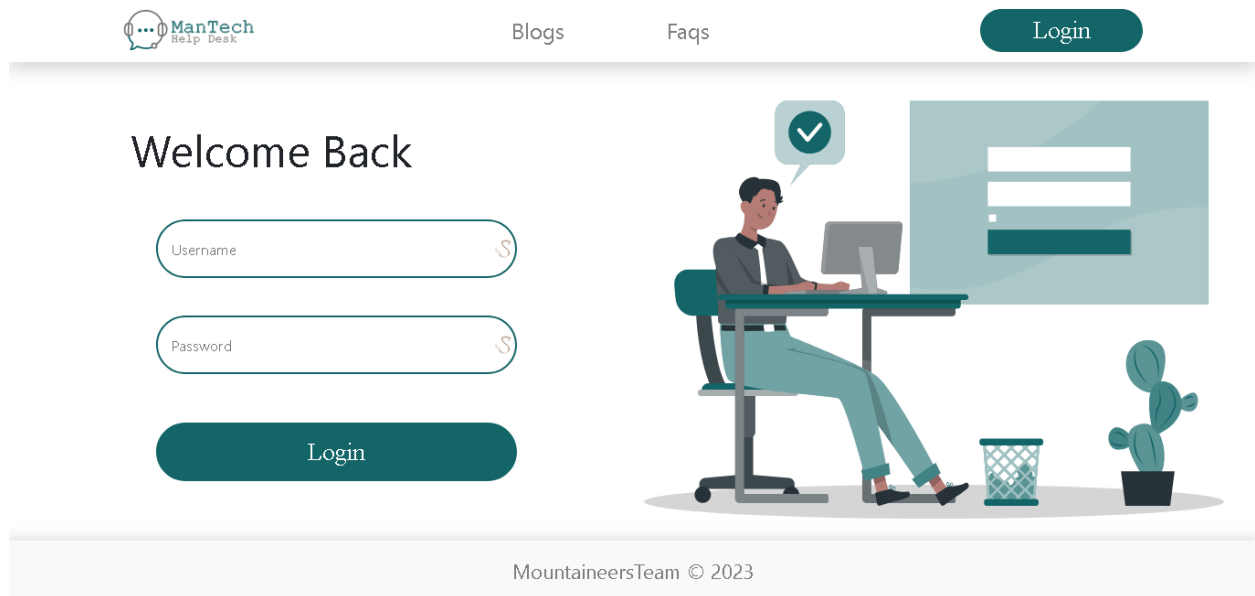


User Guide

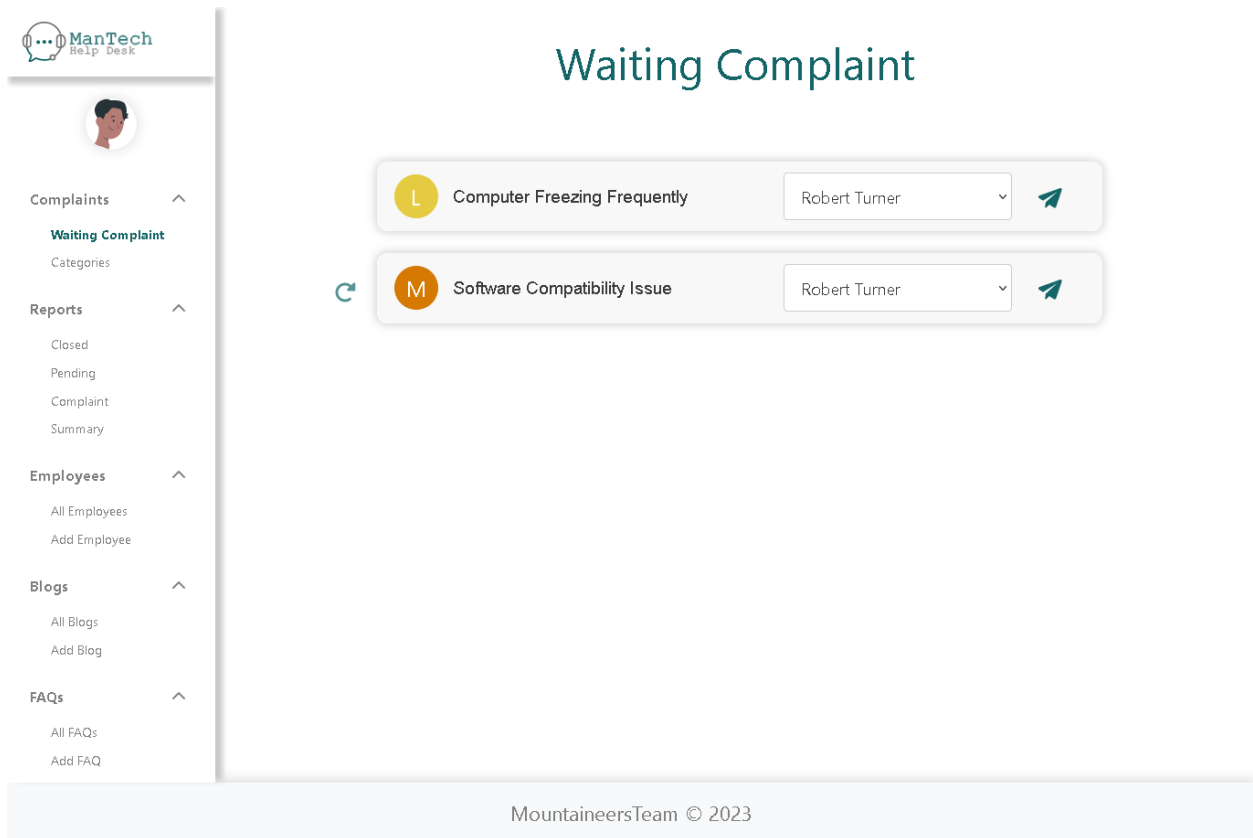
Login Page



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.

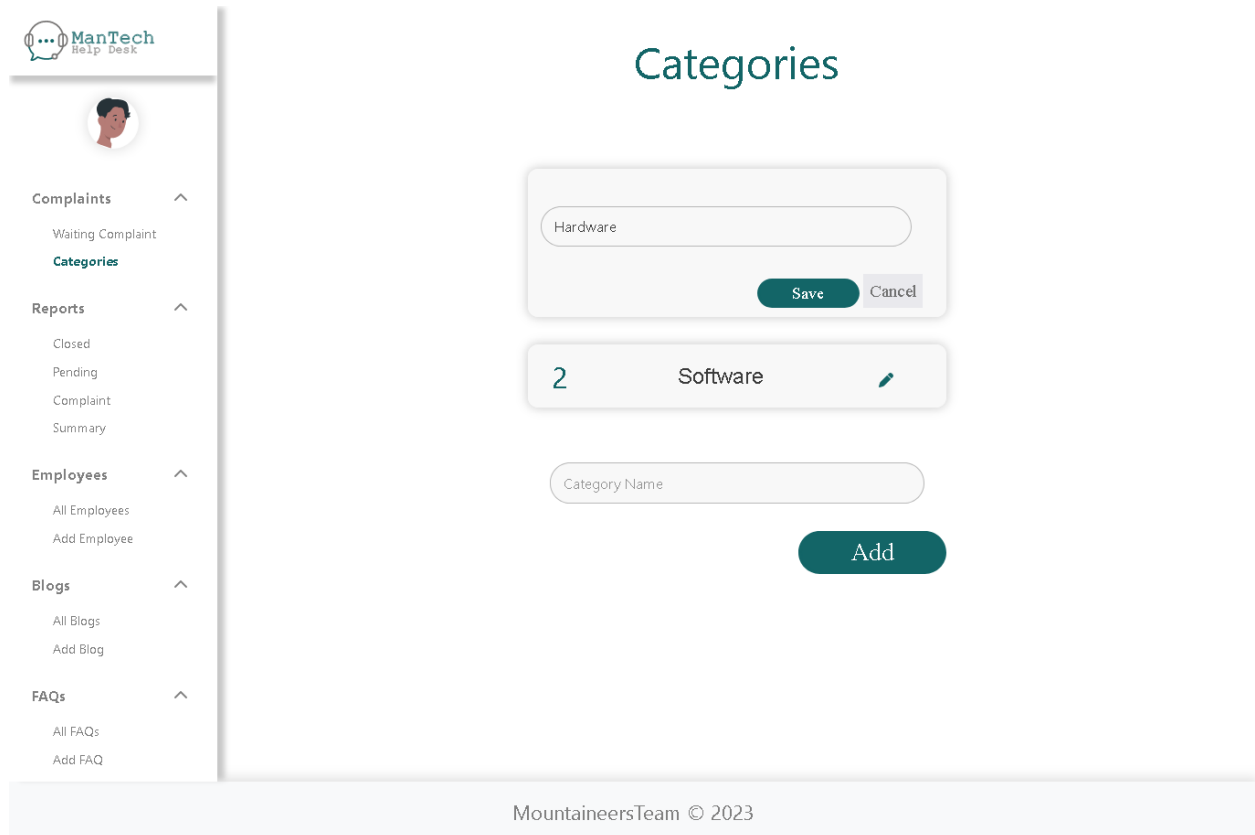


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Complaint Details Page:

- 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, delete or 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

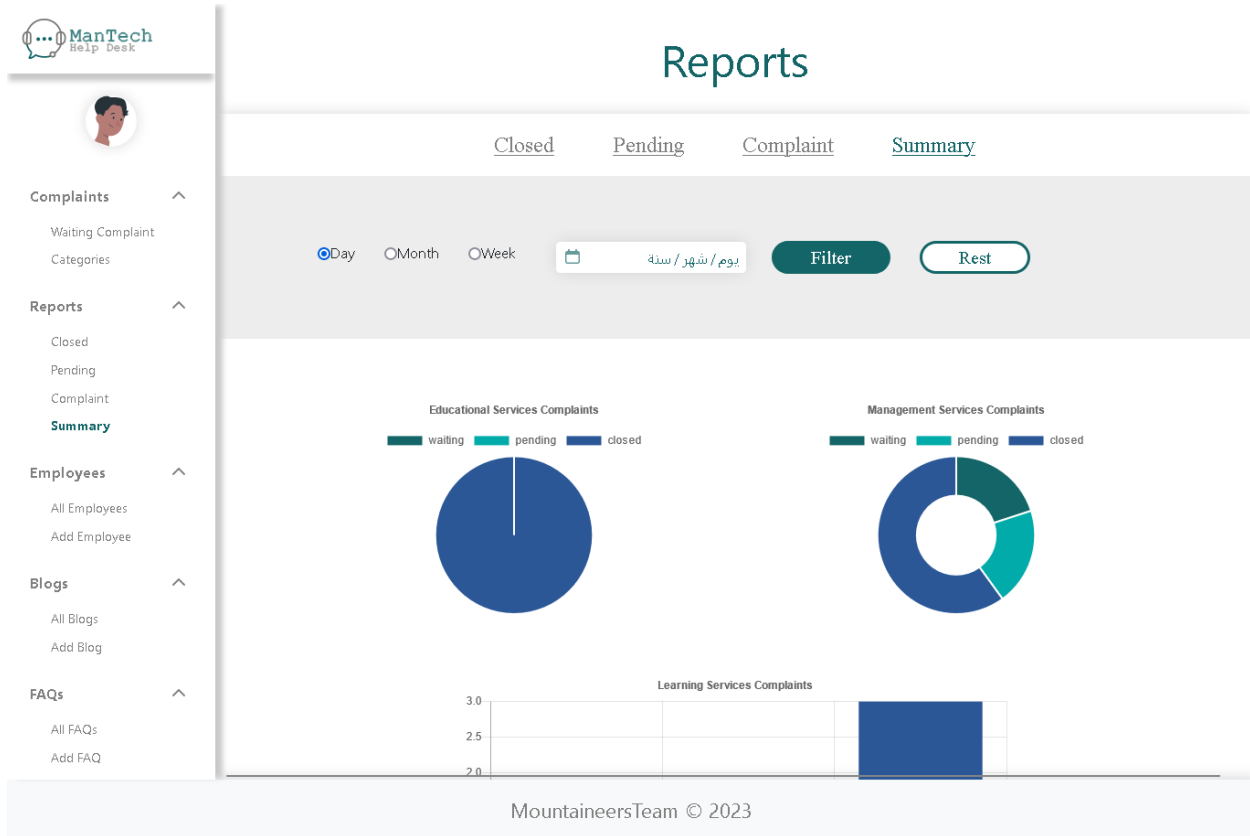
No.	Category	Created Date	Closed Date	Department	Technician Name	Solved Time	Employee Name
#1	Hardware	22/01/2020 20:38:14	24/01/2020 20:38:14	Management services	Robert Turner	1 day and 10 hours and 38 minutes	Jane Smith
#2	Software	21/02/2020 20:38:14	24/02/2020 20:38:14	Learning services	Karen Baker	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	

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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

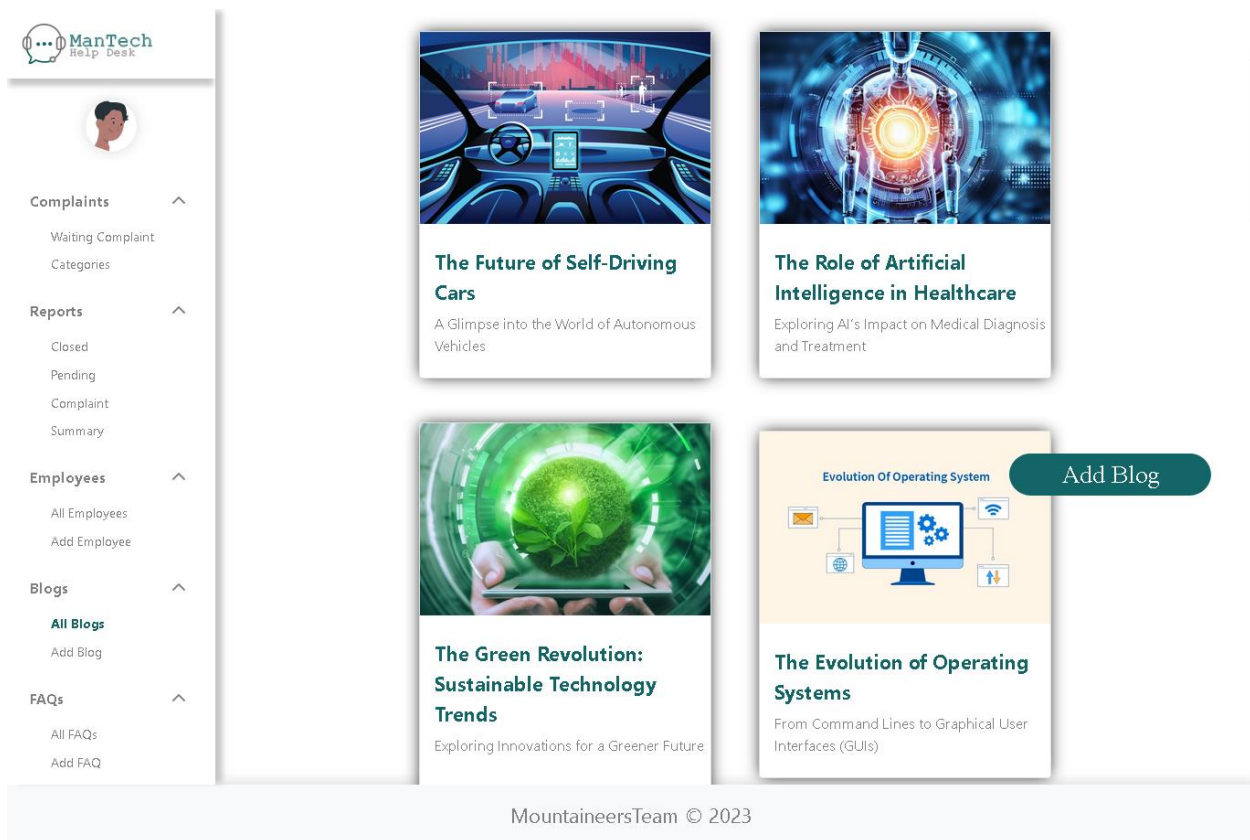
The screenshot displays the 'Employees Page' within the ManTech Help Desk interface. On the left is a sidebar menu with categories: Complaints (Waiting Complaint, Categories), Reports (Closed, Pending, Complaint, Summary), Employees (All Employees, Add Employee), Blogs (All Blogs, Add Blog), and FAQs (All FAQs, Add FAQ). The main content area is titled 'Employees' and features a dark green 'Add' button. Below the title is a dropdown menu set to 'All Departments'. A list of five employees is shown, each with a profile picture, name, email, department, an 'Activate' checkbox, and an edit icon. The employees are Jane Smith (Management services), Mike Johnson (Learning services), Emily Brown (Internal system), David Wilson (Human resource), and Sarah Lee (Educational services). A sixth employee, Michael, is partially visible at the bottom. The footer of the page reads 'MountaineersTeam © 2023'.

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

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





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

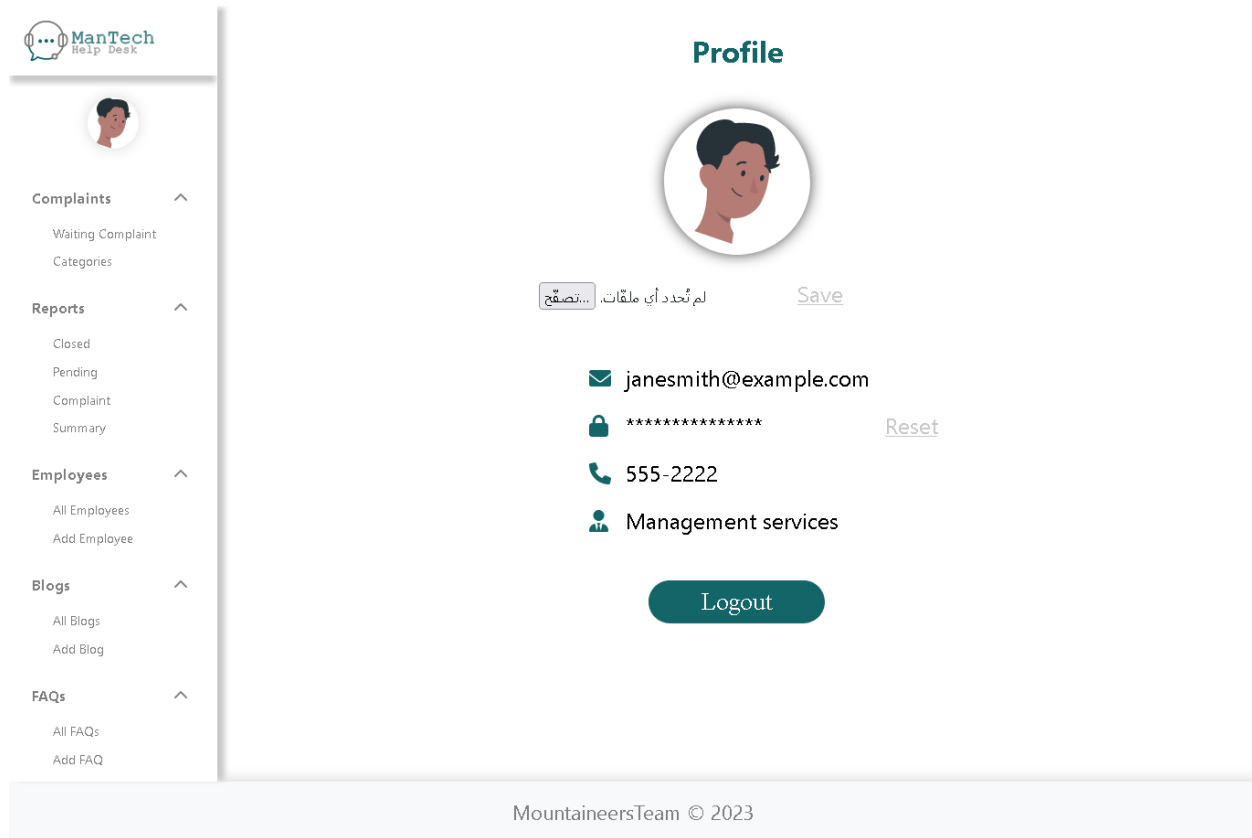
Add FAQ

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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 an '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. Each complaint is shown in a card with a status icon (red 'H' for Hardware, yellow 'M' for Software), the complaint description, and the current status (closed or waiting). The footer of the page reads 'MountaineersTeam © 2023'.

<u>All</u>	<u>Waiting</u>	<u>Pending</u>	<u>Closed</u>
<div><div>H</div><div>Printer Not Printing</div><div>closed</div></div>			
<div><div>H</div><div>Printer Not Responding</div><div>closed</div></div>			
<div><div>M</div><div>Software Compatibility Issue</div><div>waiting</div></div>			


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







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)



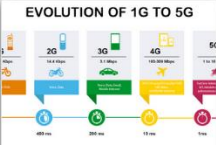
The Impact of Open Source Software
A Look at the Growth and Influence of Open Source Projects




The Rise of DevOps in Software Development
Exploring the Intersection of Development and Operations




The Internet of Things (IoT) and Its Impact on Daily Life
Exploring the Growing Connected Ecosystem




The Evolution of 5G Technology
A Look at the Journey to Faster and More Connected Networks




The Art of Problem Solving in Programming
Strategies for Tackling Complex Programming Challenges




The Rise of Low-Code and No-Code Development
Democratizing Software Development for Non-Developers



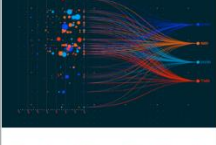
The Art of Code Review
Best Practices for Collaborative Code Review




The Future of Space Exploration
New Frontiers, Ambitious Missions, and Beyond



The Evolution of Video Game Graphics
From Pixels to Photorealism



The Art of Data Visualization
Effective Techniques for Presenting Complex Data



The Future of Quantum Computing
Unleashing the Power of Quantum Mechanics

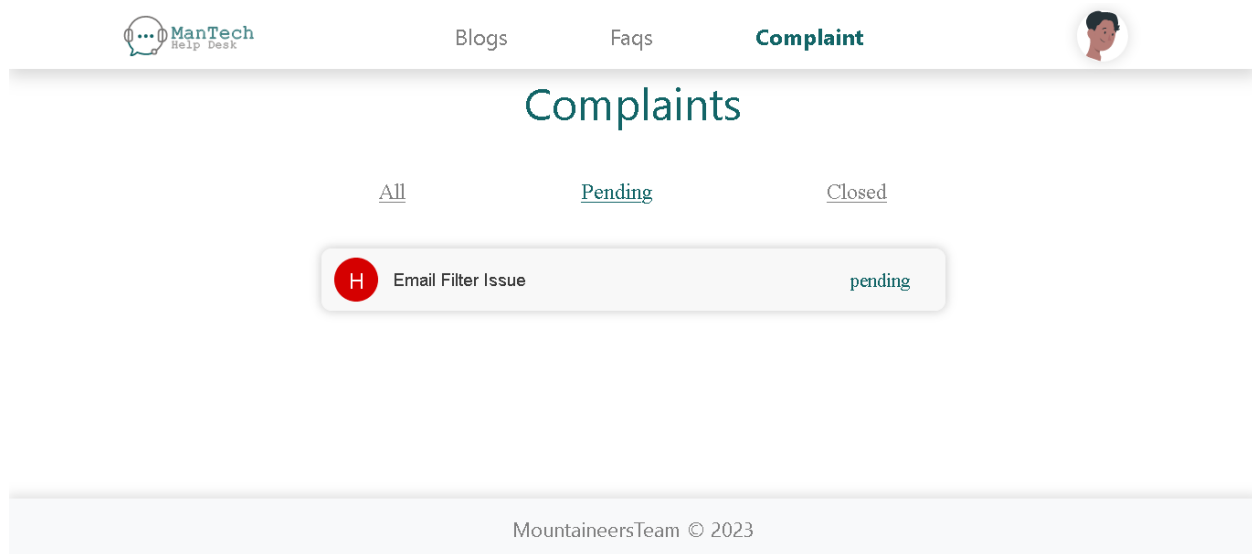
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Blogs user Page:

- 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 displayed in a large, bold font. Underneath the title, there are three tabs: 'All', 'Pending', and 'Closed'. The 'Pending' tab is currently selected. Below the tabs, a single complaint is listed in a light gray box. It features a red circular icon with a white 'H' on the left, followed by the text 'Email Filter Issue' in the middle, and the status 'pending' in a smaller font on the right. At the bottom of the page, a footer bar contains the text 'MountaineersTeam © 2023'.

ManTech Help Desk

Blogs Faqs **Complaint**

Complaints

All Pending Closed

 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

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

Complaint Details

18



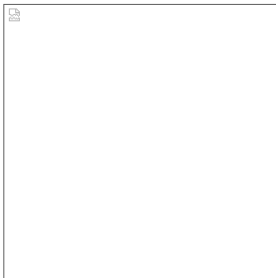
H High

Software

Email Filter Issue

@Daniel Kim

Some important emails are going to the spam folder. Please fix the filter.



Complaint Answer

Submit

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.