

Tech Support Website Help Document

Introduction

This document serves as a guide to understand the features and functionalities of the Tech Support Website. It includes an overview of the project, the issues it addresses, and step-by-step instructions on how to navigate and utilize various features of the website.

Presentation of the Mini-Project

The Tech Support Website is designed to help users with their computer and electronics problems. It offers a platform for users to post comments, ask questions, and receive support from the community. Additionally, it features a user authentication system and a settings page where users can update their information.

- **Problematic**

The primary issue this project addresses is the lack of an accessible, community-driven platform for technical support. The website aims to provide a space where users can seek help, share knowledge, and engage in constructive discussions about technology-related issues.

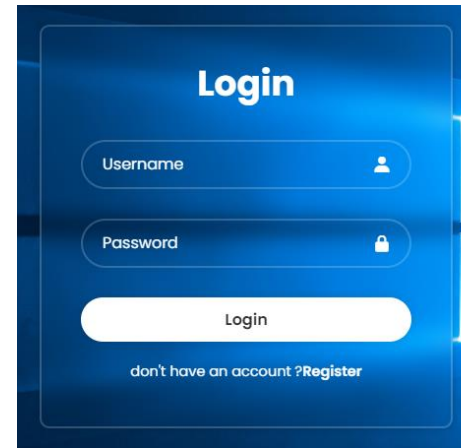
- **Objectives**

1. To create a user-friendly website for tech support.
2. To implement a secure user authentication system.
3. To facilitate user interaction through comments and replies.

4. To allow users to update their personal information via a settings page.

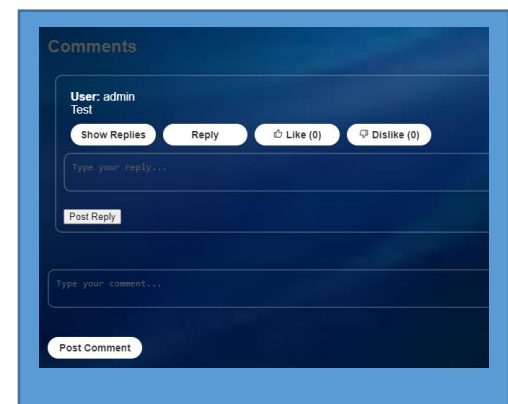
Input Interfaces

- Login Interface
 1. Description: Allows users to log in with their username and password.
 2. Objects Used: Forms, DOM, Local Storage



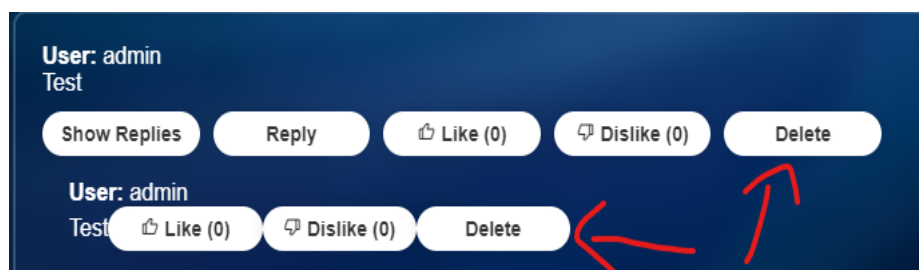
A screenshot of a login interface with a blue background. It features a 'Login' title, a 'Username' input field with a user icon, a 'Password' input field with a lock icon, a 'Login' button, and a link that says 'don't have an account? Register'.

- Interface User
 1. Description: Regular users can post comments, like/dislike comments, and reply to comments
 2. Objects Used: Forms, DOM, Local Storage, Session Storage
- Interface Admin
 1. Description: Admins have additional functionalities such as deleting any comment or reply.



A screenshot of a comments interface. It shows a 'User: admin Test' header. Below it are buttons for 'Show Replies', 'Reply', 'Like (0)', and 'Dislike (0)'. There are two text input fields: 'Type your reply...' with a 'Post Reply' button, and 'Type your comment...' with a 'Post Comment' button.

2. Objects Used: Forms, DOM, Local Storage, Session Storage



A screenshot of an admin interface for managing comments. It shows two comment entries. The first entry is for 'User: admin Test' and includes buttons for 'Show Replies', 'Reply', 'Like (0)', 'Dislike (0)', and 'Delete'. The second entry is also for 'User: admin Test' and includes buttons for 'Like (0)', 'Dislike (0)', and 'Delete'. Red arrows point to the 'Delete' buttons in both entries.

Feature List

- Feature 01: User Authentication

Description: Allows users to log in and create new accounts.

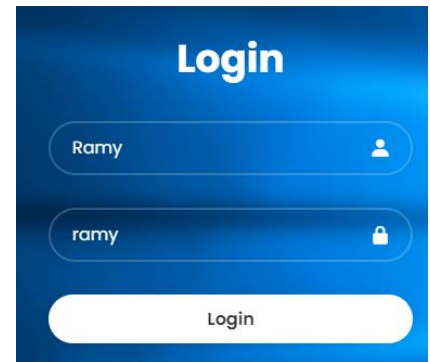
Objects Used: Forms, DOM, Local Storage, Session Storage

List of sub-options:

1. Sub-option 1: Login

Description: Users enter their username and password to log in.

Screenshot:



2. Sub-option 2: Registration

Description: Users can create a new account by providing a username and password.



- Feature 02: Comment Posting System

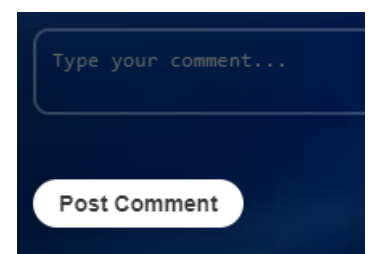
Description: Users can post comments on the main page and interact with others.

Objects Used: Forms, DOM, Local Storage

List of sub-options:

1. Sub-option 1: Post Comment

Description: Users can write and post a new comment.



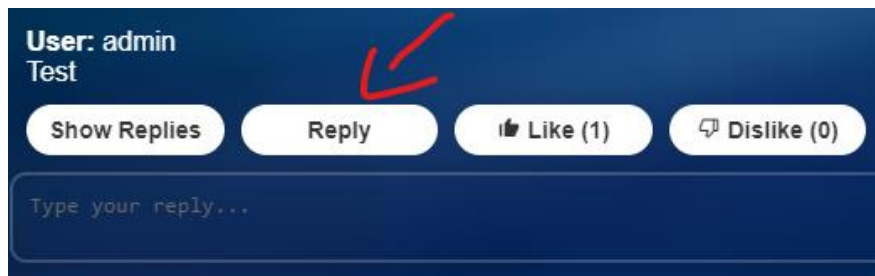
2. Sub-option 2: Like/Dislike Comment

Description: Users can like or dislike a comment to show appreciation or disagreement.



3. Sub-option 3: Reply to Comment

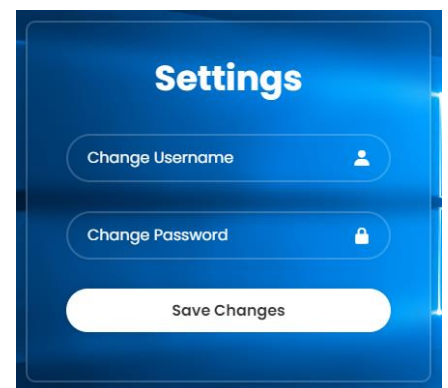
Description: Users can reply to existing comments to engage in discussions.



- Feature 03: Settings Page

Description: Users can update their username and password.

Objects Used: Forms, DOM, Local Storage, Session Storage



List of sub-options:

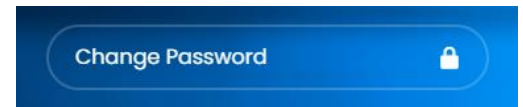
1. Sub-option 1: Change Username

Description: Users can change their username.



2. Sub-option 2: Change Password

Description: Users can change their password.



Screenshot:

Maintenance

- Measures taken for data backup and recovery:
- Regularly backup the localStorage data.
- Provide a way for users to export their data.
- Ensure the application can restore data from backups.

Overall Conclusion

Objectives achieved: Successfully implemented a user authentication system, a comment posting system, and a settings page

- Outlook (Objectives still to be achieved):
- Implement advanced security features
- Add functionality for more interactive elements
- Enhance the user interface for a better user experience