



Department of Health: Free State Emergency Dispatch System

User Acceptance Test
for the Bophelo Mobile Application

12 February 2026





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Revision History

Revision	Date	Author	Remarks
Draft 1.0	2026-01-28	Lathitha Ntlou Fezile Zondi	Initial document
Revision 1.0	2026-01-29	Dawn Stalberg	Reviewed

Abstract

The user acceptance test (UAT) document is part of the project documentation for the rewrite of the Computer-Aided Dispatch System project, which was carried out by **Esri South Africa** for the Department of Health of the Free State province. The project will result in the deployment of functions of the Department of Health of the Free State Emergency Medical Services (EMS) that have been added, enhanced, or changed within the framework.

The UAT documentation is broken into the parts listed below: each with a user guide and an accompanying UAT sign-off matrix.

- Call Taker
- Dispatcher
- Supervisor
- Administrator
- Vehicle Operator
- **Bophelo Mobile User** (using the new Citizen engagement application)

Each part of the UAT documentation must be used together with the accompanying user guide to conducting user acceptance testing of the system.

This document forms the UAT sign-off process for the **Bophelo Mobile** user role. The **Bophelo Mobile Application** will be made available to the public through the Google Play store and Apple App. This UAT sign-off document will confirm the results of the test.

Please note: This document covers the UAT only for Android devices. Documentation for IOS devices will be provided separately.

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1 Getting Started

Before downloading and installing the Bophelo app:

- check that the Operating System for your Android device is version 12.0 or greater.
- Download the Android Package Kit (APK) on the mobile device by entering the URL: <https://bit.ly/4c0xcTC> (Alternatively, scan the QR code using a QR & Barcode Scanner Application (available on the Google Play Store).



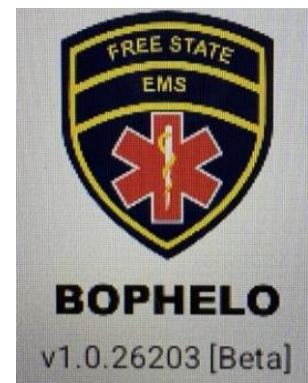
2 Test Cases

The acceptance test consists of many individual steps called test cases. A pass/fail decision is made for each test case. The test cases are presented in groups of related functionalities. The steps of each group are listed in a table.

Please note: It is possible that some screen layouts on a specific device may differ from the design displayed in this document. If the text overlaps or is unreadable, please report it.

For all reports, errors and/or questions, please include the following:

1. Name & Mobile number¹
2. Registered / Unregistered user?
3. Which model of Android device
4. Version of Android operating system
5. Is the mobile device a tablet / phone
6. Screenshot
7. Issue experienced
8. Approximate date and time
9. Version of Bophelo app (displayed on the Home page under the Bophelo logo)



Please direct your feedback to WJ Fourie (wj@nextlevelintelligence.co.za). He will collate all feedback and send to Esri South Africa every few days. We will review the feedback and fix essential issues and inform the user group of new releases.

The purpose of UAT is to confirm that the application functions as specified in the user requirements for Phase 1. Any requests for changes to the screen layout, look-and-feel or additional functionality will be considered for a future release.

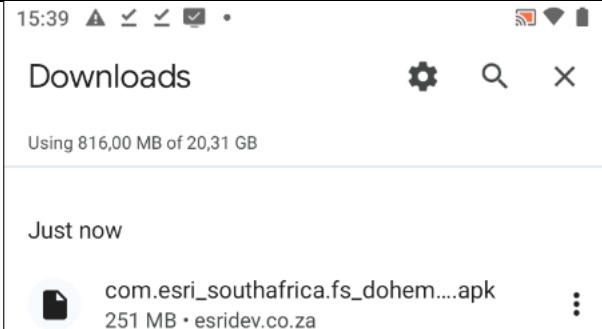
¹ This will be used to check for matching records in the database

3 Bophelo Mobile App Installation

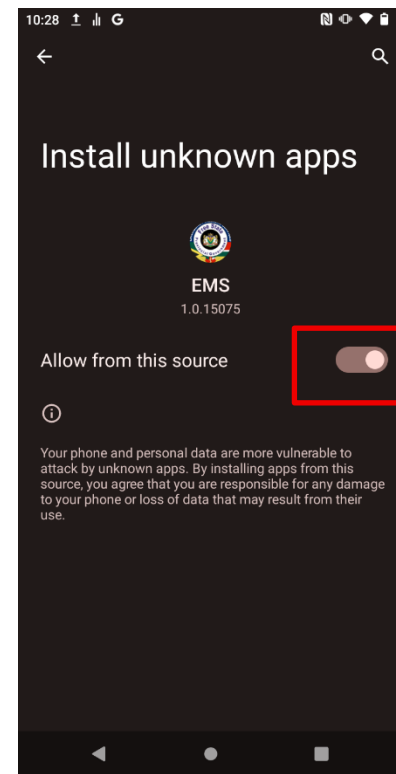
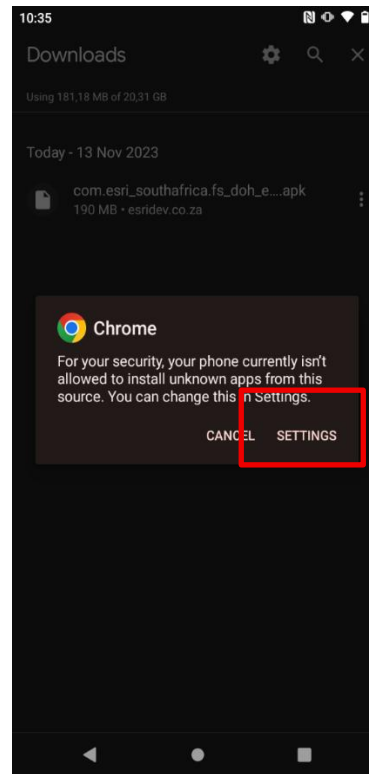
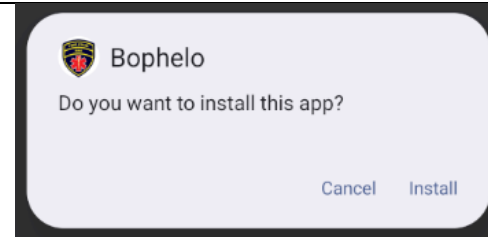
This section explains how to locate and launch the Bophelo system. Please follow the steps below.

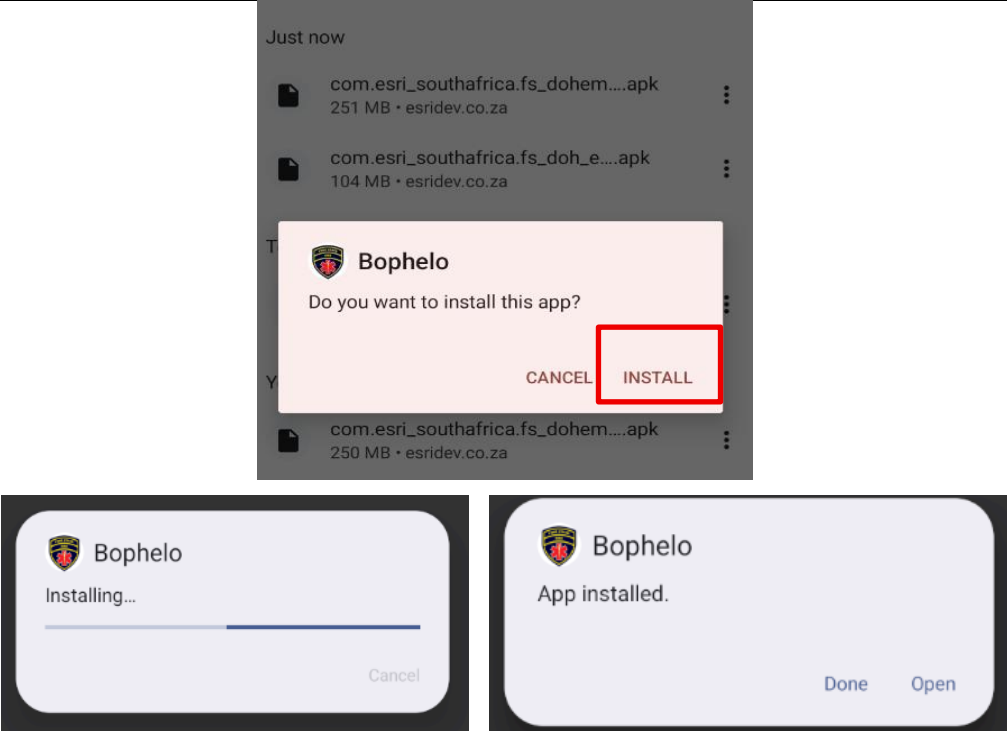
The user must follow the operating instructions in the user guide (1) and use this document as a sign-off sheet for the UAT process.

3.1 Download and install process

• Scan the QR code or link to • https://bit.ly/4c0xcTC		
• Download the .apk file. It will be saved in the Files >> Downloads folder on the device. • When complete, open the downloaded file		

- You will be prompted to change the settings to allow installation from this source for the Bophelo application. Click Settings.
- Toggle “Allow from this source” to “On”



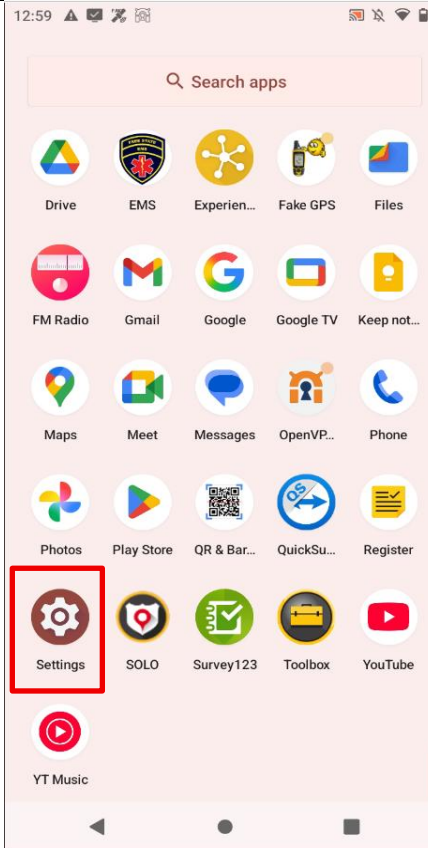
• Install the Bophelo application	
• Locate the application on your device and launch it.	

Note: The Bophelo app will be locked in the vertical phone position and in Light mode

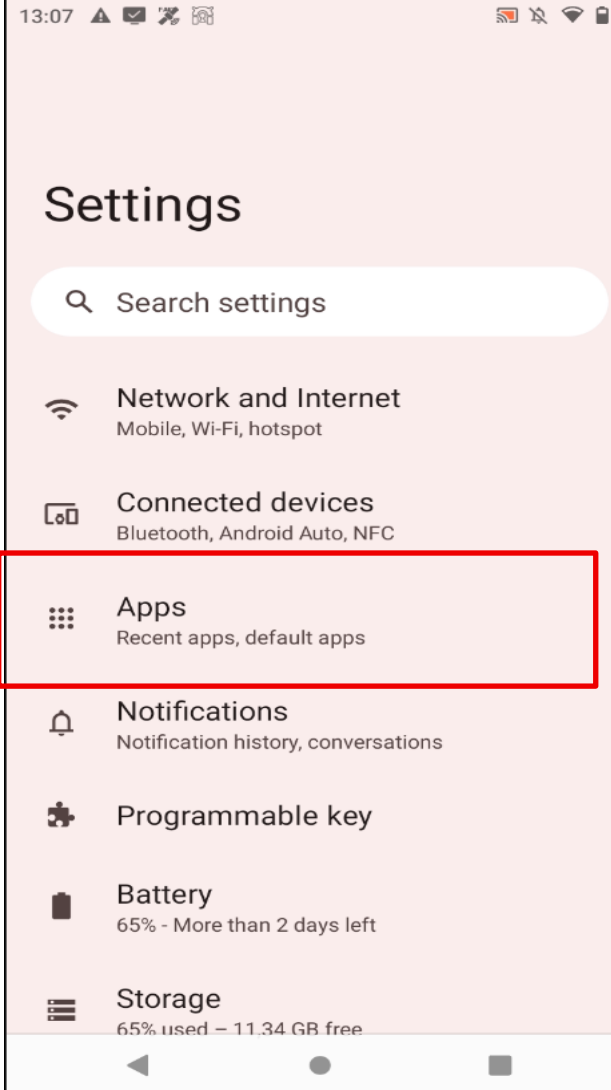
3.2 Uninstalling the app

To re-test the Welcome screen, registration and verification processes, it may be necessary to uninstall the Bophelo app from the mobile device before downloading the latest release. The steps below describe how to uninstall the application from the mobile device. If you are notified of a new release, you do not need to uninstall the application **unless** you want to re-test the registration and verification processes.

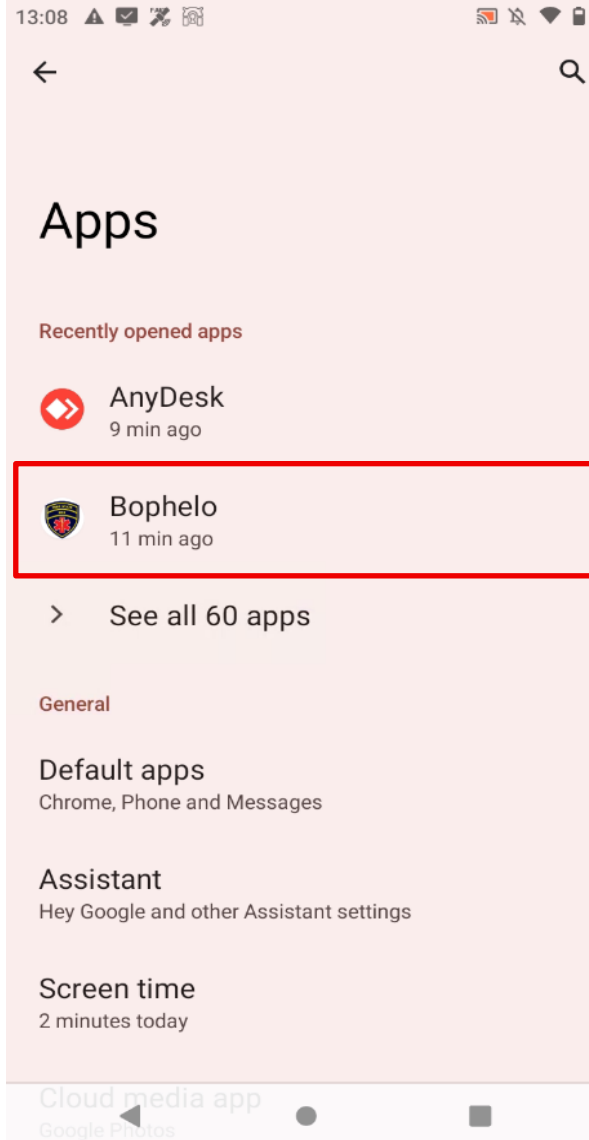
- Open the **Settings** app on your device.



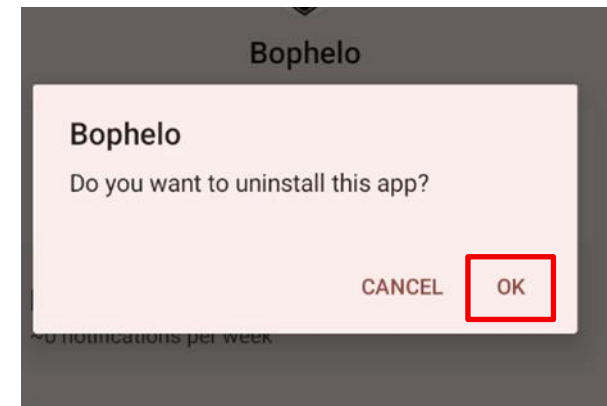
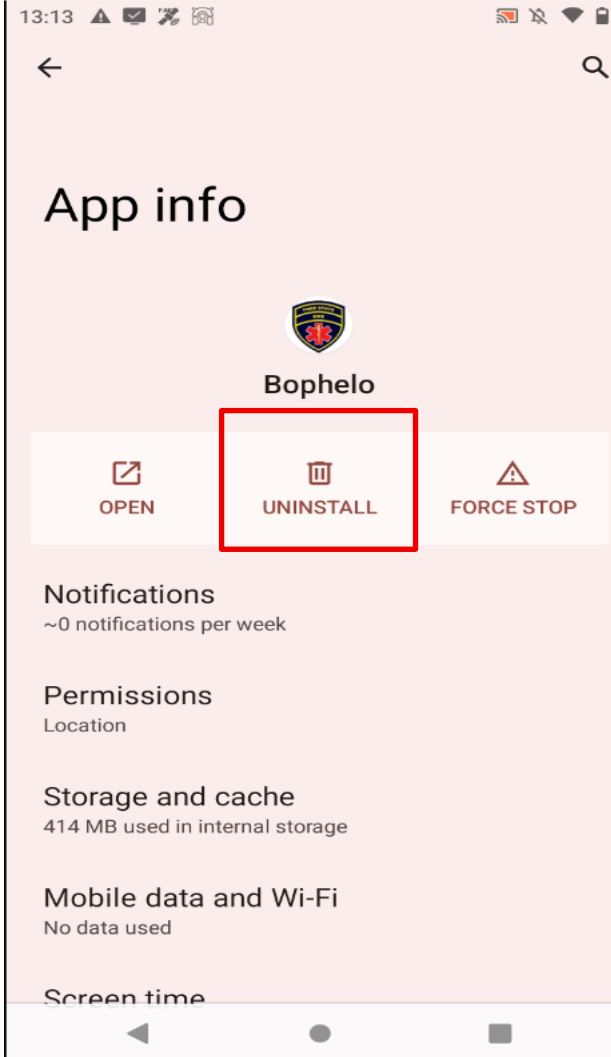
- In your **Settings**, navigate to **Apps** section.



- Find and select the Bophelo app.

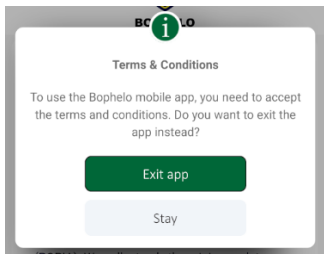


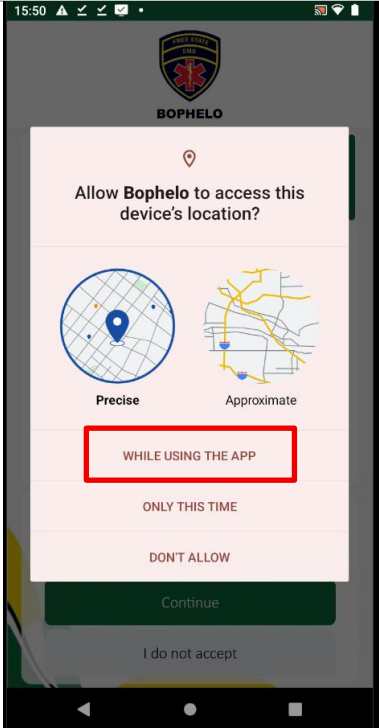
- Click on the **Uninstall** button and press on **OK** in the pop-up to confirm your choice. Wait for the uninstallation to complete.

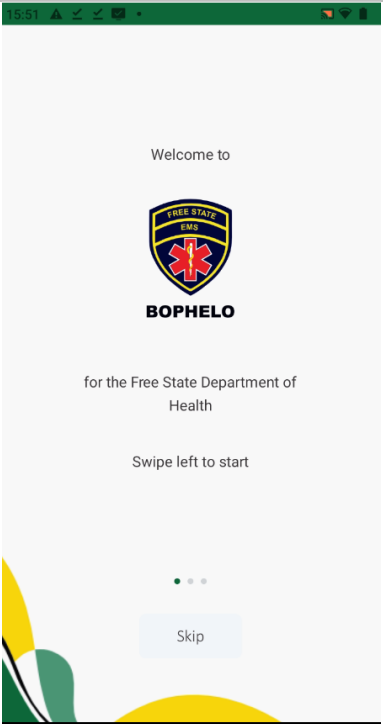


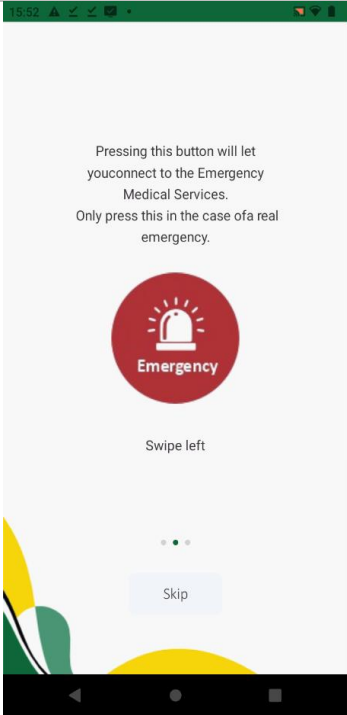
3.3 Welcome and first use

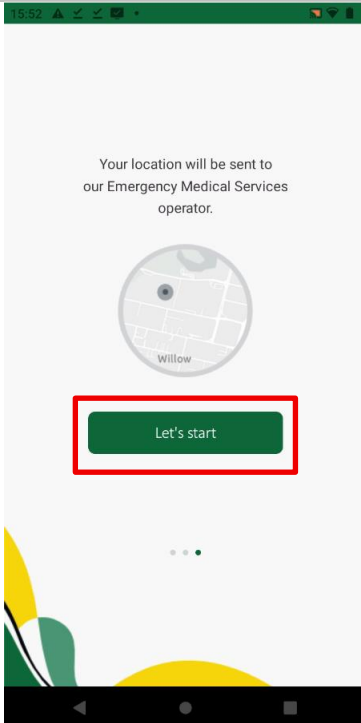
#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	Launch the Bophelo Mobile on the device			
2	The Bophelo logo will display while the splash screen is loading			

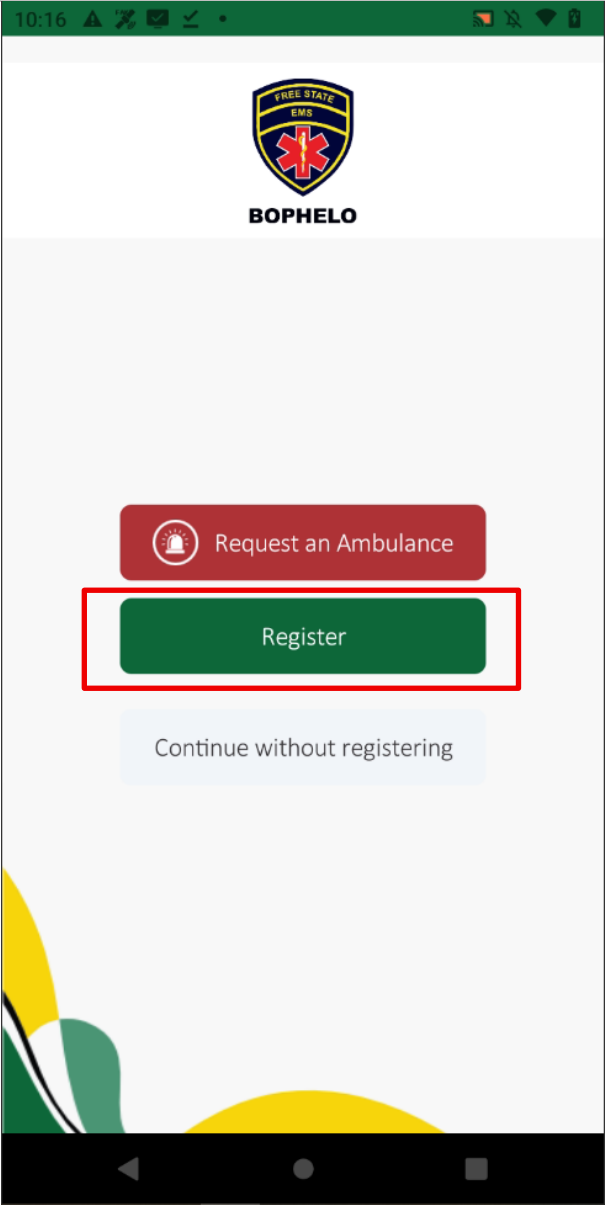
3 When using the mobile application for the first time, you will be prompted with the terms and conditions landing page. Check the <i>“I accept and agree to all of the above”</i> check box to accept. Click “Continue”. If you click “Continue” without accepting the terms and conditions; or press the “I do not accept” button, you will receive a pop-up reminding you to accept the terms and conditions before you will be allowed to use the app. Clicking “Exit app” will close the application Clicking “Stay” will return to the Terme and Conditions screen and you will have another opportunity to check the <i>“I accept and agree to all of the above”</i> check box. Checking the <i>“Allow diagnostics to be sent to Free State EMS”</i> is optional but will be checked by default. Click “Continue” to proceed.	 		
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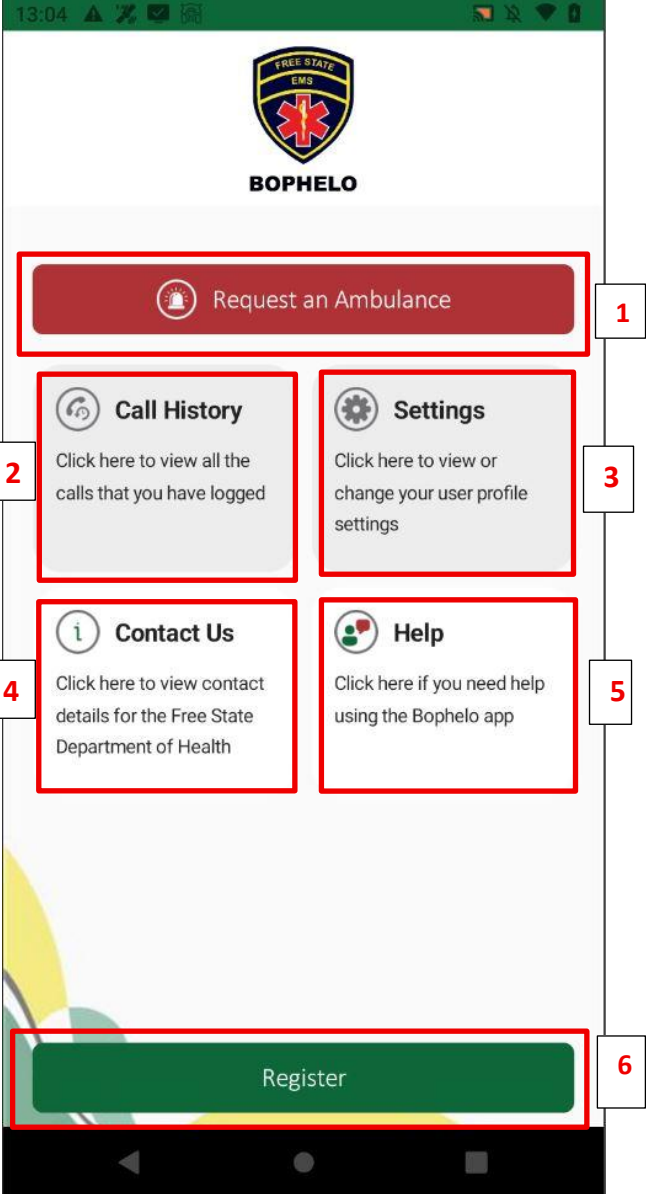
4	You will then be prompted to allow the app to access the device's location. Click "While using the app". If you click "Only this time", you will be prompted every time you open the app; or you will need to change the Location permissions for the Bophelo app in the device Settings.			
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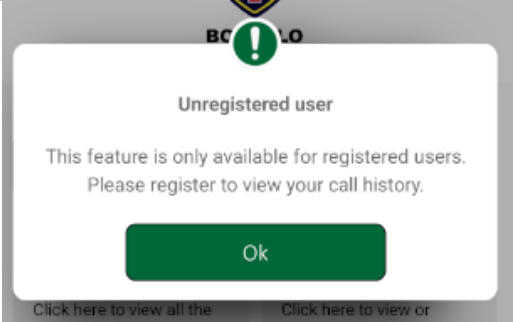
5	The first welcome screen will display. It shows the Bophelo app logo. Swipe left to start the welcome process or click “Skip” to bypass the welcome pages.				
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6	A second welcome screen will be displayed: this page describes the emergency button functionality. Swipe left to continue.				
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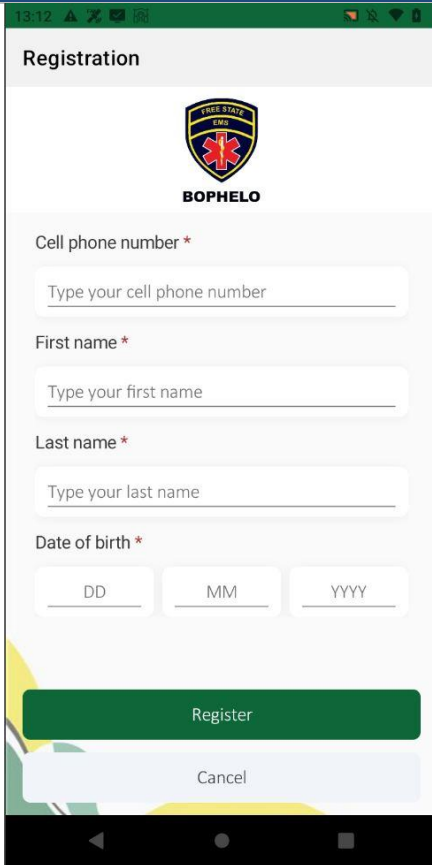
7	A third welcome screen is displayed: this page informs the user that their location will be sent to Emergency Medical Services. Click the “Let’s start” button.			
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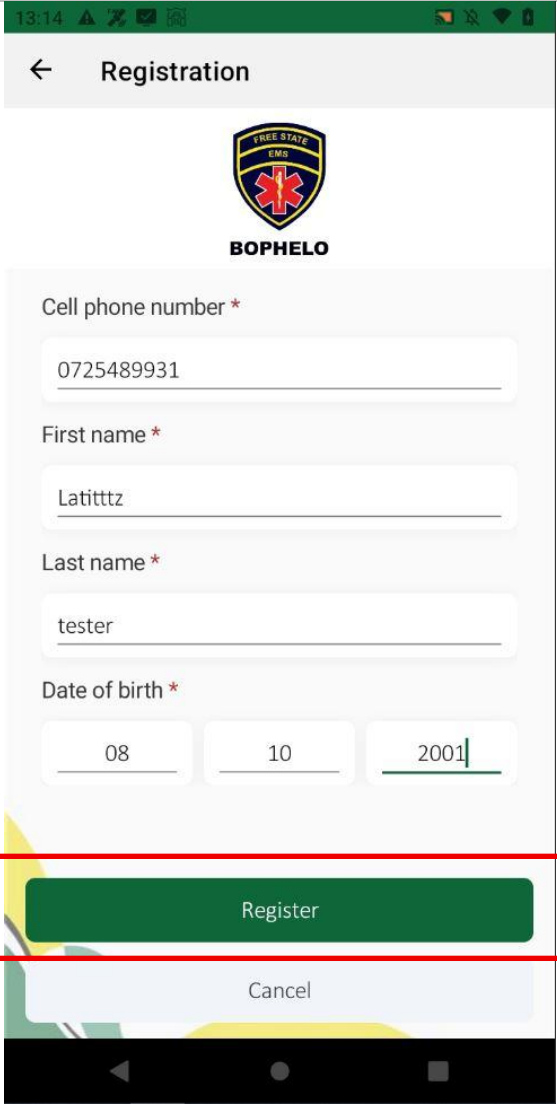
8	You will be shown the initial landing page which has three options: • Request an Ambulance • Register • Continue without registering The preferred workflow is for the user to click “Register”. Alternatively the user can click the “Request an Ambulance” button to make an emergency request. However, the user may also click the “Continue without registering” button to be redirected to the Home page.			
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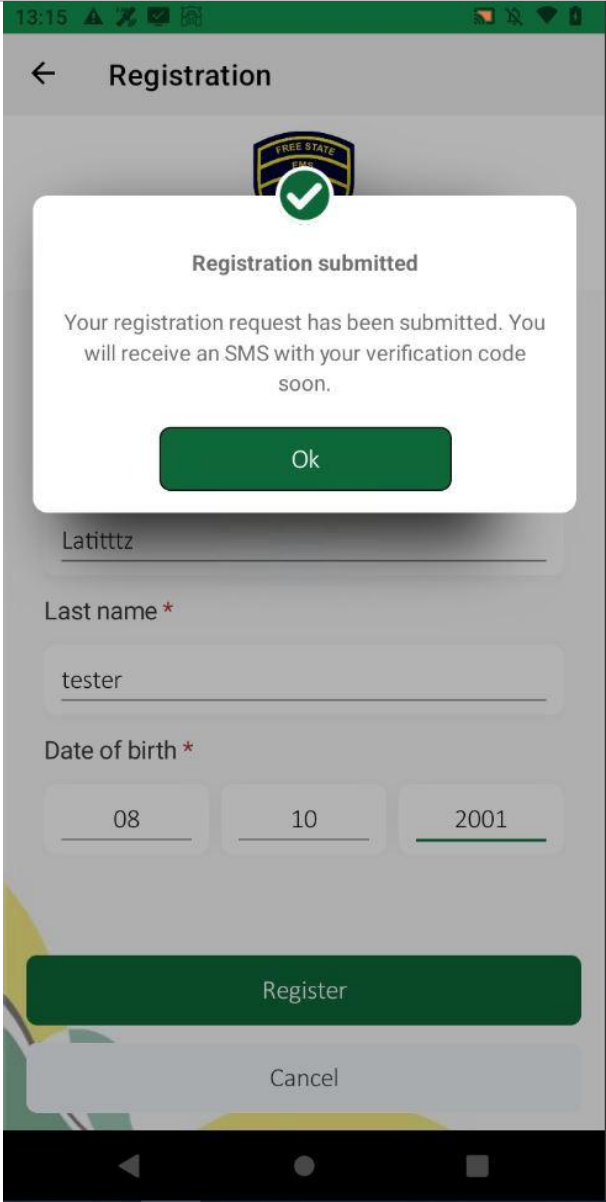
9	“Continue without registering” The Home screen will display. It contains the following elements: 1. The Request an Ambulance button: used to request emergency medical assistance 2. A link to Call History: allows the user to view the emergency calls you have logged. 3. A link to Settings: enables the user to view and update your profile settings. 4. A link to Contact Us: shows the contact details for Free State Department of Health. 5. A link to the Help: offers guidance on how to use the app. 6. A Register button which allows you to register your cell phone number with the Free State Department of Health.	 The screenshot shows the Bophelo app home screen. At the top is the Free State EMS logo and the text 'BOPHELO'. Below this is a red button labeled 'Request an Ambulance' (callout 1). Underneath are four grey buttons: 'Call History' (callout 2), 'Settings' (callout 3), 'Contact Us' (callout 4), and 'Help' (callout 5). At the bottom is a green button labeled 'Register' (callout 6). The background features a stylized graphic of a sun and a road.	
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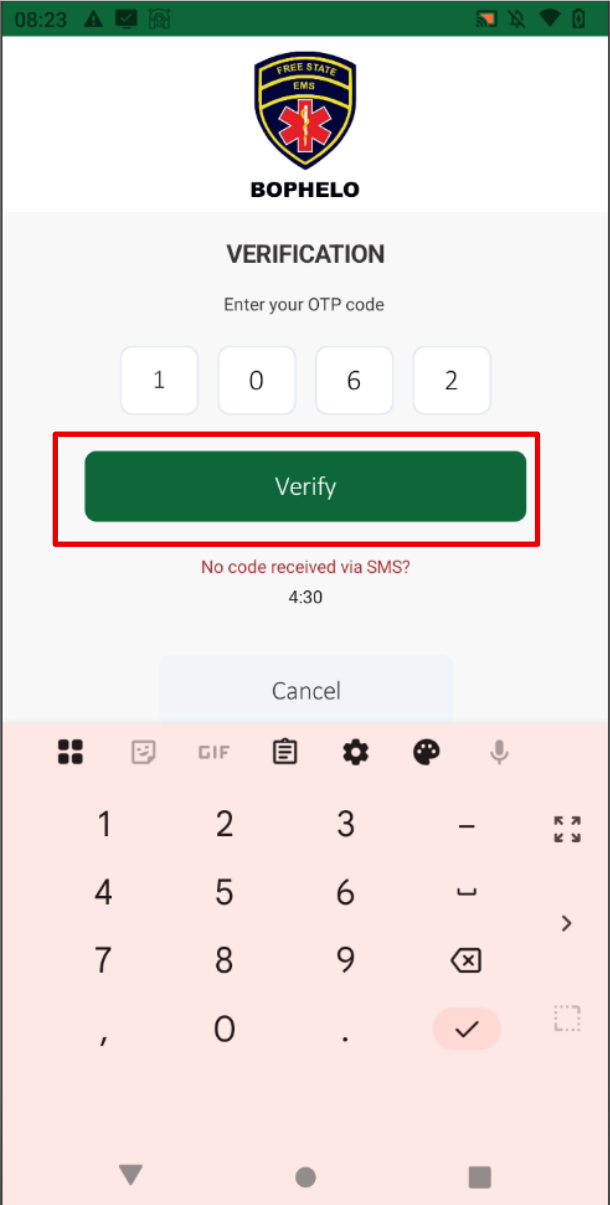
Click on “Register” to proceed to the Registration page. Note: The following features on the Home page are unavailable if you are an unregistered user: • Call History • Settings If either of these blocks are selected, there will be a popup message asking the user to register to use the feature. After the registration process has been successfully completed, these two features will be enabled and the “Register” button on the Home screen will be hidden.			
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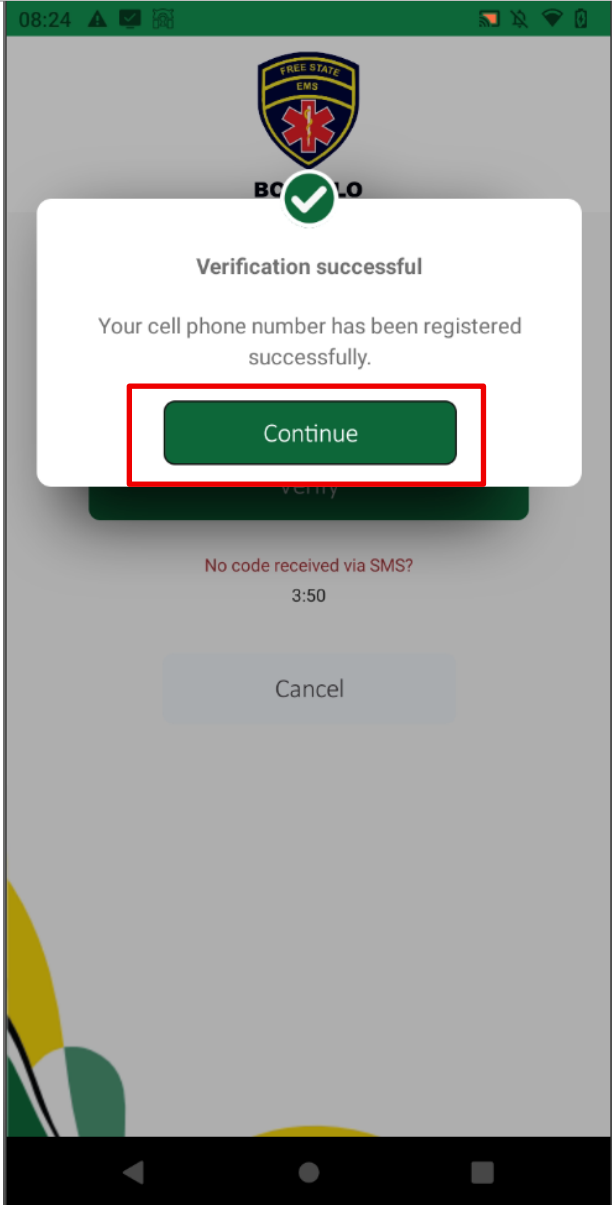
3.4 Registration

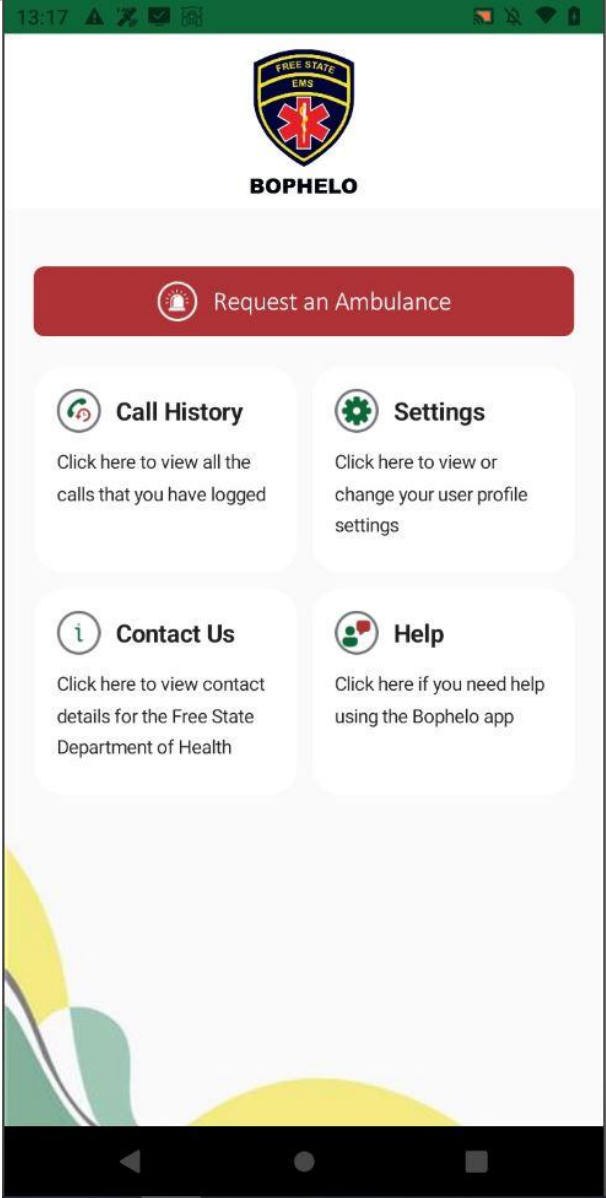
#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	“Register” When clicking the Register button from the initial landing page, or on the Home screen, the registration form is displayed. Fill in the form with valid information. Note: All fields marked * on this form are required for registration: • Cell phone number • First name • Surname • Date of birth: DD MM YYYY Click “Cancel” to return to the Home page.			

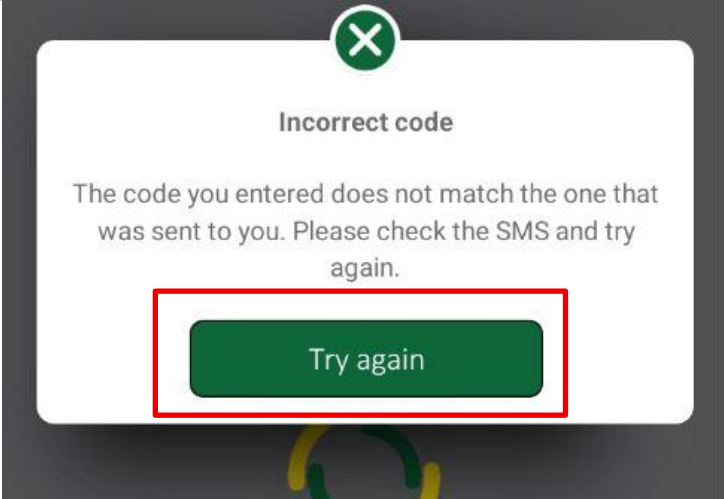
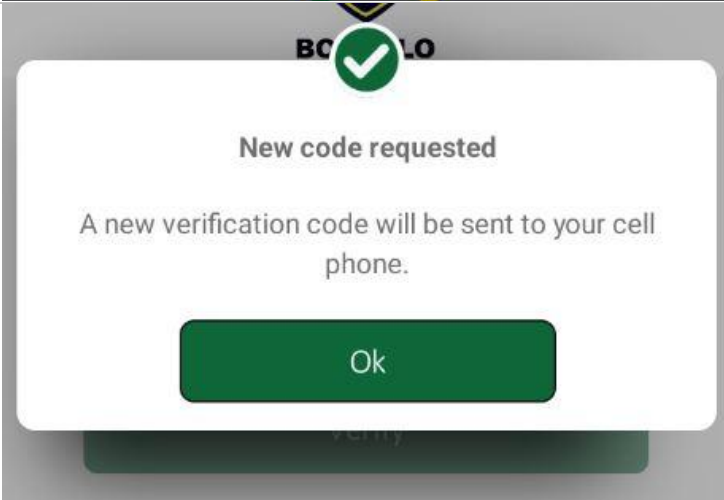
2	After filling in all fields on the form correctly, click the green “Register” button to proceed with the verification process.			
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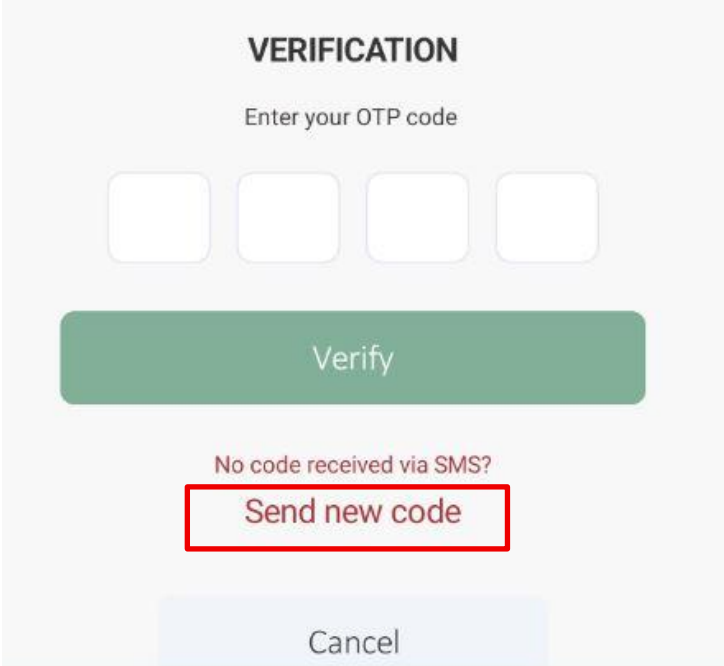
3	A message with a green tick will appear indicating that your request for registration was submitted. Click “Ok”.	 A screenshot of a mobile application interface. At the top, the status bar shows the time 13:15 and various icons. The app's header is green with a white back arrow and the word 'Registration'. Below the header is a logo for 'FREE STATE EMS' with a green checkmark inside a circle. A white dialog box with a green border is centered on the screen. It has a title 'Registration submitted' and a message: 'Your registration request has been submitted. You will receive an SMS with your verification code soon.' At the bottom of the dialog is a green button labeled 'Ok'. Behind the dialog, the registration form is visible with fields for 'Latitttz', 'Last name *' (containing 'tester'), and 'Date of birth *' (with date pickers for 08, 10, and 2001). At the bottom of the form are two buttons: a green 'Register' button and a grey 'Cancel' button.	Message: Your registration request has been submitted. You will receive an SMS with your verification code.	
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4	Check your phone for an SMS message with a verification code. Enter the 4-digit code in the provided boxes. Click “Verify”.		
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5	If the verification is successful, a message with a green tick will appear, indicating that verification was successful. Click “Continue” to return to the Home page.		Message: Your cell phone number has been registered	
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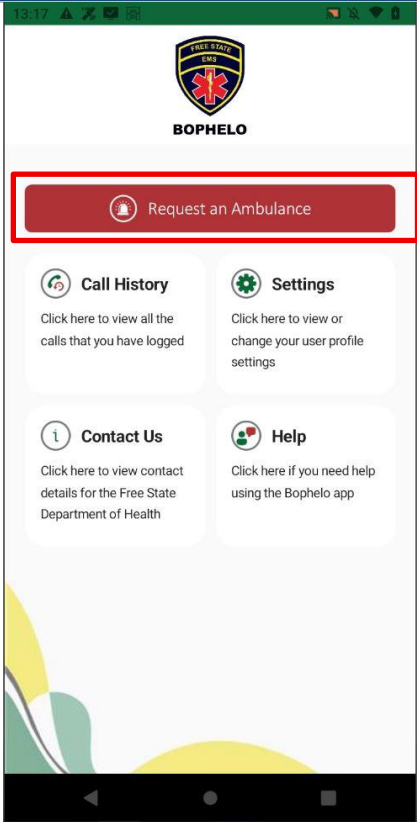
6	After a successful registration, the Home screen without the “Register” button will appear, indicating that you are now successfully registered. Note: The Call History and Settings options are now enabled.			
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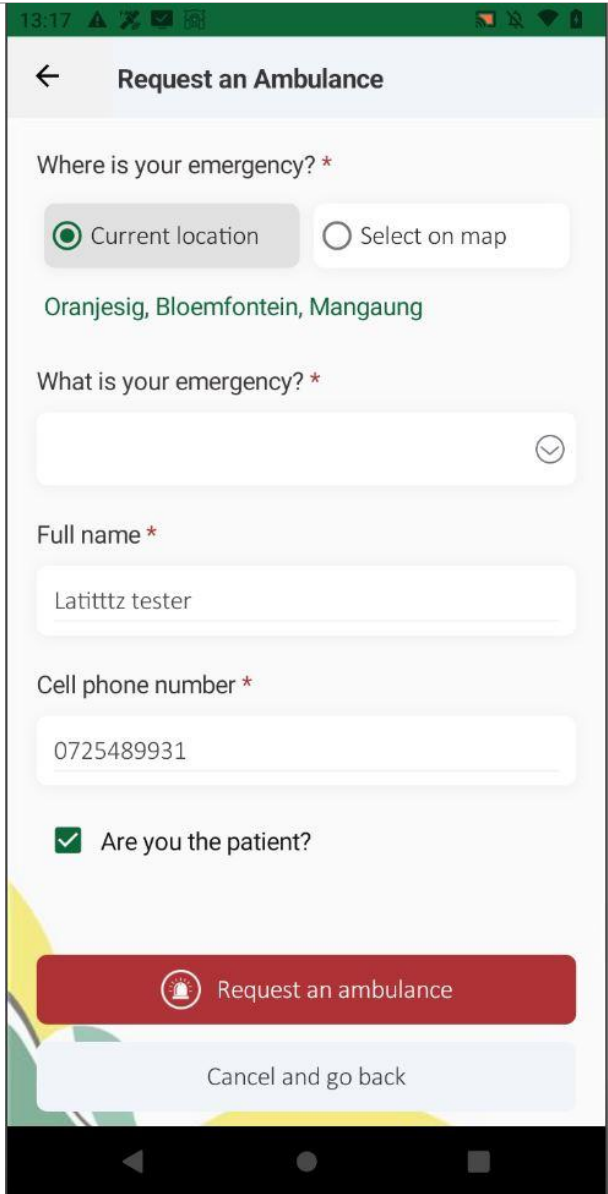
7	If the code entered is not correct, you will receive a message that the code is Incorrect/or does not match with the one that was sent on your phone. Click on “Try again”			
8	You should see a message that a new code will be sent to your phone. Click “Ok” and re-enter the code correctly.			

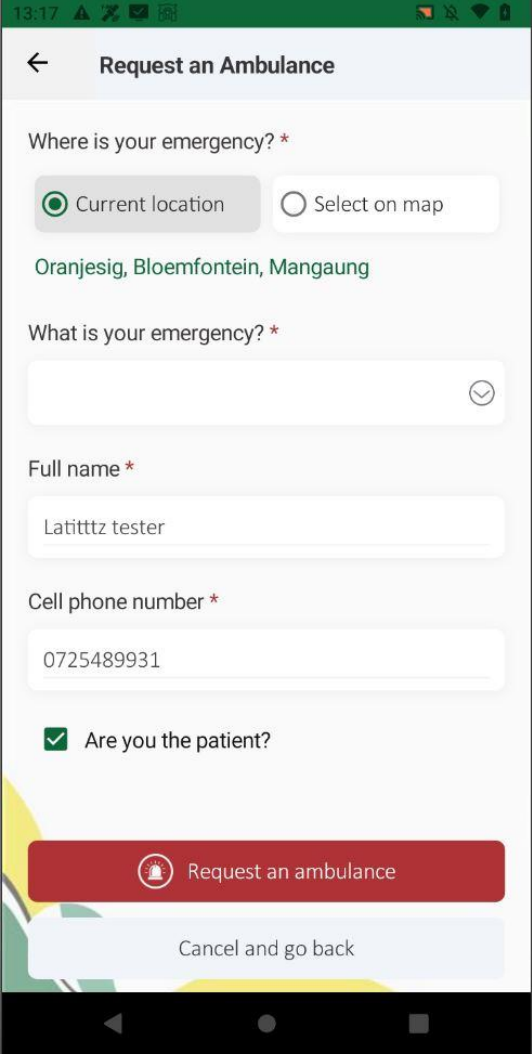
8	If you don't see the code after 5 minutes, and the count down has stopped. Click on " Send new code " to get an SMS with the code.	 A mockup of a verification screen. At the top, the word "VERIFICATION" is centered in bold. Below it, the text "Enter your OTP code" is centered. There are four empty square input boxes arranged horizontally. Below these is a large green button with the word "Verify" in white. Further down, the text "No code received via SMS?" is centered in a small font. Below this text is a red rectangular button with the text "Send new code" in white. At the bottom of the screen is a light blue button with the word "Cancel" in black. The entire mockup is set against a light gray background. VERIFICATION Enter your OTP code Verify No code received via SMS? Send new code Cancel		
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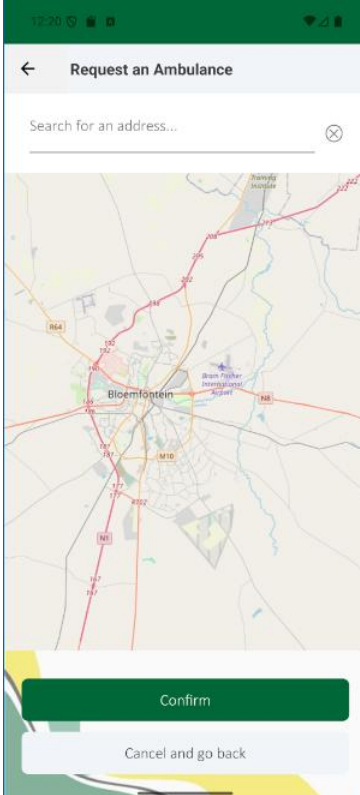
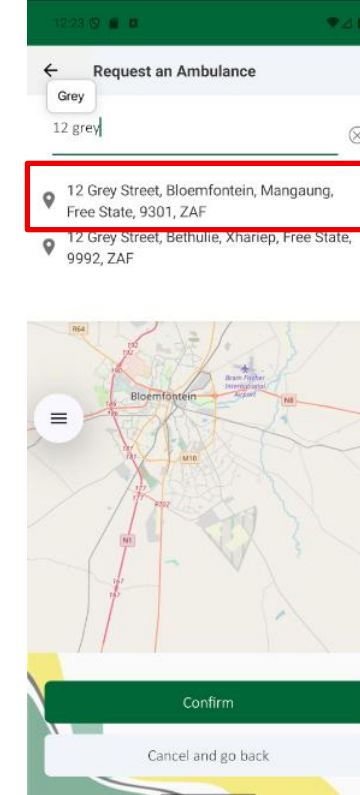
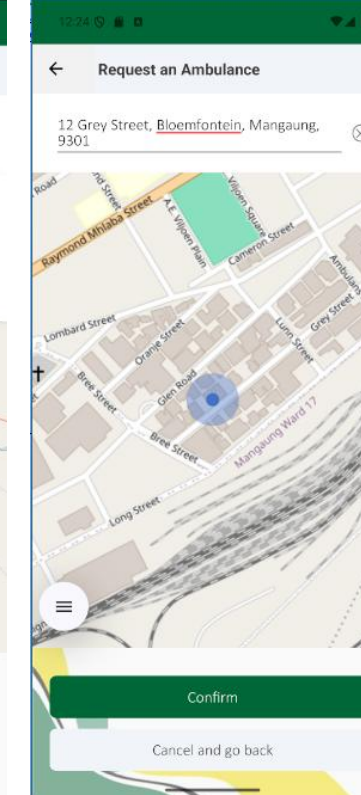
3.5 Request an ambulance

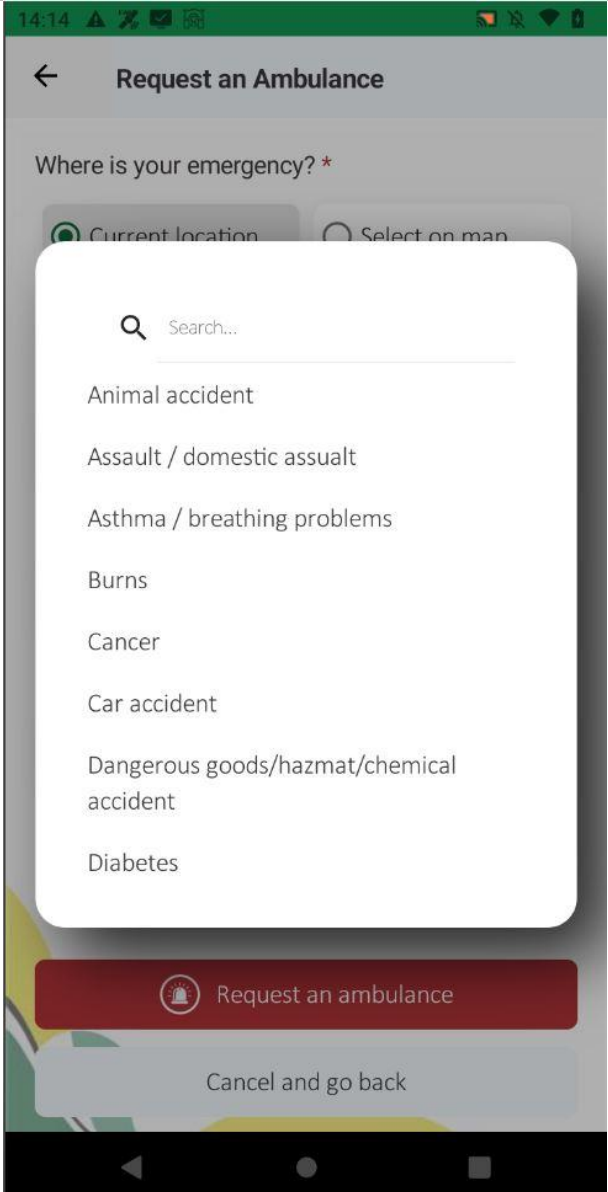
After you have been successfully registered by following the steps in Table 2, you can request an ambulance. Requesting an ambulance involves completing a form that collects your location and the type of incident, while other required information is automatically populated from your registration details.

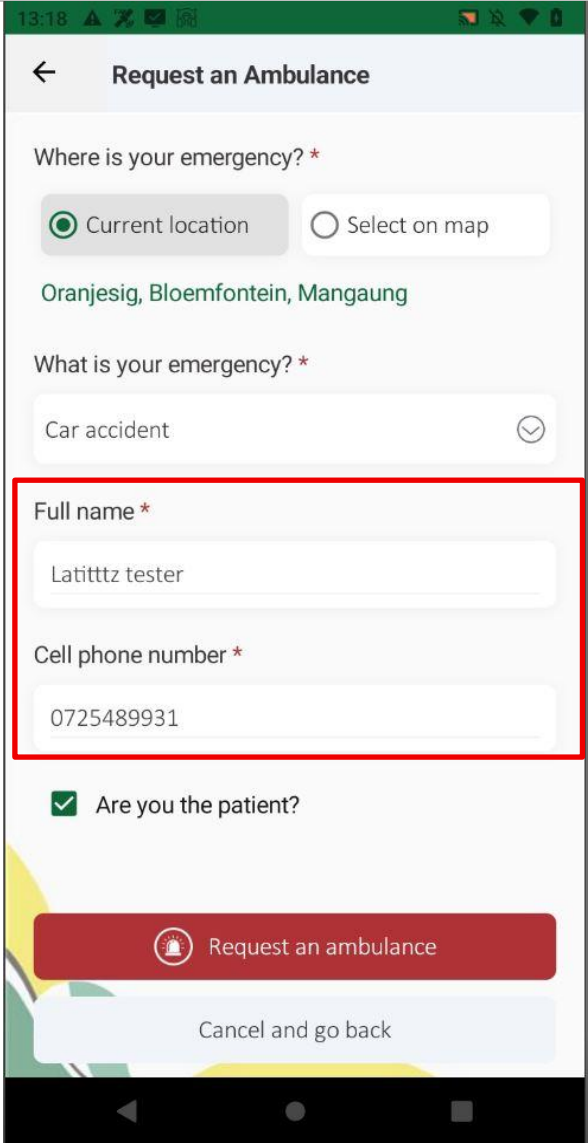
#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	After you have registered, you can proceed to request an ambulance. Click “Request an Ambulance” red button.			

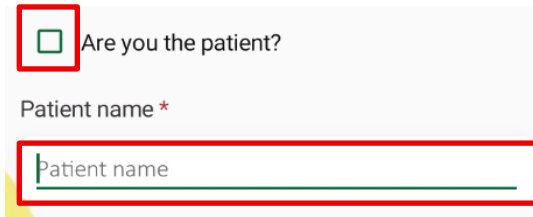
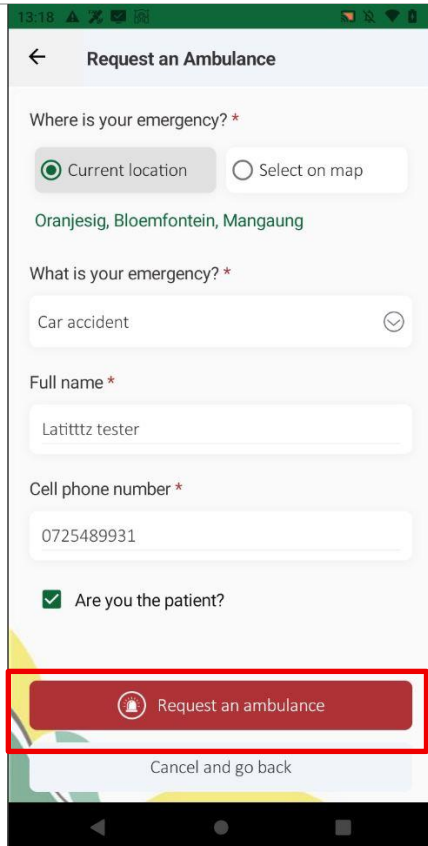
2	You will be shown a form that includes the minimum amount of information required for requesting an ambulance. Note: All fields marked * on this form are required.			
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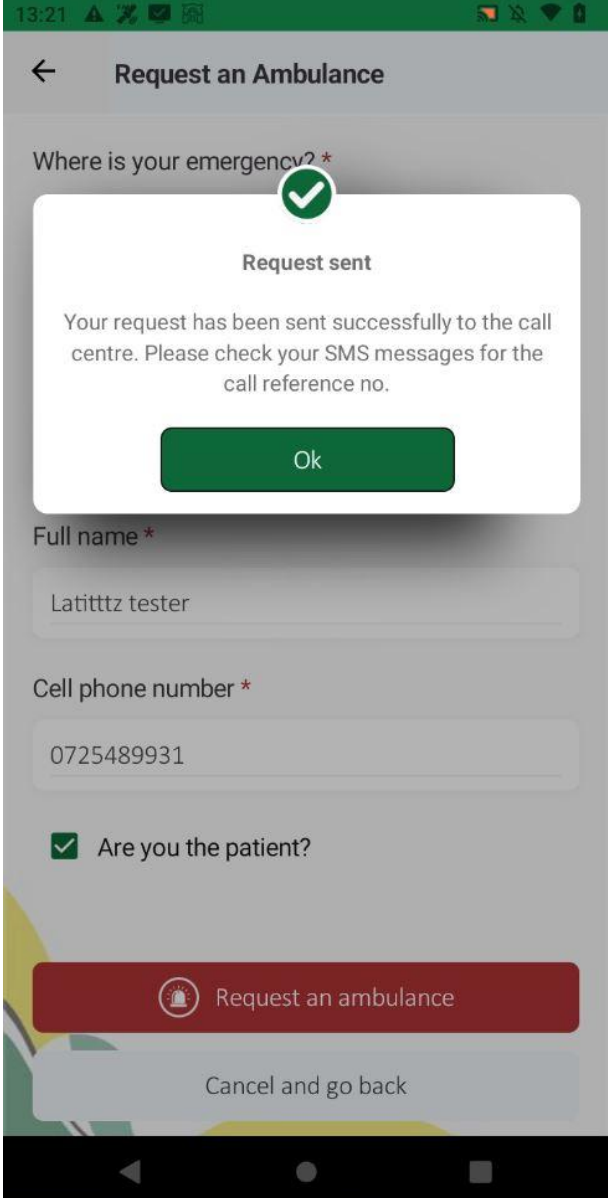
3	<i>"Where is your emergency?"</i> records your location. There are two location options: 1. Current location which is automatically collected if you allowed the device to use your current location. 2. Select on map: this option allows you to search and add your location on a map of the Free State.		Your location address will display regardless of which location option was selected. e.g. Oranjesig, Bloemfontein, Mangaung	
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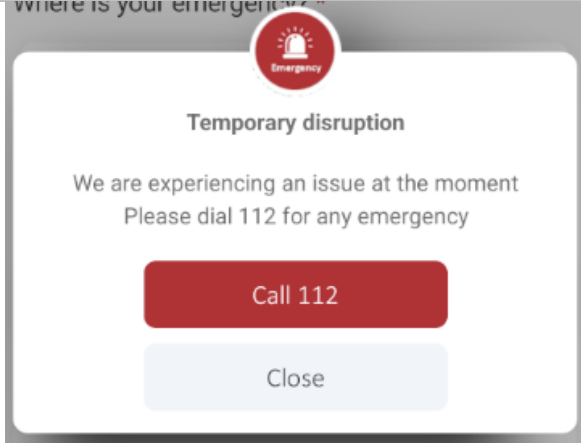
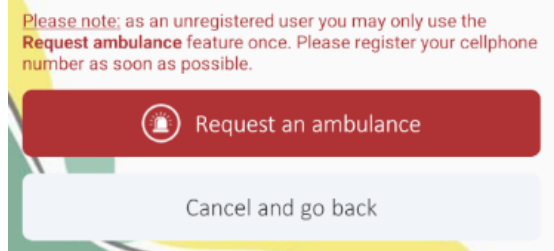
4	“Select on map” will open a new screen with a map. The user can enter an address and will be provided with a few search suggestions. Selecting one of the suggestions will zoom to that location on the map. Click “Confirm” to return to the main ambulance request form with the selected address or click “Cancel and go back” to return without setting the selected address.	 The screenshot shows the 'Request an Ambulance' screen. At the top, there's a back arrow and the title 'Request an Ambulance'. Below it is a search bar with the placeholder text 'Search for an address...'. The search bar contains the text '12 grey'. Below the search bar is a map of Bloemfontein. At the bottom, there are two buttons: 'Confirm' (green) and 'Cancel and go back' (white).	 The screenshot shows the 'Request an Ambulance' screen. The search bar now contains '12 grey'. Below the search bar, two suggestions are listed: '12 Grey Street, Bloemfontein, Mangaung, Free State, 9301, ZAF' and '12 Grey Street, Bethulie, Xhariep, Free State, 9992, ZAF'. The first suggestion is highlighted with a red box. Below the suggestions is a map of Bloemfontein. At the bottom, there are two buttons: 'Confirm' (green) and 'Cancel and go back' (white).	 The screenshot shows the 'Request an Ambulance' screen. The search bar now contains the full address '12 Grey Street, Bloemfontein, Mangaung, 9301'. Below the search bar is a zoomed-in map of the area around 12 Grey Street. At the bottom, there are two buttons: 'Confirm' (green) and 'Cancel and go back' (white).	
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5	<i>“What is your emergency?”</i> shows a dropdown list of emergencies. Click the drop-down arrow and choose the emergency type. Note: You can use the search bar to quickly find your emergency type.	 A screenshot of a mobile application interface titled "Request an Ambulance". The screen shows a search bar with the text "Where is your emergency? *". Below the search bar, there are two radio buttons: "Current location" (selected) and "Select on map". A dropdown menu is open, displaying a list of emergency types: "Animal accident", "Assault / domestic assault", "Asthma / breathing problems", "Burns", "Cancer", "Car accident", "Dangerous goods/hazmat/chemical accident", and "Diabetes". At the bottom of the screen, there are two buttons: "Request an ambulance" (red) and "Cancel and go back" (grey).	The emergency dropdown shows all types of emergencies you may encounter.	
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6	The last fields of the form are your personal details. For registered users: these will be automatically populated based on the user registration details and cannot be changed. For unregistered users, these fields must be completed. Note: Uncheck the “Are you a patient?” checkbox if you are requesting an ambulance on behalf of someone else.	 The screenshot shows a mobile application interface for requesting an ambulance. The title is "Request an Ambulance". The form has the following sections: Where is your emergency? *: Two radio buttons, "Current location" (selected) and "Select on map". Below them, the location "Oranjesig, Bloemfontein, Mangaung" is displayed. What is your emergency? *: A dropdown menu showing "Car accident". Full name *: A text input field containing "Latittz tester". Cell phone number *: A text input field containing "0725489931". Are you the patient?: A checkbox that is checked. Buttons: A red button labeled "Request an ambulance" and a light blue button labeled "Cancel and go back". A red rectangular box highlights the "Full name" and "Cell phone number" input fields.		
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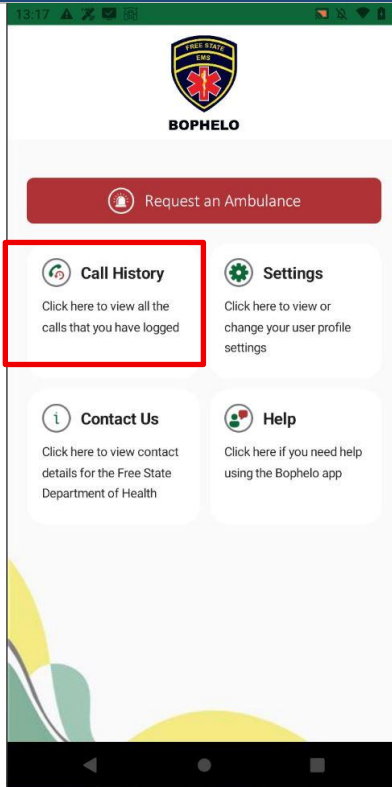
7	Uncheck the “Are you a patient?” checkbox if you are requesting an ambulance on behalf of someone else. You will be prompted to enter the patient’s name. Enter their name, as this is a required field.			
8	Click “Request an ambulance”, button to submit the request.			

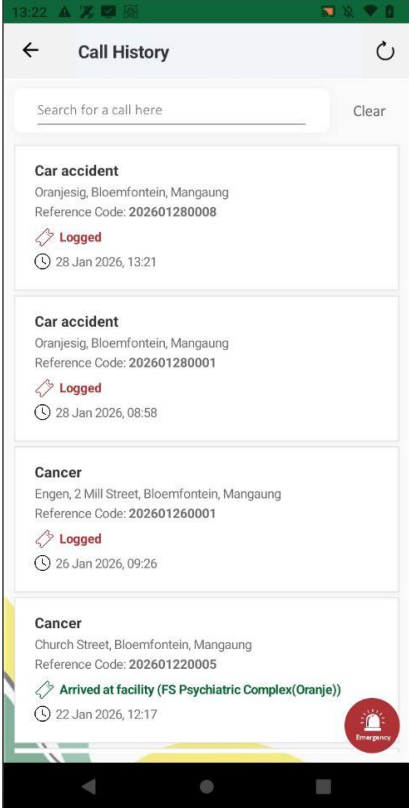
9	You will see a message with a green tick indicating that your request has been sent. Click "OK" Check your phone messages for the call reference no. Should you choose not to go ahead with the ambulance request, click "Cancel and go back" instead of "Request an Ambulance" and you will be re-directed to the Home page	 A screenshot of a mobile application interface titled "Request an Ambulance". At the top, there is a green status bar with the time 13:21 and various icons. Below the title bar, there is a back arrow and the title "Request an Ambulance". The main content area shows a form with the label "Where is your emergency?" followed by a red asterisk. A white modal dialog box is centered on the screen, featuring a green checkmark icon at the top. The dialog text reads: "Request sent", "Your request has been sent successfully to the call centre. Please check your SMS messages for the call reference no.", and a green "Ok" button at the bottom. Below the dialog, the form fields are visible: "Full name *" with the text "Latitttz tester", "Cell phone number *" with the text "0725489931", and a checked checkbox labeled "Are you the patient?". At the bottom of the form, there are two buttons: a red button with a bell icon and the text "Request an ambulance", and a grey button with the text "Cancel and go back". The bottom of the screen shows a black navigation bar with three icons.	Message: Your request has been sent successfully to the call center. Please check your SMS messages for the call reference no.	
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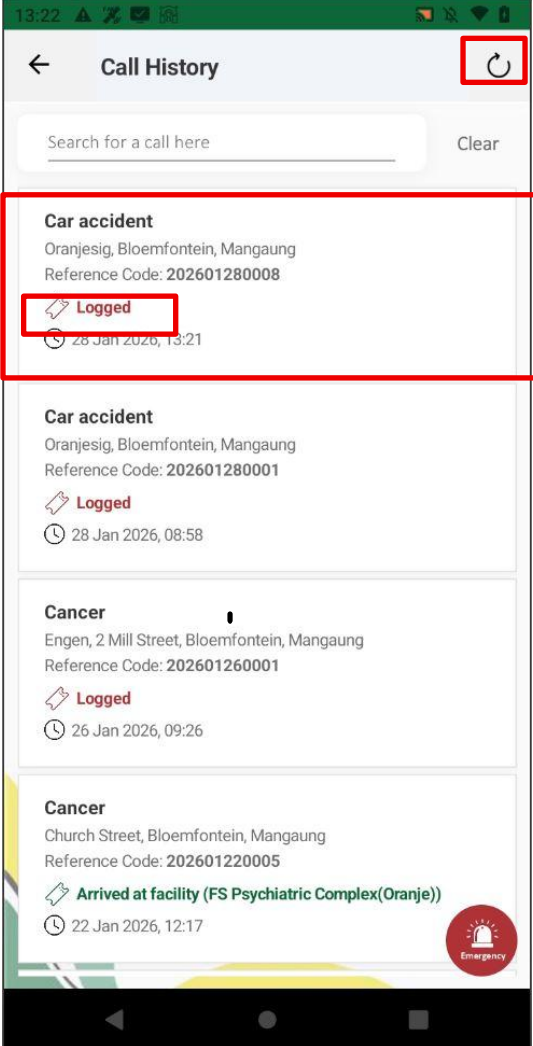
10	If the mobile device is not connected to wi-fi or to a mobile network, the user will not be able to request an ambulance by logging a request via the Bophelo app. They will be prompted with a message to dial the Emergency Hotline 112.			
11	Unregistered users will only be allowed to make a single request for an ambulance. A warning message is displayed on the Request an ambulance screen to encourage them to register as soon as possible.			

3.6 Call History

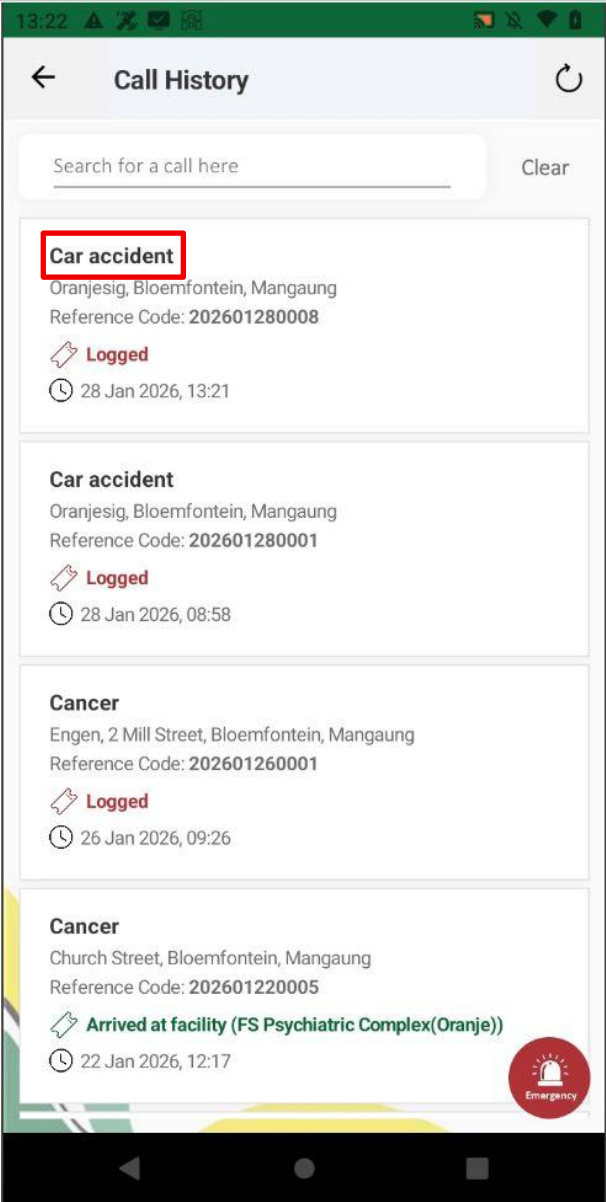
The Call History screen provides users with a record of all emergency calls made through the Bophelo application. It allows them to view recent or previously logged ambulance requests, including details such as the time and emergency type of each call. This enhances transparency, enables users to track their emergency requests, and supports follow-up or verification when necessary.

#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	Click on “ Call History ” on the Hime page to view your call details or Status.			

		 The screenshot displays the 'Call History' interface of the Bophelo application. At the top, there is a search bar with the placeholder text 'Search for a call here' and a 'Clear' button. Below the search bar, four call entries are listed, each with a title, location, reference code, status, and timestamp. <table border="1"><thead><tr><th>Call Title</th><th>Location</th><th>Reference Code</th><th>Status</th><th>Timestamp</th></tr></thead><tbody><tr><td>Car accident</td><td>Oranjesig, Bloemfontein, Mangaung</td><td>202601280008</td><td>Logged</td><td>28 Jan 2026, 13:21</td></tr><tr><td>Car accident</td><td>Oranjesig, Bloemfontein, Mangaung</td><td>202601280001</td><td>Logged</td><td>28 Jan 2026, 08:58</td></tr><tr><td>Cancer</td><td>Engen, 2 Mill Street, Bloemfontein, Mangaung</td><td>202601260001</td><td>Logged</td><td>26 Jan 2026, 09:26</td></tr><tr><td>Cancer</td><td>Church Street, Bloemfontein, Mangaung</td><td>202601220005</td><td>Arrived at facility (FS Psychiatric Complex(Oranje))</td><td>22 Jan 2026, 12:17</td></tr></tbody></table>	Call Title	Location	Reference Code	Status	Timestamp	Car accident	Oranjesig, Bloemfontein, Mangaung	202601280008	Logged	28 Jan 2026, 13:21	Car accident	Oranjesig, Bloemfontein, Mangaung	202601280001	Logged	28 Jan 2026, 08:58	Cancer	Engen, 2 Mill Street, Bloemfontein, Mangaung	202601260001	Logged	26 Jan 2026, 09:26	Cancer	Church Street, Bloemfontein, Mangaung	202601220005	Arrived at facility (FS Psychiatric Complex(Oranje))	22 Jan 2026, 12:17		
Call Title	Location	Reference Code	Status	Timestamp																									
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Cancer	Engen, 2 Mill Street, Bloemfontein, Mangaung	202601260001	Logged	26 Jan 2026, 09:26																									
Cancer	Church Street, Bloemfontein, Mangaung	202601220005	Arrived at facility (FS Psychiatric Complex(Oranje))	22 Jan 2026, 12:17																									

2	After requesting an ambulance, the call will appear on the call history screen. The call status is set to “Logged” indicating that your call has been submitted. When the call has been received at the call centre, the call reference number will be updated. Note: The call status will change depending on the call progress. ² Note: The call history will be updated automatically every few minutes, but you may also click on the refresh button  to update the call history.			
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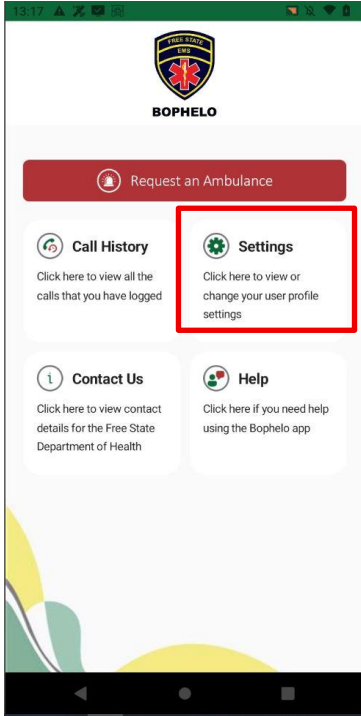
² To view the changing status and receive updates, a member of the team will need to access the CAD system on the **Staging/QA server** and update the status of the underlying incidents. We may not have someone always monitoring the **Staging/QA server**, so please expect delays to the seeing updates displayed

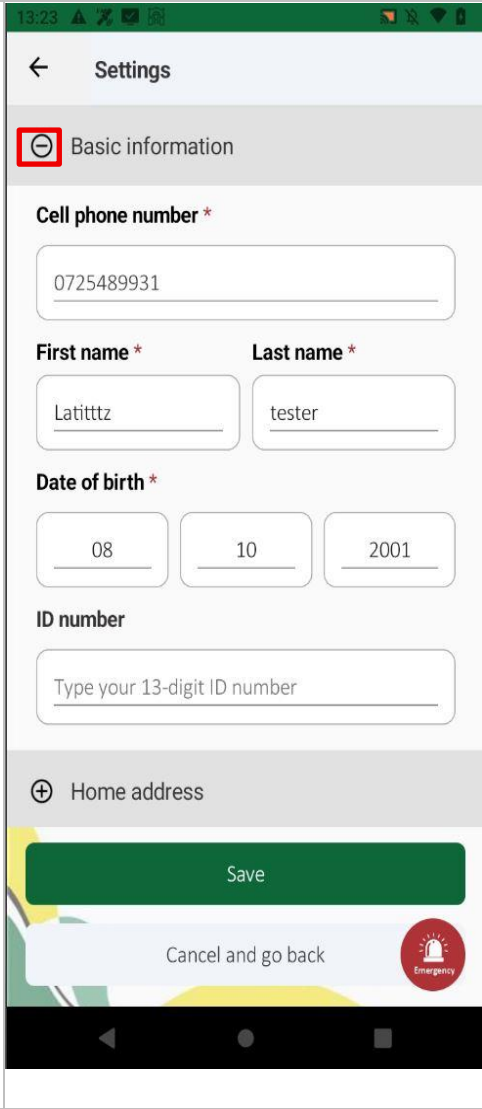
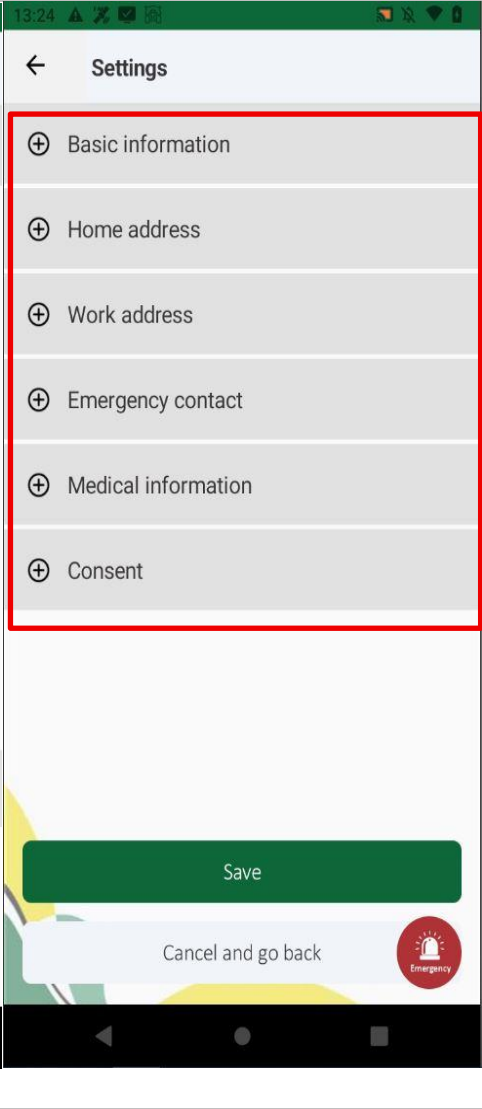
3	If there are many calls on the Call History, you can use the search option to search by emergency type. In case of emergency, please use the Emergency icon to be redirected to the Request an ambulance screen. 			
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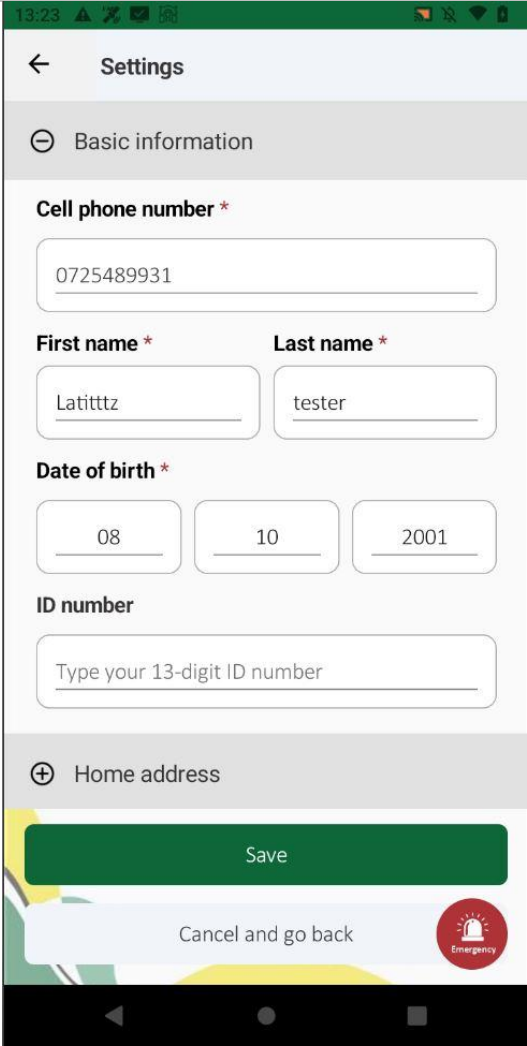
3.7 Settings

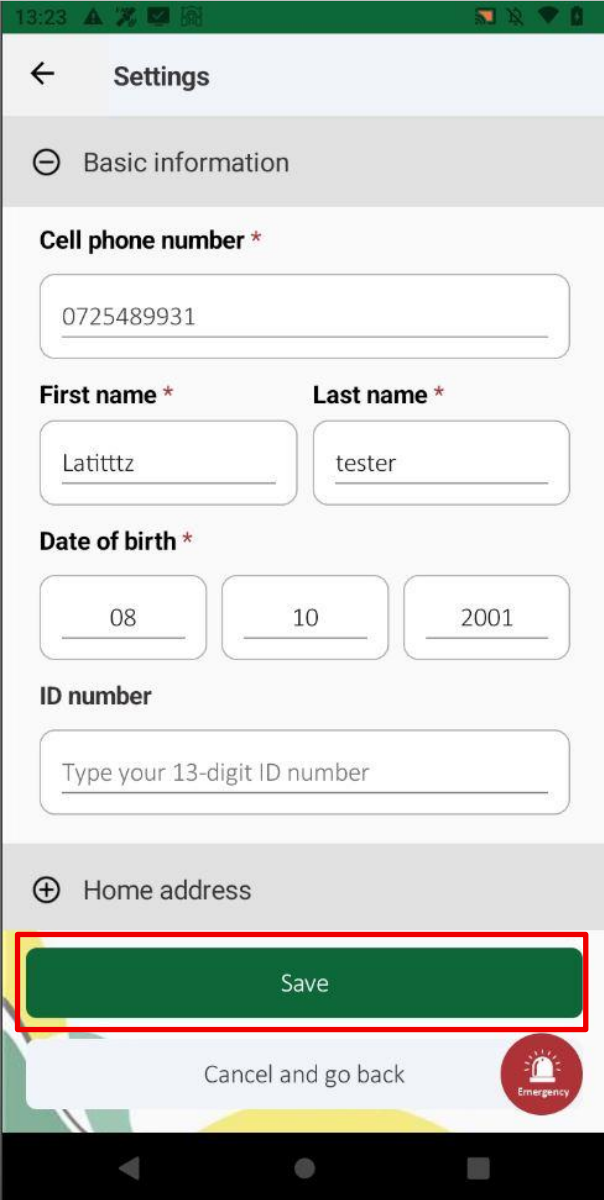
The Settings screen allows users to view and manage their personal profile and application preferences within the Bophelo app. Through this section, they can update their details and ensure that their information is accurate and up to date. This functionality supports a personalized user experience, improves system reliability, and ensures effective communication during emergency situations.

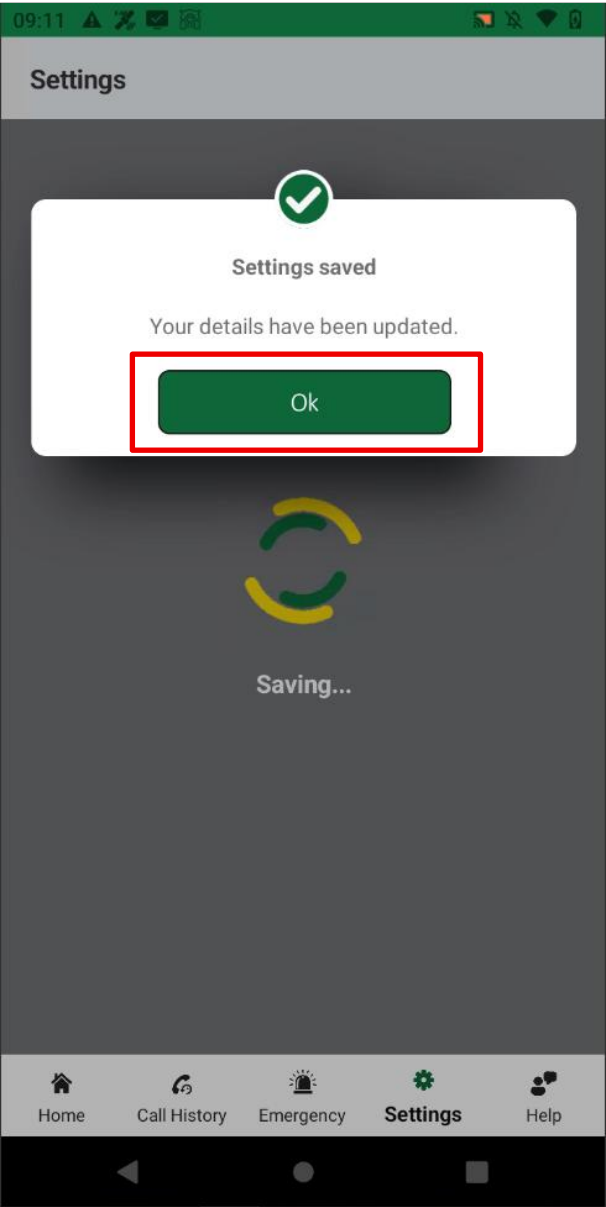
Table 5 show steps on how you can update your profile settings.

#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	Click on "Settings" on the Home page This will open the Settings page with different sections of your profile. These sections include: • Basic Information • Home address • Work address • Emergency contact • Medical information • Consent This information will be stored by Free State EMS. Note: To see all the section in the settings, you must scroll down or click the expand icon  for a specific section			

			
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2	Click on the plus icon  to expand each section. Note: You can edit any of the fields within each section, but if you edit the cell phone number. You will be required to go through the verification process again.			
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3	After updating any of these sections, you must click the “Save” button to save your changes. Note: All edits that are not marked with a * are optional,		
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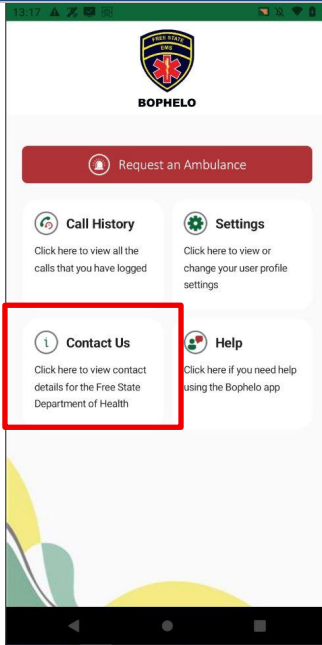
4	After saving your edits, you will receive a message with a green tick meaning your edits has been saved. Click “Ok”. In case of emergency, please use the Emergency icon to be redirected to the Request an ambulance screen. 		Message: Your details have been updated	
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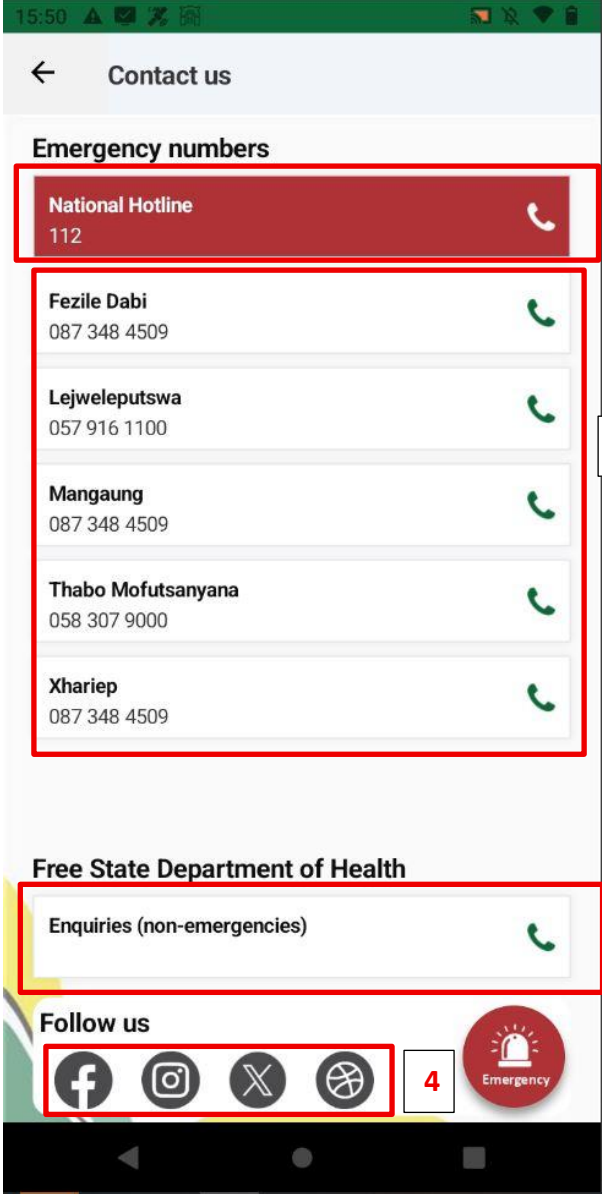
3.8 Contact us

The Contact us screen provides users with direct access to official contact information for the Free State Department of Health. It enables users to obtain assistance, make enquiries, or report non-emergency issues related to the Bophelo application or emergency services.

This enhances communication between the user and the service provider, promotes transparency, and ensures that support is easily accessible when needed.

Table 8: Contact Us

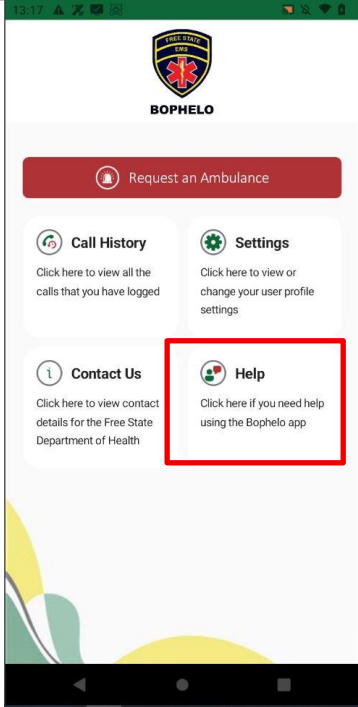
#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	Select the “Contact us” option from the Home page.	 A screenshot of the Bophelo app's Home page. At the top is the Bophelo logo. Below it is a red button labeled 'Request an Ambulance'. Underneath are four circular icons with text: 'Call History' (with a clock icon), 'Settings' (with a gear icon), 'Contact Us' (with an information icon), and 'Help' (with a speech bubble icon). The 'Contact Us' option is highlighted with a red rectangular box. Below each icon is a line of smaller text: 'Click here to view all the calls that you have logged' for Call History, 'Click here to view or change your user profile settings' for Settings, 'Click here to view contact details for the Free State Department of Health' for Contact Us, and 'Click here if you need help using the Bophelo app' for Help.		

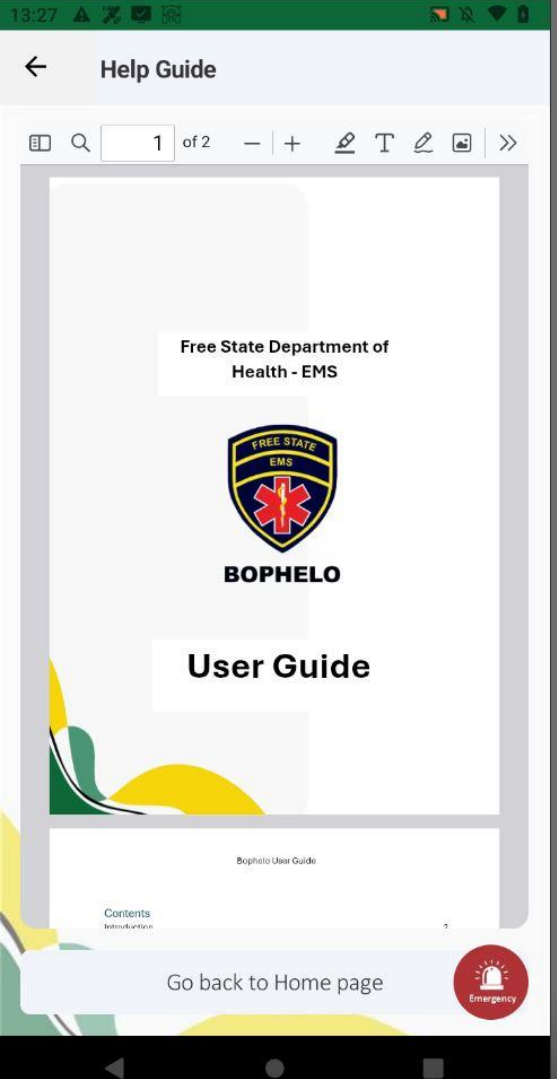
2	When you are directed to the Contact Us screen, you will see the following elements: 1. The National Hotline number (112) which provides direct access to the national emergency hotline. 2. The Regional Emergency Contact list of phone numbers, which list the district-level emergency contacts. 3. The Free state Department of Health Enquiries contact number. This section is for non-emergency enquiries such as general information, feedback, or administrative support. 4. The Follow us Section, which provides links to the Department of Health's social media platforms. In case of emergency, please use the Emergency icon to be redirected to the Request an ambulance screen.		
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3.9 Help

The **Help** section provides users with guidance and support on how to use the Bophelo application effectively. It offers information on app features, step-by-step assistance, and solutions to common user issues.

This section is designed to improve usability, assist first-time users, and ensure that users can confidently navigate the application, especially during critical situations.

#	Step	Illustration (where applicable)	Expected results (where applicable)	Pass/Fail?
1	Select the “Help” option from the Home page	 A screenshot of the Bophelo mobile application's home screen. At the top is the Free State Department of Health logo and the word 'BOPHELO'. Below this is a red button labeled 'Request an Ambulance'. Underneath are three menu items: 'Call History' (with a circular arrow icon), 'Settings' (with a gear icon), and 'Contact Us' (with an information icon). The 'Help' option, located below 'Contact Us' and featuring a person with a speech bubble icon, is highlighted with a red rectangular box. The text for 'Help' reads 'Click here if you need help using the Bophelo app'. The bottom of the screen shows a decorative graphic of hills and a sun, and an Android navigation bar.		

1	Opening the Help screen will provide a PDF guide for using the Bophelo application. In case of emergency, please use the Emergency icon to be redirected to the Request an ambulance screen.		A user manual guide should display.	
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4 Sign-Off

How the Test was conducted

Client		
Name	Function	Date
Signature:		

Acceptance of the test

Client		
Name	Function	Date
Signature:		