Website User Manual

Our CRM system is designed for both our clients and our consultants. Our clients are only able to access to the **Registration Form** and they can fill the form at the reception desk. As the admin for this system, you can explore other functions after you login.

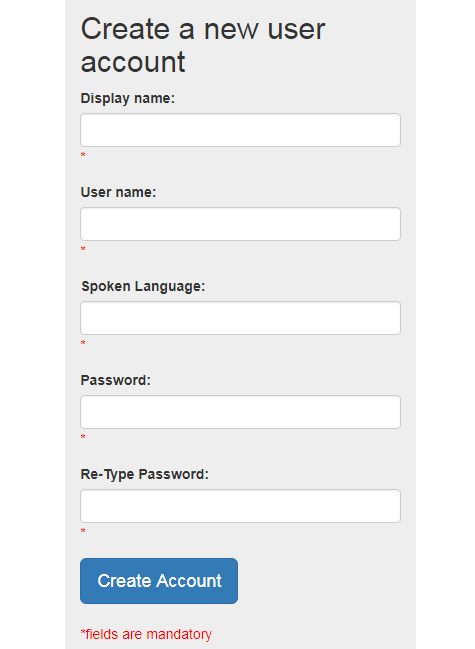
# Login

Username: Admin

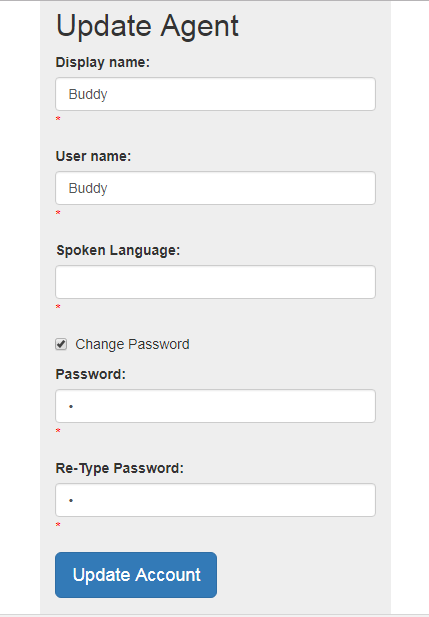
Password: MATIUS01

As the admin, you can **sign up** and **change the password** for our staff.

* Sign Up: Login/Add Agent -> Fill the form(all fields are mandatory) -> Create



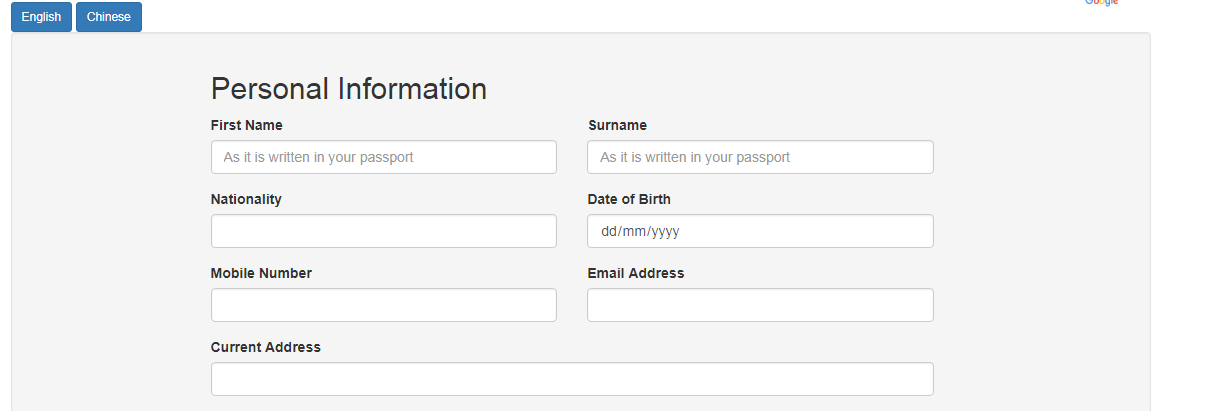
* Change Password: Login/Agents -> Click the agent which you wish to change -> Select the checkbox ‘Change Password’ -> Change the password -> Update Account



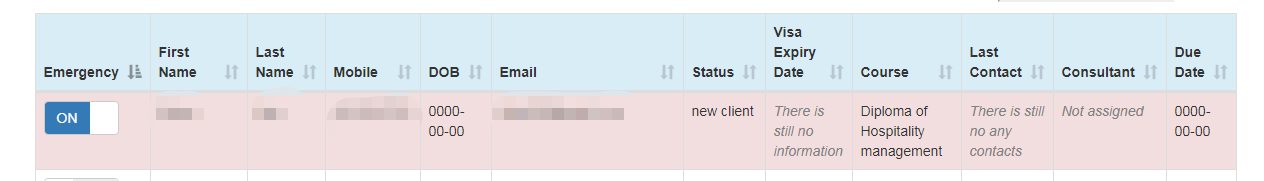
# Interact with Client

With our CRM system, you can add clients and view clients’ information. As the admin, you can view all clients’ information. While, for other consultants, they can only view the information of the clients’ they are helping.

* **Add** client: Login/CLIENTS -> ADD CLIENT

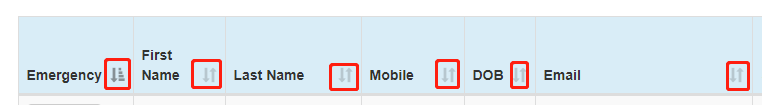


* **View** Clients and Make **Modifications**: Login/CLIENTS -> Click the clients you willing to view/make changes -> Client Information

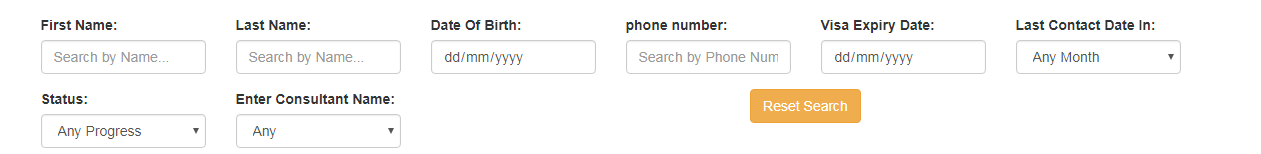


**Tips:**

* Clients who are in ‘**Emergency’** status will be highlight with colour, while others will not.
* As shown in the Figure below, you can **sort** the clients by clicking the arrow in corresponding columns



* **Search** Client: Login/CLIENTS -> Search by First Name/ Last Name/Date of Birth/Phone Number/Visa Expiry Date/Last Contact Date in/Status/Consultant Name (You can reset the search bar by clicking ‘Reset Search’)



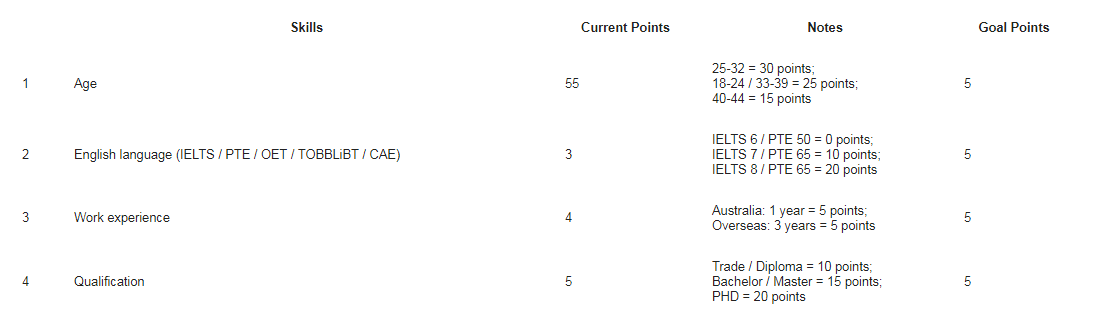
* **Print** Client List: Login/CLIENTS -> Print
* **Point Test(Calculate how much points clients gained for migration)**: Login/CLIENTS -> Click the client -> Point Test

Results can be **sent** to client after you enter your password for your RACC email. The **email address** for client can be viewed or modified by CLINETS -> Click the target client -> email.

The mail will looks like:

Hi CLIENT’S NAME,

Your result of point test has been updated and here are some feedback.



Feedback:

Xxxxxxxxxxxxxxxx

Regards,

xxx

# Logout

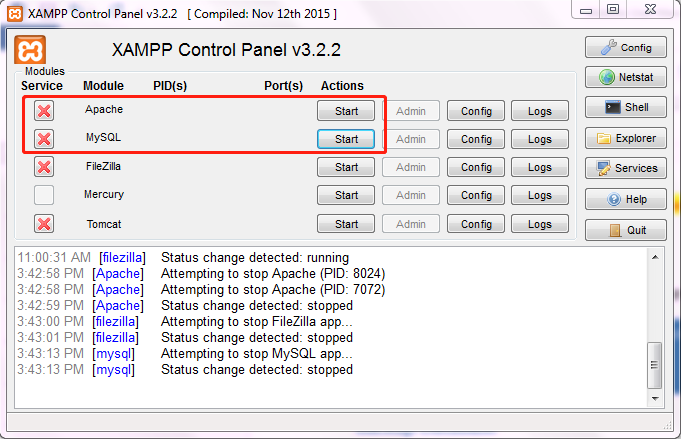
Do not forget to logout every time you leave. Logout button in on the right corner of each page.

# Backup Database

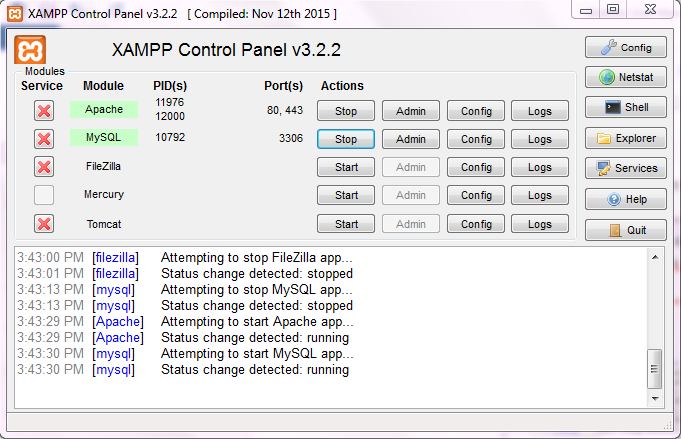
It is highly recommended to back up the database frequently.

To back up the database,

* Open the **XAMPP** control panel and start the service for ‘Apache’ and ‘MySQL’



*Xampp Control Panel*

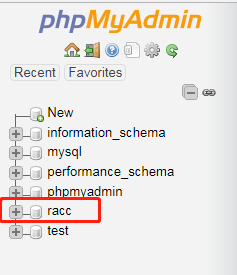


*Services are Running*

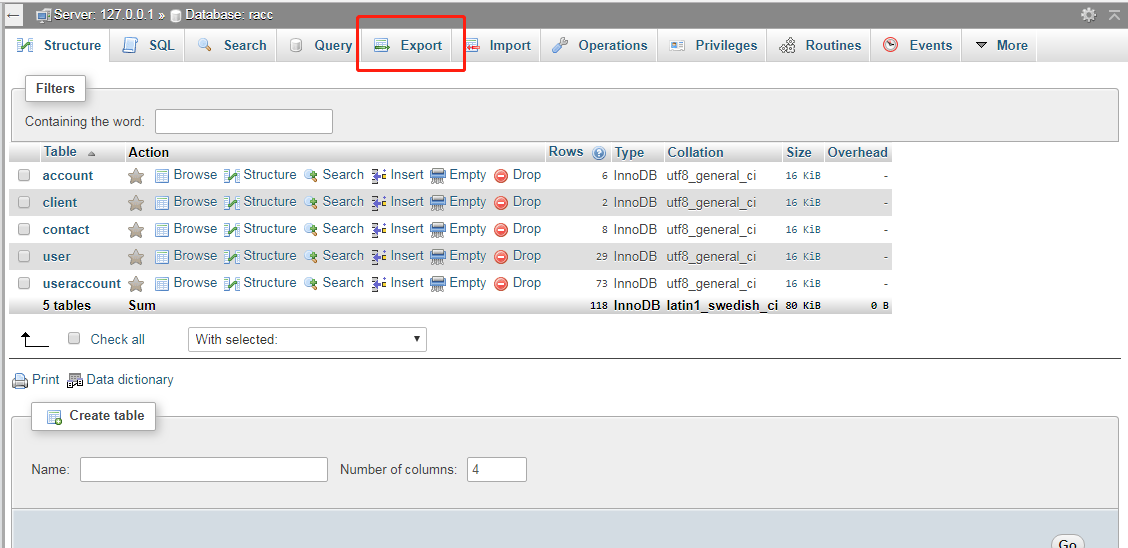
* Open the browser, enter <http://localhost/phpmyadmin/>



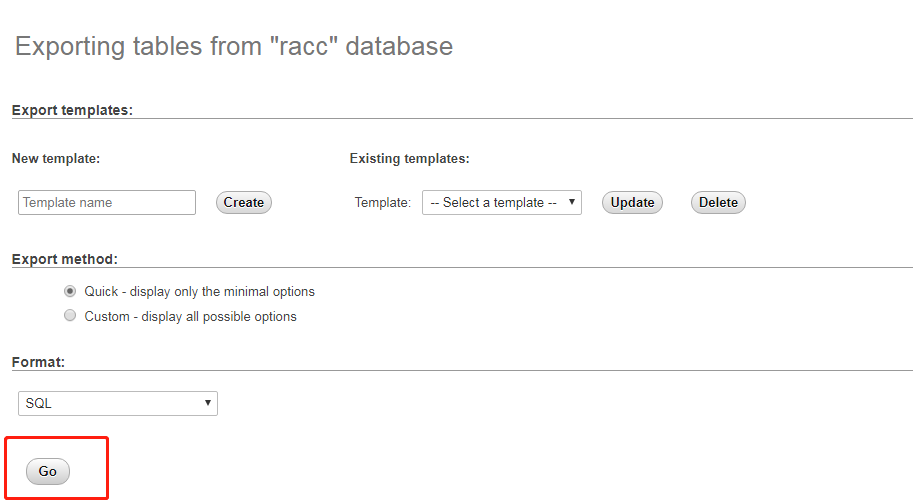
* Select database ‘**racc’** (At left side )



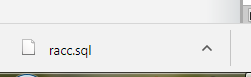
* Select ‘**Export’**



* Click ‘**Go’**

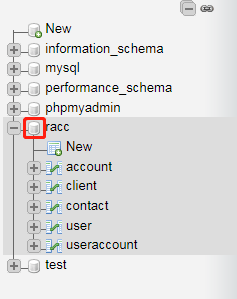


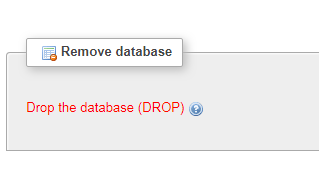
* Finish

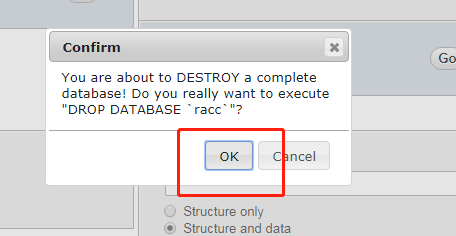


If one day database was crushed or lost any data:

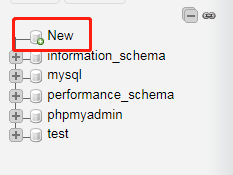
* Open **XAMPP** and access to **phpMyAdmin** as mentioned before.
* **Delete** the existing database by clicking the cylinder before ‘racc’ and then drop the database

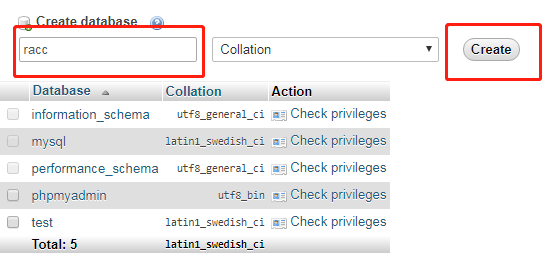




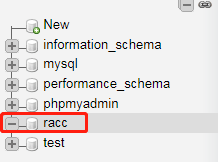


* **Create** a new database named ‘**racc’**

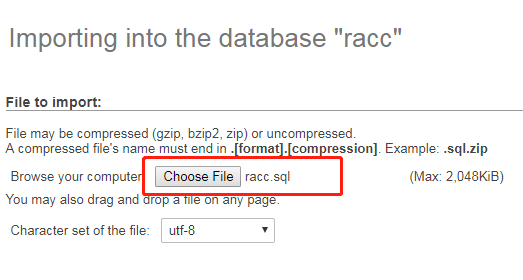




* Select database ‘racc’ you created before



* **Import** the backup file ‘racc.sql’



* After saw the message as shown below, you have successfully re-installed the database

