**User Flow: DSVI Admin Panel**

**1. Login & Authentication**

• Admin visits the private DSVI Admin Portal URL  
• Inputs username and password

* o If valid → Proceeds to Admin Dashboard
* o If invalid → Shows error or reset password option  
  (*Access level is checked upon login: Level One Admins have full system control; Level Two Admins are restricted based on assigned permissions)*

**2. Admin Dashboard (Landing Page)**

Dashboard Shows:  
• Quick stats: Total schools onboarded, Active/Inactive, Expiring soon  
• Alerts: Subscription renewals, Pending approvals  
• Navigation: CMS Manager | School Onboarding | Reports | Messaging  
*(Dashboard view varies by admin level: Level One Admin sees full navigation; Level Two Admin only sees permitted sections as assigned)*

**3. School Onboarding Flow**

• Admin selects “Onboard New School”

* o Fills in school details: Name, Email, Focal Person, Contact
* o Assigns school package (Standard/Advanced)
* o Deploys master website template
* o Uploads default content or leaves for school to fill
* o System auto-generates CMS login credentials and sends via email
* o Status updates to “Pending Content”  
  *(Level One Admins can assign onboarding tasks to Level Two Admins and grant them access to specific schools only)*

**4. CMS Management & Content Approval**

• Admin accesses CMS Manager

* o Views all schools
* o Filters by:  
  ♣ Recently updated  
  ♣ Awaiting approval  
  ♣ Self-managed or DSVI-managed  
  • Actions:
* o Review/Edit/Approve submitted content
* o Update or rollback previous changes
* o Set maintenance status (DSVI or School)  
  *(Level Two Admins can only view or manage CMS content for schools assigned to them by Level One Admins. Access to edit, approve, or update is permission-based)*

**5. Subscription & Monitoring**

• Admin views Subscription Tracker

* o Lists all schools with:  
  ♣ Start date  
  ♣ End date  
  ♣ Status: Active / Expiring / Inactive  
  • Trigger reminders:
* o Auto-notify school 14 days before expiry
* o Option to manually send custom email/notice  
  *(Only Level One Admins can access or update subscription records)*

**6. Messaging & Notifications**

• Admin accesses Messaging Panel

* o Compose message to: One school / Multiple / All
* o Use templates: Welcome, Expiry, Update alert
* o Send via Email or in-app CMS notification  
  *(Level Two Admins can message only the schools they are assigned to; global messaging is restricted to Level One Admins)*

**7. Reports & Logs**

• Access Reports Section

* o Export onboarding data
* o View CMS activity logs per school
* o Download performance metrics (e.g., uptime, issues reported)  
  • Accountability logs by admin user  
  *(Level One Admins can view all reports and logs, including Level Two user activity. Level Two Admins can view logs only for their assigned schools)*

**Journey Map: Admin Roles Perspective**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stage** | **Action** | **Goal** | **Tools Used** | **Outcome** |
| Login | Enter credentials | Access admin panel securely | Login form | Access granted to authorized sections |
| School Onboarding | Fill form, assign template | Launch new school site quickly | Onboarding tool | School site initialized, CMS credentials sent |
| Content Management | Review/update school submissions | Ensure accuracy and professionalism | CMS Manager | Approved and live school content |
| Subscription Tracking | Monitor and send alerts | Maintain active school websites | Subscription dashboard | Timely renewals and reduced downtime |
| Messaging | Send notices, reminders | Improve communication with schools | Messaging system | Schools informed and engaged |
| Reporting & Monitoring | Download logs, track admin actions | Ensure transparency and accountability | Report tools, activity logs | Admin insights and data-driven decision making |
| **Admin Control** | Assign permissions & schools (L1 only) | Manage task flow and user roles | Admin Panel | Structured workflow and security enforcement |