**Incident Report Software**

Technician Manual

**Draft 1**

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**Slippery Rock University**

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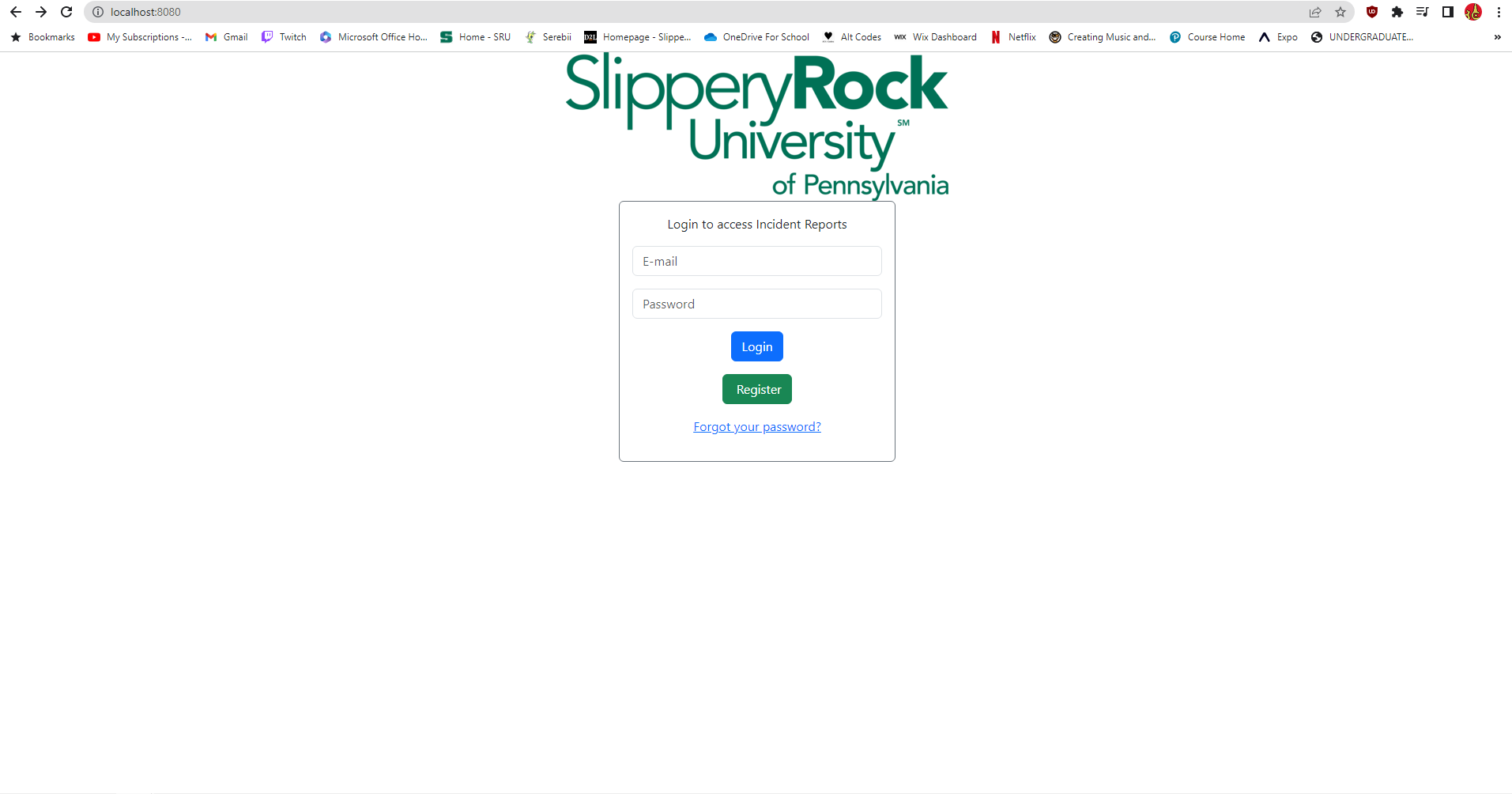
System Overview

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. Technicians are able to access the following pages:

* Login Page
* Registration Page
* Tech Landing
* Tech Profile
* Report an Incident (currently not working)
* View Assigned Incidents

The pages can be described as follows:

Login Page: This is the base page you come to when going to ***localhost:8080/*** this is where you initially land when launching our program. From here you can enter login information and hit the register/login button to interact with the application. 

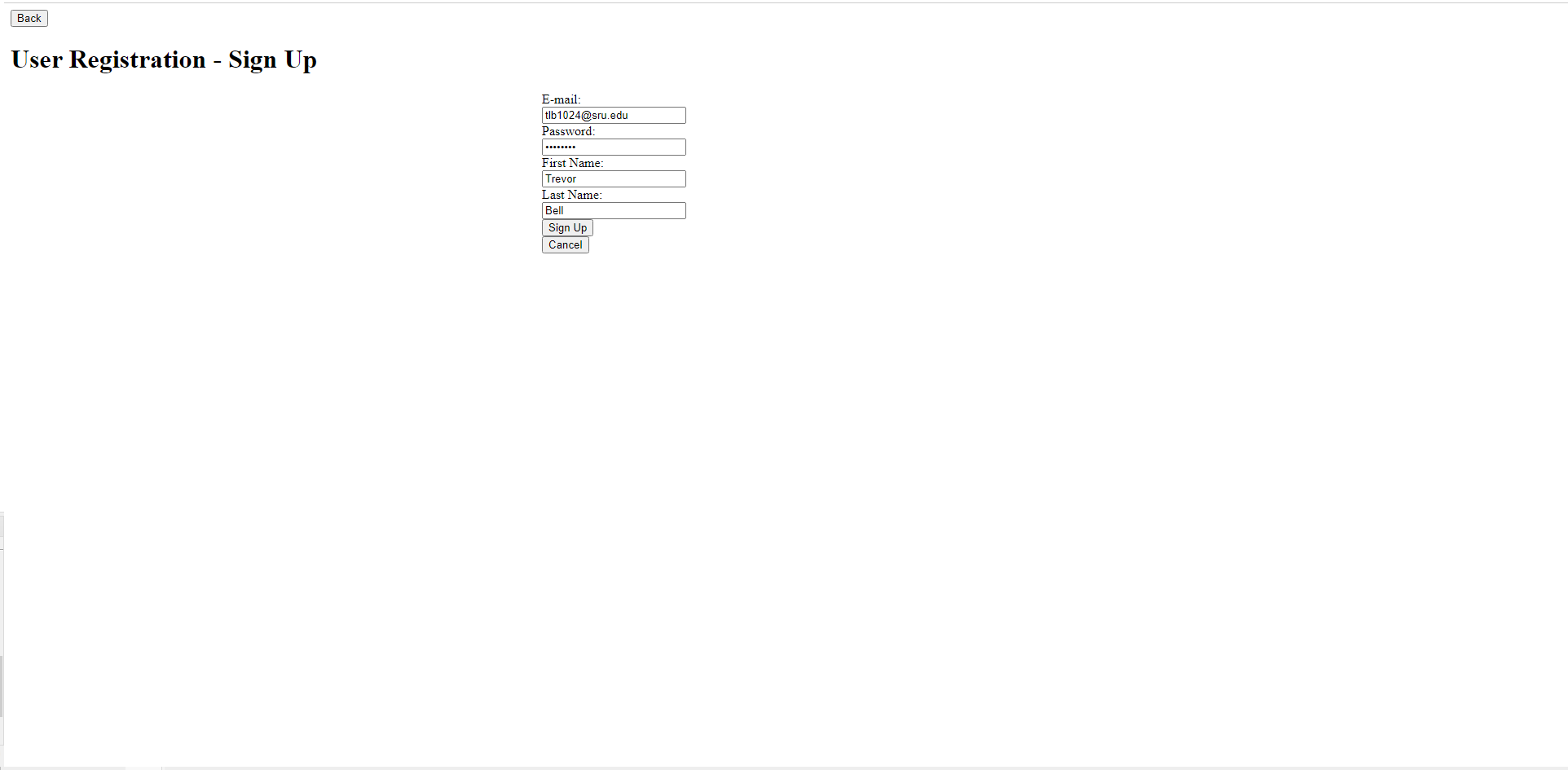
Logging In with Tech Privileges: purely for the purpose of testing, an technician user has been added to work with our program. And you can log in with it by using the following credentials:

Username: techRole@sru.edu

Password: Robotics2

Register Page: This is the page where you can register as a new user. There are a few requirements when registering:

1. Your e-mail domain must be @sru.edu
2. Your password currently must be a length of at least 3, ideally it includes numbers and special characters for your own security.



Tech Landing: User Landing is the core of our user experience and where most of the user’s time would be spent. Here you are greeted with 2 different options currently ignoring the ability to log out. These options are Reporting an Incident and Viewing Assigned Incidents.

Graphical user interface, text, application

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Tech Profile: The user profile is where a user would be able to have another location to take them to their user incidents list and they also would be able to request to change their password.

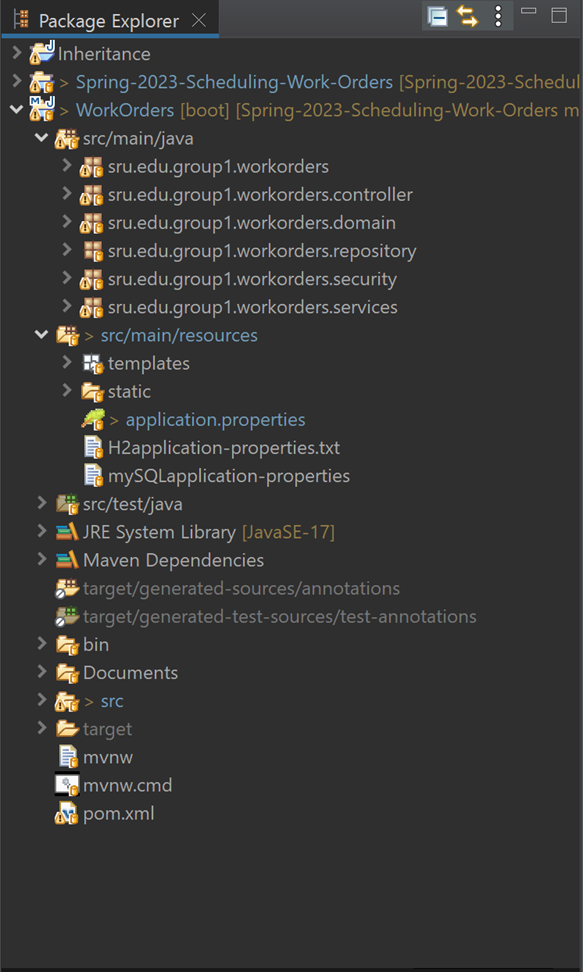
Assigned Incidents: The Assigned Incidents Page is where a user can go to check out different issue types and to see if their issue is able to be solved by a corresponding issue FAQ section and if not, they can report an incident.

A picture containing shape

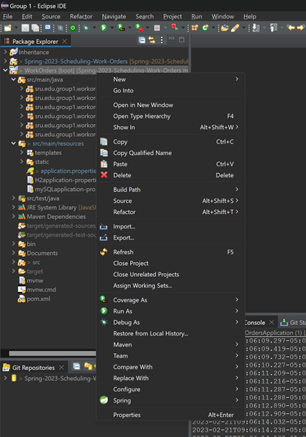
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Running the Software:

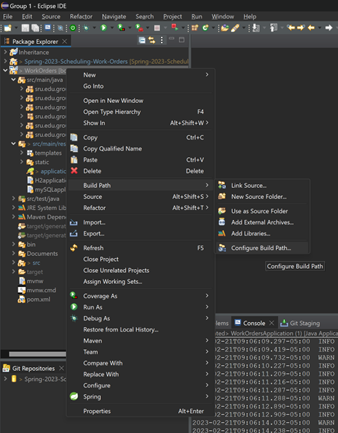
1. After cloning the repository into eclipse, it should look like this in the project explorer:



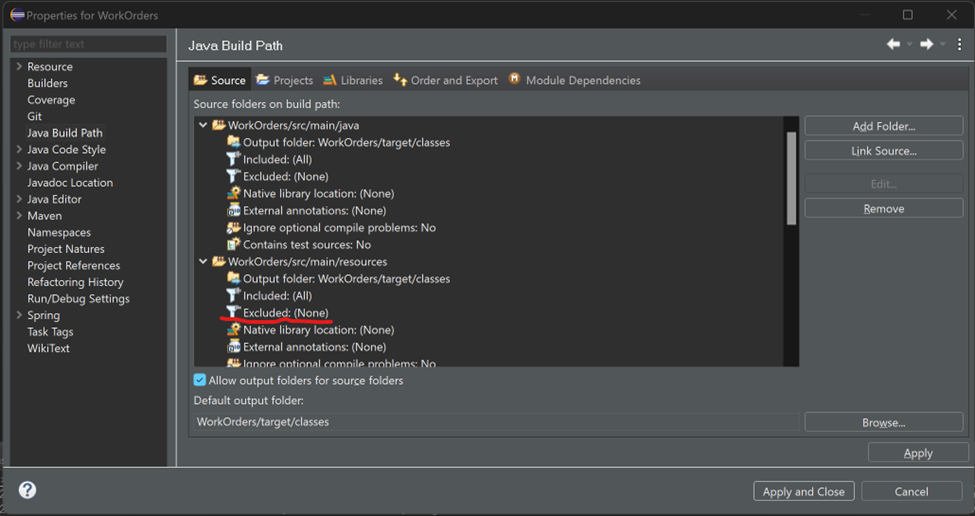
1. Now right click WorkOrders in the explorer and select configure build path.



1. You will then need to click on Build Path and under it choose configure Build Path:



1. Next is once it opens up the source menu checking to make sure that you’re exclusions say none below underlines the specific problematic one to check:

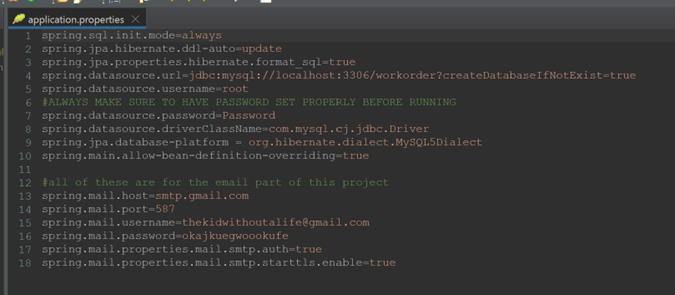


If it is excluded here you can hit edit and then when it brings up a menu mentioning exclusion and inclusion patterns ensure the exclusion patterns are empty. When you’re finished here hit apply and close.

1. Our project has support for mySQL or the memory based H2 database system, both can be used, it is fully up to the user to decied which they want, it is just a matter of taking the proper .txt file information and copy-pasting the information into the application.properties folder. Both are explained below:
   1. mySQL

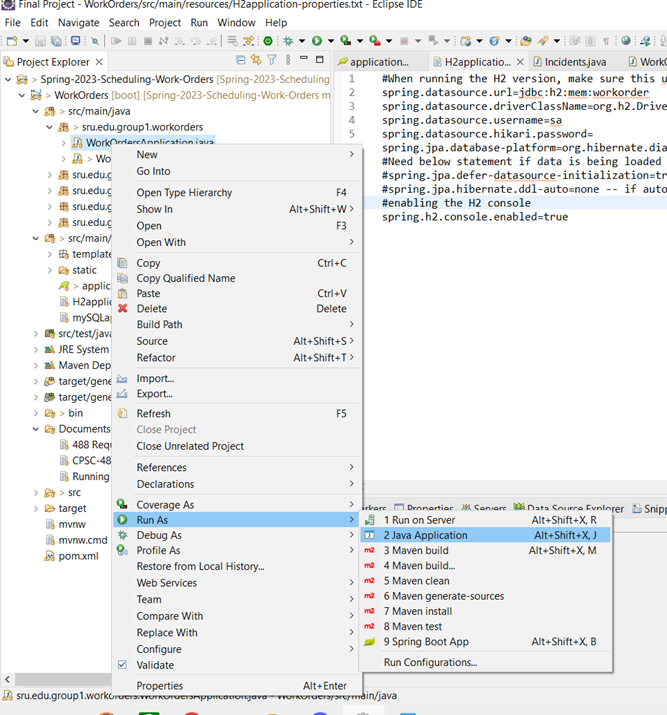
With the mySQL information into the application.properties file, make sure the username and password are properly set up, and a schema called ‘workorders’ should be created with tables for USERS and INCIDENTS when the program runs.

If setup for mySQL it should look like below:



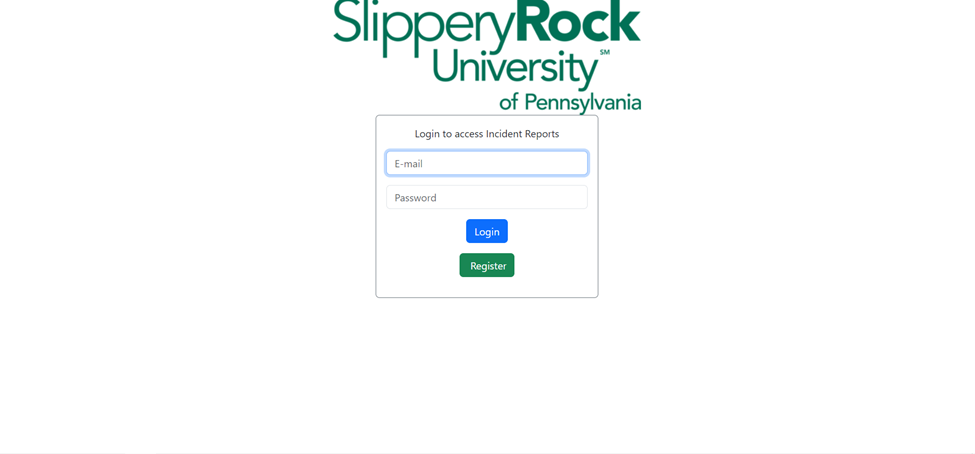
* 1. H2

With the H2 information in the application.properties folder, the only matter that the user will have to do is go to localhost:8080/h2-console to see what the database has, and remember to copy and paste the datasource url and ensure the drive class name is correct in the browser; there are ours below:



1. Now you need to run the WorkOrdersApplication.java file as a java application:

1. After Running this, open your web browser and go to localhost:8080. You should be greeted by this page.



1. **At this point you can choose to register a new user account or login:**

**8.1 Login**

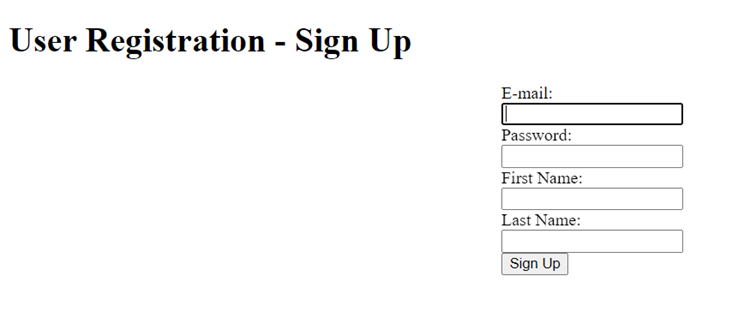
(*Note you can only login if you already have registered or have pre-existing account information for our application in your mySQL table. It comes with none on download / initial setup.*)

If sign is is successful it will look like this:

Graphical user interface, text, application

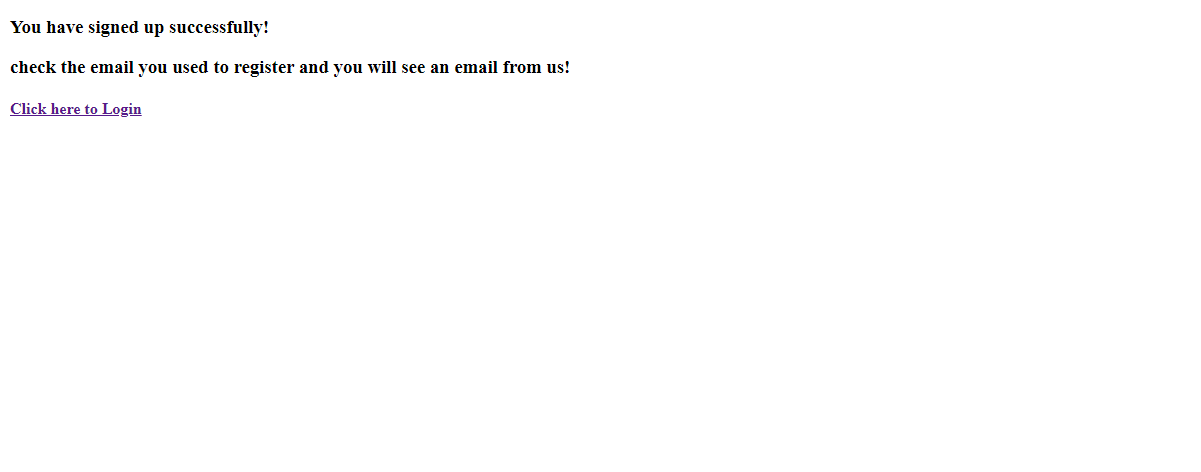
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**8.2 Registration**



For this step all you need to do is fill in your information and hit sign up. The page will alert you if your informtion is wrong. E-mails are the only field here that must be unique.

On succesful signup:



You also will be emailed on registration an e-mail from our system thanking you for registering.

1. Tech Landing



When at Tech Landing you have two options, reporting an incident or viewing active incidents for you as a tech.

9.1 Submitting an Incident Report:

9.1.1 Choosing Issue type:



Here you can just choose an option type and click on a button, they all have a similar flow.

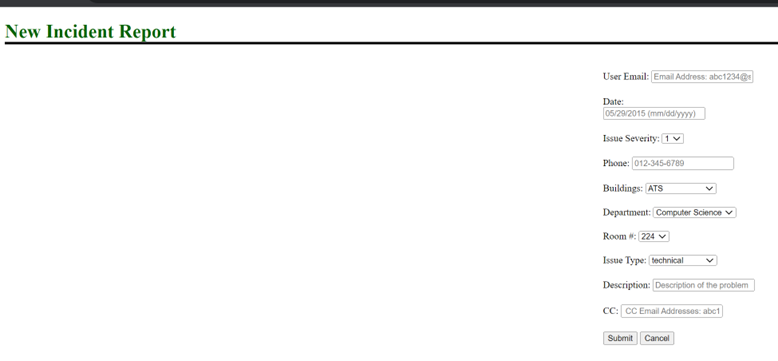
9.1.2 FAQ Page:



(FAQ is currently empty since it felt like something we can fill out later and wanted the program’s structure to be prioritized instead)

Next, click the button:

9.1.3 Incident Report Form:



After you fill it out you can hit submit and if it has no error it will send you back to User Landing! After this, you can check to see if incident and user data was put into your database via the tables!

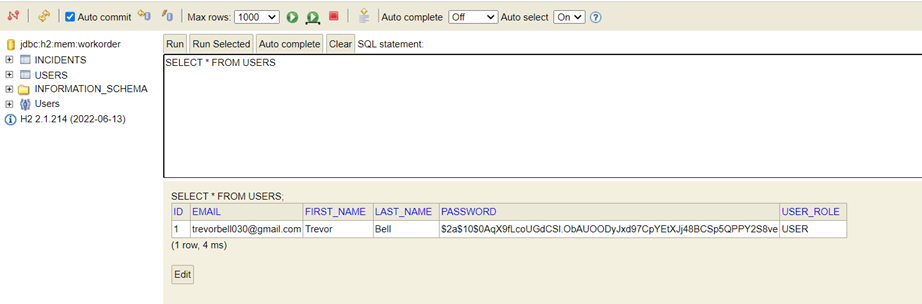
9.2 Viewing Assigned Incidents:

If the tech has any existing incidents it will display them like below, otherwise it will be empty:

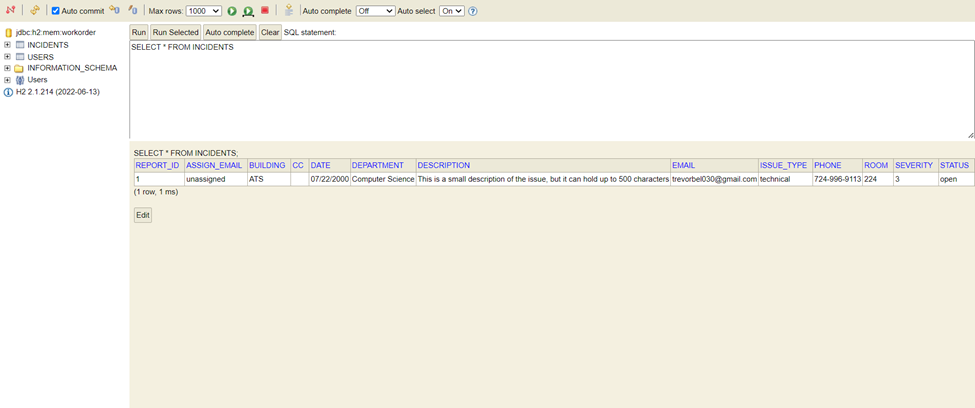
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heading to Localhost:8080/h2-console with the h2 settings and using the proper info will get you these tables:



And one for the incident that was submitted:

  
and if mySQL was used, then it should appear like below:

