Mella Ludo Admin Panel

Complete User Guide

A comprehensive guide for administrators to manage the Mella Ludo gaming platform. This guide covers all features including user management, financial transactions, ban management, and system administration.

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Introduction

Welcome to the \*\*Mella Ludo Admin Panel\*\*! This comprehensive guide will help you understand and navigate all the features of the admin panel. Whether you're a new admin or an experienced user, this guide covers everything you need to know.

What is the Mella Ludo Admin Panel?

The Mella Ludo Admin Panel is a powerful web-based management system that allows administrators to:

**•** Manage user accounts and balances

**•** Process top-up requests

**•** Handle user bans and restrictions

**•** Review financial transactions

**•** Monitor system activities

**•** Manage admin accounts

Key Features

**•** \*\*Real-time Updates\*\*: All data updates in real-time

**•** \*\*Secure Access\*\*: Role-based authentication system

**•** \*\*Mobile Responsive\*\*: Works on all devices

**•** \*\*Advanced Filtering\*\*: Search and filter data easily

**•** \*\*Export Capabilities\*\*: Download reports and data

Getting Started

1. Accessing the Admin Panel

**1.** Open your web browser

2. Navigate to the admin panel URL

3. Enter your login credentials:

**•** \*\*Username\*\*: Your admin username

**•** \*\*Password\*\*: Your admin password

4. Click "Login"

2. Understanding the Interface

The admin panel has a clean, modern interface with:

**•** \*\*Sidebar Navigation\*\*: Access all features

**•** \*\*Top Header\*\*: Shows your profile and notifications

**•** \*\*Main Content Area\*\*: Displays the selected feature

**•** \*\*Breadcrumbs\*\*: Shows your current location

3. Navigation Basics

**•** \*\*Dashboard\*\*: Overview of system statistics

**•** \*\*Users\*\*: Manage user accounts

**•** \*\*Topups\*\*: Handle balance top-ups

**•** \*\*Bans\*\*: Manage user restrictions

**•** \*\*Finance\*\*: Review financial requests

**•** \*\*Transactions\*\*: View transaction history

**•** \*\*Admins\*\*: Manage admin accounts (Super Admin only)

**•** \*\*Settings\*\*: System configuration

**•** \*\*Notifications\*\*: View system alerts

Dashboard Overview

The Dashboard provides a comprehensive overview of the entire system.

Key Statistics Displayed

**1.** \*\*Total Users\*\*: Number of registered users

2. \*\*Active Users\*\*: Users who logged in recently

3. \*\*Total Transactions\*\*: All financial transactions

4. \*\*Pending Requests\*\*: Requests awaiting approval

5. \*\*System Revenue\*\*: Total financial activity

6. \*\*Recent Activity\*\*: Latest system events

Dashboard Features

**•** \*\*Real-time Updates\*\*: Statistics update automatically

**•** \*\*Quick Actions\*\*: Fast access to common tasks

**•** \*\*Activity Feed\*\*: Recent system activities

**•** \*\*Performance Metrics\*\*: System health indicators

User Management

The User Management section allows you to view, create, edit, and manage user accounts.

Viewing Users

**1.** Click "Users" in the sidebar

2. View the list of all users

3. Use search and filters to find specific users

4. Click on a user to view detailed information

User Information Displayed

**•** \*\*Username\*\*: User's login name

**•** \*\*Full Name\*\*: User's real name

**•** \*\*Phone Number\*\*: Contact information

**•** \*\*Chat ID\*\*: Unique identifier

**•** \*\*Balance\*\*: Current account balance

**•** \*\*Status\*\*: Active, banned, or inactive

**•** \*\*Registration Date\*\*: When they joined

**•** \*\*Last Login\*\*: Recent activity

Adding New Users

**1.** Click "Add User" button

2. Fill in the required information:

**•** \*\*Username\*\*: Unique login name

**•** \*\*Full Name\*\*: User's real name

**•** \*\*Phone Number\*\*: Contact number

**•** \*\*Chat ID\*\*: Unique identifier

3. Click "Create User"

Editing Users

**1.** Find the user in the list

2. Click the "Edit" button

3. Modify the information

4. Click "Update User"

User Actions

**•** \*\*View Profile\*\*: See detailed user information

**•** \*\*Edit User\*\*: Modify user details

**•** \*\*Ban User\*\*: Restrict user access

**•** \*\*Unban User\*\*: Remove restrictions

**•** \*\*Reset Balance\*\*: Clear user balance

**•** \*\*Delete User\*\*: Remove user account

Banning Users

**1.** Select the user to ban

2. Click "Ban User"

3. Choose ban type:

**•** \*\*Temporary\*\*: Time-limited restriction

**•** \*\*Permanent\*\*: Indefinite restriction

**•** \*\*Warning\*\*: Formal warning only

4. Set duration (for temporary bans)

5. Provide reason for the ban

6. Add evidence or notes

7. Click "Ban User"

Top-up Management

The Top-up Management section handles user balance additions with a 24-hour limit per user.

Understanding Top-ups

**•** \*\*Purpose\*\*: Add money to user accounts

**•** \*\*24-Hour Limit\*\*: Users can only receive one top-up per day

**•** \*\*Eligibility Check\*\*: System verifies if user can receive top-up

**•** \*\*Audit Trail\*\*: All top-ups are logged with reasons

Adding a Top-up

**1.** Click "Top-up Management" in the sidebar

2. Click "Add Top-up" button

3. \*\*Check Eligibility First\*\*:

**•** Enter user's phone number OR username

**•** Click "Check Eligibility"

**•** System will show if user can receive top-up

4. \*\*Fill Top-up Details\*\*:

**•** \*\*Amount\*\*: Money to add (in ETB)

**•** \*\*Reason\*\*: Why the top-up is needed

**•** \*\*Game ID\*\*: Optional game reference

**•** \*\*Phone Number/Username\*\*: User identifier

5. Click "Add Top-up"

Eligibility Rules

**•** \*\*24-Hour Rule\*\*: Users can only receive one top-up per 24 hours

**•** \*\*User Verification\*\*: System checks if user exists

**•** \*\*Balance Update\*\*: User's balance is automatically updated

**•** \*\*Notification\*\*: User receives notification of top-up

Viewing Top-up History

**1.** View all top-ups in the table

2. Search by username, phone number, or game ID

3. See details including:

**•** User information

**•** Amount added

**•** Reason for top-up

**•** Admin who processed it

**•** Date and time

Top-up Information Displayed

**•** \*\*User\*\*: Username and phone number

**•** \*\*Amount\*\*: Money added (ETB)

**•** \*\*Reason\*\*: Why top-up was given

**•** \*\*Game Info\*\*: Related game ID (if any)

**•** \*\*Admin\*\*: Who processed the top-up

**•** \*\*Date\*\*: When it was processed

Ban Management

The Ban Management section handles user restrictions and access control.

Understanding Bans

**•** \*\*Purpose\*\*: Restrict user access to the platform

**•** \*\*Types\*\*: Temporary, Permanent, or Warning

**•** \*\*Duration\*\*: Time-limited or indefinite

**•** \*\*Appeals\*\*: Users can appeal bans

**•** \*\*Audit Trail\*\*: Complete history of all bans

Ban Types

**1.** \*\*Temporary Ban\*\*:

**•** Time-limited restriction

**•** User can return after duration expires

**•** Set custom duration in hours

2. \*\*Permanent Ban\*\*:

**•** Indefinite restriction

**•** User cannot access platform

**•** Can only be removed by admin

3. \*\*Warning\*\*:

**•** Formal warning only

**•** No access restriction

**•** Recorded for future reference

Banning a User

**1.** Click "Ban Management" in the sidebar

2. Find the user to ban

3. Click "Ban User" button

4. Fill in ban details:

**•** \*\*Ban Type\*\*: Temporary, Permanent, or Warning

**•** \*\*Duration\*\*: Hours for temporary bans

**•** \*\*Reason\*\*: Why user is being banned

**•** \*\*Evidence\*\*: Supporting documentation

**•** \*\*Notes\*\*: Additional information

5. Click "Ban User"

Unbanning a User

**1.** Find the banned user in the list

2. Click "Unban User" button

3. Provide reason for unban

4. Click "Unban User"

Ban Statistics

The system shows:

**•** \*\*Total Bans\*\*: All bans ever issued

**•** \*\*Active Bans\*\*: Currently active restrictions

**•** \*\*Expired Bans\*\*: Time-limited bans that ended

**•** \*\*Removed Bans\*\*: Manually removed bans

Ban Information Displayed

**•** \*\*User\*\*: Username and chat ID

**•** \*\*Ban Type\*\*: Temporary, Permanent, or Warning

**•** \*\*Duration\*\*: How long the ban lasts

**•** \*\*Status\*\*: Active, Expired, or Removed

**•** \*\*Banned By\*\*: Admin who issued the ban

**•** \*\*Date\*\*: When ban was issued

**•** \*\*Reason\*\*: Why user was banned

Viewing Ban Details

**1.** Click the "View" button for any ban

2. See complete information:

**•** User details

**•** Ban type and duration

**•** Status and expiration

**•** Reason and evidence

**•** Admin notes

**•** Appeal information (if any)

Finance Management

The Finance Management section handles deposit and withdrawal requests from users.

Understanding Finance Requests

**•** \*\*Deposits\*\*: Users adding money to their accounts

**•** \*\*Withdrawals\*\*: Users taking money out

**•** \*\*Approval Process\*\*: Admin review required

**•** \*\*Status Tracking\*\*: Pending, Approved, Rejected, Completed

Request Types

**1.** \*\*Deposit Requests\*\*:

**•** Users want to add money

**•** Requires payment method

**•** Admin approval needed

2. \*\*Withdrawal Requests\*\*:

**•** Users want to take money out

**•** Requires account details

**•** Balance verification needed

Processing Finance Requests

**1.** Click "Finance Management" in the sidebar

2. View all pending requests

3. For each request:

**•** \*\*Review Details\*\*: Check user and amount

**•** \*\*Verify Information\*\*: Confirm payment details

**•** \*\*Approve or Reject\*\*: Make decision

**•** \*\*Add Notes\*\*: Provide reason for decision

Request Statuses

**•** \*\*Pending Approval\*\*: Awaiting admin review

**•** \*\*Approved\*\*: Admin approved the request

**•** \*\*Rejected\*\*: Admin rejected the request

**•** \*\*Completed\*\*: Request fully processed

**•** \*\*Failed\*\*: Processing failed

**•** \*\*Declined\*\*: System declined the request

Finance Statistics

The system displays:

**•** \*\*Total Requests\*\*: All finance requests

**•** \*\*Pending\*\*: Awaiting approval

**•** \*\*Approved\*\*: Successfully approved

**•** \*\*Rejected\*\*: Declined requests

**•** \*\*Total Amount\*\*: Sum of all requests

Request Information Displayed

**•** \*\*User Details\*\*: Username and contact info

**•** \*\*Transaction\*\*: Type and ID

**•** \*\*Amount\*\*: Requested amount (ETB)

**•** \*\*Status\*\*: Current request status

**•** \*\*Date & Time\*\*: When request was made

**•** \*\*Payment Method\*\*: How user wants to pay/receive

Approving Requests

**1.** Click "View Details" for a request

2. Review all information carefully

3. Click "Approve Request" or "Reject Request"

4. Add admin notes if needed

5. Confirm your decision

Withdrawal Limits

**•** \*\*Minimum\*\*: 30 ETB

**•** \*\*Maximum\*\*: 2,000 ETB per request

**•** \*\*24-Hour Limit\*\*: 2,000 ETB per day

**•** \*\*Balance Check\*\*: User must have sufficient funds

Transaction History

The Transaction History section provides a complete record of all financial activities.

Understanding Transactions

**•** \*\*Complete Record\*\*: All financial activities

**•** \*\*Searchable\*\*: Find specific transactions

**•** \*\*Filterable\*\*: View by type, date, user

**•** \*\*Exportable\*\*: Download transaction data

Transaction Types

**1.** \*\*Deposits\*\*: Money added to accounts

2. \*\*Withdrawals\*\*: Money taken from accounts

3. \*\*Transfers\*\*: Money moved between accounts

4. \*\*Top-ups\*\*: Admin-added funds

5. \*\*Rollbacks\*\*: Reversed transactions

Viewing Transactions

**1.** Click "Transaction History" in the sidebar

2. View all transactions in the table

3. Use filters to narrow results:

**•** \*\*Date Range\*\*: Select time period

**•** \*\*Transaction Type\*\*: Deposit, withdrawal, etc.

**•** \*\*User\*\*: Search by username

**•** \*\*Status\*\*: Completed, failed, pending

Transaction Information Displayed

**•** \*\*User\*\*: Username and details

**•** \*\*Transaction ID\*\*: Unique identifier

**•** \*\*Type\*\*: Deposit, withdrawal, etc.

**•** \*\*Amount\*\*: Transaction amount (ETB)

**•** \*\*Status\*\*: Completed, failed, pending

**•** \*\*Date\*\*: When transaction occurred

**•** \*\*Balance After\*\*: User's balance after transaction

Search and Filter Options

**•** \*\*Search by Username\*\*: Find user's transactions

**•** \*\*Filter by Type\*\*: View specific transaction types

**•** \*\*Date Range\*\*: Select time period

**•** \*\*Status Filter\*\*: View by transaction status

**•** \*\*Amount Range\*\*: Filter by transaction amount

Exporting Data

**1.** Apply desired filters

2. Click "Export" button

3. Choose export format (CSV, Excel)

4. Download the file

Transaction Statistics

The system shows:

**•** \*\*Total Transactions\*\*: All financial activities

**•** \*\*Total Amount\*\*: Sum of all transactions

**•** \*\*Average Transaction\*\*: Mean transaction value

**•** \*\*Success Rate\*\*: Percentage of successful transactions

Admin Management

The Admin Management section allows Super Admins to manage other admin accounts.

Understanding Admin Roles

**1.** \*\*Super Admin\*\*:

**•** Full system access

**•** Can manage other admins

**•** Can access all features

**•** Highest level of authority

2. \*\*Admin\*\*:

**•** Standard admin access

**•** Can manage users and transactions

**•** Cannot manage other admins

**•** Limited to specific features

3. \*\*Moderator\*\*:

**•** Limited access

**•** Can view and moderate content

**•** Cannot make financial decisions

**•** Basic management capabilities

Managing Admin Accounts

**1.** Click "Admin Management" in the sidebar (Super Admin only)

2. View all admin accounts

3. Perform actions:

**•** \*\*Create New Admin\*\*: Add new admin account

**•** \*\*Edit Admin\*\*: Modify admin details

**•** \*\*Activate/Deactivate\*\*: Enable or disable admin

**•** \*\*Delete Admin\*\*: Remove admin account

Creating New Admins

**1.** Click "Create Admin" button

2. Fill in required information:

**•** \*\*Username\*\*: Unique login name

**•** \*\*Email\*\*: Admin's email address

**•** \*\*Password\*\*: Secure password

**•** \*\*Role\*\*: Admin or Moderator

3. Click "Create Admin"

Admin Information Displayed

**•** \*\*Username\*\*: Admin's login name

**•** \*\*Email\*\*: Contact email

**•** \*\*Role\*\*: Admin level

**•** \*\*Status\*\*: Active or inactive

**•** \*\*Last Login\*\*: Recent activity

**•** \*\*Created By\*\*: Who created the account

Admin Actions

**•** \*\*Edit Admin\*\*: Modify account details

**•** \*\*Activate/Deactivate\*\*: Enable or disable account

**•** \*\*Delete Admin\*\*: Remove account (cannot delete self)

**•** \*\*View Profile\*\*: See detailed information

Security Features

**•** \*\*Password Requirements\*\*: Strong password policy

**•** \*\*Role-based Access\*\*: Different permissions per role

**•** \*\*Activity Logging\*\*: Track admin actions

**•** \*\*Session Management\*\*: Secure login sessions

Settings

The Settings section allows you to configure system preferences and parameters.

Available Settings

**1.** \*\*System Configuration\*\*:

**•** Platform settings

**•** Default values

**•** System limits

2. \*\*User Settings\*\*:

**•** Registration requirements

**•** Balance limits

**•** Activity restrictions

3. \*\*Financial Settings\*\*:

**•** Transaction limits

**•** Fee structures

**•** Payment methods

4. \*\*Notification Settings\*\*:

**•** Alert preferences

**•** Email notifications

**•** System messages

Modifying Settings

**1.** Click "Settings" in the sidebar

2. Navigate to the desired section

3. Modify the values as needed

4. Click "Save Changes"

5. Confirm the changes

Important Settings

**•** \*\*Minimum Withdrawal\*\*: 30 ETB

**•** \*\*Maximum Withdrawal\*\*: 2,000 ETB

**•** \*\*Daily Withdrawal Limit\*\*: 2,000 ETB

**•** \*\*Top-up Cooldown\*\*: 24 hours

**•** \*\*Session Timeout\*\*: 24 hours

Notifications

The Notifications section keeps you informed about system activities and important events.

Notification Types

**1.** \*\*Finance Requests\*\*: New deposit/withdrawal requests

2. \*\*User Bans\*\*: User restriction activities

3. \*\*System Alerts\*\*: Important system events

4. \*\*Top-up Requests\*\*: User balance additions

Viewing Notifications

**1.** Click the notification bell in the header

2. View all notifications

3. Click on a notification to see details

4. Mark notifications as read

Notification Features

**•** \*\*Real-time Updates\*\*: New notifications appear instantly

**•** \*\*Categorization\*\*: Different types of notifications

**•** \*\*Read/Unread Status\*\*: Track which notifications you've seen

**•** \*\*Action Buttons\*\*: Quick access to related features

Managing Notifications

**•** \*\*Mark as Read\*\*: Clear unread status

**•** \*\*Mark All as Read\*\*: Clear all unread notifications

**•** \*\*Delete\*\*: Remove old notifications

**•** \*\*Filter\*\*: View specific notification types

Troubleshooting

Common Issues and Solutions

1. Login Problems

\*\*Problem\*\*: Cannot log in to admin panel

\*\*Solutions\*\*:

**•** Check username and password

**•** Ensure caps lock is off

**•** Clear browser cache and cookies

**•** Contact system administrator

2. Page Not Loading

\*\*Problem\*\*: Admin panel pages not loading

\*\*Solutions\*\*:

**•** Check internet connection

**•** Refresh the page

**•** Try different browser

**•** Clear browser cache

3. Data Not Updating

\*\*Problem\*\*: Information not showing latest data

\*\*Solutions\*\*:

**•** Click refresh button

**•** Wait for automatic updates

**•** Check internet connection

**•** Log out and log back in

4. Cannot Perform Actions

\*\*Problem\*\*: Buttons not working or actions failing

\*\*Solutions\*\*:

**•** Check your admin permissions

**•** Ensure you're logged in

**•** Try refreshing the page

**•** Contact system administrator

5. Search Not Working

\*\*Problem\*\*: Search function not finding results

\*\*Solutions\*\*:

**•** Check spelling of search terms

**•** Try different search terms

**•** Clear search filters

**•** Use partial matches

Getting Help

If you encounter issues not covered in this guide:

**1.** \*\*Check the FAQ\*\*: Common questions and answers

2. \*\*Contact Support\*\*: Reach out to technical support

3. \*\*System Status\*\*: Check if there are known issues

4. \*\*Documentation\*\*: Review additional help resources

Best Practices

**1.** \*\*Regular Logout\*\*: Always log out when finished

2. \*\*Secure Passwords\*\*: Use strong, unique passwords

3. \*\*Data Verification\*\*: Double-check important actions

4. \*\*Backup Information\*\*: Keep records of important decisions

5. \*\*Stay Updated\*\*: Check for system updates regularly

Conclusion

This guide covers all the essential features of the Mella Ludo Admin Panel. With this knowledge, you can effectively manage users, handle financial transactions, and maintain system security.

Key Takeaways

**•** \*\*User Management\*\*: Complete control over user accounts

**•** \*\*Financial Control\*\*: Secure handling of money transactions

**•** \*\*Security Features\*\*: Robust ban and restriction system

**•** \*\*Real-time Monitoring\*\*: Live updates and notifications

**•** \*\*Easy Navigation\*\*: Intuitive interface for all tasks

Additional Resources

**•** \*\*Video Tutorials\*\*: Step-by-step video guides

**•** \*\*FAQ Section\*\*: Frequently asked questions

**•** \*\*Support Portal\*\*: Technical support access

**•** \*\*Training Materials\*\*: Additional learning resources

Thank you for using the Mella Ludo Admin Panel!

\*This guide is regularly updated. Please check for the latest version.\*