Shaniquo Mckenzie, Jarod Lavine

CENTENNIAL COLLEGE

A close up of a keyboard

Description automatically generated

USER GUIDE

**HELPDESK LOGBOOK v2**

Contents

[Overview 2](#_Toc38410262)

[Application Pages 3](#_Toc38410263)

[DASHBOARD 3](#_Toc38410264)

[PROBLEMS 4](#_Toc38410265)

[REPORTS 5](#_Toc38410266)

[1. Page 5](#_Toc38410267)

[2. New Log and Edit 6](#_Toc38410268)

[3. Delete 6](#_Toc38410269)

[4. View 7](#_Toc38410270)

[LOST AND FOUND 8](#_Toc38410271)

[1. Page 8](#_Toc38410272)

[2. New Lost and Found 9](#_Toc38410273)

[3. New Lost and Found Returned 9](#_Toc38410274)

[ALL LABS 10](#_Toc38410275)

[1. Page 10](#_Toc38410276)

[2. New Window 11](#_Toc38410277)

[SCHEDULE MODIFIER 12](#_Toc38410278)

[1. Page 12](#_Toc38410279)

[2. Schedule Modifier 13](#_Toc38410280)

[3. Open Lab Schedule Modifier 14](#_Toc38410281)

[SETTINGS 15](#_Toc38410282)

[1. Restart Message 16](#_Toc38410283)

[2. Themes 17](#_Toc38410284)

[USER GUIDE 18](#_Toc38410285)

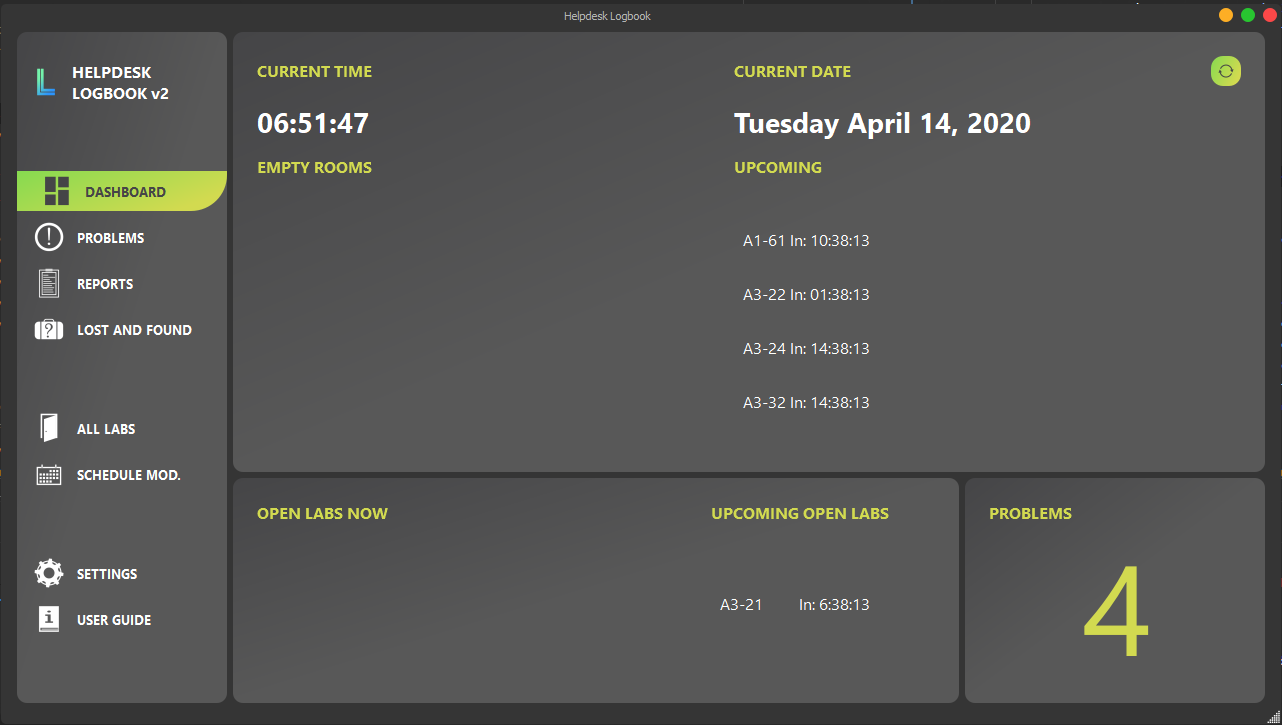
[END 18](#_Toc38410286)

[Are you a software student? 18](#_Toc38410287)

[Database ERD 19](#_Toc38410288)

[Wallpaper someone found in A3-55 20](#_Toc38410289)

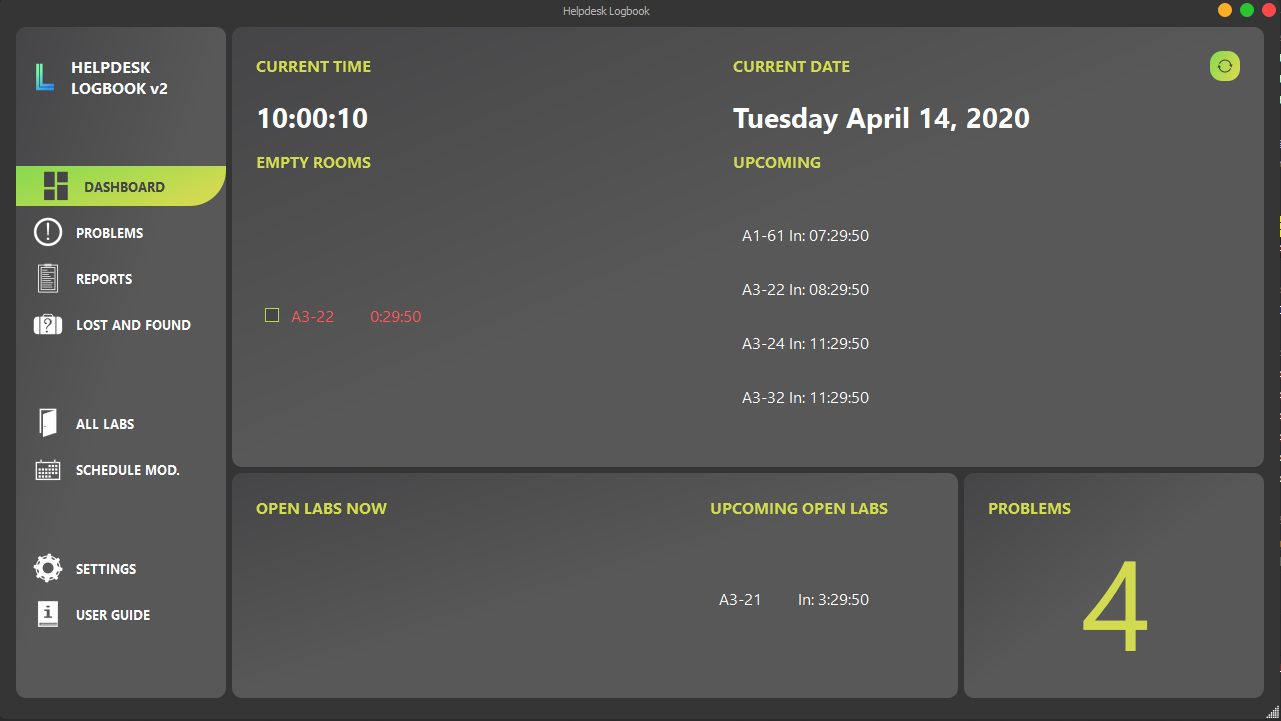
# Overview



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) [**PROBLEMS**](#_PROBLEMS) page.
5. Refresh button to clear the layouts that hold timers.

## PROBLEMS

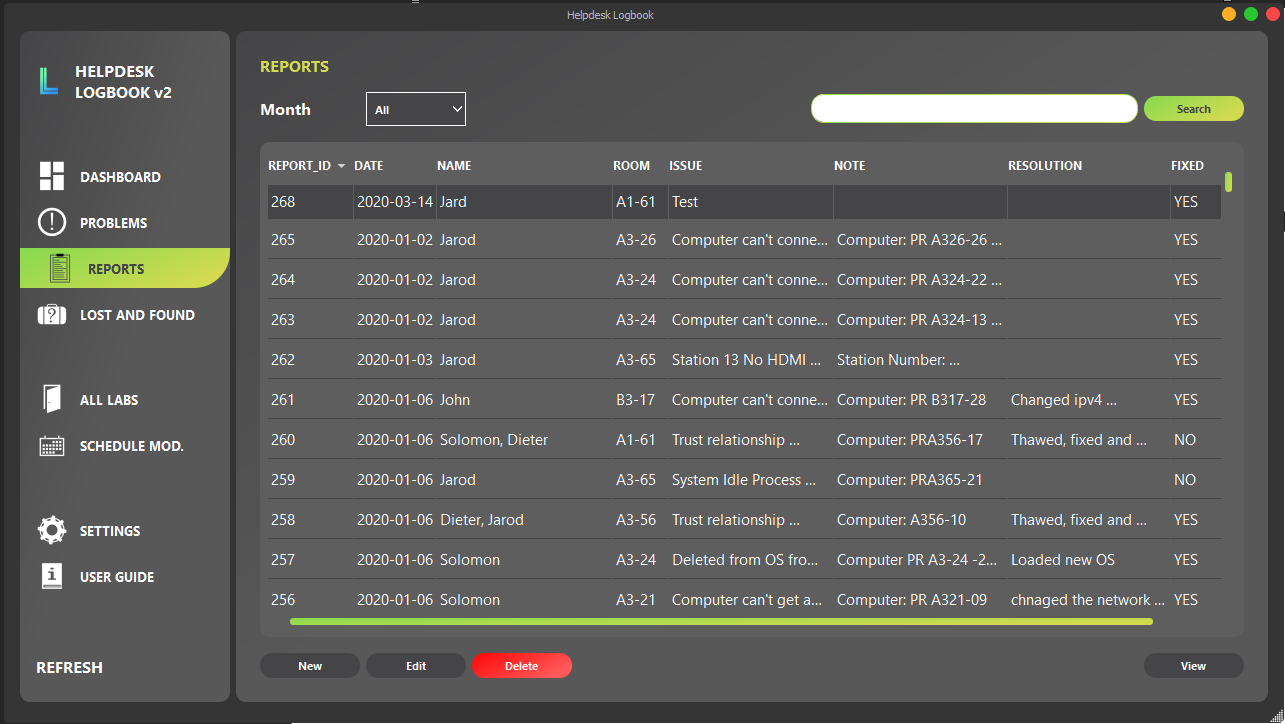


The PROBLEMS page will display all report entries that aren’t fixed. (FIXED = NO)

1. Clicking the “Fixed” button with a row selected will take you to the “[Edit](#_2._New_Log)” page for the selected entry, where you can enter the resolution and mark it as fixed.
2. Clicking the “[View](#_4._View)” button with a row selected will view that entry on a new page.

## REPORTS

### 1. Page



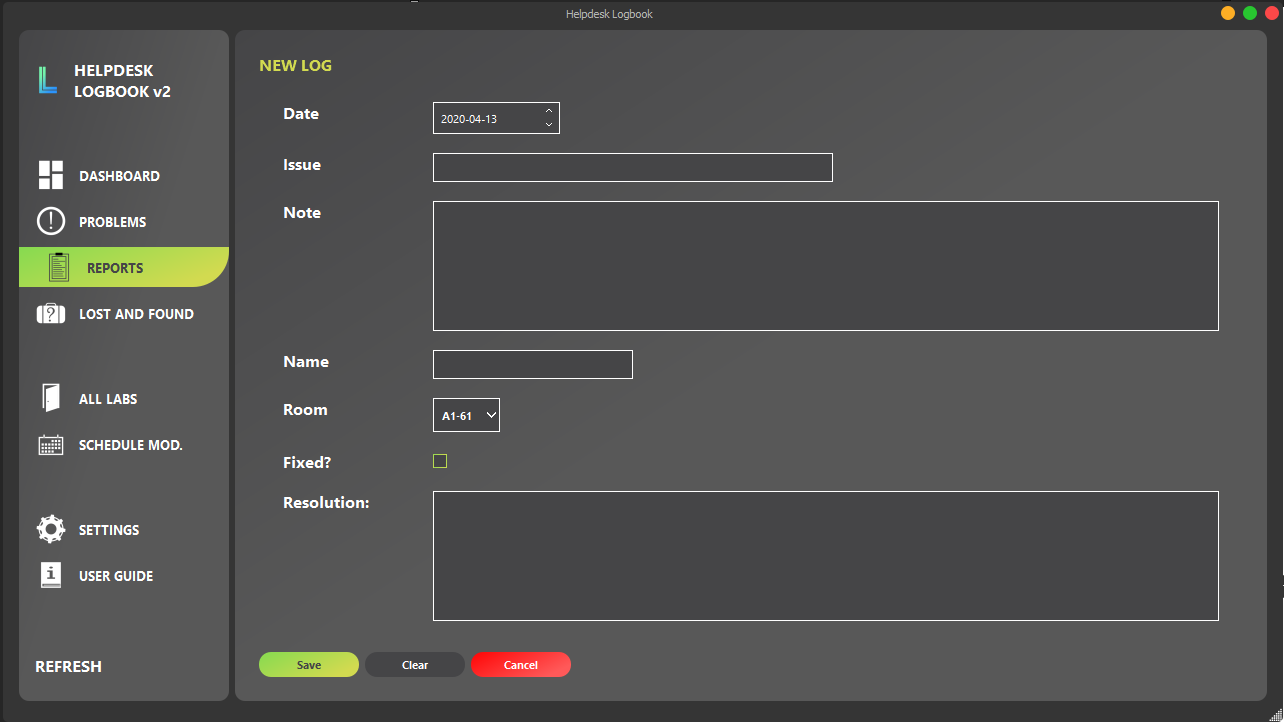
This page allows you to create new reports, edit entries, delete entries and view entries.

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.

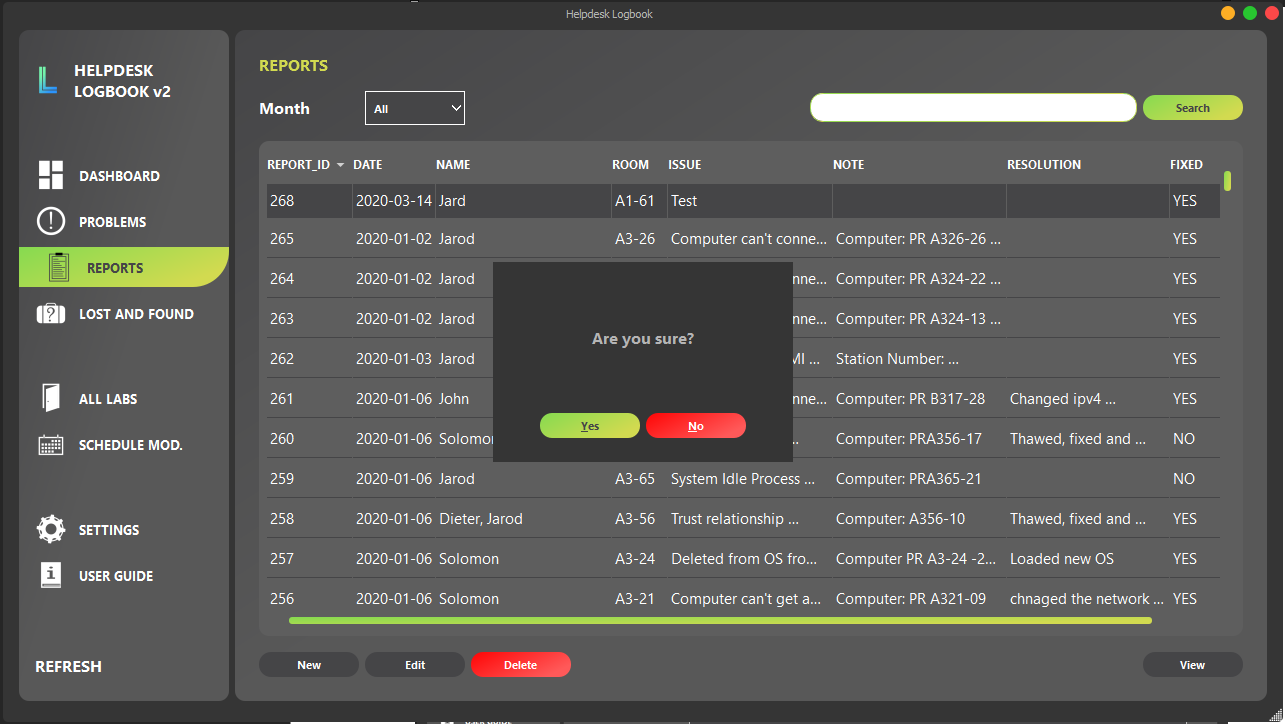
Notes:

* 1. “[Edit](#_2._New_Log)”, “[Delete](#_3._Delete)” and “[View](#_4._View)” require a row to be selected.
  2. The “[Delete](#_3.__Delete)” button will prompt for confirmation.

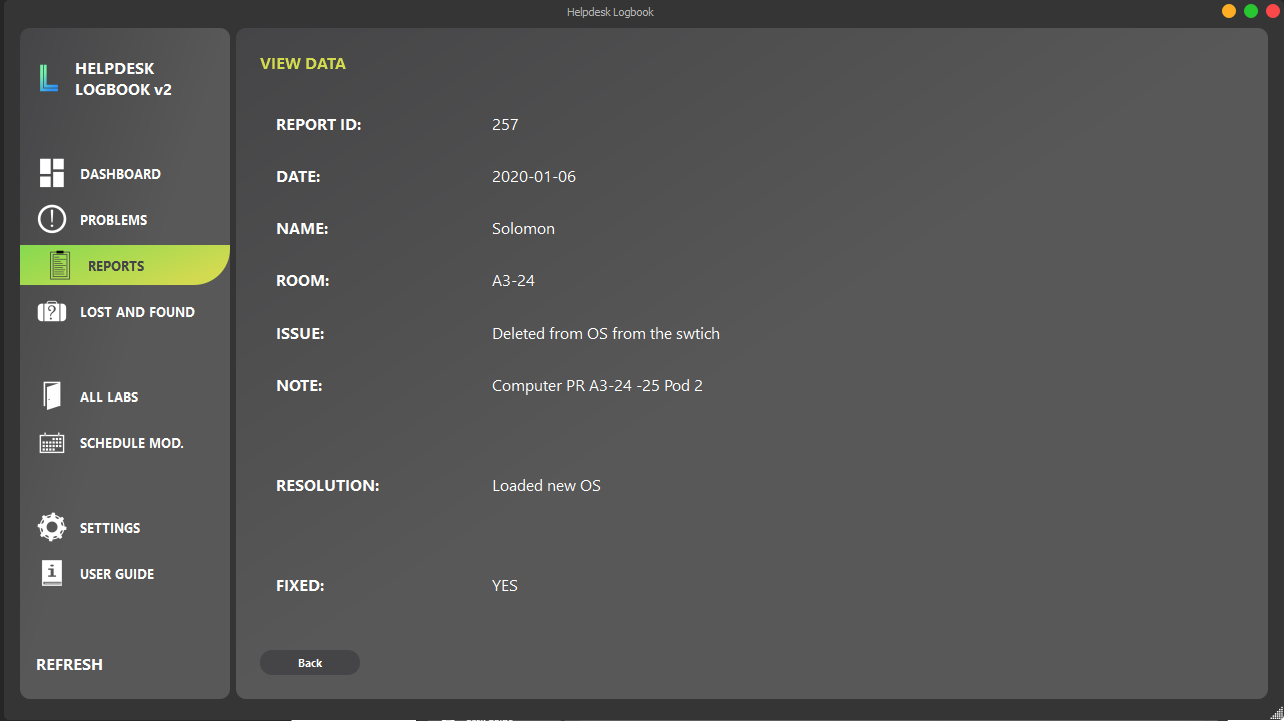
### 2. New Log and Edit



### 3. Delete



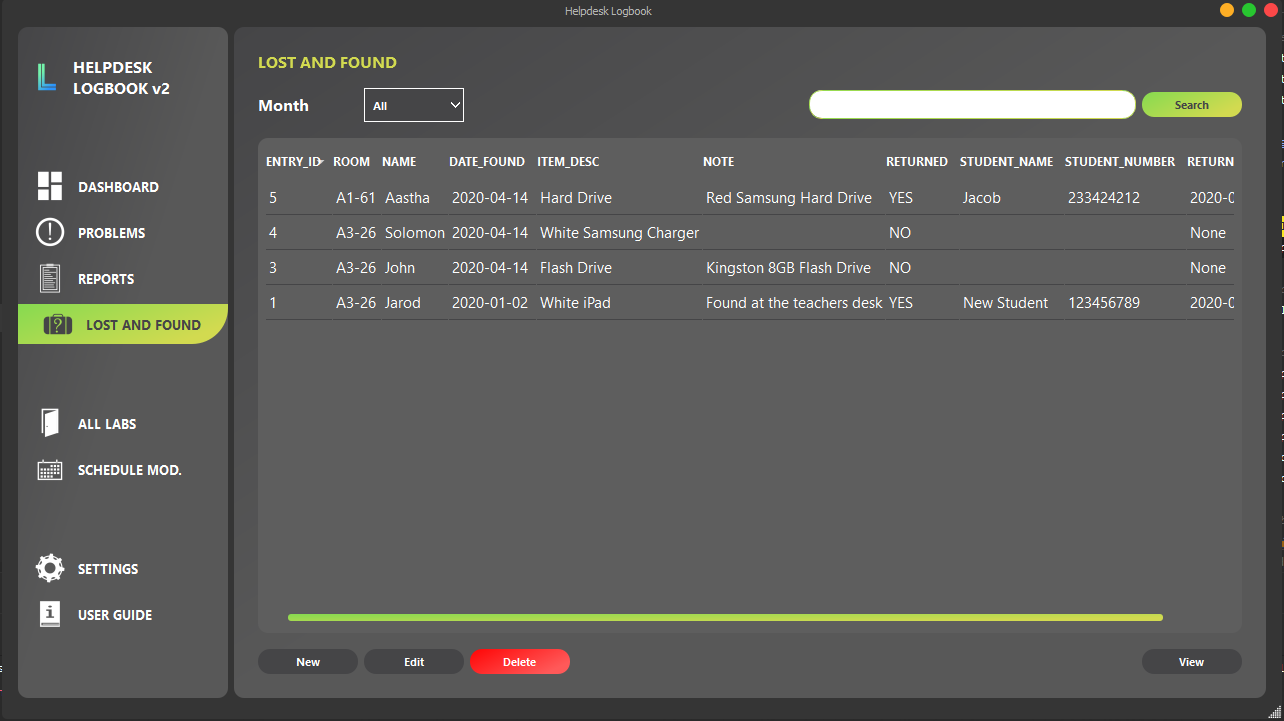
### 4. View



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

## LOST AND FOUND

### 1. Page



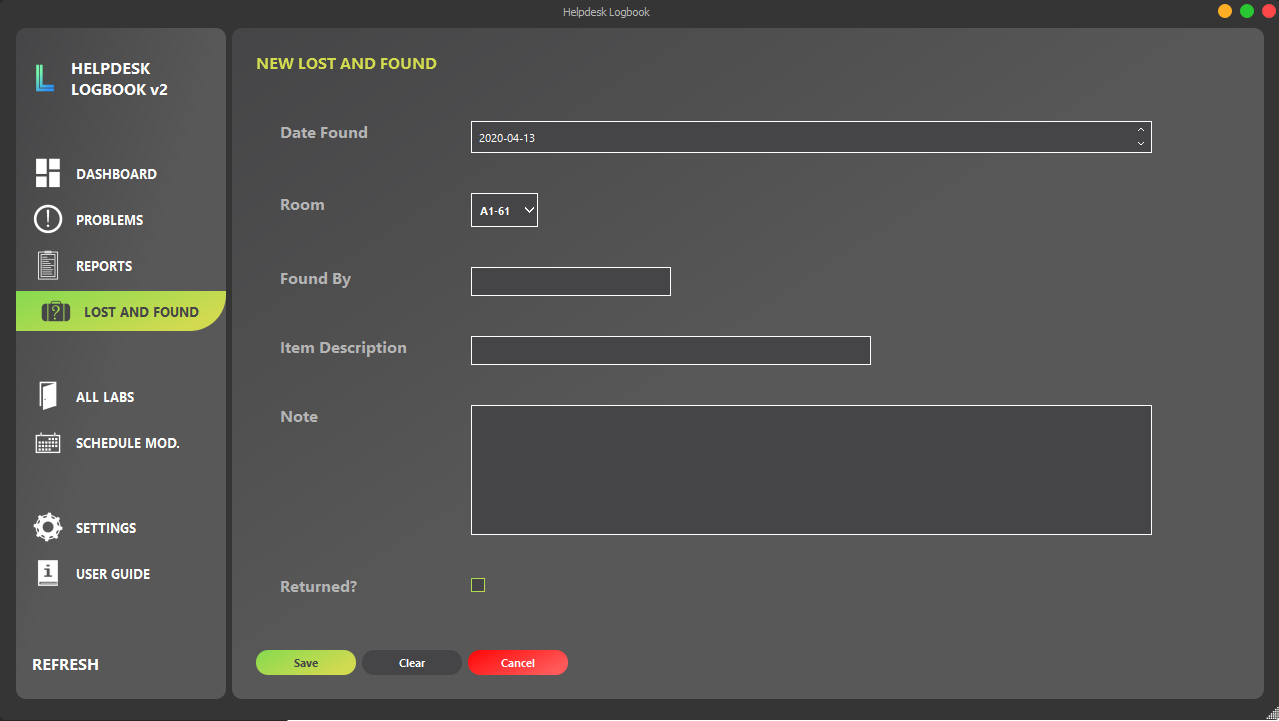
This page allows you to create new lost and found, edit entries, delete entries, and view entries.

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.

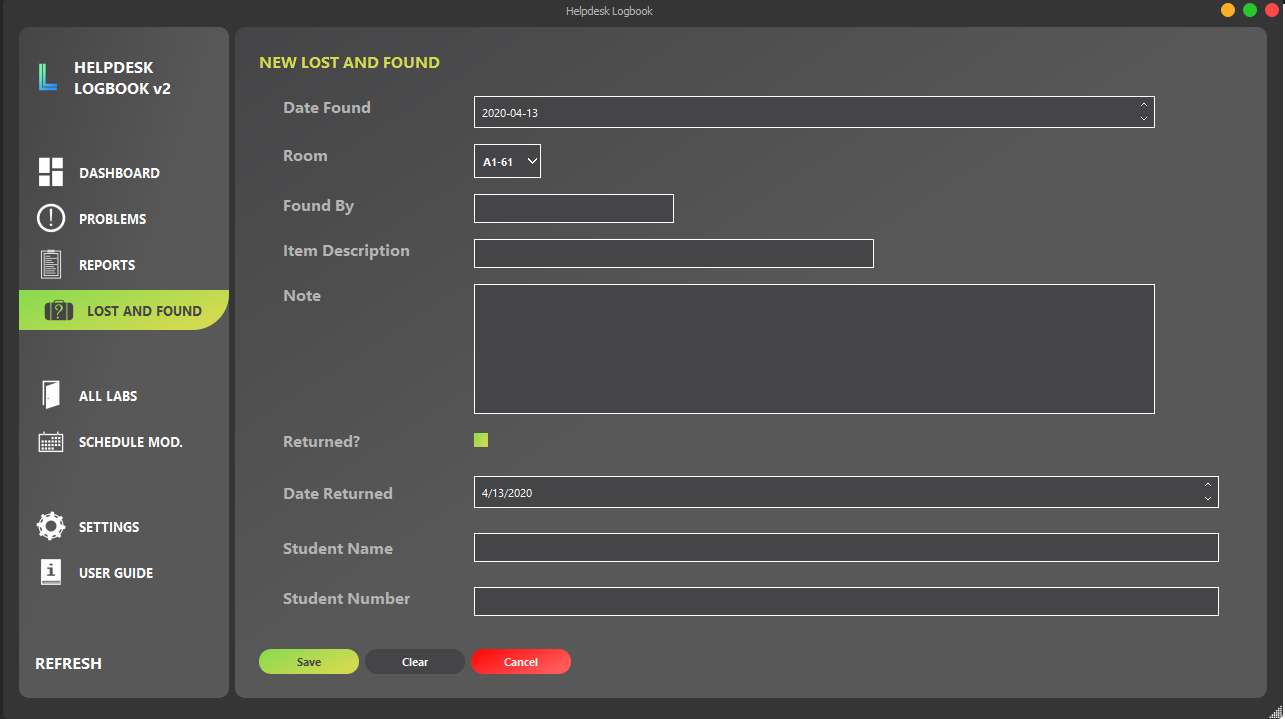
Notes:

* 1. “[Edit](#_2._New_Log)”, “[Delete](#_3._Delete)” and “[View](#_4._View)” require a row to be selected.
  2. The “[Delete](#_3.__Delete)” button will prompt for confirmation.

### 2. New Lost and Found



### 3. New Lost and Found Returned



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

## ALL LABS

### 1. Page



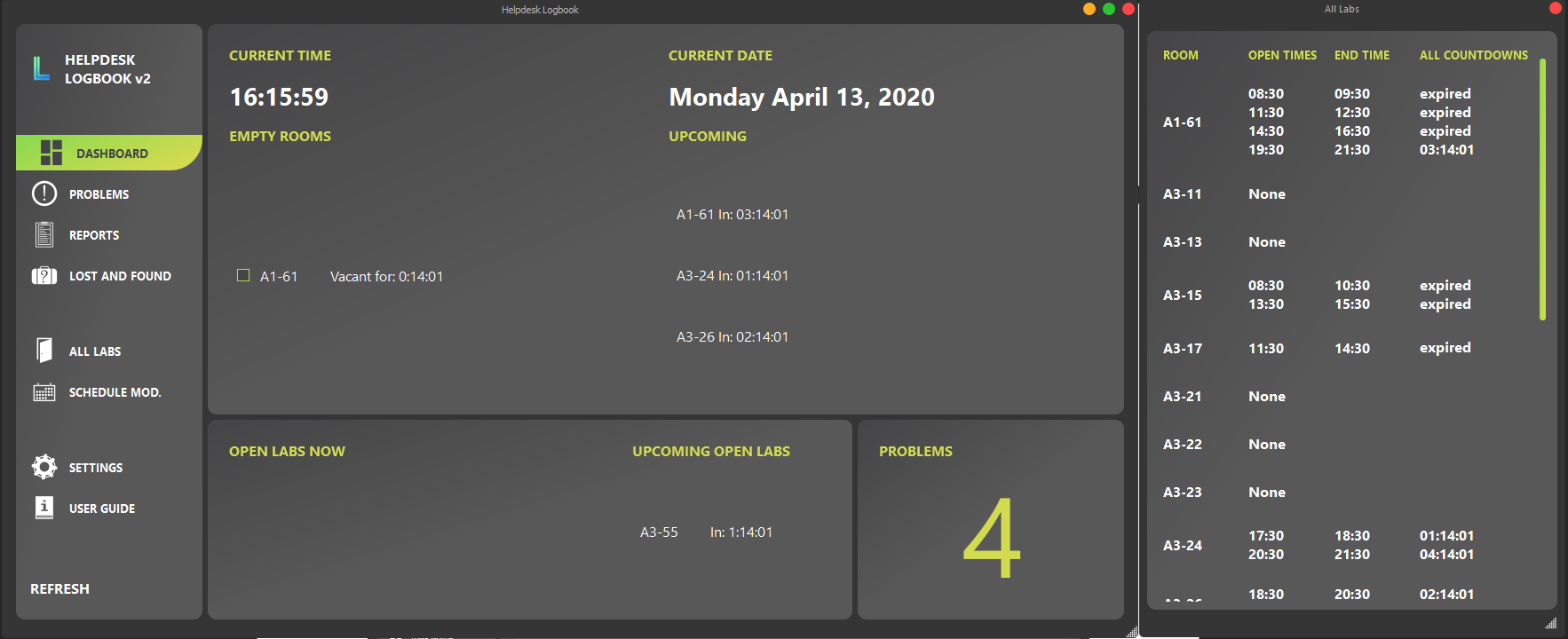
This page shows you the time ranges for each room for the current day, as well as a countdown until the room is open.

1. Clicking this button will transfer the page to a [new window](#_2._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:

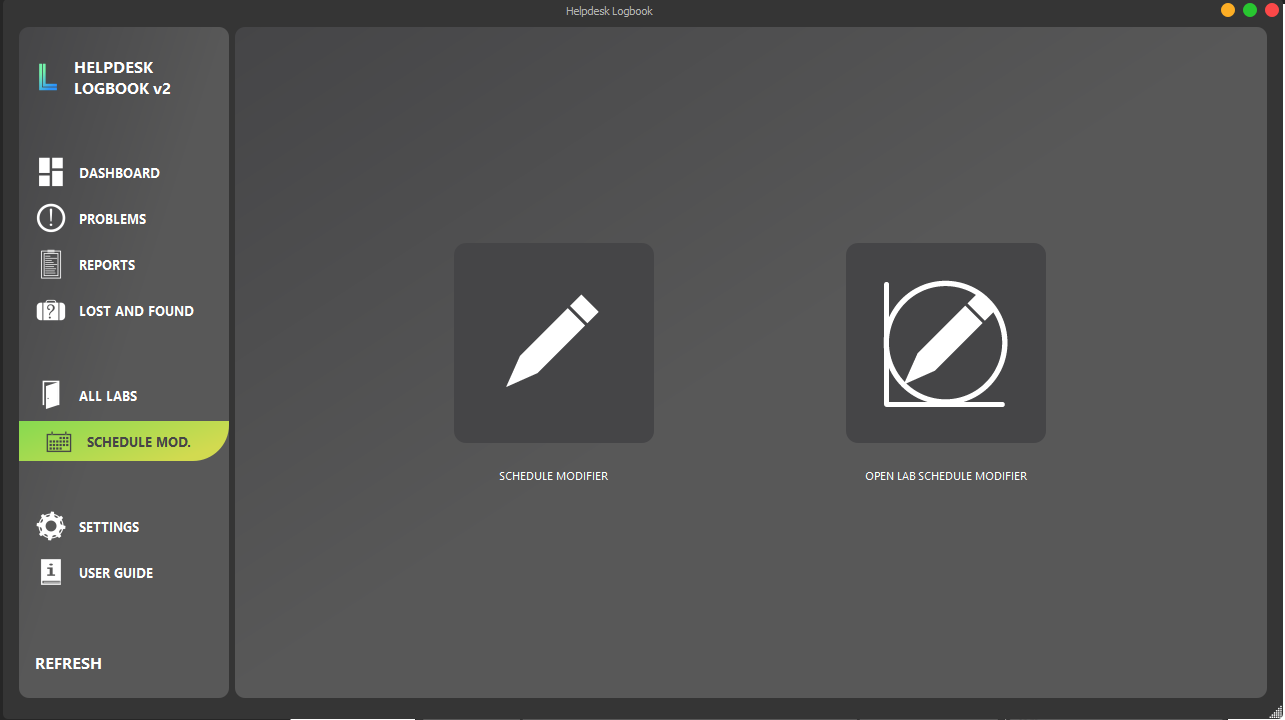
* 1. Changes made using the [](#_PROBLEMS) [**SCHEDULE MOD.**](#_SCHEDULE_MODIFIER), will automatically be shown on this page, even while the window is floating.

### 2. New Window



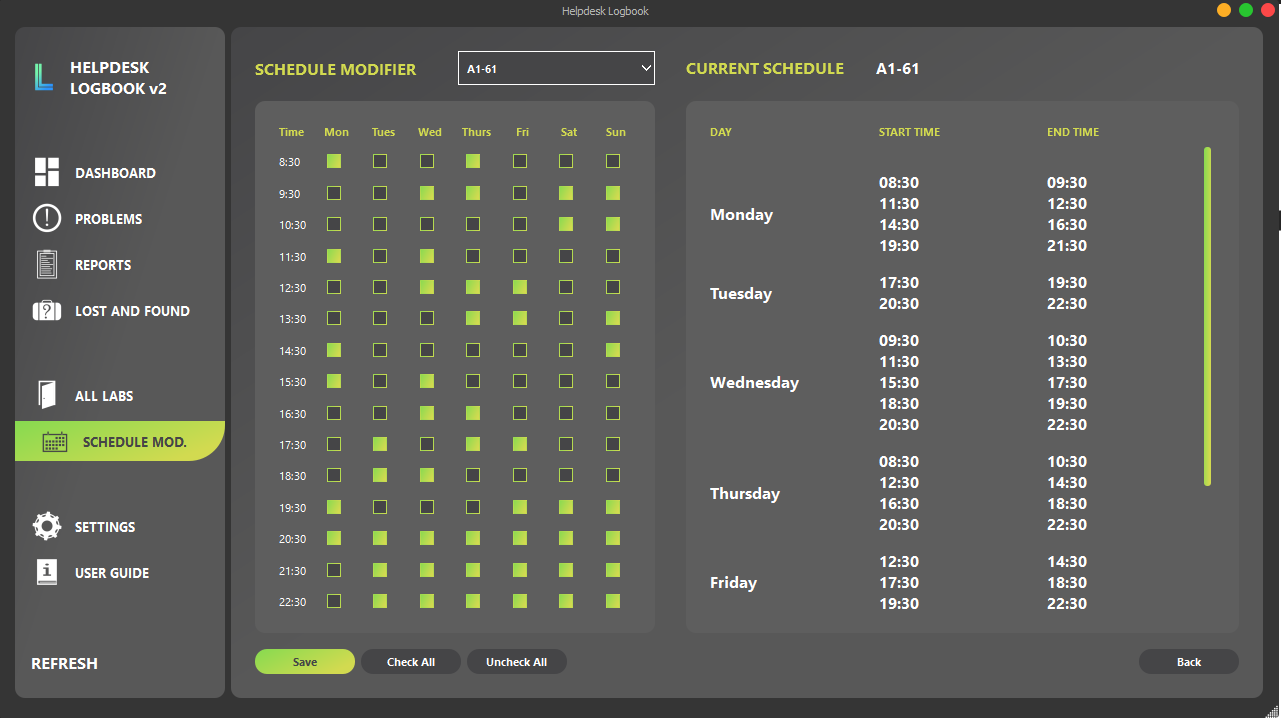
## SCHEDULE MODIFIER

### 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.

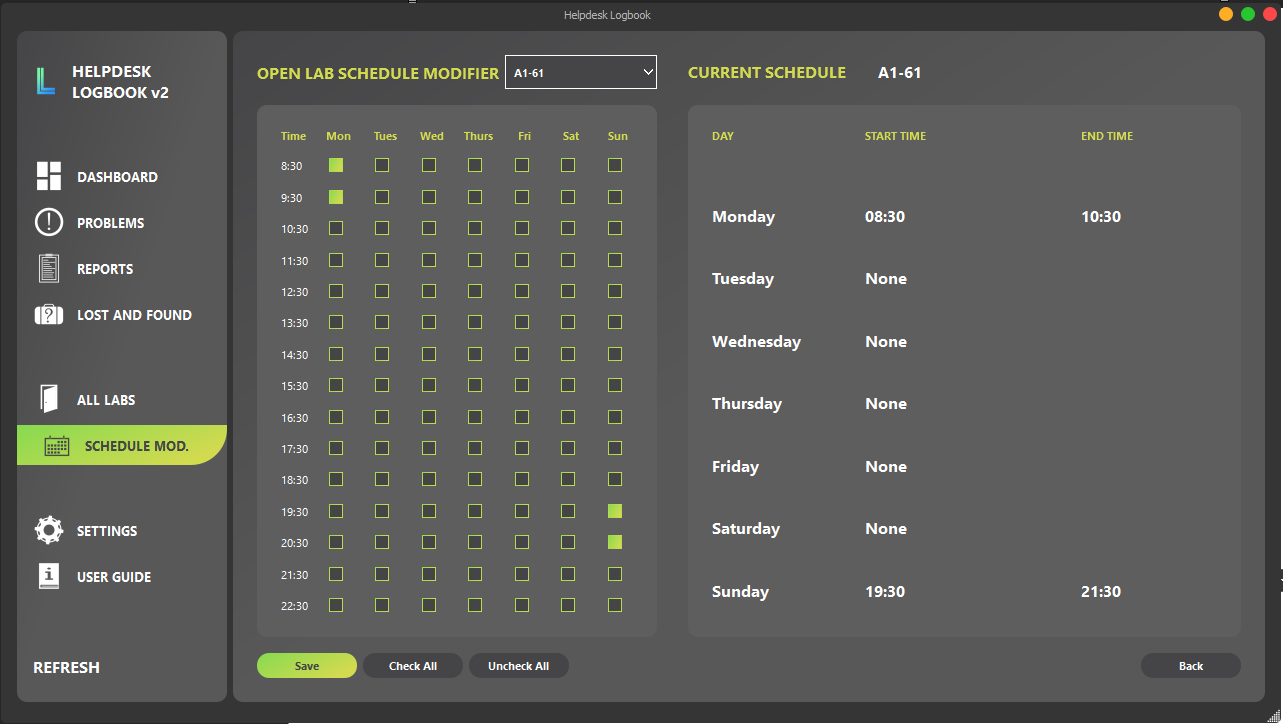
1. In the schedule modifier, a checked box means the room is empty at that time. An unchecked box means the room is occupied by a class.

v

v

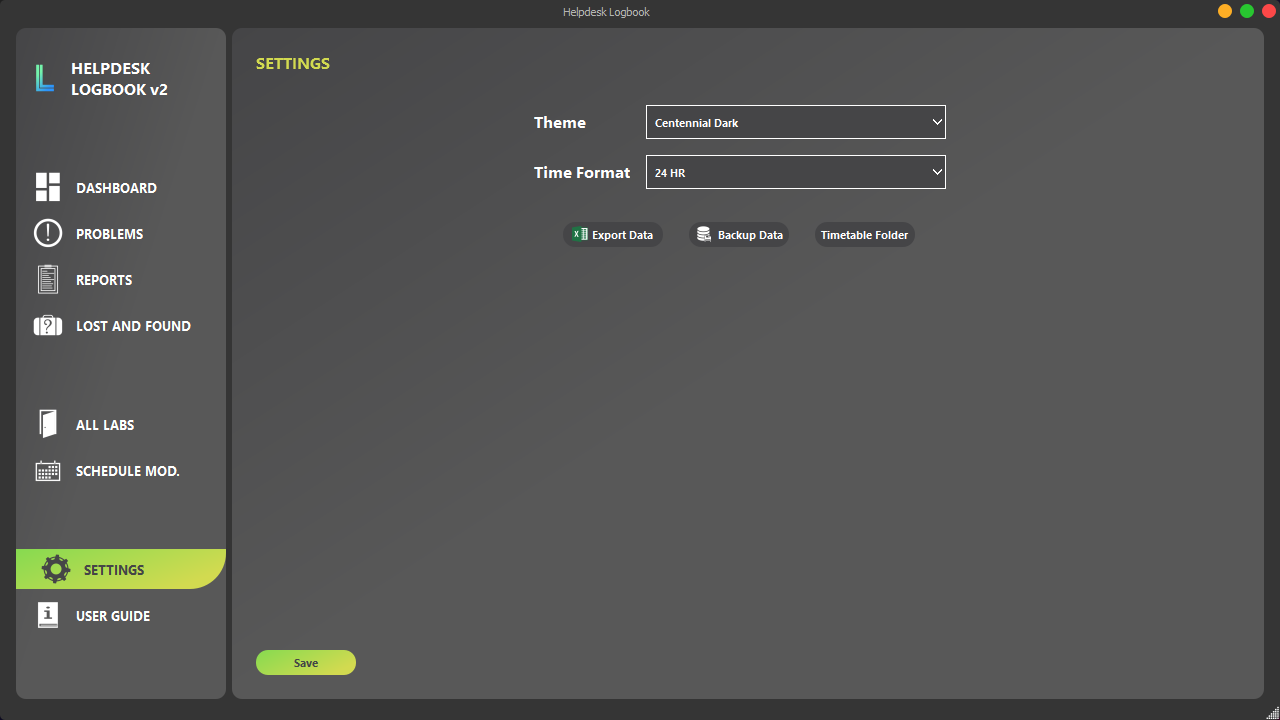
1. This frame will display all the schedules for the current room for the entire week.
2. Drop down for switching focus to another room (mouse scrolling works!).

### 3. Open Lab Schedule Modifier



This is the same page as the [schedule modifier](#_2._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.

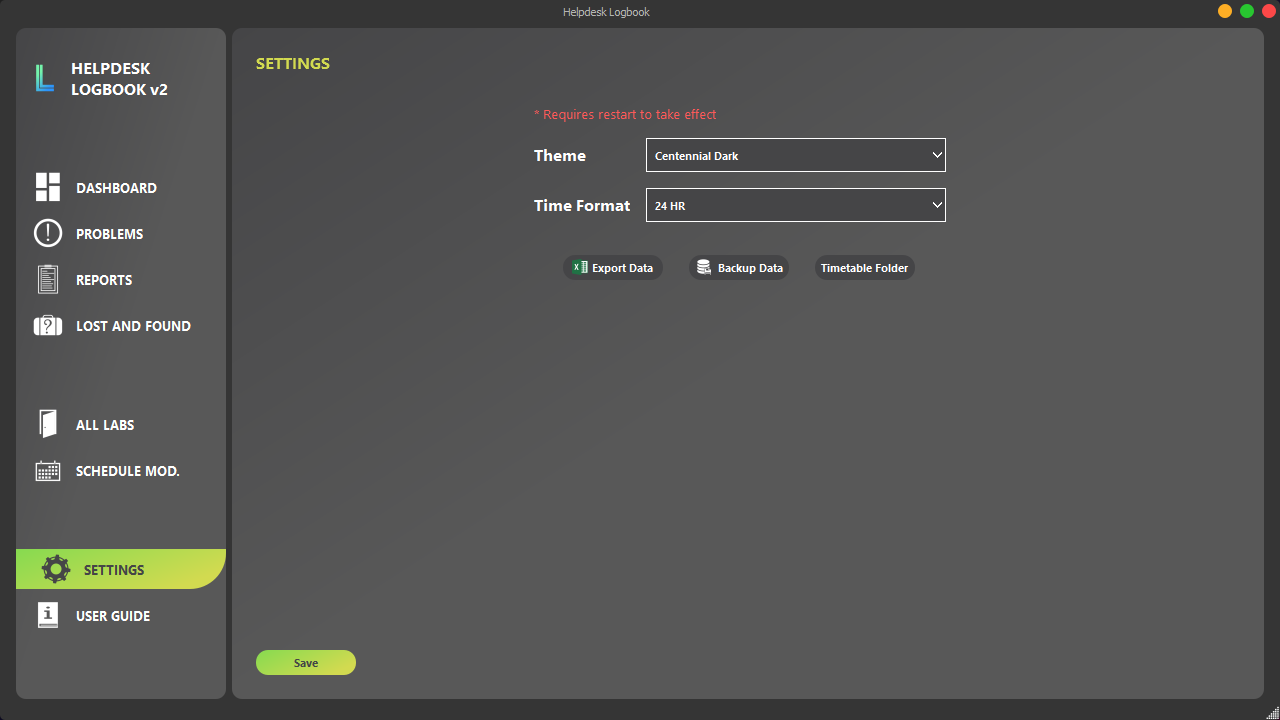
1. This button will allow you to export all the data from the “Reports” and “Lost and Found” databases into a single excel file. A prompt for a save location will appear on click.
2. This button will allow you backup the entire database into a single bak file. A prompt for a save location will appear 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”.

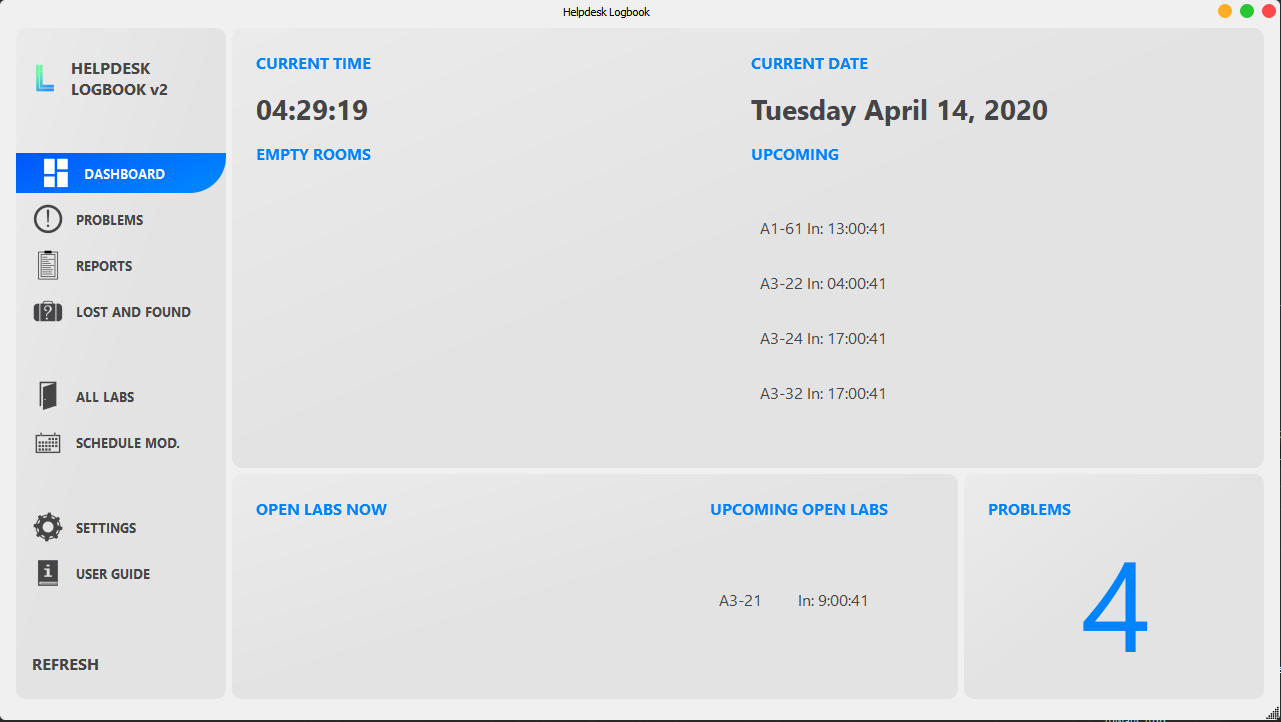
1. Changing these options will require an application [restart to take full effect](#_1._Restart_Message). (A limitation of styling with qtmodern)

### 1. Restart Message

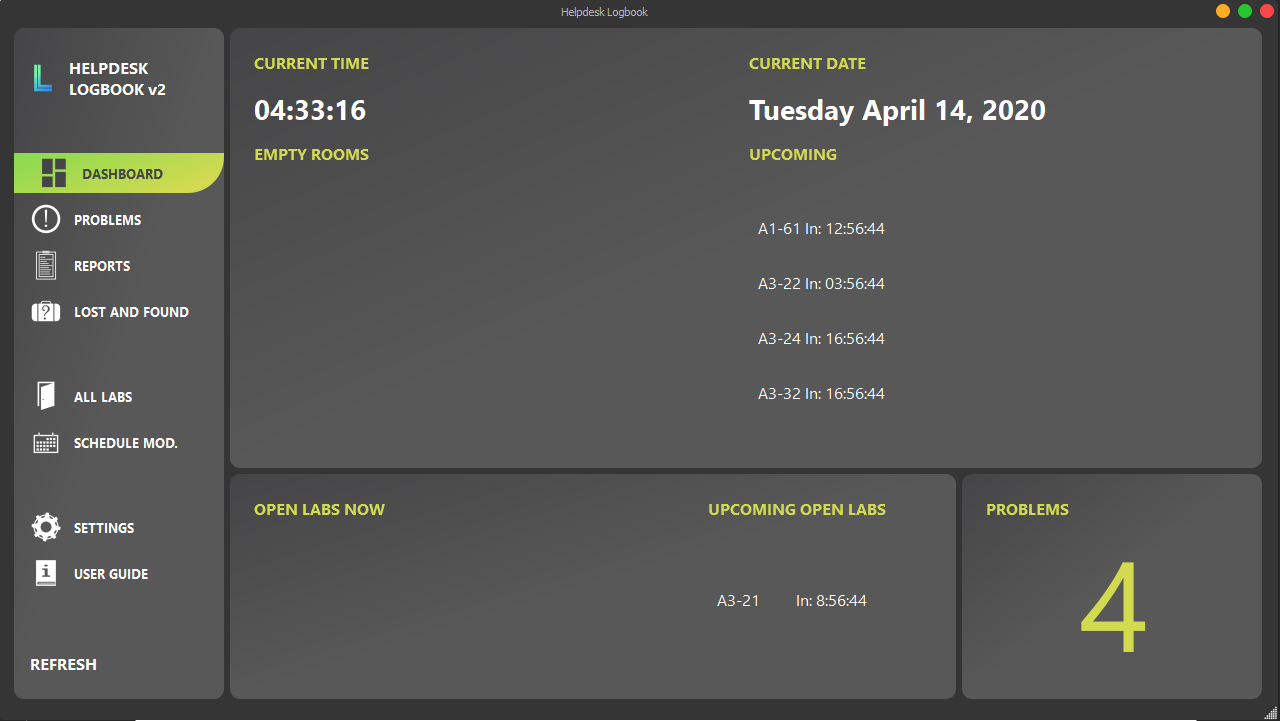


### 2. Themes

#### 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 😊)

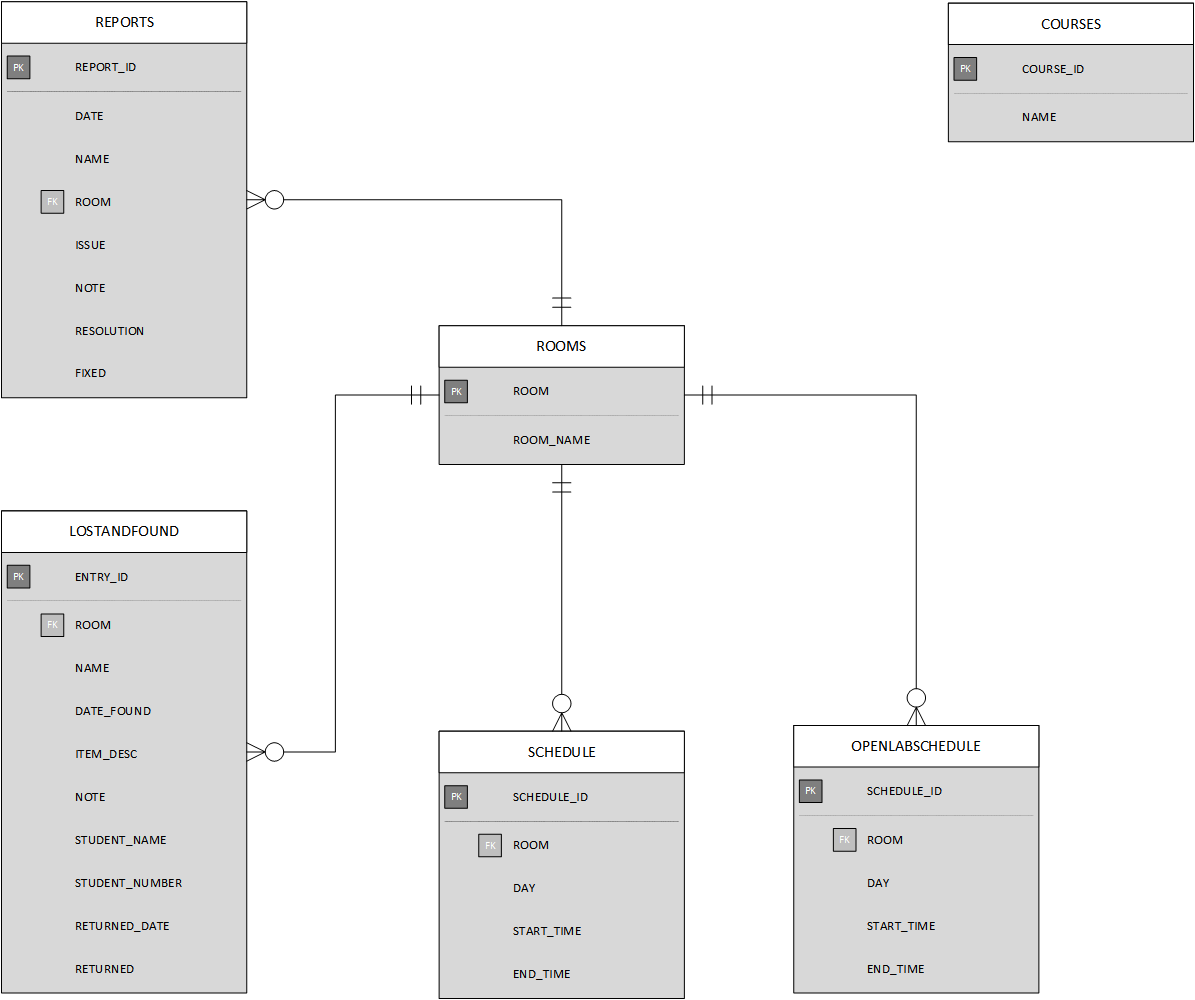
We weren’t able to write a reference guide like the previous co-ops did, but we did comment the code while we built the application.

The application is written in Python 3.8 and uses libraries from [Qt](https://www.qt.io/qt-for-python) for the interface, and [qtmodern](https://github.com/gmarull/qtmodern) for the Mac like window. The database used is [Microsoft SQL Server 2019 Express](https://www.microsoft.com/en-au/sql-server/sql-server-downloads).

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

A desktop computer sitting on top of a desk

Description automatically generated