Issue Tracker Help

Introduction

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

Contents

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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:
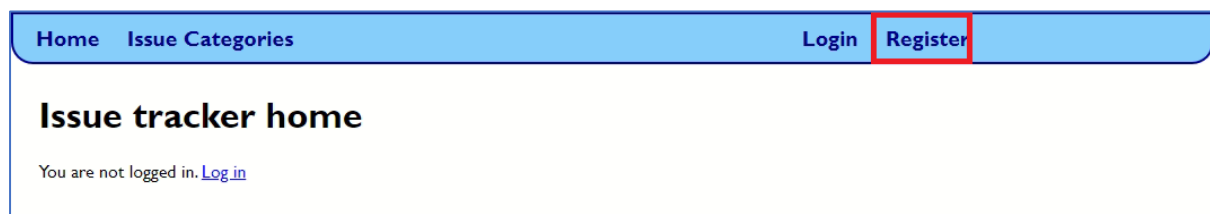
Regular user:

Registration

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

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

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Register

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

Please give something descriptive like "Firstname Lastname-Organisation Name"
Nickname
```
MyFirstName Surname-Exar
```

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

| Home | Issue Categories | | Login | Register |

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.
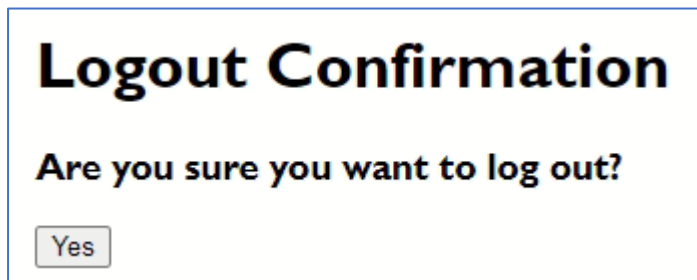

Login

Username
```
user
```

Password
```
•••••••••
```

Login

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

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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.**

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

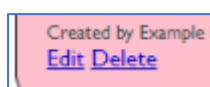The time an item was created and by who is always shown by any general data item.

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.
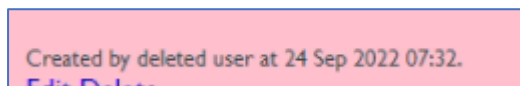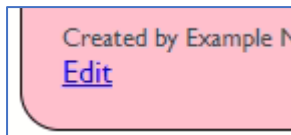

General controls on existing items – edit and delete
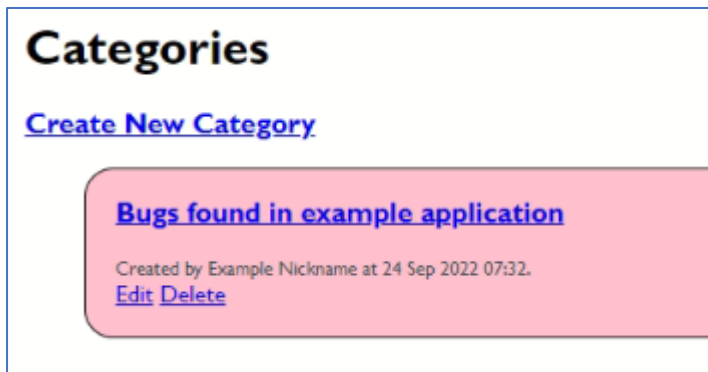
Permissions exist for items, as described in Permissions.

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

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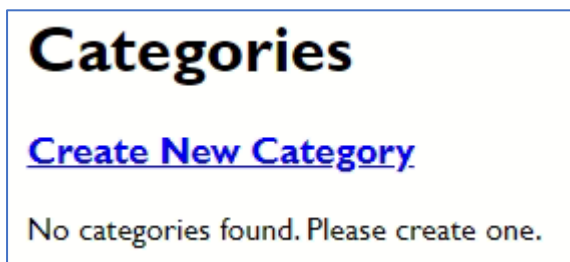
Created by Example N
Edit

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.

Categories

Create New Category

Bugs found in example application

Created by Example Nickname at 24 Sep 2022 07:32.
Edit Delete

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 [Bugs found in example appli] [Create]

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.

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

Create an issue

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

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Create new issue

Back to Bugs found in example application issue list

Issue Title
Example issue

Description
I can't click anywhere

Submit

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.

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Comments

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

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

Create a comment

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

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.

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

Change 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

[Change 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 user's details are available, or delete a user.

User List

User List

ID	Username	Nickame	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.

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User Admin

Back to users list

Editing user with ID 2

Username
user

Nickname
Example 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?

example_regular_user

Yes, I confirm.

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