

# MantechHelpDesk

## User's Guide

**Faculty : Hoang Duc Quang**  
**Batch No : F2-11-1208-T1**  
**Group No : 01**  
**Student :**

No	Full Name	Roll No
1	Le Quoc Truong	Student721753
2	Hoang Hoai Bao	Student685946
3	Nguyen Ngoc Anh	Student686040
4	Nguyen Duong Kim Hao	Student646103
5	Phung Do Hoang Hung	Student691839

## Table of Contents

How to install database? .....	3
How to configure datasource? .....	3
How to run the project from *.EAR file? .....	3
How to import source codes to Netbean IDE? .....	3
How to login to MantechHelpDesk system? .....	3
How to regconize the role?.....	3
How to create a new complaint?.....	3
How to resend the notification if the complaint has not been processed within 2 days?.....	3
How to assign the complaint to a technician for admin role? .....	3
How to update status for admin role? .....	3
How to see the latest created complaints from users for admin role? .....	3
How to see the latest updates of technician for admin role? .....	3
How to see a list of assignments from admin for technician role? .....	3
How to update reason or category or status for technician role?.....	3
How to view and export the report for admin role?.....	3
How to create a technical article for technician role?.....	3
How to set the technical article to "invisible" to every one for technician role?.....	3
How to rate an article? .....	3
How to search a FAQ? .....	3
How to create a new user account for admin role? .....	3
How to maintain user account for admin role?.....	3

**How to install database?**

**How to configure datasource?**

**How to run the project from \*.EAR file?**

**How to import source codes to Netbean IDE?**

**How to login to MantechHelpDesk system?**

**How to recognize the role?**

**How to create a new complaint?**

**How to resend the notification if the complaint has not been processed within 2 days?**

**How to assign the complaint to a technician for admin role?**

**How to update status for admin role?**

**How to see the latest created complaints from users for admin role?**

**How to see the latest updates of technician for admin role?**

**How to see a list of assignments from admin for technician role?**

**How to update reason or category or status for technician role?**

**How to view and export the report for admin role?**

**How to create a technical article for technician role?**

**How to set the technical article to "invisible" to every one for technician role?**

**How to rate an article?**

**How to search a FAQ?**

**How to create a new user account for admin role?**

**How to maintain user account for admin role?**