**User Manual for Technical Support Management System Login**

This guide explains how to log in to the Arellano University Technical Support Management System and use its key features.

**1. Access the Login Page**

1. Open a web browser (e.g., Chrome, Firefox, Edge).
2. Enter the system URL (e.g., http://example.com/login.php).
3. Press **Enter** to load the login page.

**2. Log In**

1. **Username**: Type your username in the "Username" field.
2. **Password**: Type your password in the "Password" field.
3. Click the **Sign In** button.
4. **Result**:
   * Success: Redirects to your dashboard based on your role:
     + Administrator: dashboard.php
     + Technical Staff: tech-dashboard.php
     + User: user-dashboard.php
   * Failure: Error message appears (e.g., "Incorrect login details or account is inactive"). Check credentials and try again.

**3. Use Additional Features**

* **Toggle Theme**:
  + Click the moon/sun icon (top-left) to switch between dark and light modes.
* **Navigation Menu**:
  + Click the hamburger icon (top-right) to open.
  + Select **Login** or **Register** (register.php).
  + Click **X** or outside to close.
* **Show/Hide Password**:
  + Click the eye icon in the password field to show (eye-slash) or hide (eye) the password.
* **Remember Me**:
  + Check the "Remember me" box to save credentials for 30 days.
  + Uncheck to clear saved credentials.
* **Forgot Password**:
  + Click "Forgot Password?" to go to forgot-password.php and reset your password.
* **Register**:
  + Click "Create Account" to go to register.php and sign up.

**4. Troubleshoot Issues**

* **Login Fails**: Verify username/password, ensure account is active.
* **Page Not Loading**: Check internet, clear cache, try another browser.
* **Cookies Not Working**: Enable cookies, avoid private mode.
* **Errors**: Contact support for "Error on the login statement" or similar.

**5. Security Tips**

* Use a strong, unique password.
* Avoid "Remember Me" on shared devices.
* Log out after use.
* Don’t share credentials.

**Contact Support**

* **Email**: [Insert support email]
* **Phone**: [Insert support phone number]

# User Manual for Admin Technical Support Management System Dashboard

This guide provides simple instructions for using the dashboard of the Arellano University Technical Support Management System.

## 1. Access the Dashboard

1. **Log In**: Access the login page (e.g., http://example.com/login.php), enter your username and password, and click **Sign In**.
2. **Redirect**: If credentials are valid, you will be redirected to the dashboard (dashboard.php) based on your role (Administrator, Technical Staff, or User).
3. **Session Check**: If not logged in, you will be redirected to the login page.

## 2. Navigate the Dashboard

The dashboard is the main interface for managing system functions. Key elements include:

* **Sidebar**: Located on the left (included via sidebar.php), it provides navigation links (specific options depend on your role).
* **Welcome Box**: Displays "Dashboard" at the top, centered above the main content.
* **Management Cards**: Three clickable cards for accessing key modules:
  + **Account**: Links to accounts-management.php for managing user accounts.
  + **Equipment**: Links to equipment-management.php for managing equipment.
  + **Ticket**: Links to ticket-management.php for managing support tickets.

## 3. Use Dashboard Features

* **Toggle Theme**:
  + Click the theme toggle icon (if included in sidebar.php) to switch between dark and light modes.
  + The selected mode is saved for future visits.
* **Access Modules**:
  + Click the **Account** card to manage user accounts.
  + Click the **Equipment** card to manage equipment records.
  + Click the **Ticket** card to view or manage support tickets.
  + Each card flips on hover to highlight the module name.
* **Sidebar Navigation**:
  + Use the sidebar links to access additional features or return to the dashboard (specific links depend on sidebar.php).

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. If redirected to login.php, re-enter your credentials.
* **Page Not Loading**: Check your internet connection, clear browser cache, or try another browser.
* **Theme Not Saving**: Enable cookies in your browser settings and avoid private/incognito mode.
* **Cards Not Responding**: Ensure JavaScript is enabled and refresh the page.

## 5. Security Tips

* **Log Out**: Always log out after use on shared devices.
* **Strong Password**: Use a unique, strong password.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Account Management

This guide provides simple instructions for using the Account Management page of the Arellano University Technical Support Management System.

## 1. Access the Account Management Page

1. **Log In**: Go to the login page (e.g., http://example.com/login.php), enter your username and password, and click **Sign In**.
2. **Navigate to Dashboard**: After logging in, you will be redirected to the dashboard (dashboard.php).
3. **Access Account Management**: From the dashboard, click the **Account** card or use the sidebar (if available) to navigate to accounts-management.php.
4. **Session Check**: If not logged in, you will be redirected to the login page.

## 2. View and Search Accounts

* **View All Accounts**: The page displays a table with columns for Username, Account Type, Status, Created By, and Date Created.
* **Search Accounts**:
  1. Enter a username or account type in the search bar (top-left).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If no accounts match the search or none exist, a "No records found" message appears.

## 3. Manage Accounts

* **Add New Account**:
  1. Click the **Add** button (top-right, with a user-plus icon).
  2. You will be redirected to create-account.php to create a new account.
* **Update Account**:
  1. Locate the account in the table.
  2. Click the **Update** button (pen icon) in the Actions column.
  3. You will be redirected to update-account.php for that account.
* **Delete Account**:
  1. Locate the account in the table.
  2. Click the **Delete** button (trash icon) in the Actions column.
  3. A confirmation modal will appear asking, "Are you sure you want to delete this account?"
  4. Click **Delete** to confirm or **Cancel** to abort.
  5. If deleted, a "Account Successfully Deleted!" modal appears. Click **OK** to return to the account list.
* **Logout**:
  1. Click the **Logout** button (top-right, with a sign-out icon) to return to login.php.

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Delete failed" or "Log insert failed" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Strong Passwords**: Use unique, strong passwords for accounts.
* **Verify Actions**: Double-check before deleting accounts, as this action is permanent.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Equipment Management

This guide provides simple instructions for using the Equipment Management page of the Arellano University Technical Support Management System.

## 1. Access the Equipment Management Page

1. **Log In**: Go to the login page (e.g., http://example.com/login.php), enter your username and password, and click **Sign In**.
2. **Navigate to Dashboard**: After logging in, you will be redirected to the dashboard (dashboard.php).
3. **Access Equipment Management**: From the dashboard, click the **Equipment** card or use the sidebar (if available) to navigate to equipment-management.php.
4. **Session Check**: If not logged in, you will be redirected to the login page.

## 2. View and Search Equipment

* **View All Equipment**: The page displays a table with columns for Asset Number, Serial Number, Type, Branch, Status, and Created By.
* **Search Equipment**:
  1. Enter an asset number, serial number, type, or branch in the search bar (top-left).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If no equipment matches the search or none exist, a "No records found" message appears.

## 3. Manage Equipment

* **Add New Equipment**:
  1. Click the **Add** button (top-right, with a plus icon).
  2. You will be redirected to add-equipment.php to add a new equipment record.
* **Update Equipment**:
  1. Locate the equipment in the table.
  2. Click the **Update** button (pen icon) in the Actions column.
  3. You will be redirected to update-equipment.php for that equipment.
* **Delete Equipment**:
  1. Locate the equipment in the table.
  2. Click the **Delete** button (trash icon) in the Actions column.
  3. A confirmation modal will appear asking, "Are you sure you want to delete this equipment?"
  4. Click **Delete** to confirm or **Cancel** to abort.
  5. If deleted, an "Equipment Successfully Deleted!" modal appears. Click **OK** to return to the equipment list.
* **Logout**:
  1. Click the **Logout** button (top-right, with a sign-out icon) to return to login.php.

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Delete failed" or "Log insert failed" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Verify Actions**: Double-check before deleting equipment, as this action is permanent.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Ticket Management

This guide provides simple instructions for using the Ticket Management page of the Arellano University Technical Support Management System.

## 1. Access the Ticket Management Page

1. **Log In**: Go to the login page (e.g., http://example.com/login.php), enter your username and password, and click **Sign In**.
2. **Navigate to Dashboard**: After logging in, you will be redirected to the dashboard (dashboard.php).
3. **Access Ticket Management**: From the dashboard, click the **Ticket** card or use the sidebar (if available) to navigate to ticket-management.php.
4. **Session Check**: If not logged in, you will be redirected to \_login.php.

## 2. View and Search Tickets

* **View All Tickets**: The page displays a table with columns for Ticket Number, Problem, Date, Time, and Status, sorted by date (newest first).
* **Search Tickets**:
  1. Enter a ticket number, problem, or status in the search bar (top-left).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If no tickets match the search or none exist, a "No tickets found" message appears.

## 3. Manage Tickets

* **View Ticket Details**:
  1. Locate the ticket in the table.
  2. Click the **Details** button (info-circle icon) in the Actions column.
  3. A modal will display details like Ticket Number, Problem, Status, Created By, and more.
  4. Click **Close** to exit the modal.
* **Assign Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Assign** button (arrow-right icon) in the Actions column.
  3. If the ticket status is **PENDING** or **ON-GOING**, you will be redirected to assign.php to assign it.
  4. If not, an error modal will appear stating, "Only tickets with status 'PENDING' or 'ON-GOING' can be assigned." Click **OK** to close.
* **Approve Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Approve** button (thumbs-up icon) in the Actions column.
  3. If the ticket status is **WAITING FOR APPROVAL**, a confirmation modal will appear asking, "Do you want to approve this ticket?"
  4. Click **Approve** to set the status to **CLOSED** or **Cancel** to abort.
  5. If not, an error message will appear stating, "Only tickets with status 'WAITING FOR APPROVAL' can be approved."
* **Delete Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Delete** button (trash icon) in the Actions column.
  3. If the ticket status is **CLOSED**, a confirmation modal will appear asking, "Do you want to delete this ticket?"
  4. Click **Delete** to confirm or **Cancel** to abort.
  5. If deleted, a "Ticket Successfully Deleted!" modal appears. Click **OK** to return to the ticket list.
  6. If not, an error message will appear stating, "Only tickets with status 'CLOSED' can be deleted."

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Could not delete ticket" or "Could not log the delete action" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK**/**Close** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Verify Actions**: Double-check before approving or deleting tickets, as these actions may be permanent.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Technical Dashboard

This guide provides simple instructions for using the Technical Dashboard of the Arellano University Technical Support Management System, designed for technical staff.

## 1. Access the Technical Dashboard

1. **Log In**: Go to the technical login page (e.g., http://example.com/login-tech.php), enter your username and password, and click **Sign In**.
2. **Redirect**: If credentials are valid and your account type is **TECHNICAL**, you will be redirected to the technical dashboard (tech-dashboard.php).
3. **Session Check**: If not logged in or your account type is not **TECHNICAL**, you will be redirected to login-tech.php.

## 2. Navigate the Technical Dashboard

The technical dashboard is the main interface for technical staff to manage equipment and tickets. Key elements include:

* **Sidebar**: Located on the left (included via tech-sidebar.php), it provides navigation links specific to technical staff.
* **Welcome Box**: Displays "Dashboard" at the top, centered above the main content.
* **Management Cards**: Two clickable cards for accessing key modules:
  + **Equipment**: Links to tech-equipment-management.php for managing equipment.
  + **Ticket**: Links to tech-ticket-management.php for managing support tickets.

## 3. Use Dashboard Features

* **Toggle Theme**:
  + Click the theme toggle icon (if included in tech-sidebar.php) to switch between dark and light modes.
  + The selected mode is saved for future visits.
* **Access Modules**:
  + Click the **Equipment** card to manage equipment records.
  + Click the **Ticket** card to view or manage support tickets.
  + Each card flips on hover to highlight the module name.
* **Sidebar Navigation**:
  + Use the sidebar links to access additional features or return to the dashboard (specific links depend on tech-sidebar.php).

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in with a **TECHNICAL** account. Re-enter credentials if redirected to login-tech.php.
* **Page Not Loading**: Check your internet connection, clear browser cache, or try another browser.
* **Theme Not Saving**: Enable cookies in your browser settings and avoid private/incognito mode.
* **Cards Not Responding**: Ensure JavaScript is enabled and refresh the page.

## 5. Security Tips

* **Log Out**: Always log out after use on shared devices.
* **Strong Password**: Use a unique, strong password.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Technical Equipment Management

This guide provides simple instructions for using the Technical Equipment Management page of the Arellano University Technical Support Management System, designed for technical staff.

## 1. Access the Technical Equipment Management Page

1. **Log In**: Go to the technical login page (e.g., http://example.com/login-tech.php), enter your username and password, and click **Sign In**.
2. **Navigate to Technical Dashboard**: After logging in with a **TECHNICAL** account, you will be redirected to the technical dashboard (tech-dashboard.php).
3. **Access Equipment Management**: From the dashboard, click the **Equipment** card or use the sidebar (included via tech-sidebar.php) to navigate to tech-equipment-management.php.
4. **Session Check**: If not logged in or your account type is not **TECHNICAL**, you will be redirected to login-tech.php.

## 2. View and Search Equipment

* **View All Equipment**: The page displays a table with columns for Asset Number, Serial Number, Type, Branch, Status, and Created By, sorted by asset number.
* **Search Equipment**:
  + Enter an asset number, serial number, type, or branch in the search bar (top-left).
  + Click the magnifying glass icon to filter the table.
  + To reset, clear the search bar and click the icon again.
* **No Records**: If no equipment matches the search or none exist, a "No records found" message appears.

## 3. Manage Equipment

* **Add New Equipment**:
  + Click the **Add** button (top-right, with a plus icon).
  + You will be redirected to tech-create-equipment.php to add a new equipment record.
* **Update Equipment**:
  + Locate the equipment in the table.
  + Click the **Update** button (pen icon) in the Actions column.
  + You will be redirected to tech-update-equipment.php for that equipment.
* **Delete Equipment**:
  + Locate the equipment in the table.
  + Click the **Delete** button (trash icon) in the Actions column.
  + A confirmation modal will appear asking, "Do you want to delete this equipment?"
  + Click **Delete** to confirm or **Cancel** to abort.
  + If deleted, an "Equipment Successfully Deleted!" modal appears. Click **OK** to return to the equipment list.
* **Logout**:
  1. Click the **Logout** button (top-right, with a sign-out icon) to return to login.php.

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in with a **TECHNICAL** account. Re-enter credentials if redirected to login-tech.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Delete failed" or "Log insert failed" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Verify Actions**: Double-check before deleting equipment, as this action is permanent.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System Technical Ticket Management

This guide provides simple instructions for using the Technical Ticket Management page of the Arellano University Technical Support Management System, designed for technical staff.

## 1. Access the Technical Ticket Management Page

1. **Log In**: Go to the technical login page (e.g., http://example.com/login-tech.php), enter your username and password, and click **Sign In**.
2. **Navigate to Technical Dashboard**: After logging in with a **TECHNICAL** account, you will be redirected to the technical dashboard (tech-dashboard.php).
3. **Access Ticket Management**: From the dashboard, click the **Ticket** card or use the sidebar (included via tech-sidebar.php) to navigate to tech-ticket-management.php.
4. **Session Check**: If not logged in or your account type is not **TECHNICAL**, you will be redirected to login-tech.php.

## 2. View and Search Tickets

* **View Assigned Tickets**: The page displays a table of tickets assigned to you, with columns for Ticket Number, Problem, Date, Time, and Status, sorted by date (newest first).
* **Search Tickets**:
  1. Enter a ticket number, problem, or status in the search bar (top-center).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If no tickets are assigned to you or none match the search, a "No tickets found" message appears.

## 3. Manage Tickets

* **View Ticket Details**:
  1. Locate the ticket in the table.
  2. Click the **Details** button (info-circle icon) in the Actions column.
  3. A modal will display details like Ticket Number, Problem, Status, Created By, Assigned To, and more.
  4. Click **Close** to exit the modal.
* **Complete Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Complete** button (check icon) in the Actions column.
  3. If the ticket status is **ON-GOING** and assigned to you, a confirmation modal will appear asking, "Do you want to complete this ticket?"
  4. Click **Complete** to set the status to **WAITING FOR APPROVAL** and log the completion date, or **Cancel** to abort.
  5. If successful, a "Ticket Successfully Completed!" modal appears. Click **OK** to return to the ticket list.
  6. If not, an error message will appear stating, "Only ON-GOING tickets assigned to you can be completed."

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in with a **TECHNICAL** account. Re-enter credentials if redirected to login-tech.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Could not complete ticket" or "Could not log the complete action" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK**/**Close** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Verify Actions**: Double-check before completing tickets, as this action updates the ticket status.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System User Dashboard

This guide provides simple instructions for using the User Dashboard of the Arellano University Technical Support Management System, designed for general users.

## 1. Access the User Dashboard

1. **Log In**: Go to the user login page (e.g., http://example.com/login-user.php), enter your username and password, and click **Sign In**.
2. **Redirect**: If credentials are valid, you will be redirected to the user dashboard (user-dashboard.php).
3. **Session Check**: If not logged in, you will be redirected to login-user.php.

## 2. Navigate the User Dashboard

The user dashboard is the main interface for general users to access equipment and ticket management. Key elements include:

* **Sidebar**: Located on the left (included via user-sidebar.php), it provides navigation links for users.
* **Welcome Box**: Displays "Dashboard" at the top, centered above the main content.
* **Management Cards**: Two clickable cards for accessing key modules:
  + **Equipment**: Links to user-equipment-management.php for viewing equipment details.
  + **Ticket**: Links to user-ticket-management.php for managing support tickets.

## 3. Use Dashboard Features

* **Toggle Theme**:
  + Click the theme toggle icon (if included in user-sidebar.php) to switch between dark and light modes.
  + The selected mode is saved for future visits.
* **Access Modules**:
  + Click the **Equipment** card to view equipment records.
  + Click the **Ticket** card to create or manage support tickets.
  + Each card flips on hover to highlight the module name.
* **Sidebar Navigation**:
  + Use the sidebar links to access additional features or return to the dashboard (specific links depend on user-sidebar.php).

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login-user.php.
* **Page Not Loading**: Check your internet connection, clear browser cache, or try another browser.
* **Theme Not Saving**: Enable cookies in your browser settings and avoid private/incognito mode.
* **Cards Not Responding**: Ensure JavaScript is enabled and refresh the page.

## 5. Security Tips

* **Log Out**: Always log out after use on shared devices.
* **Strong Password**: Use a unique, strong password.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System User Equipment Management

This guide provides simple instructions for using the User Equipment Management page of the Arellano University Technical Support Management System, designed for general users.

## 1. Access the User Equipment Management Page

1. **Log In**: Go to the user login page (e.g., http://example.com/login-user.php), enter your username and password, and click **Sign In**.
2. **Navigate to User Dashboard**: After logging in, you will be redirected to the user dashboard (user-dashboard.php).
3. **Access Equipment Management**: From the dashboard, click the **Equipment** card or use the sidebar (included via user-sidebar.php) to navigate to user-equipment-management.php.
4. **Session Check**: If not logged in, you will be redirected to login-user.php.

## 2. View and Search Equipment

* **View All Equipment**: The page displays a table with columns for Asset Number, Serial Number, Type, Branch, Status, and Created By, sorted by asset number.
* **Search Equipment**:
  1. Enter an asset number, serial number, type, or branch in the search bar (top-left).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If no equipment matches the search or none exist, a "No records found" message appears.

## 3. Manage Equipment

* **View Only**: As a general user, you can only view equipment details in the table. There are no options to add, update, or delete equipment records.

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login-user.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Could not execute query" or "Could not connect" appear, note the message and contact support.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Don’t Share Credentials**: Keep your username and password private.

# User Manual for Technical Support Management System User Ticket Management

This guide provides simple instructions for using the User Ticket Management page of the Arellano University Technical Support Management System, designed for general users.

## 1. Access the User Ticket Management Page

1. **Log In**: Go to the user login page (e.g., http://example.com/login-user.php), enter your username and password, and click **Sign In**.
2. **Navigate to User Dashboard**: After logging in, you will be redirected to the user dashboard (user-dashboard.php).
3. **Access Ticket Management**: From the dashboard, click the **Ticket** card or use the sidebar (included via user-sidebar.php) to navigate to user-ticket-management.php.
4. **Session Check**: If not logged in, you will be redirected to login-user.php.

## 2. View and Search Tickets

* **View Your Tickets**: The page displays a table of tickets you created, with columns for Ticket Number, Problem, Date Created, and Status, sorted by date (newest first).
* **Search Tickets**:
  1. Enter a ticket number, problem, or status in the search bar (top-left).
  2. Click the magnifying glass icon to filter the table.
  3. To reset, clear the search bar and click the icon again.
* **No Records**: If you have no tickets or none match the search, a "No tickets found" message appears.

## 3. Manage Tickets

* **Add New Ticket**:
  1. Click the **Add** button (top-right, with a plus icon).
  2. You will be redirected to user-create-ticket.php to create a new ticket.
* **View Ticket Details**:
  1. Locate the ticket in the table.
  2. Click the **Details** button (info-circle icon) in the Actions column.
  3. A modal will display details like Ticket Number, Problem, Status, Created By, Assigned To, and more.
  4. Click **Close** to exit the modal.
* **Update Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Update** button (pen icon) in the Actions column.
  3. If the ticket status is **PENDING** or **ON-GOING**, a confirmation modal will appear asking, "Do you want to update this ticket?"
  4. Click **Update** to proceed to user-update.php for editing, or **Cancel** to abort.
  5. If not, an error message will appear stating, "Only tickets with status 'PENDING' or 'ON-GOING' can be updated."
* **Delete Ticket**:
  1. Locate the ticket in the table.
  2. Click the **Delete** button (trash icon) in the Actions column.
  3. If the ticket status is **CLOSED**, a confirmation modal will appear asking, "Do you want to delete this ticket?"
  4. Click **Delete** to confirm or **Cancel** to abort.
  5. If deleted, a "Ticket Successfully Deleted!" modal appears. Click **OK** to return to the ticket list.
  6. If not, an error message will appear stating, "Only tickets with status 'CLOSED' can be deleted."

## 4. Troubleshoot Issues

* **Redirected to Login**: Ensure you are logged in. Re-enter credentials if redirected to login-user.php.
* **Search Not Working**: Check for typos or try broader terms. Clear the search bar to reset.
* **Error Messages**: If errors like "Could not delete ticket" or "Could not log the delete action" appear, note the message and contact support.
* **Modals Not Closing**: Refresh the page or click **Cancel**/**OK**/**Close** again.
* **Page Not Loading**: Check internet connection, clear browser cache, or try another browser.

## 5. Security Tips

* **Log Out**: Always log out on shared devices.
* **Verify Actions**: Double-check before updating or deleting tickets, as these actions may be permanent.
* **Don’t Share Credentials**: Keep your username and password private.