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:
 - o cd backend
 - o **npm install**
 - npm run dev
 NB: here in this folder, there is .env file which contains environment variables *PORT*,
 MONGODB_URI, JWT_SECRET, CLOUDINARY_CLOUD_NAME,
 CLOUDINARY_API_KEY and *CLOUDINARY_API_SECRET*.
- For frontend:
 - o cd frontend
 - o npm install
 - o npm run dev

Services used:

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

System Users:

- Super admin:
 - \circ $\,$ Can do everything, like edit other user's account, edit and / or delete all tickest $\,$
 - o 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:
 - \circ $\;$ These users can only manage their own tickets, but still can see others tickets $\;$

System UI

Registration Form



Create an account

🔉 Addis

🗹 addisick@gmail.com

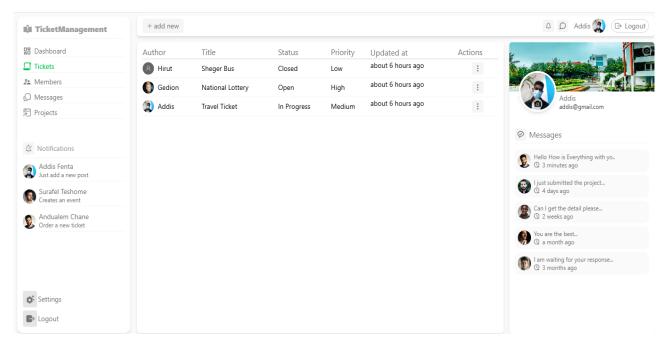
🔁 Password

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

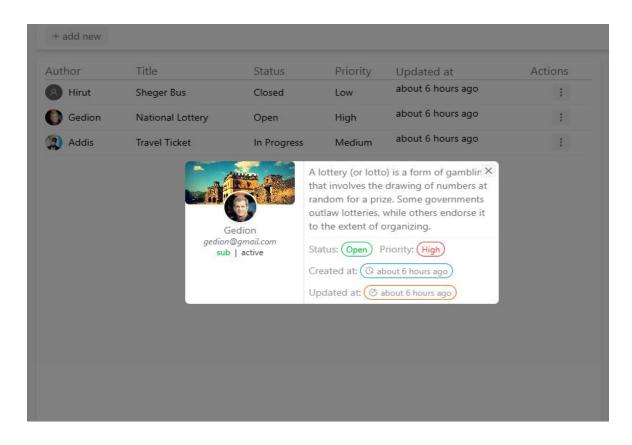
Sign in

Already have an account? login



User Dashboard

Tickets Detail Popup



Delete Ticket Confirmation

Sheger Bus	Closed	Low	about 6 hours ago
National Lottery	Open	High	about 6 hours ago
Travel Ticket	Created at: (about 6 ho Updated at: (about 6 ho	for a service, or travel. rity: Medium urs ago ours ago	which is usually a