

ITSP300 – Deliverable 5

User manual

Cover page

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Signature of group leader	



MANIC CYCLES SYSTEM

USER MANUAL

Developed by GROUP 4 - PEACH

Contents

User manual – system name	4
Introduction	4
Getting started	4
How to install.....	4
Instructions (the body of the user manual)	5
1. Log in	5
2. Home Page	6
3. User Management	8
5. Bicycle Management.....	15
6. Stock Manager.....	19
Viewing Stock	19
Viewing Specific Items	19
Editing Items	20
Removing Items	20
Adding a New Item	21
Viewing Brands.....	22
Removing Brands	22
Adding Brands	22
Viewing Categories.....	23
Removing Categories	23
Adding Categories	23
Searching.....	24
Navigating back to Other service pages	24
7. Service Management.....	25
Service Manager Page	25
Jobcard Page.....	27
8. Log out.....	30
Glossary.....	31

User manual – system name

Introduction

The system has been designed to assist our client, Manic Cycles. The system has been developed to meet the needs of our client and as such it is made up of a service manager, stock manager, quote manager, user manager, and a bicycle information manager. Basically, stating that the system does carter to the client requirements.

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Getting started

Before the system can be used, the following aspects should be considered:

- The user will require internet access and a web browser application.
- This system has been designed to be used on a Personal Computer (i.e. a desktop device or a laptop).
- Before the user is able to access the system, the administrator must add them to the system database.
- Once the user has been registered on the system by the administrator, they will receive an email containing their login credentials.

How to install

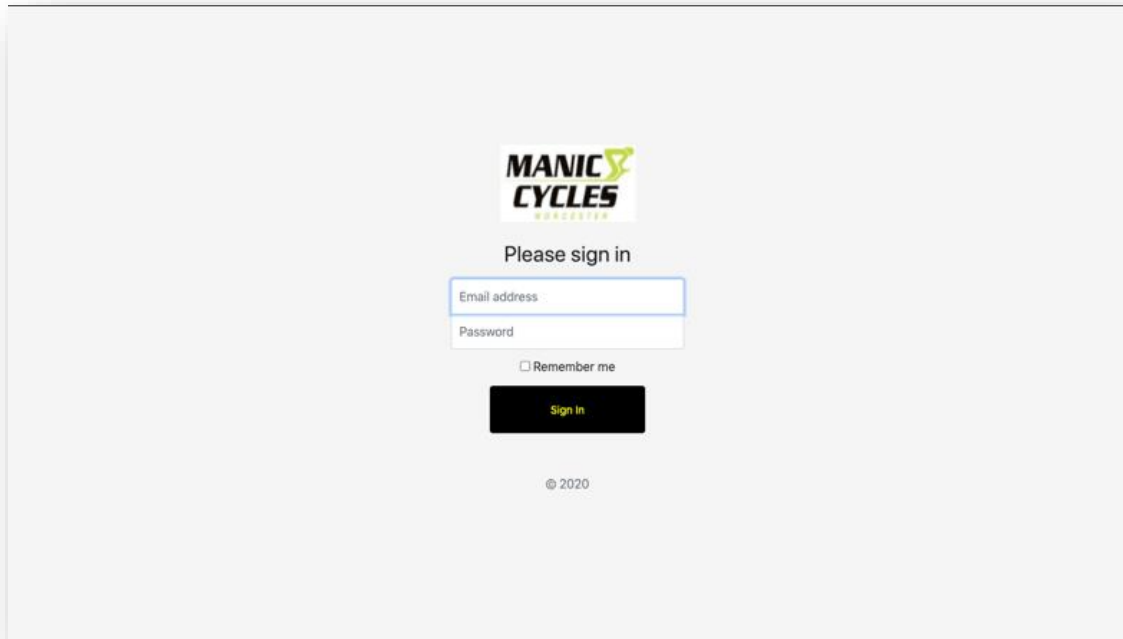
1. Make use of a web hosting service to host the web application.
2. Using a web browser application, navigate to the URL of the domain where the web application is hosted.
3. The developers will communicate the initial administrator account credentials to the owner via a secure channel so that he/she can login.
4. Once logged in the administrator should go and change his/her password.
5. The new administrator should then create accounts for all of the users who require access to the system.

Instructions (the body of the user manual)

1. Log in

Step 1: Login

- A username, email and password has been allocated to each user by the owner of the company,
- To gain access the user would have to enter the provided credentials into the relevant text areas the click the sign in button.

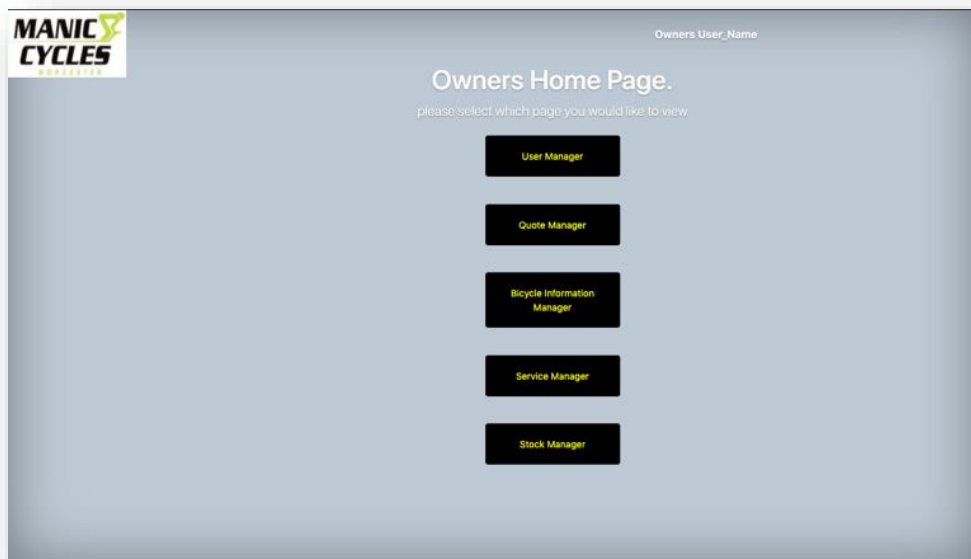
A screenshot of a web login page for 'MANIC CYCLES'. The page has a light gray background. At the top center is the 'MANIC CYCLES' logo, with 'MANIC' in black and 'CYCLES' in a bold, italicized black font, and a green stylized 'Y' to the right. Below the logo, the text 'Please sign in' is centered. Underneath this are two input fields: 'Email address' and 'Password', both with light blue borders. Below the password field is a checkbox labeled 'Remember me'. At the bottom of the form is a black rectangular button with the text 'Sign In' in yellow. At the very bottom of the page, centered, is the copyright notice '© 2020'.

2. Home Page

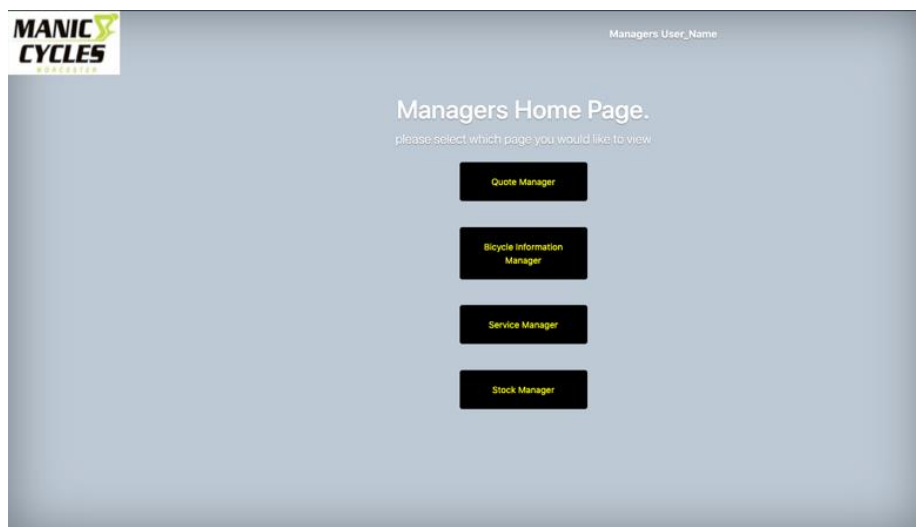
Step 2: Home Screen

Depending on the users credentials each user will only be allowed to view certain pages of the systems.

For Example the Owner has full access thus they are able to view all the available pages of the systems the Home page for owner would look like this:



- Because the only is the only person that is able add and remove users from the system, the option for the user manager screen is only visible on Owners home screen the Home page for the manager would look like this:



- The manager is able to view all of the manager pages that are part of the systems

The Mechanic however will be directed directly to the service manager page as this is the only page they have access to.

3. User Management

Within the manic cycles system there are three types of users with different levels of authorization namely administrators (full access), managers (full access minus the ability to manage other users) and mechanics (very limited access). The owner must be provided with an interface to manage these users in the event of changes to staff. To provide this functionality, we've developed a User Management sub-system which only the administrator has access to.

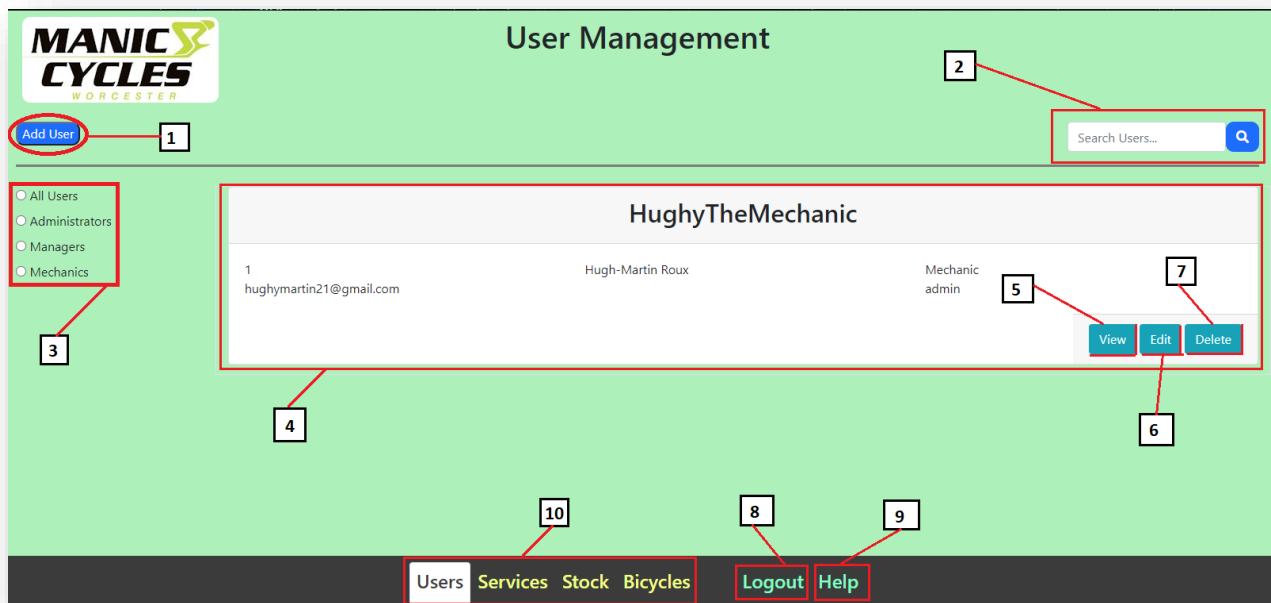


Figure 1: Main page for the User Management sub-system

Components of the main page for User Management:

1. **Add User Button:** This allows the administrator to add a new user to the system.
2. **Search bar:** Allows for the administrator to search for a specific user.
3. **Filter:** This feature allows the administrator to only see certain groups of users.
4. **User Information card:** This small window shows all the information of a given user.
5. **View User Button:** This allows the administrator to be taken to a page to view the information of a specific user.
6. **Edit User Button:** Allows the administrator to update user information.
7. **Delete User Button:** Used when the administrator wishes to delete a user's account.
8. **Logout Button:** Allows the user currently logged in to terminate his/her session.
9. **Help Button:** Allows the user to access the help page in the event that said user gets stuck or wants more information on a given feature.
10. **Navigation bar:** The user can use this bar to navigate to the other sub-systems that make up the Manic Cycles system.

Adding a New User

In the event of new staff members joining the organization, the administrator needs to be able to give them the access to the system that they need in order to do their job. This can be done by pressing the [Add User button](#) on the User Management home page.

MANIC CYCLES

Add User

☐ All Users
☐ Administrators
☐ Managers
☐ Mechanics

No Users found

First Name
 Hugh-Martin

Last Name
 Roux

Username
 HughyTheMechanic

Email Address
 hughymartin21@gmail.com

Note! The User type defines what level of access the user that is being created will have.

- Administrator:** Administrators have full access to the system including the ability to manage other users.
- Manager:** A Manager has the same level of access as an administrator but is not authorized to manage other users.
- Mechanic:** A Mechanic ONLY has access to the service management system.

User Type
 Mechanic

Password

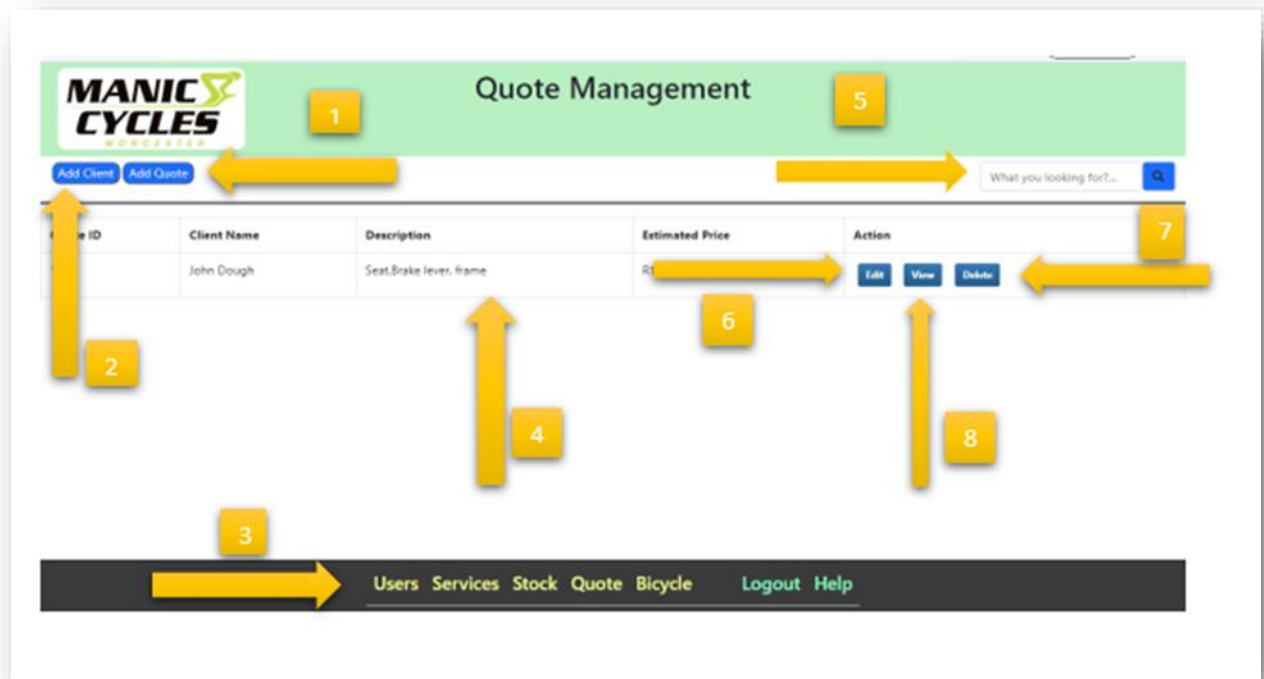
Confirm Password

Add User **Cancel**

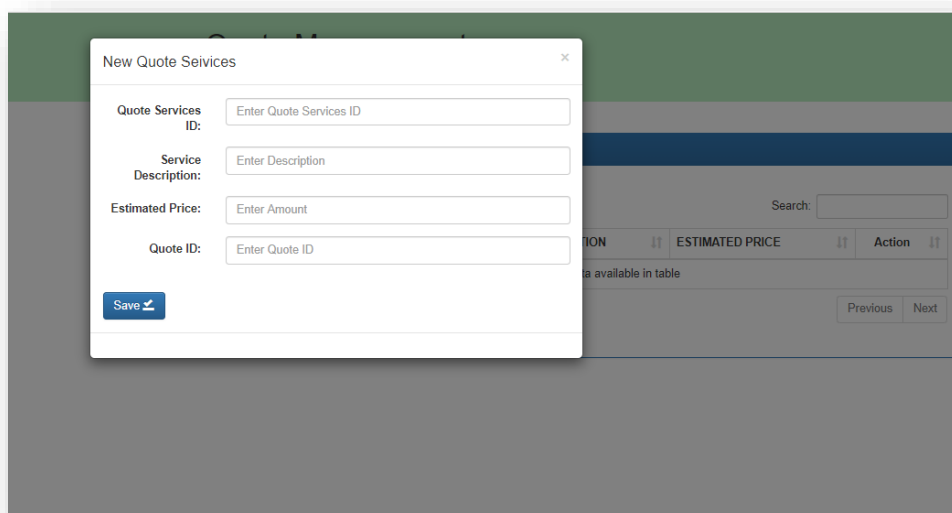
Figure 2: Form to add a new user

All fields in the resulting form are required. The administrator must also be careful to ensure that the correct user type is chosen so that the new user will receive the correct access. Once the administrator is satisfied with the information, they can simply click the Add User button on the bottom of the form and the new user's information will be added to the system which they can use to access the system.

4. QUOTE MANAGEMENT



1. The quote home page, this is where the manager or owner can fill-in a form for the quote services. By clicking on the “Add Quote” button it automatically pop-up a form to enter the provided identifications into the input text area then save by clicking the “Save” button

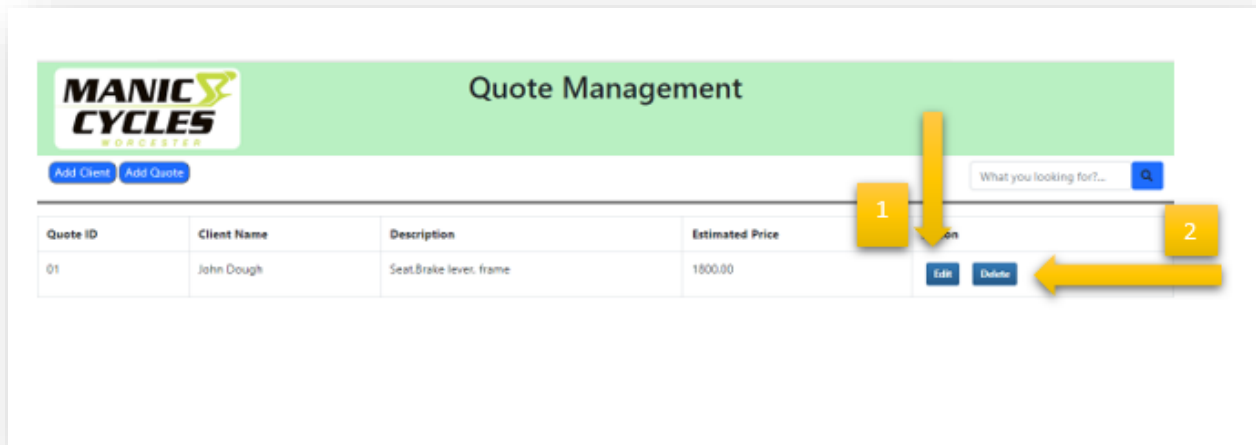


2. The owner/manager can add client by clicking on the “Add Client” button and the form will automatically pop-up to enter the provided records into the input text area then click the “Save” button

The image shows a web application interface with a modal form titled "Add Client". The form contains a system message at the top: "System: Default Username and Password is your firstname_lastname". Below this, there are seven input fields with labels: "First Name:", "Last Name:", "Phone Number:", "Email Address:", "Client Weight:", "Event:", and "Race Number:". Each field has a placeholder text "Enter [field name]". At the bottom of the form is a blue "Save" button with a checkmark icon. The background is a blurred view of a quote management page, showing a table with columns like "ESTIMATED PRICE" and "Action", and a search bar at the top.

3. The navigation bar located at the bottom of the quote management page. The owner/manager can navigate to other system pages
4. The list of relative data for any quote services is shown on the quote management page. The table will indicate the quote details.
5. The owner or manager can search for a certain quote services by entering the quote ID into the search text area and clicking the “search” button
6. The owner/manager can edit any quote from the list table by clicking on the “Edit” button within the table under the action column
7. The owner/manager can delete any quote from the list table by clicking on the “Delete” within the table under the action column
8. The owner/manager can view any quote from the list table by clicking on the “View” button within the table under the action column

Quote management – Edit, and Delete operation



1. Quote Management – Edit

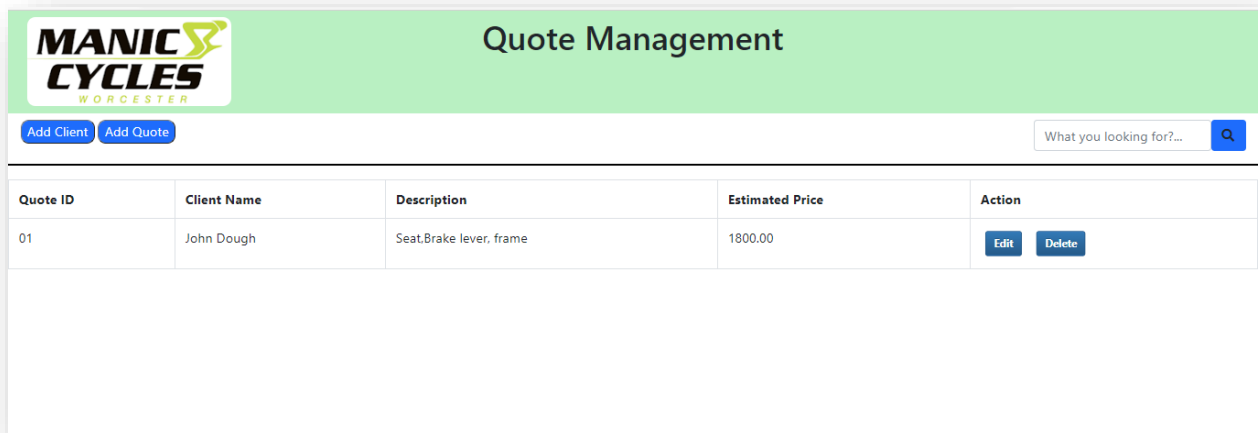
The owner/manager can edit a quote, shortly after clicking the “Edit” button

The 'Update Quote' form contains the following fields:

- Quote ID:** 01
- Client Name.:** John Dough
- Description.:** Seat, brake lever, frame
- Amount:** 1800.00

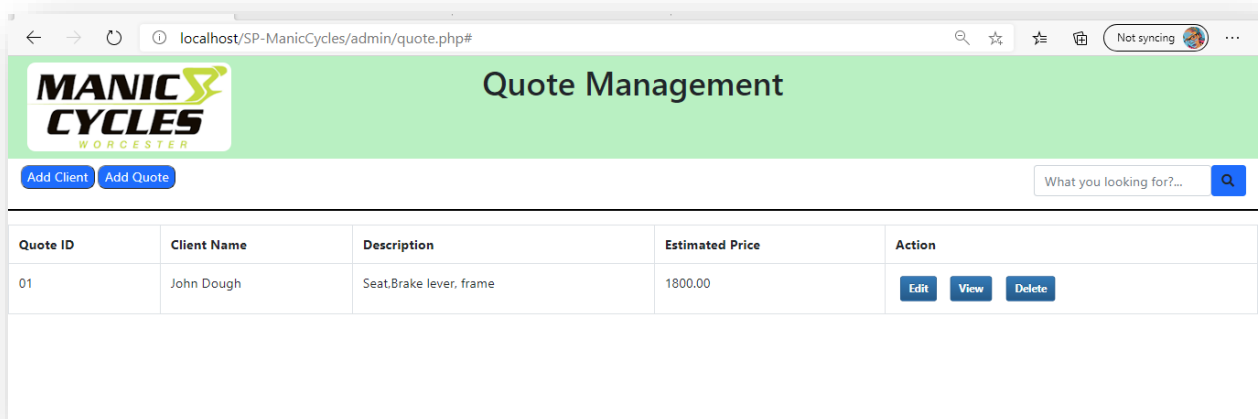
A 'Save' button with a checkmark icon is located at the bottom of the form.

Once, the quote services form has been updated, the database will change the information that has been updated.

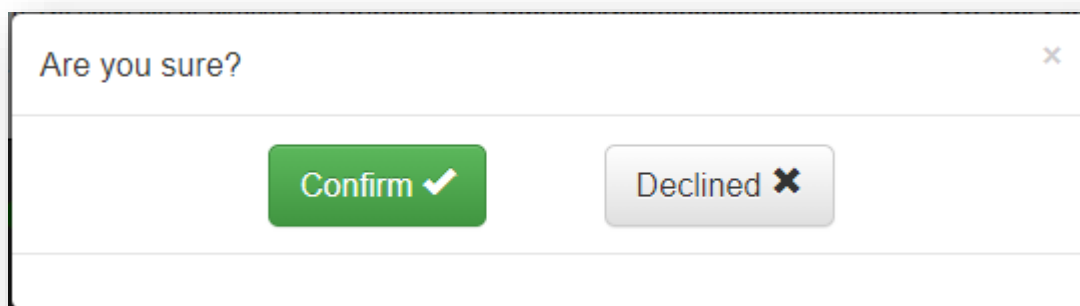


2. Quote Management – Delete

The owner/manager can delete any quote services by clicking “Delete” button



The owner/manager will receive a message, requesting to confirm or decline the operation




When the owner/manager click on the “Confirm” button, all the information will be deleted from the table as well as in the database



Quote Management

[Add Client](#) [Add Quote](#)



Quote ID	Client Name	Description	Estimated Price	Action
				Edit Delete

5. Bicycle Management

The ability to manage bicycles is critical to the Manic Cycles system. The entire system is created around bicycles. Bicycles also have a lot of information that relate to them as well as to their owners. To address the management needs of this crucial business aspect, we've developed an entire sub system to deal with the issue of bicycle management.

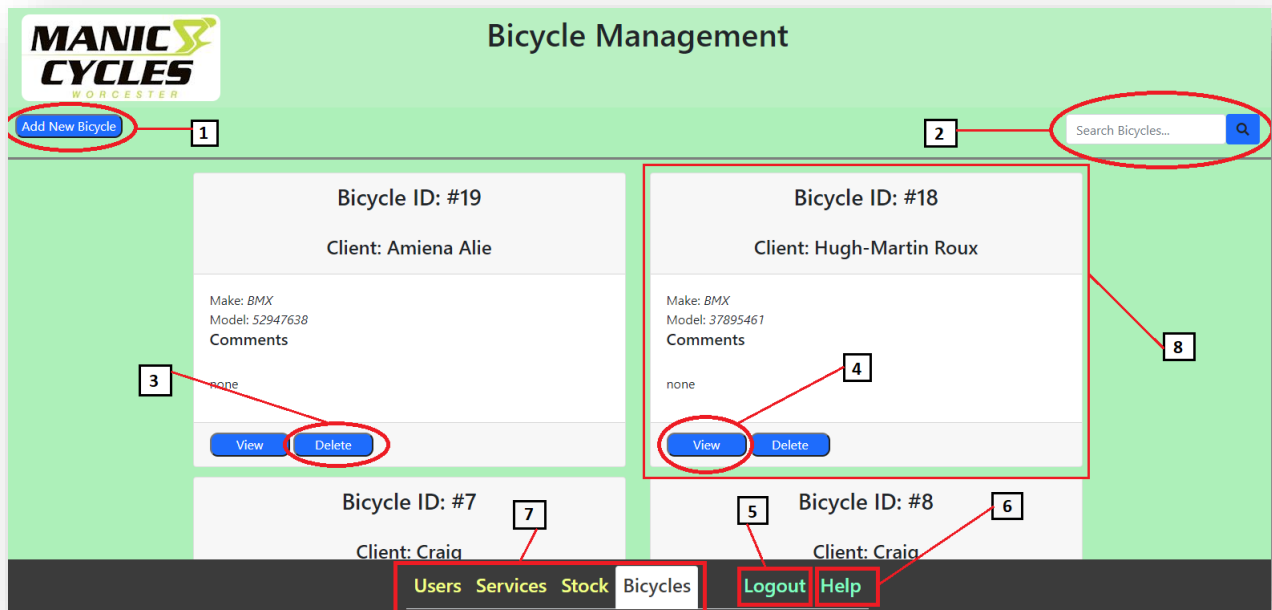


Figure 3: The Main page of the Bicycle Management sub-system

The Components of the main page of the Bicycle Management sub-system that is illustrated in Fig. 1 are as follows:

1. **Add New Bicycle Button:** This button can be used to bring up a form that will allow the user to add a new bicycle to the system.
2. **Search bar:** The search bar can be used to look up a bicycle or a group of bicycles by using criteria like a client name, bicycle ID and more.
3. **Delete Bicycle Button:** This button will allow the user to delete the bicycle in question. Upon clicking this button, all information that is currently stored for that bicycle will be erased from the system database.
4. **View Bicycle Button:** This button will bring up another page that will allow the user to view and edit bicycle related information.
5. **Logout Button:** When the user has completed their tasks on the system, they can use this button to terminate their session. More information can be found on the logout button **here**.
6. **Help Button:** If the user gets confused or stuck in any way, the help button can be used to view the user manual for the system.
7. **Navigation bar:** The user can use this bar to navigate to the other sub-systems that make up the Manic Cycles system.
8. **Bicycle Information Card:** This small window shows a summary of information regarding a specific bicycle and also allows the user to perform further actions with a particular bicycle.

Adding a New Bicycle

When the “Add new Bicycle” button is pressed, a form will pop up that the user can use to enter information regarding a bicycle that has not yet been added to the system.

The screenshot shows a web application interface for 'MANIC CYCLES' with a table of bicycles. An 'Add New Bicycle' button is visible in the top left. A modal form titled 'Add Bicycle' is open in the center. The form is divided into two sections: 'Client Information' and 'Bicycle Information'. The 'Client Information' section includes fields for 'Full Name *', 'Event', 'Contact Number *', 'Race Number', 'Email Address *', and 'Client Weight'. The 'Bicycle Information' section includes fields for 'Make', 'Model', and 'Comments'. At the bottom of the form are 'Add Bicycle' and 'Cancel' buttons. The background table shows bicycle entries with columns for 'Bicycle ID', 'Client', 'Make', 'Model', and 'Comments'.

Figure 4: Add new Bicycle form

The form will request that the user enter client and bicycle information. Information that is required is marked with a “*” to indicate to the user its importance. The form will not allow the user to add a bicycle without this information. If the user wishes to add further information such as wheelset, frame and other details to the bicycle they will have to do so after the bicycle has been created. Information on managing bicycle information can be found [here](#).

If all the criteria of the form are met and the user presses the “Add Bicycle” button, the information will be added to the system database and the user will be alerted of the successful completion of the process. If the user wishes to cancel the process of adding a new bicycle while the form is open, he or she need only click the “Cancel” button, the X on the top right corner of the form, or click anywhere on the page outside of the form.

Viewing and Editing Bicycle Information

If the user wishes to view more information relating to a particular bicycle, they need only click the *View* button of the bicycle in question. This will redirect the user to a page from which they can view more information of the bicycle and also proceed to editing any of the data fields that are shown.

MANIC CYCLES
WORCESTER

Bicycle Management

#18
Hugh-Martin Roux

Bicycle Information

Component

Make

Model

Comments

[Edit Bicycle Info](#)

Frame Information

[Users](#) [Services](#) [Stock](#) [Bicycles](#) [Logout](#) [Help](#)

Figure 5: View Specific Information regarding a bicycle

If a bicycle is being viewed for the first time, additional information regarding the bicycle frame, suspension, wheel set, drive train, breaks and other information will by default be empty and will require the user to edit these fields if they wish to do so. If information regarding a bicycle has changed, this page will also allow for the user to edit or update existing information. This is done by pressing the *Edit Bicycle Info* button.

MANIC CYCLES WORCESTER

Bicycle Management

#18
Hugh-Martin Roux

Bicycle Information

Component

Make

Model

Comments

[Edit Bicycle Info](#) [Save](#)

Frame Information

[Users](#) [Services](#) [Stock](#) [Bicycles](#) [Logout](#) [Help](#)

Figure 6: Editing client bicycle information

Upon clicking the *Edit Bicycle Info* button, all of the fields will now be editable and the user can change the data where they wish. Once the user is satisfied, they can press the save button which will update the database.

Information relating to the bicycle's frame, suspension, wheel set, drive train, brakes and other information can be edited in the same way.

Deleting a Bicycle from The System

If the user presses the [Delete button](#) on a bicycle on the main page of the Bicycle management sub-system, all information related to that client will be permanently deleted. This data will not be recoverable and thus a prompt will ensure that the user is intentionally trying to delete the information regarding a bicycle.

6. Stock Manager


Viewing Stock

The Home page of the stock management system is also the View Stock Page. This page allows the user to view all products currently stored on the database.

View Stock Add Stock Item Brand Management					
Manic Cycles Stock Management					
Sort		What are you looking for?			
Stock ID	Stock Name	Cost Price	Sell Price	Stock Count	Stock Brand
1	Gooz Push Bike	550.00	750.00	10	Avalanche
2	Local 20 Rear Light	100.00	200.00	15	BlackBurn
3	GT Bib Short	1578.99	2999.99	10	Assos M

Viewing Specific Items

Each item on this page has their own page of details. To view this item's page, the user must click on the **"View"** button on the right side of the item.

Stock ID	Stock Name	Cost Price	Sell Price	Stock Count	Stock Brand	Stock Category		
1	Gooz Push Bike	550.00	750.00	10	Avalanche	1		View Remove
2	Local 20 Rear Light	100.00	200.00	15	BlackBurn	3		View Remove

In the item page the user can choose to edit the details of a product if the details are not correct or do not fit the requirements.

Editing Items

Gooz Push Bike

Description:
Avalanche Gooz pushbike for boys Frame: Steel Fork: Steel Gears: Pushbike Brakes: N/A Wheels: Plastic Colour: Black / Lime


Brand: Avalanche

Cost Price: 550.00

Sell Price: 750.00

Stock Available: 10

Edit
Remove




In the edit screen, the user is able to input new information and replace old details. Once they are happy with their edit, they can click the **“Complete Edit”** button to complete the change of information.

Edit Stock Item

Stock Brand

Stock Category


Complete Edit



Removing Items

If the user would like to remove an item completely from the database, they are able to do so from the **View Stock** page or from the item's page. To view an item page, return to the instructions above.

1	Gooz Push Bike	550.00	750.00	10	Avalanche	1	View	Remove
---	----------------	--------	--------	----	-----------	---	-------------------	---------------------



OR

Gooz Push Bike

Description:

Avalanche Gooz pushbike for boys Frame: Steel Fork: Steel Gears: Pushbike Brakes: N/A Wheels: Plastic Colour: Black / Lime

Brand: Avalanche

Cost Price: 550.00


Sell Price: 750.00

Stock Available: 10

[Edit](#)[Remove](#) 

Adding a New Item

To add a new item, the user must navigate to the “**Add Stock Item**” Page which can be found on the top navigation bar.

[View Stock](#)[Add Stock Item](#) [Brand Management](#)[Category Management](#)

Here they are able to input details for a new item to be inserted into the database, and from thereafter can be viewed in the “**View Stock**” Page.

Add New Stock Item

Enter Stock Name Enter Stock Cost Price Enter Stock Sell Price

Stock Brand Stock Category Enter Stock Count

Enter Stock Description

Annotations:

- How much it will sell for in your store (points to Enter Stock Sell Price)
- The name of the item (points to Enter Stock Name)
- Select the brand the item belongs in (points to Stock Brand dropdown)
- The original cost of the item (points to Enter Stock Cost Price)
- Select the category the item belongs in (points to Stock Category dropdown)
- Enter the item's descriptions (points to Enter Stock Description)
- How much of the item is available (points to Enter Stock Count)
- Once you have entered everything, click this button (points to Add New Item)

Viewing Brands

To view the different brands in the system, the user must navigate to the “**Brand management**” page which can be found in the navigation bar.



Removing Brands

To remove any unwanted brands, simply click the “**Remove**” button next to the brand you want to remove.

Stock Brands

Brand ID	Brand Name	
1	Avalanche	<input type="button" value="Remove"/>
2	BlackBurn	<input type="button" value="Remove"/>
3	Assos Mille	<input type="button" value="Remove"/>
4	Indola Enduro	<input type="button" value="Remove"/>

Add New Brand

Enter Brand Name

Annotation: A red arrow points to the 'Remove' button for the first brand (Avalanche).

Adding Brands

To add a new brand, enter a name into the given field, and click the “**Add**” button.

Stock Brands

Brand ID	Brand Name	
1	Avalanche	<button>Remove</button>
2	BlackBurn	<button>Remove</button>
3	Assos Mille	<button>Remove</button>
4	Indola Enduro	<button>Remove</button>

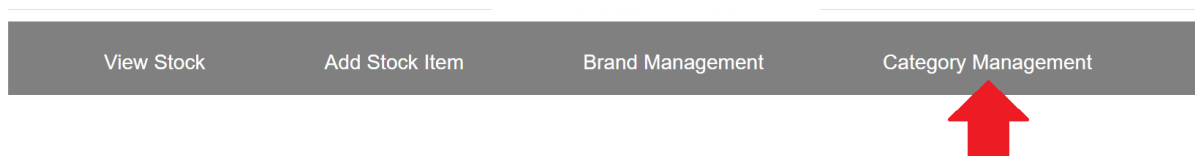
Add New Brand

Enter brand name here

Click button when finished

Viewing Categories

To view categories in the system, navigate to the “**Category Management**” page in the navigation bar.



Removing Categories

To remove any unwanted categories, click the “**Remove**” button next to the brand you want to remove.

Stock Categories

Category ID	Category Name	
1	Bicycles	<button>Remove</button>
2	Clothing	<button>Remove</button>
6	Accessories	<button>Remove</button>

Add New Category

A red arrow points to the 'Remove' button next to 'Bicycles'.

Adding Categories

To add a new category, enter a name into the given field, and click the “**Add**” button.

Stock Categories

Category ID	Category Name	
1	Bicycles	<button>Remove</button>
2	Clothing	<button>Remove</button>
6	Accessories	<button>Remove</button>

Add New Category

Enter name of new category

Click this button when finished

Searching

To search for a specific item in the database, the “**View Stock**” page has a search bar that will search for the user’s inputted word.

Manic Cycles Stock Management

Enter search term

press search button

Sorting

To sort through the database by brand, category, etc, click the type of sorting you want to use, and then click sort.

Manic Cycles Stock

Select Sort Type ▼

Navigating back to Other service pages

All other service page links will be found at the bottom of every page in the stock management side.

[Users](#)
[Services](#)
[Stock](#)
[Bicycles](#)
[Logout](#)
[Help](#)

7. Service Management

Service Manager Page

The following section describes the functionality that will be available to a manager/owner on the service manager page after successfully logging into the system:

The screenshot shows the 'Service Manager' interface for 'MANIC CYCLES WORCESTER'. It includes a filter section, a search bar, a 'Create Jobcard' button, and a detailed view of a jobcard for Charles Mingus. The jobcard details include client information, date, mechanic, status, and invoice number. A navigation bar at the bottom contains links for Users, Services, Stock, Bicycles, Quote, Logout, and Help.

1 Filter Jobcards:

- ☐ No Filter
- ☒ Unseen Updates
- ☐ Completed
- ☐ In Progress

2 Search for Jobcard by number.... **Search**

3 Create Jobcard

4 Changes: **Unseen updates related to this jobcard have been made**

Client Name:	Charles Mingus	Date:	2020-09-07
Telephone Number:	012 9638524	Mechanic:	Mike Ike
Email:	minguscharles@gmail.com	Status:	In Progress
Job Number:	101	Invoice Number:	102

5 View Jobcard

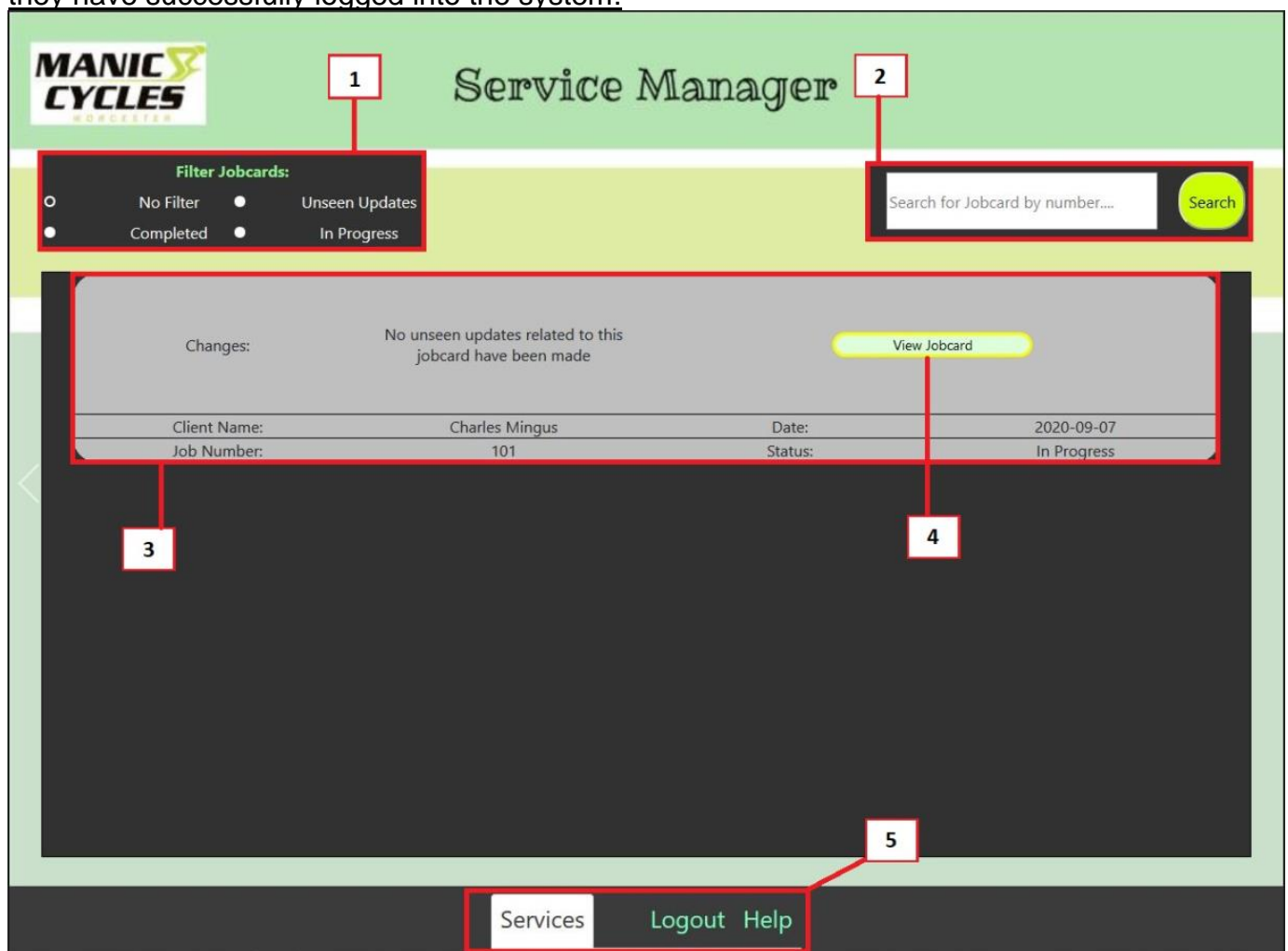
6 Delete Jobcard

7 Users Services Stock Bicycles Quote Logout Help

1. A manager/owner can filter the list of job cards by using the list of filters made available to them.
2. A manager/owner can search for a specific job card by entering the card's number into the search area and clicking the "Search" button.
3. A manager/owner can create a new job card by clicking on the "Create Jobcard" button.
4. A list of information relative to each job card is provided on the Service Manager page. This information includes the customer's details, the status of the card (which could be "Completed" or "In Progress"), the date the card was created etc. The manager/owner is also able to see whether the mechanic assigned to the card has made changes to the card (which could have been caused by having posting to the card or having updated the status of a task associated to the card) that have yet to be seen by a manager/owner.

5. A specific job card can be navigated to by clicking on the “View Jobcard” button associated to the card.
6. A manager/owner can also delete any job card from the list by clicking on the card’s “Delete Jobcard” button.
7. A navigation bar located at the bottom of the page can be utilised by the manager/owner in order to navigate to other system facilities, access a help page or through which they can logout.

The following section describes the functionality that will be available to a mechanic once they have successfully logged into the system:



1. A mechanic can filter the list of job cards by using the list of filters made available to them.
2. A mechanic can search for a specific job card by entering the card’s number into the search area and clicking the “Search” button
3. A list of information relative to each job card is provided on the Service Manager page which includes the customer’s full name, the status of the card (which could be “Completed” or “In Progress”), the date the card was created etc. The mechanic can also see whether a managerial user has made changes to the card

(which could have been caused by having posting to the card, having changed the card's information or having altered the list of tasks associated to the card) that have yet to be seen by them.

4. A specific job card can be navigated to by clicking on the "View Jobcard" button associated to the card.
5. A navigation bar located at the bottom of the page can be utilised by the mechanic to refresh the Service Manager page, access the help page or with which they can logout.

Jobcard Page

The following section describes the functionality that will be available to a manager/owner on the job card page:

The screenshot shows the 'Jobcard' page for MANIC CYCLES WORCESTER. The page is divided into several sections:

- Header:** Includes the MANIC CYCLES logo (1), the title 'Jobcard', and a 'PDF' button (2).
- Client Information Table:** A table containing details for Charles Mingus, including telephone number, email, job number, quote number, invoice number, admin, and bike details. A scrollbar is visible on the right side of this table.
- Task 1 Section:** Displays details for 'tire replacement' with a quantity of 2. It includes cost breakdowns (R 100.00 to customer, R 50.00 to mechanic) and buttons for 'Edit Task Information' (4) and 'Delete Task' (5).
- Task 2 Section:** A form for adding a new task, with fields for 'tire replacement', quantity (2), cost to customer (100.00), mechanic compensation (50.00), and code (101). It includes 'Update Task Information' and 'Cancel' buttons.
- Footer:** A navigation bar with links for 'Users', 'Services', 'Stock', 'Bicycles', 'Quote', 'Logout', and 'Help' (7).
- Additional Elements:** A 'Create New Task' button (6) and a 'New Post Content....' text area with a 'Post' button (3).

1. The manager/owner will be shown information pertaining to the specific card they have selected from the Service Manager page. When necessary they will be able to make changes to this information by using the scrollbar associated to the information section and clicking the "Edit Jobcard Information" button shown beneath:

The screenshot shows a web interface for a bike repair shop. At the top is a green header with the 'LYLES WORCESTER' logo. Below this is a yellow box containing the following information:

- Admin:** Admin Adam
- Booked By:** Michael Macho
- Bike Detail:** 26ER Small Schwinn MTB - Lockout Fork - Hydraulic disk brakes - punctured front tire

In the center of the yellow box is a green button with the text 'Edit Jobcard Information'. A red arrow points to this button. Below the yellow box, a section titled 'Task 1' is visible, indicating the start of a task list.

2. The manager/owner is also able to view the card's information along with the information pertaining to its associated tasks in a fashion fit for printing.
3. Each job card also has a forum area with which the manager/owner will be able to communicate with the mechanic the card has been issued to.
4. Each job card will have a series of tasks associated to it that describe the work the assigned mechanic is expected to perform. Once a task has been created this information can be altered by a manager/owner. After clicking on the "Edit Task Information" button a series of forms will appear where the task's information was previously listed (as displayed in the image taken after Task 2's "Edit Task Information" button was pressed). Once the required information has been entered the manager/owner will be able to submit the alteration by clicking on the "Update Task Information" button. Alternatively, they will be able to cancel the update by clicking on the "Cancel" button.
5. A manager/owner can delete a task relating to a job card by clicking on the "Delete Task" button associated to it.
6. When necessary a manager/owner will be able to create a new task associated to the job card by clicking on the "Create New Task" button.
7. A navigation bar located at the bottom of the page can be utilised by the manager/owner in order to navigate to other system facilities, access a help page or with which they are able to logout.

The following section describes the functionality that will be available to a mechanic on the job card page:

MANIC CYCLES **Jobcard**

1

Client Name:	Charles Mingus	Date:	2020-09-07
Mechanic:	Mike Ike	Status:	In Progress
Job Number:	101	Admin:	Admin Adam
Booked By:	Michael Macho		
Bike Detail:	26ER Small Schwinn MTB - Lockout Fork - Hydraulic disk brakes - punctured front tire		

Task 1			
Stock Used / Labour Charge:	tire replacement	Quantity:	2
Mechanic Compensation:	R 50.00	Subtotal:	R100.00
Code:	101	Status:	In Progress
Toggle Completion Status			

2

3

New Post Content....

Post

4

Services Logout Help

1. The mechanic will be shown information pertaining to the specific job card they have selected from the Service Manager page.
2. Each job card will have a series of tasks associated to it that describe the work the assigned mechanic is expected to perform. Once they have completed a task, they can change the task's status to "Completed" by using the "Toggle Completion Status" button.
3. Each job card also has a forum area with which the mechanic will be able to communicate with Manic Cycle's managerial staff. This feature can be utilised whenever a mechanic feels the need to give feedback on their progress or in cases where they wish for alterations to be made to the tasks they have been assigned.
4. A navigation bar located at the bottom of the page can be utilised by the mechanic to navigate back to the Service Manager page, access the help page or with which they would be able to logout.

8. Log out

Once the user has finished using the system, it is advised that they log out by pressing the logout button in the navigation bar. When this is pressed, a prompt will appear as follows:

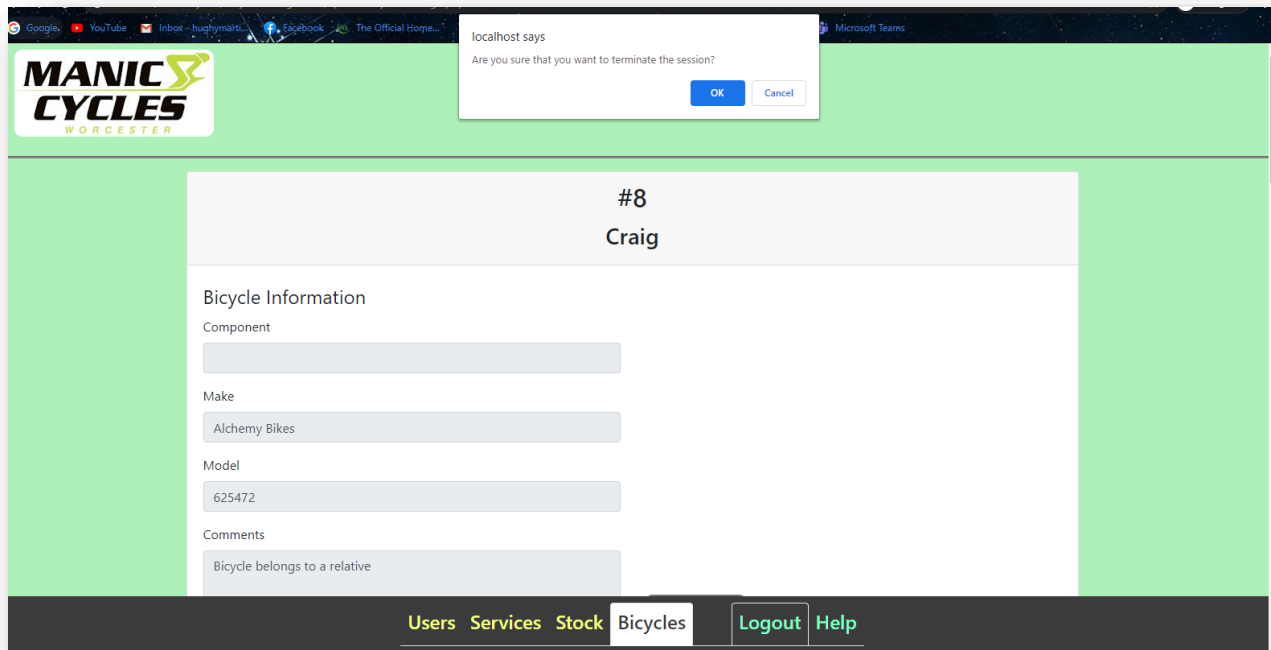


Figure 7: Logout prompt

If the user then presses **OK** their session will be terminated and they will be redirected to the login page.

Glossary

- *Customer*: Person buying goods or services without interacting with the system at any point in time.
- *User*: Refers to the staff members that directly access the system.
- *Jobcard*: A sheet that outlines all of the tasks that a mechanic is required to perform on a given bicycle.
- *Task*: A specific chore that needs to be completed on a given bicycle.
- *Invoice*: An external sheet created manually and given to the client indicating the work that was done and the price that is due.
- *Quote*: A sheet indicating the estimated costs of a service to be delivered to the client.
- *Domain*: An Internet domain is a collection of data describing a self-contained administrative and technical unit on the Internet,
- *User Credentials*: The username and email that a user can use to login and access the system.
- *User Manager*: A sub-system that an administrator can use to manage the users of a system.
- *Stock Manager*: A sub-system that allows a manager or administrator to manage the stock in the store located in Worcester.
- *Service Manager*: A sub-system that all users interface with when managing services (jobcards and their associated tasks).
- *Quote Manager*: A sub-system that allows for the management of quotes by the administrator or manager.
- *Bicycle Information Manager*: A sub-system that allows for the management of bicycle information by the administrator or manager.