**SOEN 287-Web Programming**

Service Company Website User Guide:

**Accessing the Website**

* 1. Simply open your web browser and go to the website’s homepage.
  2. **Creating an Account**
     1. Go to the Register page by clicking the Sign-Up link on the homepage.
     2. Fill in the registration form with the necessary details (username & password).
     3. Click Submit to create your account.
     4. You will be redirected to the Login Page. You may now log in to your account using your username and password
  3. **Logging In and Out**
     1. To log in, go to the Login page, enter your email and password, and click Sign In.
     2. You will be taken to the Client Dashboard or Business Dashboard (depending on your role).

**\*Note:** As of now, there is no authentication, so any login is done by simply accessing the respective **“Client Login” or “Business Login”.**

***No login information is needed, for now (Deliverable 1).***

* + 1. To log out, click the Logout button in the top-right corner, in the navbar.

**Client Functionality**

**1. The Client Dashboard**

* + 1. You’ll see your Client Dashboard with the following main options:
    2. Communication – Direct contact information for assistance.
    3. User Profile – View and edit your profile settings, account info, and security settings.
    4. Services – Search for available services, request services, cancel services, and view service history.
    5. Bills and Receipts – Access billing information and receipts.
    6. Notifications – View important notifications from the service company.
    7. FAQs – Common questions and help resources.

***\*Note: A few of the core features will be implemented for the 2nd Deliverable, and are not currently available for access. You can still preview their code directly\****

1. **Requesting a Service**
   1. **Searching for Services**
      1. From the Client Dashboard, click on Services.
      2. Select Search for Offered Services to see a list of services available.
      3. Browse through the list or search for specific services using the search function.
   2. **Requesting a Service**
      1. In the Services section, click Request Specific Services.
      2. Select the service you wish to request.
      3. Confirm your request by clicking Request Service.
      4. You will receive a confirmation message, and the service will appear under Requested Services.
2. **View your Request/Purchase History**
   1. **Viewing Requested Services**
      1. From the Client Dashboard, go to Services > Overview of Past and Future Services.
      2. Here, you can see the services you have scheduled and those you have already received.
   2. **Cancelling a Service**
      1. Go to Services > Requested Services.
      2. Find the service you wish to cancel and click Remove.
      3. Confirm the cancellation, and the service will be removed from your requested services list.
3. **Bills & Receipts**
   1. **In the Client Dashboard**
      1. Click on Bills and Receipts.
      2. You will see a list of your bills for completed services.
      3. Click on each bill to view more details or download a copy of your receipt.
4. **Notifications**
   1. **Notifications**
      1. To view notifications, click Notifications in the Client Dashboard.
      2. Here, you’ll see any new messages or alerts, such as reminders for unpaid bills or updates on requested services.
5. **FAQ**
   1. **To get help with common questions** 
      1. Go to the FAQs and Help Section:
      2. Access FAQs from the Client Dashboard or Business Dashboard.
      3. Browse through the FAQ topics for answers to common questions about services, billing, and account management.

**Business Functionality**

**1. Business Dashboard**

This is the main dashboard for managing business services and information. It provides quick access to view client requests, service history, and options to edit business details or services offered.

Optionally, you can also use the navbar to navigate to the different parts of the website.

**Features:**

1. Request History: View recent client service requests or purchased services
2. Edit Business Info: Navigate to edit the business information or modify services offered.

**2. Edit Business Information**

This page allows you to edit core details of the business, including contact information, company logo, and services offered.

**Features:**

1. Contact Information: View or edit company name, address, postal code, and email.
2. Company Logo: Update the business logo.
3. Services Offered: Modify the list of services by redirecting to the services\_modify.html page.

Clicking on the "Edit" buttons should allow you to update the information or redirect to other pages for more options.

**3. Modify Services**

From this page, the business owner may manage what services they offer. This includes adding, editing, and deleting services. Clicking on modify and/or delete allows the business owner to edit the service (price, description, etc.) or outright delete it, respectively.

Clicking on “Add New Service” towards the end allows the admin to create a new service.

**4. Purchased Services**

From this page, the business owner can see a recent history of services that clients have purchased. Optionally, there is a button for each service report to contact the customer, if ever the business owner needs to follow up (eg. in case of late and/or unreceived payment).

**5. Requested Services**

This page allows the business owner to manage service requests made by clients. Specifically, they may see what services have been requested, and choose to decline (remove) or confirm the execution of a service.

This guide should cover all basic functionalities. Note that movement between pages using the navbar allows for ease of navigation, and is recommended.

*Note also that several features will be implemented in Deliverable 2. Currently, many features are simply hardcoded and/or have limited functionality.*