Yo!Coach

Admin User Manual

(Version 3)

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Star (*) marked fields are compulsory and can't be left blank.

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Star (*) marked fields are compulsory and can't be left blank.

1. Admin Login

On the Yo!Coach welcome screen, enter your username and password to log into your admin profile.
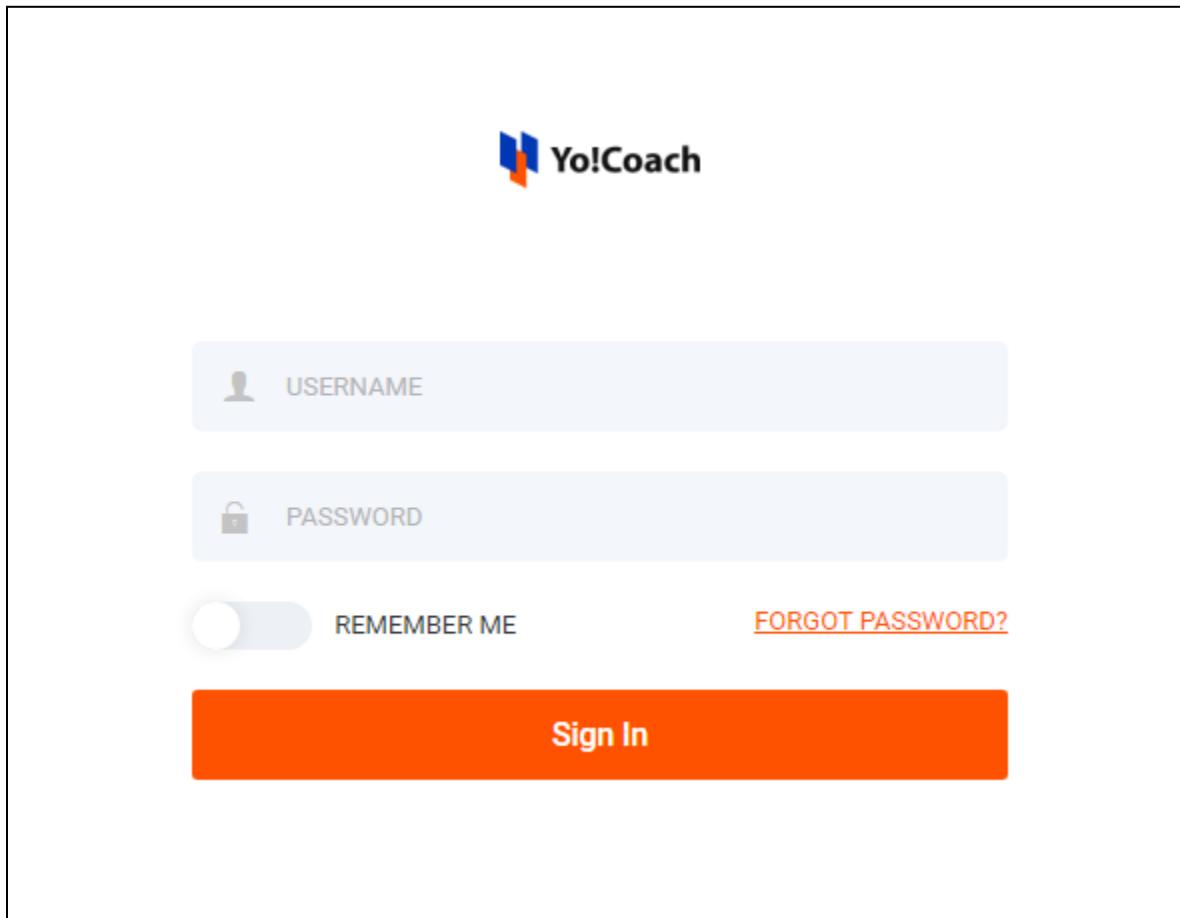
Select **Stay Logged In** ⬤ provided here to stay logged into the system until you log out on your own.

Star (*) marked fields are compulsory and can't be left blank.

In case you can not recall your profile password, there is a provision to reset your password through your registered email address. Click on **Forgot Password** anchor text to open the **Forgot Your Password?** form.

Enter the registered email address in the provided field and click on **Send Reset Password Email** to submit. An email is sent to you on your registered email address. Follow the link provided in the email to reset your password.

Star (*) marked fields are compulsory and can't be left blank.

2. Dashboard

Once you have logged in, you are redirected to the **Dashboard**, which is the default landing page for the admin panel. The dashboard includes several sections, such as, Revenue stats, Users and Lessons stats.
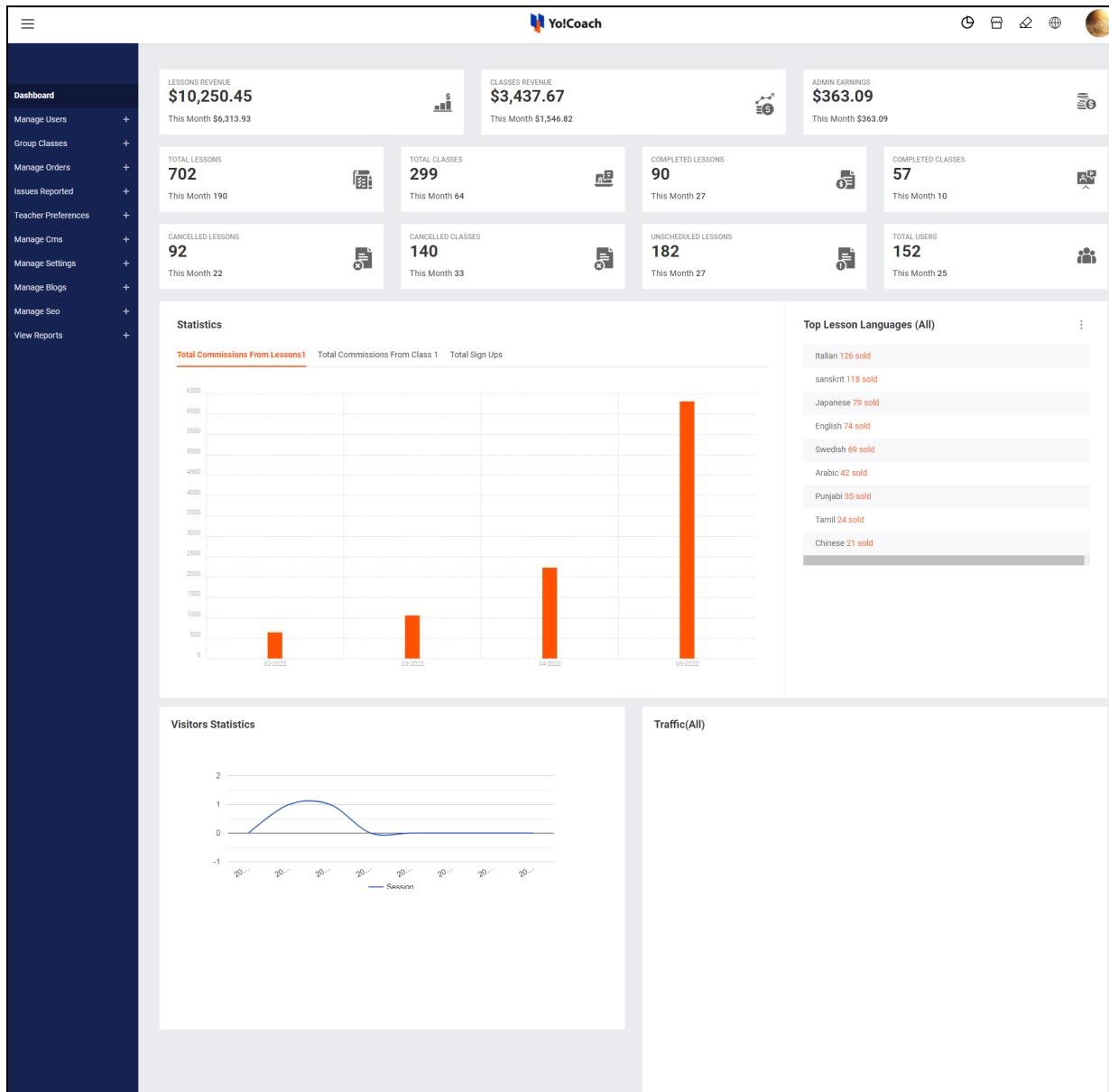
Star (*) marked fields are compulsory and can't be left blank.

2.1 Top Navigation Bar

The top navigation bar displays a number of labels to perform certain system functionalities. The below stated labels are static throughout the admin panel:

i. Regenerate Stats 🕐 : Click to refresh the **Dashboard** page and re-generate the latest statistics.

ii. View Portal 🏠 : Click to open the Yo!Coach front-end in a new window.

iii. Clear Cache ✎ : Clear the server cache as and when required using this button. It is recommended to clear the cache whenever changes/additions are made pertaining to language labels and slide or banner images displayed on CMS/landing pages.

iv. Language 🌐 : Hover over the language icon button and select the system default language.

v. Profile: Hover over the profile picture icon to access the following options:

- **View Profile:** Click on **View Profile** to open **My Profile** page. This page displays your general details, such as, your username, email address, full name, time zone and profile picture. Update/Edit these details in the provided fields when required and click on **Save Changes** to update your profile.

Star (*) marked fields are compulsory and can't be left blank.
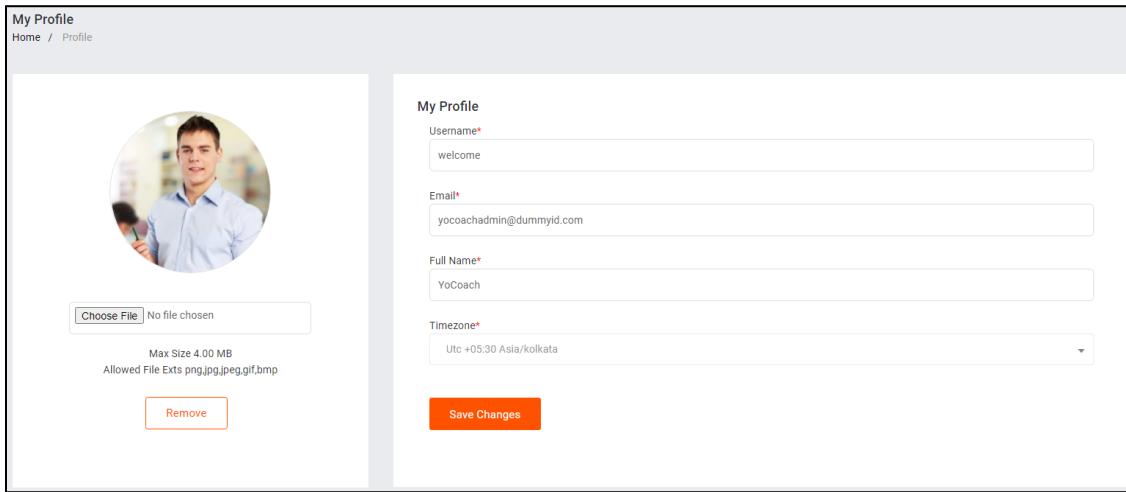
My Profile
Home / Profile

My Profile
Username*
welcome

Email*
yocoachadmin@dummyid.com

Full Name*
YoCoach

Timezone*
Utc +05:30 Asia/kolkata

Save Changes

Choose File No file chosen

Max Size 4.00 MB
Allowed File Exts png,jpg,jpeg,gif,bmp

Remove

● **Change Password:** Select **Change Password** and move to the **Change Password** page to update your account password through the following fields:
   ○ **Current Password*:** Enter your current profile password to verify.
   ○ **New Password*:** Enter the new password for your profile.
   ○ **Confirm New Password*:** Re-enter the new password to confirm.
   Click on **Change** to save the changes made.

Change Password
Home / Changepassword

Change Password

Current Password*
New Password*
Confirm New Password*

Change

● **Logout:** Click to log out of your user profile.

2.2 Left Navigation Bar

Click on the hamburger menu ▤ to display the left navigation bar with certain modules.

Star (*) marked fields are compulsory and can't be left blank.
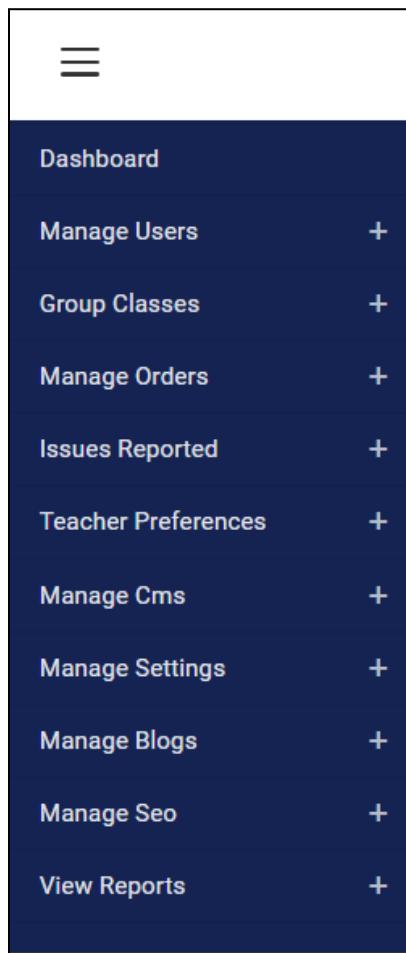
Access any module and its sub-modules using the expand icon button ![+] provided at the right of each module.

2.3 Quick Stats

View several sections displayed on the **Dashboard** to briefly observe the system reports and statistics.

Star (*) marked fields are compulsory and can't be left blank.

I. Summary Reports: Observe a quick summary of the sales data, such as, Lessons and Classes Revenue, Admin Earnings, Total Users, Total Lessons, Completed Lessons, Canceled Lessons and Unscheduled Lessons. They are explained in detail below:

LESSONS REVENUE	CLASSES REVENUE	ADMIN EARNINGS
$3,770.56	$1,854.27	$118.57
This Month $2,067.70	This Month $597.93	This Month $48.99

TOTAL LESSONS	TOTAL CLASSES	COMPLETED LESSONS	COMPLETED CLASSES
495	62	60	16
This Month 309	This Month 50	This Month 24	This Month 13

CANCELLED LESSONS	CANCELLED CLASSES	UNSCHEDULE LESSONS	TOTAL USERS
66	27	151	123
This Month 39	This Month 22	This Month 111	This Month 60

i. Lessons Revenue: View the total revenue generated through stand alone and subscription lessons. The revenue for the current month is also highlighted. Click on this section to open the Lesson Orders page to get a quick glance of the lesson orders received.

Only the paid lesson orders are taken into account while calculating the revenue generated from lessons.

Star (*) marked fields are compulsory and can't be left blank.

Lesson Orders
Home / Lessons

LESSON ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
152	O000087	Sahil Sharma	elonmusk	English	$45.00	$0.00	$45.00	Is Paid	Walletpay	2022-05-26 12:48:45	Unscheduled	👁
151	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
150	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
149	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
148	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
147	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
146	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
145	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
144	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁

ii. Classes Revenue: View the total revenue generated from standalone and package group classes. The revenue for the current month is also highlighted. Click on this section to open the **Classes Orders** page to get a quick glance of the group class orders received.

Only the paid group class orders are taken into account while calculating the revenue generated from group classes.

Star (*) marked fields are compulsory and can't be left blank.

Classes Orders
Home / Classes

CLASS ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
85	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
84	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
83	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
82	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
81	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
80	O000061	chhaya thakur	Dharminder Singh	Japanese	$20.00	$0.00	$20.00	Is Paid	Walletpay	2022-04-13 12:34:11	Scheduled	👁
79	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
78	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
77	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
76	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁

iii. Admin Earnings: The total of admin's earnings generated from the platform so far are displayed in this section. Admin's earnings are calculated by adding the commission on completed lessons and classes and penalties earned on order cancellations but deducting any discount coupons allowed on orders. The earnings for the current month are also highlighted. Click on this section to open the **Sales Report** page to observe the sales in detail.

Star (*) marked fields are compulsory and can't be left blank.

SRNO	DATE	GROSS SALES ⓘ	DISCOUNT ⓘ	NET SALES ⓘ
1	2022-05-26	$45.00	$0.00	$45.00
2	2022-05-25	$640.00	$30.00	$610.00
3	2022-05-24	$690.00	$0.00	$690.00
4	2022-05-23	$120.00	$30.00	$90.00
5	2022-05-19	$0.00	$0.00	$0.00
6	2022-05-05	$60.00	$0.00	$60.00
7	2022-04-27	$0.00	$0.00	$0.00
8	2022-04-15	$135.00	$0.00	$135.00
9	2022-04-13	$20.00	$0.00	$20.00
10	2022-04-12	$25.00	$0.00	$25.00
11	2022-04-08	$900.00	$0.00	$900.00
12	2022-04-07	$0.00	$0.00	$0.00
13	2022-03-30	$600.00	$0.00	$600.00
14	2022-03-29	$0.00	$0.00	$0.00

Sales Report
Home / Sales Report

Report Generated On %s   Regenerate

Search...

iv. Total Lessons: View the total number of lessons purchased by all the learners on the platform so far. Also observe the number of lessons created specifically in the current month. Click on this section to open the **Lesson Orders** page.

Star (*) marked fields are compulsory and can't be left blank.

Lesson Orders
Home / Lessons

Search... 🔍

LESSON ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
152	O000087	Sahil Sharma	elonmusk	English	$45.00	$0.00	$45.00	Is Paid	Walletpay	2022-05-26 12:48:45	Unscheduled	👁
151	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
150	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
149	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
148	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
147	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
146	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
145	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁
144	O000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Scheduled	👁

v. Total Classes: View the total number of group classes created by the teachers. Also observe the number of group classes created specifically in the current month. Click on this section to open the **Manage Group Classes** page.

Star (*) marked fields are compulsory and can't be left blank.

Manage Group Classes
Home / Group Classes

Search...

SRNO	CLASS TITLE	TYPE	TEACHER	MAX LEARNERS	ENTRY FEE	START TIME	END TIME	CREATED	STATUS	ACTION
1	The Complete Sales Prospecting Bootcamp Course	Regular	Gagan Gupta	40	$40.00	2022-08-01 21:30:00	2022-08-01 22:30:00	2022-03-29 21:29:52	Scheduled	...
2	Exercise Time: Find emails for 5 contacts	Regular	Gagan Gupta	99	$30.00	2022-07-21 17:00:00	2022-07-21 17:45:00	2022-03-29 21:33:43	Scheduled	...
3	Know your buyer and go high	Regular	Gagan Gupta	40	$40.00	2022-07-15 13:00:00	2022-07-15 14:00:00	2022-03-29 21:31:26	Scheduled	...
4	How to perform Scope Management on a Project	Regular	Gauravjit Singh	20	$20.00	2022-07-07 16:00:00	2022-07-07 17:00:00	2022-03-28 23:26:43	Scheduled	...
5	Steps in the Process, Mapping Your Value Stream	Regular	Gagan Gupta	49	$49.00	2022-07-02 16:00:00	2022-07-02 17:00:00	2022-03-29 21:27:49	Scheduled	...
6	Making Improvements to Your Sales Map	Regular	Gagan Gupta	49	$49.00	2022-07-01 06:00:00	2022-07-01 07:00:00	2022-03-29 21:25:39	Scheduled	...
7	Learn English in 2 Hours	Regular	testtutor Tutor	25	$19.00	2022-06-25 14:00:00	2022-06-25 14:15:00	2022-05-03 13:55:31	Scheduled	...
8	Sales Fire: B2B Sales & Business Development for Startups	Regular	Gagan Gupta	20	$20.00	2022-06-21 15:00:00	2022-06-21 15:45:00	2022-03-29 21:24:09	Scheduled	...
9	How to perform Schedule Management on a Project	Regular	Gauravjit Singh	55	$55.00	2022-06-16 20:15:00	2022-06-16 21:15:00	2022-03-28 23:30:28	Scheduled	...
10	Team Leadership & Team Management 2022 Master Class	Package	Gagan Gupta	99	$99.00	2022-06-12 15:00:00	2022-06-17 15:30:00	2022-03-29 21:21:50	Scheduled	...

vi. Completed Lessons: View the total number of lessons completed by teachers and learners on the platform. Also observe the number of lessons completed specifically in the current month. Click on this section to open the **Lesson Order** page where the filtered list of completed lessons is displayed.

Star (*) marked fields are compulsory and can't be left blank.

Lesson Orders
Home / Lessons

Search...

LESSON ID	ORDER ID	LEARNER	TEACHER	SUBJECTS	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
863	O001027	Suresh Raina	Abraham Teacher	Urdu	$10.00	$0.00	$10.00	Is Paid	Stripepay	2022-05-25 13:36:50	Completed	👁
862	O001026	Suresh Kumar	Abraham Teacher	English	$10.00	$0.00	$10.00	Is Paid	Stripepay	2022-05-25 13:26:37	Completed	👁
800	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Completed	👁
717	O000985	Virat Kohli	MS Dhoni	English	$18.00	$1.80	$16.20	Is Paid	Stripepay	2022-05-18 16:56:06	Completed	👁
691	O000970	Virat Kohli	MS Dhoni	English	$18.00	$1.80	$16.20	Is Paid	Stripepay	2022-05-13 15:01:33	Completed	👁
690	O000969	Virat Kohli	MS Dhoni	English	$18.00	$1.80	$16.20	Is Paid	Stripepay	2022-05-13 14:05:33	Completed	👁
680	O000955	Virat Kohli	MS Dhoni	English	$18.00	$0.60	$17.40	Is Paid	Stripepay	2022-05-12 16:00:39	Completed	👁
679	O000955	Virat Kohli	MS Dhoni	English	$18.00	$0.60	$17.40	Is Paid	Stripepay	2022-05-12 16:00:39	Completed	👁
678	O000955	Virat Kohli	MS Dhoni	English	$18.00	$0.60	$17.40	Is Paid	Stripepay	2022-05-12 16:00:39	Completed	👁

1 2 3 … › »

Showing 1 To 9 Of 90 Entries

vii. Completed Classes: View the total number of group classes completed by teachers and learners on the platform. Also observe the number of classes completed specifically in the current month. Click on this section to open the **Manage Group Classes** page where the filtered list of completed classes is displayed.

Manage Group Classes
Home / Group Classes

Search...

SRNO	CLASS TITLE	TYPE	TEACHER	MAX LEARNERS	ENTRY FEE	START TIME	END TIME	CREATED	STATUS	ACTION
1	Japanese test package	Package	Tom Curran	5	$10.00	2022-05-27 16:45:00	2022-05-27 17:15:00	2022-05-27 16:33:10	Completed	⋯
2	Tamil test class	Regular	Abraham Teacher	4	$10.00	2022-05-25 14:00:00	2022-05-25 14:15:00	2022-05-25 13:57:37	Completed	⋯
3	First class of english	Regular	MS Dhoni	4	$20.00	2022-05-13 13:45:00	2022-05-13 14:00:00	2022-05-13 13:41:34	Completed	⋯
4	First class of 13 may	Regular	MS Dhoni	5	$20.00	2022-05-13 10:15:00	2022-05-13 10:30:00	2022-05-13 10:05:13	Completed	⋯
5	Third class of Hindi	Regular	MS Dhoni	5	$20.00	2022-05-13 09:30:00	2022-05-13 09:45:00	2022-05-12 16:38:57	Completed	⋯
6	Second class of Hindi	Regular	MS Dhoni	5	$20.00	2022-05-13 09:15:00	2022-05-13 09:30:00	2022-05-12 16:38:28	Completed	⋯
7	First class of Hindi	Regular	MS Dhoni	5	$20.00	2022-05-13 09:00:00	2022-05-13 09:15:00	2022-05-12 16:37:42	Completed	⋯
8	Fourth class of 9th may	Regular	Umar Gul	4	$10.00	2022-05-09 11:45:00	2022-05-09 12:00:00	2022-05-09 11:30:51	Completed	⋯
9	Third class of 9th may	Regular	Umar Gul	4	$10.00	2022-05-09 11:00:00	2022-05-09 11:15:00	2022-05-09 10:30:34	Completed	⋯

1 2 3 … › »

Showing 1 To 9 Of 57 Entries

Star (*) marked fields are compulsory and can't be left blank.

viii. Canceled Lessons: The total number of canceled lessons so far is displayed in this section. Also observe the number of lessons canceled specifically in the current month. Click on this section to open the **Manage Lesson Orders** page where the filtered list of canceled lessons is displayed.

Lesson Orders
Home / Lessons

Search...

LESSON ID	ORDER ID	LEARNER	TEACHER	SUBJECTS	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
869	O001040	Suresh Raina	Tom Curran	Japanese	$8.00	$0.00	$8.00	Is Paid	Stripepay	2022-05-27 14:51:39	Cancelled	👁
868	O001040	Suresh Raina	Tom Curran	Japanese	$8.00	$0.00	$8.00	Is Paid	Stripepay	2022-05-27 14:51:39	Cancelled	👁
852	O001019	Suresh Raina	Abraham Teacher	Hindi	$10.00	$0.00	$10.00	Is Paid	Stripepay	2022-05-25 09:29:12	Cancelled	👁
839	O001014	Suresh Raina	Abraham Teacher	Free Trial	$0.00	$0.00	$0.00	Is Paid	N/a	2022-05-24 15:15:55	Cancelled	👁
835	O001009	Suresh Raina	Abraham Teacher	English	$10.00	$0.00	$10.00	Is Paid	Stripepay	2022-05-23 16:00:20	Cancelled	👁
834	O001009	Suresh Raina	Abraham Teacher	English	$10.00	$0.00	$10.00	Is Paid	Stripepay	2022-05-23 16:00:20	Cancelled	👁
811	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Cancelled	👁
806	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Cancelled	👁
804	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Cancelled	👁

1 2 3 ... > »   Showing 1 To 9 Of 92 Entries

ix. Canceled Classes: The total number of classes canceled by the teachers so far is displayed in this section. Also observe the number of group classes canceled particularly in the current month. Click on this section to open the **Manage Group Classes** page where the filtered list of canceled classes is displayed.

Star (*) marked fields are compulsory and can't be left blank.

Manage Group Classes
Home / Group Classes

Search...

SRNO	CLASS TITLE	TYPE	TEACHER	MAX LEARNERS	ENTRY FEE	START TIME	END TIME	CREATED	STATUS	ACTION
1	testtetetetetetetetet	Regular	Kelso Teacher 1	23	$323.00	2022-06-01 13:15:00	2022-06-01 13:30:00	2022-05-19 15:22:13	Cancelled	...
2	Swedish test class	Regular	Tom Curran	4	$10.00	2022-05-30 11:30:00	2022-05-30 11:45:00	2022-05-27 16:31:23	Cancelled	...
3	Hindi test package	Package	Abraham Teacher	4	$5.00	2022-05-25 16:30:00	2022-05-25 17:00:00	2022-05-25 14:43:00	Cancelled	...
4	Hindi test class	Regular	Abraham Teacher	4	$5.00	2022-05-25 16:00:00	2022-05-25 16:15:00	2022-05-25 14:42:08	Cancelled	...
5	Punjabi test class	Regular	Abraham Teacher	4	$20.00	2022-05-25 14:30:00	2022-05-25 14:45:00	2022-05-25 09:54:38	Cancelled	...
6	rtgertertwert	Package	Kelso Teacher 1	20	$11.00	2022-05-25 14:15:00	2022-05-28 15:30:00	2022-05-24 15:43:38	Cancelled	...
7	Test class 1	Regular	Abraham Teacher	5	$15.00	2022-05-21 18:30:00	2022-05-21 19:15:00	2022-05-20 12:28:41	Cancelled	...
8	Punjabi class package copy	Package	Abraham Teacher	3	$19.99	2022-05-21 12:30:00	2022-05-21 13:00:00	2022-05-20 14:10:31	Cancelled	...
9	Test class	Regular	Tom Curran	5	$10.00	2022-05-20 09:30:00	2022-05-20 09:45:00	2022-05-19 10:14:21	Cancelled	...

1 2 3 ... > »

Showing 1 To 9 Of 140 Entries

x. Unscheduled Lessons: View the total number of lessons purchased but not yet scheduled by the learners in this section. Also observe the number of unscheduled lessons specifically for the current month. Click on this section to open the **Lesson Orders** page where the filtered list on Unscheduled lessons is displayed.

Star (*) marked fields are compulsory and can't be left blank.

Lesson Orders
Home / Lessons

LESSON ID	ORDER ID	LEARNER	TEACHER	SUBJECTS	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
873	O001041	Jason Roy	Babar Azam	Punjabi	$5.00	$0.00	$5.00	Is Paid	Stripepay	2022-05-27 16:00:04	Unscheduled	👁
872	O001041	Jason Roy	Babar Azam	Punjabi	$5.00	$0.00	$5.00	Is Paid	Stripepay	2022-05-27 16:00:04	Unscheduled	👁
870	O001040	Suresh Raina	Tom Curran	Japanese	$8.00	$0.00	$8.00	Is Paid	Stripepay	2022-05-27 14:51:39	Unscheduled	👁
867	O001039	Suresh Raina	Tom Curran	Japanese	$8.00	$0.00	$8.00	Is Paid	Stripepay	2022-05-26 14:29:43	Unscheduled	👁
838	O001011	Pankaj	Tom Curran	Japanese	$8.00	$0.00	$8.00	Is Paid	Stripepay	2022-05-24 12:24:36	Unscheduled	👁
796	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Unscheduled	👁
786	O000992	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 14:21:55	Unscheduled	👁
730	O000989	learner1	Kelso Teacher 1	sanskrit	$100.00	$0.00	$100.00	Is Paid	Walletpay	2022-05-19 13:41:23	Unscheduled	👁
718	O000987	learner1	Kelso Teacher 1	Test hindi	$100.00	$0.00	$100.00	Is Paid	Stripepay	2022-05-19 13:37:49	Unscheduled	👁

1 2 3 … › »

Showing 1 To 9 Of 182 Entries

xi. Total Users: The total number of users registered with the platform so far is displayed in this section. It includes Learner and Teacher users. Also observe the number of users registered specifically in the current month. Click on this section to open the **Manage Users** page.

Star (*) marked fields are compulsory and can't be left blank.

Manage Users
Home / Users

SRNO	IMAGE	NAME/ID	EMAIL ID	TYPE	REGISTERED	VERIFIED	STATUS	ACTION
1		test test test test test test test test test test User Id: 169	hydekelso@dummyid.com	Learner	2022-05-24 10:31:29	Yes		...
2		Pankaj User Id: 168	pankaj@dummyid.com	Learner	2022-05-23 11:00:40	Yes		...
3		Suresh Raina User Id: 167	sur@dummyid.com	Learner	2022-05-23 10:31:11	Yes		...
4		ca User Id: 166	ca@dummyid.com	Learner Signing Up For Teacher	2022-05-19 16:06:58	Yes		...
5		pun19teach User Id: 165	pun19teach@dummyid.com	Learner Signing Up For Teacher	2022-05-19 15:33:15	No		...
6		ba User Id: 164	ba@dummyid.com	Learner Signing Up For Teacher	2022-05-19 14:11:09	Yes		...
7		Abraham Teacher User Id: 163	a@dummyid.com	Learner Teacher	2022-05-19 12:21:30	Yes		...
8		learner1 User Id: 161	learner1kelso@yopmail.com	Learner	2022-05-18 15:02:19	Yes		...
9		Kelso Teacher 1 User Id: 158	teacher1kelso@yopmail.com	Learner Teacher	2022-05-18 11:05:54	Yes		...

1 2 3 ... > »

Showing 1 To 9 Of 152 Entries

II. Statistics: The statistics section displays bar graphs through which you can observe the monthly increase or decrease in the following:

- Total Commission From Lessons

Star (*) marked fields are compulsory and can't be left blank.

Statistics

Total Commissions From Lessons   Total Commissions From Class   Total Sign Ups

- Total Commission From Classes

Statistics

Total Commissions From Lessons   **Total Commissions From Class**   Total Sign Ups
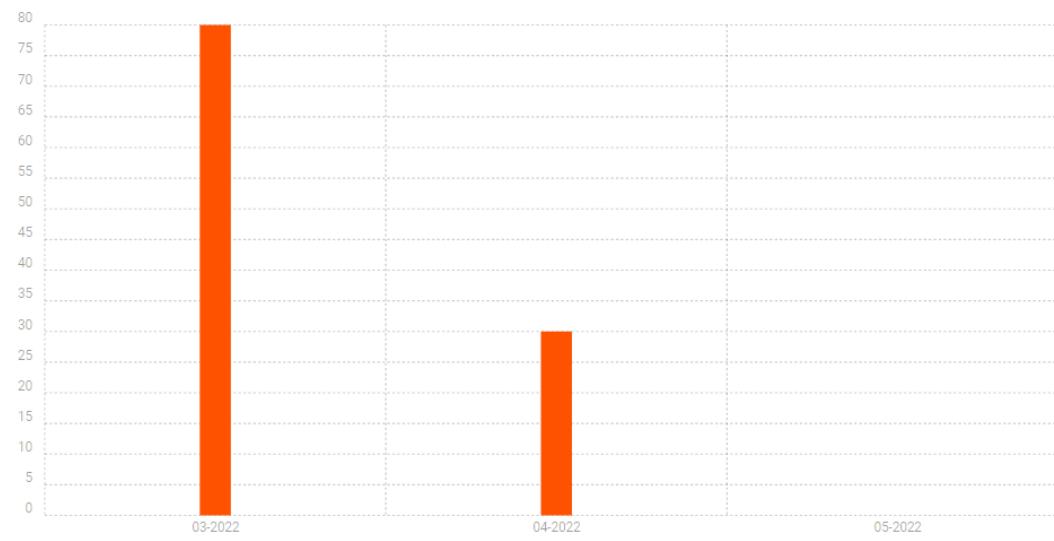
- Total Sign Ups

Star (*) marked fields are compulsory and can't be left blank.

Statistics

Total Commissions From Lessons   Total Commissions From Class   **Total Sign Ups**
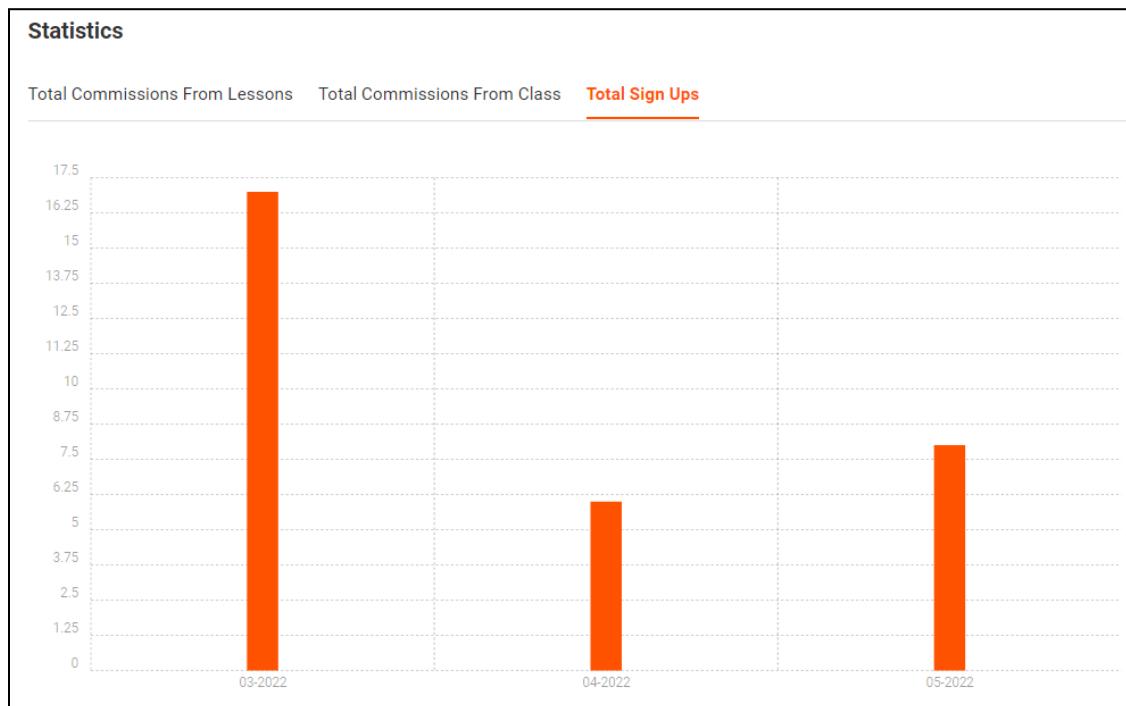
Observe the increase or decrease in the earnings and sign ups over the past months through these line graphs.

Star (*) marked fields are compulsory and can't be left blank.

III. Top Lesson Languages: The list of top performing languages and the number of lessons sold for each language is displayed in this section. Hover over the three vertical dots icon, also known as the kebab menu icon ⋮ from the upper right corner of the list and select the preferred time period.

Top Lesson Languages (All) ⋮

Language		Time Period
English 40 sold		Today (2022-05-30 - 2022-05-30)
Portuguese 17 sold		This Week (2022-05-29 - 2022-06-04)
Russian 15 sold		Last Week (2022-05-22 - 2022-05-28)
Spanish 12 sold		This Month (2022-05-01 - 2022-05-31)
German 9 sold		Last Month (2022-04-01 - 2022-04-30)
Japanese 9 sold		This Year (2022-01-01 - 2022-12-31)
Arabic 8 sold		Last Year (2021-01-01 - 2021-12-31)
Chinese 6 sold		Last 12 Month (2021-06-01 - 2022-05-31)
Hindi 6 sold		All (2018-01-01 - 2022-05-30)
French 4 sold		

IV. Visitors Statistics: View the number of visitors on the website in the form of a line chart. The number of visitors pertaining to a day, week, last month and last quarter can be observed here though the provided data blocks below the chart.

> ❗ The visitors statistics are fetched from Google Analytics and are displayed only when the respective third party configuration is complete. Please refer to the **Settings** module and the **Google Analytics Third Party Guide** to configure the Google API.

Star (*) marked fields are compulsory and can't be left blank.

Visitors Statistics

11	213	733	907
TODAY	WEEKLY	LAST MONTH	LAST 3 MONTHS
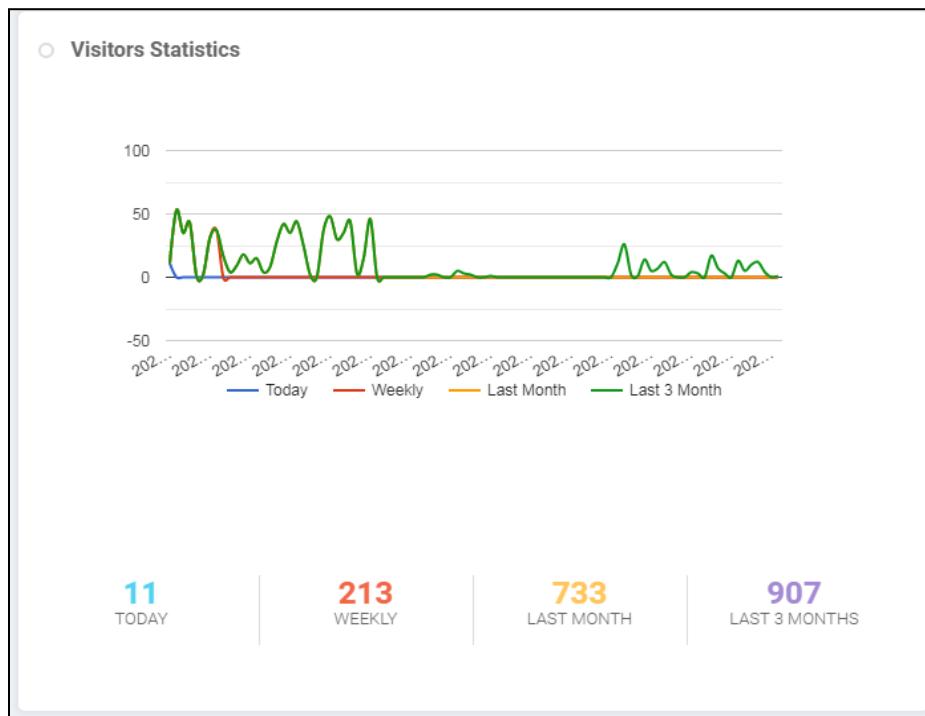
Star (*) marked fields are compulsory and can't be left blank.

V. Traffic: The overall traffic generated from various sources is displayed in the form of a pie-chart in this section. Hover over the kebab menu icon ⸽ and select the preferred time period for which traffic is to be displayed. The pie-chart displays outcomes on a daily, weekly, monthly or yearly basis.
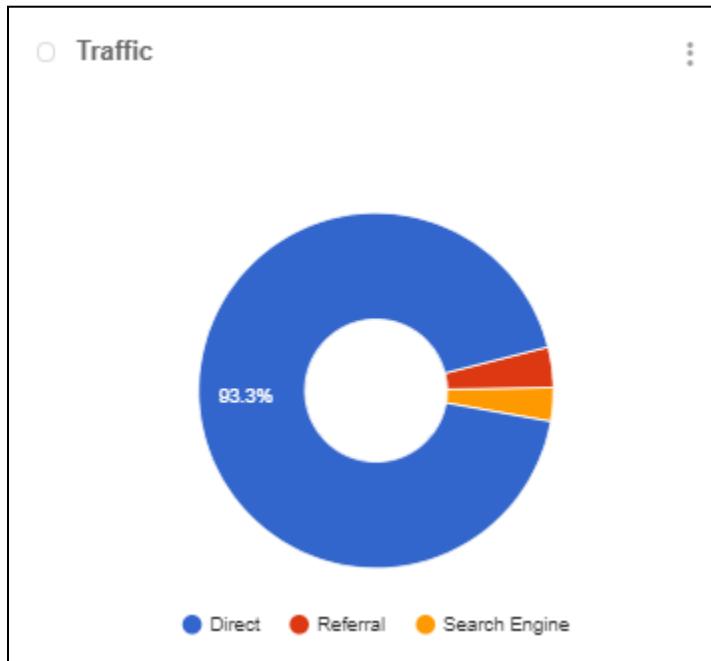
This section will only be displayed only if you have correctly configured **Google Analytics** from **Third-Party settings**.

3. Manage Users

Manage Users module allows you to access each and every information related to the users registered on the platform. This module is further bifurcated into sub-modules for simpler comprehension.

Star (*) marked fields are compulsory and can't be left blank.

3.1 Users

A list of details of all the users registered on the platform is displayed under the **Manage Users** module. The **Manage Users** page allows you to view, search and manage all the Teacher and Learner users.

Manage Users
Home / Users

SR NO	NAME/ID	EMAIL ID	TYPE	REGISTERED	VERIFIED	STATUS	ACTION
1	avantika.kapil User Id: 23	avantika.kapil@dummyid.com	Learner Signing Up For Teacher	2022-04-20 15:07:14	Yes		...
2	test User Id: 22	test@app.cpm	Learner Signing Up For Teacher	2022-04-15 09:15:01	Yes		...
3	testtutor Tutor User Id: 21	testtutor@dummyid.com	Learner Teacher	2022-04-11 15:52:44	Yes		...
4	qekaw User Id: 20	qekaw@mailinator.com	Learner Signing Up For Teacher	2022-04-08 09:26:08	Yes		...
5	chhaya thakur User Id: 19	ct@dummyid.com	Learner Teacher	2022-04-06 14:21:26	Yes		...
6	Pranav Jain User Id: 18	pranav@dummyid.com	Learner Teacher	2022-03-30 11:21:27	Yes		...
7	Avantika Kapil User Id: 17	avantika@dummyid.com	Learner Teacher	2022-03-30 11:15:59	Yes		...
8	Sahil Sharma User Id: 16	sahil@dummyid.com	Learner	2022-03-30 08:31:22	Yes		...

View the following information about the users from the list:

- **Name/ID:** Displays the name and unique user id.
- **Email ID**: Displays the registered email address.
- **Type**: Displays the user type, such as, Learner or Teacher + Learner.
- **Registered**: Displays the date and time of user's registration on the platform.
- **Verified**: Displays the current email verification status.
- **Status** : View and edit the current status of a user with the help of the provided toggle switch.

Perform the following functions on this page:

Star (*) marked fields are compulsory and can't be left blank.

I. Search

Use the following filters from under the **Search** section provided at the top to perform a focused search:
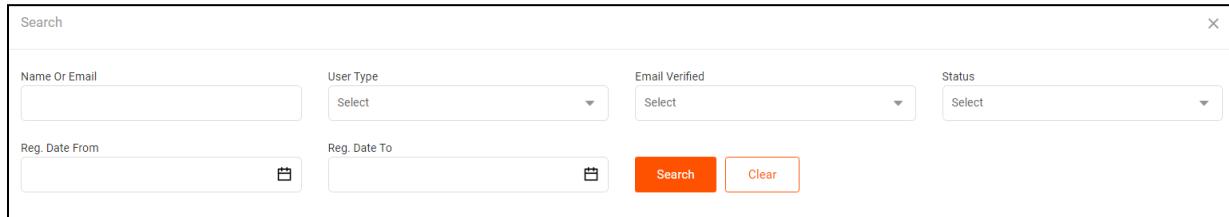
- **Name Or Email**: Search by a user's name or registered email address.
- **User Type**: Search by selecting specific user type from the drop down list such as, Learner or Teacher.
- **Email Verified**: Search by the current email verification status.
- **Status**: Search by current user status as **Active** or **Inactive**.
- **Reg. Date From**: Select a date from the drop down calendar window to search users registered on or after this date.
- **Reg. Date To**: Select a date from the drop down calendar window to search users registered on or before this date.

⛔ **Reg. Date From** and **To** fields can be used together to specify a certain time period.

Click on **Search** to generate the results. Click on **Clear** to view the complete list again.

Star (*) marked fields are compulsory and can't be left blank.

II. Action Buttons

Hover over the three horizontal dots icon, also known as the meatballs menu icon ⎡ **⋯** ⎤ provided under the **Action** header and access the following options from the menu:

i. View: Select **View** to open the **View User Detail** pop-up box displaying the user details, such as, **Name**, **Email**, **Timezone**, **Reg. Date**, **Phone Number**, **Country** and **Biography**.

View User Detail	
Name Pranav Jain	**Email** pranav@dummyid.com
Timezone Utc +05:30 Asia/kolkata	**Reg. Date** 2022-03-30 11:21:27
Phone No. +1 987564231	**Country** United States
Biography Experienced Business Analyst / CRM / Business Development Manager with a demonstrated history of working in the information technology and services industry. Skilled in Customer Service, Business Development, Strategic Planning, and Customer Escalation Management. Strong sales professional with a tech background having Masters Degree in Computer Applications.	

ii. Edit: Select **Edit** to open the **User Setup** form where user details can be viewed or edited, such as, **First Name**, **Last Name**, **Phone Code**, **Phone**, and **Country**.

Star (*) marked fields are compulsory and can't be left blank.

User Setup

Username	pranav
First Name*	Pranav
Last Name	Jain
Phone Code*	United States (+1) ▼
Phone*	987564231
Country*	United States ▼
Email	pranav@dummyid.com

Save Changes

Click on **Save Changes** to save the made changes.

🛑 The **Username** and **Email** fields can not be edited by the admin.

iii. Transactions: Select **Transactions** to open the **User Transactions** window displaying the following two tabs:

● **Transactions:** View the details of transactions executed till date, such as, **Transaction ID, Date, Transaction Amount** and **Description**.

Star (*) marked fields are compulsory and can't be left blank.

User Transactions

Transactions   Add New

TRANSACTION ID	DATE	CREDIT	DESCRIPTION
TXN-0000802	2022-05-13 21:30:24	-$24.00	Subscr Ordered: Id O000976
TXN-0000801	2022-05-13 16:53:05	$15.00	Giftcard Redeem To Wallet $15.00 By Gift Code 627e4d222ea75
TXN-0000799	2022-05-13 15:30:37	$15.30	Payment On Lesson 691
TXN-0000798	2022-05-13 14:30:35	$16.20	Payment On Lesson 690
TXN-0000797	2022-05-13 14:00:01	$14.40	Payment On Class 464 100
TXN-0000796	2022-05-13 13:36:11	$7.20	Payment On Class 480
TXN-0000793	2022-05-13 13:19:09	$14.40	Payment On Class 484
TXN-0000792	2022-05-13 10:55:51	$7.20	Payment On Class 485
TXN-0000788	2022-05-13 09:30:38	$14.40	Payment On Class 459 100

1   2   >   Showing 1 To 9 Of 13 Entries

- **Add New:** Enter the following details to add a new transaction:

Add User Transactions

Transactions   **Add New**

Type*   Select ▾

Amount*   [   ]

Description*   [   ]

Save Changes

- ○ **Type***: Select the type of transaction to be performed, **Credit** or **Debit**, from the drop down list.

Star (*) marked fields are compulsory and can't be left blank.

Yo!Coach

- ○ **Amount***: Enter the amount of the transaction.
- ○ **Description***: Enter a brief description about the transaction.

Once completed, click on **Save Changes** to update the transaction.

iv. Change Password: Click on **Change Password** to open the **Change Password** pop-up window displaying the following fields:

Change Password

New Password*

Confirm New Password*

Save Changes

- **New Password***: Enter the new user profile password.
- **Confirm New Password***: Re-enter the new password to verify.

Click on **Save Changes** to update the user profile password.

v. Log Into Profile: Select this option and you will be logged into the respective user's profile.

3.2 Teacher Requests

View and manage the teacher requests received on the platform through the **Teacher Requests** module. The **Manage Teacher Requests** page displays all the requests received from users intending to register as teachers. Yo!Coach allows you to update the requests as **Approved** or **Declined**. Requests not yet approved or declined are displayed as **Pending**.

Star (*) marked fields are compulsory and can't be left blank.

Manage Teacher Requests						
Home / Teacher Requests						

Search

SRNO	REFERENCE NUMBER	NAME	EMAIL	REQUESTED ON	STATUS	ACTION
1	23-1650452871	avantika.kapil	avantika.kapil@dummyid.com	2022-04-20 15:07:51	Pending	...
2	22-1649999710	test	test@app.cpm	2022-04-15 09:15:10	Cancelled	...
3	21-1649678035	testtutor Tutor	testtutor@dummyid.com	2022-04-11 15:53:55	Approved	...
4	20-1649395579	qekaw	qekaw@mailinator.com	2022-04-08 09:26:19	Cancelled	...
5	19-1649240524	chhaya thakur	ct@dummyid.com	2022-04-06 14:22:04	Approved	...
6	18-1648624907	Pranav Jain	pranav@dummyid.com	2022-03-30 11:21:47	Approved	...
7	17-1648624577	Avantika Kapil	avantika@dummyid.com	2022-03-30 11:16:17	Approved	...
8	15-1648492532	Gagan Gupta	gagan@dummyid.com	2022-03-28 22:35:32	Approved	...
9	8-1648491862	Dharminder Singh	dharminder@dummyid.com	2022-03-28 22:24:22	Approved	...

Observe the following details from the **Teachers Requests** list:

- **Reference Number:** Displays the unique reference number generated with the request.
- **Name**: Displays the name of the user requesting for registration.
- **Email**: Displays the user's email address.
- **Requested On**: Displays the date and time of request.
- **Status**: Displays the current status of the request.
- **Action** [...]: Hover over the meatballs icon provided under the **Action** header to access the following options:
    - **View**: Select this option to view the **Teacher Request Detail** window displaying the **Request Information** and user **Profile Information.**

Star (*) marked fields are compulsory and can't be left blank.

Teacher Request Detail

👤 Request Information

Reference Number	19-1649240524
Requested On	2022-04-06 14:22:04
Status	Approved

👤 Profile Information

Profile Picture

Photo Id	-
First Name	chhaya
Last Name	thakur
Gender	Female
Phone Number	+91989898989899
You Tube Video Link	
Profile Info	
Teaching Language	Chinese, Spanish, Hindi, Arabic, Portuguese, Russian, Japanese, Punjabi, French, German, Tamil, Swedish
Spoken Language	Abkhazian : Upper Intermediate Afrikaans : Intermediate Arabic : Beginner Bulgarian : Beginner Bengali : Total Beginner Bosnian : Upper Advanced Chamorro : Upper Intermediate

- ○ **Qualifications:** Click on **Qualifications** to view the **Teacher Request Detail** window where the user's qualification and work experience details, such as, **Type, Title, Uploaded Certificate, Description, Institute** and **Location** can be observed.

Star (*) marked fields are compulsory and can't be left blank.

Teacher Request Detail

SRNO	TYPE	TITLE	UPLOADED CERTIFICATE	DESCRIPTION	INSTITUTE
1	Certification 2019-2020	Level 1 German	🔗 1645005131-profile.png	Focus in Humanist Literature	German Embessy India
2	Work Experience 2018-2020	English Teacher	🔗 28.png	Focus on spoken english	IELTS India

Click on the document link for the uploaded certificates to download and view the same.

○ **Change Status**: Change the status of **Pending** requests using the **Change Status** option. Click to open the **Update Status** window form, select the status from the drop down list as **Approved** or **Canceled** and click **Update** to update the request status.

Update Status

Status*

Select ▼
Select
Approved
Cancelled

Update

⚠ Once updated, further changes can not be made to the request status.

⚠ The **Change Status** option is only available for the **Pending** requests.

Search

A search bar is provided at the top of the **Manage Teacher Requests** page to search for a particular request using the following filters:

Star (*) marked fields are compulsory and can't be left blank.
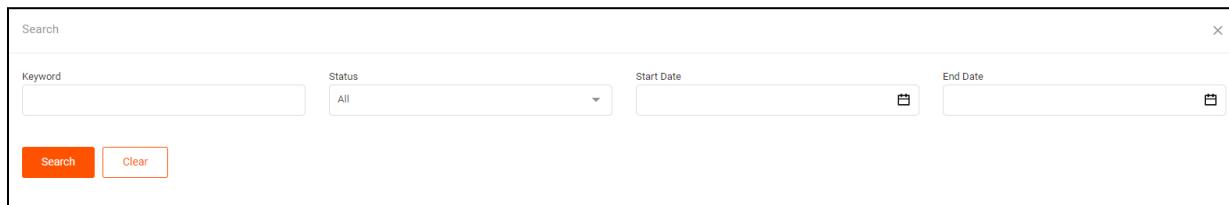
- **Keyword:** Search a request by entering the user's name, reference number or user's email as keyword.
- **Status**: Search teacher requests by their current status as **Pending**, **Approved** or **Canceled**.
- **Start Date**: Select a date from the drop down calendar to search for requests received on or after this date.
- **End Date**: Select a date from the drop down calendar to search for requests received on or before this date.

⚠️ The **Start Date** and **End Date** filters can also be used together to specify a time period.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again, once the search is complete.

3.3 Withdraw Requests

View and manage the requests for wallet withdrawal sent by the user registered on the platform. For every request for withdrawal of wallet money to the user's personal account, admin's approval is mandatory. All these requests are displayed in the form of a list on the **Manage Withdraw Requests** page where the following information is available:

Star (*) marked fields are compulsory and can't be left blank.

Manage Withdrawal Requests
Home / Withdraw Requests

ID	USER	TXN FEE	AMOUNT	ACCOUNT	DATE	STATUS	ACTION
#000005	Victoria Berg (buhyn@dummyid.com)	$30.00	$100.00	Paypal Email: test@dummyid.com Comments:	2022-04-26 11:19:19	Pending	...
#000004	Avantika Kapil (avantika@dummyid.com)	$30.00	$100.00	Bank Name: SBI Ac Name: Avantika Ac Number: 123465412046 Ifsc/swift Code: CV526922 Bank Address: Comments:	2022-04-19 16:51:11	Pending	...
#000003	chhaya thakur (ct@dummyid.com)	$30.00	$100.00	Bank Name: SBI Ac Name: Chris Ac Number: 2111111111111111 Ifsc/swift Code: SBIN000012 Bank Address: Comments:	2022-04-14 15:42:57	Pending	...
#000002	chhaya thakur (ct@dummyid.com)	$30.00	$100.00	Bank Name: SBI Ac Name: Chris Ac Number: 2111111111111111 Ifsc/swift Code: SBIN000012 Bank Address: Comments:	2022-04-14 15:42:57	Declined	
#000001	chhaya thakur (ct@dummyid.com)	$30.00	$100.00	Bank Name: SBI Ac Name: Chris Ac Number: 2111111111111111 Ifsc/swift Code: SBIN000012 Bank Address: Comments:	2022-04-12 13:26:46	Completed	

- **ID**: Displays the request ID details.
- **User:** Displays the name and registered email address of the user.
- **Transaction Fee**: Displays the transaction fee charged on the withdrawal.

⚠️ The amount of transaction fee is manageable from the **Manage Settings** > **Payment Methods** module.

- **Amount**: Displays the amount of requested withdrawal.
- **Account**: Displays the user's personal account details.
- **Date**: Displays the date and time of request.
- **Status**: Displays the current status of request.
- **Action** ⋯ : Update the status of pending requests using the meatballs icon provided under the **Action** header. Hover over the icon and select **Approve** or **Decline** to update the status.

Star (*) marked fields are compulsory and can't be left blank.

Approved requests are updated as **Completed** on the list.

⚠️ Once updated, the status of the withdrawal request can not be changed.

⚠️ The meatballs icon ⎡•••⎤ is available for the **Pending** requests only.

⚠️ In the case of **PayPal Account** withdrawal requests, the amount will be automatically transferred from the admin's PayPal Payout account to the user's Paypal Payout account once the admin selects **Approve**.

⚠️ In the case of **Bank Account** withdrawal requests, the admin can only update the request as approved from here. The amount has to be manually transferred to the user's personal account outside of the platform.

Search

A search section is provided at the top of this page to search for a particular request using the following filters:

Star (*) marked fields are compulsory and can't be left blank.
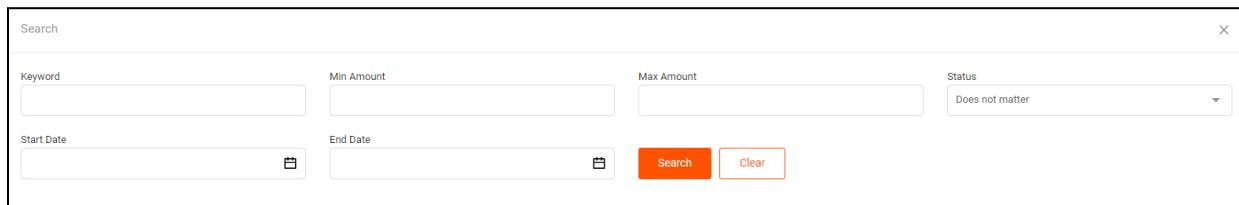
- **Keyword:** Search by user's name, email or request ID.
- **Min Price**: Search by the minimum amount of withdrawal.
- **Max Price**: Search by the maximum amount of withdrawal.
- **Status**: Search by the current request status as **Pending**, **Completed**, **Approved**, **Declined**, **Payout Sent** and **Payout Failed**.
- **Start Date** : Select a date from the drop down calendar to search for requests received on or after this date.
- **End Date**: Select a date from the drop down calendar to search for requests received on or before this date.

The **Start Date** and **End Date** filters can also be used together to specify a time period.

3.4 Teacher Reviews

View and manage the ratings and reviews submitted by the learners for their teachers from the **Teacher Reviews** module. The learners are allowed to submit their feedback after the completion of a group class or lesson. The submitted reviews are published on the teacher front-end profile only after the admin's approval. The **Manage Rating Reviews** page displays the detailed list of reviews and ratings sorted according to their current status, where **Pending** reviews appear at the top, followed by **Approved** and **Declined** reviews respectively.

Star (*) marked fields are compulsory and can't be left blank.

Observe the following details from the list:

- **Review By:** Displays the name of the user who has posted the review.

- **Review To:** Displays the teacher's name who the review is referred to.

- **Review Detail:** Displays the review comments.

- **Status:** Displays the current status of the review.

- **Posted:** Displays the date and time when the review was posted.

- **Action:** Update the status of a review using the **Edit** icon button ✏ provided under the **Action** header. Click on the icon button and open the **Teacher Rating Information** window. Select the status from the **Status** drop down field as **Approved** or **Declined** and click on **Save Changes** to update the review status.

Star (*) marked fields are compulsory and can't be left blank.

Teacher Rating Information

Reviewed By   Julio Harvey

Rating   ★★★★★

Review Title   Perfect Language Learning platform

Review Comments   Zella Glover is really good and very understanding. You can ask multiple questions and all will be answered.

Change Status

Status*   Approved ▾

Save Changes

Search

A search bar is provided at the top of this page to perform a focused search using the following filters:

- **Review By**: Search by the name of the user who posted the review.
- **Review To**: Search by the name of the teacher reviewed.
- **Start Date** : Search for reviews posted on or after a certain date.
- **End Date** : Search for reviews posted on or before a certain date.
- **Status**: Search by the current status of review as, **Pending**, **Approved** or **Declined**.

Star (*) marked fields are compulsory and can't be left blank.

3.5 GDPR Requests

Manage the GDPR requests initiated by users from this module. The latest GDPR Guidelines allow the users online to request permanent deletion of their data from the system repository.

Manage GDPR Requests
Home / GDPR Requests

Search...

GDPR Requests List

SR. NO	REASON FOR ERASURE	USER NAME	ADDED ON	UPDATED ON	STATUS	ACTION
1	Emergency	Mike Hussey	2022-04-27 13:44:19	N/a	Pending	👁
2	testing 22 april	Deleted User	2022-04-22 17:40:20	2022-04-22 17:40:38	Delete Data	👁
3	testing 22 april	Deleted User	2022-04-22 16:25:31	2022-04-22 16:25:50	Delete Data	👁
4	dfg dfgdf gdfgdfg	Deleted User	2022-04-13 17:01:03	2022-04-13 17:01:18	Delete Data	👁
5	Reason of the account closure	Deleted User	2022-04-08 14:17:08	2022-04-21 10:20:51	Delete Data	👁
6	cv bcvb cvbvcb cv	Deleted User	2022-03-28 19:34:52	2022-03-28 19:34:59	Delete Data	👁
7	dfg dfgdfg dfg dfgdf	Jack Sharma	2022-03-28 19:32:44	2022-03-28 19:33:09	Completed	👁

Once a user proceeds to delete their account from their **Account Settings**, a GDPR request is generated on the platform to delete the user data. This request is then escalated to the admin whose approval is mandatory.

Star (*) marked fields are compulsory and can't be left blank.

The **Manage GDPR Requests** page displays the detailed list of requests arranged in a reverse chronological order. Perform the following functions from this page:

I. Action 👁

Click on the edit icon button provided under the **Action** header to open the **Request Detail** window. Observe the request details, such as, Username, date and time when the request was added and modified and the reason for erasure request given by the user.

Star (*) marked fields are compulsory and can't be left blank.

Request Detail

Username: Deleted User	Request Added: 2022-05-02 16:15:04	Request Modified: 2022-05-02 16:17:10
Erasure Request Reason: Not interested		

In the case of **Pending** requests, **Request Status** mandatory field is provided in the **Request Detail** window to update the status of the request.

Request Detail

Username: Mike Hussey	Request Added: 2022-04-27 13:44:19	Request Modified: N/a
Erasure Request Reason: Emergency		

Change Status

Request Status*   Select   ▾

Update

Select one of following options from the drop down:

- **Completed**: Select to update a resolved GDPR request as completed. The purpose of this action is to maintain the request data when the user has withdrawn the request to delete their account with the admin.
- **Delete Data**: Select to approve the request and delete the user data from the portal.
- **Delete Request**: Select to decline and delete a GDPR request from the system.

Once done, click on **Update** to save the changes.

Star (*) marked fields are compulsory and can't be left blank.

II. Search

Perform the search for a specific request using the following filters provided in the search section:
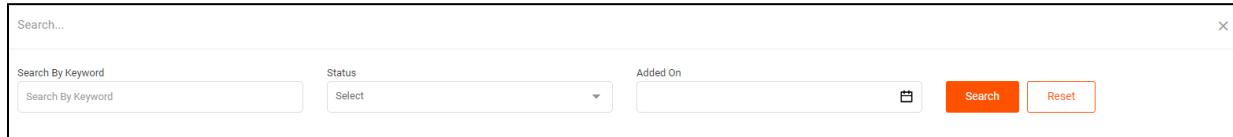
- **Search By Keyword**: Type the reason for deleting account or user name as keyword.
- **Status**: Search by current request status as, **Pending**, **Completed**, **Delete Request** or **Delete Data**.
- **Added On**: Search by requests added on or after a certain date.

Click on **Search** to display the filtered list. Click **Reset** to display the whole list again once the search is complete.

3.6 Manage Admins

Yo!Coach allows you to add one or more co-admins to help you delegate the work. Manage the accounts of co-admin users and set their permissions through the **Manage Admins** module. The **Manage Admin Users** page displays a detailed list of these user profiles, where the oldest added profiles are displayed on the top.

Star (*) marked fields are compulsory and can't be left blank.

I. Add New User

To add a new admin user, click on **Add New** from the upper right corner. The **Admin User Setup** form appears with the following fields:

Admin User Setup

Full Name*	
Username*	
Email*	
Timezone*	Utc +00:00 Utc ▾
Password*	
Confirm Password*	
Status	Active ▾

Save Changes

- **Full Name***: Enter the full name of the new admin user.
- **Username***: Enter a unique username.
- **Email***: Enter a valid email address.
- **Timezone***: Select the user's timezone from the drop down list.
- **Password***: Enter a strong password for the user profile.
- **Confirm Password***: Re-enter the password to verify.
- **Status**: Select the status of the account from the drop-down menu as **Active** or **Inactive**.

Click on **Save Changes** to create the user profile.

Perform the following functions from the list section:

Star (*) marked fields are compulsory and can't be left blank.

II. Status

Edit/update a co-admin's status using the **Status** toggle switch. Set to green to make the profile **Active**, or set to gray to make the profile **Inactive**.

III. Action Buttons

Hover over the meatballs icon under the **Action** header to access the following options:

The first available admin is the system default admin and is set up through the support team while setting up the platform. The system default admin user can not be edited and so, the meatballs icon is not available with this profile.

Manage Admin Users
Home / Admin Users

Admin User Listing

SR. NO	FULL NAME	USERNAME	EMAIL	STATUS	ACTION
1	YoCoach	welcome	yocoachadmin@dummyid.com		Edit
2	Sher Singh	shersingh	shersingh@dummyid.com	●	Change Password / Permissions
3	uwu	Yuwu	uwu@dummyid.com	○	...

i. Edit: Click on **Edit** to open the **Admin User Setup** form and edit/update the following fields:

Star (*) marked fields are compulsory and can't be left blank.

Admin User Setup

Full Name*	Sher Singh
Username*	shersingh
Email*	shersingh@dummyid.com
Timezone*	Utc +05:30 Asia/kolkata
Status	Active

Save Changes

- **Full Name***: View/edit the user's name.
- **Username***: View the admin's username.
- **Email***: View the user's registered email address.
- **Timezone***: View/edit the user's timezone.
- **Status**: Update the user status from the drop-down menu as **Active** or **Inactive**.

Click on **Save Changes** to save the made changes.

⚠ **Username** and **Email** fields can not be edited by the admin.

ii. Change Password: To change a user's profile password, click on **Change Password**. In the **Admin User Change Password** form, enter the following details:

Star (*) marked fields are compulsory and can't be left blank.

Admin User Change Password (Sher Singh)

New Password*

Confirm Password*

Save Changes

- **New Password*:** Enter a new password.
- **Confirm Password*:** Re-enter the new password to verify.

Click on **Save Changes** to save the new password.

iii. Permissions: After creating a new admin user, you need to provide them with read/write permissions to carry out different functions. Click on **Permissions** and you will be redirected to the **Manage Admin User Permissions** page. The permissions are managed in two ways - a) For all modules, and b) For individual modules:

Star (*) marked fields are compulsory and can't be left blank.

Manage shersingh User Permission
Home / Admin Users / Permissions

Admin User Listing : Shersingh

Select Permission For All Modules* | Select ▼

Apply To All

SR. NO	MODULE	PERMISSIONS
1	Admin Dashboard	Read Only ▼
2	Manage Users	Read And Write ▼
3	Teacher Requests	None ▼
4	Withdraw Requests	None ▼
5	Teacher Reviews	None ▼
6	Gdpr Requests	None ▼
7	Admin Users	None ▼
8	Admin Permissions	None ▼
9	Group Classes	None ▼
10	Package Classes	None ▼
11	Manage Orders	None ▼

For All Modules

A **Select Permission For All Modules** mandatory field is provided at the top of the page. Using the provided drop-down menu, set the permissions for all the modules in one go:

Admin User Listing : Shersingh

Select Permission For All Modules* | Select ▼

Apply To All

Star (*) marked fields are compulsory and can't be left blank.

- **None**: No read/write permission, which means, the user can neither edit nor view any admin panel module.
- **Read Only**: Only reading permission, which means, the user can only view the modules and can not edit them.
- **Read & Write**: Both reading and writing permissions, which means, the user can view as well as make edits to all the modules.

After selecting the appropriate setting, click on **Apply To All** to save the permissions.

For Individual Modules

A list of all the admin side modules is provided on the page. Set the admin user permissions for each module from this section:

SR. NO	MODULE	PERMISSIONS
1	Admin Dashboard	Read Only
		None
		Read Only
		Read And Write
2	Users	
3	Teacher Requests	None
4	Withdraw Requests	None
5	Teacher Reviews	None
6	Group Classes	None
7	Manage Orders	None
8	Lessons Orders	None

From the drop down menu provided under the **Permissions** header, select the appropriate permission as **None**, **Read Only** or **Read and Write**. By default, permissions for all modules are set to **None**.

Star (*) marked fields are compulsory and can't be left blank.

4. Group Classes

View and manage the regular and package group classes through the **Group Classes** module. This module is further bifurcated into two sub-modules, **Group Classes** and **Package Classes**.

4.1 Group Classes

All the group classes created by the teachers are viewed and managed through the **Group Classes** module. The **Manage Group Classes** page lists all the group classes and group class packages, arranged in a reverse chronological order according to their start time.

Manage Group Classes
Home / Group Classes

SRNO	CLASS TITLE	TYPE	TEACHER	MAX LEARNERS	ENTRY FEE	START TIME	END TIME	CREATED	STATUS	ACTION
1	The Complete Sales Prospecting Bootcamp Course	Regular	Gagan Gupta	40	$40.00	2022-08-01 21:30:00	2022-08-01 22:30:00	2022-03-29 21:29:52	Scheduled	...
2	Exercise Time: Find emails for 5 contacts	Regular	Gagan Gupta	99	$30.00	2022-07-21 17:00:00	2022-07-21 17:45:00	2022-03-29 21:33:43	Scheduled	...
3	Know your buyer and go high	Regular	Gagan Gupta	40	$40.00	2022-07-15 13:00:00	2022-07-15 14:00:00	2022-03-29 21:31:26	Scheduled	...
4	How to perform Scope Management on a Project	Regular	Gauravjit Singh	20	$20.00	2022-07-07 16:00:00	2022-07-07 17:00:00	2022-03-28 23:26:43	Scheduled	...
5	Steps in the Process, Mapping Your Value Stream	Regular	Gagan Gupta	49	$49.00	2022-07-02 16:00:00	2022-07-02 17:00:00	2022-03-29 21:27:49	Scheduled	...
6	Making Improvements to Your Sales Map	Regular	Gagan Gupta	49	$49.00	2022-07-01 06:00:00	2022-07-01 07:00:00	2022-03-29 21:25:39	Scheduled	...
7	Learn English in 2 Hours	Regular	testtutor Tutor	25	$19.00	2022-06-25 14:00:00	2022-06-25 14:15:00	2022-05-03 13:55:31	Scheduled	...
8	Sales Fire: B2B Sales & Business Development for Startups	Regular	Gagan Gupta	20	$20.00	2022-06-21 15:00:00	2022-06-21 15:45:00	2022-03-29 21:24:09	Scheduled	...
9	How to perform Schedule Management on a Project	Regular	Gauravjit Singh	55	$55.00	2022-06-16 20:15:00	2022-06-16 21:15:00	2022-03-28 23:30:28	Scheduled	...
10	Team Leadership & Team Management 2022 Master Class	Package	Gagan Gupta	99	$99.00	2022-06-12 15:00:00	2022-06-17 15:30:00	2022-03-29 21:21:50	Scheduled	...
11	How to Perform Cost Management on a Project	Regular	Gauravjit Singh	60	$60.00	2022-06-09 23:45:00	2022-06-10 00:15:00	2022-03-28 23:31:42	Scheduled	...

Observe the following information from this page:
- **Class Title**: Displays the title of the group class as added by the teacher.
- **Type**: Displays the type of group class, **Regular** or **Package**.
- **Teacher**: Displays the name of the teacher hosting the group class.

Star (*) marked fields are compulsory and can't be left blank.

- **Max Learners**: Displays the maximum number of learners allowed to enroll in the class.
- **Entry Fee**: Displays the entry fee for the class decided by the teacher.
- **Start Time**: Displays the date and time when the group class will start. In the case of package group classes, it displays the start time and date of the first class of the package.
- **End Time**: Displays the date and time when the group class will end. In the case of package group class, it displays the end time and date of the last class of the package.
- **Created**: Displays the date and time when the group class or package was created by the teacher.
- **Status**: Displays the current status of the class.
- **Action** ⋯ : Hover over the meatballs icon to access the following two options:
  - **Learners**: Select **Learners** to view the learners enrolled in a class. The **Learners** window opens to display the **Full Names** and **Email Addresses** of learners.

Learners		
SR NO	FULL NAME	EMAIL
1	Jason Roy	jason@dummyid.com
2	Mark Wood	mark@dummyid.com
3	Asif Ali	asif@dummyid.com

  - **Classes**: Click on **Classes** to open the **Manage Package Classes** page displaying the detailed list of the classes included under the package. This option is available only for the **Package** group classes type.

Star (*) marked fields are compulsory and can't be left blank.

Search

A **Search** section is provided at the top of the **Manage Group Classes** page. Perform the search for any group class using the following search filters:

- **Search By Keyword**: Type the teacher's name or class title keywords.
- **Start Date** : Select the class start date from the drop down calendar window.
- **End Date** : Select the class end date from the drop down calendar window.

⚠ **Start** and **End Date** filters can be used together to specify a certain time duration.

- **Class Type**: Search by the type of class as **Regular** or **Package**.
- **Status**: Select the package status from the drop down list, such as, **Scheduled**, **Completed** or **Canceled**.

Click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

Star (*) marked fields are compulsory and can't be left blank.

4.2 Package Classes

The **Manage Package Classes** page displays the detailed list of all the package classes created on the portal. Teachers have the provision to integrate a number of group classes in a set, called Package. These packages are scheduled in advance and are purchased by the learners for a one-time entry fee. Observe the following details from the list of package classes:

Manage Package Classes
Home / Package Classes

Search							
SR NO	**CLASS TITLE**	**PACKAGE**	**TEACHER**	**START DATE**	**END DATE**	**CREATED**	**STATUS**
1	Articles and Pronouns	Basic Dutch Words & Phrases You Should Know By Now	Lukas Nikolaus	2022-12-22 02:30:00	2022-12-22 03:00:00	2022-07-19 18:53:52	Scheduled
2	Learn how to count up to 315 in Danish	Complete Danish Course: Learn Danish For Beginners	Veronica Reichert	2022-12-10 17:15:00	2022-12-10 19:15:00	2022-06-05 20:18:30	Scheduled
3	Active and Passive Voice	Spoken Polish Class	How to Speak Fluent Polish - Beginner to Advanced Speaking Practice	Retta Rodriguez	2022-12-10 08:45:00	2022-12-10 09:00:00	2022-06-05 21:28:14	Scheduled
4	How to Greet Someone	Learn Spanish for Beginners: Basic Spanish Lessons	SUPER EASY Spanish Course	Marcel Mosciski	2022-12-10 07:10:00	2022-12-10 07:40:00	2022-06-05 21:14:00	Scheduled
5	Verbs in the Present Tense	Learn Swedish for beginners! Learn important Swedish words, phrases & grammar - fast!	Bernard Zemlak	2022-12-10 05:00:00	2022-12-10 06:00:00	2022-06-05 21:17:04	Scheduled
6	Weather, Numbers and Directions	Learn Turkish - Language Basics for Beginners	Alexis Bartell	2022-12-10 03:50:00	2022-12-10 05:50:00	2022-06-05 20:11:35	Scheduled
7	Learn the personal pronouns and noun genders	Complete Danish Course: Learn Danish For Beginners	Veronica Reichert	2022-12-10 02:50:00	2022-12-10 04:50:00	2022-06-05 20:18:30	Scheduled
8	Seasons, Days & Months, Past & Present, Weather	Essential Korean : Learn over 628 Korean Words & Phrases	Pearl Altenwerth	2022-12-10 02:40:00	2022-12-10 04:10:00	2022-06-06 13:19:08	Scheduled
9	The Conjucation of Irregular Verbs	Complete Russian Course	Beginners	Michelle Corkery	2022-12-10 02:20:00	2022-12-10 03:20:00	2022-06-06 13:16:44	Scheduled
10	Learn professions and personal pronouns in Danish	Danish Immersion Course: A Complete Course	Maurine Crist	2022-12-10 02:20:00	2022-12-10 03:50:00	2022-06-05 20:27:32	Scheduled

- **Class Title:** Displays the title of the package class.
- **Package:** Displays the name of the package.
- **Teacher:** Displays the name of the teacher hosting package classes.
- **Start Date :** Displays the package start date and time.
- **End Date :** Displays the package end date and time.
- **Status:** Displays the current status of the package as **Scheduled**, **Canceled** or **Completed**.

Star (*) marked fields are compulsory and can't be left blank.

Search

A **Search** section is provided at the top of the **Manage Package Classes** page. Perform the search for any group class package using the following search filters:

- **Search By Keyword**: Type the class title or teacher's name as relevant keywords.
- **Teacher**: Search by the name of the teacher.
- **Start Date** : Select the package start date from the drop down calendar window.
- **End Date** : Select the package end date from the drop down calendar window.

! **Start** and **End date** filters can be used together to specify a certain time duration.

- **Status**: Select the package status from the drop down list, such as, **Scheduled**, **Completed** or **Canceled**.

Click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

5. Manage Orders

The **Manage Orders** module allows you to view, search and manage the different kinds of orders placed on the platform. These orders may be received from learner users or teachers registered on the platform. The module is further bifurcated in various sub-modules that list specific types of

Star (*) marked fields are compulsory and can't be left blank.

orders and their details. These sub-modules are explained in the next section.

5.1 All Orders

The **All Orders** module lists all types of orders placed on the platform. The individual order details are provided here to quickly observe the type and status of orders. These orders are also maintained in their specific modules but can be accessed here collectively. The following details are displayed in the orders list arranged in a reverse chronological order according to their order dates:

Manage Orders
Home / Orders

Search...

ORDER ID	USER NAME	ORDER TYPE	ITEMS	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	STATUS	PAY METHOD	ORDER DATE	ACTION
O000088	Sahil Sharma	Group Classes	1	$30.00	$0.00	$30.00	Is Paid	Completed	Walletpay	2022-05-30 15:11:45	•••
O000087	Sahil Sharma	Lesson	1	$45.00	$0.00	$45.00	Is Paid	Completed	Walletpay	2022-05-26 12:48:45	•••
O000086	george washington	Lesson	10	$600.00	$30.00	$570.00	Is Paid	Completed	Walletpay	2022-05-25 16:59:51	•••
O000085	elonmusk	Lesson	1	$40.00	$0.00	$40.00	Is Paid	Completed	Walletpay	2022-05-25 12:36:25	•••
O000084	Pranav Jain	Lesson	1	$0.00	$0.00	$0.00	Is Paid	Completed	N/a	2022-05-25 11:34:39	•••
O000083	chhaya thakur	Subscriptions	4	$180.00	$0.00	$180.00	Is Paid	Completed	Walletpay	2022-05-24 17:00:57	•••
O000082	Avantika	Lesson	1	$45.00	$0.00	$45.00	Is Paid	Completed	Walletpay	2022-05-24 15:52:46	•••
O000081	Victoria Berg	Lesson	1	$45.00	$0.00	$45.00	Is Paid	Completed	Walletpay	2022-05-24 13:52:28	•••
O000080	Hunter Rose	Lesson	2	$90.00	$0.00	$90.00	Is Paid	Completed	Walletpay	2022-05-24 13:50:55	•••
O000079	Avantika Kapil	Lesson	1	$60.00	$0.00	$60.00	Is Paid	Completed	Walletpay	2022-05-24 13:49:48	•••
O000078	chhaya thakur	Lesson	2	$90.00	$0.00	$90.00	Is Paid	Completed	Walletpay	2022-05-24 13:49:01	•••

- **Order ID:** Displays the unique ID for the order received.
- **User Name**: Displays the purchaser's user name.
- **Order Type**: Displays the type of order placed, such as, lesson, class package, wallet recharge, subscription, giftcard, so on and so forth.
- **Items**: Displays the number of items purchased in one order.

Star (*) marked fields are compulsory and can't be left blank.

- **Total**: Displays the total order value.
- **Discount**: Displays the discount availed on an order in lieu of discount coupons.
- **Net Total**: Displays the order net total arrived at by deducting discount value from order total.
- **Payment**: Displays the current payment status as, **Is Paid** or **Unpaid**.
- **Status**: Displays the current order status.
- **Pay Method**: Displays the method of payment used by the purchaser.
- **Order Date**: Displays the date and time when order was placed.

Action

Hover over the meatballs icon under the **Action** header to access the following options:

i. View: Select **View** to open the **Order Details** page. The following details can be observed:

Star (*) marked fields are compulsory and can't be left blank.

Order Detail
Home / Orders / View

Customer Order Detail   ...

Order/invoice Id: O000062	Order Date: 2022-04-13 12:45:54	Payment Status: Unpaid
Order Total Amount: $49.00	Order Net Amount: $49.00	Order Discount: $0.00
Order Amount Paid: $0.00	Order Amount Pending: $49.00	Order Status: Inprocess

User Details

Name : chhaya thakur
Email : ct@dummyid.com
User Id : 19
User Timezone : Utc +05:30 Asia/kolkata

Order Details

Order Type : Class Packages
Order/invoice Id : O000062
Order Amount Paid : $0.00
Order Date : 2022-04-13 12:45:54

Package Class Details

Teacher Name : Kapil Grover
Teacher Email : kapil@dummyid.com
Teacher Id : 3
Teacher Timezone : Utc +05:30 Asia/kolkata
Package Name : Lean Thinking to Project Management
Start Date Time : 2022-04-17 10:00:00
End Date Time : 2022-04-21 10:30:00
Total Seats : 49
Package Price : $49.00
Admin Commission (%) : 12.10%/Per Class
View Packages Order
View Class Order

Order Payment History

DATE ADDED	TXN ID	PAYMENT METHOD	AMOUNT	GATEWAY RESPONSE
2022-04-13 12:46:29	AL902081100800000001039531801	Banktransferpay Approve | Decline	$49.00	AL902081100800000001039531801AL9 02081100800000001039531801

Order Payments

Payment Method*
Banktransferpay

Txn Id*

Amount*

Comments*

[Save Changes]

- **Customer Order Detail:** Displays the customer order details, such as, invoice ID, order total details, payment status and order status.

Customer Order Detail   ...   Back To Order

Order/invoice Id: O000062	Order Date: 2022-04-13 12:45:54	Payment Status: Unpaid
Order Total Amount: $49.00	Order Net Amount: $49.00	Order Discount: $0.00
Order Amount Paid: $0.00	Order Amount Pending: $49.00	Order Status: Inprocess

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Back To Order**: Hover over the meatballs icon ⋯ and select **Back To Orders** to move back to the **Manage Orders** page.
- **User Details:** Displays the details of the purchaser, such as, name, email, user id and timezone.

User Details

User Details

Name : chhaya thakur
Email : ct@dummyid.com
User Id : 19
User Timezone : Asia/Kolkata (UTC +05:30)

- **Order Details:** Displays the specific order details, such as, order type, order ID, amount paid and order date.

Order Details

Order Details

Order Type : Class Packages
Order/invoice Id : O000062
Order Amount Paid : $0.00
Order Date : 2022-04-13 11:15:54

- **Order Type Details:** Displays the details related to the specific order type. These details vary depending on the type of order placed. Specimens for a class package, wallet recharge and subscription orders are shown here:

Star (*) marked fields are compulsory and can't be left blank.

Package Class Details

Package Class Details

Teacher Name : Kapil Grover
Teacher Email : kapil@dummyid.com
Teacher Id : 3
Teacher Timezone : Asia/Kolkata (UTC +05:30)
Package Name : Lean Thinking to Project Management
Start Date Time : 2022-04-17 08:30:00
End Date Time : 2022-04-21 09:00:00
Total Seats : 49
Package Price : $49.00
Admin Commission (%) : 12.10%/Per Class
View Packages Order
View Class Order

Wallet Details

Wallet Details

Amount Added : $500.00

Star (*) marked fields are compulsory and can't be left blank.

Subscription Details

Subscription Start Date : 2022-05-24 00:00:00
Subscription End Date : 2022-06-21 00:00:00
Teacher Name : elonmusk
Teacher Email : elonmusk@dummyid.com
Teacher Id : 28
Teacher Timezone : Utc +05:30 Asia/kolkata
Lesson Type : Subscription
No. Of Lessons : 4
Lesson Duration : 45 Mins/Per Lesson
Lesson Price : $45.00/Per Lesson
Admin Commission (%) : 8.50%
Teach Language : English
View Lesson Order
View Subscription Order

Certain links are available in this section:

- **View Subscription/Package Order:** In the case of subscription and package orders, a **View Subscription/Package Orders** link is displayed in the **Order Type Details** section. Click on this link and you will be taken to the specific order's module page.

Package Orders
Home / Packages

PACKAGE ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	ORDER DATE	STATUS	ACTION
16	O000062	chhaya thakur	Kapil Grover	Tamil	$49.00	$0.00	$49.00	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁

You can perform certain functionalities on this page which are explained later in this document.

- **View Class/Lesson/Gift card Order:** For all orders other than **Wallet recharge** orders, a **View Lesson/Class/Gift card** link is provided in this section. Click on the link and you will be taken to the specific order module list page. A specimen for Package classes order page is shown here:

Star (*) marked fields are compulsory and can't be left blank.

You can perform certain functionalities on this page which are explained later in this document.

- **Order Payment History:** Displays the order payment history and related details, such as, date of transaction, transaction ID, payment method, payment amount and payment gateway response.

For orders paid-for through **bank transfer payment method**, the following links are displayed in this section:

- **Approve**: Click on this link to approve the payment done through bank transfer. Once approved, further changes can not be made.

- **Decline**: Click on this link to decline a payment. Once declined, the payment history is updated in this section and the payer receives a system-automated email notification that their transaction has been declined.

- **View Payment Receipt**: Click on this link to download and view the payment receipt uploaded. It is displayed only when a payment receipt is uploaded by the payer while updating transaction details.

Star (*) marked fields are compulsory and can't be left blank.

- **Order Payments:** Manually update the order payment details for an unpaid order from this section. The following information fields are provided:

- **Payment Method*:** Select the payment method from the drop down list.
- **Txn Id*:** Enter the valid transaction ID.
- **Amount*:** Enter the payment amount.
- **Comments*:** Enter the additional information or transaction comments.

Click on **Save Changes** to update the payment. Once saved, the order will be updated as **Paid** on the system and the payment history is also updated accordingly.

ii. Cancel Order: Select **Cancel Order** and follow the prompts to cancel an order.

Search

Perform a search for orders using the **Search** section provided at the top of the **Manage Orders** page. Following filters are provided here:
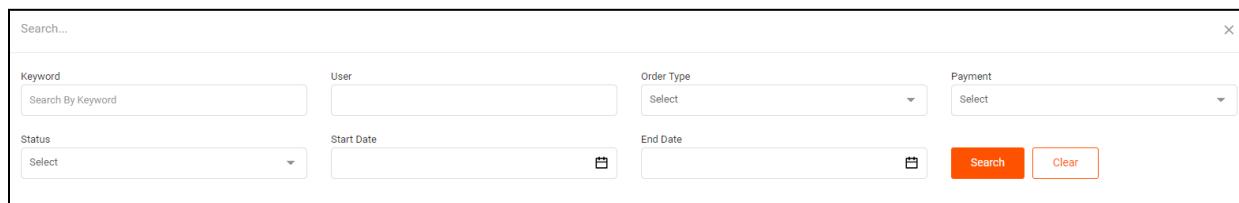
- **Keyword:** Type the order ID or user name to search by keywords.

Star (*) marked fields are compulsory and can't be left blank.

- **User**: Type the user's name to perform user specific search.
- **Order Type**: Search by the type of order as, **Lesson**, **Subscriptions**, **Group Classes**, **Class Packages**, **Wallet Recharge** or **Giftcard**.
- **Payment**: Search by current payment status as **Is Paid** or **Unpaid**.
- **Status**: Search by current order status as **In Process**, **Completed** or **Canceled**.
- **Start Date**: Select a date from the drop down calendar window to search for orders placed on or after that date.
- **End Date**: Select a date from the drop down calendar window to search for orders placed on or before that date.

⚠️ **Start** and **End Date** filters can be used together to specify a certain time period.

Click **Search** to generate the search results and click **Clear** to display the complete list again.

5.2 Lesson Orders

All orders received for one-on-one lessons are displayed in the **Lesson Orders** module. The **Lesson Orders** page lists stand-alone as well as subscription lesson orders arranged in a reverse chronological order according to their order date. The following details can be observed on this page:

Star (*) marked fields are compulsory and can't be left blank.

Lesson Orders
Home / Lessons

Search... 🔍

LESSON ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	ORDER DATE	STATUS	ACTION
158	0000090	george washington	Kapil Grover	English	$45.00	$0.00	$45.00	Is Paid	Walletpay	2022-05-30 20:05:28	Completed	👁
157	0000089	george washington	Dharminder Singh	Arabic	$45.00	$8.00	$37.00	Is Paid	Walletpay	2022-05-30 19:56:25	Scheduled	👁
156	0000089	george washington	Dharminder Singh	Arabic	$45.00	$8.00	$37.00	Is Paid	Walletpay	2022-05-30 19:56:25	Scheduled	👁
155	0000089	george washington	Dharminder Singh	Arabic	$45.00	$8.00	$37.00	Is Paid	Walletpay	2022-05-30 19:56:25	Scheduled	👁
154	0000089	george washington	Dharminder Singh	Arabic	$45.00	$8.00	$37.00	Is Paid	Walletpay	2022-05-30 19:56:25	Scheduled	👁
153	0000089	george washington	Dharminder Singh	Arabic	$45.00	$8.00	$37.00	Is Paid	Walletpay	2022-05-30 19:56:25	Scheduled	👁
152	0000087	Sahil Sharma	elonmusk	English	$45.00	$0.00	$45.00	Is Paid	Walletpay	2022-05-26 12:48:45	Unscheduled	👁
151	0000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
150	0000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁
149	0000086	george washington	Manish Bhalla	English	$60.00	$3.00	$57.00	Is Paid	Walletpay	2022-05-25 16:59:51	Unscheduled	👁

- **Lesson ID**: Displays the unique identifier for the lesson.
- **Order ID**: Displays the unique order ID.
- **Learner**: Displays the name of the learner for the lesson.
- **Teacher**: Displays the name of the teacher.
- **Language**: Displays the language booked for the lesson.
- **Total**: Displays the total value of lesson order.
- **Discount**: Displays the amount of discount availed on an order in lieu of discount coupons.
- **Net Total**: Displays the order net total after deducting the discount amount from order total.
- **Payment**: Displays the current payment status.
- **Pay Method**: Displays the payment method used for the order.
- **Order Date**: Displays the date and time when lesson order was placed.
- **Status**: Displays the current status of the order.

Star (*) marked fields are compulsory and can't be left blank.

Action

Click on the **View** icon button [👁] under the **Action** header to open the **Order Details** window. Certain order details can be observed here, such as, Learner Name, Language, Status, Start Time, Lesson Price, Lesson Ended By, Admin Commission, Refund, Report an Issue, Reviewed on Lesson, so on and so forth.

View Lesson Detail

Learner Name : george washington	Teacher Name : **Kapil Grover**
Language : **English**	Status : **Completed**
Start Time : **2022-05-30 20:15:00**	Ends : **2022-05-30 21:00:00**
Teacher Start Time : **2022-05-30 20:33:28**	Teacher End Time : **2022-05-30 20:57:55**
Learner Start Time : **2022-05-30 20:33:33**	Learner End Time : **2022-05-30 20:57:55**
Lesson Price : **$45.00**	Admin Commission (%) : **5.00%**
Teacher Paid : **No**	Reviewed On Lesson : **No**
Report an Issue : **No**	Refund : **N/a**
Duration : **45 Mins**	Order ID : **View O000090**
Lesson Ended By : **Kapil Grover**	

Click on the **View Order ID** link provided in this window and you will be taken to the respective **Order Details** page similar to the one displayed in the **All Orders** module. The detailed information about Customer Order, User, Order, Lessons, Order Payment history, Order Payments, etc. can be observed here.

Star (*) marked fields are compulsory and can't be left blank.

Order Detail
Home / Orders / View

Customer Order Detail ...

Order/invoice Id: O000052 | Order Date: 2022-04-08 09:25:01 | Payment Status: Is Paid

Order Total Amount: $480.00 | Order Net Amount: $480.00 | Order Discount: $0.00

Order Amount Paid: $480.00 | Order Amount Pending: $0.00 | Order Status: Completed

User Details

User Details
Name : Camden William
Email : william@dummyid.com
User Id : 10
User Timezone : Asia/Kolkata (UTC +05:30)

Order Details

Order Details
Order Type : Subscriptions
Order/invoice Id : O000052
Order Amount Paid : $480.00
Order Date : 2022-04-08 09:25:01

Subscription Details

Subscription Details
Subscription Start Date : 2022-04-07 22:30:00
Subscription End Date : 2022-05-05 22:30:00
Teacher Name : chhaya thakur
Teacher Email : ct@dummyid.com
Teacher Id : 19
Teacher Timezone : Asia/Kolkata (UTC +05:30)
Lesson Type : Subscription
No. Of Lessons : 6
Lesson Duration : 45 Mins/Per Lesson
Lesson Price : $80.00/Per Lesson
Admin Commission (%) : 8.50%
Teach Language : Japanese
View Lesson Order
View Subscription Order

Order Payment History

DATE ADDED	TXN ID	PAYMENT METHOD	AMOUNT	GATEWAY RESPONSE
2022-04-08 09:25:02	26	Wallet	$480.00	{"usrtxn_id":26,"usrtxn_type":2,"usrtxn_user_id":10,"usrtxn_amount":"-480.00","usrtxn_datetime":"2022-04-08 05:25:01","usrtxn_comment":"Subscr Ordered: Id O000052"}

Search

Perform the search for lesson orders using the search section provided at the top of the **Lesson Orders** page. The following filters are available for a focused search:

Search... ✕

Keyword
Search By Keyword

Language

Payment
Select

Status
Select

Start Date

End Date

Search   Clear

- **Keyword**: Type the Order ID, lesson ID, learner's or teacher's name as a keyword.

Star (*) marked fields are compulsory and can't be left blank.

- **Language:** Type the language booked for the lesson.
- **Payment:** Search by current status of an order as, **Unpaid** or **Is Paid**.
- **Status:** Search by current status of a subscription as, **Pending**, **Active**, **Completed** or **Canceled**.
- **Start Date:** Select a date to display orders placed on or after this date.
- **End Date:** Select a date to display orders placed on or before this date.

⚠️ **Start** and **End Date** filters can be used together to specify a duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

5.3 Subscription Orders

View the lesson subscription orders placed on the portal. Lessons subscriptions are nothing but a number of one-on-one lessons that are scheduled in advance and recur every four weeks. The learners can convert their single lessons into a monthly subscription during checkout. This subscription is renewed after four weeks and the lessons are automatically scheduled after the subscription payment is successful. The **Subscription Orders** page displays the details about such orders in the form of a list where the last order placed appears at the top:

Star (*) marked fields are compulsory and can't be left blank.

Subscription Orders
Home / Subscriptions

Search... 🔍

SUB ID	ORDER ID	START DATE	END DATE	LEARNER	TEACHER	DISCOUNT	NET TOTAL	PAYMENT	ORDER DATE	STATUS
21	0000083	2022-05-24	2022-06-21	chhaya thakur	elonmusk	$0.00	$180.00	Is Paid	2022-05-24 17:00:57	Active
20	0000074	2022-05-05	2022-06-02	Avantika	Dharminder Singh	$0.00	$60.00	Is Paid	2022-05-05 15:33:24	Active
19	0000070	2022-04-15	2022-05-13	testtutor Tutor	Dharminder Singh	$0.00	$120.00	Is Paid	2022-04-15 15:50:09	Expired
18	0000053	2022-04-12	2022-05-10	Dharminder Singh	Kapil Grover	$0.00	$15.00	Is Paid	2022-04-12 11:58:38	Expired
17	0000052	2022-04-08	2022-05-06	Camden William	chhaya thakur	$0.00	$480.00	Is Paid	2022-04-08 10:55:01	Expired
16	0000051	2022-04-08	2022-05-06	Stella Steele	chhaya thakur	$0.00	$60.00	Is Paid	2022-04-08 10:53:04	Expired
15	0000050	2022-04-08	2022-05-06	Victoria Berg	chhaya thakur	$0.00	$240.00	Is Paid	2022-04-08 10:50:30	Expired
14	0000049	2022-04-08	2022-05-06	Sahil Sharma	chhaya thakur	$0.00	$120.00	Is Paid	2022-04-08 10:31:54	Expired
13	0000046	2022-04-07	2022-05-05	Sahil Sharma	chhaya thakur	$0.00	$400.00	Is Paid	2022-04-07 15:08:59	Expired
12	0000045	2022-04-07	2022-05-05	chhaya thakur	Dharminder Singh	$0.00	$120.00	Is Paid	2022-04-07 12:55:28	Expired
11	0000036	2022-03-30	2022-04-27	Pranav Jain	Kapil Grover	$0.00	$30.00	Is Paid	2022-03-30 16:43:32	Expired
10	0000034	2022-03-30	2022-04-27	Pranav Jain	Kapil Grover	$0.00	$300.00	Is Paid	2022-03-30 15:55:46	Expired

1 2 >

Showing 1 To 12 Of 21 Entries

- **Sub ID**: Displays the unique system identifier for the subscription.
- **Order ID**: Displays the unique order IDs.
- **Start Date**: Displays the subscription start date for a four weekly cycle and can be the same as the order date.
- **End Date**: Displays the subscription ending date for a four weekly cycle.
- **Learner**: Displays the name of the learner.
- **Teacher**: Displays the name of the teacher.
- **Discount**: Displays the discount availed on an order in lieu of discount coupons.
- **Net Total**: Displays the net order total after deducting the discount amount from the total order value.
- **Payment**: Displays the current payment status.
- **Order Date**: Displays the date and time when order was placed.
- **Status**: Displays the current subscription status.

Star (*) marked fields are compulsory and can't be left blank.

Search

Perform the search for a subscription order using the search section provided at the top of the **Subscription Orders** page. The following filters are available for a focused search:
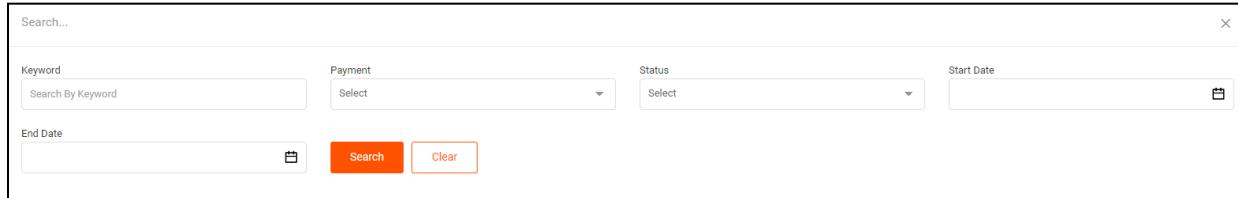
- **Keyword**: Type the Sub ID, learner or teacher's name as keyword.
- **Payment**: Search by the current payment status of an order as, **Unpaid** or **Is Paid**.
- **Status**: Search by the current status of a subscription as, **Pending**, **Active**, **Completed** or **Canceled**.
- **Start Date**: Search by subscriptions starting on/after the selected date.
- **End Date**: Search by subscriptions ending on/before the selected date.

⚠️ **Start and End Date** filters can be used together to specify a time duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

5.4 Classes Orders

All the orders received for group classes scheduled by the teachers are displayed in the **Classes Orders** module. The **Classes Orders** page lists stand-alone as well as package classes orders arranged in a reverse chronological order according to their order date. Observer the following details from this page:

Star (*) marked fields are compulsory and can't be left blank.

Classes Orders
Home / Classes

Search... 🔍

CLASS ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	ORDER DATE	STATUS	ACTION
86	O000088	Sahil Sharma	Gauravjit Singh	German	$30.00	$0.00	$30.00	Is Paid	Walletpay	2022-05-30 15:11:45	Scheduled	👁
85	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
84	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
83	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
82	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
81	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
80	O000061	chhaya thakur	Dharminder Singh	Japanese	$20.00	$0.00	$20.00	Is Paid	Walletpay	2022-04-13 12:34:11	Scheduled	👁
79	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
78	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
77	O000060	chhaya thakur	testtutor Tutor	German	$2.50	$0.00	$2.50	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁

- **Class ID**: Displays the unique system identifier for the class.
- **Order ID**: Displays the unique order ID.
- **Learner**: Displays the name of the learner who placed the class order.
- **Teacher**: Displays the name of the teacher hosting the class.
- **Language**: Displays the language for which the class is booked.
- **Total**: Displays the total value of the class order received.
- **Discount**: Displays the amount of discount availed on order in lieu of discount coupons.
- **Net Total**: Displays the order net total after deducting the discount amount from order total.
- **Payment**: Displays the current payment status as **Is Paid** or **Unpaid**.
- **Pay Method**: Displays the payment method used for the order.
- **Order Date**: Displays the date and time when class order was placed.
- **Status**: Displays the current status of the order.

Star (*) marked fields are compulsory and can't be left blank.

Action

Click on the **view** icon button ⬚👁 under the **Action** header to open the **Class Details** window. Certain order details can be observed here, such as, Learner Name, Language, Status, Start Time, Class Name, Class Price, Class Ended By, Admin Commission, Refund, Report an Issue, Reviewed on Class, so on and so forth.

Class Detail

Learner Name : **Sahil Sharma**	Teacher Name : **Gauravjit Singh**
Class Name : **How to Perform Resource Management on a Project**	Language : **German**
Class Status : **Scheduled**	Order Payment Status : **Is Paid**
Start Time : **2022-05-30 16:45:00**	End Time : **2022-05-30 17:15:00**
Teacher Start Time : **--**	Teacher End Time : **--**
Learner Start Time : **--**	Learner End Time : **--**
Class Price : **$30.00**	Admin Commission (%) : **12.10%**
Teacher Paid : **No**	Reviewed On Class : **No**
Report an Issue : **No**	Refund : **N/a**
Order ID : **View O000088**	
Ended By : **N/a**	

Click on the **View [Order ID]** link provided in this window and you will be taken to the **Order Details** page similar to the one displayed in the **All Orders** module. The detailed information about Customer Order, User Details, Order Details, Group Class, Order Payment history, Order Payments, etc. can be observed here.

Star (*) marked fields are compulsory and can't be left blank.

Order Detail
Home / Orders / View

Customer Order Detail   ...

Order/invoice Id: O000061	Order Date: 2022-04-13 11:04:11	Payment Status: Is Paid
Order Total Amount: $20.00	Order Net Amount: $20.00	Order Discount: $0.00
Order Amount Paid: $20.00	Order Amount Pending: $0.00	Order Status: Completed

User Details

User Details
Name : chhaya thakur
Email : ct@dummyid.com
User Id : 19
User Timezone : Asia/Kolkata (UTC +05:30)

Order Details

Order Details
Order Type : Group Classes
Order/invoice Id : O000061
Order Amount Paid : $20.00
Order Date : 2022-04-13 11:04:11

Group Class Details

Group Class Details
Teacher Name : Dharminder Singh
Teacher Email : dharminder@dummyid.com
Teacher Id : 8
Teacher Timezone : Asia/Kolkata (UTC +05:30)
Class Name : Effective subtitle that reinforces the sales message
Start Date Time : 2022-04-30 09:30:00
End Date Time : 2022-04-30 10:15:00
Total Seats : 20
Class Price : $20.00
Admin Commission (%) : 12.10%
View Class Order

Order Payment History

DATE ADDED	TXN ID	PAYMENT METHOD	AMOUNT	GATEWAY RESPONSE
2022-04-13 11:04:12	31	Wallet	$20.00	{"usrtxn_id":31,"usrtxn_type":3,"usrtxn_user_id":19,"usrtxn_amount":"-20.00","usrtxn_datetime":"2022-04-13 07:04:11","usrtxn_comment":"Gclass Ordered: Id O000061"}

Search

Perform the search for a class order using the search section provided at the top of the **Classes Orders** page. The following filters are available for a focused search:

Search...	✕

Keyword
Search By Keyword

Language

Payment
Select

Status
Select

Start Date

End Date

Search   Clear

- **Keyword**: Type the Class ID, Order ID, learner or teacher's name as a keyword.
- **Language**: Type the language name to perform the search.
- **Payment**: Search by current payment status of an order as, **Unpaid** or **Is Paid**.

Star (*) marked fields are compulsory and can't be left blank.

- **Status**: Search by current status of a class as, **Scheduled**, **Completed** or **Canceled**.
- **Start Date**: Select a date to display orders placed on or after this date.
- **End Date**: Select a date to display orders placed on or before this date.

⚠ **Start and End Date** filters can be used together to specify a duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

5.5 Package Orders

The list of all class package orders placed on the portal is displayed in the **Packages Orders** module. The latest order received appears at the top of the list. Observe the order details from this page, such as, Order ID, Learner and Teacher names, package Language, Order Net Total, Payment status, Payment Method, Date of purchase and Package Status.

Star (*) marked fields are compulsory and can't be left blank.

Action

To view the complete details of an order, click on the **View** icon provided under the **Action** header. The **Package Details** window displays on the screen. Observe the package details, such as, package name, start time, price, end time, language and so forth.

Star (*) marked fields are compulsory and can't be left blank.

a. Click the **View [Order ID]** link and you will be redirected to the **Order Details** page displaying **Customer Order Details, User Details, Order Details, Order Payment History** and **Package Class Details**.

This page is a replica of the **Order Details** page appearing under the **All Orders** module and you can perform similar functionalities here. Please refer to the **All Orders** module for more information.

b. Click on the **View Classes** link and you will be redirected to the **Class Orders** page displaying the detailed list of all the classes scheduled under this package.

Star (*) marked fields are compulsory and can't be left blank.

Classes Orders
Home / Classes

CLASS ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	ORDER DATE	STATUS	ACTION
85	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
84	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
83	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
82	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁
81	O000062	chhaya thakur	Kapil Grover	Tamil	$9.80	$0.00	$9.80	Unpaid	Banktransferpay	2022-04-13 12:45:54	Scheduled	👁

This page is a replica of the **Class Orders** page explained earlier. Please refer to the **Classes Orders** module for more details on the functionalities available here.

Search

Perform the search for package orders using the search section provided at the top of the **Package Orders** page. The following filters are available for a focused search:

- **Keyword**: Type the package ID, learner or teacher's name as keyword.
- **Language**: Type the package language.
- **Payment**: Search by the current payment status of an order from the drop down list as, **Unpaid** or **Is Paid**.
- **Status**: Search by the current status of a subscription from the drop down list as, **Scheduled**, **Completed** or **Canceled**.

Star (*) marked fields are compulsory and can't be left blank.

- **Start Date**: Select the date from the drop down calendar window to search for orders placed on or after this date.

- **End Date**: Select the date from the drop down calendar window to search for orders placed on or before this date.

⚠️ **Start and End Date** filters can be used together to specify a duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

5.6 Gift Card Orders

The **Gift Card Orders** module displays the summary of all the orders received for Gift Cards. This page lists orders arranged in a reverse chronological order according to the order date. The following details can be observed on this page:

Giftcard Orders
Home / Giftcards

Search...   🔍

ORDER ID	USER NAME	TOTAL	STATUS	PAYMENT	PAY METHOD	ORDER DATE	ACTION
0000065	testtutor Tutor	$75.00	Unused	Unpaid	Banktransferpay	2022-04-14 11:52:28	👁
0000064	chhaya thakur	$50.00	Used	Is Paid	Walletpay	2022-04-14 10:38:29	👁
0000011	Sahil Sharma	$200.00	Unused	Is Paid	Banktransferpay	2022-03-30 10:06:54	👁
0000010	Sahil Sharma	$200.00	Unused	Unpaid	Paypalstandardpay	2022-03-30 10:06:19	👁

- **Order ID**: Displays the unique order ID.
- **User Name:** Display the name of the buyer user.
- **Total**: Displays the total gift card value.
- **Status:** Displays the current gift card status as **Used** or **Unused**.

Star (*) marked fields are compulsory and can't be left blank.

- **Payment:** Displays the current payment status as **Paid** or **Unpaid**.
- **Pay Method:** Displays the payment method used for the order.
- **Order Date:** Displays the date and time of placing the order.
- **Action** 👁 : Click on the view icon button given under the action header to view the order details. The **View Gift Card Details** window opens displaying the order details, such as, **User Name**, **Order Status**, **Gift Card Code**, **Recipient Name** and **Email**, **Gift Card Status** and **Amount**.

View Giftcards Detail

User Name : Sahil Sharma   Order Status : **Unpaid**

Giftcard Code : **6243de43f2444**   Recipient Name : **sahil@dummyid.com**

Recipient Email : **sher@dummyid.com**   Giftcard Status : **Unused**

Amount : **$200.00**

Search

Perform the search for gift card orders using the search section provided at the top of the **Gift Card Orders** page. The following filters are available for a focused search:

Search...				×
Keyword	Status	Payment Status	Start Date	
	Select ▾	Select ▾	📅	
End Date				
📅	Search Clear			

- **Keyword:** Search by typing the Order ID or user name as relevant keywords.
- **Status:** Search by gift card status as **Used** or **Unused**.
- **Payment Status:** Search by order payment status as **Unpaid** or **Is Paid**.
- **Start Date:** Select the date from the drop down calendar window to search for orders placed on or after this date.

Star (*) marked fields are compulsory and can't be left blank.

- **End Date**: Select the date from the drop down calendar window to search orders placed on or before this date.

⚠ **Start** and **End Date** filters can be used together to specify a duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

5.7 Wallet Recharge Orders

The **Wallet Recharge Orders** module displays a brief summary of requests received for wallet recharge from the registered users. The learners and teachers can request the admin to add money to their wallet from the **My Wallet** page on their profile. The orders list is arranged chronologically where the latest placed order appears at the top. Observe the following details from the **Wallet Recharge Orders** page:

Wallet Recharge Orders
Home / Wallet

ORDER ID	USER NAME	TOTAL	PAYMENT	PAY METHOD	DATE AND TIME
O001120	Tom Curran	$500.00	Is paid	Bank Transfer	2022-06-24 11:49:30
O001081	Suresh Raina	$6.00	Is paid	Stripe	2022-06-09 17:25:38
O001034	Suresh Raina	$120.00	Unpaid	Stripe	2022-05-26 14:24:14
O001022	Suresh Raina	$17.00	Unpaid	Stripe	2022-05-25 10:48:47
O001007	Abraham Teacher	$99.00	Is paid	Stripe	2022-05-20 16:39:40
O001006	learner1	$45.00	Is paid	Stripe	2022-05-20 16:19:46
O000993	learner1	$3,600.00	Is paid	Stripe	2022-05-19 14:21:55
O000990	learner1	$50.00	Is paid	Stripe	2022-05-19 13:41:23
O000971	Virat Kohli	$100.00	Is paid	Stripe	2022-05-13 16:16:14

1 2 3 ... › »   Showing 1 to 9 of 74 Entries

- **Order ID:** Displays the unique order ID.
- **User Name:** Displays the name of the user initiating the request.
- **Total:** Displays the total amount of wallet recharge requested.

Star (*) marked fields are compulsory and can't be left blank.

- **Payment:** Displays the current payment status as **Is Paid** or **Unpaid**.
- **Pay Method:** Displays the method of payment for the order.
- **Order Date:** Displays the date and time when order was placed.

Search

Perform the search for wallet recharge orders using the search section provided at the top of the **Wallet Orders** page. The following filters are available for a focused search:
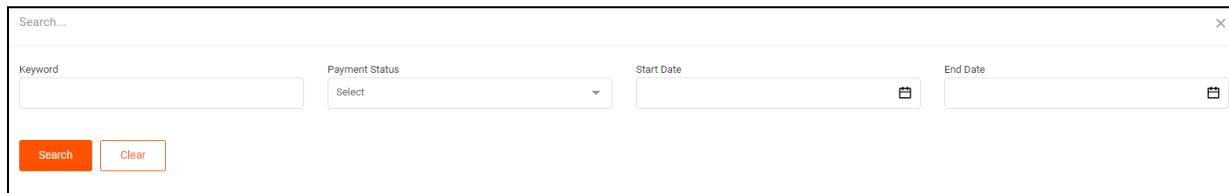
- **Keyword**: Search by entering user name or order ID as keywords.
- **Payment Status**: Search by current order payment status as **Unpaid** or **Is Paid**.
- **Start Date**: Select the date from the drop down calendar window to search orders placed on or after this date.
- **End Date**: Select the date from the drop down calendar window to search orders placed on or before this date.

⚠️ **Start** and **End Date** filters can be used together to specify a duration.

Click on **Search** to generate the results and click on **Clear** to display the complete list again.

6. Issues Reported

Once a lesson or class has been delivered by the teacher, the learners have the option to report an issue regarding the teacher or the delivered session.

Star (*) marked fields are compulsory and can't be left blank.

These issues are directed towards the respective teacher for redressal. If the redressal proposed by the teacher is not satisfactory, the learners can choose to escalate the issues to the admin. Access all these resolved and escalated issues through the **Issues Reported** module.

6.1 Escalated Issues

View and manage the issues escalated by the learners to admin for further support through the **Escalated Issues** module. The list displays the issue details, such as, **Type**, **Class/Lesson ID**, **Order ID**, **Issue**, **Reported By**, **Reported On** and **Status**.

Escalated Issues
Home / Reported Issues / Escalated

Search...

SR NO	TYPE	CLASS/LESSON ID	ORDER ID	ISSUE	REPORTED BY	REPORTED ON	STATUS	ACTION
1	One To One	70125	O076758	Student joined late	Kenyon Bernier	2022-05-30 13:07:00	Escalated	...
2	One To One	36968	O040419	Teacher was absent	Eleanora Friesen	2022-05-30 11:57:00	Escalated	...

Perform the following functions on this page:

Action

Hover over the meatballs icon ⎡ ••• ⎤ provided below the **Action** header to access the following two options:

i. View: To view the complete details about an issue, select **View**. The details window will appear displaying the **Issue Logs**, **Issue Status** and **Record Details**. A similar window is shown here:

Star (*) marked fields are compulsory and can't be left blank.

Issue Logs   **Issue Status: Escalated**

ACTION BY	ACTION	COMMENT	ACTION ON
Kenyon Bernier (Learner)	Student joined late	Student joined late	2022-05-30 13:07:00
Rupert Pagac (Teacher)	Complete And Zero Refund	no refund allowed	2022-06-02 13:00:20
Kenyon Bernier (Learner)	Escalate To Support Team	I want complete refund	2022-06-02 13:00:48

Record Details

Language: Hebrew-Israel	Free Trail: No	Order Id: O076758	
Record Id: 70125	Total Item: 1		
Price: $40.00	Order Net Amount: $40.00	Order Discount Total: $0.00	
Teacher Name: Rupert Pagac	Teacher Join Time: 2022-05-30 12:18:00	Teacher End Time: 2022-05-30 12:59:00	
Learner Name: Kenyon Bernier	Learner Join Time: 2022-05-30 12:18:00	Learner End Time: 2022-05-30 12:59:00	Ended By: Rupert Pagac

ii. Action: Select **Action** to take an action to resolve the escalated issue. The **Issue Log** window appears where the following fields are available under the **Action Form** section:

Issue Log

ACTION BY	ACTION	COMMENT	ACTION ON
Jason Roy (Learner)	Teacher left early	lesson ended by teacher tom	2022-04-08 19:21:17
Tom Curran (Teacher)	Complete And Zero Refund	testtesttesttesttesttesttest	2022-04-27 16:42:55
Jason Roy (Learner)	Escalate To Support Team	NOT SATISFIED	2022-04-27 16:50:51

Action Form

Take Action*

Select ▾

Admin Comment*

[   ]

[Save]

Star (*) marked fields are compulsory and can't be left blank.

- **Take Action***: Select an issue resolution option from the drop down list. The options populated in the list are admin-manageable from the **Teacher Preferences** > **Issue Report Options** module.
- **Admin Comment***: Add supporting comments in the provided text box.

Once done, click on **Save** to update the issue. Once resolved, the issue is moved to the **All Reported Issues** module and is no longer displayed on the **Escalated Issues** page.

⚠️ An email is sent to the concerned learner and teacher notifying about the resolution provided. The issue is updated as **Closed** on the **Reported Issues** page for both learner and teacher.

Search

Search for a specific issue using the following filters:
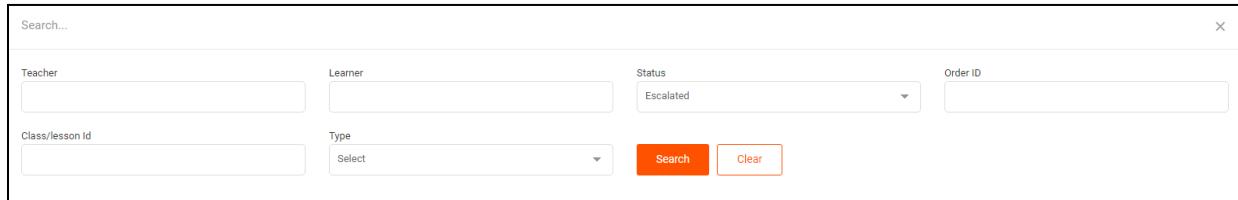
Search...			×
Teacher	Learner	Status	Order ID
		Escalated ▼	
Class/lesson Id	Type		
	Select ▼	**Search** **Clear**	

- **Teacher**: Search by the teacher's name.
- **Learner**: Search by the learner's name.
- **Status**: Search by the current status of the report as, **Progress**, **Resolved**, **Escalated** or **Closed**.
- **Order ID**: Search by Order ID.
- **Class/Lesson ID**: Search by the class or lesson ID.
- **Type**: Search by the type of session as, **One To One Lesson** or **Group Classes/Packages**.

Click on **Search** to generate the filtered list. Once done, click on **Clear** to display the complete list again.

Star (*) marked fields are compulsory and can't be left blank.

6.2 All Reported Issues

View all the issues reported by the learners through the **All Reported Issues** module. The issues are displayed in the form of a list arranged according to their current status. The issues with current status as **Progress** appear at top, followed by **Resolved, Escalated** and **Closed** issues. Observe the issue details from here, such as, **Type, Class/Lesson ID, Order ID, Issue, Reported By, Reported On** and **Status**.

All Reported Issues
Home / Reported Issues

Search...

S.NO.	TYPE	CLASS/LESSON ID	ORDER ID	ISSUE	REPORTED BY	REPORTED ON	STATUS	ACTION
1	Group Class	208	O000394	Teacher left early	Jason Roy	2022-03-29 13:49:48	Progress	•••
2	One To One	194	O000393	Teacher left early	Jason Roy	2022-03-29 12:50:26	Progress	•••
3	Group Class	51	O000139	Site related technical difficulties	Student3 test	2022-02-25 17:20:51	Progress	•••
4	One To One	19	O000046	Teacher was absent	Jason Roy	2022-02-22 16:31:17	Progress	•••
5	Group Class	9	O000047	Teacher was late	Jason Roy	2022-02-22 16:29:55	Progress	•••
6	Group Class	7	O000029	Teacher left early	Jason Roy	2022-02-22 16:29:34	Progress	•••
7	Group Class	22	O000069	Site related technical difficulties	Jason Roy	2022-02-22 16:28:50	Progress	•••
8	Group Class	14	O000052	Teacher was late	Jason Roy	2022-02-22 16:28:30	Progress	•••
9	Group Class	347	O000645	Teacher related technical difficulties	Jason Roy	2022-04-08 19:33:34	Resolved	•••

Perform the following functions on this page:

Action

Hover over the meatballs icon [•••] provided below the **Action** header to access the following two options:

Star (*) marked fields are compulsory and can't be left blank.

i. View: To view the complete details about an issue, select **View**. The details window will appear displaying the **Issue Logs**, **Issue Status** and **Record Details**. A similar window is shown here:

Issue Logs			Issue Status: Progress
ACTION BY	ACTION	COMMENT	ACTION ON
Laura Nader (Learner)	Teacher was late	Teacher was late	2022-06-10 08:06:00

Record Details

Language: Italian	Free Trail: No	Order ID: O189554	
Record ID: 173068	Total Item: 2		
Price: $39.00	Order Net Amount: $78.00	Order Discount Total: $0.00	
Teacher Name: Dane Hartmann	Teacher Join Time: 2022-06-10 07:31:00	Teacher End Time: 2022-06-10 07:58:00	
Learner Name: Laura Nader	Learner Join Time: 2022-06-10 07:31:00	Learner End Time: 2022-06-10 07:58:00	Ended By: Dane Hartmann

ii. Action: Select **Action** to take an action to resolve the escalated issue. This option is available only for escalated issues. The **Issue Log** window appears where the following fields are available under the **Action Form** section:

Star (*) marked fields are compulsory and can't be left blank.

Issue Log

ACTION BY	ACTION	COMMENT	ACTION ON
Jason Roy (Learner)	Teacher left early	lesson ended by teacher tom	2022-04-08 19:21:17
Tom Curran (Teacher)	Complete And Zero Refund	testtesttesttesttesttesttesttest	2022-04-27 16:42:55
Jason Roy (Learner)	Escalate To Support Team	NOT SATISFIED	2022-04-27 16:50:51

Action Form

Take Action*

Select ▾

Admin Comment*

[   ]

Save

- **Take Action***: Select an issue resolution option from the drop down list. The options populated in the list are admin-manageable from the **Teacher Preferences** > **Issue Report Options** module.
- **Admin Comment***: Add supporting comments in the provided text box.

Once done, click on **Save** to update the issue. Once resolved, the issue status is updated accordingly on the **All Reported Issues** page.

An email is sent to the concerned learner and teacher notifying about the resolution provided. The issue is updated as **Closed** on the **Reported Issues** page for both learner and teacher.

Search

Search for a specific issue report using the following filters:

Star (*) marked fields are compulsory and can't be left blank.

- **Teacher**: Search by the teacher's name.
- **Learner**: Search by the learner's name.
- **Status**: Search by the current status of the report as, Progress, Resolved, Escalated or Closed.
- **Order ID**: Search by Order ID.
- **Class/Lesson ID**: Search by the class or lesson ID.
- **Type**: Search by the type of session as, One To One Lesson or Group Classes/Packages.

Click on **Search** to generate the filtered list. Once done, click on **Clear** to display the complete list again.

7. Teacher Preferences

As a system admin, you have the provision to set up the content for teacher preferences through this module. These preferences are used by the teachers on the platform to update their experience, qualifications, languages, lessons, learner preferences, and so forth. Teacher preferences include the following:

- ➢ Accents
- ➢ Teaches Level
- ➢ Learners Ages
- ➢ Lessons Include
- ➢ Subjects
- ➢ Test Preparation

Star (*) marked fields are compulsory and can't be left blank.

- ➢ Spoken Language
- ➢ Teaching Language
- ➢ Issue Report Options
- ➢ Price Slabs

According to your business requirements, you can restrict any preference from displaying on the system front-end. Simply remove all the data added to a preference and the same will no longer be visible to the other users.

7.1 Accents

Every newly registering teacher has to select their preferred accent out of a pre-populated list. These accents are managed by the admin through the **Accents** module.

	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
✛	1	Rioplatense Spanish	Rioplatense Spanish	...
✛	2	Acadian French	Acadian French	...
✛	3	Test accent april27 1	Test accent April 272	...
✛	4	wrew	werew	...
✛	5	Acadian French	Acadian French	...
✛	6	Levantine Arabic	Levantine Arabic	...
✛	7	Algerian Arabic	Algerian Arabic	...
✛	8	Libyan Arabic	Libyan Arabic	...
✛	9	American English	American English	...
✛	10	Maghrebi French	Maghrebi French	...
✛	11	Andalusian Spanish	Andalusian Spanish	...
✛	12	Mexican Spanish	Mexican Spanish	...

Manage Preferences > Accents
Home / Preferences

The teacher will not be visible on the teacher listing if you deactivate or delete any preference from this section provided he has only that particular preference selected at his end

Add New

The list of accents displays the **Preference Identifier** and **Preference Title** details. Perform the following functions from this page:

Star (*) marked fields are compulsory and can't be left blank.

I. Add A New Accent

Click on **Add New** from the upper right corner of the list. The **Preference** window form appears with the following tabs:
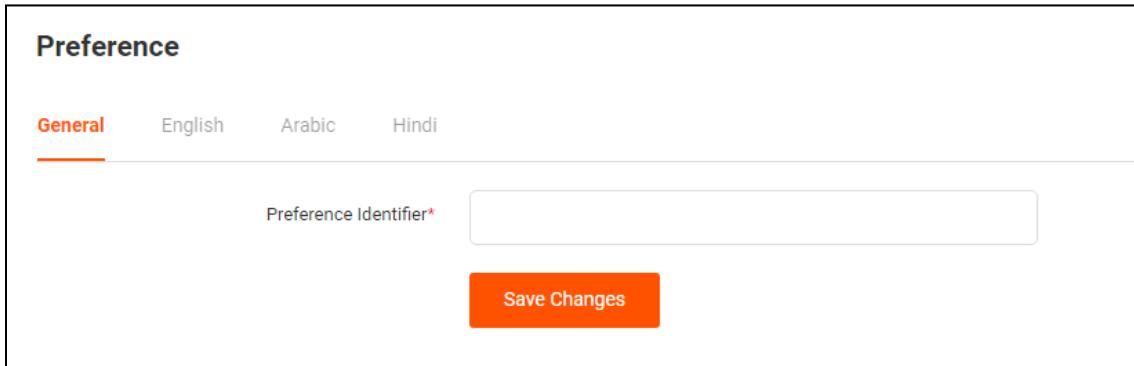
- **General:** Enter the unique preference identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

- **Languages:** Enter the accent preference title in the mandatory **Preference Title** field and click on **Save Changes**.
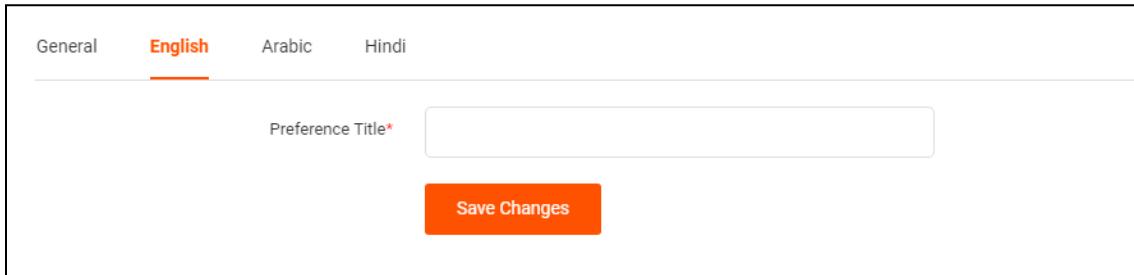
The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The accents order will be updated accordingly on the system front-end.

Star (*) marked fields are compulsory and can't be left blank.

III. Action Buttons

Hover over the meatballs icon [···] provided under the **Action** header and access the following two options:

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete an accent preference from the system.

When you delete an accent, the teachers that have selected the specific accent will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.2 Teaches Level

Every teacher is meant to select, from a pre-populated list, the level of expertise in a language and the level they want to teach on the platform. The list of levels available on the platform are managed by the admin through the **Teaches Level** module.

Star (*) marked fields are compulsory and can't be left blank.

The list of levels displays the **preference identifier** and **preference title** details. Perform the following functions from this page:

I. Add A New Level

Click on **Add New** from the upper right corner of the list. The **Preferences** window form appears with the following tabs:

- **General:** Enter the unique level identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

- **Languages:** Enter the level preference title in the mandatory **Preference Title** field and click on **Save Changes**.

Star (*) marked fields are compulsory and can't be left blank.
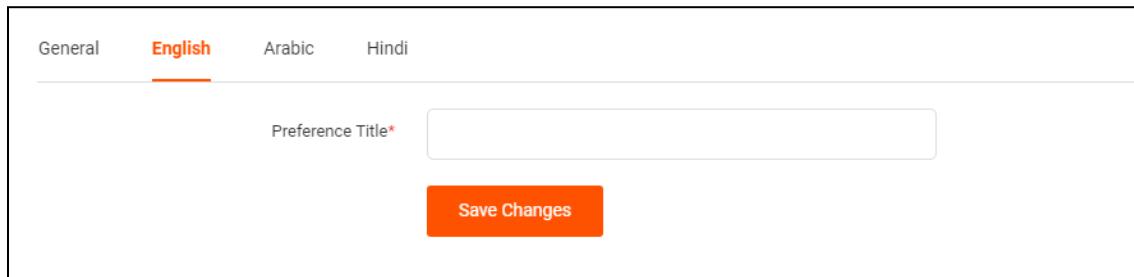
The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop

Hold and drag listing using the drag and drop icon button provided on the left to rearrange the list sequence. The level order will be updated accordingly on the system front-end.

III. Action Buttons

Hover over the meatballs icon [•••] provided under the **Action** header and access the following two options:

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Click on **Save Changes** to save the made changes.

Star (*) marked fields are compulsory and can't be left blank.
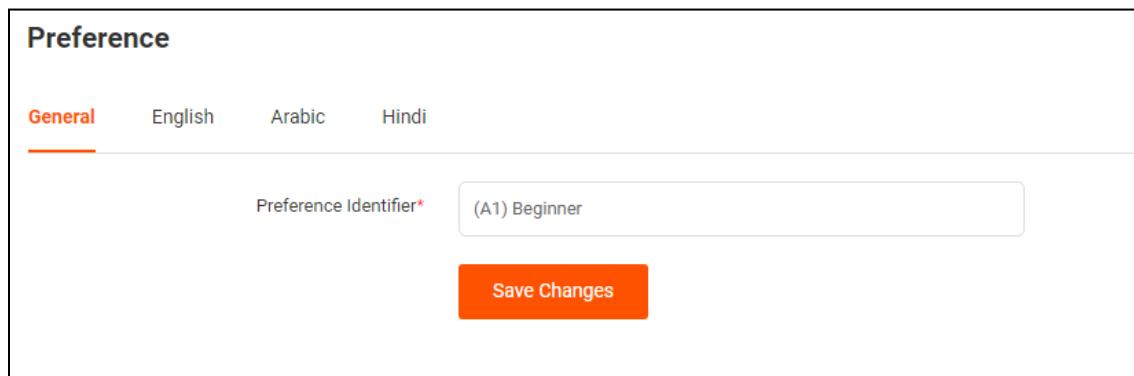
- **Delete**: Select **Delete** and follow the prompts to delete a level preference from the system.

  When you delete a teaching level preference, the teachers that have selected the specific level will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.3 Learners Ages

Every newly registering teacher is meant to select, from a pre-populated list, the age group of learners they want to teach. The list of ages available on the platform are managed by the admin through the **Learners Ages** module.

	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
⊹	1	Children (4-11)	4 Years to 11 Years	...
⊹	2	Teenagers 12-18	12 Years to 18 Years	...
⊹	3	Adults 18+	18+ Years	...

Manage Preferences > Learner Ages
Home / Preferences
The teacher will not be visible on the teacher listing if you deactivate or delete any preference from this section provided he has only that particular preference selected at his end. Add New

The list of Learner's age groups displays the **preference identifier** and **preference title** details. Perform the following functions from this page:

I. Add A New Age

Click on **Add New** from the upper right corner of the list. The **Preferences** window form appears with the following tabs:

- **General:** Enter the unique age identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

Star (*) marked fields are compulsory and can't be left blank.

- **Languages:** Enter the age group preference title in the mandatory **Preference Title** field and click on **Save Changes**.

⚠️ The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and access the following two options:

Star (*) marked fields are compulsory and can't be left blank.

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a learners age listing from the system.

> When you delete a learners age preference, the teachers that have selected the specific age will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.4 Lessons Include

While setting up their profiles, the registered teachers are meant to select the scope of their lessons. This helps the learners to understand what will be included in a lesson they are taking with a teacher. The list of components available on the platform are managed by the admin through the **Lessons Include** module.

Star (*) marked fields are compulsory and can't be left blank.

The list of components displays the **preference identifier** and **preference title** details. Perform the following functions from this page:

I. Add A New Preference

Click on **Add New** from the upper right corner of the page. The **Preferences** window form appears with the following tabs:

- **General:** Enter the unique preference identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

- **Languages:** Enter the component preference title in the mandatory **Preference Title** field and click on **Save Changes**.

Star (*) marked fields are compulsory and can't be left blank.

The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Action Buttons

Hover over the meatballs icon provided under the **Action** header and the following two options appear:

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Click on **Save Changes** to save the made changes.

Star (*) marked fields are compulsory and can't be left blank.

- **Delete**: Select **Delete** and follow the prompts to delete a preference from the system.

When you delete a lessons include preference, the teachers that have selected the specific preference will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.5 Subjects

While setting up their account, the registered teachers are meant to select the subjects they cover under their lessons. These subjects are a part of the languages being taught and help the learners to search for teachers best suiting their requirements. The list of subjects available on the platform are managed by the admin through the **Subjects** module.

	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
✛	1	Accent Reductionn	Accent Reduction	...
✛	2	Business Norwegian	Business Norwegian	...
✛	3	Business Cantonese	Business Cantonese	...
✛	4	Business Dutch	Business Dutch	...
✛	5	Business English	Business English	...
✛	6	Business French	Business French	...
✛	7	Business German	Business German	...
✛	8	Business Indonesian	Business Indonesian	...
✛	9	Business Italian	Business Italian	...
✛	10	Business Japanese	Business Japanese	...
✛	11	Business Mandarin	Business Mandarin	...

Manage Preferences > Subjects
Home / Preferences
Preferences Update Notice   Add New

The list of subjects displays the **preference identifier** and **preference title** details. Perform the following functions from this page:

Star (*) marked fields are compulsory and can't be left blank.

I. Add A New Subject

Click on **Add New** from the upper right corner of the list. The **Preferences** window form appears with the following tabs:

- **General:** Enter the unique preference identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

- **Languages:** Enter the subject preference title in the mandatory **Preference Title** field and click on **Save Changes**.

The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

Star (*) marked fields are compulsory and can't be left blank.

III. Action Buttons

Hover over the meatballs icon ⌞ ··· ⌟ provided under the **Action** header and the following two options appear:

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a subject preference from the system.

> When you delete a Subject, the teachers that have selected the specific subject will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.6 Test Preparation

While setting up their account, the teachers are meant to select the test preparations included in their sessions. The list of tests available on the platform are managed by the admin through the **Test Preparation** module.

Star (*) marked fields are compulsory and can't be left blank.

	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
⊕	1	ACT	ACT	...
⊕	2	AP	AP	...
⊕	3	APTIS	APTIS	...
⊕	4	BEC	BEC	...
⊕	5	CAE	CAE	...
⊕	6	CPE	CPE	...
⊕	7	DELE	DELE	...
⊕	8	EOI	EOI	...
⊕	9	ESOL	ESOL	...
⊕	10	FCE	FCE	...
⊕	11	GCSE	GCSE	...

Manage Preferences > Test Preparations
Home / Preferences
Preferences Update Notice   **Add New**

The list of tests displays the **preference identifier** and **preference title** details. Perform the following functions from this page:

I. Add A New Test Preparation Preference

Click on the meatballs icon [...] provided at the upper right corner of the list and select **Add Preferences**. The **Preferences** window form appears with the following tabs:

- **General:** Enter the unique preference identifier in the mandatory **Preference Identifier** field. Click on **Save Changes** to move to the next tab.

Star (*) marked fields are compulsory and can't be left blank.

- **Languages:** Enter the test preference title in the mandatory **Preference Title** field and click on **Save Changes**.

⚠ The languages tabs are displayed depending upon the languages activated in the system.

II. Drag And Drop ✛

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and the following two options appear:

Star (*) marked fields are compulsory and can't be left blank.

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** language data from the respective tabs.

Preference

General   English   Arabic   Hindi

Preference Identifier*   ACT

Save Changes

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a test preparation preference from the system.

When you delete a test preparation preference, the teachers that have selected the specific test will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.7 Spoken Language

The newly registering teachers are required to select their spoken language out of a pre-populated list during registration. The list of spoken languages available on the platform are managed by the admin through the **Spoken Language** module.

Star (*) marked fields are compulsory and can't be left blank.

The list of languages displays the **language identifier** and **language name** details. Perform the following functions from this page:

I. Add A New Spoken Language

Click on **Add New** from the upper right corner of the page. The **Spoken Languages Setup** window form appears with the following tabs:

- **General:** Enter the information in the following fields:

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Language Identifier***: Enter a unique language identifier.
- ○ **Status**: Select the current language status from the drop down list as **Active** or **Inactive**.

Click on **Save Changes** to move to the next tab.

- ● **Languages:** Enter the language name in the mandatory **Language Name** field and click on **Save Changes**.

The languages tabs are displayed depending upon the languages activated in the system.

- ● **Media:** Click on **Upload File** to upload media each for **Language Image** and **Language Flag Image**.

Star (*) marked fields are compulsory and can't be left blank.

Language Image

General   English   Arabic   **Media**

Language Image   [Upload File]

Preferred Dimensions Are Width 350px & Height 263px

Allowed File Exts png, jpg, jpeg, gif, svg

Language Flag Image   [Upload File]

Preferred Dimensions Are Width 150px & Height 150px

Allowed File Exts png,jpg,jpeg,gif,svg

II. Drag And Drop

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Status

Update a spoken language listing's current status using the provided **Status** toggle. Set to green to **Activate** a language and set to gray to make a language **Inactive**.

IV. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and the following two options appear:

Star (*) marked fields are compulsory and can't be left blank.

- **Edit:** Select **Edit** to open the **Spoken Language Setup** window form. Edit/Update the spoken language data from the respective tabs.

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a language preference from the system.

When you delete a spoken language, the teachers that have selected the specific language will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.8 Teaching Language

The newly registering teachers are required to select the languages they want to teach out of a pre-populated list during registration. The list of teaching languages available on the platform are managed by the admin through the **Teaching Language** module.

Star (*) marked fields are compulsory and can't be left blank.

The list of languages displays the **language identifier** and **language name** details. Perform the following functions from this page:

I. Add Teaching Language

Click on **Add New** from the upper right corner of the list. The **Teaching Language Setup** window form appears with the following tabs:

- **General:** Enter the information in the following fields:

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Language Identifier***: Enter a unique language identifier.
- ○ **Language Slug*:** Enter an SEO friendly language slug URL. An SEO friendly URL helps your language pages to rank higher on the search engine results.
- ○ **Status**: Select the current language status from the drop down list as **Active** or **Inactive**.

Click on **Save Changes** to move to the next tab.

- ● **Languages:** Enter the language name in the mandatory **Language Name** field and click on **Save Changes**.

The languages tabs are displayed depending upon the languages activated in the system.

Star (*) marked fields are compulsory and can't be left blank.

- **Media:** Click on **Upload File** to upload media each for **Language Image** and **Language Flag Image**.

The media added here is displayed in the **Languages** section on the system front-end **Homepage**.

Star (*) marked fields are compulsory and can't be left blank.

II. Drag And Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Status

Update the current status of a teaching language using the **Status** toggle. Set to green to **Activate** a language and set to gray to make a language **Inactive**.

IV. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and the following two options appear:

- **Edit:** Select **Edit** to open the **Teaching Language Setup** window form. Edit/Update the teaching language data from the respective tabs.

Star (*) marked fields are compulsory and can't be left blank.

Click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a language preference from the system.

When you delete a teaching language, the teachers that have selected the specific language will no longer be visible on the front-end. This is under the condition that the respective teachers have only selected the specific preference.

7.9 Issue Report Options

While reporting an issue, the learners are to select the problem statement from a pre-populated list of options. The list of options is managed by the admin through the **Issue Report Options** module.

	SR NO	TITLE	IDENTIFIER	STATUS	ACTION
✛	1	Teacher was absent	Teacher was absent		...
✛	2	Student joined late	Student joined late		...
✛	3	Teacher was late	Teacher was late		...
✛	4	Teacher left early	Teacher left early		...
✛	5	Teacher related technical difficulties	Teacher related technical difficulties		...
✛	6	Site related technical difficulties	Site related technical difficulties		...

Observe the option **Title** and **Identifier** on the **Manage Issue Report Options** page where the following functionalities are also available:

I. Add A New Option

Click on **Add New** from the upper right corner of the page. The **Issue Report Options Setup** window form appears with the following tabs:

Star (*) marked fields are compulsory and can't be left blank.

- **General:** Enter the information in the following fields:

Issue Report Options Setup

General   English   Arabic   Hindi

Option Identifier*

Status   Active

Save Changes

- ○ **Option Identifier*:** Enter a unique option identifier.
- ○ **Status:** Select the current option status from the drop down list as **Active** or **Inactive**.

Click on **Save Changes** to move to the next tab.

- **Languages:** Enter the option title in the mandatory **Title** field and click on **Save Changes**.

Issue Report Options Setup

General   **English**   Arabic   Hindi

Title*

Save Changes

⚠ The languages tabs are displayed depending upon the languages activated in the system.

Star (*) marked fields are compulsory and can't be left blank.

II. Drag And Drop ✛

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The order will be updated accordingly on the system front-end.

III. Status 🟢

Update the current status of an option listing using the provided **Status** toggle. Set to green to **Activate** an option and set to gray to make the option **Inactive**.

IV. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and the following two options appear:

- **Edit:** Select **Edit** to open the **Issue Report Options Setup** window form. Edit/Update the **Option Identifier** and/or **Title** language data from the respective tabs.


Click on **Save Changes** to save the made changes.

Star (*) marked fields are compulsory and can't be left blank.

- **Delete**: Select **Delete** and follow the prompts to delete an option from the system.

7.10 Price Slabs

Yo!Coach allows the teachers to charge varied prices per session according to the number of sessions. The admin defines slabs and determines the number of sessions falling in different slabs through the **Price Slabs** module. While setting up their accounts, the teachers can decide the price for each slab and the learners are charged according to the number of sessions they purchase. Say, you have created two slabs, 1 to 5 lesson(s) and 6 to 10 lessons and a teacher A charges $15 per lesson for 1 to 5 lesson(s) slab and $20 per lesson for 6 to 10 lessons slab. When a learner purchases 6 lessons with A, they will be charged $20 per lesson fee while checking out.

SR NO	TITLE	MIN SLABS	MAX SLABS	STATUS	ACTION
1	51 To 99 Lesson(s)	51	99	●━	•••
2	31 To 50 Lesson(s)	31	50	━○	•••
3	21 To 30 Lesson(s)	21	30	●━	•••
4	11 To 20 Lesson(s)	11	20	━○	•••
5	1 To 10 Lesson(s)	1	10	●━	•••

Price Slab
Home / Price Slabs
Price Slab Update Notice   Add New

Make the following settings on the page:

Star (*) marked fields are compulsory and can't be left blank.

I. Add A New Slab

Click on **Add New** from the upper right corner of the page and the **Price Slab Setup** form appears on the screen displaying the following fields:

- **Min***: Enter the minimum number of lessons included in the slab.
- **Max***: Enter the maximum number of lessons included in the slab.
- **Status***: From the drop down list, select the current status of the slab as **Active** or **Inactive**.

Click on **Save Changes** to successfully add a slab. The **Price Slabs** page lists all the added slabs.

The slab titles are auto-generated according to the details filled in the **Price Slab Setup** form.

Star (*) marked fields are compulsory and can't be left blank.

II. Status

Use the toggle switch provided under the **Status** header to update the current status of a price slab. Set to green to make a slab **Active** and set to gray to make a slab **Inactive**.

> Once a slab is added, it can not be deleted from the system. You can only make it inactive using the **Status** toggle to hide from the front-end.

> When an active slab is made inactive, its data is not removed or hidden altogether from the teacher dashboard. The teachers can choose to continue with the previous slabs or choose to sync with new slabs from the **Teacher Dashboard** > **Account Settings** > **Price** module.

III. Edit

Yo!Coach allows you to edit the already added price slabs. However, these changes are not forced on the teachers. They can choose to sync the price slab modifications or choose to continue with the slabs already in place.

Hover over the meatballs icon provided under the **Action** header and select **Edit** to open the **Price Slab Setup** form.

Star (*) marked fields are compulsory and can't be left blank.

Price Slab Setup
Min And Max Form Note

Min* | 5

Max* | 9

Status* | Inactive

Save Changes

Edit/update the details as required in the **Min**, **Max** and **Status** mandatory fields and click on **Save Changes** to save the made changes.

8. Manage CMS

As a system admin, you are allowed to access, edit, add and manage system portlets from homepage layout to footer settings. Every addition, edit or deletion made in favor of content, images, banners, etc. is automatically reflected as it is on the website front-end.

8.1 Home Page Slides

View, add and manage home page slides displayed on the system front-end through the **Home Page Slides** module. These media slides are displayed just below the header section of the home page.

Star (*) marked fields are compulsory and can't be left blank.

Yo!Coach facilitates you to add an innumerable number of slides. However, only the first four slides are displayed on the home page. The order in which slides are displayed can be changed using the Drag and Drop functionality which is explained later in this section.

Star (*) marked fields are compulsory and can't be left blank.

Manage Home Page Slides
Home / Slides

	SR NO	TITLE	URL	STATUS	ACTION
✛	1	slide1	https://google.com	⬤	···
✛	2	Slide 2		⬤	···
✛	3	Slide 3		⬤	···
✛	4	Slide 4		⬤	···
✛	5	Slide 5	https://yocoach3.bestech.4qcteam.com/teachers/languages/Chinese	⬤	···

Observe the slides Title and URL details from the **Manage Home Page Slides** page where the last added slide appears at the top. Perform the following functions from this page:

I. Add A New Slide

To add a new home page slide, click on **Add New** from the upper right corner of the page. The **Slide Setup** window form appears displaying the following tabs:

- **General**: Enter the following general information:

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Slide Identifier***: Enter a unique slide identifier.
- ○ **Slide URL**: Enter the slide redirect URL. When the front-end users click on the slide image, they will be redirected to the url entered in this field.
- ○ **Open In**: Select the destination to open the slide URL as **Same Window** or **New Window**. By default, **Same Window** is selected.
- ○ **Status**: Select the current status of the slide as **Active** or **Inactive**.

Click on **Save Changes** to save the slide details and move to the next tab.

- ● **Media:** The following media fields are displayed:

- ○ **Language**: From the drop down list, select the media language. Select **All Languages** to display the same media for all system languages.
- ○ **Desktop***: Click on **Choose File** and upload the media file to be displayed on a desktop screen.

Star (*) marked fields are compulsory and can't be left blank.

- Mobile*: Click on **Choose File** and upload the media file to be displayed on a mobile screen.
- iPad*: Click on **Choose File** and upload the media file to be displayed on an iPad screen.

In case different media is to be uploaded for different languages, select each language one by one and upload their respective media files.

Click on **Update** to save the slide and move back to the **Manage Home Slides** page.

II. Drag and Drop

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. Such rearrangement is also reflected accordingly on the front-end. The first four slide listings are displayed on the front-end.

III. Status

Update a slide's current display status using the provided **Status** toggle. Set to green to **Activate** a slide and set to gray to make the slide **Inactive**.

IV. Action Buttons

Hover over the meatballs icon to access the following options:

- **Edit**: Click on **Edit** to display the **Slide Setup** form and make the required changes in the **General** and **Media** tabs.

Star (*) marked fields are compulsory and can't be left blank.

Once done, click on **Save Changes** to save the made changes.

- **Delete**: Click on **Delete** and follow the prompts to delete a slide from the system.

8.2 Content Pages

View, add and manage content pages for the system front-end through the **Content Pages** module. These content pages are later linked to the navigation pages through the **Navigations** module to make them visible on the front-end.

Star (*) marked fields are compulsory and can't be left blank.

The **Manage Content Pages** page displays the list of content pages where the earliest added page appears at the top. Perform the following functions on this page:

I. Add A New Page

Click on **Add New** from the upper right corner of the page to open the **Content Pages Setup** form. The following tabs are displayed:

- **General:** Enter the following general details:

- ○ **Page Identifier*:** Enter a unique page identifier.
- ○ **Layout Type*:** Select the preferred layout type from the drop down list.
  Layout 1:

Star (*) marked fields are compulsory and can't be left blank.

Page Title*

Backgroud Image

Upload Image

This Will Be Displayed On Your Cms Page

Background Image Title

Background Image Description

Content Block 1

B *I* U A A T ⌫ | ≣ ⌸ ≡ ≡ ≡ | 🔗 🖼 ▦ ▧ | ↩ ↪ ▢ <>html

Content Block 2

B *I* U A A T ⌫ | ≣ ⌸ ≡ ≡ ≡ | 🔗 🖼 ▦ ▧ | ↩ ↪ ▢ <>html

Layout 2:

Star (*) marked fields are compulsory and can't be left blank.

Click on **Save Changes** to save the details and move to the next tab.

- **Language(s):** Enter the following details:

Depending on the **Layout Type** selected in the **General** tab, the fields on the **Languages** tabs may vary.

Star (*) marked fields are compulsory and can't be left blank.

Content Pages Setup

General   **English**   Arabic   Hindi

Page Title*

Background Image

Upload Image

This Will Be Displayed On Your Cms Page

Background Image Title

Background Image Description

Content Block 1

Content Block 2

Update
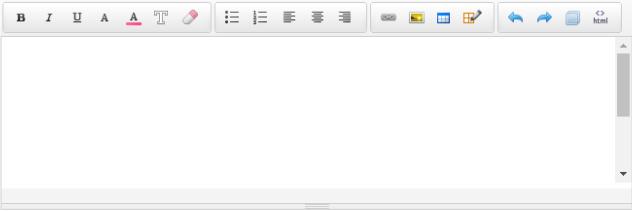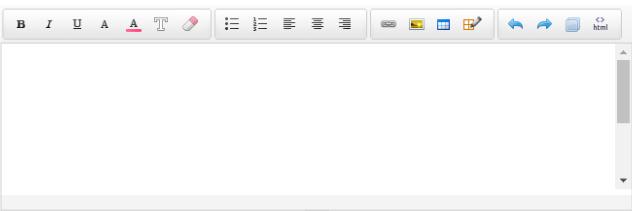
- ○ **Page Title***: Enter the page title.
- ○ **Background Image**: Click on **Upload Image** and upload the page background image.
- ○ **Background Image Title**: Enter a title for the uploaded background image.
- ○ **Background Image Description**: Enter the description for the uploaded background image.
- ○ **Content Block 1**: Enter the content to be displayed in block 1 in the provided text box.

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Content Block 2**: Enter the content to be displayed in block 2 in the provided text box.

> ⚠ The languages tabs are displayed depending upon the languages activated in the system.

> ⚠ The **Background Image, Background Image Title, Background Image Description** and **Content Block 2** fields are available only when **Content Page Layout 1** is selected in the **General tab** for **Layout Type**.

Click on **Update** to save the content page details and move back to the **Manage Content Pages** page.

II. Action Buttons

Hover over the meatballs icon ⬚ from under the **Action** header and access the following options:

- ● **Edit:** Select **Edit** to display the **Content Page Setup** form. Make the required changes in the **General** and **Languages** data tabs and click **Save Changes** to save the made changes.

Content Pages Setup

General	English	Arabic	Hindi

Page Identifier* : About Us

Layout Type* : Content Page Layout1

Save Changes

Star (*) marked fields are compulsory and can't be left blank.

- **Delete:** Select **Delete** and follow the prompts to delete a content page from the system.

III. Search

A search bar is provided on the top to perform a focused search. Type the page identifier or title in the provided **Keyword** field and click on **Search** to display the filtered list. Click on **Clear Search** to display the whole list again once the search is complete.
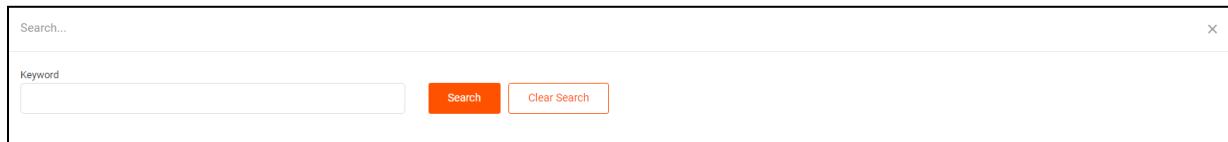
Search...	✕
Keyword	
[ ] [Search] [Clear Search]	

8.3 Content Blocks

View and manage the content blocks added on the system. The content blocks are majorly displayed on the **About Us**, **Home Page**, **Apply To Teach** and **Contact Us** pages.

Star (*) marked fields are compulsory and can't be left blank.

The content blocks are displayed in the form of a list on the **Manage Content Blocks** page where the following functionalities are available for you:

I. Status

Change the display status of a content block using the toggle switch provided under the **Status** header. Set to green to **Activate** a content block and set to gray to make the slide **Inactive**.

II. Action Button

To edit a content block, hover over the meatballs icon provided under the **Action** header and select **Edit.** The **Content Block Setup** window form is displayed where the following tabs are available:

- **General:** Enter the following general information:

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Page Identifier***: Edit/Update the page identifier.
- ○ **Status:** Update the status of the content block from the drop down menu as **Active** or **Inactive**.

    Click on **Save Changes** and move on to the next tab.

- ● **Language(s)**: You must enter the following information:

- ○ **Page Title***: Edit/Update the page title.
- ○ **Page Content**: Enter/Edit the page content in the provided text box. Click on **Reset Editor Content To Default** to scrap the entered content and use the default page content.

Star (*) marked fields are compulsory and can't be left blank.

The Language tabs are displayed depending on the languages currently active in the system.

Click on **Update** to save the made changes.

The content blocks displayed on this page are system added. The admin can not delete the existing content blocks or add new content blocks. Contact the Yo!Coach team for further support.

8.4 Navigation

View and manage the system added navigations through the **Navigation** module. These navigation blocks are displayed in the header and footer sections of the website front-end and navigate the users to essential information pages. As a system admin, you can not add or delete the navigation blocks. However, the system allows you to manage the pages listed under the different blocks through the **Manage Navigations** page.

SR NO	TITLE	STATUS	ACTION
1	Quick Links (Quick Links)	⬤	•••
2	Header (Header)	⬤	•••
3	Who We Are (Who We Are)	⬤	•••
4	Support (Support)	⬤	•••

Manage Navigations
Home / Navigations

Observe the following navigation sections added in the system by default under the **Navigation** List:

i. Header

Star (*) marked fields are compulsory and can't be left blank.
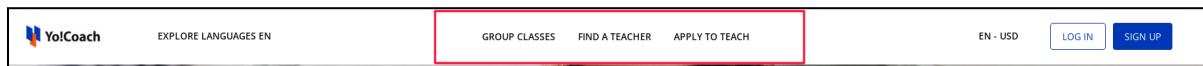
ii. Footer
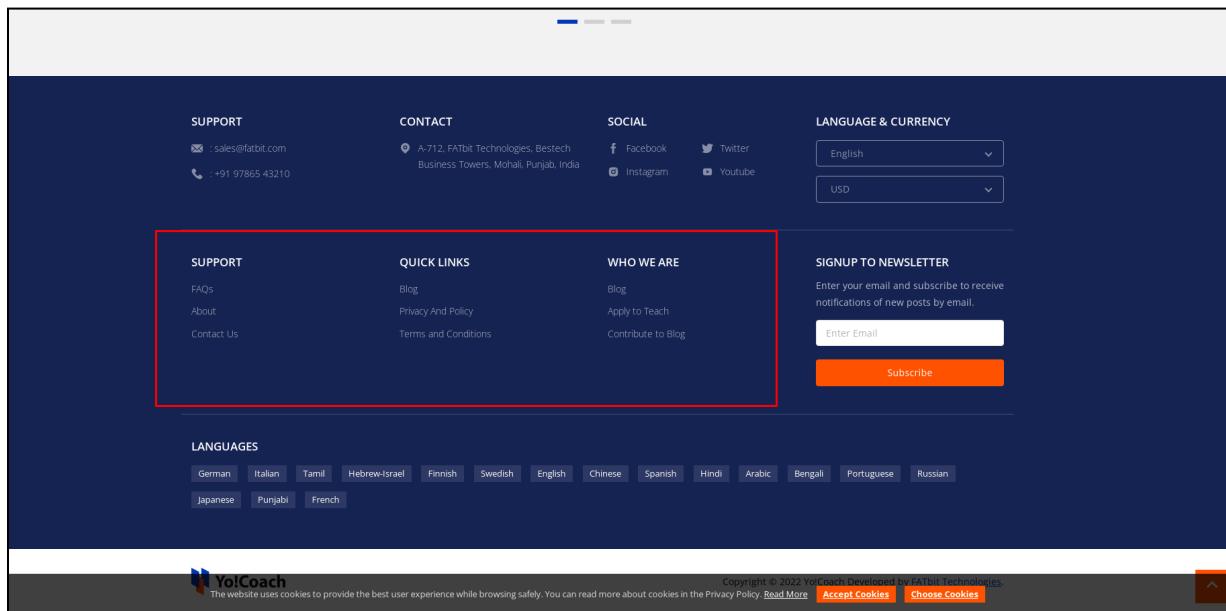
Perform the following functions on the **Manage Navigations** page:

I. Status

Update the current display status of a system-added navigation using the **Status** toggle. Set to green to **Activate** a listing and set to gray to make the listing **Inactive**.

II. Action Buttons

Hover over the meatballs icon provided under the **Action** header to access the following options:

Star (*) marked fields are compulsory and can't be left blank.

---

i. Edit

Click on **Edit** to open the **Navigation Setup** form displaying the following fields:

a. General: Edit/Update the following fields:
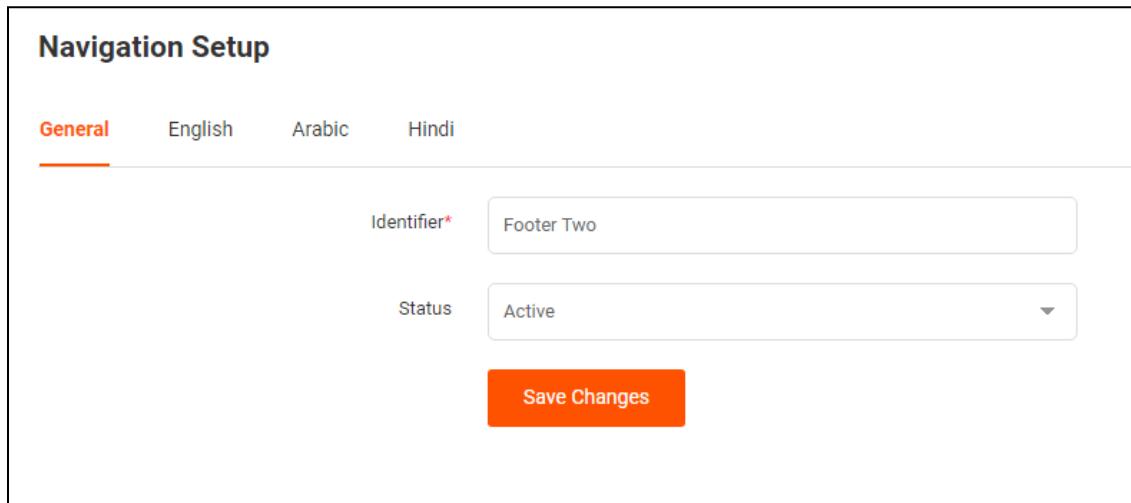
- **Identifier***: Edit/Update the navigation identifier.
- **Status**: Select the navigation status from the drop down list as **Active** or **Inactive**.

Click on **Save Changes** to move to the next tab.

b. Language(s): Edit/Update the **Title** field under the respective languages tabs and click on **Update** to save the changes made.

Star (*) marked fields are compulsory and can't be left blank.

> The languages tabs are displayed depending upon the languages currently active on the system.

ii. Pages

Click on **Pages** and you will be redirected to the **Navigation Pages List** page where all the pages added under a navigation are displayed.

Perform the following functions from this page:

Star (*) marked fields are compulsory and can't be left blank.

a. Add A New Navigation Page

To add a new navigation page, select **Add New** from the upper right corner of the page. The **Navigation Link Setup** form appears displaying the following tabs:

- **General**: Enter the general information in the following fields:

- ○ **Caption Identifier***: Enter a unique page caption identifier.
- ○ **Type***: From the drop down list, select the type of page that the user will be redirected to, **CMS Page** or **External Page**.
- ○ **Link Target***: From the drop down list, select the destination to open the page as, **Same Window** or **New Window**.
- ○ **Login Protected***: From the drop down, select **Yes** if login is required to open the target page. Select **No** if login is not required.

Star (*) marked fields are compulsory and can't be left blank.

- ○ **Link To CMS Page:** Select the CMS page from the drop down list if the redirect link is a CMS page.
- ○ **External Page:** Enter the external page URL if the redirect link is not a system **CMS** page.
- ○ **Display Order**: Enter the order of display of the navigation caption.

Once done, click on **Save Changes** to save and move to the next tab.

- **Language(s):** Enter the caption name for a language in the mandatory **Caption** field.

Navigation Setup

General   **English**   Arabic   Hindi

Caption*   [   ]

Save Changes

The Languages tabs are displayed depending upon the languages currently active in the system.

Click on **Save Change** to successfully add the navigation page.

The added page is displayed in the **Navigation Pages** list.

b. Drag and Drop ✛

Hold and drag a listing using the drag and drop icon button provided at the left to rearrange the list sequence. The order of the navigation pages are reflected accordingly on the system front-end.

Star (*) marked fields are compulsory and can't be left blank.

c. Action Buttons [...]

Hover over the meatballs icon provided under the **Action** header and access the following options:

- **Edit**: Select **Edit** to display the **Navigation Setup** window. This form is similar to the one displayed while adding a new navigation page. Edit/Update the fields in **General** and **Languages** tabs and click **Update** to save the made changes.
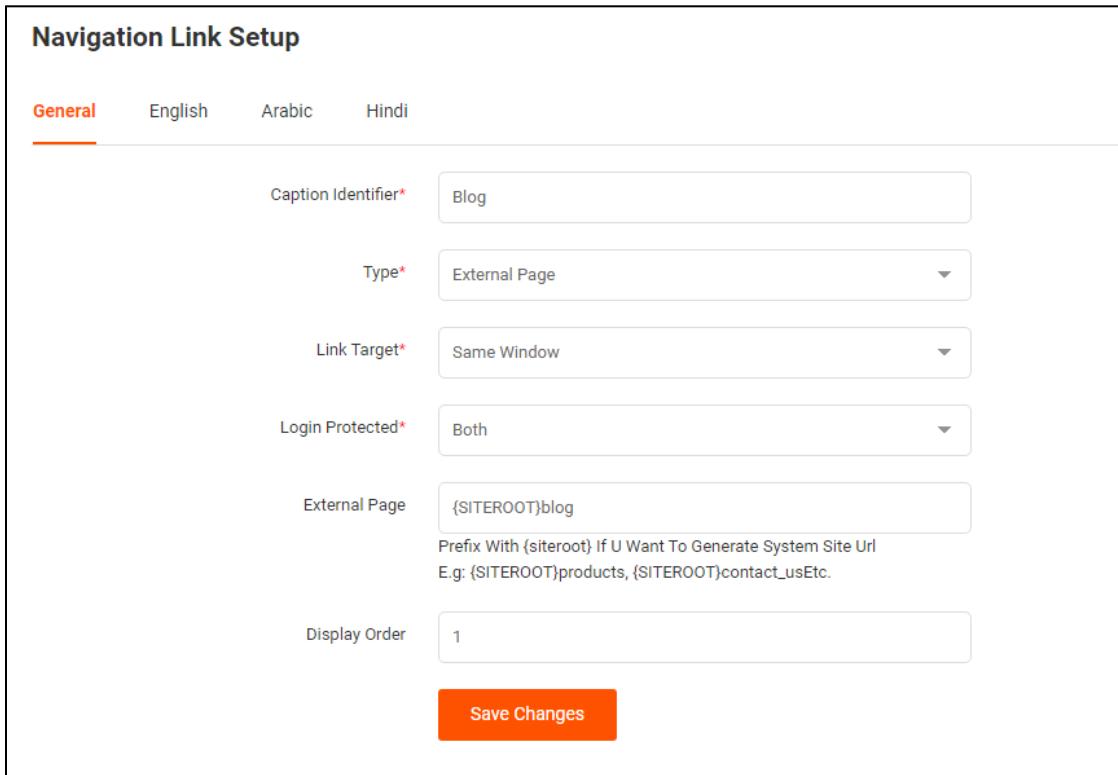
Navigation Link Setup

| General | English | Arabic | Hindi |

Caption Identifier*	Blog
Type*	External Page ▾
Link Target*	Same Window ▾
Login Protected*	Both ▾
External Page	{SITEROOT}blog

Prefix With {siteroot} If U Want To Generate System Site Url
E.g: {SITEROOT}products, {SITEROOT}contact_usEtc.

| Display Order | 1 |

Save Changes

- **Delete**: Select **Delete** and follow the prompts to delete a navigation page from the system.

d. Back To Navigations

To move back to the **Manage Navigations** page, click on **Back** from the upper right corner of the page.

Star (*) marked fields are compulsory and can't be left blank.

8.5 Countries

View and manage the countries available on the system using the **Countries** CMS module. The **Manage Countries** page displays the list of countries where the flag image, country name, country code and dial code details can be observed.

> The system does not allow you to add new countries or delete the existing countries. Contact the Yo!Coach team for more information.

Perform the following functions on this page:

I. Status

Update the current display status of a country using the **Status** toggle. Set to green to **Activate** a listing and set to gray to make the listing **Inactive**.

Star (*) marked fields are compulsory and can't be left blank.

II. Action Button ⬚ ···

Hover over the meatballs icon and select **Edit** to edit a country's details when required. A **Country Setup** form open where the following tabs are displayed:

- **General:** Enter the following general information:

Country Setup

General	English	Arabic (عربی)	Media

Identifier*	United Kingdom
Country Code*	GB
Dial Code*	+44
Status	Active ▾

Save Changes

- ○ **Identifier***: View/Edit the country identifier.
- ○ **Country Code***: View the two-alphabet country code.
- ○ **Dial Code***: View the relevant dial code for the country.
- ○ **Status**: Select the current display status of the country from the drop down list.

Click on **Save Changes** to save the details and move to the next tab.

- **Language(s)**: View/Edit the name of the country in the **Country Name** field for the respective language.

Star (*) marked fields are compulsory and can't be left blank.

Country Setup

General   **English**   Arabic (عربى)

Country Name*   [Afghanistan]

[Save Changes]

The Languages tabs are displayed depending upon the languages activated in the system.

Click on **Save Changes** to save the country details.

The admin can not delete a country from the system. However, it can be updated as **Inactive** using the **Status** toggle switch or through the **Country Setup** edit form to restrict display from the front-end.

The admin can not change the country code or dial code. These details are added in the system by default.

IV. Search

A **search** bar is provided at the top of the **Manage Countries** page to perform the search for a specific country.

Search...   ×

Keyword
[   ]   [Search]   [Clear Search]

Type the country name or code in the **Keyword** field and click **Search** to generate the search results. Click on **Clear Search** to display the whole list again, once the search is complete.

Star (*) marked fields are compulsory and can't be left blank.

8.6 Video Content

Yo!Coach allows you to add video content on the website front-end for users' help and convenience. Add and manage these videos from the **Video Content** module. The **Manage Video Content** page displays the list of videos already added in the system and allows you to add new content.

	SR NO	TITLE	LINK	STATUS	ACTION
⊹	1	Test title	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	2	Let's Teach	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	3	lEARN mORE	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	4	Learn Spanish	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	5	How to teach Spanish	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	6	Teaching Russian	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	7	Become a Teacher	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	8	Teach Together	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	9	Words and More	https://www.youtube.com/embed/DtSuwNSGTKQ	⬤	✏ 🗑
⊹	10	Test 3	sdfsd	⬤	✏ 🗑
⊹	11	Test 2	fdgfd	⬤	✏ 🗑
⊹	12	ghjgh	ghjgh	⬤	✏ 🗑

Manage Video Content
Home / Video Content
Add New

Perform the following functions on this page:

I. Add New Video Content

From the upper right corner of the page, click on **Add New**. The **Video Content window** form is displayed with the following tabs:

i. General: Enter the following details:

Star (*) marked fields are compulsory and can't be left blank.

- **Content Heading***: Enter the relevant content heading.
- **Youtube URL***: Enter the link of the youtube video you want to link.
- **Status**: Select the current display status of the video content as **Active** or **Inactive**.

Click on **Save Changes** to save the details and move to the next tab.

ii. Language(s): Enter the title of the video in the mandatory **Video Title** field and click on **Save Changes**.

Star (*) marked fields are compulsory and can't be left blank.

Video Content

General **English** Arabic (عربى)

VideoTitle*

[   ]

Save Changes

> The languages tabs are displayed depending on the languages active in the system.

The new video content is added on the **Manage Video Content** page and is displayed on the system front-end.

II. Drag and Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list sequence. The rearrangement is reflected accordingly on the front-end.

III. Status ⬤

Update current display status of a video using the **Status** toggle. Set to green to **Activate** a video and set to gray to make the video **Inactive**.

IV. Action Buttons

The following icon buttons are provided under the **Action** header:

Star (*) marked fields are compulsory and can't be left blank.

i. Edit 🖊 : Click on the **edit** icon button to open the **Video Content** window form similar to the one displayed while adding a new video.

Edit/Update the details in the provided fields under **General** and **Languages** tabs. Once the required edits are done, click on **Save Changes** to save the made changes.

ii. Delete 🗑 : Click on the **Delete** icon button and follow the prompts to delete a video from the system.

8.7 Testimonials

View, add and manage website testimonials from the **Testimonials** CMS module. These testimonials are displayed on the website front-end. The **Manage Testimonials** page enlists the added testimonials and their details where the following functionalities are also available:

Star (*) marked fields are compulsory and can't be left blank.

I. Add A New Testimonial

From the upper right corner of the page, click **Add New**. The **Testimonial Setup** window form is displayed with the following tabs:

i. General: The following fields are provided:

- **Testimonial Identifier***: Enter a unique testimonial identifier.
- **Testimonial User Name***: Enter the name of the user who has submitted the testimonial.

Star (*) marked fields are compulsory and can't be left blank.

- **Status**: Select the current status of the testimonial from the drop-down list as **Active** or **Inactive**.

Click on **Save Changes** to save and move to the next tab.

ii. Language(s): Enter the following language data:

- **Testimonial Text**: Enter the testimonial text in the provided field.

Click on **Save Changes** to save the details and move to the next tab.

The languages tabs are displayed depending on the languages currently active in the system.

iii. Media: Click on **Upload Image** to add a reference image with the testimonial.

Star (*) marked fields are compulsory and can't be left blank.

Testimonial Media Setup

General   English   Arabic (عربی)   **Media**

Image   [Upload Image]

Preferred Dimensions 275 × 275

⚠️ Adding the testimonial media is mandatory to display the testimonial on the system front-end.

The newly added testimonial is added on the **Manage Testimonials** page and is displayed on the store front-end.

II. Status

Update current display status of a testimonial using the toggle switch provided under the **Status** header. Set to green to **Activate** a testimonial and set to gray to make the testimonial **Inactive**.

III. Action Buttons

Hover over the meatballs icon [•••] provided under the **Action** header to access the following options:

- **Edit**: Select **Edit** to open the **Testimonial Setup** window form similar to the one displayed while adding a new testimonial.

Star (*) marked fields are compulsory and can't be left blank.

Make the required edits in the **General, Languages** and **Media** tabs. Once done, click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete a testimonial from the system.

8.8 Language Label

Manage the system added labels through the **Language Label** CMS module. These are the labels that are used throughout the platform front-end as well as back-end and help maintain consistency between multiple pages. The **Manage Labels** page lists the preexisting language labels, their keys and captions. Perform the following functions on this page:

⚠ The admin can not add new labels or delete the existing labels. Please contact the Yo!Coach team for further support.

Star (*) marked fields are compulsory and can't be left blank.

SR NO	KEY	CAPTION	ACTION
1	LBL_LESSON_ENDTIME	Lesson Endtime	...
2	LBL_LESSON_STARTTIME	Lesson Starttime	...
3	LBL_{TEACH-LANG}_{N}_MINUTES_OF_LESSON	{teach-lang}_{n} Minutes Of Lesson	...
4	LBL_NOTE_ALLOWED_CERTIFICATE_EXTENTIONS_{EXT}_{SIZE}_MB!	Note Allowed Certificate Extentions {ext} {size} Mb!	...
5	LBL_YOU_ARE_ALREADY_LOGGED_IN	You Are Already Logged In	...
6	HTMLAFTERFIELD_VIDEO_CONTENT_URL_TEXT	Video Content Url Text	...
7	LBL_VIEW_LESSONS	View Lessons	...
8	LBL_SAVED_SUCCESSFULLY	Saved Successfully	...
9	LBL_CARD_PAYMENT	Card Payment	...
10	MSG_ORDER_PAYMENT_DESCRIPTION_{ORDERID}	Order Payment Description {orderid}	...
11	LBL_TOTAL_PAYABLE	Total Payable	...
12	LBL_ENTER_CREDIT_CARD_NUMBER	Enter Credit Card Number	...

I. Search

A **search** bar is provided at the top of this page to perform a focused language labels search.

Enter the relevant keywords in the provided **Keyword** field and click on **Search** to generate the filtered list. Once the search is complete, click on **Clear Search** to display the whole list again.

II. Import/Export

Export or import the language labels data from and to the system using the buttons provided at the upper right corner of the list.

Star (*) marked fields are compulsory and can't be left blank.

i. Export: Click on **Export** and a .csv file will be downloaded to your device containing all the language labels.

Make the required changes in the file and save the changes.

While exporting the language labels file, make sure that the file is in .csv format.

★ If the .csv file opener is not already installed in your system, download the file and open it into **Google Sheets** to access the file.

★ The edits can be made only in the language fields. Any edits made in the **Key column** are not executed or reflected in the Yo!Coach system.

★ Make sure to not add new language or other columns to the system CSV file as the edits are not reflected in the system.

Star (*) marked fields are compulsory and can't be left blank.

★ When all the edits are made, make sure to download the sheet from Google Sheets in .csv format to be further accepted in the Yo!Coach system.

ii. Import: Click on **Import** and the **Import Labels** window form appears.
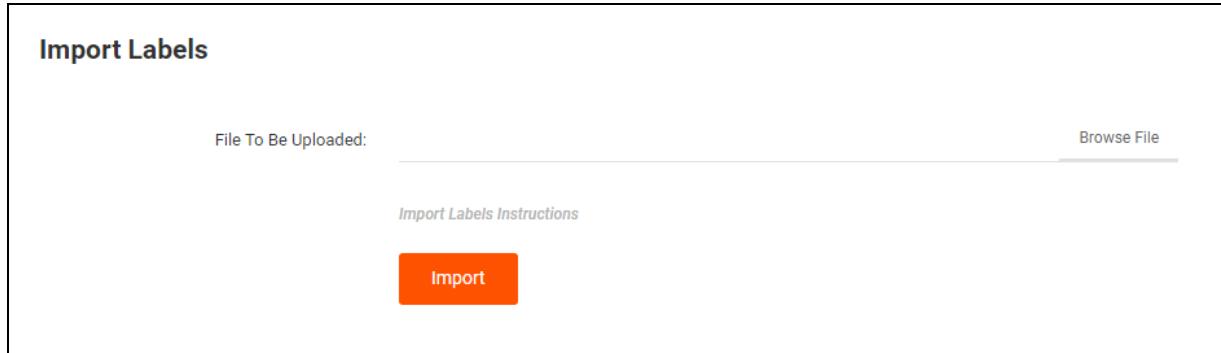
Import Labels

File To Be Uploaded: Browse File

Import Labels Instructions

Import

Click on **File To Be Uploaded** area and upload the previously saved .csv file. Click on **Import** and the new language labels data will be imported into the system.

III. Action Button

Hover over the meatballs icon [•••] provided under the **Action** header and select **Edit** to make changes to any language label. The **Manage Labels** window form appears with the following fields:

Star (*) marked fields are compulsory and can't be left blank.

Manage Labels

Key: LBL_TESTIMONIAL_CONTENT

English*: Testimonial Content

Arabic*:

Save Changes

- **Key:** View the system added language label key.

⚠️ The Key field is not editable.

- **Language(s) Data***: Enter/edit the label caption for each active language in the respective fields.

⚠️ The language fields are displayed depending upon the languages currently active in the system.

Click on **Save Changes** to save the made changes.

8.9 FAQ Categories

Manage the categories listed on the FAQs page on the system front-end through the **FAQ Categories** module. As a system admin, Yo!Coach facilitates you to add new categories and link FAQs under them.

Star (*) marked fields are compulsory and can't be left blank.

An FAQ category is visible on the system front-end only if one or more FAQs are linked to it. If no FAQs are linked to an added category, it will not be displayed to the users on the front-end. Add the FAQs through the **Manage FAQs** module which is discussed in the next section.

Perform the following functions on this page:

I. Add A New Category

Click on **Add New** from the upper right corner of the list and the **FAQ Category Setup** form appears with the following tabs:

i. General: The following fields are provided:

- **Category Identifier***: Enter the unique category identifier.

Star (*) marked fields are compulsory and can't be left blank.

- **Status**: From the drop down list, select the current display status of the category as **Active** or **Inactive**.

Click on **Save Changes** to save the details and move to the next tab.

ii. Language(s): Enter the **Category Name** in the mandatory field and click on **Update** to successfully add the new FAQ Category.
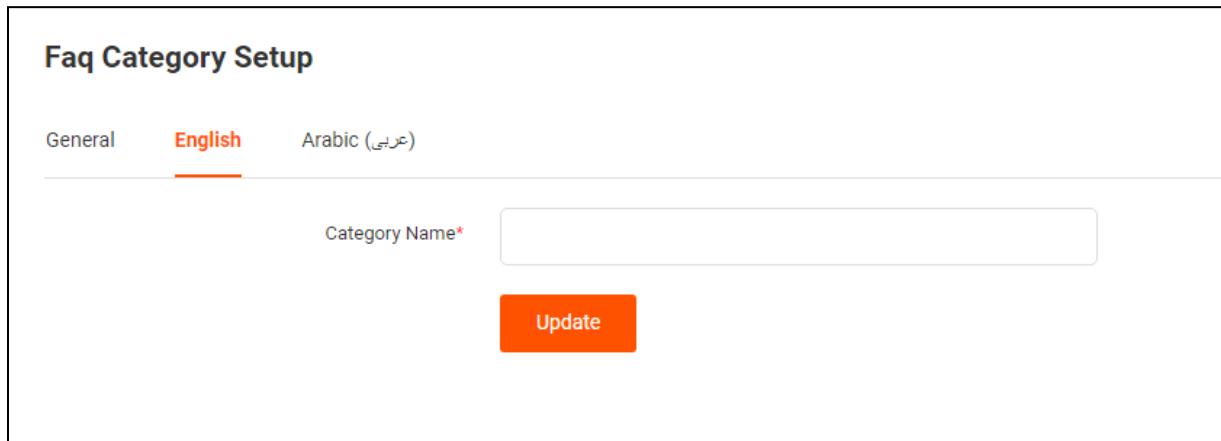
The language tabs are displayed depending on the languages currently active in the system.

The newly added FAQ category is displayed in the list on the **Manage FAQ Categories** page.

II. Drag and Drop

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the category list order. The rearrangement is reflected accordingly on the front-end.

Star (*) marked fields are compulsory and can't be left blank.

IV. Status

Update the current display status of a category using the toggle switch provided under the **Status** header. Set to green to **Activate** a category and set to gray to make the category **Inactive**.

V. Action Buttons

Hover over the meatballs icon provided under the **Action** header to access the following options:

- **Edit**: Select **Edit** to open the **FAQ Category Setup** form similar to the one displayed while adding a new category.
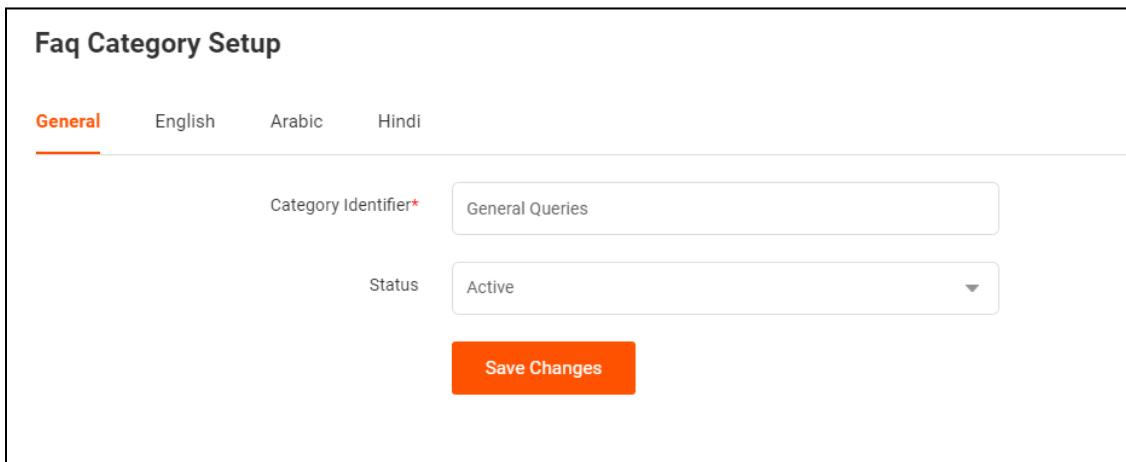
Faq Category Setup

| General | English | Arabic | Hindi |

Category Identifier*   General Queries

Status   Active

Save Changes

Make the required edits in the **General** and **Languages** tabs and click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete an FAQ category from the system.

8.10 Manage FAQs

Add and manage the Frequently Asked Questions (FAQs) to be displayed on the website through the **Manage FAQs** module. Each question is linked with

Star (*) marked fields are compulsory and can't be left blank.

a particular FAQ category, making it visible on the system front-end. These questions are added and linked through the functions available on the **Manage FAQ** page.

Manage Faq				
Home / Faq				

Search...

Faq Listing ...

S/N	FAQ IDENTIFIER	FAQ TITLE	STATUS	ACTION
1	I am a new teacher. How does YoCoach work?	I am a new teacher. How does YoCoach work?	⬤	...
2	I am a new teacher. How do I start a lesson?	I am a new teacher. How do I start a lesson?	⬤	...
3	I am a new teacher. How does YoCoach work?	I am a new teacher. How does YoCoach work?	⬤	...
4	test puneet	Test puneet	⬤	...
5	test	test	⬤	...
6	Test puneet 1	pun 1	⬤	...
7	Test puneet2	Test puneet2	⬤	...
8	Test puneet3	Test puneet 3	⬤	...
9	Test puneet 4	Test puneet 4	⬤	...
10	Test puneet 5	Test puneet 5	⬤	...

Observe the **FAQ Identifier** and **FAQ Title** details and perform the following functionalities on this page:

I. Add A New FAQ

From the upper right corner of the page, click on **Add New**. The **FAQ Setup** form opens displaying the following tabs:

i. General: Enter the following details:

Star (*) marked fields are compulsory and can't be left blank.

Faq Setup

General   English   Arabic (عربى)

Faq Identifier*   [   ]

Faq Category*   [Select   ▾]

Status   [Active   ▾]

[Save Changes]

- **FAQ Identifier***: Enter the unique FAQ identifier.
- **FAQ Category***: Select the FAQ category from the drop down list populated with the categories added in the **FAQ Categories** module.
- **Status**: Select the current display status of the FAQ as **Active** or **Inactive**.

Click on **Save Changes** to save and move to the next tab.

ii. Language(s): The following language data fields are displayed:

Faq Setup

General   English   Arabic (عربى)

Faq Title*

[   ]

Faq Text

B I U A A T 🖊   ≔ ≔ ≣ ≣ ≣   🔗 🖼 ▦ 🖋   ↩ ↪ ▭ ‹›html

[   ]

[Save Changes]

- **FAQ Title***: Enter the FAQ title. You can use this field to enter the question.

Star (*) marked fields are compulsory and can't be left blank.

- **FAQ Text**: Enter FAQ text, which means, answer to the question entered in the title field.

> ⚠ The languages tabs are displayed depending upon the languages currently active in the system.

Once all the details are complete, click on **Save Changes** to save the FAQ. The newly added FAQ is displayed on the **Manage FAQ** page on the admin back-end and under the linked **FAQ Category** on the system front-end.

II. Status

Update the current display status for an FAQ using the toggle switch provided under the **Status** header. Set to green to **Activate** an FAQ and set to gray to make the FAQ **Inactive**.

III. Action Buttons

Hover over the meatballs icon ⌞⋯⌟ provided under the **Action** header to access the following options:

- **Edit**: Select **Edit** to open the **FAQ Setup** form similar to the one displayed while adding a new question.

Star (*) marked fields are compulsory and can't be left blank.

Make the required edits in the **General** and **Languages** tabs and click on **Save Changes** to save the made changes.

- **Delete**: Select **Delete** and follow the prompts to delete an FAQ from the system.

IV. Search

At the top of the **Manage FAQ** page, a search bar is provided to perform a filtered search.

Type the FAQ identifier or title as relevant keywords in the displayed **Keyword** field and click **Search** to generate the results. Click on **Clear Search** to display the complete list again.

8.11 Email Templates

The templates for system generated email notifications are managed from the **Email Templates** CMS module. A list of alphabetically arranged

Star (*) marked fields are compulsory and can't be left blank.

templates is added in the system by default and displayed on the **Manage Email Templates** page.

The admin can not add new email templates or delete the existing templates from the system. Please contact the Yo!Coach team for further support.

However, a template can be made inactive using the **Status** toggle, which is explained later in this section.

Access the following functionalities available on this page:

I. Search

At the top of the **Manage Email Templates** page, a search bar is provided to perform a filtered search.

Star (*) marked fields are compulsory and can't be left blank.
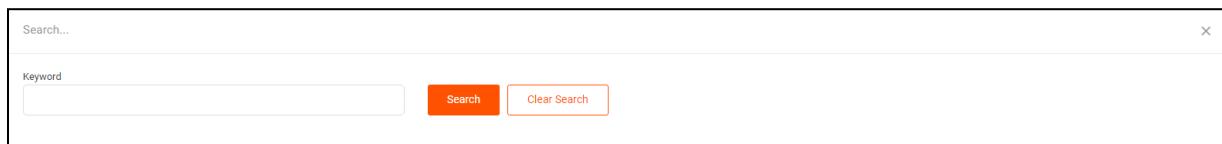
Type the relevant keywords in the **Keyword** field provided here and click on **Search** to generate the results. Once done, click on **Clear** to display the complete list again.

II. Status

Update the current display status of an email template using the toggle switch provided under the **Status** header. Set to green to **Activate** a template and set to gray to make the template **Inactive**.

III. Action Button

Hover over the meatballs icon provided under the **Action** header and select **Edit**. The **Email Template Setup** form appears where the following fields can be edited:

Star (*) marked fields are compulsory and can't be left blank.

Email Template Setup

Language

English ▾

Name*

Account Deletion Request

Subject*

Account Deletion Requested

Body*

B *I* U A A T ✎ | ≣ ≣ ≣ ≣ ≣ | 🔗 🖼 ▦ ✎ | ↶ ↷ ▢ </>

Account Delete Request

Dear Admin

You have received an account deletion request from a user. Please consider the below details for further processing:

Replacement Vars

{username} User Full Name
{email} User Email
{account_type} Learner/Teacher
{deletion_reason} Reason for deletion request

Save Changes   Save & Preview

- **Language**: Select the language for the email template.
- **Name***: Enter the name of the email template.
- **Subject***: Enter the subject for the email generated by the system.
- **Body***: Enter the body of the system generated email in the provided wordpress test-box. You can also add dynamic data like website name, user name, etc. in the email templates by using curly brackets {}. The replacement variables are also listed under this field.

Click on **Save Changes** to save the made changes and move back to the **Manage Email Templates** page. Click on **Save & Preview** to save the changes and open the email preview page.

Star (*) marked fields are compulsory and can't be left blank.

9. Manage Settings

As a system admin, you are responsible for managing the settings for both the system front-end and back-end. Overall efficiency of the platform and user experience are impacted through the system settings. Access these settings from the **Manage Settings** module and sub-modules explained here.

We recommend you to go through the following settings in sequence and enter the information cautiously so that frequent changes can be avoided.

9.1 General Setting

This section allows you to manage the system general settings.

Star (*) marked fields are compulsory and can't be left blank.

9.1.1 General

Access the multitude of general settings from the following tabs:

a. Basic

The following settings are displayed:
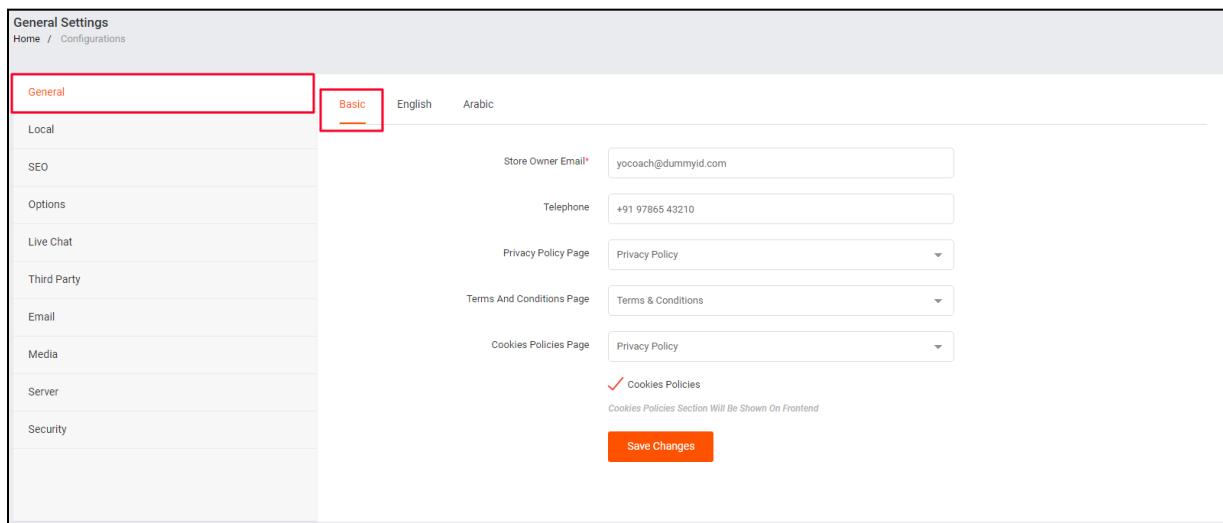
- **Store Owner Email***: Enter the email address of the site owner. All the system email notifications generated for the admin are mailed to this email address.
- **Telephone**: Enter the official phone number to be displayed under the **Support** section on the system front-end.

Star (*) marked fields are compulsory and can't be left blank.
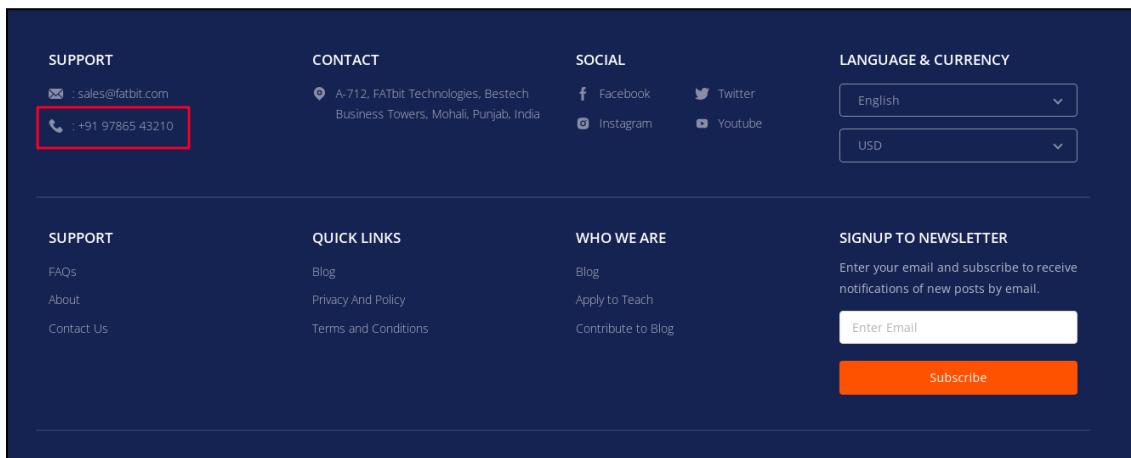
- **Privacy Policy Page**: From the drop down list, select the CMS page to be linked for **Privacy Policy** on the **Signup** and **Login** forms.
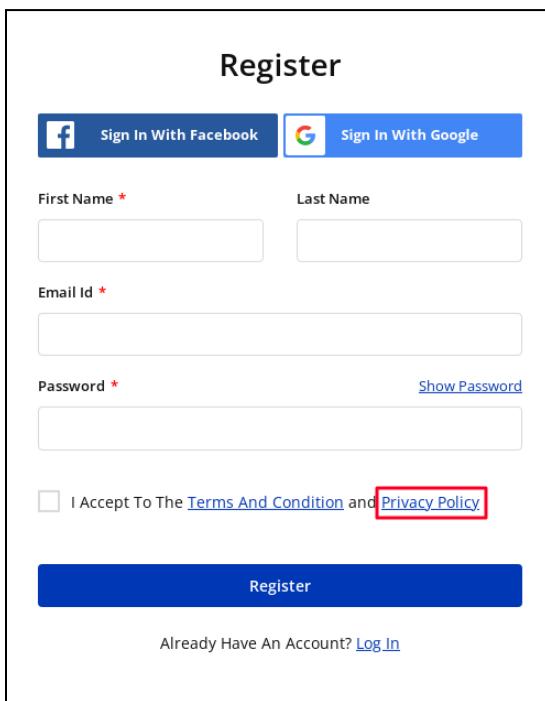
- **Terms and Conditions Page**: From the drop down list, select the CMS page to be linked for **Terms and Conditions** on the **Login** and **Signup** forms.

Star (*) marked fields are compulsory and can't be left blank.

- **Cookies Policies Page**: From the drop down list, select the CMS page to be linked for **Cookies Policies** in the cookies box.

Star (*) marked fields are compulsory and can't be left blank.

- **Cookies Policies** ✓ : Select the **Cookies Policies** checkbox to display the cookies policies prompt on the system front-end footer.
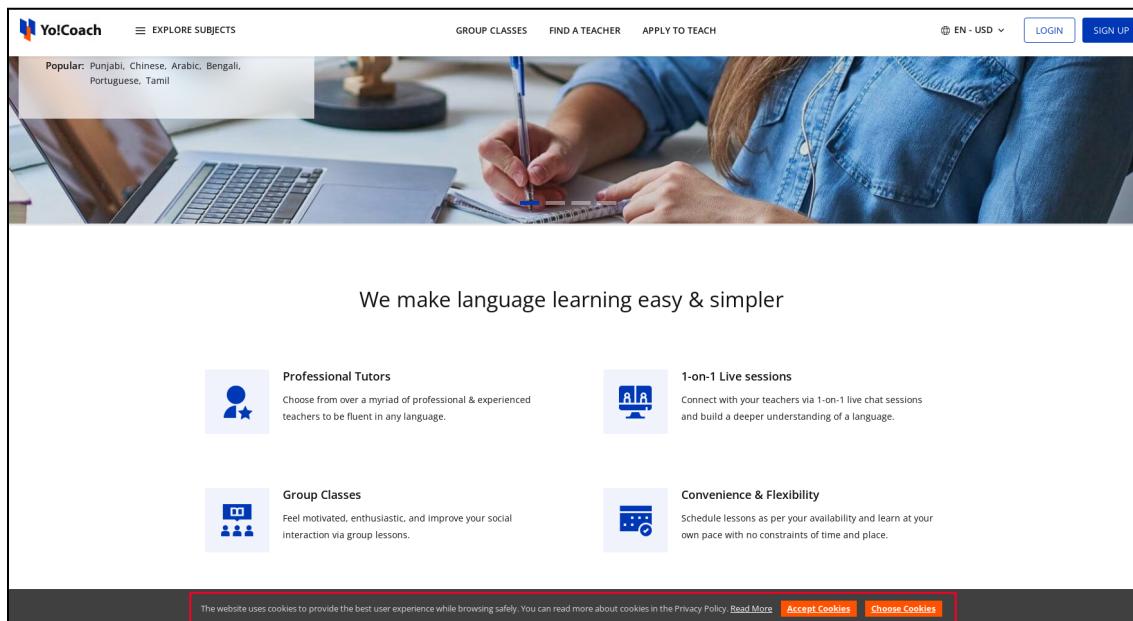
Click on **Save Changes** to save the selected settings.

b. Language(s)

The following fields are displayed:

Star (*) marked fields are compulsory and can't be left blank.

- **Site Name**: Enter the site name to be displayed on the footer site-wide and on system generated emails footer.
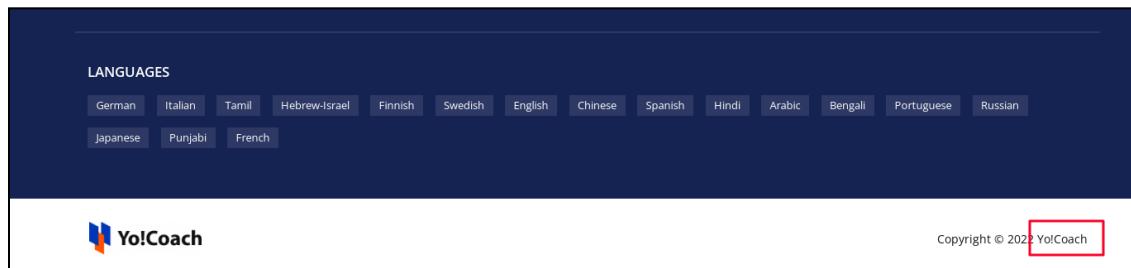
- **Email From Name**: Enter the name to be displayed at the place of sender on system generated emails.
- **Address**: Enter the official address. It is displayed on the system front-end footer.

Star (*) marked fields are compulsory and can't be left blank.

- **Cookies Policies Text**: Enter the text to be displayed in the **Cookies Policies** footer prompt.
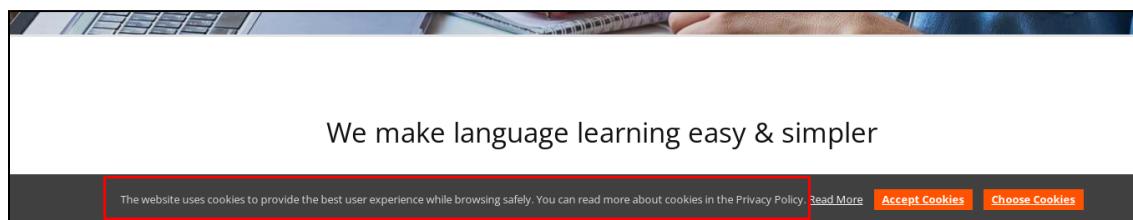
The language tabs are displayed depending on the languages currently active in the system.

Click on **Save Changes** to save the selected settings.

9.1.2 Local

Access the following settings from the **Local** section:

Star (*) marked fields are compulsory and can't be left blank.
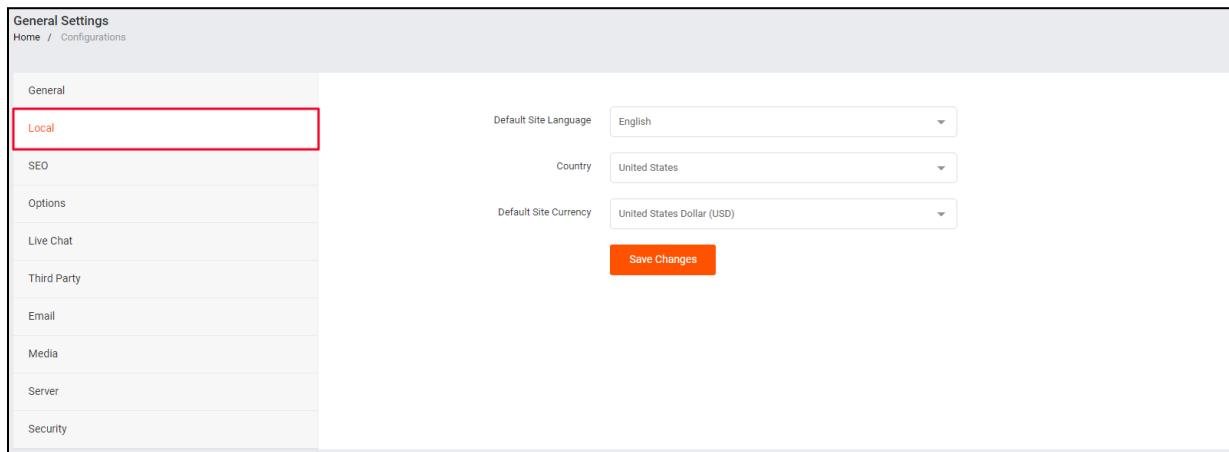
- **Default Site Language**: Select the default website language from the drop down list showing all the languages currently active in the system.
- **Country**: Select the system default country from the drop down list showing all the countries currently active in the system.
- **Default Site Currency**: Select the default system currency from the active currencies drop down list. All the session charges on the platform are displayed in the selected currency.

⚠️
    ★ Only one currency can be set as the system default currency.
    ★ The default currency for performing system payments is set through the **Manage Settings > Currencies Management** module.

Click on **Save Changes** to save the selected settings.

9.1.3 SEO

Access the following SEO settings on this page:

Star (*) marked fields are compulsory and can't be left blank.
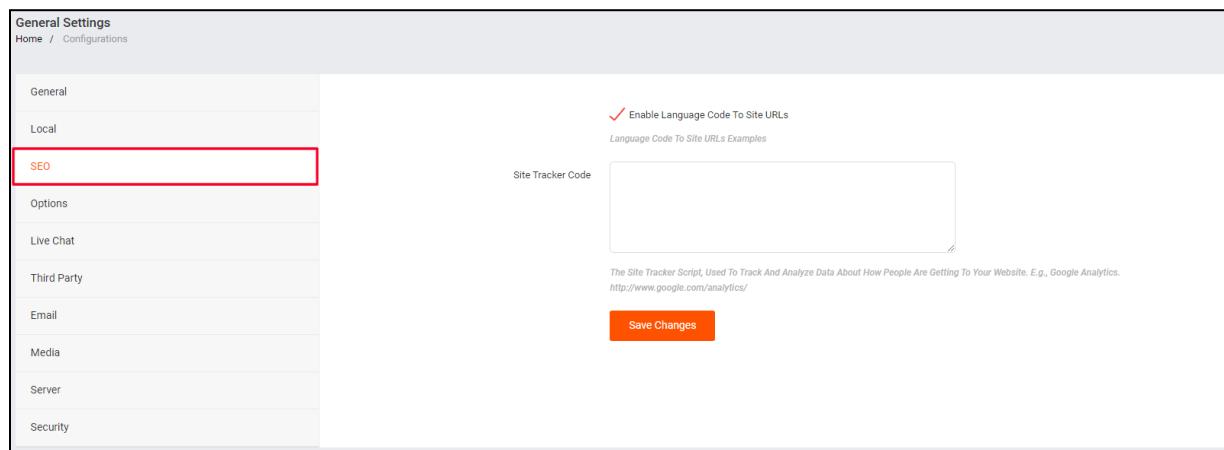
- **Enable Language Code To Site URLs** ☑ : Select the checkbox to activate adding language code to the site URLs for all secondary languages.
- **Site Tracker Code**: Enter the unique site tracker code. This helps to track and analyze the user SEO data. Refer to the third party API guides to know how to generate the site tracker code.

Click on **Save Changes** to save the information.

9.1.4 Options

Manage the following **Options** settings provided on the page:

Star (*) marked fields are compulsory and can't be left blank.

a. Admin

- **Default Items Per Page***: Enter the number of items to be displayed on the admin list pages such as Orders, Users List, and so on. The value cannot be more than 500.

Star (*) marked fields are compulsory and can't be left blank.

b. Flashcards

Flashcards

✓ Enable Flashcard

★ **Enable Flashcard** ☑: Select the checkbox to enable flashcards on the platform.

⚠ In case you clear the checkbox later, the previously added flashcards will be hidden from the system.

⚠ The **Flashcards** module will be displayed on the teacher and learner profiles only when flashcards are enabled.

c. Newsletter Subscription

Newsletter Subscription

✓ Enable Newsletter Subscription

● **Enable Newsletter Subscription** ☑: Select the checkbox to allow users to sign up for newsletter subscription.

⚠ When the setting is not activated, the **Signup To Newsletter** section is not displayed on the system front-end.

⚠ Make sure to enter the relevant third party newsletter keys from the **Third Party settings** module to successfully activate the functionality on the system.

Star (*) marked fields are compulsory and can't be left blank.

d. Free trial

- **Enable Free Trial** ✓ : Select this checkbox to enable free trial functionality on the platform. The free trials option is displayed on the teacher dashboard and on learners checkout pages only when this setting is active.

Star (*) marked fields are compulsory and can't be left blank.

e. Report/Escalate Issue Time Post Session Completion

Report/Escalate Issue Time Post Session Completion	
Minimum Gift Card Order Amount	10
	Minimum amount to purchase a gift card.
Report Issue Duration	1
	Hours till learners can report the issue post session completion.
Issue Escalation Duration	1
	Hours till learners can escalate the issue to admin post resolution by teacher.

- **Minimum Gift Card Amount**: Enter the minimum amount for a gift card. Gift cards can only be created for value over and above the entered amount.

- **Report Issue Duration**: Set the duration (in hours) allowed to report an issue by learners. For example, if set to 5 hours, the learners will not be able to report an issue if 5 hours have already passed since the completion of the concerned session.

- **Issue Escalation Duration:** Set the duration (in hours) allowed to escalate an issue by learners to system admin. They can request you to resolve the issue if the resolution delivered by the teacher is not satisfactory. For example, if set to 5 hours, the **Escalate Issue To Support Team** option will not be displayed to the learners if 5 hours have already passed since the issue was resolved by the teacher.

> ⓘ To deactivate reporting an issue and/or escalating an issue for support, simply set the above time duration settings to 0 (zero) hours.

Star (*) marked fields are compulsory and can't be left blank.

f. Group Classes/Packages

Group Classes/Packages

Package Cancel Duration*	0

Hours till a package can be canceled by a teacher or learner.

Minutes before the group class can be canceled*	0

Hours till cancellation is available before class start time.

Class Refund Duration*	1

Duration(hours) before/After which the class refund will be issued to learners.

Class Refund Percentage After Duration*	10

Refund percentage to be issued after the duration set in Class Refund Duration field.

Class Refund Percentage Before Duration*	70

Refund percentage to be issued before the duration set in Class Refund Duration field.

End Class Duration*	1

Duration After Teacher Can End Class (in Minutes)

Class Booking Duration	0

Minutes before the group class can be booked.

Class Max Learners*	80

Maximum number of users who can join a group class.

Lesson Duration For Group Classes   ✓ 15   ✓ 30   ✓ 45   ✓ 60   ✓ 90   ☐ 120

Select time durations to be allowed for group classes in the platform.

- **Package Cancel Duration*:** Enter the time allowed to cancel a package by learners. For example, when you enter 1, the learners can cancel a package 1 hour before the first class starts.

- **Minutes before the group class can be canceled*:** Define the time allowed to cancel a session by teachers. The value (eg., 1, 2, 3, etc.) indicates time in hours. For example, when you enter 4, the teacher can cancel a class 4 hours or so before the class starts.

Star (*) marked fields are compulsory and can't be left blank.

- **Class Refund Duration***: Enter the time allowed for learners to request a refund for a booked session. The value (eg., 1, 2, 3, etc.) indicates time in hours. For example, when you enter 1, the learners can cancel and request a refund 1 hour or so before the class starts.

- **Class Refund Percentage After Duration***: The purpose of this field is to define the amount that learners will receive on refund requests initiated beyond the allowed time. The time related settings are made in the previous field. For example, when you enter 50, only 50% of the total session fee will be refunded.

- **Class Refund Percentage Before Duration***: The purpose of this field is to define the amount that learners will receive on refund requests initiated within the allowed time. The time related settings are made in the previous field. For example, when you enter 70, only 70% of the total session fee will be refunded.

> The above three fields, **Class Refund Duration**, **Class Refund Percentage After Duration** and **Class Refund Percentage Before Duration** are interrelated and interdependent.

- **End Class Duration***: Being an admin user, define the time mandate for teachers to host an ongoing class. The value (eg., 5, 10, 15) indicates time in minutes. The teachers have to wait for the defined minutes before ending an ongoing class.

- **Class Booking Duration:** Enter the time allowed to book a group class prior to its scheduled time.

- **Class Max Learners*:** Enter the maximum number of learners allowed in a group class.

- **Lesson Duration for Group Classes:** Select one or more lesson durations allowed for the group class.

Star (*) marked fields are compulsory and can't be left blank.

g. Teacher Dashboard

- **Lesson Durations**: Select one or more lesson duration options allowed to the teachers. These will be displayed on the teacher dashboard while adding a new lesson.

- **Default Lesson Duration***: Select the default duration of a lesson booked on the portal. The selected duration cannot be deactivated by the teachers and all the lessons are booked for the default duration until any other active duration is selected.

- **Trial Lesson Duration***: Select the default duration of trial lessons on the platform.

Star (*) marked fields are compulsory and can't be left blank.

- **End Lesson Duration***: Being an admin user, define the time mandate for teachers to host an ongoing lesson. The value (eg., 5, 10, 15) indicates time in minutes. The teachers have to wait for the defined minutes before ending an ongoing lesson.

- **Max Teacher Request Attempt***: Enter the number of times a user can request to register as a teacher on the portal. This setting allows users to request again after their previous request was declined. After the user's request is declined for all attempts, they cannot request to register with the same email again.

- **Lesson Reschedule Duration***: Define the time allowed to reschedule a lesson by teachers or learners. The value (eg., 1, 2, 3, etc.) indicates time in hours. For example, when you enter 4, the teacher can reschedule a lesson 4 hours or so before the lesson starts.

- **Lesson Cancel Duration***: Define the time allowed to cancel a session by teachers and learners. The value (eg., 1, 2, 3, etc.) indicates time in hours. For example, when you enter 4, the teacher or learner can cancel a class 4 hours or so before the class starts.

- **Lesson Refund Duration***: Enter the time allowed for learners to request a refund for a scheduled lesson. The value (eg., 1, 2, 3, etc.) indicates time in hours. For example, when you enter 1, the learners can cancel and request a refund 1 hour or so before the lesson starts.

- **Lesson Refund Percentage After Duration***: The purpose of this field is to define the amount that learners will receive on refund requests initiated beyond the allowed time. The time related settings are made in the previous field. For example, when you enter 50, only 50% of the total session fee will be refunded.

- **Lesson Refund Percentage Before Duration***: The purpose of this field is to define the amount that learners will receive on refund requests initiated within the allowed time. The time related settings are made in the previous

Star (*) marked fields are compulsory and can't be left blank.

field. For example, when you enter 70, only 70% of the total session fee will be refunded.

![warning icon] The above three fields, **Lesson Refund Duration**, **Lesson Refund Percentage After Duration** and **Lesson Refund Percentage Before Duration** are interrelated and interdependent.

- **Unschedule Lesson Refund Percentage***: The purpose of this field is to define the amount that learners will receive on refund requests initiated for unscheduled lessons. For example, when you enter 70, only 70% of the total session fee will be refunded.

h. Account

- **Activate Admin Approval After Registration (Sign Up)** ☑: Select the checkbox to mandate admin's approval on new user registrations. When activated, the user's registration will be complete only after the admin's approval.

- **Activate Email Verification After Registration** ☑: Select the checkbox to mandate email verification on registration. When activated, the new user's registration will be complete only after their email is successfully verified.

Star (*) marked fields are compulsory and can't be left blank.

- **Activate Auto Login After Registration** ☑ : Select the checkbox to activate auto login. When activated, the new user will be automatically logged into their account after the registration.

⛔ The **Activate Auto Login After Registration** checkbox can be selected only if both, **Activate Admin Approval after Registration** and **Activate Email Verification After Registration** checkboxes are clear.

- **Activate Sending Welcome Mail After Registration** ☑ : Select the checkbox to activate sending a welcome email to the new user once the registration is complete.

i. Withdrawal

Withdrawal	
Minimum Withdrawal Amount [USD]*	10
	This Is The Minimum Withdrawable Amount.
Minimum Interval [days]*	0
	This Is The Minimum Interval In Days Between Two Withdrawal Requests.

- **Minimum Withdrawal Amount (Default Currency)*:** Enter the minimum amount for withdrawal requests. Once the value is set, withdrawals can be requested for amounts over and above the entered value.
- **Minimum Interval (Days)*:** Enter the minimum number of days to be maintained between two withdrawal requests.

Star (*) marked fields are compulsory and can't be left blank.

j. Reviews
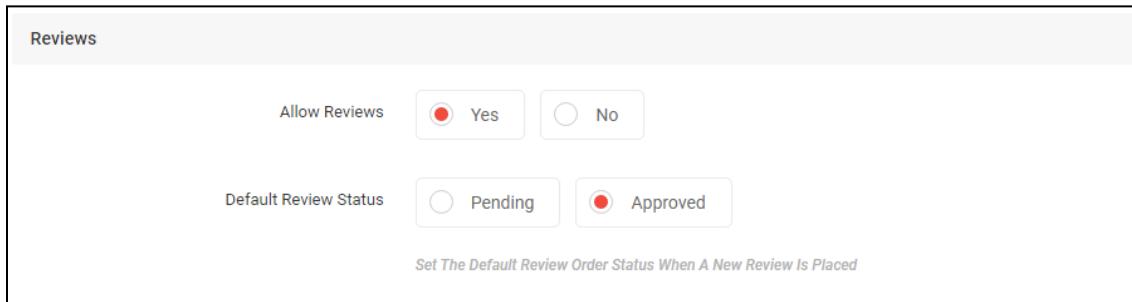
- **Allow Reviews**: Select from the following radio buttons:
  - **Yes**: Select **Yes** to activate posting teacher reviews on the portal.
  - **No**: Select **No** to deactivate posting teacher ratings and reviews. When selected, the **Review** section will not be displayed on the system front-end.
- **Default Review Status**: Select from the following radio buttons:
  - **Pending**: To mandate admin's approval for every newly posted review, select **Pending.** Update the review's status from the **Manage Users > Teacher Reviews** module.
  - **Approved**: Select **Approved** to automatically update every review as approved. The review status will be accordingly updated on the **Manage Users > Teacher Reviews** page.
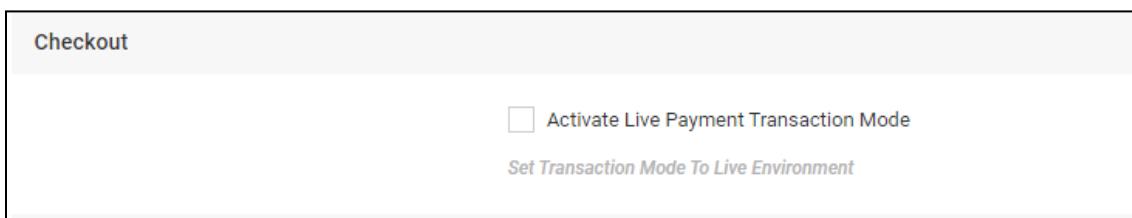
k. Checkout

- **Activate Live Payment Transaction Mode** ☑: Select the checkbox to activate the live environment and start receiving payments. By default, the testing mode is activated and live payments are deactivated.

Star (*) marked fields are compulsory and can't be left blank.

When the **Live Payment Transaction** checkbox is clear, the payments are transferred to the sandbox account. This mode helps you to test the payment functionality without having to enter the live mode.

l. Notifications

- **Enable Unread Messages Notifications:** Select **Yes** to enable the system to send emails notifying the users about messages lying unread with them.
- **Unread Messages Notify Duration (Mins)*:** Enter the duration (in minutes) after receiving a message when the notification reminder is to be sent to the recipient.

m. Attachments

- **Delete Attachment Duration (mins)*:** Enter the time allowed for the sender to delete a sent message attachment.

Message attachment deletion setting is activated by default and can not be manually deactivated by you.

Star (*) marked fields are compulsory and can't be left blank.

> By default, the attachment file can not be more than 8 MB. Contact the Yo!Coach team for further support.

9.1.5 Live Chat

Manage the following live chat settings:
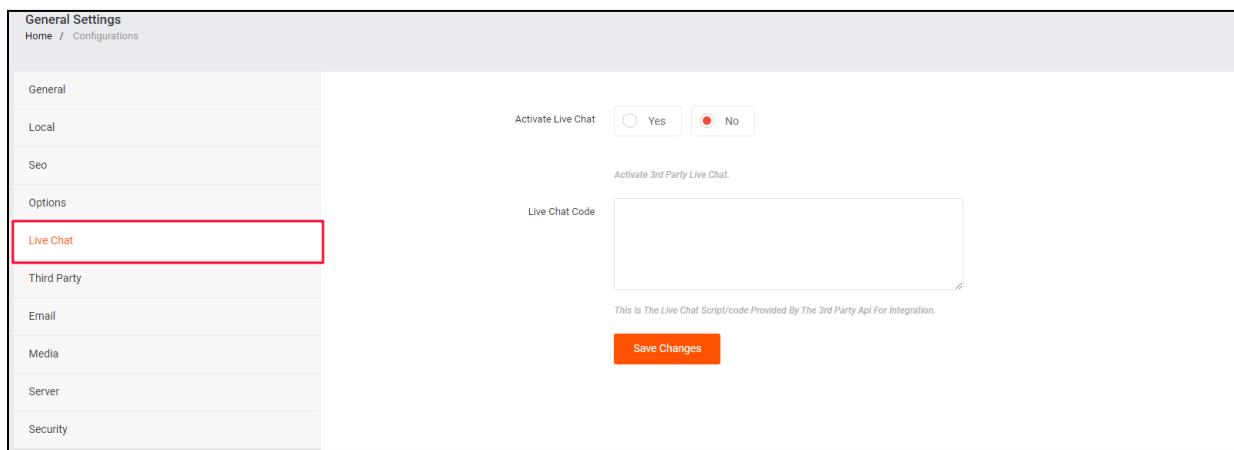
- **Activate Live Chat:** Select **Yes** to enable live chat on the system. When activated, a chat icon is displayed on the system front-end for user's chat support.
- **Live Chat Code:** Enter the script/code provided by the third party chat provider for system configuration.

Click on **Save Changes** to save the selected settings.

9.1.6 Third-Party API

Manage the following third-party API settings:

Star (*) marked fields are compulsory and can't be left blank.

General Settings
Home / Configurations

General	
Local	
SEO	
Options	
Live Chat	
Third Party	
Email	
Media	
Server	
Security	

Facebook Login

Facebook App ID   ***********
The Application ID Used In Login And Post.

Facebook App Secret   ***********
The Facebook Secret Key Used For Authentication And Other Facebook Related Plugins Support.

Newsletter Subscription

Mailchimp Key   ***********
This Is The Mailchimp Application Key Used In Subscribe And Send Newsletters.

Mailchimp List ID   ***********
The Mailchimp Subscribers List ID.

Mailchimp Server Prefix   ***********
Enter Mailchimp Server Prefix from your account

Google Analytics

Google Analytics Table ID ***********
Google Analytics Table ID Example: 88137179

Google Recaptcha

Site Key   ***********
The Application Site Key Used For Google Recaptcha.

Secret Key   ***********
The Application Secret Key Used For Google Recaptcha.

Google Client JSON

Google Client JSON   ***********
Google JSON Message

Save Changes

Settings Not Allowed To Be Modified On Demo Version

a. Facebook Login

Facebook Login

Facebook App ID   ***********
The Application ID Used In Login And Post.

Facebook App Secret   ***********
The Facebook Secret Key Used For Authentication And Other Facebook Related Plugins Support.

Star (*) marked fields are compulsory and can't be left blank.

- **Facebook App ID:** Enter the Facebook app id to activate Facebook Login and post sharing.
- **Facebook App Secret:** Enter the Facebook secret key.

⚠️ Refer to the Facebook Login third party API guide to learn how to generate Facebook App ID and secret key.

b. Newsletter Subscription

Newsletter Subscription	
Mailchimp Key	
	This Is The Mailchimp\'s Application Key Used In Subscribe And Send Newsletters.
Mailchimp List Id	
	This Is The Mailchimp\'s Subscribers List Id.
Mailchimp Server Prefix	
	Mailchimp Server Prefix Text

- **Mailchimp Key**: Enter the Mailchimp third party API key.
- **Mailchimp List ID**: Enter the Mailchimp list ID in the given field.
- **Mailchimp Server Prefix**: Enter the server prefix generated from Mailchimp API.

⚠️ Only the Mailchimp third party API currently operates in the system for Newsletters.

⚠️ Refer to the Mailchimp Newsletter API guide to learn how to generate the above required keys.

⚠️ To activate any other newsletter API, contact the Yo!Coach team.

Star (*) marked fields are compulsory and can't be left blank.

c. Google Analytics

- **Google Analytics Table ID**: Enter the Google Analytics table ID to configure analytics functions on the system.

⚠️ Refer to the Google Analytics API guide to learn how to generate the analytics table ID.

d. Google Recaptcha

- **Site Key**: Enter the site key for google recaptcha.
- **Secret Key**: Enter the Google recaptcha secret key.

⚠️ The recaptcha functionality appears on the **Forgot Password form, Contact Us page** and **Blog Contribution form**.

⚠️ Refer to the Google Recaptcha API guide to learn how to generate the site and secret keys.

Star (*) marked fields are compulsory and can't be left blank.

e. Google Client Json
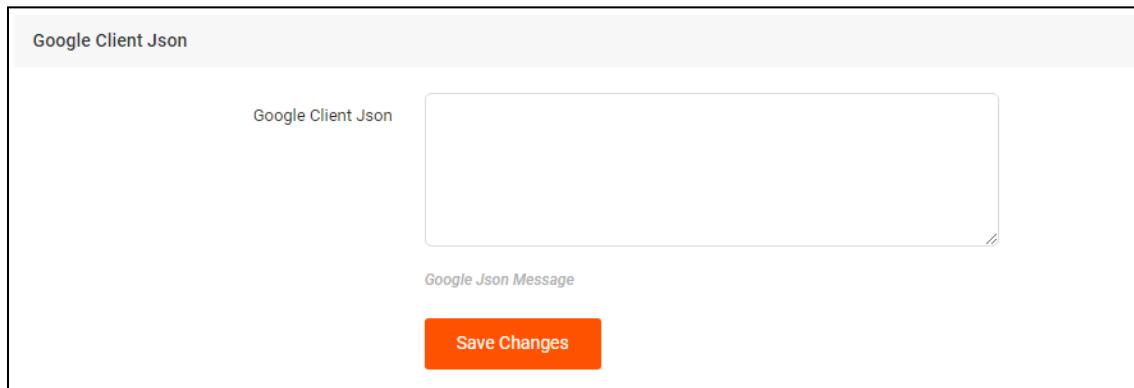
- **Google Client Json**: Enter the Google client key to configure Google login functionality on the system.

⚠️ Refer to the Google Login API guide to learn how to generate the Google Client Json key.

Click on **Save Changes** to save the made third party API settings.

9.1.7 Email

Yo!Coach allows you to use system generated emails as notifications for certain actions. System emails are generated on performing the following actions:

1	Account Deletion Request
2	Account Deletion Request Status Update
3	Admin Forgot Password Email
4	Approved Withdrawal Request to user
5	Bank transfer payment declined
6	Bank Transfer Payment detail
7	Blog Contribution Status Change - Notification
8	Class Booking Email To Learner and Teacher
9	Contact-Us

Star (*) marked fields are compulsory and can't be left blank.

10	Credit/Debit Transaction Email
11	Declined Withdrawal Request to user
12	Email Confirmation on Registration
13	Email Header/Footer Layout
14	Email Verification Link
15	Failed Login Attempt
16	Feedback mail to admin
17	Feedback mail to teacher
18	Forgot Password Email
19	Gift Card Email To Recipient
20	Gift Card Purchased
21	Gift Card Redeemed
22	Group Class/Package canceled due to no bookings
23	Issue Closed By Admin Email To Teacher & Learner
24	Issue Escalated Email To Admin
25	Issue Reported Email To Teacher and Learner
26	Learner Canceled Class Email
27	Learner Canceled Lesson Email
28	Learner Scheduled/Rescheduled Lesson
29	Lessons Booking Email To Learner and Teacher
30	New Registration - Admin
31	New Teacher Request - Admin
32	New Withdrawal Request to admin
33	Order canceled by Admin - Learner
34	Order Payment Email To Learner
35	Order Payment Received Email To Admin
36	Package Booking Email To Learner and Teacher
37	Package Cancel email to Teacher
38	Password Changed Successfully

Star (*) marked fields are compulsory and can't be left blank.

39	Password Changed Successfully
40	Recurring subscription
41	Scheduled class(s) Reminder
42	Scheduled lesson(s) Reminder
43	Subscription Canceled Email To Teacher
44	Teacher Canceled Class Email
45	Teacher Canceled Lesson Email To Learner
46	Teacher Reschedule Lesson Email
47	Test Email
48	Tutor Request Status Update Email to Learners
49	Unread Messages Email
50	User/Admin Password Changed Successfully
51	Wallet balance low for recurring Subscription
52	Wallet balance maintain for recurring Subscription
53	Welcome Mail on Registration
54	Withdrawal Request Submission Email to user
55	Zoom License Alert

Manage the following settings relating to these system Emails:

Star (*) marked fields are compulsory and can't be left blank.

- **From Email***: Enter the email to be used to generate system email notifications. In case the Gmail SMTP is set, then the system will override the Gmail SMTP email.
- **Reply to Email Address***: Enter the email address that is to receive email replies.
- **Send Email**: Select **Yes** to enable the system to send automated emails. To test this email notification functionality, click on the link provided below this field.
- **Contact Email Address***: Enter the email address where all user queries will be received. This will appear in the front-end footer under the **Support** section.

Star (*) marked fields are compulsory and can't be left blank.
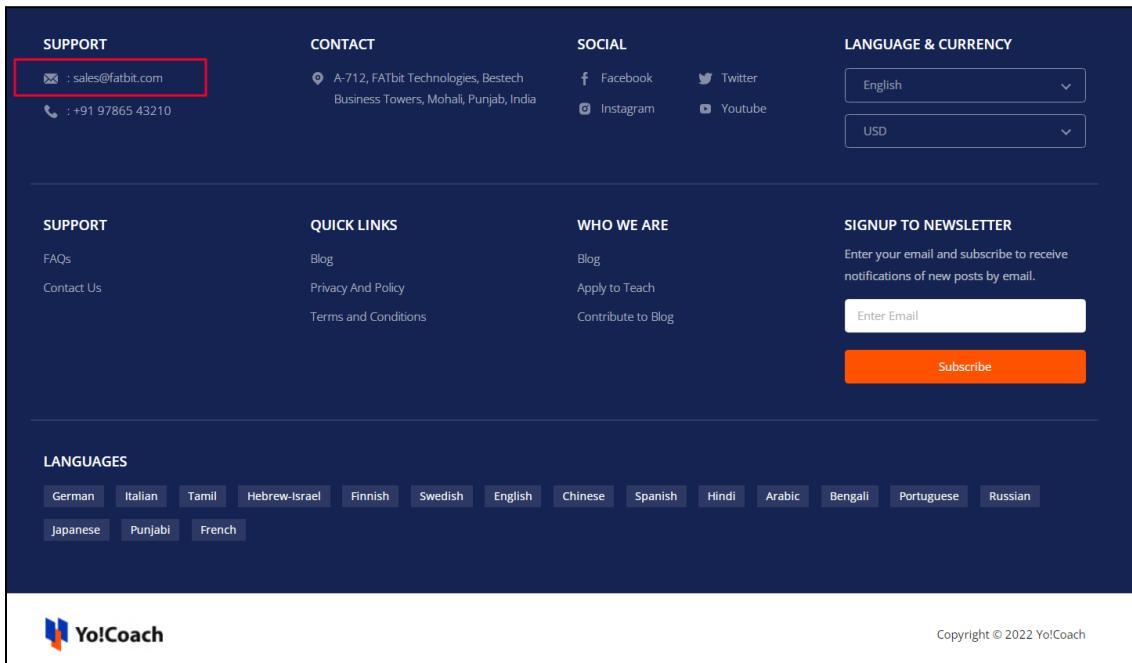
- **Send SMTP Email**: Select **Yes** to enable the system to send SMTP emails.
- **SMTP Host**: Enter the SMTP host details.
- **SMTP Port**: Enter the SMTP Port details.
- **SMTP Username**: Enter the SMTP username.
- **SMTP Password**: Enter the SMTP password.
- **SMTP Secure**: Select the SMTP secure as per the settings received from the SMTP server.
- **Additional Alert Emails**: Enter the additional email addresses that will receive system email alerts.

⚠ Use commas (,) to separate email addresses.

9.1.8 Media

Manage the following system media settings:

Star (*) marked fields are compulsory and can't be left blank.
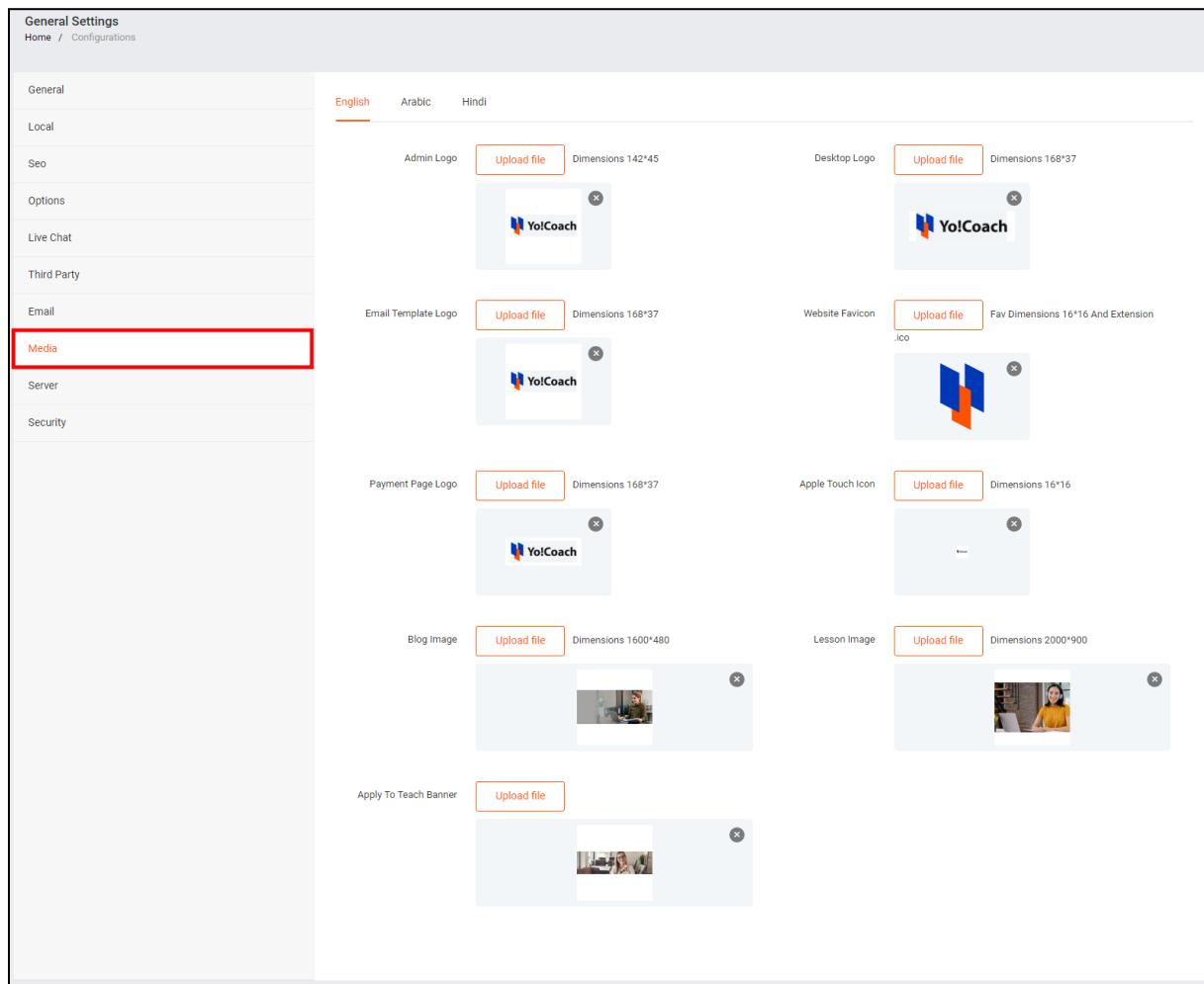
- **Admin Logo**: Click on **Upload File** and select an admin logo. The uploaded image will be displayed on the header of your panel.
- **Desktop Logo**: Click on **Upload File** and select the desktop logo. The desktop image will be displayed on the desktop front-end of the website.
- **Email Template Logo**: Click on **Upload File** and select an email template logo. The uploaded logo image will be displayed on the emails received by the users.
- **Website Favicon**: Click on **Upload File** and select a website favicon. It is displayed with the website title in the browser tab.

Star (*) marked fields are compulsory and can't be left blank.

- **Payment Page Logo**: Click on **Upload File** and select the logo to be displayed on the **payment page**.

- **Apple Touch Icon:** Click on **Upload File** and select an Apple touch icon. This image is used as a quick link icon to the apple device browser home window.

- **Blog Image**: Click on **Upload File** and select a blog image. This image is displayed on the **blog page** as the banner.

- **Lesson Image**: Click on **Upload File** and select a lesson image. This image is displayed on the **lesson overview** page.

- **Apply To Teach Banner**: Click on **Upload File** and select a banner image. This image is displayed on the **Apply To Teach** page as the banner.

Select language specific media from the respective language tabs provided in this module. The language tabs are displayed depending on the languages currently active in the system.

9.1.9 Server

Manage the following SSL settings:
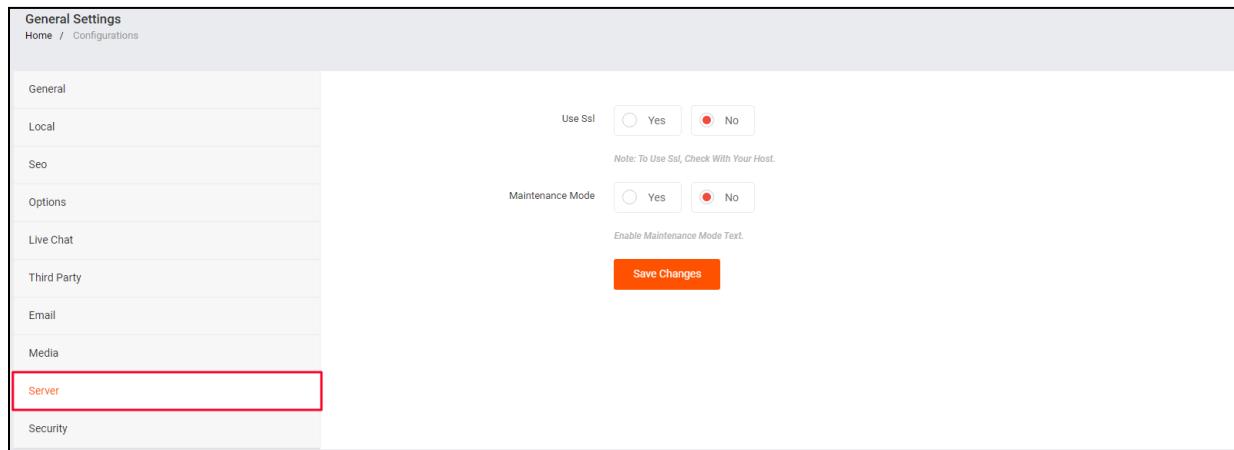
General Settings
Home / Configurations

| General |
| Local |
| Seo |
| Options |
| Live Chat |
| Third Party |
| Email |
| Media |
| Server |
| Security |

Use Ssl   ○ Yes   ● No

Note: To Use Ssl, Check With Your Host.

Maintenance Mode   ○ Yes   ● No

Enable Maintenance Mode Text.

Save Changes

- **Use SSL**: Select **Yes** to enable the SSL.

Star (*) marked fields are compulsory and can't be left blank.

In order to use the SSL, you need to check with the hosting provider if an SSL certificate is installed. Once installed, activate the SSL hosting from here. Contact the Yo!Coach team for further support.

- **Enable Maintenance Mode**: Select **Yes** to switch to the maintenance mode when certain changes are being made to the portal. When activated, users will be redirected to a temporary page until the maintenance mode is turned off.

The contents of the temporary maintenance page can be managed from the **Manage CMS > Language Labels** module.

9.1.10 Security

Manage the following security settings:

- **Remember Me Days For Admin***: Enter the number of days the admin password will be saved on the server (add numeric value 1-999 days).
- **Remember Me Days For Users***: Enter the number of days the users' password will be saved on the server (add numeric value 1-999 days).

Star (*) marked fields are compulsory and can't be left blank.

- **Remember Me Security For Admin***: Select the scale of remember me security:
  - **Moderate** (User Login IP will not be monitored)
  - **High** (User Login IP will be monitored)
- **Remember Me Security For Users***: Select the scale of remember me security:
  - **Moderate** (User Login IP will not be monitored)
  - **High** (User Login IP will be monitored)

Once done, click on **Save Changes** to save the settings.

9.2 PWA Settings (Progressive Web Apps)

Yo!Coach allows you to set up your **Progressive Web Apps**. These apps are developed through the web but behave like a mobile application and can be accessed from a browser. These have app-like features and can be added to a device without the assistance of an app store.

- The desktop users can install your PWA using the **install** icon button from the address bar of the browser.
- The mobile users can install your PWA using **Add To Home**.

Manage the following PWA related settings on your dashboard:

Star (*) marked fields are compulsory and can't be left blank.

PWA Settings
Home / PWA

✓ Enable PWA

App Name*

Yo!Coach - Elearning

App Short Name*

Yo!Coach

PWA App Short Name

Description

Yo!Coach - Elearning platform

PWA Description

App Icon*

Choose File | No file chosen

PWA App Icon

Splash Icon*

Choose File | No file chosen

PWA Spash Icon

Background Color*

PWA Background Color

Theme Color*

PWA Theme Color

Start Page*

/

PWA Start Page

Orientation*

Portrait

PWA Orientation

Display*

Standalone

PWA Display

Save

- **Enable PWA**: Select the checkbox to activate system PWA.
- **App Name***: Enter the app name.
- **App Short Name*:** Enter a short app name to be used when there's insufficient space for display.
- **Description:** Enter a brief description of the app.
- **App Icon:** Click on **Choose File** and select an app icon.
- **Splash Icon:** Click on **Choose File** to upload the splash screen icon image.

Star (*) marked fields are compulsory and can't be left blank.

- **Background Color***: Select the background color from the provided RCB color panel.
- **Theme Color*:** Select the app theme color from the provided RCB color panel.
- **Start Page*:** Enter the URL of the start or home page of the app.
- **Orientation*:** Select the app's default orientation as **Portrait** or **Landscape** from the drop-down menu.
- **Display*:** Select the app's default display mode as **Full Screen**, **Standalone**, **Minimal UI** or **Browser** from the drop down menu.

Click on **Save** to save the selected PWA settings.

9.3 Meeting Tools

Yo!Coach supports three third party meeting tools to conduct online sessions on the platform. **Atom Chat, Lesson Space** and **Zoom Meetings** are available for configuration and you can select the tool which will be operational throughout the portal. Manage these tools from the **Meeting Tools** settings module.

⚠️ The admin can not add new tools or delete the existing meeting tools from the system.

Manage Meeting Tools
Home / Meeting Tools

SRNO	CODE	STATUS	ACTION
1	AtomChat	⬜	Edit
2	LessonSpace	🟢	Edit
3	ZoomMeeting	⬜	Edit

Perform the following functions on this page:

Star (*) marked fields are compulsory and can't be left blank.

I. Status

Use the toggle switch provided under the **Status** header to activate or deactivate a meeting tool. When set to green, the tool is **Active** and when set to gray, the tool is **Inactive**.

⚠️ At any point of time, only one meeting tool can be active on the platform.

⚠️ The system does not allow you to deactivate the last active meeting tool.

⚠️ Activating a meeting tool will display a prompt to deactivate the already active meeting tool.

⚠️ Contact the Yo!Coach support team to configure a new meeting tool on the system.

II. Edit

Click on **Edit** provided under the **Action** header and the **Meeting Toll Setup** form is displayed on the screen. The form entails tool specific fields where the API configuration keys are to be filled. Refer to the setup form fields displayed for **Zoom Meetings** tool:

Star (*) marked fields are compulsory and can't be left blank.

Enter the relevant details and click on **Save Changes** to successfully configure a meeting tool.

⚠️ The contents of the **Code** field on the **Meeting Tool Setup** form is system added and can not be edited by the admin.

⚠️ Refer to the **Third Party Meeting Tools** user guides to learn about the tools configuration process.

III. Search

A search bar is provided at the top of the **Manage Meeting Tools** page to perform a search for meeting tools using the following filters:

- **Keyword**: Type the meeting tool code as keyword.
- **Status**: Search by the current status of the meeting tool as **Active** or **Inactive**.

Click on **Search** to generate the results. Once the search is complete, click

Star (*) marked fields are compulsory and can't be left blank.

Clear to display the whole list again.

9.4 Payment Methods

The Yo!Coach platform allows the users to complete transactions using a number of payment methods that are managed through the **Payment Methods** module. The payments are facilitated through various third party payment APIs configured on the platform along with the system's own digital wallet. All these payment methods are available to every user on the platform (teachers and learners) to execute their transactions. The **Manage Payments** page displays all the available payment methods in the form of a list where the pay-out methods appear at the bottom.

- The pay-in payment methods are used on the platform on the checkout page while ordering for a class or lesson and wallet recharge orders. Yo!Coach is pre-integrated with seven Payment Gateways using which the learners can pay for the sessions during checkout:
    - PayPal Standard
    - Stripe
    - Authorize.net
    - PayGate
    - Paystack
    - Bank Transfer
    - Inbuilt Wallet
- The pay-out methods are displayed on the teacher and learner dashboards for requesting withdrawals from their virtual wallet. The following two methods are used:
    - PayPal Payout (Semi automated method)
    - Bank Payout (Fully Manual method)

Star (*) marked fields are compulsory and can't be left blank.

The **Manage Payment Methods** page displays the list of available payment methods with the following details and functionalities:

- **Drag and Drop** ⊕: Arrange or rearrange the listings using the drag and drop button provided with the active payment methods. The sequence is reflected accordingly on the checkout page.

- **Payment Method:** Displays the name and unique ID of each payment method.

- **Type:** Displays the type of transactions being executed through the payment method, such as, Pay-In or Pay-Out.

- **Status** ⬤: Activate or deactivate a payment method using the status toggle switch. Only the active payment methods appear to the users during check out.

- **Action** ⋯: To manage the payment method settings, hover over the meatballs icon under the **Action** header and select **Settings**.

Star (*) marked fields are compulsory and can't be left blank.

○ The settings for each payment method vary according to the particular API requirements. For instance, the settings for **Bank Transfer** method are shown:

Bank Transfer Settings

Book Before Hours*

Account Details*

Save Changes

○ Similarly, take a quick glance at the settings displayed for **Stripe** method:

Stripe Settings

Secret Key*

Publishable Key*

Save Changes

○ In the case of **Payout** payment methods, an additional option, **Txn Fee,** is available under the **Action** menu. Select to open the **Method Fee Setup** form where you can decide the transaction fee using certain data fields.

Star (*) marked fields are compulsory and can't be left blank.

Method Fee Setups

Fee Type*   Percentage ▼

Txn Fee*   [   ]

Save Changes

Select the **Fee Type** (Percentage or Flat Value), enter the **Txn Fee** mandatory details and click on **Save Changes**. The set fee will apply to every payout transaction on the platform.

Each payment method has its own specific settings which are generated after configuring the particular payment gateway. Refer the Third Party API user manuals to configure payment methods on the platform.

⚠ When the **Bank Transfer** payment method is selected by the users during checkout, only the entered bank account details are displayed. Users will have to manually transfer the money to the destination bank account to complete a transaction.

⚠ Only **PayPal** and **Bank Transfer** payment methods are available for payouts such as **Wallet Withdrawal**.

⚠ Each payment method is added in the system by default and can not be deleted by the admin. The methods can only be made inactive using the **Status** toggle. Contact the Yo!Coach team for further support.

Star (*) marked fields are compulsory and can't be left blank.

9.5 Social Platforms

Manage the social media platforms and their settings from the **Social Platforms** settings module. By default, the Yo!Coach team provides a predefined list of social platforms that are supported on the platform.

The admin can not add new platforms or delete the existing platforms from the system. You can only make a platform inactive using the **Status** toggle to hide a platform from the front-end. This functionality is explained later in this section.

Links to social media accounts are displayed on the website footer under **Social** label and on **sent emails.**

Star (*) marked fields are compulsory and can't be left blank.

The **Manage Social Platforms** page displays the social media platform details such as **Title**, linked **URL** and current **Status**. Make the following settings on this page:

I. Status

Use the toggle switch provided under the **Status** header to update the current status of a social media platform. Set to green to make a social platform **Active** and set to gray to make a social platform **Inactive**.

II. Edit

Hover over the meatballs icon provided under the **Action** header and select **Edit**. The **Social Platform Setup** form is displayed where the following settings are available:

Star (*) marked fields are compulsory and can't be left blank.

- **Identifier**: View the system-added social platform identifier. This field is non-editable.
- **Link***: Enter the social platform link for the site's official account.
- **Status***: Select the current status of the social platform as **Active** or **Inactive** from the drop down list.

Click **Save Changes** to save the made changes and move back to the **Manage Social Platforms** page.

9.6 Discount Coupons

Create and manage admin facilitated discount coupons from the **Discount Coupons** settings module. These discount coupons help the learners to avail discount offers and rewards while checking out.

Star (*) marked fields are compulsory and can't be left blank.

The following settings are available on the **Manage Coupons** page:

I. Add A New Discount Coupon

To create a new discount coupon, click on **Add New** from the upper right corner of the page. The **Coupon Setup** window form appears on the page displaying the following tabs:

a. General: Enter the following information:

- **Coupon Identifier***: Enter the unique coupon identifier for the system.

Star (*) marked fields are compulsory and can't be left blank.

- **Coupon Code***: Enter the code to be used by the learners during checkout to avail the discount.
- **Discount Type***: From the drop down, select the type of discount as **Flat Value** or **Percentage**.
- **Discount Value***: Enter the value of discount being offered according to the type of discount selected in the previous field.
- **Max Discount***: Enter the maximum amount of discount allowed on the coupon. This field is displayed and is applicable only when **Percentage** discount type is selected.
- **Min Order***: Enter the minimum amount of order to be placed to avail the discount.
- **Max Uses***: Enter the number of times the discount coupon can be used on the platform.
- **Uses/User***: Enter the number of times a single user can apply the coupon.
- **Date From***: From the drop down calendar window, select the date the discount coupon will be available from.
- **Date Till***: From the drop down calendar window, select the coupon expiration date.
- **Status***: Select the current status of the discount coupon as **Active** or **Inactive**.

Click on **Save Changes** to save the details and move to the next tab.

b. Language(s): Enter the following language data:

Star (*) marked fields are compulsory and can't be left blank.

Coupon Setup

General   **English**   Arabic   Hindi

Coupon Title*   [   ]

Description   [   ]

[**Save Changes**]

- **Coupon Title***: Enter the coupon title. This will be displayed on the discount section of the checkout page.
- **Description**: Enter a brief coupon description which will be displayed on the checkout page.

⚠ The language tabs are displayed depending on the languages currently active on the system.

Once all the details are entered, click on **Save Changes** to successfully add the coupon.

II. Action Buttons

Hover over the meatballs icon [⋯] provided under the **Action** header to access the following options:

- **Edit**: Select **Edit** and the **Coupon Setup** form will open. Make the edits in the **General** and **Languages** data fields and click on **Save Changes** to save the made changes.

Star (*) marked fields are compulsory and can't be left blank.

Coupon Setup

General   English   Arabic

Coupon Identifier*	WEEKEND
Coupon Code*	WEEKEND
Discount Type*	Percentage
Discount Value*	60.00
Max Discount*	0.00
Min Order*	160.00
Max Uses*	1
Uses/user*	1
Start From*	2022-06-02
Date Till*	2022-06-05
Status*	Active

Save Changes

- **Delete**: Select **Delete** and follow the prompts to remove a discount coupon from the system.
- **History**: Select **History** and the **Coupon History** window is displayed. Observe the discount coupon history details, such as, Order ID where the coupon was used, customer's name, amount of discount availed and date and time when the discount was availed.

Star (*) marked fields are compulsory and can't be left blank.

Coupon History (50off)

ORDER ID	CUSTOMER	AMOUNT	DATE
O000063	testtutor Tutor	$60.00	2022-04-13 14:01:41
O000009	Gagan Gupta	$40.00	2022-03-30 08:19:10

III. Search

A search bar is provided at the top of this page where search can be performed using the following filters:
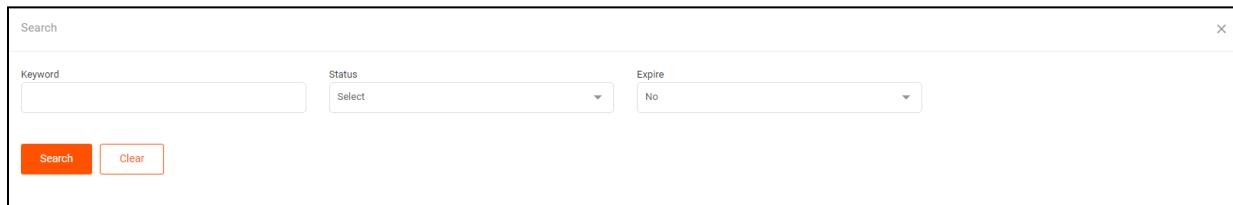
Search			✕
Keyword	Status	Expire	
	Select ▾	No ▾	
Search Clear			

- **Keyword**: Type the coupon code or title as keyword.
- **Status**: Search by the current coupon status as **Active** or **Inactive**.
- **Expire**: Search by the current expiry status. Select **Yes** to search for expired discount coupons and **No** to search for valid discount coupons.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

9.7 Commission Settings

Yo!Coach follows the per session commission model. As a system admin, you can decide the amount to be charged as commission per lesson and per group class. You can also decide to charge a subjective commission from any teacher. These settings are managed from the **Commission Settings** module. By default, a **Global Commission** profile is added in the system

Star (*) marked fields are compulsory and can't be left blank.

which is applicable site-wide. It can not be edited or deleted by you. However, the lesson and class commission percentage can be edited for this profile.

Perform the following functions on this page:

I. Add A New Commission Profile

Click on **Add New** from the upper right corner of the page to add a teacher-specific commission profile. The **Commission Setup** window form is opened where the following fields are available:

- **User Name**: Enter the name of the desired teacher.

Star (*) marked fields are compulsory and can't be left blank.

- **Lesson Commission Fees [%]***: Enter the value, in percentage, to be charged on each one-on-one lesson as commission.
- **Class Commission Fees [%]***: Enter the value, in percentage, to be charged on each group class as commission.

Click on **Save Changes** to successfully add the new commission profile.

II. Action Buttons

The following two buttons are available under the **Action** header:

- **History**: Click on the candy box icon button ⬚ to open the **Commission History** window. Observe the edit history of the commission profile and details such as, User, Lesson Fees commission, Class Fees commission and details about when the profile was added/edited.

Commission History

SRNO	USER	LESSON FEES [%]	CLASS FEES [%]	ADDED ON
1	● Global Commission	10.00	10	2018-01-01 04:00:00
2	● Global Commission	8.00	12	2022-02-17 12:08:49
3	● Global Commission	8.50	12.1	2022-02-17 12:10:12

- **Edit** ✎ : Click on the edit icon button provided to open the **Commission Setup** window form similar to the one displayed while adding a new commission profile.

Star (*) marked fields are compulsory and can't be left blank.

Make the required edits in the **Lesson Commission Fees** and **Class Commission Fees** fields and click **Save Changes** to save the made changes.

⚠ The **User Name** field can not be edited for any commission profile.

III. Search

A search bar is provided at the top of the page to perform a focused search.

Type the relevant keywords in the **Keyword** field and click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

9.8 Currency Management

Being a system admin, Yo!Coach allows you to add new currencies to the system, update their display status and edit their details through the **Currency Management** module. The **Manage Currencies** page displays a

Star (*) marked fields are compulsory and can't be left blank.

pre-existing default currency in the list as determined with the development team while setting up the system. All the transactions take place in the default currency and it can not be deactivated or changed by the admin. The **Manage Currencies** page also provides the following functionalities:

The default currency displayed under the **Manage Currency** page is independent of the settings done under the **Manage Settings** > **General Settings** > **Local** module.

The default currencies selected here can be different from the one selected in the **Manage Settings** > **General Settings** > **Local** module.

I. Add A New Currency

Click on **Add New** from the upper right corner of the page and the **Currency Setup** form appears on the screen with the following tabs:

a. General: Enter the following general information:

Star (*) marked fields are compulsory and can't be left blank.

Currency Setup

General   English   Arabic   Hindi

Currency Code*   [   ]

Currency Symbol Left   [   ]

Currency Symbol Right   [   ]

Currency Conversion Value* [   ]

Status   [Active   ▼]

[Save Changes]

- **Currency Code***: Enter the unique currency code.
- **Currency Symbol Left**: Enter the symbol to be displayed on the left of the currency.
- **Currency Symbol Right**: Enter the symbol to be displayed on the right of the currency.
- **Currency Conversion Value***: Enter the conversion value taking the system default currency as base.
- **Status**: Select the current status of the currency as **Active** or **Inactive**.

Click on **Save Changes** to save the details and move to the next tab.

b. Language(s): Enter the following language data:

Star (*) marked fields are compulsory and can't be left blank.

- **Currency Name***: Enter the language-specific currency name.

Click on **Save Changes** to save the details and successfully add the currency.

⚠️ The language data tabs are displayed depending on the number of languages currently active on the system.

II. Drag and Drop ⊕

Hold and drag a listing using the drag and drop icon button provided on the left to rearrange the list order. Such rearrangement is also reflected accordingly on the front-end. The first four slide listings are displayed on the front-end.

III. Status ⬤▬

Use the **Status** toggle switch to update the status of a currency. When set to green, the currency status is **Active** and when set to gray, the currency is **Inactive** on the system.

⚠️ The system default currency can not be made inactive.

Star (*) marked fields are compulsory and can't be left blank.

IV. Edit

Hover over the meatballs icon [...] provided at the right and select **Edit** to make edits to a currency's details. The **Currency Setup** form, similar to the one displayed while adding a new currency, is opened on the screen. Make the required edits in the provided **General** and **Languages** data fields and click on **Save Changes** to save the made changes.

Currency Setup

General   English   Arabic   Hindi

Currency Code*	EUR
Currency Symbol Left	€
Currency Symbol Right	
Currency Conversion Value*	1.20000000
Status	Active ▼

Save Changes

9.9 Theme Management

Themes dictate the design of the site, the way it looks and the way it displays content. The default theme is the first theme displayed. Changes made to the theme settings apply to the entire online store. As a system you, all themes can be customized using the following options but the default themes can not be edited or deleted.

Star (*) marked fields are compulsory and can't be left blank.

THEME COLOR	PRIMARY COLOR	PRIMARY INVERSE COLOR	SECONDARY COLOR	SECONDARY INVERSE COLOR	FOOTER COLOR	FOOTER INVERSE COLOR	ACTION
Topaz	#1FBDB8	#FFFFFF	#F134FF	#FFFFFF	#F41E33	#FFFFFF	...
Topaz	#00B3BD	#FFFFFF	#FF4338	#FFFFFF	#002933	#FFFFFF	...
Green Blue	#00BC90	#FFFFFF	#0699CD	#FFFFFF	#2E4057	#FFFFFF	...
Eastern Blue	#F5411F	#FFFFFF	#14A0A3	#FFFFFF	#0B1E26	#FFFFFF	...
Default Theme ✔	#0037B4	#FFFFFF	#FF5200	#FFFFFF	#152352	#FFFFFF	...

I. Action Buttons

Hover over the meatballs icon [•••] provided for each theme under the **Action** header and access the following functions:

a. Clone

From the provided list of themes, if any of them fails to impress by not displaying a desired color, this option is worth considering. Click on **Clone** from the displayed action menu. This opens the **Theme Setup** form where an you can customize a color scheme using the following fields:

Star (*) marked fields are compulsory and can't be left blank.

Theme Setup

Title*	Topaz
Primary Color*	1FBDB8
Primary Inverse Color*	FFFFFF
Secondary Color*	F134FF
Secondary Inverse Color*	FFFFFF
Footer Color*	F41E33
Footer Inverse Color*	FFFFFF

Save Changes

- **Title***: Displays the name of the originally existing theme. Enter a unique identifier name to differentiate it from an existing one.
- **Primary Color***: Click on the color code shown inside the field and it will open a Color Palette Generator. With the help of a slider located outside the generator, set a desired primary color and keep scrolling up or down until you choose the right one.
- **Primary Inverse Color***: Click on the color code shown inside the column and it will open a Color Palette Generator. With the help of a slider located outside the generator, set an inverse color and keep scrolling up or down until you choose the right one. For example, black text on a white screen.
- **Second Color***: Describe the second dominant color on the site. Click on the color code shown inside the column and it will open a Color Palette Generator. With the help of a slider located outside the generator, set a desired secondary color and keep scrolling up or down until you choose the right one.

Star (*) marked fields are compulsory and can't be left blank.

- **Second Inverse Color***: Click on the color code shown inside the column and it will open a Color Palette Generator. With the help of a slider located outside the generator, set an inverse color and keep scrolling up or down until you choose the right one. For example, white text on a Blue screen.
- **Footer Color***: Describe the footer color for the site. Click on the color code shown inside the column and it will open a Color Palette Generator. With the help of a slider located outside the generator, set a desired footer color and keep scrolling up or down until you choose the right one.
- **Footer Inverse Color***: Click on the color code shown inside the column and it will open a Color Palette Generator. With the help of a slider located outside the generator, set an inverse color and keep scrolling up or down until you chooses the right one. For example, red text on an offwhite screen.

Once all settings are selected, click on **Save Changes** to save the theme. The new theme will be displayed in the **Themes Listing**.

b. Preview

This option allows you to preview selected themes beforehand. For all the installed themes that are not currently active, click on **Preview** and the current screen provides a preview of the theme selected in a new tab. Until you select **Activate Theme**, only the theme preview window is updated, not the theme on the live site.

c. Click To Activate

Select **Click To Activate**, follow the prompts and the selected theme will be applied and changes will be reflected on the website frontend.

For all **Clone** created themes, the following additional options are provided in the **Action** menu:

Star (*) marked fields are compulsory and can't be left blank.

d. Edit

Make edits to the **Theme Color Setup** form and click on **Save Changes** to save the changes made.

e. Delete

Click on **Delete** and follow the prompts to remove a clone theme from the system.

⚠️ The activated theme will also apply to the **Email Notifications** page.

II. Search

On the top of the listing page, there is a search bar placed for easy navigation and quick sorting of themes listed.
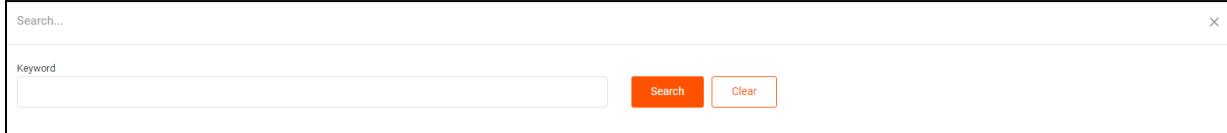
Search...	✕
Keyword	
[ ]	Search Clear

Type in the **Keyword**, click on **Search** and list will be filtered. Once the search is complete, click on **Clear** to display the whole list again.

10. Manage Blogs

Yo!Coach allows you to manage everything related to blogs through a dedicated content management module, **Manage Blogs**. Blogs help boost your online presence and facilitate the users to develop a better understanding of your platform. Being a system admin, you also have the rights to manage blog categories, blog comments, add and manage individual blog posts as well as blog contributions.

Star (*) marked fields are compulsory and can't be left blank.

10.1 Blog Categories

Every blog on the system is categorized into different categories according to their content. These categories are listed on the **Blogs** page on the system front-end. As a system admin, Yo!Coach allows you to manage these categories through the **Blog Categories** module. The **Blog Post Categories** page displays the list of added categories, their subcategories and their respective display status. The following functionalities are available on this page:

	SR NO	CATEGORY NAME	SUBCATEGORIES	STATUS	ACTION
✛	1	elearning (elearning)	2	⬤	...
✛	2	Online Coaching (Online Coaching)	0	⬤	...
✛	4	Practice Stories (Stories)	0	⬤	...
✛	3	Languages (Languages)	4	⬤	...

I. Add New Blog Post Category

Click on **Add New** from the upper right corner of the page to open the **Blog Post Category Setup** form displaying the following tabs:

a. General: Enter the category details in the following fields:

Star (*) marked fields are compulsory and can't be left blank.

Blog Post Category Setup

General   English   Arabic   Hindi

Category Identifier*   [   ]

Category Parent   [Root Category   ▼]

Category Status   [Active   ▼]

☐ Featured

Save Changes

- **Category Identifier***: Enter a unique category identifier for the system.
- **Category Parent**: Select the parent category from the auto-populated blog category drop down list. Select **Root Category** if the category being added is a parent category itself.

> ⚠ When a parent blog category is selected from the list, the new category is considered as its sub-category.

- **Category Status**: Select the current display status of the category as **Active** or **Inactive**.
- **Featured** ☑ : Select this checkbox to feature the category and display it in the **Blogs** page header. Clear this checkbox to hide the category from the front-end **Blog** page header.

Star (*) marked fields are compulsory and can't be left blank.
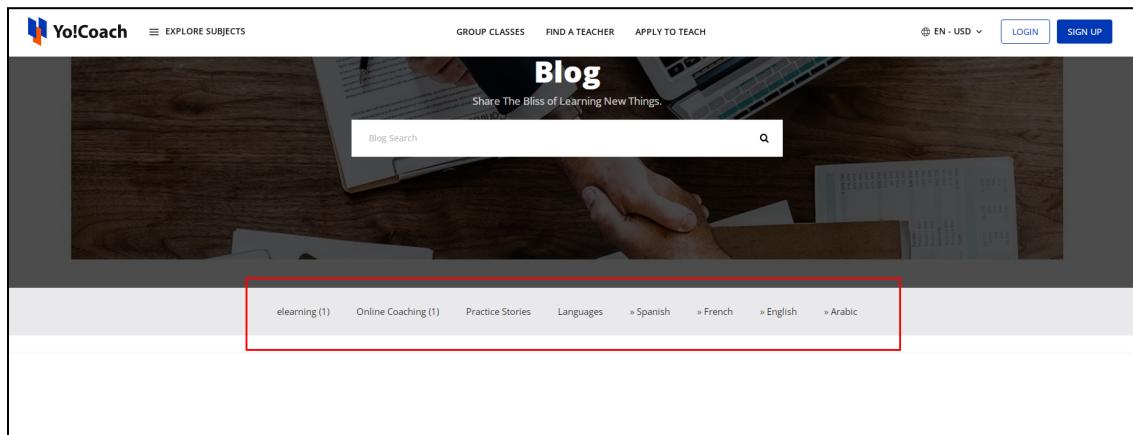
Click on **Save Changes** to save the details and move to the next tab.

b. Language(s): Enter the following language data:

- **Category Name***: Enter the language-specific name of the category to be displayed in the front-end **Blogs** page.

⚠️ The language tabs are displayed depending on the languages currently active in the system.

Click on **Update** to save the details and successfully add the category. All the newly added categories are displayed in the form of a list on the **Blog Post Categories** page and all the subcategories added are displayed on their respective parent category's sub-category page.

Star (*) marked fields are compulsory and can't be left blank.

II. Drag And Drop ⊕

A drag and drop icon button is provided at the left of the listings to edit the display order. Move a category using the icon button to rearrange the list sequence and it will be updated accordingly on the front-end **Blog** page header.
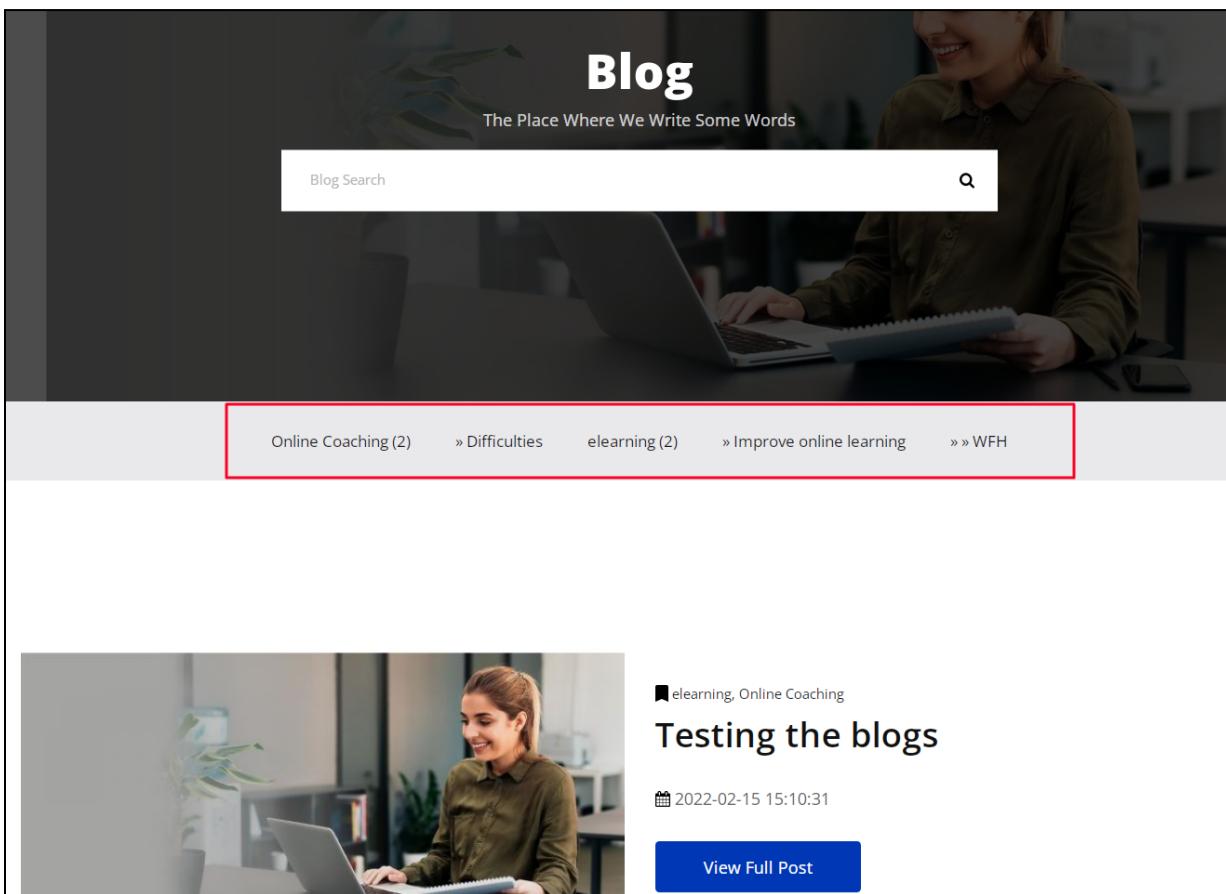
III. Subcategories

Under the **Subcategories** header, the anchor text displaying the number of subcategories added to a root category is available. Click on the link and you will be redirected to the page displaying blog post subcategories. This page

Star (*) marked fields are compulsory and can't be left blank.

is a replica of the **Blog Post Categories** page where you can perform certain functions such as, adding a new sub-category, view sub-categories, update the display status and edit the existing categories.

	SR NO	CATEGORY NAME	SUBCATEGORIES	STATUS	ACTION
		Blog Post Categories Languages Home / Root Categories / Languages			Add New
✛	1	Spanish (Spanish)	3	🟢	•••
✛	2	French (French)	2	🟢	•••
✛	3	English (English)	0	🟢	•••
✛	4	Arabic (Arabic)	0	🟢	•••

> You can add a number of sub-categories in each category and sub-category. These will be accordingly displayed under the **Subcategories** header.

IV. Status 🟢

Use the **Status** toggle switch to update the status of a category or subcategory. When set to green, the category status is **Active** and when set to gray, the category is **Inactive** on the system.

> When a category is inactive, it is not displayed on the **Blog Post** page header and the blog posts added under the inactive category are also hidden from the system front-end.

V. Action Buttons •••

Hover over the meatballs icon provided under the **Action** header and access the following options:

Star (*) marked fields are compulsory and can't be left blank.

- **Edit:** Click on **Edit** to open the **Blog Post Category Setup** window form similar to the one displayed while adding a new category. Make the required changes in the **General** and **Language** data fields and click on **Save Changes** to save the made changes.
- **Delete**: Select **Delete** and follow the prompts to delete a category from the system.

10.2 Blog Posts

The blog posts displayed on the portal front-end are drafted and published from the **Blog Posts** module. The **Manage Blog Posts** page displays the added blogs in the form of a list and provides the following functionalities:

I. Add New Blog Post

Click on **Add New** from the upper right corner of the page and the **Blog Post Setup** form opens on the page. The following tabs are displayed:

a. General: Enter the following general data:

Star (*) marked fields are compulsory and can't be left blank.

- **Post Identifier***: Enter a unique blog post identifier for the system.
- **SEO friendly URL***: Take the system suggested URL or manually enter an SEO friendly URL for the blog post which will help boost the online visibility of the post.
- **Post Status**: Select the current status of the post as **In Draft** or **Published**. Only the published posts are displayed on the blog posts page on the front-end.
- **Comment Open** ☑️: Select the checkbox to allow the registered users to post comments and feedback for the blog post. When the checkbox is clear, the comments section will not be displayed on the post front-end.

Star (*) marked fields are compulsory and can't be left blank.

Click on **Save Changes** to save the data and move to the next tab.

b. Link Category: Link the post with a blog post category using the following option:

Star (*) marked fields are compulsory and can't be left blank.

- **Category**: Using the checkboxes provided, select one or more categories to link the blog post with a blog category. The blog post will be listed under the selected blog category on the front-end accordingly.

The categories displayed here are populated from the categories added in the **Blog Post Categories** module.

c. Language(s): Enter the following language data:

- **Title***: Enter the title of the blog post in the provided field.
- **Post Author Name***: Enter the name of the author of the blog.
- **Short Description***: Enter a few sentences describing the blog post or a section of the post.

Star (*) marked fields are compulsory and can't be left blank.

- **Description***: Enter the whole content of the blog post in the CMS text box provided. The front-end blog post has a similar format as selected in this field.

Click on **Update** to save the details and move to the next tab.

⚠ The language tabs are displayed depending on the languages currently active in the system.

d. Post Images: The following fields are displayed here:

Blog Post Setup

| General | Link Category | English | Arabic | Hindi | **Post Images** |

Post Images

Language   All Languages

Photo(s)   Upload Image

Preferred Dimensions 945*710

- **Language**: Select the language for the image. Select **All Languages** to display the same image for all the active languages.
- **Photo(s)**: Click on **Upload Image** and select the image to be uploaded from the internal storage.

II. Action Buttons

Hover over the meatballs icon ⬚ provided under the **Action** header and access the following options:

- **Edit**: Select **Edit** to open the **Blog Post Setup** form similar to the one displayed while adding a new blog post. Make the required edits in the provided fields and click on **Save Changes**.

Star (*) marked fields are compulsory and can't be left blank.

- **Delete**: Select **Delete** and follow the prompts to delete the blog post from the system.

III. Search

A search bar is provided at the top of the page to perform a focused search using the following filters:

Search	✕
Keyword	Post Status
	Select ▼ Search Clear

- **Keyword**: Search the relevant blog post title or category in the provided field.
- **Status**: Search by the current status of the post as **Active** or **Inactive**.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again, once the search is complete.

10.3 Blog Comments

Every registered user has the provision to post feedback comments on the published blog posts. Being a system admin, you can manage the submitted blog comments from the **Blog Comments** module. The **Manage Blog Comments** page enlists all the submitted comments and related details. The following functionalities are also available on this page:

⚠ Comments section is displayed only for posts on which comments are allowed from the **Manage Blogs > Blog Posts** module.

Star (*) marked fields are compulsory and can't be left blank.

I. Search

A search section is provided on the top of this page to perform a focused search using the following filters:

- **Keyword**: Enter the name or email address of the commenting user as keyword in the provided field.
- **Comment Status**: Search by the current status of the comments as **Approved** or **Pending**.

Click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

II. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header to access the following options:

- **Edit:** Select **Edit** to open the **Comment Details** window where the complete details of the comment and commenter are displayed such as, Full name,

Star (*) marked fields are compulsory and can't be left blank.

email address, posted on date and time, blog post title, comment, user IP and User Agent. Edit the status of the comment from the **Update Status** section provided in this window. The following options are given under the drop-down list:

- ○ **Approved**: Select **Approved** to allow the comment to be posted on the system front-end.

- ○ **Pending**: Select **Pending** to restrict the display of the comment from the front-end. All the comments are updated as **Pending** by default until **Approved** by the system admin.

Comment Details

Full Name	Jody Padberg
Email	jody.padberg@dummyid.com
Posted On	2022-06-08 13:38:36
Blog Post Title	The Ultimate Guide to Starting Your eLearning Business
Comment	well maintained and presented, good work
User Ip	103.99.202.212
User Agent	Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/102.0.0.0 Safari/537.36

👤 **Update Status**

Comment Status   Pending ▼

Save Changes

Click on **Save Changes** and the comment status will be updated accordingly.

- • **Delete**: Select **Delete** and follow the prompts to delete a comment from the system.

Star (*) marked fields are compulsory and can't be left blank.

10.4 Blog Contributions

Yo!Coach allows the site visitors to share their feedback, opinions, knowledge or any other kind of input to the blogs section in the form of contributions.
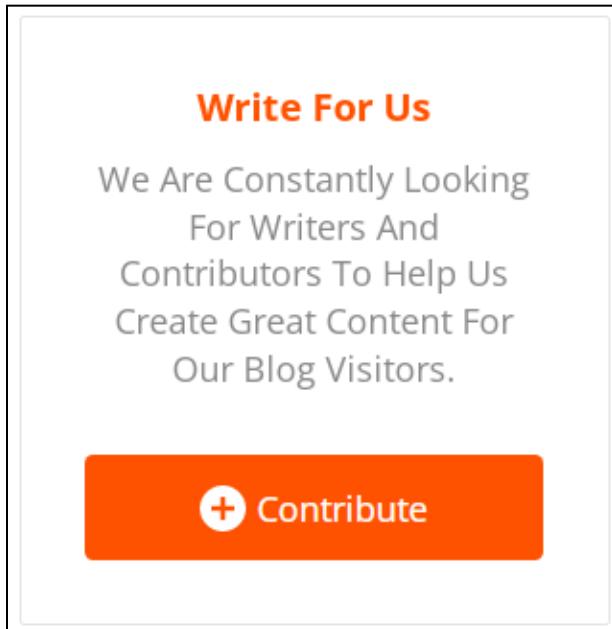
All the contributions made by users on the front-end are accessed and managed through the **Blog Contributions** module. Observe the Author Name and Email, Author Phone number, current contribution Status and Posted on date and time details on the **Manage Blog Contributions** page where the following functionalities are also available:

Star (*) marked fields are compulsory and can't be left blank.

I. Search

A search section is provided on the top of this page to perform a focused search using the following filters:

- **Keyword**: Type the author's name, email or phone number as keyword in the provided field.
- **Contribution Status**: Search by the current status of the contribution as **Pending, Approved, Posted** or **Rejected.**

Click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

II. Action Buttons

Hover over the meatballs icon [···] to access the following options:

Star (*) marked fields are compulsory and can't be left blank.

a. Edit: To view the contribution details and update its status, select **Edit**. The **Contribution Details** window is displayed where the contributor's details and submitted attachments are available.

Contribution Detail

Full Name	Hunter Rose
Email	rose@dummyid.com
Phone	9875643210
Posted On	2022-05-11 14:43:41
Status	Posted
Attached File	wall.jpg

👤 Update Status

Contribution Status   Pending ▾

Save

- Click on the link provided with **Attached File** to download the reference image file submitted by the user.
- Update the contribution status from the **Update Status** section where the **Contribution Status** field is displayed. The following options are available in the drop-down list:
    - **Pending**: It is selected as the default status.
    - **Approved**: Select **Approved** to accept a contribution.
    - **Posted**: Select **Posted** once you manually post the contribution through the **Blog Posts** module.
    - **Rejected**: Select **Rejected** to reject a user contribution.

Star (*) marked fields are compulsory and can't be left blank.

Click on **Save** to update the contribution status and move back to the **Manage Blog Contributions** page.

The admin can only view the contributions made and update their current status from the **Manage Blog Contributions** page. Once a blog contribution is updated as **Approved**, you will have to manually create a blog post from the **Blog Posts** module to post the contribution on the system front-end.

Once the contribution is manually posted as a blog post, you will have to come back to the **Blog Contributions** module to update the status as **Posted**.

When the contribution status is updated, the contributing user will receive an email notification.

b. Delete: Select **Delete** to remove a blog contribution from the system.

11. Manage SEO

To make your platform's presence prominent on the internet, adoption of efficient Search Engine Optimization practices is recommended. Being a system admin, you have the provision to manage these SEO techniques and improve the overall performance of the portal through the **Manage SEO** module. This module entails several sub-modules that enable you to focus on all the areas of SEO within the platform itself.

Star (*) marked fields are compulsory and can't be left blank.

11.1 Meta Tags

Set the language-specific SEO details such as meta title, meta keyword, meta description and other meta tags from the **Meta Tags** module. Access all the Teachers, Group Classes, CMS pages, Blog Categories and Blog Posts pages along with several other advanced settings.

I. Default

Once a website is set up, it is prudent to enter keyword rich meta-data to improve the way search engines index the site. Yo!Coach provides you with a pre-added meta tag default listing that enables you to add universal meta tags. These tags apply to all the pages on the platform. However, it is overridden when specific meta tags are added for any page.

Star (*) marked fields are compulsory and can't be left blank.
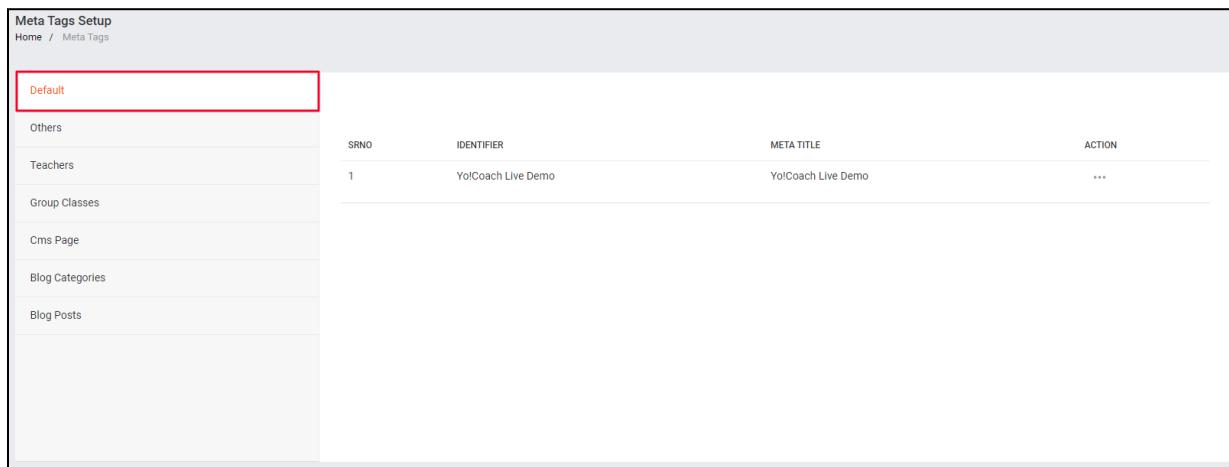
A new default meta tag profile can not be added and the system does not allow you to delete the already existing default meta tag.

Hover over the meatballs icon [...] provided below the **Action** header and select **Edit** to manage the default meta tag details. A **Meta Tag Setup** form is displayed on the screen where the following fields are provided:

a. General: Enter/Edit the default meta tag identifier in the mandatory Identifier field and click on **Save Changes** to save the made changes.
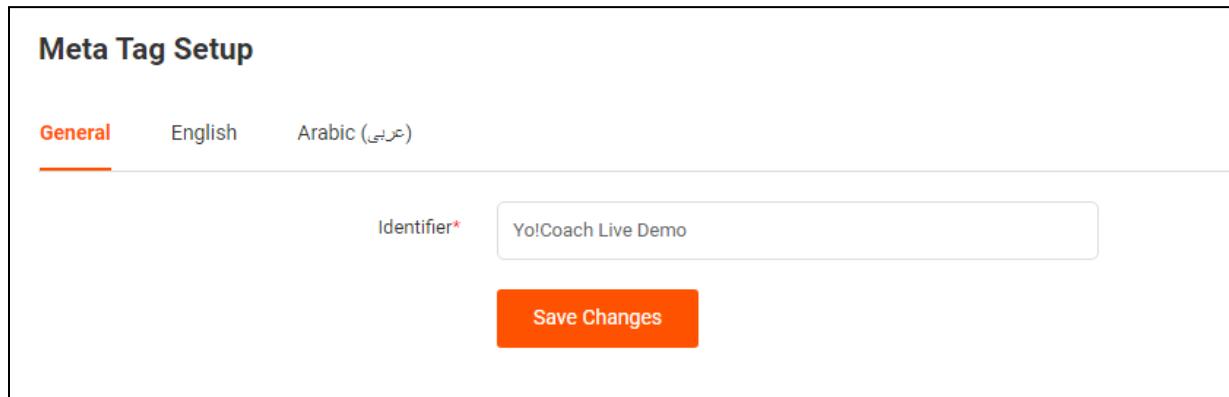
b. Language(s): Enter/Edit the following language data details:

Star (*) marked fields are compulsory and can't be left blank.

- **Meta Title:** Enter meta title displayed as the website title. We recommend using unique, descriptive and a 70 character or lesser title.
- **Meta Keywords:** Enter the important targeted keywords, following SEO best practices.
- **Meta Description:** Enter the page description and include the related meta keywords to enhance ranking in the search results.
- **Other Meta Tags:** Enter the additional meta tags that tell search engines which page to index when multiple URLs have identical or very similar content.
- **Open Graph Title**: Enter a keyword optimized open graph title to be displayed for social media platforms.
- **Open Graph URL**: Enter an open graph URL.
- **Open Graph Description**: Enter a SEO friendly open graph description.
- **Open Graph Image**: Click on **Upload File** and select an open graph image. Observe the following specimen of how the open graph meta tags will be reflected when shared on Facebook:

Star (*) marked fields are compulsory and can't be left blank.

Click on **Save Changes** once all the information is entered.

⚠️ The language tabs are displayed depending on the languages currently active in the system.

⚠️ SEO optimized meta and open graph tags are displayed on the **Source Page** of a website. To view the source page, right-click anywhere on the page and select **View Page Source** from the displayed menu. You are redirected to the source code page in a new tab.

II. Others

Through this tab, meta tags for specific pages are added and managed.

Star (*) marked fields are compulsory and can't be left blank.

a. Add A New Meta Tag

Click on **Add New** from the upper right corner of the page and a **Meta Tag Setup** form is opened displaying the following tabs:

i General: Enter the general information in the following provided fields:
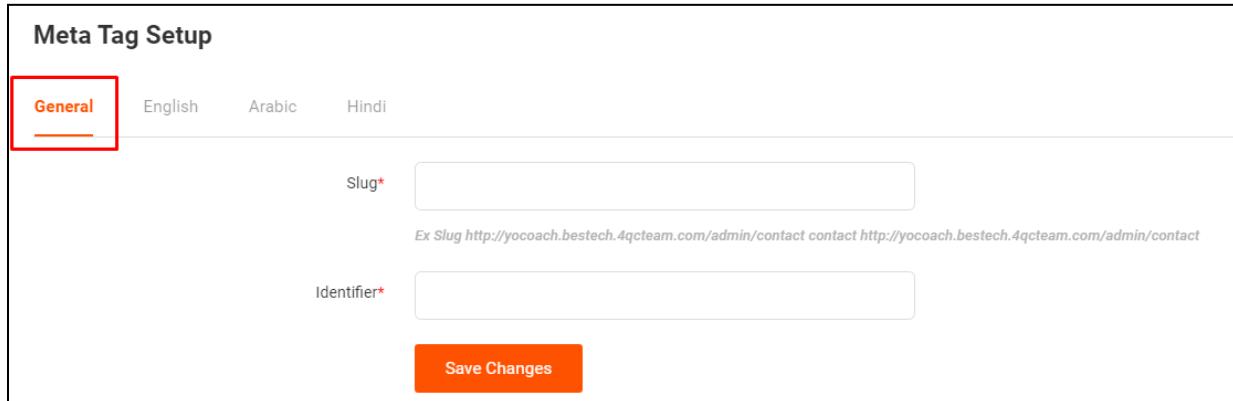
- **Slug*:** Enter the slug URL for the page.
- **Identifier*:** Enter an identifier name for the meta tag. However, an identifier name is not displayed anywhere on the website front-end.

Once all the details are added, click on **Save Changes**.

ii. Language: Enter the following language specific data:

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic   Hindi

Meta Title	blog page
Meta Keywords	
Meta Description	
Other Meta Tags	
	For Example <meta name="copyright" content="text">
Open Graph Title	
Open Graph Url	
Open Graph Description	
Open Graph Image	**Upload File**
	Preferred Dimensions 1200 x 627

Save Changes

- **Meta Title:** Enter meta title displayed as the website title. We recommend using unique, descriptive and a 70 character or lesser title.
- **Meta Keywords:** Enter the important targeted keywords, following SEO best practices.

SEO optimized keywords added under **Meta Keywords** are displayed on the **Source Page** of a website. To view the source page, right-click anywhere on the page and select **View Page Source** from the displayed menu. You are redirected to the source code page in a new tab.

- **Meta Description:** Enter the page description and include the related meta keywords to enhance ranking in the search results.

Star (*) marked fields are compulsory and can't be left blank.

- **Other Meta Tags:** Enter the additional meta tags that tell search engines which page to index when multiple URLs have identical or very similar content.
- **Open Graph Title:** Enter a keyword optimized open graph title to be displayed when shared over social media.
- **Open Graph URL:** Enter a redirect open graph URL.
- **Open Graph Description:** Enter the open graph SEO friendly open graph description.
- **Open Graph Image:** Click on **Upload File** and select an open graph image.

Click on **Save Changes** to save changes made.

⊙ The language tabs are displayed depending upon the number of languages currently active in the system.

b. Action Buttons

Hover over the meatballs icon [•••] provided under the **Action** header and access the following options:

i. Edit: Select **Edit** and the **Meta Tag Setup** form will open on the screen. Make the required changes in the **General** and **Languages** data fields and click on **Save Changes** to save the made changes.

Meta Tag Setup

| **General** | English | Arabic | Hindi |

Slug*
Https:/test.yocoach.4livedemo.com

Ex Slug http://yocoach.bestech.4qcteam.com/admin/contact contact http://yocoach.bestech.4qcteam.com/admin/contact

Identifier*
Help

Save Changes

ii. Delete: Select **Delete** to delete a meta tag listing from the system.

Star (*) marked fields are compulsory and can't be left blank.

c. Search

A search section is provided on the top of this page to perform a focused search using the **Keyword** field. Type the relevant **Meta Title** or **Identifier** as a keyword and click **Search** to generate the search results. Click **Clear** once the search is complete to display the whole list again.

III. Teachers

Manage the meta tags settings for all the teacher pages through the **Teacher** section displaying the following details:

- **Teacher Name**: Displays the name of the teacher.
- **Meta Title**: Displays the added meta title.

Star (*) marked fields are compulsory and can't be left blank.

- **Has Tags Associated**: Displays **Yes** for teachers profiles for which meta tags are added and **No** for profiles for which meta tags are not added.

- **Action**: Hover over the meatballs icon [...] and click on **Edit** to open the **Meta Tags Setup** form similar to the one displayed in the Others section. Enter/Edit the required meta tags details in the **General** and **Language** data fields.

Meta Tag Setup

| General | English | Arabic | Hindi |

Identifier* [   ]

Save Changes

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic

Meta Title

Meta Keywords

Meta Description

Other Meta Tags

Other Meta Tag Example

Open Graph Title

Open Graph Url

Open Graph Description

Open Graph Image   Upload File

Preferred Dimensions 1200 x 627

Save Changes

Once all the details are entered, click on **Save Changes** to save the meta tag.

⚠ You can not add new teacher pages or delete the existing pages. As a new teacher registers on the platform, their page is listed in this section automatically.

⚠ The **Slug** field is not displayed in the **Meta Tag Setup** form since every teacher page has a system added slug URL.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the page to perform a focused search using the following filters:
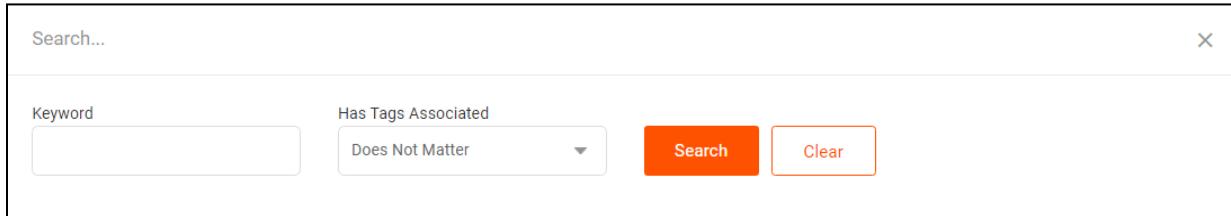

- **Keyword**: Type the meta title or teacher's name as keyword to perform search.
- **Has Tags Associated**: Search by the teacher pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again, once the search is complete.

IV. Group Classes

Manage the meta tags settings for all the group class pages through the **Group Classes** section.

Star (*) marked fields are compulsory and can't be left blank.

Action Button

To enter/edit a group class meta tags details, hover over the meatballs icon

[···] from under the **Action** header and select **Edit.** The **Meta Tag Setup** form opens similar to the one displayed while adding a new meta tag in the **Other** section. Make the required changes in the **General** and **Language** data fields.

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic

Meta Title

Meta Keywords

Meta Description

Other Meta Tags

Other Meta Tag Example

Open Graph Title

Open Graph Url

Open Graph Description

Open Graph Image   Upload File

Preferred Dimensions 1200 x 627

Save Changes

Once the required edits are made, click on **Save Changes** to save these changes.

You can not add new group class pages or delete the existing pages. As a new group class is created on the platform, their page is listed in this section automatically.

The **Slug** field is not displayed in the **Meta Tag Setup** form since every group class page has a system added slug URL.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the page to perform a focused search using the following filters:
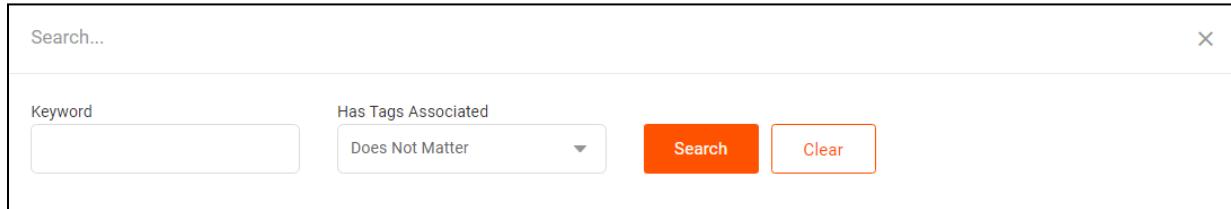
- **Keyword**: Type the meta title or group class title as keyword to perform the search.
- **Has Tags Associated**: Search by the group classes that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

V. CMS Page

Manage the meta tags settings for all the content management system pages through the **CMS Page** section.

Star (*) marked fields are compulsory and can't be left blank.

Action Button

To enter/edit a group class meta tags details, hover over the meatballs icon ⋯ from under the **Action** header and select **Edit.** The **Meta Tag Setup** form opens similar to the one displayed while adding a new meta tag in the **Other** section. Make the required changes in the **General** and **Language** data fields.

Meta Tag Setup

General   English   Arabic

Identifier*   About Us

Save Changes

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic

Meta Title   [   ]

Meta Keywords   [   ]

Meta Description   [   ]

Other Meta Tags   [   ]

Other Meta Tag Example

Open Graph Title   [   ]

Open Graph Url   [   ]

Open Graph Description   [   ]

Open Graph Image   **Upload File**

Preferred Dimensions 1200 x 627

Save Changes

Once the required edits are made, click on **Save Changes** to save these changes.

⚠ You can not add new CMS pages or delete the existing pages. As a new CMS page is created on the platform, their page is listed in this section automatically.

⚠ The **Slug** field is not displayed in the **Meta Tag Setup** form since every CMS page has a system added slug URL.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the page to perform a focused search using the following filters:

- **Keyword**: Type the CMS page title or meta title as keyword to perform search.
- **Has Tags Associated**: Search by the CMS pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

VI. Blog Categories

Manage the meta tags settings for all the blog categories pages through the **Blog Categories** section.

Star (*) marked fields are compulsory and can't be left blank.

Action Button

To enter/edit a group class meta tags details, hover over the meatballs icon [...] from under the **Action** header and select **Edit.** The **Meta Tag Setup** form opens similar to the one displayed while adding a new meta tag in the **Other** section. Make the required changes in the **General** and **Language** data fields.

Meta Tag Setup

| General | English | Arabic | Hindi |

Identifier* Online Coaching

Save Changes

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic

Meta Title

Meta Keywords

Meta Description

Other Meta Tags

Other Meta Tag Example

Open Graph Title

Open Graph Url

Open Graph Description

Open Graph Image   **Upload File**

Preferred Dimensions 1200 x 627

Save Changes

Once the required edits are made, click on **Save Changes** to save these changes.

⚠ You can not add new blog category pages or delete the existing pages. As a new blog category is created on the platform, their page is listed in this section automatically.

⚠ The **Slug** field is not displayed in the **Meta Tag Setup** form since every blog category has a system added slug URL.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the page to perform a focused search using the following filters:
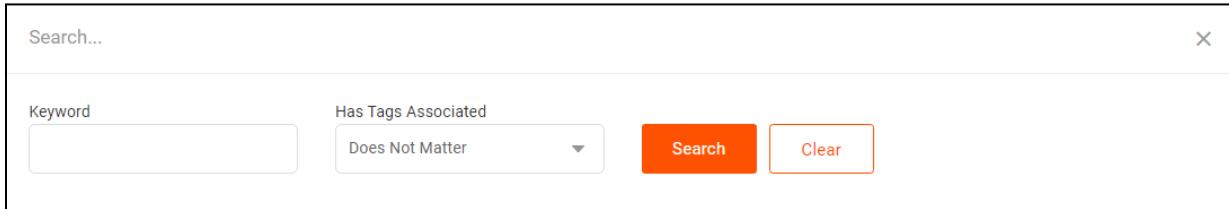
Search...			✕
Keyword	Has Tags Associated		
	Does Not Matter ▾	**Search**	Clear

- **Keyword**: Type the blog category page title or meta title as keyword to perform search.
- **Has Tags Associated**: Search by the blog categories pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

VII. Blog Posts

Manage the meta tags settings for all the blog posts pages through the **Blog Posts** section.

Star (*) marked fields are compulsory and can't be left blank.

Action Button

To enter/edit a group class meta tags details, hover over the meatballs icon

... from under the **Action** header and select **Edit.** The **Meta Tag Setup** form opens similar to the one displayed while adding a new meta tag in the **Other** section. Make the required changes in the **General** and **Language** data fields.

Star (*) marked fields are compulsory and can't be left blank.

Meta Tag Setup

General   **English**   Arabic

Meta Title

Meta Keywords

Meta Description

Other Meta Tags

Other Meta Tag Example

Open Graph Title

Open Graph Url

Open Graph Description

Open Graph Image   **Upload File**

Preferred Dimensions 1200 x 627

Save Changes

Once the required edits are made, click on **Save Changes** to save these changes.

⚠ You can not add new blog post pages or delete the existing pages. As a new blog post is created on the platform, their page is listed in this section automatically.

⚠ The **Slug** field is not displayed in the **Meta Tag Setup** form since every blog post has a system added slug URL.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the page to perform a focused search using the following filters:

- **Keyword**: Type the blog post page title or meta title as keyword to perform search.
- **Has Tags Associated**: Search by the blog posts pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

11.2 SEO URLs

To make sure all the website URLs are SEO friendly, Yo!Coach facilitates you to edit and manage the desired page links through the **SEO URLs** module. On the **Manage SEO URLs** page, the custom added urls are displayed in the form of a list. Observe the original URL, custom URL, HTTP code and language details and access the following functionalities available here:

Star (*) marked fields are compulsory and can't be left blank.

I. Add New Custom URL

Click on **Add New** from the upper right corner of the page and the **SEO URL Setup** form is displayed with the following fields:

- **Original URL***: Enter the original URL of the page whose custom URL is to be added.

Star (*) marked fields are compulsory and can't be left blank.

- **Custom URL [Language(s)]***: Enter the desired custom URL containing the relevant meta keyword for all the active languages.

⚠️ The language fields are displayed depending on the languages currently active in the system.

- **HTTP Code***: From the drop down list, select the redirect code as **301 Redirect Permanently** or **302 Redirect Temporary**.

Click on **Save Changes** to save the details and move back to the **Manage SEO URLs** page.

II. Action Buttons

Hover over the meatballs icon ⋯ provided under the **Action** header and access the following options:

- **Edit**: Select **Edit** and the **SEO URL Setup** form, similar to the one displayed while adding a new custom URL, appears on the screen. Make the required edits in the provided fields and click on **Save Changes** to save the made changes.

Seo Url Setup

Original Url*	/teachers
Custom Url [English]*	/find-a-teacher
Custom Url [Arabic]*	/find-a-teacher
Custom Url [Hindi]*	/find-a-teacher
Http Code*	302 Redirect Temprary ▾

Example: If Site URL Will Be http://domainname.com/cms/view/1 And You Want To Rewrite Then Original URL: Cms/view/1 custom URL: My-custom-page Browsing URL : http://domainname.com/my-custom-page

Save Changes

Star (*) marked fields are compulsory and can't be left blank.

- **Delete**: Select **Delete** and follow the prompts to delete a custom page URL from the system.

III. Search

A search section is provided at the top of this page where the following filters are provided to perform a focused search:
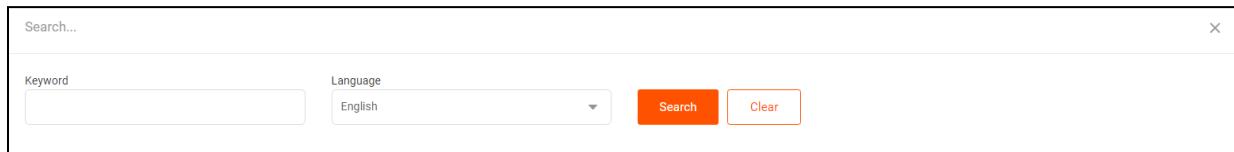
- **Keyword**: Type the original or custom URL as keyword in the provided field.
- **Language**: Search by a specific language from the drop down list populated with the languages currently active in the system.

Click on **Search** to display the filtered list. Click on **Clear** to display the whole list again once the search is complete.

11.3 Robot.txt

Yo!Coach allows you to manage the Robot.txt file and add the desired permissions to the file through the **Manage Robots File** page.

> The robot.txt file is used to disallow the search engines to crawl and index certain pages from the search results.

Star (*) marked fields are compulsory and can't be left blank.

Enter the required permissions in the provided description box and click on **Save Changes**. The same will be automatically added to the system robot.txt file.

11.4 Update Sitemap

Click on **Update Sitemap** from under the **Manage SEO** module in the left navigation panel. The system will automatically update the site map and prompt you with a success message.

11.5 View XML Sitemap

XML sitemap is a file containing all pages of a website in system readable form. It helps Google's crawlers to easily locate your web pages and list them

Star (*) marked fields are compulsory and can't be left blank.

in search results. It is recommended to regularly update your XML file. Click on **View XML Sitemap** from under the **Manage SEO** module in the left navigation panel and the sitemap.xml link will open in the new window.

11.6 View HTML Sitemap

HTML sitemap displays a list of all the web pages added to the system. This helps with respect to your search engine rankings and user experience. Click on **View HTML Sitemap** from under the **Manage SEO** module in the left navigation panel and the sitemap link will open in the new window.

12. View Reports

Analyze the overall performance of the portal, observe sales progress and sessions' stats from the **View Reports** module. The module is further bifurcated into reports reflecting specific data such as, Top Languages, Teachers' Performance, Sales Revenue, and so forth.

12.1 Lessons Top Languages

Assess the top languages being sold on the platform for lessons through the **Lessons Top Languages** report. The page displays a list of all the active languages arranged in a descending order, where the language with the highest number of total lessons sold appears at the top. Observe the following information from this list:

Star (*) marked fields are compulsory and can't be left blank.

Lessons Top Languages
Home / Lesson Languages

Search...

SR NO	LANGUAGE	UNSCHEDULED	SCHEDULED	COMPLETED	CANCELLED	TOTAL SOLD	ACTION
1	Punjabi	5051	427	6163	413	12054	👁
2	Chinese	4917	287	6193	450	11847	👁
3	Arabic	4877	373	6025	405	11680	👁
4	Portuguese	5022	379	5786	393	11580	👁
5	Bengali	4821	378	5987	388	11574	👁
6	Tamil	4836	376	5849	395	11456	👁
7	German	4843	393	5816	404	11456	👁
8	Swedish	4762	352	5798	430	11342	👁
9	Hindi	4812	341	5794	391	11338	👁
10	Finnish	4743	376	5772	371	11262	👁
11	French	4738	280	5786	369	11173	👁

- **Language**: Displays the name of the languages.
- **Unscheduled**: Displays the number of lessons sold that are yet to be scheduled.
- **Scheduled**: Displays the number of lessons sold and scheduled.
- **Completed**: Displays the number of lessons completed.
- **Canceled**: Displays the number of lessons that were sold but now stand canceled.
- **Total Sold**: Displays the total number of lessons sold. This is the sum of all scheduled, unscheduled, canceled and completed lessons for the language.
- **Action** 👁 : Click on the view icon button provided under the **Action** header to open the **Lessons Orders** page. The page displays a filtered list of the language-specific orders received on the platform.

Star (*) marked fields are compulsory and can't be left blank.

Search

A search section is provided at the top of the **Lesson Top Languages** page to perform a focused search using the following filters:

- **Subjects**: Type the name of the subject to be searched as a keyword.
- **Start Date** : Select a date from the drop down calendar window to generate lessons stats for and beyond this date.
- **End Date**: Select a date from the drop down calendar window to generate lessons stats pertaining to the period before this date.

⚠️ The **Start Date** and **End Date** filters can be used together to specify a time period.

Click on **Search** to display the search results. Click on **Clear** to display the whole list again, once the search is complete.

Star (*) marked fields are compulsory and can't be left blank.

12.2 Classes Top Languages

Assess the top languages being sold for group classes on the platform through the **Classes Top Languages** report. The page displays a list of all the active languages arranged in a descending order, where the language with the highest number of total classes sold appears at the top. Observe the following information from this list:

Classes Top Languages
Home / Class Languages

Search...

SR NO	LANGUAGE	SCHEDULED	COMPLETED	CANCELLED	TOTAL SOLD	ACTION
1	English	3107	8971	1236	13314	👁
2	Chinese	2875	8695	1087	12657	👁
3	Spanish	2824	8228	922	11974	👁
4	Hindi	2963	7575	747	11285	👁
5	Arabic	2620	7346	619	10585	👁
6	Bengali	2563	7002	535	10100	👁
7	Portuguese	2364	6950	434	9748	👁
8	Russian	2287	6557	329	9173	👁
9	Punjabi	1939	6443	246	8628	👁
10	Japanese	1819	6222	291	8332	👁
11	French	2148	5799	199	8146	👁

- **Language**: Displays the name of the languages.
- **Scheduled**: Displays the number of classes sold and scheduled.
- **Completed**: Displays the number of classes completed.
- **Canceled**: Displays the number of classes that were sold but now stand canceled.
- **Total Sold**: Displays the total number of classes sold. This is the sum of all scheduled, canceled and completed classes for the language.

Star (*) marked fields are compulsory and can't be left blank.

- **Action** 👁 : Click on the view icon button provided under the **Action** header to open the **Classes Orders** page. The page displays a filtered list of language-specific orders received on the platform.

CLASS ID	ORDER ID	LEARNER	TEACHER	LANGUAGE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATETIME	STATUS	ACTION
159600	O210344	Dangelo Hamill	Soledad Fisher	English	$64.00	$0.00	$64.00	Is Paid	Paygate	2021-12-12 03:14:21	Completed	👁
159594	O210338	Mariane Stroman	Pat Mraz	English	$58.00	$0.00	$58.00	Is Paid	Stripe	2022-02-27 22:23:44	Cancelled	👁
159593	O210275	Adrien Schulist	Jaylin Sipes	English	$7.00	$0.00	$7.00	Is Paid	Paygate	2021-12-09 12:08:21	Completed	👁
159592	O210275	Adrien Schulist	Jaylin Sipes	English	$7.00	$0.00	$7.00	Is Paid	Paygate	2021-12-09 12:08:21	Completed	👁
159591	O210275	Adrien Schulist	Jaylin Sipes	English	$7.00	$0.00	$7.00	Is Paid	Paygate	2021-12-09 12:08:21	Completed	👁
159590	O210275	Adrien Schulist	Jaylin Sipes	English	$7.00	$0.00	$7.00	Is Paid	Paygate	2021-12-09 12:08:21	Completed	👁
159518	O210251	Enola Gaylord	Marshall Mertz	English	$43.00	$0.00	$43.00	Is Paid	Paystack	2021-12-14 09:39:56	Completed	👁
159513	O210246	Hilbert Koch	Archibald Donnelly	English	$16.00	$0.00	$16.00	Is Paid	Paypal Standard	2022-03-17 09:38:27	Cancelled	👁
159509	O210242	Letha Prosacco	Lauryn Hartmann	English	$80.00	$0.00	$80.00	Is Paid	Authorize.net	2022-01-22 06:28:24	Completed	👁
159504	O210237	Candice Farrell	Etha Stehr	English	$14.00	$0.00	$14.00	Is Paid	Stripe	2022-01-04 09:56:42	Completed	👁
159455	O210146	Bonita Reichert	Ellsworth Dickens	English	$77.00	$0.00	$77.00	Is Paid	Stripe	2021-12-05 20:08:25	Completed	👁

Search

A search section is provided at the top of the **Classes Top Languages** page to perform a focused search using the following filters:

- **Subjects**: Type the name of the subject to be searched as a keyword.
- **Start Date** Select a date from the drop down calendar window to generate classes stats for and beyond this date.
- **End Date**: Select a date from the drop down calendar window to generate classes stats pertaining to the period before this date.

Star (*) marked fields are compulsory and can't be left blank.

⚠️ The Start **Date** and **End Date** filters can be used together to specify a time period.

Click on **Search** to display the search results. Click on **Clear** to display the whole list again, once the search is complete.

12.3 Teacher Performance

Analyze the performance of teachers registered on the platform through the **Teacher Performance** report. This page displays all the teachers in the form of a list arranged in a descending order, sorted according to the following criteria:

- **Ratings**: The teachers with the highest ratings appear at the top.
- **Students**: Next to teacher ratings, teachers with the highest number of learners are considered for sorting.
- **Lessons**: Next to teacher ratings and number of students, teachers with the highest number of lessons sold are considered for sorting.

Teacher Performance
Home / Teacher Performance

Search...

SR NO	TEACHER	LESSONS	CLASSES	STUDENTS	REVIEWES	RATINGS
1	Candelario Robel	12	19	14	2	★ ★ ★ ★ ★
2	Kraig Lubowitz	4	35	14	1	★ ★ ★ ★ ★
3	Marley Beier	15	17	13	1	★ ★ ★ ★ ★
4	Serena Gutkowski	14	22	13	3	★ ★ ★ ★ ★
5	Chauncey Feest	14	16	13	1	★ ★ ★ ★ ★
6	Roberta Langosh	9	17	13	1	★ ★ ★ ★ ★
7	Dessie Hahn	8	22	13	1	★ ★ ★ ★ ★
8	Hailie Gerlach	7	27	13	2	★ ★ ★ ★ ★
9	Amalia Dickens	5	29	13	3	★ ★ ★ ★ ★

Star (*) marked fields are compulsory and can't be left blank.

Observe the following information from the list:

- **Teacher**: Displays the name of the teacher user.
- **Lessons**: Displays the number of lessons sold by the teacher, including scheduled, unscheduled, completed and canceled lessons.
- **Classes**: Displays the number of group classes sold by the teacher, including scheduled, completed and canceled classes.
- **Learners** : Displays the number of learners enrolled with the teacher.
- **Reviews**: Displays the number of reviews posted for a teacher.
- **Ratings**: Displays the average star rating submitted for the teacher.

Search

A search section is provided at the top of the **Teacher Performance** page to perform a focused search.

Search...	×

User

| | **Search** | Clear |

Type the name of the teacher to be searched in the provided **User** field and click on **Search** to generate the search results. Once the search is complete, click on **Clear** to display the whole list again.

12.4 Lesson Stats

View the user-specific details of canceled and rescheduled lessons through **Lesson Stats**. The purpose of this report is to highlight the learners requesting the most reschedules and lesson cancellations. The learners are displayed in the form of a list arranged in descending order according to the number of canceled sessions. Observe the following details from this list:

Star (*) marked fields are compulsory and can't be left blank.

USER DETAILS	USER TYPE	RESCHEDULED	CANCELLED	ACTION
N: Jason Roy E: jason@dummyid.com	Learner	8	14	...
N: Mark Wood E: mark@dummyid.com	Learner	2	5	...
N: Alex Carey E: alex@dummyid.com	Learner	1	2	...
N: Asif Ali E: asif@dummyid.com	Learner	1	6	...
N: Test Test E: Test@dummyid.com	Learner	3	13	...
N: Sahil Sharma E: sahil@dummyid.com	Learner	1	1	...

- **User Details**: Displays the name and registered email address of the user.
- **User Type**: Displays the type of user as **Learner** or **Teacher**.
- **Rescheduled**: Displays the number of lessons rescheduled by the user.
- **Canceled**: Displays the number of lessons canceled by the user.

Action

Hover over the meatballs icon [...] provided under the **Action** header to access the following options:

- **View Rescheduled Report**: Click on **View Rescheduled Report** to open the **Rescheduled Log - [User Name]** window. Observe the detailed list of lessons rescheduled by the user. The details are displayed, such as, Teacher Name, Learner Name, Order Details for the rescheduled lesson, Previous Timings of the scheduled lesson, Previous Status of lesson as scheduled, Action Performed after revision of schedule, date and time details of reschedule request and Reason for rescheduling.

Star (*) marked fields are compulsory and can't be left blank.

S/N	TEACHER NAME	LEARNER NAME	ORDER DETAILS	PREV TIMINGS	PREV STATUS	ACTION PERFORMED	ADDED ON	REASON
	Rescheduled Log - Test Test							Export Csv
1	Puneet2 test	Test Test	O-ID: O000606 Lesson Id: 384	ST: 2022-04-12 16:00:00 ET: 2022-04-12 16:30:00	Scheduled	Scheduled	2022-04-08 11:11:50	The reason why the u...
2	Puneet2 test	Test Test	O-ID: O000606 Lesson Id: 384	ST: 2022-04-12 15:30:00 ET: 2022-04-12 16:00:00	Scheduled	Scheduled	2022-04-08 11:10:36	Rescheduling due to ...
3	Puneet2 test	Test Test	O-ID: O000606 Lesson Id: 384	ST: 2022-04-12 11:30:00 ET: 2022-04-12 12:00:00	Scheduled	Scheduled	2022-04-08 11:09:05	Rescheduling due to ...

Click on **Export CSV** from the upper right corner of the window to download the .csv file displaying the rescheduled lessons data for the user.

	A	B	C	D	E	F	G	H	I	J
1	Teacher Name	Learner Name	Order ID	Lesson Id	Prev Start Timings	Prev End Timings	Prev Status	Action Performed	Added On	Reason
2	Puneet2 test	Test Test	606	384	12/04/22 16:00	12/04/22 16:30	Scheduled	Scheduled	08/04/22 11:11	The reason why the user changing the lesson slots
3	Puneet2 test	Test Test	606	384	12/04/22 15:30	12/04/22 16:00	Scheduled	Scheduled	08/04/22 11:10	Rescheduling due to the following reason
4	Puneet2 test	Test Test	606	384	12/04/22 11:30	12/04/22 12:00	Scheduled	Scheduled	08/04/22 11:09	Rescheduling due to time slot unavailability
5										

- **View Canceled Report**: Click on **View Canceled Report** to open the **Canceled Log - [User Name]** window. Observe the details of lessons rescheduled by the user in the form of a list, such as, Teacher Name, Learner Name, Order Details for the canceled lesson, Previous Timings of the lesson, Previous Status of lesson as Scheduled or Unscheduled, Action Performed, date and time details of cancellation request and Reason for cancellation.

Star (*) marked fields are compulsory and can't be left blank.

Cancelled Log - Test Test

Export Csv

S/N	TEACHER NAME	LEARNER NAME	ORDER DETAILS	PREV STATUS	ACTION PERFORMED	ADDED ON	REASON
1	Deleted User	Test Test	O-ID: O000637 Lesson Id: 422	Scheduled	Cancelled	2022-04-08 16:38:27	tgrtf6h5566y656t
2	Tom Curran	Test Test	O-ID: O000611 Lesson Id: 389	Scheduled	Cancelled	2022-04-08 16:38:09	commertnesd
3	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 406	Unscheduled	Cancelled	2022-04-08 15:03:56	Refund would be 80%
4	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 407	Unscheduled	Cancelled	2022-04-08 15:03:46	Refund would be 80%
5	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 408	Unscheduled	Cancelled	2022-04-08 15:03:32	Refund would be 80%
6	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 409	Unscheduled	Cancelled	2022-04-08 15:03:20	Refund would be 80%
7	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 410	Unscheduled	Cancelled	2022-04-08 15:03:10	Refund would be 80%
8	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 411	Unscheduled	Cancelled	2022-04-08 15:03:00	Refund would be 80%
9	Tom Curran	Test Test	O-ID: O000612 Lesson Id: 412	Unscheduled	Cancelled	2022-04-08 15:02:50	Refund would be 80%

1 2 >

Showing 1 To 9 Of 13 Entries

Click on **Export CSV** from the upper right corner of the window to download the .csv file displaying the canceled lessons data for the user.

	A	B	C	D	E	F	G	H
1	Teacher Name	Learner Name	Order ID	Lesson Id	Prev Status	Action Performed	Added On	Reason
2	Deleted User	Test Test	637	422	Scheduled	Cancelled	08/04/22 16:38	tgrtf6h5566y656t
3	Tom Curran	Test Test	611	389	Scheduled	Cancelled	08/04/22 16:38	commertnesd
4	Tom Curran	Test Test	612	406	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
5	Tom Curran	Test Test	612	407	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
6	Tom Curran	Test Test	612	408	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
7	Tom Curran	Test Test	612	409	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
8	Tom Curran	Test Test	612	410	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
9	Tom Curran	Test Test	612	411	Unscheduled	Cancelled	08/04/22 15:03	Refund would be 80%
10	Tom Curran	Test Test	612	412	Unscheduled	Cancelled	08/04/22 15:02	Refund would be 80%
11	Tom Curran	Test Test	612	413	Unscheduled	Cancelled	08/04/22 15:02	Refund would be 80%
12	Deleted User	Test Test	637	429	Unscheduled	Cancelled	08/04/22 15:02	Refund would be 80%
13	Tom Curran	Test Test	611	388	Unscheduled	Cancelled	08/04/22 15:02	Refund would be 80%
14	Tom Curran	Test Test	611	395	Unscheduled	Cancelled	08/04/22 11:35	The comments for the reason of cancelling the lessons purchased

Search

A search section is provided at the top of the **Lesson Stats** page. Perform a focused search using the following filters:

Star (*) marked fields are compulsory and can't be left blank.

Search			✕
User	**Start Date**	**End Date**	
	📅	📅	Search Clear Search

- **User**: Type the name of the user to be searched as a keyword.
- **Date From**: Select a date from the drop down calendar window to search for lessons stats for or beyond this date.
- **Date To**: Select a date from the drop down calendar window to search for lessons stats for or before this date.

❗ The **Date From** and **To** filters can be used together to specify a time period.

Click on **Search** to display the search results. Click on **Clear** to display the whole list again, once the search is complete.

12.5 Sales Report

Sales report displays the revenues generated each day from the sale of lessons and group classes on the platform. The list is arranged in a reverse chronological order where the following details can be observed:

Star (*) marked fields are compulsory and can't be left blank.

- **Date**: Displays the date for which sales are calculated.
- **Gross Sales**: Displays the amount of revenue generated from lessons and classes sold on a particular date.
- **Discount**: Displays the amount of discounts availed on a particular date.
- **Net Sales:** Displays the amount of revenue generated from lessons and classes sold on a particular date after deducting the amount of discounts availed on that date.

Regenerate

Click on **Regenerate** from the upper right corner of the page to refresh the sales report and display the latest data.

Search

A search section is provided at the top of the **Sales Report** page to perform a focused search using the following filters:

Star (*) marked fields are compulsory and can't be left blank.

- **Start Date**: Select a date from the drop down calendar window to search for sales stats for the selected and succeeding dates.
- **End Date**: Select a date from the drop down calendar window to search for sales stats for the selected and preceding dates.

⚠️ The **Start and End Date** filters can be used together to specify a time period.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

12.6 Settlements

Analyze the details of settlements made towards learner refunds and teachers' fees.
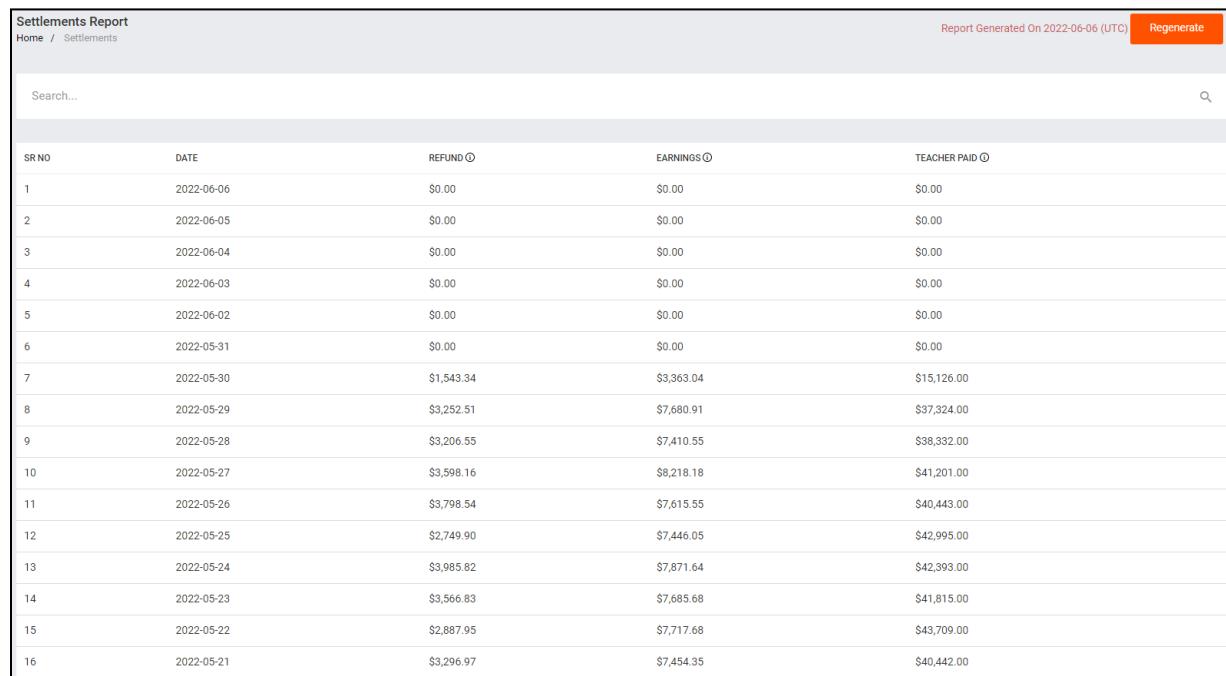
Settlements Report
Home / Settlements
Report Generated On 2022-06-06 (UTC) [Regenerate]

SR NO	DATE	REFUND ⓘ	EARNINGS ⓘ	TEACHER PAID ⓘ
1	2022-06-06	$0.00	$0.00	$0.00
2	2022-06-05	$0.00	$0.00	$0.00
3	2022-06-04	$0.00	$0.00	$0.00
4	2022-06-03	$0.00	$0.00	$0.00
5	2022-06-02	$0.00	$0.00	$0.00
6	2022-05-31	$0.00	$0.00	$0.00
7	2022-05-30	$1,543.34	$3,363.04	$15,126.00
8	2022-05-29	$3,252.51	$7,680.91	$37,324.00
9	2022-05-28	$3,206.55	$7,410.55	$38,332.00
10	2022-05-27	$3,598.16	$8,218.18	$41,201.00
11	2022-05-26	$3,798.54	$7,615.55	$40,443.00
12	2022-05-25	$2,749.90	$7,446.05	$42,995.00
13	2022-05-24	$3,985.82	$7,871.64	$42,393.00
14	2022-05-23	$3,566.83	$7,685.68	$41,815.00
15	2022-05-22	$2,887.95	$7,717.68	$43,709.00
16	2022-05-21	$3,296.97	$7,454.35	$40,442.00

Star (*) marked fields are compulsory and can't be left blank.

The list is arranged in a reverse chronological order where the date-wise data for the following are displayed:

- **Refund**: Displays the amount of refunds made on a particular date on account of canceled orders and as redressal on reported issues.
- **Earnings**: Displays the amount of admin's earnings for a particular date, which includes:
  - **Commission:** Commission charged per lesson and class sold.
  - **Cancellation Penalty:** Penalty for cancellation calculated as*, Session Fee - Refund.*
- **Teacher Paid**: Displays the amount paid to the teachers for completed sessions.

Regenerate

Click on **Regenerate** from the upper right corner of the page [Regenerate] to refresh the settlements report and display the latest data.

Search

A search section is provided at the top of the **Settlements Report** page. Perform a focused search using the following filters:

- **Start Date**: Select a date from the drop down calendar window to search for settlement stats for the selected and succeeding dates.
- **End Date**: Select a date from the drop down calendar window to search for settlement stats for the selected and preceding dates.
- ⚠ The **Date From** and **To** filters can be used together to specify a time period.

Star (*) marked fields are compulsory and can't be left blank.

Click on **Search** to generate the search results. Click on **Clear** to display the whole list again once the search is complete.

-----------------------------**XXX**----------------------------

Star (*) marked fields are compulsory and can't be left blank.