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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.



Ready to Help Computer Support

[Login](#)

Welcome to Ready to Help Computer Support.

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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



Ready to Help Computer Support

Username:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Submit"/>	

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.

MAIN MENU

Welcome Christopher Clark! | Logout



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

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

Customer Management

Sales

Returns

Schedule Trouble Tickets

Add Customer

Edit Customer

Add Customer

Customer Main Info

Account No.:

First Name:

Last Name:

Address:

City:

State: Zip:

Customer Contact

Phone Number:

Email Address:

Customer Company

Company:

Submit

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

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

Customer Management

Sales

Returns

Schedule Trouble Tickets

Add Customer

Edit Customer

Search By: Account Number ▼

Search

Edit Customer

Customer Main Info

Account No.:

First Name:

Last Name:

Address:

City:

State: Zip:

Customer Contact

Phone Number:

Email Address:

Customer Company

Company:

Submit

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
Management

Sales

Returns

Schedule
Trouble Tickets

Retail Sales

Returns

Retail Sales

Today's Date:

Customer Info

Account No.:

First Name:

Last Name:

Product Info

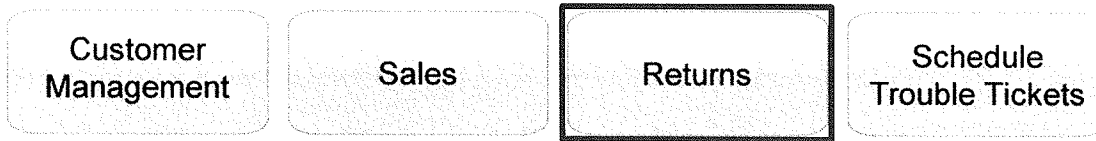
Item ID: Qty:

This is where the product lists goes, is this a details view?

Total

\$

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.



Retail Sales Returns

Returns

Today's Date

Customer Info

Account No.:

First Name:

Last Name:

Search for Customer

Product Info

Item ID:
Qty:

This is where the product lists goes, is this a details view?

Total

\$

Submit

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

SCHEDULING – ADDING TROUBLE TICKETS

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

Customer Management

Sales

Returns

Schedule Trouble Tickets

New Trouble Ticket

Edit Trouble Ticket

Trouble Ticket Report

Search for Customer by:

Account Number

Search

New Trouble Ticket

Trouble Ticket Info

Date: 05/07/2014

Skill Level: Select

Employee:

Comments:

Customer Info

Account No.:

First Name:

Last Name:

Street Address:

City:

State: Zip:

Company:

Submit

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."

SCHEDULING – EDITING TROUBLE TICKETS

Welcome Christopher Clark ! | [Main Menu](#) | [Customer Service](#) | [Logout](#)

[New Trouble Ticket](#) | [Edit Trouble Ticket](#) | [Trouble Ticket Scheduling](#)

Trouble Ticket Number:

Trouble Ticket

Trouble Ticket Info

Date:

Skill Level:

Employee:

Total Hours:

Total Billed:

Comments:

Customer Info

Account No.:

First Name:

Last Name:

Street Address:

City:

State: Zip:

Company:

Status

Job Status:

Repair Items Used

Repair Items Total: \$

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

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

**Employee
Management**

**Store
Management**

[Add Employee](#)

[Edit Employee](#)

Add Employee

Employee Info	Contact Info
Date of Hire: <input type="text"/>	Email: <input type="text"/>
Active: <input checked="" type="checkbox"/>	Phone Number: <input type="text"/>
DOB: <input type="text"/>	Ext: <input type="text"/>
First Name: <input type="text"/>	
Last Name: <input type="text"/>	
Address: <input type="text"/>	
City: <input type="text"/>	
State: <input type="text"/>	
Zip: <input type="text"/>	

Position

Job:	<input type="text" value="Select"/>
Location:	<input type="text" value="111 First Store Drive Nas"/>

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."

Employee Management

Store Management

Add Employee

Edit Employee

Search for Employee by:

Employee Number ▼

Search

Edit Employee

Employee Info

Date of Hire:

Active: ☐

DOB:

First Name:

Last Name:

Address:

City:

State: Zip:

Contact Info

Email:

Phone Number:

Ext:

Position

Job:

Select ▼

Location:

111 First Store Drive Nashv. ▼

Submit

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.)

**Employee
Management**

**Store
Management**

[Add Store Location](#)

[Edit Store Location](#)

Add Store Location

Store Info

Location:

Address

City:

State:

Zip:

List of Stores

Submit

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.”

Employee Management

Store Management

Add Store Location

Edit Store Location

Edit Store Location

Store Info

Location:

Address:

City:

State: Zip:

List of Stores

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

INVENTORY MANAGEMENT – ADD NEW INVENTORY

Welcome ! | Main Menu | Logout

Inventory Management	Item Lookup	Ordering	Reports Management
-----------------------------	--------------------	-----------------	---------------------------

[Add Item](#) [Edit Item](#)

Add Item

Product Info

Item ID:

Qty:

Item Image: [Upload Image](#)

Item Name:

Category:

Item Price:

Item Description:

Discontinued ☐

Supplier Info

Supplier:

[Add/Edit Supplier](#)

Supplier Cost:

Order Info

Reorder Level:

Category:

Item Price:

[Submit](#)

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.

USER MANUAL

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

Inventory Management

Item Lookup

Ordering

Reports Management

Add Item

Edit Item

Search

Edit Item

Product Info

Item ID:

Qty:

Item Image:

Upload Image

Item Name:

Category:

Item Price:

Item Description:

Supplier Info

Supplier:

Add/Edit Supplier

Supplier Cost:

Order Info

Reader Level:

Category:

Item Price:

Discontinued ☐

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

Ordering

Reports Management

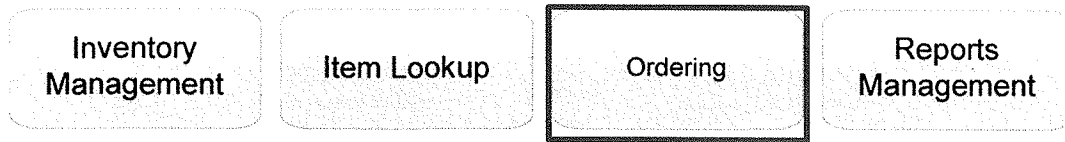
Lookup Item By: ▼

Search

Some kind of grid view goes here.

Submit

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.



Add Item Edit Item

Add Item

Product Info	Supplier Info
Item ID: <input type="text"/> Qty: <input type="text"/>	Supplier: <input type="text"/>
Item Image: <input type="text"/> Upload Image	<input type="button" value="Add/Edit Supplier"/>
Item Name: <input type="text"/>	Supplier Cost: <input type="text"/>
Category: <input type="text"/>	
Item Price: <input type="text"/>	
Item Description: <input type="text"/>	
Discontinued: <input type="text"/>	

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

SYSTEMS ADMINISTRATOR

SYSTEM ADMINISTRATOR – ADDING USER ACCESS ACCOUNTS

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

User
Privilege
Management

Store
Management

Job
Position
Management

[Create New User Access](#)

[Edit User Access](#)

[User Access Reports](#)

Create New Access

Search for Employee

User Info

First Name :

Last Name:

Position:

Location:

Privileges

Customer Service

Scheduling

Inventory Management

Human Resources

Reports Management

System Administrator

Access Info

Username:

Password:

[Submit](#)

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

Welcome Christopher Clark ! | [Main Menu](#) | [Logout](#)

User Privilege Management

Store Management

Job Position Management

Create New User Access

Edit User Access

User Access Reports

Edit User Access

Search for Employee

User Info

First Name :
Last Name:
Position:
Location:

Privileges

Customer Service
Scheduling
Inventory Management
Human Resources
Reports Management
System Administrator

Access Info

Username:
Password:

Submit

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

Welcome ! | Main Menu | Logout

User
Privilege
Management

**Job
Position
Management**

[Add Job Position](#) | [Edit Job Position](#)

Add Job Position

Position Info

Position:

Position Name:

List of Jobs

Email:

Phone Number:

Ext:

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

Welcome ! | Main Menu | Logout

User Privilege Management Job Position Management

Add Job Position Edit Job Position

Add Job Position

Position Info	List of Jobs
Position: <input type="text"/>	Email: <input type="text"/>
Position Name: <input type="text"/>	Phone Number: <input type="text"/>
	Ext: <input type="text"/>

Submit

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

REPORTS MANAGEMENT – INVENTORY REPORT – ALL ITEMS SALES

Welcome ! | Main Menu | Logout

Inventory
Management

Sales
Reports

Trouble Ticket
Reports

All Items Report | Single Items Report | Print Report

All Items Item Report

Search for All Items:

Sold within: ▼ Store Location: ▼

Reports shows up here - grid view, design view, etc.

Submit

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

Welcome | Main Menu | Logout

Inventory Management

Sales Reports

Trouble Ticket Reports

All Items ReportSingle Items ReportPrint Report

All Items Item Report

Search for All Items.

Sold within:Store Location:

Reports shows up here - grid view, design view, etc.

Submit

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

Welcome | Main Menu | Logout

Inventory
Management

Sales
Reports

Trouble Ticket
Reports

Print Report

Trouble Tickets Report

Search Trouble Tickets:

Completed within: Technician:

Reports shows up here - grid view, design view, etc.

Submit

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

User Privilege Management

Store Management

Job Position Management

Create New User Access

Edit User Access

User Access Reports

Access Reports

Search for Employee

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

