



Planet Domain

Reseller Documentation
Admin Panel Functions

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1. Introduction

This document outlines the various functions available in the Planet Domain Administration Panel.

Access to the administration panel is available at www.planetdomain.com/admin/

Note: this is a load balanced system, and using the above URL is the best to access this system. If you receive a notice that the server is off the load balancer, logout, close your browser, and log back in again to be diverted to the available server.

Using a server whilst it is off the load balancer can lead to errors including non-registration/renewal of a domain name.

Most of the functions in the admin panel are fairly self-explanatory, however we'll outline some of the more important and frequently used functions below.

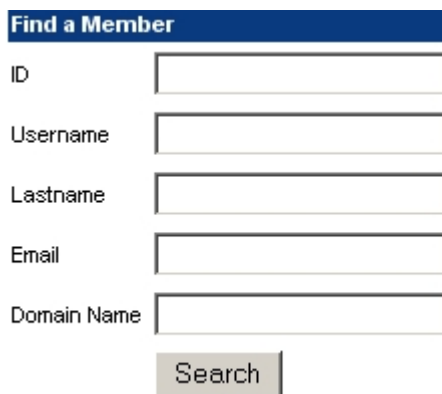
2. Administration Panel Functions

2.1 Home

Takes you to the intro screen

2.2 Find A Member

This function allows you to search for a member by email address, domain name, etc.



The screenshot shows a search form titled "Find a Member" in a blue header. Below the header are five input fields: "ID", "Username", "Lastname", "Email", and "Domain Name". Each field is a simple text box. Below the "Domain Name" field is a "Search" button.

2.3 Log Out - Allows you to end your session and sign out

3. Administration



The screenshot shows a vertical list of menu items under the heading "Administration". The items are: "Administration", "Edit Preferences", "Edit My Details", "Create Administrator", "Change Password", "View Reports", "View Invoices", "View Sub-Reseller Payments", and "Add Funds".

3.1 Edit Preferences

From The Edit Preferences Section of our site, you can modify certain aspects of your reseller site including the products that you sell.

You can update standard information including your company name, the URL of the site where you wish to run your reseller website, contact email address (this will be used for correspondence with your customers, and we will send notices to them from this address).

You can set your default registration period (you may choose to increase the default registration period to 2 years, or leave it set to 1)

You can elect to offer URL and Email forwarding services if you like.

You run your own hosting service, you will obviously not want to sell our hosting products, and will need to set the default nameservers as your own (we'll assign all new domains to these nameservers upon registration).

You will also need to change the "Sell Hosting?" Option in the admin panel to NO, or "Reseller Own Hosting".

| | |
|--|--|
| Primary NS Host | <input type="text" value="ns1.iprimus.com.au"/> |
| Secondary NS Host | <input type="text" value="ns2.iprimus.com.au"/> |
| Sell Email Forwarding? | Yes: <input checked="" type="radio"/> No: <input type="radio"/> |
| Sell Url Forwarding? | Yes: <input checked="" type="radio"/> No: <input type="radio"/> |
| Sell Hosting? | PlanetDomain Hosting ▾ |
| Receive Hosting Setup details email? | <div style="border: 1px solid black; padding: 2px;"><div style="background-color: #e0e0e0; padding: 2px;">PlanetDomain Hosting</div><div style="padding: 2px;">Reseller Own Hosting</div><div style="padding: 2px;">No Hosting</div></div> |
| Hosting Description (For Reseller Own Hosting) | <div style="border: 1px solid black; height: 40px;"></div> |
| Hosting URL (For Reseller Own Hosting) | <input type="text"/> |

Setting this option to *Reseller Own Hosting* allows you to provide a product description to your customers when they've completed the Domain Registration Wizard, and then provide a hosting registration URL (if you process online hosting orders).

A few other products we offer which you may choose to resell are:

Web Alive - a web site builder software package that includes email and web hosting

BlueTie Business class Email - A POP3/Imap Email service webmail and calendar features to sync with Outlook (plugin required)

EBC Business Guides - Basically Ebooks which some of your customers may be interested in

You can also select which domains you would like to sell, or those you do not want to sell. For example, if your business is based in the USA, and your target market is the United States and Canada, you may choose not to sell the Australian .AU names.

Reciprocal link This function was a link-exchange of sorts, but is being removed due to penalties being enforced by search engines for such mechanisms.

Expiry monitor footnote is basically comments you can add to the footer of emails we send to your clients regarding their expiry

Google Analytics ID is used for tracking Google Ad Words conversions

Affiliate program field - If your website is part of an affiliate program (for ad-words etc), then enter any codes here.

3.2 Edit My Details

This function allows you to change your contact information and bank details.

NOTE: if your bank details change, you must fax us a copy of your bank-slip (deposit) for verification with our finance department before we can pay you.

3.3 Create Admin

If you wish to create additional logins for your staff to have access to your reseller account, you can add them via the 'Create Administrator' link in the reseller panel.

The screenshot shows a web form titled "Enter Administrator Details". The form contains the following fields and values:

- Firstname: Jane *
- Lastname: Smith *
- Department: Sales
- Phone: 0399231234
- Mobile: (empty)
- Email: e@jsdomainss.com.au *
- Username: janesmith *(Max of 15 characters)
- Password: (masked with dots) *(Max of 15 characters)
- Confirm Password: (masked with dots) *
- Level: System Administrator *

A "create" button is located below the Level dropdown menu.

'System Administrator' level access has access to all functions, the same as your existing/first reseller access account.

Level 2 has less access than Admin, but more than Level 1 access.

Level 1 support has access to the most basic and minimalistic functions.

3.4 Change Password

Allows you to change your Admin Panel password.

3.5 View Reports

Reports allow you to generate reports on customer registrations or invoices. You can select certain date ranges or member IDs, and you can also view 'referrers', that is, the website your customer was visiting prior to coming to your reseller site and purchasing the product (this can assist in gauging where your traffic is generated from).

3.6 View Invoices

Allows you to view payments made to you as a reseller (either paid, or pending)

3.7 View Sub-Reseller Payments

This allows you to view payments made to sub-resellers. You will only need to use this function if you have introduced a 'sub' reseller to us (that is, they resell your service, which in-turn is reseller planetdomain's services).

3.8 Add Funds

This function is used when you need to top-up your reseller account. Click the add funds button, select the amount you wish to add, then click confirm & pay which will take you to a payment screen where you can enter your credit card details for payment info.

Credit Report

| Payment Type | Date | Amount | GST | Credit |
|-----------------|------|--------|-----|------------|
| Current Balance | | | | \$0.00 AUD |

Increase Credit

Currency [AUD] ▼

Confirm & Pay

4. Customer Management

These are the features you will likely use a lot when dealing with your customers.



4.1 Find a member

Allows you to locate a customer by their last name, email address or domain name.

| Find a Member | |
|---------------------------------------|----------------------|
| ID | <input type="text"/> |
| Username | <input type="text"/> |
| Lastname | <input type="text"/> |
| Email | <input type="text"/> |
| Domain Name | <input type="text"/> |
| <input type="button" value="Search"/> | |

4.2 Create a member

Allows you to create a new member which is required to register a domain

M Denotes that the field is mandatory

| | | |
|-------------------------|----------|---|
| First Name: | M | <input type="text" value="Jonathan"/> |
| Last Name: | M | <input type="text" value="Smith"/> |
| User Type: | M | <input type="radio"/> Individual <input checked="" type="radio"/> Company |
| Company: | | <input type="text" value="John's Computers"/> |
| ACN/ABN: | | <input type="text" value="123 456 789"/> |
| Tax ID: | | <input type="text"/> |
| Address 1: | M | <input type="text" value="250 Collins Street"/> |
| Address 2: | | <input type="text"/> |
| Suburb: | M | <input type="text" value="Melbourne"/> |
| Country: | M | <input type="text" value="Austria"/> |
| State: | M | <input type="text" value="VIC"/> |
| Postcode: | M | <input type="text" value="3000"/> |
| Currency: | M | <input type="text" value="UK Pound"/> |
| Phone: | M | + <input type="text" value="61"/> <input type="text" value="399234444"/> |
| Mobile: | | <input type="text"/> |
| Email: | M | <input type="text" value="john.smith77@bigpond.com"/> |
| Username: | M | <input type="text" value="johns77"/> |
| Password: | M | <input type="text" value="pas5w0Rd"/> |
| Prompt Question: | M | <input type="text" value="What is your favourite football team"/> |
| Prompt Answer: | M | <input type="text" value="Melbourne"/> |

*NOTE: The fields marked with a **M** are mandatory, and they require you to enter some data in order to complete the creation of the new member.*

4.3 My Members

Displays all of the members which have been created under your reseller account.

5. Reseller Site Admin

| |
|----------------------------------|
| Reseller Site Admin |
| Edit My Website |
| Add/Edit Host Names |
| Set Domain Pricing |
| Set Other Product Pricing |
| Edit Domain Park Page |
| Reciprocal Link Directory |

5.1 Edit My Website

This allows you to edit your website (CSS, menus, side bars and more). We will go into greater detail in the 'Edit My Website' Advanced Tutorial

5.2 Add/Edit Host Names

Use this function if you'd like to have multiple host or website names for your reseller site.

For example, your reseller site might be johnsmithdomains.com, but you may also want to add johnsmithdomains.com.au and jsd.com.au

5.3 Set Domain Pricing

This is where you can set your retail prices for domain names - essentially, you can pick the amount of commission you receive.

5.4 Set Other Product Pricing

In this area, you can set other product pricing such as hosting, bluetie, email/url forwarding and web alive.

5.5 Edit Domain Park Page

When your customers opt to 'park' their page (ie, they aren't doing anything with the site), you can create a customer park page to promote your site whenever someone lands on one of your customer's parked pages.

5.6 Reciprocal Link Directory

This is where you can view customers domains which have been added to the reciprocal link directory. this is being phased out due to Google and other search engines penalizing sites that are part of link exchanges.

6. Domain Administration



With these tools, you can register, renew or delete a domain. You can also check the status of any pending domain registration, the progress of a transfer or domains due for renewal.

Note: Registering and renewing domains via the Admin panel will result in funds being deducted from your reseller balance. Registrations and Renewals are non-refundable. Deleting a domain will not entitle you or the customer to a refund.

For instructions on how to register a domain name, refer to our reseller induction manual.

Pending Registrations allows you to view domains that are being processed. A domain will go into this status when it must be manually registered by our staff, or reviewed to ensure it complies with policies etc.

Transfers in progress allows you to check on the status of a transfer which your customer may have submitted

Domains Near Expiry allows you to track domains that are coming up for renewal in the near future. Your customers are automatically notified via email when the domain is due for renewal, but you may like to do additional follow up with your customer (via phone) to encourage them to renew.

7. Product Administration



7.1 Hosting Requests

This is where you can view the hosting accounts your customers have ordered. You can resend customer's welcome emails which contains login and setup information.

Note: The login information stored in our system may be incorrect if the customer has since logged in and changed their hosting password after their account was deployed.

7.2 Bluetie Requests

This allows you to view/search for existing bluetie services being supplied to your customers.

7.3 Support docs

This is support documentation on using and configuring bluetie services.

7.4 Manage URL Forwards

This is where you can add/modify URL Forwards

7.5 Manage Email Forwards

You can add/modify email forwards with this function.