# Project Description

For my ITM411 final project, I worked on a trouble ticket system. Reason being, was that it’s a great way to incorporate a large swath of what the course covers.

My version of the trouble ticket system, a simple to use system that can be expanded by any admin. When you start it up, you are greeted by a login screen. The program accepts specific a set of user name and password combinations. For an admin to login, they can simply use the credentials: **username = admin and password = admin1.** To login as a regular you may use any of the username and password combinations found in the authUsrs.csv. The first one in the table of authorized users is as follows: **username = daisy and password = 12**.

Once you login with the correct credentials, you will see the home screen, which is simply a grey box with the menu bar at the top. In order to view the current tickets within the system, click the **Ticket > View Ticket Table.** The file menu allows you to exit the program or logout of the system. This is useful if you want to check any changes you have made as admin, from the point of view of a regular user. The Admin menu gives you the ability to update or delete a trouble ticket, as asked for in the final project specs sheet. The tickets menu allows you to open a new trouble ticket and as mentioned before, allow you to view all the tickets in the system. The close menu allows you to change the status of an open ticket to close. And finally the extras menu allows you to refresh the table, so that you can see the changes you have made, like update or delete a ticket.

When a regular user logs in, they will only see the file, tickets, and extras menu. This gives them less access as what an admin would have.

# Screen Shots

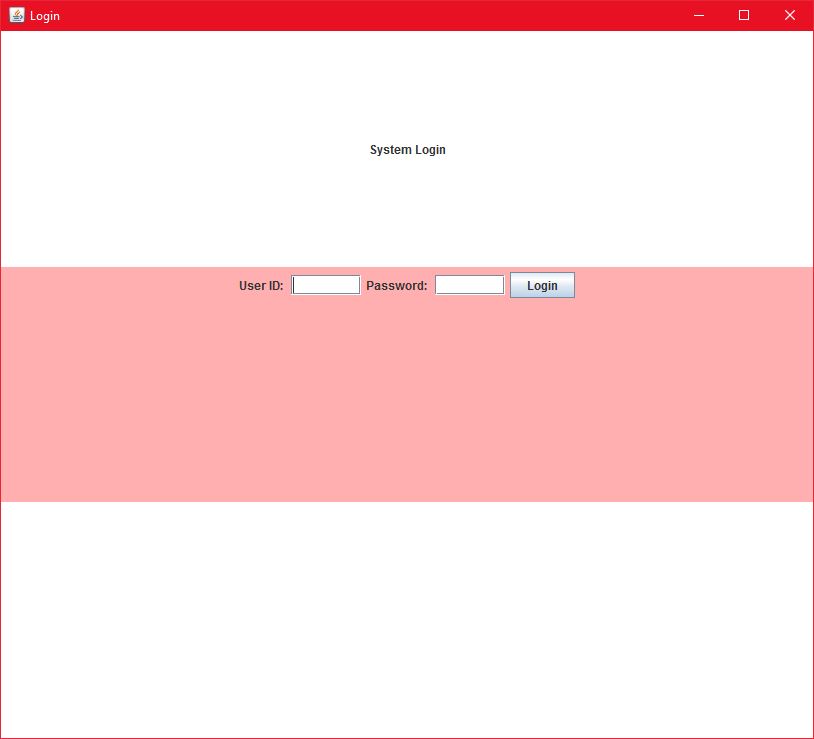


Image of blank login

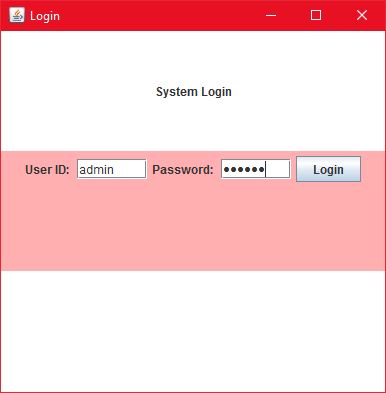


Image of admin logging in

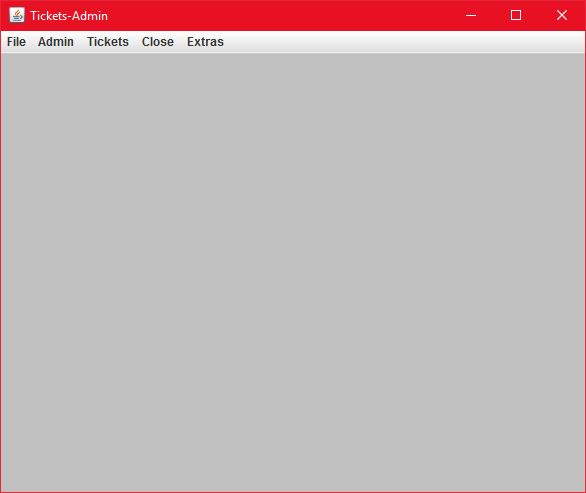


Image of admin home screen



Image of tickets viewed by admin



Image of updated ticket descriptions

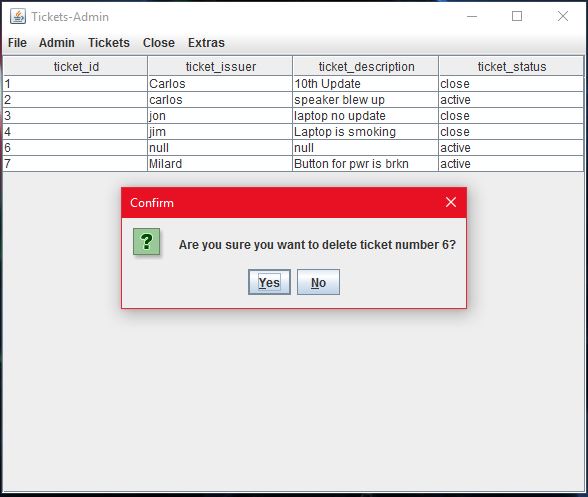


Image of deletion of ticket

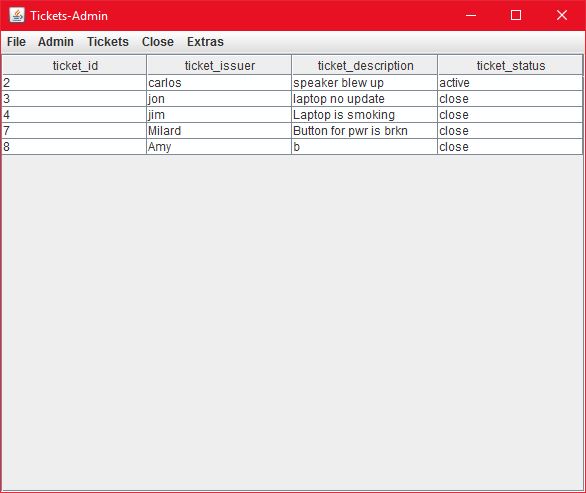


Image of 2 closed tickets which were previously open

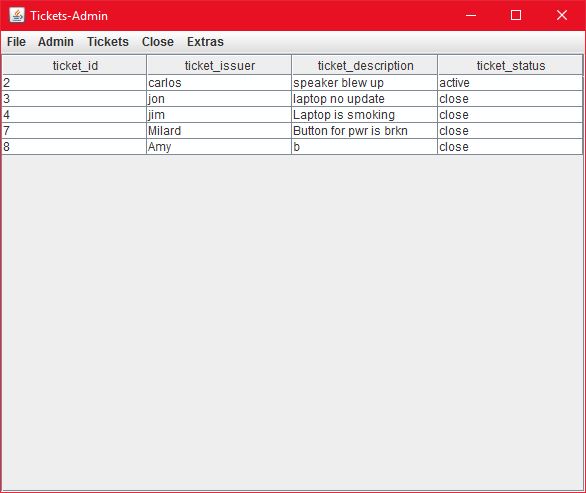


Image of final trouble ticket table

# Extra Credit

Entity Designs: 10 points

