

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.



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:



Regular user:



Seeding the Database

To seed the database, from the homepage, click **Create Example Database Rows** at the bottom of the page.



From the newly opened page, click **Yes I confirm** to see the database with new rows.

[Home](#) [Issue Categories](#) [Login](#) [Register](#)

Create example database rows

Are you sure you want to create example database rows? This will reset all existing data.

All users will be deleted, and two example users will be created.
The default user account login details are presented in Appendix B of the assignment text.

Categories, issues, and comments will be created as well.

You will also be logged out if logged in already.

Yes, I confirm.

This will create default items in the database.

Registration

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

[Home](#) [Issue Categories](#) [Login](#) [Register](#)

Issue tracker home

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.

Submit Registration

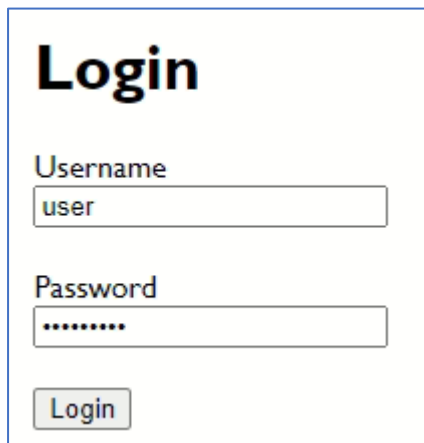
If there are any errors, the user will be informed. If the form was filled out correctly, the user will be redirected to login.

Login



The screenshot shows the top navigation bar of the 'Issue tracker home' page. The bar contains links for 'Home', 'Issue Categories', 'Login', and 'Register'. The 'Login' link is highlighted with a red rectangular box. Below the navigation bar, the page title 'Issue tracker home' is displayed, followed by a message: 'You are not logged in. [Log in](#)'.

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



The screenshot shows a login form with the title 'Login'. It contains two input fields: 'Username' with the text 'user' and 'Password' with masked characters '*****'. Below the fields is a 'Login' button.

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

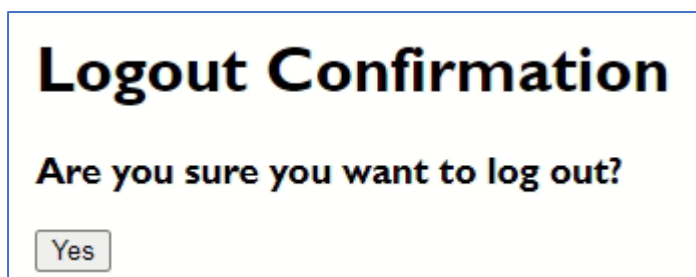
Logout

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



The screenshot shows a navigation bar with two buttons: 'User Options' and 'Logout'. The 'Logout' button is highlighted with a red rectangular box.

Confirmation will be asked for.



The screenshot shows a 'Logout Confirmation' dialog box. It contains the text 'Are you sure you want to log out?' and a 'Yes' button.

Data items

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

In order of hierarchy:

Categories > Issues > Comments.

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.

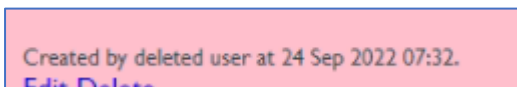
The purpose of **comments** is for developers and other users to be able to discuss, provide support, and improve upon reported issues.

General item information

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

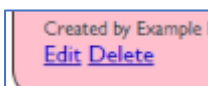


If an item was created by a user that has since been deleted, this will be stated. Old items are kept rather than deleted when the author is, for the sake of keeping a history trail.

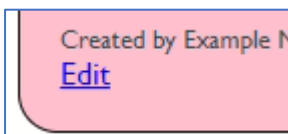


General controls on existing items – edit and delete

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



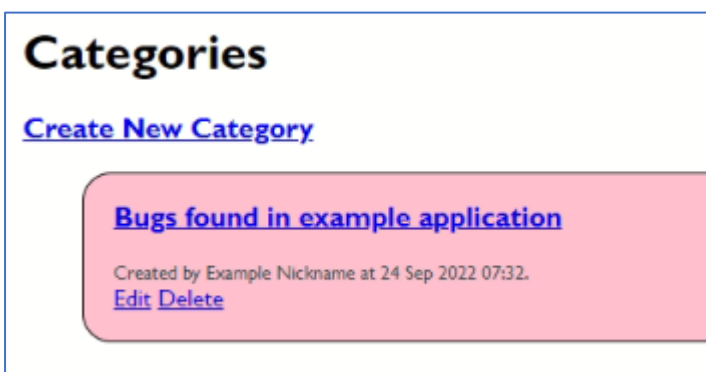
If the user has logged in as an admin, the user has the ability to edit or delete the item.



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

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.

Categories

[Create New Category](#)

No categories found. Please create one.

Create a category

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

Create a new Category

[Back to category list](#)

Title

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


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.](#)


Comments

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



The screenshot shows a user interface for an issue. At the top, there is an orange box titled "Example issue". Inside this box, it says "Created by Example Nickname at 24 Sep 2022 07:33." followed by "Description: I can't click anywhere" and two links, "Edit" and "Delete". Below this box, the word "Comments" is displayed in a large, bold font. Underneath the "Comments" header, there is a green box representing a comment. It says "Created by Example Nickname at 24 Sep 2022 07:34." followed by the text "Try using a new mouse" and two links, "Edit" and "Delete".

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



The screenshot shows a box with the heading "Comments" in bold. Below the heading, it says "No comments made yet. Why not make one?" and a link "Add a comment".

Create a comment

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



The screenshot shows a single button with the text "Add a comment" in blue, underlined text.



The screenshot shows a form titled "Create new comment" in bold. Below the title, there is a text input field labeled "Comment Text" containing the text "Try using a new mouse". At the bottom left of the form, there is a button labeled "Create".

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

Edit and Delete

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

User Options

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

	User Options	Logout
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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

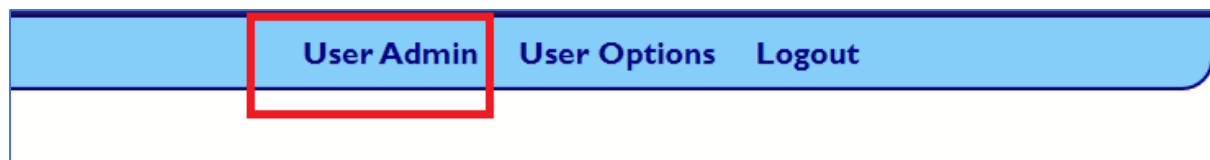
Confirm Password

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.



As logged an administrator, the ability to change any user's 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	Edit Delete
3	example_regular_user	Example regular user	Sept. 24, 2022, 7:31 a.m.	False	Edit Delete

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

Submit Changes

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?

Yes, I confirm.

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