User support- Help

Summary

Help service provides descriptions on the usage of applications and instructions. It also provides information and assistance required to use applications.

Help service is a mobile common component developed based on HTML5, jQuer and jQM(jQuer Mobile).

For details, refer to Mobile Execution Environment Guide Guide [http://www.egovframe.go.kr/html/egovframework/mbl/mguide/mguide.html].

The component-related CSSs include EgovMobile.css (provided as standard), egovBoard.css and ussCommon.css.

In addition, jAlert, which is supported in common, is used and it is defined in the following js file.

EgovMobile.js

Subjects of Support

This component has been developed and tested on the browsers available in the mobile devices.

Since the browser support is different depending the device (PC or mobile device), development and application should be carefully carried out.

The test devices include Galaxy S2, Galaxy S, Galaxy Tab, IPad2 and IPhone 4.

The test mobile browsers include Android basic browser, Firefox, Safari and Opera Mobile.

Android

The test devices include Galaxy S2, Galaxy S and Galaxy Tab.

The test mobile browsers include Android basic browser, Firefox(6.xx) and Opera Mobile browser.

Android OS 2.3 (GengerBread): The execution of HTML5, CSS3 and components is supported stably.

Android OS 2.1 (Eclair), 2.2 (Froyo): he support for HTML5, CSS3 is not sufficient to implement the component UI properly.

However, Opera Mobile was excluded from the support as it caused some problems with handling colors and events.

iOS

iPhone4 and iPad2 were used for testing.

iOS 4.2, 4.3: both version supported HTML5 and CSS3 relatively well.

Flow chart

Description

Help is largely composed of Help list inquiry and Help detail inquiry.

Class diagram



Related sources

Related tables

|  |  |  |
| --- | --- | --- |
| Table name | Table name (English) | Notes |
| Help management | C OMTNHPC MINFO | Manages function description or procedure description within the site |

Related function

Help list inquiry

Business rules

The user can retrieve the registered Help information in a list format.

Click the list to move to Help detail inquiry screen.

Use Help definitions as search conditions.

Related codes

N/A

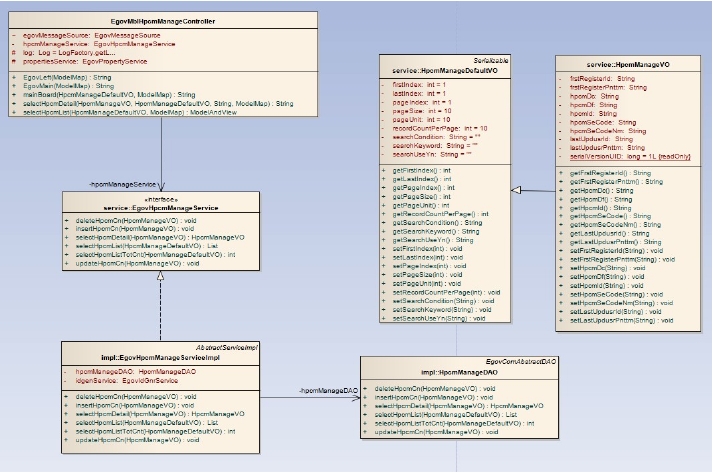
Screen and execution manual

Action

URL

Controller method

QueryID



|  |  |  |
| --- | --- | --- |
| Types | Source names | Notes |
| C ontroller | egovframework.com.uss.olh.hpc.web.EgovHpcmManageC ontroller.java | Controller Class for Help management |
| C ontroller | egovframework.com.uss.olh.hpc.web.EgovMblHpcmManageC ontroller.java | Mobile Controller Class for Help management |
| Service | egovframework.com.uss.olh.hpc.service.EgovHpcmManageService.java | Service Interface for Help management |
| ServiceImpl | egovframework.com.uss.olh.hpc.service.impl.EgovHpcmManageServiceImpl.java | Service Implementation Class for Help management |
| VO | egovframework.com.uss.olh.hpc.service.HpcmManageVO.java | VO Class for Help management |
| VO | egovframework.com.uss.olh.hpc.service.HpcmManageDefaultVO.java | SearchVO Class for Help management |
| DAO | egovframework.com.uss.olh.hpc.service.imp.HpcmManageDAO.java | Data Processing Class for Help management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olh/hpc/EgovHpcmListInqire.jsp | List Inquiry Page for Help management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olh/hpc/EgovHpcmDetailInqire.jsp | Detail Inquiry Page for Help management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olh/hpc/EgovHpcmRegist.jsp | Registration Page for Help management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olh/hpc/EgovHpcmUpdt.jsp | Modification Page for Help management |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olh/hpc/EgovHpcmListInqire.jsp | Help Mobile List Inquiry Page |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olh/hpc/EgovHpcmDetailInqire.jsp | Help Mobile Detail Inquiry Page |
| Query XML | resources/egovframework/sqlmap/com/uss/olh/hpc/EgovHpcmManage\_SQL.xml | Query XML for Help Management (inquiry, registration, modification and deletion) |
| Validator Rule XML | resources/egovframework/validator/validator-rules.xml | XML defines Validator Rule |
| Validator XML | resources/egovframework/validator/com/uss/olh/hpc/EgovHpcmManage\_SQL.xml | Validator XML for Help management |
| Message properties | resources/egovframework/message/message-common\_ko\_KR.properties | Message properties for Help management |
| Idgen XML | resources/egovframework/spring/context-idgen.xml | Id Creation Idgen XML for Help Registration |

10 Help lists are retrieved per page and paging is carried out on a page basis.

Home: moves to Home screen.

Search: In order to retrieve Help, select search conditions, enter a key word and click the Search button.

Click list: move to Help detail inquiry screen.

Help detail inquiry

Business rules

By clicking a list Help list inquiry screen, you can move to this screen. It shows detailed information on Help.

On Help detail inquiry screen, click the List button to retrieve lists on Help.

Related codes

N/A

Screen and execution manual



|  |  |  |  |
| --- | --- | --- | --- |
| Action | URL | Controller method | QueryID |
| List | /uss/olh/hpc/HpcmDetailInqire.mdo | selectHpcmDetail | “HpcmManageDAO.selectHpcmDetail” |

|  |  |  |  |
| --- | --- | --- | --- |
| Inquiry | /uss/olh/hpc/HpcmListView.mdo | selectHpcmList | “HpcmManageDAO.selectHpcmList” |
|  |  | selectHpcmListTotC nt | “HpcmManageDAO.selectHpcmListTotC nt” |

Back: moves to Help list inquiry screen.

List: Help list inquiry screen.

Settings and Notes

\* The currently distributed mobile common component adopts HTML5 and CSS3 and this means that it doesn’t support the standards for mobile web site validity check of Mobile OK and W3C. For details on correct validity check, please contact the competent professional institute.

\* Security verification is under progress on the currently distributed mobile component. We plan to complete security verification as soon as possible to release a new security-patched version.

Reference

Refer to Help management (existing web version): Help Management

Distribution and test: Mobile Common Component System and distribution package plan

