

Network Service Request System Documentation

Configuration

The system relies on database and email to operate. Initialise related variables in `/.env` file to connect the system to your database and mail.

Database

```
DB_CONNECTION=mysql
DB_HOST=127.0.0.1
DB_PORT=3306
DB_DATABASE=
DB_USERNAME=
DB_PASSWORD=
```

Mail

```
MAIL_MAILER=smtp
MAIL_HOST=smtp.mailtrap.io
MAIL_PORT=2525
MAIL_USERNAME=30f14d1f1c98c2
MAIL_PASSWORD=4880c23070ebbc
MAIL_ENCRYPTION=null
MAIL_FROM_ADDRESS=
MAIL_FROM_NAME=

CONTROLLER_NAME=Controller
CONTROLLER_EMAIL_ADDRESS=controller@abc.com
SUPERVISOR_NAME=Supervisor
SUPERVISOR_EMAIL_ADDRESS=supervisor@abc.com
NETWORKTEAM_NAME="Network Team"
NETWORKTEAM_EMAIL_ADDRESS=networkteam@abc.com
```

[ROLE]_NAME can be empty

Email Control

Once the user submits a request, CONTROLLER sends ApprovalMail to SUPERVISOR for approval.

If the request is refused by SUPERVISOR, the user will receives a UserMail to be informed. Otherwise, CONTROLLER will send a StatusMail to NETWORKTEAM for further handling on the request, and the user will receives a UserMail to be informed from CONTROLLER as well.

An UserMail will also be sent to the user for each update made by NETWORKTEAM on the request.

Besides, if a user asks for support via “Support” Tab in navigation bar, a SupportMail will be sent to NETWORKTEAM.

Remarks: No Mailables is used in this system.

Category Details Form

Details Forms to be filled by users are saved in */resources/views/templates/catForm.blade.php*

If the file is modified, please make corresponding changes to the following files:
/resources/views/index/index.blade.php
/app/Http/Controller/CatViewController.php

Security

Encryption

URL parameters are encrypted by Laravel's encrypter to prevent users from accessing other pages by changing the parameters.

After transfer, you might need to re-generate the key for encryption. For more details, read [Encryption - Laravel](#).

Authentication

Most URLs are protected by middleware from guest accesses. Users must register, verify email address, and log in the system to make requests, view request history, check progress, or ask for support. For more details, read [Authentication - Laravel](#).

Roles

"All Requests" tab is protected by roles using spatie/laravel-permission.

To create a role, uncomment `$role = Role::create(['name' => 'admin']);` in */app/Http/Controllers/CatViewController.php* and run ONCE only. If a role is created for multiple times, you will get an error reporting the role exists already.

To assign a role to a user, uncomment `User::where('id', '7')->first()->assignRole('admin');` in the same file and run once.

To remove a role from a user, uncomment `User::where('id', '7')->first()->removeRole('admin');` in the same file and run once.

You can assign a default role to users once they are registered using the listener */app/Listeners/SetDefaultRoleListener.php* or create one on your own.

You can use role to restrict users' access. For example, with middleware:

`Route::get('/admin-request-list', 'RequestListController@indexAdmin')->middleware('role:admin');`. Or, with blade: `@hasrole('admin') @else @endrole`. For more details, read [Laravel-permission](#).

Customisation

Most CSS are in the same file with HTML tags.

The system uses DataTables to show My Request History and All Requests. To customise it, have a look at */public/DataTables/datatables.css*. For more details, read [Manual - DataTables](#).