

User Manual

Optimization of UrbanServices Using Priority Queue

1. Admin Registration

Steps:

1. Open the website.
2. Click on Admin Registration.
3. Fill out the form with your name, password, email, contact number, and address.
4. Submit the form.

Expected Outcome: Admin data will be successfully added to the `adminregis` table.

2. User Registration

Steps:

1. Open the website.
2. Click on User Registration.
3. Enter your name, password, email, contact number, and address.
4. Submit the form.

Expected Outcome: User data will be successfully added to the `regis` table.

3. Admin Login

Steps:

1. Open the website and click on Admin Login.
2. Enter your username and password.
3. Click Login.

Expected Outcome: Admin data will be fetched from the `adminregis` table for authentication, and access will be granted if valid.

4. User Login

Steps:

1. Open the website and click on User Login.
2. Enter your username and password.
3. Click Login.

Expected Outcome: User data will be fetched from the `regis` table for authentication, and access will be granted if valid.

5. Waste Management Report Issue

Steps:

1. Log in as a user.
2. Navigate to the Report Issue section for Waste Management.
3. Fill out the necessary fields: issue description, location, waste type, upload an optional image.
4. Submit the issue report.

Expected Outcome: The issue data will be successfully added to the `report_issues1` table.

6. Waste Management Feedback Submission

Steps:

1. Log in as a user.
2. Go to the Feedback section for Waste Management.
3. Enter your feedback type (e.g., complaint, suggestion) and detailed comments.
4. Submit the feedback.

Expected Outcome: Feedback data will be successfully saved in the `feedback` table.

7. Waste Management View Issues (Admin)

Steps:

1. Log in as an admin.
2. Go to the View Issues page for Waste Management.
3. Review the list of reported issues, including applicant name and other related information.
4. Select an issue to process.

Expected Outcome: The admin can review and begin processing the selected issue.

8. Waste Management View Feedback (Admin)

Steps:

1. Log in as an admin.
2. Navigate to the View Feedback page for Waste Management.
3. Review feedback entries from users, including applicant name and feedback details.
4. Process the feedback as needed.

Expected Outcome: Admin can review and act upon each feedback entry.

9. Water Management Report Issue

Steps:

1. Log in as a user.
2. Navigate to the Report Issue section for Water Management.
3. Complete the form with issue description, location, issue type and optionally upload an image.
4. Submit the issue report.

Expected Outcome: The issue data will be added to the `water_issues` table.

10. Water Management Feedback Submission

Steps:

1. Log in as a user.
2. Go to the Feedback page for Water Management.
3. Enter the feedback type and detailed comments.
4. Submit the feedback form.

Expected Outcome: Feedback data will be saved in the `water_feedback` table.

11. Water Management View Issues (Admin)

Steps:

1. Log in as an admin.
2. Access the View Issues page for Water Management.
3. Review issue reports from users, including applicant names and descriptions.
4. Select an issue to address.

Expected Outcome: Admin can view and process each issue.

12. Water Management View Feedback (Admin)

Steps:

1. Log in as an admin.
2. Go to the View Feedback page for Water Management.
3. Review user feedback.
4. Process or respond as necessary.

Expected Outcome: Admin can view and act on feedback.

13. Citizen Engagement Report Issue

Steps:

1. Log in as a user.
2. Go to the Report Issue section under Citizen Engagement.
3. Complete the form with issue details, location, and optionally upload an image.
4. Submit the report.

Expected Outcome: Issue data will be added to the `citizen_engagement` table.

14. Citizen Engagement Feedback Submission

Steps:

1. Log in as a user.
2. Navigate to the Feedback page for Citizen Engagement.
3. Enter your feedback type and detailed comments.
4. Submit the feedback form.

Expected Outcome: Feedback will be saved in the `feedback2` table.

15. Citizen Engagement View Issues (Admin)

Steps:

1. Log in as an admin.
2. Access the View Issues page for Citizen Engagement.
3. Review reported issues, including applicant names and descriptions.
4. Select an issue to process.

Expected Outcome: Admin can view and act on each reported issue.

16. Citizen Engagement View Feedback (Admin)

Steps:

1. Log in as an admin.

2. Go to the View Feedback page for Citizen Engagement.
3. Review feedback entries from users, including feedback details.
4. Process the feedback as necessary.

Expected Outcome: Admin can view and respond to feedback.