2016

VeriHandy Administrator’s Manual

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VeriHandy

Administrator Manual

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## 1. Introduction

1.1 Purpose of This Document

This document is designed to help a new administrator of the VeriHandy website in their duties of properly administrating the site. This may include but is not limited to:

* When and how to ban a user
* How to make a user an administrator
* Description of the Admin Panel
* Viewing active users and their reviews
* Viewing and modifying MySQL tables
  1. References

It is recommended all administrators have a basic idea of the design of VeriHandy. As such, new administrators should reference these other VeriHandy documents as well:

* System Requirements
* System Design
* UI Design

Administrators should preferably also familiarize themselves with PHP, HTML, CSS, and developing from a command line prompt. Resources on these can be found here:

* http://www.w3schools.com/

2. **System Overview**

2.1 Background

VeryHandy runs off of a server and uses an internal database to track all of its data. As such, its design starts from the database, the structure of which is established in the VeriHandy System Design Document. The administrator will be responsible for understanding the functionality of this database, how users are added, and how each table of the database is connected. The administrators will then work with the database to maintain quality and satisfaction for the users.

System administrators will mostly interact with the Admin Page of the VeriHandy application. They will see the users and their ratings, as well as currently banned users. The administrator has a number of options which affect the status of users, and by extension their job listings, so familiarizing themselves with the options is important to maintain satisfaction with VeriHandy.

2.2 Hardware and Software Requirements

VeriHandy only requires a computer with a keyboard or some other external device to enter credentials, as well as a stable internet connection through a router/ modem.

The recommended software for this application is google Chrome. If the administrator is developing on new releases, using Homestead to interact with the server’s pages and tables is recommended. More information on Homestead can be found in section

**3. Administrative Procedures**

3.1 Installation

There is no installation required for day to day admin procedures. However if maintenance or new releases are necessary, an administrator or owner who is familiar with PHP, SQL, HTML, CSS, and the Linux environment can modify and install the new code (PHP, SQL, Linux) and new appearance (HTML, CSS) for the pages.

An administrator, after connecting to the server, should navigate to the folder where code is stored, and from there a copy should be made locally of the relevant files to be updated. New files can be added, old files removed, and testing can occur on a local machine. When this is done, an admin should then update the server’s files with changes, which makes the release public.

3.2 Routine Tasks

Routine tasks will encompass a large portion, if not all, of the administrator’s time with the application. The routine tasks the administrators will be tasked with are keeping an overview of users that have a poor rating, as well as users submitting a large number of spam jobs.

These users will appear on the admin page and the administrator can see the user’s credentials, ratings, and reviews. The administrator will then decide if the reviews on the user are sufficient reason enough for their account to be frozen. Generally, an account should be frozen if its average review score falls below 3. They will also be in charge of unfreezing the accounts after a period of time.

3.3 Periodic Administration

There is very little periodic administration to be done. The admins will unfreeze accounts after a period of time. VeriHandy doesn’t want to remove any of its users permanently at this time, and so the admins will not be responsible for removing inactive accounts.

3.4 User Support

Users may send messages to administrators. In the case that this occurs, notifications can be found on the administration panel. These will often be handled on a case by case basis, and could involve disputes in reviews, ban disputes, or other messages from a user.

**4. Troubleshooting**

4.1 Dealing with Error Messages and Failures

In the case of an error message, an administrator who is familiar with PHP, SQL, HTML, and CSS should ssh into the server VeriHandy is running on. At that point, the error messages should display filenames and line numbers, and the code can be debugged, retested, and released again.

4.2 Known Bugs and Limitations

There is presently no way to directly remove jobs; instead, the user who requested the job can have their account frozen.

**Appendix A – Team Review Sign-off**

Signatures here indicate that all members of the team have reviewed and agreed upon the document’s content and format.

Team Comments:

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Signatures:

Anil Kendir: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Appendix B – Document Contributions**

Tristan Adams

* Added initial document and template
* Added cover Page
* Added Table of Contents
* Edits for clarity

Anil Kendir

* Wrote most of the steps for administration