GanApp Administrator User Manual

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Audience: System Administrators Only

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Introduction

This manual is designed specifically for **System Administrators** of GanApp. It provides comprehensive documentation for all administrative features and system management capabilities.

What is GanApp?

GanApp is a comprehensive event management platform that enables organizations to:

- Create and manage events
- Register and track participants
- Generate certificates automatically
- Collect feedback through surveys
- Manage user accounts and permissions
- Monitor system performance and analytics

Administrator Role

As a System Administrator, you have full access to:

- User account management
- System-wide event management
- Analytics and reporting
- System configuration and settings
- Database maintenance
- Security and access control

Important: Administrative actions can significantly impact the system. Always exercise caution and follow best practices outlined in this manual.

System Requirements

Minimum Requirements

- **Operating System:** Windows 10/11, macOS 10.14+, or Linux (Ubuntu 18.04+)
- **Web Browser:**
  - Google Chrome 90+ (Recommended)
  - Mozilla Firefox 88+ (Recommended)
  - Microsoft Edge 90+
  - Safari 14+ (macOS)
- **Internet Connection:** Stable broadband connection (minimum 5 Mbps recommended)
- **Screen Resolution:** 1920x1080 or higher (for optimal dashboard viewing)
- **Permissions:** Administrator account with full system access

Recommended Requirements

- **Web Browser:** Latest version of Google Chrome or Mozilla Firefox
- **Internet Connection:** 10 Mbps or higher
- **Screen Resolution:** 2560x1440 or higher
- **RAM:** 8GB or more
- **Dual Monitor Setup:** Recommended for efficient administration

Browser Settings

Ensure the following browser settings are enabled:

- Cookies (required for session management)
- Pop-ups (required for reports and exports)
- Local storage

Getting Started

Accessing the Admin Dashboard

1. Navigate to the GanApp website
2. Sign in with your administrator account credentials
3. Click **"Admin Dashboard"** in the navigation menu
4. You'll be redirected to the Admin Dashboard

Note: If you don't see the Admin Dashboard option, verify that:

- Your account has administrator role assigned
- Your profile is complete (First Name, Last Name, Organization)
- You're logged in with the correct account

First-Time Setup

If this is your first time accessing the admin dashboard:

1. **Complete Your Profile:**
   - Ensure your profile includes First Name, Last Name, and Organization

- Update your email and contact information
- Add a profile picture (optional but recommended)

2. **Familiarize Yourself with the Dashboard:**

    - Review the Dashboard overview section
    - Explore each tab to understand available features
    - Review system statistics

3. **Configure System Settings:**

    - Review and configure system settings
    - Set up notification preferences
    - Configure maintenance mode settings (if needed)

Admin Dashboard Navigation

The Admin Dashboard features a sidebar navigation with the following sections:

- **Dashboard** - System overview and statistics
- **User Management** - Manage all user accounts
- **Event Management** - Manage all events system-wide
- **Cancellation Requests** - Handle event cancellation requests
- **Analytics & Reports** - View system analytics and generate reports
- **System Settings** - Configure system settings
- **Notification Management** - Manage system notifications
- **Database Maintenance** - Database operations and maintenance
- **Activity Logs** - View system activity and audit logs

Admin Dashboard Overview

Dashboard Statistics

The Dashboard provides a comprehensive overview of system status:

User Statistics:

- **Total Users** - Total number of registered users
- **Active Users** - Users who have logged in recently
- **Banned Users** - Users currently banned from the system
- **New Users** - Users registered this month

Event Statistics:

- **Total Events** - All events in the system
- **Published Events** - Events currently visible to participants
- **Cancelled Events** - Events that have been cancelled
- **Upcoming Events** - Events scheduled for the future

Activity Statistics:

- **Total Registrations** - All event registrations
- **Certificates Generated** - Total certificates created
- **Pending Cancellations** - Cancellation requests awaiting approval
- **Survey Responses** - Total survey/evaluation responses

Dashboard Features

- **Real-time Updates** - Statistics update automatically
- **Quick Actions** - Access common tasks quickly
- **System Warnings** - Alerts for important system issues
- **Recent Activity** - View recent system events

Refreshing Dashboard Data

- Click the **"Refresh"** button to update statistics
- Data refreshes automatically every few minutes
- Use manual refresh for immediate updates

User Management

Viewing Users

1. Go to Admin Dashboard
2. Click **"User Management"** in the sidebar
3. View all users in the system

User Information Displayed:

- Name and email address
- User role (Participant, Organizer, Admin)
- Registration date
- Account status (Active/Banned)
- Profile completion status
- Last sign-in date

Searching and Filtering Users

Search Options:

- Search by name
- Search by email address
- Filter by role
- Filter by status (Active/Banned)
- Sort by registration date, name, or email

How to Search:

1. Use the search bar at the top
2. Enter name or email
3. Results update automatically

How to Filter:

1. Click filter dropdowns
2. Select filter criteria
3. Apply filters
4. Clear filters to reset view

Creating a New User

1. Go to User Management
2. Click **"Create User"** button

3. Fill in user details:
    - **Email Address** (Required)
    - **Password** (Required - user can change later)
    - **First Name** (Required)
    - **Last Name** (Required)
    - **Role** (Participant, Organizer, or Admin)
    - **Affiliated Organization** (Required)
4. Click **"Create"**
5. User will receive account details via email (if configured)

Important:

- Ensure email addresses are unique
- Use strong passwords
- Assign appropriate roles based on user needs

Editing User Information

1. Find the user in the user list
2. Click **"Edit"** button
3. Update information:
    - Name
    - Email (requires verification)
    - Organization
    - Profile picture
4. Click **"Save Changes"**

Note: Some changes may require user verification.

Banning Users

When to Ban a User:

- Violation of terms of service
- Inappropriate behavior
- Security concerns
- Spam or abuse

How to Ban a User:

1. Find the user in User Management
2. Click **"Ban User"** button
3. Select ban duration:
    - **Minutes** - Temporary ban (1-59 minutes)
    - **Hours** - Short-term ban (1-23 hours)
    - **Days** - Medium-term ban (1-30 days)
    - **Months** - Long-term ban (1-11 months)
    - **Years** - Extended ban (1+ years)
    - **Permanent** - Indefinite ban
4. Enter reason for ban (optional but recommended)
5. Click **"Confirm Ban"**

Effects of Banning:

- User cannot sign in

- User cannot register for events
- User cannot access their account
- User receives notification of ban

Unbanning Users

1. Find the banned user
2. Click **"Unban"** button
3. Confirm unban action
4. User can immediately sign in again

Note: Review ban reason before unbanning.

Changing User Roles

Available Roles:

- **Participant** - Can register for events and view certificates
- **Organizer** - Can create and manage events
- **Admin** - Full system access (use with caution)

How to Change Role:

1. Find the user
2. Click **"Change Role"**
3. Select new role from dropdown
4. Confirm role change
5. User permissions update immediately

Important:

- Changing to Admin grants full system access
- Changing from Admin removes admin privileges
- Document role changes for audit purposes

Archiving Users

When to Archive:

- User requests account deletion
- Long-term inactive accounts
- Compliance requirements

How to Archive:

1. Find the user
2. Click **"Archive"** button
3. Confirm archiving
4. User account is archived

Archived User Effects:

- Account is hidden from active user list
- User cannot sign in
- Data is retained for compliance
- Can be restored if needed

Viewing Archived Users

1. Click **"Archived Users"** tab
2. View all archived users
3. Options available:
    - **Restore** - Reactivate user account
    - **Permanently Delete** - Remove user completely (irreversible)

Warning: Permanent deletion cannot be undone. Ensure compliance requirements are met before permanent deletion.

Event Management

Viewing All Events

1. Go to Admin Dashboard
2. Click **"Event Management"** in the sidebar
3. View all events in the system

Event Information Displayed:

- Event title and rationale
- Date and time
- Venue location
- Organizer name
- Event status (Draft/Published/Cancelled)
- Participant count
- Registration status

Searching and Filtering Events

Search Options:

- Search by event title
- Search by organizer name
- Filter by status
- Filter by date range
- Filter by venue
- Sort by date, title, or participant count

Admin Event Actions

As an administrator, you can:

View Event Details:

- Click on any event to view full details
- See all registered participants
- View event statistics
- Access event kits and programmes

Edit Any Event:

- Click **"Edit"** on any event
- Modify event details
- Change dates, venue, or description
- Update event status

Cancel Events:

- Click **"Cancel Event"**
- Enter cancellation reason
- Notify all participants automatically
- Event status changes to "Cancelled"

Delete Events:

- Click **"Delete"** (use with caution)
- Confirm deletion
- Event and all associated data are removed

View Event Statistics:

- Click **"Statistics"** on any event
- View registration trends
- See attendance rates
- Review survey completion rates

Manage Participants:

- View all registered participants
- Export participant list
- Manually check in participants
- Remove participants if needed

Bulk Event Operations

Export All Events:

1. Go to Event Management
2. Click **"Export"** button
3. Choose format (CSV or Excel)
4. Download file with all event data

Bulk Status Changes:

- Select multiple events
- Change status in bulk
- Useful for publishing multiple draft events

Cancellation Requests

Viewing Cancellation Requests

1. Go to Admin Dashboard
2. Click **"Cancellation Requests"** in the sidebar
3. View all pending cancellation requests

Request Information Displayed:

- Participant name and email
- Event details (title, date, venue)
- Request date and time
- Cancellation reason

- Request status (Pending/Approved/Rejected)

Processing Cancellation Requests

Reviewing Requests:

1. Click on a cancellation request
2. Review participant information
3. Check event details
4. Read cancellation reason
5. Review participant's registration history

Approving Requests:

1. Click **"Approve"** button
2. Add notes (optional)
3. Confirm approval
4. Participant's registration is cancelled
5. Participant receives confirmation notification
6. Event spot becomes available

Rejecting Requests:

1. Click **"Reject"** button
2. Enter rejection reason (required)
3. Confirm rejection
4. Participant receives notification
5. Registration remains active

Bulk Processing:

- Select multiple requests
- Approve or reject in bulk
- Useful for handling many requests at once

Cancellation Request Guidelines

Approve When:

- Valid reason provided
- Request is timely
- No policy violations
- Participant has legitimate need

Reject When:

- Request violates event policy
- Deadline has passed (if applicable)
- Suspicious or fraudulent request
- Event has already started

Analytics & Reports

Viewing Analytics

1. Go to Admin Dashboard
2. Click **"Analytics & Reports"** in the sidebar

3. View comprehensive system analytics

Available Reports

User Growth Report:

- New user registrations over time
- User growth trends
- Active user statistics
- User retention metrics

Event Statistics:

- Total events created
- Events by status
- Events by organizer
- Popular events
- Event completion rates

Registration Trends:

- Registration patterns over time
- Peak registration periods
- Registration by event type
- Cancellation rates

Certificate Generation Stats:

- Total certificates generated
- Certificates by event
- Generation success rates
- Download statistics

Survey Response Rates:

- Survey completion rates
- Response trends
- Popular survey questions
- Response quality metrics

System Usage Metrics:

- Platform activity levels
- Feature usage statistics
- Peak usage times
- User engagement metrics

Generating Reports

Step-by-Step:

1. Select report type from dropdown
2. Choose date range:
    - Last 7 days
    - Last 30 days
    - Last 90 days
    - Custom range

    - All time
3. Apply filters (optional):
    - By user role
    - By event
    - By organizer
    - By status
4. Click **"Generate Report"**
5. Wait for report generation
6. Download report in preferred format

Export Formats:

- **PDF** - Best for presentations and printing
- **CSV** - Best for data analysis in Excel
- **Excel** - Best for detailed analysis with charts

Report Scheduling

Automated Reports:

- Set up recurring reports
- Schedule daily, weekly, or monthly reports
- Email reports automatically
- Configure report recipients

Report Storage:

- Reports are saved in system
- Access historical reports
- Compare reports over time
- Export archived reports

System Settings

Accessing System Settings

1. Go to Admin Dashboard
2. Click **"System Settings"** in the sidebar
3. View and configure system settings

Maintenance Mode

Purpose: Temporarily disable public access for system maintenance or updates.

How to Enable:

1. Go to System Settings
2. Toggle **"Maintenance Mode"** to ON
3. Enter maintenance message (optional):
    - Custom message displayed to users
    - Explain reason for maintenance
    - Provide estimated downtime
4. Click **"Save Settings"**

Effects:

- System becomes read-only for non-admins
- Users see maintenance message
- Administrators can still access system
- All admin functions remain available

How to Disable:

1. Go to System Settings
2. Toggle **"Maintenance Mode"** to OFF
3. Click **"Save Settings"**
4. System returns to normal operation

Best Practices:

- Enable maintenance mode before major updates
- Provide clear maintenance messages
- Notify users in advance when possible
- Keep maintenance periods short
- Test system before disabling

Email Configuration

SMTP Settings:

- Configure email server settings
- Set up email authentication
- Test email delivery
- Configure email templates

Email Notifications:

- Enable/disable system emails
- Configure notification types
- Set email frequency limits
- Customize email content

Notification Preferences

System Notifications:

- Configure notification types
- Set notification frequency
- Enable/disable specific notifications
- Configure notification channels

User Notification Settings:

- Set default notification preferences
- Configure notification templates
- Manage notification delivery
- Monitor notification status

Security Settings

Password Policies:

- Minimum password length
- Password complexity requirements

- Password expiration (if enabled)
- Password reset policies

Session Management:

- Session timeout duration
- Concurrent session limits
- Session security settings
- Sign-in attempt limits

Access Control:

- IP whitelisting (if configured)
- Two-factor authentication (if enabled)
- API access controls
- Rate limiting settings

System Limits

User Limits:

- Maximum users (if applicable)
- User registration limits
- Account creation restrictions

Event Limits:

- Maximum events per organizer
- Event size limits
- Registration limits per event

Storage Limits:

- File upload limits
- Storage quotas
- File retention policies

Notification Management

Viewing Notifications

1. Go to Admin Dashboard
2. Click **"Notification Management"** in the sidebar
3. View all system notifications

Notification Types

Event-Related:

- Event reminders (24 hours before)
- Registration confirmations
- Event cancellations
- Event updates

Certificate-Related:

- Certificate generation complete

- Certificate download notifications
- Certificate verification requests

System Updates:

- System maintenance notifications
- Feature updates
- Policy changes
- Security alerts

User Actions:

- Account creation
- Profile updates
- Role changes
- Account status changes

Managing Notifications

View Notification History:

- See all sent notifications
- Filter by type, date, or recipient
- View delivery status
- Check notification content

Notification Templates:

- Create custom notification templates
- Edit existing templates
- Preview templates before sending
- Test notification delivery

Manual Notifications:

- Send notifications to specific users
- Send bulk notifications
- Schedule notifications
- Customize notification content

Notification Delivery:

- Monitor delivery status
- View failed deliveries
- Retry failed notifications
- Configure delivery retry settings

Notification Best Practices

- Keep messages clear and concise
- Include relevant links when appropriate
- Use appropriate notification types
- Avoid notification spam
- Test notifications before bulk sending

Database Maintenance

Accessing Database Maintenance

1. Go to Admin Dashboard
2. Click **"Database Maintenance"** in the sidebar
3. View database statistics and operations

Warning: Database operations can significantly impact system performance. Only perform maintenance during low-traffic periods and ensure you have backups.

Database Statistics

Table Statistics:

- Table sizes
- Record counts per table
- Storage usage
- Growth trends

Performance Metrics:

- Query performance
- Index usage
- Connection statistics
- Cache statistics

Database Operations

View Table Statistics:

1. Go to Database Maintenance
2. View table statistics
3. See record counts and sizes
4. Monitor growth trends

Clean Up Old Data:

- Remove old archived data
- Clean up expired sessions
- Remove old logs (if configured)
- Archive historical data

Optimize Database:

- Rebuild indexes
- Optimize tables
- Clean up fragmentation
- Update statistics

Backup Database:

- Create manual backups
- View backup history
- Restore from backup (if configured)
- Configure automatic backups

Database Maintenance Best Practices

Before Maintenance:

- Create full backup
- Notify users if needed
- Schedule during low-traffic periods
- Test on staging environment first

During Maintenance:

- Monitor system performance
- Watch for errors
- Keep maintenance windows short
- Document all changes

After Maintenance:

- Verify system functionality
- Check performance metrics
- Review error logs
- Update documentation

Activity Logs

Viewing Activity Logs

1. Go to Admin Dashboard
2. Click **"Activity Logs"** in the sidebar
3. View all system activities

Log Information

Logged Activities:

- User actions (sign in, sign out, registration)
- Event changes (create, edit, cancel, delete)
- Administrative actions (user management, settings changes)
- System events (errors, warnings, maintenance)

Log Details:

- **Timestamp** - When the action occurred
- **User** - Who performed the action
- **Action Type** - What action was performed
- **Details** - Specific information about the action
- **IP Address** - User's IP address (if available)
- **Status** - Success or failure

Filtering Logs

Filter Options:

- Filter by user
- Filter by action type
- Filter by date range
- Filter by status (success/failure)
- Search logs by keyword

How to Filter:

1. Use filter dropdowns
2. Select filter criteria
3. Enter date range if needed
4. Click "Apply Filters"
5. Use search bar for keyword search

Log Retention

Retention Policies:

- Logs are retained for compliance
- Older logs may be archived
- Critical logs are retained longer
- Review retention policies regularly

Exporting Logs:

- Export logs for analysis
- Download logs in CSV format
- Archive logs for compliance
- Share logs with security team if needed

Audit Trail

Compliance:

- Activity logs serve as audit trail
- Required for security audits
- Useful for troubleshooting
- Evidence for policy enforcement

Organization Management

Viewing Organizations

1. Go to Admin Dashboard
2. Navigate to organization management (if available)
3. View all organizations in the system

Organization Information

Organization Details:

- Organization name
- Organization members
- Organization events
- Organization statistics

Organization Actions

Create Organization:

1. Click **"Create Organization"**
2. Enter organization details:
    - Organization name
    - Description

- Contact information

3. Assign organization members
4. Save organization

Edit Organization:

1. Find the organization
2. Click **"Edit"**
3. Update organization details
4. Save changes

View Organization Members:

- See all users in organization
- View member roles
- See member activity
- Manage member permissions

Archive Organization:

- Archive inactive organizations
- Retain organization data
- Restore if needed
- Permanently delete (if allowed)

Troubleshooting

Common Admin Issues

Problem: Cannot access Admin Dashboard

Solutions:

1. Verify you're logged in with admin account
2. Check that your account has admin role assigned
3. Ensure your profile is complete
4. Clear browser cache and cookies
5. Try a different browser
6. Contact system administrator if issue persists

Problem: Statistics not updating

Solutions:

1. Click "Refresh" button
2. Wait a few minutes for automatic refresh
3. Check internet connection
4. Clear browser cache
5. Check for system errors in Activity Logs

Problem: Cannot perform admin actions

Solutions:

1. Verify you have admin permissions
2. Check if maintenance mode is enabled

3. Review Activity Logs for errors
4. Ensure you're using supported browser
5. Contact system administrator

Problem: Reports not generating

Solutions:

1. Check date range is valid
2. Verify filters are correct
3. Ensure sufficient data exists
4. Try smaller date range
5. Check system resources
6. Review error logs

Problem: User management actions failing

Solutions:

1. Verify user exists
2. Check user's current status
3. Ensure no conflicting actions
4. Review Activity Logs
5. Try action again
6. Contact support if persistent

Performance Issues

Slow Dashboard Loading:

- Check internet connection
- Clear browser cache
- Close unnecessary tabs
- Check system load
- Contact IT support

Slow Report Generation:

- Use smaller date ranges
- Reduce filter complexity
- Generate reports during off-peak hours
- Check database performance
- Contact database administrator

Security Best Practices

Account Security

Password Management:

- Use strong, unique passwords
- Change passwords regularly
- Never share admin credentials
- Use password manager
- Enable two-factor authentication if available

Session Management:

- Sign out when finished
- Don't leave admin session open
- Use secure networks only
- Avoid public Wi-Fi for admin access
- Clear browser cache regularly

Access Control

Principle of Least Privilege:

- Only grant admin access when necessary
- Review admin access regularly
- Remove admin access when no longer needed
- Document all access grants

User Management:

- Verify user identity before granting access
- Review user actions regularly
- Monitor for suspicious activity
- Ban users promptly when needed

Data Protection

Backup Procedures:

- Create regular backups
- Test backup restoration
- Store backups securely
- Document backup procedures
- Verify backup integrity

Data Privacy:

- Follow data protection regulations
- Protect user personal information
- Limit data access to authorized personnel
- Secure data transmission
- Implement data retention policies

Monitoring and Auditing

Regular Monitoring:

- Review Activity Logs regularly
- Monitor system performance
- Check for security alerts
- Review user activities
- Monitor failed sign-in attempts

Audit Procedures:

- Maintain audit trail
- Document all admin actions
- Review audit logs periodically

- Report security incidents
- Conduct security audits

Incident Response

Security Incidents:

- Report incidents immediately
- Document incident details
- Preserve evidence
- Follow incident response procedures
- Notify relevant parties

Data Breaches:

- Contain breach immediately
- Assess impact
- Notify affected users
- Report to authorities if required
- Review and improve security

Glossary

Admin Dashboard - Administrative interface for system management

Activity Log - Record of all system activities and user actions

Archive - Move user or data to inactive storage while retaining information

Ban - Temporarily or permanently restrict user access to the system

Cancellation Request - Participant request to cancel event registration

Dashboard - Overview page showing system statistics and key metrics

Database Maintenance - Operations to optimize and maintain database performance

Maintenance Mode - System state where public access is restricted for maintenance

Notification Management - System for managing and sending notifications to users

Organization - Group of users belonging to the same institution or company

Role - User permission level (Participant, Organizer, Admin)

System Settings - Configuration options for system behavior and features

User Management - Administrative functions for managing user accounts

Activity Log - Comprehensive record of all system activities

Audit Trail - Complete history of administrative actions for compliance

Backup - Copy of system data for recovery purposes

Session - User's active sign-in period

Two-Factor Authentication - Security method requiring two forms of verification

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Additional Resources

- **Support:** Contact technical support for assistance
- **Documentation:** Refer to technical documentation for advanced features
- **Training:** Attend administrator training sessions
- **Updates:** Stay informed about system updates and new features

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