TABLE OF CONTENTS

SYSTEM OVERVIEW

This software is customized to the needs of Ready to Help Computer Support. It is a web based application that provides portable services needed to complete six main processes used within the company: systems administration, inventory management, reports management, trouble ticket scheduling, human resources, and customer service.

KEY FEATURES

Automated Inventory tracking.

Automated Accounts Payable Process.

Ability to do store-to-store Inventory Lookup.

Automated Trouble Ticket Tracking.

Multiple security measures in place to prevent website hijacking.

Ease of use for swift learning curve.

Prevents most SQL Injection attacks.

Error Validation in use.

Drop down parameters and automatic population of data fields for increased productivity and validation.

SYSTEM REQUIREMENTS

Microsoft Windows vista / 7 / 8

Google Chrome (Current Version)

Web Server Running Microsoft IIS

Internet Connection

Microsoft SQL Server 2008 R2

SETUP INSTRUCTIONS

INSTALLING THE SYSTEM

Install the version of Microsoft Windows OS your company has selected for use.

Connect the Microsoft SQL Server Database that was provided to the company network.

Connect the Microsoft Web Server computer that was provided to the company network.

CONNECTING TO THE COMPANY SITE

After installation of Windows Vista / 7 / 8, Connect the computer to the Internet and download the current version of Google Chrome.

Connect to the company website at www.ready2helpcs.com and login.

Begin Productivity.

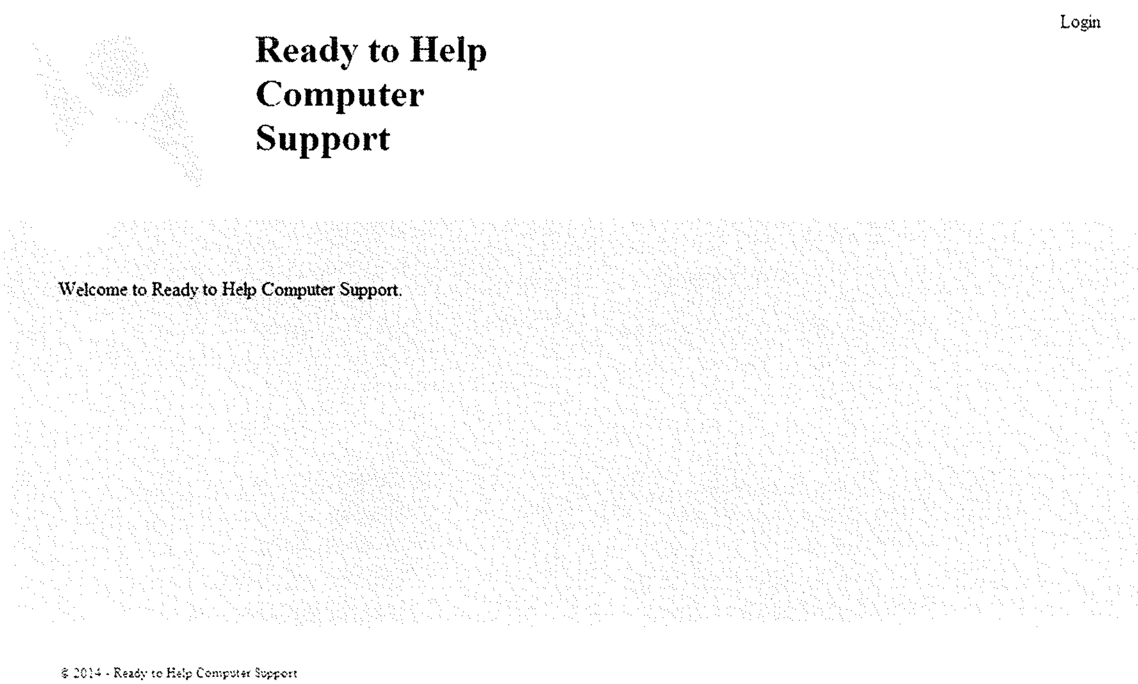


Figure 1: Main Website

This is the main website for Ready to Help Computer Support.

1. To access the system, click on the login link in the upper right corner.

LOGIN

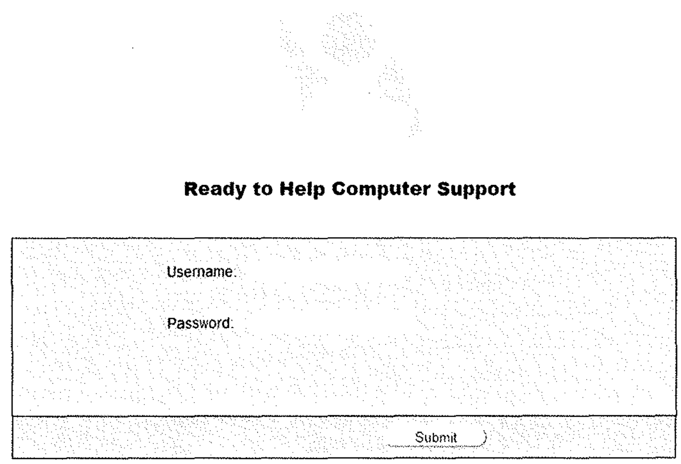


Figure 2: Login Screen

1. Type in your username into the user name text field.
2. Type in your password into the password text field.
3. Click the submit button.

Figure 3: Main Menu

The main menu screen should be the first screen you see after logging into the system. What you can access on the main menu depends on what privileges you are given by the system administrator.

1. You can access process operations by clicking on the particular button.
2. To logout, click Logout in the upper right corner of the screen.

CUSTOMER SERVICE

There are four main process operations that can be accessed through the customer service suite: customer service, sales, returns, and scheduling trouble tickets.

CUSTOMER MANAGEMENT – ADDING CUSTOMERS

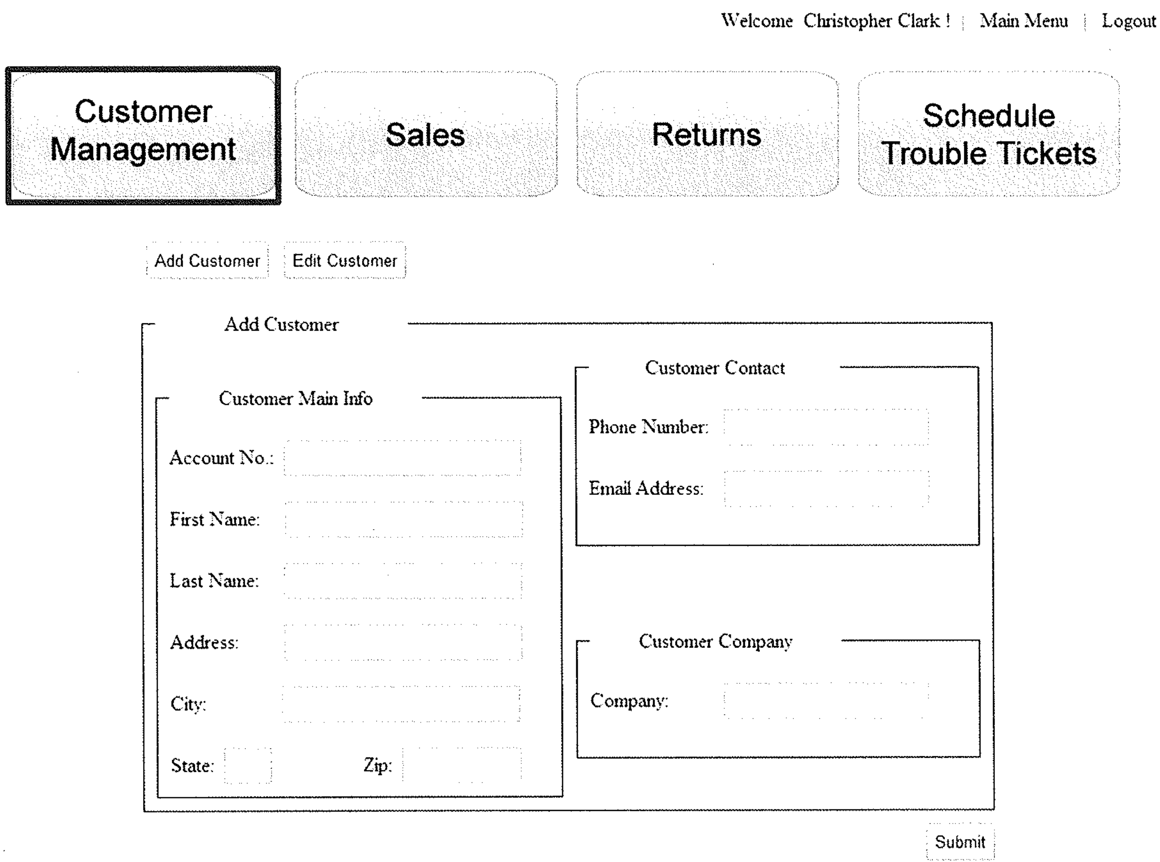
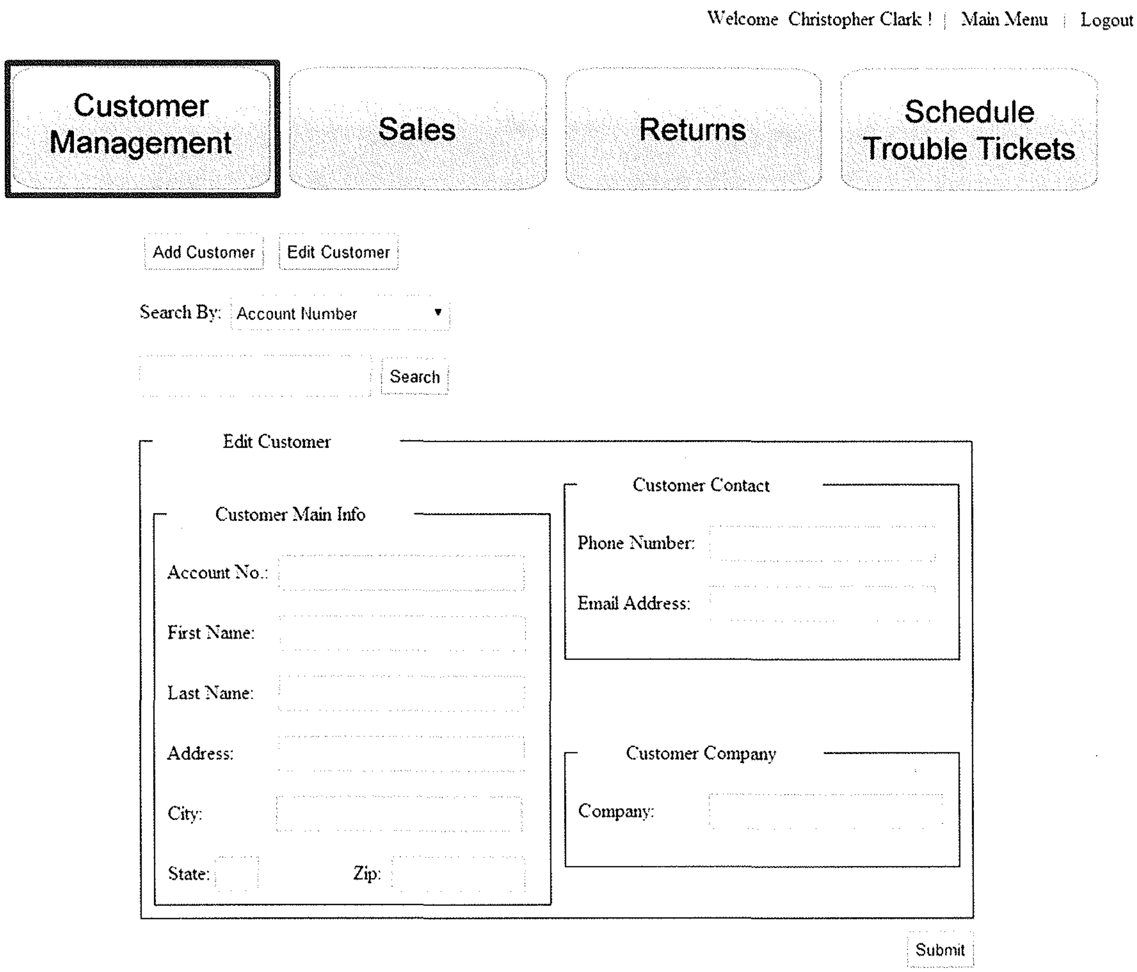


Figure 4: Customer Service - Add Customer

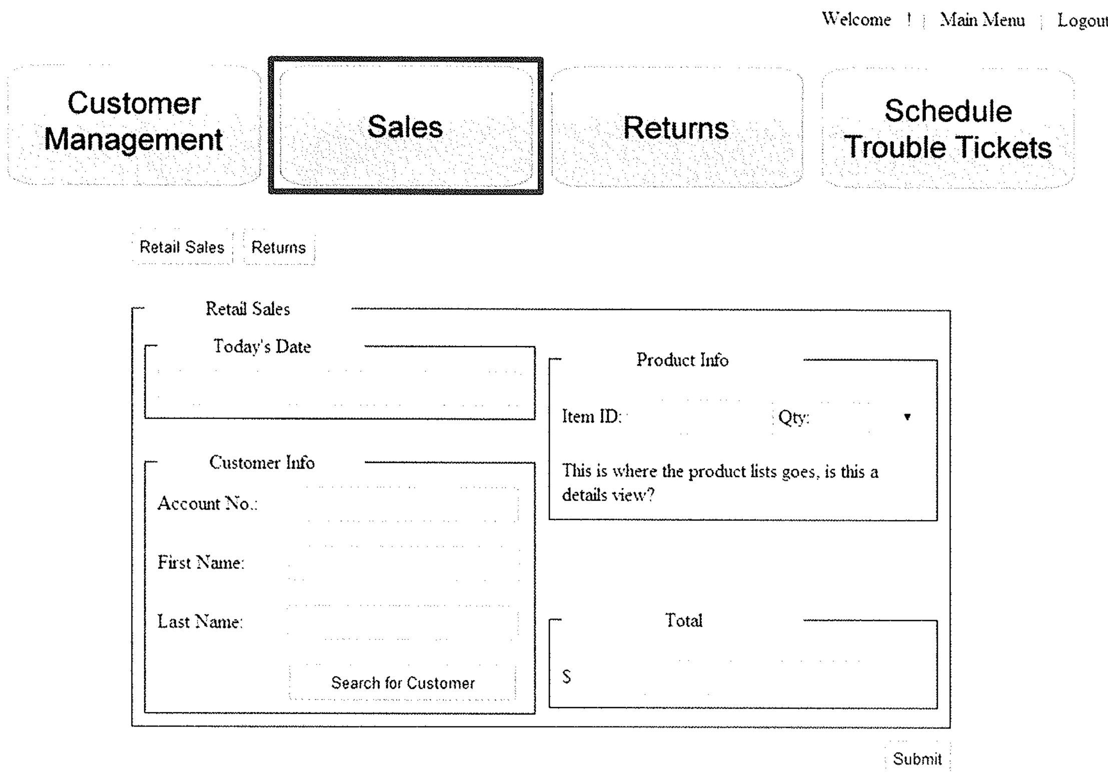
1. Click on the Add Customer button.
2. Type the customer's first name into the corresponding text field.
3. Type the customer's last name into the corresponding text field.
4. Type the customer's zip code into the corresponding text field. The city and state will be automatically generated based on the zip code you type.
5. Type the user's phone number into the corresponding text field.
6. Type the user's email address into the corresponding text field.
7. Type the user's company into the corresponding field.
8. Click submit. A dialog box will appear telling you that you have successfully added a new customer.

CUSTOMER SERVICE – EDIT EXISTING CUSTOMERS

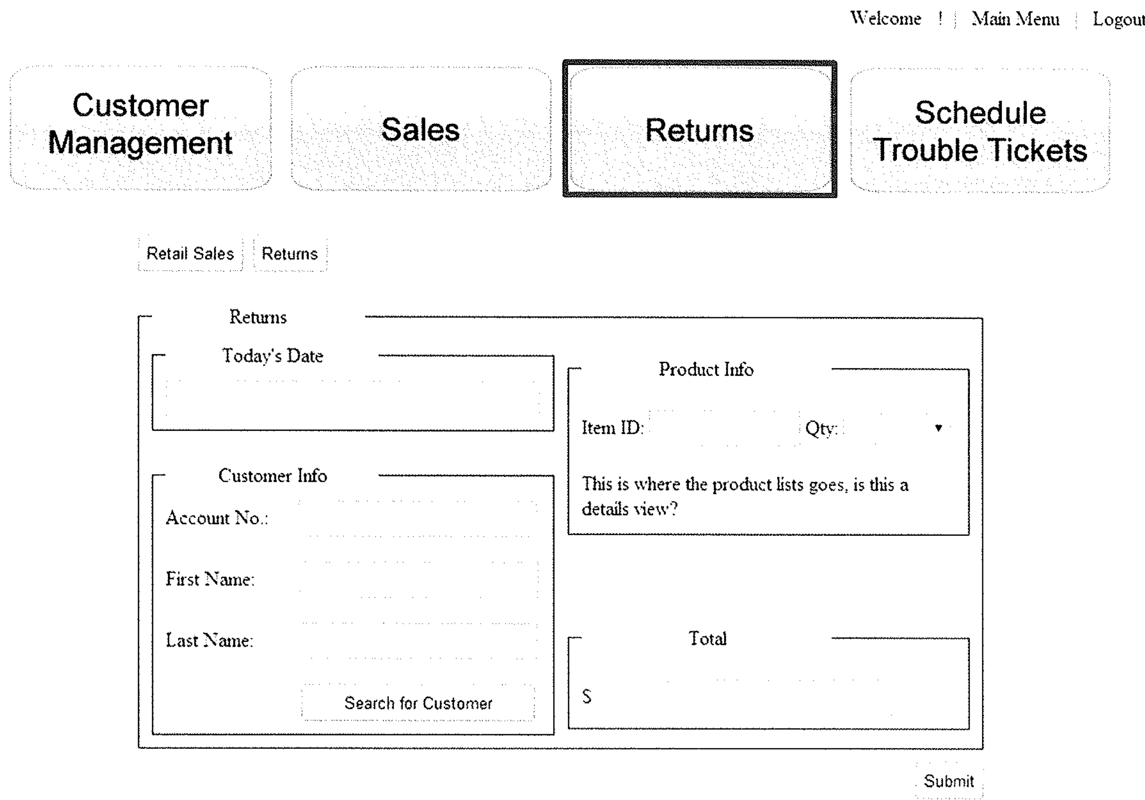


1. Click on the Edit Customer button.
2. To search for an existing customer, select how you want to search for the customer from the Search By: dropdown menu.
3. Type in the customer's account number or the last name, click search.
4. A list box will appear, select the appropriate customer from the list. The customer information will appear in Edit Customer form.
5. Edit the appropriate customer information. To edit the customer city and state, you must change the zip code.
6. Click submit. A dialog box will appear telling you that the customer information has been updated.

CUSTOMER SERVICE – SALES

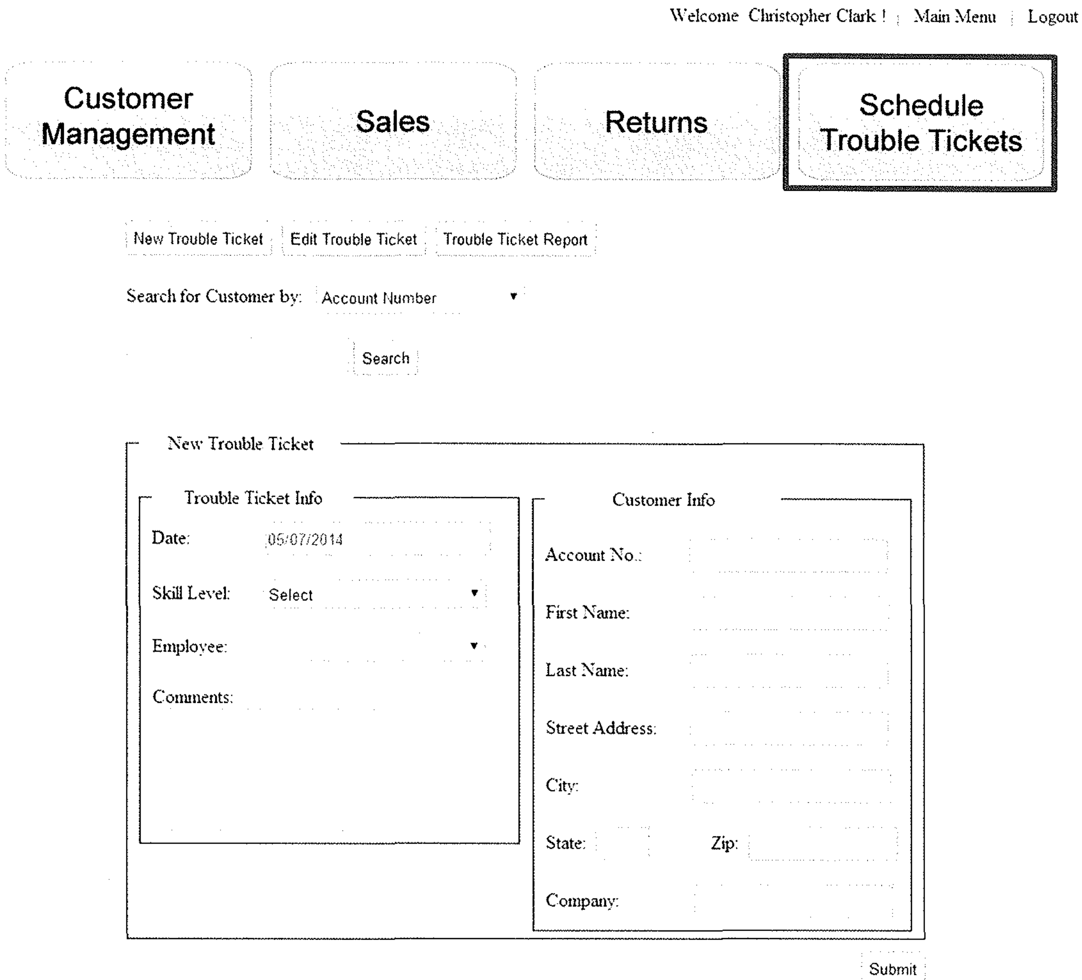


1. Click on the "Retails Sales" button.
2. To add customer to a retail sale, click on the "Search for Customer" button.
3. A dialog box will appear, search for the customer by last name or phone number.
4. Select the customer, click "OK."
5. In the product info box, enter the skew number in the product into the "Item ID" textbox.
6. Enter the quantity.
7. The total will display in the "Total" box.

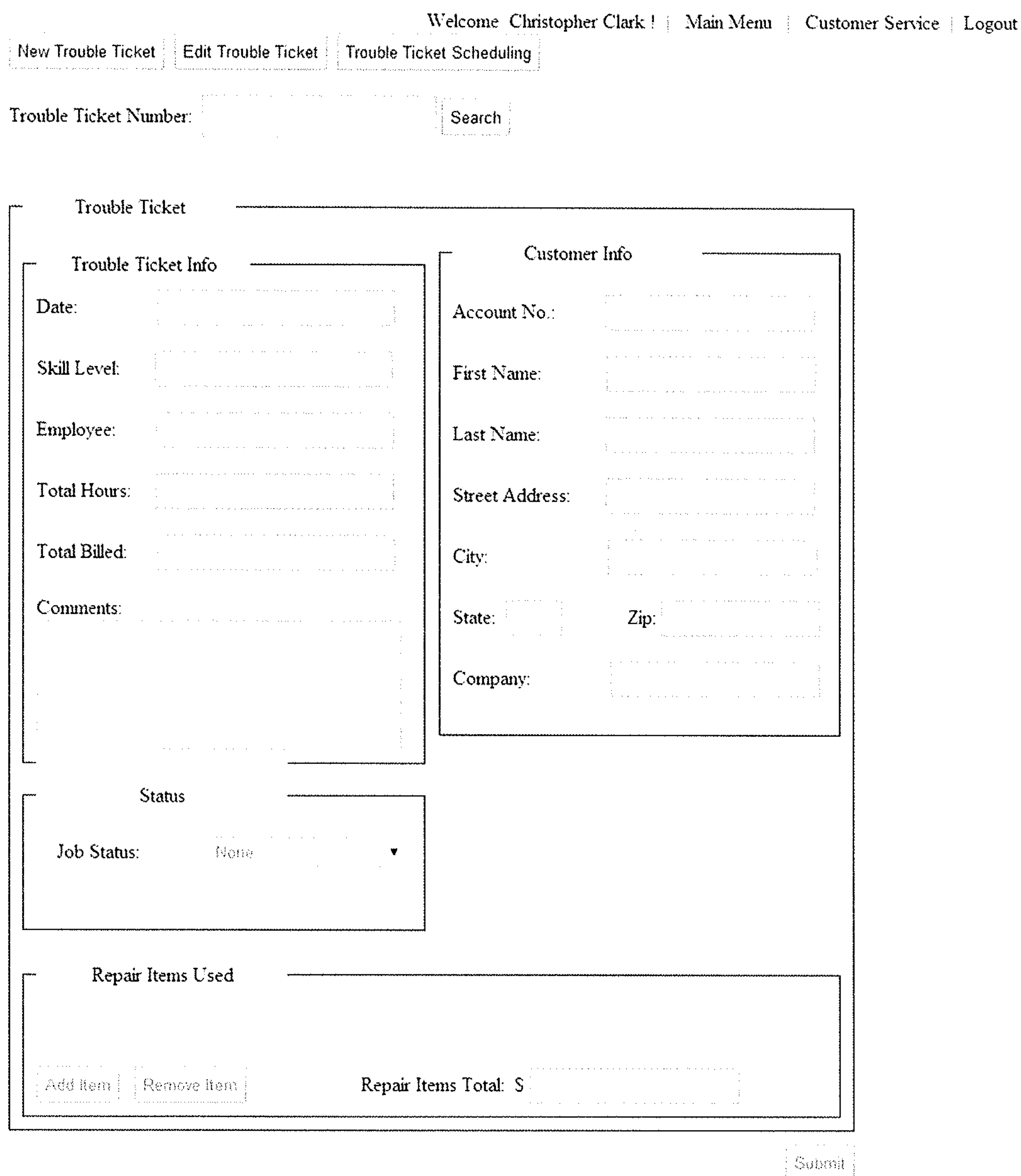


1. Click on the “Returns” button in the main navigation.
2. To add customer to a return, click on the “Search for Customer” button.
3. A dialog box will appear, search for the customer by last name or phone number.
4. Select the customer, click “OK”.
5. In the product info box, enter the skew number in the product into the “Item ID” textbox.
6. Enter the quantity.
7. The total will display in the “Total” box.
8. Click “Submit.”

SCHEDULING – ADDING TROUBLE TICKETS

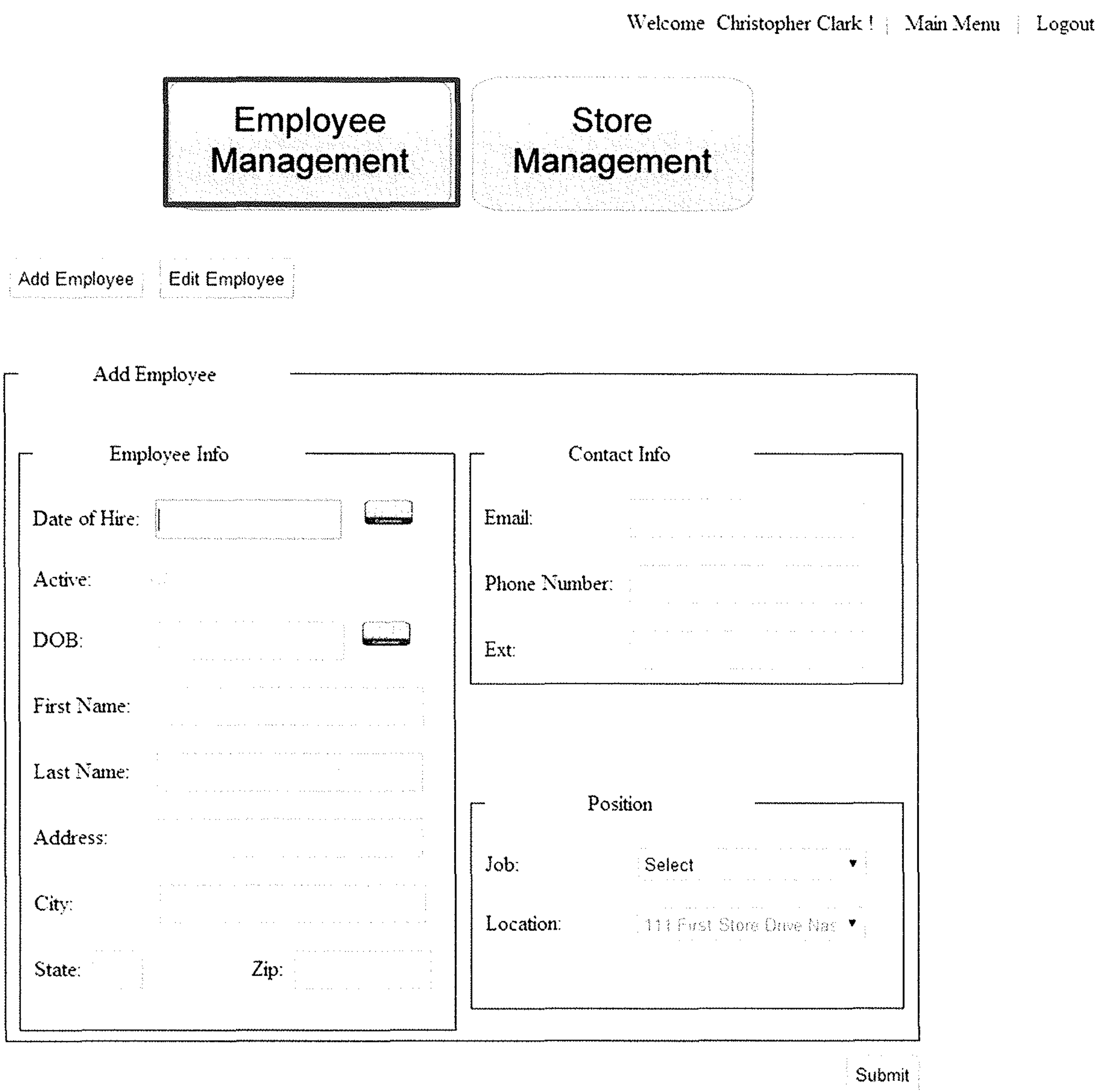


1. Click on the "Add Trouble Ticket" button.
2. To select an existing customer, choose an option from the "Search for Customer by:" dropdown menu.
3. Based on the option you chose in the dropdown menu, type the last name or account number into the text box.
4. Click "Search."
5. In the Trouble Ticket Info section, choose the skill level of the technician need to complete the trouble ticket.
6. Choose the employee that will be needed to complete the trouble ticket.
7. Type any comments about the repair into the comments textbox.
8. Click "Submit."



1. Click on the "Edit Trouble Ticket" button.
2. Search for an existing trouble ticket by typing the trouble ticket number into the text box. Click "Submit."
3. Based on the option you chose in the dropdown menu, type the last name or account number into the text box.
4. To change the "Total Billed" textbox, delete the existing hours and type in the new hours into the text box.
5. Change the status of the trouble ticket by choosing an option from the "Job Staus" dropdown menu.
6. Click "Submit."

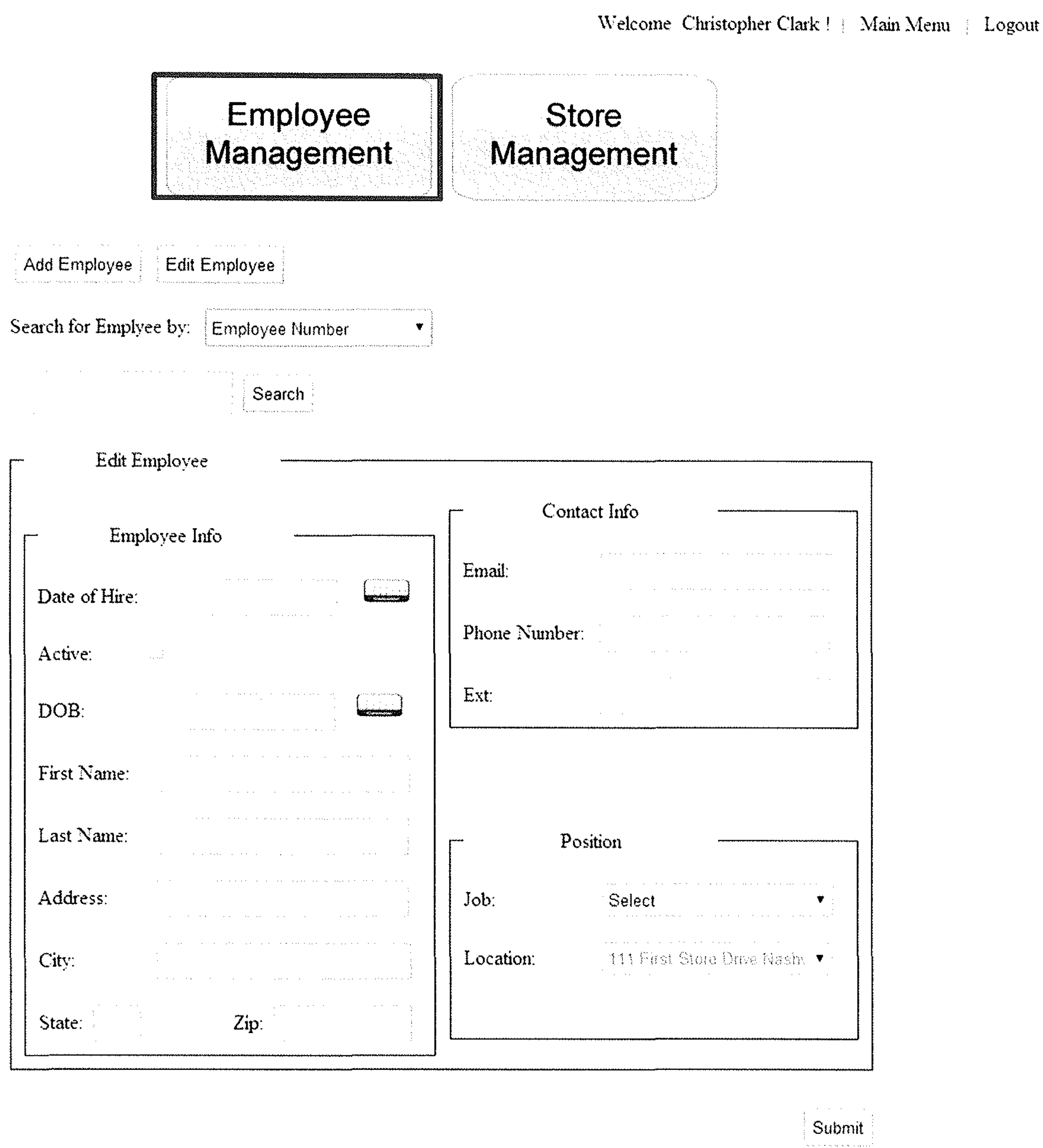
HUMAN RESOURCES – ADDING EMPLOYEE



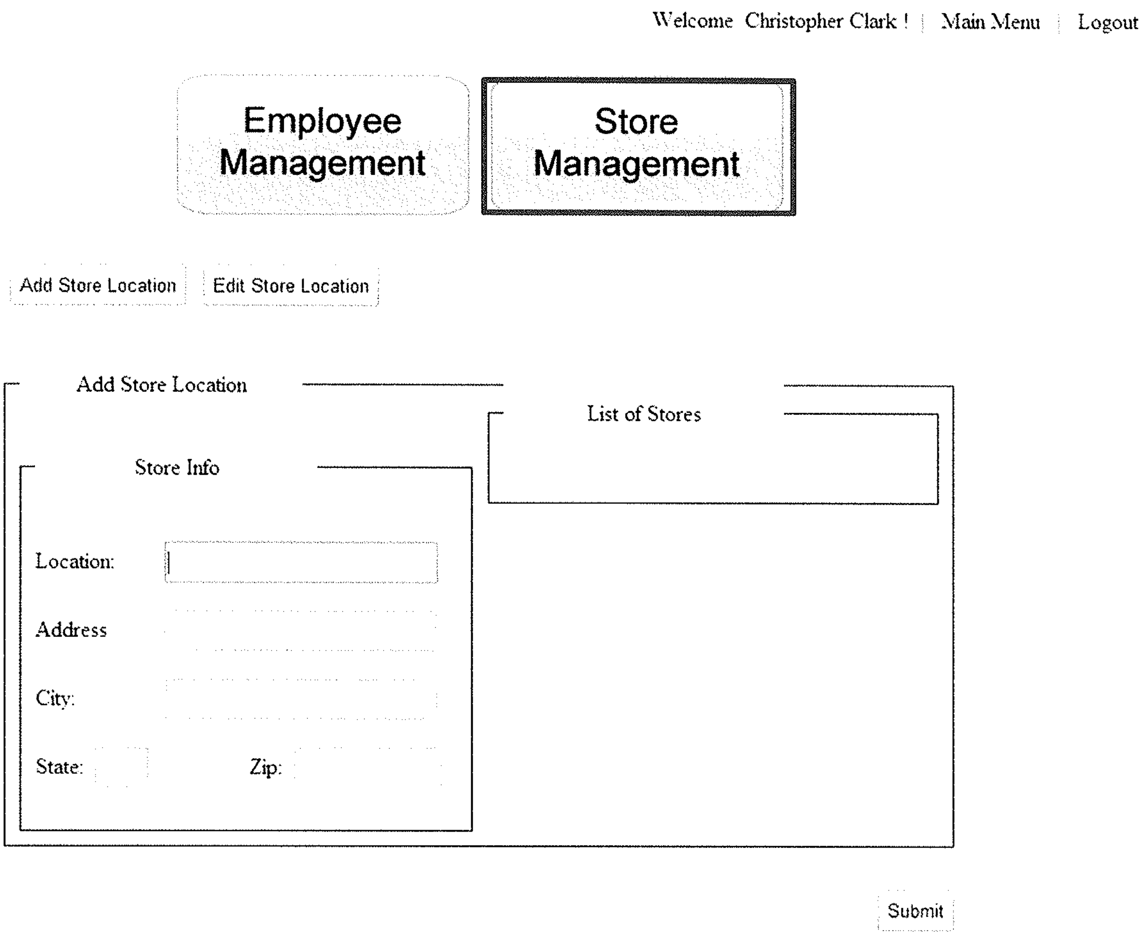
1. Select the "Add Employee" button.
2. In the "Employee Info" section, click on the calendar and select the date of hire, or type it in.
3. Select the active checkbox.
4. Click on the calendar to select the employee's date of birth, or type it in.
5. Enter the employee's first name.
6. Enter the employee's last name.
7. Enter the employees address.
8. Enter the employee's zip code. (The city and state will automatically appear after the zip code is entered.)

9. In the "Contact Info" section, enter the employee email.
10. Enter the employee phone.
11. In the "Position" section, enter the employee's job position.
12. Enter the location of the employee's job location.
13. Click "Submit."

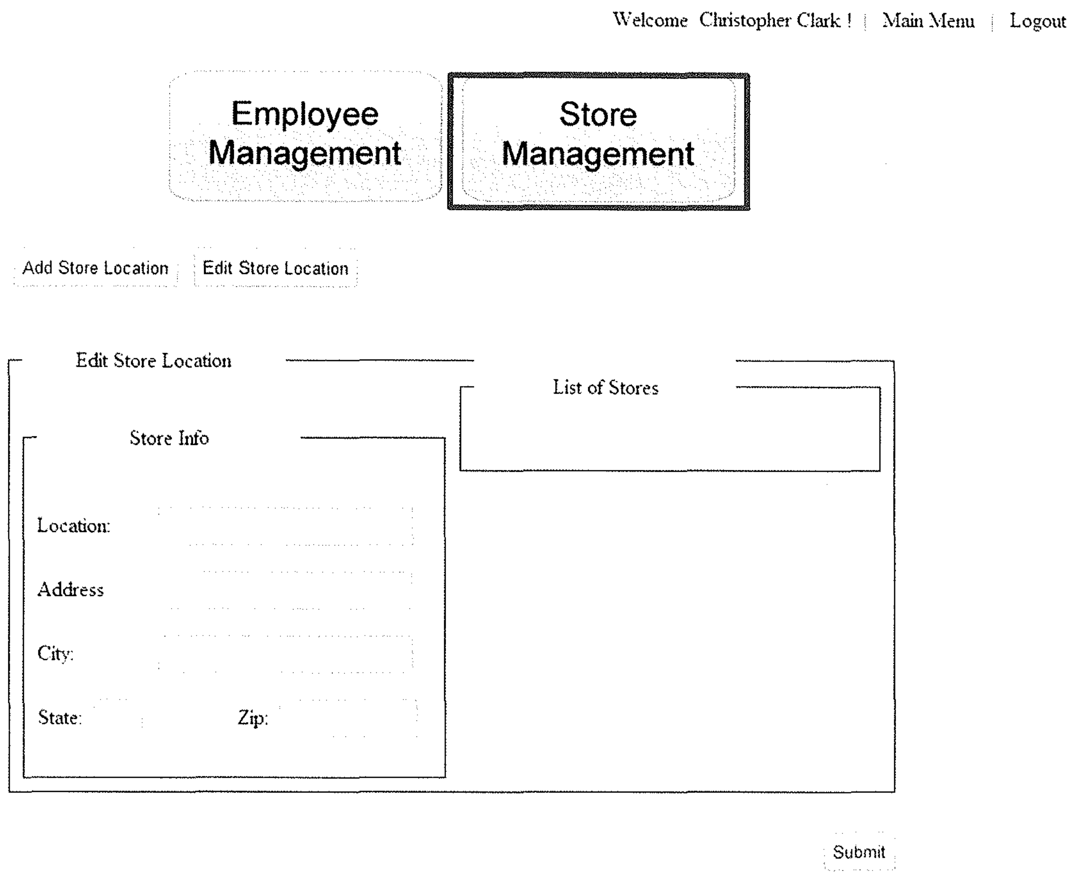
HUMAN RESOURCES – EDITING EMPLOYEE



1. Select the "Edit Employee" button.
2. In the "Employee Info" section, click on the calendar and select the date of hire, or type it in.
3. To select an existing employee, choose an option from the "Search for Employee by:" dropdown menu.
4. Based on the option you chose in the dropdown menu, type the last name or the employee number into the textbox.
5. Edit the employee information as needed.
6. Enter the employee's zip code. (The city and state will automatically appear after the zip code is entered.)

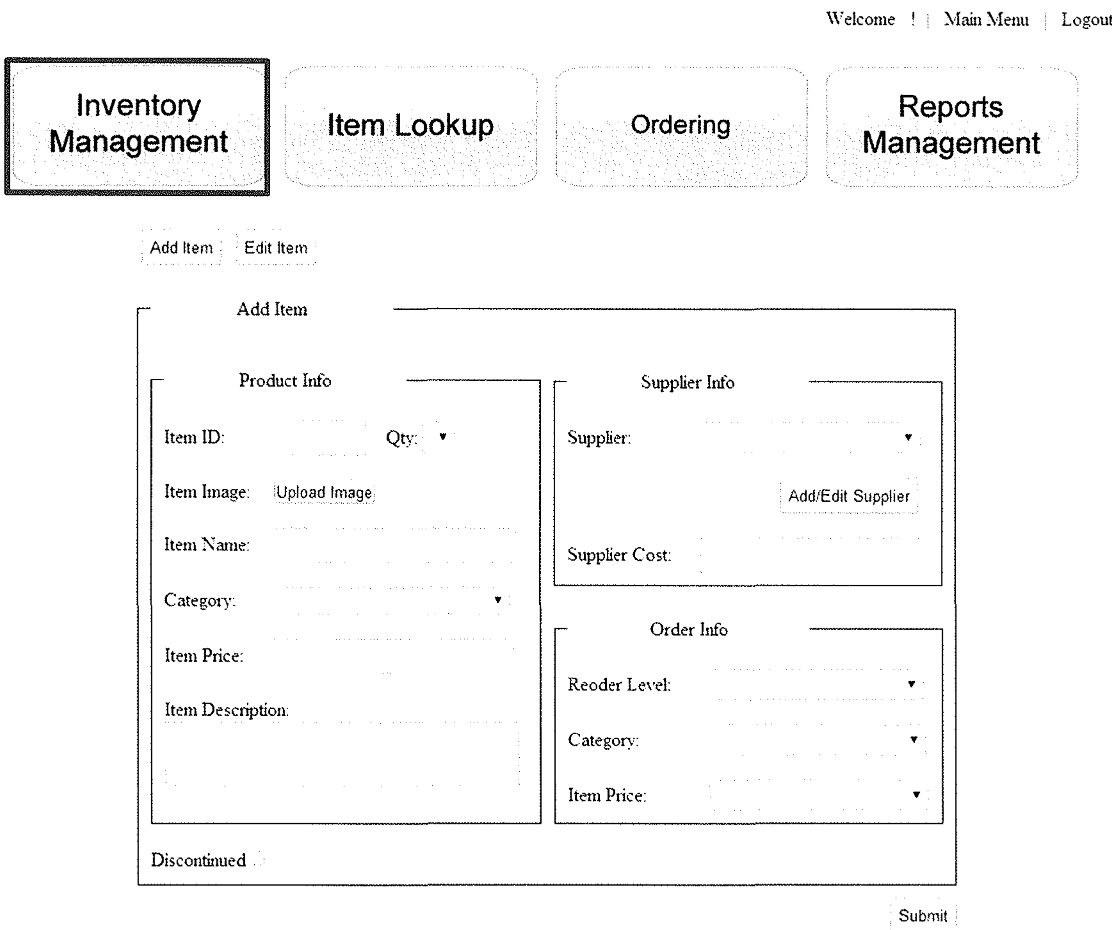


1. Click on the "Add Store Location" button.
2. In the "Store Location" section, enter the location of the store.
3. Enter the address.
4. Enter the employee's zip code. (The city and state will automatically appear after the zip code is entered.)
5. Click "Submit."



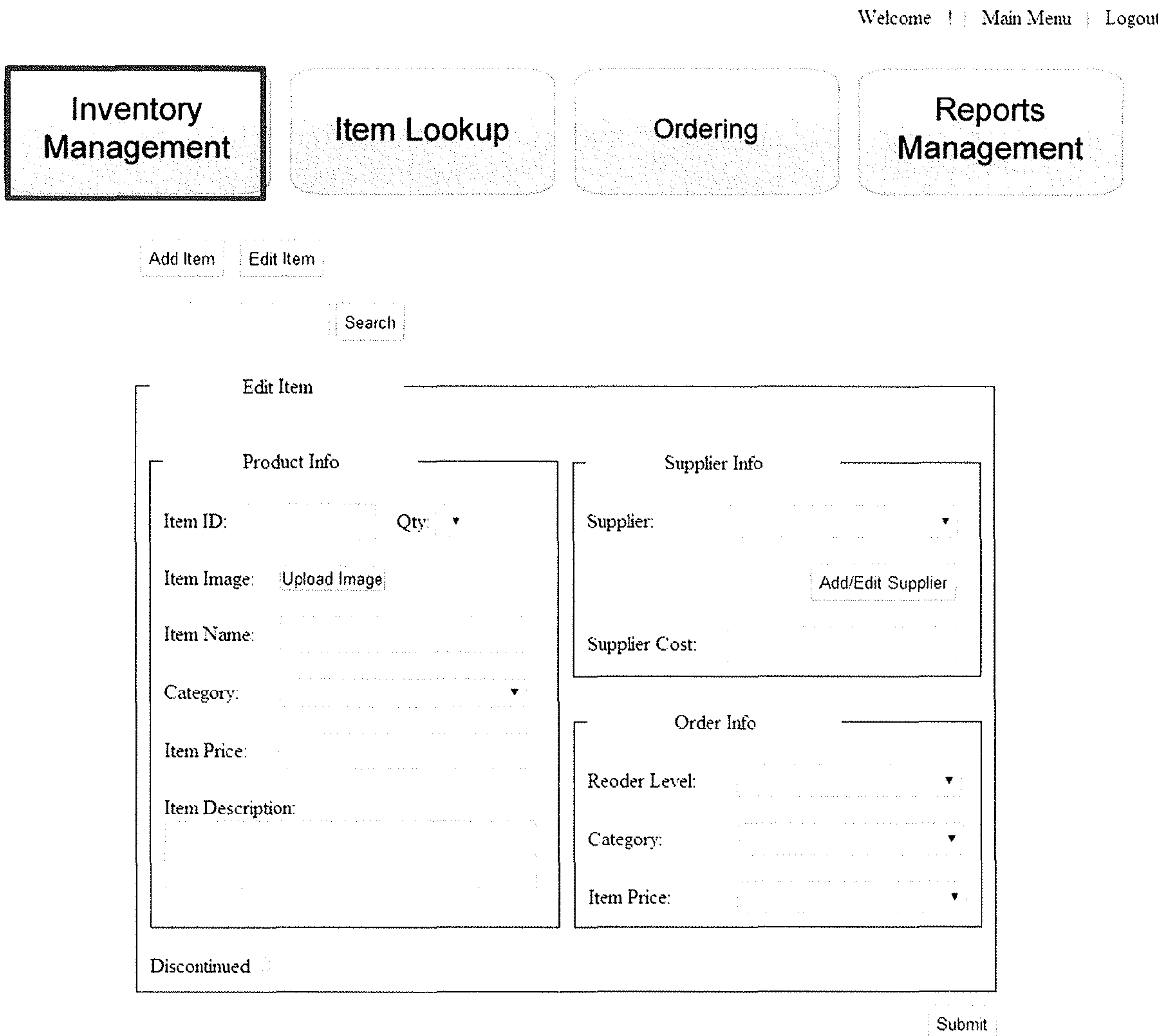
1. Click on the "Edit Store Location" button.
2. Select the store that needs to be edited from the list of stores.
3. Edit the store location information as needed.
4. Enter the employee's zip code. (The city and state will automatically appear after the zip code is entered.)
5. Click "Submit."

INVENTORY MANAGEMENT – ADD NEW INVENTORY



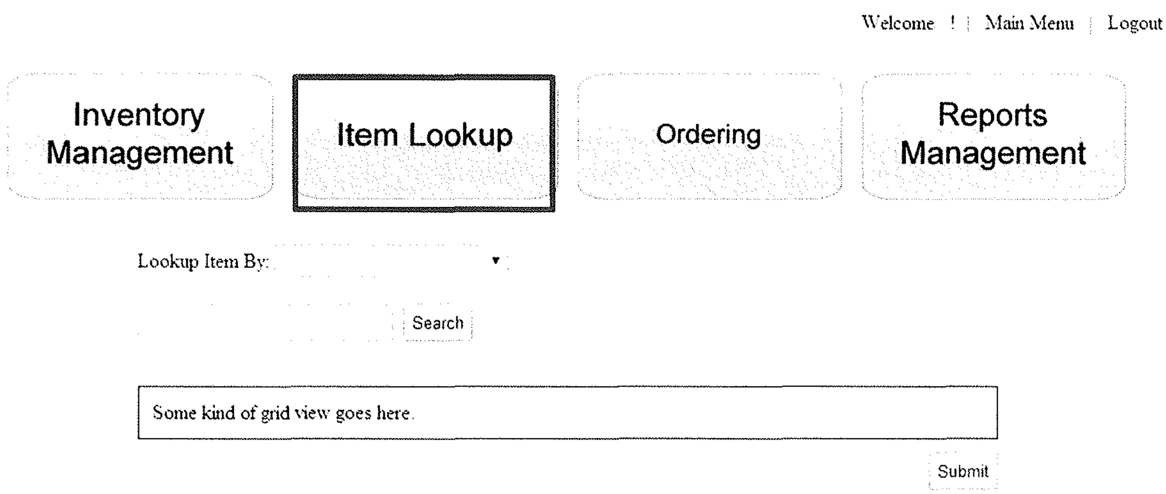
1. Click on the "Add Item" button.
2. In the "Product Info," enter the item ID.
3. Select the quantity.
4. To add an image of the product, click on "Upload Image" button. In the Dialog box that appears, navigate to the image on the computer. Select the image, and click OK.
5. Enter the Item Name.
6. Select the category.
7. Enter the Item Price.
8. Enter an item description.
9. In the "Supplier Info" section, select the supplier from the dropdown list.
10. Enter the supplier cost.
11. In the "Order Info" section, select the reorder level.
12. Select the Category.

13. Select the Item Price.
14. Click "Submit."



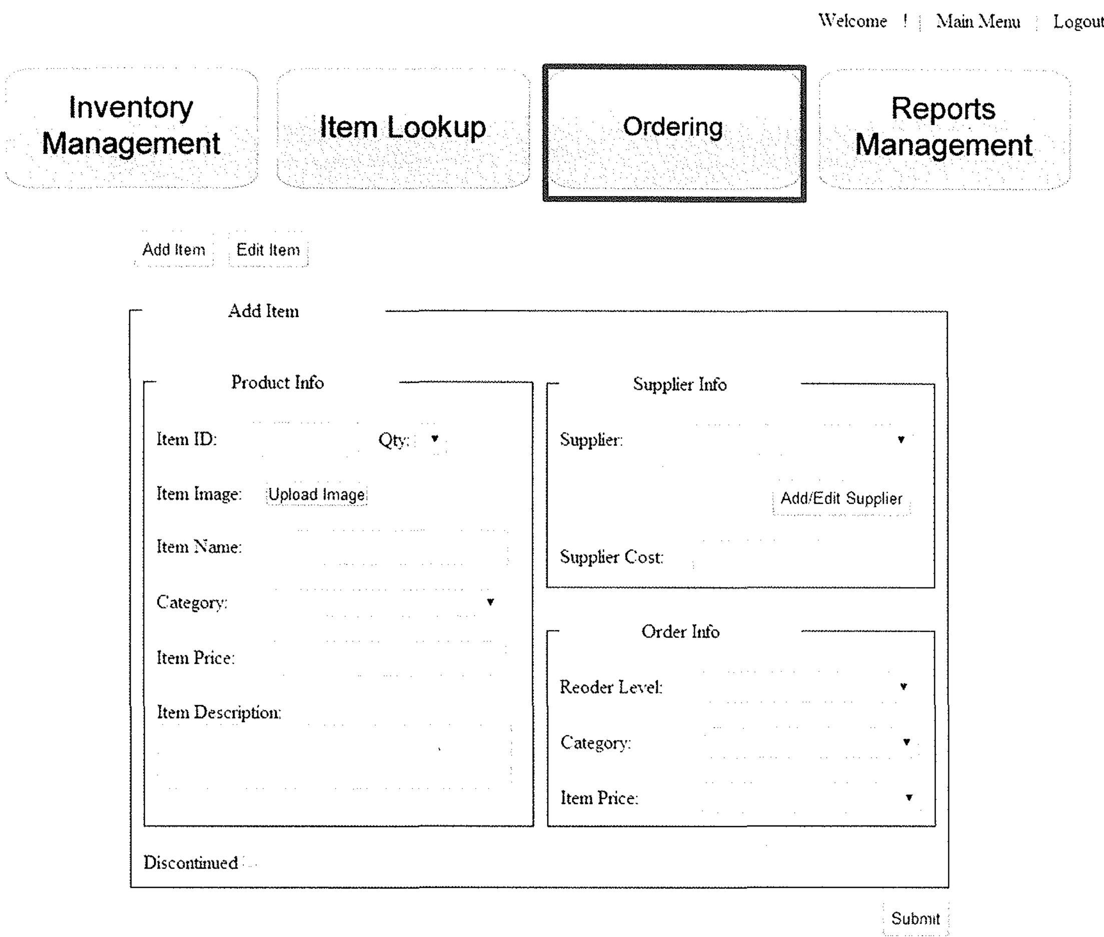
1. Click on the "Edit Item" button.
2. Type the Item ID into textbox. Click Search.
3. Select the item from the dialog box.
4. Edit the product information as needed.
5. Click "Submit."

INVENTORY MANAGEMENT – ITEM LOOKUP



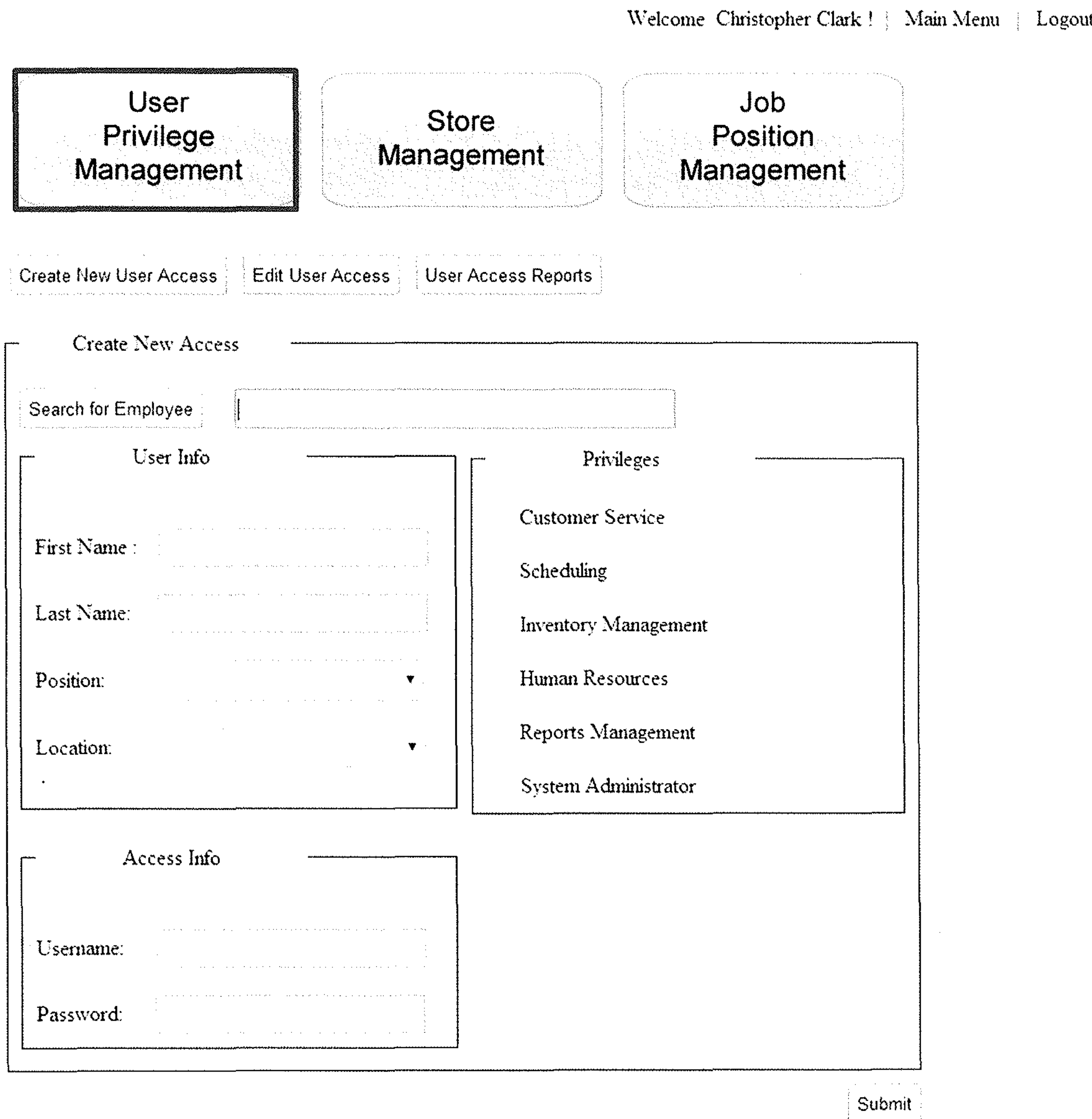
1. To search for an item, choose an option from the "Lookup Item By:" from the dropdown list.
2. Depending on the option you chose, type the Item ID or Item Name into the textbox.
3. Click "Submit"
4. A list of the items will appear, and which stores is currently in stock at.

INVENTORY MANAGEMENT – ORDERING



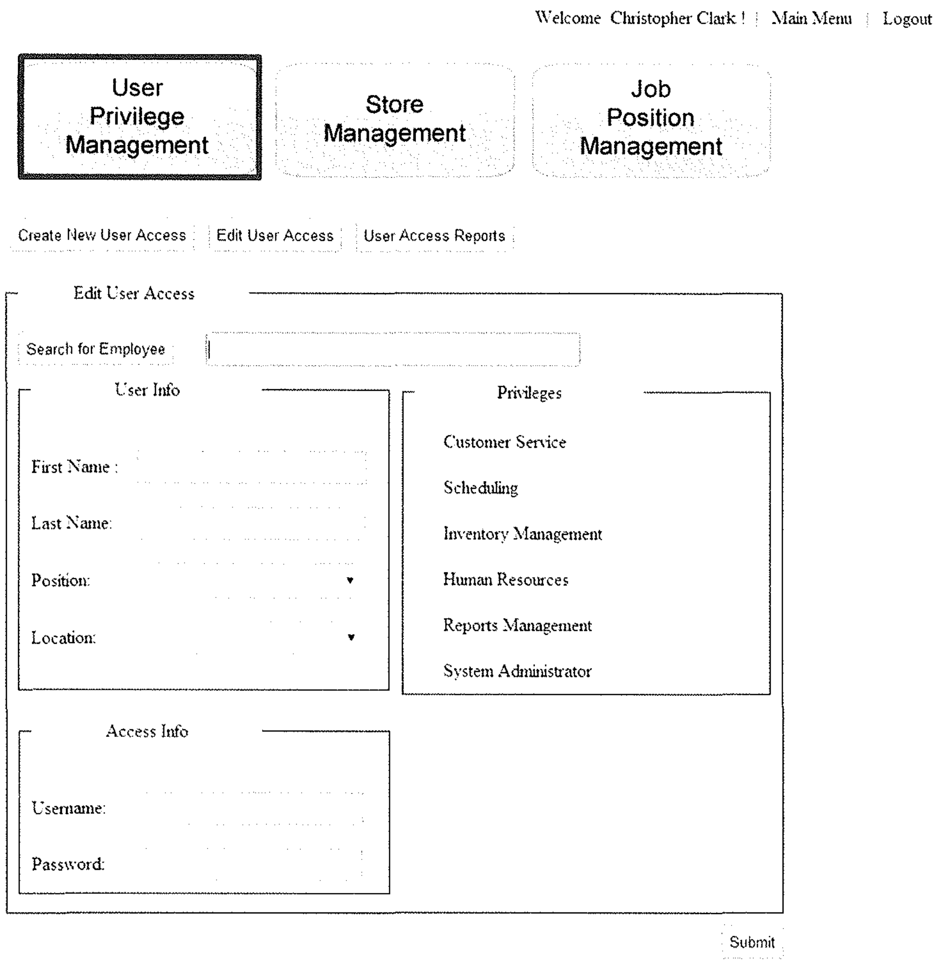
1. The ordering screen displays a report of all of the items on order invoices.

SYSTEM ADMINISTRATOR – ADDING USER ACCESS ACCOUNTS



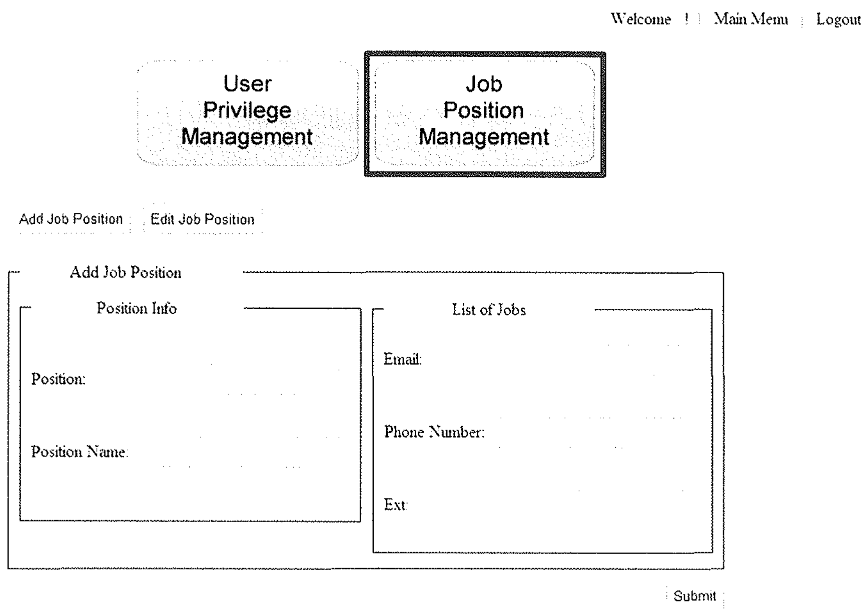
1. Search for employee by name. The employee info will be populated automatically.
2. In the "Position" dropdown, select the Job Position.
3. In the "Location" dropdown, select the Store Location.
4. Select the privilege level, and click submit.

SYSTEM ADMINSTRATOR – EDITING USER ACCESS ACCOUNTS



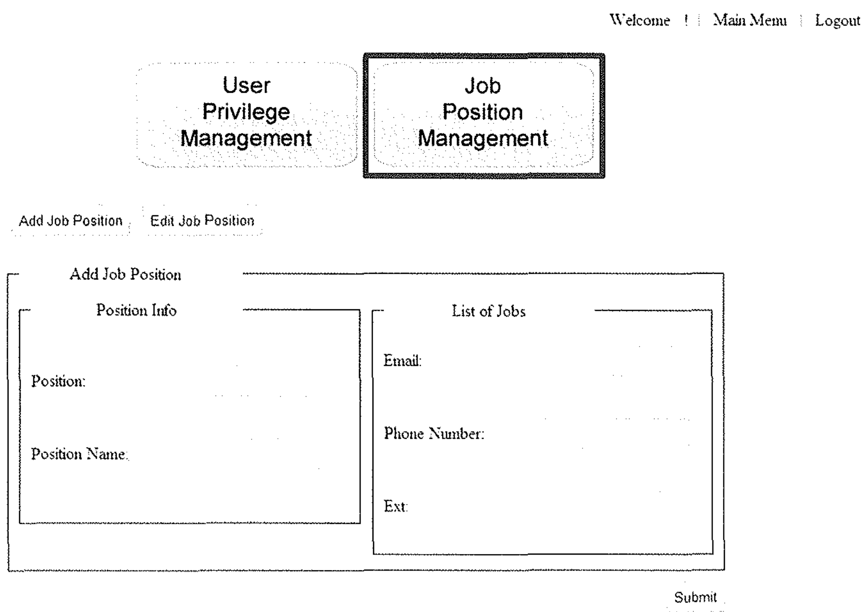
1. Search for employee by name. The employee info will be populated automatically.
2. In the “Position” dropdown, change the Job Position.
3. In the “Location” dropdown, change the Store Location.
4. Select the privilege level, and click submit.

SYSTEM ADMINSTRATOR – ADDING NEW JOB POSITIONS



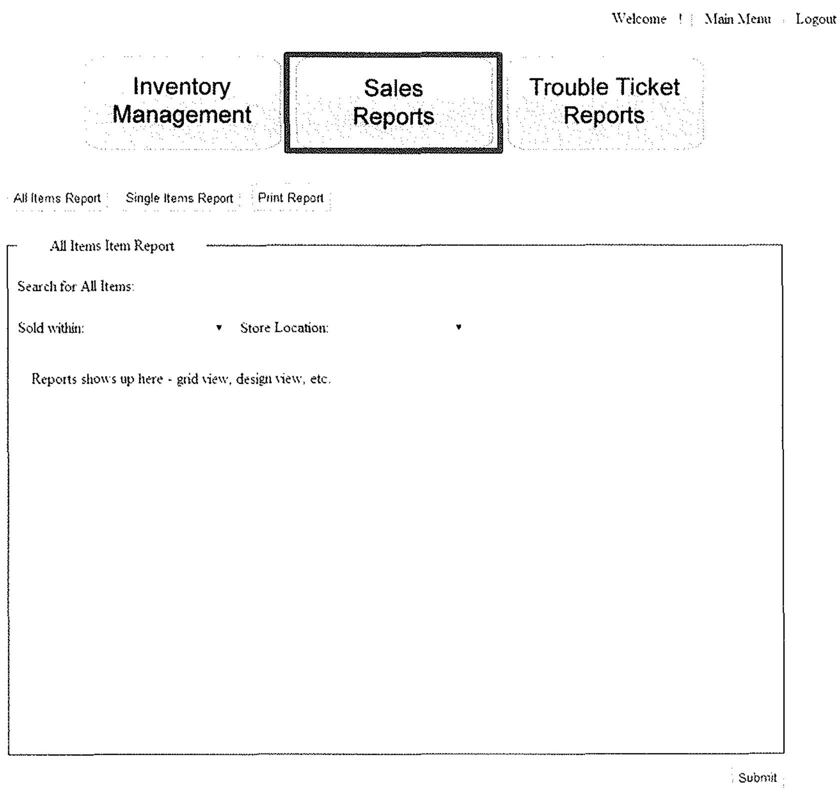
1. In the "Position" box, type the new Job Position.
2. In the "Position Name" box, type the new Job Position Name.
3. In the "List of Jobs" section, search current jobs by email, phone number, or extension.
4. Click submit.

SYSTEM ADMINSTRATOR – EDITING JOB POSITIONS



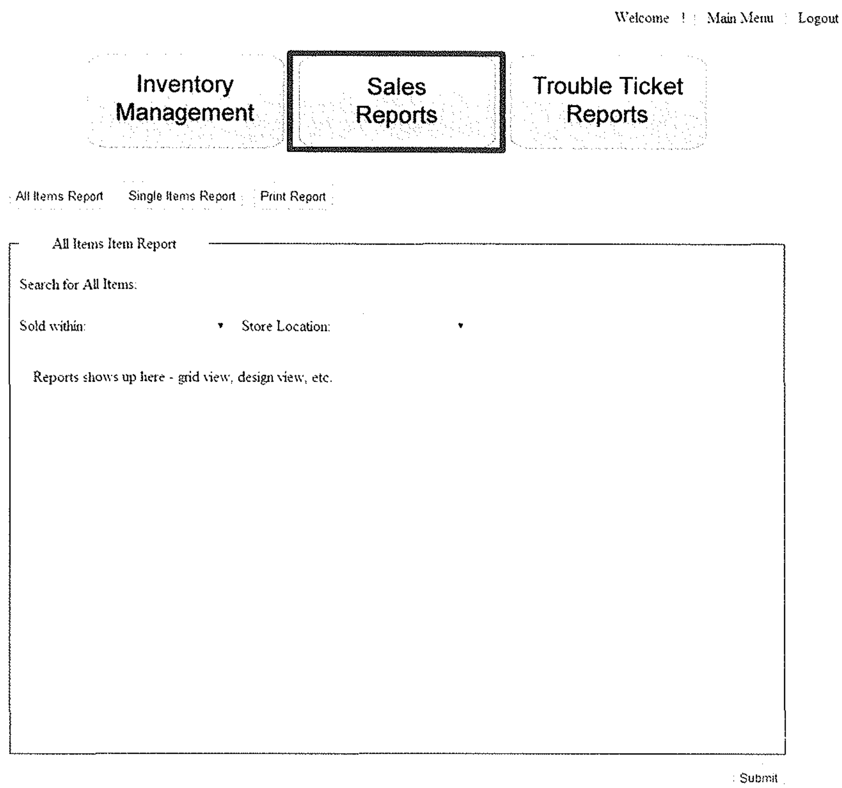
1. In the "Position" box, type the Job Position.
2. In the "Position Name" box, the new Job Position Name.
3. In the "List of Jobs" section, search current jobs by email, phone number, or extension.
4. Click submit.

REPORTS MANAGEMENT – INVENTORY REPORT – ALL ITEMS SALES



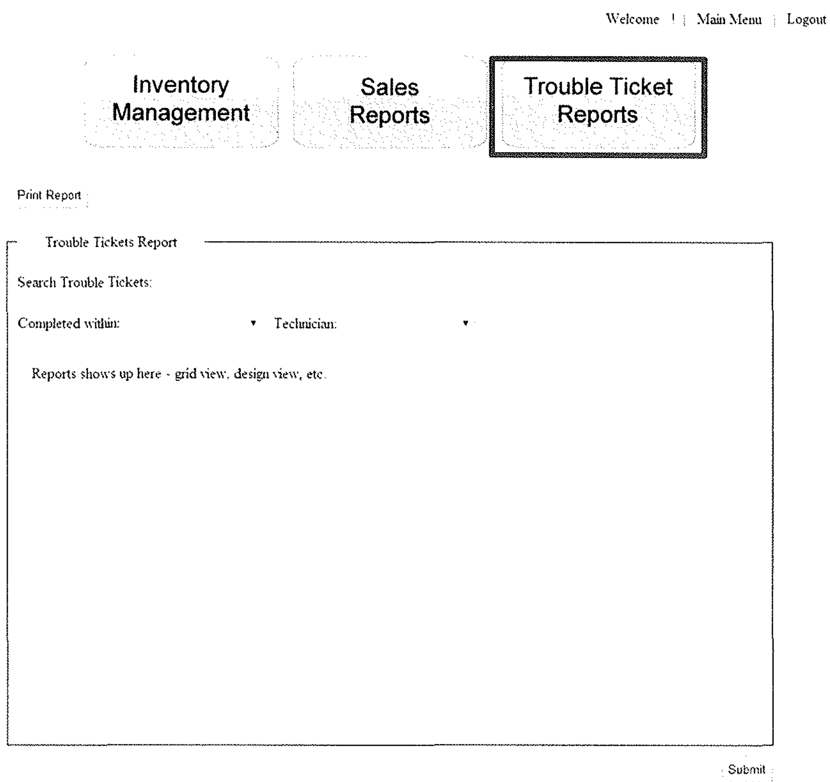
1. The All Item screen displays a report of all of the items that have been sold.
2. Filtering options are available by sale date, and store location.

REPORTS MANAGEMENT – INVENTORY REPORT – SINGLE ITEMS SALES



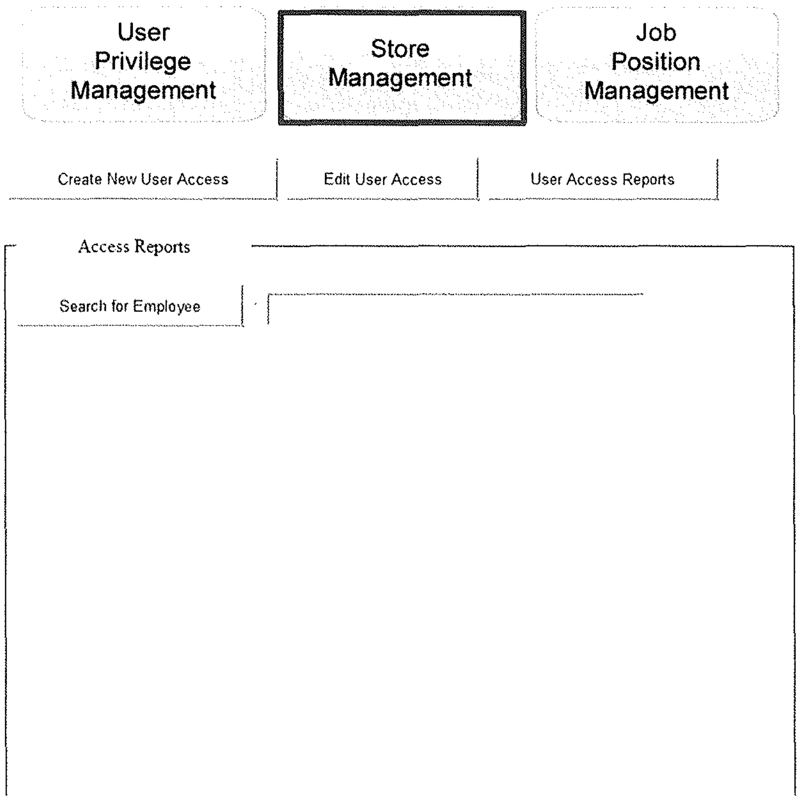
1. The Single Item screen displays a report of all of the items that have been sold filtered by a single item.
2. Filtering options are available by sale date, and store location.

REPORTS MANAGEMENT – SCHEDULING REPORT



1. The Trouble Ticket Reports screen displays a report of all Trouble Tickets.
2. Filtering options are available by date, and technician

REPORTS MANAGEMENT – USER ACCESS REPORT



1. The User Access Report screen displays a report of all of the items that have been sold.
2. Search for employees by name.