betternet

v3.1 User Manual

betternet - ISP Management System

Version: 3.1

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Contents

Features

New in this version

- Stripe payment gateway
- Email notifications (billing and payment)
- User auto disconnects when package expires (must support cron)
- User auto disconnects if not paid within time (must support cron)
- Home page
- Customer manager
- Service zone
- Package duration
- Payment submission time limit
- Auto bill generation when adding/renewing user
- New Mikrotik options
- Custom reporting
- Role based access control
- Can be used without reseller
- Can be used without Mikrotik
- Billing and payment invoice download
- Package can be added as PPP or HotSpot profile
- Auto populate PPP service and profile
- New UI

General

- Package management
- User management
- Reseller management
- Staff management
- Mikrotik API
- Different price for user and reseller
- Resellers manage their own user
- Ticket based support
- Enable/ disable single user
- Change user package
- Income & expense management
- 20 pre-build Mikrotik command output
- Mikrotik log download

- All & active PPPoE users
- All & active HotSpot users
- Custom reports
    - User profile
    - User profile (by reseller)
    - User profile (by service zone)
    - User profile (by manager)
    - User billing
    - User payment
    - Income report
    - Expense report

Installation

Server requirements:

- PHP >= 7.1.3
- MySQL Version >= 4.1
- BCMath PHP Extension
- Ctype PHP Extension
- JSON PHP Extension
- Mbstring PHP Extension
- OpenSSL PHP Extension
- PDO PHP Extension
- Tokenizer PHP Extension
- XML PHP Extension
- Ability to run cron job (if using auto expire)

Mikrotik requirements:

- RouterOS version 3+
- connectivity from the app to Mikrotik
- Allow port 8728 in Mikrotik
- Correct Mikrotik IP
- Correct Mikrotik username and password
- User has access to Mikrotik API

Localhost:

1. Copy the downloaded application folder into your web root
    - WAMP - www
    - XAMPP - htdocs
2. Config database as mentioned below
3. Open app localhost/betternet/public/index.php

Shared hosting:

1. Copy everything from the downloaded application folder into *public_html* folder in the cPanel
2. Navigate to the public folder and find index.php file
3. update the following line of code into your index.php file as follow:

```
require __DIR__.'/../bootstrap/autoload.php';
$app = require_once __DIR__.'/../bootstrap/app.php';
to:
require __DIR__.'/bootstrap/autoload.php';
$app = require_once __DIR__.'/bootstrap/app.php';
```

4. Config database as mentioned below
5. Browse your app

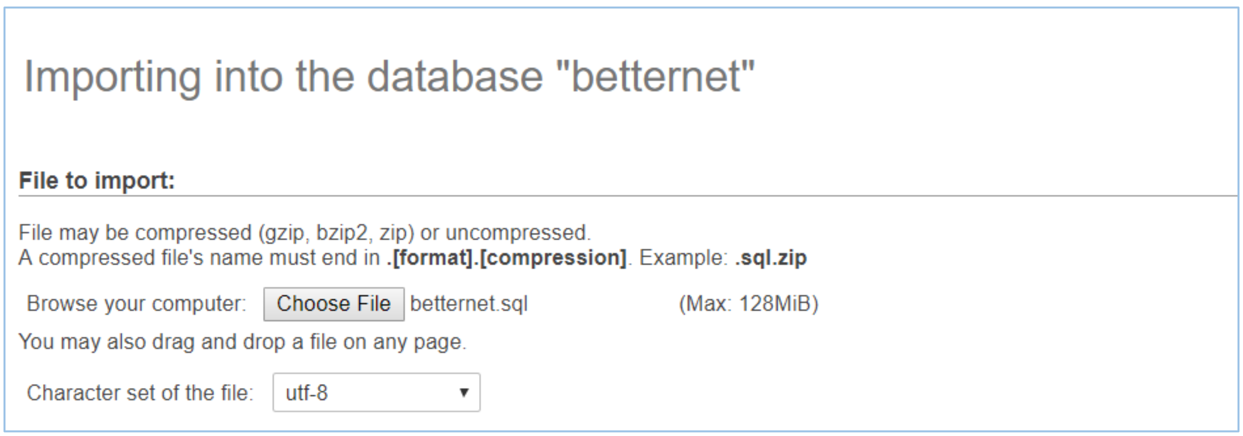
Linux:

1. Copy everything from the downloaded application folder into your web root */var/www/html*
2. Give permission to storage folder using this command: *chmod -R 777 /var/www/html/storage*
3. Config database as mentioned below
4. Browse your app

Database creation:

1. Create a new database

2. Find the betternet.sql file from the folder you downloaded from Codecanyon and import the file inside the newly created database.



Database configuration:

1. Open .env file from inside the application and edit required fields

```
DB_CONNECTION=mysql
DB_HOST=127.0.0.1
DB_PORT=3306
DB_DATABASE=betternet3
DB_USERNAME=root
DB_PASSWORD=root
```

Other configurations:

1. Open .env file from inside the application and edit required fields
    a. For application name, time zone and currency

```
APP_NAME=Betternet
TIMEZONE=US/Eastern
CURRENCY=USD
```

    b. For mail notifications

```
MAIL_MAILER=smtp
MAIL_HOST=smtp.mailtrap.io
MAIL_PORT=2525
MAIL_USERNAME=
MAIL_PASSWORD=
MAIL_ENCRYPTION=null
MAIL_FROM_ADDRESS=admin@betternet.com
```

    c. For Stripe payment

```
STRIPE_KEY=
STRIPE_SECRET=
```

How to get Stripe API Key and Stripe Secret Key:

1. Login into your dashboard at dashboard.stripe.com
2. On the left menu bar, select Developers -> API Keys -> You will see your Publishable Key (API Key) and Secret Key

Cron job configuration:

1. Use this command to run cron in your server:
   ** * * * * cd /path-to-your-project && php artisan schedule:run >> /dev/null 2>&1*

Working with the application

Homepage:

1. You can use your own static site as the home page for betternet. To do that
    a. Go to application folder and navigate to resources > views > welcome.blade.php
    b. In the welcome.blade.php file, past your sites static code. You can modify it as you like
    c. To add login button, link the login page to the button
    d. If you want to show application name you previously configure in the .env file, use

       this code: {{ config('app.name') }}

Logging in:

Username: admin@betternet.com

Password: password

Profile:

Once logged in, go to the profile page and change login credentials. And other information as required. The company name and related information will be shown in the reports.

Settings

1. Go to the settings page and enable the options you want to use
    a. Enable reseller, if want to use reseller module
    b. Enable staff, if want to use role base access control or customer manager
    c. Enable Mikrotik, if want to use Mikrotik
    d. Enable customer manager, if want to use customer manager
    e. Enable service zone, if want to use service zone for user location
2. In the subscription area
    a. Set package duration. This will automatically set package expiry date when a user is subscribed to a package. Once the package is expired, user will be automatically disconnected (requires cron job)

   b. Set pay within days. This will automatically set last payment date when a user is subscribed to a package. If the user does not pay within scheduled date, he will be automatically disconnected (requires cron job)
3. Mikrotik setup
   a. Set your Mikrotik IP, username and password
   b. Make sure all the requirements mentioned in the requirement section above are met for Mikrotik setup

Workflow

Create a package

1. Go to package and click on create
2. Fill out the required information
    a. Package name cannot be changed later
    b. If reseller is enabled, there will be option to add reseller price for that package
    c. If Mikrotik is enabled, the package can be added as either PPP or HotSpot profile

Edit package

1. Click on the edit button on the right of the package list
2. Update package information

Package deactivation

1. Deactivating a package will make it disappear from user and reseller view
2. Deactivated packages will not be shown when subscribing a user

Create users

1. ISP can add only his users. Reseller users are added by reseller
2. Go to Users page and click on create
    a. if service zone, customer manager etc. are enabled in settings, you must first create at least one of them
3. Add required information
    a. Username and email cannot be changed later
    b. Must add subscription invoice
    c. If Mikrotik is enabled, add required information for appropriate
    d. Make sure selected package and mikortik user type matches
4. Billing is automatically added and notified to the user when creating a new user

Edit user information

1. Click on the edit button on the right of the user list
2. Fill-up required information

Renew

1. Click on renew button on the right of the user you want to renew packages
2. Package is renewed when
    a. Package subscription is expired
    b. User was terminated
    c. Change package
    d. You cannot use both PPP and HotSpot for same user. You must create different profile for each
3. Billing is automatically added and notified to the user when renewing

User termination

1. To terminate a user, click on the terminate on the right of the username in the user list
    a. Terminating a user will revoke his permission into betternet portal by changing his password
    b. User status will be changed to terminated
    c. A terminated user will be disabled from Mikrotik and his service will be stopped immediately
    d. Terminated user can resume his service if admin renews his service. However, this will create a new subscription/billing. If the user has previous due while terminating, that will remain due until admin adds payment manually for that subscription

User profile

2. Click on username to view his profile
3. Profile page includes all basic information of the user and all of his transactions

User payment

1. Click on the payment and click on create
2. Select the user
    a. It will only show active and unpaid user list
3. If a user is selected, automatically all of his due subscriptions will appear
    a. Select the one you want to add
    b. You can add additional note (e.g., payment id, transaction id etc.)
    c. Manual payment add is marked as cash payment

Invoice

1. All the users who have access to user, billing and payment can view and download billing and payment invoices

Create resellers

1. Reseller option is not shown in the portal if reseller is disabled in the settings
2. Go to resellers page and click on add new reseller
3. Add required information

Edit reseller

1. Click on the edit button on the right of the username in the resellers' page
2. Fill-up required information

View resellers

1. Click on reseller name
2. Vie reseller profile
3. You can view all the users for that reseller including their current subscription and payment status

Add role

1. If you want to use staff, you must add at least one role first
    a. Each role can have its own set of permission
    b. When a staff is assigned to a role, he will have access to his specific permissions only
    c. You can create a manger/lineman role and assign him to specific/zone-wise customers

Add staff

2. Go to the staff page and add new staff
3. Fill-up required information

Edit staff

1. Click on the edit button on the right of the username in the staff page
2. Fill-up required information

Accounting

1. Go to accounting page
    a. Create a category first. A category is a recurring event such as rent, electric bill etc.
2. Add an income or expense

Edit staff

1. If you want to use service zone and it is enabled in the settings
    a. You can add service zone from the service zone page
    b. Each service zone can be a collection of multiple areas
    c. You can assign a service zone for a user
        i. You can download report based on service zone
        ii. You can assign a customer manager for a user. That way, you can have designated customer manager for a specific service zone

Ticket

1. Only customers can create ticket
2. The tickets page will show all the tickets created by the users
3. Clicking on the ticket subject will open the ticket details
4. Admin/reseller or staff with permission can reply to a ticket and change ticket status (open/ closed)

Reports

1. User profile reports
    a. Download all user profile
    b. Download all user profile (by reseller)
    c. Download all user profile (by service zone)
    d. Download all user profile (by manager)
2. Accounting
    a. Download Income (by year)
    b. Download Expense (by year)
3. Download User billing (by year)
4. Download User payment (by year)
5. Download mikortik log

Notes

- Regularly backup your database.
- All the pages in the application are straightforward and are designed for simplicity so that they can be used without any difficulty. However, in case of any difficulty, feel free to send a message
- New features will be added with each update

Thank you for using betternet.