**User Manual for Application**

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**Accessing G-CET**

1. Open your web browser. ✓
2. Go to the official G-CET URL provided by your department ✓
3. The login screen will appear. ✓

**Logging In**

1. Enter your **Username** and **Password**. ✓
2. Click **Login**. ✓
3. If login fails, contact your Admin or IT support. ✓

**User Roles Overview**

* Admin- Full access to the platform, can create users ✓
* Agent/User- Can view and act on tickets assigned to them, the may also upload or respond to tasks, depending on permissions. ✓
* Viewer- Read-only access ✓
* IT Support- Maintains system health, manages technical issues and oversees configuration ✓

**Role Management**

**Create a New Role**

1. Go to User Role Management. ✓

2. Click Create Role. ✓

3. Input role name and permissions. ✓

4. Save. ✓

**Edit Existing Role**

1. Select the role from the list. ✓

2. Click Edit. ✓

3. Update role permissions or detail ✓

**User Guide – Uploading Report**

**Steps to upload a report**

1. From the main dashboard, go to **Reports > Upload**. ✓
2. Click the **‘+ Upload New Report’** button. ✓
3. Fill in the following mandatory fields:
   1. **Report Title** ✓
   2. **Category/Type** (e.g., Technical, Compliance, Test Result) ✓
   3. **Department/Unit** ✓
   4. **Date of Report** ✓
   5. **Description or Summary** ✓
4. Click **‘Choose File’** to attach the document (PDF, DOCX, XLS, etc.). ✓
5. Confirm the file upload and click **Submit**. ✓

**Post-Upload Actions**

* Once submitted, the report will be logged in the **Reports List**. ✓
* Admins and relevant personnel can **review**, **download**, or **assign follow-up actions**✓

**Troubleshooting Guide**

**Login Issues**

* Forgotten password- Click “Forgot Password” on the login screen and follow prompts, or contact admin ✓
* Account Locked- Contact admin to reset your account access ✓
* Page not loading- Clear browser cache and try again, or confirm internet connection✓

**File Upload Fails**

* File too large- check if files exceeds size limit, compress or split files. ✓
* Unsupported format- Only upload approved formats (PDF, DOCX, XLS, etc), convert before uploading. ✓

Upload freezes- Try a different browser (Chrome/Firefox), disable VPN or firewall temporarily. ✓

**How to Access and Fill a Test Case Sheet**

1. Navigate to **Testing > Test Cases**. ✓
2. You will see a list of predefined test cases ✓
3. For each case, perform the action as instructed. ✓
4. In the **Result** column, choose:
   1. **✓Pass** – if the action performed as expected ✓
   2. **×** **Fail** – if the expected behaviour didn’t occur ✓
5. Optionally, add a comment or screenshot for failures. ✓
6. Click submit test result when done. ✓

**Create New Announcement**

1. Go to Announcements. ✓

2. Click New Announcement. ✓

3. Enter title, message, and display timeframe. ✓

4. Save. ✓

**Edit Announcement**

1. Click Edit. ✓

2. Change message or dates. ✓

**Announcement Display**

• Announcements will be shown on the dashboard or landing page. ✓

**Key Result Area (KRA) Management**

**Create New KRA**

1. Navigate to KRA Management. ✓

2. Click Add KRA. ✓

3. Define the name, goals, and metrics. ✓

4. Save. ✓

**Edit KRA**

1. Click Edit on a KRA. ✓

2. Modify goals or metrics. ✓