# NAITA Help Desk Project – User Manual

Project Name: NAITA Help Desk System  
Developed By: DSSD NAITA Trainee Developers  
Technologies: React, TypeScript, TailwindCSS, Django, REST API, AWS

## 1. Introduction

The NAITA Help Desk System is a web-based support management tool designed to handle IT service requests, technical issues, and maintenance operations across NAITA institutions.

## 2. System Users

1. Admin – Manages users, categories, reports, and ticket assignments.  
2. Technician – Handles assigned tickets and updates progress.  
3. Staff/User – Creates support tickets and tracks ticket progress.

## 3. System Requirements

Hardware: Processor: Intel Core i3 or higher, RAM: 4GB, Storage: 1GB.  
Software: Browser: Chrome/Firefox, Backend: Python (Django), Frontend: React, Deployment: AWS/Vercel.

## 4. Login Procedure

1. Open the system URL.  
2. Enter Username and Password.  
3. Click Login.  
4. Redirects to dashboard.

## 5. Ticket Creation (For Staff)

1. Click Create Ticket.  
2. Fill details (Title, Category, Description, Priority).  
3. Submit.  
4. Ticket appears in My Tickets.

## 6. Ticket Assignment (For Admin)

1. Open Tickets.  
2. Select ticket.  
3. Assign Technician.  
4. Save assignment.

## 7. Ticket Handling (For Technician)

1. Login as Technician.  
2. View Assigned Tickets.  
3. Update status and comments.  
4. Save updates.

## 8. Reporting (For Admin)

1. Go to Reports Dashboard.  
2. View charts and stats.  
3. Export data if needed.

## 9. Notification System

Notifications appear for new ticket assignments and status updates.

## 10. Logout Procedure

1. Click Profile Icon.  
2. Select Logout.  
3. Redirects to login page.

## 11. Support

For technical issues or password reset, contact System Administrator or email support@naita.lk.