* my account
  + used to edit your name, email address, and password
  + Admin > my account
* customers
  + Customer name - their display name everywhere
  + Active - un-checking this turns the customer off - everywhere
    - de-activated customers can be seen by clicking the "show inactive" checkbox
* systems
  + systems are the part of customers which we actually work in
  + systems are only for a single social media channel (Facebook, Twitter, Instagram, etc)
  + System Name - their display name everywhere
  + Internal Identifier - used across all the layers of our technology class. Should be human readable. This value is NOT editable after creation and is not displayed anywhere in the UI
  + Secret Key - connects across our technology stack should only be edited under rare circumstances
* users
  + everyone is a user
  + super admin has access to everything
  + we have business rules for usernames of some users
* roles
  + roles are groups of actions users can have on systems
  + roles are cumulative
  + super admin sees almost everything
  + to add user roles to systems
    - select a user
    - select the roles tab
    - select the system(s)
    - select the role(s)
    - click Assign
* notifications
  + email to a client that something which they wanted to be notified of has happened
  + no return action available by client
  + one template for everyone (for now)
  + notifications emails are sent every minute from our system. Actual delivery times can vary depending on traffic levels on our servers and the recipient servers.
  + notifications can be sent in addition to any other action
  + Name - clear, short
  + Recipients - email address this goes to. Separated by comma or space
  + Assign to systems (like we assign users/roles/systems
    - select system(s)
    - select notification(s)
    - click Assign
  + Sample Notification
    - Hello,

You have received this email because the following content has been escalated for review:

BRAND: Tandoori Grill

CONTENT ID: 179130402275086\_182404581947668

CONTENT URL: [**https://www.facebook.com/permalink.php?story\_fbid=182404581947668&id=179130402275086**](https://www.facebook.com/permalink.php?story_fbid=182404581947668&id=179130402275086)

SUBJECT OF POST: Post on wall: 179130402275086

CONTENT OF POST: Kathleen wants to see an escalation or an escalator...

AUTHOR NAME: Helena Justin

ACTION TAKEN: ACCEPTED

MODERATOR: blennan

TIME MODERATED: 2013-09-26 18:16:15 UTC

Warm Regards,

LiveWorld Moderation Team

|  |
| --- |
| **Leatherman Content Reviewer - User Doc**  [**Map**](http://maps.google.com/maps?z=6&q=37.230984,-121.975162) |

* my account
  + used to edit your name, email address, and password
  + Admin > my account
* Find posts
  + select the systems you are scheduled for on this shift
  + click "Show Content"
* Post display
  + display is now in batches of 25
  + default is "Accepted"
  + "Posted date" links to the original post in a new browser tab
  + "Username" links to the poster's profile in a new browser tab
  + actions are in the lower bar per post
  + actions happen when the whole batch is submitted
* Reject
  + reject is the small thumbs-down icon in the lower right of each post
  + rejection reasons appear in a popup
* Notify
  + notifications can be sent in addition to any other action
  + notifications are configured by the mod manager