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| **FPT-aptech computer education** |
| Use Guide Document |
| Mantech Helpdesk |
|  |
| |  |  | | --- | --- | | **Group 1** | | | **Group Member** | Nguyen Xuan Minh, C00174, 3391  Bui Huy Phong, C00119, 0141  Nguyen Thanh Nam, C00078, 0192  Nguyen Duc Viet, C00167 , 0204  Dao Anh Toan, , 0159 | | **Instructor** | Nguyen Ngoc Tu | | **Batch** | C0812I | | **Semester** | 4 | |
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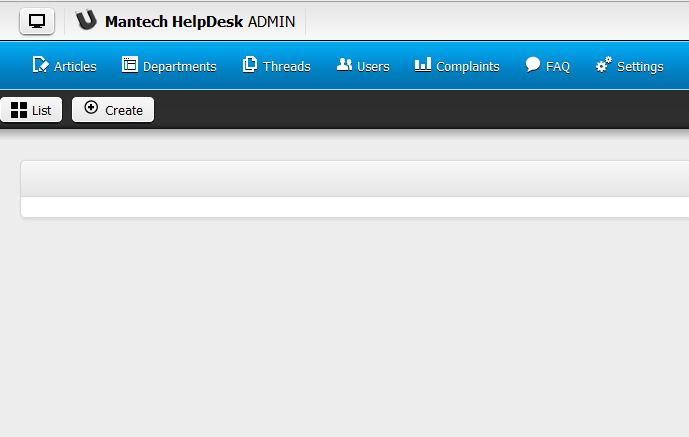
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[View complaints 74](#_Toc303514353)

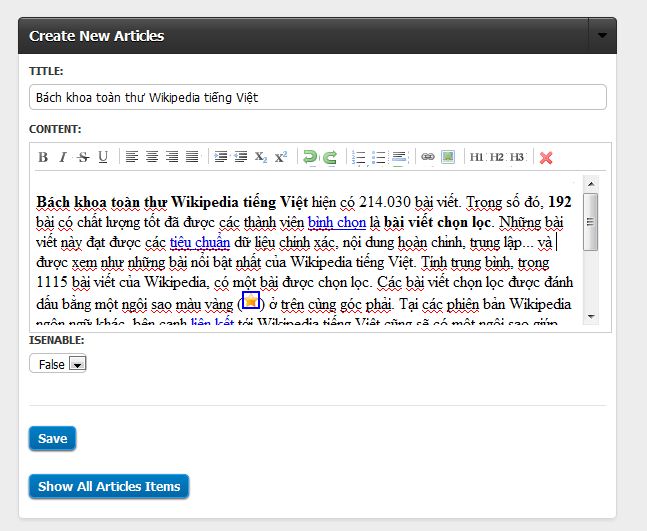
# Admin

## Add new article

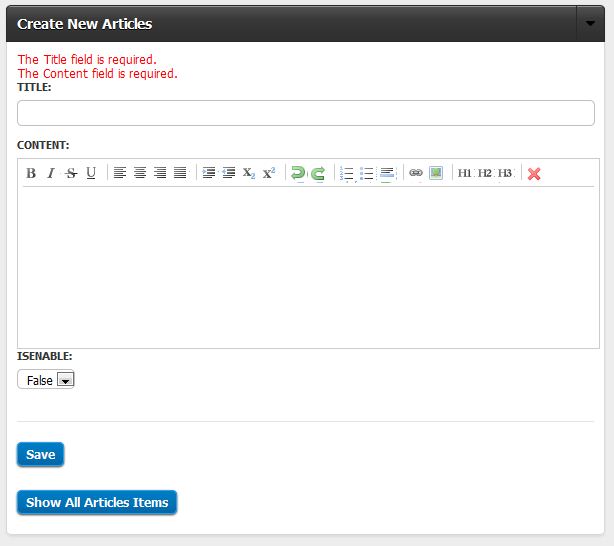
1. Click Create button



2. Input article information



3. Click save button

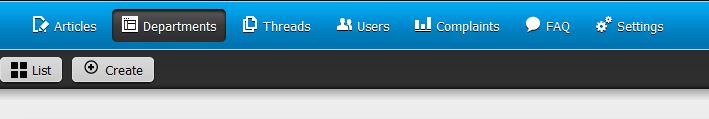
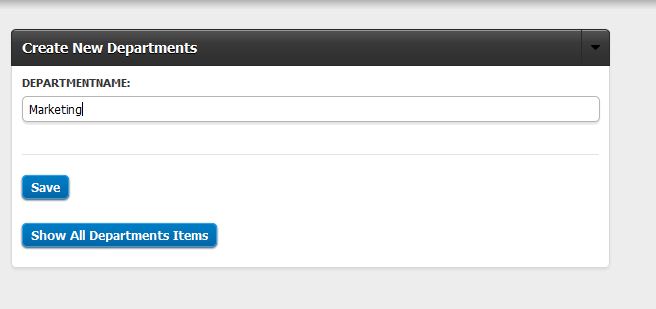


Error: Information missing

Add successful

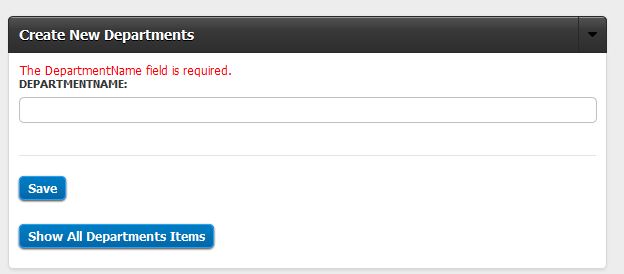
## Add department

1. Click add button



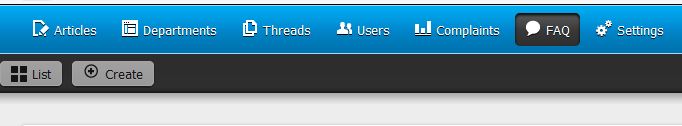
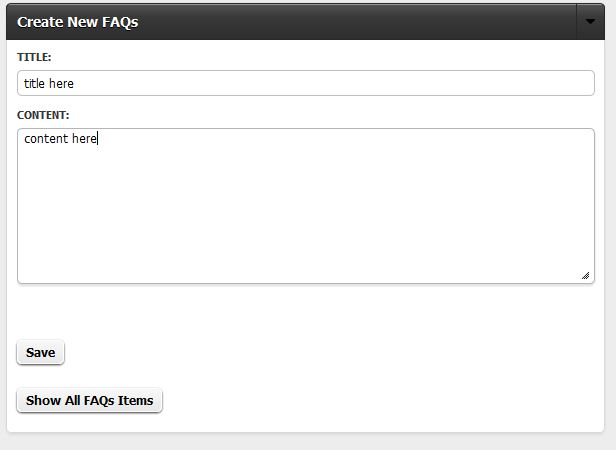
3. Click save button

2. Input information



Error: department name is missing

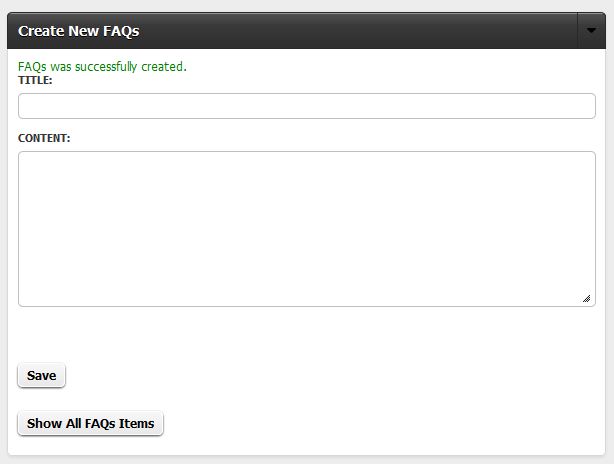
## Add FAQ



3. Click save button

2. Input FAQ information

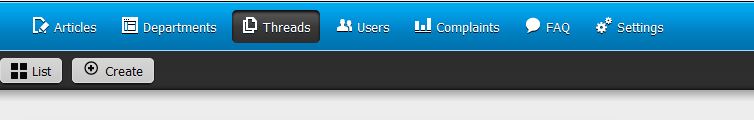
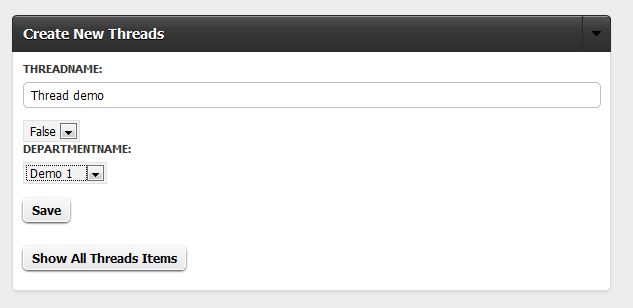
1. Click create



Add FAQ successful

Error: information is missing

## Add thread



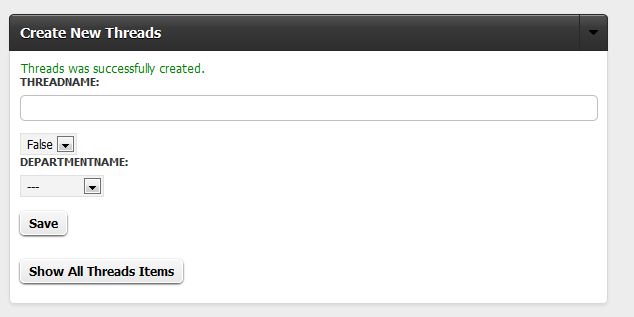
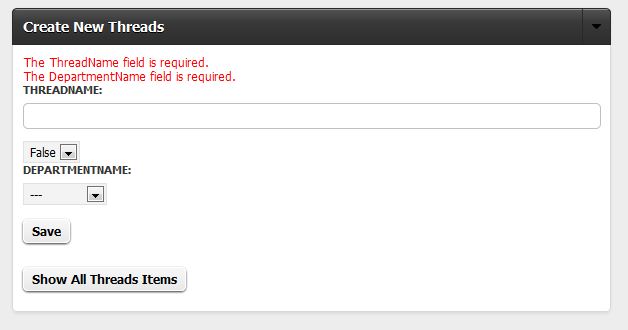
5. Click save button

4. Select department

3. Select thread status

2. Enter thread name

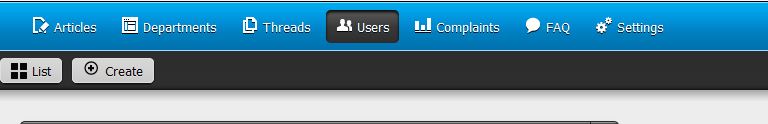
1. Click create



Error: information is missing

Insert successful

## Add **user**

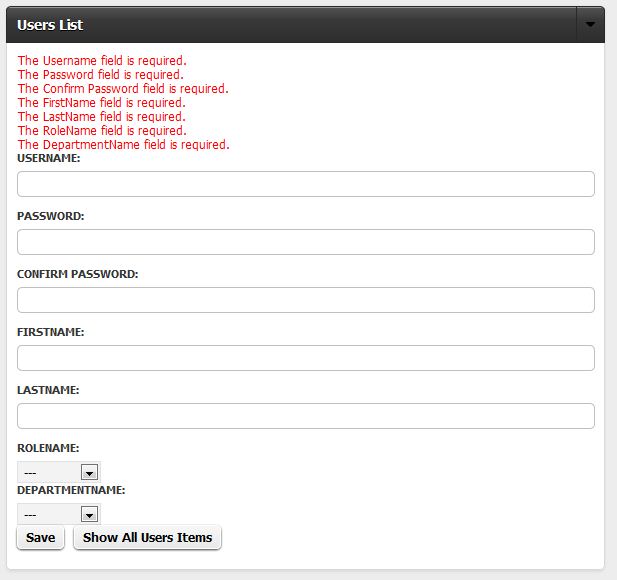


4. Click save button

3. Select user role & department

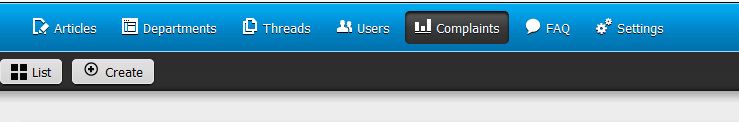
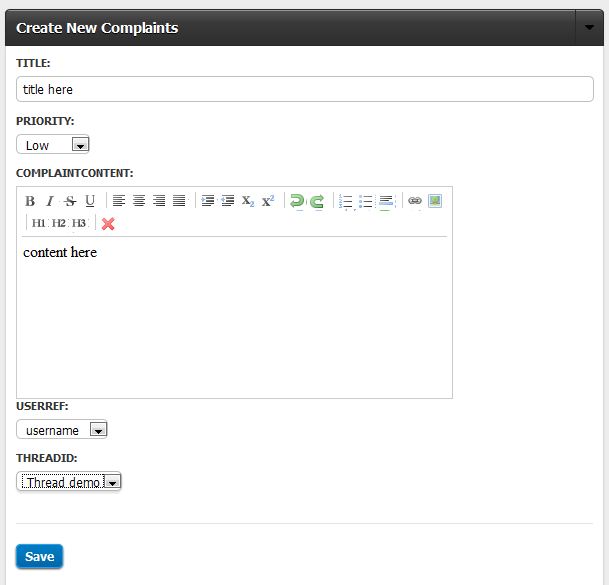
2. Enter user information

1. Click Create button



Error: information is missing

## Add complaint



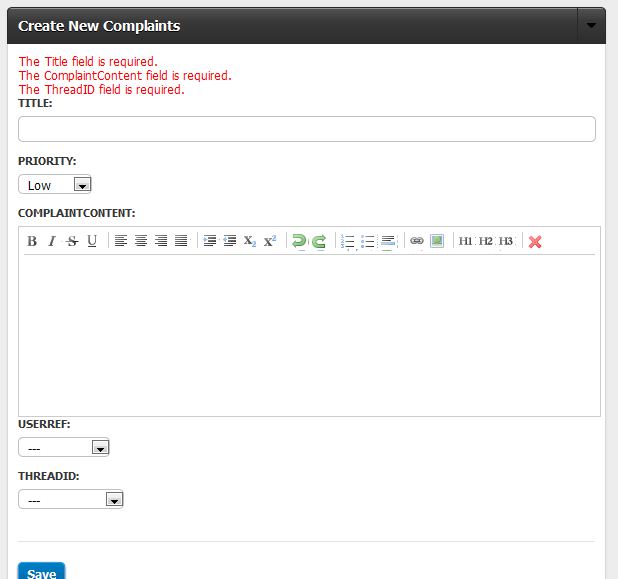
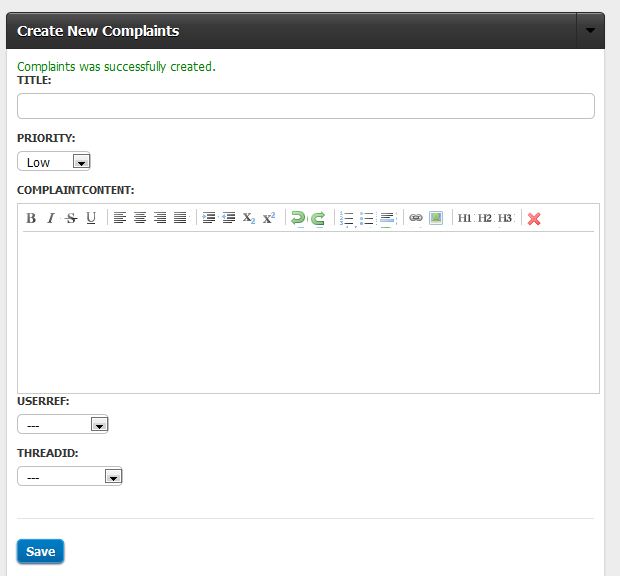
5. Click save button

4. Select technician name & thread name

3. Select priority level

2. Enter complaint information

1. Click create button

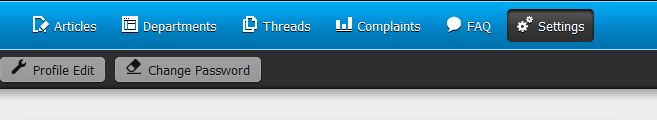


Create successful

Error: information is missing

## Change password

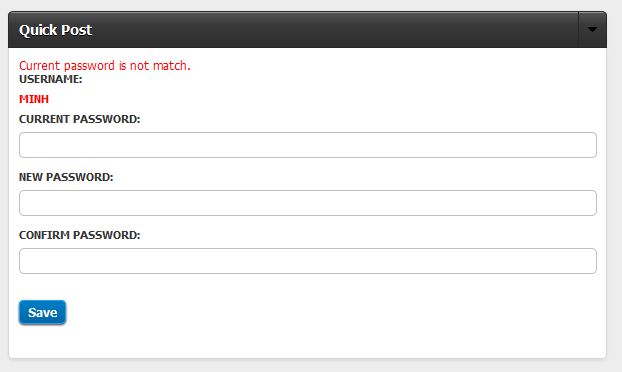
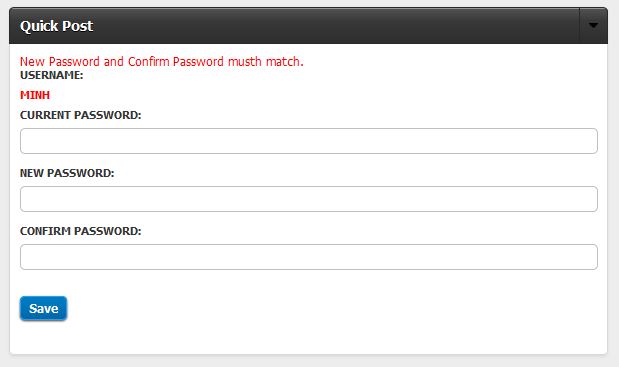
1. Click change password button





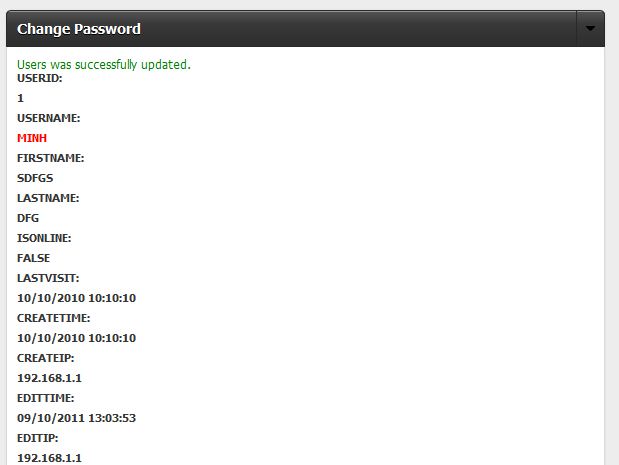
2. Input current password & new password and confirm password

3. Click save button



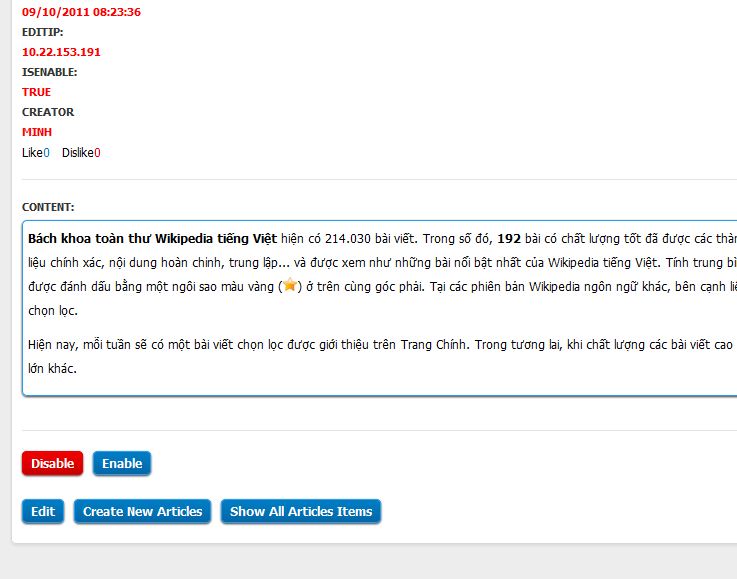
Error: new password and confirm password is not match

Error: information is not matchh



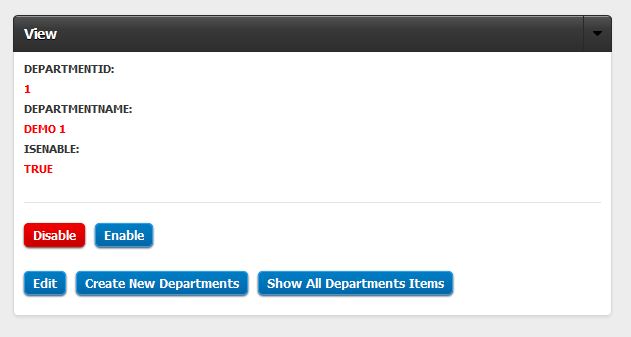
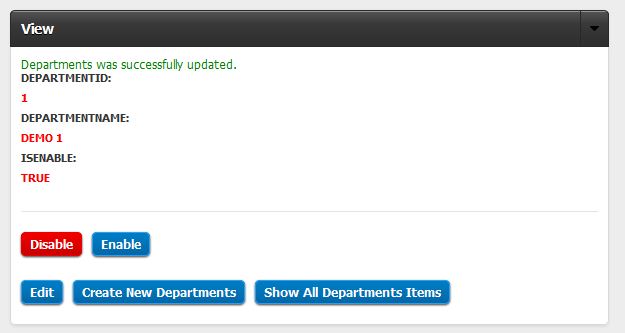
Update password successful

## Disable & enable article



Click disable or enable to disable & enable article

## Disable & enable department

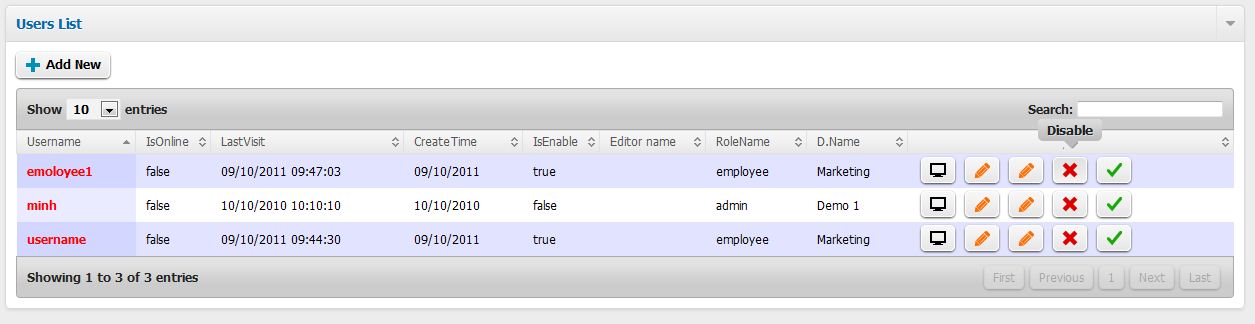


Click disable or enable to disable & enable department

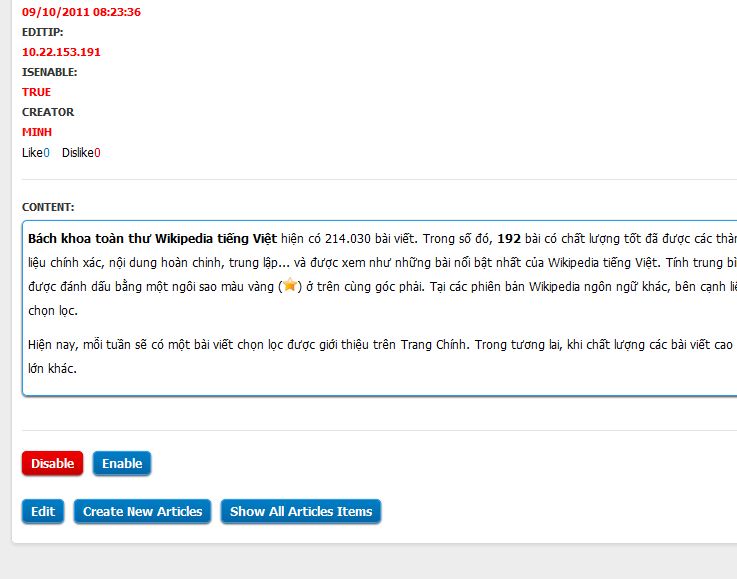
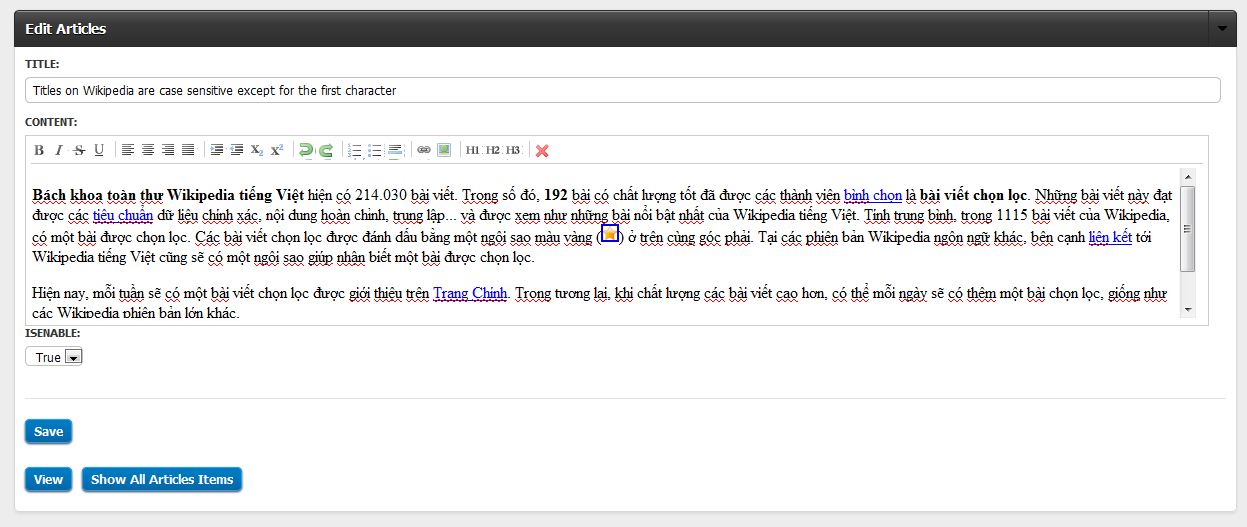
Enable department successful

## Disable user

Click disable or enable to disable & enable user



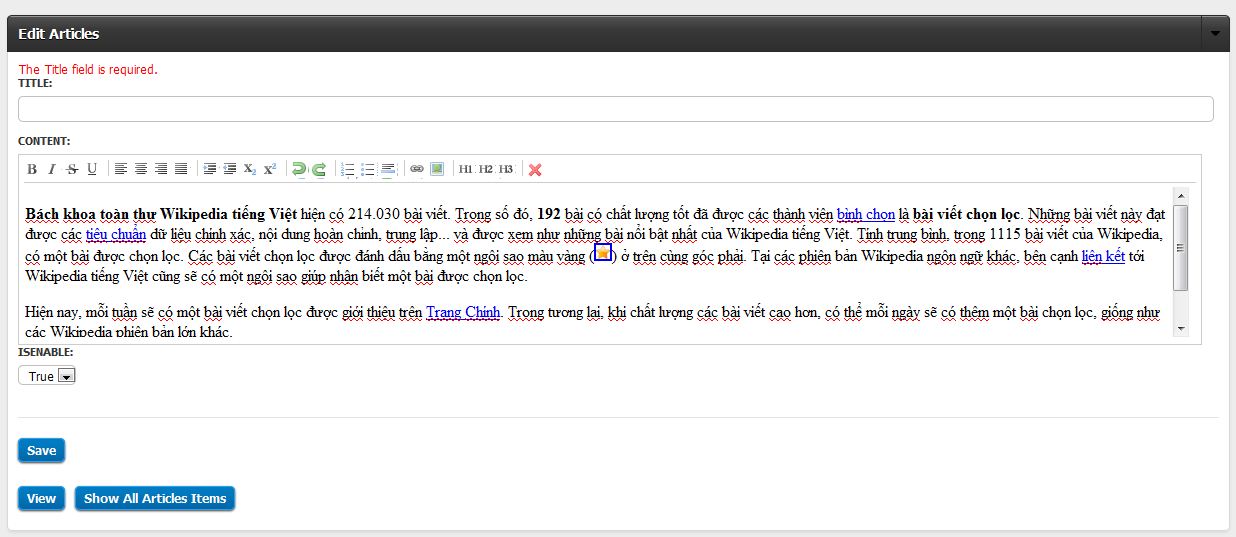
## Edit article



3. click save button

2. Modify information

1. Click edit button



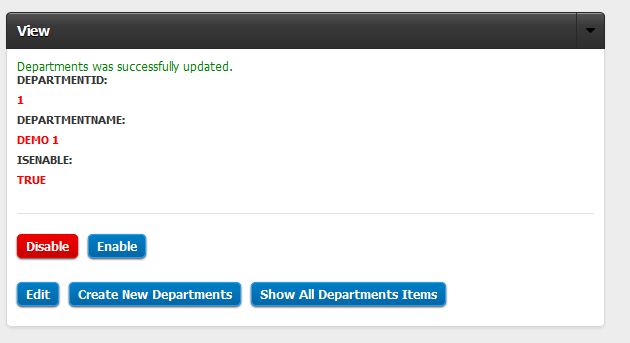
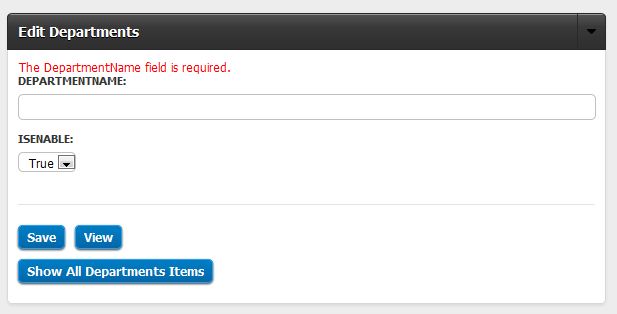
Error: information is missing

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\edit department 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\edit departmnt.JPGEdit department

1. Click edit button

2. Modify information

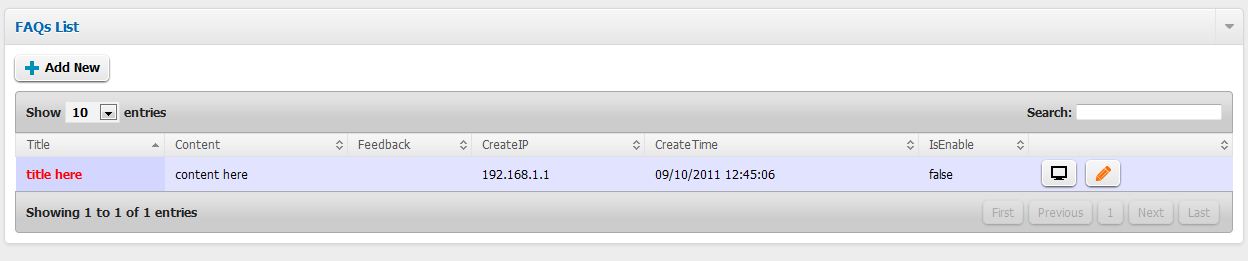
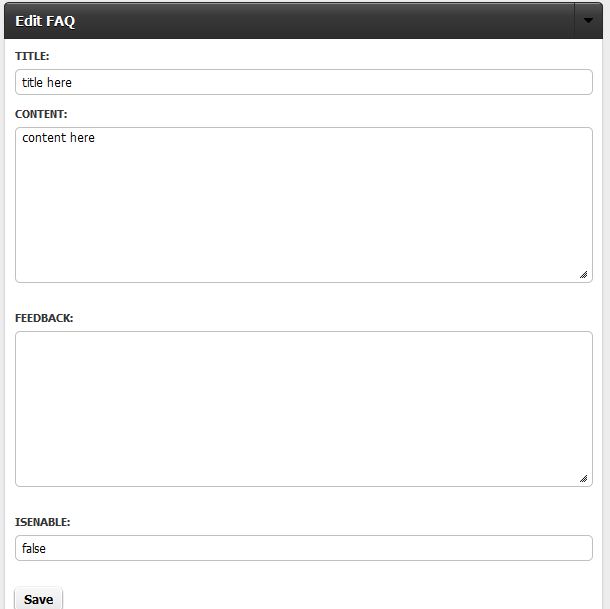
3. Click save button



Error: information is missing

Edit successful

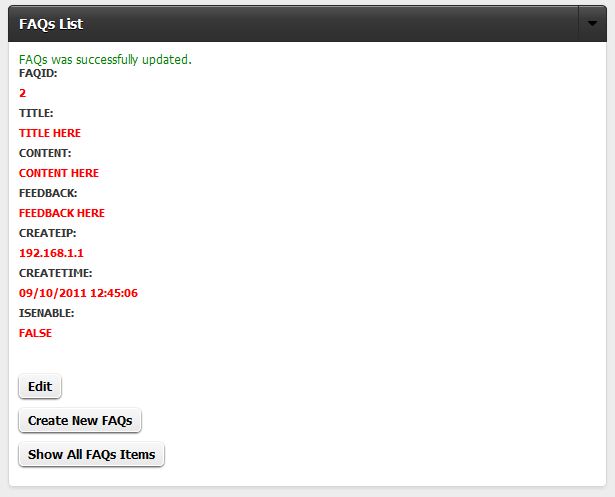
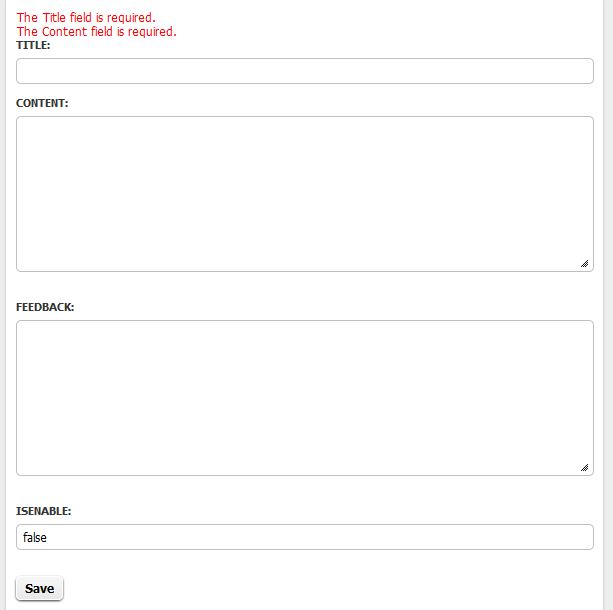
## Edit FAQ



3. Click save button

2. Modify information

1. Click edit button



Error: information is missing

Edit successful

## Edit profile

1. Click profile edit button



3. Click save button

2. Modify information

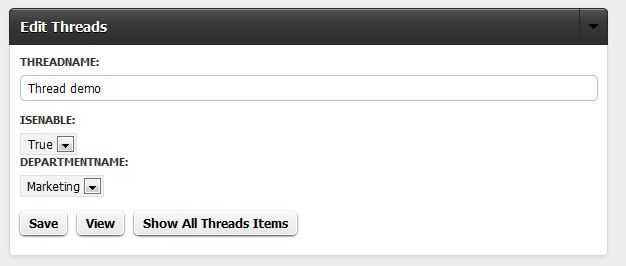
Error: information is missing



Edit successful

Edit successful

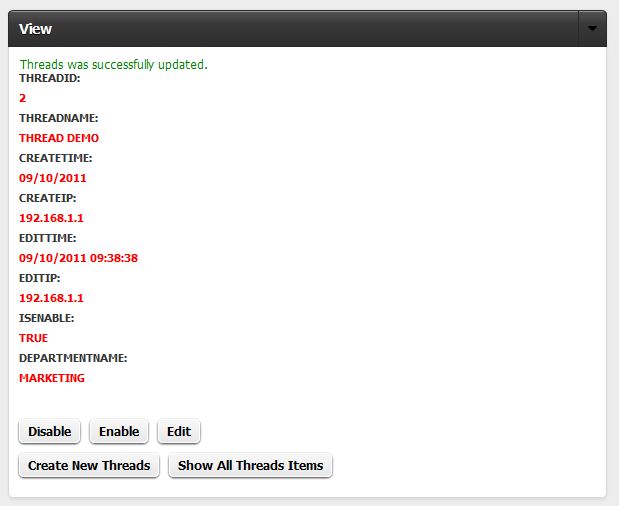
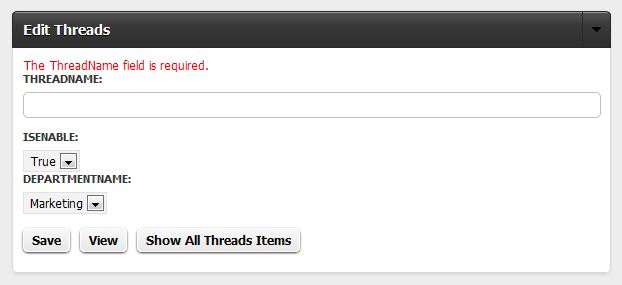
## Edit thread



3. Click save button

2. Modify information

1. Click edit button

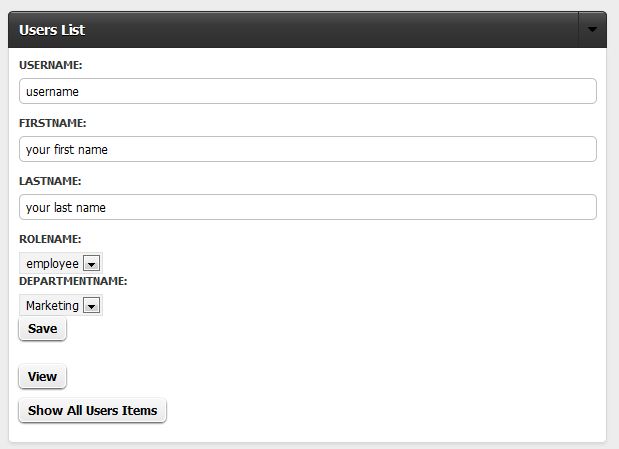


Error: information is missing

Edit successful

## Edit user

1. Click edit button



3. Click save button

2. modify information



Edit successful

Error: Information is missing

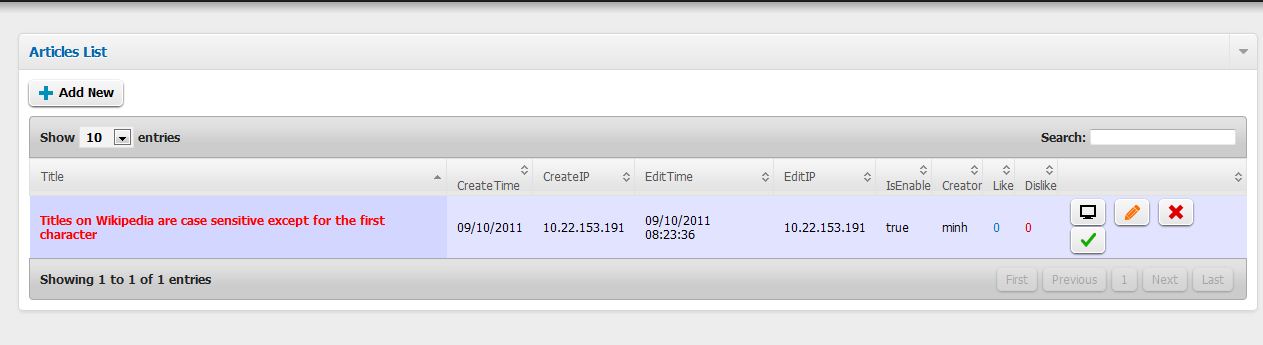
## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\enable user.JPGEnable & disable user

Click Disable or enable to disable or enable user

## List article

1. Click List button

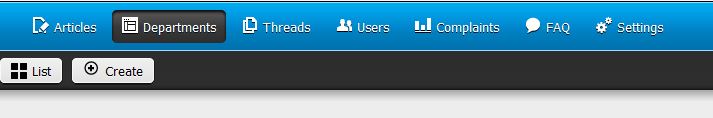




List of articles

## List department

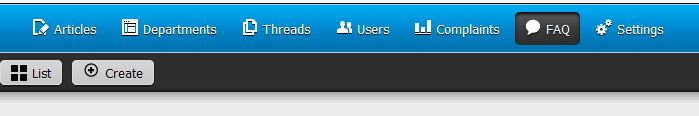
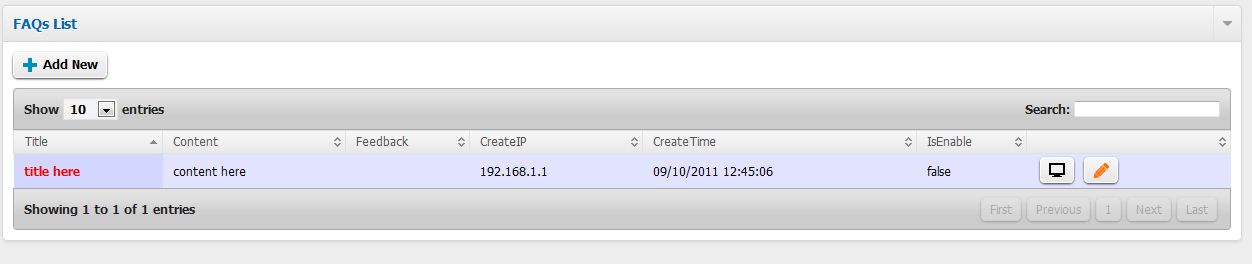
1. Click List button



List of departments

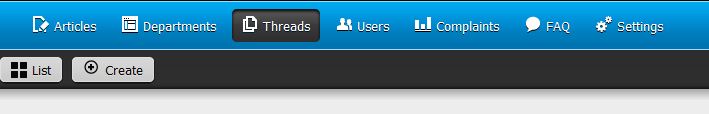
## List FAQ

1. Click List button



List of FAQs

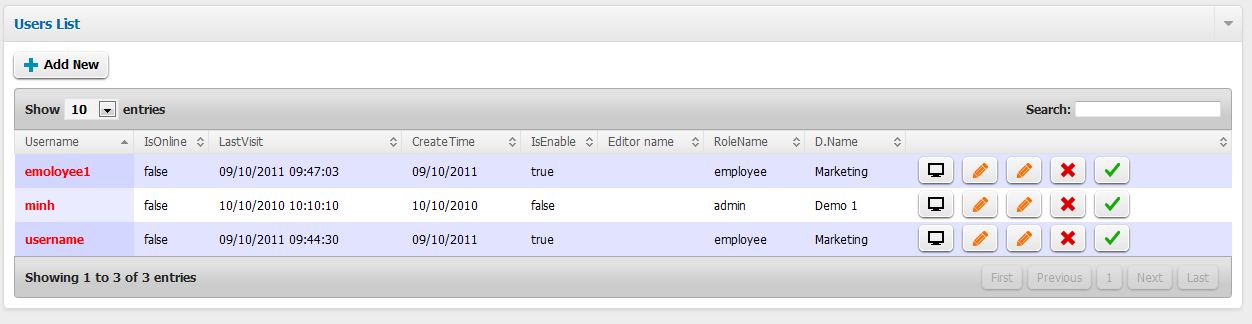
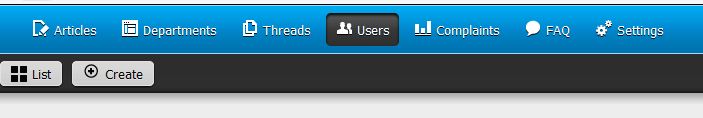
## List thread



List of threads

1. Click List button

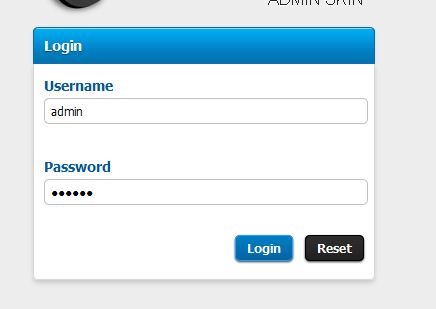
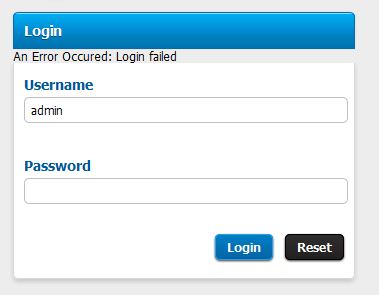
## List user



List of users

1. Click List button

## Login



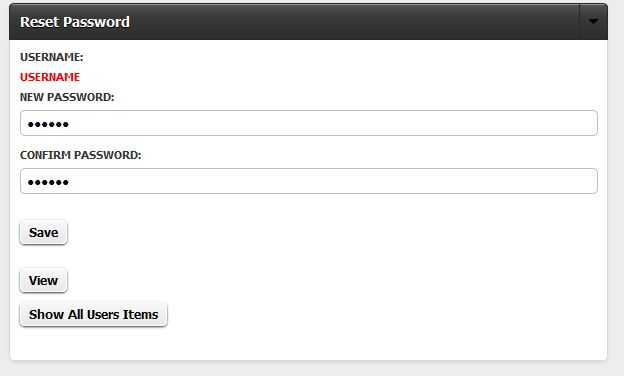
2. Click Login button

1. Input username & password

Error: username or password is not correct

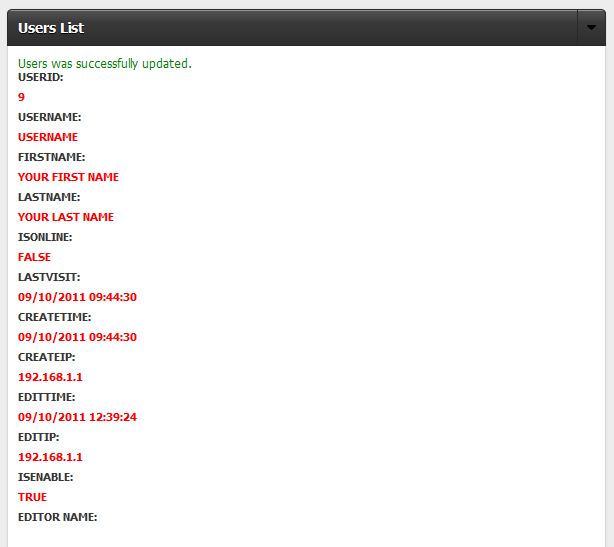
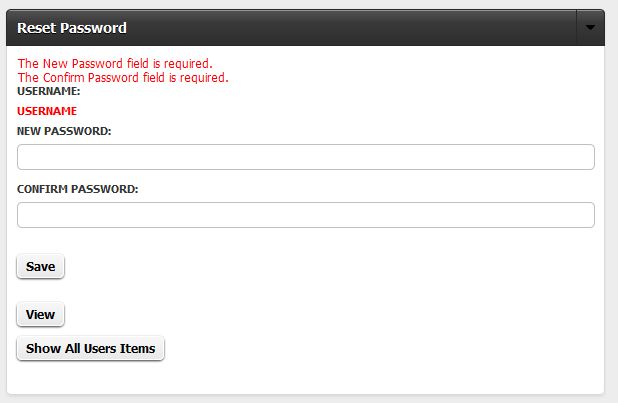
## Reset password

1. Click reset password button



3. Click save button

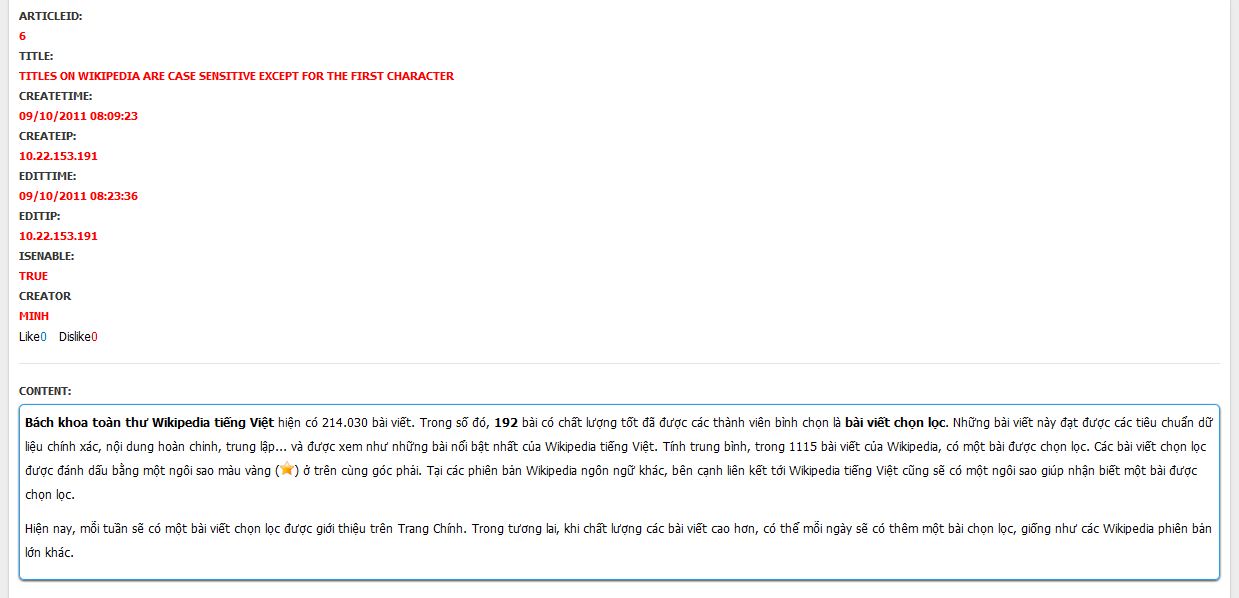
2. Enter new password and confirm password



Error: information is missing

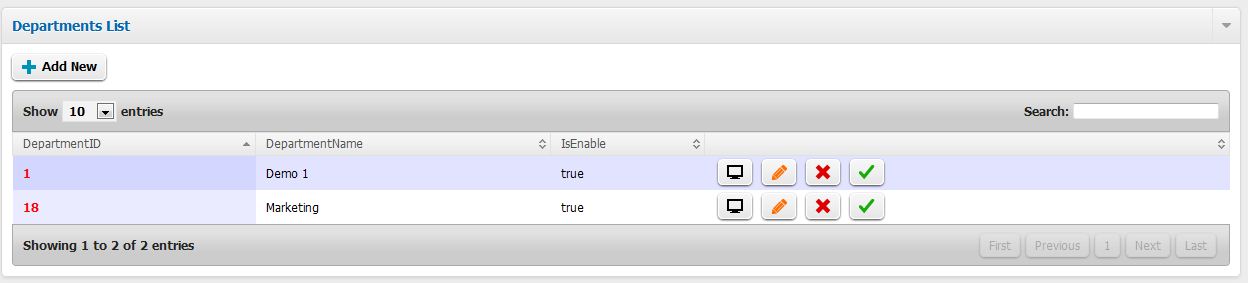
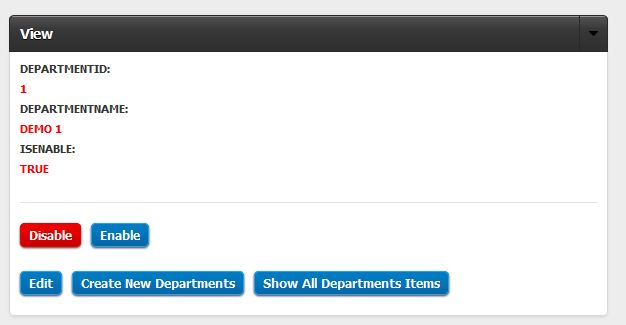
Reset password successful

## View article



## View department

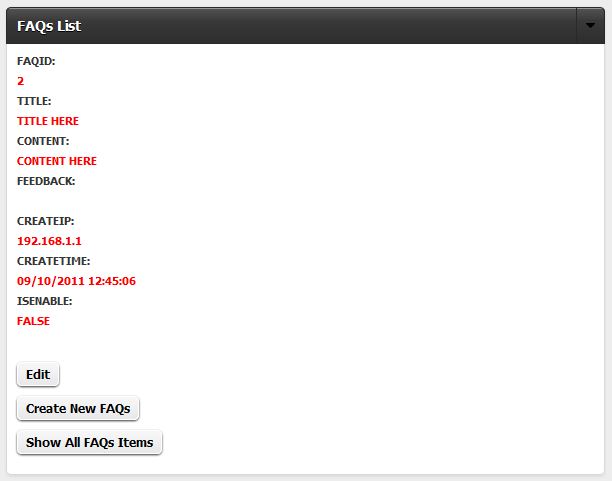
1. Click view button



Department information

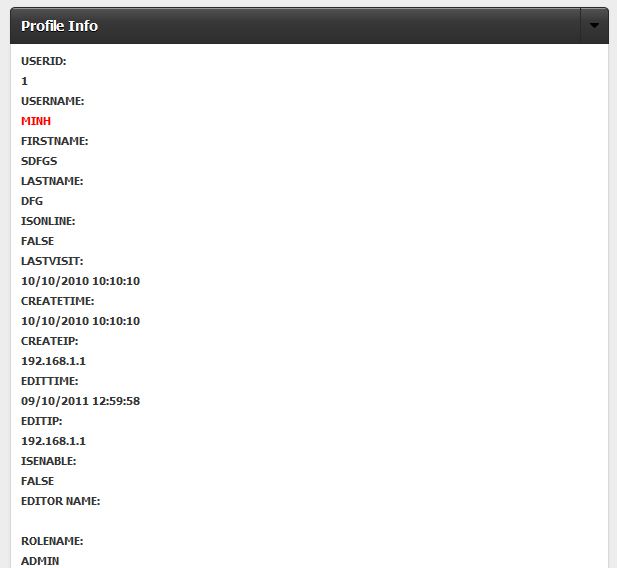
## View FAQ

1. Click View button



FAQ information

## View profile



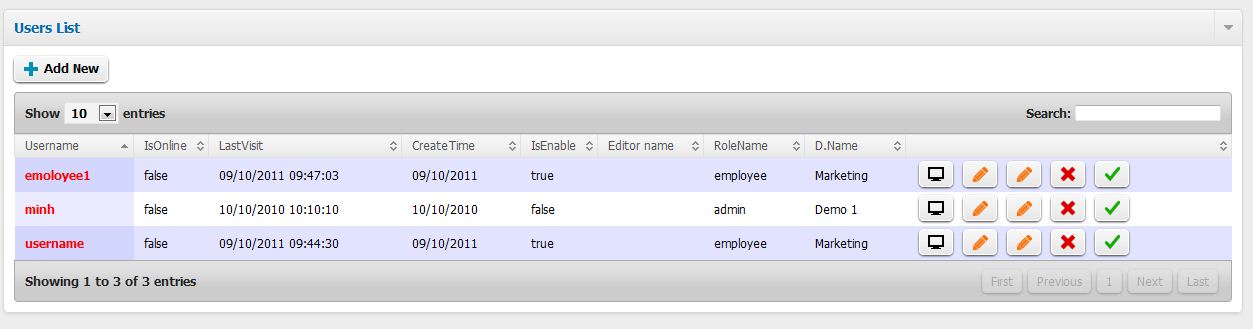
Profile information

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\view thread 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\view thread 1.JPGView thread

1. Click View button

Thread information

## View user



1. Click View button

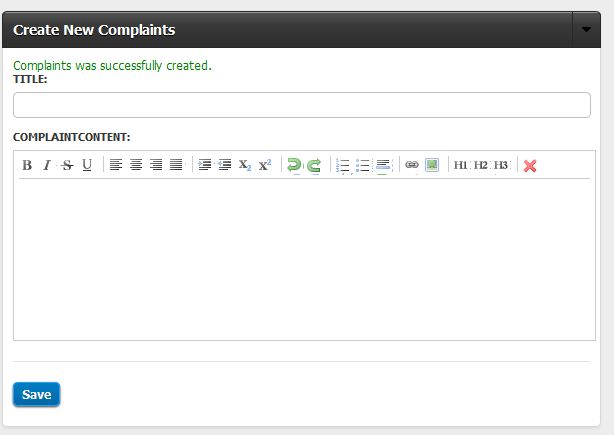
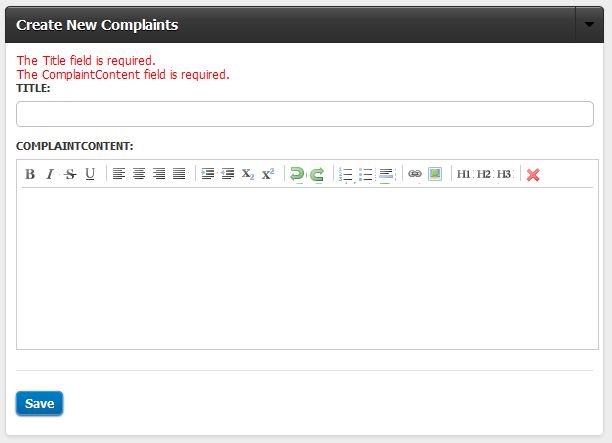
# Employee

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_add complaint 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_add complaint 1.JPGAdd new complaint

1. Click Create button

2. Enter information

3. Click save button

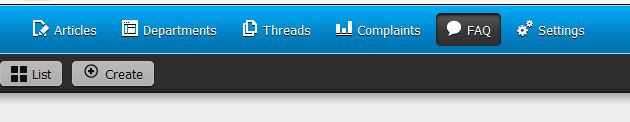


Error: information is missing

Create successful

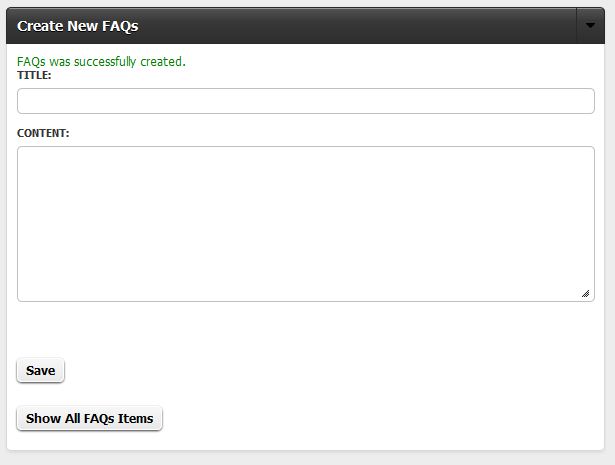
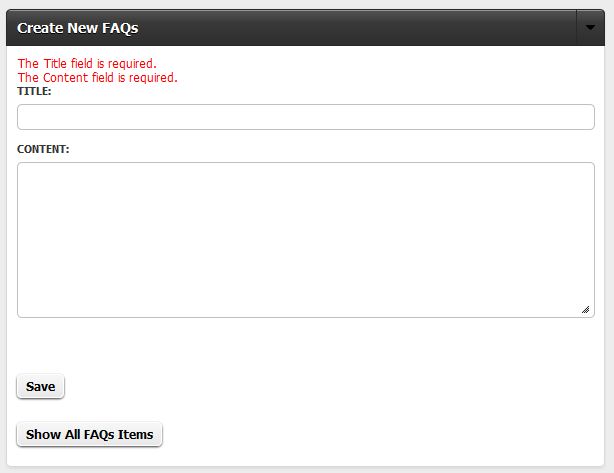
## Add new FAQ

1. Click Create button



3. Click save button

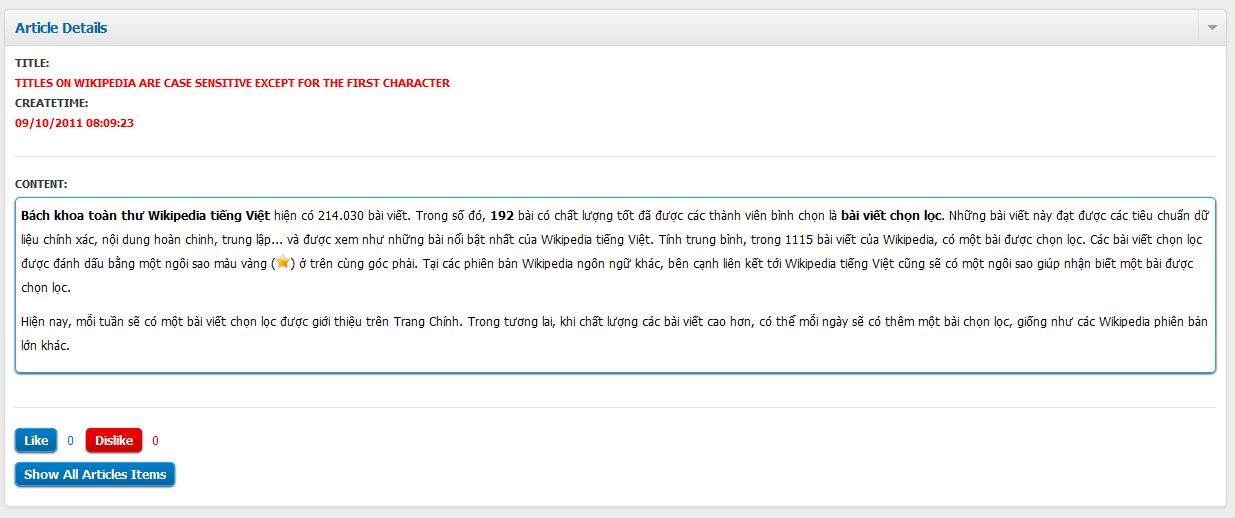
2. Enter information



Error: information is missing

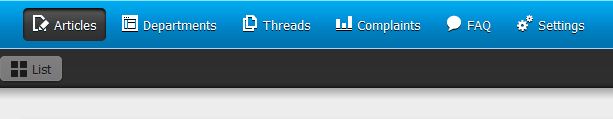
Create successful

## Like & dislike article



Click like or dislike button

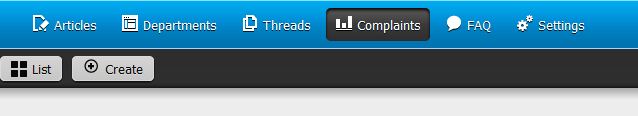
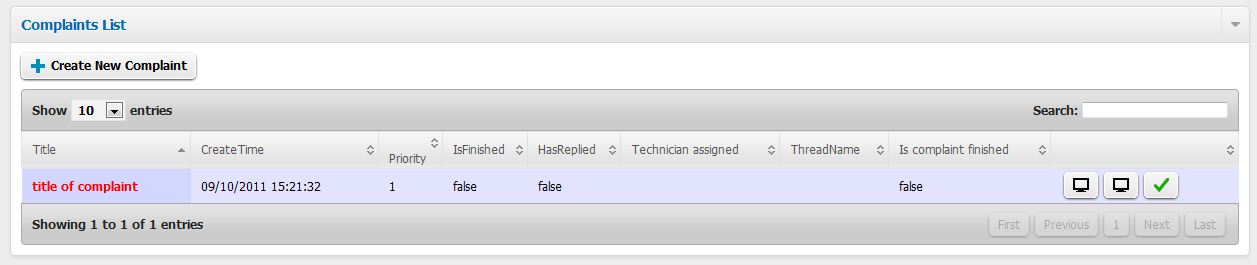
## List article



1. Click List button

List of articles

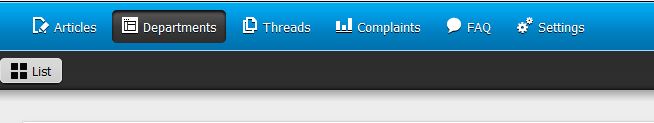
## List complaint



1. Click List button

List of complaints

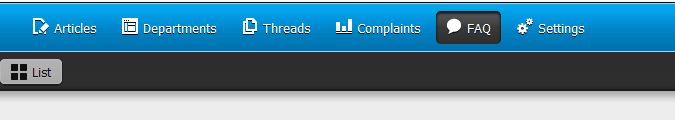
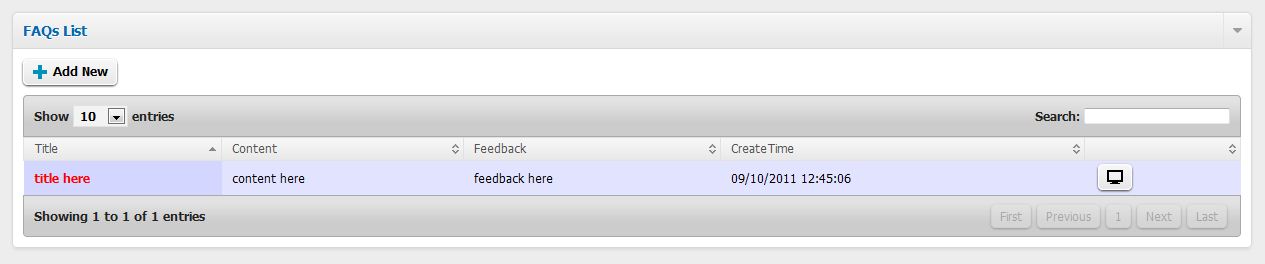
## List department



1. Click List button

List of departments

## List FAQ



1. Click List button

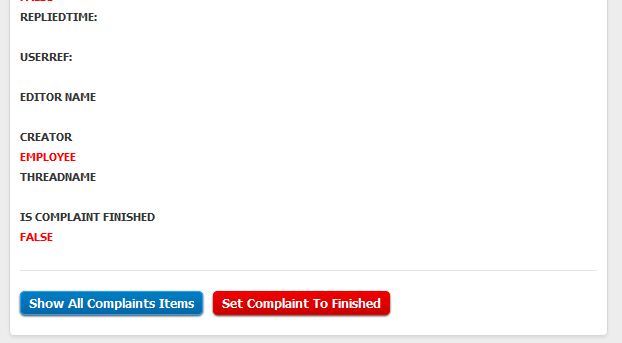
List of FAQs

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_list thread 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_list thread.JPGList thread

List of threads

1. Click List button

## Set complaint to finished



1. Click Set Complaint To Finished button

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_view article 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_view article 1.JPGView article

1. Click View button

Article information

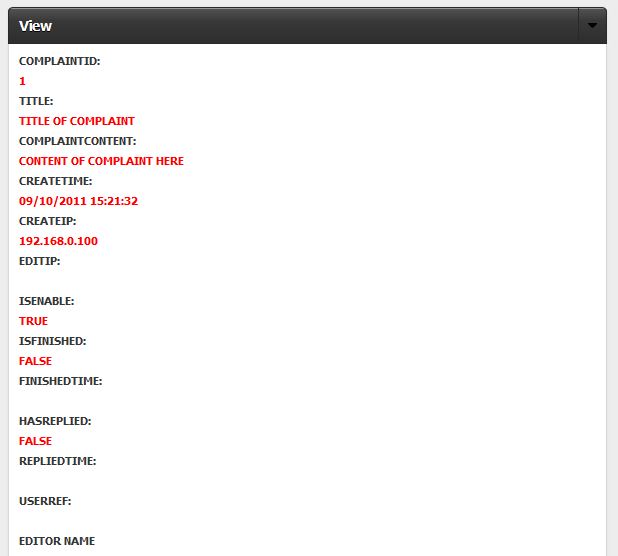
## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_view comp answers 3.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_view comp answers 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\emp_view comp answers 1.JPGView answers of complaint

2. Choose an answers and click view button

1. Click View Answers button

Answer details

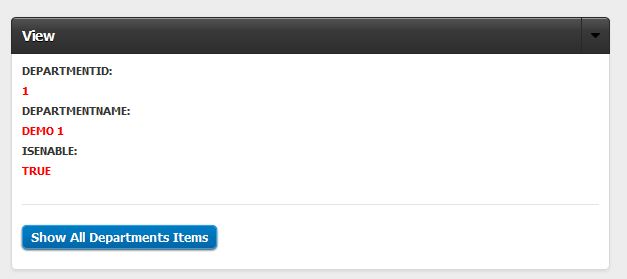
## View complaint



1. Click View button

Complaint details

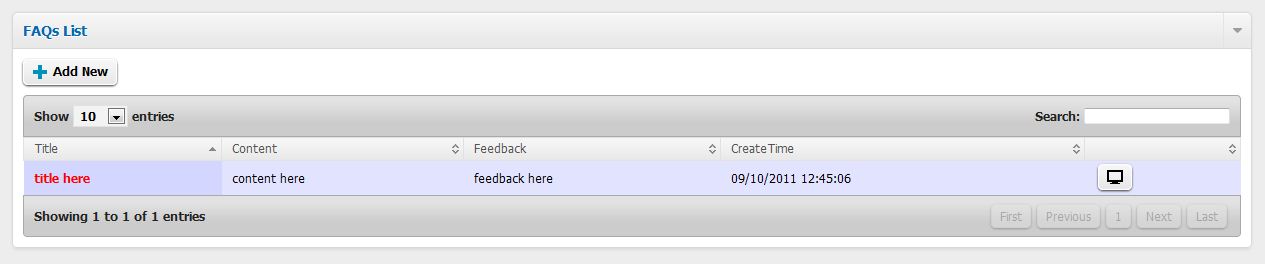
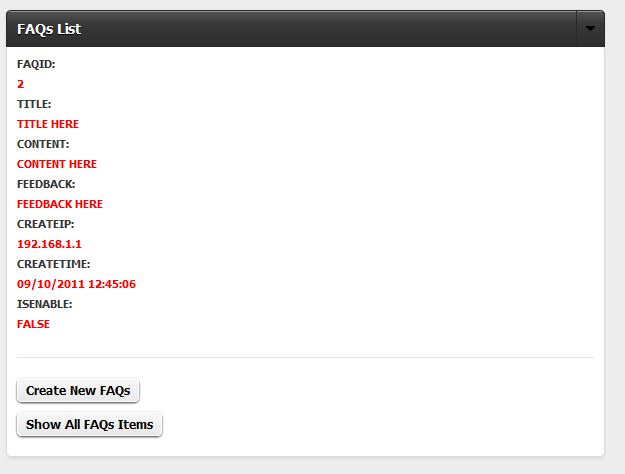
## View department



Department details

1. Choose a department and click View button

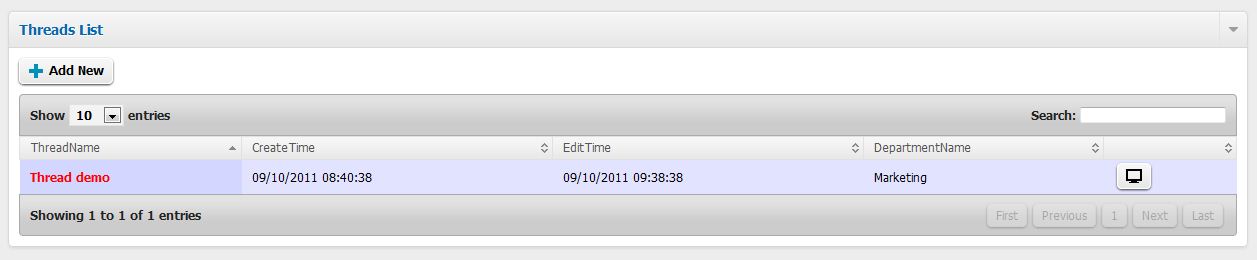
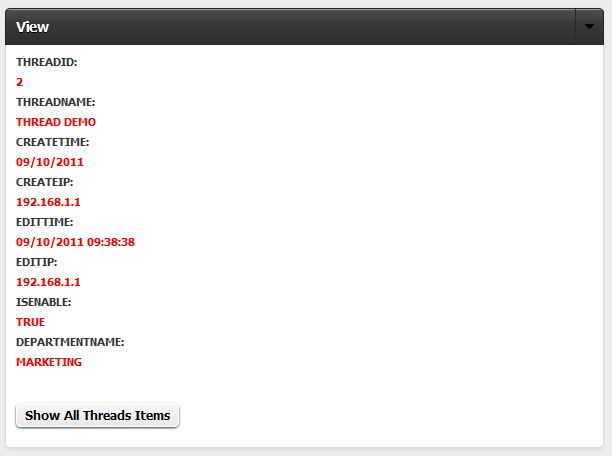
## View FAQ



1. Choose a FAQ and click view button

FAQ details

## View thread



1. Choose a thread and click view button

Thread details

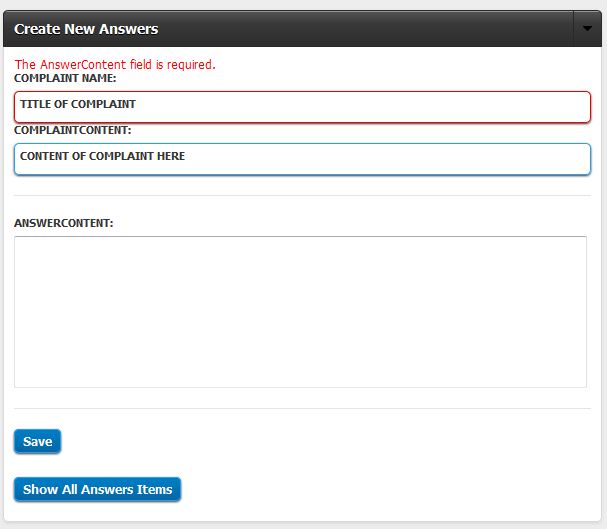
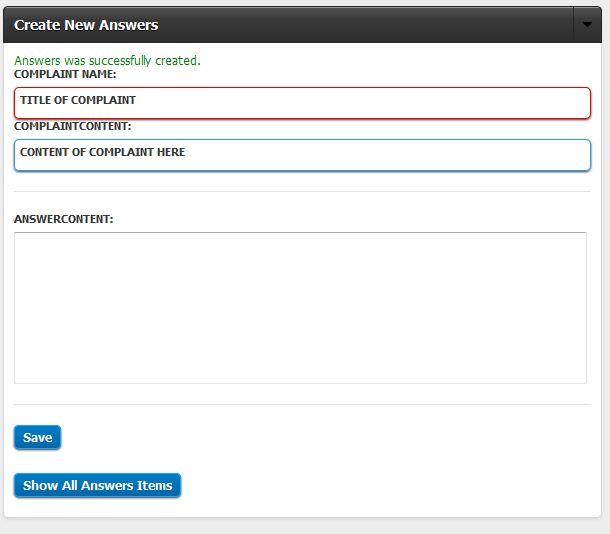
# Technician

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\tech_add answer 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\tech_add answer.JPGAdd new answer to complaint

3. Click save button

2. Enter anwser content

1. Choose a complaint and click Add new answer button



Create answer successful

Error: information is missing

## List complaints



## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\tech_dis enable answer.JPGDisable & enable answer

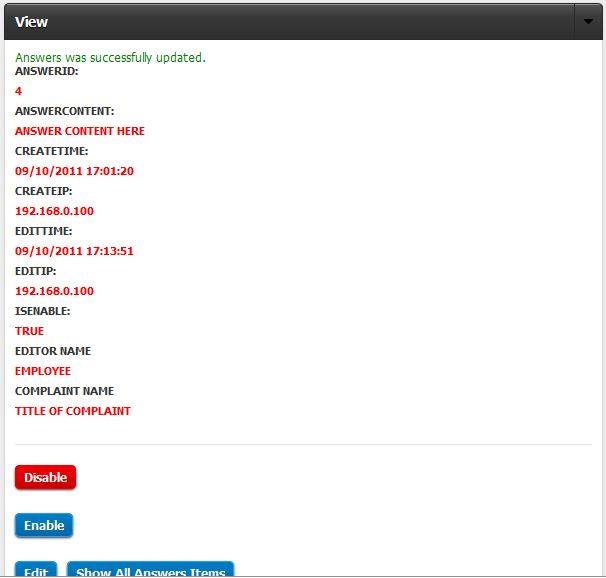
Click disable or enable button to disable or enable answer

## D:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\tech_edit answer 2.JPGD:\Class\SEM IV\E-Project\eproject-mantech\use_guide_img\tech_edit answer 1.JPGEdit answer

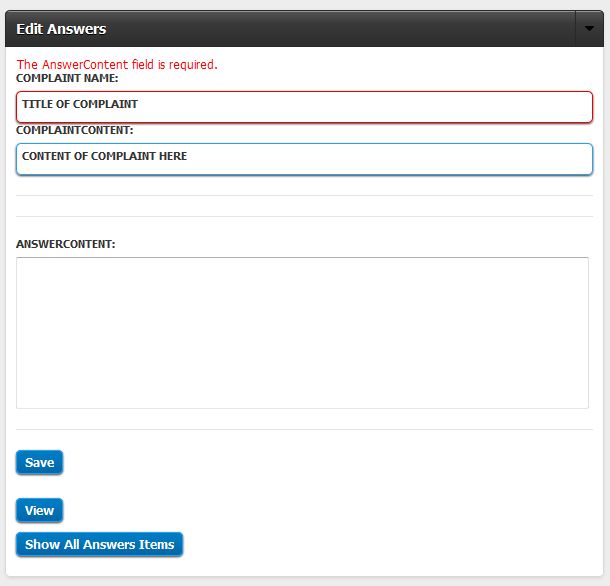
3. Click save button

2. Modify answer content

1. Choose an answer and click edit button



Edit answer successful



Error: information is missing

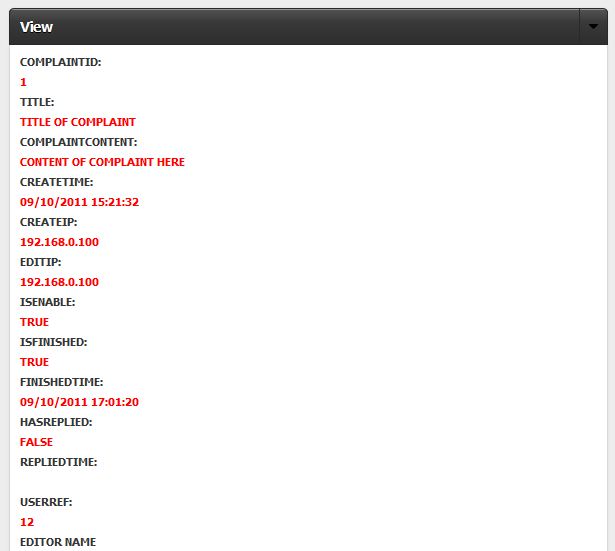
## View answer



2. In answers list, choose an answer and click view button

1. Choose a complaint and click View answers button

## View complaints



1. In complaints list, choose a complaint and click view button

Complaint details