



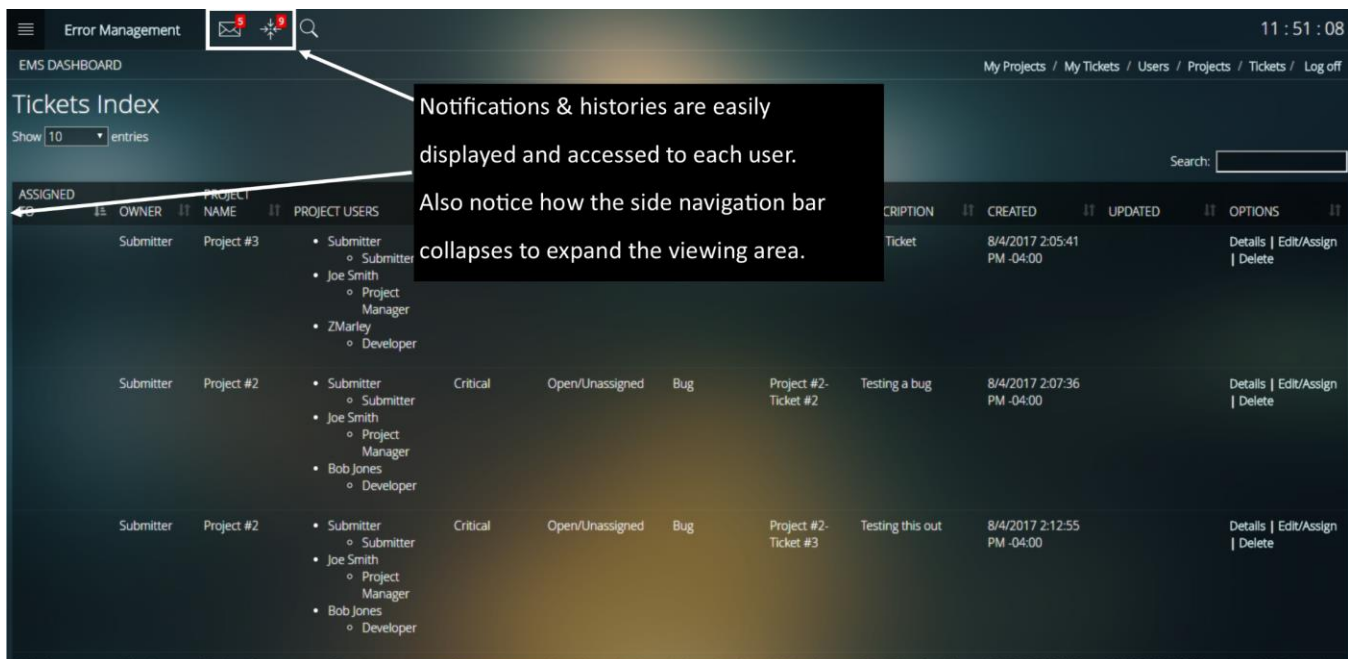
EMS Overview

Global Features:

Master Dashboard: Both admin and other users have access to a master dashboard. From here, the user can take a quick look at projects, tickets, and notification on one screen. The data provided here will be determined by the access level of the logged-in user.



General Navigation: All users have certain features that are available regardless of role. Notifications and histories appear at the top for easy access, but are also viewable in their own table. The side nav-bar also collapses to increase the main viewing area.



Users List: All users will have the ability to see all of the users registered to use the application and their corresponding roles/permission level. This data is accessed through the left-side navigation bar. You may also notice the red notifications and histories indicators that correspond to the user who is logged in.

The screenshot shows the EMS Dashboard with the User Index table. The user logged in is HELLO ZMARLEY. The table lists users with their roles and ticket counts.

FIRST NAME	LAST NAME	DISPLAY NAME	USERNAME	DISPLAY IMAGE	PROJECTS	ASSIGNED TICKETS	OWNED TICKETS	ROLES	OPTIONS
Bob	Jones	Bob Jones	developer@mailinator.com		Project #2	0 Tickets(s) Assigned	0 Tickets(s) Owned	• Developer • Project Manager	
EMS	Administrator	EMS Administrator	emsadministrator@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Admin	
EMS	Developer	EMS Developer	emsdeveloper@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Developer	
EMS	Submitter	EMS Submitter	emssubmitter@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Submitter	
EMS	ProjectManager	Guest ProjectManager	emsprojectmanager@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Project Manager	
Guest	Submitter	Guest Submitter	guestsubmitter@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Submitter	
Guest	ProjectManager	Guest ProjectManager	guestprojectmanager@mailinator.com			0 Tickets(s) Assigned	0 Tickets(s) Owned	• Project Manager	

General Tables Navigation: Each user has the ability to view table data that will be populated according to their role/permission level. Each view is very similar, and is accessed from the left-side navigation bar. Hovering over the individual icons will revealed a description of the individual action.

The screenshot shows the EMS Dashboard with the Projects Index table. The user logged in is HELLO GUESTADMINISTRATOR. The table lists projects with their descriptions, users, and ticket counts.

PROJECT NAME	PROJECT DESCRIPTION	PROJECT USERS	PROJECT TICKETS	PROJECT OPTIONS
Project #2	Another Test Project	• Submitter • Joe Smith • Bob Jones	• PROJECT #2-TICKET #2 • PROJECT #2-TICKET #3 • PROJECT #2 TICKET#4 • TEST TICKET • TICKET USING NOTIFICATIONS • ANOTHER TICKET USING NOTIFICATIONS • ANOTHER TICKET • ANOTHER TICKET AGAIN	PROJECT DETAILS EDIT/ASSIGN USERS DELETE PROJECT
Project #3	New Project	• Submitter • Joe Smith • ZMarley	• PROJECT #3-TICKET #1 • PROJECT #3-TICKET #2 • PROJECT #3-TICKET #3 • PROJECT #3-TICKET #4	PROJECT DETAILS EDIT/ASSIGN USERS DELETE PROJECT
Project #4	Another project	• Submitter • Joe Smith • ZMarley	• JUST ANOTHER TICKET • SECOND TICKET	PROJECT DETAILS EDIT/ASSIGN USERS DELETE PROJECT

Administrator Features:

Admin Navigation: The administrator has some features that other registered user will not have. Admin's have the ability to see all projects, tickets, comments, attachments, notifications, and histories. Access to projects and tickets are located in the top-right navigation bar, with the others being in the left-side navigation bar.

The screenshot shows the EMS Dashboard interface. On the left, there is a navigation menu with icons for home, tickets, projects, and reports. The main content area is titled "Tickets Index" and displays a list of tickets. A text box with a white background and black text is overlaid on the dashboard, stating: "Administrators have some extra features such as the ability to see all projects and tickets as well as all ticket comments, ticket attachments, ticket histories, and ticket notifications." An arrow points from this text box to the "ALL PROJECTS / ALL TICKETS" link in the top-right navigation bar. Another arrow points from the text box to the "Tickets Index" title. The ticket list includes columns for "TICKET DESCRIPTION", "DATE CREATED", "DATE UPDATED", and "OPTIONS".

TICKET DESCRIPTION	DATE CREATED	DATE UPDATED	OPTIONS
Test Ticket	8/4/2017 1:43:05 PM -04:00	8/10/2017 1:22:39 PM -04:00	DETAILS EDIT/ASSIGN DELETE
Another Ticket	8/4/2017 1:51:36 PM -04:00	8/10/2017 5:14:15 PM -04:00	DETAILS EDIT/ASSIGN DELETE
Test Ticket	8/4/2017 2:05:41 PM -04:00	8/10/2017 5:27:10 PM -04:00	DETAILS EDIT/ASSIGN DELETE
Just another ticket	8/9/2017 5:57:02 PM -04:00	8/9/2017 6:16:15 PM -04:00	DETAILS EDIT/ASSIGN DELETE
First Ticket for this Project	8/4/2017 1:38:46 PM -04:00	8/11/2017 9:51:13 AM -04:00	DETAILS EDIT/ASSIGN

Admin Navigation: The administrator also has the ability to clear all of the above mentioned data and start with new auto-generated data. This means that demo-users will always have test data to work with while testing out the application functionality.

This screenshot is identical to the one above, showing the EMS Dashboard interface. It highlights the same administrator features: the ability to see all projects and tickets, all ticket comments, attachments, histories, and notifications. The text box and arrows are in the same positions as in the previous image.

Admin and Project Manager:

Archive Function: Both Admin's and PM's have the ability to archive projects according to their role permissions. For the demo application, admin's can archive any project, and PM's can archive projects they are assigned to. In either case, a warning is given to the user about any open/unresolved tickets with the project. Archiving allows for a projects and all of its contents to be locked down and un-editable. To some users, the contents are still viewable. Histories and notifications will be generated upon archive/un-archive event and will be viewable to all who might be affected.

The screenshot displays the EMS Dashboard interface. At the top, it shows 'EMS LANDING PAGE' and 'EMS DASHBOARD' with a user profile for 'HELLO GUESTADMINISTRATOR'. A calendar for August 2017 is visible on the left. The main content area features a 'CREATE NEW' form and a table of projects. A text box explains that administrators and project managers can archive or un-archive projects, and that this action cascades to data items within the project, with a warning given for open or unresolved tickets. A white arrow points from this text box to the 'UNARCHIVE PROJECT' button in the 'PROJECT OPTIONS' column of the table.

Administrators and project managers can archive or un-archive projects. This action will cascade down to data items within that project. If the project contains open or unresolved tickets, a warning will be given before the archive takes place.

PROJECT NAME	PROJECT DESCRIPTION	PROJECT USERS	PROJECT TICKETS	ARCHIVED	PROJECT OPTIONS
Auto-Gen Project 1	Automatically generated project for test purposes only	<ul style="list-style-type: none">Guest SubmitterGuest ProjectManagerGuest Developer	<ul style="list-style-type: none">AUTO-GEN TICKET 1 FOR AUTO-GEN PROJECT 1- Status: ClosedAUTO-GEN TICKET 2 FOR AUTO-GEN PROJECT 1- Status: ClosedAUTO-GEN TICKET 3 FOR AUTO-GEN PROJECT 1- Status: ResolvedAUTO-GEN TICKET 4 FOR AUTO-GEN PROJECT 1- Status: Closed	Archived	<ul style="list-style-type: none">PROJECT DETAILSUNARCHIVE PROJECT

Any other questions can be sent using the contact form in the landing page.

<http://rknighton-bugtracker.azurewebsites.net>