

EEC 521 Software Engineering

Contact Management System User Manual

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1. Introduction

1.1 Purpose of the CMS

In this section, you will find a detailed explanation of the Contact Management System's purpose. It outlines the primary objectives and goals the system aims to achieve, providing users with a clear understanding of why the CMS is essential for effective contact management.

1.2 System Overview

1.2.1 Architecture

The Contact Management System (CMS) is designed with a modular and scalable architecture to meet the dynamic needs of contact organization and management. The system comprises the following key components:

Database:

The CMS relies on a robust database system to store and manage contact information efficiently. This includes details such as names, addresses, phone numbers, email addresses, and user-specific data.

User Interface (UI):

The UI serves as the front-end of the CMS, providing an intuitive and user-friendly interface for interacting with the system. Users can access and manage their contacts through a responsive and feature-rich web application.

APIs (Application Programming Interfaces):

The CMS includes APIs that facilitate integration with external systems and applications. These APIs enable functionalities.

1.2.2 Security Measures

Data security is a top priority in the CMS. The system employs encryption techniques to safeguard sensitive information, and user authentication ensures that only authorized individuals can access and manage contact data.

1.3 Key Features

Explore the core features that make the CMS a powerful tool for contact management. This section outlines the key functionalities available to users, such as contact creation, update, delete and read. Understanding these features is crucial for maximizing the benefits of the CMS.

2. Getting Started

2.1 System Access

Description:

System Access details how users can log in to the Contact Management System. It includes information on obtaining login credentials, such as username and password, and may cover topics like account creation, password recovery, or multi-factor authentication.

Action Steps:

1. Navigate to the CMS page.
2. Enter your username and password.
3. Access the system dashboard.

2.2 User Roles and Permissions

Description:

User Roles and Permissions outline the various roles within the CMS and the associated permissions granted to each role. This section explains the level of access and actions users can perform based on their assigned role (e.g., admin, regular user).

Action Steps:

1. Understand your assigned user role.
2. Familiarize yourself with the permissions associated with your role.
3. Contact the system administrator if you require additional permissions.

2.3 Dashboard Overview

Description:

The Dashboard Overview provides a tour of the CMS dashboard, highlighting key elements and functionalities available to users. This section may include widgets, statistics, or quick links that users can leverage for efficient contact management.

Action Steps:

1. Explore the main sections of the dashboard.
2. Understand the significance of displayed information.

2.4 Navigation

Description:

Navigation guides users on how to move around the CMS interface. It covers the main menu, buttons, and other elements that facilitate seamless navigation within the system. This section ensures users can locate and access features easily.

Action Steps:

1. Learn about the main menu options.
2. Explore buttons or icons for common actions.
3. Use breadcrumbs or navigation paths to track your location.

3. Managing Contacts

3.1 Creating a New Contact

Description:

Creating a New Contact explains the process of adding a new contact to the CMS. This section covers the fields and information that users can input when adding a contact, ensuring that the contact database is comprehensive and up-to-date.

Action Steps:

1. Access the "Create New Contact" feature.
2. Fill in the required contact details, such as name, email, phone number, etc.
3. Optionally, add additional information, such as address or notes.
4. Save the new contact.

3.2 Editing Contact Details

Description:

Editing Contact Details provides instructions on how users can update or modify existing contact information. This ensures that users can keep contact details accurate and relevant as information changes over time.

Action Steps:

1. Locate the contact you wish to edit.
2. Access the "Update Contact" feature.
3. Modify the necessary contact details.
4. Save the updated information.

3.3 Searching for Contacts

Description:

Searching for Contacts explains how users can efficiently locate specific contacts within the system. This section covers different search options, filters, and advanced search functionalities to help users quickly find the contacts they need.

Action Steps:

1. Access the "Search" or "Find" feature.
2. Enter search criteria, such as name, email, or category.
3. Utilize filters or advanced search options if available.
4. Review search results and navigate to the desired contact.

3.4 Deleting Contacts

Description:

Deleting Contacts covers the process of removing contacts from the CMS. This section emphasizes the importance of exercising caution when deleting contacts, as it may impact data accuracy.

Action Steps:

1. Locate the contact to be deleted.
2. Access the "Delete" or "Remove" feature.
3. Confirm the deletion and review any associated warnings.
4. Deleted contacts may be permanently removed or moved to a trash/recycle bin for recovery.

4. Security and Privacy

Certainly! The "Security and Privacy" section of the Contact Management System (CMS) User Manual addresses critical aspects related to protecting user data and ensuring the privacy of information. Here's a brief explanation of each sub-section:

4.1 Access Control

Access control is about managing permissions and privileges within the CMS to restrict user access based on their roles and responsibilities. This includes defining what actions each user can perform, such as creating, editing, or deleting contacts, and determining which features or data they can access. Granular access control helps prevent unauthorized users from accessing sensitive information and ensures that users only have the permissions necessary for their specific tasks.

4.2 Data Encryption

Data encryption is a crucial component of securing information stored in the CMS. This involves converting sensitive data into a coded format that is unreadable without the proper decryption key. The CMS employs encryption algorithms to protect data both during transmission (e.g., when interacting with the system over the internet) and when stored in the database. Encryption safeguards against unauthorized access or interception of sensitive information, enhancing overall data security.

4.3 Privacy Considerations

Privacy considerations encompass a range of measures and policies aimed at protecting users' personal information and ensuring compliance with privacy regulations. This may include:

- **Consent Management:** Obtaining user consent before collecting or processing personal data.
- **Data Minimization:** Collecting only the necessary data required for the CMS's functionality.
- **Anonymization and Pseudonymization:** Protecting privacy by removing or replacing personally identifiable information.
- **Audit Trails:** Keeping records of user actions and system activities for accountability and monitoring.

5. Accessing the CMS on Mobile Devices

5.1 Overview

The Contact Management System (CMS) is designed to provide users with seamless access and functionality on mobile devices, allowing you to manage your contacts anytime, anywhere.

5.2 Supported Devices and Browsers

The CMS supports a range of mobile devices, including smartphones and tablets. It is optimized for popular mobile browsers such as Safari, Chrome, and Firefox. Ensure your device and browser are up to date for the best user experience.

5.3 Accessing the Mobile Version

1. **Open Your Mobile Browser:** Launch the preferred mobile browser on your device.
2. **Enter CMS URL:** Type the URL of the CMS into the browser's address bar.

5.1

Screen

Contact Management System					
+ ADD NEW			DELETE		
Firstname	Lastname	Gender	Age	Address	Contact
Dhananjay	Patel	Male	25	2121 Euclid Avenue	286870887
Jaishil	Patel	Male	25	2122 Euclid Avenue	123456789

6. Technical Support

6.1 Contact Information

In this section, you'll find the contact details for reaching out to the technical support team. If you encounter any issues, have questions, or need assistance, these contact details will be your point of contact. Make sure to note down the relevant contact channels, such as email addresses, phone numbers, or a dedicated support portal.

Email: support@cms.com

Phone: +1-XXX-XXX-XXXX

6.2 Support Hours

Here, you'll find information about the hours during which the technical support team is available to assist you. Knowing the support hours is crucial for understanding when you can expect a response to your queries or assistance with any issues you may encounter while using the CMS.

Monday to Friday: 9:00 AM to 6:00 PM (UTC)

Weekends: Closed