ARISS Support Document

This document serves as the official support guide for ARISS panel users. It provides instructions and solutions to help users resolve issues they may encounter.

Note: The mobile panel app offers limited functionality compared to the desktop version.

Signing Up Users

The panel supports sign-in only and does not allow self-service sign-up.
User accounts must be created or invited by an administrator through Clerk.com.

1. Log in to Clerk using verified GitHub credentials.
2. Navigate to **Dashboard > Users > Create User**.
3. Enter the first name, last name, and email address.
4. Assign the user to the organization **ariss**.
5. Set the role as **Admin** or **Employee**.

The user will then be added, and their email will be verified for access to the panel application.

Signing In Users

Once a user account is verified and added in Clerk, the user can log in.

1. Open the panel application page to access the login screen.
2. Enter your registered email address.
3. An OTP (magic link) will be sent to your email.
4. Open your email (e.g., via Gmail) and click the login link.
5. Return to the panel application, and you will be successfully signed in.

Managing Profile

After logging in, both admins and employees can manage their profile and settings.

The profile icon, displaying the user’s initials, is located at the top right corner.
Clicking the icon opens a dropdown menu, where users can access their profile information or log out.

Customer Management

This page allows admins and employees to view all application users, with account management functions restricted to admins. Admins can approve, disapprove, delete, edit, or create technician and backoffice user accounts.

1. Navigate to the **Customers** page from the sidebar.
2. A table will display all customers.
3. Use the **Filter By** button to view specific customer types.
4. Use the **Sort By** button to add or remove table columns.
5. The **Actions** column provides admins with tools to manage customer accounts.

Employees have view-only access to customer information.

Product Management

This page allows admins and employees to view all products, categories and subcategories. Admins and Employees can view, delete, edit, or create products, categories and subcategories.

1. Navigate to the **Customers** page from the sidebar.
2. A table will display all products.
3. Use the **Filter By** button to view categories and subcategories.
4. Use the **Sort By** button to add or remove table columns.
5. The **Actions** column provides panel users with tools to manage products, categories and subcategories.
6. The **Add** button will provide a page or dialog to create a category, subcategory and product.

Note: A category can contain multiple subcategories, and each subcategory can contain multiple products. Deleting a parent item will also delete all of its associated child items.

Discount Management

This page allows admins and employees to view all discounts. Admins and Employees can view, delete, edit, or create discount.

1. Navigate to the **Discounts** page from the sidebar.
2. A table will display all discounts.
3. Use the **Sort By** button to add or remove table columns.
4. The **Actions** column provides panel users with tools to manage discounts.
5. The **Add** button will provide a dialog to assign a discount to a user over a product.

RMA Management

This page allows admins and employees to view all discounts. Admins and Employees can view, delete, edit, or create discounts.

1. Navigate to the **RMA** page from the sidebar.
2. A table will display all RMA requests.
3. Use the **Sort By** button to add or remove table columns.
4. The **Actions** column provides panel users with tools to manage RMA.
5. Admins and Employees can manage RMA via accepting, rejecting request of returns.

Order and Invoice Management

This page allows admins and employees to view all orders and invoices.

1. Navigate to the **Orders** page from the sidebar.
2. A table will display all placed orders.
3. Use the **Sort By** button to add or remove table columns.
4. The **Actions** column provides panel users with tools to manage orders.
5. Navigate to the **Invoices** page from the sidebar.
6. A table will display all placed orders.
7. Use the **Sort By** button to add or remove table columns.
8. There is no **Actions** tool column as the invoice is read-only that keeps track of ledger and online payments.

Course Management

This page allows admins and employees to view all courses. Admins and Employees can view, delete, edit, or create a course.

1. Navigate to the **Courses** page from the sidebar.
2. A table will display all courses.
3. Use the **Sort By** button to add or remove table columns.
4. The **Actions** column provides panel users with tools to manage courses.
5. Admins and Employees can create a course by clicking on the **Add** button.
6. Type courses **title** and course's **content** will be filled via a markdown.
7. Hit the submit button to add the course.

Question/Test Management

This page allows admins and employees to view all questions. Admins and Employees can view, delete, edit, or create a question.

1. Navigate to the **Questions** page from the sidebar.
2. A table will display all questions.
3. Use the **Sort By** button to add or remove table columns.
4. The **Actions** column provides panel users with tools to manage questions.
5. Admins and Employees can create a question by clicking on the **Add** button.
6. Questions are **MCQ** based with **4 options** and among them is one **correct option**.
7. A course can have multiple questions and each question is tied to a single course.

   Note: Deleting a course will delete all of its linked questions as well.

Notification Management

1. Click on the **Bell** to view recent notifications.
2. Admin and Employees work is connected so the notification is global.
3. Admins can mark as read to the notifications.
4. If notifications are missed by Admins or Employees they can click on **View All**, to view all the notifications.
4. Admin can **delete** all the notifications at once from the view all notifications section.