

# **Project User Manual and Administrator Guide**



# Heritage Craft Marketplace

## User Guide (Visitors / Registered Users)

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### 1. Overview

Welcome to Heritage Craft Marketplace — a platform for discovering and purchasing handmade crafts. You can browse artisan items, add products to your cart, participate in the community forum, contact support, or submit a job application.

### 2. Navigation

The top navigation bar includes these menu items (click to go to the corresponding page):

- **Home:** The site homepage with featured content and recommended crafts.
- **About Us:** Information about the project and mission.
- **Products:** Browse the full catalog of crafts.
- **Customer List:** Access to customer/member related information.
- **Recruitment:** View and submit job applications or upload your CV.
- **Support:** Contact support and submit issues or feedback.
- **Forum:** Community discussion area (sign-in required to post).
- **Cart:** View your shopping cart and proceed to checkout.
- **Sign In / Register:** Log in or create an account.
- **Admin Login:** Administrator login (for admins only).

Most pages show breadcrumb links to help you know your current location, and footer links for quick access.

### 3. Browsing and Viewing Products

On the Products page you will see each item's image, name, short description, and price. Click a product or the "View Story/Details" button to read the artisan's story, full description, and view additional images.

If an image fails to load, a placeholder or site logo will appear but product information and price remain visible.

#### 4. Cart and Checkout

After adding items to your cart, click the top **Cart** link to open the cart page. From the cart you can:

- See all items in your cart with unit prices, quantities, and line totals;
- Change item quantities and save updates;
- Remove single items or clear the entire cart;
- View the order summary and click "Proceed to Checkout" to continue.

Note: The checkout flow indicates offline payment by default (the seller or artisan may follow up to confirm the order and payment). If you need online payment options, contact support or check site payment information.

#### 5. Account: Register, Sign In, Sign Out, View Orders

To place orders or post in the forum, register and sign in. Common actions:

- **Register:** Create an account using your email and basic details;
- **Sign In:** Log in with your account credentials;
- **Sign Out:** Log out when finished;
- **View Orders:** After signing in, access "Orders" or "My Orders" to view your order history and details.

The site validates common form fields (for example, email format) and will show helpful error messages if input is invalid.

#### 6. Forum (requires sign-in)

The forum is where community discussions take place. You can:

- Create new topics to share experiences or suggestions;
- Reply to existing topics and discuss with other members;
- Browse popular discussions and follow threads.

Community guidelines: be respectful, do not post private or sensitive information.

#### 7. Support (submit a ticket)

If you have questions about an order, product information, or site usage, go to the **Support** page, fill in your name, email, subject and message, and submit a

ticket.

Support staff will review your ticket in the admin area and follow up. If you do not receive a reply within a reasonable time, please check your spam folder and confirm your contact email is correct.

## 8. Recruitment (submit an application)

If you're interested in joining the team, use the **Recruitment** page to complete the application form and upload a CV (commonly PDF or Word). The recruitment team will review submissions and contact candidates as needed.

Tip: Ensure your uploaded CV opens correctly and includes your contact details.

## 9. FAQ and Troubleshooting (Users)

- Cannot upload CV or attachments: check file type (e.g., PDF) and file size; contact support if the issue persists.
- No response from support: check your spam folder and confirm the email you provided is correct.
- Forum posting/reply errors: ensure you are signed in; try again later or contact support if the problem continues.
- Checkout shows offline payment: orders may require seller confirmation; contact support if you need online payment options.

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# Administrator Manual

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## A. Admin Login and Permissions

Administrators access the admin area via the dedicated login. After signing in, the system verifies the account role before granting admin access. Use strong passwords and limit the number of admin accounts to reduce risk.

## **B. Dashboard Overview**

The dashboard provides key metrics—such as total users, number of published products, recent orders, and revenue summaries—and quick links to product, order, and user management pages for routine operations.

## **C. Product Management**

Admin tasks for product management include:

- Viewing and filtering products;
- Creating new product listings (name, price, description, main image);
- Editing product details or replacing images;
- Deleting products (use caution; deletions are typically irreversible).

Image uploads should use common formats; the backend performs basic validation and saves files to the media directory. Verify changes on the storefront after updates.

## **D. Order Management**

The order management area allows admins to view order details, customer info, and update order status. Typical tasks:

- Review new orders and set them as processing or confirmed;
- Update order statuses based on coordination with artisans or sellers (e.g., confirmed, shipped, completed);
- Export or print order details for offline processing if needed.

If the site uses offline payment, coordinate with the seller to confirm payments before marking orders as completed.

## **E. User Management**

User management includes reviewing registered accounts, adjusting roles (e.g., user or admin), and disabling suspicious accounts. Maintain audit logs or notes for accounts that require follow-up.

## **F. Support Tickets and Recruitment Data**

Admin responsibilities for support and recruitment:

- View and filter support tickets, update their processing status, and respond to users;
- Review recruitment applications and download applicant CVs for selection;
- Archive or comment on processed items for future reference.

If the admin UI lacks these pages, consider adding simple admin views or use a database tool to review and export records.

## **G. File Uploads and Media Management**

Media and attachment best practices:

- Assign appropriate permissions and schedule regular backups for upload directories;
- Validate upload file types and sizes, and scan for suspicious files;
- Disable directory listing on the webserver to prevent direct file exposure.

## **H. Security and Deployment Notes**

- Protect forms with CSRF tokens and maintain secure session handling;
- Escape output in templates to reduce XSS risks;
- Use parameterized queries to prevent SQL injection;
- Configure a reliable SMTP/email provider for notifications;
- Strictly validate uploaded files and restrict access to sensitive resources.

## **I. Common Operational Issues (Admin)**

- Dashboard errors or missing data: check database connection configuration, permissions, and server logs for details;
- Upload failures: verify directory permissions, PHP upload limits (`upload\_max\_filesize`, `post\_max\_size`), and disk space;
- Email delivery issues: verify SMTP settings and credentials; check mail server logs or delivery queue;
- Missing sample data or empty lists: confirm initial data import or seed scripts ran, or inspect tables directly with a DB tool.

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## **Appendix: Key Areas and Data**

Main site areas include the homepage, product catalog, cart/checkout, account center, forum, support center, and recruitment. The admin area covers product, order, and user management.

Key data tables store community posts, support tickets, recruitment applications, orders, and user information. Check your database management tool for exact table names and schemas.

Note: This manual describes features available on the current site and does not include optional external integrations (for example, third-party online payment).