

Hr-HelpDesk

Hr-HelpDesk is a simple, open-source ticketing system for effortless customer support. Built with PHP (no frameworks) and MySQL, it allows customers to create support tickets and enables admins to manage them through a clean, mobile-friendly interface.

Features

- Simple, clean design
 - Built with PHP (OOP) and MySQL
 - AJAX forms for smooth user experience
 - PHPMailer integration for email notifications
 - Admin panel for user, ticket, and site management
 - Department management
 - Gravatar and custom avatars
 - Mobile friendly
 - Easy configuration
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Getting Started

Prerequisites

- PHP 5.3+ (tested up to PHP 7.x)
- MySQL 4.x or 5.x
- Web server (e.g., Apache, XAMPP, WAMP, LAMP)
- Composer (optional, for PHPMailer updates)

Installation

1. Clone or Download the Repository

Download the repo and place it in your web server's root directory (e.g., `htdocs` for XAMPP).

2. Database Setup

- Open [config.php](#) ([config.php](#)) and set your MySQL credentials:

```
$host = "localhost";  
$port = "3306";  
$username = "root";  
$password = "";  
$database = "helpdesk"; // Set your database name
```

- The database and tables will be created automatically on first run.
If you want to create the database manually, create a database named as set in `$database`.

3. Configure PHPMailer

- Open [mailer.php \(mailer.php\)](#) and update the SMTP settings with your email and password:

```
$mail->Username = 'your_email@example.com';  
$mail->Password = 'your_email_password';
```

- If you use Gmail, you may need to enable "Less secure app access" or use an app password.

4. Set File Permissions

Ensure your web server has write permissions to the project directory if needed.

5. Run the Application

- Start your web server and navigate to `http://localhost/helpdesk/` in your browser.
- Register a new user. The first registered user is promoted to admin automatically.

Usage

- **Users:** Can register, log in, create tickets, and reply to tickets.
- **Admins:** Can manage users, tickets, departments, and site settings from the admin panel.
- **Email:** Ticket updates and contact messages are sent via PHPMailer.

Customization

- Update site settings in [config.php \(config.php\)](#).
- Change avatars in the [images/ \(images/\)](#) directory.
- Modify styles in [index.css \(index.css\)](#), and [css/ \(css/\)](#) directory.

Troubleshooting

- Enable error reporting in `init.php` (`init.php`) for debugging:

```
error_reporting(E_ALL);  
ini_set('display_errors', 1);
```

- Check your SMTP settings if emails are not sending.
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