

Ticket Salad User Manual

Tristan Joseph
Jarryd Baillie
Brandon Teixeira
Gift Mothusi
Thomas Honiball
Keorapetse Shiko

Hackermen

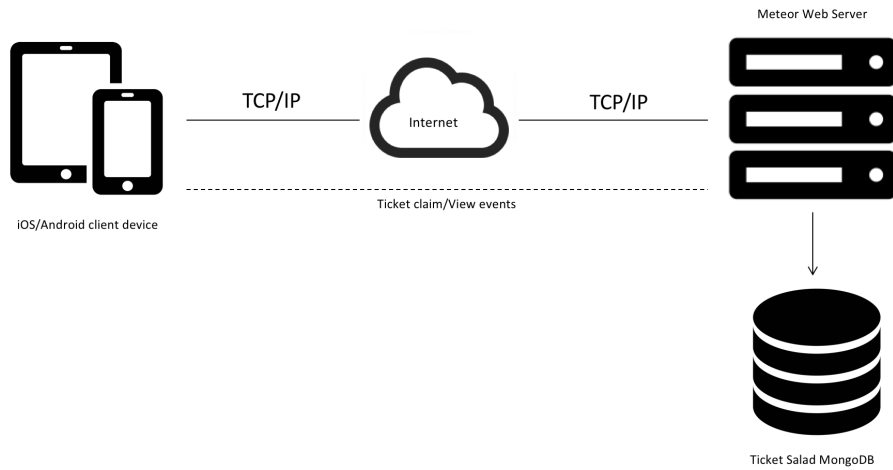
Contents

1	System Overview	2
2	System Configuration	2
3	Installation	2
4	Getting Started	3
5	Using the system	4
5.1	Signing Up	4
5.2	Logging In	5
5.3	Forgot Password	5
5.4	Home screen and viewing/claiming events	6
5.5	Profile	7
5.6	Edit Profile	8
5.7	Buy Credits	9
6	Troubleshooting	9
6.1	Invalid Login Details	9
6.2	Insufficient Credits	9
6.3	Server Downtime	10

1 System Overview

Ticket Salad is a competition based iOS and Android application that allows users to win high end tickets to events and holidays. The system's competition platform employs a lottery-type functionality; users will participate in the competition for the events that they are interested in and stand a chance to win a ticket to a particular event they participated in at a cost of a certain amount of in-app credits per entry.

2 System Configuration



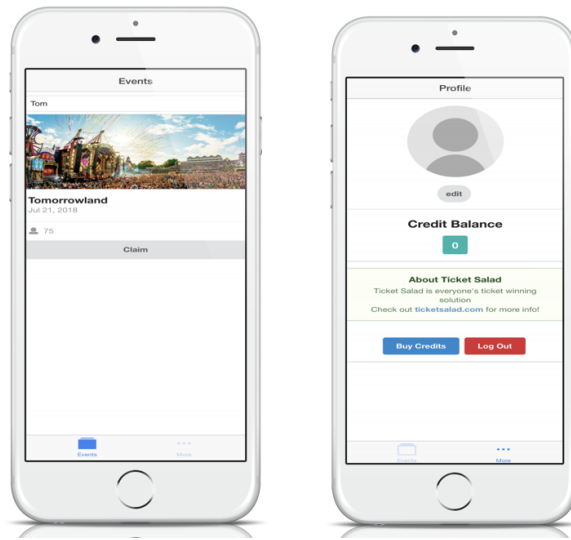
3 Installation

The Ticket Salad application will be available on both iOS and Android platforms. For iOS users, the application will be available for download on the iOS App Store, while Android users will be able to download the application from the Google Play Store. Both iOS and Android users will undergo a similar process to install the application from their respective stores. Once the application has been found after searching, the user must simply tap the "install" button to install the application on their respective OS.

4 Getting Started

A user must have a Google account (for Android) or Apple ID (for iOS) in order to download the application from their respective stores. Once the application has been installed (See (3) Installation) and launched from their home screen, the user will be greeted with a screen that will give them the option to sign in if they have a pre-existing Ticket Salad account or create a new account. Once the user has successfully signed in, they will be taken to the Ticket Salad home screen where all current event competitions will show with a tabbed-bar at the bottom of the screen to switch between their profile page and the home screen. Tapping on an event will expand that particular event giving the user a more detailed description and the opportunity to claim an entry to that particular event.

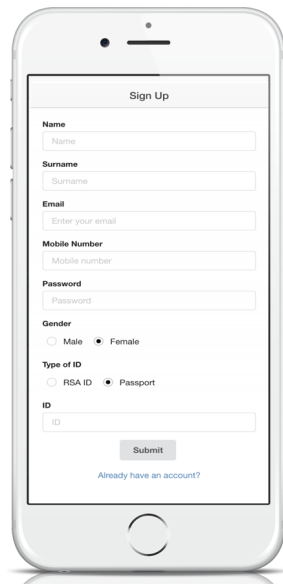
Tapping on the profile tab will take the user to their profile screen where they will be able to edit their information and manage their in-app credits that are bought through a 3rd-party payment system. The user will also be able to sign out from this screen which will take them back to the initial login screen. The two main screens the user will interact with are shown below:



5 Using the system

5.1 Signing Up

After opening the application, the user will land on the sign up screen (if they do not have an existing account) The user will then be required to enter in their details, making sure they use a valid email address. After all details have been added and are valid, the user will have to press the "Sign Up" button to create their Ticket Salad account. Once this is done, the user will land on the login page where their recently created details will have to be entered.



Sign Up

Name

Surname

Email

Mobile Number

Password

Gender
☐ Male ☒ Female

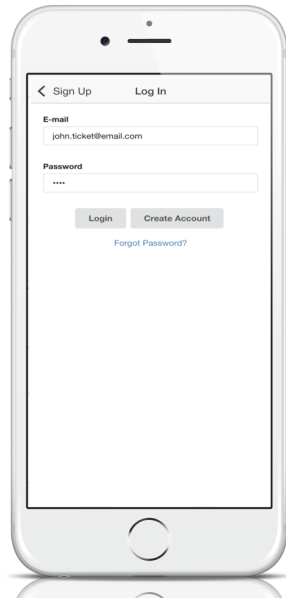
Type of ID
☐ RSA ID ☒ Passport

ID

[Already have an account?](#)

5.2 Logging In

Once the user has a valid account, they will be able to login to the app by specifying their email address and password and then tapping the "Login" button. The app will make a request to the Ticket Salad server to check if the details exist in the database, if the entered details are invalid or do not exist, the app will refuse the login request.

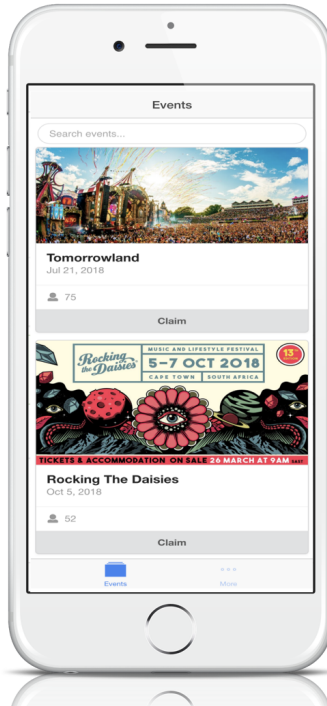


5.3 Forgot Password

Should a registered user be unable to login due to a forgotten password, a forgotten password link is provided at the bottom of the login page. The user will use that link to reset their password by verifying their email.

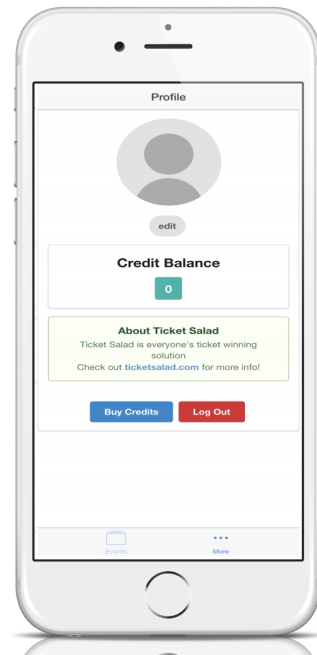
5.4 Home screen and viewing/claiming events

Once the user has logged in, all current ticket events will be displayed. The user can search through the events and claim a bid on a ticket straight from this screen or they can tap on a specific event to open up a modal screen that displays more information.



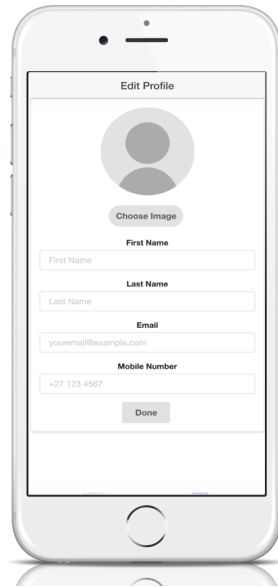
5.5 Profile

The profile page will allow the user to view their current details such as their profile picture, name and last name as well as their current in-app credit balance. The user can edit their profile, logout or buy more credits from this screen.



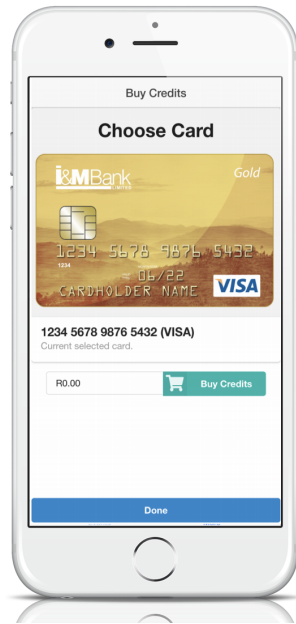
5.6 Edit Profile

This page allows the user to edit their current information provided the new information is valid, pressing "Done" will make a request to the Ticket Salad database to update the user's information.



5.7 Buy Credits

The Buy Credits screen is accessed through the user's profile and allows the user to buy more in-app credits to make ticket claims. Once the necessary payment authentication is done, the user's credit balance will update.



6 Troubleshooting

6.1 Invalid Login Details

If a user is being denied access to the app through the login system, it is most likely due to an incorrect email and password combination. Tapping the "Forgot Password" link will allow the user to reset their password using their valid email address.

6.2 Insufficient Credits

If a user attempts to claim a ticket bid with insufficient credits, the app will not honour the bid. The user must first top-up their credits through the "Buy Credits" page in order to make successful bids.

6.3 Server Downtime

In the event that server maintenance is required, possible server downtime will occur leaving all Ticket Salad services offline. This downtime will be temporary and user's will be notified beforehand.