CRCY Dispatch System - User Manual

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System Overview

CRCY Dispatch is an Event Support Request Management System integrated with the Scheduling Management System designed for the College Red Cross Youth (CRCY) at Eastern Visayas State University (EVSU). The system allows campus organizations to request volunteer support from CRCY members for their events.

Key Features:

- **7-day advance notice requirement** for all requests
- **Automated conflict detection** to prevent scheduling overlaps
- **Email notifications** for request status updates
- **File attachment support** for event proposals and documents
- **Admin dashboard** with calendar view for managing requests
- **Security features** including rate limiting and audit logging

Contact Information

CRCY Office - EVSU

- **Email**: crcy.evsu.oc@gmail.com
- **System**: CRCY Dispatch - Event Support Request System
- **Version**: 1.0
- **Last Updated**: December 2024

This manual covers the complete functionality of the CRCY Dispatch system. For technical support or system modifications, contact the development team.

For Event Organizers (Users)

For Event Organizers (Users)

Getting Started

1. Accessing the System
- Visit the CRCY Dispatch website
- Click "REQUEST SUPPORT NOW" on the homepage
- No registration required - submit requests directly

2. System Requirements
- **Advance Notice**: Submit requests at least 7 days before your event
- **Time Restrictions**: Events must be scheduled between 5:00 AM and 8:30 PM
- **Volunteer Limits**: Request 1-10 volunteers per event
- **Required Documents**: At least one attachment (proposal, flyer, etc.)

Submitting a Support Request

The request process consists of 5 steps:

Step 1: Event Information
- **Event Name**: Provide a clear, descriptive name
- **Organization**: Your department, club, or organization name
- **Event Date**: Must be at least 7 days in advance
- **Venue**: Specific location where the event will be held
- **Start Time**: Between 5:00 AM and 8:30 PM
- **End Time**: Must be after start time, maximum 12-hour duration

Step 2: Your Details
- **Full Name**: Your complete name as the requester
- **Position/Title**: Your role in the organization (optional)
- **Email Address**: Valid email for notifications
- **Contact Number**: Phone number for coordination (optional)

Step 3: Volunteer Requirements
- **Expected Participants**: Estimated number of event attendees
- **Volunteers Needed**: Number of CRCY volunteers required (1-10)
- **Volunteer Roles**: Specific tasks (registration, crowd control, first aid, etc.)

Step 4: Event Details
- **Event Description**: Detailed information about your event
- **Special Requirements**: Any special equipment or training needed
- **Attachments**: Upload event proposals, flyers, or related documents
    - Supported formats: PDF, DOC, DOCX, JPG, PNG
    - Maximum file size: 10MB per file
    - At least one attachment is required

Step 5: Review & Submit
- Review all information before submitting
- Confirm submission through the modal dialog
- Receive a unique Request ID for tracking

After Submission
What Happens Next:
1. **Immediate Confirmation**: You'll see a success page with your Request ID
2. **Email Notification**: Confirmation email sent to your provided address
3. **Review Process**: CRCY administrators review within 24-48 hours
4. **Status Update**: Email notification with approval/decline decision
5. **Volunteer Coordination**: If approved, offline coordination for volunteer assignments

Request Status Types:
- **Pending**: Under review by CRCY administrators
- **Approved**: Request accepted, volunteers will be assigned
- **Declined**: Request not approved (reason provided)

Important Guidelines
Time Conflicts:
- The system automatically checks for scheduling conflicts
- Events need a 1-hour buffer between them
- If conflicts exist, you'll be notified to choose different times

Best Practices:
- Submit requests as early as possible (more than 7 days)
- Provide detailed event descriptions
- Include clear volunteer role requirements
- Attach comprehensive event proposals
- Use institutional email addresses when possible

For CRCY Administrators

For CRCY Administrators

Accessing the Admin Dashboard

Login Process:

1. **Hidden Access**: Press Ctrl+Shift+A on the homepage, or visit /login.php
2. **Default Credentials**:
    - Password: admin123 (cn be change immediately after first login)
3. **Security Features**:
    - Account lockout after 5 failed attempts (15 minutes)
    - Session timeout after 4 hours
    - Rate limiting on login attempts

Dashboard Overview

Main Interface:

- **Calendar View**: Gmail-style interface showing all events
- **Left Sidebar**: Mini calendar and status filters
- **Main Panel**: Monthly calendar with event details
- **Status Categories**: Filter by pending, approved, or declined requests

Navigation:

- **Month Navigation**: Use arrow buttons to browse months
- **Date Selection**: Click dates to view specific day events
- **Status Filters**: Click status categories to filter requests
- **Today Button**: Quick navigation to current date

Managing Requests

Viewing Request Details:

1. Click on any event in the calendar
2. View comprehensive request information:
    - Event details and timing
    - Requester information
    - Volunteer requirements
    - Attached documents
    - Submission timestamp

Approving Requests:

1. Open the request details page
2. Click "Approve Request" button
3. Confirm approval in the modal dialog
4. System automatically:
    - Updates request status
    - Sends approval email to requester
    - Checks for and declines conflicting requests

Declining Requests:
1. Open the request details page
2. Click "Decline Request" button
3. Provide a detailed reason (minimum 10 characters)
4. Confirm decline in the modal dialog
5. System automatically:
   - Updates request status with reason
   - Sends decline email with explanation

Conflict Management
Automatic Conflict Resolution:
- When approving a request, the system automatically identifies time conflicts
- Conflicting pending requests are automatically declined
- Decline reason includes details about the approved conflicting event
- Email notifications sent to affected requesters

Manual Conflict Checking:
- View calendar to identify potential scheduling issues
- Check event details for venue and time overlaps
- Consider 1-hour buffer requirements between events

System Administration
Password Management:
1. Click admin dropdown in top-right corner
2. Select password change option
3. Provide current password and new password
4. New password must be at least 8 characters

Maintenance Mode:
1. Access through admin dropdown menu
2. Enable to prevent new submissions during system updates
3. Customize maintenance message for users
4. Disable when maintenance is complete

Security Monitoring:
- View security logs through admin menu
- Monitor failed login attempts
- Track request submissions and status changes
- Review system access patterns

Email System
Automated Notifications:
- **Confirmation Emails**: Sent immediately upon request submission
- **Status Update Emails**: Sent when requests are approved/declined
- **HTML Format**: Professional formatting with CRCY branding

Email Configuration:
- Uses PHP's built-in mail() function
- Configured for XAMPP SMTP (development)
- Production deployment requires proper SMTP setup

Best Practices for Administrators

Daily Operations:
1. **Morning Review**: Check pending requests from previous day
2. **Conflict Resolution**: Address any scheduling conflicts promptly
3. **Timely Responses**: Aim to respond within 24 hours
4. **Documentation**: Provide clear decline reasons

Weekly Tasks:
1. **Calendar Planning**: Review upcoming week for volunteer availability
2. **System Maintenance**: Check logs for any security issues
3. **Backup Verification**: Ensure database backups are current

Security Practices:
1. **Regular Password Changes**: Update admin password monthly
2. **Session Management**: Log out when not actively using system
3. **Access Monitoring**: Review security logs for unusual activity
4. **Maintenance Windows**: Use maintenance mode during updates

System Features

System Features

Security Features

Rate Limiting:

- **Login Attempts**: 5 attempts per 15 minutes per IP
- **Request Submissions**: 5 requests per hour per IP
- **Admin Actions**: 10 approval actions per 5 minutes

Data Protection:

- **Input Sanitization**: All user inputs are cleaned and validated
- **SQL Injection Prevention**: Prepared statements used throughout
- **File Upload Security**: Strict file type and size validation
- **Session Security**: Secure session configuration with timeouts

Audit Logging:

- All admin actions logged with timestamps
- Security events tracked (failed logins, rate limits)
- Request submissions and status changes recorded
- Log files stored in /logs/security.log

Email System

Notification Types:

1. **Confirmation Email**: Sent upon request submission
2. **Approval Email**: Sent when request is approved
3. **Decline Email**: Sent when request is declined with reason

Email Features:

- HTML formatting with CRCY branding
- Request ID tracking
- Detailed event information
- Next steps guidance
- Professional appearance

File Management

Supported File Types:

- **Documents**: PDF, DOC, DOCX
- **Images**: JPG, JPEG, PNG, GIF
- **Size Limit**: 10MB per file
- **Security**: File type validation and content checking

File Storage:

- Files stored in /uploads/ directory
- Unique filenames prevent conflicts

- Secure download system with access control
- Automatic cleanup for declined requests

Technical Requirements

Technical Requirements

Server Requirements

Minimum Specifications:
- **PHP**: Version 7.4 or higher
- **MySQL**: Version 5.7 or higher
- **Web Server**: Apache or Nginx
- **Storage**: 1GB free space for file uploads
- **Memory**: 512MB RAM minimum

Development Environment:
- **XAMPP**: Recommended for local development
- **Database**: MySQL with UTF-8 support
- **Email**: SMTP configuration required for production

Browser Compatibility

Supported Browsers:
- **Chrome**: Version 90+
- **Firefox**: Version 88+
- **Safari**: Version 14+
- **Edge**: Version 90+

Required Features:
- JavaScript enabled
- Cookies enabled
- File upload support
- Modern CSS support

Database Configuration

Tables:
- admin_users: Administrator accounts
- support_requests: Event support requests
- attachments: Uploaded files
- audit_log: Security and action logging

Default Admin Account:
- **Username**: admin (ID: 1)
- **Password**: admin123 (change immediately)
- **Permissions**: Full system access

Troubleshooting

Troubleshooting

Common User Issues

"Too many requests" Error:
- **Cause**: Rate limiting triggered
- **Solution**: Wait 1 hour before submitting another request
- **Prevention**: Avoid multiple submissions of the same request

"Date too soon" Error:
- **Cause**: Event date is less than 7 days away
- **Solution**: Choose a date at least 7 days in the future
- **Note**: System shows next available date

File Upload Failures:
- **Cause**: File too large or unsupported format
- **Solution**: Use supported formats (PDF, DOC, JPG, PNG) under 10MB
- **Check**: Ensure at least one file is attached

Time Conflict Warnings:
- **Cause**: Another event scheduled at the same time
- **Solution**: Choose different time with 1-hour buffer
- **Note**: System shows conflicting events

Common Admin Issues

Cannot Login:
- **Check**: Verify password (default: admin123)
- **Wait**: Account may be locked (15 minutes)
- **Contact**: System administrator if persistent

Email Not Sending:
- **Check**: XAMPP SMTP configuration
- **Verify**: Email settings in config.php
- **Test**: Send test email from server

Calendar Not Loading:
- **Check**: Database connection
- **Verify**: PHP error logs
- **Refresh**: Clear browser cache

File Downloads Failing:
- **Check**: File permissions on uploads directory
- **Verify**: File exists in database
- **Test**: Direct file access

System Maintenance
Regular Tasks:
1. **Database Backup**: Weekly full backup
2. **Log Rotation**: Monthly log file archival
3. **File Cleanup**: Remove old attachments
4. **Security Updates**: Apply PHP and system updates

Emergency Procedures:
1. **System Down**: Enable maintenance mode
2. **Security Breach**: Change admin password, review logs
3. **Database Issues**: Restore from backup
4. **Email Problems**: Check SMTP configuration

Getting Help
For Users:
- Contact CRCY office directly
- Check system status page
- Review this manual for guidance

For Administrators:
- Check security logs for error details
- Review PHP error logs
- Contact system developer for technical issues
- Refer to database documentation