

# User Manual



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## Index

1. Introduction.....	4
2. Accessing the website.....	4
3. Login.....	5
4. Student dashboard .....	5
5. Buying a ticket .....	6
6. Viewing ticket history.....	7
7. Changing profile picture.....	8
8. Common Problems and Solutions (FAQ) .....	8
9. Security and Confidentiality .....	9
10. Conclusion .....	9

# Illustration Index

Picture 1: Landing page	4
Picture 2: Login page	5
Picture 3: Dashboard page	6
Picture 4: Checkout page	6
Picture 5: Viewing ticket history	7
Picture 6: Changing profile picture	8

## 1. Introduction

InforSenhas is an online platform created to simplify and modernize the process of purchasing meal tickets for the academic cafeteria. Through the website, students can buy their tickets quickly, conveniently, and completely digitally, avoiding unnecessary trips and eliminating the use of paper tickets.

This manual aims to guide users through the platform, explaining step by step how to create tickets, make purchases, and navigate the available features, ensuring a simple, safe, and efficient experience.

## 2. Accessing the website

When accessing the InforSenhas website through a browser, the student is automatically directed to the landing page.

This initial page presents a brief explanation of how the system works, the purpose of the platform, and its main advantages. The student will quickly understand that the site was designed to make the ticket acquisition process easier, allowing everything to be done online in a simple and intuitive way.

This first contact also helps guide the user through the next steps, highlighting the essential buttons and options to continue.



### Sobre nós

A InforSenhas foi desenvolvida por um grupo de alunos do curso PWDAM, com o objetivo de tornar a compra de senhas de refeição mais simples e prática.  
O projeto nasceu da vontade de reduzir filas no bar escolar e de criar uma solução

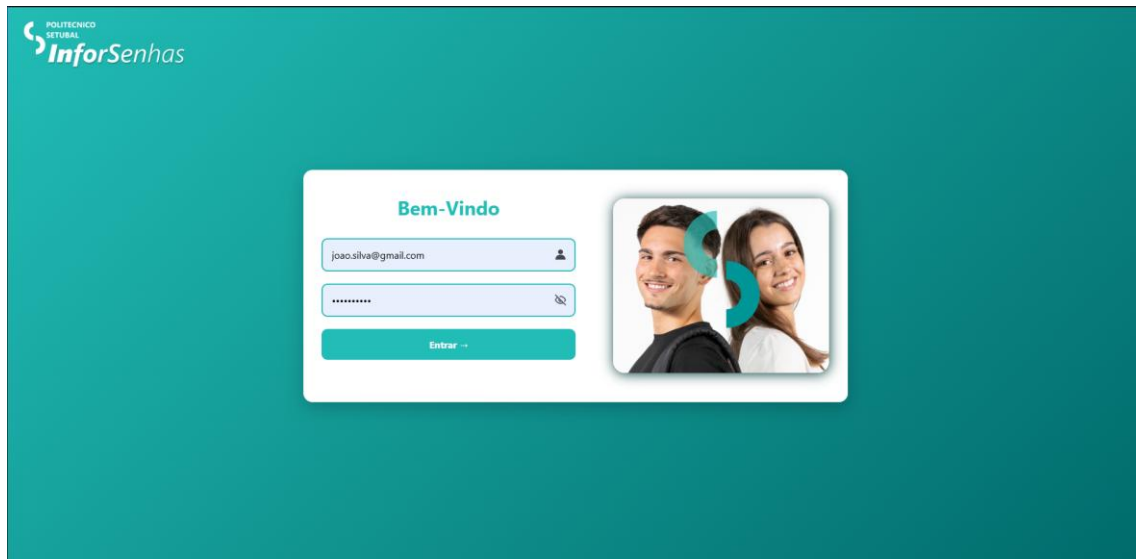
Picture 1: Landing page

### 3. Login

After viewing the introduction on the landing page, the student must click the “Login” button to access the private area of the system.

They will then be redirected to the login page, where they should enter their email and password. It is important to ensure that the data is correct to avoid authentication errors.

If this is the first access, the student may follow the instructions provided by the institution or use previously created credentials. This page is designed to be simple and fast, allowing the user to enter the system within seconds.



Picture 2: Login page

### 4. Student dashboard

After logging in, the student is directed to the Dashboard, which functions as the main center of their personal area.

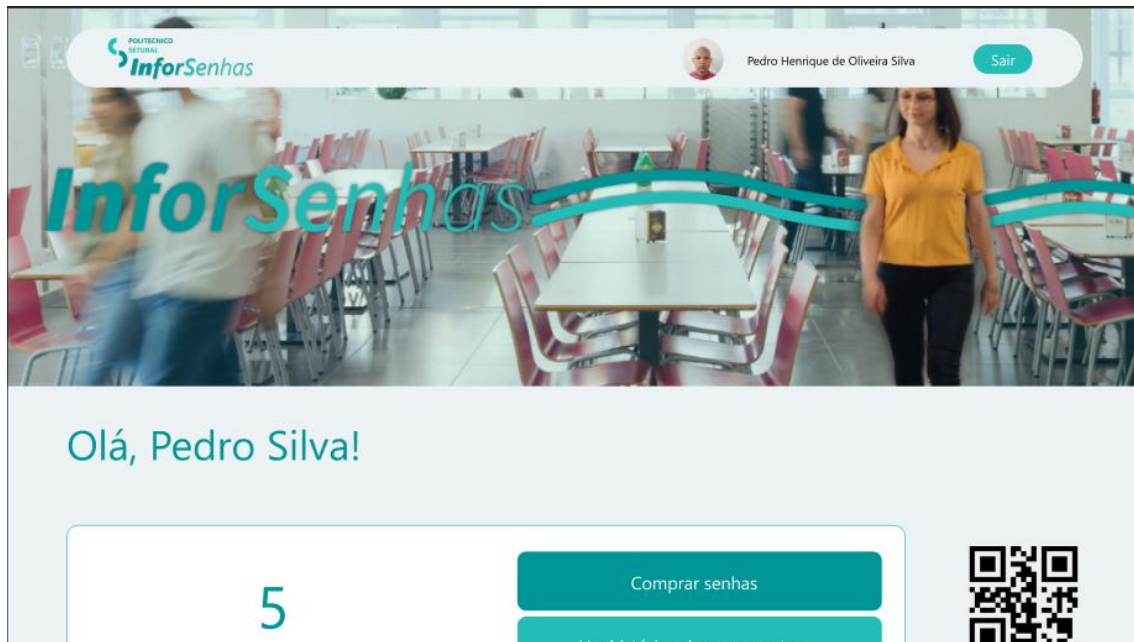
Here, the current ticket—if they have one—will be immediately visible, along with other relevant account information.

The section was designed to be clear and easy to interpret, allowing the student to quickly find what they need.

In a highlighted area, the two main options frequently used by the student appear:

- Buy Tickets
- View Ticket History

Additionally, the student can also change their profile picture to personalize their account.



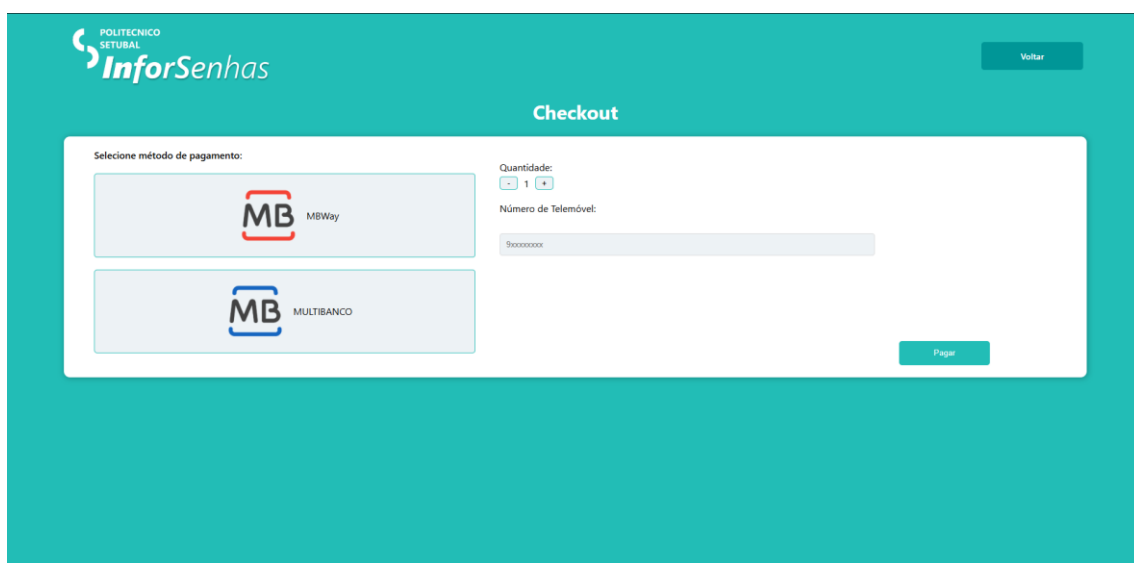
Picture 3: Dashboard page

## 5. Buying a ticket

When the student clicks the “Buy Ticket” button, they are redirected to the page dedicated to purchasing new tickets.

On this page, the student selects the payment method, choosing between MBWay and Multibanco.

The page may include additional descriptions and values. The student should carefully review the information before finalizing the purchase, ensuring that the correct payment method and ticket quantities were selected. After confirming, the purchase is completed.



Picture 4: Checkout page

## 6. Viewing ticket history

By clicking the “View Payment History” button, the student gains access to a complete list of previously purchased tickets.

This page is useful for checking:

- Past tickets
- Purchase dates

It is an entirely informative section, designed to help the user keep track of all operations carried out in the system.

If the student has purchased many tickets over time, this area helps maintain everything organized.



Data	Quantidade	Preço	Método de pagamento
2025-10-15	5	€ 10,00	MB Way
2025-09-20	1	€ 2,00	PayPal

Picture 5: Viewing ticket history

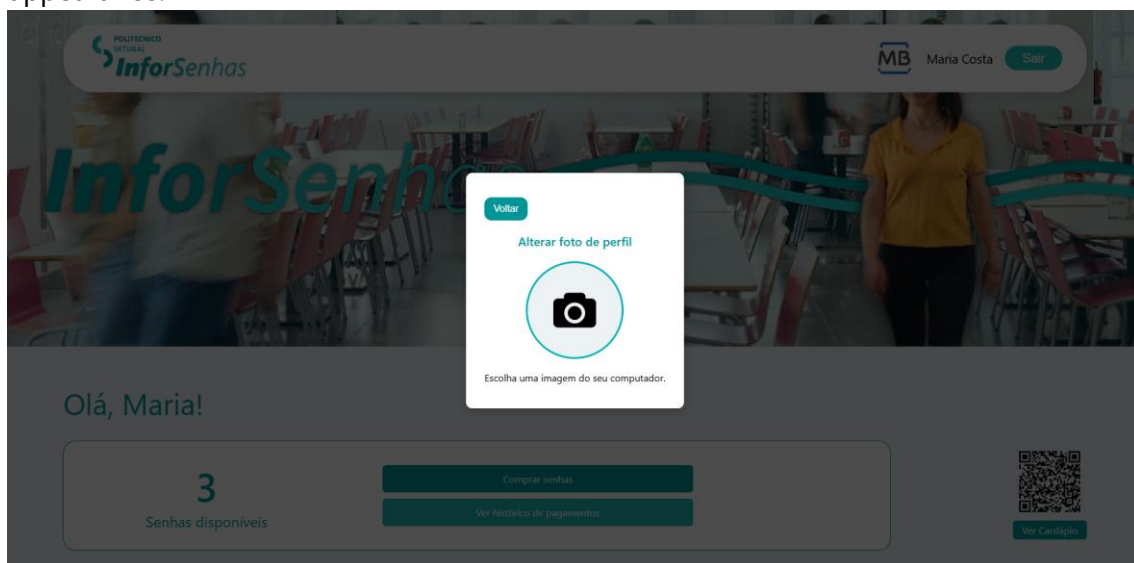
## 7. Changing profile picture

The student can also personalize their account by changing their profile picture.

This process is simple:

- Access the Dashboard
- Select the change photo option
- Choose an image from the device
- Confirm the upload

The image is automatically updated, allowing the student to personalize their account appearance.



Picture 6: Changing profile picture

## 8. Common Problems and Solutions (FAQ)

This section provides the student with quick answers to the most frequent problems that may occur while using the system. The goal is to allow the user to resolve minor difficulties without needing technical support.

### 1. **Payment Failed or Incomplete**

If payment fails when buying a pass, the student should:

- Check the internet connection.
- Confirm that the entered data was correct (if payment data is involved).
- Repeat the process after a few seconds.
- If the problem persists, it might be a temporary system failure and the student should try again later.



## 9. Security and Confidentiality

It is important for the student to use the InforSenhas system securely. Below are some essential recommendations to ensure account and personal data protection:

### **Keeping Credentials Secure**

- Never share your password with others.
- Avoid using the same password you use on other websites.
- Change your password regularly, especially if there is a suspicion of unauthorized access.

### **Protection of Personal Data**

- Avoid logging in on public or unknown computers.
- Ensure you log out by clicking "Sair" (Log Out) after using the system.
- Keep your browser updated to avoid vulnerabilities.

### **Precautions When Making Purchases**

- Always confirm you are on the official InforSenhas website before entering sensitive data.
- Never provide personal information through links sent by third parties or suspicious messages.
- If you notice any unusual activity on your account, you should immediately contact the institution's support.

## 10. Conclusion

The InforSenhas system was developed to be intuitive and efficient, ensuring that any student can:

- Access the website
- Navigate the dashboard
- Buy tickets
- View history
- Personalize their profile

By following the steps described in this manual, using the site becomes simple and straightforward, allowing the student to perform all actions quickly and efficiently.