

USER MANUAL (HELP DESK TICKETING SYSTEM)

1. INTRODUCTION

The Helpdesk Ticketing System is a web-based front-end project for managing support tickets. It is ideal for internal teams or as a foundation for a full-stack helpdesk application.

2. DEFAULT LOGIN (FOR TESTING)

If you'd like to test the app without creating an account, use the following credentials:

Email: prince@gmail.com

Password: prince123

Or you can create your own account using the Signup page.

3. SYSTEM REQUIREMENTS

- A modern web browser (Chrome, Firefox, Edge)
- Node.js (for running locally)
- Internet connection (for setup and asset loading)

4. GETTING STARTED

Step 1: Clone the Repository

```
git clone https://github.com/prince-kr-dev/helpdesk-  
system.git cd helpdesk-project
```

Step 2: Install Dependencies

```
npm install
```

Step 3: Run the Development Server

```
npm start
```

The app will run locally at: <http://localhost:3000>

5. USING THE APPLICATION

Signup:

- Click on "Signup"
- Fill in your name, email, and password
- Click "Submit" to create your account

Login:

- Enter your email and password
- Click "Login" to enter your account

Dashboard:

- View total tickets
- Monitor open, closed, and resolved tickets
- Get a quick performance overview

New Ticket Submission:

- Go to "New Ticket"
- Enter subject, description, and priority level
- Click "Submit" to raise a new ticket

My Tickets:

- View all tickets you've submitted
- Track ticket status: pending, resolved, closed

Performance:

- View your resolution metrics
- Analyze how many tickets you've handled

- Get performance insights visually

6. DATA STORAGE DISCLAIMER

This project does not use any database or backend.

All user data and tickets are temporarily stored in the browser's local storage.

Note:

- Data will be lost if you clear browser storage or change browsers/devices
- This project is for demo or front-end practice only
- I will add backend support in the future (e.g., Firebase or Express)

7. TECH STACK

- React.js (Frontend)
- Tailwind CSS (Styling)
- React Router DOM (Routing)
- Local Storage (Session & Ticket Data)