**Home Page**

This page will be the starting point for most, if not all, users, and so will need to provide the broadest amount of information.

Following Information would be displayed on home page

* Success Stories
* Latest News
* Testimonials
* Awards
* Events
* Honour Roll
* Donation

**About us Page**

Client will provide information regarding the history of or other appropriate information regarding their company

**Gallery Page**

Client will Provide Information about the events through Photos & videos.

**Contact Us Page**

Contains contact information for the client along with a link to the Information Request form.

**News & Events**

Provide with Information of all Latest News & updates.

**Our Partners**

Client will provide with List of all the partners.

**Project Details**

Client will provide information regarding the history of all the Projects

**User**

The User is an end user, child or parent looking to use the site as a source of help or undertake screening as described in this document.

**The Client**

The Client is the staff or the Trust itself

**The Administrators (Admin)**

The Administrators (Admin) are staff employed by the client who will be looking after the day-to-day running of the site.

**Content Management System (CMS)**

Content Management System is the administration or back office area of the website where content can be managed or edited.

**Management Summary**

We will develop a software solution based on our core ‘Open Standards’ architecture. Our browser based solution will be developed using LAMP Technology and will provide the client with a hosted system that is easy to manage and scalable.

The system will utilise the concept of user profiles to define functionality and roles. Whilst a number of public facing and administrator control panels will enable users to perform all of the tasks associated with their own role or requirements.

Administrators will have the full functionality to manage users and their personal information, a dashboard will allow the users to easily log-in and use the system.

New public facing users (such as Visitor) will not be required to login to the system. Instead they will be prompted to either access the public information available on the site. However existing users will be able to review their Private Details.

**Proposed Functionality**

Given the highly personal nature of the data, our system will require users who wish to access some areas of the site to login; however much of the information and advice on the site will be accessible to the public without registration or login.

**Login Process (secure areas only)**

Once a user has completed the login process they will be able to access this information, however users will be required to login to be able to access the private content of these sections. The following describes the process for logging in and retrieving lost passwords.

**Registration Module**

Registration module is to register any New User

**User Login**

Users that have already completed a screening will be required to login to access their information. This will be by entering their registered email address and a password that was defined during the screening process.

**Lost Login Retrieval – User/Customer**

The system will allow existing users/customers to retrieve their login details should they forget them. A link to a simple email form will request their email address which will enable the system to email them with a temporary password. Once a User/ Customer has logged in with the temporary password they may access their profile page and change their password to a more memorable one.

**Access Control**

When user is registered they will Provide with different access controls such as User Login, Admin Login , Visitor Login, All this three login will have a different Access

**User Dashboard**

Once logged in, the user will be presented with a dashboard environment from which they will be able to access all areas of the system that they require (and are authorised to do so).

Typically the dashboard will provide the following information

* My Account
* My Profile
* My Orders
* My Donations
* Social Share functions
* Shortcut Links for Information

**My Profile**

From the My Profile area, the user will be able to view and edit their profile information such as address and telephone number. They will also be able to change their password. Furthermore the user can access information directly relevant to their Orders & Donations

**User profiling**

The delivered system will be designed with a number of different user groups in mind (parents, children, health professionals); the system will provide branches with tailored content for each of these user groups. Design will play a big role in delivering the content to the appropriate user groups and this will include a separate area for parents and children, where content can be tailored accordingly.

**Forum**

Forums allow your visitors to have their own voice and feel part of a community while encouraging strong communication.

Features we will include

* WYSIWYG editor to change the layout of a post
* Supports BBCodes
* Private messaging
* User avatars
* Can search through forum for specific keyword
* Can search for another user
* User profile pages
* Topic watches
* Categories, forums and topics can be made visible/locked
* Topics can be made sticky so they will always appear at the top of a forum
* Option for topics and posts to need permission to be viewed
* Add YouTube videos, internet images and links to topics
* Add smilies to topics
* Quote on posts in topics
* Define smilies
* Create a list of limited avatars
* Define bad-words that will not be allowed into posts
* Edit meta data of a Category, Forum or Topic
* Re-written URLs
* Custom URLs
* Integrates seamlessly
* Automatically creates SEO meta data for each page
* Assign moderator status to users to help maintain your forum
* Optional public/private profile pages
* Complete control to change forum users' details
* Sitemap generation
* Update history
* Google sitemap creation
* Terms and conditions page
* Assign categories visibility and/or post ability to only certain users
* Language awareness (only categories, forums and topics of your language will appear to you)
* Extended warranty with included maintenance releases

**Blogs/Blogging Software**

We will implement blogging software into the system to allow the client to publish and receive feedback on blog posts. Our Blogging Software not only makes it easy to publish and promote, it also syndicates content helping to improve your business’s presence on the web.

Custom URLs help our blogs to achieve high rankings with search engines such as Google, while RSS feeds make it possible for your content to be syndicated to millions of people with the greatest of ease.

Features we will include:

* Add/Edit/Delete/Search
* Manage all data
* Rewriteable URLs
* Custom URLs
* Automatic SEO meta data creation
* Google sitemap creation
* Allow users to upload their own blogs
* Allow users to comment on blogs
* Full control panel to add/edit/delete comments, categories and individual blogs
* Blog promotion (service supplied by the blog module)
* Update history
* Built in help system
* Sitemap
* Language awareness
* Auditing blogs
* Categories for blogs
* RSS feeds
* Sharing links

**Voting tools**

Integrating voting processes into the site to allow users to vote on or answer questions positioned in the content of the system. From a visitor's point of view, they are faced with a question that they can respond to with the click of a mouse, upon which they are 'rewarded' by seeing the results of how others have voted. This quick, rich, interactive content is something that will keep visitors coming back your site time and time again. When used in conjunction with our forum software these polls help to stimulate debate, resulting in your visitors writing plenty of fresh, original content, cementing a feeling of community. Perhaps the most important aspect of an online poll is the information you actually collect from the users. If you have an idea for a product you can test your customer’s response to the idea without spending a penny. You can also match up answers with the user's profile allowing you to conduct a much more targeted user experience which in turn increases sales conversion rates.

**Live Chat**

This is a means by which the client can interact with a site visitor at the point where they need assistance, and can contact a representative in real time.

There are a number of 3rd party systems which offer the ability to ask a question and receive an immediate response. However this does require is a member of staff accessible via their workstation to receive such enquiries and action them promptly. This facility requires only a small amount of code to be added to the website and runs remotely; therefore the cost of such a service is direct with the 3rd party offering it.

**Social Media**

It’s a well-known fact that social media plays a very big part of many people’s lives; organisations that are able to take advantage of this are able to engage directly with their customers, and provide real time communications where urgent messages can be seeded out to the masses quickly and effectively.

All of the information pages of the system contain a social sharing widget, to enable users to share pages of the site through social media channels such as Facebook and Twitter, thus driving additional traffic to the site.

**Real Stories, Images, and Peer Examples**

We will implement a system that will allow you to produce and publish news articles on the homepage of your website. This will focus mainly on providing case studies and real stories that hold pertinence and relevance.

**Reports**

This will allow the Administrator to easily create reports on any user or function of the site. While the list pages generated in the control panel will, depending on the table being reported on, not necessarily display all the data fields for each database record, each record will have a link allowing the administrator to see and/or edit the full details of the record. The list page will also show the Administrator an option to export the report to a CSV, Excel, or PDF file, which will contain all the downloads for each document

**Security**

Given the nature of this system, it is important that any user data is secure and the method of securing this data is robust. We use the following methods (and more) to guard against attacks or loss of information:

1. All of our passwords are ‘salted’ prior to encryption. This makes the pre-generated lookup lists of encrypted passwords useless and makes even weak passwords virtually impossible to crack.
2. Access to the database (where encrypted passwords are kept) is restricted through 3 different levels of security: ‘read only’, ‘read and write’ and ‘secure’. This means that the encrypted passwords are not ‘exposed’ to the web site in general and only specific password protected calls can access this data. This protects against the type of leak that LinkedIn suffered in 2012.
3. Access to secure data is sealed in our core code and this software cannot even be inadvertently compromised by our own developers.
4. We implement a password strength technology to help users pick memorable but strong passwords. This protects against hackers trying to login by ‘guessing’ passwords. Once encrypted, all passwords are equally difficult to crack.
5. In addition to passwords, all personal data (emails, mobile numbers, names, addresses) are also encrypted. So no personal data stored in the database is of any use without the secure key installed on the web server itself.

**Donation**

Donation to Charity Organisation

Features we will include

* Online Donation

**Document Management**

Document management is how your organization stores, manages and tracks its electronic documents.

**Item Management**

It Will Management the List of all the Items

Features we Provide

* Add New Item
* Update Item Details
* Delete Items

**Order Management**

An order management system (OMS) automates and streamlines order processing for businesses. An OMS provides constantly updated inventory information, a database of vendors, a database of customers, a record of customer returns and refunds, information on billing and payments, order processing records, and general ledger information.

Benefits of a well-implemented OMS include improved sales visibility, improved customer relations, and efficient order processing with a minimum of delays and back-orders.

Order management is important primarily in the retail industry, but also in the telecommunications, health care, pharmaceutical, financial, and securities sectors.

**Payment Gateway**

A **payment gateway** is an **e-commerce** application service provider service that authorizes credit card payments for e-businesses, online retailers, bricks and clicks, or traditional brick and mortar. It is the equivalent of a physical point of sale terminal located in most retail outlets.

**Shipping Method**

A **shipping method** is a way to fulfill **delivery** to customers of the goods that they purchased on a Web site.