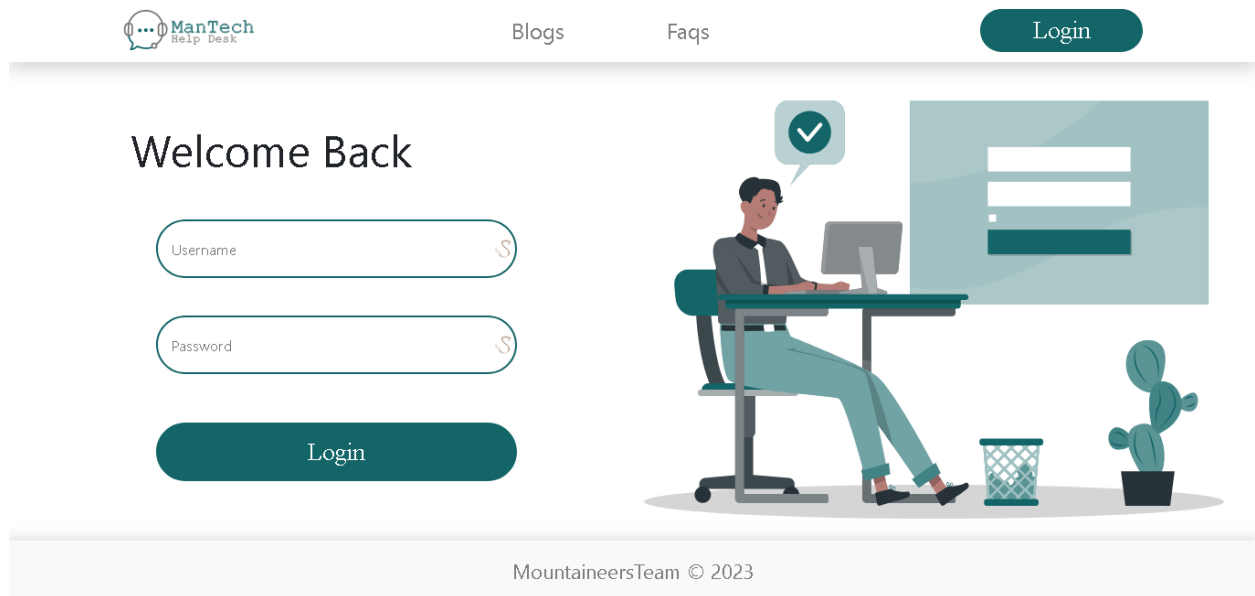


# User Guide

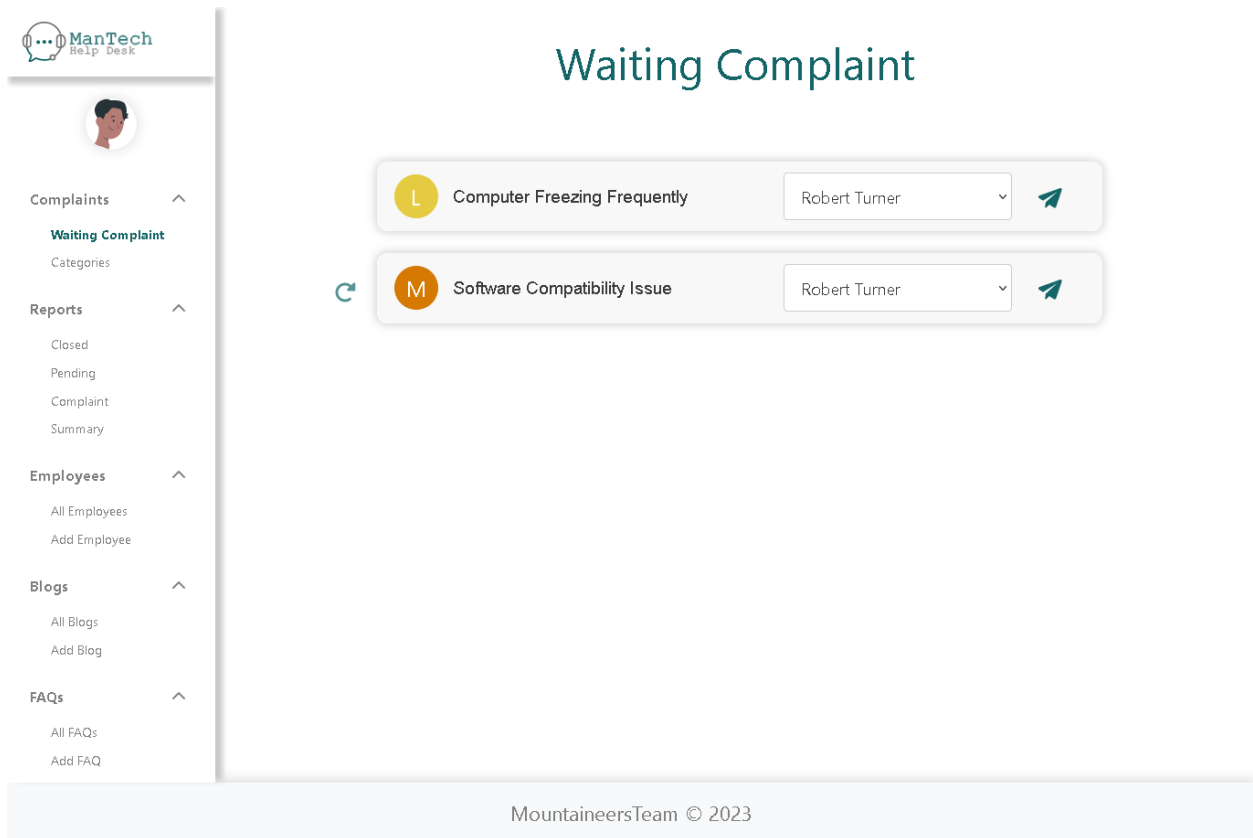
## Login Page



### 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





Complaints

Waiting Complaint

Categories

Reports

Closed

Pending

Complaint

Summary

Employees

All Employees

Add Employee

Blogs

All Blogs

Add Blog

FAQs

All FAQs

Add FAQ

### Complaint Details


Robert Turner

L Low

Software

#### Computer Freezing Frequently

My computer keeps freezing, making it impossible to work.

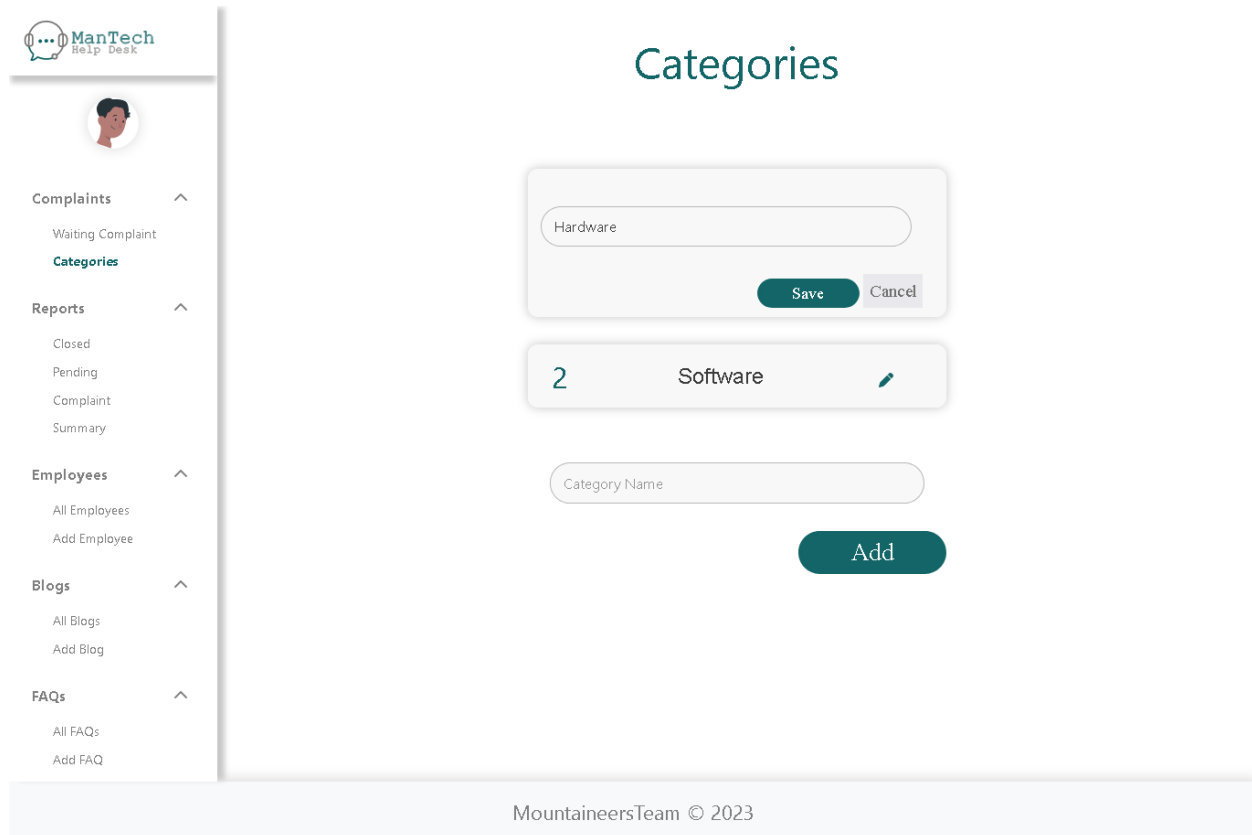


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### Complaint Details Page:

- 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, modify an existing Categories.

## Reports Page





Complaints ^

Waiting Complaint

Categories

Reports ^

Closed

Pending

Complaint

Summary

Employees ^

All Employees

Add Employee

Blogs ^

All Blogs

Add Blog

FAQs ^

All FAQs

Add FAQ

### Reports


[Closed](#) [Pending](#) [Complaint](#) [Summary](#)

All Categories

All Departments

All Priorities

☒ Day ☐ Month ☐ Week



Filter

Reset

15 Complaints

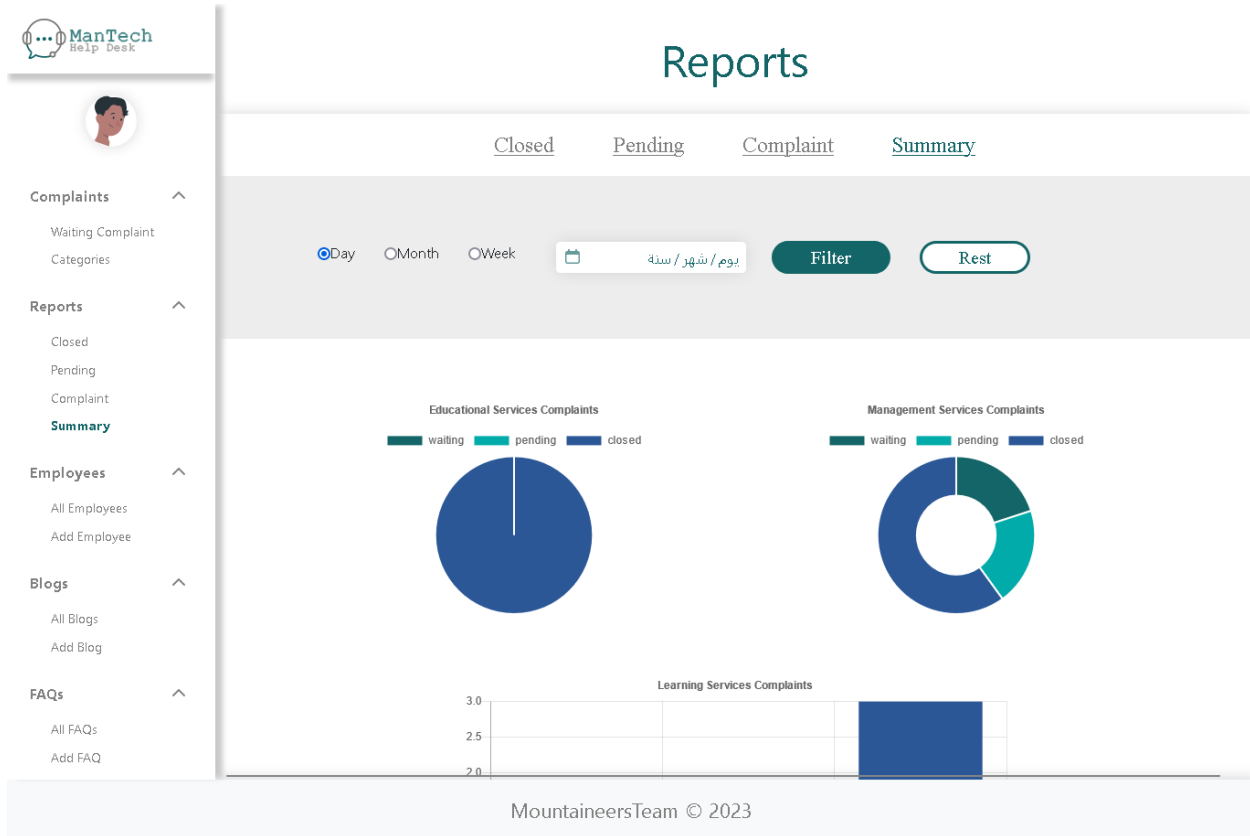
No.	Category	Created Date	Closed Date	Department	Technician Name	Solved Time	Employee Name
#1	Hardware	22/01/2020 20:38:14	24/01/2020 20:38:14	Management services	Robert Turner	1 day and 10 hours and 38 minutes	Jane Smith
#2	Software	21/02/2020 20:38:14	24/02/2020 20:38:14	Learning services	Karen Baker	1 day and 11 hours and 16 minutes	Mike Johnson
#3	Hardware	23/03/2020 20:38:14	24/03/2020 20:38:14	Internal system	William Garcia	6 hours and 49 minutes	Emily Brown
#4	Software	20/04/2021 20:38:14	24/04/2021 20:38:14	Human resource	Samantha Martinez	3 days and 19 hours and 30 minutes	David Wilson
		22/05/2021	24/05/2021			1 day and 19 hours and 47 minutes	

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### Reports Page:

- On this page, The admin can filter the closed Complaint in this page.
- the admin can review reports for all Complaint and apply filters based on monthly, weekly, or daily, 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

The screenshot displays the 'Employees Page' in the ManTech Help Desk interface. The sidebar on the left includes navigation links for Complaints, Reports, Employees, Blogs, and FAQs. The main content area features a dropdown menu for 'All Departments' and a list of employees. Each employee entry includes a profile picture, name, email address, department, and an 'Activate' checkbox. An 'Add' button is located in the top right corner.


Name	Email	Department	Status	Action
Jane Smith	janesmith@example.com	Management services	<input checked="" type="checkbox"/> Activate	
Mike Johnson	mikejohnson@example.com	Learning services	<input checked="" type="checkbox"/> Activate	
Emily Brown	emilybrown@example.com	Internal system	<input checked="" type="checkbox"/> Activate	
David Wilson	davidwilson@example.com	Human resource	<input checked="" type="checkbox"/> Activate	
Sarah Lee	sarahlee@example.com	Educational services	<input checked="" type="checkbox"/> Activate	
Michael		Management		


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### Employees Page:

- On this page, the admin can view all employees and apply filters based on departments.
- Additionally, he can modify users data and activate or deactivate users and add users.

## Blogs Page





Complaints

Waiting Complaint

Categories

Reports

Closed

Pending

Complaint

Summary

Employees

All Employees

Add Employee

Blogs


All Blogs

Add Blog


FAQs

All FAQs


Add FAQ




**The Future of Self-Driving Cars**  
A Glimpse into the World of Autonomous Vehicles



**The Role of Artificial Intelligence in Healthcare**  
Exploring AI's Impact on Medical Diagnosis and Treatment



**The Green Revolution: Sustainable Technology Trends**  
Exploring Innovations for a Greener Future



**The Evolution of Operating Systems**  
From Command Lines to Graphical User Interfaces (GUIs)

Add Blog


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### Blogs Page:

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



## FAQs Page





Complaints

Waiting Complaint

Categories

Reports

Closed

Pending

Complaint

Summary

Employees

All Employees

Add Employee

Blogs

All Blogs

Add Blog

FAQs



All FAQs

Add FAQ

### FAQs

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

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

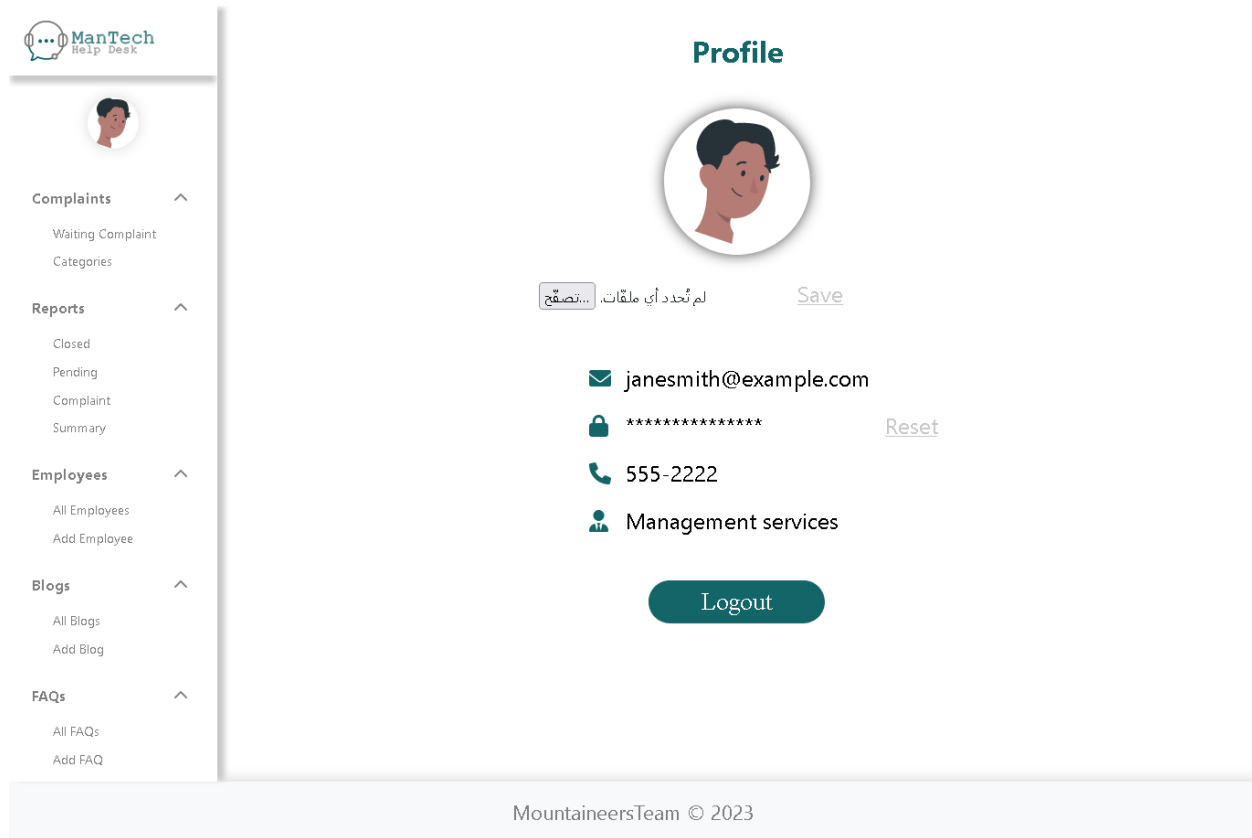
Add FAQ

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### FAQs Page:

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

## Profile Page



### 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


The screenshot shows the 'Complaint user Page' of the 'ManTech Help Desk'. The page has a header with the logo, navigation links for 'Blogs', 'Faqs', and 'Complaint' (which is highlighted), and a user profile icon. Below the header, the main heading 'Complaints' is centered. To the right of the heading is a dark green 'Add' button. Below the heading are four filter tabs: 'All' (underlined), 'Waiting', 'Pending', and 'Closed'. The 'All' tab is selected, displaying a list of three complaints in a light gray box. Each complaint entry consists of a circular icon with a letter, the complaint title, and its status. The first two complaints, 'Printer Not Printing' and 'Printer Not Responding', both have a red 'H' icon and are marked as 'closed'. The third complaint, 'Software Compatibility Issue', has an orange 'M' icon and is marked as 'waiting'. At the bottom of the page, a footer indicates 'MountaineersTeam © 2023'.

Filter	Complaint Title	Status
All	Printer Not Printing	closed
	Printer Not Responding	closed
	Software Compatibility Issue	waiting


### 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



[Blogs](#)[Faqs](#)[Complaint](#)





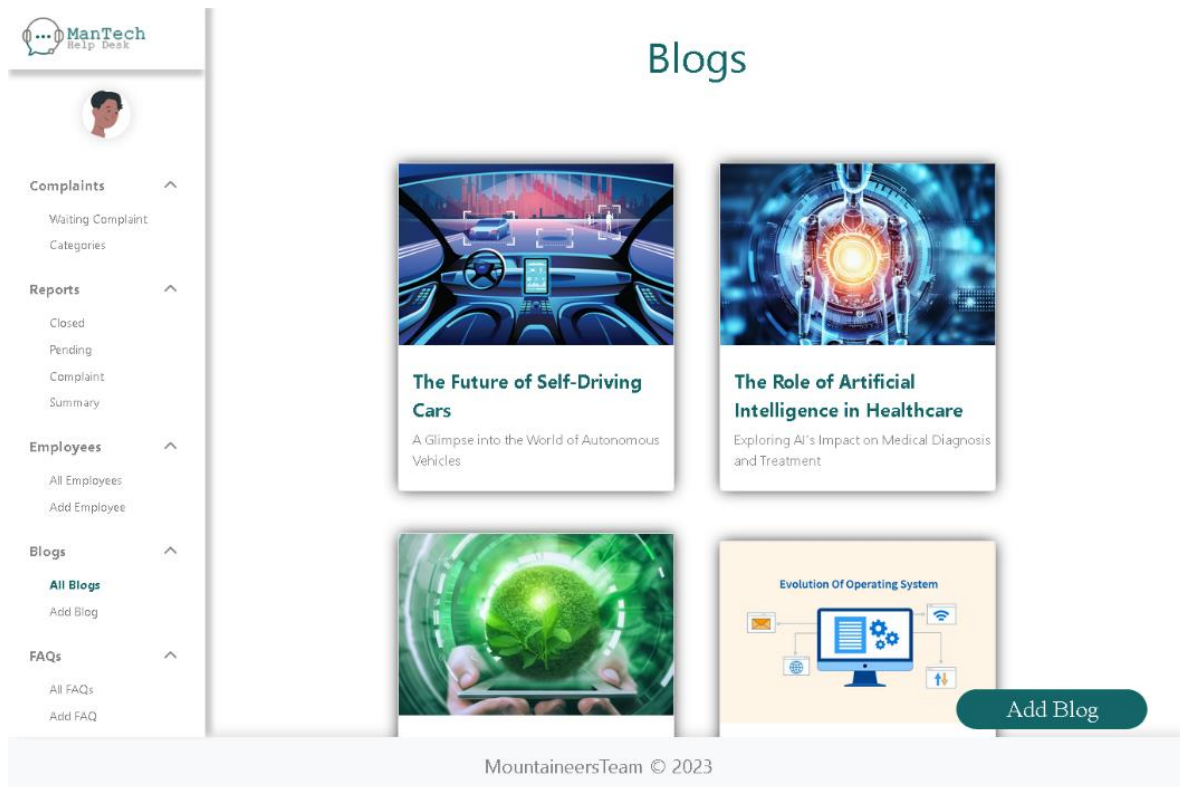
I'm unable to log in to my account	^
My system is running too slowly.	^
I can't help but stare at the blue screen of death.	^
My PC is shutting down after irregular intervals for no reason	^
The printer never seems to work.	^
The internet is really... really slow today.	^
THEY'VE DELETED FILES THEY SHOULDN'T 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

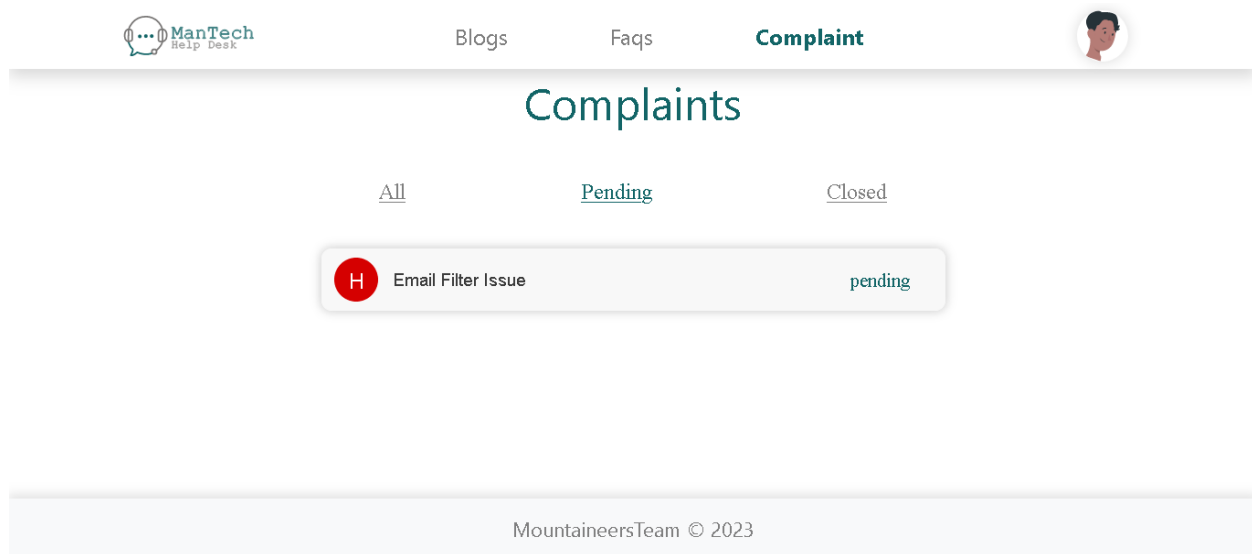


### Blogs user Page:

- 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



The screenshot shows a web interface for a technician's complaints. At the top, there is a navigation bar with the 'ManTech Help Desk' logo on the left, and links for 'Blogs', 'Faqs', and 'Complaint' in the center. A user profile icon is on the right. Below the navigation bar, the title 'Complaints' is centered. Underneath the title are three filter tabs: 'All', 'Pending' (which is active and underlined), and 'Closed'. A single complaint card is displayed, featuring a red circular icon with a white 'H', the text 'Email Filter Issue', and the status 'pending' on the right. At the bottom of the page, a footer bar contains the text 'MountaineersTeam © 2023'.

### 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

[Blogs](#)[Faqs](#)[Complaint](#)

## Complaint Details

# 10



**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.