User Manual

User Guide and Installation Process

STUDYSmarter Queue System

20/10/2021

Table of Contents

1.0 Installation Process

1.1 Folders

A zip folder named "**STUDYSmarter-Queue-System-Installer.zip**" will be provided with three more zip files for installing the application into three different Operating Systems, along with a user manual. Operating Systems that the application can be installed in are Windows, MacOS, and Linux (specifically the Ubuntu distribution). As of publishing this documentation (20/10/2021), the application was only installed and tested in the latest versions of the respective Operating Systems.

The three zip files are called "**dist-mac.zip**", "**dist-win.zip**", and "**dist-ubuntu.zip**". More details on each of the installations will be given on the following sections below.

Since the app is built without the full commercial use and licensing, you will come across security issues where the anti-virus software in your device will be triggered. The developers for this application can guarantee that the application does not contain any threats, so it is safe for you to ignore any security warnings and run the installation.

NOTE: Please read the installation process for each Operating System fully before installing the application. This is due to certain security issues and to minimise the error that may occur, it is best to read the whole section before proceeding to install the app. In addition, please read the User Guide section at page 6 before using the application.

1.1.1 Windows

First is to unzip the **dist-win.zip**. Clicking on the unzipped folder will contain a folder named "**squirrel.windows**". If you traverse through this folder you will eventually reach three files with the names "**STUDYSmarter Queue System-1.0.0 Setup.exe**", "my_new_app-1.0.0-full.nupkg", and "RELEASES". The setup executable file will be the one you need to regard with as this will install the application to your device.

Path traversed to get to this file:

squirrel.windows → x64 → STUDYSmarter Queue System-1.0.0 Setup.exe

After clicking the setup file, your device should automatically install the application. Once installation is completed, the application window should launch and present you to the dashboard page with two empty queues. See figure 1. Additionally, a shortcut menu should also be present on your desktop with an 'S' logo and the name "STUDYSmarter Queue System".

Side Note: There was an instance where you click on the executable file in the folder an error would popup stating that you can't run the file due to permission issues. If this is the case then you should move that executable file from the folder and onto your desktop, then proceed to run it again.

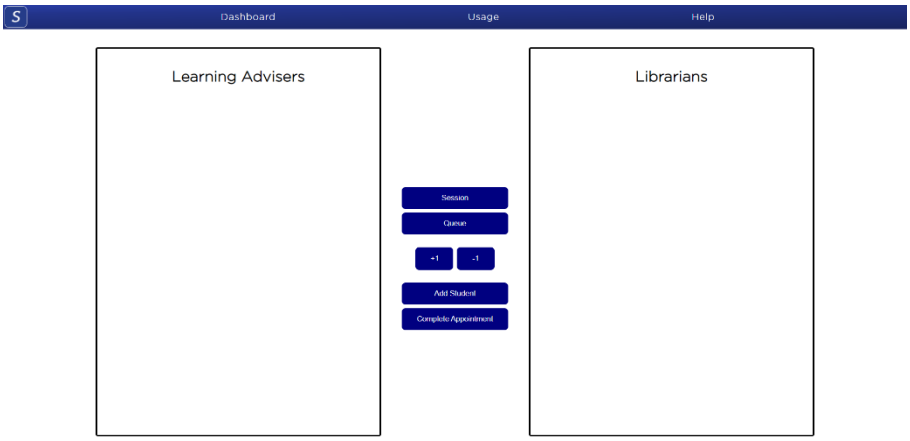


Figure 1, Dashboard page with two empty queues.

1.1.2 MacOS

Unzip **dist-mac.zip**, and within the unzipped folder will contain a folder named "**darwin**". Traversing through this folder, you will eventually end up encountering the "STUDYSmarter Queue System-darwin-x64-1.0.0.zip" file. Extracting this should give the application file, "**STUDYSmarter Queue System.app**". Move this file into the Applications folder and once that finishes, it is ready to use.

Path traversed:

darwin → x64 → STUDYSmarter Queue System-1.0.0.zip → STUDYSmarter Queue System.app

There may be some complications on installing the app file into the Applications folder depending on your security settings. If this does occur all you have to do is go to **Settings > Security & Privacy > General** and select "Allow apps download from: AppStore and identified developers". See figure 2.

Side Note: In addition to the complications mentioned, for your first launch you should right-click on the app and select "open" as clicking the app directly may cause an error due to your device security settings.

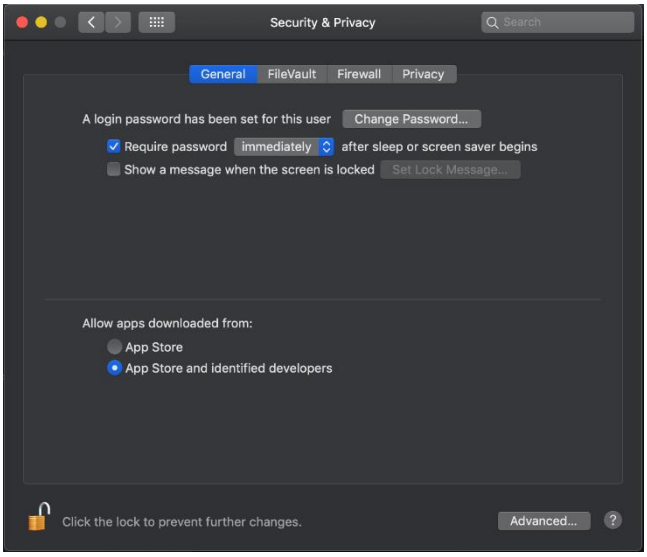


Figure 2, Changing security settings to install the application.

1.1.3 Linux Ubuntu

Unzipping **dist-ubuntu.zip** would provide you with two folders "**deb**" and "**rpm**". Within the deb folder, you will eventually see the "**cits3200-project_1.0.0_amd64.deb**" file. In rpm, you will also eventually see the "**cits3200-project_1.0.0_amd64.rpm**" file.

Path traversed:

deb → x64 → cits3200-project_1.0.0_amd64.deb

rpm → x64 → cits3200-project_1.0.0_amd64.rpm

For deb installation, you can either click the file directly to start installing, use the **apt** command in the command line or a deb package installer (most recommended is to use Gdebi package installer to install deb packages).

For rpm, use a program that converts the rpm file into a deb file, and from there you could then refer to the steps above. The most used program is to install the software package **Alien**.

Side Note: There will be some complications regarding to security issues. As stated before, this will be a common issue, and if you continue to run the installation process, you should be able to launch the application.

1.2 Source Code

There is a public repository available in GitHub for anyone curious enough to know how the application works. Here is the link to the repo: https://github.com/JordanLee614/uwa-studysmarter-queue. Please read the README file if you wish to run the app in a developer environment, and the licensing.

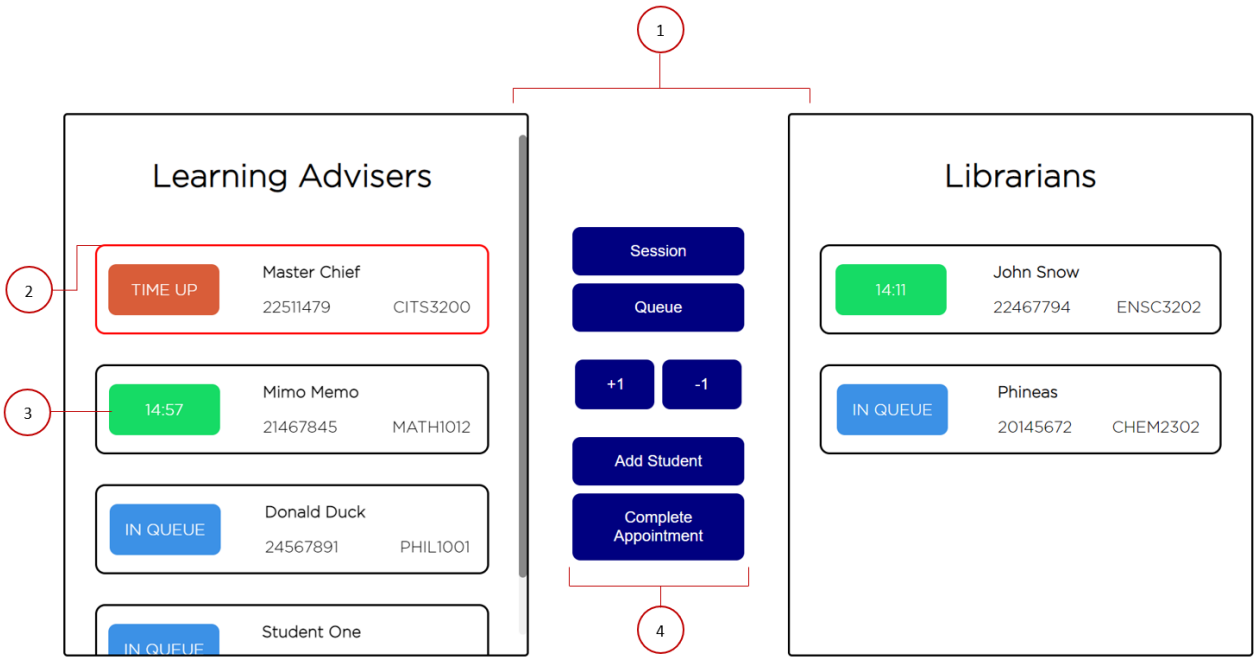
2.0 User Guide

2.1 Dashboard Page

The Dashboard page is where the queueing system mechanism will be in active. This is where users will spend the most time on this application. The following sections below are provided in the hopes to aide in the functionalities and general view of the Dashboard page.

NOTE: Please read the ***Important Notes*** section before using the application.

2.1.1 General View



1. Queues
2. Appointment – If selected, the border will change colour to red.
3. Appointment Status
4. Buttons – Manipulates the queues.

2.1.2 Functionalities

Queue

There are two queues displayed on the page. Both queues will contain several Appointments that holds information for the user to distinguish. Information displayed in the appointment are the name of the student, their student number, unit code, and its status.

The **Appointment Status** has three states: IN QUEUE, TIME UP, and displaying the time remaining once it is in session.

Buttons

NOTE: Majority of these buttons will only work once an appointment has been *selected*.

- **Session** – Changes appointment status in a green colour with a timer displayed.
- **Queue** – Changes appointment status in a blue colour with words 'IN QUEUE' displayed. User can use this if an appointment was accidentally put in session.
- **+1 or -1** – Adds or subtracts one minute of the timer for the appointment if finished appointment status change to an orange colour with words 'TIME UP' displayed.
- **Add Student** – Pops out a form to fill in the information needed from the student, and once completed it will be added into the respective queue (Learning Adviser or Librarian).
- **Complete Appointment** – The appointment will be removed from the queue as its session has finished and adds its information in the database. The appointment can also appear in the Historical View in the usage page.

Form

The form will popup once the **Add Student** button is clicked on. This is where the user can add Student details and their respective enquiries. After submission, an **Appointment** will be added in the queue with the respective details.

The following is the description of each of the input in the form.

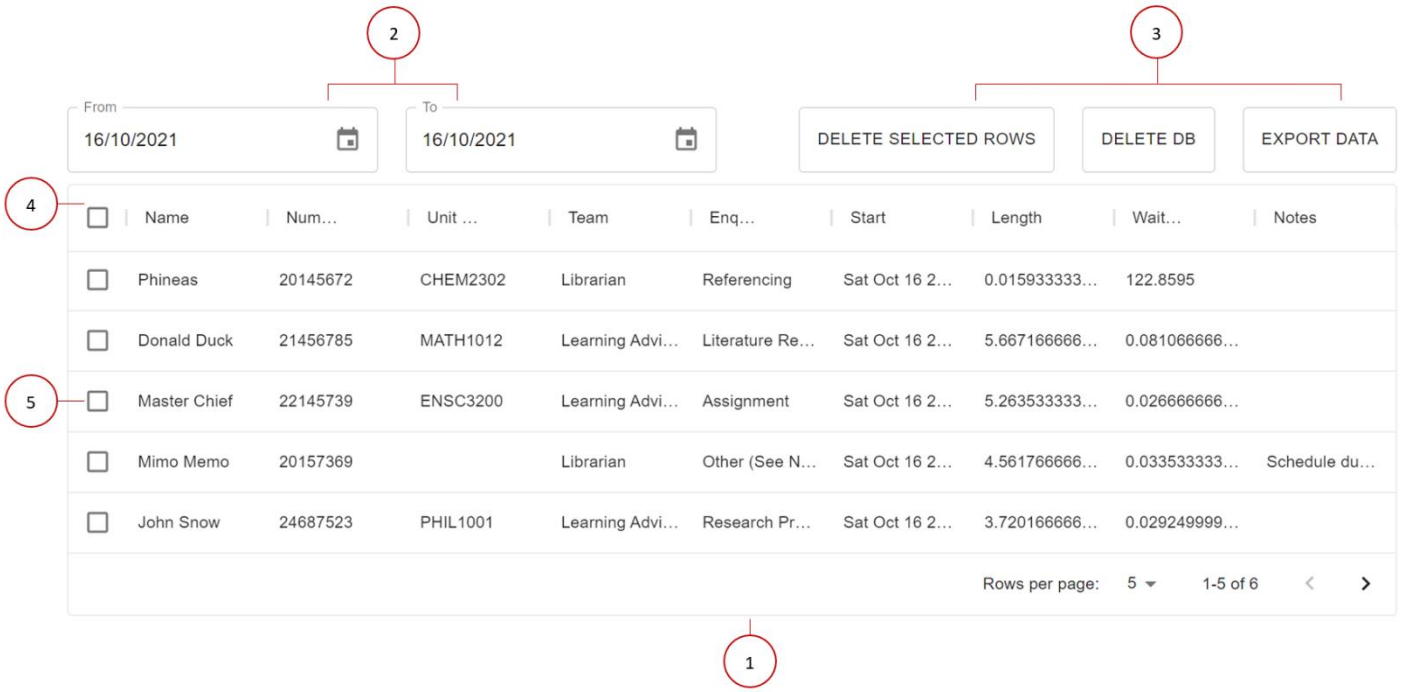
- **Name** – Student's name.
- **Student Number** – Must be 8 digits long.
- **Unit Code** – Must contain 4 letters, followed by 4 numbers. Can be left blank. Example: cits3200.
- **Team** – Has 2 options, Learning Adviser or Librarian.
- **Enquiry** – Couple of options to choose from. If the options are not listed then choose Other (See Notes) and write its description in the Notes input.
- **Notes** – Additional description. Maximum of 150 characters including space.

2.2 Usage Page

The usage page is where you can view the history of the service, and view the data stored on the machine. This is also where you can export relevant data based on the date range, delete specific data checked in the **Historical View** section, or reset the whole database (clearing it all).

NOTE: Please read the ***Important Notes*** section before using the application.

2.2.1 General View



1. Historical View – This is where the completed appointments will appear.
2. Date Ranges
3. Buttons – See functionalities for more details.
4. Data Columns
5. Appointments

Data Range Picker

Here you specify the range for which you would like to view data.

The date range is such that if you view data from 01/01/20 to 03/01/20, it will display data from any sessions that started between 12am 01/01/20, and 11:59pm on 03/01/20.

If you want to view sessions occurring on the 03/01/20, you need to have 03/01/20 as the end date.

Data Columns

These columns display the data captured by the system. Clicking on the names of the columns allows you to sort the columns in ascending or descending order, as well as specify filters for the columns. Filtering by student number is useful to see the service's usage by a particular student.

The following is the description of each of the columns in the view area.

- **Name** – The name of the student using the service.
- **Student Number** – The student number of the student using the service.

- **Unit Code** – The unit code relevant to the help session.
- **Team** – The team that the student is seeing.
- **Enquiry** - What category the enquiry type falls in to.
- **Start** – The date and time at which the session started.
- **Length** – The length of the session (in minutes).

Buttons

- **DELETE DB** – Resets the database; clears all appointments in the database currently.
- **EXPORT DATA** – Exports data in the database. Data exported will depend on the date range chosen.
- **DELETE SELECTED ROW** – Deletes rows that were checked/selected in the view area. Can select all by clicking on the topmost checkbox.

Data Navigation

By clicking the buttons at the bottom of the page, you can view multiple pages of data. You can also change the limit of rows viewed in one page. Only have the option of 5, 10 or 15 rows of data to be shown.

2.3 Important Notes

2.3.1 Appointments added into the Database

- Clicking **DELETE SELECTED ROWS** or **DELETE DB** in the usage page will permanently delete the selected rows or all data respectively. In the case of **DELETE DB** an extra popup will ask for confirmation. These operations are irreversible.

- Appointments are only added in the database once they have gone from "In Queue" to "In Session" to "Complete". If a session has been marked as "Complete" when they were previously "In Queue", they will not be recorded in the database. The Usage tab will only show appointments in the database.

- If there's any no show and would like this appointment added into the database, put the respective appointment in session, and then complete the appointment. Refer to the last point below to edit this appointment.

- Appointment info cannot be edited once it has been added to the queue or database. If edits are required, either remove the appointment in the queue by completing it (don't put it IN SESSION so it

won't be added in the database), then add the appointment again with the updated details. Or you can export the data and change the data recorded in the CSV.

- Each appointment added in the queue are unique via the student number. If another appointment has the same student number in the same queue, then the new appointment made won't be added into that queue. Eg, if Bob has the student id as 12345678, and was in the **Learning Adviser** queue, then Phil who was accidentally given the same student id as Bob can't be added in the **Learning Adviser** queue. However, if Bob wants to be in both queues, the respective appointments can be added into the respective queues.

2.3.2 Form Inputs

- Name input can contain alphabetical, comma, apostrophe, period, space, and hyphen characters.
- Student ID needs to have 8 digits of numerical values only. Eg, 12345678.
- Unit code must have 4 alphabetical characters at the start, followed by 4 numerical values. Eg, cits3200. Otherwise, it can be left blank if the students query isn't specific to a unit.
- Notes input accepts alphabetical, (), /, hyphen, space, and comma characters. It has a maximum size of 150 characters.