SLIIT-HUB - Complete User Manual

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Introduction

What is SLIIT-HUB?

SLIIT-HUB is a comprehensive educational platform designed for Sri Lanka Institute of Information Technology (SLIIT). It integrates video-based learning, real-time collaboration, AI-powered content analysis, and administrative management to provide a modern digital learning experience.

Key Features

- **Multi-User Support**: Students, Lecturers, and Administrators
- **Video Content Management**: Upload, stream, and manage educational videos
- **AI-Powered Tools**: Automatic video summaries, timestamps, and descriptions
- **Real-Time Meetings**: WebRTC-based video conferencing
- **Resource Repository**: Document sharing and management
- **Lecturer Review System**: Quality assurance for student content
- **Calendar & Reminders**: Academic event management
- **Admin Dashboard**: Comprehensive system oversight

System Requirements

- **Browser**: Chrome 90+, Firefox 88+, Safari 14+, Edge 90+
- **Internet**: Stable broadband connection (minimum 5 Mbps for video)
- **Hardware**: 4GB RAM, modern processor for video streaming

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Getting Started

First Time Access

1. **Receive Credentials**: Your administrator will provide login credentials
2. **Access Platform**: Navigate to the SLIIT-HUB URL
3. **Login**: Use provided email and password
4. **Complete Profile**: Update your profile information
5. **Explore Dashboard**: Familiarize yourself with the interface

Navigation Overview

- **Sidebar Menu**: Access all modules and features
- **Top Bar**: User profile, notifications, logout
- **Dashboard Cards**: Quick access to main features
- **Breadcrumbs**: Track your location in the system

Student User Guide

1. Login & Profile Setup

Step-by-Step Login Process

1. **Navigate to Login Page**

- Open your web browser
- Go to the SLIIT-HUB URL
- Click "Login" if not automatically redirected

1. **Enter Credentials**

- Email: Enter your student email address
- Password: Enter your assigned password
- Click "Login" button

1. **First Login Setup**

- You'll be redirected to the dashboard
- Complete profile setup if prompted
- Update your personal information

Profile Management

1. **Access Profile Settings**

- Click your profile picture/name in top-right corner
- Select "Profile" from dropdown menu

1. **Update Personal Information**

- **Name**: Edit your display name
- **Bio**: Add a brief description about yourself
- **Phone**: Update contact number
- **Profile Picture**: Upload a new avatar
  - Click "Choose File" button
  - Select image (JPG, PNG, max 5MB)
  - Click "Upload" to save

1. **Save Changes**

- Click "Update Profile" button
- Wait for success confirmation message

2. Dashboard Navigation

Understanding the Dashboard

1. **Main Dashboard Cards**

- **Units**: Access course modules and content
- **Meetings**: Join or create video meetings
- **Resources**: Browse and download materials
- **AI Tools**: Use intelligent content analysis
- **Tutoring**: Upload videos for review
- **Calendar**: Manage events and reminders
- **Lecturer Recommendations**: View approved content

1. **Quick Actions**

- Recent activity feed
- Upcoming events
- Quick access buttons

Navigation Tips

- Use sidebar menu for direct access to features
- Breadcrumb navigation shows your current location
- "How to use" link at bottom provides quick guidance

3. Accessing Course Content

Browsing Modules

1. **Navigate to Units**

- Click "Units" card on dashboard
- Or select "Content" from sidebar menu

1. **Select Your Degree Program**

- Choose your degree from the list
- Select your current year of study

1. **Browse Available Modules**

- View modules organized by semester
- Click on any module to access content

Viewing Video Content

1. **Access Module Content**

- Click on desired module
- Browse available videos and materials

1. **Watch Videos**

- Click on video thumbnail
- Video player will load automatically
- Use standard video controls (play, pause, volume, fullscreen)

1. **Video Features**

- **Comments**: Add comments below video
- **AI Metadata**: View auto-generated summaries and timestamps
- **Download**: Save video for offline viewing (if enabled)

Interacting with Content

1. **Adding Comments**

- Scroll to comments section below video
- Type your comment in the text box
- Click "Post Comment" button
- Comments update in real-time

1. **Using AI Features**

- View auto-generated video summary
- Use timestamps to jump to specific sections
- Read AI-generated descriptions

4. Using AI Tools

Accessing AI Tools

1. **Navigate to AI Tools**

- Click "AI Tools" card on dashboard
- Or select "AI Tools" from sidebar menu

1. **Select Video for Analysis**

- Choose from your uploaded videos
- Or select from available course content

AI Features Available

1. **Generate Summary**

- Select video from dropdown
- Click "Generate Summary" button
- Wait for AI processing (may take 1-2 minutes)

- View generated summary in results panel

1. **Generate Timestamps**

- Select video for timestamp generation
- Click "Generate Timestamps" button
- Review chapter markers and time codes
- Use timestamps for quick navigation

1. **Generate Description**

- Choose video for description
- Click "Generate Description" button
- View detailed content description
- Use for study notes and reference

Best Practices for AI Tools

- Ensure videos have clear audio for better transcription
- Use AI summaries as study aids, not replacements for watching
- Verify AI-generated content for accuracy

5. Participating in Meetings

Joining Meetings

1. **Access Meetings**

- Click "Meetings" card on dashboard
- Or use meeting link/code provided by lecturer

1. **Join Meeting Room**

- Enter meeting ID if prompted
- Allow camera and microphone permissions
- Click "Join Meeting" button

1. **Meeting Interface**

- **Video Window**: Your video feed
- **Participant List**: Other attendees
- **Chat Panel**: Text messaging
- **Control Buttons**: Mute, camera, screen share

Meeting Controls

1. **Audio/Video Controls**

- **Mute/Unmute**: Click microphone icon
- **Camera On/Off**: Click camera icon
- **Leave Meeting**: Click red phone icon

1. **Chat Features**

- Click chat icon to open text chat
- Type messages to communicate
- View participant messages in real-time

1. **Screen Sharing** (if enabled)

- Click screen share icon
- Select window or entire screen
- Click "Share" to start sharing

Meeting Etiquette

- Join meetings on time
- Mute microphone when not speaking
- Use headphones to prevent echo

- Test audio/video before important meetings

6. Accessing Resources

Browsing Resources

1. **Navigate to Resources**
- Click "Resources" card on dashboard
- Or select "Resources" from sidebar menu
1. **Filter Resources**
- **My Resources**: Your uploaded files
- **Public Resources**: Shared by others
- **Filter by Type**: PDFs, documents, images
- **Search**: Use search bar for specific content

Downloading Resources

1. **Find Desired Resource**
- Browse or search for specific file
- Click on resource title or thumbnail
1. **Download Process**
- Click "Download" button
- File will download to your default folder
- Check download progress in browser

Uploading Resources

1. **Upload New Resource**
- Click "Upload Resource" button
- Select file from your computer
- Fill in resource details:
  - **Title**: Descriptive name
  - **Description**: Brief explanation
  - **Category**: Select appropriate category
  - **Visibility**: Choose "Public" or "Private"
1. **Complete Upload**
- Click "Upload" button
- Wait for upload completion
- Resource appears in your list

7. Tutoring System

Uploading Tutoring Videos

1. **Access Tutoring Section**
- Click "Tutoring" card on dashboard
- Or select "Tutoring" from sidebar menu
1. **Upload New Video**
- Click "Upload Video" button
- Select video file (MP4, AVI, MOV supported)
- Fill in video details:
  - **Title**: Clear, descriptive title
  - **Description**: Explain video content
  - **Module**: Select relevant course module
  - **Degree**: Choose your degree program
  - **Year/Semester**: Select appropriate level

1. **Complete Upload**
- Click "Upload" button
- Wait for processing (may take several minutes)
- Video appears in your tutoring list

Requesting Lecturer Review

1. **Select Video for Review**
- Go to your tutoring videos list
- Click on video you want reviewed
- Click "Request Review" button
1. **Submit Review Request**
- Select lecturer from dropdown
- Add optional message explaining your request
- Click "Submit Request" button
- Wait for lecturer response
1. **Track Review Status**
- **Pending**: Waiting for lecturer review
- **Recommended**: Approved by lecturer
- **Rejected**: Not approved (with feedback)

8. Calendar & Reminders

Using the Calendar

1. **Access Calendar**
- Click "Calendar" card on dashboard
- Or select "Calendar" from sidebar menu
1. **View Calendar**
- Navigate between months using arrow buttons
- Click on any date to view/add events
- Different colors indicate event types

Adding Reminders

1. **Create New Reminder**
- Click on desired date
- Click "Add Reminder" button
- Fill in reminder details:
    - **Title**: Event name
    - **Description**: Additional details
    - **Time**: Set specific time
    - **Type**: Assignment, exam, meeting, etc.
1. **Save Reminder**
- Click "Save" button
- Reminder appears on calendar
- You'll receive notifications as configured

Managing Events

1. **Edit Existing Events**
- Click on event in calendar
- Click "Edit" button
- Update details as needed
- Click "Save Changes"

1. **Delete Events**
- Click on event
- Click "Delete" button
- Confirm deletion

9. Viewing Lecturer Recommendations

Accessing Recommendations

1. **Navigate to Recommendations**
- Click "Lecturer Recommendations" card
- Or select from sidebar menu
1. **Browse Recommendations**
- View list of lecturer-approved content
- See degree names, owner information, and dates
- Status tags indicate approval level

Viewing Recommended Content

1. **Select Recommendation**
- Click "View" button on any recommendation
- Opens standard video details page
- Access all video features (comments, AI tools, etc.)
1. **Interact with Content**
- Watch recommended videos
- Add comments and feedback
- Use AI tools for enhanced learning

Lecturer User Guide

1. Login & Profile Setup

Lecturer Login Process

1. **Access Login Page**
- Navigate to SLIIT-HUB URL
- Click "Login" button
1. **Enter Lecturer Credentials**
- Email: Your institutional email
- Password: Assigned lecturer password
- Click "Login" button
1. **Lecturer Dashboard**
- Access lecturer-specific features
- View review queue and management tools
- Access all student features plus lecturer tools

Profile Configuration

1. **Update Lecturer Profile**
- Click profile picture in top-right
- Select "Profile" from dropdown
- Update information:
    - **Name**: Professional display name
    - **Bio**: Academic background and expertise
    - **Department**: Your department/faculty
    - **Contact**: Office hours and contact info

1. **Upload Professional Photo**
- Click "Choose File" for avatar
- Select professional headshot
- Click "Upload" to save

2. Content Management

Uploading Course Content

1. **Access Content Management**
- Navigate to "Content" from sidebar
- Click "Upload Content" button
1. **Upload Video Lectures**
- Select video file (recommended: MP4, 1080p)
- Fill in lecture details:
    - **Title**: Lecture topic
    - **Description**: Learning objectives
    - **Module**: Course module code
    - **Degree**: Target degree program
    - **Year/Semester**: Academic level
    - **Visibility**: Public or restricted
1. **Content Processing**
- System generates thumbnail automatically
- AI creates summary and timestamps
- Content appears in course modules

Managing Existing Content

1. **View Your Content**
- Go to "My Content" section
- Browse uploaded videos and materials
- Check view counts and engagement
1. **Edit Content**
- Click on any video
- Click "Edit" button
- Update metadata, description, or visibility
- Save changes
1. **Delete Content**
- Select content to remove
- Click "Delete" button
- Confirm deletion (permanent action)

3. Student Review System

Accessing Review Queue

1. **Navigate to Review Queue**
- Click "Reviews" from sidebar menu
- Or click "Review Queue" card on dashboard
1. **Review Queue Interface**
- **Pending Reviews**: Videos awaiting your review
- **Completed Reviews**: Your previous decisions
- **Filter Options**: By degree, module, or date

Reviewing Student Videos

1. **Select Video for Review**
- Click on video card in queue
- Review video details:
    - Student name and degree
    - Module and academic level
    - Student's request message
    - Video content and quality
1. **Watch and Evaluate**
- Play video using integrated player
- Assess content quality and relevance
- Check technical aspects (audio, video quality)
- Consider educational value
1. **Make Review Decision**
- Click "Recommend" for approval
- Click "Reject" for disapproval
- Add feedback comments (required for rejections)
- Confirm decision in modal dialog

Review Decision Guidelines

1. **Recommendation Criteria**
- Content is educationally valuable
- Audio and video quality are acceptable
- Information is accurate and relevant
- Appropriate for academic sharing
1. **Rejection Reasons**
- Poor audio/video quality
- Inaccurate or misleading content
- Inappropriate material
- Technical issues preventing viewing

4. Meeting Management

Creating Meetings

1. **Schedule New Meeting**
- Click "Meetings" from dashboard
- Click "Create Meeting" button
- Fill in meeting details:
    - **Title**: Meeting topic/subject
    - **Description**: Agenda and objectives
    - **Date/Time**: Schedule meeting
    - **Duration**: Expected length
    - **Participants**: Invite specific students or make open
1. **Meeting Settings**
- **Recording**: Enable/disable recording
- **Chat**: Allow text chat during meeting
- **Screen Sharing**: Enable presenter mode
- **Waiting Room**: Control participant entry

Hosting Meetings

1. **Start Scheduled Meeting**

- Click "Start Meeting" at scheduled time
- Allow camera and microphone permissions
- Wait for participants to join

1. **Meeting Host Controls**

- **Mute All**: Silence all participants
- **Manage Participants**: Control who can speak
- **Screen Share**: Present content to attendees
- **Record**: Start/stop meeting recording
- **Chat Moderation**: Monitor text messages

1. **During the Meeting**

- Welcome participants as they join
- Manage speaking order and questions
- Share screen for presentations
- Monitor chat for questions
- End meeting when complete

Managing Meeting Recordings

1. **Access Recordings**

- Go to "My Meetings" section
- Click on completed meeting
- View recording details and download link

1. **Share Recordings**

- Generate shareable link
- Set access permissions
- Notify students of availability

5. Resource Management

Uploading Educational Resources

1. **Access Resource Upload**

- Navigate to "Resources" section
- Click "Upload Resource" button

1. **Upload Process**

- Select file (PDF, DOC, PPT, etc.)
- Fill in resource information:
    - **Title**: Descriptive name
    - **Description**: Content overview
    - **Category**: Lecture notes, assignments, etc.
    - **Module**: Associated course module
    - **Visibility**: Public or restricted access

1. **Organize Resources**

- Create folders by module or topic
- Tag resources for easy searching
- Set appropriate permissions

Managing Student Access

1. **Control Resource Visibility**

- Set resources as public or private
- Restrict access to specific degree programs
- Control download permissions

1. **Monitor Resource Usage**
- View download statistics
- Track student engagement
- Update resources based on feedback

6. Student Progress Monitoring

Viewing Student Activity

1. **Access Student Analytics**
- Navigate to "Student Progress" section
- Select specific degree or module
- View engagement metrics

1. **Monitor Participation**
- Video viewing statistics
- Meeting attendance records
- Resource download activity
- Comment and interaction levels

Providing Feedback

1. **Individual Student Feedback**
- Access student profiles
- View their uploaded content
- Provide constructive comments
- Track improvement over time

1. **Class-wide Announcements**
- Create announcements for your modules
- Share important updates
- Provide general feedback and guidance

7. AI Tools for Lecturers

Using AI for Content Analysis

1. **Analyze Student Videos**
- Select student video from review queue
- Use AI tools to generate summaries
- Review AI-generated timestamps
- Assess content quality using AI insights

1. **Enhance Your Content**
- Generate summaries for your lectures
- Create automatic timestamps
- Improve content descriptions
- Use AI for content optimization

AI-Assisted Review Process

1. **Leverage AI Insights**
- Review AI-generated summaries before watching
- Use timestamps to focus on key sections
- Compare AI analysis with your assessment
- Make informed review decisions

8. Calendar & Schedule Management

Managing Academic Calendar

1. **Create Course Schedule**

- Add lecture times and dates
- Schedule assignment deadlines
- Set exam dates and times
- Create recurring events for regular classes

1. **Share Calendar with Students**

- Make course calendar public
- Send calendar invites for important events
- Update schedule changes promptly

Office Hours Management

1. **Set Office Hours**

- Create recurring calendar events
- Set availability for student consultations
- Provide meeting room or online link
- Update availability as needed

Administrator User Guide

1. Admin Login & Dashboard

Administrator Access

1. **Admin Login Process**

- Navigate to SLIIT-HUB URL
- Click "Admin Login" link
- Enter admin credentials:
  - **Email**: Administrator email
  - **Password**: Admin password
  - **Admin Code**: Special access code
- Click "Login" button

1. **Admin Dashboard Overview**

- **System Statistics**: User counts, content metrics
- **Recent Activity**: Latest system events
- **Quick Actions**: Common administrative tasks
- **System Health**: Server and service status

Navigation for Administrators

1. **Admin Sidebar Menu**

- **Dashboard**: System overview
- **User Management**: Students, lecturers, admins
- **Content Management**: Videos, resources, modules
- **System Settings**: Configuration and preferences
- **Analytics**: Usage reports and statistics
- **Announcements**: System-wide communications

2. User Management

Managing Students

1. **View All Students**

- Navigate to "User Management" → "Students"
- View complete student list with details:
  - Name, email, student ID
  - Degree program and year

    - Registration date and status
    - Activity level and engagement
1. **Create New Student Account**
- Click "Add New Student" button
- Fill in student information:
    - **Name**: Full name
    - **Email**: Institutional email
    - **Student ID**: Unique identifier
    - **Degree**: Program enrollment
    - **Year**: Current academic year
    - **Password**: Temporary password
- Click "Create Account" button
- System sends welcome email to student
1. **Manage Student Accounts**
- **Edit Student Info**: Update details as needed
- **Reset Password**: Generate new temporary password
- **Suspend Account**: Temporarily disable access
- **Delete Account**: Permanently remove (use with caution)
- **View Activity**: Check student engagement and usage

Managing Lecturers

1. **View All Lecturers**
- Navigate to "User Management" → "Lecturers"
- View lecturer list with details:
    - Name, email, department
    - Assigned modules and degrees
    - Review activity and statistics
    - Account status and permissions
1. **Create New Lecturer Account**
- Click "Add New Lecturer" button
- Fill in lecturer information:
    - **Name**: Full name
    - **Email**: Institutional email
    - **Department**: Faculty/department
    - **Specialization**: Area of expertise
    - **Assigned Modules**: Teaching responsibilities
    - **Degrees**: Programs they can review
- Set permissions and access levels
- Click "Create Account" button
1. **Manage Lecturer Assignments**
- **Assign Modules**: Add/remove teaching assignments
- **Set Review Permissions**: Control what content they can review
- **Update Contact Info**: Maintain current information
- **Monitor Review Activity**: Track review performance

Managing Administrator Accounts

1. **View Admin Users**
- Navigate to "User Management" → "Administrators"

- View all admin accounts and permissions
- Check last login and activity status

1. **Create New Admin Account**

- Click "Add New Admin" button
- Fill in admin details:
  - **Name**: Administrator name
  - **Email**: Admin email address
  - **Role**: Super admin or limited admin
  - **Permissions**: Specific access rights
- Generate secure password
- Click "Create Admin Account"

1. **Manage Admin Permissions**

- **Role Assignment**: Set admin privilege levels
- **Access Control**: Limit specific functions
- **Audit Logging**: Track administrative actions
- **Security Settings**: Enforce security policies

3. Content Management & Oversight

Video Content Administration

1. **Monitor All Videos**

- Navigate to "Content Management" → "Videos"
- View all platform videos with details:
  - Title, owner, upload date
  - Review status and visibility
  - View counts and engagement
  - File size and technical details

1. **Content Moderation**

- **Review Flagged Content**: Check reported videos
- **Update Video Status**: Change visibility settings
- **Content Approval**: Override lecturer decisions if needed
- **Remove Inappropriate Content**: Delete violating material

1. **Video Analytics**

- **Usage Statistics**: Most viewed content
- **Engagement Metrics**: Comments and interactions
- **Storage Analytics**: Disk usage and optimization
- **Quality Reports**: Technical issues and problems

Resource Management

1. **Monitor Resource Repository**

- View all uploaded resources
- Check file types and sizes
- Monitor download statistics
- Identify popular and unused content

1. **Resource Administration**

- **Organize Resources**: Create categories and folders
- **Set Access Permissions**: Control who can access what
- **Clean Up Storage**: Remove outdated or duplicate files
- **Backup Management**: Ensure resource backup and recovery

4. Academic Structure Management
Degree Program Management

1. **View All Degrees**

- Navigate to "System Settings" → "Degrees"
- View complete list of degree programs:
    - Degree name and code
    - Year count and structure
    - Associated modules
    - Enrolled student count

1. **Create New Degree Program**

- Click "Add New Degree" button
- Fill in degree details:
    - **Name**: Full degree name (e.g., "BSc Computer Science")
    - **Code**: Short identifier (e.g., "CS001")
    - **Year Count**: Duration (typically 3 or 4 years)
    - **Description**: Program overview
- Click "Create Degree" button

1. **Manage Degree Structure**

- **Add Modules**: Create course modules for each year
- **Assign Lecturers**: Set teaching responsibilities
- **Update Requirements**: Modify program structure
- **Archive Programs**: Retire outdated degrees

Module Management

1. **Create Course Modules**

- Navigate to specific degree program
- Click "Add Module" button
- Fill in module details:
    - **Module Code**: Unique identifier (e.g., "CS101")
    - **Module Name**: Full title
    - **Year/Semester**: Academic placement
    - **Credits**: Credit value
    - **Prerequisites**: Required prior modules

1. **Assign Module Lecturers**

- Select module from list
- Click "Assign Lecturer" button
- Choose from available lecturers
- Set permissions and responsibilities

5. System Announcements
Creating System-Wide Announcements

1. **Access Announcement System**

- Navigate to "Announcements" from admin menu
- View existing announcements and their status

1. **Create New Announcement**

- Click "Create Announcement" button
- Fill in announcement details:
    - **Title**: Clear, descriptive headline

    - **Content**: Detailed message (supports rich text)
    - **Target Audience**: All users, students only, or lecturers only
    - **Priority**: Normal, important, or urgent
    - **Expiry Date**: When announcement should be removed
    - **Publish Date**: Schedule for future publication

1. **Manage Announcements**

- **Edit Existing**: Update content or settings
- **Delete Announcements**: Remove outdated messages
- **View Analytics**: Check who has seen announcements
- **Archive Old**: Keep records of past communications

Notification Management

1. **Configure Notification Settings**

- Set system-wide notification preferences
- Control email notification frequency
- Manage push notification settings
- Configure emergency alert systems

6. Analytics & Reporting

System Usage Analytics

1. **User Activity Reports**

- Navigate to "Analytics" → "User Activity"
- View comprehensive usage statistics:
    - **Login Patterns**: Peak usage times and frequency
    - **Feature Usage**: Most used platform features
    - **User Engagement**: Active vs inactive users
    - **Geographic Distribution**: User locations (if applicable)

1. **Content Analytics**

- **Video Statistics**: Most watched content
- **Upload Trends**: Content creation patterns
- **Review Metrics**: Lecturer review activity
- **Resource Usage**: Download and access patterns

1. **System Performance**

- **Server Health**: CPU, memory, and disk usage
- **Response Times**: API and page load performance
- **Error Rates**: System errors and issues
- **Uptime Statistics**: System availability metrics

Generate Reports

1. **Create Custom Reports**

- Select report type and parameters
- Choose date ranges and filters
- Generate PDF or Excel reports
- Schedule automated report delivery

1. **Standard Reports Available**

- **Monthly Usage Report**: Overall system activity
- **User Engagement Report**: Individual user statistics
- **Content Performance Report**: Video and resource metrics
- **System Health Report**: Technical performance data

7. System Configuration
Platform Settings

1. **General System Settings**
- Navigate to "System Settings" → "General"
- Configure platform-wide settings:
    - **Site Name**: Platform branding
    - **Contact Information**: Support details
    - **Terms of Service**: Legal agreements
    - **Privacy Policy**: Data protection information

1. **File Upload Settings**
- **Maximum File Sizes**: Set limits for videos and documents
- **Allowed File Types**: Control what can be uploaded
- **Storage Quotas**: Set user storage limits
- **Compression Settings**: Optimize file storage

1. **Security Settings**
- **Password Policies**: Enforce strong passwords
- **Session Timeouts**: Set automatic logout times
- **Two-Factor Authentication**: Enable additional security
- **IP Restrictions**: Limit access by location

Integration Settings

1. **AI Service Configuration**
- Configure AI service endpoints
- Set API keys and authentication
- Monitor AI service health
- Adjust AI processing settings

1. **Email Configuration**
- Set up SMTP server settings
- Configure email templates
- Test email delivery
- Monitor email queue and delivery

8. Backup & Maintenance
System Backup

1. **Database Backup**
- Schedule regular database backups
- Test backup restoration procedures
- Monitor backup success and failures
- Store backups in secure locations

1. **File System Backup**
- Backup uploaded videos and resources
- Maintain multiple backup copies
- Test file restoration procedures
- Monitor storage usage and cleanup

System Maintenance

1. **Regular Maintenance Tasks**
- **Database Optimization**: Clean up and optimize
- **Log File Management**: Archive and clean logs

- **Cache Management**: Clear and optimize caches
- **Security Updates**: Apply system patches

1. **Performance Monitoring**

- Monitor system resource usage
- Identify performance bottlenecks
- Plan for capacity upgrades
- Optimize system configuration

Troubleshooting

Common Issues for All Users

Login Problems

Issue: Cannot log in to the system

Solutions:

1. **Check Credentials**: Verify email and password are correct
2. **Clear Browser Cache**: Clear cookies and cached data
3. **Try Different Browser**: Test with Chrome, Firefox, or Edge
4. **Check Internet Connection**: Ensure stable internet access
5. **Contact Administrator**: If problem persists, get help

Issue: "Session Expired" message appears frequently

Solutions:

1. **Extend Session**: Stay active on the platform
2. **Check System Clock**: Ensure computer time is correct
3. **Clear Browser Data**: Remove old session data
4. **Update Browser**: Use latest browser version

Video Playback Issues

Issue: Videos won't play or buffer constantly

Solutions:

1. **Check Internet Speed**: Minimum 5 Mbps recommended
2. **Close Other Applications**: Free up bandwidth
3. **Try Different Browser**: Test video playback
4. **Clear Browser Cache**: Remove temporary files
5. **Update Browser**: Ensure latest version installed

Issue: No audio in videos

Solutions:

1. **Check Volume Settings**: Unmute browser and system
2. **Test Other Audio**: Verify speakers/headphones work
3. **Check Browser Permissions**: Allow audio access
4. **Try Different Video**: Test if issue is video-specific

File Upload Problems

Issue: Cannot upload files or uploads fail

Solutions:

1. **Check File Size**: Ensure within size limits (usually 100MB)
2. **Verify File Type**: Use supported formats (MP4, PDF, etc.)
3. **Stable Internet**: Ensure connection doesn't drop
4. **Try Smaller Files**: Test with smaller file first
5. **Different Browser**: Try alternative browser

Student-Specific Issues

Tutoring Video Upload

Issue: Video upload fails or takes too long

Solutions:

1. **Compress Video**: Reduce file size before upload
2. **Check Format**: Use MP4 format for best compatibility
3. **Stable Connection**: Use wired internet if possible
4. **Upload During Off-Peak**: Avoid busy network times

Issue: Cannot request lecturer review

Solutions:

1. **Complete Video Info**: Ensure all fields are filled
2. **Select Correct Lecturer**: Choose appropriate reviewer
3. **Check Video Status**: Ensure video uploaded successfully
4. **Wait for Processing**: Allow time for video processing

Meeting Participation

Issue: Cannot join meetings or audio/video not working

Solutions:

1. **Browser Permissions**: Allow camera and microphone access
2. **Test Equipment**: Verify camera and mic work in other apps
3. **Close Other Apps**: Free up system resources
4. **Use Headphones**: Prevent audio feedback
5. **Restart Browser**: Fresh start often helps

Lecturer-Specific Issues

Review Queue Problems

Issue: Review queue not loading or showing incorrect videos

Solutions:

1. **Refresh Page**: Reload the review queue
2. **Check Filters**: Verify filter settings are correct
3. **Clear Browser Cache**: Remove temporary data
4. **Check Assignments**: Ensure you're assigned to review these modules

Issue: Cannot make review decisions

Solutions:

1. **Watch Complete Video**: Ensure video plays fully
2. **Check Permissions**: Verify you have review rights
3. **Try Different Browser**: Test with alternative browser
4. **Contact Admin**: If permissions seem incorrect

Content Upload Issues

Issue: Lecture videos fail to upload

Solutions:

1. **Check File Size**: Large files may need compression
2. **Verify Format**: Use standard video formats
3. **Stable Internet**: Ensure reliable connection
4. **Upload in Segments**: Break large content into parts

Administrator-Specific Issues

User Management Problems

Issue: Cannot create new user accounts
Solutions:

1. **Check Required Fields**: Ensure all mandatory fields completed
2. **Verify Email Format**: Use valid email addresses
3. **Check Duplicate Emails**: Ensure email not already used
4. **Database Connection**: Verify system connectivity

Issue: User permissions not working correctly
Solutions:

1. **Refresh User Session**: Have user log out and back in
2. **Check Role Assignment**: Verify correct role assigned
3. **Clear System Cache**: Reset permission cache
4. **Review Permission Settings**: Ensure settings are correct

System Performance Issues

Issue: Platform running slowly
Solutions:

1. **Check Server Resources**: Monitor CPU and memory usage
2. **Database Optimization**: Run database maintenance
3. **Clear System Logs**: Archive old log files
4. **Restart Services**: Restart web and database services

Issue: High error rates in system logs
Solutions:

1. **Review Error Logs**: Identify common error patterns
2. **Check Disk Space**: Ensure adequate storage available
3. **Monitor Network**: Verify network connectivity
4. **Update System**: Apply latest patches and updates

Getting Additional Help

Self-Help Resources

1. **Platform Help Section**: Check built-in help documentation
2. **Video Tutorials**: Watch platform usage tutorials
3. **FAQ Section**: Review frequently asked questions
4. **User Forums**: Connect with other users for tips

Contacting Support

1. **Technical Support Email**: [support@sliithub.edu.lk]
2. **Phone Support**: [+94-XX-XXXXXXX] (during business hours)
3. **Live Chat**: Available during peak hours
4. **Submit Ticket**: Use support ticket system for complex issues

When Contacting Support, Include:

- **Your Role**: Student, Lecturer, or Administrator
- **Browser and Version**: Chrome 90, Firefox 88, etc.
- **Operating System**: Windows 10, macOS, etc.
- **Error Messages**: Exact text of any error messages
- **Steps to Reproduce**: What you were doing when problem occurred
- **Screenshots**: Visual evidence of the issue