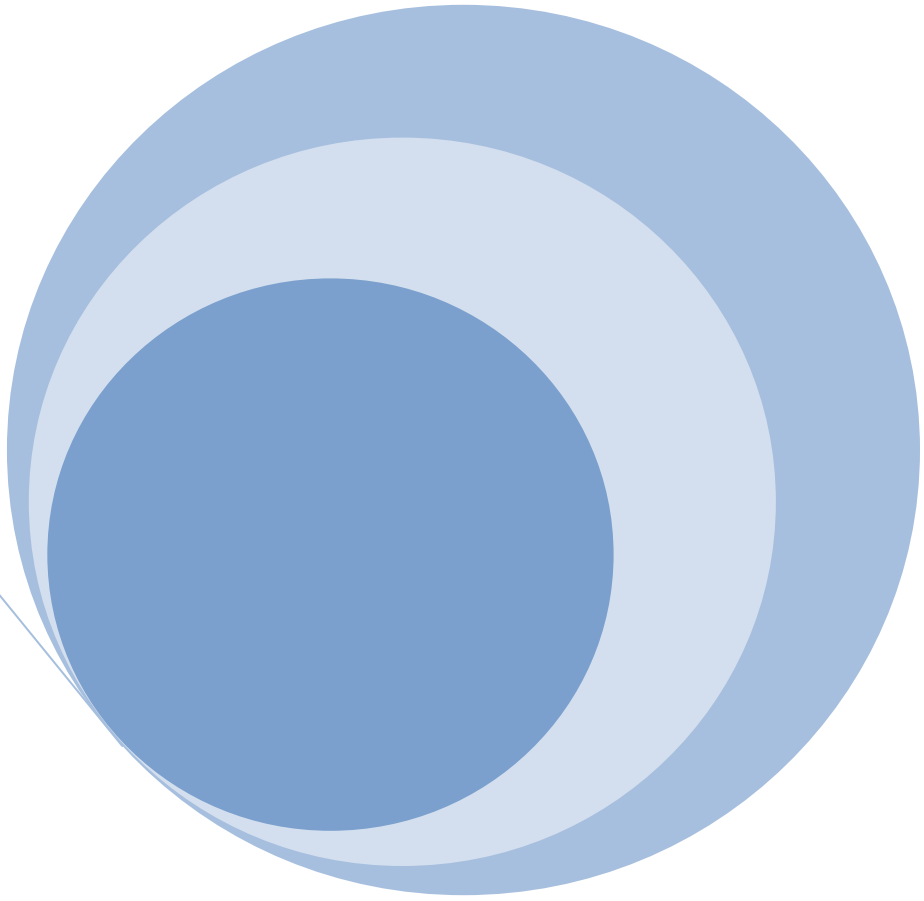
Computing-9691



FUTURE NET

Your Complete IT & Network Solution

A Cyber Cafe, Sales & Service Management Software	**USER GUIDE**

Contents

INTRODUCTION **4**
Features 4
System Requirements 4
INSTALLING/UNINSTALLING THE SYSTEM **5**
Installation 5
Uninstalling the System 7
GET STARTED **9**
Starting the System 9
HOW TO USE THE SYSTEM **10**
Logging in to the System 10
Navigating Main Future Net Window Menu 11
Updating Services Rate 13
Adding/Amending/Deleting Tariff Plan 14
Add/Create Tariff Plan 14
Amend Existing Tariff Plan 15
Remove/Delete Existing Tariff Plan 16
Home Internet Connection Management 17
Register a New Holder 17
Monthly Rent of Holder's 18
Printing Acknowledgement Slips 18
Checking Holder's Payment Status 19
CYBER CAFÉ MANAGEMENT **20**
Adding Sign In Information 20
Saving Sign Out information 21
CUSTOMER SERVICES MANAGEMENT **23**
Saving Customer Services Details 23
Printing/Issuing bill to the customers 25
ITEM STOCK CONTROL **25**
Adding a New Item 25
Removing an Existing Item 26

Updating Details of an Existing Item 27
ITEM SALES MANAGEMENT **28**
Saving Item Sales Details 28
Printing/Issuing bill to the customers 30
COMPUTER SERVICING MANAGEMENT **31**
Entering New Servicing Details 31
Printing Acknowledgement Slips 32
Saving Delivery detail 33
REPORTS **34**
Accounts 34
Café Browse Details 35
Sales Details 36
Service Details 37
Servicing Details 38
Holder Details 39
USER ACCOUNT **39**
Creating a New User ID 39
Changing Password of Existing User ID 41
CREATE BACKUP **43**
SECURITY MEASURES **44**
FAQS **45**
GLOSSARY **47**

Introduction

The use of the software is to create, manage, report, and organize every aspect of your organization from daily transactions, registrations of holders to computer servicing. With just a few mouse clicks you can create, change the rates for services, manage and report all the necessary items to make your job easier and your company more profitable.

Here are some of the **key** features you can do with the software:

- Service Rate/Tariff entry for different services
- Home internet connection management
- Cyber café management
- Customer Services management
- Item Stock Control
- Item Sales management
- Computer Servicing management
- Reports

System requirements:

Here are some minimum system requirements for the software:

- ✓ Intel Pentium Dual Core running at 3.0 GHz or higher
- ✓ RAM-1GB
- ✓ 512 MB free hard disk space
- ✓ Windows XP/Vista/7/8
- ✓ Adobe Reader v9.0 or later

A brief overview on the program and the relationship between MS Access and the data:

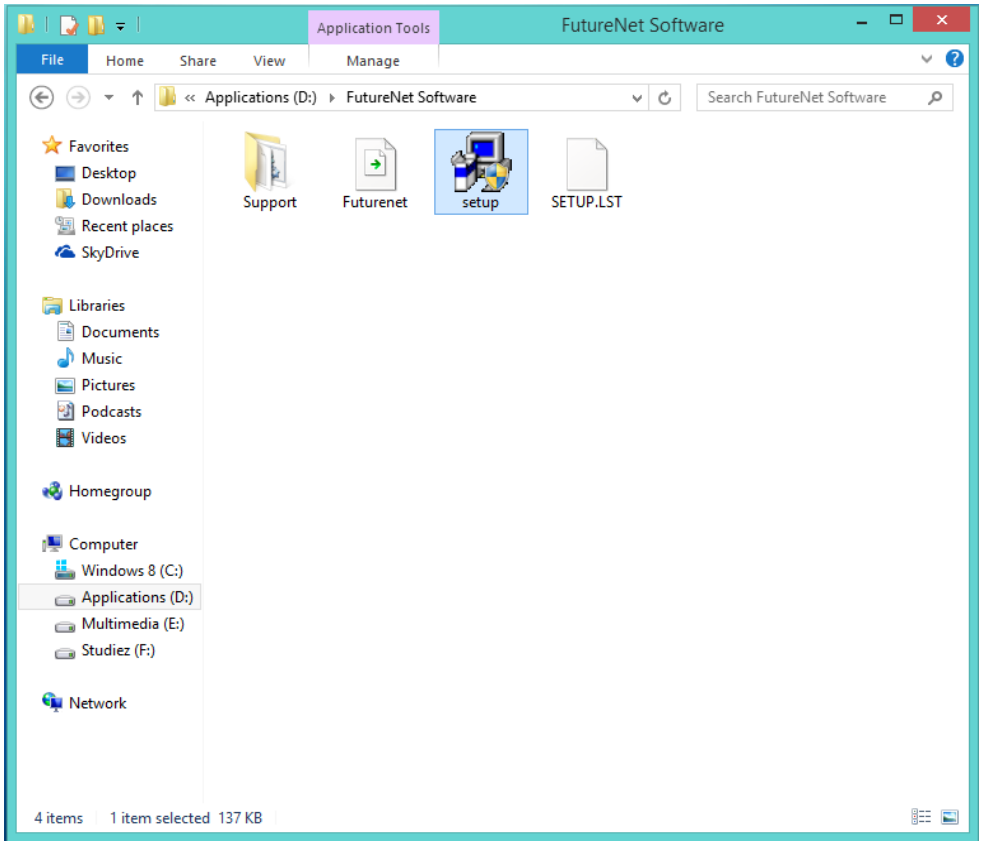
The database is basically a combination of two parts, one has been written to interact with you, i.e. the screens, reports and all the error checks that you see are one part (the front-end) of the program. This part has been designed using Visual Basic 6.0 software. The other part is where the records are stored. The storage occurs in a Microsoft Access Database file (2002-2003) format which is at the back end. There are thirteen tables in the database. Some of them are linked to each other by a unique key. Programming techniques have been used to link the two parts together for an efficient functioning. There is a connection that has been set up between the Database and the Data environment of the Visual Basic 6.0.

Installing/Uninstalling the system

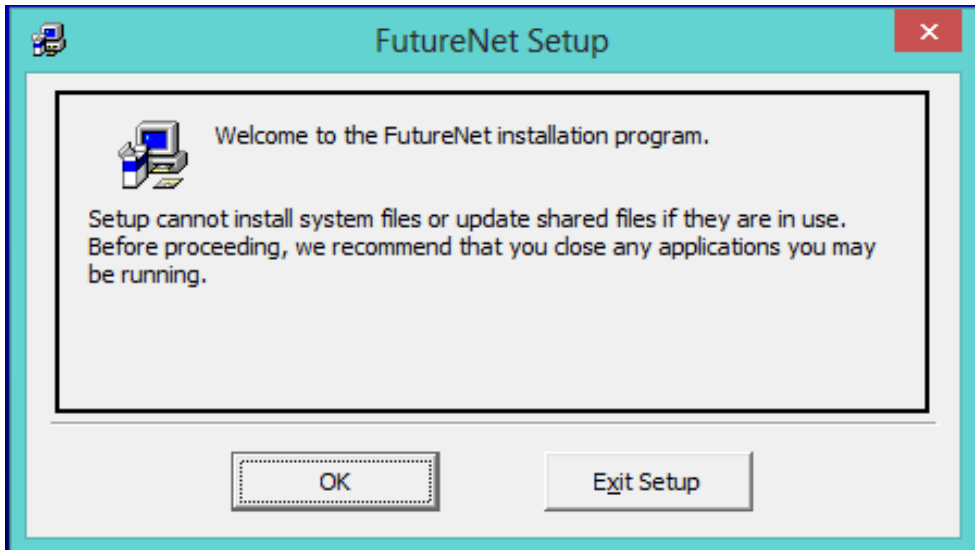
❖ Installation:

Steps that needs to be followed for installing the software:

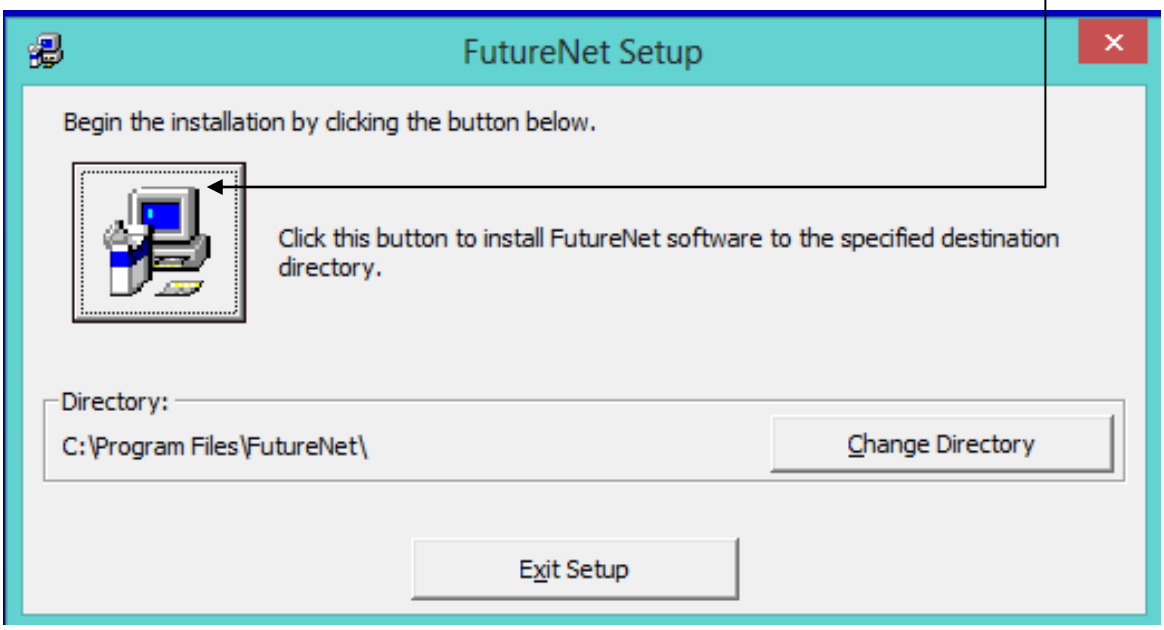
1. Open My Computer and selecting Applications (D):, and from the drive select FutureNet software folder. From the FutureNet Software folder select setup.exe:



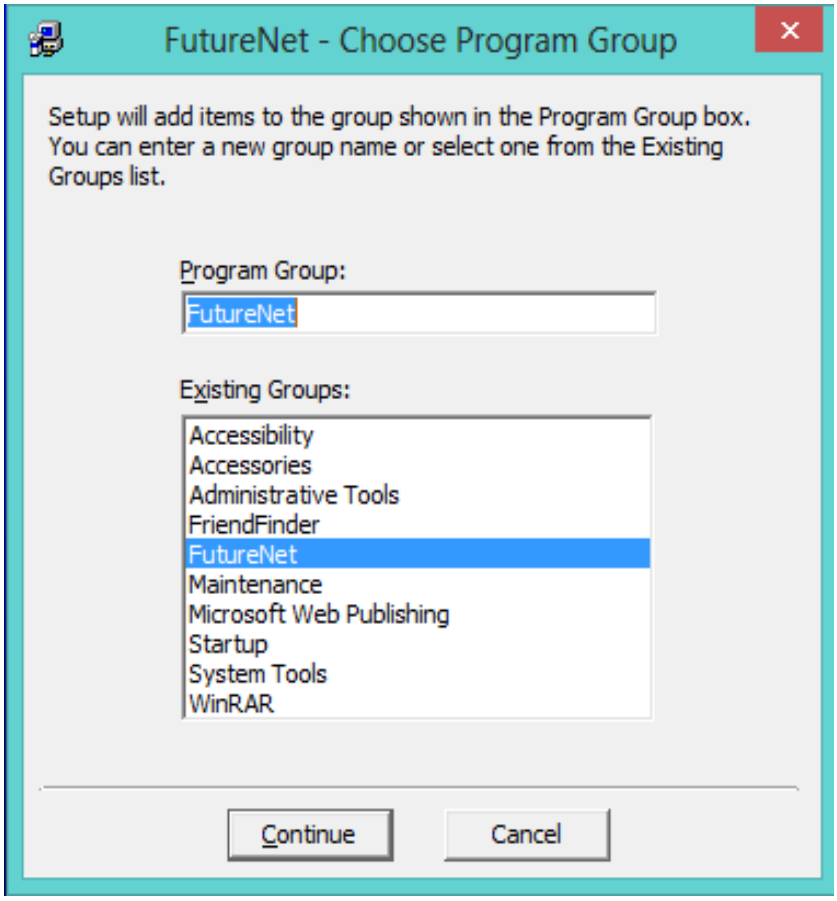
2. Click '**OK**':



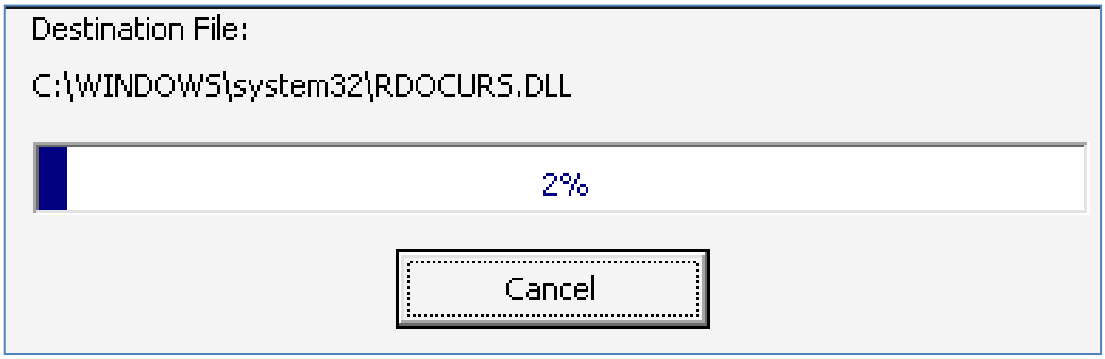
3. Click on the **Button** shown by the arrow:



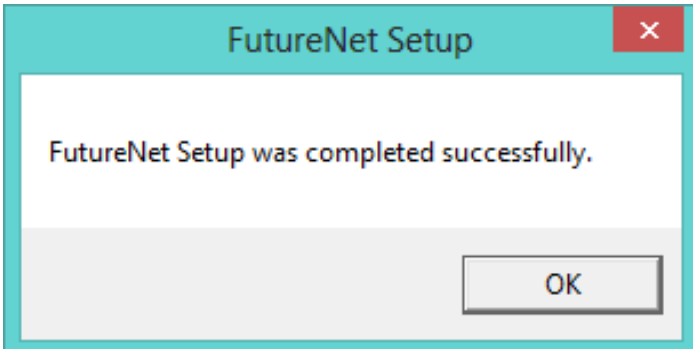
4. Click '**Continue**':



5. A progress bar is shown.



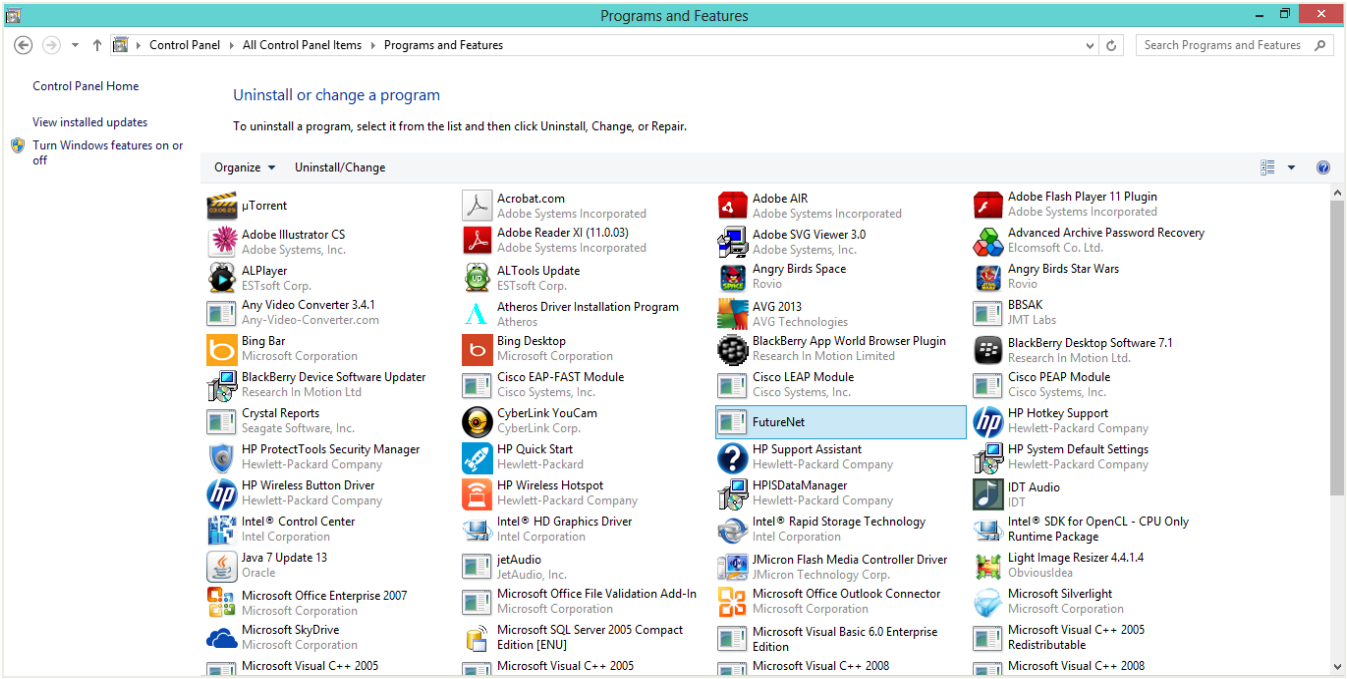
6. Installation is complete when a message box shown below appears:



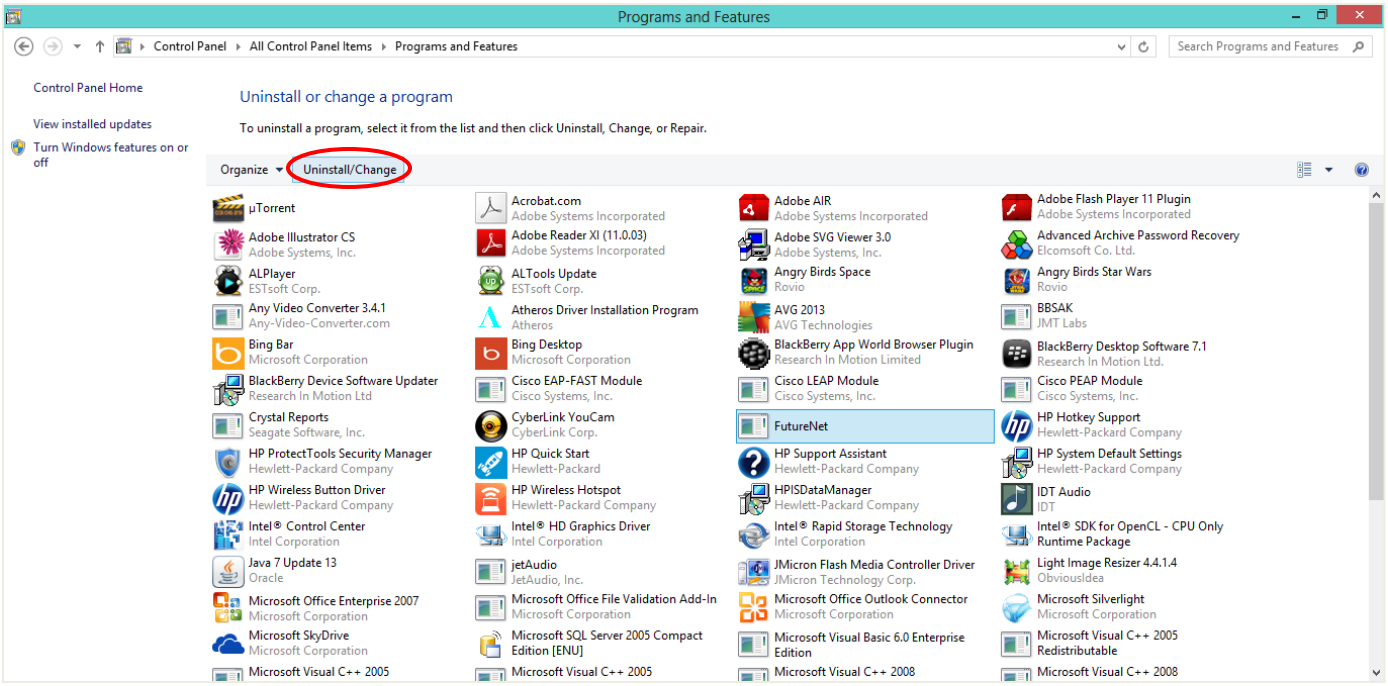
❖ Uninstalling the system:

Steps that needs to be followed for uninstalling the software:

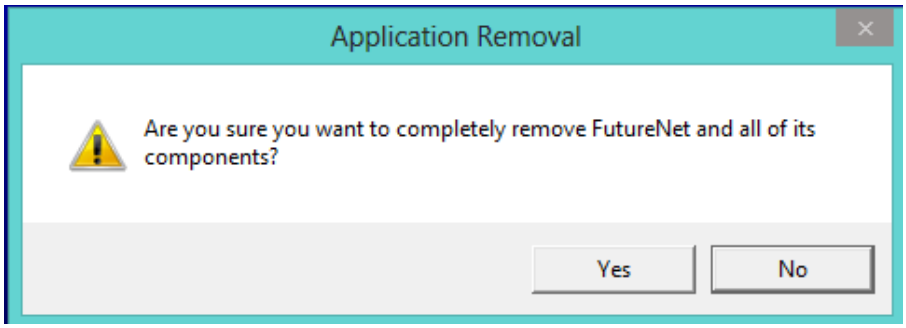
1. Click on Start button and open Control Panel. Select **Programs and Features/Add or remove programs** option. Select FutureNet from the list of programs:



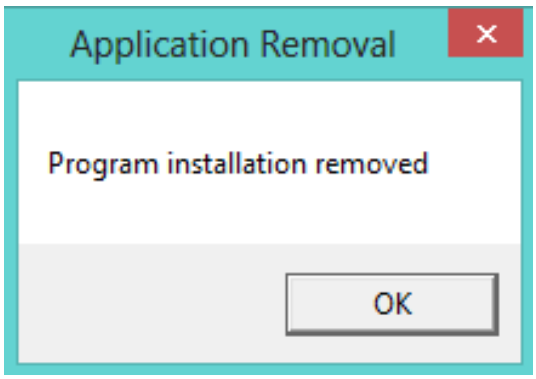
2. Click **Uninstall/Change**:



3. A security message is shown. Click **yes** to proceed.

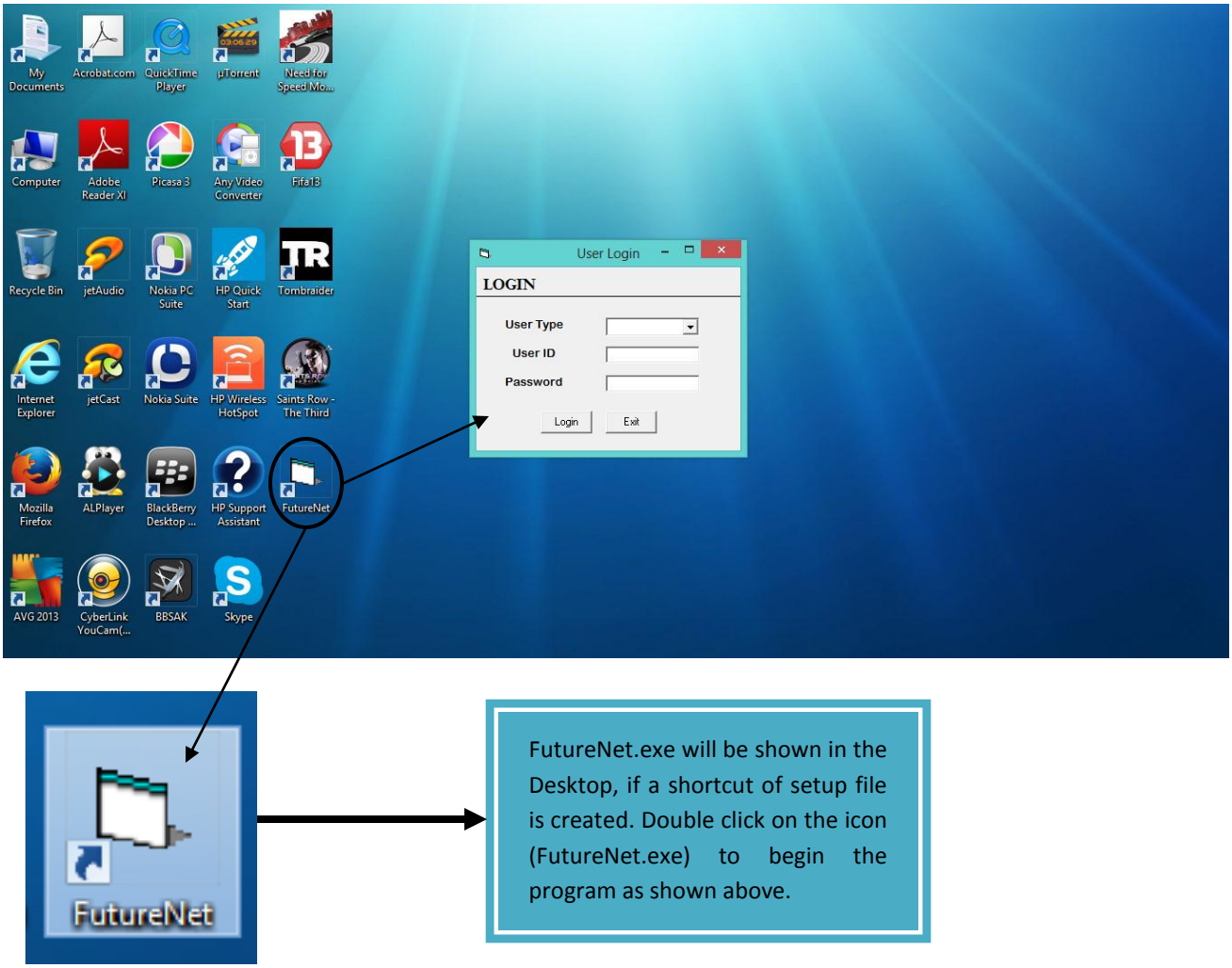


4. A confirmation message is shown that the un-installation is successful.



Get Started

Starting the system:



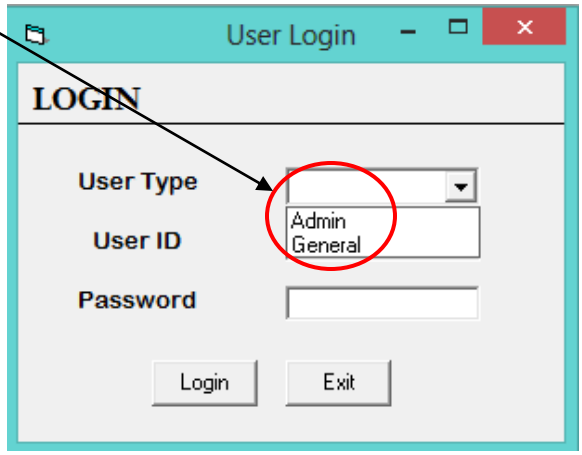
FutureNet.exe will be shown in the Desktop, if a shortcut of setup file is created. Double click on the icon (FutureNet.exe) to begin the program as shown above.

When the following Icon on the desktop is clicked the Login form appears. When the user enters the correct User Type, User ID and password, only then the user can get access to the Main Future Net window.

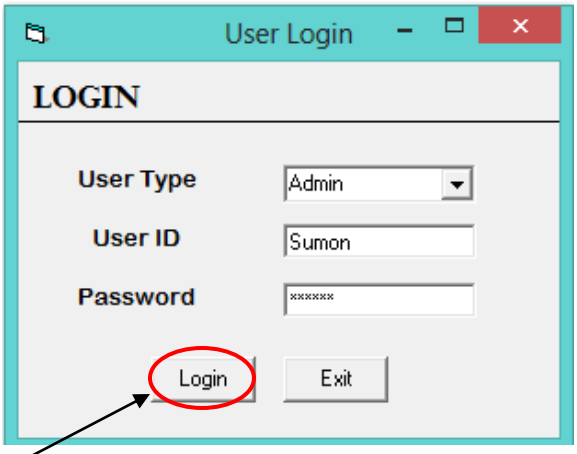
How to use the system

1) Logging into the system:

i. Select User Type.



ii. Enter the Correct User ID and Password.

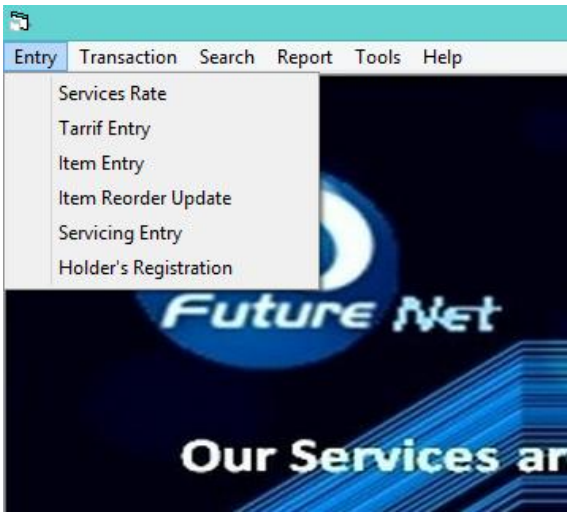


iii. Click on the **Login** Button to proceed

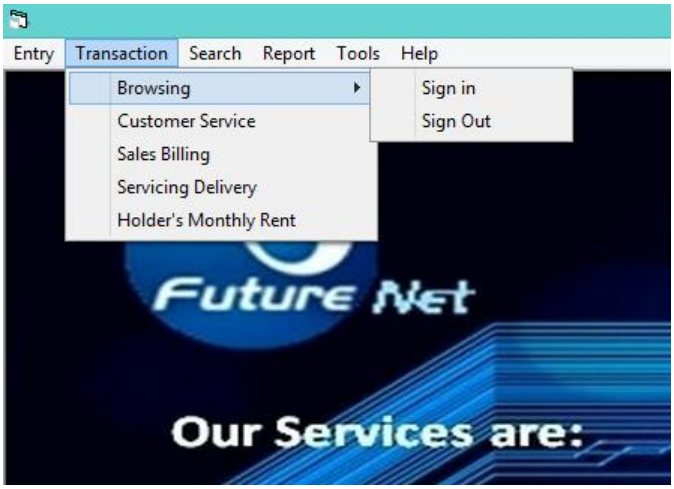
iv. When the Login button is clicked the Main Future Net window will appear with features enabled according to selected User Type.

2) Navigating Main Future Net Window Menus:

i. The **Entry** Menu

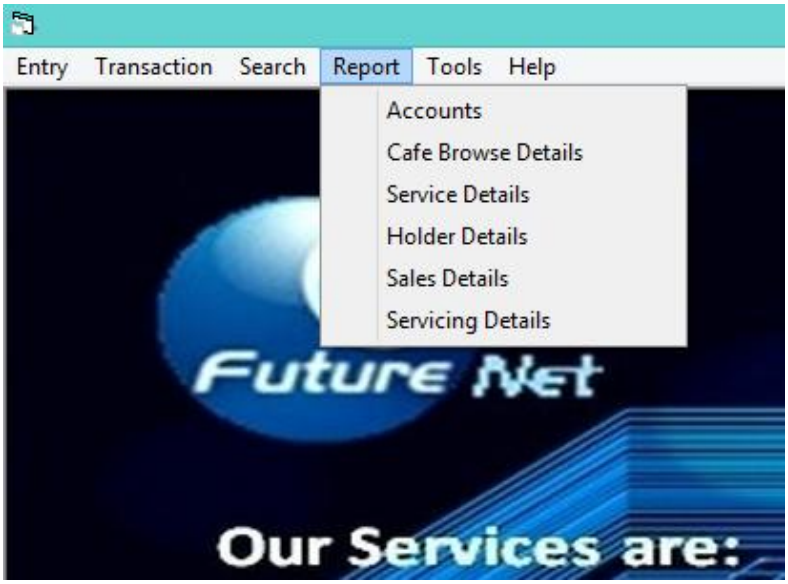


ii. The **Transaction** Menu

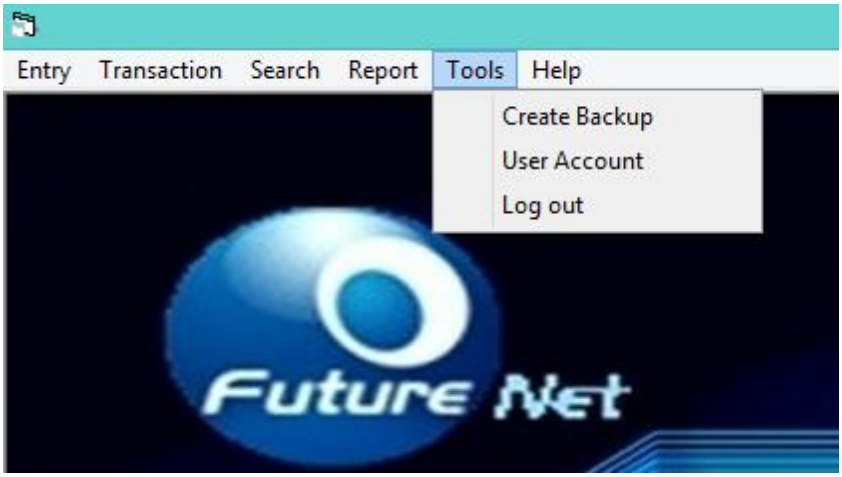


iii. The **Search** Menu

iv. The **Report** Menu



v. The **Tools** Menu

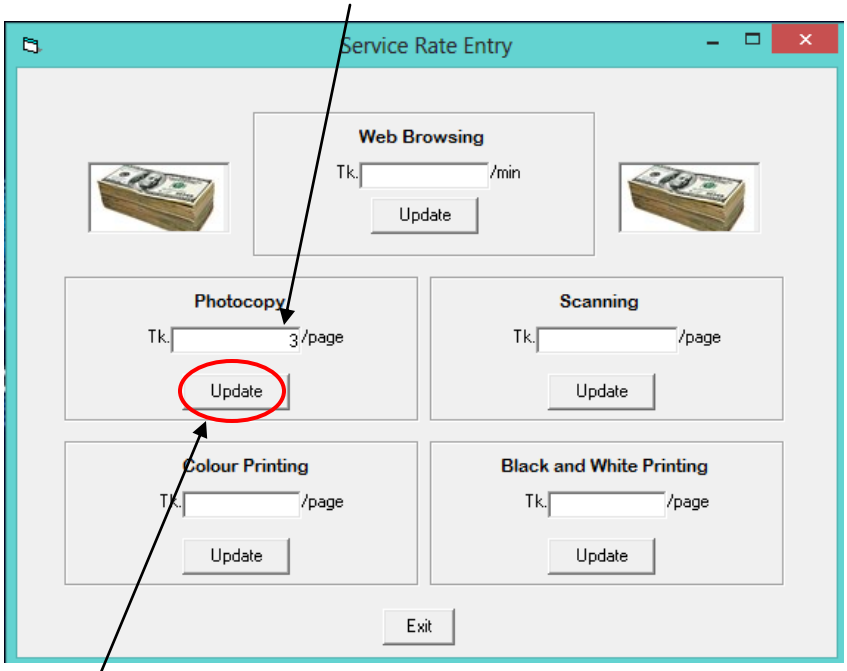


vi. The **Help** menu

3) Updating Services Rate:

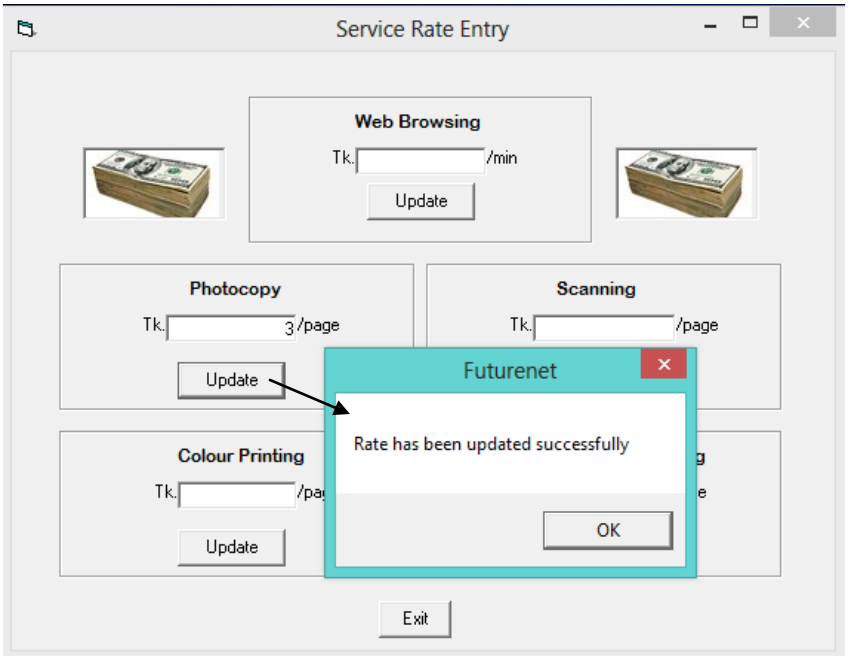
Select **Entry > Services Rate** from the main menu window and take the following steps:

I. Input valid rate for the desired service that needs to be updated.



II. Click on the **Update** Button to proceed

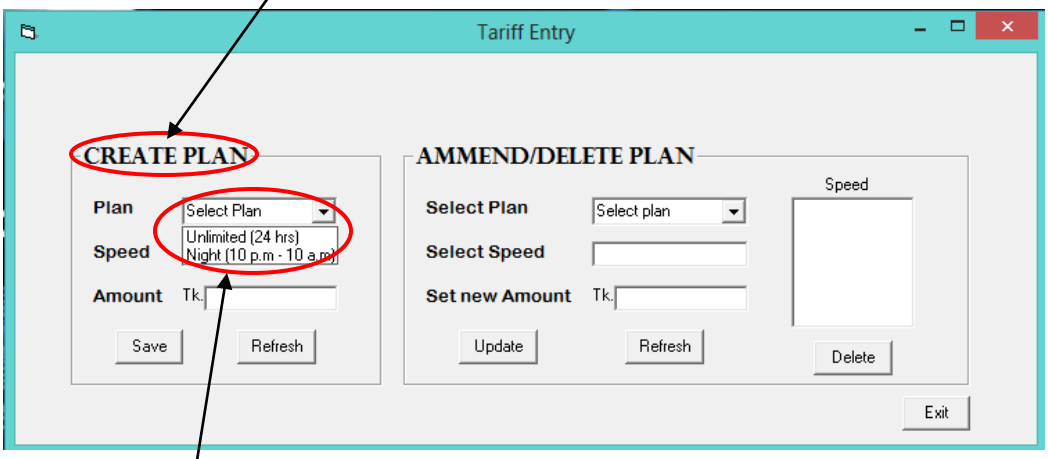
III. When the Update button is clicked a message will be shown as a confirmation that the rate entered for that particular service has been saved successfully.



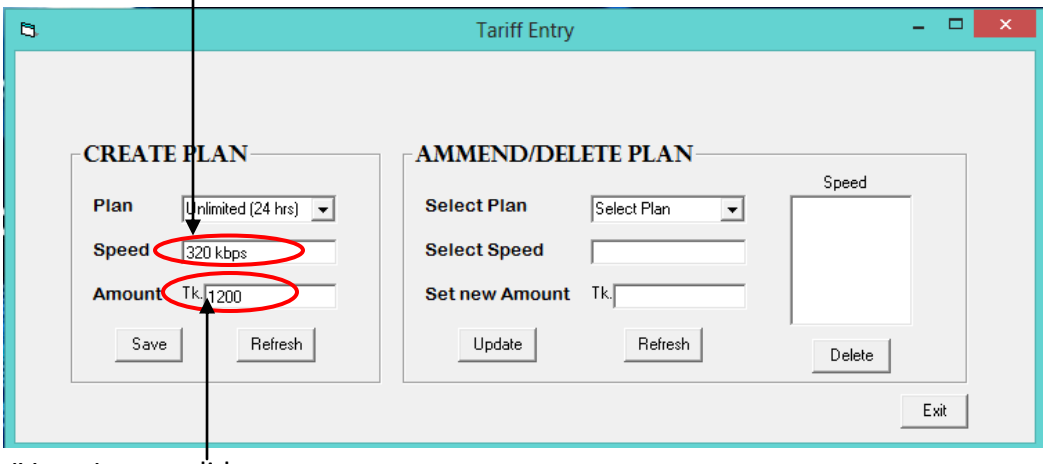
4) Adding/Amending/Deleting Tariff Plan:

To create or make any changes to Tariff Plan, Select **Entry > Tariff Entry** and from the following options:

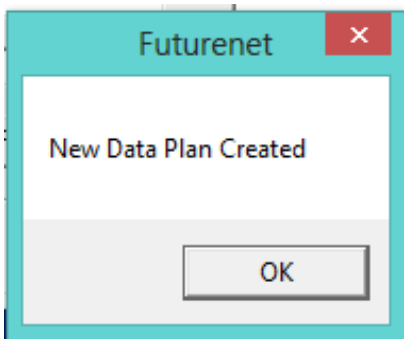
- To add/create a new tariff plan take the following steps:
  - I. Go to the Create plan section



  - II. Select type of plan
  - III. Input Speed

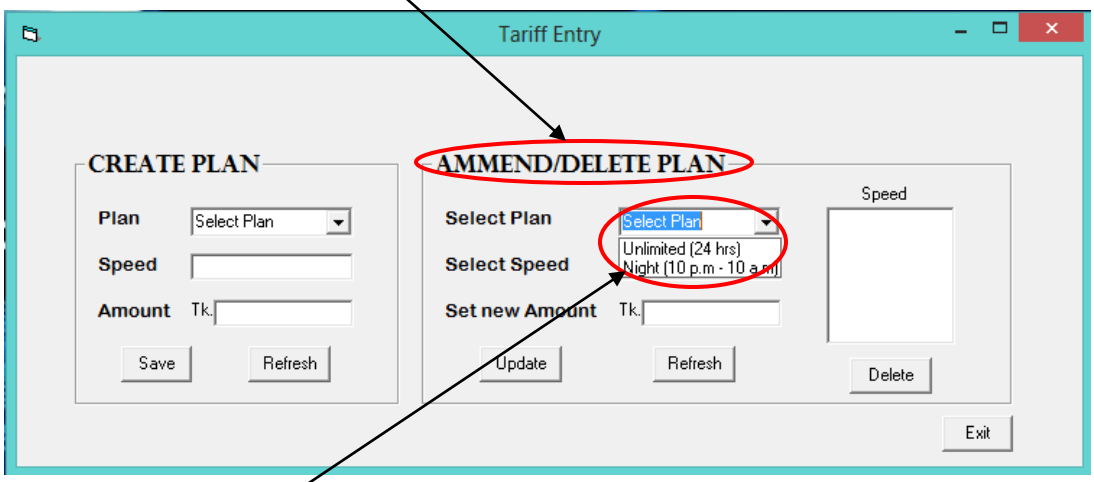


  - IV. Input valid amount
  - V. Click **Save** button
  - VI. When the save button is clicked a message will be shown as a confirmation that a new tariff plan has been created and saved successfully.



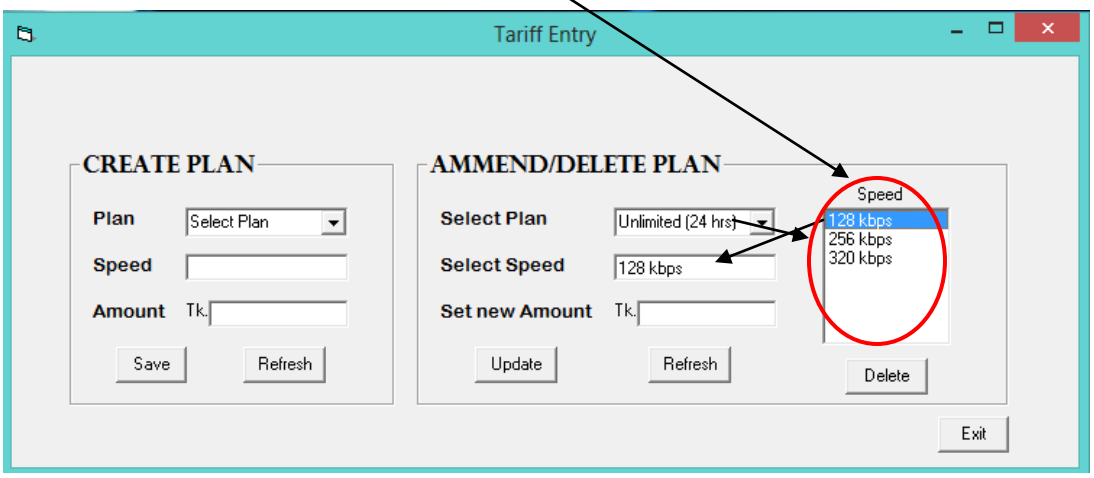
- To amend an existing tariff plan take the following steps:

I. Go to the Amend/Delete Plan Section



II. Select type of plan

III. Selecting the plan will show a list of speed in a list box

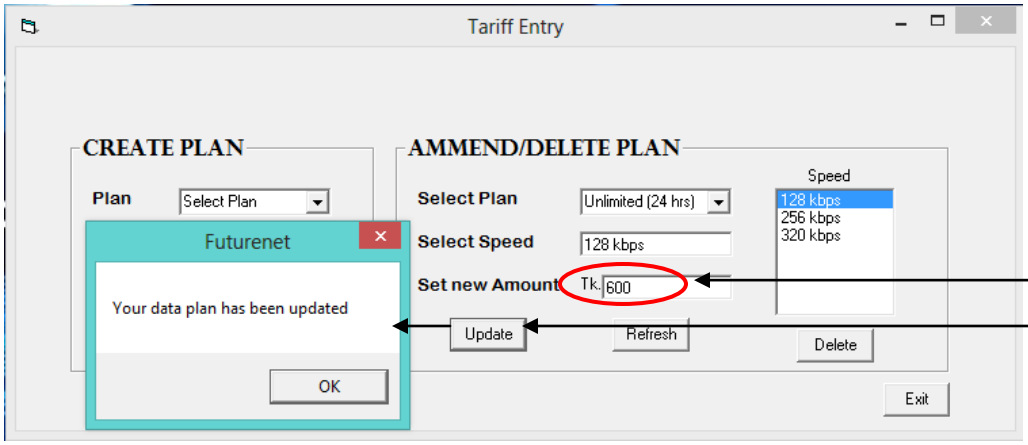


IV. Select the desired speed from the list which you wish to update

V. Input valid new amount

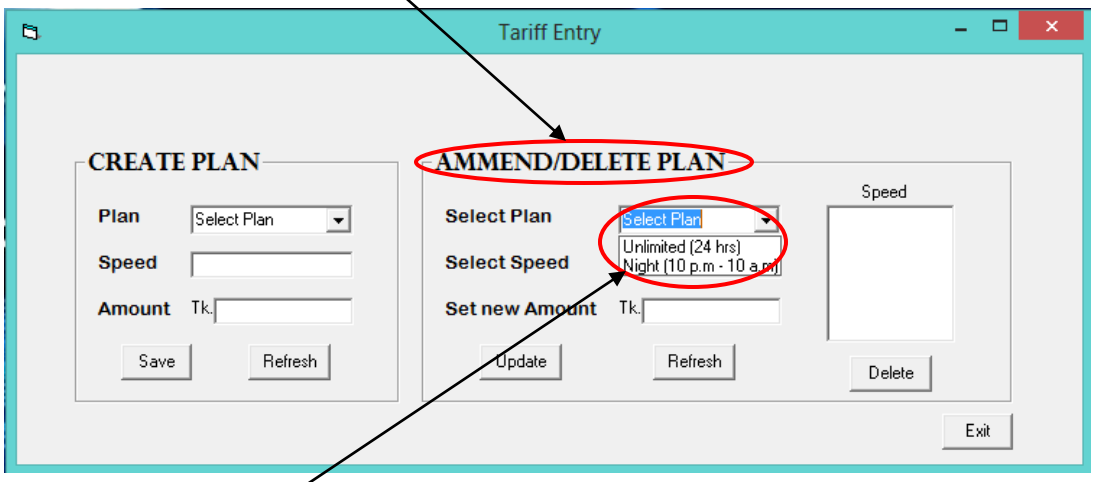
VI. Click **Update** button

VII. When the Update button is clicked a message will be shown as a confirmation that the selected tariff plan has been updated successfully.



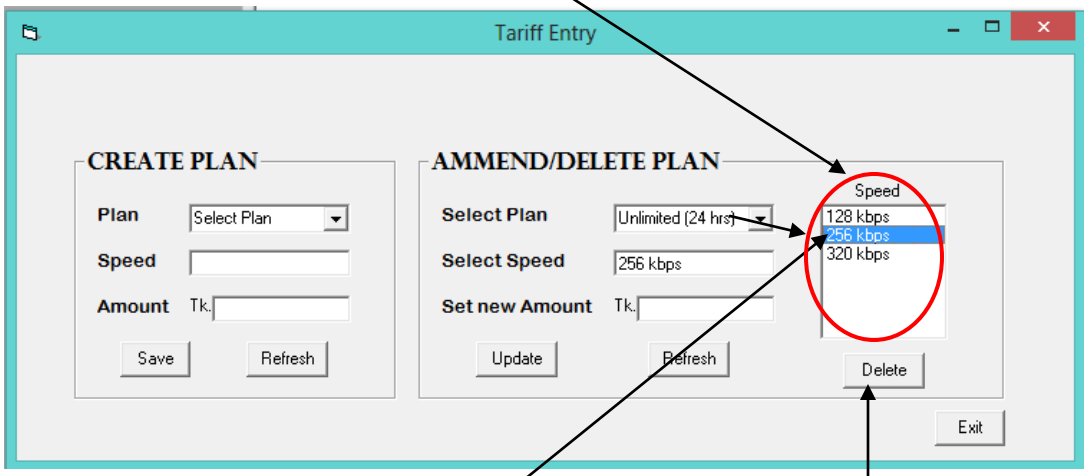
- To remove/delete an existing tariff plan take the following steps:

I. Go to the Amend/Delete Plan Section



II. Select type of plan

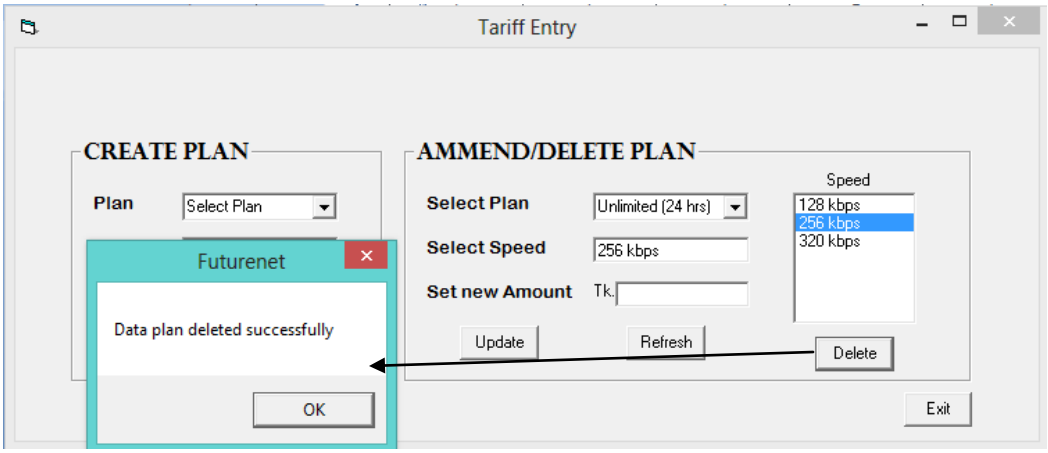
III. Selecting the plan will show a list of speed in a list box



IV. Select the desired speed which you wish to remove

V. Click **Delete** button

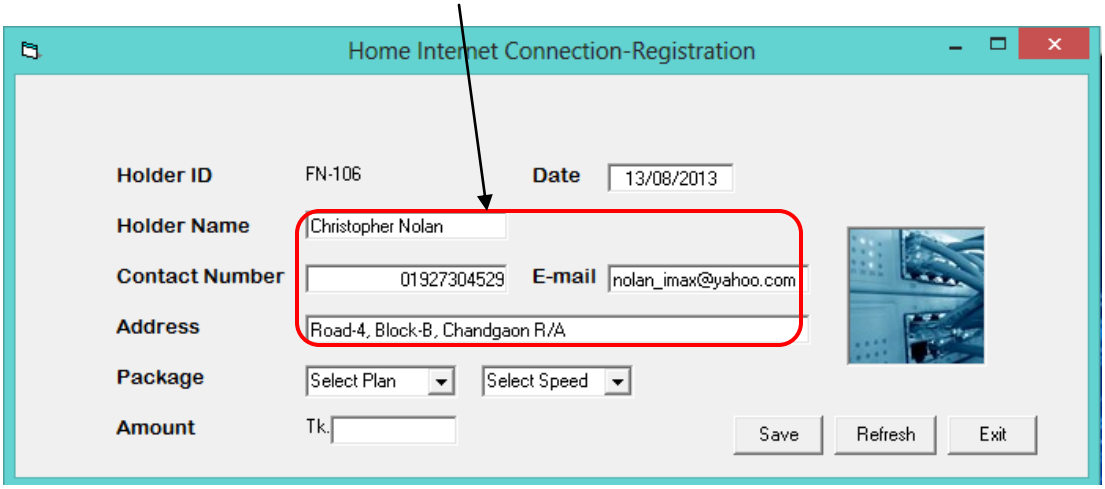
VI. When the delete button is clicked a message will be shown as a confirmation that the selected tariff plan has been deleted successfully and the selected speed is removed from list.



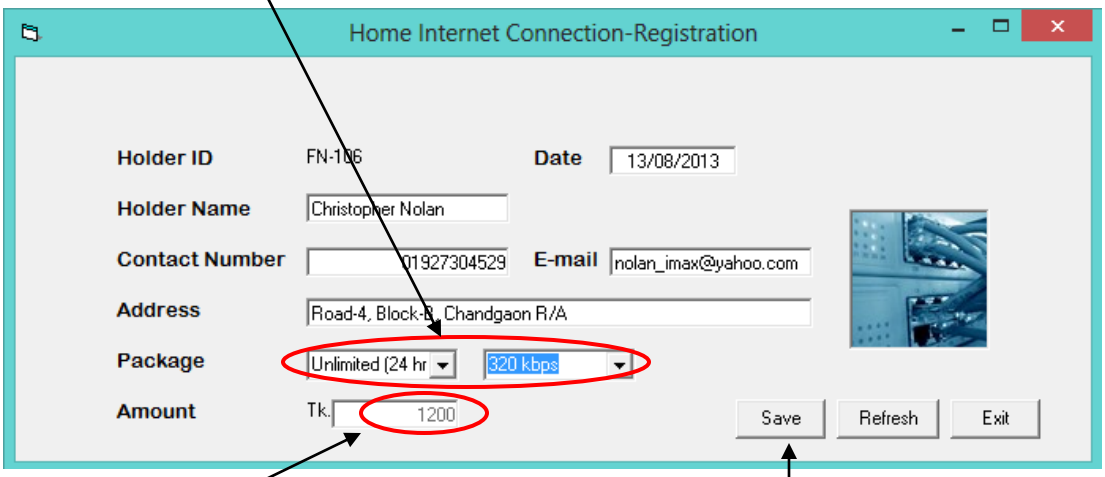
5) Home Internet Connection management:

To register a new holder for internet connection, Select **Entry > Holder's Registration** and take the following steps:

I. Input Holder name, E-mail, Address, and valid Contact number



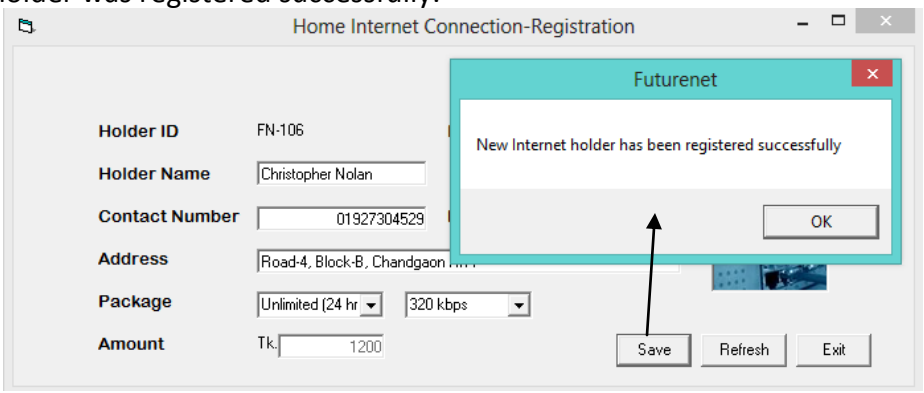
II. Select Plan and Speed



III. Amount will appear

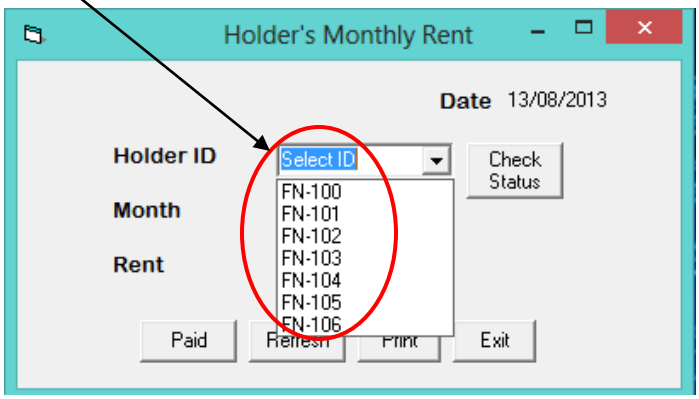
IV. Click **Save** button

V. When the save button is clicked a message will be shown as a confirmation that the holder was registered successfully.

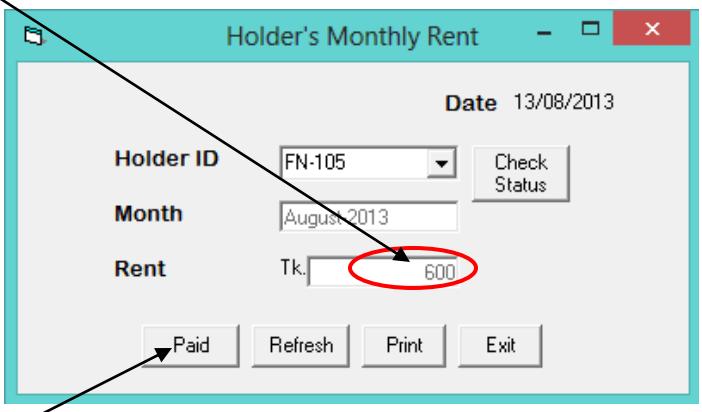


To store monthly rent details of holders for internet connection, Select **Transaction > Holder's Monthly Rent** and take the following steps:

I. Select Holder ID from the combo box

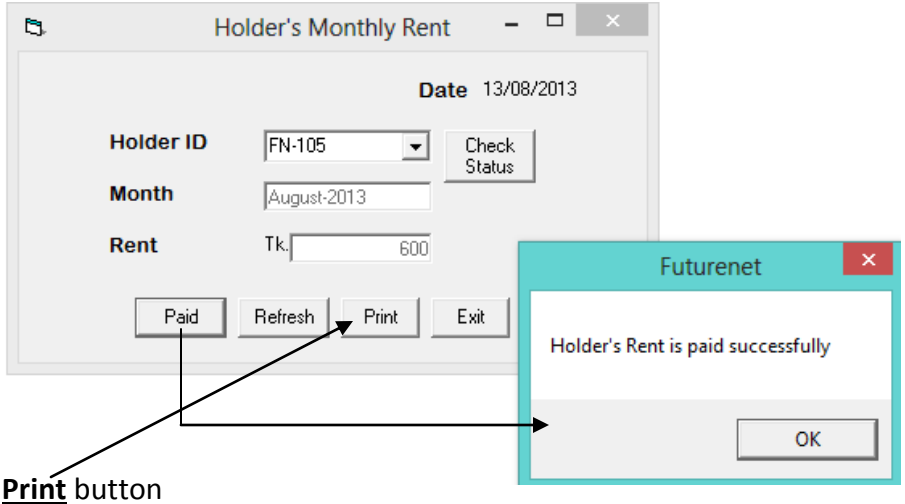


II. Rent will appear



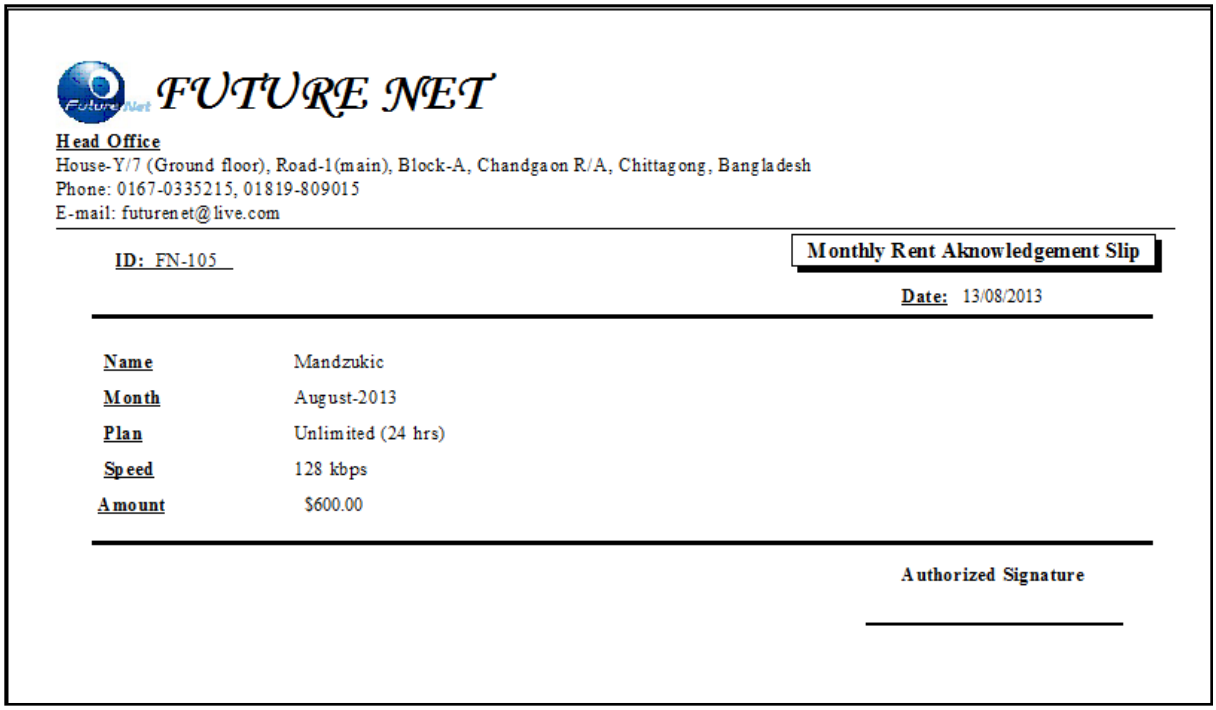
III. Click **Paid** button

IV. When the paid button is clicked a message will be shown as a confirmation that the holder was registered successfully.



V. Click **Print** button

VI. A screen is shown and clicking print button from the menu bar will produce an acknowledgement slip which will be handed over to the customer.



FUTURE NET

Head Office
House-Y/7 (Ground floor), Road-1(main), Block-A, Chandgaon R/A, Chittagong, Bangladesh
Phone: 0167-0335215, 01819-809015
E-mail: futurenet@live.com

ID: FN-105

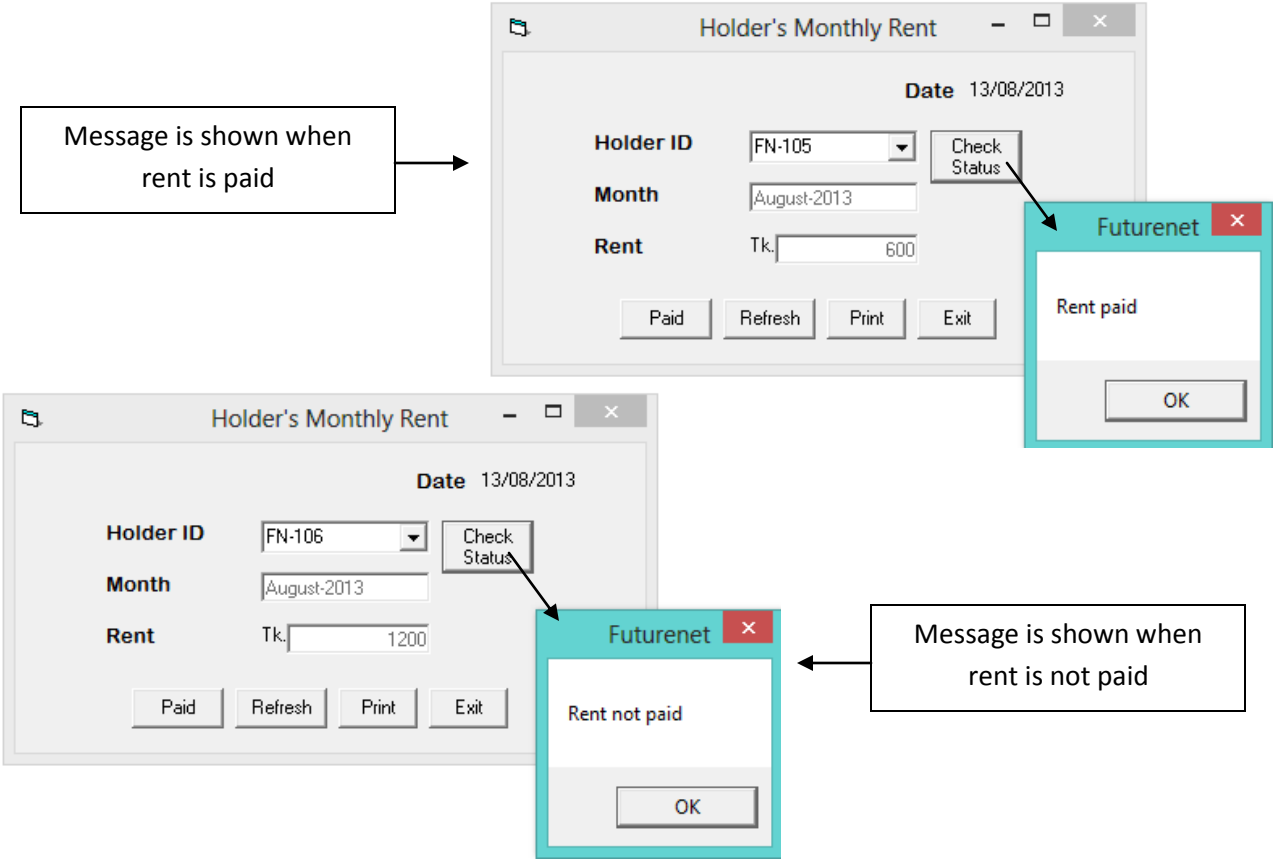
Monthly Rent Aknowledgement Slip

Date: 13/08/2013

Name	Mandzukic
Month	August-2013
Plan	Unlimited (24 hrs)
Speed	128 kbps
Amount	$600.00

Authorized Signature

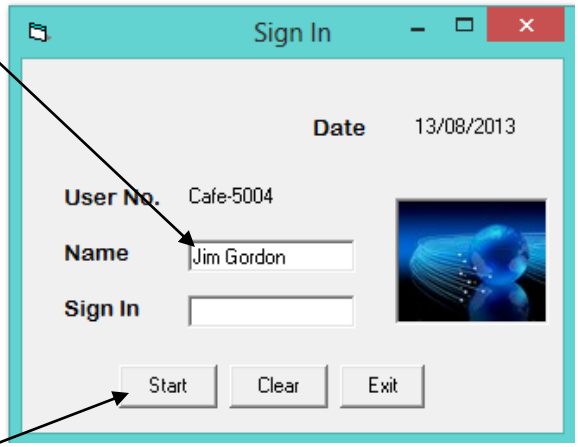
*The **Check Status** button is for checking whether the selected holder ID has paid the rent or not for the given month



6) Cyber Cafe management:

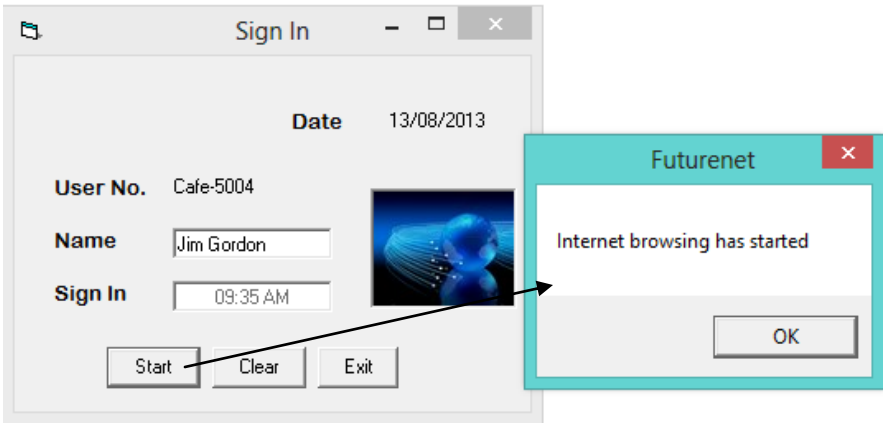
To sign in a new user at the cafe, Select **Transaction > Browsing > Sign In** and take the following steps:

I. Input name of User



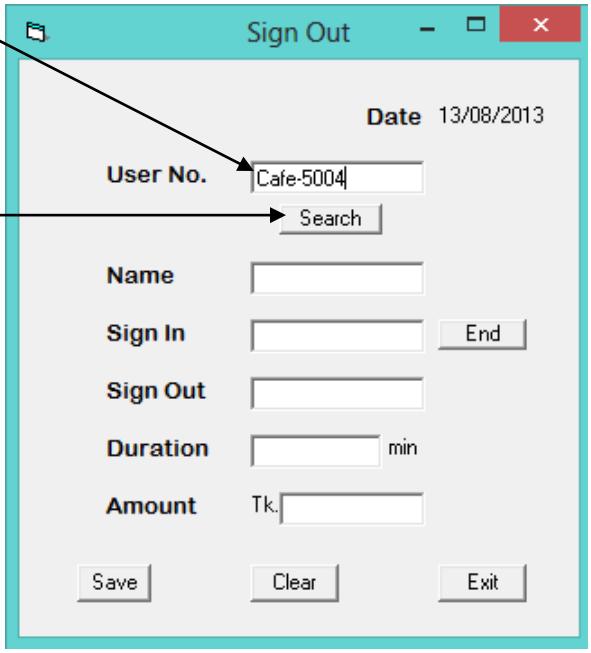
II. Click **Start** button

III. When the start button is clicked, time will be displayed and a message will be shown as a confirmation that the browsing time has started.



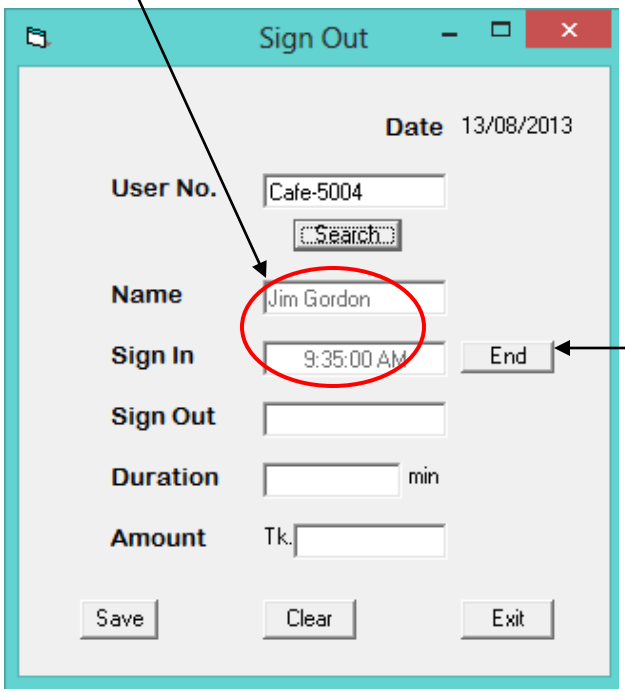
To sign out an existing user at the cafe, Select **Transaction > Browsing > Sign Out** and take the following steps:

I. Input User No.



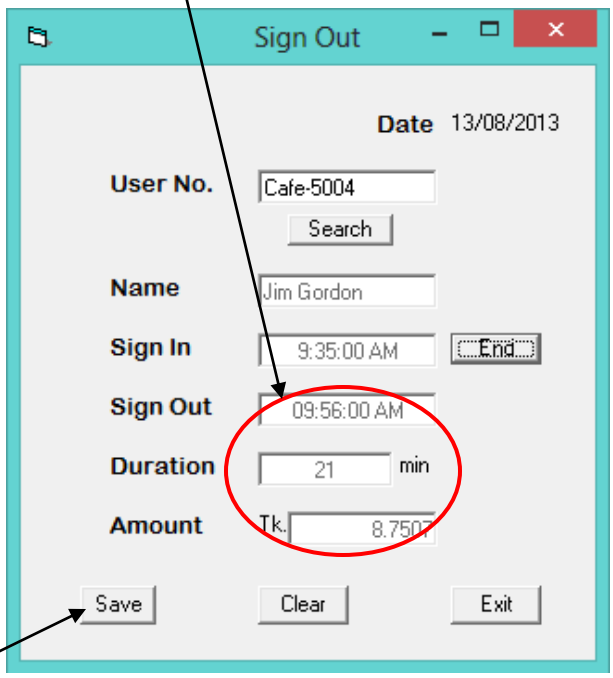
II. Click **Search** button

III. When the search button is clicked the name, sign in time will appear in the boxes



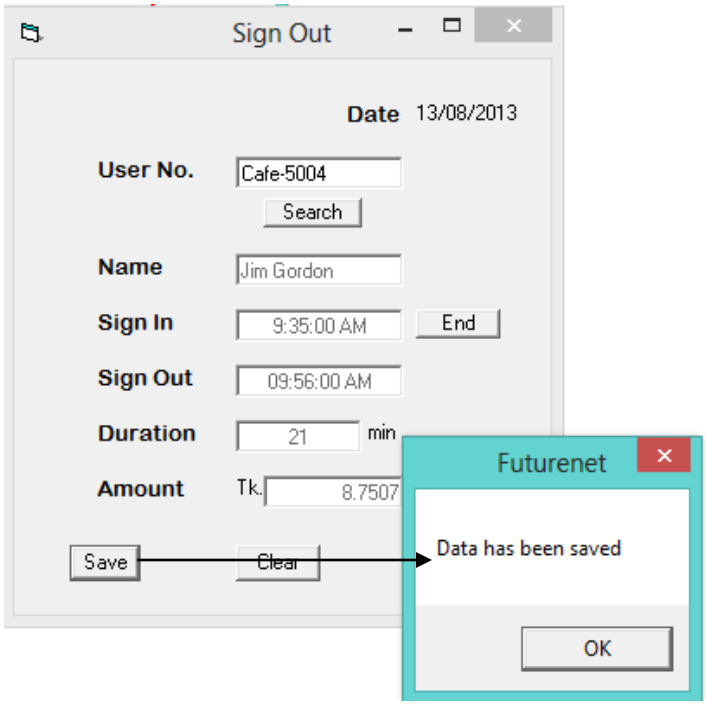
IV. Click **End** button

V. When the end button is clicked the sign out time, duration and amount will be displayed.



VI. Click **Save** button

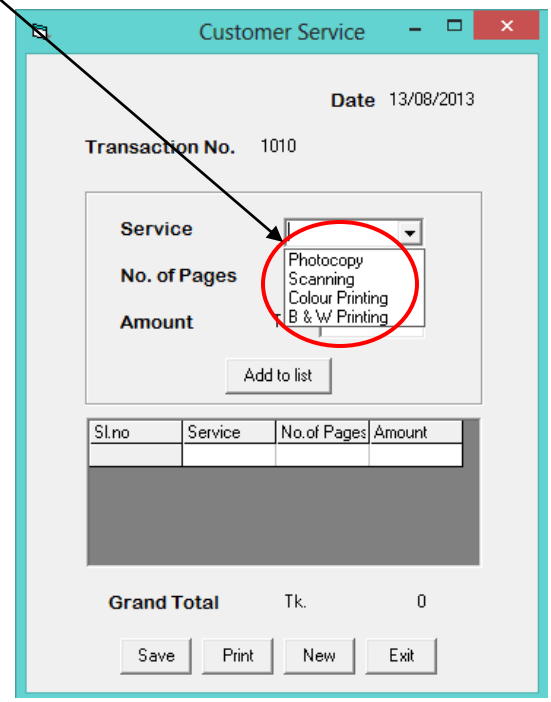
VII. Clicking save button, a message will be displayed showing that the data has been saved successfully.



7) Customer Services management:

To save customer services information, Select **Transaction > Customer Services** and take the following steps:

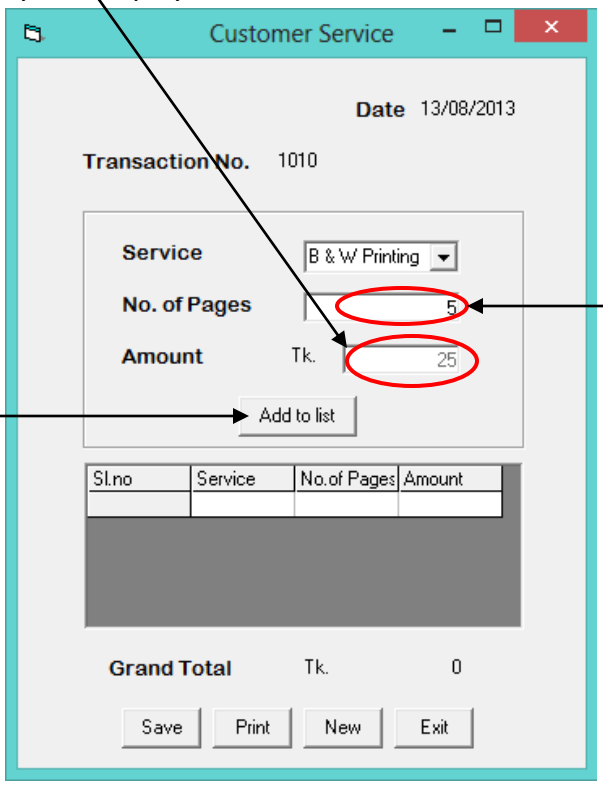
I. Select service used from combo box



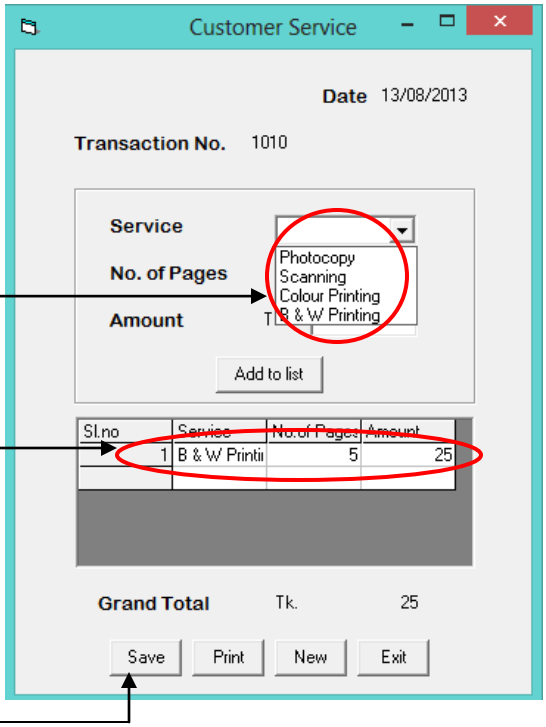
II. Input no. Of pages used

III. Amount calculated automatically and displayed

IV. Click **Add to list** button



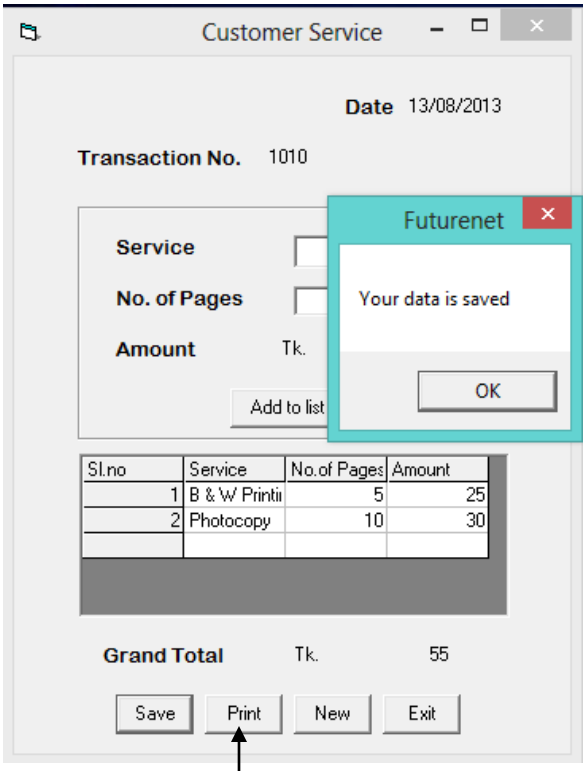
V. When the Add to list button is clicked the service details are shown in the grid and the grand total is displayed.



VI. Add more services if needed.

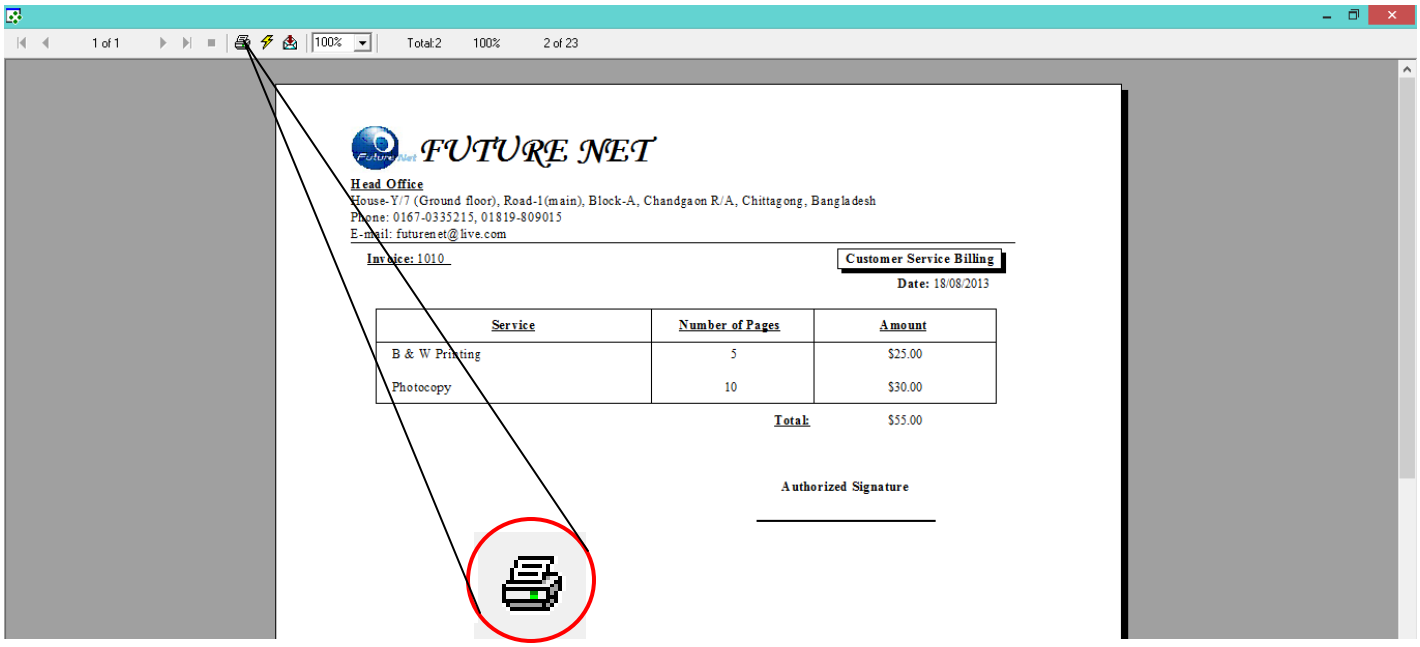
VII. Click **Save** button

VIII. Clicking save button will display a message showing that the service was saved to the database successfully.



IX. Click **Print** button

X. A screen will be shown in which clicking print button will produce an invoice which will be handed over to the customer.



XI. Click **New** button

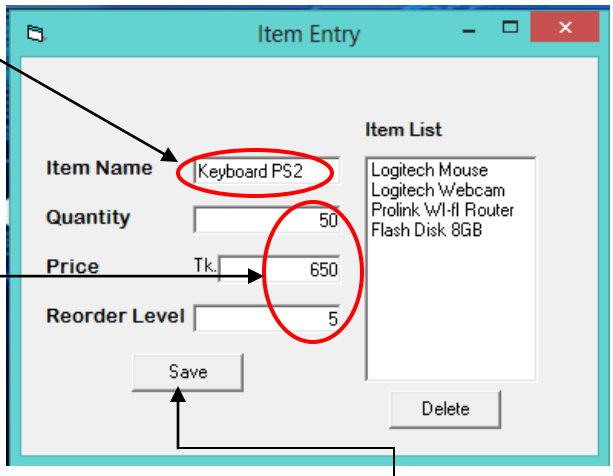
XII. Clicking new button will refresh the form for next customer service input.

8) Item Stock Control:

To add item to the stock or remove any item from the stock, Select **Entry > Item Entry** and from the following options:

- To add a new item to the stock take the following steps:

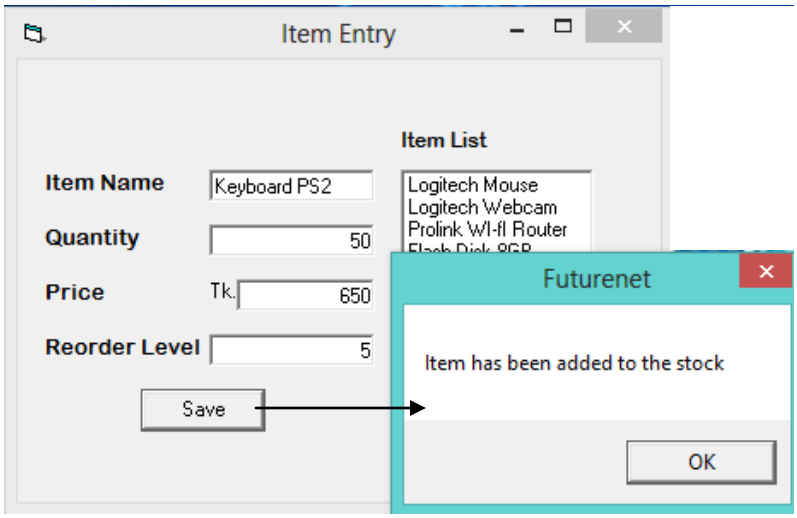
I. Input Item Name



II. Input valid Quantity, Price and Reorder Level

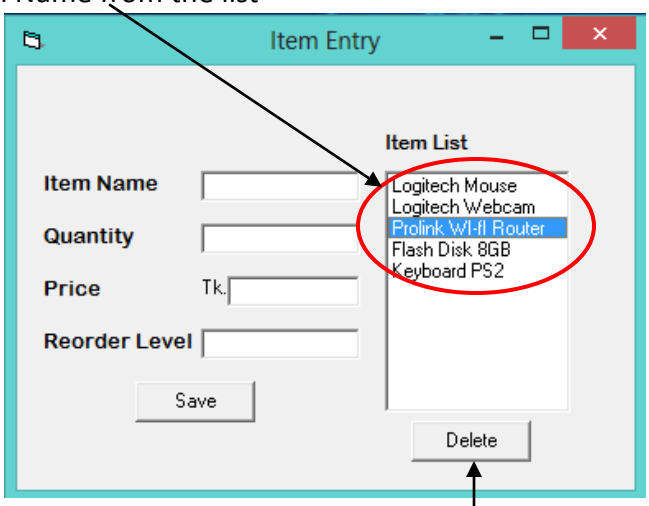
III. Click **Save** button

IV. When the save button is clicked a message will be shown as a confirmation that a new item has been added to the stock and the new item appears in the list.



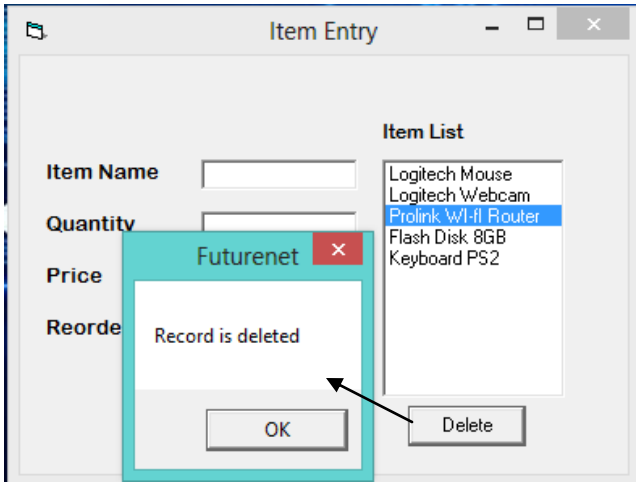
- To remove/delete an item from the stock take the following steps:

I. Select Item Name from the list



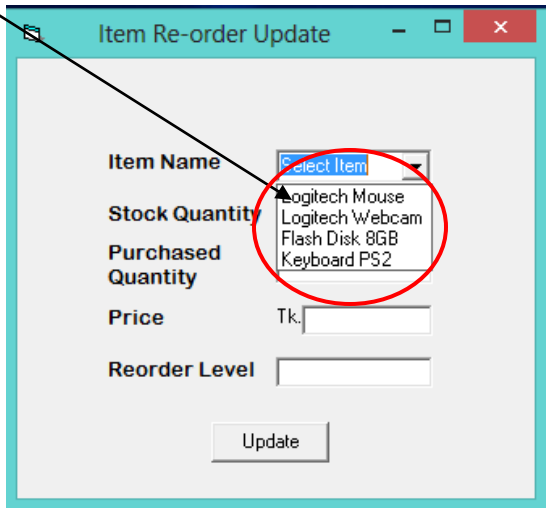
II. Click **Delete** button

III. When the delete button is clicked a message will be shown as a confirmation that the selected item has been removed from the stock and the item disappears from the list.



To update stock levels/details of an existing item from the stock, Select **Entry > Item Reorder Update** and take the following steps:

I. Select Item Name from the combo box

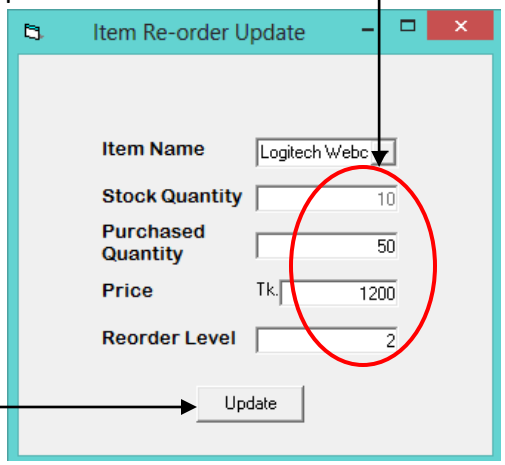


II. Current stock quantity, Price and Reorder level will appear

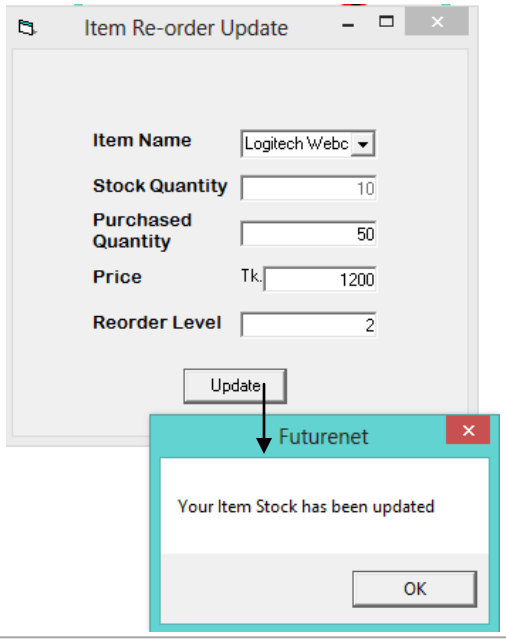
III. Input purchase quantity if any else input '0'.

IV. Price and Reorder level can be changed if required.

V. Click **Update** button



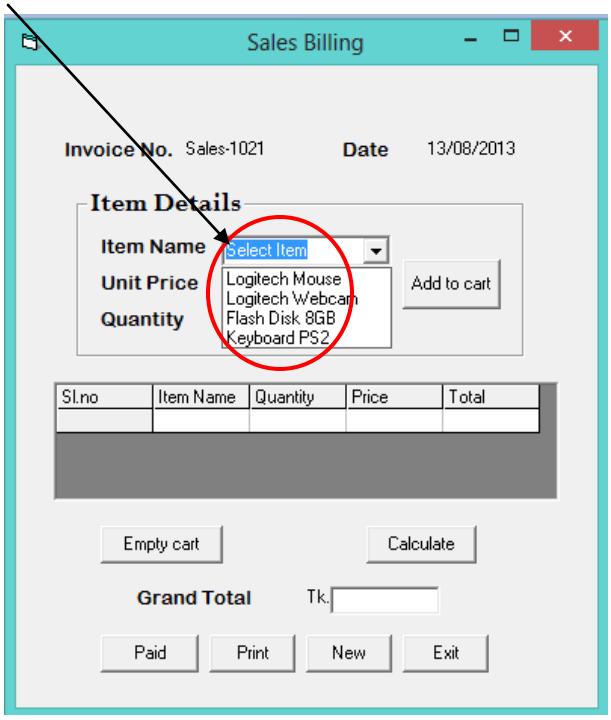
VI. When the update button is clicked a message will be shown as a confirmation that the information provided for the item has been saved successfully.



9) Item Sales management:

To save item sales information, Select **Transaction > Sales Billing** and take the following steps:

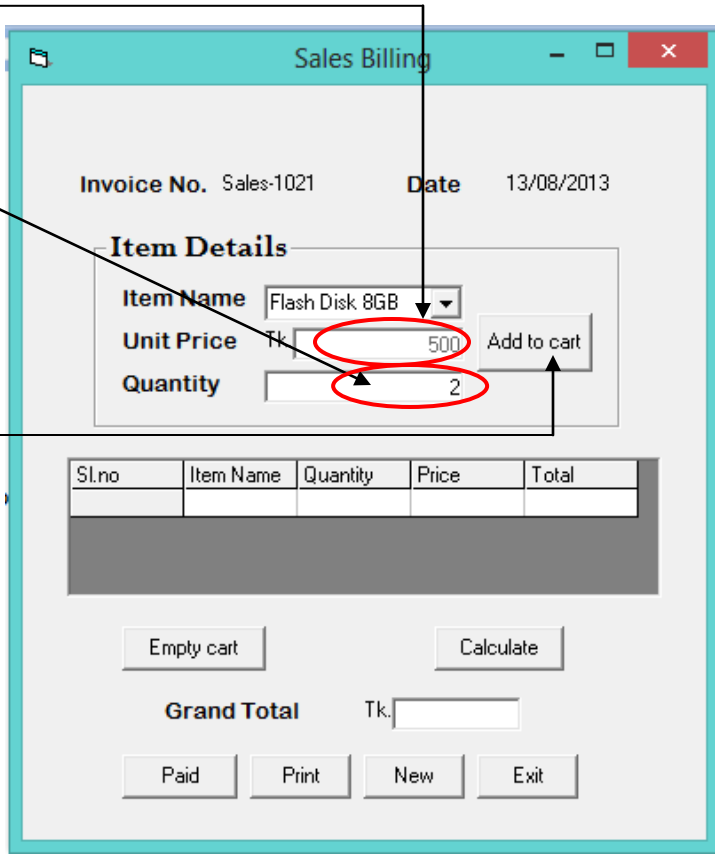
I. Select item name from the combo box



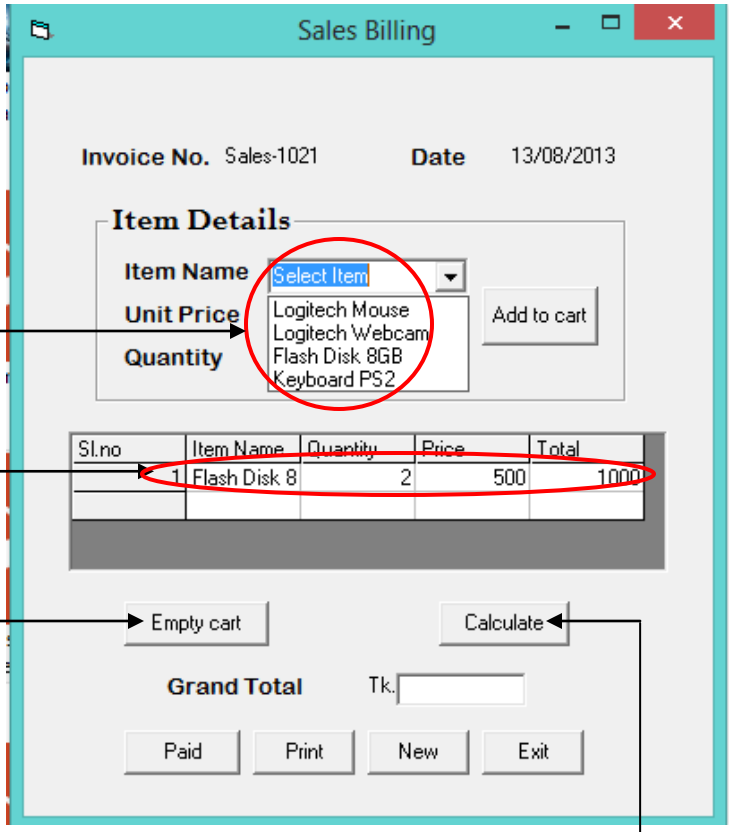
II. Unit price of the item is displayed

III. Input quantity of item purchased

IV. Click **Add to cart** button



V. When the Add to cart button is clicked the item details are shown in the grid

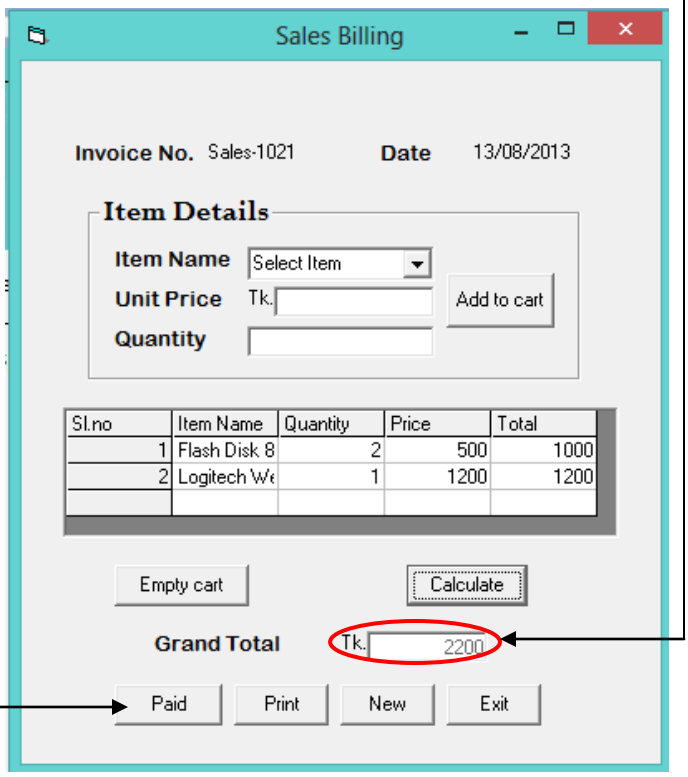


VI. Add more item if needed.

VII. **Empty Cart** button will clear the entire cart/grid table, click it if necessary.

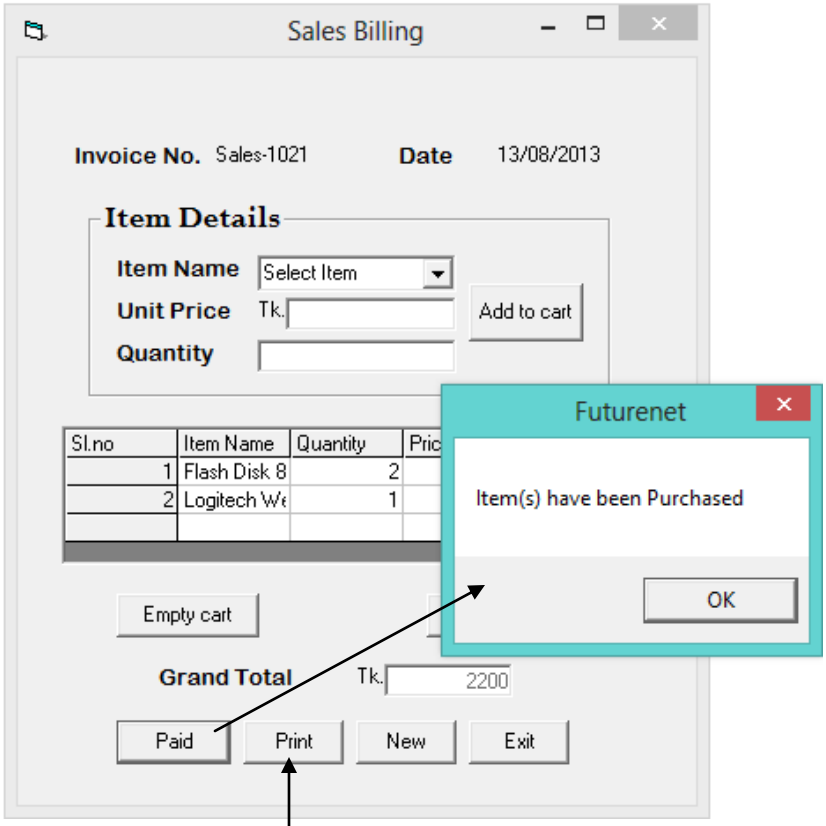
VIII. Click **Calculate** button

IX. Clicking calculate button will display the grand total.



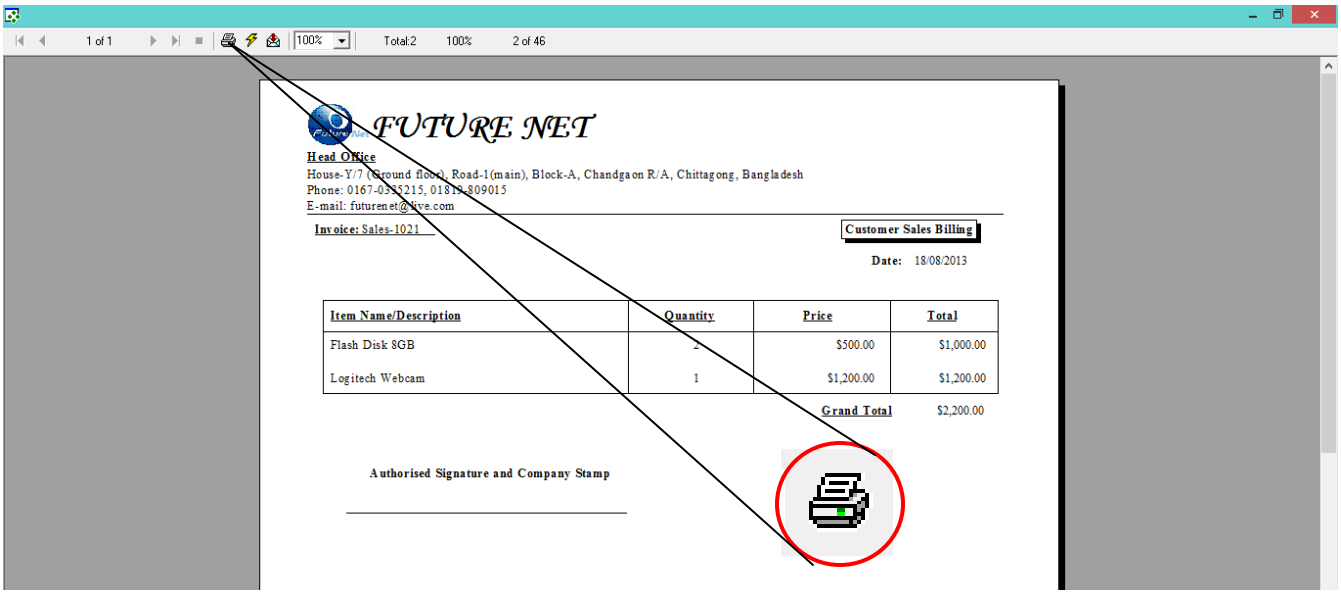
X. Click **Paid** button

XI. Clicking paid button will display a message showing that the sales detail is saved to the database successfully.



XII. Click **Print** button

XIII. Clicking print button will produce an invoice which will be handed over to the customer.



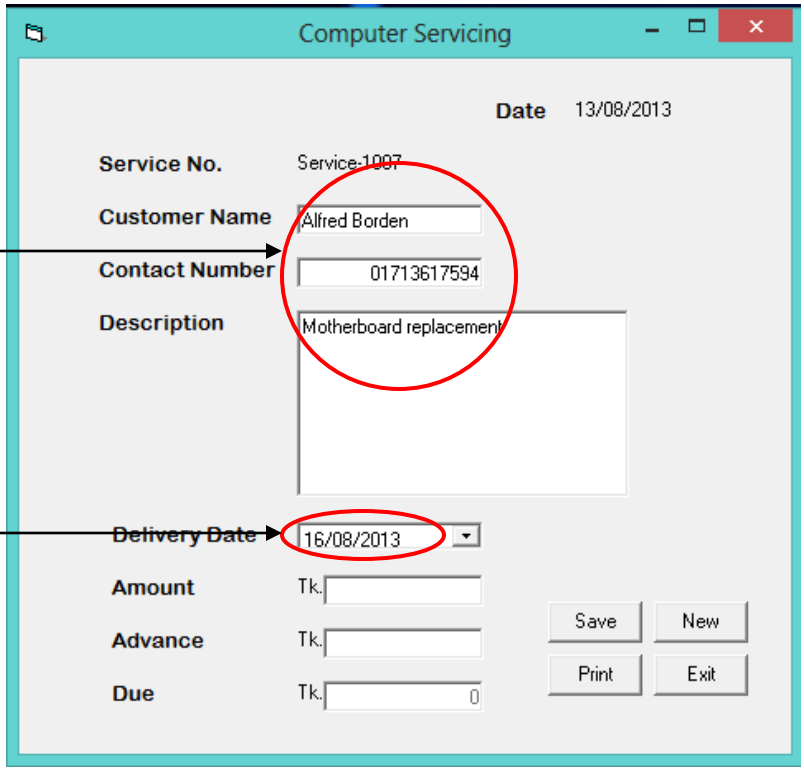
XIV. Click **New** button

XV. Clicking new button will refresh the form for next sales input.

10) Computer Servicing management:

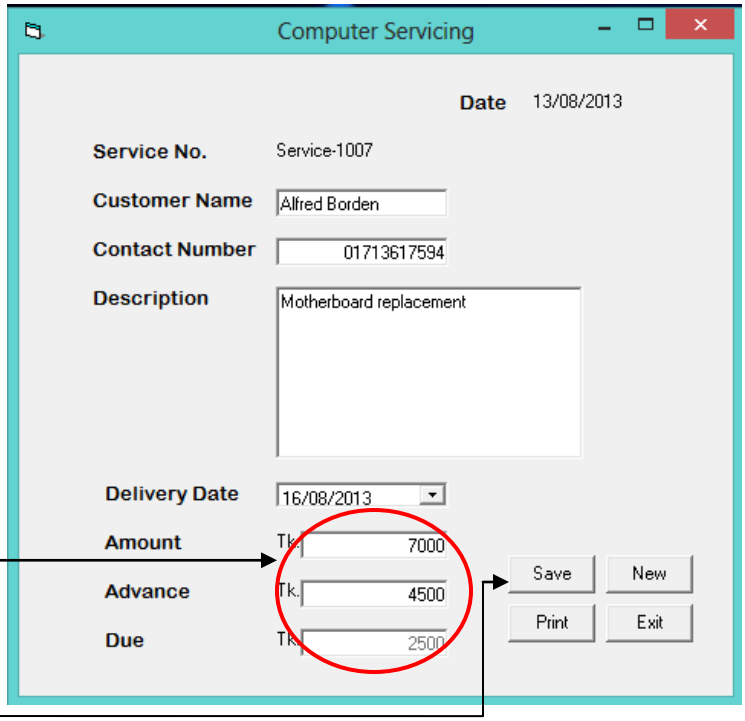
To enter new information of a particular computer/machine that needs to be serviced, Select **Entry > Servicing Entry** and take the following steps:

I. Input customer name, valid contact number and description of problem



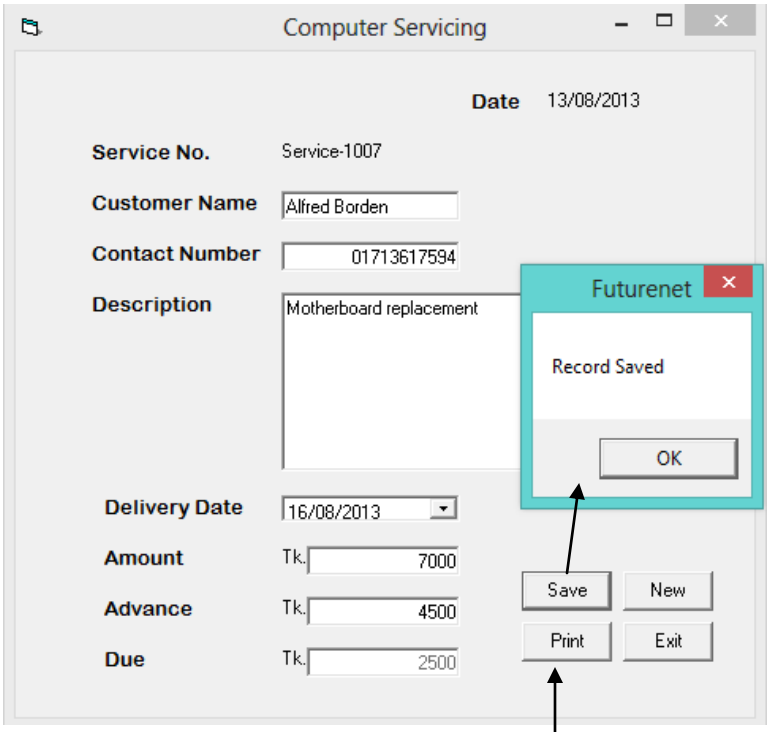
II. Select delivery date

III. Input Valid amount and advance, the due will be calculated automatically.



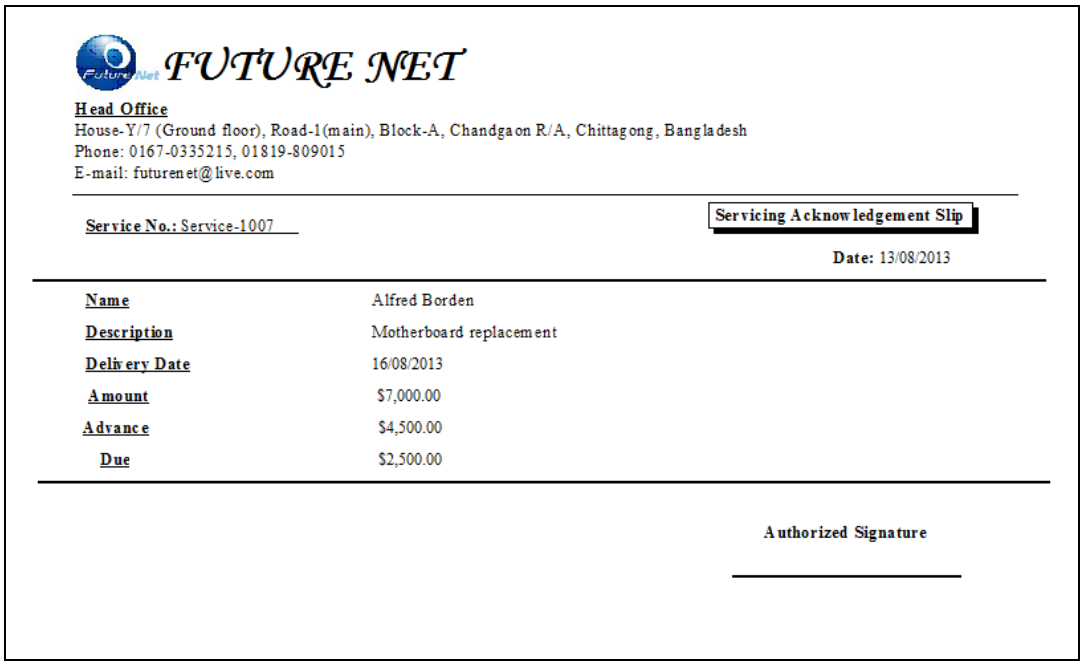
IV. Click **Save** button

V. When the save button is clicked, a message will be shown as a confirmation that data is saved successfully



VI. Click **Print** button

VII. A screen will be shown in which clicking print button from the menu bar will produce an acknowledgement slip which will be handed over to the customer.



FUTURE NET

Head Office
House-Y/7 (Ground floor), Road-1(main), Block-A, Chandgaon R/A, Chittagong, Bangladesh
Phone: 0167-0335215, 01819-809015
E-mail: futurenet@live.com

Service No.: Service-1007

Servicing Acknowledgement Slip

Date: 13/08/2013

Name	Alfred Borden
Description	Motherboard replacement
Delivery Date	16/08/2013
Amount	$7,000.00
Advance	$4,500.00
Due	$2,500.00

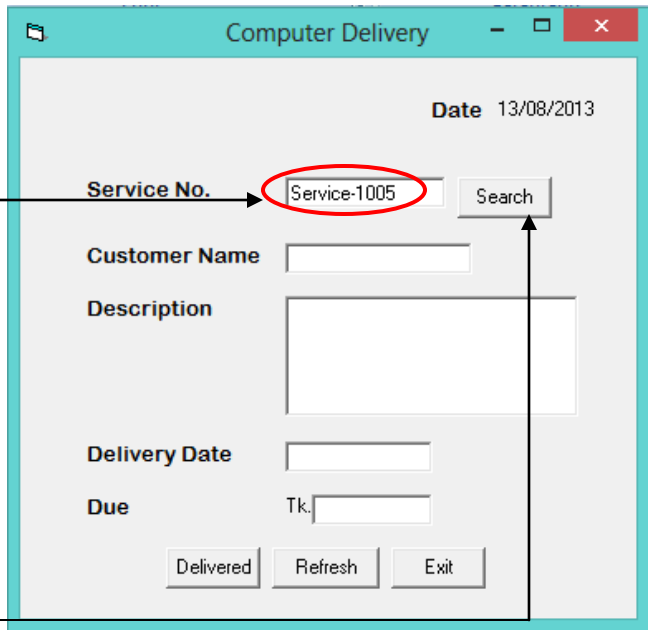
Authorized Signature

VIII. Click **New** button

IX. Clicking new button will refresh the form for next input.

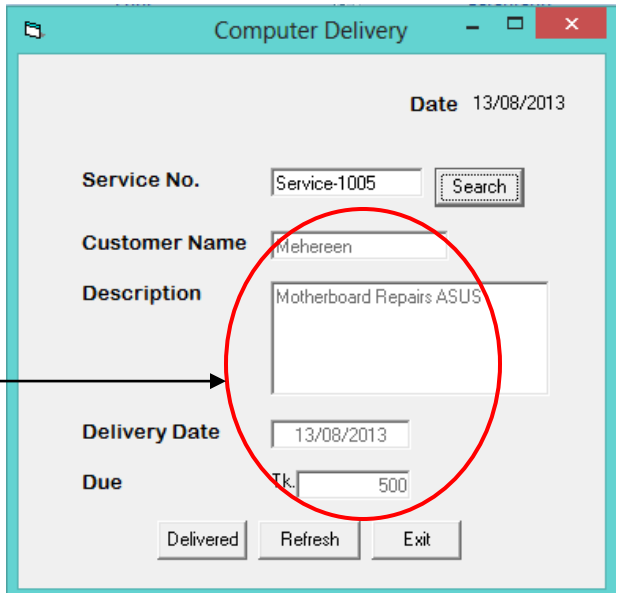
To deliver the serviced computer/machine to the customer, Select **Transaction > Servicing Delivery** and take the following steps:

I. Input Service No.



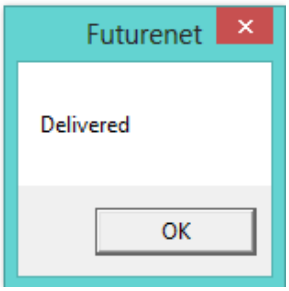
II. Click **Search** button

III. When the search button is clicked the name, description, delivery date and due amount will appear in the boxes



IV. Click **Delivered** button

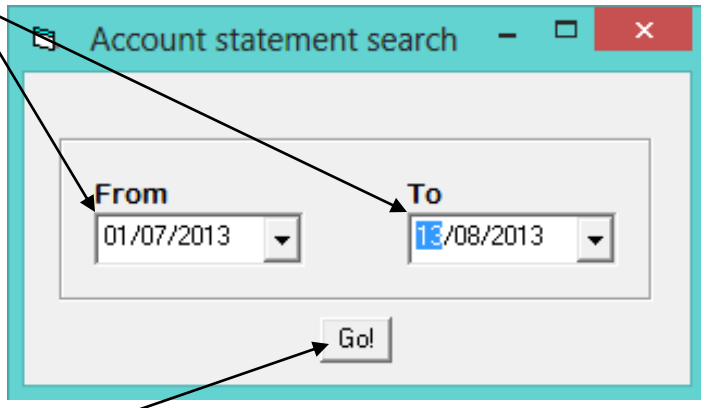
V. When the delivered button is clicked the status of the machine in the database will change from 'undelivered to 'delivered' along with a message being displayed.



11) Reports:

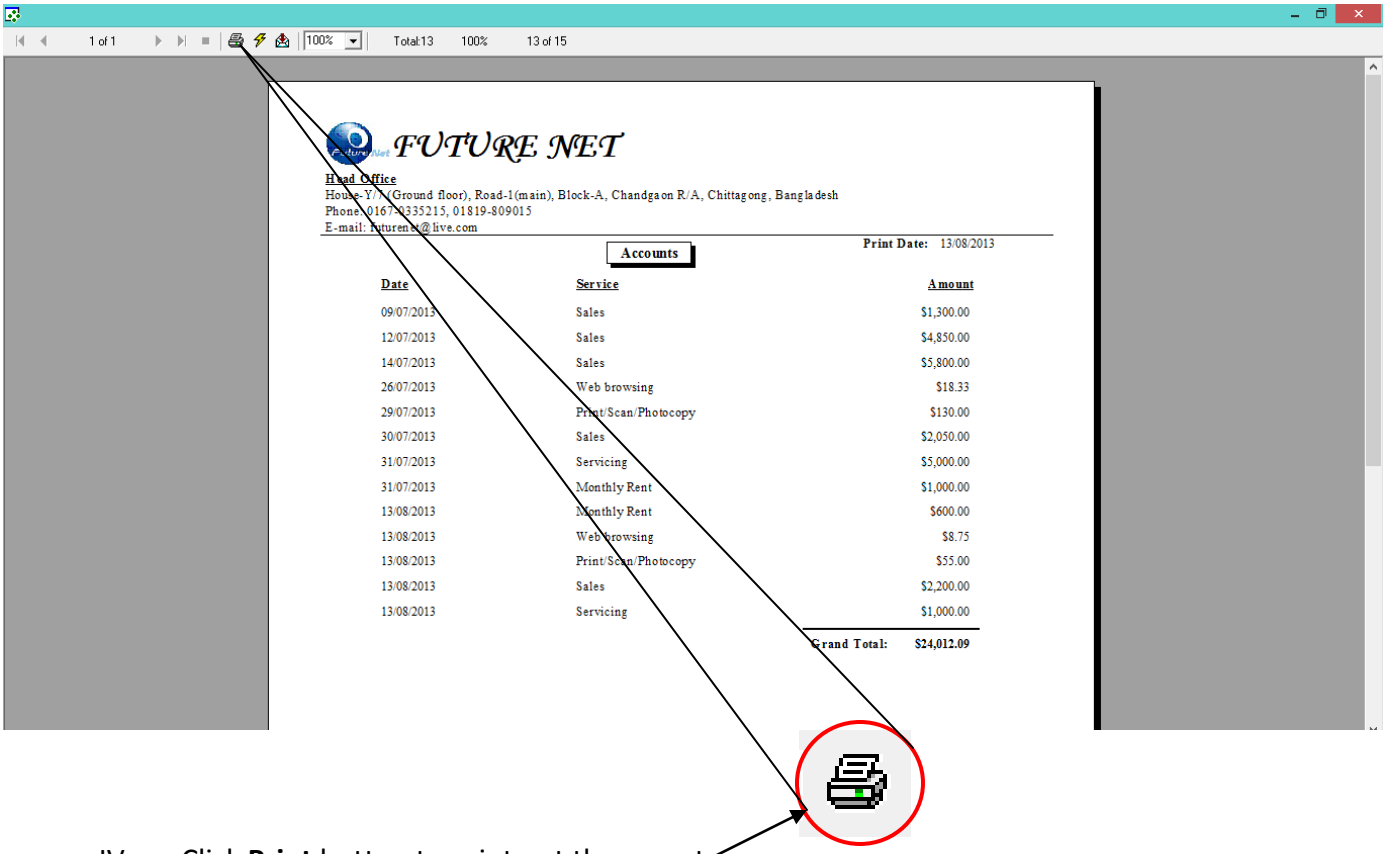
To check accounts report, Select **Reports > Accounts** and take the following steps:

I. Select date range



II. Click **Go** button

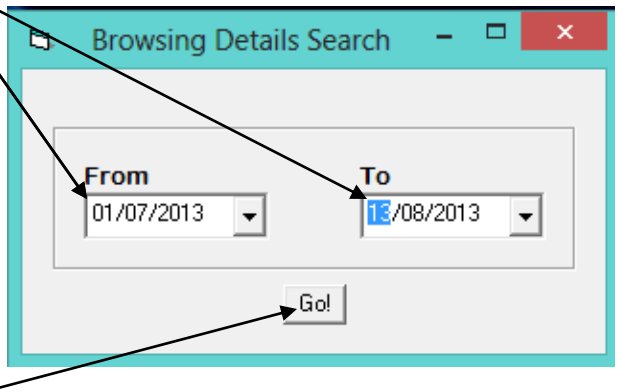
III. Clicking go button will show all the income in between the selected dates



IV. Click **Print** button to print out the report.

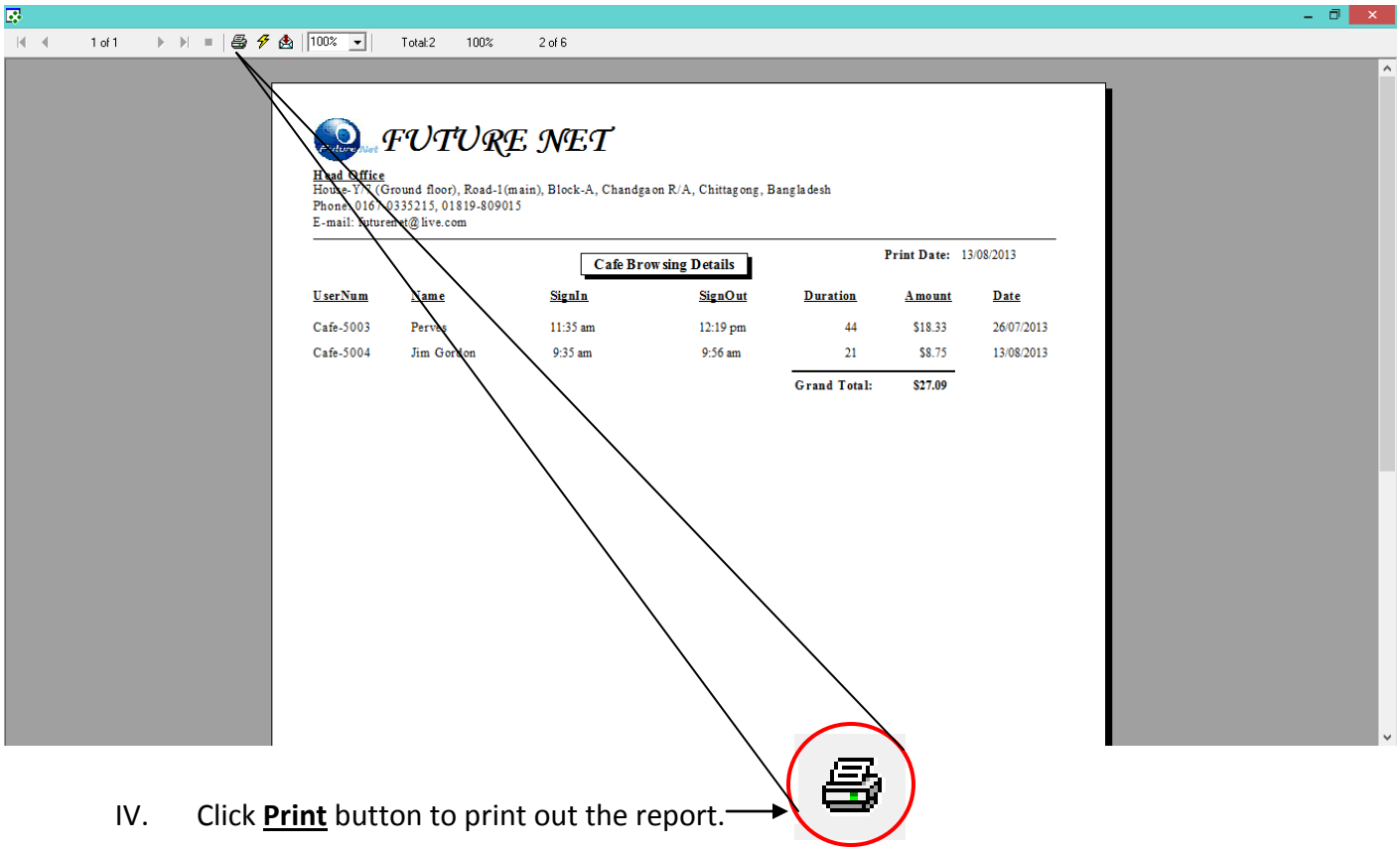
To check cafe browsing report, Select **Reports > Cafe Browse Details** and take the following steps:

I. Select date range



II. Click **Go** button

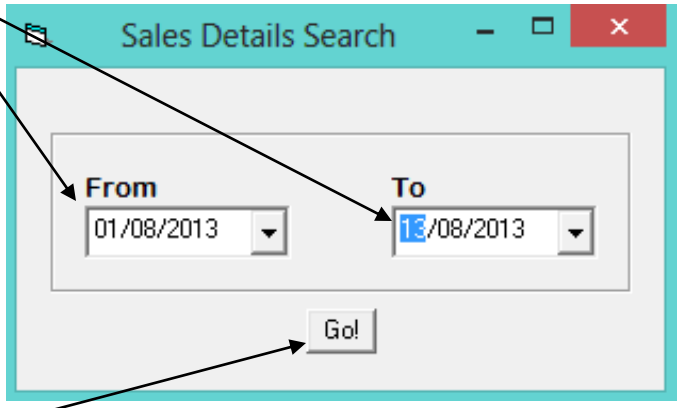
III. Clicking go button will show all details of cafe users in between the selected dates



IV. Click **Print** button to print out the report.

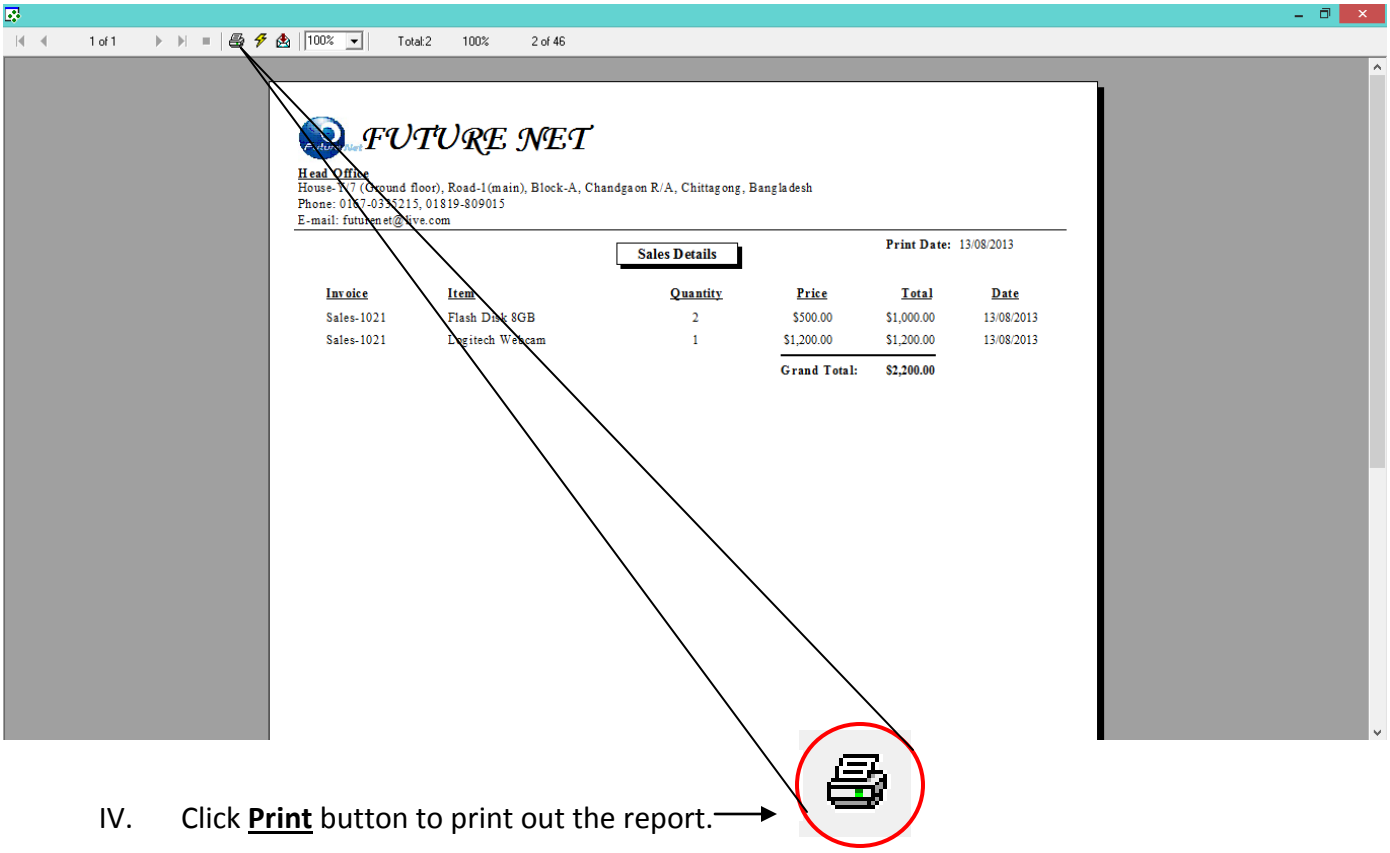
To check Item Sales report, Select **Reports > Sales Details** and take the following steps:

I. Select date range



II. Click **Go** button

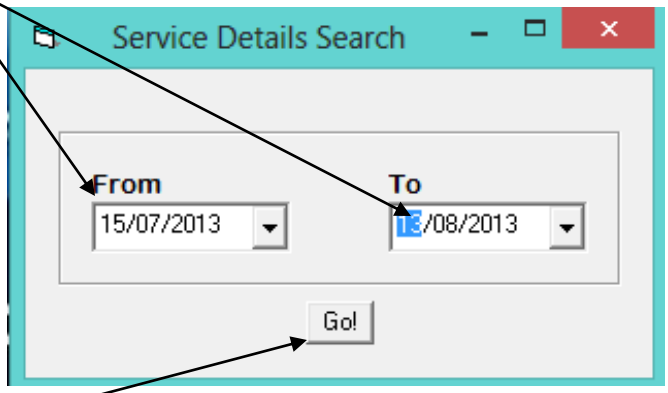
III. Clicking go button will show all the sales details in between the selected dates



IV. Click **Print** button to print out the report.

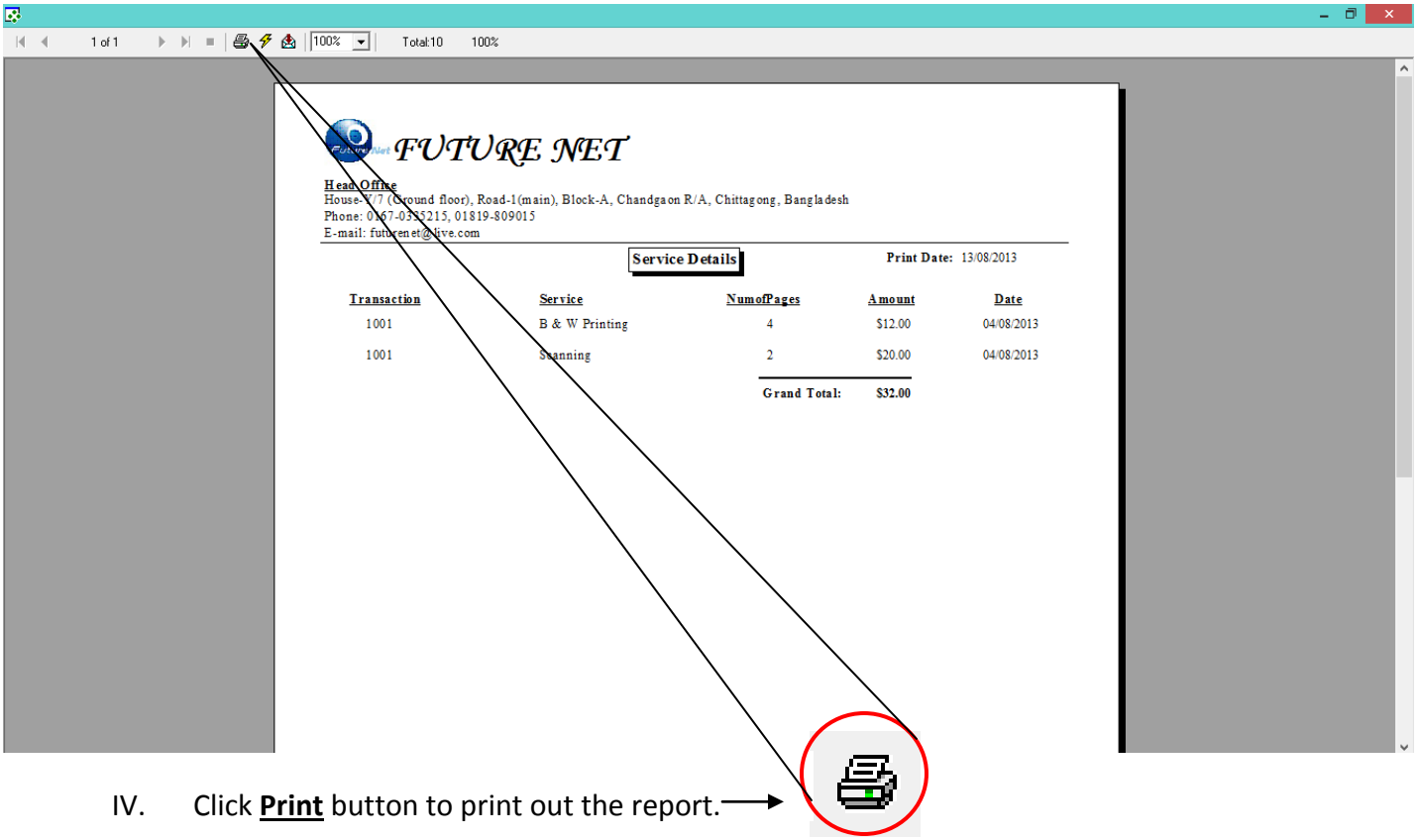
To check Customer services report, Select **Reports > Service Details** and take the following steps:

I. Select date range



II. Click **Go** button

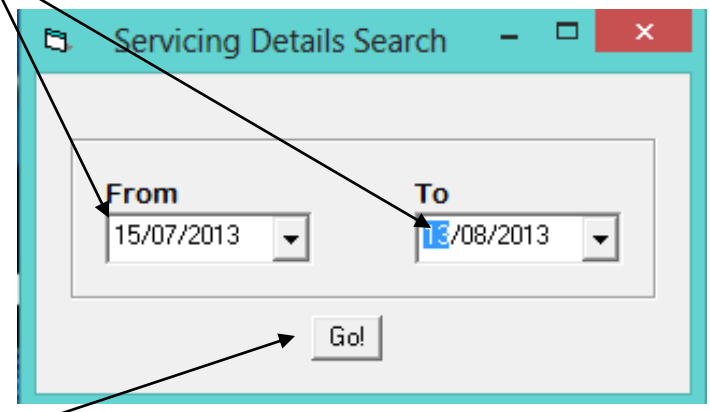
III. Clicking go button will show all the income in between the selected dates



IV. Click **Print** button to print out the report.

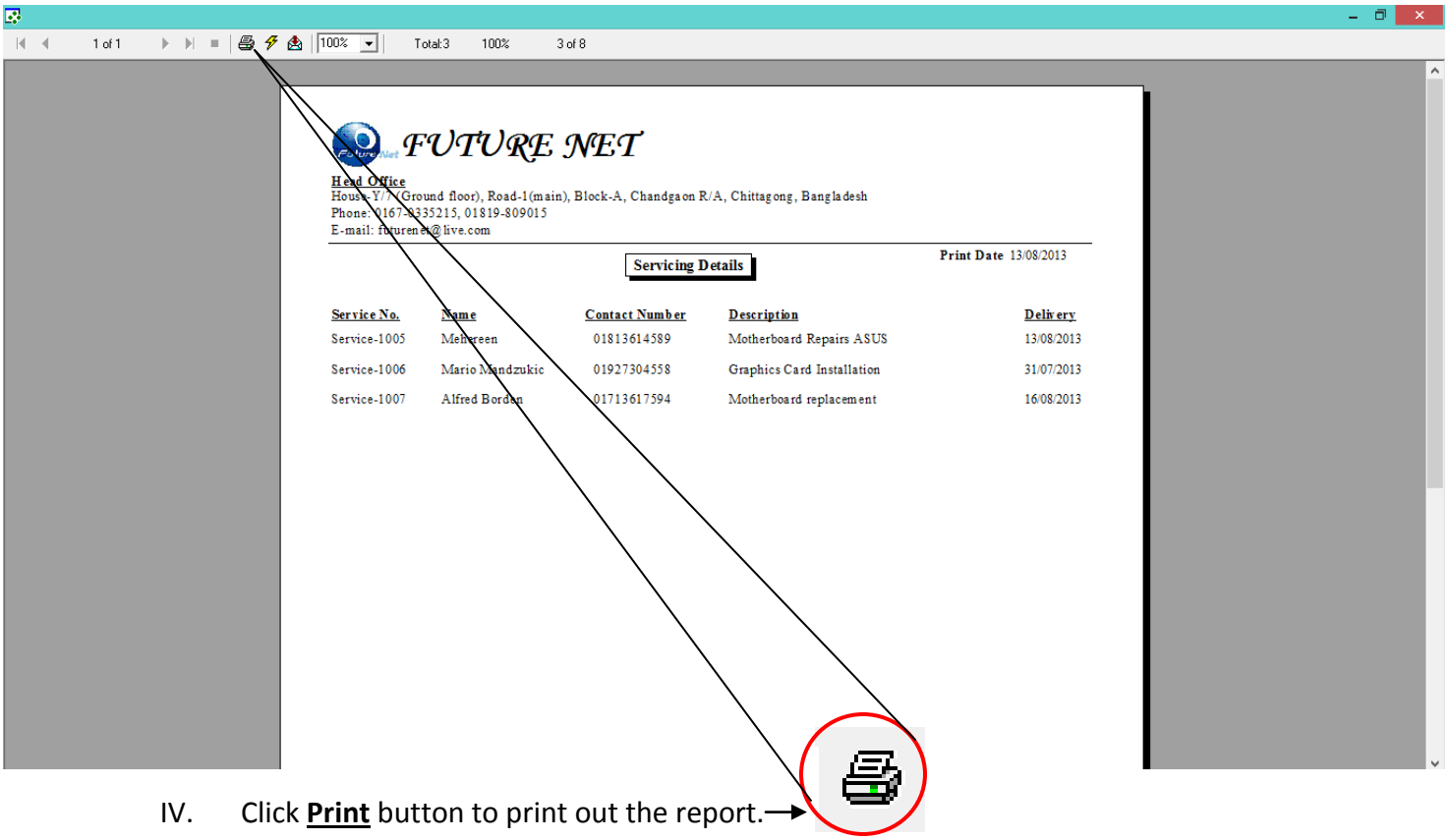
To check Servicing report, Select **Reports > Servicing Details** and take the following steps:

I. Select date range



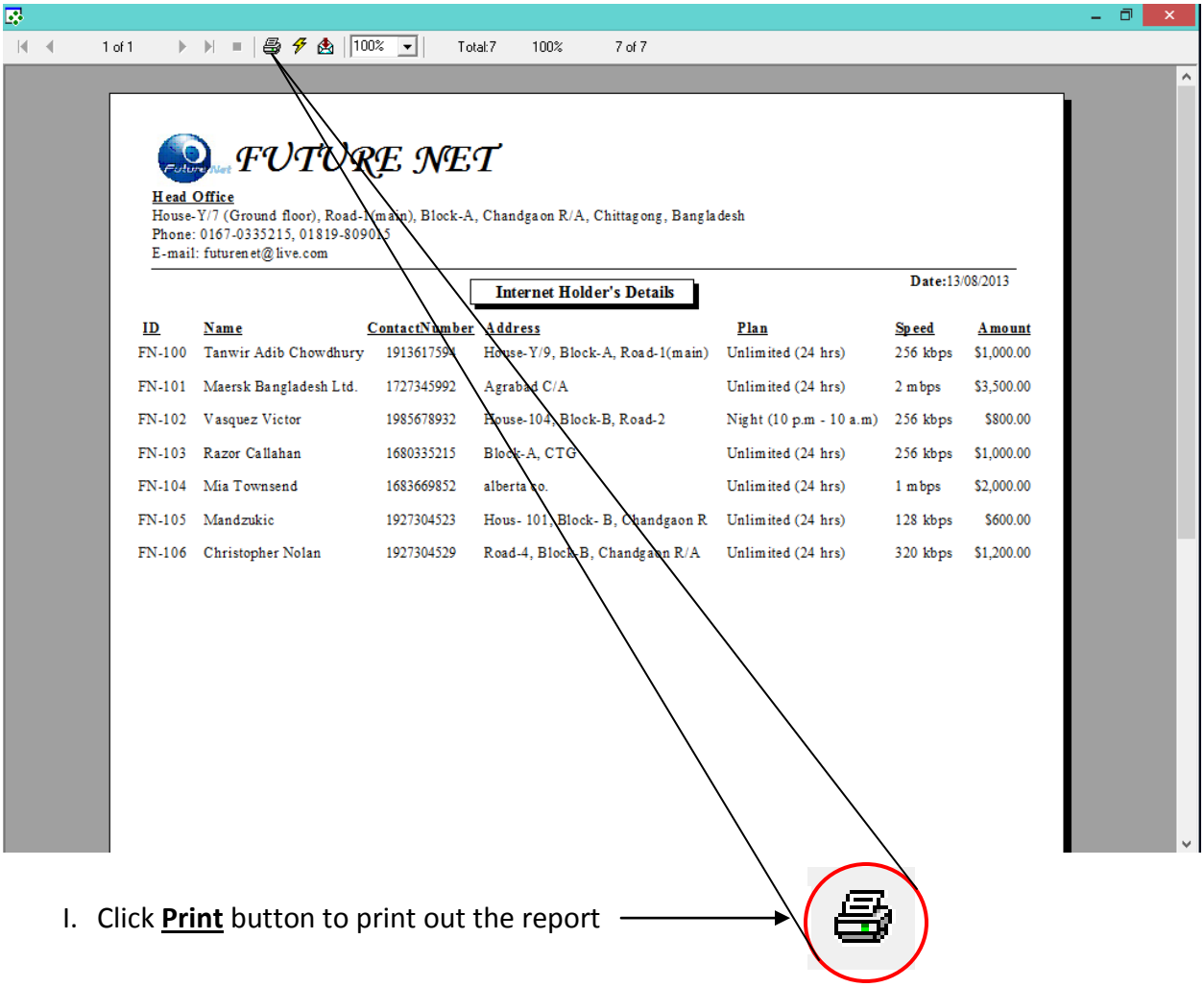
II. Click **Go** button

III. Clicking go button will show all the income in between the selected dates



IV. Click **Print** button to print out the report.

To check current registered internet holders, Select **Reports > Holder Details**

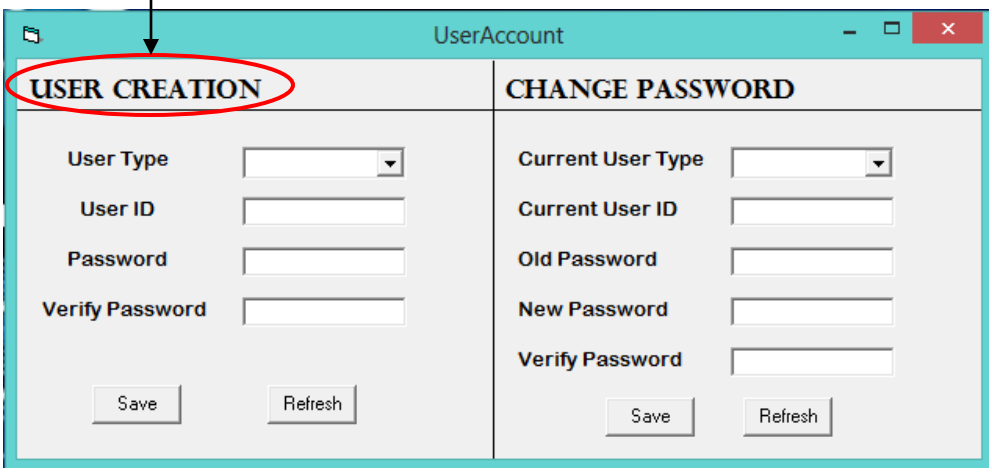


I. Click **Print** button to print out the report

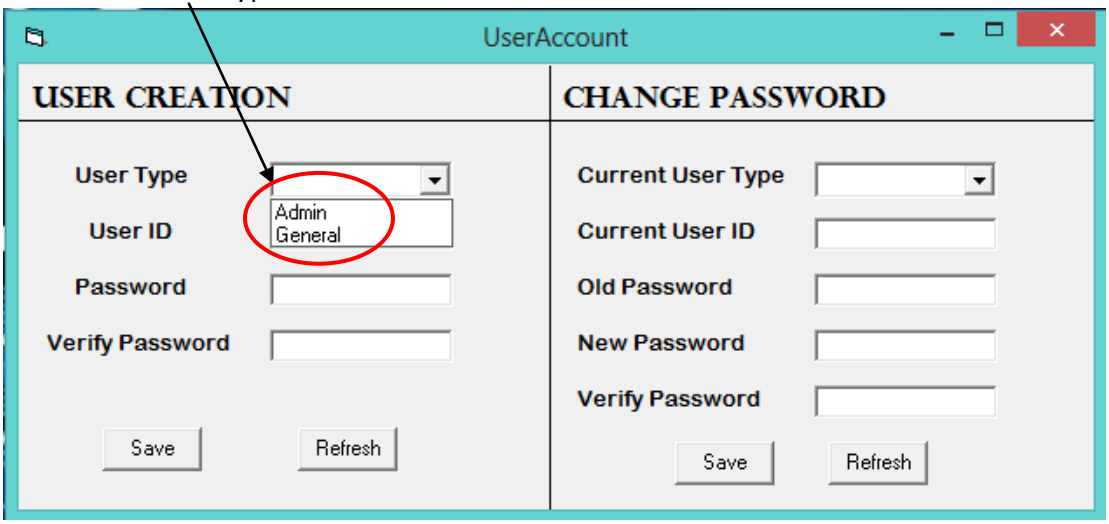
12) User Account:

To create User ID or change password of existing User ID, Select **Tools > User Account** and from the following options:

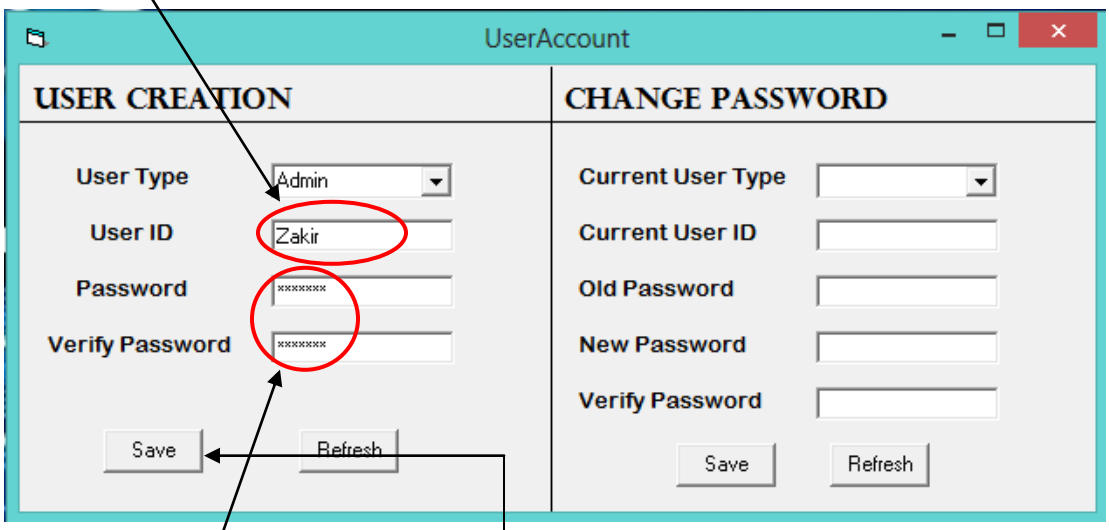
- To create User ID take the following steps:
  I. Go to User Creation Section



II. Select User Type



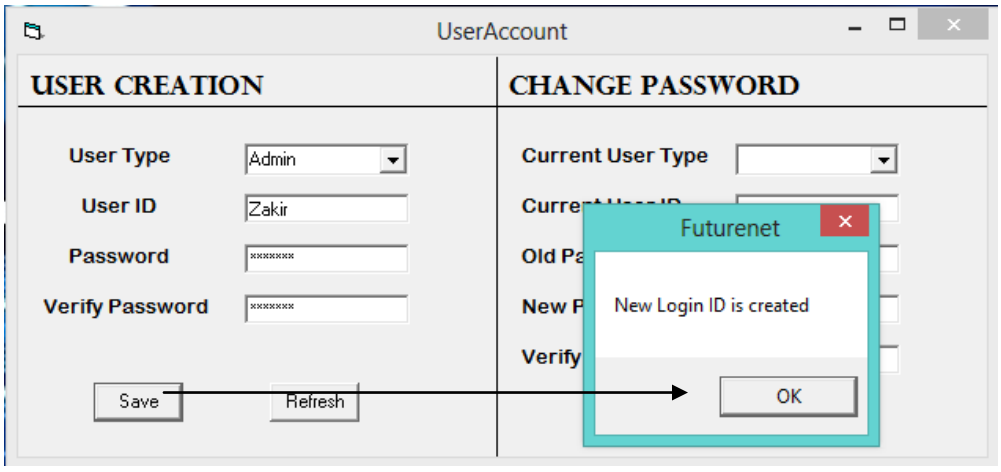
III. Input User ID



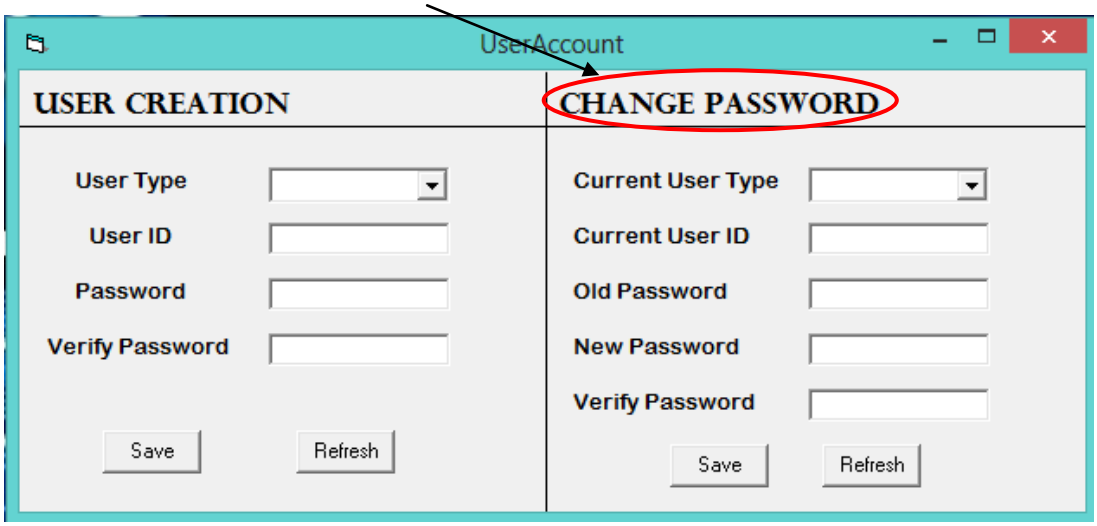
IV. Input Password and verification

V. Click **Save** button

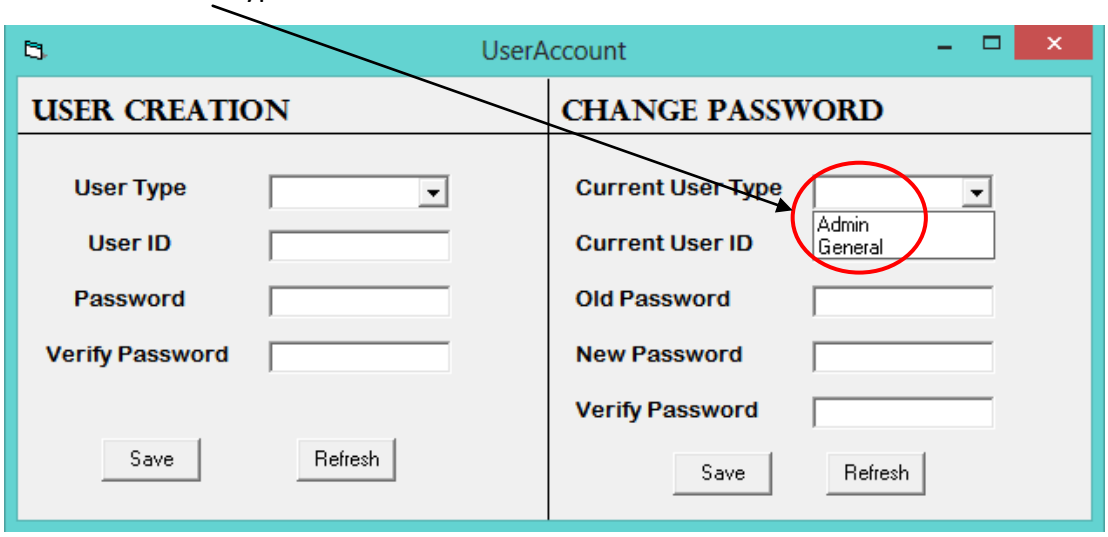
VI. When the Save button is clicked a message is displayed as a confirmation that User ID was created successfully.



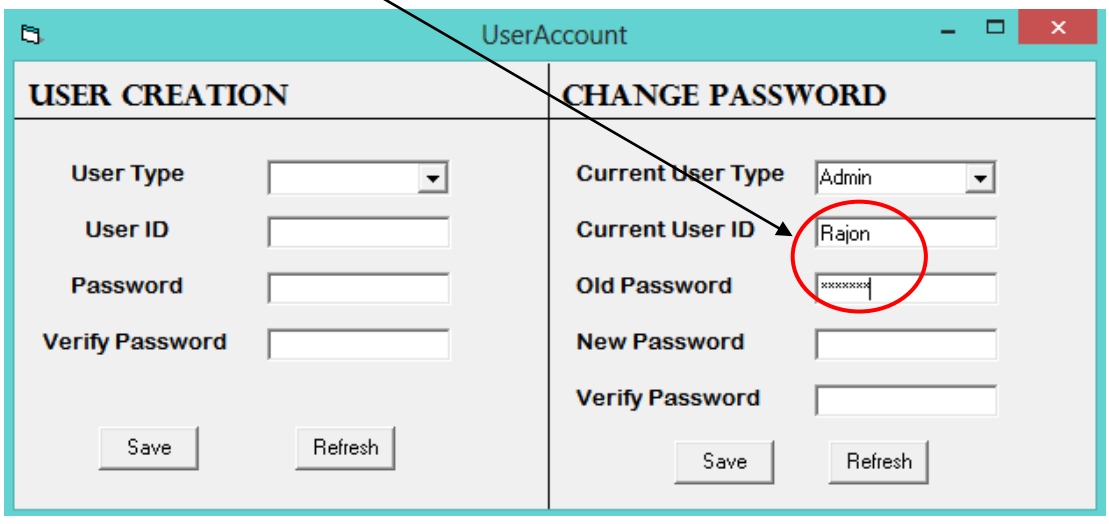
- To change password of existing User ID take the following steps:
  I. Go to Change Password Section



  II. Select User type

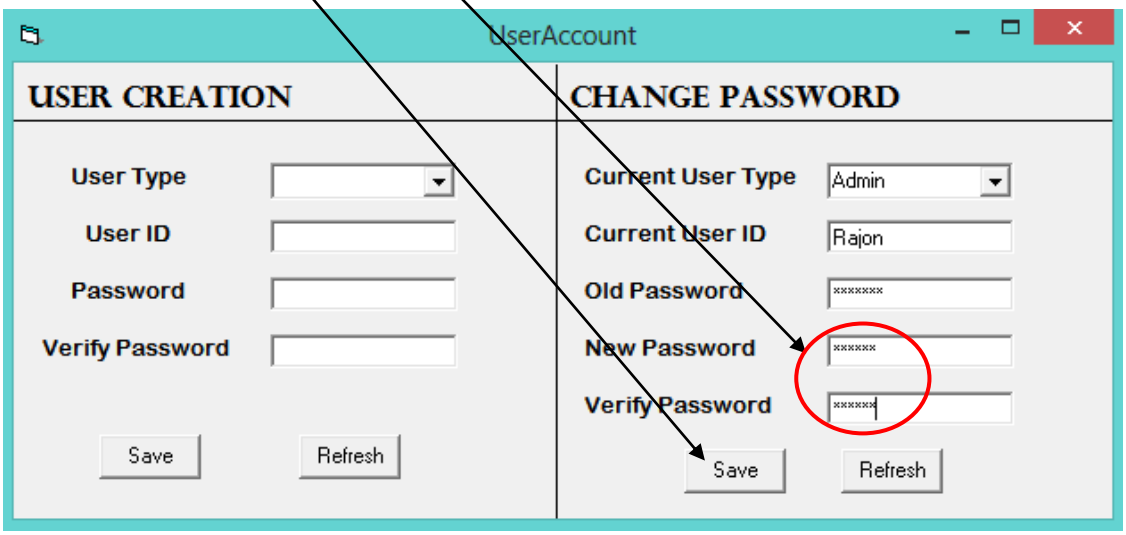


  III. Input current user name and old(existing) password

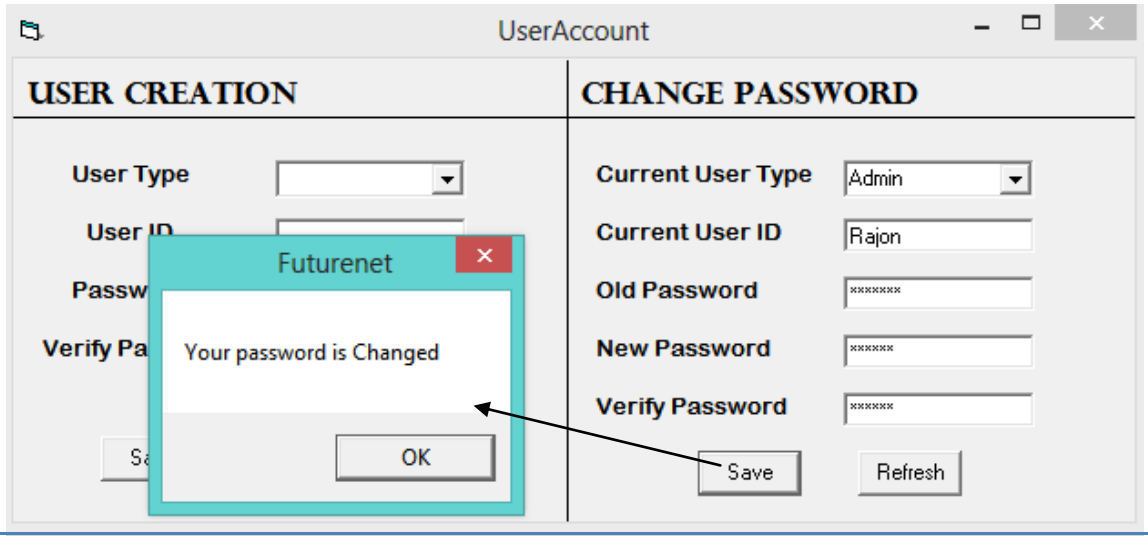


IV. Input New Password and verification

V. Click **Save** button



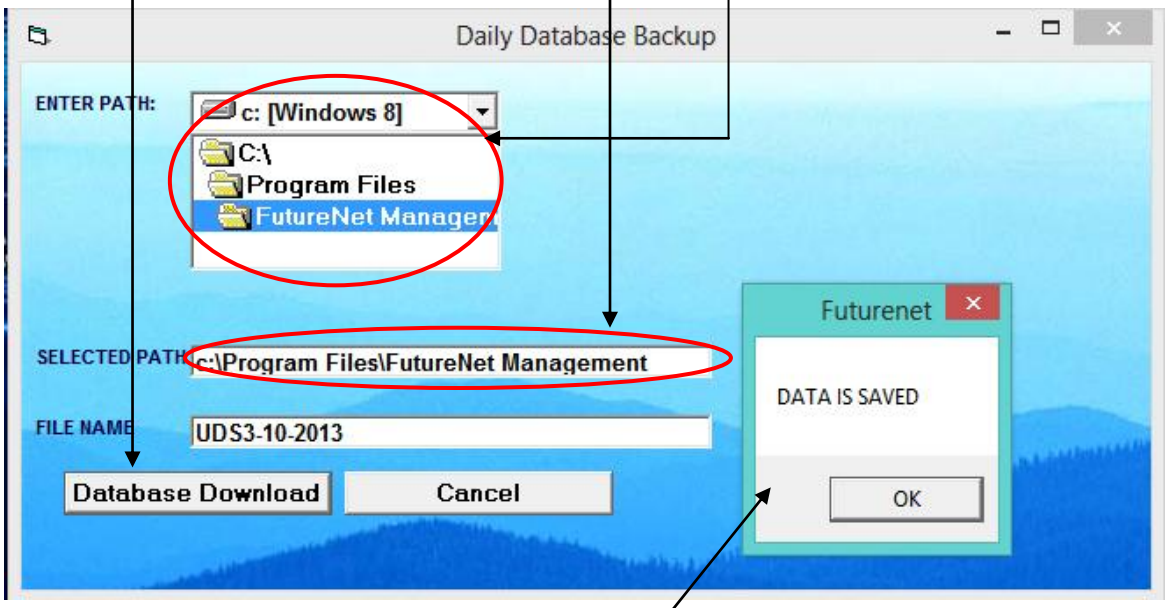
VI. When the Save button is clicked a message is displayed as a confirmation that User ID was created successfully.



13) Create Backup:

To create a backup of the database, Select **Tools > Create Backup** and take the following steps:

I. Enter Path of database
II. Path directory will be shown in selected path
III. Input/Change file name if required
IV. Click **Database Download.**



V. Clicking database download will show a confirmation message that the backup attempt was successful.

Security Measures

Since there will be very important data about the total Income from various sectors it has to be made sure that the data stored is safe, secure, accurate and up-to-date. Special care must be taken to make sure that Accounts information should not be altered or retrieved for by unauthorized (General) users. To keep the data stored in the system secured the following measures need to be taken:

Physical protection: The first line of defense regarding security of data is physical protection. The computer should be locked away when not in use. When using the system, keep laptops (if any) away from the public, as they are easy to pick up and run away with.

Virus Protection: An updated and strong licensed version of antivirus software must be installed in the system in order to protect files from getting infected by virus. This may corrupt the file and stop the program from working properly. With a strong antivirus comes a strong firewall system which will prevent illegal access to the system and to the data stored in the system.

Back Up: All important data should be backed up regularly in order to compensate for a system loss or when files go missing due to many unforeseen reasons. Periodically a copy of the database file should be saved into a different storage medium and kept away from the main copy.

Password and Encryption: Depending on what version of windows you are using, you should be able to set a windows password (see “Windows” help for more details). This is recommended, as it is a reasonably secure defense against the being accessed by anyone without your consent. For security purpose I have already protected the entire system with passwords which vary depending on the Users. The Database can be completely encrypted so that no one can read the data even if they get access to the database illegally.

The Admin user is allowed full access to all the features available in the system. And for the General user some of the features will be disabled.. No one can use this software without a proper user type, user I.D. and user password.

FAQs

This section of the help file is a guide to what to do if an aspect of the system doesn't work as well as it should. It should fix any problems you encounter, however, if more help is required, please contact the developer of this program.

I have installed the system, but clicking on the icon in the desktop does not start the program. What should I do?

- ✓ If the system is installed properly then the program should start. But in case if it does not start then it means that the installation was not done properly. Remove the program installed in your system from Programs and features/Add or Remove Programs in control panel and re-install it this time carefully carrying out all the installation procedures. Refer to the Installation guide in the beginning of this manual. Then open the program from the desktop.

The main form opens but an error message shown saying the file "FUTURENET.mdb" could not be found. What should be done to overcome this error?

- ✓ Simply copy the database file provided in the disk into the destination folder where the program is installed. If the file is already there and is not working then replace it with the one copied from the installation disk.

What should I do if my reports do not print out?

- ✓ Check if the printer is on and if there is paper in the printer. Make sure you have pressed the print button on the reports. Ensure that your printer is connected to the computer and installed (ready for use).

I have pressed on the power button of the computer but nothing happens?

- ✓ It is possible that the plug has been pulled out, or the power is switched off at the plug. Check that the plug is in and the power is switched on.

My windows password doesn't work, so can't I access the system?

- ✓ Check that you have typed the password correctly; errors may arise due to case sensitivity.

I press a button on a form but nothing happens?

- ✓ It is possible that the system has crashed. If this is the case, you should restart your computer.
- ✓ If your system is slow, it may have temporarily hung. This happens from time to time and is nothing to worry about. You should wait until the system recovers and you should be able to get along with your work.

What should I do if the invoice cannot be printed?

- ✓ Check that the printer is switched on and connected properly.
- ✓ Remember to click the print button in the invoice option.
- ✓ Check whether the printer is out of paper.

What should I do if I cannot access the program?

- ✓ Check whether you have signed up or not.
- ✓ Ask the owner about your user I.D. and other details.
- ✓ Try logging again.
- ✓ Contact the software developer if the above instructions do not work.

What should I do if I cannot add/edit/delete details?

- ✓ Check that details are not conflicting.
- ✓ Check the user guide.

What should I do if search results are not shown?

- ✓ Please be sure that the tariff details are there from before.
- ✓ Check user guide.

Glossary of Terms

Please note that the definitions used are not textbook definitions and have been written to give the users a general idea of what the terms discussed are:

Antivirus: Software that detects any known viruses and removes them.
ASCII: American Standard Code for Information Interchange, a standard code of exchange and reference of data between computers.
ASCII Value: These are standard and recognized values of different characters according to the ASCII code. For example, 'A' has an ASCII value of 65, which is taken as a standard identification of 'A' by computers. That is, when the computer receives an ASCII value of 65, it deems it as 'A'.
Back-end: The parts of a system which are not or seen interfered with by the user. E.g. what the computer does to put a computer written letter to print is the back end work.
Back-up: Literally means 'reserve' or 'precautionary measure' in some cases.
Database: Database is a collection of sets of data about something. A complete set of data is called a record, while the different types of data present in the tables are called fields. For example, a database contains 10 sets of data for 10 products in a particular table of data.
Dialog Box: (common dialog box) these refer to the small windows which appear when you save, open, print files.
Encryption: Encryption refers to the technique of representing data in coded format so that anyone who reads it cannot understand what it is. For example, the word 'data' can be written as 'ebub' where'd' has been changed to 'e', 'a' has been changed to 'b' and so on. This is a simple way of encryption.
Flash Drive: A type of storage device; USB device.
Foreign Key: A field that is a primary key in table 1 and is present but not a primary key in table 2 is the foreign key for table 2
Front-end: The processes which are carried out in-front of the user and often with the user's interference are said to happen in the front end.
Malware: Software that has been designed for mischievous or criminal purposes; it might slow down the system or cause deletion of files etc.
Microsoft Access: database software designed by Microsoft corporation; it has a wide range of features and is compatible with Visual Basic, and has been used in the design of the program.
Presence Check: a validation technique that ensures that a required piece of information is not left blank.
Relational Database: A database which has tables that have been linked using a common field(s) of information. Data updated in one table might automatically update the other items in a relational database.

Report: A type of output format of information. In this program, data reports have been designed to represent records of students and print or export them.
Tables: one of the many collections of data in form of fields and records which might be present in a database.
Virus: A malicious program which can copy itself from one to another location within and out of the computer and can harm the computer.
Visual Basic: An event driven programming language program development environment, which has been used in the designing of this program.

This documentation will help you to solve most of the problems you may encounter when working with the system. However, if there is a problem that this file cannot help you with, please feel free to email the creator of this system, Tanwir Adib Chowdhury at ta_chowdhury@yahoo.com

Hotline- +8801913617594

Thank you for using this system.