Software User Manual

for

Get Hotel System

Version 1.0

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RIVERFRONT SENTRAL HOTEL

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Revision History

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| **Name** | **Date** | **Reason for Changes** | **Version** |
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# Introduction

## Software Overview

This software acts as a central hub, making communication between customers and administrators a breeze. It simplifies the process by providing all necessary tools and features in one user-friendly platform. Whether it's addressing customer inquiries, managing accounts, or handling administrative tasks, this software has got it covered for both customers and administrators alike.

## Admin Mode

Admin mode is made for system administrator, providing efficient and simple tools to manage and supervised the system operations.

1. **User Management**: Administrator could manage and edit the system operations ensuring a complete and organized database.
2. **Hotel and room control**: The mode that given to admin to edit,add or delete any data about room details.
3. **Order Administration**: The ability for admin to monitor and modify orders including updates order status and managing customer services.
4. **System Oversight**: Oversight abilities for administrator to keep the system consistent in integrity and security.

## Customer Mode

Customer mode open the eyes of a person to explore an enjoyable yet simple experience. It provides varies features enhance their satisfaction and user engagement.

1. **Registration**: Customer will be provided by a form for the necessary details just to be provided to the platform full functionalities.
2. **Hotel and room exploration**: Variety type of room and price could be browse in the system for customer to compare and pick the best option.
3. **Menu Access**: Detailed menu for customers to compare and comprehend their option to choose based by price, feedback, size of room and etc.
4. **Order Placement**: With a click, customer could drop their best option to place the room order for their staycation.
5. **Feedback Submission**: Customer could give the rating and comment based on their stay experience on the hotel for another customer to review.

# Quickstart Guide for Customer

## Activity 1

**Register Page**

The register page allow customer to open a new account.

**Step 1**: **Accessing the Register Page**

In the main menu, click the register button to advance to the registration page.

**Step 2**: **Enter Your Details**

1. Username: Enter a unique username that identifies you within the system.
2. First Name: Input your first name.
3. Last Name: Input your last name.
4. Email: Provide a valid email address (e.g., example@email.com).
5. Phone Number: Enter your contact number in numeric format (e.g., 1234567890).
6. Password: Create a secure password:

* Must be above 6 character long.
* Mix of alphabets and numbers.

1. Confirm Password: Re-enter the password to confirm accuracy.
2. Address: Input your address details.

**Step 3**: **Error and restrictions**

1. Invalid Email Address Format:

* If invalid email address has been detected, an error message would pop up to remind the user to re-enter the email address.

1. Invalid phone number format:

* Entering a non-numeric characters would trigger the error detection and need to rewrite the numbers again.

1. Existing email address:

* Email that has been used and store in the database could not been used again and need to use other email address.

1. Mismatched passwords:

* When password confirm is mismatched, user need to rewrite the password again to set the account accurately.

1. Password length requirement:

* If the password is shorter than 6 characters, system would remind the user to add more to achieve the target.

**Step 4: Submitting the Registration Form**

1. After completing all required fields correctly, review the information for accuracy.

2. Click on the "Register" button to proceed.

3. Upon successful submission, all fields will be cleared, and you will be automatically redirected to the LoginPage.

## Activity 2

**Login Page**

The Login Page allows registered customers to access their accounts.

**Step 1: Accessing the LoginPage**

* From the HomePage:
* If redirected from successful registration, you'll land directly on the LoginPage.
* Click on the "Login" link to proceed to the login page.

**Step 2: Enter Your Credentials**

1. Username: Input the username used during registration.
2. Password: Enter the password associated with your account.
3. Click on the "Login" button to proceed.

**Step 3: Errors and Navigation**

1. Empty Username/Password:

* If attempting to log in without entering username or password, an error message displays: "Invalid Username or Password!"

1. Incorrect Credentials:

* Upon entering incorrect username or password, an error appears: "Invalid Username or Password!"

1. Not Registered? Create an Account:

* Find a link "Not registered? Create an account" which, when clicked, navigates users to the Register Page for account creation.

**Step 4: Successful Login**

* Upon successful login with accurate credentials, you'll be directed to the HomePage to start ordering food.

## Activity 3

**Home Page**

The HomePage serves as the primary interface for customers.

**Top Navigation**

* Home: Refreshes the page and keeps the customer on the current Home Page.
* Services: Show the service given to the customer and the extra fees to certain services.
* Book Now: Open the booking room window.
* Check Reservation: Check the reservation made by customers.
* Contact Us: Shown numbers and email linked to the admin for help.
* Admin Page: A page for admin to check hotel data.
* Log In: Link for returning customer to enter the website.
* Sign Up: Link for new customer to enter the website.
* Log Out: Link for customer to sign out their account.

**Room Display Section**

* View hotel room selection for customer to choose.
* Click on the room picture will took the customer to the booking site.

## Activity 4

**Booking Page**

The Booking Page provides access to various room and services.

**Top Navigation**

* Home: Refreshes the page and keeps the customer on the current Home Page.
* Services: Show the service given to the customer and the extra fees to certain services.
* Book Now: Open the booking room window.
* Check Reservation: Check the reservation made by customers.
* Contact Us: Shown numbers and email linked to the admin for help.
* Admin Page: A page for admin to check hotel data.
* Log In: Link for returning customer to enter the website.
* Sign Up: Link for new customer to enter the website.
* Log Out: Link for customer to sign out their account.

**Information Line - Ordering Process**

1. Click the book now page.
2. Enter your Identification Number or Passport Number.
3. Choose date to check in and the check out.
4. Select service if needed.
5. Choose the room number and its price.
6. Pay the deposit to book the room.

## Activity 5

**Check Reservation Page**

The check reservation page presents room that has been booked for certain days selected.

**Check room reservations**

1. Click the check reservations page.
2. Enter your email.
3. Choose date expected to check in and the check out.
4. The list will be shown.
5. Check room available before booking to prevent any overlapping booking.

## Activity 6

**Contact Us**

The contact us page shown number and email for customer services

**Contact Us**

1. Click Contact Us page
2. The admin phone number and email will be shown
3. Call or email to ask admin to solve any related problems

# Quickstart Guide for Admin

## Activity 1

**Admin Login Page**

The Admin Login Page allows access to the Admin Dashboard.

**Input Fields**

1. Username: Enter the admin username in the designated field.

2. Password: Input the corresponding password for the admin account.

• Placeholder text helps in easy recognition: "Username" and "Password".

**Login Process**

1. Click on the "Login" button to proceed to the admin dashboard.

2. Incorrect or empty fields trigger an error message: "Invalid Username or Password!"

**Successful Login**

1. Upon entering the correct username and password, the input fields are cleared.

2. Redirects to the Admin Dashboard Page for further admin functionalities.

## Activity 2

**Admin Dashboard Page**

The Admin Dashboard Page provides access to various sections for check reservation, maintain customer payment, maintain room id, maintain room type, import data, customer list and logout.

**Left & Right Side Navigation**

1. Dashboard: Refreshes and remains on the same Admin Dashboard Page.

2. Users: Opens the Admin\_Users Page to view and edit customer details.

3. Check Reservation: Opens the Admin\_Reservation Page to manage the booking of customer day by day.

4. Maintain Customer Payment: Opens the Admin\_Customer Payment Page to manage the customer payment.

5. Maintain Room ID: Opens the Admin\_Room ID Page to add and delete the rooms Id.

6. Maintain Room ID: Opens the Admin\_Room Type Page to add and delete the rooms type.

7. Import Data: Opens the Admin\_Data Page to import the CSV Type Data to Add Rooms.

8. Customer List: Opens the Admin\_Customer List Page to manage the list of registered customers.

9. Log Out: Clicking the admin icon reveals the Logout Link.

Clicking Logout stops all operations and redirects to the Admin Login Page.

**Statistics Display**

1. Shows various statistics in the middle of the page:

- Number of Bookings, Total Deposit Collection, Collection Amount (From Customer) and Final Collection Amount.

## Activity 3

**Admin\_Users Page**

The Admin\_Users Page enables admin to manage customer details, including editing and

deleting user information.

**Displayed User Details**

1. Displays user details in columns: Identification Card Number, Name, Address and Email.

2. Includes an "Action" column with delete and edit icons for each user.

**Delete User Details**

1. Click the delete icon corresponding to a user to permanently delete their details.

- This action removes the specific user's details from the database.

## Activity 4

**Admin\_ Reservation Page**

The Admin\_Check Reservation Page to check customer order and please enter the check in date and check out date with client’s IC.

## Activity 5

**Admin\_ Maintain Customer Payments Page**

The Admin\_ Maintain Customer Payments Page to check the customer booking report.

**Delete Customer Booking Report**

1. Click the delete icon corresponding to a user to permanently delete their details.

-The details No, Room, Service, CheckIn, CheckOut, Number Of Days, Customer, Deposit, Room Price, Service Price, Balance and Payment Update.

-This action removes the specific user’s details from the database.

## Activity 6

**Admin\_ Maintain Room ID Page**

The Admin\_ Maintain Room ID Page to Add and Delete the Room Offered.

**Add Rooms**

1. Click the Add icon to add the data of room to the system.

-The details of Room ID, Room Type and Price.

**Delete Rooms**

1. Click the delete icon corresponding to delete the Room Offered.

-The details of No, Room No, Price, Type ID, Room Type and Delete.

## Activity 7

**Admin\_ Maintain Room Type Page**

The Admin\_ Maintain Room Type Page to Add and Delete the Room Offered.

**Add Rooms**

1. Click the Add icon to add the data of room to the system.

-The details of Room Type ID, Room Package Type and Bilangan.

**Delete Rooms**

1. Click the delete icon corresponding to delete the Room Offered.

-The details of No, Type ID, Number, Room Type and Delete.

## Activity 8

**Admin\_ Import Data Page**

The Admin\_ Maintain Import Data Page to import Room No, Price and Type ID.

**Add Rooms**

1. Click the Add icon to add the data of room to the system.

-Enter CSV Type Data To Add Rooms.

**Delete Rooms**

1. Click the delete icon corresponding to delete the Room Offered.

-The details of No, Room No, Price, Type ID, Room Type and Delete.

## Activity 9

**Admin\_ Customer List Page**

**Delete Rooms**

1. Click the delete icon corresponding to a user to permanently delete their details.

- The details of No, IC No, Name, E-mail, Address and Delete.

- This action removes the specific user's details from the database.