SUPER ADMIN MANUAL

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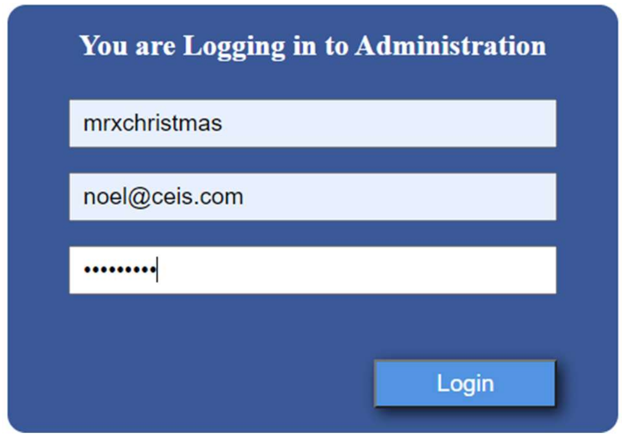
Testing Developers Module

Login to Admin Control

Use “admincontrol” as Company ID

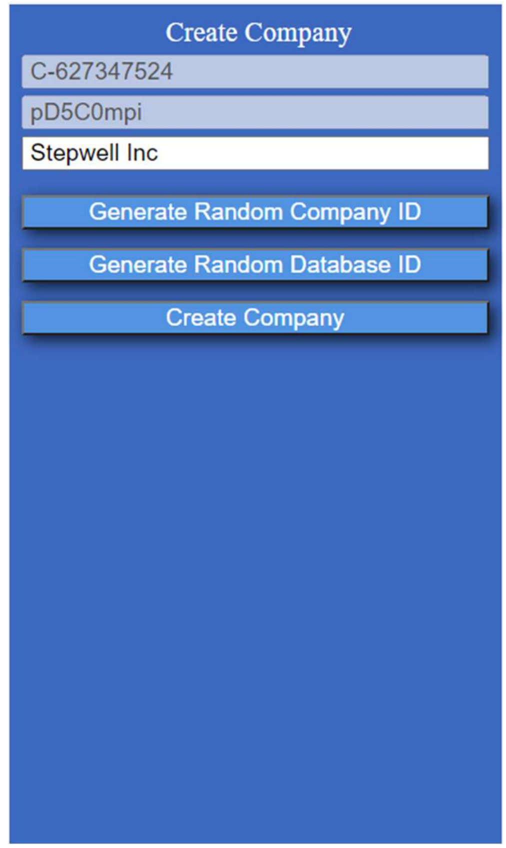
Then Proceed to Login with your Administrator Account.



Step 1: Create Company

Browse through Company > Manage Company then click on 

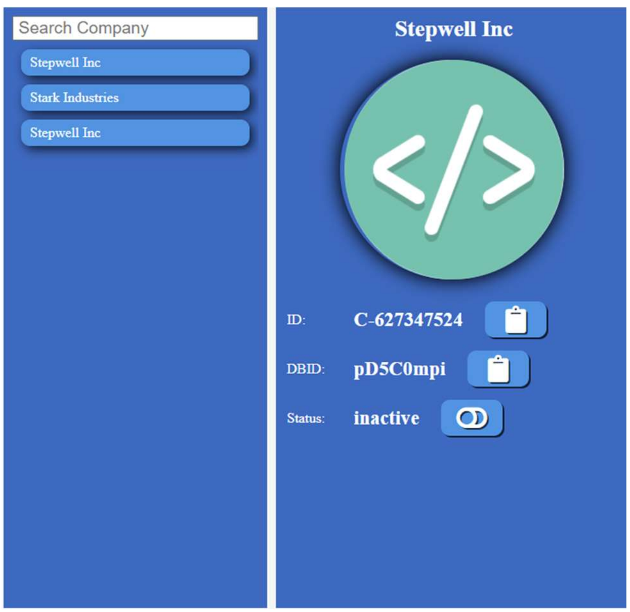
button. Then provide a company name and click on Create Company. (Options to generate random ID's).



Click on the company you just created on the list on the left.

Step 2: Copying Database ID

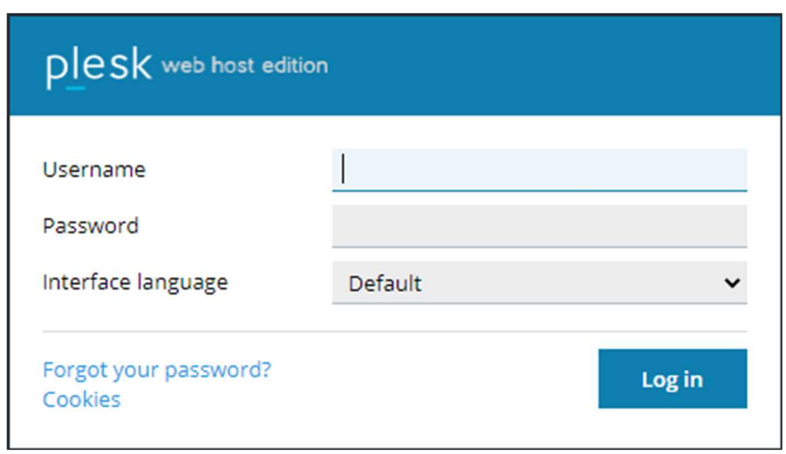
Click on the Copy Icon next to "DBID" (which is the databaseid) to copy the database ID



Step 3: Logging into Plesk (Server)

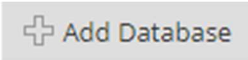
Click on the 

Icon to open the server Panel on a browser.

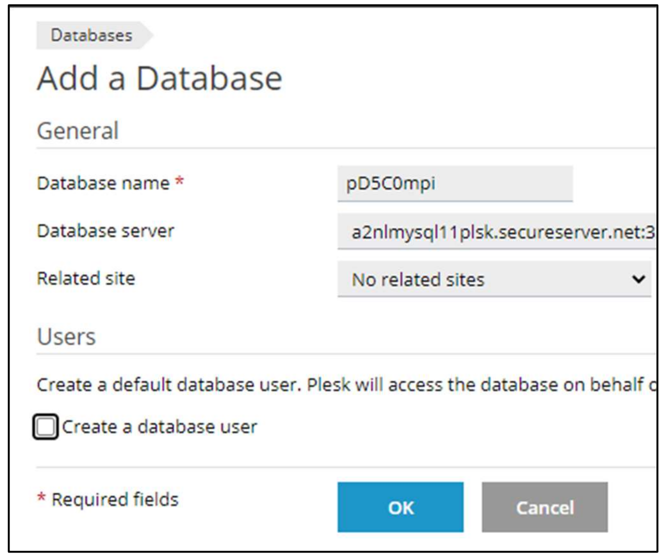


That should take you to this website, login using the "Server Credentials."

Step 3: Create Database

Click on 

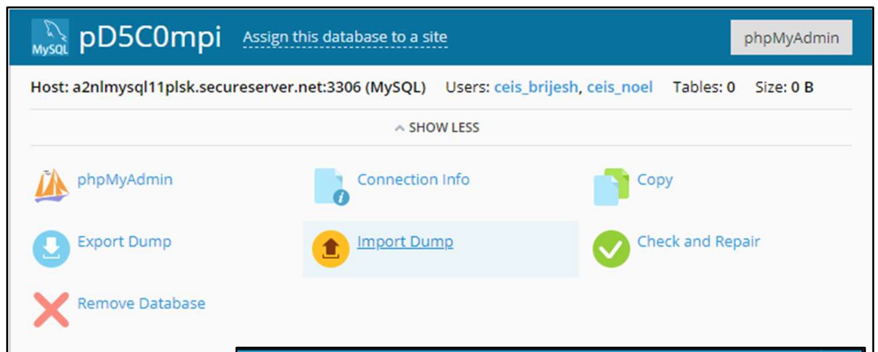
to create a new Database.



Paste in the Database ID that you copied in the Database Name Area, make sure to **uncheck** “Create Database User”.

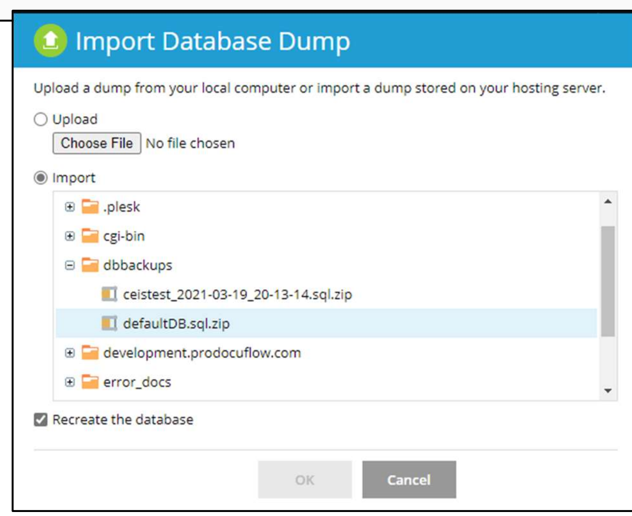
Click “OK” button to confirm creation of database.

Step 4: Initializing Database



Browse through the list of Databases and locate your newly created database.

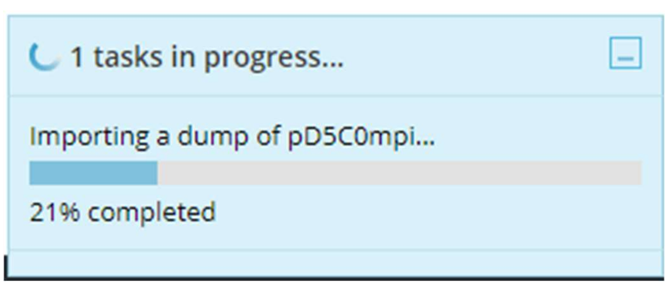
Click on Import Dump.



Select “Import” and open up “dbbackups” folder.

Then select file named “defaultDB.sql.zip”. Make sure “Recreate the Database” is checked.

Then click on “OK” button.



Wait for the Progress to Finish. (This may take up to 1 - 5 minutes)

Step 5: Activate Company

Go back to Software and Browse through Company > Manage Company > Click on the newly created Company.

Click on  Button to set the Company status to active.

Note: If status is inactive, users of the Company will not be able to login.

Note: If status is active, users of the Company are free to login.

Step 6: Create License

Browse through License module. Then click on the module of your choice. Select the desired duration. Then click “Create License”.

Note: Confirm licenses purchased from the user before creating a license key.

Note: All newly created licenses will appear under “Unassigned License” folder.

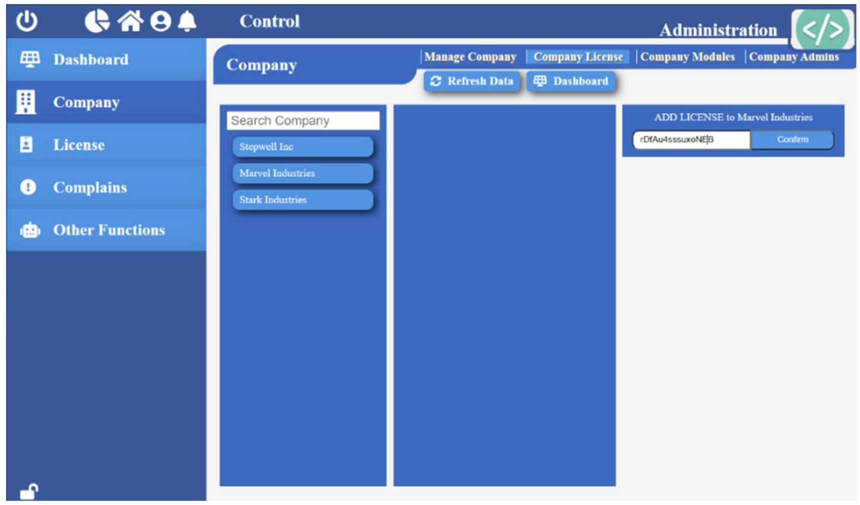
Click  icon on the “Unassigned License” folder. Click  icon to copy the license key of your choice.

Step 7: Assign License key

Browse through company module, select Company License sub-module.

Select a company. Then paste the license key in its designated spot.

Click “Confirm” button to add license to the company.



The license key will be added to the company’s license list.

Note: A green circle indicates the license is active.

Note: A Yellow circle indicates the license is ending within a week.

Note: A Red circle indicates that the license has been archived.

Step 8: Provide Module Access

Browse through “Company” in navigation. Then click on the “Company Module” as sub-module. Click on a company. Then drag-and-drop modules of your choice from right column to the middle column. Middle column will change color to green if you can add module to the company.

Note: Only companies that are set to active will show here.
Note: Double-click on assigned module to remove access for the company.
Note: Super-Admins are free to add any module to any companies.

Step 9: Create Company Admin Accounts

Browse through "Company" in navigation. Then click on the "Company Admins" as sub-module. Click on a company.

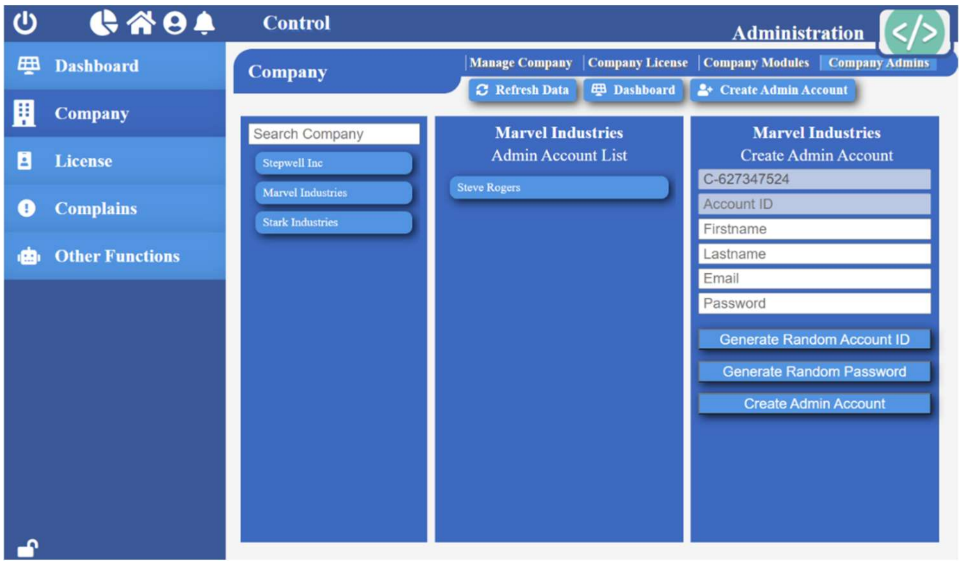
Click 

button.

Fill the required information. (Option to generate random id and passwords).

Click on "Create Admin Account" button.

Note: Super admins should send an email confirmation to the owner of the account containing their login credentials.



Step 10: Confirmation

Open another bowser. Then login to the newly created account.

Note: Company ID can be found under "Manage Company" sub-module.

Once you have confirmed login of the newly created account, send confirmation email to the user notifying their account access is ready along with the software manual.

Managing Complains

Software users can send complain through the software. To manage and respond, select “Complains” tab in the navigation. Then select “Manage Complains”. Select a complain, send a reply then archive the ticket.

Note: Complain list will show the following information: company name, user ID, type of complain, timestamp of the complain.

Note: Sending a reply will give the user an alert message on the software.

Note: Archiving the ticket will not delete it but will be removed from the list.

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