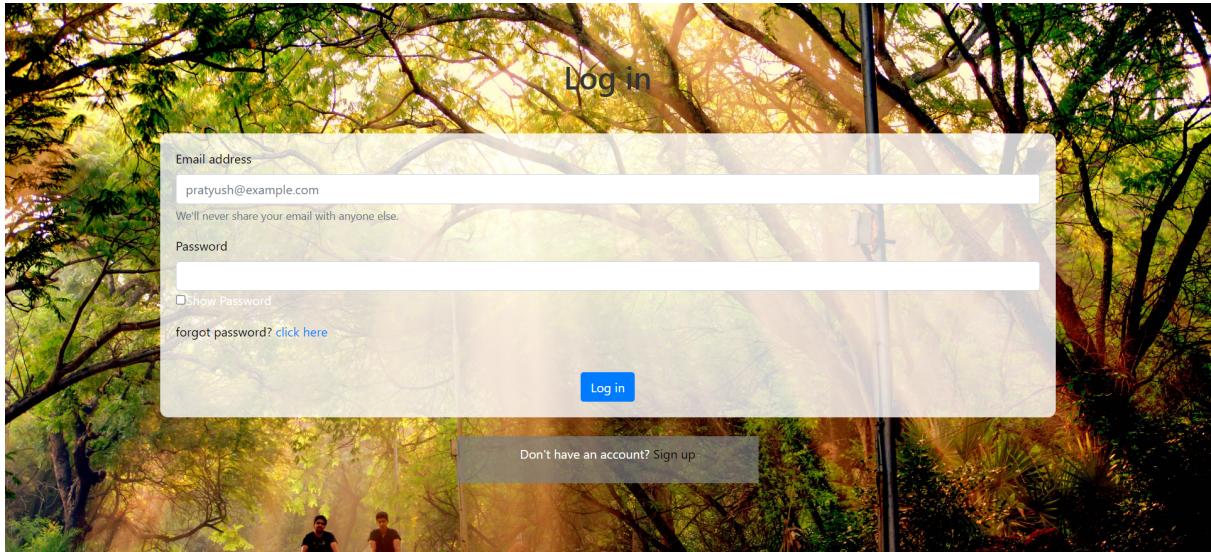


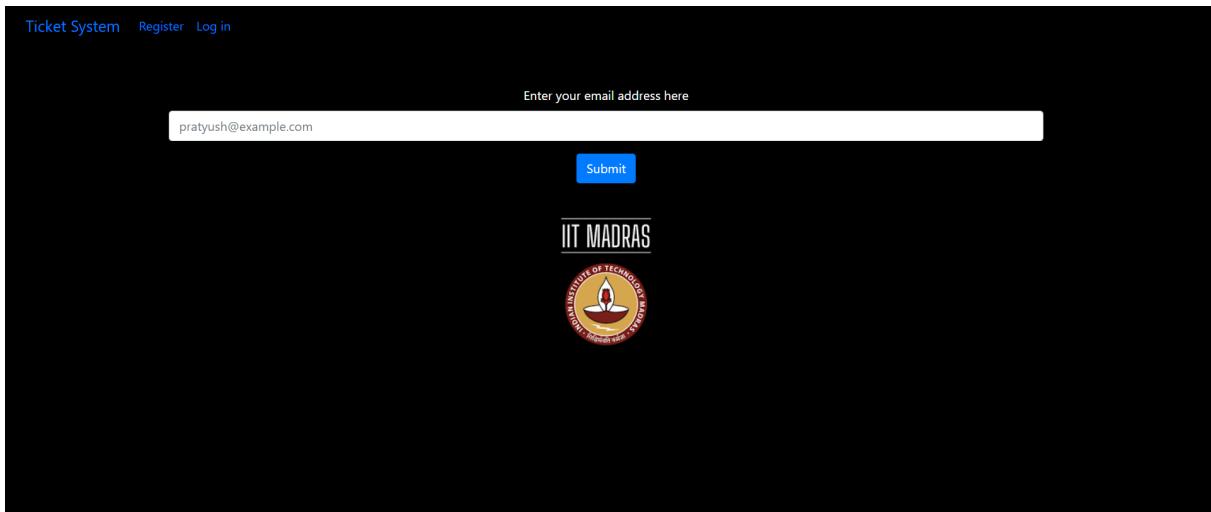
Ticketing system [Github](#)

index.php/ Log in page



- It has a form asking for email address and password of the registered users. If a user doesn't remember his/her password he can click on "click here" besides "forgot password".
- There's also a sign up button for new users

verification.php/ Forgot password



- It has a nav-bar on top with two options, Register and Login which will redirect you to Signup and Login page respectively
- On entering email address in given text box, you will see another text box asking for OTP
- On entering correct OTP a pop-up will appear, displaying your password.

Signup.php

Ticketing System

 Log out

Sign up

Name

Pratyush

Email

pratyush@example.com

Password

Enter your password here...

Password has to be 8 characters long.

Create



- There's a form on this page asking for general details of the user which will be used to register him/her on our database.
- Name and Email address has to be unique, interface will prompt user if the any of this has already been used by other user.

home.php/Home page

Ticketing System

 Log out

Tickets

Create Ticket

Tasks

Tickets

Welcome to the index page.

You can view recently allotted tasks below.

(⌚) name
0 hours

July 17th, 14:47pm

(⌚) pwd-test
0 hours

July 13th, 15:31pm

(⌚) email
0 hours

July 13th, 15:20pm

(⌚) retest0
0 hours

July 13th, 15:18pm

(⌚) test3
0 hours

July 13th, 15:05pm

- This page will have a unique dashboard for every user displaying 5 recent tasks allotted to him/her with title, no of hours given for the task, date and time of when task was created for every task.
- There's a log out button on the top right corner of every page from here on which will redirect you to the Login page.
- It has a create ticket button, Tasks button which will display all the task ever given to the user and Tickets button displaying tasks allotted by this user to others.

create.php/Create tickets

Title

For

Message

you want this task to be finished within

Select a file: file size should be less than 15mb

 No file chosen

- Form on this page asks for Title i.e subject of the ticket, for i.e the person you are creating this ticket for, message i.e description of the task, no of hours within which you want this task to be finished in and any reference file which might be important for the task
- Giving a file is not necessary for creating a ticket.
- On clicking create, a ticket will be created and also a mail will be sent to the person this ticket was created for.

tasks.php/Task page

Ticketing System

 Log out

Tasks

You can view the list of tickets below.

 name	0 hours	July 17th, 14:47pm
 pwd-test	0 hours	July 13th, 15:31pm
 email	0 hours	July 13th, 15:20pm
 retest0	0 hours	July 13th, 15:18pm
 test3	0 hours	July 13th, 15:05pm
 test 2	0 hours	July 13th, 12:41pm

- This page contains all the tasks given to the user since he registered on the portal with the latest one displayed first.
- There's also an option for searching tickets

tickets.php/ Tickets page

Ticketing System

 Log out

Tickets

You can view the progress of work assigned by you below.

 casw	0 hours	July 19th, 8:21am
 file-est	0 hours	July 19th, 7:51am
 test1112	0 hours	July 18th, 14:54pm
 mgom	0 hours	July 18th, 13:15pm
 email	0 hours	July 11th, 16:22pm

- This page contains all the tickets generated by the user since he registered on the portal with latest one being displayed first.

view.php/ View Ticket

The screenshot shows a ticket view page with the following details:

- Status:** casw (open)
- Message Content:** July 19th, 8:21am
csac
from pratyushkhengle@gmail.com
please complete this within 0 hours
- Action Buttons:** Reopen (yellow), Close (red), Resolve (green), Open (grey)
- Comment by Pratyush Khengle:** July 19th, 14:57pm
Pratyush Khengle
fae
- Comment Box:** Enter your comment...

- Users will be redirected to this page if they click on any ticket.
- On top, there's the subject and status of the ticket.
- In Grey box we can see date followed by subject, person who created the ticket, and no of hours given for the task
- Below that we have 4 buttons to change the status of the ticket.
After that we can see a comment by the user Pratyush Khengle.
And finally we have a comment box to discuss the progress and doubts regarding a ticket.

Note:

- make a uploads folder in the same directory for uploading files while creating tickets.
- We also have functions.php with connect_mysql function and template header and footer.