# User Manual

Hugo Córdoba, Nil Díaz

# INDEX

# Introduction

Welcome to the Incident Management App. This guide will help you understand how to use the software effectively to register, manage and create any kind of incidence.

# System Requirements

One of the important things for using this application is that you need these 3 things:

- Modern web browser (Chrome, Firefox, Edge)
- Internet connection
- Access credentials (if needed, in this case if you are a casual user you don't need it)

# Installation Instructions

There is no installation required. Simply visit the application URL in your browser.

# Glossary

- Incident: An issue reported that needs resolution.
- Action: A step taken to resolve an incident.
- Technician: A person responsible for handling incidents.

# User Interface Overview

The main page consists of:

- Welcome message
- Shortcut to add a new incident
- Three main sections: View Incidents, View Actions, View Technicians

# Core Features and How to Use Them

## Add New Incident

Click the button labeled "➕ Afegir Incidència" on the home page to report a new issue.

## View Incidents

Click on "📋 Llistat d'Incidències" and enter the password when prompted to access the list of reported incidents.

## Edit an Incident

Click on "✏️" for edit the Incident on the page of "📋 Llistat d'Incidències".

## Delete an Incident

Click on "🗑️" for delete the Incident on the page of "📋 Llistat d'Incidències".

## View Actions

Click on "🛠️ Gestió d'Actuacions" and enter the password to see the actions taken on incidents.

## Create an Action

Click on "➕ Afegir Actuació" on the page of "🛠️ Gestió d'actuacions".

## Create an Action

Click on "➕ Afegir Actuació" on the page of "🛠️ Gestió d'actuacions".

## Edit an Action

Click on "✏️" for edit the Action on the page of "🛠️ Gestió d'actuacions".

## Delete an Action

Click on "🗑️" for delete the Action on the page of "🛠️ Gestió d'actuacions".

## View Technicians

Click on "👷 Tècnics." This redirects you to the incident list due to lack of a dedicated technician page.

# Frequently Asked Questions (FAQs)

Q: What password should I use?
A: The default password is 12345. This may change, so contact support if needed.

Q: I forgot the password. What should I do?
A: Reach out to support to reset or recover access credentials.

Q: How do I report a new incidence?
A: Go to the main page section, click the button of "create incidence", fill in the form with as much detail as possible, and click "Submit".

Q: Can I edit an incidence after submitting it?
A: No, you can't edit, but you can submit another one and our admin can filter the incidences.

Q: Who can see my reported incidences?
A: Only the IT department and users with administrative permissions can view all reports.

Q: What does the status 'In Progress' mean?
A: It means the IT team has received your report and is currently investigating or working on it.

Q: How long does it take to resolve an issue?
A: This depends on the complexity, but most issues are resolved within 24–72 hours.

## Troubleshooting

Issue: I can't access a section after entering the password.
**Solution:** Try refreshing the page or clear session storage and re-enter the password.

Issue: The app is stuck on the loading screen.
**Solution:** Clear your browser cache or try accessing the app in incognito/private mode.

Issue: I receive an error saying "Invalid input" when submitting a form.
**Solution:** Double-check that all required fields are filled in correctly, and avoid using special characters in text inputs.

**Issue: I get a "Permission denied" message when accessing certain sections.**
**Solution:** You might not have the right user role. Contact an administrator to adjust your permissions.

## Support

If you need assistance, please contact the system administrator or IT support department.