PaperWeight's User Manual (Admin Area)

Prepared by:

FATbit Technologies

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Features

- Marketplace for customers, where they can compare writers on the basis of experience, skills & ratings before hiring
- Free registration/membership for both Customers and Writer
- Customer's Signup with placing first order from homepage
- Writer's Sign-up, Login & Forgot Password
- Payment Gateway Integration – *PayPal*
- Post Reviews & Ratings after order completion
- Internal Chat System for Users
- Notifications for logged in writers/customers
- Social Media Sharing via Facebook, Twitter and Email to Friend
- Email Notification & Alert - *Mandrill and Mail Chimp Integration for sending out emails.*
- Spam mail filter/Captcha in the Contact Form
- FAQs listing & Website Testimonials
- Responsive Design for PCs, Tablets and Smart Phones
- SEO Friendly URLs

Order Module

- Following are the order status: Bidding, In Progress, Pending, Pending Approval, Cancelled and Finished
- Status (Pending Approval): When admin's approval is pending on the place order
- Status (Bidding): After approval from Admin, Order's status changes to Bidding. Customers can view total bids on the order and also will be able to view bid details. Writers can Place bid on the order as per order's budget
- Status (In-Progress): When customer assign the order to a writer, the status changes from Bidding to In-Progress

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- Status (Cancelled): If customer cancel the order in any situation, Status changes to Cancelled
- Status (Finished): Writer can mark the order as Finished, after uploading the file of work done. Status changes to Finished, when customer also mark it finish from his/her end
- Status (Pending): When a customer invites a writer for a private task, the status will be pending.
- Customers have the option to upload additional material
- Customers have ability to extend deadline of the order
- Customer can preview the content of the order shared by writer

Search Features

- Keyword Search with Auto-suggest system
- Search for Writer/Filtering by Completed Order, Paper Type and Ratings
- Search for Orders/Filtering by Pages, Deadline and Type of Papers

Customer Module

- Customers can do Private Messaging with writers through Inbox system
- Option to write reviews and give Star ratings for writers
- Ability to invite specific writer for the order
- Update Profile & Account Settings
- Ability to view Latest activity, Pending Payments and Orders (In Progress and Completed) from the Dashboard of the account
- Load funds via PayPal and Able to view the transaction history
- Can send fund withdrawal request to admin from the account
- Filter the messages of writers by Read, Unread and Starred
- Ability to give Star rating and Review to the writer once order gets finished

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Writer Module

- Browse the recent orders placed by customer
- Can view the statistics of the orders such as: Orders in Progress, Orders in Bidding and Completed Orders
- Ability to view total earnings from the dashboard of the account
- Update Profile & Account Settings
- Filter the messages of customers by Read, Unread and Starred
- Can send fund withdrawal request to admin from the account
- Ability to give Star rating and Reviews to the customer once order gets finished
- Ability to view Pending approval from customers, Pending Payments and Orders (In Progress and Completed) from the Dashboard of the account

Payment Module

- Customers can load funds via PayPal
- Both customers and writers can request for fund withdrawal request to admin
- Both can view the transaction history in the account
- Both customer and writer can check the status of the fund withdrawal request

Reviews & Ratings and Comments Features

- Both customer and writer can post review and star rating to each other once order gets completed
- Reviews & Ratings for completed orders

Backend/Admin Key Features

- Admin user has full control over all modules
- Manage Users (Customers & Writers) and their Profile & Account activities
- Can mark the reviews as Featured and also able to decline the inappropriate reviews

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- Manage Orders awaiting approval
- Ability to verify the grammar test given by writers
- Manage Pending cancellation requests
- Manage Blog Categories, Blog posts, Blog Comments and Blog Contributions
- Money Management (Total Credits, Total Money paid, Total Earnings and Reserved Amount)
- Manage Funds withdrawal Requests
- Ability to change currency in the website
- Ability to customize Homepage blocks or modules
- Ability to customize the e-mail templates
- Can set the date format and time zone
- Can set the wallet limit
- Can set the percentage of service
- Manage Languages, Countries, Service fields, Discipline, Paper Type, Academic degrees and Citation Style
- Manage questions and answers for grammar test

Content Management System

- Ability to manage(add/edit/delete) Content on the site pages
- Ability to manage Menus and Links of the pages
- Ability to manage Images on the pages
- Ability to manage FAQs Categories & FAQs Listing
- Testimonials Management

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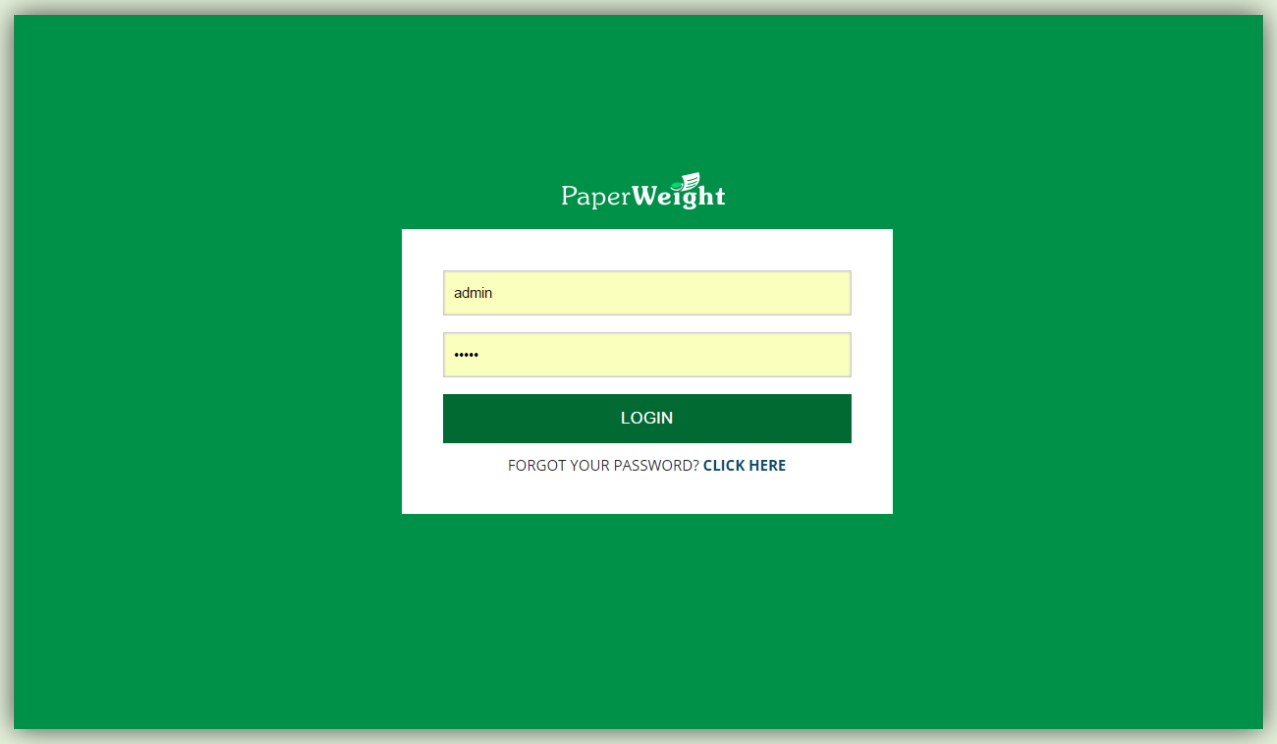
Admin Screen

To have access to backend features user need to visit admin panel.

URL: http://paperweight.4demo.biz/manager/



Following are login details:

Username: admin

Password: admin

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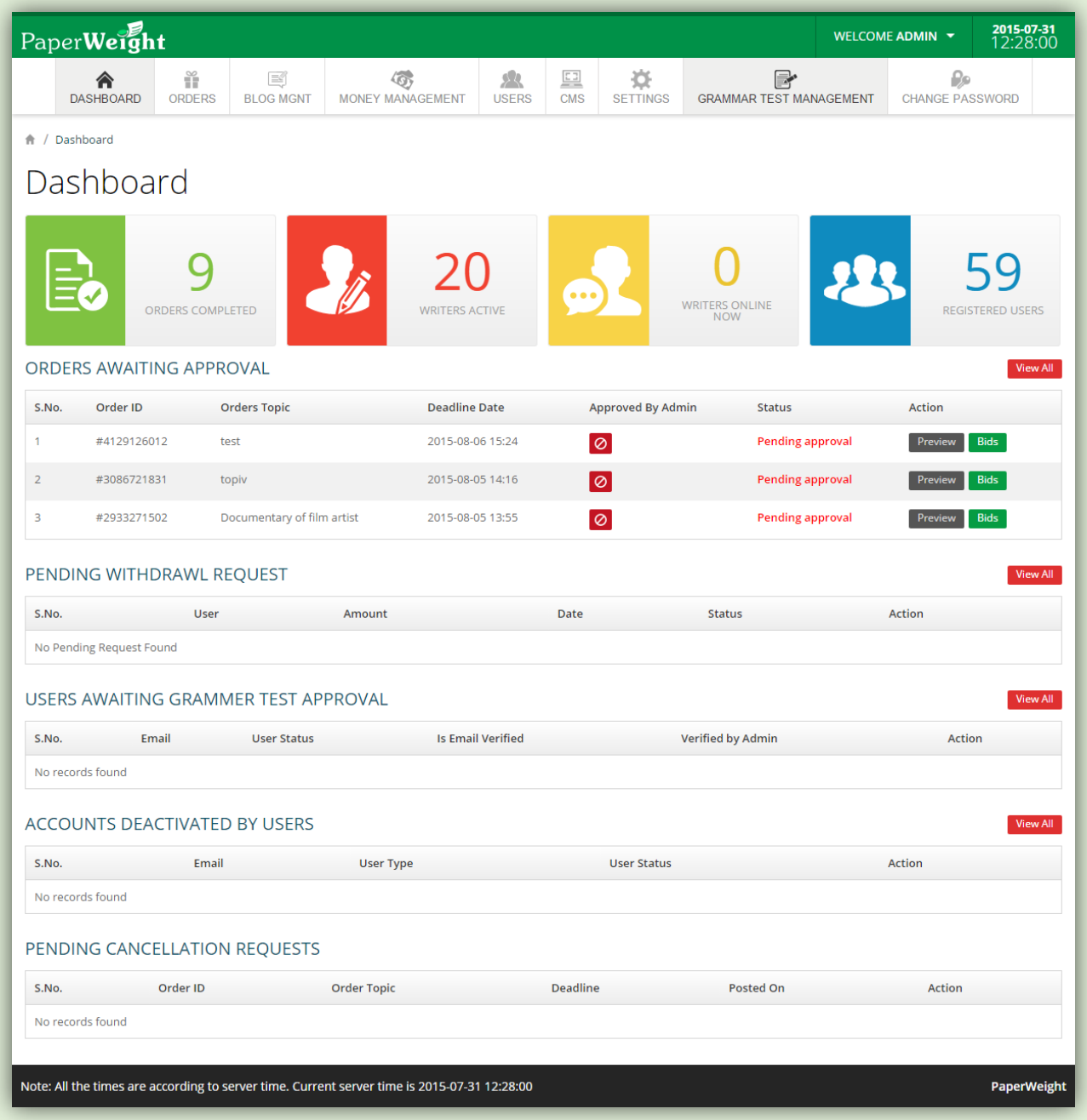
After login, Admin will be able to view the Dashboard area of the backend. Please see the screenshot given below:



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On Dashboard Screen: Admin can view statistics for the following:

1. Total Completed Orders
2. Total Active Writers
3. Total Writers Online Now
4. Total Registered Users

Dashboard is for having quick access of the main sections of the admin area which are mentioned below:

Orders Awaiting Approval: Admin can view the list of recent orders created by customers. Admin can approve the order from this section and also able to view the order details and total bids on the order.

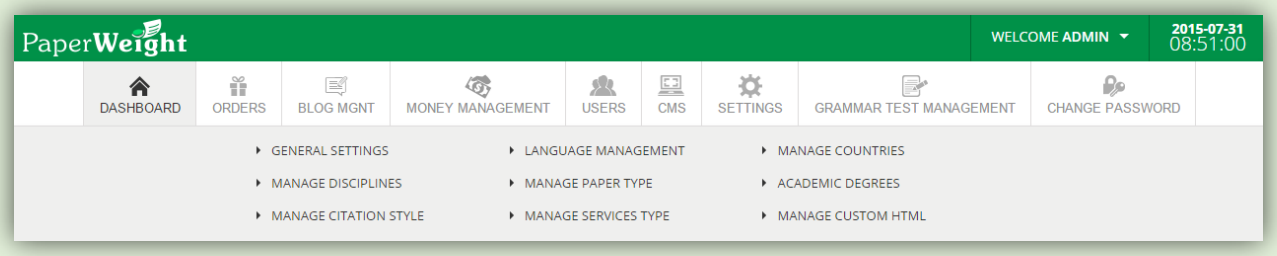
Accounts Deactivated by Users: Admin can view the list of users who deactivated the account by themselves. Admin can also view the details of the users from this section.

Pending Withdrawal Request: Admin can view the withdrawal request sent by both customers and writers. Admin can either approve or reject the request from the dashboard.

Pending Cancellation Requests: When a customer or writer requests for cancelling the order, the list of request will be shown here. Admin will manually resolve the dispute.

System Settings

Admin's first step is to setup system settings. See given below screenshot:



Click on Settings tab will open a dropdown menu having following links:

- General Settings
- Language Management
- Manage Countries
- Manage Disciplines
- Manage Paper Type

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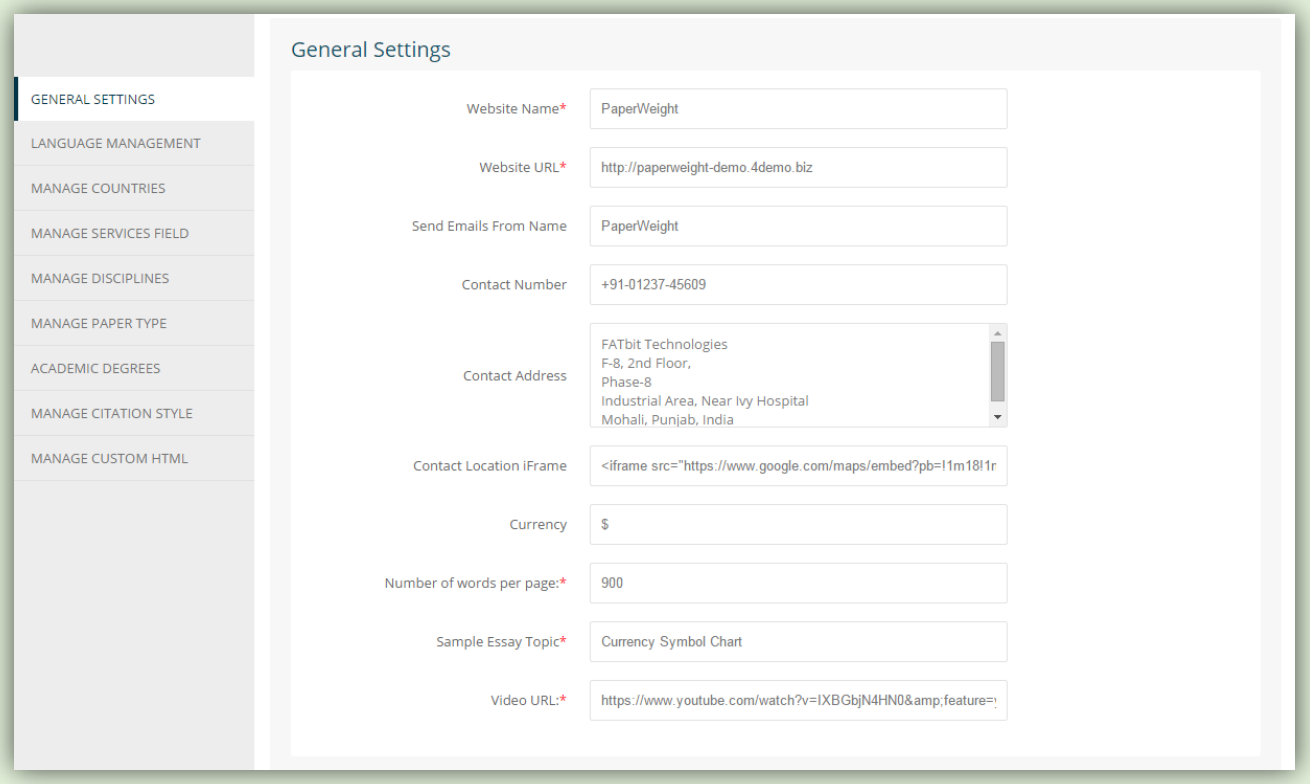
- Manage Academic Degrees
- Manage Citation Style
- Manage Service Type
- Manage Custom HTML

Manage General Settings

This includes management of following sections:

1. General Settings: Admin can manage basic settings of the website from this section such as Website's Name and URL, Contact Address for Contact us form, Currency, Video's URL for the Home page and Sample essay topic.



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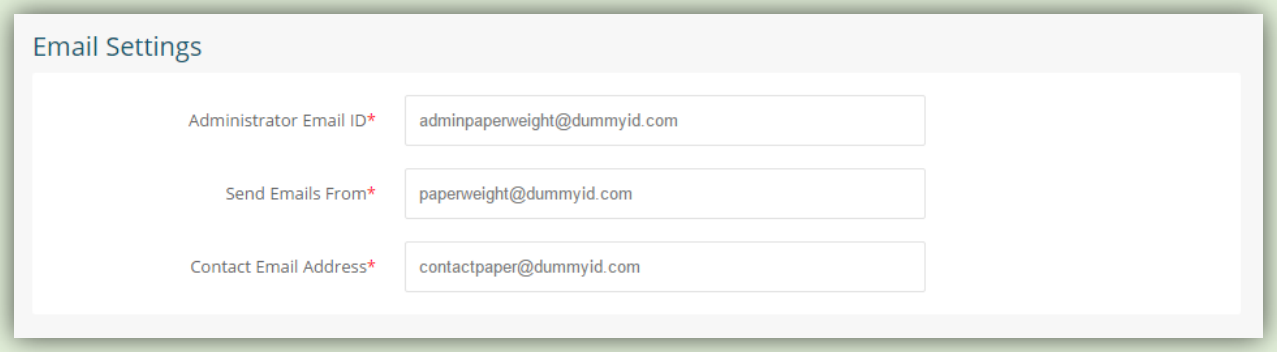
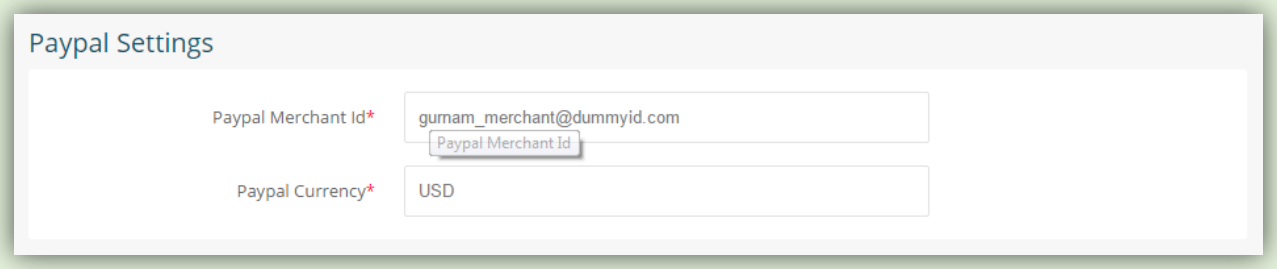
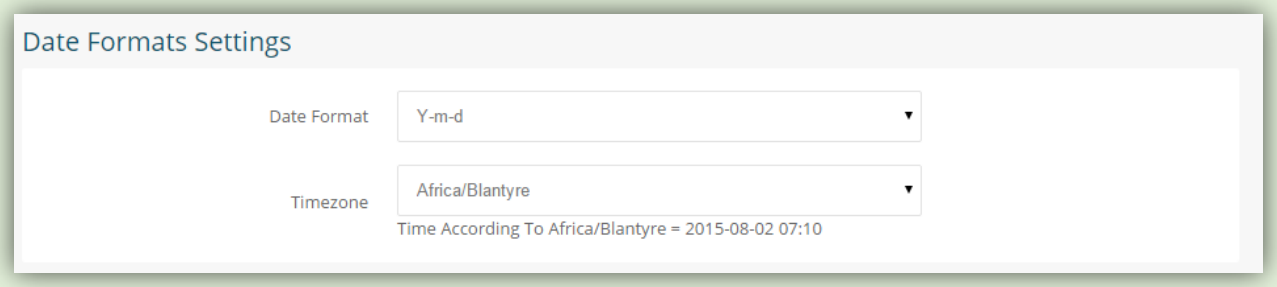
2. Email Settings: Admin can manage email settings from this section:
   - Administrator Email ID: It will the Admin's Personal ID for getting notification on new order, registration of customer or writer and for various other purposes.



3. PayPal Settings: Admin can add/edit Merchant ID and Currency of PayPal in this section.



4. Date Format Settings



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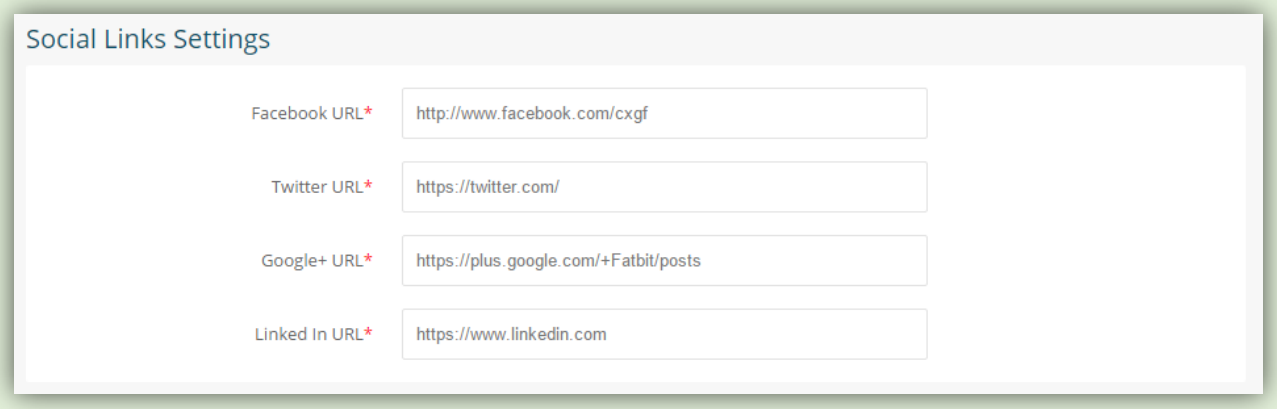
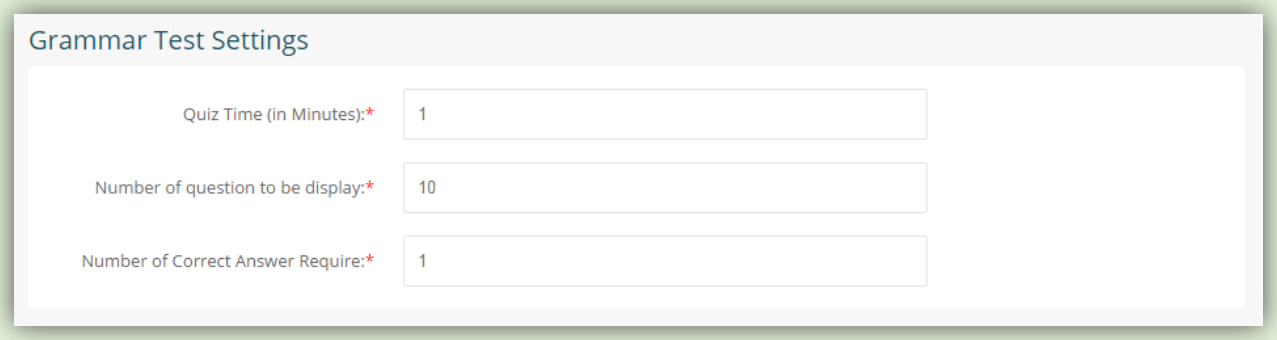
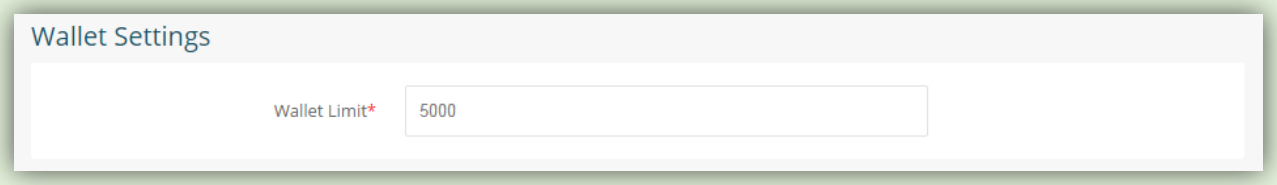
5. Social links Settings: Admin can add links of the social media pages in this section.



6. Grammar Test Settings: Admin can manage the grammar test which is the third step of Writer's signup process. Admin can set the Quiz time, No. of Questions and No. of correct answer require. Admin can manage the questions and answers in Grammar test management tab of navigation bar.



7. Wallet Settings: Admin can set the limit on Customer's wallet in this section.



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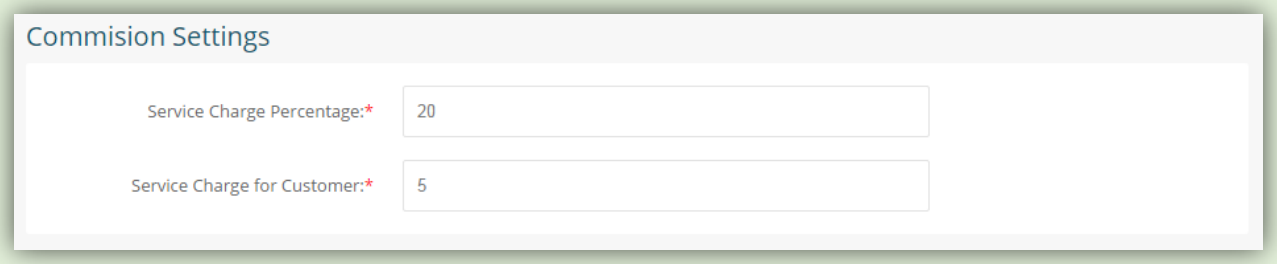
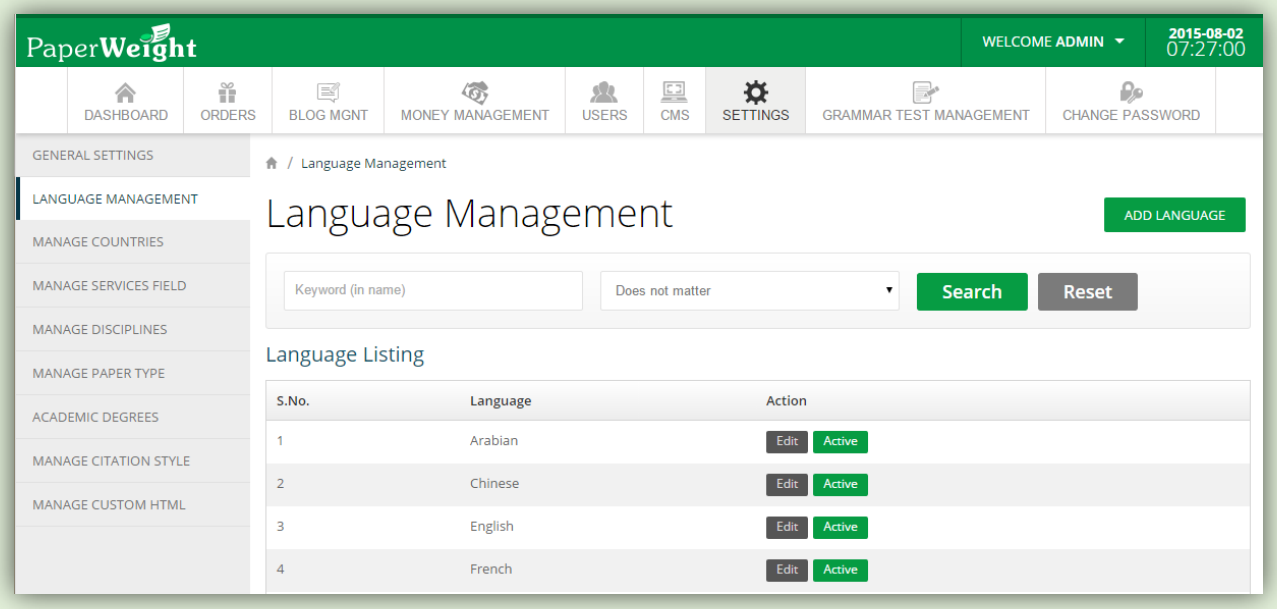
8. Commission Settings: Admin can set the commission on each order which a customer will place on the website. In the screenshot, 20% is admin's commission on each order and $5 is service charge.



Language Management

Admin can manage the languages from this section. Admin can add new languages or Edit the existing languages. Admin can also search for any language using filters such as Keyword and Status of the language (Active or Inactive).

The active languages will be shown in the "Languages Known" section of writer's signup process. Writer needs to select multiple languages known to him/her while filling personal details on the frontend of website.



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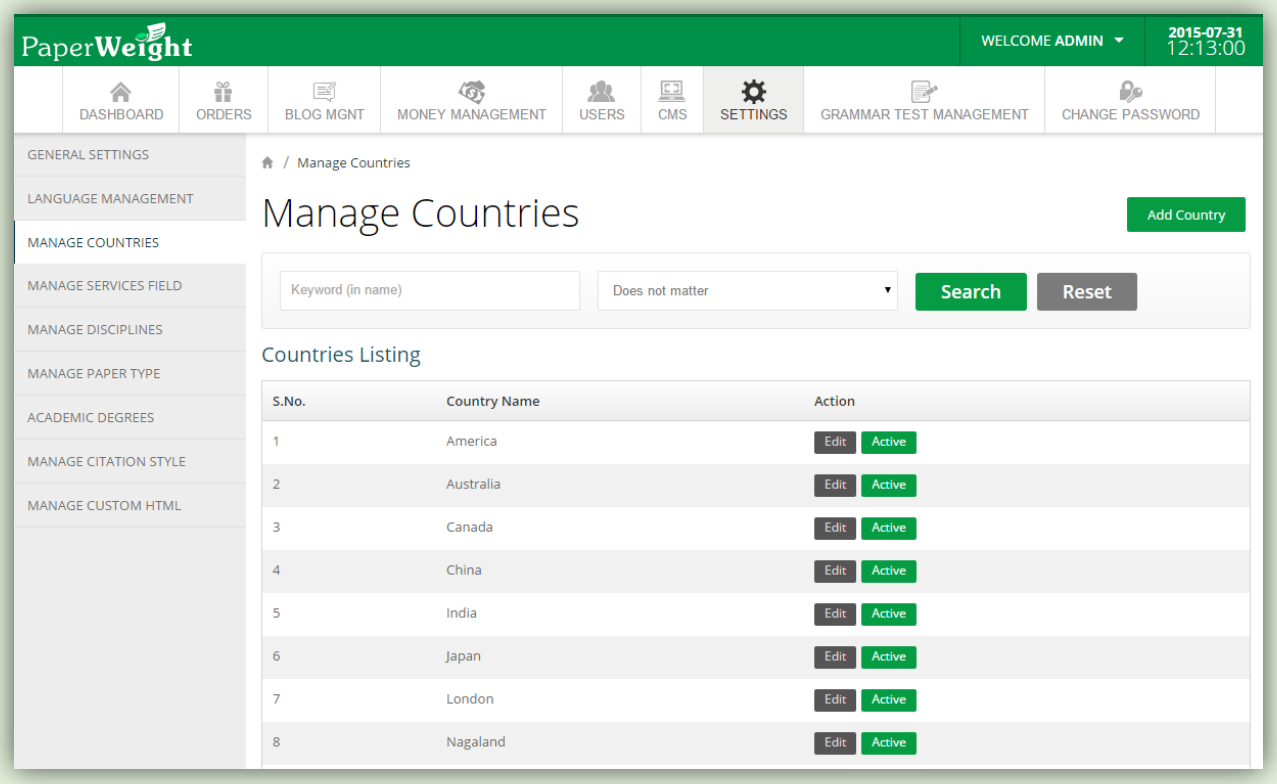
Manage Countries

Admin can manage countries from this section. Admin can add new country or Edit the existing country. Admin can also search for any country using filters such as Keyword and Status of the Country (Active or Inactive).

Customer needs to select country from the dropdown while placing first order on the frontend of website.



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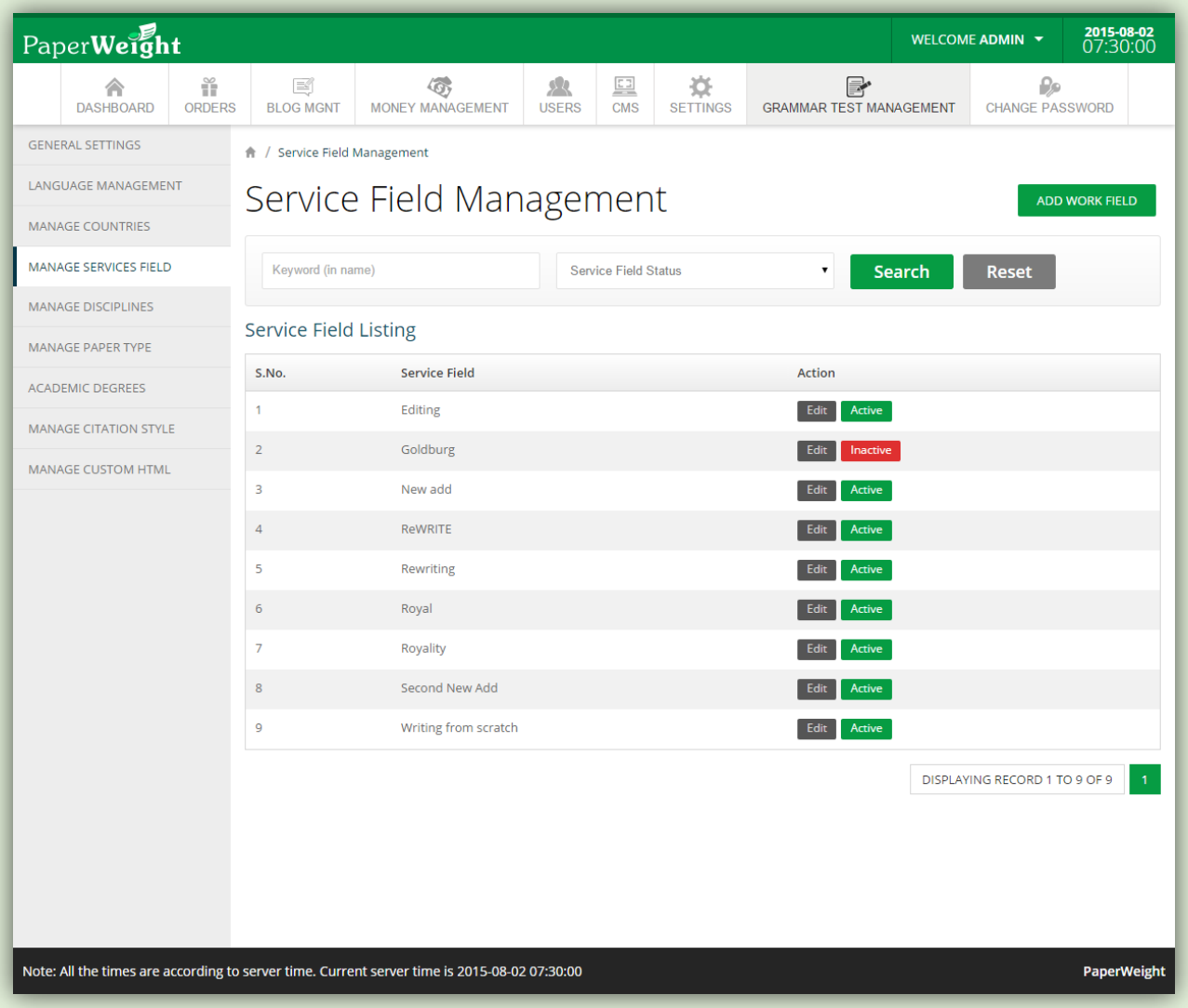
Manage Service Field

Admin can manage work fields from this section. Admin can add new work field or Edit the existing work field. Admin can also search for any work field using filters such as Keyword and Status of the work field (Active or Inactive).

Customer needs to select work fields from the dropdown while placing first order on the frontend of the website.



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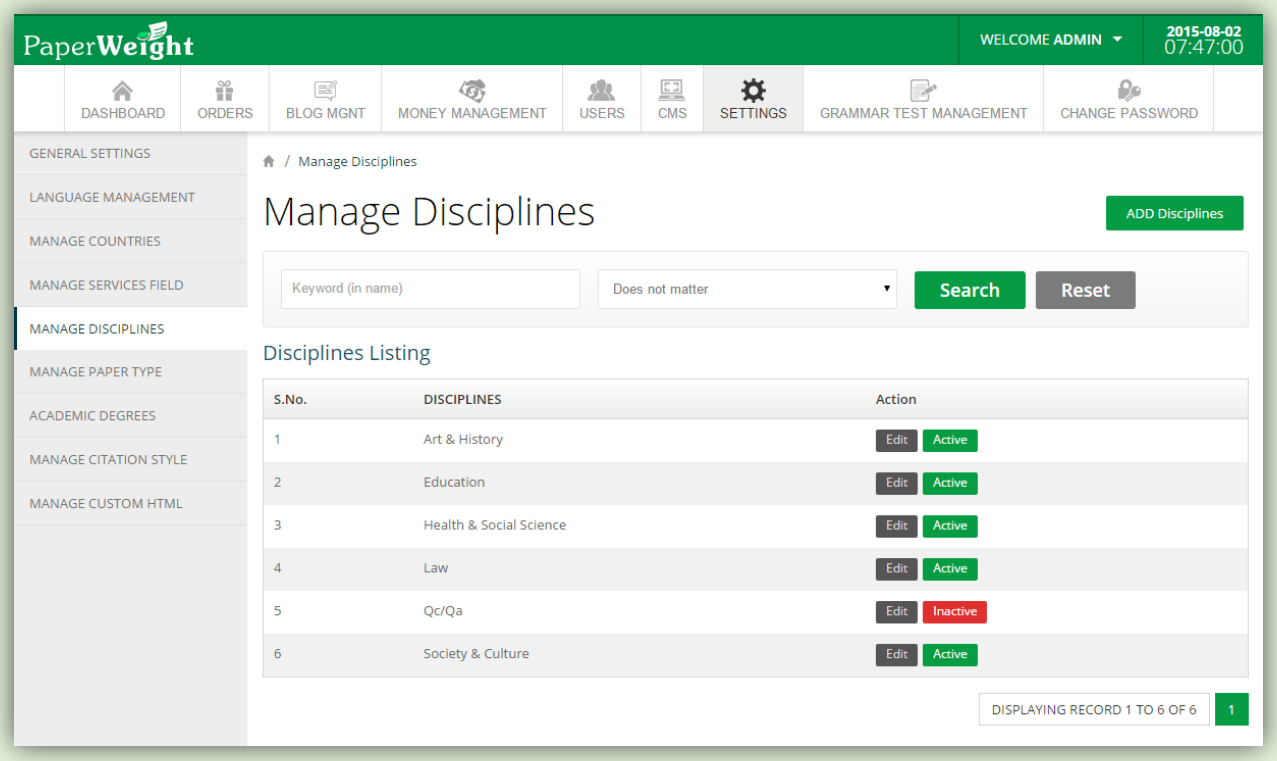
Manage Disciplines

Admin can manage disciplines from this section. Admin can add disciplines or Edit the existing disciplines. Admin can also search for any disciplines using filters such as Keyword and Status of the disciplines (Active or Inactive).

Customer needs to select discipline in the additional information section while placing order from the frontend.



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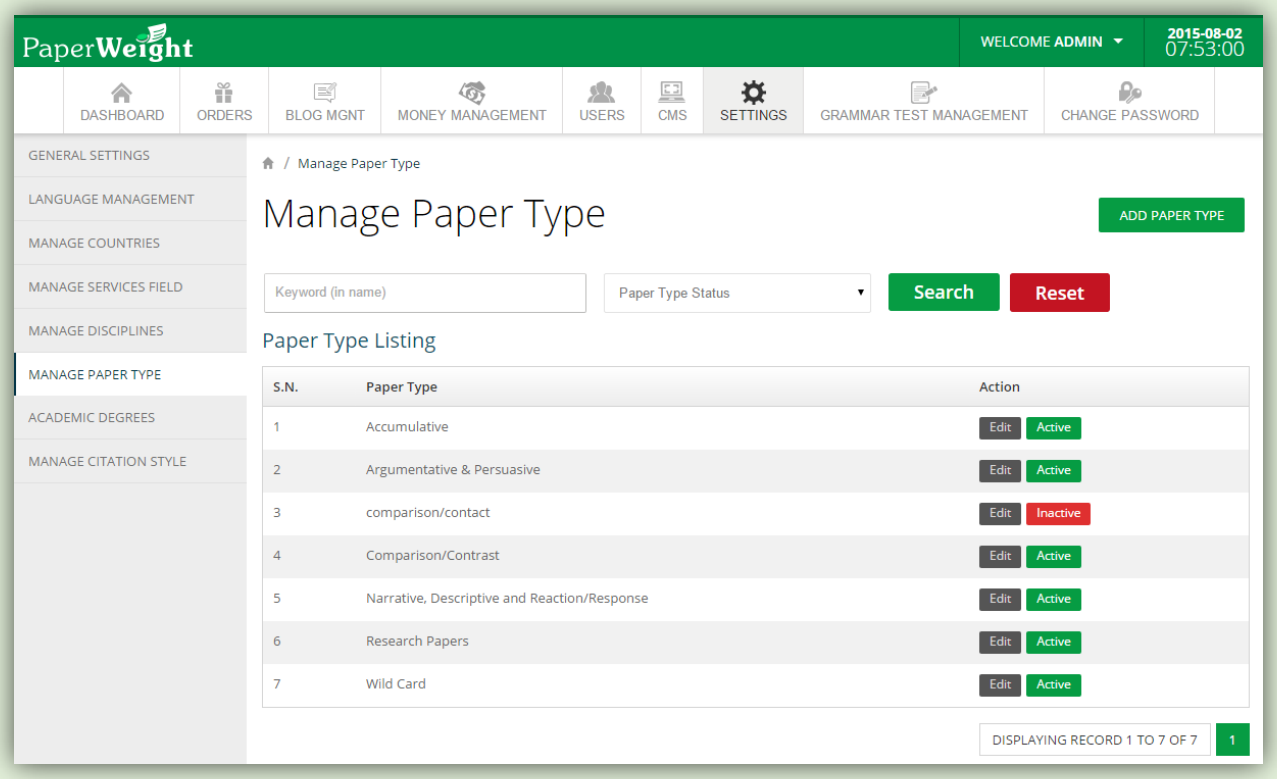
Manage Paper Type

Admin can manage Paper Type from this section. Admin can add Paper Type or Edit the existing Paper Type. Admin can also search for any Paper Type using filters such as Keyword and Status of the Paper Type (Active or Inactive).

Customer needs to select Type of paper in the basic information section while placing order from the frontend.



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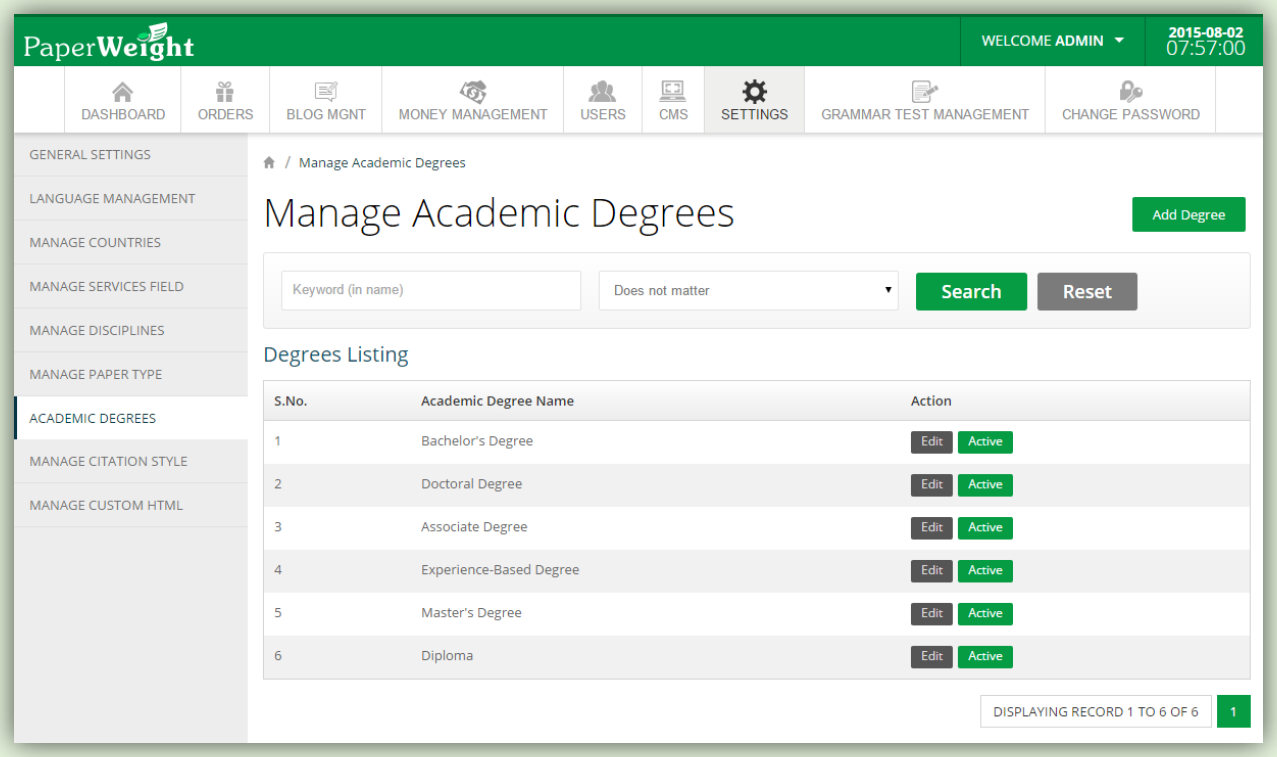
Manage Academic Degrees

Admin can manage academic degrees from this section. Admin can add academic degrees or Edit the existing academic degrees. Admin can also search for any academic degrees using filters such as Keyword and Status of the academic degrees (Active or Inactive).

Writer needs to select highest academic degrees in the personal information section of the Writer's Signup process.



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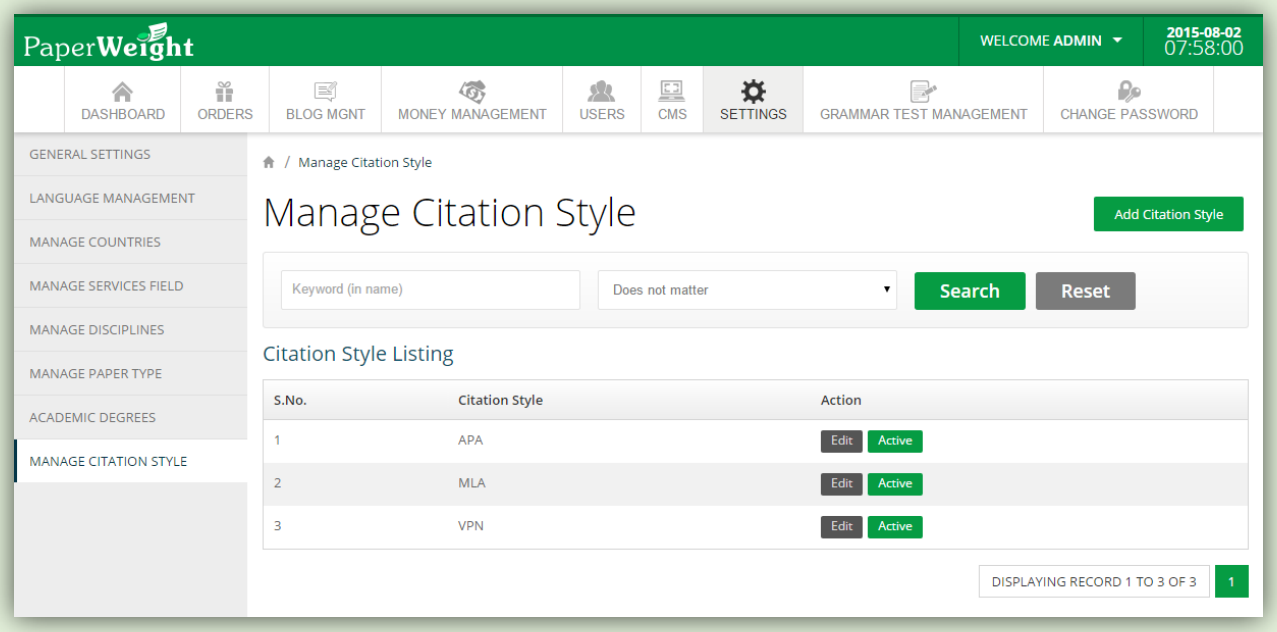
Manage Citation Style

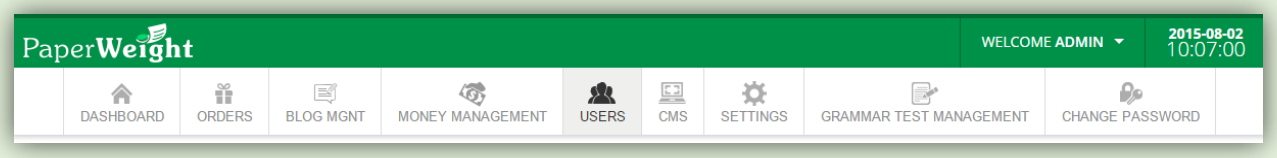
Admin can manage citation style from this section. Admin can add citation style or Edit the existing citation style. Admin can also search for any citation style using filters such as Keyword and Status of the citation style (Active or Inactive).

Customer needs to select citation style in the additional information section while placing new order for writers.



User Management

Admin can manage all the users (Customers & Writers) under the tab named “Users”. Admin can manage following sections under the User tab:



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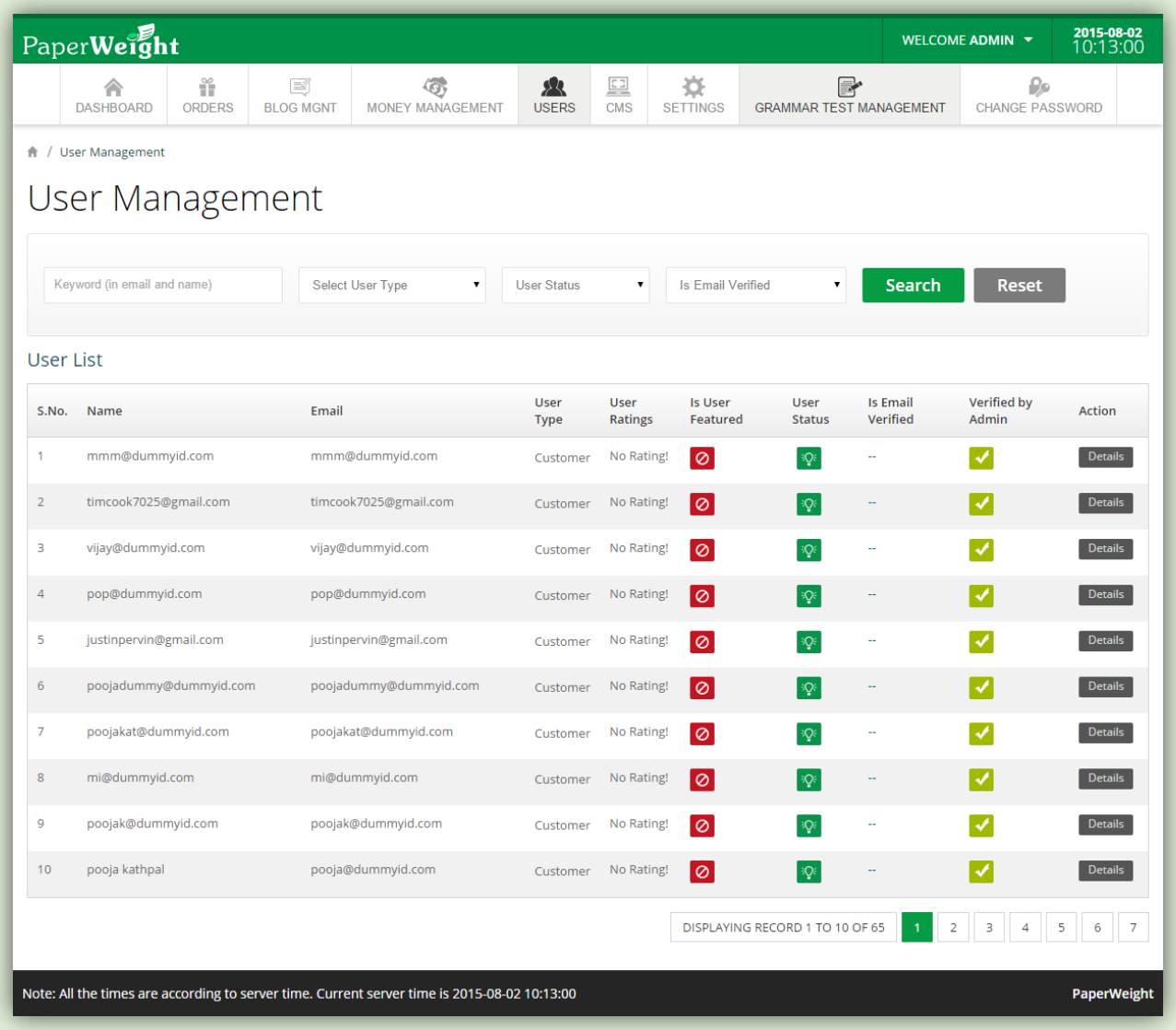

On Click tab “USERS” will open the above page where admin can view the list of users (Customers & Writers).

Admin can manage following sections of the user:

1. Search: Admin can search for any user using filters:
   - Keyword (Email id or Name)
   - User Type (Customer or Writer)
   - User’s Status (Active or Inactive)

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- Email verified (Yes or No)

2. List of Users: Elements of a user in the list are explained below:
   - Name
   - Email ID
   - User Type (Customer or Writer)
   - User Rating: The rating will be given by both customer and writer to each other after the completion of order.
   - Is User Featured: Admin can mark any user as featured. If admin mark any writer as featured, the writer's profile will be shown in the list of "Top Writers" on the Frontend for public view.
   - User Status: Admin can set the status as active or inactive
   - Is Email Verified: This section is only for writers as they need to verify their account. If email is verified, it will show a green tick.
   - Verified By Admin: User will not be able to access his/her account until admin verify the user. On click red button will verify the user. System will automatically sent notification to user once verification approved by admin.
   - Action: Details

3. View Details: Admin can view following details of any user.

Customer's Details

Admin can view personal details of a customer.

- Impersonate Link: This link will redirect the admin to customer's account on frontend.
- List of Orders: It will show the list of orders placed by customer
- Change Password: Admin can change password of a user
- Link of Wallet Transactions: It will show the list of transactions done by customer either via PayPal or Wallet. Admin can add wallet transaction to the customer's account. Admin can either debit or credit money from user's account.

Please view the screenshot of Customer's details given below:

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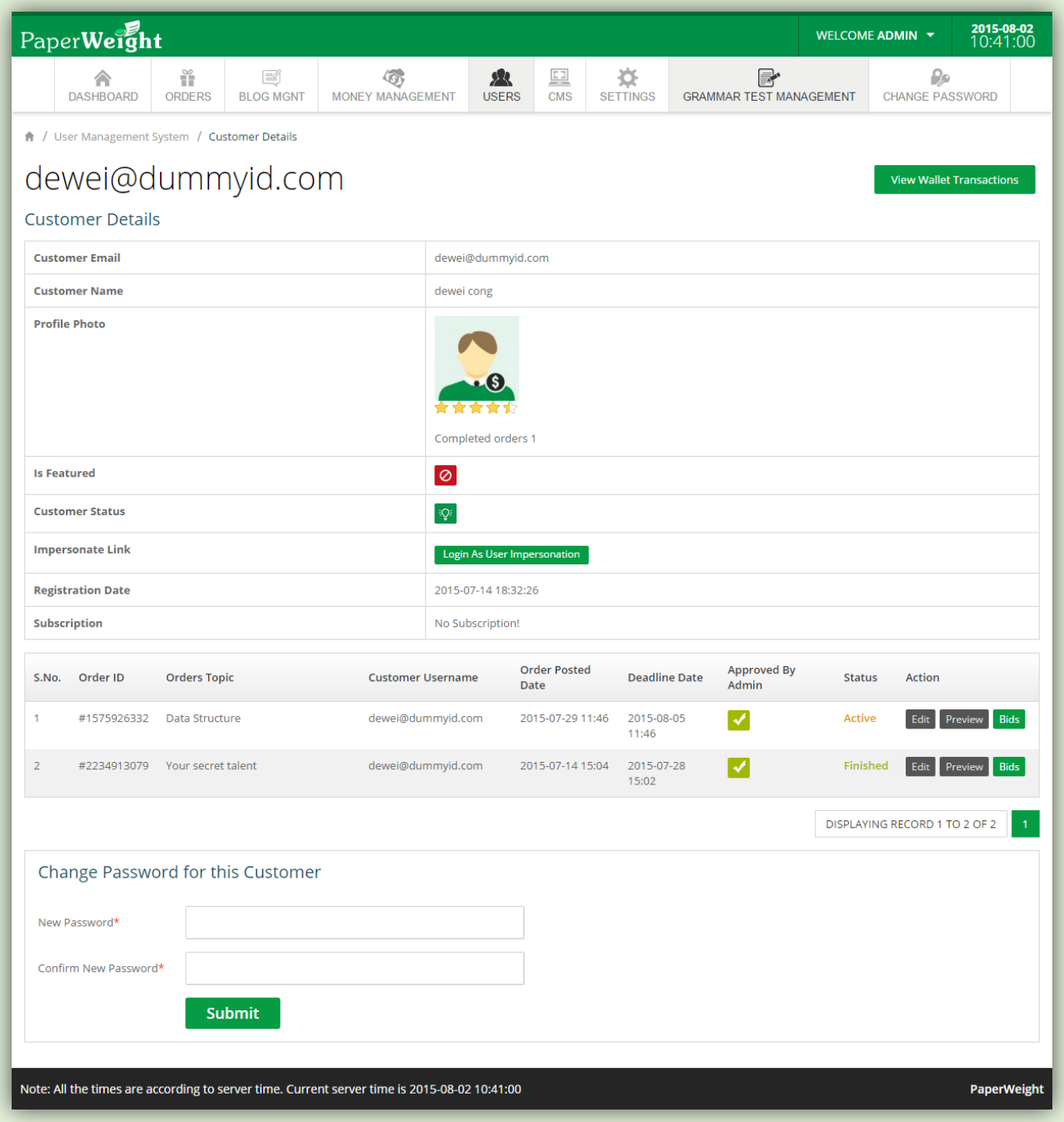

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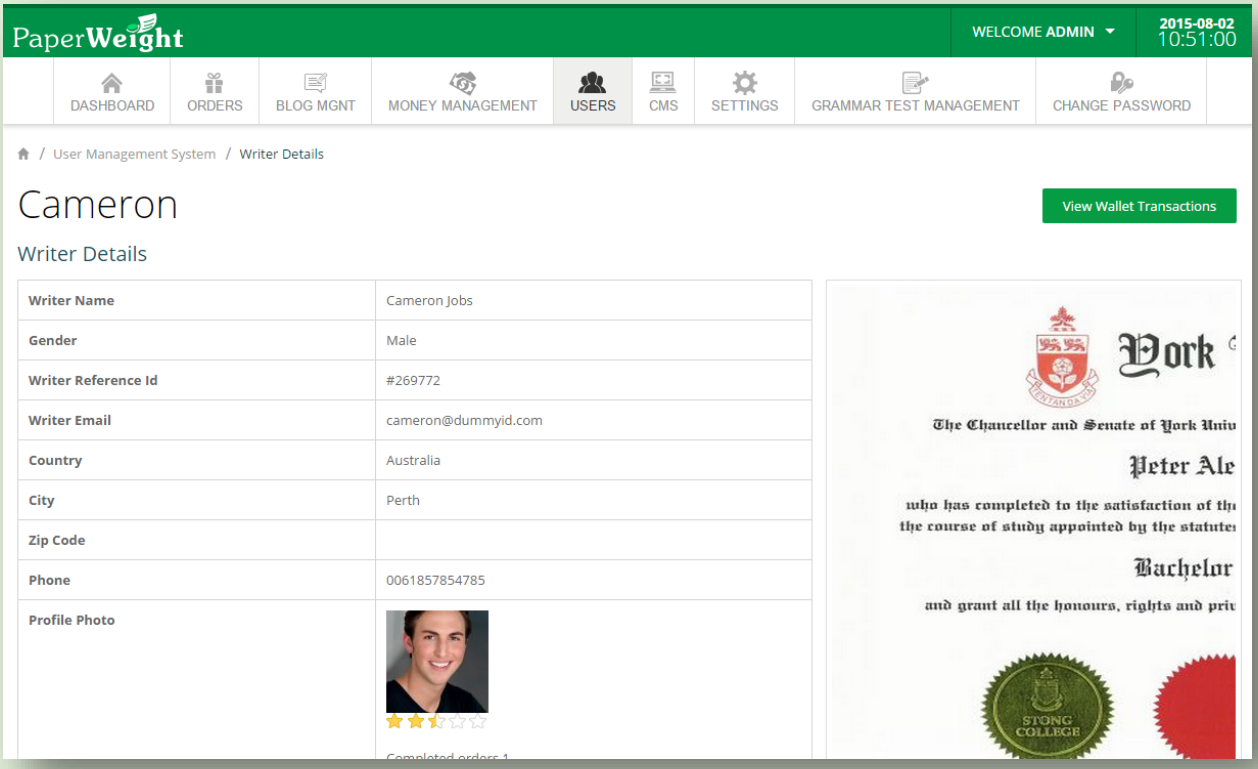
Writer's Details

Admin can view personal details of a writer.

- Impersonate Link: This link will redirect the admin to writer's account on frontend.
- List of Orders: It will show the list of orders placed by customer
- Change Password: Admin can change password of a user
- Link of Wallet Transactions: It will show the list of transactions done by customer either via PayPal or Wallet. Admin can add wallet transaction to the customer's account. Admin can either debit or credit money from user's account.
- View professional details such as Academic Degree, Name of the University, Degree, Graduation year and Writer's CV

Please view the screenshot of Writer's details given below:



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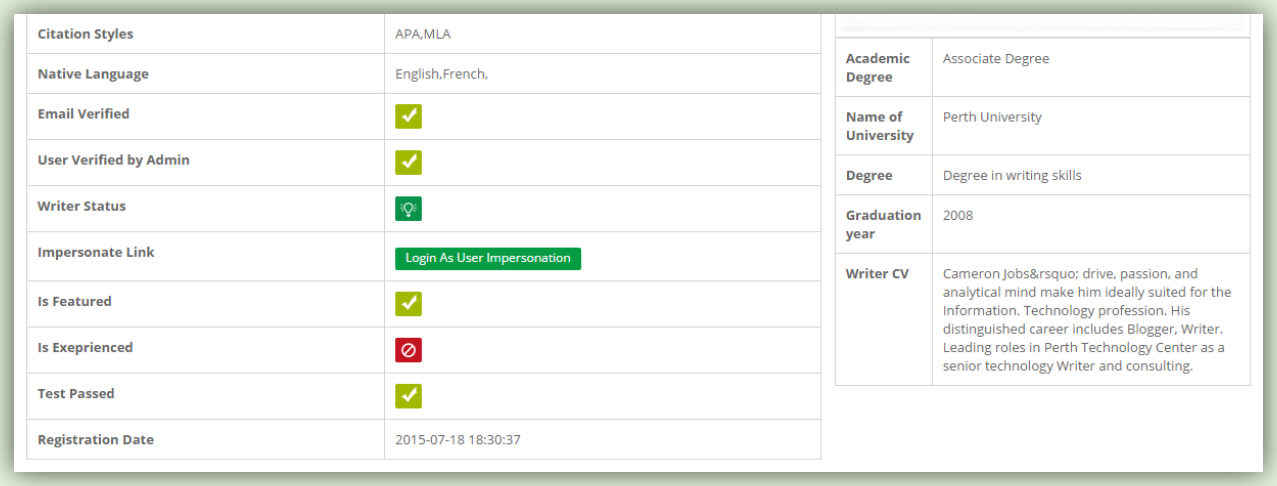
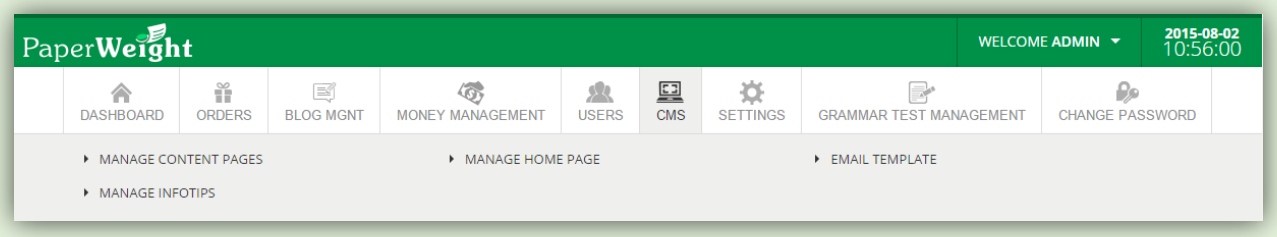


Content Management System

Content on the website can be easily manageable by using CMS tab provided in the backend area. Admin can manage the Content pages, Email templates, Home Page and Infotips from the CMS tab.

See screenshot given below:



Manage Content Pages

Here various Webpages are listed with action like edit, delete and add new CMS webpage. Admin can search for pages using filters such as Search by Page Title, Page Content and Page Status. Keyword based search option is also listed.

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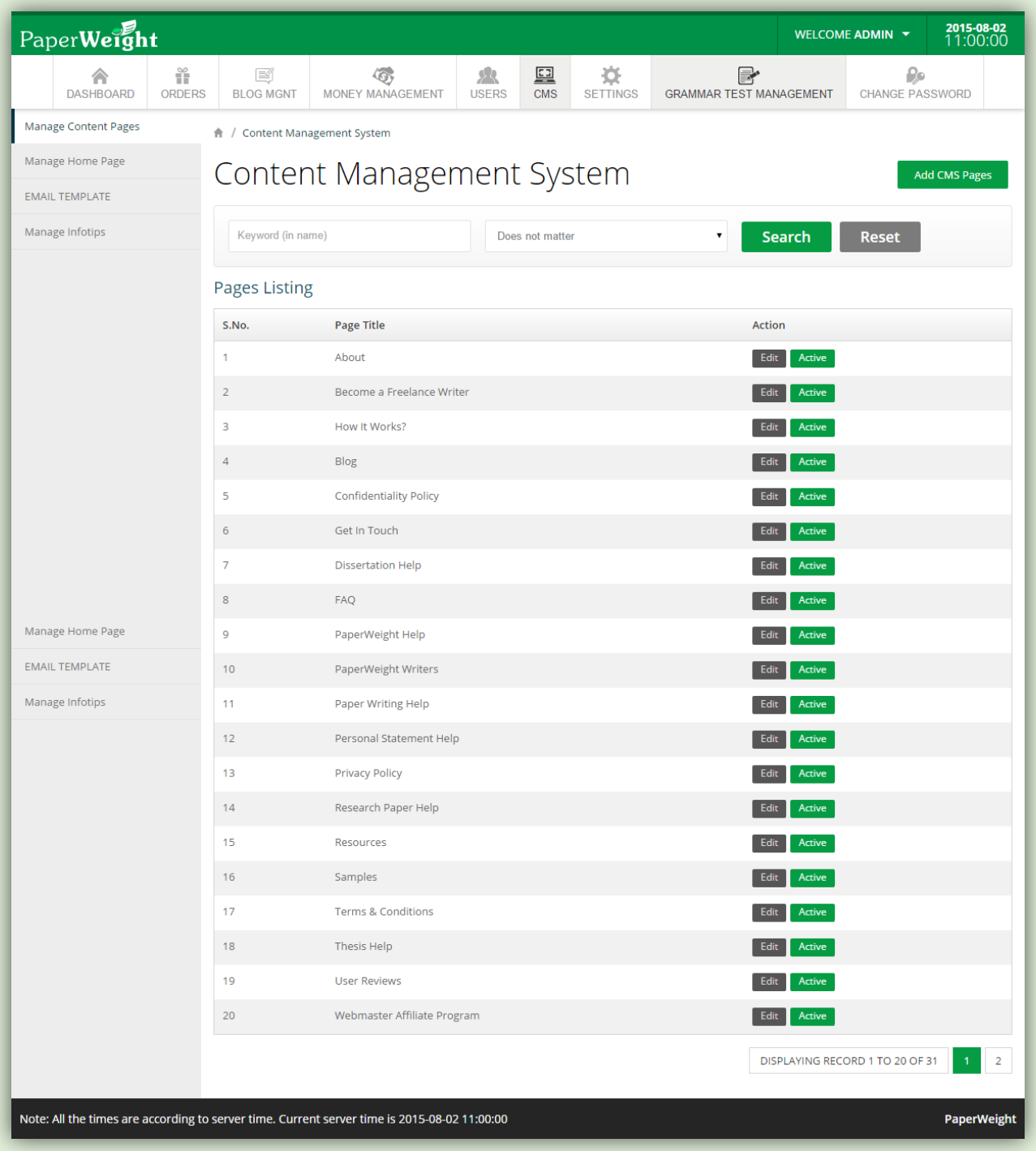
See screenshot given below:



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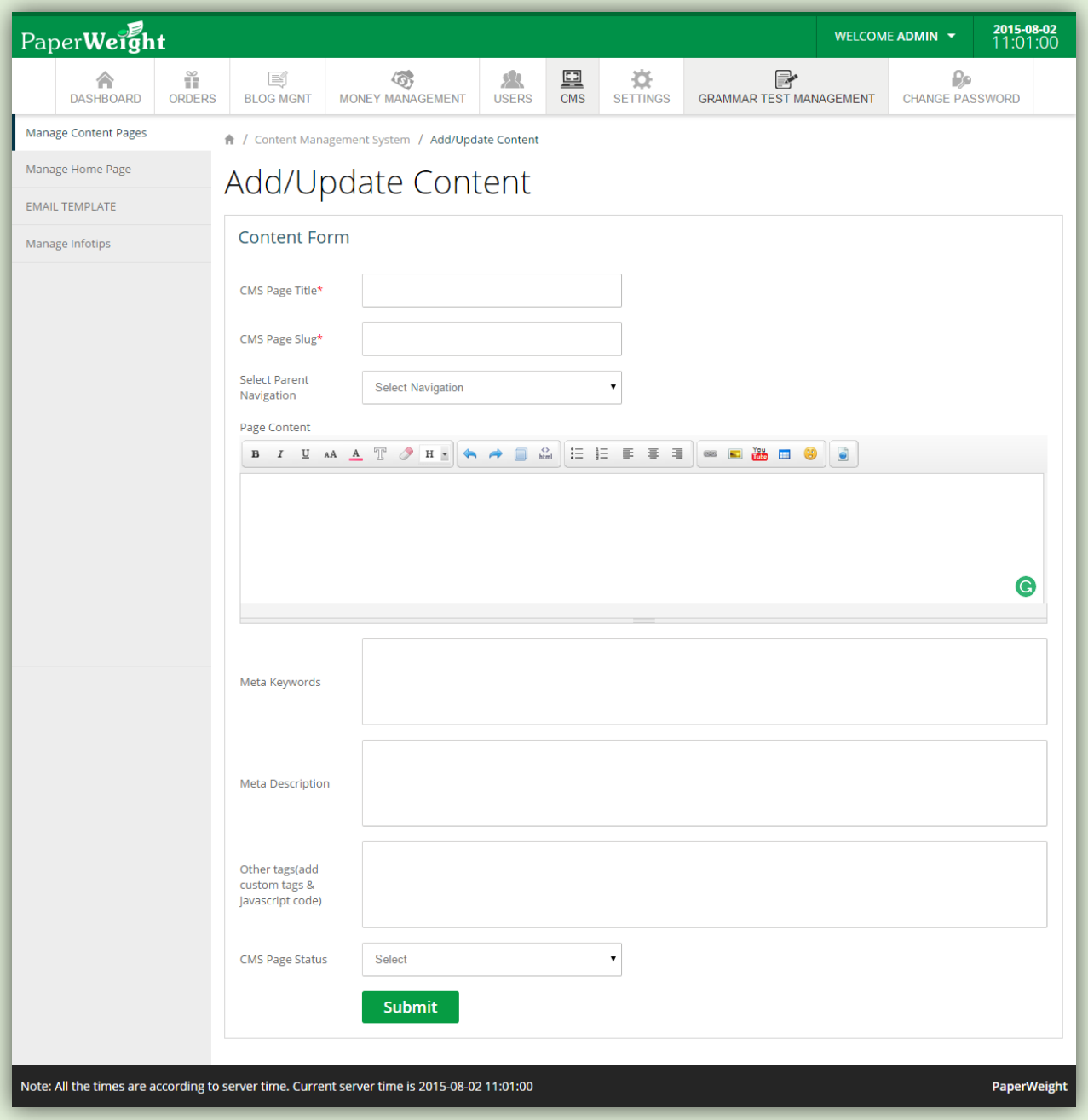
Add CMS Pages:



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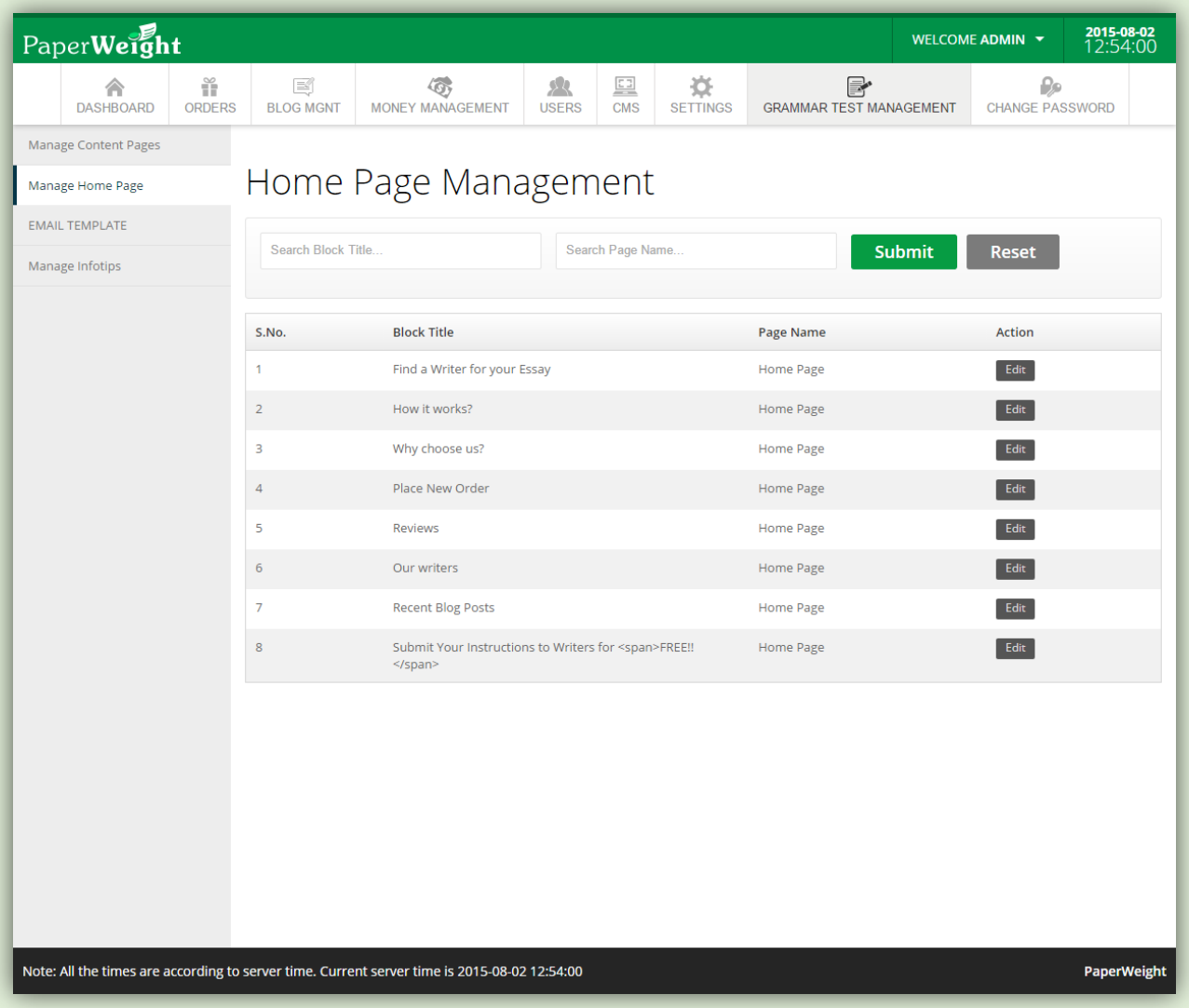
Manage Homepage

Admin can manage all the elements of Home Page from this section.

Please see the screenshot given below:



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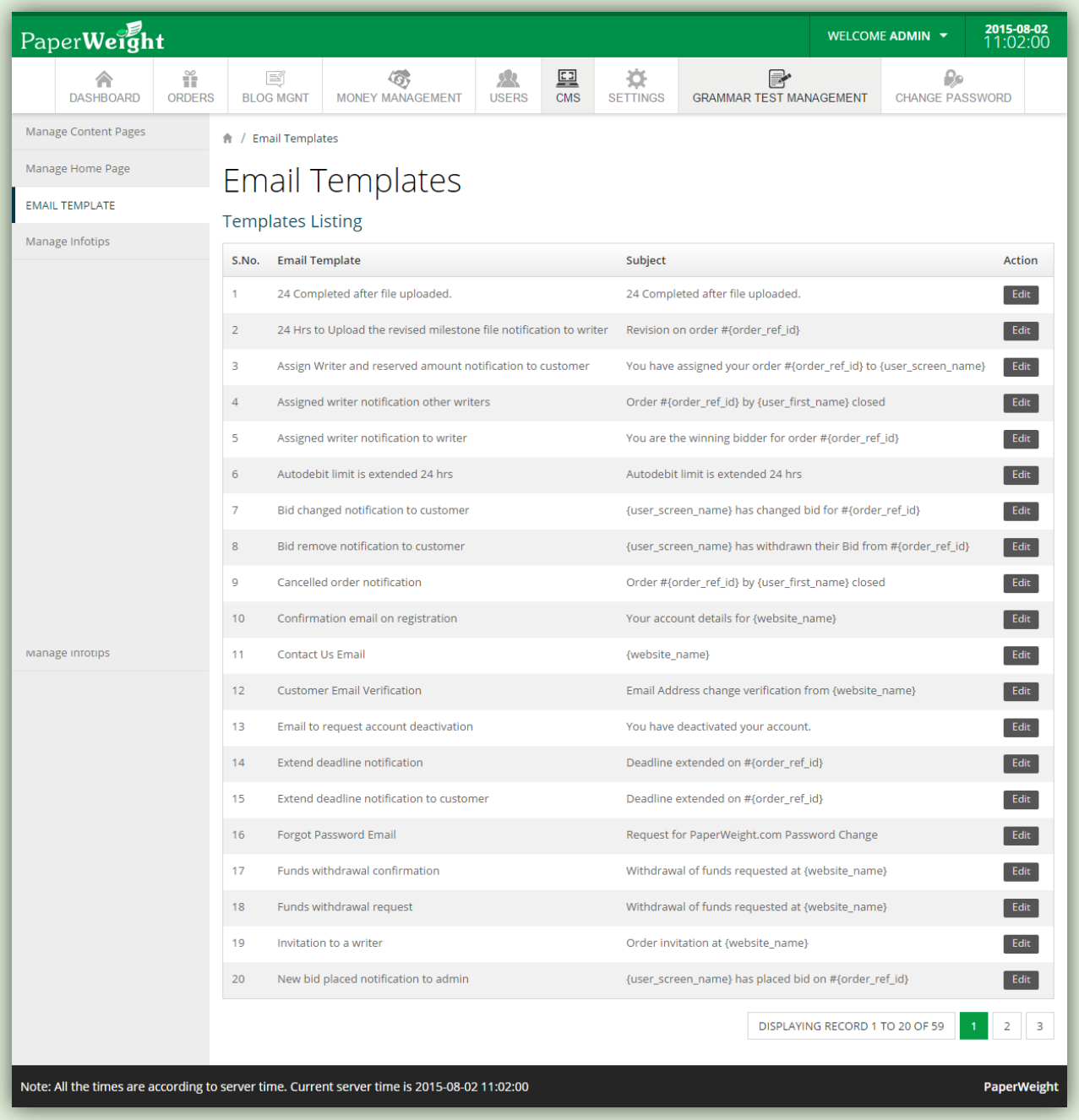
Email Templates

This included management of various email templates which is sent to customers and writer for various notification purposes. Actions like edit, delete and search can be performed by admin for a particular template. See screenshot given below:



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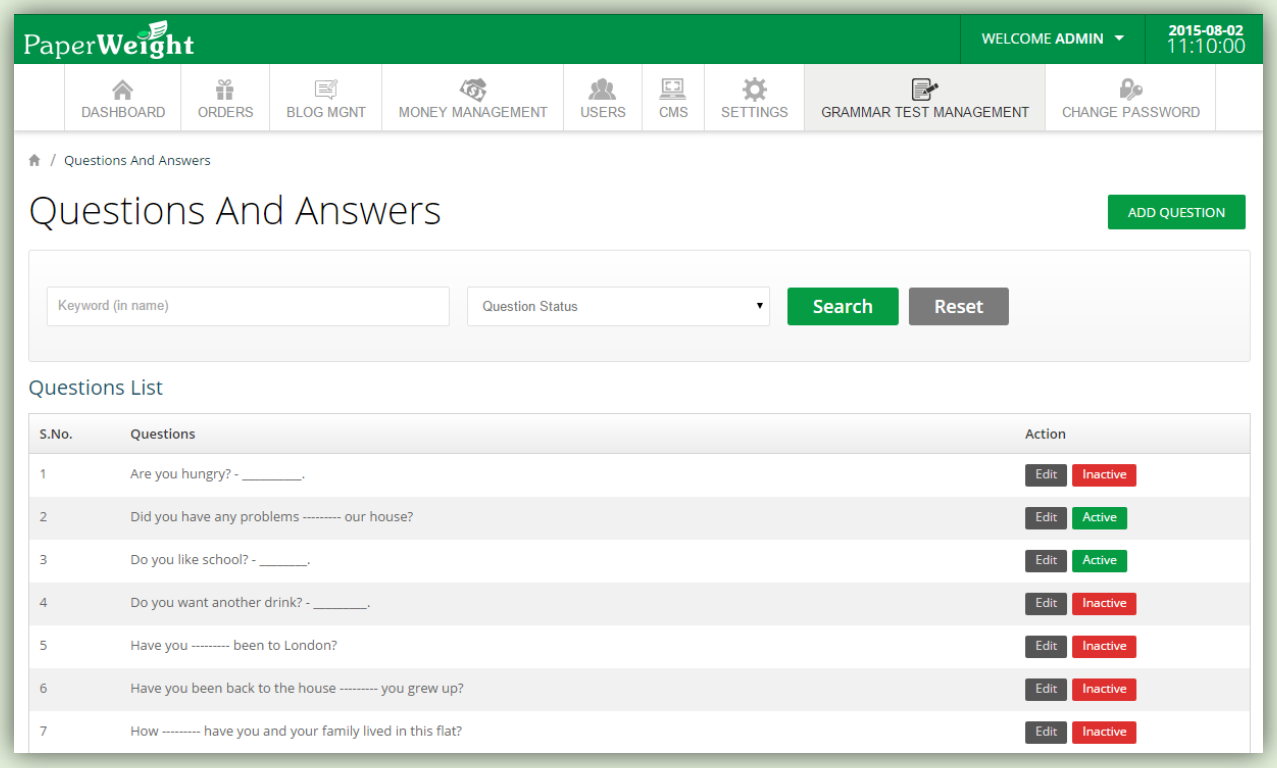
Grammar Test Management

Admin can add questions and answers for the grammar test that a writer will need to pass for the successful registration on the website. Writer need to pass the grammar test in the 3rd step of writer's signup process. Admin can set the question as active or inactive, Add new question and options for the answer.



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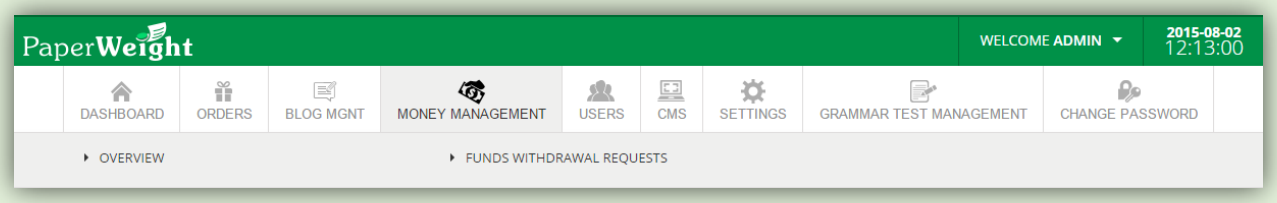
Money Management

Admin can manage all monetary factors in this section.



When a customer place an order, it will be reviewed by Admin. If admin approves the order then the order's status will change from pending approval to bidding. Approved order will be displayed in the list of "Browse Orders" tab of writer's account. Customer has to pay the order's total before assigning order to any writer.

Sections in the Money Management tab:

Total Credit: This section will store all the amount loaded from PayPal to System. Initially the order's total amount will be placed under this section. Click on the section will show the list of credit details.

Reserved Amount: Once the order gets completed successfully, Order's amount will get transferred to this section automatically. Note: If any order gets cancelled either by customer or writer, then admin can transfer the reserved amount to "Total Earning Section" and will handle the dispute manually. Admin can view the list of reserved amount details list. Cancelled order will have a link "Transfer to earnings".

Total Earnings: This section will show the total earnings or commission earned by Admin on the orders. Admin can view the list of commission and also Admin's Transaction history.

Total Money Paid: This section will show the amount paid to writer or customer as a withdrawal request approved.

Admin can view the Transaction summary in last 24 hours from this section and also able to view the list of Fund Withdrawal requests sent by either customer or writer.

Please see the screenshot given below:

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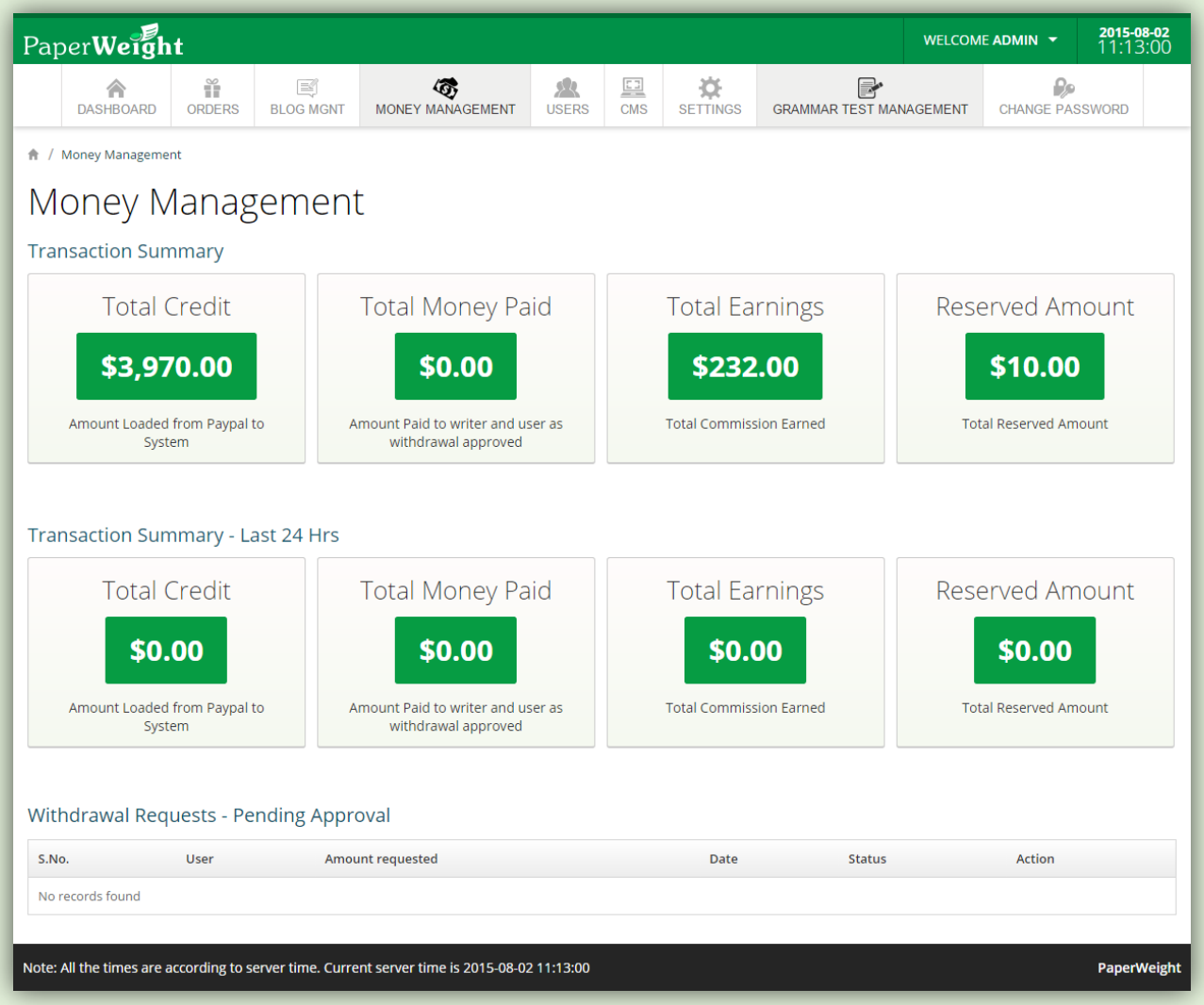

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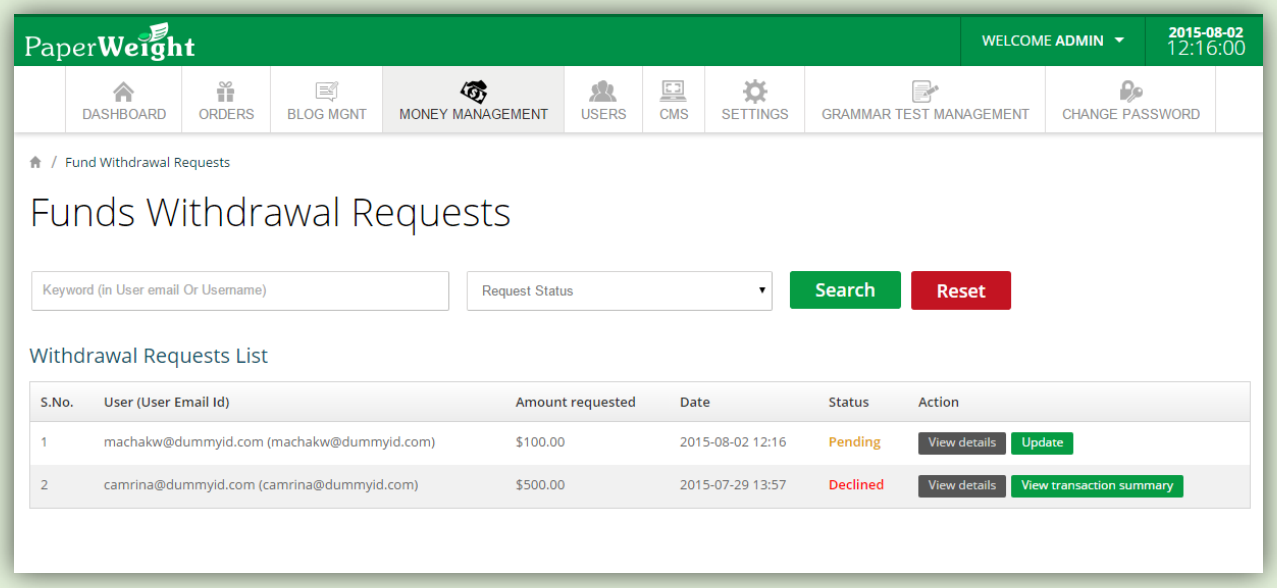
Fund Withdrawal Request

Admin can view all the fund withdrawal requests sent by users in this section. Admin can either approve or reject the request. Admin can search the request by using following filters: Pending, Approved and Rejected and also search by Name or Email. Admin can “View Details” or “Update the request”

View details will show the comment in a pop-up, given by user while sending request.

See screenshot given below:



On Click “Update” will redirect the admin to withdrawal request form. Here admin can either debit or credit money from user’s account and also able to change the status of the request form “Pending” to either “Approved” or “Rejected”.

Please see the screenshot given below:

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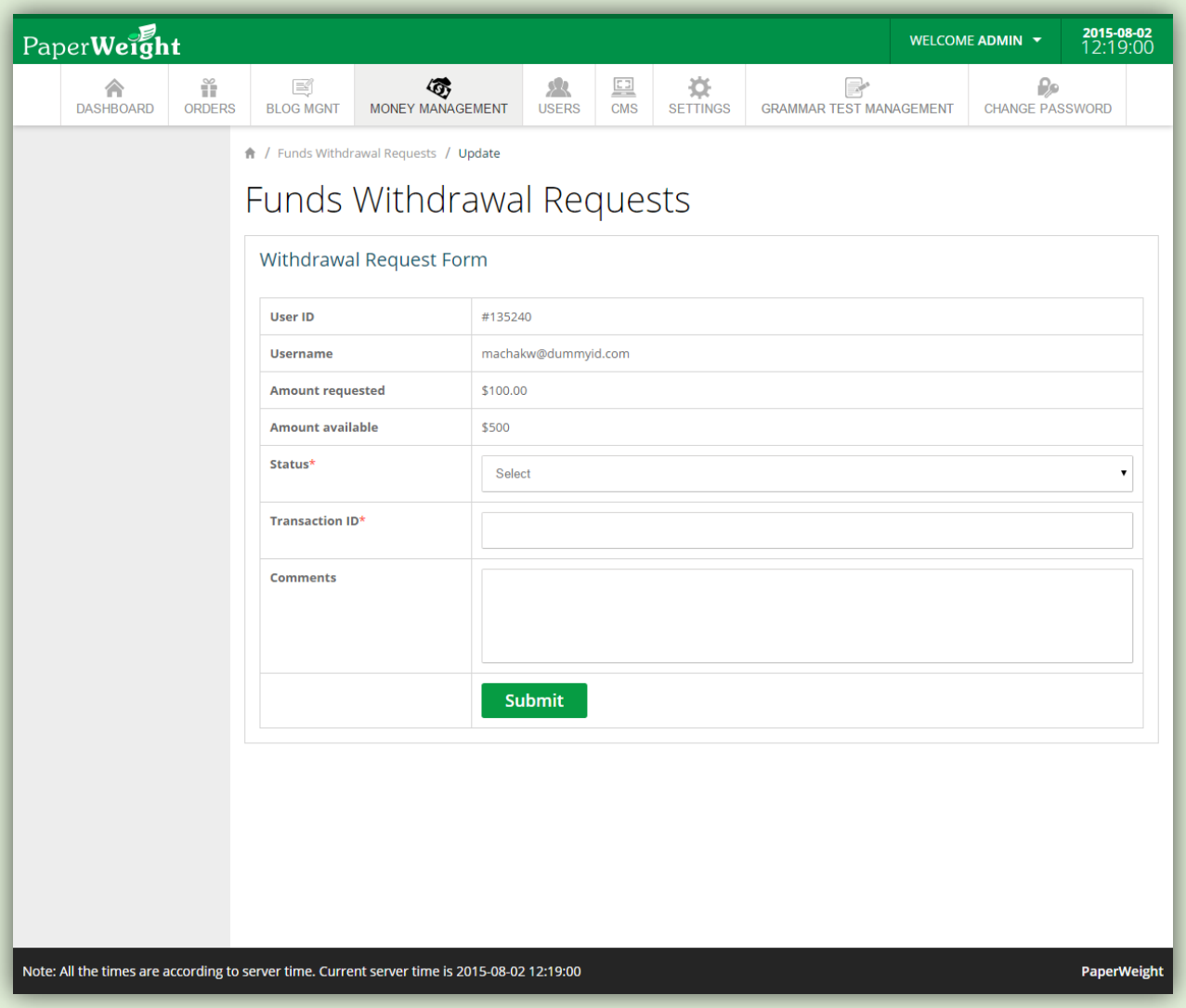

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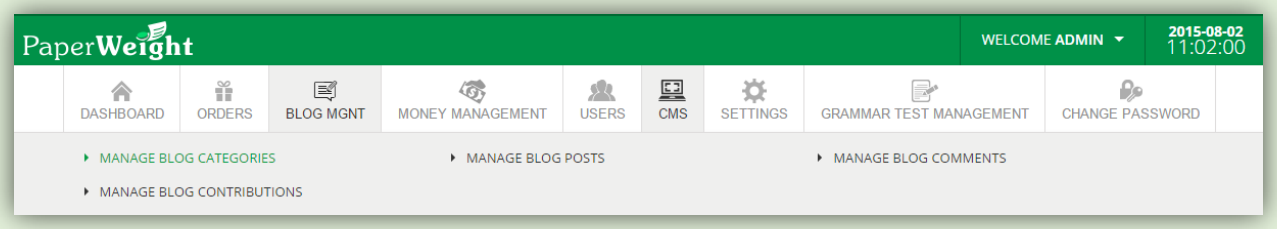
Blog Management

Admin can add a blog into the system which will be shown in the front end under Blog tab. Admin can change the status of the blogs to active or inactive. Admin can manage following sections of blog:

1. Categories
2. Posts
3. Contributions
4. Comments



Blog Contribution

This section will show the list of contribution requests send by users from the frontend by filling contribution form in the blog area. Users can send a contribution request with details of the blog post from the frontend but the post will not be shown on the frontend until admin approves the contribution request. Admin have the option to download the content file attached in the request.

By default, the status of the contribution is pending. Admin can set the status of the blog contribution as (Approved/Rejected/Published)

1. By updating the status to Approved, user will get a notification on the email that the post is approved but still not published on the blog.
2. By updating the status to Rejected, user will be notified regarding the rejection of the post contribution.
3. By updating the status to Published, admin will need to add a new post using the content uploaded by user so that the post will be shown in the blog list on frontend.

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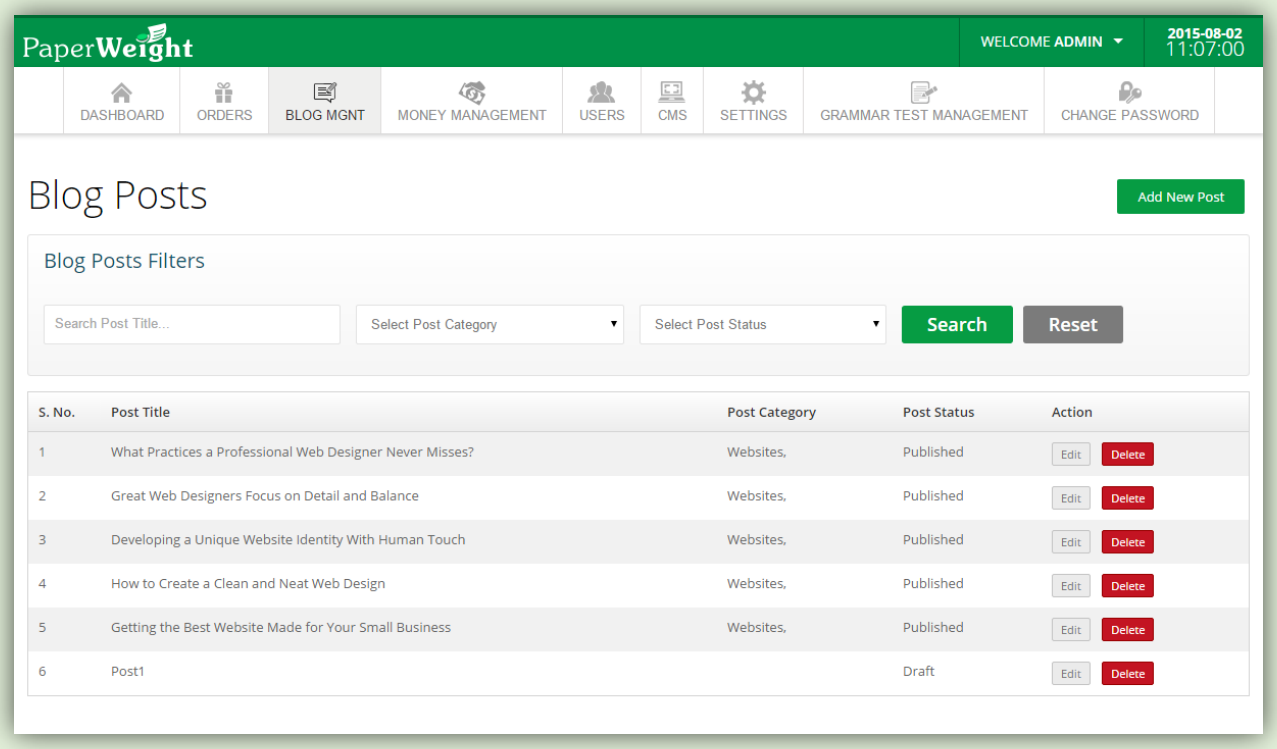
Blog Post

This section will show the list of blog posts having “Published” status i.e. shown on the frontend. Admin can also add a new post from here using “Add New Post” link.

See the screenshot given below:



Blog Categories

Admin can manage the categories of blog posts in this section. Admin can set the status of the blog as Active or Inactive. Admin can also add new category using the link “Add New Category”. Admin can also make sub categories while adding a new category. Admin can search for any category using following filters: Category Title, Status (Active/Inactive).

See the screenshot given below:

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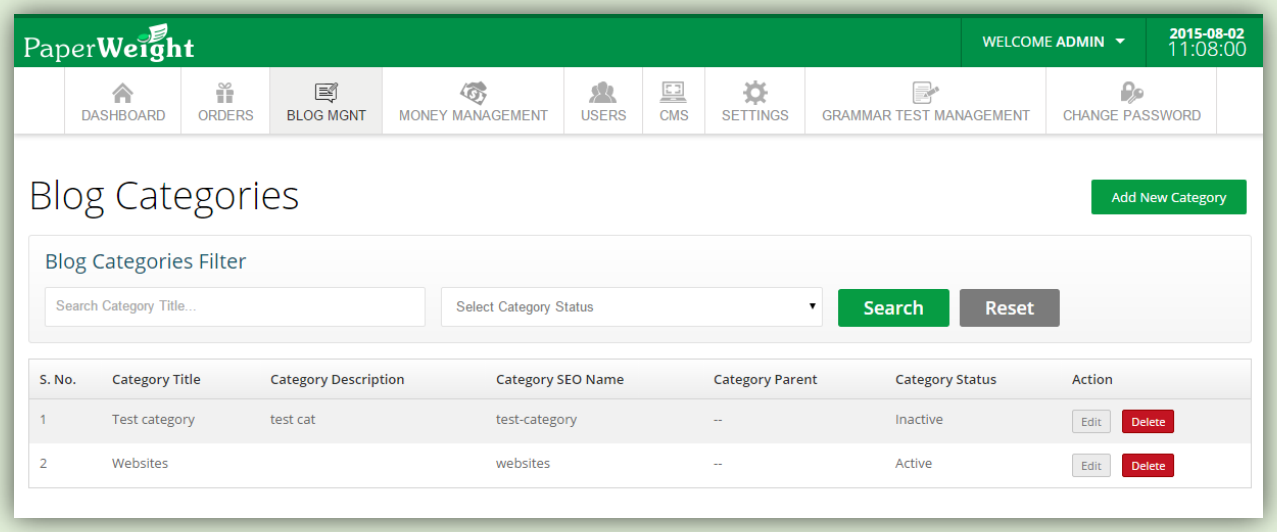


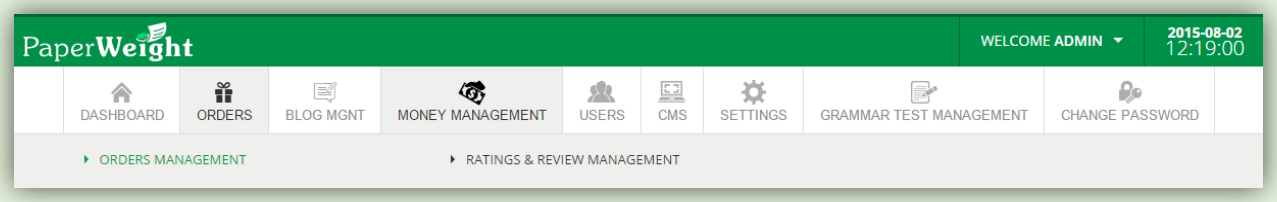
Blog Comments

When a user post a comment on any blog post, we are showing a notification on the frontend "Comment is awaiting moderation". If admin approves the comment, it will be shown on frontend under the blog post.

Admin can either Approve or Delete the comment.

Order Management

Admin can manage Orders and Rating & Review on the order completion from this section.



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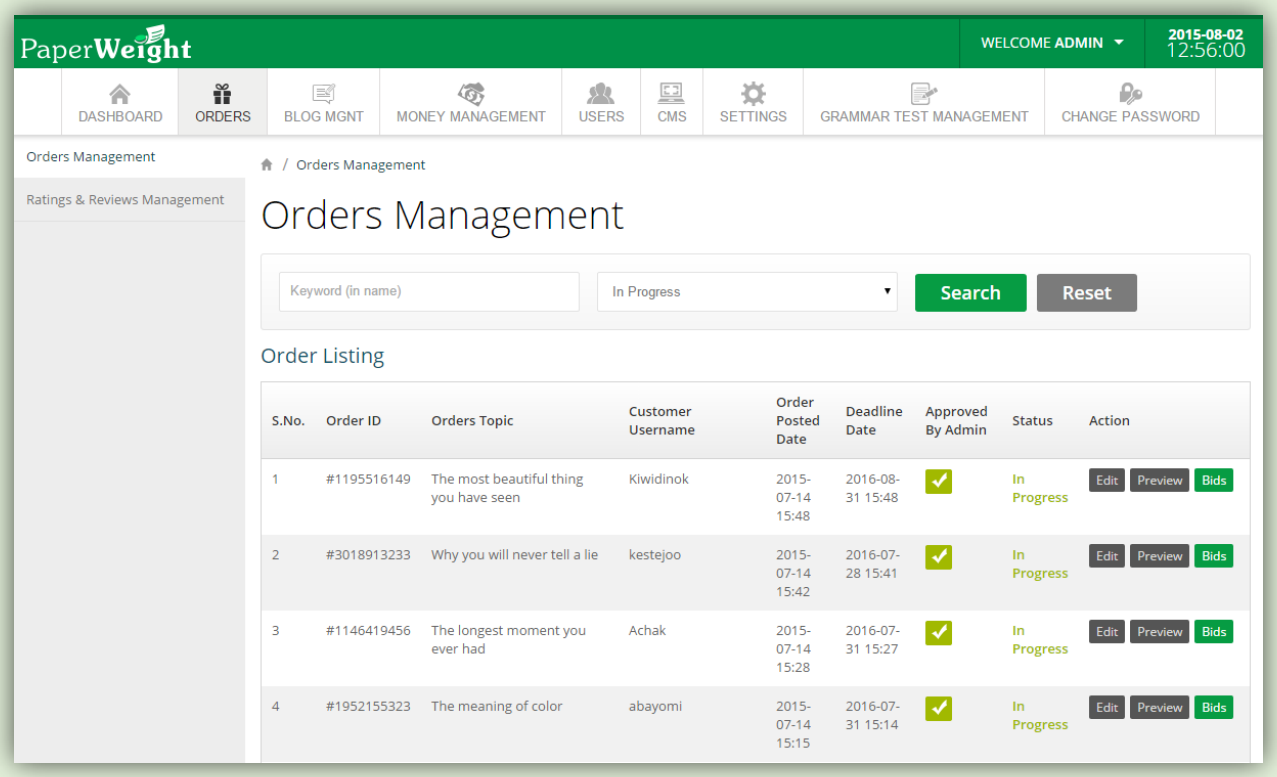
Manage Orders

Admin can view list of all the orders in this section. Admin can search for any order by using following filters.



Admin can edit the details of the order, can preview the order and also able to view the list of bids on the order.

Ratings & Reviews Management

Admin can view the list of ratings given by customer and writer to each other after the completion of order.

Admin can mark any review as a Featured for displaying it on the Home Page of the website in the “Reviews section”.

Please see the screenshot given below:

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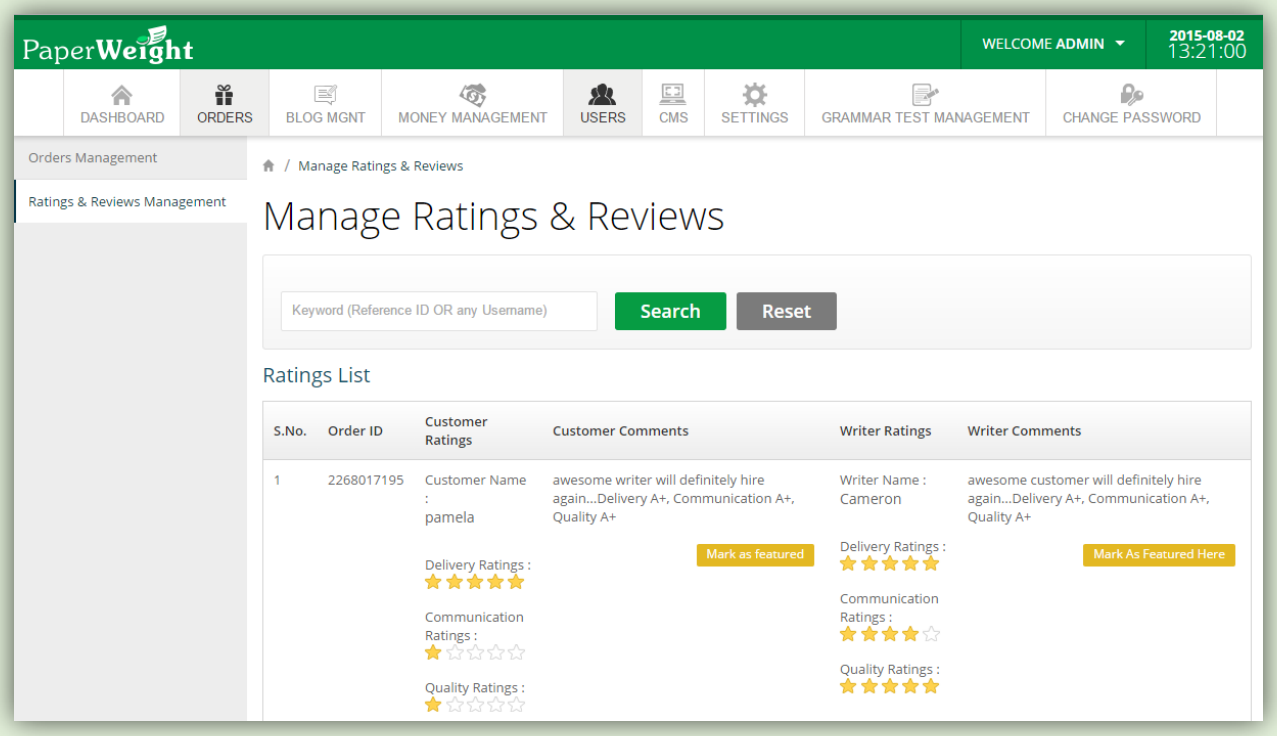

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