BudStack Super Admin Manual

Platform Management & Operations Guide

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Overview

Role & Responsibilities

As a Super Admin, you are responsible for: - Onboarding new tenants (dispensaries) - Managing platform-wide settings - Monitoring system health - Ensuring compliance - Managing NFT licenses - Configuring domains and subdomains - Overseeing all tenant operations

Access Credentials

Login URL: `https://budstack.to/super-admin`
Credentials: Provided securely during setup

Dashboard

Main Dashboard Components

Platform Overview - Total tenants - Active tenants - Pending onboarding - Total revenue (if billing is enabled)

Recent Activity - New tenant signups - Recent orders across platform - System alerts - API status

Quick Actions - Onboard new tenant - View all tenants - Check analytics - System settings

Navigation

- **Dashboard**: Overview and quick stats
- **Tenants**: Manage all tenant accounts
- **Onboarding**: Process new tenant applications
- **Analytics**: Platform-wide metrics
- **Settings**: System configuration
- **API Management**: Doctor Green API settings

Tenant Management

Viewing All Tenants

Navigate to **Tenants** to see: - Tenant list with key information - Status (active, pending, suspended) - Subdomain - Date joined - Last activity - Quick actions

Tenant Information

For each tenant, view: - **Business Details**: Name, contact, licenses - **Store URL**: Subdomain and custom domain - **Subscription**: Plan, billing status, NFT ID - **Statistics**: Orders, revenue, customers - **Configuration**: API keys, settings

Tenant Actions

Available Actions: - View tenant details - Edit tenant information - Suspend/reactivate tenant - View tenant's store - Access tenant analytics - Reset tenant credentials - Delete tenant (with caution)

Tenant Statuses

- **Active**: Fully operational
- **Pending**: Onboarding in progress
- **Suspended**: Temporarily disabled
- **Inactive**: Not currently operating

Onboarding New Tenants

The Onboarding Process

Step 1: Initial Application - Tenant fills out onboarding form - Submits business information - Provides licensing documentation

Step 2: Review & Verification 1. Navigate to **Onboarding** tab 2. Review pending applications 3. Verify: - Business licenses - Regulatory compliance - Contact information - Payment/NFT status

Step 3: Approval 1. Click on pending application 2. Review all submitted information 3. Options: - **Approve**: Create tenant account - **Request More Info**: Send message to applicant - **Reject**: Decline with reason

Step 4: Account Creation Upon approval, the system automatically: - Creates tenant admin account - Generates unique subdomain - Configures DNS (CNAME record via Namecheap) - Assigns NFT license - Sends welcome email with credentials

Step 5: Initial Setup Support - Contact tenant to confirm receipt - Provide onboarding materials - Schedule training call (optional) - Monitor initial setup progress

Onboarding Form Fields

Business Information - Business name - Legal entity name - Business type - Years in operation

Contact Information - Primary contact name - Email address - Phone number - Business address

Licensing & Compliance - Medical cannabis license number - License expiration date - Regulatory authority - Additional certifications

Technical Requirements - Desired subdomain - Custom domain (if any) - Expected order volume - Integration needs

NFT License Management

NFT-Based Licensing Model - 200+ NFTs available - Each NFT represents a tenant license - NFT purchase required for platform access - Transferable ownership

Assigning NFTs 1. Verify NFT purchase 2. Record NFT ID in tenant record 3. Link NFT to tenant account 4. Update blockchain record

NFT Tracking - View all NFTs and their status - See which tenants own which NFTs - Track NFT transfers - Monitor NFT marketplace activity

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Analytics & Reporting

Platform Analytics

Navigate to **Analytics** for:

Tenant Metrics - Total tenants - Growth rate - Churn rate - Geographic distribution

Order Metrics - Total orders across platform - Average order value - Order trends over time - Top-selling products

Revenue Metrics - Platform revenue (if applicable) - Revenue per tenant - Growth trends - Forecasting

User Metrics - Total end-users - Active users - User acquisition - User retention

Generating Reports

Available Reports: - Monthly platform summary - Tenant performance report - Revenue report - Compliance report - API usage report

Report Options: - Select date range - Choose metrics - Filter by tenant or region - Export as PDF or CSV

Custom Analytics

Create Custom Views: 1. Select metrics to track 2. Set filters and parameters 3. Save custom dashboard 4. Schedule automated reports

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Platform Configuration

General Settings

Platform Information - Platform name - Default branding - Contact information - Support email

Feature Toggles - Enable/disable features platform-wide - Beta features - Maintenance mode

Regional Settings - Supported regions - Currency options - Language options - Tax configurations

Email Configuration

Email Settings - SMTP server configuration - From address and name - Email templates - Notification settings

Email Templates - Welcome email - Order confirmations - Password resets - Onboarding emails - System notifications

Default Tenant Settings

Branding Defaults - Default color scheme - Default fonts - Template layouts

Product Settings - Default product visibility - Price markup rules - Inventory sync frequency

Order Settings - Default order statuses - Processing workflows - Notification triggers

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Domain Management

Subdomain Management

Automated Subdomain Creation - System automatically creates subdomains via Namecheap API - Format: `[tenant-slug].budstack.to` - CNAME record points to main platform

Managing Subdomains 1. View all subdomains 2. Check DNS status 3. Troubleshoot connection issues 4. Update DNS records if needed

Subdomain Requirements - Unique identifier - 3-50 characters - Lowercase letters, numbers, hyphens - Must start with letter

Custom Domain Setup

Process: 1. Tenant requests custom domain 2. Verify domain ownership 3. Provide DNS configuration instructions 4. Update tenant settings to use custom domain 5. Configure SSL certificate 6. Test and verify connection

DNS Configuration Tenant must add DNS records:

```
Type: A
Host: @
Value: [Platform IP address]

Type: CNAME
Host: www
Value: [tenant-slug].budstack.to
```

SSL Certificates - Auto-generated via Let's Encrypt - Automatic renewal - Monitor expiration dates

Namecheap API Integration

Configuration - API User: Stored in environment variables - API Key: Securely stored - Whitelisted IP: Server IP address

API Functions - Create CNAME records - Update DNS settings - Verify domain status - Troubleshoot DNS issues

Troubleshooting - Verify API credentials - Check IP whitelist - Review error logs - Test API connectivity

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API Management

Doctor Green API

Configuration - API URL: Stored in environment variables - Authentication: Two-layer system - Endpoints: Products, orders, inventory

Monitoring API Status - Connection status - Response times - Error rates - Last sync time

API Settings - Sync frequency - Timeout settings - Retry logic - Fallback options

Managing API Credentials

Per-Tenant Configuration - Each tenant can have unique API credentials - Stored securely in database - Can override platform defaults

Updating Credentials 1. Navigate to tenant settings 2. Update API credentials 3. Test connection 4. Save changes

API Usage Analytics

Track Usage: - API calls per tenant - Response times - Error rates - Popular endpoints

Usage Limits - Set rate limits per tenant - Monitor quota usage - Alert on excessive usage

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System Monitoring

System Health

Key Metrics - Server uptime - Response times - Error rates - Database performance - API connectivity

Monitoring Dashboard - Real-time status - Recent errors - Performance graphs - Alert history

Logs & Debugging

Log Types - Application logs - Error logs - API logs - Security logs

Viewing Logs 1. Navigate to System Logs 2. Filter by type, date, severity 3. Search for specific errors 4. Export logs for analysis

Alerts & Notifications

Alert Types - System errors - API failures - Security incidents - High traffic - Resource limits

Alert Configuration - Set thresholds - Configure notification channels (email, SMS, Slack) - Define escalation procedures

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Security & Compliance

User Management

Super Admin Accounts - Limit number of super admins - Use strong authentication - Enable two-factor authentication - Monitor admin activity

Role-Based Access - Super Admin: Full platform access - Support Admin: Limited support functions - Analytics Admin: View-only analytics

Security Best Practices

Password Policies - Minimum length: 12 characters - Require complexity - Enforce regular changes - Prevent password reuse

Session Management - Automatic timeout - Secure session storage - Monitor active sessions - Force logout on suspicious activity

Data Protection - Encryption at rest - Encryption in transit (SSL/TLS) - Regular backups - Secure API keys

Compliance Management

Regulatory Requirements - Cannabis regulations vary by region - Maintain audit trails - Age verification - License verification - Data retention policies

Compliance Checks - Verify tenant licenses - Monitor expired licenses - Track compliance documentation - Generate compliance reports

Audit Trail - All administrative actions logged - User activity tracking - Data access logs - Change history

Data Privacy

GDPR/Privacy Compliance - Data processing agreements - User consent management - Right to access data - Right to deletion - Data portability

Sensitive Data - Medical information (HIPAA) - Payment information (PCI-DSS) - Personal identification - Secure storage and transmission

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Troubleshooting

Common Issues

Tenant Can't Access Store - Verify account is active - Check subdomain configuration - Test DNS resolution - Review error logs

Products Not Syncing - Check Doctor Green API status - Verify API credentials - Review sync logs - Manual sync trigger

Email Not Sending - Verify SMTP configuration - Check email queue - Review bounce logs - Test email connectivity

Performance Issues - Check server resources - Review database performance - Analyze slow queries - Check CDN status

Getting Support

Internal Escalation - Document the issue - Gather relevant logs - Identify affected tenants - Escalate to development team

External Vendor Support - Namecheap API issues - Doctor Green API issues - Hosting provider issues - Third-party integrations

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Maintenance & Updates

Scheduled Maintenance

Planning Maintenance 1. Schedule during low-traffic periods 2. Notify all tenants in advance (48-72 hours) 3. Enable maintenance mode 4. Perform updates 5. Test thoroughly 6. Disable maintenance mode 7. Confirm all systems operational

Maintenance Mode - Display maintenance page to users - Admin access still available - Notify tenants of expected duration

System Updates

Update Process 1. Review update notes 2. Backup database and files 3. Test in staging environment 4. Schedule maintenance window 5. Apply updates 6. Run post-update tests 7. Monitor for issues

Rollback Plan - Always have a rollback strategy - Keep previous version backups - Document rollback procedures - Test rollback in staging

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Best Practices

Daily Tasks

- Review system health dashboard
- Check pending onboarding applications
- Monitor API status
- Review support tickets
- Check error logs

Weekly Tasks

- Review platform analytics
- Audit new tenant setups
- Update system documentation
- Review security logs
- Backup verification

Monthly Tasks

- Generate platform reports
- Review and update policies
- Audit user access
- Performance optimization
- Capacity planning

Emergency Procedures

System Downtime

1. **Identify Issue**: Check monitoring dashboard
2. **Assess Impact**: Determine affected tenants
3. **Notify**: Alert tenants and users
4. **Troubleshoot**: Review logs and metrics
5. **Escalate**: Contact technical team if needed
6. **Resolve**: Apply fix and test
7. **Communicate**: Update tenants on resolution

Security Incidents

1. **Contain**: Isolate affected systems
2. **Assess**: Determine scope and impact
3. **Investigate**: Review logs and activity
4. **Remediate**: Apply security patches
5. **Notify**: Inform affected parties
6. **Document**: Record incident details
7. **Review**: Post-incident analysis

Data Loss

1. **Stop Operations**: Prevent further data loss
2. **Assess**: Determine what was lost
3. **Restore**: Use latest backup
4. **Verify**: Confirm data integrity
5. **Notify**: Inform affected tenants
6. **Document**: Record incident and response
7. **Improve**: Update backup procedures

Quick Reference

Key URLs

- Super Admin Dashboard: `/super-admin`
- Tenant Management: `/super-admin/tenants`
- Onboarding: `/super-admin/onboarding`
- Analytics: `/super-admin/analytics`

Important Credentials

- Stored in secure password manager
- Never share via insecure channels
- Rotate regularly
- Use strong, unique passwords

Contact Information

- Development Team: dev@budstack.to
- Security Team: security@budstack.to
- Emergency Hotline: [Number]

End of Super Admin Manual

This is a living document. Updates and improvements are made regularly. Always refer to the latest version.