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Project Deliverable 3 – User Manual

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3.1 Introduction

3.1.1 Background

Tiny World is an ecommerce business that prior to this project operated solely through the use of social media. The business processes include but are not limited to producing and customizing keyrings of well known climbing shoes. The business conducted their orders manually and kept physical orders with minimal automation in this process.

3.1.2 About this website

Tinyworld.co.za is an ecommerce website that solves the problems raised in deliverable 1, namely: automation, ordering, tracking and processing.

This website allows potential clients to view the products available to be made on the website, order their desired products via an automated shopping cart as well as make an account and manage their orders on the site.

Tiny World further provides the admin of the website with extra functionality such as:

- add new products to their website.
- update existing products on the website
- managing orders and order statuses
- receiving emails about incoming orders.

Tiny World is built on a range of technologies which allow it to function efficiently while providing a user friendly UI. The site is hosted on Afrihost Shared Linux Servers with its very own domain as well as a MySQL database running on their kenway servers.

Furthermore it is built using base HTML5, CSS3, PHP and JavaScript (including a JS API).

3.2 Basics: Accessing your website and Admin

3.2.1 Accessing the website

To access the website, users and admins must visit the following link

<https://tinyworld.co.za/>

3.2.2 The Admin Area

The admin area is found after logging in to the site with valid admin credentials.

After which the admin must click on the 'Account' button found in the header of the website.

This will direct the Admin to the Admin Panel where the admin will be prompted with Stock Management and Orders.

Stock Management



Admin

Brand

La Sportiva

Next

Shoe

Solution

Next

Pending Orders	
Order No: 35 Status: Pending Payment	2024-05-30
<div>Set to Paid</div> <div>Set to Completed</div> <div>Set to Cancelled</div> <div>Set to Pending</div>	
Order No: 36 Status: Pending Payment	2024-05-30
<div>Set to Paid</div> <div>Set to Completed</div> <div>Set to Cancelled</div> <div>Set to Pending</div>	
Order No: 37 Status: Pending Payment	2024-05-31
<div>Set to Paid</div> <div>Set to Completed</div> <div>Set to Cancelled</div> <div>Set to Pending</div>	

3.3 Products: Adding, removing, and updating products

3.3.1 Adding and Removing and Updating Products

To remove or update products the admin must do the following:

- Once on the admin page:

Stock Management



Admin

Brand

La Sportiva

Next

Shoe

Solution

Next

- The admin must first select the brand and then click next, then the name of the shoe they would like to remove or update.
- They will then be prompted with the following

Update Shoe


stockid

Brand

Shoe

Price

Quantity

Current Image


☐ Delete Current Image

New Image

- The user can then update the shoe by filling in the relevant information and clicking update shoe
- or the user can delete the shoe by reducing the quantity to 0.

To add a shoe the admin must do the following:

- Once on the admin page:

Add Shoe

Brand

Shoe

Price

Quantity

Image

- The user must fill out the relevant information and click “Add New Shoe”

3.4 Changing menus

To change menus (pages) on the website, the user must click any of their desired pages to visit on the header, as seen below:



[Home](#) [Products](#) [Contact Us](#) [FAQs](#)

[LogOut](#)

[Account](#)



3.5 Shipping Options

Shipping options on the site are as follows:

Collection – Free

Delivery within Cape Town – R30

Delivery within South Africa – R50

Delivery Out of South Africa – R100

3.6 Orders

The ordering process is as follows:

- Once the user adds their items to the shopping cart and clicks proceed to checkout
- If the user is not logged in they will be sent to the login page before checkout
- At the checkout page the user is prompted with filling out details involving the order, such as email, cell number, and delivery options.
- After selecting proceed to payment the order is submitted and stored in the database with a status of: Pending Payment
- An email is generated and sent to the admin that a new order has been received.
- The user is prompted with the EFT payment details for the business and an email to send the Proof Of Payment to.
- After receiving the proof of payment, the admin can then update the status of the order in the Admin Panel to Paid and begin processing the order until completion.
- The user can track the status of their order in the Account Page

3.7 Updating a page on your site

Pages are added through the website developer.

Page data such as product images can be updated through the Admin Panel as explained in [Updating 3.3.1](#).

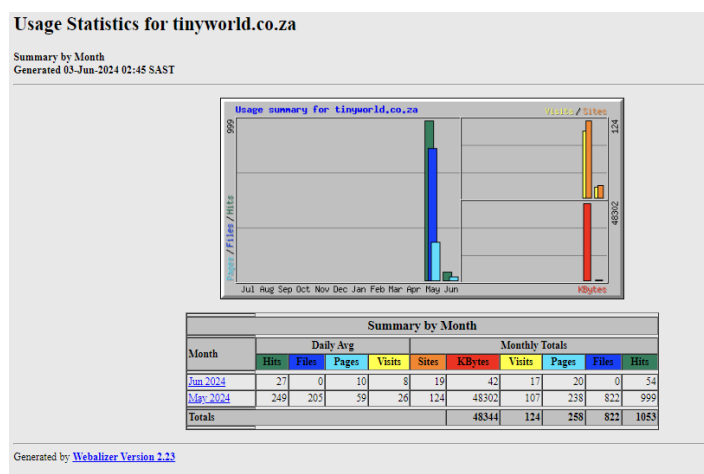
3.8 Collecting money from the store

Money is collected from payments made to the business bank account during the ordering process.

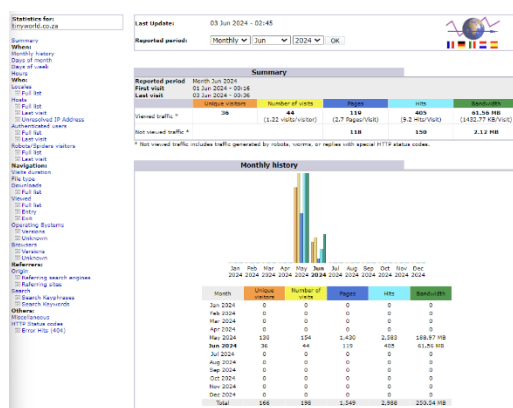
3.9 Checking Web Traffic and Statistics

Web Traffic and Statistics is found through the cPanel related to the website.

- Log in to the cPanel
- Scroll down to metrics
- To view website visitors you can visit the Visitors Page
- By clicking Webalizer you will be shown a graph of user activity



- By clicking Awstats you will be shown a variety of graphs and tables with user activity.



3.10 Appendix

After successful research, design and development of the Tiny World eCommerce Website. The most important step into bringing it live is web hosting. This step has been achieved through the use of Afrihost web hosting:

- The business owns the domain tinyworld.co.za
- The web hosting package it runs on is the Silver Home Shared Linux Package

Once these packages have been set up, the followings is done to transfer the files from localhost to a live form:

- Import the database to the phpMyAdmin MySQL database on the webserver.
- Download the login details to kenway server, and update the dbconn.php file with the new credentials.
- Ensure the project files is stored in a well structured manner with landing page being saved as 'index.php'.
- Upload the project files to the public_html directory on the FTP server in the cPanel.
- Visit the website to ensure the site is running while simultaneously checking and fixing bugs that appear.
- Ensure that the SSL certificates are up to date and secure.
- Ensure that the website forces redirect to https to increase security.