Logic process (How will a user engage with site?): This needs to include all processes for how the user/admin will engage with the site.

Guests

Guests are directed to the index page (index.html) as they access the H.E.L.P. site. On the index page, guests can see the shop's poster and the description about the shop. Guests may search for an item either by name or description using the search box on the index or any other page.

Guests are also able to browse all the items by clicking on the "SHOP" link, which directs them to the shopping page (shop.html). Filters are available on the left-hand side of the page, allowing them to filter the products by type, price range, and/or user reviews.

The filtered items are shown on the right-hand side of the page, with item's name, picture, brief description, user review, and price. By clicking on the item's name or picture, guests are directed to the item description page (item.html). On this page, users can see detailed description, stock, user reviews along with other information.

To add an item to the cart, the user needs to sign in to their account. By clicking on the "REGISTER" link in the navigation bar, the guests can fill out their account information, address information and payment details, upload profile picture, and accept the terms and conditions to register.

Registered Users

Registered users may sign in on the index or any other page by clicking on "SIGN IN" in the navigation panel. Users sign in with their email address and password. They can also click on "Forgot Password" to reset their password.

After signing in, users are able to add products to their cart on the item page (item.html) and make comments on the products they have purchased. Users are directed back to the shopping page (shop.html) once they add the current item to cart.

Users could view their cart by clicking on the cart icon on the top-right corner of the page and proceed to checkout once finished shopping. The website confirms the account information with the user during the check-out process.

In addition to everything that the guests can do, signed-in users may also view their account information, orders, and comments by clicking on the links in the drop-down menu of the profile picture (top-right corner). Users will be directed to the account page (customerpage.html) where they are also able to change their account information.

Users may click on the logo on the top-left corner of the page to go back to the index page at any time.

Users can also log out at any time through the drop-down menu of the profile picture.

Administrator Users

Administrators interact with the website using a separate portal. After signing in with an admin account on the index page (index.html), users are directed to the admin homepage (admin-home.html). On this page, users can see the quick stats on the left side bar (including number of orders, items sold, and total

revenues). The charts displaying above information (over a week) are shown on the main section of the page.

By clicking on the "ORDERS" link, administrators are directed to the order page (admin-orders.html) to browse and search the orders that have been made.

By clicking on the "PRODUCTS" link, administrators are directed to the product page (admin-products.html) to browse all products (same views as customers). By clicking on the item's name or picture, administrators are directed to the item description page (admin-products-details.html). On this page, administrators can view and edit detailed description, stock, user reviews along with other information.

By clicking on the "CUSTOMERS" link, administrators are directed to the customer information page (admin-customers.html) to browse and search customers' account information. By clicking on the "edit" button of each entry, the administrator may edit one or more attributes of the account. Administrators may also reset the user's password, disable/enable the user, and view the orders and comments that the user has made.

By clicking on the "COMMENTS" link, administrators are directed to the comments page (admin-comments.html) to browse and search the comments that have been made.

Administrators may click on the logo on the top-left corner of the page to go back to the admin home page at any time. By signing out, users are directed to the index page.