Ratsupport.com's Questions



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Discussion

- This Database is an attempt to get people thinking and learning.
- It will cover questions I have always had, questions customers have and questions from Contributors.
- The Database is designed to be Question orientated, all answers, reference and comments can be seen from the Question Pages, you might need to scroll down and pick the tab of your choice.
- Visitors can add/edit their own suggestions in the suggestions table.
- The Database design allows for Contributors to add/edit their own Answer, Reference or Comment to any Question, they can even create their own Questions.
- When using this Presentation I suggest you have the Questions Database open so you can move around looking at the actual pages while viewing this document as a reference.
- Weblink to Questions Database.

Discussion

- As a member of the Contributor Users, you will have some abilities that the Guest and Visitor Users do not have.
- You will be able to add/edit the Questions Database but you will not be able to delete
 or modify data entered by others.
- You can add additional Answers, References and Comments to Questions entered by others.
- If you choose to participate more then you can request your status be moved to Admin Users if you meet the requirements.

Database Users

- People that want to use the Questions Database have a number of choices, as to how involved they want to be.
- Guest (Anonymous) is for those who just want to take a peek at the data.
- **Visitor** requires the user to sign up and approval. They will be able to view all questions and add suggestions to the Database.
- **Contributor** requires the user to sign up and approval. They will be able to enter new Questions, Answers, References and Comments. They will be able to edit all data that they have entered. They can not Delete or Edit data entered by others.
- Admin requires sign up and is for those who want to get completely involved. This would allow all the above and the ability to Edit or Delete any input.

Sign Up/Sign In Page



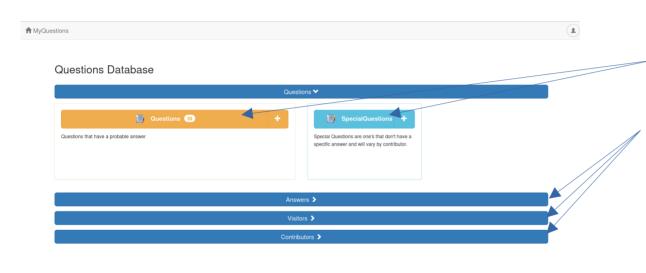
If you see this page it is probably the first time you have come to the database and it gives you some choices.

- 1. You can Sign Up to be a Visitor, Contributor or Administrator.
- 2. You can click on the Link, Continue browsing as a guest.

This second choice will take you to the main data page.

You do not have to sign up to view the database, you will not be able to add any questions or provide suggestions.

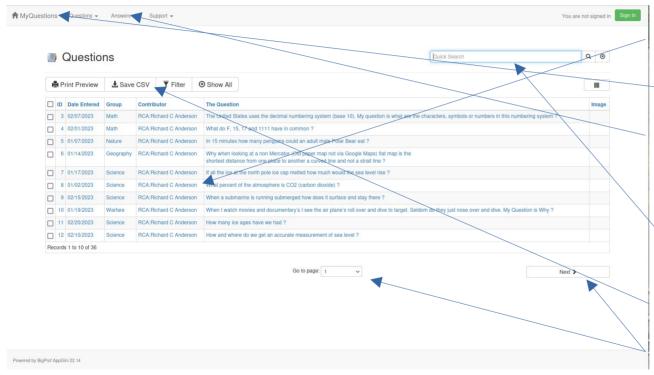
Main Application Page



This page allows the user to select which Questions or Special Questions table they want to view.

The user can also select the Answers, Visitors or Contributors bars to see more tables, but the database is designed to be used from the Questions and Special Questions Tables.

Questions Table Page



This is one of the pages a user will get to know well. By Left Clicking on one of the Data Fields (lines) the user will be taken to that data's Detail View.

By Left Clicking on the MyQuestions Menu icon the user will be returned to the Main Data Page.

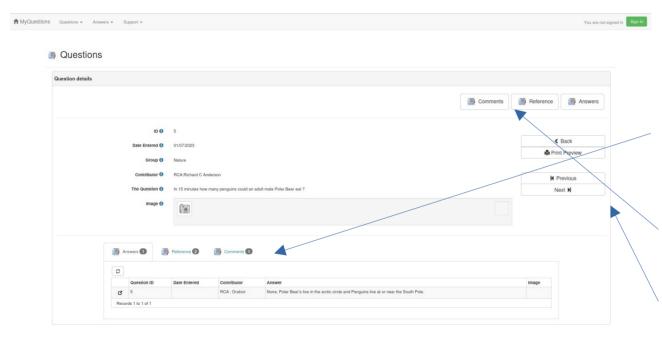
There are Pull Down menu buttons for Questions, Answers and Support tables. The Questions menu pull down also has a link to the Ratsupport Home Page.

The user can search for data by using the Quick Search field, usually it only takes part of the search term to find what you are looking for.

There are also buttons for Print Preview, Save CSV, Filter (Find Specific Data) and Show All.

The user can select the page they want or Left Click on the Next or Previous buttons to get to another page of data.

Questions Data Detail View



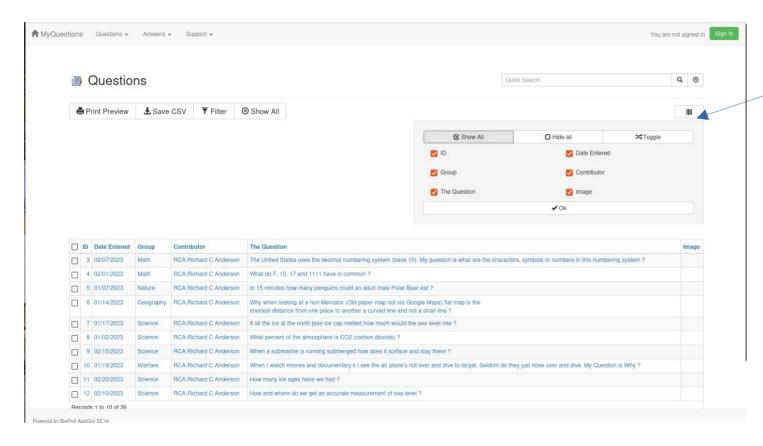
This is the Detail View of Data in Question # 5, it shows who created it, the date created, and any image if there.

Toward the bottom of the View you can see tabs to Answers, Reference and Comments, in this view you can see the answer to the question and if you wanted to see the Reference or Comments then the user could Left Click on the appropriate tab.

There are also buttons so the user can see the data in the Answers, Reference and Comments Tables.

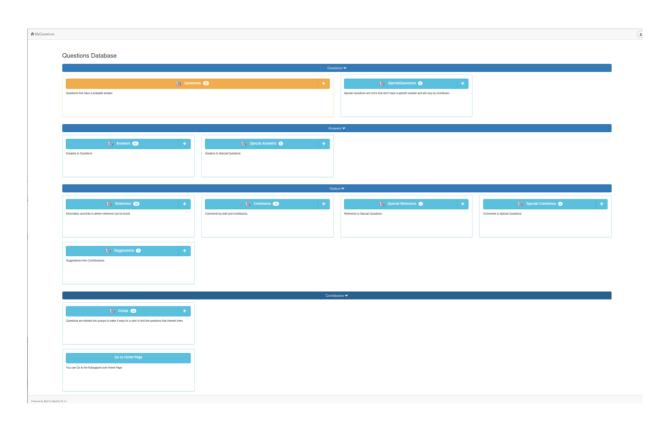
The user can also use the Navigation Buttons to Go Back, Print Preview, Next Record etc.

Data Choice



If the user Left Clicks on the Menu Icon to the right of the page a Data Choice window will open giving the user the ability to select which data items they want to see while using this application.

All the Contributor Tables



These are all the tables that a Contributor can view and use.

Contributors can View Data and they can create/edit Answers, References and Comments to any Questions.

They can even create/edit their own Questions, Answers, References and Comments.

The will not be able to Delete or Edit any data entered by others

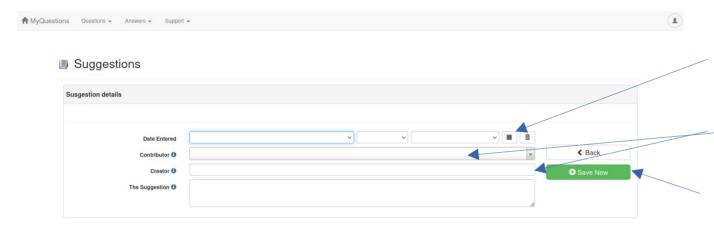
The application is designed for the user to only use the Questions and Special Questions Tables, but the data tables are there to see if one wants.

The user can expand the view by Left Clicking on the appropriate bars (Questions, Answers, Visitors and Contributors).

Contributors Data Entry

- As a Contributor comes a degree of responsibility. You will be able to add/edit your own Answers, References and Comments to any Question in the Database.
- The best way to do this is to select the question you have an interest in from the Questions or Special Questions Table and look toward the bottom of that page and you will see some tabs (Answers, References and Comments).
- By selecting the appropriate tab you will see a green "Add New" button and by Left Clicking on that button you will be able to add your data.
- Be sure to hit the "Save New" button when you have completed your data entry, and please be sure to select the current date and your Contributor ID.

Add a Suggestion

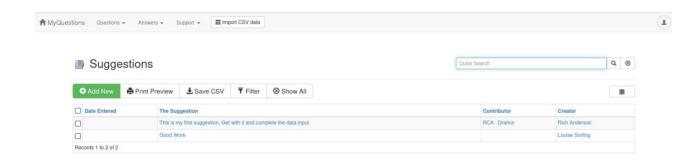


Please fill in all fields, you can click on the calendar to the right of the Date Created fields and select today's date or any one you choose.

You can select Visitor for Contributor if you are a Visitor and PLEASE enter your full name in the Creator field.

Then you can enter the suggestion you have and click the Save New (green button).

View Suggestions

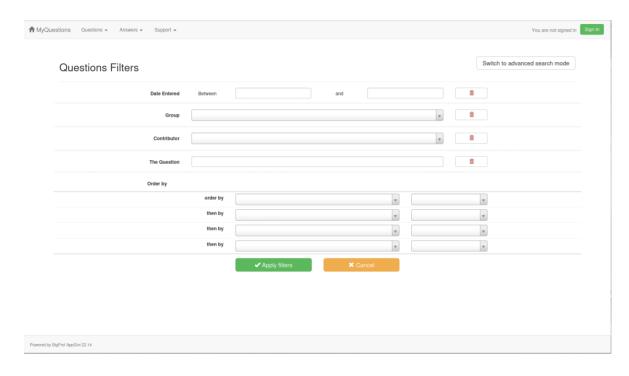


Visitors are able to see all Suggestions in the Database system and they can Edit the Suggestions they have created.

To see the Detail View of a specific suggestion or to edit one of yours you should Left Click on one of the blue links in each record. This could be the suggestion, contributor or creator field.

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Using the Filter



The Filter allows the user to select certain data to see. By using the pull down fields the user can select specific or groups of records to view.

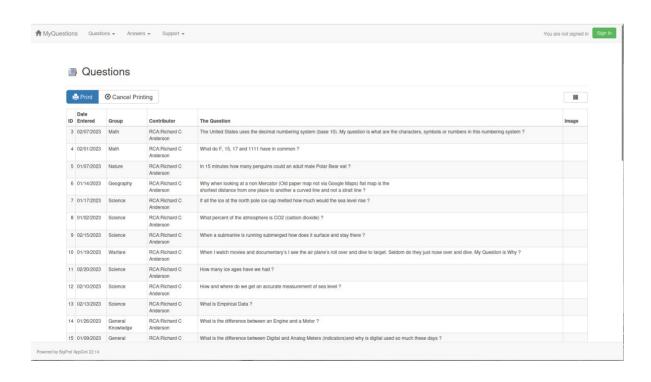
Some of the Groups(Categories) of Questions are, General Knowledge, Science, Just Don't Get It, History and many more.

As the database grows the Question Groups(Categories) will get larger.

Data can also be Filtered by the Contributor or Group and Contributor can be selected.

The user can also enter part of a question into the The Question Field and then press Apply Filter and see all records that apply to the selected Filter.

Print Preview and Printing

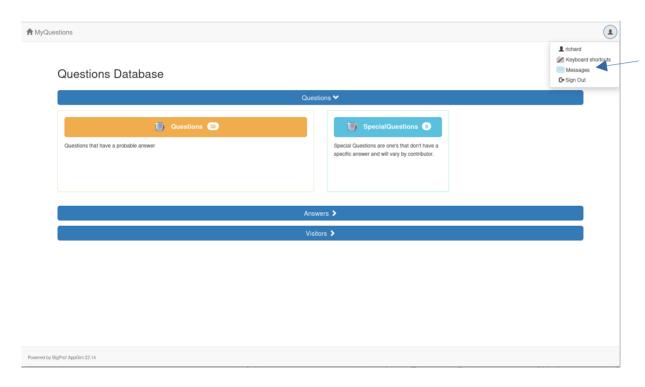


If the user wants to print the records in the selected table then they can click on the Print Preview button to see if the data is what they want and then they can click on the Print button.

Message System

- A Message System has been added to the Questions App. Visitors, Contributors and Admin users can communicate via the Message System.
- Along with the messages being able to be seen inside the Questions App, an email telling the user they have a message will be sent to the intended user or group.

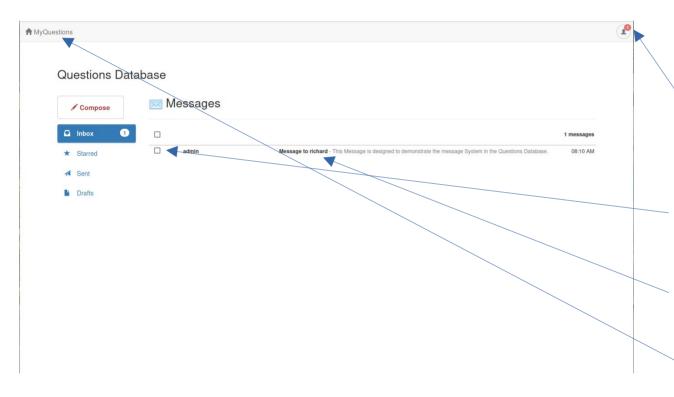
Where to find Message System



If the user Left Clicks on the Application Menu a drop down menu will appear and the Messages is displayed there.

This Menu also allows you to see how you are logged in, Keyboard Shortcuts and ability to log out of app.

Message Window



The user can see that admin has sent a message.

The first indicator is a red 1 in the App Menu Icon and the message is displayed.

The User can Compose ,Star, create a Draft and view Sent Messages.

By clicking the check box next to the message the user will be allowed to Delete the message.

If the user wants to reply to sender then they just click on the message and click on the reply button and then send the message.

To leave the Message System just click on the Home Icon or words MyQuestions.

Happy Ending I Hope



I hope this Presentation was a help.

If you feel like commenting or suggesting changes, please feel free to use the Contact Us link on the Ratsupport.com Website.

You can also contact and follow us on our MeWe Ratsupport.com Page.

Or you can email us at : questions@ratsupport.com

Important!! Please make sure you have the email address: support@ratsupport.com in your email address book, as this is the email address the application uses to send communications to you, like your approval to be a Contributor.