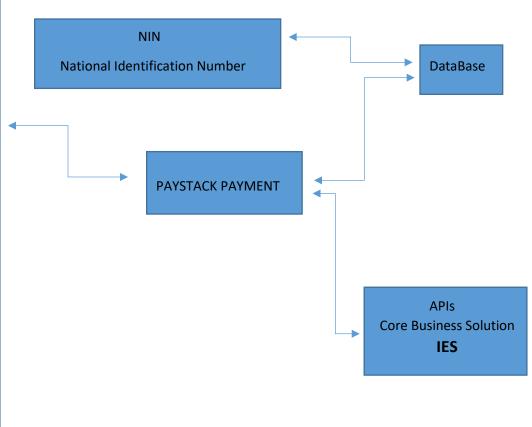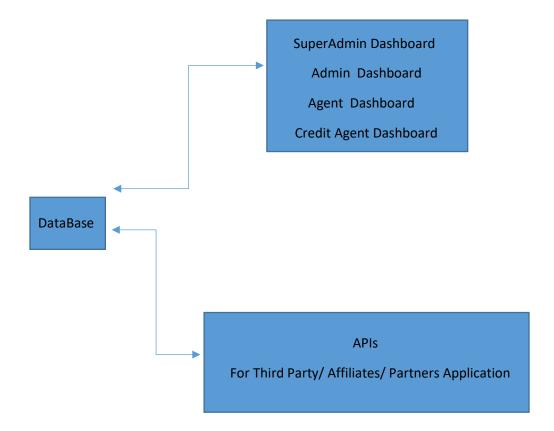SurName

FirstNames,

Gender

Date of birth

Place of birth

Marital status.

Occupation

Email

Residence Address

State of residence

LGA of residence.

Nationality
State of origin.
LGA of origin,
Telephone number.

Passport number.

Issue date.

Expiring date

Destination

Start date

End date

NIN

National Identification Number

DataBase

PAYSTACK PAYMENT

APIs
Core Business Solution
IES

```
                          ┌─────────────────────────────┐
                          │   SuperAdmin Dashboard      │
            ──────────▶   │                             │
            │             │    Admin  Dashboard         │
            │             │                             │
            │             │    Agent  Dashboard         │
            │             │                             │
            │             │   Credit Agent Dashboard    │
            │             └─────────────────────────────┘
            │                           │
  ┌──────────┐  ◀──────────────────────┘
  │ DataBase │  ◀──────────┐
  └──────────┘             │
                           │   ┌─────────────────────────────────────────┐
                           │   │                  APIs                    │
                           └── │  For Third Party/ Affiliates/ Partners   │
                               │             Application                  │
                               └─────────────────────────────────────────┘
```

Definition Of Roles and Privileges

1. Super Admin

 Roles:

- Highest level of access in the Travel Health Web Application.
- Manages all other user roles, including Admins and Agents/Users.
- Oversees system-wide configurations, settings, and policies.
- Can edit, or delete any Travel Policy that has been booked by the agent or user,

- Can delete or edit an agent account information (password. Username, address, registered email, session cookies, address, including critical application data.

Privileges:

- Full control over the web application (including Admins' privileges).
- Manage system settings (security, database, server, etc.).
- Create, edit, or delete any user account.
- Access to all data, reports, and logs.
- Can roll back changes, restore backups, and handle disaster recovery.

2. Admin

Roles:

- Manages and oversees the day-to-day operation of the application.
- Oversees lower-level users like Agents/Users.
- Responsible for policy management, resolving claims, escalating and complaints to the SuperAdmin and configurations within the limits set by the Super Admin.

Privileges:

- Can edit, or delete content, users (except Super Admin), and settings (within a limited scope).
- Access to most reports, analytics, and user management features.
- Assign roles to Agents/Users but cannot elevate privileges to Admin or Super Admin levels.

3. Agent/User

Roles:

- The basic role of the agent is to create travel insurance policies
- Check the policies they've created in their dashboard
- Generate and regenerate policy certificates of their clients

Privileges:

- Can perform specific tasks related to their role (e.g., submitting forms, accessing limited data).
- Create content or user data within the permissions given by Admins.
- Limited access to reports, user profiles, or logs based on their role.

4. Credit Agent/User

Roles:

- Will have all the basic role of the agent in creating travel insurance policies

Privileges:

- Will have all the basic privileges of the agent in creating travel insurance policies
- It would also have the ability to create travel insurance policies on **credit** (within a stipulated threshold to be determined by the super admin)