

# **Techventory**

User Guide

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# Introduction

Techventory is an IT asset management system designed to simplify the tracking and management of technology resources within an organization. The system provides users with a central platform to request, approve, and manage assets such as computers, monitors, docking stations, and other equipment. It offers different functionalities tailored for both Standard Users and Managers, managed by the IT admin team.

## User Roles Overview

In Techventory, there are different user roles designed to ensure efficient and secure management of IT assets. These roles define the level of access and permissions each user has within the system:

**Standard User:** This role is for regular employees who can request IT assets, check the status of their requests, and view or manage the equipment assigned to them. Standard users have limited access and cannot approve or manage requests for others.

**Manager:** Managers have all of the access Standard Users have, with the added ability to oversee asset requests from their team members. They have the authority to approve or deny asset requests, manage users within their department, and generate reports for their team's asset usage in collaboration with IT Admins. Managers play a key role in ensuring assets are appropriately distributed and maintained.

**Admin:** Administrators have full access to all features and configurations in Techventory. They can manage users, define roles, configure system settings, and access all data. Admins are typically responsible for system-wide administration and monitoring.

Each role ensures that the right individuals have the appropriate level of control and access to meet the organization's needs.

## Key Features

**Asset Requesting:** Allows all users to request new equipment and make updates to their current asset allocation.

**Approval Workflow:** Enables managers to approve or deny asset requests made by users.

**Asset & User Management and Reporting:** IT admin controlled features to manage asset catalog, user and user roles, and reporting capabilities upon request.

## Getting Started

### User Account Creation and Standard Build Assignment:

Upon onboarding, the IT Admin team will create user accounts based on information provided by HR. This ensures that each employee is given appropriate access to Techventory and other systems. Once user accounts are created, employees will be assigned a standard IT build, which includes the necessary hardware devices to perform their work efficiently. This standard build is pre-configured to ensure uniformity across the organization, enabling the IT team to streamline asset management, track hardware assignments, and maintain consistent technical support for all users.

User credentials are emailed to the user's email address upon account creation. Upon successful first time login, the system will require the user to reset their password.

Passwords must contain:

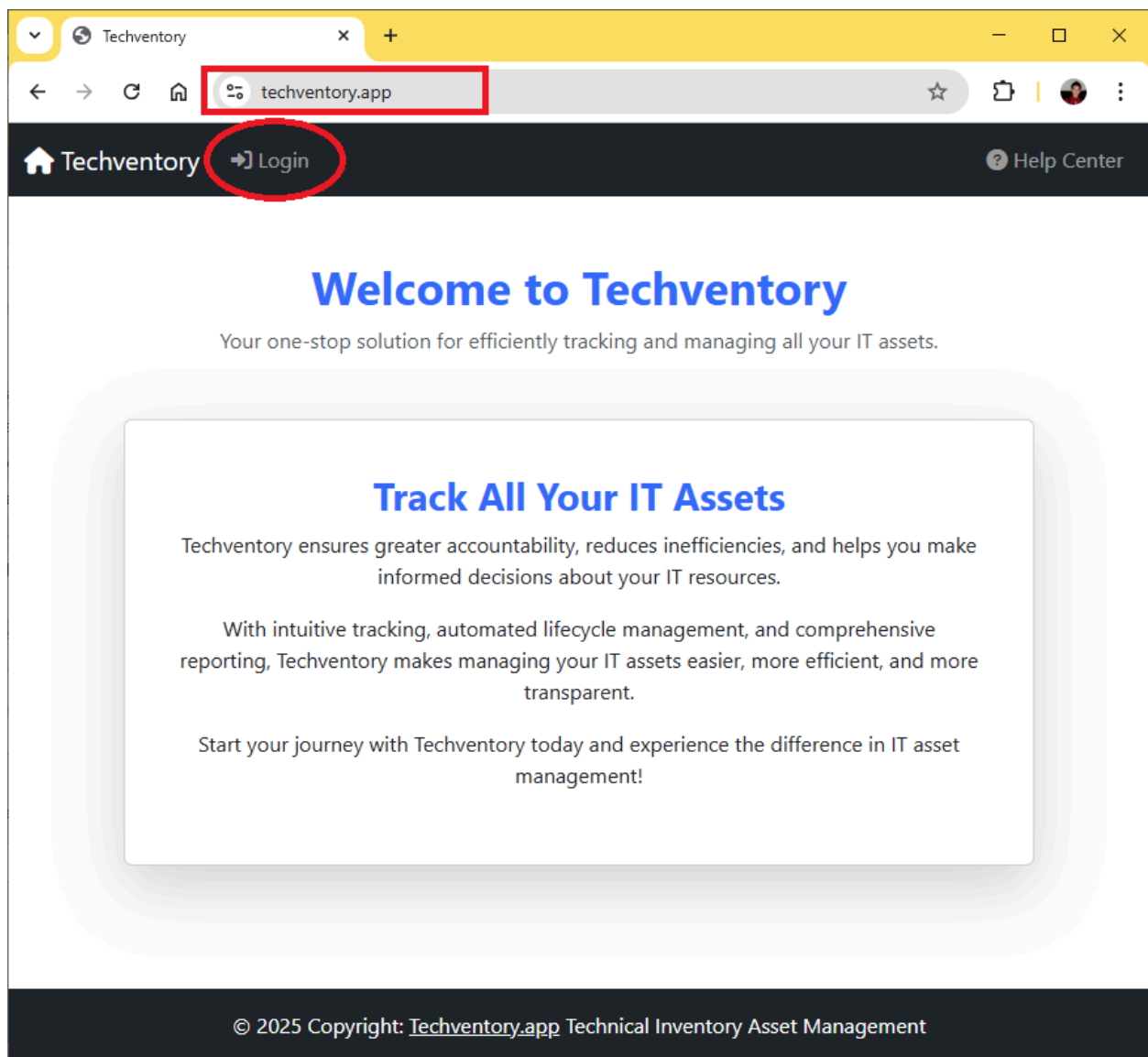
- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character
- Minimum of 8 characters
- Please note: Passwords cannot be the same of one of the last 10 passwords, expire after 90 days, and cannot contain part of the user's name

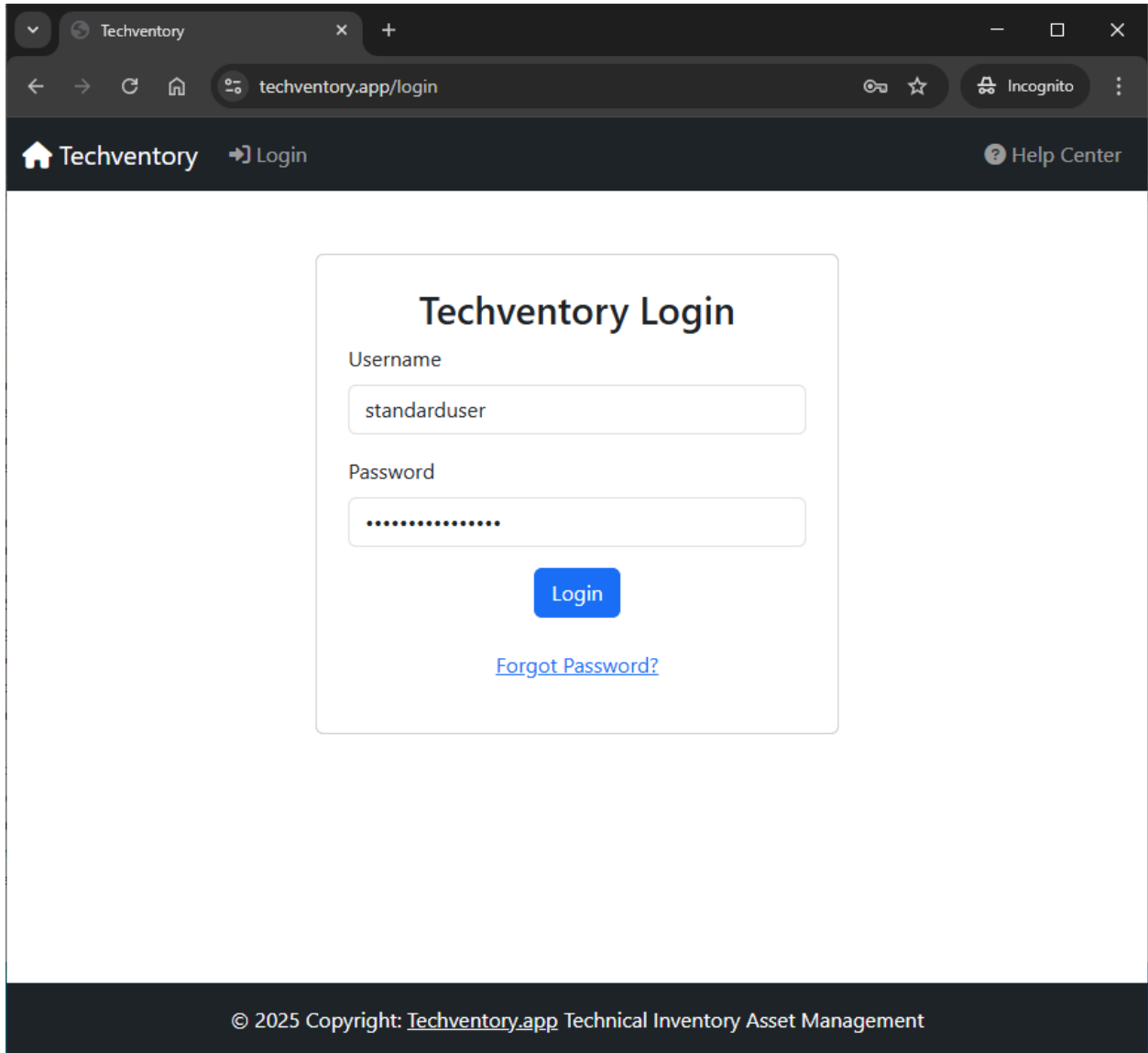
## Accessing the System

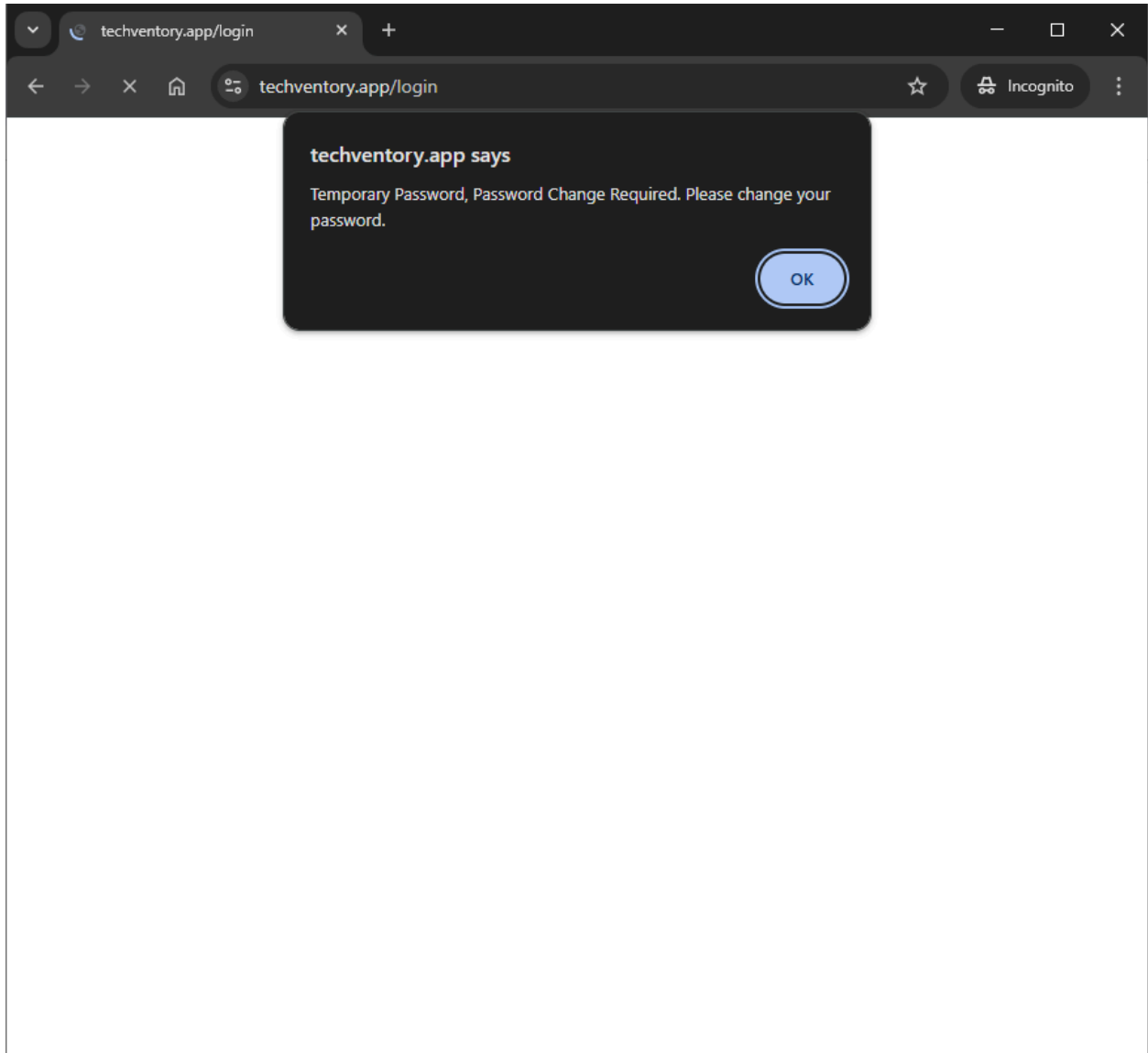
Once your account is created by the IT Admin team, you'll receive login credentials. Use these credentials to log into the system at <https://techventory.app/>.

## Logging In

1. Enter your username and password provided to you via email to login.
2. Upon successful login, you will be prompted to change your password.
3. If you're having trouble logging in, contact support at [support@techventory.app](mailto:support@techventory.app).







## Your Profile

View and update your profile details, email address, and password.

Your Details

User ID

6

Username

standarduser

First Name

Standard

Last Name

User

Department

Human Resources

Role Name

Standard

Change Email Address

Email Address

standarduser@techventory.app

Update Email

Change Password

Current Password

Enter Current Password

New Password

Enter New Password

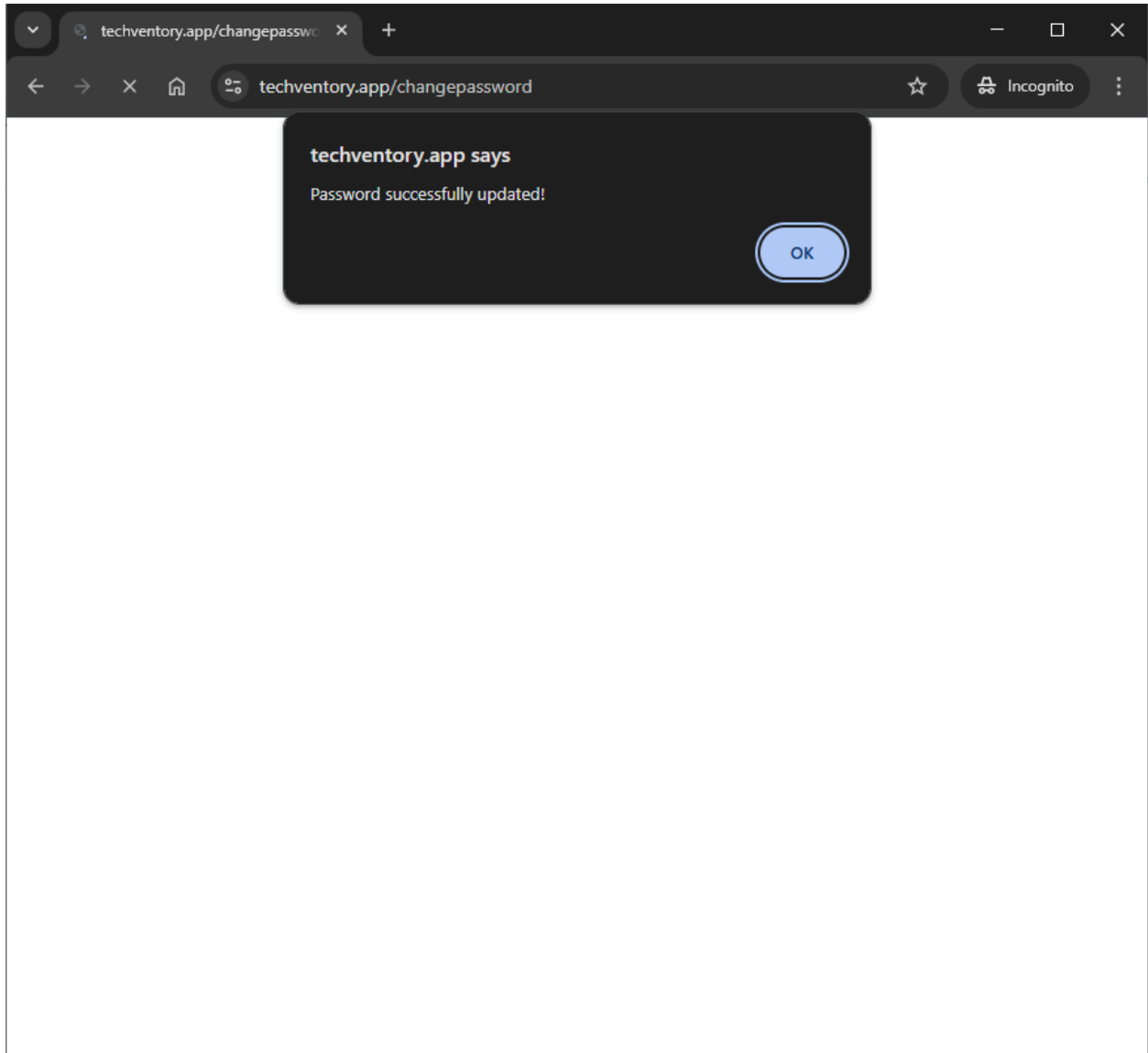
Confirm Password

Confirm New Password

Change Password

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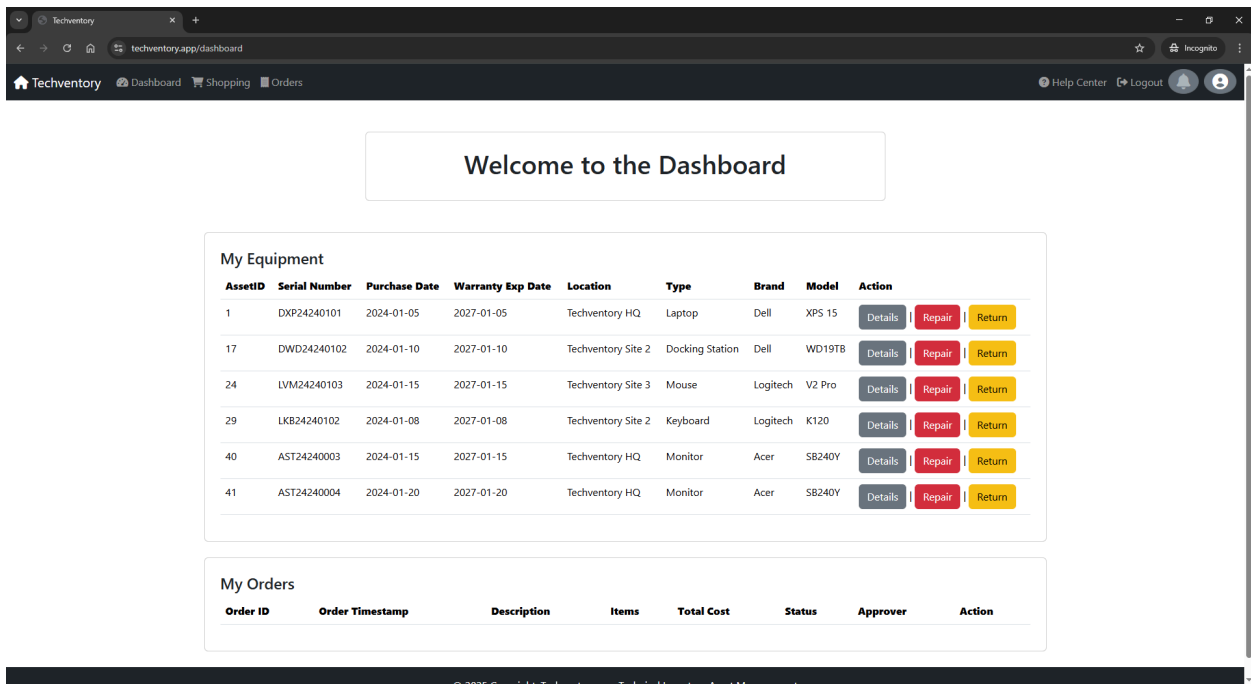


## Dashboard

Once logged in, you can navigate to your **Dashboard**, where you can:

- View your assigned assets and their statuses.
- View the details of their equipment and order history and request the repair of broken equipment.
- Access notifications regarding asset management.

Your dashboard provides easy access to all functionalities you'll need to manage your assets.



When submitting a new repair request, please fill in the reason for the repair.

The screenshot shows a web browser window with the URL `techventory.app/repair/newrepair?assetid=1`. The page features a dark navigation bar with links for Techventory, Dashboard, Shopping, Orders, Help Center, and Logout. A central white card contains the 'Create New Repair' form. The form has three fields: 'Asset' with the value 'DXP24240101 - Laptop', 'Status' with a dropdown menu set to 'Available', and 'Reason' with the text 'Display is broken'. A blue 'Create Repair' button is at the bottom of the card. The footer of the page reads '© 2025 Copyright: Techventory.app Technical Inventory Asset Management'.

Techventory

Dashboard Shopping Orders Help Center Logout

### Create New Repair

Asset:

DXP24240101 - Laptop

Status:

Available

Reason:

Display is broken

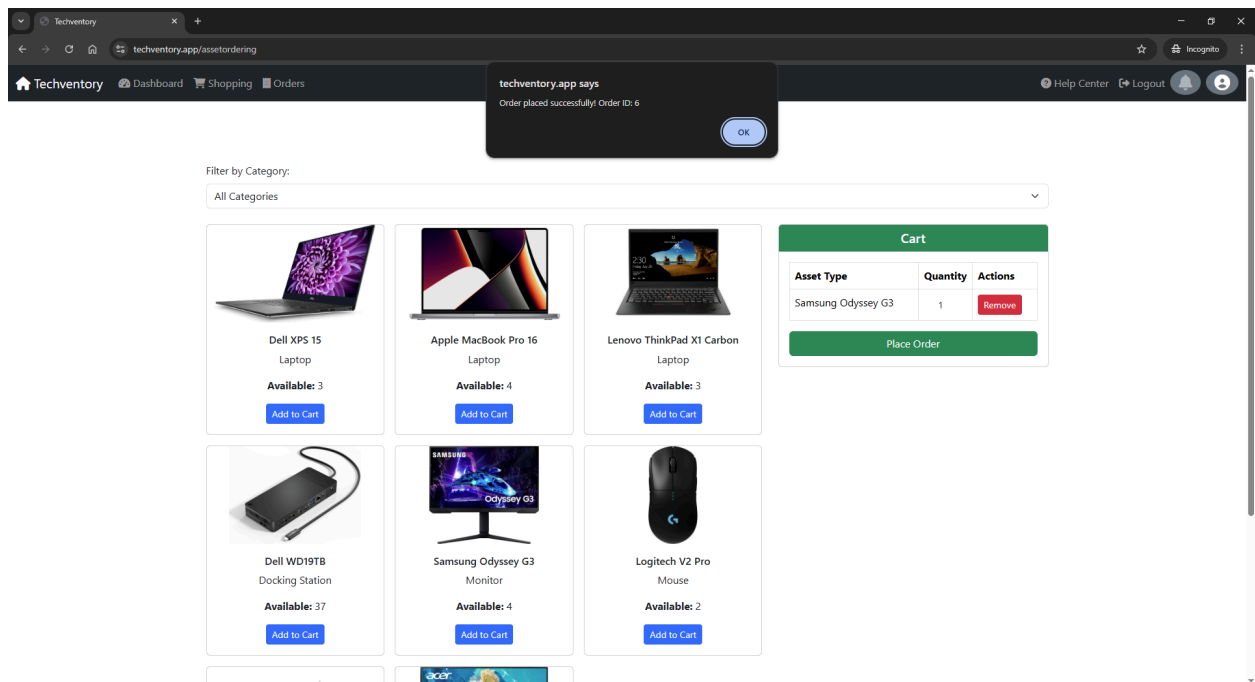
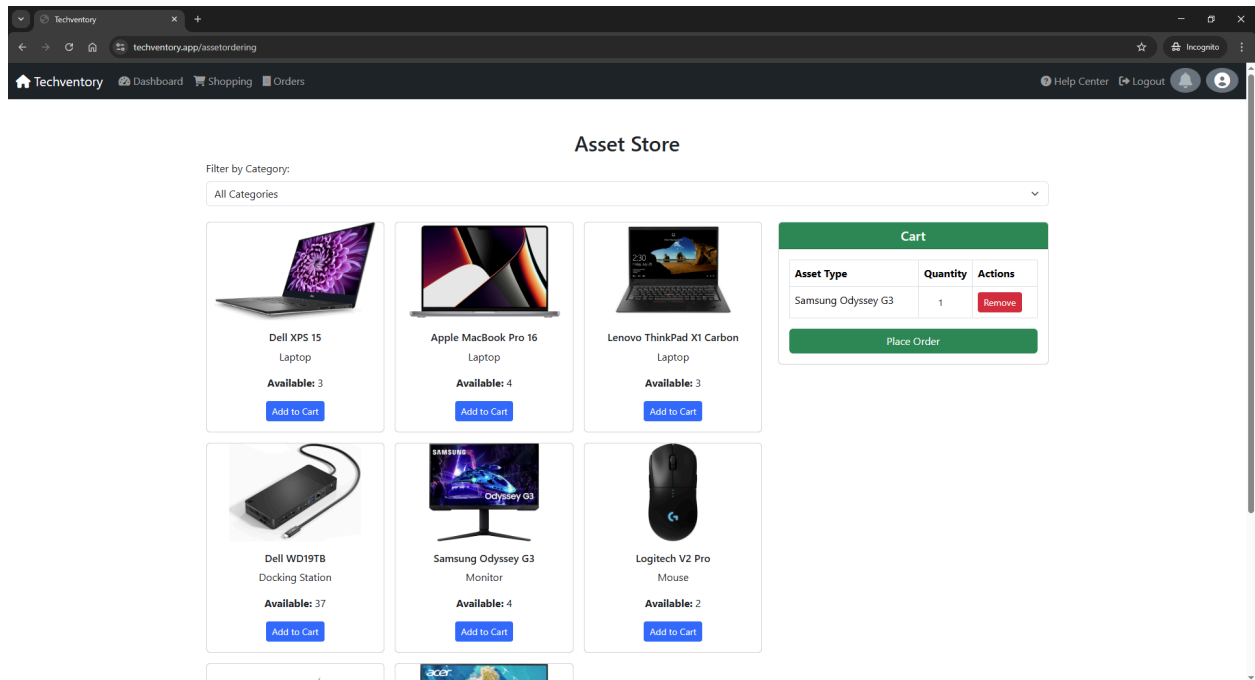
Create Repair

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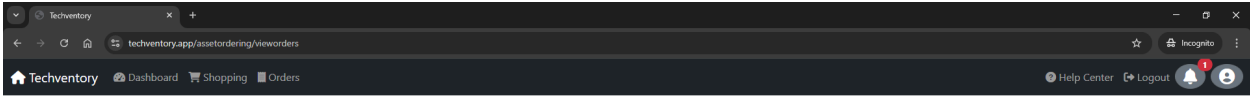
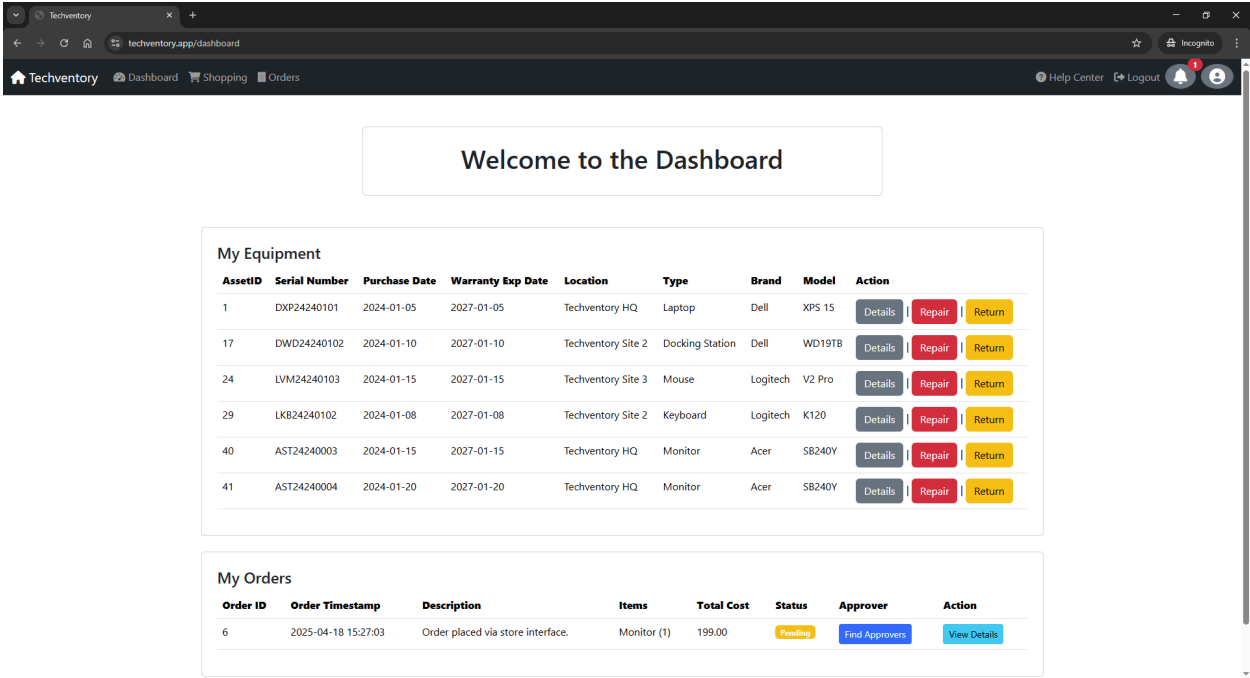
The IT team will receive the repair request and work with you to get you a new device.

## Shopping

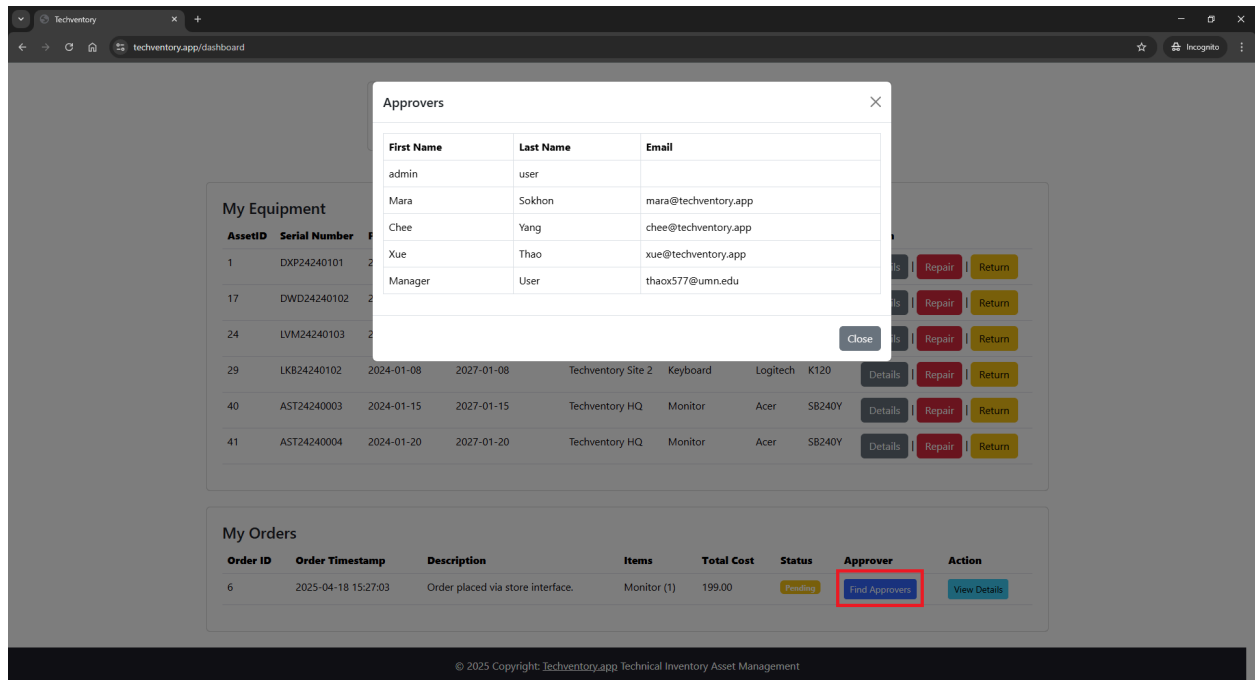
Users are able to shop and view available assets in the event that their role and function requires additional or different devices from the assigned standard build. Users will be able to see the make, model, asset type, and availability of each asset in stock in a familiar shopping cart function. Once the selection is completed, users can select **Place Order** to send their manager a request for approval.



When awaiting approval, users can view the status of the order on the Dashboard or Orders page.

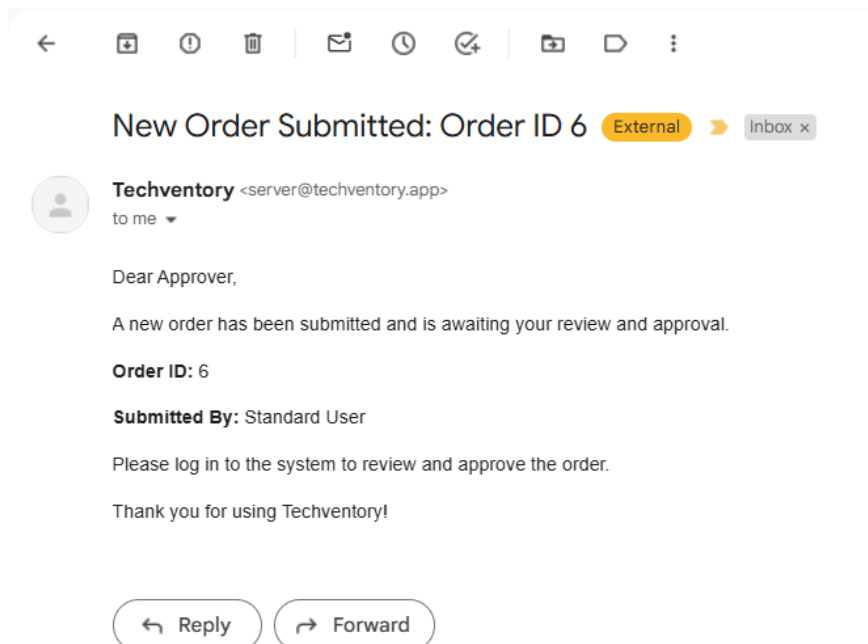


Notifications of all user actions will be displayed in the top right corner Notifications bell icon. If an approval is taking longer than expected, users can view approvers by clicking on **Find Approvers** button.



## Managing Orders

Managers will receive notifications via email when approvals are requested.



From the **Orders** page, managers can approve or deny requests from staff.

Techventory

techventory.app/assetordering/vieworders

☆ Incognito

TechventoryDashboardShoppingOrders

techventory.app says  
Are you sure you want to approve this order?

OKCancel

Help CenterLogout

Pending Orders

Order ID	User	Department	Description	Order Date	Cost	View Details	Actions
6	Standard User	Human Resources	Order placed via store interface.	2025-04-18 15:27:03	199.00	<a href="#">View Details</a>	<a href="#">Approve</a> <a href="#">Deny</a>

Order History

Page LengthCopyPrintCSVSearch:

Order ID	User	Department	Description	Order Date	Cost	Approval Status	Approver	View Details
No data available in table								

Showing 0 to 0 of 0 entries

Techventory

techventory.app/assetordering/vieworders

☆ Incognito

TechventoryDashboardShoppingOrders

techventory.app says  
Order approved successfully!

OK

Help CenterLogout

Pending Orders

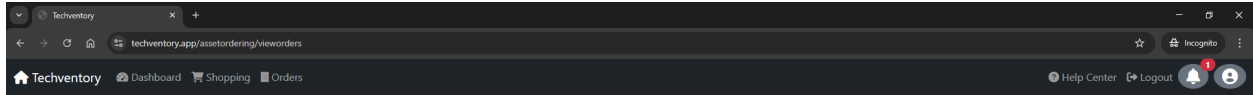
Order ID	User	Department	Description	Order Date	Cost	View Details	Actions
6	Standard User	Human Resources	Order placed via store interface.	2025-04-18 15:27:03	199.00	<a href="#">View Details</a>	<a href="#">Approve</a> <a href="#">Deny</a>

Order History

Page LengthCopyPrintCSVSearch:

Order ID	User	Department	Description	Order Date	Cost	Approval Status	Approver	View Details
No data available in table								

Showing 0 to 0 of 0 entries



## Orders

### Pending Orders

Order ID	User	Department	Description	Order Date	Cost	View Details	Actions
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### Order History

Page Length

Search:

Order ID	User	Department	Description	Order Date	Cost	Approval Status	Approver	View Details
6	Standard User	Human Resources	Order placed via store interface.	2025-04-18 15:34:52	199.00	Approved	Manager User	<a href="#">View Details</a>

Showing 1 to 1 of 1 entry

« 1 »

Upon approval, the system will automatically assign the requested asset to the user and notify both the manager and the user.

If the request is denied, the manager can provide comments for the user to review.

## Additional Features

Additional features are restricted to an Administrator level role. Users and Managers can work with IT admins for the following:

- Asset Management
  - Asset build management
- User Management
  - User Role and Access Management
  - Role Level Management
- System Configuration
- Reporting



# Troubleshooting and Support

If you encounter any issues or need assistance, our support team is here to help. Please reach out via email at [support@techventory.app](mailto:support@techventory.app) for troubleshooting, technical support, or any questions related to the Techventory system.

## Our Contact Information

### Address

1234 Main St.

Crookston, MN, 56716

### Phone

Main: 555-123-7654

Fax: 555-123-7655