American International University- Bangladesh

CSC 3215: Web Technologies

CO2 and CO4 Evaluation
Finished Project Report
Spring 2020-2021

Project Title: Complaints-Management-System
Section: E

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Complaint-Management-System

Project Description:

An online platform to complaints and to provide a online space, originally designed for self-paced learning. This project sets the complaints of users can now easily submit complaints, check their status, and receive timely updates. This project utilizes HTML, CSS, JavaScript for frontend and PHP for backend. We used ajax to asynchronously update pages and listen for user inputs with JavaScript. We have a multi-user system that verifies the user type before giving appropriate privilege to the right user. We have a separate system for instructors and their respective courses. Our project establishes a blogging tab where instructors can post blog contents for users to see. We have a dashboard system that notifies users about changes in the state. The administrator for obvious reasons has elevated privileges. He can monitor all aspects of the website.

Admin Module:

Admin Dashboard: *Display a dashboard with an overview of system statistics and key functionalities.*
User Information: *Retrieve and display information about registered users.*
Manage Complaints: *View, update, and respond to user complaints.*
Manage Geographic *Coverages: Administer geographic coverage areas.*
Search Complaints: *Allow the admin to search and filter complaints based on various criteria.*
Update Area: *Enable the admin to update geographic coverage areas.*
Add Area: *Allow the admin to add new geographic coverage areas.*
Coverage Available: *Display a list of available coverage areas.*
Complaint Status: *Provide a status overview of all complaints.*

Complainers Module:

User Dashboard: *Display a dashboard with user-specific information and functionalities.*
Register Complaint: *Allow users to submit new complaints.*
Manage Users: *For administrators, the ability to manage user accounts.*
Update Complaint: *Enable users to update their submitted complaints.*
User Registration: *Allow new users to register.*
Forget Password: *Implement a password recovery mechanism for forgotten passwords.*
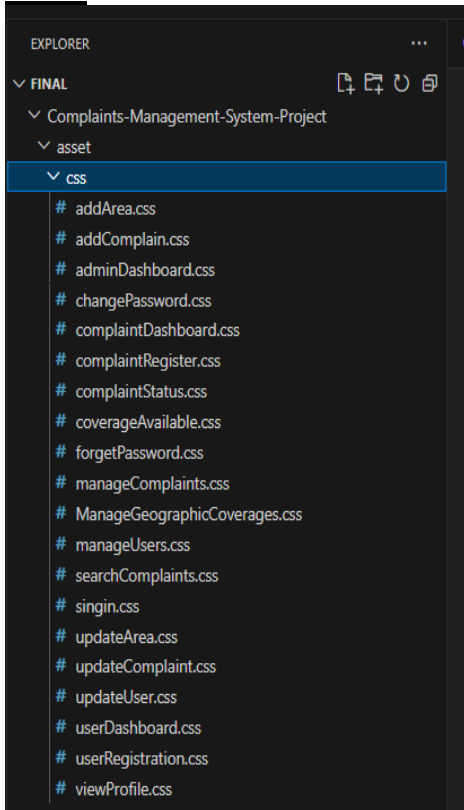**Change Password**: *Allow users to change their passwords.*
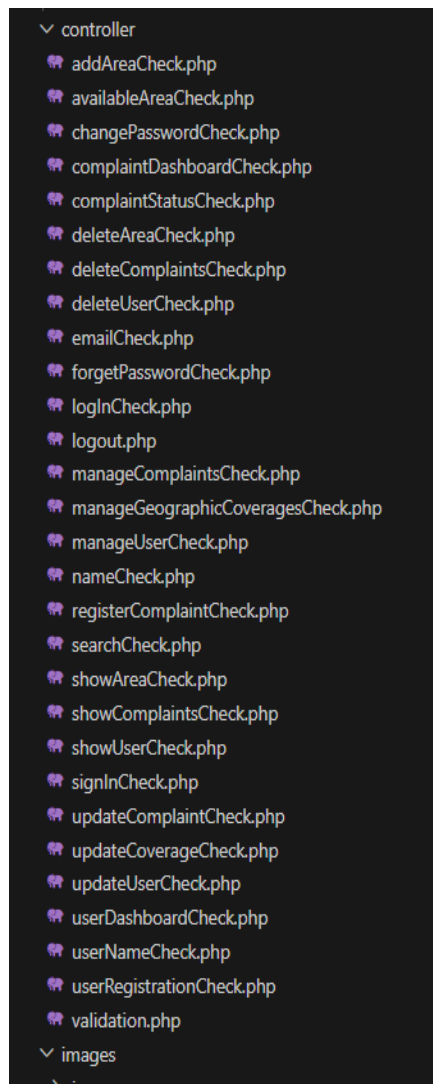**View Profile**: *Display complainer profile information.*
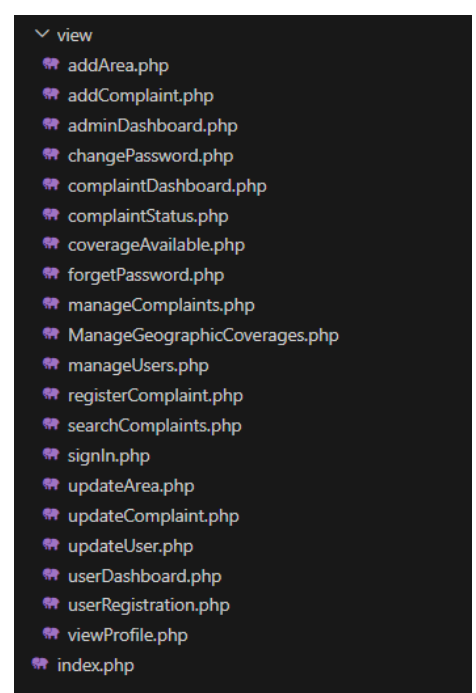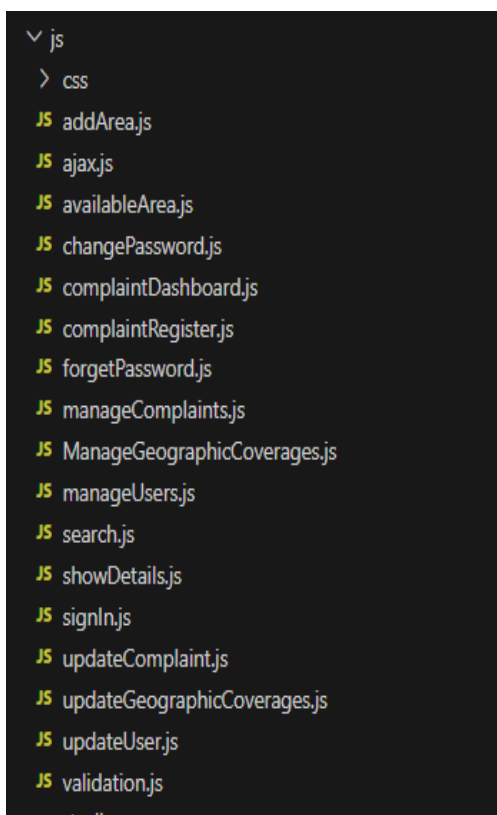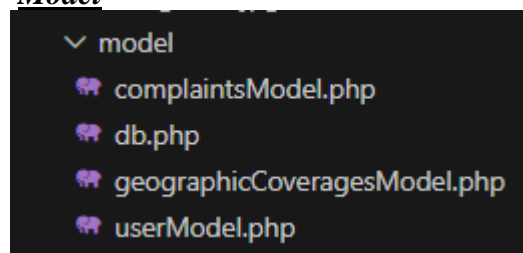
Complaint-Management-System

Asset

EXPLORER

∨ FINAL
  ∨ Complaints-Management-System-Project
    ∨ asset
      ∨ css
        # addArea.css
        # addComplain.css
        # adminDashboard.css
        # changePassword.css
        # complaintDashboard.css
        # complaintRegister.css
        # complaintStatus.css
        # coverageAvailable.css
        # forgetPassword.css
        # manageComplaints.css
        # ManageGeographicCoverages.css
        # manageUsers.css
        # searchComplaints.css
        # singin.css
        # updateArea.css
        # updateComplaint.css
        # updateUser.css
        # userDashboard.css
        # userRegistration.css
        # viewProfile.css

js

∨ js
  > css
  JS addArea.js
  JS ajax.js
  JS availableArea.js
  JS changePassword.js
  JS complaintDashboard.js
  JS complaintRegister.js
  JS forgetPassword.js
  JS manageComplaints.js
  JS ManageGeographicCoverages.js
  JS manageUsers.js
  JS search.js
  JS showDetails.js
  JS signIn.js
  JS updateComplaint.js
  JS updateGeographicCoverages.js
  JS updateUser.js
  JS validation.js

Controller

∨ controller
  🐘 addAreaCheck.php
  🐘 availableAreaCheck.php
  🐘 changePasswordCheck.php
  🐘 complaintDashboardCheck.php
  🐘 complaintStatusCheck.php
  🐘 deleteAreaCheck.php
  🐘 deleteComplaintsCheck.php
  🐘 deleteUserCheck.php
  🐘 emailCheck.php
  🐘 forgetPasswordCheck.php
  🐘 logInCheck.php
  🐘 logout.php
  🐘 manageComplaintsCheck.php
  🐘 manageGeographicCoveragesCheck.php
  🐘 manageUserCheck.php
  🐘 nameCheck.php
  🐘 registerComplaintCheck.php
  🐘 searchCheck.php
  🐘 showAreaCheck.php
  🐘 showComplaintsCheck.php
  🐘 showUserCheck.php
  🐘 signInCheck.php
  🐘 updateComplaintCheck.php
  🐘 updateCoverageCheck.php
  🐘 updateUserCheck.php
  🐘 userDashboardCheck.php
  🐘 userNameCheck.php
  🐘 userRegistrationCheck.php
  🐘 validation.php
∨ images

Model

∨ model
  🐘 complaintsModel.php
  🐘 db.php
  🐘 geographicCoveragesModel.php
  🐘 userModel.php

Database

📄 midproject

View

∨ view
  🐘 addArea.php
  🐘 addComplaint.php
  🐘 adminDashboard.php
  🐘 changePassword.php
  🐘 complaintDashboard.php
  🐘 complaintStatus.php
  🐘 coverageAvailable.php
  🐘 forgetPassword.php
  🐘 manageComplaints.php
  🐘 ManageGeographicCoverages.php
  🐘 manageUsers.php
  🐘 registerComplaint.php
  🐘 searchComplaints.php
  🐘 signIn.php
  🐘 updateArea.php
  🐘 updateComplaint.php
  🐘 updateUser.php
  🐘 userDashboard.php
  🐘 userRegistration.php
  🐘 viewProfile.php
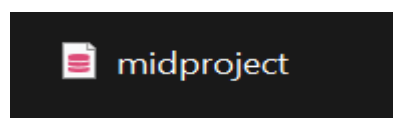 🐘 index.php

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Complaint-Management-System
manageComplaints.php

```php
<?php
session_start();
require_once("../model/complaintsModel.php");
if(!isset($_SESSION['loggedIn']))
{
    header('location:signIn.php');
}
$user=$_SESSION["user"];
if($user["role"]!="admin"){
    header("location:../view/dashBoard.php?userName={$user['userName']}");
    exit();
}
else{
    $complaints=getAllComplaints();
}
?>
<table border=1>
        <tr>
            <td>ComplaintId</td>
            <td>UserId</td>
            <td>Category</td>
            <td>Sub Category</td>
            <td>Status</td>
            <td>Complaint Details</td>
            <td>Action</td>

        </tr>
   <?php   for($i=0; $i<count($complaints); $i++){ ?>
        <tr>
            <td><?=$complaints[$i]['complaintId']?></td>
            <td><?=$complaints[$i]['userId']?></td>
            <td><?=$complaints[$i]['category']?></td>
            <td><?=$complaints[$i]['subCategory']?></td>
            <td><?=$complaints[$i]['status']?></td>
            <td><?=$complaints[$i]['complaintDetails']?></td>

            <td>
            <a href="../controller/manageComplaintsCheck.php?complaintId=<?=
urlencode($complaints[$i]['complaintId']) ?>&update=true"> Update </a> |
            <a href="../controller/manageComplaintsCheck.php?complaintId=<?=
urlencode($complaints[$i]['complaintId']) ?>&delete=true"> DELETE </a>
            </td>
        </tr>
    <?php } ?>
    </table>

    <?php if(isset($_GET['updateStatus'])){echo "<h3>updated successfully</h3>";}?>
    <?php if(isset($_GET['deleteStatus'])){echo "<h3>deleted successfully</h3>";}?>
```

Complaint-Management-System

validation.php

```php
<?php
function isValidName($name){
if(strlen($name)<4){
   return false;
}
else{
   $allowedCharacters = 'abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ_.';
   for($i=0;$i<strlen($name);$i++){
      $character=$name[$i];
      if(strpos($allowedCharacters,$character)===false ){
         return false;
      }
   }
   return true;
}
}
function isValidUsername($username)
{
   $allowedCharacters =
'abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789_';

   if(strlen($username) < 4) return false;

   for ($i = 0; $i < strlen($username); $i++) {
      $character = $username[$i];

      if (strpos($allowedCharacters, $character) === false) {
         return false;
      }
   }

   return true;
}
function isValidEmail($email)
{
   $atIndex = strpos($email, '@');
   $dotIndex = strrpos($email, '.');

   if ($atIndex === false || $dotIndex === false) {
      return false;
   }
   if ($atIndex === 0 || $dotIndex === (strlen($email) - 1)) {
      return false;
```

```php
    }

    if (strpos($email, '..') !== false) {
        return false;
    }

    if (strpos($email, '.@') !== false) {
        return false;
    }

    if (strpos($email, '@.') !== false) {
        return false;
    }
    if (strpos($email, '.com') == false) {
        return false;
    }

    if (strpos($email, ' ') !== false) {
        return false;
    }

    return true;
}
function isValidPhone($phone){
if(strlen($phone)!=11) return false;
$allowedCharacters = '0123456789';

for ($i = 0; $i < strlen($phone); $i++) {
    $character = $phone[$i];

    if (strpos($allowedCharacters, $character) === false) {
        return false;
    }
}

return true;
}

function isValidPassword($password) {
    if (strlen($password) < 8) {
        return false;
    } else {
        $allowedCharactersSpecial = '.,!@#$%^&*/:;';
        $allowedCharactersCapitalLetter = 'ABCDEFGHIJKLMNOPQRSTUVWXYZ';
        $allowedCharactersSmallLetter = 'abcdefghijklmnopqrstuvwxyz';
        $allowedCharactersNumber = '0123456789';
        $countSpCharacter = 0;
        $countCapLetter = 0;
        $countSmLetter = 0;
        $countNumber = 0;
```

```php
    for ($i = 0; $i < strlen($password); $i++) {
        $character = $password[$i];
        if (strpos($allowedCharactersSpecial, $character) !== false) {
            $countSpCharacter = 1;
        }
        if (strpos($allowedCharactersCapitalLetter, $character) !== false) {
            $countCapLetter = 1;
        }
        if (strpos($allowedCharactersSmallLetter, $character) !== false) {
            $countSmLetter = 1;
        }
        if (strpos($allowedCharactersNumber, $character) !== false) {
            $countNumber = 1;
        }
    }
    if ($countSpCharacter === 0 || $countCapLetter === 0 || $countSmLetter === 0 || $countNumber === 0) {
        return false;
    }
    return true;
  }
}
function isValidConfirmPassword($password,$confirmPassword){
    if($password===$confirmPassword){
        return true;
    }
    return false;
}
function isValidAddress($address){
    if(strlen($address)<5){
        return false;
    }
    return true;
}
function isValidFile($type,$size){
    $lowerCaseType=strtolower($type);
    $periodPosition=strpos($lowerCaseType,'.');
    $actualType=substr($lowerCaseType,$periodPosition+1);
    $validType=array('jpg','jpeg','png');
    for($i=0;$i<count($validType);$i++){
        if($actualType===$validType[$i] && $size<=10000000){
            return true;
        }

    }
    return false;
}
?>
```

Complaint-Management-System

searchComplaints.php

```php
<?php
session_start();
if (!isset($_SESSION['loggedIn'])) {
    header('location: signIn.php');
    exit();
}

if (isset($_SESSION['complaints'])) {
    $complaints = $_SESSION['complaints'];
?>
    <table border=1>
        <tr>
            <td>ComplaintId</td>
            <td>UserId</td>
            <td>Category</td>
            <td>Sub Category</td>
            <td>Status</td>
            <td>Complaint Details</td>

        </tr>
        <?php for ($i = 0; $i < count($complaints); $i++) { ?>
            <tr>
                <td><?= $complaints[$i]['complaintId'] ?></td>
                <td><?= $complaints[$i]['userId'] ?></td>
                <td><?= $complaints[$i]['category'] ?></td>
                <td><?=$complaints[$i]['subCategory']?></td>
                <td><?=$complaints[$i]['status']?></td>
                <td><?=$complaints[$i]['complaintDetails']?></td>


            </tr>
        <?php } ?>
    </table>
<?php
unset($_SESSION['complaints']);
}
if(isset($_GET['NoComplaints'])){
    echo "<h2>No data found</h2>";
    unset($_SESSION['complaints']);
}
?>
<br><br>
<form action="../controller/searchCheck.php" method="POST">
    Search: <input type="text" name="search"> <br><br>
    <input type="submit" name="searchSubmit" value="search"><br><br>
</form>
```

Complaint-Management-System

CO2 and CO4 Evaluation: Project Report Evaluation					
Completeness (5)	Validation (5)	Feature Implementation (5)	Concept Understanding (5)	Promptness (5)	Total (25)

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