

THE BUG TRACKING SYSTEM

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USER MANUAL

The Bug Tracking System is a Web Application, used by Customers and Organization to track the bugs in their software.

Type the URL on any web-browser, main page will be displayed. <https://thebugtrackingsystem.com>

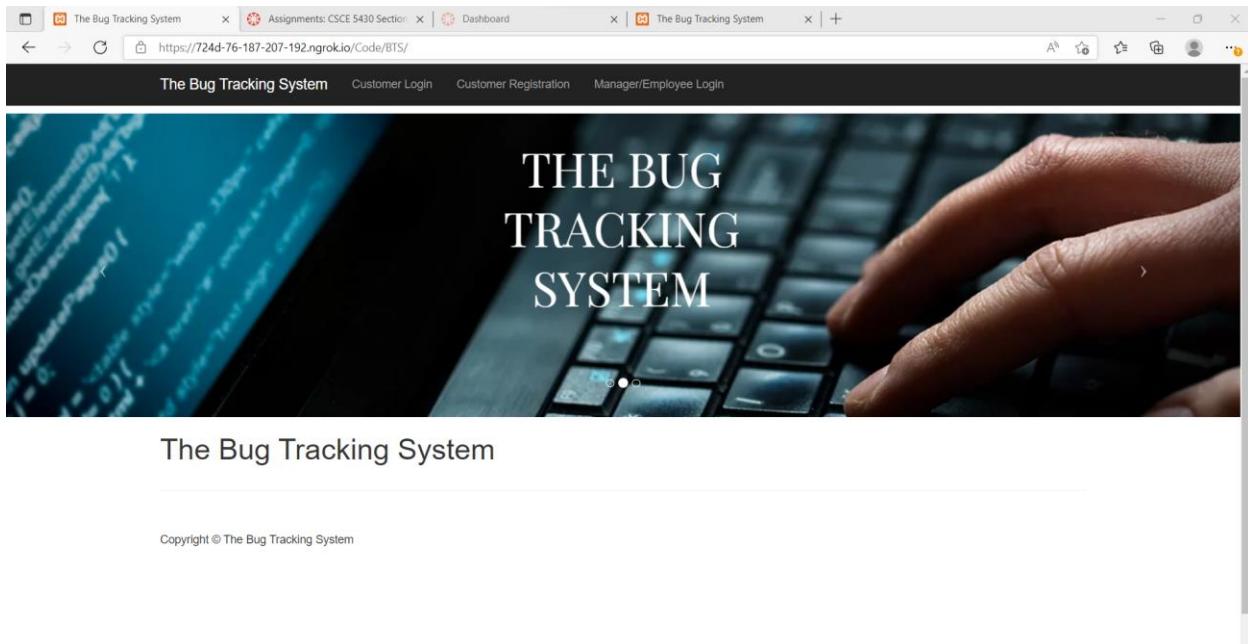


Figure 1: URL for the website

1. MAIN PAGE:

Use the Buttons on the top of the “Main Page” to navigate. Customer will use buttons “Customer Login” and “Customer Registration.” Manager/Employee will use “Manager/Employee Login” button.



Figure 2: Main Page

1.1 CUSTOMER REGISTRATION

- This component is specific to Customers.
- Customers can initially register with their organizations email id and password using the button “Customer Registration” on the Main Page.
- Click on the button “Customer Registration,” Registration page will be displayed, fill the details like Full Name, Email Id, Password and Contact No. (Fields validation is also done.)
- Once the account is registered, login by clicking “Sign in” button on the bottom.

This image shows the 'USER REGISTRATION' form from the 'The Bug Tracking System'. The form is centered on a dark background with a blurred code interface visible behind it. It contains four input fields: 'Full Name', 'Email ID', 'Password', and 'Contact no.', each with a placeholder text. Below these fields is a 'Register' button with a small user icon. At the bottom of the form, there are two links: 'Already Registered' and 'Sign in'. To the right of the form, there is a block of CSS code that styles the registration box and its associated text elements. The CSS includes properties like absolute positioning, transform, padding, and background colors.

Figure 3: Customer Registration Page

1.2 CUSTOMER LOGIN/SIGN IN

- Click on button “Customer Login” and enter login credentials. (Validation of credentials

is done.)



Figure 4: Customer Login Page

- Enter valid details, if not error “Invalid Username or Password” is popped.

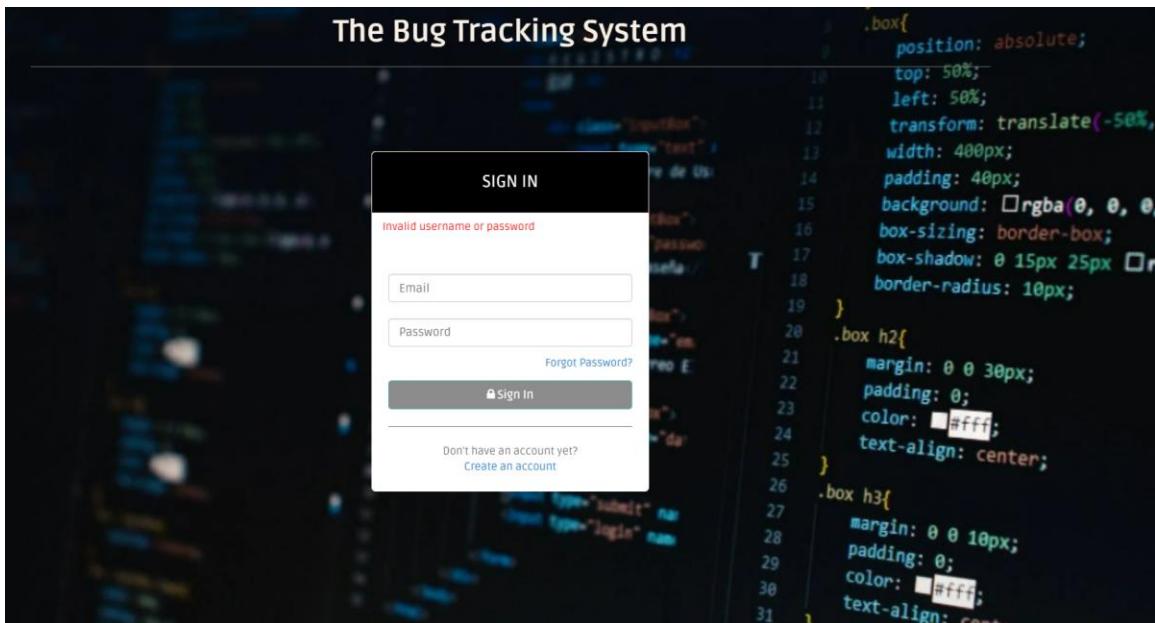


Figure 5: Invalid login details

- “Forgot Password” button is also available to change the password anytime. To change the password, enter Email Id, Contact No., New password and Confirm password fields.
- Once submitted with correct Email Id and Contact No, password will be updated successfully. Cancel option will cancel the password from updating.

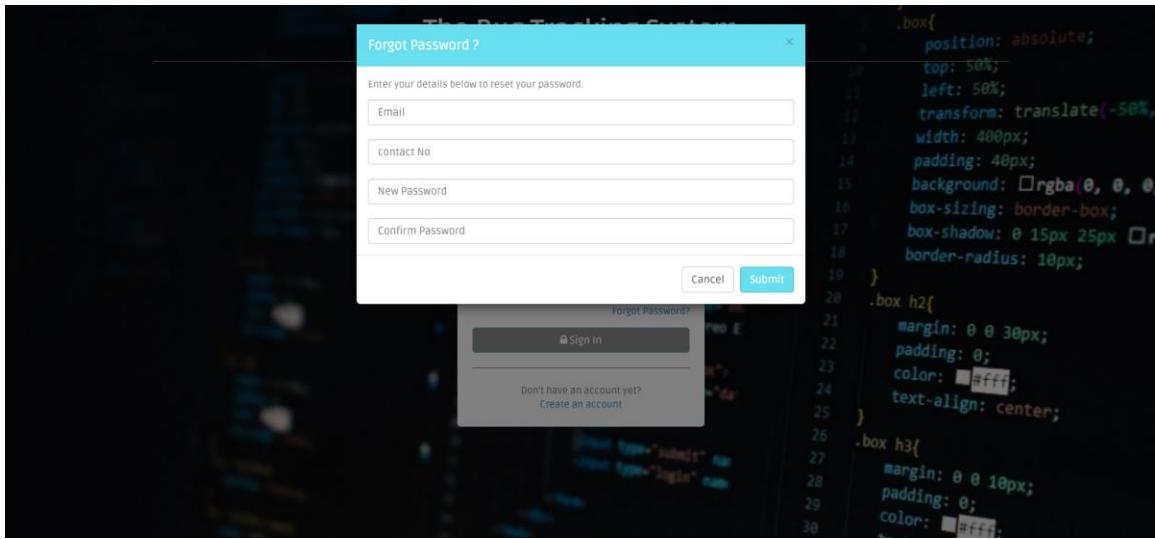


Figure 6: Forgot Password Option

1.3 MANAGER/EMPLOYEE LOGIN

1.3.1 MANAGER LOGIN

- Click on “Manager/Employee Login” on the “Main Page” and enter login credentials. Validation of credentials is done. If details are wrong, error “Invalid Username or Password” is popped.

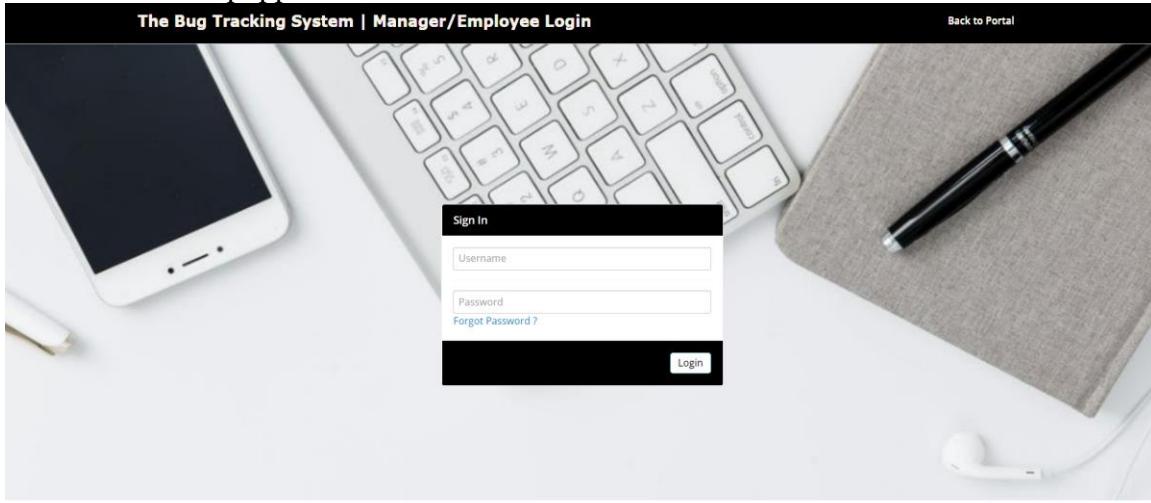


Figure 7: Manager Login Page

- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be

updated successfully.

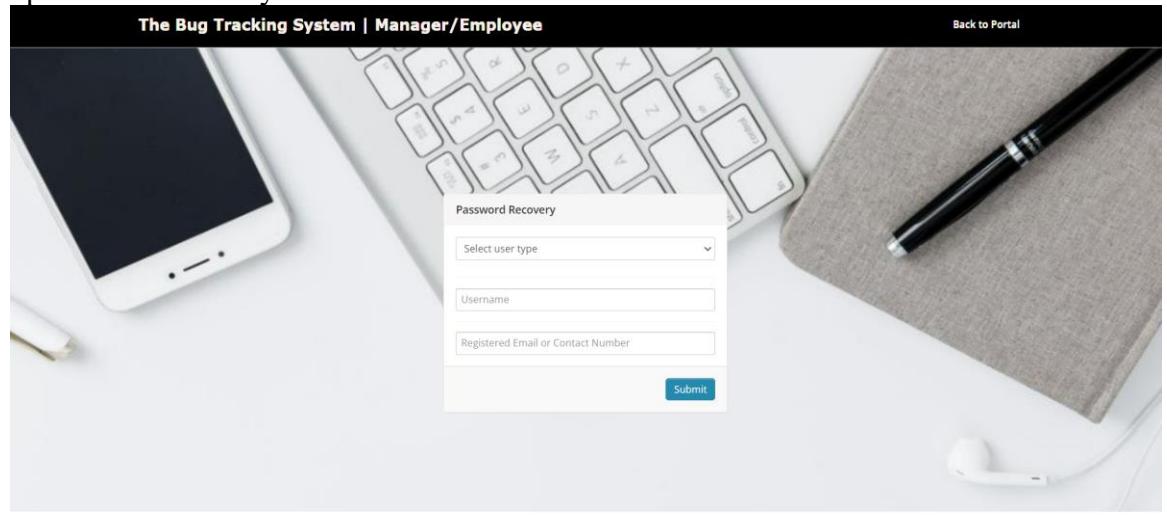


Figure 8: Manager Forgot Password Option

1.3.2 EMPLOYEE LOGIN

- Once manager creates a new employee, they share the credentials to the employee.
- Click on “Manager/Employee Login” on the “Main Page” and enters login credentials. Validation of credentials is done. If details are wrong, error “Invalid Username or Password” is popped.

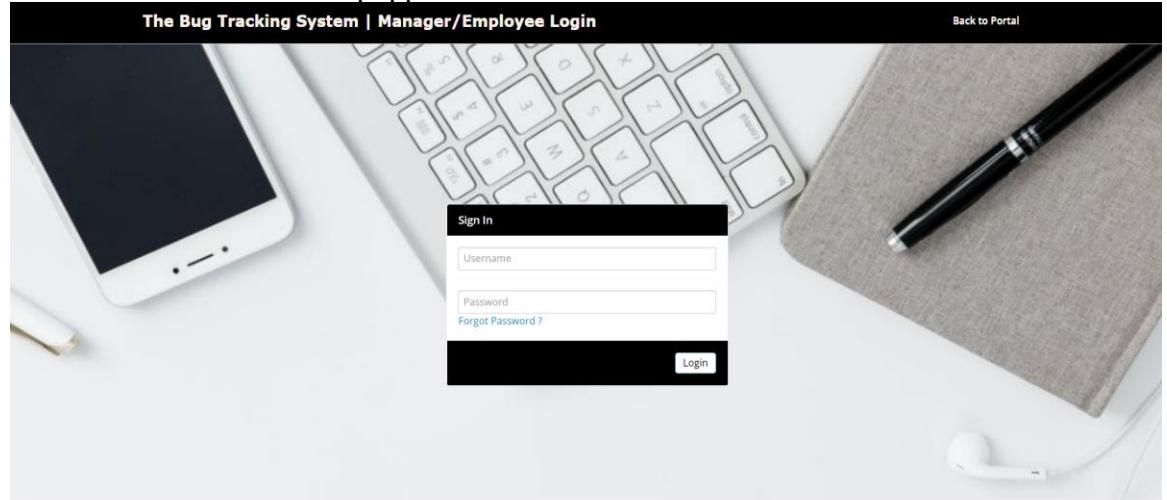
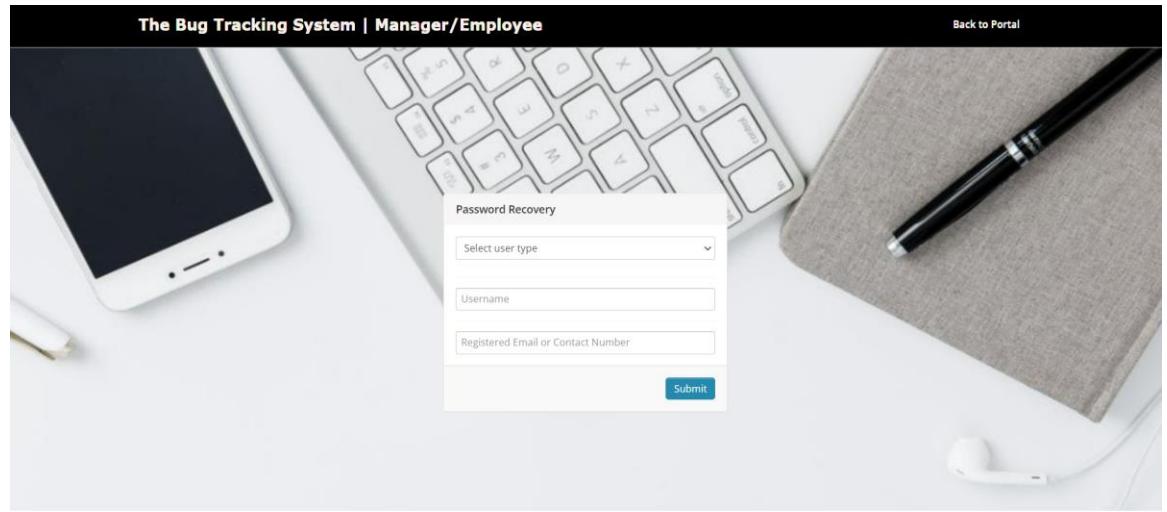


Figure 9: Employee Login Page

- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be updated successfully.



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Figure 10: Employee forgot password option

2. CUSTOMER VIEW

Once the customer logs in, Dashboard is displayed by default. Customer View has following sections:

1.1 DASHBOARD:

Dashboards display count of all the tickets created by the user that are in To Do, In Progress and Closed.

Figure 11: Customer Dashboard Display

2.1 ACCOUNT SETTING:

Account settings have two buttons, profile and change password.

2.1.1 PROFILE:

Profile button will display customers profile information and user can also edit/update personal information.

The screenshot shows the 'Customer Profile info' page. At the top, there's a navigation bar with 'THE BUG TRACKING SYSTEM | CUSTOMER' and a 'Logout' button. On the left, a sidebar menu includes 'Dashboard', 'Account Setting', 'Create Bug', and 'Bug History'. The main content area has a heading 'Profile info' and a sub-section 'Test user's Profile'. It displays the following information:

Last Updated at:			
Full Name	Test user	User Email	testuser@gmail.com
Contact	1234567899	Address	New Delhi
State	Delhi	Country	India
Pincode	110091	Creation Date	2020-06-28 08:19:15

Below this is a 'User Photo' section with a placeholder image of a person in a suit. A 'Change Photo' link is provided. At the bottom is a 'Submit' button.

Figure 12: Customer Profile information

2.1.1.1 CHANGE PHOTO:

“Change photo” option lets customer to update their profile picture. The customer can use “choose file” option to insert image from their system and click on “submit” option to update the picture. Once updated message “Well Done! Profile picture updated successfully” is displayed. If invalid format document is uploaded error “Invalid format. Only jpg / jpeg/ png /gif format allowed” is displayed. If picture is not successfully uploaded error “Profile picture not updated !!” is displayed.

The screenshot shows the 'Update Profile Photo' page. At the top, there's a navigation bar with 'THE BUG TRACKING SYSTEM | CUSTOMER' and a 'Logout' button. On the left, a sidebar menu includes 'Dashboard', 'Account Setting', 'Create Bug', and 'Bug History'. The main content area has a heading 'Update Profile Photo' and a sub-section 'Test user's Profile'. A green success message 'Well done! Profile picture successfully updated' is displayed. Below it is a 'User Photo' section showing a new profile picture of a woman. There's a 'Upload New Photo' input field with a 'Choose File' button and a note 'No file chosen'. At the bottom is a 'Submit' button.

Figure 13: Customer Profile picture updating

2.1.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

Figure 14: Customer Change Password Page

2.2 CREATE BUG:

Customer uses button “Create Bug” to create new Bug/Ticket.

Web page will have below fields in Bug creation page:

1. Type: Type of ticket must be mentioned i.e., either Bug / New (Bug-existing issue, New-new requirement).
2. Summary: Title for the Bug.
3. Description: Describe Bug.
4. Status: It is “To Do” by default while creating.
5. Priority: Set bug priority can be set (low/medium /high).
6. Remarks: Comments can be added.
7. Attachments: Documents/Files related to bug can be uploaded.

Web page will populate below fields in the backend into the same record in the database:

1. Creation Date: Gets timestamp and populates this field.
2. Reporter: Current user will be the Bug reporter.
3. Last Updated Date: Timestamp of last updated changes.

Figure 15: Bug Creation

2.3 Bug HISTORY:

- Bug History Button displays all the bugs that were created by the customer.

Customer can view all the bugs that were created by current customer.

The screenshot shows a customer's dashboard titled "THE BUG TRACKING SYSTEM | CUSTOMER". On the left, there is a sidebar with icons for Test user, Dashboard, Account Setting, Create Bug, and Bug History. The main content area is titled "Your Bug History" and contains a table with four rows of bug information. Each row includes columns for Bug Number, Creation Date, Last Update date, Status, and Action. The "Action" column contains red "To Do" buttons and blue "View Details" buttons. The footer of the page says "2022 - The Bug Tracking System".

Bug Number	Creation Date	Last Update date	Status	Action
4	2022-03-11 00:56:47	2022-03-24 00:23:28	To Do	View Details
5	2022-03-11 00:57:27	2022-03-24 00:23:37	To Do	View Details
7	2022-03-22 11:45:47	2022-03-24 00:24:04	To Do	View Details
8	2022-03-24 15:26:29		To Do	View Details

Figure 16: Customer Bug History Page

- By clicking on “View Details” button in the Action Column, customer can view bug details.

The screenshot shows a customer's dashboard titled "THE BUG TRACKING SYSTEM | CUSTOMER". On the left, there is a sidebar with icons for Test user, Dashboard, Account Setting, Create Bug, and Bug History. The main content area is titled "Bug Details" and contains a table with six rows of bug information. The table has two columns per row, with some rows having merged cells. The columns include Bug ID, Summary, Creation Date, Bug Type, Priority, Nature of Bug, Description, Attachments, Status, Assignee, and Last Updated Date.

Bug ID	4	Summary		Creation Date	2022-03-11 00:56:47
Bug Type	Bug	Priority	High	Nature of Bug	test
Description	test				
Attachments	File NA				
Status	To Do				
Assignee	Anuj kumar (Information Technology)			Last Updated Date	2022-03-23 02:08:21

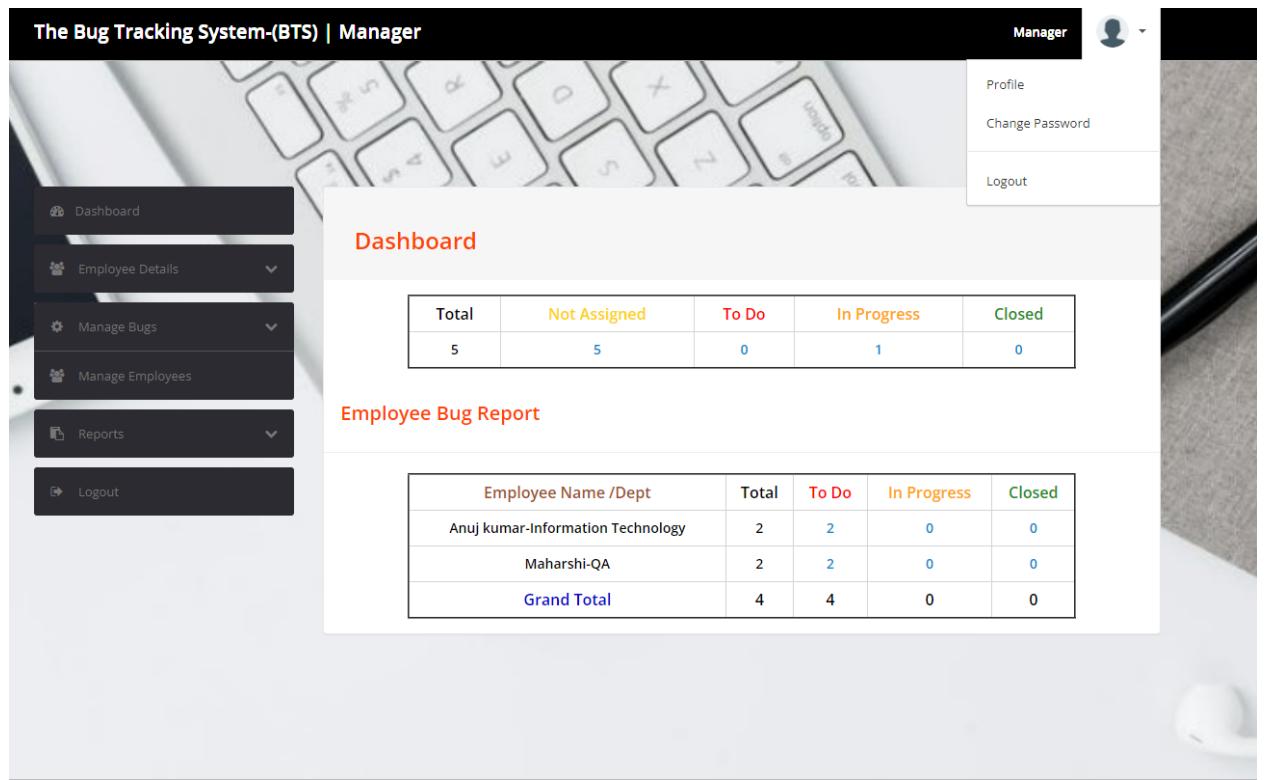
Figure 17: Customer Bug Details Page

3. MANAGER VIEW

Once the manager logs in, Dashboard is displayed by default.

2.1 ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three main functions:



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Figure 18: Manager Account Settings

3.1.1 PROFILE:

“Profile” button will display manager profile information and manager can also edit/update personal information.

The screenshot shows the Manager Profile Information page. The top navigation bar includes 'The Bug Tracking System-(BTS) | Manager' and a 'Manager' dropdown. The sidebar on the left is identical to Figure 18. The main content area is titled 'admin's Profile' and contains four input fields: 'Admin Name' (value: Admin), 'User Name' (value: admin), 'Email-Id' (value: admin@gmail.com), and 'Contact Number' (value: 1234567890). A blue 'Update' button is located at the bottom right of the form.

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Figure 19: Manager Profile Information

3.1.2 CHANGE PASSWORD:

“Change password” button is used for changing password. Customer can enter

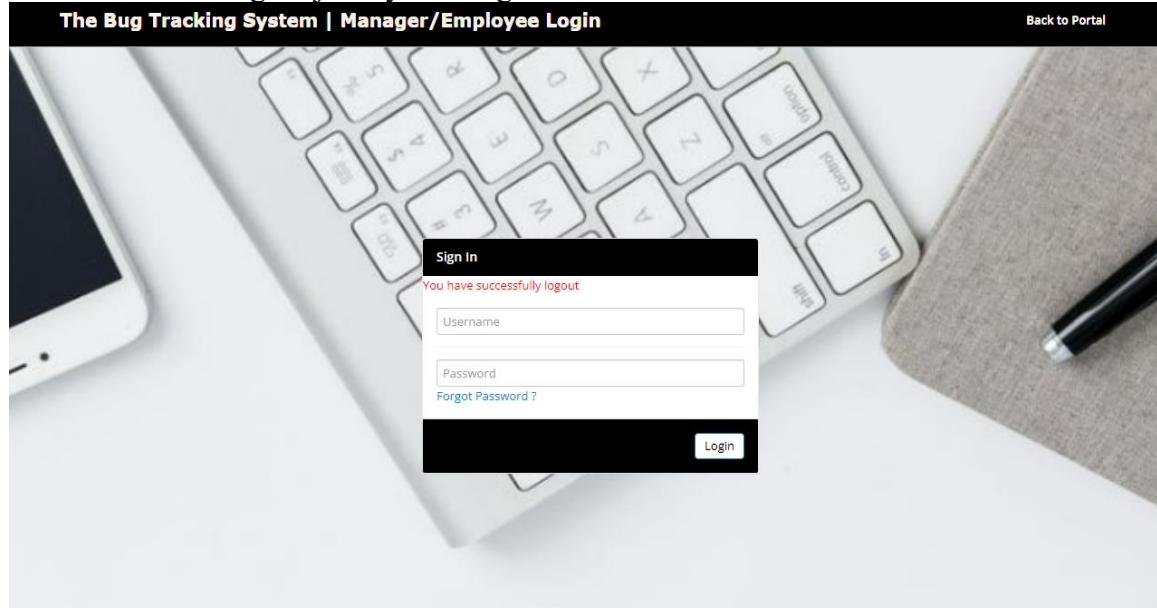
Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

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Figure 20: Manager Password Change Page

3.1.3 LOGOUT:

User can logout just by clicking this button.



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Figure 21: Manager successful Logout

3.2 DASHBOARD:

Dashboard interface displays all the tickets the employees and manager are currently working on.

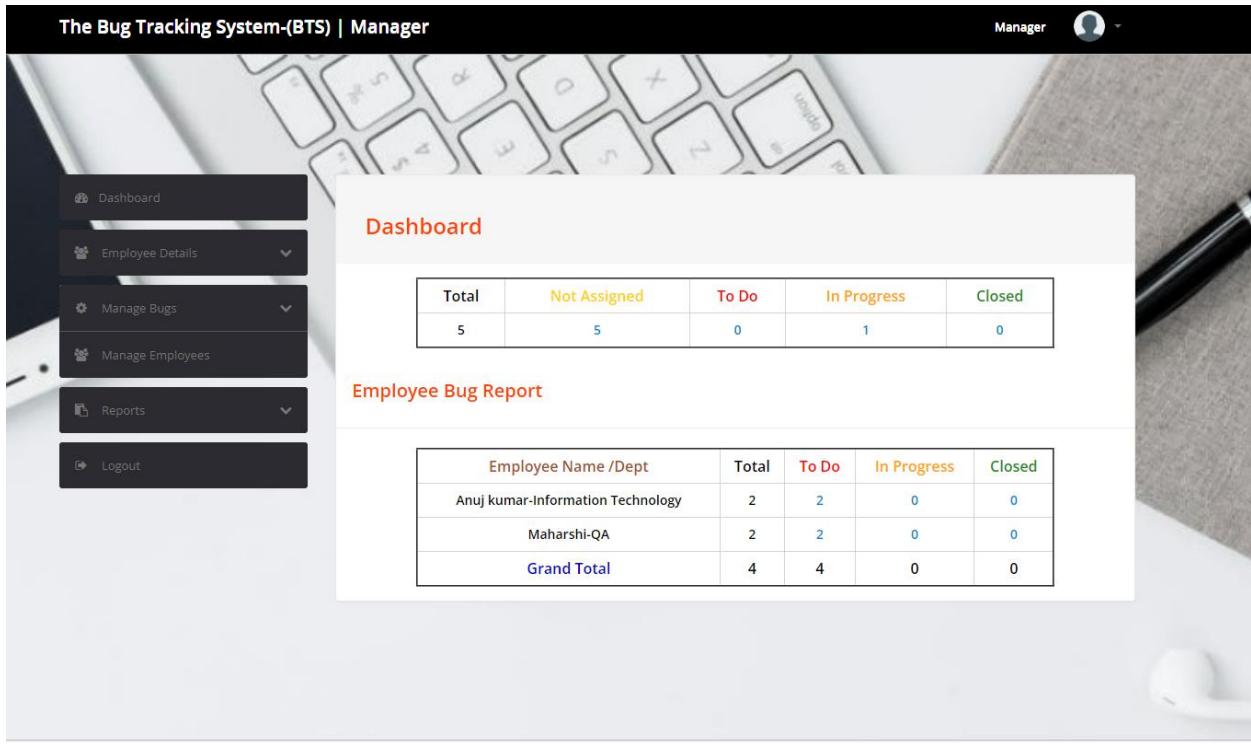


Figure 22: Manager Dashboard Display

3.1EMPLOYEE DETAILS:

Manager is the admin and can add new employees to the database from the “Employee Details” section. Also, employee details can be managed, edit button will update the details.

3.1.1 ADD EMPLOYEE:

New employee can be added from this section. Employee Name, Employee Department, Email ID, Contact Number, Username (for logging in) and Password (can be later changed by the employee) details should be entered and submitted to create a new employee.

The Bug Tracking System-(BTS) | Manager

Manager 

Dashboard

Employee Details

Manage Bugs

Manage Employees

Reports

Logout

Add Employee

Employee Name: Neha Goud Baddam

Employee Department: Development

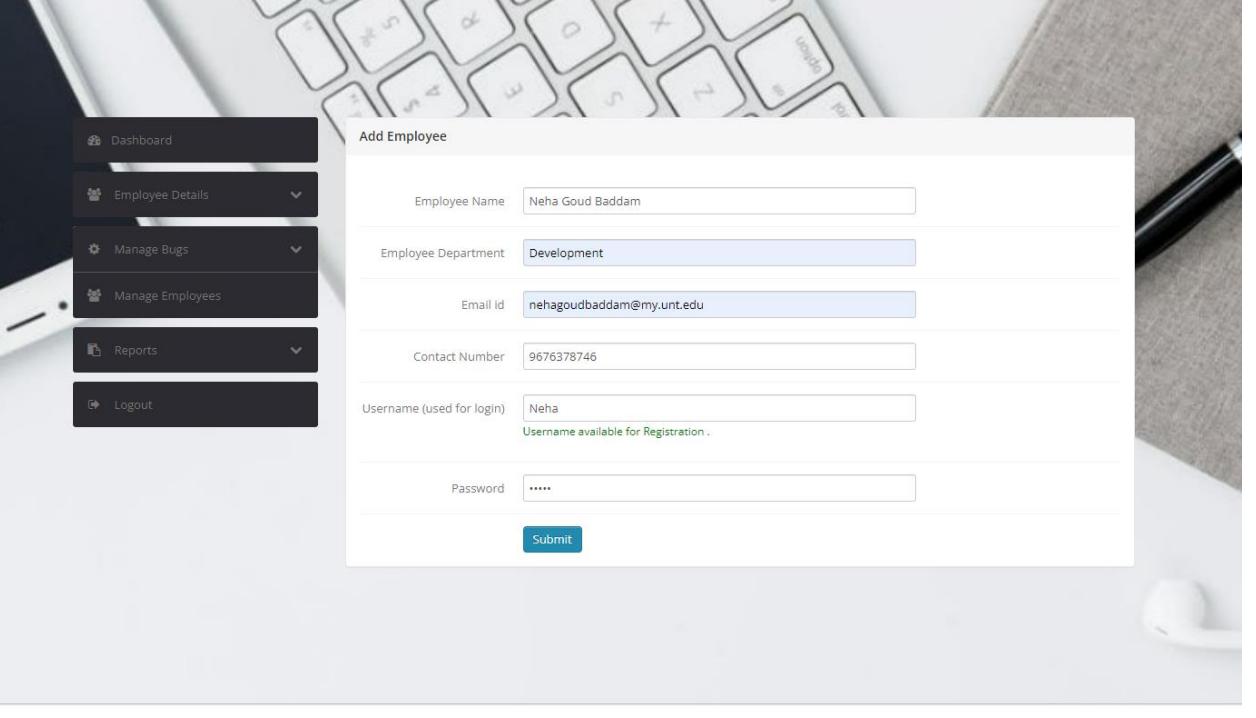
Email id: nehagoudbaddam@my.unt.edu

Contact Number: 9676378746

Username (used for login): Neha
Username available for Registration.

Password:

Submit



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Figure 23: Manager Add Employee Page

3.1.2 EDIT EMPLOYEE:

It displays all employees under the manager, click on “Edit” button under action column against the employee to update details. Employee Name, Employee Department, Email ID, Contact Number and Employee Status (Active or Blocked) can be updated.

The Bug Tracking System-(BTS) Manager						
Manage Employees						
Show:	10	entries				
#	Employee Name	Employee Department	Email	Contact No.	Creation Date	Action
1	Anuj kumar	Information Technology	test@gmail.com	1234567890	2020-06-28 08:00:51	<button>Edit</button>
2	Test subadmin	Finace	testsa@gmail.com	1234567890	2020-06-28 08:22:17	<button>Edit</button>
3	Maharshi	QA	maharshi@gmail.com	6352483432	2022-03-23 02:44:10	<button>Edit</button>
4	neha	Development	baddamneha@gmail.com	7326473264	2022-03-23 13:31:25	<button>Edit</button>
5	Neha Goud Baddam	Development	nehagoudbaddam@my.unt.edu	9676378746	2022-04-20 15:27:16	<button>Edit</button>

Figure 24: Manager view Edit Employee Page

By clicking on the “Edit” button in Action column against Employee Name, below page is displayed.

The Bug Tracking System-(BTS) Manager						
Update/Edit Employee Details						
Creation Date	2020-06-28 08:00:51					
Last Update Date	2022-03-24 01:22:57					
Username (used for login)	anujk30					
Employee Name	Anuj kumar					
Employee Department	Information Technology					
Email Id	test@gmail.com					
Contact Number	1234567890					
Employee Account Status	<input checked="" type="radio"/> Blocked <input type="radio"/> Active					
<button>Update</button>						

Figure 25: Manager View - Edit Employee Details Page

3.2 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.
- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.

The Bug Tracking System-(BTS) | Manager

Manager

Dashboard

Employee Details

Manage Bugs

To Do (5)

In Progress (0)

Not Assigned (1)

Closed (0)

Manage Employees

Reports

Logout

To Do

Search: []

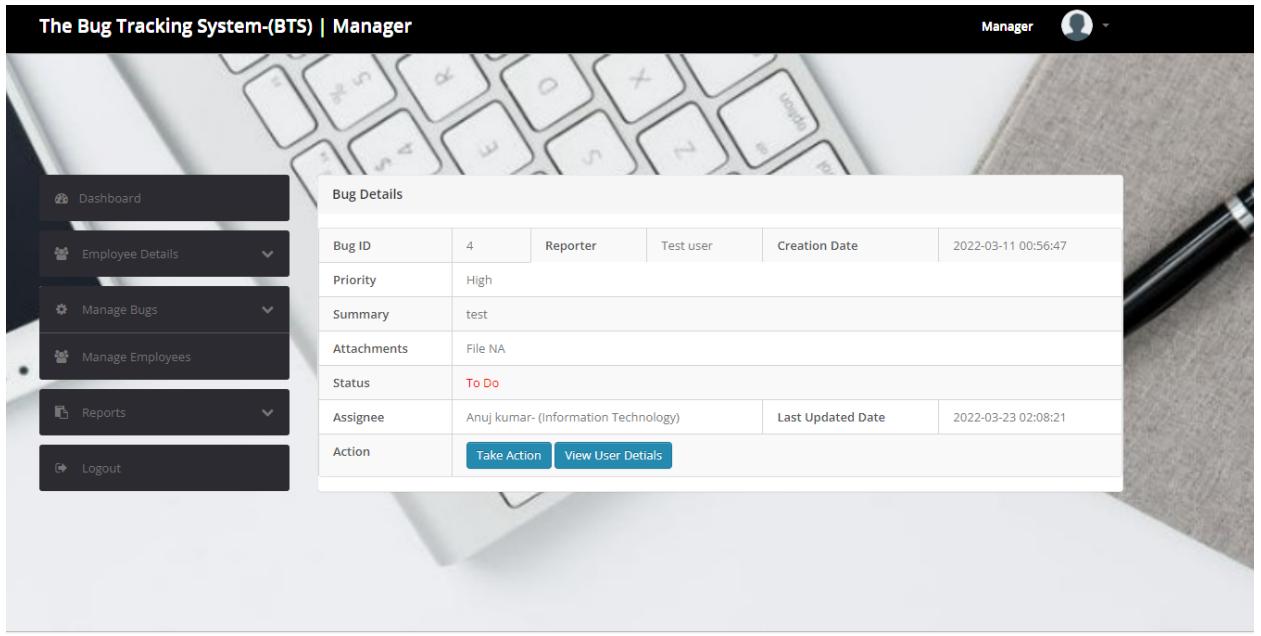
Bug ID	Reporter	Created Date	Status	Action
4	Test user	2022-03-11 00:56:47	To Do	View Details
5	Test user	2022-03-11 00:57:27	To Do	View Details
6	Test	2022-03-13 03:12:55	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details
8	Test user	2022-03-24 15:26:29	To Do	View Details

Showing 1 to 5 of 5 entries

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Figure 26: Manager Manage Bugs Page

- Manager can click on “View Details” button in Action column against the Bug to view Bug Details.



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Figure 27: Manager Bug View Page

Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks. Click on “Submit” to update and “Close this window” to close the window.

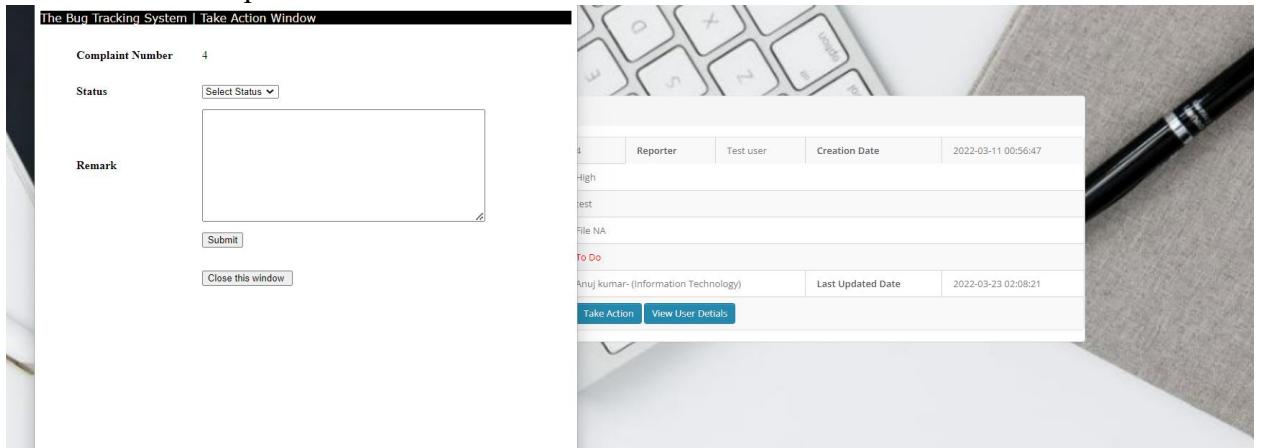


Figure 28: Bug View Take Action button

- **View User Details:** This Button is used to display all the information of the Reporter.

The Bug Tracking System | User Profile

Test user's profile

Reg Date:	2020-06-28 08:19:15
User Email:	testuser@gmail.com
User Contact no:	1234567899
Address:	New Delhi
State:	Delhi
Country:	India
Pincode:	110091
Last Updation:	
Status:	Active

[Close this window](#)

Manager

The Bug Tracking System | Manager

Test user

Priority	Reporter	Test user	Creation Date
High			2022-03-11 00:56:47
test			
File NA			
To Do			
Anuj kumar- (Information Technology)	Last Updated Date	2022-03-23 02:08:21	

[Take Action](#) [View User Details](#)

Figure 29: View User Details

3.3 MANAGE EMPLOYEES:

This section will help in managing employees i.e., either delete or view employee details. This shows Employee name, Email ID, Contact No., Creation Date and Action Column. Action Column has two buttons as following:

The Bug Tracking System-(BTS) | Manager

Manage Users

Show	10	entries	Search:		
#	Employee Name	Email ID	Contact No.	Creation Date	Action
1	Anuj kumar	phptest@gmail.com	1234567890	2020-06-27 14:14:17	View Details Delete
2	Test user	testuser@gmail.com	1234567899	2020-06-28 08:19:15	View Details Delete
3	Test	test1@gmail.com	123	2022-03-13 01:50:59	View Details Delete
4	Test	test@123	8923918636	2022-03-23 13:35:14	View Details Delete
5	Inam	inam@abc	9701392428	2022-03-24 00:18:30	View Details Delete
6	Neha Goud	nehagoudbaddam@my.unt.edu	8176768111	2022-04-07 17:25:07	View Details Delete

Showing 1 to 6 of 6 entries

Manager

Figure 30: Manager Manage Employees Page

- i. **View Details:** Displays Employee Details. Use button “Close this window” to close this window.

User Name	Email ID	Contact No.	Creation Date	Action
kumar	phptest@gmail.com	1234567890	2020-06-27 14:14:17	View Details Delete
user	testuser@gmail.com	1234567899	2020-06-28 08:19:15	View Details Delete
	test1@gmail.com	123	2022-03-13 01:50:59	View Details Delete
	test@123	8923918636	2022-03-23 13:35:14	View Details Delete
	inam@abc	9701392428	2022-03-24 00:18:30	View Details Delete
Goud	nehagoudbaddam@my.unt.edu	8176768111	2022-04-07 17:25:07	View Details Delete

Figure 31: Manager View Employee Details

- ii. **Delete:** Delete will remove the user from the database.

3.4 REPORTS:

There are two different reports that can be displayed.

3.4.1 BUG REPORT:

- Enter From and To Date from the calendar and click on “Submit” to display all Bugs Between the selected dates.

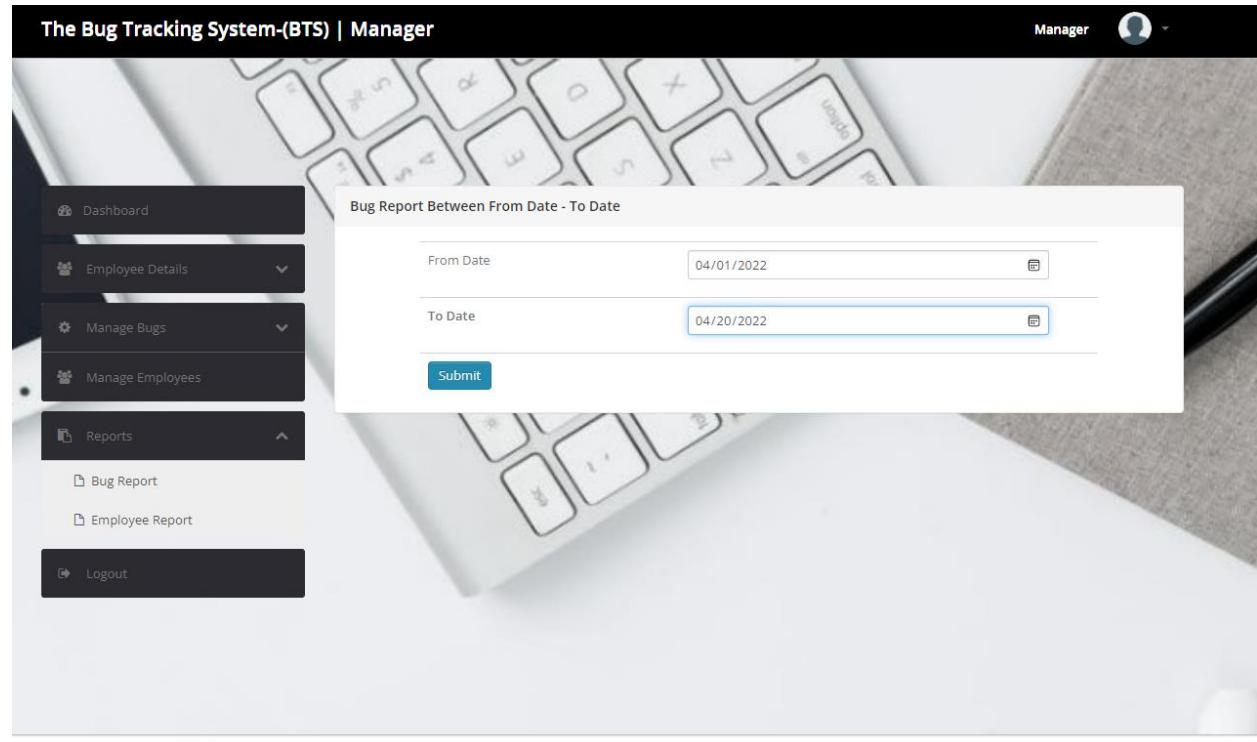


Figure 32: Bug Report Dates Insertion Page

Enter Bug Number in the “search” filter to search for the bug. “Show” filter determines how many rows to be displayed in the report

The Bug Tracking System-(BTS) | Manager

Manager

The screenshot shows the 'Bug Report' page of the BTS Manager. At the top, there's a navigation bar with 'Dashboard', 'Employee Details', 'Manage Bugs', 'Manage Employees', 'Reports', and 'Logout'. The main content area has a title 'Bug Report from 03-03-2022 to 20-04-2022'. Below it is a search bar with 'Show 10 entries' and a 'Search:' input field. A table follows, with columns: Bug ID, Reporter, Creation Date, Status, and Action. The table contains five rows of data. Each row has a 'View Details' link in the Action column. At the bottom, it says 'Showing 1 to 5 of 5 entries'.

Bug ID	Reporter	Creation Date	Status	Action
4	Test user	2022-03-11 00:56:47	To Do	View Details
5	Test user	2022-03-11 00:57:27	To Do	View Details
6	Test	2022-03-13 03:12:55	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details
8	Test user	2022-03-24 15:26:29	To Do	View Details

Showing 1 to 5 of 5 entries

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Figure 33: Bug Report between specified dates

- It displays Bug ID, Reporter, Creation Date, Status and Action Columns of each Bug between the selected dates.

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Figure 34: Bug Report “search” filter

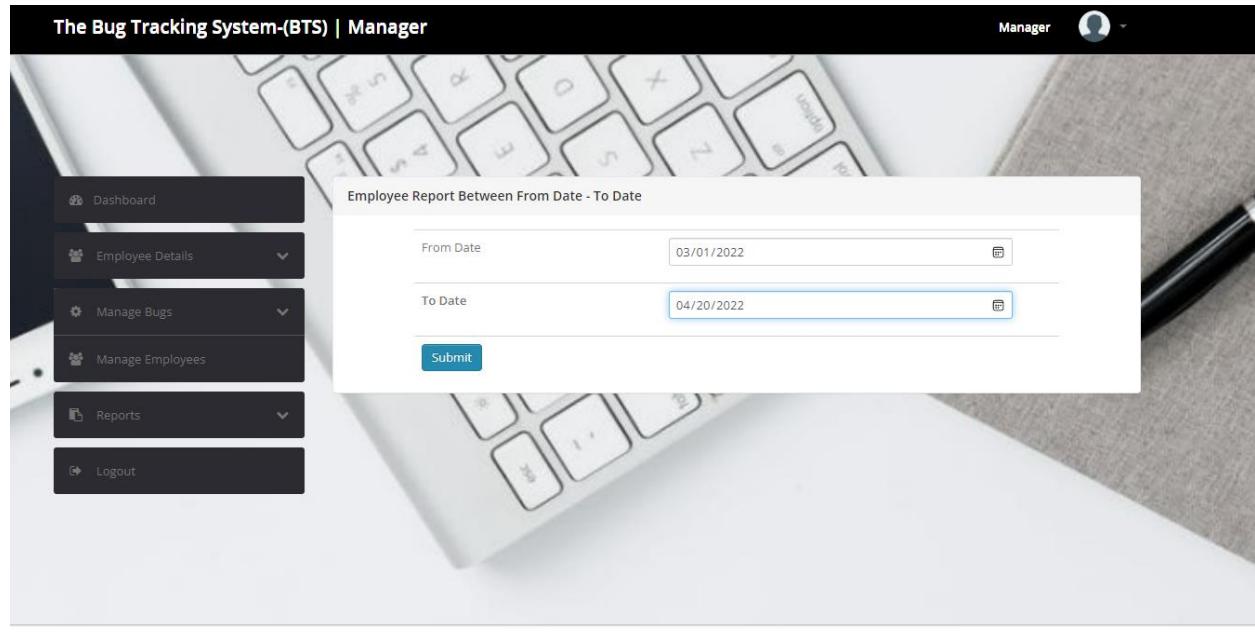
- Action Column has “View Details” button, this redirects to the Bug View.

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Figure 35: Bug View Page re-directed from Bug Report Page

3.4.2 EMPLOYEE REPORT:

- Enter From and To Date from the calendar and click on “Submit” to displays all Employee Bug Details Between the selected dates.



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Figure 36: Employee Report

- It Displays Employee Name – Department, Total, To Do, In Progress and Closed Bugs with respect to each employee under the manager.

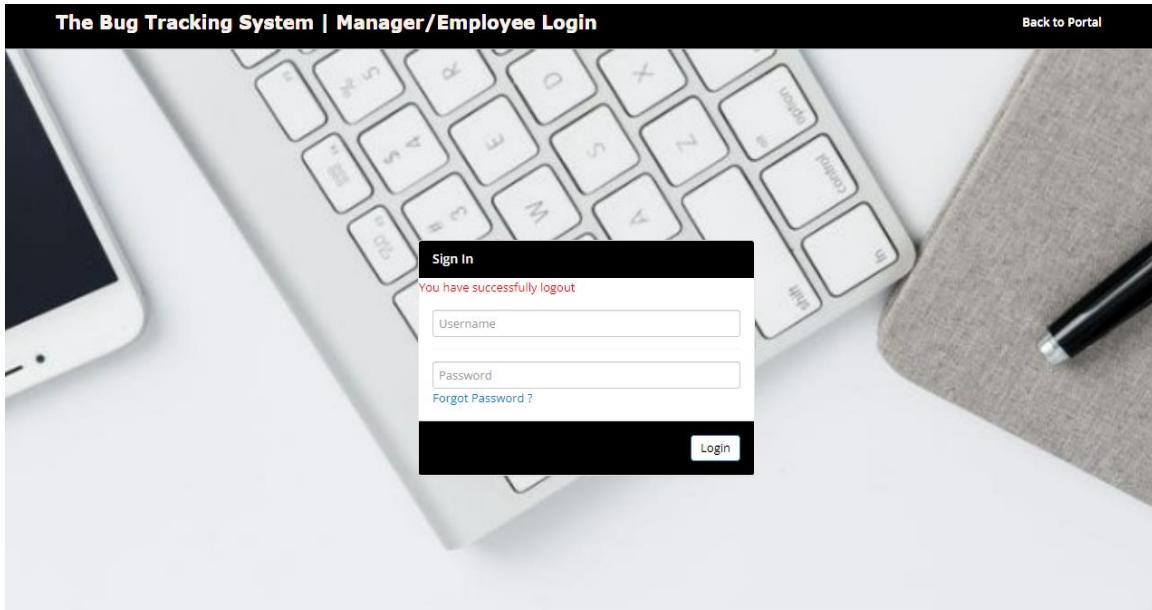
Employee Name /Dept	Total	To Do	In Progress	Closed
Anuj kumar-Information Technology	2	2	0	0
Maharshi-QA	2	2	0	0
Grand Total	4	4	0	0

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Figure 37: Employee Report between specified dates

3.5LOGOUT:

This button will log the user out.



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Figure 38: Manager logout

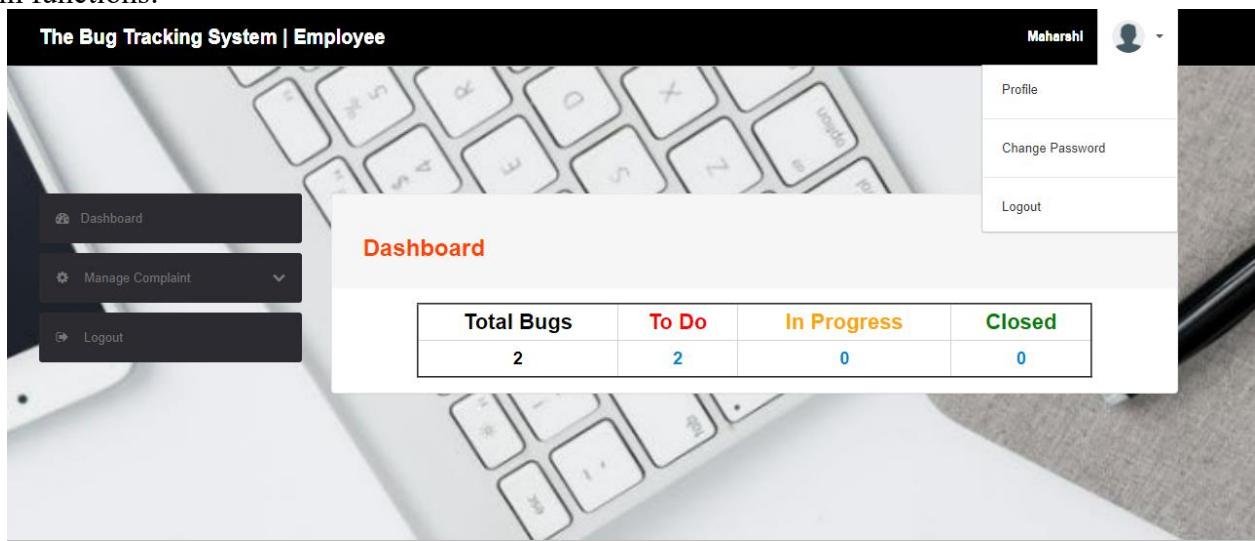
4. EMPLOYEE VIEW

Once the employee logs in, Dashboard is displayed by default.

3.1ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three

main functions:



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Figure 39: Employee Account settings

4.1.1 PROFILE:

“Profile” button will display manager profile information and edit/update personal information.

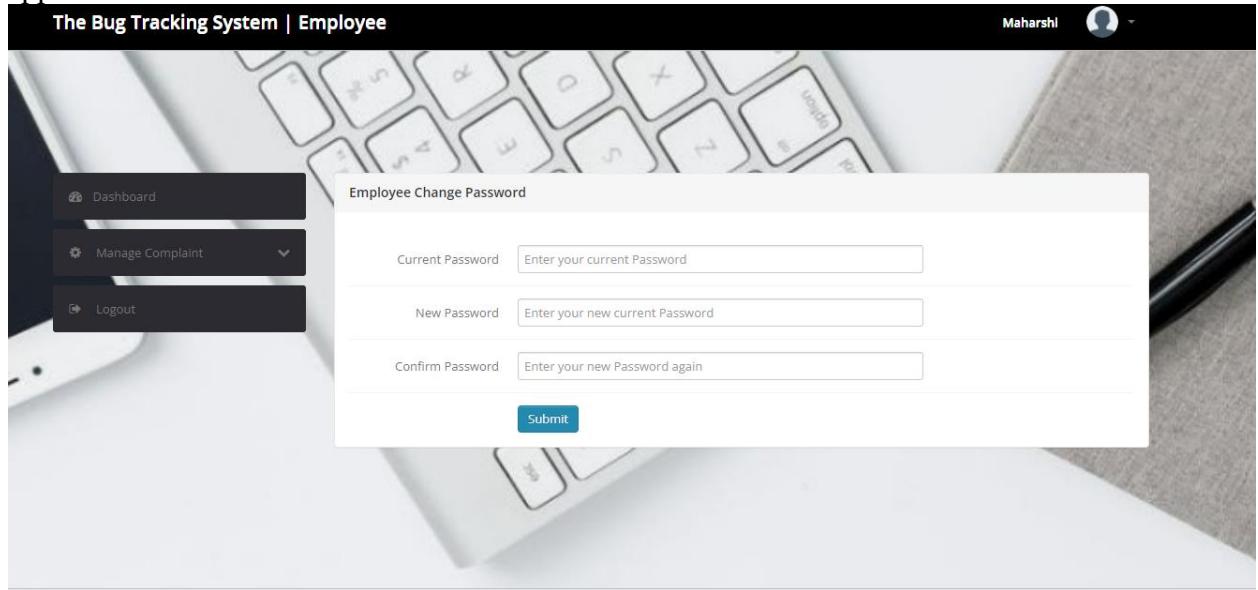
The screenshot shows the 'Maharshi's Profile' page. At the top, it displays the creation and last update dates. Below that is a form with five input fields: 'Employee Name' (Maharshi), 'Department' (QA), 'Email-Id' (maharshi@gmail.com), 'Contact Number' (6352483432), and 'UserName' (Maharshi). A blue 'Update' button is located at the bottom right of the form. The background of the profile page is a photograph of a keyboard.

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Figure 40: Employee Profile Information

4.1.2 CHANGE PASSWORD:

“Change password” button is used for changing password. Enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.



The Bug Tracking System | Employee

Maharshi

Employee Change Password

Current Password

New Password

Confirm Password

Submit

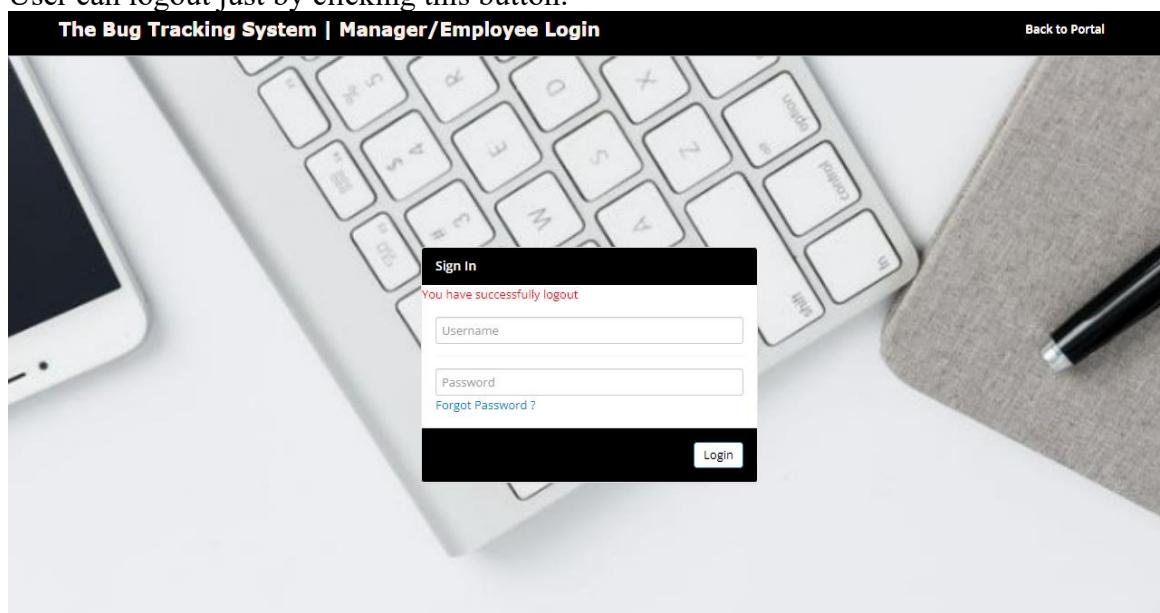
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This screenshot shows the 'Employee Change Password' page of the 'The Bug Tracking System'. The page has a dark header with 'The Bug Tracking System | Employee' and a user profile icon. A navigation sidebar on the left includes 'Dashboard', 'Manage Complaint' (with a dropdown arrow), and 'Logout'. The main content area is titled 'Employee Change Password' and contains three input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a placeholder. A blue 'Submit' button is at the bottom. The background features a blurred image of a keyboard and a smartphone.

Figure 41: Employee Change Password Page

4.1.3 LOGOUT:

User can logout just by clicking this button.



The Bug Tracking System | Manager/Employee Login

Back to Portal

Sign In

You have successfully logout

Username

Password

[Forgot Password ?](#)

Login

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This screenshot shows the 'Manager/Employee Login' page of the 'The Bug Tracking System'. The header includes the title and a 'Back to Portal' link. The main area is titled 'Sign In' and displays a message 'You have successfully logout'. It has two input fields for 'Username' and 'Password', and a 'Forgot Password ?' link. A blue 'Login' button is at the bottom. The background features a blurred image of a keyboard, a smartphone, and a pen.

Figure 42: Employee Logout Page

4.2 DASHBOARD:

Dashboard displays count of all the tickets the employee is currently working on.

The screenshot shows a web-based application titled "The Bug Tracking System | Employee". At the top, there's a navigation bar with links for "Dashboard", "Manage Complaint", and "Logout". A user profile icon for "Maharshi" is also present. The main content area is titled "Dashboard" and features a summary table with four columns: "Total Bugs", "To Do", "In Progress", and "Closed". The table shows the following counts: 2 for Total Bugs, 2 for To Do, 0 for In Progress, and 0 for Closed. The background of the dashboard is a photograph of a keyboard and a pen.

Total Bugs	To Do	In Progress	Closed
2	2	0	0

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4.3 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.

The screenshot shows the "Manage Complaint" section of the application. On the left, there's a sidebar with links for "Dashboard", "Manage Complaint" (which is expanded to show "Not Assigned" with 2 entries, "In Progress" with 0 entries, and "Closed" with 0 entries), and "Logout". The main content area is titled "To Do Bugs" and contains a table with columns: Bug ID, Reporter, Creation Date, Status, and Action. There are two entries in the table:

Bug ID	Reporter	Creation Date	Status	Action
5	Test user	2022-03-11 00:57:27	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details

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Figure 43: Employee Mange Bugs

- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.
- Click on “View Details” button in Action column against the Bug to view Bug Details. This will redirect to the Bug View.

- is assigned.

The screenshot shows a web application interface titled "The Bug Tracking System | Employee". On the left, there is a dark sidebar with three items: "Dashboard", "Manage Complaint", and "Logout". The main content area has a title "Bug Details" and displays the following information in a table:

Bug ID	5	Reporter	Test user	Creation Date	2022-03-11 00:57:27
Priority	High				
Description	test				
Attachments	File NA				
Status	Not Process Yet				
Assignee	Maharshi- (QA)		Last Updated Date	2022-03-23 04:20:58	
Action	Take Action View User Details				

At the bottom left of the main content area, there is a copyright notice: "© 2022 BTS All rights reserved."

Figure 44: Employee Bug View

Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks. Click on “Submit” to update and “Close this window” to close the window.

The screenshot shows a modal window titled "The Bug Tracking System | Take Action Window". It contains the following fields:

Complaint Number	5
Status	Select Status
Remark	<input type="text"/>

Below the form are two buttons: "Submit" and "Close this window". In the background, the original "Employee Bug View" page is visible, showing the same bug detail card as Figure 44.

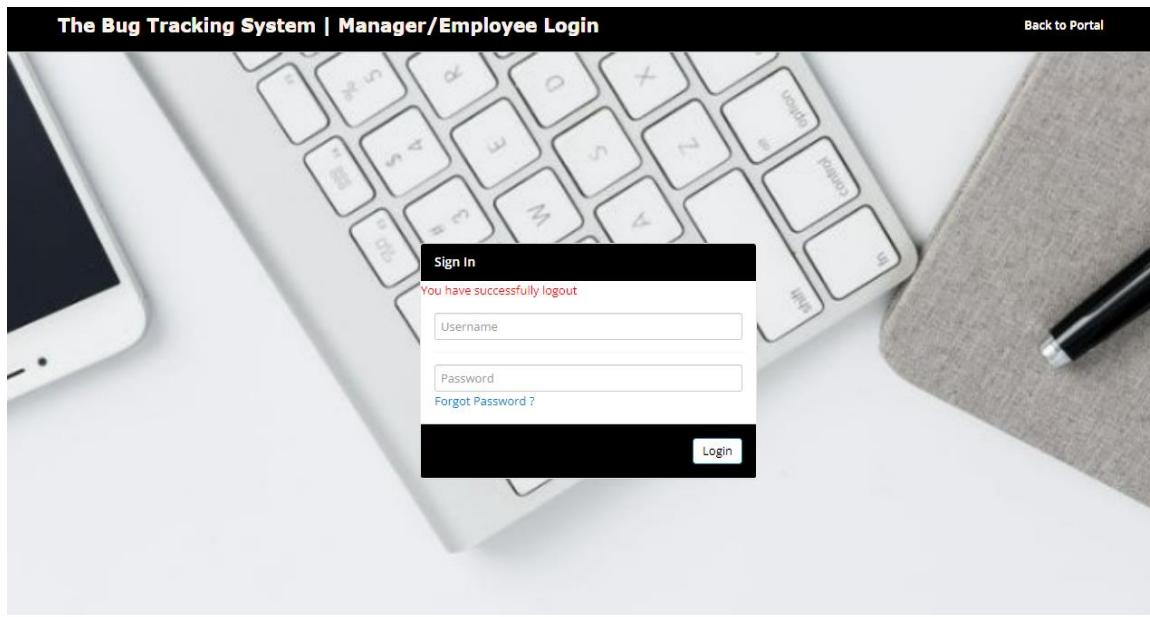
Figure 45: Employee Bug View Take Action button

- **View User Details:** This Button is used to display all the information of the Reporter.

Figure 46: Employee Bug View "View User Details" Page

4.4 LOGOUT:

This button will log the user out.



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Figure 47: Employee successful Logout

5. TEST ACCOUNTS

For testing purpose, below accounts can be used:

Manager Account:

Username: admin

Password: 1234

Employee Account:

Username: admin

Password: 12345

Customer Account:

Username: testuser@gmail.com

Password: test@123