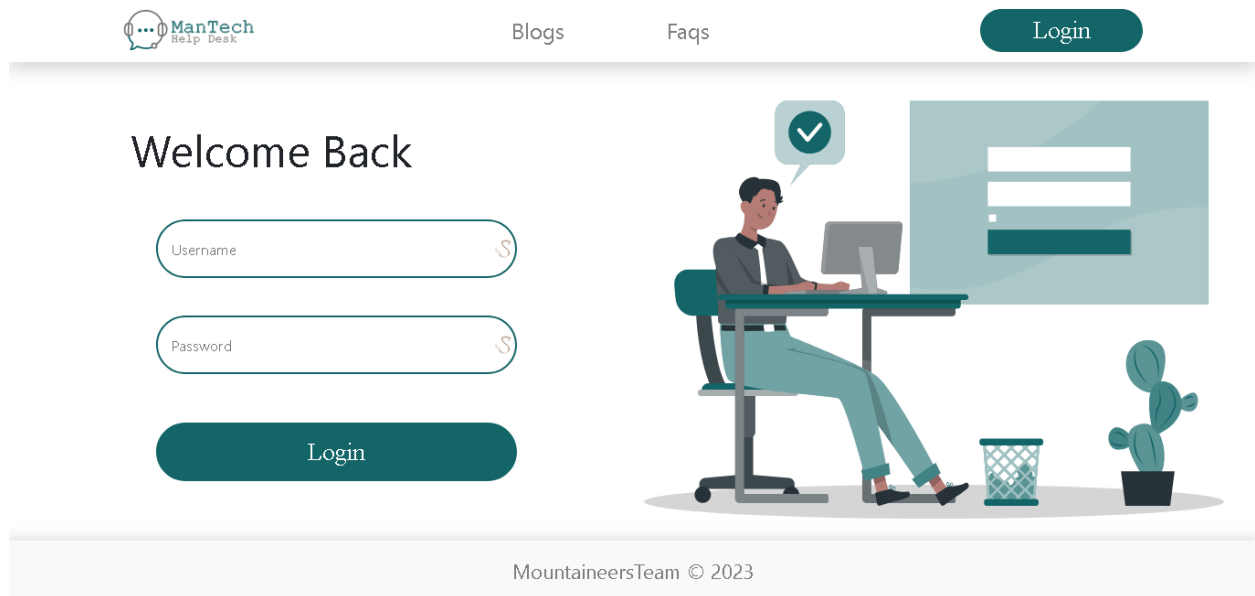# User Guide
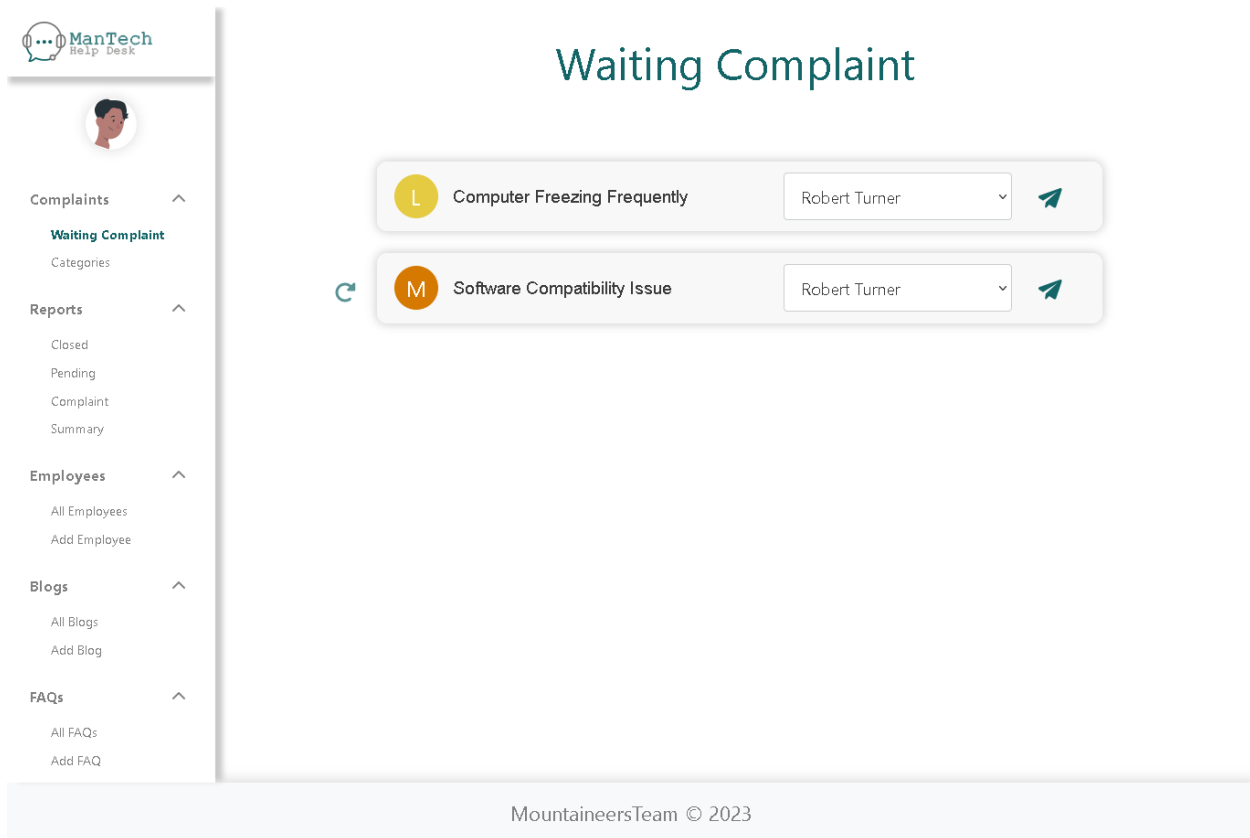
Login Page

Login Page:

- Admin, Regular User, and Technician can register from the same page.

Waiting Complaint Page

Complaint page:

- If logged in as an admin, the following page will be displayed.

- On this page, the admin can review waiting Complaint and assign them to any technician.

Complaint Details Page

Complaint Details

Robert Turner ▼ ⇗

L Low ▼   Software

Computer Freezing Frequently

My computer keeps freezing, making it impossible to work.

ManTech Help Desk

Complaints ⌃
  Waiting Complaint
  Categories

Reports ⌃
  Closed
  Pending
  Complaint
  Summary

Employees ⌃
  All Employees
  Add Employee

Blogs ⌃
  All Blogs
  Add Blog

FAQs ⌃
  All FAQs
  Add FAQ

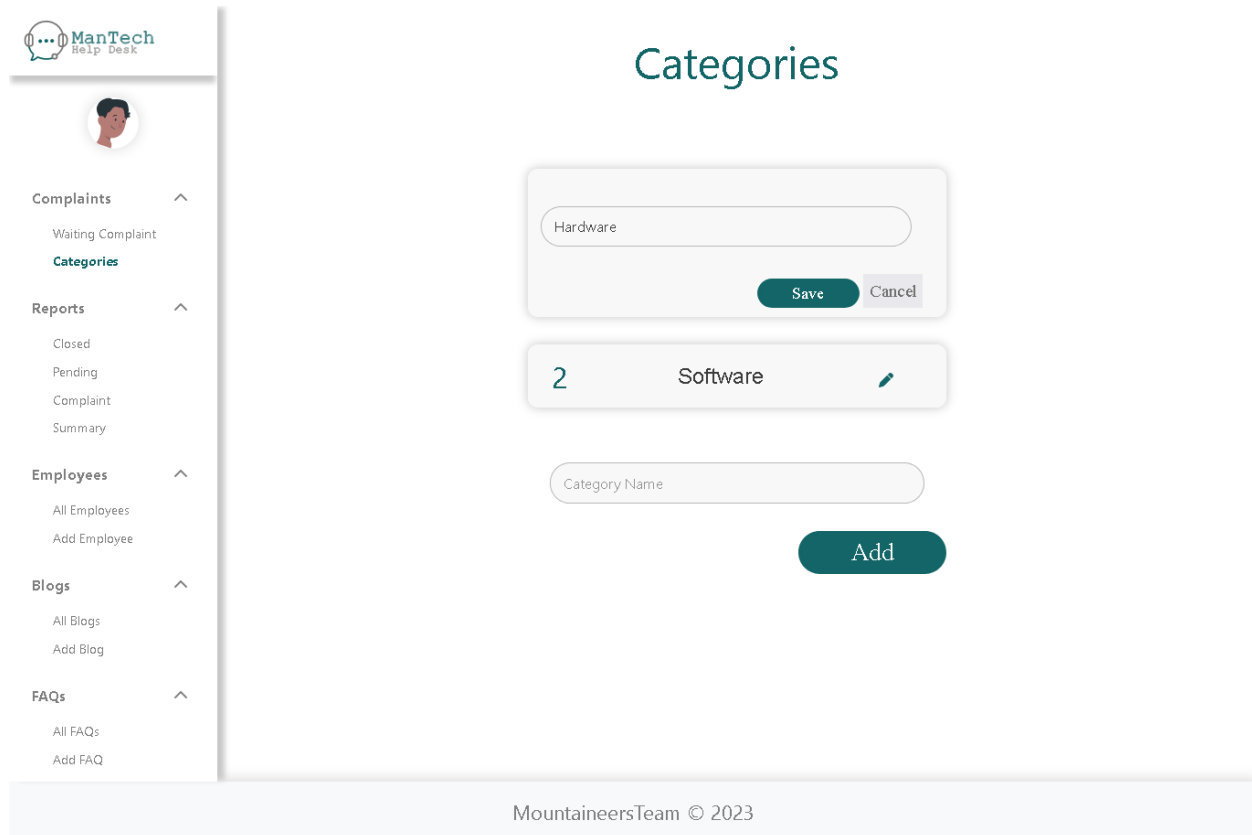MountaineersTeam © 2023

Complaint Details Page:

- On this page, the admin can view the details of the Complaint, edit its priority, and assign it to a technician.

Categories Page

Categories Page:

- On this page, the admin can add a new Categories, delete or modify an existing Categories

Reports Page

Reports Page:

- On this page, The admin can filter the Complaint based on their status on this page.

- the admin can review reports for all Complaint and apply filters based on time duration, department, category, and Complaint priority.

Reports Summary Page
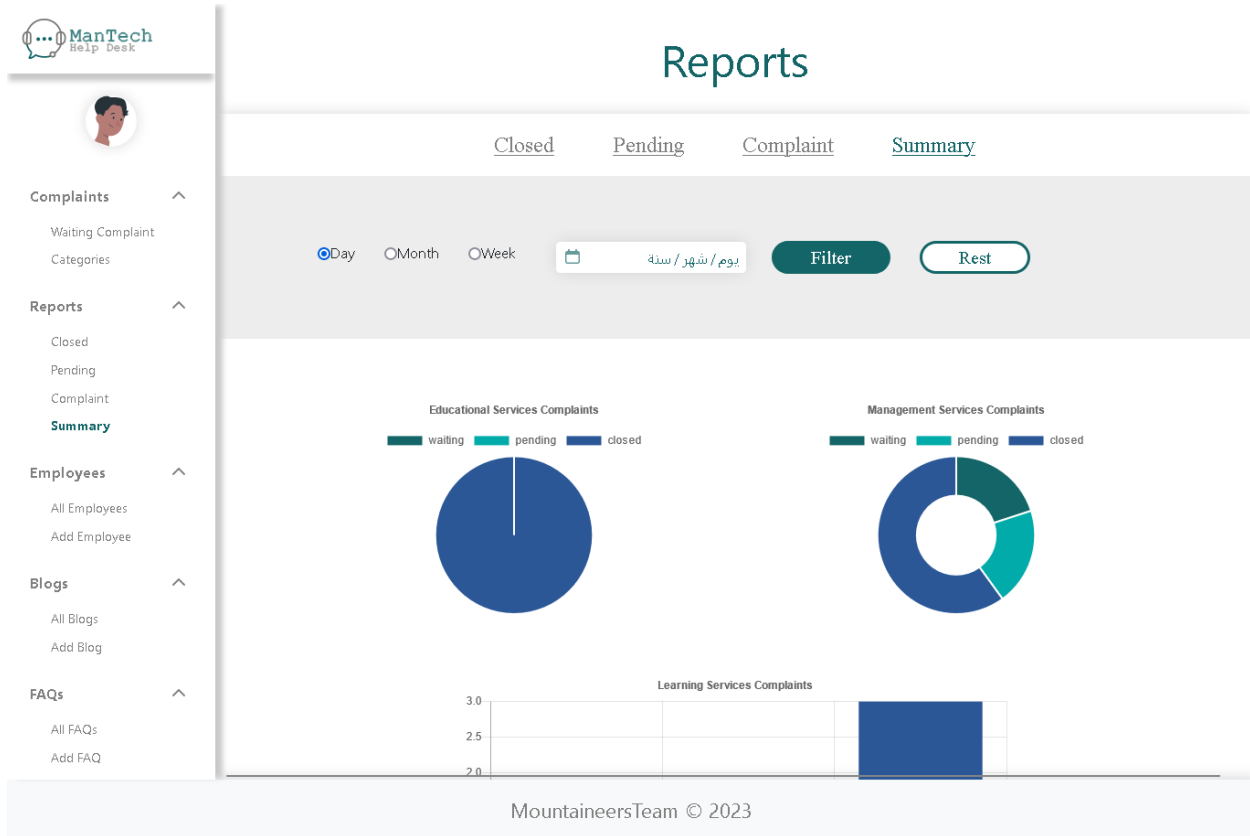
Reports Summary Page:

- On this page, the admin can review charts and diagrams illustrating the Complaint, and filter them based on monthly, weekly, or daily summaries.

Employees Page

Employees

Add

	Jane Smith	janesmith@example.com	Management services	☑Activate	✏
	Mike Johnson	mikejohnson@example.com	Learning services	☑Activate	✏
	Emily Brown	emilybrown@example.com	Internal system	☑Activate	✏
	David Wilson	davidwilson@example.com	Human resource	☑Activate	✏
	Sarah Lee	sarahlee@example.com	Educational services	☑Activate	✏
	Michael		Management		

All Departments

Sidebar:
- ManTech Help Desk
- **Complaints**
  - Waiting Complaint
  - Categories
- **Reports**
  - Closed
  - Pending
  - Complaint
  - Summary
- **Employees**
  - All Employees
  - Add Employee
- **Blogs**
  - All Blogs
  - Add Blog
- **FAQs**
  - All FAQs
  - Add FAQ

Employees Page:

- On this page, the admin can view all employees and apply filters based on departments.

- Additionally, it is can to modify employee data and activate or deactivate users and add users.

Blogs Page

Blogs Page:

- On this page, the admin can view all blog, edit or delete any blog, and also add new blog.

FAQs Page

FAQs

ManTech Help Desk

Complaints ∧
    Waiting Complaint
    Categories

Reports ∧
    Closed
    Pending
    Complaint
    Summary

Employees ∧
    All Employees
    Add Employee

Blogs ∧
    All Blogs
    Add Blog

FAQs ∧
    All FAQs
    Add FAQ

I´m unable to log in to my account ∧

Such common daily problems can be easily fixed in most scenarios. Make sure the user is not typing the password with the Caps Lock button on. In case the password has expired, share a password reset link to the customer that will allow them to generate a new password by themselves. Sometimes an account can get suspended due to inactivity. Convey the reason to the customer so that they can avoid account suspension in the future.

✏️ 🗑️

My system is running too slowly. ∨

I can´t help but stare at the blue screen of death. ∨

My PC is shutting down after irregular intervals for no reason ∨   Add FAQ

The printer never seems to work. ∨

The internet is really... really slow today. ∨

THEY´VE DELETED FILES THEY SHOULDN´T HAVE ∨

COMPUTER IS TOO SLOW ∨

USER HAS LOST ACCESS TO THE SHARED DRIVE ∨

FAQs Page:

- On this page, the admin can view the Frequently Asked Questions (FAQs), edit, delete, and add new FAQs.

Profile Page

Profile

لم تُحدد أي ملفّات، ...تصفّح   Save

✉ janesmith@example.com

🔒 ***************   Reset

📞 555-2222

👤 Management services

Logout

Complaints ⌄
   Waiting Complaint
   Categories

Reports ⌄
   Closed
   Pending
   Complaint
   Summary

Employees ⌄
   All Employees
   Add Employee

Blogs ⌄
   All Blogs
   Add Blog

FAQs ⌄
   All FAQs
   Add FAQ

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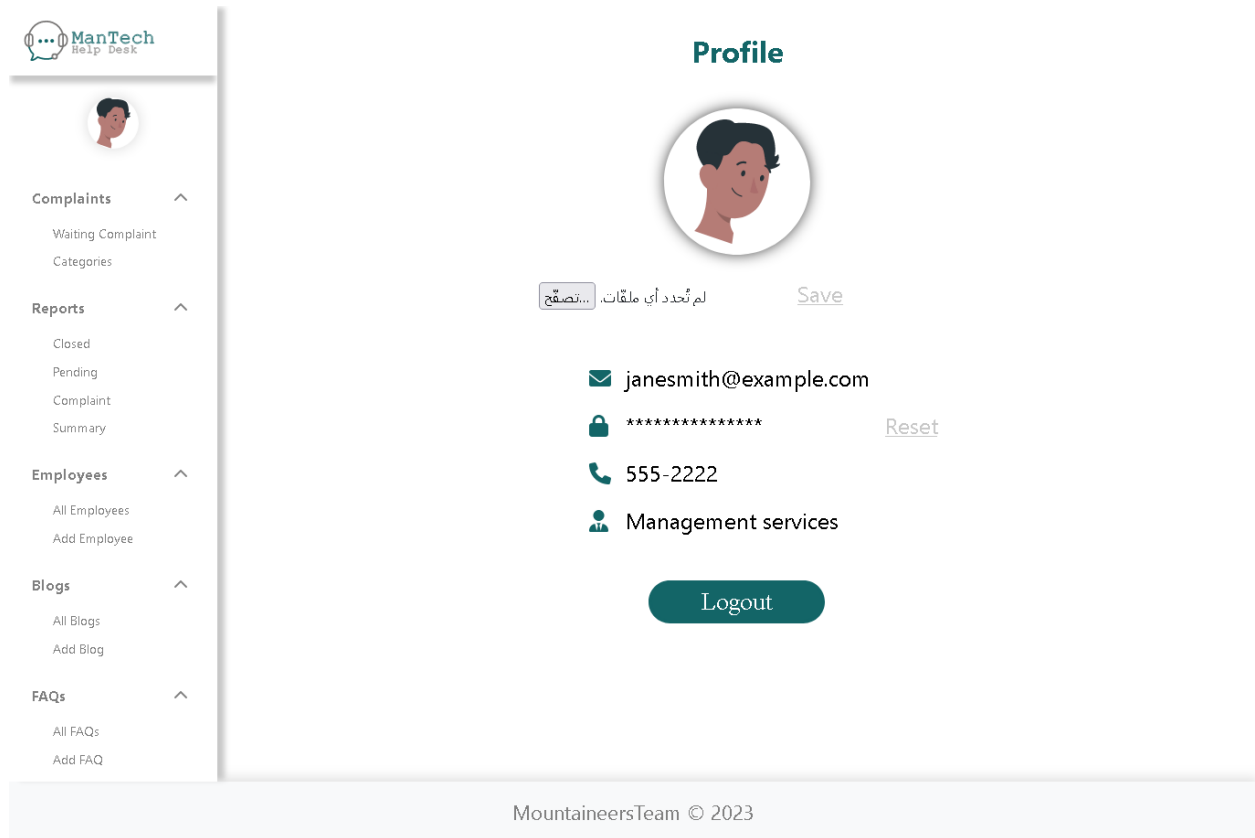
Profile Page:

- On this page, the admin can view their profile, edit the profile picture, and reset the password.

Note: Instructions below apply if the user registers as an admin.

Complaint user Page

ManTech Help Desk

Blogs   Faqs   **Complaint**

Complaints

Add

All   Waiting   Pending   Closed

H	Printer Not Printing	closed
H	Printer Not Responding	closed
M	Software Compatibility Issue	waiting

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Complaint user Page:

- If the user registers as a normal user, this will be the first page that appears to them.

- The user can view all the Complaint they have created and can modify any Complaint as long as its status is not closed.

- Additionally, the user can filter the Complaint based on their status.

FAQs user Page

ManTech Help Desk

Blogs   **Faqs**   Complaint

|	
I´m unable to log in to my account	⌃
My system is running too slowly.	⌃
I can´t help but stare at the blue screen of death.	⌃
My PC is shutting down after irregular intervals for no reason	⌃
The printer never seems to work.	⌃
The internet is really... really slow today.	⌃
THEY´VE DELETED FILES THEY SHOULDN´T HAVE	⌃
COMPUTER IS TOO SLOW	⌃
USER HAS LOST ACCESS TO THE SHARED DRIVE	⌃
COMPUTER HAS A VIRUS	⌃
KEYBOARD OR MOUSE AREN´T WORKING	⌃
COMPUTER WON´T START.	⌃
My Password is Lost, need to Reset.	⌃
Lost access to the shared drive	⌃
I can´t open a program	⌃
I can´t play a video	⌃
I can´t install a program.	⌃
My email is not working	⌃
I can´t connect to my wireless network	⌃
I can´t access a website	⌃

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FAQs user Page:

- On this page, the user can browse FAQs, and when clicking on any FAQ, its details will be displayed.
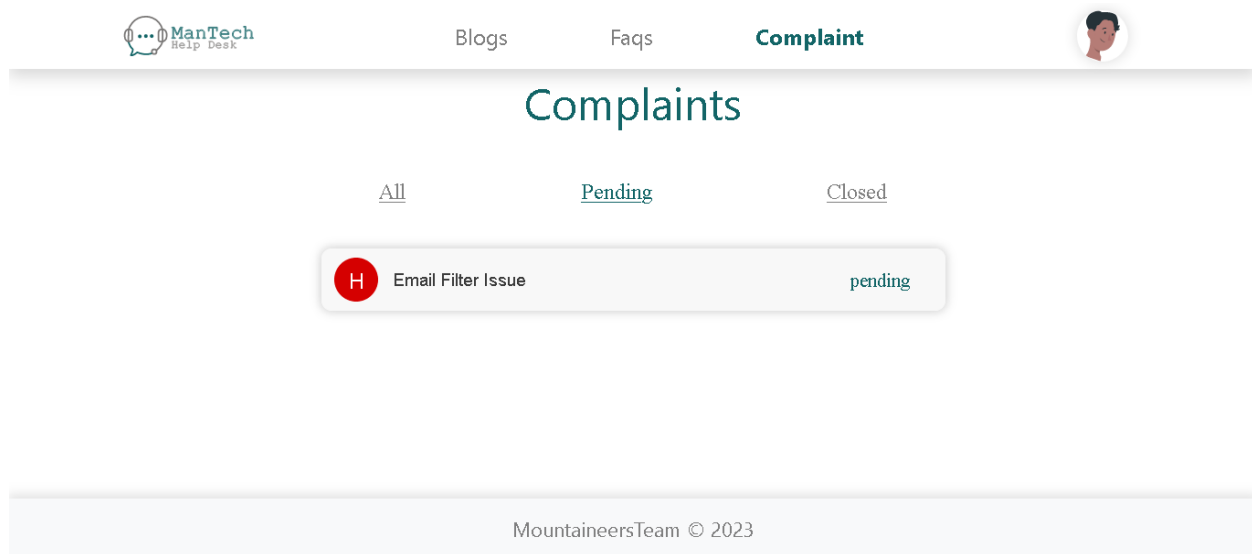
Blogs user Page
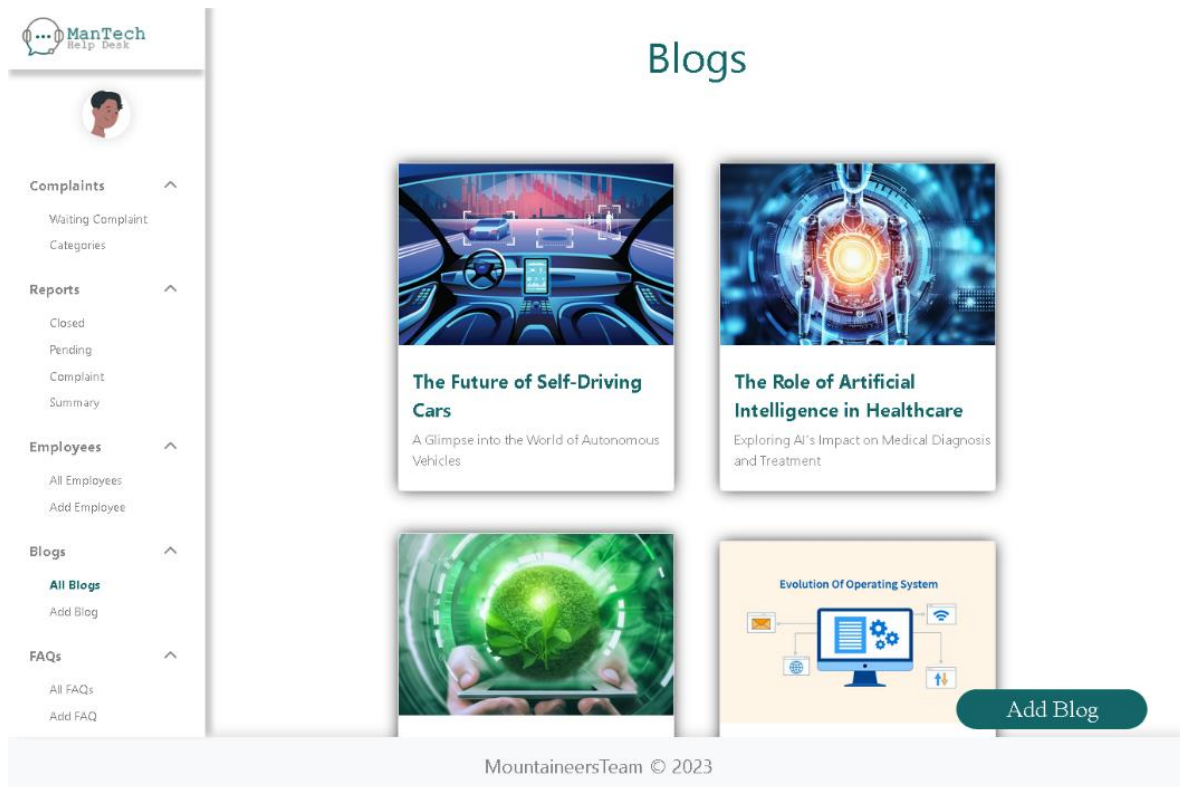
Blogs user Page:

- On this page, the user can view all blog posts, and when clicking on any of them, their details will be displayed

Note: Instructions below apply if the user registers as a normal user.

Complaints Technical Page

ManTech
Help Desk

Blogs   Faqs   **Complaint**

Complaints

All   Pending   Closed

H   Email Filter Issue   pending

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Complaints Technical Page:

- When the user registers as a technician, this page will appear.

- This page displays the Complaints assigned to this technician.

- The technician can filter the Complaints based on their status.

Complaints Details Technical Page

ManTech
Help Desk

Blogs   Faqs   Complaint

Complaint Details

10

opened	waiting	pending	closed
●	●	●	●
20/09/2023	20/09/2023	21/09/2023	24/09/2023

M Medium   Software

Software License Expired
@John Doe

The license for our critical software has expired. We need it renewed.

Answer:

Renewed software license. Software is fully functional now.

Complaints Details Technical Page:

- The technician can access the details of the Complaints and provide a solution if the Complaint has not been closed yet.

- The technician also has two similar pages for blogs and FAQs, similar to the pages available for normal users.