ARMY FOOTBALL TICKET MANUAL

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Merzi & Cook INC. 2011-2012

THIS MANUAL/WEBSITE SYSTEM IS PROPERTY OF THE ARMY FOOTBALL TICKET MANAGER OWNERS

Any further questions or concerns can be resolved by simply shooting an email to either: Anees Merzi, or Tom Cook. We strive to answer everyone's questions to the fullest of our abilities on a personal level. We understand the Users needs and it is part of our goal to maintain high standards across the site.

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SECTION I:

Introduction: An Overview of the Site & Its Functionalities

We produced this manual to assist the Admin in running this site effectively and efficiently. From its clear logic and easily comprehendible pages, to the settle cleanliness, this site clearly handles many of the hassles that are associated in the Ticket Process for Players and Managers. This site issues tickets to users based off of their Status (Travelling, Dressing, B-Squad, and Manager) and the amount of Tickets available for each game. Any leftover tickets go directly to the Admin. The Admin can either transfer extras to individuals or keep for personal use. Tracking the ticket process is the main concern. Essentially, the user can login each week, input guest names for their tickets and/or transfer tickets. The manual covers all aspects of the site in a step-by-step process that the Admin must take to ensure this site runs the way it was intended.
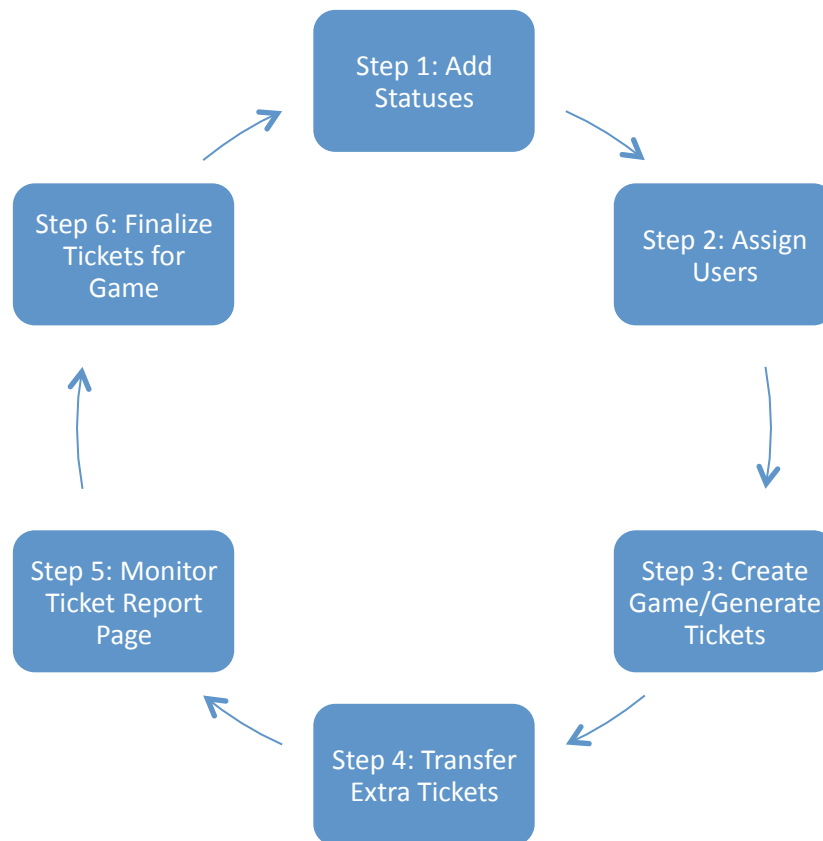
The diagram above shows a simple Six Step Process that must be followed before the first game of each season. The manual will explain each process and discuss what needs to be accomplished at each step. After the first game, the Admin can jump to Step 2. Step 2 may also be skipped if no Player changes a status after he is assigned one for the first game. Typically in a season, ten guys will change their status based on their performance and based off of injuries. Otherwise, Step 3 is the true start point for every game thereafter. It is highly recommended to read this

instruction manual from start to finish at least once and use it as a checklist to run through for each football season.

Getting Started: Day 1 of the Process

The beginning of each football season, during the last days of football camp, is the best time to start-up the website. If you are starting a new season, it is highly recommended to go through and delete all data from the database and start fresh. If this is your first season using the system, the database will be empty. There is absolutely no previous computer science knowledge required to run this system. The homepage is accessible to anyone that checks out the site as pictured below:

They are able to click all the links; however, they will be prompted to Login. If they have Registered and been confirmed through an email, then they will appear as pictured below:
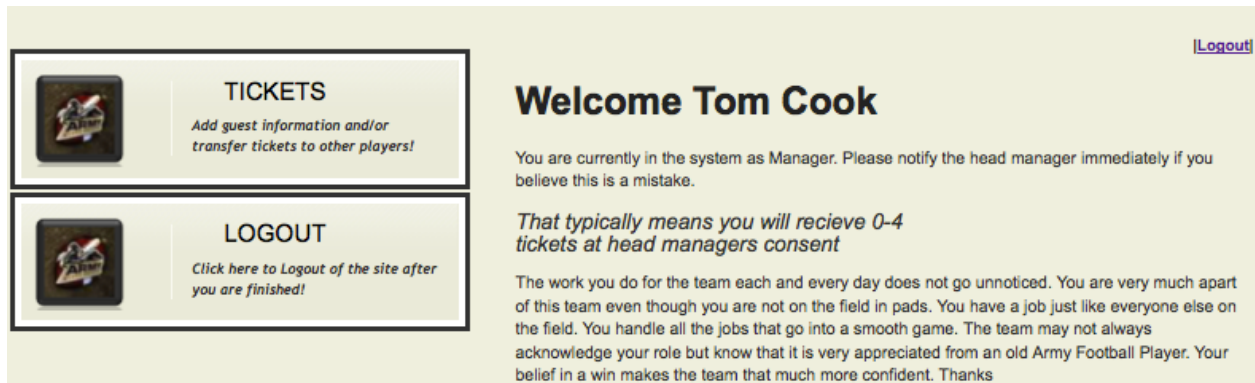
The Admin assigns the User a Status and a Role. The User can only see his tickets page and what Status (travelling, dressing, b-squad, manager) has been assigned to him/her. A Status is used to determine how many tickets a user may receive for a given game based off of the amount allotted for that particular game. A Role tells the system whether or not the user is authorized to perform certain actions on the website. This is to ensure security and maintain integrity of the systems functionality. I will discuss both of these pieces in greater detail in the coming sections in the manual. The homepage for the admin appears below:
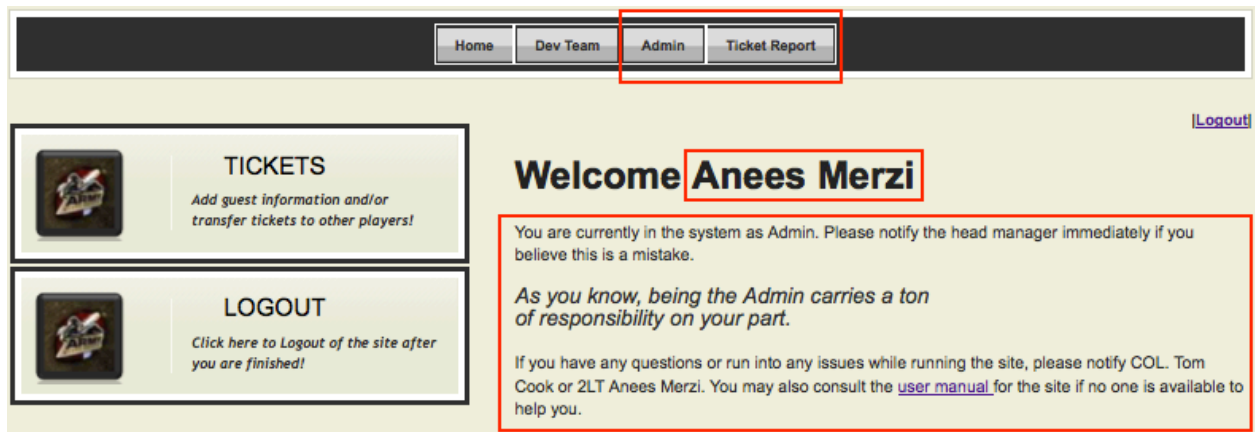
The red squares denote the changes from the regular homepage and the admin homepage. The key difference lies in the addition of the Admin tab, and the Ticket Report tab in the status bar. These links are vital to this sites well-being. The site is useless without these two additional pages. The Admin tab leads the Admin to an Admin Page where there are three new tabs that aid in running the system.
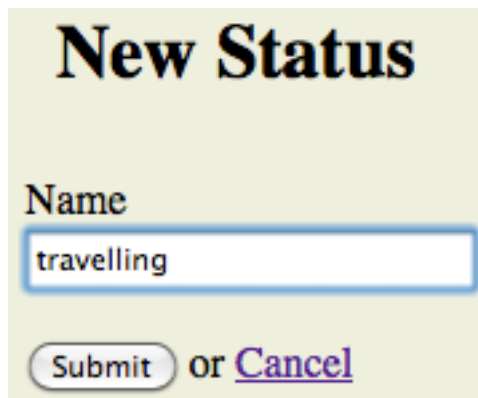
This appears in the body area and links to three new pages (Status, Edit Users, and Games). Speaking in terms of importance, the order in which the Admin should go about is from left to right for the first game of each season. After the Statuses are created, the other two links will take precedence and should still be visited from left to right.

Creating Statuses

Creating statuses is the easiest task to complete on this website. It is also the easiest to mess up because it relies on you to enter in the correct spelling and case in a specific order. The whole system revolves around this simple yet tedious task. A user must have a Status to get tickets for a game. If the status is wrong for the user or spelled wrong, the user may be out of luck or having some serious good luck depending on the mistake the Admin makes. This will be covered in the section: Assigning a User. After the Admin clicks the Status link, he or she is directed to an index page that will be blank with only a Name column and a link to add a new status. Click New Status and type 'travelling' into the text field and then click submit.

New Status

Name

travelling

(Submit) or Cancel

Repeat this step for 'dressing', 'b_squad', 'manager', 'admin', and 'not known'. The index page that lists the Statuses should follow this order, spelling, and be lower case.

Listing Statuses

Name		
travelling	Edit	Destroy
dressing	Edit	Destroy
b_squad	Edit	Destroy
manager	Edit	Destroy
admin	Edit	Destroy
not known	Edit	Destroy

New Status or Admin Page

If you make a mistake, just click the edit link and re-submit the Status.

These Statuses are locked in so any added Statuses will not make a difference in the system unless you notify me, or COL. Tom Cook. We will accommodate the needed changes as we deem necessary.
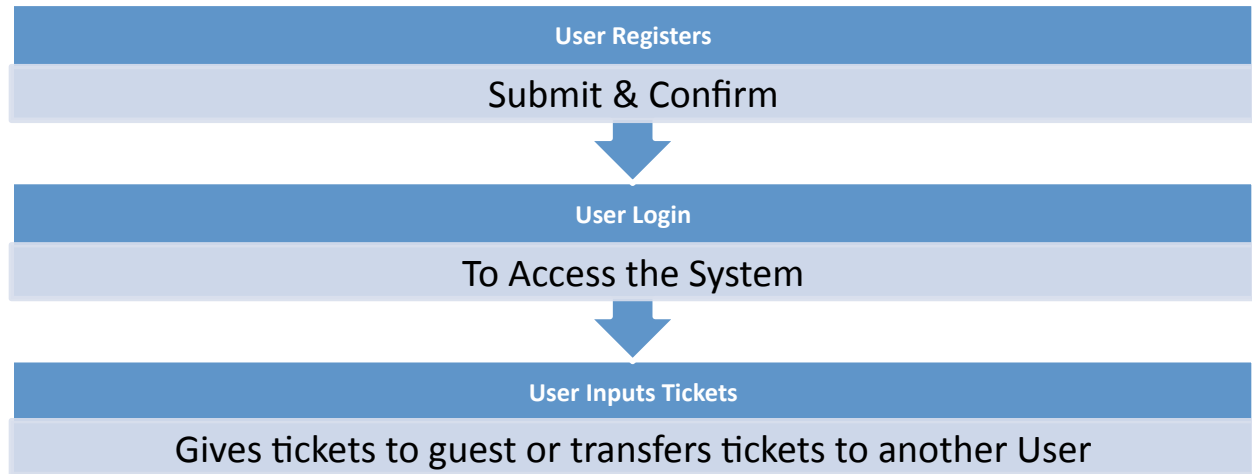
We are done with this page for good now and we can return to the Admin page via the Admin Tab in the status bar. Now we are ready to assign users. But first, we need to understand the User side of the Website.

SECTION II:

Understanding Users

This is what the User does in this system. The first piece should be done well before the first game to ensure everything is ready to go and allow the Admin to cross check all Users. The latter two levels will be the most prevalent after the User Registers. The most important task is to get all Users (players, managers) to Sign-up in a timely manner. *I recommend a mass email to all Users saying that they have two days to Register. Then send another email out saying that you have extended the window to one more day.*
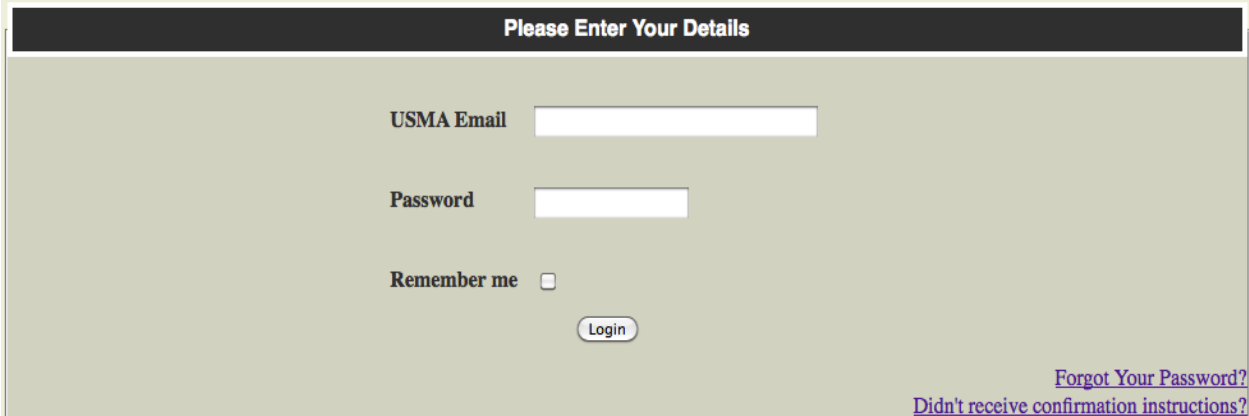
Getting Users to Register

Users must confirm themselves after Registering. This is done by clicking the Confirmation Link in the generated Email Message they receive from the system. *It is important that Users use their school email to make this process simple and hassle free.* The Registration form is below:

After they register, an email confirmation is sent to them prompting them to confirm. When they click the link in the email, it takes them to the homepage reflecting that they are signed-in and confirmed. Now the User is able to login whenever they surf to the website; however, they cannot do anything until the Admin assigns them a Role (player, manager, admin). *Highly discouraged to make more than one Admin.*
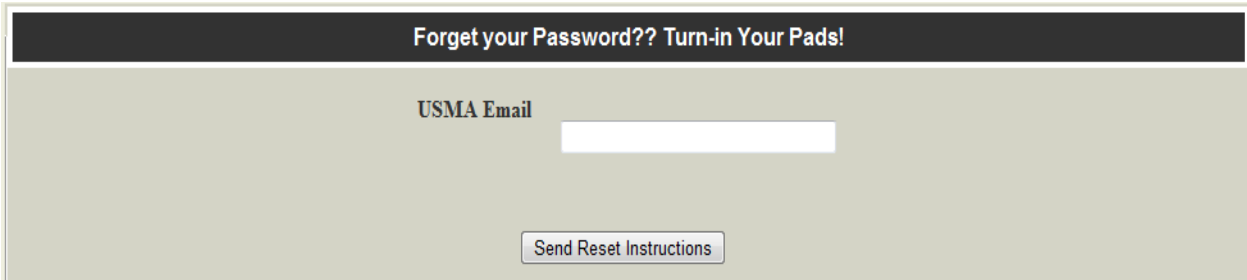
Logging-In

Typical use of the website requires a User to Login. It requires the User to enter their Email Address and their Password:

Some tend to forget their password so we have made it very easy for them by simply clicking the 'Forgot Your Password?' link in the bottom right of the form. They are then taken to a page where they can send themselves an email from the system:

Just insert your email in the text box and you are directed to create a new password via an automated email sent to the User.

This generates an email that allows you to change your password:

Hello anees.merzi@usma.edu!

Someone has requested a link to change your password, and you can do this through the link below.

Change my password

If you didn't request this, please ignore this email.

Your password won't change until you access the link above and create a new one.

After the User clicks 'Change my password', they are taken to a form that consists of a password field and a password confirmation field. Once they submit a new password, they are logged in and redirected to the Homepage.

Assigning a User

As admin, you alone can assign users a Role and a Status. This is best done by waiting for all users to register so you have a complete list of users to work with. *It is not important to do it this way but highly recommended.* If a user tries to register that is not allowed, immediately 'Remove' that user from the database to prevent possible mistakes in granting him access. The list of users is found under the 'Add Users' tab on the Admin page. The Page comes up as a complete list of all users known and 'not known'. This is a sample below:

All Users

Edit All Users or Admin Page

Name	Status	Role	
Justin2 Allen2	Manager	Manager	Remove
Frank2 Allen2	Not known	Not known	Remove
Steve Anderson	Not known	Player	Remove
Steve2 Anderson2	Manager	Manager	Remove
Brian Austin	Travelling	Player	Remove
Brian2 Austin2	Dressing	Player	Remove
Joeseph Bailey	Travelling	Player	Remove

To reach the complete assignment of Users or to edit Users' existing Statuses and/or Roles, just click the Edit all Users button. This page lists all the users currently registered in the system. If I don't want to change the user, I just skip him and go to the next one:

Edit User Status & Role

Justin2 Allen2

| Manager ⇕ | Manager ⇕ |

Frank2 Allen2

| Not known ⇕ | Not known ⇕ |

Steve Anderson

| Player ⇕ | Not known ⇕ |

Robert Wright

| Player ⇕ | Travelling ⇕ |

(Submit) or [Cancel]

When satisfied with your choices, click 'Submit' and the updates will reflect on the index page. This takes care of the most important aspects of the system before we can really see the magic.

SECTION III:

The Nuts and Bolts of the System

Now that the tedious sections are accomplished, the true beauty of the site is ready to be tapped into and harnessed by the Admin and shared with the User in the ticket process. The Admin is now left with Generating Tickets for games, Transferring extra Tickets to Users, and Monitoring the Ticket Report. The following sections should not be acted upon until the discussed sections above are done. Do not continue with the rest of this manual until you have checked that the above sections are complete. *Any action after this point is a pain to fix for the Admin and the User.* The Admin is now able to Generate Tickets for the Users, Transfer Extra Tickets, and monitor the Ticket Report for progress.

Generating Tickets for Users for a Particular Game

Surf back to the Admin Links Page and clicking the 'Create Game Tickets' tab highlighted below:
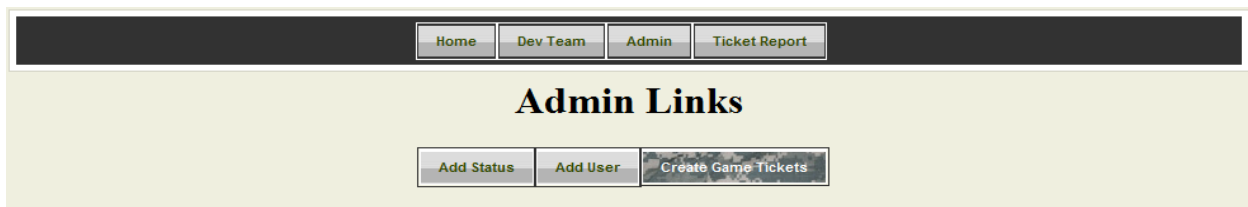
Once on the index page, the Admin should see a blank page with column headers pertaining to Game, Amount of Tickets, Statuses Amounts, and the Date of the Game. To begin click 'New Game' at the bottom of the page. The form should look like this once it loads:

Most of this is pretty straight forward as it prompts the Admin to fill in each field. The first field is looking for the specific game you want to allocate tickets for. The Game Amount is the total amount of tickets we receive for that specific game. The Travelling, Dressing, B-Squad, and Manager Amounts require a fixed amount of tickets the Admin wishes to dish out to that specific status. The General fill in for a typical sized team for an away game is 4 for Travelling, 0 for Dressing/B-Squad, and 4 for Managers. This number may fluctuate depending on the total number of tickets afforded to the Team for that specific game. Any leftover tickets are given straight to the Admin where he or she can transfer to Users that are in need of more tickets or use them for their Guests. If the amounts allocated for a status is greater than the amount of tickets we receive for a given game, an error is raised telling the Admin to fix his or her mistake:

Once submitted correctly and satisfied with the numbers shown on the index page, the next course of action is to look at the Ticket Report to ensure everything looks good and the Users have Tickets in the system.

The Ticket Process

This section is pertinent to understanding the Users capabilities and the Admin jobs. The link to the 'Tickets' page is found on the lower left side of the Home Page:
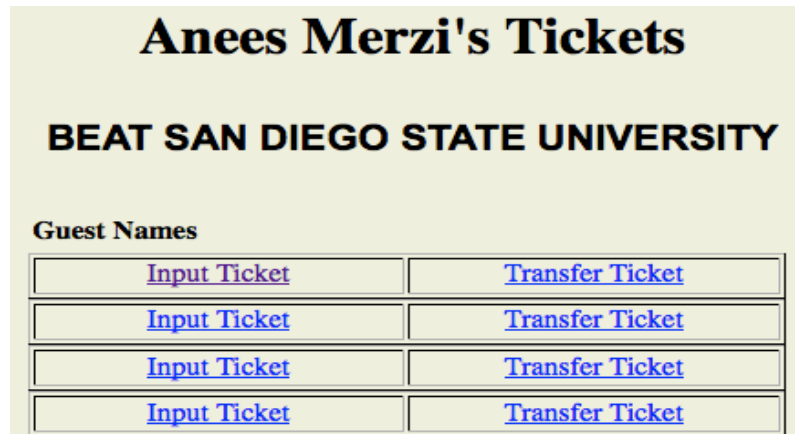
Click the Link and it will take you to your Ticket page, which reflects the User that is signed in. It only shows tickets for that User and allows them to Input Ticket or Transfer Ticket:

Anees Merzi's Tickets

BEAT SAN DIEGO STATE UNIVERSITY

Guest Names

Input Ticket	Transfer Ticket
Input Ticket	Transfer Ticket
Input Ticket	Transfer Ticket
Input Ticket	Transfer Ticket

To input a ticket, simply click the link and it will take you to a form to fill in the First Name and Last Name of the Guest that is attending that game:
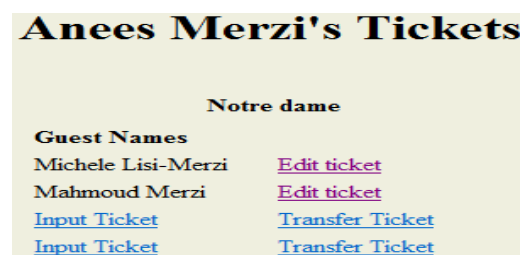
Enter Guest Name

Guest First Name

Guest Last Name

Submit or Cancel

After you hit submit, the ticket will be reflected on the index page in place of Input Ticket. Transfer Ticket will change to Edit Ticket because you can't transfer a used ticket to someone else:

Anees Merzi's Tickets

Notre dame

Guest Names

Michele Lisi-Merzi	Edit ticket
Mahmoud Merzi	Edit ticket
Input Ticket	Transfer Ticket
Input Ticket	Transfer Ticket

If you are not using all of your allotted tickets, then you should click the transfer ticket link to send a ticket to a player or manager that needs extras. The page comes up with a drop down of all the Users that you can transfer your tickets to:

Once submitted, the ticket will appear on the other Users Ticket Page and disappear from yours:

This action cannot be changed once submitted unless you ask the person you transferred the ticket to if they can transfer it back to you. *For the Admin, any extra tickets that you receive are up to your discretion. You can either transfer to players or managers in need of more tickets for family attending the game or keep it for your Guests. These two actions are executed in the same fashion as mentioned above.*

Ticket Report

Lastly, the Admin is ready to view the Ticket Report. *I suggest checking periodically throughout the ticket process.* This Report shows all the Users that were issued tickets for a specific game:

Ticket List

Justin2 Allen2

Game	Guest Name	Original Owner
AIR FORCE	Transfer Ticket	Justin2 Allen2
AIR FORCE	Transfer Ticket	Justin2 Allen2
AIR FORCE	Transfer Ticket	Justin2 Allen2

Steve2 Anderson2

Game	Guest Name	Original Owner
AIR FORCE	Transfer Ticket	Steve2 Anderson2
AIR FORCE	Transfer Ticket	Steve2 Anderson2
AIR FORCE	Transfer Ticket	Steve2 Anderson2
AIR FORCE	Transfer Ticket	Steve2 Anderson2

If the ticket is not used, they will show up as 'Transfer Ticket' in the Guest Name Column. If a user refuses to transfer the tickets, you can do it for him by clicking the link. Before the system closes, it is highly recommended to make sure no tickets are being wasted if other players or managers are in need of extras. Another key column is the 'Original Owner'. This tracks where this specific ticket came from. If a user receives a transferred ticket it shows up like this:

Anees Merzi

Game	Guest Name	Original Owner
Notre Dame	Michele Lisi-Merzi	Anees Merzi
Notre Dame	Mahmoud Merzi	Anees Merzi
Notre Dame	Dania Kaoutarani	Anees Merzi

Patrick Mealy

Game	Guest Name	Original Owner
Notre Dame	Ticket Not Used	Patrick Mealy
Notre Dame	Ticket Not Used	Patrick Mealy
Notre Dame	Ticket Not Used	Patrick Mealy
Notre Dame	Ticket Not Used	Patrick Mealy
Notre Dame	Ticket Not Used	Anees Merzi

You can see that Anees is down one ticket and it appears under Patrick Mealy at the bottom right. This means that Anees transferred his ticket to Patrick. After everything is said and done, the ticket report should be utilized to keep track of all the guests attending that specific game for that specific User. After the tickets are closed out, the Admin can export the data to excel by clicking the export to excel tab at the bottom of the page. This is very handy for Will-Call offices at the games to issue tickets to Guest that present an I.D. matching the name on the Report:

Robert Wright

Game	Guest Name	Original Owner
AIR FORCE	Transfer Ticket	Robert Wright
AIR FORCE	Transfer Ticket	Robert Wright
AIR FORCE	Transfer Ticket	Robert Wright
AIR FORCE	Transfer Ticket	Robert Wright

(Export Report)

	A	B	C
1	*Justin2 Allen2*		
2	Game	Guest Name	Original Owner
3	Air Force		Justin2 Allen2
4	Air Force		Justin2 Allen2
5	Air Force		Justin2 Allen2
6			
7	*Steve2 Anderson2*		
8	Game	Guest Name	Original Owner
9	Air Force		Steve2 Anderson2
10	Air Force		Steve2 Anderson2
11	Air Force		Steve2 Anderson2
12	Air Force		Steve2 Anderson2
13			
14	*Brian Austin*		
15	Game	Guest Name	Original Owner
16	Air Force		Brian Austin
17	Air Force		Brian Austin
18	Air Force		Brian Austin
19	Air Force		Brian Austin

Credits

First things first, I would like to thank God for giving me the strength that gets me through each day and my family for their continued support. Special Thanks goes out to all that were involved in making this site possible. I, Anees Merzi, would personally like to acknowledge Colonel Tom Cook and Major Stephen Hamilton in their support in time and efforts. Tom and I worked together on this project for 6 months using Ruby on Rails 3. I was introduced to this program by him in an introductory course that I took and became instantly hooked. I currently have almost a full year of experience using Rails and I look to continue learning and making more Apps in the future. Stephen helped with most the behind the scenes functions; notably issuing tickets for games.