

# Ticket Management System Documentation

## How to set up:

- Install node
- Clone repository: git clone <https://github.com/addispic/tms.git>
- Open tms folder
- For backend:
  - cd backend
  - npm install
  - npm run dev
- For frontend:
  - cd frontend
  - npm install
  - npm run dev

## Services used:

- React & Tailwind CSS for frontend
- Node & Express for backend
- MongoDB Atlas as database
- Vercel & Render for hosting

## System Users:

- Super admin:
  - Can do everything, like edit other user's account, edit and / or delete all tickest
  - Assign role for other users
- Sub admin:
  - Once the suer admin authorizes a normal user as sub admin, he/she can edit and/or delete tickets
- Normal user:
  - These users can only manage their own tickets, but still can see others tickets

## System UI

### Registration Form



Create an account

password is too short  
password must include at least 1 letter  
password must contain at least 1 digit  
must contain at least 1 special character

Already have an account? [login](#)

## User Dashboard

### TicketManagement

- Dashboard
- Tickets**
- Members
- Messages
- Projects

Notifications

- Addis Fenta  
Just add a new post
- Surafel Teshome  
Creates an event
- Andualem Chane  
Order a new ticket

Settings

Logout

+ add new

Author	Title	Status	Priority	Updated at	Actions
Hirut	Sheger Bus	Closed	Low	about 6 hours ago	⋮
Gedion	National Lottery	Open	High	about 6 hours ago	⋮
Addis	Travel Ticket	In Progress	Medium	about 6 hours ago	⋮

Logout

Addis  
addis@gmail.com

Messages

- Hello How is Everything with yo...  
3 minutes ago
- I just submitted the project...  
4 days ago
- Can I get the detail please...  
2 weeks ago
- You are the best...  
a month ago
- I am waiting for your response...  
3 months ago

## Tickets Detail Popup

+ add new

Author	Title	Status	Priority	Updated at	Actions
Hirut	Sheger Bus	Closed	Low	about 6 hours ago	⋮
Gedion	National Lottery	Open	High	about 6 hours ago	⋮
Addis	Travel Ticket	In Progress	Medium	about 6 hours ago	⋮

Gedion  
gedion@gmail.com  
sub | active

A lottery (or lotto) is a form of gambling that involves the drawing of numbers at random for a prize. Some governments outlaw lotteries, while others endorse it to the extent of organizing.

Status: Open Priority: High

Created at: about 6 hours ago

Updated at: about 6 hours ago

## Delete Ticket Confirmation

Sheger Bus	Closed	Low	about 6 hours ago
National Lottery	Open	High	about 6 hours ago
Travel Ticket	<div data-bbox="423 411 1265 1003"><p>A ticket is a contract that proves someone has purchased a reservation for a service, which is usually a form of transport, event or travel.</p><hr/><p>Status: <span>In Progress</span> Priority: <span>Medium</span></p><p>Created at: <span>🕒 about 6 hours ago</span></p><p>Updated at: <span>🕒 about 6 hours ago</span></p><div data-bbox="451 802 1237 898"><p> Are you sure to delete this ticket? Remember the action is undone.</p></div><div data-bbox="673 926 1015 978"><p><span>Delete</span> <span>Cancel</span></p></div></div>		