

User Manual Instruction

Mohit KHADGI, Dinesh BISTA, Sujata KOIRALA, Manish SHRESTHA, Anthony ATUCHETEAM 4

06/06/2020

About this document:

|  |  |
| --- | --- |
| Document Name | Installation and User Manual Instruction |
| Word Count | 1700 |
| Pages | 18 |
| Developed on | 6th May, 2020 |

Document Overview:

In this installation and user manual document, we have provided details on the use of our website and how to deal with the system. All the information is provided in this document in a detailed manner. The purpose of the documentation is also allocated with the installation instruction and configuration.

Revision Sheet:

|  |  |  |
| --- | --- | --- |
| Release number | Date | Description |
| 1 | 1st May,2020 | Template and index |
| 2 | 2nd May,2020 | Initial Draft |
| 3 | 3rd May,2020 | Full report |
| 4 | 6th May,2020 | Final updated report |

Contents

[General Information 4](#_Toc42551313)

[System Overview: 4](#_Toc42551314)

[Authorized Use Permission: 4](#_Toc42551315)

[Team Overview: 4](#_Toc42551316)

[Website Address: 4](#_Toc42551317)

[Contact number: 5](#_Toc42551318)

[Definitions and key terms 5](#_Toc42551319)

[Purpose of the document 5](#_Toc42551320)

[Technical specifications 6](#_Toc42551321)

[Security Organization 6](#_Toc42551322)

[Access to Storage Media 6](#_Toc42551323)

[Requirements for Training 6](#_Toc42551324)

[Installation 7](#_Toc42551325)

[Configuration requirements 8](#_Toc42551326)

[Data Accessibility 8](#_Toc42551327)

[Entity Profile Administration 9](#_Toc42551328)

[User Accounts 9](#_Toc42551329)

[Data Integrity 9](#_Toc42551330)

[Administration Panel 9](#_Toc42551331)

[System Security 9](#_Toc42551332)

[Instruction for usage 10](#_Toc42551333)

[Home page 10](#_Toc42551334)

[Location page 11](#_Toc42551335)

[Privacy Page 12](#_Toc42551336)

[About Us 12](#_Toc42551337)

[Our Services 13](#_Toc42551338)

[Register User 15](#_Toc42551339)

# General Information

## System Overview:

Our website is designed in a way that the user of the website gets proper information about the company and be able to view the services provided by the company. By understanding four major aspects of developing a website: User-friendly, satisfaction, error-free and efficient. A simple and convenient website can be remarkably powerful. Level of satisfaction matters as much as anything as because if a user is not satisfied with the outlook of the website, they will not come back again. During testing, it is relevant to test all the functionality provided within the website.

## Authorized Use Permission:

Social users are prohibited to use certain aspects of the website such as adding and editing the pages. Only a user with permission is permitted to interfere with the system of the website. By doing this, it will deny any errors related to form page or any type of page that a user can type in. User with permission can also edit the layout and can interfere with the database system for any kind of the change.

## Team Overview:

|  |  |
| --- | --- |
| **Name** | **Role** |
| Mohit Khadgi | Project Manager |
| Dinesh Bista | Scrum Master |
| Manish Shrestha | Team member |
| Sujata Koirala | Team member |
| Anthony Atuche | Team member |

Website Address: A picture containing knife

Description automatically generated

Contact number: A close up of a logo

Description automatically generated

## Definitions and key terms

|  |  |
| --- | --- |
| UX | User Experience |
| UGS | User-Generated Content |
| DNS | Domain Name System |
| SQL | Structured Query Language |
| Team member | User with permission to edit |
| GIF | Graphics Interchange Format |
| PNG | Portable Network Graphics |
| FTP | File Transfer Protocol |
| URL | Uniform Resource Locator |

# Purpose of the document

Modern users are wise, but they would still prefer user manual instruction before going ahead. However, the digital age is driving intuitive technology and smart devices. Considering, people want to use them without much effort. Everything is just a click. This is a test of modernity in which we live. As a result, user guidance is an important element for IT developers and an additional feature that is very much needed for customer services. Although the user guides were written primarily for non-technical users. In case of confusion with the website, this guide will help to solve any technical issues. At the same time, useful, consistent, easy-to-read and understand pamphlet can add value to our customer and contribute to our satisfaction.  
With this document, it is encouraged for the user to involve more with the company. It is our responsibility to make our users feel comfortable while using our website, in doing so, a user manual instruction can help them, just in case any of our members cannot attend during help.

# Technical specifications

Security Organization   
We have strong and limited security provided on our website. Authorities are given to all the five group members of our team. Protected database and well build surveillance are equipped to the website. However, users are advised to inform to the email address given in this document in case of the suspected security breaches.

Access to Storage Media  
We only have limited storage in our services as it is meant to be designed in a simple and manageable way. Any increase of storage will be informed by the team members to the project manager.

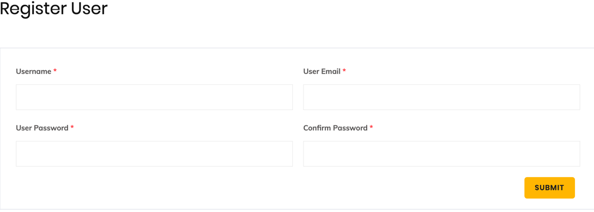
Requirements for Training  
All our team members are discussing with each other for a more convenient and easier way to set up and use the website so that the users can have a positive impact on the company.

Here are some guidelines that will help users find what they are searching and how we set up our website:

* Organize information orderly.
* Code the grouping with colours and tabs.
* Signify importance by using contrast, shading, etc.
* Provide a keyword index using the terminology of the user.
* Provide a glossary of technical terms.
* Make the quick start guide readily accessible.
* Display the help-line number.

# Installation

Before using the key features if the website, a user needs to register by using their email address and password which will be reviewed by our team.



Once the user is registered, they can use the key feature of our website i.e. booking system. Only a registered can book the services. If a user is not registered, they cannot book a service.

A screenshot of a cell phone

Description automatically generated

After the user is verified by our team, they can book the services of the company. The form is given above. The user must fill-up the form to book the service. They can select the time given on the website and use their card to finalize the booking. Once the booking is confirmed, an email will be sent to the user about the service.

# Configuration requirements

## Data Accessibility

• Entity profile information is publicly available via a searchable website

• Profile data is available for direct system-to-system access via an HTTP API (read-only)

• System will track the date and time of last API data pull

## Entity Profile Administration

• Entities may submit online requests to have their profile.

• Authorized users can update the entity’s profile directly on the website

• Date and username are logged when the profile is changed.

• Designated entity representatives can delegate editing rights to other users at the institution.

## User Accounts

• User accounts are password protected.

• Password reminders and resets are handled by the website.

• Except for system administrators, all user accounts are tied to an institution.

## Data Integrity

• At designated intervals (at least monthly), the system sends an email reminding entity to update their profile.

• If feasible, the system will also provide alert/notification upon sign-in by entity user when any of the above dates or data elements requires updating.

• Consideration will be given to requiring a Profile update at FDP Annual report time to help ensure Profiles are kept current.

• New profiles must be reviewed and approved by FDP designee before appearing online.

## Administration Panel

• System provides designated FDP administrators with additional rights.

• Administrators create new entities and approve new profiles.

• Administrators designate first primary user for the entity.

• Administrators can create, edit, and disable user accounts.

## System Security

• Public has read-only access via the website.

• API provides read-only data access.

• Profile editing requires a password-protected user account with manually assigned rights.

• Change log records details on data modification (date, username).

• Consideration will be given to potential hiding of email address from public view to avoid collection by spam senders.

# Instruction for usage

Our team is now working on the installation program and close to success. The main theme of this report is to address customer the ease of the website and its benefits. For its use, all the customer must go to our official website and book our services on the required date and time.

Home pageA screenshot of a cell phone

Description automatically generated

This is how our website page looks like where customer can choose different option provided like if they want to check our location, they can go to sub-page “Location”, or if they want to know more about us they can click on about us option and so on.

Following is the screenshot of our other pages:

## Location page

A screenshot of a social media post

Description automatically generated

Customer can track our location and know more about our opening and closing hours from this page.

## Privacy Page

A screenshot of a cell phone

Description automatically generated

This is the page for the customer to get knowledge about the privacy policy of our company.

## About Us

A screenshot of a computer screen

Description automatically generated

We help our customer to know about our services for fast and secure work. Here, we tell our customer about who we are and what we do so that they can have a better view while providing any kind of job.

## Our Services

A screen shot of a person

Description automatically generated

Through this page, customer can either apply for a job or book our service in the available time.

A screenshot of a cell phone

Description automatically generated

Here is some other option in Our services button to go through the page like registration and bookings.

A screenshot of a cell phone

Description automatically generated

This is the page to provide glance to our booking page and what information customer need to provide.

Our main goal is to make the customer satisfied with our work and help them navigate in our system more easily. Our website will help to give over the review of our services and will help the customer to know us better. This will help our team to maintain relationships with our valuable customer.

## Register User

A screenshot of a computer

Description automatically generated

This page is to register user providing their valid username, email address and private password. This will help to keep a record in our system for future reference.

After registering an account, customer or workers can log in to their account and check on updates.A screenshot of a computer

Description automatically generated

Staff log in will look like this. In this page, if a customer forgot their password, they can reset it by pressing “lost your password” button. Or else can click “Log in” and access to the website.

A screenshot of a cell phone

Description automatically generated

As we can see, we are logged on as user Manish in the right corner. This page is the quick view of staff getting their updates on the assigned job.

A close up of a logo

Description automatically generated

By clicking on this icon from the Homepage, Customer can contact us via phone regarding the booking, services or staff.

A picture containing knife

Description automatically generated

By clicking on this icon from the Homepage, Customer can contact us via email regarding the booking, services, or staff.

A screenshot of a cell phone

Description automatically generated

Anyone eligible to work with us can get to our home page and apply for a job by providing their name, email, and resume by clicking the “SEND” button.