

The United Republic Of Tanzania



Mobile Government Platform

User Guide Version 1

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Parameter Definitions

Parameter	Description
Username	Specify the username provided
Password	Password attached to the username
Message	The SMS Text you want to submit
Sender ID	The Sender ID SMS is 11 characters

Terms and Definitions

Sender ID: Sender ID or CLI (Caller Line Identification) is limited to 11 character prefix when delivered to the phone.

Message Length: For standard character set, 160 characters per SMS is supported. If a message with length longer than the permitted character limit is sent, it will be broken into multiple messages.

Short Message Service (SMS) is the formal name for text messaging. It's a means of sending short text-only messages from one phone to another.

Unstructured Supplementary Services Data (USSD) is a session based service in which a user interacts with menu functions of the specific public institution which operates with the mobile platform.

1 Introduction

1.1 Purpose of this user manual

This User Manual provides instructional support and guidance to Authorized registered users of Government Mobile Platform services. The manual focuses on access, navigation, use and management of the system to all Government institution's system administrators that report queries and requests on using this service.

1.2 About the system

Mobile Government Platform is a web application system designed for Government institutions to provide services to Citizens by means of SMS and USSD.

1.3 System Requirements

This system can be accessed by using a computer system with the following minimum specifications:

- i. Web browser
- ii. A viable internet connection

1.5 Audience

The manual is a walkthrough to the system that will help its users in understanding the interface and its features to enhance and ease their experience. All features and components of the system have been vividly described in this manual with screenshots and examples to facilitate easier understanding.

1.6 Features

The Mobile Government Platform System has been designed using the latest technology to ensure interactivity and multiple features listed as:

- Registering of the institutions
- Administrative user registration
- Password recovery
- Registration of new users
- Assigning number of SMS to Account
- Creation of groups
- Sending individual SMS
- Sending group SMS
- Sending bulk SMS
- Scheduling feature of sending SMS
- Provide SMS templates
- Receiving service SMS via key word
- Receiving individual SMS
- Activity monitoring

- Message filtering
- System integration capability
- USSD

2. Registration and account activation

2.1 Registration process

In order to use Mobile Government Platform each institution need to create an account in the system.

The system can be accessed through the URL <http://www.govsms.ega.go.tz/>

See figure 2.1 below

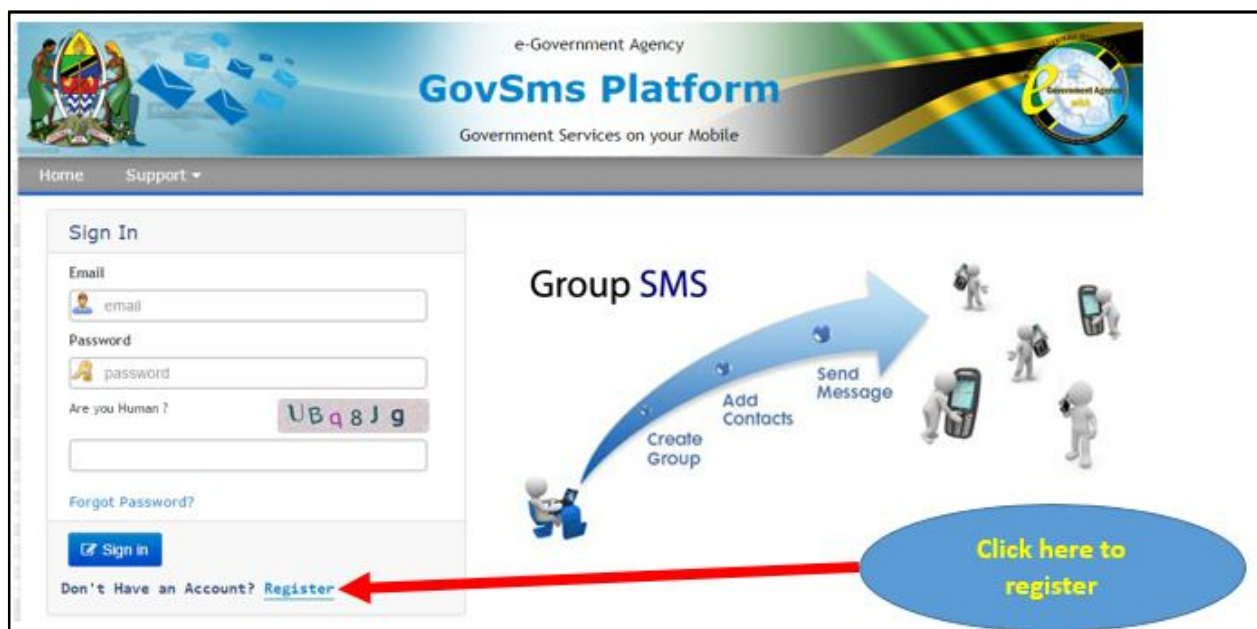


Fig 2.1 showing welcome page with login screen

NOTE: An institution can only register once

Requirements for registration

- User must be an active Government employee
- A viable internet connection
- A valid email address
- Contact phone number
- Supervisor's valid email
- Supervisor's phone number.

The registration form comprises mainly of three parts (3) namely contact person information, supervisor information and terms and conditions

i. Contact person information

In this section the information about the primary contact person or administrator of the system should be filled with accuracy and authenticity.

NOTE: When filling the office name or name of the institution there will appear a list of multiple institutions that are preprogramed in the system once first few letters of the name of the institution are typed. The administrator will have to select the name of his/her institution from the list of institutions.



The screenshot displays the 'GovSms Platform' registration interface. At the top, a banner features the e-Government Agency logo and the text 'GovSms Platform' and 'Government Services on your Mobile'. Below the banner is a navigation bar with 'Home' and 'Support' links. The main section is titled 'Registration Form' and contains a sub-section 'Contact Person Information'. This section includes several input fields: 'Office Name *', 'First Name *', 'Middle Name', 'Last Name *', 'Email Address *', and 'Mobile No *'. A red arrow points from a blue box labeled 'Fill the required information' to the 'First Name' field.

Fig 2.2 showing registration form section for contact person

In case an organization or institution is absent from the preprogramed list of institutions, please contact eGA information desk **+255764292299** so that the name and information of the institution can be added.

NOTE: Only the public institutions which are listed can be registered

ii. Supervisor information

In this section, information of the supervisor are to be submitted including a valid e mail address which will be used for verification of the service.

Supervisor Information

Name * :

Email Address * :

Mobile No * :

Alternative Mobile No :

Designation :

Fill the required information

Fig 2.3 showing form section for supervisor information

iii. Terms and conditions

The administrator must read and understand completely the terms and conditions of using Mobile Government Platform, hence failure to co-meet these terms may result to discontinuing of the service. The user must agree to the terms and conditions and finally input the code text written in the box to provide verification of humanity.

NOTE: Failure to agree with the terms and conditions will not process the application.

Terms and Condition

I/we agree that the SMS platform (GovSms) provided by Government of Tanzania will be used to send transactional SMSes only on behalf of a public institution and I/we also agree not to send any commercial communications and not to mix any promotional communications with its transactional message sent to a subscriber through this SMS platform.

☐ I agree to the GovSms Terms & Conditions.

Are you Human ?

Submit Reset

Tick to agree

Type code to verify if you are human

Fig 2.4 showing terms and condition to be agreed

After completion of the form with all the correct information, the user must submit the form for due processing to eGA. The service will not be activated unless it has been

verified that the personnel who requested the service has been verified by their supervisor and the contact person from eGA.

2.2 Verification

- After submission of the registration form, the system will generate two distinct email to both the contact person and the supervisor. Both will be required to confirm so that the request can be processed.
- When confirmation has been completed, the contact person will receive credentials to log in to the Mobile Government Platform System, which is a unique username and password.
- The password is a system generated password and the user can change it to any other convenient password if required, **see section (changing password)**

NOTE: Failure to confirm the email will keep the request pending

2.3 Logging in

Steps

- To sign in to the Mobile Government Platform System , the user must be able to access the internet and go to the URL [http:// govsms.ega.go.tz/](http://govsms.ega.go.tz/)
- The link will direct the user to the welcome and login page (See Figure 2.1)
- The user must input the email and provided password by the system during registration and verification process. Then the user must input the caption that will contain characters to verify humanity. After that the user will login successfully to the Mobile Government Platform (See figure 2.5 below)

Sign In

Email
stanslaus.kayombo@ega.go.tz

Password
.....

Are you Human ?
E b t p Y Z
EbtPYz

[Forgot Password?](#)

Don't Have an Account? [Register](#)

Fig 2.5 showing email, password and human verification code fields filled

- In case the user cannot login due to incorrect password, the password can be reset by the link (forgot password?) , **see section (password reset)**
- For successful login , the system will redirect to the home page of the Mobile Government Platform System shown in figure 2.5

2.4 Self Service Password Reset

To reset your own password please complete the following steps;

- a) Click on the 'Forgot Password' button on the left of figure 2.6 as indicated below.

Sign In

Email

Password

Are you Human ?

[Forgot Password?](#)

Don't Have an Account? [Register](#)

Fig 2.6 showing link to reset password

b) When prompted enter email and click 'Submit'.(Figure 2.7)

e-Government Agency
GovSms Platform
 Government Services on your Mobile

Home Support ▾

Find Your Account

Enter your Email

Email * :

Fig 2.7 showing email submission

c) Once the Mobile Government Platform receives the request, an email is sent to your registered email address (Fig 2.8). Please check your inbox and click on the link provided. If no mail is received please contact your institution administrator. Please note that for security purposes this link will expire within 60 minutes.

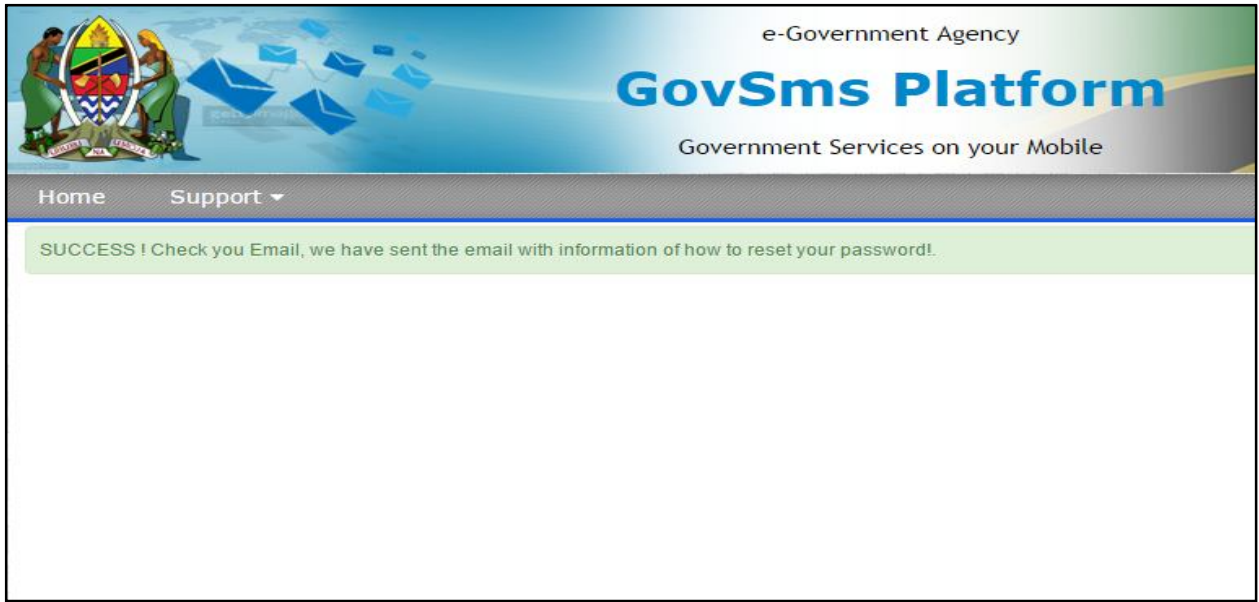


Fig 2.8 showing email submission message

- d) You will then be prompted to provide the correct answers to your secret questions. Once done, click 'Submit'. Please contact the Mobile Government Platform Help Desk if you do not remember the correct answers.
- e) Enter a new password. Please refer to the guidance directions on 'Strong Passwords' in section 2 and click Change. You will have successfully changed your password.

2.5 Edit profile

Steps to edit user

1. On the Home Page click Edit menu located on left side top see figure 2.9 below
2. Edit the required information
3. Click save to finish editing profile

The screenshot shows a web application interface for editing a user profile. At the top right, there is a navigation bar with 'Alerts' (indicated by a red circle with the number 1), 'Edit Profile' (with a pencil icon), and 'Logout'. Below this, a 'Profile Management' tab is active. The main heading is 'Edit Your Profile'. The form contains the following fields: 'First Name' (Gregory), 'Middle Name' (Atuseksye), 'Last Name' (Katiti), 'Phone No' (25567593594), 'Old Password' (masked with 7 dots), 'New Password' (masked with 7 dots), and 'Repeat Password' (masked with 7 dots). At the bottom are 'Save' and 'Cancel' buttons. Three blue callout boxes with yellow text and red arrows provide instructions: '1. Click here to edit' points to the 'Edit Profile' link; '2. Edit the profile field you want' points to the 'Last Name' field; and '3. Click save to make change' points to the 'Save' button.

Alerts **Edit Profile** | Logout

Profile Management

Edit Your Profile

First Name : Gregory

Middle Name : Atuseksye

Last Name : Katiti

Phone No : 25567593594

Old Password:

New Password:

Repeat Password:

Save Cancel

1. Click here to edit

2. Edit the profile field you want

3. Click save to make change

Fig 2.9 showing edit account profile

2.6 Logging out

In completion of the session the user can use the log out option to exit the system see figure 2.10 below until further requirement to use the service. This can be advantageous for security purposes.

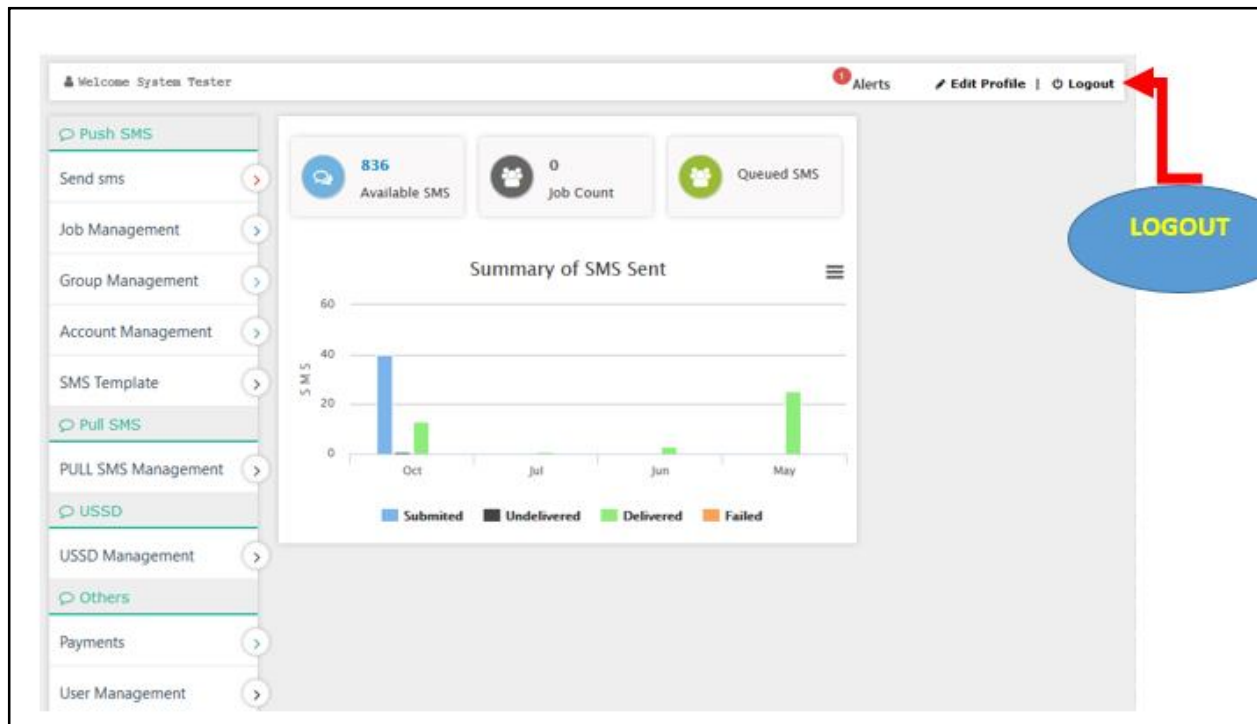


Fig 2.10 showing logout

3 Sending SMS

3.1 Overview

The Mobile Government Platform System main feature is sending SMS to mobile phone numbers to deliver information to the public. In order to activate and use this service, the user must have a balance of SMS in the account. In case the balance is low, the user will have to recharge the SMS balance. To **recharge refer (account top up)**

The system provides capability to send SMS to a single person, a group of people (maximum number in group is 200) and a bulk SMS to many people (more than 200 people).

These features are categorized in the send SMS sub menu on the left hand side of the dashboard, in which the user will have to select in order to access these features.

Steps

- i. Click send SMS
- ii. Top navigation contains multiple menus
 - If you are sending to a single person select single SMS
 - If you are sending to a group of people select a group SMS
 - If you are sending to a bulk select bulk SMS
 - If you are sending different message to different individuals select Merge SMS see figures below

Fig 3.1 send SMS options

3.2 Individual SMS

Requirements

In order to send SMS to an individual person, the following requirements should be taken into account

- i. Phone number
- ii. Sender's ID
- iii. Service
- iv. Template (optional)
- v. Message content

Steps

1. Click send SMS see figure 3.1
2. Select single SMS see figure 3.2
3. Fill out the requested fields as per requirement, if the user does not have sender's ID **refer (creating sender ID)**, service **refer (create service)**, message template

refer (creating message template), and the main message should be filled in the message body.

4. After completion of all the data then the user can press send in order to send the message or cancel to terminate the process.

The screenshot shows a web interface for sending a single SMS. At the top, there are four tabs: 'Single SMS' (which is selected and underlined in red), 'Group SMS', 'Bulk SMS', and 'Merge SMS'. The main heading is 'Send Single SMS'. Below this, there are several input fields and dropdown menus, each with a red arrow pointing to a blue callout box on the right:

- Phone No :** A text input field containing '0767593594'. A red arrow points from the 'Enter phone number' callout box to this field.
- Sender ID :** A dropdown menu showing '15200'. A red arrow points from the 'Select sender' callout box to this dropdown.
- Select Service :** A dropdown menu showing 'API'. A red arrow points from the 'Select service' callout box to this dropdown.
- Select Template :** A dropdown menu showing 'ufungaji wa bomba jipya'. A red arrow points from the 'Select template to send' callout box to this dropdown.
- Message :** A large text area containing 'habari mteja'. A red arrow points from the 'Click send' callout box to the 'Send' button below.

Below the message field, it says '(160) Characters Left 1 SMS'. At the bottom, there is a 'Schedule' field with the value '2016-12-31 14:49:21' and a small calendar icon. At the very bottom are two buttons: 'Send' and 'Reset'. A red arrow points from the 'Click send' callout box to the 'Send' button.

Fig 3.2 single SMS section

3.3 Group SMS

Requirements

In order to send SMS to a group of people (less than 200), the following requirements should be taken into account:

- i. Group list
- ii. Sender ID

- iii. Service
- iv. Template (optional)
- v. Message body

Steps

1. Click send SMS see figure 3.1
2. Select group SMS see figure 3.3
3. Fill out the requested fields as per requirement, if the user does not have a senders ID **refer (creating sender ID)**, service **refer (create service)**, message template **refer (creating message template)**, group list **refer (creating groups and adding contact to groups)** and the main message should be filled in the message body.
4. After completion of all the data then the user can press send in order to send the message or cancel to terminate the session.

The screenshot displays the 'Send Group SMS' interface. At the top, there are four tabs: 'Single SMS', 'Group SMS' (which is selected and underlined in red), 'Bulk SMS', and 'Merge SMS'. Below the tabs, the title 'Send Group SMS' is centered. The form contains several fields: 'Group List' with a dropdown menu showing 'GEITA MANAGEMENT'; 'Sender ID' with a dropdown menu showing '15200'; 'Select Service' with a dropdown menu showing 'API'; and 'Select Template' with a dropdown menu showing 'wiki ya Utumishi wa Umma'. Below these is a 'Message' text area containing the text 'Uwazi na Uwajibikaji kazini ni jukmu la kila mfanyakazi tufanye kazi kwa bidii.' Below the text area, it says '(160) Characters Left 1 SMS'. At the bottom, there is a 'Schedule' field showing '2016-12-31 15:10:09' and a calendar icon. At the very bottom are 'Send' and 'Reset' buttons. Three red arrows with blue callout boxes point to specific elements: one points to the 'Group List' dropdown with the text 'Select the group to send SMS'; another points to the 'Message' text area with the text 'Text area'; and a third points to the 'Send' button with the text 'Click send' inside a blue circle.

Fig 3.3 group SMS section

3.4 Bulk SMS

Requirement

In order to send SMS to a bulk number of people, the following requirements should be taken into account

- i. Contact list file to upload
- ii. Sender's ID
- iii. Service
- iv. Template (optional)
- v. Message body

Steps

1. Click send SMS see figure 3.1
2. Select single SMS see figure 3.4
3. Fill out the requested fields as per requirement, if the user does not have a sender's ID **refer (creating sender ID)**, service **refer (create service)**, message template **refer (creating message template)**, and the main message should be filled in the message body.
4. The file to be uploaded should be in csv format which can be created using other applications.
5. After completion of all the data then the user can press send in order to send the message or cancel to terminate the session.

Single SMS Group SMS **Bulk SMS** Merge SMS

Bulk SMS

Upload File: 1st draft GOVSMS SYSTEM MANUAL.Final2.docx

Sender ID :

Select Service :

Select Template :

Message :

(160) Characters Left 1 SMS

Schedule :

Click browse and select file to be uploaded

Text area

Click send

Fig 3.4 bulk SMS section

3.5 Merge SMS

Requirement

In order to send different SMS to different individuals, the following requirements should be taken into account

- i. Contact list file to upload
- ii. Sender's ID
- iii. Service
- iv. Template (optional)
- v. Message body

Steps

1. Click send SMS see figure 3.1
2. Select Merge SMS see figure 3.5
3. Upload the file which should be in csv format and the first column of the file should contain phone number followed by other fields e.g. name, bill etc.
4. Fill out the requested fields as per requirement, if the user does not have a sender's ID **refer (creating sender ID)**, service **refer (create service)**.
5. The main message body should contain message and descriptive field enclosed in curl bracket.
6. After completion of all the data then the user can press send in order to send the message or cancel to terminate the session.

Single SMS Group SMS Bulk SMS Merge SMS

Merge SMS

Upload File: bariadi.docx

Sender ID : 15200

Select Service : API

Select Template : -Select Template-

Message : Ndugu mteja {{fname}} {{lname}} nakukumbusha kulipa deni lako la maji la mwisho wa mwezi huu kiasi cha shilingi {{bill}}

(160) Characters Left 1 SMS

Schedule :

Browse file containing contacts list

Compose a text to send

Click send

Fig 3.5 Merge SMS section

4. Account management

Account management is a module designed to manage all the activities that directly affect the user account including adding more number of SMS (top up), sender ID and user group management. To manage account go to account management see figure 4.1 below

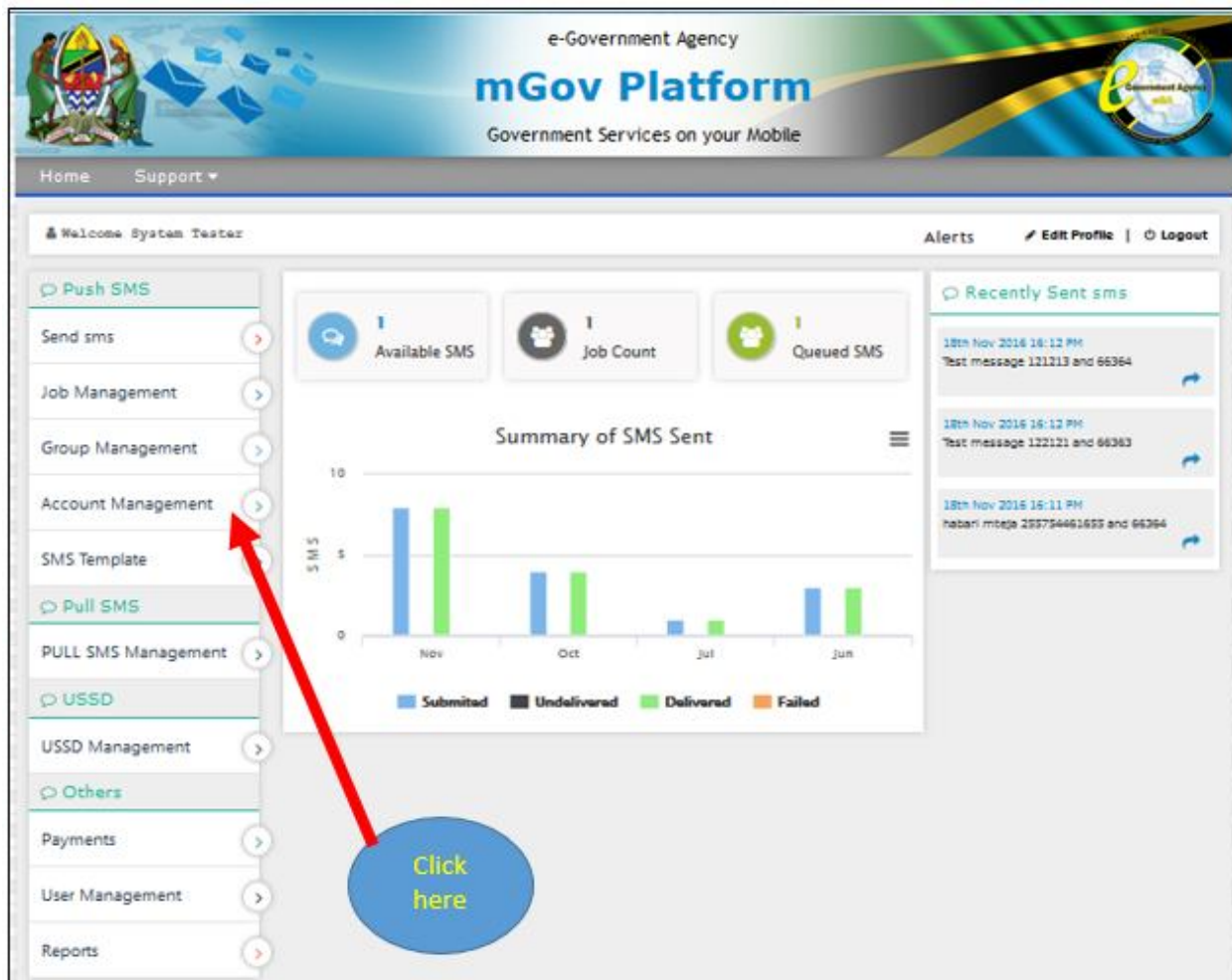


Fig 4.1 Account management

4.1 Sender ID

Sender IDs are very important to monitor accounts or individual personnel who have access to Mobile Government Platform account. Sending message requires sender's ID in order to function.

Steps

1. To create sender ID click account management see figure 4.1
2. Then go to account management drop down list and select sender ID. See figure 4.2

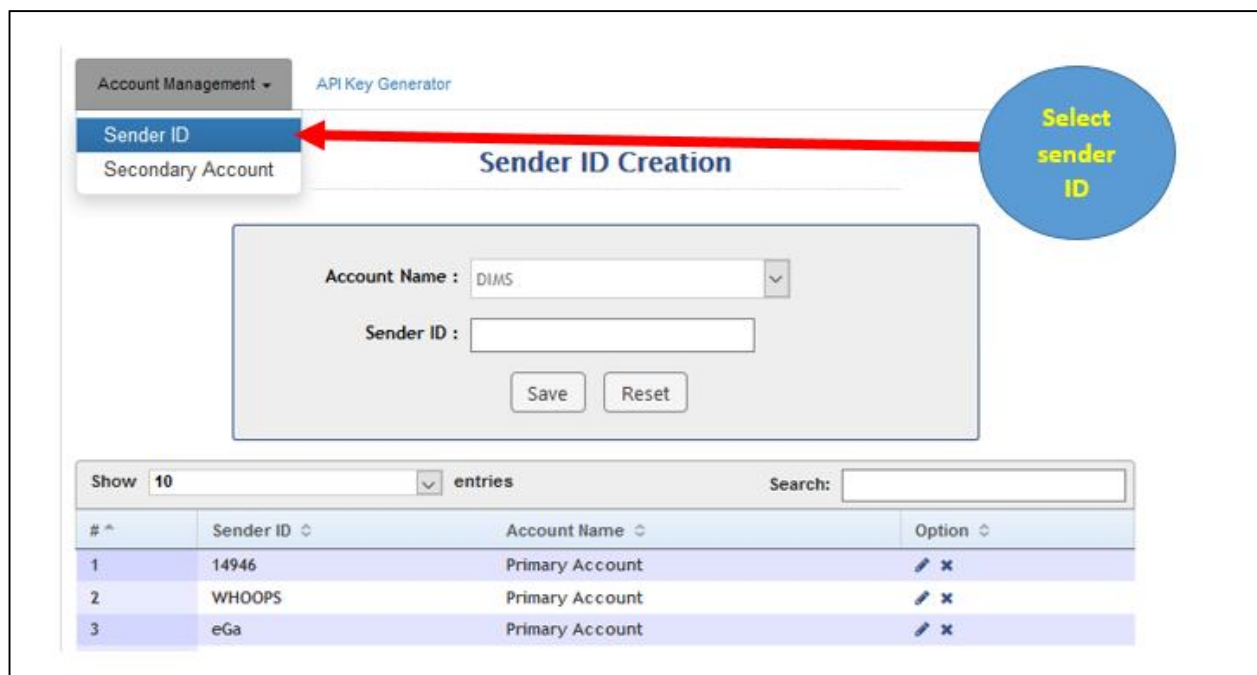


Fig 4.2 select sender ID from dropdown

- Sender ID can be created for either primary or secondary account. Select the account see figure 4.3
- Save to create account or reset to clear.

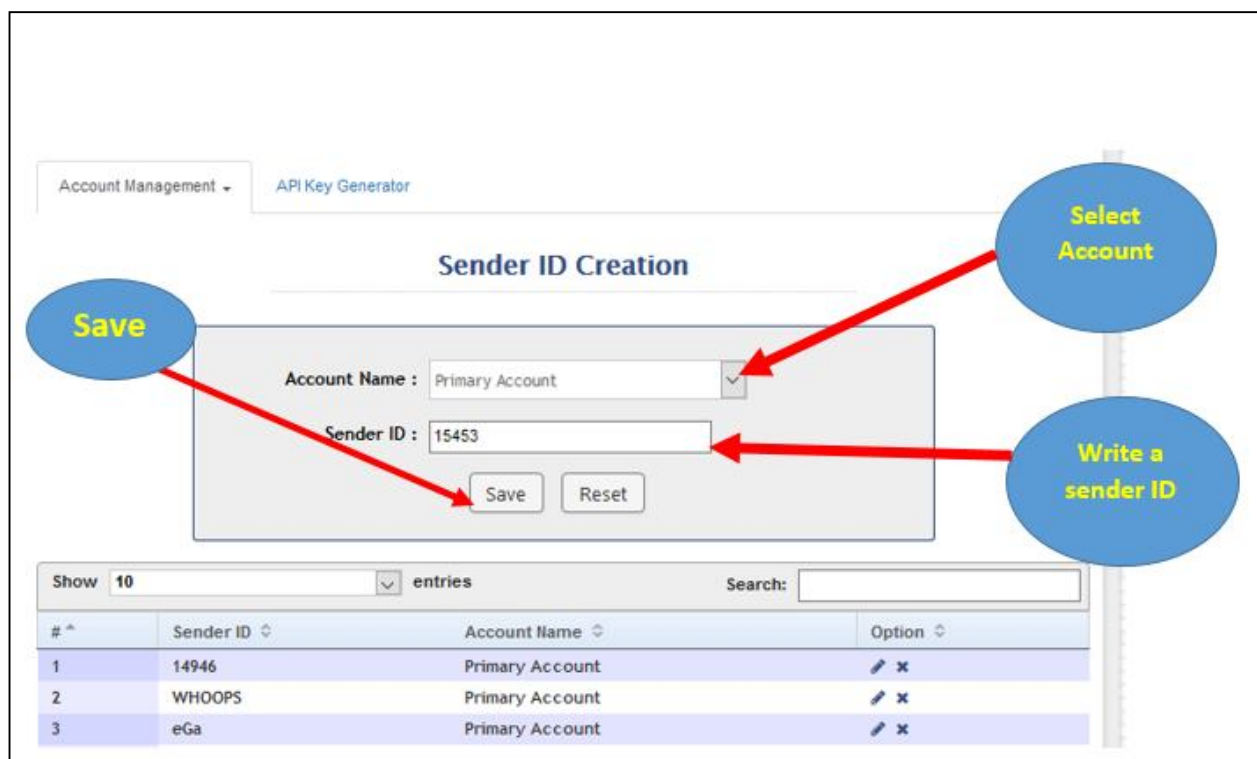


Fig 4.3 showing sender ID section

4.2 Secondary Account

In the secondary account there are two sections that are incorporated in this module, this is very important as it allows the administrator to create and manage secondary accounts and furthermore the administrator can transfer the number of SMS from one account to another. To create secondary account go to account management and select secondary account see figure 4.4 below

The screenshot displays the 'Secondary Account Management' interface. On the left, a navigation menu under 'Account Management' includes 'Sender ID' and 'Secondary Account', with the latter highlighted. A red arrow points from a blue circular callout to the 'Secondary Account' menu item. The callout contains the text: 'Click Account Management and select secondary account'. The main content area is titled 'Secondary Account Management' and contains two sections: 'Create Account' and 'SMS Transfer'. The 'Create Account' section has input fields for 'Account Name' and 'Set Threshold', with 'Save' and 'Reset' buttons below. The 'SMS Transfer' section has input fields for 'Total SMS', 'From Account' (a dropdown menu), and 'To Account' (a dropdown menu), with 'Transfer' and 'Reset' buttons below.

Fig 4.4 showing creating secondary account

Creating secondary account

The administrator will be required to fill in the required fields including the account name and the threshold value which is the minimum number of SMS to be reached until the account sends a notification to the user.

Account Management ▾ API Key Generator

Secondary Account Management

Create Account

Account Name : DIMSNEW

Set Threshold : 100

Save Reset

Write Account name

Set threshold

Fig 4.5 creating secondary account

SMS transfer

The number of SMS contained into the primary account can be transferred to the secondary account also SMS can be transferred from secondary account to primary account. SMS transfer from one account to another can be done by the administrator.

To transfer SMS go to account management and select secondary account then SMS transfer illustrated as per figure below:

The screenshot displays the 'Secondary Account Management' interface. At the top, there is a navigation bar with 'Account Management' and 'API Key Generator'. The main heading is 'Secondary Account Management'. Below this, there are two main sections: 'Create Account' and 'SMS Transfer'.

The 'Create Account' section includes fields for 'Account Name' and 'Set Threshold', with 'Save' and 'Reset' buttons.

The 'SMS Transfer' section includes the following fields and controls:

- 'Total SMS': A text input field containing the value '50'.
- 'From Account': A dropdown menu currently showing 'Primary Account'.
- 'To Account': A dropdown menu currently showing 'DIMS'.
- 'Transfer' and 'Reset' buttons.

Four blue callout boxes with red arrows provide instructions:

- 'Click account management then SMS transfer' points to the 'Account Management' dropdown.
- 'Write number of SMS transferring' points to the 'Total SMS' input field.
- 'Select account SMS is coming from' points to the 'From Account' dropdown.
- 'Select account SMS is transferred to' points to the 'To Account' dropdown.
- 'Click transfer' points to the 'Transfer' button.

Fig 4.6 SMS transfer between accounts

NOTE: Only the administrator is able to transfer the SMS from one account to another.

4.3 API codes

An application programming interface key can be used to integrate other systems with the Mobile Government Platform. The system is designed to accept other integrations that are customized to work with it, when accessing the generator it will require the user to have SMS balance and a valid phone number to receive the API code.

The following steps should be followed to generate the key used to authenticate user sending message using Mobile Government Platform:

Steps

1. Go to account management
2. Then click API key generator

The screenshot shows the 'API Key Generator' interface. At the top, there is a navigation bar with 'Account Management' and 'API Key Generator'. A red arrow points from a blue circle labeled 'Click API key Generator' to the 'API Key Generator' link. Below the navigation bar, the title 'API Key Generator' is displayed. A text box contains the instruction: 'Generate a KEY to be used to authenticate a user sending message using GovSms Application Interface (API), for more details please refer GovSms API Documentation.' Below this, there are three input fields: 'Username' with the value 'eden.mathew@ega.go.tz', 'Sender ID' with the value '14946', and 'Phone No' with the value '0767593594'. A red arrow points from a blue circle labeled 'Select the username' to the 'Username' field. Another red arrow points from a blue circle labeled 'Select sender ID' to the 'Sender ID' field. At the bottom, there is a 'Generate' button. A red arrow points from a blue circle labeled 'Click Generate to generate' to the 'Generate' button.

Fig 4.7 API key generator section

5. Group management

Individual group can contain a large number of contacts to simplify sending of messages, the groups can contain up to 200 members.

5.1 Creating Groups

A new group can be created using the group management section, Go to group management

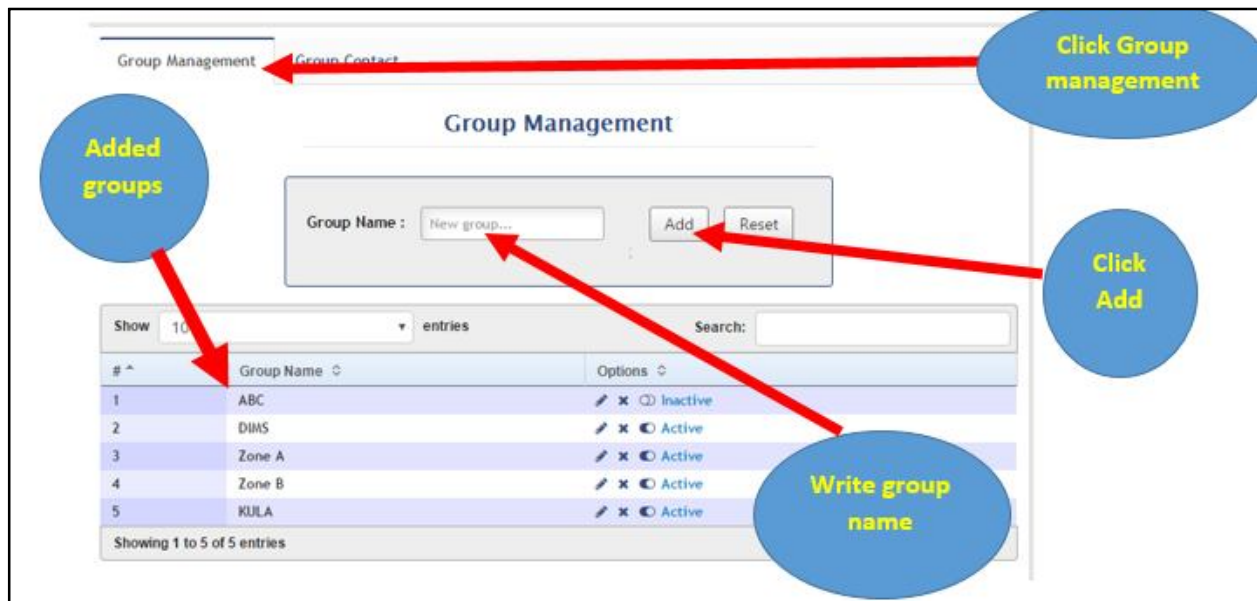


Fig 5.1 creating user groups section

The administrator can input the group name and click on add to create the group or reset to cancel the session.

The list of all the available groups can be viewed below the table, also it contains three main functions that the administrator can access namely:

- Group edit (indicated by a pen)
- Group delete (indicated by a cross)
- Group status (indicated by the word active or inactive)

5.2 Group Contact

This section is mainly designed to add different contacts to a specific group, the administrator could input each individual by selecting the group name from the available created groups, contact name and phone number. Then the user can save the data.

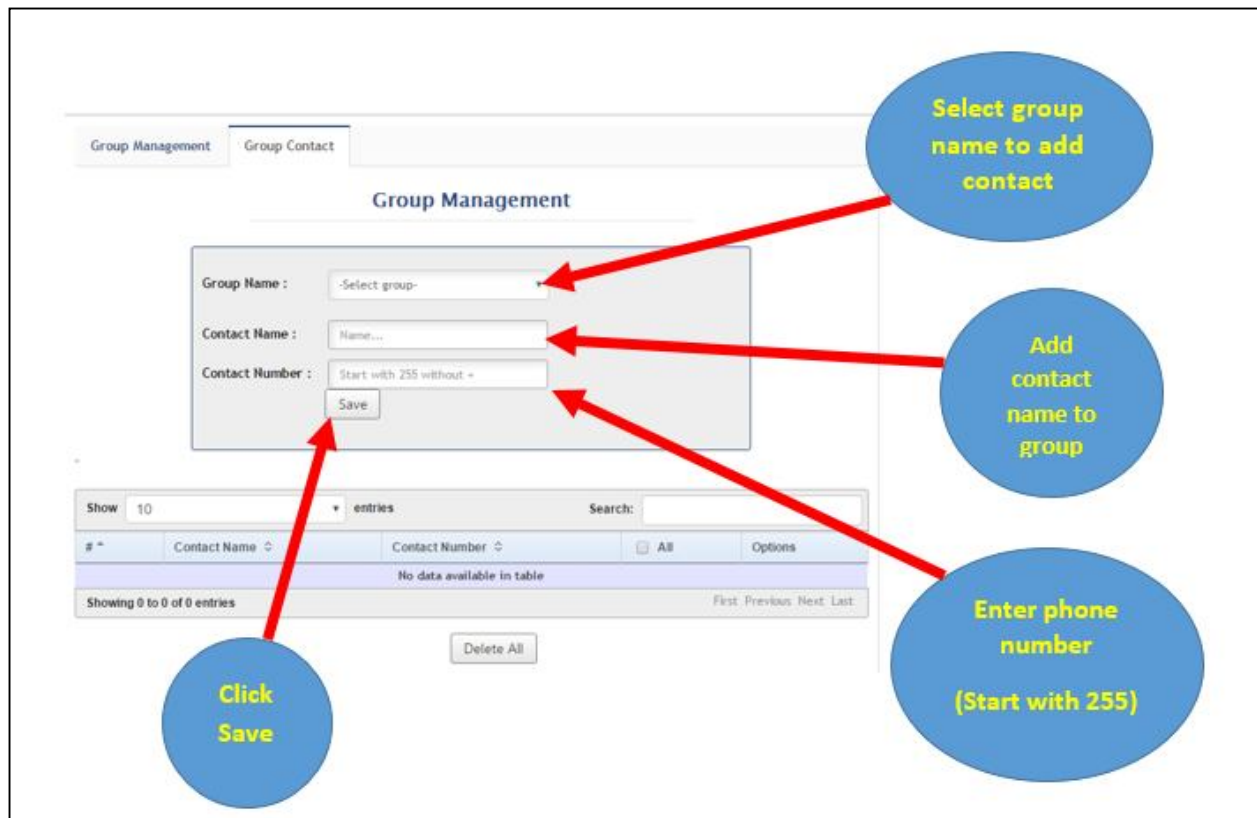


Fig 5.2 creating user groups section

NOTE: Each contact person must be added manually

6. SMS Template

Templates are important when sending information to multiple people or scheduled SMS with repeated message.

6.1 Creating SMS Template

Steps

1. Click SMS Template
2. Go to SMS Template
3. Fill the Tittle which is the keyword for the SMS and the message which is the main topic to be delivered.
4. Save the SMS Template or reset to clear the Template

The screenshot shows the 'SMS Template' section of a web application. At the top, there are two tabs: 'SMS Template' and 'Service Template'. A red arrow points from a blue callout box 'Click SMS template' to the 'SMS Template' tab. Below the tabs, the 'SMS Template' form is visible. It has a 'Title' field with the placeholder 'Type Keyword...' and a 'Message' text area. A red arrow points from a blue callout box 'Enter SMS tittle or keyword' to the 'Title' field. Another red arrow points from a blue callout box 'Write the message' to the 'Message' text area. Below the text area, it says '(160) Characters Left 1 SMS'. At the bottom of the form are 'Save' and 'Reset' buttons. A red arrow points from a blue callout box 'Click Save the SMS template' to the 'Save' button. Below the form is a table showing existing templates. The table has columns: '#', 'Tittle', 'Message', 'Length', and 'Option'. It contains two entries. At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and 'First Previous 1 Next Last'.

#	Tittle	Message	Length	Option
1	Test	Test message	12 (1)	✎ ✕
2	ufungaji wa bomba jipya	habari miteja	12 (1)	✎ ✕

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Fig 6.1 SMS Template Section

6.2 Service Template

Steps

1. Click SMS Template
2. Go to SMS template

3. Fill the Tittle which is the keyword for the SMS and the message which is the main topic to be delivered.
4. Save the SMS template or reset to clear the template.

The screenshot shows a web interface with two tabs: 'SMS Template' and 'Service Template'. The 'Service Template' tab is active, displaying a form titled 'Service Template'. The form contains a 'Service Name' field with the text 'ZUIA' and a 'Description' text area with the text 'PAMBANA NA RUSHWA'. At the bottom of the form are 'Save' and 'Reset' buttons. Three blue callout boxes with red arrows provide instructions: 'Write the service name' points to the 'Service Name' field, 'Write description of service' points to the 'Description' text area, and 'Click save' points to the 'Save' button.

Figure 6.2 showing service template

7. User management

In addition to the administrative account, the administrator can also create and manage other accounts in the system, delete, change authentication and overview of all the functionalities of the system.

7.1 Adding User Account

A new user can be created from the user management section and will present the form that the administrator should fill out to create a new account.

After submission, the system will generate a username and a password for the new user.

NOTE: All the new users must belong to an account and a user group. See figure 7.1 below on how to register a new user.

The screenshot shows a web interface for user registration. At the top, there are three tabs: 'User', 'User Group', and 'All Users'. Below the tabs is a heading 'Register User'. The form contains the following fields:

- First Name : GREGORY
- Middle Name : katiti
- Last Name : hawa
- Mobile No : 0767593594
- Email : gregorykatiti@gmail.com
- Password :
- Retype-Password :
- User Group Name : DIMS (dropdown menu)
- Account Name : DIMS (Default) (dropdown menu)

At the bottom of the form are two buttons: 'Save' and 'Reset'.

Annotations with red arrows point to specific fields:

- A blue box labeled 'Fill the required information' points to the First Name, Middle Name, Last Name, Mobile No, and Email fields.
- A blue circle labeled 'Enter Password and confirm password' points to the Password and Retype-Password fields.
- A blue circle labeled 'Select the group to add a user' points to the User Group Name dropdown menu.
- A blue circle labeled 'Select the account name' points to the Account Name dropdown menu.

Fig 7.1 new user registration

Creating User Groups and Assigning privileges

1. To create user group, on the home page click user management
2. Then Click user group
3. Write the name of the group that you want to create
4. Write description of the group
5. Click save to complete or reset to terminate.

User Group All Users

Create Group

Group Name : DESC

Description : Director of Egovernment Support

Save Reset

Show 10 entries Search:

# ^	Group Name ⇅	Description ⇅	Options ⇅
1	OMASECDIMS	Comine of Omasec and Dims Member	

Showing 1 to 1 of 1 entries First Previous 1 Next Last

Fig 7.2 creating new user

Assigning privileges to User Group

- 3 To assign privileges to user group go to user management
- 4 Then Click user group, you will see the existing group below
- 5 Select the group to assign privilege and you will find assign user privilege function indicated by the pen enclosed within a square.
- 6 Set privilege by checking on the check boxes besides roles
- 7 Click save to apply the roles.

Set Roles / Privillage to Groups OMASECDIMS

<input checked="" type="checkbox"/> Send Quick sms	<input checked="" type="checkbox"/> Send Bulk sms	<input checked="" type="checkbox"/> Send Group sms
<input type="checkbox"/> Get account balance	<input checked="" type="checkbox"/> Queue count	<input checked="" type="checkbox"/> Queue recipients count
<input checked="" type="checkbox"/> View Sender Id	<input checked="" type="checkbox"/> Get payment methods	<input checked="" type="checkbox"/> Top up request

<input type="checkbox"/> Update SMS Template	<input type="checkbox"/> Delete Group	<input type="checkbox"/> Edit Group
<input type="checkbox"/> Sms Pull Report	<input type="checkbox"/> Shortcodes	<input type="checkbox"/> keywords_by_shortcode_jd
<input type="checkbox"/> sub_keywords	<input type="checkbox"/> List PULL SMS Keywords	<input type="checkbox"/> Create PULL SMS Keyword
<input type="checkbox"/> Get PULL SMS Keyword By Id	<input type="checkbox"/> Delete PULL SMS Keyword	<input type="checkbox"/> Update PULL SMS Keyword
<input type="checkbox"/> List Privileges of a Role that Belong to your Office	<input type="checkbox"/> View All Sender Ids	<input type="checkbox"/> Assign Privileges to Role
<input checked="" type="checkbox"/> Add USSD Menu	<input checked="" type="checkbox"/> Add USSD Menu Item	<input checked="" type="checkbox"/> Get USSD Menu
<input type="checkbox"/> Get Owned USSD App Menu	<input checked="" type="checkbox"/> Set USSD Short Code	<input type="checkbox"/> Get Owned USSD app
<input checked="" type="checkbox"/> Update USSD Menu Item	<input checked="" type="checkbox"/> Delete USSD Menu	<input type="checkbox"/> Update Ussd Menu
<input checked="" type="checkbox"/> Manage USSD	<input checked="" type="checkbox"/> Get USSD APP Menu	<input type="checkbox"/> Delete USSD Menu Item
<input type="checkbox"/> Set Menu Items	<input type="checkbox"/> Can Get Ussd Menu Details	<input type="checkbox"/> Get Menuitems
<input type="checkbox"/> Can Access Whitelist	<input type="checkbox"/> Update Menu Settings	<input type="checkbox"/> Can Access Custom Methods
<input type="checkbox"/> Store whitelist	<input type="checkbox"/> Whitelist Contacts	<input type="checkbox"/> Ussd Template
<input type="checkbox"/> Can Access Ussd Templates	<input type="checkbox"/> Menu	<input type="checkbox"/> Store Whitelist Contact
<input checked="" type="checkbox"/> Get USSD Apps	<input type="checkbox"/> Request to Publish App	<input type="checkbox"/> Delete Whitelist Contact

Save

Clear

Fig 7.3 Assigning privileges to user group

7.2 Viewing All Users

To get all user details go to user management and click all users. The users can also be edited and removed if necessary. See all User page in Figure 7.4










User

User Group

All Users

All Users

Show 10 ▼ entries Search:

# ^	Contact Name ▾	Contact Number ▾	Account Name ▾	Options ▾
1	Aziz Abdulaziz Angovi	0714731009	Primary Account	
2	Eden Mathew	255757600705	Primary Account	 
3	Amos Godwin	0712891290	Primary Account	 
4	System Tester	255111111111	Primary Account	 
5	Timoth Edward	255757362329	Primary Account	 

Showing 1 to 5 of 5 entries

First Previous 1 Next Last

Click the pen to edit

Click the cross to delete

Fig 7.4 showing all users

7.3 Edit

Steps to edit user

1. On the Home Page click user management and go to all users you will find the edit function indicated by the pen (fig 7.4)
2. Click the pen to edit user see figure 7.5 below

User	User Group	All Users
------	------------	-----------

Edit User

First Name :	<input type="text" value="Aziz"/>
Middle Name :	<input type="text" value="Abdulaziz"/>
Last Name :	<input type="text" value="Angovi"/>
Mobile No :	<input type="text" value="0714731009"/>
User Group Name :	<input type="text" value="- Select Group -"/>
Account Name :	<input type="text" value="Primary Account (Default)"/>

Change the field you want to edit

Update

Reset

Click update to make change

Fig 7.5 showing editing user

7.4 Delete user

Steps to delete user

- The delete function is indicated by the x symbol see figure 7.4
- To delete user click the cross
- You will be asked “are sure you want to do this?”
- Click ok to confirm
- The user will be deleted

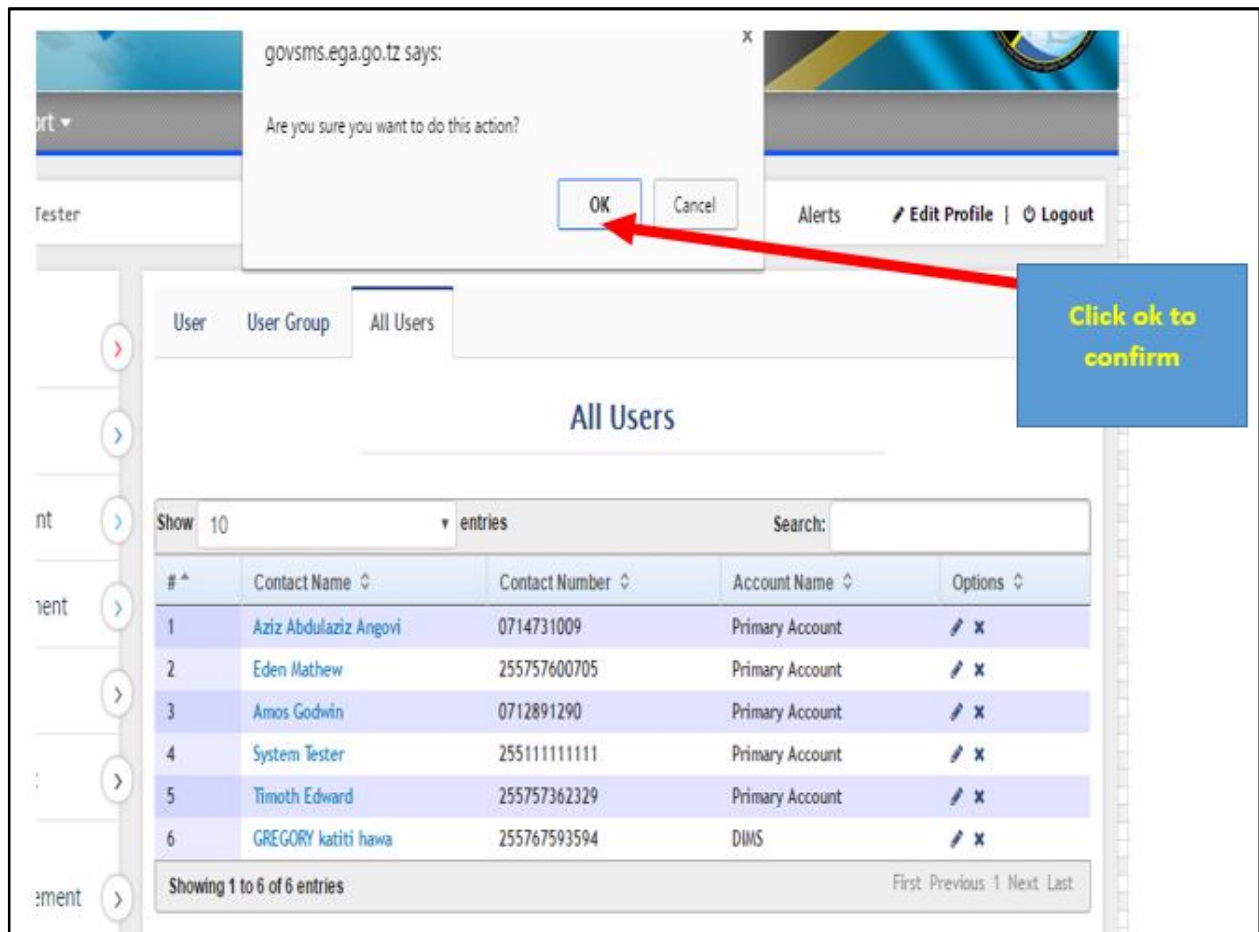


Fig 7.6 Deleting user

8 Pull SMS management

This is the management of all SMS received from individual clients. USSD can be used by the user to send command to an application in text format. Citizens can now dial *152*00# to access Government service.

The SMS sent by individual uses a keyword to deliver to the specified destination. Keyword is a short word that describes the service and the organization that provides that service.

8.1 Key word management

The following are the procedures to create a keyword

Steps

1. On home page go to Pull SMS management and then select keyword you will see the following screen (see figure 8.1)

The screenshot shows a web interface for 'Keywords Management'. It has two tabs: 'Keywords' and 'Sub-Keywords'. The form contains the following fields and buttons:

- Shortcode :** A dropdown menu with '15200' selected. An annotation box 'Select the short code' points to this field.
- Keywords Name :** A text input field containing 'habari.go.tz'. An annotation box 'Create a keyword' points to this field.
- Keywords Desc :** A text input field containing 'tovuti ya habari'. An annotation box 'Description for a keyword' points to this field.
- Response Type :** A dropdown menu with 'External' selected. An annotation box 'Select the response type' points to this field.
- Response URL :** A text input field containing 'http://197.149.176.27'. An annotation box 'URL for external response' points to this field.
- Buttons:** 'Save' and 'Reset' buttons at the bottom. An annotation box 'Click save to save the keyword' points to the 'Save' button.

Fig 8.1 showing creation of keyword

2. Select the short code
3. Create a keyword
4. Give description for a keyword you created
5. Select the response type that should be given to the specified keyword. The response can be internally or externally.
 - i. For internal response type the Message response that should be given when the specified keyword service is requested (See figure 8.2).
 - ii. For external response provide the address or URL that is going to give the service request response (See figure 8.1).
6. Click save to save the keyword or reset to clear.

The screenshot displays the 'Keywords Management' interface. It features a form with the following fields and values:

- Shortcode :** 15200
- Keywords Name :** habari.go.tz
- Keywords Desc :** tovuti ya habari
- Response Type :** Internal
- Response Message :** habari za saa kuanzia saa 2|

Below the response message field, it indicates '(133) Characters Left' and '1 SMS'. At the bottom of the form are 'Save' and 'Reset' buttons. A red arrow points from a blue box labeled 'Message for internal response' to the 'Response Message' field.

Fig 8.2 showing internal response type

8.2 Sub-Keyword

The following are procedures to create a sub-keyword

Steps

1. Go to pull SMS management and then select sub-keyword
2. Enter a main keyword
3. Give the name for that keyword
4. Give description for the keyword
5. Select the response type that should be given to the specified keyword the response can be internally or externally.
 - i. For internal response, type the Message response that should be given when the specified keyword service is requested.
 - ii. For external response, provide the address or URL that is going to give the service request response.
6. Click save to save the keyword or reset to clear as per figure 8.3 below.

The screenshot shows the 'Sub-Keywords Management' interface. At the top, there are two tabs: 'Keywords' and 'Sub-Keywords', with 'Sub-Keywords' being the active tab. Below the tabs is the title 'Sub-Keywords Management'. The form contains the following fields:

- Main Keyword :** A dropdown menu. A red arrow points to it from a blue box labeled 'Select the keyword'.
- Keywords Name :** A text input field containing 'Keyword Name'. A red arrow points to it from a blue box labeled 'Write the name of sub keyword'.
- Keywords Desc :** A text input field containing 'ways to give'.
- Response Type :** A dropdown menu with 'External' selected.
- Response URL :** A text input field containing 'http://197.149.176.27'.

At the bottom of the form are two buttons: 'Save' and 'Reset'.

Fig 8.3 showing creation of sub-keyword

9. Reports

The Mobile Government Platform gives reports on different operations done on the system. These reports are SMS report, SMS account report and SMS pull report.

9.1 SMS Report

This reviews the status of SMS sent and received. Consider the procedure below to get the SMS report.

Steps

1. On home page go to reports and click SMS report
2. Enter the message keyword
3. Select the sender ID from dropdown list of sender ID
4. Enter the mobile number
5. Select the period of time to view SMS report from dropdown list e.g. week, month etc.
6. Click search to see the report of specified number (see figure 9.1 below).

The image shows a web interface for generating an SMS report. At the top, there are three tabs: 'SMS Report', 'SMS Account Report', and 'SMS Pull Report'. A red arrow points from a blue box labeled 'Click SMS report' to the 'SMS Report' tab. Below the tabs, the title 'SMS Report' is centered. The form contains four input fields: 'Message :', 'Sender ID :', 'Mobile No:', and 'Time :'. Annotations with blue boxes and arrows point to these fields: 'Write the message' points to the 'Message' field (which contains 'UCHAGUZI'); 'Write the mobile number' points to the 'Mobile No' field (which contains '0767593594'); 'Select the sender ID' points to the 'Sender ID' dropdown (which shows '14946'); and 'Select the period to view report' points to the 'Time' dropdown (which shows '1 Month'). A 'Search' button is located below the 'Time' field, with a blue oval annotation labeled 'Click search' pointing to it.

Fig 9.1 showing how to get SMS report

9.2 SMS account report

The report concerning the account SMS can be generated in this section. Consider the procedure below to get account SMS report.

Steps

1. Go to reports and click SMS account report
2. Select the account type from the dropdown list to view SMS report either primary account or secondary
3. Select the SMS type either SMS in for SMS received from the clients or SMS out for the SMS sent to the clients.
4. Select the period of time to view SMS account report and enter start and the end date of account report.
5. Click search to see the report (see figure below).

The screenshot displays the 'SMS Account Report' interface. At the top, there are three tabs: 'SMS Report', 'SMS Account Report', and 'SMS Pull Report'. A blue callout box labeled 'Click SMS account report' points to the 'SMS Account Report' tab. Below the tabs, the title 'SMS Account Report' is centered. The main form contains several fields and a search button, with blue callout boxes providing instructions: 'Account type' points to the 'Account' dropdown menu (currently showing 'Primary Account'); 'Select SMS type' points to the 'SMS Type' dropdown menu (currently showing 'SMS In'); 'Start date of report' points to the 'Date From' text box (containing '2016-03-14'); 'End date of report' points to the 'Date To' text box (containing '2016-03-14'); and 'Click search' points to the 'Search' button. At the bottom left, there is a link labeled 'Account Statment'.

Fig 9.2 showing how to get SMS account report

9.3 SMS Pull report

This is the report of all SMS pulled from the clients. This can be described in this part. Consider the procedure below to get pull SMS report.

Steps

1. Go to report and click pull SMS report
2. Click SMS pull report and then select short code
3. Enter the main keyword
4. Enter sub-keyword
5. Select the period of time to view SMS account report and enter date from and the date to report.
6. Click search to see the report (see figure below 9.3).

The screenshot shows the 'SMS Pull Report' interface. At the top, there are three tabs: 'SMS Report', 'SMS Account Report', and 'SMS Pull Report'. The 'SMS Pull Report' tab is selected. Below the tabs, the title 'SMS Pull Report' is displayed. The main form contains several input fields and a search button. The fields are: 'Shortcode' (with value '15200'), 'Keyword' (with value '- Select -'), 'Subkeyword' (with value '- Select Subkeyword -'), 'Date From' (with value '03/23/2016'), and 'Date To' (with value '03/22/2016'). A 'Search' button is located at the bottom right of the form. Annotations with arrows point to various elements: 'Click' points to the 'SMS Pull Report' tab; 'Select the keyword of SMS to see pull report' points to the 'Keyword' field; 'Date to start the report' points to the 'Date From' field; 'Date to end the report' points to the 'Date To' field; 'Search the SMS pull report' points to the 'Search' button; 'Select the short code' points to the 'Shortcode' field; and 'Select keyword' points to the 'Subkeyword' field.

Fig 9.3 showing how to get SMS pull report

10 USSD

This section describes how system administrators can create, test and simulate USSD application through the Mobile Government Platform.

Public institutions can use shared Government short code (*152*00#) or their own short code assigned from TCRA to create USSD applications that provides access to services that are locally hosted within their institutions or hosted at the Government Data Center facilities through USSD channel.

Understanding USSD

USSD application consists of two main parts, the Menu Block or Screen and Menu Item. Menu Block contains one or more Menu Items, Menu block is like a container. Every Menu Item has to be linked to another Menu Block to form a logical flow of data and information from one Menu Block to another. Every Menu block has menu title and a keyword.

Example of Menu block and Items is the one you get when dialing *152*00#

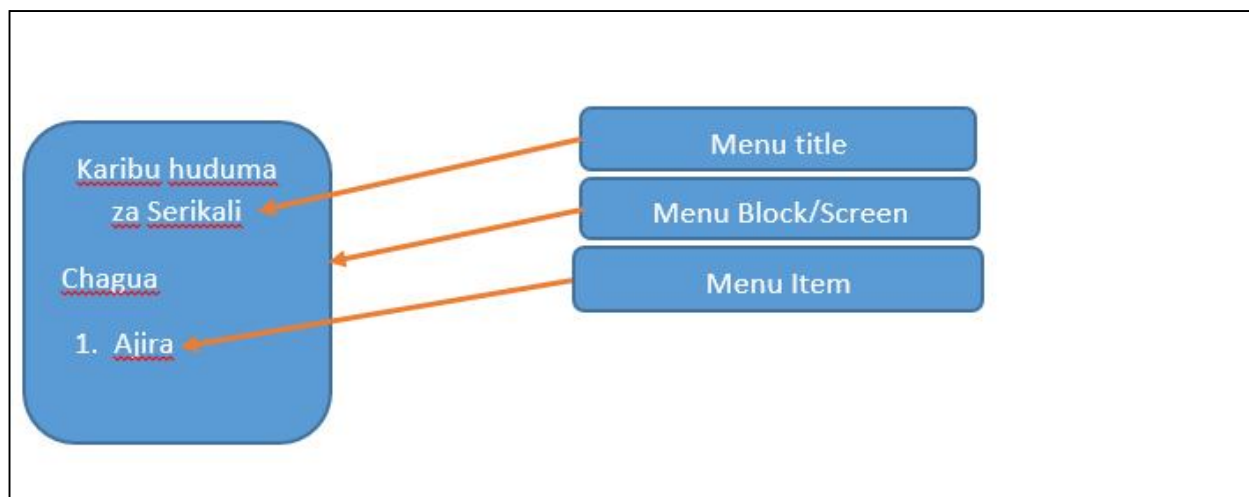


Figure 10. 1 Menu Block

In the above figure, the word “**Karibu huduma za Serikali Chagua**” is the **Menu Title** of the Menu Block and “**Ajira**” is the Menu Item which is used to connect to another Menu Block which contains **Ajira** services from the Main Menu Block.

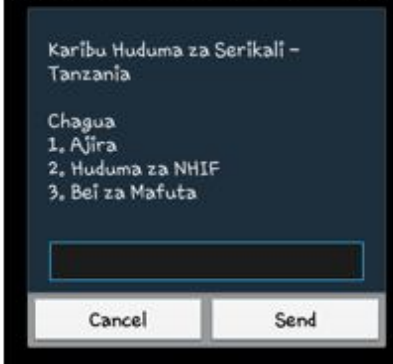


Examples of menu-blocks or screens		
		
Above is the Government Menu block (Screen) with three menu items	Above is NHIF Menu block (Screen) with two menu items	Above is AJIRA Menu block (Screen) with three menu items

Fig 10.1 showing menu block screen

Case study:

If you want to create a simple USSD application that registers and verifies a certain card/ID/Certificate of your Organization, you may create the following menu block or screen in a piece of a paper before you start creating the same in the **USSD Management** in the Mobile Government Platform.

Sample Menu Block (Screen) to be created






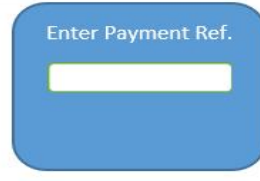

Main screen (First Screen)	Second Screen(menu block)	Third Screen(menu block)	Fourth Screen(menu block)
			
Menu block Name: Welcome Page Keyword: Welcome_page	Menu block Name: Member verification Keyword: display_memberNo	Menu block Name: Get Member No Keyword: get_member_no	Menu block Name: status Keyword: return_status
Fifth Screen (menu block)	Fifth Screen (menu block)	Fifth Screen (menu block)	
			
Menu block Name: Enter Receipt No Keyword: enter_receipt	Menu block Name: Enter payment ref. Keyword: get_payment_ref	Menu block Name: complete registration Keyword: registration_complete	

Fig 10.2 showing menu block screen to be created

Linking menu item to menu block

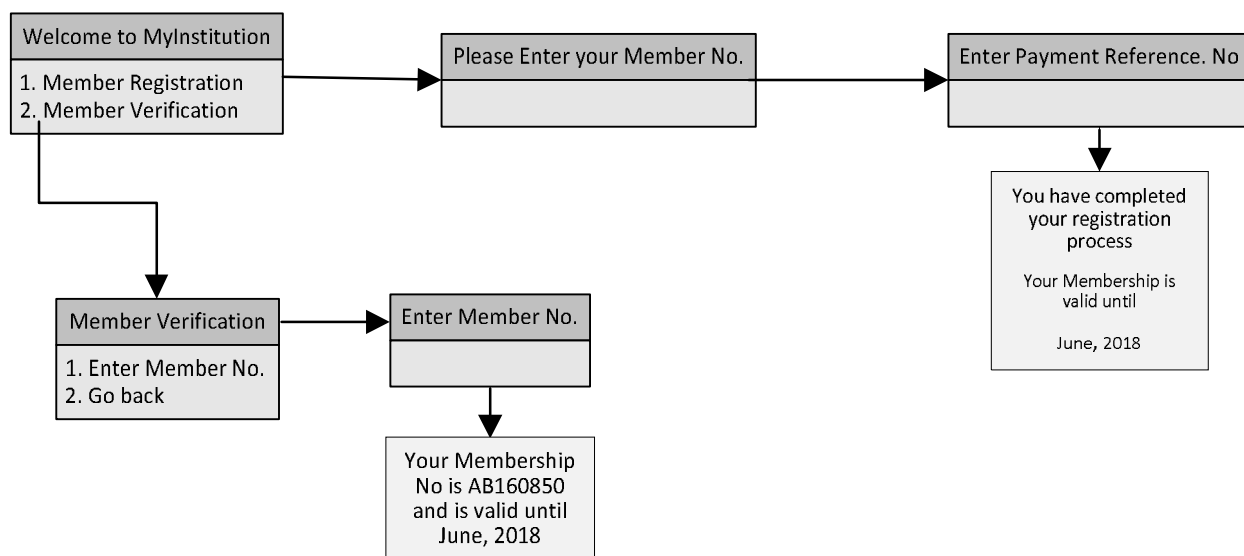


Fig 10.3 showing linking menu item to menu block

10.1 Registering a new Short code

This is an optional procedure followed only when your institution has its own short-code apart from the Government common short code (*152*00#)

To register your short code please enter office name example (LAPF), enter TCRA approved short code in the 'short code field' example (*148*75#) attach certificates of the new short code to be registered and then click apply.

Steps:

- i. Login into the Mobile Government Platform using your credentials
- ii. Click 'USSD Management
- iii. Click '*Short-code Registration*'
- iv. Enter short code
- v. Attach certificate of registration of the short code entered in (iv) above
- vi. Click apply.

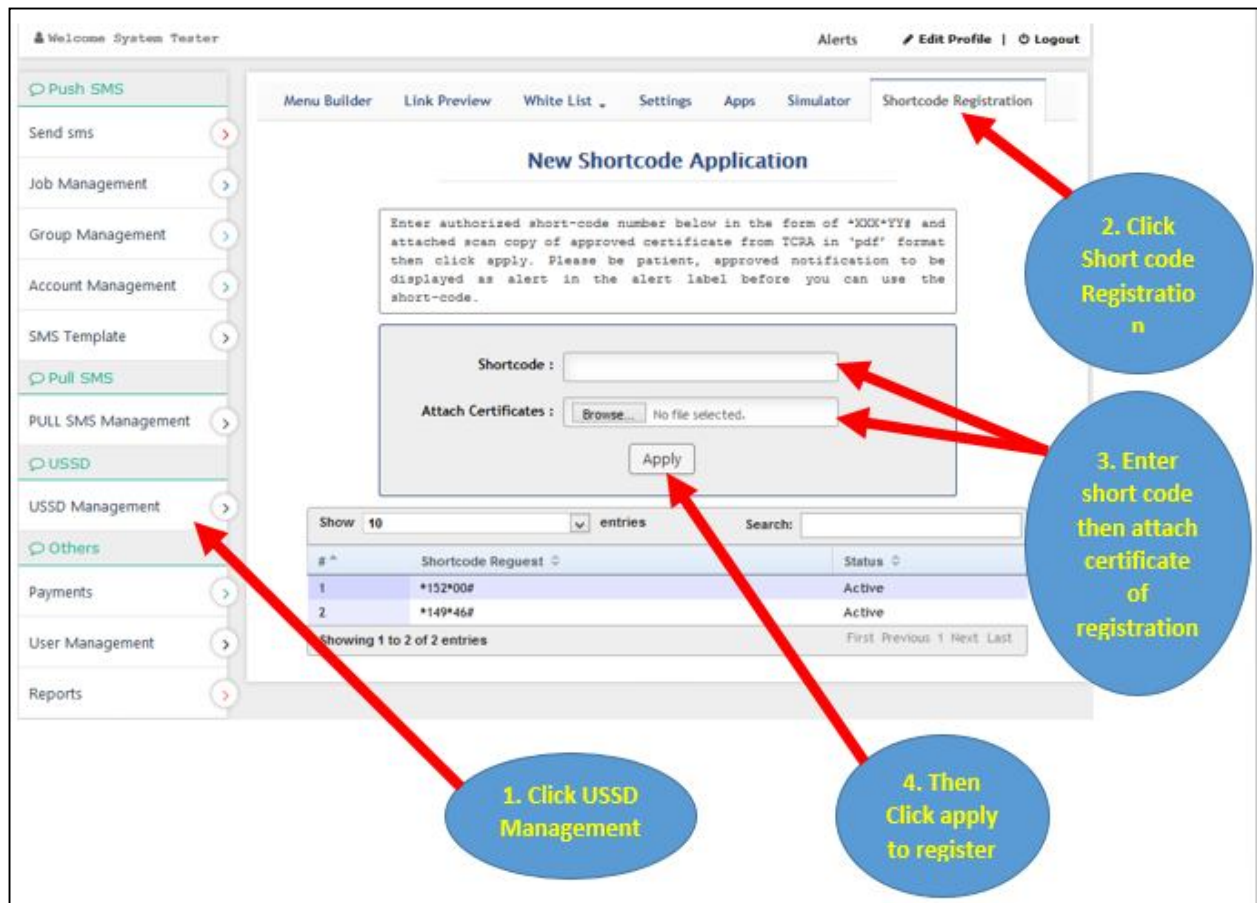


Fig 10.4 showing registering new short code

- vii. You will then receive Email notification confirming receipt of your application
- viii. You will also receive Email notification once your short code has been published

10.2 Creating menu block (screen)

In order for users to access USSD application, you need to create menu that will be accessed by users to query for service. Referring to the above case study draw your menu and menu items in the piece of paper to have a better understanding of what you want to create before you proceed unless you believe that you can manage.

Follow the steps below;

- i. Click menu builder in the top menu bar
- ii. Enter the Menu Block – This is simply the name of your main screen that may contain menu items (Main screen, Second screen, Third screen are examples of Menu Block)
- iii. Enter keyword – This should be written in a small letters without space and should be unique
- iv. Click add to create a menu block (screen)

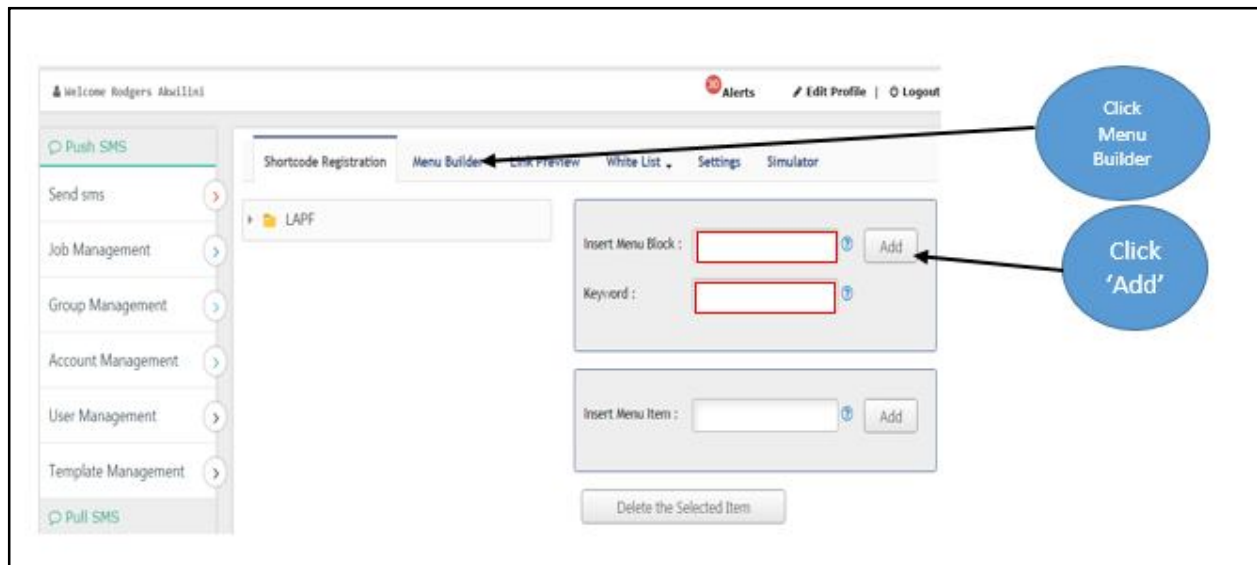


Fig 10.5 showing creating menu block screen

Add Menu Item into Menu block (Screen)

Every menu block (screen) may contain one or more menu items (Member registration and Member verification are example of menu items in the above case study), to add menu items in the menu block (screen) follow the following simple procedure;

- i. Click menu builder in the top menu bar
- ii. Select specific menu block (screen) that will contain the menu item
- iii. Enter the name of the menu item in the 'Insert Menu Item' field
- iv. Click Add

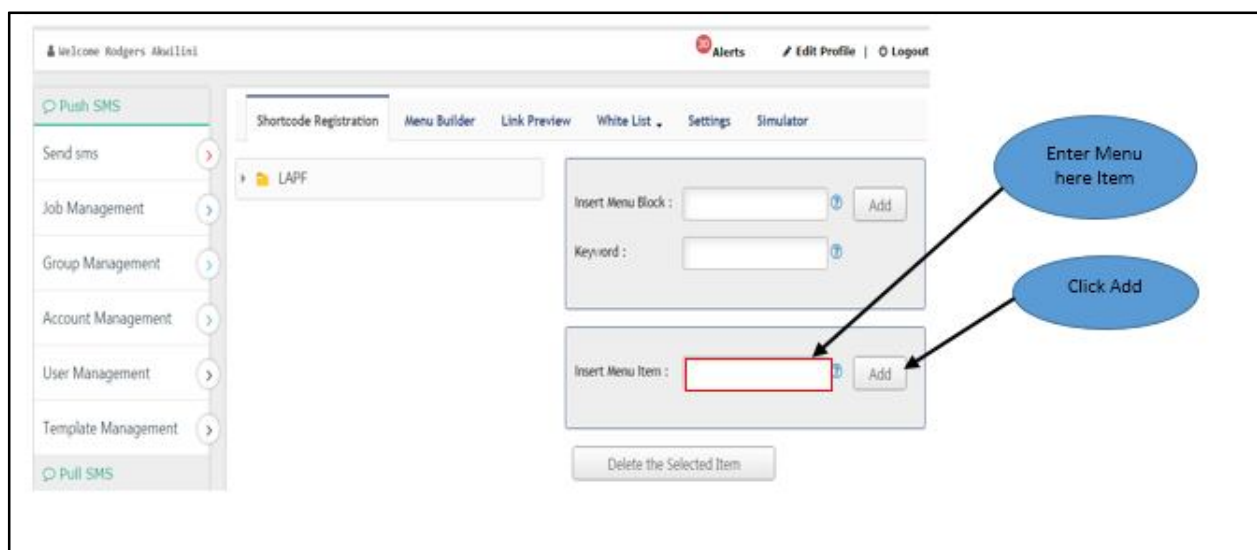


Fig 10.6 showing adding menu item to menu block

The Menu block and Menu items created in this stage does not link or cannot be used to provide service until there's linkage that follows a logical flow of menu block and menu Items or until it is linked with external application. Go to settings tab in order to set a flow and link menu block with each other or with menu items. Every Menu Item can then be linked to a specific menu block. Ensure you have created all menu block and menu items before you proceed to settings.

10.3 Link Preview

This section is designed for the purpose of showing the description of USSD menu blocks and menu items. Its shows the link that the menu originated from and linking to other menu items.

Steps

1. Click USSD Management menu see figure below
2. Then on top Horizontal Navigation menu Select Link preview
3. Finally you will see the details of menus and links.

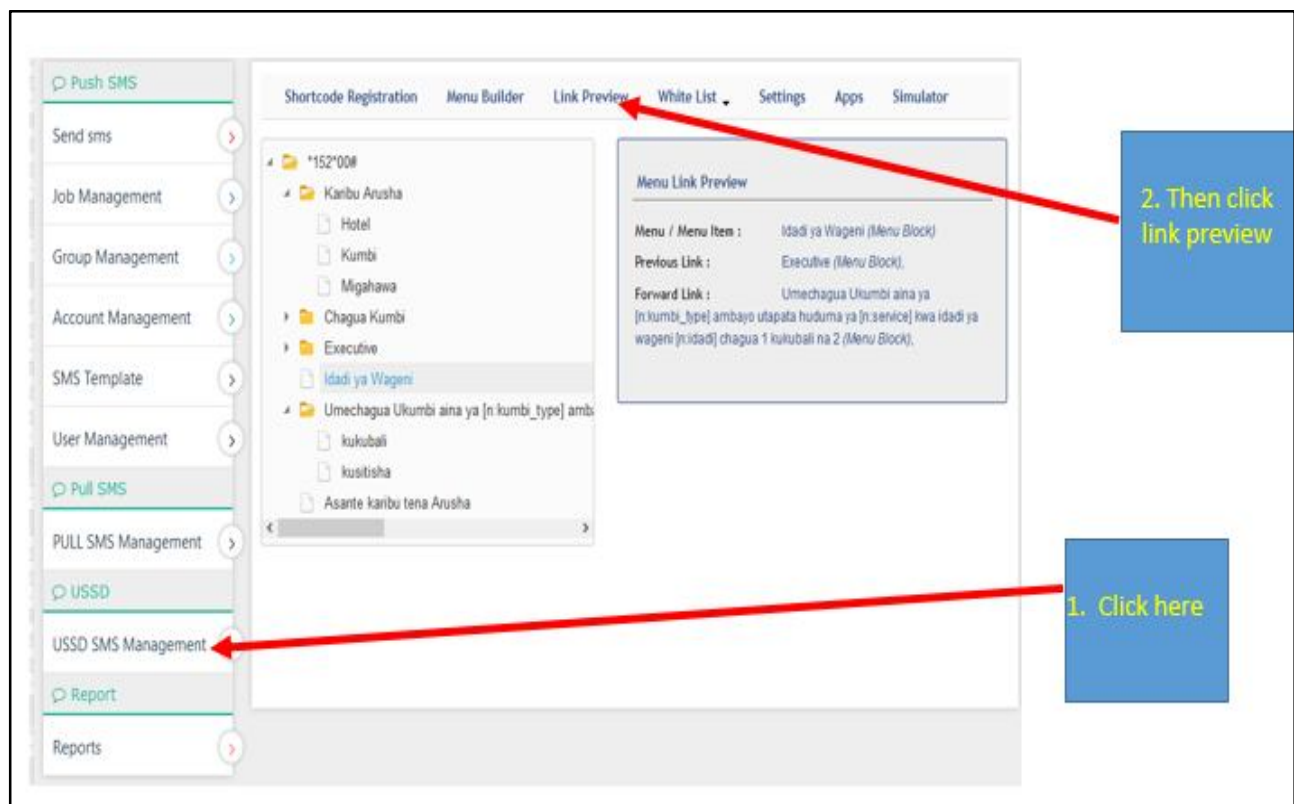


Fig 10.7 showing previewed link

10.4 Whitelisting

This is the prevention of unauthorized access to the specified USSD Menu of the mobile system. Here an administrator creates a list of phone numbers from which a blocking program will allow to receive the query from that list. Any query received outside of that list will be blocked.

Steps in creating a whitelist

1. Click USSD Management menu on left side see figure 10.8 below
2. Then On top Horizontal Navigation menu click Whitelist dropdown menu.
3. Click new whitelist to create name of a list of contact.

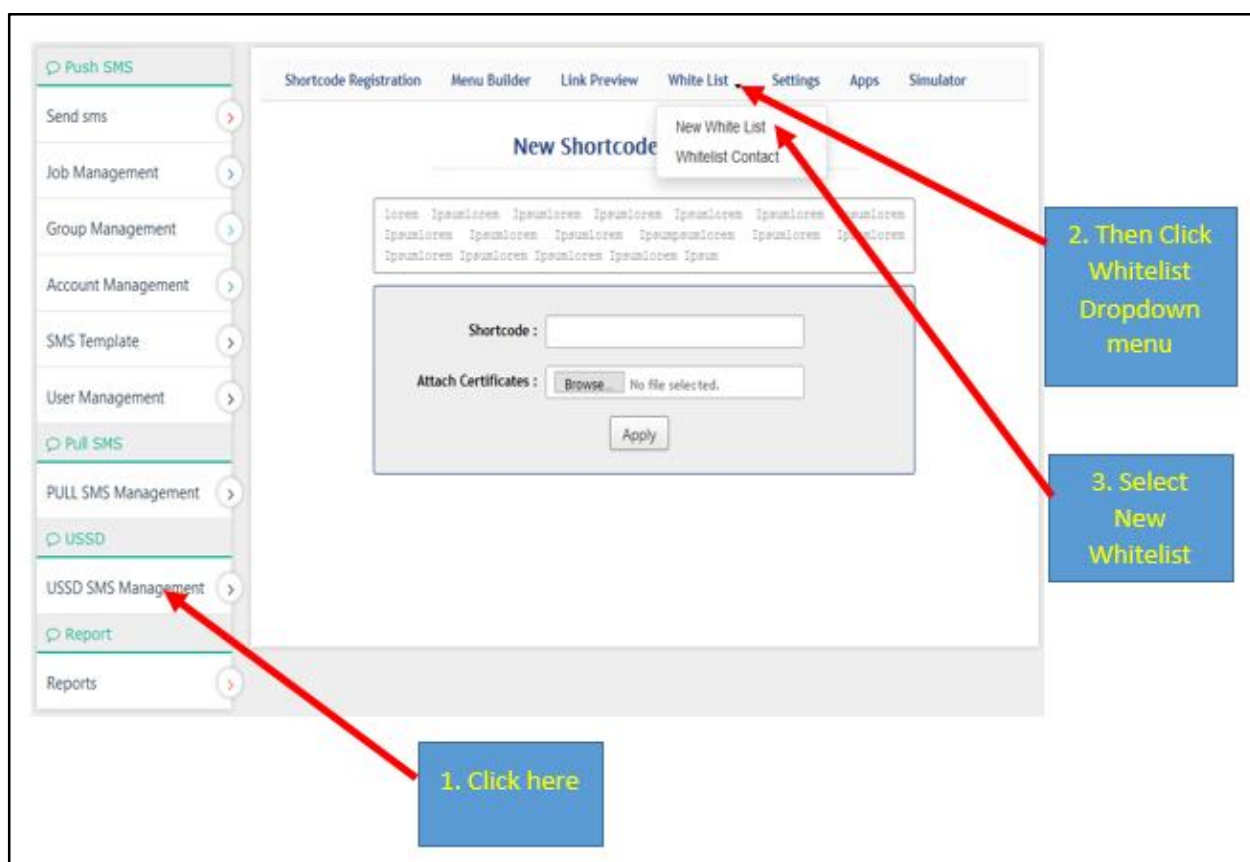


Fig 10.8 showing creating whitelist

4. Write the name of the new whitelist see figure 10.9
5. Click add to complete creation of list name or reset to restore the values.

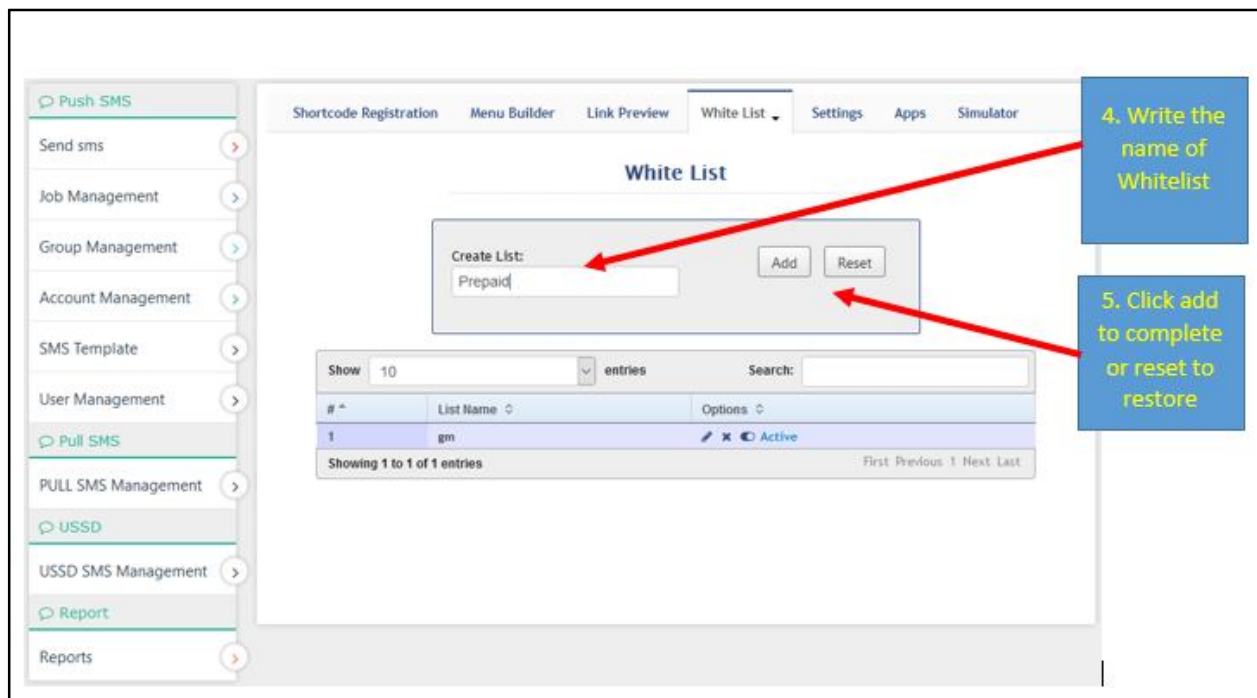


Fig 10.9 showing adding a whitelist name

Adding Contact to Whitelist.

1. Click USSD Management menu on left side see figure 10.10 below
2. Then On top Horizontal Navigation menu click Whitelist dropdown menu
3. Click whitelist Contact to add contact to the list

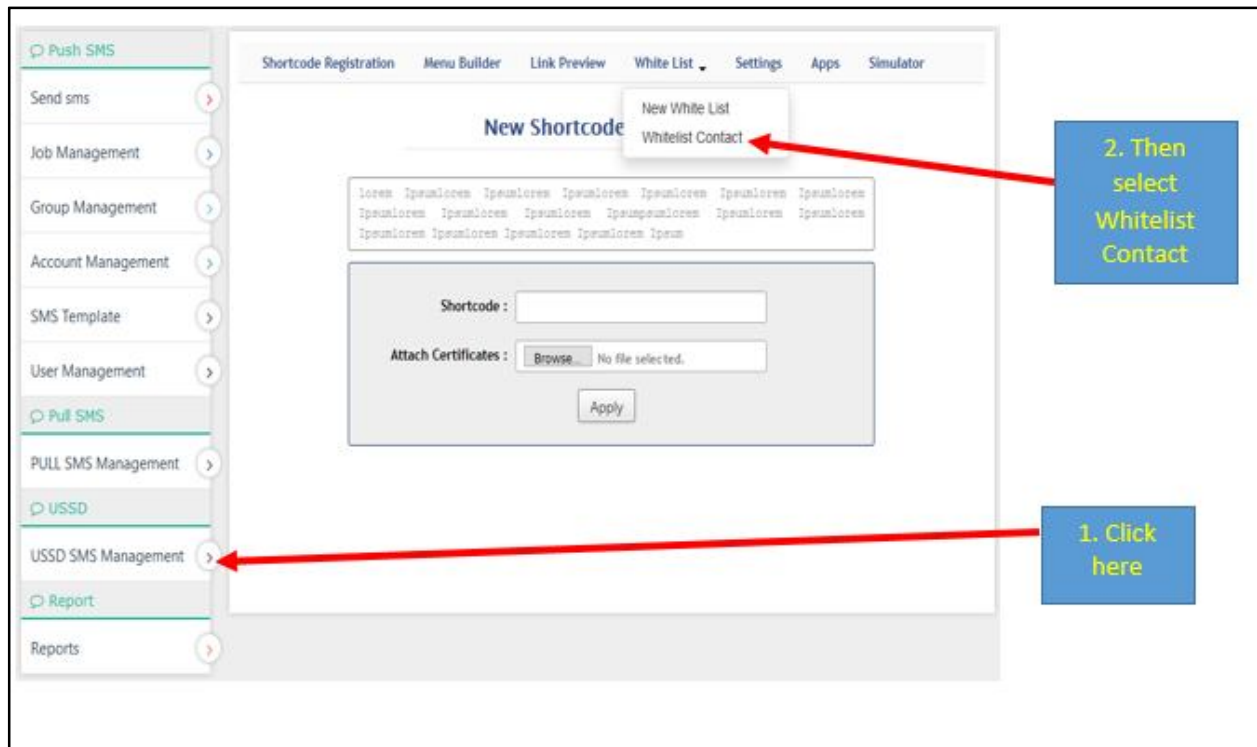


Fig 10.1.0 showing adding contact to whitelist

4. Select the whitelist group that you want to add a contact
5. Write the contact to add in the whitelist (Alternatively, file containing many contacts may be uploaded. The file must be in csv format).
6. Then click add to update the list
7. After adding it will appear among the existing whitelisted item.

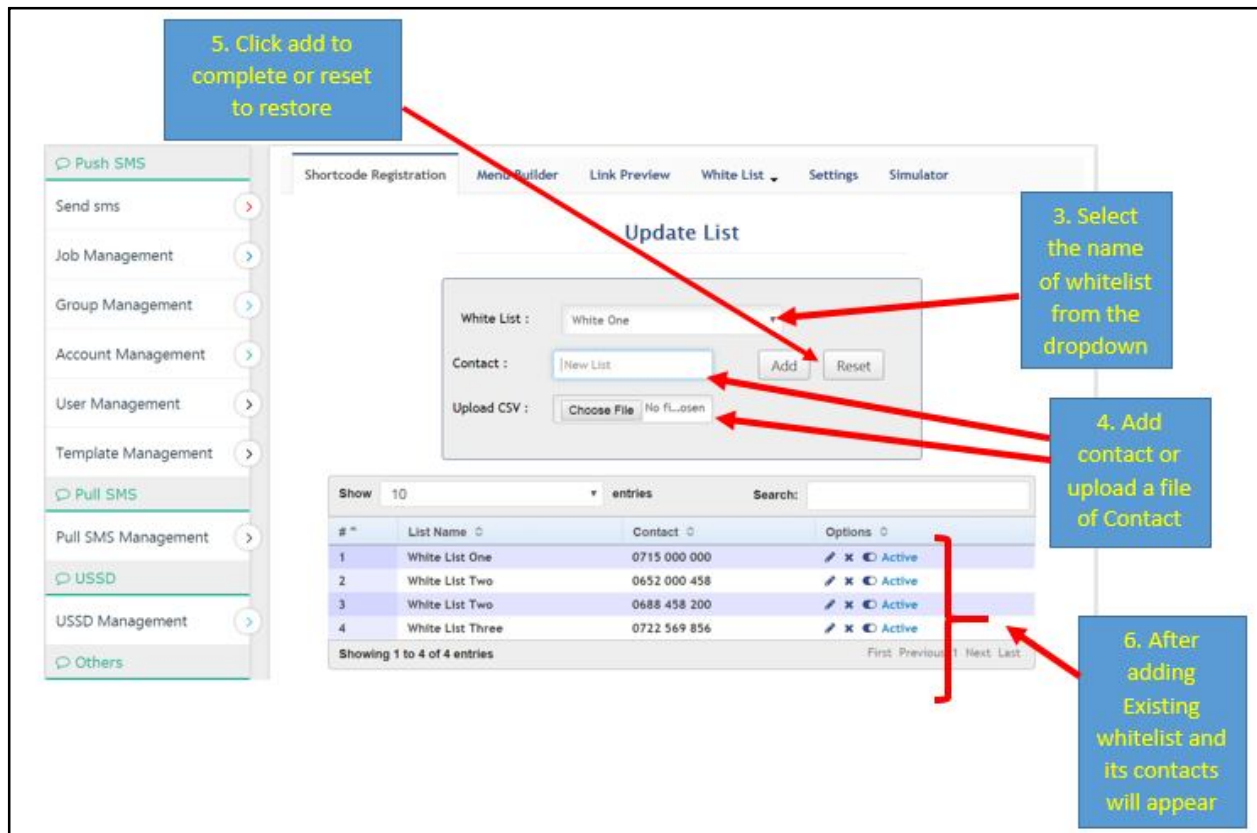


Fig 10.1.1 showing updating a whitelist

10.5 Settings

This section provides the ability to configure Government (internal) and registered short-code (external) to access menu blocks created.

Short code settings

This section configures all short code that have been registered to be used by your organization including 15200 short code. This setting will provide users with a landing page once they dial your short code in their mobile phone.

All users dialing *152*00# can either select a service or an organization listed on the Government menu. The first screen that needs to be displayed to users after selecting a service or your institution is the one to be linked in '**Link To**' field.

Follow procedure below;

- i. Click 'settings' in the top menu bar
- ii. Select short code that you need to configure (default is *152*00#)
- iii. If the selected short code is *152*000# there's no option to select in the '**Link type**' else **select external link**
- iv. Select 'Menu block' in the Link to field – Select the main menu block or screen that will act as the landing page of the USSD application.
- v. Click update to save the settings.

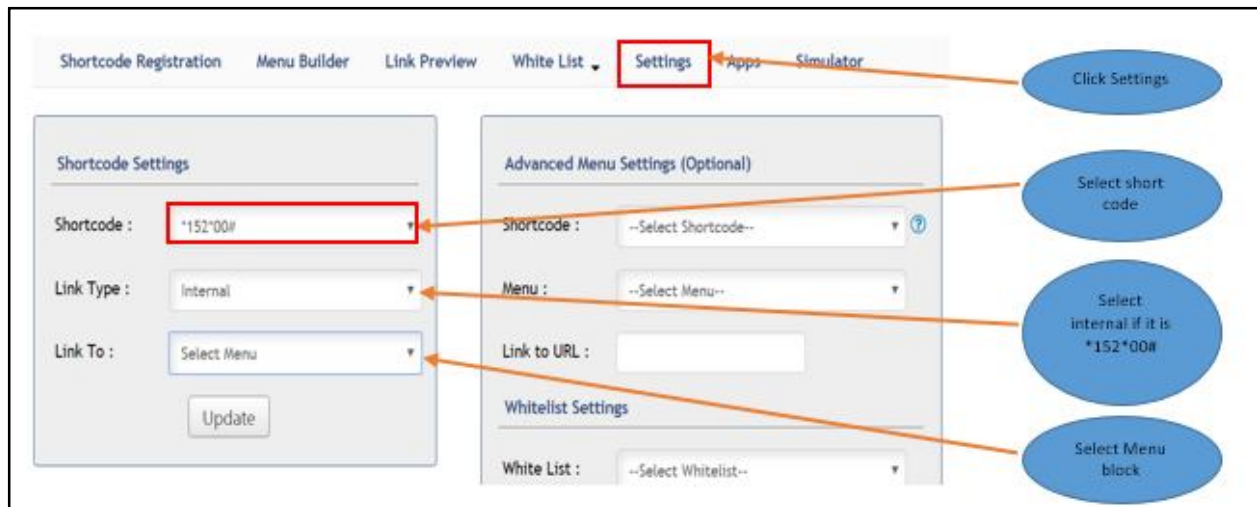


Fig 10.1.2 showing option on short code setting

Menu Item settings

This section is the most important function as far as USSD menu is concerned, it links one menu block (screen) to another menu block (screen) or one menu item to another menu block. Menu block may contain more than one menu items.

Procedures to follow

- i. Select the application (short-code) to be configured in the App field
- ii. Select Menu
- iii. Select the Menu Item to be linked to the next Menu block
- iv. Click Update
- v. Repeat procedures above until all Menu Items are linked to appropriate Menu block
- vi. Go to the next Menu block to link Menu Items by following the procedure above (step ii to v)

Once all Menu Items in the Main menu block (First Screen) and subsequent blocks have been linked, your USSD Menu application can be tested in the simulator. Your institutions USSD Menu is ready to be published by eGA and shall appear in the Government Main Mobile Menu.

The screenshot shows a form titled "Menu Item Settings" with four dropdown menus and an "Update" button. Callouts provide instructions for each field:

- App :** Select appropriate App: select *152*00# for internal app
- Menu :** Select Menu block
- Menu Item :** Select Menu Item from selected Menu
- Link To :** Select Menu block to link with above selected Menu Item

The "Update" button is highlighted with a red box.

Fig 10.1.3 showing menu item setting

Advanced Menu Settings (Optional)

This section provides advanced settings for the USSD Menu, this section should only be done by advanced users who have programming skills.

Procedures to follow in order to link the Menu block to an external application using url

- Select a short code that contains your Menu block (Screen)
- Select Menu (Appropriate Menu to be updated)
- Enter appropriate link address to link the selected Menu block
- Click Update button

The screenshot shows a form titled "Advanced Menu Settings (Optional)" with three fields: "Shortcode", "Menu", and "Link to URL". Callouts provide instructions for each field:

- Shortcode :** Select shortcode
- Menu :** Select Menu
- Link to URL :** Enter URL link for external app

Fig 10.1.4 showing advanced menu setting

Procedures to follow in order to apply whitelist to specified Menu block

- i. Select a short code that contains your Menu block (Screen)
- ii. Select Menu (Appropriate Menu to be updated)
- iii. Select appropriate whitelist
- iv. Click Update button

The screenshot shows a web form titled "Advanced Menu Settings (Optional)". It contains several sections:

- Advanced Menu Settings (Optional):** Includes a "Shortcode" dropdown menu (highlighted with a red box) and a "Menu" dropdown menu (highlighted with a red box). Below these is a "Link to URL" text input field.
- Whitelist Settings:** Includes a "White List" dropdown menu (highlighted with a red box).
- Custom Methods:** Includes checkboxes for "Is Number", "Is String", and "Is Date". A blue button labeled "New Custom Method" is also present.
- Predefined Templates:** Includes a "Link To" dropdown menu (highlighted with a red box).
- Update Button:** A red box highlights the "Update" button at the bottom of the form.

Fig 10.1.5 showing applying whitelist to advanced menu setting

Procedures to follow in order to apply validation to specific Menu block

- i. Select a short code that contains your Menu block (Screen)
- ii. Select Menu (Appropriate Menu to be updated)
- iii. Select appropriate validation rules or create specific validation expression by clicking 'New Custom Method'
- iv. Click Update button

Advanced Menu Settings (Optional)

Shortcode : --Select Shortcode--

Menu : --Select Menu--

Link to URL :

Whitelist Settings

White List : --Select Whitelist--

Custom Methods

☒ Is Number ☐ Is String ☐ Is Date

New Custom Method

Predefined Templates

Link To : --Select Template--

Update

Fig 10.1.6 showing applying validation to menu block

Procedures to follow in order to create a new validation rule

- i. Select a short code that contains your Menu block (Screen)
- ii. Select Menu (Appropriate Menu to be updated)
- iii. Click 'New Custom Method'
- iv. Enter Rule name in the 'Label field'
- v. Enter a Regular Expression to be applied to validate user input
- vi. Click Save changes

Advanced Menu Settings (Optional)

Shortcode : --Select Shortcode--

Menu : --Select Menu--

Link to URL :

Whitelist Settings

White List : --Select Whitelist--

Custom Methods

☐ Is Number ☐ Is String

☐ Is Date

New Custom Method

Predefined Templates

Link To : --Select Template--

Update

New Custom Method

Label :

Regex :

Save changes

Fig 10.1.7 showing creating new validation rule

Procedures to follow in order to apply predefined Template in a Menu block

- Select a short code that contains your Menu block (Screen)
- Select Menu (Appropriate Menu to be updated)
- Select predefined template in the Link to field.
- Click Save changes

Advanced Menu Settings (Optional)

Shortcode : --Select Shortcode--

Menu : --Select Menu--

Link to URL :

Whitelist Settings

White List : --Select Whitelist--

Custom Methods

☐ Is Number ☐ Is String

☐ Is Date [New Custom Method](#)

Predefined Templates

Link To : --Select Template--

[Update](#)

Fig 10.1.8 applying predefined template to menu block

10.6 Simulator

This is the imitation of the operation of the real process of USSD menu of the mobile system. After completing the designing of your USSD menu, a simulator is a good way of testing the representation of the functioning of the menu and functionalities if it appears and executes operations as designed.

Steps for simulation

1. Click USSD Management menu on the left side vertical menu on the system see figure below
2. Then On top Horizontal Navigation menu Select Link Simulator
3. Finally you will see the details of menus and links.

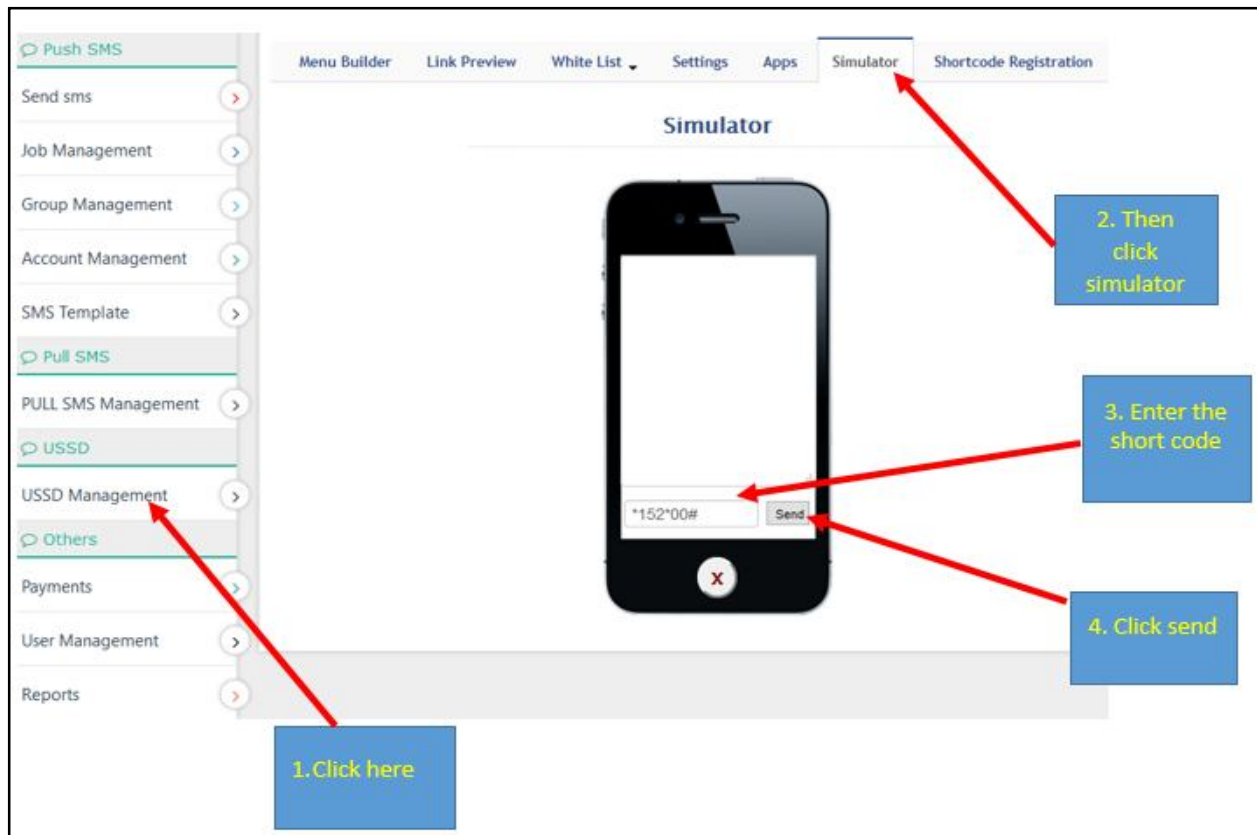


Fig 10.19 showing simulation of USSD Menu

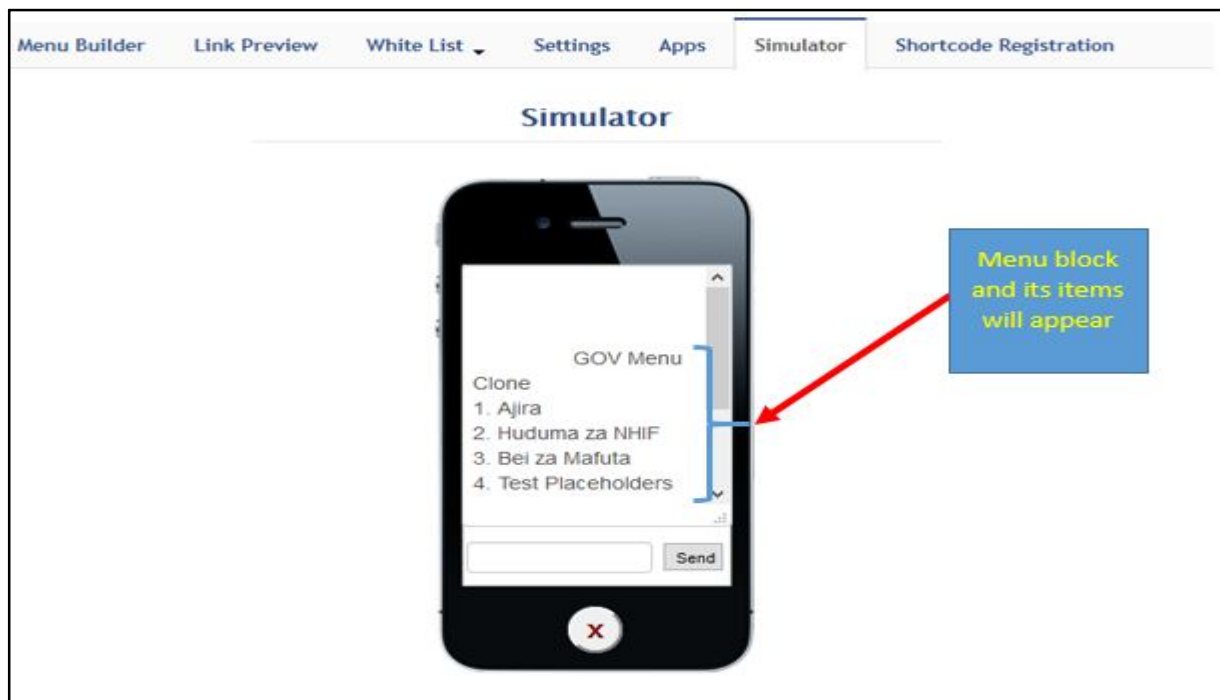


Fig 10.1.9 showing simulation of USSD Menu

11. Payment

Mobile Government Platform is pre-paid service meaning payment should be made before using the service. The payment can be made with cash at eGA offices or by bank transactions and then payment reference number that is used to recharging the system will be provided, after payment has been verified by the Agency, the amount of SMS paid for will be recharged to your account.

The minimum amount to be paid is 100,000/= and the cost per SMS is Tsh 19/=.

11.1 Account Top Up

Procedures

1. To recharge account you are required to login and then click payment
2. Enter payment reference number
3. Select the mode of payment used
4. Enter the amount paid
5. Click send to submit payment details(See figure 11.1 below)

The screenshot shows the 'SMS Topup' interface. On the left is a sidebar menu with options: Push SMS, Send sms, Job Management, Group Management, Account Management, SMS Template, Pull SMS, PULL SMS Management, USSD, USSD Management, Others, Payments, User Management, and Reports. The 'Payments' option is highlighted with a red arrow and a callout '1. Click here'. The main area is titled 'SMS Topup' and contains a 'Payment Details' section with the following information: Bank name: IMB, Account name: e-Government Agency Revenue A/C, Account number: 20110002340, Minimum accepted amount: Tsh 100,000/=-, Current sms rate: Tsh 19 per 1 sms. Below this is a form with fields for 'Payment Ref No' (FJB1628197134489), 'Payment Method' (Bank), and 'Amount Paid' (500000). A 'Send' button is at the bottom of the form. Red arrows point from callouts to these fields: '2. Enter payment reference number' points to the 'Payment Ref No' field, '3. Select mode of payment' points to the 'Payment Method' dropdown, '4. Enter amount paid' points to the 'Amount Paid' field, and '5. Click send' points to the 'Send' button. Below the form is a table showing payment entries.

#	Date	Payment No	Payment Method	Amount	Status	Comments
1	2016-10-07 17:06:10	FJB1628197134488	Bank	290,000	Approved	Malipo ni Sahihi
2	2016-09-13 11:31:48	FJB1625295398240	Bank	100,000	Approved	Malipo ni sahihi

Fig 11.1 Recharging account

12. Support

12.1 Report a Problem

Steps

To report a problem found, during the use of the system hover on a gear icon and click on the Report problem link.

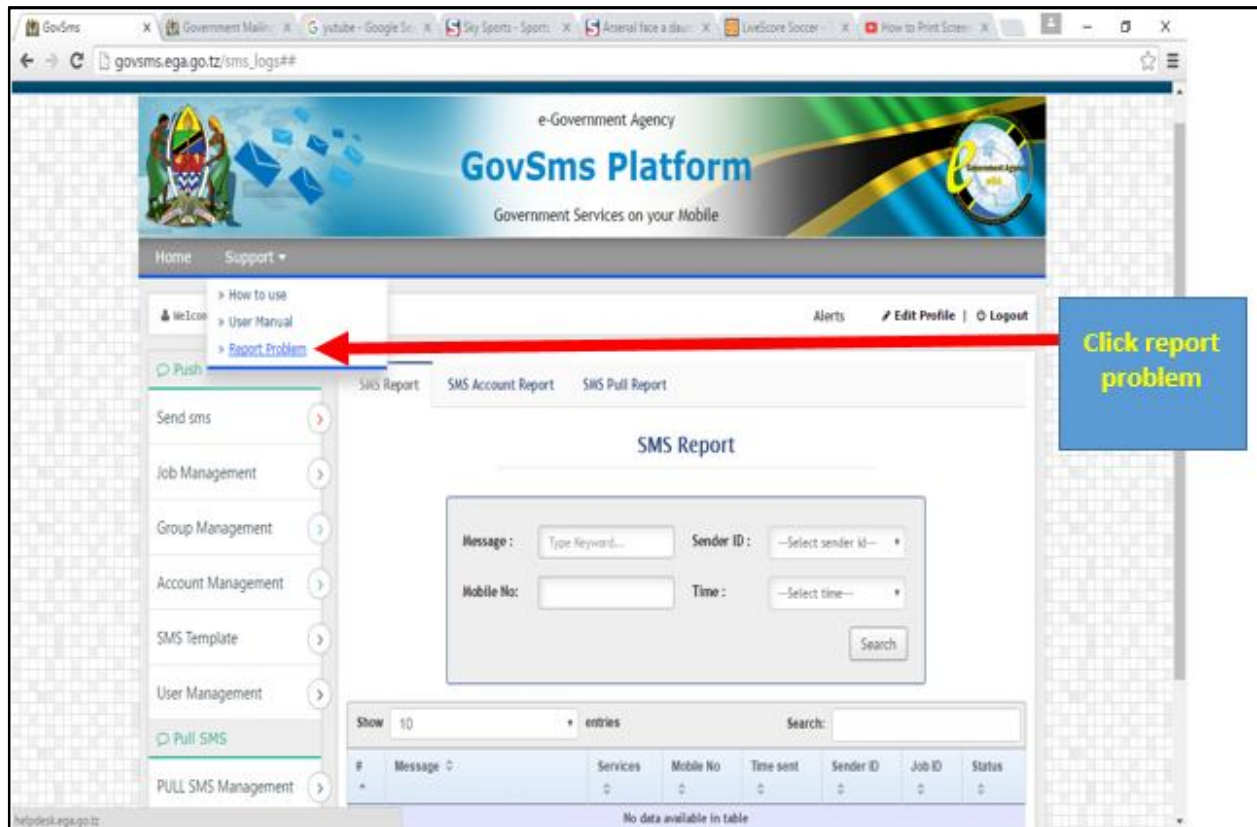
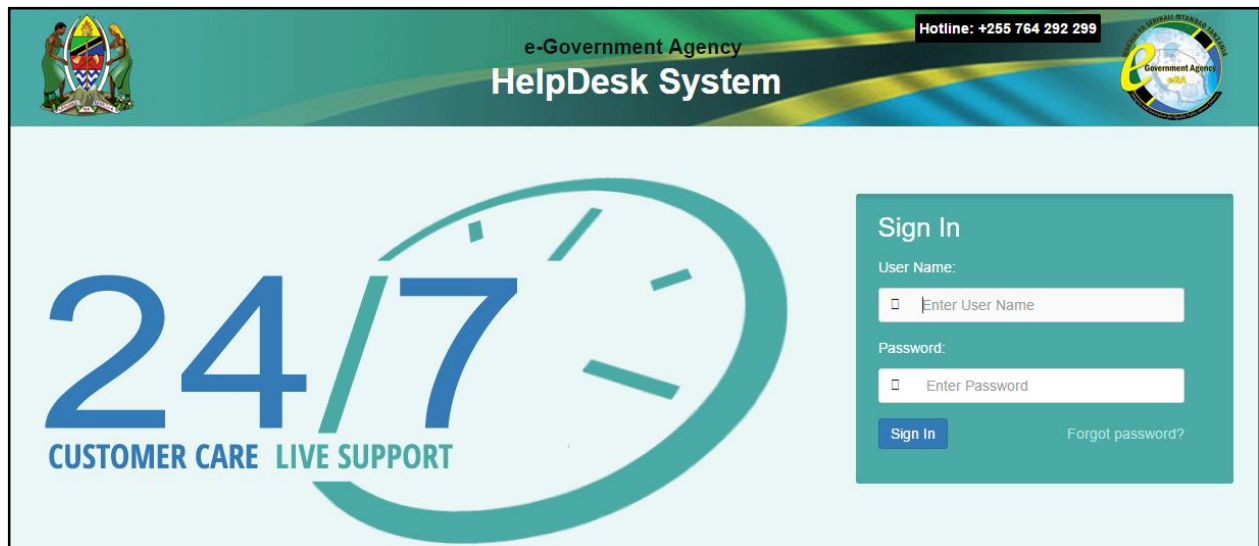


Fig 12.1 showing how to report problem

After that you will see the page below (figure 12.2) that require you to sign in with your GMS user account to report the problem.



The image shows the login page for the e-Government Agency HelpDesk System. The header features the national coat of arms on the left, the text "e-Government Agency HelpDesk System" in the center, and a hotline number "+255 764 292 299" on the right. A circular logo with a globe and the text "e-Government Agency" is also present. The main content area is light blue and features a large "24/7" graphic with a clock face, and the text "CUSTOMER CARE LIVE SUPPORT" below it. On the right, there is a "Sign In" box with fields for "User Name" and "Password", a "Sign In" button, and a "Forgot password?" link.

e-Government Agency
HelpDesk System

Hotline: +255 764 292 299

24/7
CUSTOMER CARE LIVE SUPPORT

Sign In

User Name:

Password:

Sign In

[Forgot password?](#)

Fig 12.2 login page to report problem to helpdesk