PAYBITOPRO SUPPORT ADMIN MANUAL



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Login Form

This login page on the PayBitoPro ADMIN support website. The form simply consists of an email or username, password and Captcha entry and clicking on the login button.

⊢ → C	support.paybito.com/admin/login		
		Admin Sup	port
		Circula in the standard second	
		Sign in to start your s	ession
		username or email *	m
		ananaignasiicasiiconsoiants.co	
		Password -	10
			~
		I'm not a robot	
			Privacy - Terms
		Login	

After successful entry of all fields & verify captcha, the login button will be activated. After click on login button successful email sent to registered email for otp, Then the verify otp field will show, entry the otp and click on verify button to login successfully.



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← → C é support.psybilo.com/sdmin/flogin	er 🖉 🏚 🔲 🔕 i
Admin Support	
Sign in to start your session	
OTP sent to your registered mail	
OTP*	
VerifyOTP	

After successful login the below (Admin Dashboard) screen will come.

	OPEN TICKET LIST			Search	search
	TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
StrayBitoPro	PST24700151425653	Test	24700 Vishal Sharma	2023-05-16 02:04:18	Reply
Dashboard	PST37054150470762	Support Test	37054 Md Shamshir Ahmad	2023-05-15 10:34:11	Reply
Closed Ticket	PST38923158713265	test support - Arnab	38923 Arnab Kumar Banerjee	2023-05-15 08:54:33	Reply
Moderator	PST37054152408055	Support Test	37054 Md Shamshir Ahmad	2023-05-12 10:23:12	Reply
Request Ticket Close	PST37074155000615	test	37074 Ananta Kumar singh	2023-05-12 04:03:21	Reply
Englant.	PST37074153005356	Testing the create a ticket	37074 Ananta Kumar singh	2023-05-12 03:37:34	Reply
	PST24700156356823	Test	24700 Vishal Sharma	2023-05-12 01:52:37	Reply
	PST37054156456473	Support Test	37054 Md Shamshir Ahmad	2023-05-11 10:44:55	Reply
	Previous 1 2 3	57 58 59 Next		Show	ng 1 to 10 of 585 entrie

There are Six Modules that a user can use i.e.: Dashboard, Create ticket, closed tickets and Logout.



→ C a support.paybito.com/admin	→ C
Hi, Ananta superadmin	
PayBitoPro	
Dashboard	
Closed Ticket	
Reports	
Moderator	
Request Ticket Close	
Logout	

Dashboard

On the dashboard page, the user can see all open ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, and ACTION. If the user has more than 10 tickets then the user can see 10 tickets in the dashboard, if the user wants to see more tickets than using Pagination see more tickets.



Hi, Ananta SUPERADMIN	OPEN TICKET LIST		s	earch	searc
Service Se	TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
😽 PayBitoPro	PST24700151425653	Test	24700 Vishal Sharma	2023-05-16 02:04:18	Reply
Dashboard	PST37054150470762	Support Test	37054 Md Shamshir Ahmad	2023-05-15 10:34:11	Reply
Closed Ticket	PST38923158713265	test support - Arnab	38923 Arnab Kumar Banerjee	2023-05-15 08:54:33	Reply
Moderator	PST37054152408055	Support Test	37054 Md Shamshir Ahmad	2023-05-12 10:23:12	Reply
Request Ticket Close	PST37074155000615	test	37074 Ananta Kumar singh	2023-05-12 04:03:21	Reply
Logout	PST37074153005356	Testing the create a ticket	37074 Ananta Kumar singh	2023-05-12 03:37:34	Reply
	PST24700156356823	Test	24700 Vishal Sharma	2023-05-12 01:52:37	Reply
	PST37054156456473	Support Test	37054 Md Shamshir Ahmad	2023-05-11 10:44:55	Reply

Here in the ACTION column users can reply to the ticket and also view the ticket to know more about reply tickets.

Closed tickets

In closed ticket modules, the user can see Closed Ticket lists with headings of TICKET ID, TITLE, STATUS, CREATED ON, and ACTION. If the user have more than 10 closed tickets then the user can see 10 tickets in dashboard, if the user wants to see more tickets than using Pagination see the more closed tickets.



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Hi, Ananta					
	CLOSED TICKET LIST		Se	earch	sear
	TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
Y PayBitoPro	PST36336153549394	Ш	36336 Amit Kr ccct	2023-04-19 08:49:42	Reply
Dashboard	PST36336150339057	Test Ticket 04/19/2023	36336 Amit Kr ccct	2023-04-19 08:00:20	Reply
Closed Ticket	PST37074153451438	Final test	37074 Ananta Kumar singh	2023-04-19 04:30:15	Reply
Aoderator	PST37054156965872	Support Test	37054 Md Shamshir Ahmad	2023-04-17 10:36:05	Reply
Request Ticket Close	PST37073155104790	test name 2	37073 anurag pandey	2023-04-14 12:56:46	Reply
- W	PST37073159034297	test name	37073 null	2023-04-14 12:55:21	Reply
	P\$T38923152575866	new test	38923 null	2023-04-08 07:09:37	Reply
	PST25370153480770	test ticket	25370 null	2023-04-06 10:28:59	Reply
	PST37073150000237	testing file upload	37073 null	2023-03-30 02:18:35	Reply
	PST37073150052810	Kundan Is Very Bad Hacker with photo	37073	2023-03-30 01:03:13	Reply

The admin can click on notify button to notify to owner of the ticket user. Here admin see the status of ticket, client name, created on and attached documents which is uploaded by user with reply button and CLOSE TICKET button.

Hi, Ananta SUPERADMIN	*PST37054150470762	
Y PavBitoPro	Support Test Client: Md Shamshir Ahmad Created on: 2023-05-15 10:34:11	Status Active
Dashboard	Md Shamshir Ahmad	2023-05-15 10:34:11
Closed Ticket Reports	Test	
Moderator	Check Attachment	
Request Ticket Close		
Logout	Concern/Query:	
	Attachment (if any):	
	Choose File No file chosen	Reply Tick



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(If the ticket status closed already then reply and CLOSE TICKET buttons are not showing)

Hi, Ananta SUPERADMIN	#PST37074153451438		
	Final test		
Y PayBitoPro	Client: Ananta Kumar Singh Closed By Admin:	Created on: 2023-04-19 04:30:15 Closed By:	Status: Closed
Dashboard			
Closed Ticket	Ananta Kumar singh		2023-05-01 12:05:50
Reports			
Moderator	testing verified		
Request Ticket Close	Check Attachment		
Logout	r		
	Ananta Kumar singh		0 2023-04-19 04:30:15
	Final Test For All Bugs Fix		
	Check Attachment		

Reports

Here in the Reports module the user can find by four filter option (Filter by user, status, rating, duration) with TICKETID, TITLE, CLIENT, STATUS, CREATEDON and ACTION.

$\leftarrow \rightarrow$	C a support.paybito.com/admin/reports					@ ☆ =	V 🗖 🔕
	Hi, Ananta superadmin	REPORTS					
		Select option 🗸					
		Select option Filter By user Filter By Status Filter By Rating	CLIENT	STATUS	CREATED ON	ACTION	
	PayBitoPro	Filter By Duration]		Showing 1	to 10 of 0 entries	<
	Dashboard						
	Closed Ticket						
	Reports						



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Filter by user - The admin can select 'filter by user' option and entry user/client ID for search the user by click on submit button.

Hi, Ananta Superadmin	REPORTS Filter By user		Submit
> PayBitoPro	TICKET ID TITLE	CLIENT STATUS	CREATED ON ACTION
Dashboard	PST38923158288606 Test Support	Arnab Kumar Banerjee active	2023-04-30 06:16:07 Reply
Closed Ticket Reports	PST38923156525737 test Arnab	Arnab Kumar Banerjee 38923 active Arnab Kumar Banerjee	2023-04-22 05:02:02 Reply
Moderator Request Ticket Close	PST38923152817318 Test - Arnab Support	38923 active Amab Kumar Banerjee	2023-04-20-08:20:09 Reply
Lagout	PST38923152575866 new test	38923 closed null	2023-04-08 07:09:37 Reply
	Previous Hext		Showing 1 to 10 of 5 entri

Filter by status -The admin can select 'filter by status' option and entry of active and closed of the ticket for search the user by click on submit button.

Hi, Ananta SUPERADMIN	REPORTS					
	Filter By Status	✓ Closed			×	Submit
	TICKET ID	тти	CLIENT	STATUS	CREATED ON	ACTI
😽 PayBitoPro	PST36336153549394	1	36336 Amit Kr coct	closed	2023-04-19 08:49:42	
Dashboard	PST36336150339057	Test Ticket 04/19/2023	36336 Amit Kr coct	closed	2023-04-19 08:00:20	
Closed Ticket Reports	PST37074153451438	Final test	37074 Ananta Kumar singh	closed	2023-04-19 04:30:15	
Moderator	PST37054156965872	Support Test	37054 Md Shamshir Ahmad	closed	2023-04-17 10:36:05	
Request Ticket Close	PST37073155104790	test name 2	37073 anurag pandey	closed	2023-04-14 12:56:46	
	PST37073159034297	test name	37073 null	closed	2023-04-14 12:55:21	Rep
	PST38923152575866	new test.	38923 null	closed	2023-04-08 07:09:37	
	PST25370153480770	test ticket	25370 null	closed	2023-04-06 10:28:59	
	PST37073150000237	testing file upload	37073 null	closed	2023-03-30 02:18:35	
	P\$T37073150052810	Kundan is Very Bad Hacker with photo	37073	closed	2023-03-30 01:03:13	



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Hi, Ananta	REPORTS						
	Filter By Status	~	Active			~	Submit
	TICKET ID	TITLE		CLIENT	STATUS	CREATED ON	ACTION
Stopping PayBitoPro	P5T37054152408055	Support Test		37054 Md Shamshir Ahmad	active	2023-05-12 10:23:12	
Dashboard	P5T37074155000615	test		37074 Ananta Kumar singh	active	2023-05-12 04:03:21	
Closed Ticket	PST37074153005356	Testing the create a ticket		37074 Arianta Kumar singh	active	2023-05-12-03:37:34	
Moderator	PST24700156356823	Test		24700 Vishal Sharma	active	2023-05-12 01:52:37	
Request Ticket Close	P5T37054156456473	Support Test		37054 Md Shamshir Ahmad	active	2023-05-11 10:44:55	
	P5T24700153753379	Test		24700 Vishal Sharma	active	2023-05-11 01:53:40	
	P5T38923158747391	Test Arnab		38923 Arnab Kumar Banerjee	active	2023-05-11 12:20:49	
	P5T37054151753416	Support Test		37054 Md Shamshir Ahmad	active	2023-05-10 10:40:39	
	P\$T37074156504072	ticket		37074 Ananta Kumar singh	active	2023-05-10 05:43:56	
	PST24700150409340	Test		24700 Vishal Sharma	active	2023-05-10 05:19:54	

Filter by ratings -The admin can select 'filter by ratings' option and enter the ratings of the user for search by click on submit button.

← → (C 🔒 support.paybito.com/admin/reports					ピュ	
	Hi, Ananta Superadmin	REPORTS			♥ Submit		
	Y PayBitoPro	TICKET ID TITLE PST37074155377805 Testing create ticket for user	CLIENT 37074	STATUS active	CREATED ON 2023-04-11 09:35:49	ACTION	
	Dashboard Closed Ticket Reports	Previous Next	TRULL		Showing 1 t	to 10 of 1 entries	

Filter by duration-The admin can select 'filter by duration' option and entry the form date and to date for search the user by click on submit button.



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O localhost:3000/admin/reports						Q 🖻 🛊
Hi, Ananta	REPORTS					
	Filter By Duration	✓ From Date 08/05/2023	To Date	15/05/2023		Submit
DevDiteDre	TICKET ID TITL	E	CLIENT	STATUS	CREATED ON	ACTION
	PST37054152408055 Supp	ort Test	37054 Md Shamshir Ahmad	active	2023-05-12 10:23:12	
Dashboard Closed Ticket	PST37074155000615 test		37074 Ananta Kumar singh	active	2023-05-12 04:03:21	
Reports	PST37074153005356 Testi	ng the create a ticket	37074 Ananta Kumar singh	active	2023-05-12 03:37:34	
Moderator Request Ticket Close	P5T24700156356823 Test		24700 Vishal Sharma	active	2023-05-12 01:52:37	
Lagout	P5T37054156456473 Supp	ort Test	37054 Md Shamshir Ahmad	active	2023-05-11 10:44:55	
	PST24700153753379 Test		24700 Vishal Sharma	active	2023-05-11 01:53:40	
	PST38923158747391 Test	Vmab	38923 Arnab Kumar Banerjee	active	2023-05-11 12:20:49	
	PST37054151753416 Supp	ort Test	37054 Md Shamshir Ahmad	active	2023-05-10 10:40:39	
	PST37074156504072 ticke		37074 Ananta Kumar singh	active	2023-05-10 05:43:56	
	PST24700150409340 Test		24700 Vishal Sharma	active	2023-05-10 05:19:54	
	Previous 2 Next					Showing 1 to 10 of 14 entr

Request Ticket Close

In closed ticket modules ,The user can see Closed Ticket lists with headings of ID,TICKET ID, CLIENT, EMAIL, REQUEST, NOTIFY. If the user have more than 10 Request ticket close then user can see 10 Request ticket close in dashboard, If the user wants to see more tickets than using Pagination see the more Request ticket close.



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Hi, Ananta superadmin	REQUEST CLOSE	D TICKET LIST	Request all user to close ticket	Search		searc
	ID	TICKET ID	CLIENT	EMAIL	REQUEST	NOTIFY
► PayBitoPro	2648	PST37054152408055	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	Notify
Dashboard	2647	PST37074155000615	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	Rotify
Closed Ticket	2646	PST37074153005356	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	Notify
Moderator	2645	PST24700156356823	24700 Vishal Sharma	vishal@hashcashconsultants.com	No	Notify
Request Ticket Close	2644	PST37054156456473	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	Notify
	2643	PST24700153753379	24700 Vishal Sharma	vishal@hashcashconsultants.com	No	A Notify
	2642	PST38923158747391	38923 Arnab Kumar Banerjee	arnabbanerjee+60@hashcashconsultants.com	No	Notify
	2641	PST37054151753416	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	Notify
	2640	PST37074156504072	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	Notify
	2639	PST24700150409340	24700 Vichal Sharma	vishal@hashcashconsultants.com	No	A Notify

The admin can notify the owner of ticket to close the ticket as a request. The popup modal open when the admin click on notify button with confirmation message with please confirm request to close the ticket, after click on confirm the mail sent to the owner of ticket.

Hi, Ananta SUPERADMIN	REQUEST CLOSE	D TICKET LIST	Request all user to close ticket	Search		search
	ID	TICKET ID	CLIENT	EMAIL	REQUEST	NOTIFY
😽 PayBitoPro	2648	PST37054152408055	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	Rotify
Dashboard	2647	PST37074155000615	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	Rotify
Closed Ticket	2646			ananta@hashcashconsultants.com	No	Rotify
Reports Moderator	2645		(!)	vishal@hashcashconsultants.com	No	A Notify
Request Ticket Close	2644	Ar	e vou sure?	shamshir@hashcashconsultants.com	No	A Notify
Logout	2643	Please confir	m request to close the ticket	vishal@hashcashconsultants.com	No	Rotify
	2642	co	Cancel	arnabbanerjee+60@hashcashconsultants.com	No	A Notify

After successful sending the ticket popup opened with message Ticket closing request closing successfully.



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	REQUEST CLOSE	D TICKET LIST	Request all user to close ticke	t		search
	ID	TICKET ID	CLIENT	EMAIL	REQUEST	NOTIFY
😽 PayBitoPro	2648	PST37054152408055	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	Notify
Dashboard	2647	PST37074155000615	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	Notify
Closed Ticket	2646			ananta@hashcashconsultants.com	No	Rotify
Reports Moderator	2645		\checkmark	vishal@hashcashconsultants.com	No	Rotify
Request Ticket Close	2644	Reques	st Ticket Close!	shamshir@hashcashconsultants.com	No	Rotify
oBaar	2643	Ticket closin	g request sent successfully	vishal@hashcashconsultants.com	No	A Notify

The admin can sent an email request to all the user to close the ticket at a time by clicking on the Request all user to close ticket button. After click on button the popup open with confirmation message with please confirm request all user to close the ticket and after click on confirm button email send to all the user.

REQUEST CLOSED TICKET LIST		Request all user to clos	se ticket	Search		search
← → C ■ support,paybito.com/admin/request-closed-ticket UI Appento						약 년 ☆ 🛛 🔕
SUPERADMIN	REQUEST CLOSE	D TICKET LIST	Request all user to close ticket	Search		search
	ID	TICKET ID	CLIENT	EMAIL	REQUEST	NOTIFY
😽 PayBitoPro	2648	PST37054152408055	37054 Md Shamshir Ahmad	shamshir@hashcashconsultants.com	No	A Notify
Dashboard	2647	PST37074155000615	37074 Ananta Kumar singh	ananta@hashcashconsultants.com	No	A Notify
Closed Ticket	2646			ananta@hashcashconsultants.com	No	A Notify
Reports Moderator	2645		(!)	vishal@hashcashconsultants.com	No	A Notify
Request Ticket Close	2644	Are	you sure?	shamshir@hashcashconsultants.com	No	Rotify
Logout	2643	Please confirm req	uest all user to close the ticket	vishal@hashcashconsultants.com	No	A Notify
	2642	con	firm Cancel	arnabbanerjee+60@hashcashconsultants.com	No	Notify
	2641	PST37054151753416	37054	shamshir@hashcashconsultants.com	No	A Notify

Moderator



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Here in moderator module user can see the Moderator list with ID, NAME, EMAIL, USERTYPE, STATUS, and ACTION.

Hi, Ananta Singh SUPERADMIN	MODERATOR	LIST				ADD USER
0.00	ID	NAME	EMAIL	USERTYPE	STATUS	ACTION
D. DU D.	18	amit	amit+110@hashcashconsultants.com	moderator	active	EDIT DELETE
S PayBitoPro	17	uygfygv hgujgb	ggg@gmail.com	moderator	active	EDIT
Dashboard	16	Anananta singh	Ananta+1212@mail.com	moderator	active	EDIT DELETE
Closed Ticket	15	Ananta singh	ananta@testpaybito.com	moderator	active	EDIT DELETE
Reports	14	Ananta Kumar singh	ananta+123@paybito.com	moderator	active	EDIT
Request Ticket Close	13	Saroj Upadhay	deb+121212@gmail.com	moderator	active	EDIT DELETE
Logout	12	Debasish Mishra	ananta@123.com	moderator	inactive	EDIT
	9	Ananta kumar singh	ananta+123@gmail.com	moderator	active	EDIT
	6	Shamshir	shamshir@hashcashconsultants.com	moderator	active	EDIT
	5	Arriab	arnabbanerjee@hashcashconsultants.com	moderator	active	EDIT

Add user – Here Admin can add to user as a moderator by clicking on ADDUSER button with four fields such as: Full name, email address, password, and select role.

Validation for Full Name, email address and password Full name - Name field only accepts letters and space must be 2 to 25 characters.

Email address- @.com and other extensions & maximum 40 characters, (+) sign. Password: The password should be of minimum 8, maximum 35 characters and must contain at least one uppercase, one lowercase, a number and a special character (only \$@! are allowed in special characters).

	MODERATOR L	IST					ADD USER
	ID	NAME		EMAIL	USERTYPE	STATUS	ACTION
	18	amit		amit+110@hashcashconsultants.com	moderator	active	
📉 PayBitoPro 👘 👘	17	uygfygv hgujgb		ggg@gmail.com	moderator	active	
Dashboard	16	Anananta singh		Ananta+1212@mail.com	moderator	active	
Closed Ticket	15	Ananta singh A[D USER		moderator	active	
Reports	24	Ananta Kuma	Full Name		moderator	active	
Request Ticket Close	- 13	Saroj Upadha			moderator	active	
	12	Debasish Mist	Email Address		moderator	inactive	
	9	Ananta kuma	Password		moderator	active	
	6	Shamshir			moderator	active	
	5	Amab	Select a role	• m	moderator	active	
	Previous	2 Next		Close ADD NEW USER			Showing 1 to 10 of 12 entri



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Edit moderators

Admin can Edit the existing user with 3 fields- change name, change email address, change status and update button.

Validation for name - Name field only accepts letter, space, must be 2 to 25 characters. Change status- active, inactive

	MODERATOR	LIST				ADD USER
	ID	NAME	EMAIL	USERTYPE	STATUS	ACTION
<u>.</u>	18	amit	amit+110@hashcashconsultants.com	moderator	active	
💐 PayBitoPro	17	uygfygv hgujgb	ggg@gmail.com	moderator	active	
Dashboard	16	Anananta singh	Ananta+1212@mail.com	moderator	active	
Closed Ticket	15	Ananta singh EDIT D	TAILS	moderator	active	
Reports	14	Ananta Kuma		moderator	active	
Request Ticket Close	13	Saroj Upadha	e Name	moderator	active	
	12	Debasish Misi Chang	e Email Address	moderator	inactive	
	9	Ananta kuma amit	+110@hashcashconsultants.com	moderator	active	
	6	Shamshir	e Status	moderator	active	
	5	Arnab	e •	moderator	active	
	Previous	2 Next	Close Update			Showing 1 to 10 of 12 entri

Delete user

Admin users can delete the user from the moderator list.

	MODERATOR	LIST				ADD USER
	ю	NAME	EMAIL	USERTYPE	STATUS	ACTION
	18	amit	amit+110g/hashcashconsultants.com	moderator	active	
😋 PayBitoPro	17	uygfygu hguigb	ggg@gmail.com	moderator	active	
Dashboard	16	Anananta singh	Ananta+1212@mail.com	moderator	active	
Closed Ticket	15	Ananta singh	ananta@testpaybito.com	moderator	active	
Reports	14	Ananta Kum		moderator	active	
Request Ticket Close	9	Arianta kumi		moderator	active	
Moderators	6	Shamahir	· ·	moderator	active	
anguru.	5	Arnab	Are you sure?	moderator	active	
	4	Vishat	Please confirm to delete User	moderator	active	
	3	Dil	confirm Cancel	moderator	active	
	Previous	Next				Showing 1 to 10 of 10

Search Box

There is a search box in opened ticket list and closed ticket list on the top right corner. Here user can search a ticket by ticket id and ticket title by clicking search button.



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support.paybito.com/search/query=PS137074153451	438			6 A
Hi Ananta Kumar singh Userl	SEARCH TICKET LIST	P	5T37074153451438	search
	TICKET ID TITLE	CLIENT	CREATED ON	ACTION
Y PayBitoPro	PST37074153451438 Final test	37074 Ananta Kumar singh	2023-04-19 04:30:15	Reply

Logout

User can logout from PayBitoPro Support user by clicking on logout button



contactus@paybito.com

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\rightarrow C	support.paybito.com/admin
	Hi, Ananta SUPERADMIN
	Y PayBitoPro
	Dashboard
-	Closed Ticket
	Reports
-	Moderator
	Request Ticket Close
	Logout



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