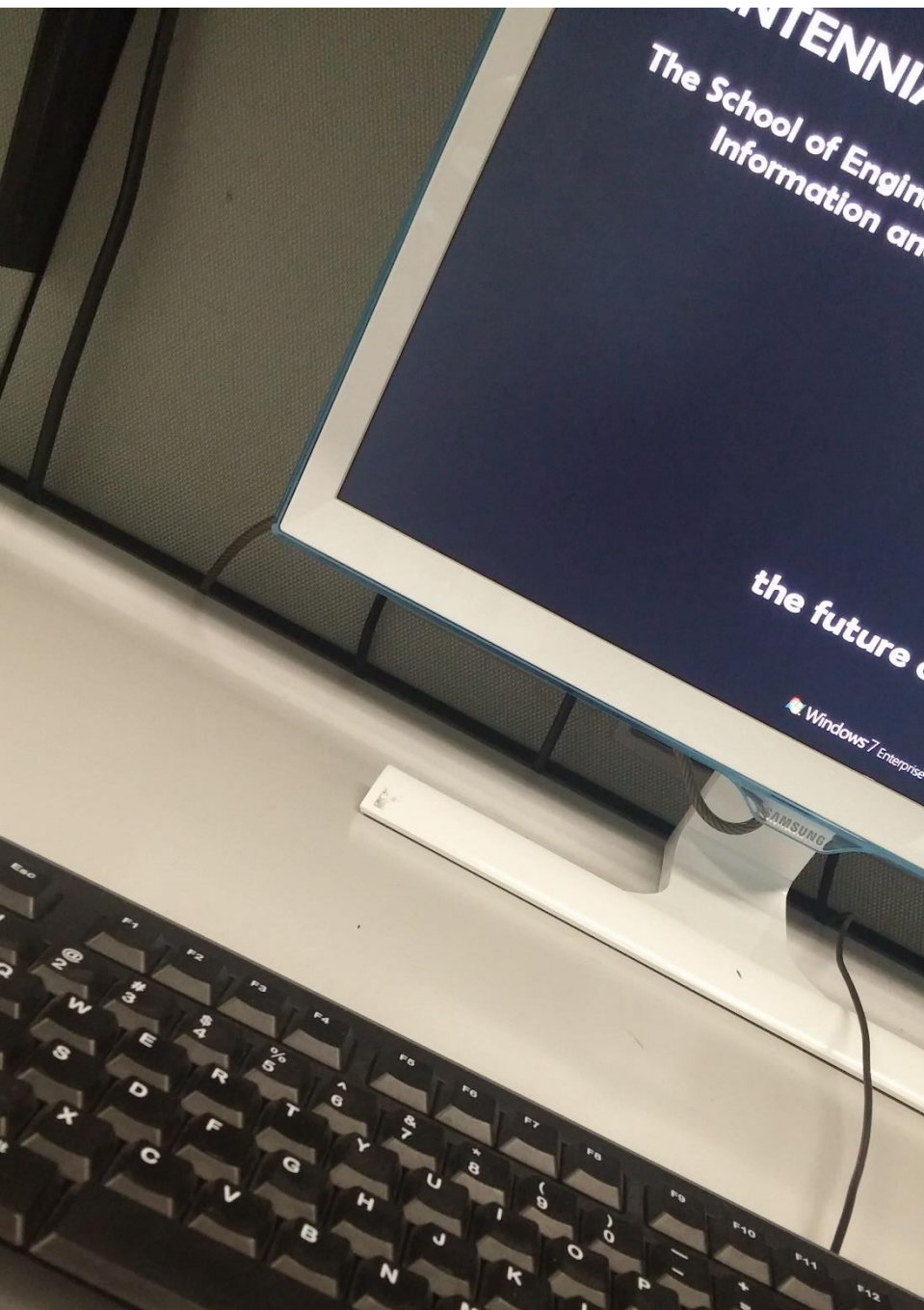


## HELPDESK LOGBOOK v2

# USER GUIDE

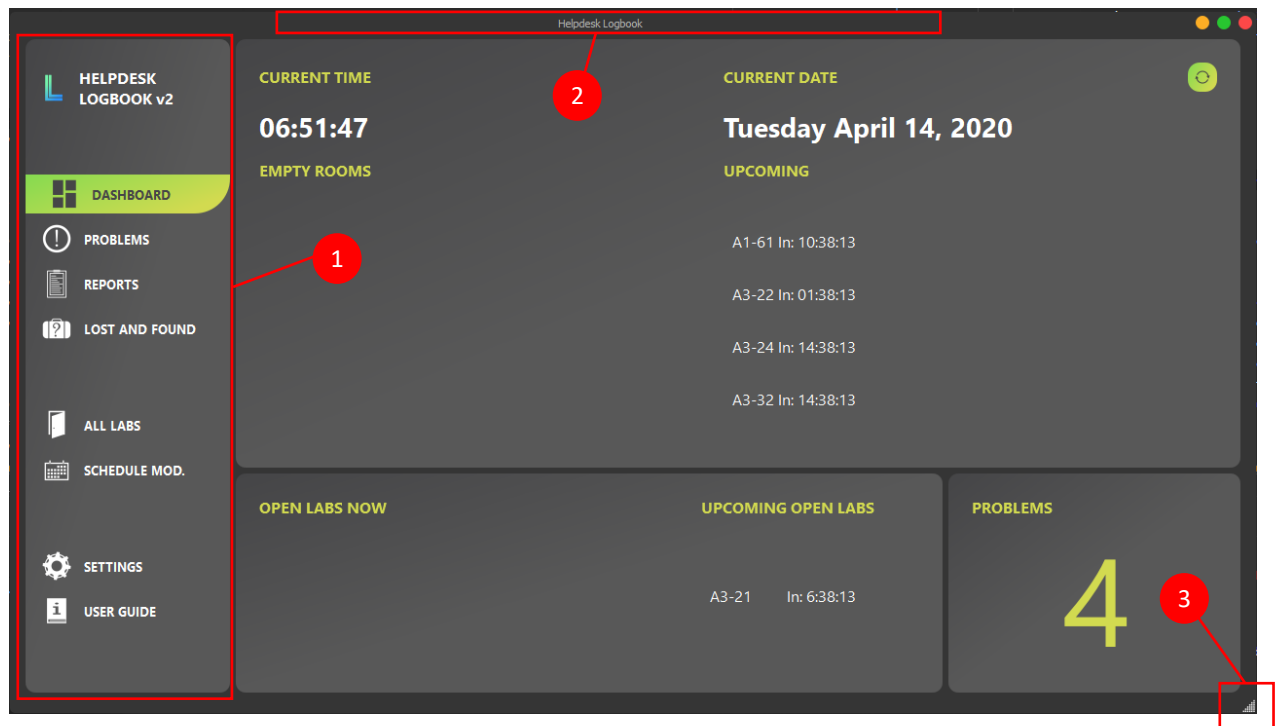


Shaniquo Mckenzie, Jarod Lavine  
CENTENNIAL COLLEGE

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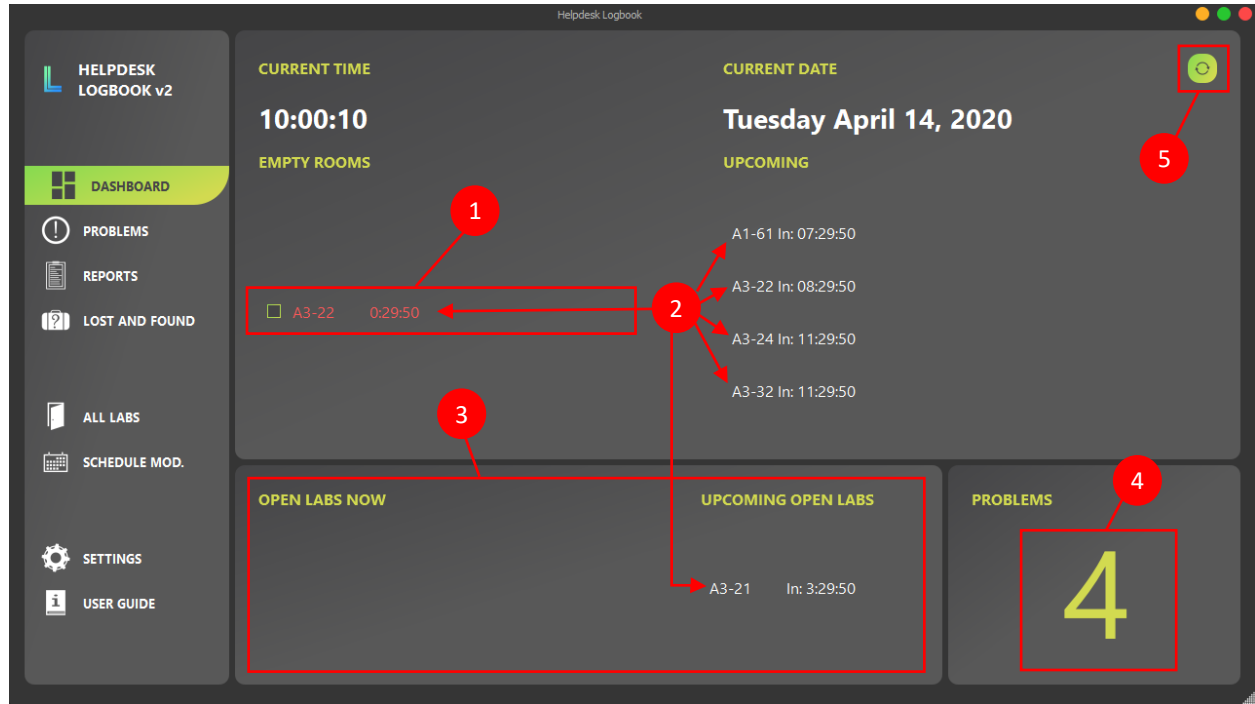
## Overview



1. Navigation Menu
2. Draggable area for the window.
3. Size grip for resizing the window

# Application Pages

## DASHBOARD

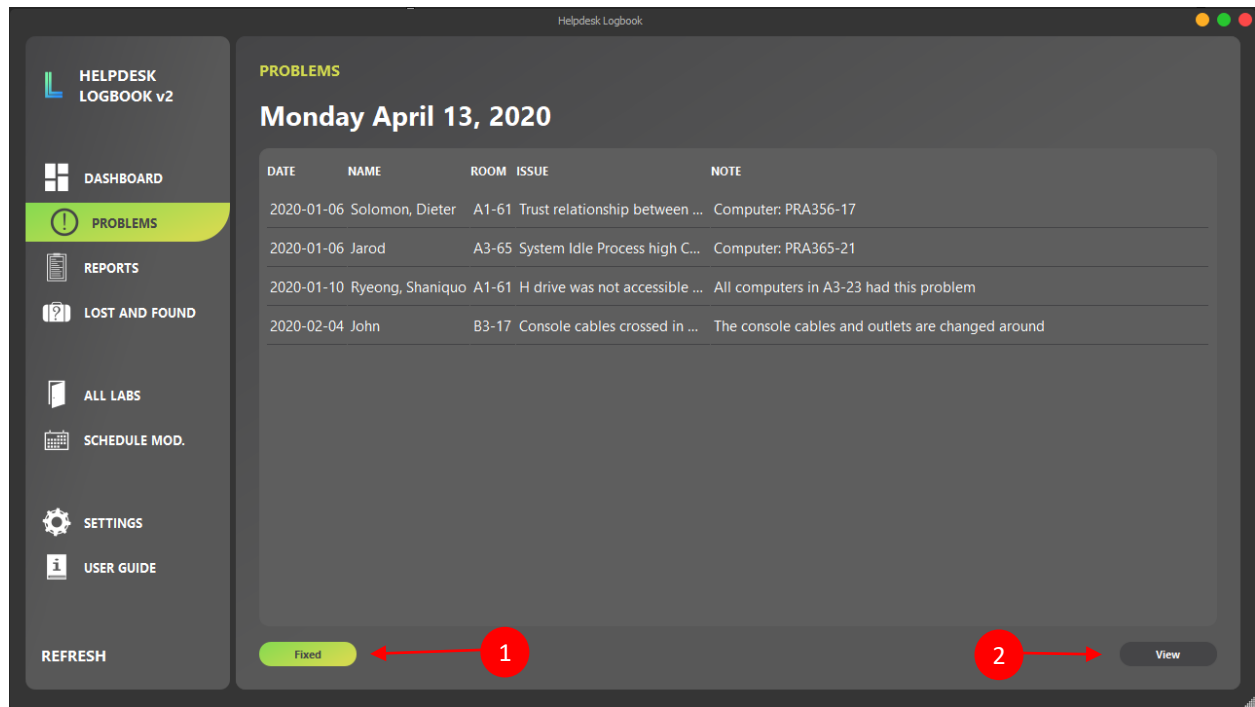


The dashboard is where you can keep track of labs that are empty on the left, and labs that are about to be empty on the right. It also displays the current time, date, and number of unfixed problems.

### Main Functions:

1. To remove a timer from the “Empty rooms” section, check the box next to the label. Countdowns that are less than 30 minutes will flash red.
2. Clicking a countdown will open the schedule image for the selected room.
3. The open labs section will display the upcoming open labs on the right, and how much time is left on the left side.
4. Clicking the number of problems will take you to the [PROBLEMS](#) page.
5. Refresh button to clear the layouts that hold timers.

## PROBLEMS

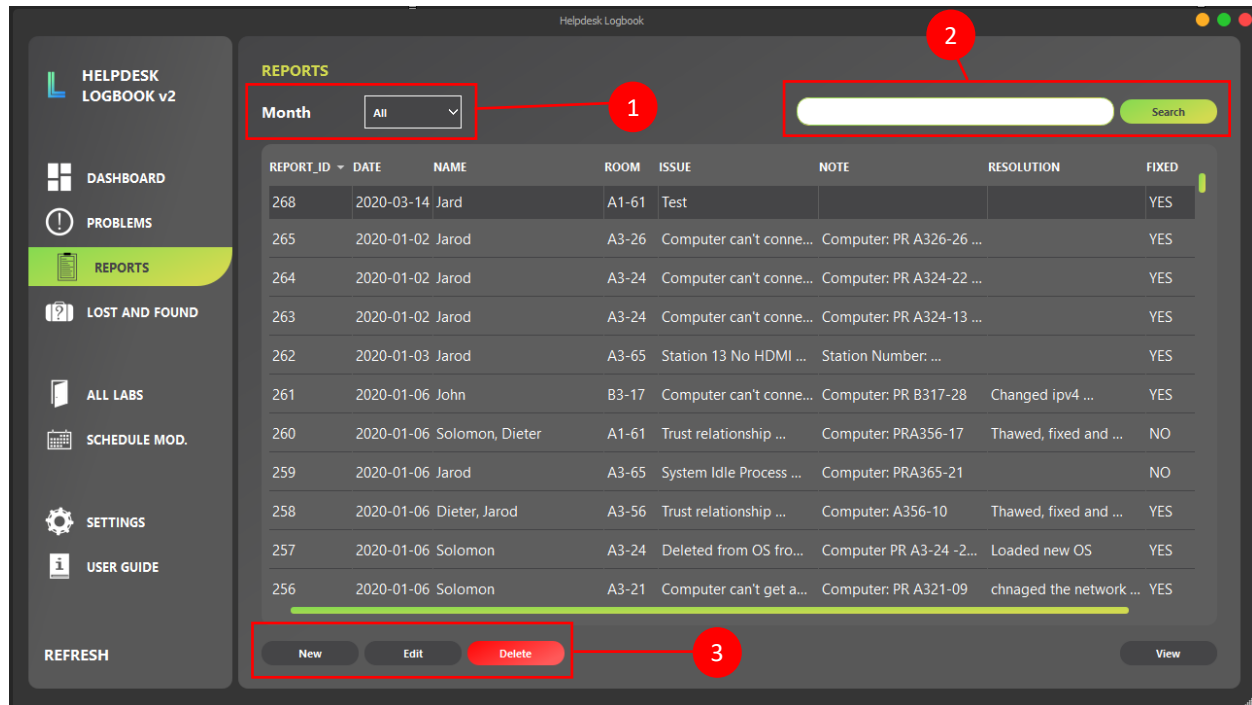


The PROBLEMS page will display all report entries that aren't fixed. (FIXED = NO)

1. Clicking the "Fixed" button with a row selected will take you to the "[Edit](#)" page for the selected entry, where you can enter the resolution and mark it as fixed.
2. Clicking the "[View](#)" button with a row selected will view that entry on a new page.

## REPORTS

### 1. Page



This page allows you to create new reports, edit entries, delete entries and view entries.

1. Selecting a month will only show reports for the selected month. "All" displays all the entries in the REPORTS database.
2. The search will take the month selection into account when executing. If you want to search the entire database be sure month is set to "All".
3. Standard CRUD controls for manipulating database data.

Notes:

- a. "[Edit](#)", "[Delete](#)" and "[View](#)" require a row to be selected.
- b. The "[Delete](#)" button will prompt for confirmation.

## 2. New Log and Edit

The screenshot shows the 'NEW LOG' form in the Helpdesk Logbook v2 application. The left sidebar contains navigation links: DASHBOARD, PROBLEMS, REPORTS (highlighted), LOST AND FOUND, ALL LABS, SCHEDULE MOD., SETTINGS, and USER GUIDE. A REFRESH button is at the bottom of the sidebar. The main form area has the following fields:

- Date:** A date picker set to 2020-04-13.
- Issue:** A text input field.
- Note:** A large text area for notes.
- Name:** A text input field.
- Room:** A dropdown menu currently showing 'A1-61'.
- Fixed?:** A checkbox that is currently unchecked.
- Resolution:** A large text area for the resolution.

At the bottom of the form are three buttons: 'Save' (green), 'Clear' (grey), and 'Cancel' (red).

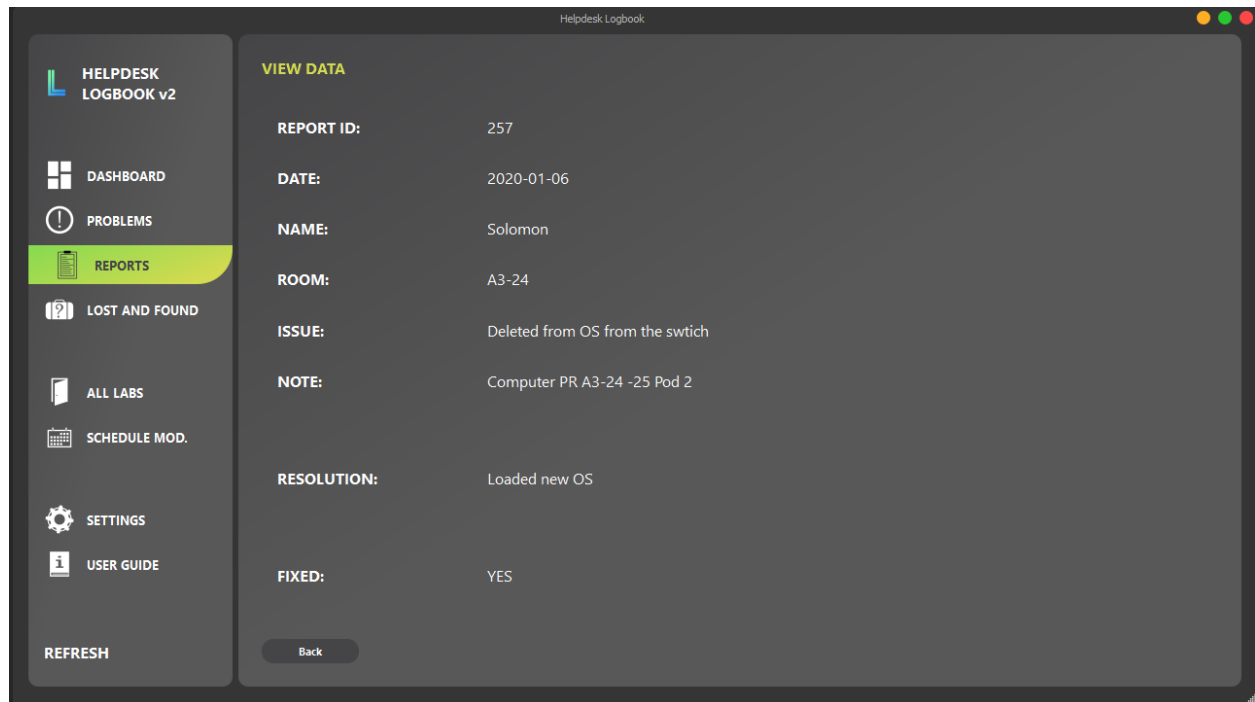
## 3. Delete

The screenshot shows the 'REPORTS' table in the Helpdesk Logbook v2 application. The left sidebar is the same as in the previous screenshot. The main area shows a table of reports with a 'Month' filter set to 'All' and a search bar. A confirmation dialog 'Are you sure?' with 'Yes' and 'No' buttons is overlaid on the table.

REPORT_ID	DATE	NAME	ROOM	ISSUE	NOTE	RESOLUTION	FIXED
268	2020-03-14	Jard	A1-61	Test			YES
265	2020-01-02	Jarod	A3-26	Computer can't conne...	Computer: PR A326-26 ...		YES
264	2020-01-02	Jarod		...	Computer: PR A324-22 ...		YES
263	2020-01-02	Jarod		...	Computer: PR A324-13 ...		YES
262	2020-01-03	Jarod		...	Station Number: ...		YES
261	2020-01-06	John		...	Computer: PR B317-28	Changed ipv4 ...	YES
260	2020-01-06	Solomon		...	Computer: PRA356-17	Thawed, fixed and ...	NO
259	2020-01-06	Jarod	A3-65	System Idle Process ...	Computer: PRA365-21		NO
258	2020-01-06	Dieter, Jarod	A3-56	Trust relationship ...	Computer: A356-10	Thawed, fixed and ...	YES
257	2020-01-06	Solomon	A3-24	Deleted from OS fro...	Computer PR A3-24 -2...	Loaded new OS	YES
256	2020-01-06	Solomon	A3-21	Computer can't get a...	Computer: PR A321-09	chnaged the network ...	YES

At the bottom of the table are buttons: 'New', 'Edit', 'Delete' (highlighted), and 'View'.

#### 4. View

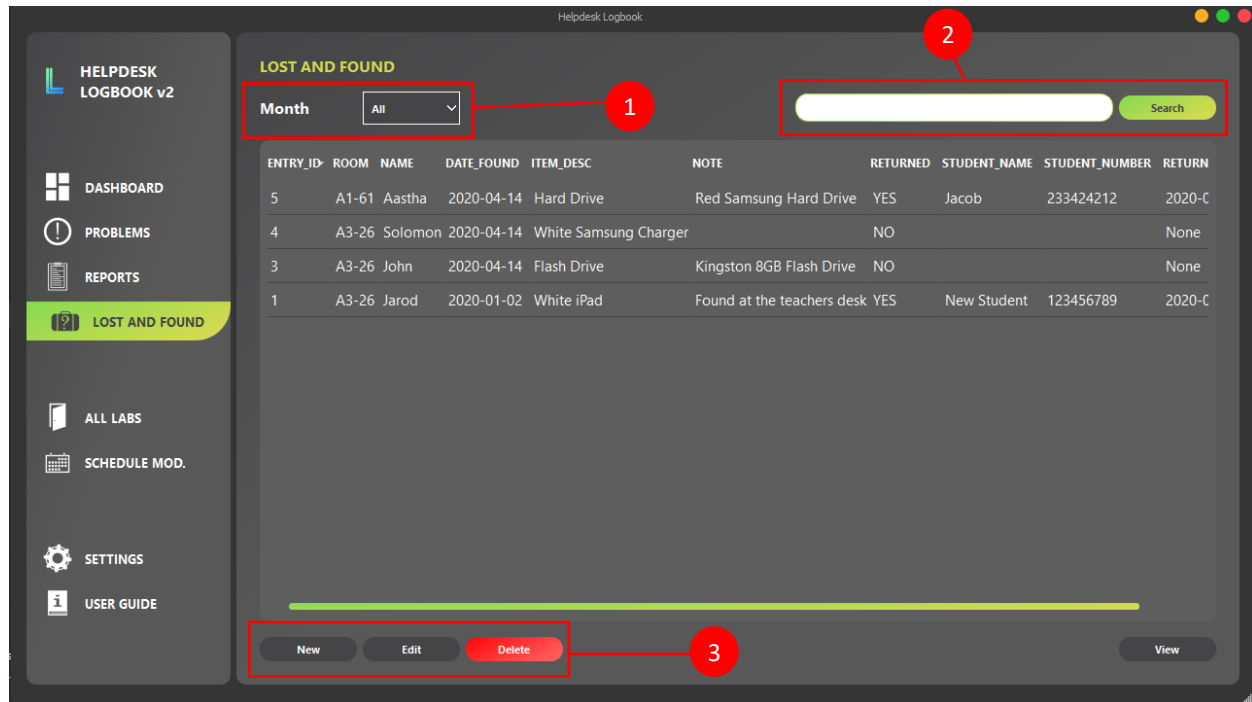


Pressing "View" button on a page with a row selected will view that entry on a new page.



## LOST AND FOUND

### 1. Page



This page allows you to create new lost and found, edit entries, delete entries, and view entries.

1. Selecting a month will only show lost and found for the selected month. "All" displays all the entries in the LOST AND FOUND database.
2. The search will take the month selection into account when executing. If you want to search the entire database be sure month is set to "All".
3. Standard CRUD controls for manipulating database data.

Notes:

- a. "[Edit](#)", "[Delete](#)" and "[View](#)" require a row to be selected.
- b. The "[Delete](#)" button will prompt for confirmation.

## 2. New Lost and Found

HELPDESK LOGBOOK v2

DASHBOARD

PROBLEMS

REPORTS

LOST AND FOUND

ALL LABS

SCHEDULE MOD.

SETTINGS

USER GUIDE

REFRESH

NEW LOST AND FOUND

Date Found: 2020-04-13

Room: A1-61

Found By:

Item Description:

Note:

Returned? ☐

Save Clear Cancel

## 3. New Lost and Found Returned

HELPDESK LOGBOOK v2

DASHBOARD

PROBLEMS

REPORTS

LOST AND FOUND

ALL LABS

SCHEDULE MOD.

SETTINGS

USER GUIDE

REFRESH

NEW LOST AND FOUND

Date Found: 2020-04-13

Room: A1-61

Found By:

Item Description:

Note:

Returned? ☒

Date Returned: 4/13/2020

Student Name:

Student Number:

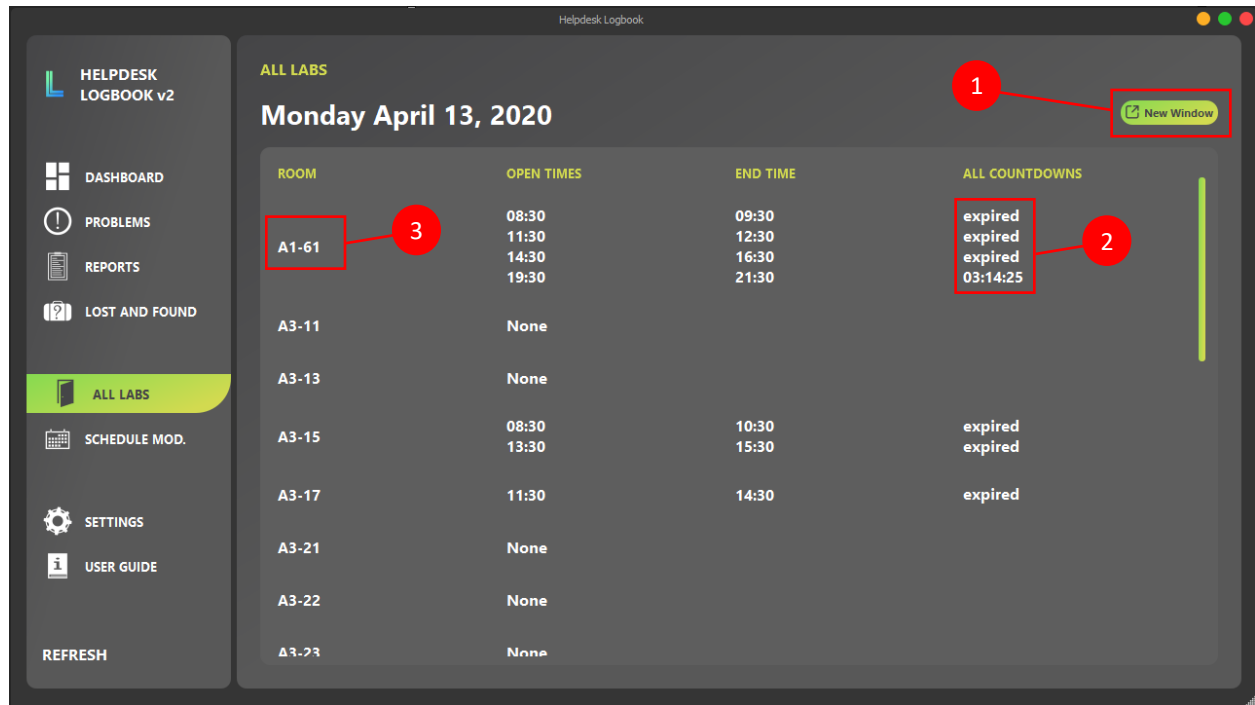
Save Clear Cancel

1

1. The returned section is only visible when the return checkbox is toggled.

## ALL LABS


### 1. Page



This page shows you the time ranges for each room for the current day, as well as a countdown until the room is open.

1. Clicking this button will transfer the page to a [new window](#) for convenient viewing while using other features of the app.
2. When a countdown has passed, the timer will be replaced with an “expired” message.
3. Clicking a room label will open the schedule photo for that room.

Notes:

- a. Changes made using the  [SCHEDULE MOD.](#), will automatically be shown on this page, even while the window is floating.

## 2. New Window

HELPDISK LOGBOOK v2

DASHBOARD

PROBLEMS

REPORTS

LOST AND FOUND

ALL LABS

SCHEDULE MOD.

SETTINGS

USER GUIDE

REFRESH

CURRENT TIME

16:15:59

EMPTY ROOMS

A1-61

Vacant for: 0:14:01

CURRENT DATE

Monday April 13, 2020

UPCOMING

A1-61 In: 03:14:01

A3-24 In: 01:14:01

A3-26 In: 02:14:01

OPEN LABS NOW

A3-55

In: 1:14:01

UPCOMING OPEN LABS

PROBLEMS

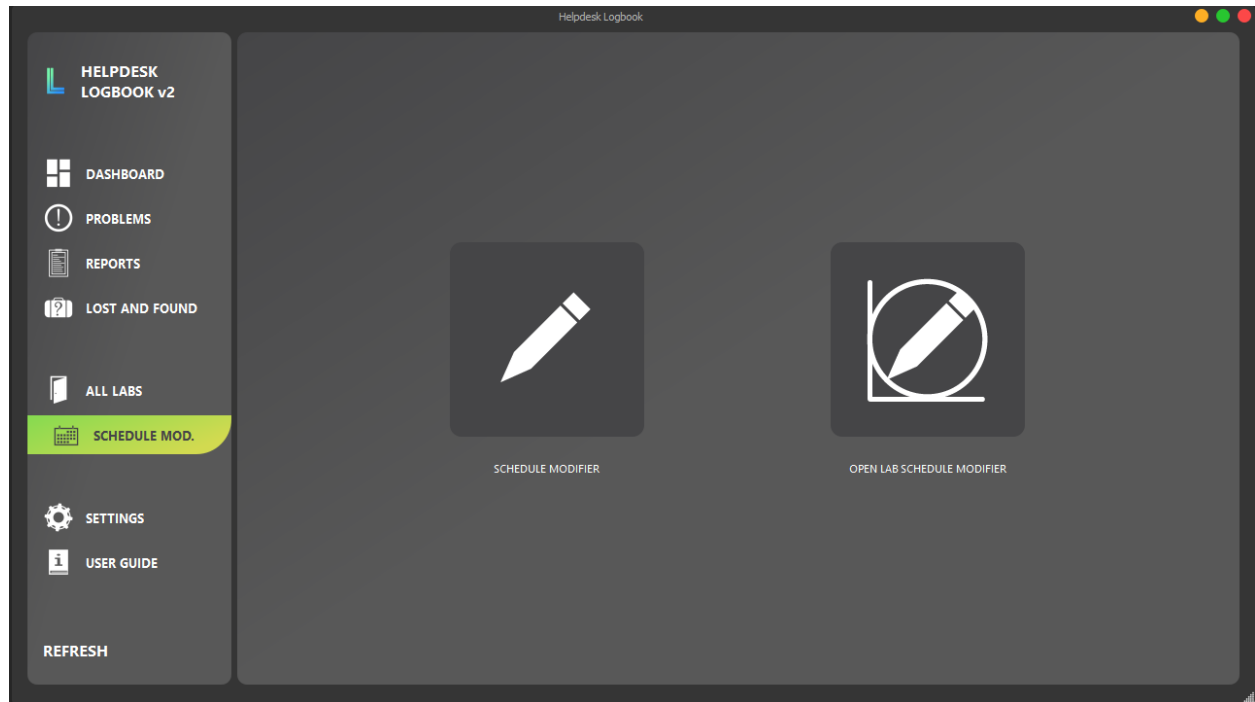
4

All Labs

ROOM	OPEN TIMES	END TIME	ALL COUNTDOWNS
A1-61	08:30 11:30 14:30 19:30	09:30 12:30 16:30 21:30	expired expired expired 03:14:01
A3-11	None		
A3-13	None		
A3-15	08:30 13:30	10:30 15:30	expired expired
A3-17	11:30	14:30	expired
A3-21	None		
A3-22	None		
A3-23	None		
A3-24	17:30 20:30	18:30 21:30	01:14:01 04:14:01
.. ..	18:30	20:30	02:14:01

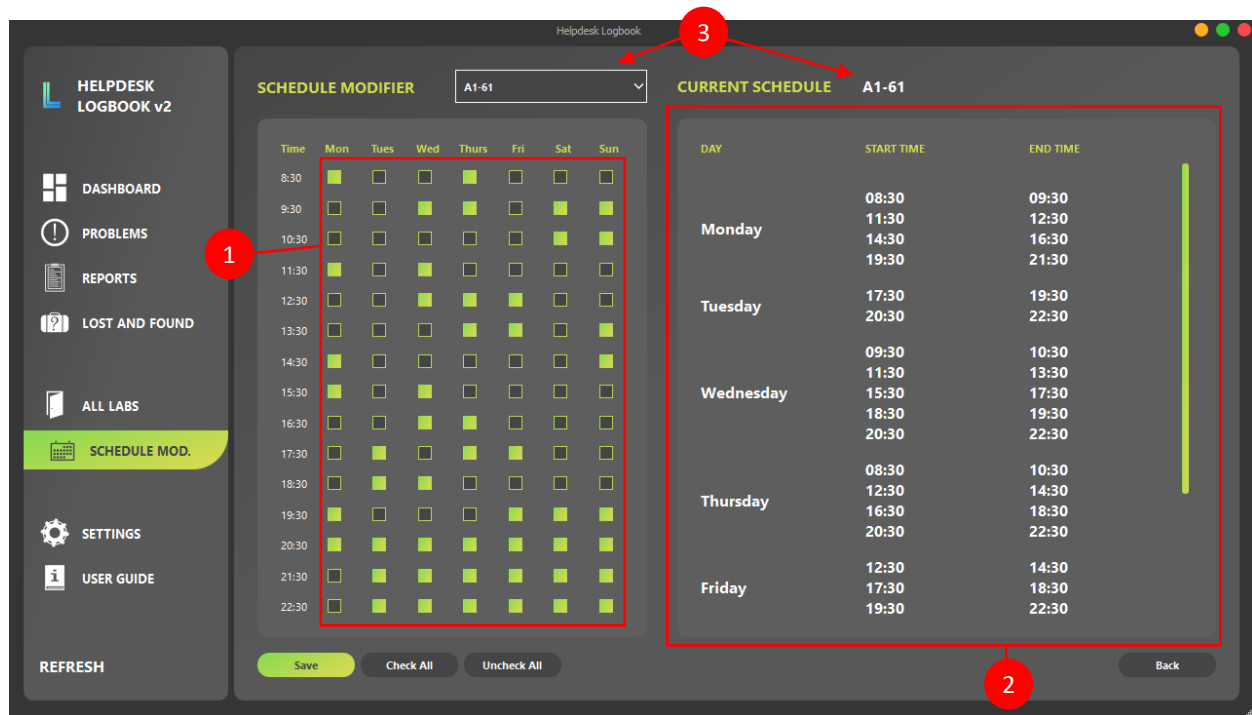
## SCHEDULE MODIFIER

### 1. Page



Page for selecting which schedule type you want to modify.

## 2. Schedule Modifier



This page allows you to modify the schedules stored in the database.

1. In the schedule modifier, a checked box ☒ means the room is empty at that time. An unchecked box ☐ means the room is occupied by a class.
2. This frame will display all the schedules for the current room for the entire week.
3. Drop down for switching focus to another room (mouse scrolling works!).

### 3. Open Lab Schedule Modifier

Helpdesk Logbook

HELPDESK LOGBOOK v2

DASHBOARD

PROBLEMS

REPORTS

LOST AND FOUND

ALL LABS

SCHEDULE MOD.

SETTINGS

USER GUIDE

REFRESH

OPEN LAB SCHEDULE MODIFIER A1-61

Time	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
8:30	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9:30	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22:30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save Check All Uncheck All

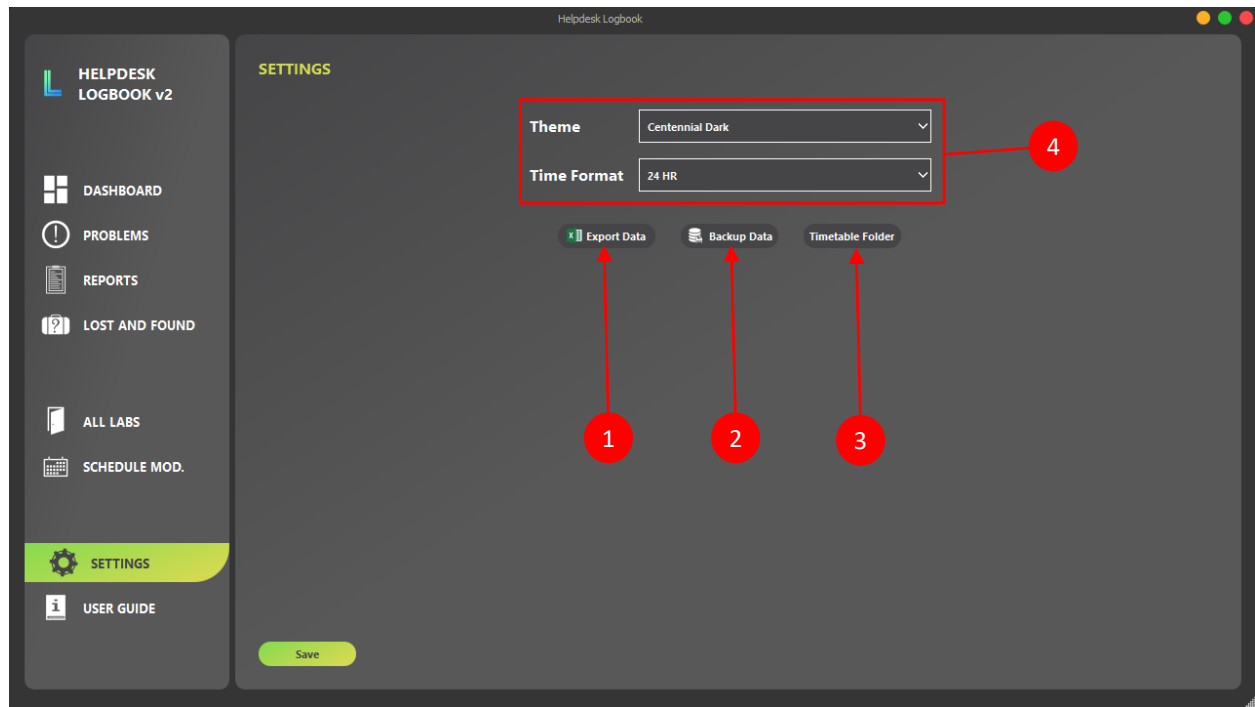
CURRENT SCHEDULE A1-61

DAY	START TIME	END TIME
Monday	08:30	10:30
Tuesday	None	
Wednesday	None	
Thursday	None	
Friday	None	
Saturday	None	
Sunday	19:30	21:30

Back

This is the same page as the [schedule modifier](#) so it functions the same, but it reads and writes from/to the Open Lab Schedule database instead.

## SETTINGS



This page allows you change themes and time formats, and backup data.

1. This button will allow you to export all the data from the “Reports” and “Lost and Found” databases into a single excel file. A prompt for a save location will appear on click.
2. This button will allow you backup the entire database into a single bak file. A prompt for a save location will appear on click. (I added this as a temporary solution to the auto-backup feature)
3. This button will open the folder where all of the timetable images are stored.

Note: If a timetable image is missing or needs changing, simply add a new one with the naming format:

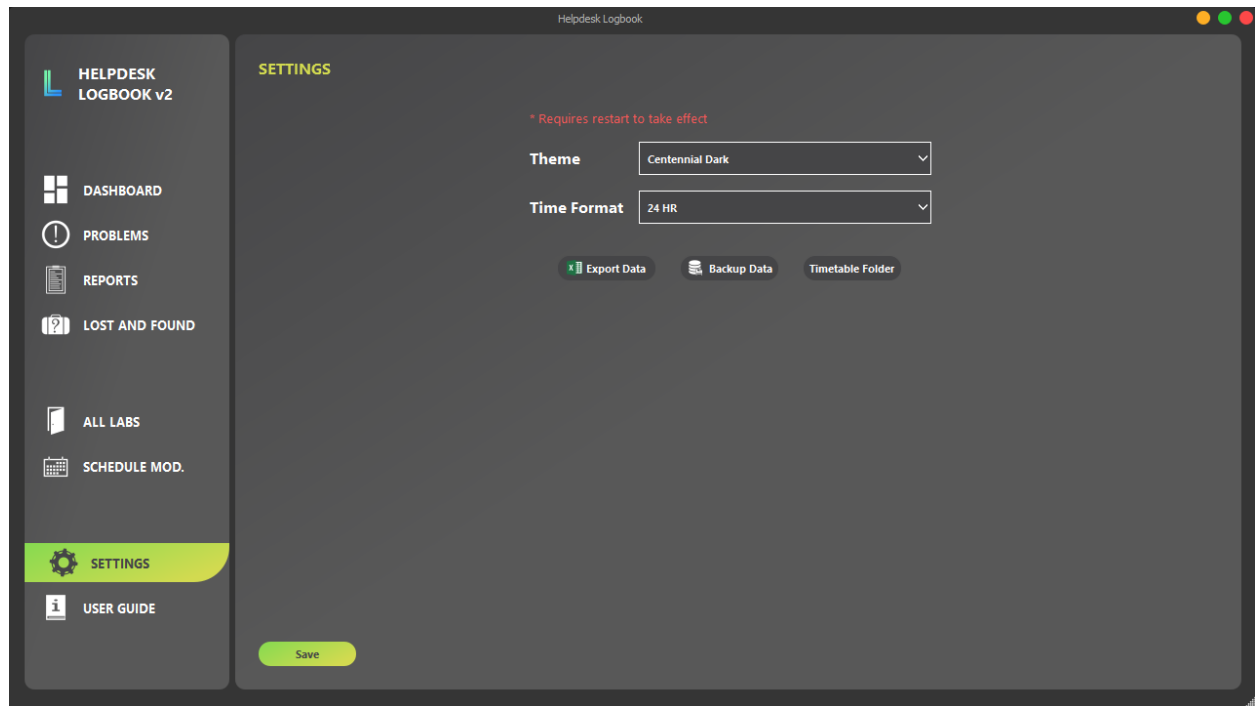
“[Block][Floor #]\_[Room #]”

e.g. “B3\_17” as opposed to “B3-17”.

4. Changing these options will require an application restart to take full effect. (A limitation of styling with qtmodern)

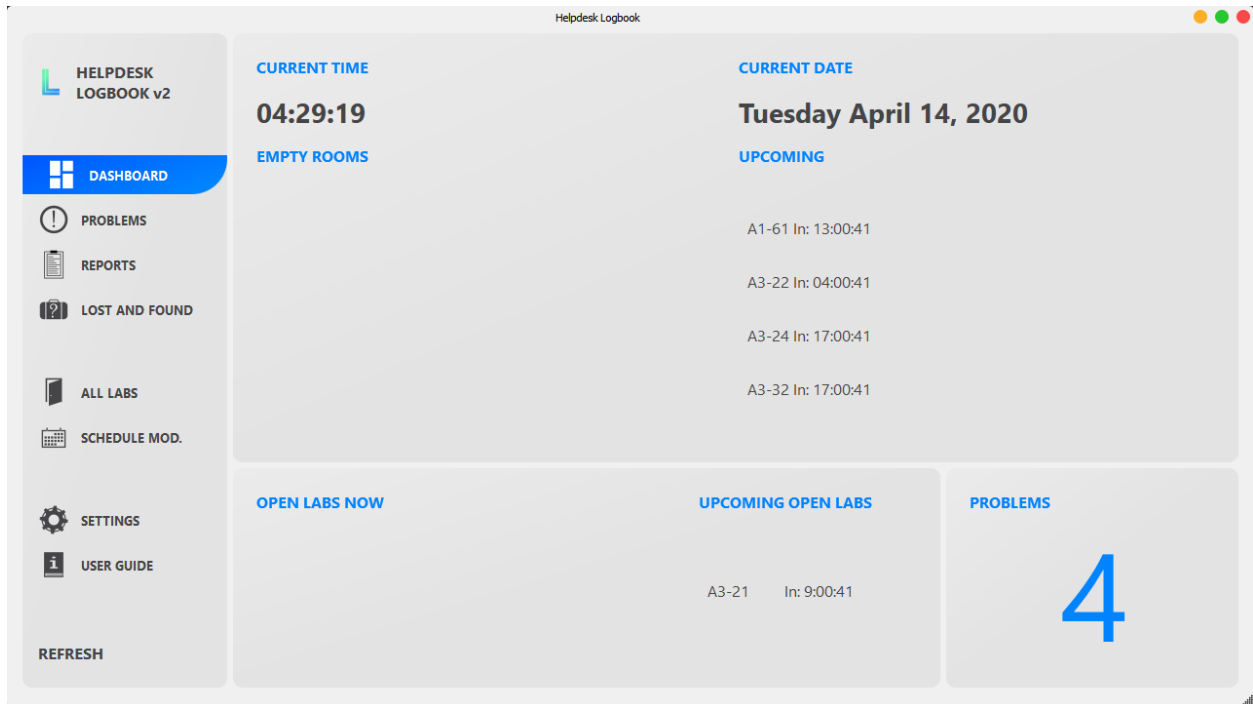


## 1. Restart Message

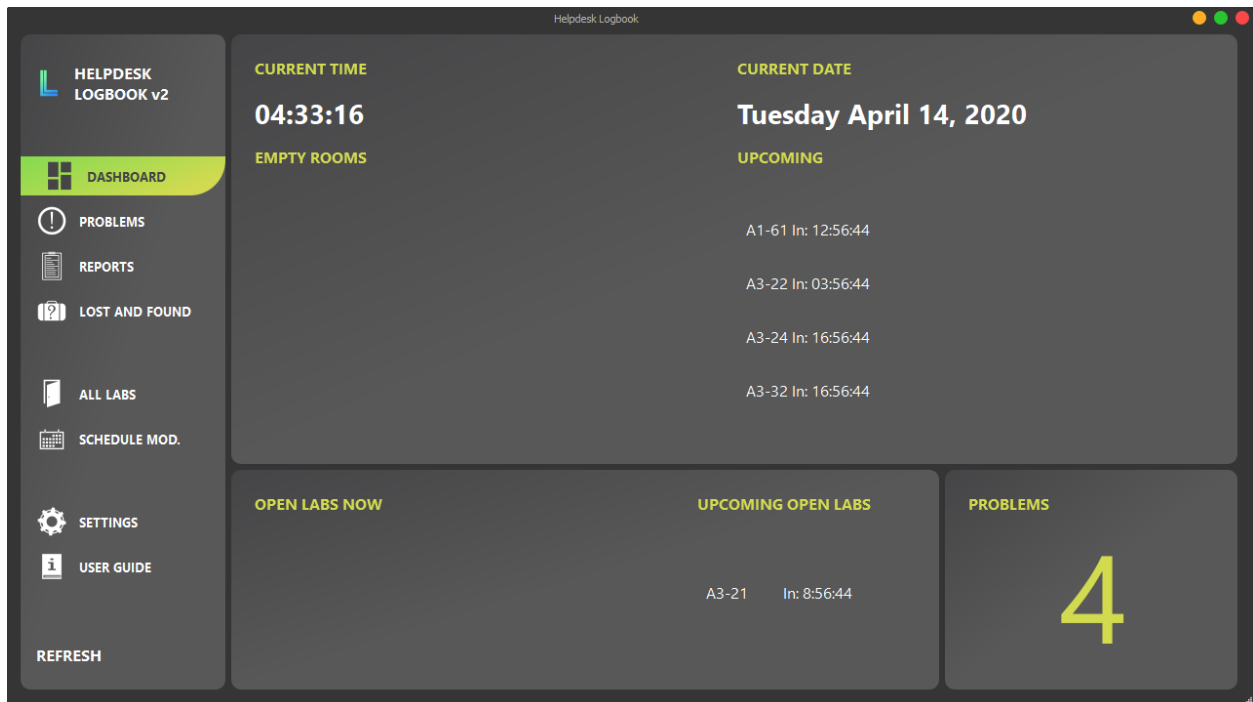


## 2. Themes

### *Classic Light*



### *Centennial Dark*



## USER GUIDE

Well, I'm assuming that's how you got here.

## END

That is all for the User Guide! We hope our app is useful to you on your co-op!

Unfinished planned features:

Auto-backup database

Restore database

## Are you a software student?

All the source code is on the office computer under "Helpdesk/Documents/Logbook v2". (Or something like that) (It's somewhere here I

promise 😊)

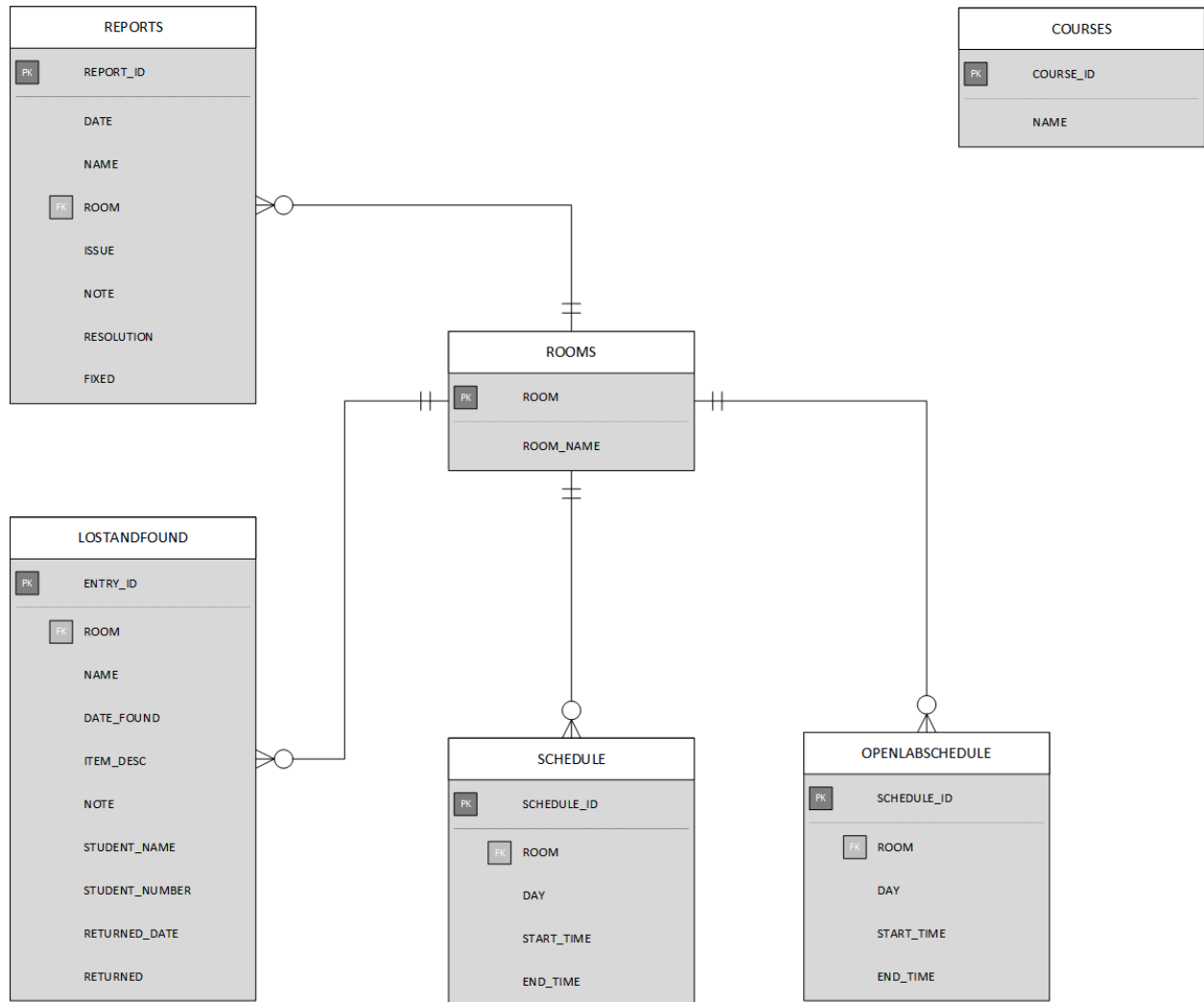
We weren't able to write a reference guide like the previous co-ops did, but we did comment the code while we built the application.

The application is written in Python 3.8 and uses libraries from [Qt](#) for the interface, and [qtmodern](#) for the Mac like window. The database used is [Microsoft SQL Server 2019 Express](#).

If you need to change the server string for the database you can do so in the "settings.json" file

(I tried my best to organize it but, I apologize in advance :L -J)

## Database ERD



Wallpaper someone found in A3-55

