Day 1 December 01, 2022

* Researched about the technologies needed to build a Ticketing System
* Created a system design for the Ticketing System
* Read documentations about XML and AJAX

Day 2 December 02, 2022

* Read and Studied Bootstrap
* Watched Bootstrap Crash Course

Day 3 December 05, 2022

* Installed Visual Studio Code to be used as text editor
* Created making a Login User Interface
* Studied on how to create a sidebar menu using Bootstrap and JavaScript
* Created a sidebar menu for the dashboard

Day 4 December 06, 2022

* Created a Registration User Interface
* Created a Dashboard User Interface for Administrator
* Created a List of Tickets User Interface for Administrator and User

Day 5 December 07, 2022

* Finished designing the Login and Register User Interface
* Finished designing the User Interface of Administrator and User
* Created some buttons with functionalities eg. Edit, Add Ticket, Add Company

Day 6 December 09, 2022

* Installed XAMPP to be used as a local server of the system
* Separated some of the codes that are repetitive and included it to optimize the system
* Revision of my current works based from the feedback of my Supervisor
* Created a messaging page User Interface for Administrator and User

Day 7 December 12, 2022

* Studied about SQL database’s foreign key
* Studied about SQL Joins
* Created a database for the Ticketing System
* Get users data from database and display it into table

Day 8 December 13, 2022

* Fixing errors from inserting table into the database
* Researched on how to get the user id from different table
* Researched on how to get the user id after logging in
* Implemented the researched articles

Day 9 December 14, 2022

* Database modification
* Implementing a duplication of IDs to insert inside a table
* Researching and fixing errors about duplication of IDs
* Displaying data from database to front-end

Day 10 December 16, 2022

* Studying about PHP $\_SESSION
* Implementing $\_SESSION to authorize user’s login
* Implemented $\_SESSION to control the user’s access on every page

Day 11 December 19, 2022

* Displaying user details from database to a modal on button click
* Fixing logical error on displaying user details
* Researching other ways to display user details to a modal
* Studied about JQuery and AJAX

Day 12 December 20, 2022

* Displaying ticket tables on Admin Dashboard
* Displaying pending tickets on User Tickets->Pending Tickets sidebar
* Displaying closed tickets on User Tickets->Closed Tickets sidebar

Day 13 December 21, 2022

* Added the functionality of a Delete button to delete users
* Added the functionality of a View button, displaying a modal form and bale to update the details of a user
* Added Session messages if the functionality failed or success

Day 14 December 22, 2022 No Picture

* Added some data upon adding a ticket in User Side
* Fixed the table in Admin Dashboard to display details of recent tickets
* Displayed the total tickets and users registered in User Interface
* Fixed the add ticket, add company and add department button’s Session message

Day 15 December 23, 2022

* Fixed the functionality in Register Form to change Department dropdown depending on Company selected
* Added error handlers in User Registration form with messages
* Fixing header location errors

Day 16 December 27, 2022

* Added the pagination functionality on Department Page
* Added Select Option functionality on pagination to modify the limit of row displayed
* Fixing bugs on pagination function

Day 17 December 28, 2022

* Fixed the pagination, sorting and searching in tables using a plug-in of jQuery DataTables
* Discussed with my supervisor for additional Feature of the system
* Added a Settings menu on the sidebar
* Added a System Applications page
* Added a table to display, add and edit of System Applications

Day 18 December 29, 2022 No Picture

* Added a select box to manage user access
* Displayed a table of user access management depending on the user selected
* Added functionality on Add Access button in User Access Rights

Day 19 January 03, 2023

* Added a code to pre-select the options in select boxes
* Added the functionality to Display data of managing User Access Rights in a modal
* Added the functionality to Update a value inside the modal to the database
* Fixed the date format on inserting and displaying data
* Changed the login display name from Username to Full Name
* Added a function that prevents an a tag to entering a page if access is not allowed

Day 20 January 04, 2023

* Added a functionality to disable the View Buttons if the user don’t have access code
* Added a functionality to disable the Add Buttons if the user don’t have access code
* Added a functionality to deny the Access of Links if the user don’t have access code
* Added a functionality to disable the Delete Buttons if the user don’t have access code
* Added a functionality to disable the Edit Buttons if an user don’t have access code
* Added a number counter per row on all of the tables

Day 21 January 05, 2023

* Added a functionality that records the year of the new ticket created
* Added a functionality that counts the ticket number and resets to 1 next year
* Added a functionality that inserts ‘000’ inside the ticket number
* Added a functionality that uploads a file

Day 22 January 06, 2023

* Fixed the table display in User Access Rights
* Added a select box on Ticket to update the Ticket’s Priority
* Added a functionality that downloads the image sent by the User

Day 23 January 09, 2023

* Changed the Ticket ID type from auto increment to integer
* Added the functionality that counts a Ticket ID in Ticket table
* Added a Class for the constants of Directories
* Fixed the bugs in function of uploading files
* Fixed the bugs in function of downloading files
* Added a row of details about Priorities on Admin Dashboard
* Added a counter for Today’s Ticket in the dashboard
* Added a Closed By column in database and displayed it in front-end table
* Added an Assigned To column in database and displayed it in front-end table
* Added a Select Box in Edit Modal to assign tickets on IT personnel

Day 24 January 10, 2023

* Added a real data counter in Tickets Assigned depending on the IT counts and Ticket Counts
* Added codes to some select boxes that displays the current data from database
* Fixed the bug when selecting Company Box not displaying the Department Select Box
* Added the functionality to update the User Account’s Company and Department Information
* Added a condition that prevents the admin on approving accounts that has no Company ID or Department ID

Day 25 January 11, 2023

* Revised the Tickets Assigned into a table
* Added a ticket counter depending on priority and the personnel assigned
* Added an ”Assigned To” Select Box when adding a ticket
* Added a functionality that selects the option of ”Assigned To Select Box” based from the data in database while looping the other options
* Added a condition in Edit User Modal that selects the option of “Company Select Box” based from the data in database while looping the other options
* Added a condition in Edit User Modal that selects the option of “Department Select Box” based from the data in database while looping the other options
* Added a functionality that updates the User details in Edit User Modal
* Added a condition that disables the input tags (assign to, priority and status) in Edit Ticket Modal if the Ticket’s Status is Closed
* Edited all Select Query Codes from “SELECT \*” to specific columns in all of Admin Side’s Action Button

Day 26 January 12, 2023

* Optimized the 700 lines of Access Rights restriction functions code into a single function with 100 lines of code
* Added DataTables script on all of tables for sorting, searching and pagination functions
* Added a codes to Edit an User Account’s Password
* Fixed some bugs not displaying some Companies and Departments on the front-end tables
* Added a script, when deleting a Company also deletes the Departments of that Company

Day 27 January 13, 2023

* Discussed with my Supervisor about the current status of the Ticketing System project that was assigned to me
* My Supervisor gave me his comments about additions and revisions then, I listed them down and did it 1 at a time
* Added a functionality to Add a new User inside the system when logged in
* Added a functionality to limit the “IT” account type in terms of choosing a “User Type” on User Registration Form

Day 28 January 16, 2023

* Fixed a PC that won’t turn on
* Added a functionality in the system permission who will have access to the List of System application and the User Access rights management
* Added a functionality that allows the Administrator to give IT account types an access in the User Access rights management
* Debugged in updating Department doesn’t work
* Changed the “Telegram” data type to varchar to avoid data misinformation
* Added a messaging functionality for the User and Admin to communicate about the ticket request

Day 29 January 17, 2023

* Attended the discussion about Dyn Edge and about the Condo App product
* Researched about how to add new List on existing Unordered List using AJAX
* Working to add a message on the list without refreshing using AJAX

Day 30 January 18, 2023

* Able to fix the functionality that adds a message on the list without refreshing using AJAX
* Downloaded the company’s Mobile App and was tasked to familiarize it
* Found some bugs inside the App and raised a concern

Day 31 January 19, 2023

* Attended the discussion about Dyn Edge and about the Condo App product
* Added a functionality that automatically receives the message of User from another User
* Familiarizing Condo App’s functionality and system flow
* Edited some redundant JavaScript codes to be external links
* Fixed - Found some bugs in Ticketing System
* Fixed a bug in add-ticket modal body (Admin Side)

Day 32 January 20, 2023

* Fixed “Assign To” IT and Admin no selection
* Fixed selecting “Edit Ticket” button footer bug
* Fixed User Side’s Closed Ticket page Undefined variables
* Fixed Sending Message Function that is not working
* Added previous message in the message logs
* Added a code that pre-selects current account type from database
* Added a Profile page for User details
* Fixed User’s side table with dataTables
* Added a functionality to View Pending Tickets and Closed Tickets
* Fixed Account Registration’s delay session display
* Fixed a bug in changing password
* Fixed Edit Company and Edit Department not working

Day 33 January 23, 2023

Day 34 January 24, 2023

* Fixed dashboard distorted in mobile
* Fixed the time when sending messages
* Updated the borders to relate on website’s theme
* Fixed the delete ticket button on Admin’s side
* Edited Company and Department’s query
* Fixed the two footer bug on Add Ticket’s Modal

Day 35 January 25, 2023

* Added the downloadable link file in Ticket Messages Logs (first message)
* Edited the Layout of Ticket Messages
* Fixed User Side’s Add Ticket, Assign to no options available
* Edit ticket bug
* Exploring Trix Condo Application functionalities

Day 36 January 26, 2023

* Researching / Fixing bug in sending a file in Ticket Messages
* Reviewing the Trix Comm App

Day 37 January 27, 2023

* Researching / Fixing bug in sending a file in Ticket Messages
* Attended a meeting with the Team about the requirements of a Client in Condo Application