**TEAM F’s USER GUIDE**

**Installation**

**Overview**

The customer support web site is hosted on the Google App Engine service. The Java source code is compiled on a local machine and deployed to the service. The source code can be found at the Google Code repository.

**System Requirements**

The installation of the web site requires the following applications:

* Java 1.6 JDK
* Git Version Control Client
* Eclipse IDE
  + Git plugin
  + Google App Engine plugin

**Deployment**

1. Obtain source code from the Google Git repository.
   1. Run the following command to get the latest source code
      * git clone https://username@code.google.com/p/cmsc495/
2. Load project in Eclipse
3. Deploy to Google App Engine
   1. Right click on the project in Eclipse
   2. Select Google → Deploy to App Engine

**Web Site Usage**

1. Point the Web browser to the Google App Engine project address (e.g., [https://cmsc495dev.appspot.com](https://cmsc495dev.appspot.com" \t "_self))
2. Login using one of the combinations found in Table 1​
3. **Request Technical Support (Customer action)**
   1. Click the “Real-time Chat Support” link
      1. Type a question in the chat textbox
      2. Click the “Send” button
   2. Call the technical support hot-line
   3. Click the “Help Page” link to consult solutions to the most common problems​
4. **Provide Technical Support (Admin action)**
   1. Click the username of an active customer
      1. Type a message in the chat textbox
      2. ​Click the “Send” button
         * ​**Note.** Technicians may engage in multiple chat sessions at a time; to do so, open each chat session in a new browser tab/window by right-clicking on the username link(s) and selecting “Open link in new Tab/Window.”​
5. Click the “Logout” link to exit

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| Table 1    *User login credentials*​ | Table 1    *User login credentials*​ | Table 1    *User login credentials*​ |
| **Type of account** | **Username** | **Password** |
| Technician (admin) | tech | tech |
| Customer (valid) | customer1 | customer1 |
| Customer (expired) | customer2 | customer2 |
| Customer (valid) | customer3 | customer3 |
| Customer (invalid\*) | invalid | invalid |
| \* Any combination of username/passwords not found in this table will suffice to prove that the login credentials are invalid.  ​ | \* Any combination of username/passwords not found in this table will suffice to prove that the login credentials are invalid.  ​ | \* Any combination of username/passwords not found in this table will suffice to prove that the login credentials are invalid.  ​ |