

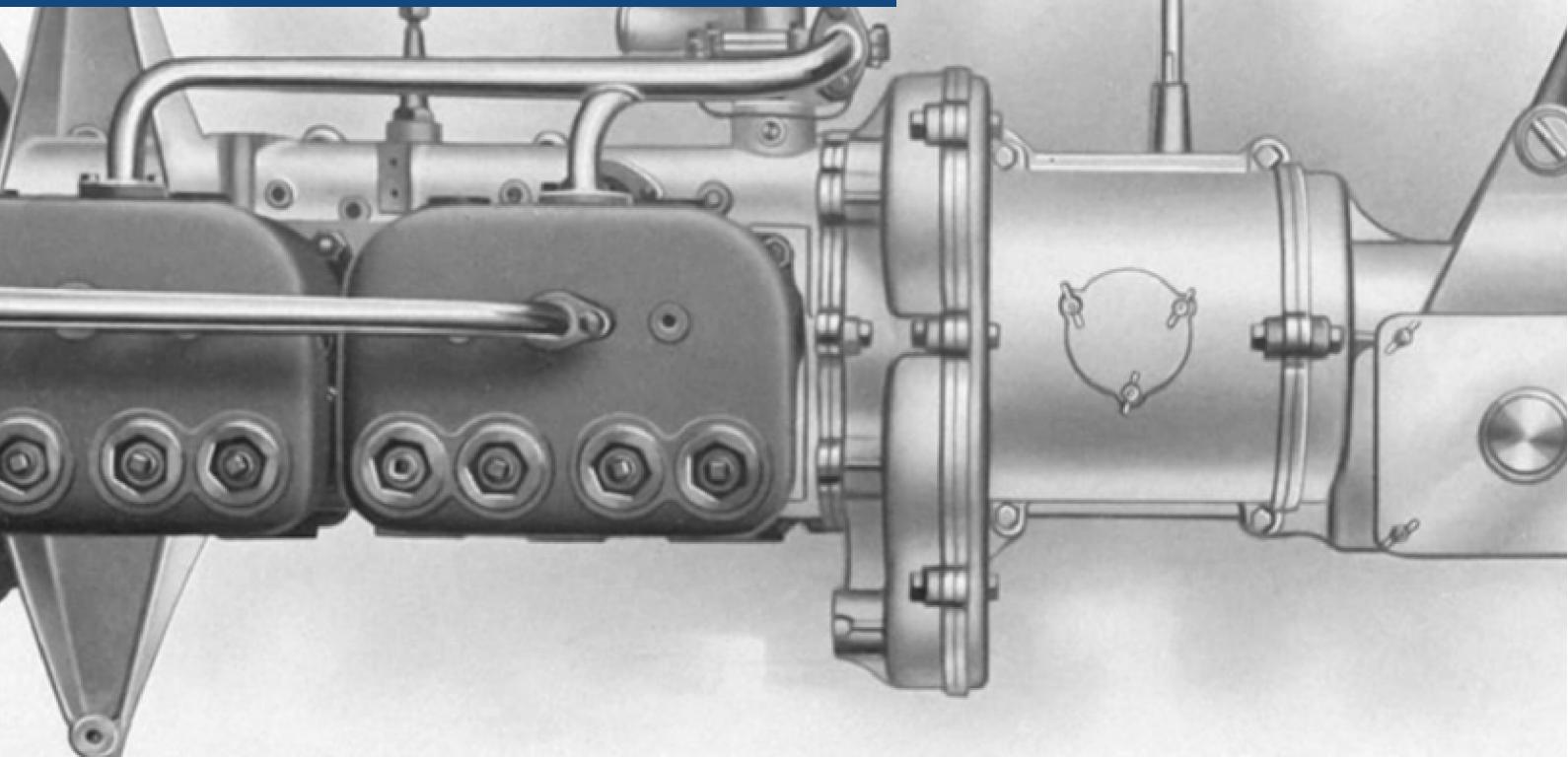
2025-  
2026

SALLEHA

Supervisor: Prof  
Hamad Alsawalqah

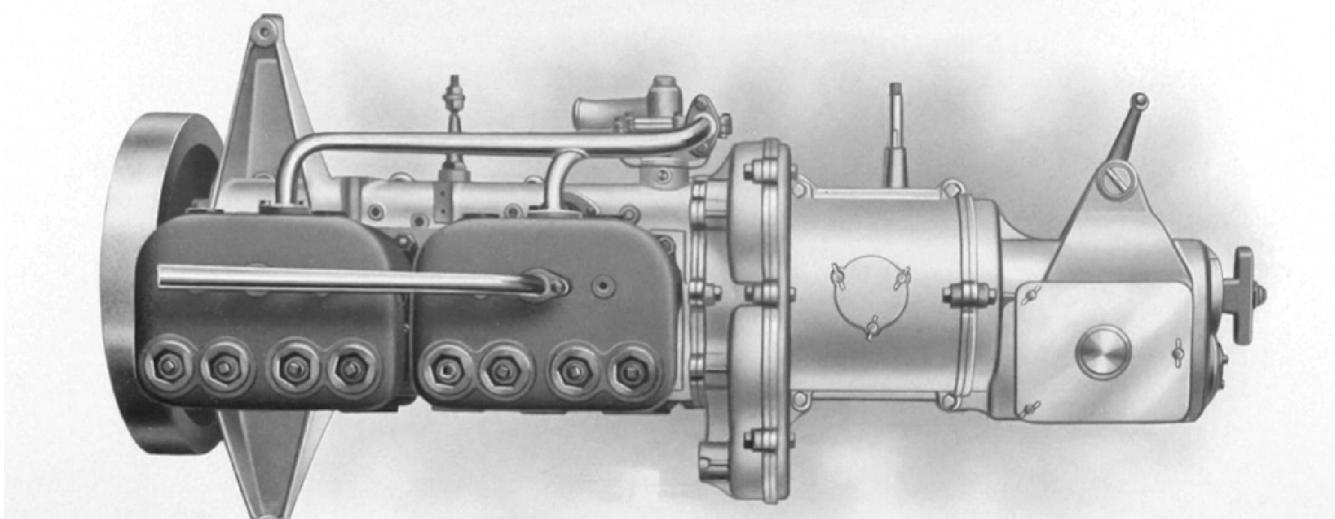


## ***USER MANUAL***



# INDICE

1. Introduction
2. Getting Started
3. System Interface
4. Using the System
5. Frequently Asked Questions
6. Troubleshooting Tips
7. Legal and Safety Information
8. Support and Contact Information
9. Conclusion



## 1. Introduction

### Overview

Salleh System is a maintenance management system designed to help residents submit maintenance requests easily, while enabling administrators and technicians to manage, track, and resolve maintenance issues efficiently. Purpose of the System The purpose of the system is to streamline the maintenance request process, reduce response time, avoid duplicate requests, and improve communication between residents, technicians, and administrators.

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### Key features and benefits

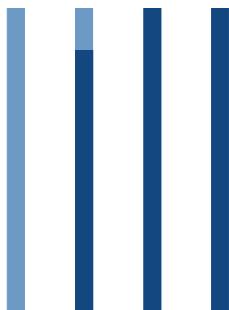
- Easy submission of maintenance requests
  - Real-time tracking of request status
  - Technician task assignment and updates
  - Notification system for status changes
  - Centralized dashboard for all users
-

# 2. Getting Started

*System Requirements - Internet connection - Web browser (Chrome, Edge, or Firefox) - Mobile or desktop device Installation Instructions No installation is required. The system is accessed through a web browser using the provided system URL.*

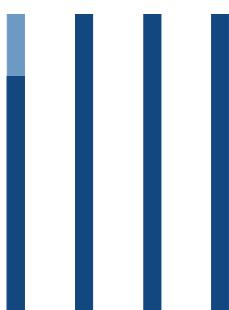
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## First-time Setup



- Open the system URL
- Create a new account
- Verify your email (if required)
- Log in using your credentials

## Account Creation and Login Process



- Click Register and enter required personal information
  - Create a username and password
  - Log in using your username, password, and CAPTCHA verification
-

## Account Creation and Login Process

**SALLEHA**  
RESIDENT ACCESS

**Create your account**  
Register once to manage all your maintenance requests, track updates, and adjust your notification preferences.

SALLEHA is designed to be clear, calm, and accessible so everyone in your community can get the help they need.

**Register as a resident**

Fill in a few details so we can connect your account to the right building and unit.

Already have an account? [Sign in instead](#)

First name	Last name
Enter first name	Enter last name

Email address  
name@example.com

Mobile number (optional) Preferred language  
Add a mobile number Select language

Building  
Choose your building

Unit / Apartment Access or registration code (if provided)  
e.g. 402 Enter code

Create password Confirm password  
Create a secure password Re-enter password

Accessibility preferences  
Use larger text and higher contrast

I agree to receive important updates about maintenance requests and building notices at the contact details provided.

**Create resident account**

**Cancel and go back**

By creating an account, you confirm that your details are correct so your requests can be routed to the right team.  
If you need help registering, please contact your building office.

**SALLEHA**  
ACCESS PORTAL

**Welcome back**  
Sign in to view your request status, submit new maintenance tickets, and manage your building profile.

Need assistance? Contact your building administrator or support desk.

**Sign in to your account**

Please enter your registered email and password.

New to SALLEHA? [Create an account](#)

Email address	Forgot password?
name@example.com	<input type="checkbox"/>

Password  
Enter your password

**Sign in**

OR

**Sign in with access code**

### 3. System Interface

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#### Navigation Overview

The system uses a simple menu-based navigation with access to Dashboard, Maintenance Requests, Notifications, and Profile settings.

#### Dashboard Description

The dashboard displays:

- Current maintenance requests
- Request statuses
- Notifications and updates
- Quick access to main features

Resident dashboard:

The screenshot shows the SALLEHA Resident Portal Dashboard. The left sidebar has a dark background with white text and icons. It includes links for Dashboard, My Tickets, Notifications, Profile, Settings, and Logout. The main content area has a light blue header with the title "Dashboard". Below the header is a welcome message: "Welcome back, Sarah" and "Here's what's happening with your maintenance requests today.". There are three summary boxes: "Open Requests" (2), "In Progress" (1), and "Completed (30d)" (5). Below these are sections for "Recent Requests" and "Quick Actions". The "Recent Requests" section lists three tickets: "Leaking Faucet in Kitchen" (Pending, Unit 402, Kitchen, Today, 10:30 AM), "AC Not Cooling" (In Progress, Unit 402, Master Bedroom, Yesterday), and "Light Bulb Replacement" (Completed, Unit 402, Hallway, Oct 24, 2023). The "Quick Actions" section includes a "New Request" button (Create Ticket) and a "Help & Support" button (View Help).

## Technician dashboard:

The screenshot shows the Technician dashboard for Salleha. On the left is a sidebar with navigation links: Assigned Tickets (selected), History, Profile, and Logout. Below the sidebar is a user profile for Ahmed Al-Sayed, Technician, with a small profile picture. The main area is titled "Assigned Tickets" and contains a table of six tickets. The table columns are: TICKET ID, LOCATION, DESCRIPTION, PRIORITY, DATE CREATED, STATUS, and ACTION. The tickets are:

TICKET ID	LOCATION	DESCRIPTION	PRIORITY	DATE CREATED	STATUS	ACTION
#TK-8024	Bldg A, Floor 3	AC unit making loud rattling noise in hallway	High	Oct 30, 09:45 AM	Received	<button>View Details</button>
#TK-7992	Main Lobby	Automatic door sensor malfunction, stuck open	High	Oct 29, 04:15 PM	In Progress	<button>View Details</button>
#TK-7985	Bldg B, Room 204	Leaking faucet in kitchenette area	Medium	Oct 29, 01:30 PM	Received	<button>View Details</button>
#TK-7950	Parking Zone C	Light fixture flickering near elevator	Low	Oct 28, 11:00 AM	In Progress	<button>View Details</button>
#TK-7948	Conf Room 1	Projector screen stuck halfway down	Medium	Oct 28, 09:15 AM	Received	<button>View Details</button>
#TK-7921	Bldg A, 1st Floor	Keycard reader intermittent failure	High	Oct 27, 03:20 PM	In Progress	<button>View Details</button>

## Admin dashboard:

The screenshot shows the Admin dashboard for Salleha. On the left is a sidebar with navigation links: Dashboard (selected), All Tickets, Assignment Mgmt, Priority Mgmt, Notifications, Analytics & Reports, User Accounts, and Admin Profile. Below the sidebar is a user profile for Admin User, Administrator. The main area is titled "Dashboard" and contains several key metrics and visualizations.

**Metric Summary:**

- TOTAL TICKETS:** 1,248 (↑ 12% vs last month)
- OPEN:** 42 (— Same as yesterday)
- IN PROGRESS:** 18 (5 new today)
- COMPLETED:** 1,188 (98% success rate)
- HIGH PRIORITY:** 7 (Requires attention)
- AVG RESPONSE:** 2h 15m (-15m improvement)

**Ticket Volume Overview:** A bar chart showing ticket volume over time. The chart has two series: blue bars for completed tickets and light blue bars for open tickets. The bars show a general upward trend from week to week.

**Technician Workload:** A chart showing the workload distribution among four technicians. The chart uses horizontal bars to represent the percentage of work completed by each technician. The data is as follows:

Technician	Workload (%)
Ahmed K.	85%
Sara M.	45%
John D.	62%
Fatima R.	20%

**Quick Actions:**

- Assign Ticket:** Manage unassigned tasks
- Priorities:** Update urgency levels
- Reports:** Generate monthly report
- Technicians:** View availability

## Key Sections of the Interface

- Dashboard
- Maintenance Requests

- Notifications
- User Profile

Ticket screen:

The screenshot shows the 'My Requests' section of the SALLEHA platform. On the left is a dark sidebar with navigation links: Dashboard, Tickets (selected), Notifications, and Settings. The main area has a light blue header with the title 'My Requests'. Below the header are search and filter controls: a search bar ('Search tickets by ID, title...'), a status dropdown ('Status: All'), a sort dropdown ('Sort: Newest'), and a 'New Request' button. The main content area displays four ticket cards:

- Leaking Kitchen Faucet** (#REQ-4022): Status: In Progress, Location: Unit 402 • Kitchen, Last updated: Today, 9:41 AM.
- AC Unit Not Cooling** (#REQ-3901): Status: Pending, Location: Unit 402 • Living Room, Last updated: Yesterday.
- Flickering Hallway Light** (#REQ-3855): Status: Completed, Location: Building A • 4th Floor Hall, Last updated: Oct 24, 2023.
- Keycard Access Issue** (#REQ-3810): Status: Completed, Location: Main Entrance, Last updated: Oct 20, 2023.

Notification screen:

The screenshot shows the 'Notifications' section of the SALLEHA platform. On the left is a dark sidebar with navigation links: Dashboard, Tickets, Notifications (selected), and Settings. The main area has a light blue header with the title 'Notifications'. Below the header are tabs: All, Tickets, System, and a 'Mark all as read' button. The main content area is divided into sections by time: TODAY, YESTERDAY, and EARLIER.

- TODAY**
  - Technician Assigned**: Your request #REQ-4022 (Leaking Kitchen Faucet) has been assigned to technician Mike Johnson. (10:42 AM)
  - New Comment**: Admin added a note to #REQ-4022: "Please ensure the area is clear for access." (09:15 AM)
- YESTERDAY**
  - Request Completed**: Request #REQ-3855 (Flickering Hallway Light) has been marked as completed. (4:30 PM)
  - Scheduled Maintenance**: The main elevator will be under maintenance tomorrow from 10 AM to 2 PM. (11:00 AM)
- EARLIER**
  - Request Approved**: Your request #REQ-3810 (Keycard Access Issue) has been approved and is now pending assignment. (Oct 20)

## **Icons and Buttons**

- Add: Create a new request
- Notification icon: View alerts
- Edit: Modify information
- Status icons: Show request progress

## **4. Using the System**

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Step-by-step Instructions for Common Tasks

Task 1: Submitting a Maintenance Request

- Log in to the system
- Click Report New Issue
- Select category, priority, and location
- Enter a description
- Upload images (optional)
- Submit the request

Tickets request screen:

SALLEHA

New Request

Dashboard Tickets Notifications Settings

**Issue Details**

Ticket Title  
Brief summary of the issue (e.g., Leaking faucet)

Category  Urgency

Description  
Please describe the problem in detail. Include any specific noises, error codes, or circumstances.

**Location**

Building  Unit / Apartment

Specific Room / Area  
e.g., Kitchen, Master Bath

**Photos & Attachments**

Click to upload or drag and drop  
SVG, PNG, JPG or GIF (max. 5MB)

**Privacy**

**Submit Anonymously**  
Your name and contact details will be hidden from the technician. You will still receive status updates via the app.

Priority management:

The screenshot shows the Salleha Priority Management interface. On the left sidebar, there are several menu items: Dashboard, All Tickets, Assignment Mgmt, Priority Mgmt (which is highlighted in blue), Notifications, Analytics & Reports, User Accounts, and Admin Profile. The main content area is titled "Priority Management". It contains two sections: "Priority Levels & Definitions" and "Active Tickets by Priority".

### Priority Levels & Definitions

Order	Priority Name	Description & SLA	SLA Target	Actions
1	Critical	Issues posing immediate safety risks or total system failure. Requires immediate intervention.	2 Hours	<edit icon=""> <trash icon=""></trash></edit>
2	High	Major functionality impaired but no immediate danger. Affects multiple users or key amenities.	24 Hours	<edit icon=""> <trash icon=""></trash></edit>
3	Normal	Standard maintenance requests, cosmetic issues, or single-user inconveniences.	48 Hours	<edit icon=""> <trash icon=""></trash></edit>
4	Low	Scheduled maintenance, suggestions, or non-urgent inquiries.	5 Days	<edit icon=""> <trash icon=""></trash></edit>

### Active Tickets by Priority

Ticket Details	Subject	Current Priority	Assigned To	Status
#TK-2942 Created 2 hrs ago	AC Unit Malfunction - Block B	Critical	Ahmed Khalil	IN PROGRESS
#TK-2935 Created 1 day ago	Pool pump noise	High	Unassigned	OPEN
#TK-2941 Created 3 days ago	Leaking faucet - Apt 402	Normal	Fatima R.	COMPLETED
#TK-2931 Created 3 days ago	Lobby light flickering	Normal	John Doe	IN PROGRESS

## Task 2: Tracking Request Status

- Open Dashboard
- View submitted requests
- Check current status and updates

Tickets screen:

The screenshot shows the Salleha Tickets screen. On the left sidebar, there are menu items: Dashboard, Tickets (which is highlighted in blue), Notifications, and Settings. The main content area is titled "My Requests". It features a search bar, filters for "Status: All" and "Sort: Newest", and a "New Request" button. Below these are four ticket cards.

- Leaking Kitchen Faucet** (#REQ-4022) - LOCATION: Unit 402 • Kitchen - Status: In Progress - Last updated: Today, 9:41 AM
- AC Unit Not Cooling** (#REQ-3901) - LOCATION: Unit 402 • Living Room - Status: Pending - Last updated: Yesterday
- Flickering Hallway Light** (#REQ-3855) - LOCATION: Building A • 4th Floor Hall - Status: Completed - Last updated: Oct 24, 2023
- Keycard Access Issue** (#REQ-3810) - LOCATION: Main Entrance - Status: Completed - Last updated: Oct 20, 2023

### Task 3: Managing Requests (Admin/Technician)

- View assigned or incoming requests
- Update request status
- Add comments or evidence
- Close request after resolution

#### Technician side:

##### Ticket details

The screenshot shows the Salleha ticket management interface. On the left is a dark sidebar with user navigation: Assigned Tickets (selected), History, Profile, Logout, and a technician profile for Ahmed Al-Sayed.

The main area displays a ticket detail card for ticket #TK-8024. The card includes:

- Received** button
- #TK-8024**
- Description:** AC unit making loud rattling noise in hallway
- Location:** Bldg A, Floor 3
- Priority:** High Priority
- Created:** Oct 30, 09:45 AM
- FULL DESCRIPTION:** Staff reported a loud, persistent rattling sound coming from the ceiling-mounted AC unit in the main corridor of Building A, 3rd Floor. The noise seems mechanical and increases when the fan speed is high. It is disrupting nearby offices. Please inspect the fan motor and mounting brackets for loose components.
- Attachments:** A thumbnail for an attachment labeled "AC Unit".

To the right of the ticket card is an **Update Status** panel with fields for progress notes, attaching photos/documents, and a **Add Update** button. Below this is an **Activity History** panel showing two entries:

- System** (9:45 AM): Ticket created and assigned to Ahmed Al-Sayed.
- Sarah Jenkins** (9:40 AM): "The noise is very distracting, please fix ASAP." Attachment added: ac\_noise.mp4

##### Maintenance History

**Maintenance History**

ID	Subject	Location	Date Created	Priority	Action
#TK-7045	Leak in pantry sink faucet	Bldg B, Floor 1	Oct 28, 2023	Normal	>
#TK-6892	Fluorescent light replacement in hallway	Bldg A, Floor 2	Oct 25, 2023	Low	>
#TK-6501	Server room cooling malfunction	Server Room, Main	Oct 20, 2023	High	>
#TK-6100	Broken door handle repair	Lobby Entrance	Oct 15, 2023	Normal	>
#TK-5900	Elevator 2 button panel stuck	Elevator 2	Oct 10, 2023	High	>

## Admin side:

Admin assignment management

**Ticket Assignment Management**

Ticket #	Subject	Location	Priority	Status	Created
#TK-2942	AC Unit Malfunction	Block B, Floor 3	Critical	UNASSIGNED	2 hrs ago
#TK-2937	Gym treadmill repair	Rec Center	Normal	UNASSIGNED	1 day ago
#TK-2935	Pool pump noise	Main Pool	High	UNASSIGNED	1 day ago
#TK-2941	Leaking faucet	Apt 402	Normal	ASSIGNED	3 days ago
#TK-2931	Lobby light flickering	Tower A Lobby	Normal	UNASSIGNED	3 days ago

**Assign Technician** Selected: #TK-2942

Technician	Role	Status
Ahmed Khalil	HVAC Specialist	Available (2 active)
John Doe	General Repair	Busy (5 active)
Sara M.	Electrical	Available (1 active)
Fatima R.	Plumbing	Available (0 active)

Assigning Ahmed Khalil to ticket #TK-2942.

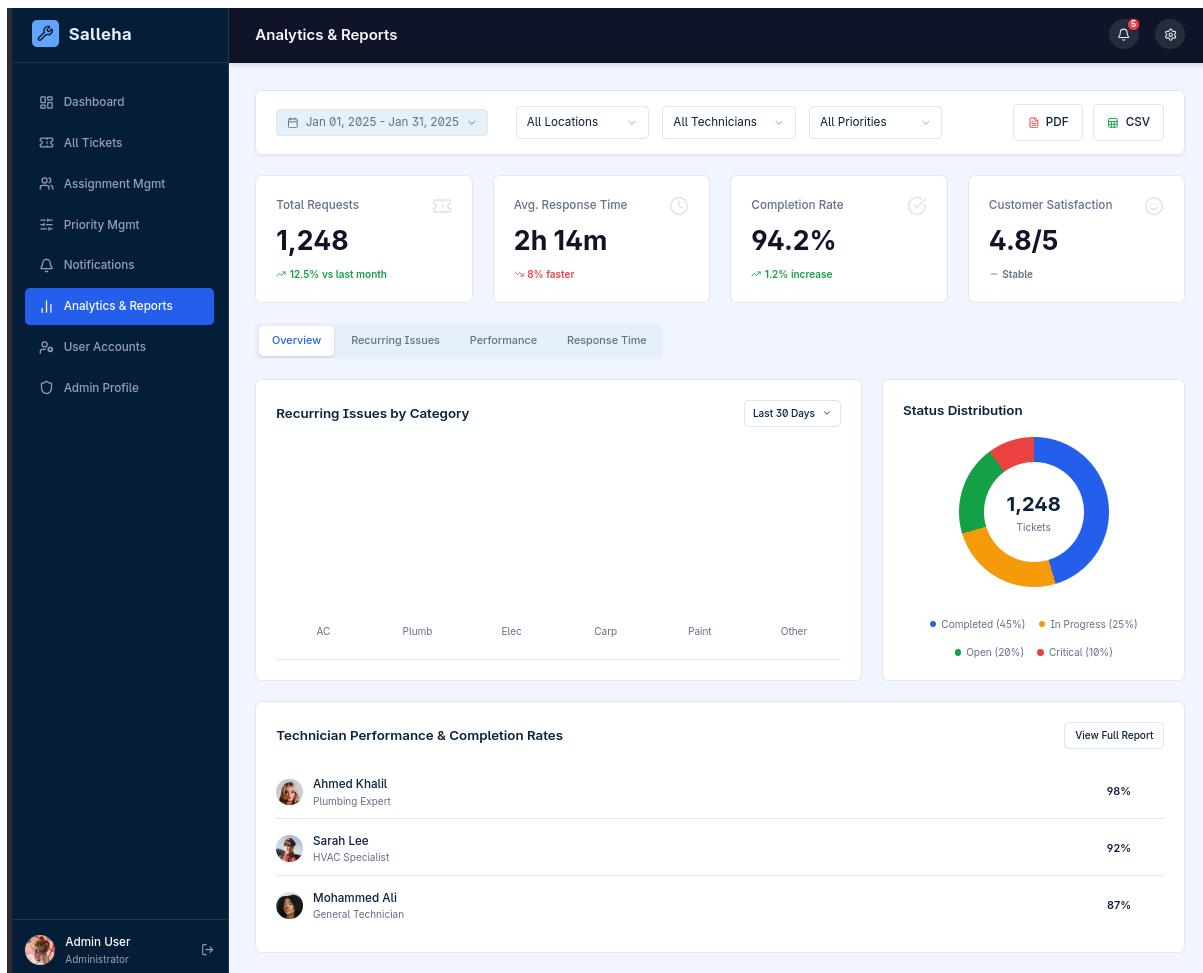
**Confirm Assignment**

Admin all tickets

## Advanced Features

- Duplicate request detection
- Priority escalation

- Notification preferences
- Report generation (Admin only)



## 5. Frequently Asked Questions (FAQs)

### 1. How do I submit a maintenance request?

Log in to the system, go to the Dashboard, click on Report New Issue, fill in the required details, and submit the request.

### 2. What information is required to submit a maintenance request?

You need to select the issue category, location, priority level, and provide a clear description. Uploading images is optional but recommended.

### 3. Can I upload images with my maintenance request?

Yes. You can upload up to 5 images to help technicians better understand the issue.

4. How can I track the status of my request?

You can track your request from the Dashboard under My Maintenance Requests, where the current status is displayed.

5. What do the different request statuses mean?

Submitted: Request has been sent successfully

Assigned: Technician has been assigned

In Progress: Work is currently being done

Awaiting Response: More information is required

Resolved: Issue has been fixed

Closed: Request is completed and archived

6. Can I edit or cancel a request after submitting it?

You can edit or cancel the request only before it is assigned to a technician.

7. What happens if I submit a duplicate request?

The system checks for similar requests submitted within the last 7 days and will notify you if a possible duplicate is detected.

8. How will I be notified about updates?

You will receive notifications through the system dashboard and, if enabled, via email or SMS.

9. What should I do if my request is urgent?

You can mark the request as urgent during submission or update its priority later if allowed.

10. Why was my request marked as “Awaiting User Response”?

This means the technician or administrator needs additional information to continue working on the issue.

11. Can technicians communicate with residents through the system?

Yes. Technicians can add comments and request additional information through the request details page.

12. What should I do if I forget my password?

Click on Forgot Password, enter your registered email or national ID, and follow the password reset instructions.

13. Why is my account locked?

Your account may be locked due to multiple failed login attempts. Please wait or contact support.

14. Can administrators reassign a maintenance request?

Yes. Administrators can reassign requests to another technician if needed.

15. How long does it take to resolve a maintenance request?

Resolution time depends on the issue type, priority level, and technician availability.

16. Can I view my past maintenance requests?

Yes. All previous requests are available in your request history.

17. Is my personal information secure?

Yes. The system uses secure authentication and access control to protect user data.

18. What file formats are supported for image uploads?

Common image formats such as JPG and PNG are supported.

19. What should I do if the system is not loading properly?

Try refreshing the page, checking your internet connection, or logging out and back in.

20. Who can I contact for technical support?

You can contact system support via the support email or phone number listed in the Support section.

## **6. Troubleshooting Tips**

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Issues and solutions

- Login failed: Ensure correct username/password
- Images not uploading: Check file size and format

Error Codes and Their Meanings

- ERR-401: Unauthorized access
- ERR-403: Account locked or inactive
- ERR-500: System error

Contacting Support

Contact system support through the provided support email or phone number.

## **7. Administrative Management Screens**

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This section presents administrative interfaces used to manage user accounts, system notifications, and internal system operations.

Admin user accounts:

**User Account Management**

**Technicians** Residents / Users Administrators Roles & Permissions

Search by name, email or ID... Filter Export + Add New User

	Technician	Contact Info	Skills	Current Load	Status	Actions
<input type="checkbox"/>	Ahmed Khalil ID: TECH-001	+971 50 123 4567 ahmed.k@salleha.com	Plumbing General	2 Active	Available	<a href="#">Edit</a> <a href="#">Delete</a>
<input type="checkbox"/>	Sarah Lee ID: TECH-004	+971 52 987 6543 sarah.l@salleha.com	Electrical HVAC	5 Active	Busy	<a href="#">Edit</a> <a href="#">Delete</a>
<input type="checkbox"/>	John Doe ID: TECH-007	+971 55 444 3333 john.d@salleha.com	Carpentry	0 Active	Offline	<a href="#">Edit</a> <a href="#">Delete</a>
<input type="checkbox"/>	Mohammed Ali ID: TECH-009	+971 50 111 2222 moh.ali@salleha.com	HVAC Plumbing	3 Active	Available	<a href="#">Edit</a> <a href="#">Delete</a>

Showing 1-4 of 24 technicians

## Admin notifications:

**Notifications** Real-time updates active

All Notifications Unread Only Archived Mark all as read

**New Tickets** 2 New

- New maintenance request #TK-2943**  
Resident in Unit 305 reported "Water leakage in master bathroom ceiling". Photos attached.  
Category: Plumbing • [View Ticket](#) 10 mins ago
- New maintenance request #TK-2942**  
Concierge reported "Lobby automated door stuck halfway".  
Category: Electrical • [View Ticket](#) 45 mins ago

**Priority Changes** 1 Update

- Priority escalated for #TK-2930**  
System auto-escalated ticket due to SLA breach risk. Priority changed from Normal to High.  
[Review Priority](#) 2 hours ago

**Technician Updates** 1 New

- Technician Ahmed K. is now Available**  
Ahmed Khalil has completed all assigned tasks for the morning shift and is ready for new assignments.  
[Assign Tasks](#) 1 hour ago
- Technician Sarah L. checked in late**  
Clock-in time recorded at 09:15 AM (Scheduled: 09:00 AM). 4 hours ago

**Completed Tasks**

- Ticket #TK-2900 marked as Resolved**  
"Replace hallway lightbulb on 4th floor" was completed by John Doe. Resident confirmation pending.  
[View Report](#) Yesterday at 4:30 PM

## **8. Legal and Safety Information**

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### **Terms of Service**

Users must comply with system usage policies and provide accurate information.

### **Privacy Policy**

User data is securely stored and used only for system operations.

### **Safety Guidelines**

Do not submit false or misleading maintenance requests.

## **9. Support and Contact Information**

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### How to Contact Support

- Email: support@sallehsystem.com
- Phone: 0797777777

### Hours of Availability

Sunday to Thursday, 9:00 AM - 5:00 PM

## **10. Conclusion**

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### Summary of Features

Salleh System provides an efficient and user-friendly way to manage maintenance requests from submission to resolution.

### Final Thoughts on System Usage

Using the system correctly ensures faster response times, better communication, and improved maintenance management.

Anas AL-Jallad	0225343
Shaima Bushnaq	0227646
Haneen Alajaleen	0226320
Mosa Daradkah	0222634
Orjoan Aldabaibah	0224933



# Salleha

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System Analysis and  
Design Project

2025-2026