

Theater Ticketing System

MovieNight Theater's System

User Manual

Group 2

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1. Overview

Welcome to the Ticketing System User Manual. This document offers a thorough guidance to build a transparent understanding of how the ticketing system works. Whether you are a newcomer or an experienced user, this guide presents a walkthrough of the key features to grant an optimal interactive experience. Through this user manual you should be able to navigate through the MovieNight website as a

1.1 How to get started

First we encourage users to have the following requirements already established:

- Compatible device with stable internet connection
- Access to an updated and trusted web browser (Microsoft edge, Google chrome, or any relevant one will do)
- If using a mobile device, the app is available on prevalent App stores (e.g Google Play, apple App Store).

1.2 Instructions for each user

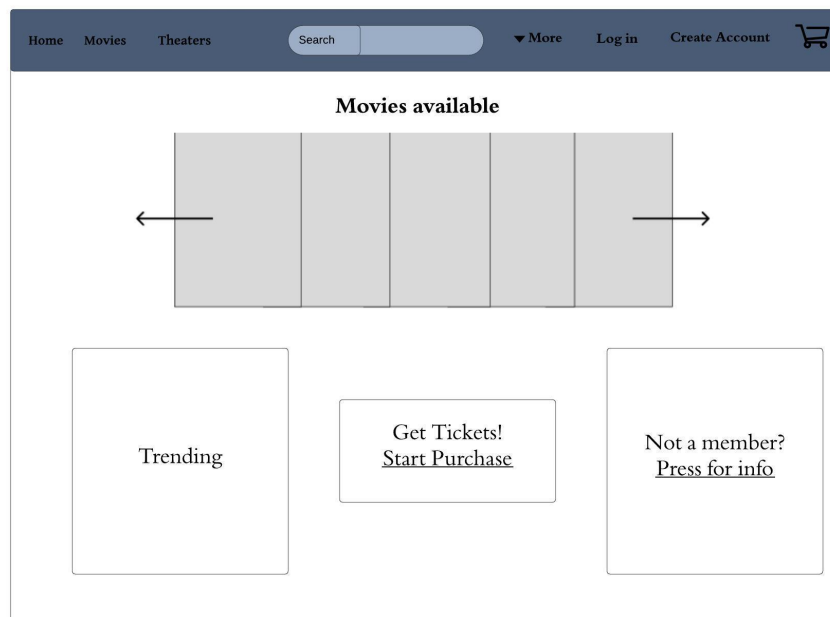
The ticketing system offers unique features for each specified user. Please read whichever case that applies to you and follow along. If applicable, refer to Module 1.3 for customer support.

1.2.1 Customers

- Open the web browser and navigate to the following website address:
www.movienight.com



- The homepage will display:



- If you do not have an account:
 - a. Navigate to “Create Account” on the upper right corner.
 - b. You can choose to sign up via google or manually inputting the prompted information. After you are completed, click on continue.
 - c. Agree to terms and conditions.
 - d. Input contact information and payment method to finish your profile.
 - e. Click continue when done.



Create a MovieNight account


SIGN UP [Learn more](#)

Email

Username

Password

Continue






 Sign up with Google

Create a MovieNight account

SIGN UP [Learn more](#)

☐ agree to terms and conditions [view details](#)

Phone number

Payment method

Continue

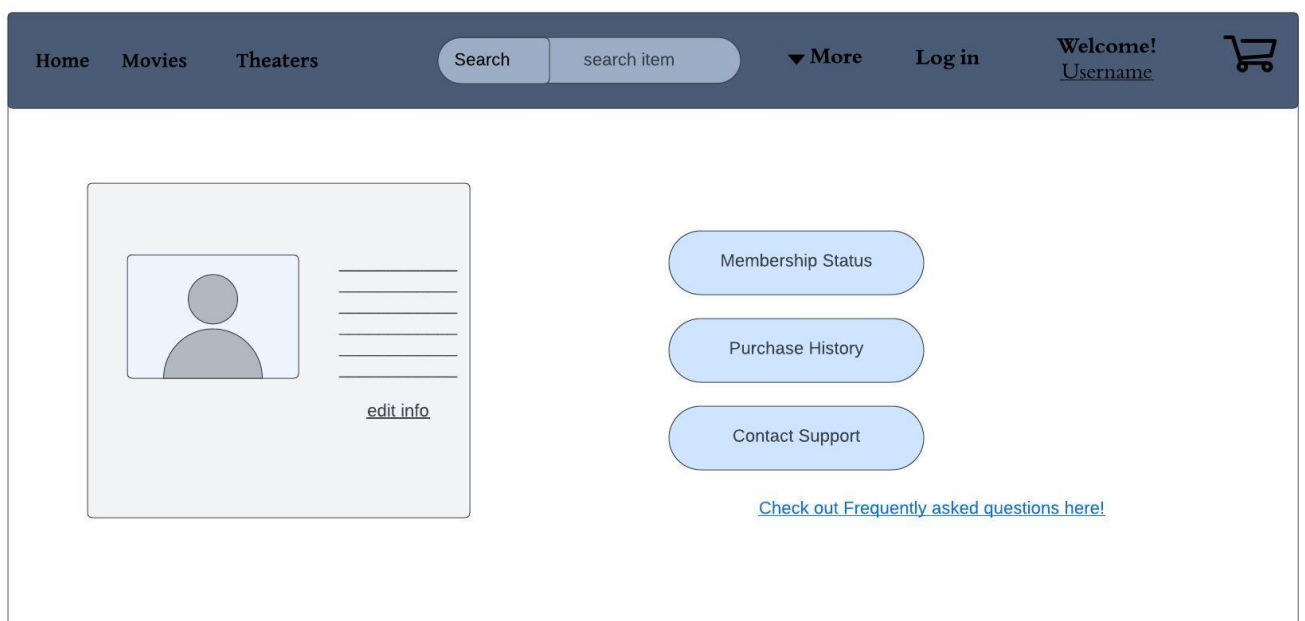
- If an account already exists:
 - a. Click on “log in” at the upper right corner.
 - b. Fill out the username/email and the password to proceed.



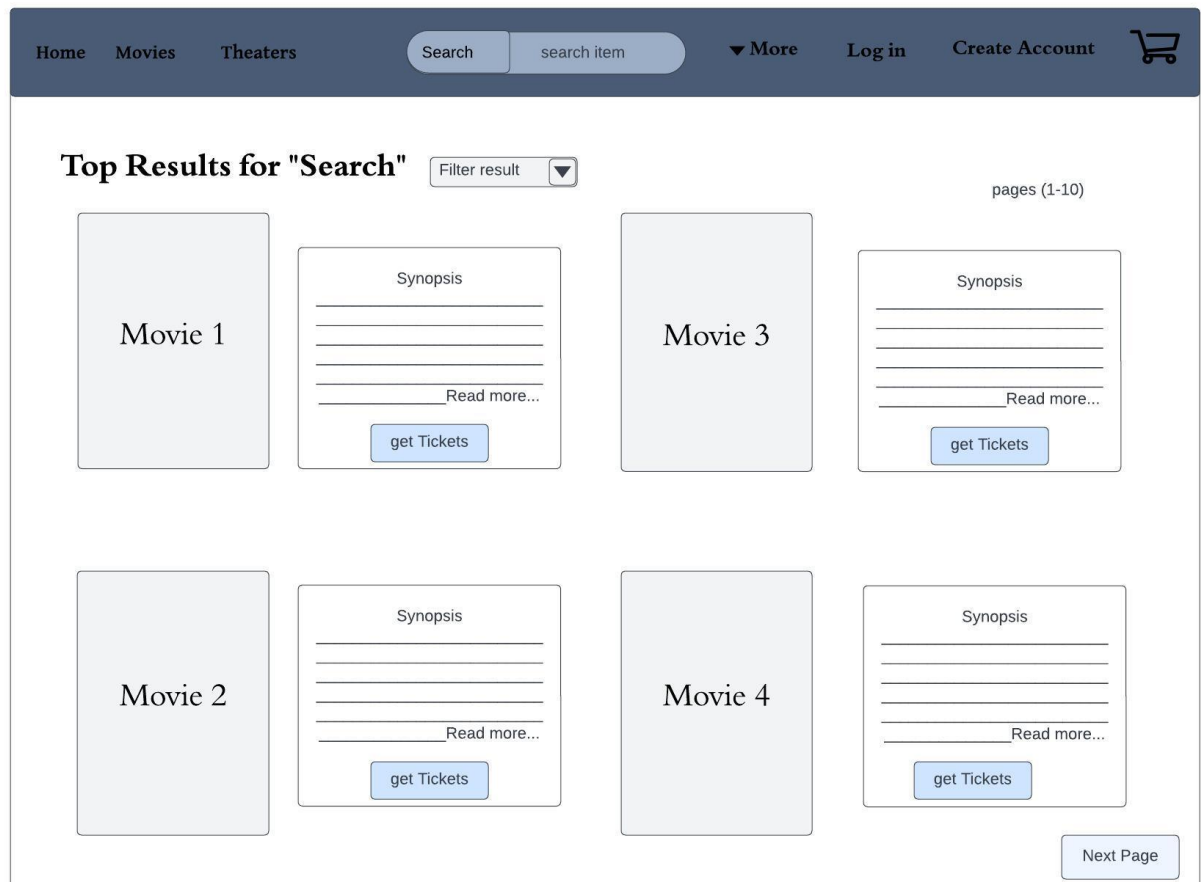
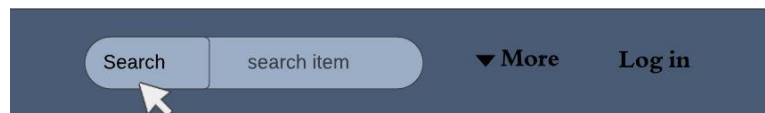
s available



- Once logged in, you can navigate to your account profile by clicking on your username at the top right for the homepage. any information edits, viewing purchase history, membership information, or contact support or access frequently asked questions.




- If you do not wish to create an account, you may proceed navigating the website without any login credentials.
- You may navigate from the homepage to any of the Trending movies or by simply making a search.
- To search for a movie:
 - a. Press the search bar at the middle top of the home page.
 - b. Type the name of the movie name or anything relevant to it (actor/director name).
 - c. Click on search
 - d. You can filter the results by theater location, show room number, show time, and year of release, by clicking on the “filter result” option.



- Once a movie is chosen:
 - a. Click on “Start Booking!”
 - b. Choose the quantity of tickets to be purchased, click next.
 - c. If you are a member, tickets/ applicable discounts will automatically be applied upon your approval based on your membership level.
 - d. You will be prompted into a seating chart, highlighting the seats you wish to be seated at.
 - e. If you require any accommodations, please include them in the notes section.
 - f. Continue to make a purchase. If you are a member, card information will automatically be saved in the system. If you are a guest, please input the applicable payment information (debit, credit, paypal, etc.)
 - g. After you are done, click on complete purchase.
 - h. You will momentarily be notified via email or text message with a confirmation number of the purchase along with a brief overview of the time/ date of the booking.

[Home](#)
[Movies](#)
[Theaters](#)

[▼ More](#)
[Log in](#)
[Create Account](#)


Movie Title


Movie Poster

Start Purchase

Synopsis

Trailer

Reviews

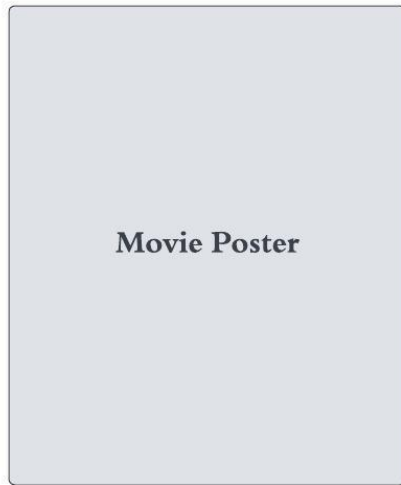
User5646 

feedback

Cast and Crew


More movie details

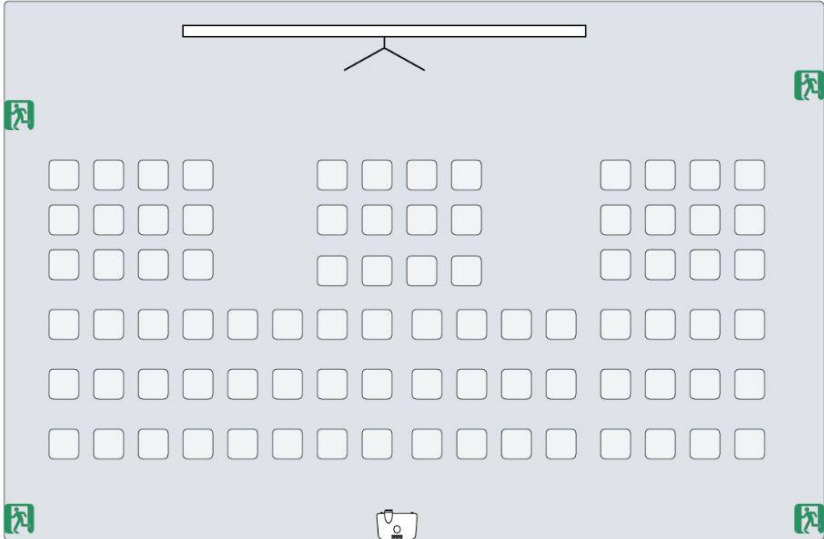
Movie Title



+ Ticket Quantity

Applied Discounts
NEWYEAR233 [edit](#) ✓

[Home](#) [Movies](#) [Theaters](#) [▼ More](#) [Log in](#) Welcome! [Username](#) 

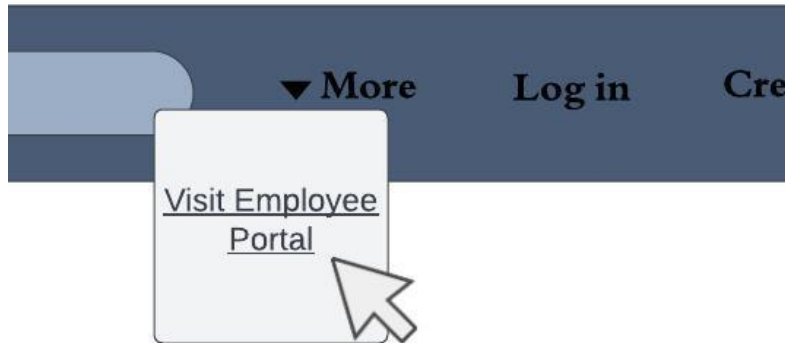


Theater seat map showing a grid of seats. The map is divided into three sections by two vertical aisles. The top section has 10 seats (4 rows of 2). The middle section has 10 seats (4 rows of 2). The bottom section has 10 seats (4 rows of 2). There are four green exit icons (one in each corner) and a small icon of a person sitting in a seat at the bottom center.

Please Select desired Seat

1.2.2 Employees and Administrators

- Theater Employees / General Managers
 - Visit www.movienight.com
 - Click on “More” at the upper right corner.
 - Choose “Visit Employee Portal”
 - log in via the employee portal. If unsure about account info, contact IT admins.
 - Proceed with authentication (input Employee ID)



Employee Log in

Employee Log in
Authenticate your identity

- Once you are prompted into the system, you can:
- Update movie list, prices, discounts, memberships terms, show times, ticket availability, and showroom numbers.
 - Update the movie list by clicking on the edit selections.
 - Select the movies you would like to remove all at once.
 - If you would like to edit a specific movie, click on the movie first then on the edit option.
 - You may edit the description, show room number, show times,..etc.
 - To view customers' accounts, click on customer navigation.
 - Input customers phone number to associate with the appropriate account.
 - Now you may view the account, order details, and edit purchases.
 - You will frequently be prompted into a feedback forum when logged in to provide feedback for IT admins on how well the system is operating.
- IT Administrators / Corporate Personnel
 - Log in to authenticated corporation's system
 - Once logged in, IT Admin member can:
 - View all aspects of the ticketing system including Customer/ Employee POV.
 - Modify UI of portals
 - activate/ deactivate user accounts
 - Change ticket prices
 - Update features
 - Debug, update, and maintain overall system
 - Monitor system's security

1.3 Customer Support

If you have any inquiries please do not hesitate to reach out to our exceptional team. You can call or contact us via email and we will get back within 24 hours.

1.3.1 contact info

Email us your inquiries at : ticketing.support@domain.com

Or call : (555)-123-4567

For more information, check out our [frequently asked questions](#).