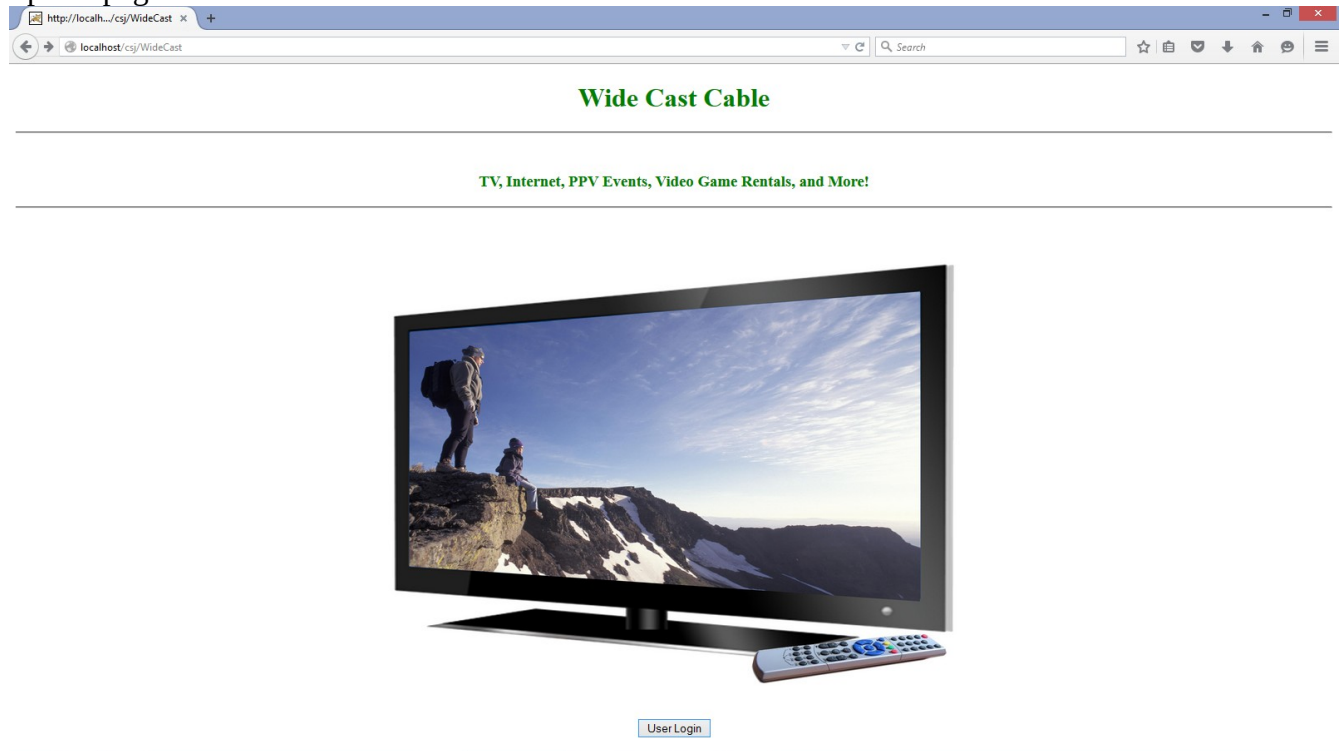


## WALKTHROUGH: CUSTOMER

Here is a picture walkthrough of the Customer login role. I will show the login page here and not in other walkthrough's for roles as all roles log in from the same page using the radio buttons at the bottom of the form. List of usernames and passwords at bottom of readme file.

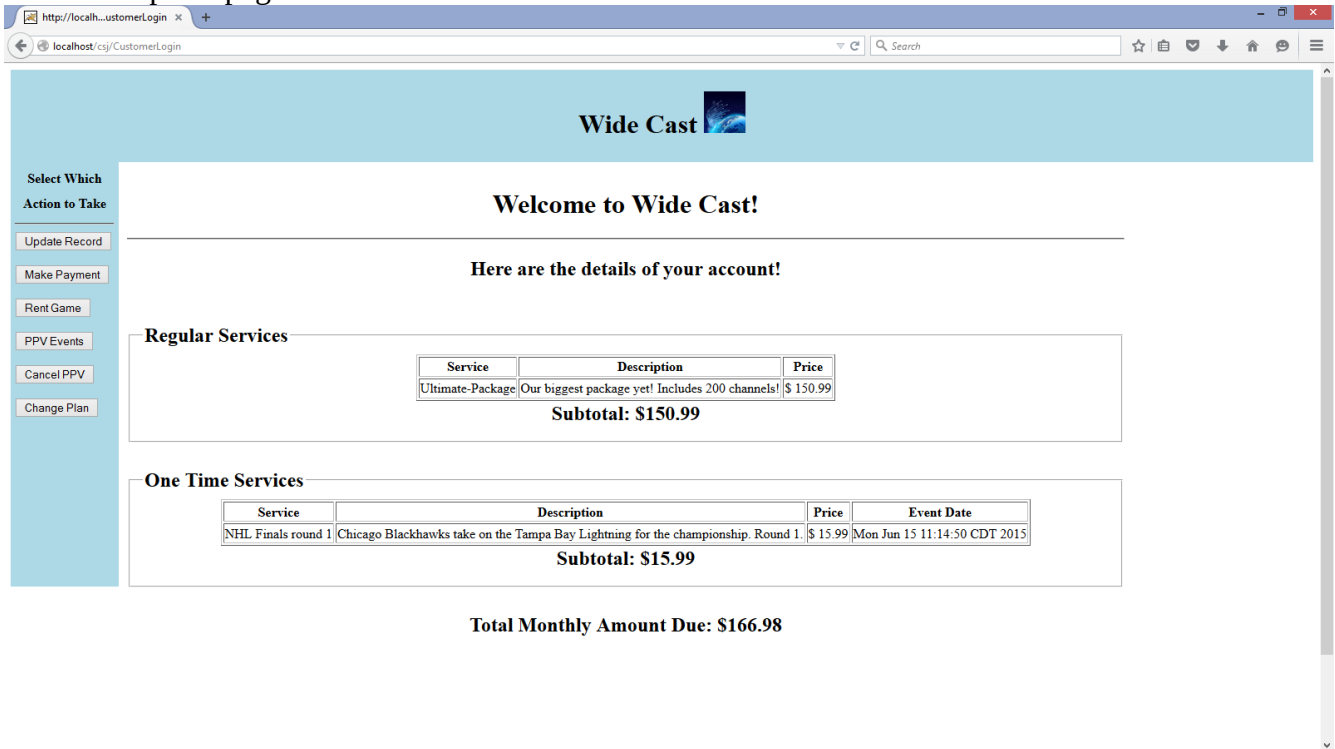
Splash page:



Login page:

A screenshot of a web browser displaying the 'User Login' page. The browser's address bar shows 'http://localhost:8080/csj/LoginPage'. The page has a green title 'User Login'. Below the title is a small image of a mechanical part. A green instruction text reads: 'Please choose your login type and enter your username and password:'. Below this is a form titled 'Login Information' containing fields for 'Username' (with the value 'Zeus') and 'Password' (masked with dots). Below the password field is a 'Login Type:' section with four radio buttons: 'Customer' (selected), 'Account Specialist', 'Manager', and 'Technician'. At the bottom of the form is a 'Submit' button.

## Customer splash page:



The screenshot shows a web browser window with the URL `http://localhost:csj/CustomerLogin`. The page has a light blue header with the "Wide Cast" logo. On the left, a sidebar titled "Select Which Action to Take" contains buttons for "Update Record", "Make Payment", "Rent Game", "PPV Events", "Cancel PPV", and "Change Plan". The main content area is titled "Welcome to Wide Cast!" and "Here are the details of your account!". It displays two tables of services. The "Regular Services" table lists the "Ultimate-Package" for \$150.99. The "One Time Services" table lists an event for \$15.99. The "Total Monthly Amount Due" is \$166.98.

**Wide Cast**

Select Which Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

**Welcome to Wide Cast!**

Here are the details of your account!

**Regular Services**

Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99

**Subtotal: \$150.99**

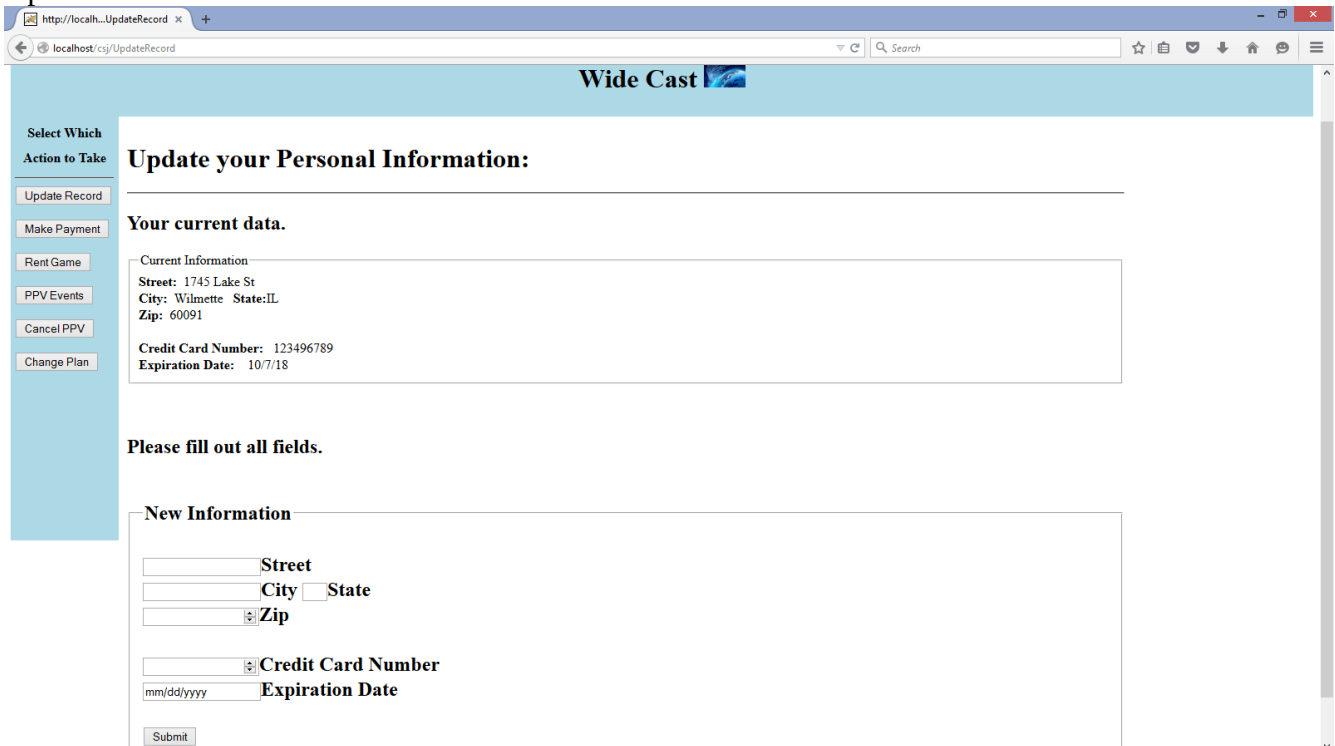
**One Time Services**

Service	Description	Price	Event Date
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	\$ 15.99	Mon Jun 15 11:14:50 CDT 2015

**Subtotal: \$15.99**

**Total Monthly Amount Due: \$166.98**

## Update record:



The screenshot shows a web browser window with the URL `http://localhost:csj/UpdateRecord`. The page has a light blue header with the "Wide Cast" logo. On the left, a sidebar titled "Select Which Action to Take" contains buttons for "Update Record", "Make Payment", "Rent Game", "PPV Events", "Cancel PPV", and "Change Plan". The main content area is titled "Update your Personal Information:". It displays a form for updating personal information, including current data and new information fields. The "Current Information" section shows the user's current address, credit card number, and expiration date. The "New Information" section contains input fields for street, city, state, zip, credit card number, and expiration date, followed by a "Submit" button.

**Wide Cast**

Select Which Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

**Update your Personal Information:**

Your current data.

Current Information

Street: 1745 Lake St  
City: Wilmette State: IL  
Zip: 60091

Credit Card Number: 123496789  
Expiration Date: 10/7/18

Please fill out all fields.

**New Information**

Street  
City State  
Zip

Credit Card Number  
Expiration Date

Submit

## Success page:



The screenshot shows a web browser window with the address bar displaying 'http://localhost:csj/UpdateSuccess'. The page has a light blue header with the text 'Wide Cast' and a small globe icon. Below the header, the main content area is white and contains the following text:

### Update Successful!

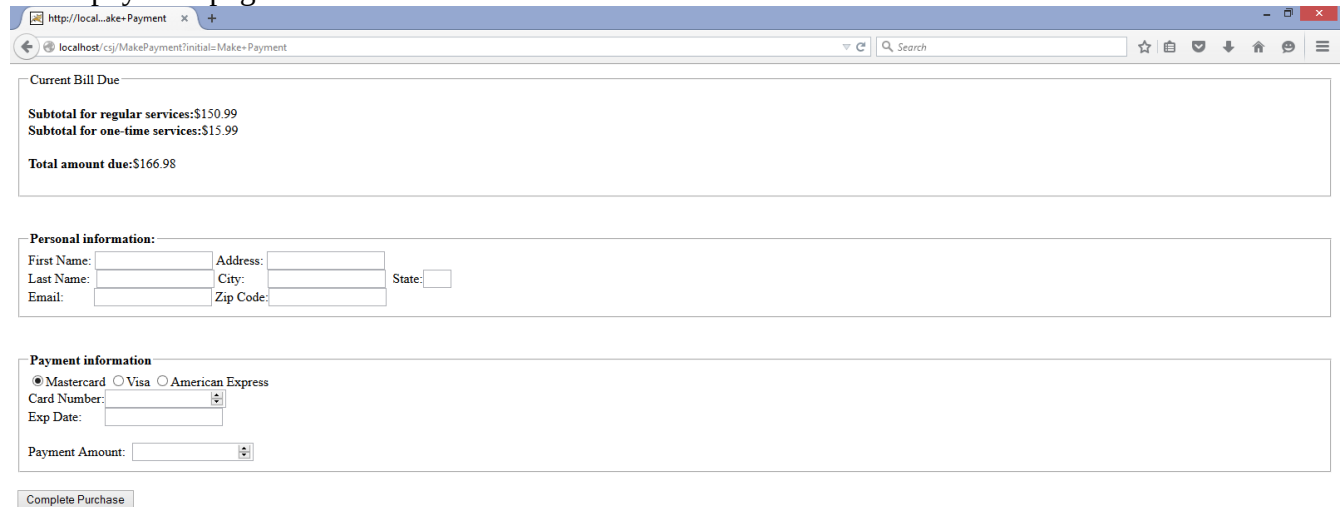
**Your new information.**

Updated Information

Street: 455 Golden Lane  
City: Olympus State:GC  
Zip: 77777

Credit Card Number: 2587965  
Expiration Date: 10/20/2020

## Make payment page:



The screenshot shows a web browser window with the address bar displaying 'http://localhost:csj/MakePayment?Initial=Make+Payment'. The page has a light blue header with the text 'Wide Cast' and a small globe icon. Below the header, the main content area is white and contains the following text:

### Make Payment

**Current Bill Due**

Subtotal for regular services:\$150.99  
Subtotal for one-time services:\$15.99

**Total amount due:\$166.98**

**Personal information:**

First Name:  Address:   
Last Name:  City:  State:   
Email:  Zip Code:

**Payment information**

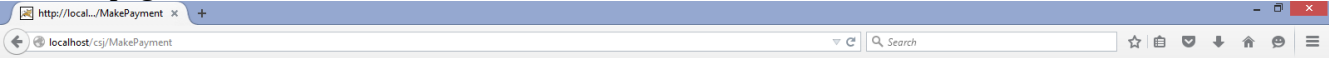
☒ Mastercard ☐ Visa ☐ American Express

Card Number:

Exp Date:

Payment Amount:

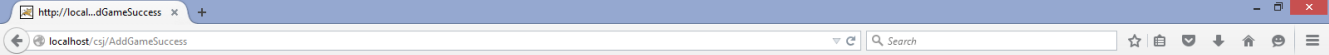
Success page:



## Payment Made!

Your confirmation number is: 364937094  
Payment in the amount of \$166.98 was charged to the credit card provided. Please allow up to 48 hours for your account to register payment.

Rent game:



Select Which  
Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

## Game Rental Added!

Your new service plan.

Regular Services

Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99
Subtotal: \$150.99		

One Time Services

Service	Description	Price	Event Date
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	\$ 15.99	Mon Jun 15 11:14:50 CDT 2015
Puppy Adventures	Puppies!	\$ 5.99	N/A
Subtotal: \$21.98			

Total Monthly Amount Due: \$172.97

# Success page:

Select Which Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

Game Rental Added!

Your new service plan.

Regular Services

Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99
Subtotal: \$150.99		

One Time Services

Service	Description	Price	Event Date
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	\$ 15.99	Mon Jun 15 11:14:50 CDT 2015
Puppy Adventures	Puppies!	\$ 5.99	N/A
Subtotal: \$21.98			

Total Monthly Amount Due: \$172.97

# Order PPV:

Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Order Pay per View Items:

Your current one time orders.

Current PPV Events and Games

Event	Description	Cost	Event Date
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	15.99	Mon Jun 15 11:14:50 CDT 2015
Puppy Adventures	Puppies!	5.99	N/A

PPV Movies

Title	Description	Cost	Event Date	None
Orc	Every year the humans, elves, and dwarves come, trying to wipe them out. Now one orc has had enough, and the fair races of Baldinoor better watch out!	2.99	N/A	<input type="radio"/> Orc
Grower	Jim and Pam are thrilled when their baby arrives. Things soon become difficult when it's found a disorder is causing their baby to grow at an extreme rate.	2.99	N/A	<input type="radio"/> Grower
Soccer Hooligans	Jeremy has been a soccer hooligan his whole life. But when he meets his match in Vanessa, his heart is ready to riot!	2.99	N/A	<input type="radio"/> Soccer Hooligans
Shoes	Every shoe manufactured since 1968, all in one movie.	2.99	N/A	<input type="radio"/> Shoes
Grand Eloquence	Grace Brannigan has won a Nobel prize for literature, but something in her past won't let her enjoy the triumph.	2.99	N/A	<input type="radio"/> Grand Eloquence
Hammer Hands	Welder Gary Black loses his hands below the elbow when mob bosses put out a hit on him. Little do they know, they're the ones about to get nailed!	2.99	N/A	<input type="radio"/> Hammer Hands
Pain	Does it hurt when I do this?	2.99	N/A	<input type="radio"/> Pain
Grapes, Grapes, Grapes!	Did you ever want to know about grapes?	2.99	N/A	<input type="radio"/> Grapes, Grapes, Grapes!
The Explodinator 4	When things get tough, they call the Explodinator. The dark forces of Shark Island will test his strength like never before.	2.99	N/A	<input type="radio"/> The Explodinator 4
Bus Driver 3	Shania takes a job driving the #22 bus, oblivious to the curse. Can she get her passengers there before they die...of old age?	2.99	N/A	<input type="radio"/> Bus Driver 3
The Beer Chaser	When his last can of beer rolls away downhill, hockey fan Reginald Porter knows he doesn't have long to get it back before third period begins.	2.99	N/A	<input type="radio"/> The Beer Chaser
You will expect the acclaimed musical. Instead you will get 3 hours of home videos featuring				

Order PPV (continued):

http://localhost:3000/cs/OrderPPV

localhost/cs/OrderPPV

Search

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Hallowed Ground	When the Wehrmacht shows up at his door, Father Braun must choose whether to give what they want to save his church or do what he believes is right.	2.99	N/A	<input type="radio"/> Hallowed Ground
The Pastel Devil	Mrs. Ayala suspects her neighbor, a famous artist, is making a terrible deal with dark forces.	2.99	N/A	<input type="radio"/> The Pastel Devil
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	2.99	N/A	<input type="radio"/> Grumpy old Dogs
Master of Disaster 6: Tornado Alley	Can Dynamic Dave master a tornado?	2.99	N/A	<input type="radio"/> Master of Disaster 6: Tornado Alley
Finding Land	Two sailors lost at sea search desperately for dry land.	2.99	N/A	<input type="radio"/> Finding Land
The Goblin	Promiscuous teenagers awaken an ancient evil in an abandoned cabin. Will they be able to survive the Goblin?	2.99	N/A	<input type="radio"/> The Goblin
Anthony Bourdain's Not Allowed on TV	The culinary globe trotting of Anthony Bourdain comes to big screen, and this time he can show it all.	2.99	N/A	<input type="radio"/> Anthony Bourdain's Not Allowed on TV

PPV Sports

Event	Description	Cost	Event Date	<input checked="" type="radio"/> None
Bruiser VS Xanthabe	Brain Bruiser takes on Garb Xanthabe in the heavyweight championship event of the decade!	15.99	Sat Jun 06 11:30:49 CDT 2015	<input type="radio"/> Bruiser VS Xanthabe
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	15.99	Mon Jun 15 11:30:49 CDT 2015	<input type="radio"/> NHL Finals round 1
NHL Finals round 3	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 3.	15.99	Fri Jun 19 11:30:49 CDT 2015	<input type="radio"/> NHL Finals round 3
NHL Finals round 2	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 2.	15.99	Wed Jun 17 11:30:49 CDT 2015	<input type="radio"/> NHL Finals round 2
NHL Finals round 4	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 4.	15.99	Sun Jun 21 11:30:49 CDT 2015	<input type="radio"/> NHL Finals round 4
NBA Finals round 2	Cleveland Cavaliers take on the Golden State Warriors for the championship. Round 2.	15.99	Fri Jun 12 11:30:49 CDT 2015	<input type="radio"/> NBA Finals round 2
NBA Finals round 1	Cleveland Cavaliers take on the Golden State Warriors for the championship. Round 1.	15.99	Tue Jun 09 11:30:49 CDT 2015	<input type="radio"/> NBA Finals round 1
NBA Finals round 4	Cleveland Cavaliers take on the Golden State Warriors for the championship. Round 4.	15.99	Wed Jun 17 11:30:49 CDT 2015	<input type="radio"/> NBA Finals round 4
NBA Finals round 3	Cleveland Cavaliers take on the Golden State Warriors for the championship. Round 3.	15.99	Mon Jun 15 11:30:49 CDT 2015	<input type="radio"/> NBA Finals round 3
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	15.99	Sat Jun 06 11:30:49 CDT 2015	<input type="radio"/> Little League National Championship

Success page:

http://localhost:3000/cs/AddPPVSuccess

localhost/cs/AddPPVSuccess

Search

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Wide Cast

PPV Items Added!

Your new service plan.

Regular Services

Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99
Subtotal: \$150.99		

One Time Services

Service	Description	Price	Event Date
NHL Finals round 1	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	\$ 15.99	Mon Jun 15 11:14:50 CDT 2015
Puppy Adventures	Puppies!	\$ 5.99	N/A
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ 15.99	Sat Jun 06 11:33:25 CDT 2015
Subtotal: \$40.96			

Total Monthly Amount Due: \$191.95

Cancel PPV:

Select Which Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

Cancel PPV Event:

Your current PPV Events.

Current Events

Event	Description	Cost	Event Date	<input checked="" type="radio"/> None
NHL Finals round 1;	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 1.	15.99	Mon Jun 15 11:14:50 CDT 2015	<input type="radio"/> NHL Finals round 1
Little League National Championship;	Watch the best kids in baseball show their love of the game and their impressive skills.	15.99	Sat Jun 06 11:33:25 CDT 2015	<input type="radio"/> Little League National Championship

Remove selected PPV

Success page (more than 24hrs away):

Select Which Action to Take

Update Record

Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

Cancelled PPV Event Order!

Your new service plan.

Regular Services

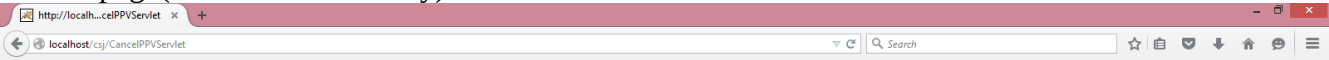
Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99
Subtotal: \$150.99		

One Time Services

Service	Description	Price	Event Date
Puppy Adventures	Puppies!	\$ 5.99	N/A
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ 15.99	Sat Jun 06 11:33:25 CDT 2015
Subtotal: \$24.97			

Total Monthly Amount Due: \$175.96

Failure page(less than 24hrs away):

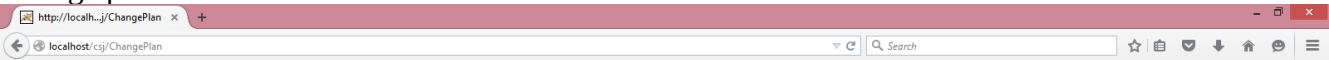


## Cannot cancel PPV Event:

Event in less than 24 hours. Must allow more than 24 hours to cancel event orders.

[Return to Home](#)

Change plan:



Select Which Action to Take

Update Record


Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

## Change your Regular Services:

---

### Your current Services.

Current Plan Information

Service	Description	Cost
Ultimate-Package	Our biggest package yet! Includes 200 channels!	150.99

Cable Plans

Service	Description	Cost	<input checked="" type="radio"/> None
Basic-Package	Basic plan that includes 50 channels.	49.99	<input type="radio"/> Basic-Package
Ultimate-Package	Our biggest package yet! Includes 200 channels!	150.99	<input type="radio"/> Ultimate-Package
Basic-Plus-Package	Deluxe version of basic plan, that includes 50 additional channels.	109.99	<input type="radio"/> Basic-Plus-Package

Internet Plans

Service	Description	Cost	<input checked="" type="radio"/> None
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	89.99	<input type="radio"/> Lightlane-Internet
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	54.99	<input type="radio"/> Speedlane-Internet

Change to Selected Plans



Success page:

Select Which Action to Take

Update Record


Make Payment

Rent Game

PPV Events

Cancel PPV

Change Plan

Wide Cast

## Change Successful!

---

**Your new service plan.**

Regular Services

Service	Description	Price
Basic-Plus-Package	Deluxe version of basic plan, that includes 50 additional channels.	\$ 109.99
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	\$ 89.99
Subtotal: \$199.98		

One Time Services

Service	Description	Price	Event Date
Puppy Adventures	Puppies!	\$ 5.99	N/A
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ 15.99	Sat Jun 06 11:33:25 CDT 2015
Subtotal: \$24.97			

**Total Monthly Amount Due: \$224.95**

WALKTHROUGH: ACCOUNTSPECIALIST

Splash page:


Select Which Action to Take

Update Record

Create Account

Create Ticket

Order PPV

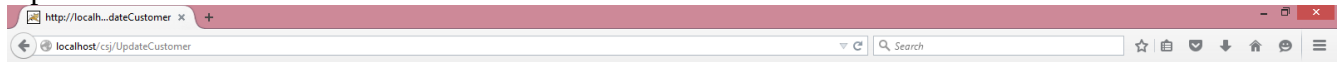
Wide Cast

## Welcome to the Account Specialist console:

---

**Please choose from the navigation menu.**

## Update record:



Please enter the username for the customer account you wish to update

Enter username

Username:

## Update page:



Select Which  
Action to Take

### Update Customer Information:

---

**Current customer data.**

Current Information

**Street:** 455 Golden Lane  
**City:** Olympus **State:** GC  
**Zip:** 77777

**Credit Card Number:** 2587965  
**Expiration Date:** 10/20/2020

**Please fill out all fields.**

New Information

**Street**

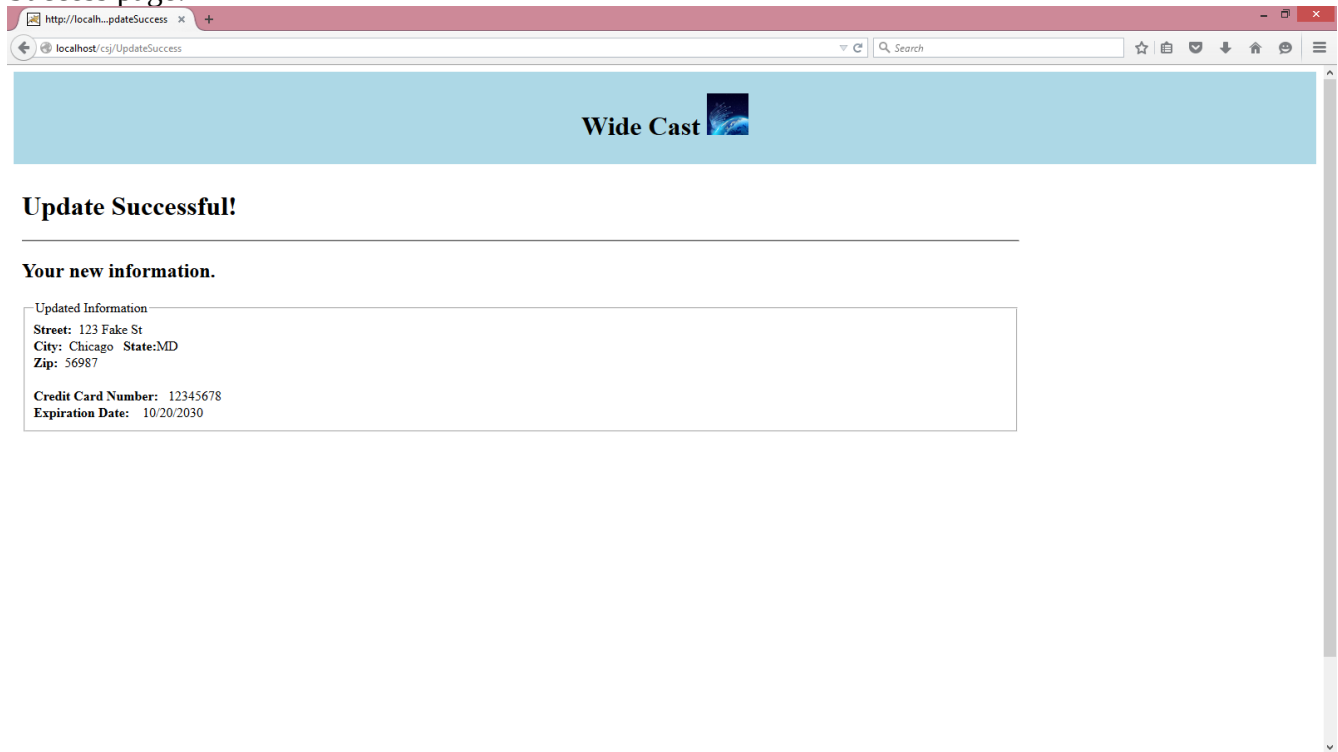
**City** **State**

**Zip**

**Credit Card Number**

**Expiration Date**

## Success page:



The screenshot shows a web browser window with the address bar displaying 'http://localhost:csj/UpdateSuccess'. The page has a light blue header with the 'Wide Cast' logo. Below the header, the text 'Update Successful!' is displayed in a large, bold font. Underneath, a section titled 'Your new information.' contains a box with the following details: 'Updated Information', 'Street: 123 Fake St', 'City: Chicago State:MD', 'Zip: 56987', 'Credit Card Number: 12345678', and 'Expiration Date: 10/20/2030'.

http://localhost:csj/UpdateSuccess

Wide Cast

### Update Successful!

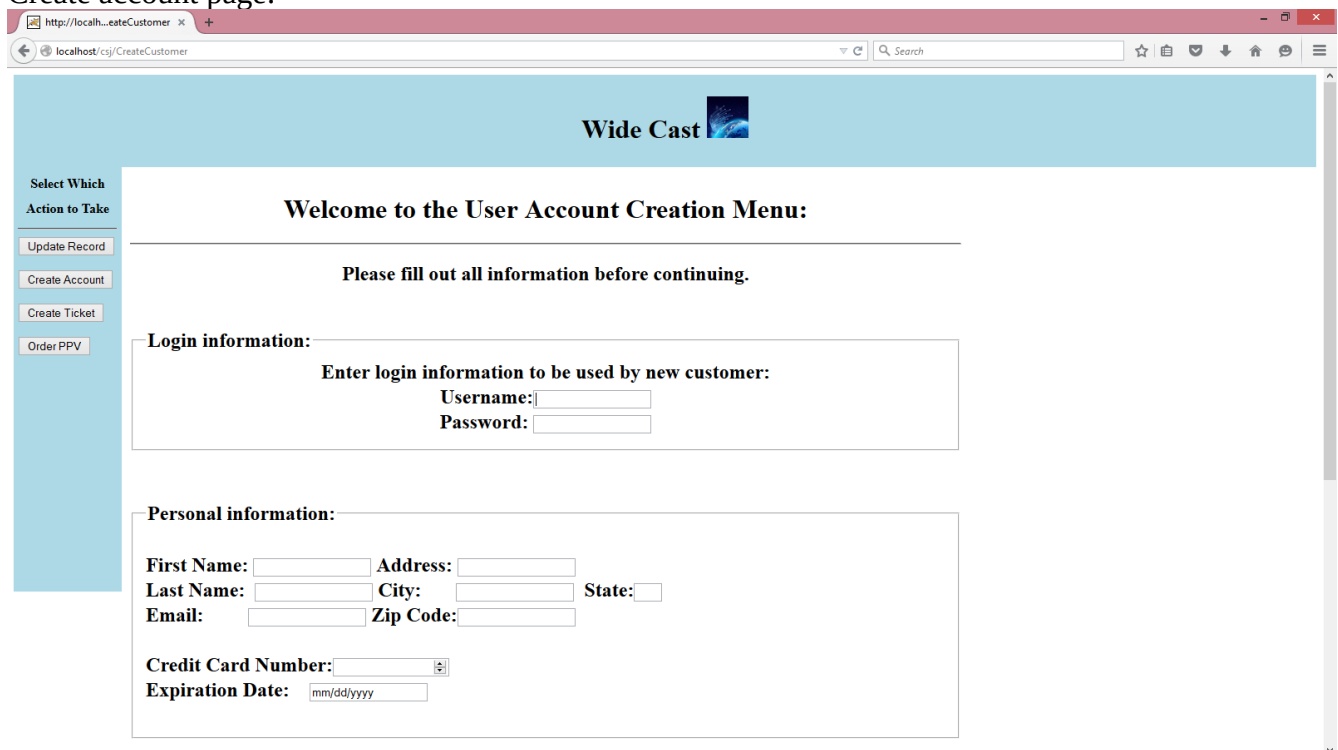
**Your new information.**

Updated Information

Street: 123 Fake St  
City: Chicago State:MD  
Zip: 56987

Credit Card Number: 12345678  
Expiration Date: 10/20/2030

## Create account page:



The screenshot shows a web browser window with the address bar displaying 'http://localhost:csj/CreateCustomer'. The page has a light blue header with the 'Wide Cast' logo. On the left side, there is a sidebar with the title 'Select Which Action to Take' and five buttons: 'Update Record', 'Create Account', 'Create Ticket', and 'Order PPV'. The main content area is titled 'Welcome to the User Account Creation Menu:' and contains a message: 'Please fill out all information before continuing.' Below this, there are two sections: 'Login information:' and 'Personal information:'. The 'Login information:' section includes fields for 'Username:' and 'Password:'. The 'Personal information:' section includes fields for 'First Name:', 'Last Name:', 'Address:', 'City:', 'State:', 'Email:', 'Zip Code:', 'Credit Card Number:', and 'Expiration Date:'.

http://localhost:csj/CreateCustomer

Wide Cast

Select Which Action to Take

Update Record

Create Account

Create Ticket

Order PPV

### Welcome to the User Account Creation Menu:

Please fill out all information before continuing.

**Login information:**

Enter login information to be used by new customer:

Username:

Password:

**Personal information:**

First Name:  Address:

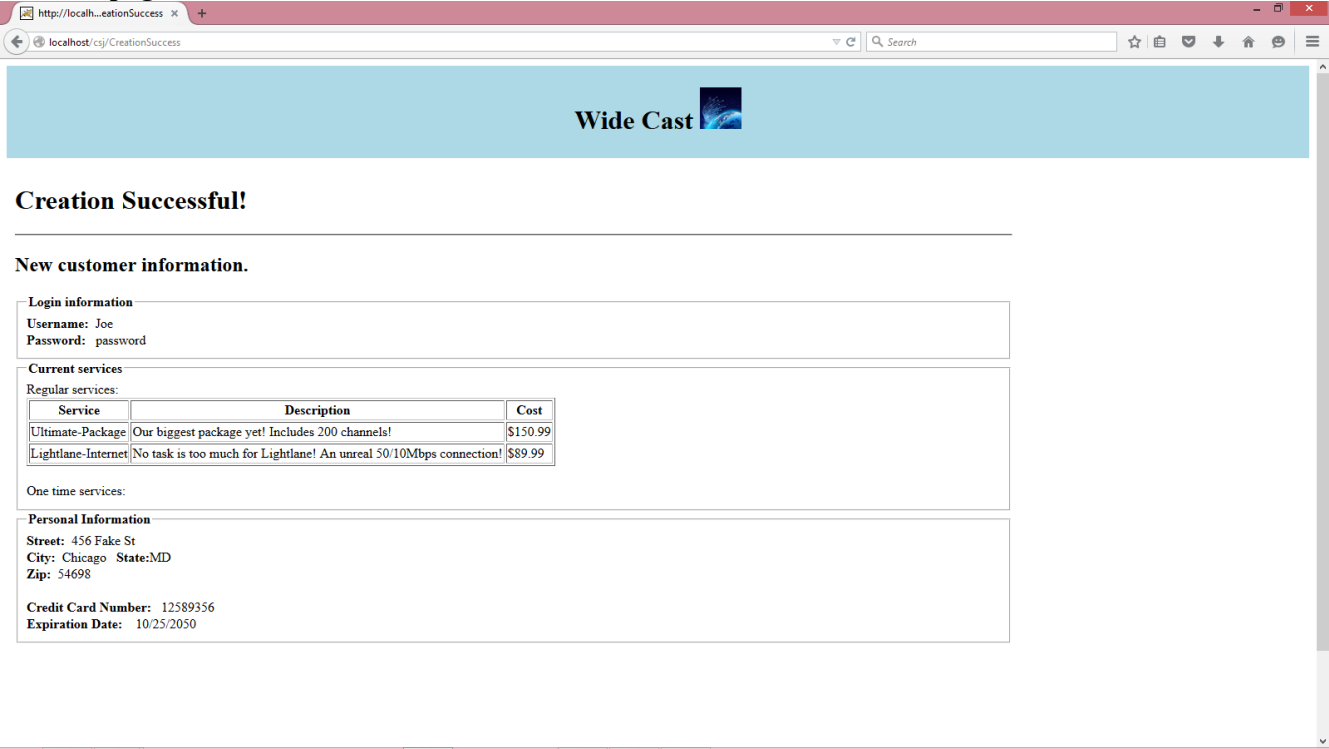
Last Name:  City:  State:

Email:  Zip Code:

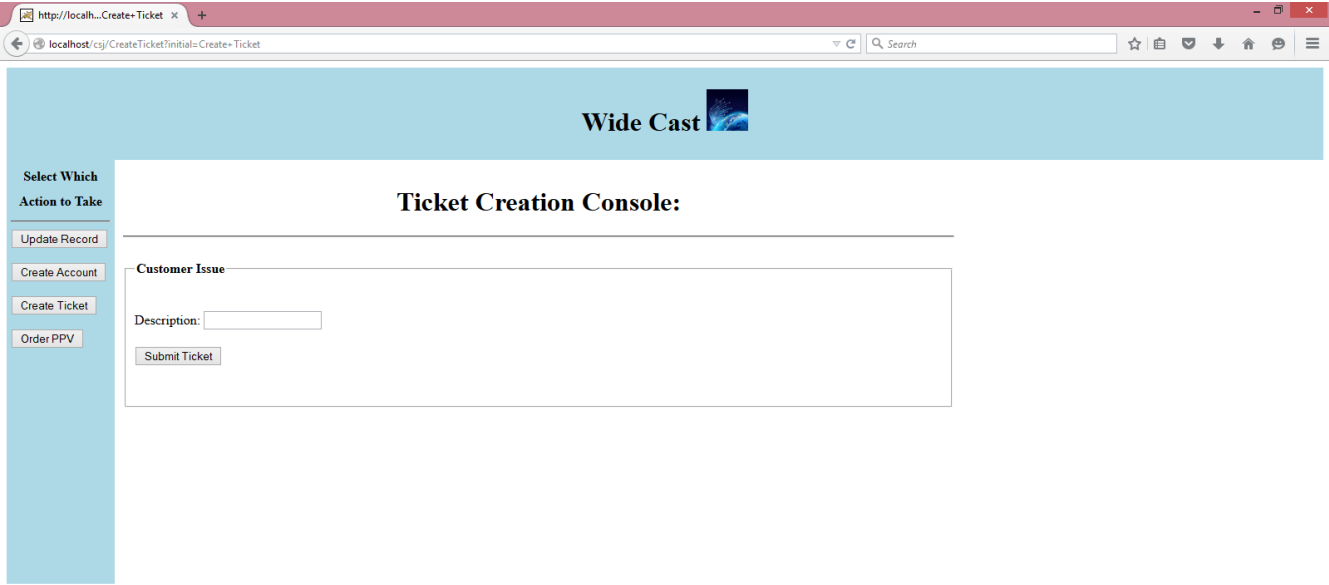
Credit Card Number:

Expiration Date:

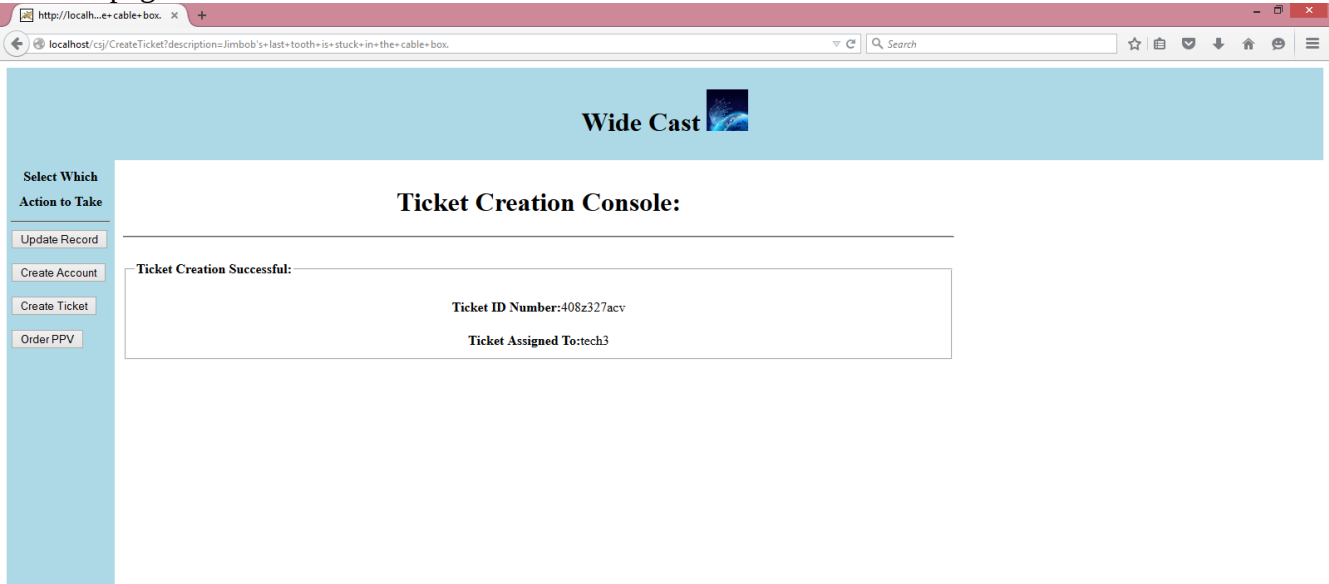
Success page:



Create ticket:



Success page:



# WALKTHROUGH: TECHNICALSUPPORT

Order PPV:

http://localh...st=Order+PPV

localhost/csj/SpecialistOrderPPV?AccountSpecialist=Order+PPV

Please enter the username for the customer account you wish to update

Enter username

Username:

# Order PPV Page:

Select Which Action to Take

Update Record

Create Account

Create Ticket

Order PPV

Order Pay per View Items:

Customer's current one time orders.

Current PPV Events and Games

Event	Description	Cost	Event Date	
PPV Movies				
Title	Description	Cost	Event Date	None
Orc	Every year the humans, elves, and dwarves come, trying to wipe them out. Now one orc has had enough, and the fair races of Baldinoor better watch out!	2.99	N/A	<input type="radio"/> Orc
Grower	Jim and Pam are thrilled when their baby arrives. Things soon become difficult when it's found a disorder is causing their baby to grow at an extreme rate.	2.99	N/A	<input type="radio"/> Grower
Soccer Hooligans	Jeremy has been a soccer hooligan his whole life. But when he meets his match in Vanessa, his heart is ready to riot!	2.99	N/A	<input type="radio"/> Soccer Hooligans
Shoes	Every shoe manufactured since 1968, all in one movie.	2.99	N/A	<input type="radio"/> Shoes
Grand Eloquence	Grace Brannigan has won a Nobel prize for literature, but something in her past won't let her enjoy the triumph.	2.99	N/A	<input type="radio"/> Grand Eloquence
Hammer Hands	Welder Gary Black loses his hands below the elbow when mob bosses put out a hit on him. Little do they know, they're the ones about to get nailed!	2.99	N/A	<input type="radio"/> Hammer Hands
Pain	Does it hurt when I do this?	2.99	N/A	<input type="radio"/> Pain
Grapes, Grapes, Grapes!	Did you ever want to know about grapes?	2.99	N/A	<input type="radio"/> Grapes, Grapes, Grapes!
The Explodinator 4	When things get tough, they call the Explodinator. The dark forces of Shark Island will test his strength like never before.	2.99	N/A	<input type="radio"/> The Explodinator 4
Bus Driver 3	Shania takes a job driving the #22 bus, oblivious to the curse. Can she get her passengers there before they die...of old age?	2.99	N/A	<input type="radio"/> Bus Driver 3
The Beer Chaser	When his last can of beer rolls away downhill, hockey fan Reginald Porter knows he doesn't have long to get it back before third period begins.	2.99	N/A	<input type="radio"/> The Beer Chaser
Cats	You will expect the acclaimed musical. Instead you will get 3 hours of home videos featuring Jessica Simpson	2.99	N/A	<input type="radio"/> Cats

# Success page:

http://localh...ddPPVSuccess

localhost/csj/AddPPVSuccess

Search

Wide Cast

PPV Items Added!

Your new service plan.

Regular Services

Service	Description	Price
Ultimate-Package	Our biggest package yet! Includes 200 channels!	\$ 150.99
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	\$ 89.99
Subtotal: \$240.98		

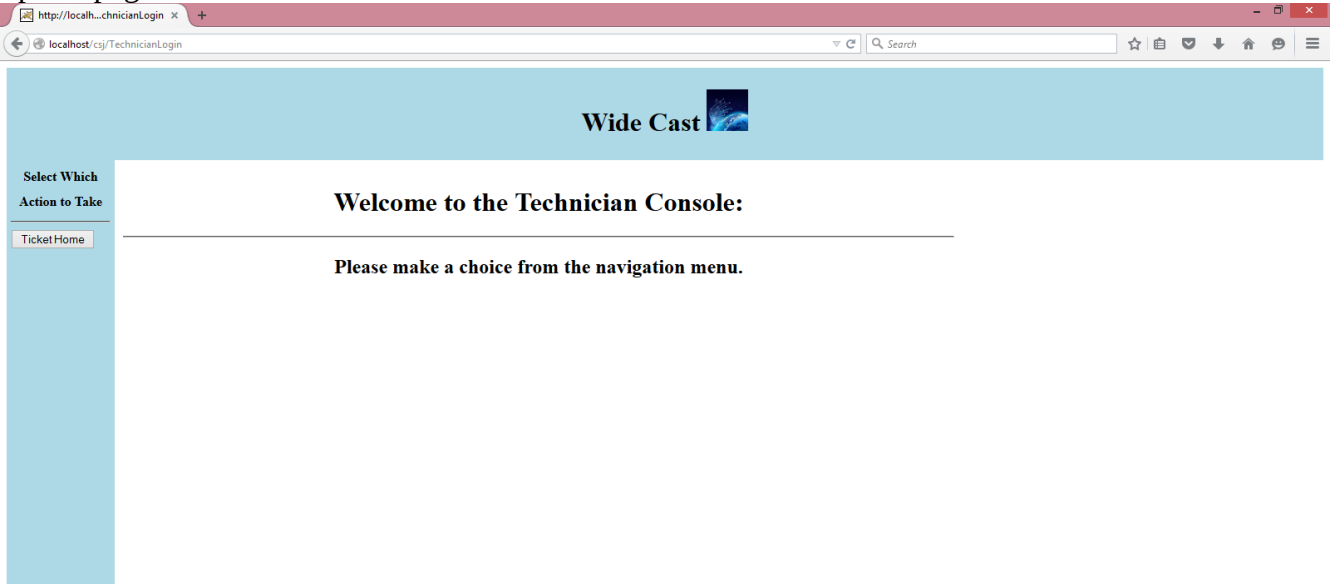
One Time Services

Service	Description	Price	Event Date
Orc	Every year the humans, elves, and dwarves come, trying to wipe them out. Now one orc has had enough, and the fair races of Baldinoor better watch out!	\$ 2.99	N/A
NHL Finals round 3	Chicago Blackhawks take on the Tampa Bay Lightning for the championship. Round 3.	\$ 15.99	Fri Jun 19 11:54:17 CDT 2015
Subtotal: \$18.98			

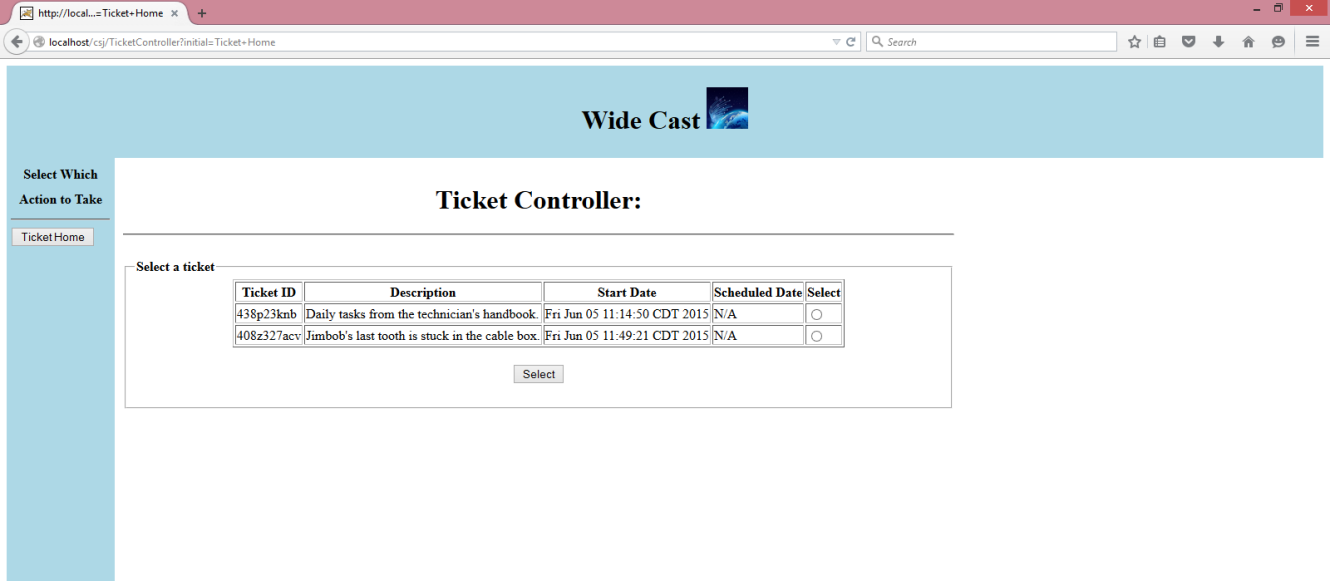
Total Monthly Amount Due: \$259.96

# WALKTHROUGH: TECHNICAL SUPPORT

## Splash page:



## Ticket queue view:



## Single ticket view:

http://localhost:et=438p23knb x +

localhost/cs/TicketController?ticket=438p23knb

Ticket Home

**Ticket Information**

Ticket Data:

Ticket ID	Description	Start Date	Scheduled Date
438p23knb	Daily tasks from the technician's handbook	Fri Jun 05 11:14:50 CDT 2015	N/A

**Ticket Log:**  
Log Entry # 1: Daily tasks from the technician's handbook. - TIMESTAMP: Fri Jun 05 11:14:50 CDT 2015

**Schedule Ticket**

Set Date for Onsite Work:

**Update Ticket**

Update text:

**Close Ticket**

Final Remark:


**Cancel Ticket**

This will delete the ticket from the ticket queue! Are you sure you'd like to do this?

## Updated ticket (note log entry):

http://localhost:et=438p23knb x +

localhost/cs/TicketController?ticket=438p23knb

Wide Cast 

Select Which Action to Take

Ticket Home

**Ticket Controller:**

**Ticket Information**

Ticket Data:

Ticket ID	Description	Start Date	Scheduled Date
438p23knb	Daily tasks from the technician's handbook	Fri Jun 05 11:14:50 CDT 2015	N/A

**Ticket Log:**  
Log Entry # 1: Daily tasks from the technician's handbook. - TIMESTAMP: Fri Jun 05 11:14:50 CDT 2015  
Log Entry # 2: Completed section one of daily activities. - TIMESTAMP: Fri Jun 05 12:01:09 CDT 2015

**Schedule Ticket**

Set Date for Onsite Work:

**Update Ticket**

Update text:

**Close Ticket**



Schedule ticket (note Scheduled date):

http://localhost...et=438p23knb

localhost/csj/TicketController?ticket=438p23knb

Search

Wide Cast

Select Which Action to Take

Ticket Home

Ticket Controller:

Ticket Information

Ticket Data:

Ticket ID	Description	Start Date	Scheduled Date
438p23knb	Daily tasks from the technician's handbook	Fri Jun 05 11:14:50 CDT 2015	06/17/15

Ticket Log:

Log Entry # 1:Daily tasks from the technician's handbook. - TIMESTAMP: Fri Jun 05 11:14:50 CDT 2015

Log Entry # 2:Completed section one of daily activities. - TIMESTAMP: Fri Jun 05 12:01:09 CDT 2015

Schedule Ticket

Set Date for Onsite Work: mm/dd/yyyy

Schedule

Update Ticket

Update text:

Update

Close Ticket

Close ticket (notice not in queue):

http://localhost...hangeSuccess

localhost/csj/TicketChangeSuccess

Search

Wide Cast

Select Which Action to Take

Ticket Home

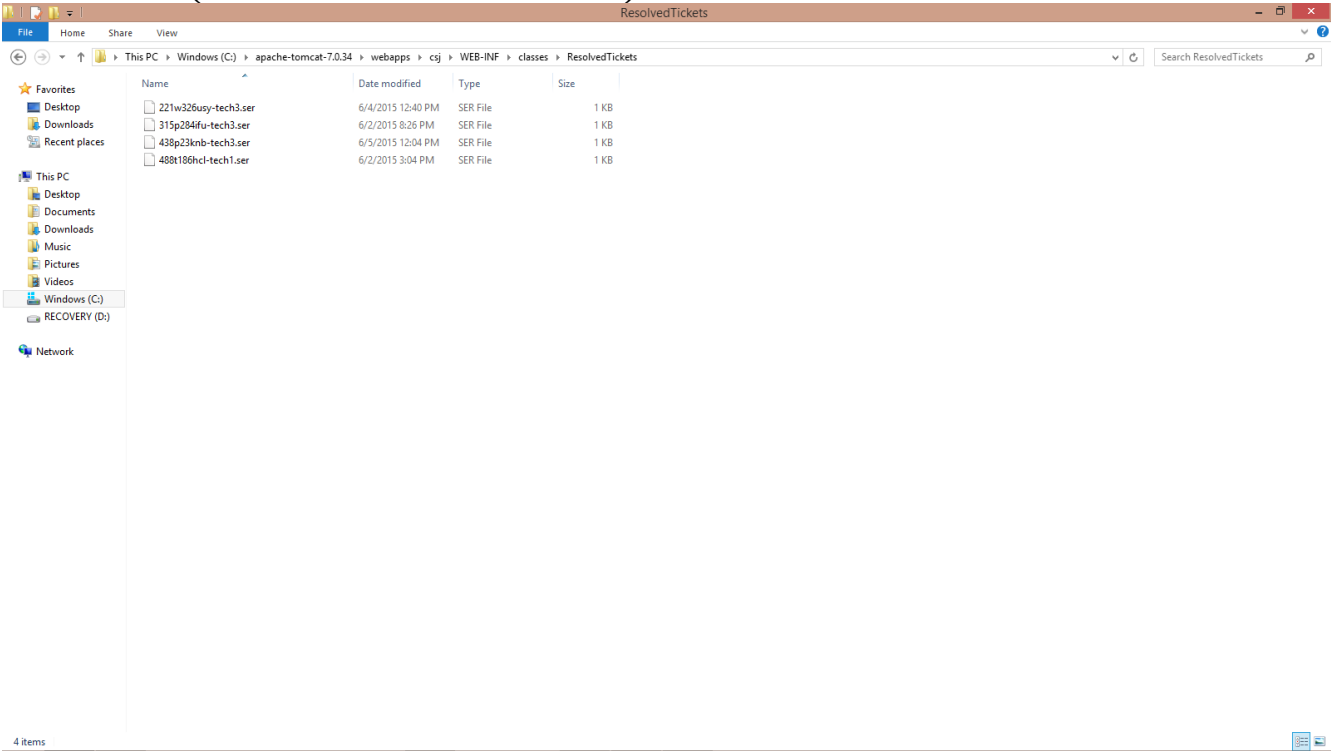
Ticket Update Successful:

New Ticket Information:

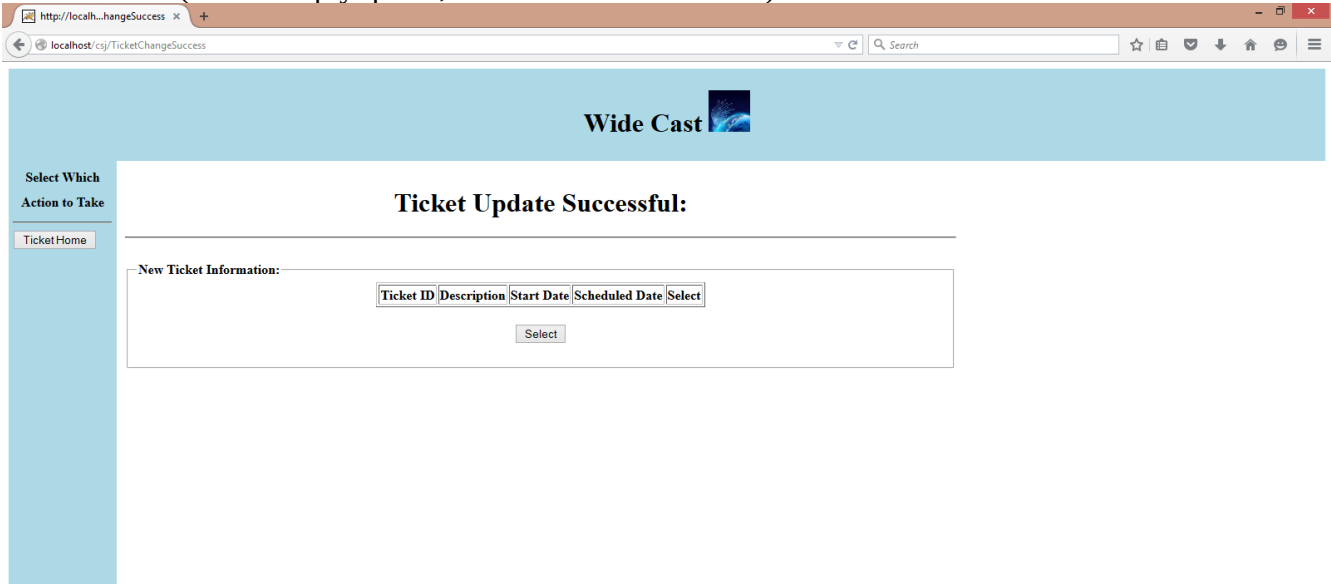
Ticket ID	Description	Start Date	Scheduled Date	Select
408z327acv	Jimbob's last tooth is stuck in the cable box	Fri Jun 05 11:49:21 CDT 2015	N/A	<input type="radio"/>

Select

# Close ticket (show serialized file of ticket):

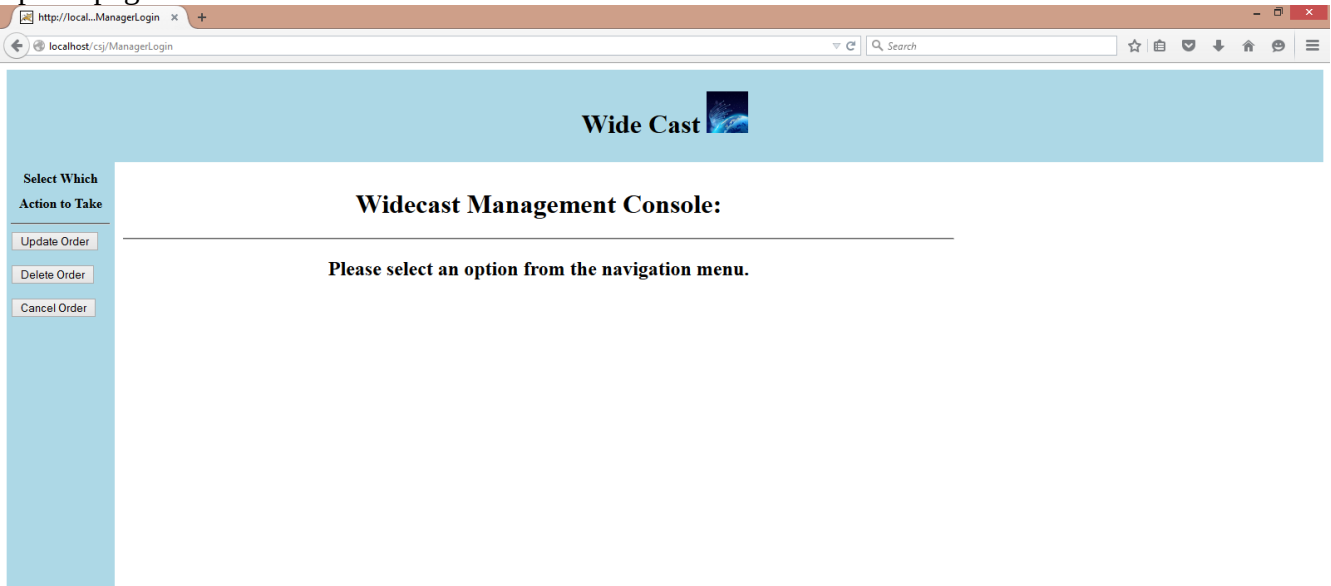


# Cancel ticket (notice empty queue, last ticket was cancelled):



# WALKTHROUGH: MANAGER

## Splash page:



## Update order:

A screenshot of a web browser showing the 'Manager console:' title. Below the title, a message says 'Please enter the username for the account you would like to access.' There is a form with the label 'Get account information for:' and a 'Username:' label next to a text input field. A 'Submit' button is located below the input field. The browser's address bar shows 'http://localhost/csj/GetUser'.


Update page part 2:

http://localh...geSelectPage x +

localhost/csj/ManagerSelectPage

Search

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Wide Cast

Select Which Action to Take

Update Order

Delete Order

Cancel Order

Manager order update page:

Please select the customer order to update.

Customer orders

Regular services:

Service	Description	Cost	Choice
Basic-Plus-Package	Deluxe version of basic plan, that includes 50 additional channels.	\$109.99	<input type="radio"/> Basic-Plus-Package
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	\$89.99	<input type="radio"/> Lightlane-Internet

update-selected


Update page part 3:

http://localh...erUpdatePage x +

localhost/csj/ManagerUpdatePage

Search

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Wide Cast

Select Which Action to Take

Update Order

Delete Order

Cancel Order

Manager Update Page:

Customer's current services.

Current Plan Information

Service	Description	Cost
Basic-Plus-Package	Deluxe version of basic plan, that includes 50 additional channels.	109.99
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	\$89.99

Cable Plans

Service	Description	Cost	<input checked="" type="radio"/> None
Basic-Package	Basic plan that includes 50 channels.	49.99	<input type="radio"/> Basic-Package
Ultimate-Package	Our biggest package yet! Includes 200 channels!	150.99	<input type="radio"/> Ultimate-Package
Basic-Plus-Package	Deluxe version of basic plan, that includes 50 additional channels.	109.99	<input type="radio"/> Basic-Plus-Package

Internet Plans

Service	Description	Cost	<input checked="" type="radio"/> None
Lightlane-Internet	No task is too much for Lightlane! An unreal 50/10Mbps connection!	89.99	<input type="radio"/> Lightlane-Internet
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	54.99	<input type="radio"/> Speedlane-Internet

Change to Selected Plans

# Update success

http://localhost...eSuccessPage

localhost/csj/ManagerChangeSuccessPage

Search

Wide Cast

Select Which Action to Take

Update Order

Delete Order

Cancel Order

## Change Successful!

### New customer service plan.

Regular Services

Service	Description	Price
Basic-Package	Basic plan that includes 50 channels.	\$ 49.99
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	\$ 54.99
Subtotal: \$104.98		

One Time Services

Service	Description	Price	Event Date
Puppy Adventures	Puppies!	\$ 5.99	N/A
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ 15.99	Sat Jun 06 11:33:25 CDT 2015
Subtotal: \$24.97			

Total Monthly Amount Due: \$129.95

# Cancel order:

http://localhost...gerSelectPage

localhost/csj/ManagerSelectPage

Search

Wide Cast

Select Which Action to Take

Update Order

Delete Order

Cancel Order

## Manager order cancel page:

Please select the customer order to cancel.

### Customer orders

One time services:

Service	Description	Cost	Choice
Puppy Adventures	Puppies!	\$5.99	<input type="radio"/> Puppy Adventures
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$2.99	<input type="radio"/> Grumpy old Dogs
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$15.99	<input type="radio"/> Little League National Championship

cancel-selected

Cancel success (note price of Little League Championship):

http://localhost...eSuccessPage

localhost/csj/ManagerChangeSuccessPage

Search

Wide Cast

Select Which  
Action to Take

Update Order

Delete Order

Cancel Order

Change Successful!

New customer service plan.

Regular Services

Service	Description	Price
Basic-Package	Basic plan that includes 50 channels.	\$ 49.99
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	\$ 54.99
Subtotal: \$104.98		

One Time Services

Service	Description	Price	Event Date
Puppy Adventures	Puppies!	\$ 5.99	N/A
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ .00	N/A
Subtotal: \$8.98			

Total Monthly Amount Due: \$113.96

Windows Taskbar

12:16 PM 6/5/2015

Delete order:

http://localhost...gerSelectPage

localhost/csj/ManagerSelectPage

Search

Wide Cast

Select Which  
Action to Take

Update Order

Delete Order

Cancel Order

Manager order delete page:

Please select the customer order to delete.

Customer orders

Regular services:

Service	Description	Cost	Choice
Basic-Package	Basic plan that includes 50 channels.	\$49.99	<input type="radio"/> Basic-Package
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	\$54.99	<input type="radio"/> Speedlane-Internet

One time services:

Service	Description	Cost	Choice
Puppy Adventures	Puppies!	\$5.99	<input type="radio"/> Puppy Adventures
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$2.99	<input type="radio"/> Grumpy old Dogs
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ .00	<input type="radio"/> Little League National Championship

delete-selected

Windows Taskbar

12:16 PM 6/5/2015

Success page (note Puppy Adventures is gone):

The screenshot shows a web browser window with the address bar displaying `http://localhost:8080/ManagerChangeSuccessPage`. The page header features the 'Wide Cast' logo. A sidebar on the left contains a 'Select Which Action to Take' section with buttons for 'Update Order', 'Delete Order', and 'Cancel Order'. The main content area displays a 'Change Successful!' message followed by a 'New customer service plan.' section. This section includes two tables: 'Regular Services' and 'One Time Services'. The 'Regular Services' table lists 'Basic-Package' at \$49.99 and 'Speedlane-Internet' at \$54.99, with a subtotal of \$104.98. The 'One Time Services' table lists 'Grumpy old Dogs' at \$2.99 and 'Little League National Championship' at \$0.00, with a subtotal of \$2.99. The total monthly amount due is \$107.97.

Service	Description	Price
Basic-Package	Basic plan that includes 50 channels.	\$ 49.99
Speedlane-Internet	Our base internet package. Offers a blazing 20/5Mbps!	\$ 54.99
<b>Subtotal:</b>		<b>\$104.98</b>

Service	Description	Price	Event Date
Grumpy old Dogs	These dogs are old, wrinkled, and ornery...and they just might steal your heart.	\$ 2.99	N/A
Little League National Championship	Watch the best kids in baseball show their love of the game and their impressive skills.	\$ .00	N/A
<b>Subtotal:</b>		<b>\$2.99</b>	

**Total Monthly Amount Due: \$107.97**

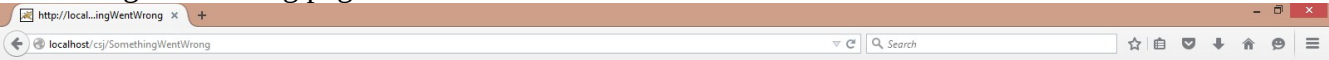
## MISC PAGES:

There are two miscellaneous pages I created. One is for internal errors and the other is used when a user logged in with insufficient permissions attempts to access a page they are not intended to.

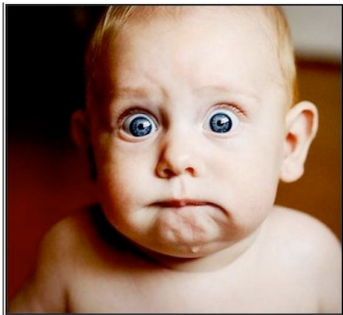
Insufficient permissions page:

The screenshot shows a web browser window with the address bar displaying `http://localhost:8080/InsufficientPermissions`. The page displays a message titled 'Insufficient Permissions!'.

Something went wrong page:



Something went wrong!



Click here to go back and try again:

[Try Again](#)

