



Welcome to Hatua Mobile App User Guide

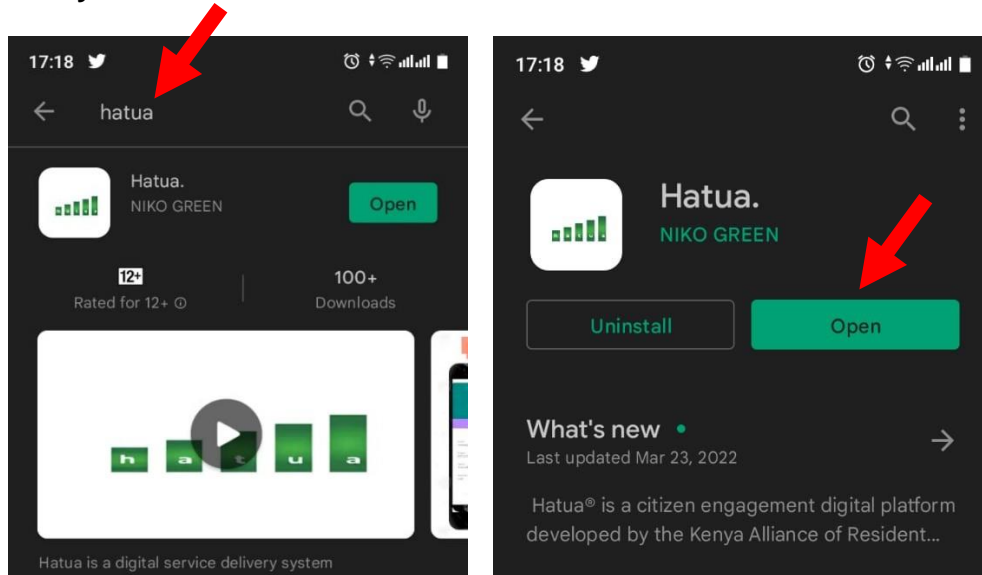
For
Android™

Contents

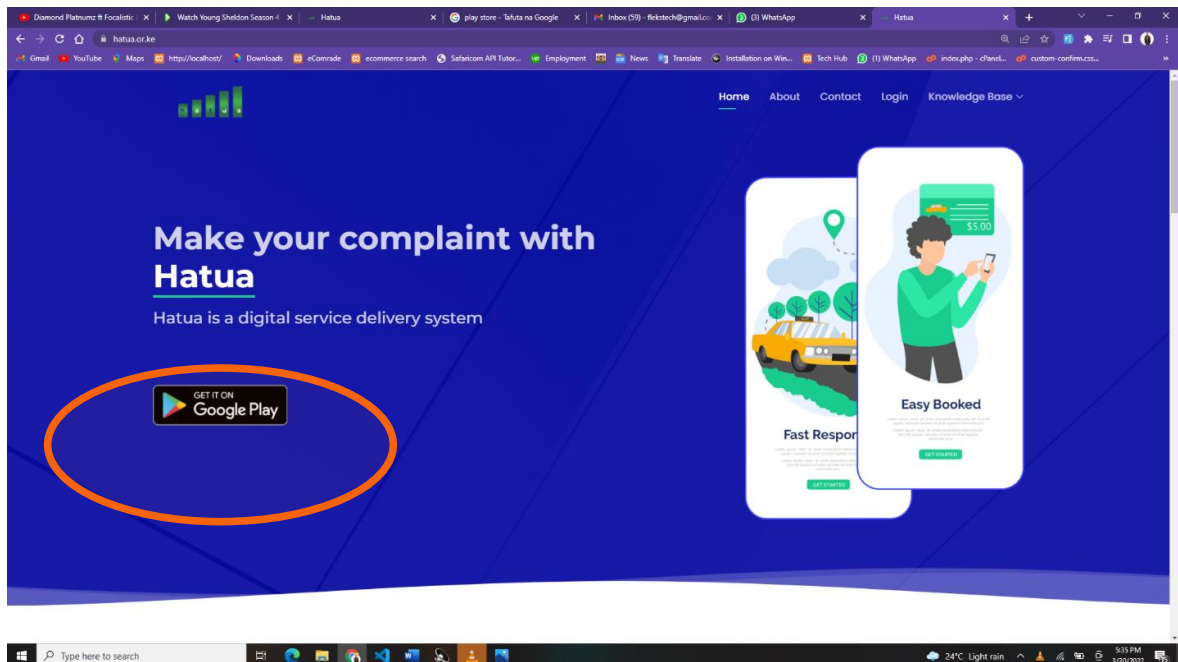
Download Hatua® from play store	3
Launching the Hatua® App	4
Login, Registration & Password Reset on Hatua® App	5
Hatua Dashboard and Lodging of Complaint.....	9
Hatua® Side Bar Menu.....	12
Terms and their meaning.....	13

Download Hatua® from Google Play Store

1. Go to Play Store and search Hatua

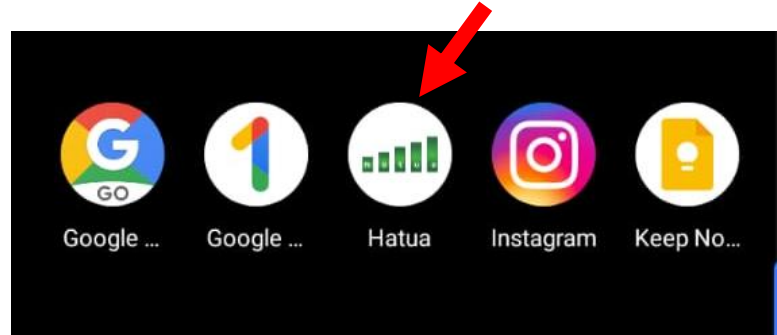


2. Download and install the application. Alternatively, you can get the download link on Hatua official website <https://hatua.or.ke/>

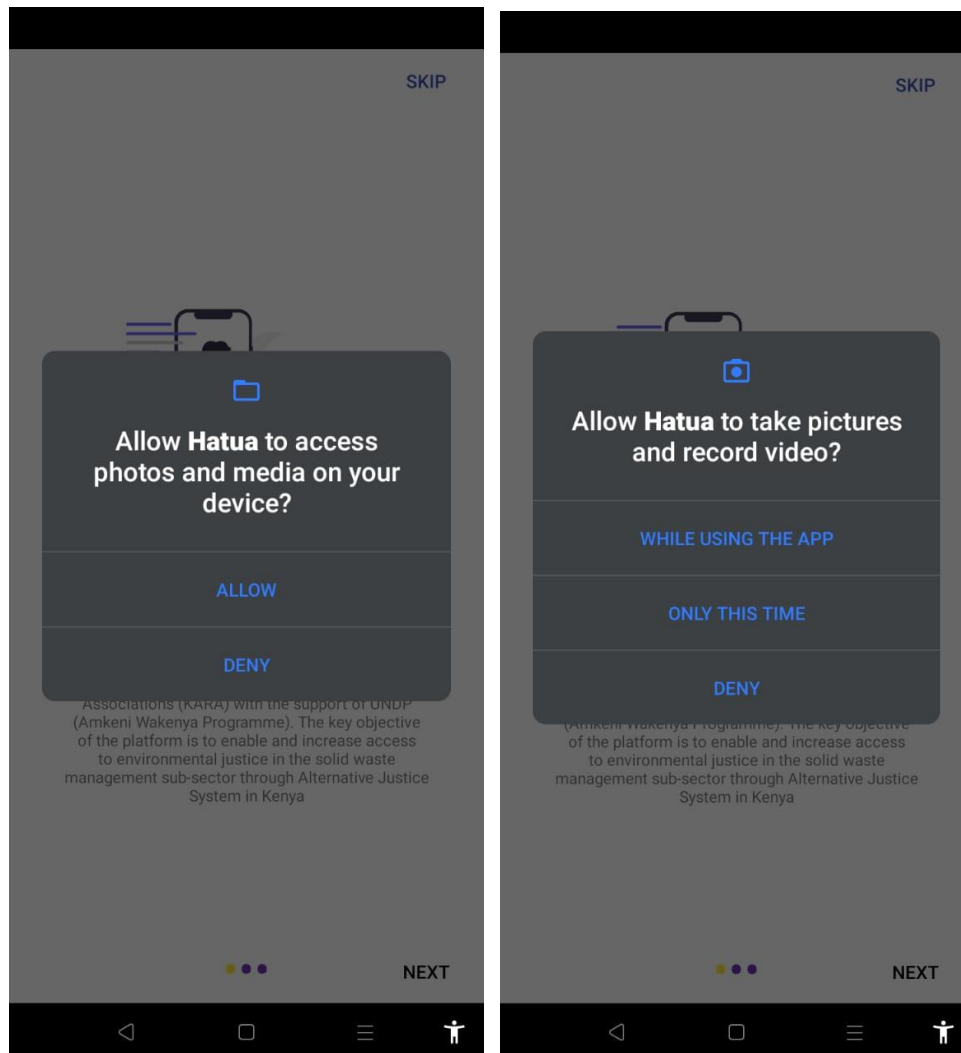


Launching the Hatua® App

1. Launch the app from your phone.



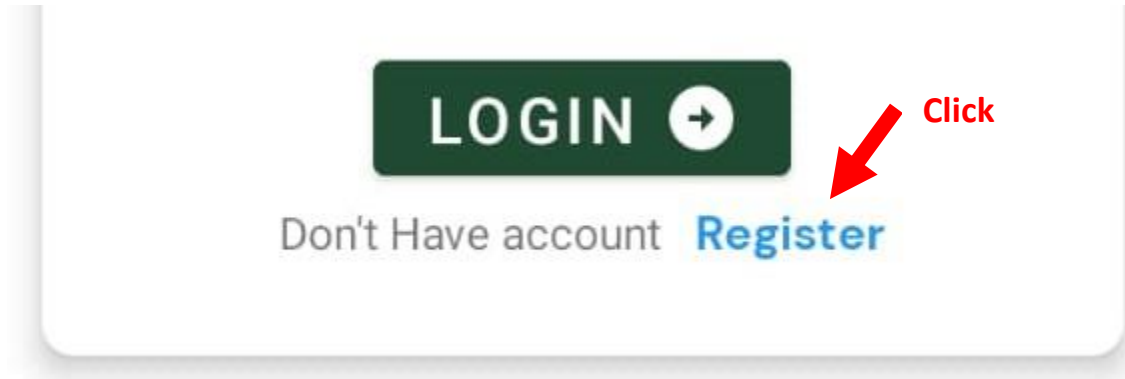
2. Accept the permissions requested by Hatua® App



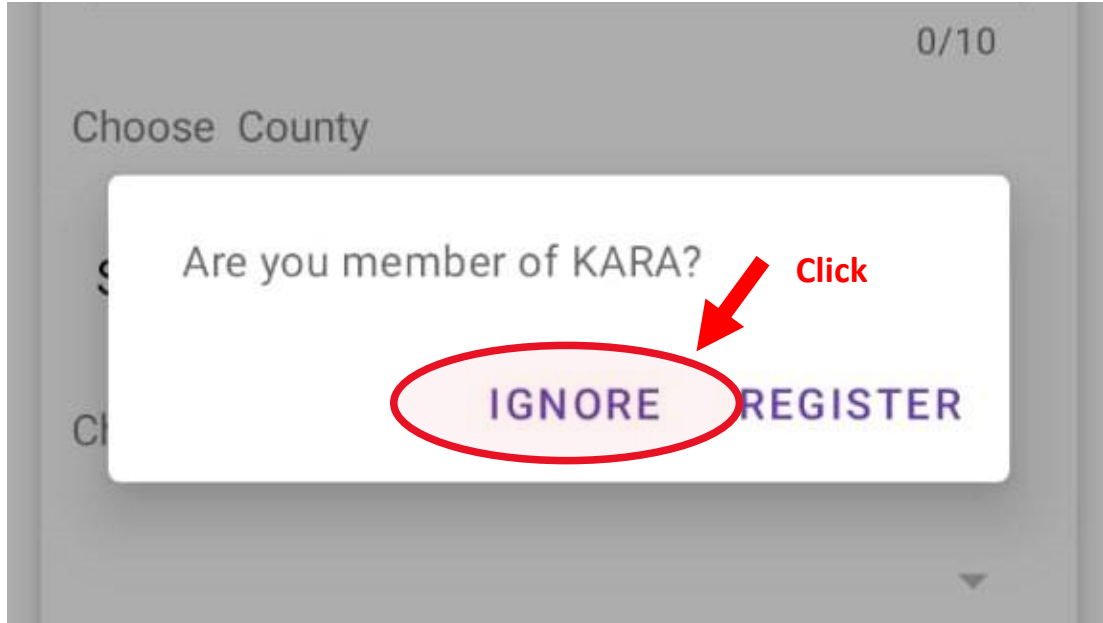
3. Skip the welcoming pages by clicking “**skip**” button at the top right of the screen or “**Next**” button at the bottom right of the app.

Login, Registration & Password Reset on Hatua® App

1. For registration on Hatua App, click the register button on the login page



2. On the registration page, you will get a prompt asking “Are you a member of KARA?” click ignore to proceed to registration form.



3. Fill the registration form, make sure you have filled all the required fields. Required fields are: **Full Name, Email address, Phone Number - format (07*****)**
Select your county of residence > Select Sub-county > Select ward > Select your Resident Association > Enter your area/estate > Enter password.

- ❖ Use a password you can remember
- ❖ Incase your Resident Association is not listed, choose *“Not in any residential association”*.

The image displays two side-by-side screenshots of a mobile application's 'CREATE ACCOUNT' form. The top status bar shows the time as 17:42 and various system icons. The form is titled 'CREATE ACCOUNT' and contains several input fields and dropdown menus. The left screenshot shows the 'Full Name' field (0/25), 'Email' field (example@gmail.com, 0/40), 'Phone Number' field (07xxxxxxx, 0/10), and a 'Choose County' dropdown menu with a list of options: Nairobi, Kiambu, and Machakos. The right screenshot shows the 'Email' field (example@gmail.com, 0/40), 'Phone Number' field (07xxxxxxx, 0/10), 'Choose County' dropdown (Nairobi), 'Choose Sub County' dropdown (Makadara), 'Choose Ward' dropdown (Viwandani), 'Choose Resident Association' dropdown (Not registered in any residential association, 0/10), and a 'Password' field (0/16). The bottom navigation bar shows standard Android navigation icons.

- ❖ Click the register button to submit your details. After a successful registration, you will be redirected to login page.

4. Login by filling the login form.

- ❖ First input is for the phone number you registered with e.g. 0712345678, the second input is for the password you registered with.

17:41



LOGIN

0/10

0/16

[Forgot Password](#)

LOGIN →

Don't Have account [Register](#)



5. In case you forgot your login password, you can reset it by clicking the forgot my password on the login page.

A screenshot of a mobile application login screen. It features two input fields: a phone number field containing '07xxxxxxxx' with a '0/10' character count, and a password field containing 'Password' with a '0/16' character count and a visibility toggle icon. Below the password field, the text 'Forgot Password' is highlighted with a red oval. At the bottom, a dark green status bar shows the time '18:28' and various system icons.

A screenshot of a 'RESET PASSWORD' form. The title 'RESET PASSWORD' is centered at the top. The form contains three input fields: a phone number field with '07xxxxxxxx' and '0/10' character count, a 'New Password' field with '0/16' character count, and a 'Confirm New Password' field with '0/16' character count. Below these fields is a dark green 'RESET' button with a white right-pointing arrow. The bottom of the screen shows a black navigation bar with standard Android icons.

Reset password by inputting

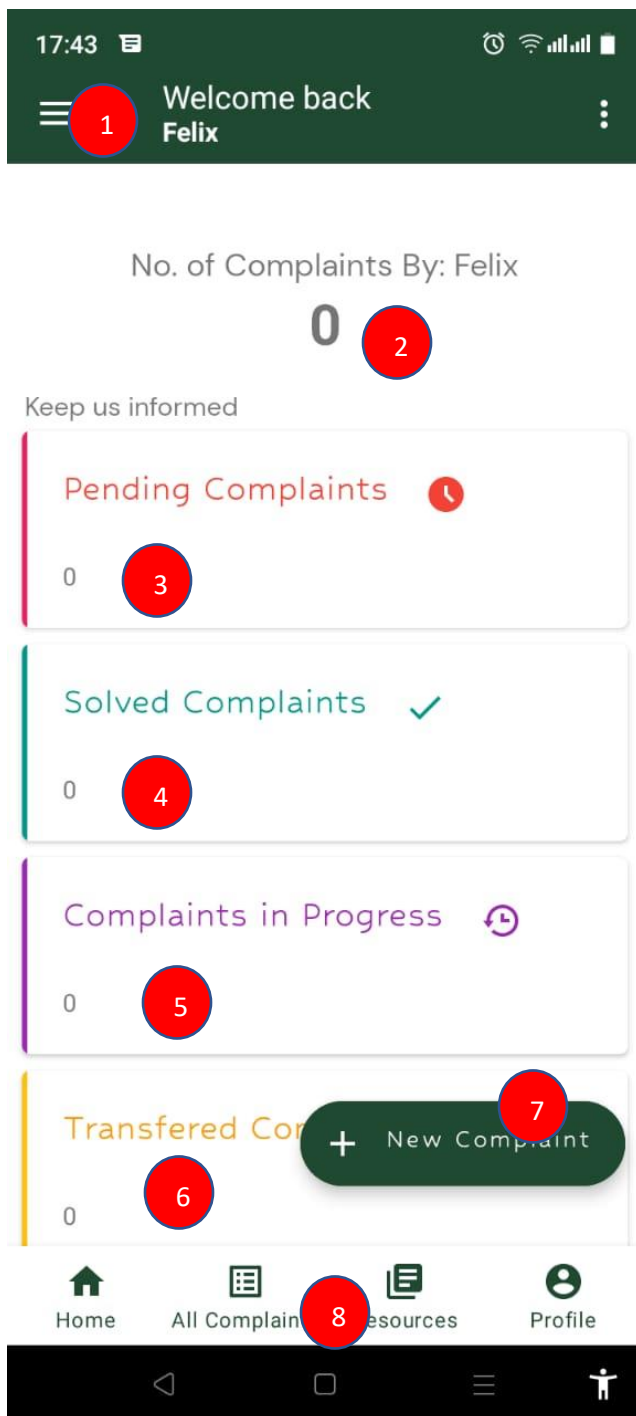
- Phone number you registered with
- New password.

Then click reset button

- ❖ After a successful login, you will be redirected to your dashboard.

Hatua Dashboard and Lodging of Complaint.

1. User dashboard.



1. Sidebar Menu -> click to expand sidebar menu.
2. Total number of your all-time complaints.
3. Total number of your pending complaints -> click to view
4. Total number of your solved complaints -> click to view
5. Total number of your complaints in progress. -> click to view
6. Total number of complaints your transferred complaints. -> click to view
7. Lodge new complaint button -> click
8. Bottom Menu









9 -> Total complaints from your ward.

10 -> Listing of recent complaints from your ward


2. Lodging of complaint.

- You lodge a complaint by filling the required fields of the complaint form. The fields include:
 - ✓ Complaint – Select from the drop-down
 - ✓ Complaint Description – Enter detailed description of your issue
 - ✓ Addressed to - Select the party to whom you are addressing the complaint to.
 - ✓ Location - Enter your location / location where the incident is happening.
 - ✓ Priority - Select the priority of your issue.
 - ✓ Attach photo evidence - attach picture evidence of your issue.
- **Click submit to post your complaint.**

17:44     


 Make


Select Complaint Category

Uncollected Waste 


Description


Addressed to 0/200


NMS 





 Location 0/40


Priority

High 

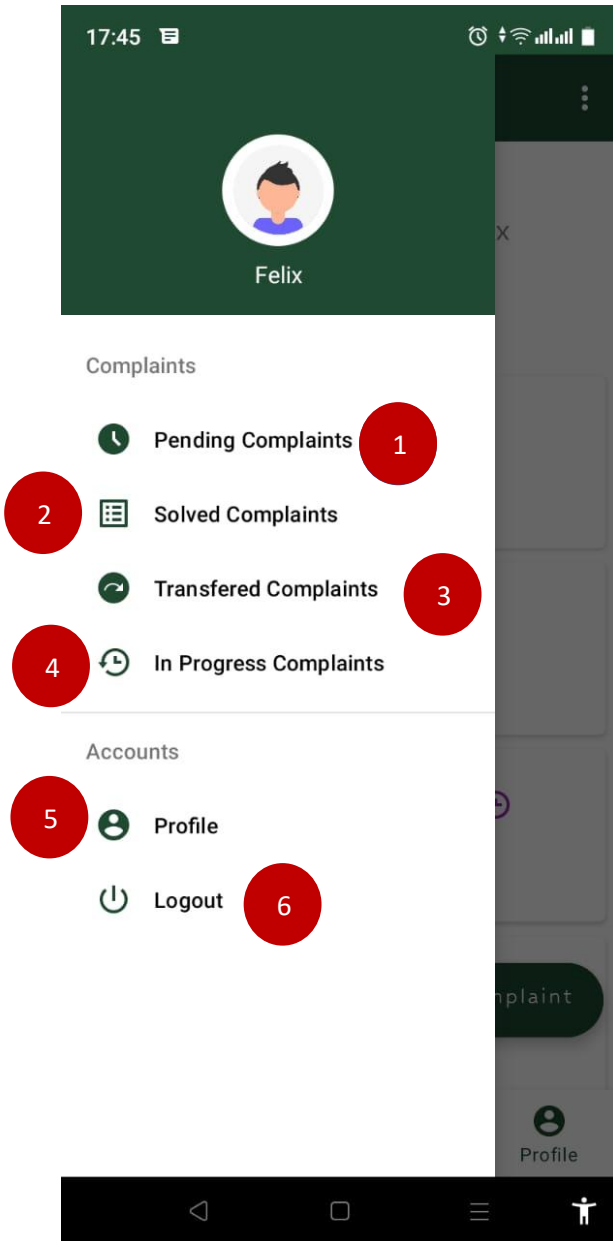
Attach photo evidence 

SUBMIT 

 Home  All Complaints  Resources  Profile



Hatua® Side Bar Menu



1. Click to view your pending complaints.
2. Click to view your resolved complaints.
3. Click to view your transferred complaints.
4. Click to view your complaints in progress.
5. Click to view your profile.
6. Click to logout of the Hatua® App.

Terms and their meaning.

Term	Meaning
New Complaint	This is a complaint you just lodged and no action has been taken.
Complaint In progress	Complaint has been viewed by the administrators and action has been taken towards its resolution.
Resolved Complaint	Complaint has been viewed, action taken and it has been resolved.
Transferred Complaint	Complaint that cannot be resolved by whoever you marked it to and has been transferred to other parties for its resolution