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Whelp

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Welcome, superadmin

Your assigned and currently open incidents:

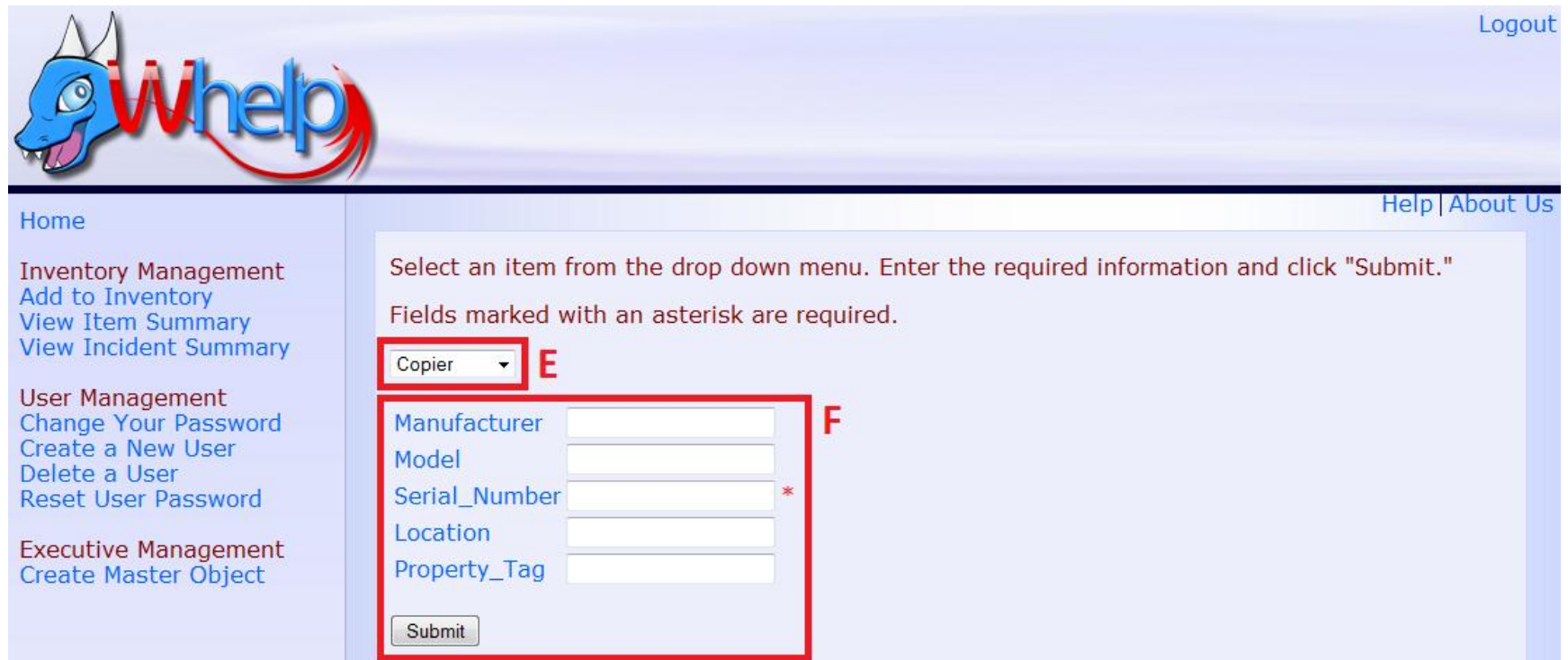
	#	Title	Description
Select	76	Lines on paper	Copies are displaying horizontal lines that are not on the original image.
Select	78	Fan problem	The fan is loud and it squeaks.
Select	79	Envelope loader jams	The envelope loader jams about every third envelope.

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Figure 1

- A) Navigation panel** – The navigation panel is dynamic per the logged in user's role. Base users will see fewer links than administrators. If a user manually enters the web address of a page for which they are not authorized, they will redirect to the login screen.
- B) User-specific incident assignments** – The incidents table on the home page shows the user a summary of their actively assigned incidents. Clicking on the Select link will redirect the user to the detailed summary for that incident.
- C) Common links** – About Us is a small dedication to the site designers and sponsors. Help is the home of this instruction manual.
- D) Logout** – The logout link is located in the same place on every page. Click it to exit the application.

Add New Database Item – back to top



The screenshot shows the Whelp web application interface. At the top left is the Whelp logo, a blue cartoon dog head. At the top right is a "Logout" link. Below the logo is a navigation menu with links for "Home", "Inventory Management", "User Management", and "Executive Management". The "Inventory Management" section includes links for "Add to Inventory", "View Item Summary", and "View Incident Summary". The "User Management" section includes links for "Change Your Password", "Create a New User", "Delete a User", and "Reset User Password". The "Executive Management" section includes a link for "Create Master Object".

The main content area is titled "Add New Database Item". It contains a drop-down menu labeled "Copier" with a red box and the letter "E" next to it. Below the drop-down menu is a form with five input fields: "Manufacturer", "Model", "Serial_Number", "Location", and "Property_Tag". The "Serial_Number" field has a red asterisk next to it. A red box surrounds the entire form area, with the letter "F" next to it. At the bottom of the form is a "Submit" button.

Instructions on the page:

- Select an item from the drop down menu. Enter the required information and click "Submit."
- Fields marked with an asterisk are required.

Figure 2

- E) Add item drop down menu** – Select an item from the drop down menu and the respective blank form will load.
- F) Add new record** – Fill in the form and click Submit to commit your new data. Fields marked with a red asterisk are required. Data types are enforced and notification messages will appear to assist in the case of invalid data.

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☐ Delete Mode

Select an item from the drop down menu to view the active data members for that category.

To view details about a particular inventory item, click the "Select" link corresponding to that item.

Copier

H	Manufacturer	Model	Serial_Number	Location	Property_Tag
Select	Toshiba	e-STUDIO455	4T398PE	Lobby	411
Select	Toshiba	e-STUDIO455	2Y338RR	Sales Pit 1	349

G

Figure 3

- G) Delete mode** – The Delete Mode feature is restricted to administrators. It allows the user to selectively delete inventory records from the database. If you try to delete a record with open incidents, the following message will appear, “The item you are trying to delete has open incidents. Resolve and close the incidents first.” In that case, simply resolve open incidents before proceeding with deletion.
- H) Categorical inventory item records** – Items are listed here in respect to the object selected from the drop down menu. Click the Select link to view incidental data for any of the listed items.

View Incidents in Single Item – back to top

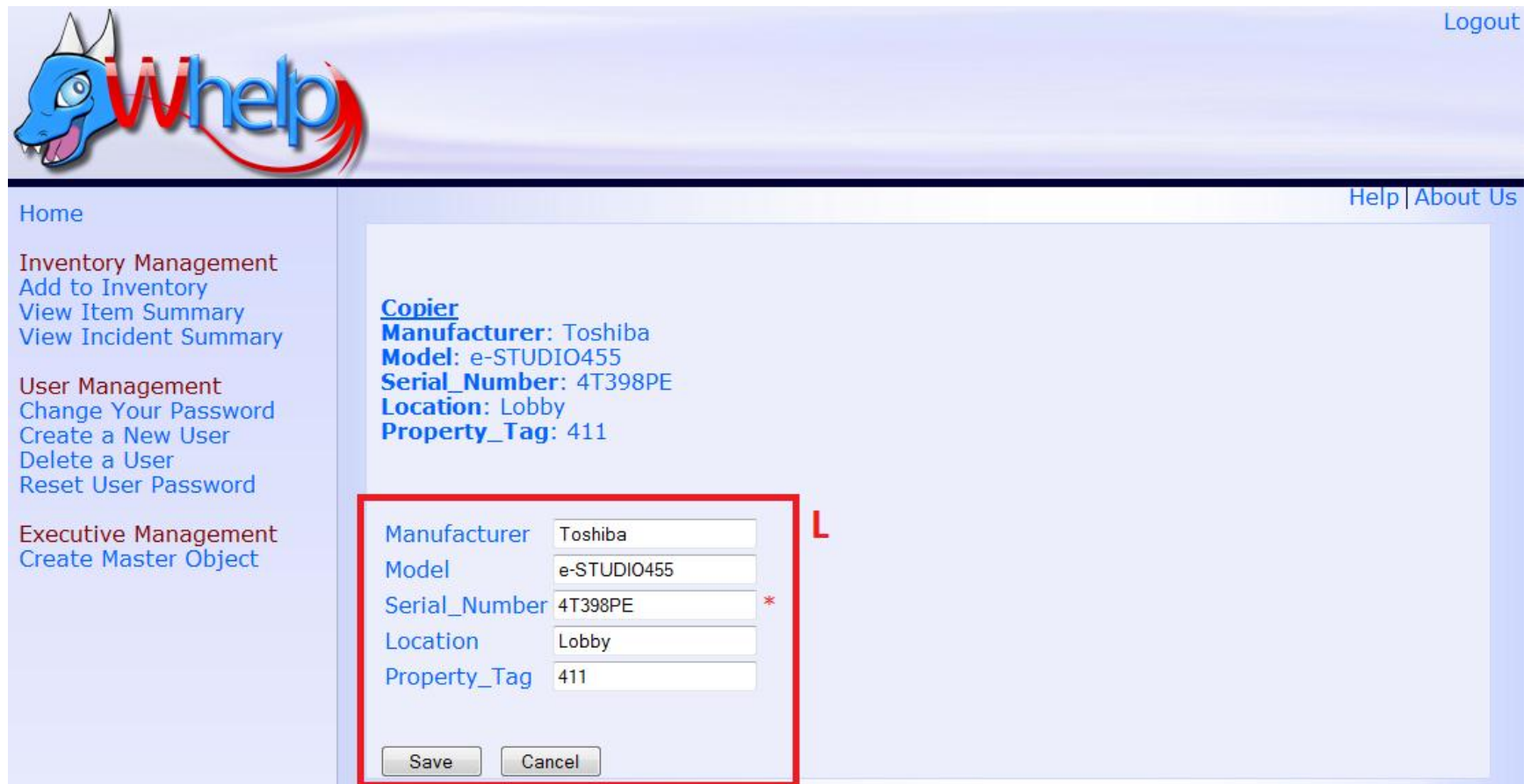


The screenshot displays the Whelp web application interface. At the top left is the Whelp logo, featuring a blue cat head and the word 'Whelp' in a stylized font. In the top right corner, there is a 'Logout' link. Below the logo, a navigation menu is visible on the left side, containing links for 'Home', 'Inventory Management' (with sub-links 'Add to Inventory', 'View Item Summary', 'View Incident Summary'), 'User Management' (with sub-links 'Change Your Password', 'Create a New User', 'Delete a User', 'Reset User Password'), 'Executive Management' (with sub-link 'Create Master Object'), and 'Page Management' (with sub-link 'Add New Incident', which is highlighted with a red box and a red letter 'K'). The main content area on the right shows the details of a selected object. It starts with the text 'The object currently in view has the following attributes:'. Below this, several attributes are listed: 'Copier' (with an 'edit' link highlighted by a red box and a red letter 'I'), 'Manufacturer: Toshiba', 'Model: e-STUDIO455', 'Serial_Number: 4T398PE', 'Location: Lobby', and 'Property_Tag: 411'. Further down, two incident entries are shown. The first incident, 'Incident #76' (highlighted with a red box and a red letter 'J'), has a status of 'Assigned: superadmin', was entered on '02-15-2011' by 'SUPERADMIN', with the title 'Lines on paper' and the description 'Copies are displaying horizontal lines that are not on the original image.' The second incident, 'Incident #77' (highlighted with a red box and a red letter 'J'), has a status of 'Status: Open', was entered on '02-15-2011' by 'SUPERADMIN', with the title 'Toner is low' and the description 'The ink toner is low, or the print quality is diminishing.'

Figure 4

- I) Edit current inventory item values** – Clicking on the edit link loads the individual item edit page where it is possible to adjust the object currently in view's data fields.
- J) Incident links** – Listed incidents are specific to the data object currently in view. For each incident listed, clicking on the incident number heading will navigate further to the incident detail report where additional data can be read and recorded.
- K) Add new incident** – This link is only available while viewing one unique data object. Use this link to add new incidents to the object.

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Copier
Manufacturer: Toshiba
Model: e-STUDIO455
Serial_Number: 4T398PE
Location: Lobby
Property_Tag: 411

Manufacturer: Toshiba
Model: e-STUDIO455
Serial_Number: 4T398PE *
Location: Lobby
Property_Tag: 411

Save Cancel

Figure 5

- L) Modify single inventory item fields** – The edit button seen in Figure 4-I loads this page. Using this form, it is possible to update any individual database object.

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Take Assignment

M

Incident #77

Status: Open

Title: Toner is low

Description: Entered On: 02-15-2011 Entered By: superadmin

The ink toner is low, or the print quality is diminishing.

Notes:

O

Solution:

P

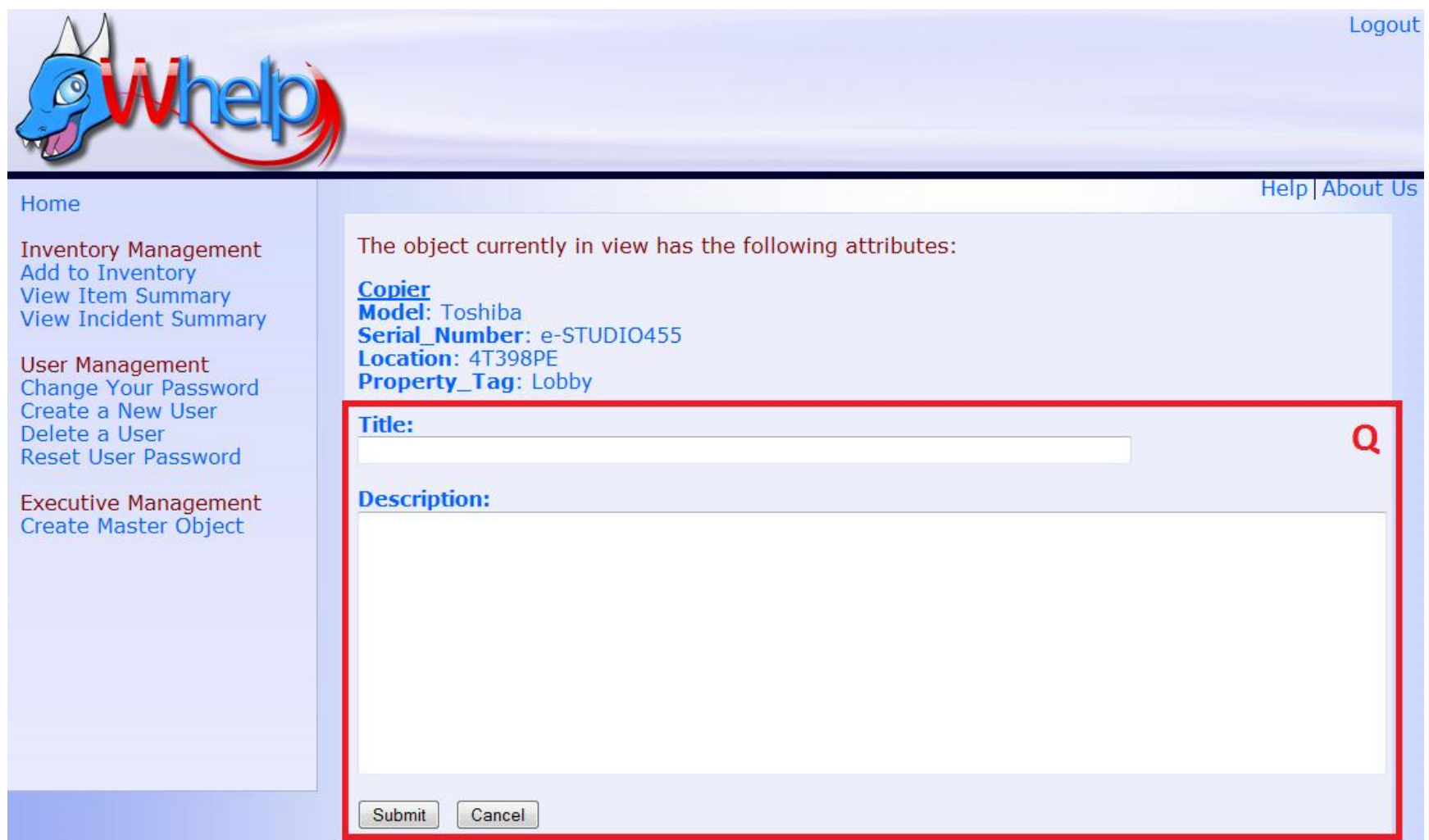
Save

Cancel

Figure 6

- M) Dynamic button** – When an incident status is open, the text on this button reads “Take Assignment.” Click it to take ownership of an incident. However, when an incident’s status is closed the button will read “Re-Open” and clicking it will clear the respective incident’s assignment, move the previous solution into notes, and set the current status to open. When the incident is assigned, the button is not visible.
- N) Incident assigner** – The Page Management panel is limited to administrators, and it provides an efficient means for assigning incidents to any users. While a base user can take ownership over incidents that are Open, administrators can change the status of any incident
- O) Enter a new note** – Notes entered here are stored in a log within the incident. They are inventory object specific per incident. Previously entered notes are not editable.
- P) Enter a solution** – Saving an incident with a solution present automatically closes the incident. When an incident is reopened, the solution is preserved in the notes section.

Add New Incident – back to top



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The object currently in view has the following attributes:

Copier
Model: Toshiba
Serial_Number: e-STUDIO455
Location: 4T398PE
Property_Tag: Lobby

Title:

Description:

Submit Cancel

Q

Figure 7

- Q) Enter a new incident** – The title and description are required to open a new incident. Fields are validated by the presence of data. If either field is left blank, error messages will alert the user.

View Incident Summary – back to top



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Select an incident to view its details. Click the check box below to view a table of previously closed incidents.

☐ Include Closed

R

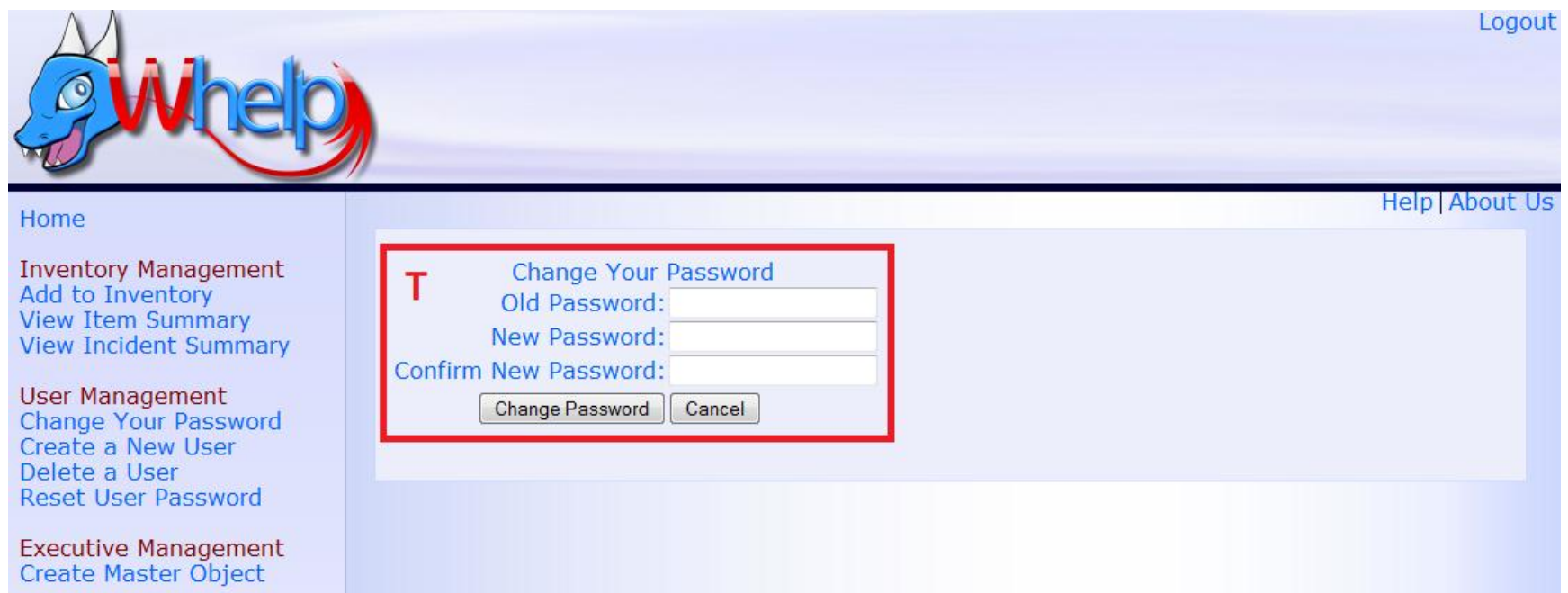
S

	#	Title	Status	Assigned To
Select	76	Lines on paper	Assigned	superadmin
Select	77	Toner is low	Open	
Select	78	Fan problem	Assigned	superadmin
Select	79	Envelope loader jams	Assigned	superadmin

Figure 8

- R) Closed incidents filter** – Check the box to include closed incidents in the summary report. This is especially useful when a user wants to reopen a closed incident, or an administrator wants to see closed reports.
- S) All incident summary** – All currently open or assigned incidents are listed. Click the Select button to view the incidental details for the respective inventory item.

Change Your Password – back to top



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Figure 9

- T) Change current user password** – Available to all users, the change password dialog provides a means for choosing a new password. Password rules are as follows: **New Password length minimum: 7. Non-alphanumeric characters required: 0.**

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Select the type of user you would like to create:

☐ admin
☐ superadmin
☐ user

Continue

U

Figure 10

- U) Select a role type** – This is an administrative function. Admin can create new admins and users but cannot create new superadmins. If an admin tries to create a superadmin, they will be redirected to the login screen. Select a user role before creating their account. This leads to Figure 11-V.



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V

Sign Up for Your New Account

User Name:

Password:

Confirm Password:

E-mail:

Security Question:

Security Answer:

Figure 11

V) Create a new user – The second step from Figure 10-U. Use this form to create a new user. Emails are not required to be unique.

Delete User – back to top

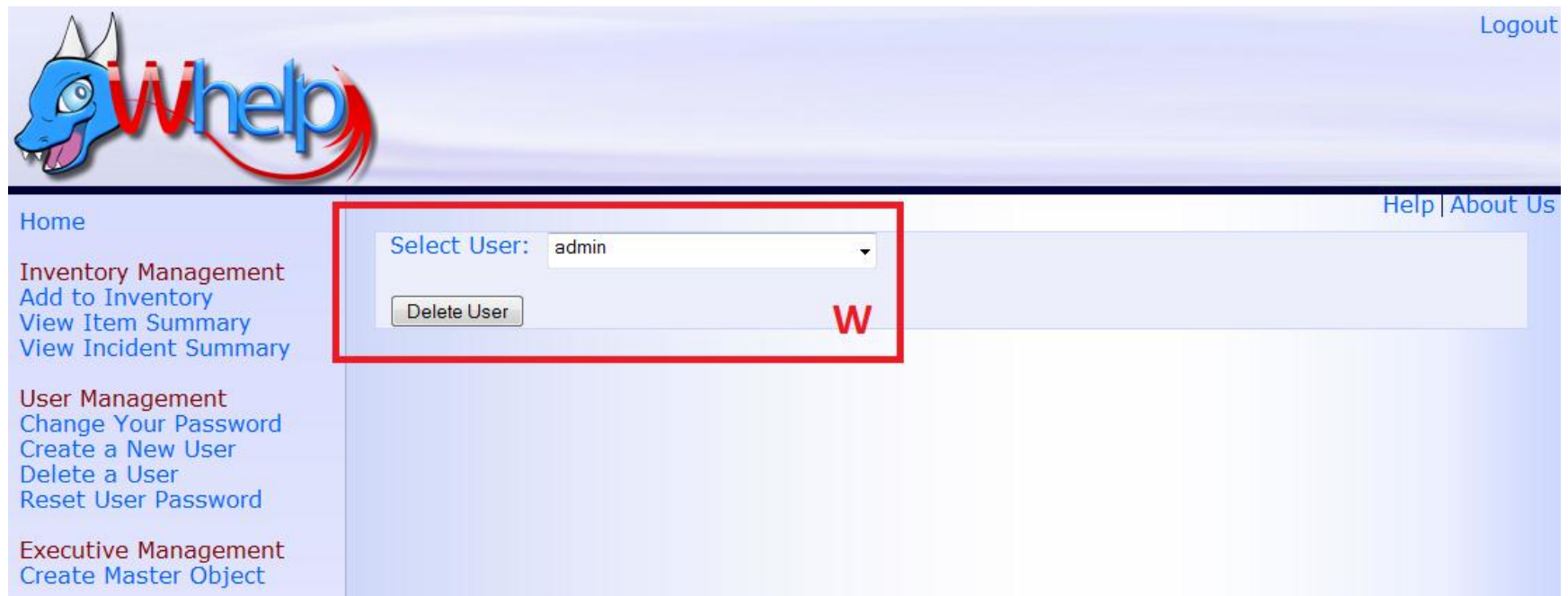
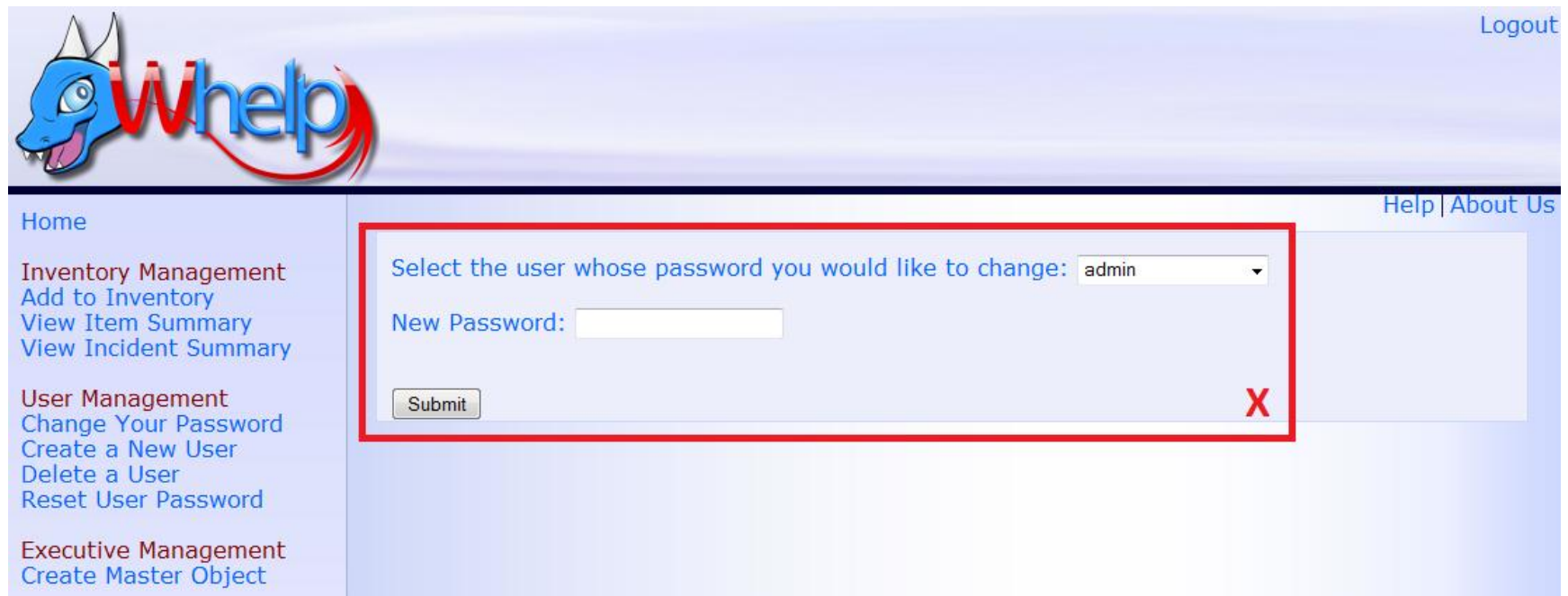


Figure 12

W) Delete user – Select a user from the list and click the “Delete User” button. If the user is assigned to an active incident, the following error message will appear and the user will not be deleted: **The selected user is actively assigned in open incidents. The incidents must be reassigned or closed before the user can be deleted.**

Reset User Password – back to top



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Select the user whose password you would like to change: admin

New Password:

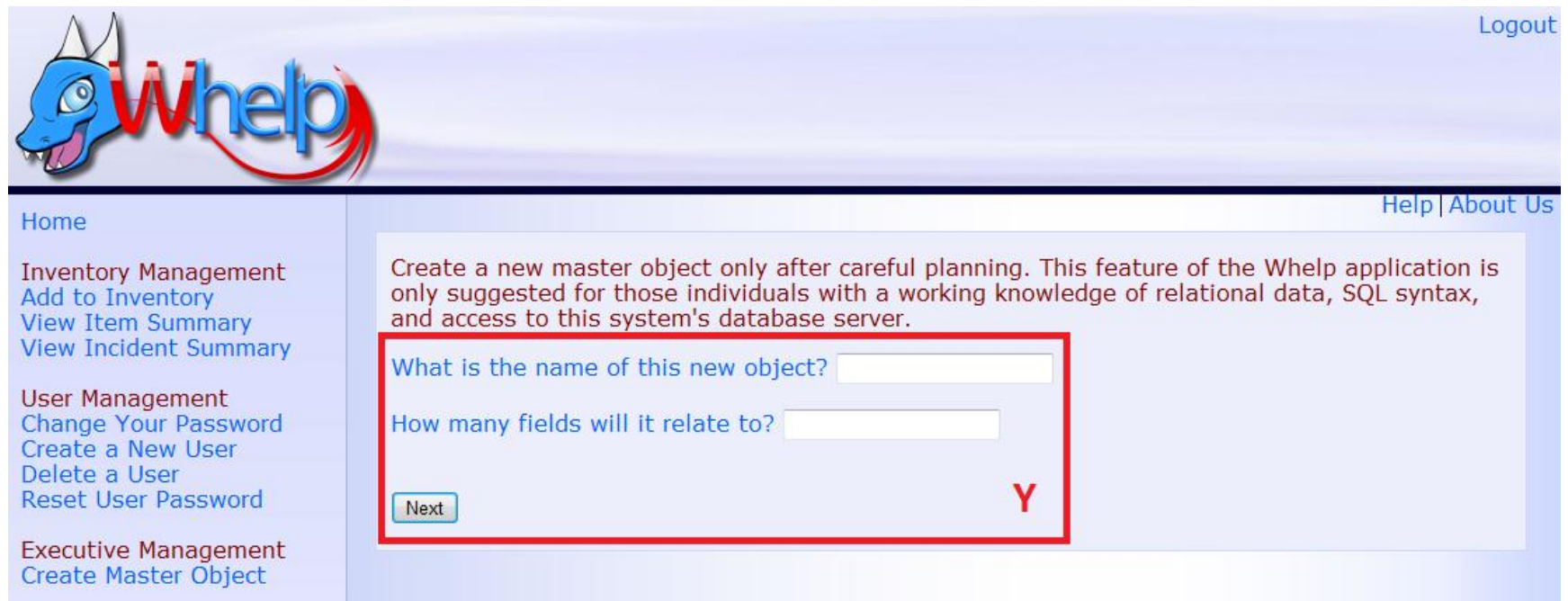
Submit

X

Figure 13

X) Reset a forgotten password – For security reasons, only superadmins have access to this function. Choose a user from the drop down list, and designate a new password by typing it in the New Password field. Click Submit to affect the change. This field is not masked and is purposed to assure user passwords will be successfully restored with the least amount of overhead possible.

Create Master Object – back to top



The screenshot shows the Whelp application interface. At the top left is the Whelp logo, featuring a blue dragon head and the word 'Whelp' in a stylized font. At the top right is a 'Logout' link. Below the logo is a navigation menu with links for 'Home', 'Inventory Management', 'User Management', and 'Executive Management'. The 'Create Master Object' link is highlighted under 'Executive Management'. The main content area displays a message about creating a new master object, followed by two input fields: 'What is the name of this new object?' and 'How many fields will it relate to?'. A 'Next' button is located below the second input field. A red box highlights the input fields and the 'Next' button. A red 'Y' is visible to the right of the 'Next' button.

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Create a new master object only after careful planning. This feature of the Whelp application is only suggested for those individuals with a working knowledge of relational data, SQL syntax, and access to this system's database server.

What is the name of this new object?

How many fields will it relate to?

Next

Y

Figure 14

Y) Set new object parameters – This process requires preplanning. As stated in the screenshot message, an understanding of relational design, SQL syntax, and access to the database server will help with understanding how to properly design new database objects. In the first step, give the new object a name and set the number of fields to assign to it.



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Enter a name and data type for each field.

Field Name	Data Type Required
Manufacturer	text <input checked="" type="checkbox"/>
Model	text <input checked="" type="checkbox"/>
Serial Number	text <input type="checkbox"/>
Location	text <input type="checkbox"/>
Property Tag	text <input type="checkbox"/>

[Previous](#) [Next](#)

Z

Figure 15

Z) Record definition template – Define the fields, data types, and null values that will define each database record for the new object. A field marked as required will not accept empty values in the future. Data types are as follows:

- Currency** – Numerical format to the fourth decimal precision.
- Text** – Limit 8000 characters
- Datetime** – Formatted to MM-dd-yyyy such as 01-05-2011 for January 5, 2011
- Numeric** – Numerical format allows decimal precision.



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Verify the following information is accurate:

Scanner

Manufacturer: text * Required

Model: text * Required

Serial Number: text

Location: text

Property Tag: text

[Previous](#)

[Finish](#)

AA

Figure 16

AA) Review the previously entered information and click Finish to commit the new data template for use in the application. Click Previous to step backward through the new object wizard and make any necessary changes.