



YANBU EYE



<http://yanbueye.rcyanbu.gov.sa>

Yanbu Eye – iPhone Users



<https://itunes.apple.com/sa/app/yanbu-eye/id1376354611>

Yanbu Eye – Android Users



<https://play.google.com/store/apps/details?id=rcy.yanbu.eye>

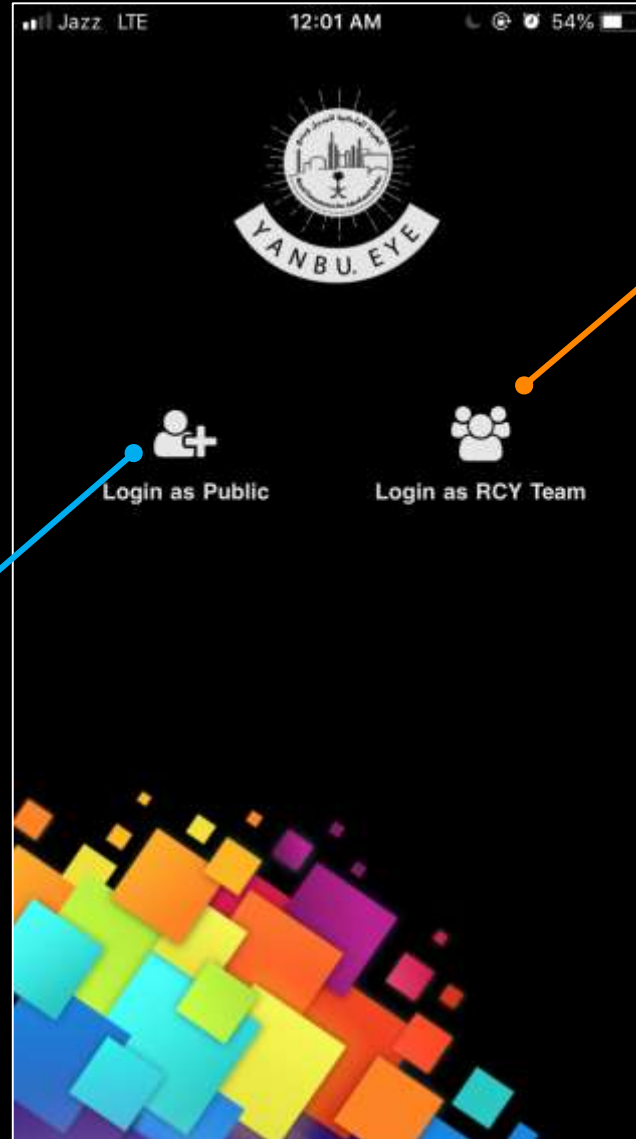
Yanbu Eye – Web

only for RCY employee to solve complaints



<http://yanbueye.rcyanbu.gov.sa>

Yanbu Eye - App



Login as Public User
to Submit
Complaint(s)

Login as RCY Team to
Solve Complaint(s)

Yanbu Eye

Login as Public

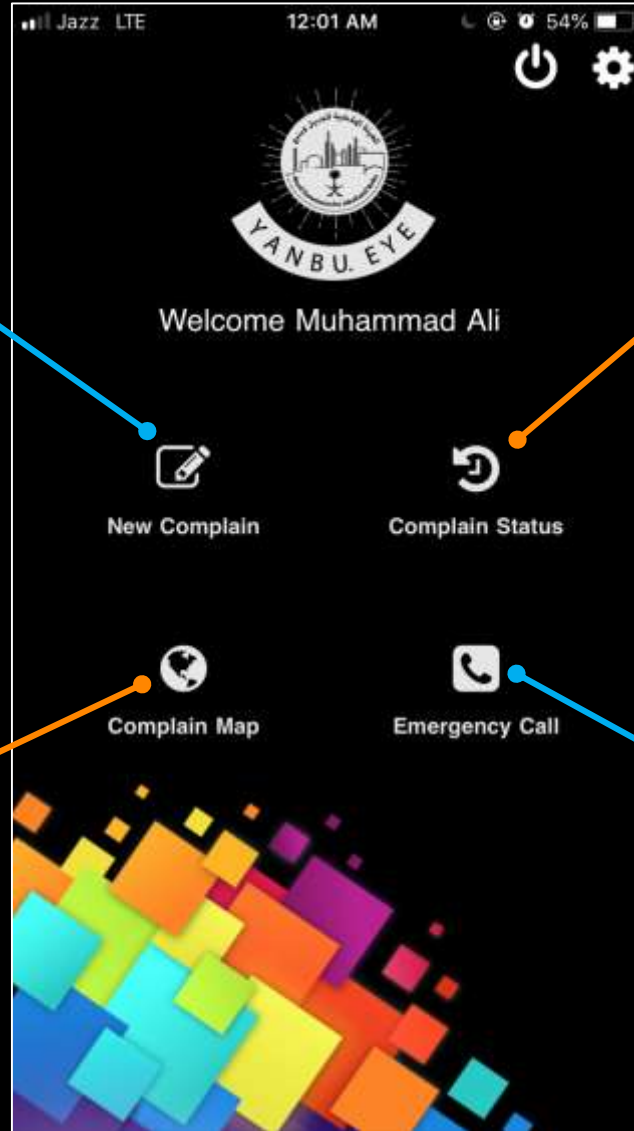
Yanbu Eye – Login as Public

Submit New Complaint

Submitted Complaint(s) Status

Complaint(s) Status on Map

Emergency Call



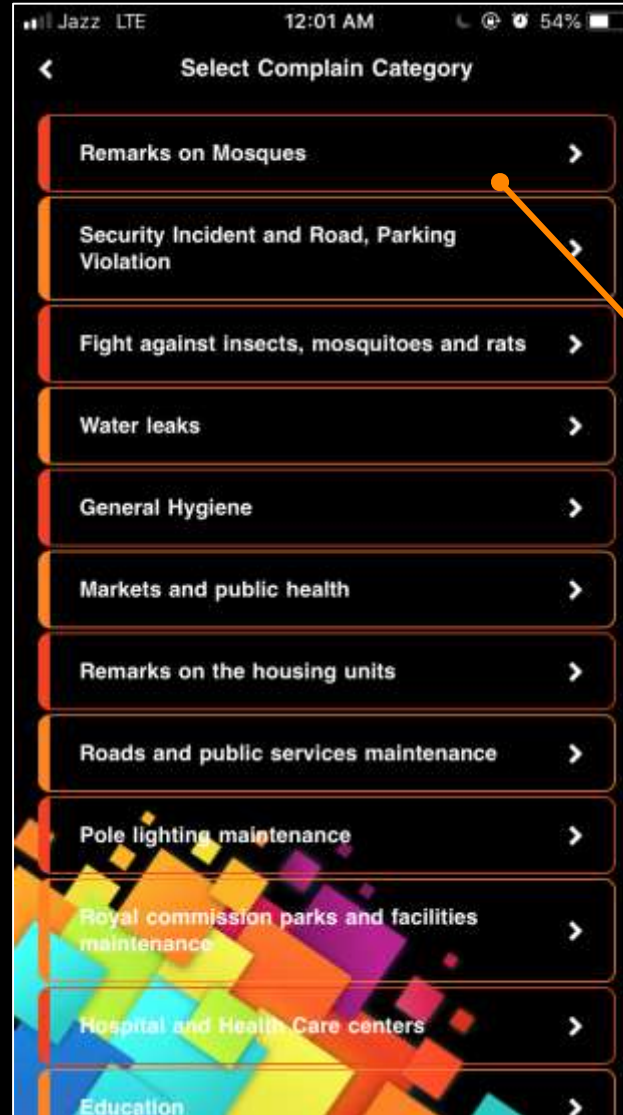
Yanbu Eye – Login as Public

Sign-out



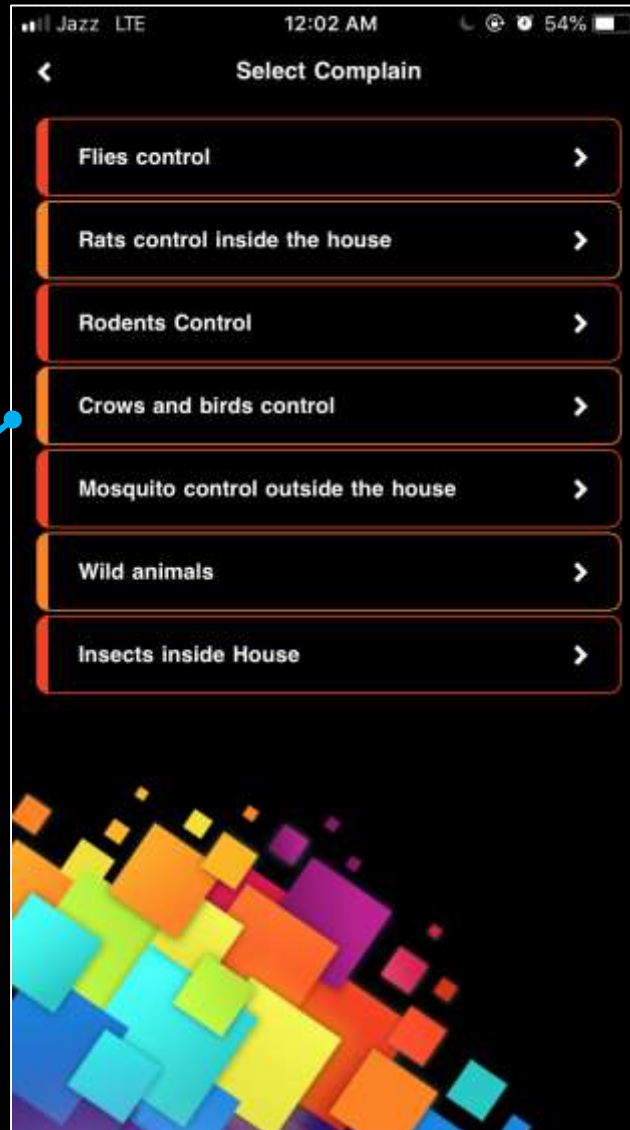
Setting

Yanbu Eye – Login as Public



List of Complaint Categories

Yanbu Eye – Login as Public

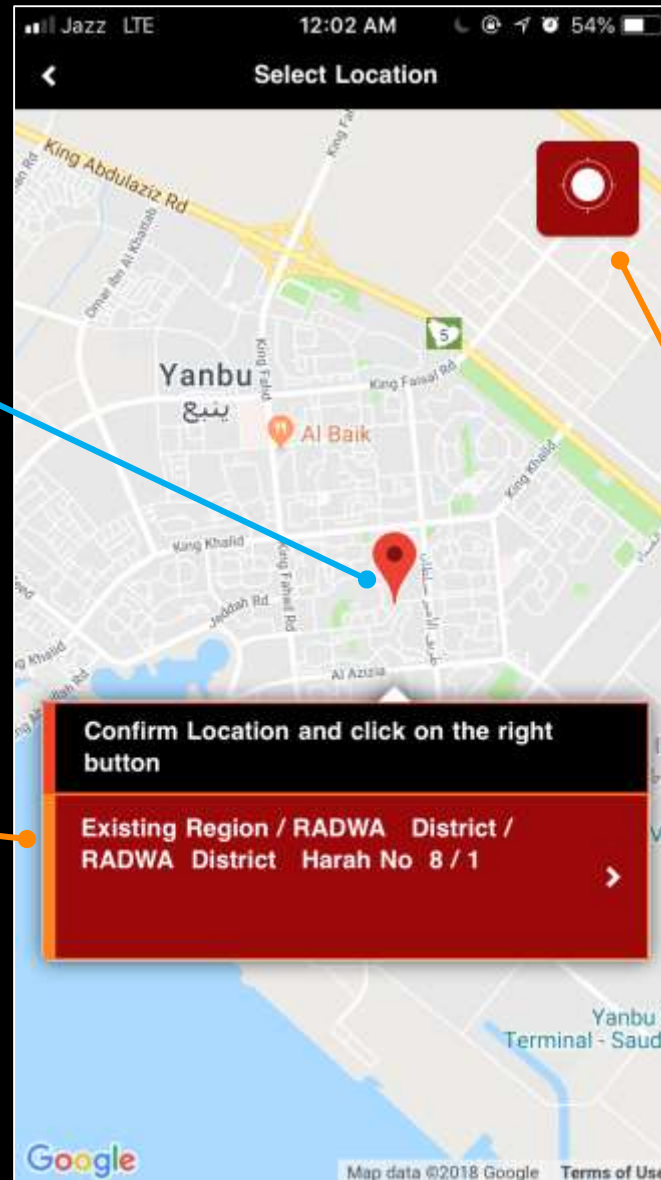


List of Sub-Complaint
Categories

Yanbu Eye – Login as Public

Location of Complaint

Location Description

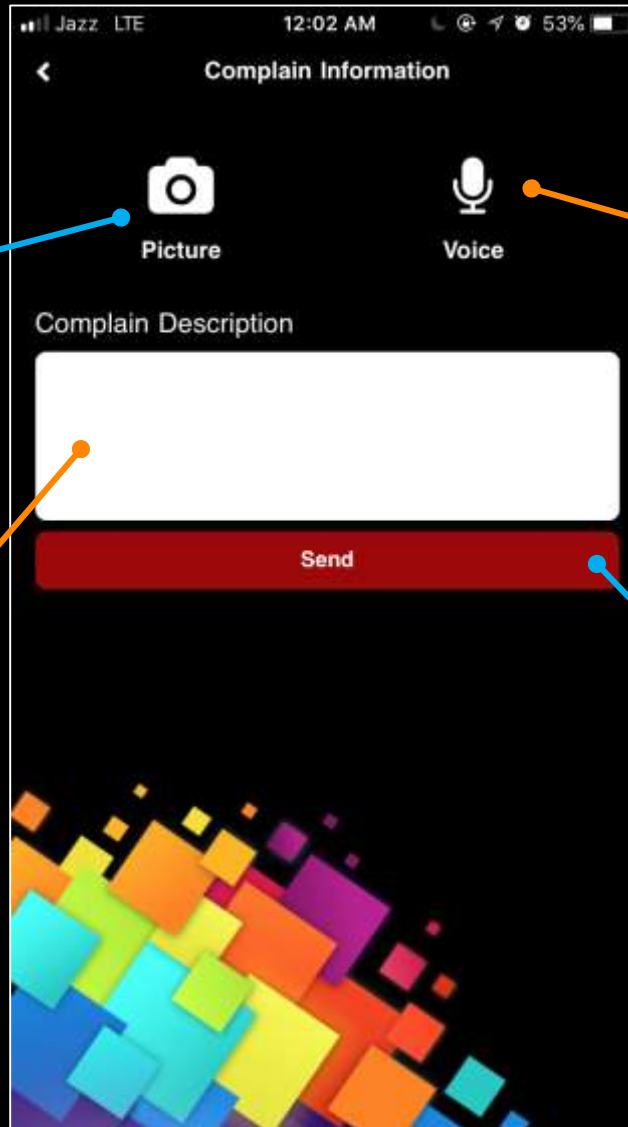


Use GPS Location for Complaint

Yanbu Eye – Login as Public

Picture Description
of Complaint

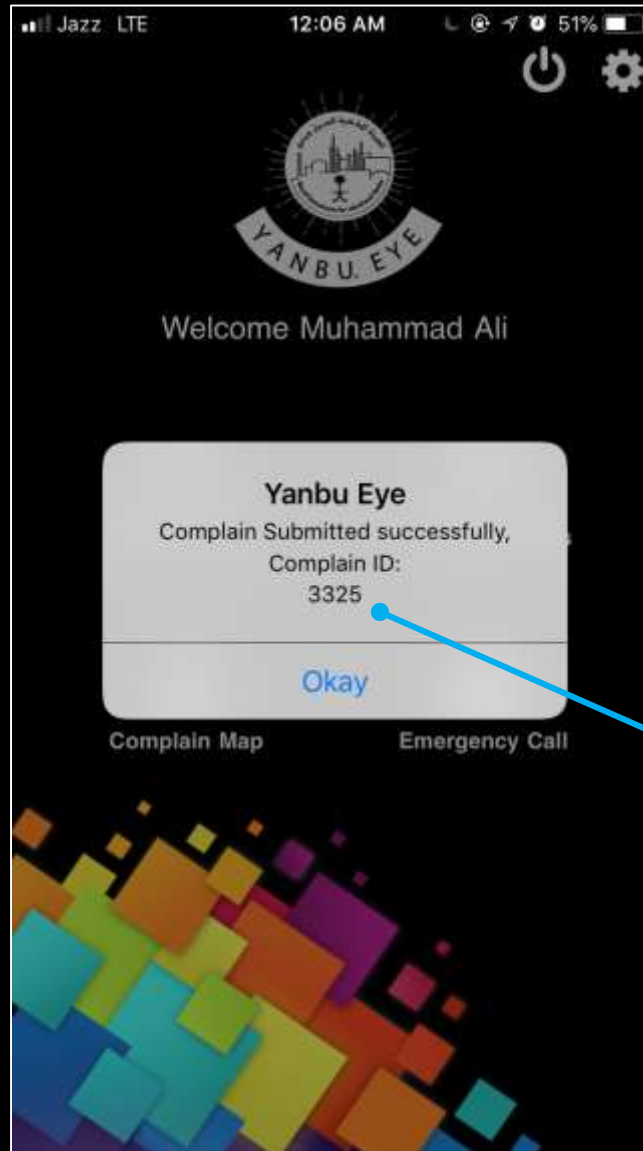
Complaint Text
Description



Voice Description of
Complaint

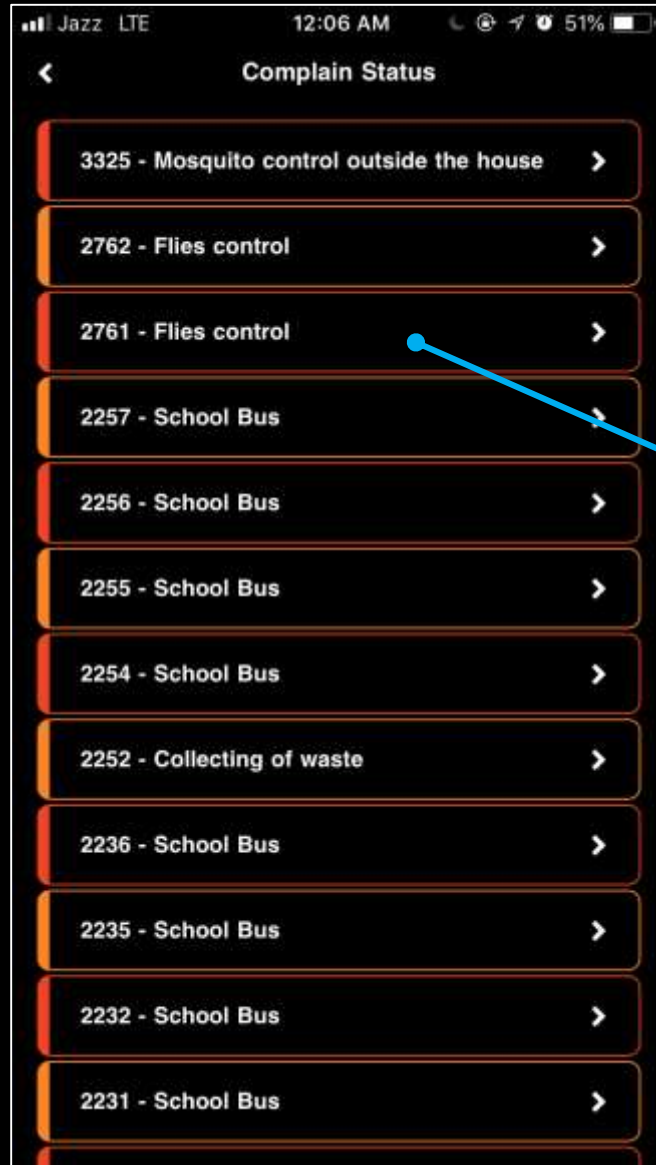
Send Complaint to
RCY

Yanbu Eye – Login as Public



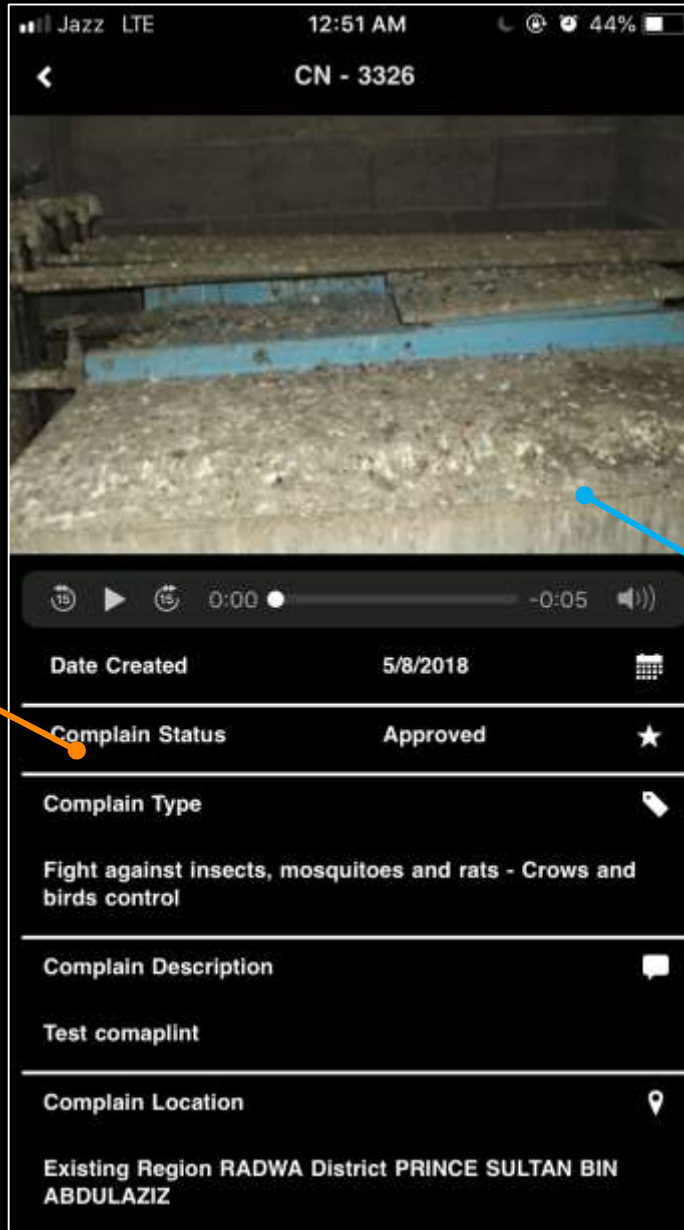
Complaint ID

Yanbu Eye – Login as Public



View you submitted complaint(s)

Yanbu Eye – Login as Public

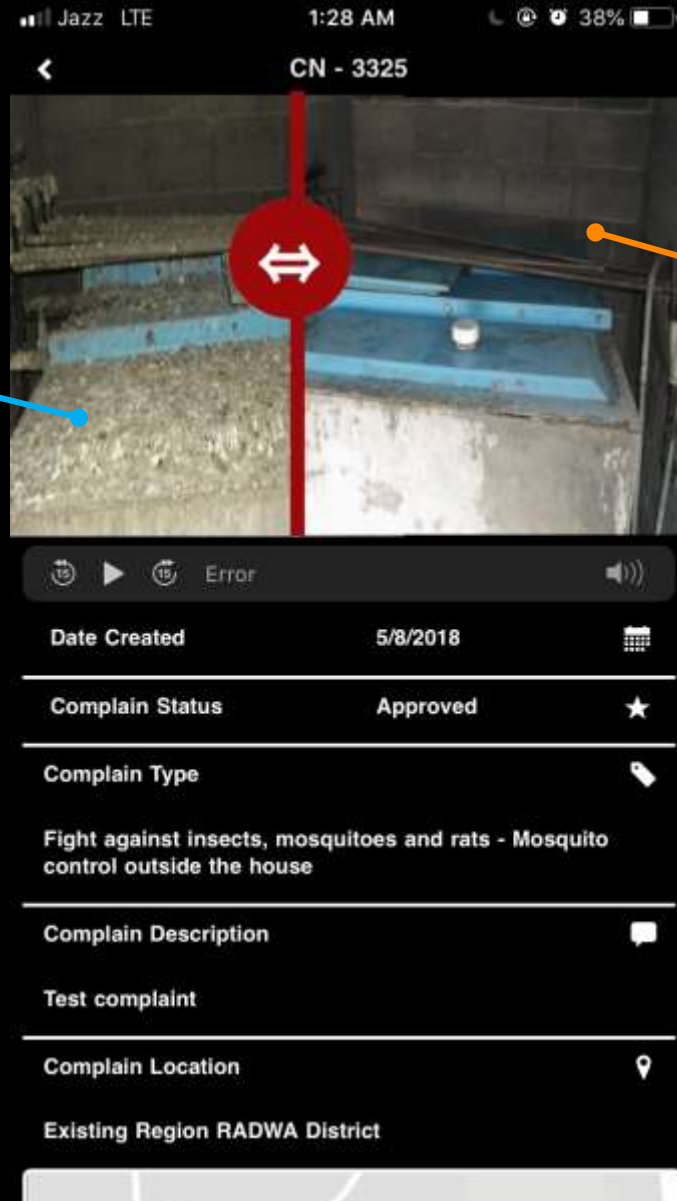


Submitted Complaint
Details

Submitted Complaint
Picture

Yanbu Eye – Login as Public

Submitted Complaint
Picture by You



Reply Picture from
RCY after Resolve
Your Complaint

Yanbu Eye

Login as RCY Team

Yanbu Eye – Login as RCY Team

Yanbu Eye – Web
User ID

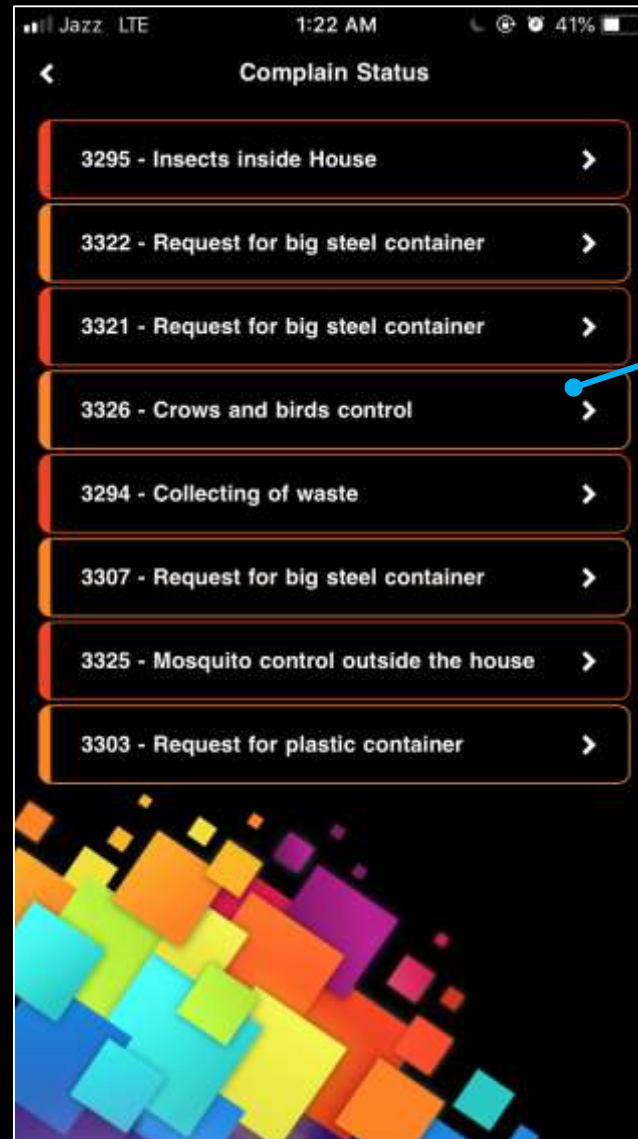
Setting

Login into Yanbu Eye System

Password for Yanbu
Eye - Web

The screenshot displays the mobile application interface for logging into the Yanbu Eye system. At the top, the status bar shows 'Jazz LTE', '12:52 AM', and '43%' battery. Below the status bar is the Yanbu Eye logo, which includes a circular emblem with a building and the text 'YANBU EYE'. The main content area contains two white input fields: the first is labeled 'ID No.' and the second is labeled 'Password'. Below these fields is a prominent red button with the text 'Login'. In the top right corner of the application, there is a white gear icon representing the settings menu. The bottom portion of the screen is decorated with a colorful, abstract pattern of overlapping squares in shades of blue, green, yellow, and red.

Yanbu Eye – Login as RCY Team



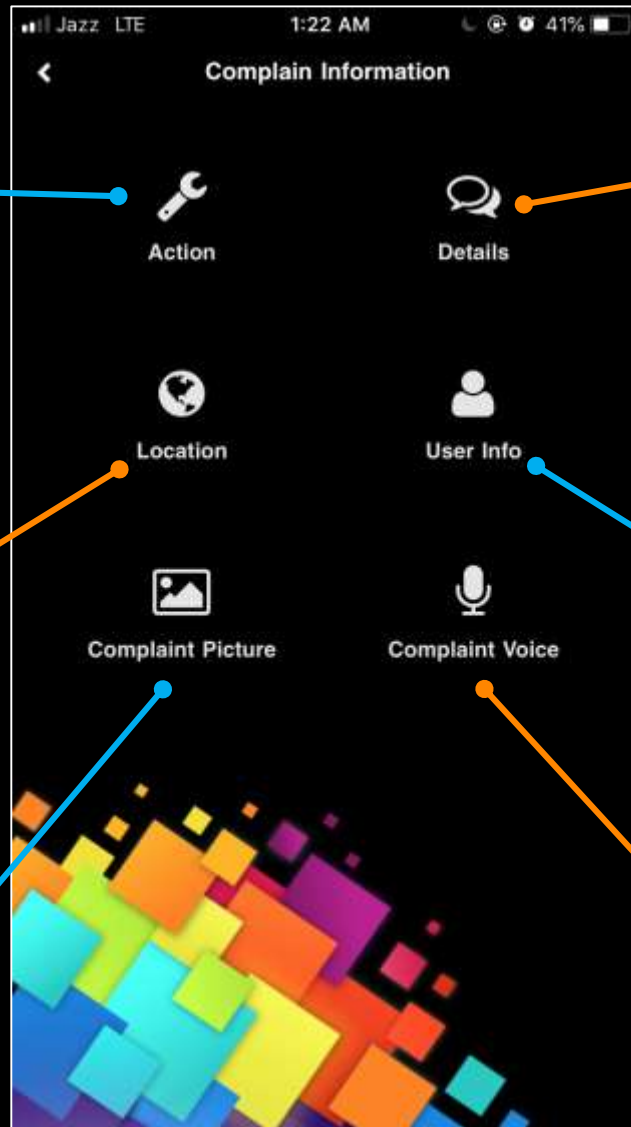
RCY Team Assigned
Complaint(s)
According to Department

Yanbu Eye – Login as RCY Team

Action to setup
Priority, Approve &
Upload Picture Reply
and Finish Complaint

View Complaint Location
Submitted by User

View Complaint
Picture Submitted by
User



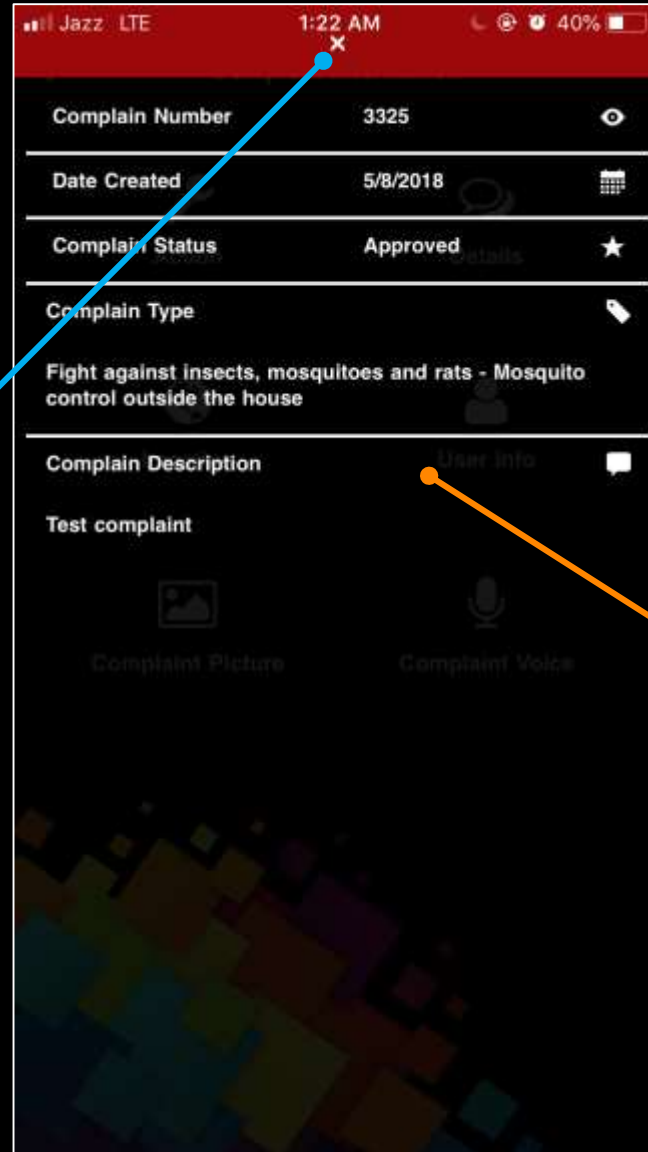
View Complaint
Details Submitted by
User

View User
Information that
submitted complaint

Listen Voice
complaint Details
submitted by User

Yanbu Eye – Login as RCY Team

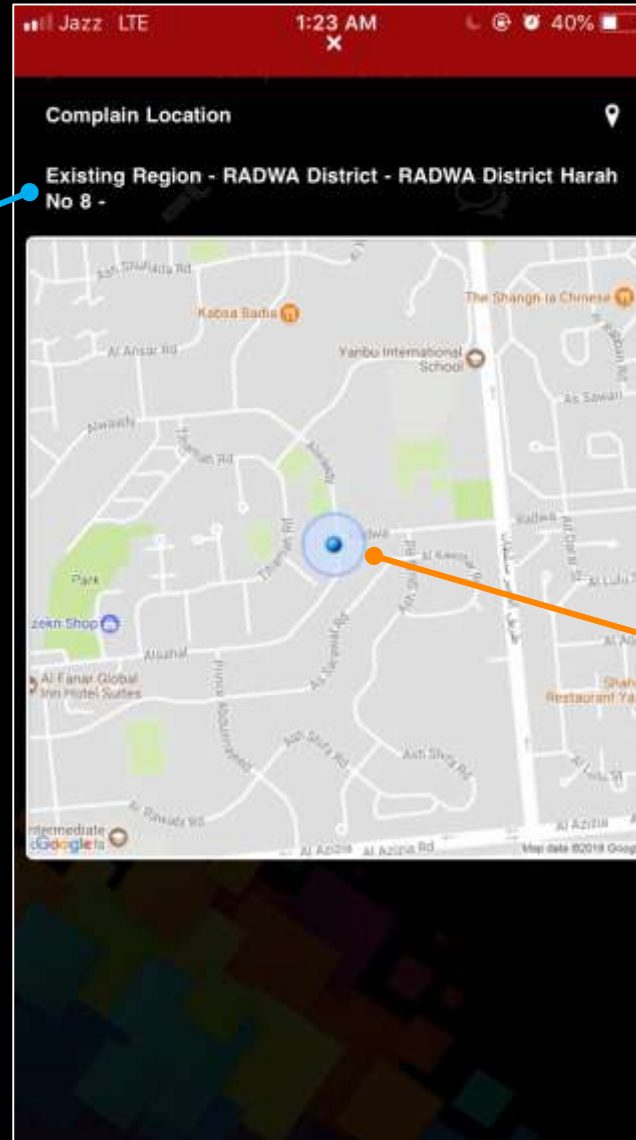
Close Complaint
Details



Complaint Details

Yanbu Eye – Login as RCY Team

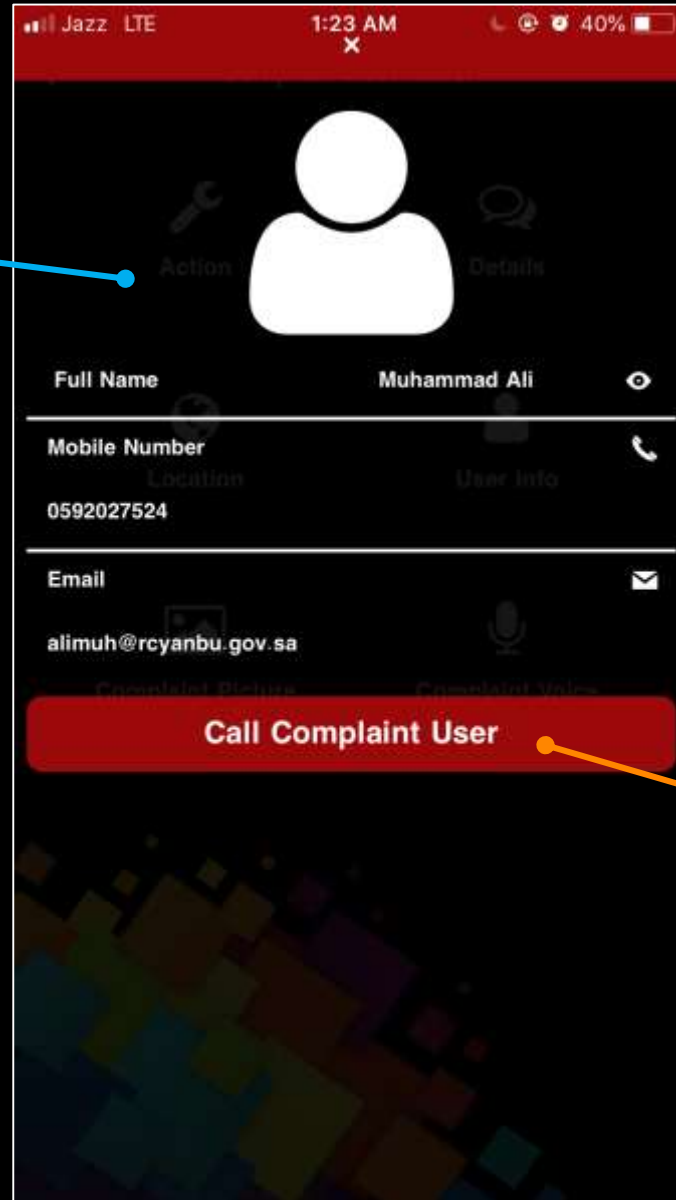
Complaint Location
Address



Complaint Map & Location
of Complaint

Yanbu Eye – Login as RCY Team

Complaint User Information



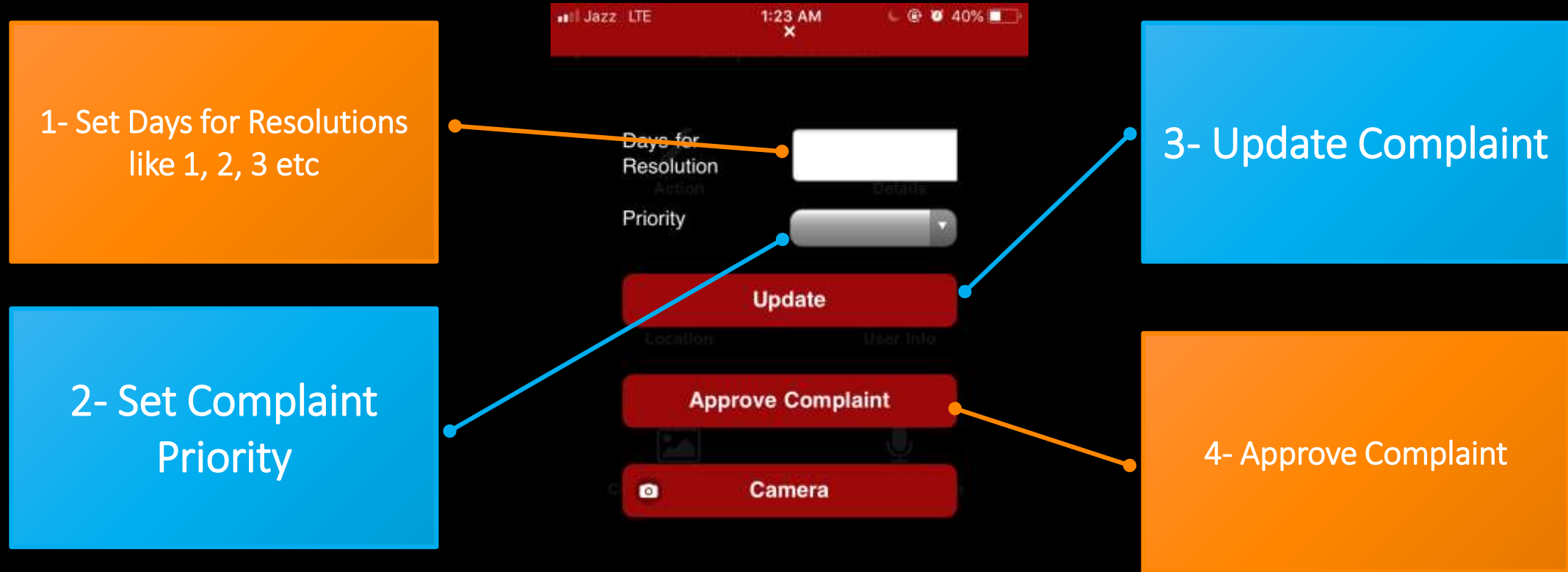
Call Complaint User

Yanbu Eye – Login as RCY Team

Complaint Picture
Uploaded by User

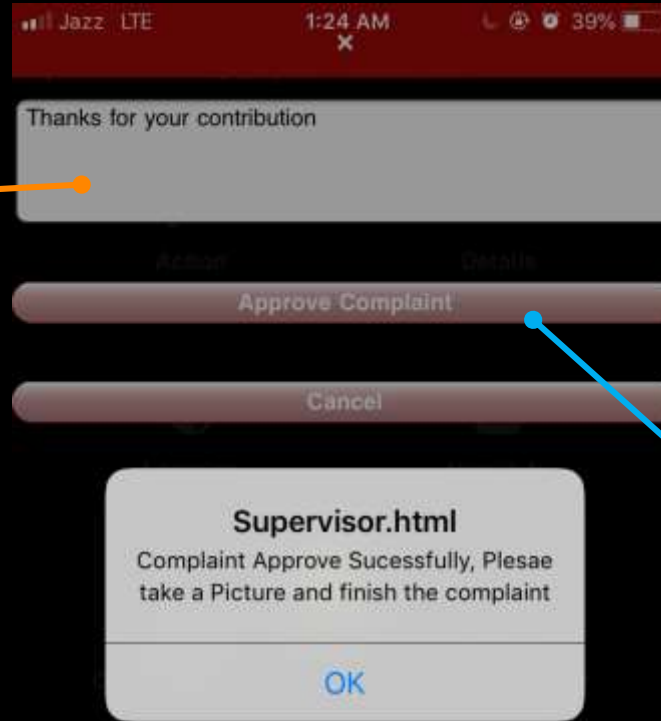


Yanbu Eye – Login as RCY Team



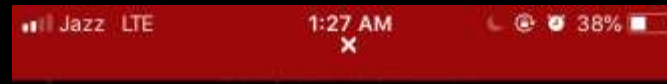
Yanbu Eye – Login as RCY Team

Enter Notification Text Here
to notify User



Approve Complaint

Yanbu Eye – Login as RCY Team



Days for Resolution

Priority Medium

Update

Approve Complaint



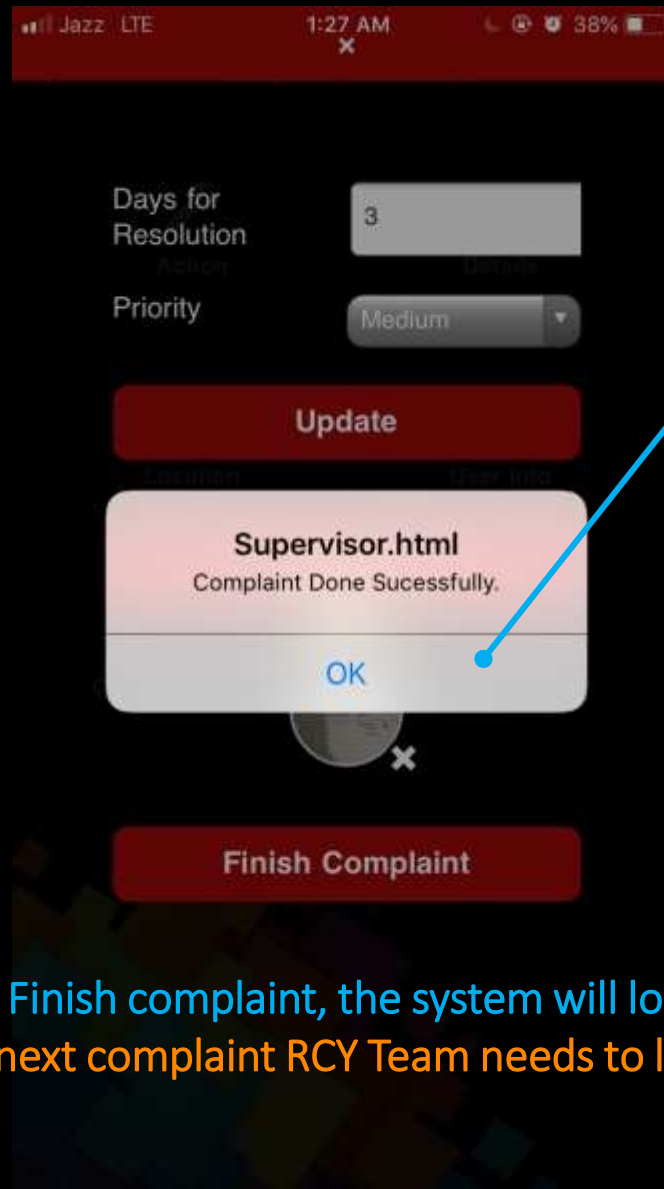
Finish Complaint

Upload Picture

Finish Complaint



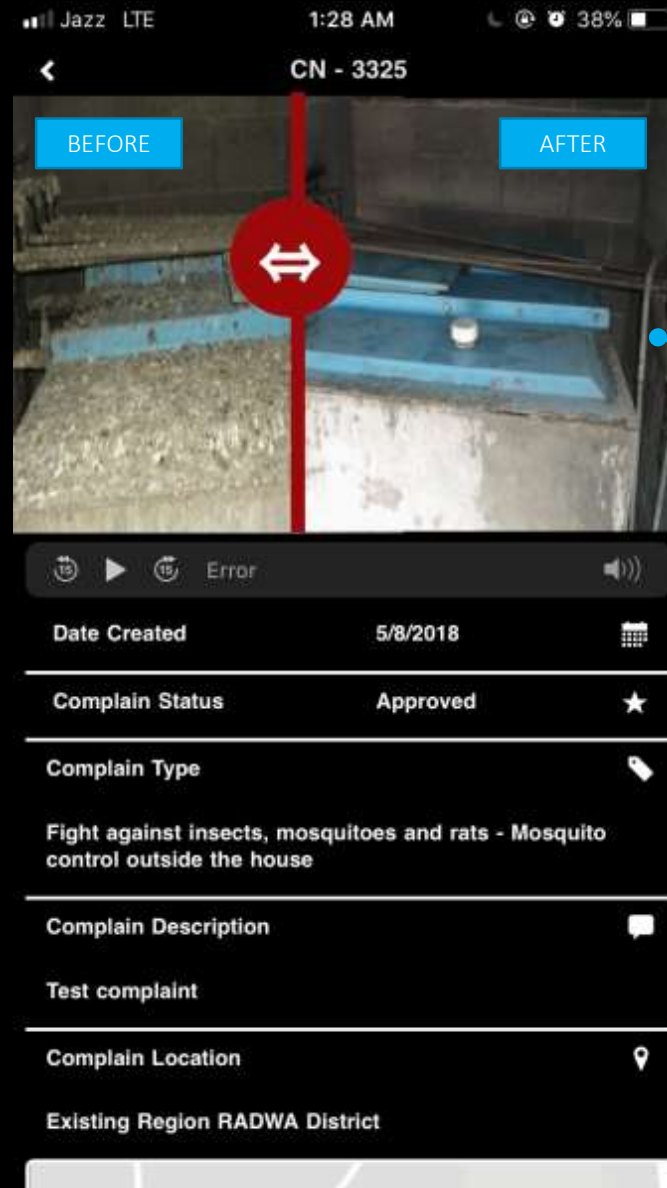
Yanbu Eye – Login as RCY Team



Complaint Resolve and notification has been sent to User

After Finish complaint, the system will logout
To resolve next complaint RCY Team needs to login again

Yanbu Eye – Login as RCY Team



After resolve complaint user will see complaint like this and compare picture

THANK YOU