

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 tickets
 - Assign role for other users
- Sub admin:
 - Once the super 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




Illustration for Tickets Management system showing a laptop, speech bubble, gear, and information icon.

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
	Sheger Bus	Closed	Low	about 6 hours ago	<div></div>
	National Lottery	Open	High	about 6 hours ago	<div></div>
	Travel Ticket	In Progress	Medium	about 6 hours ago	<div></div>


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
	Sheger Bus	Closed	Low	about 6 hours ago	<div></div>
	National Lottery	Open	High	about 6 hours ago	<div></div>
	Travel Ticket	In Progress	Medium	about 6 hours ago	<div></div>





Gedion
gedion@gmail.com
sub | active

A lottery (or lotto) is a form of gamblin X 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			

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.

Status: In Progress Priority: Medium

Created at: 🕒 about 6 hours ago

Updated at: 🕒 about 6 hours ago

?

Are you sure to delete this ticket? Remember the action is undone.

Delete

Cancel