FPT ACADEMY INTERNATIONAL

FPT – APTECH COMPUTER EDUCATION

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Online Help Desk

Design Document

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Batch No: T11708A0

Group No: 07

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October, 2018

This is to certify that

Mr. Nguyen Hoang Tu

Mr. Nguyen Thanh Nam

Mr. Tran Van Thang

have successfully designed and developed

Submitted by:

_____

Date of Issue: _____

Authorized Signature: _____

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REVIEW I

I. Acknowledgments

We would like to acknowledge all those who have given support and help us make the project a success.

We wish to express our deep gratitude to all teachers who have been devoting their lives to teach us how to stand-alone and walk ahead.

We are grateful to our families as well as our friends who take care and encourage us even though we are successful or failed. They never leave us alone and always look forward to us when we are on any road of the life.

We are much thankful to the entire staff and chairpersons at the Head Office of FPT – Aptech Centre who have been organizing and looking after our studying course.

There are no words to show our appreciation for our teacher, Mr Tran Phuoc Sinh, who worked day by day to teach and guide us to complete this project.

Finally, we would like to offer many thanks to all our schoolfellows for their valuable suggestions.

We would like to thank sincerely!

Group 7 – FPT Aptech.

II. Problem Definition

1. Introduction

Perfect Technological Innovation is one of the largest university of technology in the world. Its campus is very huge with many facilities. Therefore, students, staff and people who want to manage and use these facilities have a big difficulty. That leads to the urgent demand to build an application which helps them to feel convenient and comfortable in conducting these material bases.

2. Existing Scenario

This project is aimed at developing an Online Help Desk (OHD) for the facilities in the Perfect Technological Innovation's campus. This is an Intranet based application that can be accessed throughout the campus. This system can be used to automate the workflow of service requests for the various facilities in the campus. This is one integrated system that covers different kinds of facilities like class-rooms, labs, hostels, mess, canteen, gymnasium, computer centre, faculty club etc. Registered users (students, faculty, lab-assistants and others) will be able to log in a request for service for any of the supported facilities. These requests will be sent to the concerned people, who are also valid users of the system, to get them resolved. There are features like email notifications/reminders, addition of a new facility to the system, report generators etc in this system.

3. Requirement Specification

1.1. Administrator

Administrator will have managing abilities:

- Manage user accounts (creating new user account, editing user info, blocking user on accessing this application, supporting in restoring password etc).

1.2. Facility Heads (Staffs)

Facility heads will have abilities:

- Login to the system through the first page of the application.
- Manage their information (View/Update their info and change password).
- See the list of the requests created by students.
- Send these requests to assignees who have responsibility to handle them.
- See the list of requests (both open and closed) sent by him/her to assignees over the past.
- Update request.
- Manage facilities (adding new facilities, deleting/block facilities).

1.3. Assignees (Staffs)

Assignees will have abilities:

- Login to the system through the first page of the application.
- Manage their information (View/Update their info and change password).
- View the requests sent from facility heads.
- Change the status of the request (work in progress, close or reject)
- See the list of requests sent to them.
- Get help about Online Help Desk (OHD) System on how to use the different features of the system.

1.4. End-user

Students have abilities:

- Login to the system through the first page of the application.
- Manage their information (Update their info and change password).
- Create a new request by specifying the facility, the severity of the request (there may be several levels of severity defined) and a brief description of the request
- See the status of the requests create by him/her (the status could be one of unassigned/assigned/work in progress/closed or rejected).
- Close a request created by him/her by giving an appropriate reason.

- Get help about Online Help Desk (OHD) System on how to use the different features of the system.

4. Hardware / Software Requirements

Software

- Visual Studio .Net / ASP
- Sql Server Management Studio 2012
- .Net Framework 3.5+
- Web Browser(Chrome,Edge, Internet Explorer)

Hardware

- A minimum computer system that will help you access all the tools in the courses is a Pentium 166 or better
- 1GB Megabytes of RAM or better
- Hardware 5GB or better

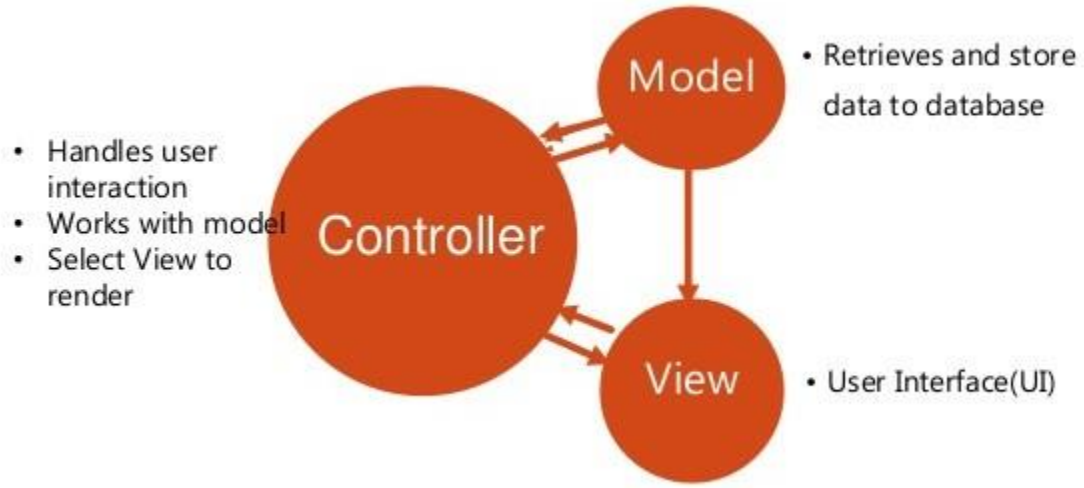
III. Task sheet review 1

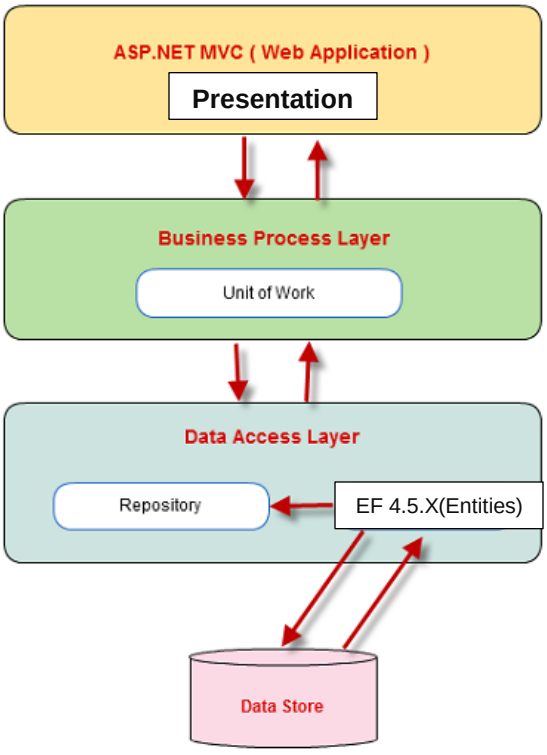
Project Ref. No: 7	Project Title: Online Help Desk	Date of Preparation of Activity Plan			
No.	**Task**	**Actual Start Date**	**Actual Days**	**Team Member Names**	**Status**
01	Acknowledgment	Oct 24,2018	2	All Members	Completed
02	Problem Definition			All Members	Completed
03	Customer Requirement			All Members	Completed
05	Hardware/Software			All Members	Completed
06	Task sheet			All Members	Completed

	Prepare By: Group 7	Approved By: Faculty
Date: Oct 26, 2018	Team Leader Nguyen Hoang Tu	 Tran Phuoc Sinh

REVIEW II

I. Architecture & Design of the Project





1. **Presentation Tier:**

   Is the tier in which the users interact with application . Presentation Tier contents Model, View, Controller used to receive a request and response to User.

   Technology: ASP.NET MVC4, Razor, HTML, CSS, JavaScript, Ajax, JQUERY, Twitter Bootstrap

2. **Business Logic Tier:**

   Is mainly working as the bridge between Data Tier and Presentation Tier. All the Data passes through the Business Tier before passing to the Presentation Tier.

   Technology: OOP, ASP.NET

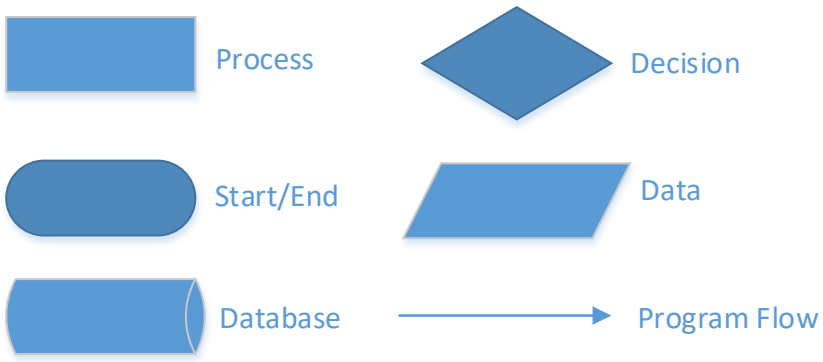
3. **Data Access Tier:**

   Is basically the server which stores all the application's data .Data tier contents Database Tables, Database Views and other means of storing Application Data .

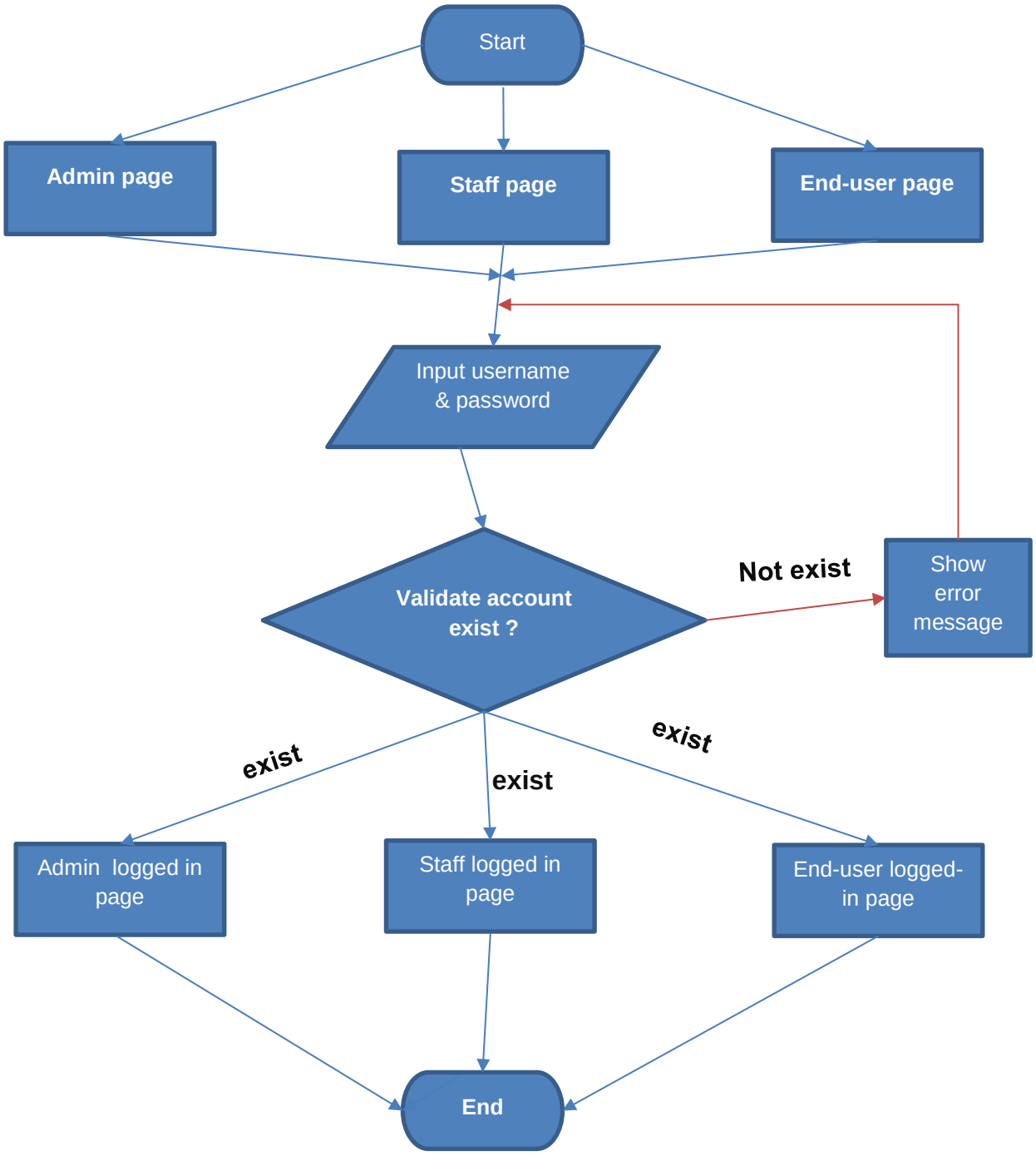
   Technology: SQL Server, LINQ, ADO.NET

II. Algorithms - Data Flowchart:

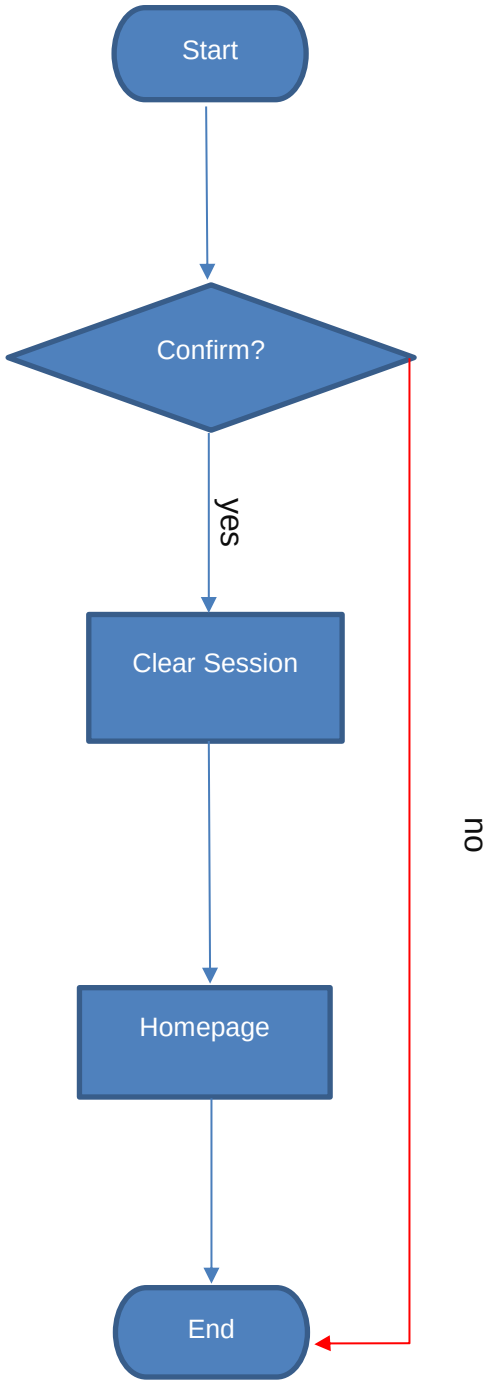
Symbol generates:



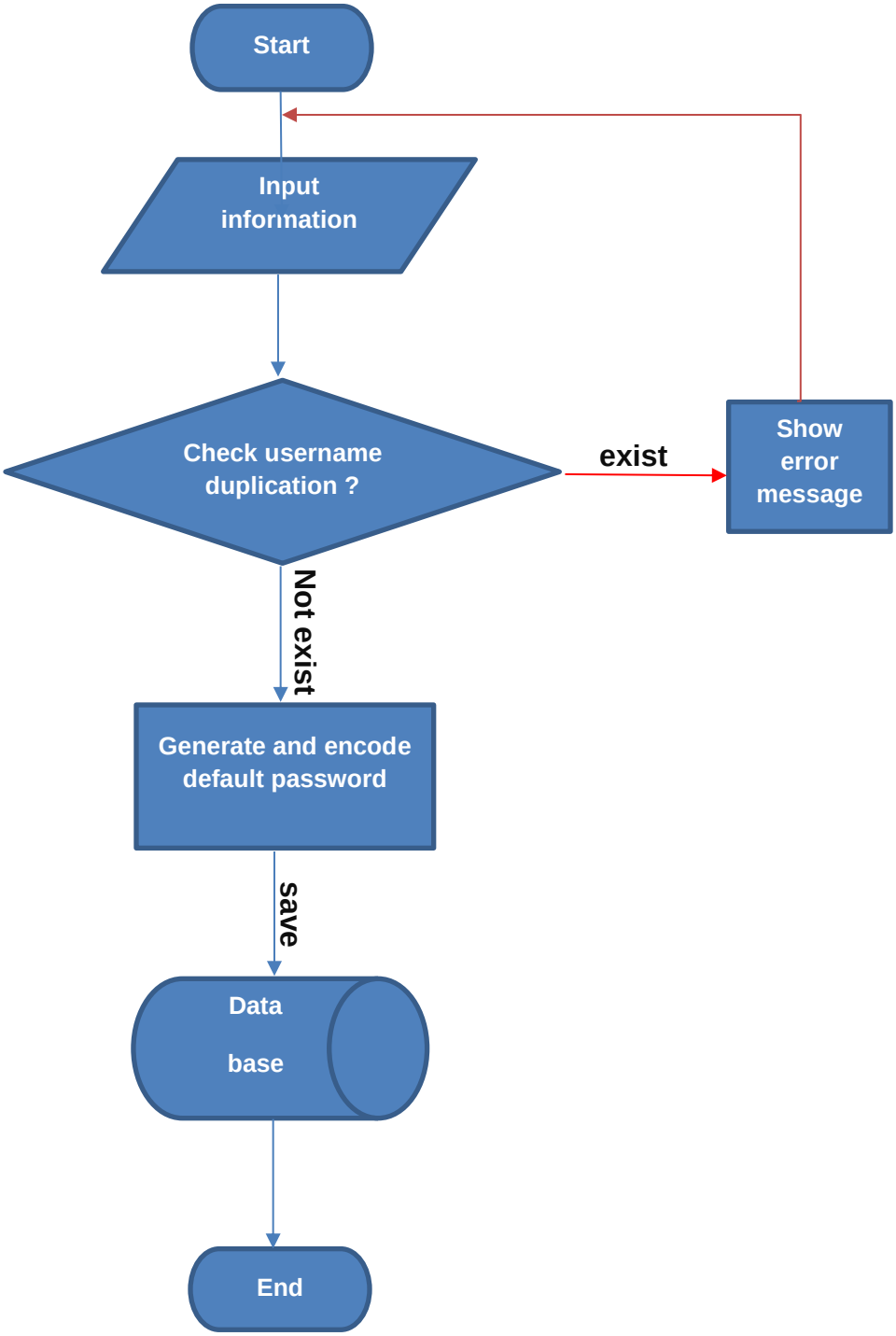
1. Login process:



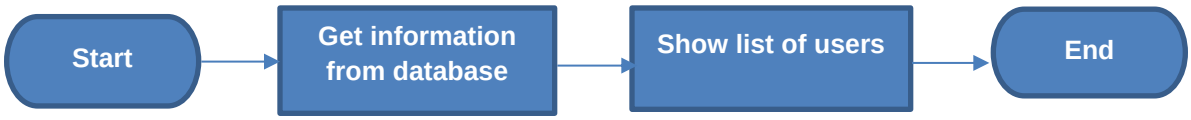
2. Log out:



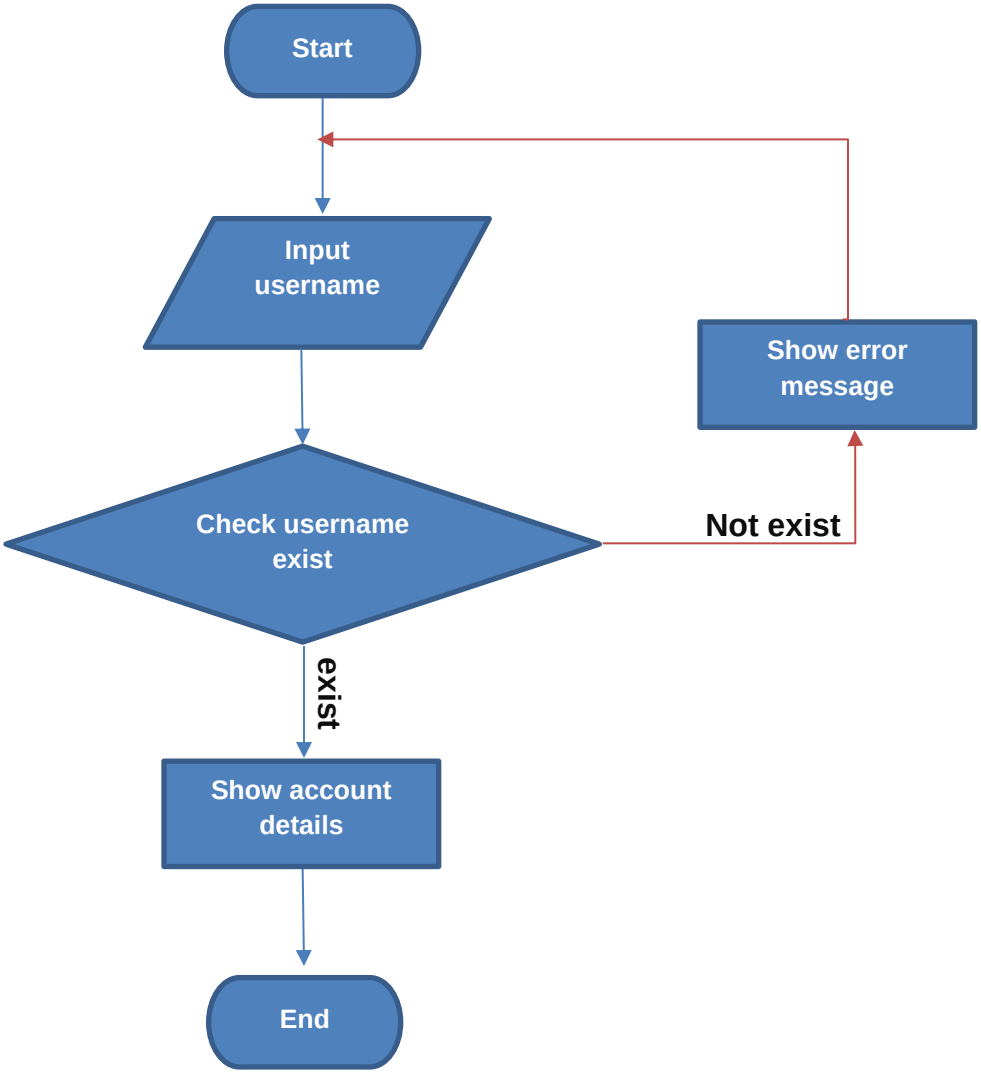
3. Create new user (Admin only):



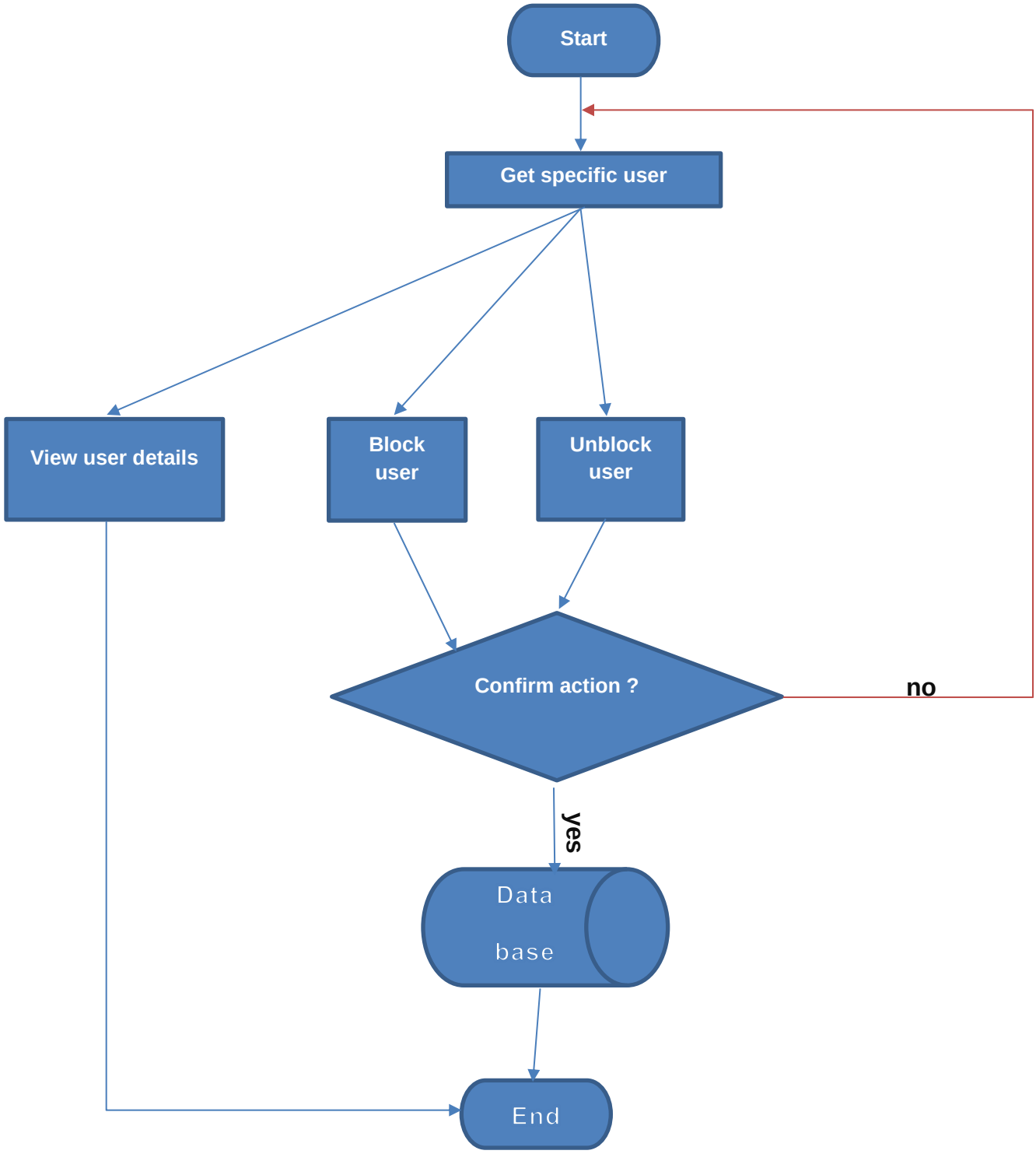
4. View list of user account (Admin):



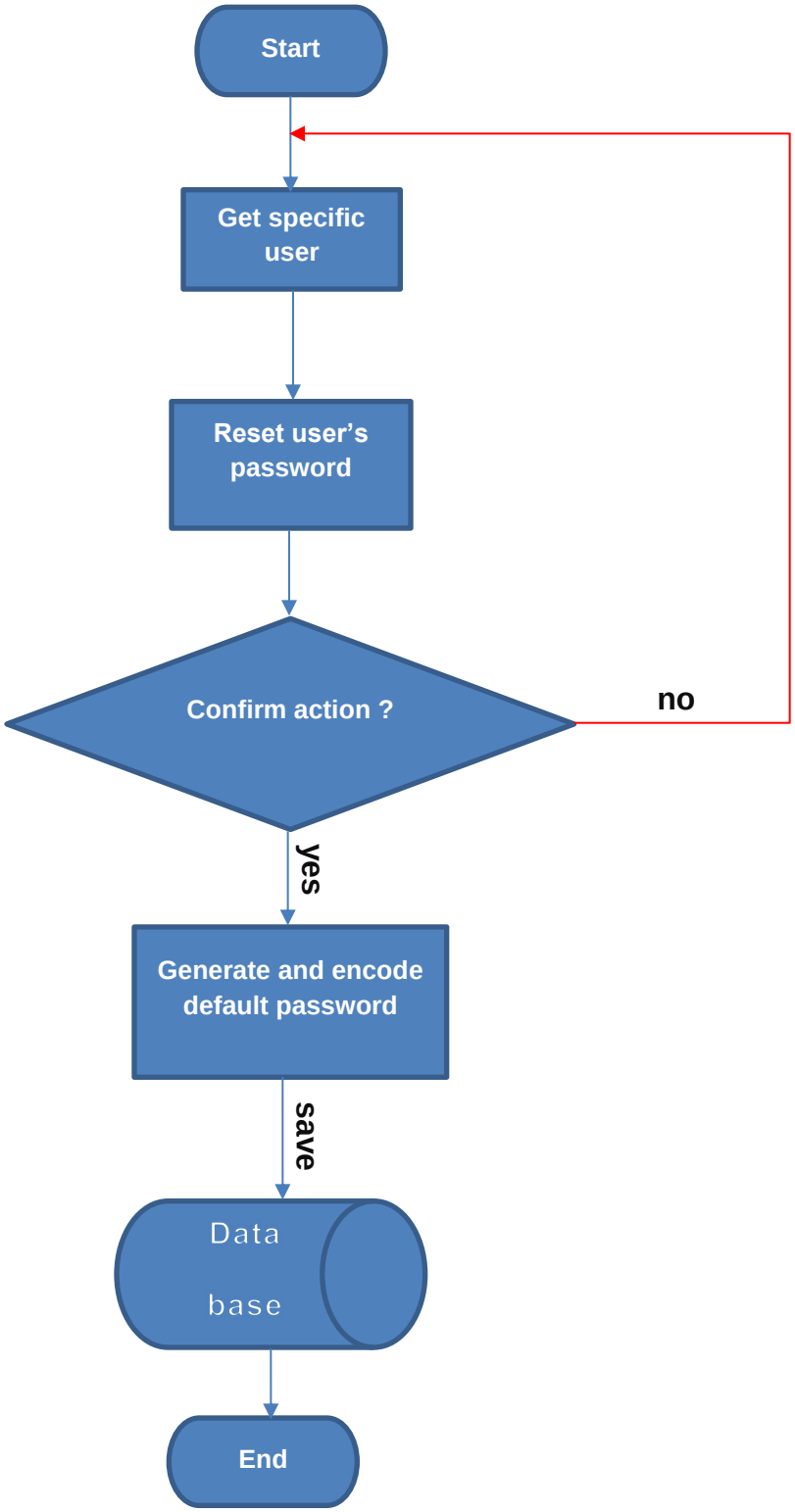
5. Search specific user account:



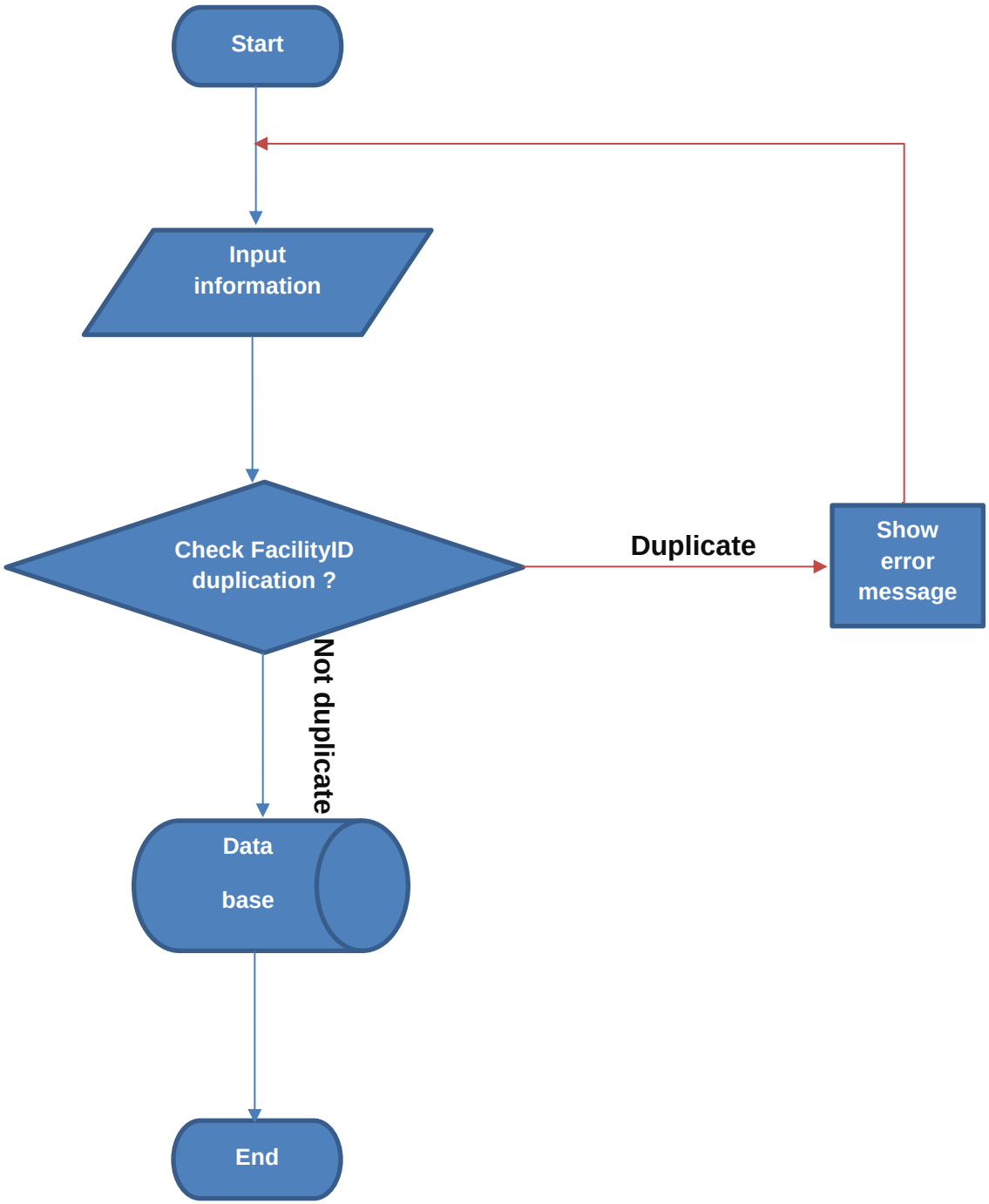
6. View detail, block/unblock user (Admin only):



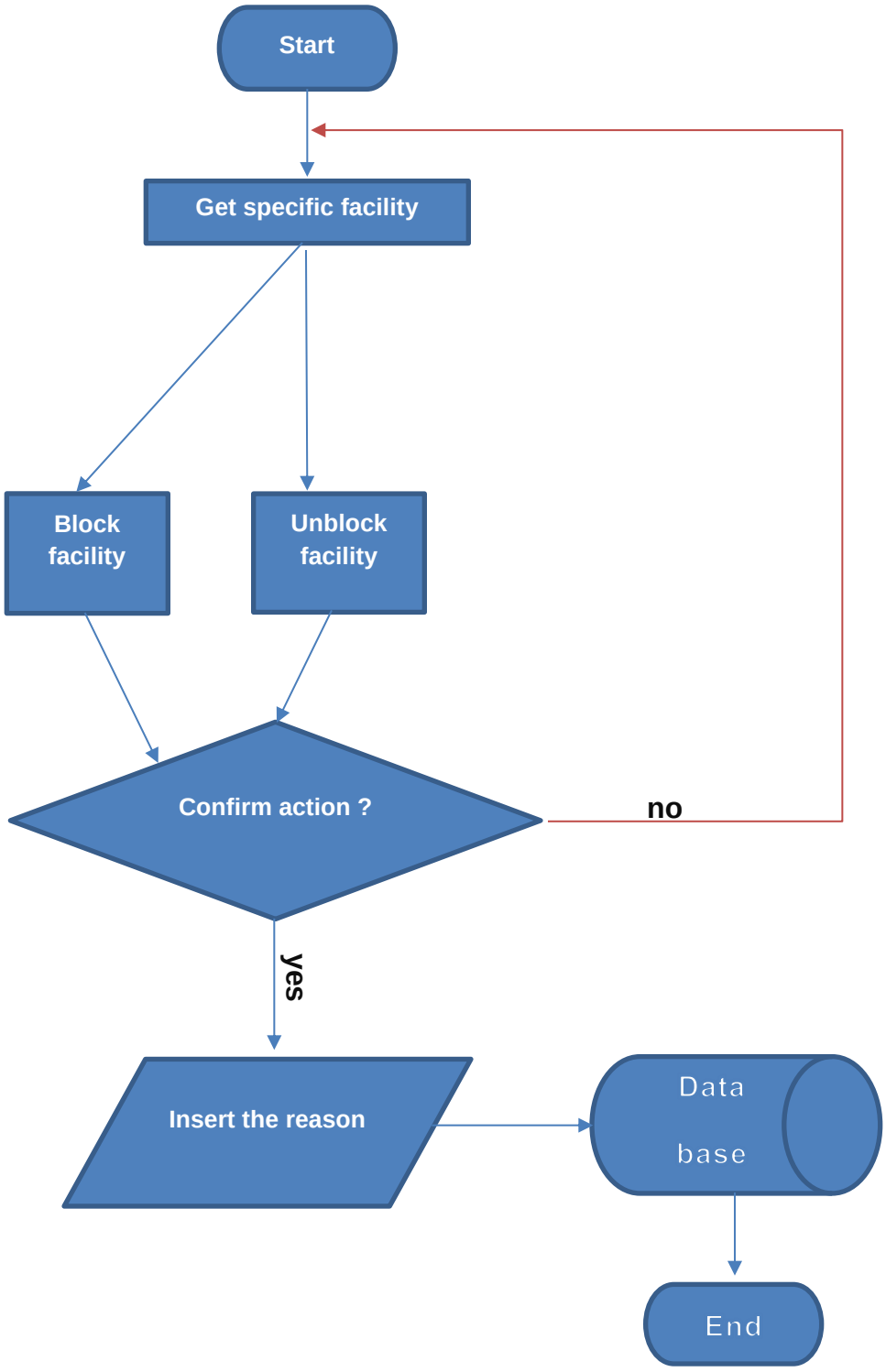
7. **Reset to default password for specific user (Admin only):**



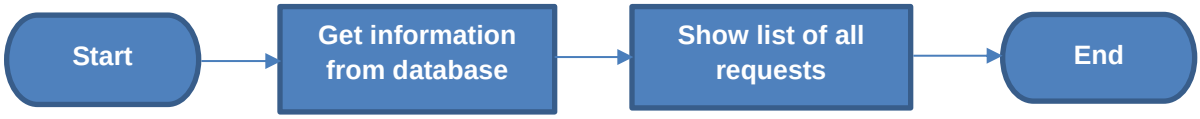
8. Create new facility (Facilities head):



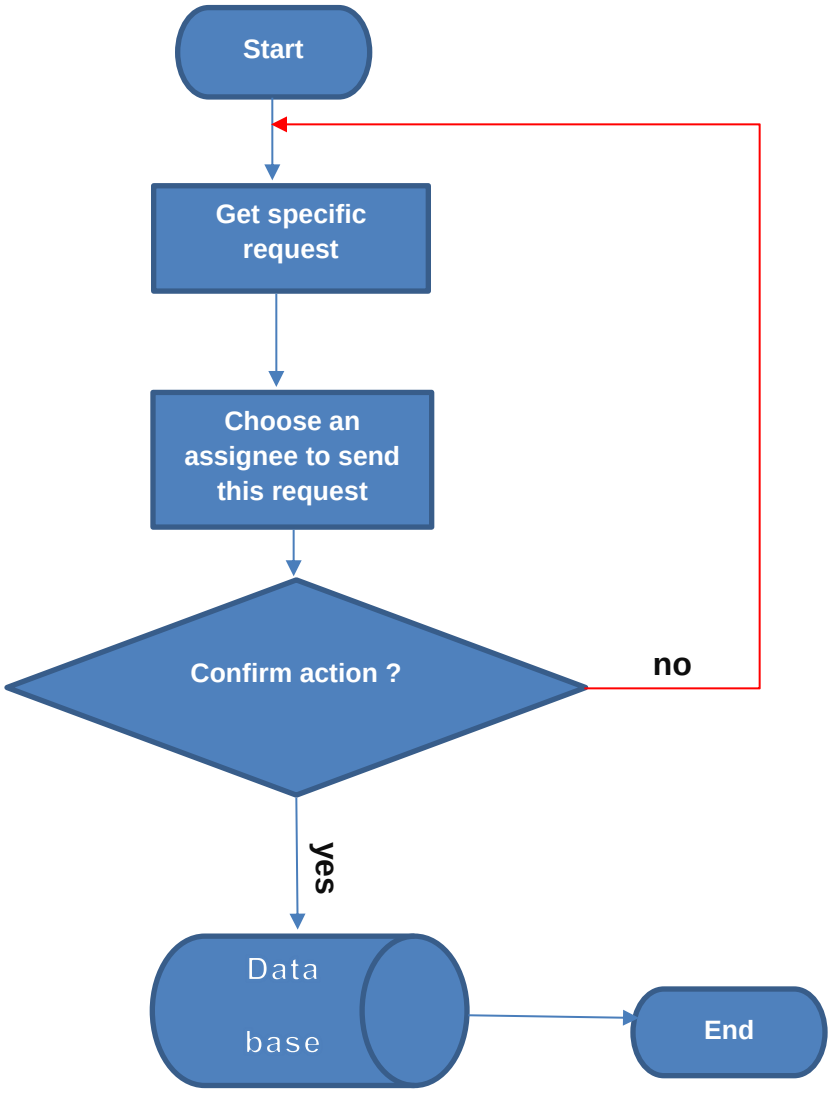
9. Block/unblock facility (Facilities head):



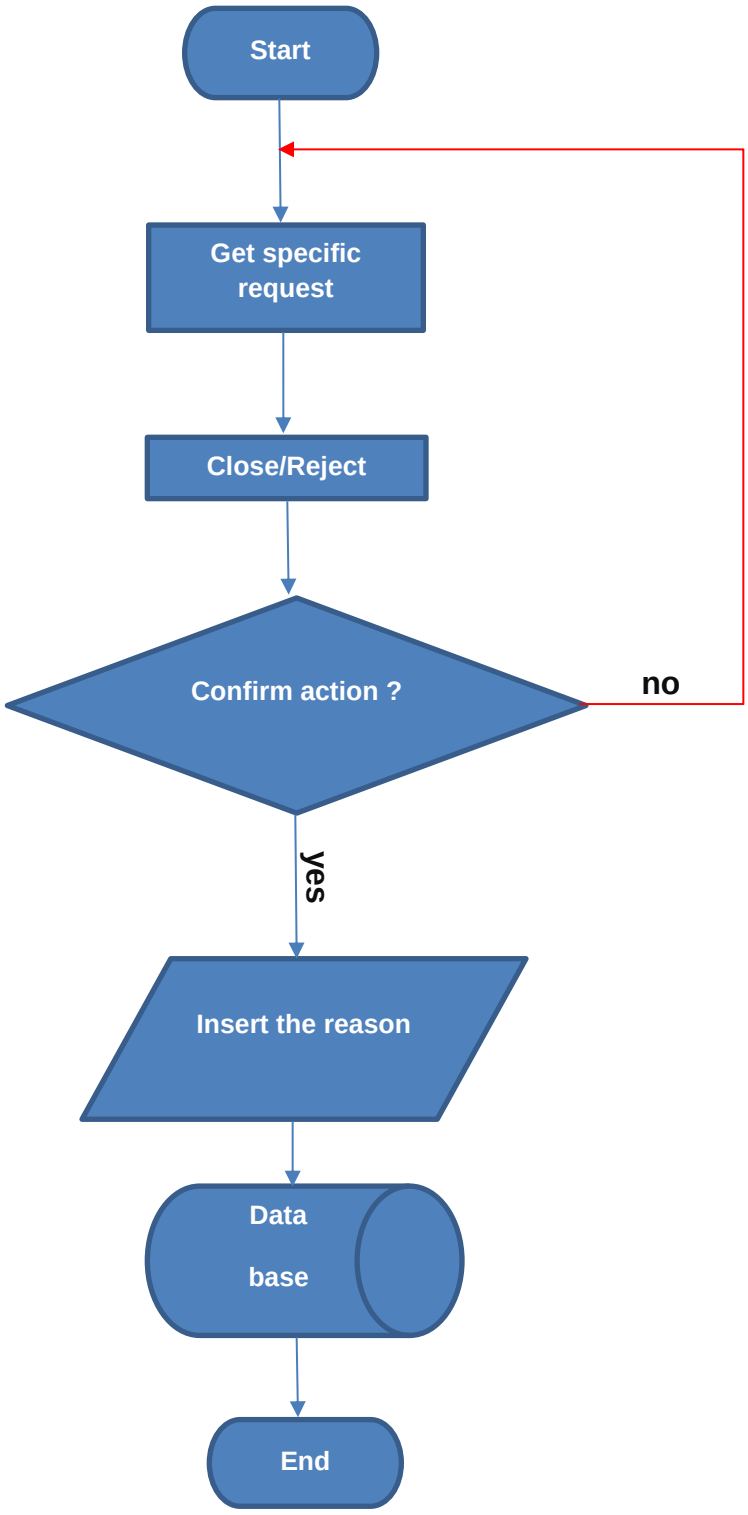
10. View list of all requests (Facilities head):



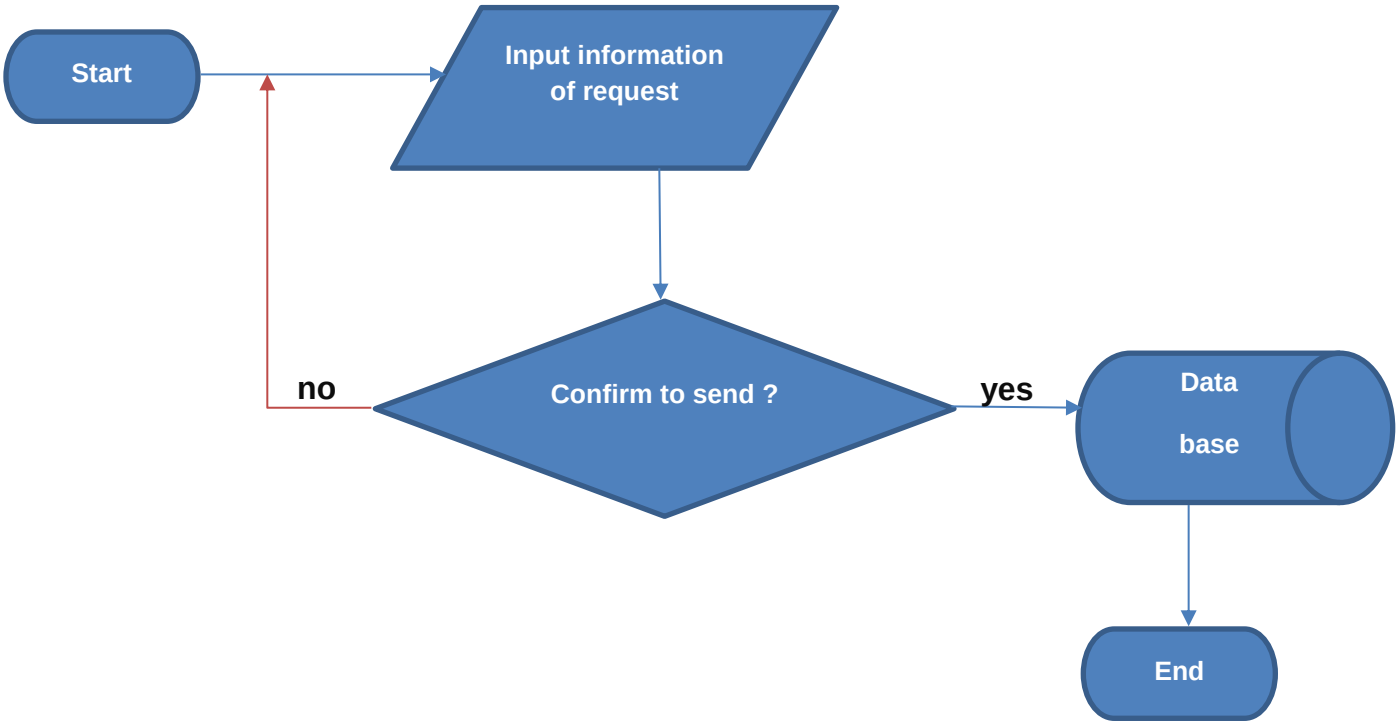
11. Assign request to assignee (Facilities head):



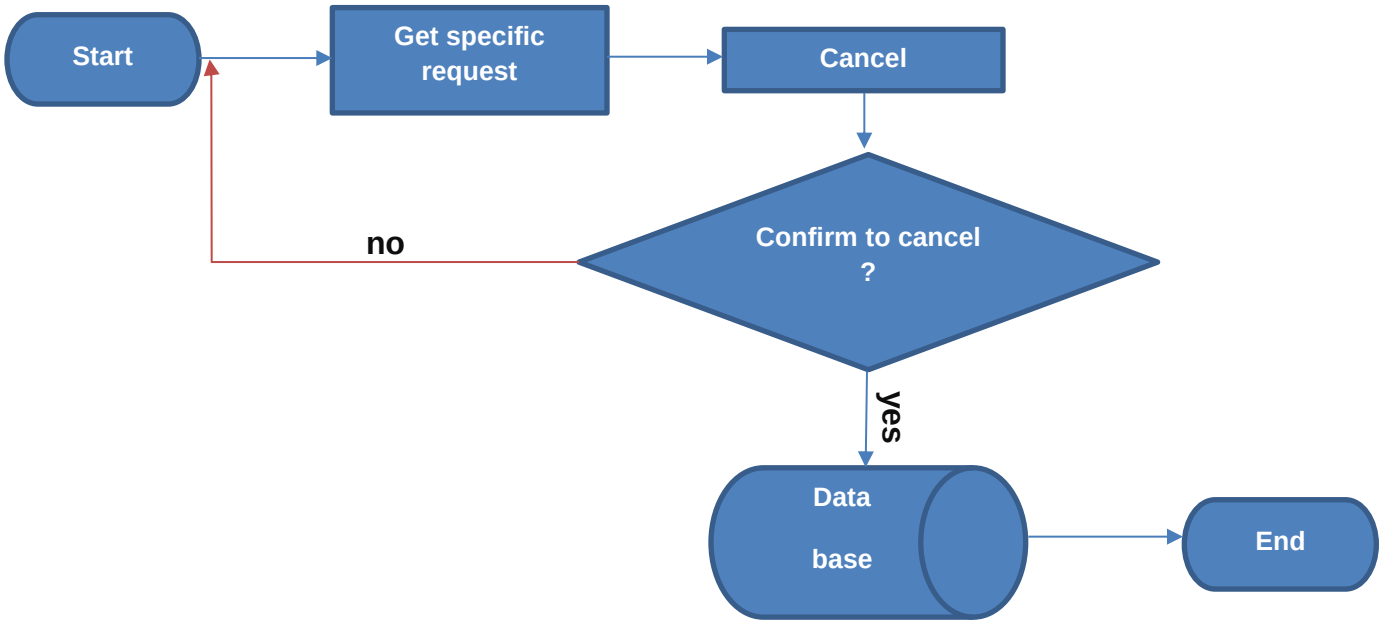
12. Close/Reject request (Facilities head, assignee):



13. Create request (End-user):



14. Cancel request (End-user):



III. Data flow diagram (DFD):

Define**: Data Flows Diagram (DFD) describes the information flow in the system. The next step of system analysis is to consider in detail the information necessary for the implementation for functions discussed above and the one necessary for the improvement of the functions. Modelling tool frequently used for this purpose is DFD. DFD will support 4 main activities:**

Analysis**: DFD is used to determine requirement of users.**

Design**: DFD is used to map out plan and illustrate solution to analysis and users while designing a new system.**

Communication**: one of the strength of DFD is its simplicity and ease to understand to analysts and users;**

Document**: DFD is used to provide special description of requirement and system design. DFD provide an overview of key functional components of the system but it does not provide any detail on these components. We have to use other tools like database dictionary, process specification to get an idea of which information will be exchanged and how.**

The main components of Context Diagram:

External

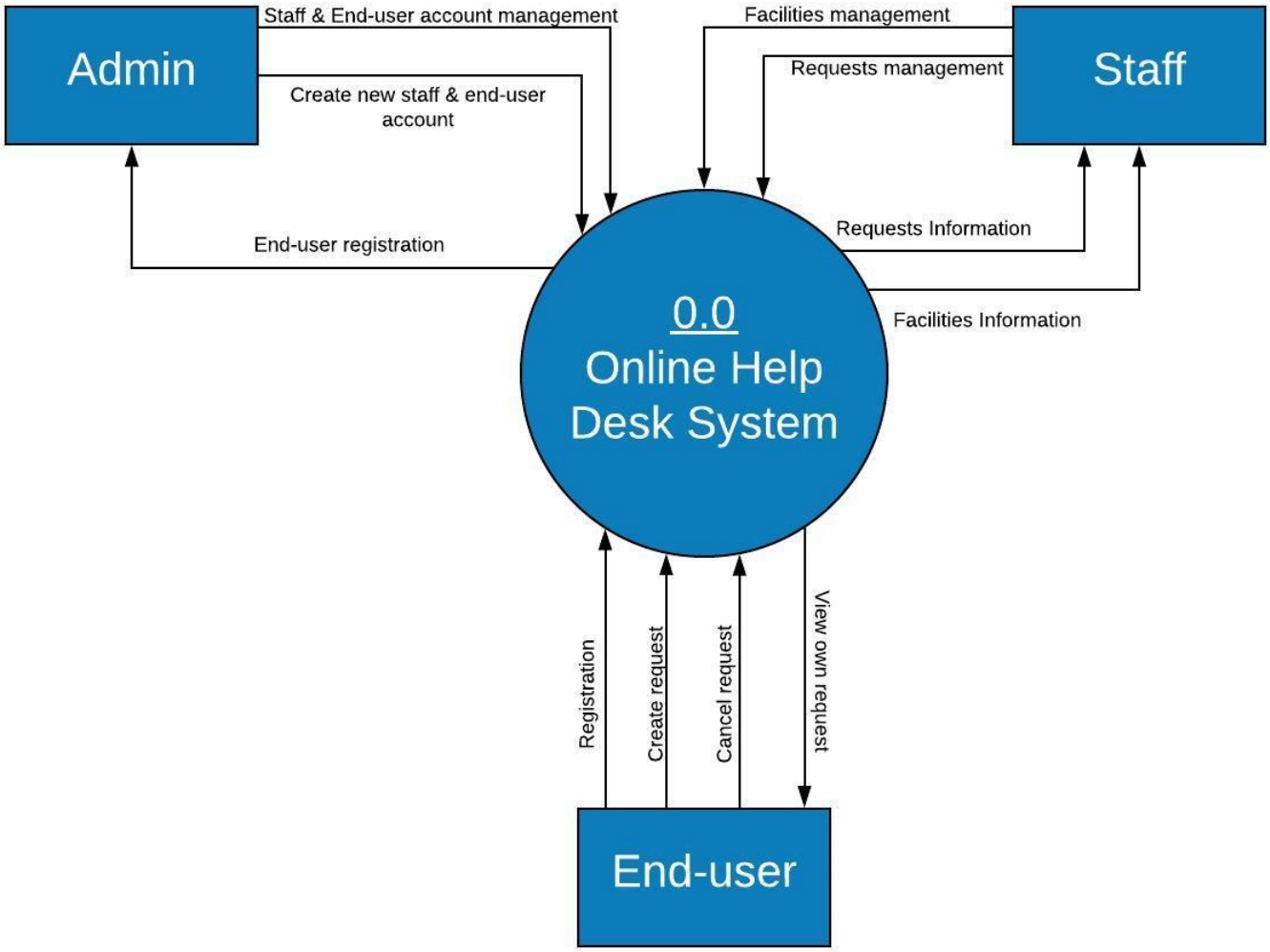
The process

Data flow

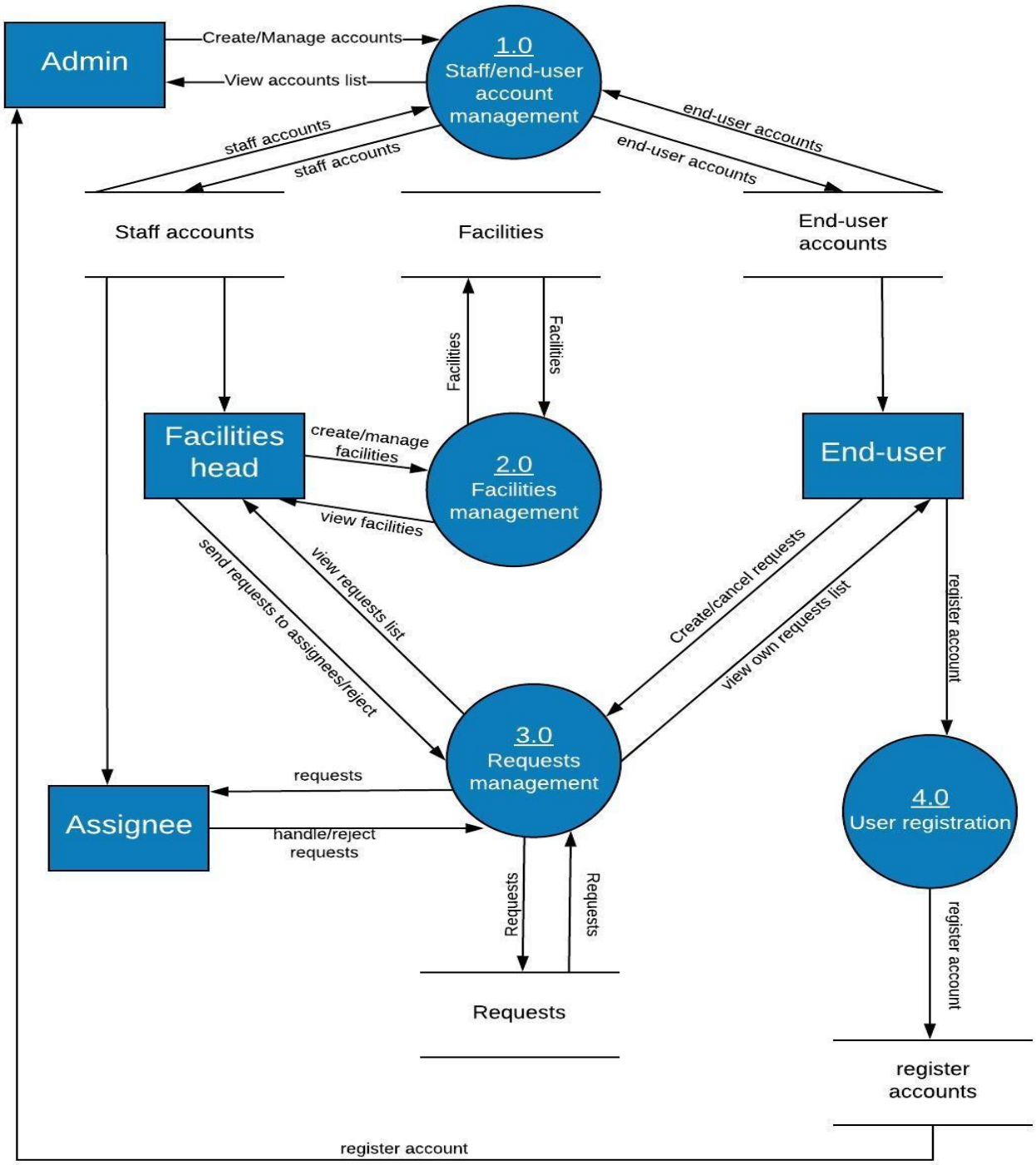
Data store

The external factors: External factors can be a person, a group of persons or an organization that are sources of information for the systems and are where system products are transferred to.
The process: Shows the common function of system
The data flow: Describe the movement of information from one part of the system to another.
The data store: The Data Store is used to model a collection of data packets at rest. A store is represented graphically by two parallel lines. The name of a Data Store that identifies the store is the plural of the name of the packets that are carried by flows into and out of the Data Store

1. Context level diagram:

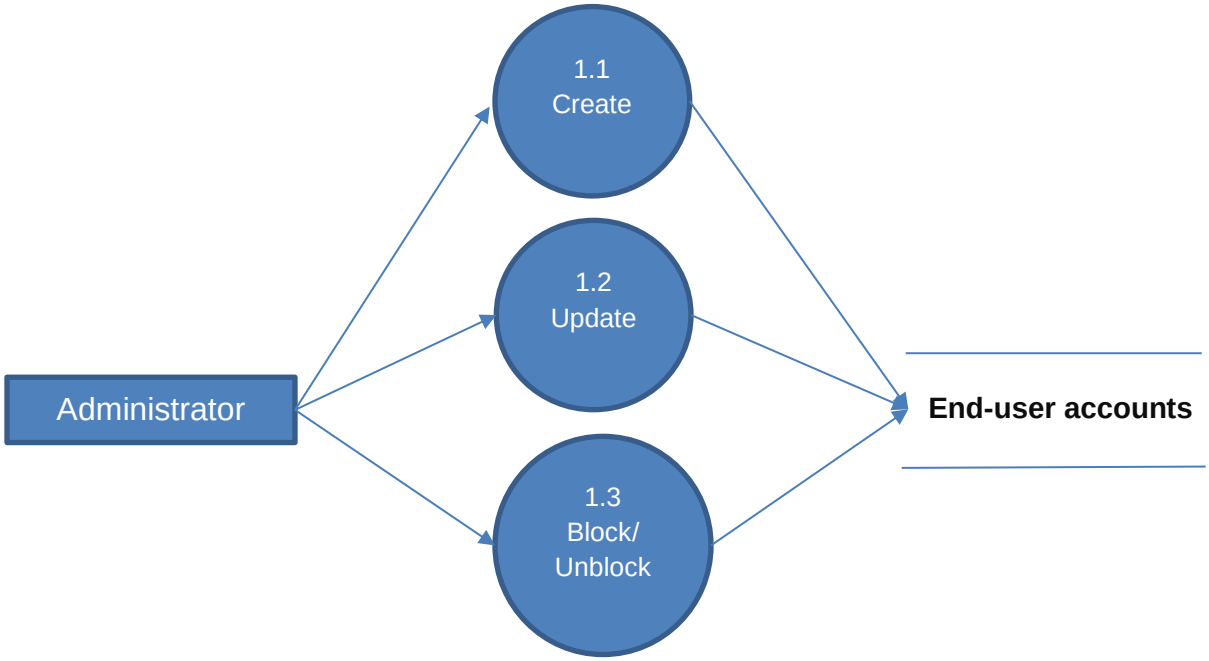


2. Level 1 DFD:

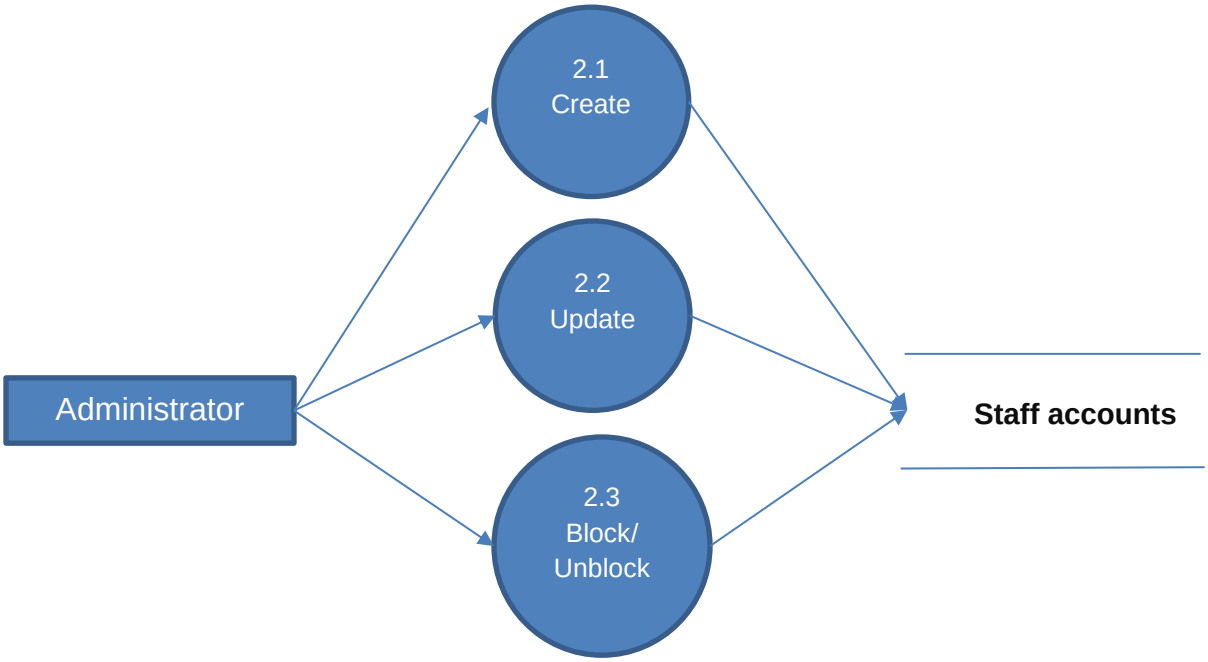

Admin
Create/Manage accounts
View accounts list
1.0
Staff/end-user account management
staff accounts
staff accounts
end-user accounts
end-user accounts
Staff accounts
Facilities
End-user accounts
Facilities
Facilities
Facilities head
create/manage facilities
2.0
Facilities management
view facilities
End-user
send requests to assignees/reject
view requests list
Create/cancel requests
view own requests list
register account
3.0
Requests management
requests
Assignee
handle/reject requests
4.0
User registration
Requests
Requests
Requests
register account
register accounts
register account

3. Level 2 DFD:

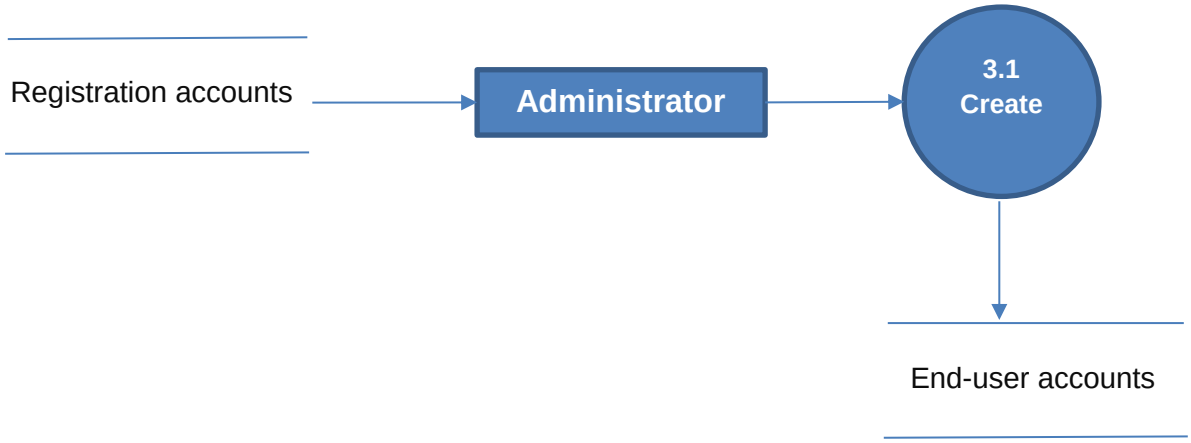
3.1. Administrator manages end-user accounts:



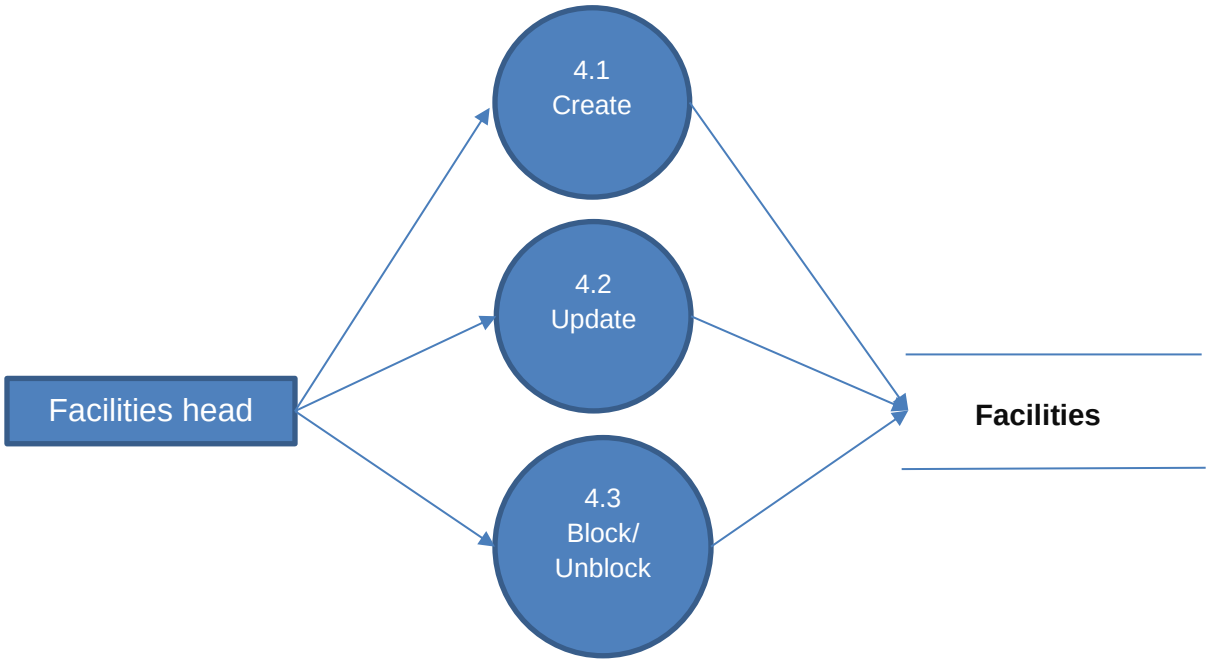
3.2. Administrator manages staff accounts:



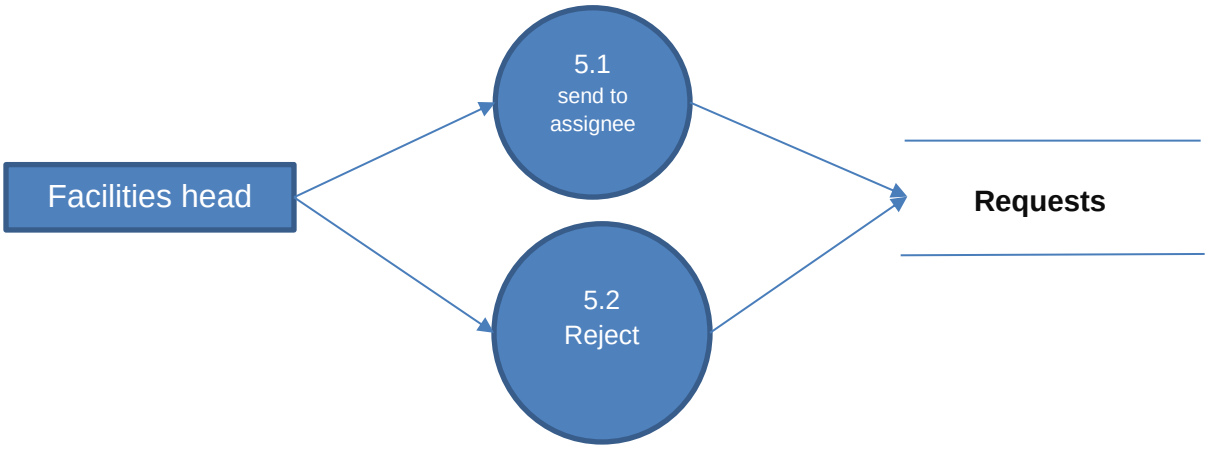
3.3. Administrator handles registration accounts:



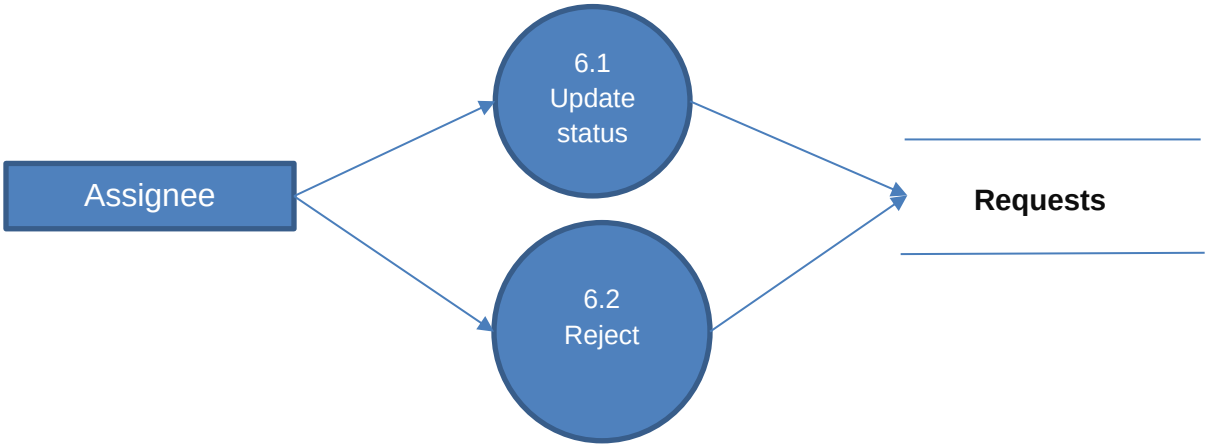
3.4. Facilities head (staff) manages facilities:



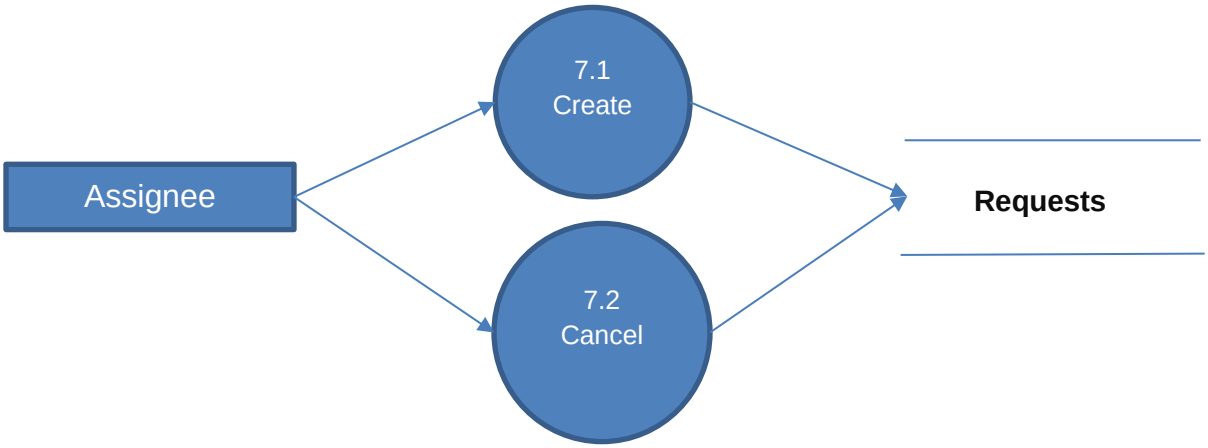
3.5. Facilities head (staff) manages request:



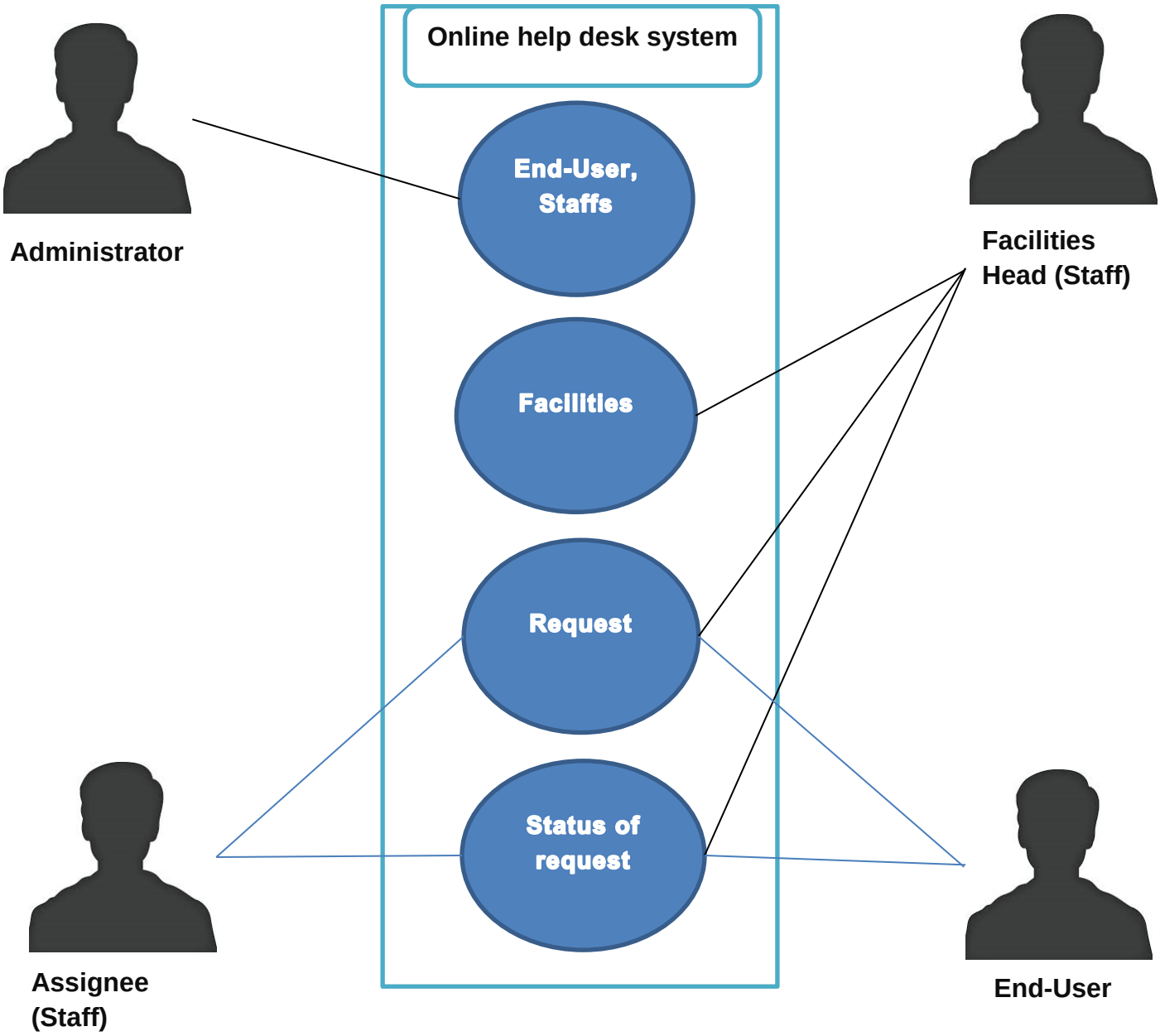
3.6. Assignee (staff) manages request:



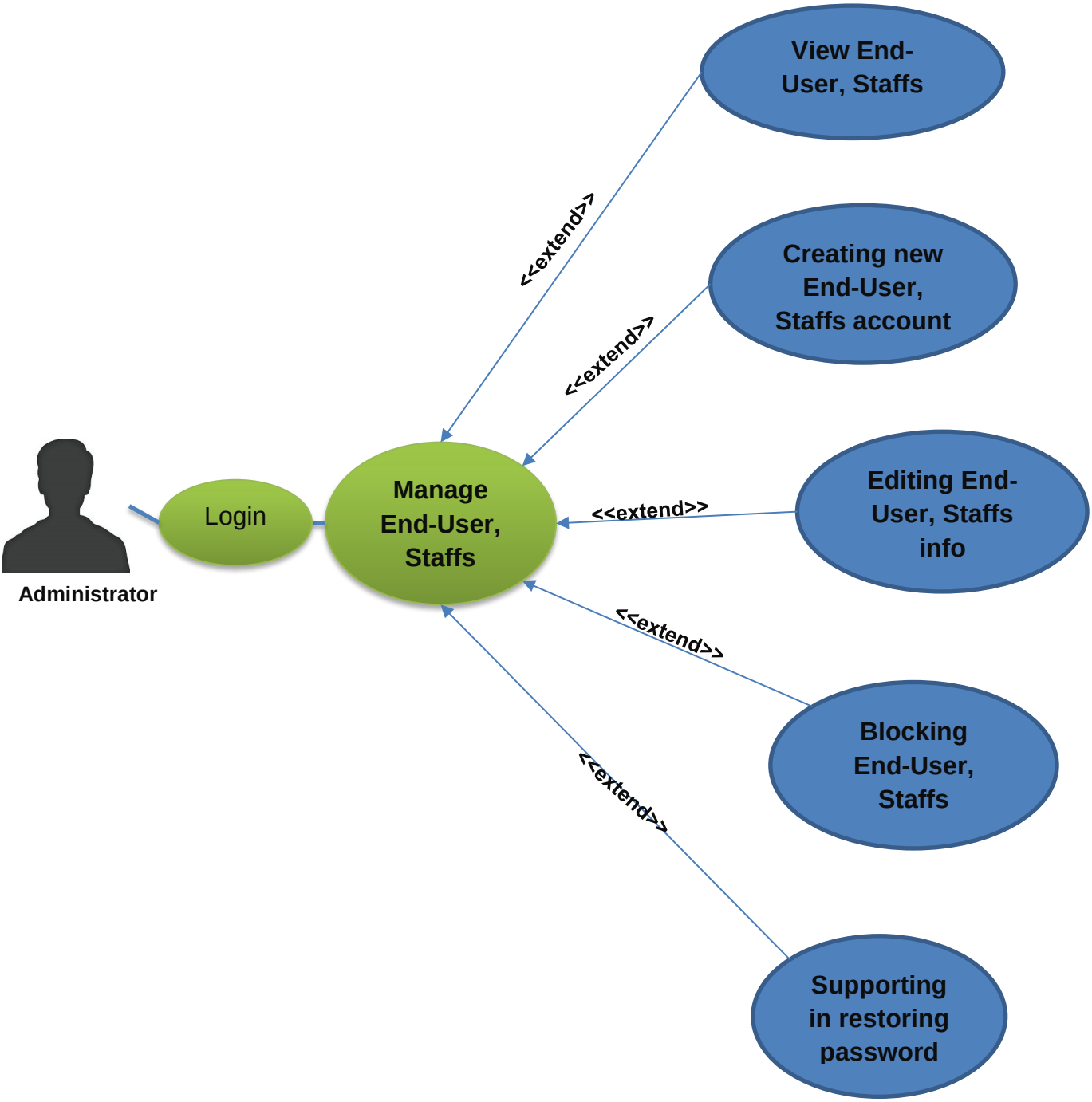
3.7. End-user manages request:



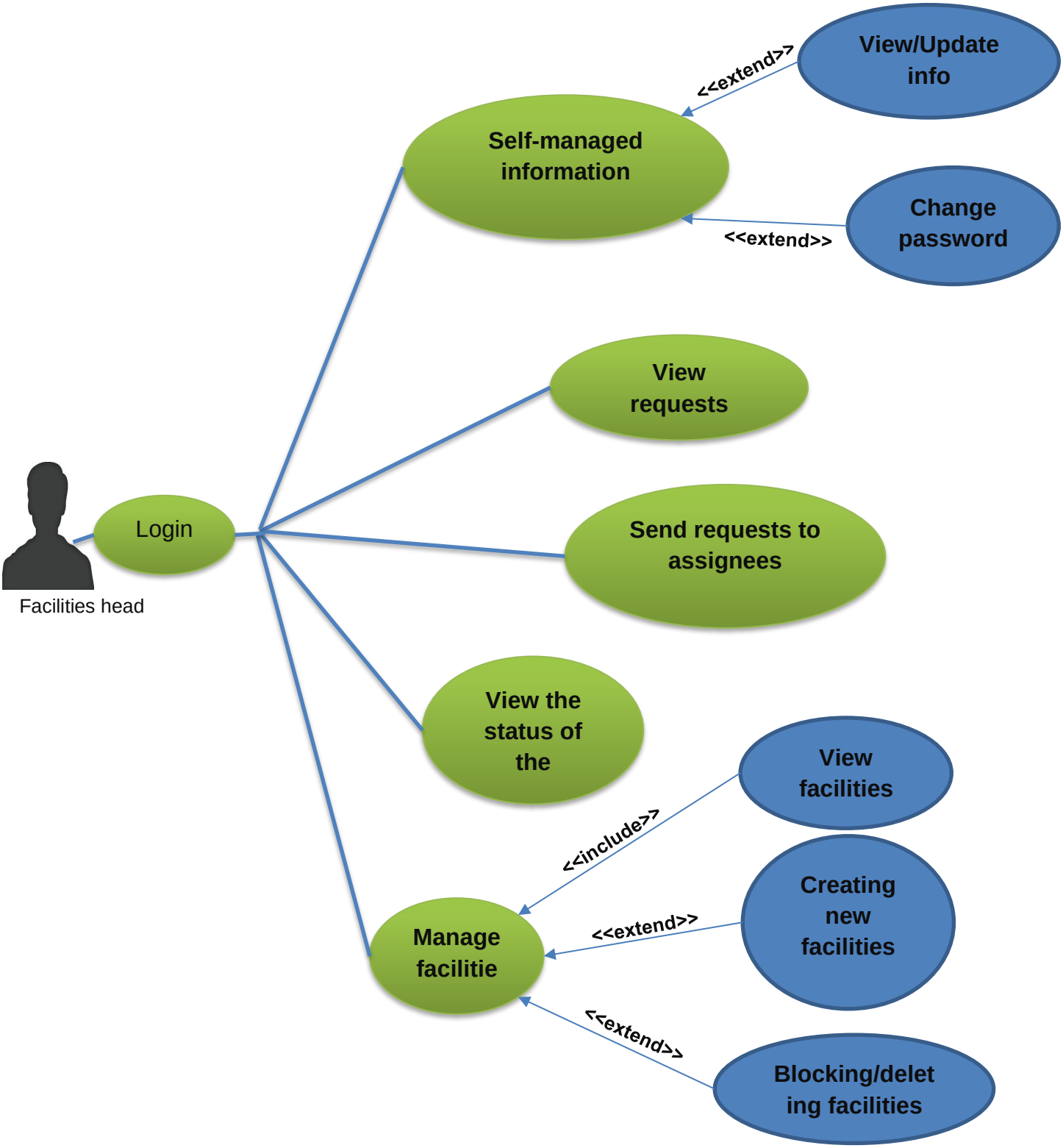
IV. Use Case Diagram



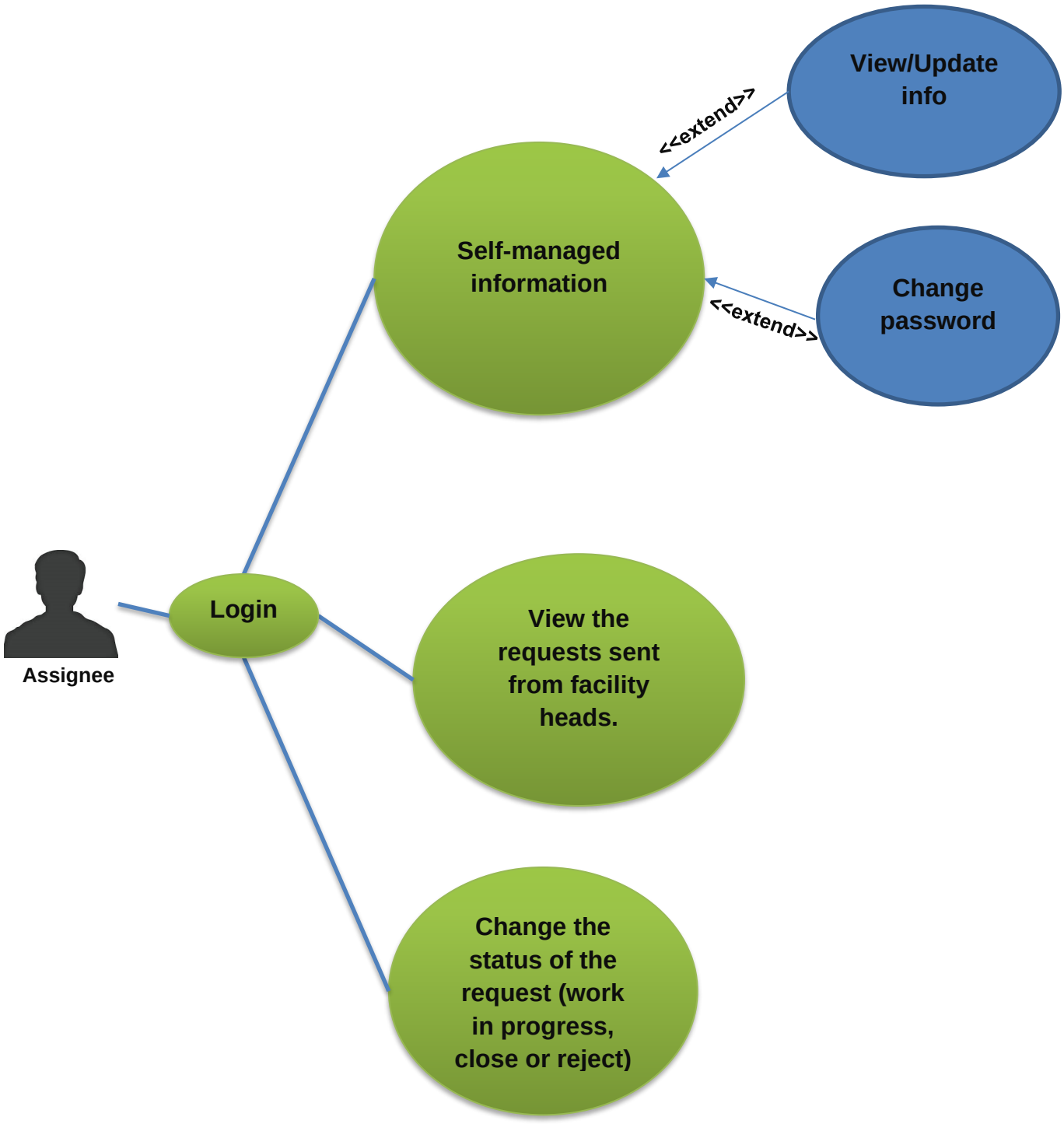
1. Administrator Use Case:



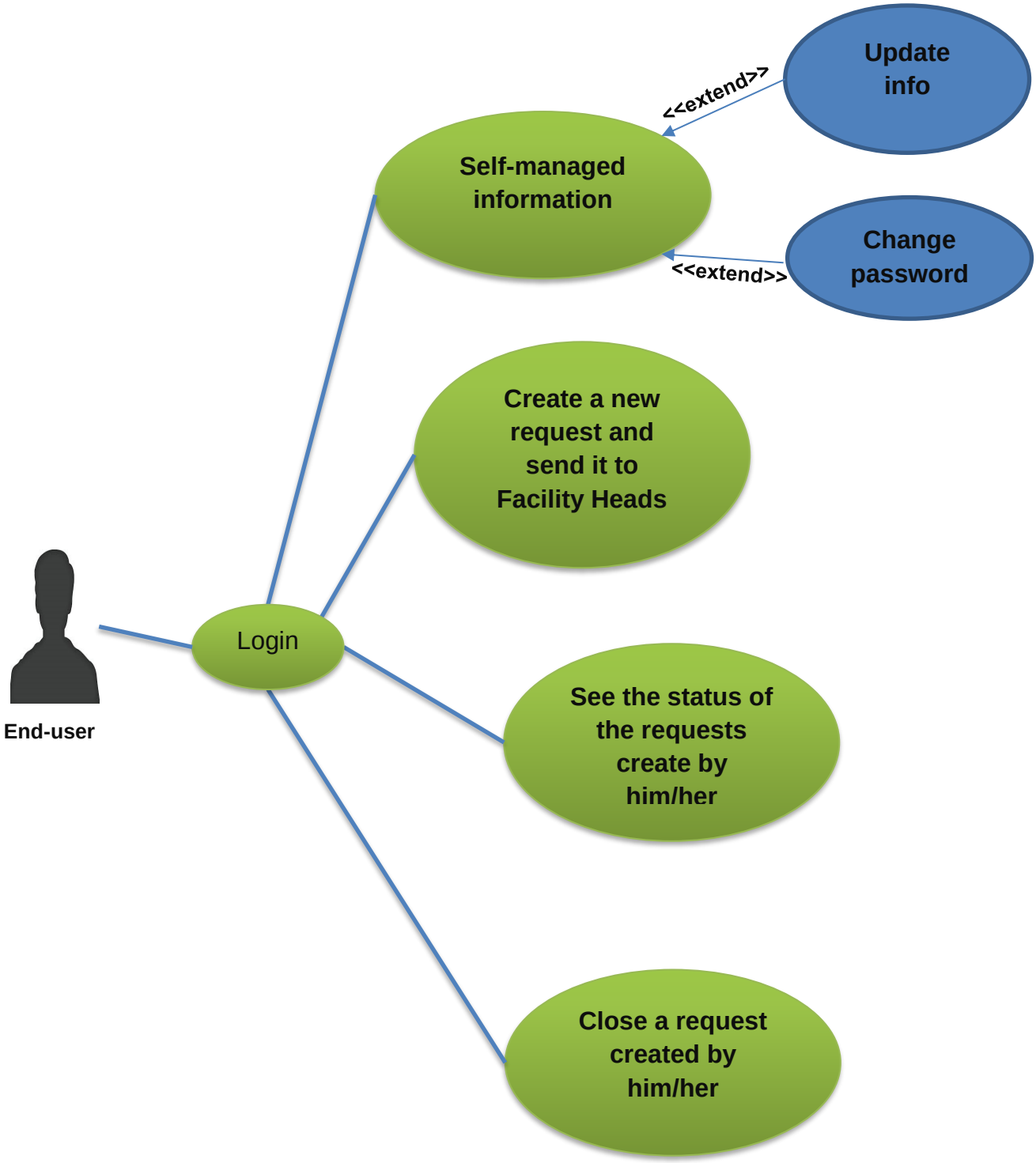
2. Facilities Head Use Case:



3. Assignees Use Case:



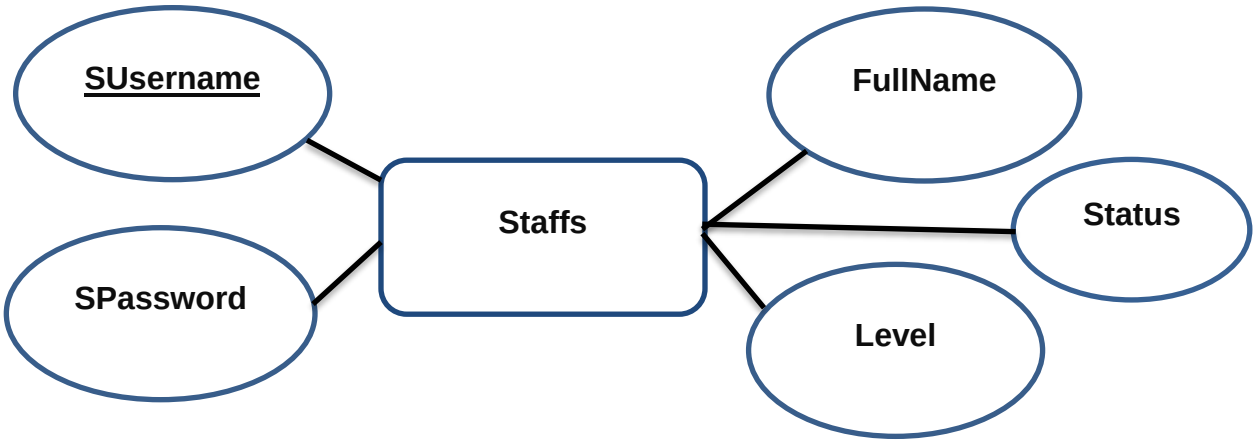
4. End-user Use Case:



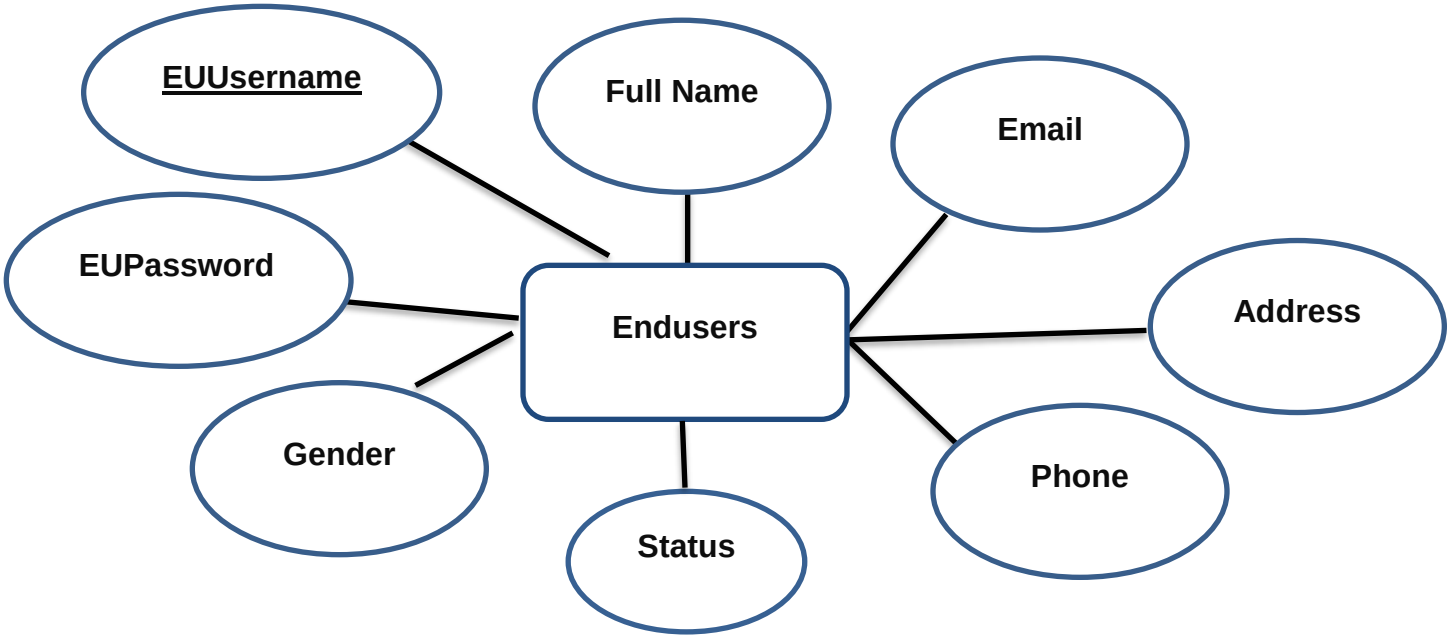
V. Entity Relationship (E-R) Diagram

Entity

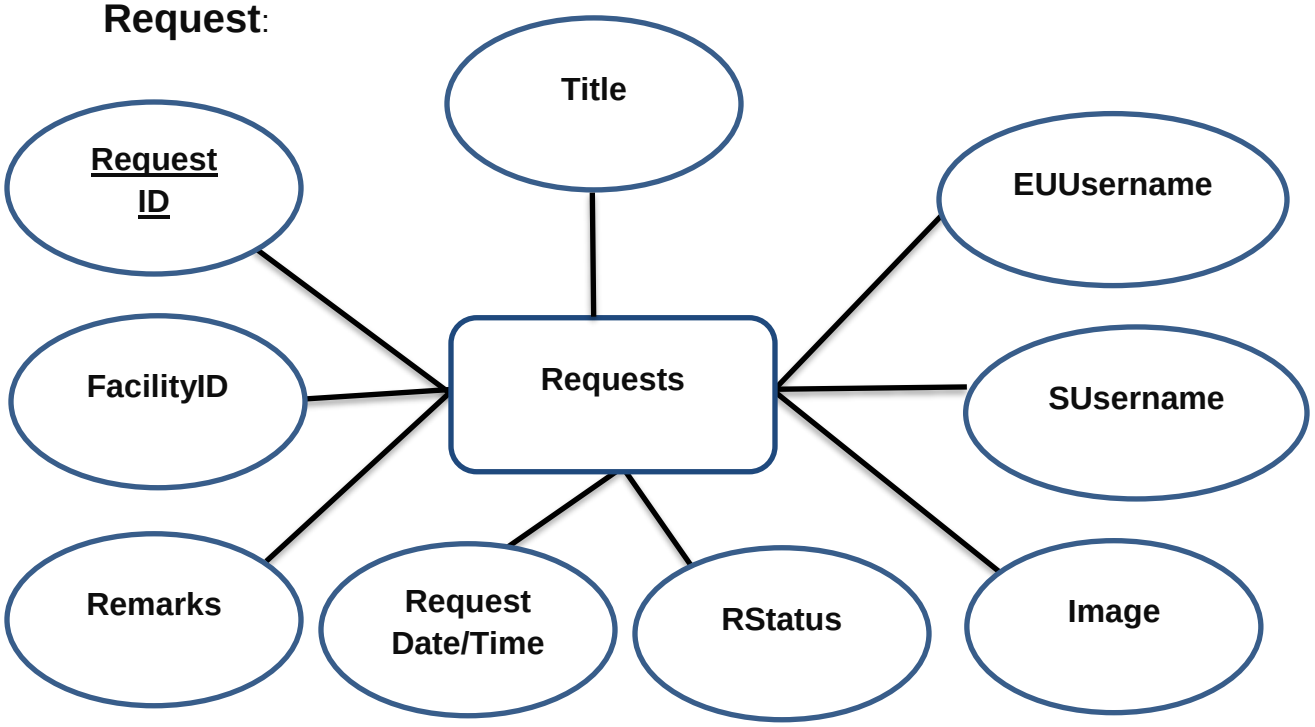
Staffs:



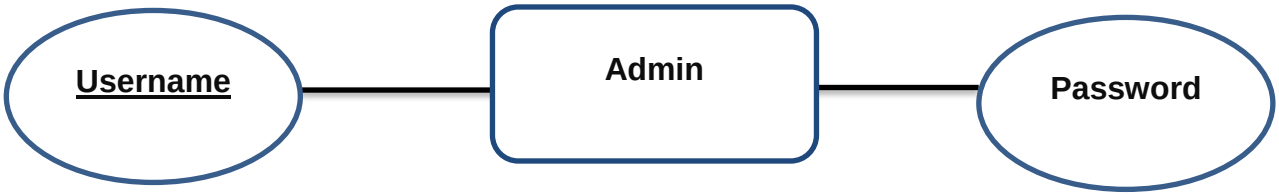
End-user:



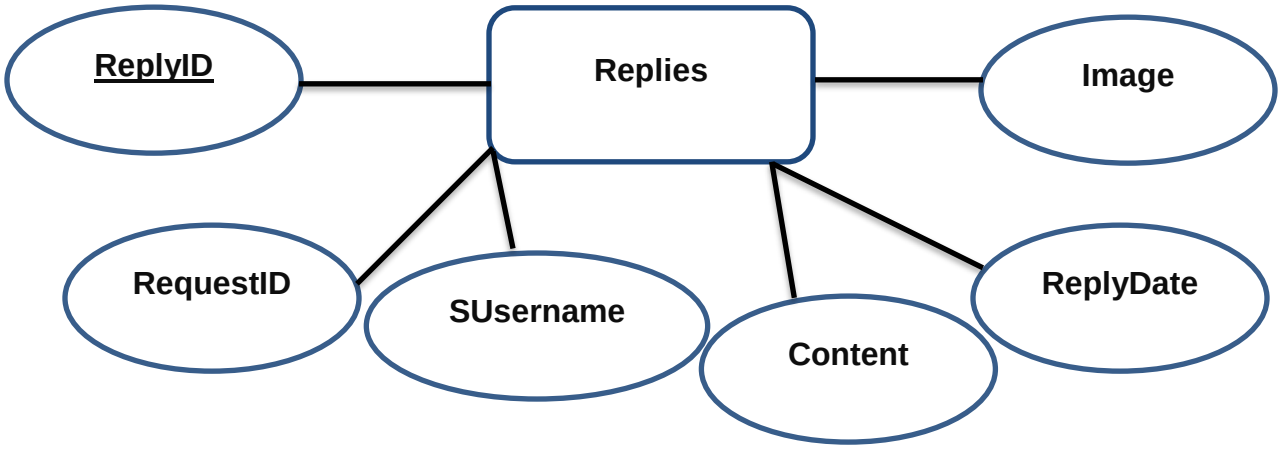
Request:



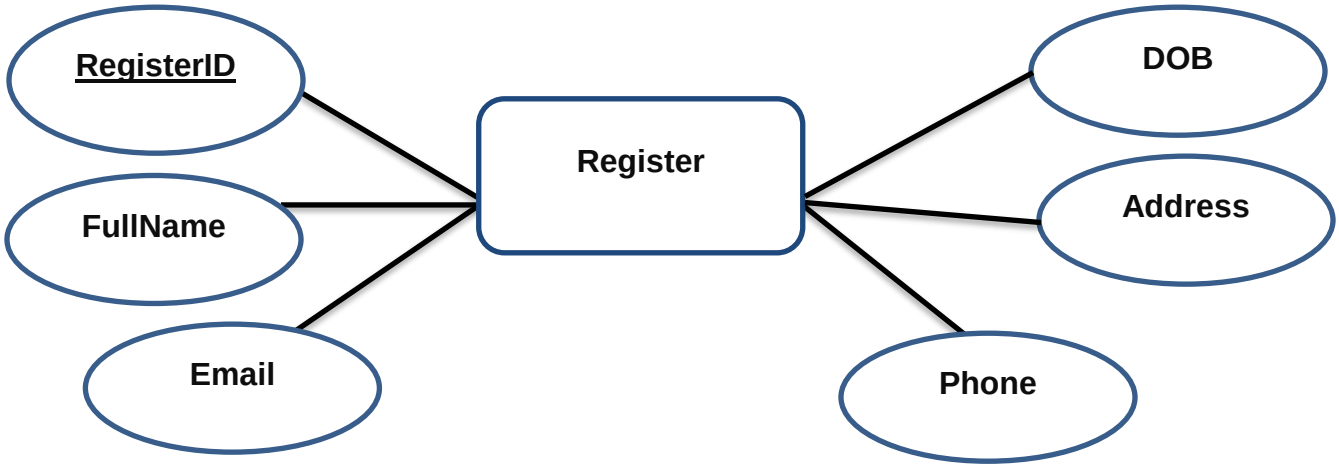
Admin:



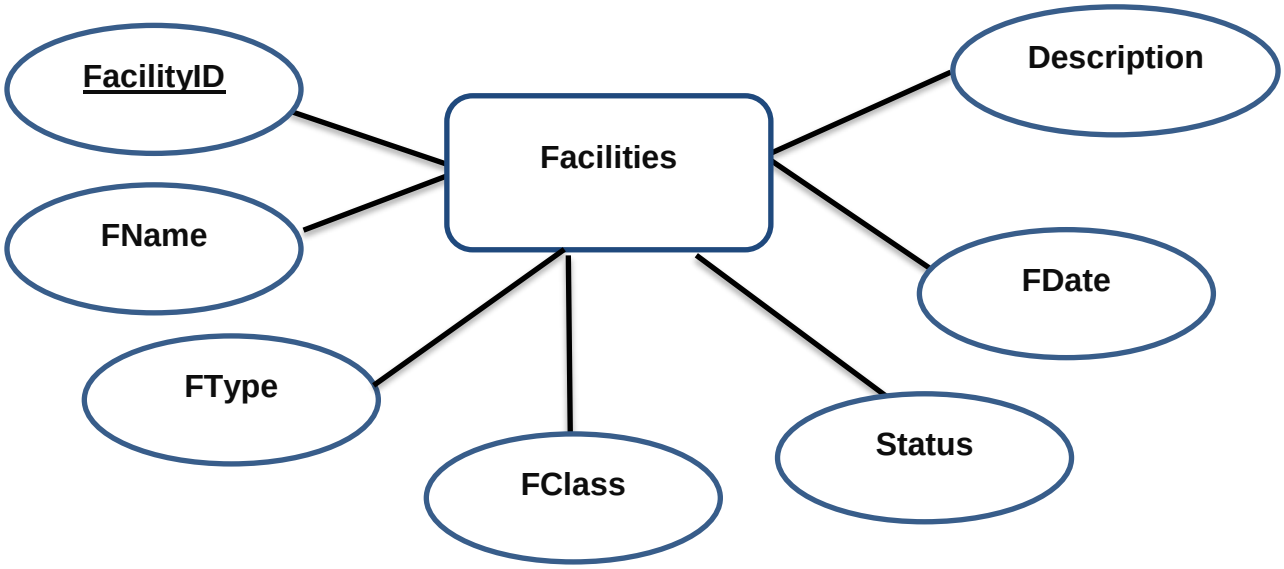
StaffReply:



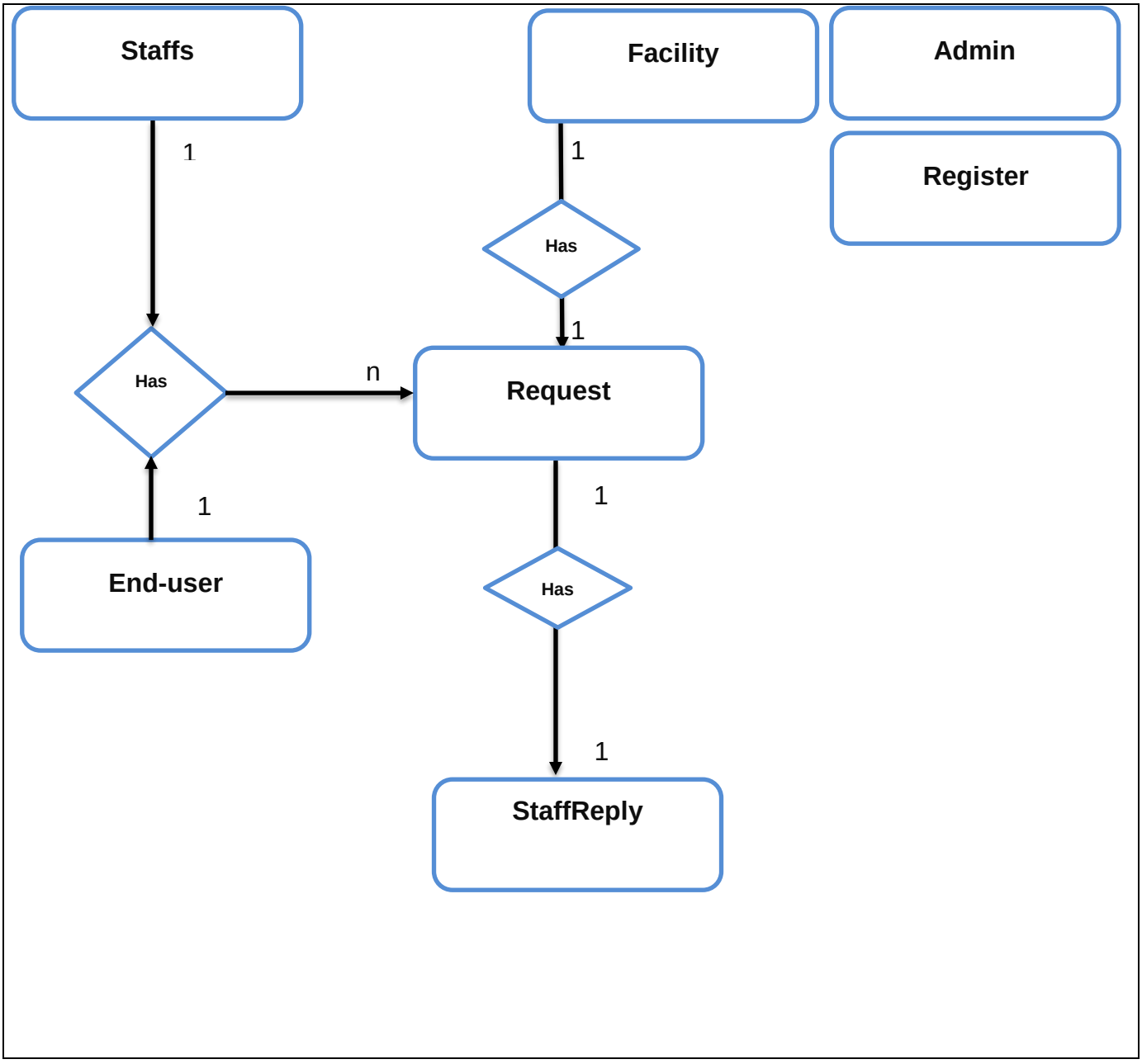
Register:



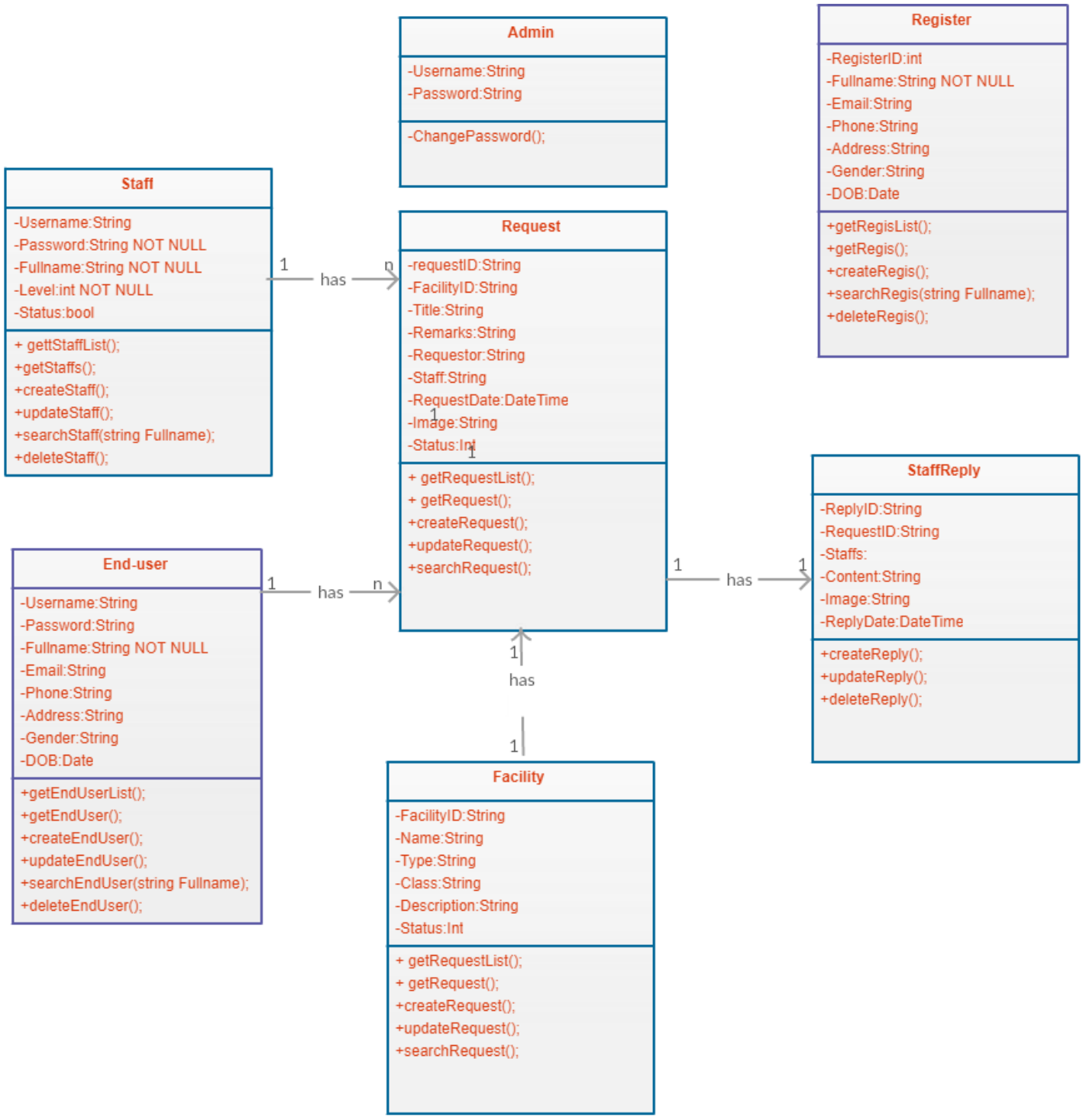
Facility:



E-R Diagram:


Staffs
Facility
Admin
Register
1
1
Has
1
Has
n
Request
1
1
End-user
Has
1
StaffReply

VI. Class Diagram



VII. **Task sheet review 2**

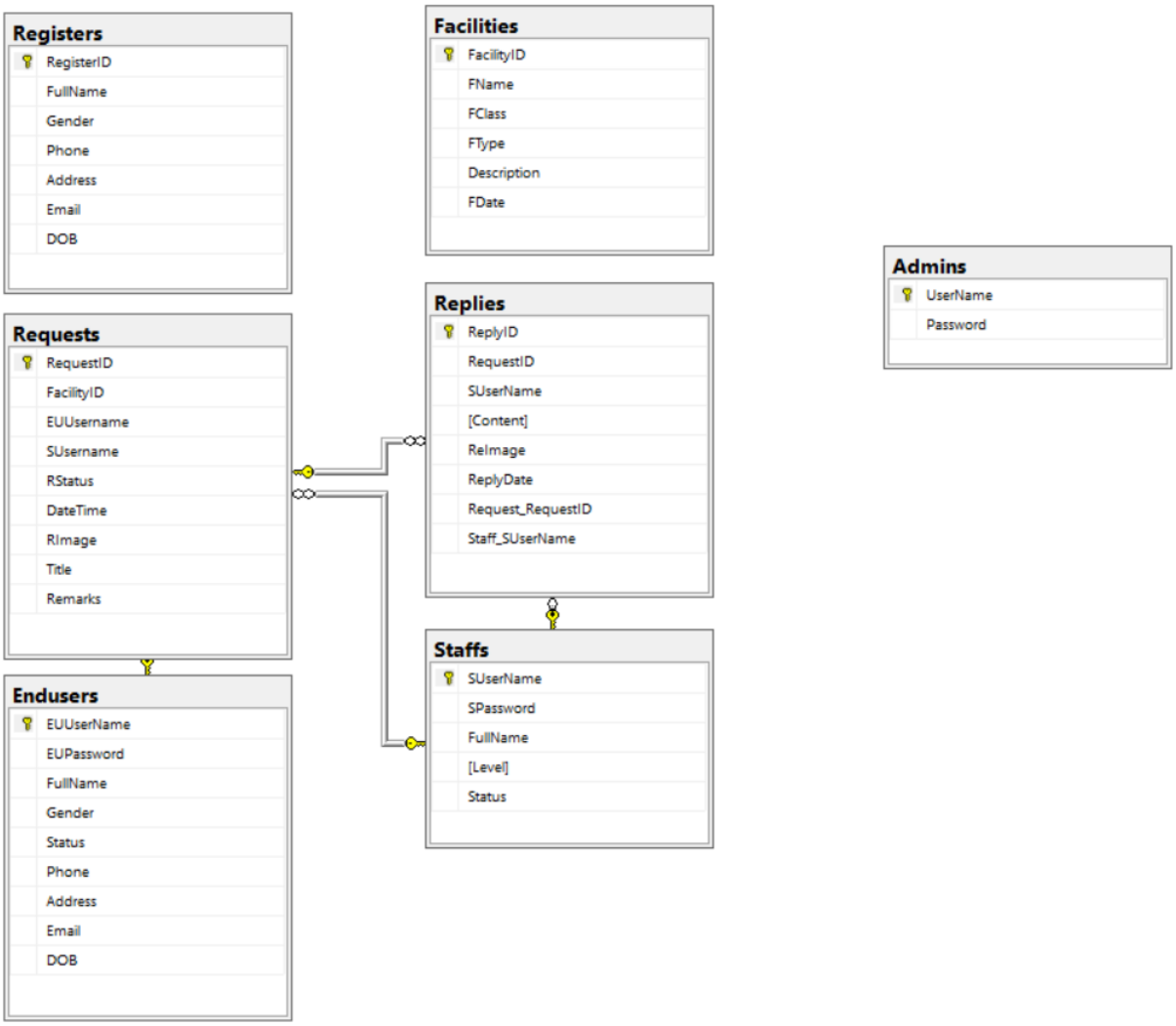
Project Ref. No: 7	Project Title: Online Help Desk	Date of Preparation of Activity Plan			
No.	**Task**	**Actual Start Date**	**Actual Days**	**Team Member Names**	**Status**
01	Architecture & Design of the Project	Oct ,28,2018	5	All Members	Completed
02	Algorithms - Data Flowchart			All Members	Completed
03	USE CASE DIAGRAM			All Members	Completed
05	Sequence DIAGRAM			All Members	Completed
06	Entity Relationship (E-R) Diagram			All Members	Completed
07	Class DIAGRAM			All Members	Completed
08	Task Sheet			All Members	Completed

	Prepare By: Group 7	Approved By: Faculty
Date: Nov,2, 2018	Team Leader Nguyen Hoang Tu	Tran Phuoc Sinh

REVIEW III

I. Database Design:

1. Database design diagram:



2. Structure diagram:

Admin						
No.	**Field Name**	**Data Type**	**Null**	**Key**	**Reference Table**	**Description**
1	**UserName**	**String**	**No**	**P**		**Unique**
2	**Password**	**Varchar(50)**	**No**			**Store password of Admin**

***Table Admin**

Staff						
No.	**Field Name**	**Data Type**	**Null**	**Key**	**Reference Table**	**Description**
1	**SUserName**	**String**	**No**	**P**		**Unique**
2	**SPassword**	**Varchar(50)**	**No**			**Store password of Staff**
3	**FullName**	**Varchar(50)**	**No**			**Store full name of Staff**
4	**Level**	**int**	**No**			**Store level of Staff**
5	**Status**	**Bool**	**No**			**Store status of Staff**

***Table Staff**

Endusers Table

Endusers						
No.	**Field Name**	**Data Type**	**Null**	**Key**	**Reference Table**	**Description**
1	**EUUserName**	**String**	**No**	**P**		**Unique**
2	**EUPassword**	**Varchar(50)**	**No**			**Store password of End-User**
3	**FullName**	**Varchar(50)**	**No**			**Store full name of End-User**
4	**Gender**	**Varchar(10)**	**Yes**			**Store gender of End-User**
5	**Status**	**Bool**	**No**			**Store status of End-User**
6	**Phone**	**Varchar(20)**	**Yes**			**Store phone of End-User**
7	**Address**	**Varchar(50)**	**Yes**			**Store address of End-User**
8	**Email**	**Varchar(50)**	**No**			**Store email of End-User**
9	**DOB**	**String**	**Yes**			**Store birth day of End-User**

Facilities Table

Facilities						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	FacilityID	String	No	P		Unique
2	FName	Varchar(50)	No			Store name of Facility
3	FClass	Varchar(50)	No			Store class of Facility
4	FType	Varchar(50)	No			Store type of Facility
5	Description	Varchar(200)	Yes			Store description of Facility
6	FDate	DateTime	Yes			Store date of Facility

Requests Table

Requests						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	RequestID	String	No	P		Unique
2	FacilityID	String	Yes	F		Unique
3	EUUserName	String	No	F		Unique
4	SUserName	String	Yes	F		Unique
5	RStatus	int	No			Store status of Request
6	DateTime	DateTime	No			Store date of Request
7	RImage	String	Yes			Store image of Request
8	Title	Varchar(50)	No			Store tile of Request
9	Remark	Varchar(200)	Yes			Store remark of Request

Registers Table

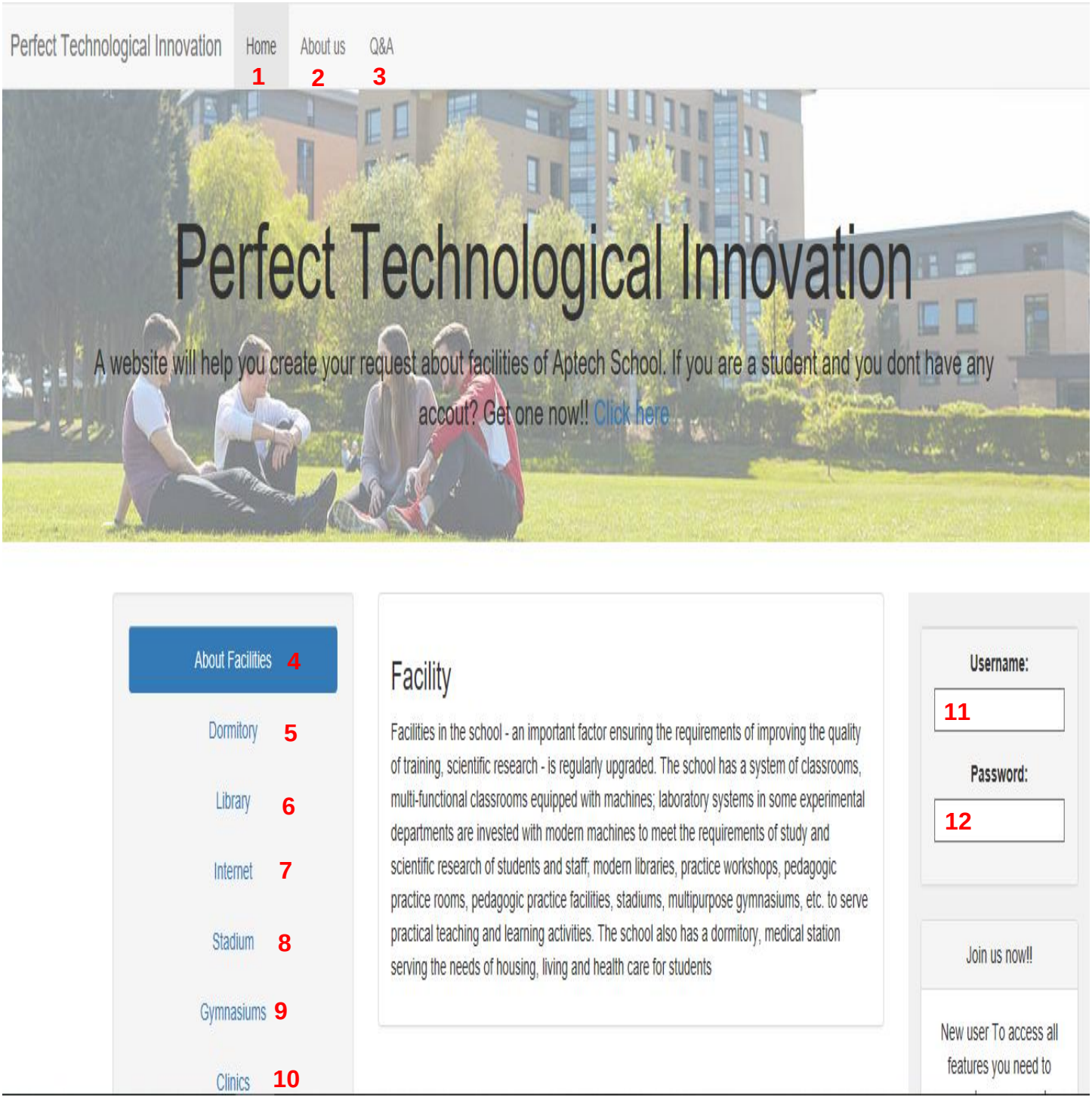
Registers						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	RegisterID	String	No	P		Unique
2	FullName	Varchar(50)	No			Store full name of Register
3	Gender	Varchar(10)	No			Store gender of Register
4	Phone	Varchar(20)	No			Store phone of Register
5	Address	Varchar(50)	No			Store address of Register
6	Email	Varchar(50)	No			Store email of Register
7	DOB	DateTime	No			Store birth day of Register

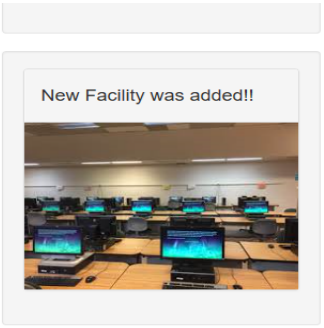
Replies Table

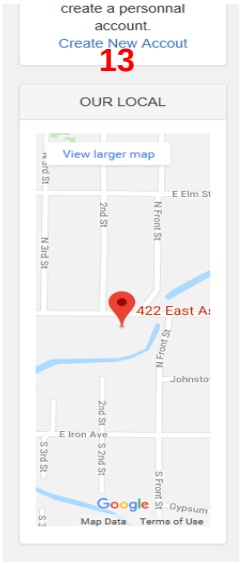
Reply						
No.	Field Name	Data Type	Null	Key	Reference Table	Description
1	ReplyID	String	No	P		Unique
2	RequestID	String	No	F		Unique
3	SUserName	String	No	F		Unique
4	Content	String	No			Store content of Reply
5	ReImage	int	Yes			Store image of Reply
6	ReplyDate	DateTime	No			Store date of Reply

II. GUI Designs – Front End:

1. Enduser Home page:

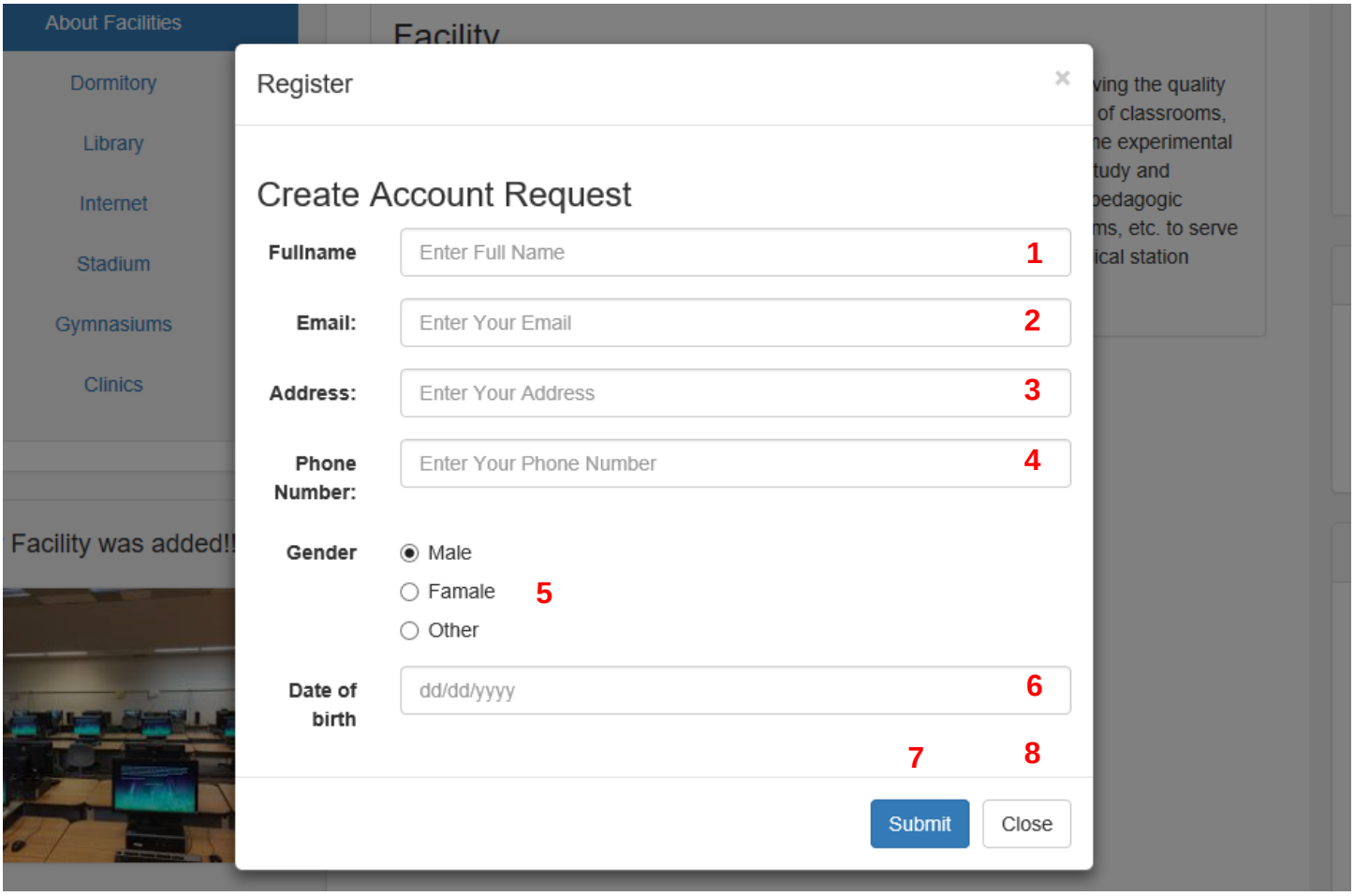






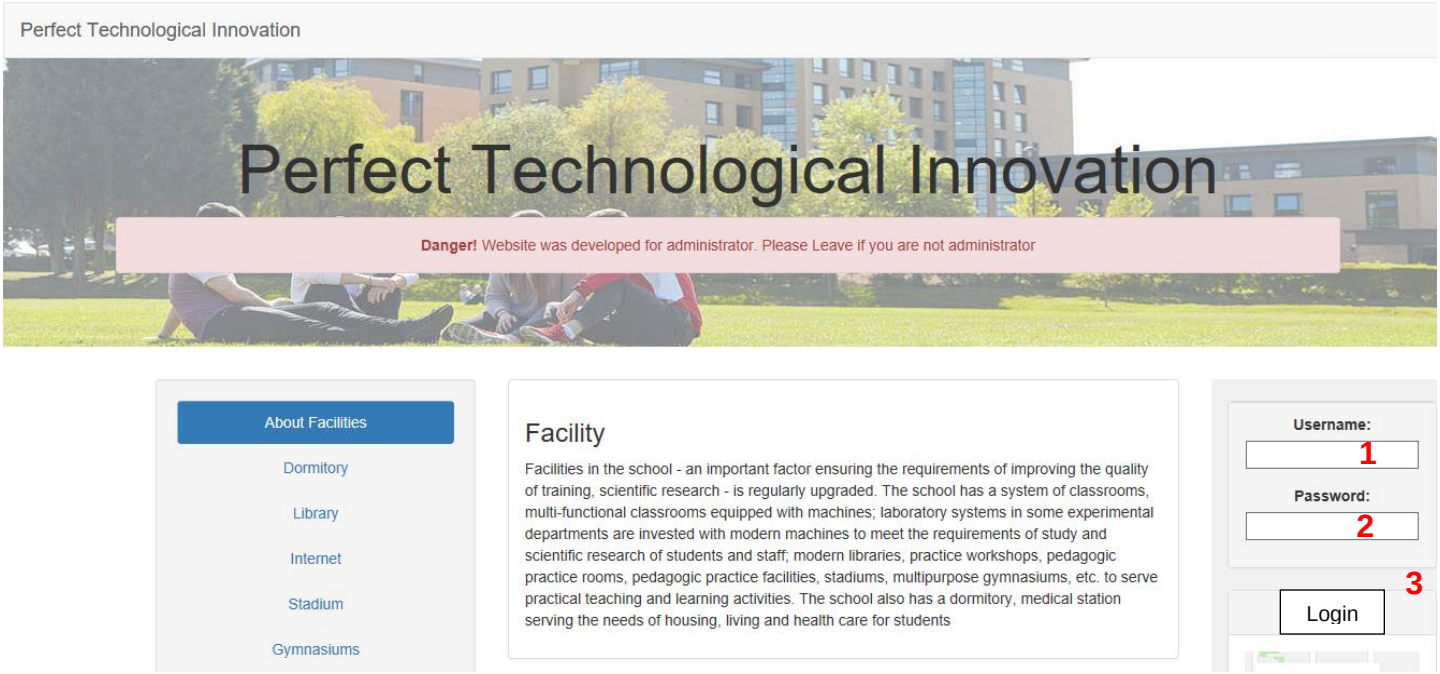
End-user Home page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Home	Hyper Link		Click	Url to Home page action	Enable
2	About us	Hyper Link		Click	Url to Home page action	Enable
3	Q&A	Hyper Link		Click	Url to Home page action	Enable
4	About Facilities	Hyper Link		Click	Url to Home page action	Enable
5	Dormitory	Hyper Link		Click	Url to Home page action	Enable
6	Library	Hyper Link		Click	Url to Home page action	Enable
7	Internet	Hyper Link		Click	Url to Home page action	Enable
8	Stadium	Hyper Link		Click	Url to Home page action	Enable
9	Gymnasium	Hyper Link		Click	Url to Home page action	Enable
10	Clinic	Hyper Link		Click	Url to Home page action	Enable
11	Username	Text box	Not null	Click	Input username	Enable
12	Password	Text box	Not null	Click	Input password	Enable
13	Register	Hyper Link		Click	Show Register model	Enable

2. Register page:



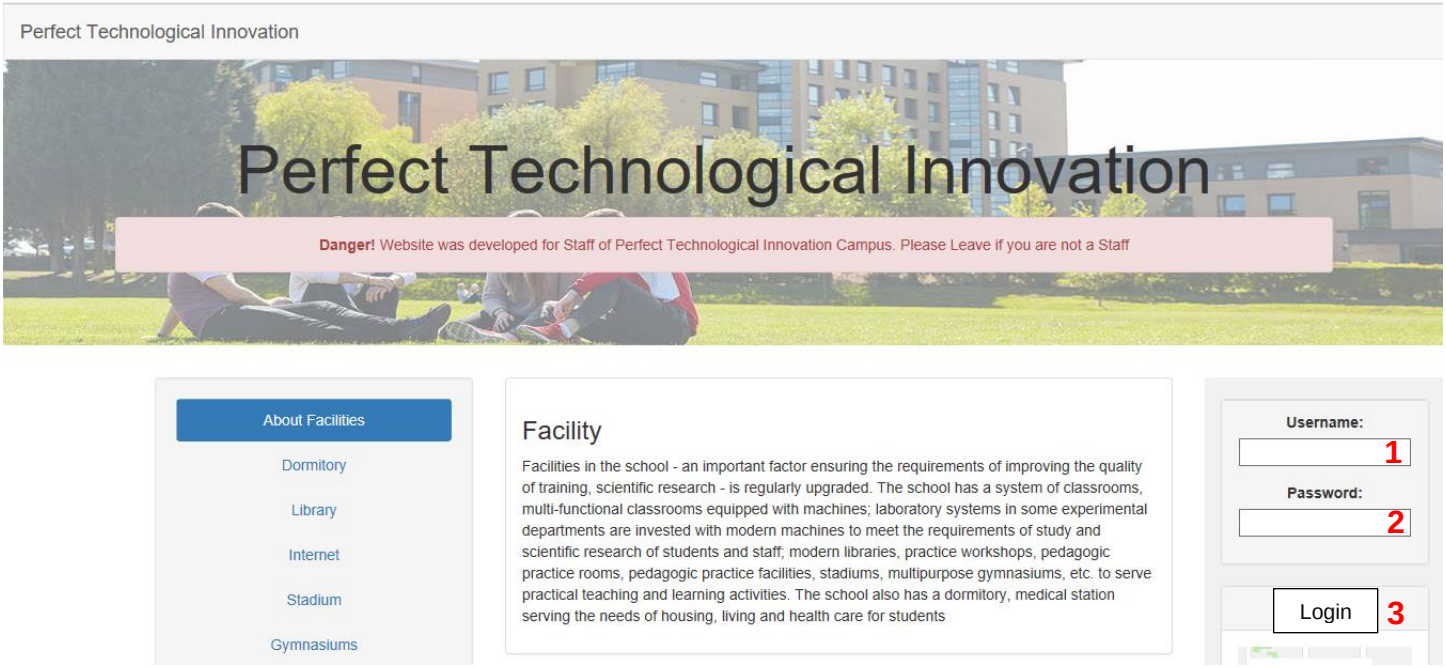
Register page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Fullname	Text box	Not null	Click	Input register name	Enable
2	Email	Text box	Not null	Click	Input register email	Enable
3	Address	Text box	Not null	Click	Input register address	Enable
4	Phone	Text box	Not null	Click	Input register phone	Enable
5	Gender	Radio button		Click	Select register gender	Enable
6	Date of birth	Text box	Not null	Click	Input date of birth	Enable
7	Submit	Button		Click	Submit form	Enable
8	Close	Button		Click	Close form	Enable

3. Admin home page:



Admin home page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Username	Text box	Not null	Click	Input admin username	Enable
2	Password	Text box	Not null	Click	Input admin password	Enable
3	Login	Button		Click	Click to login	Enable

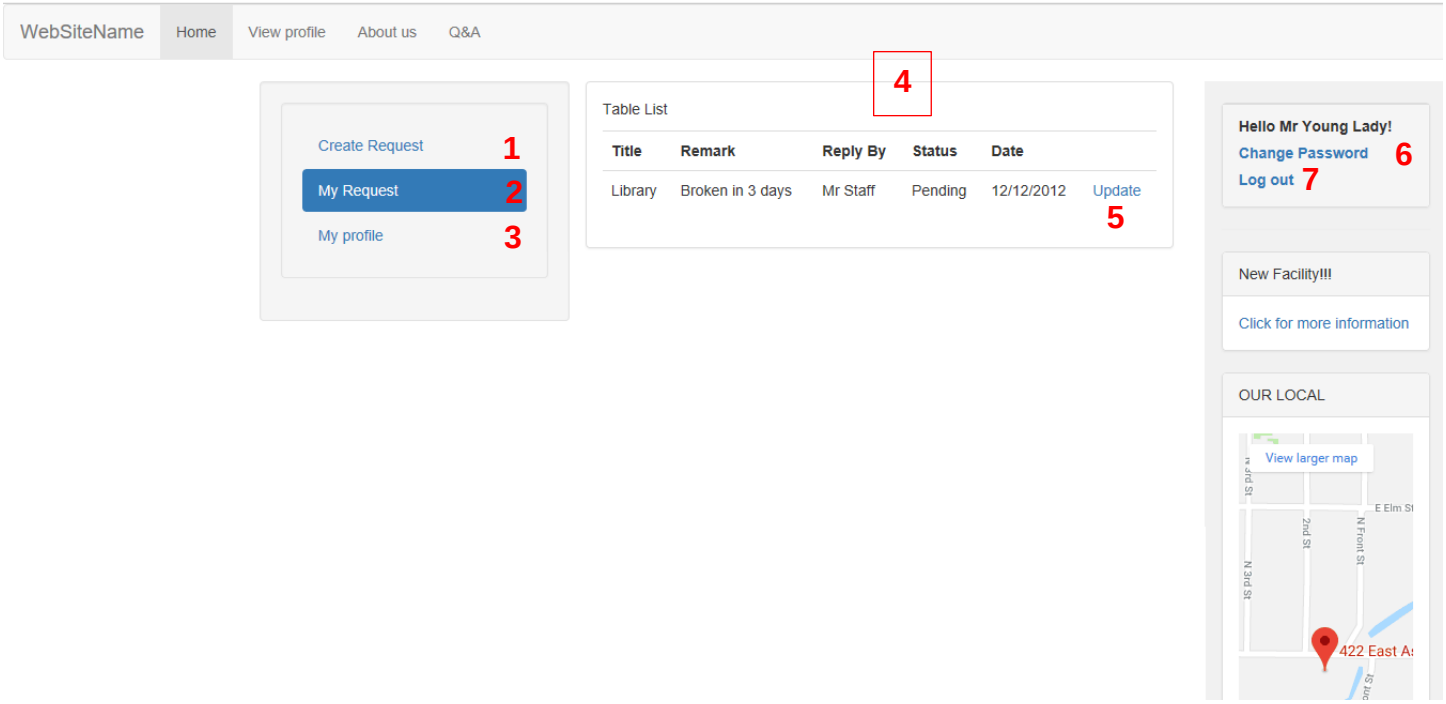
4. Staff home page:



Staff home page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Username	Text box	Not null	Click	Input staff username	Enable
2	Password	Text box	Not null	Click	Input staff password	Enable
3	Login	Button		Click	Click to login	Enable

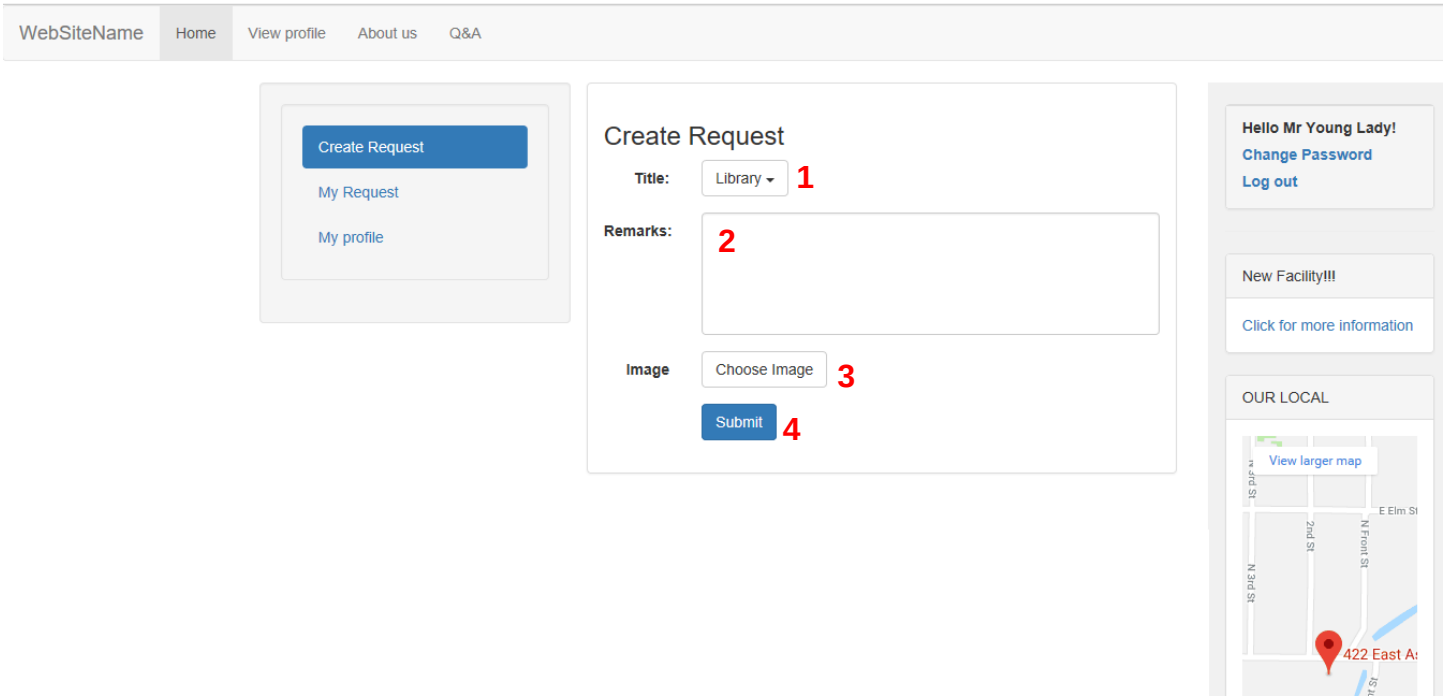
5. End-user logged in page:

5.1 Request list:



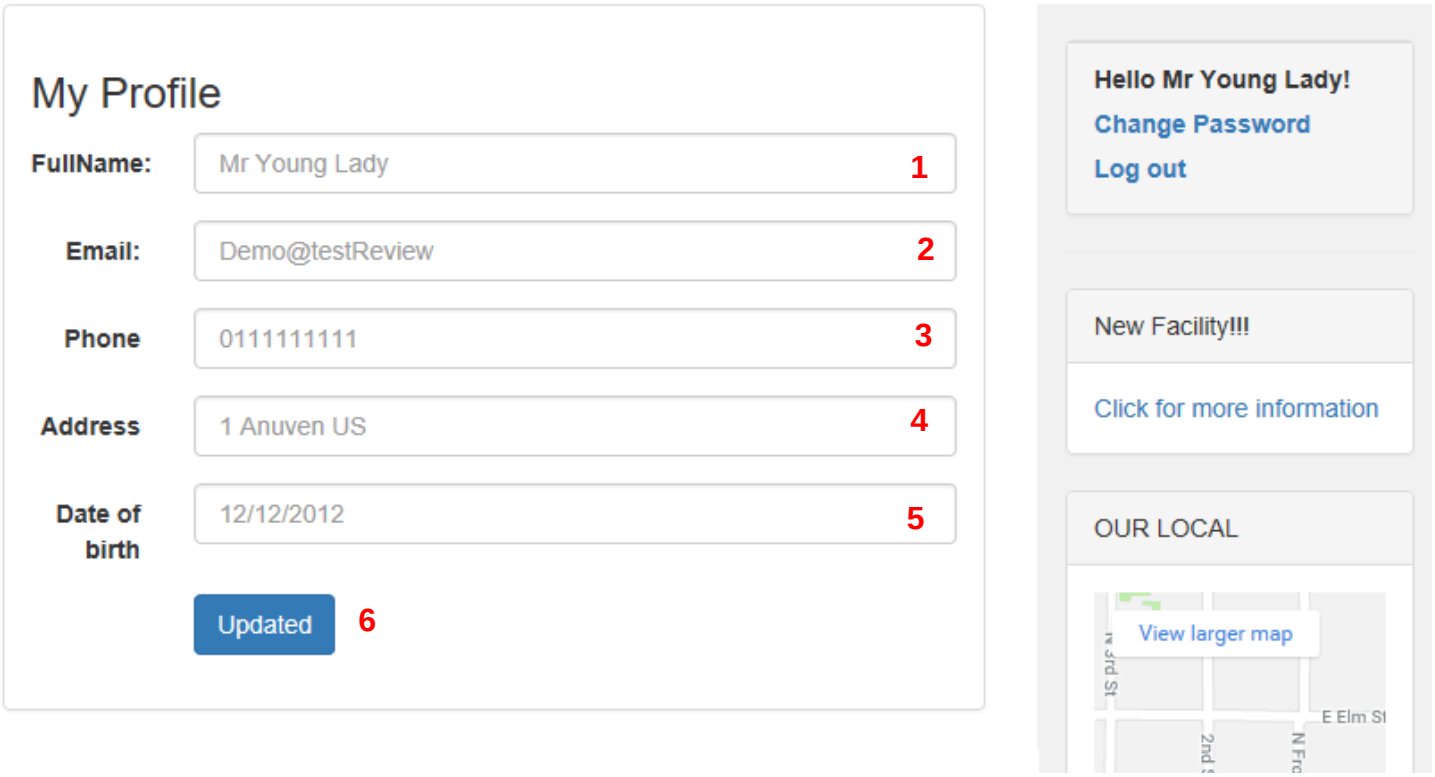
End-user logged in page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Create request	Hyper Link		Click	Show Create request form model	Enable
2	My Requests	Hyper Link		Click	Show list of requests	Enable
3	My Profile	Hyper Link		Click	Show My profile form model	Enable
4	Table List	Table			List of requests that end-user created	Enable
5	Update	Hyper Link		Click	Show request detail model to update	Enable
6	Change password	Hyper Link		Click	Show change password model	Enable
7	Log out	Hyper Link		Click	Log out and return to Home page	Enable

5.2 Create new request:



End-user Create request page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Title	Combo box		Click	Show list of facility classes	Enable
2	Remark	Text area	Not null	Click	End-user types description for his/her request	Enable
3	Choose Image	Button		Click	Click to choose an image to make the request more detail	Enable
4	Submit	Button			Submit request	Enable

5.3 End-user profile:



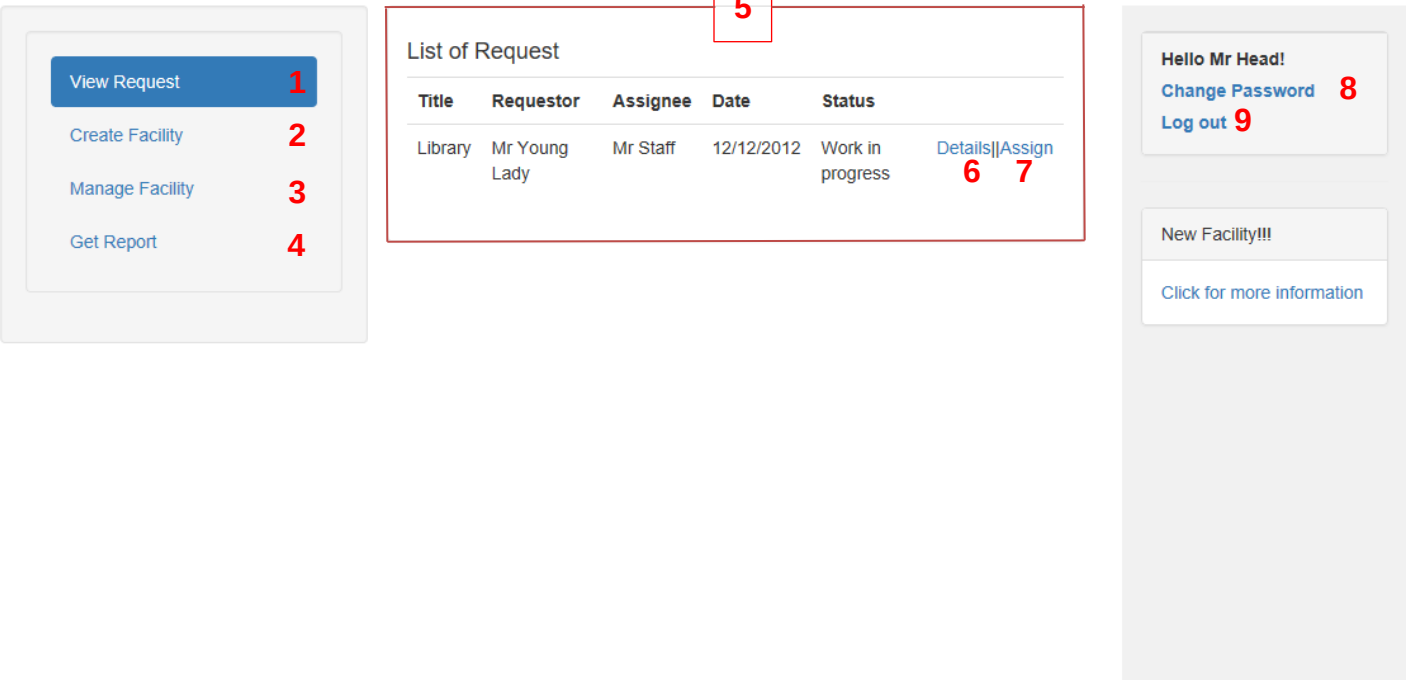
End-user profile page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Full name	Text box	Not null	Click	End-user full name	Enable
2	Email	Text box	Not null	Click	End-user email	Enable
3	Phone	Text box	Not null	Click	End-user phone number	Enable
4	Address	Text box	Not null	Click	End-user address	Enable
5	Date of birth	Text box	Not null	Click	End-user date of birth	Enable
6	Update	Button	Not null	Click	Update end-user profile	Enable

5.4 Change password:

Change password page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Old password	Text box	Not null	Click	Input old password	Enable
2	New password	Text box	Not null	Click	Input new password	Enable
3	Confirm password	Text box	Not null-same new password value	Click	Input to confirm new password	Enable
4	Submit	Button		Click	Submit to change password	Enable

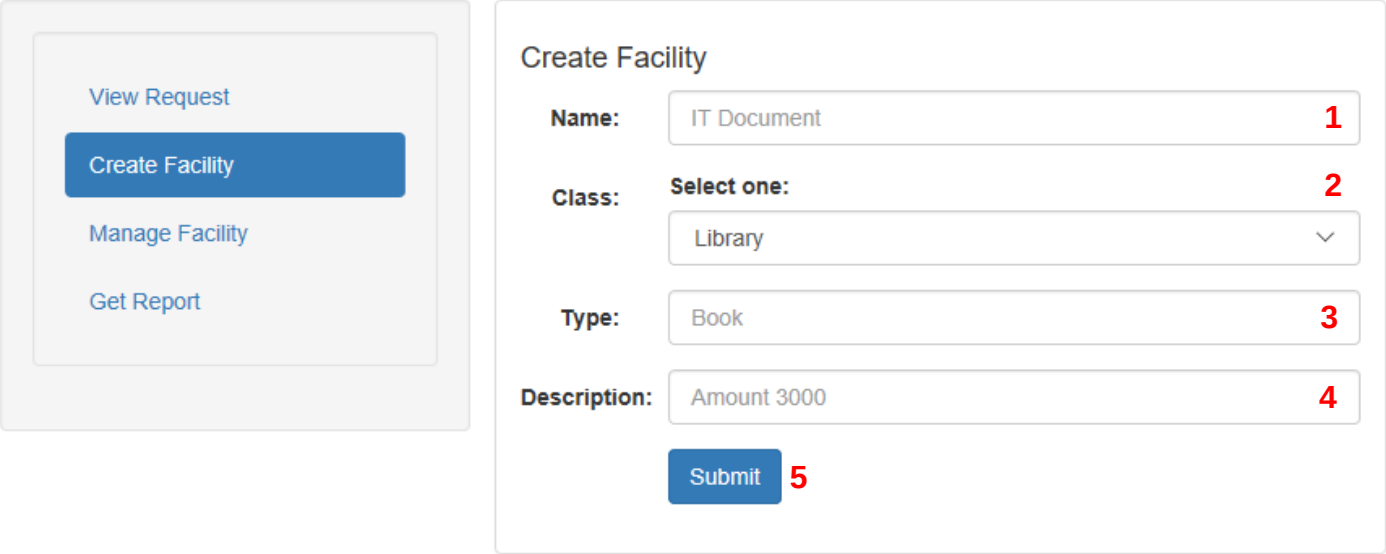
6. Facilities head logged in page:

6.1 View list of all requests:



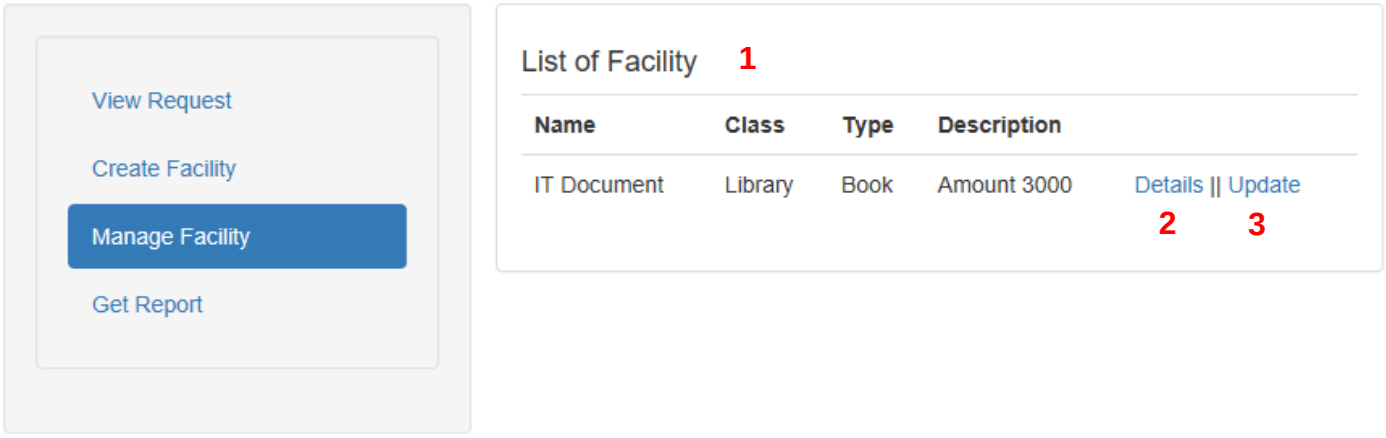
Facilities head logged in page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	View request	Hyper Link		Click	Show list of all requests	Enable
2	Create Facility	Hyper Link		Click	Show create facility model	Enable
3	Manage facility	Hyper Link		Click	Show list of all facilities	Enable
4	Get report	Hyper Link		Click	Show report once per month/week	Enable
5	List of requests	Table			List of all requests	
6	Details	Hyper Link		Click	Show request details model	Enable
7	Assign	Hyper Link		Click	Show Assign to assignee model	Enable
8	Change password	Hyper Link		Click	Show change password model	Enable
9	Log out	Hyper Link		Click	Log out and return to Head login page	Enable

6.2 Create facility:



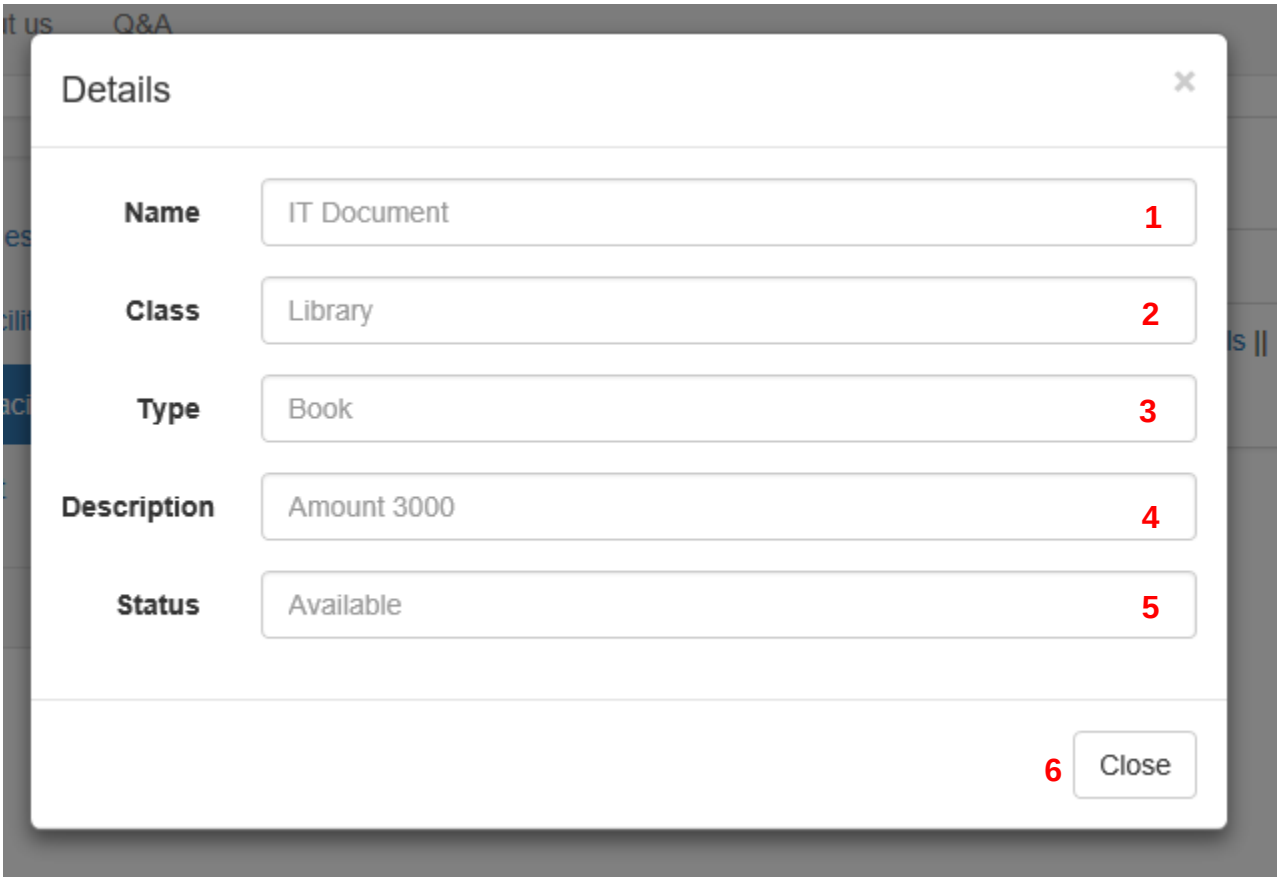
Create facility page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Name	Text box		Click	Input name of new facility	Enable
2	Class	Combo box		Click	Choose a class of new facility	Enable
3	Type	Text box		Click	Input type of new facility	Enable
4	Description	Text box		Click	Input description of new facility	Enable
5	Submit	Button		Click	Submit to create new facility	Enable

6.3 Manage facilities:



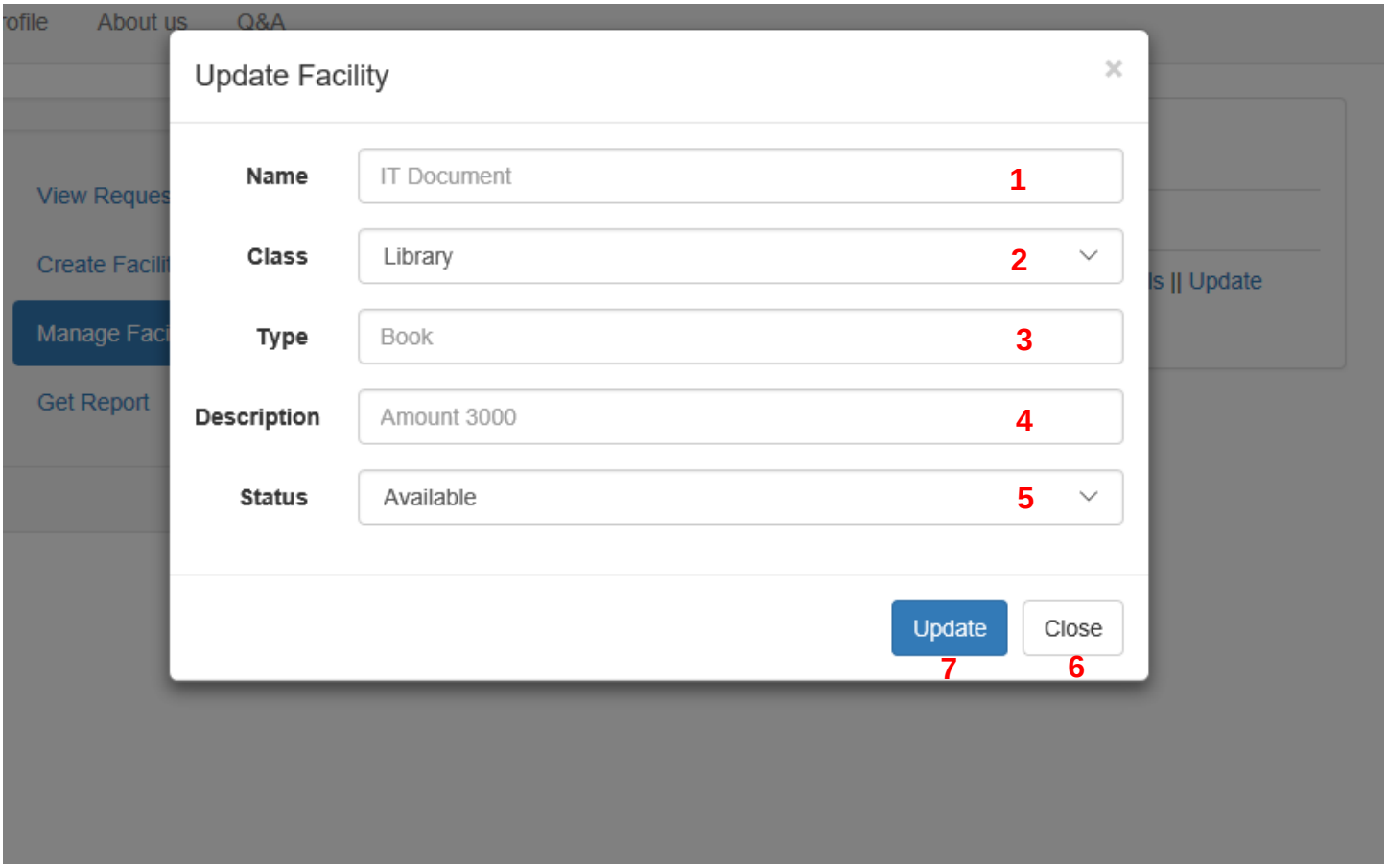
Manage facilities page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	List of facilities	Table			Show all facilities	
2	Details	Hyper Link		Click	Show facility details model	Enable
3	Update	Hyper Link		Click	Show Update facility model	Enable

a. Facility details:



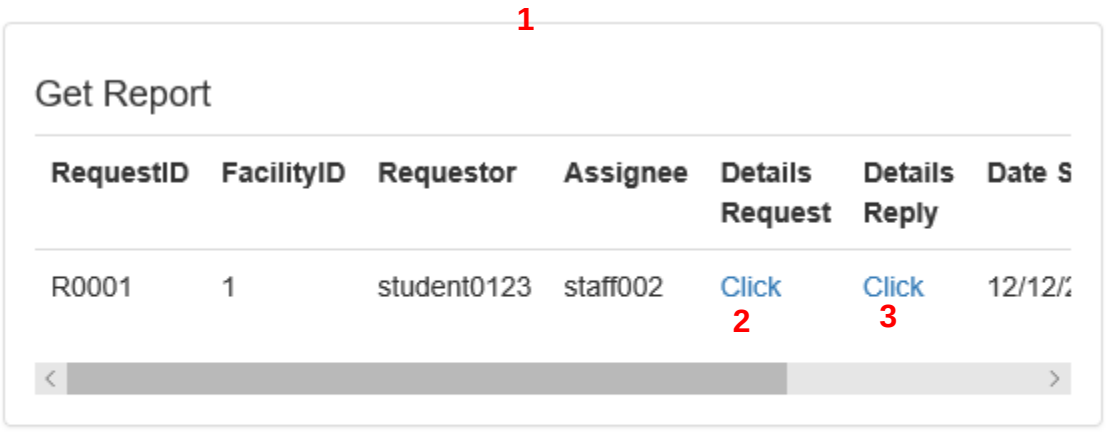
View facility details form						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Name	Text box			Show name of facility	
2	Class	Text box			Show class of facility	
3	Type	Text box			Show type of facility	
4	Description	Text box			Show description of facility	
5	Status	Text box			Show status of facility	
6	Close	Button			Close facility details model	Enable

b. Update facility:



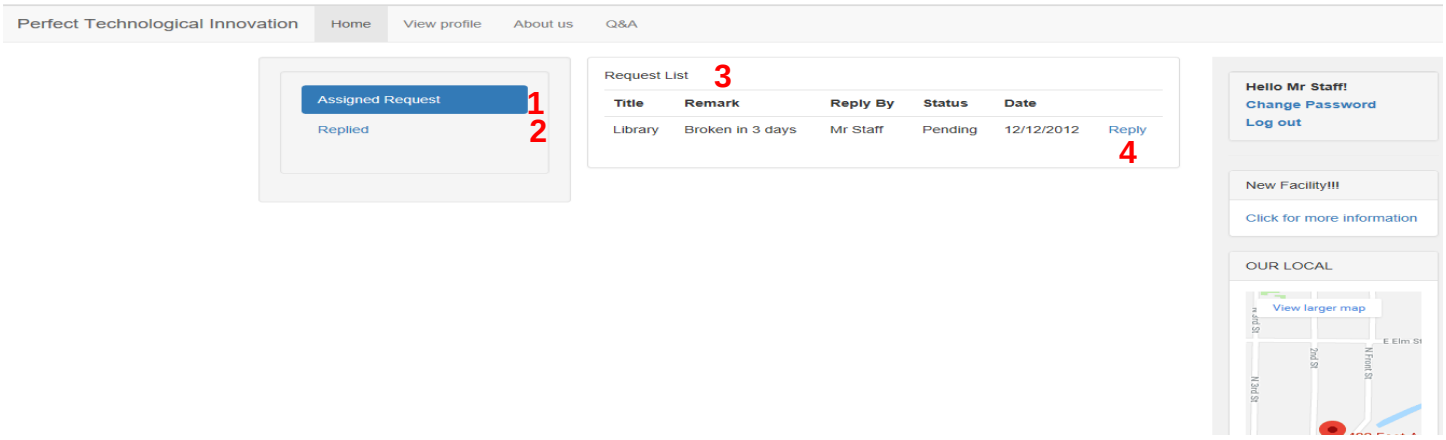
Update facility form						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Name	Text box		Click	Input name of facility	Enable
2	Class	Combo box		Click	Input class of facility	Enable
3	Type	Text box		Click	Choose type of facility	Enable
4	Description	Text box		Click	Input description of facility	Enable
5	Status	Combo box		Click	Choose status of facility	Enable
6	Close	Button		Click	Close facility update model	Enable
7	Update	Button		Click	Click to update facility details	Enable

6.4 Get report:

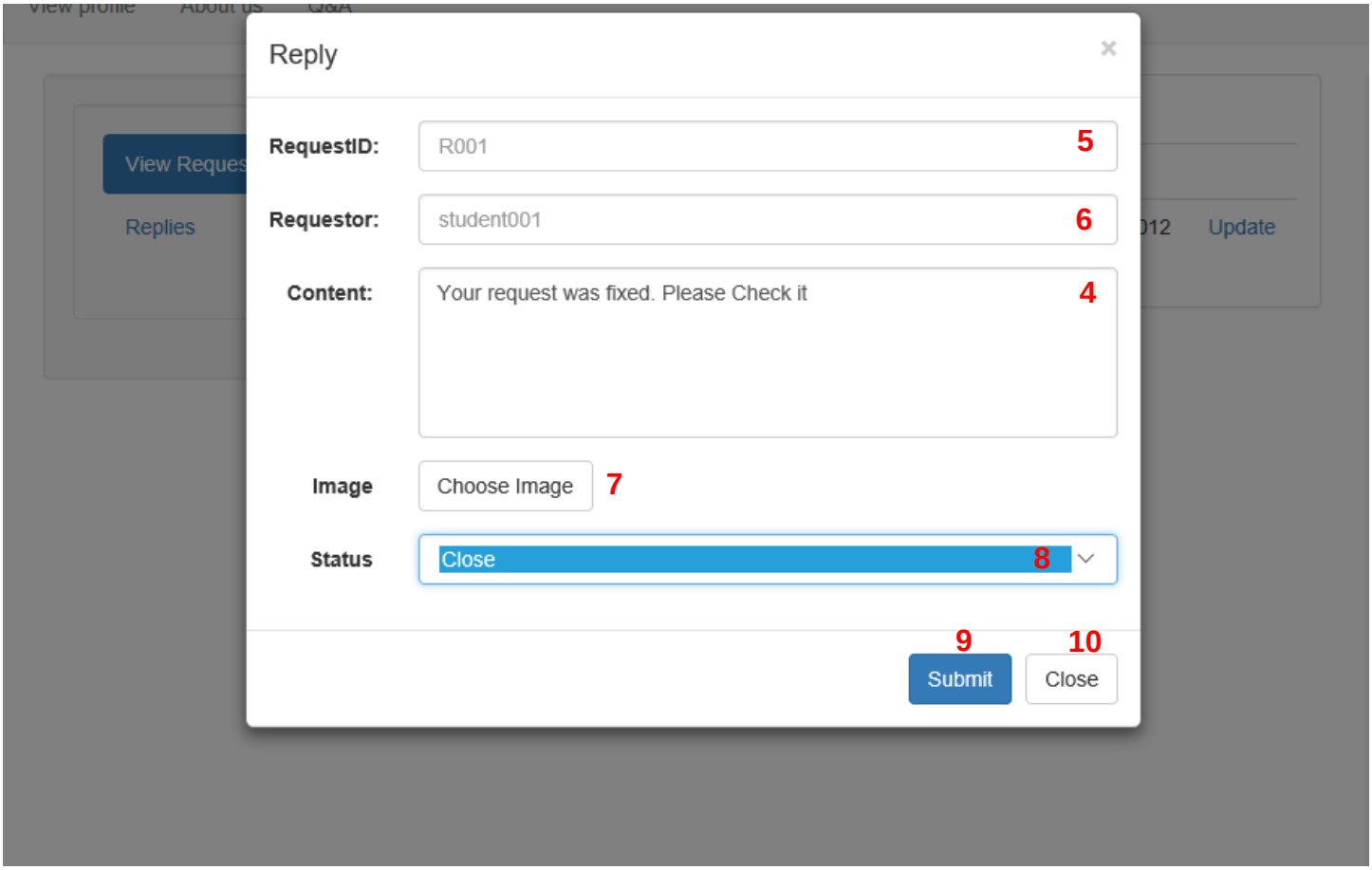


Get report page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Get report	Table			Show all details of all request created	
2	Details request	Hyper Link		Click	View details of request	Enable
3	Details Reply	Hyper Link		Click	View reply details of request	Enable

7. Assignee Logged in page:

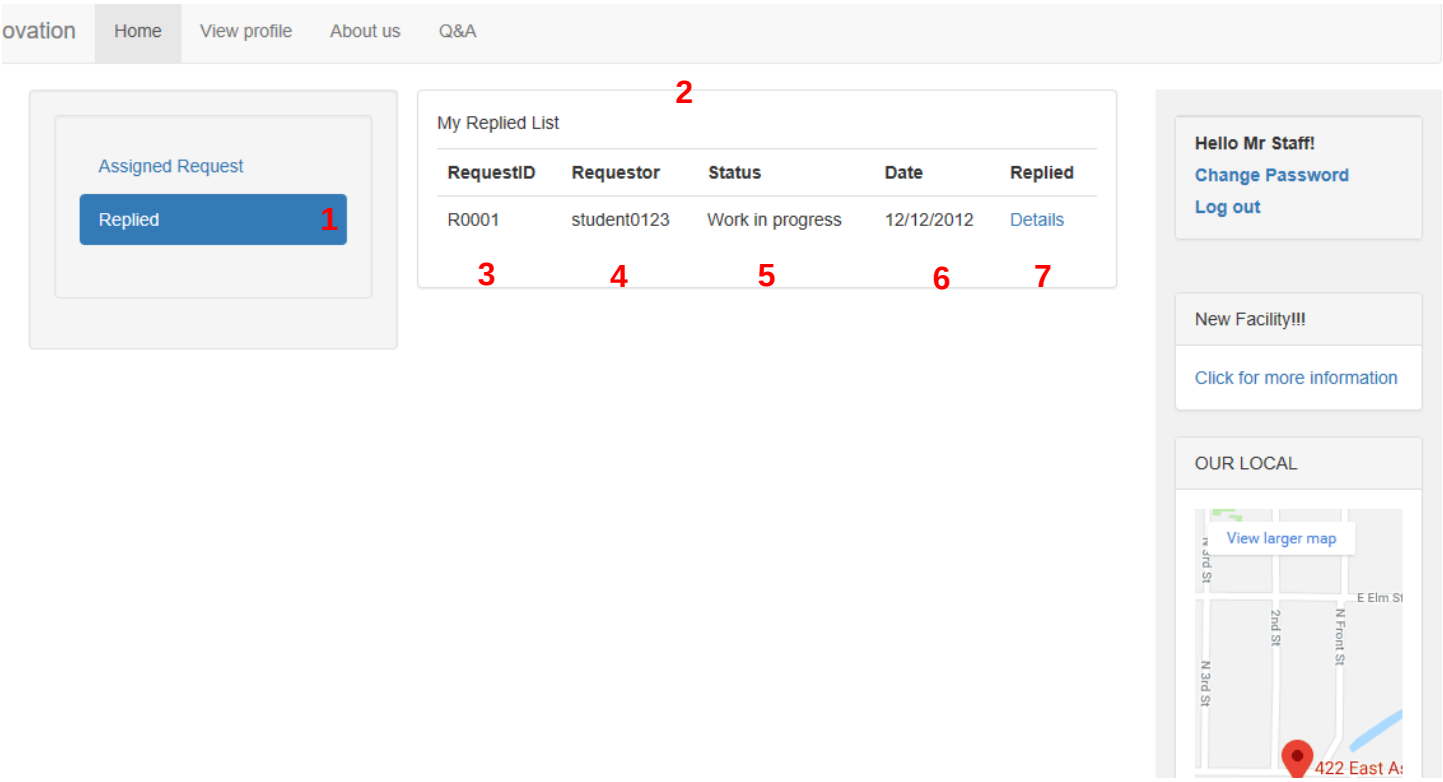


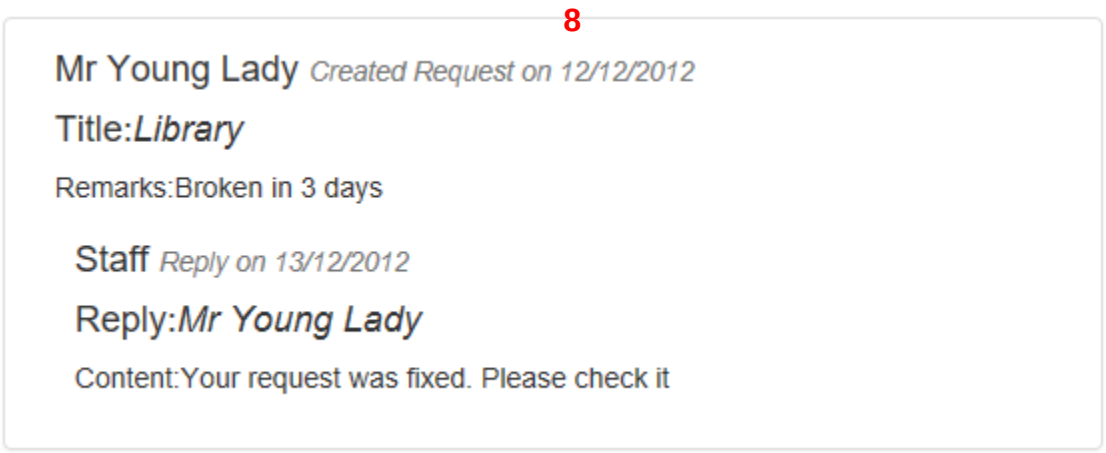
7.1 Reply form:



Assignee logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Assigned request	Hyper Link		Click	View all request that facilities head sent to him/her	Enable
2	Replied	Hyper Link		Click		Enable
3	Request list	Table			Table of requests list	
4	Reply	Hyper link		Click	Update status of request	Enable
5	RequestID	Text box			Show request id	Disable
6	Requestor	Text box			Show end-user id who created this request	Disable
7	Content	Text area		Click	Summarize how the request was handled	Enable
8	Choose image	Button		Click	Attach an image to make the solution clearer	Enable
9	Submit	Button		Click	Click to submit form	Enable
10	Close	Button		Click	Click to close the model	Enable

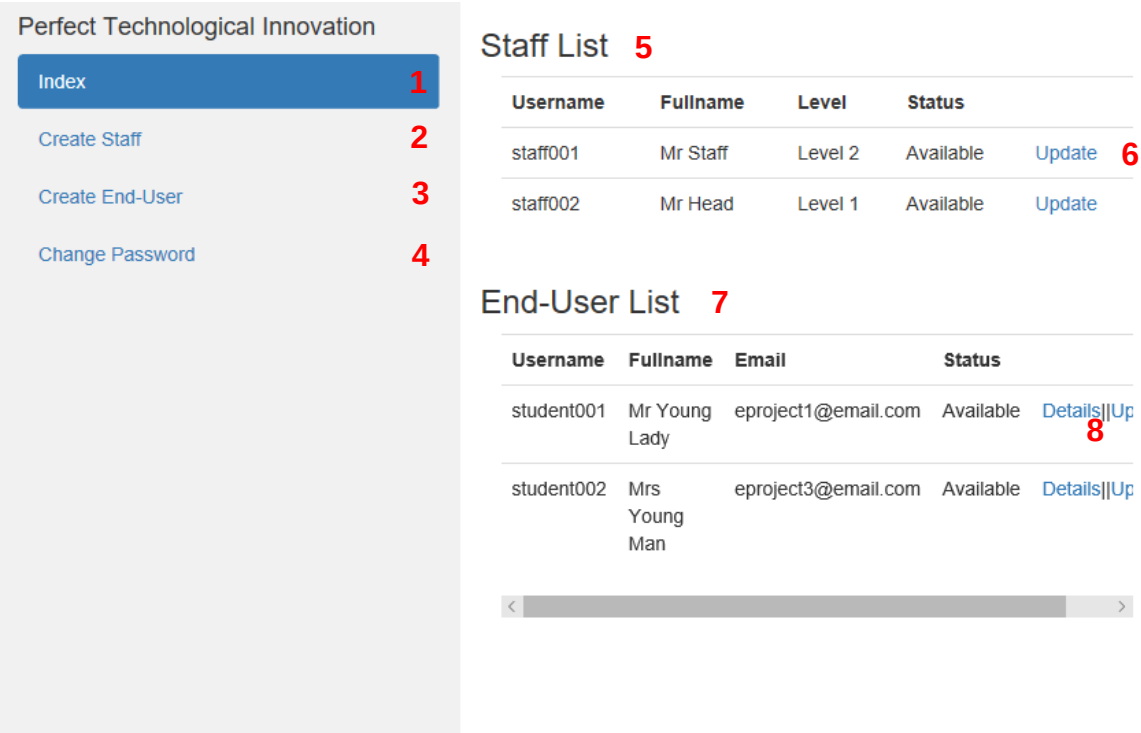
7.2 Request detail page:





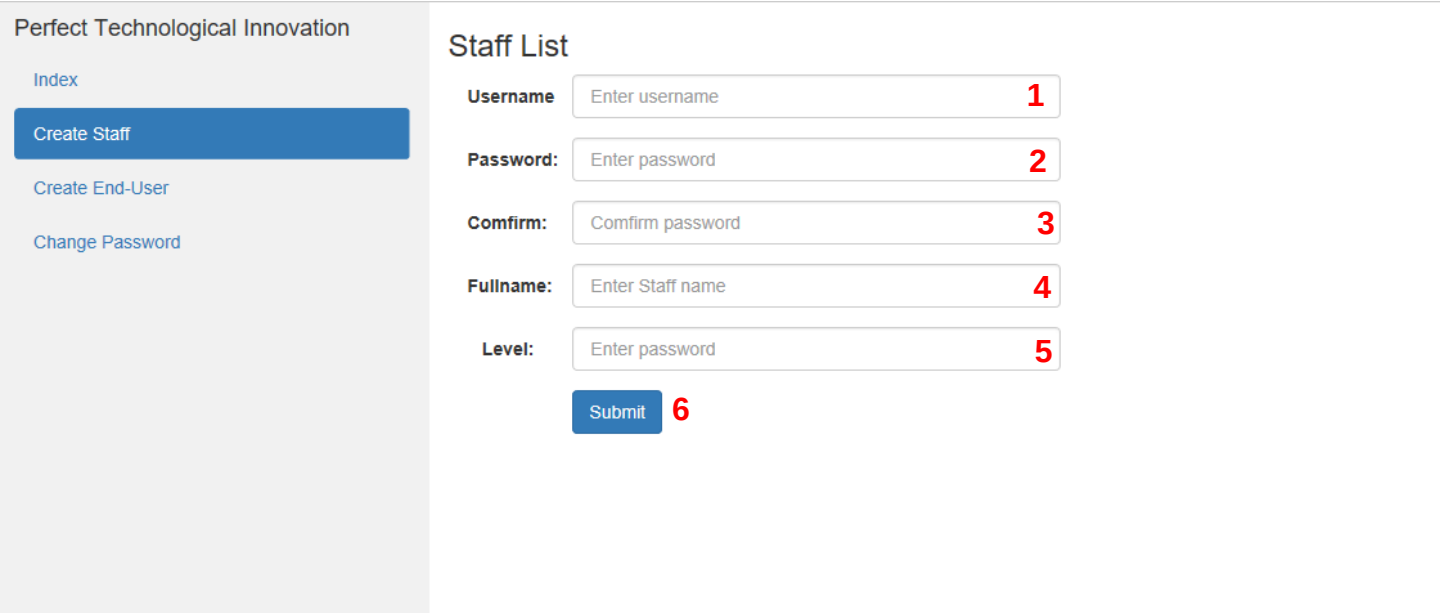
Assignee logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Replied	Hyper Link		Click	View the list of all requests him/her replied	Enable
2	My replied list	Table			List of requests replied	
3	RequestID	Text box			Show request id	Disable
4	Requestor	Text box			Show end-user id who created this request	Disable
5	Status	Text box			Show request status	Disable
6	Date	Text box			The date when request was created	Disable
7	Details	Hyper link		Click	Show the details of reply	Enable
8		Model			Details of reply	

8. Admin logged in page:



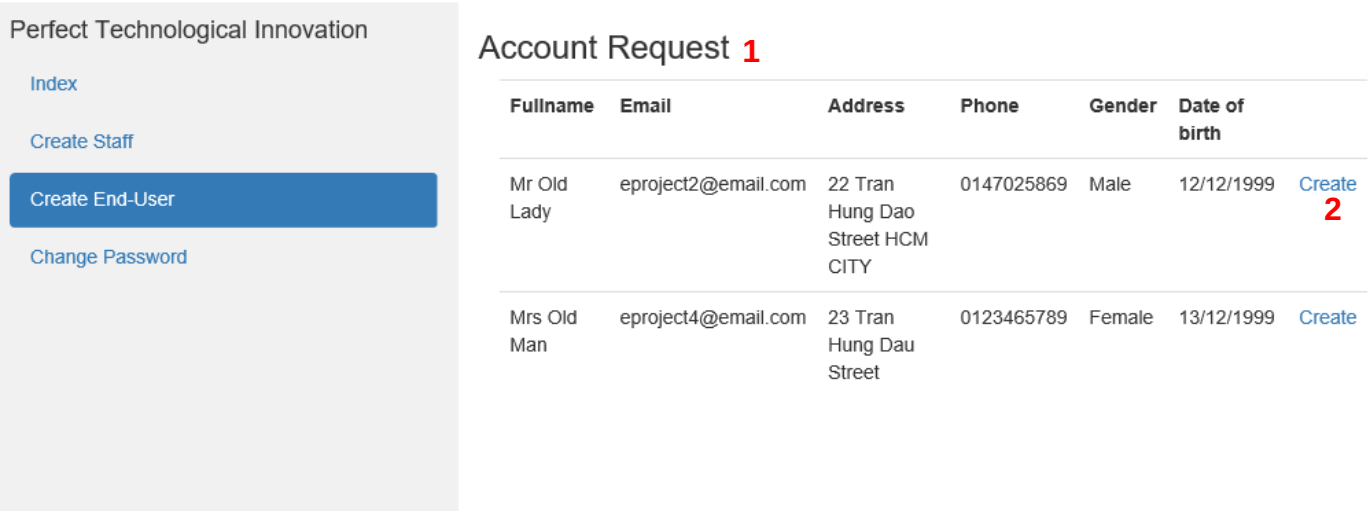
Admin logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Index	Hyper Link		Click	Admin logged in page	Enable
2	Create Staff	Hyper Link		Click	Show Create staff page	Enable
3	Create End-User	Hyper Link		Click	Show Create end-user page	Enable
4	Change Password	Hyper Link		Click	Show Change password page	Enable
5	Staff list	Table			List of all staff	
6	Update	Hyper Link			Show model of update staff	Enable
7	End-user list	Table		Click	List of all end-users	
8	Details/Update	Hyper Link			Show model of Details/Update end-user	Enable

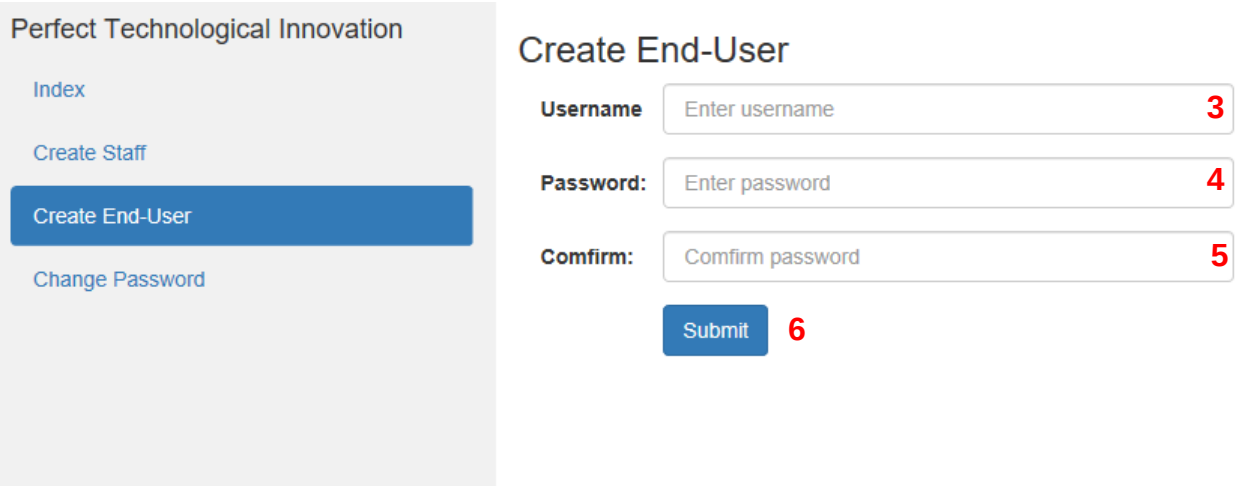
8.1 Create staff:



Admin logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Username	Text box	Not null	Click	Input username of staff	Enable
2	Password	Text box	Not null	Click	Input password of staff	Enable
3	Confirm	Text box	Not null	Click	Confirm password	Enable
4	Fullname	Text box	Not null	Click	Input fullname of staff	Enable
5	Level	Text box	Not null	Click	Input level of staff (facilities head / Assignee)	Enable
6	Submit	Button		Click	Create staff account	Enable

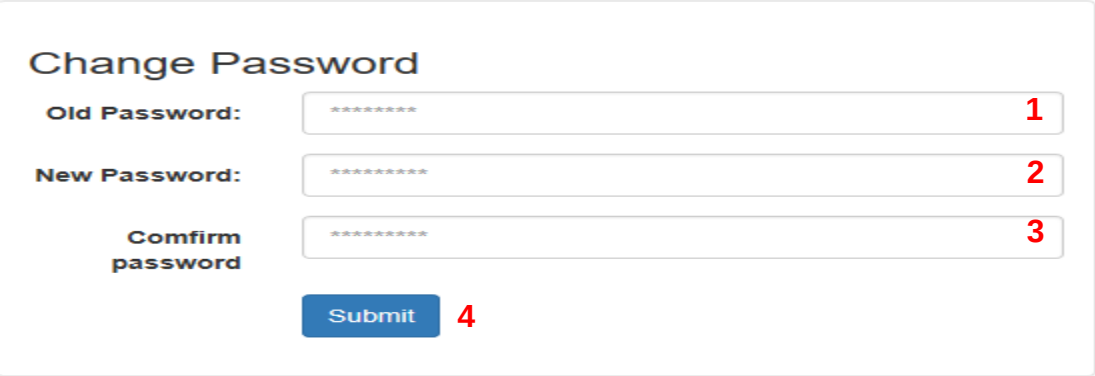
8.2 Create end-user:





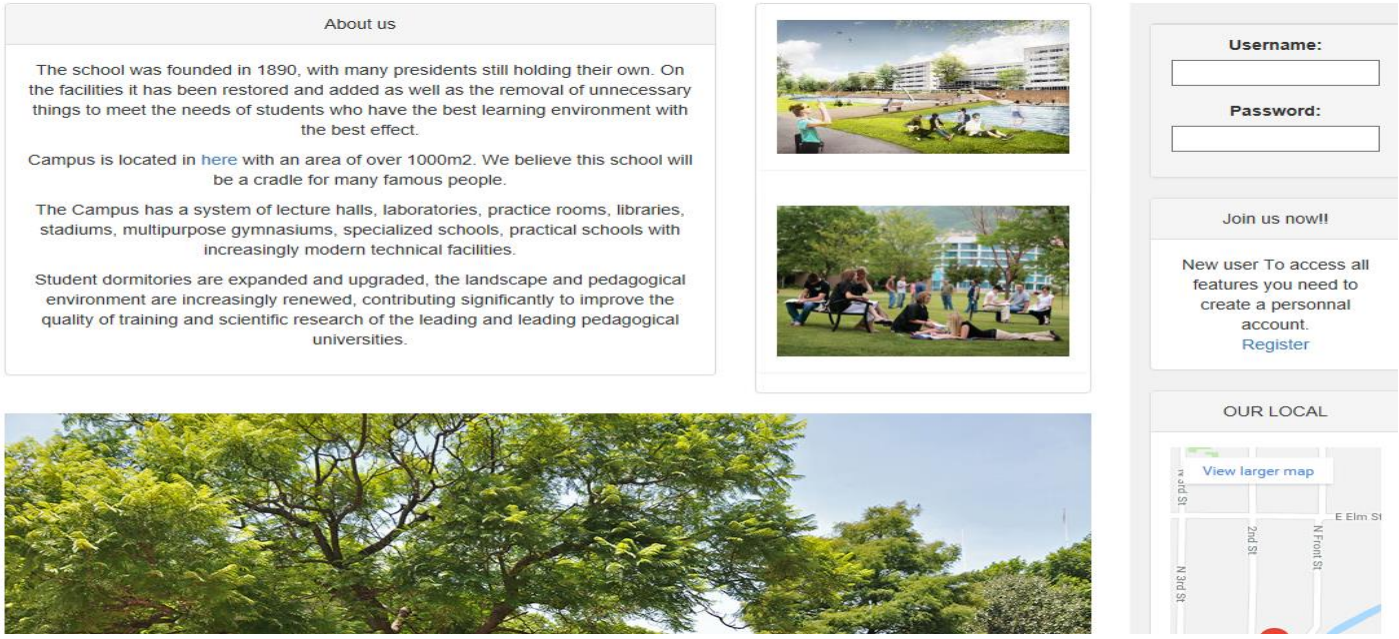
Admin logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Account request	Table			Show list of all requests of end-user to get an account	
2	Create	Hyper link		Click	Show create account form	Enable
3	Username	Text box	Not null	Click	Input username of end-user	Enable
4	Password	Text box	Not null	Click	Input password of end-user	Enable
5	Confirm	Text box	Not null	Click	Confirm password	Enable
6	Submit	Button		Click	Create end-user account	Enable

8.3 Change password:



Admin logged page						
No.	**Name**	**Type**	**Validate**	**Event**	**Description**	**Status**
1	Old password	Text box	Not null	Click	Input old password	Enable
2	New Password	Text box	Not null	Click	Input new password	Enable
3	Confirm password	Text box	Not null	Click	Confirm new pass	Enable
4	Submit	Button		Click	Submit to change pass	Enable

9. About Us page:



10. Q&A page:

Question:Is this a requirement site for the school's facilities?

Answer:Yes is this

Question: Is it easy to create an account to send a request to a campus?

Answer:Yes is it. Firstly. You click the register on the right side of the screen. Fill out your information and send it. You will then have a confirmation email from the campus about your password

Question: when sending a request. How often will that request be processed?

Answer: Depending on the issue requested but not later than 1 week

Question: Are visitors required to submit to the campus?

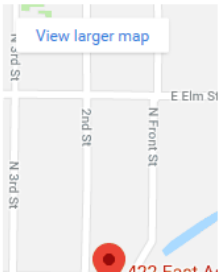
Username:

Password:

Join us now!!

New user To access all features you need to create a personnal account.
Register

OUR LOCAL



VIII. Task sheet review 3:

<table>
<tr><td>Project Ref. No: 7</td><td colspan="3">Project Title:
Online Help Desk</td><td colspan="4">Date of Preparation of Activity Plan</td></tr>
<tr><td>No.</td><td colspan="3">Task</td><td>Actual Start Date</td><td>Actual Days</td><td>Team Member Names</td><td>Status</td></tr>
<tr><td>01</td><td colspan="2" rowspan="2">Database Design</td><td>Diagram</td><td rowspan="14">Nov 03,2018</td><td rowspan="14">5</td><td rowspan="5">Nguyen Hoang Tu</td><td rowspan="14">Completed</td></tr>
<tr><td>Structure</td></tr>
<tr><td>02</td><td rowspan="12">Font-end Design</td><td colspan="2">End-user home page</td></tr>
<tr><td>03</td><td colspan="2">Register page</td></tr>
<tr><td>05</td><td colspan="2">Admin home page</td></tr>
<tr><td>06</td><td colspan="2">Staff home page</td></tr>
<tr><td>07</td><td rowspan="3">End-user logged in page</td><td>End-user create new request</td><td rowspan="9">Nguyen Thanh Nam</td></tr>
<tr><td>08</td><td>End-user profile</td></tr>
<tr><td>09</td><td>End-user changes password</td></tr>
<tr><td>10</td><td rowspan="4">Facilities head logged in page</td><td>Head views list of requests</td></tr>
<tr><td>11</td><td>Head creates facility</td></tr>
<tr><td>12</td><td>Head manages facilities</td></tr>
<tr><td>13</td><td>Head gets reports</td></tr>
</table>

14		**Assignee logged in page**	Reply form			**Nguyen Hoang Tu**	
15			Request details page				
16		**Admin logged in page**	Create staff account			**Tran Van Thang**	
17			Create end-user account				
18			Admin changes password				
19		**About us page**				**Nguyen Hoang Tu**	
20		**Q&A page**					

	Prepare By: Group 7	**Approved By: Faculty**
Date: Nov 14,2018	**Team Leader** **Nguyen Hoang Tu**	**Tran Phuoc Sinh**