

Maharashtra Education Society's



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131, Mayur Colony, Kothrud, Pune 411 038.

Tel. +91-20-25466271, 25463453 • E-mail: director.imcc@mespune.in

DR. SANTOSH DESHPANDE

Director

Web Site: <https://imcc.mespune.in>

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CERTIFICATE

This is to certify that the Project Report entitled "*SERVICES OF ACADEMY*" is prepared by *MAYANK TRIPATHI*, a student of *M.C.A.* Course for the Academic Year 2019-20 at M. E. Society's Institute of Management & Career Courses (IMCC), Pune - 411 038. M.C.A Course is affiliated to Savitribai Phule Pune University.

To the best of our knowledge, this is original study done by the said student and important sources used by him have been duly acknowledged in this report.

The report is submitted in partial fulfillment of M.C.A. Course for the Academic Year 2019-20 as per the rules & prescribed guidelines of Savitribai Phule Pune University.

Dr. Ravindra Vaidya

HOD, Department of MCA, IMCC

Dr. Santosh Deshpande

Director, IMCC

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SERVICES OF ACADEMY

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PROJECT REPORT
ON
SERVICES OF ACADEMY
FOR
INSTITUTE OF MANAGEMENT AND CAREER COURSES

BY
MAYANK TRIPATHI

SAVITRI BAI PHULE PUNE UNIVERSITY
MASTER IN COMPUTER APPLICATION
MAHARASHTRA EDUCATION SOCIETY's
INSTITUTE OF MANAGEMENT AND CAREER COURSES
(IMCC), PUNE-411029
2019-2020

CHAPTER – 1
INTRODUCTION

1.2 Existing System and Need for System

As this project is non existing project, it has been developed for the first time. So this project is a web based project so it makes the system easier and efficient. Mainly the websites are used to provide the details about the system so does this website do. This website is also good for interaction to the user as they don't have to personally meet someone and get information. This website is not a static site so here the communication between the user and system happen without any problem.

As the defence area is so large and it contains more than 5000 people. So this website is mainly beneficial for the user which are staying inside the campus. As everyone who are staying inside is also having an allotted quarter with them. So while having a quarter each of them also have many services such as electricity, gas, water, cable, telephone. So this website will include all these things like if someone having problem regarding any of these above mentioned services so they can easily get rid of the problems just by giving details into the website. As the defence campus includes many areas such as Officer quarter, Jco's quarter, Nco's quarter and many more so each quarter have the services.

SERVICES OF ACADEMY

As this website of defence area which is a prohibited area. So this website provides the user an interface where user has to provide their personal details like the system will ask for which type of service they want to have. The system is also responsible to take the complaints from the user regarding quarter complaints such as fan not working, tap overflow, gas booking, telephone, cable connection etc. These facilities are only for the users who are staying inside the campus. This website will save lot of time as well as person. The main moto to build this website as to avoid the inconvenience which is caused when each of them use to come to the office and register there complaints and then also it takes a lot of days to recover the problems or sometimes the problems just remain into that registers only and no one takes the action towards them. So again the user has to come and register their complaint. And the most important is that the user has to go to different department to file the different services problem. But now after developing this website user has to just login and register their problems regarding the services.

Need of the system can be better explained by economical and operational feasibility.

As this is a web application, a user can use this application from anywhere he/she wants to, provided hardware and software requirements are fulfilled. To give the information about the website across the world, to interact with the user this website came across the way. This could be a best way to advertise about the website and also very helpful to the people to register their complaints regarding services.

Economical this is not feasible. So by having this web site it can be easy for many of the users.

In this website if a user wants to register any complaint or issue regarding the services so it can be done in a couple of seconds.

This website saves much time and people also. Like no use of pamphlets required, information can be shared on website.

1.3 Scope of Work

Our project is a web application for Services which are provided by the academy. Now a day's internet is faster medium of getting information and interaction with people. People are getting busy day by day, so they are using internet to make their work easier and simpler. We are developing website for services like booking the gas, cable connection, water issues, electricity problem etc...which will provide all the information and details regarding the services. So there is no need to personally visit the place to provide information or to register your complaints about the services. So in short the thing is everything is automated no need for any manual work.

We are providing the needful facilities of today's world such as online registration to get the services done on the internet, file complaints regarding to the quarters, connections, booking etc...user can use this system and can also give feedback regarding the system.

This will more often save a lot of time of people. They are aware of all the rules and regulations which are prior to this system.

SERVICES OF ACADEMY

This website for Service of Academy will play a major role in terms of getting the things done over the internet.

As this website will provide the interface where user can easily fill there personal details what so ever asked by the system.

This website will solve the problem of personally registering themselves on the gate by making their entry on the registers. As this world is now being automated so no need of having or doing paper work. So the user will open the website and login himself/herself onto the website. The website will provide a layout on which, the user has to login to any service he/she want to apply for and the user can easily just give the details about the service he wants to take.

Each and every service includes the different admin which is going to take there details in the system. So the website is useful for a number of people as number of complaints can be registered to the system. The main scope to develop or build this website is that the user will register to the website and they can get rid of the problems which are faced by them at the time of paper work or telling the issues in the registers which never going to be fulfilled. So while using this system it is automated and all the things are done over the internet so it takes less time and the complaints are filed over the system and after the problems are being solved user has the power to give feedback about the system or the complaint.

1.4 Operating Environment- Hardware and Software

Hardware Requirements

1	Processor	Any Pentium III or Higher
2	RAM	Minimum 128 MB or higher
3	Disk Space	Minimum 10 GB
4	Internet Connection	Mandatory (High Speed)

Software Requirement

1	Operating System	Windows7, Windows10
2	Language	ASP.NET, HTML,CSS
3	Technology	Dot Net Framework
4	Back End	MySql
5	Front End	VB.NET

1.5 Detail Description of Technology Used

ASP.NET

ASP.NET is an open-source, server-side web application framework designed for web development to produce dynamic web pages developed by Microsoft to allow programmers to build dynamic web sites, web applications and web-services.

- It is built on the Common Language Runtime (CLR) of the .NET framework and includes those benefits like multi-language interoperability, type safety, garbage collection and inheritance.
- It was created to facilitate the development of distributed applications in structured and object-oriented manner by separating the presentation and content and hence write clean code. ASP.NET uses the code-behind model to generate dynamic pages based on Model-View-Controller architecture.
- They have some the major differences from ASP, an earlier version of ASP.NET. The object model of ASP.NET has thus significantly improved from ASP, which makes it fully backward compatible to ASP.

MySQL

- MySQL is the world's most popular open source database software, with over 100 million copies of its software downloaded or distributed throughout its history. With its superior speed, reliability, and ease of use, MySQL has become the preferred choice for web, Telecom companies and forward-thinking corporate IT Managers because it eliminates the major problems associated with downtime, maintenance and administration for modern, online application.
- Many of the world's largest and fastest-growing organizations use MySQL, to save time and money powering their high-volume Web sites, critical business systems, and packaged software – including industry leaders such as yahoo!, Google, Nokia, YouTube, Wikipedia, and Booking.com.
- MySQL is open source, which can be available any time. It has no cost of development process. It provides most of the features that Oracle provides which is basically important for web application. MySQL ships with many command line tools, from which the main interface is 'MySQL' client.

HTML

- HTML stands Hyper Text Markup Language. HTML is a computer language devised to allow website creation. These websites can then be viewed by anyone else connected to the Internet. It is relatively easy to learn, with the basics being accessible to most people in one sitting; and quite powerful in what it allows you to create.

- Hypertext Markup Language, a standardized system for tagging text files that achieve font, color, graphic, and hyperlink effects on World Wide Web pages.

VB.NET

Visual Basic .NET (VB.NET) is a Microsoft object-oriented Programming (OOP) language. VB.Net was designed to take advantage of the .NET framework-based classes and run-time environment. It was re-engineered by Microsoft as part of its .NET product group. VB.NET supports abstraction, inheritance, and polymorphism.

The most substantial VB6 to VB.NET modification is OOP, which allows for class and object creation and increased code reusability. Many new controls were added to streamline program development. VB.NET also supports

multithreading and Web development services, such as Web forms and services. VB.NET's data handling is represented and exchanged via XML-based ADO.NET, which allows for efficient and easy handling of large amounts of data via the Web.

There is a huge base of VB developers given its long history. Many prefer C#, but this can get into a somewhat subjective debate as to the merits of each language.

CHAPTER – 2
PROPOSED SYSTEM

2.1 Proposed System

Our website will be designed in user friendly manner, so even a person having less knowledge about computer can access it. Following features that we are providing on our websites that makes our project more convenient to use.

1. Login- This functionality in this project is making this project easier as the user will give the username and password to get login into the system.
2. Services: The main process of this website is to provide a number of services to the academy users.
3. Register Complaints- The user if staying inside the campus so he/she can file the complains regarding quarter issues.
4. Feedback- The user can also give the feedback about the services provide to them by this system are satisfied or not.
5. Registration- Newly customer or users those are new to this system can easily enroll to this system by login or registering them to the system.

2.2 Objectives of System

This system will help many peoples across the globe. Every website in this world plays a major role in terms of information and time complexity.

This system will give the information regarding all the services which are provided to all the users who are staying in the academy. It will give the way to enroll themselves into the system and get registered. So that they can easily mention their issues or problems they are having regarding electricity, water overflow, booking gas, cable connection, telephone not working.

Following are the modules:

Admin Operations

Forum: Maintain, delete, and display information.

Services: Details, Login operations.

Settings: Edit Profile.

Information: Upload details about the services.

User Operations

Profile: Register, login.

Forum: Add details.

Services: Add service, Add Connection.

Feedback: Provide feedback about the system or services.

General Operations:

Home

Login: Admin, User

Information: About the academy

About Us

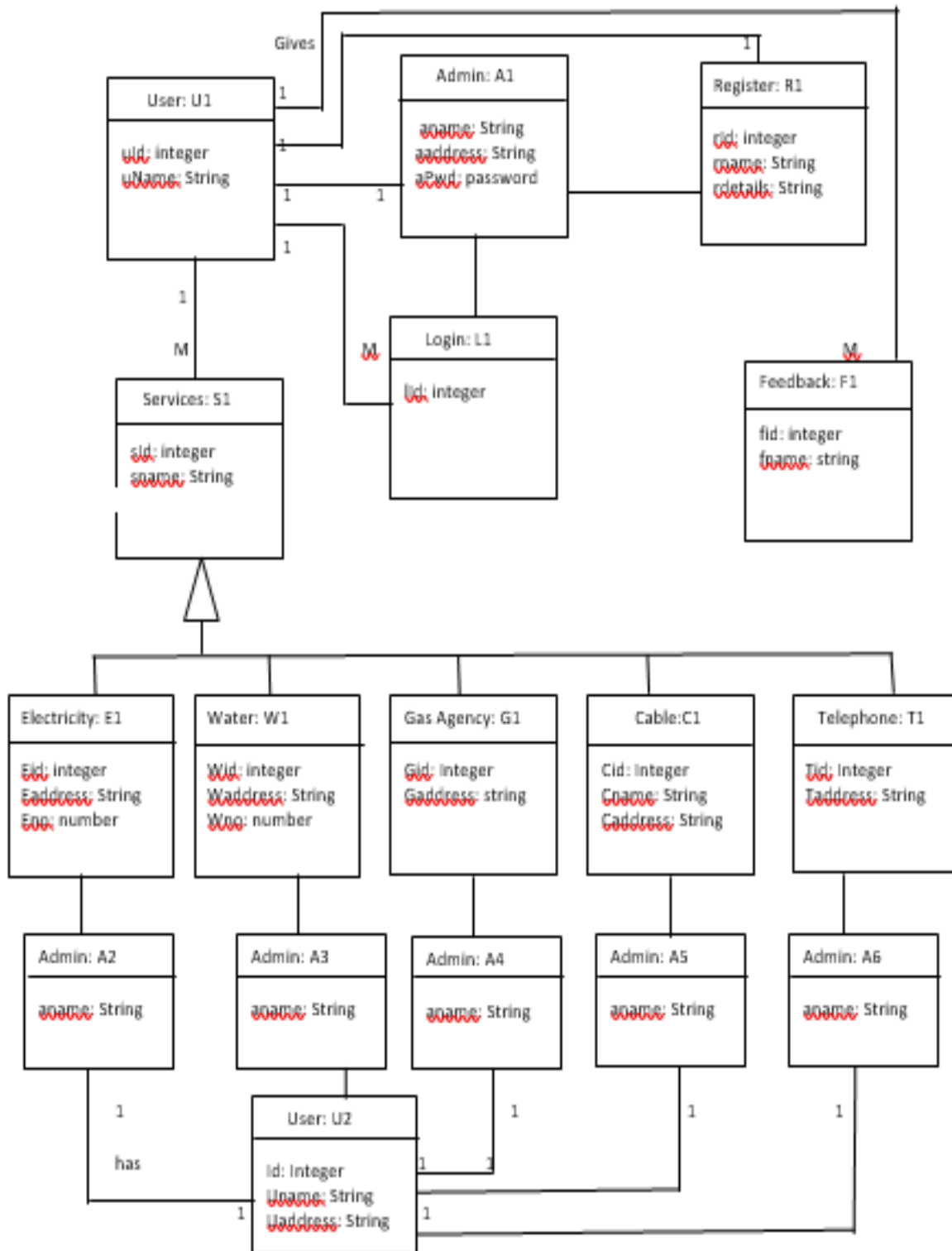
Feedback.

2.3 User Requirement

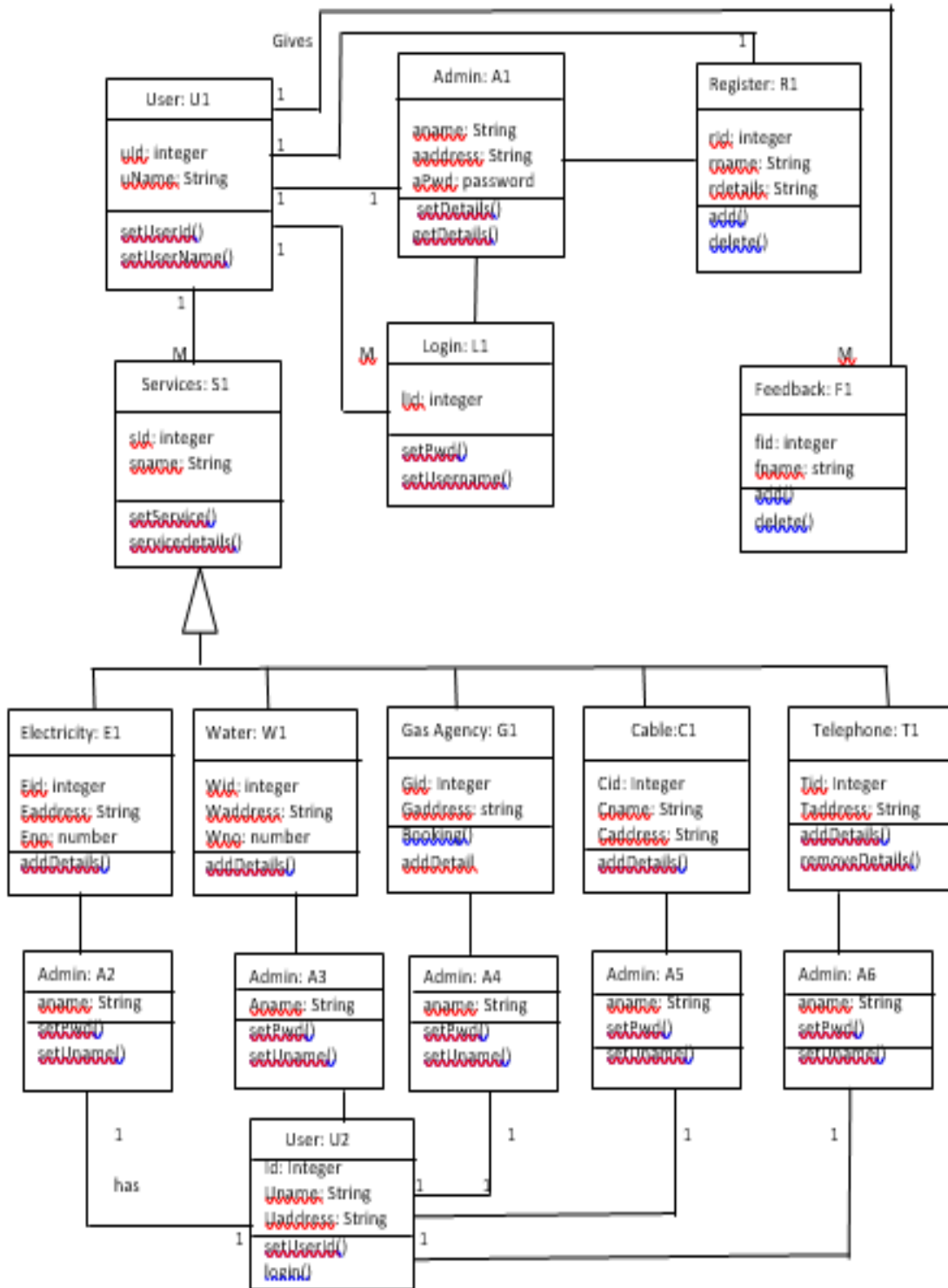
- All the above modules should need to be worked in User-friendly manner and there should be smooth communication between user and system.
- Admin needs to have higher privileges to manage the database.
- Daily notifications functionality needs to be implemented in the website.
- The facility of giving the details of the engineer his name and number should also be provided.
- After registering into the system user must get notification over the registered number.
- SMS facility needs to be implemented.
- The system should provide the functionality of forgot password option.

CHAPTER – 3
ANALYSIS & DESIGN

3.1 Object Diagram

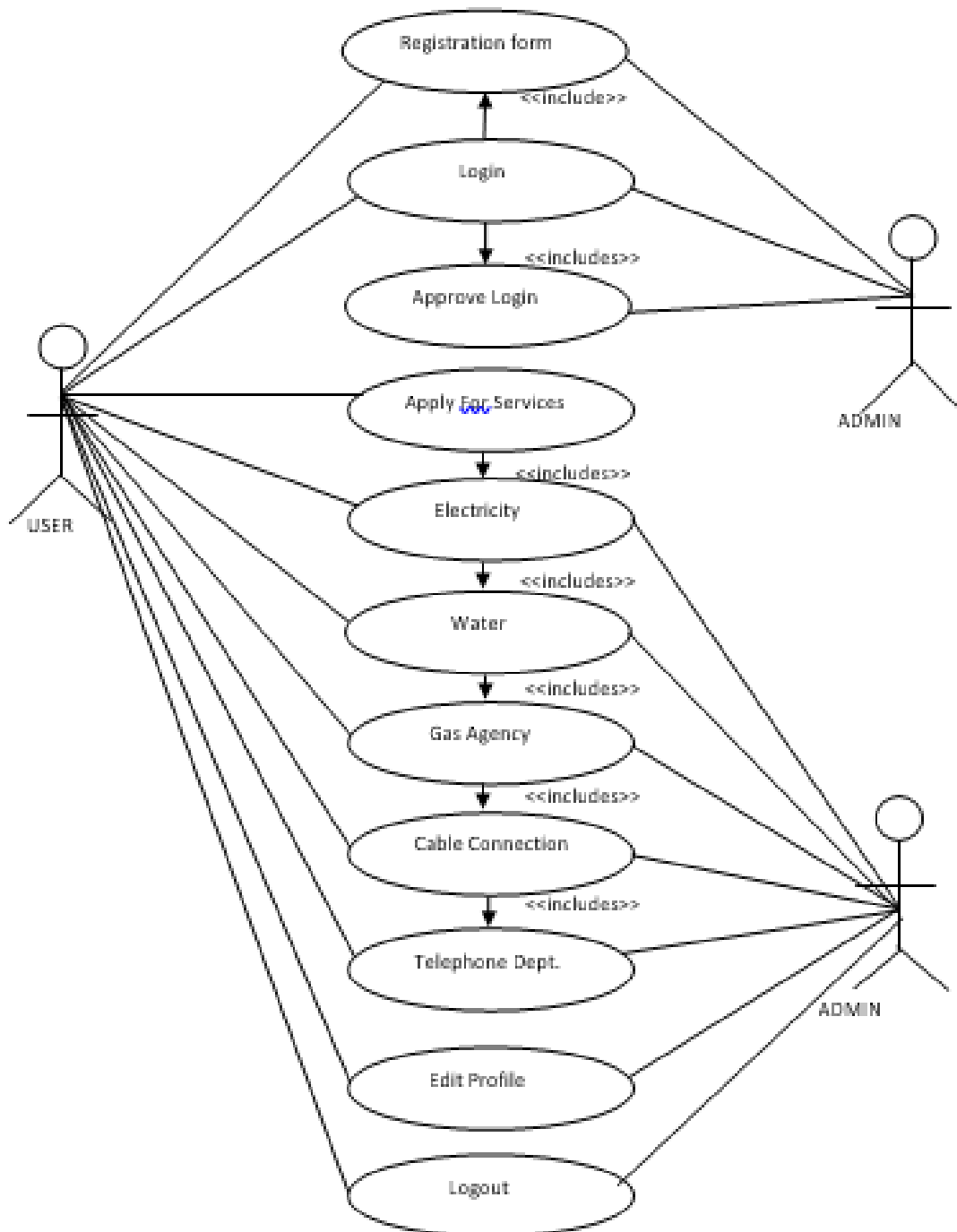


3.2 Class Diagram

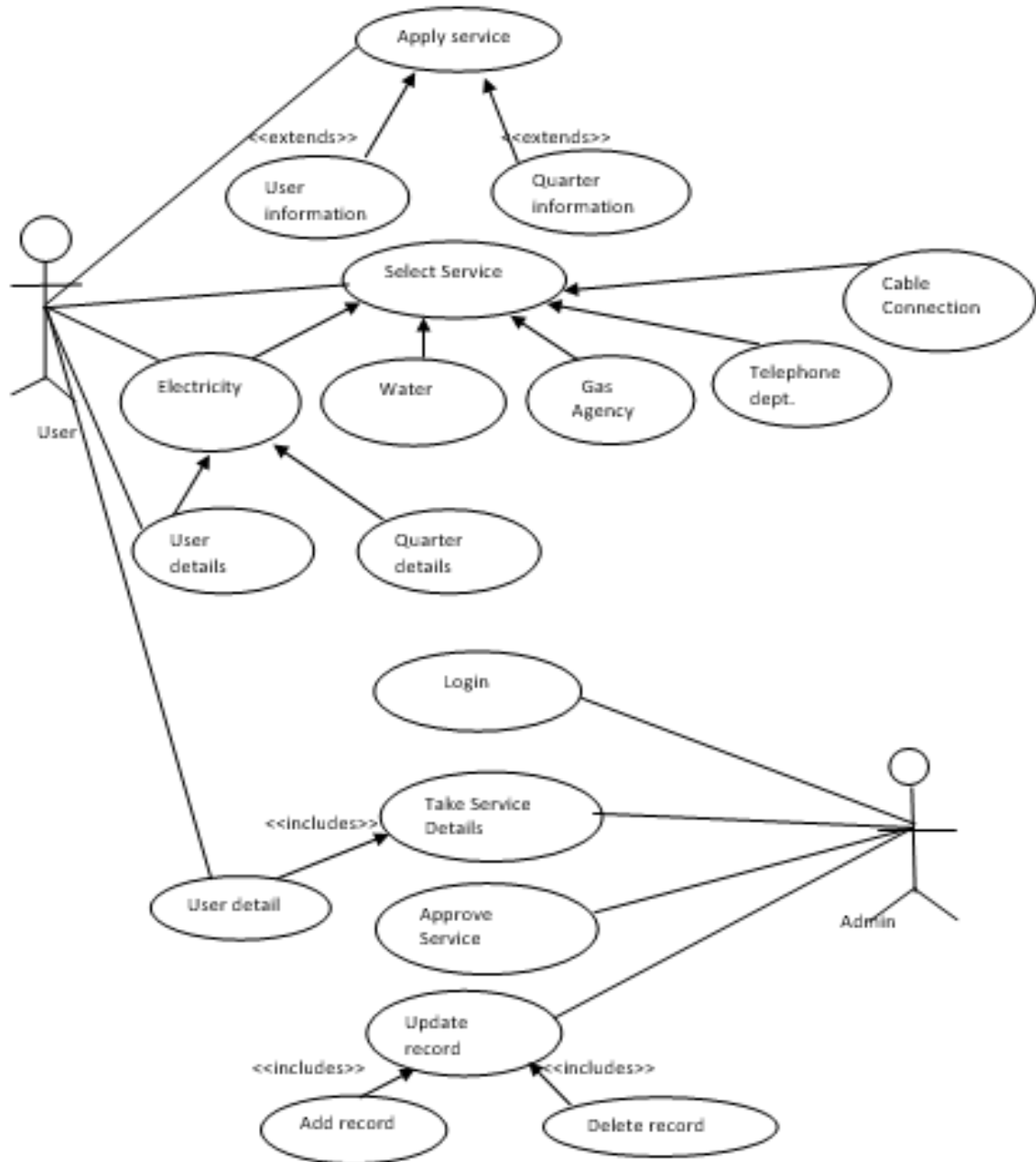


3.3 Use Case Diagram

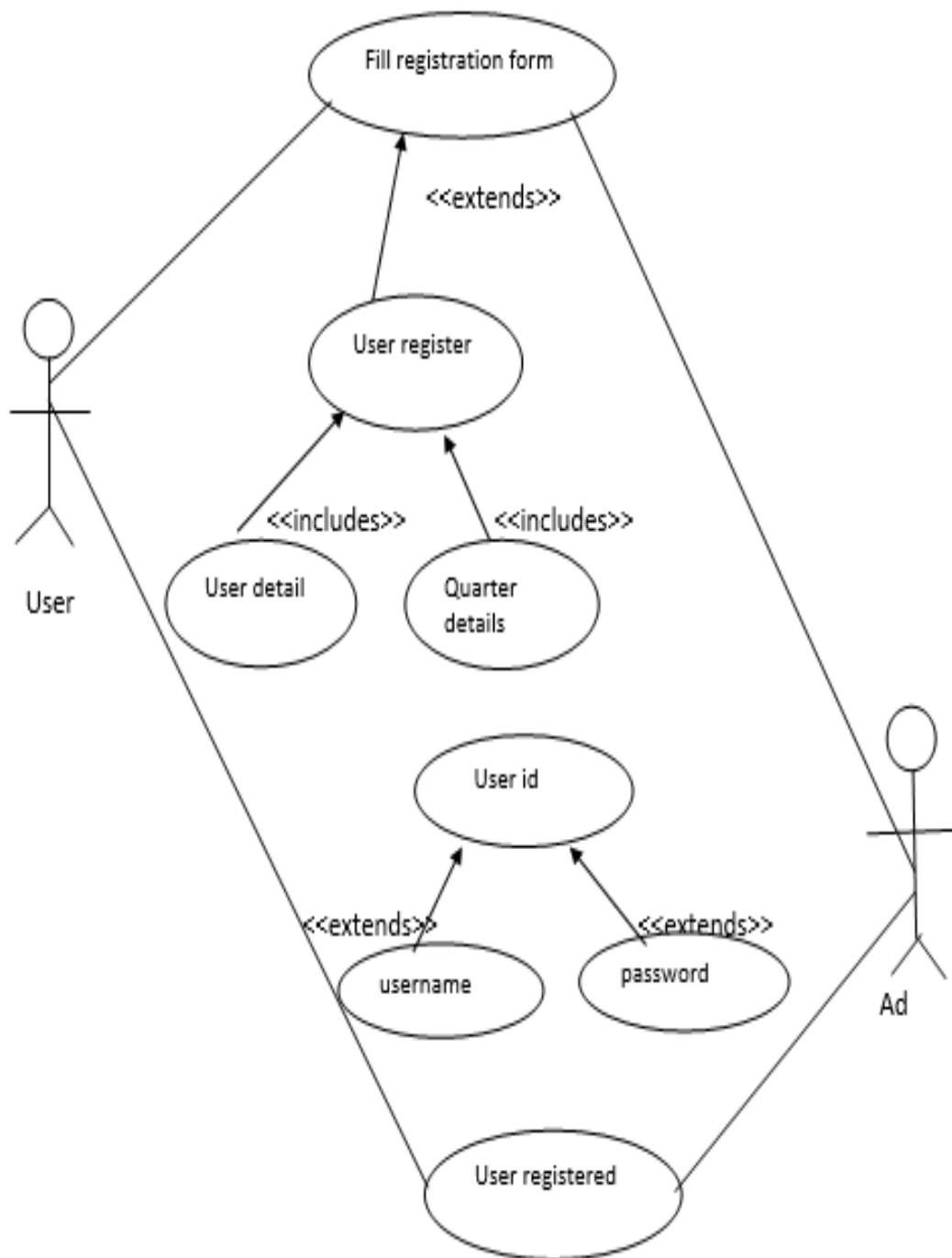
Global Use Case



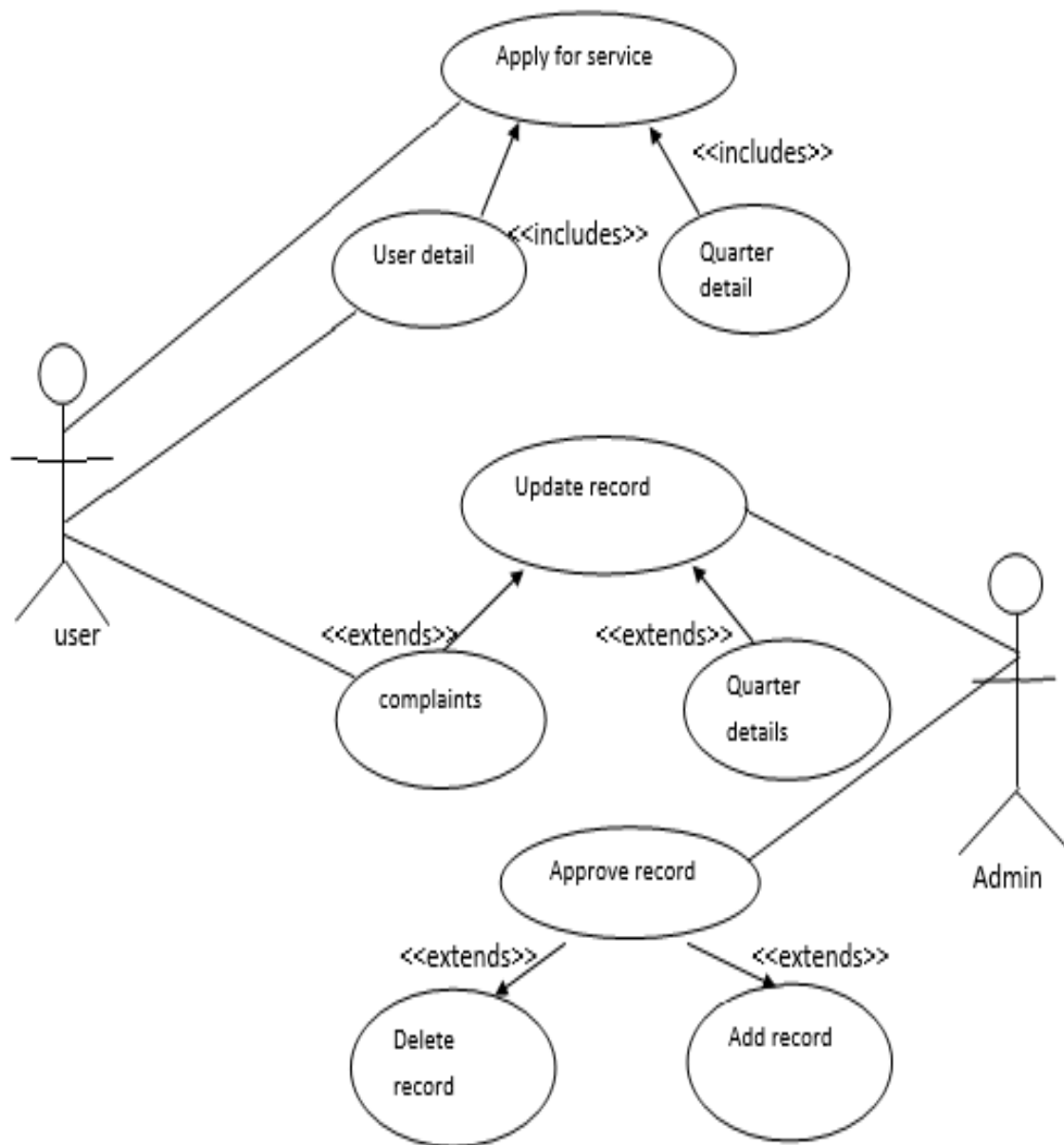
2. Services Use Case



3. Registration Use Case

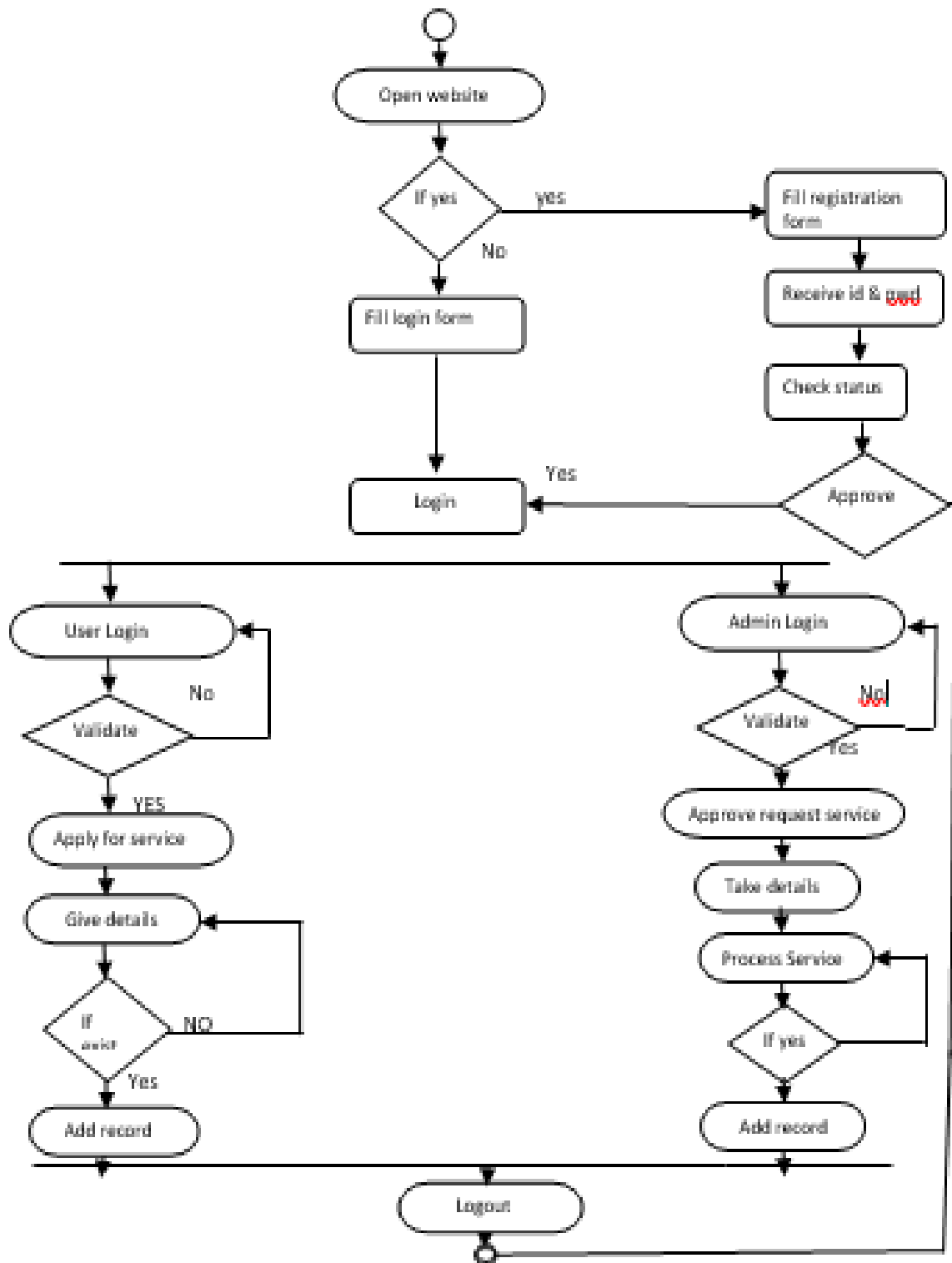


4. Electricity Use Case System

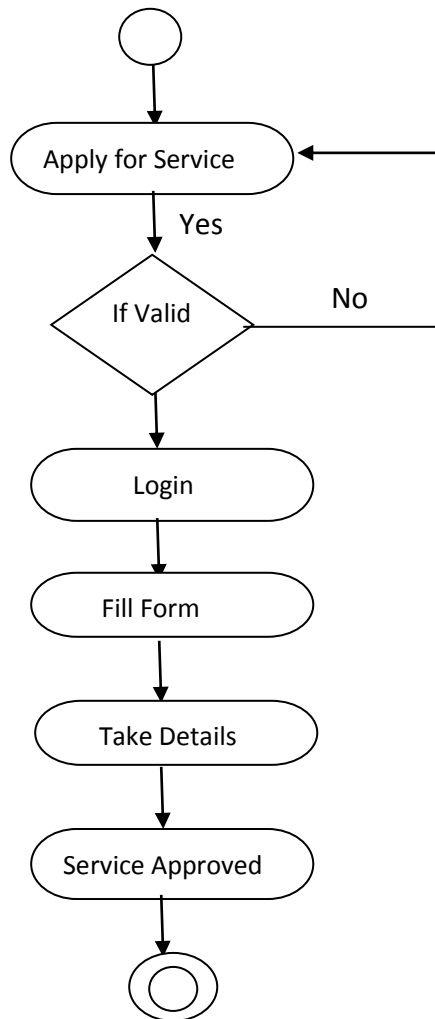


3.4 Activity Diagram

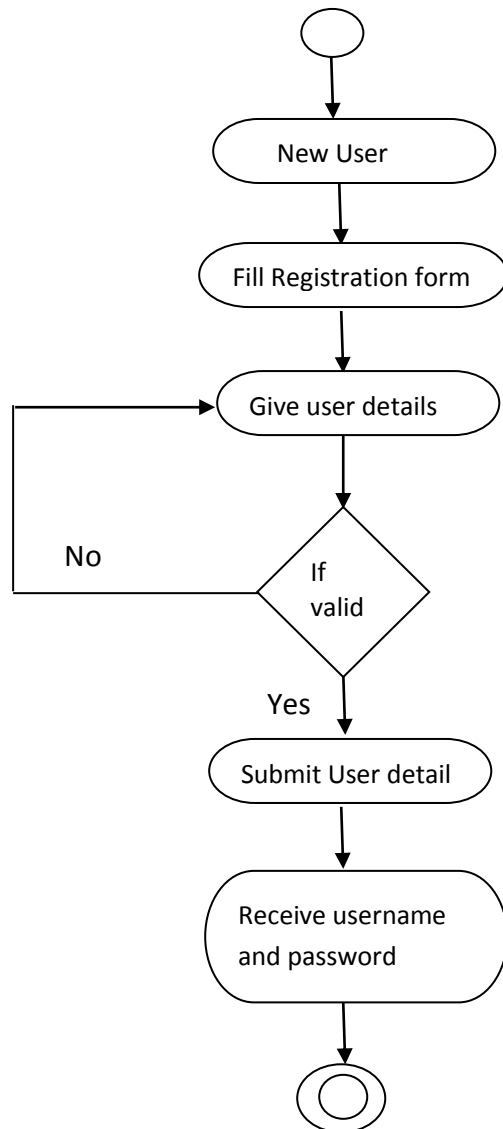
Global Activity



2. Services Activity Diagram

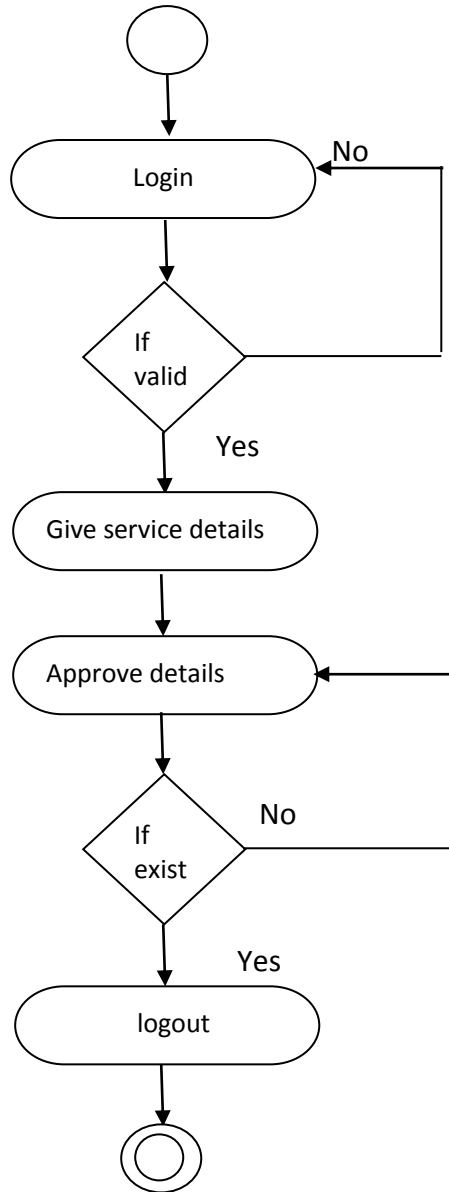


3. Registration Activity diagram



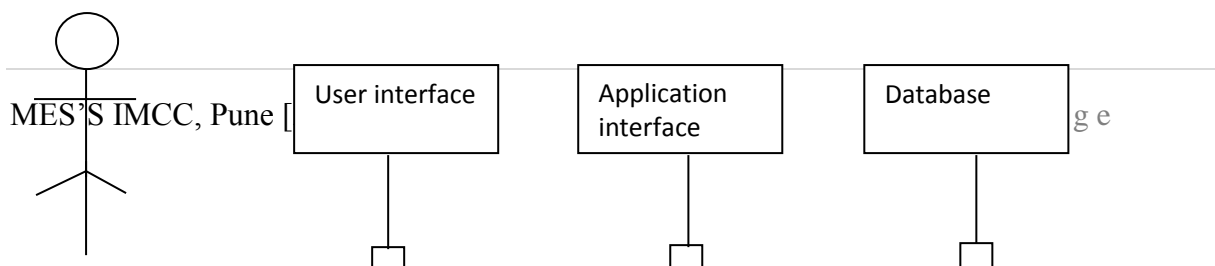
4. Electricity Activity Diagram

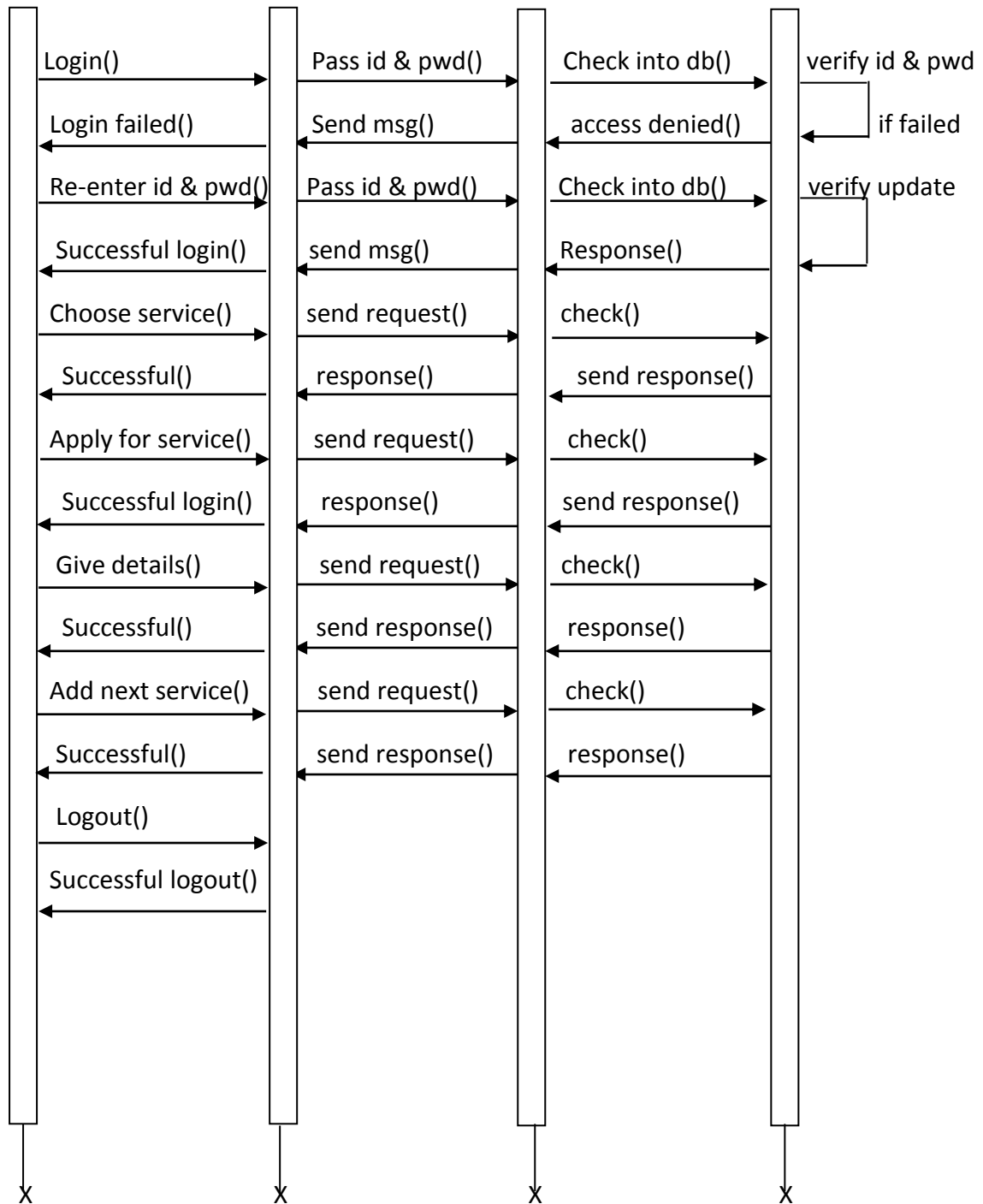
SERVICES OF ACADEMY



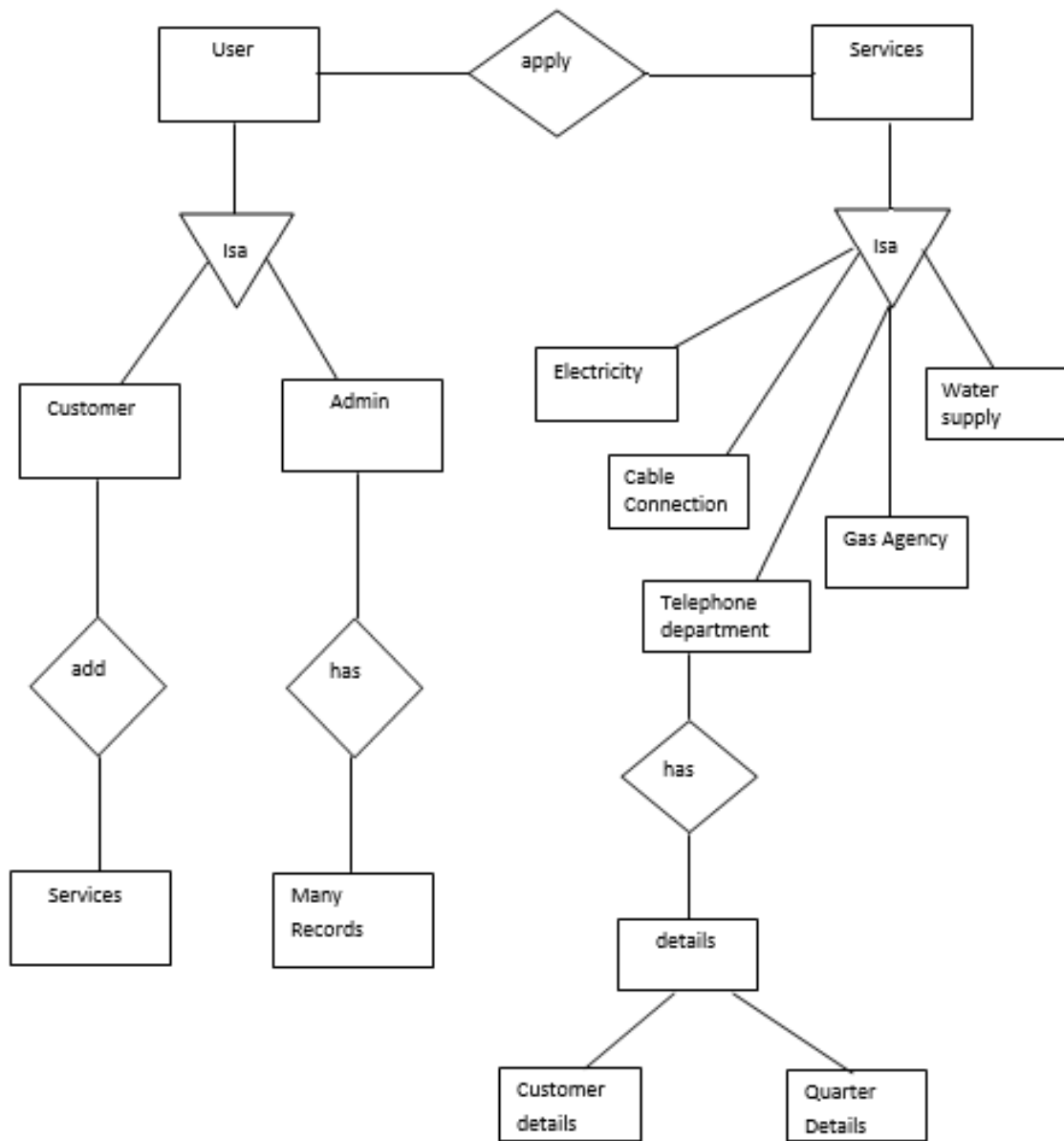
3.5 Sequence Diagram

1. Admin Sequence



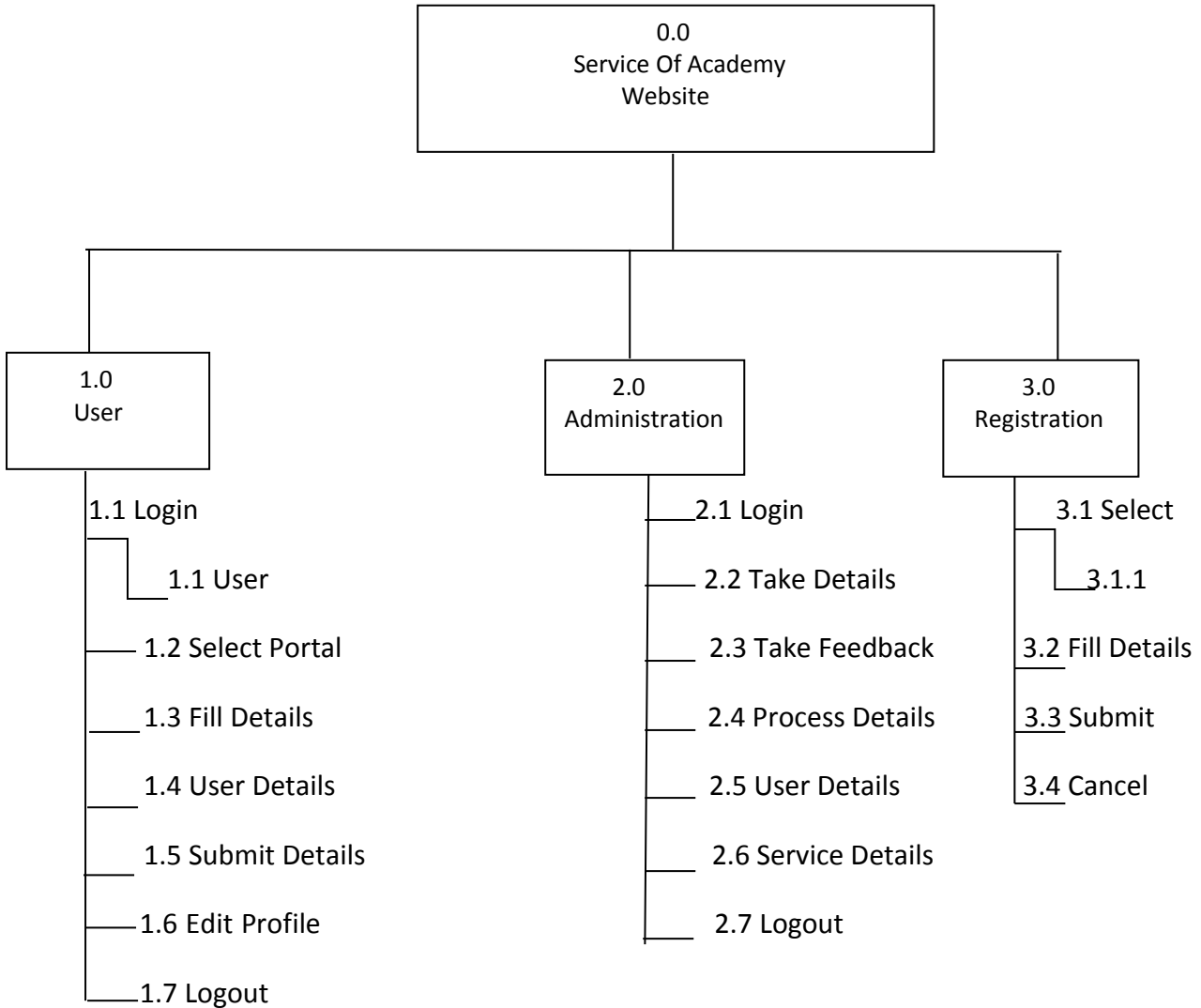


3.6 Entity Relationship Diagram

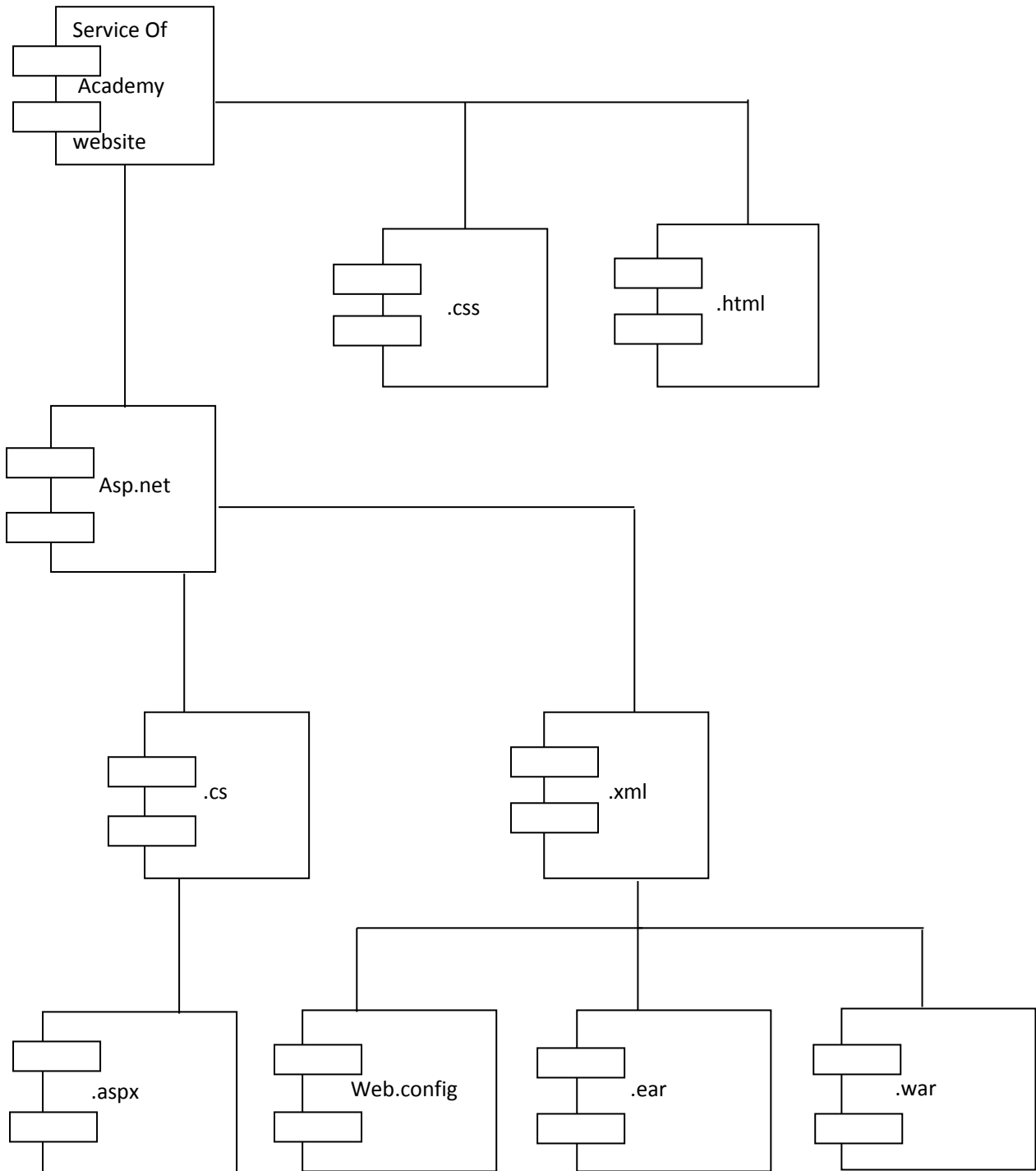


3.7 Module Hierarchy Diagram

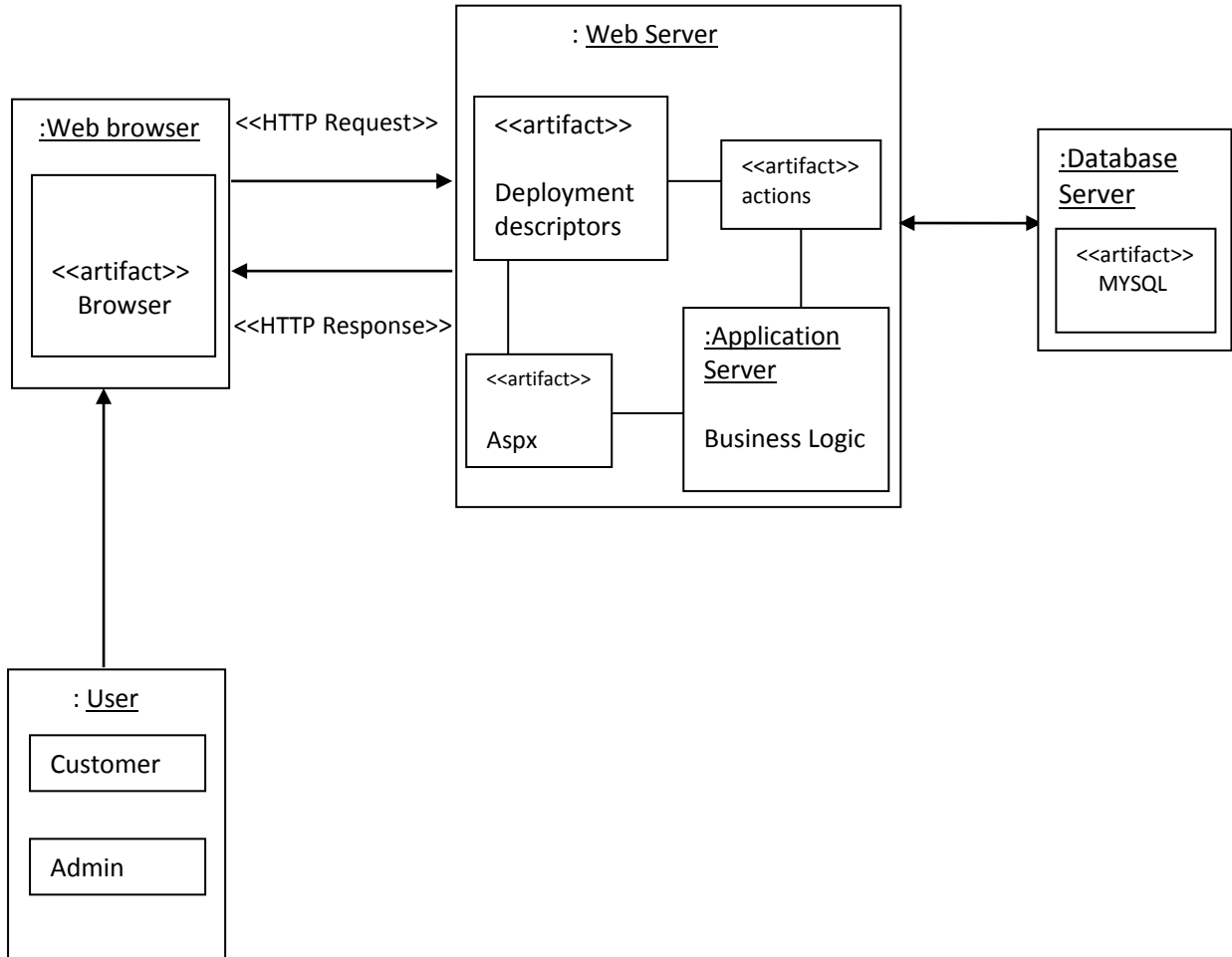
SERVICES OF ACADEMY



3.8 Component Diagram



3.9 Deployment Diagram



3.10 Module Specification

User

- Login: Customer can login to the portal and can make any service available for them.
- Customer Details: User profile is viewed in this tab. It contains all the details about the user which is being provided by the customer at the time of the registration into the services of academy web site.
- Apply for Service: Customer can apply for any service they want to and can apply for multiple services simultaneously.
- Multiple Services: User can select any one of them and can process further regarding that particular service.
- Edit Profile: Customer can only edit his/her profile on the basis of there details given.
- Logout: Customer after providing details can easily logout from the system website.

SERVICES OF ACADEMY

- **File Complaints:** The Service of Academy contains a surface where customer can enroll themselves and can file complaints or can get the connections regarding many services online.
- **Provide Feedback:** Customers have also provided the functionality to provide feedback regarding system and other things too.

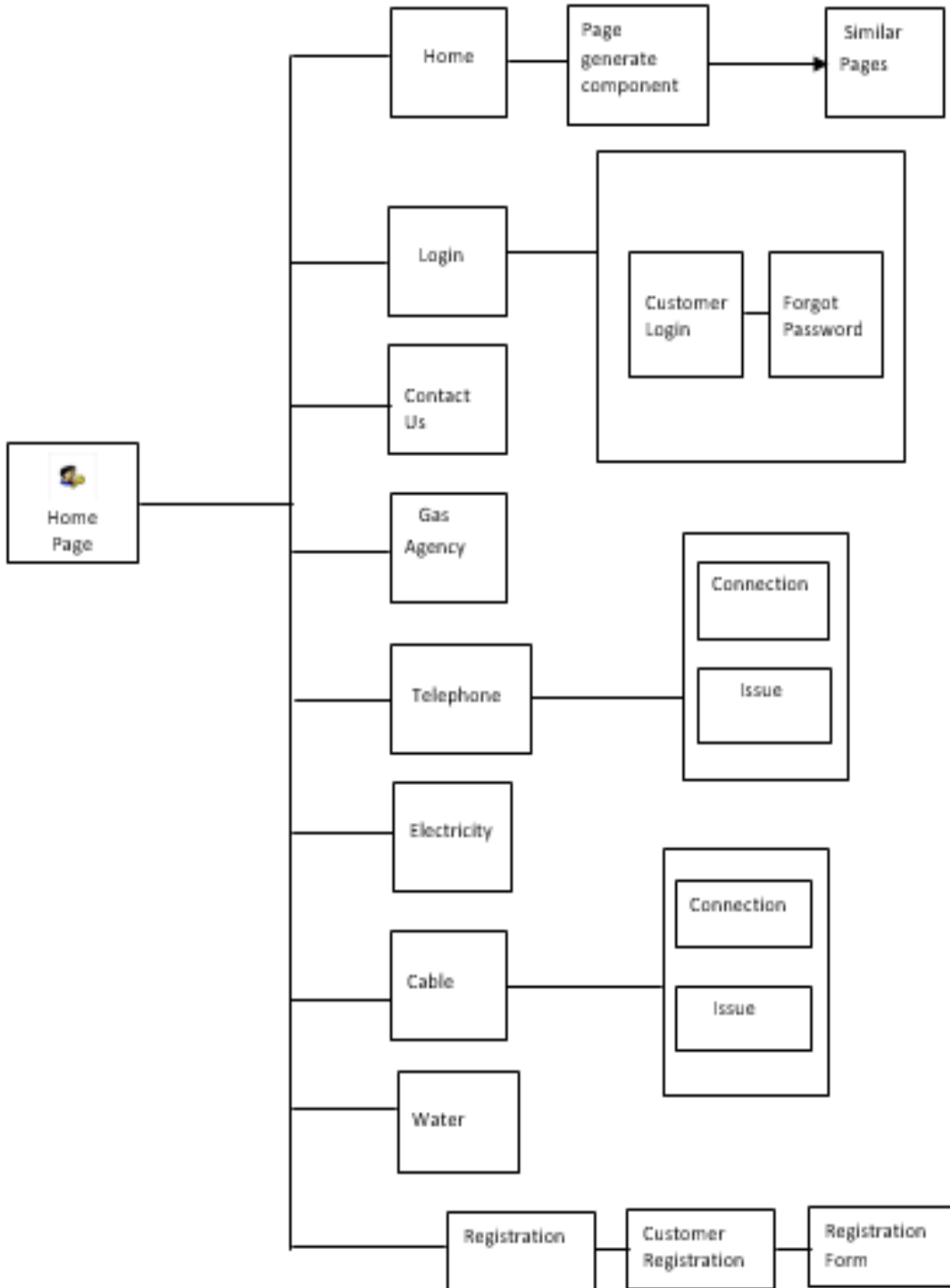
Admin

- **Login:** Admin logs in to his account.
- **Customer Details:** Admin profile is viewed in this tab.
- **Provide Details:** Details such as providing the details of the person along with his phone number whoever going to solve the problem. And the date is also provided by the Admin.
- **Edit Profile:** Admin profile can be editable.
- **Consumer Id/Number:** This is provided by admin itself as it should be unique for further process.
- **Logout:** Admin can easily logout from the account.
- **Services Approval:** Admin is also responsible to provide the approval of all the services that are being asked by the customer.

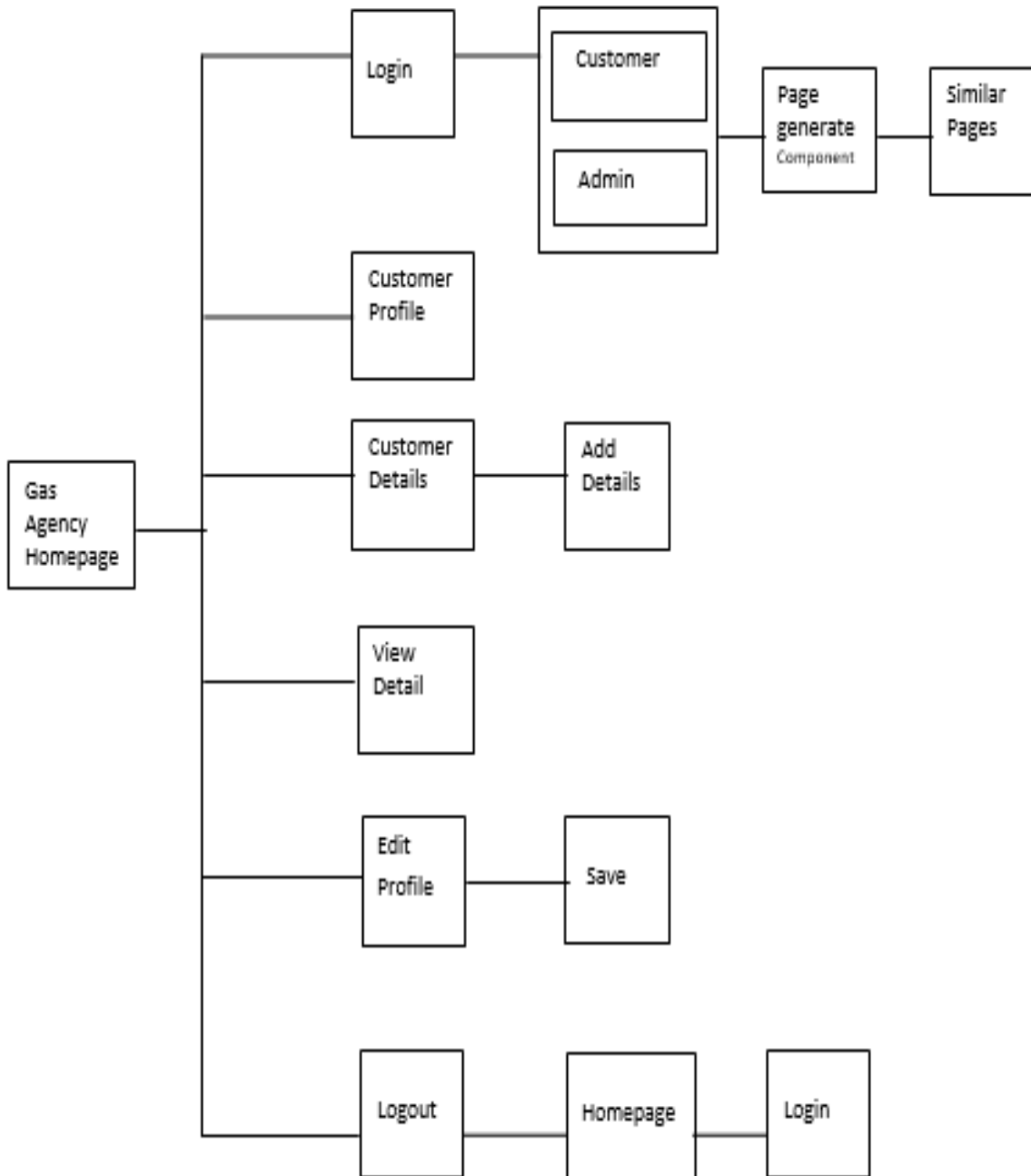
Registration

- User like customer can register themselves to the system so that they can use the services which are being provided by the website. Only the customer who are staying inside the campus are only can register to the system. By doing this the customer can easily enroll to this particular system and can process further and he/she can also get the unique consumer number and can process further to any of the available service.

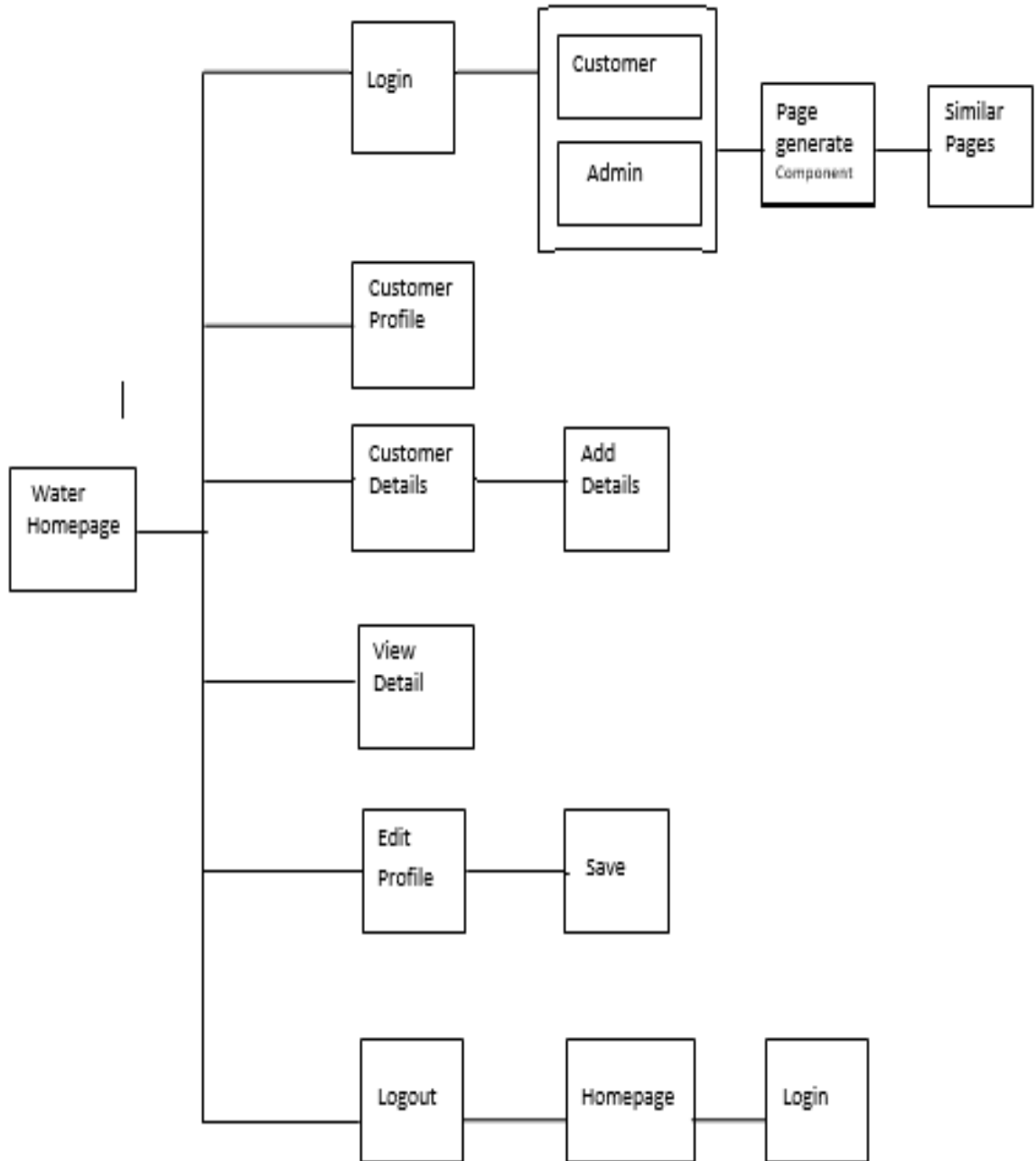
3.11 Web Site Map Diagram



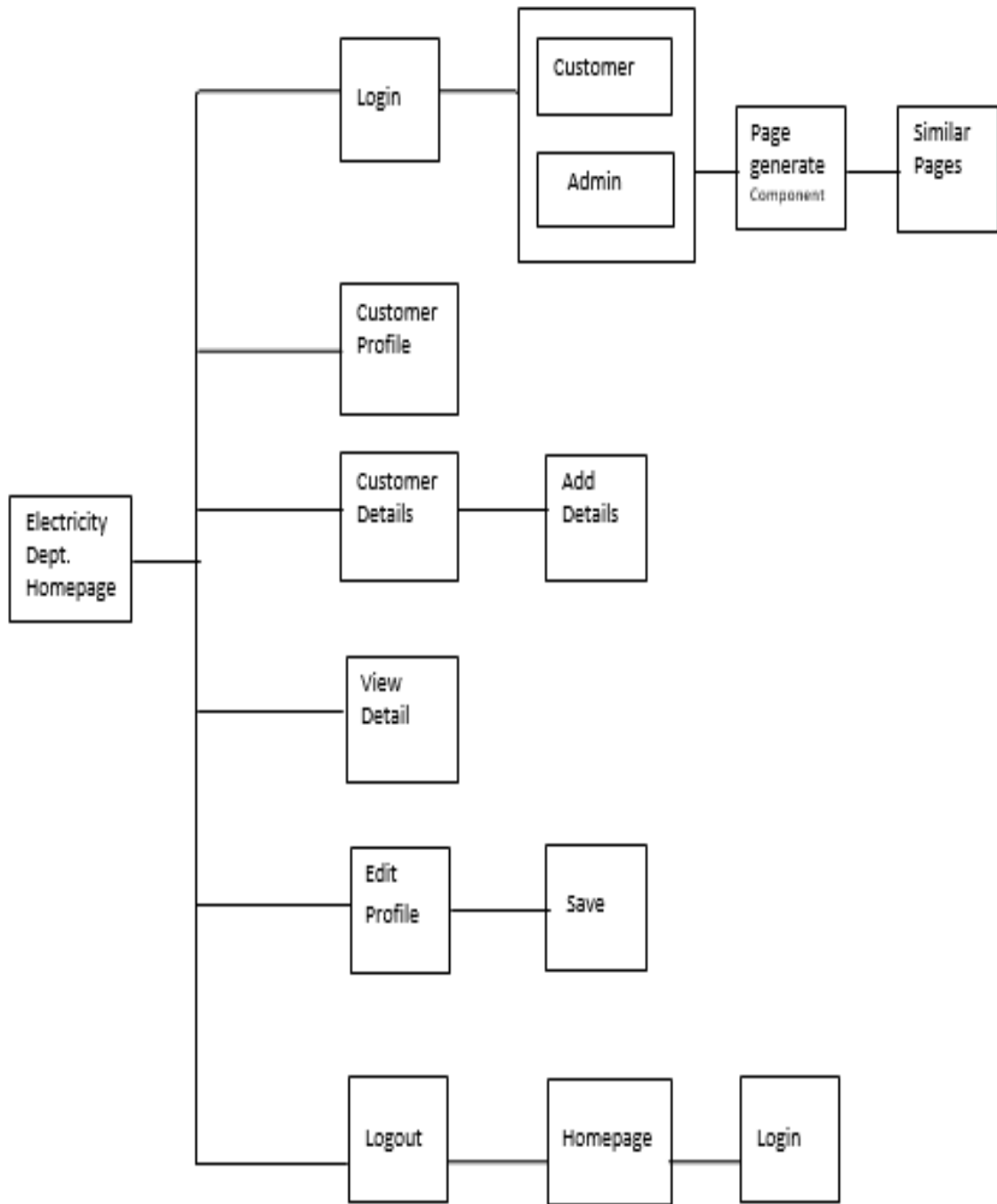
3.11.1 Gas Agency Homepage



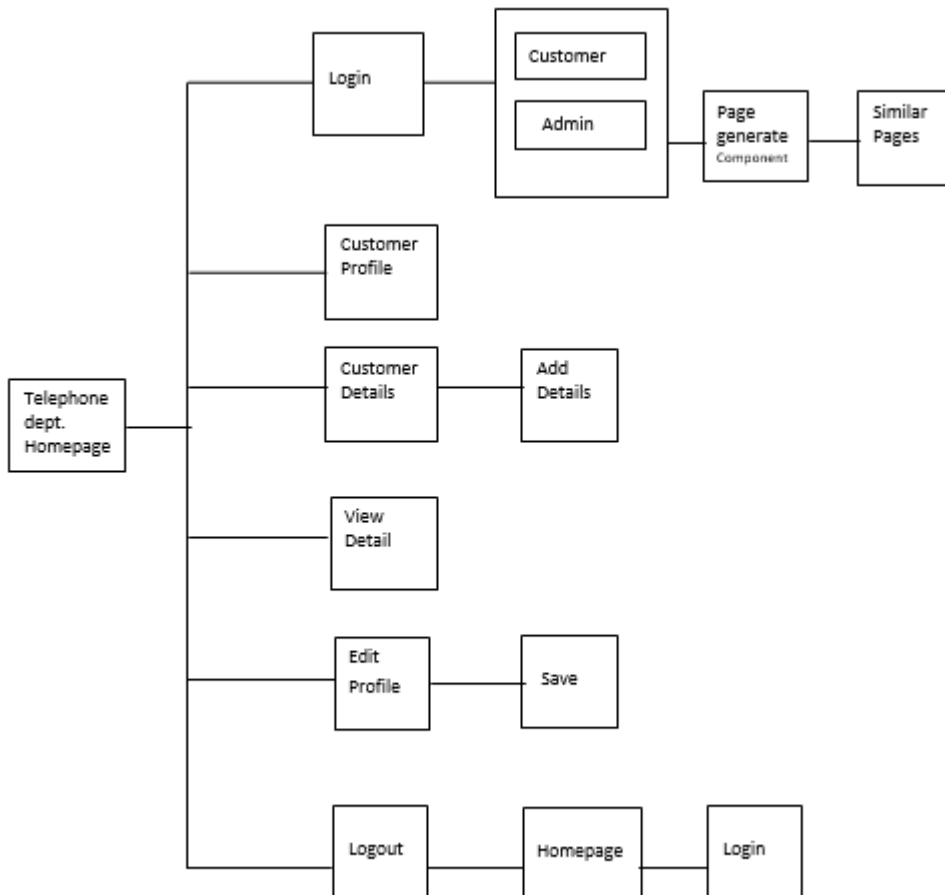
3.11.2 Water Service HomePage



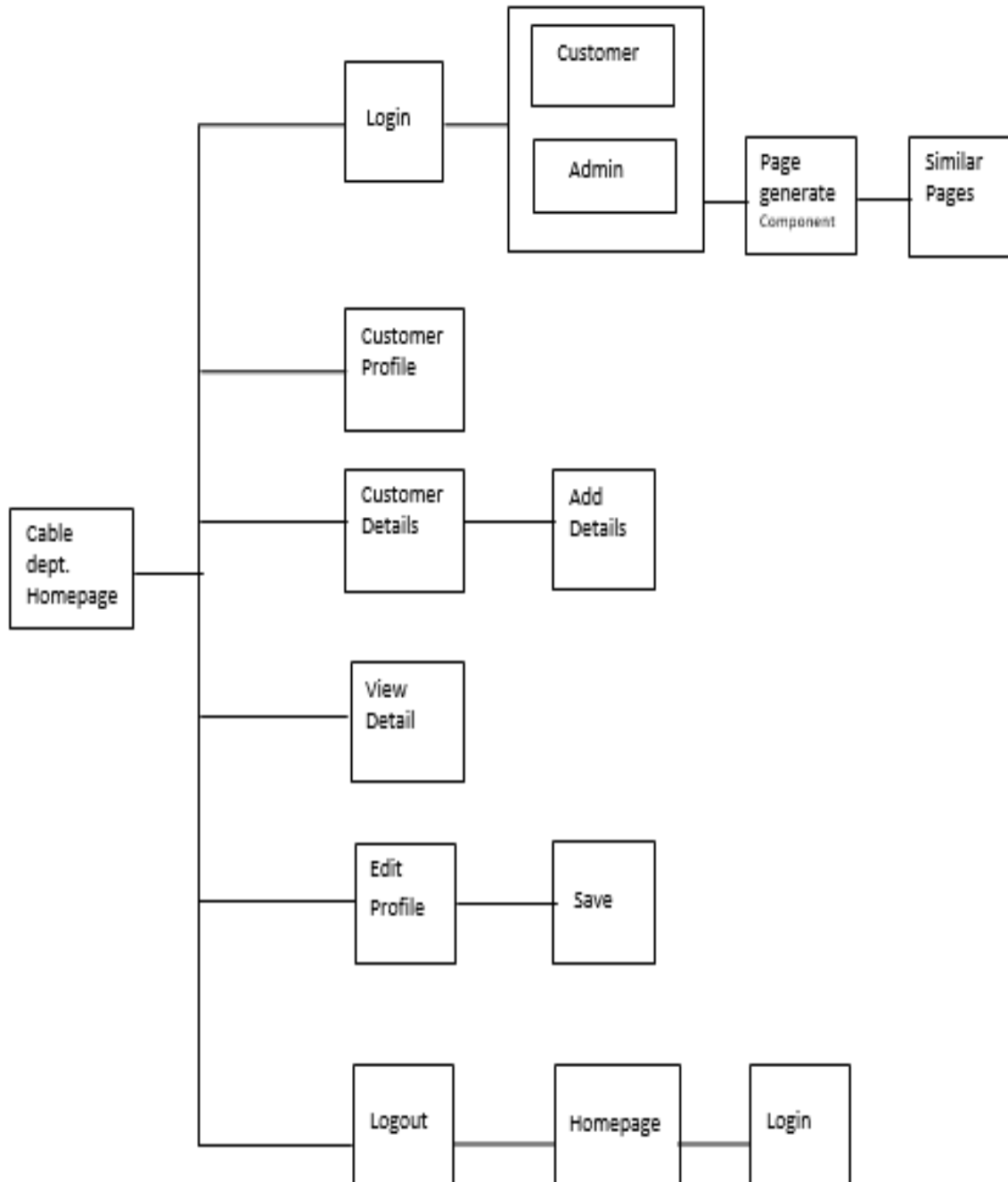
3.11.2 Electricity Service HomePage



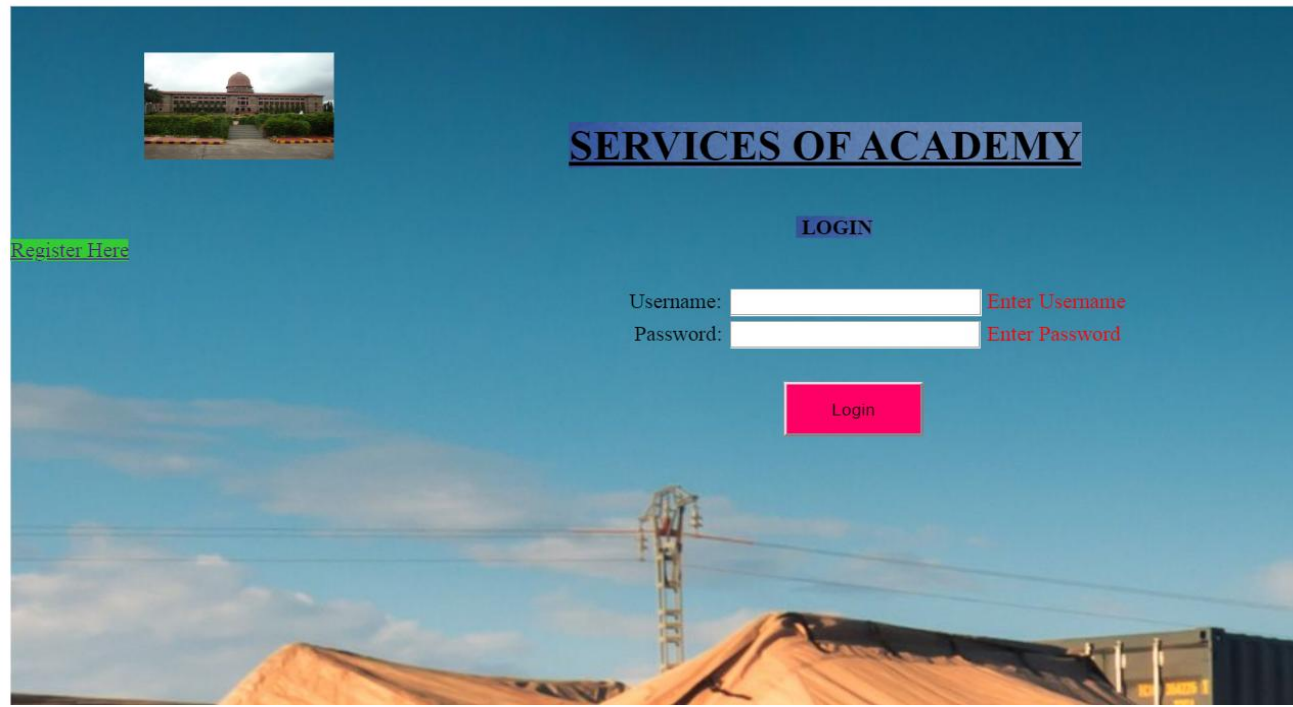
3.12.3 Telephone Service Homepage



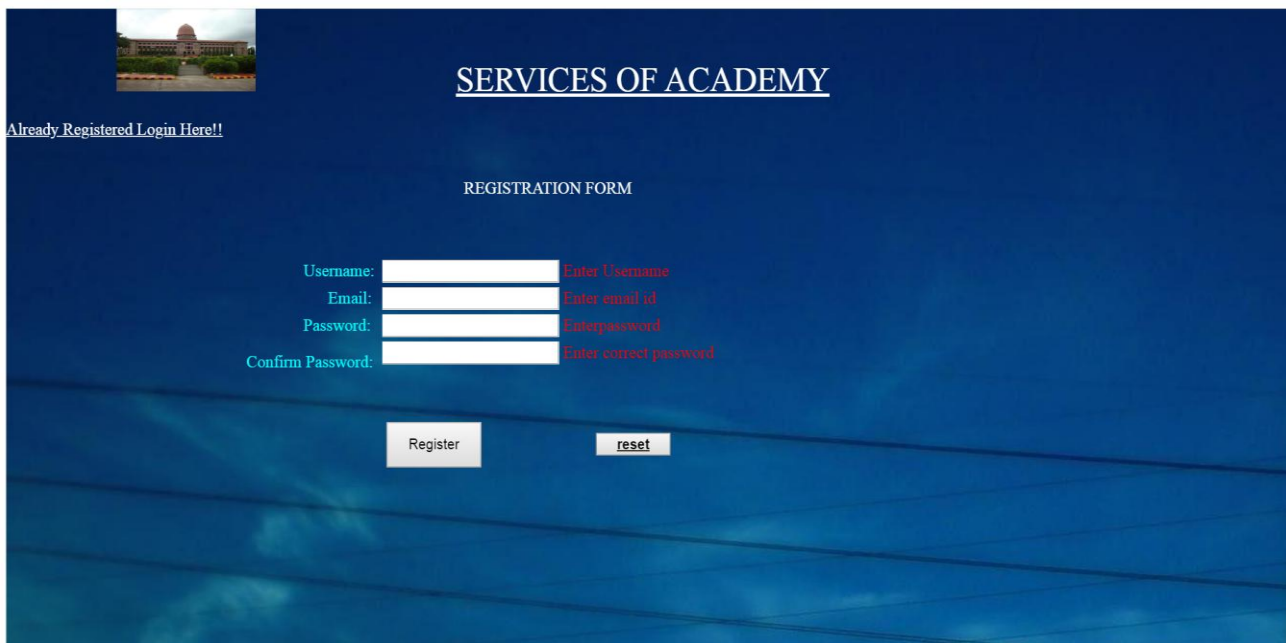
3.12.4 Cable Service Homepage




3.13 User Interface Design



SERVICES OF ACADEMY



The image shows a registration form for 'SERVICES OF ACADEMY'. At the top left, there is a small image of a building. The title 'SERVICES OF ACADEMY' is centered at the top. Below the title, there is a link 'Already Registered Login Here!'. The form is titled 'REGISTRATION FORM' and contains four input fields: 'Username', 'Email', 'Password', and 'Confirm Password'. Each field has a corresponding label and a placeholder text in red. Below the input fields, there are two buttons: 'Register' and 'reset'.



SERVICES OF ACADEMY

[Already Registered Login Here!](#)

REGISTRATION FORM

Username: Enter Username

Email: Enter email id

Password: Enterpassword

Confirm Password: Enter correct password

SERVICES OF ACADEMY



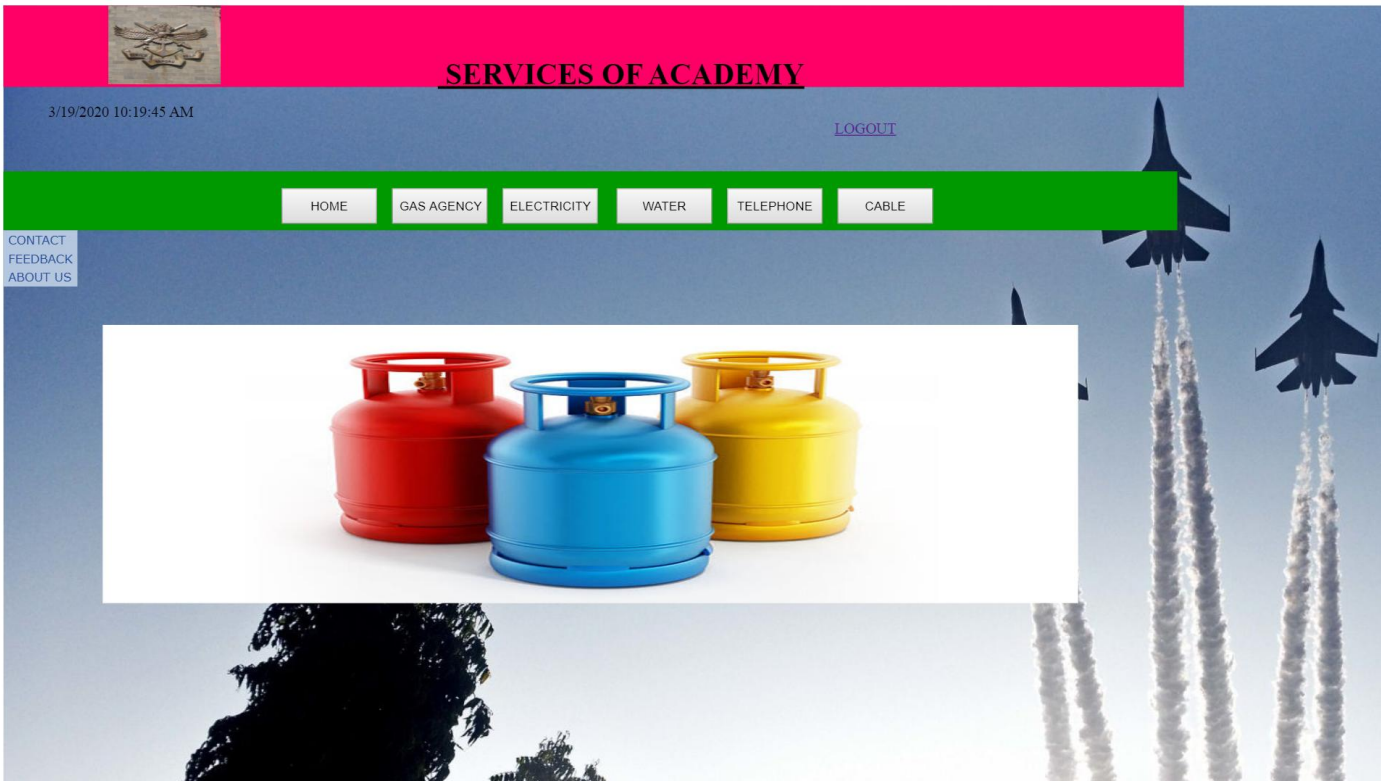

SERVICES OF ACADEMY

3/19/2020 10:19:45 AM

[LOGOUT](#)

HOME GAS AGENCY ELECTRICITY WATER TELEPHONE CABLE

CONTACT
FEEDBACK
ABOUT US



SERVICES OF ACADEMY



SERVICES OF ACADEMY

SERVICES OF ACADEMY

Cable Connection [HOME](#)

Connection Name:

Phone Number: Enter Number

Customer Name: Please Enter Name

Address: Enter Address


Email-Id: Email-Id

GAS AGENCY

Product Details **BACK**




9 KG GAS
[KNOW MORE](#)




5 KG GAS
[KNOW MORE](#)

The LPG consist of 5Kg Gas which can be purchased at the rate of 500.



15KG GAS



19KG GAS

SERVICES OF ACADEMY

GAS AGENCY

contact no: 020 672525442
email: seracademy11@gmail.com

LOGIN

[Logout](#)



Username:

[Enter Username](#)

Password:

[Enter Password](#)

Get Inside





TELEPHONE DEPARTMENT

Connection Portal

Network Option:

Customer Name: **Enter Name**

Phone Number: **Enter Number**

Address: **Enter Address**

Email Id: **Enter Email id**

reset

Submit



SAFE. RELIABLE. CONVENIENT

GAS BOOKING **GAS AGENCY**

[HOME](#)

DISTRIBUTOR NAME:

CONSUMER NUMBER: Enter Consumer no

CONSUMER NAME: Enter name

CONTACT NUMBER : Enter number

ADDRESS: Enter address

CONSUMER EMAIL-ID: Enter email id





SERVICES OF ACADEMY



Who We Are

Service OF Academy is guided by four major principles such as customer obsession rather than competitor focus, passion for invention, commitment to operational excellence and long term thinking.

The Service Of Academy basically provides the user a platform where they can easily apply for multiple services simultaneously.. And this portal makes the work of user as well as for the customers very flexible as well as very convenient for the number of services which are required for daily purposes!!!

About Us



CONTACT US

Tel No: 1800-2333-555
www.servicesacad.com



SERVICES OF ACADEMY

[HOME](#)

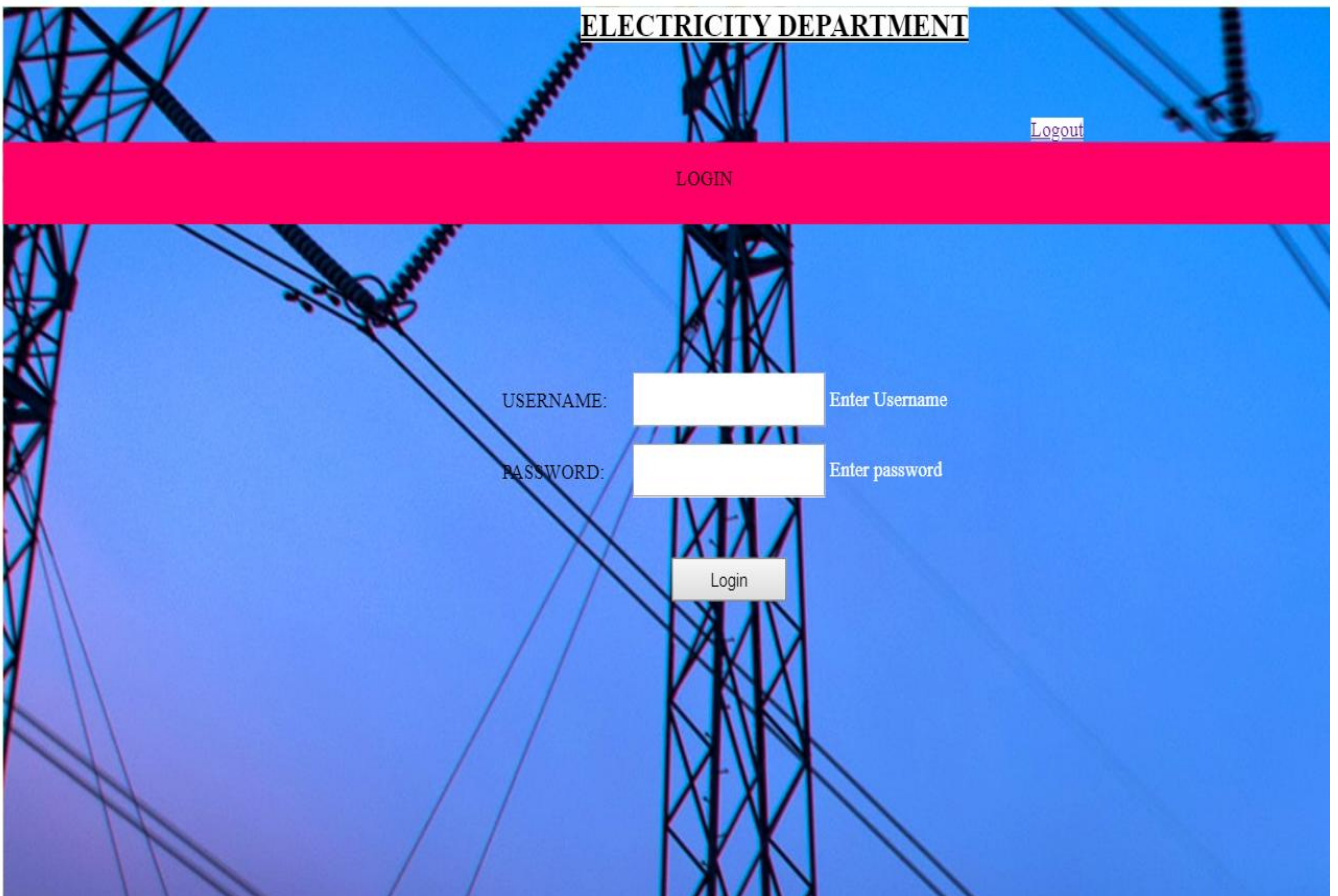


TOLL FREE NUMBER

For assistance, please call Customer Care at : 1800-2333-555

The customers can easily contact us regarding any consequences or chaos related with working of this website or they are having any problem they can contact us via using our 24/7 helpline number or can email us. The main motto of this website is to help each and every user of this website.





SERVICES OF ACADEMY

YOUR FEEDBACK

SERVICES OF ACADEMY

Tell Us Something More So that we can help you:

Please enter something ...

SUBMIT

A feedback form titled "YOUR FEEDBACK" for "SERVICES OF ACADEMY". The form features a star rating system with five icons: a red sad face, an orange neutral face, a yellow neutral face, a green happy face, and a green happy face. A hand is shown pointing at the second green star. Below the rating is a text input field with a red error message "Please enter something ...". A "SUBMIT" button is located below the input field. The background is dark blue with large, faint smiley and frowny face icons.



3.14 Data Dictionary

Sr.No	FieldName	DataType(width)	Description	Tables
1.	Service_id	Int(5)	Service Id	Service
2.	UserName	Varchar(20)	Username	User
3.	Service_Name	Varchar(20)	Service name	Service
4.	User_id	Int(3)	User name	User
5.	User_password	Varchar(20)	Password of user	User
6.	User_No	Int(3)	No of user	User
7.	Phone_no	Int(10)	Contact no of user	Consumer
8.	Cons_Address	Varchar(20)	Address of user	Consumer
9.	Cons_City	Varchar(20)	City of user	Consumer
10.	Email_id	Varchar(50)	Email id of user	Consumer
11.	Quarter_detail	Number(20)	Details of quarter	Consumer,quarter
12.	Electricity_id	Int(3)	Id of electricity	Consumer,Electricity
13.	Issue_Service	Varchar(20)	Complain of the service	Electricity, Consumer
14.	Registration_id	Int(5)	Register id when a new customer login	Consumer, Registration
15.	Registration_No	Int(3)	Registers No of an unique customer	Consumer, Registration

SERVICES OF ACADEMY

16.	Water_Id	Int(4)	Water identification number	Water, Consumer
17.	Water_Issues	Varchar(20)	Issues related with water service	Water, Consumer
18.	Profile_edit	Varchar(20)	User can edit the profile or make the changes wherever it is necessary	Profile, Consumer
19.	Cable_Id	Int(5)	Unique identification of cable	Cable, Consumer
20.	Cable_Connection	Varchar(20)	User can mention their issues related with cable.	Cable, Consumer
21.	Gas_Id	Int(5)	Unique Identification of Gas agency	Gas, Consumer
22.	Gas_Agency	Varchar(30)	User has to give details regarding the agency	Gas, Consumer
23.	Consumer_No	Int(4)	Consumer has to provide the consumer number allotted to them	Gas, Consumer
24.	Consumer_id	Int(5)	Unique identification number of consumer	Gas, Consumer
25.	Telephone_id	Int(4)	Unique identification	Consumer Telephone

SERVICES OF ACADEMY

			number	
26.	Telephone_issue	Varchar(30)	Issue related with Telephone	Consumer, Telephone
27.	Operator_id	Int(5)	Unique Identification number of operator provided to user	Operator, Consumer
28.	Operator_name	Varchar(10)	Name of the operator	Operator, Consumer
29.	Take_details	Varchar(20)	Details from the user as well as quarter details	Consumer, quarter, Services
30.	Complaint_id	Int(5)	Complaints by user of service	Consumer, Service, Complaints
31.	Record_id	Int(5)	Unique Identification Number for record	Consumer, Services, Complaints.
32.	Request_service	Varchar(50)	User have to request for the various service.	Consumer, Service.
33.	Cons_name	Varchar(10)	Consumer Name	Consumer.

3.15 Table Specifications

USER

Field Name	DataType	Size	Constraints
Username	Varchar	20	Not Null
Password	Varchar	20	Not Null

SERVICE

Field Name	DataType	Size	Constraints
Service_id	Int	5	Primary Key
Service_Name	Varchar	20	Not Null
Take_details	Varchar	20	Not Null
Complain_id	Int	5	Primary key
Record_id	Int	5	Primary Key
Request_Details	Varchar	50	Not Null
Cons_ID	Int	4	Primary Key

Consumer

Field Name	DataType	Size	Constraints
Cons_id	Int	4	Primary key
Cons_Name	Varchar	10	Not Null
Phone_No	Int	10	Not Null
Cons_Address	Varchar	20	Not Null
Cons_City	Varchar	20	Not Null
Email_id	Varchar	50	Not Null

SERVICES OF ACADEMY

Quarter_detail	Number	20	Not Null
Electricity_Id	Int	3	Primary Key
Issue_service	Varchar	20	Not Null
Registration_id	Int	5	Not Null
Registration_No	Int	3	Not Null
Water_Id	Int	4	Primary key
Water_Issues	Varchar	20	Not Null
Profile_edit	Varchar	20	Not Null
Cable_id	Int	5	Primary key
Cable_Connection	Varchar	20	Not Null
Gas_id	Int	5	Primary key
Gas_Agency	Varchar	30	Not Null
Telepone_id	Int	4	Primary key
Telephone_issue	Varchar	30	Not Null
Operator_id	Int	5	Primary key
Operator_name	Varchar	20	Not Null
Complaint_id	Int	5	Primary key
Take_details	Varchar	20	Not Null
Record_id	Int	5	Foreign Key
Request_Service	Varchar	50	Not Null

Quarter

Field Name	DataType	Size	Constraints
Quarter_Details	Number	20	Not Null
Take_details	Varchar	20	Not Null

SERVICES OF ACADEMY

Electricity

Field Name	DataType	Size	Constraints
Electricity_Id	Int	3	Primary key
Issue_Service	Varchar	20	Not Null

Registration

Field Name	DataType	Size	Constraints
Registration_id	Int	5	Primary Key
Registration_No	Int	3	Not Null

Water

Field Name	DataType	Size	Constraints
Water_id	Int	4	Primary key
Water_issues	Varchar	20	Not Null

Profile

Field Name	DataType	Size	Constraints
Profile_edit	Varchar	20	Not Null
Consumer_name	Varchar	10	Not Null
Cons_address	Varchar	20	Not Null
Cons_City	Varchar	20	Not null
Email-Id	Varchar	50	Not Null

Cable

Field Name	DataType	Size	Constraints
Cable_Id	Int	5	Primary key
Cable_Connection	Varchar	20	Not Null

Gas Connection

Field Name	DataType	Size	Constraints
Gas_id	Int	5	Primary key
Gas_Agency	Varchar	30	Not Null
Consumer_no	Int	4	Not Null
Consumer_id	Int	5	Foreign key

Telephone

Field Name	DataType	Size	Constraints
Telephone_id	Int	4	Primary key
Telephone_issue	Varchar	30	Not Null

Complaints

Field Name	DataType	Size	Constraints
Complaint_id	Int	5	Primary key
Record_id	Int	5	Foreign key

SERVICES OF ACADEMY

Operator

Field Name	DataType	Size	Constraints
Operator_id	Int	5	Primary Key
Operator_Name	Varchar	10	Not Null

LOGIN PAGE

Functional Test Cases:

Sr. No.	Functional Test Cases	Positive/Negative
1	Verify if a user will be able to login with a valid username and valid password.	Positive
2	Verify if a user cannot login with a valid username and an invalid password.	Negative
3	Verify the login page for both, when the field is blank and Submit button is clicked.	Negative
4	Verify the 'Forgot Password' functionality.	Positive
5	Verify the messages for invalid login.	Positive
6	Verify the 'Remember Me' functionality.	Positive
7	Verify if the data in password field is either visible as asterisk or bullet signs.	Positive
8	Verify if a user is able to login with a new password only after he/she has changed the password.	Positive

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Sr. No.	Functional Test Cases	Positive/Negative
9	Verify if the login page allows to log in simultaneously with different credentials in a different browser.	Positive
10	Verify if the 'Enter' key of the keyboard is working correctly on the login page.	Positive
Other Test Cases		
11	Verify the time taken to log in with a valid username and password.	Performance & Positive Testing
12	Verify if the font, text color, and color coding of the Login page is as per the standard.	UI Testing Positive Testing
13	Verify if there is a 'Reset' button available to erase the entered text.	Usability Testing
14	Verify the login page and all its controls in different browsers	Browser Compatibility & Positive Testing.

Non-functional Security Test Cases:

Sr. No.	Security test cases	Positive/Negative
1	Verify if a user cannot enter the characters more than the specified range in each field (Username and Password).	Negative
2	Verify if a user cannot enter the characters more than the specified range in each field (Username and Password).	Positive
3	Verify the login page by pressing 'Back button' of the browser. It should not allow you to enter into the	Negative

Sr. No.	Security test cases	Positive/Negative
	system once you log out.	
4	Verify the timeout functionality of the login session.	Positive
5	Verify if a user should not be allowed to log in with different credentials from the same browser at the same time.	Negative

Test Scenarios of a Registration Form:

1. Verify that the Registration form contains Username, First Name, Last Name, Password, Confirm Password, Email Id, Phone number, Gender, Address, Submit, Login (If you already have an account)
2. Verify that tab functionality is working properly or not
3. Verify that Enter/Tab key works as a substitute for the Submit button
4. Verify that all the fields such as Username, First Name, Last Name, Password and other fields have a valid placeholder
5. Verify that the labels float upward when the text field is in focus or filled (In case of floating label)
7. Verify that all the required/mandatory fields are marked with * against the Field

SERVICES OF ACADEMY

6. Verify that clicking on submit button after entering all the mandatory fields, submits the data to the server
6. Verify that system generates a validation message when clicking on submit button without filling all the mandatory fields.
7. Verify that entering blank spaces on mandatory fields lead to validation error.
8. Verify that clicking on submit button by leaving optional fields, submits the data to the server without any validation error

9. Verify that case sensitivity of Username (usually Username field should not follow case sensitivity – ‘rajkumar’ & ‘RAJKUMAR’ acts same)
10. Verify that system generates a validation message when entering existing username
11. Verify that the character limit in all the fields (mainly username and password) based on business requirement
12. Verify that the username validation as per business requirement (in some application, username should not allow numeric and special characters)
13. Verify that the validation of all the fields are as per business Requirement
14. Verify that the validation of email field by entering incorrect email id
15. Verify that the validation of numeric fields by entering alphabets and

characters

16. Verify that leading and trailing spaces are trimmed after clicking on submit button

17. Verify that the “terms and conditions” checkbox is unselected by default (depends on business logic, it may be selected or unselected)

18. Verify that the validation message is displayed when clicking on submit button without selecting “terms and conditions” checkbox

19. Verify that the password is in encrypted form when entered

20. Verify whether the password and confirm password are same or not

CHAPTER – 4
USER MANUAL

4.1 USER MANUAL

Services of Academy is a website on which any user or customer can easily register themselves to the system where the user can easily apply for the multiple services available over the system. While using the services or the system the user has to just register once to get the service avail for him/her.

The services of academy is a portal which provides a surface where an user has multiple services provided there but those services can be used for the customers or the users which are used to stay inside the campus or the academy. So the people who are living inside the campus in large number becomes easy for them while using this System.

As they did not have to go anywhere physically to make any service available for them. Like the customer can sit anywhere in the world and just login and can make the service available for him/her. Services of Academy the system provides a platform where an user can provide the details which are asked by the system so that in future all the details which are being provided to the system are being stored so that it can easily process the services in future.

SERVICES OF ACADEMY

The user does not have to give or provide all the basic details to the system every time when the system is generated. The system is fully prohibited like in short only the restricted or the user which has correct credentials can only enter into the system to process further. The user which is using the system for the first time can register themselves to the system and avail any service which he /she wants to work with.

Like the services which are available on the system and the services which are there comes under daily use.

As the service of academy includes the purpose behind to make services available to each and every person of the campus so that they don't have to go to a specified place to let them know about their issues or any connection purpose. While having this website or system they can do this thing by sitting at their home. The services of academy consist services such as cable connection, water problems, Electricity issues, gas agency, booking etc.

As the user point of view portal can be divided in following parts.

Customer –As the services of Academy is a portal which is mainly maintained for the people which saves a lot of time so that they can just apply from anywhere.

As customer will play a major role in this system.

Because the customer is any how much responsible for the services that he has to apply for. The customer will provide its details or correct credentials to the system whenever asked to make the services available for him/her. And can apply for all the services available to him.

The customer of the system could be navigated through following

Pages :-

Customer Registration Page

SERVICES OF ACADEMY

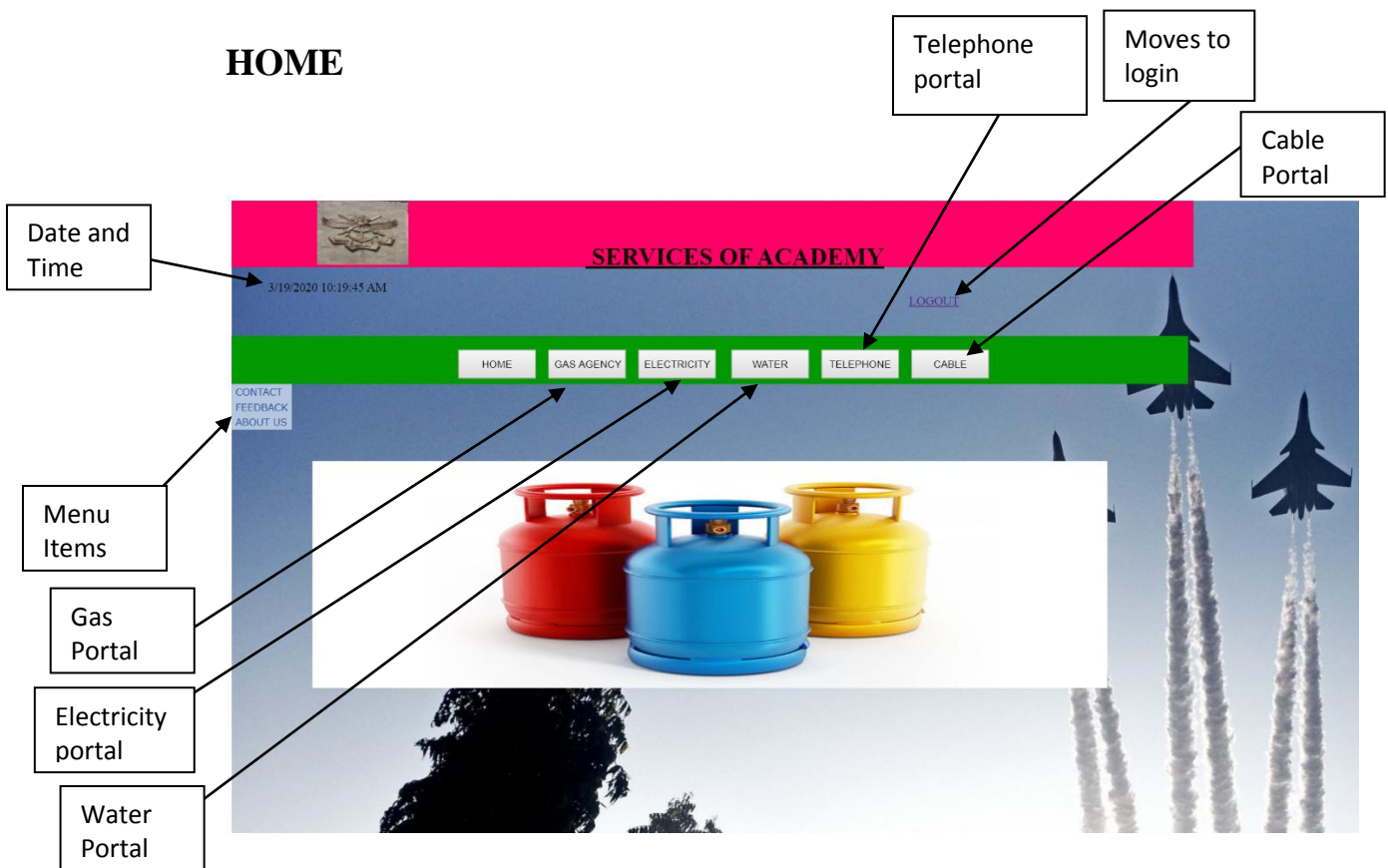
Customer Edit Profile Page
Login Page
Homepage
Gas Agency Page
Electricity Page
Water Page
Cable Page
Telephone Dept. Page
Feedback page

User- This is normal user which is not even authorized also to see the home page of portal and just have a look over all the multiple services which are available over the system. The user could be navigated through following pages:-

Home page
View page
Contact us
About us page.

4.2 Operations Manual/ Menu Explanation

HOME



DESCRIPTION:

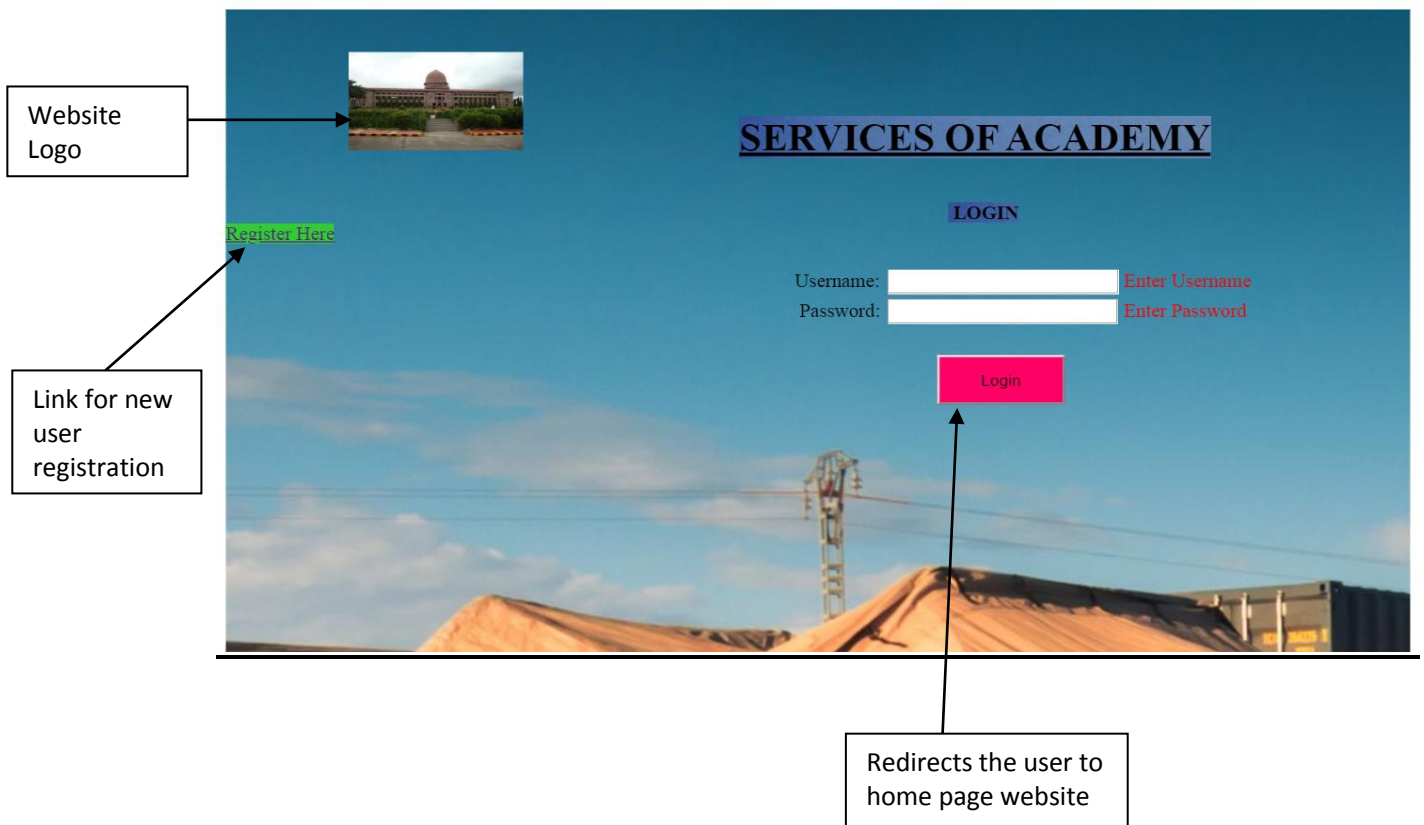
1. Go to Home Page.
2. Among multiple services available there the user can select one at a time.
3. While clicking on any of the one services the user has to login to the particular service.
4. The credentials remain the same to login to the system.
5. After login the user can view the service.
6. The services contain multiple options available with them such as edit profile, product descriptions, service provider and many much options regarding each and every services.
7. Go to about us page which shows the information about services of

SERVICES OF ACADEMY

academy.

8. Registration of the new customer can be done.
9. Link to multiple services is applicable there.
10. The user can logout from there easily.

Login Page



DESCRIPTION:

This is log in page where any authorized user log in to the system.

1. Customer log in tab.
2. As this services contain multiple login, one for the system and another for the service which he/she wants to make available for them.
3. To add new customer to the system goes to new employee registration with username.
4. Suppose the user forgets his/her password then he can click on forgot password to get a link to reset the password.
5. When you first time login to system if you checked the “remember me” checkbox then next time the default browser automatically

retrieve username and password then there is no need to reenter it.

6. When you successfully enter the login id and password and clicks on the button then it log in to the system.

User Registration

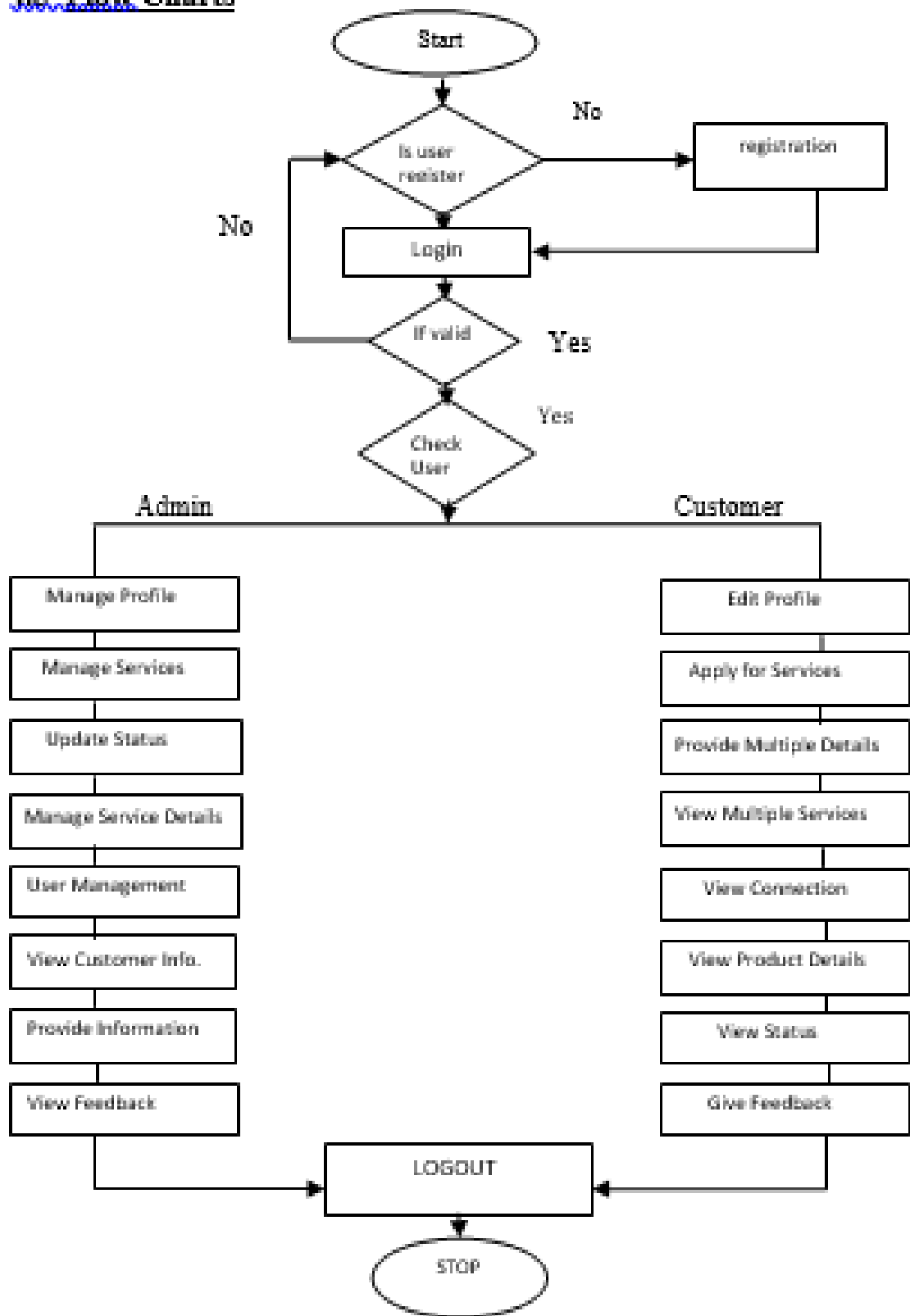
The screenshot displays the user registration interface for 'SERVICES OF ACADEMY'. At the top left, there is a logo of the website. Below the logo, a hyperlink for the login page is provided. The main section is titled 'REGISTRATION FORM' and contains four input fields: 'Username', 'Email', 'Password', and 'Confirm Password'. Each field has a red 'Error Message' label next to it. Below the form, there are two buttons: 'Register' and 'Reset'. A 'Hyperlink for login page' is also present above the form. The background of the page is dark blue with a subtle pattern.

DESCRIPTION:

This is the form where the customer / user newly registered.

- 1) The customer will firstly register themselves into the system on user registration tab.
- 2) The user will provide all those details which are being asked by the system at the time of registration.
- 3) After successfully registering themselves into the system and providing username and password now they can easily enter into the portal.
- 4) Send the request to the server to join into the portal.

4.3 Flow Charts



Drawbacks:

- 1) Services of Academy is a platform which provides multiple easy task which are used for daily purposes but does not include any personal interaction with human being.
- 2) As this portal contains a lot of requirement for many times whenever an user wants to switch to different services.
- 3) As this website must require more advance features so that it can be more Flexible to work with this website.
- 4) As this website must be used for a large area so that it can become more Comfortable for many other people too.
- 5) This website is much time consuming as it contains number of services.
- 6) This website must produce payment method feature so that the paper work can be reduced and the payment of the service can be done online.
- 7) This website must contain efficient and feasible way by which the customer can have an easy interaction with the website.
- 8) Services of Academy is a platform which do not provide and kind of Messages to the customers regarding services.

Proposed Enhancement:

No System ever consist of all the functionalities or all the facilities that the user wants from a system or website. So no system is complete. It requires various changes as and when the user will be familiar with the system. The user also demands many functions and features in future so that the system can become much and more efficient and feasible to work.

Also there are some aspects where the system leaves chances for further improved upon.

Thus the new System leaves chances for further improvements which can be described as follows:

- The system much provide kind of message notification on the user registered mobile number or on email.
- As system does not include online payments, that provisions would be provided.
- System should make mobile computing.

Conclusion:

- Thus the “Services of Academy” website or system act as a bridge between admin and user. The system reduces time and complexity of the people.
- Various reports are generated by the system that helps to understand and study the basic working that helps in analysis of system.
- Admin handles the system efficiently by providing the details about the system and also takes the details from the customers so that the admin can also provide the status about the particular service which a customer wants to apply for.
- The system or website will finally help to reduce time for operation, reduce human efforts and reduce work which is unnecessary more time consuming.
- Being a website it makes information available to a large number of user anywhere and at any time.

Bibliography:

Reference Books:

- The Complete reference ASP.NET- By Jonas Fagerbery and Fanie Reynders.
- C# (7.0) Pocket Reference and Functional Programming – By Joseph Albahami and Enrico Buonanno.
- MY SQL server – By Wiley India Private Ltd.
- Learning UML – By Russ Miles(O'Reilly Media)

Reference Websites:

- www.asp.net.com
<https://dotnet.microsoft.com/apps/aspnet>
- www.csharp.net.com
<http://csharp.net-informations.com/>

ANNEXURES

ANNEXURES 1
USER INTERFACE SCREEN

INPUT SCREEN 1

GAS SERVICE SAFE. RELIABLE. CONVENIENT

GAS BOOKING

GAS AGENCY [HOME](#)

DISTRIBUTOR NAME: NDA GAS SERVICE ▼

CONSUMER NUMBER: 05643

CONSUMER NAME: VIKAS MEHTA


CONTACT NUMBER : 545665687

ADDRESS: JCO's Qtr 49/2 NDA

CONSUMER EMAIL-ID: Vis@gmail.com

reset **BOOK NOW**

INPUT SCREEN 2

 **SERVICES OF ACADEMY**

[Already Registered Login Here!](#)

REGISTRATION FORM

Username:

Email:

Password:

Confirm Password:

ANNEXURES 2

OUTPUT REPORTS WITH DATA

OUTPUT SCREEN 1



ID	Consumer Number	Distributor Name	Consumer Name	Contact No	Address	Email-Id	Issued Date	Status
1	01234	Kothrud Gas Service	Mayank Tripathi	6762376723	Kothrud,Pune	stare56@gmail.com	12/02/2019	Not Dispatched
2	86543	Deccan Gas Service	Suraj Mishra	7654309876	Karvenagar,Pune	aus87@gmail.com	15/05/2019	Not Deispached
3	43567	Pashan Gas Service	Tomesh Tirankar	3425678954	Warje, Pune	sham67@gmail.com	28/07/2019	Delivered
4	32466	Pashan Gas Service	Lekhandas Karan	5687432387	Chandani Chowk, Pune	ghhh45@gmail.com	15/10/2019	Delivered
5	52365	Kothrud Gas Service	Chetan Mahasange	7654345678	NDA, Pune	sdhh21@@gmail.com	01/01/2020	Not Dispatched

Output Screen 2

Username	Email	Password
mayank	mayankt752@gmail.com	cricket
Starc	starc56@gmail.com	starcy
suraj	jossy123@gmail	suraj
lekhandas	lek34@gmailcom	kkpops
akshay	aks45@gmail.com	infosys
alex	alex45@gmail.com	carey
jyoti	jtripathi158@gmail.com	9561209736
pramod	pram65@gmail.com	india
sfadaf	kjjkj@gmail.com	fesff
mayank	jossy123@gmail	enter
mayank	jossy12@gmail.com	ricky
brett	lee34@gmail.com	australia
brett	lee34@gmail.com	lee34
ritika	ritika12@gmail.com	ginti
vikas	vis45@gmail.com	mehta

ANNEXURE 3
SAMPLE PROGRAM CODE

SAMPLE CODE FOR LOGIN

```
public partial class FinalLogin : System.Web.UI.Page
{
    SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["Fina
lConnectionString"].ConnectionString);
    protected void Page_Load(object sender, EventArgs e)
    {
    }
    protected void Button1_Click(object sender, EventArgs
e)
    {
        con.Open();
        string user = TextBox1.Text.Trim();
        SqlCommand cmd = new SqlCommand("select * from
FinalUser where Username=@Username and
Password=@Password", con);
        cmd.Parameters.AddWithValue("@Username",
TextBox1.Text);
        cmd.Parameters.AddWithValue("@Password",
TextBox2.Text);
        SqlDataAdapter adt = new SqlDataAdapter(cmd);
        DataTable dt = new DataTable();
        DataSet ds = new DataSet();
        adt.Fill(dt);
        if (dt.Rows.Count > 0)
        {
            Response.Redirect("HomePage.aspx");
        }
        else
        {
            Response.Write("Invalid Username or
Password");
        }
    }
}
```

SAMPLE CODE FOR REGISTRATION

```
public partial class Registration : System.Web.UI.Page
{
    SqlCommand cmd = new SqlCommand();
    SqlConnection con = new SqlConnection();

    protected void Page_Load(object sender, EventArgs e)
    {
        SqlConnection con = new
        SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionString"].ConnectionString);

    }

    protected void Button1_Click(object sender, EventArgs e)
    {
        SqlConnection con = new
        SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionString"].ConnectionString);
        con.Open();
        SqlCommand cmd = new SqlCommand("insert into
        FinalUser " +
        "(Username,Email,Password)values(@Username,@Email,@Password)", con);
        cmd.Parameters.AddWithValue("@Username",
        TextBox1.Text);
        cmd.Parameters.AddWithValue("@Email",
        TextBox2.Text);
        cmd.Parameters.AddWithValue("@Password",
        TextBox3.Text);
        if (TextBox1.Text != "" && TextBox2.Text != "" &&
```

```
TextBox3.Text != "")
{
    if (TextBox3.Text != TextBox4.Text)
    {
        Response.Write("NO");
    }

    cmd.ExecuteNonQuery();

    Response.Write("<script>alert('REGISTRATION
DONE CLICK OK')</script>");

    con.Close();
}
```

SAMPLE CODE FOR HOMEPAGE

```
public partial class HomePage : System.Web.UI.Page
{

    protected void Page_Load(object sender, EventArgs e)
    {
        if (IsPostBack)
        {
            SetImageUrl();
        }
        Label2.Text = DateTime.Now.ToString();
    }
    protected void Timer1_Tick(object sender, EventArgs e)
    {
        SetImageUrl();
    }

    private void SetImageUrl()
    {
        Random ran = new Random();
        int i = ran.Next(11,18);
        Image1.ImageUrl = "~/images/" +
i.ToString()+".jpg";
    }
}
```

SAMPLE CODE FOR ELECTRICITY

```
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web;
using System.Web.UI;
using System.Web.UI.WebControls;
using System.Data;
using System.Data.SqlClient;
using System.Configuration;

public partial class Electricity : System.Web.UI.Page
{
    SqlCommand cmd = new SqlCommand();
    SqlConnection con = new SqlConnection();

    protected void Page_Load(object sender, EventArgs e)
    {

        SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionString"].ConnectionString);

    }
    protected void Button1_Click(object sender, EventArgs e)
    {
        SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionString"].ConnectionString);
        con.Open();
        SqlCommand cmd = new SqlCommand("insert into Electricity " +
"(ElectricityProv,ConsName,ContNumber,Address,ConsNumber)values(@ElectricityProv,@ConsName,@ContNumber,@Address,@ConsNumber)", con);
```



```
cmd.Parameters.AddWithValue("@ElectricityProv",  
DropDownList1.SelectedItem.ToString());
```

```
cmd.Parameters.AddWithValue("@ConsName", TextBox1.Text);  
cmd.Parameters.AddWithValue("@ContNumber", TextBox2.Text);  
cmd.Parameters.AddWithValue("@Address", TextBox3.Text);  
cmd.Parameters.AddWithValue("@ConsNumber", TextBox4.Text);
```

```
cmd.ExecuteNonQuery();
```

```
Response.Write("<script>alert('Successfull')</script>");
```

```
con.Close();  
}  
  
}
```

SAMPLE CODE FOR ELECTRICITY OUTPUT

```
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web;
using System.Web.UI;
using System.Web.UI.WebControls;
using System.Data;
using System.Data.SqlClient;
using System.Configuration;

public partial class AdminMasterPage : System.Web.UI.MasterPage
{
    SqlCommand cmd=new SqlCommand();
    SqlConnection con=new SqlConnection();

    protected void Page_Load(object sender, EventArgs e)
    {
        SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionStri
ng"].ConnectionString);
        con.Open();
        SqlCommand cmd = con.CreateCommand();
        cmd.CommandType = CommandType.Text;
        cmd.CommandText = "select * from Electricity";
        cmd.ExecuteNonQuery();
        DataTable dt = new DataTable();
        SqlDataAdapter da = new SqlDataAdapter(cmd);
        da.Fill(dt);
        r1.DataSource = dt;
        r1.DataBind();
        con.Close();
    }
}
```

SAMPLE CODE FOR GAS BOOKING

```
using System;
using System.Collections.Generic;
using System.Linq;
using System.Web;
using System.Web.UI;
using System.Web.UI.WebControls;
using System.Data;
using System.Data.SqlClient;
using System.Configuration;

public partial class GasAgency1 : System.Web.UI.Page
{
    SqlCommand cmd = new SqlCommand();
    SqlConnection con = new SqlConnection();

    protected void Page_Load(object sender, EventArgs e)
    {
        // con.ConnectionString=(@"Data Source=.\SQLEXPRESS;initial
catalog=FinalManager;AttachDbFilename=Integrated Security=True;User
Instance=True");
        SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionStri
ng"].ConnectionString);
        // con.Open();
        // con.Close();

    }
    protected void Button1_Click(object sender, EventArgs e)
    {
        SqlConnection con = new
SqlConnection(ConfigurationManager.ConnectionStrings["FinalConnectionStri
ng"].ConnectionString);
        con.Open();
    }
}
```

SERVICES OF ACADEMY

```
SqlCommand cmd = new SqlCommand("insert into GasAgency " +
"(DistributorName,ConsumerNumber,ConsumerName,ContactNumber,Address
,ConsumerEmailID)values(@DistributorName,@ConsumerNumber,@Consum
erName,@ContactNumber,@Address,@ConsumerEmailID)", con);
    cmd.Parameters.AddWithValue("@DistributorName",
DropDownList1.SelectedItem.ToString());
    cmd.Parameters.AddWithValue("@ConsumerNumber",
TextBox1.Text);
    cmd.Parameters.AddWithValue("@ConsumerName", TextBox2.Text);
    cmd.Parameters.AddWithValue("@ContactNumber", TextBox3.Text);
    cmd.Parameters.AddWithValue("@Address", TextBox4.Text);
    cmd.Parameters.AddWithValue("@ConsumerEmailID",
TextBox5.Text);

    cmd.ExecuteNonQuery();

    Response.Write("<script>alert('BOOKING
SUCCESSFULL')</script>");

    con.Close();
}
}
```