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| Nanyang Polytechnic   Centre for IT Innovation  User Guide  For  Sea Transportation E Portal Services (STEPS)  Web Portal  Version 0.1 |

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**DOCUMENT CONTROL**

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| 0.1 | 07-Sep-2020 | Cally Ng | First Draft |

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# Purpose

This document provides step by step instructions on the features provided by Sea Transportation E Portal Services (STEPS) – Web Portal.

# Getting Started

To start using STEPS – Web Portal, it is recommended that your computer have the following settings:

* Google Chrome 85.0 or later.
* Screen resolution is 1024 by 768 pixels or more.

# User Role

For web portal, there will be only one user role – administrator.

## Administrator

Administrator is the key user of this website. He/she has the “super user” access to STEPS. Administrator can access the following functions:

* Login
* Change Password
* Forget Password
* Act On Inbox
* Manage Review
* Edit Review
* Manage Settings
* Create Users
* Manage User
* Download Report

## Moderator

Moderator can only access part of the Administrator’s functions:

* Login
* Change Password
* Forget Password
* Act On Inbox
* Manage Review

# FUNCTIONAL GUIDE

## Login

Only authenticate Moderators and Administrators are allowed to use the system function.

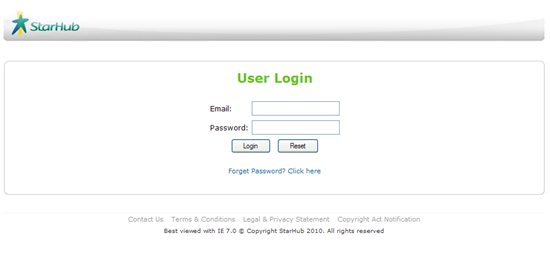


Figure 4.1.1: Login page

Step 1: In the ***Email*** textbox, enter your email.

Step 2: In the ***Password*** textbox, enter your password.

Step 3: Click on the ***Login*** button.

Authorized user will be directed to the default Inbox page (Figure 4.1.2).

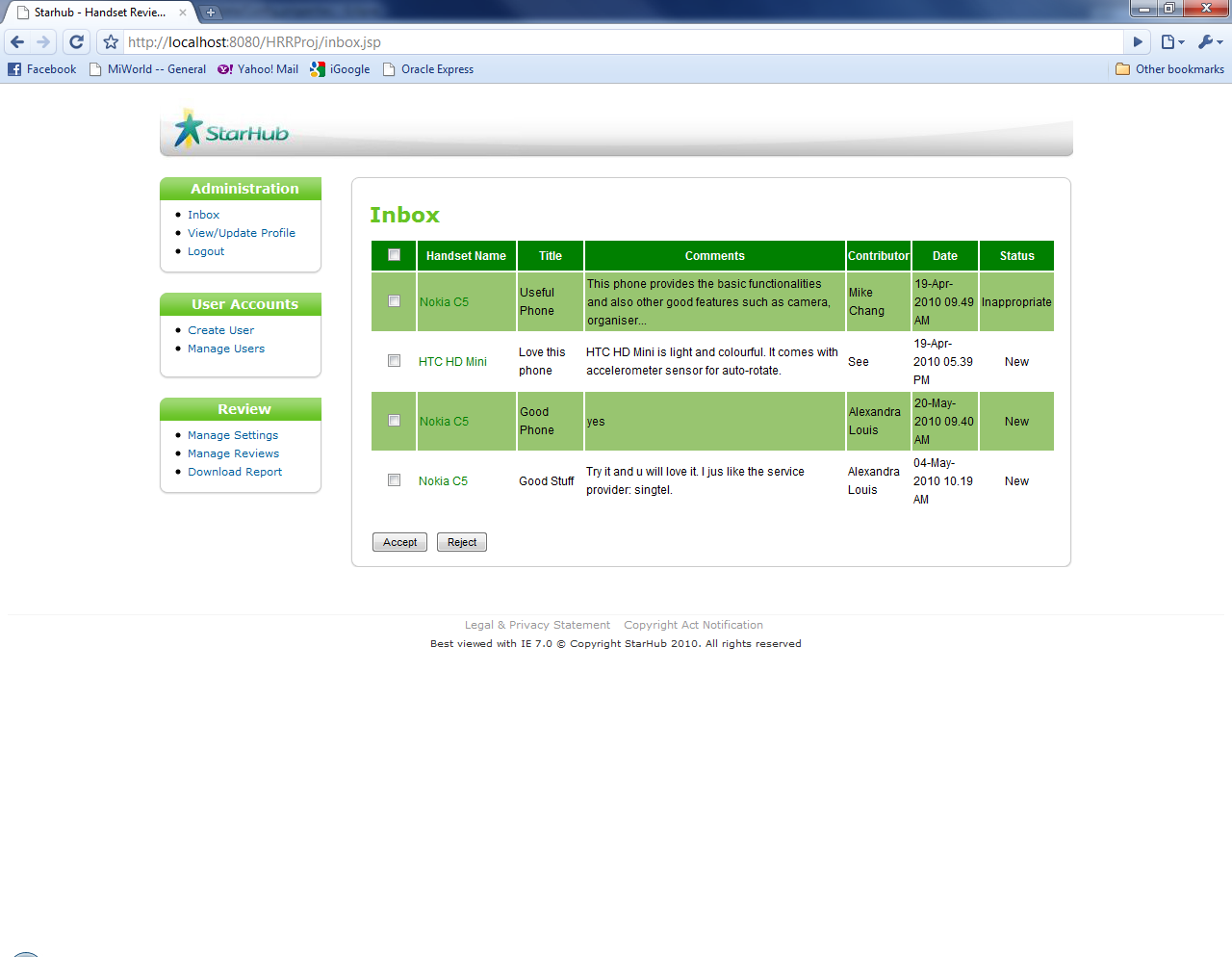


Figure 4.1.2: Inbox page

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## Forget password

Step 1: On the ***Login*** page, click on ***Forget Password*** hyperlink.

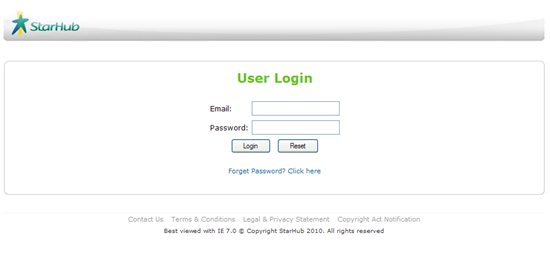


Figure 4.2.1: *Forget Password* hyperlink

Forget Password page will appear (Figure 4.2.2).

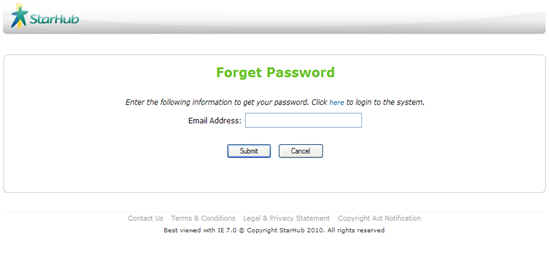


Figure 4.2.2: Forget password page

Step 2: In the ***Email Address*** textbox, enter your email address.

Step 3: Click on **Submit** button *(Figure 4.2.3)*.

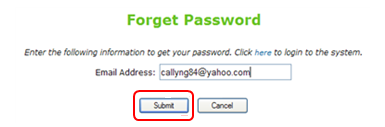


Figure 4.2.3: Forget password

## Act on Inbox

Inbox contains the new posted reviews. Moderators could approve or reject the new reviews.

### Approve New/Inappropriate Reviews

Step 1: On the ***Administration*** menu bar, click on ***Inbox*** *(Figure 4.3.1.1)*.

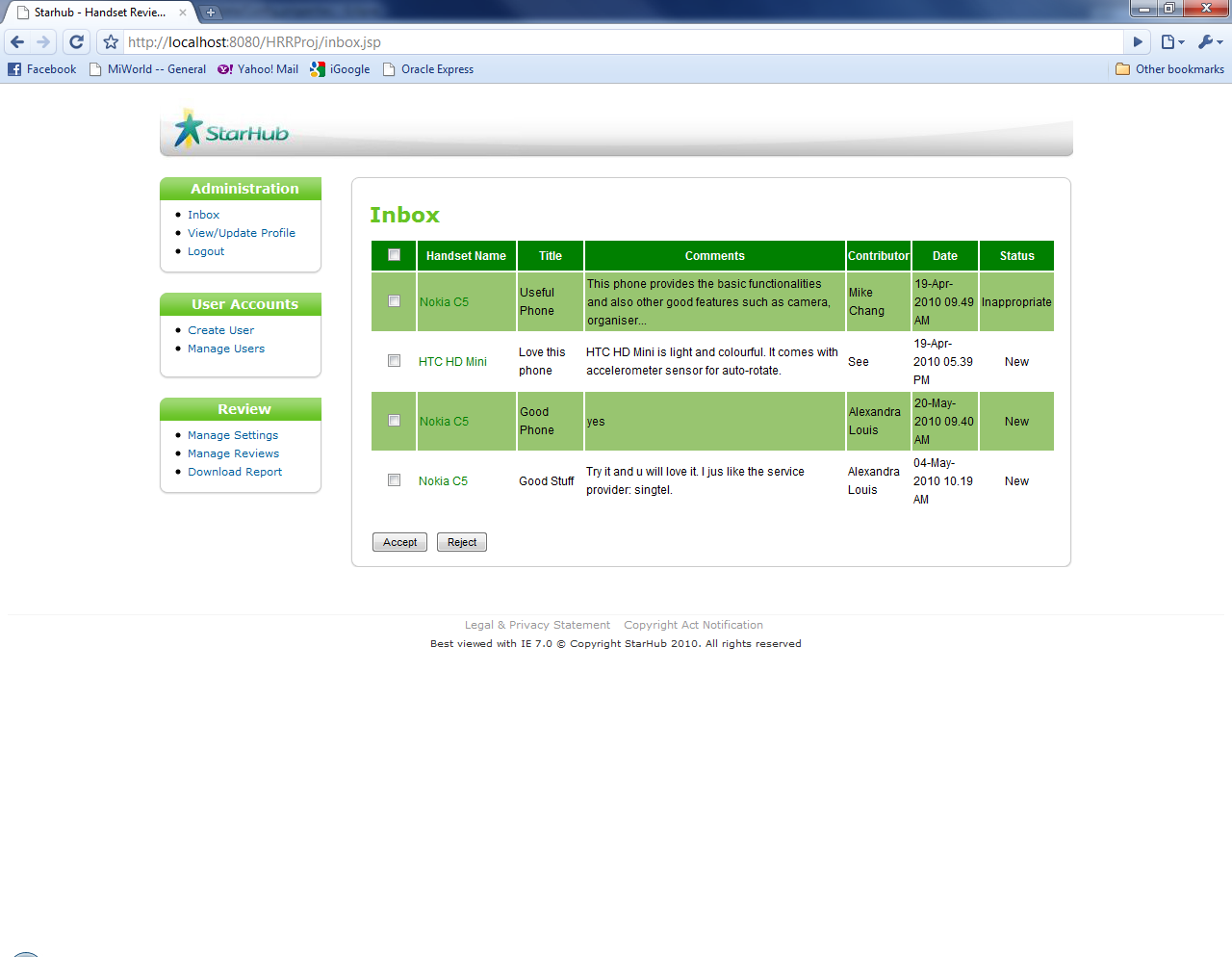


Figure 4.3.1.1: Inbox page

Step 2: On the ***Inbox*** page, tick on the checkbox to select review to approve.

Step 3: Click on ***Accept*** button to approve the review.

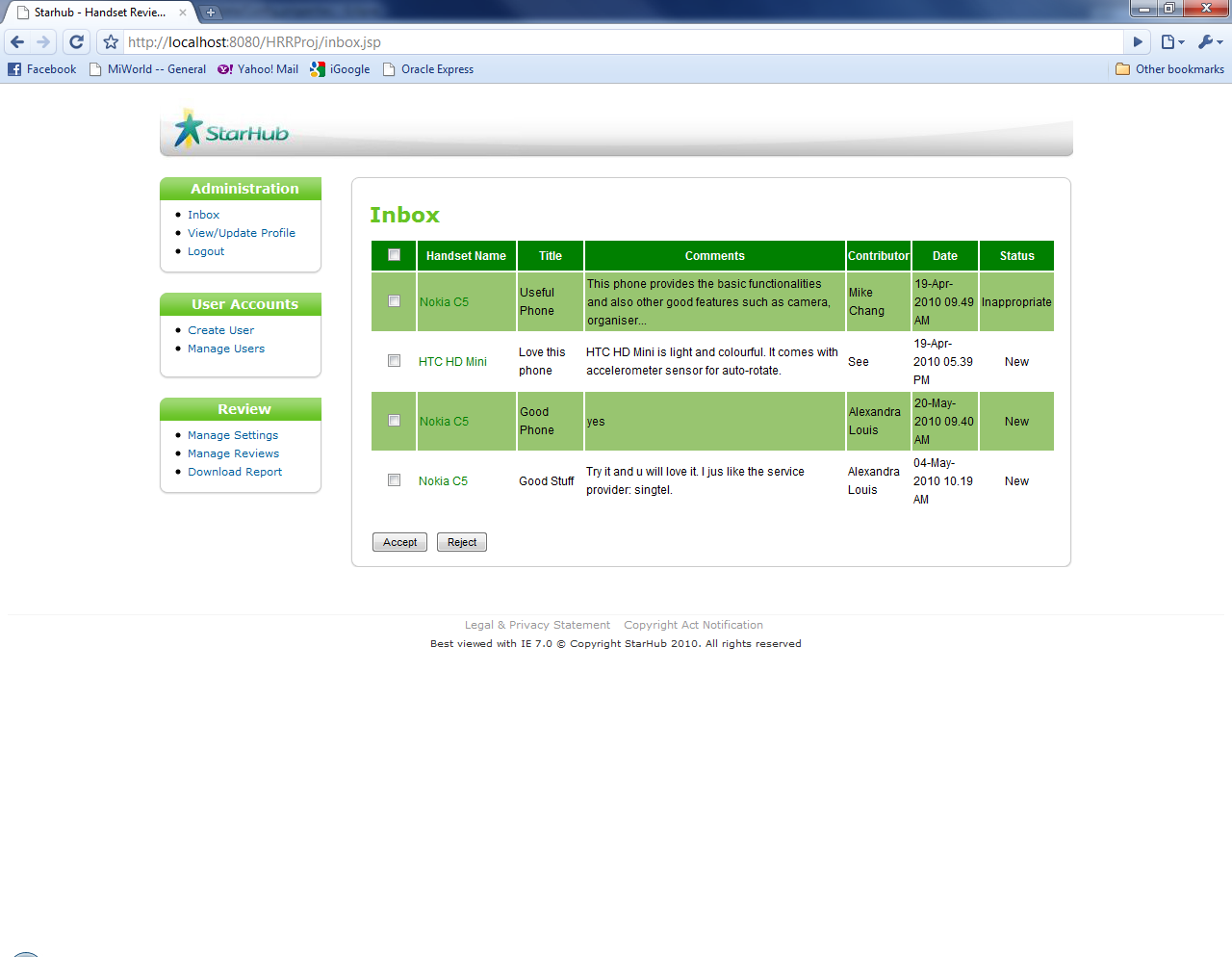


Figure 4.3.1.2: Approve Review

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| **Tip:** You can tick on the first check box from the top to approve all reviews at one go  *(Figure 4.3.1.3)*.    Figure 3.1.3: Approve all reviews |

|  |
| --- |
| **Note:** You can click on a particular ***Handset Name*** to view and make changes to the details of the review before approving the review *(Figure 4.3.1.4)*.    Figure 3.1.4: *Handset Name* |

### Reject New/Inappropriate Reviews

Step 1: On the ***Inbox*** page, tick on the checkbox*(Figure 4.3.2.1)*.

Step 2: Click on ***Reject*** button to reject the review.

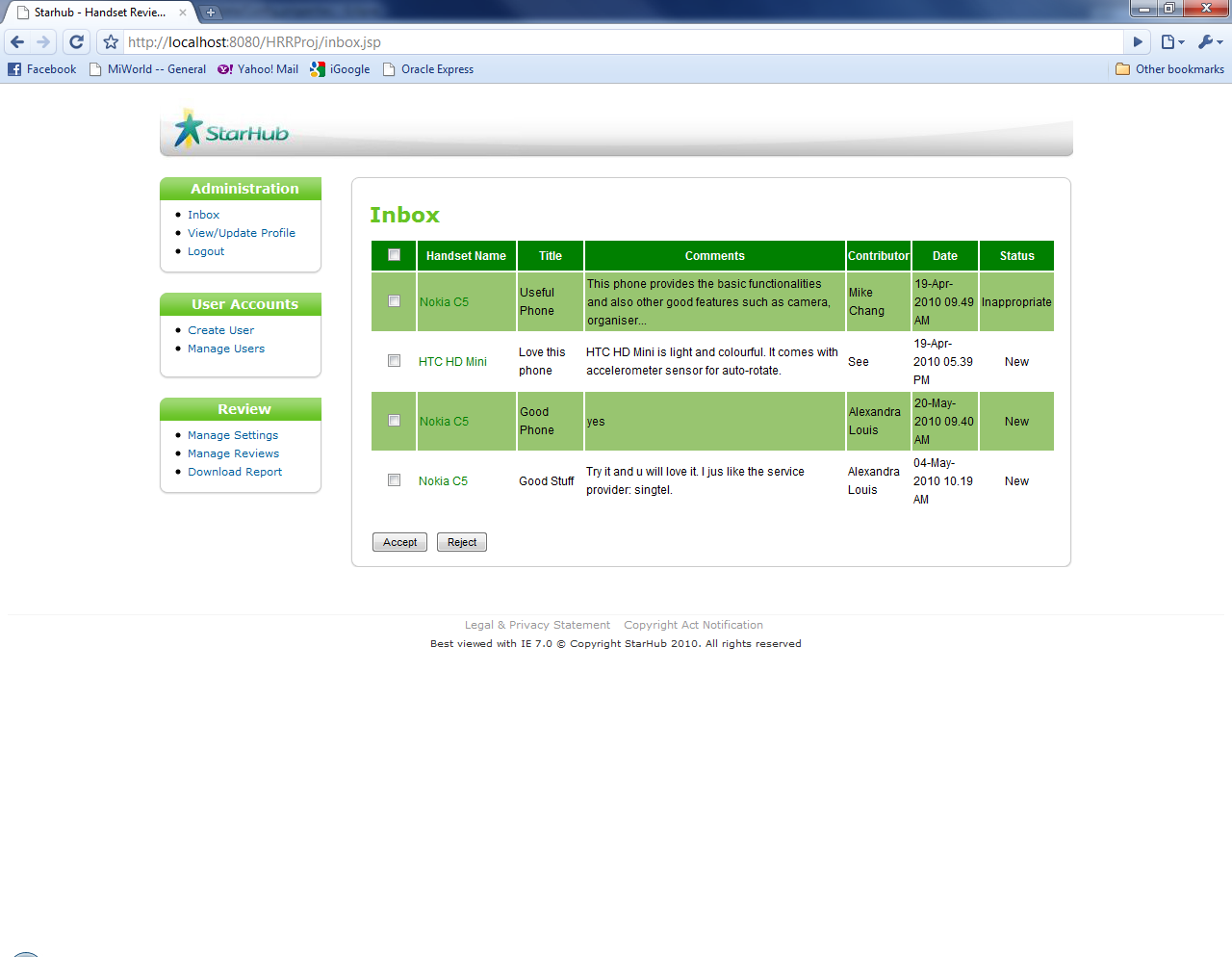


Figure 4.3.2.1: Reject Review

Step 3: Click on the ***OK*** button to confirm *(Figure 4.3.2.2)*.

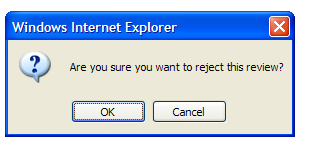


Figure 4.3.2.2: Reject review

An email will be sent to the contributor if review rejected due to inappropriate content.

## Manage Profile

This function allows the administrator or moderator to maintain his own user profile.

### View Profile

Step 1: On the ***Administration*** menu bar, click on ***View/Update Profile,*** the user profile will automatically displayed*(Figure 4.4.1.1)*.

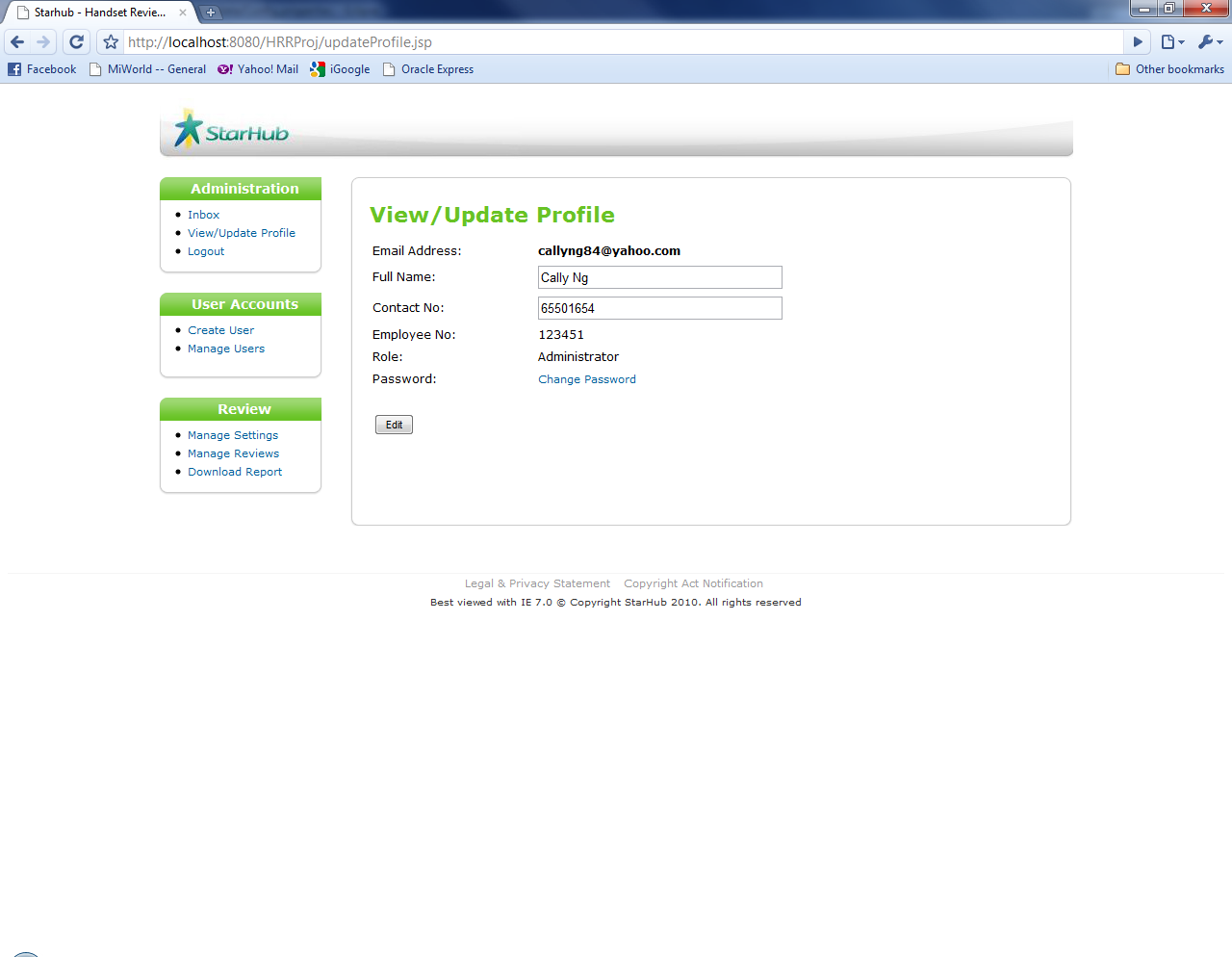


Figure 4.4.1.1: View/Update Profile page

### Update Profile

Step 1: In the ***Full Name*** textbox, edit name.

Step 2: In the ***Contact No*** textbox, edit contact number.

Step 3: Click on ***Edit*** button to update profile *(Figure 4.4.2.1)*.

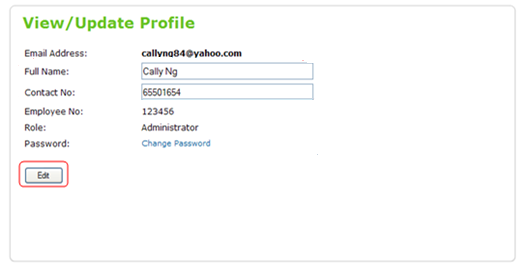


Figure 4.4.2.1: Update profile

Asuccessful update of profile message will be shown (Figure 4.4.2.2).

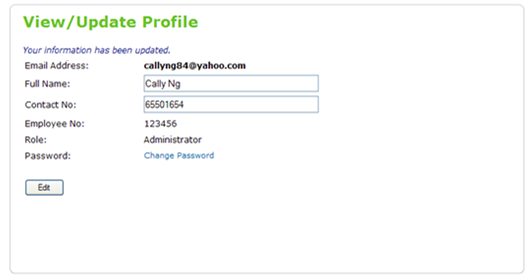


Figure 4.4.2.2: Successful Update of Profile message

### Change password

Step 1: Click on ***Change Password*** hyperlink to change password *(Figure 4.4.3.1)*.



Figure 4.4.3.1: *Change Password* hyperlink

The page will be directed to Change Password page (Figure 4.4.3.2).

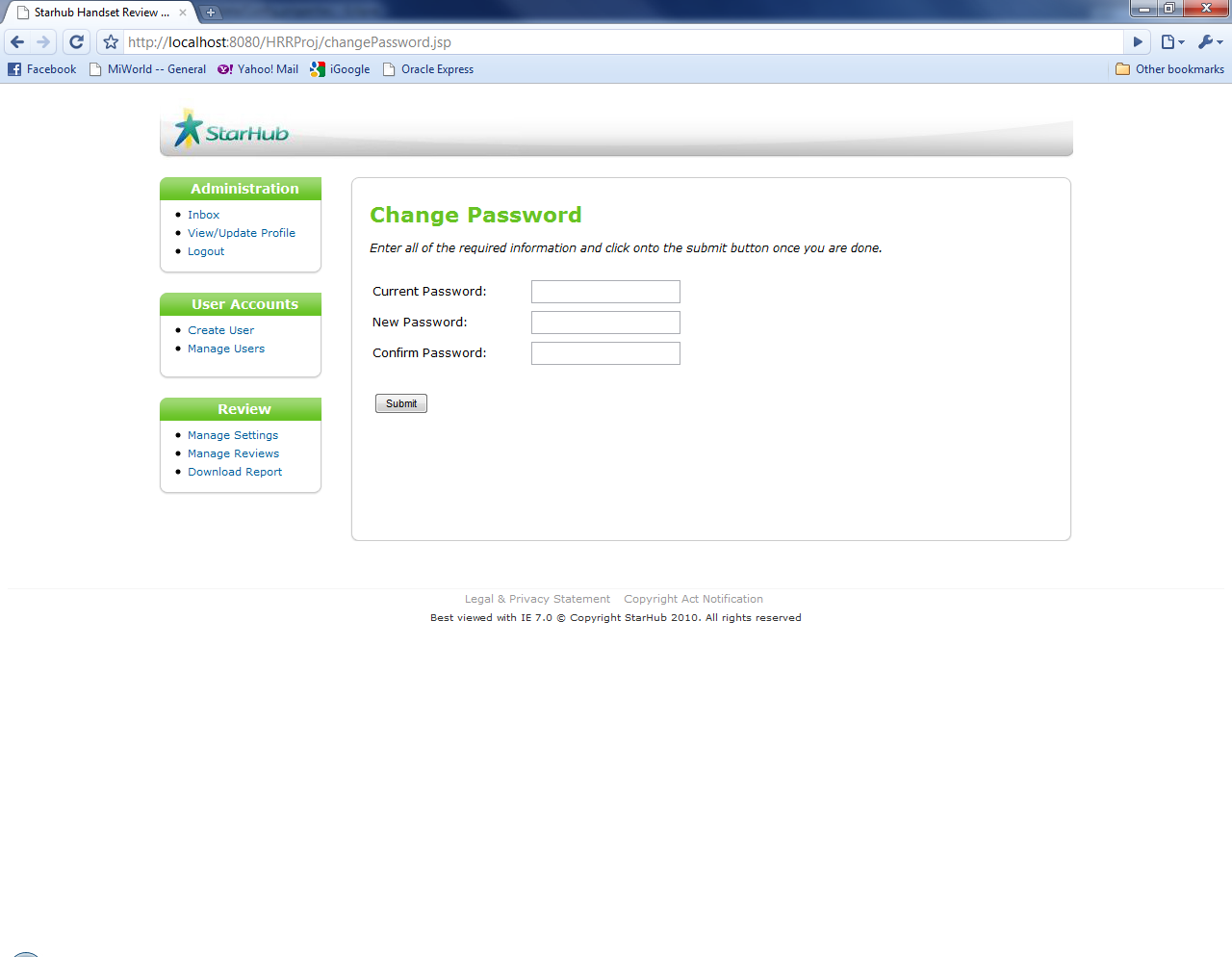


Figure 4.4.3.2: Change Password page

Step 2: In the ***Current Password*** textbox, enter current password.

Step 3: In the ***New Password*** textbox, enter new password.

Step 4: In the ***Confirm Password*** textbox, enter new password again.

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| **Note:** The password must be a minimum of 6 alphanumeric characters long. |

Step 5: Click on ***Submit*** button to change password *(Figure 4.4.3.3)*.

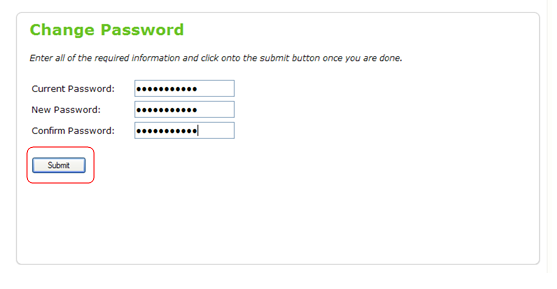


Figure 4.4.3.3: Change password

Asuccessful update of password message will be shown (Figure 4.4.3.4).

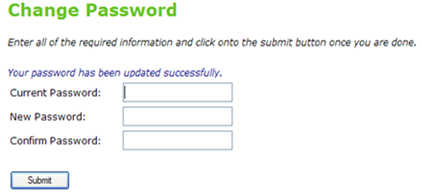


Figure 4.4.3.4: Successful Update of Password message

## Manage User

This function allows the administrator to create a new user or update an existing user record.

### Create User Record

Step 1: On the ***User Accounts*** menu bar, click on ***Create User*** *(Figure 4.5.1.1)*.

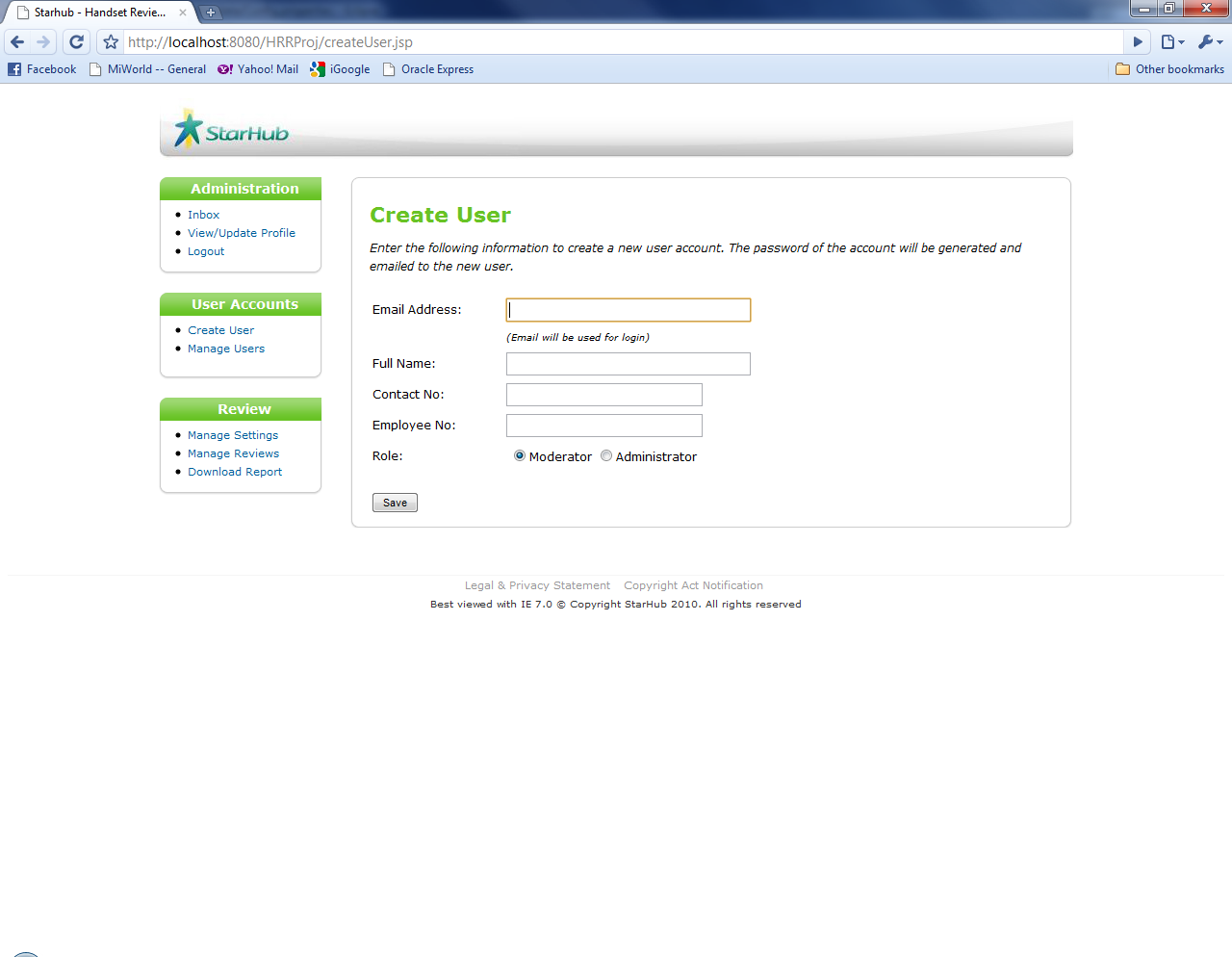


Figure 4.5.1.1: Create User page

Step 2: In the ***Email Address*** textbox, enter email address.

Step 3: In the ***Full Name*** textbox, enter name.

Step 4: In the ***Contact No*** textbox, enter contact number.

Step 5: In the ***Employee No*** textbox, enter employee number.

Step 6: In the ***Role*** radio button, check role.

Step 7: Click on ***Save*** button to create user *(Figure 4.5.1.2)*.

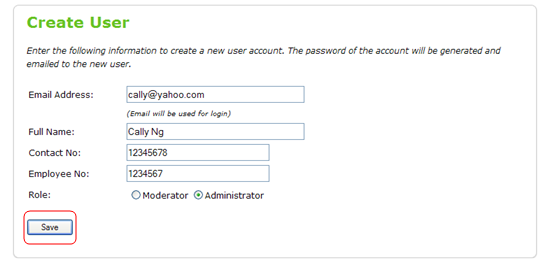


Figure 4.5.1.2: Create user record

### Manage Users

Step 1: On the ***User Accounts*** menu bar, click on ***Manage Users*** *(Figure 4.5.2.1)*.

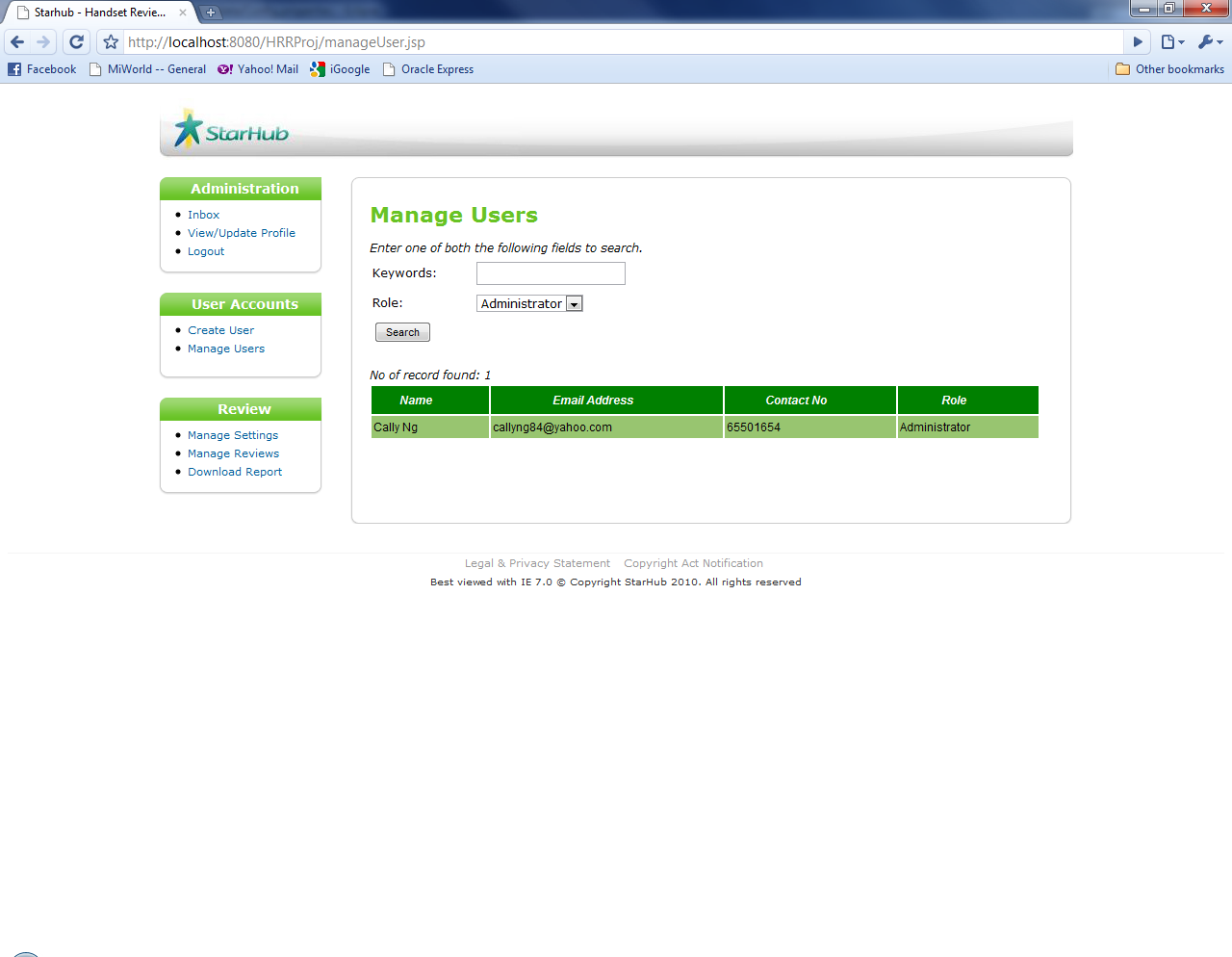


Figure 4.5.2.1: Search User page

Step 1: In the ***Keywords*** textbox, enter the searched name.

Step 2: Select a ***Role*** from the drop down list.

Step 3: Click on ***Search*** button to search for user

The results will be displayed with number of records found shown (Figure 4.5.2.1).

### View User Record

Click on the ***Name*** in user list *(Figure 4.5.3.1)*.

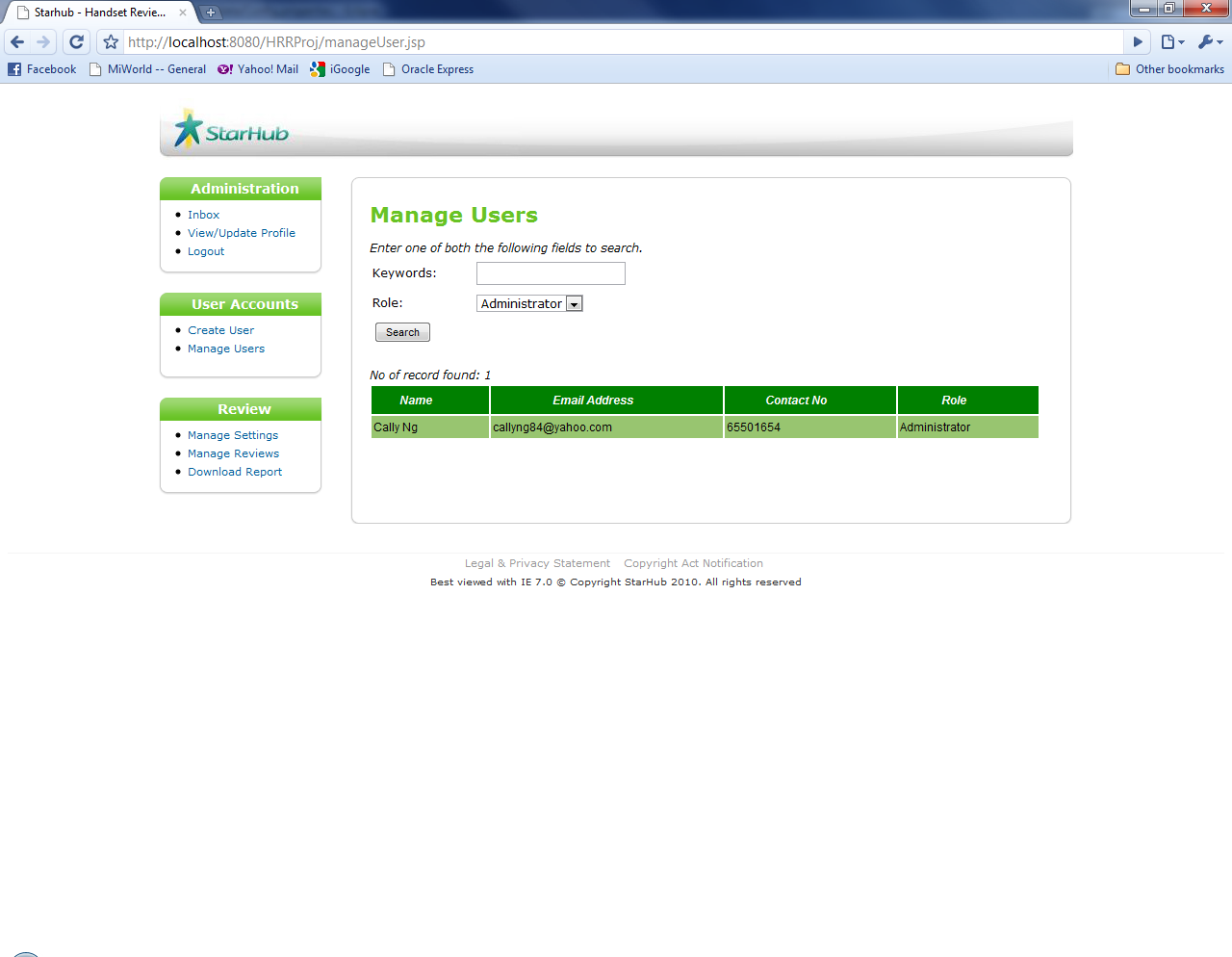


Figure 4.5.3.1: Name hyperlink

The page will be directed View/Edit User Record page (Figure 4.5.3.2).

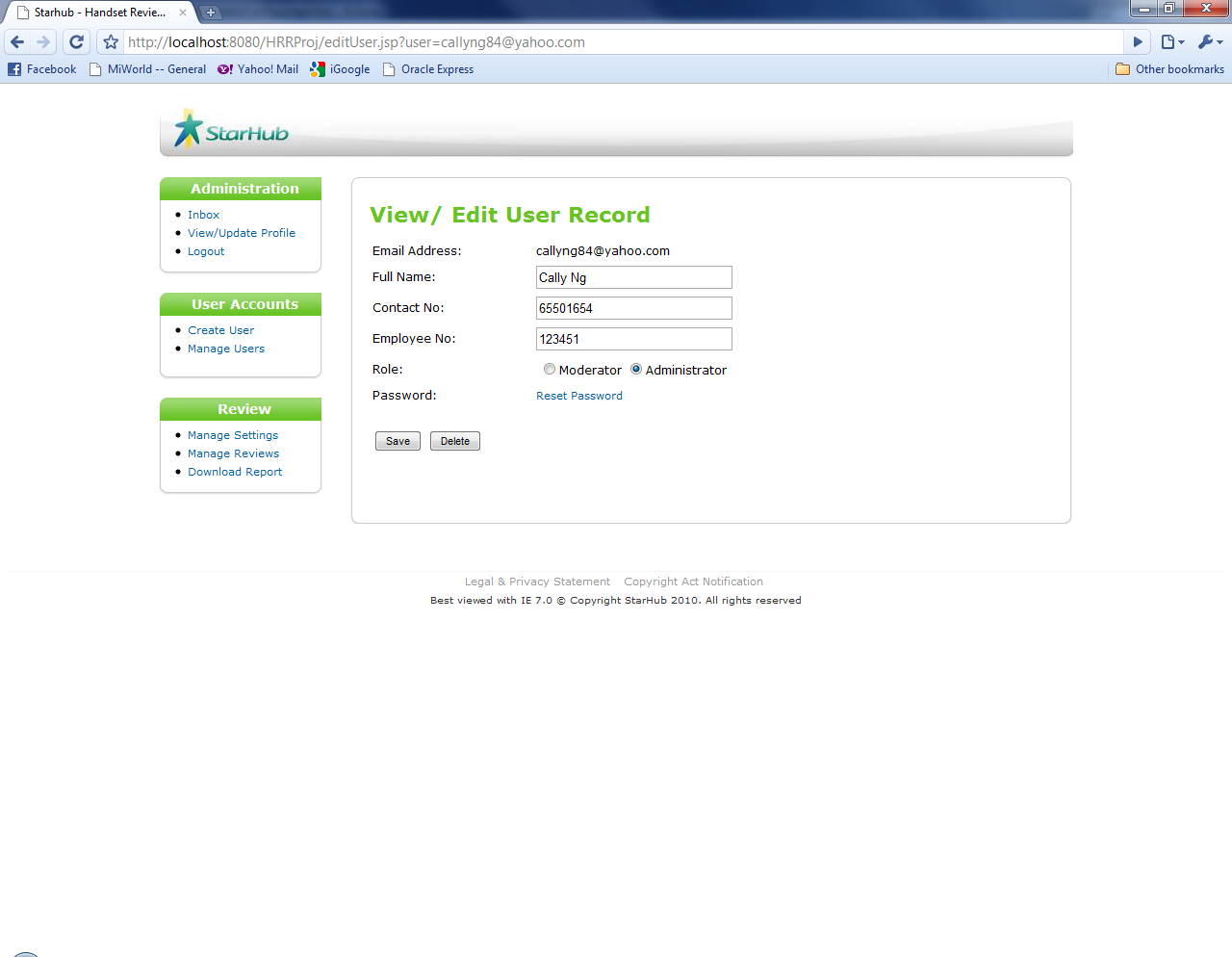


Figure 4.5.3.2: View/Edit User Record page

### Edit User Record

Step 1: In the ***Full Name*** textbox, edit name.

Step 2: In the ***Contact No*** textbox, edit contact number.

Step 3: In the ***Employee No*** textbox, edit employee number.

Step 4: Click on the radio button to edit the role of the user.

Step 5: Click on ***Edit*** button to edit user record *(Figure 4.5.4.1)*.

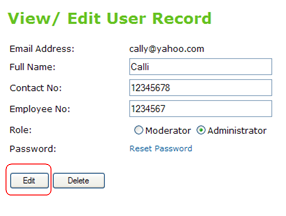


Figure 4.5.4.1: Edit user record

A successful update of user information message will be shown (Figure 4.5.4.2).

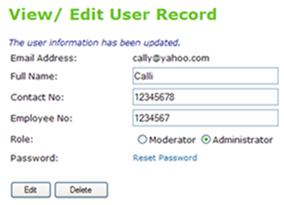


Figure 4.5.4.2: Successful Update of User Information message

### Delete User Record

Step 1: Click on ***Delete*** button to delete user record *(Figure 4.5.5.1)*.

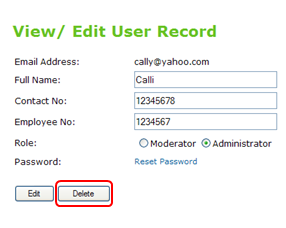


Figure 4.5.5.1: Delete button

Step 2: Click on the ***OK*** button to confirm *(Figure 4.5.5.2)*.

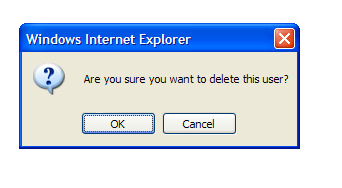


Figure 4.5.5.2: Delete user

The user record will be deleted and the page will be directed back to Search User page.

### Reset User’s Password

Click on ***Reset Password*** hyperlink to reset user’s password *(Figure 4.5.6.1)*.

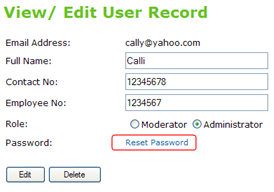


Figure 4.5.6.1: *Reset Password* hyperlink

An email will be sent to the contributor if review rejected.

## Manage Settings

This function allows the administrator to configure application setting for the following:

* Determine the review sorting order in the consumer review module. Administrator can choose to sort the review by review date in descending order or by rating in descending order.
* Threshold value of inappropriate reporting. For any review that was reported as inappropriate and exceed the threshold, system will set the particular review to red flag
* Blacklist keywords on the review comment. System will set a new review to blacklisted when it contain the blacklist keywords.

Step 1: On the ***Review*** menu bar, click on ***Manage Settings*** *(Figure 4.6.1)*.

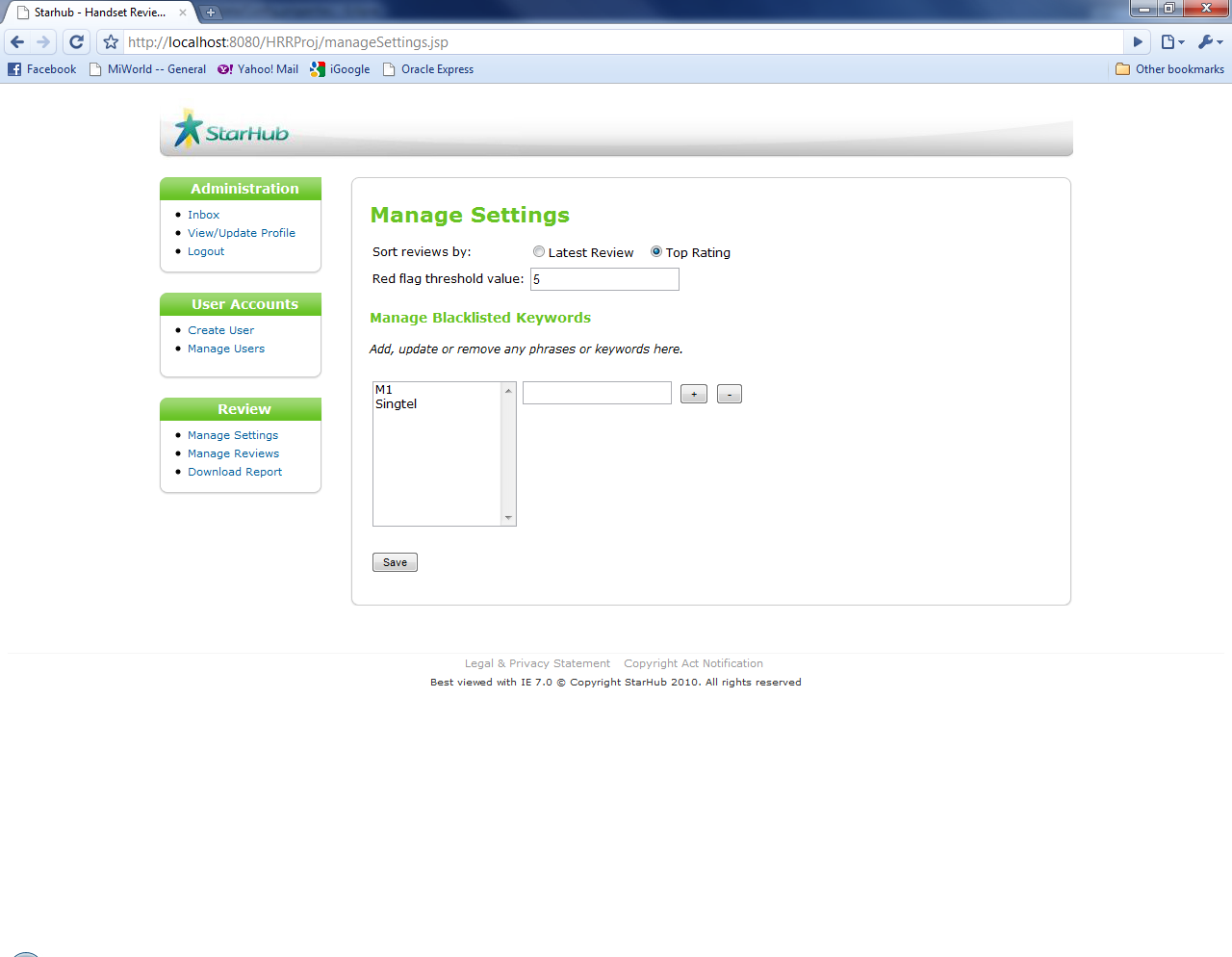


Figure 4.6.1: Manage Settings page

Step 2: In the ***Sort reviews by*** radio buttons, check required review sorting *order*.

Step 3: In the ***Red flag threshold value*** textbox, enter red flag threshold value

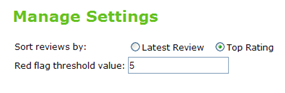


Figure 4.6.2: Manage Settings section

Step 4: In the ***Manage Blacklisted Keywords*** section, add, update or remove any phrases or keywords.

In the textbox, enter one phrase or keyword, click on the“***+***” sign button to add the phrase or keyword *(Figure 4.6.3)*.

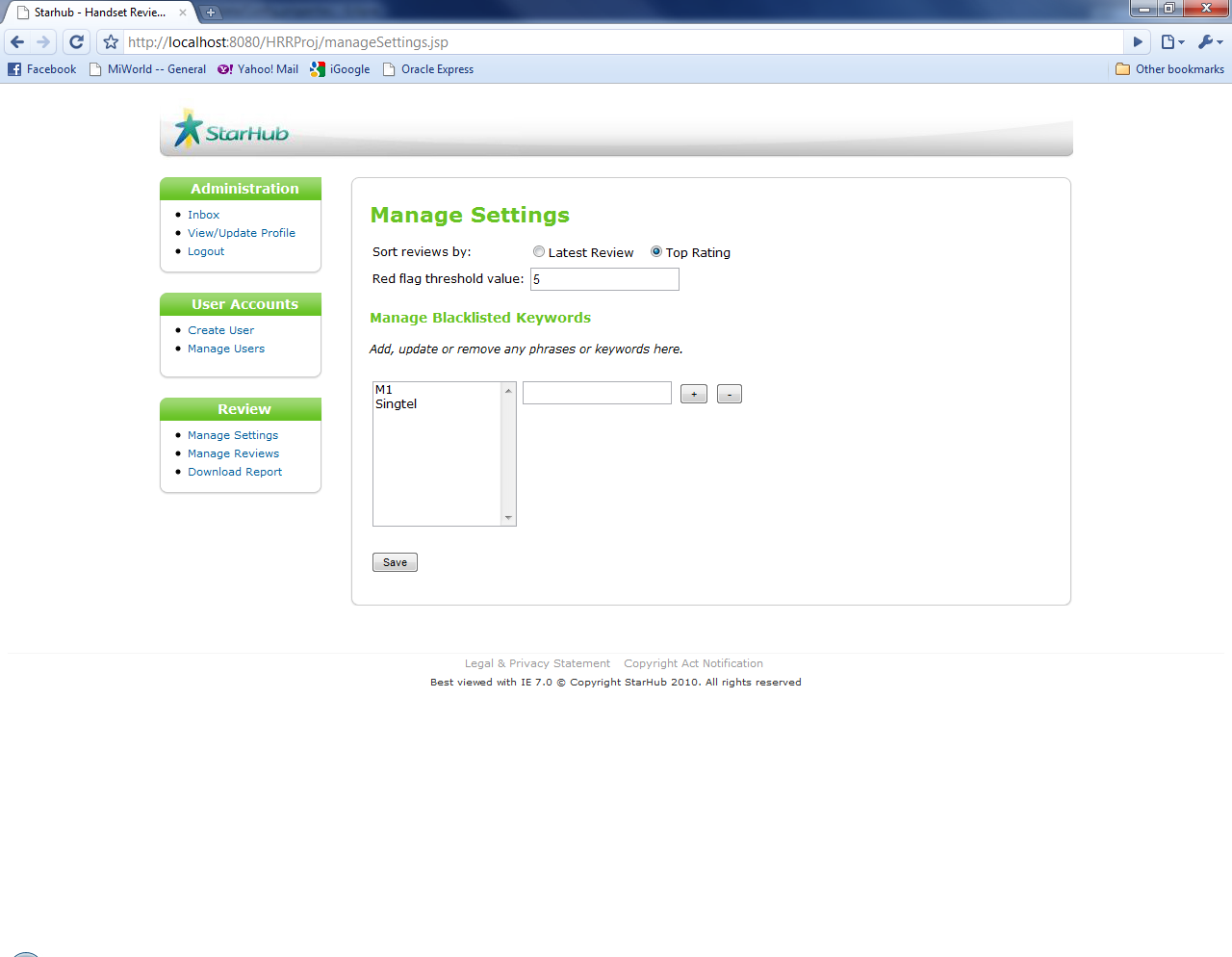


Figure 4.6.3: “+” sign button

To remove the phrase or keyword, select the keywords in the list and click on the“***-***” sign button *(Figure 4.6.4)*.

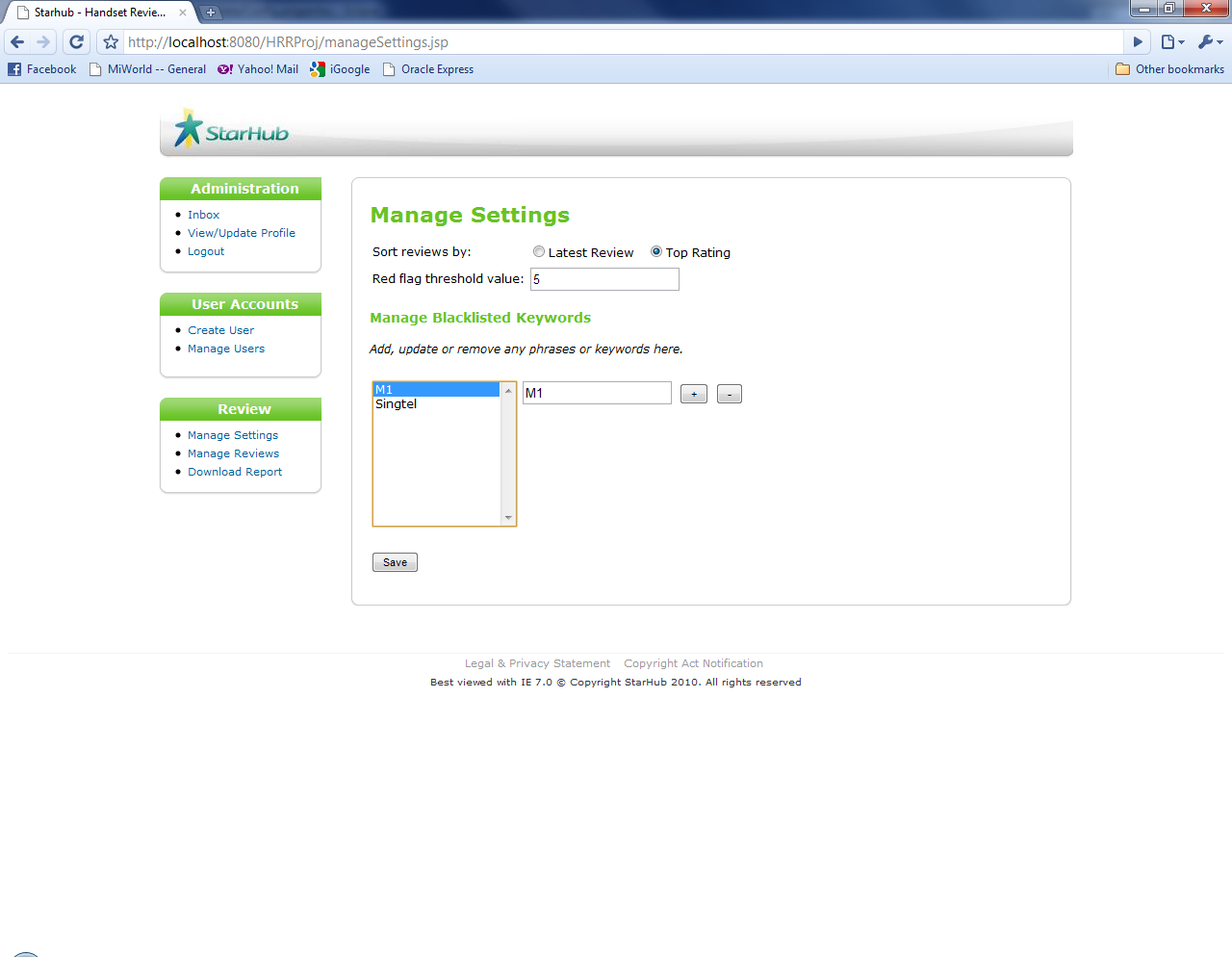


Figure 4.6.4: “-” sign button

Step 5: Click on ***Save*** button to save settings *(Figure 4.6.6)*.

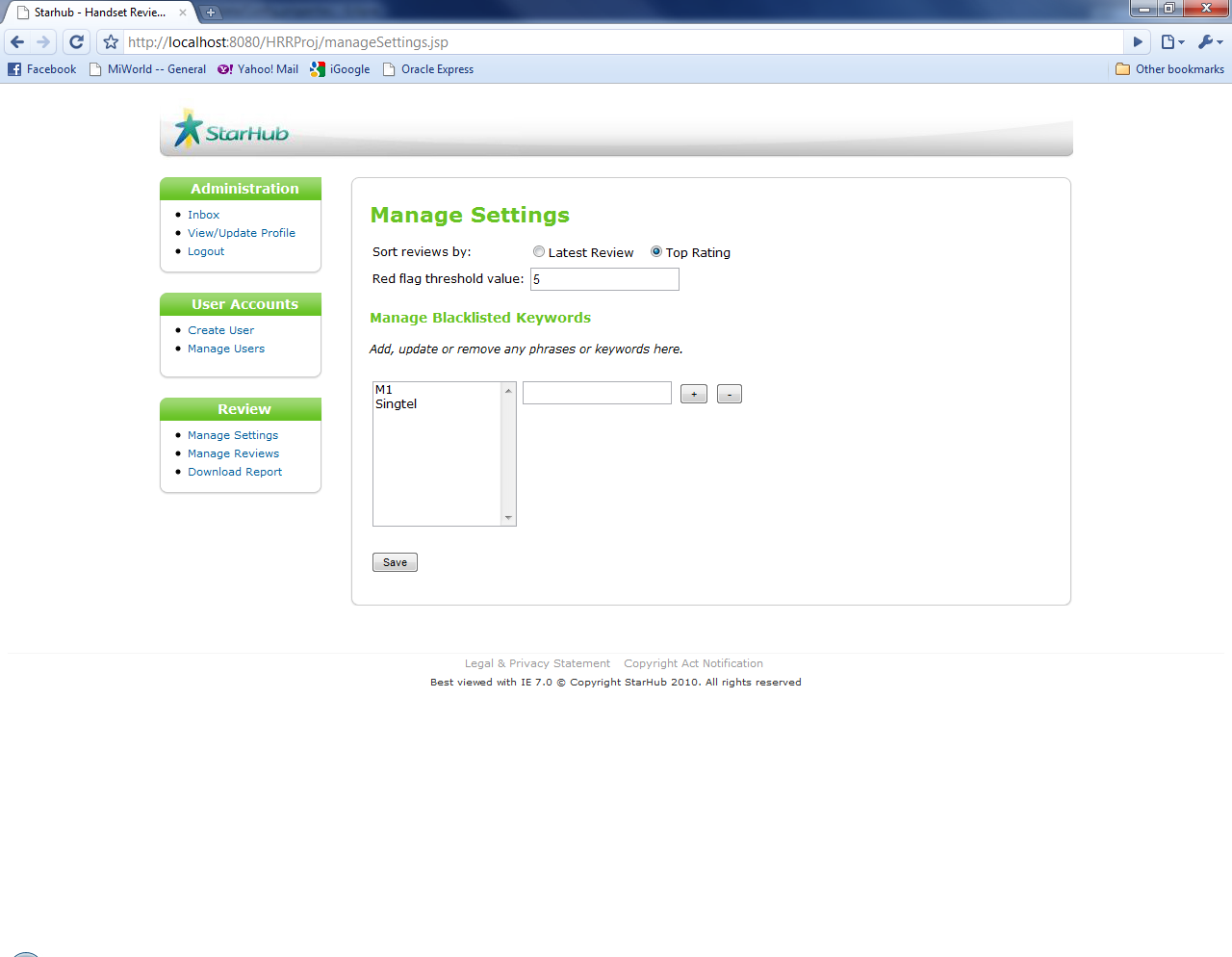


Figure 4.6.6: Save Settings

Asuccessful update message will be shown (Figure 4.6.7).

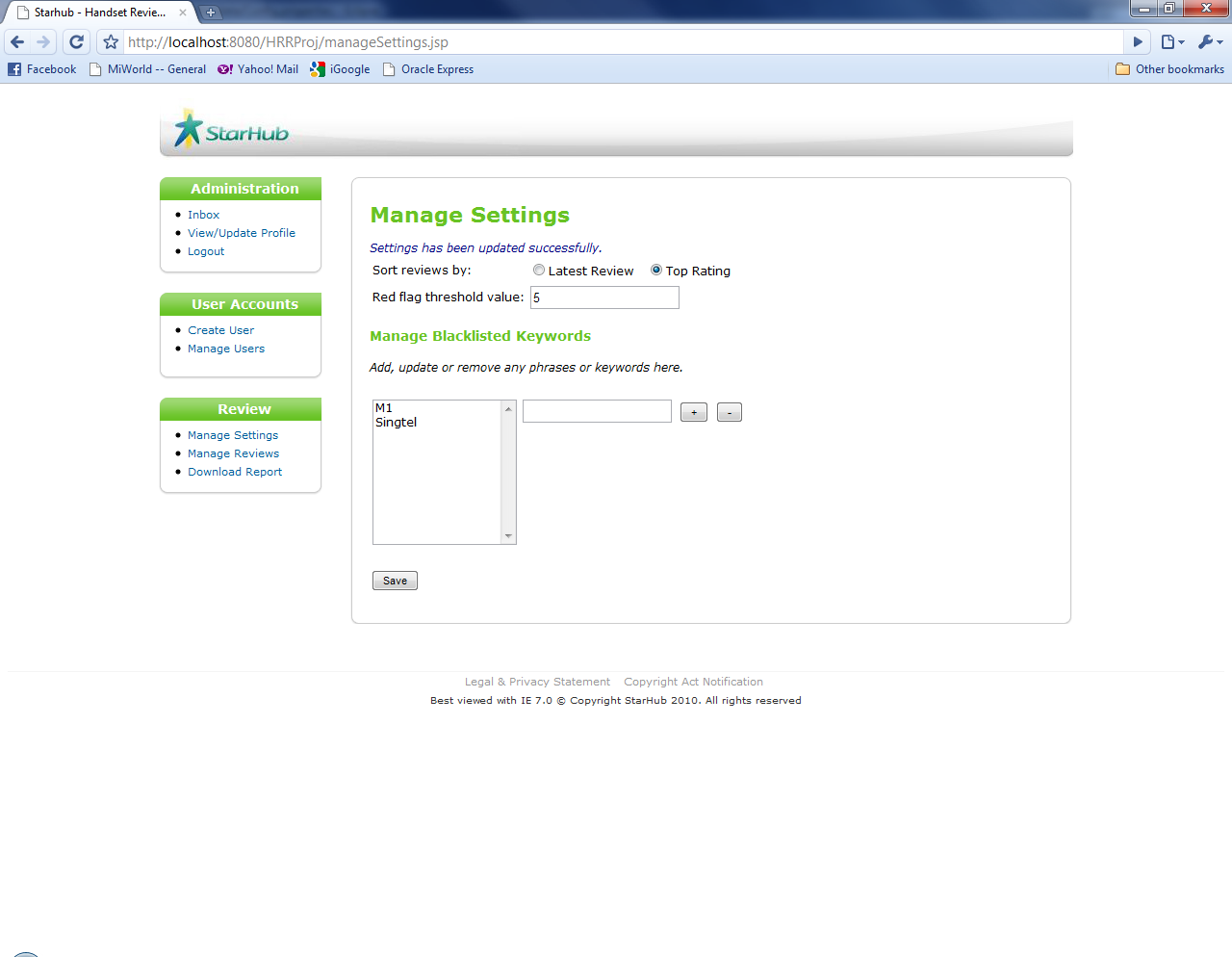


Figure 4.6.7: Successful Update of Settings message

## Manage Reviews

This function allows the administrator to change the status and moderate the content of the reviews.

### Search Reviews

Step 1: On the ***Review*** menu bar, click on ***Manage Reviews*** *(Figure 4.7.1.1)*.

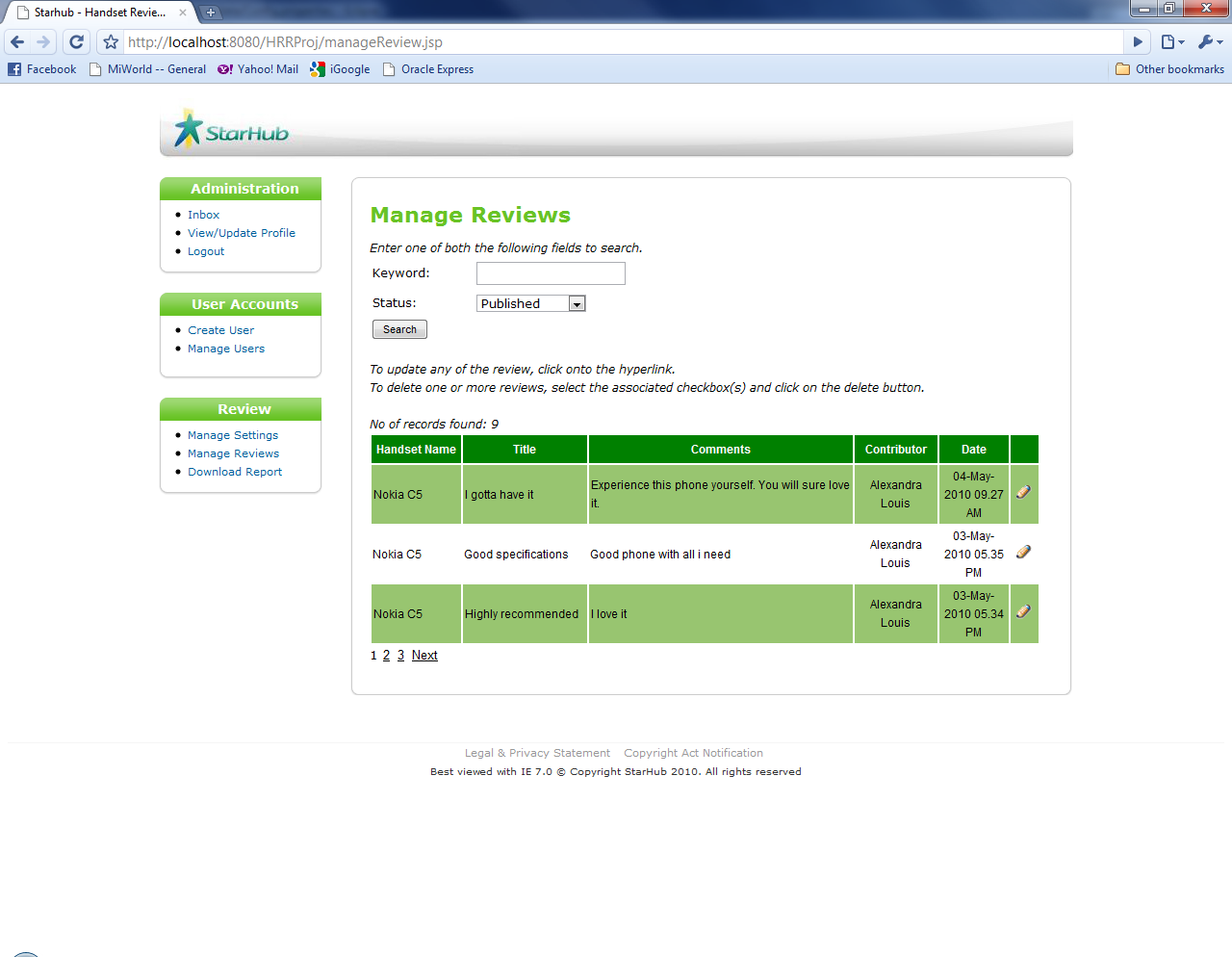


Figure 4.7.1.1: Manage Reviews page

Step 2: In the ***Keyword*** textbox, enter keyword.

Step 3: Select a ***Status*** from the dropdown list.

Step 4: Click on ***Search*** button to search for reviews *(Figure 4.7.1.2)*.

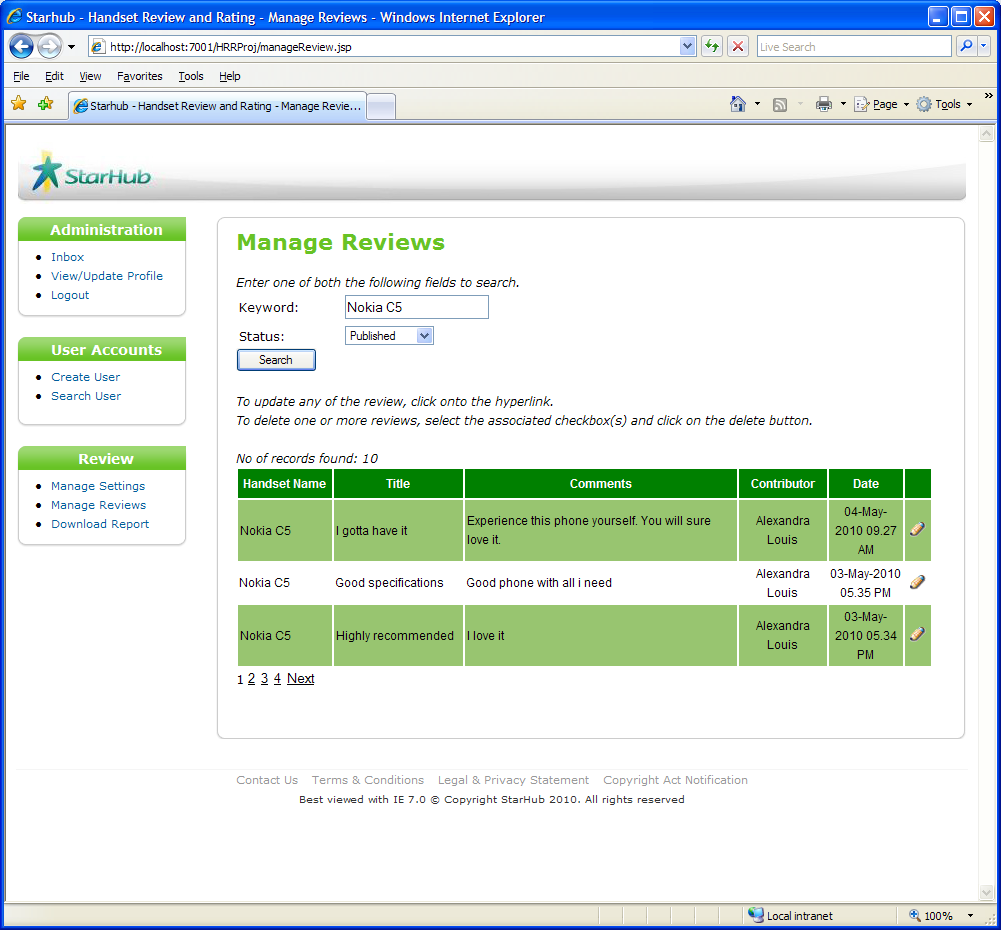


Figure 4.7.1.2: Search for review

The results will be displayed with number of records found shown (Figure 4.7.1.3).

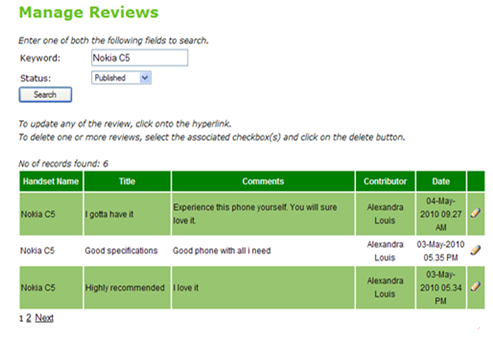


Figure 4.7.1.3: Searched results

### View Reviews

Step 1: On the *Searched results section*, click on the  icon *(Figure 4.7.2.1)*.

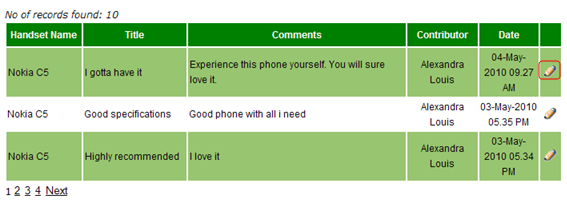


Figure 4.7.2.1 Searched Results

The page will be directed to View/Edit User Record page (Figure 4.7.2.2).

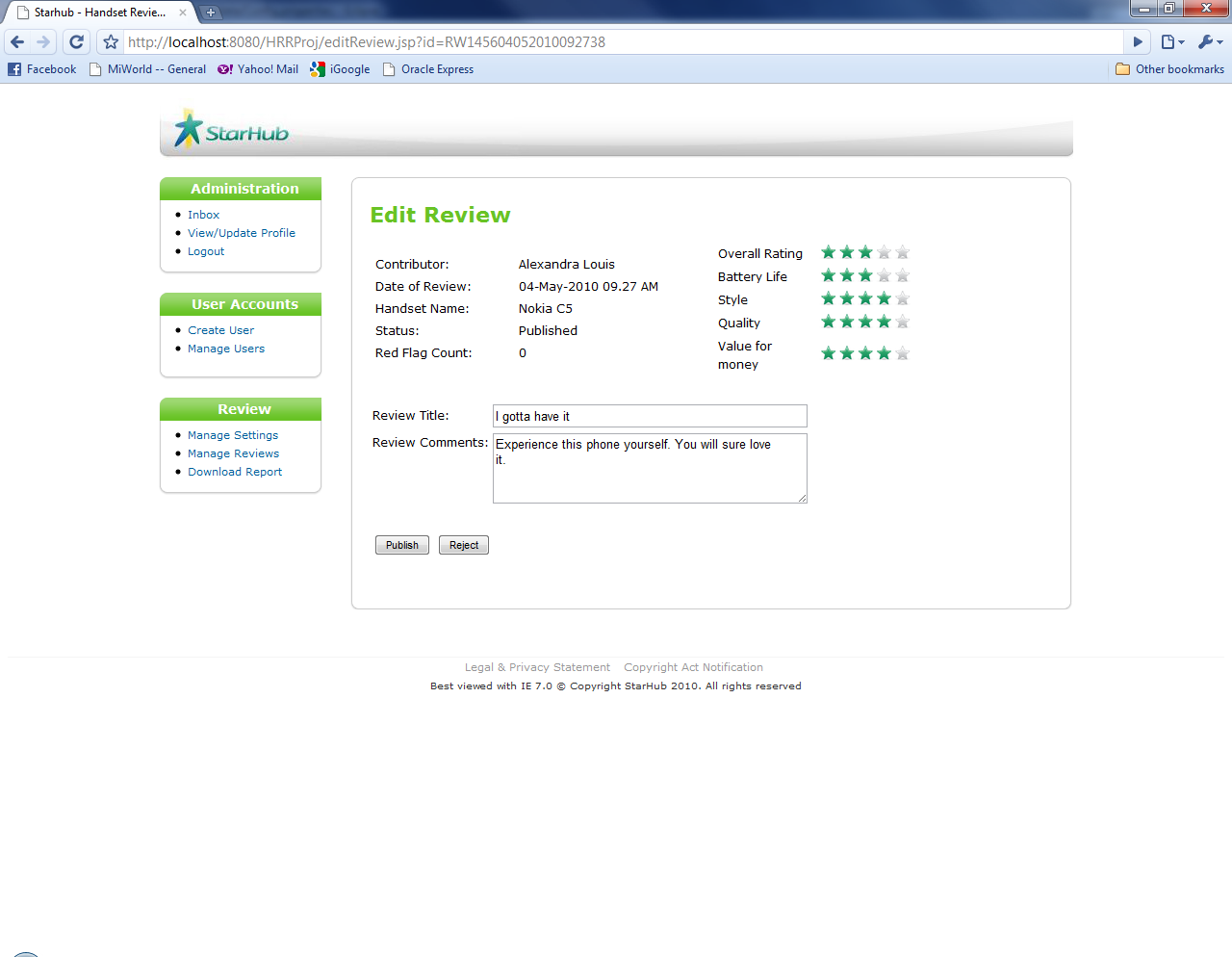


Figure 4.7.2.2: Edit Review page

### Edit Review

Step 1: In the ***Review Title*** textbox, edit review title.

Step 2: In the ***Review Comments*** textbox, edit review comments.

Step 3: Click on ***Publish*** button to edit review *(Figure 4.7.3.1)*.

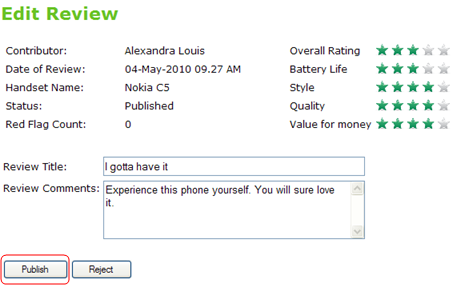


Figure 4.7.3.1: Edit review

A successful update of review message will be shown (Figure 4.7.3.2).

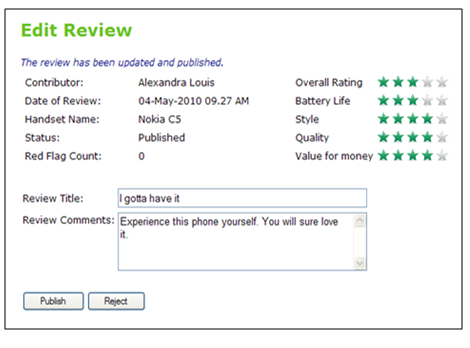


Figure 4.7.3.2: Successful Update of Review message

### Reject Review

Step 1: Click on ***Reject*** button to reject a particular review *(Figure 4.7.4.1)*.

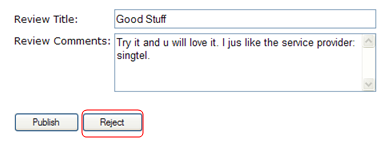


Figure 4.3.3.1: Reject button

Step 2: Click on the ***OK*** button to confirm *(Figure 4.7.4.2)*.

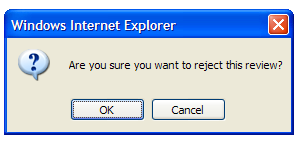


Figure 4.7.4.2: Reject review

An email will be sent to the contributor if review rejected due to inappropriate content.

## Download Report

There are 3 reports available.

**Summary of all mobile handset set** – generate rating by mobile handset from specific period of time. The report includes information:

* Mobile Handset
* Average Customer Rating
* Overall Rating
* Rating by classification

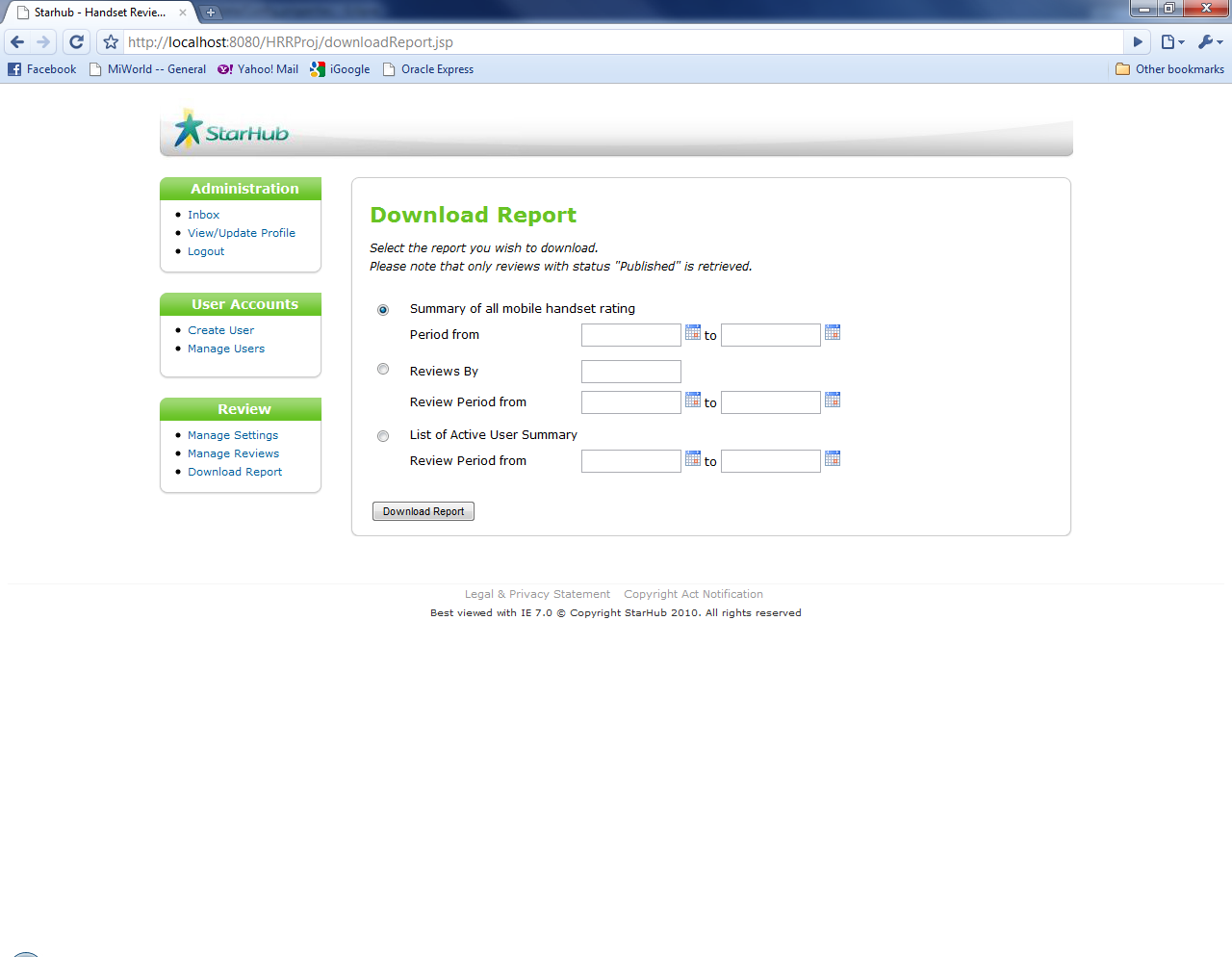
**Review by individual user** - list the reviews by particular user from specific period of time. The report includes information :

* Contributor name
* Review date
* Mobile Handset
* Review title
* Review Comment

**List of active user summary** – show the number of review posted by user. The report includes information :

* Contributor name
* Number of review posted

On the ***Review*** menu bar, click on ***Download Report*** *(Figure 4.8.1)*.

  
Figure 4.8.1: Download Report page

Choose ***Summary of all mobile handset rating*** and choose the start and end date from the date picker icon.

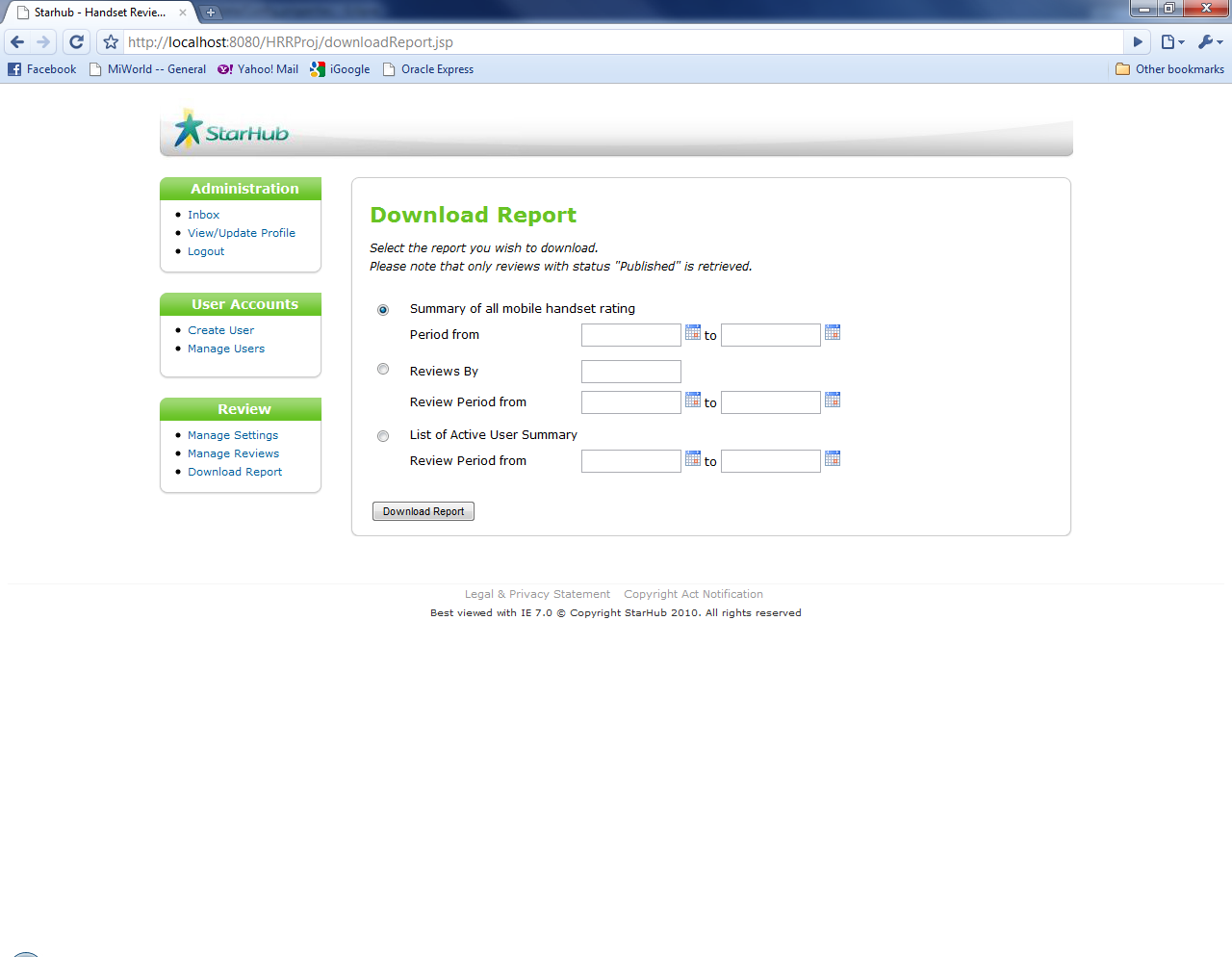
**

Figure 4.8.2: *Summary of all mobile handset rating*

Click on ***Download Report*** button to download report *(Figure 4.8.7)*.

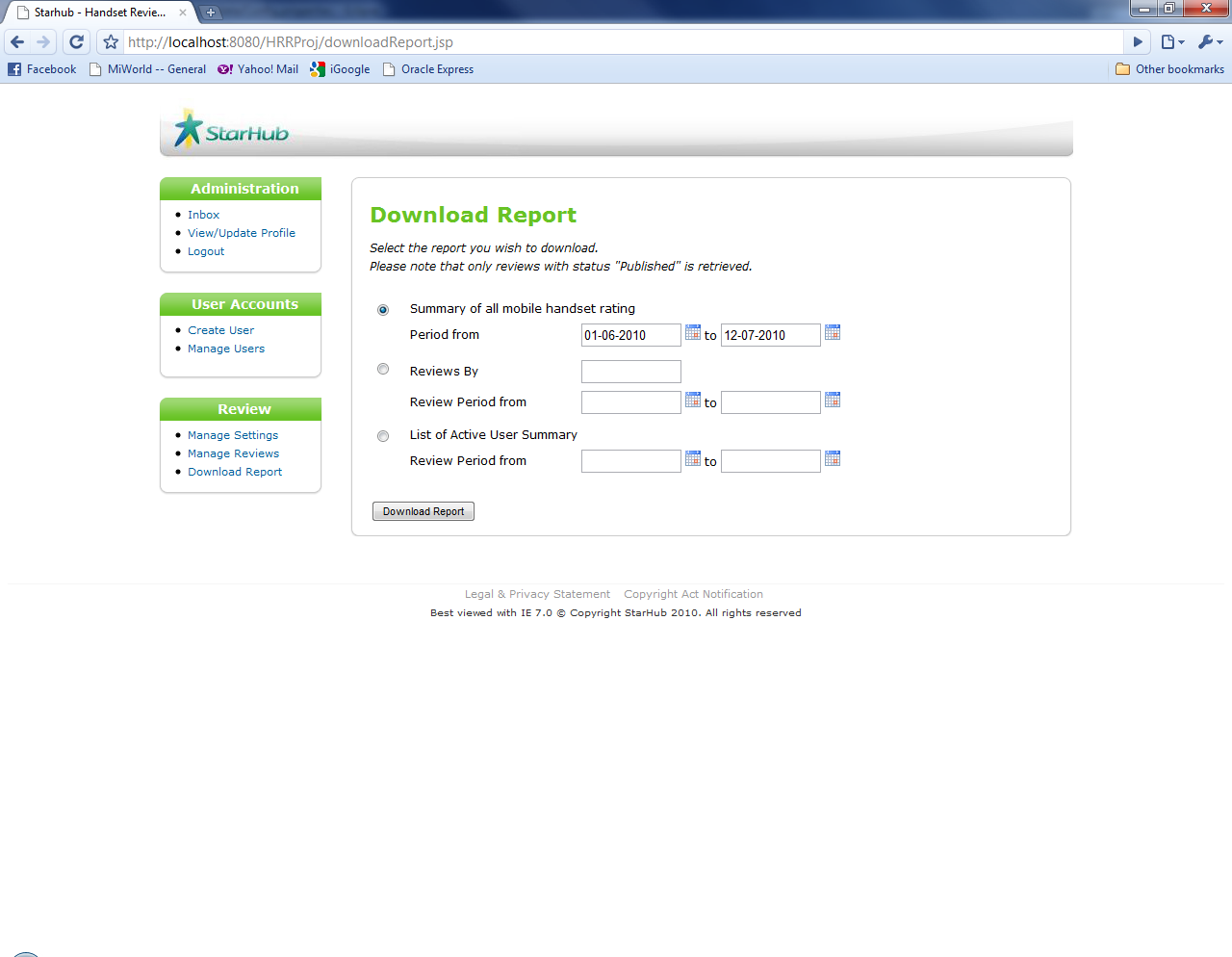


Figure 4.8.3: Download report

The report will be downloaded in Excel file format (Figure 4.8.8).

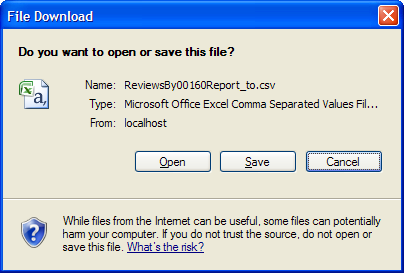


Figure 8.4: Save report

Choose ***Reviews By*** to generate the review by posted by particular user.

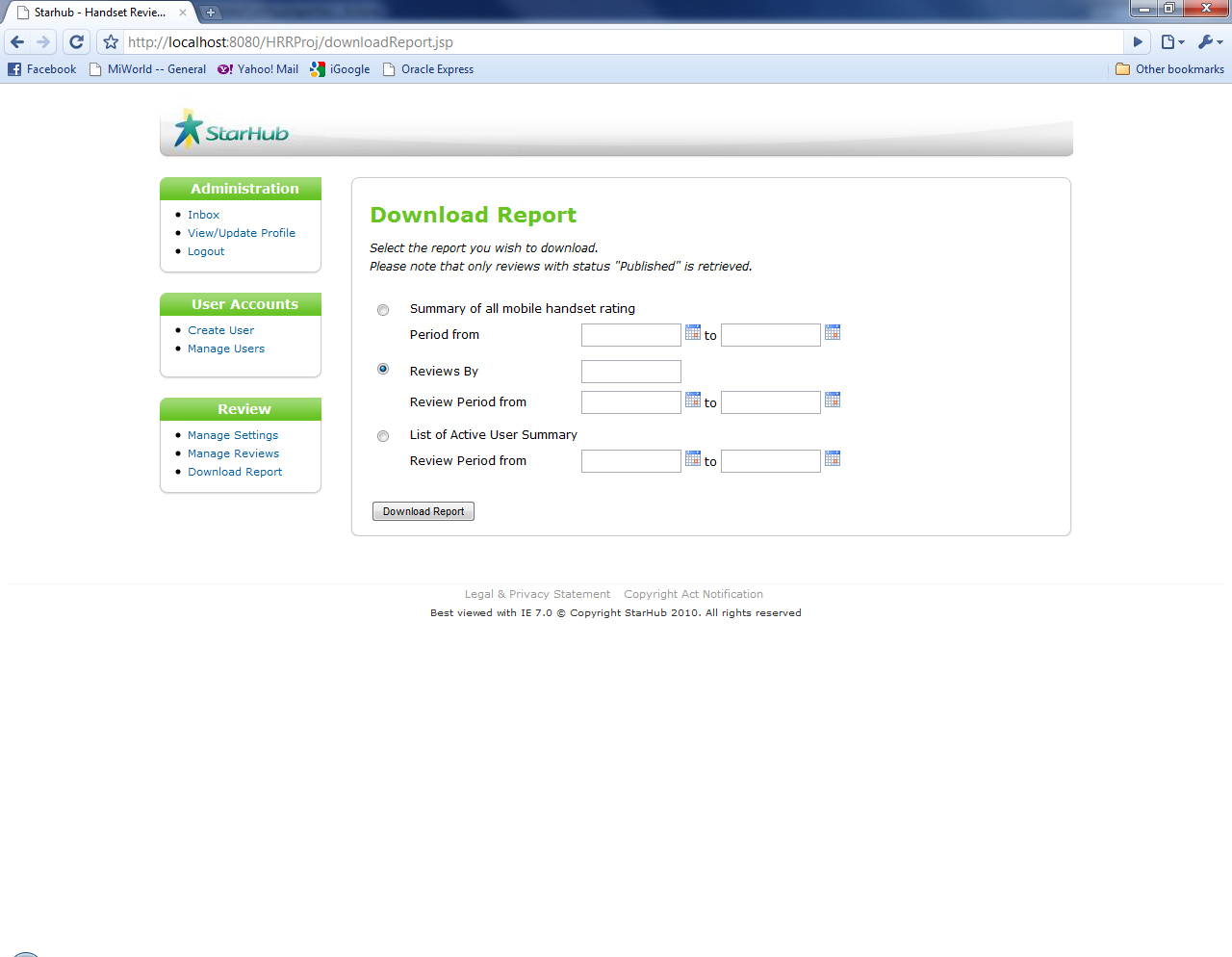


Figure 4.8.5: *Reviews By* user

Enter the name of the user who post the review in the textbox andselect the date range



Vincent

Figure 4.8.5: *Enter user name*

Choose ***List of Active User Summary*** to show numbers of reviews posted by users in particular date range. Select the date range from the date picker.

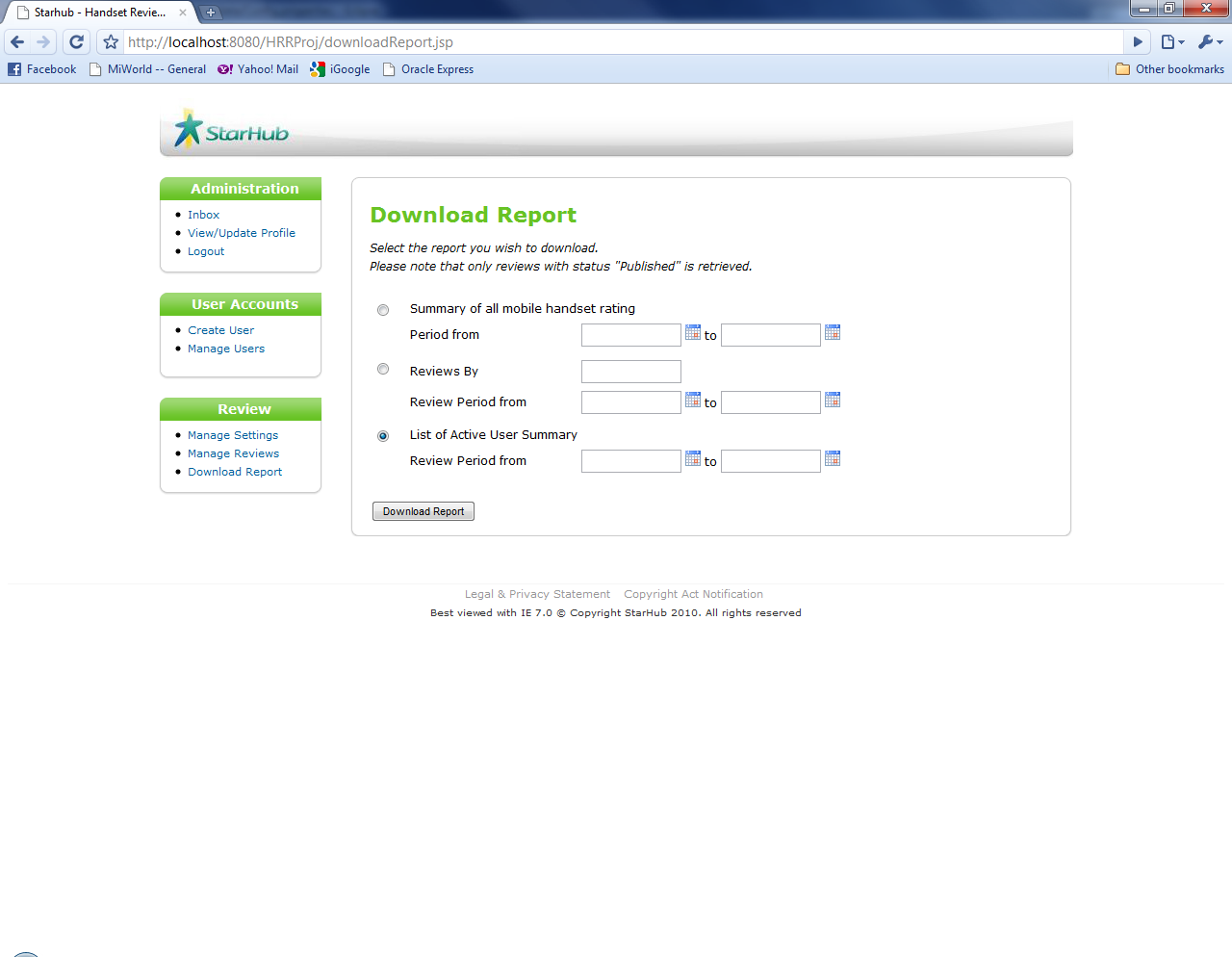
**

Figure 4.8.6: *List of Active User Summary*

## Logout

On the ***Administration*** menu bar, click on ***Logout*** to logout of the system*(Figure 4.9.1)*.

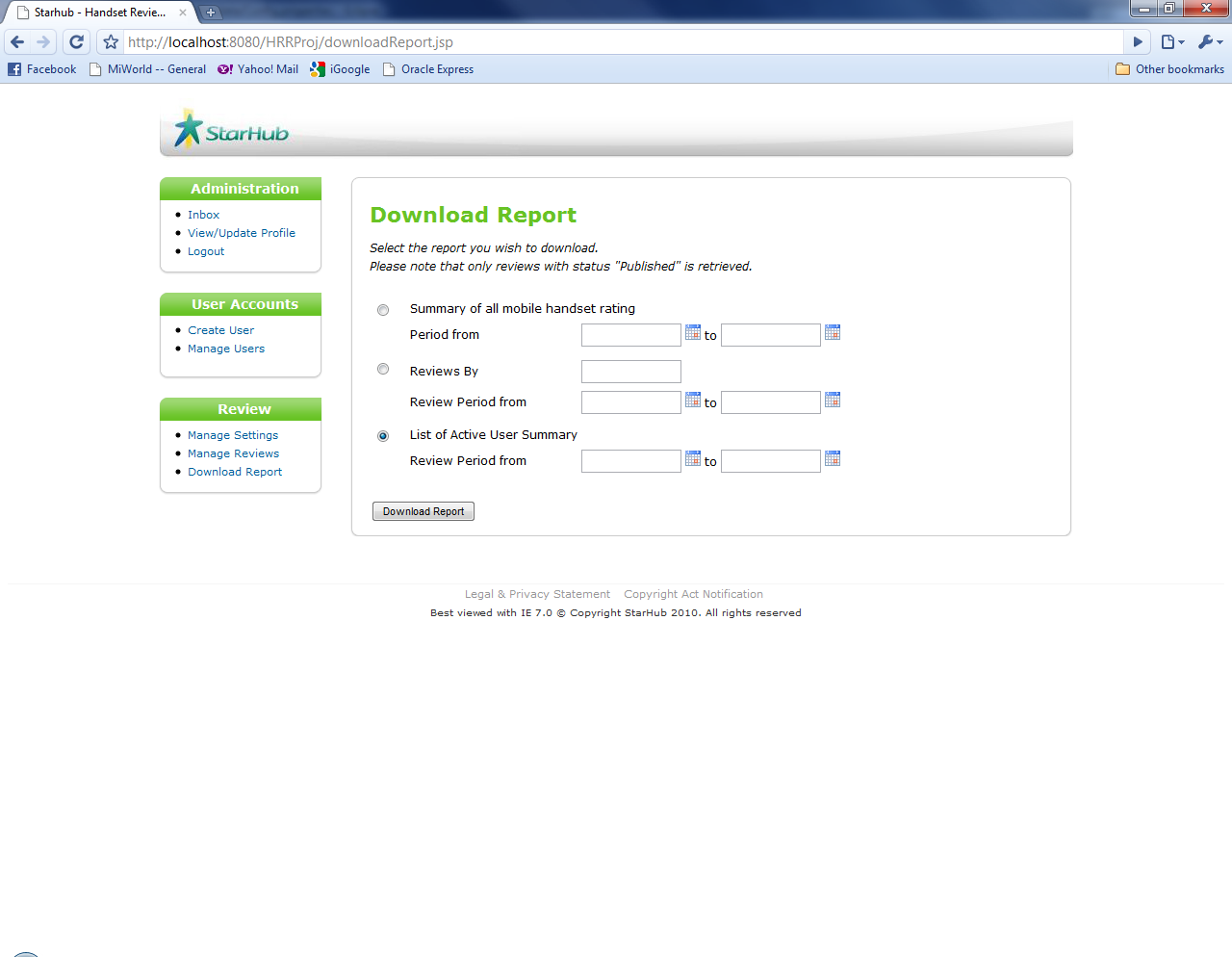


Figure 4.8.8: *Logout* hyperlink

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