WeCare User Manual

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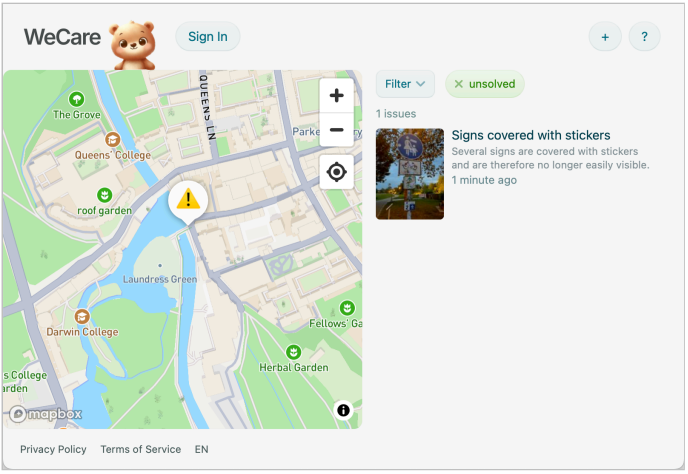
Introduction



The WeCare map in the browser

What is WeCare?

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

Key Features

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

Who Can Use WeCare?

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

About This User Manual

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

Reporting Issues and Engaging in Discussions

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

Issue Management and Administration

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

Installation

System Requirements

WeCare is distributed as a Docker container image and is officially supported on all platforms meeting the following criteria:

- **Container Runtime:** Docker (with Docker Compose support)
- **CPU Architecture:** x86-64 (AMD64) or AArch64 (ARM64)

In addition, certain resources are required on the host system to ensure smooth operation.

Resource Requirements

The following requirements apply to a single WeCare instance running via Docker.

Disk Space

- **Minimum:** ~300 MB
  - Required to store the container image.
- **Recommended:** 1–2 GB or more
  - Actual storage needs will vary based on usage.

Memory (RAM)

WeCare is implemented using Java running on the JVM. Due to JVM runtime characteristics, memory consumption is expected as follows:

- **Startup memory usage:** ~280 MB
- **Typical runtime usage:** Up to ~500 MB

For stable operation, especially under load, we recommend at least 500 MB of available RAM for the application container.

Database

WeCare uses a PostgreSQL (15 or later) database with PostGIS extensions. When using the recommended Docker Compose setup, a database is provided automatically.

Email

An SMTP server is required for sending system emails (e.g., invitations, password resets, notifications).

Client Requirements (Usage)

The web interface supports the following devices:

- Desktop and laptop computers
- Tablets
- Smartphones

A modern, up-to-date web browser is recommended for the best user experience.

Installation using Docker Compose

WeCare is distributed as a container image and can be installed using Docker. For convenience, we provide a sample `docker-compose.yml` file that orchestrates both the application and the database service.

Running WeCare with Docker Compose

Download the sample configuration here:
https://download.wecarecivic.com/docker-compose.yml

Use the minimal `docker-compose.yml` example to start the WeCare application alongside a PostGIS database. You may adapt this file to your specific requirements (e.g., volumes, ports, or credentials).

Start the services by running the following command in the directory containing the `docker-compose.yml` file:

```
docker compose up -d
```

Once all containers have started successfully, open your browser and navigate to:

http://localhost:8080/setup/

This will launch the guided **Setup Assistant**.

Setup Assistant

The Setup Assistant guides you through the initial system configuration.

Steps

1. Configure the database connection

- Enter the database credentials (if you are using the provided `docker-compose.yml`, set the **Host** to `db` and the **Password** to `postgres`).
- Use the **Test Connection** button to verify connectivity.

Upon proceeding to the next step, the database will be provisioned automatically. This may take a few seconds.

2. Configure Email / SMTP

For details on configuring email settings, please refer to the **Settings** chapter.

3. Create the initial administrator account

- Enter a valid email address.
- Choose a secure password.

This account will serve as the primary administrator for managing system settings and users.

4. Enter the name of your company or organization

This name will be displayed publicly within the application headers and emails.

5. Specify the domain / host name

This domain name to be used for all public-facing URLs generated by the system. For details on configuring domain settings, please refer to the **Settings** chapter.

6. Select and configure a map provider

For a quick setup or testing purposes, you may use the following configuration:

- **Map Type:** MapLibre
- **Style URL:** https://demotiles.maplibre.org/style.json

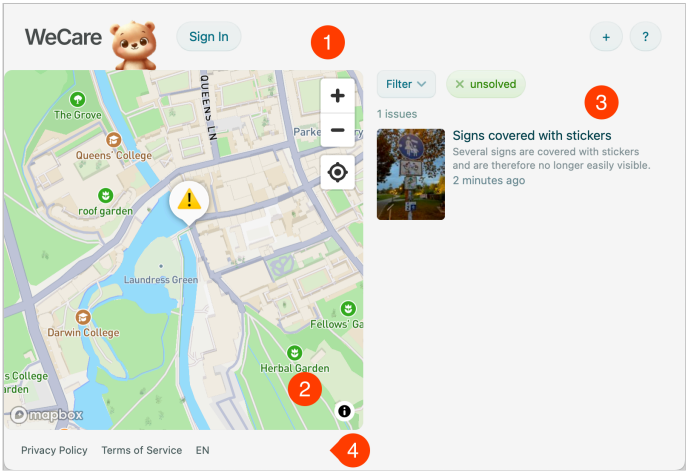
This is not a real, detailed map style. For production use, please refer to the **Settings** chapter to configure a proper map style and provider.

Next Steps

After completing the final step, a confirmation screen will appear. The system is now ready for use, and you can log in using the administrator account created during setup.

Using the Public Platform

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



1 Header 2 Map 3 Topic list 4 Footer

Finding Topics

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

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

Map Features

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

Filtering Topics

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

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

Submitting Topics

Follow these steps to submit a new topic:

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

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

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

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

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

What Happens After Submitting a New Topic

- The new topic becomes visible on the map.
- The topic is marked as "**Issues I Care About**" for the author. This triggers notifications for activities such as status changes or new posts.

Writing Posts on Existing Topics

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

Writing a Post

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

Editing and Deleting Posts

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

Receiving Notifications

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

When Notifications Are Sent

Users can mark individual topics as **Issues I Care About** to receive the following notifications:

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

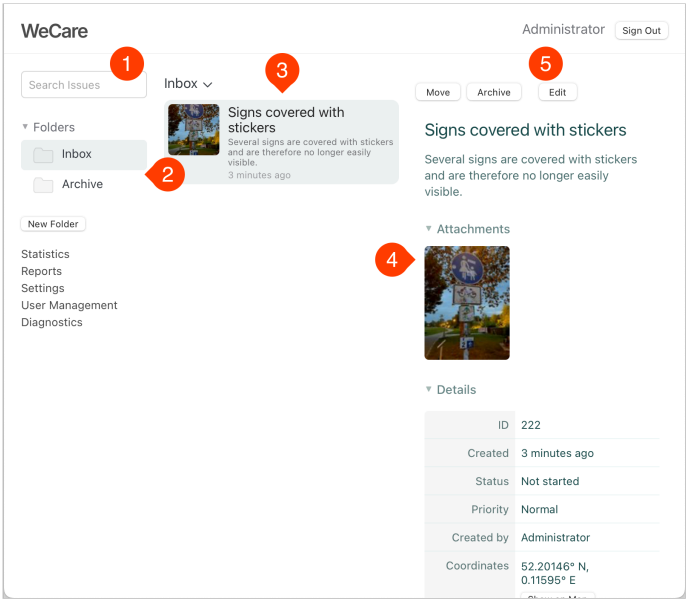
Notification Settings

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

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

Managing Issues

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



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

Organizing and Searching Issues

How to move an issue to another folder:

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

How to find issues using the full-text search:

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

Moderating Issues

How to edit an issue:

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

How to delete an issue:

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

Additional Tools for Administrators

Administrators can manage users and retrieve additional information.

Viewing statistics

Open the administration interface and select **Statistics** below the folder list. You will receive an overview of various statistics, such as the number of users and topics, as well as a breakdown by category.

Generating reports

Open the administration interface and select **Reports** below the folder list. You can generate various reports on unresolved topics.

Managing users

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

- Delete a user: Find the user in the list and click the **Delete** button. *Warning: This permanently and irreversibly removes the user and all of their topics and posts from the system.*
- Assign administrator privileges to a user: Find the relevant user in the list and click the **Grant Administrator Rights** button.

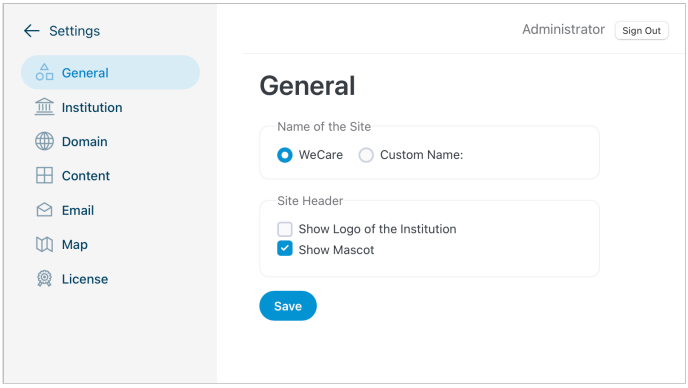
Diagnostics

Open the administration interface and select **Diagnostics** below the folder list. Within the diagnostics interface, you can see a list of notices, warnings, or errors that have occurred.

Using the **Download Log** button, you can request a copy of the log as a file.

Configuring Settings

Administrators can change various settings to customize WeCare.



The settings menu

Opening the Settings Menu

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

General

Customize the application name and header

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

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

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

Institution

Configuring Institution Settings

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

- **About the institution: Type, Area of Responsibility**: A brief description of the institution
- **Area of Responsibility**: The geographical area where the institution operates

Uploading a Logo or Emblem

1. Under the **Logo** or **Coat of Arms** section:

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

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

Defining the Area of Responsibility

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

Domain Expert Setting

Changing the Domain Name

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

Notes:

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

Content

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

Creating a New Page

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

Modifying the Footer Navigation

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

About Text Modules

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

Overriding a Text Module

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

Using Categories

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

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

Note: Categories are displayed automatically in alphabetical order.

Parent and Subcategories

You can structure categories hierarchically by defining parent and subcategories.

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

Using Categories for the Title Instead of the Free Text Field

If you want to use a category as the topic title instead of a free text field, check the **Replace Title Field With Category Picker** box.

Email Expert Setting

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

Modify SMTP Settings

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

Test Connection

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

Set Sender and Contact Email Addresses

Sender is used for all emails automatically sent by the application. **Contact** receives user feedback – for example, through the "Raise a concern" function.

🗺 Map

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

Set Map Provider

MapLibre:

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

Mapbox:

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

License

Enter a New License Key

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

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

Troubleshooting and Support

Problems and Solutions

Emails Are Not Being Delivered

Possible causes:

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

Solution:

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

The Map Is Not Displayed

Possible causes:

- The **Access Token** for **Mapbox** is missing or invalid.
- The configured **Style URL** for **MapLibre** is incorrect.

Solution:

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

Users Cannot Log In

Possible causes:

- The email address or password entered does not match the data in the database.
- The user account is not registered or has been deactivated.

Solution:

- Ask users to reset their passwords using the **Forgot Password** function.

- Check in **User Management** whether the corresponding user account exists.

A Blank Page or "Not Found" Message Is Displayed

Possible causes:

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

Solution:

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

Database Connection Fails

Possible causes:

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

Solution:

- Restart the **Setup Assistant** to verify the data is correct.
- Try restarting the database.
- Check the database settings and firewall rules, and allow external connections to the database if needed.

Getting Support for WeCare

Need a Hand?

If you run into questions or something doesn't work the way you expect, we're here to help. The fastest way to get support is by visiting our website: wecarecivic.com.

When Should You Reach Out to Support?

Feel free to contact WeCare Support if:

- You're facing an issue that isn't covered in the Problems and Solutions section
- You've tried the suggested troubleshooting steps, but the problem persists
- You think you may have found a bug or something doesn't seem quite right

To resolve your request as quickly as possible, it's helpful if you can include:

- A short, clear description of what's going wrong
- Any error messages you've seen
- The steps that led up to the issue (if you know them)
- Screenshots or screen recordings, if available