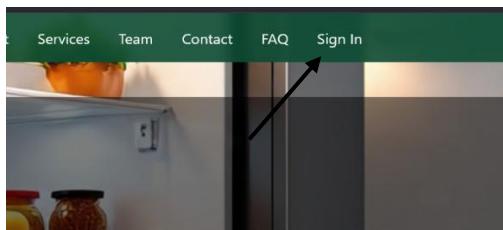


CUSTOMER GUIDE

Step 1: Accessing the Login Page

Before registering as a new customer, you need to know where to find the login section of the system.

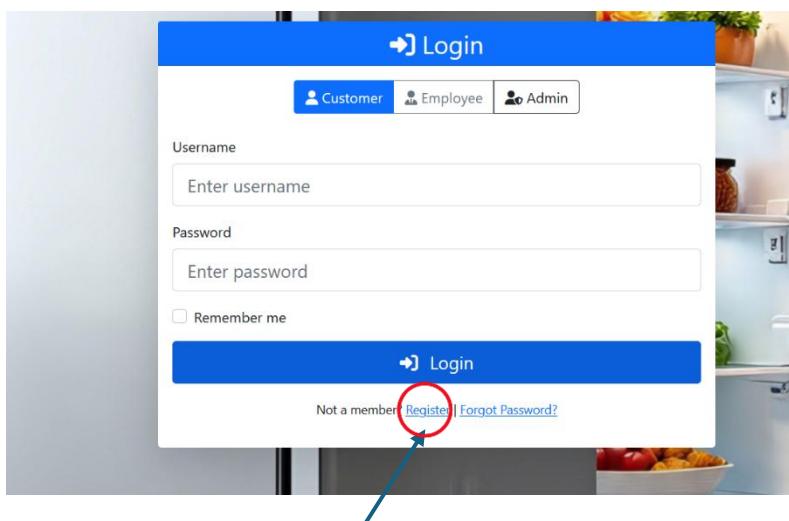
1. Open your web browser and go to the **Fridge Management System** homepage.
2. On the top-right corner of the dashboard, click on the “**Sign In**” button.
3. This will take you to the **Customer Login Page**, where both existing and new customers can access their accounts.

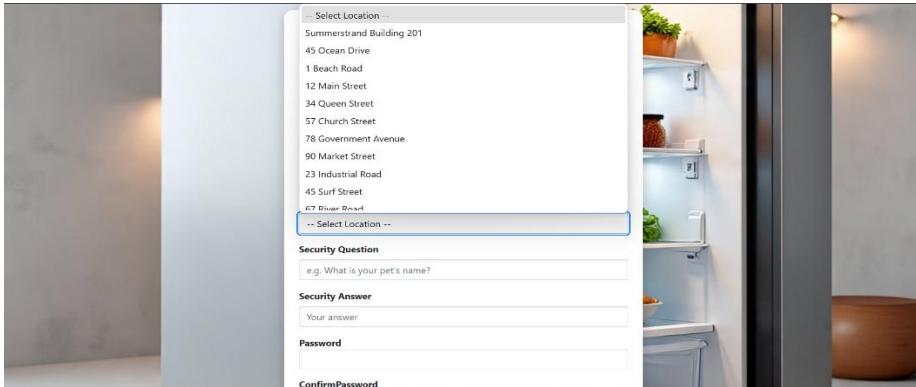


Step 2: Registering as a New Customer

If you don't have an account yet, you'll need to register before you can access the system. Follow these steps carefully:

1. Click on the “**Register**” link on the Login Page.
2. You'll be redirected to the **Customer Registration Form**.
3. Fill in your details:
 - **Full Name:** Enter your name as it should appear on your account.
 - **Email Address:** Use a valid and active email; this will be your login username.
 - **Password:** Create a secure password with at least 8 characters.
 - **Confirm Password:** Re-enter your password to confirm.
 - **Phone Number (if required):** Enter a valid contact number.
4. Once all fields are completed, click the “**Register**” button.





-- Select Location --
Summerstrand Building 201
45 Ocean Drive
1 Beach Road
12 Main Street
34 Queen Street
57 Church Street
78 Government Avenue
90 Market Street
23 Industrial Road
45 Surf Street
67 River Road
-- Select Location --

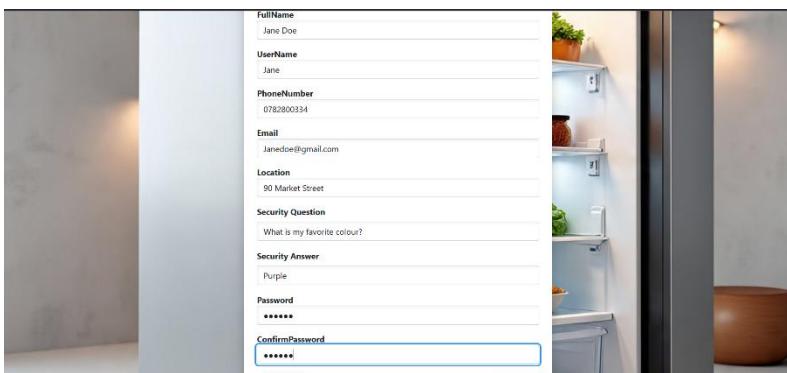
Security Question
e.g. What is your pet's name?

Security Answer
Your answer

Password

ConfirmPassword

After selecting your location, enter the rest of your details.



FullName
Jane Doe

UserName
Jane

PhoneNumber
0782800334

Email
Janedoe@gmail.com

Location
90 Market Street

Security Question
What is my favorite colour?

Security Answer
Purple

Password

ConfirmPassword

 If your registration is successful, a message will confirm that your account has been created. You can now log in using your **email** and **password**.

 **Tip:** If you enter incorrect or incomplete details, the system will highlight the missing fields — make sure to correct them before submitting again.

Step 3: Logging in to Your Account

Once you have successfully registered, you can log in and start using the system.

Follow these simple steps to access your customer dashboard:

1. From the **homepage**, click on the “**Sign In**” button at the top-right corner of the page.
2. You’ll be redirected to the **Login Page**.
3. Enter the same **email address** and **password** you used when creating your account.
4. Click the “**Login**” button to proceed

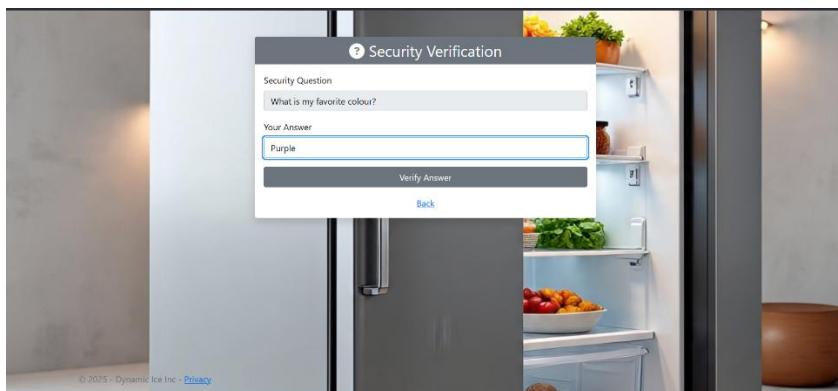
Register | [Forgot Password?](#)'."/>

⚠ Step 4: Recovering Your Account (Forgot Password)

If you forget your password, don't panic — you can easily reset it using the built-in security verification process.

Follow these steps to regain access to your account:

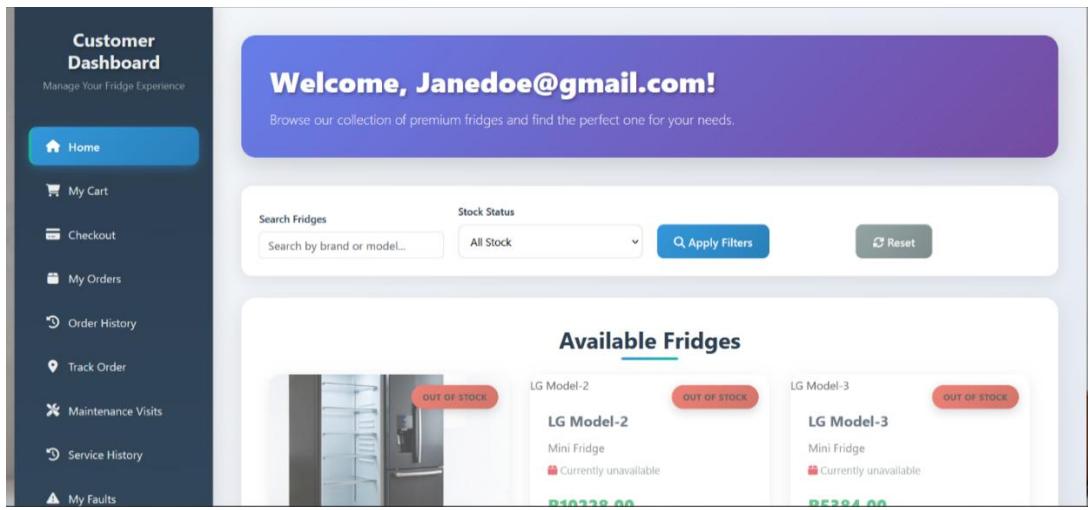
1. On the **Login Page**, click on the “**Forgot Password?**” link located below the login form.
2. You’ll be taken to the **Account Recovery Page**.
3. Enter the **email address** you used when registering your account and click “**Next**”.
4. The system will display your **security question** (for example: “*What is your mother’s maiden name?*”).
5. Enter the **correct answer** to your security question, then click “**Verify**”.
6. Once verified, you’ll be redirected to the **Reset Password Page**.
7. Create a **new password**, confirm it by typing it again, and click “**Save New Password**”.
8. You can now return to the **Login Page** and sign in using your new password.



Step 5: Navigating the Customer Dashboard

After you successfully log in, you’ll arrive at your **Customer Dashboard** — your main control panel for managing all your fridge-related activities.

The dashboard is designed to be **simple, interactive**, and **easy to use**, giving you quick access to everything you need in one place.

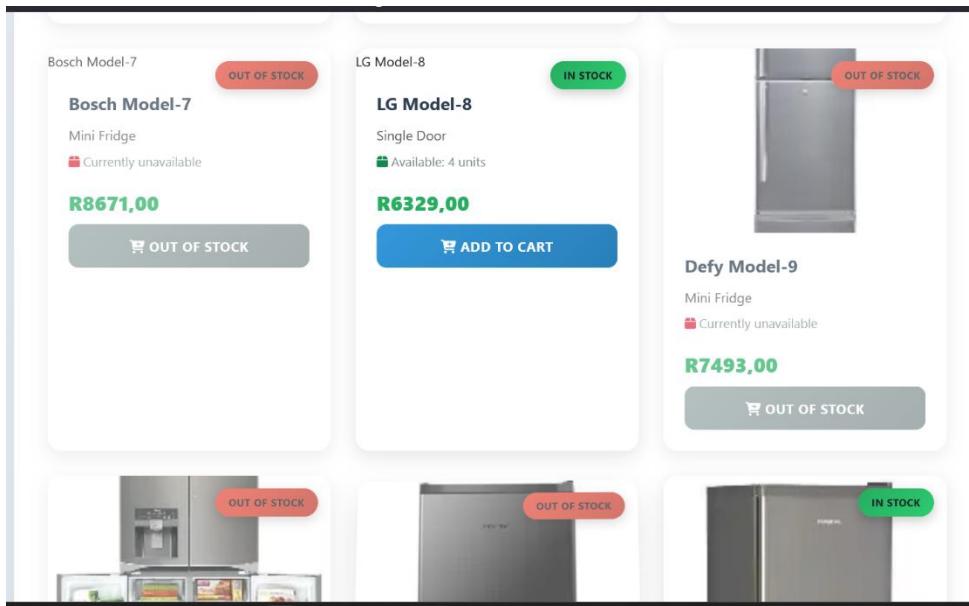


The screenshot shows the Customer Dashboard with a sidebar on the left containing links for Home, My Cart, Checkout, My Orders, Order History, Track Order, Maintenance Visits, Service History, and My Faults. The main area is titled 'Welcome, Janedoe@gmail.com!' and displays a search bar for fridges, a dropdown for Stock Status (set to 'All Stock'), and buttons for 'Apply Filters' and 'Reset'. Below this, a section titled 'Available Fridges' shows three fridges: 'LG Model-2' (Mini Fridge, OUT OF STOCK, R10330.00), 'LG Model-3' (Mini Fridge, OUT OF STOCK, R5294.00), and another 'LG Model-3' (Mini Fridge, OUT OF STOCK, R5294.00).

💻 Step 6: Browsing and Selecting Fridges

Once you're logged in, you can start browsing the available fridges provided by the company.

1. From your **Customer Dashboard**, click on the “**Browse Fridges**” or “**Shop**” option in the menu.
2. You'll see a catalog of fridges, each showing important details such as:
 - Fridge brand and model
 - Price
 - Availability status



The screenshot shows a catalog of fridges. It includes three main items and three smaller images below them. The main items are:

- Bosch Model-7**: Mini Fridge, OUT OF STOCK, R8671.00. A 'OUT OF STOCK' button is shown.
- LG Model-8**: Single Door, IN STOCK, Available: 4 units, R6329.00. An 'ADD TO CART' button is shown.
- Defy Model-9**: Mini Fridge, OUT OF STOCK, R7493.00. A 'OUT OF STOCK' button is shown.

Below these are three smaller images of fridges, each labeled 'OUT OF STOCK': a side-by-side model, a tall model, and a top-freezer model.

3. If you find a fridge you like, click “**Add to Cart**” to include it in your shopping cart.
4. You can continue browsing and add as many fridges as you wish before checking out.
5. To review your selections, click on the **Cart Icon** 🛒 at the top of the page.

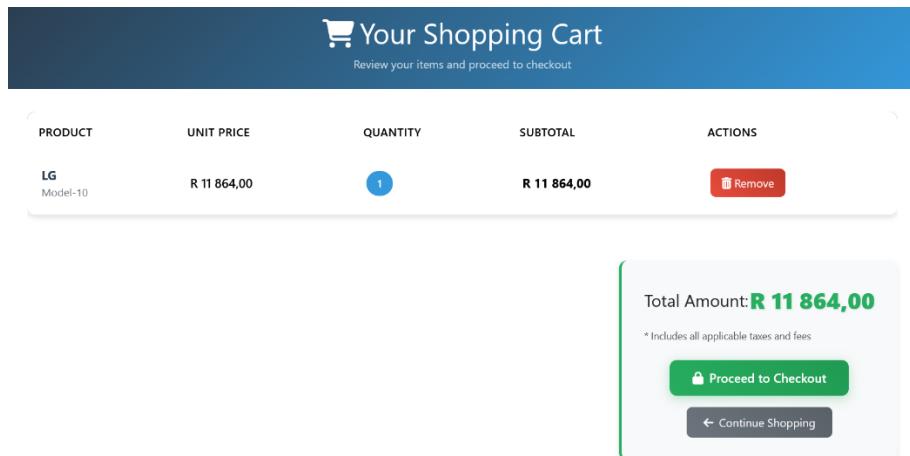
💡 Tip:

If a fridge is out of stock, you may still be able to click “**Request Notification**” to be alerted when it becomes available again.

Step 7: Viewing Your Cart and Proceeding to Checkout

When you're ready to purchase:

1. Click on the **Cart Icon**  to view all the fridges you've added.
2. Check that the **quantities** and **prices** are correct.
3. If you wish to remove an item, click the **Remove** () button next to it.
4. Once you're satisfied, click "**Proceed to Checkout**."

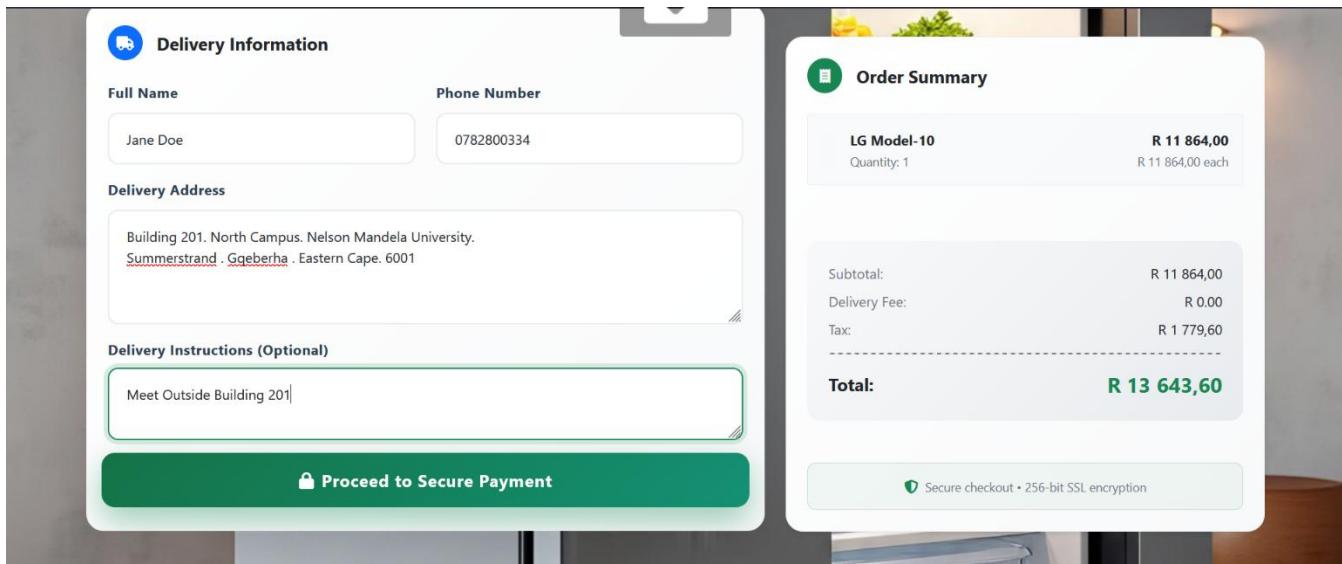


The screenshot shows a shopping cart interface. At the top, it says "Your Shopping Cart" with a sub-instruction "Review your items and proceed to checkout". Below is a table with columns: PRODUCT, UNIT PRICE, QUANTITY, SUBTOTAL, and ACTIONS. A single item is listed: "LG Model-10" with a unit price of "R 11 864,00", quantity "1", and subtotal "R 11 864,00". The "ACTIONS" column contains a "Remove" button. To the right of the table is a callout box with a green border. It displays "Total Amount: R 11 864,00" in green, followed by a small note "* Includes all applicable taxes and fees". At the bottom of the callout are two buttons: a green "Proceed to Checkout" button and a grey "Continue Shopping" button.

Step 8: Entering Delivery Information

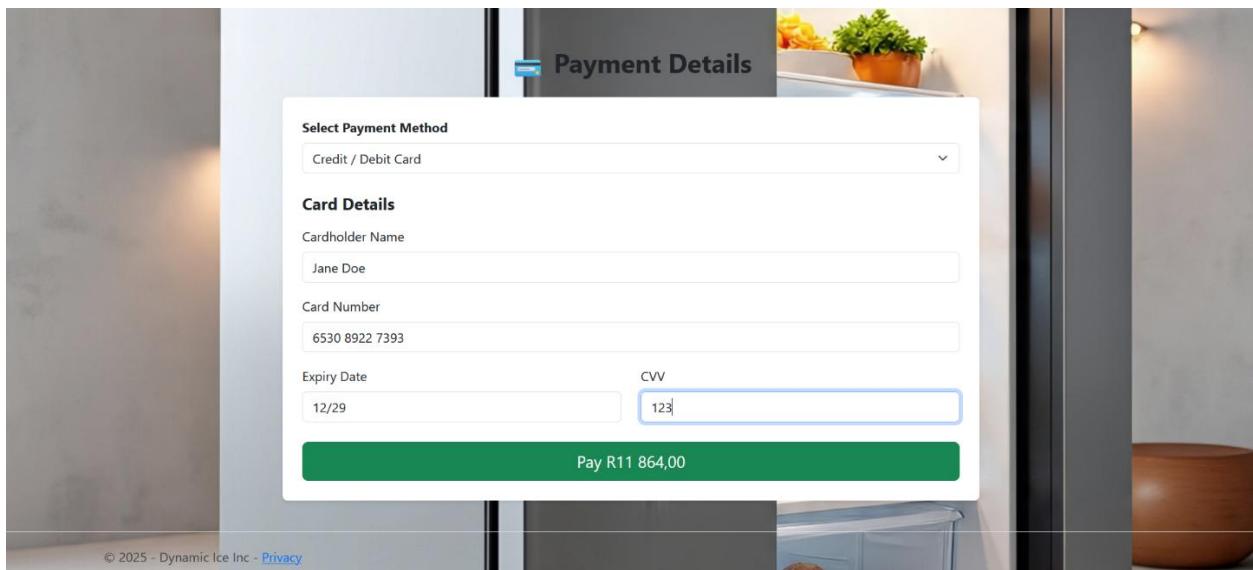
Before completing your payment, you'll need to provide your **delivery details** so that the fridge can be delivered to the correct address.

1. On the **Checkout Page**, you'll see a **Delivery Information Form**.
2. Fill in the following fields carefully:
 - **Full Name:** The name of the person who will receive the delivery.
 - **Phone Number:** A valid contact number so the delivery team can reach you if needed.
 - **Delivery Address:** The complete address where the fridge should be delivered, including street name, suburb, and city.
 - **Postal Code:** (if required) — ensures accurate delivery location.
3. Double-check that all the details are correct.
4. If your billing and delivery addresses are the same, you can tick "**Use this address for billing as well.**"



💰 Step 9: Making a Payment

1. On the checkout page, confirm your **delivery details** (name, address, and contact information).
2. Select your preferred **payment method**:
 - **Card Payment (Visa / MasterCard)**
 - **EFT Payment**
3. If you choose **Card Payment**, you'll be prompted to enter:
 - Card Number
 - Expiry Date
 - CVV (3-digit code on the back of your card)
 - Name on Card



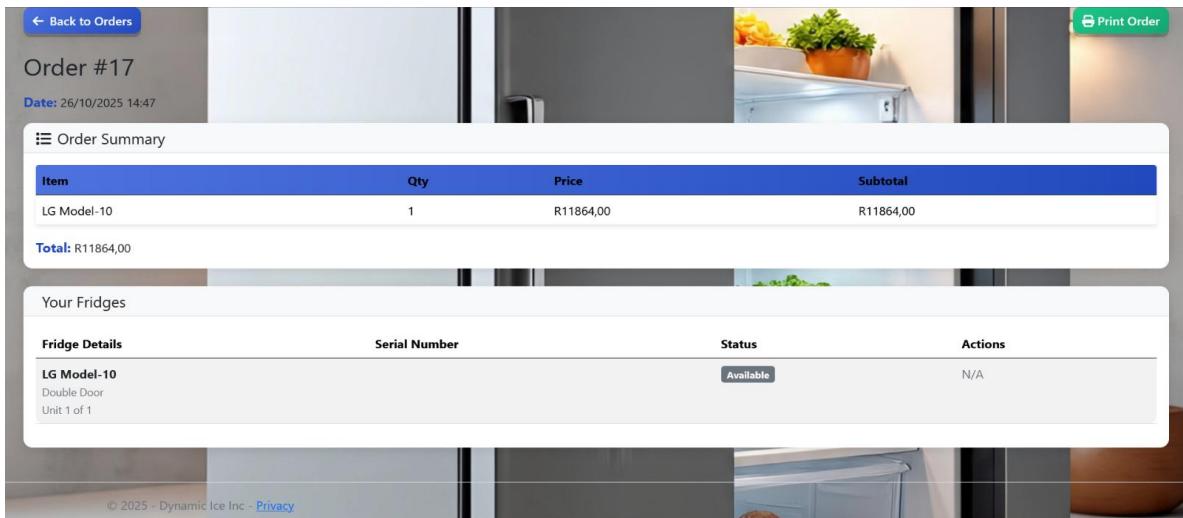
4. Once all details are entered, click "Pay Now."

- The system will process your payment securely.
- After a successful payment, you'll see a confirmation message and receive a receipt or order number for reference.

Step 10: Viewing Your Order Details

After payment is complete:

- Go back to your **Dashboard** and click "**My Orders**."
- You'll see all your orders listed with details such as:
 - Order Number
 - Payment Status
 - Delivery Address
 - Total Amount Paid
- Click "**View Details**" to open your full order summary, including your delivery information and expected delivery date

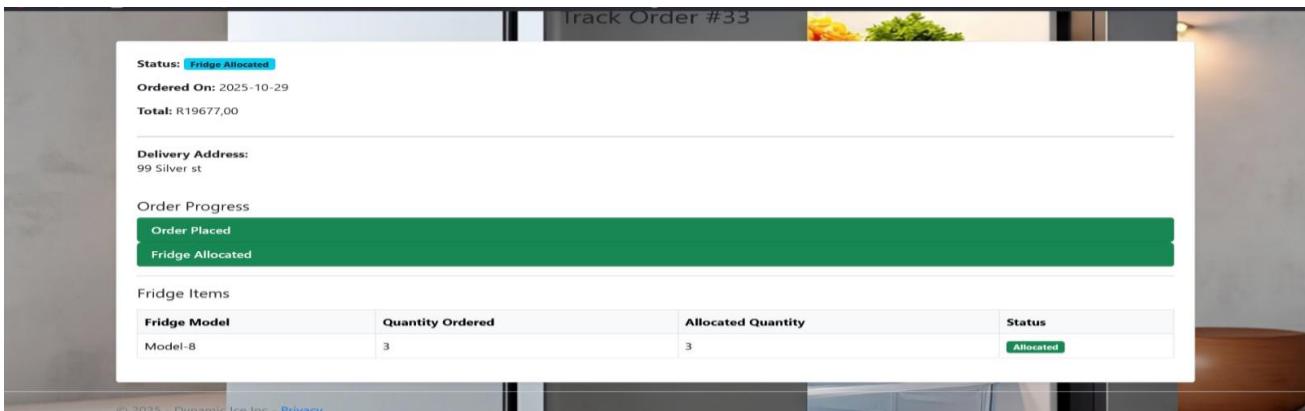


Item	Qty	Price	Subtotal
LG Model-10	1	R11864,00	R11864,00

Fridge Details	Serial Number	Status	Actions
LG Model-10 Double Door Unit 1 of 1		Available	N/A

Step 11: Stay Informed: Track Your Order

We know you're excited for your new fridge to arrive! To see exactly where your order is, use our "Track Order" feature. Find it on your main dashboard for a clear, step-by-step view of your delivery timeline, giving you complete peace of mind.



Fridge Model	Quantity Ordered	Allocated Quantity	Status
Model-8	3	3	Allocated

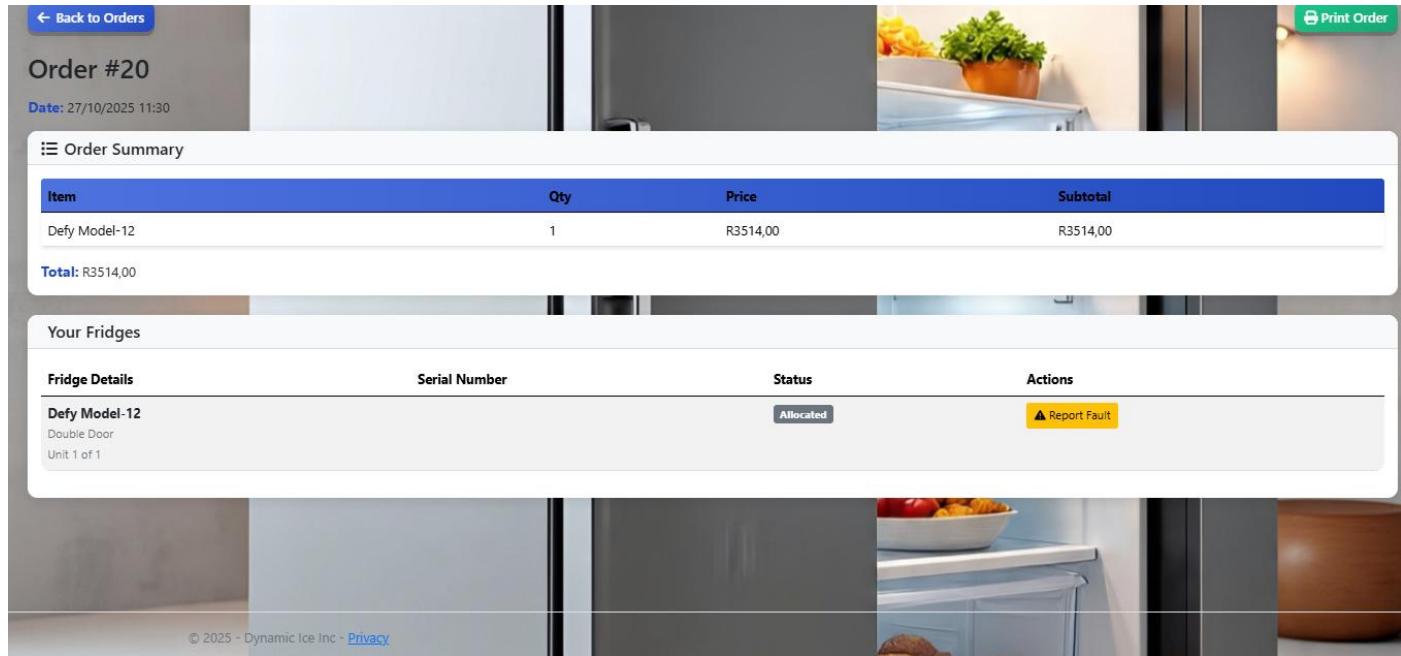
Step 12: Reporting a Faulty Fridge

If your fridge develops a problem, you can easily report the fault directly through the system to request support or a repair.

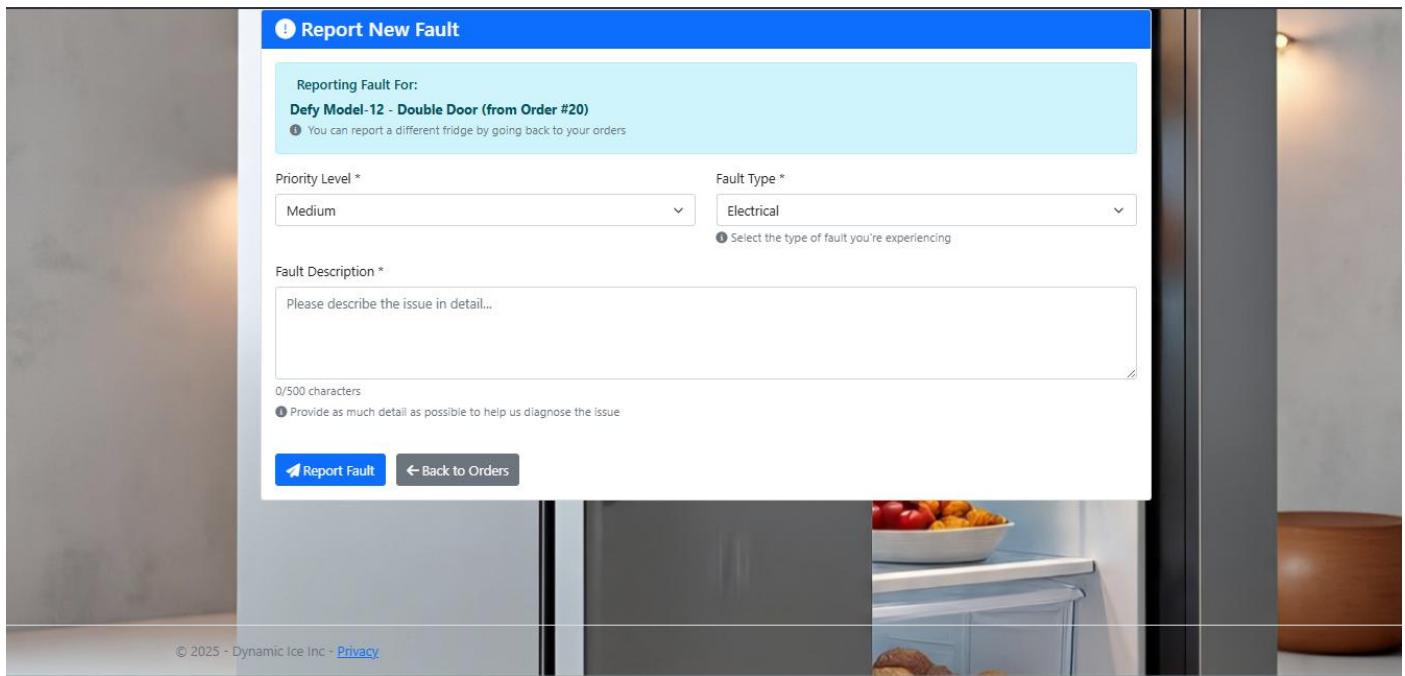
Step 1 — Open the “Report Fault” form

1. Log in to the system with your email and password (see earlier sections).
2. From your **Customer Dashboard**, locate the fridge you want to report a fault for. You can reach the report form from:
 - the fridge list (click **Report Fault** next to the fridge), or
 - your order history (if the fridge came from a recent order you can click **Report Fault** from that order), or
 - the **My Faults / My Fridges** navigation item and then **Report New Fault**.

Tip: If you clicked **Report Fault** from an order or fridge tile, the fridge may already be pre-selected in the form.

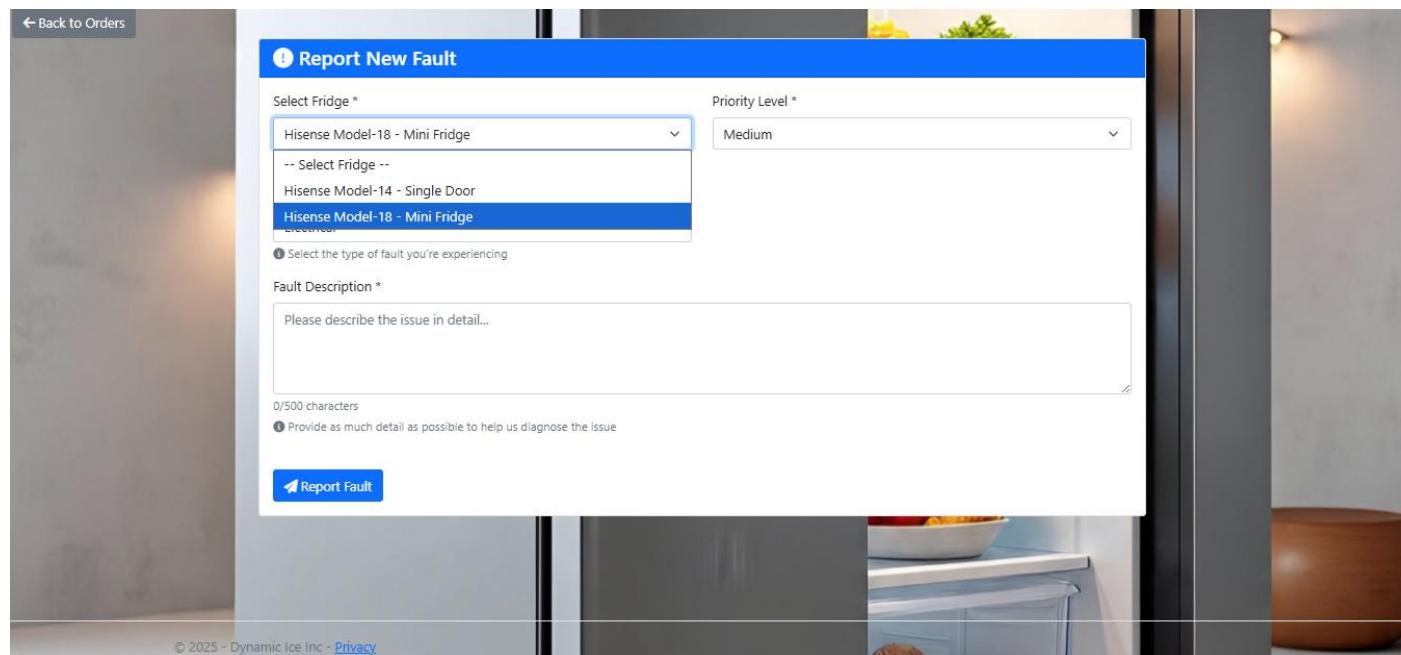


The screenshot shows the Customer Dashboard interface. At the top, there is a header with a 'Back to Orders' button, the text 'Order #20', a date '27/10/2025 11:30', and a 'Print Order' button. Below the header, there is a section titled 'Order Summary' with a table showing a single item: 'Defy Model-12' with a quantity of 1, a price of R3514,00, and a subtotal of R3514,00. A 'Total' label is also present. Below the summary, there is a section titled 'Your Fridges' with a table showing a single entry: 'Defy Model-12' (Double Door, Unit 1 of 1), a 'Serial Number' (Allocated), and an 'Actions' button labeled 'Report Fault'. The bottom of the screen features a footer with the text '© 2025 - Dynamic Ice Inc - [Privacy](#)'.



Step 2 — Select the fridge (if not preselected)

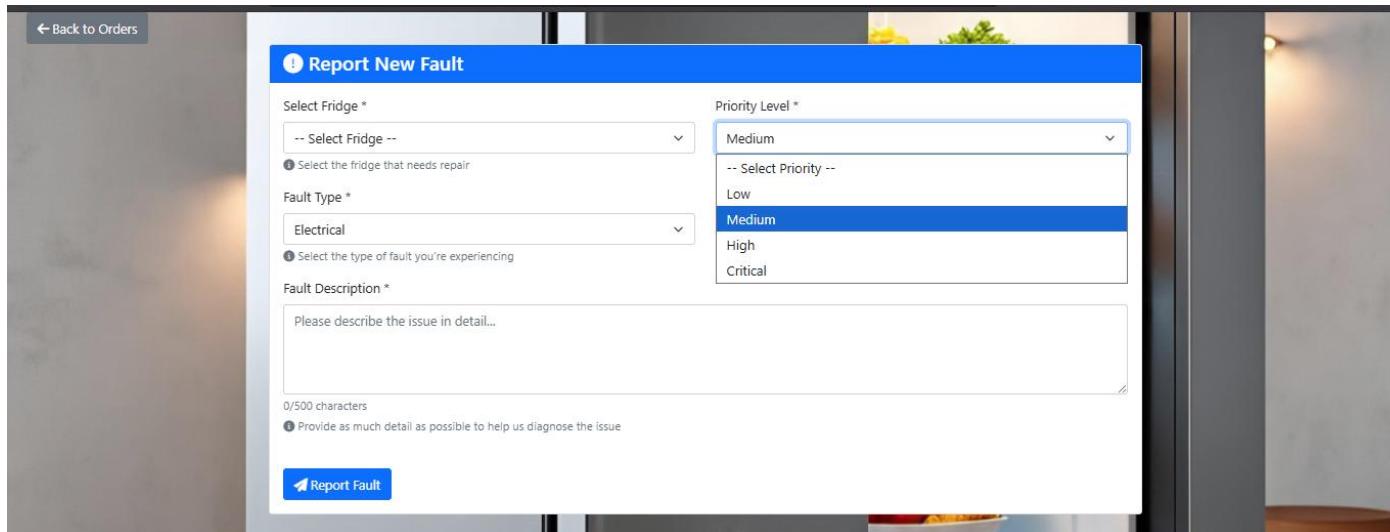
- If the fridge is not automatically preselected, use the **Select Fridge** dropdown to pick the fridge that is experiencing the problem.
- The dropdown entries show the fridge brand, model and type so you can confirm you chose the right unit.



Step 3 — Choose priority level

- Select the **Priority Level** from the dropdown:
 - **Low**,
 - **Medium**,
 - **High**,
 - **Critical**

- Priority informs technicians how quickly they should respond. Choose **Critical** only for urgent issues that prevent fridge operation or pose product loss.



Report New Fault

Select Fridge *

-- Select Fridge --

Priority Level *

Medium

Fault Type *

Electrical

Fault Description *

Please describe the issue in detail...

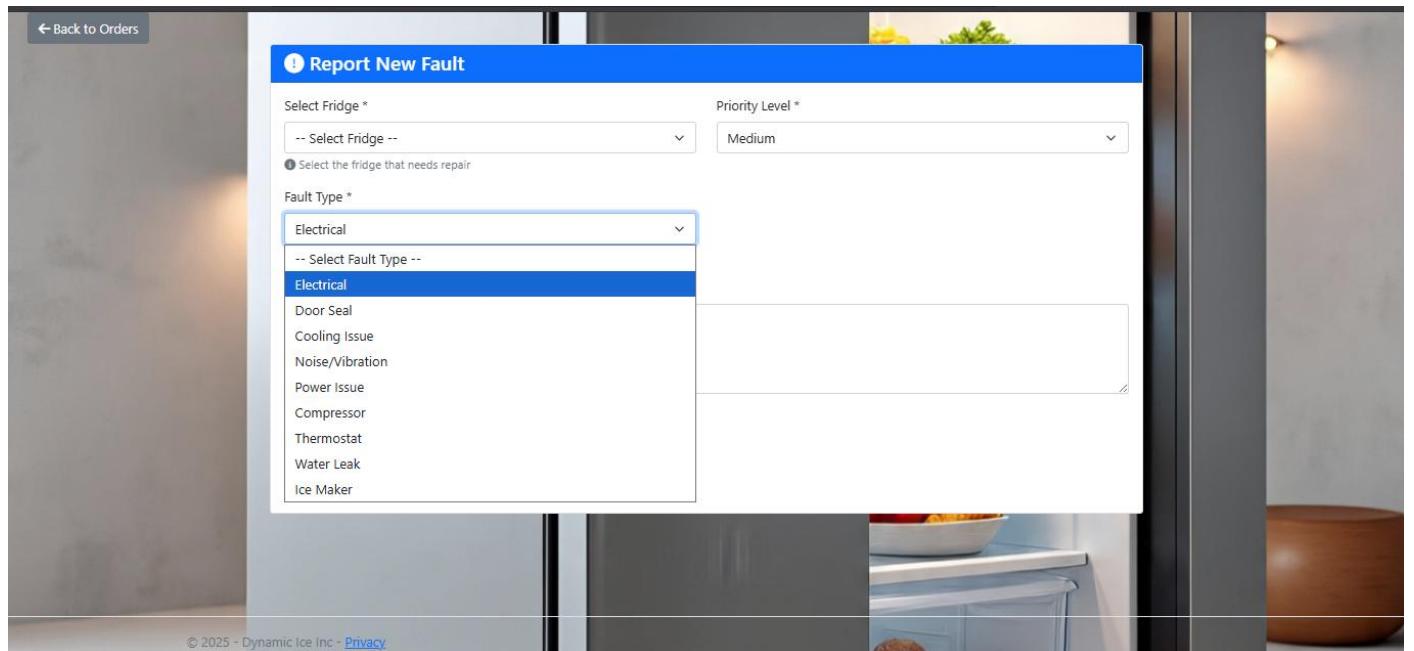
0/500 characters

Provide as much detail as possible to help us diagnose the issue

Report Fault

Step 4 — Choose fault type

- Use the **Fault Type** dropdown to indicate the general category of the issue (e.g., electrical, cooling, door seal, compressor).
- This helps technicians triage and allocate the right resources.



Report New Fault

Select Fridge *

-- Select Fridge --

Priority Level *

Medium

Fault Type *

Electrical

-- Select Fault Type --

Electrical

Door Seal

Cooling Issue

Noise/Vibration

Power Issue

Compressor

Thermostat

Water Leak

Ice Maker

© 2025 - Dynamic Ice Inc - [Privacy](#)

Step 5 — Describe the problem

- In **Fault Description**, provide a clear, concise explanation of the issue:
 - What you observed (e.g., “Not cooling; thermometer shows 10°C”)
 - When it started
 - Any noises, smells, or error codes

- The tooltip / placeholder reads: “*Please describe the issue in detail...*” — include as much detail as you can; it helps speed up diagnosis.

Reporting Fault For:
Defy Model-12 - Double Door (from Order #20)
You can report a different fridge by going back to your orders

Priority Level *
Medium

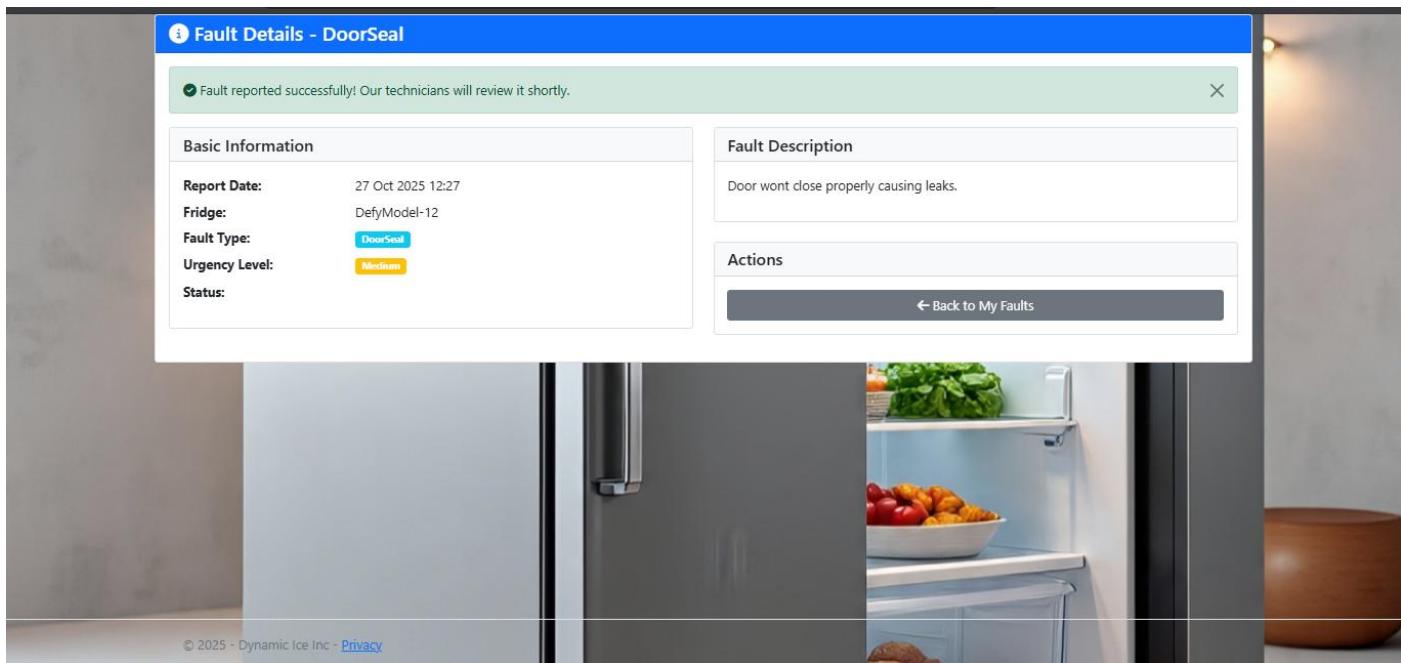
Fault Type *
Door Seal
Select the type of fault you're experiencing

Fault Description *
Door wont close properly causing leaks|
39/500 characters
Provide as much detail as possible to help us diagnose the issue

Report Fault Back to Orders

Step 6 — Submit the form

- Click **Report Fault**.
- Expected behaviour after clicking:
 - The form will perform client-side validation. Missing required fields (Fridge, Priority, Fault Type, or Description) will be highlighted and must be completed before submission.
 - If the submission is successful, you will be redirected to the **Fault Details** page and you will see a confirmation message:
 - **Success message shown in the UI:** "Fault reported successfully! Our technicians will review it shortly."
 - If something goes wrong (session expired, server issue, or invalid fridge selection), you may see an error banner:
 - Example error messages:
 - "Selected fridge not found or doesn't belong to you."
 - "Session expired. Please log in again."
 - "Error reporting fault. Please try again."



After submission — What to expect

- The new fault appears in **My Faults** (viewable from your dashboard) and is listed with status **Pending**.
- You can click the fault entry to open **Fault Details**, which shows:
 - Fridge information, fault description, priority, report date
 - Assigned technician (once assigned)
 - Repair schedules and status updates (once technicians act on the fault)

How to update or cancel a fault

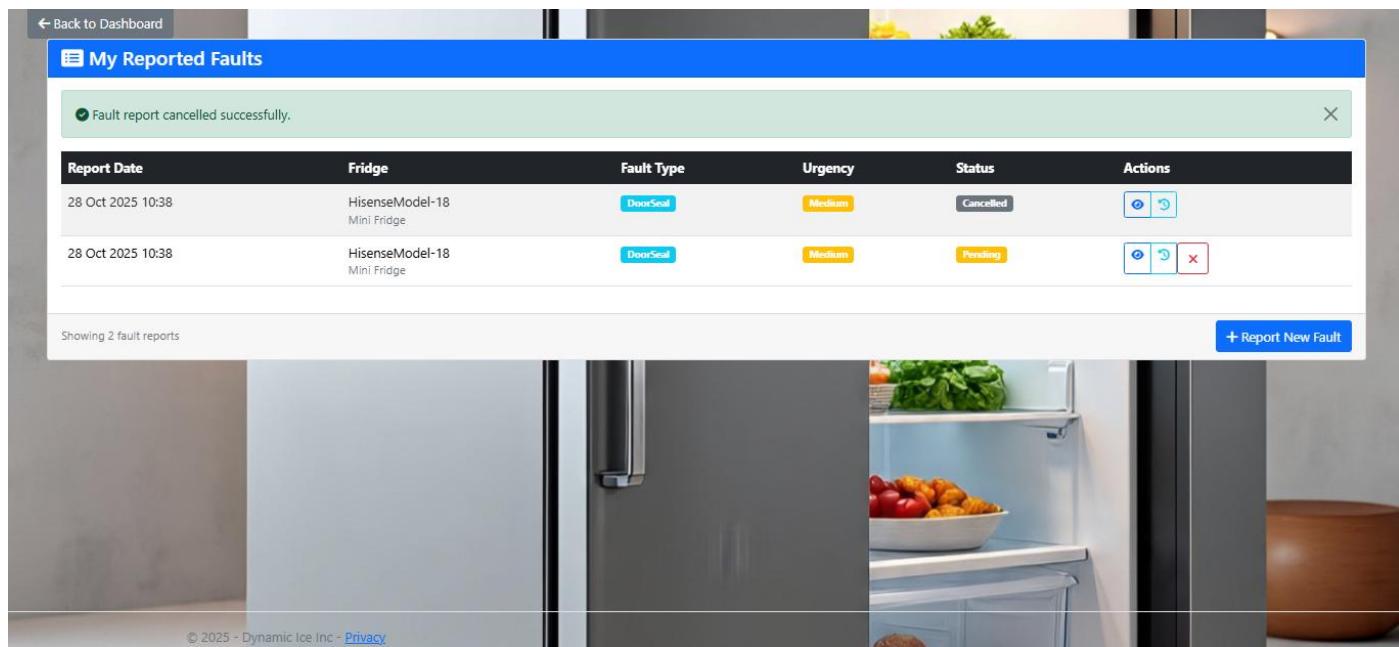
- **Update description:** If the technician has not yet started work and the fault is still **Pending**, you can update the description inline (an **Edit** option may be available). The system requires the fault to be **Pending** to allow edits.
- **Cancel fault:** If you no longer need the fault to be serviced and its status is still **Pending**, use the **Cancel** button. The typical message after cancelling is:
 - **Success:** "Fault report cancelled successfully."
 - **Error (if not cancellable):** "Only pending fault reports can be cancelled."

Tracking progress

- Use **Fault Details** or the **Fault Status** page to see technician assignments and repair schedule entries. Statuses you may see:
 - **Pending** — awaiting technician review
 - **Assigned / In Progress** — technician assigned and work scheduled or started
 - **Resolved / Completed** — repair finished
 - **Cancelled** — cancelled by customer or admin

Troubleshooting & common errors

- **Form does not submit** — check for field validation messages (missing required fields).
- **“Selected fridge not found or doesn't belong to you.”** — ensure you selected a fridge that is registered to your account; if you clicked a fridge link in error, return to your dashboard and choose a fridge listed under **My Fridges**.
- **“Session expired. Please log in again.”** — logout and login, then try again.
- **Database/server error** — if you see a message like "A database error occurred while saving the fault. Please try again.", try again after a minute; if it persists, contact customer support and include the fridge serial number and time of the failure.



Back to Dashboard

My Reported Faults

Fault report cancelled successfully.

Report Date	Fridge	Fault Type	Urgency	Status	Actions
28 Oct 2025 10:38	HisenseModel-18 Mini Fridge	DoorSeal	Medium	Cancelled	 
28 Oct 2025 10:38	HisenseModel-18 Mini Fridge	DoorSeal	Medium	Pending	 

Showing 2 fault reports

+ Report New Fault

© 2025 - Dynamic Ice Inc - [Privacy](#)