

# Issue Tracker Help

## Introduction

Welcome to the help file for the Issue Tracker web app.

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## Permissions

There are two levels of permissions – Administrator & Regular user.

Regular users have full control over items they own, including changing their own details, but no ability to delete items.

Administrator users have full control over every item, including the ability to delete any item.

## Homepage

From the homepage, when not logged in, access to registration and login are available.



The screenshot shows the top navigation bar with 'Home' and 'Issue Categories' on the left, and 'Login' and 'Register' on the right. The main content area has the heading 'Issue tracker home' and a message 'You are not logged in. [Log in](#)'.

When logged in, additional controls are available. As an administrator, User Admin is available. As a regular user, only options for the logged in account are.

Admin:



The screenshot shows the top navigation bar with 'Home' and 'Issue Categories' on the left, and 'User Admin', 'User Options', and 'Logout' on the right. The main content area has the heading 'Issue tracker home' and a message 'You are logged in.'.

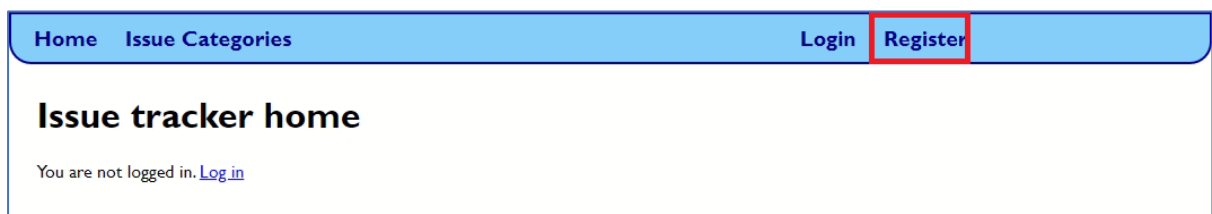
Regular user:



The screenshot shows the top navigation bar with 'Home' and 'Issue Categories' on the left, and 'User Options' and 'Logout' on the right. The main content area has the heading 'Issue tracker home' and a message 'You are logged in.'.

## Registration

To register a new account, from the homepage, click **Register** in the top right.



The screenshot shows the top navigation bar with 'Home' and 'Issue Categories' on the left, and 'Login' and 'Register' on the right. The 'Register' button is highlighted with a red box. The main content area has the heading 'Issue tracker home' and a message 'You are not logged in. [Log in](#)'.

This opens the registration form. Fill the form out, and click submit to register.

# Register

All fields are required. Any spaces will be removed from the username.

Username

Please give something descriptive like "Firstname Lastname-Organisation Name"

Nickname

Password

Password must be 8 characters minimum length, not contain the username, and must contain a number.

Confirm Password

Administrator user?



All fields are required.

If there are any errors, the user will be informed. If the form was filled out correctly, the user will be redirected to login.

## Login

<a href="#">Home</a>	<a href="#">Issue Categories</a>	<a href="#">Login</a>	<a href="#">Register</a>
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### Issue tracker home

You are not logged in. [Log in](#)

To login with an existing account, from the homepage, click **Login** in the top right.

# Login

Username

Password

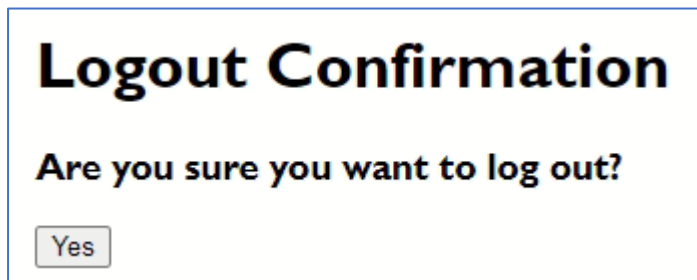
Type in details of an existing user, and click **Login** to login.

## Logout

To log out, click **Logout** in the top right.



Confirmation will be asked for.



## Data items

The items exist for users to create, read, or update.

In order of hierarchy:

**Categories > Issues > Comments.**

Both **issues** and **comments** can have images attached for the sake of getting and providing better support.

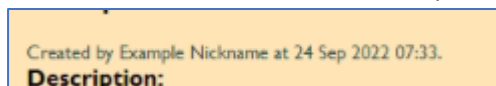
The purpose of **categories** is to organise and contain issues.

The purpose of **issues** is for users to report issues within existing categories so that support can be provided.

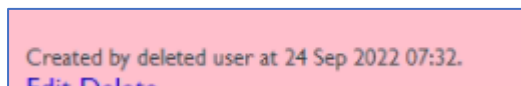
The purpose of **comments** is for developers and other users to be able to discuss, provide support, and improve upon reported issues.

## General item information

The time an item was created and by who is always shown by any general data item.

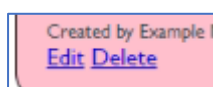


If an item was created by a user that has since been deleted, this will be stated. Old items are kept rather than deleted when the author is, for the sake of keeping a history trail.

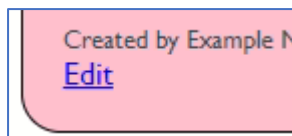


## General controls on existing items – edit and delete

Permissions exist for items, as described in [Permissions](#).



If the user has logged in as an admin, the user has the ability to edit or delete the item.



If the user is logged in as the creator of the item in question, the user has the ability to edit the item.

#### Image controls

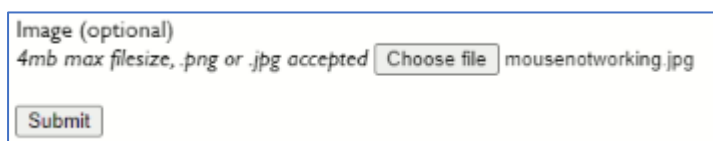
If the user has logged in as an admin, the user has the ability to replace within the edit screen or delete an existing image attached to an item from the issue display.



If an admin user goes to delete an image, a deletion confirmation page is presented to check if it is intentional.



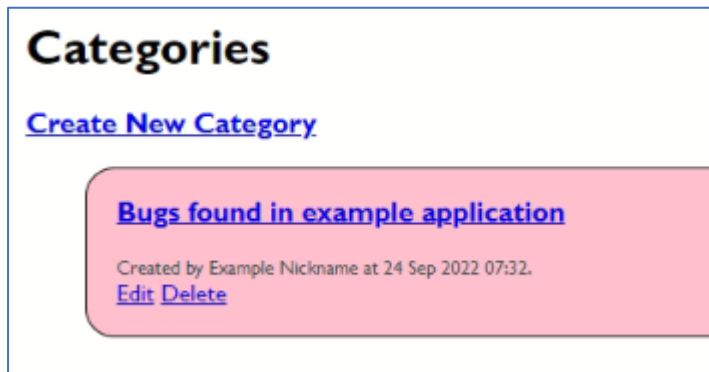
If the user is logged in as the creator of the item in question, the user has the ability to replace an existing image attached to an item within the edit screen.



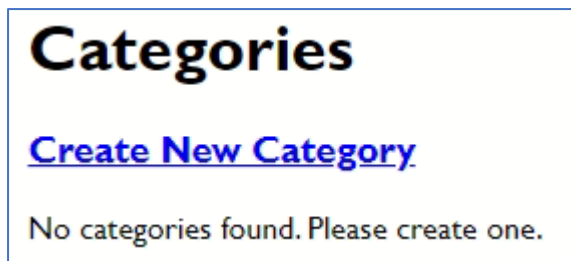
If the image fulfils the filesize requirement and is the correct format, the upload will be successful.

## Categories

This contains a list of categories with which your issues (such as Bugs, or Feature Requests) fit into.

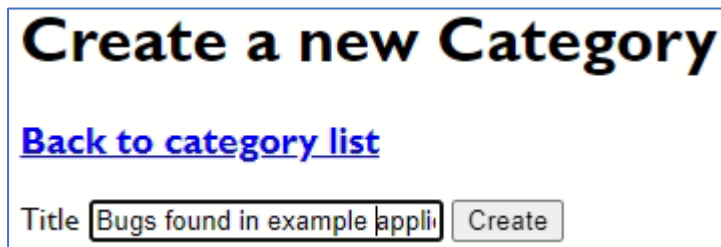


If there are no existing Categories, there will be a message to indicate it.



## Create a category

To create a category, click **Create New Category**. This opens the Create new Category screen.



Fill out the form and click **Create** to create a new category. The new category will be created.

## Edit and Delete

If the user has logged in as an admin, the user has the ability to edit or delete the category.

If the user is logged in as the creator of the item in question, the user has the ability to edit the category.

If an admin user goes to delete a category, a deletion confirmation page is presented to check if it is intentional.

## Issues

Under the category display of an existing category is a list of issues that fit into the category, that have been created by a user.

### Category: Bugs found in example application

[Back to category list](#)

**Bugs found in example application**

Created by Example Nickname at 24 Sep 2022 07:32.  
[Edit](#) [Delete](#)

[Create New Issue](#)

**Example issue**

Created by Example Nickname at 24 Sep 2022 07:33.

If there are no existing issues under a category, there will be a message to indicate it.

**Bugs found in example application**

Created by Example Nickname at 24 Sep 2022 07:32.  
[Edit](#) [Delete](#)

[Create New Issue](#)

No issues made yet. Why not make one?

## Create an issue

To create a new issue, click **Create New Issue**. This opens the Create new Issue screen.

[Create New Issue](#)

## Create new issue

[Back to Bugs found in example application issue list](#)

Issue Title

Description

Image (optional)  
4mb max filesize, .png or .jpg accepted  mousenotworking.jpg

Fill out the form and click **Create** to create a new issue. The new issue will be created.

Edit and Delete

[General edit and delete controls are available.](#)

[The same applies to images.](#)



## Comments

Under an image, a list of comments upon a particular reported issue exists.

### Example issue

Created by Example Nickname at 24 Sep 2022 07:33.

**Description:**  
I can't click anywhere



[Open image in new tab](#)

[Delete Image](#)

[Edit](#) [Delete](#)

### Comments

Created by Example Nickname at 24 Sep 2022 07:34.

Try using a new mouse



[Open image in new tab](#)

[Delete Image](#)

[Edit](#) [Delete](#)

If there are no existing comments on an issue, there will be a message to indicate it.

### Comments

No comments made yet. Why not make one?

[Add a comment](#)

Create an comment

To create a new comment, click **Add a comment**. This opens the Create new Issue screen.

[Add a comment](#)

## Create new comment

Comment Text

Try using a new mouse

Image (optional)  
4mb max filesize, .png or .jpg accepted  brandnewmouse.jpg

Fill out the form and click **Create** to create a new issue. The new issue will be created.

Edit and Delete

[General edit and delete controls are available.](#)

[The same applies to images.](#)

## User Options

Any logged in user has the ability to view their details. Click **User Options** in the top right to do so.

<b>User Options</b>	<b>Logout</b>
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## User Control Panel

Hi Example Nickname!

Username = user

Nickname = Example Nickname

Account created = Sept. 24, 2022, 7:26 a.m.

User is admin

**Options**

[Change Nickname](#) [Change Password](#)

The ability to change the logged user's Nickname and Password are available.

## Change Nickname

# Change Nickname

[Back to User Options](#)

Please give something descriptive like "Firstname Lastname-Organisation Name"

Nickname

## Change Password

To change password, click **Change Password** at the bottom the User Options page.

# Change Password

[Back to User Options](#)

Old Password

*Password must be 8 characters minimum length, not contain the username, and must contain a number.*

New Password

Confirm Password

Enter correct details and click **Change Password** to change password. If there were no issues, the password will be changed, otherwise the user will be notified of the issue.

## User Admin

User Admin functionality is only available when logged in as an administrator.

To access User Admin, click **User Admin** on the top right of the screen, when logged in as an admin.

**User Admin** **User Options** **Logout**

As logged an administrator, the ability to change any users details are available, or delete a user.

## User List

User List					
ID	Username	Nickname	Creation date	Is Admin?	Options
2	user	Example Nickname	Sept. 24, 2022, 7:26 a.m.	True	<a href="#">Edit</a> <a href="#">Delete</a>
3	example_regular_user	Example regular user	Sept. 24, 2022, 7:31 a.m.	False	<a href="#">Edit</a> <a href="#">Delete</a>

## Edit User

From the User List, click **Edit** next to the chosen user.

## User Admin

[Back to users list](#)

### Editing user with ID 2

Username

Nickname

Password

Is\_Admin  
☒

Is admin at present?: True

Complete control over the inputs is allowed, including the right to set a password that does not comply with the normal password rules, or setting a username to include a space.

Enter new details and click **Submit Changes** to save the changes. If there were no issues, the details will be changed, otherwise the user will be notified of the issue.

## Delete User

From the User List, click **Delete** next to the chosen user.

When deleting a user, confirmation is required.

## Delete user: example\_regular\_user?

Are you sure you want to delete this?

example\_regular\_user

Yes, I confirm.

Click **Yes, I confirm** to confirm.