

User Guide

Northumberland Go!

Team 12

May, 2019



WELCOME TO THE NORTH

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How to Download & Install the App:

Currently, our app is not on the Google Play Store and so requires downloading an APK (Android Package Kit) file from our website, and installing it onto your mobile device.

Firstly, navigate to our website via this link:

<http://homepages.cs.ncl.ac.uk/2018-19/CSC2022/Team12/website/>

Or by using this QR Code:



At the top of the webpage, you will find the navigation bar spanning across the page. Click the **Download** button which will scroll the webpage automatically to our download link. Click the **Download** button (*in the centre of the page*) to download the app.

Before you install the app, you need to make sure that your mobile device's settings allow the installation of third-party software.

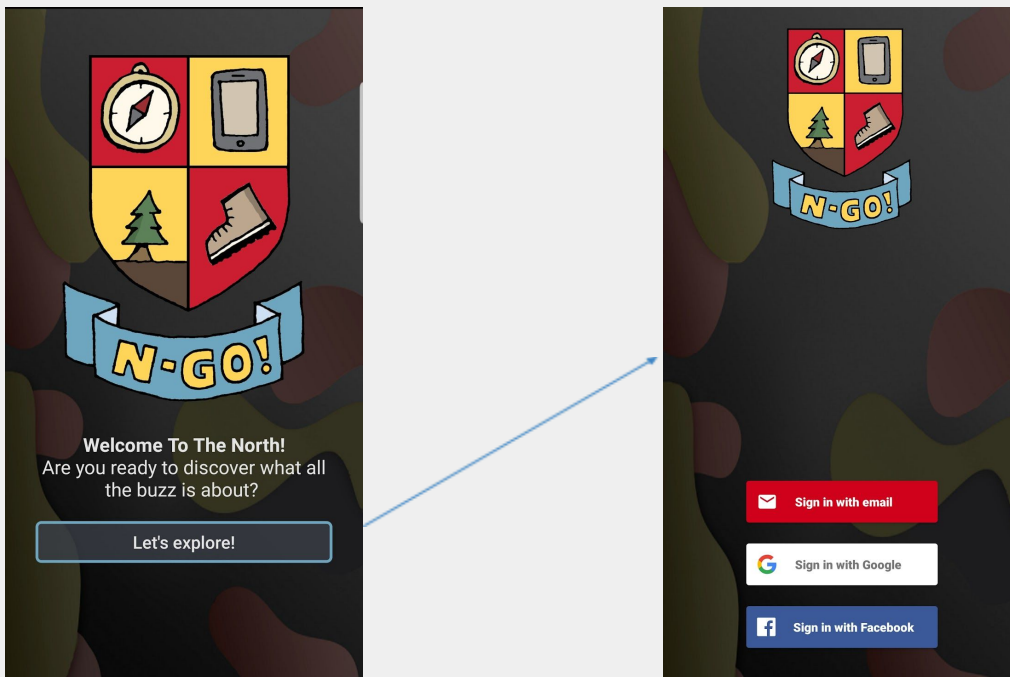
- For **Android 7.0 and older**, you will need to head to **Settings** -> **Security** and find an **Unknown sources** setting and turn it on.
- For **Android 8.0 onwards**, you will need to head to **Settings** -> **Apps** and find the internet browser app you used to download your app. In that app's info page, scroll down to **Advanced**, and enable the **Install unknown apps** option.

Once the app is downloaded, simply go into your internet browser and find the file in the downloads section (the file would also most likely appear in the notification bar of your device). From there, tap the APK file and it should install itself.

How to navigate the app:

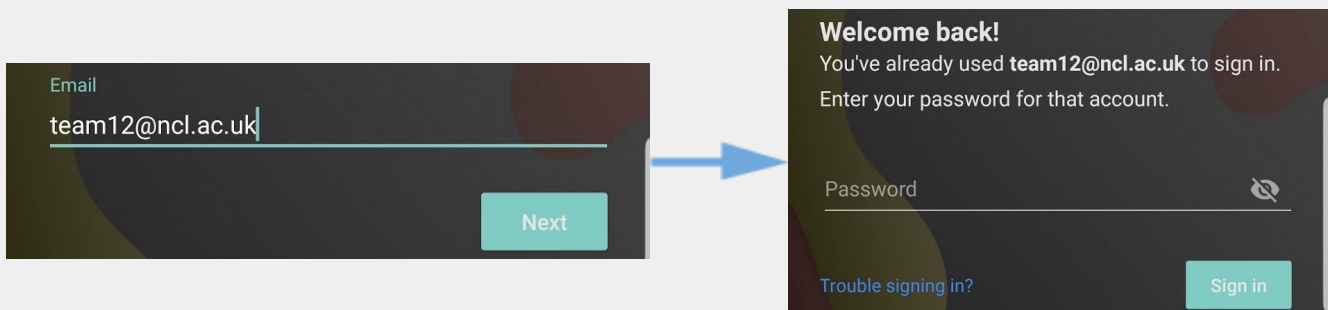
1. Sign in/Sign up process

Northumberland Go! allows users to sign in with pre-existing Google, Facebook and N-Go! accounts. To begin using the app, press 'Let's explore!', then simply tap on the relevant box for either Signing In/Up with an email, Google or Facebook, and then follow the pop-up instructions.



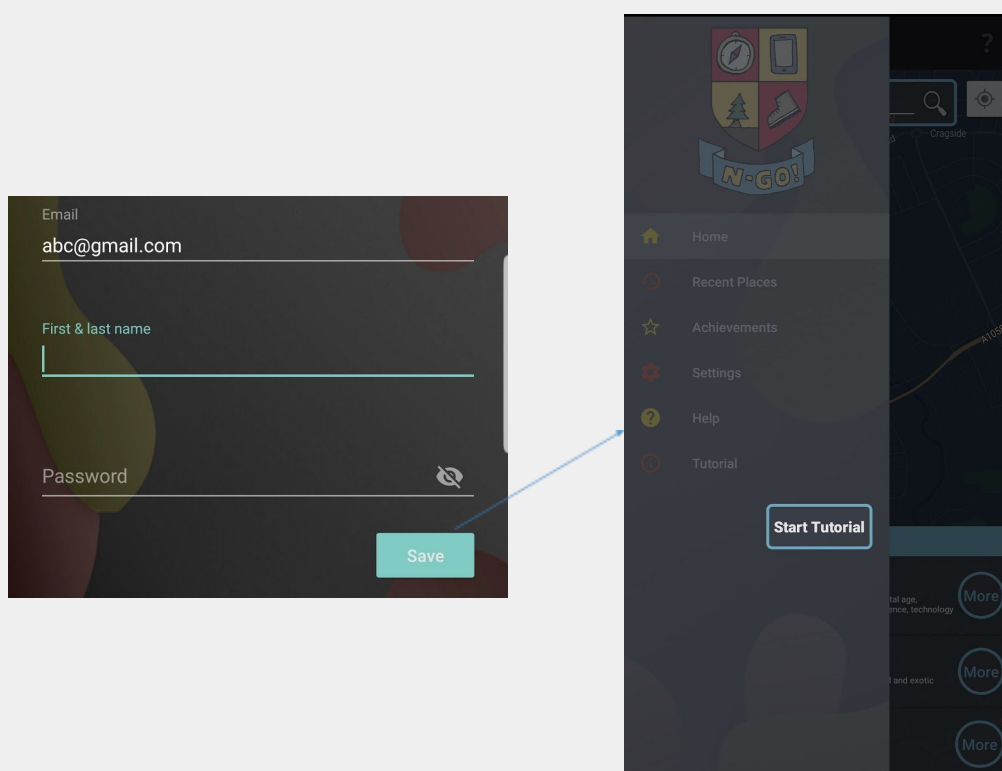
To sign in/up with an N-Go! Account, tap the “**Sign in with email**” button and enter your email address.

If you already have an account with us, this will be recognised and you will just need to enter your password...



If you have forgotten your password when trying to sign in then press '**Trouble signing in**' and follow the instructions to reset your password.

If you don't already have an account associated with the email you have entered, then the app will just request your name and a password from you before creating your account and logging you in. You will then be greeted by our tutorial that only shows after logging in with a new account for the very first time.



2. Searching For Locations

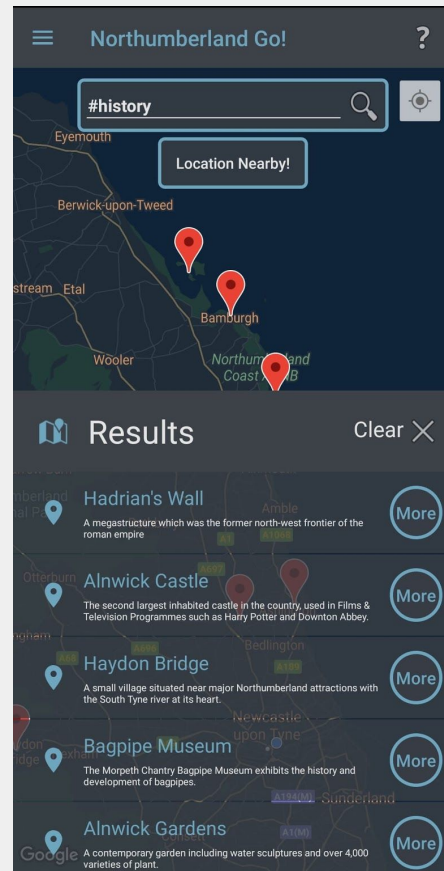
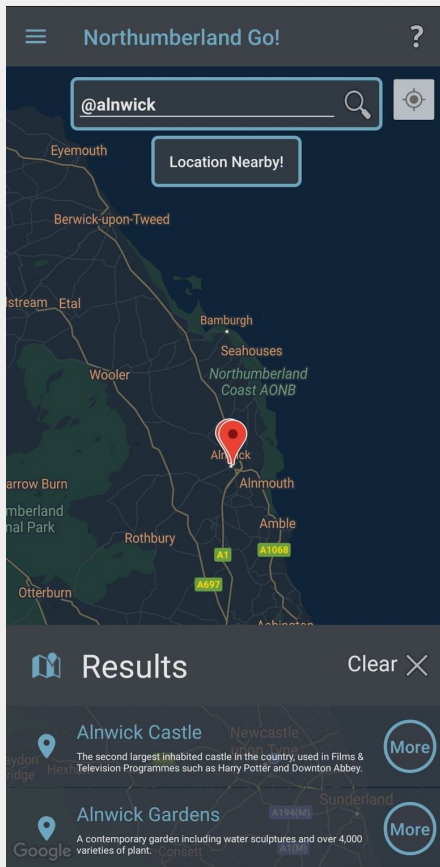
Northumberland Go! lets you search for attractions and places using tags and names by typing into the search bar at the top of the homepage. A results list will appear from the bottom of the screen displaying any attractions found. Tapping the results bar will display/hide the list.

To search for attractions using its name, enter an '@' symbol before the name.

E.g. @alswick ----> shows results Alswick Castle and Alswick Gardens.

To search for attractions based on its categories or facilities included, enter a '#' symbol before the category.

E.g. #history ----> shows results that are categorized as historical attractions.



The category list can be found below

- *Toilets*
- *Parking / Free*
- *Food / Drink*
- *Disability Access / Disabled*
- *Nature / Outdoors*
- *History / Heritage*
- *Film / TV*
- *Museum*
- *Castle*
- *Garden*
- *Hike*

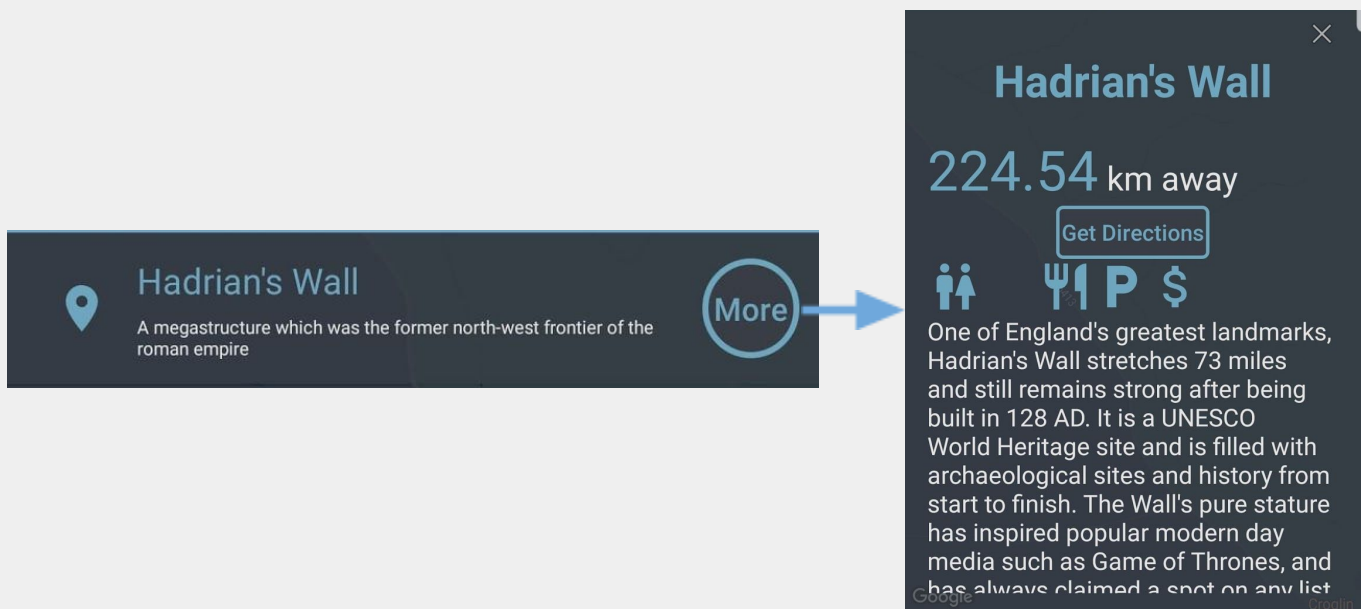
You can also use the search bar as you would with any search engine, without symbols, and just search for the raw location name.

3. Getting Directions

Northumberland Go! can display directions to any location that appears in the “**Near Me**” section from the bottom of the map screen, or locations from the search results (“**Results**” from the bottom of the screen after a search).

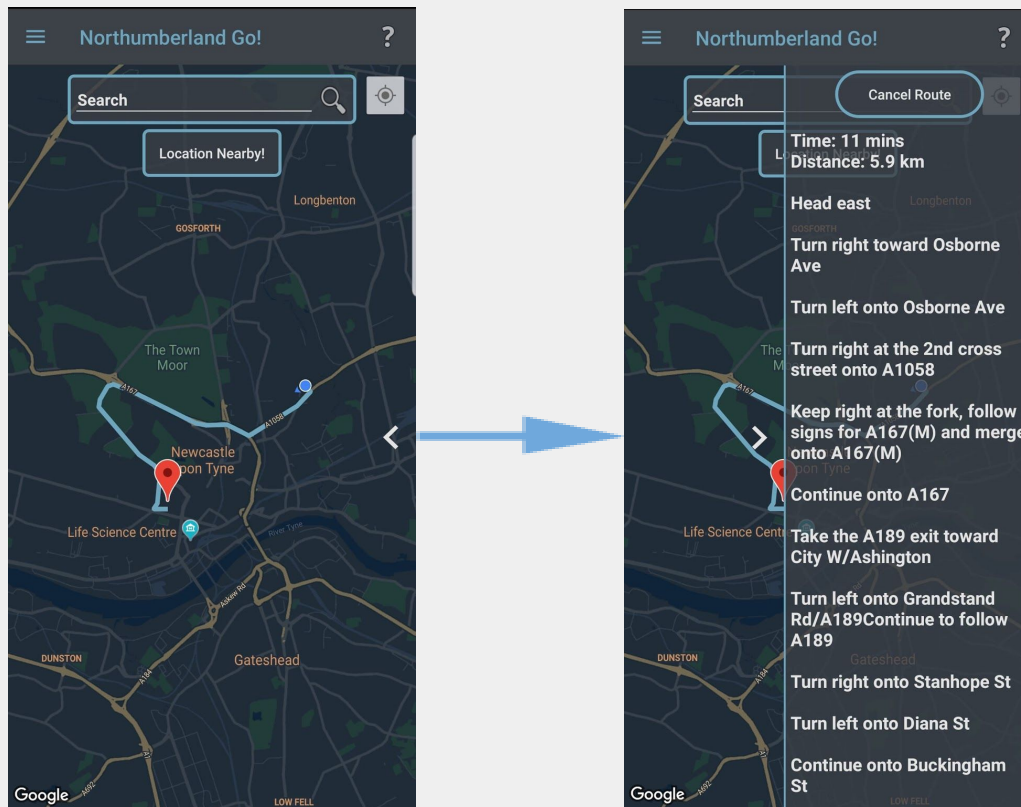
Make sure you have your location services enabled and an internet connection turned on for the route and locations to show!

By tapping the “**More**” button next to your chosen location, a card will appear detailing the attraction’s information. You will be able to see its distance away, the services available at the attraction, and a detailed description in a scrollable text box.

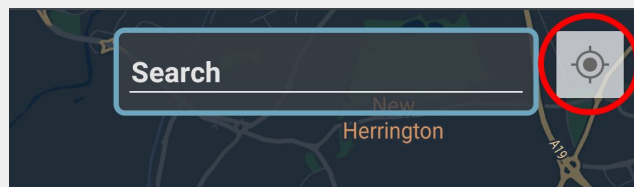


Tapping the “**Get Directions**” button will display a route from your current location to the attraction. The directions will depend on your default mode of transport, see **Settings**.

The arrow on the right hand side of the screen can be pressed to open up a series of written directions (as well as to display the time/distance away), if you do not want to read the map manually. If you have arrived or want to get directions to another location, there is a ‘**Cancel Route**’ button located at the top of this directions panel.

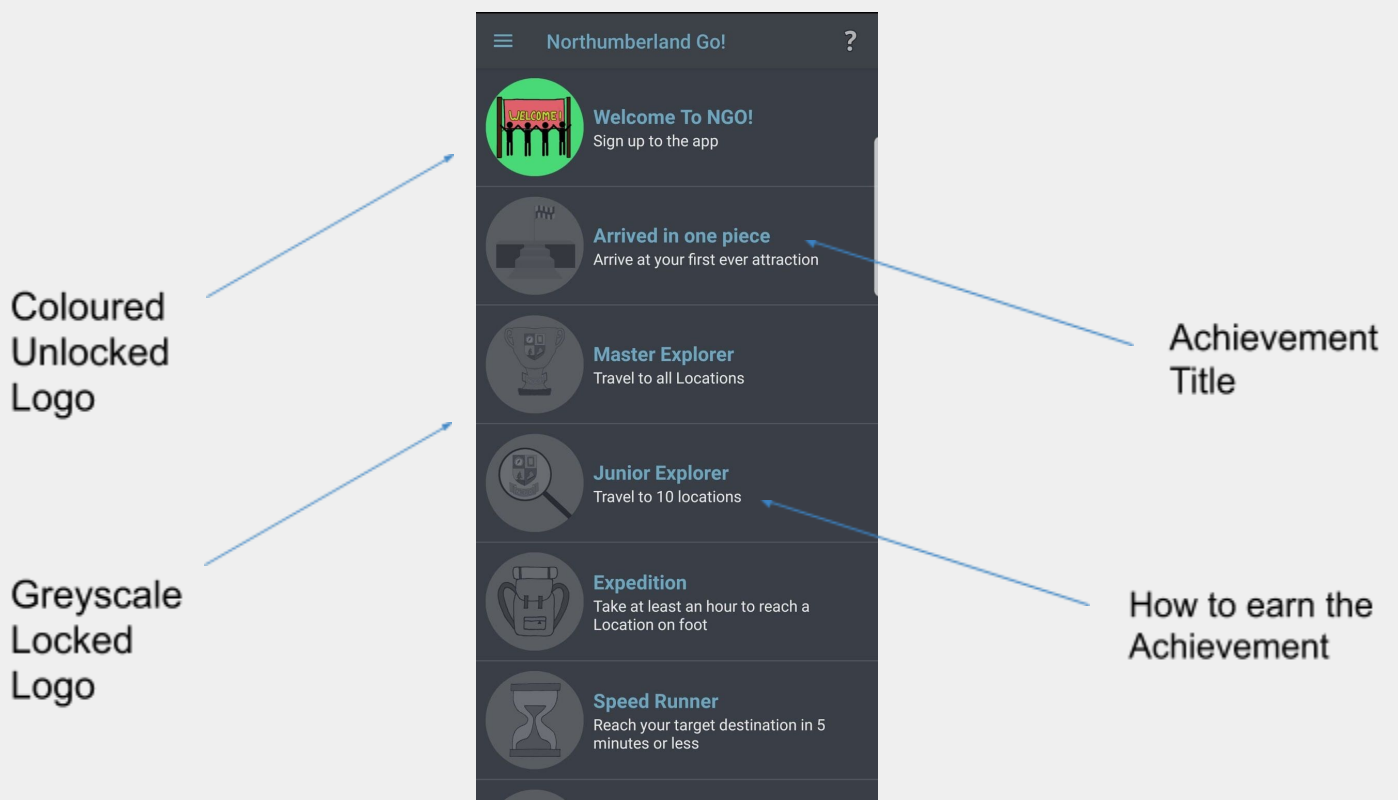


The button with the target icon to the right of the search bar can be pressed to centre the map on your current location. For this to work, location services must be enabled and you must be within Northumberland's boundaries. If you are outside of Northumberland, the route drawn on the map and the written directions will still be correct, but the target button will focus the map on the closest boundary to your location.

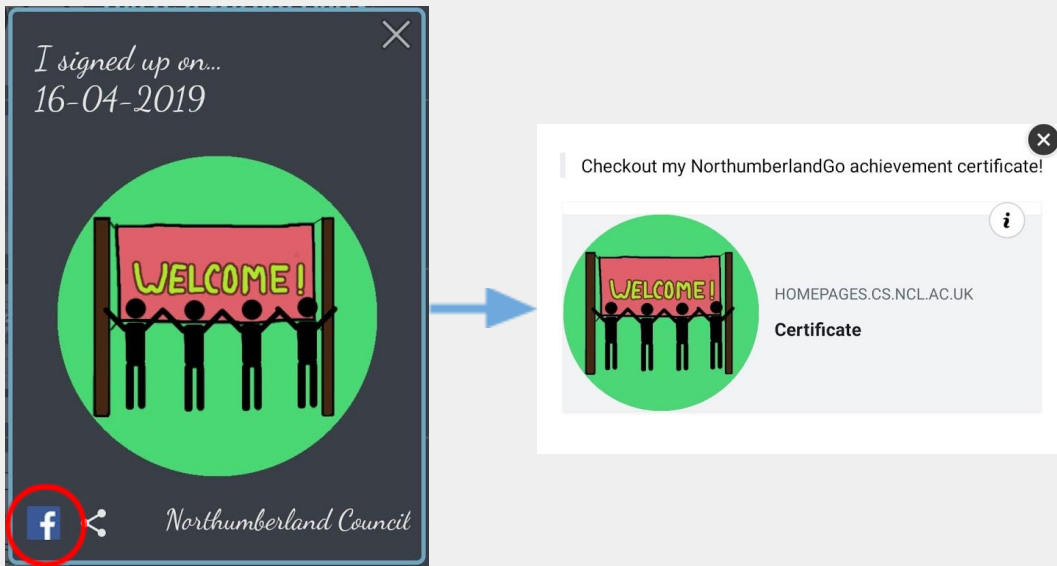


4. Achievements

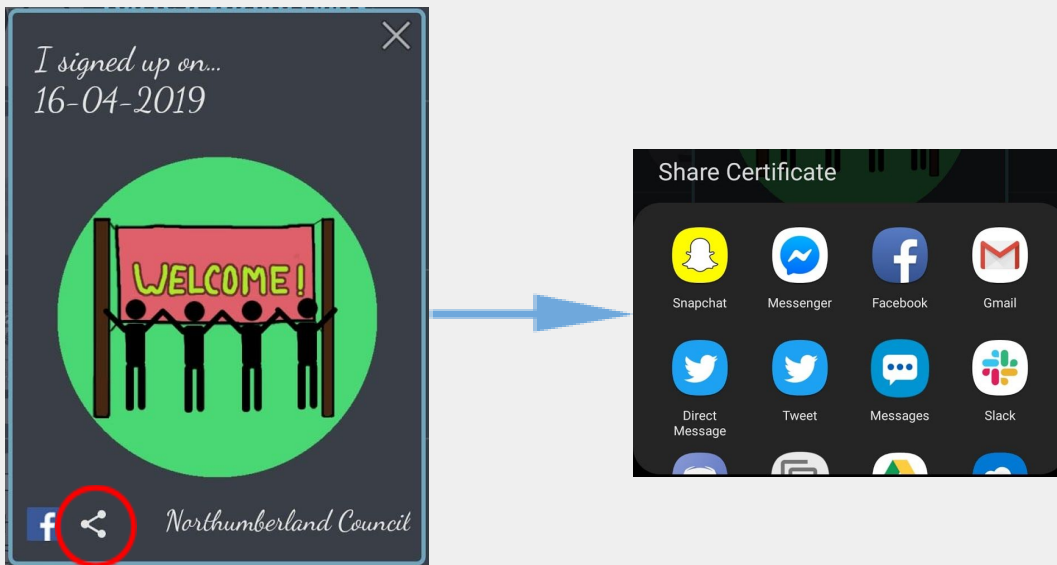
To keep you coming back and exploring more of Northumberland, there are achievements to unlock for every location on the map, as well as some more fun achievements that may take a bit more work. The achievements panel can be found on the navigation bar of the app and shows a list of all the achievements that you can unlock. Each achievement has its own unique badge, title and description of how to achieve it. Badges will appear in colour if you have unlocked them, or greyscaled if you have yet to achieve them.



For each achievement that you have unlocked, you can click on it and view the achievement card/certificate, which will tell you when you unlocked the achievement and allow you to share it to Facebook (by pressing the Facebook logo button), making it a competition between you and fellow app users...

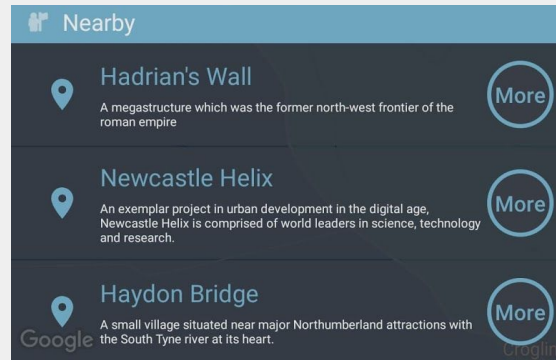


You can also share the certificate of any achievement you have unlocked (viewable on our website) through any platform you want by pressing the share button...



5. Nearby

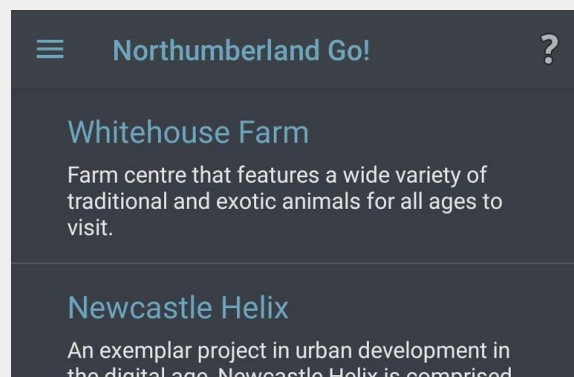
When you first sign in and are shown the back screen, you will see a small bar at the bottom which says '**Nearby**'. Tapping this bar will reveal the top 3 closest attractions to you. This is updated each time your location changes.



These attractions are presented in the same way as the Results page. This means that you can press "**More**" to read about the attraction, and then press "**Get Directions**" to see how to get there.

6. Recent Places

The recent places panel can be found on the navigation bar of the app. After selecting '**Recent Places**', a list of all the places you have visited or have just calculated routes for, will appear here. This list will refresh each time you sign out and then back in to the application, and is used to keep track of the locations you have visited in that session.



By clicking on the locations you will be directed to the maps screen so that you can view more information about the location, or re-calculate your route.

7. Arriving At A Location

When you have reached a location, a new box will appear on your map screen underneath the search bar labelled as '**Location Nearby!**'

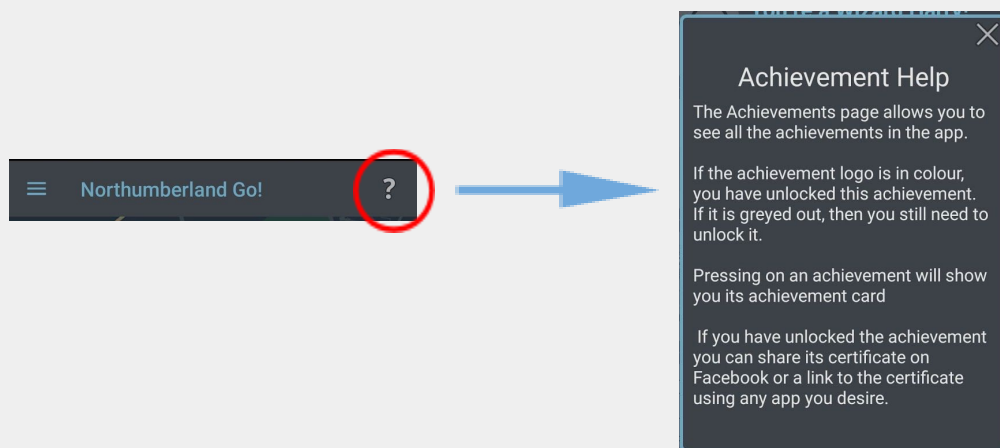
Tapping this button will show a prompt requesting permission to use your camera if this is your first time using the feature. After accepting, this will open up your camera so that you can then aim it at the location.

If your phone is upright, and you press the 'Snap' button (and provided you haven't visited the location before) you will unlock an achievement specific to that location, which has its own unique logo, viewable in the '**Achievements**' panel.

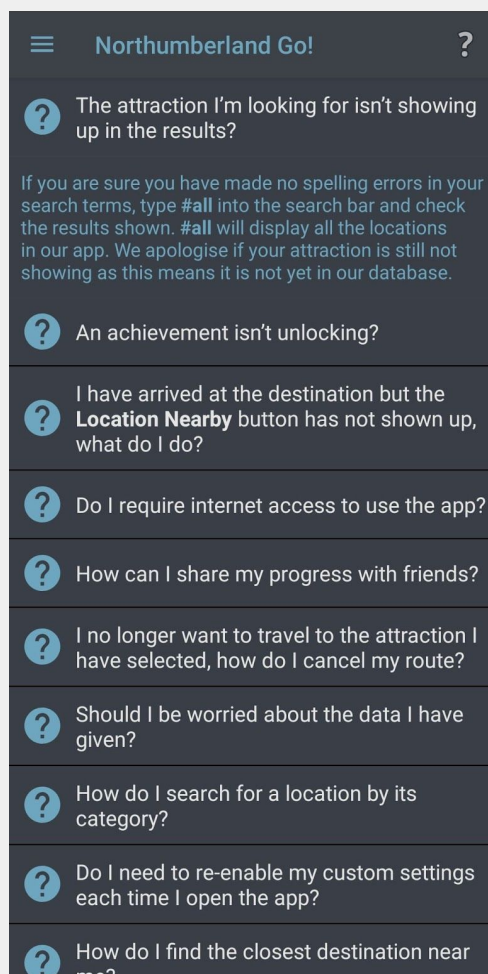
8. The Tutorial & Help

When you first open the app and log on for the first time, a tutorial will appear before you can access any of the features of the app. This tutorial will explain what each panel of the navigation bar leads to, for example it will tell you that '**Home**' is the main map screen, and that settings will allow you to personalise the app. The start of the tutorial can be seen in the **Sign In/ Sign Up** section of this user guide.

Once this tutorial is completed you will be given some more helpful information. If you ever need any more help in regards to how the app works, you can press the '?', which is located in the top right hand corner of every page. This will bring up an explanation of how that page works and hidden features of the app you may have not known were there.



For any additional guidance you can always visit the ‘**Help**’ panel and look at our list of FAQs. If the FAQs do not solve the problem, you will be referred back to this user guide. You could also contact us via our website if you have any suggestions for the app or queries that have not been answered.



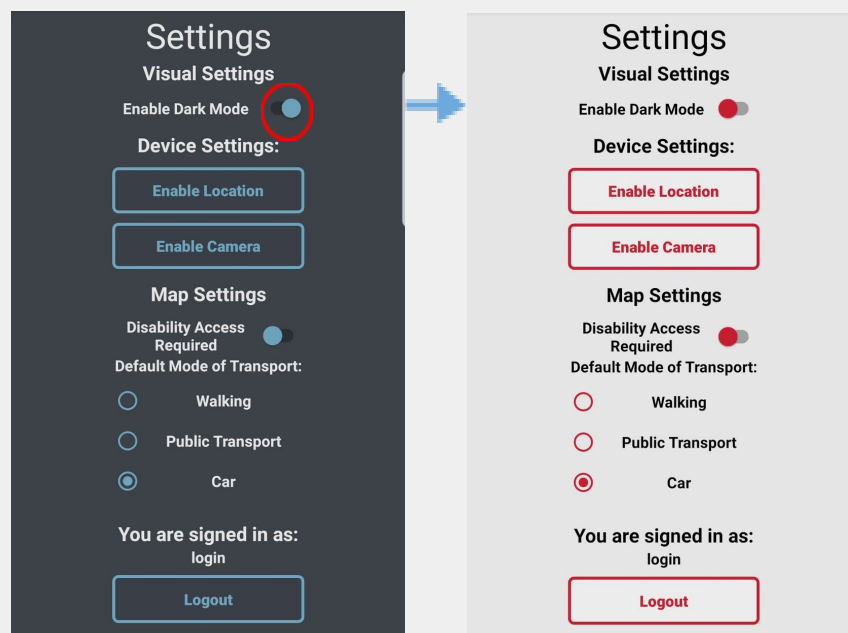
The FAQ's aim to answer any queries or concerns that you may have. They will clear up any worries about data privacy, how to fix some problems you may encounter, as well as how to use to app to its full potential.

Clicking on a question will show you the answer. If you were to then click another question, the previous answer will collapse and the new answer will be shown.

9. Settings

The **'Settings'** panel can be located on the navigation bar and leads you to a page with a number of different options for you to customise your version of Northumberland Go!.

Firstly there is a switch that allows you to change from the Light Mode theme of the app, to the Dark Mode theme, and back again. This will change the colours of all aspects of the app, including the actual map itself. There are then options to enable your devices location and camera permission, if they haven't been enabled already.



Below these options is a switch labelled **'Disability Access Required'** which when turned on, will only show you locations that have disability access to them. This means that the list of attractions that are searchable will be reduced.

You can also set your default mode of transport to either **'Walking'**, **'Public Transport'** or by **'Car'**. This will mean that the route calculated for a direction will change to suit your chosen mode of transport.

Finally, at the bottom of the settings page is the **'Logout'** button which allow you to sign out of your account when you are finished using the app and return to the home screen. Your settings will be remembered when you next use the app.

FAQs:

- How do I find the closest destination near me?
 - Go to the homepage, press the **Nearby** bar at the bottom of the screen. This will show the top 3 closest locations to you.
- How do I log out?
 - Go to the **Settings** option in the side navigation bar. On the bottom of the menu there will be a 'logout' button.
- What happens if I am outside of Northumberland, can I still use the app?
 - Yes you can, but all destinations in the app are in the area of Northumberland.
- Do I require internet access to use the app?
 - To use the app you need to have mobile data and location services enabled.
- I have arrived at the destination but the **Location Nearby** button has not shown up, what do I do?
 - Usually problems like this will be fixed if you restart the app. Also make sure that you have a stable internet connection and location services are still enabled.
- How do I search for a location by its category?
 - The app will only recognise a search for categories if a '#' symbol precedes the search term. E.g. **#garden** will show all gardens.
- How do I get directions to a location?
 - To display a route to a location on the map, in either the **Near Me** section or the **Results** section after a search, tap the **More** button next to the location. On the new location page, tap the **Get Directions** button and a route should display on your map. *Note that from here you can drag a panel from the right with more detailed directions.*
- The attraction I'm looking for isn't showing up in the results?
 - If you are sure you have made no spelling errors in your search terms, type **#all** into the search bar and check the results shown. This **#all** tag will display all the locations in our app. We apologise if your attraction is still not showing as this means it is not yet in our database.

- Will the app make posts on my Facebook/Google profiles?
 - The app will not make any posts to your social media without your knowledge or permission. Social media posts will only be made if you decide to share an achievement from the achievement page.
- How can I share my progress with friends?
 - When you unlock achievements, a Facebook logo will appear next to the now colourful logo. You can press this to share the achievement logo directly to Facebook. You can also press the share symbol next to this button to share a certificate of your achievement as a link, using any messaging platform you desire.
- The app is too bright, is there a dark mode?
 - Go to the **Settings** page, turn the switch next to **Enable Dark mode** on and the app theme will change immediately.
- Where can I leave feedback and suggestions?
 - Any feedback or suggestions are welcome. Contact us information can be found on our website at...
<http://homepages.cs.ncl.ac.uk/2018-19/CSC2022/Team12/website/>
- I no longer want to travel to the attraction I have selected, how do I cancel my route?
 - Press on the arrow on the right hand side of the map screen to bring up the readable directions. At the top of the directions is a **Cancel Route** button. Press this and the route will disappear.
- I can only visit attractions with disabled access, is there any help for me?
 - Go to the **Settings** page, turn the switch next to **Disability Access Required** on and then only locations that have disabled access will appear on the map/will be searchable.
- How do I unlock achievements?
 - For location specific achievements, you must travel to the location linked to that achievement. Once you are close the location, press the **Location Nearby** button, aim your camera at the location and press '**Snap**'. This will unlock the achievement. For other achievements, follow the instructions in the achievement description.
- An achievement isn't unlocking?
 - Go to the **Achievements** page and make sure the achievement isn't unlocked already (i.e. its logo is in colour). Otherwise try restarting the app and/or completing the achievement criteria again.

- Is the app also available for iPhones?
 - No, unfortunately at this moment in time Northumberland GO! is only available for android devices.
- Should I be worried about the data I have given?
 - Even though you have only provided us with your name, email and password, know that your information will be kept safe and never given to anyone. We will also never post anything to social media without your consent and will not require access to any more of your information during the rest of the time you use this app.
- Do I need to re-enable my custom settings each time I open the app?
 - No, any of your custom settings (such as **Dark Mode** and your **Default Mode of Transport**) will be saved and kept active for the next time you sign in to the app.
- What categories of location can I search for using ‘#’?
 - The list of categories you can search by are: toilets, film, tv, parking, food, disability, nature, history, museum, castle, garden and hike.
- My question isn't in the FAQ?
 - More help can be found on our user guide listed on our website.
<http://homepages.cs.ncl.ac.uk/2018-19/CSC2022/Team12/website/>
- Is the app endorsed by the attractions?
 - Northumberland Go! is not endorsed by or affiliated with any of the attractions featured.
- How can I have my business featured on Northumberland Go?
 - Northumberland Go! is made on behalf of Northumberland County Council, who remain neutral and do not promote specific businesses. If you manage a non-profit-making Northumberland attraction, and would like it to be featured on Northumberland Go!, please contact us via the website.

Troubleshooting

Problem 1: The Application Freezes

If you are calculating a route, unlocking an achievement, or completing any other task that may be strenuous on your device, the application may appear to freeze. You are advised to wait at least 10-15 seconds, however if the application is not updating, please **restart the application** to fix the issue.

Problem 2: The Maps Screen is misbehaving/showing incorrect information

Any problems with the map interface can only be explained by either your location services (which should be turned **ON**), or a problem with the Google Maps API. If recalculating your route or restarting the application does not solve your issue, please visit Google Maps' support page at this link...

<https://support.google.com/maps/?hl=en#topic=>

Problem 3: The Application just stays in portrait mode

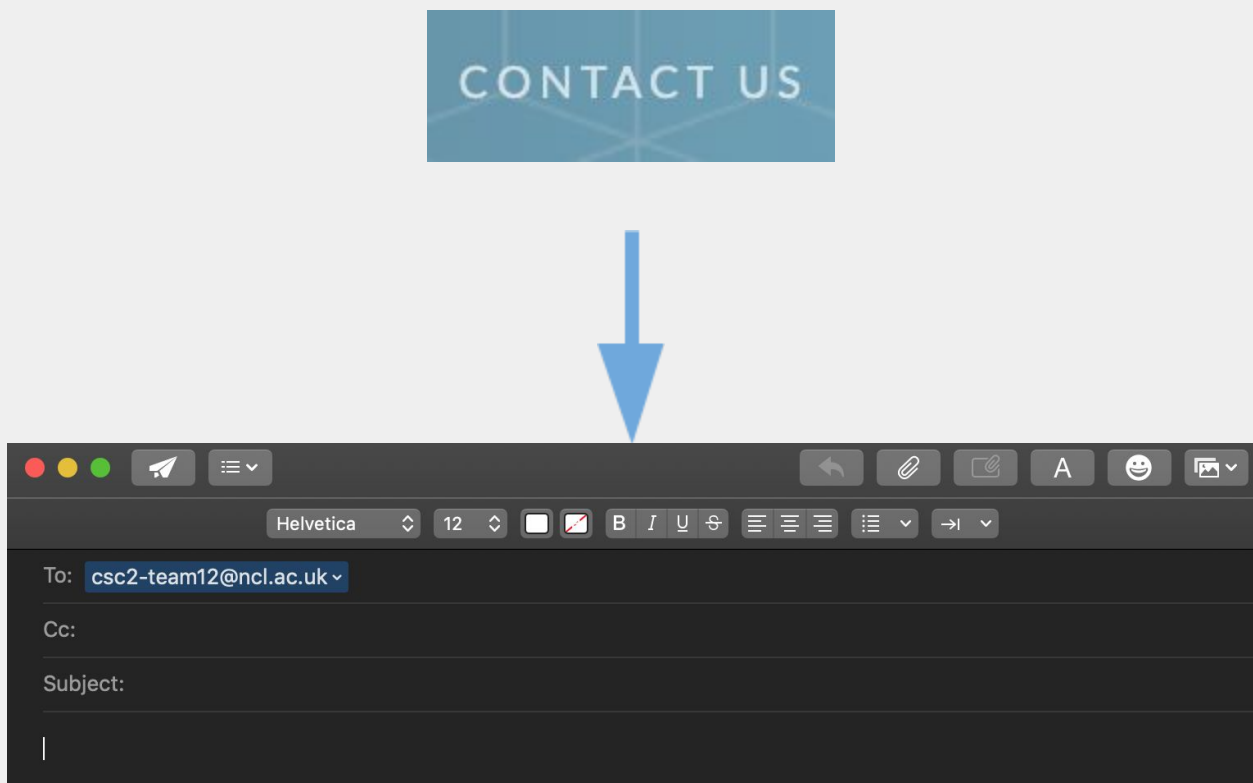
The application is fixed in portrait mode so unfortunately you cannot rotate your device. Even though this feature may be desired by users with large screens on their device, for smaller phones, the screen could become very cluttered in horizontal mode, and so portrait mode has been fixed to allow for the best viewing experience for all platforms.

Problem 4: Location and Camera permissions are turned on but not working

Firstly, check to ensure that your camera is not being used by another application open on your phone, as this may be interfering with N-Go!. If this isn't the case, check your device permissions in your phones settings page, to see if both location services and the camera are enabled for N-Go!. If this still hasn't solved the problem then either restart the application, or as a last resort, reinstall the application. To do this, go to your home screen and hold down on the app, then press uninstall. Alternatively, you could go to the app's settings page and uninstall from there.

Contact Us

To get in touch with the team behind the app, visit our website and look in the top right of the page. There will be a contact us button which, when pressed, will open your email client so that you can write a message to our team:



We will try to respond as fast as we can, however while waiting, make sure to refer to our FAQ's or the rest of this User Guide in case the information you search for is already here.

If the information you require is not there, or you simply wish to give us some suggestions for the application, then emailing us is your best bet!

Glossary

Achievement - A reward given to a player/user for completing a specific task or set of tasks.

Android Application Package File / APK - A file, with an .apk extension, which runs an Android application on an android device. It is a compressed file which contains the code files, the manifest file and the application resource files.

Augmented reality / AR - To superimpose virtual information (words, images, sounds) over a view of the real-world.

Disability Access - There are methods of entering and travelling around a location or area that are suitable to those with disabilities and mobility impairments.

Facebook - A free social media network used to send messages to friends and allow users to create their own profiles. For this application it can be used as a method of signing in.

FAQs - Frequently Asked Questions, used to provide the user with with helpful information to any problems or queries they have with the application.

Google - A search engine and technology company that, similarly to Facebook, also acts as a sign in method to the application due to its usage of accounts.

Location Services - Allows applications to gain access to the user's current location, meaning that in can be used to calculate routes to locations and understand the current surroundings of the user.

Nav-bar/Navigation bar - A part of the UI that allows users to access various important areas of an application or system quickly and easily. Typically a bar on the top or on the left-hand side of the user display listing subheadings for navigation, that is either always displayed or can be made to be displayed at any time.

QR Code - A square consisting of smaller black and white squares which, due to their unique pattern, can be linked to a URL which is accessed by scanning the code with a camera on a smartphone.

Tutorial - An explanation or set of steps used to guide someone to complete a task.