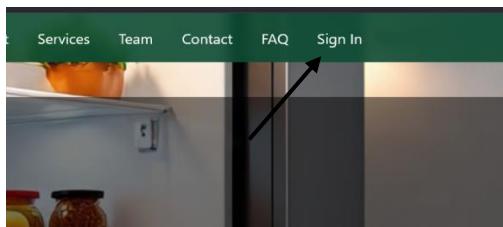


CUSTOMER GUIDE

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.

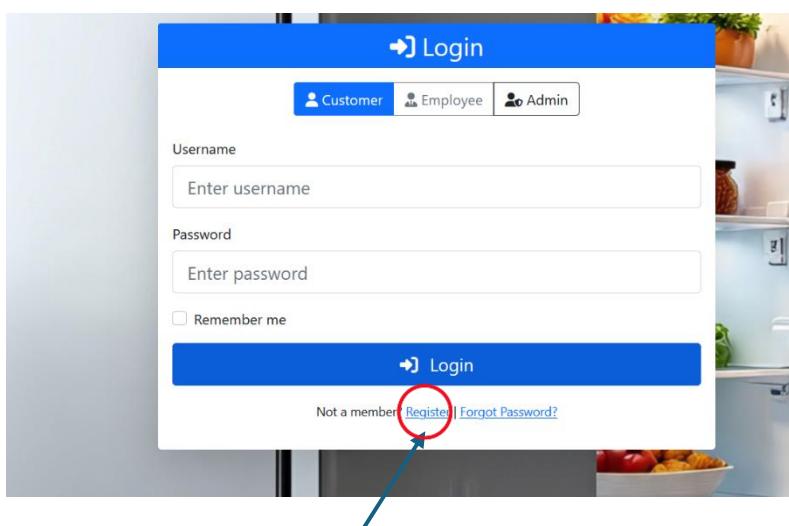
1. Open your web browser and go to the **Fridge Management System** homepage.
2. On the top-right corner of the dashboard, click on the “**Sign In**” button.
3. This will take you to the **Customer Login Page**, where both existing and new customers can access their accounts.

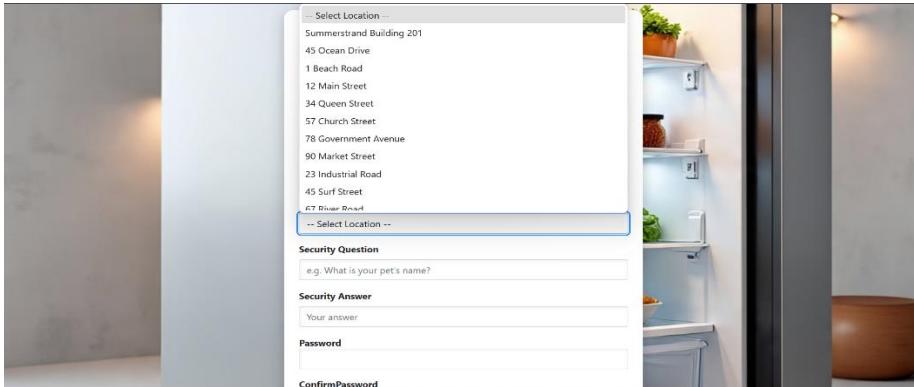


Step 2: Registering as a New Customer

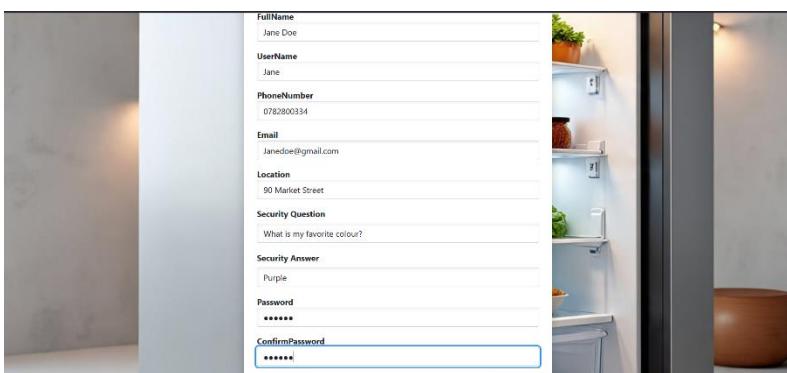
If you don't have an account yet, you'll need to register before you can access the system. Follow these steps carefully:

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.





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



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

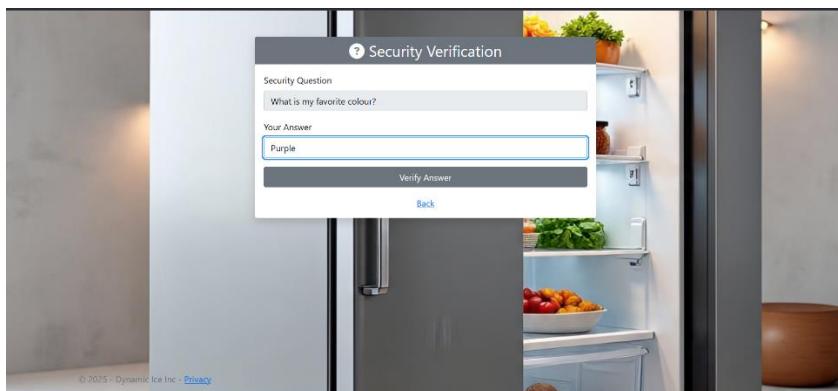
Register | [Forgot Password?](#)'."/>

⚠ 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:

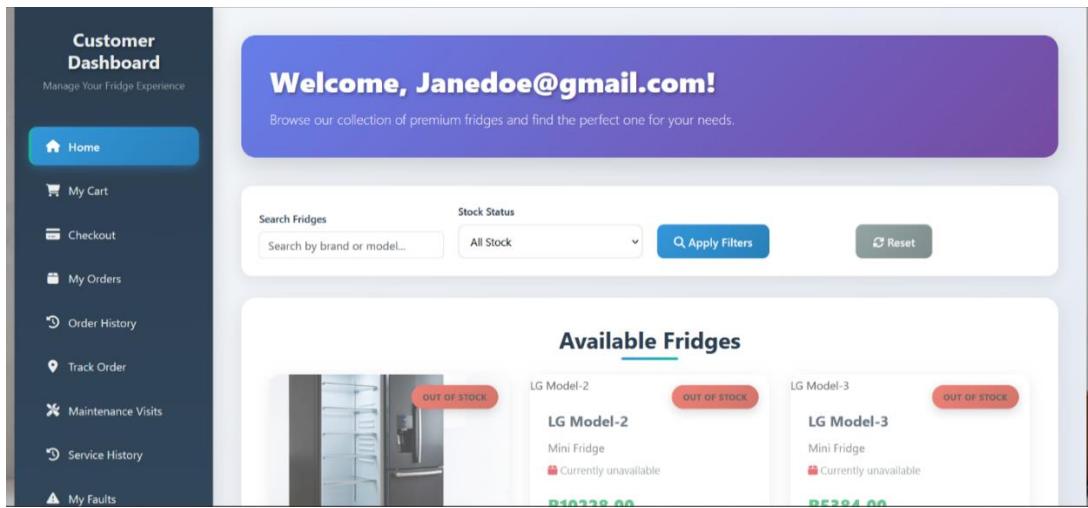
1. On the **Login Page**, click on the “**Forgot Password?**” link located below the login form.
2. You’ll be taken to the **Account Recovery Page**.
3. Enter the **email address** you used when registering your account and click “**Next**”.
4. The system will display your **security question** (for 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.

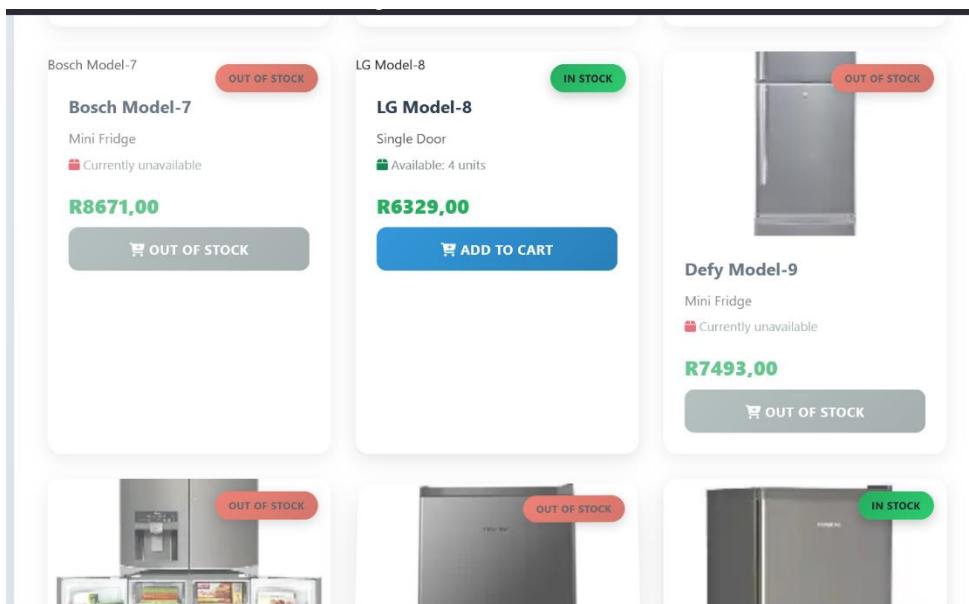


The screenshot shows the Customer Dashboard with a purple header that says "Welcome, Janedoe@gmail.com!". Below the header is a search bar with "Search Fridges" and "Stock Status" dropdowns, and a "Reset" button. The main area is titled "Available Fridges" and shows three fridges: "LG Model-2" (OUT OF STOCK), "LG Model-3" (OUT OF STOCK), and "LG Model-3" (OUT OF STOCK). The sidebar on the left includes links for Home, My Cart, Checkout, My Orders, Order History, Track Order, Maintenance Visits, Service History, and My Faults.

💻 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
 - Capacity (in litres)
 - Price
 - Energy rating
 - Availability status



The screenshot shows a catalog of fridges with the following details:

Model	Brand	Type	Stock Status	Price	Action
Bosch Model-7	Bosch	Mini Fridge	OUT OF STOCK	R8671,00	OUT OF STOCK
LG Model-8	LG	Single Door	IN STOCK	R6329,00	ADD TO CART
Defy Model-9	Defy	Mini Fridge	OUT OF STOCK	R7493,00	OUT OF STOCK

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.

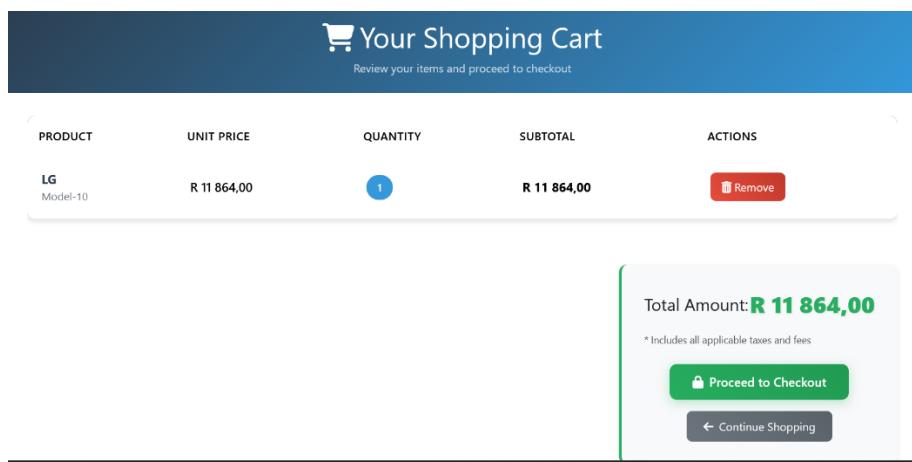
💡 Tip:

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 page with a single item: an LG Model-10 refrigerator. The cart summary shows a total amount of R 11 864,00. A callout box highlights the total amount and a 'Proceed to Checkout' button.

PRODUCT	UNIT PRICE	QUANTITY	SUBTOTAL	ACTIONS
LG Model-10	R 11 864,00	1	R 11 864,00	Remove

Total Amount: **R 11 864,00**
* Includes all applicable taxes and fees

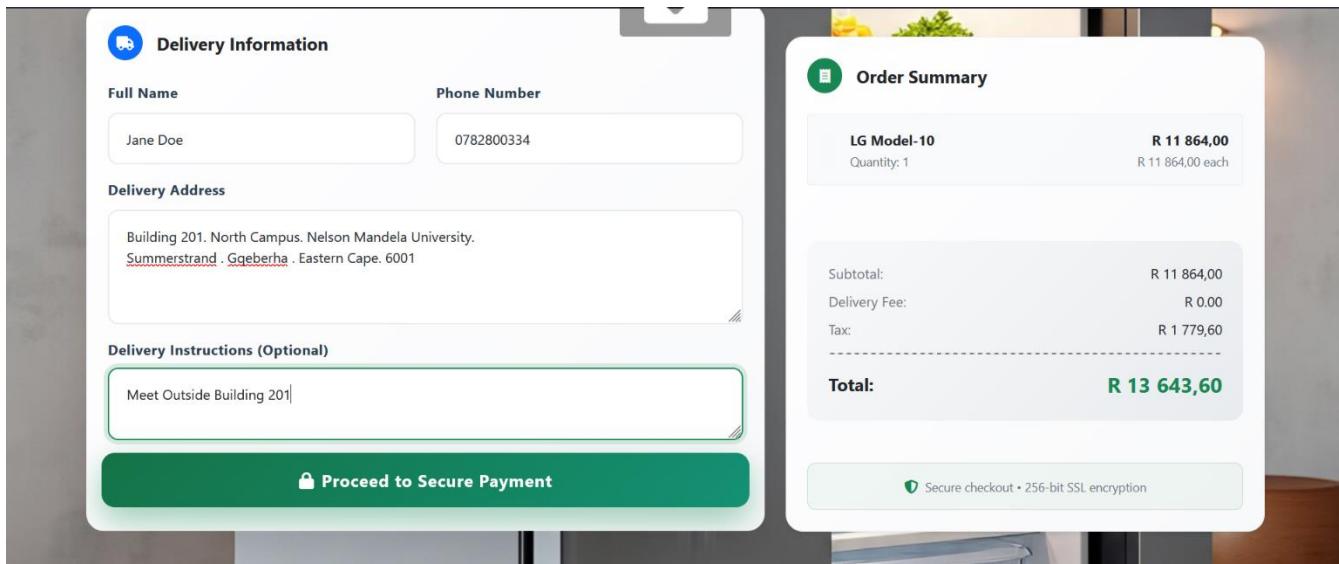
Proceed to Checkout

Continue Shopping

🏠 Step 8: Entering Delivery Information

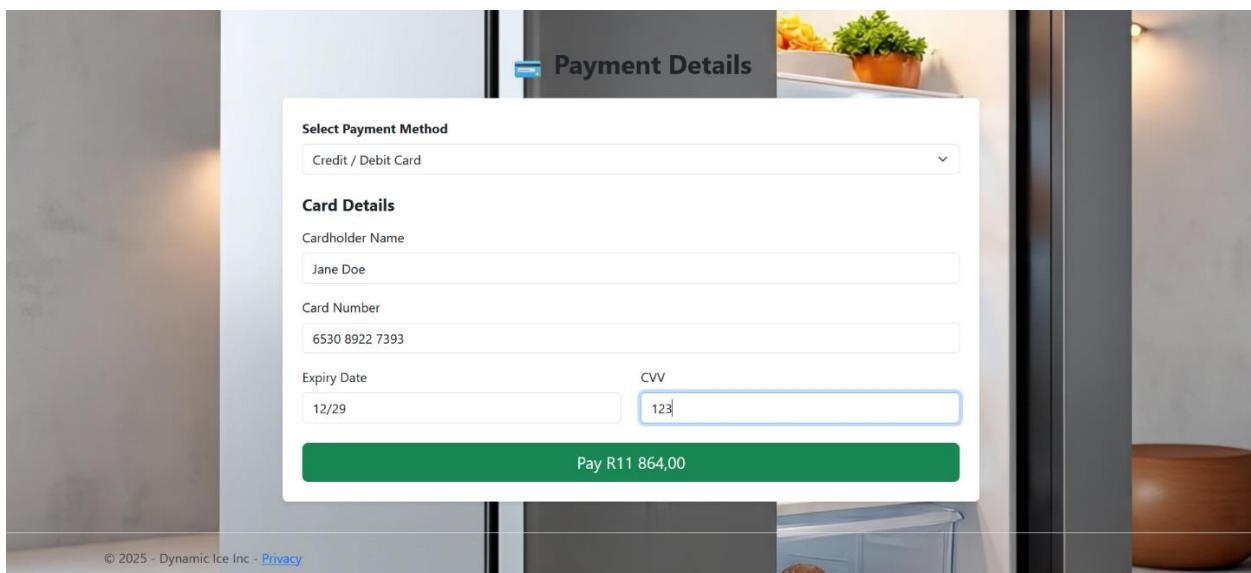
Before completing your payment, you’ll need to provide your **delivery details** so that the fridge can be delivered to the correct address.

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)**
 - **Cash on Delivery (if available)**
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



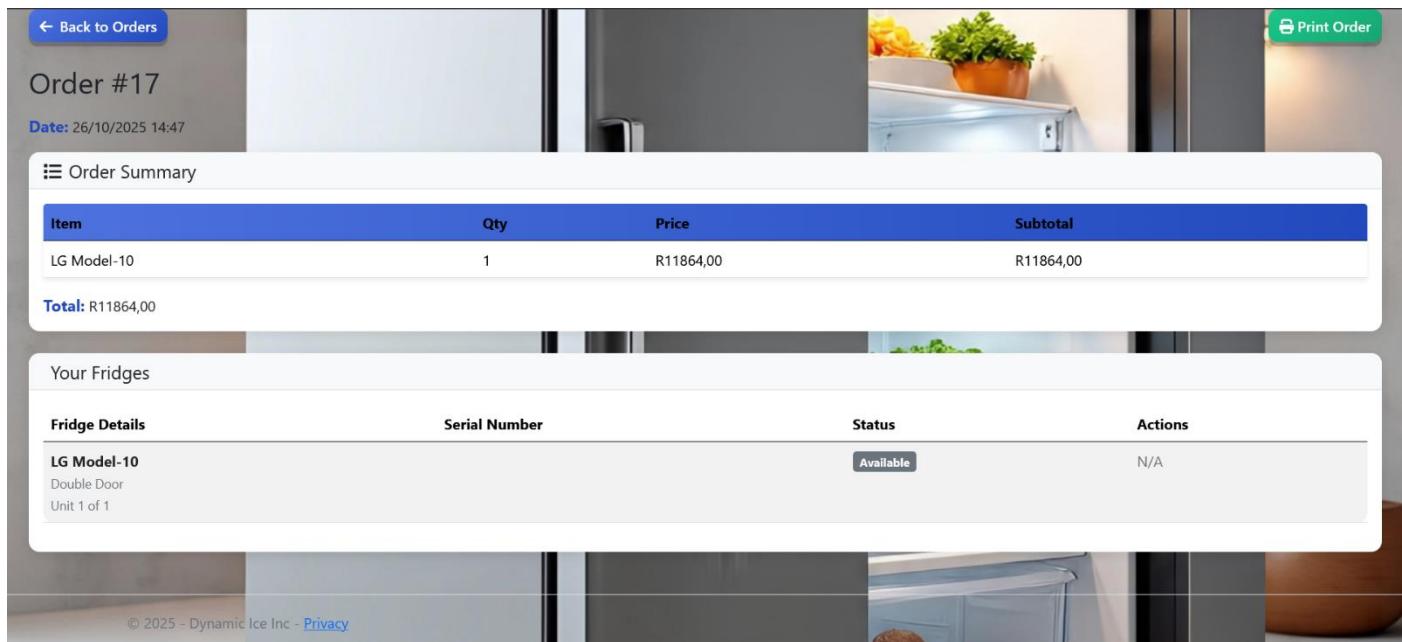
4. Once all details are entered, click "Pay Now."

5. The system will process your payment securely.
6. 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:

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



The screenshot shows a web-based order summary page. At the top, it displays "Order #17" and the date "26/10/2025 14:47". On the left, there's a "Back to Orders" button and a "Print Order" button. The main content is divided into sections: "Order Summary" and "Your Fridges".

Order Summary:

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

Total: R11864,00

Your Fridges:

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

At the bottom of the page, there's a copyright notice: "© 2025 - Dynamic Ice Inc - [Privacy](#)".

Step 11: Reporting a Faulty Fridge

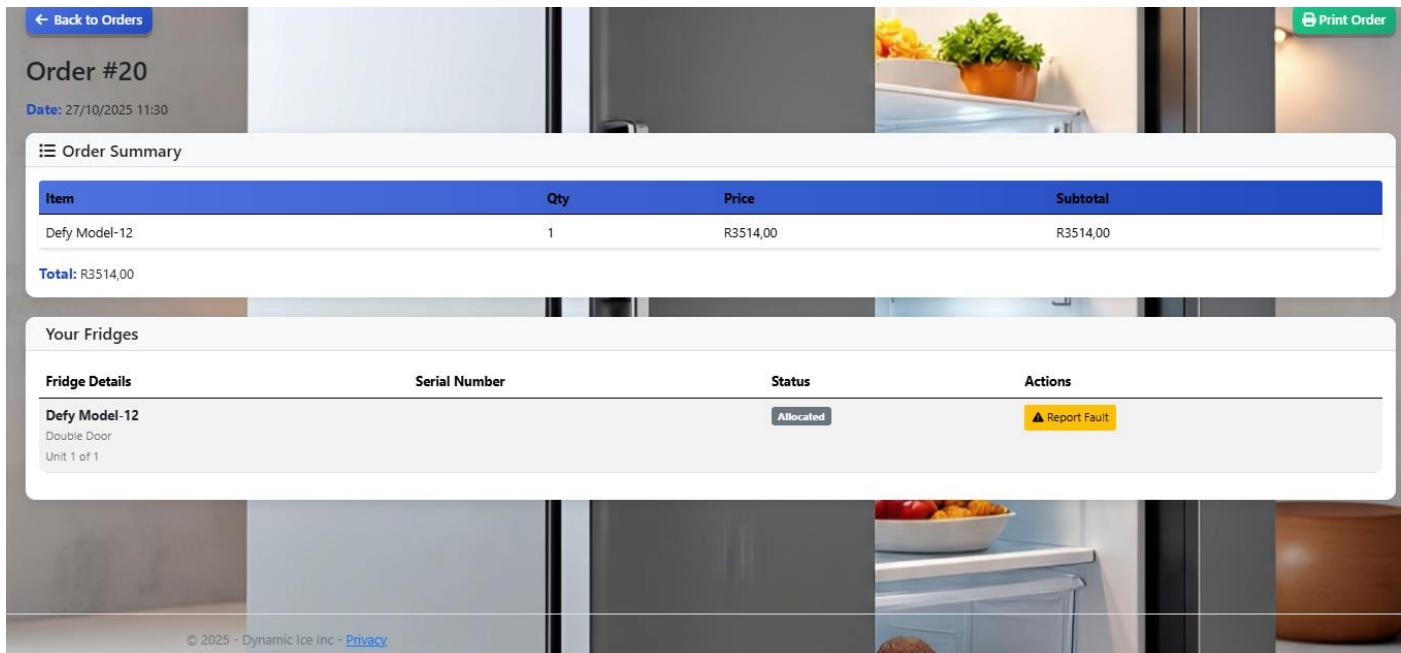
If your fridge develops a problem, you can easily report the fault directly through the system to request support or a repair.

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.



Order #20
Date: 27/10/2025 11:30

Order Summary

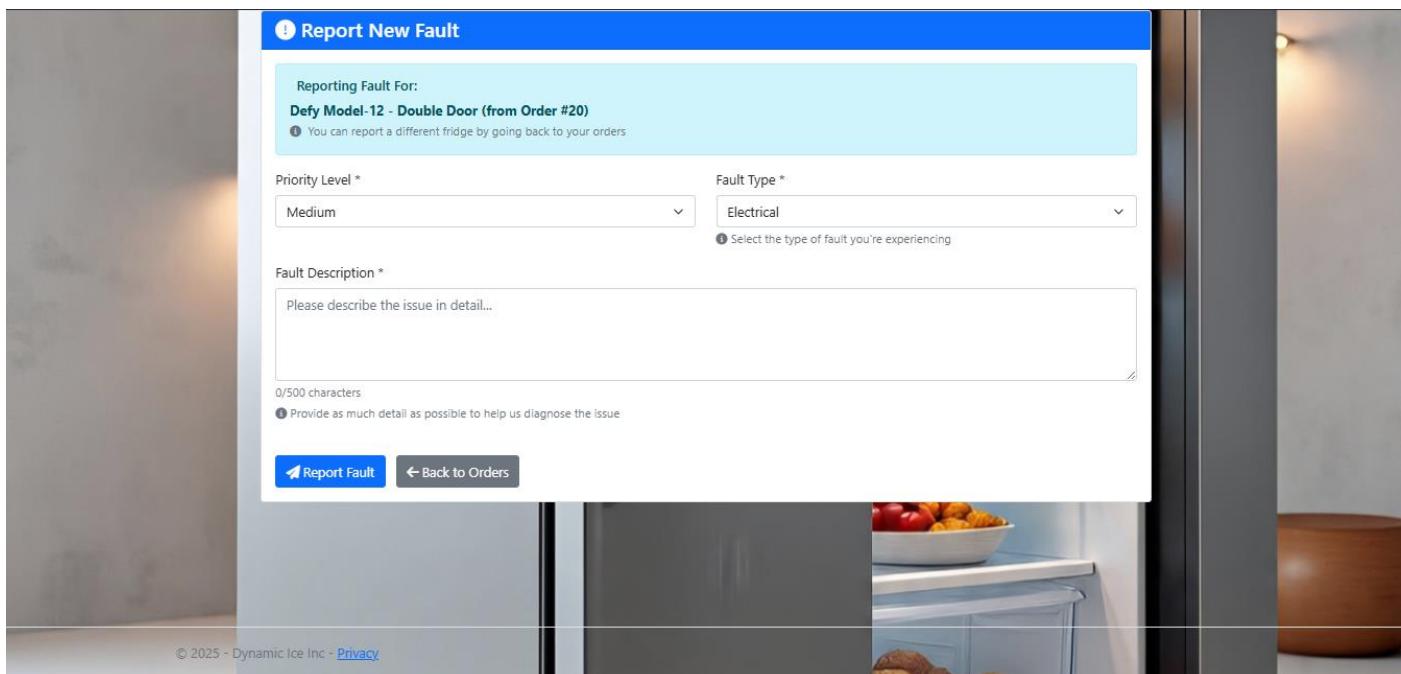
Item	Qty	Price	Subtotal
Defy Model-12	1	R3514,00	R3514,00

Total: R3514,00

Your Fridges

Fridge Details	Serial Number	Status	Actions
Defy Model-12 Double Door Unit 1 of 1		Allocated	Report Fault

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Report New Fault

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 *: Electrical

ⓘ Select the type of fault you're experiencing

Fault Description *:
Please describe the issue in detail...

0/500 characters

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

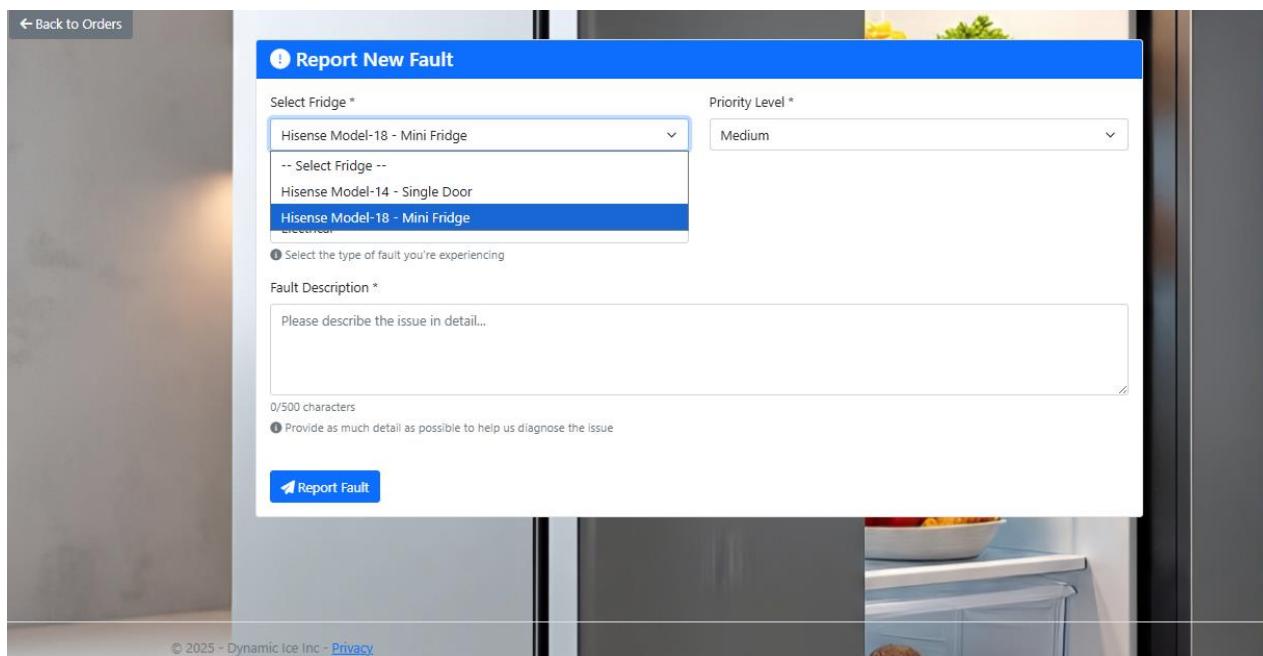
Report Fault | **Back to Orders**

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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.



! Report New Fault

Select Fridge *

Hisense Model-18 - Mini Fridge

-- Select Fridge --

Hisense Model-14 - Single Door

Hisense Model-18 - Mini Fridge

Electrical

Priority Level *

Medium

Select the type of fault you're experiencing

Fault Description *

Please describe the issue in detail...

0/500 characters

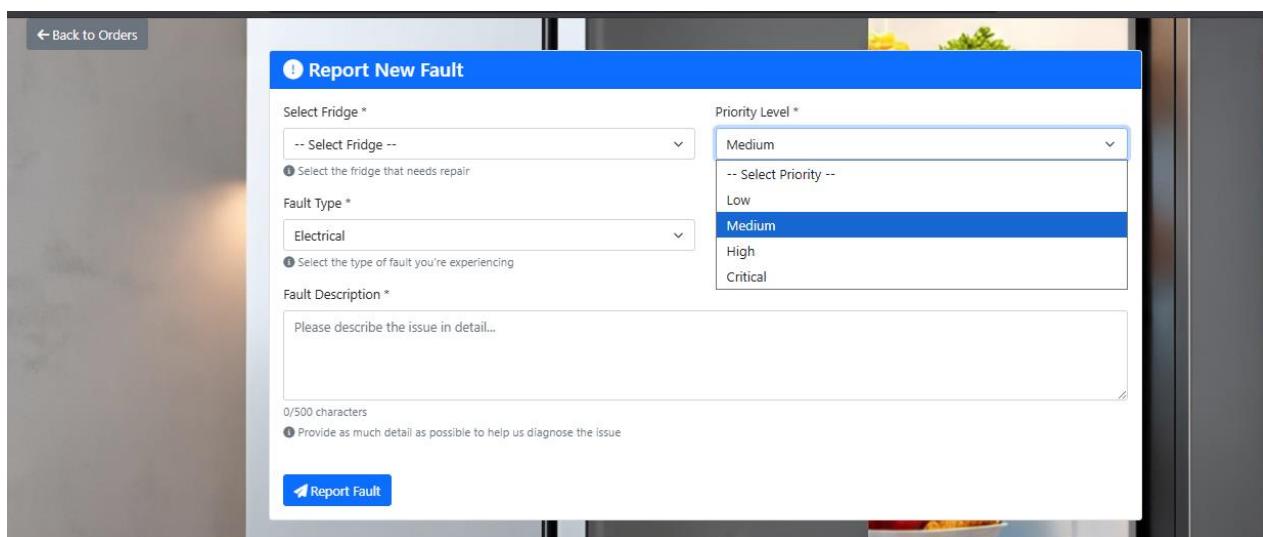
Provide as much detail as possible to help us diagnose the issue

Report Fault

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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 --

Select the fridge that needs repair

Fault Type *

Electrical

Select the type of fault you're experiencing

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 --

Select the fridge that needs repair

Priority Level *

Medium

Fault Type *

Electrical

-- Select Fault Type --

Electrical

Door Seal

Cooling Issue

Noise/Vibration

Power Issue

Compressor

Thermostat

Water Leak

Ice Maker

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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.

! Report New Fault

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

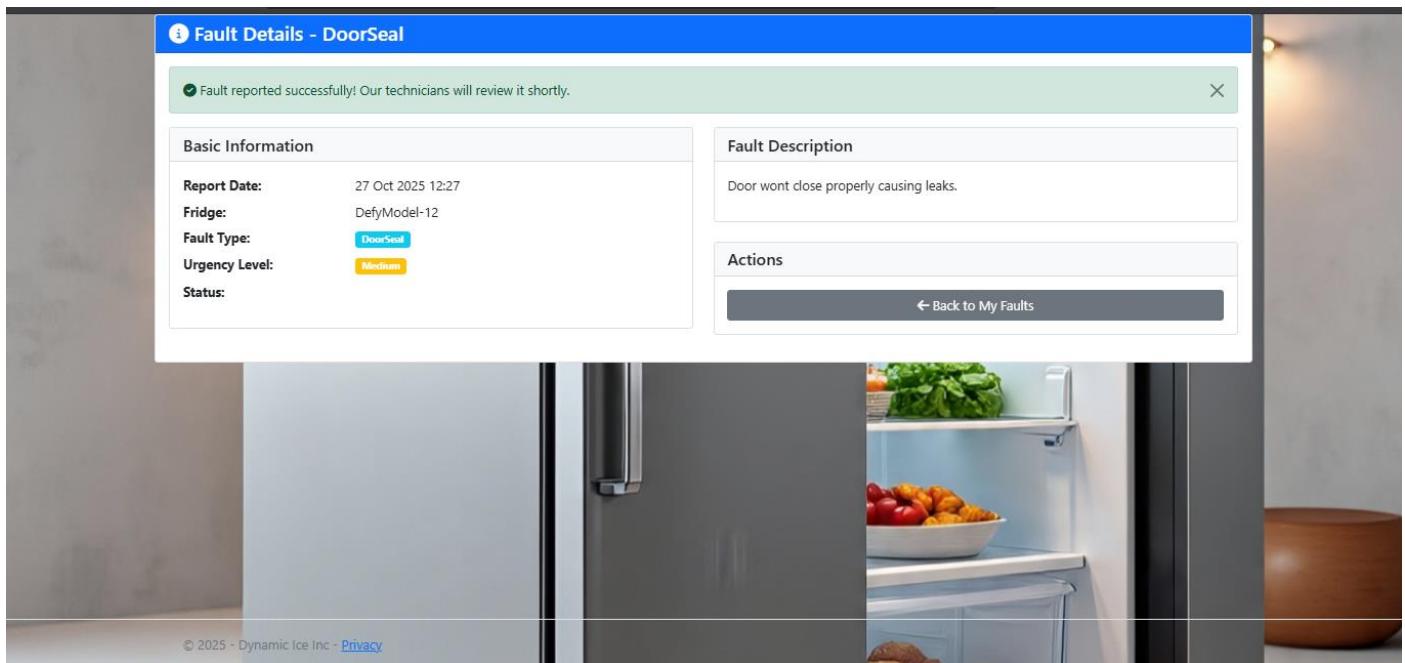
Provide as much detail as possible to help us diagnose the issue

Report Fault **Back to Orders**

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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](#)

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