**LABORATORY**

Equipment Management System

User Manual

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# **GETTING STARTED**

This user manual covers how to use LabEMS from an end-user and administrator perspective. It explains common workflows, available pages and actions, and provides troubleshooting tips.

**Prerequisites:**

* You must have an account to book equipment.
* Contact your system administrator if the site is restricted.
* A modern browser (Chrome, Firefox, Edge) is recommended.

Open the application in your browser at the URL <https://www.labems.co.za>.

# **COMMON USER ROLES**

**Administrator (‘Admin’)**

An administrator has full access of the system and can :

* manage equipment,
* manage users,
* manage maintenance,
* manage bookings,
* view audit logs,
* generate and download reports

**User (“Student”)**

A user can only perform the following action in system

* view and update profile
* view equipment
* create / cancel person bookings

**Logging In**

1. Open the login page.

2. Enter your email and password and submit.

3. On success, you'll be redirected to the main dashboard

# **END-USER WORKFLOWS**

## **Logging In**

* Open the login page.
* Enter your email and password and submit.
* On success, you'll be redirected to the main dashboard

## **Browsing Equipment**

* Navigate to the Equipment page.
* Use filters to narrow by type, status or availability.
* Click an equipment item to view details such as location, description, and maintenance history.

## **Creating A Booking**

* From the Equipment page, ensure the equipment is available for booking.
* When the Equipment is available for booking, a “Book” button will be visible in the Action column.
* Clicking on the “Book” button will allow you to select a date and start/end times for the booking.
* Submit the booking request. You'll receive a confirmation on-screen and an email notification.
* The system will prevent overlapping bookings.

## **Viewing Your Bookings**

* Navigate to the bookings page to view a lists your upcoming and past bookings with details and status.

## **Cancelling A Booking**

* Navigate to the booking page and find the booking you want to cancel.
* Click “Delete", verify the booking information and “Confirm” the cancellation.
* The system will mark the booking as cancelled and will you send a cancellation email.
* The system will then cancel the booking and automatically send a cancellation email to your address.

## **Profile management**

* Navigate to the Profile page.
* Update your contact details.
* Save changes to finalize your updates

# **Administrator workflows**

## **Managing equipment**

* Navigate to the Equipment management page
* Create: Click "Add Equipment" and provide required details (name, type, location, status, description) and save.
* Update: Click on the “Update” button in the Action column, update equipment information and save update.
* Delete: Click on the “Delete” button in the Action column, verify equipment information and confirm deletion.

## **Managing users and roles**

* Admins can list, create, and update user accounts and assign roles.
* Use the User Management page to activate/deactivate accounts, reset passwords, or change roles.

## **Managing maintenance schedules**

* Create maintenance tasks for equipment with planned dates and descriptions.
* Mark maintenance as completed to update equipment status and record maintenance history.

## **Viewing audit logs**

* The Audit Log page provides a timestamped list of important system events (create/update/delete actions, login attempts, booking changes).
* Use filters to find events for a specific user, equipment item, or date range.

## **Generate reports**

* The administrator can generate Users, Equipment and Bookings reports.
* Use filters and sorts to customize the report.
* Click “Download CSV” to download the filtered report.

# **Troubleshooting & FAQ**

|  |  |
| --- | --- |
| **Question** | **Answers** |
| **Q: I cannot log in**. | **A: Check your credentials and access.**   * Ensure the email and password are typed correctly. * Verify that you are registered with the to use this web application. * If you have forgotten your password, look for a "Forgot Password" link on the login page. |
| **Q: The UI shows outdated data.** | **A: Refresh the view.**   * Try a simple page refresh to pull the latest data. |
| **Q: I didn't receive a confirmation email for my booking or cancellation.** | **A: Verify profile and check spam.**   * Navigate to the Profile page and verify that the email address provided is correct. * Check your Spam/Junk mail folder. * If you still don't see it, assume the booking was not successful and verify its status on the Bookings page. |
| **Q: My booking was rejected.** | **A: The booking was likely rejected due to conflicting time slot.**   * Choose an open time slot. * Use the Equipment page details to identify and try a different time slot or date. |
| **Q: I cannot find the "Book" button for a specific equipment item.** | **A: The equipment is likely unavailable.**   * Check the Equipment page to ensure the equipment is available for booking (e.g., status is not "In Maintenance" or "Out of Service"). * The system only shows the "Book" button in the Action column when the equipment can be reserved. |