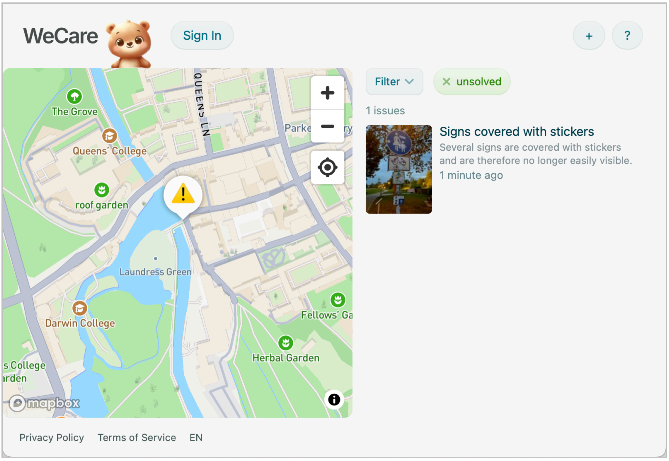
Introduction



The WeCare map in the browser

What is WeCare?

WeCare is a location-based issue management platform designed for cities, municipalities, and businesses. It allows users to report, track, and discuss issues, while providing caretakers with tools to manage those issues efficiently.

Key Features

- *Issue Reporting*: Users can submit issues with descriptions and images.
- *Map View*: All issues are displayed on an interactive map for easy navigation.
- *Discussions*: Users can add comments and additional details to any issue.
- *Notifications*: Users are notified about status updates and new comments.
- *Admin Area*: Caretakers can moderate issues, organize them into folders, and manage users.
- *Customization Options*: Administrators can configure settings such as appearance, content, email setup, and map providers.

Who Should Use WeCare?

- *Municipalities and Local Governments* – to efficiently track community concerns, quickly implement solutions, and actively involve citizens in local improvements.
- *Businesses and Non-Governmental Organizations* – for managing internal issue reporting and resolution processes.

About This User Manual

This user manual provides an overview of WeCare's features. It includes step-by-step instructions for installation, configuration, and use of the platform, as well as tips for efficient utilization.

Reporting Issues and Engaging in Discussions

Learn how to report, search, filter, and discuss issues. Understand when notifications are sent and what permissions and restrictions exist within the platform.

Issue Management and Administration

Learn how to moderate issues and discussions, change the status of issues, and manage users. Discover customization options such as appearance (custom name and logo), email settings, database configuration, and map provider selection.

Getting Started

System Requirements

Installation Requirements (On-Premises Only)

To install WeCare, your server must meet the following requirements:

- Supported Operating Systems: **Ubuntu Server** (24.04 LTS or later) or **Debian** (12 or later)
- Storage: **at least 200 MB** of free space
- **Node.js** (version 22 or newer)
- **PostgreSQL** (version 15 or newer) with **PostGIS** extension
- Access to an **SMTP server** for sending emails

Usage

You can use the WeCare web interface on various devices, including desktops/laptops, tablets, and smartphones. A modern, up-to-date browser is recommended for the best experience.

Installation (On-Premises)

This chapter guides you through the installation of WeCare on a Linux server. Before you begin, ensure that:

- the server meets the **system requirements**
- you have **root or sudo privileges**

Step 1: Download the Software Archive

Download the WeCare software archive from the website and extract it to a suitable location.

Step 2: Run the Installation Script

Start the installation by running the `install.sh` script. This will install the necessary components and configure the software with default settings.

Optional parameters:

Parameter	Description	Example
--port	Port for the software	3000
--host	Where the setup assistant will be accessible	example.local
--protocol	HTTP or HTTPS	https
--language	Skip language selection by providing a language code	de

Step 3: Open the Setup Assistant

If the installation was successful, the script will display a special **setup URL**:

```
http://example.local:3000/setup/?key=a1b2c3d4e5a6b7c8d9e0
```

Copy this URL and paste it into your browser to continue the setup.

Step 4: Complete the Setup Assistant

The web-based setup assistant will guide you through the final configuration steps:

- **Product Key** – Enter your product key to activate the software.
- **Database Settings** – Provide your database host, username, and password.
- **Domain** – Specify the domain name where the software will be accessible online.
- **Email Settings** – Configure an SMTP server for sending emails.
- **Institution** – Enter the name of your organization.
- **WeCare Network** – Enable the WeCare network feature to connect your organization with other WeCare installations (optional).

Note: During installation, the Node.js binary is copied to the `/opt/wecare` directory and assigned permissions for the `wecare` user.

About User Roles and Permissions

WeCare distinguishes three user roles: *regular users*, *institution users*, and *administrators*. Each role has different permissions within the platform.

Permissions of Regular Users

- Submit topics with descriptions, locations, and attachments
- Browse and filter the topic list or map
- Add comments and additional details to topics
- Receive notifications when the status of a topic changes or new comments are added
- Delete topics and posts they authored

Permissions of Institution Users (Additional)

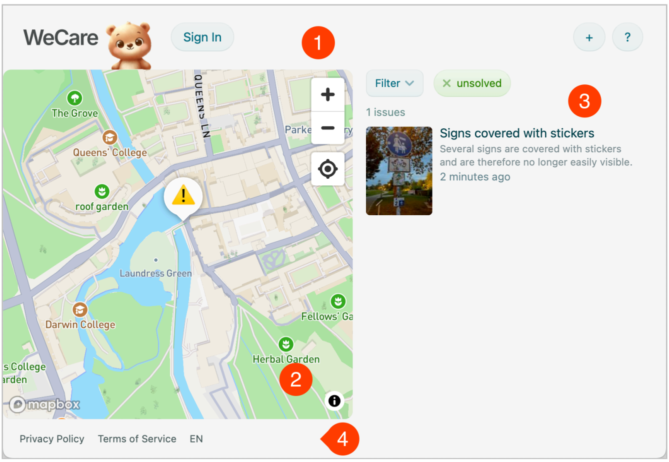
- Edit or delete topics and posts, and change the editing status of topics
- Categorize and move topics into folders

Permissions of Administrators (Additional)

- Change platform settings
- List, delete, and manage permissions for registered users
- View diagnostic information

Using the Public Platform

The WeCare platform provides an interactive map displaying all recorded topics. Users can browse topics based on their location and filter them using various criteria.



1 Header 2 Map 3 Topic list 4 Footer

Finding Topics

Topics are displayed on the map as markers. Select a marker to open a detail view with various data, including:

- Title and description
- Attached images, if available
- Date of entry
- Status (unresolved, resolved)

Map Features

- *Zoom & Pan*: Navigate the map using your mouse or touch gestures.
- *Clustered Markers*: If multiple topics appear in the same area, they can be grouped into clusters. *(Note: available only when using the Mapbox map service)*

Filtering Topics

You can refine the selection of displayed topics using the filter options.

- Time period *("Show topics that were reported within a specific time frame")*
- Status *("Show only unresolved or only resolved topics")*

Submitting Topics

Follow these steps to submit a new topic:

1. Click the **+** button at the top right of the header to open the **New Topic** view.
2. Enter information about the topic:

- **Title** and **Description**: Provide a brief and clear title that describes the topic or select an appropriate category. Add relevant details about the topic.
- **Location**:

Use the **Select on Map** button to specify the exact location of the topic.

Additionally, you can use the **Location Description** text field to describe the place.

3. Optionally, add *photos* as **attachments** to illustrate the visual context.
4. Click the **Create Topic** button.

What Happens After Submitting a New Topic

- The new topic becomes visible on the map.
- The topic is marked as "**Important to me**" for the author. This triggers notifications for activities such as status changes or new posts.

Writing Posts on Existing Topics

Users can join discussions and provide additional details by writing **posts** on topics.

Writing a Post

1. Make sure you are logged in with your registered email address and password.
2. Navigate to the topic you want to post about.
3. Enter your new post in the **Discussion** section's text field.
4. *Publish Post*: Click **Send** to add your post to the discussion.

Editing and Deleting Posts

- Users can **edit** or **delete** their own posts.
- Administrators can **edit** or **delete** any post that violates platform guidelines.

Receiving Notifications

WeCare can inform users through notifications about various activities, helping them stay up to date on the status of topics.

When Notifications Are Sent

Users can mark individual topics as **Important to me** to receive the following notifications:

- *Status change*: The status of a topic has changed (from *unresolved* to *resolved*).
- *New posts*: Someone has written a new post on the topic.

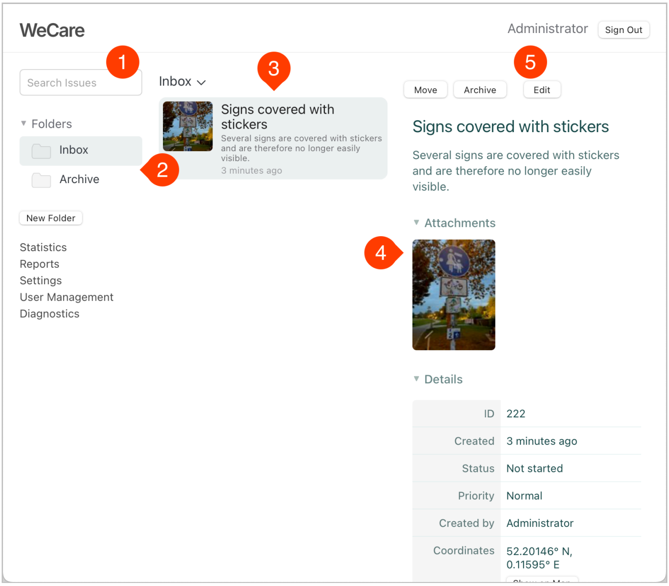
Notification Settings

Users can choose how they want to be notified about new messages. To change the settings,

1. Open the account menu by clicking your name in the top left header.
2. Select **Notifications**.
3. Choose your desired options.

Managing Issues

Institution users can moderate issues and posts, change their status, and organize them into folders.



1. **Search** Enter text to search for issues across all folders.
2. **Folder List** Here you can open and create folders.
3. **List of Issues** Here you will find all the issues stored in the selected folder.
4. **Detail/Edit View** View and edit the details of an issue here.
5. **Function Bar** Buttons to edit, move, or delete issues.

Organizing and Searching Issues

How to move an issue to another folder:

- If necessary, create a new folder using the **New Folder** button below the folder list 2.
- Navigate to the issue you want to move.
- Drag the issue from the list 3 into the desired folder in the folder list 2.
- Alternatively, use the **Move** button in the function bar 5.

How to find issues using the full-text search:

- Enter a search term into the search field 1.
- Choose above the list of issues whether to search in all folders or only in the current folder.

Moderating Issues

How to edit an issue:

- Navigate to the issue you want to edit.
- Click the **Edit** button in the function bar 5.
- Make the desired changes and confirm them using the **Save** button in the function bar.

How to delete an issue:

- Navigate to the issue you want to delete.
- Click the **Edit** button in the function bar 5.
- Select the **Delete** button from the function bar.

Additional Tools for Administrators

Administrators can manage users and retrieve diagnostic information.

Managing Users

Accessing User Management

Open the administration interface and select **User Management** below the folder list.

Deleting a User

Find the user in the list and click the **Delete** button.

Warning: This will permanently and irreversibly remove the user and all their topics and posts from the system.

Granting a User Administrator Rights

Find the user in the list and click the **Make Administrator** button.

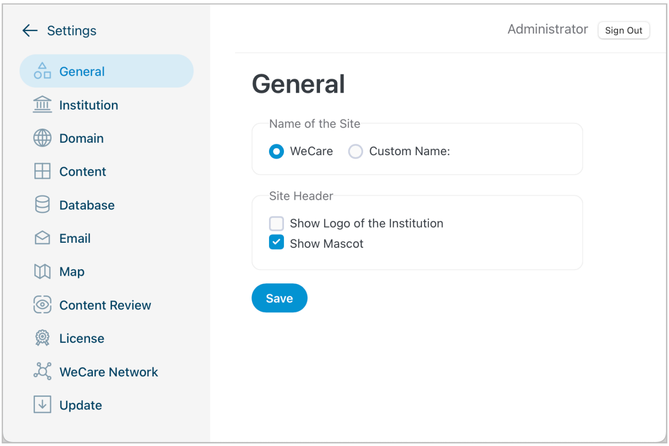
Diagnostics

Accessing Diagnostics

Open the administration interface and select **Diagnostics** below the folder list. Within the diagnostics interface, you can view a list of notices, warnings, or errors that have occurred. You can save this list as a file using the **Download Log** button.

Configuring Settings

Administrators can change various settings to customize WeCare.



The settings menu

Opening the Settings Menu

To access settings, log in as an administrator and open the management interface. Select the **Settings** link below the folder list.

General

Customize the application name and header

1. In the **Settings > General** section, locate the options **Application Name** and **Header**.
2. Configure the following display settings:

- **Application Name**: The name that will appear in the header *(Default: empty)*
- **Show Institution Logo**: Enable this option to show or hide the institution's logo. *(Default: WeCare logo)*
- **Show Mascot**: Enable or disable the WeCare mascot in the header. *(Default: yes)*

3. Confirm your changes by clicking the **Save** button.

Institution

Configuring Institution Settings

- **People with Access**: Users who should have access to topic management. You can invite new people by entering their email addresses. These individuals will then receive an invitation via email.
- **Logo** and **Emblem**: The institution's logo and emblem
- **Full Name**: The legal name of the institution, if available
- **Common or Short Name**: A shorter or informal name
- **About the Institution**: A brief description of the institution

- **Jurisdiction Area**: The geographical area where the institution operates

Uploading a Logo or Emblem

1. Under the **Logo** or **Emblem** section:

- Use the **Choose File** button to select and upload an image.

2. Ensure the uploaded image has sufficient resolution. A warning will appear if the resolution is insufficient.

Defining the Area of Responsibility

1. Locate the **Area of Responsibility** settings.
2. Use the **Select Center** button to open the map and choose the center of the area.
3. Set the radius in meters using the **Change Radius** button.

Domain Expert Setting

Changing the Domain Name

1. In the settings menu, select **Domain**.
2. Enter the desired domain name.
3. Apply the settings by clicking the **Save** button.

Notes:

- The domain name must be valid (e.g., "wecare.example.com") or a valid subdomain (e.g., "topics.city.gov").
- Make sure the domain is correctly configured in your DNS settings and points to the WeCare server.
- Changing the domain may require additional configuration, such as setting up an SSL certificate.

Content

In the **Content** section, you can create custom pages, override text blocks, create categories, and configure the footer navigation.

Creating a New Page

1. Navigate to **Settings > Content**.
2. Under the **Pages** section, enter a unique identifier (slug) in the text field. *Example:* **contact** for the "Contact" page. Open the detail view using the **+** button.
3. Edit the title and content of the page in the appropriate text fields. *You can use plain text, Markdown, or HTML here.*
4. Use the **Open Page** button to preview the page.
5. Add additional translations if needed. Use the **Add Language ...** dropdown for this.

Modifying the Footer Navigation

To add a page to the footer navigation, enter its slug in the text field and click or tap the **+** button. To remove a page, click or tap the **Remove** button. Drag and drop pages with your mouse or finger to change their order.

About Text Modules

You can individually override specific text modules to tailor the texts in the WeCare web application to your needs. By using the **Open application with visible text module identifiers** button, you can display all used text modules directly in the interface – helping you find the correct identifier for editing.

Overriding a Text Module

1. Navigate to **Settings > Content**.
2. If you haven't identified the text module's identifier yet, click or tap the **Open application with visible text module identifiers** button and locate the desired module.
3. Enter the identifier of the text module you want to override into the **Override text module** field. *Example: **sign_in** for the label of the **Sign in** button.*
4. Click the **+** button to create the override.
5. Enter the desired text into the input field.
6. If necessary, add additional translations using the **Add language ...** dropdown.

Using Categories

You can create custom categories that will later be available for users to choose from:

1. Check the **Use categories** checkbox.
2. Enter a category name into the input field and confirm by clicking the **+** button.
3. In the detail view, you can add additional language variants and define a symbol (emoji) for the category if needed.

Note: Categories are displayed automatically in alphabetical order.

Parent and Subcategories

You can structure categories hierarchically by defining parent and subcategories.

1. Open a category in the detail view.
2. Check the **Has parent category** box and then select the appropriate parent category from the dropdown.

Using Categories for the Title Instead of the Free Text Field

If you want to use a category as the topic title instead of a free text field, check the **Use category as topic title** box.

Database Expert Setting

Configure Database Connection

In the **Database** section, enter the connection details for the PostgreSQL database that WeCare should use.

- **Host** – The address of the database server
- **Port** (optional) – Defaults to 5432 if not specified
- **Username** – The database user
- **Password** – The user's password
- **Database name** – The database to which the connection should be established

Confirm your settings by clicking the **Save** button.

Testing the Connection

Use the **Test connection** button to check whether WeCare can establish a connection to the database.

Email Expert Setting

In the **Email** section, you can configure the SMTP settings required for sending email notifications.

Modify SMTP Settings

- **Enable Email Sending** – Check this box to activate email notifications.
- **Type** – **SMTPS** (encrypted) or **SMTP** (unencrypted)
- **Host** – The address of the SMTP server. *Note: When using unencrypted SMTP, only* ***localhost*** *is supported.*
- **Port** (optional)
- **Username** – The username for the SMTP account
- **Password** – The password for the SMTP user

Test Connection

You can use the **Test connection** button to test whether WeCare can establish a connection to the SMTP server.

Set Sender and Contact Email Addresses

The **Sender Email Address** is used for all emails automatically sent by the application. The **Contact Email Address** receives user feedback – for example, through the "Report Concern" function.

Map

In the **Map Provider** section, administrators can choose which map service WeCare should use to display maps.

Set Map Provider

MapLibre:

- **Style URL**: A URL pointing to a MapLibre-compatible tile server

Mapbox:

- **Access Token:** The key required to use Mapbox services
- **Style URL**: A URL for styling the map. If left blank, the default Mapbox style will be used.

Content Review Expert Setting

Set a Local Program for Automatic Image Review

You can define a local program to automatically review all images uploaded to WeCare:

1. Navigate to **Settings > Content Review**.
2. Enable the **Automatic Image Content Review** option.
3. Enter the full path to the program you wish to use.
4. Click or tap **Save** to apply the setting.

License

Enter a New License Key

1. Navigate to **Settings > License**.
2. Use the **Select File** button to choose a license file provided by WeCare.
3. Enter the name of the license owner in the **Licensed to** field.
4. Confirm your input by clicking **Save**.

The validity of the license key is automatically checked. If the key is invalid or expired, a warning will be displayed.

WeCare Network

The **WeCare Network** allows users to log in to different WeCare installations using the same credentials.

Enable or Disable WeCare Network

1. Navigate to **Settings > WeCare Network**.
2. Toggle the **WeCare Network** switch on or off.
3. Confirm the setting by clicking **Save**.

Update

Installing a Software Update

1. Navigate to **Settings > Update**.
2. Check the **Installed Version** to determine whether an update is needed.
3. Download the update package from the WeCare website.
4. Use the **Select File** button to choose the update package.
5. Click or tap **Start Update** to begin the installation process.
6. Wait for the installation to complete. The application will restart during this process.

Troubleshooting and Support

Problems and Solutions

Emails Are Not Being Delivered

Possible causes:

- The SMTP settings are invalid.
- The email server is blocking outgoing messages.
- The emails are being marked as spam.

Solution:

- Check the **WeCare email settings** and test the connection using the **Test Connection** button.
- Ensure that the SMTP server allows outgoing messages from the configured sender address.
- Make sure that DNS settings are properly configured (SPF, DKIM, DMARC).
- Ask users to check their spam folders and mark WeCare emails as "Not Spam".

The Map Is Not Displayed

Possible causes:

- The **access token** for **Mapbox** is missing or invalid.
- The configured **style URL** for **MapLibre** is incorrect.

Solution:

- Go to the **Map** settings and ensure all required fields are completed.
- If you're using **Mapbox**, check that the **access token** is valid and correctly entered.
- If you're using **MapLibre**, ensure the **style URL** is accessible and correctly entered.

Users Cannot Log In

Possible causes:

- The email address or password entered does not match the data in the database.
- The user account is not registered or has been deactivated.
- The WeCare network is enabled, but the corresponding user account is not part of the network.

Solution:

- Ask users to reset their passwords using the **Forgot Password** function.
- Check in **User Management** whether the user exists.
- Ask users from external WeCare installations to register a new account in your installation if either your or the external installation does not participate in the WeCare network.

A Blank Page or "Not Found" Message Is Displayed

Possible causes:

- DNS settings for the configured domain name are incorrect.
- Required SSL/TLS certificates are not installed.

Solution:

- Make sure the domain or subdomain points to the correct server IP and the DNS records are correctly set.
- If using HTTPS, ensure that SSL/TLS certificates are properly installed.

Database Connection Fails

Possible causes:

- The database connection data (host, username, password) is incorrect.
- The database server is not running.
- Firewall rules are blocking the connection.

Solution:

- Check the **database settings** and use the **Test Connection** button.
- Try restarting the database server.
- Check the database settings and firewall rules, and allow external connections to the database if needed.

Getting Support for WeCare

How to Get Further Help

Visit the WeCare website at wecare.works.

When to Contact WeCare Support:

- If a problem occurs that is not described in the **Problems and Solutions** section.
- If you're unable to resolve a technical issue despite following the recommended troubleshooting steps.
- If you suspect a bug in the software.

Please include the following information in your request whenever possible:

- A brief but precise *description* of the problem
- Any *error messages* that were shown
- If possible: the steps to reproduce the issue
- The *WeCare version number* you're using (found under **Settings > Updates**)
- Optional: *screenshots* to illustrate the issue