

Team D User Documentation
CSCI441 Software Engineering

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Service (Ticketing) Management System

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Github Repository: <https://github.com/FHSU-CSCI441-TEAMD/CSCI441-Group-Project>

QuickTix User Manual

Version 1.0

Company: Team D

Website: <https://quicktix-r1fv.onrender.com/>

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1. Introduction

QuickTix is a simple yet effective IT service (ticketing) management system that allows customers to create and manage help desk tickets in a seamless app. This manual provides step-by-step guidance to help you install, configure, and use QuickTix efficiently.

2. System Requirements

Before accessing QuickTix, make sure your web browser and system meet the following requirements:

Supported Devices:

- Laptop
- Desktop
- Tablet
- Smartphone

Memory (RAM):

- Minimum: 4 GB
- Recommended: 8 GB or more for better performance

Network:

- Stable internet connection (at least 10 Mbps) for smooth client-server communication

Peripherals:

- Keyboard and mouse (for desktops and laptops)
- Touch input for user interaction (for tablets and smartphones)

3. Getting Started

After opening the QuickTix web portal in your browser, log in using your registered credentials or your company-provided account.

4. Using QuickTix

4.1 Creating a New Ticket – Customer

1. Click the 'Create New Ticket' button in the navigation bar or alternatively, the 'Create New Ticket' button towards the bottom of the page.
2. Enter the title for the ticket, description, and select the priority level.
3. Click 'Submit' to send the ticket to the IT support team.

4.2 View Existing Tickets

1. Below the 'My Tickets' section, a list of the user's tickets is displayed.
2. Click any ticket to view details, updates, and responses.
3. Add comments or close the ticket once resolved.

5. Support & Contact Information

For additional help or technical support, contact:

- Email: support@quicktix.com
- Phone: +1 (800) 123-4567
- Website: www.quicktix.com/support