



*Group Four Issue Tracking System*

# User Guide

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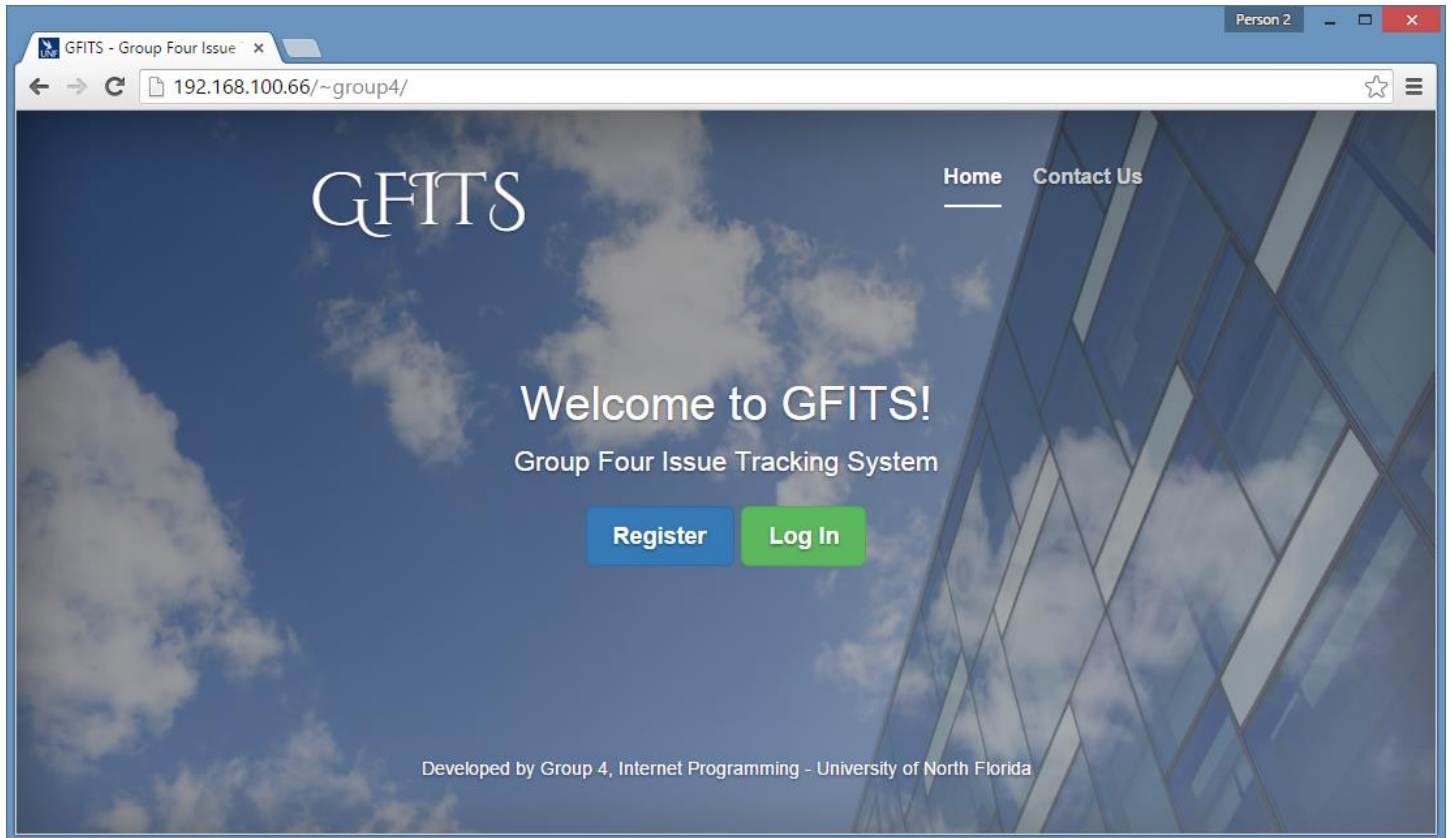
## General Overview

GFITS is an Issue Tracking System designed to allow users to open tickets for various IT issues, and for help desk technicians to work those issues. This brief User Guide will help you navigate through the system.

## Home Page

Upon browsing to the GFITS web site, the user enters the Home Page. This page presents the user with two options:

- **Register** – This option allows an unregistered user to register for a new GFITS account.
- **Log In** – This option allows a registered user to log on to the GFITS web application.



## User Registration

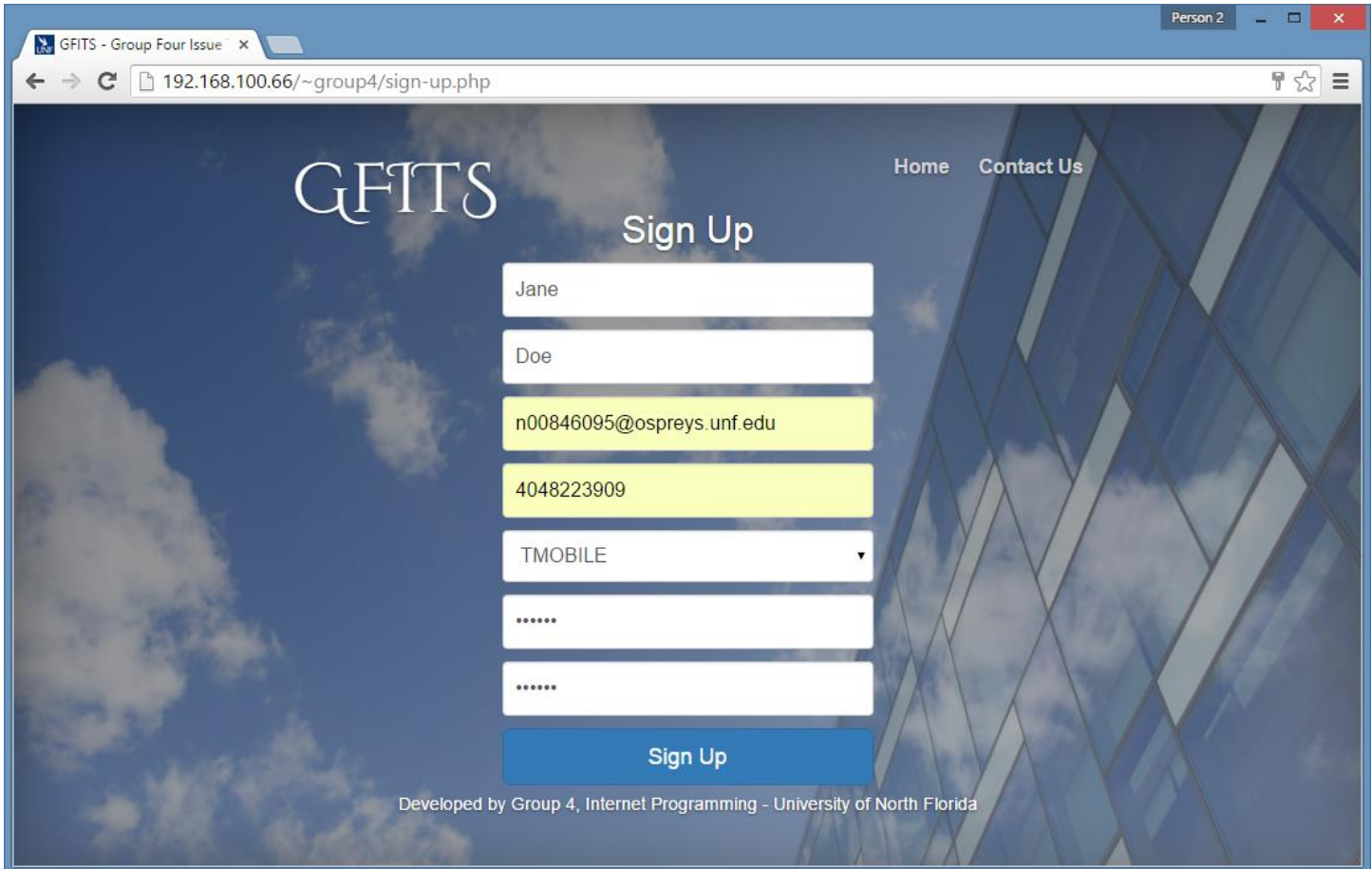
When the user selects “Register” from the Home Page, a Sign Up form appears.

The screenshot shows a web browser window with the title "GFITS - Group Four Issue". The address bar displays "192.168.100.66/~group4/sign-up.php". The page content includes the "GFITS" logo, a "Sign Up" heading, and a registration form with the following fields:

- First Name
- Last Name
- Email Address
- Cell Phone
- Cell Phone Carrier (dropdown menu)
- Password
- Confirm Password

A blue "Sign Up" button is located below the form fields. In the top right corner, there are links for "Home" and "Contact Us". At the bottom of the page, a footer reads: "Developed by Group 4, Internet Programming - University of North Florida".

When the user completes the form and clicks the “Sign Up” button, a record is inserted into both the tUser table and the tLogin table, and an email is sent to the user welcoming him or her to the GFITS application.



A screenshot of a web browser showing the 'GFITS - Group Four Issue' page. The URL is 192.168.100.66/~group4/sign-up.php. The page has a blue header with 'GFITS' and navigation links 'Home' and 'Contact Us'. The main content area is titled 'Sign Up' and contains a registration form. The form fields are: Name (Jane), Surname (Doe), Email (n00846095@ospreys.unf.edu), Phone Number (4048223909), Carrier (TMOBILE), Password (masked with dots), and Confirm Password (masked with dots). A blue 'Sign Up' button is at the bottom of the form. The footer text reads 'Developed by Group 4, Internet Programming - University of North Florida'.

GFITS Sign Up

Jane

Doe

n00846095@ospreys.unf.edu

4048223909

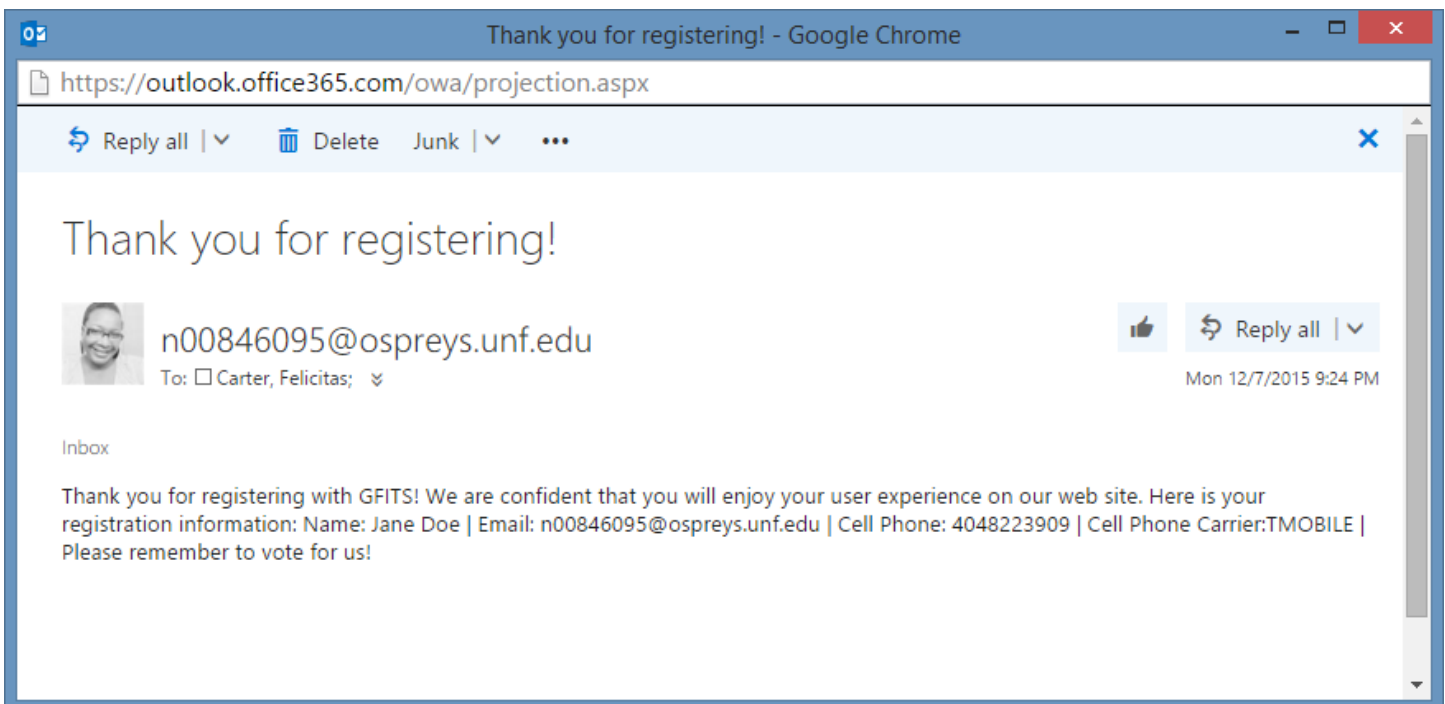
TMOBILE

.....

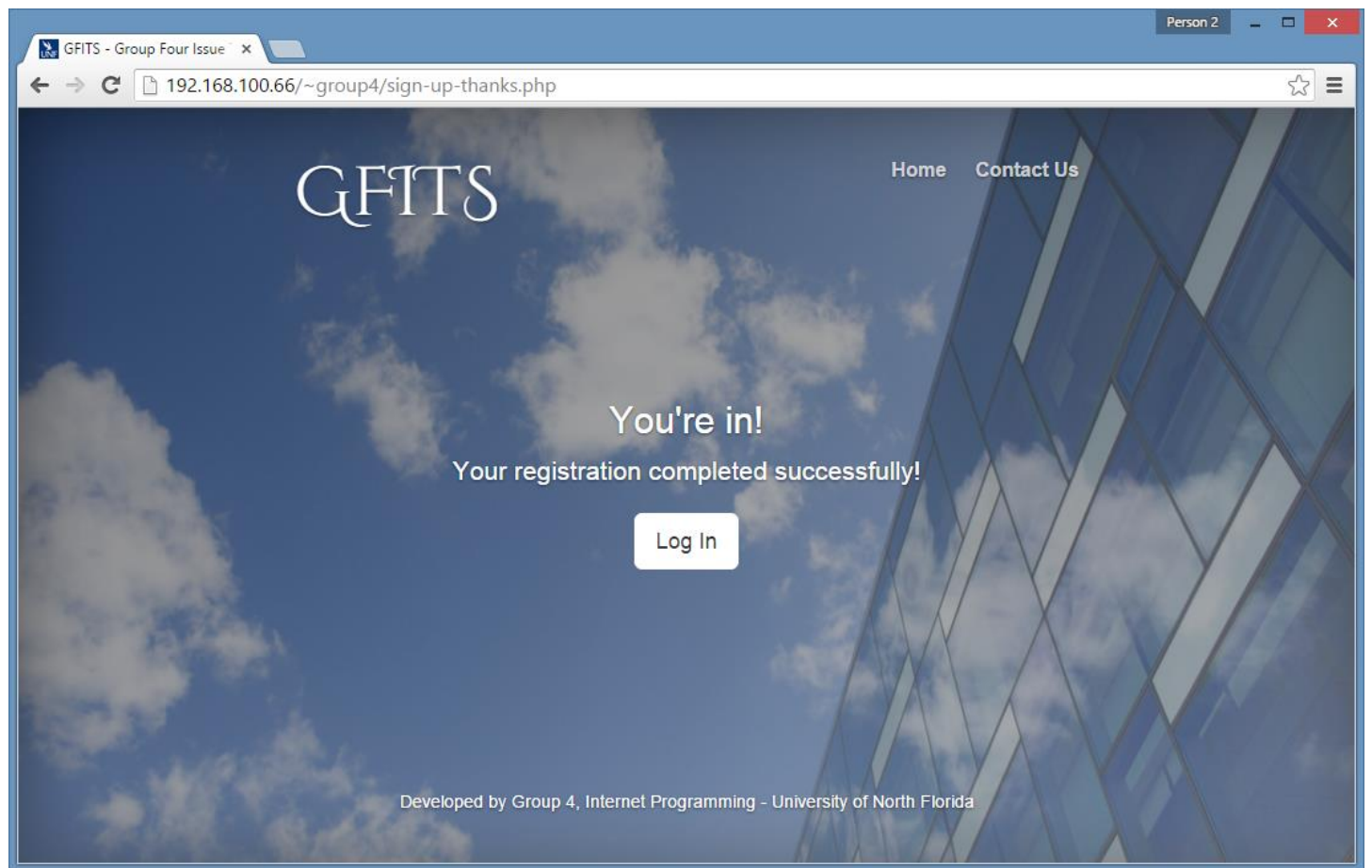
.....

Sign Up

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The user is then redirected to a page that allows him or her to click a button to go to the Log In page, which allows the user to log on using the email address and password entered during registration.



## Logging In

Once the user is registered, the credentials entered during registration can be used to log on to the system.

GFITS - Group Four Issue

192.168.100.66/~group4/log-in.php

Person 2

GFITS

Home Contact Us

Log In

n00846095@ospreys.unf.edu

.....

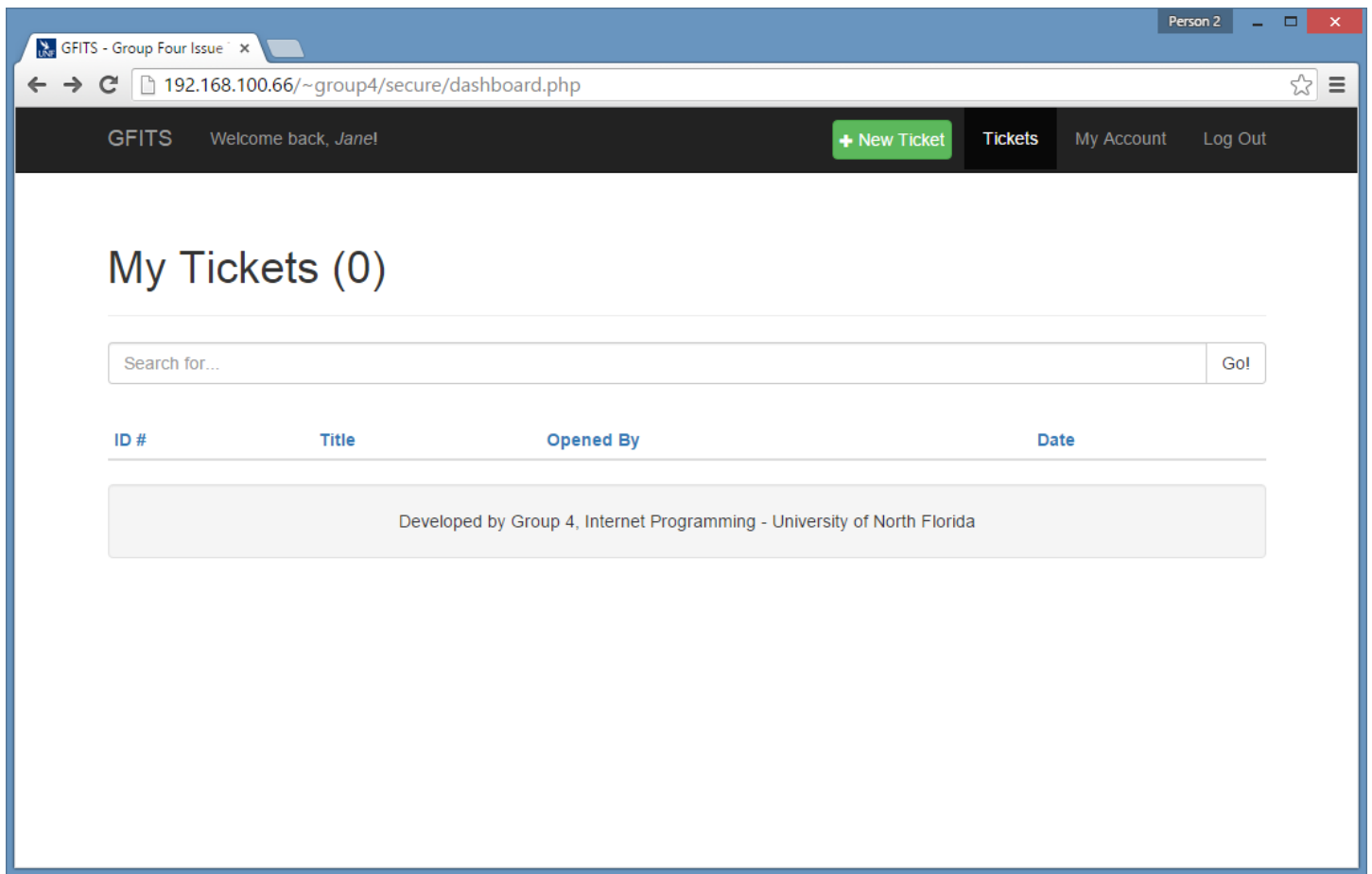
Log In

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## Opening a Ticket

Once logged on, the user is redirected to the Dashboard, which allows the user to see the tickets he or she has opened. To open a ticket, the user clicks “+ New Ticket” from the upper right menu.



The screenshot shows a web browser window with the URL `192.168.100.66/~group4/secure/dashboard.php`. The browser tab is labeled "GFITS - Group Four Issue". The page has a dark blue header with the text "GFITS" and "Welcome back, Jane!". On the right side of the header, there is a green button labeled "+ New Ticket" and links for "Tickets", "My Account", and "Log Out". The main content area is titled "My Tickets (0)". Below the title is a search bar with the placeholder text "Search for..." and a "Go!" button. Below the search bar is a table with the following headers: "ID #", "Title", "Opened By", and "Date". The table is currently empty, and a message "Developed by Group 4, Internet Programming - University of North Florida" is displayed below the table headers.



In the “New Ticket” form, the user enters a title (or summary), along with detailed information about his or her issue. The “Submit New Ticket” button is clicked to save the new ticket to the database.


GFITS - Group Four Issue x

192.168.100.66/~group4/secure/add-ticket.php

GFITS Welcome back, Janel! + New Ticket Tickets My Account Log Out

## New Ticket

### Submit a New Ticket

 Created By Jane Doe Date Dec 07, 2015

Title: Need help updating my profile photo

Please describe your issue here:  
I need someone to show me how to update my profile photo.

Submit New Ticket

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The Dashboard is updated with the newly created ticket.

GFITS - Group Four Issue x

192.168.100.66/~group4/secure/dashboard.php

GFITS Welcome back, Janel! + New Ticket Tickets My Account Log Out

## My Tickets (1)

Search for... Go!

ID #	Title	Opened By	Date	Last Reply
5	Need help updating my profile photo	Jane Doe	Dec 07, 2015 09:41 PM	Dec 07, 2015 09:44 PM

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## Adding a Ticket Note

The user has the ability to add notes to the ticket once created. At the bottom of the ticket is an “Add a Response” form. To add a note and keep the ticket open, the user clicks the “Add Note” button.

The screenshot shows a web browser window with the URL `192.168.100.66/~group4/secure/ticket.php?tickets_id=5`. The page header includes the text "GFITS - Group Four Issue" and "Welcome back, Jane!". A navigation bar contains a "+ New Ticket" button and links for "Tickets", "My Account", and "Log Out".

The main content area displays a ticket titled "Need help updating my profile photo" with an "Open" status. The ticket details include a profile picture placeholder, the name "Jane Doe", and the timestamp "Dec 07, 2015 09:41 PM". The message content is: "I need someone to show me how to update my profile photo."


Below the ticket details is the "Add a Response" form. It includes a "Name" field with the value "Jane Doe" and a "Date" field with the value "Dec 07, 2015". There is a text area for "Add a message to this ticket:" containing the text: "I am in a hurry to get this information updated, so please expedite my request." At the bottom of the form are two buttons: "Add Note and Close Ticket" (green) and "Add Note" (blue).

Ticket notes can be viewed by selecting the ticket from the Dashboard (accessed via “Tickets” on the upper right menu).

The screenshot shows a web browser window with the address bar displaying `192.168.100.66/~group4/secure/ticket.php?tickets_id=5`. The page header includes the text "GFITS - Group Four Issue" and a user profile "Person 2". The main navigation bar contains "GFITS", "Welcome back, Jane!", a "+ New Ticket" button, and links for "Tickets", "My Account", and "Log Out".

## Need help updating my profile photo


[Open](#)



I need someone to show me how to update my profile photo.

Jane Doe

Dec 07, 2015 09:41 PM



I am in a hurry to get this information updated, so please expedite my request.

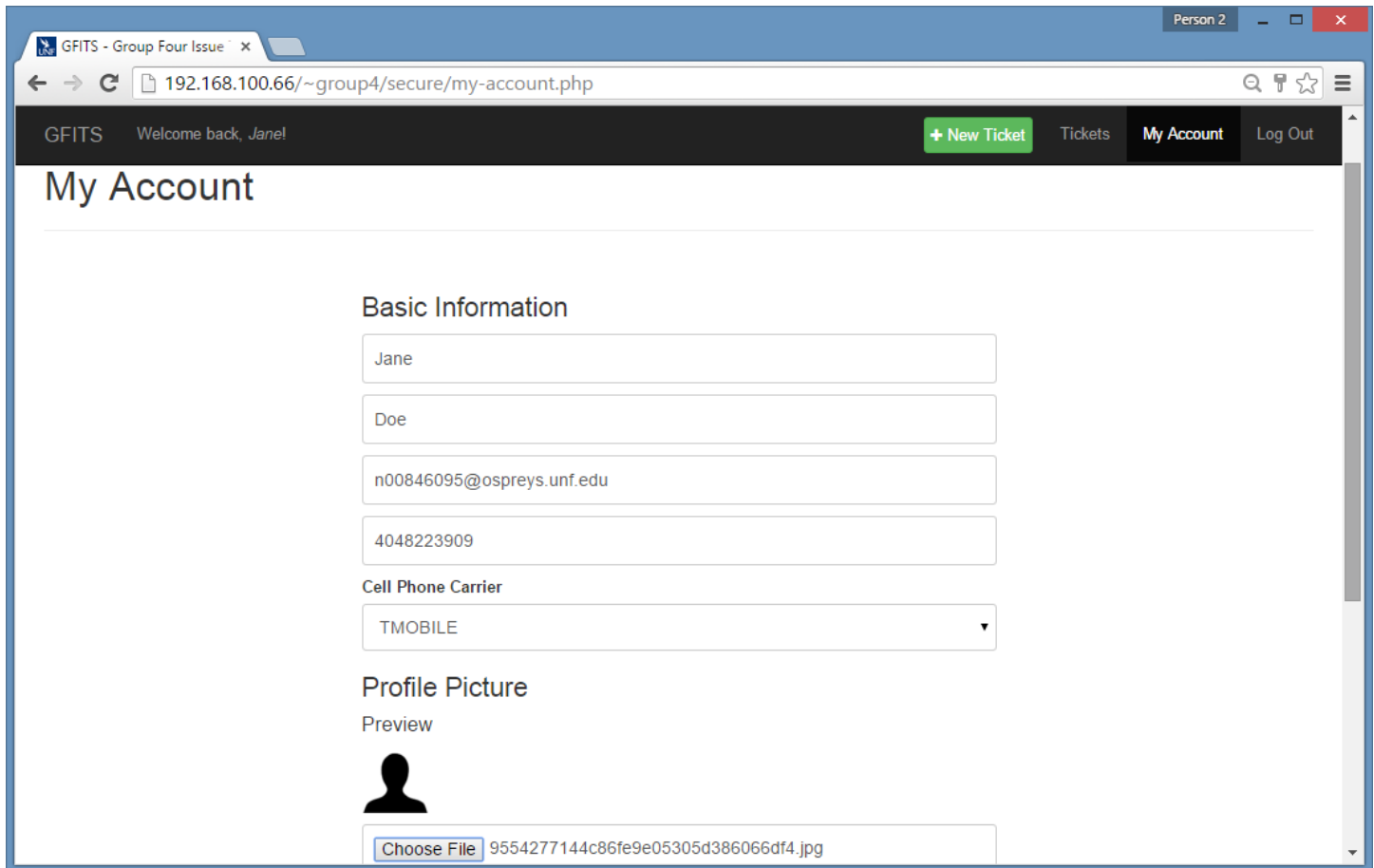
Jane Doe

**Trusted Staff Member**

Dec 07, 2015 09:44 PM

## Updating Account Information

Account information may be viewed and edited via the “My Account” menu item in the upper right menu.

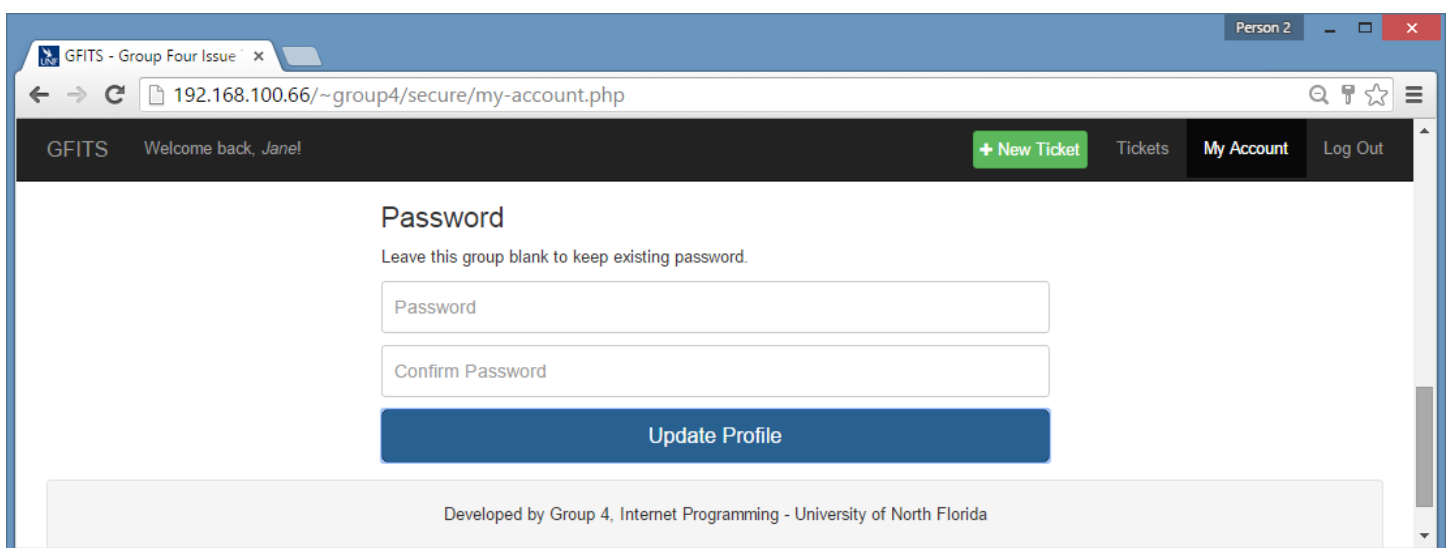


The screenshot shows a web browser window with the URL `192.168.100.66/~group4/secure/my-account.php`. The page title is "My Account". The user is logged in as "Person 2". The navigation bar includes "GFITS", "Welcome back, Jane!", a "+ New Ticket" button, and links for "Tickets", "My Account", and "Log Out". The "Basic Information" section contains the following fields:

- First Name: Jane
- Last Name: Doe
- Email: n00846095@ospreys.unf.edu
- Phone Number: 4048223909
- Cell Phone Carrier: TMOBILE (dropdown menu)

The "Profile Picture" section shows a preview of a silhouette and a "Choose File" button next to the filename `9554277144c86fe9e05305d386066df4.jpg`.

The user clicks the “Update Profile” button to update his or her profile with the information entered in the form.



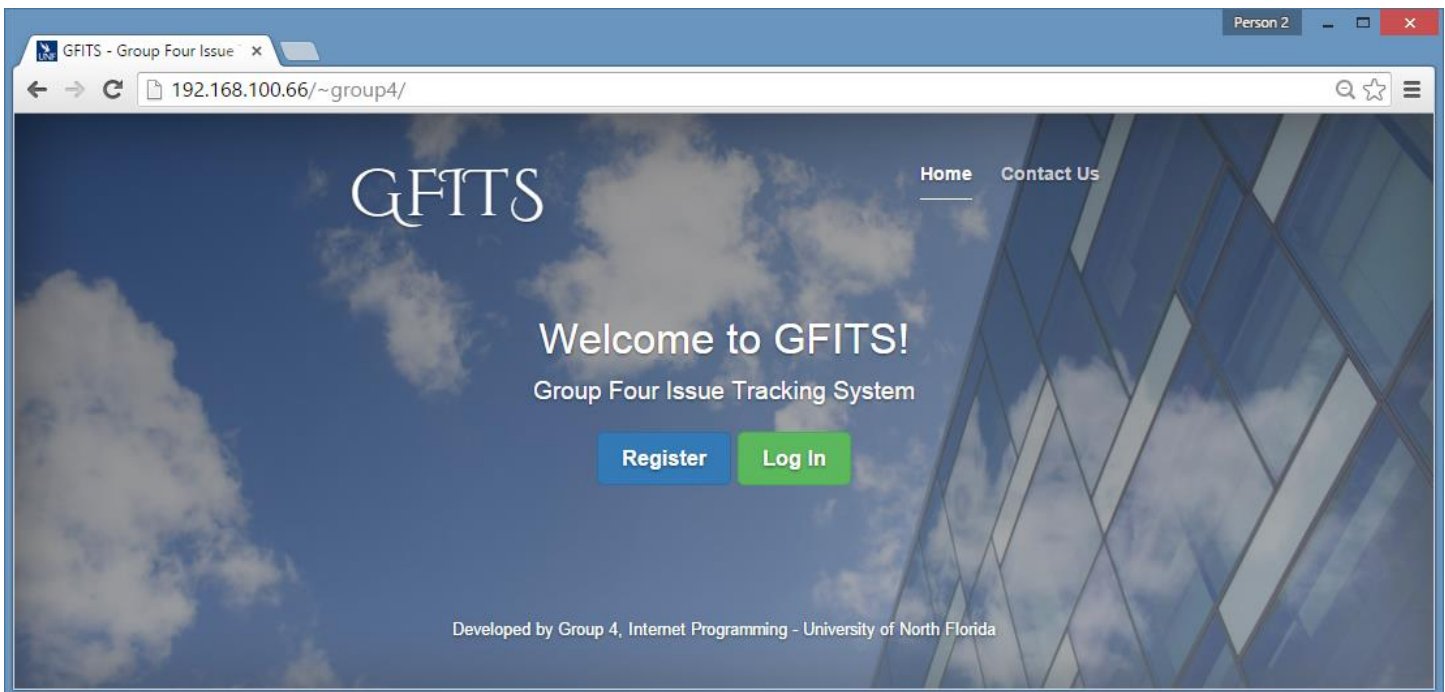
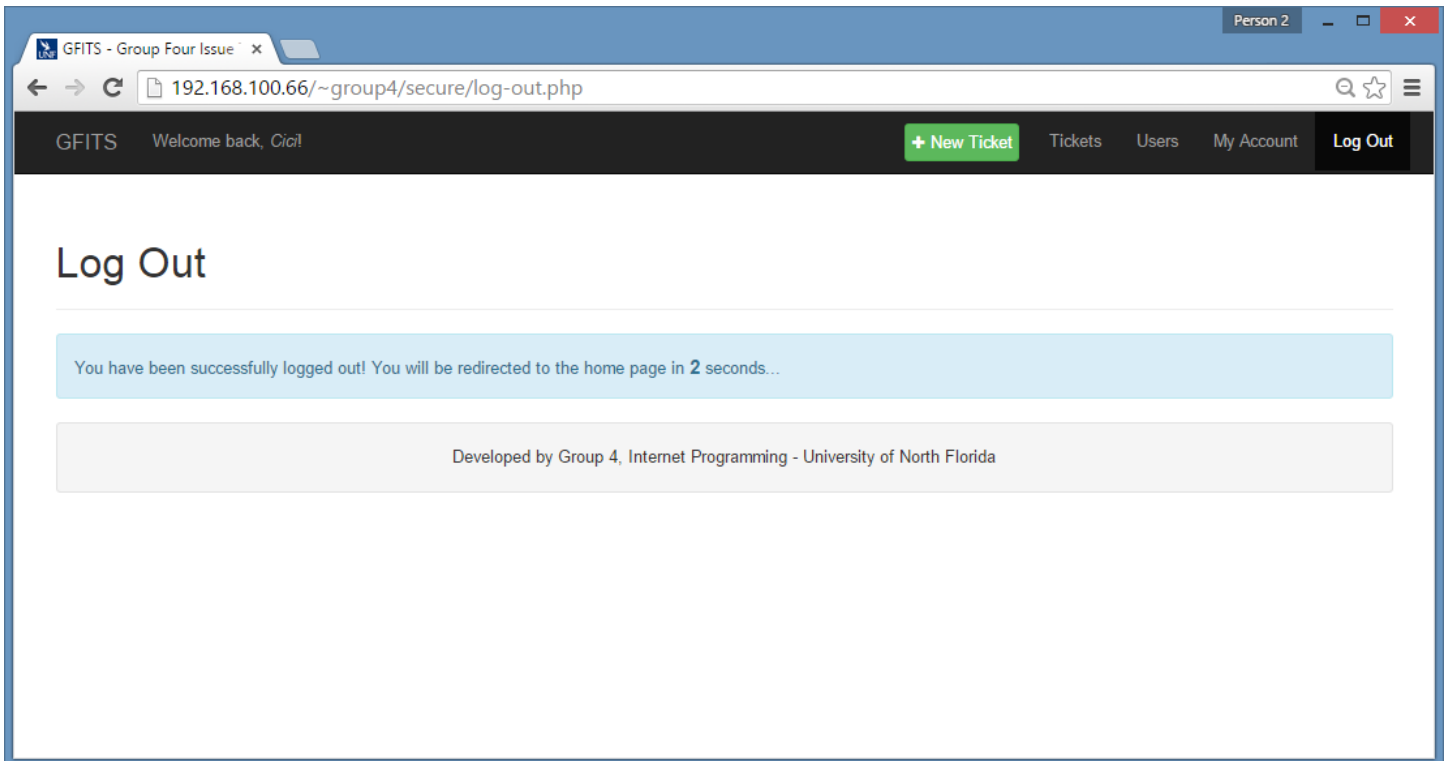
The screenshot shows the same web browser window, but the "Password" section is active. It includes the following elements:

- Section Title: Password
- Instruction: Leave this group blank to keep existing password.
- Fields: Password and Confirm Password
- Button: Update Profile

The footer of the page states: "Developed by Group 4, Internet Programming - University of North Florida".

## Logging Out

Clicking the “Log Out” menu item in the upper right menu logs the user off and redirects him or her to the Home Page.



## GFITS Entity Relationship Diagram

