

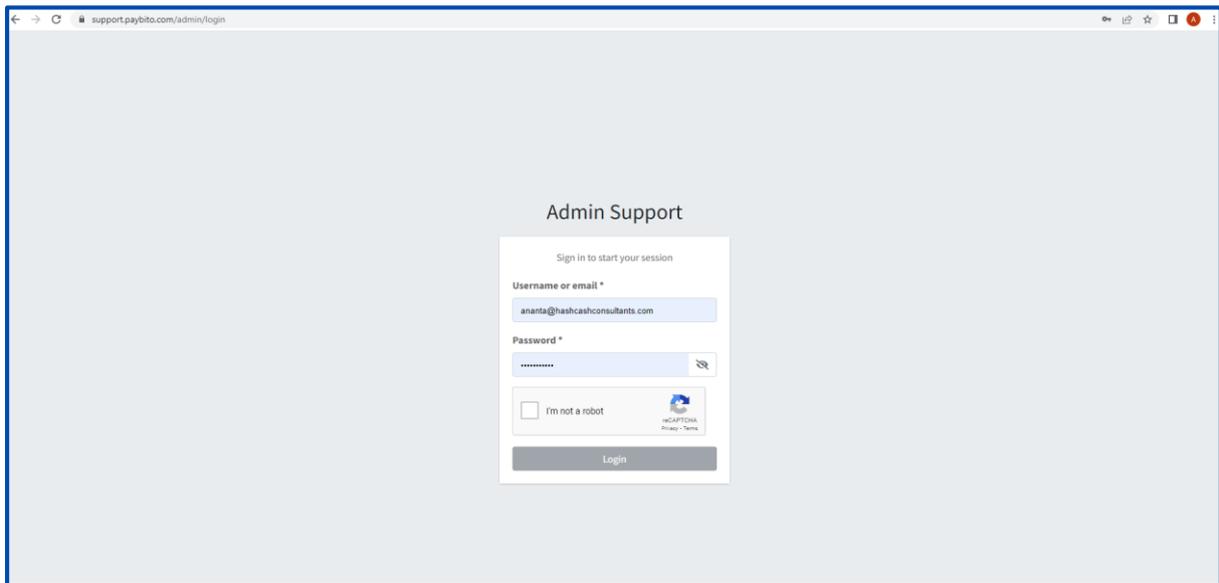
PAYBITOPRO SUPPORT ADMIN MANUAL



PAYBITOPRO SUPPORT ADMIN MANUAL

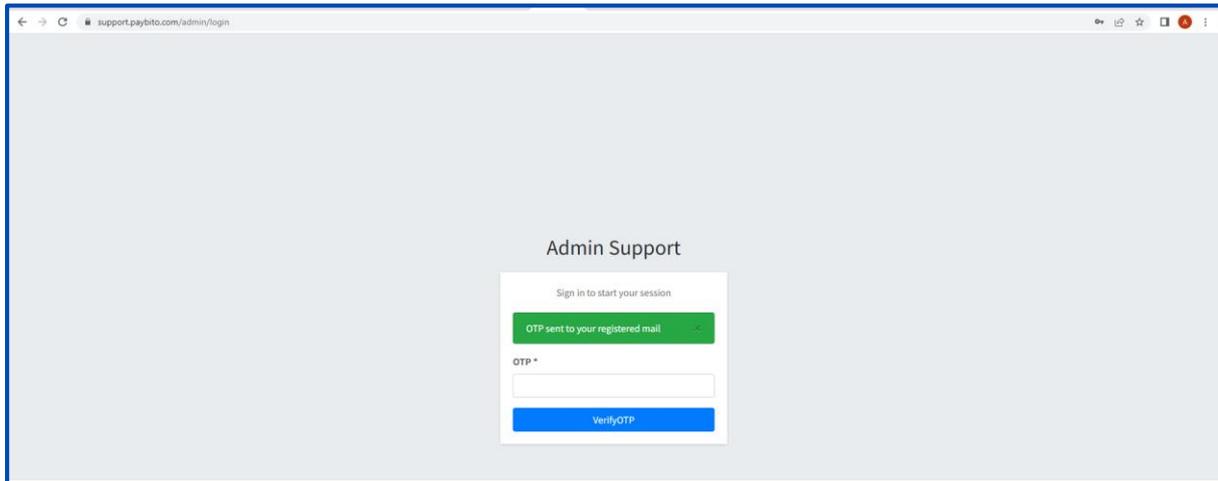
Login Form

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.

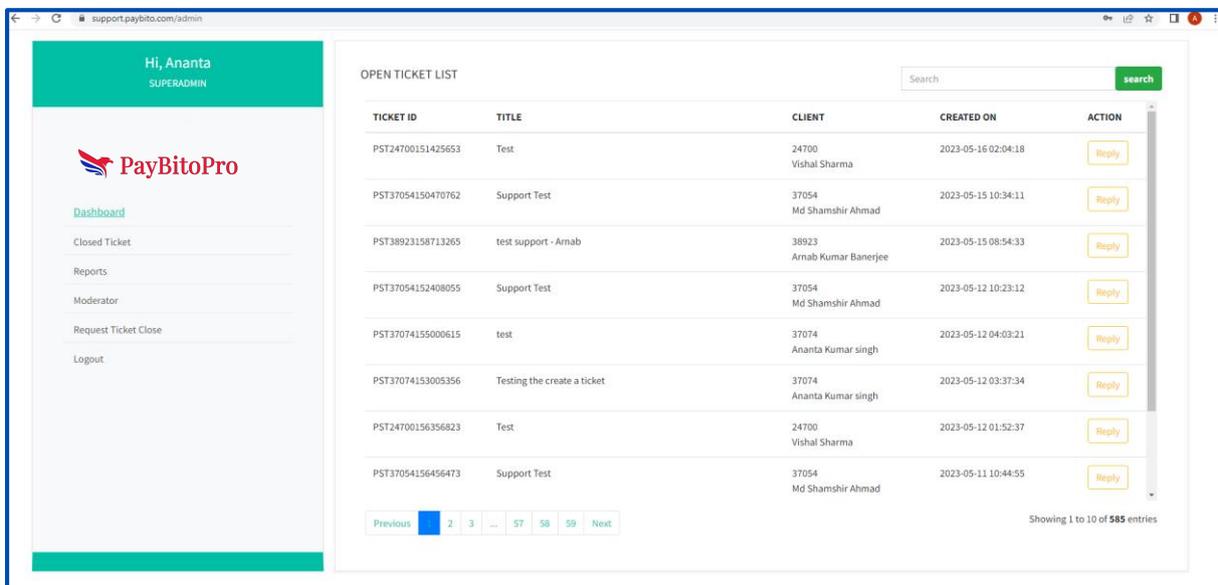
A screenshot of a web browser showing the login page for PayBitoPro Admin Support. The browser's address bar displays 'support.paybitopro.com/admin/login'. The page has a light gray background with the text 'Admin Support' centered. Below this, there is a white login form with the heading 'Sign in to start your session'. The form contains three input fields: 'Username or email *' with the value 'ananta@hashcashconsultants.com', 'Password *' with masked characters, and a CAPTCHA field with the text 'I'm not a robot' and a CAPTCHA image. A 'Login' button is located at the bottom of the form.

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.



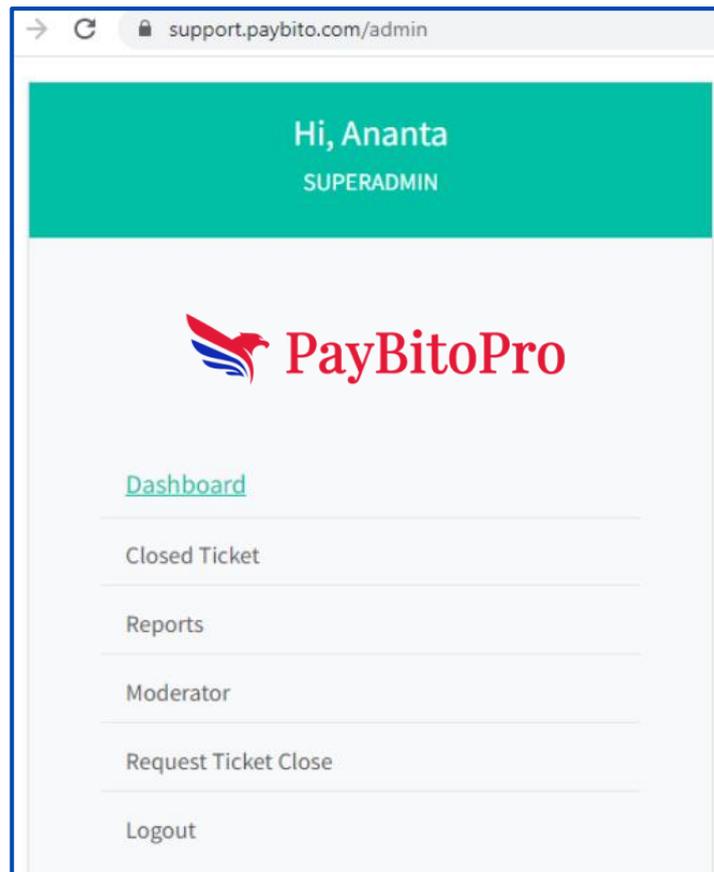


After successful login the below (Admin Dashboard) screen will come.



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



TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
PST24700151425653	Test	24700 Vishal Sharma	2023-05-16 02:04:18	Reply
PST37054150470762	Support Test	37054 Md Shamshir Ahmad	2023-05-15 10:34:11	Reply
PST38923158713265	test support - Arnab	38923 Arnab Kumar Banerjee	2023-05-15 08:54:33	Reply
PST37054152408055	Support Test	37054 Md Shamshir Ahmad	2023-05-12 10:23:12	Reply
PST37074155000615	test	37074 Ananta Kumar singh	2023-05-12 04:03:21	Reply
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

Showing 1 to 10 of 585 entries

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.



TICKET ID	TITLE	CLIENT	CREATED ON	ACTION
PST36336153549394	ll	36336 Amit Kr ccct	2023-04-19 08:49:42	Reply
PST36336150339057	Test Ticket 04/19/2023	36336 Amit Kr ccct	2023-04-19 08:00:20	Reply
PST37074153451438	Final test	37074 Ananta Kumar singh	2023-04-19 04:30:15	Reply
PST37054156965872	Support Test	37054 Md Shamshir Ahmad	2023-04-17 10:36:05	Reply
PST37073155104790	test name 2	37073 anurag pandey	2023-04-14 12:56:46	Reply
PST37073159034297	test name	37073 null	2023-04-14 12:55:21	Reply
PST38923152575866	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 null	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.

#PST37054150470762

Support Test

Client: Md Shamshir Ahmad Created on: 2023-05-15 10:34:11 Status: Active

Md Shamshir Ahmad 2023-05-15 10:34:11

Test

Check Attachment

Concern/Query:

Attachment (if any):

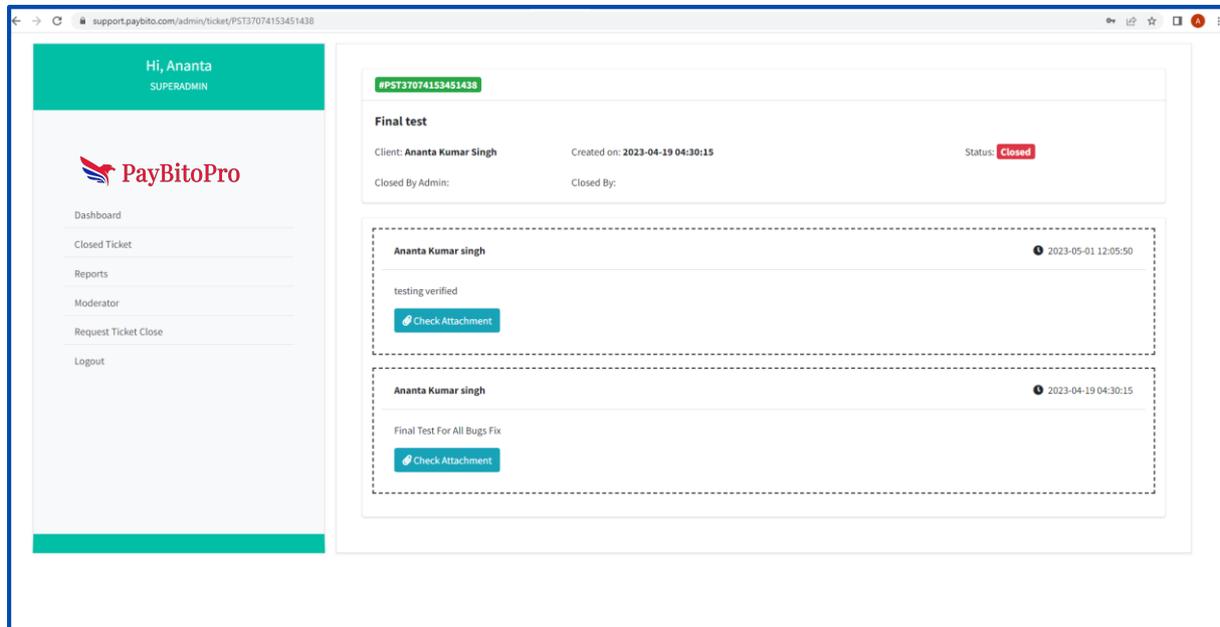
Choose File No file chosen

Reply Ticket

CLOSE TICKET

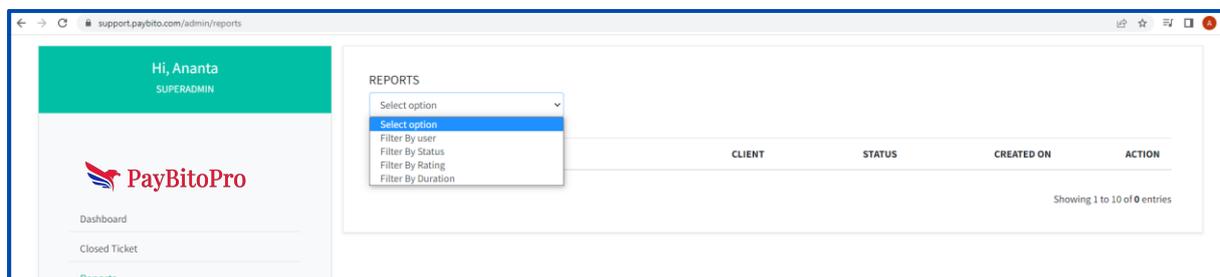


(If the ticket status closed already then reply and CLOSE TICKET buttons are not showing)



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.



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: 38923

TICKET ID	TITLE	CLIENT	STATUS	CREATED ON	ACTION
PST38923158747391	Test Annab	38923 Annab Kumar Banerjee	active	2023-05-11 12:20:49	Reply
PST3892315828806	Test Support	38923 Annab Kumar Banerjee	active	2023-04-30 06:16:07	Reply
PST38923156525737	test Annab	38923 Annab Kumar Banerjee	active	2023-04-22 05:02:02	Reply
PST38923152817318	Test - Annab Support	38923 Annab Kumar Banerjee	active	2023-04-20 08:20:09	Reply
PST38923152575866	new test	38923 null	closed	2023-04-08 07:09:37	Reply

Showing 1 to 10 of 5 entries

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

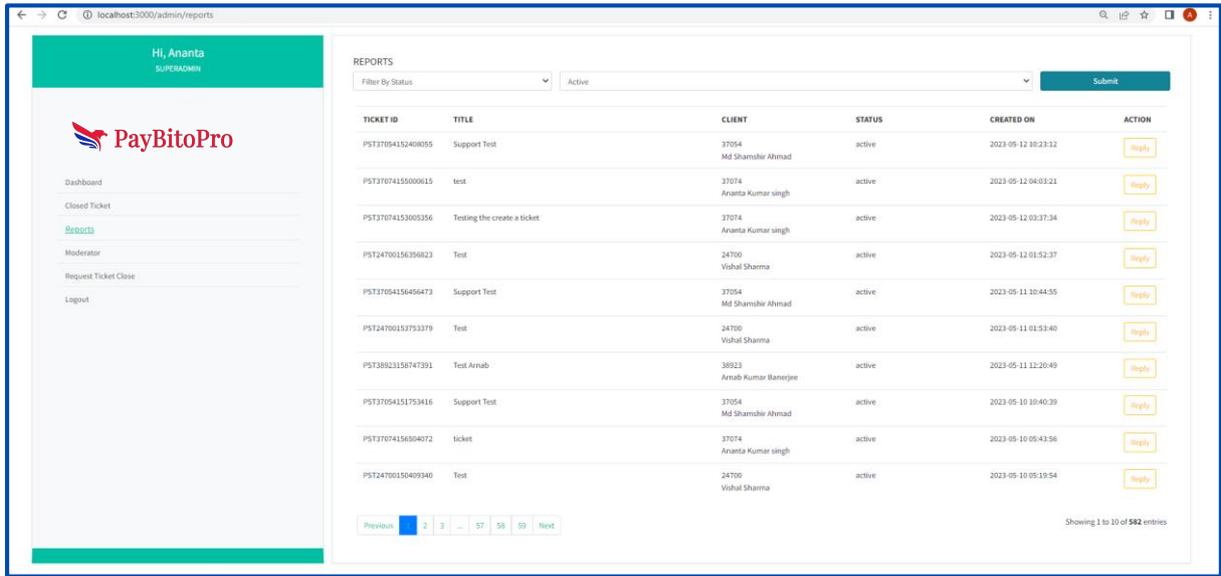
REPORTS

Filter By Status: Closed

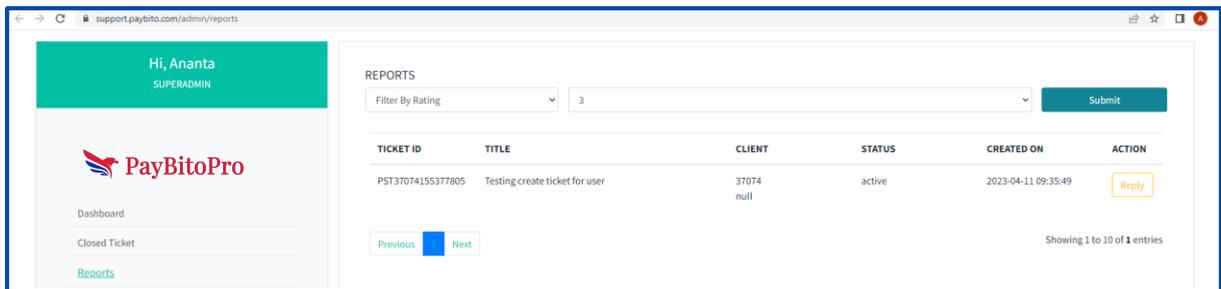
TICKET ID	TITLE	CLIENT	STATUS	CREATED ON	ACTION
PST3633615349394	ll	36336 Amit Kr ccct	closed	2023-04-19 08:49:42	Reply
PST36336150339057	Test Ticket 04/19/2023	36336 Amit Kr ccct	closed	2023-04-19 08:00:20	Reply
PST37074153451438	Final test	37074 Ananta Kumar singh	closed	2023-04-19 04:30:15	Reply
PST37054158965872	Support Test	37054 Md Shamsbir Ahmad	closed	2023-04-17 10:36:05	Reply
PST37071155104790	test name 2	37073 anurag pandey	closed	2023-04-14 12:56:46	Reply
PST37071159034207	test name	37073 null	closed	2023-04-14 12:55:21	Reply
PST38923152575866	new test	38923 null	closed	2023-04-08 07:09:37	Reply
PST25370153480770	test ticket	25370 null	closed	2023-04-06 10:28:59	Reply
PST37071150000237	testing file upload	37073 null	closed	2023-03-30 02:18:35	Reply
PST37071150052810	Kundan is Very Bad Hacker with photo	37073 null	closed	2023-03-30 01:03:13	Reply

Showing 1 to 10 of 29 entries





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.



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.



Hi, Ananta
SUPERADMIN

REPORTS

Filter By Duration: From: 08/05/2023 To: 15/05/2023 [Submit]

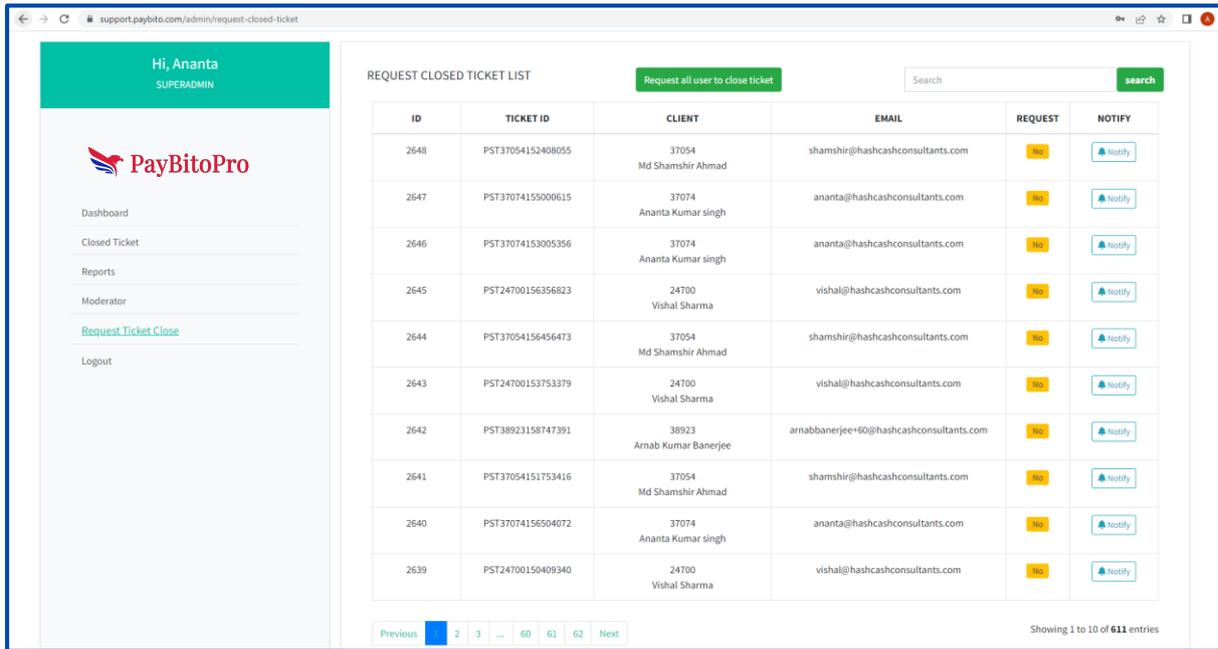
TICKET ID	TITLE	CLIENT	STATUS	CREATED ON	ACTION
PST37054152408055	Support Test	37054 Md Shamsbir Ahmad	active	2023-05-12 10:23:12	[Reply]
PST37074155000615	test	37074 Ananta Kumar singh	active	2023-05-12 04:03:21	[Reply]
PST37074153905356	Testing the create a ticket	37074 Ananta Kumar singh	active	2023-05-12 03:37:34	[Reply]
PST24700156356823	Test	24700 Vishal Sharma	active	2023-05-12 01:52:37	[Reply]
PST370541564056473	Support Test	37054 Md Shamsbir Ahmad	active	2023-05-11 10:44:55	[Reply]
PST247001553753379	Test	24700 Vishal Sharma	active	2023-05-11 01:53:40	[Reply]
PST38923158747391	Test Arnab	38923 Arnab Kumar Banerjee	active	2023-05-11 12:20:49	[Reply]
PST37054151703416	Support Test	37054 Md Shamsbir Ahmad	active	2023-05-10 10:40:39	[Reply]
PST37074156504072	ticket	37074 Ananta Kumar singh	active	2023-05-10 05:43:56	[Reply]
PST24700150409340	Test	24700 Vishal Sharma	active	2023-05-10 05:19:54	[Reply]

Showing 1 to 10 of 14 entries

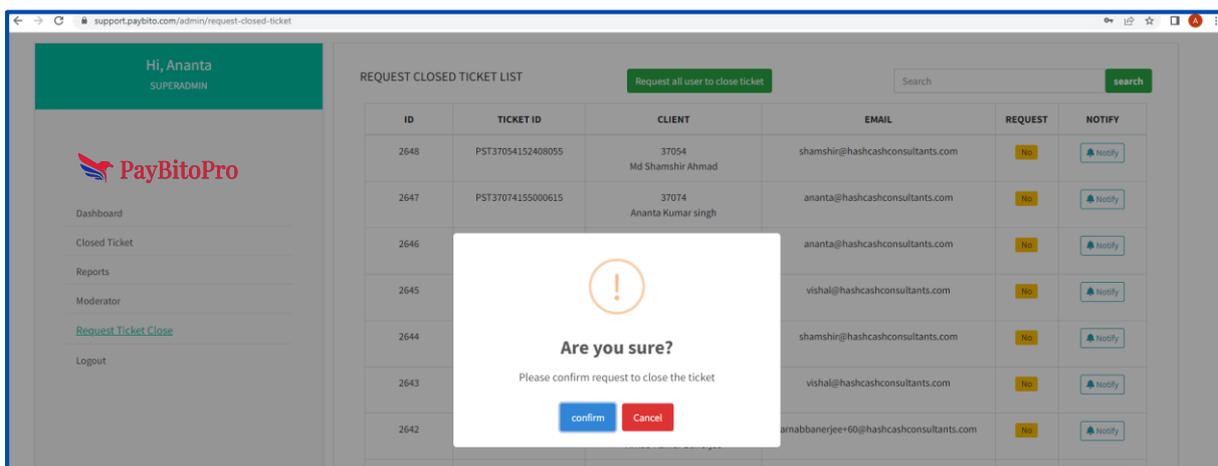
Request Ticket Close

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.



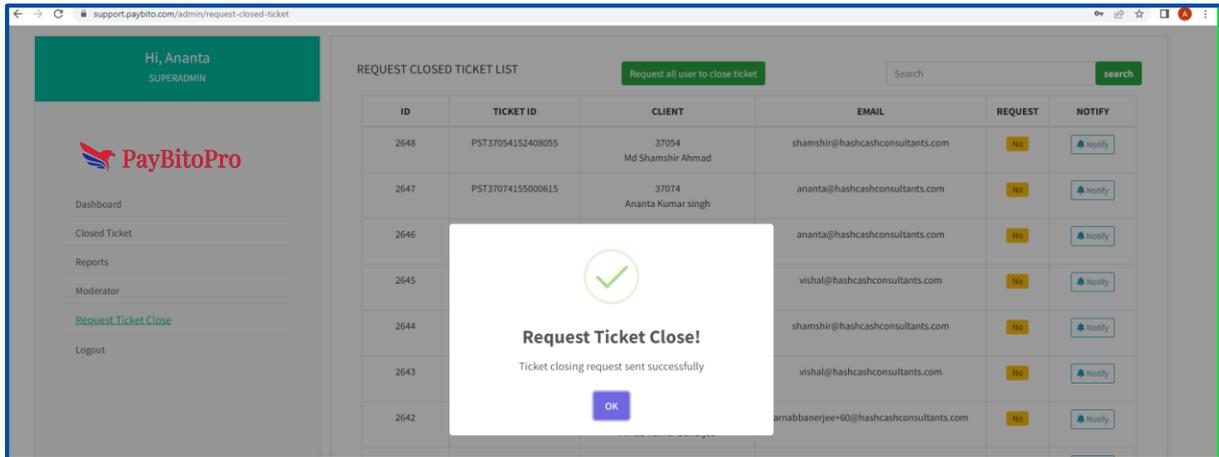


The admin can notify the owner of ticket to close the ticket as a request. The popup modal open when the admin click on notify button with confirmation message with please confirm request to close the ticket, after click on confirm the mail sent to the owner of ticket.

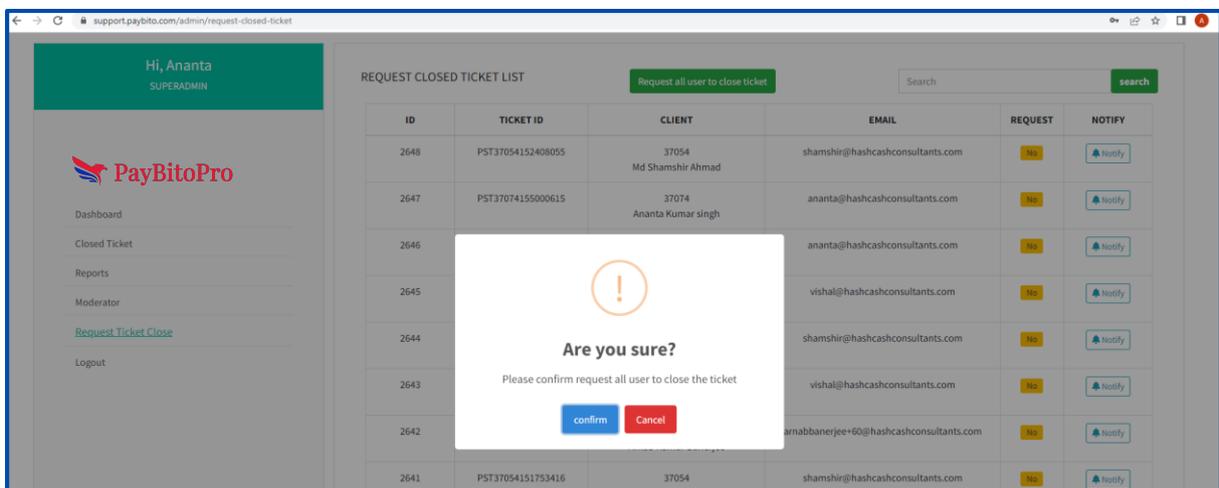
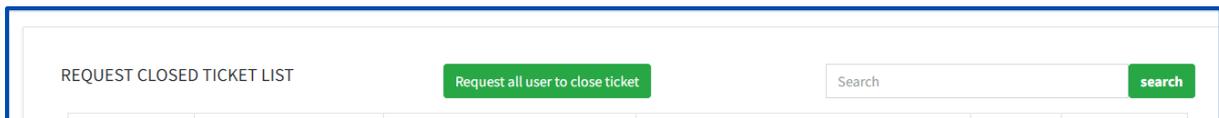


After successful sending the ticket popup opened with message Ticket closing request closing successfully.





The admin can send 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 opens with a confirmation message with please confirm request all user to close the ticket and after click on confirm button email is sent to all the user.



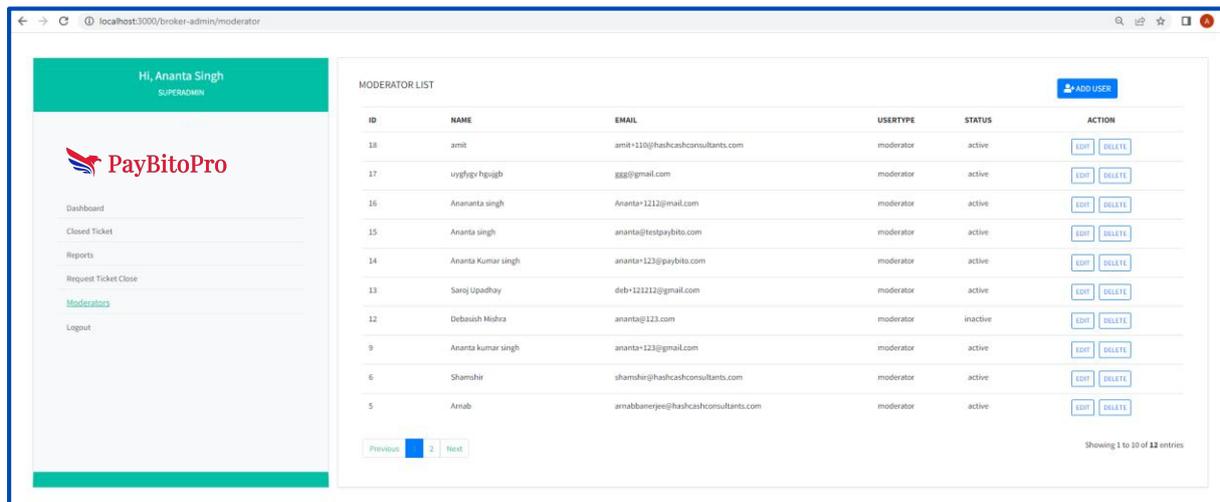
Moderator



www.paybitopro.com

contactus@paybitopro.com

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



ID	NAME	EMAIL	USERTYPE	STATUS	ACTION
18	amit	amit+110@hashcashconsultants.com	moderator	active	EDIT DELETE
17	vyyfgyv hpijgb	888@gmail.com	moderator	active	EDIT DELETE
16	Anananta singh	Ananta+1212@gmail.com	moderator	active	EDIT DELETE
15	Ananta singh	ananta@testpaybito.com	moderator	active	EDIT DELETE
14	Ananta Kumar singh	ananta+123@paybito.com	moderator	active	EDIT DELETE
13	Saraj Upadhyay	dsb+121212@gmail.com	moderator	active	EDIT DELETE
12	Debasish Mishra	ananta@123.com	moderator	inactive	EDIT DELETE
9	Ananta kumar singh	ananta+123@gmail.com	moderator	active	EDIT DELETE
6	Shamsher	shamsher@hashcashconsultants.com	moderator	active	EDIT DELETE
5	Arnab	arnabbanerjee@hashcashconsultants.com	moderator	active	EDIT DELETE

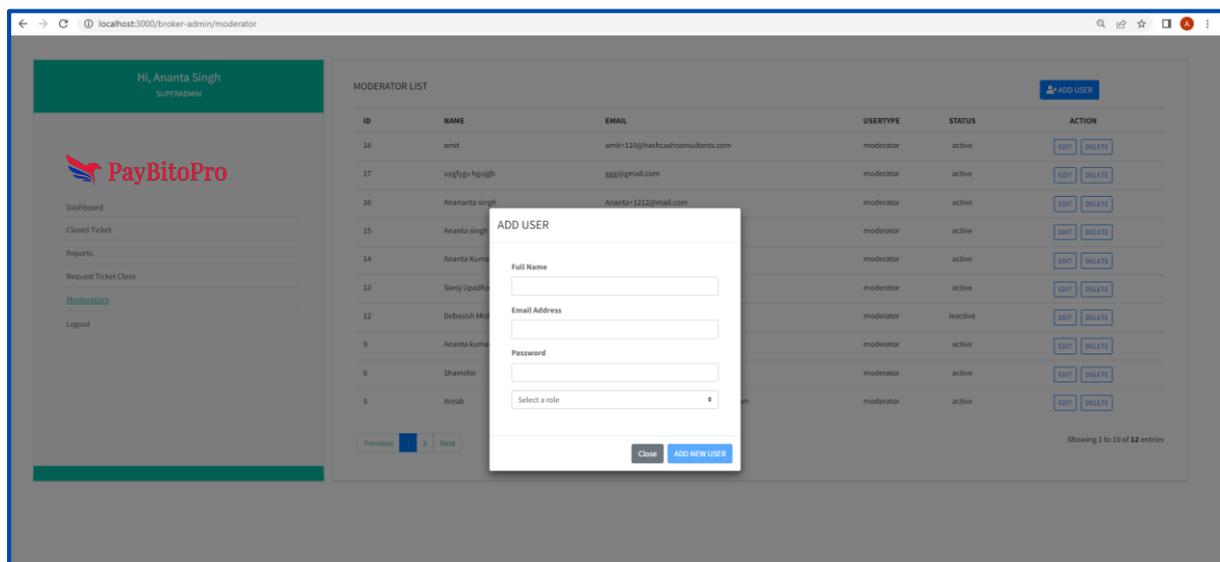
Add user – Here Admin can add to user as a moderator by clicking on ADDUSER button with four fields such as: Full name, email address, password, and select role.

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).



ID	NAME	EMAIL	USERTYPE	STATUS	ACTION
18	amit	amit+110@hashcashconsultants.com	moderator	active	EDIT DELETE
17	vyyfgyv hpijgb	888@gmail.com	moderator	active	EDIT DELETE
16	Anananta singh	Ananta+1212@gmail.com	moderator	active	EDIT DELETE
15	Ananta singh	ananta@testpaybito.com	moderator	active	EDIT DELETE
14	Ananta Kumar singh	ananta+123@paybito.com	moderator	active	EDIT DELETE
13	Saraj Upadhyay	dsb+121212@gmail.com	moderator	active	EDIT DELETE
12	Debasish Mishra	ananta@123.com	moderator	inactive	EDIT DELETE
9	Ananta kumar singh	ananta+123@gmail.com	moderator	active	EDIT DELETE
6	Shamsher	shamsher@hashcashconsultants.com	moderator	active	EDIT DELETE
5	Arnab	arnabbanerjee@hashcashconsultants.com	moderator	active	EDIT DELETE

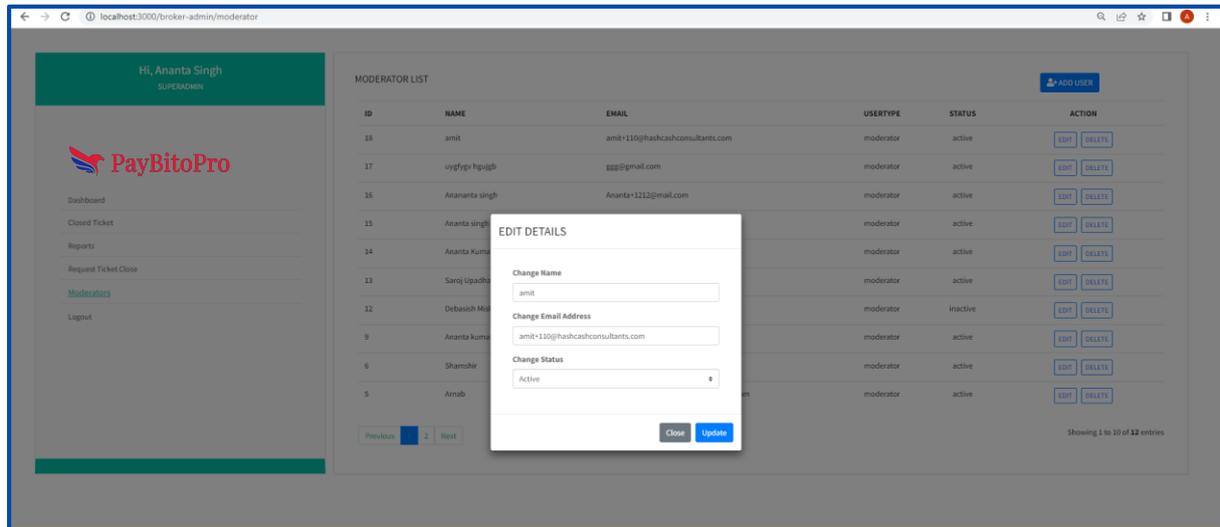


Edit moderators

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

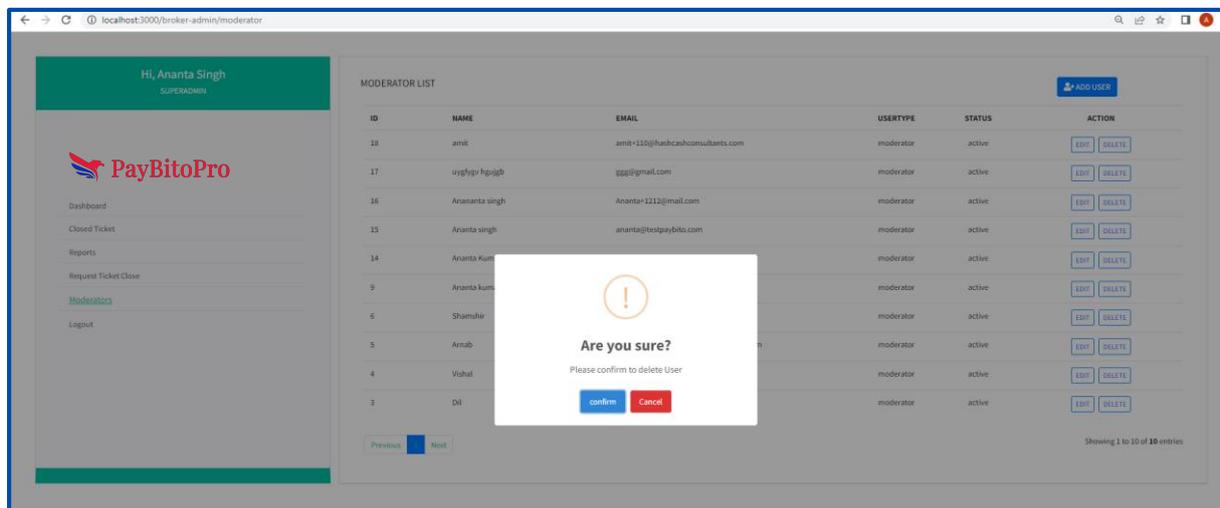
Validation for name - Name field only accepts letter, space, must be 2 to 25 characters.

Change status- active, inactive



Delete user

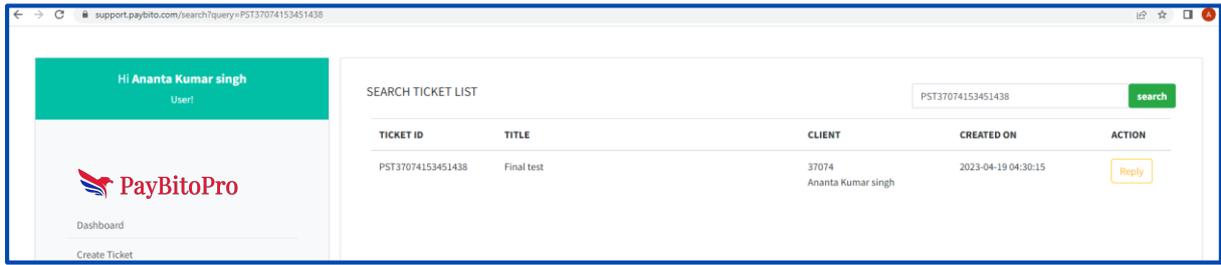
Admin users can delete the user from the moderator list.



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.





Logout

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



