TEAM ARBITRARY

Professional Development Notebook

System Maintenance & Support Document

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**ADMINISTRATION SUPPORT**

Since the development team will not be around forever to continuously support and maintain the Professional Development Notebook, this document was developed for future administrators of the system. The scope of the document is to inform the user of some possible methods of correction of issues, as well as best practices for maintenance and updates in the future.

**RECOMMENDED REQUIREMENTS**

* Broadband internet connection with a speed of at least 2 Mbsp. (Note: Users with a connection speed of less than 2 Mbsp will still be able to access the website but may experience long load times when submitting data.)
* An up-to-date web browser, such as recent versions of Google Chrome, Mozilla Firefox, or Microsoft Edge.
* An up-to-date operating system. Windows 7 or newer, or MAC OS 10.8 or above is supported. It is recommended that users keep their operating systems up-to-date with the newest security passwords and have installed an anti-virus software.

**USER ISSUE SUBMISSIONS**

Graphical user interface, text, application, chat or text message

Description automatically generatedIf users experience issues, they can describe the problem in the textarea at the bottom of the homepage and hit submit to send a message to the developer team. This development email should be checked frequently and response times to users should not exceed 24 hours.

**POTENTIAL FUTURE ENHANCEMENTS**

* Allow users to upload photos of their event. This could be through a separate web page, or through a link in their displayed notebook submissions.
* Allow users to change the background image of their notebook.
* Allow users to change the background color of their notebook submissions.
* Allow users to modify and edit their submissions without having to delete the whole entry and create a new one.
* Implement a “help” page or window to address FAQs and common problems or bugs OR create a separate FAQ web page.

**ALTERNATIVE APPPROACHES**

During the development of the Professional Development notebook, some alternative approaches to the system design.

One of these approaches was to have the default landing page of the website be the login page. However, it was determined that a better approach would be for the default landing page to be a homepage containing buttons that would lead to the login/sign-up pages.

Another alternative that was discussed regarded what the users would see immediately after signing in to their accounts. Initially, the design was that users would see an “about us” page describing the system’s purpose and how to use it. It was then decided that the first thing users should see after logging in would be their notebook entries.