done” at the bottom of the form.
5. The newly updated profile will have saved any changes that you made, and made them visible to users.

To delete a pet profile:

**NOTE:** Any profile you delete will be permanently removed from your account. Do not delete a profile unless you are certain you wish to do so.

1. Follow step 1. and 2. of the above guide on editing a pet profile.
2. Instead of tapping “Edit,” tap “Delete.”
3. A pop-up box will appear asking if you really want to delete the profile. If you do, tap “Yes,” otherwise press “No.”

### 4 INSTALLATION AND CONFIGURATION

#### 4.1 Installation

Shelter is available on both Apple and Android products. 

![Available on the App Store](image.png) ![Get it on Google Play](image.png)

After downloading and installing Shelter, you will be prompted to set up a user account. While all that is required is a name, phone number, email address and password, you will also be able to fill out your address as well as preferences towards types of animals. These optional profile fields can be skipped at this time, and filled in any time in the future through the Options menu. After creating your profile, a confirmation email will be sent, and you will be taken to the main menu. Please note that until you have verified your email through the link sent in the confirmation email, you will only be able to browse the Shelter app, and will not be able to set up visits with animals or proceed with adoption until you have verified your email.

#### 4.2 System Updates

Updates to the Shelter system should not disrupt normal service, but it is important to ensure you are always using the most up-to-date version of Shelter, in order to access all of the app’s features. A notification banner will display across the top of the app when an update is available. Shelter is set up to automatically update its databases, so as soon as an animal has been added to a shelter by an employee, it will be available to view via search and category options.

#### 4.3 Configuring Shelter

In order to use Shelter most effectively, there are configuration options that should be used by users. In order to assess which shelters in the database are local to the user, Shelter offers a GPS service. The GPS service will only ever access your location when you load the app to see local shelters, and your information is not stored or saved in any way when
using GPS location. Alternatively, users can configure their profile to include either their full address, or simply their Zip Code, and this information will be used to assess local shelters if GPS location is not turned on. Users can also configure their notification settings, including a list of 'preferred breeds' that will notify users whenever a pet of a specific breed is posted on a local shelter’s page, and notifications for any events being run by local shelters as well. Keep in mind that notifications regarding local shelters can only be given if a user has provided a Zip Code, as Shelter will never use GPS to locate you while the app is closed, even if you have GPS location enabled.

4.4 Terminating the App

If the app ever terminates unexpectedly, users can expect the information they have already entered to be saved and stored. GPS functionality will cease as soon as the application is closed. In the event of the app terminating in the middle of a transaction such as scheduling an animal meet-up or processing adoption paperwork, the transaction will be reverted to the last stable state before the app terminated. Shelter will never process a transaction if the app has unexpectedly terminated.

5 ERROR HANDLING

ERROR 2319: Unable to connect to the database. Please check your internet connection and try again. If the problem persists, please contact support.

ERROR 22: Unable to find the animal profile. Please check your internet connection and try again. If the problem persists, it’s likely that this animal is no longer up for adoption. Please contact the shelter in question to verify.

ERROR 23: Unable to upload animal profile to database. Please check your connection and try again. If the problem persists, contact support. Servers may be down for maintenance.

5.1 HELP FACILITIES

If you need assistance with any problems or have any questions or concerns, you can email customer support at support@shelter.com. For any additional support, you can call us at 1-800-SHELTER (1-800-743-5837).