**User Guide**

Table of Contents

[Introduction 3](#_Toc513119478)

[Purpose 3](#_Toc513119479)

[Scope 3](#_Toc513119480)

[Functionality 3](#_Toc513119481)

[New User 3](#_Toc513119482)

[Customer 3](#_Toc513119483)

[Staff 3](#_Toc513119484)

[Access Control 3](#_Toc513119485)

# Introduction

## Purpose

The purpose of this documentation is to define functionality of developed Caretaker Management System.

## Scope

This documentation show functionality for different users (customer, staff and admin) and explains provided privileges for different users.

# Functionality

## New User

### Customer

New customer will need to sign up first then from form available on Customer login page. After registration one can sign in using email and password. Customer has to add a property first in order to add a ticket (refers to jobs like gardening or window cleaning). A property can be added from “+” button on left side of page. After adding an address user can click on address and add tickets for that particular address. User can also set preference on type of work they want for example if one want good quality work then one might set contractor preference to highest rated so highest rated available worker will be assigned for that particular job. Customer can also rate worker from there ticket.

### Staff

New staff will be added to system by admin. Then staff can login from Staff login page from provided details. Staff can see assigned jobs(tickets) and click complete once they finish a job. Staff ticket also have a link to google maps for particular customer address.

## Access Control

Customer just have access just to their own properties and name of staff who will be doing asked job. Staff can only see customer name, phone number and address. Whereas, admin can access anything on system.