Staff

- Can create account
- Acc should be approved by Admin
- Staff members can be added by Admin
- Has access to Staff dashboard
- Has access to user dashboard

Grade 1

- update, delete user info
- update, delete flights
- check, update, delete ticket info
- check, block, update user acc

Grade 2

- view user info
- add new flight details

User(client)

- can create acc
- Has user dashboard access
- Can view and filter flights (based on a date and destination point)
- Can book tickets
    - Can reserve seats
    - Check reservations
- Update profiles and reservations
- Can search flights (using flight ID)

Admin

- Option to add staff members
- Can approve all Staff accounts
- Has access to Admin dashboard
- Can monitor staff activity
- Can monitor user activity
    - Last login/IP

➢ *Ticket info can be found using Ticket ID.*
➢ *Staff and User activity is monitored by ID or email.*