

User guide til Feedback

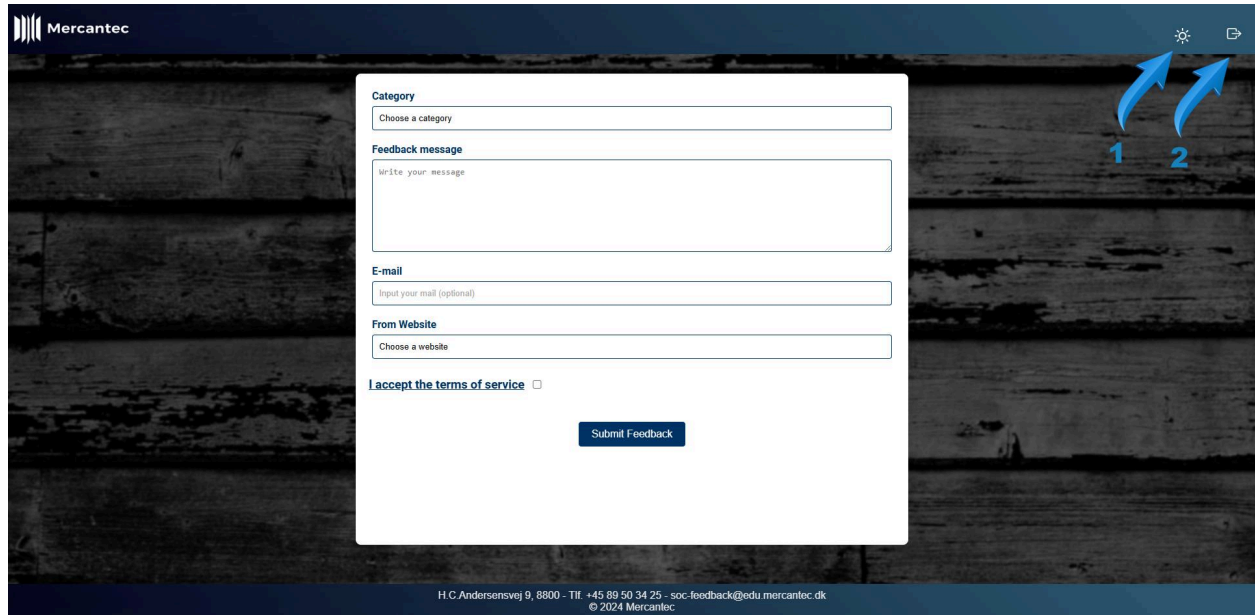
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User guide - sending in feedback

Link for webpage: <https://feedback.socdata.dk>

When you open up the webpage it will look like the one just below:



The screenshot shows the Mercantec feedback form. The form is centered on a dark background with a wood-grain texture. The form itself is white with a thin blue border. It contains the following fields and elements:

- Category:** A dropdown menu with the text "Choose a category".
- Feedback message:** A large text area with the placeholder text "Write your message".
- E-mail:** A text input field with the placeholder text "Input your mail (optional)".
- From Website:** A dropdown menu with the text "Choose a website".
- Terms of service:** A checkbox with the text "I accept the terms of service".
- Submit Feedback:** A blue button with white text.

In the top right corner of the form, there are two icons: a sun icon (labeled with a blue arrow and the number 1) and a lock icon (labeled with a blue arrow and the number 2). The Mercantec logo is in the top left corner. At the bottom of the page, there is a footer with contact information: "H.C.Andersensvej 9, 8800 - Tlf +45 89 50 34 25 - soc-feedback@edu.mercantec.dk © 2024 Mercantec".

Front page - public

This is the front page, you will end up on this page whenever you have pressed a button on a webpage which is a part of our feedback system, the front page is quite simple with the form to fill in to submit feedback, and 2 buttons in the top right corner.

1 - Light and Dark-mode

In the top right corner, there are two buttons. One allows you to switch between light mode and dark mode.

2 - Login

The other button is for logging into the employee page.

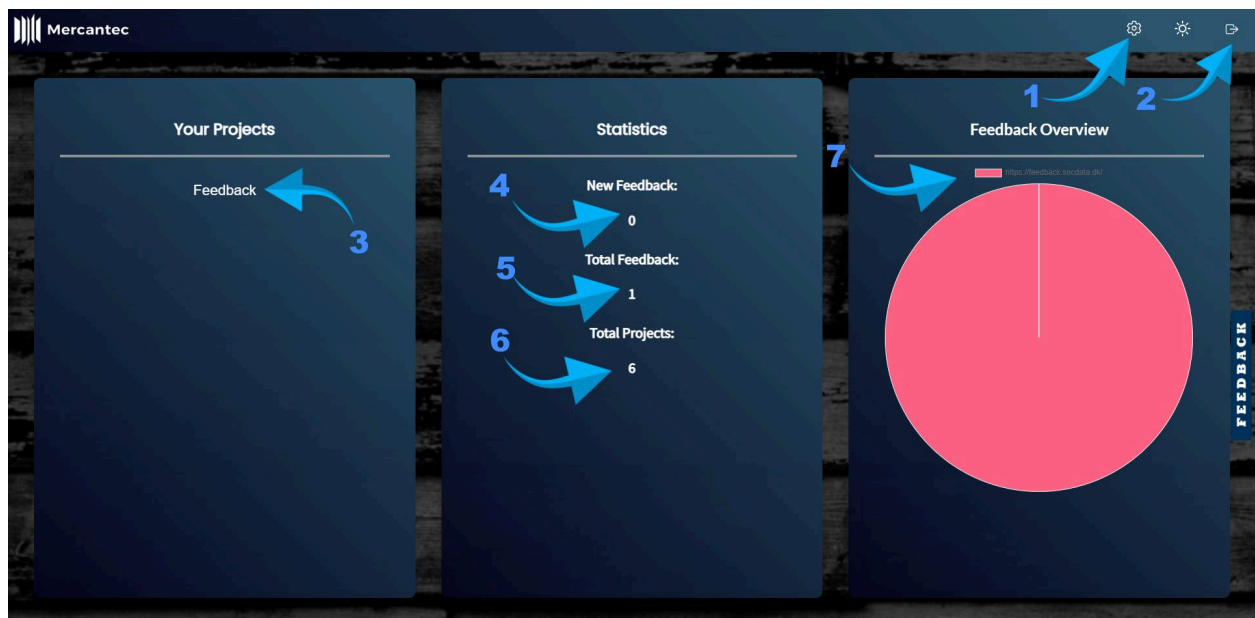
User guide - Employee

Link for webpage: <https://feedback.socdata.dk/employee.php>

The employee page cannot be accessed by everyone, instead it requires the user to log in, in order to access the page. If the above URL is input directly into the browser without a login, you will get redirected back to the front page.

In order to log in, you need to click on the login button on the front page, where you then enter your email and password and click login.

After a successful login you will be redirected to a page looking like the one below:



The purpose of this page is to give you a quick overview of your websites and feedback.

1 - Settings

In the top right corner, you see a little gear shaped button that will open a menu. In this menu, you are able to allow emails/notifications, whenever you get new feedback on your projects.

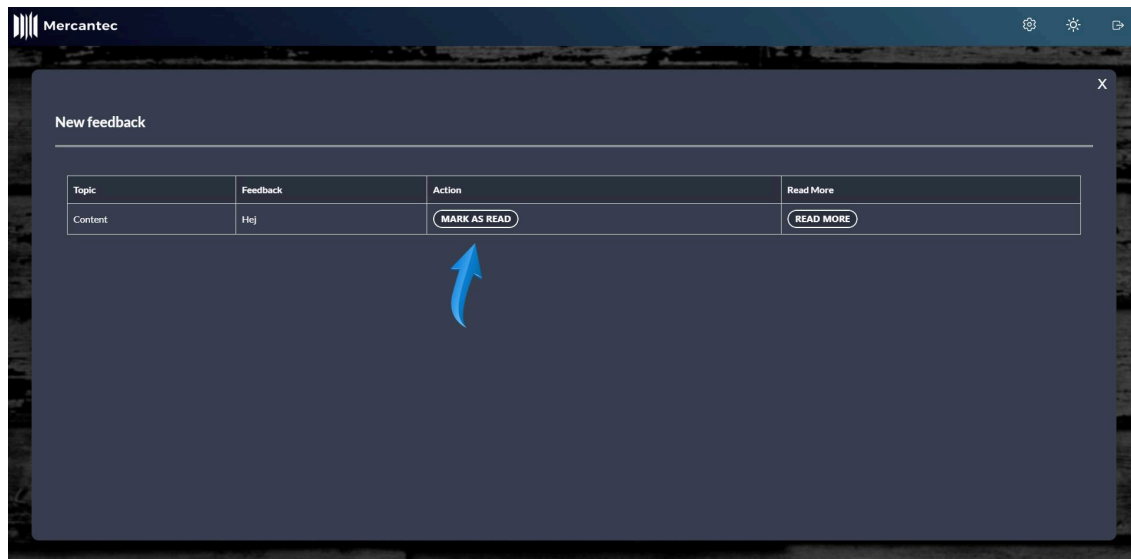
2 - Logout

In the top right corner, you see the button used for logout, (this happens automatically after 30 minutes of inactivity). You can click on the logout button, and it will redirect you back to the front page, where a login is needed in order to access the employee page yet again.

3 - Seeing your Feedback

On the left side of the page, you will see all the projects you are a part of, upon clicking on these projects, you will be redirected to a page with only feedback for that website, which has a similar layout to the total feedback page.

4 - New feedback



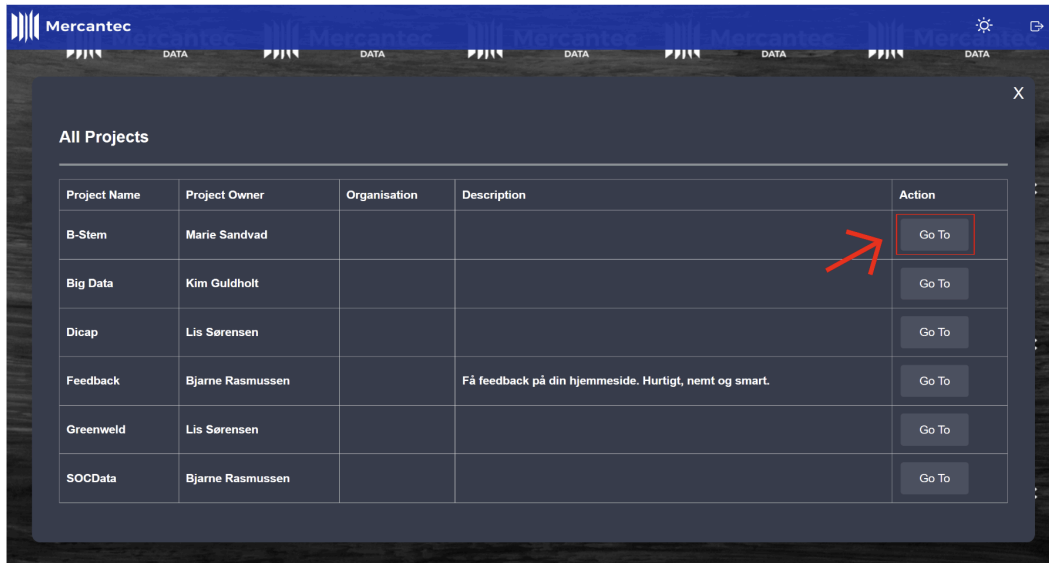
New feedback is referring to feedback that is unread, when clicking on the number, it will take you to a page, where you will see all of the new feedback that has been sent. On this page is featured a **Mark as read** button that will remove it from new feedback. The feedback can still be found when on the total feedback page.

5 - Feedback



You can find all the feedback here. When you click the **Read more(1)** button, you will be able to see all details for that certain feedback message. The **status(2)** is meant to show how far along a feedback is, with a few options such as new, in progress and closed. **Assigned User(3)** is where you can assign as feedback to a specific user who works on that project. The **X(4)** in the top right corner redirects you to the employee page.

6 - Total projects



The screenshot shows a modal window titled "All Projects" from the Mercantec application. It contains a table with the following data:

Project Name	Project Owner	Organisation	Description	Action
B-Stem	Marie Sandvad			Go To
Big Data	Kim Guldholt			Go To
Dicap	Lis Sørensen			Go To
Feedback	Bjarne Rasmussen		Få feedback på din hjemmeside. Hurtigt, nemt og smart.	Go To
Greenweld	Lis Sørensen			Go To
SOCData	Bjarne Rasmussen			Go To

Shows all projects that are currently supported by the feedback system. It displays a few details about the projects. The **Go To** button redirects to the website of that specific project.

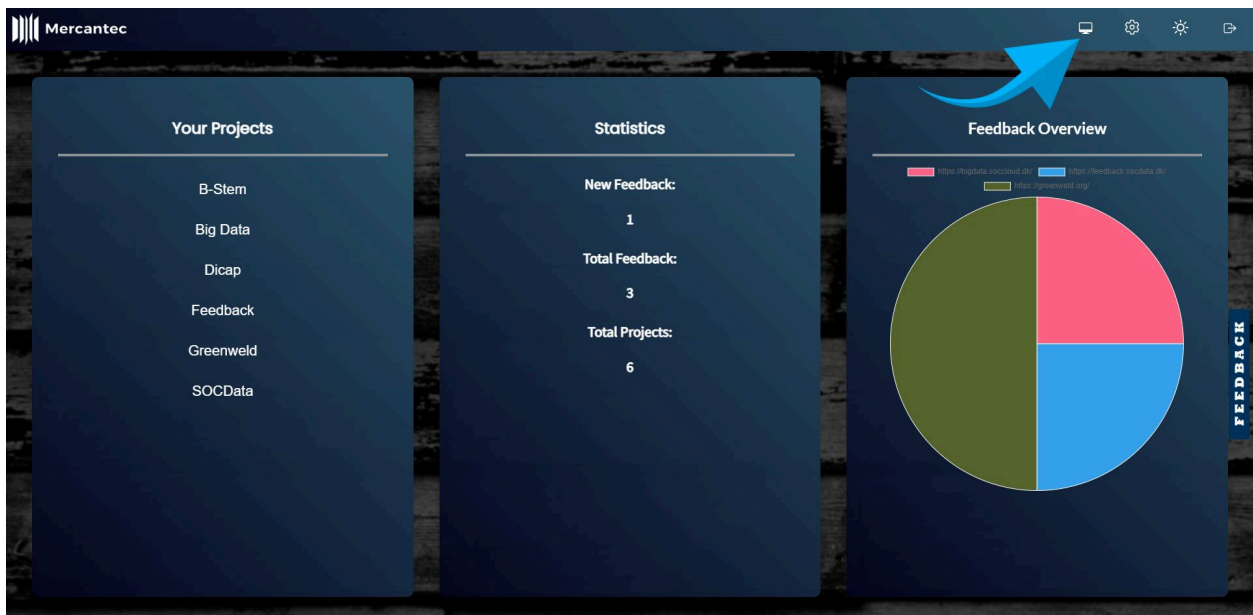
7 - Feedback Overview

Here you see a circle diagram of all the projects the specific user is on, and when hovering over different parts of the diagram you will see how many entries have been sent about that project. Above the diagram you see the names of projects, when clicking on them you are able to toggle specific projects off and on. This means that a project that is toggled off will no longer be displayed in the diagram. **If a project is not displayed in the diagram the user is not on that project or there has been no entries for that project.**

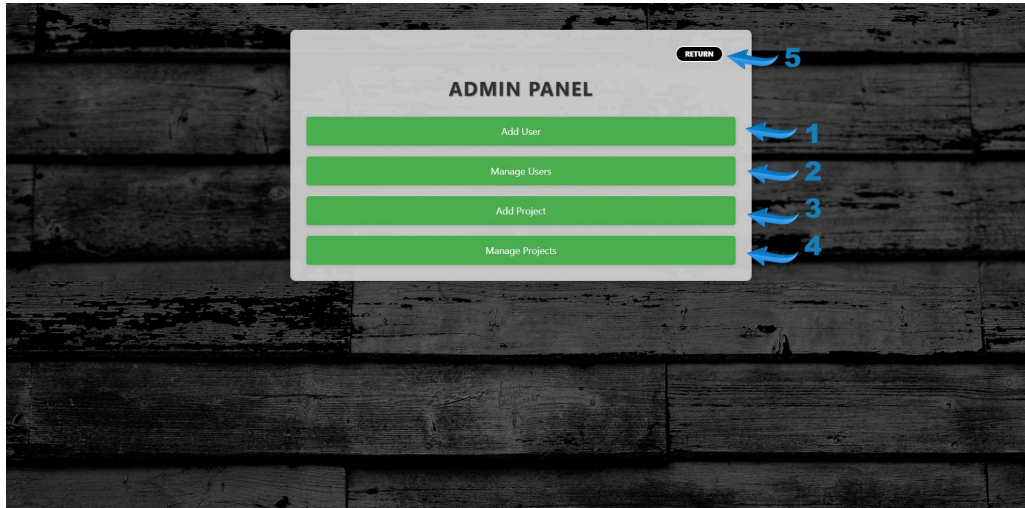
User guide - admin

Link for webpage: <https://feedback.socdata.dk/admin/admin.php>

If logged in with an admin account, you will be able to access the admin panel, which is the button you see highlighted below.



Admin Panel



This is the **Admin Panel**.

Add Users(1) is the page where you can add new users.

Manage Users(2) is the page where you can manage details of users.

Add Project(3) is the page where you add new projects.

Manage Projects(4) is the page where you can edit the details of projects.

Return(5) this button redirects you back to the employee page.

1. Add User

A screenshot of the "Add User" form. The form has a light blue header with the title "Add User" and a "RETURN" button. The form fields are labeled with blue arrows and numbers 1 through 5: 1 points to the "Full Name:" text input field, 2 points to the "Password:" text input field, 3 points to the "Role:" dropdown menu, 4 points to the "Email:" text input field, and 5 points to the "Projects:" dropdown menu. The "Email:" field contains the text "admin@feedback.com". The "Projects:" dropdown menu is open, showing a list of project names: "B-Stem", "Big Data", "Dicap", "Feedback", "Greenweld", and "SOCData". At the bottom of the form is a blue "Add User" button.

Full Name(1) Is where the name of the new user is added.

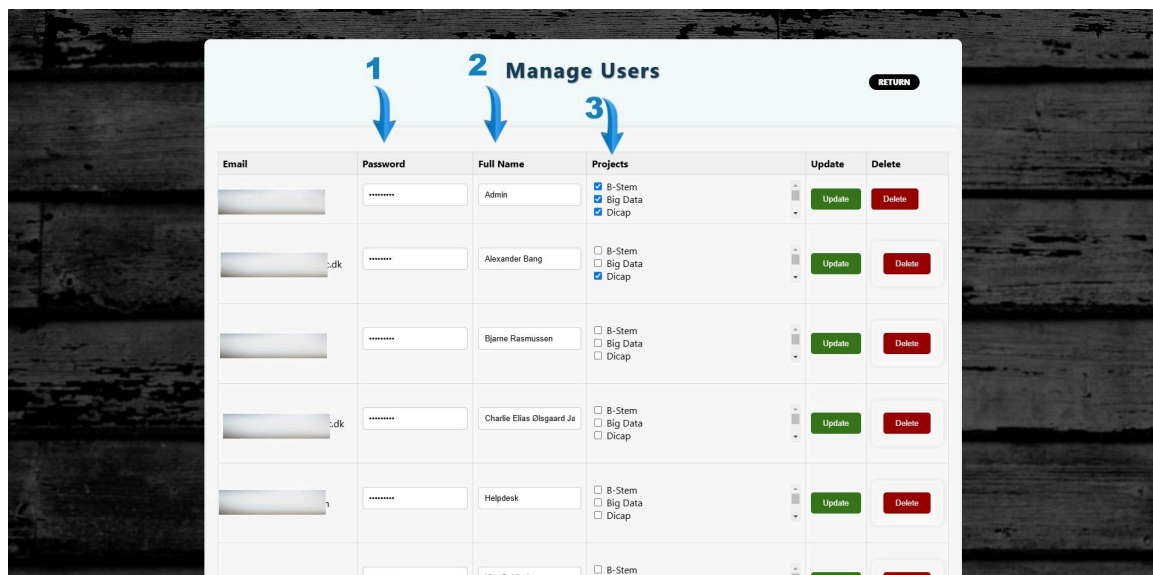
Password(2) Is the password (which can only be changed later in the Manage Users panel).

Role(3) Is whether or not the user is a standard user or an admin.

Email(4) Is the email of the user (which is used to login).

Projects(5) By clicking on the names of the projects, you add those projects to that user. You can add multiple Projects to one user.

2. Manage Users



Password(1) Here you can edit the password for specific users.

Full Name(2) Here you can edit the full name of specific users.

Projects(3) When clicking on the name of the project and not the checkbox itself it can either add or remove a project from a user. This signifies that when it is checked then it is added and when unchecked it is removed.

3. Add Project

The 'Add Project' form is a light blue modal window with a 'RETURN' button in the top right. It contains five input fields, each with a blue arrow pointing to it from a number on the left:

- 1: Project Name: (text input)
- 2: Project-Owner: (dropdown menu with 'Choose Owner' text)
- 3: Project Organisation: (text input)
- 4: Project Description: (text input)
- 5: URL: (text input)

An 'Add Project' button is located at the bottom center of the form.

Project Name(1) Is where you enter the overall name of the new project.

Project-Owner(2) Is taken from a list of users meaning in order to add a new project owner, you need to add a user.

Project Organisation(3) This is the organisation of the project an example could be Mercantec.

Project Description(4) A short summary of what the project is about or what it does.

URL(5) This is just the standard url also known as the front page so an example would be: <https://www.example.com/>.

4. Manage Projects

The 'Manage Projects' table is a light blue modal window with a 'RETURN' button in the top right. It contains a table with 7 columns and 7 rows. Blue arrows point to specific elements with numbers 1-5:

- 1: Project Name column header
- 2: Project Owner column header
- 3: Project Organisation column header
- 4: Update button in the first row
- 5: Delete button in the first row

Project Name	Project Owner	Project Organisation	Project Description	URL	Update	Delete
B-Stem	Marie Sandvad			https://www.mercantec.dk/udviklingsprojekter/	Update	Delete
Big Data	Kim Guldholt			https://bigdata.soccloud.dk/	Update	Delete
Dicap	Lis Serensen			https://dicap.socdata.dk/	Update	Delete
Feedback	Bjarne Rasmussen		Få feedback på din hjemmeside	https://feedback.socdata.dk/	Update	Delete
Greenweld	Lis Serensen			https://greenweld.org/	Update	Delete
SOCData	Bjarne Rasmussen		God eller dårlig kritik til SOCData	feedback.socdata.dk/inHouseFeedback	Update	Delete

Project Owner(1) Here you can select a project owner for a specific project.

Project Organisation(2) Here you can edit the organisation of a specific project.

Project Description(3) Here you can edit the description of a specific project.

Update(4) When you have made a change to a project you need to click the update button to save the change.

Delete(5) When you click the delete button you delete a project, which should only be used if a project is no longer active, or no longer wishes to be a part of the feedback system.