A Synopsis on

Web Based Student Helpdesk

Submitted in partial fulfillment of the requirements
of the degree of

Bachelor of Engineering
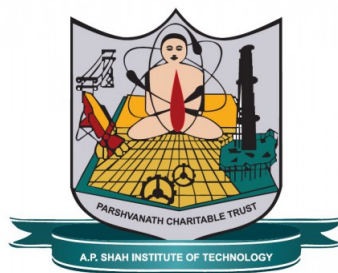
in

Information Technology

by

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2019-2020

CERTIFICATE

This is to certify that the project Synopsis entitled **Web Based Student Helpdesk** Submitted by **Nilesh Yadav (16104035) Amol Beldar (16104070) Viraj Ghag (16104024)** for the partial fulfillment of the requirement for award of a degree **Bachelor of Engineering** in **Information Technology** to the University of Mumbai,is a bonafide work carried out during academic year 2019-2020

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Place: A.P. Shah Institute of Technology, Thane
Date:

Declaration

I declare that this written submission represents my ideas in my own words and where others' ideas or words have been included,I have adequately cited and referenced the original sources.I also declare that I have adhered to all principles of academic honesty and integrity and have not misrepresented or fabricated or falsified any idea/data/fact/source in my submission.I understand that any violation of the above will be cause for disciplinary action by the Institute and can also evoke penal action from the sources which have thus not been properly cited or from whom proper permission has not been taken when needed.

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(Nilesh Yadav)

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(Amol Beldar)

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(Viraj Ghag)

Date:

Abstract

The purpose of this project is to provide the colleges with an interactive machine for different activities going on in the colleges.The students will be able to know, ask complaint etc about what all activities colleges is doing for the students. Also we can provide students to give there suggestions or requests for particular activities that the students may require on college/departmental or personal basis as well.We will be making a website for an online complaint management system where the issues of the student can be registered online and will be resolved by the college authorities.This web application can reduce the gap between the student and the college staff as all the requests,complaints suggestions etc will be confidential and only the authorised person or the person who is intended to the requests can be able to view it.

Introduction

As we see in our day to day college life we may notice students facing some kinds of problems which they may not directly convey it to the teachers due to many reasons.Hence to overcome this problems a 'Student Helping System' is a great solution for this problem.In this system we are trying to make a web application in which student and staff can interact with high authority using this service.The system will be sea kind of a web application which will be used by the college individuals to address there problems,complaints,suggestions or request etc to the college administration.A web application is any computer-like device deployed in a public venue to give people self service access to products and services.Using this idea of web application technology we can similarly deploy such web application systems in college corridors to get an easy access to the system and enable the individuals to write down their problems ,complaints, suggestions or request etc to the college authorities with complete confidentiality.

Objectives

The main objective behind building this project is to reduce the communication gap between the students and the college authorities and also help in creating a techno friendly environment and save time.With the use of the web application students can be able to convey there problems without hesitating to the college officials.Students will also be able to apply/request for some important college applications/credentials as well (eg. Bonafide certificate,Consetion forms etc).

Literature Review

[1] Kaur, Harpreet, and Sonali Malhotra. "Use of "Kiosks" as a Self Service Tools in Libraries." 2018 5th International Symposium on Emerging Trends and Technologies in Libraries and Information Services (ETTLIS). IEEE, 2018

The above paper says that The use of latest technologies in libraries is a must for every library to enhance the efficient services of that particular library.The help of this latest technology helps in thinking of library use in different manner.Not only does the kiosk is used for libraries in countries like USA,UK,Canada,New Zealand etc for various purposes. However in India they are still under development.In this library management system using kiosk libraries can perform in more efficient manner than before. Today all the libraries of the world are using technologies for the ease of its users.To make its services more effective the libraries has now switched over to the self service technologies.The use of these self service technologies like kiosks highly reduces the staff workload and also save the previous time and energy of the library users.This library kiosks are being largely installed in US and UK.But along with it certain things should also be considered while designing and implementing the kiosk in the library like it's design which should be attractive the place where you would keep it the user interface etc.There are a number of advantages of using kiosks in libraries that is the reason the kiosks are becoming very popular in library community and libraries all over the world are using it to make their service more efficient and effective.Like it reduces the extra load and burden on the staff,reduces the queue and the waiting time at the reception desk.It remotely manages the library devices from one location etc.

Advantages :-
1. User friendly interface.
2. No need any external device.

Disadvantage :-
1. Service only available on machine.
2. Continues electricity supply needed.
3. Infrastructure is very expensive.

[2] Si, Nong, Ke-Bin Jia, and Chang Xu. "A Networked Multimedia Distributed Kiosk System for Commercial and Home Appliances." 2016 Third International Conference on Computing Measurement Control and Sensor Network (CMCSN). IEEE, 2016.

To make sure the system under a maximum data security frame, we implemented the kiosk system under several password levels and secure USB memory stick protection.The database security is mainly related to the client and server system, which allows store and authorized staff to retrieve the data from those system after passing the relative password checker.In that case, the data tables have to be designed to satisfy EAKS security requirement.The structure of the data secure table involves password table, searching condition table, category table, order form table, brand table, screen protection table, condition detail table and description table.To protect the customers sensitive information, we presented a periodical password changing USB memory stick to the highest level staff.The password is stored in the memory with Rijndael Algorithm to prevent from deciphering.Under the rapid development of information technology in todays society, kiosk system has become an indispensable part in many fields. Especially in retail business, retailers use the kiosk system to meet customer demanding and promote overturn.These systems have been widely used in department stores, book stores, entertainment and recreation services and supermarkets,which have highly improved the service productivity.networked system; ASP.NET; authorware platform.

Advantages :-
1. User friendly interface.
2. Multimedia network capacity.

Disadvantage :-
1. Need more devices and sensors.
2. Infrastructure very expensive.

[3] Kansuwan, T., Chomsiri, T. (2019). Authentication Model using the Bundled CAPTCHA OTP Instead of Traditional Password. 2019 Joint International Conference on Digital Arts, Media and Technology with ECTI Northern Section Conference on Electrical, Electronics, Computer and Telecommunications Engineering

In this paper they have presented an idea of verifying the user by using "BUNDLED CAPTCHA OTP" for user verification instead of using old traditional passwords.It includes the use of CAPTCHA and one time password for reducing further processing steps and also user will not have to remember his password.It is a unique random parameter which will be used instead of traditional password method.

Advantages :-
1. Authenticaton of user.
2. Evey time different OTP will be send to user while registration process.

Disadvantage :-
1. This technique will not work if there is no internet connectivity.

Problem Statement

Not being able to convey the problems or avail the college provided services in a correct way may lead to degradation of the infrastructure of the college environmentIf the authorities didn't understand the problems students are facing or the extra services the students desire for their betterment the college won't be able to progress in a right way and also with the pace they expect.So with the help of the STUDENTS HELPING SYSTEM the students can convey their problems in a better and secure way to the college authorities which will be completely confidential between the sender and the receiver and thus helping the college know the students requirements and problems and helping to progress in a faster pace.

Existing Infrastructure

In the existing system, if the students need to complain or request about anything they need to go to the college official personally.Also if the students need to request for any special courses,certificates or for any other needs they need to go to the authorities or exam section or any other department physically in order to convey it to the person.Sometimes it may happen that the person students intend to meet may not be present at that moment or may not be in the college premises resulting the student to go to check about the person's availability multiple times thus resulting in waste of time and also wastage of manpower with no guarantee their visit will be successful.
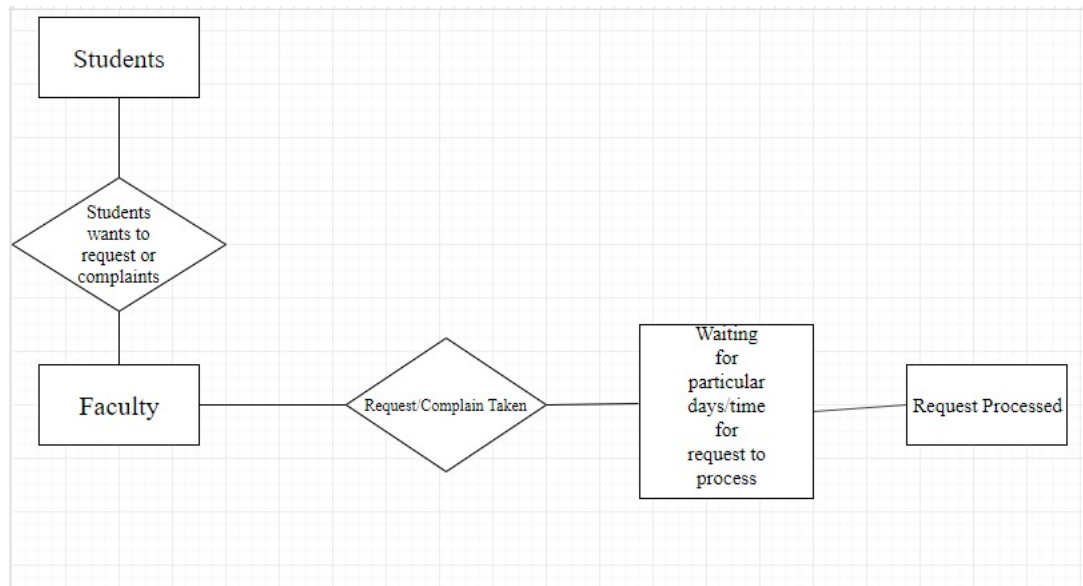
Figure 1: Existing System

Proposed Infrastructure

In the proposed system, the students will be able to convey there problems ,feedback,requests to the college using the web application which will be implemented in the college.The students will need to login into the system through their unique login credentials provided to them by the admin.Once the student logins into the system he can convey his/her problems or even request his needs to the authorities in a secure and confidential way.Thus saving time and manpower.
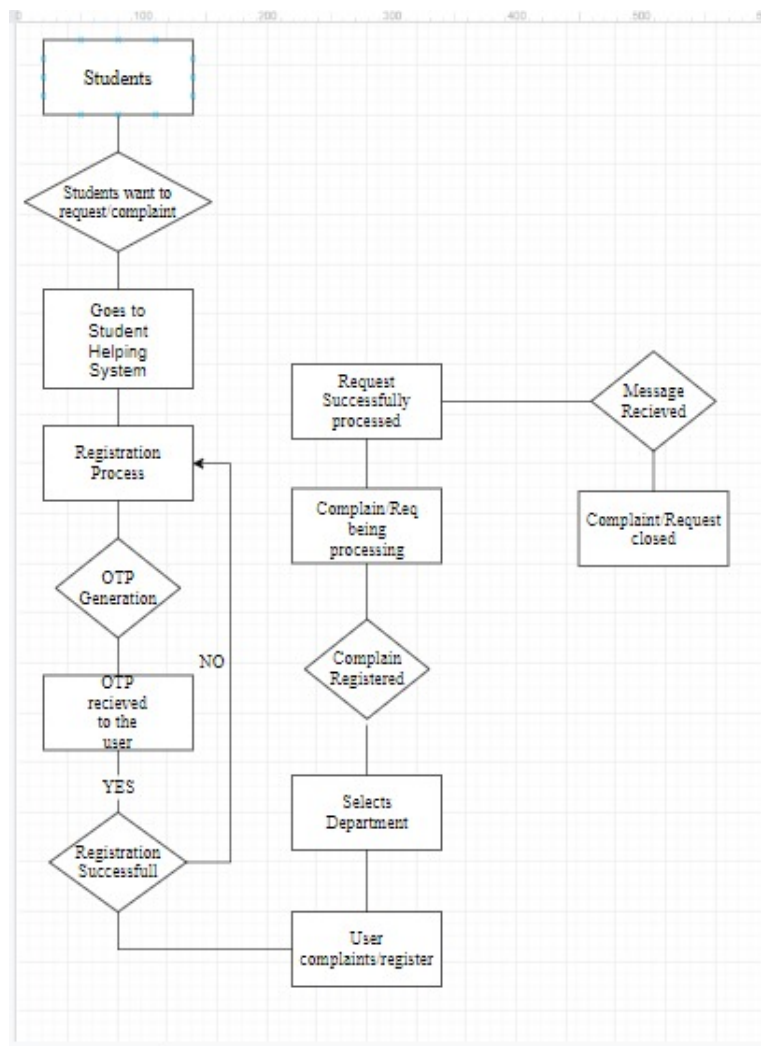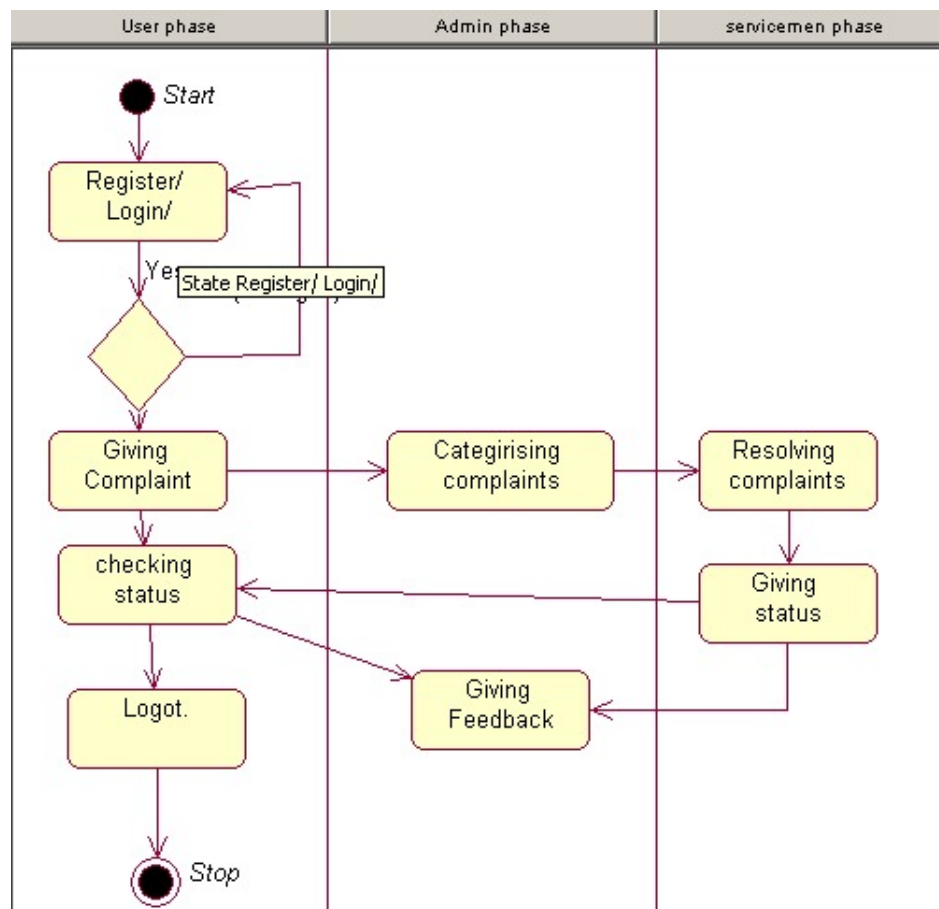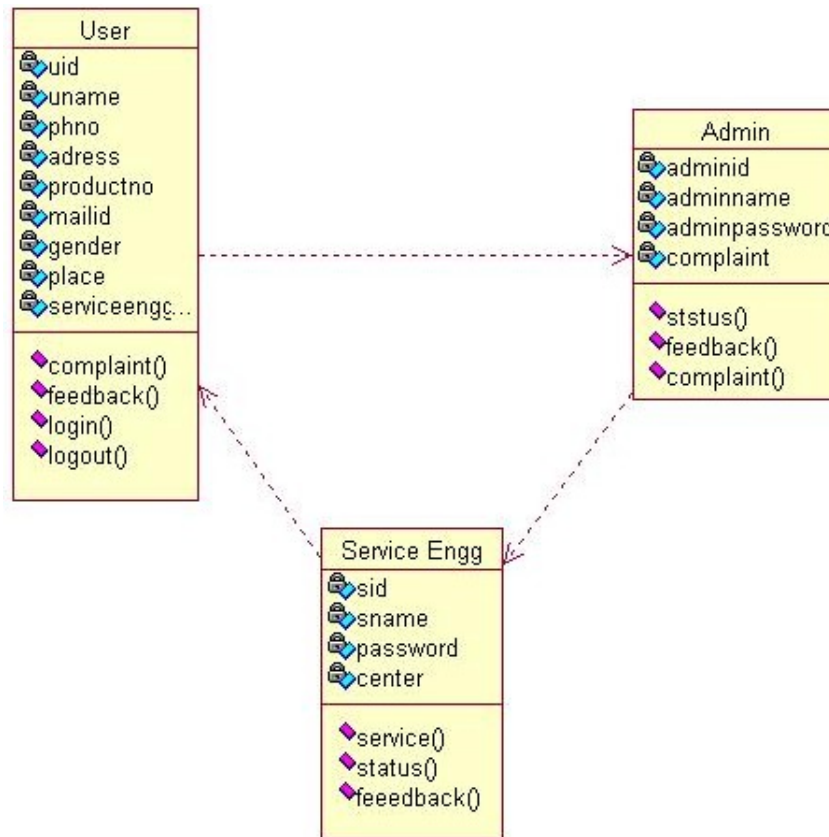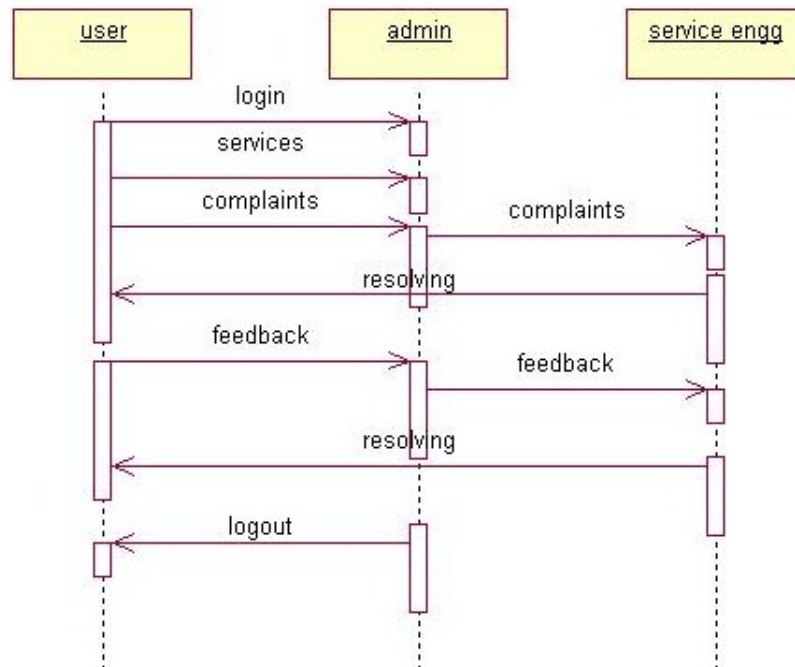

Figure 2: Proposed System

Activity Diagram

Use Case Diagram

User

- uid
- uname
- phno
- adress
- productno
- mailid
- gender
- place
- serviceengc...

- complaint()
- feedback()
- login()
- logout()

Admin

- adminid
- adminname
- adminpassword
- complaint

- ststus()
- feedback()
- complaint()

Service Engg

- sid
- sname
- password
- center

- service()
- status()
- feeedback()

Class Diagram

user	admin	service engg

login

services

complaints

complaints

resolving

feedback

feedback

resolving

logout

Design and Implementation
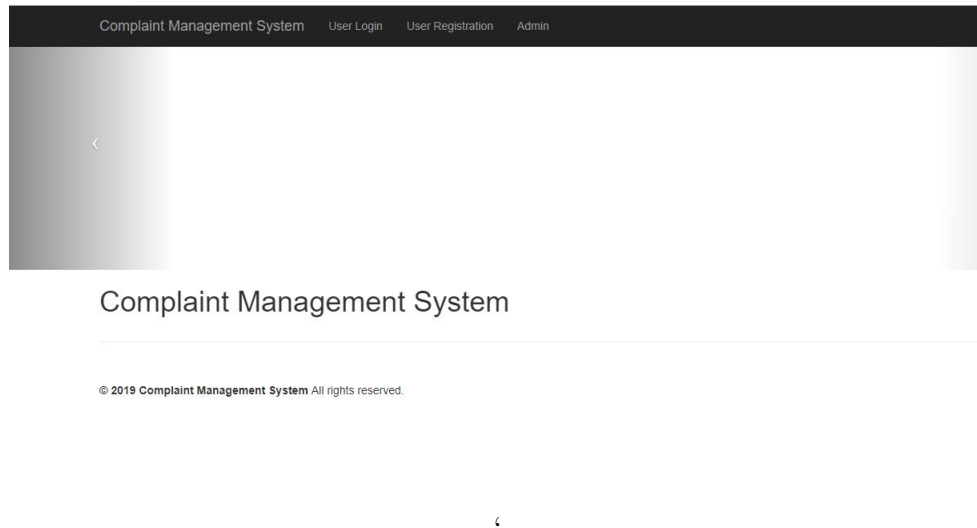
Complaint Management System   User Login   User Registration   Admin

‹

Complaint Management System

‘

Registration

Complaint Managent System

USER REGISTRATION

Full Name

Email ID

Password

Contact no

& Register

Already Registered
Sign in

User Login

‘

Admin

Admin departments

Admin portal complaints

Code

```html
<html lang="en">
<head>
    <meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <title>CMS | Admin login</title>
    <link type="text/css" href="bootstrap/css/bootstrap.min.css" rel="stylesheet">
    <link type="text/css" href="bootstrap/css/bootstrap-responsive.min.css" rel="stylesheet">
    <link type="text/css" href="css/theme.css" rel="stylesheet">
    <link type="text/css" href="images/icons/css/font-awesome.css" rel="stylesheet">
    <link type="text/css" href='http://fonts.googleapis.com/css?
    family=Open+Sans:400italic,600italic,400,600' rel='stylesheet'>
</head>
<body>

    <div class="navbar navbar-fixed-top">
        <div class="navbar-inner">
            <div class="container">
                <a class="btn btn-navbar" data-toggle="collapse" data-target=".navbar-inverse-
                collapse">
                    <i class="icon-reorder shaded"></i>
                </a>

                <a class="brand" href="../">
                    Compaint Management System | Admin
                </a>

                <div class="nav-collapse collapse navbar-inverse-collapse">

                    <ul class="nav pull-right">

                        <li><a href="../">
```

```html
<!DOCTYPE html>
<html lang="en">
    <head>
        <meta charset="utf-8">
        <meta name="viewport" content="width=device-width, initial-scale=1.0">
        <meta name="description" content="">
        <meta name="author" content="Dashboard">
        <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid,
        Retina">

        <title>CMS | User Login</title>

        <!-- Bootstrap core CSS -->
        <link href="assets/css/bootstrap.css" rel="stylesheet">
        <!--external css-->
        <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />

        <!-- Custom styles for this template -->
        <link href="assets/css/style.css" rel="stylesheet">
        <link href="assets/css/style-responsive.css" rel="stylesheet">
<script type="text/javascript">
function valid()
{
  if(document.forgot.password.value!= document.forgot.confirmpassword.value)
{
alert("Password and Confirm Password Field do not match  !!");
document.forgot.confirmpassword.focus();
```

```html
<!DOCTYPE html>
<html lang="en">
  <head>
    <meta charset="utf-8">
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta name="description" content="">
    <meta name="author" content="Dashboard">
    <meta name="keyword" content="Dashboard, Bootstrap, Admin, Template, Theme, Responsive, Fluid,
    Retina">

    <title>CMS | User Change Password</title>

    <!-- Bootstrap core CSS -->
    <link href="assets/css/bootstrap.css" rel="stylesheet">
    <!--external css-->
    <link href="assets/font-awesome/css/font-awesome.css" rel="stylesheet" />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-datepicker/css/datepicker.css"
    />
    <link rel="stylesheet" type="text/css" href="assets/js/bootstrap-
    daterangepicker/daterangepicker.css" />
    <link href="assets/css/style.css" rel="stylesheet">
    <link href="assets/css/style-responsive.css" rel="stylesheet">

  </head>

  <body>

  <section id="container" >
      <?php include("includes/header.php");?>
```

```html
            </p>
            <div class="login-wrap">
             <input type="text" class="form-control" placeholder="Full Name" name="fullname"
             required="required" autofocus>
                <br>
                <input type="email" class="form-control" placeholder="Email ID" id="email"
                onBlur="userAvailability()" name="email" required="required">
                 <span id="user-availability-status1" style="font-size:12px;"></span>
                <br>
                <input type="password" class="form-control" placeholder="Password"
                required="required" name="password"><br >
                 <input type="text" class="form-control" maxlength="10" name="contactno"
                 placeholder="Contact no" required="required" autofocus>
                <br>

                <button class="btn btn-theme btn-block"  type="submit" name="submit" id="submit">
                <i class="fa fa-user"></i> Register</button>
                <hr>

                <div class="registration">
                    Already Registered<br/>
                    <a class="" href="index.php">
                        Sign in
                    </a>
                </div>

            </div>
```

Summary

Complaints and feedbacks are the backbone of any institutions to improve there functionality and help them develop in the correct and efficient manner.But if the institutions doesn't get the proper feedbacks or get to know about the dfficulties students are facing it will be difficult for the institutions to progress in the way they want Thus with the help of the STUDENTS HELPING SYSTEM this problem can be solved as the students can put up there requests,complaints or feedback about the things or facilities they need or the difficulties thy are facing directly to the college authorities without any other person being knowing about it thus having a secure connection and helping the institute to know the problems,work accordingly to solve them and thus helping the institute to progress and develop at a faster pace.

References

[1] Kaur, Harpreet, and Sonali Malhotra. "Use of Kiosk" as a Self Service Tools in Li-braries." 2018 5th International Symposium on Emerging Trends and Technologies in Libraries and Information Services (ETTLIS). IEEE, 2018

[2] Kansuwan, T., Chomsiri, T. (2019). Authentication Model using the Bundled CAPTCHA OTP Instead of Traditional Password. 2019 Joint International Conference on Digital Arts, Media and Technology with ECTI Northern Section Conference on Electrical, Electronics, Computer and Telecommunications Engineering

[3] Si, Nong, Ke-Bin Jia, and Chang Xu. "A Networked Multimedia Distributed Kiosk System for Commercial and Home Appliances." 2016 Third International Conference on Computing Measurement Control and Sensor Network (CMCSN). IEEE, 2016.

[4] Erdem, E., Sandikkaya, M. T. (2018). OTPaaS —One Time Password as a Service. IEEE Transactions on Information Forensics and Security,

[5] Kassim, R. A., Johari, J., Rahim, M. I., Buniyamin, N. (2017). Lecturers' perspective of student online feedback system: A case study. 2017 IEEE 9th International Conference on Engineering Education (ICEED).

[6] Srivastava, S., Sivasankar, M. (2016). On the generation of alphanumeric one time pass-words. 2016 International Conference on Inventive Computation Technologies (ICICT)

1 Publication

Add your publication details which is based on mini project work if any

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