Start

Issue Tracker is a project-based issue tracking SaaS application. Users can create, assign, escalate, track progress and attach documents, all through an intuitive interface. Each issue is linked to a project and can also be mapped with a customer. Notifications through emails and SMS keep the team and customer updated with the details of an issue without the need to log in to the application. With a dynamic dashboard and intuitive reports, users can accelerate data analysis.

Sign Up

The first user who registers the company in the application, is considered as an administrator by default. Other users can then be added by the administrator, with appropriate user rights and permissions.

- Enter the company name.
- Enter the first name.
- Enter the last name.
- Enter email address.

  Tip: This will serve as your login email, and all notifications and communication from Issue Tracker will be done through this email address.

- Enter captcha.
- Click *Get Started.*

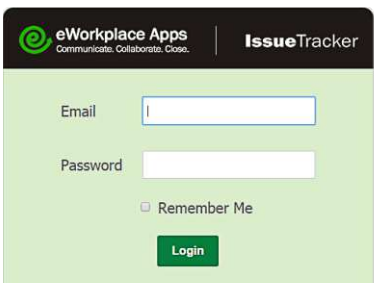
An email would be sent to your registered email address, with a link to set password.
For users invited by the administrator from within the application, an invitation would be sent with login credentials including a system generated password which can be used to login into the company account.

Login

The Administrator will be the first to log in to the application. Other users can be added later with appropriate permissions assigned to them by the Administrator.

To login:

- Enter the registered email address.
- Enter the password.
- Click *Login*. The Home screen appears.



Home Screen

On the web version, the home screen consists of six menu options. Only the menus which are a part of the user's rights will appear active.

The six available menu options are:

- **Issues:** Displays the screen from where the Issues can be created, assigned, viewed and managed. For more information, click *Issues*.
- **Project :** Displays the screen from where Projects can be created, managed and mapped with customers. For more information, click *Project*.
- **Administration:** Displays the screen from where the Administrator can manage accounts, users, user rights, customers, templates and more. For more information, click *Administration*.
- **Reports:** Displays the screen with list of pre-defined reports that can be generated. For more information, click *Reports*.
- **Configuration:** Accessable only to Administrator, where one can customize and personalize the application for organization's specific use. For more information, click *Configuration*.
- **Dashboard:** Empowers user to view and analyze important statistics along with charts and application usage. For more information, click *Dashboard*.