**Non-Functional Requirements**

**Security**

User can register/login using internal accounts or via their phones or common social accounts. The portal access is made using https protocol in order to secure the communication. Security also is responsible for managing the permissions and roles. Users are either Technician account or User account.

**Usability Requirement**

An interface should be easy to learn how to use and easy to remember how to use. The latter pertains especially to devices that require infrequent use. Users should not be required to consult a manual each time they need to use a kitchen blender for instance.Usability Requirements for an interface design should support the following from the perspective of its primary users:

* Efficiency of use:  goals are easy to accomplish quickly and with few or no user errors
* Intuitiveness:  the interface is easy to learn and navigate; buttons, headings, and help/error messages are simple to understand
* Low perceived workload:  the interface appears easy to use, rather than intimidating, demanding and frustrating

**Performance Requirement**

**Performance**

The system must be interactive and the delays involved must be less as can as possible. So in every action-response of the system, there are no immediate delays. In case of opening windows forms, of popping error messages and saving the settings or sessions there is delay much below 2 seconds

**Safety**

Information transmission should be securely transmitted to server without any changes in information.

**Reliability**

As the system provides the right tools for discussion, problem solving it must be made sure that the system is reliable in its operations and for securing the sensitive details.

**Technology Requirements**

Targeting -the most common free technology nowadays- which is the internet. This will provide our services almost to everyone.

**Development Requirements**

This site provides a further development after delivery through admin user without any codes.

**Delivery Requirements**

The service overall will be easy to access and delivered to the user. Also the website with the database will be delivered to the admin user.

**Operation Requirements**

A user friendly operation allows the user to easily use and navigate through our website