Admin User Manual

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1. Admin Login

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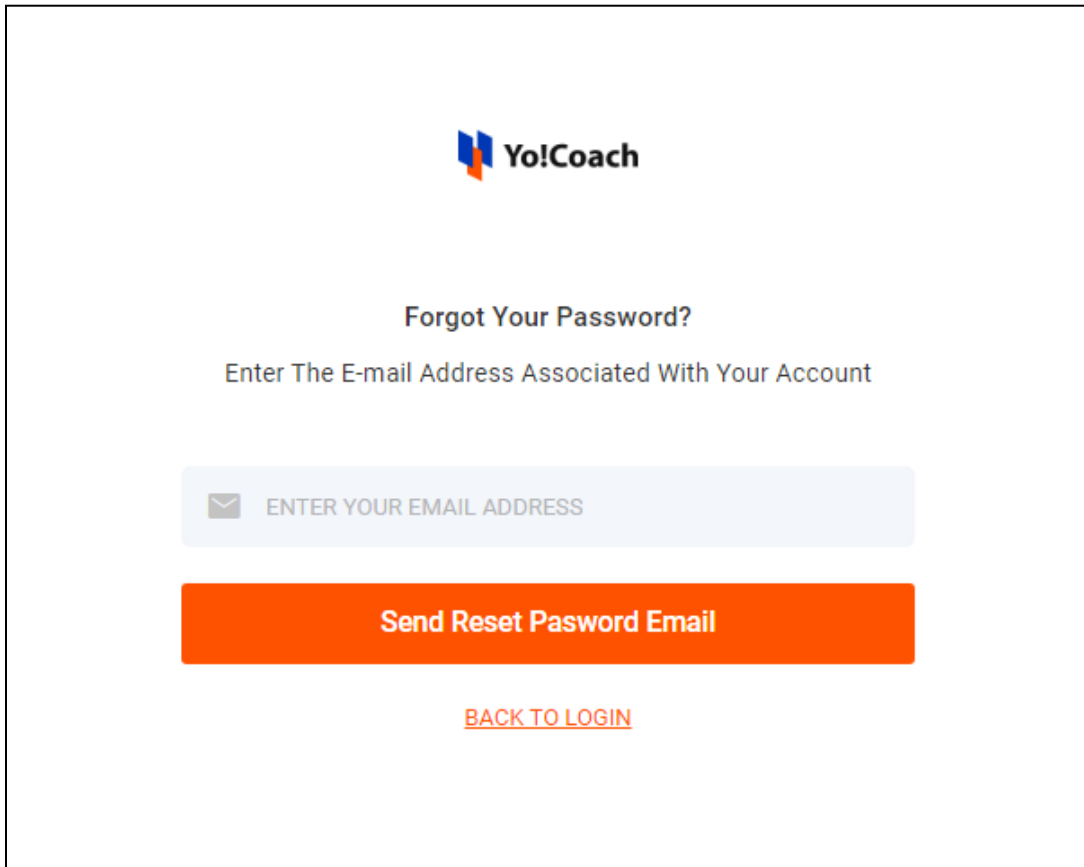
Select **Stay Logged In** provided here to stay logged into the system until you log out on your own.

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.

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

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.

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.
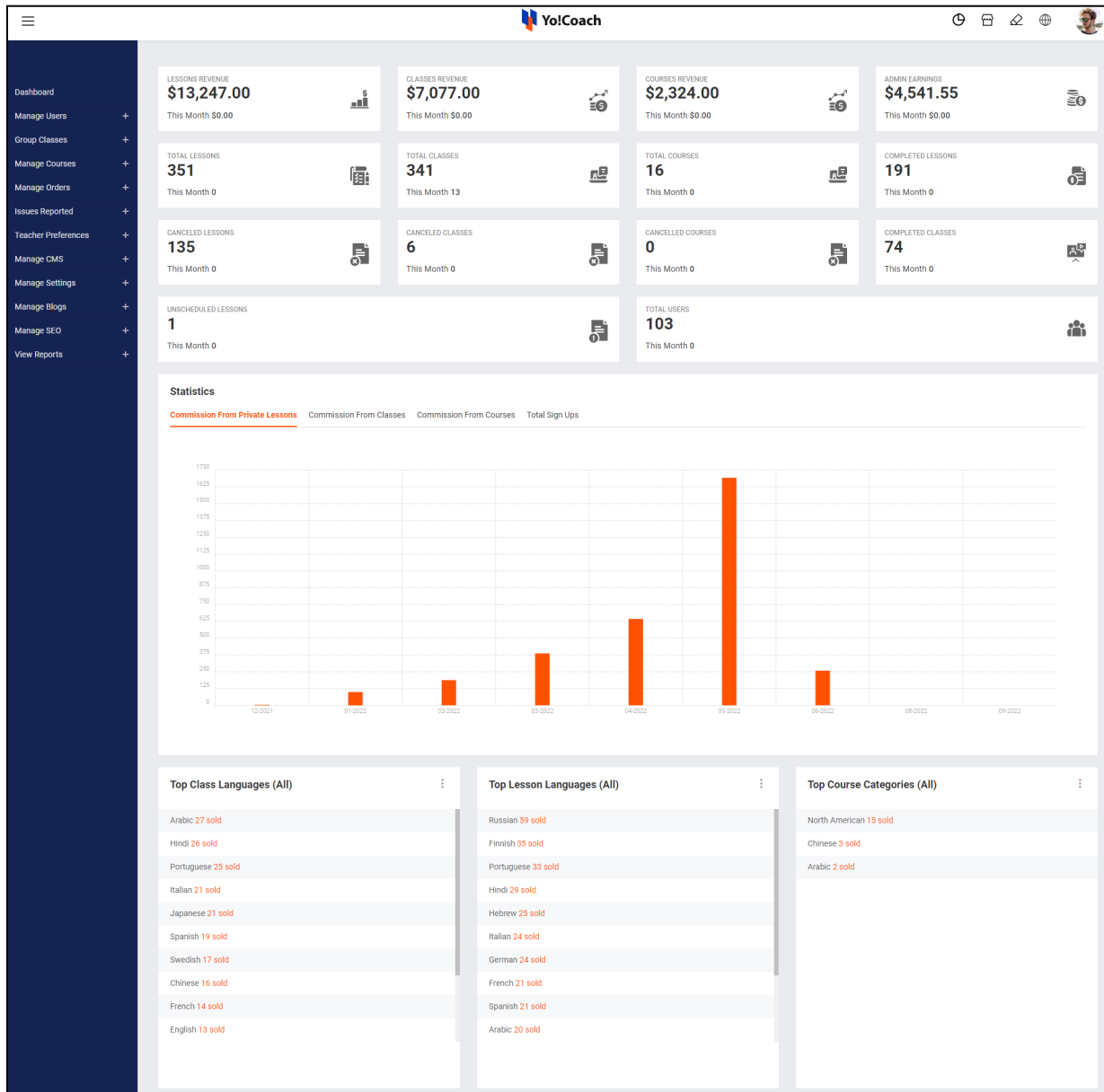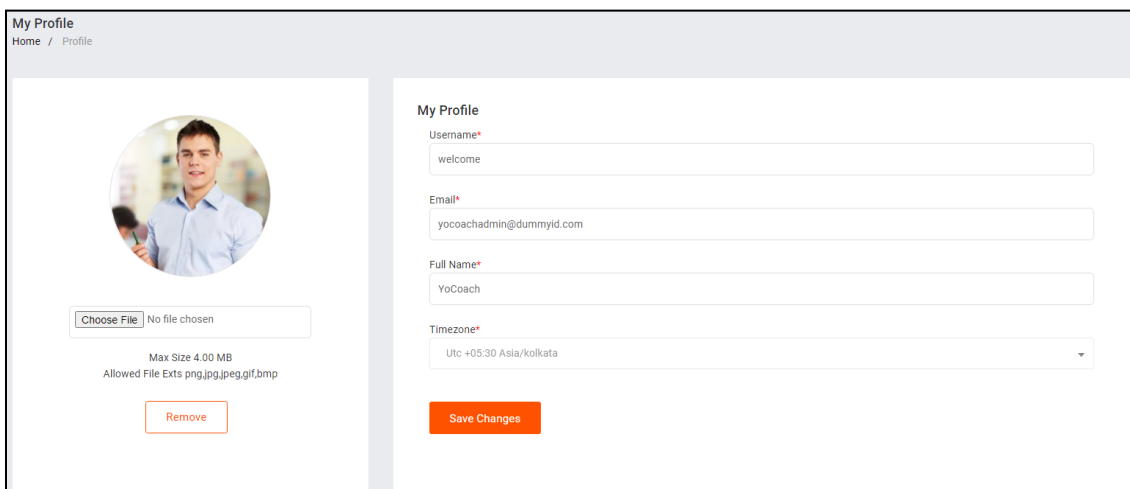
2.1 Top Navigation Bar

The top navigation bar displays a number of labels to perform certain system functionalities. The below stated labels are static throughout the admin panel:
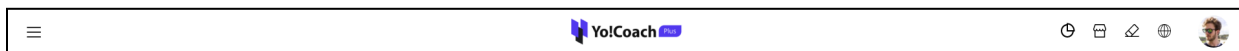
Star (*) marked fields are compulsory and can't be left blank.
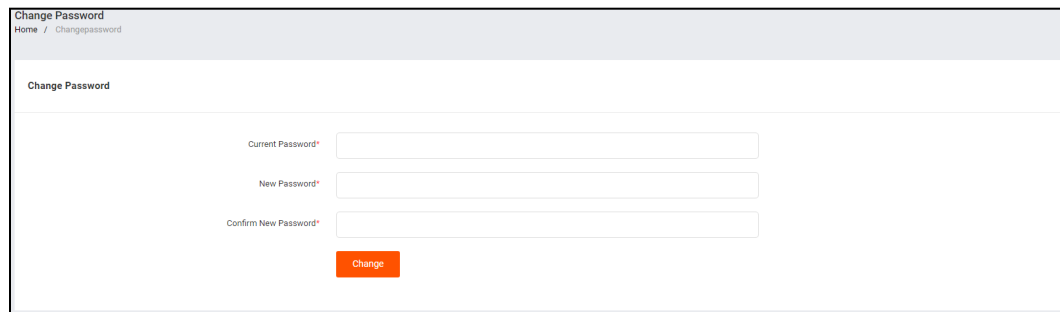
i. Regenerate Stats ⊕ : Click to refresh the **Dashboard** page and re-generate the latest statistics.

ii. View Portal ⊟ : Click to open the Yo!Coach Plus 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.

- **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.

- **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.
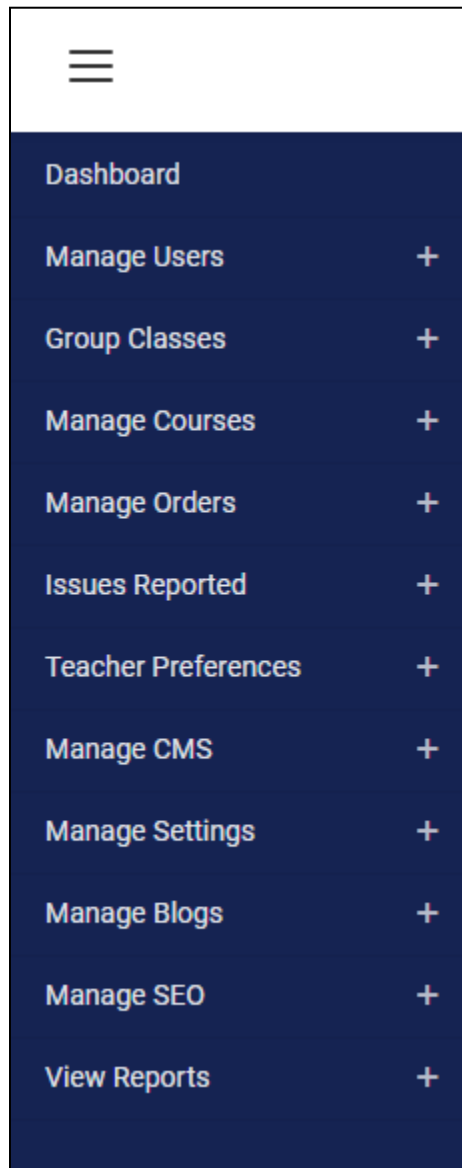
Access any module and its sub-modules using the expand icon button **+** provided at the right of each module.

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, Courses and Classes Revenue, Admin Earnings, Total Users, Total Courses, Total Lessons, Completed Lessons, Canceled Lessons, Canceled Courses, Completed Classes, Unscheduled Lessons and Total Users. They are explained in detail below:

LESSONS REVENUE	CLASSES REVENUE	COURSES REVENUE	ADMIN EARNINGS
$13,247.00	$7,077.00	$2,324.00	$4,541.55
This Month $0.00	This Month $0.00	This Month $0.00	This Month $0.00
TOTAL LESSONS	TOTAL CLASSES	TOTAL COURSES	COMPLETED LESSONS
351	341	16	191
This Month 0	This Month 13	This Month 0	This Month 0
CANCELED LESSONS	CANCELED CLASSES	CANCELLED COURSES	COMPLETED CLASSES
135	6	0	74
This Month 0	This Month 0	This Month 0	This Month 0
UNSCHEDULED LESSONS	TOTAL USERS		
1	103		
This Month 0	This Month 0		

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 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. Courses Revenue: View the total revenue generated from the sale of pre-recorded courses, including the revenue from canceled courses. The revenue for the current month is also highlighted. Click on this section to open the **Manage Course Orders** page and get a quick glance of the courses orders received.

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

Manage Course Orders
Home / Course Orders

Search... 🔍

ID	ORDER ID	LEARNER	TEACHER	TITLE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATE AND TIME	STATUS	ACTION
23	O000364	Whitney Gorczany	Jon Kunde	Learn Levantine Alphabets with pronunciation	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-18 05:25:23	Completed	...
22	O000362	Josiane Brown	Marcia Bernhard	Learn Spanish	$50.00	$0.00	$50.00	Is paid	Stripe	2022-11-13 23:22:22	Completed	...
21	O000361	Marcia Bernhard	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-11 02:04:25	Completed	...
20	O000359	Teacher	Claudie Stamm	Learn Japanese: Easy Conversation Course for Beginners	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-06 14:20:56	Completed	...
19	O000358	Lonie Wintheiser	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-05 18:01:41	Completed	...
18	O000357	Lonie Wintheiser	Marcia Bernhard	Basic French Words & Phrases You Should Know By Now	$345.00	$0.00	$345.00	Is paid	Wallet	2022-11-05 18:01:27	Completed	...
17	O000356	Marge Langworth	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-04 22:49:23	Completed	...
16	O000355	Josiane Brown	Marcia Bernhard	Learn Spanish	$50.00	$0.00	$50.00	Unpaid	PayPal Standard	2022-11-04 11:09:22	Canceled	...
15	O000354	Josiane Brown	Whitney Gorczany	Basic Chinese Words & Phrases You Should Know By Now	$100.00	$0.00	$100.00	Unpaid	Authorize.net	2022-11-04 11:08:51	Canceled	...
14	O000353	Josiane Brown	Marcia Bernhard	Learn Spanish	$50.00	$0.00	$50.00	Unpaid	Stripe	2022-11-04 11:08:15	Canceled	...

iv. 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 & classes, sold courses 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 and observe the sales in detail.

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

Sales Report
Home / Sales Report

Report Generated On %s   Regenerate

Search...

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

v. 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.

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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	👁

vi. 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	...

vii. Total Courses: View the total number of teacher-created courses published on the platform till date. Also observe the number of courses published specifically in the current month. Click on this section to open the **Manage Courses** page.

Manage Courses
Home / Courses

Search... 🔍

ID	TITLE	TEACHER	CATEGORY	SUBCATEGORY	PUBLISHED ON	STATUS	ACTION
25	Learn Levantine Alphabets with pronunciation	Jon Kunde	Arabic	Levantine	2022-09-09 18:51:12	🟢	...
24	Learn Iraqi for Business Professionals and Job Seekers	Marge Langworth	Arabic	Iraqi	2022-09-09 18:51:23	🟢	...
23	Learn Egyptian - Improve Your Fluency! Common Egyptian Words & Phrases!	Jerod Kohler	Arabic	Egyptian	2022-09-09 18:51:31	🟢	...
22	Basic Chinese Words & Phrases You Should Know By Now	Whitney Gorczany	Chinese	Chinese	2022-09-09 18:51:45	🟢	...
21	Learn Pashto Alphabets with pronunciation	Antoinette Pfannerstill	Chinese	Pashto	2022-09-09 18:51:50	🟢	...
20	Learn Japanese: Easy Conversation Course for Beginners	Claudie Stamm	Chinese	Japanese	2022-09-09 18:51:57	🟢	...
18	Basic Korean Words & Phrases You Should Know By Now	Amparo Predovic	Chinese	Korean	2022-09-09 18:51:38	🟢	...
16	res	Teacher	Chinese	Korean	2022-09-26 12:18:51	🟢	...
13	Learn Spanish	Marcia Bernhard	North American	Spanish	2022-09-02 17:55:42	🟢	...
8	test Course	Marcia Bernhard			2022-08-24 16:18:35	🟢	...
7	Learn Italian - Improve Your Fluency! Common Italian Words & Phrases!	Tanya Kirlin	North American	Italian	2022-08-23 13:43:19	🟢	...

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

viii. 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.

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

ix. 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.

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
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

x. 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 specifically 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

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

xi. Canceled Courses: The total number of course orders canceled by the learners is displayed in this section. Also observe the number of courses canceled specifically in the current month. Click on this section to open the **Manage Course Refund Requests** page where the list of approved course cancellation requests is displayed.

Manage Course Refund Requests
Home / Course Refund Requests

Search   ✕

Keyword   Learner   Status   Start Date
Search By Course Title Or Subtitle   Refund Approved ▼   📅

End Date
📅   [Search] [Clear]

SR. NO	COURSE NAME	LEARNER NAME	STATUS	REQUESTED ON	ACTION
1	Learn Italian - Improve Your Fluency! Common Italian Words & Phrases!	Josiane Brown	Refund Approved	2022-12-14 13:45:49	...
2	Basic Chinese Words & Phrases You Should Know By Now	Josiane Brown	Refund Approved	2022-12-14 13:19:56	...

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

xii. 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.

xiii. 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

Search...   🔍

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

xiv. 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.

Manage Users
Home / Users

Search   🔍

SRNO	IMAGE	NAME/ID	EMAIL ID	TYPE	REGISTERED	VERIFIED	STATUS	ACTION
1	ⓘ	test 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
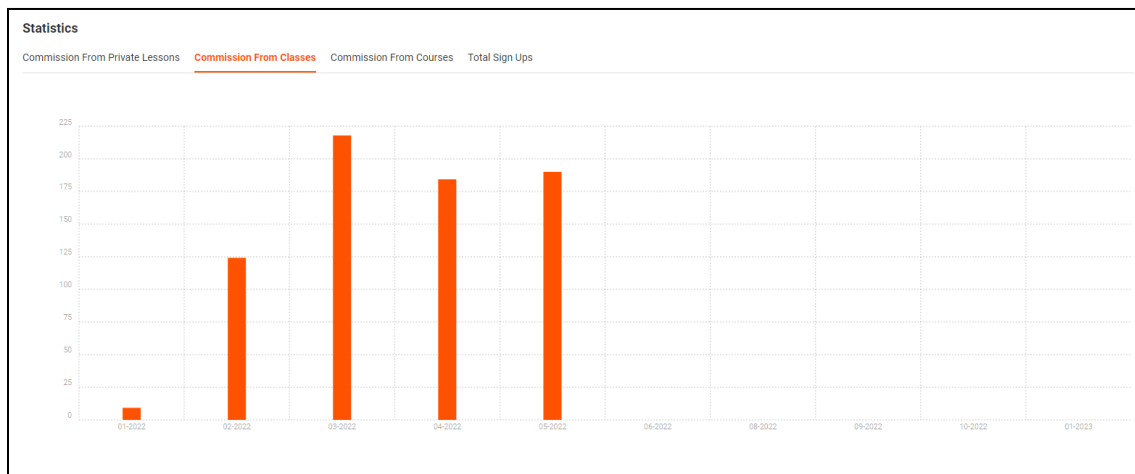
Star (*) marked fields are compulsory and can't be left blank.

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

- Commission From Private Lessons
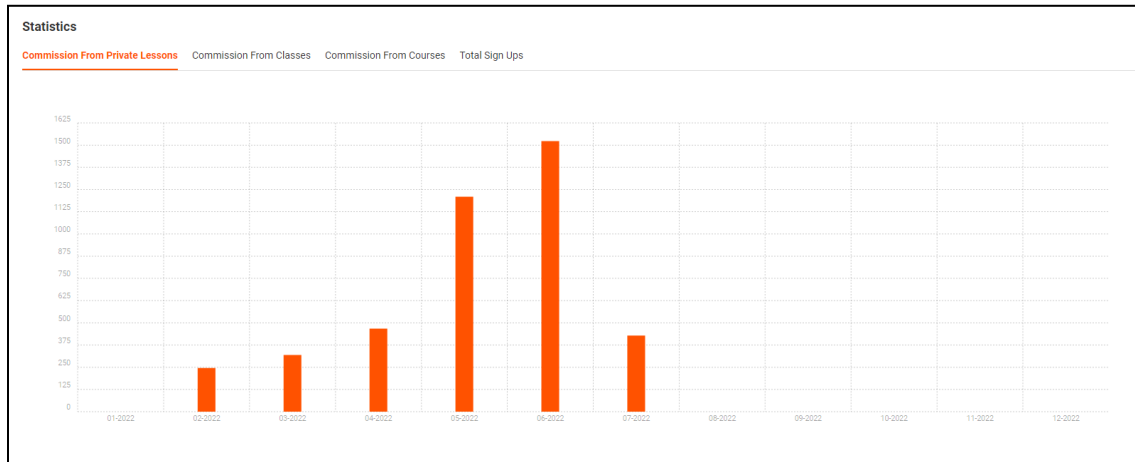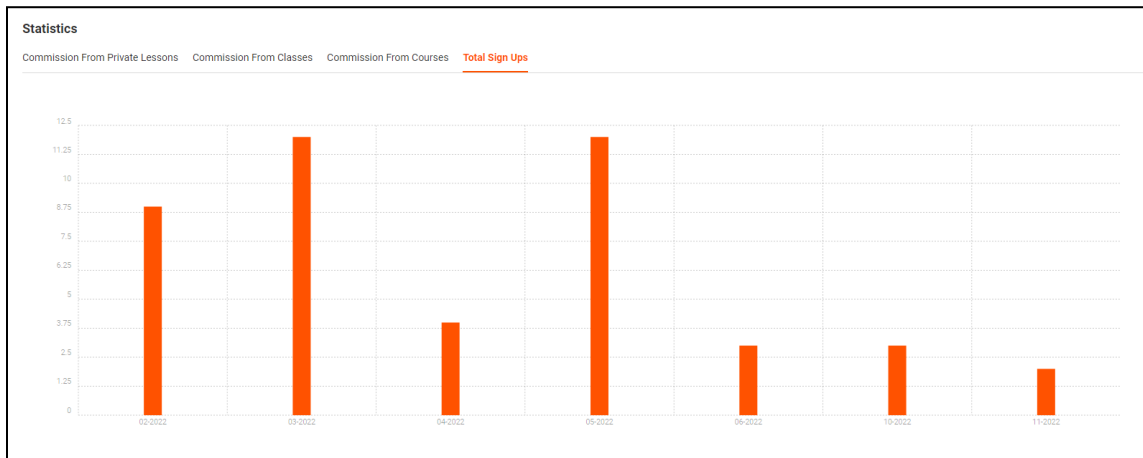

- Commission From Classes

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

- Commission From Courses

- Total Sign Ups

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

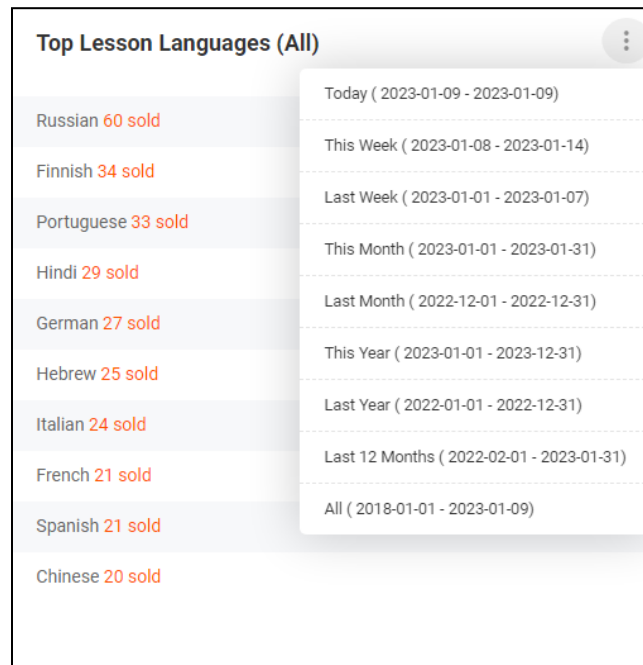Star (*) marked fields are compulsory and can't be left blank.

IV. 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 meatballs menu icon ⋮ from the upper right corner of the list and select the preferred time period.

V. Top Course Categories: The list of top performing course categories and the number of courses sold for each category is displayed in this section.

Hover over the meatballs menu icon ⋮ from the upper right corner of the list and select the preferred time period.

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

Top Course Categories (All)

North American 8 sold

French 6 sold

Spanish 3 sold

Arabic 2 sold

Chinese 1 sold

Today (2023-01-09 - 2023-01-09)

This Week (2023-01-08 - 2023-01-14)

Last Week (2023-01-01 - 2023-01-07)

This Month (2023-01-01 - 2023-01-31)
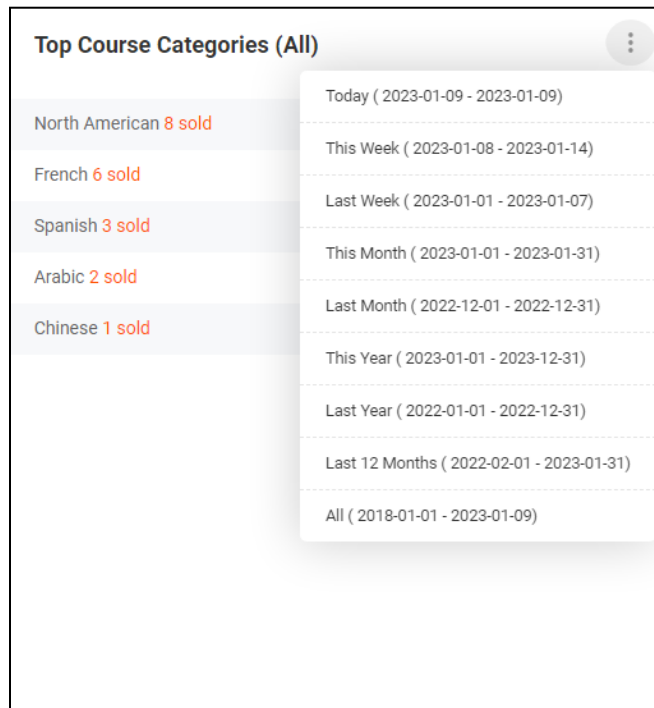
Last Month (2022-12-01 - 2022-12-31)

This Year (2023-01-01 - 2023-12-31)

Last Year (2022-01-01 - 2022-12-31)

Last 12 Months (2022-02-01 - 2023-01-31)

All (2018-01-01 - 2023-01-09)

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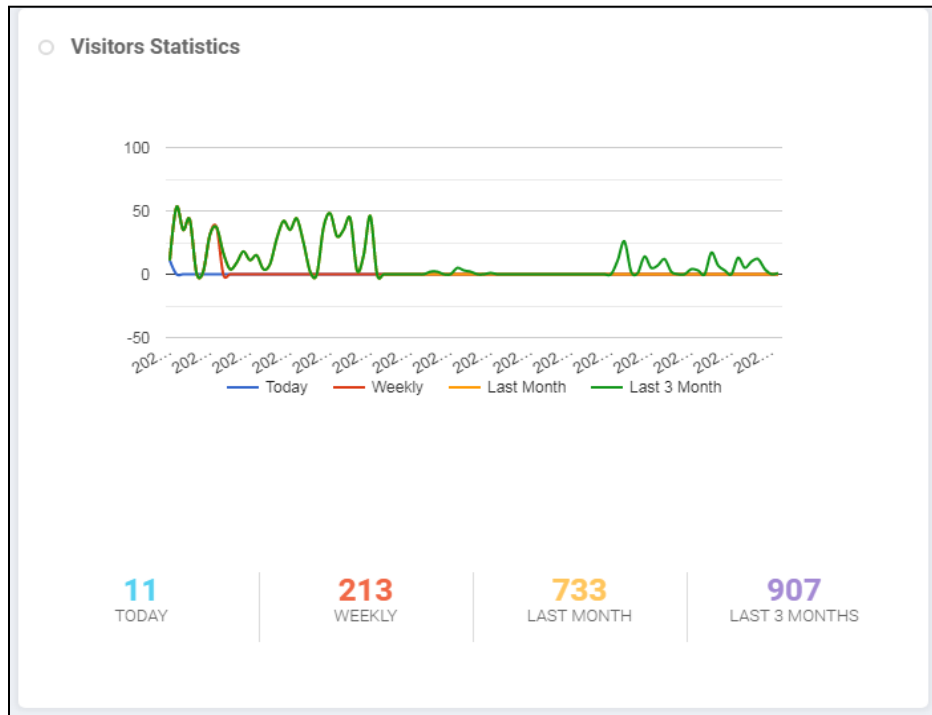
Star (*) marked fields are compulsory and can't be left blank.

VII. Traffic: The overall traffic generated from various sources is displayed in the form of a pie-chart in this section. Hover over the meatballs 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.
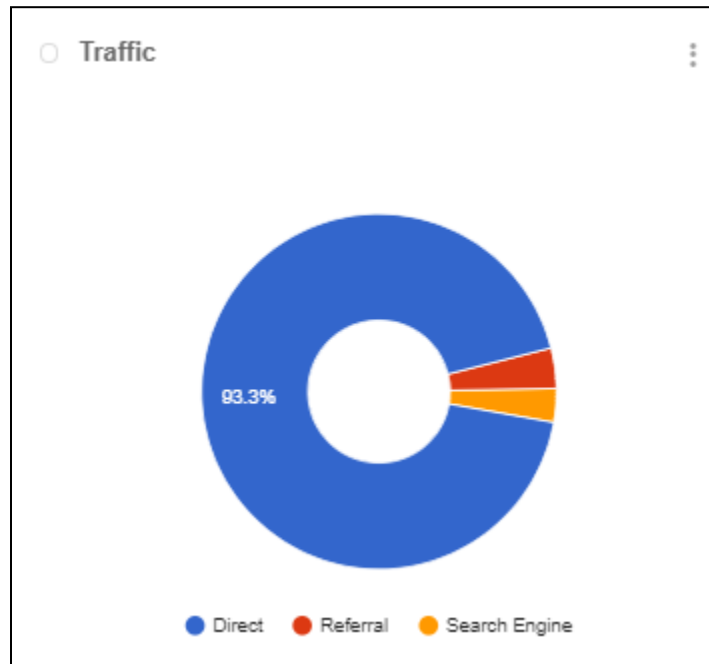
⚠ This section will only be displayed only if you have correctly configured **Google Analytics** from **Third-Party settings**.

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:
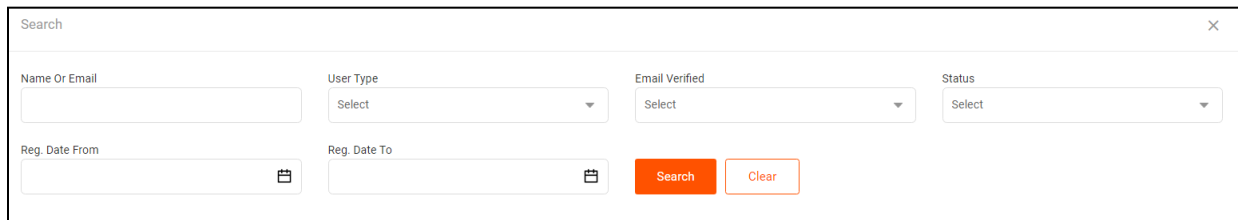
- **Name/ID:** Displays the name and unique user id.
- **Email ID**: Displays the registered email address.
- **Type**: Displays the user type, such as, Learner or Teacher + Learner.
- **Registered**: Displays the date and time of user's registration on the platform.
- **Verified**: Displays the current 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.

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:

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

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 ▼
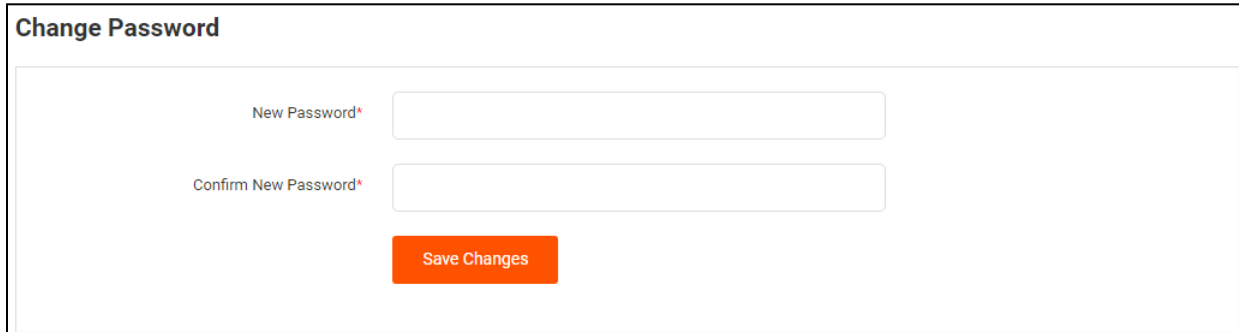
Amount*

Description*

Save Changes

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

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

○ **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 Plus 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.

SRNO	REFERENCE NUMBER	NAME	EMAIL	REQUESTED ON	STATUS	ACTION
	Manage Teacher Requests					
	Home / Teacher Requests					
	Search					🔍
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	⋯

View 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

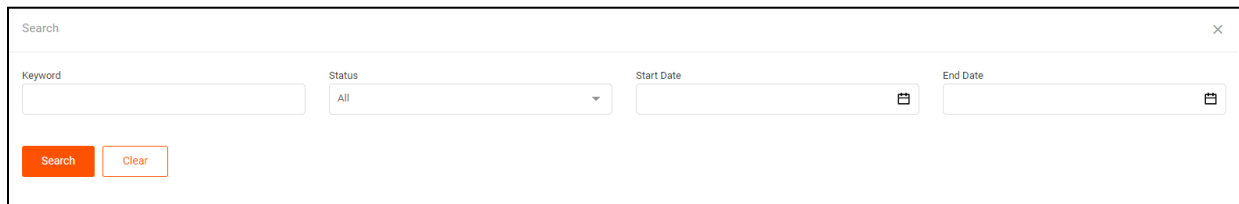Status* [Select ▼]
- Select
- Approved
- Cancelled

[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.

Manage Rating Reviews
Home / Rating Reviews

SRNO	REVIEW BY	REVIEW TO	REVIEW DETAIL	STATUS	POSTED	ACTION
1	Teacher11arabic test	teacher31 test	rate	Pending	2022-04-11 10:47:16	✎
2	Jason Roy	Jack Sharma	Test review on free trial	Pending	2022-03-25 16:24:24	✎
3	Student3 test	Puneet Bhatt	Nice	Pending	2022-02-21 11:50:25	✎
4	Student Test	Puneet Bhatt	Nice taught	Pending	2022-02-16 15:32:29	✎
5	Jason Roy	Tom Curran	Lesson is average	Pending	2022-02-16 10:13:00	✎
6	Jason Roy	Tom Curran	New review title	Approved	2022-05-12 14:15:52	✎
7	Jason Roy	Umar Gul	It is a long established fact that a reader will be distracted	Approved	2022-05-10 13:58:55	✎
8	Jason Roy	Tom Curran	This is the test rating title	Approved	2022-05-10 13:53:29	✎
9	Stu09may Test	teach27 test	Test	Approved	2022-05-09 11:04:43	✎

1 2 3 ... › »   Showing 1 To 9 Of 29 Entries

View 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 to open the **Teacher Rating Information** window. From the mandatory **Status** drop down field, select the review status as **Approved** or **Declined.** Click on **Save Changes** to update the review status and move back to the **Manage Rating Reviews** page.

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:

Search...   ×

Review By [   ]   Review To [   ]   Start Date [📅]   End Date [📅]

Status [Select   ▾]   [Search] [Clear]

- **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.
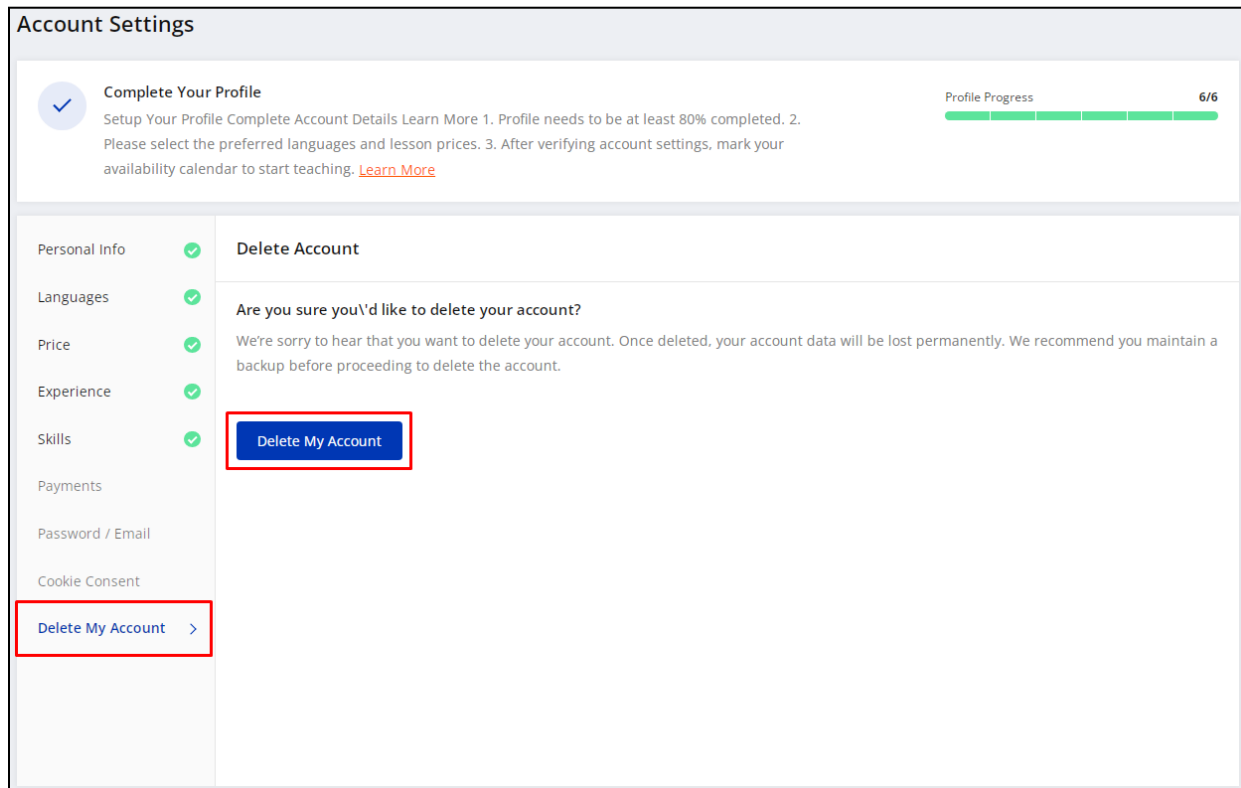
Manage GDPR Requests
Home / GDPR Requests

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. View 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.

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

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.

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.

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

- **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 Plus 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.

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:

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

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:

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**.

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

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.

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.

- **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:

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.

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:

- **None**: No read/write permission, which means, the user can neither edit nor view any admin panel module.

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

- **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:

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

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	...
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	...

View 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.

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. View the following details from the list of package classes:

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 Conjugation 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 Courses

The registered teachers are facilitated to add pre-recorded courses and offer them to the learners. Being the system admin, you are responsible for creating the wireframe and scope of courses. The teachers can create their

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

courses within the predefined scope. Access and manage courses and related functionalities from the **Manage Courses** module.

5.1 Course Languages

Add and manage the languages of communication available for courses from the **Course Languages** sub-module. Teachers select the language they want to use for sharing their course content out of the added languages.

The **Manage Course Languages** page displays the language names and identifiers in the form of a list. Perform the following functionalities on this page:

I. Add A New Language

To add a new course language, click on **Add New** from the upper right corner. The **Course Language Setup** pop-up window form appears with the following tabs:

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

a. General: Provide the following general information:

- **Language Identifier***: Enter a unique identifier for the language being added.
- **Status**: From the drop down list, select the display status of the language. Select **Active** to display the language to the teachers and to the front-end users. Select **Inactive** and the language will no longer be available to the teachers until made active again. The courses linked with an inactive language will also be hidden from the courses listing pages.

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

b. Language(s): Provide the name of the language for all languages currently active in the system in the mandatory **Language Name** field.

The language data tab(s) are displayed according to the language(s) currently active in the system.

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

Click on **Save Changes** to save the details and move back to the **Manage Course Languages** page. The newly added language is listed on this 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. The languages' order is updated accordingly on the front-end and teacher's panel.

III. Status 🟢

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

IV. Action ⋯

Hover over the meatballs icon button ⋯ to access the following options:

- **Edit**: Click on **edit** and the **Course Language Setup** pop-up window form appears on the screen.

Course Language Setup

General   English   Arabic

Language IDentifier* | Kannad

Status | Inactive   ▾

Save Changes

Make the required changes in the general and language(s) tabs data fields and click on **Save Changes** to save the made changes.

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

- **Delete**: Click on **delete** and confirm the action from the displayed modal window to permanently delete a language from the system.

A language once deleted can not be recovered. Instead, it is suggested to deactivate the language using the status toggle to hide it from the platform frontend.

The system does not allow you to delete or deactivate a language with which one or more courses have been linked.

5.2 Categories

From the **Categories** sub-module, add and manage the areas of discussion permitted on the platform in the form of **Categories** and **Sub-categories**. Being the system admin, you are responsible to define the topics that the teachers can discuss in their courses. These topics or subjects are called **Categories**. A number of subtopics can also be added under a parent topic in the form of **Sub-categories**. While creating a new course, the teachers select the category to be discussed in their course out of the available categories. The learners can refer to these categories while searching for a suitable course.

View the list of categories and their details on the **Manage Categories** page.

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

Manage Categories
Home / Root Categories

Only first six featured categories will be shown on the home page. **Add New**

	SR. NO	IDENTIFIER	NAME	SUB CATEGORIES	COURSES	FEATURED	ADDED ON	STATUS	ACTION
✛	1	North American	North American	3	5	Yes	2022-08-17 10:59:20		...
✛	2	Spanish	Spanish	0	4	Yes	2022-08-17 10:59:37		...
✛	3	Chinese	Chinese	3	2	Yes	2022-09-08 15:37:45		...
✛	4	Korean	Korean	0	2	Yes	2022-09-08 15:46:39		...
✛	5	Egyptian	Egyptian	0	1	Yes	2022-09-08 15:45:40		...
✛	6	French	French	0	1	No	2022-08-18 17:19:15		...
✛	7	Arabic	Arabic	2	3	No	2022-09-08 15:34:44		...
✛	8	Development	Development	2	0	No	2022-09-27 13:09:59		...
✛	9	German	German	0	1	No	2022-08-18 17:20:58		...

Perform the following functionalities on this page:

I. Add A New Category

To add a new category, click on **Add New** from the upper right corner of the page. The **Category Setup** pop-up window form is displayed where the following tabs are available to add information:

a. General: Provide the following general information:

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

Category Setup

General   English   Arabic   Media

Identifier*

Parent: Root Category

☐ Featured

Status*: Active

Save Changes

- **Identifier***: Enter a unique identifier for the category being added.
- **Parent**: Select the parent category from the auto-populated categories drop down list. Select **Root Category** if the category being added is a parent category.

  ⚠️ When a parent category is selected from the list, the new category is considered as its sub-category.

- **Featured:** Select the featured checkbox to mark the category as featured. All the featured categories are displayed on the platform home page in a dedicated section.
- **Status***: From the dropdown list, select the current status of the category. Select **Active** to make the category visible to the teachers for adding their course. Select **Inactive** and it will no longer be displayed to the teachers.

  ⚠️ A category is displayed to the learners on the front-end only when it is active and one or more courses are linked with it.

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

b. Language(s): Provide the following language-specific details:

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

- **Name***: Enter the name for the category.
- **Description***: Enter a brief description about the category.

⚠ The language tab(s) are displayed according to the language(s) currently active in the system.

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

c. Media: Upload the icon image for the category being added:

Click on **Upload Image** and upload an image from the internal storage. The uploaded image is displayed with the category on the platform homepage. Once successfully uploaded, the image is automatically saved in the system.

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

Click on ☒ to move back to the **Manage Categories** page. The newly added category is displayed on the **Manage Categories** page. All the subcategories added are displayed on their respective parent category's sub-category 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. The order of categories is updated accordingly on the system front-end and teacher's panel.

III. Sub-Categories

Under the **Subcategories** header, find the numerical data that represents the number of subcategories added. Each of the values is hyperlinked; once clicked, you are taken to its source page. This page is a replica of the **Manage Categories** page where you can perform certain functions such as, add a new sub-category, view the linked courses, update the display status and edit the existing sub-categories.

	SR. NO	IDENTIFIER	NAME	COURSES	FEATURED	ADDED ON	STATUS	ACTION
⊕	1	Italian	Italian	1	No	2022-08-19 13:18:40	🟢	⋯
⊕	2	Mexican	Mexican	1	No	2022-08-18 17:21:11	🟢	⋯
⊕	3	Japenses	Japenses	0	No	2022-08-17 11:37:24	🟢	⋯

Manage Categories
Home / Root Categories / North American

Only first six featured categories will be shown on the home page. **Add New** **Back**

You can add a number of sub-categories in each category using the **Add New** button provided at the upper right corner.

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

Click on **Back** from the upper right corner to move back to the **Manage Categories** page.

IV. Courses

Under the **Courses** header, find the numerical data that represents the number of courses linked with a category. Each of the values is hyperlinked; once clicked, you are taken to the **Manage Courses** page displaying all the courses created for the specific category and its sub-category.


On this page, you can perform certain functions such as, view the courses and their details, search for specific courses and update their display status.

V. Status

Update the current status of a category using the **Status** toggle. Set to green to **Activate** a category or set to gray to make a category **Inactive**. However, the system does not allow you to deactivate the categories having courses linked to them.

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

VI. Action [···]

Hover over the meatballs menu icon [···] and access the following options:

- **Edit**: Click on **Edit** and the **Category Setup** pop-up window form is displayed.

Make the required changes in information added in the tabs including general details, language details and media.. Click on **Save Changes** to save the changes made and move back to the **Manage Categories** page.

- **Delete**: Click on **Delete** to permanently delete a category from the system. However, the system does not allow you to delete a category with courses linked to it.

5.3 Courses

Access and manage the courses created by the teachers on the platform from the **Courses** sub-module. New courses can not be created by the admin. The **Manage Courses** page displays the list of courses, where the latest added courses appear at the top.

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

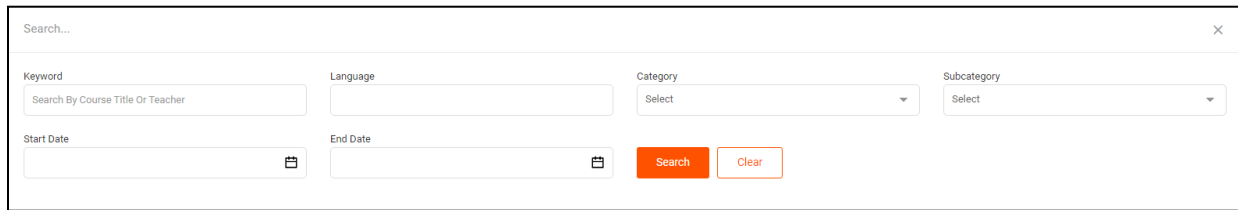| ID	TITLE	TEACHER	CATEGORY	SUBCATEGORY	PUBLISHED ON	ACTIVE	ACTION
25	Learn Levantine Alphabets with pronunciation	Jon Kunde	Arabic	Levantine	2022-09-09 18:51:12		...
24	Learn Iraqi for Business Professionals and Job Seekers	Marge Langworth	Arabic	Iraqi	2022-09-09 18:51:23		...
23	Learn Egyptian - Improve Your Fluency! Common Egyptian Words & Phrases!	Jerod Kohler	Arabic	Egyptian	2022-09-09 18:51:31		...
22	Basic Chinese Words & Phrases You Should Know By Now	Whitney Gorczany	Chinese	Chinese	2022-09-09 18:51:45		...
21	Learn Pashto Alphabets with pronunciation	Antoinette Pfannerstill	Chinese	Pashto	2022-09-09 18:51:50		...
20	Learn Japanese: Easy Conversation Course for Beginners	Claudie Stamm	Chinese	Japanese	2022-09-09 18:51:57		...
18	Basic Korean Words & Phrases You Should Know By Now	Amparo Predovic	Chinese	Korean	2022-09-09 18:51:38		...
13	Learn Spanish	Marcia Bernhard	North American	Spanish	2022-09-02 17:55:42		...
7	Learn Italian - Improve Your Fluency! Common Italian Words & Phrases!	Tanya Kirlin	North American	Italian	2022-08-23 13:43:19		...
6	Learn Mexican for Business Professionals and Job Seekers	Jared Gerhold	North American	Mexican	2022-08-24 10:35:26		...
5	Learn Spanish Alphabets with pronunciation	Marcel Sauer	North American	Spanish	2022-08-24 10:35:47		...
4	Learn German - Easy Conversation Course for Beginners	Josiane Brown	North American	German	2022-08-23 13:43:13		...
3	Basic French Words & Phrases You Should Know By Now	Marcia Bernhard	North American	French	2022-08-23 13:30:51		...
1	Complete Japanese Course: Master Native Japanese For Intermediates	Pinkie Stoltenberg	North American	Japenses	2022-08-17 12:01:30		...

View the following courses details from this page:

- **ID**: Displays the unique course ID assigned by the system.
- **Title**: Displays the title of the course added by the teacher.
- **Teacher**: Displays the name of the teacher who has created the course.
- **Category**: Displays the parent category linked with the course.
- **Subcategory**: Displays the subcategory linked with the course.
- **Published On**: Displays the date and time when the course was published on the platform.

Perform the following functionalities on the **Manage Courses** page:

I. Search

Click on the search bar provided at the top of the page to expand the section. Perform a focused search using the following search filters:

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

- **Keyword**: Type the name of the teacher or the title of the course to search by keywords.
- **Language**: Type the name of the language to perform language-specific search.
- **Category**: From the drop down list, select a category to perform a category-specific search.
- **Subcategory**: From the drop down list, select a subcategory to perform a subcategory-specific search.
- **Start Date**: From the calendar drop down, select a date to search for the courses published on or after this date.
- **End Date**: From the calendar drop down, select a date to search for the courses published on or before this date.

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

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

II. Status

Update the current status of a course using the **Status** toggle. Set to green to **Activate** a course and it will be visible on the front-end courses listing pages. Set to gray to make a course **Inactive** and it will no longer be visible on the courses listing pages until made active again.

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

III. Action …

Hover over the meatballs menu icon and access the following options:

a. View: To access the complete details of a course, click on **View**. The **Course Detail** pop-up window box is displayed where the course details can be viewed:

- title,
- sub-title,
- teacher's name,
- course duration,
- category and sub-category,
- course level and language,
- current status, price,
- date of adding the course,
- number of sections and lectures in the course,
- course reviews and rating, number of learners,
- whether the course is eligible for certification, and
- course description.

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

Course Detail

Basic Details

Title : Learn Levantine Alphabets with pronunciation

Sub Title : Levantine for beginner

Teacher Name : Jon Kunde

Duration : 2h 04m

Category : Arabic

Sub Category : Levantine

Level : Intermediate

Language : Latvian

Status : Published

Price : $0.00

Added On : 2022-09-09 16:01:59

Sections : 3

Lectures : 3

Reviews : 0

Learners : 2

Certificate : Yes

Ratings : 0.00
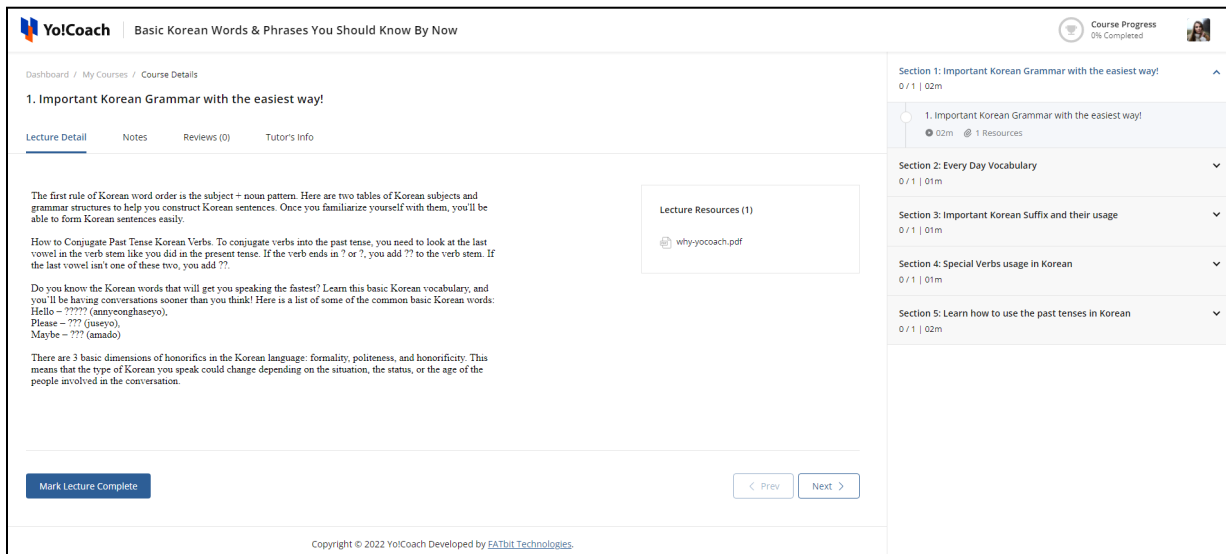
Other Details

Description

The first three to six months going through a good MSA textbook and learning everything you can about MSA. The primary idea behind having a basic knowledge of MSA is to gain better clarity on the workings of the Arabic language through the rigid rules and structure present in MSA.

b. Preview: Click on **Preview** and you are redirected to the respective course preview page. This page is the replica of the course details page displayed to the learners.

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

View the course details and course progress. Access the various course sections and the attached resources and notes.

5.4 Approval Requests

Access and manage all the course approval requests from the **Approval Requests** sub-module. Every course created by the registered teachers is published on the front-end only after it is approved by the system admin. Once the course details are entered, the teachers submit it for your review and approval.

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

Manage Course Approval Requests
Home / Course Requests

SR. NO	COURSE NAME	TEACHER NAME	STATUS	REQUESTED ON	ACTION
2	Learn Levantine Alphabets with pronunciation	Jon Kunde	Approved	2022-09-09 18:50:47	...
3	Learn Iraqi for Business Professionals and Job Seekers	Marge Langworth	Approved	2022-09-09 18:49:56	...
4	Learn Egyptian - Improve Your Fluency! Common Egyptian Words & Phrases!	Jerod Kohler	Approved	2022-09-09 18:49:11	...
5	Basic Korean Words & Phrases You Should Know By Now	Amparo Predovic	Approved	2022-09-09 18:47:55	...
6	Basic Chinese Words & Phrases You Should Know By Now	Whitney Gorczany	Approved	2022-09-09 18:46:24	...
7	Learn Pashto Alphabets with pronunciation	Antoinette Pfannerstill	Approved	2022-09-09 18:45:31	...
8	Learn Japanese: Easy Conversation Course for Beginners	Claudie Stamm	Approved	2022-09-09 18:44:45	...
9	Basic Korean Words & Phrases You Should Know By Now	Donnell Simonis	Pending	2022-09-09 18:43:01	...

The **Manage Course Approval Requests** page lists all the courses requested for approval and their details, such as, name of the course, teacher's name, current status and the date of submission of course for approval. Perform the following functionalities on this page:

I. Search

Click on the search bar provided at the top of the page to expand the section and access the following search filters:

- **Keyword**: Type the title of the course as a keyword to search.
- **Teacher**: Type the name of the teacher to search for courses created by a specific teacher.
- **Status**: Search by the current status of the course as **Pending**, **Approved** or **Declined**.
- **Start Date**: From the calendar drop down, select a date to search for courses submitted on or after this date.

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

- **End Date**: From the calendar drop down, select a date to search for courses submitted on or before this date.

![warning icon] **Start** and **End Date** filters can be used together to specify a certain time period.

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

II. Action

Hover over the meatballs menu icon [···] and access the following options:

a. View: Click on **View** to display the **Course Approval Request Detail** pop-up window form. View the course details displayed in specific sections:

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

Course Approval Request Detail

Request Information

Requested On	2022-09-09 18:50:47
Status	Approved

Course Information

Course Title	Learn Levantine Alphabets with pronunciation
Course Sub Title	Levantine for beginner
Course Category	Na
Course Subcategory	Na
Course Detail	The first three to six months going through a good MSA textbook and learning everything you can about MSA. The primary idea behind having a basic knowledge of MSA is to gain better clarity on the workings of the Arabic language through the rigid rules and structure present in MSA.
Course Price	$0.00
Course Duration	2h 04m
Course Level	Na
Course Language	Na
Course Certificate	No
Course Tags	Na
Course Content	Na
Course Learners	Na
Course Requirements	Na
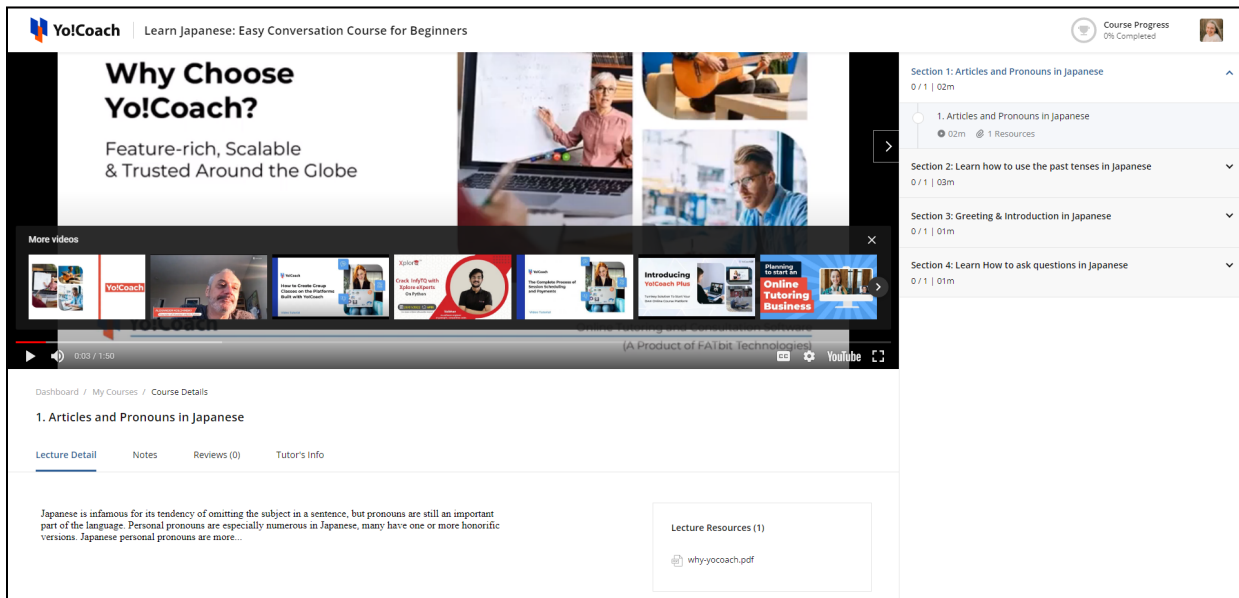
Profile Information

First Name	Jon
Last Name	Kunde
Gender	Male
Email	jon.kunde@dummyid.com

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

- **Request Information**: View the complete details of the request, such as, the date on which the request was submitted as well as the current status of the request.
- **Course Information**: View the complete details of the course, such as, course title, sub-title, category, sub-category, description, price, duration, level, language, certificate, tags, content, learners and requirements, etc.
- **Profile Information**: View the profile details of the teacher who has created the course, such as, first name, last name, gender and registered email address.
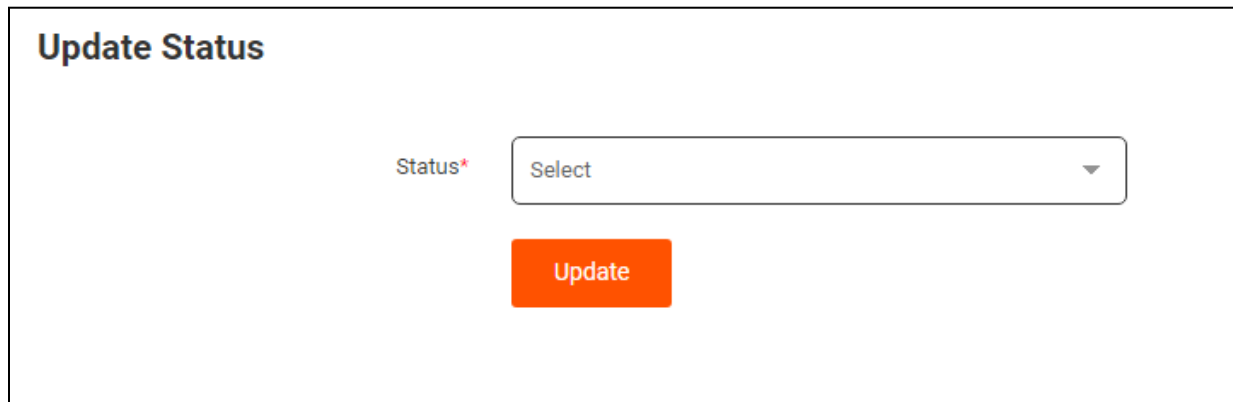
b. Preview: Click on **Preview** and you are redirected to the course preview page. View the course details and resources as visible to the learners.

c. Change Status: For the course requests that are still pending for review, the **Change Status** option is available. The **Update Status** pop-up window form is displayed on the screen.

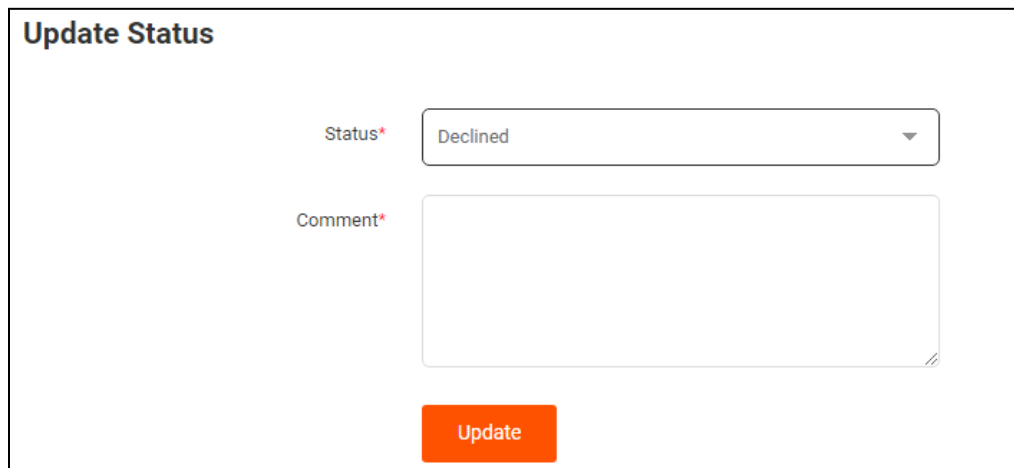Star (*) marked fields are compulsory and can't be left blank.

Update Status

Status* [Select ▼]

[Update]

From the drop down list provided with the **Status** field, select one of the following:

- **Approved**: Select **Approved** to approve the course and publish it on platform.
- **Declined**: Select **Declined** to decline the course request in case the submitted course details are not satisfactory. Enter the supporting feedback and comments in the mandatory **Comment** field.
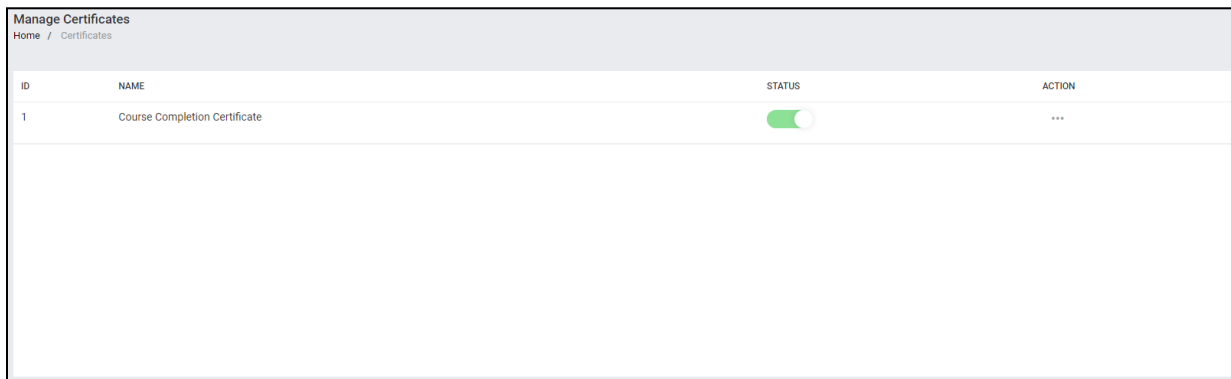
Update Status

Status* [Declined ▼]

Comment* [   ]

[Update]

Click on **Update** to save the status and move back to the **Manage Course Approval Requests** page. The status of the course request is updated accordingly on the admin and teacher panels. When the request is approved, the course is displayed on the course listing pages. When the request is declined, the teachers can make the required changes in the course and resubmit it for approval.

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

5.5 Certificates

Manage the course completion certificate given on the platform from the **Certificates** module. With the completion of a course, the learners receive a course completion certificate. The certificate acknowledges that the learner has successfully completed a particular course and is certified by the platform.

The **Manage Certificates** page displays the system default certificate. The same certificate is automatically generated for all the courses sold on the platform. This certificate contains dynamic content that can be edited and updated any time. The system does not allow you to delete this certificate or add new certificates.

When a learner completes a course, the completion certificate is automatically generated containing the learner's credentials. It can then be downloaded or shared directly on social media platforms. However, the teacher can choose whether to offer a completion certificate or not. The related settings are managed while adding a new course by the teacher.

Perform the following actions on this page:

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

I. Action [...]

Hover over the meatballs menu icon [...] and click **Edit**. You are redirected to the **Edit Certificate** page where the following editable fields are available in the **Certificate Setup** form:

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

Edit Certificate
Home / Certificates / Form

Certificate Setup

Background Image

Choose File No file chosen

Preferred dimensions 2070x1680 & Allowed File Exts png, jpg, jpeg

Language *

English

Name *

Course Completion Certificate

Body *

Certificate Of Completion

This is to certify that

{learner-name}

has successfully completed "{course-name}" "{course-language}" online course on {course-completed-date} in duration {course-duration}.

Tutor: {teacher-name}   Yo!Coach   Certificate No.: {certificate-number}

Replacement Vars
{learner-name} Learner name
{teacher-name} Teacher name
{course-name} Course Title
{course-language} Course Language
{course-completed-date} Course Completed On
{certificate-number} Certificate Number
{course-duration} Course Duration

Status *

Active

Save Changes   Save & Preview   Reset To Default

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

- **Background Image**: Click on **Choose File** and upload an image from the internal storage. The image is displayed as the background image on the certificate.

- **Language***: From the drop down list, select the language for which certificate data is being added. If you want to add details in other languages enabled in the system, select each language one-by-one to add certificate details accordingly.

- **Name***: Enter the name of the certificate for identification on the system.

- **Body***: The body of the certificate contains editable content that can be seen inside the curly brackets {}. To change the content, click inside the curly brackets and enter content and make the required changes. This content will appear in all the certificates issued to the learners. A number of replacement variables can be used to change the content in the certificate. The list of variables includes:

  - {learner-name}: Learner name
  - {teacher-name}: Teacher name
  - {course-name}: Course Title
  - {course-language}: Course Language
  - {course-completed-date}: Course Completed On
  - {certificate-number}: Certificate Number
  - {course-duration}: Course Duration

- **Status***: From the drop down list, select the current status of the certificate. Select **Active** and the certificate is available on the platform. Select **Inactive** and the certificate will not be available. The certificate can be offered by the teachers only when it is active.

Once the certificate is made active, the teachers can choose to offer a certificate for each course created by them.

Once the details are added, click on **Save Changes** to save these details. Click on **Save & Preview** to save the changes and move to the preview page displaying the certificate as visible to the learners. Click on **Reset to Default**

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

to discard the changes and revert the certificate's contents back to the original state.

> ⛔ When the changes are reverted to default, only the content added on the certificate is reset. The changes made to certificate background and other items are not reversed.

II. Status ⬤

Update the current status of the certificate using the **Status** toggle. Set to green ⬤ to **Activate** the certificate. Set to gray ⬜ to make the certificate **Inactive**.

5.6 Course Reviews

From the **Course Reviews** sub-module, access and manage the reviews posted by the learners. Yo!Coach Plus allows the learners to post their reviews and ratings for the courses purchased by them. These reviews are displayed on the course details page for the users' reference.

Manage Rating Reviews
Home / Rating Reviews

Search...

SR NO	REVIEW BY	REVIEW TO	REVIEW DETAIL	STATUS	POSTED	ACTION
1	Josiane Brown	Marcia Bernhard	Course review	Pending	2022-12-14 10:59:02	✏
2	Josiane Brown	Marcel Sauer	nice	Approved	2022-10-23 17:54:32	✏
3	Antwon Hodkiewicz	Marcia Bernhard	Great Course	Approved	2022-10-17 04:52:41	✏
4	Pinkie Stoltenberg	Marcel Sauer	Really liked the Course	Approved	2022-10-15 09:57:35	✏

The **Manage Rating Reviews** page lists all the reviews posted by the learners. View the following details from this list:

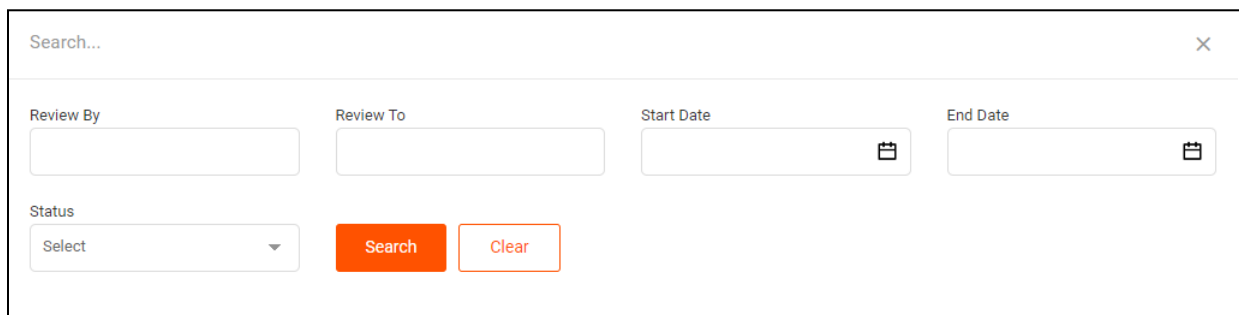- **Review By:** Displays the name of the learner who has posted the review.

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

- **Review To**: Displays the name of the teacher for whom the review has been posted.
- **Review Detail**: Displays the title of the review.
- **Status**: Displays the current status of the review, as Pending, Approved or Declined.
- **Posted**: Displays the date and time stamp that shows when the review was posted by the learner.

Perform the following functionalities on this page:

I. Search

Click on the search bar provided at the top of the page to expand the section and access the following search filters:

- **Review By**: Type the name of the learner to search for reviews posted by them.
- **Review To**: Type the name of a teacher to search for reviews posted for the teacher.
- **Start Date**: From the calendar drop down, select a date to search for reviews posted on or after this date.
- **End Date**: From the calendar drop down, select a date to search for reviews posted on or before this date.

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

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

- **Status**: Search by the current display status of the review as **Pending**, **Approved** or **Declined**.

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

II. Edit ✏️

Click on the edit icon button ✏️ provided under the **Action** header to open the **Course Rating Information** pop-up window.

Course Rating Information

Course Name	Basic French Words & Phrases You Should Know By Now
Reviewed By	Josiane Brown
Rating	★★★★★
Review Title	Course review
Review Comments	Course was good and informative

Change Status

Status* | Pending ▾

Save Changes

View the course details, such as, **course name**, **name of the learner**, **star rating** given to the course, **title of the review** and the **review comments**.

Update the status of the review from the **Change Status** section. From the drop down list given with the mandatory **Status** field, select **Approved** to approve the review and make it visible on the platform. Or, select **Declined** to decline the review and it will not be displayed with the course details. Click on **Save Changes** to save the changes made. The concerned teacher is notified through a system generated email about the published review.

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

The default status of the reviews posted by the learners is manageable from the **Manage Settings > General Settings > Options** section.

- When the reviews are updated as **Approved** by default, they are posted directly on the platform. However, admin can later change the status of reviews from the **Manage Rating Reviews** page.
- When the reviews are updated as **Pending** by default, the reviews are posted on the platform only after getting approval from the admin.

5.7 Refund Requests

Access the course cancellation and refund requests logged by learners from the **Refund Requests** sub-module. Being the system admin, you are responsible to review these requests and update the pending requests. The course fee is refunded to learners only when the requests are approved from this section. Once approved, the learner receives a complete refund of the course fee.

The requests' status is updated according to the course cancellations settings. Manage the concerned settings from the **Manage Settings > General Settings > Options** section.

Manage Course Refund Requests
Home / Course Refund Requests

SR. NO	COURSE NAME	LEARNER NAME	STATUS	REQUESTED ON	ACTION
1	Learn Spanish Alphabets with pronunciation	Lonie Wintheiser	Refund Pending	2022-12-14 13:48:57	...
2	Learn Italian - Improve Your Fluency! Common Italian Words & Phrases!	Josiane Brown	Refund Approved	2022-12-14 13:45:49	...
3	Basic Chinese Words & Phrases You Should Know By Now	Josiane Brown	Refund Approved	2022-12-14 13:19:56	...
4	Learn Mexican for Business Professionals and Job Seekers	Lonie Wintheiser	Refund Declined	2022-09-28 10:29:11	...

View the following details from this page:

- **Course Name**: Displays the name of the course that has been canceled.
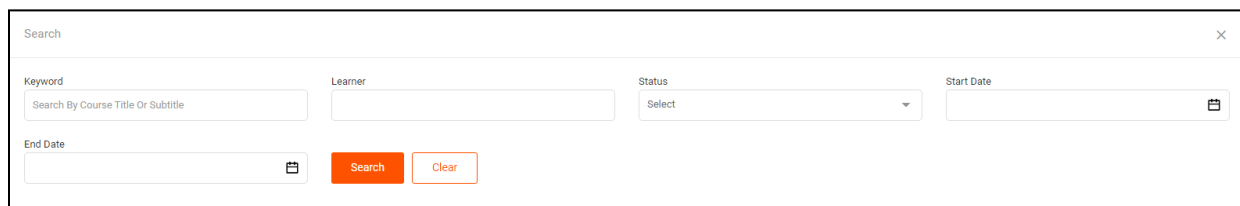
Star (*) marked fields are compulsory and can't be left blank.

- **Learner Name**: Displays the name of the learner requesting to cancel the course.
- **Status**: Displays the status of the request.
- **Requested On**: Displays the date of submitting the request.

Perform the following actions on this page:

I. Search

Click on the search bar provided at the top of the **Manage Course Refund Requests** page to expand the section and access the following search filters:

- **Keyword**: Type the title of the course as a keyword to perform the search.
- **Learner**: Type the name of a learner to search for the requests logged by the learner.
- **Status**: Search by the current status of the request as **Request Pending**, **Approved** or **Declined**.
- **Start Date**: From the calendar drop down, select a date to search for cancellation requests submitted on or after this date.
- **End Date**: From the calendar drop down, select a date to search for cancellation requests submitted on or before this date.

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

II. Action ⋯

Hover over the meatballs menu icon ⋯ to access the following options:

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

a. View: Click on **View** to open the **Course Refund Request Detail** pop-up window where the refund request details can be viewed in the following sections:

Course Refund Request Detail

Request Information

Requested On	2022-12-14 13:48:57
Status	Refund Pending
Comments	Not required

Course Information

Course Title	Learn Spanish Alphabets with pronunciation
Course Sub Title	Spanish for beginner
Course Detail	It becomes MUCH simpler to learn new words from context after you are familiar with a significant portion of the words in a sentence. This is the fundamental idea behind our approach. You will master ALL the key vocabulary in our Spanish-learning curriculum, laying the groundwork for you to naturally pick up the rest of the language as you go.
Course Price	$127.00
Course Duration	02m
Status	Published

Profile Information
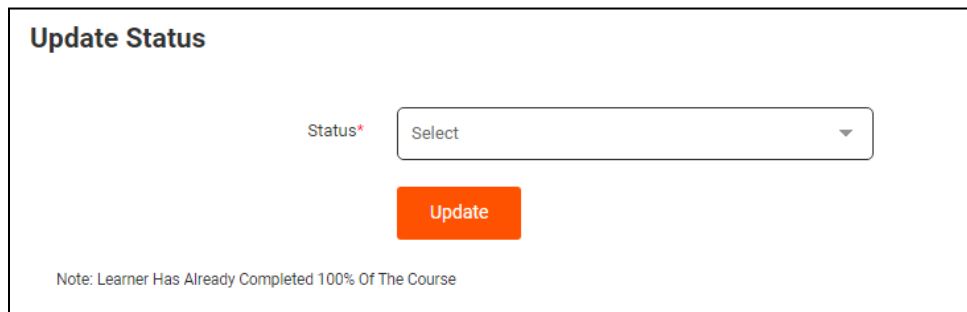
First Name	Lonie
Last Name	Wintheiser
Gender	Female
Email	lonie.wintheiser@dummyid.com

- **Request Information**: View the request details, such as, date of logging the request, current status of the request and the learner's comments.
- **Course Information**: View the course details, such as, course title, sub-title, description, course price, duration and current status.

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

- **Profile Information**: View the learner's profile details, such as, first name, last name, gender and registered email address.
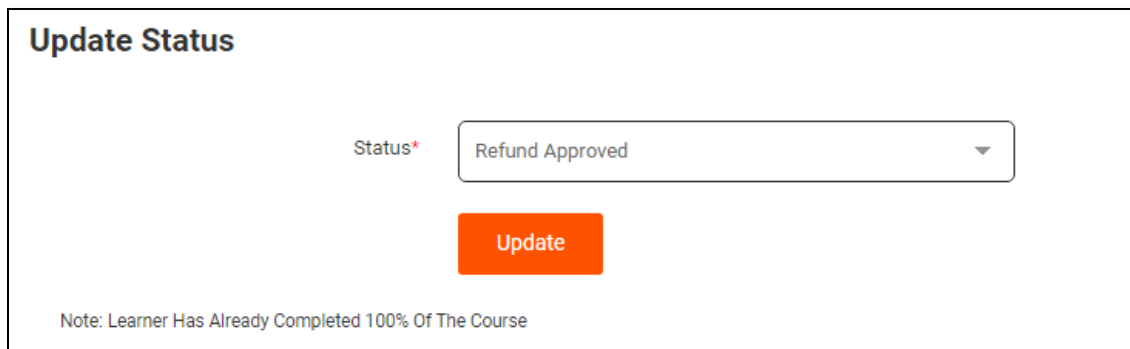
b. Change Status: For the requests yet pending for review, the **Change Status** option is available. Click on it and the **Update Status** pop-up window form is displayed.

Update Status

Status* Select ▼

Update

Note: Learner Has Already Completed 100% Of The Course

From the drop down list provided with the mandatory **Status** field, select one of the following:

- **Refund Approved**: Select **Refund Approved** to approve the refund request. Once approved, the whole course charges are credited in the learner's wallet as refund.

Update Status

Status* Refund Approved ▼

Update

Note: Learner Has Already Completed 100% Of The Course

- **Refund Declined**: Select **Refund Declined** to decline the course cancellation and refund request. Enter the supporting comments in the mandatory **Comments** field.

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

Update Status

Status* | Refund Declined ▼

Comment* | [   ]

[Update]

Note: Learner Has Already Completed 100% Of The Course

Click on **Update** to successfully update the status of the request and move back to the **Manage Course Refund Requests** page. The request status is updated here and a system generated email is sent to the learner to notify them about the request update.

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

6.1 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

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

the orders list arranged in a reverse chronological order according to their order dates:

- **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, course purchased, subscription, giftcard, so on and so forth.
- **Items**: Displays the number of items purchased in one order.
- **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.
- **Date and Time**: Displays the date and time when order was placed.

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

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.

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

  - **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.

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

- **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

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

class package, wallet recharge, course and subscription orders are shown here:

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

Course Details

Course Title : Basic French Words & Phrases You Should Know By Now
Teacher Name : Marcia Bernhard
Teacher Email : marcia.bernhard@dummyid.com
Amount : $345.00
Admin Commission (%) : 5.00%

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

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.

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:
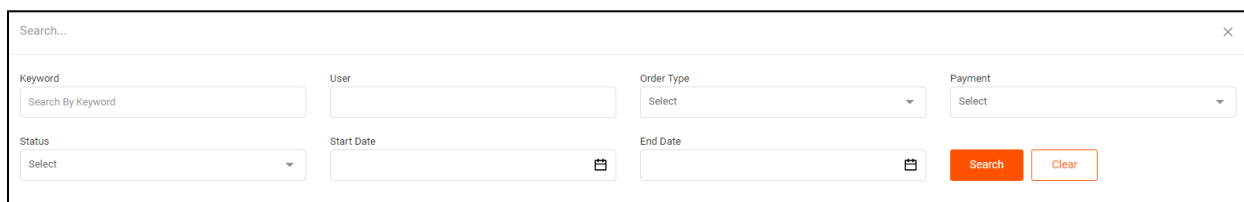
Order Payments

Payment Method*
Bank Transfer

Txn Id*

Amount*

Comments*

Save Changes

- ○ **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:

Search...   ✕

Keyword   User   Order Type   Payment
Search By Keyword   Select   Select

Status   Start Date   End Date
Select   Search   Clear

- **Keyword**: Type the order ID or user name to search by keywords.
- **User**: Type the user's name to perform user specific search.

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

- **Order Type**: Search by the type of order as, **Lesson**, **Subscriptions**, **Group Classes**, **Group Class Packages**, **Course Purchased**, **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.

6.2 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 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 [eye icon] 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, Review 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@dummmyid.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	Language	Payment	Status
Search By Keyword		Select ▾	Select ▾
Start Date	End Date		
📅	📅	Search Clear	

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

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

- **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.

6.3 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	O000083	2022-05-24	2022-06-21	chhaya thakur	elonmusk	$0.00	$180.00	Is Paid	2022-05-24 17:00:57	Active
20	O000074	2022-05-05	2022-06-02	Avantika	Dharminder Singh	$0.00	$60.00	Is Paid	2022-05-05 15:33:24	Active
19	O000070	2022-04-15	2022-05-13	testtutor Tutor	Dharminder Singh	$0.00	$120.00	Is Paid	2022-04-15 15:50:09	Expired
18	O000053	2022-04-12	2022-05-10	Dharminder Singh	Kapil Grover	$0.00	$15.00	Is Paid	2022-04-12 11:58:38	Expired
17	O000052	2022-04-08	2022-05-06	Camden William	chhaya thakur	$0.00	$480.00	Is Paid	2022-04-08 10:55:01	Expired
16	O000051	2022-04-08	2022-05-06	Stella Steele	chhaya thakur	$0.00	$60.00	Is Paid	2022-04-08 10:53:04	Expired
15	O000050	2022-04-08	2022-05-06	Victoria Berg	chhaya thakur	$0.00	$240.00	Is Paid	2022-04-08 10:50:30	Expired
14	O000049	2022-04-08	2022-05-06	Sahil Sharma	chhaya thakur	$0.00	$120.00	Is Paid	2022-04-08 10:31:54	Expired
13	O000046	2022-04-07	2022-05-05	Sahil Sharma	chhaya thakur	$0.00	$400.00	Is Paid	2022-04-07 15:08:59	Expired
12	O000045	2022-04-07	2022-05-05	chhaya thakur	Dharminder Singh	$0.00	$120.00	Is Paid	2022-04-07 12:55:28	Expired
11	O000036	2022-03-30	2022-04-27	Pranav Jain	Kapil Grover	$0.00	$30.00	Is Paid	2022-03-30 16:43:32	Expired
10	O000034	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 >
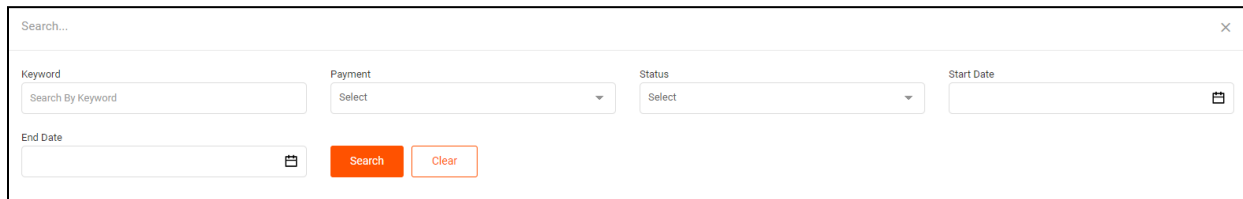
Showing 1 To 12 Of 21 Entries

- **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.

6.4 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. View 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 [eye icon] 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, Review 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:

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.

6.5 Course Orders

The list of all courses' orders placed on the portal is displayed in the **Course Orders** module. The latest order received appears at the top of the list. Access the order details from the **Manage Course Orders** page, such as, Order ID, Learner and Teacher names, course Title, order Net Total, current Payment status, Payment Method used for the order, Date and time of purchase and current course Status.

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

Manage Course Orders
Home / Course Orders

Search... 🔍

ID	ORDER ID	LEARNER	TEACHER	TITLE	TOTAL	DISCOUNT	NET TOTAL	PAYMENT	PAY METHOD	DATE AND TIME	STATUS	ACTION
26	0000367	Lonie Wintheiser	Marcel Sauer	Learn Spanish Alphabets with pronunciation	$127.00	$0.00	$127.00	Is paid	Wallet	2022-12-14 13:47:38	Completed	...
25	0000366	Josiane Brown	Whitney Gorczany	Basic Chinese Words & Phrases You Should Know By Now	$100.00	$0.00	$100.00	Is paid	Wallet	2022-12-14 13:11:45	Canceled	...
24	0000365	Josiane Brown	Tanya Kirlin	Learn Italian - Improve Your Fluency! Common Italian Words & Phrases!	$0.00	$0.00	$0.00	Is paid	N/A	2022-12-14 10:57:50	Canceled	...
23	0000364	Whitney Gorczany	Jon Kunde	Learn Levantine Alphabets with pronunciation	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-11 12:25:23	Completed	...
22	0000362	Josiane Brown	Marcia Bernhard	Learn Spanish	$50.00	$0.00	$50.00	Is paid	Stripe	2022-11-07 06:22:22	Completed	...
21	0000361	Marcia Bernhard	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-11-04 09:04:25	Completed	...
20	0000359	Teacher	Claudie Stamm	Learn Japanese: Easy Conversation Course for Beginners	$0.00	$0.00	$0.00	Is paid	N/A	2022-10-30 21:20:56	Completed	...
19	0000358	Lonie Wintheiser	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-10-30 01:01:41	Completed	...
18	0000357	Lonie Wintheiser	Marcia Bernhard	Basic French Words & Phrases You Should Know By Now	$345.00	$0.00	$345.00	Is paid	Wallet	2022-10-30 01:01:27	Completed	...
17	0000356	Marge Langworth	Jared Gerhold	Learn Mexican for Business Professionals and Job Seekers	$0.00	$0.00	$0.00	Is paid	N/A	2022-10-29 05:49:23	Completed	...
16	0000355	Josiane Brown	Marcia Bernhard	Learn Spanish	$50.00	$0.00	$50.00	Unpaid	PayPal Standard	2022-10-28 18:09:22	Canceled	...

Action

To view the complete details of an order, hover over the meatballs menu icon [...] provided under the **Action** header and click on **View.** You are redirected to the **Order Details** page. The detailed information about the order is displayed in various sections, such as, **Customer Order Details, User Details, Order Details, Course Details** and **Order Payment History**.

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

Order Detail
Home / Orders / View

Customer Order Detail   •••

Order/Invoice ID: O000367	Order Date: 2022-12-14 13:47:38	Payment Status: Is paid
Order Total Amount: $127.00	Order Net Amount: $127.00	Order Discount: $0.00
Order amount paid: $127.00	Order amount pending: $0.00	Order Status: Completed

User Details

Name : Lonie Wintheiser
Email : lonie.wintheiser@dummyid.com
User ID : 96
User Timezone : UTC -03:00 America/Argentina/San Luis

Order Details

Order Type : Course Purchased
Order/Invoice ID : O000367
Order amount paid : $127.00
Order Date : 2022-12-14 13:47:38

Course Details

Course Title : Learn Spanish Alphabets with pronunciation
Teacher Name : Marcel Sauer
Teacher Email : marcel.sauer@dummyid.com
Amount : $127.00
Admin Commission (%) : 10.00%

Order Payment History

DATE ADDED	TXN ID	PAYMENT METHOD	AMOUNT	GATEWAY RESPONSE
2022-12-14 13:47:40	559	Wallet	$127.00	{"usrtxn_id":559,"usrtxn_type":5,"usrtxn_user_id":96,"usrtxn_amount":"-127.00","usrtxn_datetime":"2022-12-14 08:17:39","usrtxn_comment":"Course Ordered: ID O000367"}

Search

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

Search...	✕

Keyword
Search By Course Title, Teacher, Learner, Order Id

Payment
Select ▾

Status
Select ▾

Start Date
📅

End Date
📅

[Search] [Clear]

- **Keyword**: Type the course order 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 course as, **In Progress**, **Completed** or **Canceled**.
- **Start Date**: Select a date from the calendar drop down to search for orders placed on or after this date.

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

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

6.6 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. Access 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.

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	👁
15	O000060	chhaya thakur	testtutor Tutor	German	$10.00	$0.00	$10.00	Is Paid	Walletpay	2022-04-12 18:24:39	Scheduled	👁
14	O000059	chhaya thakur	testtutor Tutor	German	$10.00	$0.00	$10.00	Unpaid	Stripepay	2022-04-12 18:23:40	Cancelled	👁
13	O000058	chhaya thakur	testtutor Tutor	German	$10.00	$0.00	$10.00	Unpaid	Banktransferpay	2022-04-12 18:23:02	Cancelled	👁
12	O000057	chhaya thakur	testtutor Tutor	German	$10.00	$0.00	$10.00	Unpaid	Banktransferpay	2022-04-12 18:22:17	Cancelled	👁
11	O000044	Stella Steele	Dharminder Singh	Hindi	$120.00	$0.00	$120.00	Is Paid	Walletpay	2022-04-06 17:19:15	Scheduled	👁
10	O000043	Victoria Berg	Dharminder Singh	Hindi	$120.00	$0.00	$120.00	Is Paid	Walletpay	2022-04-06 17:18:53	Scheduled	👁
9	O000042	Sahil Sharma	Dharminder Singh	Hindi	$120.00	$0.00	$120.00	Is Paid	Walletpay	2022-04-06 17:18:20	Scheduled	👁
8	O000041	Sahil Sharma	Dharminder Singh	Hindi	$120.00	$0.00	$120.00	Unpaid	Stripepay	2022-04-06 17:16:40	Cancelled	👁
7	O000040	chhaya thakur	Dharminder Singh	Hindi	$120.00	$0.00	$120.00	Is Paid	Walletpay	2022-04-06 17:15:21	Scheduled	👁

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. View the package details, such as, package name, start time, price, end time, language and so forth.

Package Detail

Learner Name : **chhaya thakur**   Teacher Name : **Kapil Grover**

Package Name : **Lean Thinking to Project Management**   Language : **Tamil**

Package Status : **Scheduled**   Order Payment Status : **Unpaid**

Package Start Time : **2022-04-17 10:00:00**   Package End Time : **2022-04-21 10:30:00**

Package Price : **$49.00**

Order ID : **View O000062**   View Classes : **View Classes**

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**.

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

Order Detail
Home / Orders / View

Customer Order Detail ...

Order/invoice Id: O000044	Order Date: 2022-04-06 15:49:15	Payment Status: Is Paid
Order Total Amount: $120.00	Order Net Amount: $120.00	Order Discount: $0.00
Order Amount Paid: $120.00	Order Amount Pending: $0.00	Order Status: Completed

User Details

User Details
Name : Stella Steele
Email : stella@dummyid.com
User Id : 13
User Timezone : Asia/Kolkata (UTC +05:30)

Order Details

Order Details
Order Type : Class Packages
Order/invoice Id : O000044
Order Amount Paid : $120.00
Order Date : 2022-04-06 15:49:15

Package Class Details

Package Class Details
Teacher Name : Dharminder Singh
Teacher Email : dharminder@dummyid.com
Teacher Id : 8
Teacher Timezone : Asia/Kolkata (UTC +05:30)
Package Name : Fast & effective Landing Page course: Start converting today
Start Date Time : 2022-04-10 19:30:00
End Date Time : 2022-04-15 20:00:00
Total Seats : 50
Package Price : $120.00
Admin Commission (%) : 12.10%/Per Class
View Packages Order
View Class Order

Order Payment History

DATE ADDED	TXN ID	PAYMENT METHOD	AMOUNT	GATEWAY RESPONSE
2022-04-06 15:49:16	15	Wallet	$120.00	{"usrtxn_id":15,"usrtxn_type":4,"usrtxn_user_id":13,"usrtxn_amount":"-120.00","usrtxn_datetime":"2022-04-06 11:49:15","usrtxn_comment":"Packag Ordered: Id O000044"}

 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.

6.7 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:

- **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**.

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:

- **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.

6.8 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. View 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

Showing 1 to 9 of 74 Entries
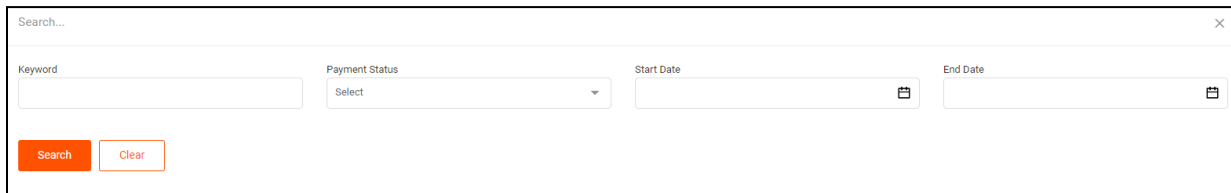
- **Order ID:** Displays the unique order ID.
- **User Name:** Displays the name of the user initiating the request.
- **Total:** Displays the total amount of wallet recharge requested.
- **Payment:** Displays the current payment status as **Is Paid** or **Unpaid**.

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

- **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 typing username 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.

7. 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. These issues are directed towards the respective teacher for redressal. If the

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

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.

7.1 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**.

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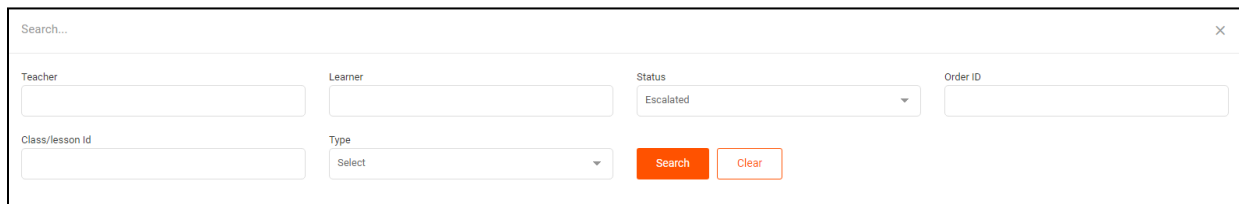
Once done, click on **Save** to update the issue. Once resolved, the issue is moved to the **All Reported Issues** module and is no longer displayed on the **Escalated Issues** page.

An email is sent to the concerned learner and teacher notifying them 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:

- **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.

7.2 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. View the issue details from here, such as, **Type, Class/Lesson ID, Order ID, Issue, Reported By, Reported On** and **Status**.

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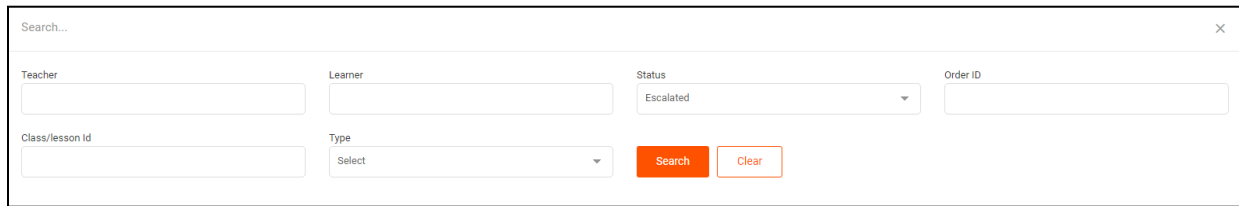
An email is sent to the concerned learner and teacher notifying them about the resolution provided. The issue is updated as **Closed** on the **Reported Issues** page for both learner and teacher.

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.

8. 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
➢ Spoken Language

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

- ➢ 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.

8.1 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.
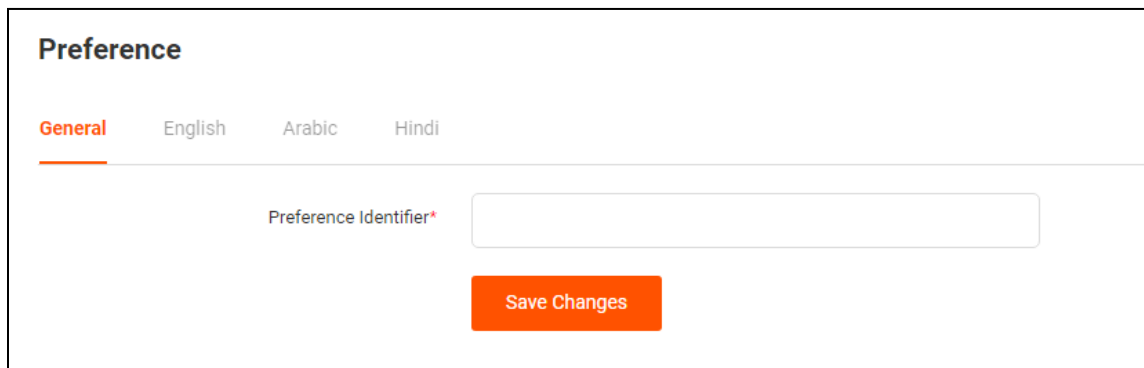
The list of accents displays the **Preference Identifier** and **Preference Title** details. Perform the following functions from this page:

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

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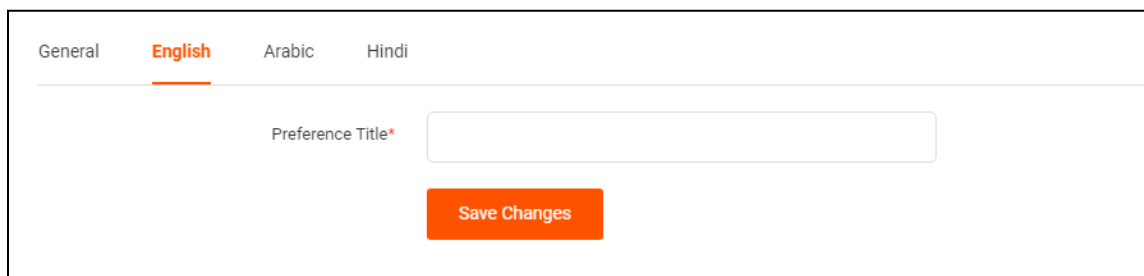
Click on **Add New** from the upper right corner of the list. The **Preference** window form appears with the following tabs:

- **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.
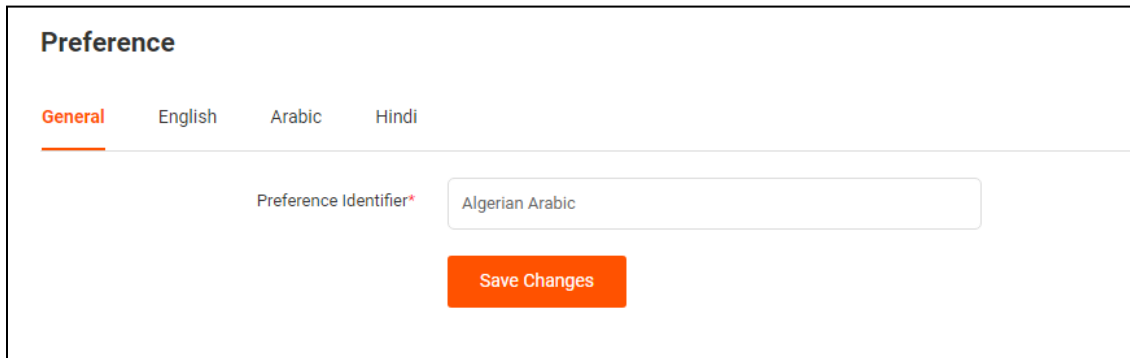
II. Drag And Drop

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.

8.2 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.

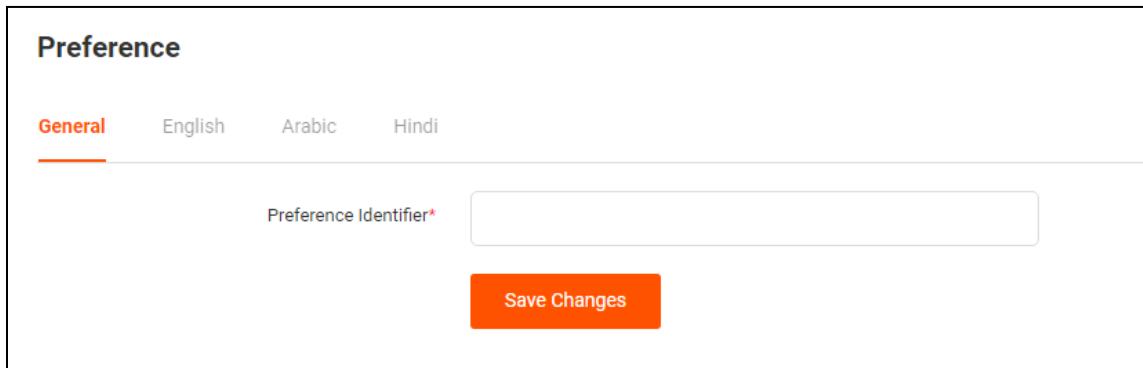|	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
⊹	1	(A1) Beginner	(A1) Beginner	...
⊹	2	(A2) Upper Beginner	(A2) Upper Beginner	...
⊹	3	(B1) Intermediate	(B1) Intermediate	...
⊹	4	(B2) Upper Intermediate	(B2) Upper Intermediate	...
⊹	5	(C1) Advanced	(C1) Advanced	...
⊹	6	(C2) Upper Advanced	(C2) Upper Advanced	...

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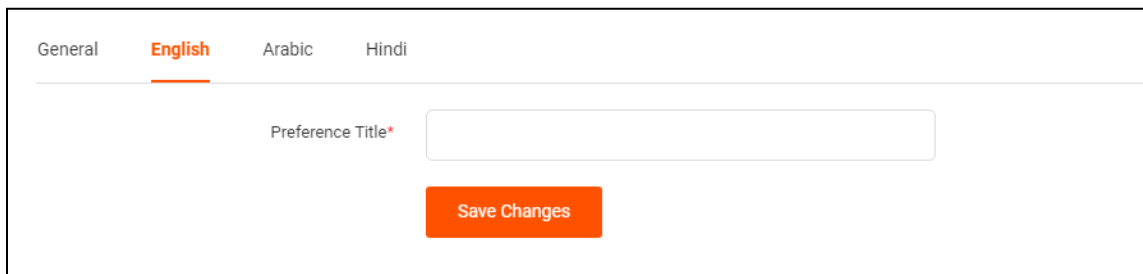
I. Add A New Level

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.
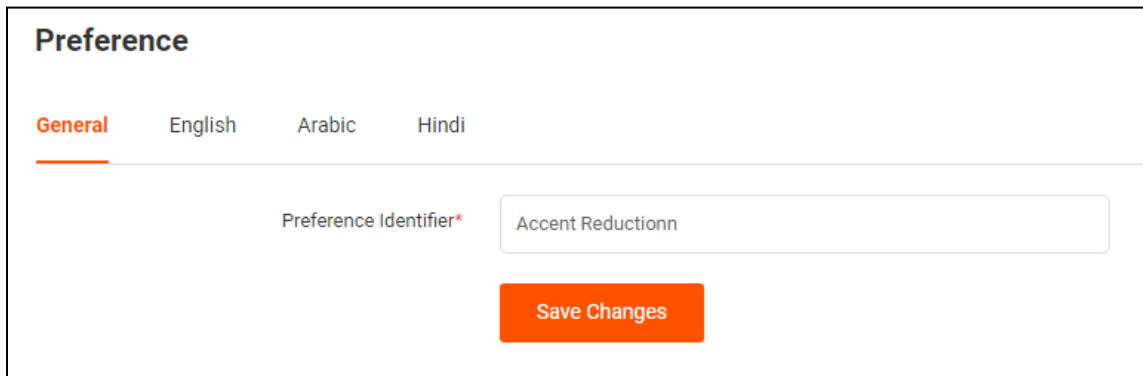
II. Drag And Drop ⊕

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.

8.3 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.
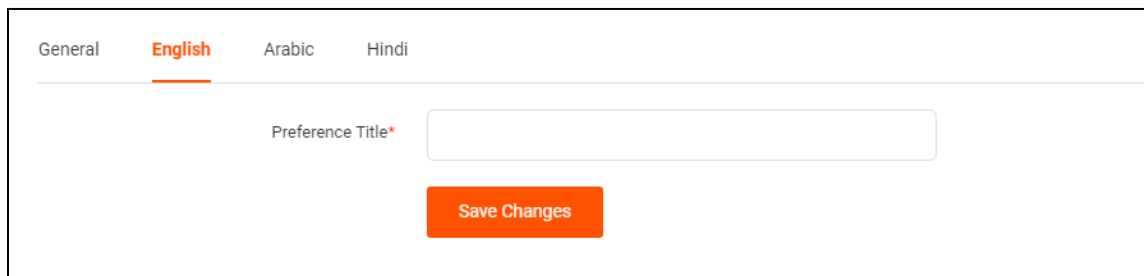
Star (*) marked fields are compulsory and can't be left blank.

Preference

General English Arabic Hindi

Preference Identifier*

[   ]

Save Changes

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

General **English** Arabic Hindi

Preference Title*

[   ]

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:

- **Edit:** Select **Edit** to open the **Preference** window form. Edit/Update the **Preferences Identifier** and/or **Preference Title** 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 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.

8.4 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.

	SR NO	PREFERENCE IDENTIFIER	PREFERENCE TITLE	ACTION
		Manage Preferences > Lesson Includes Home / Preferences	Preferences Update Notice	Add New
⊹	1	Curriculum	Curriculum	...
⊹	2	Proficiency Assessment	Proficiency Assessment	...
⊹	3	Homework	Homework	...
⊹	4	Quizzes /Tests	Quizzes /Tests	...
⊹	5	Learning Materials	Learning Materials	...
⊹	6	Reading Exercises	Reading Exercises	...
⊹	7	Lesson Plans	Lesson Plans	...
⊹	8	Writing Exercises	Writing Exercises	...

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.

Preference

General   English   Arabic   Hindi

Preference Identifier* [   ]

Save Changes

- **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.

8.5 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.

8.6 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:

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

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

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.

8.7 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.

	SR NO	LANGUAGE IDENTIFIER	LANGUAGE NAME	STATUS	ACTION
⊕	1	Afar	Afar	⬤	...
⊕	2	Abkhazian	Abkhazian	⬤	...
⊕	3	Avestan	Avestan	⬤	...
⊕	4	Afrikaans	Afrikaans	⬤	...
⊕	5	Amharic	Amharic	⬤	...
⊕	6	Aragonese	Aragonese	⬤	...
⊕	7	Arabic	Arabic	⬤	...
⊕	8	Assamese	Assamese	⬤	...
⊕	9	Avaric	Avaric	⬤	...
⊕	10	Aymara	Aymara	⬤	...
⊕	11	Azerbaijani	Azerbaijani	⬤	...

Manage Spoken Language — Home / Speak Language — Spoken Language Update Notice — Add New

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.

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.

8.8 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**.
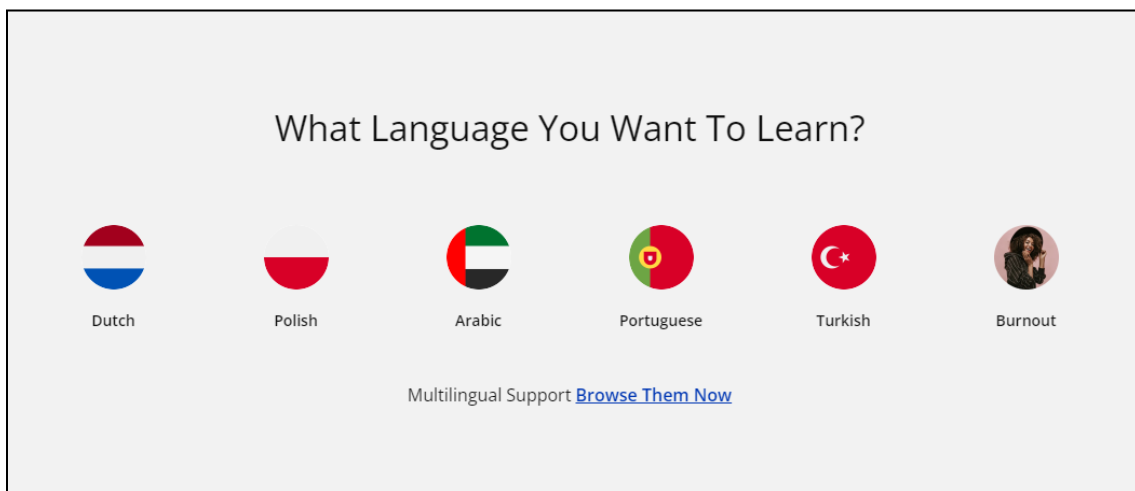
Star (*) marked fields are compulsory and can't be left blank.

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.

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 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.

8.9 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.

View 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:

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

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

○ **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**.

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.

Issue Report Options Setup

| General | English | Arabic | Hindi |

Option Identifier*   TEST1

Status   Active ▾

Save Changes

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.

8.10 Price Slabs

Yo!Coach Plus 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.

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

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	⬤	...

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 Plus 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.

9. 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.

9.1 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.
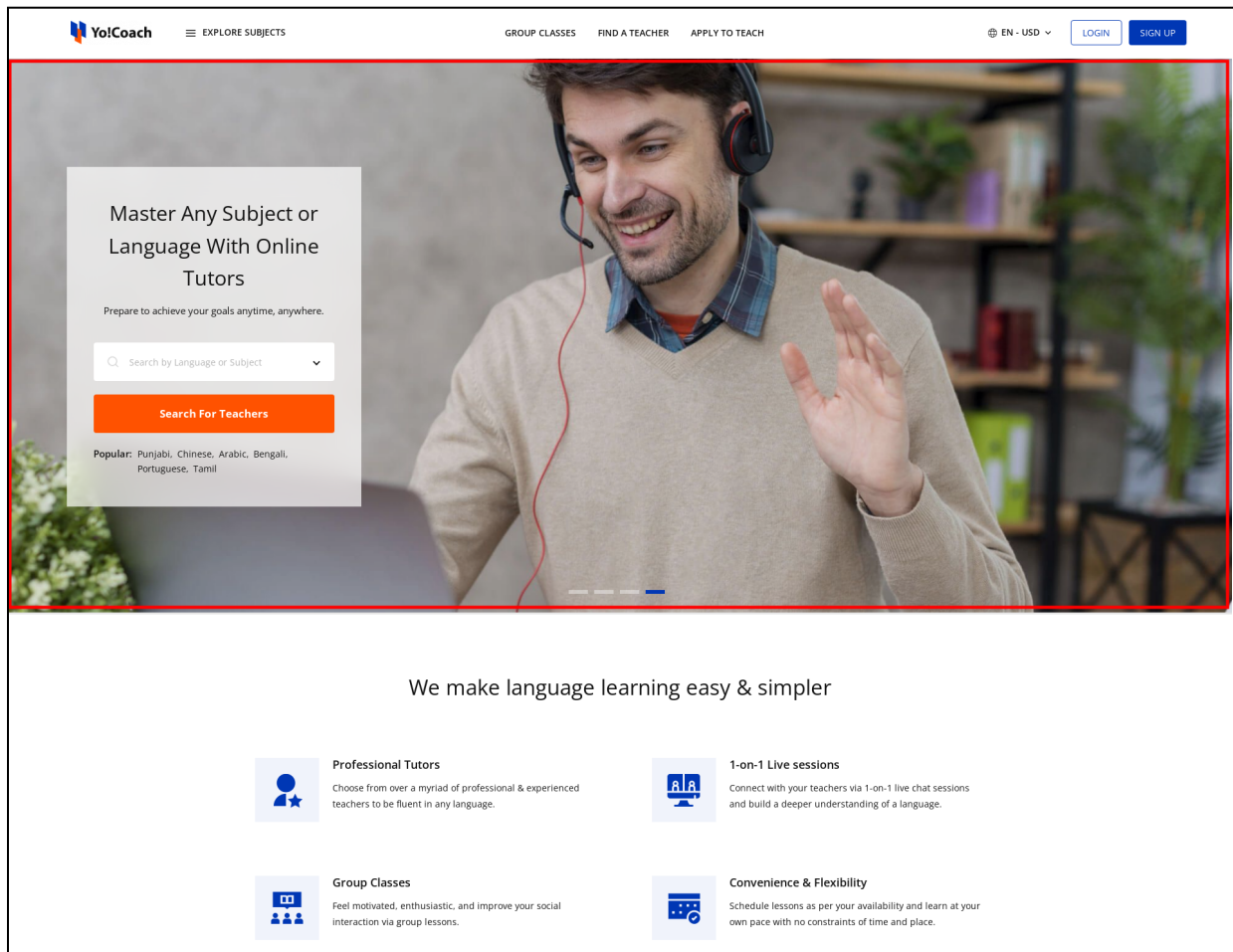
Yo!Coach Plus facilitates you to add an innumerable number of slides. However, only the first four slides are displayed on the home page. The order in which slides are displayed can be changed using the Drag and Drop functionality which is explained later in this section.

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

	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	⬤	•••

View 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:

- ○ **Slide Identifier***: Enter a unique slide identifier.

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

- **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.

9.2 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.

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

Layout 1:

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

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

Layout 2:

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.

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

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

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 ▼
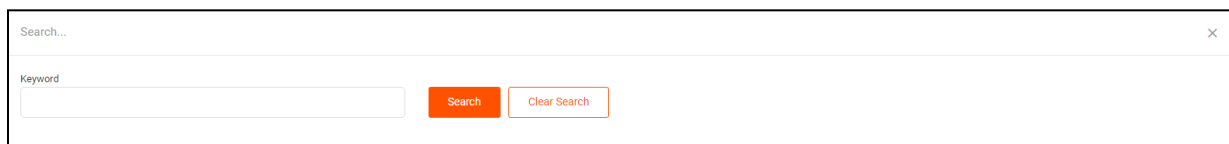
Save Changes

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

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

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

9.3 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.

Manage Content Blocks
Home / Content Block

Content Blocks

S/N	TITLE	STATUS	ACTION
1	How To Start Learning? (How To Start Learning?)	⬤	•••
2	Apply to teach static banner section (Apply to teach banner section)	⬤	•••
3	Apply to teach Become a tutor (Apply to Teach Become a tutor)	⬤	•••
4	Apply to teach features section (Apply to teach features section)	⬤	•••
5	Benefits section (Benefits section)	⬤	•••
6	Contact Left Section (Contact left section)	⬤	•••
7	Contact Banner (Contact Banner)	⬤	•••
8	Browse Tutor (Browse tutor section)	⬤	•••
9	Why Us Block (Why Us Block)	⬤	•••
10	Teacher Profile info bar (Teacher Profile info bar)	⬤	•••

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:

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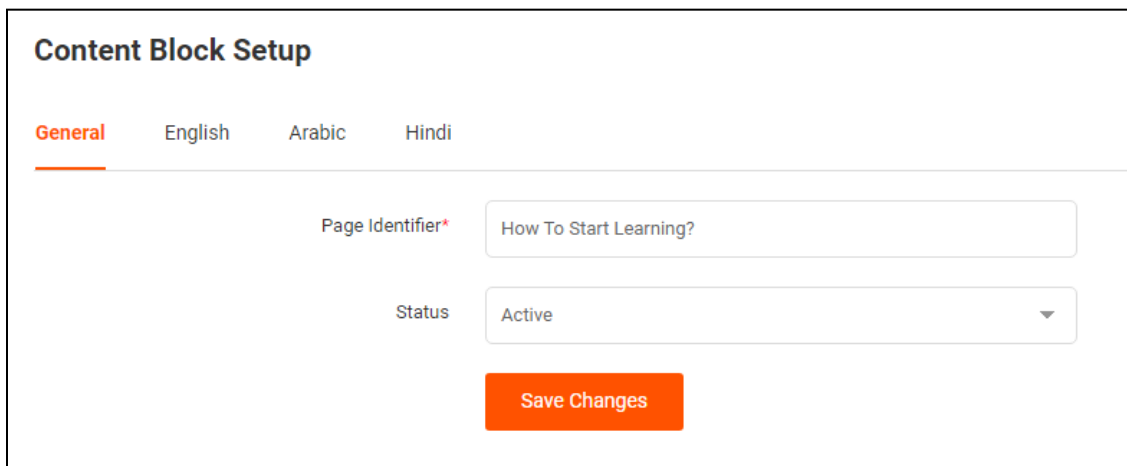
I. Status

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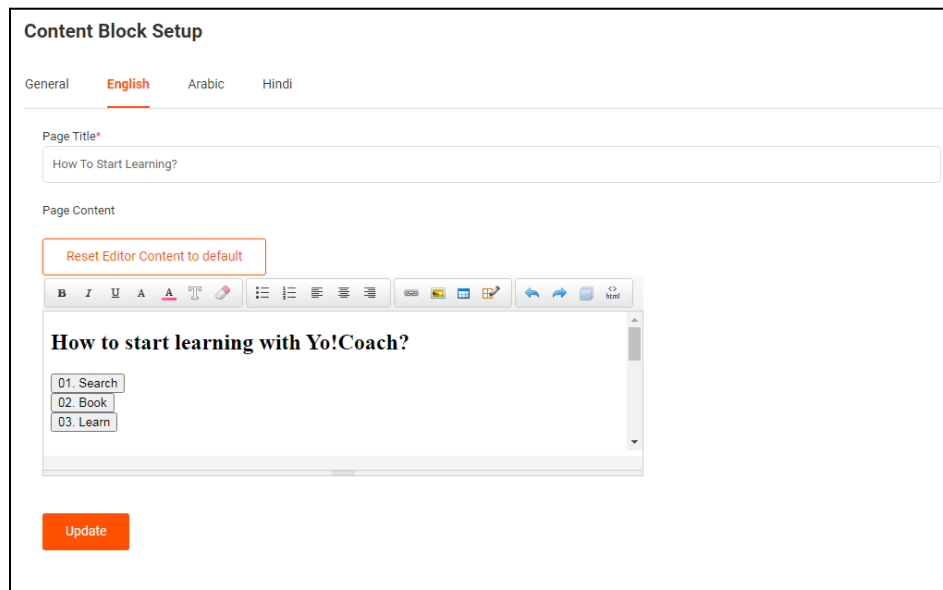
- **General:** Enter the following general information:

- ○ **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:

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

Content Block Setup

General **English** Arabic Hindi

Page Title*

How To Start Learning?

Page Content

Reset Editor Content to default

How to start learning with Yo!Coach?

01. Search
02. Book
03. Learn

Update

- ○ **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.

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 Plus team for further support.

9.4 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

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

navigation blocks. However, the system allows you to manage the pages listed under the different blocks through the **Manage Navigations** page.

View 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
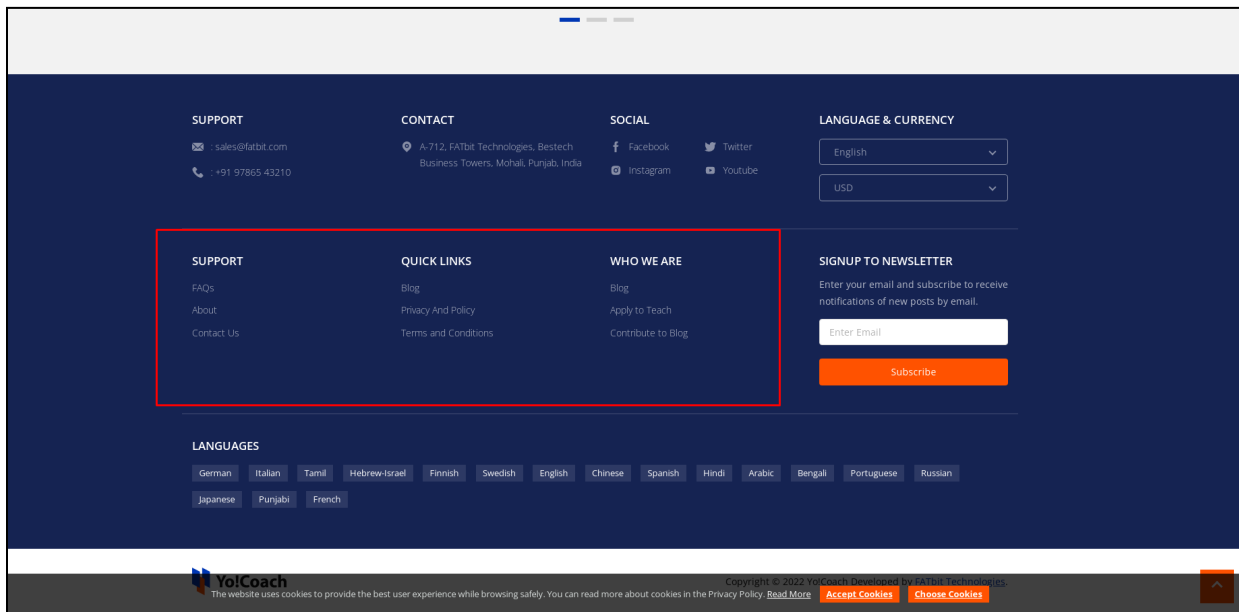
Perform the following functions on the **Manage Navigations** page:

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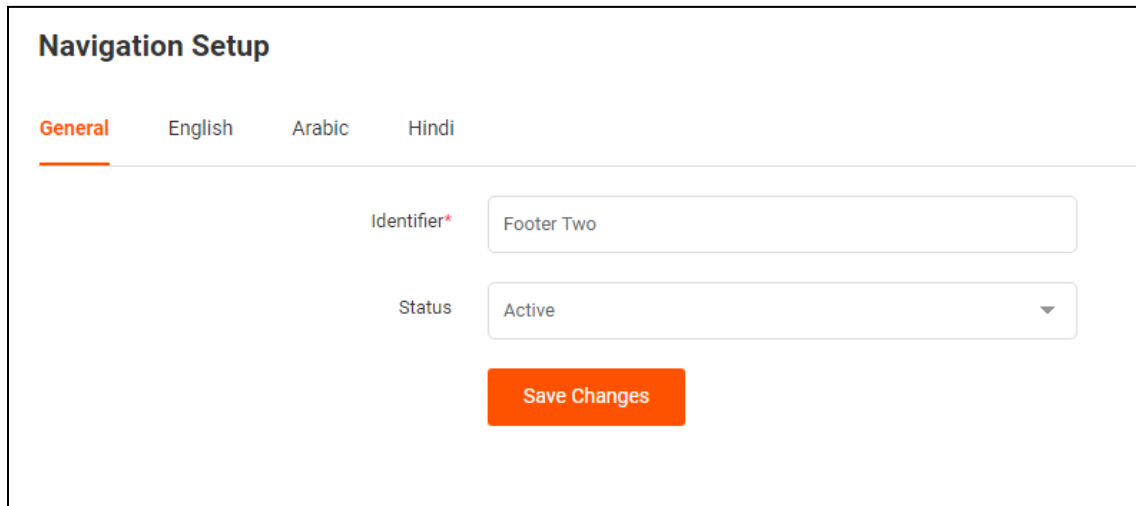
Hover over the meatballs icon provided under the **Action** header to access the following options:

i. Edit

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

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

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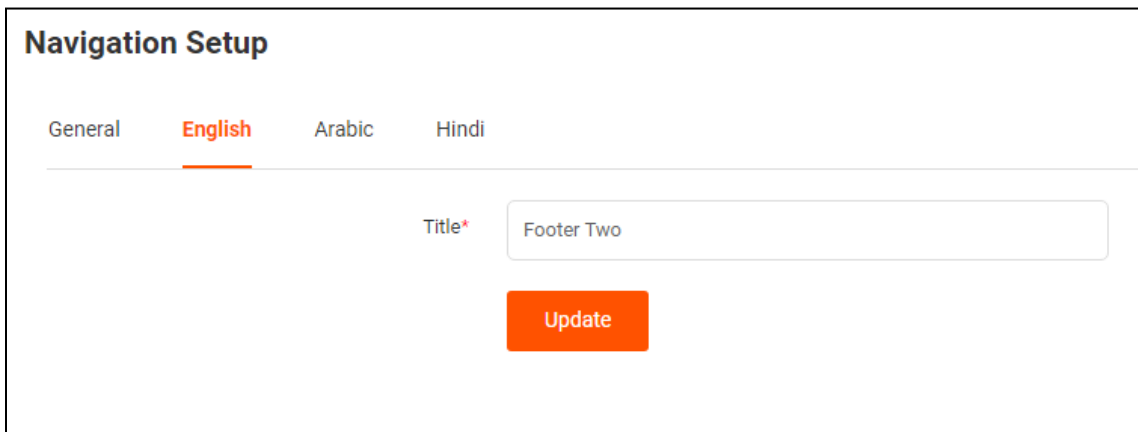
- **Identifier***: Edit/Update the navigation identifier.
- **Status**: Select the navigation status from the drop down list as **Active** or **Inactive**.

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.

	SR. NO	CAPTION	ACTION
⊕	1	Blog (Blog)	•••
⊕	2	Privacy And Policy (Privacy And Policy)	•••
⊕	3	Terms and Conditions (Terms and Conditions)	•••

Navigation Pages
Home / Navigations / Pages
Back   Add New

Perform the following functions from this page:

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:

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

Navigation Link Setup

General   English   Arabic   Hindi

Caption Identifier* [   ]

Type* [Cms Page   ▾]

Link Target* [Same Window   ▾]

Login Protected* [Both   ▾]

Link To Cms Page [Select   ▾]

Display Order [   ]

[Save Changes]

○ **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.

○ **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.

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

- **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.

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.

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

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.

9.5 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.

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

The system does not allow you to add new countries or delete the existing countries. Contact the Yo!Coach Plus 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**.

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:

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

- ○ **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.

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

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

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.

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.

9.6 Video Content

Yo!Coach Plus 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.

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

	SR NO	TITLE	LINK	STATUS	ACTION
			Manage Video Content Home / Video Content		Add New
⊹	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	⬤	✏ 🗑

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:

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

i. General: Enter the following details:

- **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 (عربی)

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.

9.7 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:
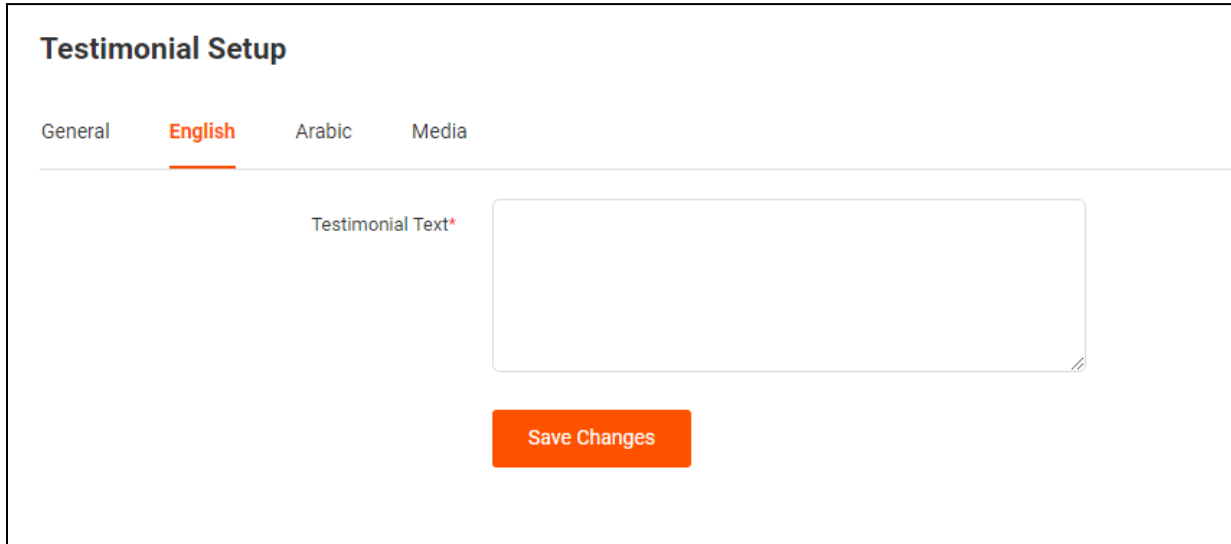

- **Testimonial Identifier***: Enter a unique testimonial identifier.
- **Testimonial User Name***: Enter the name of the user who has submitted the testimonial.
- **Status**: Select the current status of the testimonial from the drop-down list as **Active** or **Inactive**.

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

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 (عربى)   **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.

Testimonial Setup

General   English   Media

Testimonial Identifier* [Satisfied]

Testimonial User Name* [Tom]

Status [Active ▾]

[**Save Changes**]

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.

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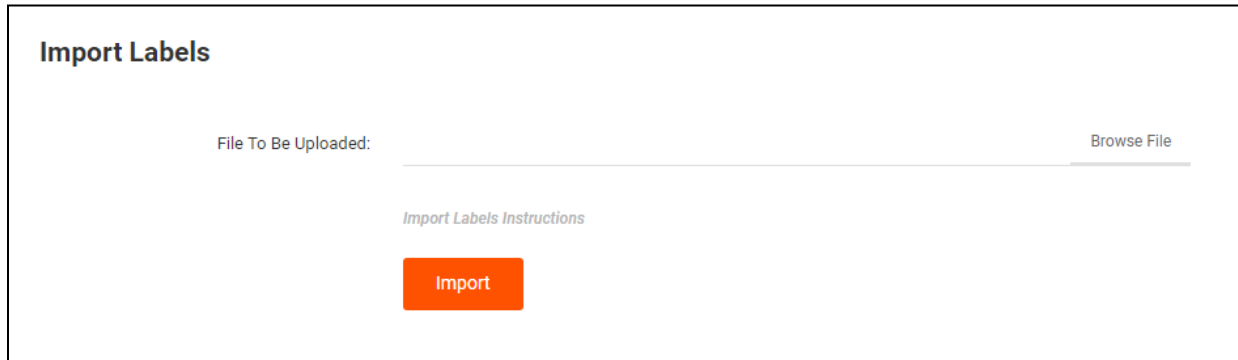
While exporting the language labels file, make sure that the file is in .csv format.

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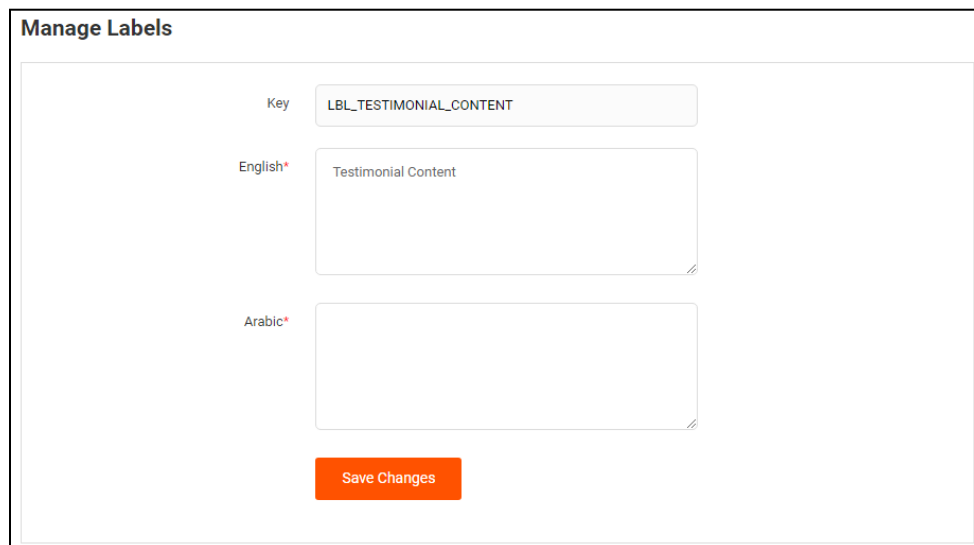
ii. Import: Click on **Import** and the **Import Labels** window form appears.

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:

Manage Labels

Key   LBL_TESTIMONIAL_CONTENT

English*   Testimonial Content

Arabic*

[Save Changes]

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

- **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.

9.9 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 Plus facilitates you to add new categories and link FAQs under them.

🚫 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.

	SR NO	CATEGORY NAME	STATUS	ACTION
✛	1	General Queries	🟢	...
✛	2	Application / Requirements	🟢	...
✛	3	Payments	🟢	...
✛	4	Apply To Teach	🟢	...
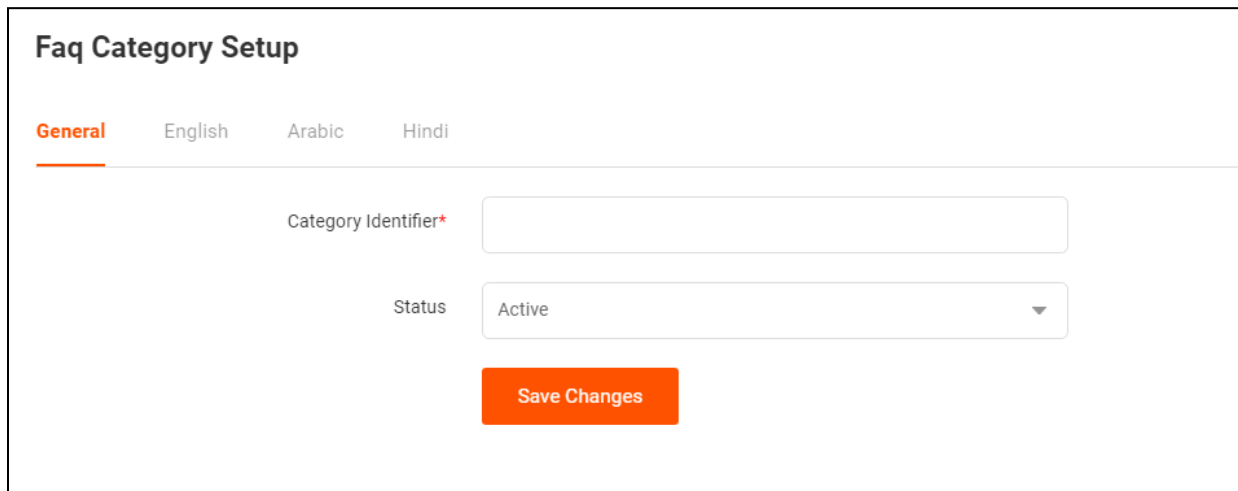
Manage Faq Categories
Home / Faq Categories
Add New

Perform the following functions on this page:

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

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:

Faq Category Setup

General   English   Arabic   Hindi

Category Identifier* [   ]
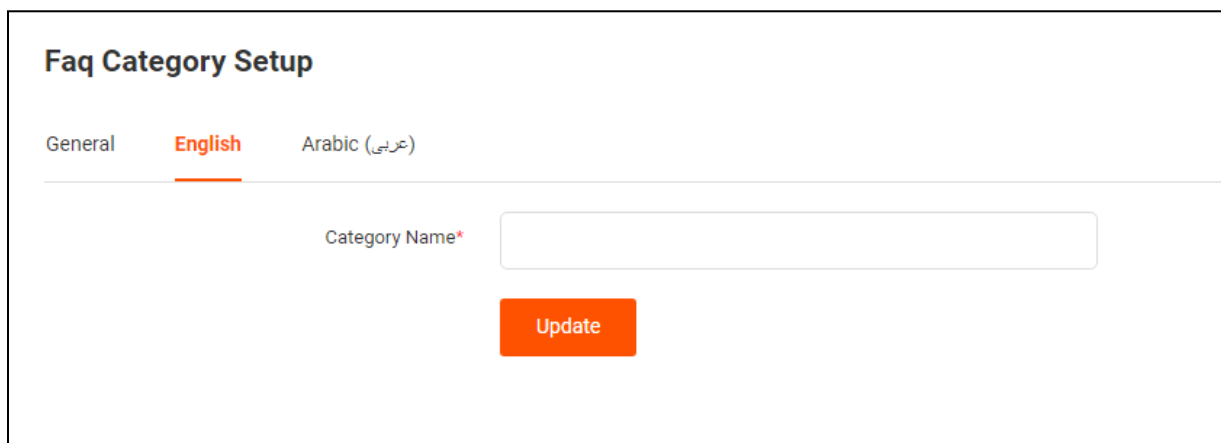
Status [Active ▾]

[**Save Changes**]

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

Faq Category Setup

General   **English**   Arabic (عربی)

Category Name* [   ]

[**Update**]

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.

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.

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.

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 category from the system.

9.10 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 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.

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

Manage Faq
Home / Faq

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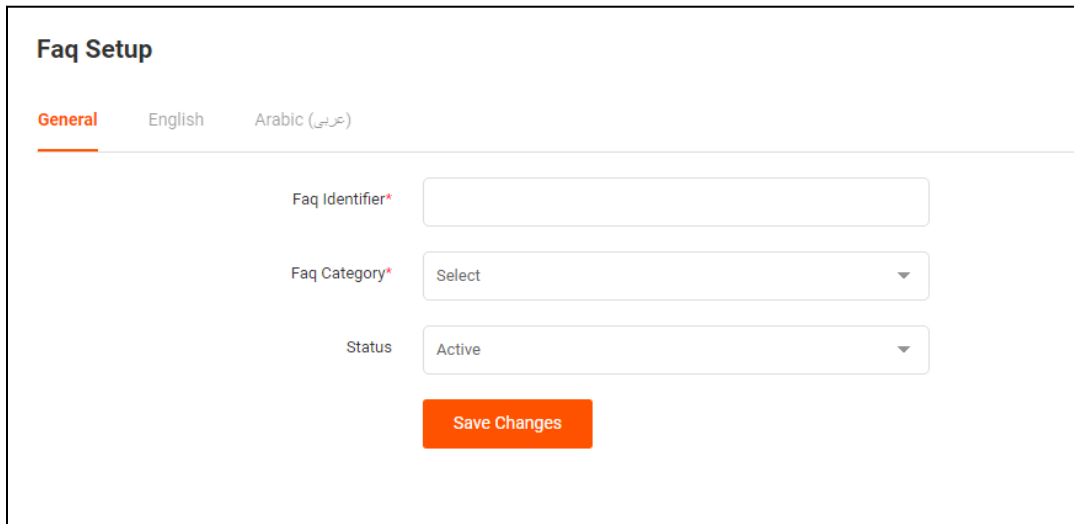
View the **FAQ Identifier** and **FAQ Title** details and perform the following functionalities on this page:

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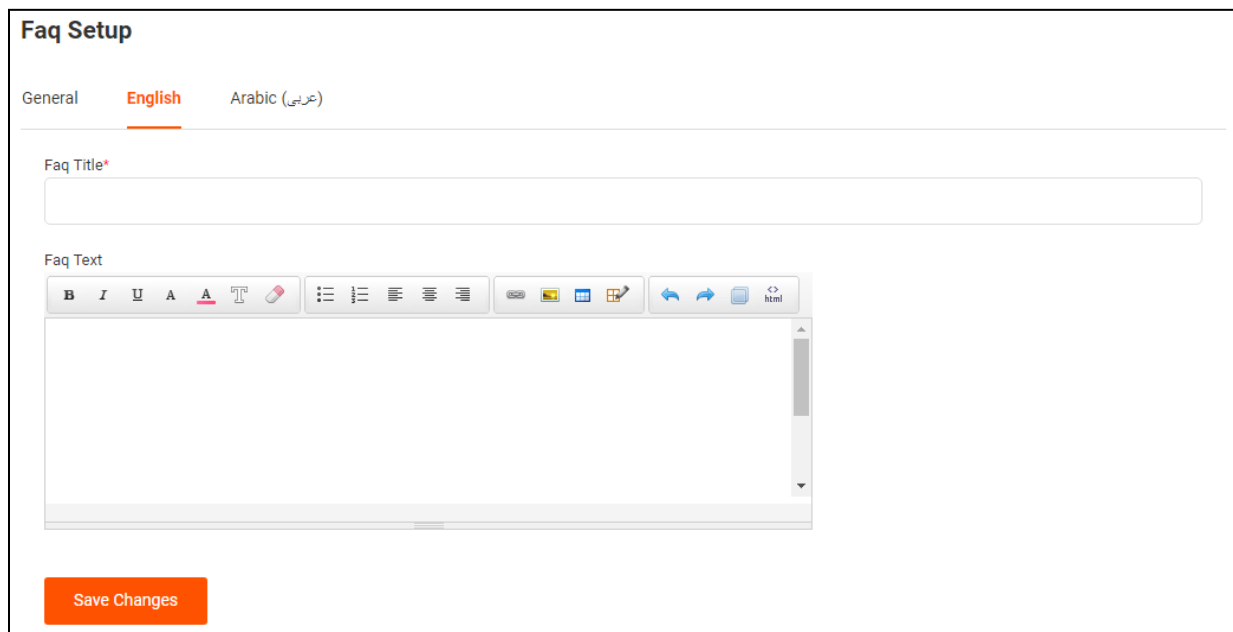
Star (*) marked fields are compulsory and can't be left blank.

- **FAQ 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 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.

Faq Setup

General   English   Arabic (عربى)

Faq Identifier*   I am a new teacher. How does YoCoach work?

Faq Category*   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 from the system.

IV. Search

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

Search...

Keyword

Search   Clear Search

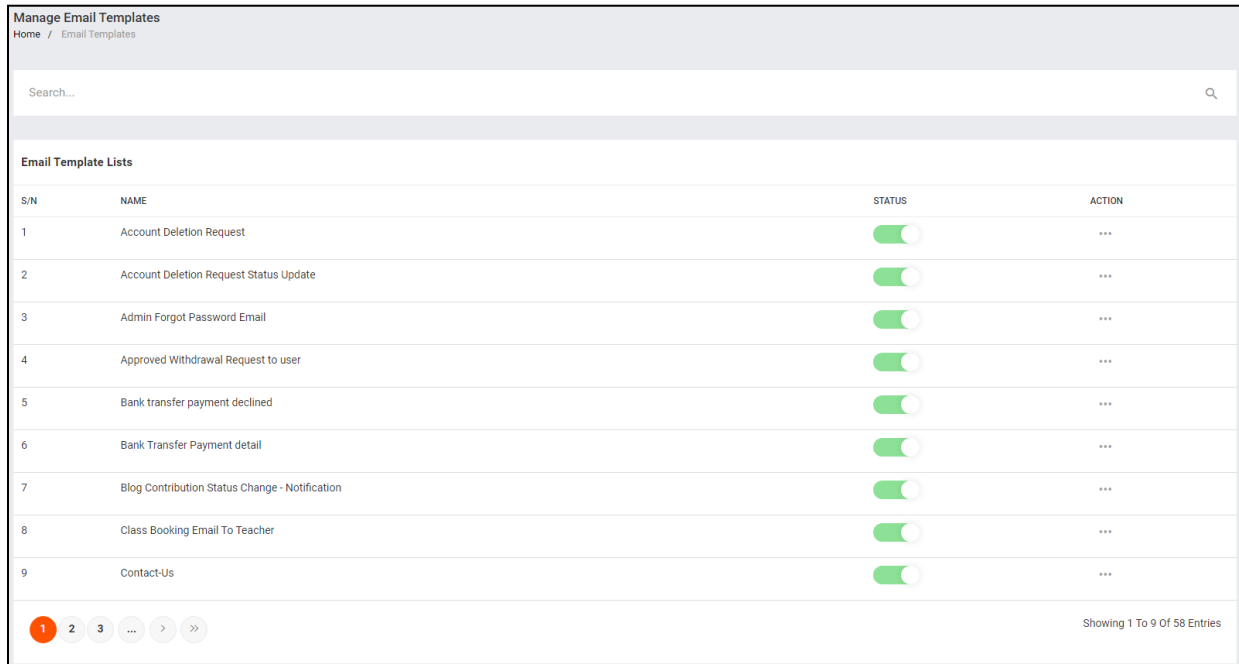Type the FAQ identifier or title as relevant keywords in the displayed **Keyword** field and click **Search** to generate the results. Click on **Clear Search** to display the complete list again.

9.11 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 Plus 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***

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.
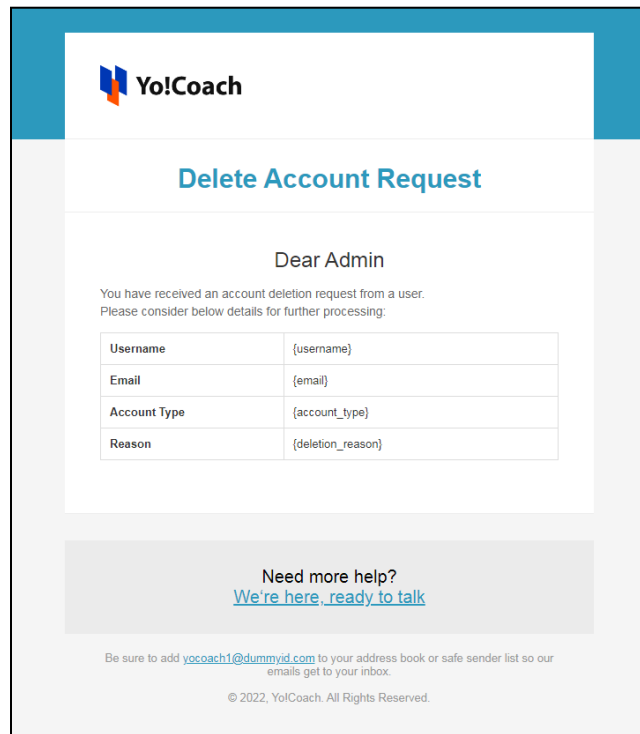
10. Manage Settings

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.

10.1 General Setting

This section allows you to manage the system general settings.
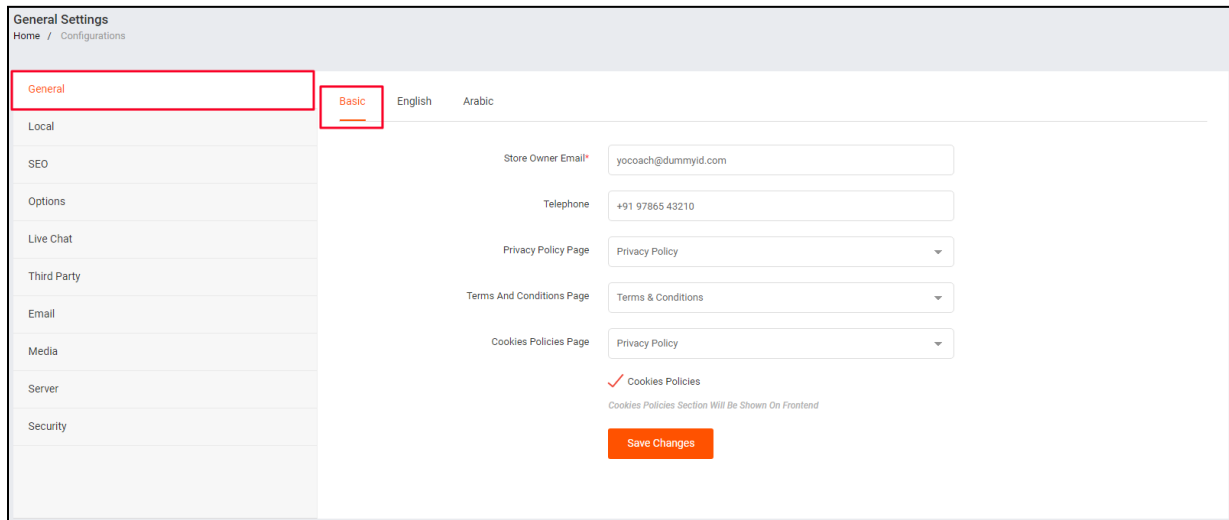
Star (*) marked fields are compulsory and can't be left blank.

10.1.1 General
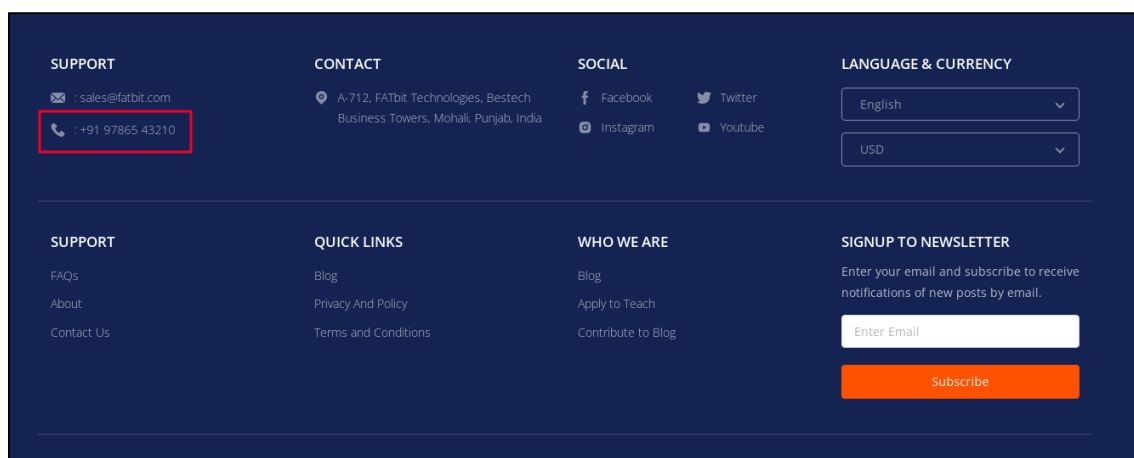
Access the multitude of general settings from the following tabs:

a. Basic

The following settings are displayed:
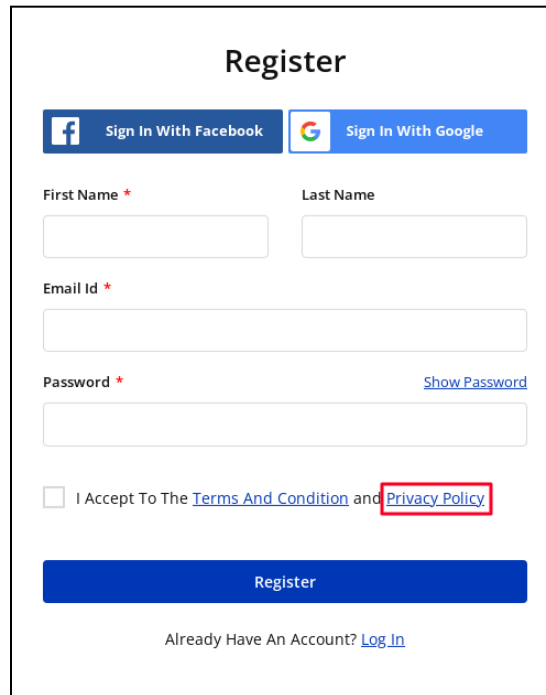
- **Store Owner Email***: Enter the email address of the site owner. All the system email notifications generated for the admin are mailed to this email address.
- **Telephone**: Enter the official phone number to be displayed under the **Support** section on the system front-end.

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.
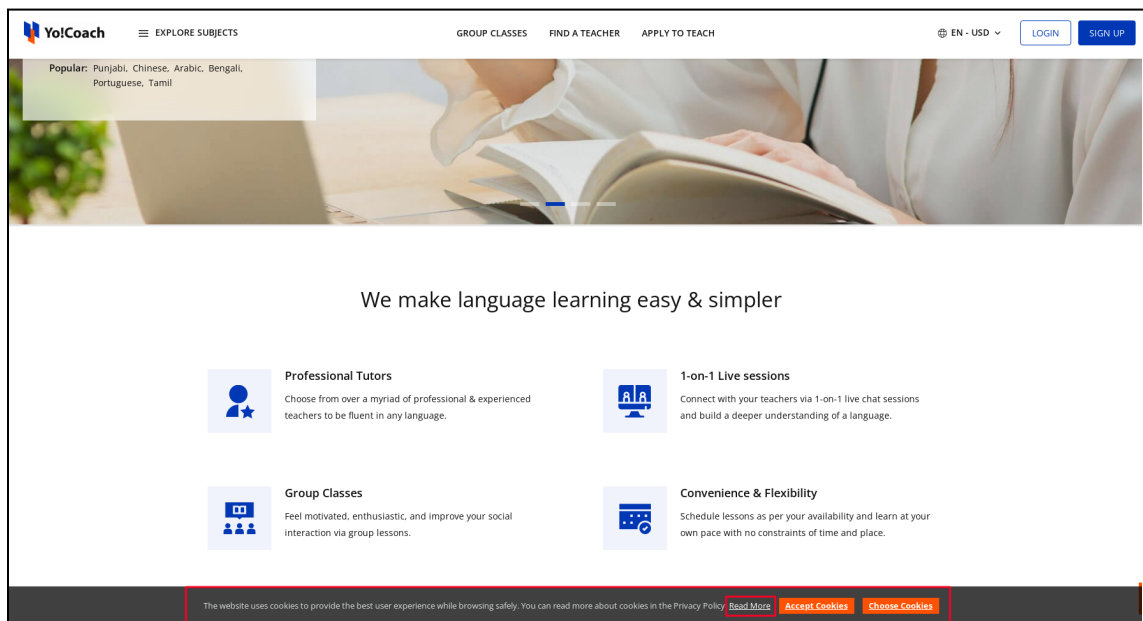
- **Cookies Policies** ☑ : Select the **Cookies Policies** checkbox to display the cookies policies prompt on the system front-end footer.

Star (*) marked fields are compulsory and can't be left blank.
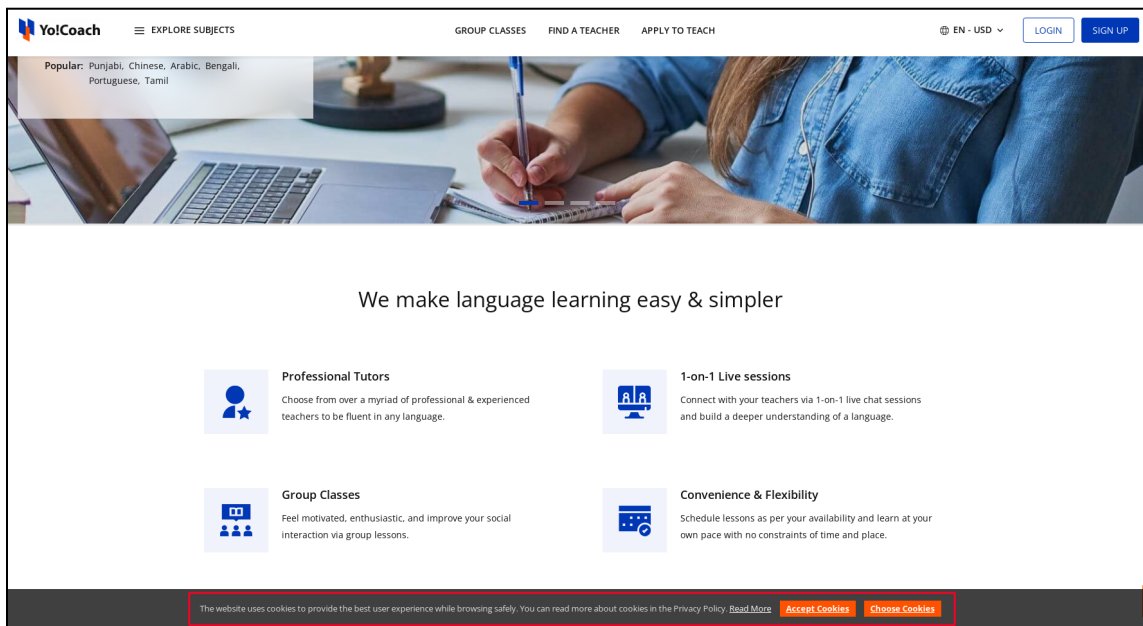
Click on **Save Changes** to save the selected settings.

b. Language(s)

The following fields are displayed:
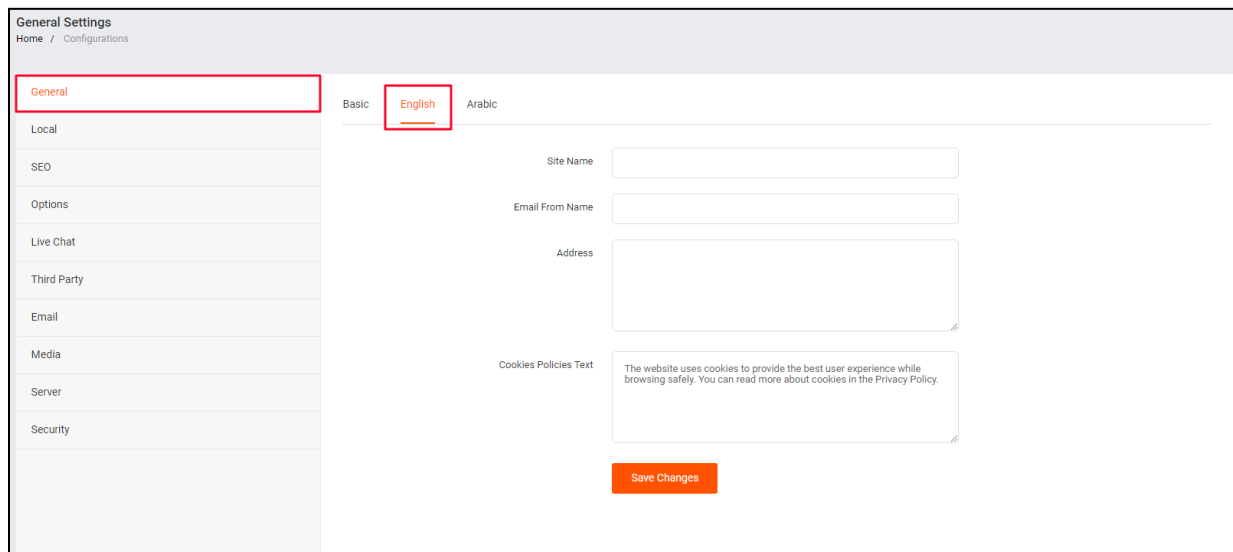
- **Site Name**: Enter the site name to be displayed on the footer site-wide and on system generated emails footer.

Star (*) marked fields are compulsory and can't be left blank.
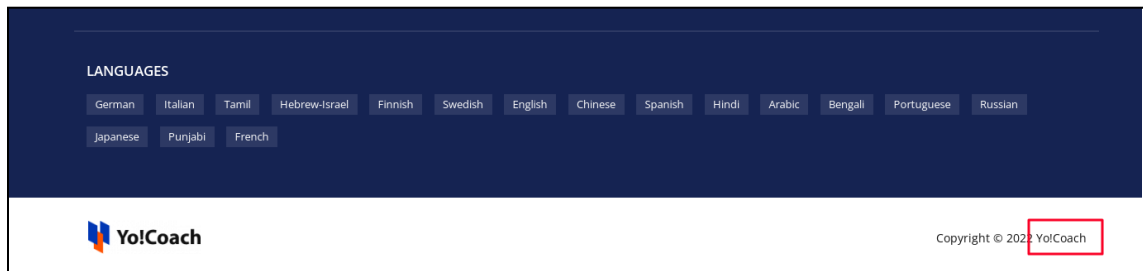
- **Email From Name**: Enter the name to be displayed at the place of sender on system generated emails.
- **Address**: Enter the official address. It is displayed on the system front-end footer.
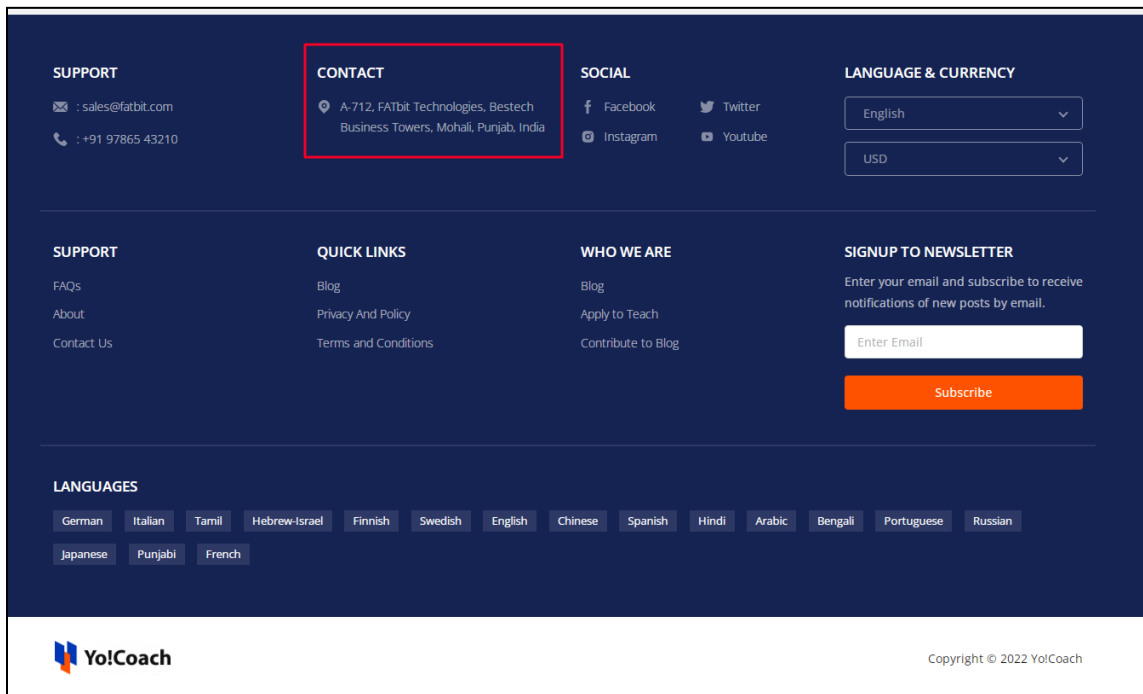
- **Cookies Policies Text**: Enter the text to be displayed in the **Cookies Policies** footer prompt.

Star (*) marked fields are compulsory and can't be left blank.
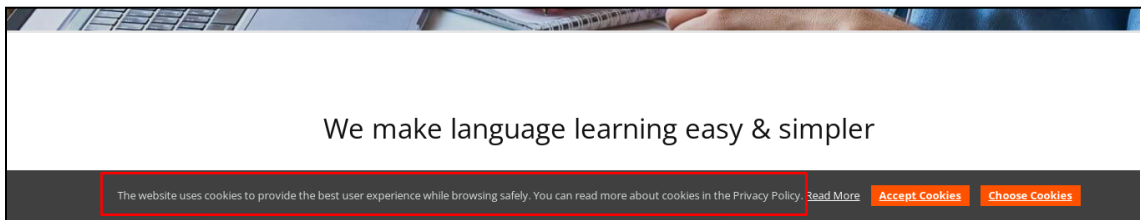
We make language learning easy & simpler

The website uses cookies to provide the best user experience while browsing safely. You can read more about cookies in the Privacy Policy. Read More | **Accept Cookies** | **Choose Cookies**

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

Click on **Save Changes** to save the selected settings.

10.1.2 Local

Access the following settings from the **Local** section:

General Settings
Home / Configurations

| General |
| Local |
| SEO |
| Options |
| Live Chat |
| Third Party |
| Email |
| Media |
| Server |
| Security |

Default Site Language: English
Country: United States
Default Site Currency: United States Dollar (USD)

Save Changes

- **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.

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

★ 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.

10.1.3 SEO

Access the following SEO settings on this page:

- **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.
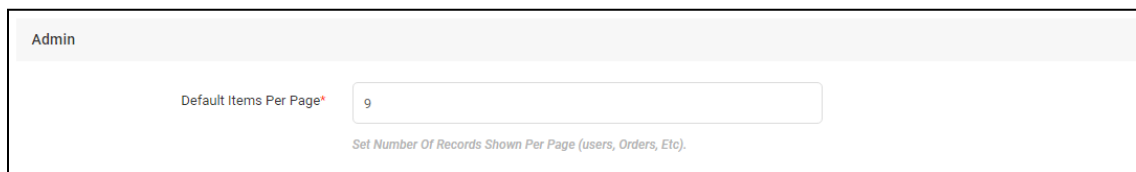
10.1.4 Options

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

Free Trial

✓ Enable 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

- **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.

> 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. Course

- **Course Cancellation Duration (Days)***: Enter the number of days allowed to the learners to cancel a course after making the purchase.
- **Course Default Cancellation Status**: From the radio buttons, select one of the following as the default course cancellation status:
  - **Pending**: Select **Pending** and the learners' request is updated as **Pending** by default. The course is canceled only after the request is approved by the admin from the **Manage Courses > Refund Request** section.
  - **Approved**: Select **Approved** and the learners' course cancellation request is updated as approved by default. 100% of the course fee is refunded to the learner. Once approved, the status of the request can

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

not be changed. Visit the **Manage Courses > Refund Requests** section to view these requests.

⚠️ To disallow canceling a course on the platform, simply set the above cancellation duration settings to 0 (zero) days.

i. 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.

- **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.

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

- **Activate Sending Welcome Mail After Registration** ☑: Select the checkbox to activate sending a welcome email to the new user once the registration is complete.

j. Withdrawal

- **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.

k. 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.

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

- **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.

l. Checkout

Checkout

☐ Activate Live Payment Transaction Mode

Set Transaction Mode To Live Environment

- **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.

  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.

m. Notifications

Notifications

Enable Unread Messages Notifications   ● Yes   ○ No

Enable Email Notifications For Unread Messages.

Unread Messages Notify Duration[mins]*   1

This Is The Messages Unread Duration After Which Users Will Get Notification. Recommended Duration: 10 Mins

- **Enable Unread Messages Notifications:** Select **Yes** to enable the system to send emails notifying the users about messages lying unread with them.

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

- **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.

n. Attachments

- **Delete Attachment Duration (mins)*:** Enter the time allowed for the sender to delete a sent message attachment.

Attachments

Delete Attachment Duration[mins]*   30

This Is The Duration Until The Users Are Allowed To Delete Sent Attachments In Messages

Save Changes

Message attachment deletion setting is activated by default and can not be manually deactivated by you.

By default, the attachment file can not be more than 8 MB. Contact the Yo!Coach Plus team for further support.

10.1.5 Live Chat

Manage the following live chat settings:

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

- **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.

10.1.6 Third-Party API

Manage the following third-party API settings:

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

a. Facebook Login

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

- **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 Plus 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.
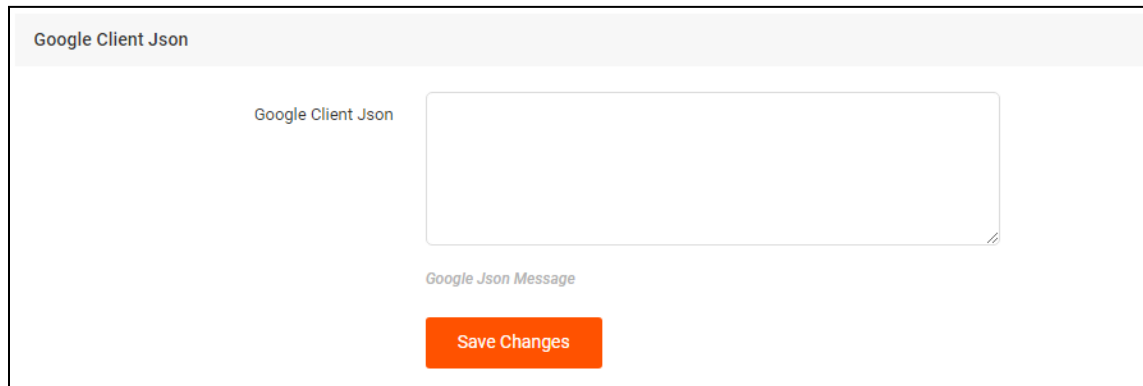
⚠️ The recaptcha functionality appears on the **Forgot Password form**, **Contact Us page** and **Blog Contribution form**.

⚠️ 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

Google Client Json

Google Json Message

Save Changes

- **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.

10.1.7 Email

Yo!Coach Plus 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

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

9	Contact-Us
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

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

38	Password Changed Successfully
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.
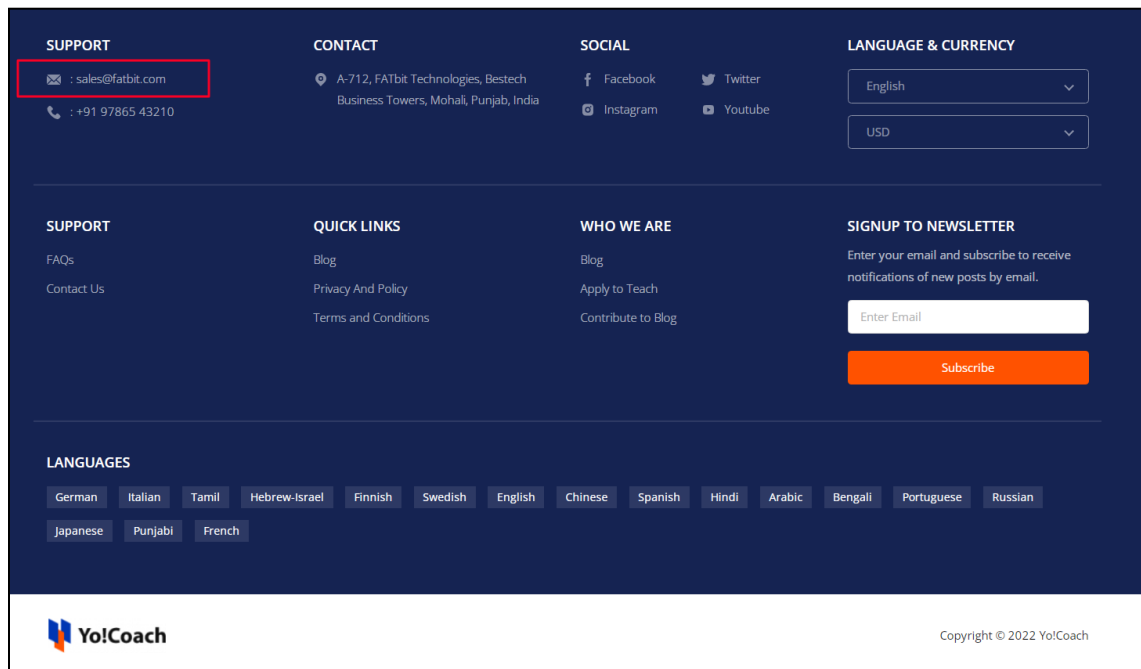
- **Send SMTP Email**: Select **Yes** to enable the system to send SMTP emails.
- **SMTP Host**: Enter the SMTP host details.
- **SMTP Port**: Enter the SMTP Port details.
- **SMTP Username**: Enter the SMTP username.
- **SMTP Password**: Enter the SMTP password.
- **SMTP Secure**: Select the SMTP secure 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.

10.1.8 Media

Manage the following system media settings:

Star (*) marked fields are compulsory and can't be left blank.
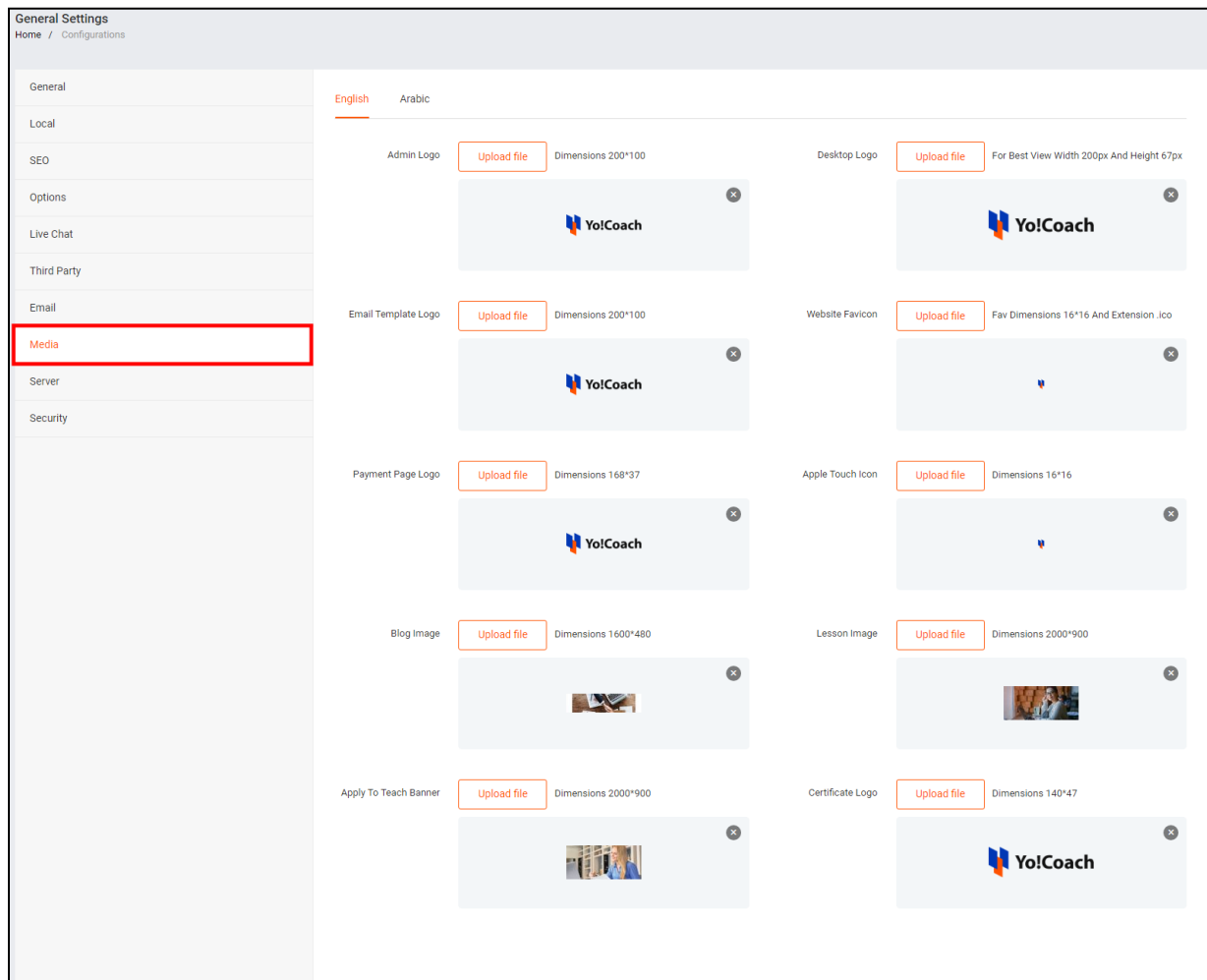
- **Admin Logo**: Click on **Upload File** and select an admin logo. The uploaded image will be displayed on the header of your panel.

- **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.

- **Payment Page Logo**: Click on **Upload File** and select the logo to be displayed on the **payment page**.

Star (*) marked fields are compulsory and can't be left blank.
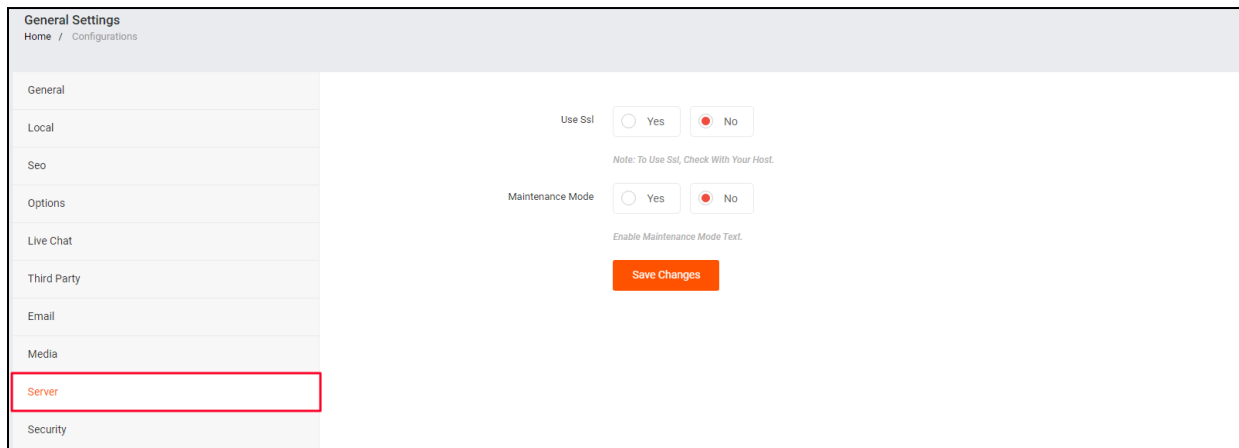
- **Apple Touch Icon:** Click on **Upload File** and select an Apple touch icon. This image is used as a quick link icon to the apple device browser home window.
- **Blog Image:** Click on **Upload File** and select a blog image. This image is displayed on the **blog page** as the banner.
- **Lesson 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.
- **Certificate Logo:** Click on **Upload File** and select a logo image. This logo is displayed on the footer of the course completion certificates given to the learners.

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.

10.1.9 Server

Manage the following SSL settings:

- **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 Plus 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.

10.1.10 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.

10.2 PWA Settings (Progressive Web Apps)

Yo!Coach Plus 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 Splash 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.
- **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.

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

- **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.

10.3 Meeting Tools

Yo!Coach Plus 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.

Perform the following functions on this page:

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**.

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

⚠ 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 Plus 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:

Meeting Tool Setup

Code*	ZoomMeeting
Api Key*	
Api Secret*	
Jwt Token*	

Save Changes

Enter the relevant details and click on **Save Changes** to successfully configure a meeting tool.

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

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:

Search...	✕

Keyword	Status
	Select ▾	**Search** **Clear**

- **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 **Clear** to display the whole list again.

10.4 Payment Methods

The Yo!Coach Plus 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.

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

- 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 Plus is pre-integrated with seven Payment Gateways using which the learners can pay for the sessions during checkout:
  - PayPal Standard
  - Stripe
  - Authorize.net
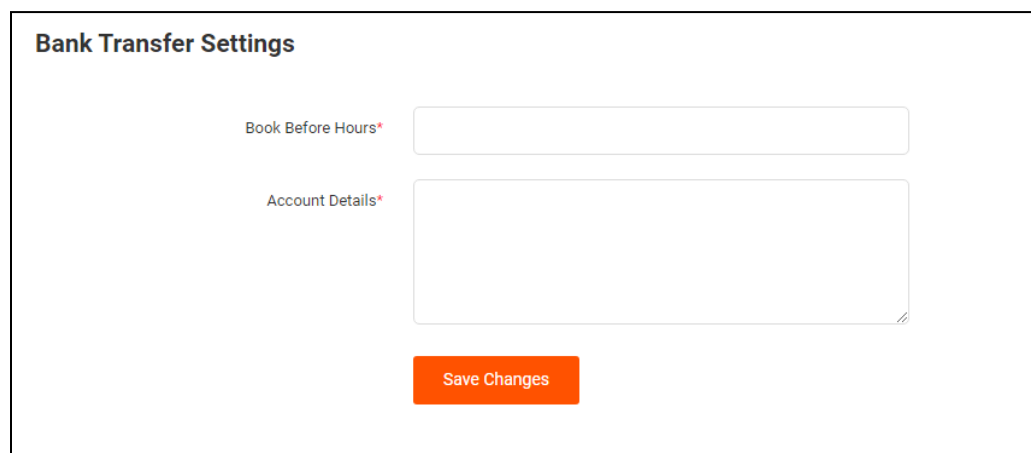 - PayGate
  - Paystack
  - Bank Transfer
  - Inbuilt Wallet
- The pay-out methods are displayed on the teacher and learner dashboards for requesting withdrawals from their virtual wallet. The following two methods are used:
  - PayPal Payout (Semi automated method)
  - Bank Payout (Fully Manual method)

Manage Payment Methods
Home / Payment Methods

	SRNO	PAYMENT METHOD	TYPE	STATUS	ACTION
✛	1	Walletpay (WalletPay)	Payin	⬤	
✛	2	Stripepay (StripePay)	Payin	⬤	...
	3	Authorizepay (AuthorizePay)	Payin	◯	...
✛	4	Paypalstandardpay (PaypalStandardPay)	Payin	⬤	...
✛	5	Banktransferpay (BankTransferPay)	Payin	⬤	...
✛	6	Paygatepay (PayGatePay)	Payin	⬤	...
	7	Paystackpay (PaystackPay)	Payin	◯	...
✛	8	Paypalpayout (PaypalPayout)	Payout	⬤	...
✛	9	Bankpayout (BankPayout)	Payout	⬤	...

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**.

  - 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:

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

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.

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.

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

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 Plus team for further support.

10.5 Social Platforms

Manage the social media platforms and their settings from the **Social Platforms** settings module. By default, the Yo!Coach Plus team provides a predefined list of social platforms that are supported on the platform.

SR NO	TITLE	URL	STATUS	ACTION
		Manage Social Platforms Home / Social Platform		
1	Facebook	https://www.facebook.com/yocoachelearning/	⬤	...
2	Twitter	https://twitter.com/yo_coach_	⬤	...
3	Instagram	https://www.instagram.com/YoCoach_Software/	⬤	...
4	YouTube	https://www.youtube.com/channel/UCNPly8tAtfBneXv1MfzjD4g	⬤	...
5	Skype		○	...
6	Pinterest		○	...
7	LinkedIn		○	...
8	Telegram		○	...
9	Flickr		○	...

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

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.**

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.**

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

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:

- **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.

10.6 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.

SRNO	TITLE	CODE	DISCOUNT	AVAILABLE	STATUS	ACTION
	Manage Coupons Home / Coupons					Add New
1	40OFF	40OFF	$40.00	2022-02-28 - 2022-07-30	Active	...
2	30OFF	30OFF	$30.00	2022-02-28 - 2022-05-30	Active	...
3	20OFF	20OFF	$20.00	2022-02-28 - 2022-04-29	Expired	...
4	50 Percent	50off	20%	2022-03-29 - 2022-05-30	Active	...

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:

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

Coupon Setup

General   English   Arabic   Hindi

Coupon Identifier*

Coupon Code*

Discount Type*   [Flat Value   ▾]

Discount Value*

Min Order*

Max Uses*

Uses/user*

Date From*   [📅]

Date Till*   [📅]

Status*   [Select   ▾]

[Save Changes]

- **Coupon Identifier***: Enter the unique coupon identifier for the system.
- **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.

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

- **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:

- **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.

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

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.

- **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. View 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.

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.

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

10.7 Commission Settings

Yo!Coach Plus follows the per session commission model. Under this model, different commission rates can be charged on each lesson, each group class and on each course. As a system admin, you can decide the amount to be charged as commission. You can also decide to charge a specific commission from a specific teacher. These settings are managed from the **Commission Settings** module. By default, a **Global Commission** profile is added in the system which is applicable site-wide. The profile can not be edited or deleted. However, you can edit the commission rates for this profile.

SR NO	TEACHER	LESSON FEES [%]	CLASS FEES [%]	COURSES FEES [%]	ACTION
1	● Global Commission	10.00	10.00	10.00	
2	Marcia Bernhard	5.00	5.00	5.00	
3	Johnnie Cremin	15.00	10.00	20.00	

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 data input fields are available:

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

Commission Setup

User Name	
Lesson Commission Fees [%]*	
Class Commission Fees [%]*	
Course Commission Fees [%]*	

Save Changes

- **User Name**: Enter the name of the teacher that you are setting up a commission for.
- **Lesson Commission Fees [%]***: Enter the value, in percentage, to be charged as commission on each one-on-one lesson booked with the specific teacher.
- **Class Commission Fees [%]***: Enter the value, in percentage, to be charged as commission on each group class hosted by the specific teacher.
- **Course Commission Fees [%]***: Enter the value, in percentage, to be charged as commission on each course sold by the specific teacher.

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. Go through the edit history of the commission profile and details such as, User, Lesson Fees, Class Fees, Course Fees and details about when the profile was added/edited.

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

Commission History

SR NO	USER	LESSON FEES [%]	CLASS FEES [%]	COURSE FEES [%]	ADDED ON
1	● Global Commission	10.00	10	0.00	2022-06-20 17:12:02
2	● Global Commission	10.00	10	10.00	2022-09-28 16:06:17

- **Edit** [✎] : To make edits to a commission, click on the edit icon button and open the **Commission Setup** window form similar to the one displayed while adding a new commission profile.

Commission Setup

User Name	Global Commission
Lesson Commission Fees [%]*	10.00
Class Commission Fees [%]*	10.00
Course Commission Fees [%]*	10.00

Save Changes

Make the required edits in the Lesson Commission Fees, Class Commission Fees and Course Commission Fees fields, and click on **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.

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

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.

10.8 Currency Management

Being a system admin, Yo!Coach Plus 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 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.

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

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:

- **Currency Code***: Enter the unique currency code.
- **Currency Symbol Left**: Enter the symbol to be displayed on the left of the currency, like Canadian Dollar(CAD) $, Euro(EUR) € etc.
- **Currency Symbol Right**: Enter the symbol to be displayed on the right of the currency, like Bahraini dinar (BHD)د.ب, Pound sterling (GBP)£ etc .
- **Currency Conversion Value***: Enter the conversion value of the currency taking the system default currency as base. For example, the conversion value for INR(₹) with US Dollar($) as the system default currency would be the current conversion rate, say ₹80.

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

- **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:

Currency Setup

General   **English**   Arabic   Hindi

Currency Name*   [   ]

Save Changes

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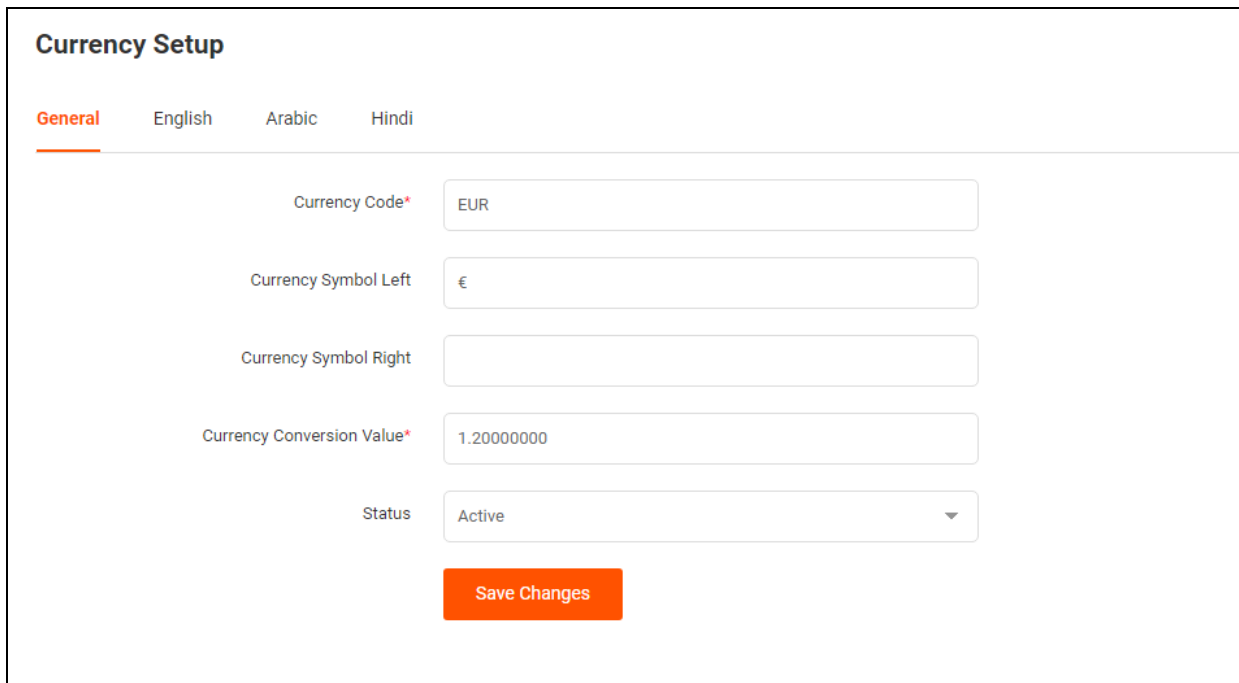
⚠️ Star (*) marked fields are compulsory and can't be left blank.

The system default currency can not be made inactive.

IV. Edit

Hover over the meatballs icon [⋯] provided at the right and select **Edit** to make edits to the added 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

10.9 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. The Manage Themes page lists a number of system-added themes. As a system admin,

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

you can clone each theme and customize them. Please note that the theme named as '*Default Theme*' can not be edited or deleted.

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	...

Manage Themes — Home / Themes — Search...

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, this option allows you to make a clone or duplicate of a theme and edit it as desired. 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 get the right one. For example, red text on an off white 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.
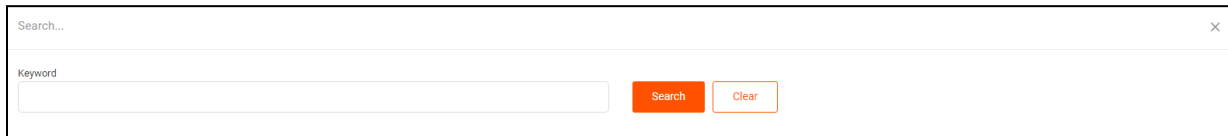
e. Delete

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.

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.
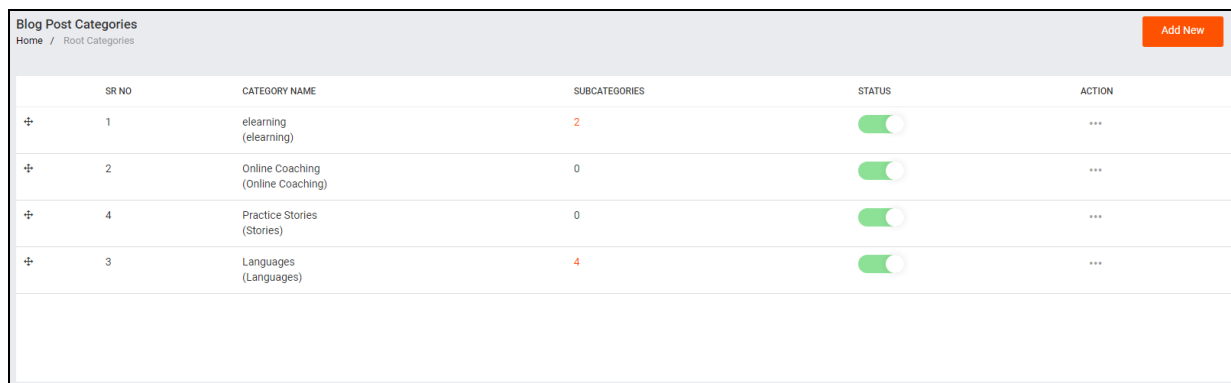
11. Manage Blogs

Yo!Coach Plus 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.

11.1   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 Plus 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:

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

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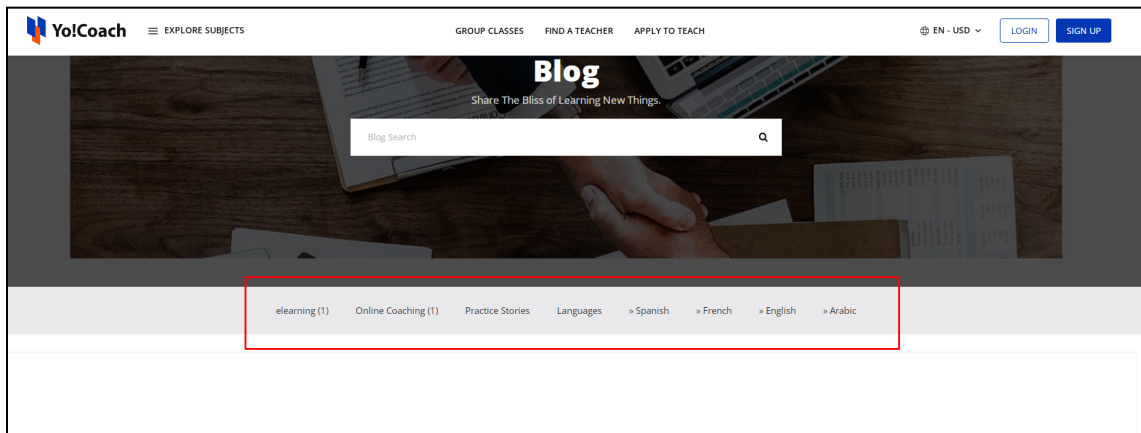
Click on **Save Changes** to save the details and move to the next tab.

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.
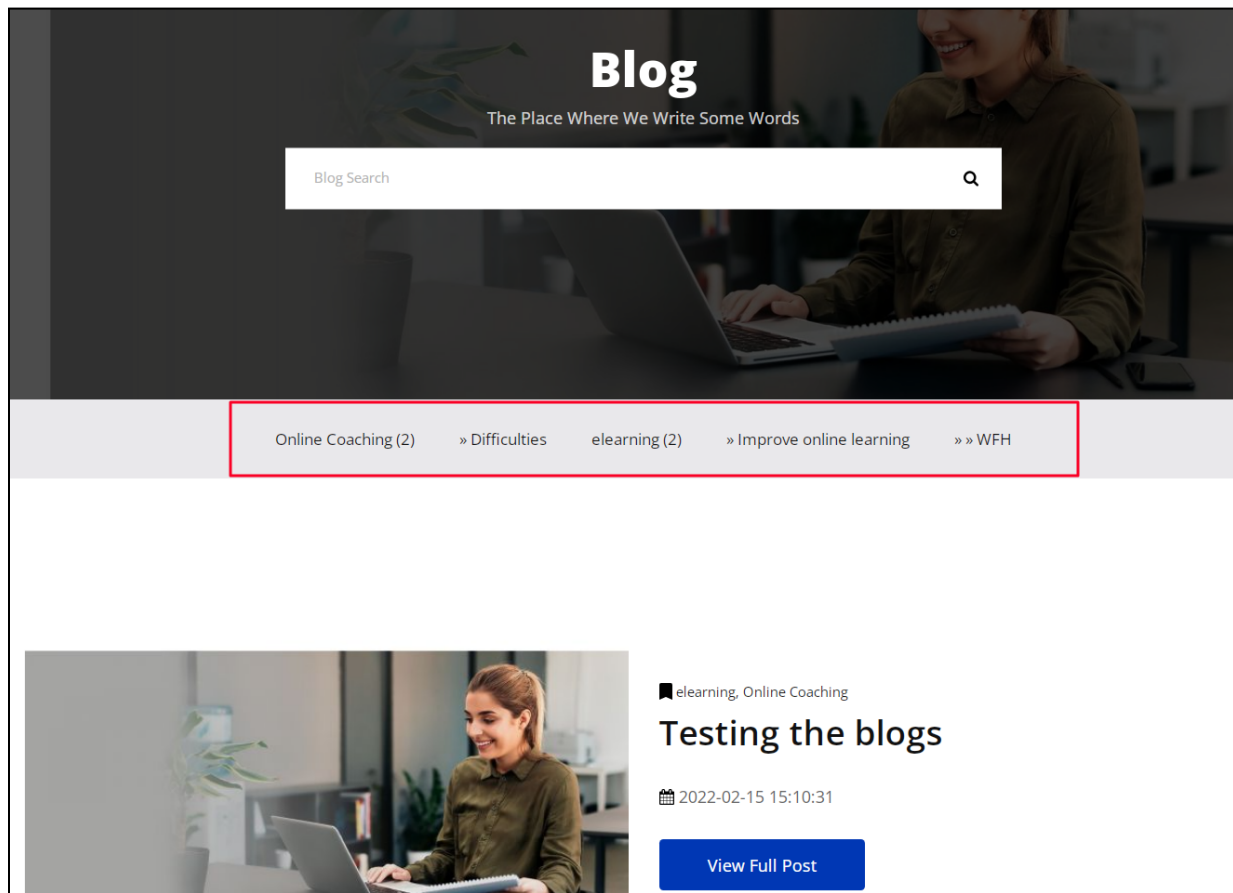
III. Subcategories

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 is a replica of the **Blog Post Categories** page where you can perform certain

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

functions such as, adding a new sub-category, view sub-categories, update the display status and edit the existing categories.

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:

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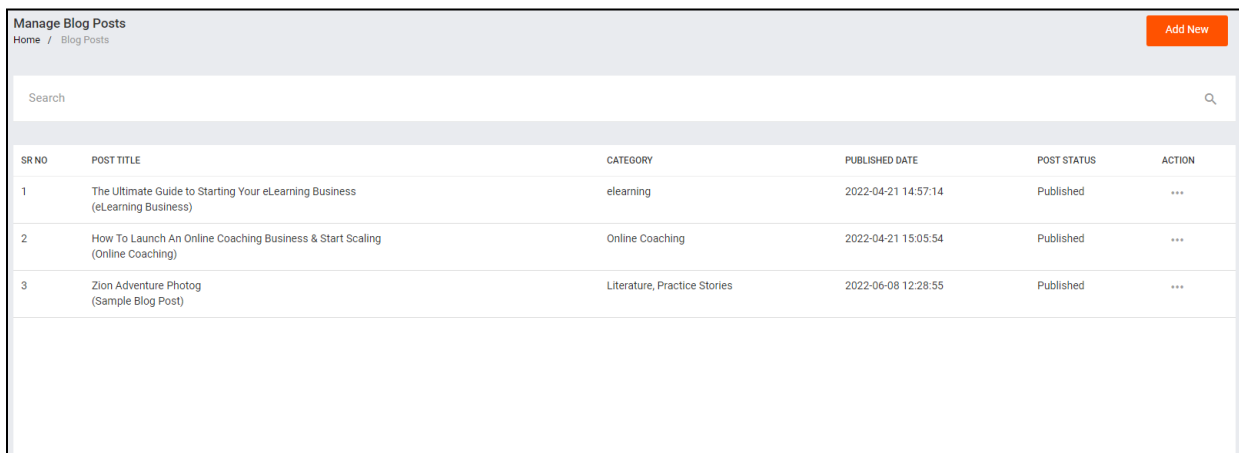
Star (*) marked fields are compulsory and can't be left blank.

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.

11.2 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.

Blog Post Setup

General   Link Category   English   Post Images

Post Identifier*

Seo Friendly Url*

/admin/

Post Status   In Draft

☐ Comment Open

Save Changes

- **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.

Comments

No Comments On This Blog Post

Post Your Comments

Message *

Name *

chhaya thakur

Email Address *

ct@dummyid.com

Post Comment

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:

Link Blog Post To Categories

General   **Link Category**   English   Post Images

Category

☐ elearning

☐ elearning»» eLearning Challenges and Difficulties

☐ elearning»» Improve eLearning

☐ Online Coaching

☐ Practice Stories

☐ Languages

☐ Languages»» Spanish

Save Changes

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:
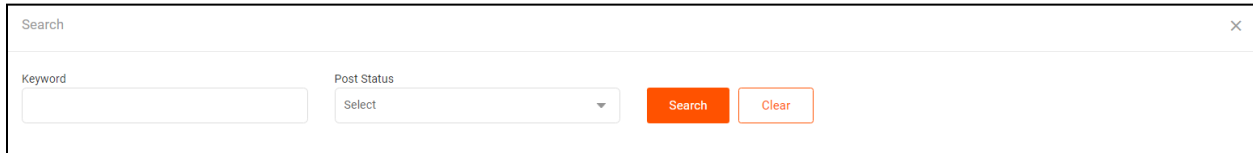
- **Edit**: Select **Edit** to open the **Blog Post Setup** form similar to the one displayed while adding a new blog post. Make the required edits in the provided fields and click on **Save Changes**.

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.

11.3   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.

Manage Blog Comments
Home / Blog Comments

SR NO	AUTHOR NAME	AUTHOR EMAIL	COMMENT	STATUS	POST TITLE	POSTED ON	ACTION
1	Jody Padberg	jody.padberg@dummyid.com	well maintained and presented, good work	Pending	The Ultimate Guide to Starting Your eLearning Business	2022-06-08 13:38:36	...
2	Robert Padberg	francesca.padberg@dummyid.com	The information is not correct	Pending	Zion Adventure Photog	2022-06-08 13:37:59	...
3	Dangelo Hamill	dangelo.hamill@dummyid.com	very informative	Pending	How To Launch An Online Coaching Business & Start Scaling	2022-06-08 13:35:53	...
4	Shaneka Fields	shaneka@dummyid.com	The post is useful	Pending	Zion Adventure Photog	2022-06-08 13:31:19	...

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, email address, posted on date and time, blog post title, comment, user IP

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

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.

11.4 Blog Contributions

Yo!Coach Plus 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.
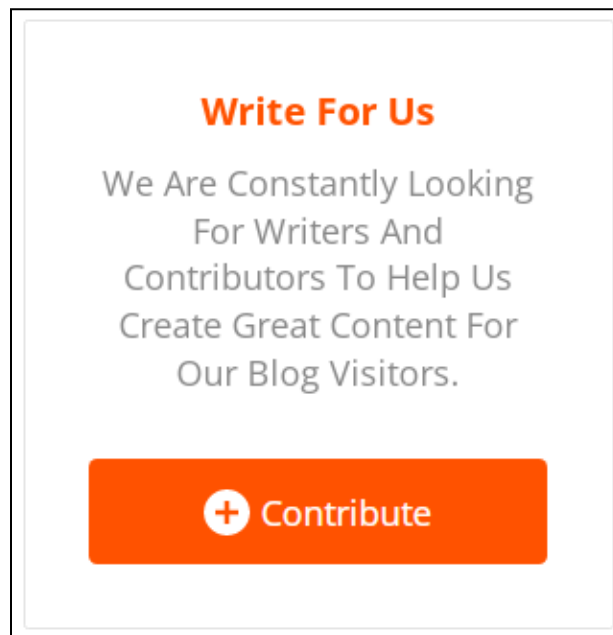
All the contributions made by users on the front-end are accessed and managed through the **Blog Contributions** module. View the **Author Name** and **Email, Author Phone number**, current contribution **Status** and **Posted on date and time** details on the **Manage Blog Contributions** page where the following functionalities are also available:

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

Manage Blog Contributions
Home / Blog Contributions

Search 🔍

SR NO	AUTHOR NAME	AUTHOR EMAIL	AUTHOR PHONE	STATUS	POSTED ON	ACTION
1	Swati Sharma	swatisharma@dummyid.com	13726784390	Pending	2022-06-08 15:04:51	...
2	Matt V	matthew@dummyid.com	637163492709	Pending	2022-06-08 15:04:17	...
3	Matthew Perry	matthew@dummyid.com	637163492709	Posted	2022-06-08 15:03:59	...
4	AK john	john@dummyid.com	83274658	Approved	2022-06-08 15:03:11	...
5	jenise wheeler	jenis@dummyid.com	939983275634	Pending	2022-06-08 15:02:41	...
6	Micheal Williams	login@dummyid.com	01234123455	Rejected	2022-06-08 14:57:53	...

I. Search

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

Search ✕

Keyword

Contribution Status
Select ▾   Search   Clear

- **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:

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.

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

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.

    Click on **Save** to update the contribution status and move back to the **Manage Blog Contributions** page.

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

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.

12. 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.

12.1 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

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

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 Plus 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.
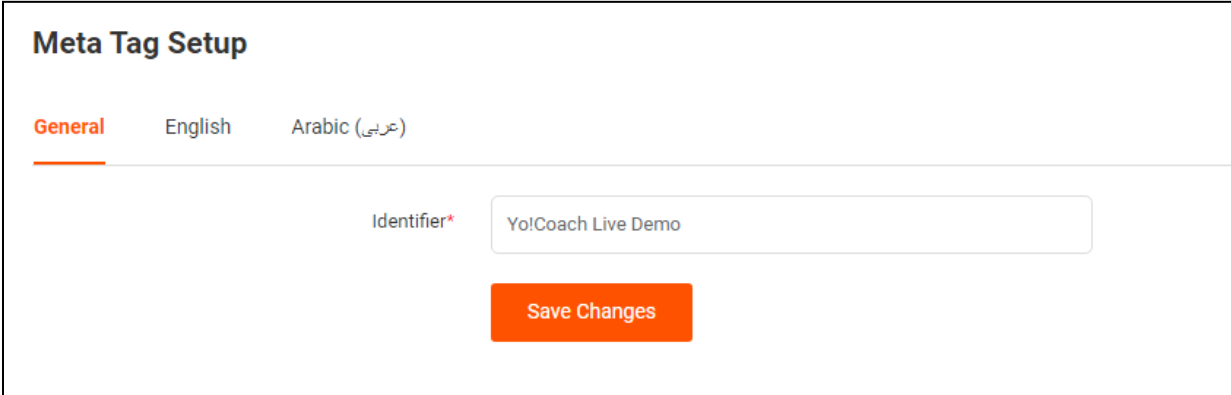
A new default meta tag profile can not be added and the system does not allow you to delete the already existing default meta tag.

Star (*) marked fields are compulsory and can't be left blank.
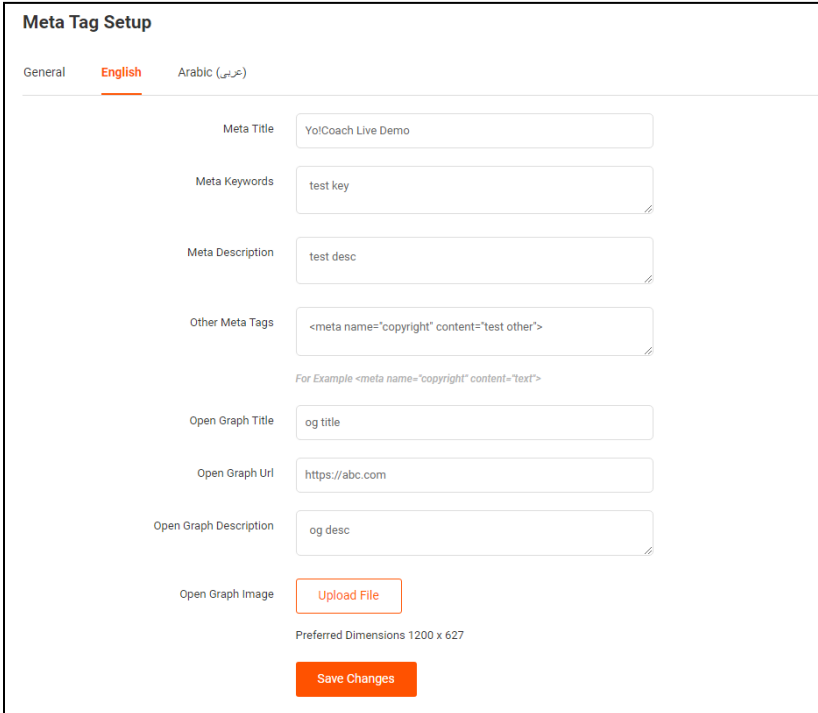
Hover over the meatballs icon [•••] provided below the **Action** header and select **Edit** to manage the default meta tag details. A **Meta Tag Setup** form is displayed on the screen where the following fields are provided:

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.

  View 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.
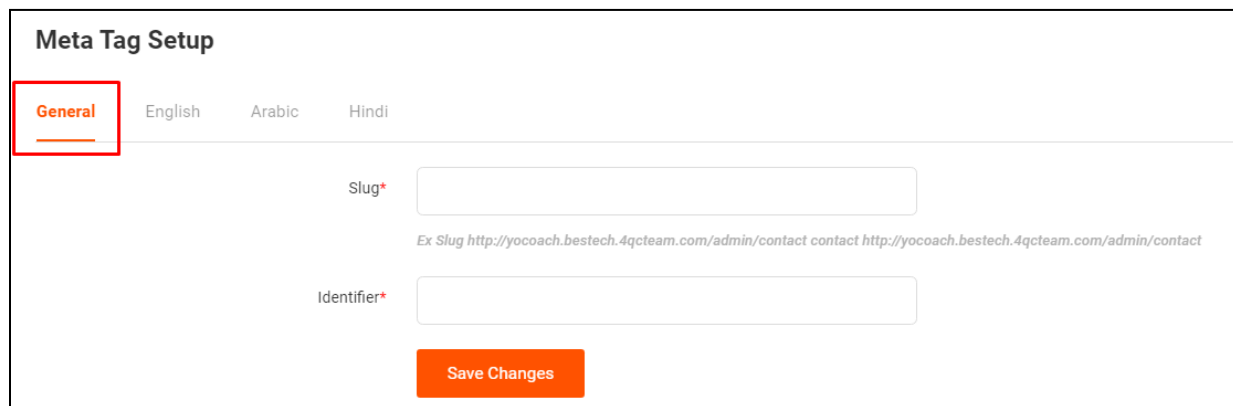
Star (*) marked fields are compulsory and can't be left blank.
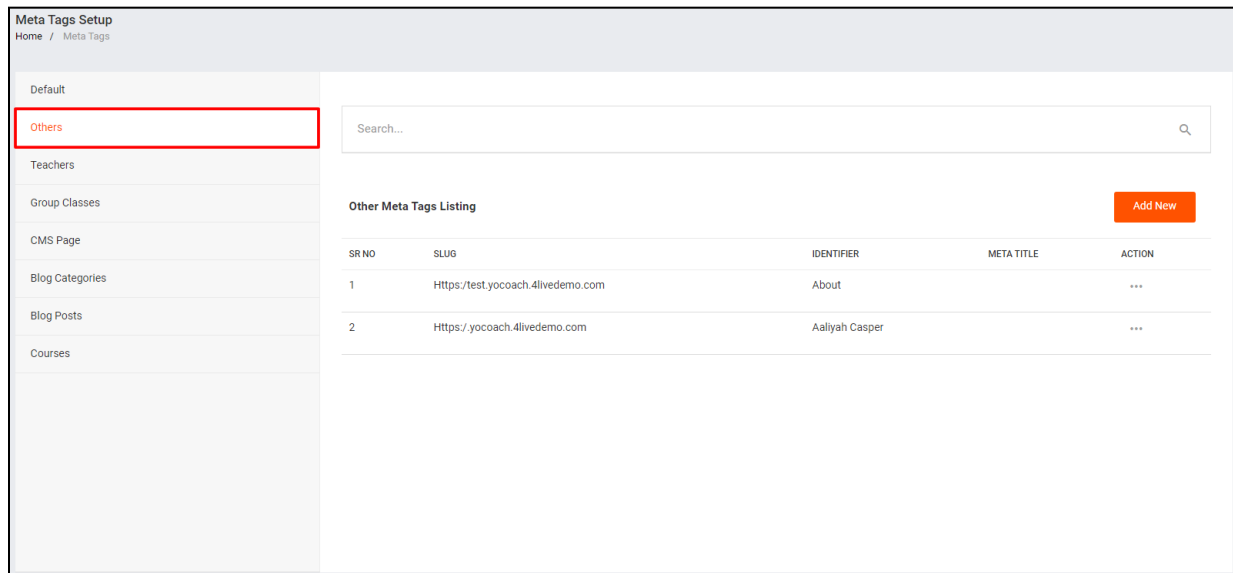
a. Add A New Meta Tag

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`
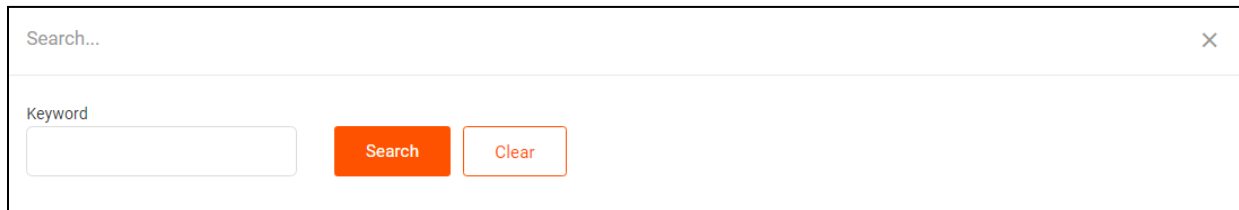
Save Changes

ii. Delete: Select **Delete** to delete a meta tag listing from the system.

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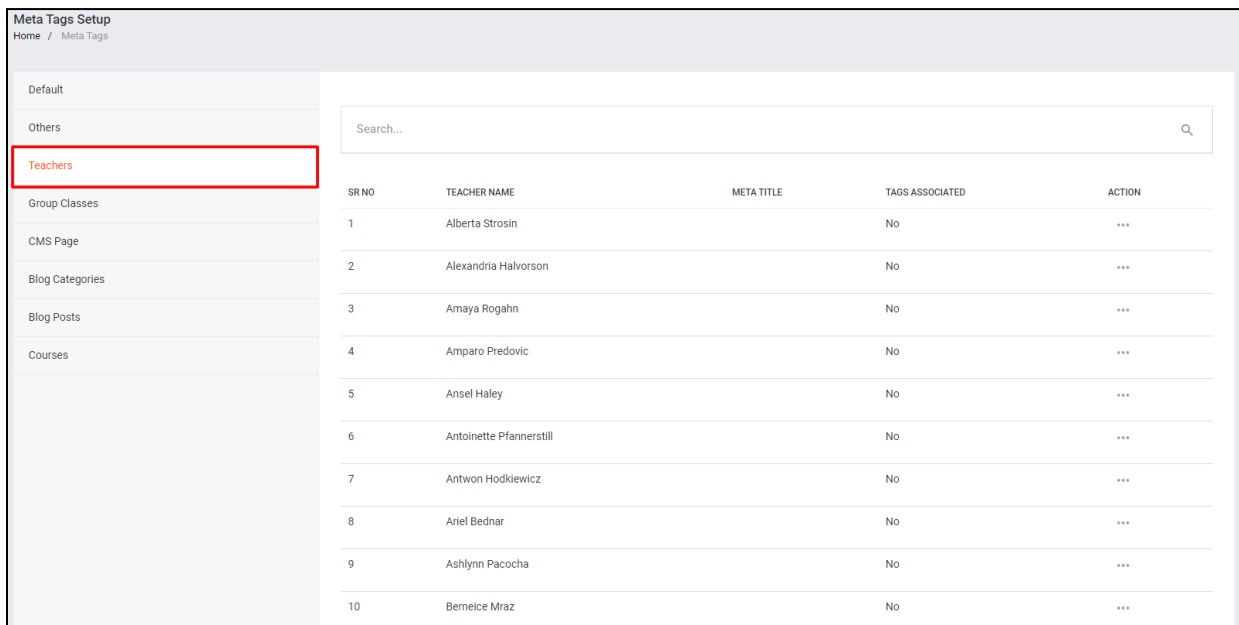
c. Search

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.

- **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.
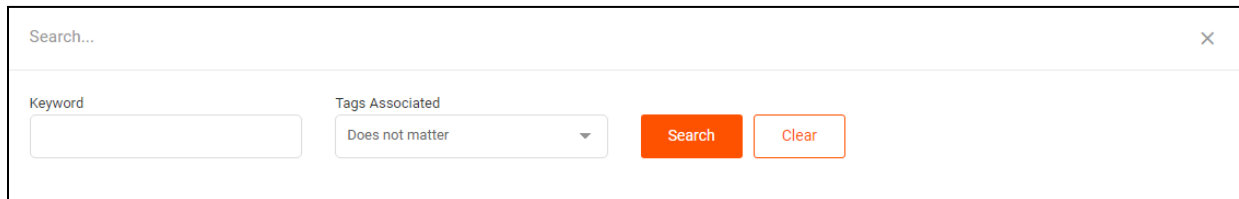
⚠ The **Slug** field is not displayed in the **Meta Tag Setup** form since every teacher page has a system added slug URL.

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:
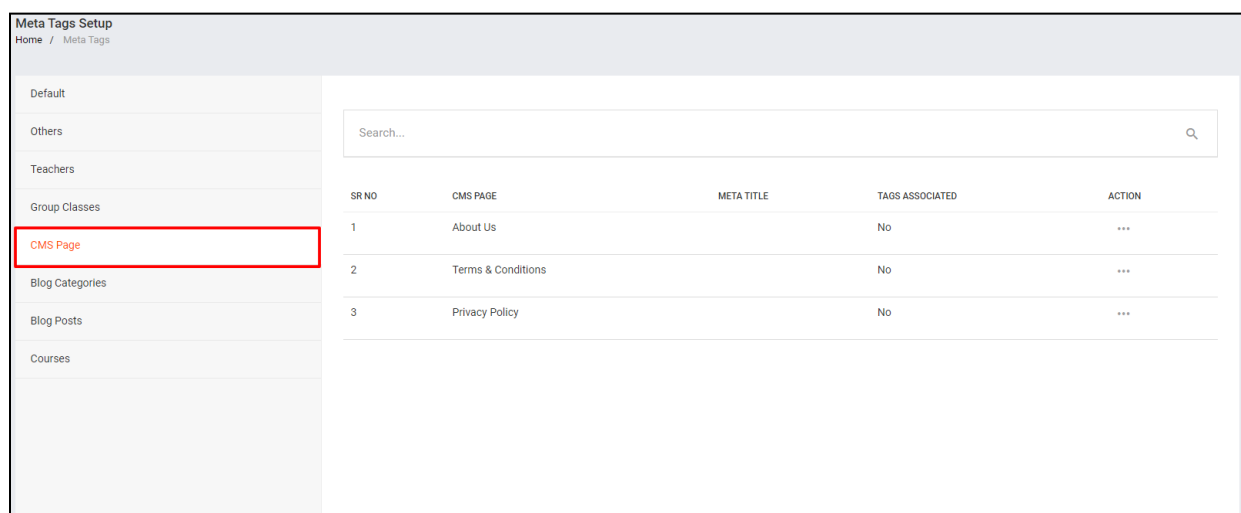

- **Keyword**: Type the meta title or teacher's name as keyword to perform search.
- **Tags Associated**: Search by the teacher pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

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.
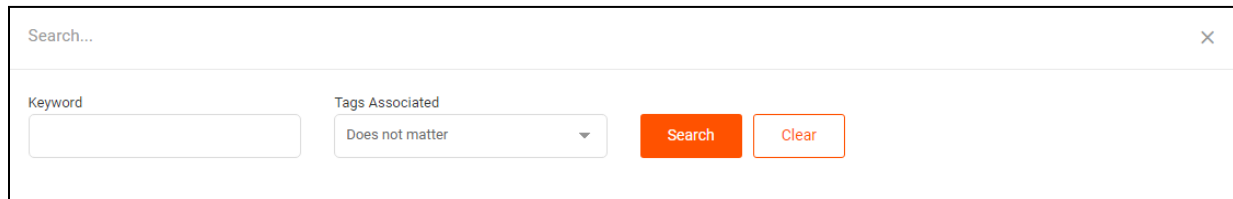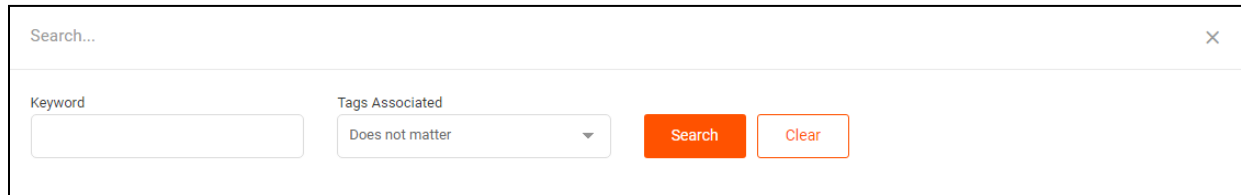
The **Slug** field is not displayed in the **Meta Tag Setup** form since every group class page has a system added slug URL.

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:
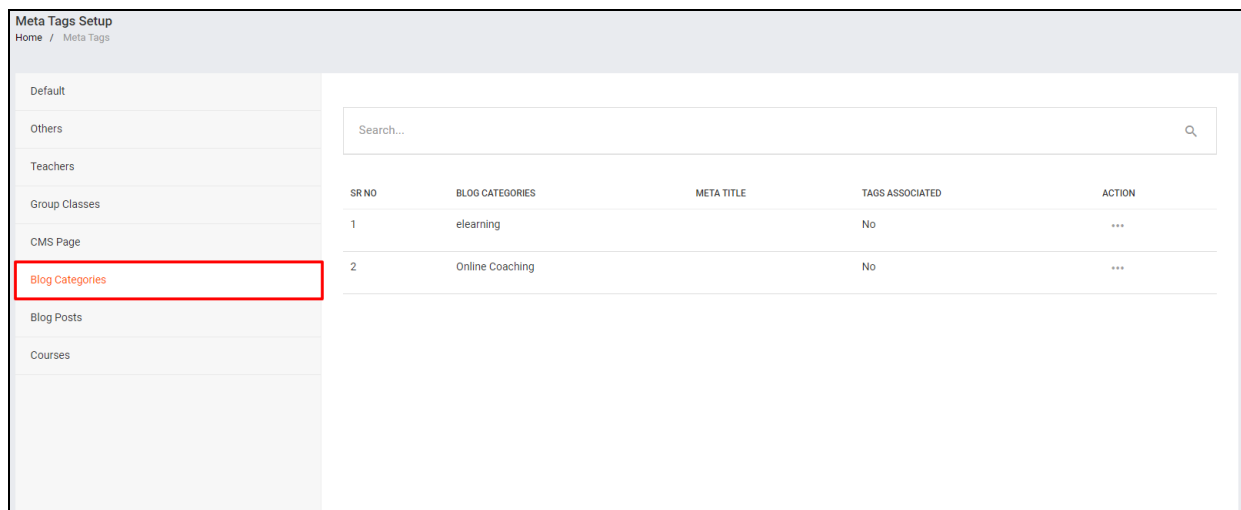

- **Keyword**: Type the meta title or group class title as keyword to perform the search.
- **Tags Associated**: Search by the group classes that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

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.
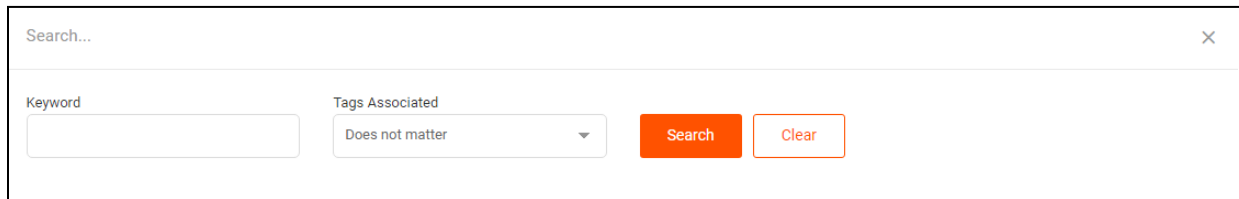
The **Slug** field is not displayed in the **Meta Tag Setup** form since every CMS page has a system added slug URL.

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:
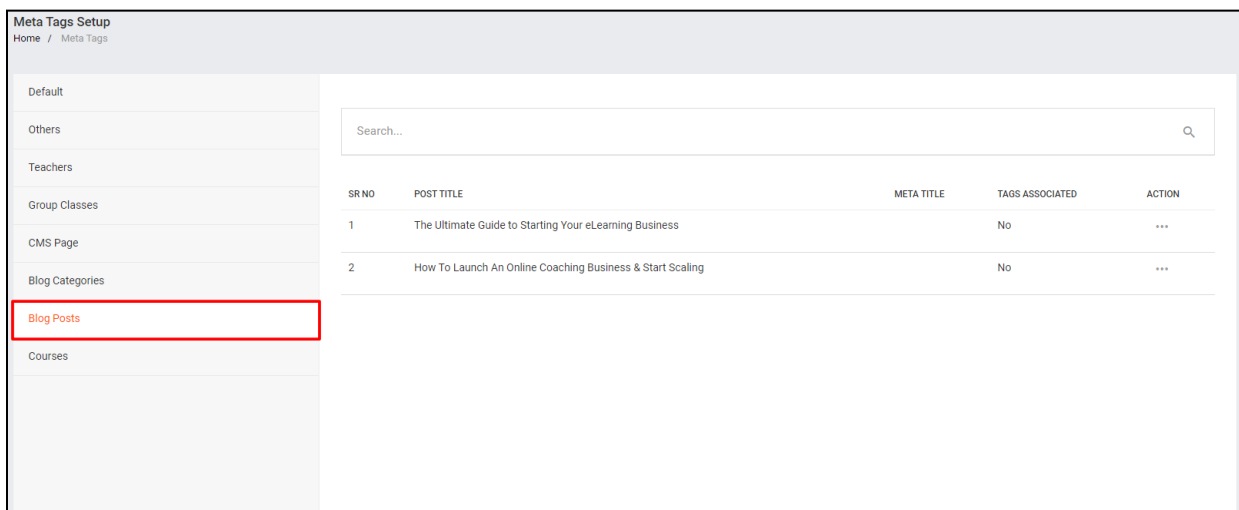

- **Keyword**: Type the CMS page title or meta title as keyword to perform search.
- **Tags Associated**: Search by the CMS pages that have meta tags attached or not by selecting **Yes** or **No** from the drop down.

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:

- **Keyword**: Type the blog category page title or meta title as keyword to perform search.
- **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.
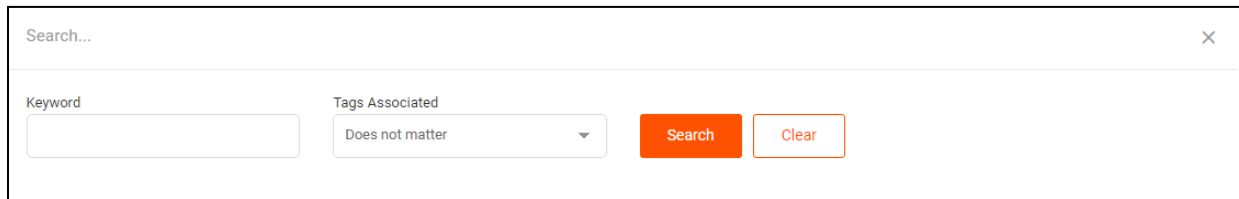
⚠️ The **Slug** field is not displayed in the **Meta Tag Setup** form since every blog post has a system added slug URL.

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.
- **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.

VIII. Courses

Manage the meta tags settings for all the course details pages through the **Courses** section.

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

Action Button

To enter/edit a course meta tags details, hover over the meatballs icon ... placed under the **Action** header and select **Edit**. The **Meta Tag Setup** form opens. It is similar to the one displayed while adding a new meta tag in the **Other** section. Make the required edits on both **General** and **Language** data tabs.

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 course pages or delete the existing pages. As a course 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 course 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 course page title or meta title as keyword to perform the search.
- **Tags Associated**: Search by the course 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.

12.2 SEO URLs

To make sure all the website URLs are SEO friendly, Yo!Coach Plus 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. View 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.

- **Custom URL [Language(s)]***: Enter the desired custom URL containing the relevant meta keyword for all the active languages.

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

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.
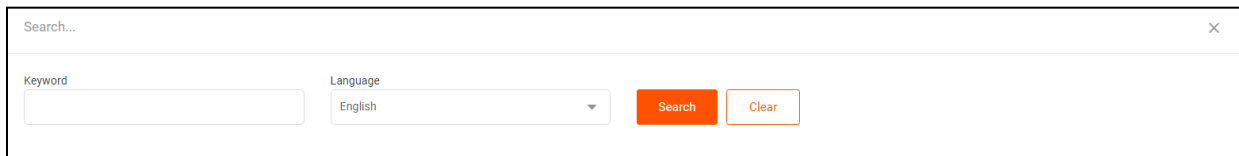

- **Delete**: Select **Delete** and follow the prompts to delete a custom page URL from the system.

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

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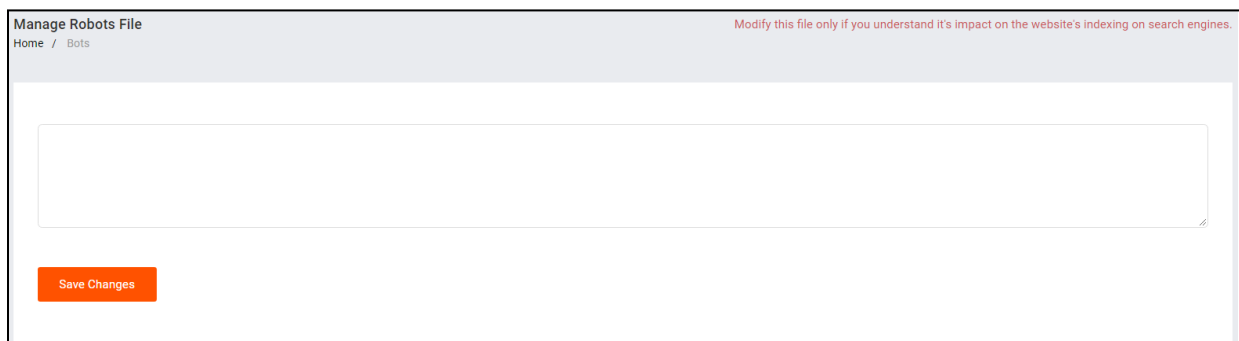
Click on **Search** to display the filtered list. Click on **Clear** to display the whole list again once the search is complete.

12.3 Robot.txt

Yo!Coach Plus 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.

12.4 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.

12.5 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 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.

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

12.6 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.

13. 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.

13.1 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. View the following information from this list:

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

SR NO	LANGUAGE	UNSCHEDULED	SCHEDULED	COMPLETED	CANCELLED	TOTAL SOLD	ACTION
			Lessons Top Languages				
			Home / Lesson Languages				
			Search...				
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.

13.2 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. View the following information from this list:

Classes Top Languages
Home / Class Languages

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.

Classes Orders
Home / Classes

Search...

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:

Search... ✕

Language	Start Date	End Date		
			Search	Clear

- **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.

13.3 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.
- **Learners**: 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	COURSES	LEARNERS	REVIEWS	RATINGS
1	Josiane Brown	6	2	0	6	1	★ ★ ★ ★ ★
2	Thalia Brown	4	9	0	5	1	★ ★ ★ ★ ★
3	Chandler Larson	3	8	0	4	8	★ ★ ★ ★ ★
4	Duncan Yost	0	4	0	4	2	★ ★ ★ ★ ★
5	Mustafa Dicki	5	0	0	3	2	★ ★ ★ ★ ★
6	Alexandria Halvorson	4	2	0	3	4	★ ★ ★ ★ ★
7	Pierce Dach	5	1	0	2	5	★ ★ ★ ★ ★
8	Ida Kessler	2	1	0	2	1	★ ★ ★ ★ ★
9	Modesto Boyer	2	1	0	2	2	★ ★ ★ ★ ★
10	Tanya Kirlin	4	0	2	1	1	★ ★ ★ ★ ★

View the following information from the list:

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

- **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.
- **Courses:** Displays the number of courses sold by the teacher, including canceled courses.
- **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.

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.

13.4 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. View the following details from this list:

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

Cancelled & Rescheduled Lesson Logs
Home / Cancelled & Rescheduled Lesson Logs

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. View 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.

Rescheduled Log - Test Test

Export Csv

S/N	TEACHER NAME	LEARNER NAME	ORDER DETAILS	PREV TIMINGS	PREV STATUS	ACTION PERFORMED	ADDED ON	REASON
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

<div align="right">Export Csv</div>

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.

13.5 Sales Report

Sales report displays the revenues generated each day from the sale of lessons, group classes and courses 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.

SR NO	DATE	GROSS SALES ⓘ	DISCOUNT ⓘ	NET SALES ⓘ
1	2022-06-06	$1,757.00	$0.00	$1,757.00
2	2022-06-05	$988.00	$0.00	$988.00
3	2022-06-04	$2,510.00	$0.00	$2,510.00
4	2022-06-03	$657.00	$0.00	$657.00
5	2022-06-02	$78.00	$0.00	$78.00
6	2022-05-31	$66,697.00	$0.00	$66,697.00
7	2022-05-30	$59,940.00	$0.00	$59,940.00
8	2022-05-29	$53,950.00	$0.00	$53,950.00
9	2022-05-28	$61,201.00	$0.00	$61,201.00
10	2022-05-27	$60,591.00	$0.00	$60,591.00
11	2022-05-26	$62,753.00	$0.00	$62,753.00
12	2022-05-25	$71,185.00	$0.00	$71,185.00
13	2022-05-24	$59,493.00	$0.00	$59,493.00
14	2022-05-23	$62,375.00	$0.00	$62,375.00
15	2022-05-22	$64,823.00	$0.00	$64,823.00
16	2022-05-21	$58,820.00	$0.00	$58,820.00

- **Date**: Displays the date for which sales are calculated.
- **Gross Sales**: Displays the amount of revenue generated from lessons, classes and courses 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, classes and courses 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 [Regenerate] 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.

13.6 Settlements

Analyze the details of settlements made towards learner refunds and teachers' fees.

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:
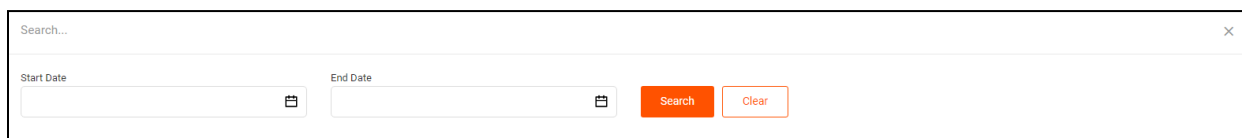
- **Refund**: Displays the amount of refunds made on a particular date on account of canceled orders and as redressal on reported issues.
- **Earnings**: Displays the amount of admin's earnings for a particular date, which includes:
  - **Commission:** Commission charged per lesson, class and course sold.
  - **Cancellation Penalty:** Penalty for cancellation calculated as, *Session Fee - Refund.*
- **Teacher Paid**: Displays the amount paid to the teachers for completed sessions and sold courses.

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.

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