# **END-USER & ADMINISTRATOR MANUALS**

The following is a manual for Centennial Helper. This manual includes information on installation of the application, administrator functions and student functions within the application.

**Installation**

Centennial Helper will be available on the Google Play store. Upon entering the Google Play store, searching “Centennial Helper” will display the application. Once Centennial Helper is selected the user must select “Install” and the application will be downloaded and displayed within the user’s mobile device. After this installation, Centennial Helper is now available for use.

**Administrator Manual**

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|  | Step 1:   * After downloading Centennial Helper, the user will be able to open the application. * Upon opening the application, the user will see the home screen. * There are two options for the user.  1. Log In 2. Register  * As a new user, the selection of “Register” must be done first. |

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|  | Step 2:   * After selecting “Register”, the registration screen will be displayed. * The following fields must be completed: “First Name”, “Last Name”, “Email”, “Password”.   + Only Centennial College emails will be accepted. No personal email accounts such as Gmail, Yahoo or Hotmail will be accepted. * Two drop down fields are available: “Register as” and “Department”.   + “Register as” has two options student or employee. The user must select employee.   + Once employee user is selected. “Department” becomes available. “Department” references the employee’s current working department. |

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|  | Step 3:   * After successful registration, the user can now select “Log in” and be directed to the login page of the application. |

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|  | Step 4:   * Upon logging in, the user will now be available to select either of the two options:  1. “View Tickets” 2. “Logout”  * Selecting the “View Tickets” button will bring the user to the display of all current tickets which require responses. * Selecting the “Logout” button will log the user out of the application and bring the user back to the home page. |

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|  | Step 5:   * The “Your Tickets” displays all current tickets which require responses. * In this example only one ticket is displayed. * The preview of the ticket shows the ticket number, time and category. |

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|  | Step 6:   * Once selecting the ticket to create a response. The user will see a more detailed view. * The “Ticket Review” page displays the student number, description of the request by the student, the program name and, course name.   + All the information provided is critical for the employee to complete the task requested by the student. * “Ticket Status” will remain as submitted until the user submits a response. * “Ticket Actions” provides the user an area to leave a response. |

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|  | Step 7:   * The user will be able to complete their response in the “Ticket Actions” area. |

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|  | Step 8:   * The user will now be able to review their response before submission to the student. * Once the “Accept Ticket” is clicked, the “Ticket Status” will then move to in progress. |

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|  | Step 9:   * Both the user and the student will now see that the ticket is in progress. * The user now has the option to click “Close Ticket” if they believe the ticket has been correctly resolved.   + The student will also have the option as well. |

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|  | Step 10:   * The “Ticket Status” now displays ticket closed. This means that the student request has been resolved and the ticket is no longer active. |

**User (Student) Manual**

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|  | Step 1:   * After downloading Centennial Helper, the user will be able to open the application. * Upon opening the application, the user will see the home screen. * There are two options for the user.  1. Log In 2. Register  * As a new user, the selection of “Register” must be done first. |

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|  | Step 2:   * After selecting “Register”, the registration screen will be displayed. * The following fields must be completed: “First Name”, “Last Name”, “Email”, “Password”.   + Only Centennial College emails will be accepted. No personal email accounts such as Gmail, Yahoo or Hotmail will be accepted. * One drop down field is available: “Register as”.   + “Register as” has two options student or employee. The user must select student. |

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|  | Step 3:   * After successful registration, the user can now select “Log in” and be directed to the login page of the application. |

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|  | Step 4:   * Upon logging in, the user will now be available to select three options:  1. “Ticket History” 2. “Create Request” 3. “Logout”  * Selecting the “Ticket History” button will allow the student to see past submitted requests. This feature if used ensures that repeated requests are not submitted. * Selecting the “Create Request” will advance the user to the next page in the application. * Selecting the “Logout” button will log the user out of the application and bring the user back to the home page. |

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|  | Step 5:   * Upon selecting “Create Request”, the request fields are now displayed. * The following fields must be completed in order to submit the ticket: student number, description, course name. * One drop down option is available. The options which can be selected pertains to the department which there is a conflict. |

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|  | Step 6:   * All fields must be completed in order for the application to move to the next page. This example displays a completed ticket. * “Submit” can be clicked once the user is either satisfied with their request or all fields are completed. |

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|  | Step 7:   * The user will be able to track the status of their submitted ticket with the “Ticket Status”. * There are three stages:  1. “Submitted”: this status is automatically given upon the student’s submission of their request. 2. “In-Progress”: this status is appointed once the advisor has provided a response. 3. “Ticket Closed”: this status is appointed if the request has been sufficiently resolved. The user or advisor can select the “Close Ticket” button for this status to be displayed.  * The “Ticket Status” now displays ticket closed. This means that the request has been resolved and the ticket is no longer active. |

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|  | Step 8:   * Selecting “Ticket History” will display all active or closed tickets submitted for a response. * The tickets displayed provide the ticket number, time of submission and category. * A search bar is also available if many tickets have been submitted.   + In this example only one ticket is displayed. |

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|  | Step 9:   * The search bar in the “Ticket History” page can be utilized to search by ticket number.   + In this example only one ticket is displayed. |