

**Faculty of
Computing**

**SECV2223 PENGATURCARAAN WEB
(WEB PROGRAMMING)**

SEMESTER II 2024/2025

*Faculty Facility Damage Complaint
System*

WEBSITE LINK : <https://leo.great-site.net/MiniProject/>

LECTURER : DR.PANG YEE YONG

SECTION : 4

NAME	MATRIC NUMBER
MUHAMMAD AZIIDAN BIN MUHD AZLAN NG	A23CS0124
CORNELIA LIM ZHI XUAN	A23CS5044
MELODY LUI RUO NING	A23CS0244
LEO MIN XUE	A23CS0237

TABLE OF CONTENTS

NO	TOPIC	PAGE
1.0	Project Overview	3
2.0	Tools & Technology	3
3.0	Modules	4
4.0	Functionality	4 - 5
5.0	Database and Tables	6 - 7
6.0	User Manual	8 - 25
7.0	Conclusion	26

1.0 Project Overview

The Faculty Facility Damage Complaint System is specially designed for the users of the Faculty of Computing, UTM. It provides a user-friendly interface that allows users to file complaints about the faculty's facilities and also keep track of the status of their complaints. In addition, this system also helps the faculty to maintain the facilities in order to provide a safe, functional and conducive environment for the Faculty of Computing community.

Faculty Facility Damage Complaint System has the following modules :

1. Admin
2. Staff - Facility Manager
3. User - (Student, Lecturer, Office Staff)

2.0 Tools & Technology

- HTML : Create and structure the web content
- CSS : Style the web layout
- JavaScript : Add interactivity and dynamic behaviour to web page
- PHP : Server-side scripting language to build dynamic web pages and handle database interaction
- MySQL : Store, manage and retrieve data for web application
- XAMPP : Free local server package to develop and test web application
- Infinity Free : Free web hosting service to host and publish website online

3.0 Modules

1. Admin
 - a. Admins can edit their own profile information.
 - b. Admins can add and delete users (Student, Lecturer, Office Staff) and - Facility Manager with name, email and password.
 - c. Admins can upload a .txt file with user information (name, email and password) to add users.
 - d. Admins can file (add) complaints with details such as location, description and picture.
2. Staff - Facility Manager
 - a. Staff can edit their own profile information.
 - b. Staff can file (add) complaints with details such as location, description and picture.
 - c. Staff can view the complaint list record.
 - d. Staff can edit (update) the complaint's status (Pending, In-progress, Resolved).
3. User - (Student, Lecturer, Office Staff)
 - a. Users can create an account with name, email and password with automatically assigned user ID.
 - b. Users can edit their own profile information.
 - c. Users can file (add) complaints with details such as location, description and picture.
 - d. Users can view the complaint list and the status of the complaint that they filed.

4.0 Functionality

1. Admin
 - a. Edit profile
 - b. File complaints
 - c. Add users
 - d. Delete users

2. Staff - Facility Manager

- a. Edit profile
- b. File complaints
- c. View complaints
- d. Update complaint's status

3. User - (Student, Lecturer, Office Staff)

- a. Create account
- b. Edit profile
- c. File complaints
- d. View complaints' status

Extra functionalities :

- Cookies.
- Password hashing.
- Users can upload pictures while filing complaints.
- Admin can upload a .txt file for adding new users.

Email and Password for project testing :

Email	Password	Access Level
john@example.com	password123	User
jane@staff.com	staff456	Facility Manager
admin@system.com	admin789	Admin

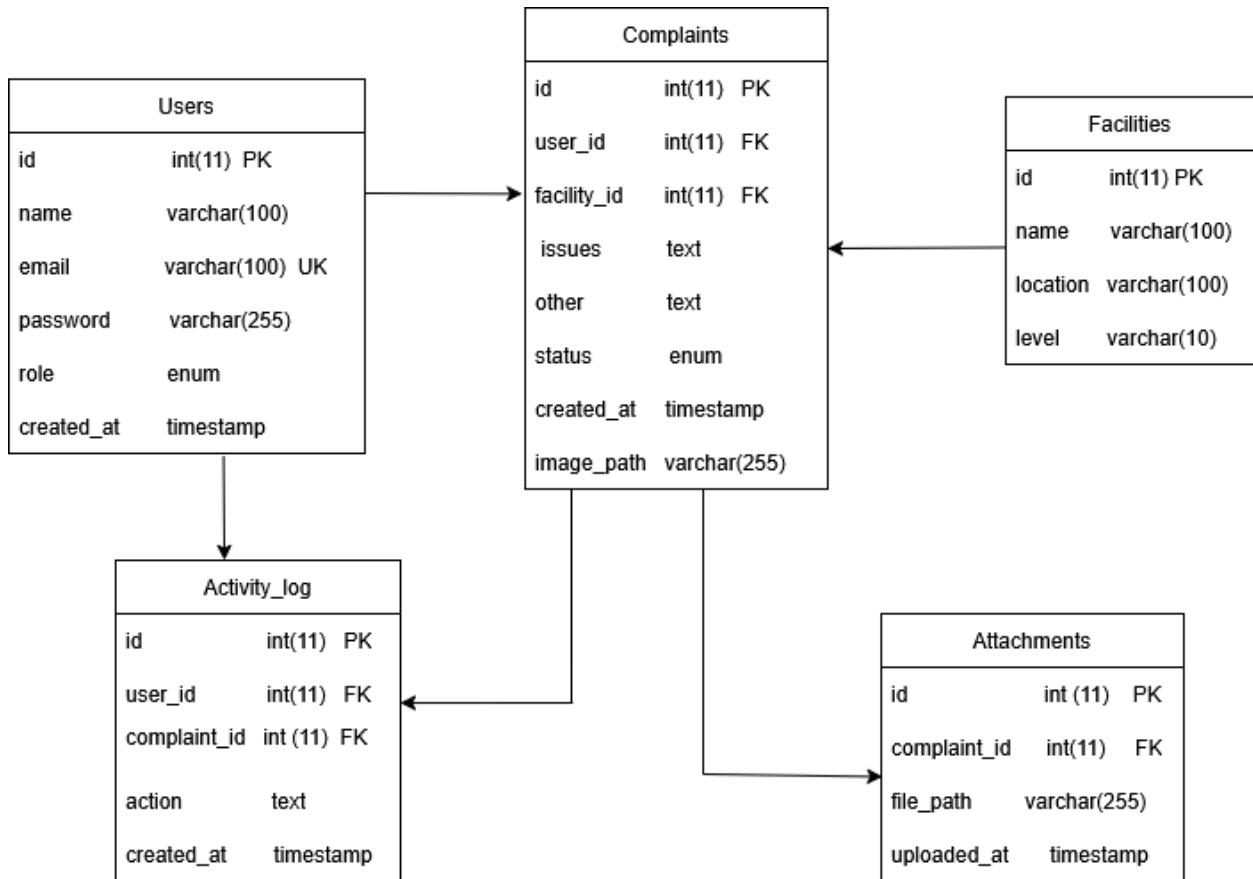
5.0 Database and Tables

Database Name : MiniProject

MiniProject has 5 tables which are Users, Complaints, Facilities, Activity_log and Attachments.

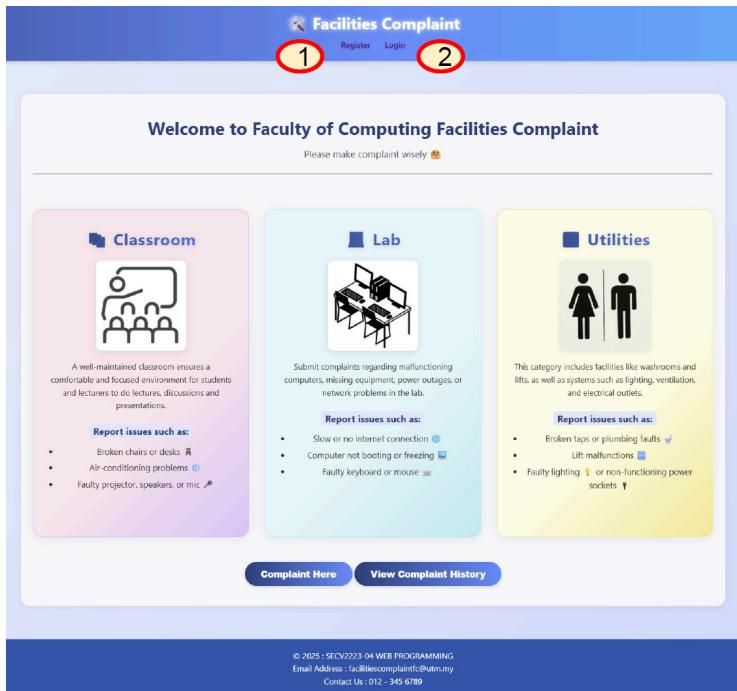
NO	NAME	USAGE	RELATE TO
1	Users	Store all users' information (Admin, Facilities manager, Students, Lecturer, Office Staff)	-
2	Complaints	Store complaints information	<ul style="list-style-type: none"> ● Users ● Facilities
3	Facilities	Store facilities information	-
4	Activity_log	Store complaints' status	<ul style="list-style-type: none"> ● Users ● Complaints
5	Attachments	Store complaints' pictures	<ul style="list-style-type: none"> ● Complaints

5.1 Database Design with ERD



6.0 User Manual

6.0.1 Dashboard Page

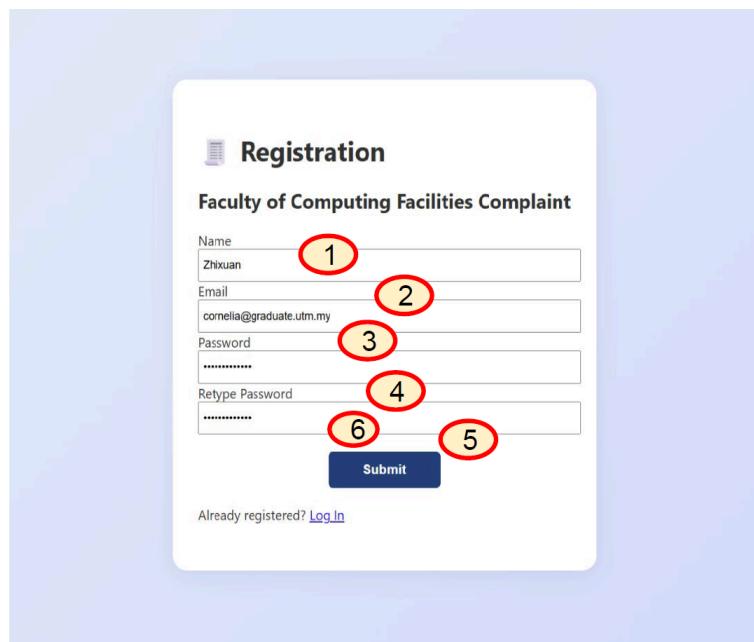


Note

1. Click to register.
2. Click to login.

6.1 User (Student, Lecturer, Office Staff)

6.1.1 Registering an Account Page



Note

1. Insert Name.
2. Insert Email.
3. Insert password.
4. Reinsert the password to confirm.
5. Click to submit registration.
6. After successful registration, click to log in.

6.1.2 Register Success Page

Note

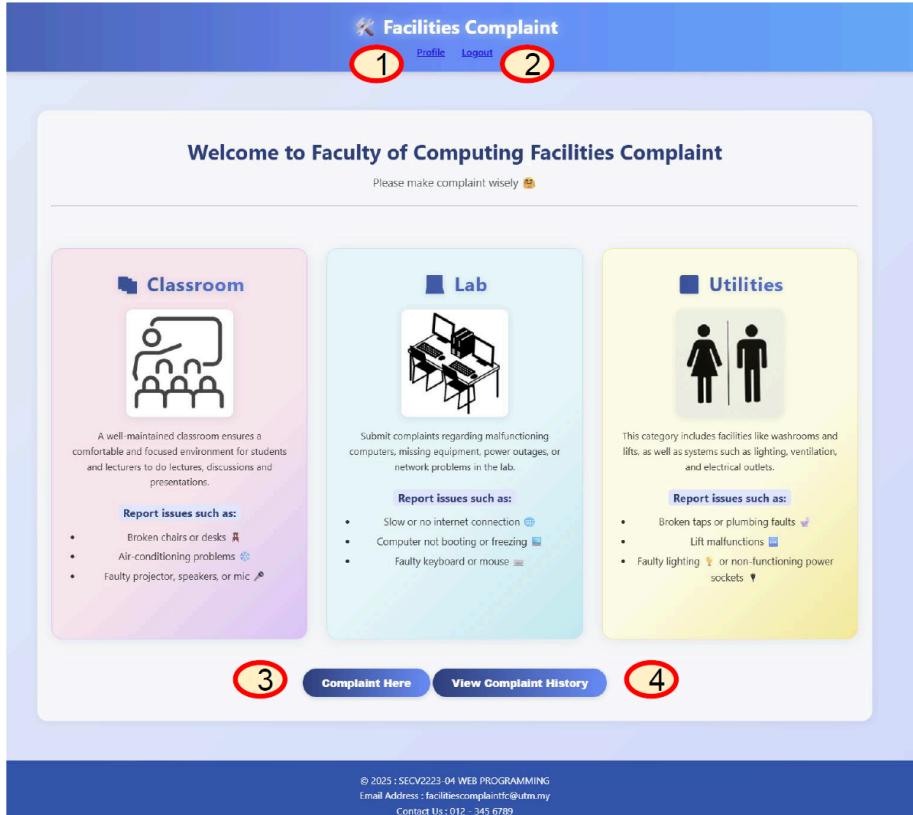
1. This message confirms that your registration was successful.
2. After successful registration, click to log in.

6.1.3 Log In

Note

1. Insert Email.
2. Insert Password.
3. Click to Login.
4. Click to create new account (if haven't create an account).

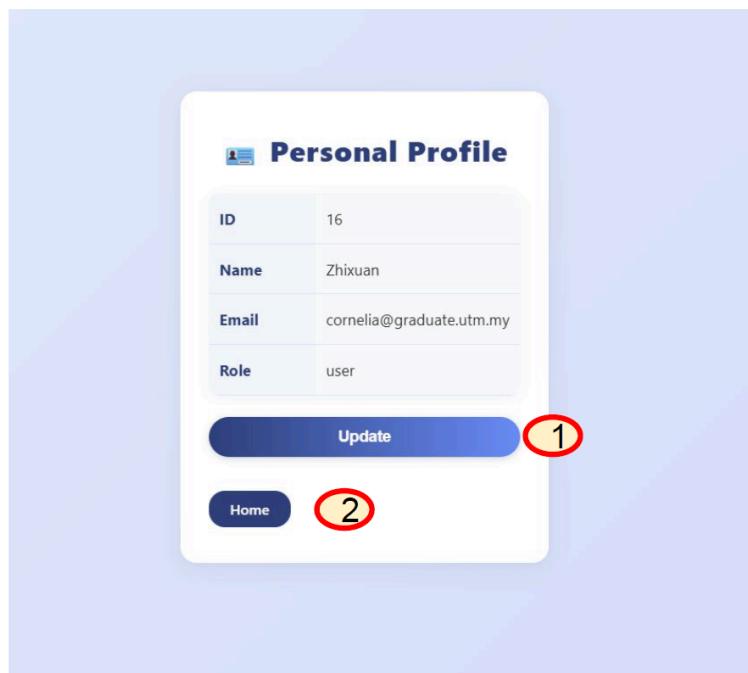
6.1.4 User's Dashboard Page



Note

1. Click to view or edit your profile.
2. Click to log out.
3. Click to make complaint.
4. Click to view complaint history.

6.1.5 Profile Management



Note

1. Click to update your profile information.
2. Click to return to the home page.

6.1.6 Submitting a Complaint by Users

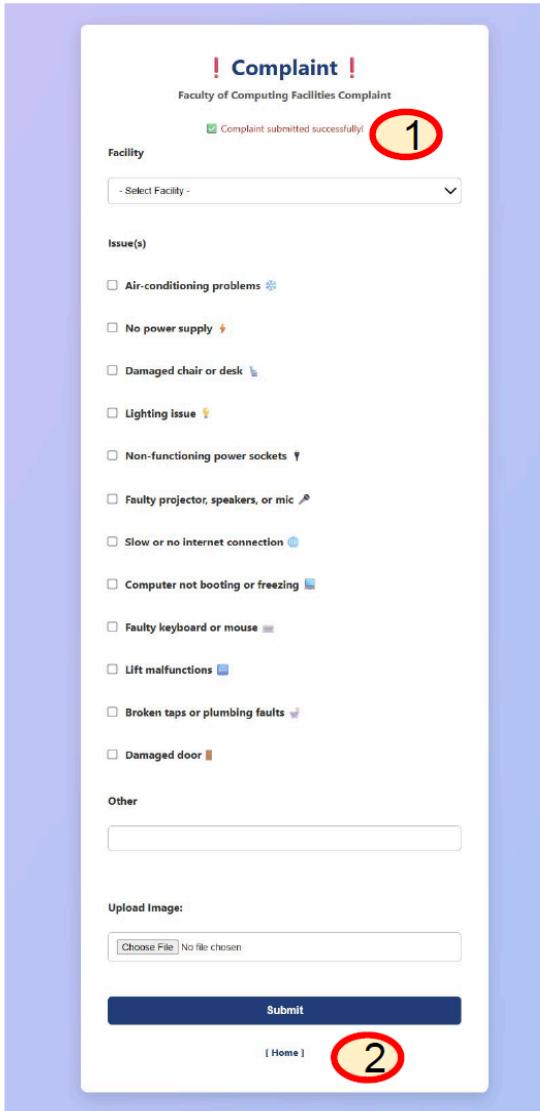
The screenshot shows a web-based complaint submission form titled "Complaint" under the "Faculty of Computing Facilities Complaint" section. The form includes the following fields:

- Facility:** A dropdown menu showing "Bk1 - N28" with a red circle labeled "1" around it.
- Issue(s):** A list of checkboxes for various issues. "Air-conditioning problems" is checked and highlighted with a red circle labeled "2". Other options include "No power supply", "Damaged chair or desk" (which is also checked), "Lighting issue", "Non-functioning power sockets", "Faulty projector, speakers, or mic", "Slow or no internet connection", "Computer not booting or freezing", "Faulty keyboard or mouse", "Lift malfunctions", "Broken taps or plumbing faults", and "Damaged door".
- Other:** An input field containing "no" with a red circle labeled "3" around it.
- Upload Image:** A file input field showing "Choose File Screenshot 2025-05-17 161523.png" with a red circle labeled "4" around it.
- Submit:** A blue button with the word "Submit" in white text, highlighted with a red circle labeled "5" around it.
- Home:** A link labeled "[Home]" at the bottom left, highlighted with a red circle labeled "6" around it.

Note

1. Select the facility.
2. Choose the issue(s).
3. Describe other issues(optional).
4. Upload an image(optional).
5. Click to submit your complaint.
6. Click to return to the home page.

6.1.7 Complaint Success Page



The screenshot shows a web form titled "Complaint" for the "Faculty of Computing Facilities Complaint". At the top right, there is a green checkmark icon with the text "Complaint submitted successfully!" followed by a red circle containing the number "1". The form includes sections for "Facility" (a dropdown menu labeled "- Select Facility -"), "Issue(s)" (a list of checkboxes for various complaints like Air-conditioning problems, No power supply, etc.), "Other" (a text input field), and "Upload Image:" (a file input field with "Choose File" and "No file chosen"). A large blue "Submit" button is at the bottom, with a red circle containing the number "2" circled around it.

Note

1. This message confirms that your complaint submitted successfully.
2. Click to return to the home page.

6.1.8 Viewing Complaint History by Users

The screenshot shows a web-based application titled "Complaint History" (circled in red). Below it, the text "Faculty of Computing Facilities Complaint" is displayed. A table lists a single complaint entry:

ID	Location	Location Name	Level	Issues	Other	Status	Date	Image
10	N28	BK1	1	Air-conditioning problems, Damaged chair or desk	no	Pending	2025-06-24 02:38:37	

At the bottom left is a blue "Home" button (circled in red).

Note

1. View your submitted complaints and their status.
2. Click to return to the home page.

6.2 Facility Manager

6.2.1 Log In

The image shows a login interface for a facility management system. The title "Faculty of Computing Facilities Complaint" is at the top. Below it are fields for "Email" (containing "jane@staff.com") and "Password" (containing "....."). A blue "Log In" button is below the password field. At the bottom left is a link "Not registered? [Register]". Red numbers 1 through 4 are circled around specific elements: 1 is around the email input field, 2 is around the password input field, 3 is around the "Log In" button, and 4 is around the "Register" link.

Note

1. Insert Email.
2. Insert Password.
3. Click to Login.
4. Click to create new account (if haven't create an account).

6.2.2 Facility Manager's Dashboard Page

The dashboard has a header with "Facilities Complaint", "Profile", "Manage Complaint", and "Logout". Below the header are three main sections: "Classroom" (pink background), "Lab" (light blue background), and "Utilities" (yellow background). Each section has a title, an icon, and a "Report issues such as:" list. The "Classroom" section includes a note about maintaining a comfortable environment for lectures. The "Lab" section notes problems with computers and network. The "Utilities" section notes issues like lighting and power sockets. At the bottom is a blue "Complaint Here" button. Red numbers 1 through 4 are circled around the header links and the "Complaint Here" button.

Note

1. Click to view or edit your profile.
2. Click to manage user complaints.
3. Click to log out.
4. Click to make complaint.

6.2.3 Profile Management

The screenshot shows a 'Personal Profile' page with the following details:

ID	2
Name	Jane
Email	jane@staff.com
Role	staff

Below the table are two buttons: a blue 'Update' button and a dark blue 'Home' button.

A red circle labeled '1' is drawn around the 'Update' button, and another red circle labeled '2' is drawn around the 'Home' button.

Note

- Click to update your profile information.
- Click to return to the home page.

6.2.4 Managing Complaints by Facility Manager

The screenshot shows a 'Complaints' table with the following columns: Location, Location Name, Issue, Other, Status, Update, and Image.

The table contains 15 rows of data, each with a status dropdown menu and a save button. A red circle labeled '1' is over the status dropdown for row 2. A red circle labeled '2' is over the save button for row 2. A red circle labeled '3' is over the 'Home' button at the bottom.

Note

- Click to change the complaint status.
- Click to save the updated status.
- Click to return to the home page.

6.2.5 Submitting a Complaint by Facility Manager

The screenshot shows a web-based complaint form. At the top, it says 'Complaint' and 'Faculty of Computing Facilities Complaint'. Below that is a 'Facility' dropdown menu with 'SCK - N2B' selected. A red circle labeled '1' is over the dropdown. Under 'Issue(s)', there's a list of checkboxes: 'Air-conditioning problems' (checked), 'No power supply' (unchecked), 'Damaged chair or desk' (checked), 'Lighting issue' (unchecked), 'Non-functioning power sockets' (unchecked), 'Faulty projector, speakers, or mic' (unchecked), 'Slow or no internet connection' (unchecked), 'Computer not booting or freezing' (unchecked), 'Faulty keyboard or mouse' (unchecked), 'Lift malfunctions' (unchecked), 'Broken taps or plumbing faults' (unchecked), and 'Damaged door' (unchecked). A red circle labeled '2' is over the checked boxes. Below this is a 'Other' text input field with 'no' typed in, and a red circle labeled '3' is over the input field. An 'Upload Image' section with a 'Choose File' button and a preview area showing 'Screenshot 2025-05-17 161923.png' is shown, with a red circle labeled '4' over the file input. At the bottom is a dark blue 'Submit' button with a red circle labeled '5' over it, and a '[Home]' link with a red circle labeled '6' over it.

Note

1. Select the facility.
2. Choose the issue(s).
3. Describe other issues(optional).
4. Upload an image(optional).
5. Click to submit your complaint.
6. Click to return to the home page.

6.2.6 Complaint Success Page

The screenshot shows the success page after a complaint has been submitted. The top part is identical to the submission form. A green checkmark icon and the text 'Complaint submitted successfully!' are displayed above the 'Facility' dropdown, which now says '- Select Facility -'. Below that is the 'Issue(s)' section with the same list of checkboxes as the previous screen. The 'Other' text input field is empty. The 'Upload Image' section shows 'No file chosen'. At the bottom is a dark blue 'Submit' button and a '[Home]' link, with a red circle labeled '2' over the '[Home]' link.

Note

1. This message confirms that your complaint submitted successfully.
2. Click to return to the home page.

6.3 Admin

6.3.1 Log In

Login
Faculty of Computing Facilities Complaint

Email 1
 admin@system.com

Password 2

 Log In 3

Not registered? [Register] 4

Note

1. Insert Email.
2. Insert Password.
3. Click to Login.
4. Click to create new account (if haven't create an account).

6.3.2 Admin's Dashboard Page

Facilities Complaint
[Profile](#) [Add or Remove Users](#) [Logout](#)

1 2 3

Welcome to Faculty of Computing Facilities Complaint
 Please make complaint wisely 😊

Classroom
 A well-maintained classroom ensures a comfortable and focused environment for students and lecturers to do lectures, discussions and presentations.
 Report issues such as:
 • Broken chairs or desks 🚧
 • Air-conditioning problems 🌡️
 • Faulty projector, speakers, or mic 🔈

Lab
 Submit complaints regarding malfunctioning computers, missing equipment, power outages, or network problems in the lab.
 Report issues such as:
 • Slow or no internet connection 🌐
 • Computer not booting or freezing 🚧
 • Faulty keyboard or mouse 🖱️

Utilities
 This category includes facilities like wash-rooms and lifts, as well as systems such as lighting, ventilation, and electrical outlets.
 Report issues such as:
 • Broken taps or plumbing faults 🚧
 • Lift malfunctions 🚨
 • Faulty lighting ⚡ or non-functioning power sockets 🕹️

Complaint Here 4

© 2023 : SECV223-04 WEB PROGRAMMING

Note

1. Click to view or edit your profile.
2. Click to manage user complaints.
3. Click to log out.
4. Click to make complaint.

6.3.3 Profile Management

ID	3
Name	Admin
Email	admin@system.com
Role	admin

Update 1

Home 2

Note

1. Click to update your profile information.
2. Click to return to the home page.

6.3.4 User Management

+ Add Or Remove Users —

Faculty of Computing Facilities Complaint

Name

Email

Enter password when add new user only

Password

Retype Password

Add 1

Remove 2

[Home] [Insert using file]

3 4

Note

1. Click to add a new user.
2. Click to remove a user.
3. Click to return to the home page.
4. Click to import users using a file.

6.3.4.1 Add New User

The screenshot shows a form titled '+ Add Or Remove Users - Faculty of Computing Facilities Complaint'. The form has the following fields:

- Name:** Comcia (circled with red number 1)
- Email:** c.a@graduate.utm.my (circled with red number 2)
- Password:** admin789 (circled with red number 3)
- Retype Password:** admin789 (circled with red number 4)
- Add** button (circled with red number 5)
- Remove** button
- Home** and **Insert using file** links at the bottom
- 6** (circled with red number 6) is located at the bottom left of the page.

Note

1. Insert name.
2. Insert Email.
3. Insert password.
4. Reinsert password to confirm.
5. Click to add the new user.
6. Click to return to the home page.

6.3.4.2 Add Success Page

The screenshot shows the same form as above, but with a success message displayed:

- User added successfully.** (circled with red number 1)
- Add** button (circled with red number 2)

Note

1. This message confirms that the new user added successfully.
2. Click to return to the home page.

6.3.4.3 Remove user

Add Or Remove Users

Faculty of Computing Facilities Complaint

Name **1**: Comelia

Email **2**: c...a@graduate.um.my

Enter password when add new user only

Password

Retype Password

Add

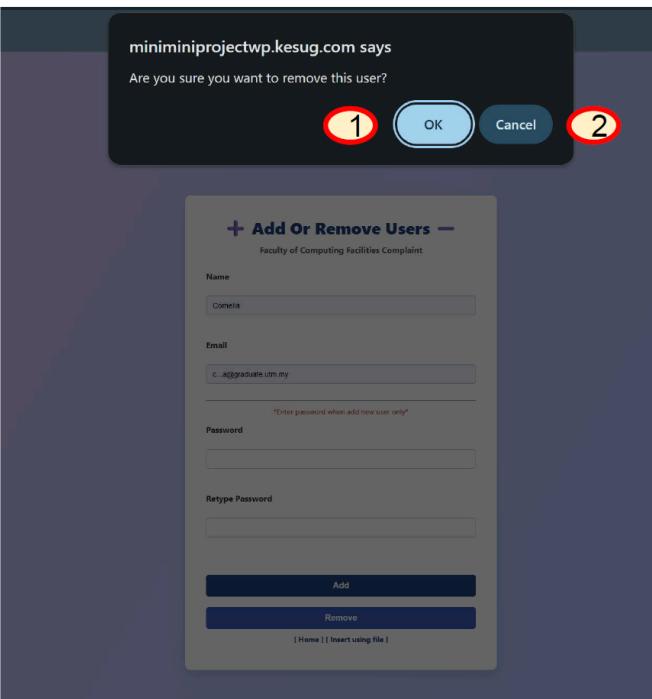
Remove **3**

[Home](#) | [Insert using file](#) **4**

Note

1. Insert name.
2. Insert Email.
3. Click to remove the new user (no password needed).
4. Click to return to the home page.

6.3.4.4 Remove Confirmation Page



Note

1. Click "OK" to confirm and remove the user.
2. Click "Cancel" to stop and keep the user.

6.3.4.5 Remove Success Page

The screenshot shows a form titled "Add Or Remove Users" under "Faculty of Computing Facilities Complaint". A success message "User removed successfully." is displayed with a checkmark icon, circled in red as number 1. Below it are fields for Name, Email, Password, and Retype Password. At the bottom are "Add" and "Remove" buttons, and links for "[Home]" and "[Insert using file]". A red circle labeled 2 highlights the "[Insert using file]" link.

Note

1. This message confirms that the user removed successfully.
2. Click to return to the home page.

6.3.4.6 Insert New User Using File

The screenshot shows a form titled "Upload File" under "Faculty of Computing Facilities Complaint System Database". It has a "Select file (file format: .txt only):" field with a file chosen (circled in red as 1), a "Select Role for Users:" dropdown menu set to "User" (circled in red as 2), an "Upload" button (circled in red as 3), and a "[Home]" link (circled in red as 4). To the right is a note box:

Note

1. Select a .txt file to upload.
2. Select the role for the users in the file.
3. Click to upload the file.
4. Click to return to the home page.

6.3.4.7 Import Success Page

The screenshot shows a web application titled "Upload File" for the "Faculty of Computing Facilities Complaint System Database". A message at the top states "1 user(s) imported successfully." (circled in red as number 1). Below this is a file upload input field with the placeholder "Choose File No file chosen". A dropdown menu for selecting user roles is labeled "-- Select Role --". At the bottom are a blue "Upload" button and a link "[Home]" (circled in red as number 2).

Note

1. This message confirms that the user(s) imported successfully.
2. Click to return to the home page.

6.3.5 Submitting a Complaint by Admin

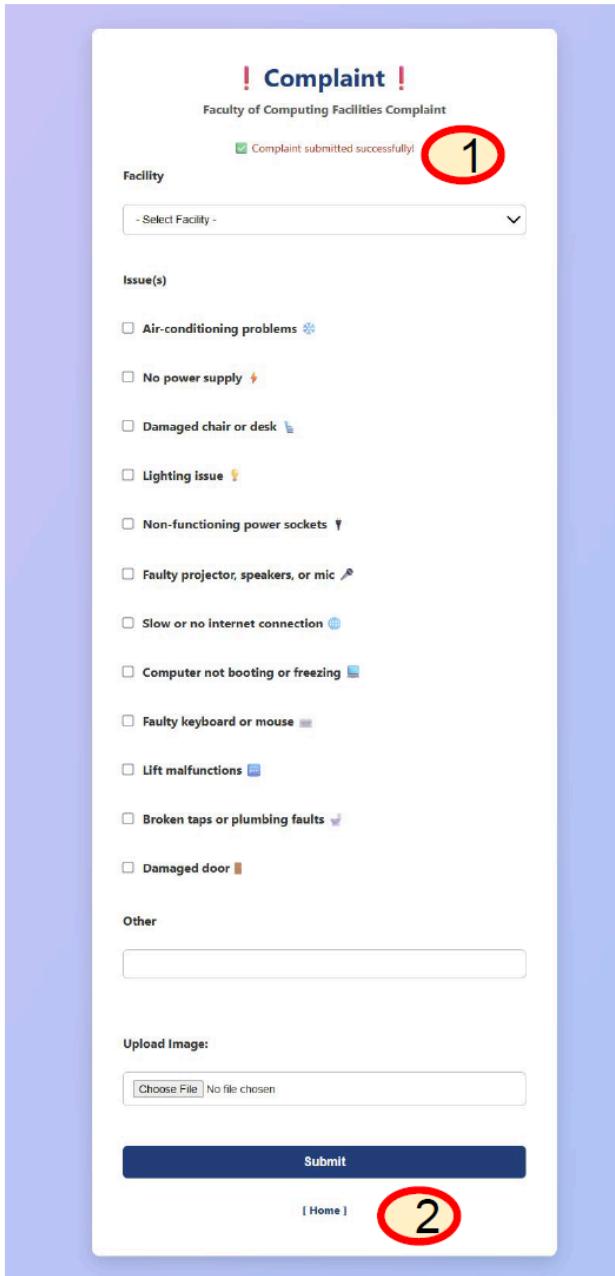
The screenshot shows a web-based complaint form titled "Complaint" for the "Faculty of Computing Facilities Complaint". The form includes fields for selecting a facility, choosing issues, providing other details, uploading an image, and submitting the complaint.

- 1. Facility dropdown menu (highlighted).
- 2. Issue(s) section (highlighted).
 - Air-conditioning problems
 - No power supply
 - Damaged chair or desk
 - Lighting issue
 - Non-functioning power sockets
 - Faulty projector, speakers, or mic
 - Slow or no internet connection
 - Computer not booting or freezing
 - Faulty keyboard or mouse
 - Lift malfunctions
 - Broken taps or plumbing faults
 - Damaged door
- 3. Other text input field (highlighted).
- 4. Upload Image section (highlighted).
 - Choose File: Screenshot 2025-05-17 161523.png
- 5. Submit button (highlighted).
- 6. Home link (highlighted).

Note

1. Select the facility.
2. Choose the issue(s).
3. Describe other issues(optional).
4. Upload an image(optional).
5. Click to submit your complaint.
6. Click to return to the home page.

6.3.6 Complaint Success Page



The screenshot shows a web-based complaint form titled "Complaint" for the Faculty of Computing Facilities. At the top, there is a success message: "Complaint submitted successfully!" with a checkmark icon. A large red circle highlights the number "1" next to this message. Below the message is a dropdown menu labeled "Facility" with the placeholder "- Select Facility -". The next section is "Issue(s)" which contains a list of checkboxes for various complaints. A red circle highlights the number "2" next to the "Submit" button at the bottom. The "Submit" button is dark blue with white text. There is also a link "[Home]" below the "Submit" button.

Note

1. This message confirms that your complaint submitted successfully.
2. Click to return to the home page.

7.0 Conclusion

In conclusion, the Faculty Facility Damage Complaint System effectively addresses the need for users to report facility-related issues within the Faculty of Computing, UTM. The system not only enhances communication between users and facility managers but also ensures timely maintenance and transparency in complaint handling. It allows users to easily file complaints and track their status, thus increasing user satisfaction.

In addition, the system also serves as an efficient management tool to monitor and maintain the faculty's facility conditions, prioritize repairs and maintain records of all complaints and resolutions. This leads to improved accountability, organized workflows, and a safer and more conducive environment for teaching, learning, and administrative activities.