

E-Commerce Platform User Manual

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Getting Started

System Requirements:

- Browser: Chrome, Firefox, Safari, or Edge (latest versions)
- Internet Connection: Required for all features
- JavaScript: Must be enabled

Accessing the Platform:

1. Open your web browser
 2. Navigate to: <http://localhost:3000> (development) or your deployed URL
 3. The homepage will display featured products
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User Registration & Login

Creating a New Account:

1. Click "Register" in the top navigation
2. Fill out the registration form:
 - Username (3-50 characters)
 - Email address (valid email required)
 - Password (minimum 6 characters)
3. Click "Register" button

4. Success: You'll be automatically logged in

Logging In:

1. Click "Login" in the top navigation
2. Enter your credentials:
 - Email address
 - Password
3. Click "Login" button
4. Success: You'll be redirected to the homepage

User Profile:

- User avatar in the top-right corner
 - Dropdown menu with account options:
 - Account Info (username, status, role)
 - My Orders
 - Logout
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Browsing Products

Homepage Features:

- Product Grid: displays featured products in card format, showing image, name, description, price, stock
- Search & Filter:
 - Search Bar: type product name, description, or category
 - Category Filter: select from dropdown
 - Clear Filters: reset all filters

Product Details:

- Click any product card to view details
 - Details include: large image, full description, price, stock, specifications, shipping & return info
 - Navigation: Back button and breadcrumb
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Shopping Cart

Adding Items to Cart:

- From Product Grid: click "Add to Cart", quantity defaults to 1

- From Product Details: adjust quantity, click "Add to Cart", confirmation appears

Managing Your Cart:

- Access cart via cart icon in sidebar
 - Features: view items, update quantities, remove items, view total, clear entire cart
 - Cart Persistence: saved across sessions until removed or purchased
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Checkout Process

Step 1: Review Cart

- Navigate to Cart page
- Review items and quantities
- Update if needed
- Click "Proceed to Checkout"

Step 2: Shipping Information

- Enter shipping address: street, city, state, zip, special instructions
- Review order summary
- Click "Proceed to Payment"

Step 3: Payment

- Select payment method: Credit Card, PayPal, Debit Card
- For Credit Card: card number, expiry, CVV, cardholder name
- Review order details
- Click "Pay \$XX.XX"

Step 4: Confirmation

- Confirmation popup appears
 - Confirm or cancel
 - Success message shows order confirmation
 - Automatic redirect to Orders page
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Order Management

Viewing Your Orders:

- Click "My Orders" in user dropdown or orders icon in sidebar
- Displays: Order ID, date, status, total amount, shipping address, item details

Order Status Meanings:

- Pending: Order received, awaiting processing
- Processing: Order being prepared
- Shipped: Order dispatched, tracking available
- Delivered: Order delivered
- Cancelled: Order cancelled by user or admin

Order Actions:

- View Details: see full order info
 - Cancel Order: only Pending/Processing orders
 - Return Order: only Delivered orders
 - Cancelling: click "Cancel Order", confirm, status updates, refund processed
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Admin Features

Accessing Admin Panel:

- Admin users only, "Admin Panel" appears in sidebar

Product Management:

- Add New Products: fill name, description, price, category, stock, image URL, click "Add Product"
- Manage Products: view all, edit, update stock, delete with confirmation

Order Management:

- Admin view: see all orders, filter by status/date, update status, view customer details
 - Status Updates: select order, choose new status, click "Update Status", automatic notification
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Troubleshooting

Common Issues:

Login Problems:

- Check email/password
- Ensure account exists
- Clear browser cache

Cart Issues:

- Refresh page

- Check internet
- Ensure logged in

Payment Problems:

- Verify card details
- Check funds
- Try another payment
- Contact support

Product Search:

- Check spelling
- Use broader search
- Use category filter
- Clear filters

Browser Compatibility:

- Chrome 90+, Firefox 88+, Safari 14+, Edge 90+
- Update browser, clear cache, disable extensions, try private mode

Performance Tips:

- Stable internet
- Close unnecessary tabs
- Clear cache
- Update browser

Getting Help

Contact Support:

- Email: support@ecommerce-platform.com
- Response: within 24 hours, Mon-Fri 9 AM - 6 PM

Support Request Tips:

- Describe issue
- Steps to reproduce
- Browser/version
- Screenshots
- Account email

Self-Help:

- [FAQ Section](#)
 - [Video Tutorials](#)
 - [Community Forum](#)
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Tips for Best Experience

Shopping Tips:

- [Create account](#)
- [Add items early](#)
- [Check product details](#)
- [Review shipping address](#)

Security Tips:

- [Strong passwords](#)
- [Log out on shared computers](#)
- [Keep payment info secure](#)
- [Report suspicious activity](#)

Mobile Usage:

- [Responsive design](#)
 - [Touch-friendly navigation](#)
 - [Optimized images](#)
 - [Same features as desktop](#)
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