Turing Ticket System Manual

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Contents

Introduction

Welcome to the Turing Ticket System Manual. This guide provides step-by-step instructions for setting up, managing, and using the Turing Ticket system. Follow the instructions to ensure optimal performance and security.

Chapter 1: Initial Setup

1. Download the latest release of the Turing Ticket System from GitHub:

   - Navigate to the GitHub repository: https://github.com/jonahgcarpenter/Turing-Tickets.git.

   - Either clone the repository using the command `git clone` or download the ZIP file.

2. Move the downloaded files to your desired directory within your PHP server.

3. Rename the folder `config_copy` to `config`.

4. Edit the following configuration files:

   - `connect.php`: Follow the instructions within the php file.

- `phpmailerconfig.php`: Configure this file for your Gmail account (details in Chapter 2).

5. Execute the `delete_after_setup.php` script by to initialize the Turing-Tickets database, then delete this script to prevent accidental database overwrites.

6. Verify the default login credentials:

   - Username: root

   - Password: root

7. Proceed to chapter 3 to create a new admin user and remove the default root credentials for security.

Chapter 2: Email Setup
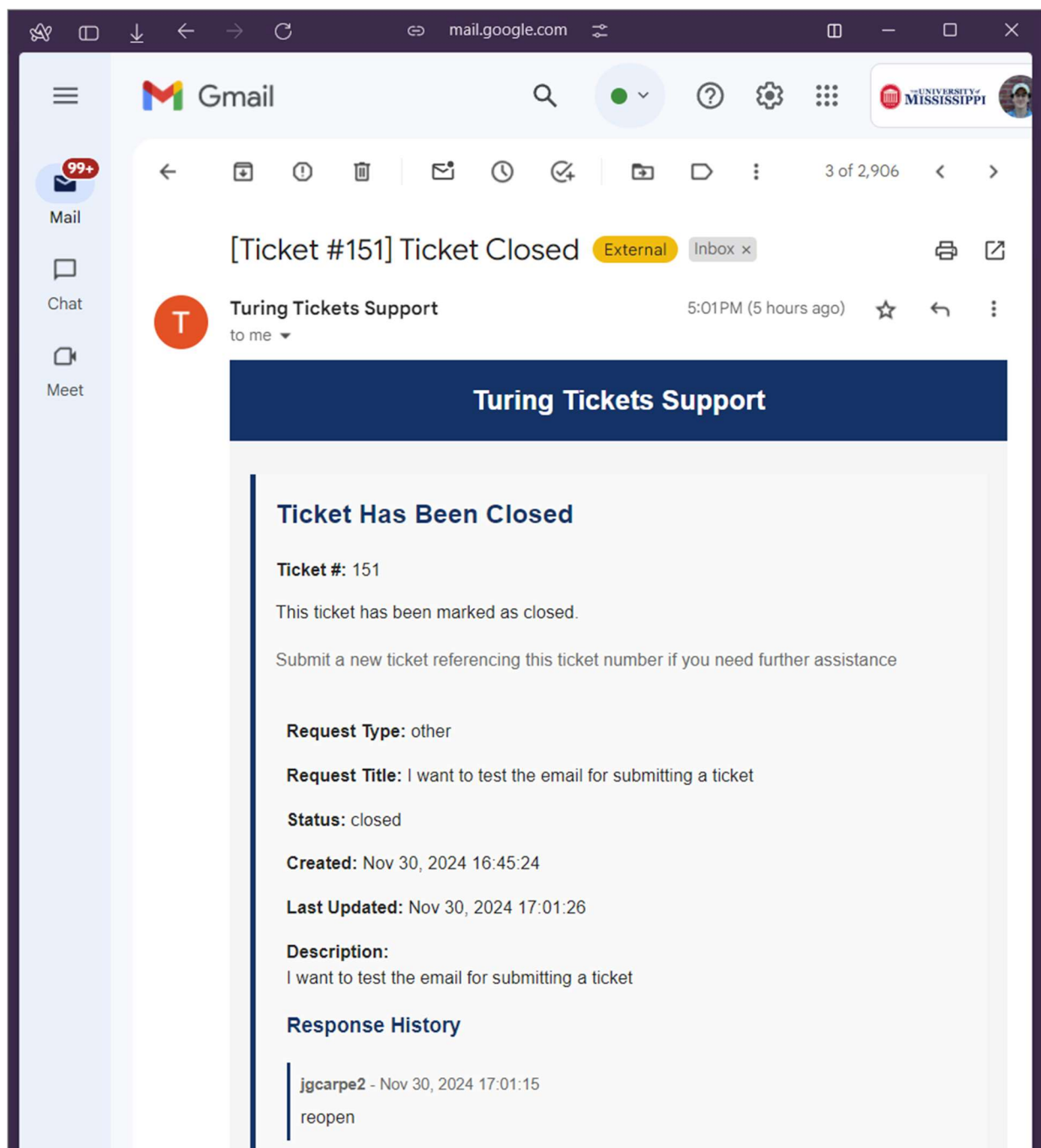
Updates to a ticket are emailed to the ticket creator's email address they entered when submitting the ticket. These updates are emailed anytime you change the status or add a response to a ticket. This way, the client can track the progress and review information sent via reply by an admin.

To configure email functionality, follow these steps:

1. Modify the following lines in the `phpmailerconfig.php` file located in the `config` folder:
   o `smtp_username`: Your Gmail address.
   o `smtp_password`: Your app password.
   o `from_email`: Your Gmail address.
   o `from_name`: The sender's name (e.g., 'Turing Support').
2. Steps to create an app password for Gmail:
   o Navigate to your Google Account and sign in with your Gmail credentials.
   o Open the Security tab and enable **2-Step Verification** under "How you sign into Google."
   o Under **App Passwords**, create a password specifically for the application and update it in the `phpmailerconfig.php` file.
3. Save the changes and ensure your email server is functional by testing ticket notifications.
4.

This will ensure that all ticket updates and responses are successfully delivered to the client.
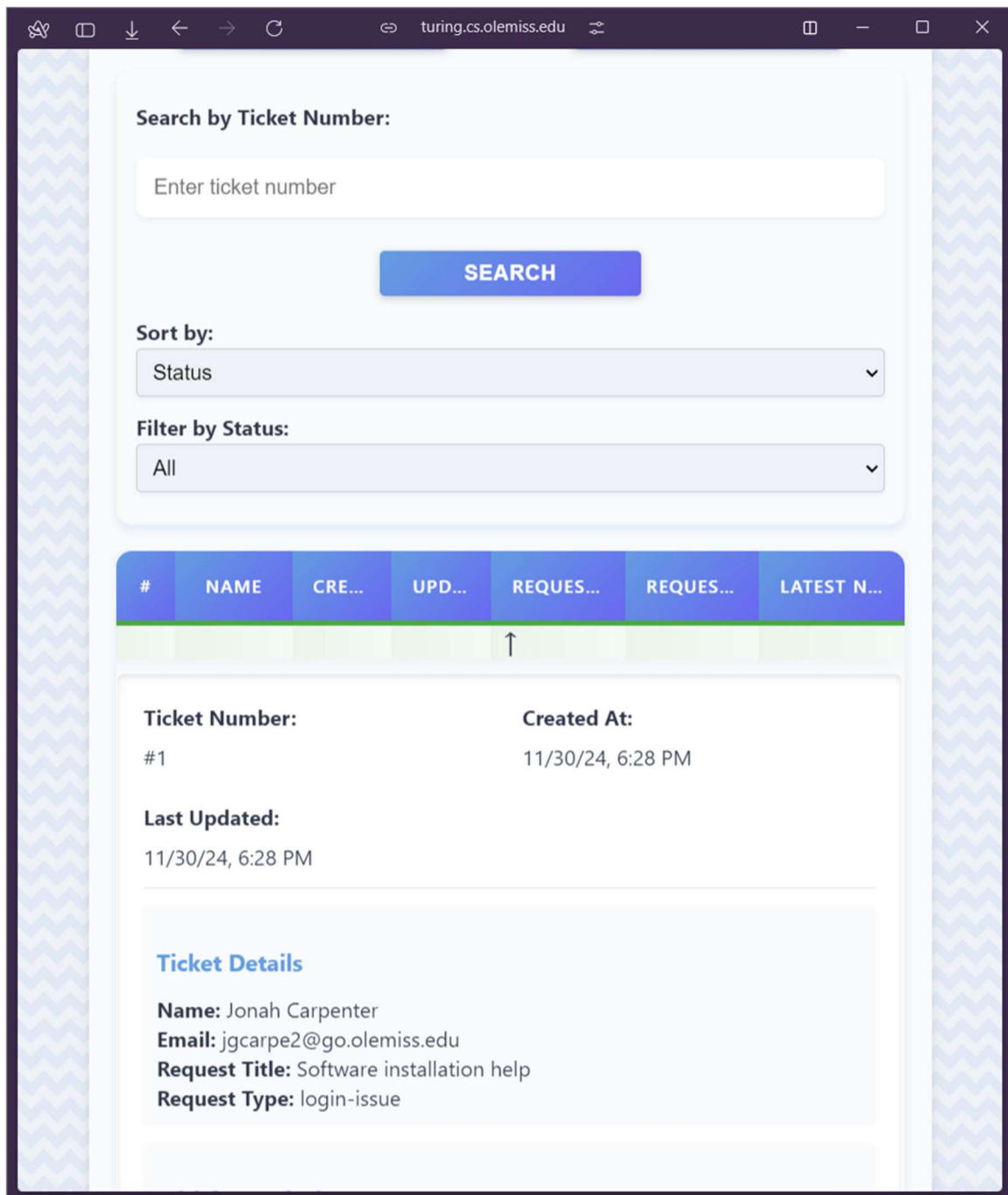
Chapter 3: Admin Management
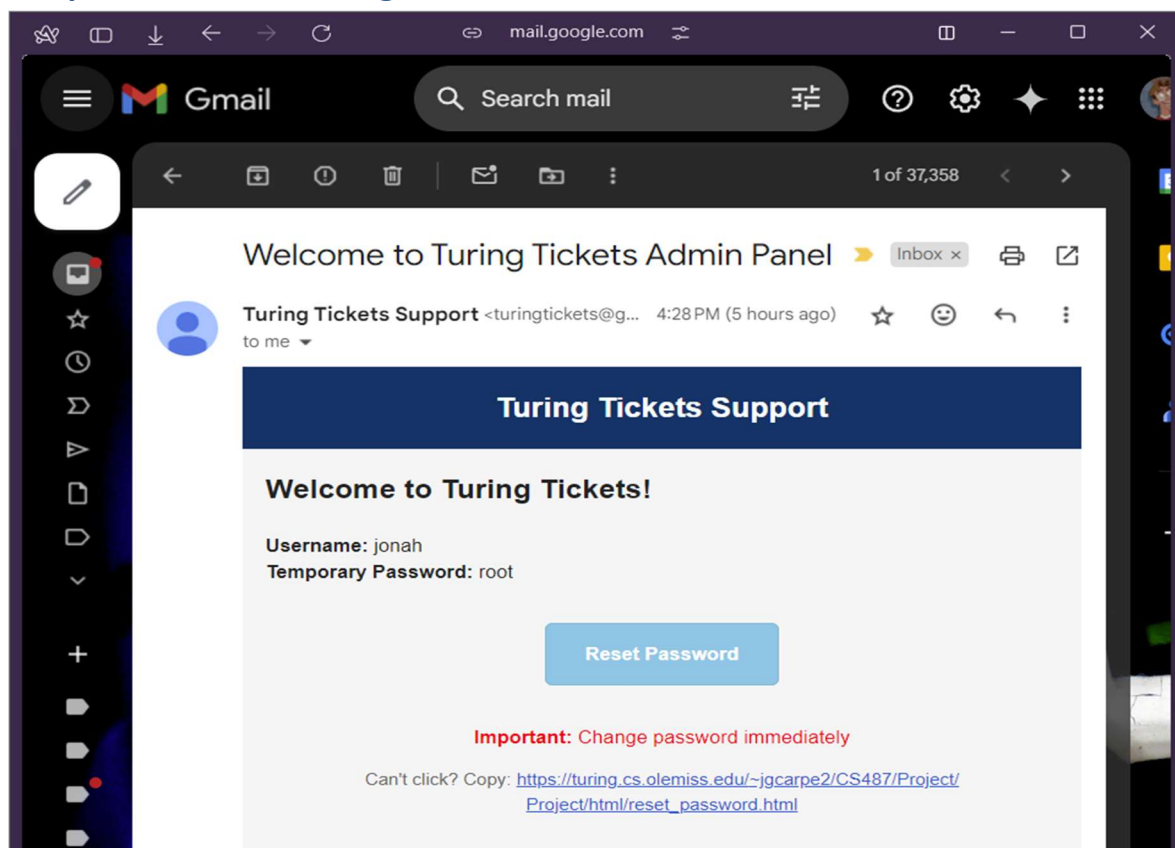
- Adding a New Admin:
   1. Log in to the existing root account.
   2. After you're redirected to the admin dashboard, click the ADD ADMIN button.
   3. Enter the new admin's details. The admin will receive an email with their temporary credentials, which they should update upon logging in.
   4. Note: In some email clients, the full message may appear under the '...' section.

- Deleting an Admin:
   - Click the trash icon in the Admins table. Be cautious, as this action removes login access and associated ticket responses.

Chapter 4: Using the System

- Viewing Tickets:
  - Click a ticket line to expand its details.

  - To close the ticket view, click the section above the ticket where the details used to be.

  - You can update or add responses to the ticket. Click SAVE CHANGES to confirm.

- Updating a Ticket:
  - Change a ticket's status using the dropdown menu and save.
  - Add client responses by typing in the response box and clicking save.

- Sorting and Filtering Tickets:
  - Closed Tickets: Use the Filter by Closed Tickets option or search by ticket number.
  - Search by Ticket Number: Enter a ticket number, then click Search. Clear the search by emptying the field and pressing search again.
  - Sort by: Select sorting preferences (e.g., status, submission time, or last update).
  - Filter by Status: View tickets by specific statuses or by default all open statuses.

- Mobile Use:
  - On mobile devices, tickets are horizontally scrollable with an indicator above the table headers, while other functions work the same as on desktop.

Chapter 5: Administration and Maintenance

- Regular Maintenance:
  - Perform database backups periodically to prevent data loss.
  - Update the config files if the database server or gmail account change
- Extending the Project:
  - Add new features, such as a priority system for tickets.
  - Integrate Google API or IMAP functionality within the email config file to enable email scraping for client replies
  - Customize ticket statuses to suit specific workflows.

Conclusion

Thank you for using the Turing Ticket System. This manual serves as a comprehensive guide for setup, usage, and maintenance.