WEB ADMINISTRATOR USER GUIDE

VERSION: 1.0

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REVISION TABLE

VERSION	PRIMARY AUTHOR(S)	DESCRIPTION OF VERSION	DATE COMPLETED
1.0	Chris Garibaldi	New document created under new web administrator document format.	9/12/2003

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1. INTRODUCTION

1.1 DOCUMENT OVERVIEW

The Web Administrator User Guide (WAUG) is aimed at the two types of user; individual credit card users and business or corporate users. The WAUG will be used as both an education tool and a reference document, focussing primarily on common tasks that users will undertake rather than providing a description of everything that is visible on each page.

Administration of the user account are the primary interests of Customer Administrators using the Web Administrator tool. Requesting support through the use of the online FAQs, issue-logging tool, and trouble-shooter will also be of interest.

This version of the WAUG aims to provide this information in a simpler, tabular format, so that the reader does not need to wade through paragraphs of descriptive text. The reader should be able to locate the task that they require information on, and find it easily within the table. The table will also include two columns to indicate which user types have access to any particular listed task. The key to these columns is as follows:

- A = Credit Card User (e.g. User 40 plan)
- B = Corporate or Business Account User (users on accounts which have more than one user)

2.1 NAVIGATION

This section details tasks related to moving around within the Web Administrator interface. It introduces the factors involved in navigating around your account. All users should read this section before proceeding to other sections.

TASK	TYPE		EXPLANATION
	A	B	
2.1.1 Logging in	•	•	The Web Administrator login page is located at http://www.redoxygen.net and logging in requires your registered email address as a username and your password.
2.1.2 Navigating within one web session	•	•	The Web Administrator only supports one web session at a time. You cannot log in more than once, and you cannot select the browser option, "Open in New Page," when clicking on a link within the Web Administrator. If you do, you may eventually be told that your session is stale or even receive errors when trying to open a new page. You will then need to login again to refresh your session.
2.1.3 Changing the Time Period of Displayed Data	•	•	This is particularly relevant to the *Reporting* and *Billing* tabs, where reports are displayed on screen. You are often allowed to select the timeframe you wish to view, the default being "since yesterday". This selection can be made at the top of most reporting and billing pages, by means of a drop down box.
2.1.4 Logging Out	•	•	You can log out of the Web Administrator at any time, by clicking the *Log Out* tab. This will bring you back to the initial login page.

2.2 REPORTING

Reporting is one of the most useful features of the Web Administrator. All reporting can be found under the *Reporting* tab. Users will be able to monitor usage and delivery statuses.

TASK	TYPE		EXPLANATION
	A	B	
2.2.1 Understanding Message Types in Reports	•	•	In reports based on message usage, the messages are broken down into the following categories: ▪ Direct messages (messages sent via Red Alert), ▪ Standard messages ▪ Replies ▪ Sent Reminders ▪ Pending Reminders
2.2.2 Changing the Time Period for Report Data	•	•	Please see section 2.1.3 for more information regarding time periods.
2.2.3 Report Usage	•	•	The *Reporting* tab will produce a report on your usage, and each category of message sent may be further examined by clicking on the number of messages sent for that category.

2.3 ADMINISTRATORS & ADMINISTRATION

Administration of your user accounts is one of the core uses of the Web Administrator tool. The *Administration* tab allows users access to a variety of configuration options, such as user name, email address, and password.

TASK	TYPE		EXPLANATION
	A	B	
2.3.1 Edit Your Account	•	•	Under the *Administration* tab, you will be able to edit certain details of your account. The following fields are considered commonly edited or important fields: ▪ email address (if the user changes their email address) ▪ password (for Red Alert or login onto the Web Administrator) Once you have changed these fields, click the submit button.
2.3.2 Editing a User's Daily Limit	•	•	You will need to contact your reseller or Red Oxygen to have this limit changed.
2.3.3 Cancelling Your Account	•	•	Credit card users will need to contact Red Oxygen Sales or their reseller. Corporate users will need to contact their system administrator.
2.3.4 Purchasing More SMS	•		On the default start page, under the *Home* tab, under your account information, you will see a link "Click here to purchase additional SMS messages". Click on this link. On the next page, click the bundle of messages you wish to purchase. Note that these messages are in excess of your regular plan's messages, and will not expire at the end of the month. These SMS credits are transferrable and will not expire until you use them.

2.4 BILLING

The billing and tariffing features of the Web Administrator provide information on your bill and previous invoices.

TASK	TYPE		EXPLANATION
	A	B	
2.4.1 Viewing the Invoice Report	•	•	Click on the *Billing* tab. A list of invoices, sorted by date issued, will be displayed. The report will also show the following details: ▪ Invoice Date – when the invoice was issued. ▪ Paid Date – when the bill was paid. ▪ Status – whether the bill was paid successfully, or whether it is still in a pending state. ▪ Amount – how you paid. The reporting period can be altered, as explained in section 2.1.3.
2.4.2 Viewing the Invoice	•	•	Click on the *Billing* tab and select the Invoice Number next to the customer's name. This will allow you to view the invoice in "Invoice Details" mode. You can change the level of detail/mode at the bottom of the displayed invoice, by selecting another of the options in the drop down box. These options include "User Usage Per Day" and "Full Usage Details".

2.5 SUPPORT & DOWNLOADS

This section will cover the area where downloads are available, the troubleshooter, and the support issue logging facility.

TASK	TYPE		EXPLANATION
	A	B	
2.5.1 Logging an Issue	•	•	Click on the *Support* tab and the default sub-tab, *Log an Issue* will show you a single link which will lead you to either log an issue or use the trouble-shooter facility. Click the "*Click this link to log a support request*" link. Enter as much relevant information into the following form as possible. The more accurate and detailed the report, the quicker your logged issue will be resolved.
2.5.2 Use the Trouble-shooter	•	•	Click on the *Support* tab and the default sub-tab, *Log an Issue* will show you a single link which will lead you to either log an issue or use the trouble-shooter facility. Click any of the links that are relevant to the issue you are having. You will be lead through a series of steps which will hopefully provide you with a solution to your issue. If no solution is provided, you will be directed to a form allowing you to log an issue.
2.5.3 View Outstanding Issues	•	•	Click on the *Support* tab, followed by the *Outstanding* sub-tab. A list of issues which have not yet been resolved, will be visible in this list.
2.5.4 View Cleared Issues	•	•	Click on the *Support* tab, followed by the *Cleared* sub-tab. A list of cleared issues will be displayed in this list.
2.5.5 Downloading Software	•	•	Click on the *Support* tab, followed by the *Downloads* sub-tab. At the top of the screen, you will see a list of links for each of the available software products for the reseller who is currently logged in.
2.5.6 Downloading Documentation	•	•	Click on the *Support* tab, followed by the *Downloads* sub-tab. At the bottom of the screen is a section for documentation downloads.