**Incident Report Software**

User Manual

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System Overview

The program is a Ticket Reporting System that lets users submit tickets for on-going or current issues to have them solved by a technician. The goal of the system is to allow for users to check on common issues and if their issue is something not listed and easily solvable on the user’s own then it is submittable as a ticket. When submitting a ticket a user will supply their e-mail address, phone number, c.c, description, issue severity, the building of occurrence, room (if applicable), and department (if applicable).

The system has three types of users, currently standard Users, Technicians, and Admins. Each role comes with its own set of pages and services they can access. Users are able to access the following pages:

* Login Page
* Registration Page
* User Landing
* User Profile
* User Incidents
* Report an Incident

LOGIN CREDENTIALS

* User username: userRole@sru.edu; password: Wordpass
* Admin username: adminRole@sru.edu; password: Password
* Manager username: managerRole@sru.edu; password: Passw0rd
* Tech username: techRole@sru.edu; password: Robotics2

**Purpose of the Roles**

[**User**](#USERS) – Primary role, can create and view incidents.

[**Admin**](#ADMIN) – Role for controlling the profiles of the project, can edit/delete/add existing accounts.

[**Tech**](#TECHNICIAN) – The worker role, can view all incidents, assign themselves to one, and update/close as needed.

[**Manager**](#MANAGER) – The Role for controlling the incidents, can edit/ delete incidents or assign a specific technician, as well as being able to make one.

**USER ROLE ABILITIES AND FUNCTIONS**

Users are the primary role of this project, and when any new user gets created, they are given this role, if they wish to change it they must first get in contact with an Administrator to get it changed, otherwise they are stuck as this role.

Once logged in a User will be greeted with this page:

Graphical user interface, text, application, chat or text message

Description automatically generated

The buttons do as follows:

* **Profile**: Leads to a page in which the user’s account information is shown, and gives users a chance to change their current password
* **Logout**: does as expected, logs user out and returns them to the login page
* **Back**: should do the same as logout, no reason to exist, hmm
* **Report An Incident**: Takes user to a list of FAQs where they can select a specific kind of issue ranging from different problems with their account, or an issue they encountered in the classroom
* **View Active Incidents**: Allows a user to view all of the incidents they submitted into the system, and all information associated with them is shown, such as the user themselves, and any and all technicians assigned to it.

Once you hit “Report An Incident” and go to a page which has a button to create a report, a user will see a list of all Buildings: A picture containing graphical user interface

Description automatically generated

Clicking on a building will then show this page, where a User is able to submit a new incident by adding the proper information, the page is below:

Graphical user interface

Description automatically generated

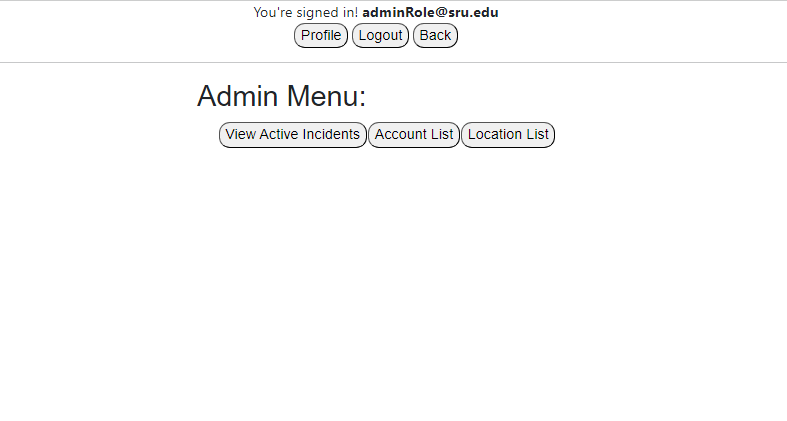
If a user were to select “View Active Incidents” they will see all their incidents which are not closed at the time.

And that is roughly everything an account with the User role is able to do, their goal is to submit and view incidents and they can do just that.

ADMIN ROLE ABILITIES AND FUNCTIONALITY

As mentioned previously, admin have control over the accounts in the system, they are able to edit and alter current accounts that exist within the system, upload excel files, and they can also view all the current incidents as well, although they cannot create them or assign technicians.

Once an Admin logs in, they are greeted with this screen:



As usual here are the purpose for each button:

* **Profile**: Leads to a page in which the user’s account information is shown, and gives users a chance to change their current password
* **Logout**: does as expected; logs user out and returns them to the login page
* **Back**: should do the same as logout, no reason to exist, hmm
* View Active Incidents: Shows a list of all current incidents submitted by all accounts.
* Account List: Shows a list of all the accounts in the system, they have more actions here, explained more in the next section.
* Location List: Show a small list of all Buildings, Rooms, and Departments, can add, and delete new or current ones of each.

How Admin Interact with Accounts:

This is the main role of an Admin account in the system, they are allowed to view all accounts in the system and can change the roles, enable, disable, and fully delete a specific user account in the system. The account page looks like this:

Graphical user interface, application

Description automatically generated

The first 4 are accounts added automatically into the system for the sake of being able to access each role and its abilities seamlessly.

Admin will also be able to create users, as well as not being able to mess with their own profile, something else to note is that if you go to delete an account a confirmation page will show up, so users cannot be deleted very quickly.

How Admins Upload Excel Files:

Admins can upload excel files to the database like admins. When they upload data, they also have the important ability to be able to assign what building the data is being connected to. Below is a look at the Upload File page:

Text, application, letter, email

Description automatically generated

Then you are able to choose how to connect based on the currently available data:

Graphical user interface, text, application, email

Description automatically generated

TECH ROLE ABILITIES AND FUNCTIONALITY

As mentioned previously, techs have control over the incidents in the system, they can self-assign to an existing incident, close their own incidents, and report new incidents.

Once a Tech logs in, they are greeted with this screen:

Graphical user interface, text, application, chat or text message

Description automatically generated

As usual here are the purpose for each button:

* **Profile**: Leads to a page in which the user’s account information is shown, and gives users a chance to change their current password
* **Logout**: does as expected; logs user out and returns them to the login page
* **Back**: should do the same as logout, no reason to exist, hmm
* View Active Incidents: Shows a list of all current incidents submitted by all accounts.
* Report Incident: Allows the technician to report an incident like a user incident report.
* View Assigned Incidents: Shows a list of all incidents and lets a technician know if they are currently assigned or not, a technician can self-assign to an existing incident as well as updating and closing them.

How Technicians interact with Incidents:

The main purpose of a technician is to take on new incidents as they come in and to update / close incidents as they are working on them. These two main user interface buttons allow for the technician to access and create incidents. Technicians are only responsible for incidents and don’t have a wider scope of responsibility in this system. They are solely focused on creating new incidents if they occur while working and fixing / working on user incidents. Below is an example of their incident page before an incident is assigned:

Diagram

Description automatically generated with medium confidence

Then after they assign it they have the ability to close it when ready or apply an update, an update will look like this:

Graphical user interface, text, application, chat or text message

Description automatically generated

MANAGER ROLE ABILITIES AND FUNCTIONALITY

As mentioned previously, managers have control over the incidents in the system, they can self-assign to an existing incident, close their own incidents, upload excel files, and report new incidents.

Once a Manager logs in, they are greeted with this screen:

Graphical user interface, application

Description automatically generated

As usual here are the purpose for each button:

* Create An Incident: Allows the technician to report an incident like a user incident report.
* View Active Incidents: Shows a list of all incidents and lets a manager know if they are currently assigned or not, a manager can assign technicians to the incidents existing.

How Managers Interact with Incidents:

Managers can create incidents like technicians. They also have the important ability to be able to assign technicians to new incidents that are active and have no assigned tech to them. A unique part of their view that technicians can not see is a list of closed incidents as well as their details of time of occurrence and the issue. Below is a look at the View Active Incidents page:

Graphical user interface, text, application

Description automatically generated

The important difference here compared to technicians is a manager can Assign a tech to a job that is in the list.

How Managers Upload Excel Files:

Managers can upload excel files to the database like admins. When they upload data, they also have the important ability to be able to assign what building the data is being connected to. Below is a look at the Upload File page:

Text, application, letter, email

Description automatically generated

Then you can choose how to connect rooms, buildings, and departments with the new data added into the system.

Graphical user interface, text, application, email

Description automatically generated