User Manual

For Suggestion Box System

Business to customer Web application for management of suggestion box

CONFIDENTIAL

Innovation Academy

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Overview

Suggestion Box System is cloud computing software solution for management of internet suggestion box. The usage is quick, simple and easy as using e-mail web client. It allows companies to provide their customers with suggestion box on the Internet in order to obtain their complaints and suggestions, comments, questions and requests about the goods the company offers or their staff etc. Since the software is realized as a Software-As-A-Service cloud computing solution it is fully web-based, and is compatible with leading operating system platforms and browsers and can be accessed worldwide by any user, allowing your organization to effectively manage and quickly respond to suggestions assigned by your customers.

The main benefit of this system is to provide a clear centralized overview of the customers complaints and suggestions and their state. The suggestions are placed in prioritized list of pending items (often called backlog) which provides valuable input when responding to them. In a corporate environment, a suggestion-tracking system may be used to generate reports on the productivity of the editors or managers at responding suggestions. However, this may sometimes yield inaccurate results because different suggestions may have different levels of severity and complexity and it may be responded more than once. The severity of a suggestions may not be directly related to the complexity of fixing the suggestions. There may be different opinions among the managers and editors and also customers who sent the suggestion. The customers and managers are the users who can close suggestion if they are satisfied with the editors' answers. The responsible modules editors can see already closed (answered) suggestions in order to see already given answers and to answer the same when responding to new one.

The general functionality of this software product module enables managers to monitor and also take part in responding to the suggestions sent by the customers. The system has the reporting functionality about sent suggestions per project or module or per selected time (day/week/month) etc.

The customers access the system by link which is given by the company that owns the project by website or email. Each suggestion can be sent anonymously or by already registered user.

Registered customer login enables:

- Customer's e-mail address to be his/her identity in the system.
- To leave suggestion message assigned by the customer.
- To keep in track what happens with his/her suggestion anytime.

Anonymous login enables:

- To hide identity when the customer is leaving suggestion message, but without keeping in track what happens with it.

The customers can also comment on each his/her sent suggestion or sent response.

The major advantage of the Suggestion Box system apart the classical suggestion box is that is avaliable and online 24/7 for the customers (not only for the company working hours), and can be accessed by every device which supports Internet broswer.

Keywords

These are the most used words in the user manual document and their explanation.

- **Suggestion Box System –** System that changes the way the real suggestion box works and enables the companies virtual way to communicate with their customers. Sometimes it is referenced as “application”.
- **Company –** Organization that is interested of using the Suggestion Box System as service for their customers.
- **Registration –** Process that every company that is interested of using the Suggestion Box System must pass in order to use the system.
- **Project** – Type of application or area of interest or research which has to be made in order to function company Suggestion Box System.
- **Module –** Subarea of project. Each project must to have at least one.
- **Suggestion** – Type of customer message in order to express his/her suggestion, opinion or request for company services or goods.
- **Complaint –** Type of customer message in order to express his/her dissatisfaction for company services or goods.
- **Status** – Each customer message passes through few stages called statuses. Each status describes the phase of the editor or manager work on the suggestion message.
- **Company administrator –** Employee of the company (which passed the registration process for the Suggestion Box) who is responsible for the company information, the definition of projects and modules and project managers users.
- **Manager –** Employee of the company (which passed the registration process for the Suggestion Box) who is responsible for defining editors users for responding the suggestions sent for each project module.
- **Editor –** Employee of the company (which passed the registration process for the Suggestion Box) whose task is to answer to the suggestions and complaints of his/her company customers.
- **Customer** – A company services and goods customer or consumer who is whether satisfied or unsatisfied with them and wants to express it. The customer can keep his/her identity or can stay anonymous while sending suggestion.

Reference manual

1. User guide

This is a complete user guide in detailed steps for usage of the Suggestion Box System. Innovation Services and Technologies offers the Suggestion Box System application cloud computing solution in a form Software-As-A-Service. The initial registration process is described in 1.1 and is realized as log in web page. The user should first register his/her company and follow the instructions for trying the software or buying it.

1.1 Registration process

Details about the registration page are shown in the section 2.

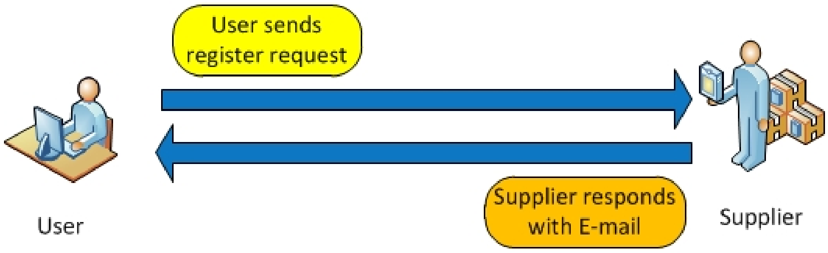


Figure 1-1 Registration process

After registering the company, the user can register for the Suggestion Box service by trying it on trial period or buy it for selected period of the offered ones. When the registration is finished, the supplier – Suggestion Box System – emails the user who has become company administrator his/her login credentials, the main functionallities and the login link. At this point the process of registering for the Suggestion Box System service is finished.

1.2 Setting up a new project

A project is a item which is the essence of the Suggestion Box system. At the domain of the Suggestion Box system, the project is, precisely, an area of interest or an area of researching the customers opinions, suggestions or requests. It represents new customer application with its own link which the customers can access the project by. Also the project link is a way to promote the company suggestion box online. The project is a unit which usually has at least one module and so the project area is parted on subareas (modules). Each customer suggestion is sent for a project module. This concept enables better Suggestion Box project modularity and systematic preview of the sent suggestions. Modules also are great clasification of the sent suggestions.

Real life example: You are manager of a super market. You've placed suggestion box at your market entrance. After quite a time, you decided to read what your customers wrote as suggestions and complaints in your suggestion box. You saw that the suggestions and complaints are written for many different aspects of your market work (e.g. staff, goods, hygine, parking place, but also nonesenses etc). You've read all the suggestions but you don't know how to answer your customers, at least how to thank them to their suggestions and complaints. You can change anything at your working but will the customers who left the suggestions and complaints notice that?

How can the Suggestion Box project help you? After your company registers the Suggestion Box system, it will have the ability to open Suggestion Box project which is corresponding to your real suggestion box at the market entrance. The Suggestion Box project must have at least one module. If the project has only one module, that would be the messed up version of suggestion box that you have at your entrance. But if there are more than one modules then you have the improved version of suggestion box, as for you as for your customers. Your Suggestion Box project will be accessible 24/7 and the customers will get responses to all their suggestions and complaints.

Setting up a new project is possible once the user has registered for the service and obtained the company administrator credentials. The company administrator logs in the Suggestion Box System (more details can be found in section 4.1).

The entry point where the administrator adds new projects is the *Projects* page (a snapshot is shown in Figure 3-2). The setting up procedure continues with setting up general specification about the project: name, description and logo. Also, this user can create new users of the manager user role and assign each manager to appropriate project. This proccess is shown in Figure 1-2. Detailed explanation of the procedure is explained in section 2.1.

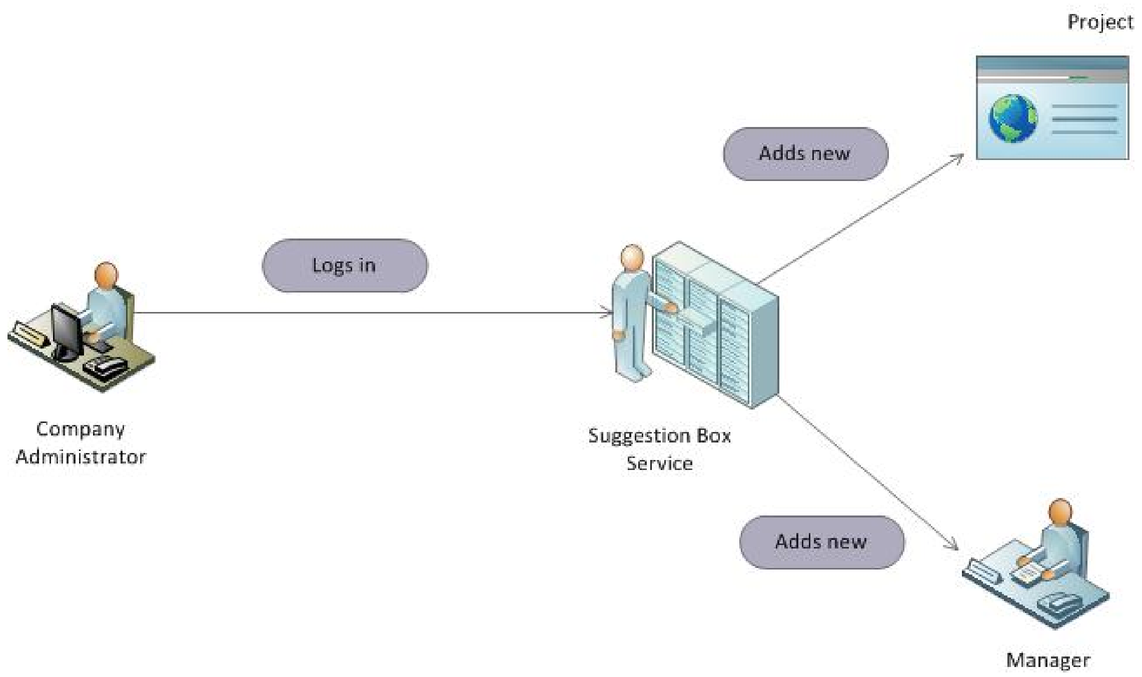


Figure 1-2 Setting up a new application

1.3 Setting up modules and editors

The details about project modules and its editors can be defined after the company administrator has defined the manager of the project or he/she can defined himself/herself. The manager can log in the system using the same login procedure explained in section 4.1.

The manager features in setting up the system are definition of modules and assigning project editors for a given module, as in Figure 1-3.

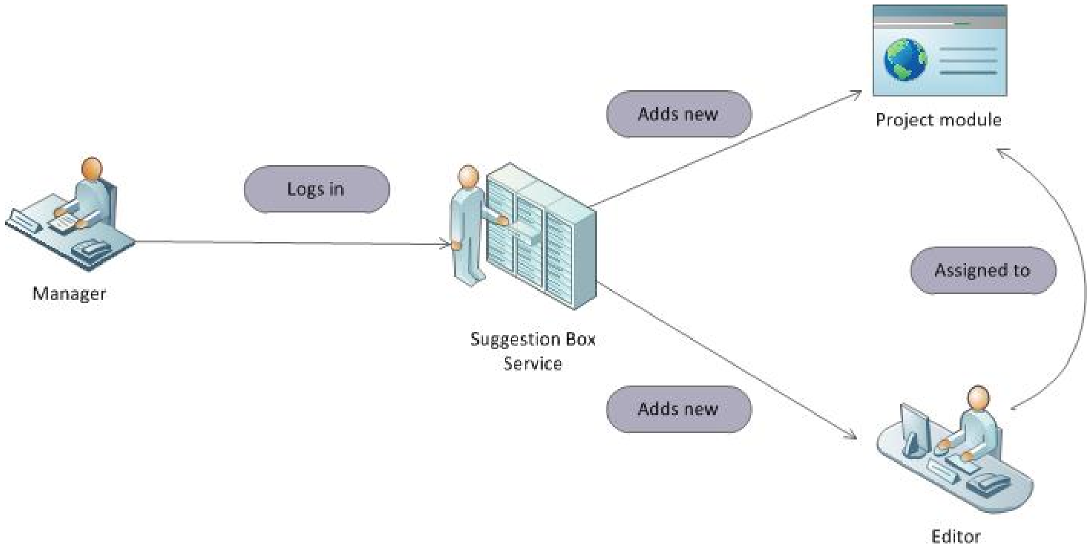


Figure 1-3 Setting up the system by the provider manager

The definition of modules is described in section 3.2.
Prior to assigning users as editors (people-employees who answers the suggestions, complaints) for a given module, the provider manager can create new users as explained in section 5.2.1 in editor user role and afterwards to assign them to modules as module editors for which they will be responsible for. The editors are the users who will work on resolving the sent suggestions.

1.4 Usage

The roles of all users can be easily explained via the state transition diagram for suggestion (represented via lifecycle), as presented on Figure 1-4. The entire life cycle of a suggestion is described in details in section 6 and the lifecycle is shown on Figure 1-4. All the functionalities of different user groups will be explained in sections 4.1-4.6.

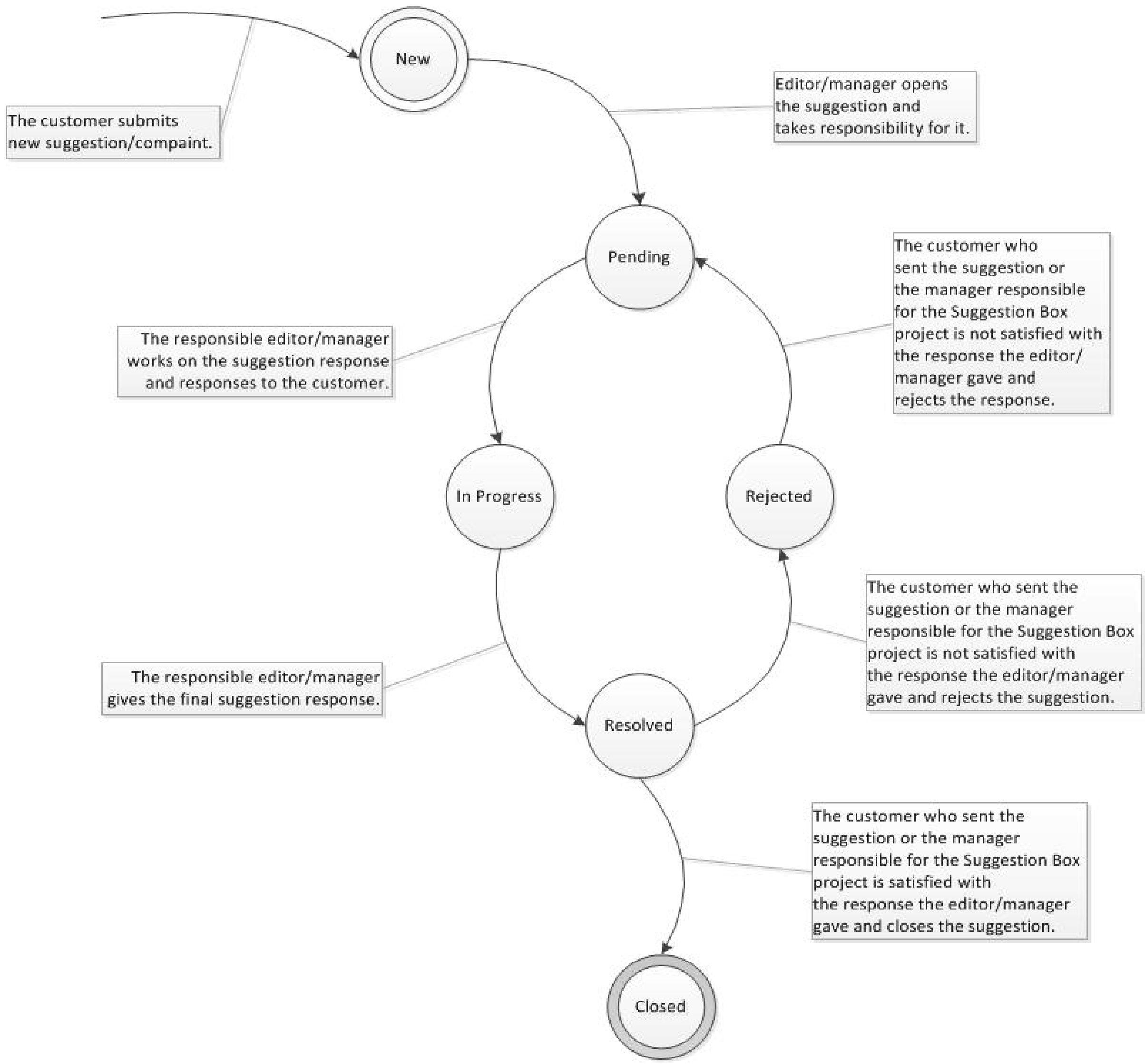


Figure 1-4 Lifecycle of suggestion

The customers can send suggestion message as suggestion or complaint. The editors and managers receive the suggestions, and decide whether to respose the suggestion. The editor or manager who first will open the suggestion, becomes responsible for the suggestion, and he/she is supposed to answer the suggestion.

The manager have access to all suggestions details and so the activity that was made to them. Also they can approve or reject the editor activity on each suggestion. The managers also have access to the summary reports described in section 4.

The editors can update each suggestion that is sent to the module that the editors are responsible for. They can respond the suggestions and change the suggestion status to resolved.

A lot of reports are available for the manager and he/she can manage all process of responding the suggestions.

2. Administration

2.1 Registering for Suggestion Box Service

To register for suggestion box service a client should click on the offered Suggestion Box product on the site which is shown on Figure 2-1. Full description of the system and its functionallities are shown and also start free trial now and register and pay it buttons are avaliable as shown on Figure 2-2.

Figure 2-1 Offered products. Among them is the Suggestion Box service

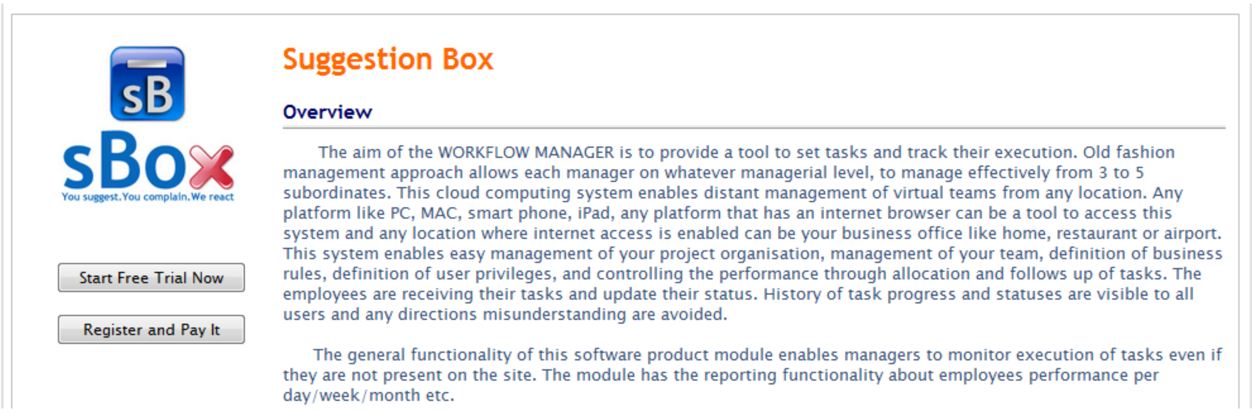


Figure 2-2 Full description for the Suggestion box service

There are two buttons as shown on the previous figure, one for registering the company for trial period usage of the service, and the other for registering the company and paying to use the service.

If the client selects the trial version of the service, he/she must register the company first and then the registered company gets the 1 month trial period for using the service.

If the client selects to register and pay for the service, then the client must pass the following steps of the registration process.

In the first step of the registration the client has to choose which service he/she registers his/her company for, to choose for how long the company will use the service and how many users will use the service for their company. After that the client continues the registration process on the second registration step. In the following Figure 2-3 is shown the layout of the first registration step.

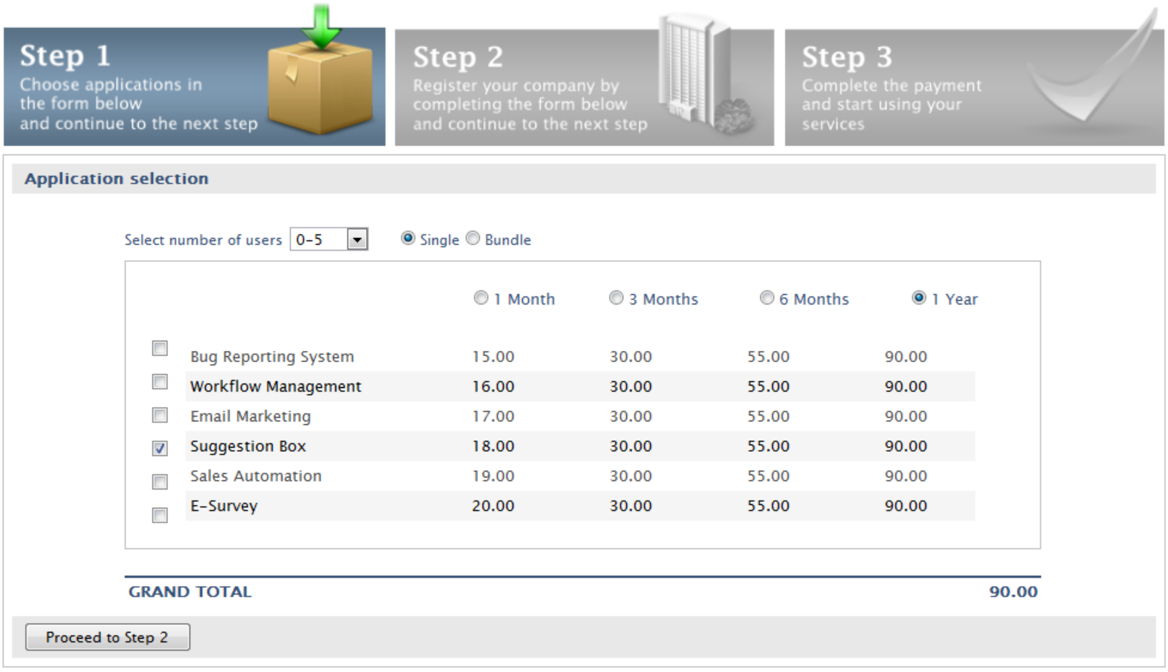


Figure 2-3 Registration step 1

After click on the "Proceed to step 2" button, the user continues to the second registration step. In this step, the client enters information for the company he/she represents. The basic needed information is the company name and the company official name, the CEO of the company, the address, city, zip code, state and country of the company headquarters. Also the client has to enter basic contact information as phone and fax number, email address to which the contract and login information will be sent later and the company website. As optional information, the client can upload the company logo and to write small description of the company. The client can choose also that the contact person and the CEO person are different, so he/she will have to enter basic contact information about the contact person. The next Figure 2-4 is shown the layout of the second registration step.

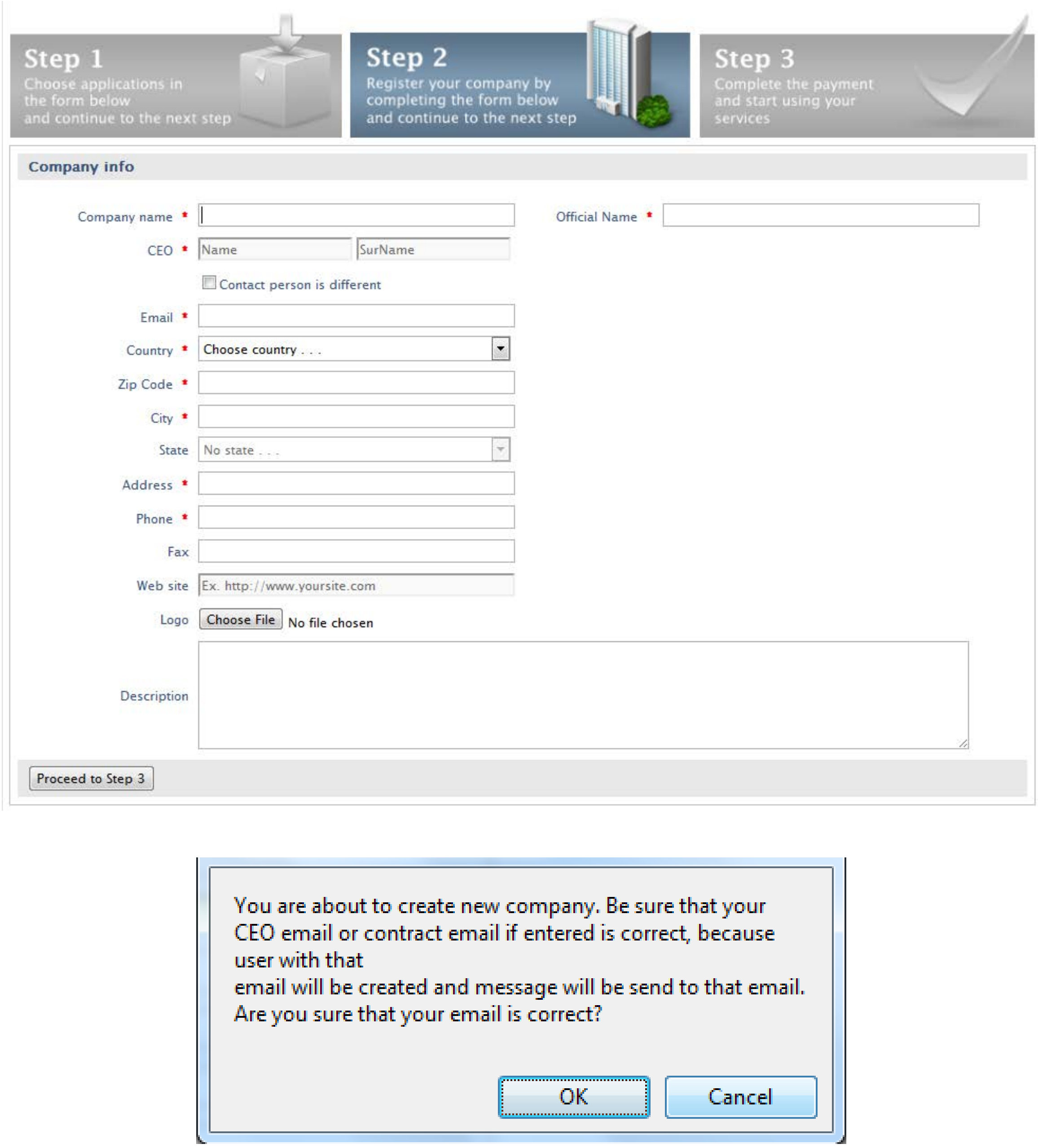


Figure 2-4 Registration step 2 and the confirmation alert

In the next step all the information that were entered or chosen in the previous steps is shown. This step is confirmation step of the entered information. In this step, the client also must accept the terms of usage and also include information about paying for the service. The payment can be made by credit card or Pay Pal service. This step is shown in the following Figure 2-5.

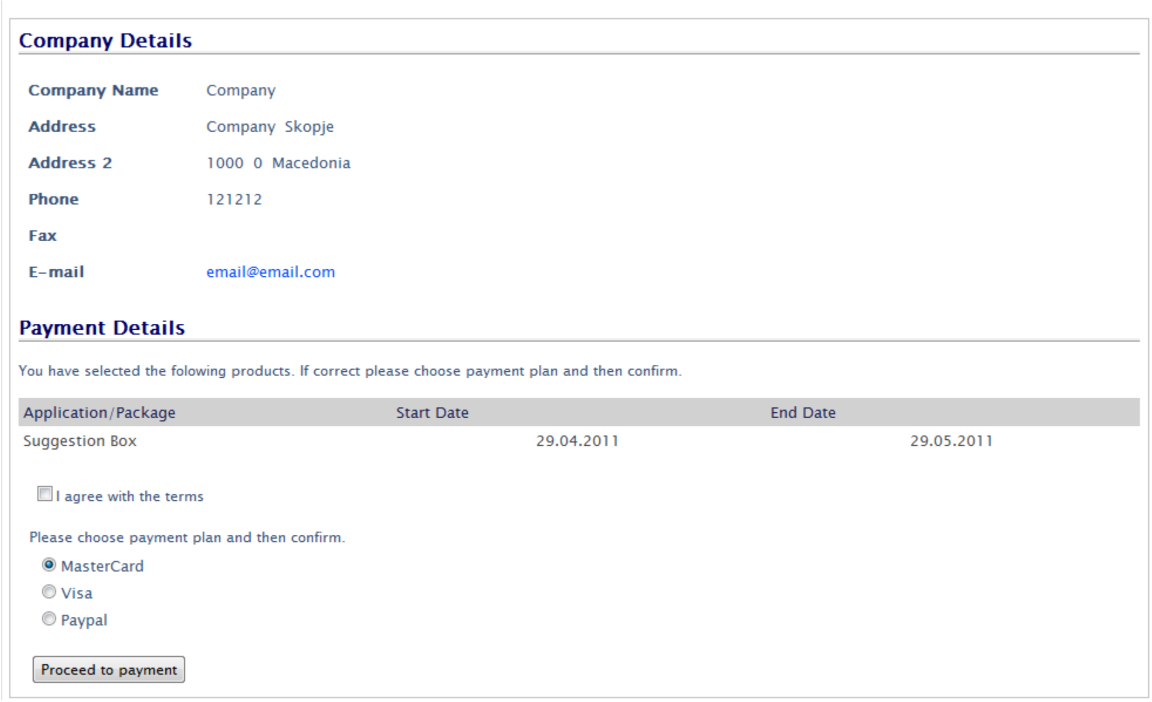


Figure 2-5 Confirmation of the entered registration information and payment

The last step of the registration for service is the completion message if the paying was successful. If the registration step 2 was successful then email messages are sent to the company CEO email. The email messages contain information about the contract, and also login information for the created company administrator user. The confirmation message is shown in the next Figure 2-6.

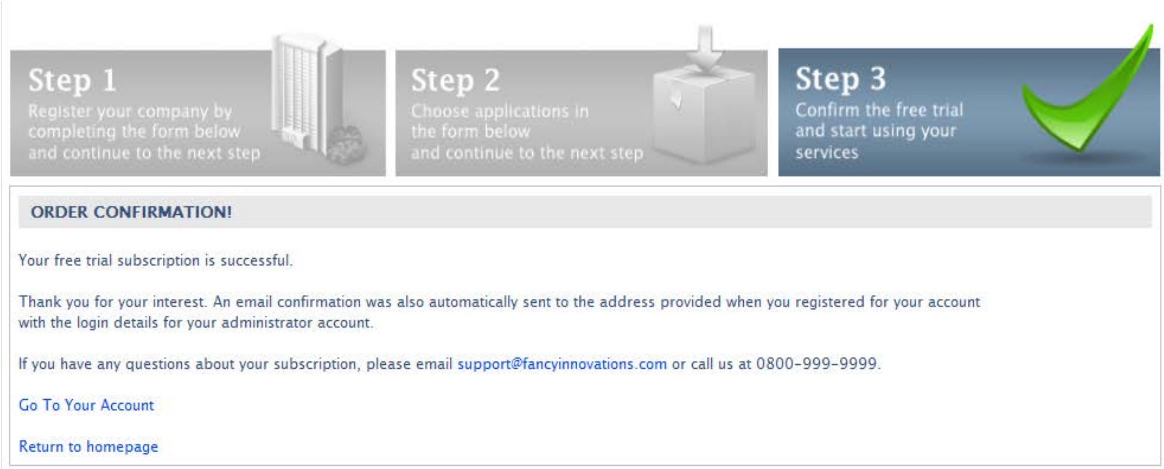


Figure 2-6 Confirmation message

Once the registration process is finished and successful the company administrator can login the system with the sent login credentials and update the company information, add new projects and create new user who will use the service.

2.2 Adding new project

The only user that can add a new project is the company administrator. The process of logging in is the same as for all other users. At first, the administrator must choose the

Projects button to see al the projects of the company. On the same page the *New project* button is positioned. On click on the new project button the user is redirected to the *Add new project* page shown on Figure 2-7.

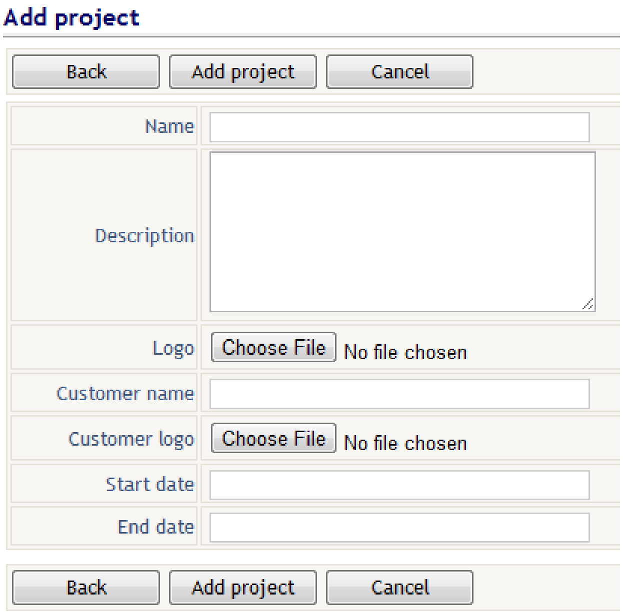


Figure 2-7 Add project page

Here the company administrator fills up the project name, project description and logo of the project. The other fields are optional.

For each created project is generated link by which the customers can access the project. After a project is created, the company administrator gets email message with all the details about the company project. The link and also html sample Suggestion Box button is sent to the company administrator in order to be positioned on company official web site, sent to the customers email group or maybe posted on company social media pages.

2.3 Searching projects

Searching for project is done on the projects administration page.

There is no special way of searching for an project. All projects are shown in this table. In the top of the table there is a ordering bar with a number of buttons shown in Figure 2-8.

Figure 2-8 Arranging bar

Those are *application name (Suggestion Box), project name, project description, managers of the project, start and end date of the project* and the *date the project was* added. By clicking on them we can arrange the projects in ascending or descending order based on the name of the button that is clicked.

At the bottom left side of the table there is a bar with navigation buttons shown in Figure 2-9.

Figure 2-9 Navigation bar

The button is used to go to the first page of the table, button is used to go to the last page in the table. The button is used for going to the previous page and the button is used to go to the next page. The drop down list can be used to change the number of projects per page in the table.

2.4 Editing project

All project properties can be edited on click on the edit icon which is positioned in every row of the project table. There, the project name, project description and the logo can be changed. The logo must be reuploaded.

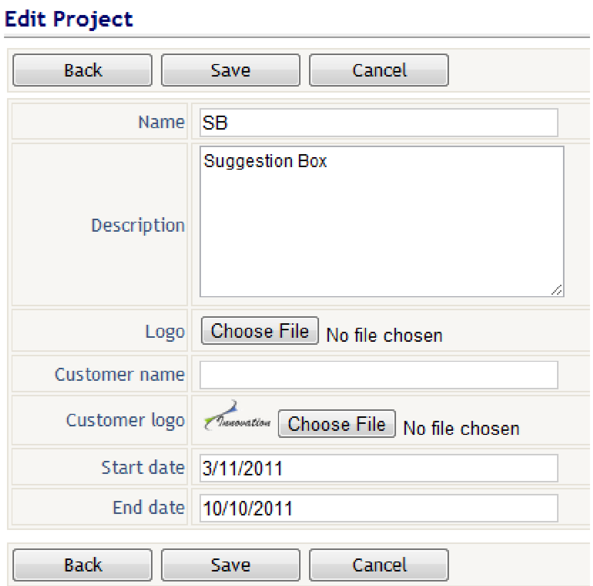


Figure 2-10 Project administration - edit information

After auditing the desired properties the *save* should be pressed to save the changes. Pressing any of the three buttons *save*, *back* or *cancel* in the navigation bar Figure 2-11, results in redirection to the *all projects* page shown on Figure 2-12.

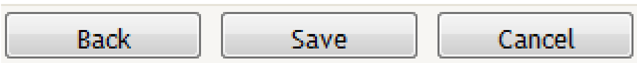


Figure 2-11 Navigation bar

2.5 Managing projects

Only the company administrator has privilege to view the list of all projects for the company. Three type of user groups can add and edit application versions. The preview is shown as table as in Figure 2-12.

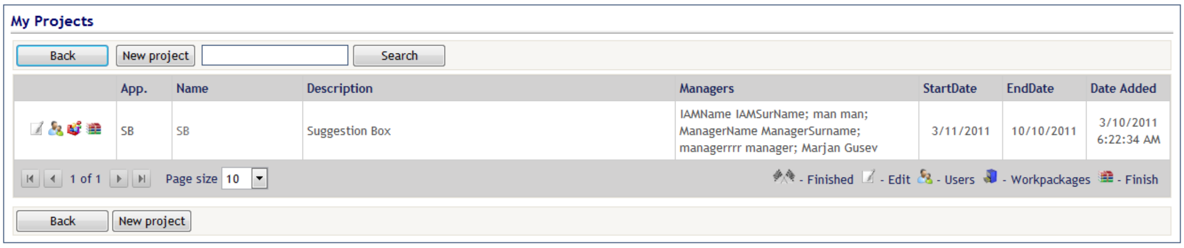


Figure 2-12 All projects page

From here the user can search for project, edit project, check the users managers responsible for the project, and also archive the project. All these functionallities are enabled by the icons which are postitioned in each project row of the table.

3. Modules administration

The only user group that can add new modules is the manager user group. After adding a new module explained in section 3.2 - Adding new module, the manager defines editors for that module.

3.1 Searching a module

All modules can be seen in the table in *Module administration* page.

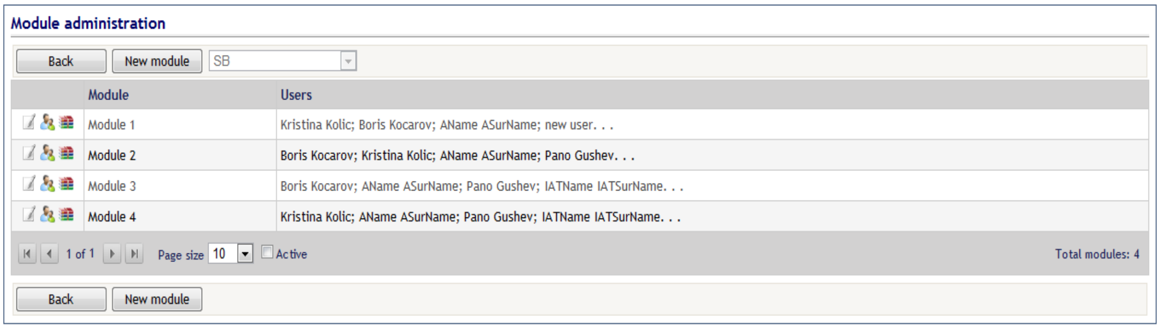


Figure 3-1 Module administration page

This page can be access when list of all projects is shown as in the next Figure 3-2 when the user clicks on the *Modules* icon shown in every project row.

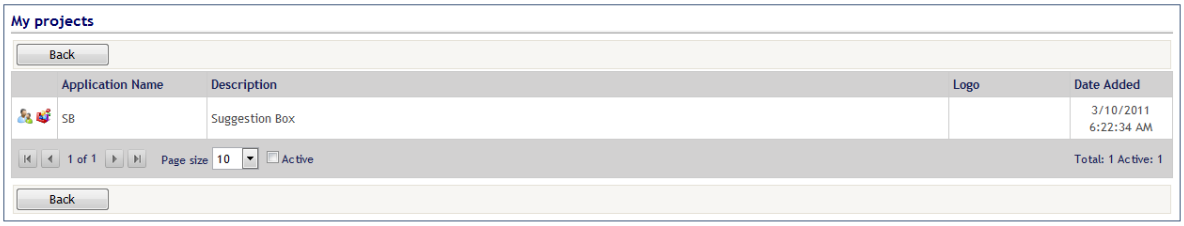


Figure 3-2 All projects administration page

On the top of the table there is an ordering bar with a button that can be used to order the modules in the table in dependence of the name of the button. That is *module name* button.

At the bottom left of the application there is a bar with navigation buttons shown in Figure 3-3.

Figure 3-3 Navigation bar

The button is used to go to the first page of the table, button is used to go to the last page in the table. The button is used for going to the previous page and the button is used to go to the next page. The drop down list Page size 10 can be used to change the number of application per page in the table.

3.2 Adding new module

As it was explained earlier, only the manager can add a new module. When a user is logged as a manager, by clicking the *modules* button, he/she will be redirected to *Modules administration* page Figure 3-1. From there he/she can add new module by clicking *the new module* button. Then he will be redirected to the *New module* page Figure 3-4.

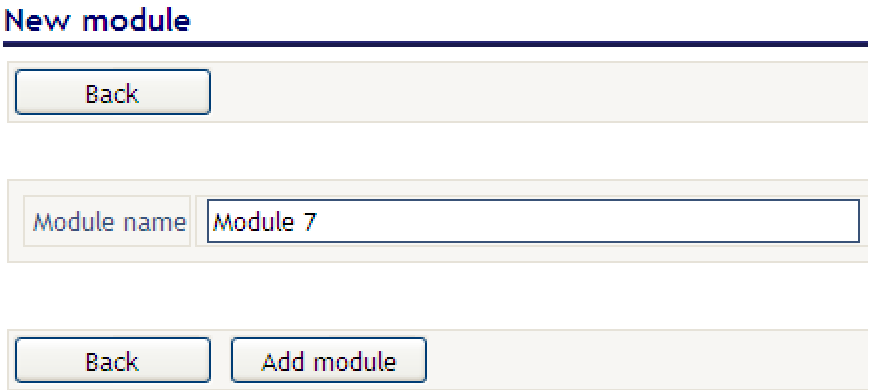


Figure 3-4 New module page

Here there is only one input field and that is the *module name* field. After entering the module name the *add module* button is pressed to save the new module and enter it in the modules list. The manager is then automatically redirected to *module administration* page.

3.3 Editing a module

The manager is the only user group that can edit a module. Manager can edit a module by pressing the button on the *Module administration* page Figure 3-1, or by clicking the module name in the module name column. Then the manager is redirected to *Edit module* page Figure 3-5.

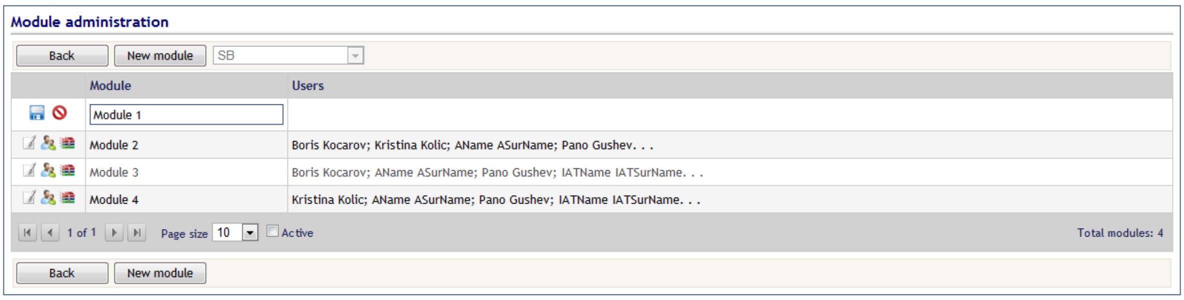


Figure 3-5 Edit module page

From here the manager can change the module name and click the save button to save the change. The other possibility is to click the *Assign users* icon to assign editors to a module explained in section 3.4 - Adding and removing editors to a module.

3.4 Adding and removing editors to a module

Adding an editor to a module is done on *Assigning users to a module* page. In the navigation bar shown in Figure 3-8, there are three buttons. The *back* button is used to go one level back.

The button *users* is used to go to *All users administration* page. On the left side of the *Assign user to module* page, there is panel called *available editors*. To add a editor to a module click on the wanted editor and then on the button shown in Figure 3-6 and then click the *save* button. The process of removing a editor from a module is similar. First click on the appropriate editor in the *Module editors* panel, click on the button shown in Figure 3-7 and then click the *save* button.

Figure 3-6 Insert button

Figure 3-7 Remove button

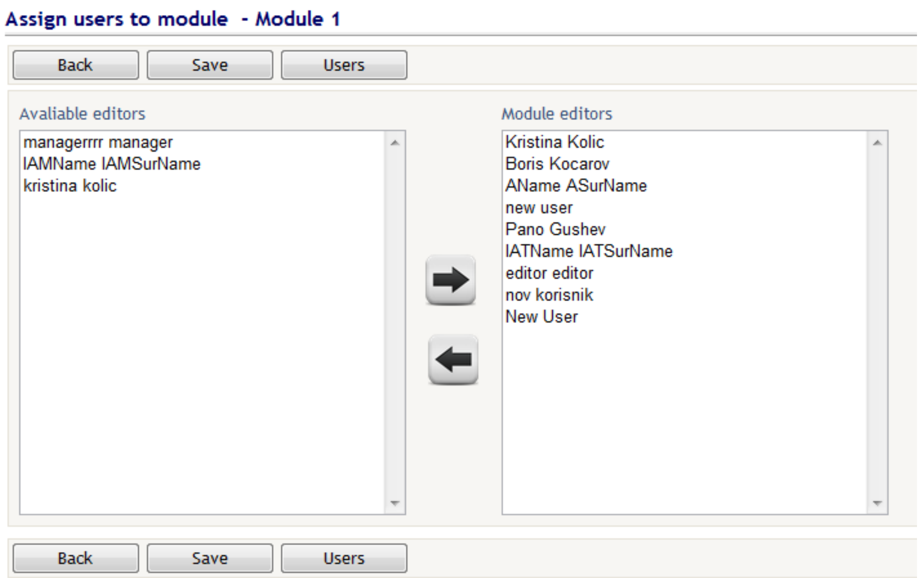


Figure 3-8 Assign users to module page

4. Appearance and functionality of the application

The suggestion box application realized as cloud computing solution can be accessed at the address link http://fancyinnovations.com/suggestionbox/).

The log in page is separated in two different pages, general login and customer login. The general login page is shown in the Figure 4-1, and the customer login is shown in the The main application logo is positioned in the left half of the window on the general login. The input fields for authorization of user are positioned in the right half of the window in the *account information* panel. This panel will be explained in greater detail later in section 4.1 - User Authorization. The login button is positioned in the right bottom part of the window. The customer login is the same as the general one except the logo position. The difference of the two log in pages are the way they are accessed and the users which can be authorized by each one.

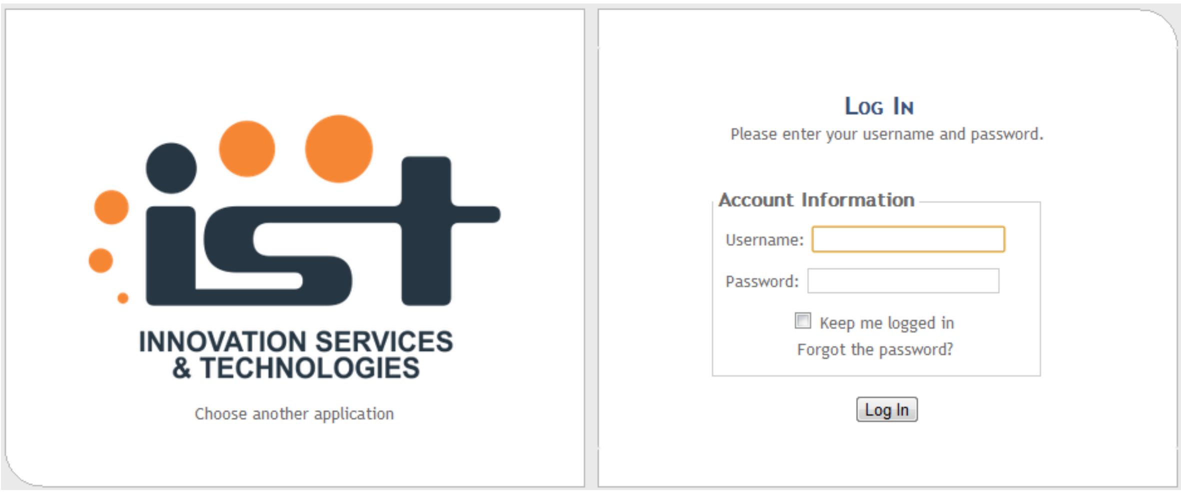


Figure 4-1 General log in page

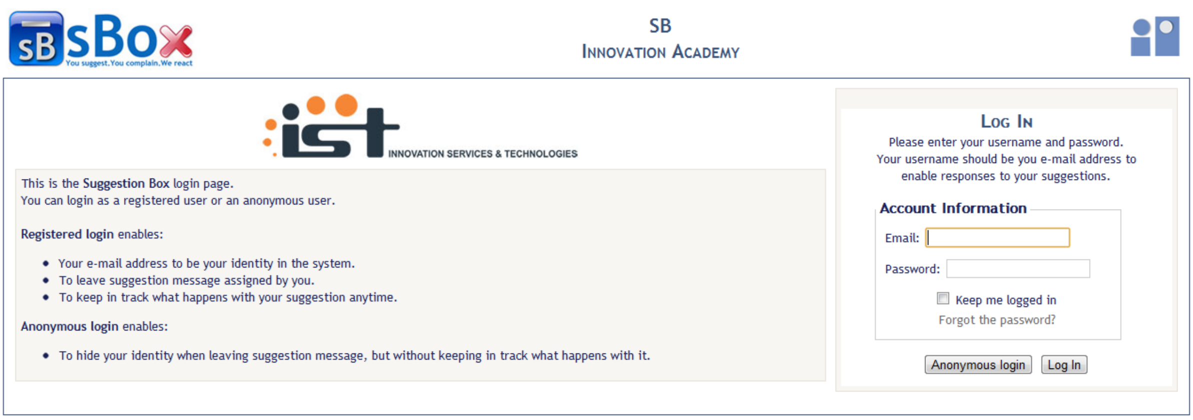


Figure 4-2 Customer log in page

There are 4 different types of user groups, and users from all the groups must log in to use the application:

- *Customer* (C) – sends suggestions, evaluates the way the suggestion was resolved, accepts it or rejects it.
- *Manager* (M) – administers the users (also creates editors and assign them to projects modules) and customers, and also the suggestions and their answers, accept the solutions of the resolved suggestions or reject them.
- *Editor* (E) – the user that is actually working on responses of the suggestions. This user role has the ability to change the suggestion status and fill out appropriate reports.
- *Company administrator* (CA)– with role to register and administer the application and the projects in it, and assign managers of the company and the projects.

The functions and the users privileges are shown in the following table.

Function	Company Administrator	Manager	Editor	Customer
Registration of a company	x			
Add new Suggestion Box project	x			
Administration of modules and module editors		x		
Administration of users	x	x		
Administration of customers	x	x	x	
Sending suggestion				x
Administration of suggestion statuses		x	x	x
Response to suggestion/complaint		x	x	
Approving responses		x		x
Reports		x		
Email notifications	x	x	x	x

Default action is click on log in button with filling proper username and password. The check box keep me logged in is used to give instructions to the browser to remember credentials and keep open the established session. The link forgot the password is used to reset the password.

4.1 User Authorization

4 types of user groups can log on the application –

- *Customer* –logs in, sends suggestions
- *Manager* – logs in, administers the users, and also the suggestions and their answers
- *Editor* – logs in, works on responses of the suggestions.
- *Company administrator* – logs in, manages the projects and the managers per projects.

To log in, enter username and password in the text fields for username and password and then click the *Log in* button, as shown in Figure 4-3. This form is the same for the both login pages.

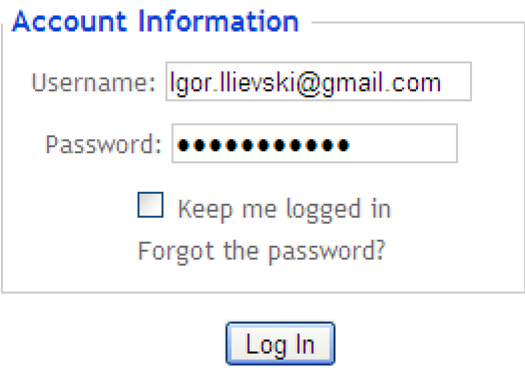


Figure 4-3 Log in

After successful logging in the upper right corner of the top bar there is a welcome message with link to change the profile and log out as shown in Figure 4-4. Logging out is done by pressing the [Log out] button.

Figure 4-4 Logging out and My profile bar

4.2 Password reset

If for any reason user forgets his/her password he/she can click on *forgot the password* link to go to the password reset page shown in Figure 4-5.

Figure 4-5 Password reset page

Then user should enter his/her username which is an e-mail address and click the *send new password* button. A new password will be sent to that e-mail address. After that a user can log in with his/her username and the new password.

4.3 Edit Profile

The rightmost end of the top bar (Figure 4-4) contains a link called *my profile*. By clicking it the browser will open the *My profile* page as shown in Figure 4-6.

Possible action buttons are: *Back* to return to the previous page, *Save user info* to change the new information about the user and *Change password*.

There are two panels. The left panel is *Account info* and the right is *Change password*. In the *Account info* panel, a user can change his user name, name, surname, phone, fax, address, city, zip code, state or country. After making a change the *save user info* button should be clicked to save the changes. If the username is changed the user will be automatically logged out. Then he/she should log in with the new username.

Changing the password can be realized in the right panel called *Change password*. First the old *password* should be entered, than the *new password* and *confirm new password* which must be the same as the *new password*. The passwords must be at least 6 characters long and contain at least one special character. After changing the password the *change password* button should be pressed to change the password.

Appropriate action will be taken by clicking either *Save user info* button or *Change password* button and the user will be redirected to the default home page.

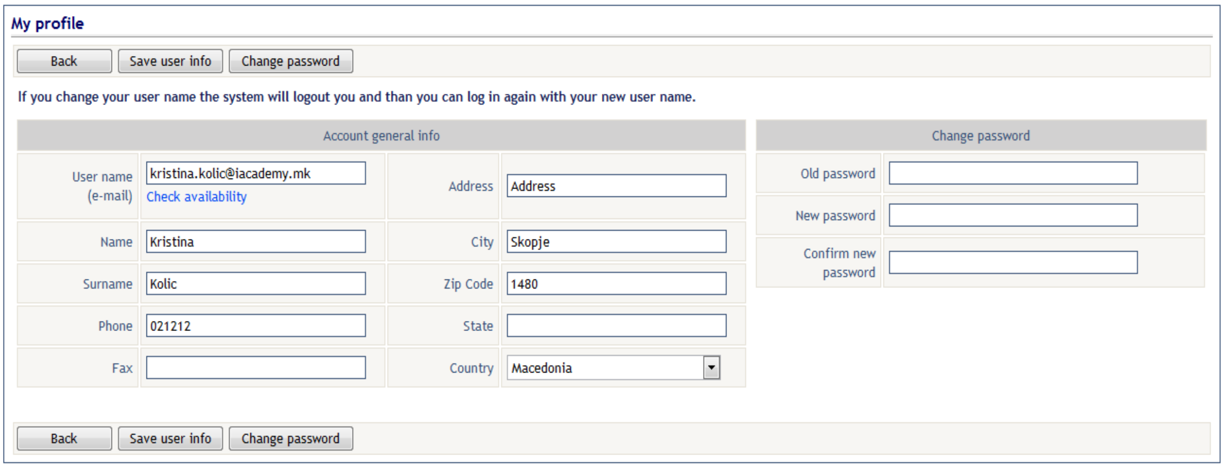


Figure 4-6 Profile information

4.4 Customer user

Figure 4-7 shows the default home page for the customer user after logging procedure on the customer login page. The customer user has role to send suggestions or compaints or to evaluate the effectiveness of resolved suggestions.

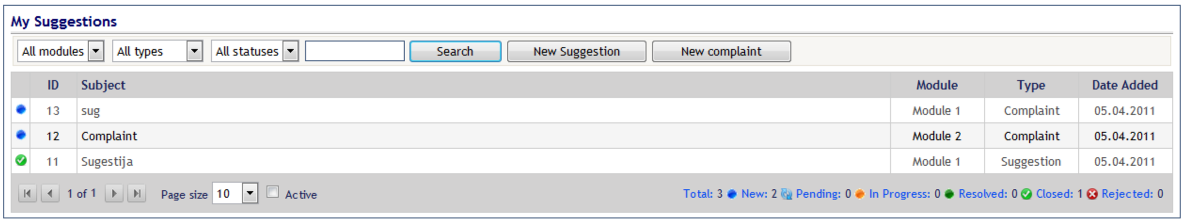


Figure 4-7 Default page for customers

The action buttons are: *New suggestion* and *New complaint* for sending new suggestion or compaint. There is also filter bar which contains dropdown lists which offer options to filter the grid by (module, type, status). There is also search option, containing text field to enter the keyword and search button which performs the searching.

The main window contains grid with all sent suggestions. The leftmost column contains a coloured icon with the following meaning: blue icon – new suggestion, refresh icon – pending suggestion, yellow icon – in progress suggestion, green icon – resolved suggestion, tick icon – closed suggestion, and red close icon – rejected suggestion.

There is a To Do bar with reminder – which shows between the title and the filter bar and action buttons, if there is no reminder – then this bar does not appears.

There are number of available functions on this page:

Sending new suggestion and evaluation the effectiveness of a resolved suggestion is explained in section 6.5 - Adding a new suggestion.

Customers can log out by clicking the Log out button in the rightmost top bar (executing the procedure explained in section 4.1 - User Authorization).

The first part of this page is the filtering bar shown in Figure 6-2. Those controls can be used to select module, type and status of that application. Also there is a control which can be used to search for a particular suggestion by key title and description. The way to use this controls is explained in section 6.3 - Searching .

Under the filtering bar is the table with the reported suggestions. On the top of the table there is a bar with buttons that are used for arranging the suggestions in the table in dependence of some parameter as explained in section 6.4 - Arranging suggestions.

The status bar is in the bottom right of the table. The buttons in this bar can be used to filter the reported suggestions as is explained in section 6.3 - Searching suggestions.

The navigation bar with buttons used for going through the table is positioned in the bottom left part of the table. It is shown in Figure 6-9. The function of this buttons is explained in greater detail in section 6.3 - Searching suggestions.

4.5 Manager

After the login procedure the default page is open. In this case it looks slightly different from the customer default page. The manager's default page is shown in the Figure 4-8.

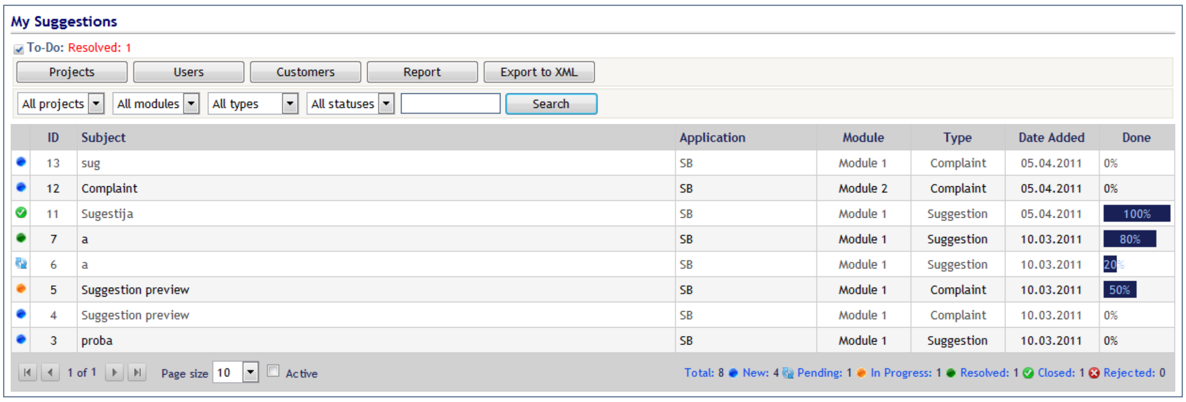


Figure 4-8 Manager's default page

From the functionalities explained in 4.4 - Customer, the manager has all the functionalities.

The manager has a few additional functionalities. Manager has the ability to administer of projects, users, customers, and preview reports and also export the suggestions in xml format.

One of his primary roles is to define editors – users that will be designated to response the suggestions for a given module, explained in section 3 - Modules administration.

He/she logs of with the same procedure described in section 4.1 - User Authorization.

4.6 Editor

After the editor logs in the the default page is shown as in Figure 4-9. He logs in as described in secrion 4.1 - User Authorization.

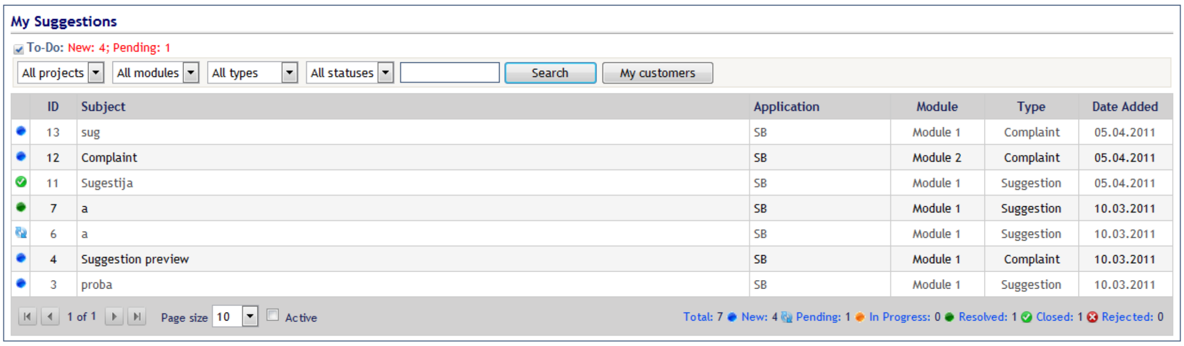


Figure 4-9 Editor's default page

The editor has all the functionalities as a customer described in section 4.4 - Customer except the ability to add new suggestion.

The primary responsibility of the editor is to change the suggestion status during the resolving process. That is explained in section 6.6 - Editing a sent suggestion.

He/she can also view list of all the customers of the project he/she is editor of.

The process of logging out is the same as for customer and manager described in section 4.1 - User Authorization.

5. Users administration

The company administrator, manager and editor user group can create and edit users. All the user groups can create users except the editor. All the user groups can see user list and customer list. All the user groups can change user information. The manager can create and edit users only of customer, manager and editor user groups described in section 5.2.2 - Adding users within the manager user group. He/she can also add users (editors) to a module as described in section 3.4 - Adding and removing editors to a module. Editors can only edit the customers. The company administrator is the user group with the biggest privileges in adding and editing users. He/she can create and edit users from all user groups.

5.1 Searching and arranging users

Searching for users is possible when a user is logged in as a user of all of the users groups except the customers. By pressing the *Users* button on the *default* page a redirection occurs to *all users administration* page Figure 5-1.

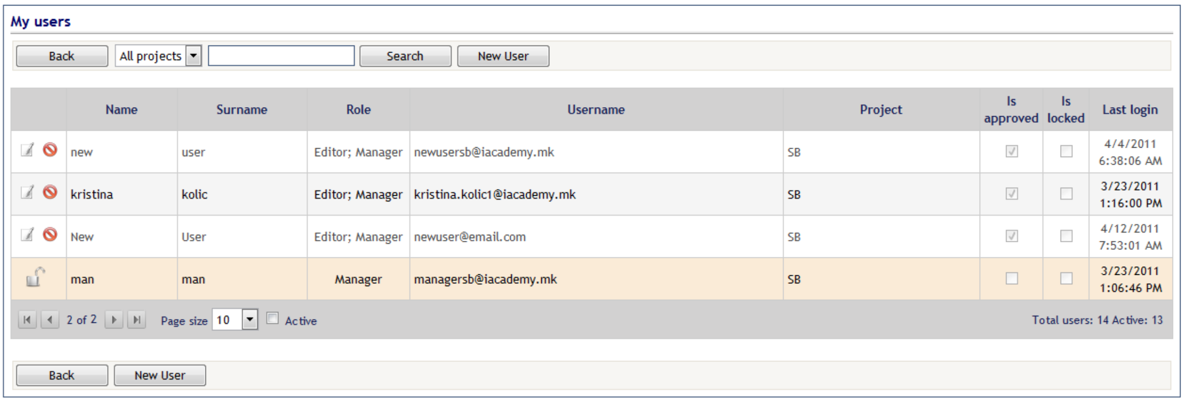


Figure 5-1 All users administration page

There is a difference between all the users preview per role. The manager can see only the users which are managers or editors, and also can see all the customers in different user list. manager and customer manager. The editor can see only a list of all customers for the projects he/she is involved. Apart from that difference everything else involving searching and arranging users in the users table is the same.

Searching user by keyword is also available. The keyword can be the name, surname or username (email). Filtering is possible by selecting a project of interested from *choose application… list* and only the users from that project will be seen in the users table.

In the top of the table there is a list of buttons arranged in a bar that enable arranging the users in the table in ascending or descending order in dependence of some property. Those buttons are shown in Figure 5-2.

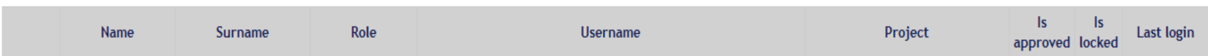


Figure 5-2 Arranging buttons

By pressing the *Name* button the users will be arranged by their name in ascending order. By clicking the same button again users will be arranged by their name in descending order. The functioning of the other buttons is exactly the same. The name of the button that is pressed is the attribute by which the users will be arranged in the table.

Editing and deleting users is possible from the same window and that will be explained in section 5.3 - Editing users.

Users from customer user group cannot administer users. They cannot create nor delete users nor view any user list. The two user groups that have the authority to create and reassign users are manager and the company administrator. The first step in administrating users is the same for the three user groups. From the default page by clicking on the *Users* button the user is redirected to *all users administration* page Figure 5-1. By clicking on the *Customers* button the user is redirected to *all customers administration* page which has all the functionalities as all users administration page except for the creating new customer.

5.2 Adding a new user

5.2.1 Adding users by manager user group

By clicking the *Users* button on the default page the manager will be redirected to the *users* page where he/she can see all the users for a given application. From here by clicking the *New user* button he/she will be redirected to the *New user* page shown in Figure 5-3, where he/she can create a new user.

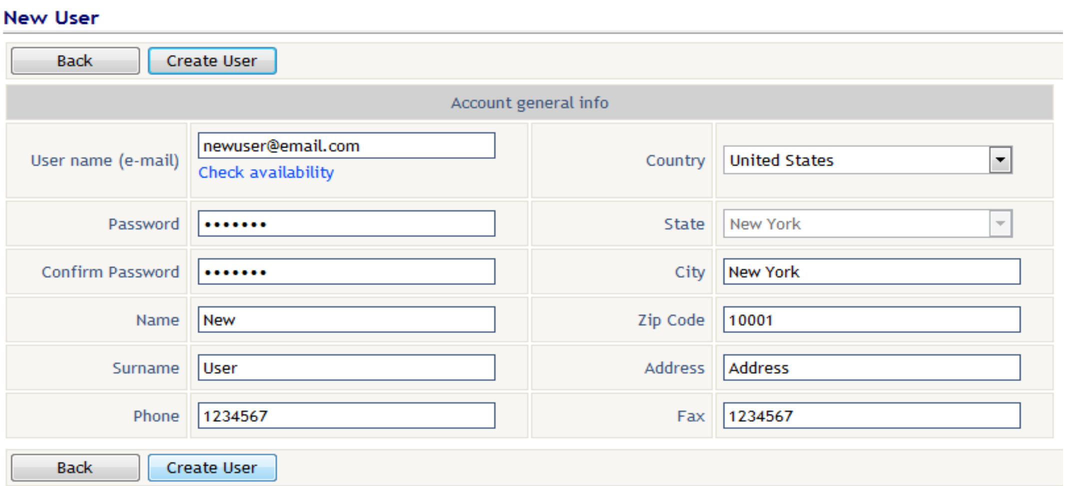


Figure 5-3 New user page

All the input fields are mandatory. The username must be in valid e-mail, password must be at least 6 characters long, and password and confirm password must match. In the next screen the user roles per applications is chosen. After choosing the roles per applications, the roles per projects have to be chosen. Those two screens will appear as shown in Figure 5-4.

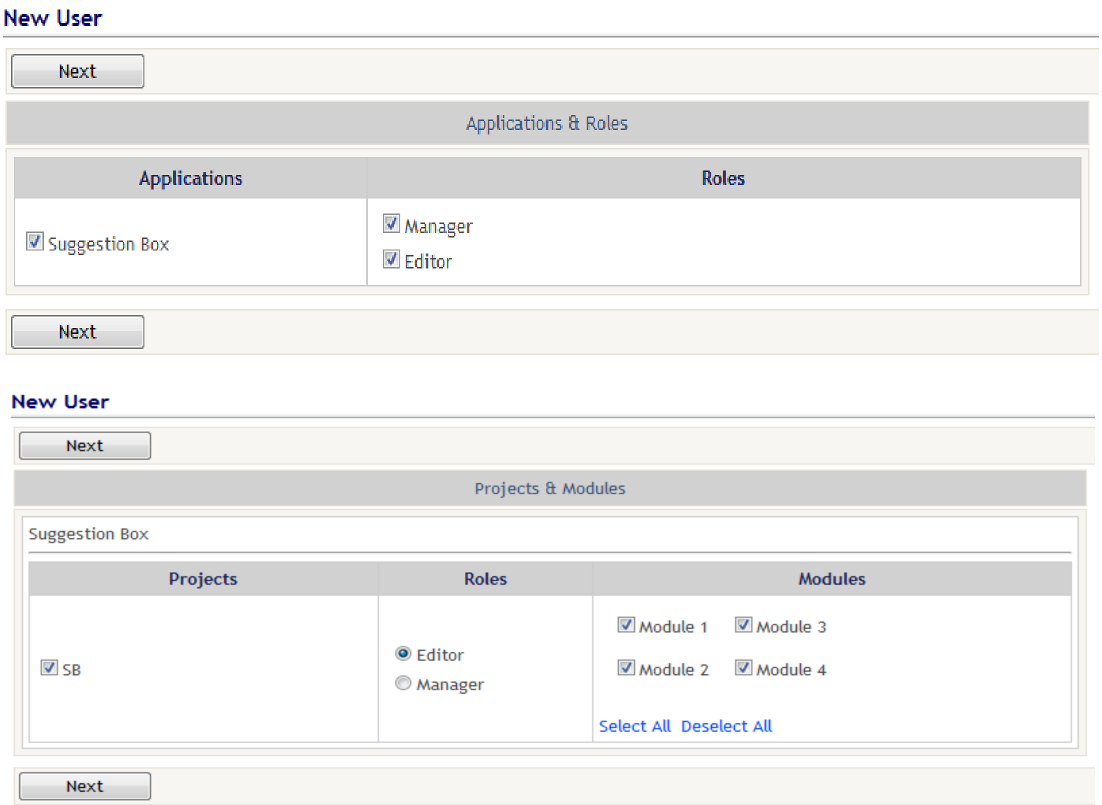


Figure 5-4 Applications, projects, modules and roles section

Here a number of modules can be associated with the user that is being created. This is not mandatory because it can be done later by editing the user.

5.3 Editing users

All the user groups can edit users except the customer. Also the exception are the editors who can only edit customer users. In both cases the procedure is the same. In the *all users administration* page or *all customers administration* page there are two icons shown in Figure 5-5.

Figure 5-5 Edit and disable buttons

If a user clicks on icon deactivate a user. If he clicks on icon he will be redirected to the *edit user* page shown in Figure 5-6. On this page he/she can change the user all the user properties. The thing that should be mentioned is that if a user changes his/her own username he/she will be automatically logged out. He/she should then log in with the new username. The process is finished by clicking the *save* button.

If a user is disabled he will not be able to log in until his/her privileges are restored from any of the users who can change user properties.

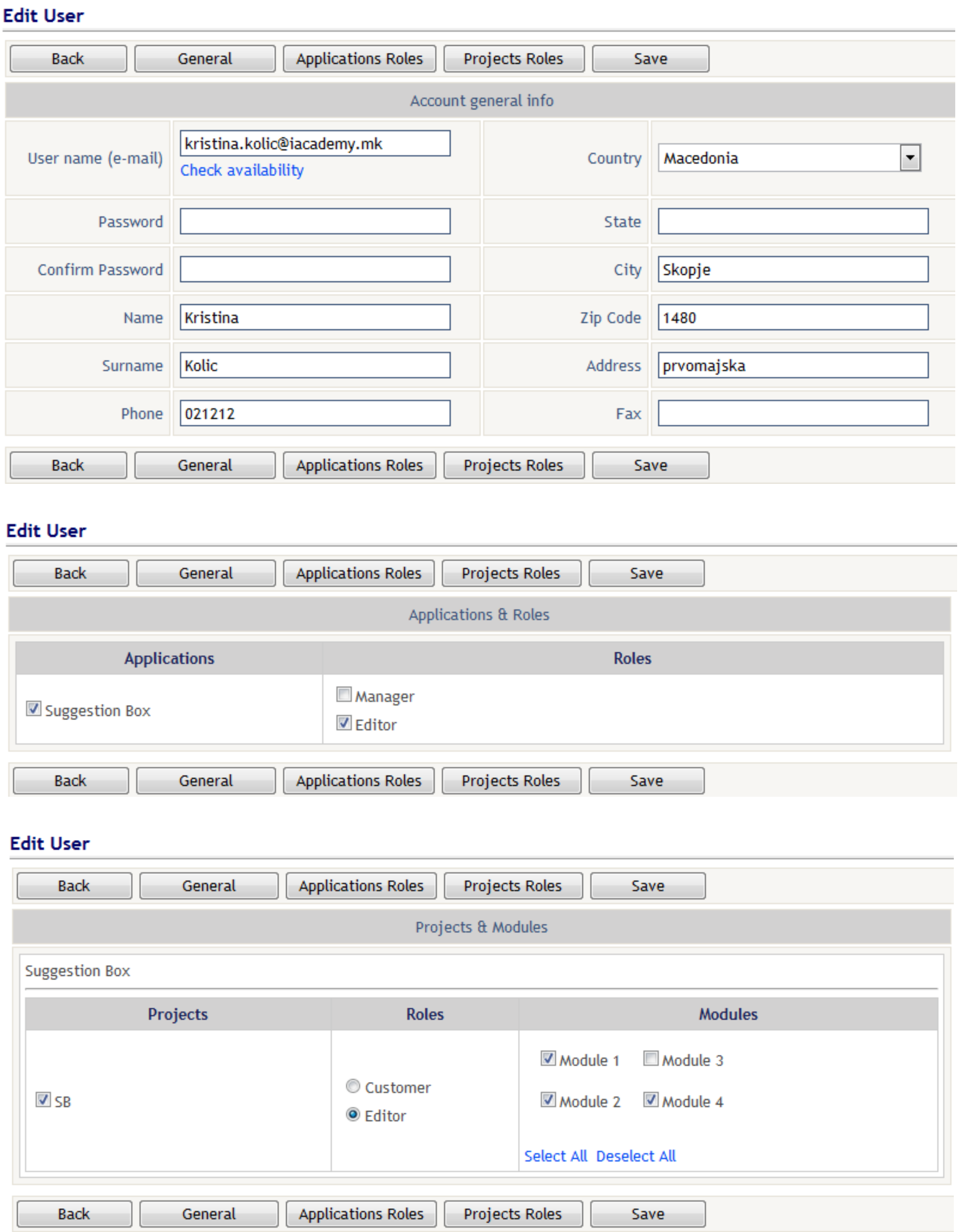


Figure 5-6 Edit user pages (the layout is almost the same as in the add new user)

6. Manage suggestions

6.1 Main functionalities

The main functionality of this application is sending suggestion and managing theme from a centralized place. The process starts with sending a new suggestion from user of customer user group by filling the form shown in Figure 3-13. Then editors or managers start working on that suggestion, continuously changing its status and filling appropriate responses as in Figure 3-1. After the suggestion is resolved the customer or the manager inspects the response of the suggestion. If the response is not good the suggestion resolution is rejected and the life cycle of the sent suggestion starts from the beginning, or it is accepted and the life cycle of the sent suggestion terminates.

The other important functionality is the ability to view statistical and analytical reports for all the reported suggestions from a centralized place as described in section 7 - Reports.

6.2 Suggestion detail preview

Every user can view the suggestion details preview. For a detailed preview of a sent suggestion a user should click on it in the table of sent suggestions. A new window will appear showing all the details as in Figure 6-1. In the preview there are a lot of details such as:

- the information about the user that sent the suggestion in the *Sent by* field,
- the nature of the suggestion (suggestion or complaint) in the *Suggestion type* field,
- which project the suggestion is sent for in *Project* field,
- the module of that project in the *Module* bar,
- the subject of the suggestion (which a user can search for),
- description of the suggestion,
- the status of the suggestion (new, pending, in progress, resolved, closed and rejected),
- optional file that can be attached to the suggestion,
- time/stamp of the suggestion time when status is changed,
- history of the suggestion (who changed its status and when and his/her response).

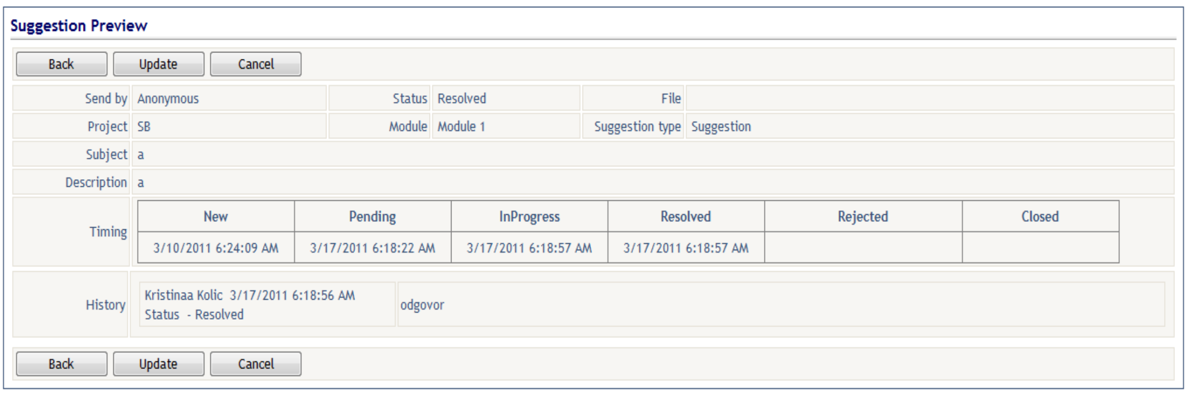


Figure 6-1 Suggestion preview

Depending of the type of the user and the status of the suggestion, different types of users can edit different field which will be described in more detail in Figure 6-1.

6.3 Searching suggestions

Sent suggestion are represented in a tabular form in every default page no mather the user group. Searching and classifying the suggestions can be done in many different ways. There are a number of filters that can be used independently or in combinations. These filters are presented in Figure 6-2.

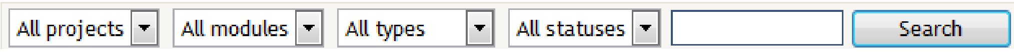


Figure 6-2 Search filters

If drop down list *All projects* is clicked a list of all available projects for user will appear Figure 6-3.

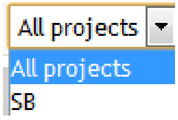


Figure 6-3 Available projects

After choosing an application we can choose a module of that project from the drop down list *All modules.*

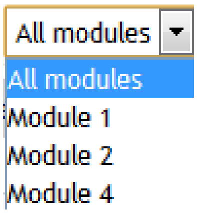


Figure 6-4 Available modules

The filtering by suggestion type can be made with choosing the type from the drop down list *All types.*This filter is independent of the previous mentioned.

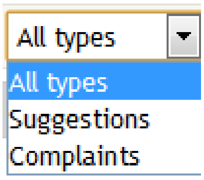


Figure 6-5 Available types

The status filter is independent as the type filter, but it can be combined with the other ones. The possible choices for this filter are shown in Figure 6-6.

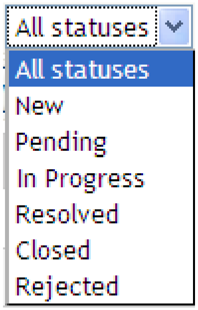


Figure 6-6 All status available choices

Searching for a sent suggestion by a key word or a phrase from its subject or description is also available using the filter shown in Figure 6-7.

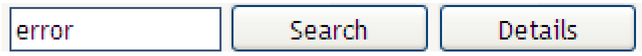


Figure 6-7 Filtering by key word

Suggestions can be filtered only by their status. There are special filter buttons just for that purpose. They are positioned at the bottom right part of the table shown in Figure 6-8.

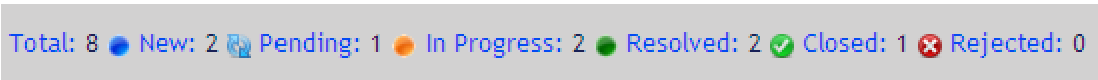


Figure 6-8 Buttons for filtering by status

The controls for navigating through the table are positioned in the bottom left of the table shown in Figure 6-9.

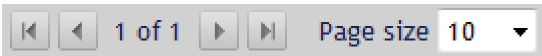


Figure 6-9 Navigation controls

The button is used to go to the first page of the table, button is used to go to the last page in the table. The button is used for going to the previous page and the button is used to go to the next page. The drop down list Page size 10 can be used to change the number of application per page in the table.

A combination of all filters is possible when searching for a sent suggestion.

6.4 Arranging suggestions

As described in the previous section there are a number of controls that can be used for searching and filtering the suggestions. After the needed suggestions are selected they can be arranged in the table in ascending or descending order depending on the ordering button that is clicked. They are positioned at the top of the table and are shown in Figure 6-10.

Figure 6-10 Ordering buttons

6.5 Adding a new suggestion

Only user of the customer user group can add a new suggestion. The users of the manager or editor user group cannot enter a new suggestion report. When someone is willing to enter a new suggestion, first he/she has to enter the projects site by given url, and then fill the form. After login or after choosing to send an anonymous suggestion, the form for adding new suggestion is shown as in Figure 6-11.

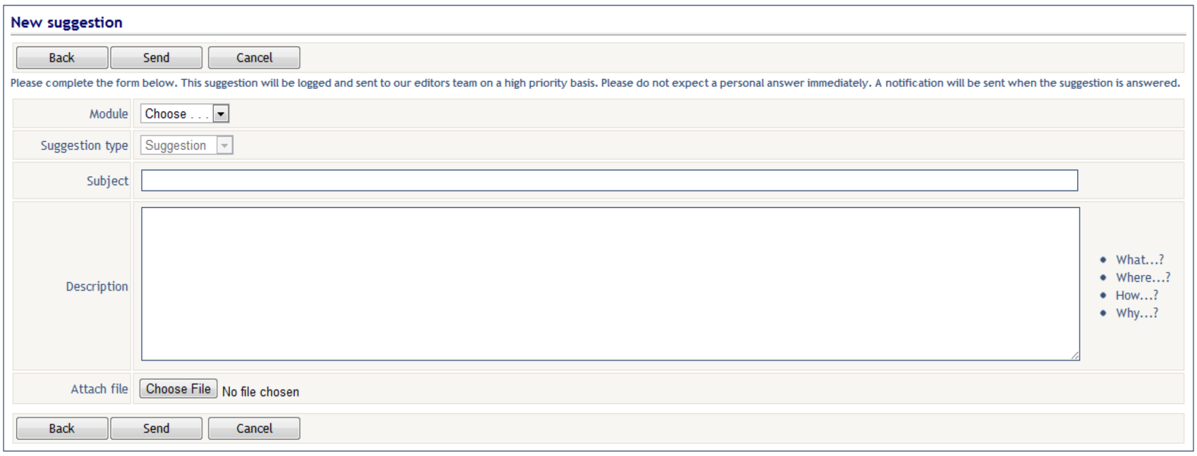


Figure 6-11 New issue page

A number of fields (such as *suggestion type*, *module*) have a default value selected, so it is important to inspect them before going further. The *subject* field is mandatory and it is very important for searching a sent suggestion by key value as described in Chapter 6.3 -Searching suggestions. The second mandatory field is the *description* field. Here user enters the following descriptions:

- What…?
- Where…?
- How…?
- Why…?

Next control is the *file upload* control which contains *input* field and a *Browse* button. This is used for attaching a file to the suggestion (such as photo of the suggestion). The user can click the *browse* button to open the *file upload* window shown in Figure 6-12 and select the file he/she wants to attach to the report.

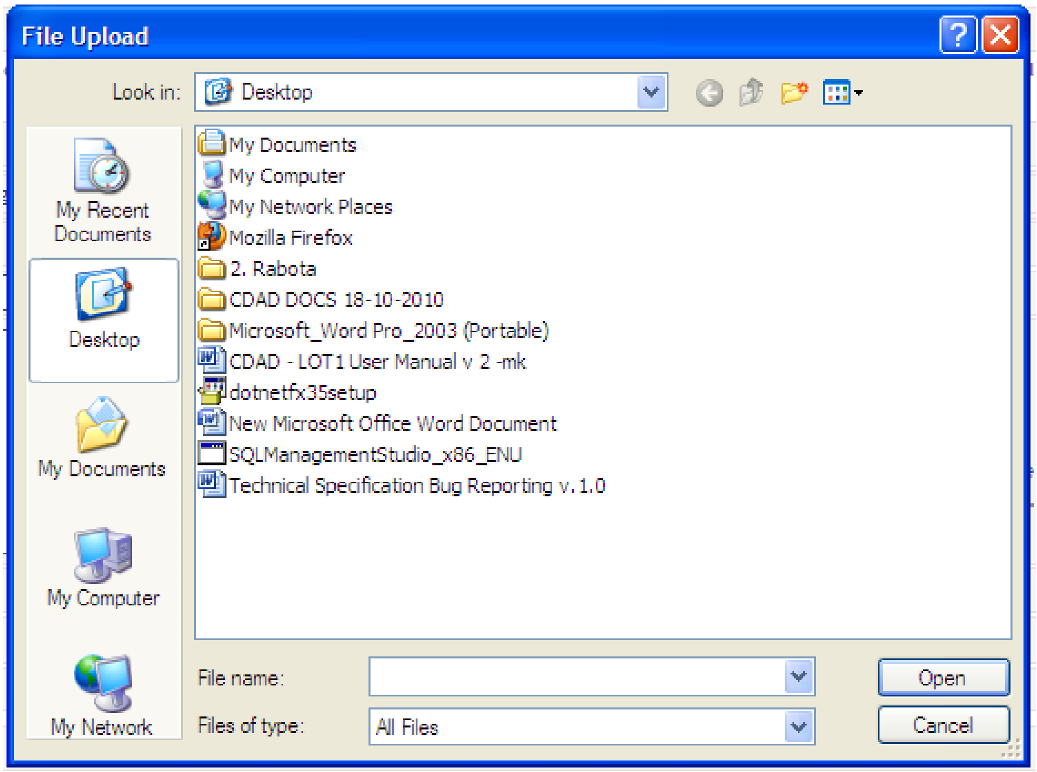


Figure 6-12 File upload window

At the end the suggestion is submitted by clicking the *send* button. After that the new suggestion can be browsed as described in section 6.3 - Searching suggestions.

6.6 Editing a sent suggestion

Section 6.3 - Searching suggestions describes how to find a sent suggestion or how to arrange all the suggestions. After the desired suggestion is found, by clicking on it, a user can be redirected to the *Suggestion preview* page Figure 6-1. Depending on the user type and suggestion status different actions can be performed.

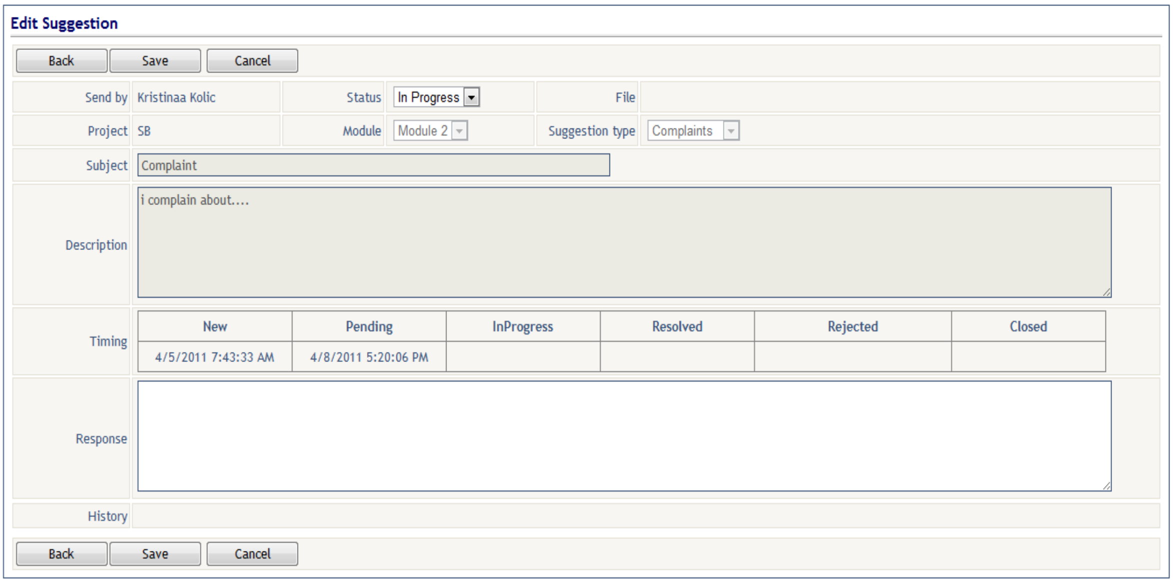


Figure 6-13 Edit suggestion

6.6.1 Customer approval

When the customer logs in on the default page Figure 4-7, he/she can see all of his/her reported suggestions in the table. In the first column in the table he/she can see the status of the each suggestion.

By clicking on a suggestion the customer will be redirected to Figure 6-2. From here depending on the status of the suggestion he/she can edit it or approve it.

If the status is *new*, he/she can edit the *suggestion type*, *module*, *subject*, *suggestion description*. After the change is made it is saved by clicking the *update* button.

If the suggestion status is *pending*, *in progress*, *closed* or *rejected* no further approval or editing is possible.

If the status is resolved, *%Done* property will be 80% and that's the maximum percentage an editor can set up. From here the only change that can be made is to change the status to *pending*. Only customers and managers can change the *%Done* property to 100% by changing the status from resolved to closed or to rejected by changing the *%Done* property to 0%.

6.6.2 Updating suggestion status by editor

If the status is *new* all fields accept the *status* and *%Done* can be modified. To enter edit mode click the middle button *update* shown in Figure 6-14.

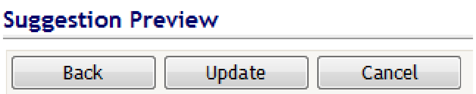


Figure 6-14 Update button

This button can be seen only if the editing is permitted. The two fields *Timing* and *History* are automatically modified by the application with any change of the suggestion status. After the editor finishes all his work on the suggestion he/she changes its status to *Resolved*. At that point a customer or manager can accept the solution and change the status to *closed*, or reject the solution and change the status to *Rejected*.

The editor primary responsibility is to change the suggestion status along with the progress on his/her work while working on a solution for the suggestion.

Once a editor or manager opens a suggestion with status *new*, the suggestion status is changed to *pending* and the editor or manager gets the responsibility for the suggestion (it means that the suggestion was seen but the work on the suggestion has not started yet). If the suggestion is in the *pending* status, the editor or manager can change the status to *in progress* or *resolved*. If the status is in progress he/she can change the status from *in progress* to *resolved*. By changing the status the %done field is changed. Also, the response field has to be filled along with changing status.

7. Reports

The users of the manager user group are able to see reports. The reports can show statistics and also can be analytical.

7.1 Statistics

When manager clicks the *report* button he is redirected to the report page. The first seen report shown in Figure 7-1 is statistics by suggestion status report.

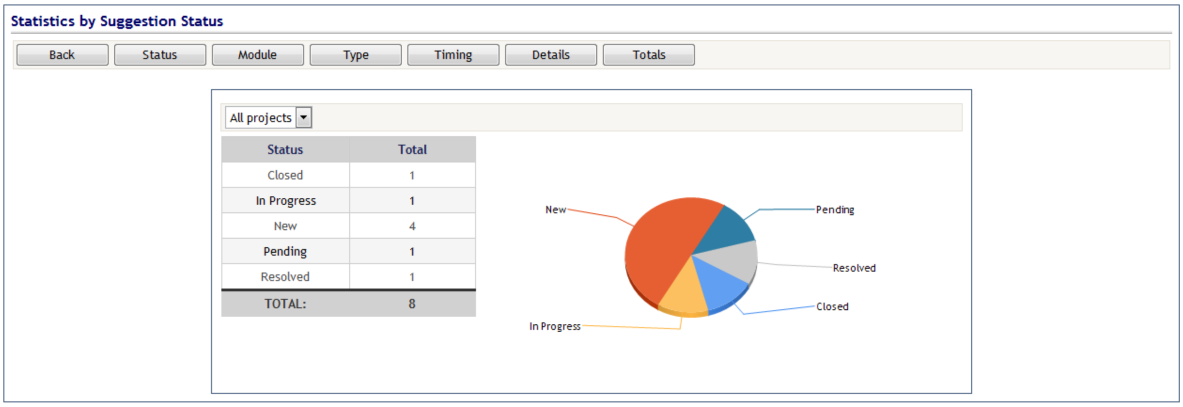


Figure 7-1 Statistics by suggestion status report

Here the statistics by suggestion status are represented in a graphical and tabular form. By clicking the *Module* button as in Figure 7-2 the report by suggestion modules will be shown.

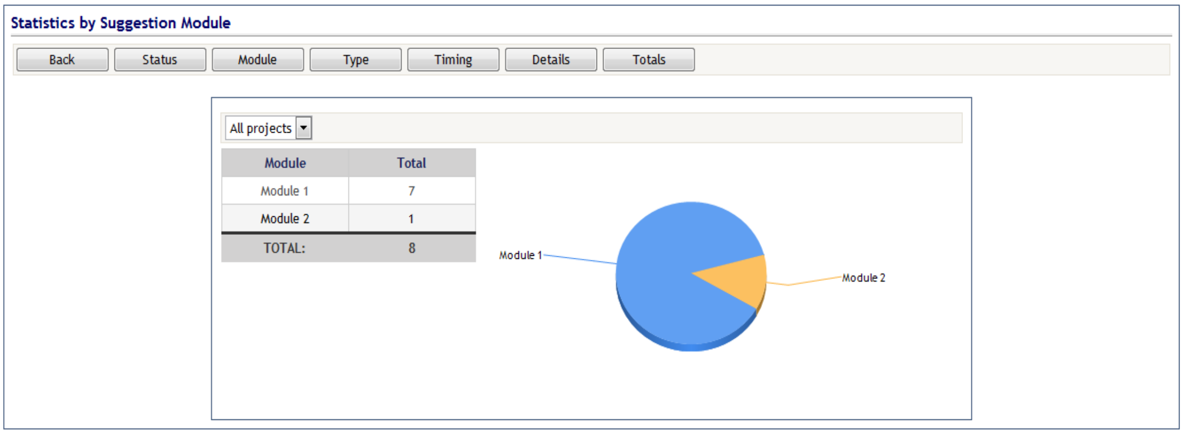


Figure 7-2 Report statistics by suggestion modules

The wanted project can be selected from the *All projects* drop down list. It is the filter for this report.

If manager wants to see the statistics depending of the type of the suggestions that are occurring he/she will click the *type* button. The output is shown in Figure 7-3.

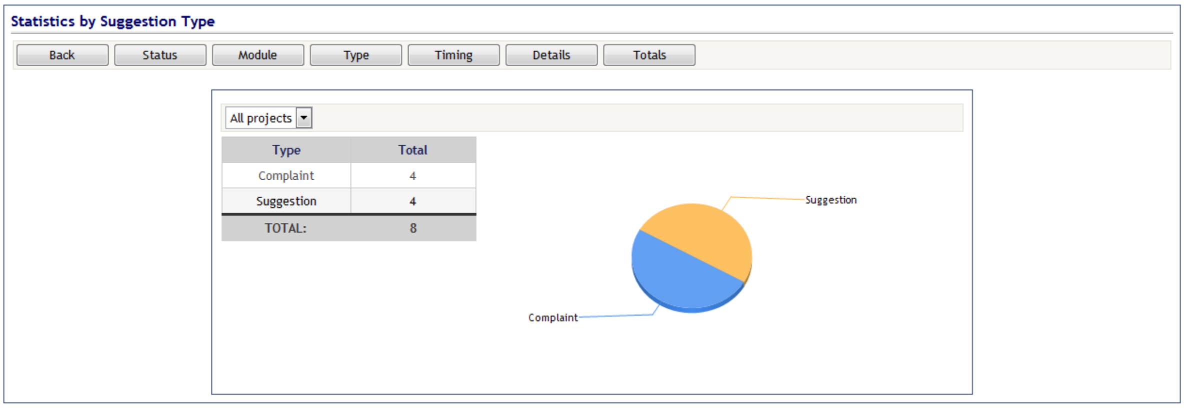


Figure 7-3 Statistics depending on the type of suggestions

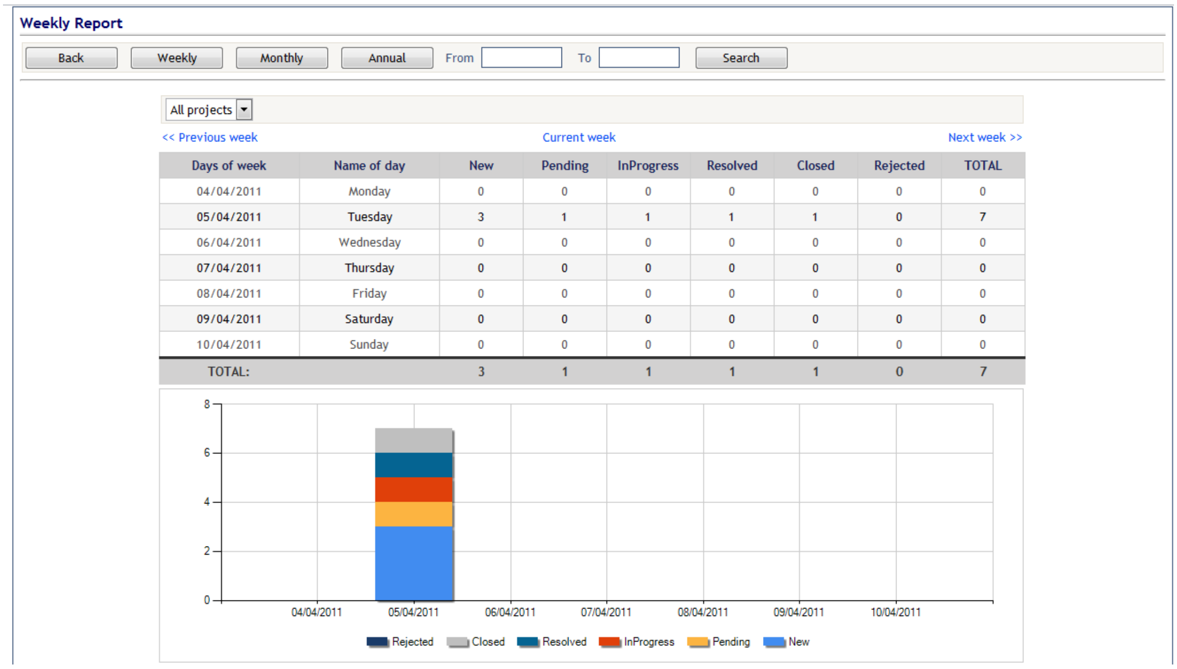
Click to choose the desired option from all the available options.

The statistical report about the time spend on changing status of suggestions is shown in Figure 7-4.

Figure 7-4 Time spend statistics

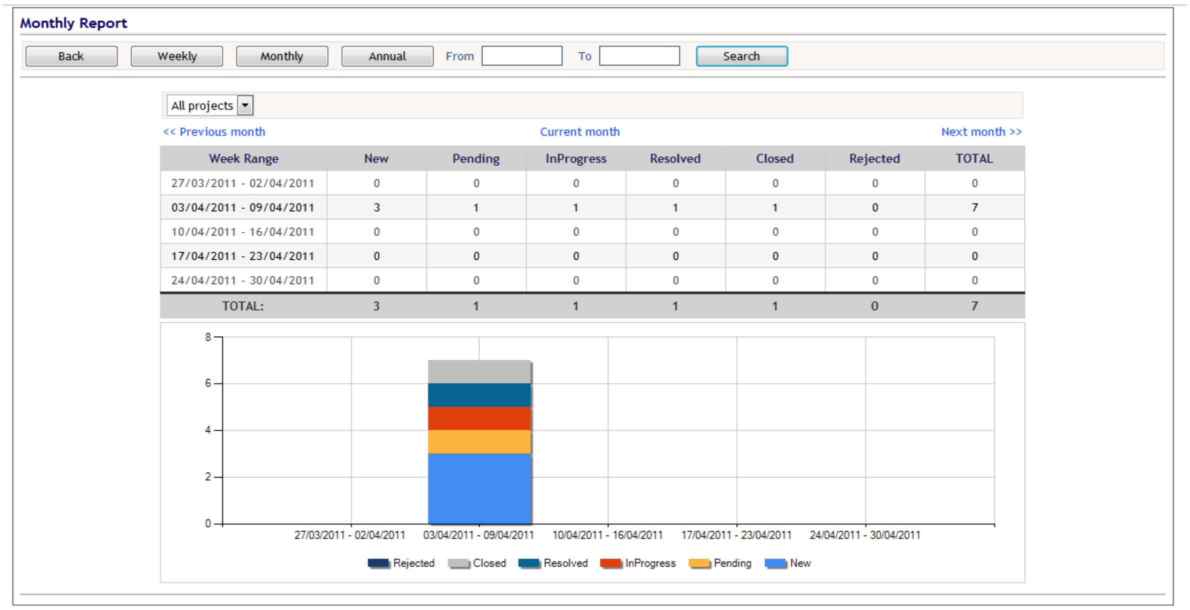
7.2 Analytical reports

By clicking the *details* button in the reports page manager can see the weekly analytical report in tabular and graphical form as shown in Figure 7-5. There is an option to choose a monthly report by clicking the *Monthly* button Figure 7-6 or annual report by clicking the Annual button Figure 7-7.



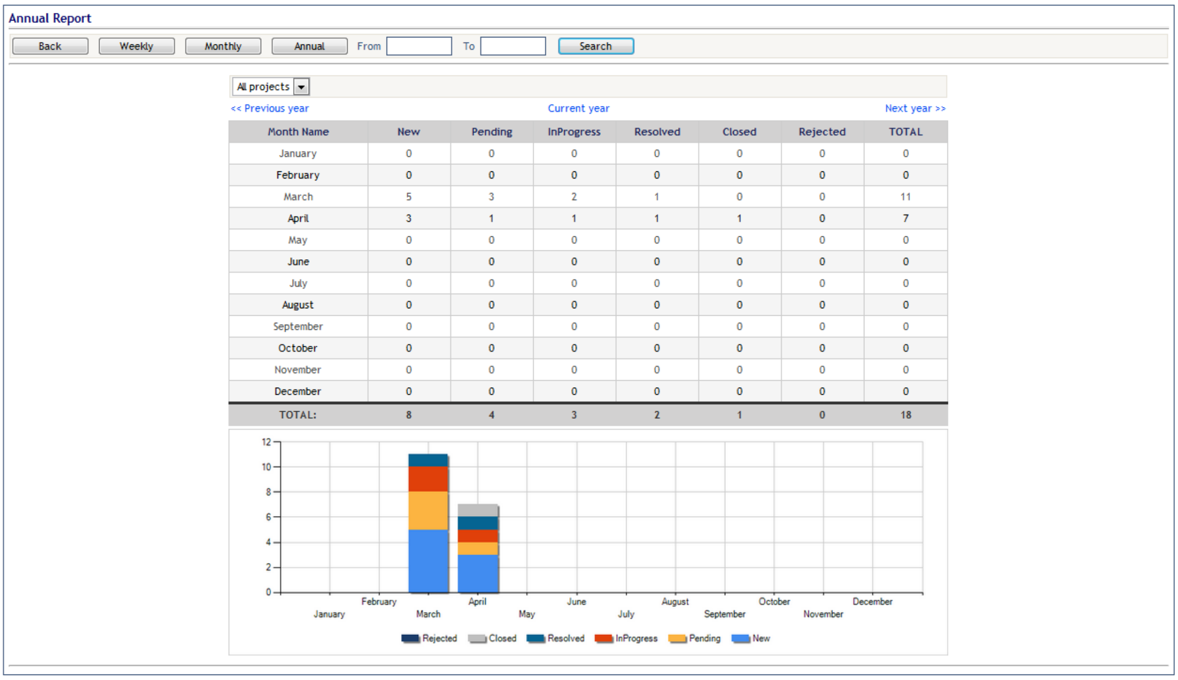
Days of week	Name of day	New	Pending	InProgress	Resolved	Closed	Rejected	TOTAL
04/04/2011	Monday	0	0	0	0	0	0	0
05/04/2011	Tuesday	3	1	1	1	1	0	7
06/04/2011	Wednesday	0	0	0	0	0	0	0
07/04/2011	Thursday	0	0	0	0	0	0	0
08/04/2011	Friday	0	0	0	0	0	0	0
09/04/2011	Saturday	0	0	0	0	0	0	0
10/04/2011	Sunday	0	0	0	0	0	0	0
TOTAL:		3	1	1	1	1	0	7

Figure 7-5 Weekly report



Week Range	New	Pending	InProgress	Resolved	Closed	Rejected	TOTAL
27/03/2011 - 02/04/2011	0	0	0	0	0	0	0
03/04/2011 - 09/04/2011	3	1	1	1	1	0	7
10/04/2011 - 16/04/2011	0	0	0	0	0	0	0
17/04/2011 - 23/04/2011	0	0	0	0	0	0	0
24/04/2011 - 30/04/2011	0	0	0	0	0	0	0
TOTAL:	3	1	1	1	1	0	7

Figure 7-6 Monthly report



Annual Report

Back | Weekly | Monthly | Annual | From | To | Search

All projects

<< Previous year | Current year | Next year >>

Month Name	New	Pending	InProgress	Resolved	Closed	Rejected	TOTAL
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	5	3	2	1	0	0	11
April	3	1	1	1	1	0	7
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0
TOTAL:	8	4	3	2	1	0	18

Figure 7-7 Annual report

In all of the reports on the top of the table there is a navigation bar for going to previous, current and next week/month/year accordingly.

In the control shown on Figure 7-8, a start and end date of interest for the report can be entered. Then with the click of the button search the report will be generated.

From 2010-10-05 To 2010-12-31 Search

Figure 7-8 Control for defining start and end date for report

The last type of the report is the totals statistics, shown in Figure 7-9. This report is a short table that gives the total suggestion closed, total time and the working hours.

Total closed suggestions	1
Total Time	185,00 hours
Working Hours	60,00 hours

Figure 7-9 Totals table

Implementation procedure

1. General

1.1 Company registration

The company representative enters the Fancy Innovations link. There the application offer is shown as the following figure.

Figure 1-1 Applications

After choosing the Suggestion Box application by click on the logo, the following figure is shown. It shows the Suggestion Box application description.

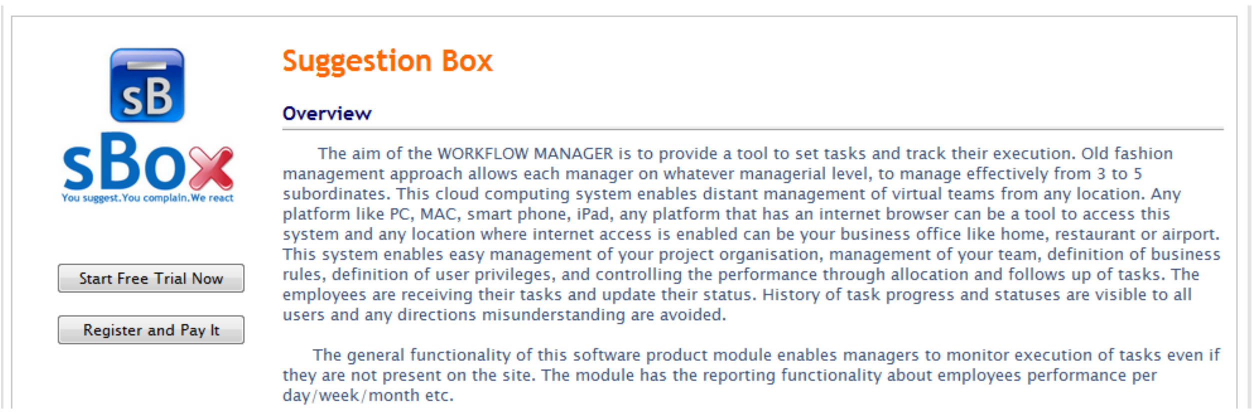


Figure 1-2 Suggestion Box overview

The user clicks on *Register and Pay it* button and continues.

Next, the step 1 of the company registrations follows. The user has to choose the application he/she registers his/her company for. Choose the application Suggestion Box as shown on the following figure and click the *Proceed to Step 2* button.

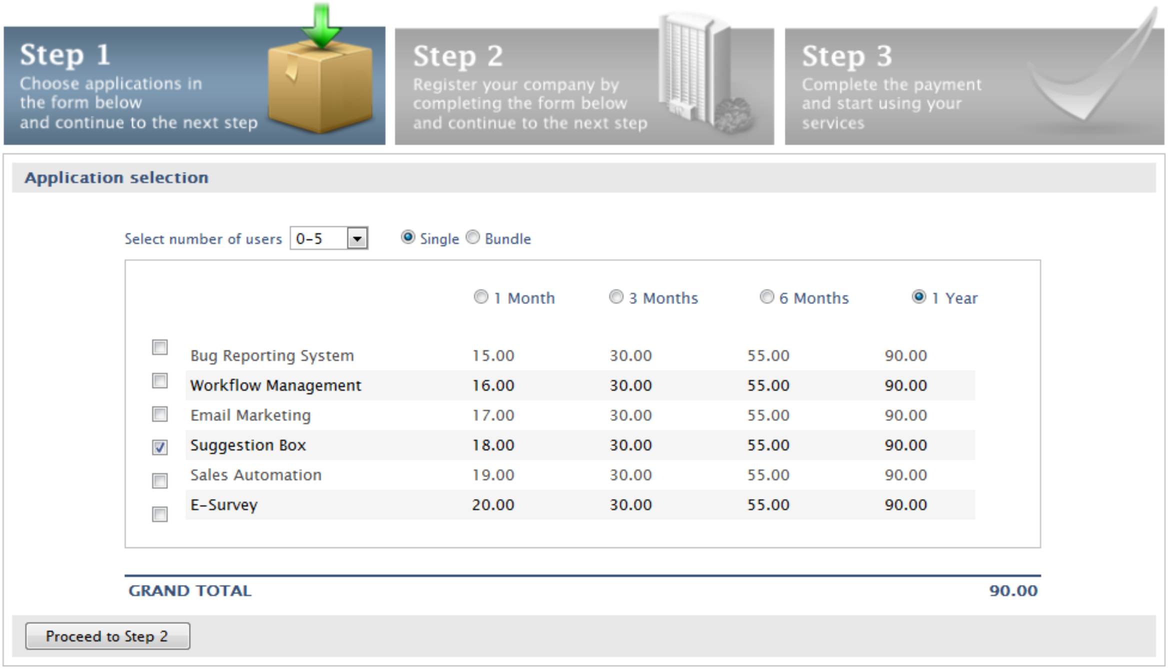


Figure 1-3 Choose application to register for

The step 2 of the registration is entering the basic company information (name, address, city, country, phone etc). The entered information is expected to be true, so that confirmation mail could be sent. Enter the information and click the *Proceed to Step 3* button.

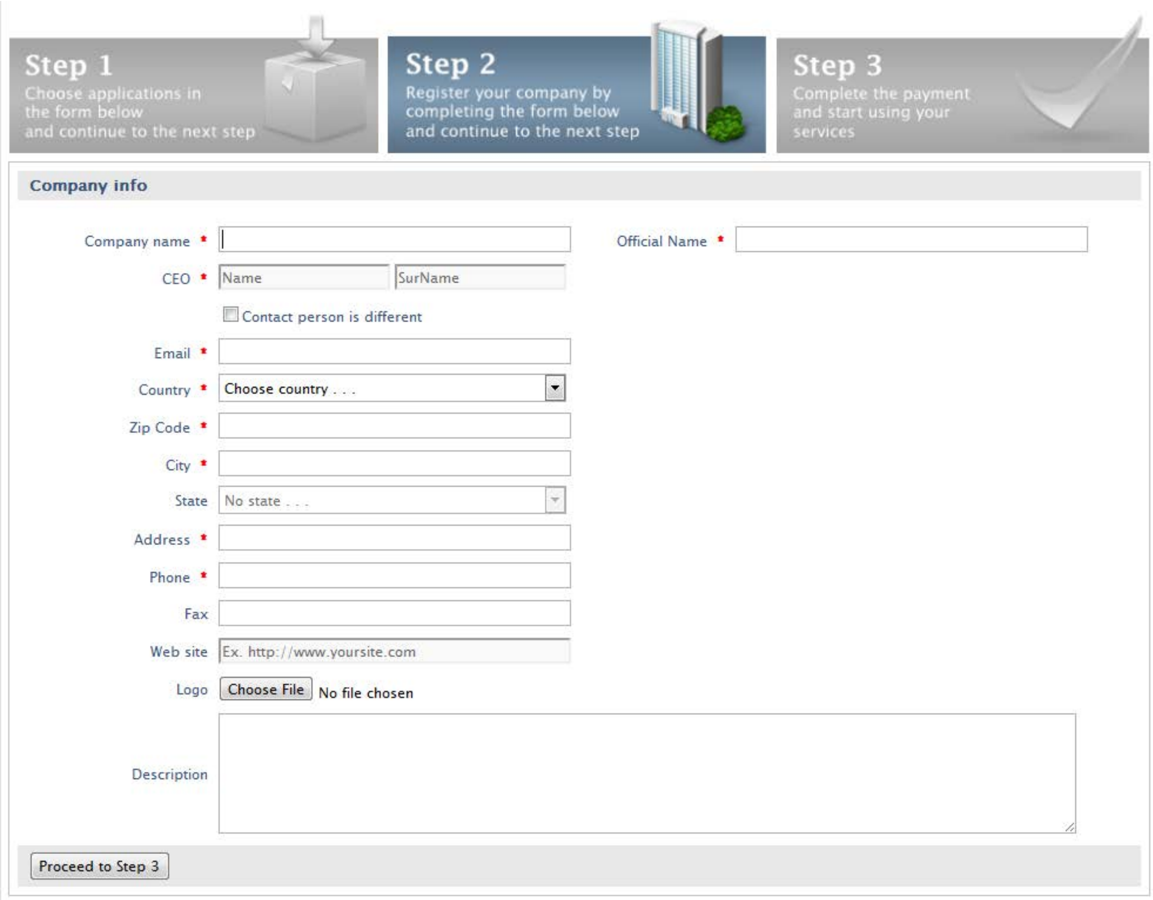


Figure 1-4 Company basic information input form

After clicking the button, the confirmation alert is shown which is questioning if you are sure that the email is valid CEO email or contact email. You confirm if you are sure or cancel if you are not sure.

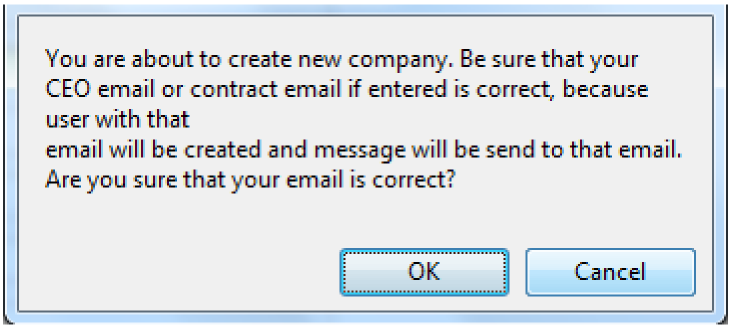


Figure 1-5 Confirmation alert

The next screen shows all the entered information and payment details which includes *Agree with the terms* section and also *Choose Payment Method* section.

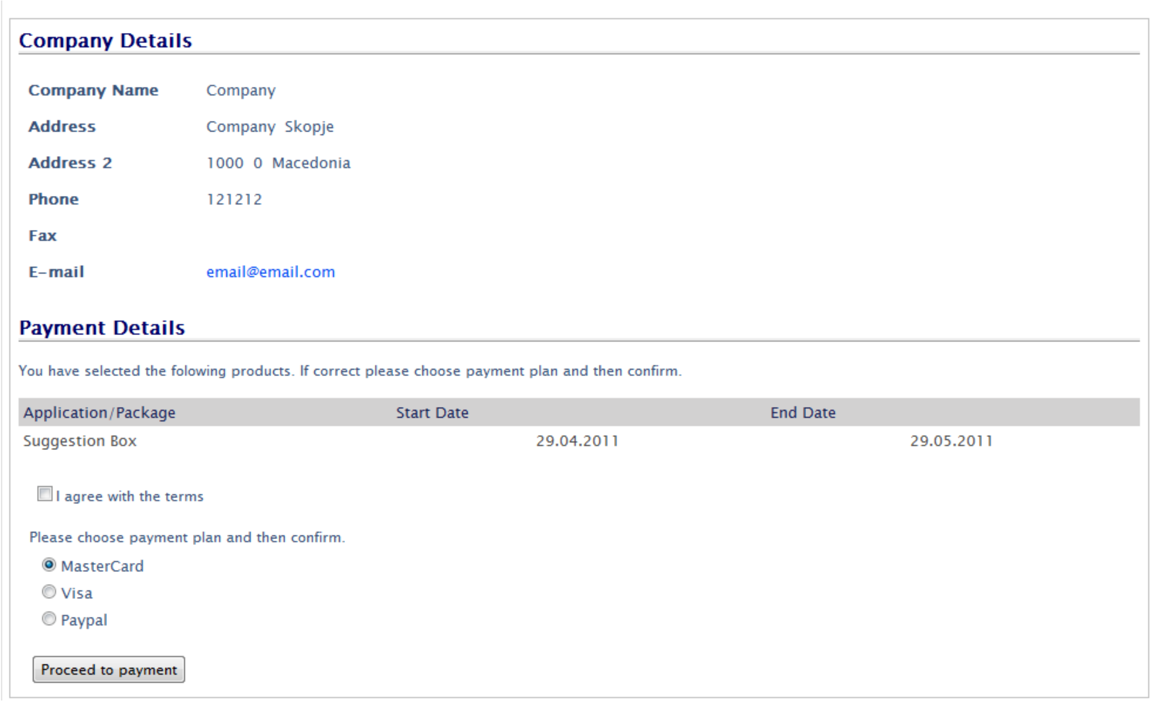


Figure 1-6 All entered information and payment details

Next, the order confirmation step follows. It is shown in the next figure. At this moment, the contract and the company administrator credentials are sent to the entered email.

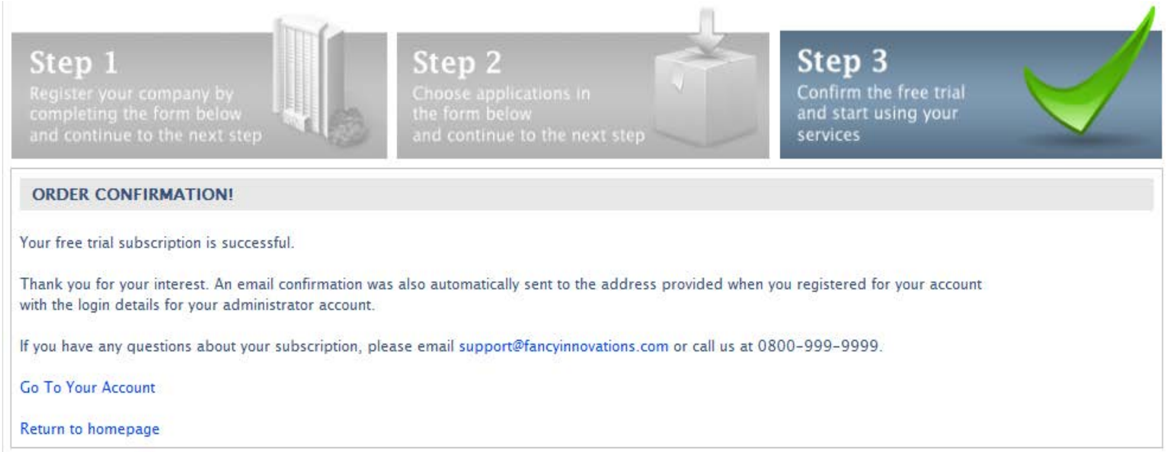


Figure 1-7 Confirmation step

1.2 User login

Enter the Fancy Innovations site and find on top right the *Login here* link as shown on the following figure.

Figure 1-8 Menu

The link redirects you to the login page as shown the following figure. Enter your credentials and log in the system.

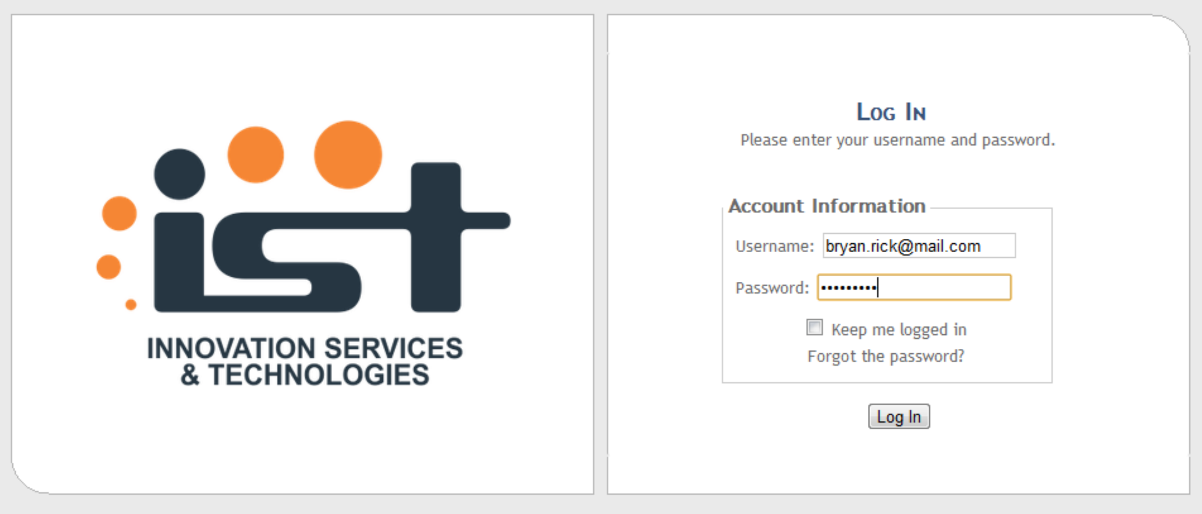


Figure 1-9 Login page

After the login, the system forwards you to the *Choose Application* screen. Then click on the Suggestion Box logo, to enter the system.

Figure 1-10 Choose application screen

1.3 Change user personal information

When the user is logged in, in the top right corner *My profile* link is shown next to the *Log out* button.

Figure 1-11 Welcome message and Log out and My profile link

Click the *My profile* link. The following form with your personal information is shown. It is the My profile page.

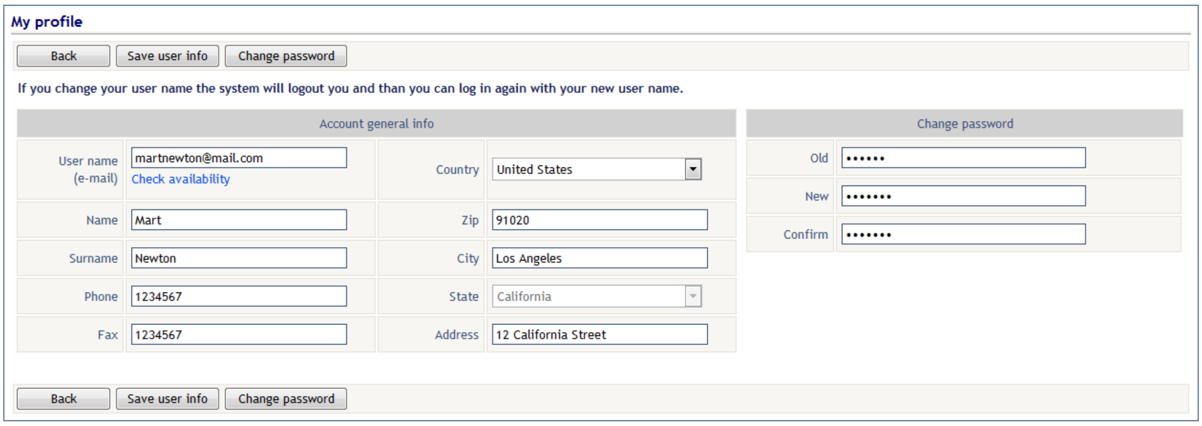


Figure 1-12 My profile page

Change any personal information and click *Save user info* button. Change the password and click the *Change password* button.

1.4 Password reset

The following figure shows the login page which contains the *Forgot the password?* link. Click on it.

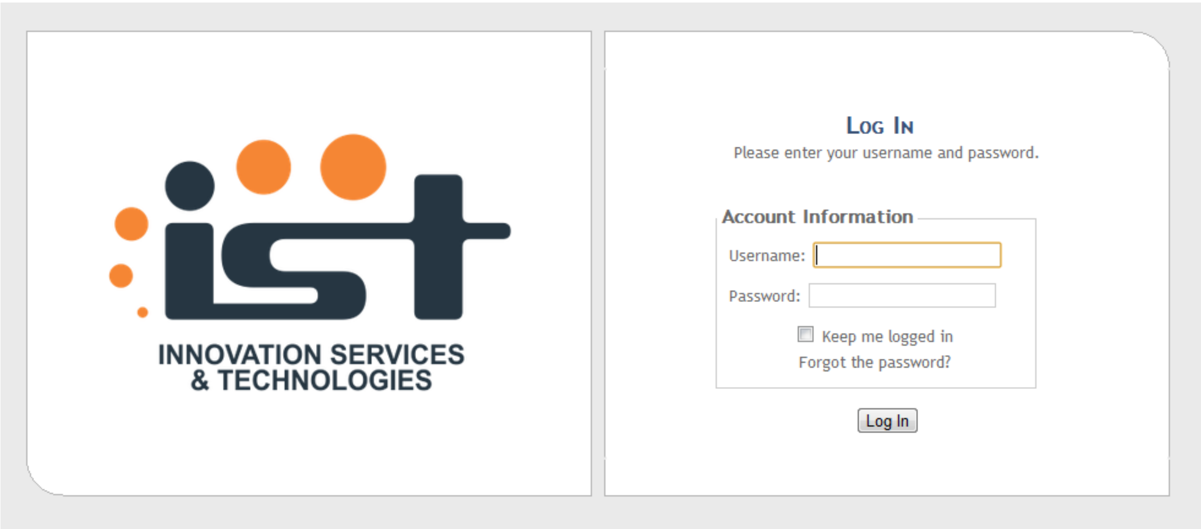


Figure 1-13 Login page

The following form opens for you. Enter your username (email) and click the *Send new password* button. The new generated password will be sent on your email address.

Figure 1-14 Forgot password page

2. Company administrator

This is the default company administrator page. This page contains the entered company information and also a list of applications that the company is registered for.

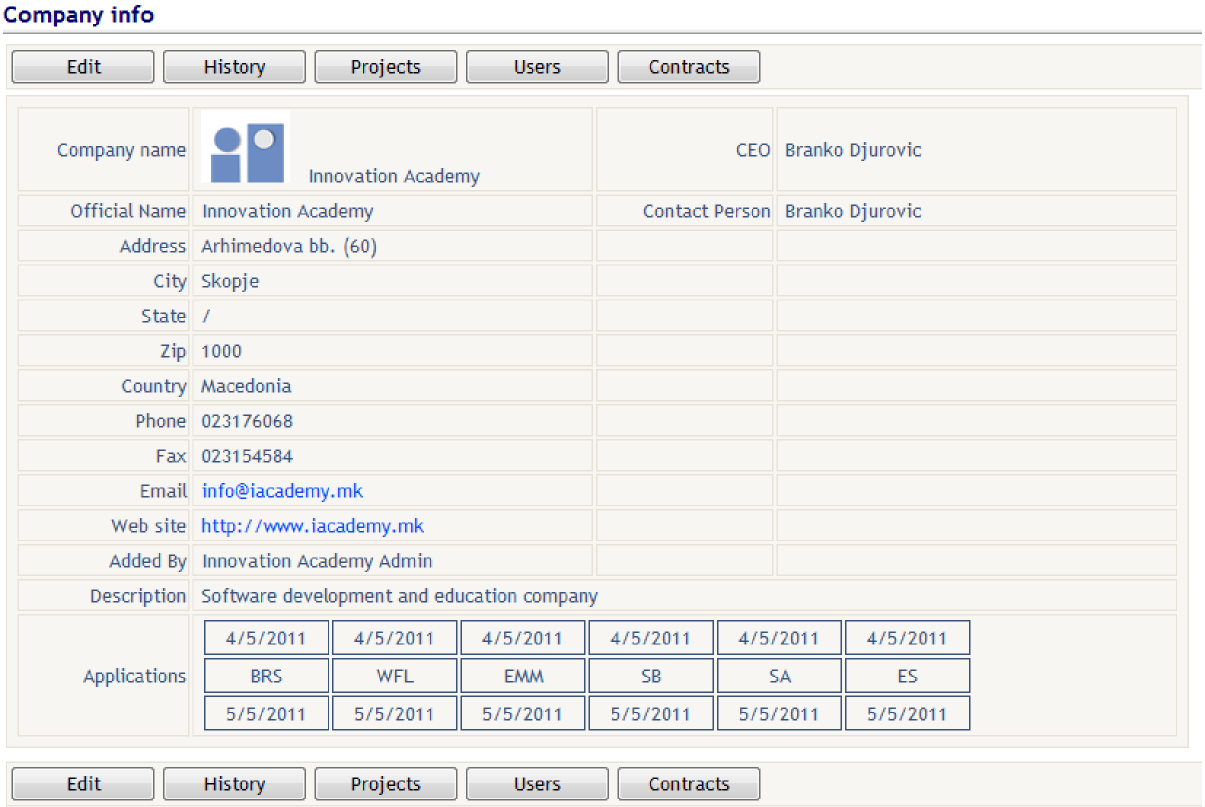
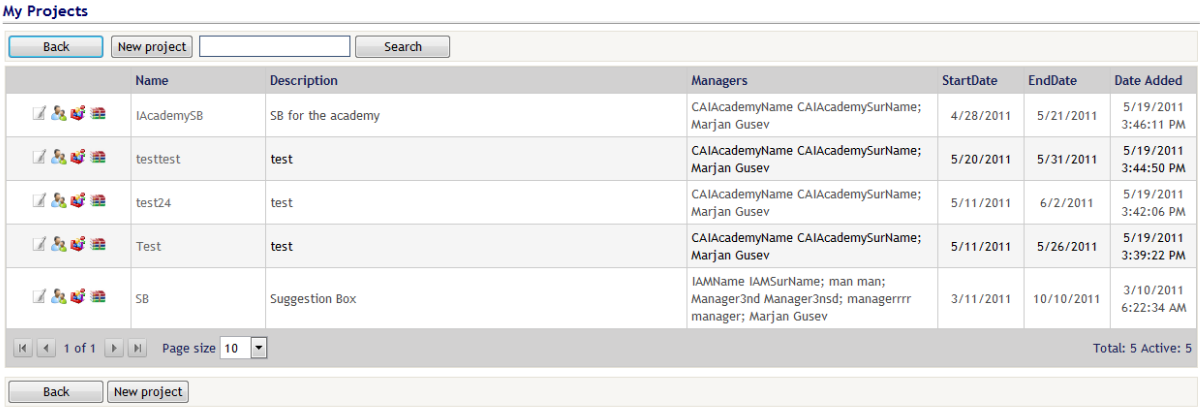


Figure 2-1 Company administrator default page

On this page, there is menu, which contains the following buttons: *Edit* (for editing and updating the company details), *History* (for previewing history of contracts), *Projects* (for previewing all company projects), *Users* (for previewing application users) and *Contracts* (for previewing all the company contracts).

2.1 Define project

Choose the *Projects* button from the menu on the default page. All the Suggestion Box projects are shown in a table as in the following figure. This table can be sorted and also filtered. The projects can be filtered by search keyword. The number of the items of the table can be chosen of the page size control at the bottom of the table.



My Projects

	Name	Description	Managers	StartDate	EndDate	Date Added
	IAcademySB	SB for the academy	CAIAcademyName CAIAcademySurName; Marjan Gusev	4/28/2011	5/21/2011	5/19/2011 3:46:11 PM
	testtest	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/20/2011	5/31/2011	5/19/2011 3:44:50 PM
	test24	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/11/2011	6/2/2011	5/19/2011 3:42:06 PM
	Test	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/11/2011	5/26/2011	5/19/2011 3:39:22 PM
	SB	Suggestion Box	IAMName IAMSurName; man man; Manager3nd Manager3nsd; managerrrr manager; Marjan Gusev	3/11/2011	10/10/2011	3/10/2011 6:22:34 AM

Figure 2-2 All projects

The menu on the all projects table consists of 2 buttons: *Back* (which leads to the previous page) and *New Project* (which leads to add new project page). Click on the *New Project* button.

Add new project page opens. Enter the required information (project name, project description, project logo, company link, start date and end date) and click on the *Add project* button. If you change your mind, that click either *Back* or *Cancel*.

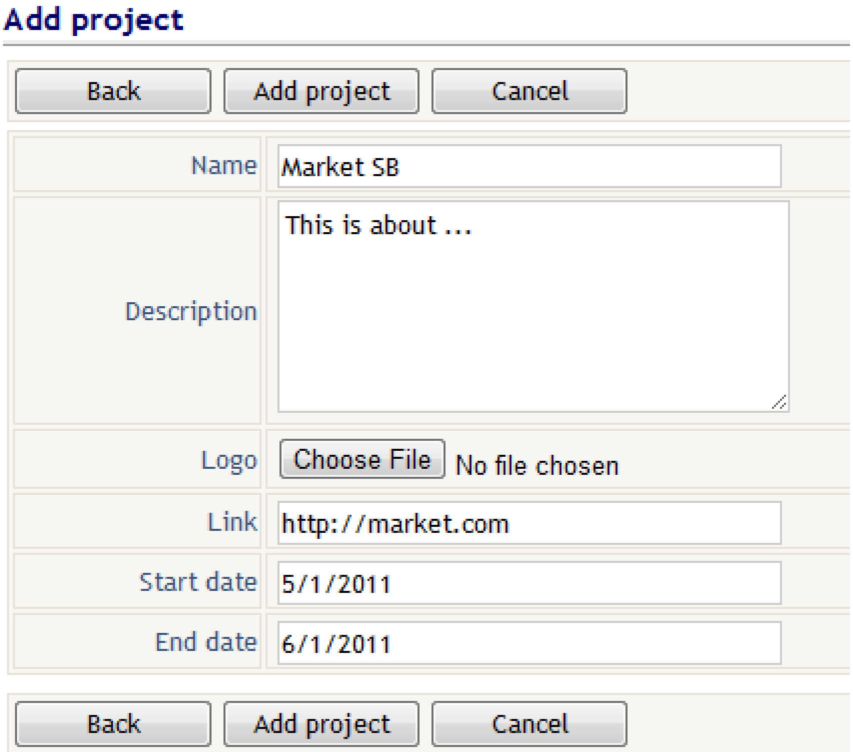


Figure 2-3 Add new project

2.2 Define module

You choose the *Projects* button from the menu on the default page, and then all the projects table is shown as in Figure 2-2. Then choose the following icon  positioned in the row of the project you want define module for. This icon leads to all project modules page which is shown in the following figure.

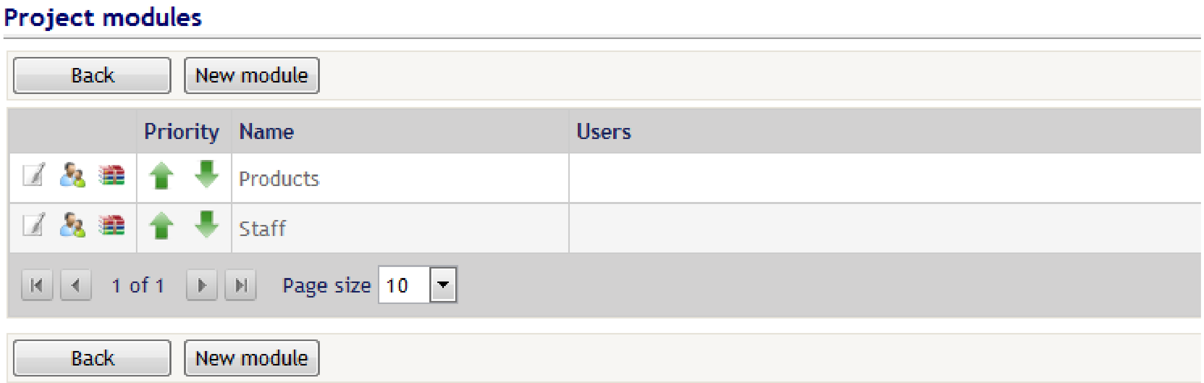


Figure 2-4 All modules

The menu of the page is consisted of these buttons: *Back* (which leads to the previous page) and *Add module* (which leads to the add module page). The only required field is the module name. Click on the *Add module* button after entering the name. If you change your mind, then click the *Back* button.

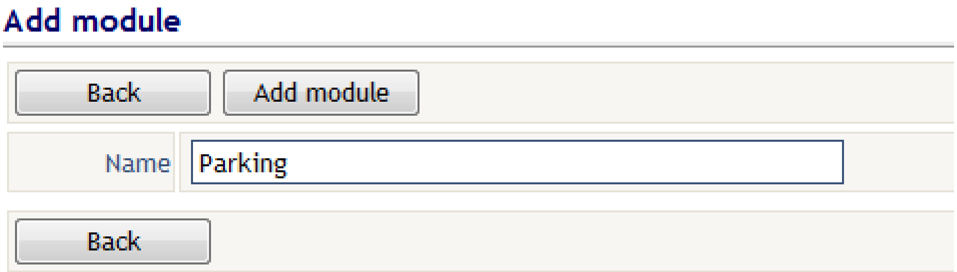


Figure 2-5 Add module

2.3 Change module priority

You choose the *Projects* button from the menu on the default page, and then all the projects table is shown as in Figure 2-2. Then choose the following icon positioned in the row of the project you want define module for. This icon leads to all project modules page which is shown in the following figure.

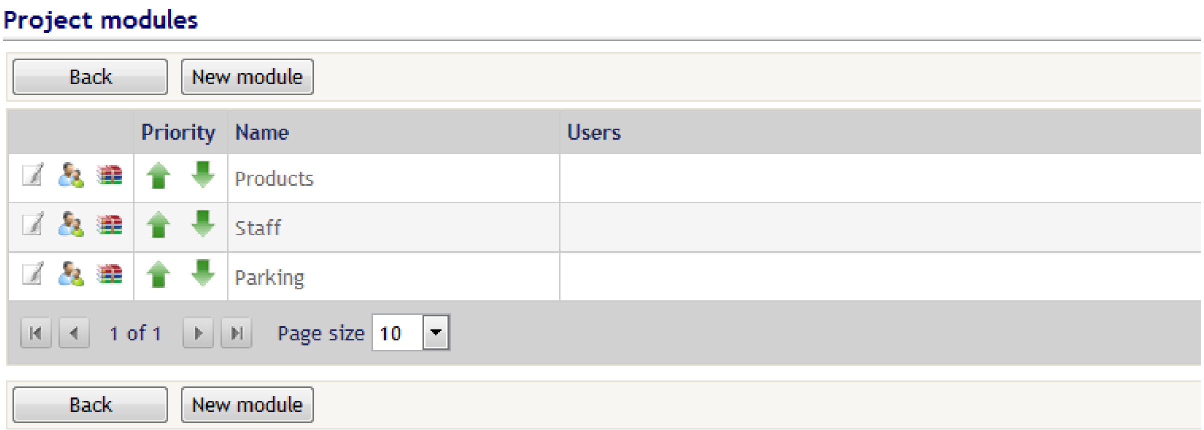


Figure 2-6 All modules

There are the following icons on each module row. The click on the first one, i.e. the arrow with direction from down to up changes the module priority to higher level and the reversed one changes the module priority to lower level.

2.4 View project details

You choose the *Projects* button from the menu on the default page, and then all the projects table is shown as in the following figure.

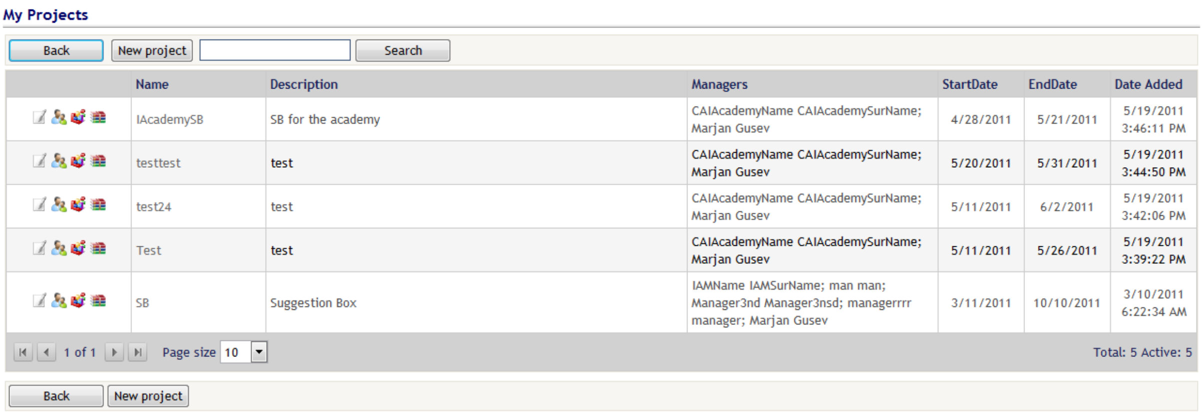


Figure 2-7 All projects

All the project names are clickable and the click on the name leads to the view project details. Click on any of the project name. Then the following page is shown. The view project details page contains only output fields and they are: the project name, the project description, project logo, company link, project link, start date, end date, user who added the project and the date time of adding.

View Project

Back

Name	Market SB
Description	This is about ...
Logo	
Link	http://market.com
Project link	http://www.iacademy.mk/fancy/SuggestionBox/JOK50JOK
Start date	5/1/2011
End date	6/1/2011
Added By	CAIAcademyName CAIAcademySurName
Date added	5/25/2011

Back

Figure 2-8 View project details

2.5 Edit project details

You choose the *Projects* button from the menu on the default page, and then all the projects table is shown as in the following figure.

To edit any project details, click on the icon edit which is positioned in each project row.

My Projects

Back | New project | Search

	Name	Description	Managers	StartDate	EndDate	Date Added
	IAcademySB	SB for the academy	CAIAcademyName CAIAcademySurName; Marjan Gusev	4/28/2011	5/21/2011	5/19/2011 3:46:11 PM
	testtest	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/20/2011	5/31/2011	5/19/2011 3:44:50 PM
	test24	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/11/2011	6/2/2011	5/19/2011 3:42:06 PM
	Test	test	CAIAcademyName CAIAcademySurName; Marjan Gusev	5/11/2011	5/26/2011	5/19/2011 3:39:22 PM
	SB	Suggestion Box	IAMName IAMSurName; man man; Manager3nd Manager3nsd; managerrrr manager; Marjan Gusev	3/11/2011	10/10/2011	3/10/2011 6:22:34 AM

1 of 1 Page size 10 Total: 5 Active: 5

Back | New project

Figure 2-9 All projects

The next, edit project details page is open as shown in the next figure. All the fields present the project details (name, description, logo, link, start and end date) and they are editable. If you want to save the made changes, then click on *Save* button. Otherwise click either on *Back* or *Cancel* button.

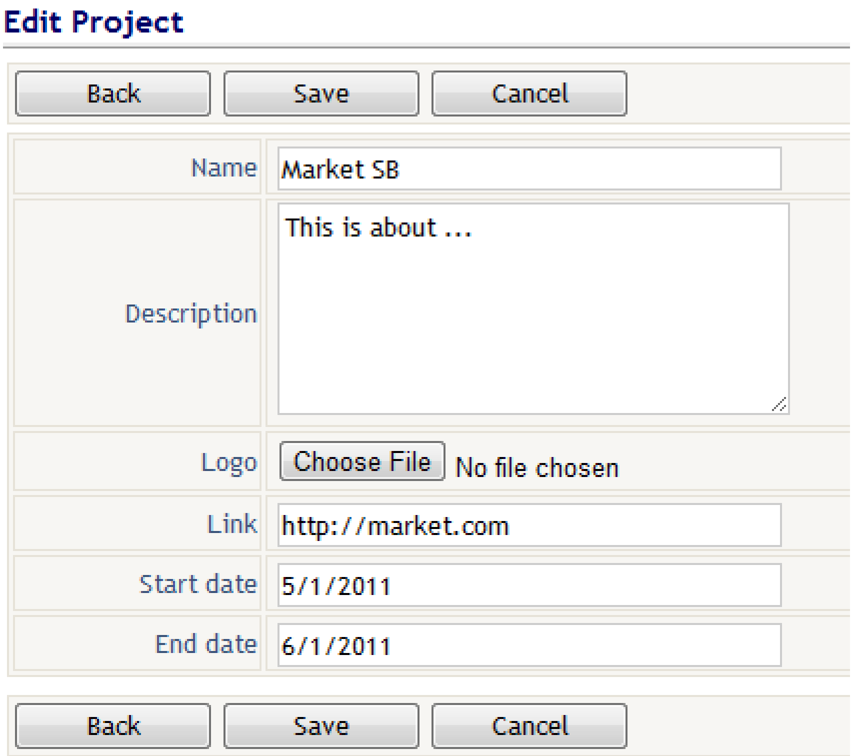
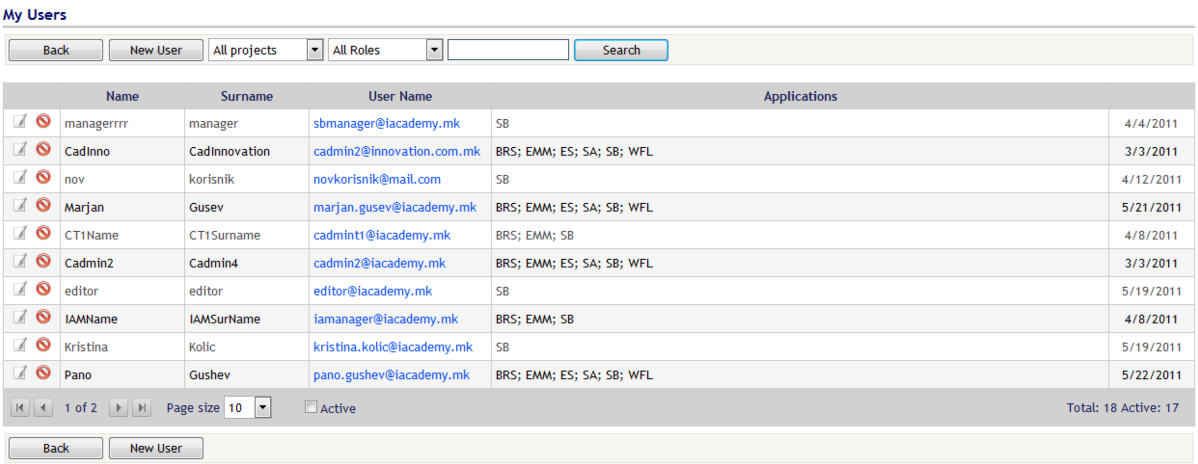


Figure 2-10 Edit project details

2.6 Define user

You choose the *Users* button from the menu on the default page, and then all the company users table is shown as in the following figure.



	Name	Surname	User Name	Applications	
	managerrrr	manager	sbmanager@iacademy.mk	SB	4/4/2011
	CadInno	CadInnovation	cadmin2@innovation.com.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
	nov	korisnik	novkorisnik@mail.com	SB	4/12/2011
	Marjan	Gusev	marjan.gusev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/21/2011
	CT1Name	CT1Surname	cadmint1@iacademy.mk	BRS; EMM; SB	4/8/2011
	Cadmin2	Cadmin4	cadmin2@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
	editor	editor	editor@iacademy.mk	SB	5/19/2011
	IAMName	IAMSurName	iamanager@iacademy.mk	BRS; EMM; SB	4/8/2011
	Kristina	Kolic	kristina.kolic@iacademy.mk	SB	5/19/2011
	Pano	Gushev	pano.gushev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/22/2011

Figure 2-11 All users

The table on this page can be sorted and also filtered. You can search the users by their email or their name and surname.

The menu contains the *Back* button, which leads to the previous page, and the *New User* button, which leads to the add new user page which is described in the following sections.

2.6.1 Define personal information

This is the first step of defining new user of the system. The personal information consists of: user name (email), password, name, surname, phone, country, zip, city, state, address and fax. After entering them click on the *Create User* button, or otherwise click on the *Back* button.

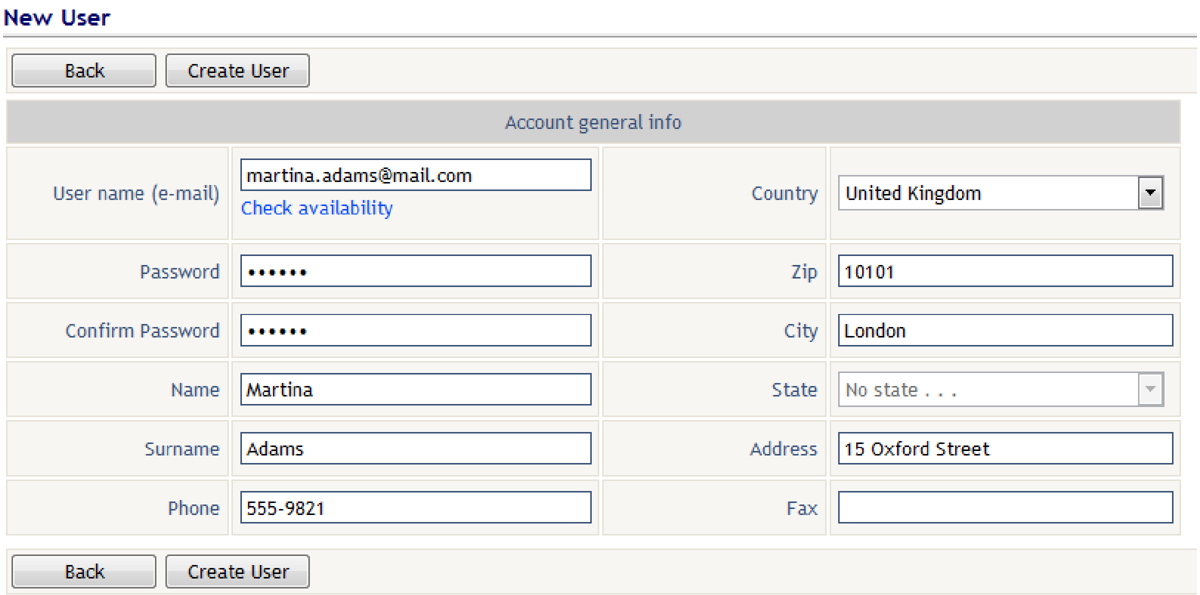


Figure 2-12 Define user personal information

2.6.2 Define user application roles

Next, you have to define the roles the user will have in the Suggestion Box application. You choose the application Suggestion Box and then the application roles are enabled for choosing. Choose the roles and click the *Next* button.

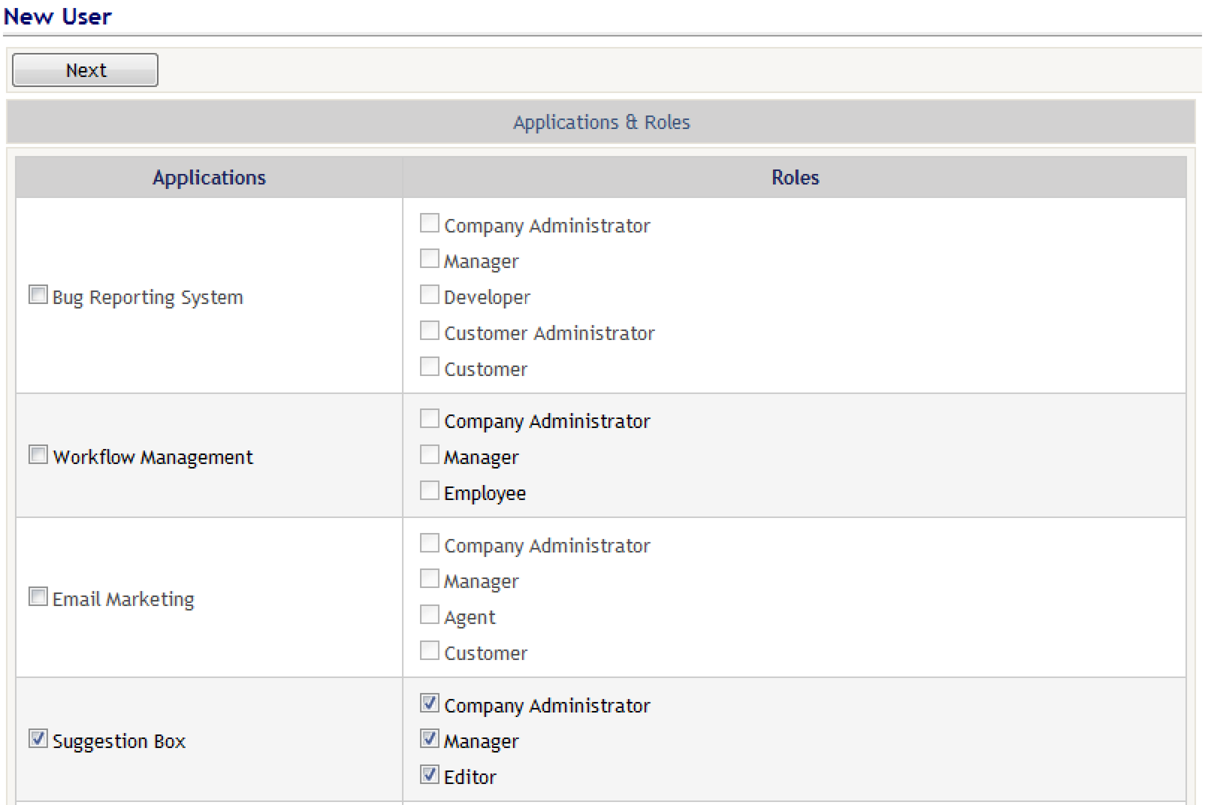


Figure 2-13 Application roles

2.6.3 Define user project roles

This is the next step of the new user definition. At this point, you have to choose project roles. The available roles are the roles selected at the previous step. If the role includes working with the project modules, then choose the modules that the user will be responsible for. This step is shown in the next figure.

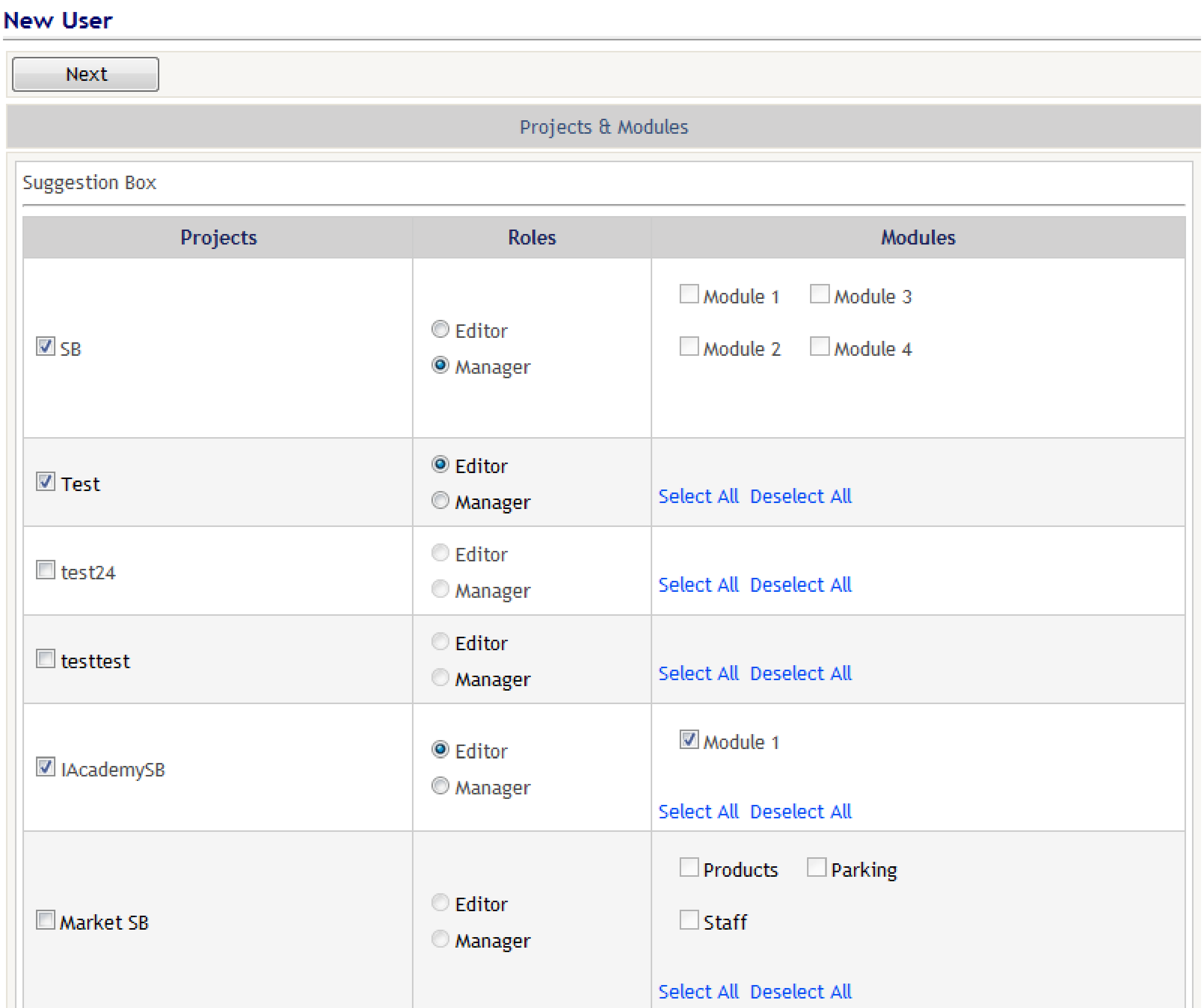
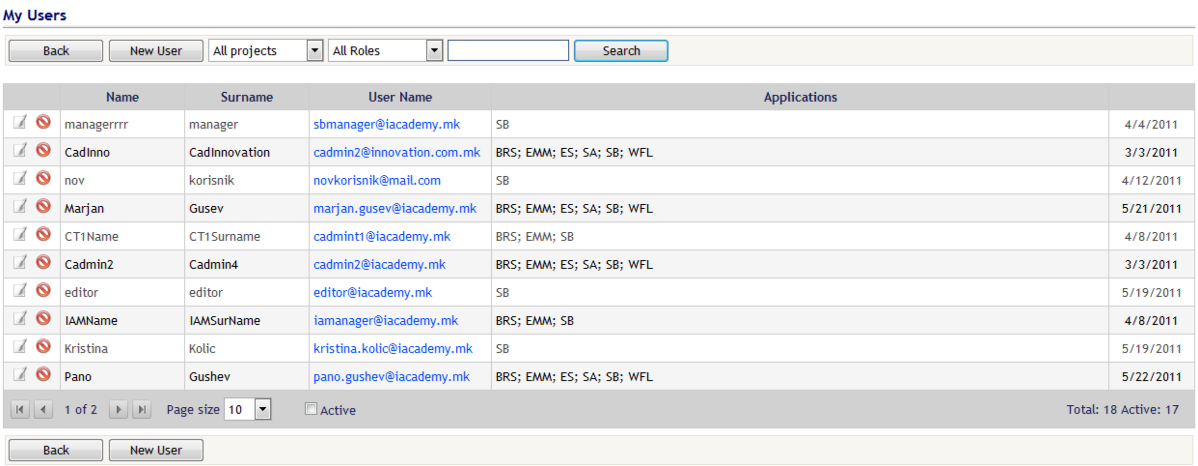


Figure 2-14 Project roles

2.7 Edit user

The edit user functionality is similar to add new user.

Firstly you choose the *Users* button from the menu on the default page, and then all the company users table is shown as in the following figure. Each row has the edit icon. On click on it, you are redirected to the edit user page.



Name	Surname	User Name	Applications	
managerrrr	manager	sbmanager@iacademy.mk	SB	4/4/2011
CadInno	CadInnovation	cadmin2@innovation.com.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
nov	korisnik	novkorisnik@mail.com	SB	4/12/2011
Marjan	Gusev	marjan.gusev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/21/2011
CT1Name	CT1Surname	cadmint1@iacademy.mk	BRS; EMM; SB	4/8/2011
Cadmin2	Cadmin4	cadmin2@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
editor	editor	editor@iacademy.mk	SB	5/19/2011
IAMName	IAMSurName	iamanager@iacademy.mk	BRS; EMM; SB	4/8/2011
Kristina	Kolic	kristina.kolic@iacademy.mk	SB	5/19/2011
Pano	Gushev	pano.gushev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/22/2011

Figure 2-15 All users

The edit user page shows the personal user information with the ability to edit it. The page also has menu with these buttons: *Back* (always returns to the previous page), *Save* (saves the made changes), *Applications Roles* (leads to the user application roles) and *Project Roles* (leads to the user project roles). The edit general user information is shown in the following figure.

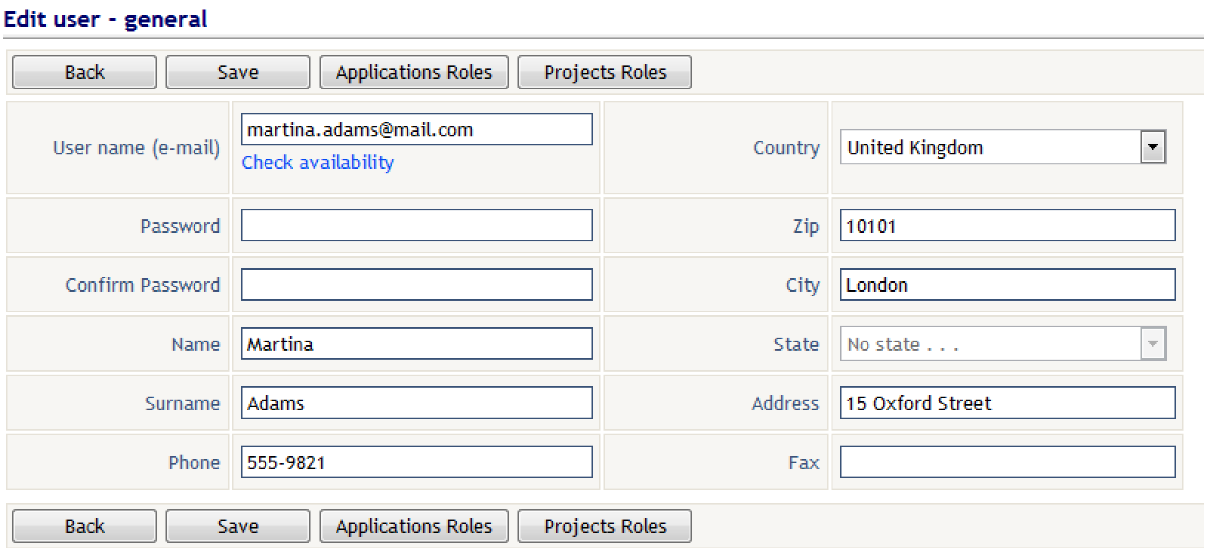


Figure 2-16 Edit user general information

If you click on *Application Roles* button, then you will be redirected to the application roles page where you can edit the roles given to the user per Suggestion Box system. To save the changes click *Save*, or otherwise click *Back* or *Cancel*. The screen is shown in the following figure.

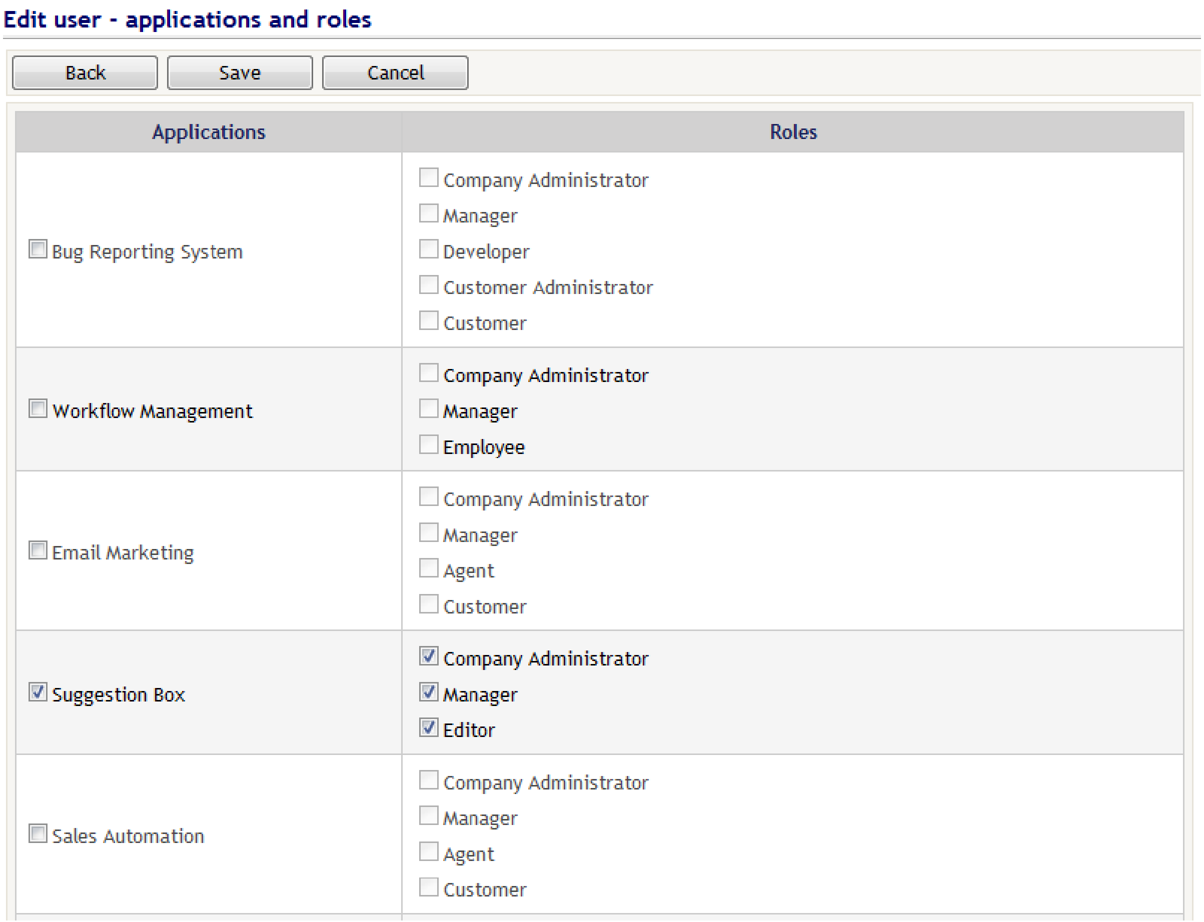


Figure 2-17 Application roles

If you click the *Project Roles* button, then you are redirected to the step for editing the roles given to the user per Suggestion Box project. To save the changes click *Save*, or otherwise click *Back* or *Cancel*. The screen is shown in the following figure.

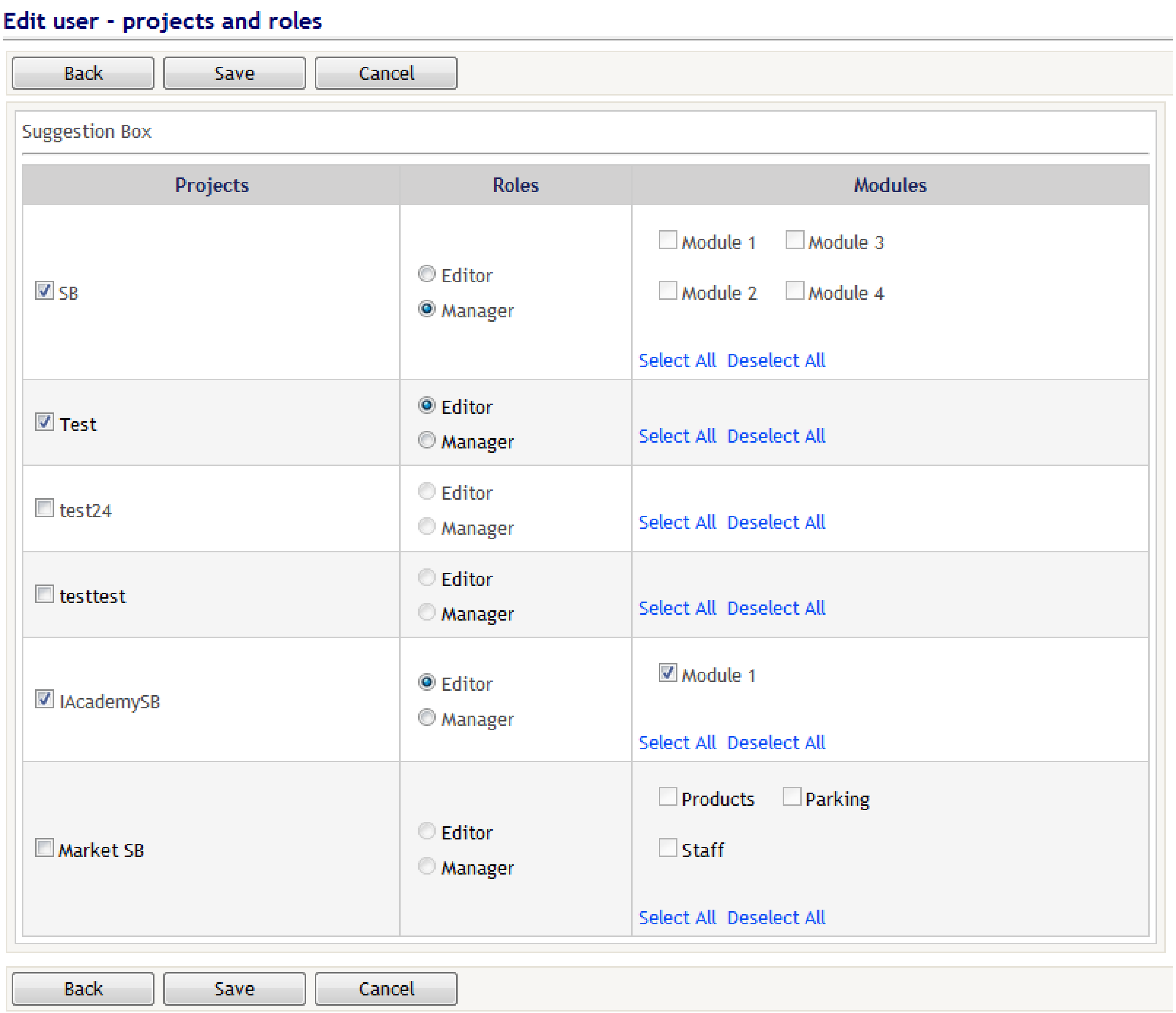


Figure 2-18 Edit project roles

2.8 Deactivate user

You choose the *Users* button from the menu on the default page, and then all the company users table is shown as in the following figure.

Each row in the all users table contains the deactivate icon. This icon is used for user deactivation. Then the user cannot login.

My Users

Back | New User | All projects | All Roles | Search

Name	Surname	User Name	Applications	
managerrrr	manager	sbmanager@iacademy.mk	SB	4/4/2011
CadInno	CadInnovation	cadmin2@innovation.com.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
nov	korisnik	novkorisnik@mail.com	SB	4/12/2011
Marjan	Gusev	marjan.gusev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/21/2011
CT1Name	CT1Surname	cadmint1@iacademy.mk	BRS; EMM; SB	4/8/2011
Cadmin2	Cadmin4	cadmin2@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
editor	editor	editor@iacademy.mk	SB	5/19/2011
IAMName	IAMSurName	iamanager@iacademy.mk	BRS; EMM; SB	4/8/2011
Kristina	Kolic	kristina.kolic@iacademy.mk	SB	5/19/2011
Pano	Gushev	pano.gushev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/22/2011

1 of 2 Page size 10 Active Total: 18 Active: 17

Back | New User

Figure 2-19 All users

After clicking the icon, the confirmation alert is shown asking if you are sure that you want to deactivate the user.

You are about to deactivate the user from the system! With this the user can't login to the system until you activate it again.
Are you sure that you want to deactivate this user?

OK | Cancel

Figure 2-20 Confirmation alert

If you confirm, then the user is deactivated and it is shown in the bottom of the all users table.

My Users

Back | New User | All projects | All Roles | Search

Name	Surname	User Name	Applications	
managerrrr	manager	sbmanager@iacademy.mk	SB	4/4/2011
CadInno	CadInnovation	cadmin2@innovation.com.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
nov	korisnik	novkorisnik@mail.com	SB	4/12/2011
Marjan	Gusev	marjan.gusev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/21/2011
CT1Name	CT1Surname	cadmint1@iacademy.mk	BRS; EMM; SB	4/8/2011
Martina	Adams	martina.adams@mail.com	SB	5/24/2011
Cadmin2	Cadmin4	cadmin2@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
editor	editor	editor@iacademy.mk	SB	5/19/2011
IAMName	IAMSurName	iamanager@iacademy.mk	BRS; EMM; SB	4/8/2011
Kristina	Kolic	kristina.kolic@iacademy.mk	SB	5/19/2011
Pano	Gushev	pano.gushev@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/22/2011
Boris	Kocarov	boris.kocharov@iacademy.mk	BRS; SB	3/10/2011
IATName	IATSurName	iatest@iacademy.mk	BRS; EMM; SB	4/8/2011
AName	ASurName	agent@iacademy.mk	BRS; EMM; ES; SA; SB; WFL	5/9/2011
new	user	newusersb@iacademy.mk	SB	4/4/2011
CAInno	CAInnovation	cadmin@innovation.com.mk	BRS; EMM; ES; SA; SB; WFL	3/3/2011
kristina	kolic	kristina.kolic1@iacademy.mk	SB	3/23/2011
New	User	newuser@email.com	SB	4/12/2011
man	man	managersb@iacademy.mk	SB	3/23/2011

1 of 1 Page size 20 Active Total: 19 Active: 18

Figure 2-21 All user table with deactivated user

2.9 Update company details

You choose the *Edit* button from the menu on the default page, and then all the company details are shown as in the following figure.

Each of the company information can be edited. To save the changes click on *Save* button, or otherwise click on either *Back* or *Cancel*.

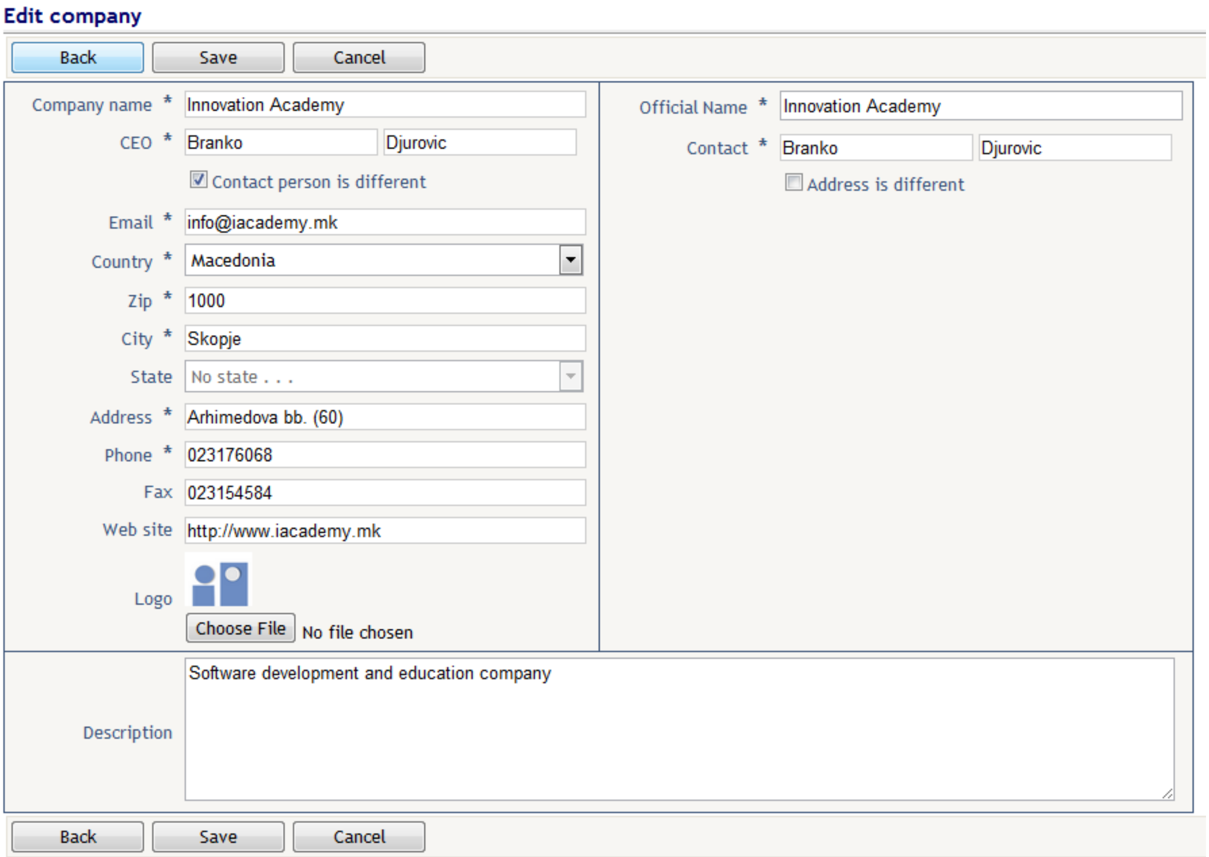


Figure 2-22 Edit company details