

# User Manual: MTS

## 1. Introduction

- The MTS is a web based application that allows its users to browse movies, book tickets and manage their ticket reservations. It also allows the admin to interface for theatre management. This user manual provides instructions for using and operating the features and functionality of the MTS and provides step by step instructions for its use.

## 2. System Requirements

- To use the MTS ensure that you have access to the following:
  - **Web Browser:** Chrome, Safari, or Edge.
  - **Device Compatibility:** A desktop, laptop, tablet or smartphone.
  - **Internet Connection:** A stable internet connection is required.

## 3. Features Overview

- The MTS includes the following features:
  - **User Registration/Login:** Create an account, log in securely, and manage account details.
  - **Movie Search and Selection:** Browse and filter movies by title, genre, or showtime.
  - **Seat Selection:** View theater seating layouts and reserve seats.
  - **Ticket Booking and Payment:** Complete purchases using various payment methods.
  - **Booking Management:** View, modify, or cancel bookings.
  - **Admin Panel:** Manage movie listings, showtimes, and user interactions (admin access only).

## 4. How to Use the System

### 4.1 User Registration and Login

1. Navigate to the MTS on a browser.
2. Click on the **Login Button** in the top left.
3. If you do not have an account refer to step **4.2**
4. Enter your registered email, password and other details and complete the CAPTCHA.
5. Click **Login** to access your account.

### 4.1 Creating an Account

1. After reaching step **4.1.3**
2. Click the **Sign Up** button.

3. Enter required details including name, password, email and complete the CAPTCHA.
4. Click **Submit**.
5. Navigate back to the home page and complete step **4.1** to login.

#### **4.3 Searching for a Movie**

1. Navigate to the home page.
2. Use the search bar to type the movie's name, genre, or an actor that you wish to look for.
3. Use the filters button in the top right to apply filters to narrow your search.
4. Click on a movie to view its details and to register for a ticket.

#### **4.3 Selecting a Movie and Showtime**

1. From the details page of a movie select the **Register Now** button.
2. Select an available theatre and a time from the dropdown menus.

#### **4.4 Reserving Seats**

1. After **4.3** Select a seat from the seating chart of available seats, highlighted in green.
2. After selecting if you are not logged in you may be prompted to login or create an account, refer to steps **4.1** and **4.2**
3. Create a new payment method or use your account's existing payment method to confirm your selection and checkout.

#### **4.5 Completing Payment**

1. Be sure to review your selection carefully.
2. Select from your accounts methods or create a new one by following the prompts.
3. Select **Pay Now**
4. An email or SMS message with a receipt and digital ticket will be sent to you, save it until your movie.

#### **4.6 Managing Bookings**

1. Login
2. Navigate to the **My Bookings** field
3. View your upcoming reservations and ticket details.
4. To cancel a ticket
  - a. Select the booking you wish to cancel
  - b. Confirm it, a refund will be issued.

## 5. Troubleshooting and FAQs

1. **I forgot my password. What should I do?**
  - Click the **Forgot Password** link on the login page.
  - Follow the prompts to reset your password via email.
2. **I can't find my movie or theater.**
  - Ensure your search terms are correct.
  - Check for spelling errors or use filters to refine results.
3. **My payment failed. What should I do?**
  - Verify your payment details are correct.
  - Try using another payment method.
  - If the issue persists, contact customer support.
4. **I didn't receive my ticket confirmation.**
  - Check your spam/junk folder.
  - Ensure the email address associated with your account is correct.

## 6. Contact Support

For additional help, contact the support team:

- **Email:** myVeryRealEmail@mtsystem.com
- **Phone:** +1-800-XXX-XXXX
- **Live Chat:** Available on the website during business hours.