**User Handbook: Student Referral & Tier Reward System**

**📘 Introduction**

Welcome to the Student Referral & Tier Reward System — a platform that allows former students to refer candidates for courses, earn points, and unlock tier-based rewards. This handbook will guide both referrers and administrators through using the system effectively.

**👤 For Referring Users (Former Students)**

**🔐 Logging In**

1. Visit the login page (index.html).
2. Enter your **username** and **password** (provided by the admin).
3. You'll be redirected to your personal dashboard upon successful login.

**🏠 Dashboard Overview**

* **Points**: Shows total points accumulated in the past 12 months.
* **Current Tier**: Displays your tier (Bronze, Silver, Gold, Diamond).
* **Tier Benefits**: View your current privileges.
* **Referral Table**: Shows all referrals you’ve submitted and their status.

**🤝 Referring a New Candidate**

1. Fill out the referral form:
   * Name, Phone, Email (optional)
   * City, Qualification, Course Interested, Relationship
2. Click **Submit** — you’ll earn 50 points instantly.

**📤 Bulk Referral via CSV**

1. Download the sample CSV template.
2. Fill in the referral details for each candidate.
3. Upload the file using the **Upload CSV** button on your dashboard.
4. Duplicate entries will be rejected.

**🔄 Tier System Overview**

| **Tier** | **Points Needed** | **Free Courses** | **Product Discount** | **Referral Bonus** |
| --- | --- | --- | --- | --- |
| Bronze | 0 | None | 0% | 5% |
| Silver | 10,000 | 1 | 2% | 5% |
| Gold | 25,000 | 2 | 4% | 6% |
| Diamond | 50,000 | All | 6% | 10% |

Tiers update weekly. If your 12-month points drop, your tier can also decrease.

**🛠️ For Admin Users**

**🔐 Logging In**

1. Use the admin username/password.
2. You’ll be redirected to the **Admin Dashboard**.

**👥 Create New Users**

1. Fill in details: username, password, name, gender, city, etc.
2. Ensure password is 8+ characters, includes uppercase and number.
3. Optionally upload multiple users via CSV.

**🔁 Referral Management**

* View all referrals in the system.
* Mark a referral as **Converted** (enter revenue amount).
  + User will be awarded: 250 + 1% of admission amount in points.
* Mark a referral as **Rejected** to revoke points.

**➕ Adjust User Points**

* Add or subtract points manually.
* Use this for missed bonuses or correcting errors.

**📊 Generate Reports**

* Choose: previous week, previous month, or custom date range.
* Download reports as CSV.

**📄 CSV File Format**

**Referral Upload CSV:**

name,city,phone,email,qualification,course,relationship

Jane Doe,Mumbai,9999999999,jane@example.com,BDS+,ADCT,Friend

**User Upload CSV (Admin only):**

username,password,name,gender,qualification,courses\_done,phone,email,city

john123,SecurePass1,Dr. John Smith,Male,MBBS+,PGDCC,9876543210,john@example.com,Delhi

**💡 Best Practices**

* Always log out if inactive.
* Keep CSVs clean and formatted correctly.
* Reach out to admin for password resets.
* Refer only candidates you know.

**❓FAQ**

**Q: I uploaded referrals, but see no points?**  
A: You only earn points once per unique referral. Duplicates are rejected.

**Q: My referral was rejected. Why?**  
A: Admin may reject invalid or unverified entries. Points will be revoked.

**Q: Can I track tier change history?**  
A: You’ll get alerts before tier drops. Logs are maintained by admin.

**📞 Need Help?**

Please contact your admin support Mr Kedar Sarate at +91 93706 75973

*Thank you for using the Referral & Tier Reward System!*