# Platform Usage

Welcome to the ResellPortal.com platform guide. This documentation will help you navigate and use the platform effectively to manage your resale business.

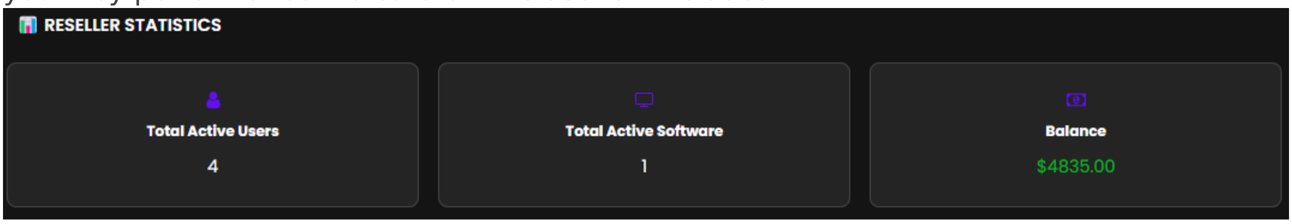
ResellPortal.com offers tools to streamline product sourcing, inventory tracking, order management, and performance analysis—all in one place. Whether you're just starting or scaling up, this guide provides the essentials to get the most out of your experience.

# Navigating ResellPortal: Dashboard

The **ResellPortal Dashboard** is your main control panel. It gives you a real-time overview of your reseller account, your users, your product activations, and your recurring financial commitments. This chapter walks you through each section of the dashboard, helping you understand the data presented so you can better manage your operations and support your clients.


## 1. Reseller Statistics Overview

Upon logging into your ResellPortal account, the first section you'll see is a high-level summary of your key performance indicators. This section includes:




### *Total Active Users*

This number reflects how many end users are actively connected to your reseller account. These are users who have accessed or utilized any software you've activated for them.

**Use this to monitor:**

- Growth in your client base
- Engagement and usage trends
- Demand for support or renewals

### *Total Active Software*

This shows how many software products are currently deployed under your reseller license. This includes any AI Business Tools, utility apps, or other solutions you’ve activated for clients.

**Use this to:**

- Track software deployment volume

- Identify high-demand products
- Ensure all deployments are accounted for

### *Balance*

Your current available balance on the platform. This is the credit used to activate new services or renew existing ones.

**Important:**

- Always ensure your balance is sufficient before activating new tools.
- Low balance may prevent activation or renewal of services for clients.

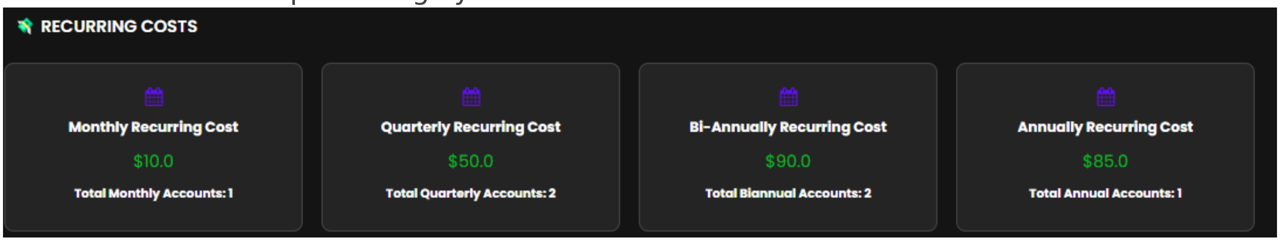
## 2. Recurring Costs Breakdown

The second section provides an overview of your **recurring financial commitments** as a reseller. It breaks down your active subscriptions by billing interval:

- Monthly Recurring Costs
- Quarterly Recurring Costs
- Bi-Annual Recurring Costs
- Yearly Recurring Costs

Each of these categories lists:

- The number of products or users under that plan
- The associated cost per billing cycle



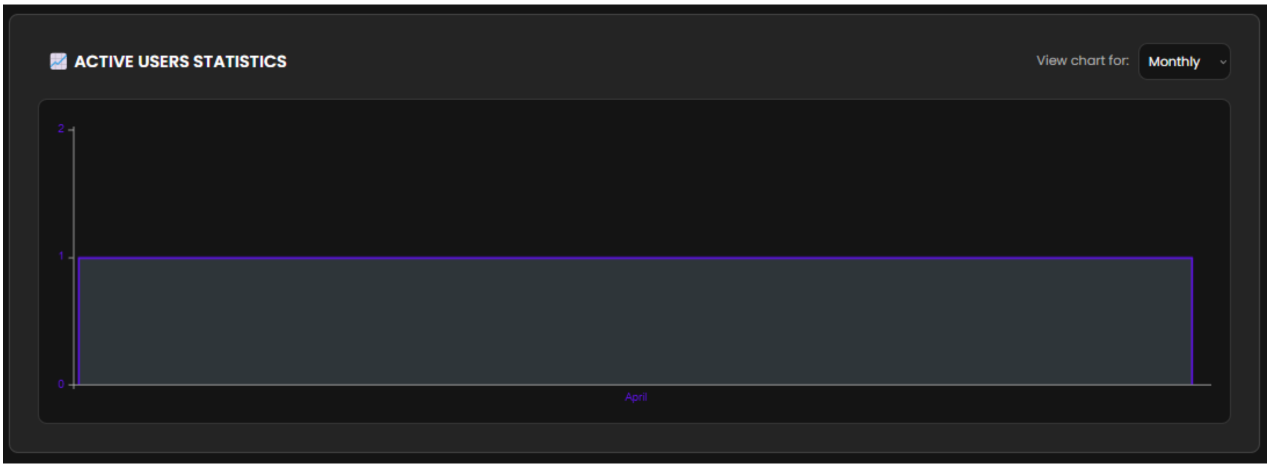

**Use this to:**

- Forecast upcoming charges
- Plan budget and top-ups
- Identify long-term vs. short-term revenue streams

## 3. Active Users Statistics Graph

This section presents a **visual graph** displaying user activity over time. It provides insights into:

- Daily or monthly trends in user engagement
- Peaks or drops in active usage
- Historical growth of your user base




**How to use it:**

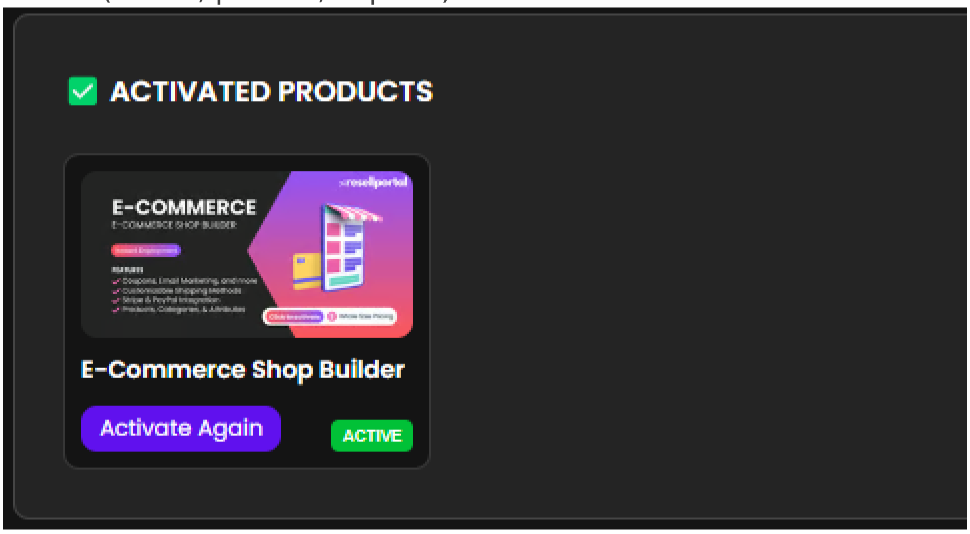
- Analyze spikes in activity after promotions or product launches
- Identify potential churn periods
- Monitor the impact of new activations

The graph may support filters such as time ranges (last 7 days, 30 days, 6 months) to help you zoom in or out as needed.

# 4. Activated Products List

The final section of the dashboard provides a detailed list of **all products you've activated** under your reseller account. This includes:

- Product name (e.g., AI Business Tool, AI Writer, AI Chat, etc.)
- Activation date
- Assigned client (email or account)
- Status (active, paused, expired)




**Why it's important:**

- Offers a quick way to track which products are live

- Helps with renewal and billing management
- Useful for auditing and support tickets

You can click into each product (if available) to see additional details or take action (such as renewing or deactivating the service).

# Final Tips for Resellers

- **Check your dashboard regularly** to stay ahead of renewals and client activity.
- Use the dashboard as a **sales tool**—monitor what's in high demand and tailor your marketing accordingly.
- The **balance and recurring cost sections** help you avoid surprise charges and keep your account running smoothly.
- Export or document key stats monthly if you need to report performance internally.

# Navigating ResellPortal: Activate(Manual)

The **Activate (Manual)** feature in your ResellPortal dashboard allows you to deploy digital products for your clients using your own wallet balance. This gives you full control over which services are activated, when they are deployed, and for whom—making it ideal for resellers managing multiple client accounts or offering bundled services.


## What This Section Is For

- **Manual deployment** of digital products for your clients
- **Using your balance** to cover product costs
- Managing product activations on a per-client basis
- Providing fully white-labeled or branded services through your own portal

## How to Access and Use Activate (Manual)

1. **Log in** to your ResellPortal dashboard.
2. In the left-hand menu, click **“Activate (Manual)”**.
3. Ensure your **wallet balance is topped up** and has enough credit to cover the cost of the products you want to deploy.
4. You will see a list of all **available digital products** for resale (see full list below).

## Activation Process

When you choose a product to deploy:

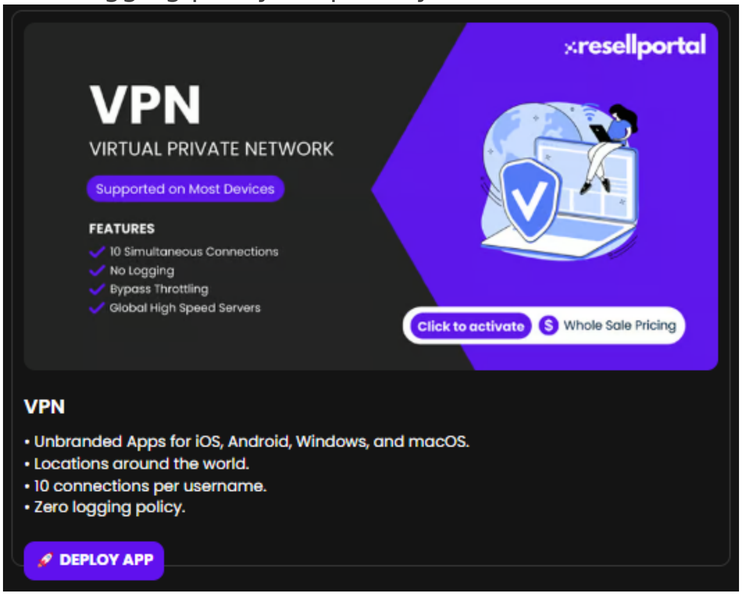
1. Click on the product name or icon in the **Activate (Manual)** list.
2. You will be **redirected to a specific activation topic** for that product.
3. On this topic, you’ll be prompted to:
    - **Enter your client’s details** (e.g., email address, domain name, company name)
    - **Select any configuration options**, such as location, plan type, or billing cycle
    - **Confirm payment using your wallet balance**
4. Once submitted, the product will be **provisioned for your client**, and any relevant access details will be sent to their email.

# Available Products for Manual Activation

Here's a full breakdown of the products you can deploy manually as a reseller:

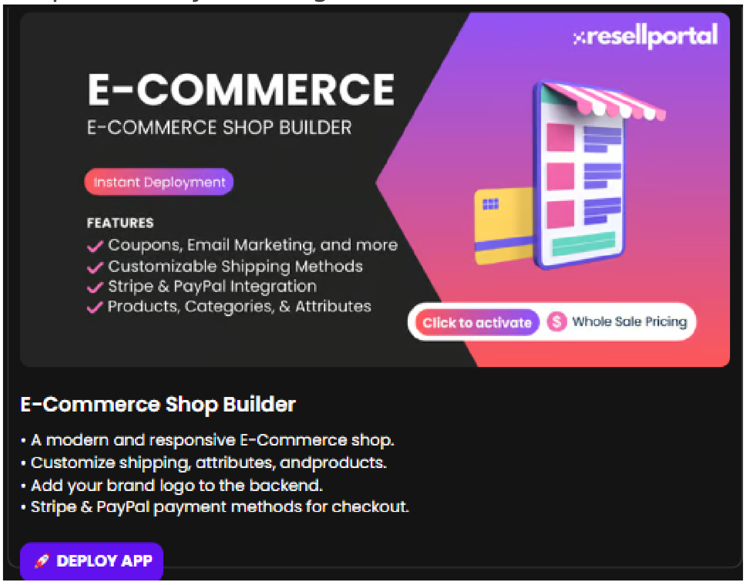
## 1. VPN Services

- Unbranded apps for iOS, Android, Windows, and macOS
- Global server locations
- Up to 10 connections per username
- Zero-logging policy for privacy



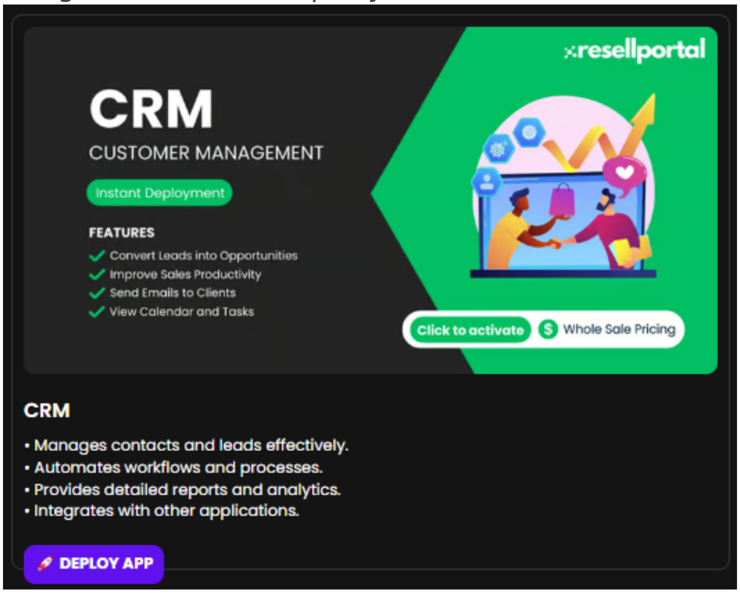

## 2. E-Commerce Shop Builder

- Fully responsive and modern design
- Customize shipping, products, and attributes
- Upload your brand logo to the backend
- Stripe and PayPal integration for checkout



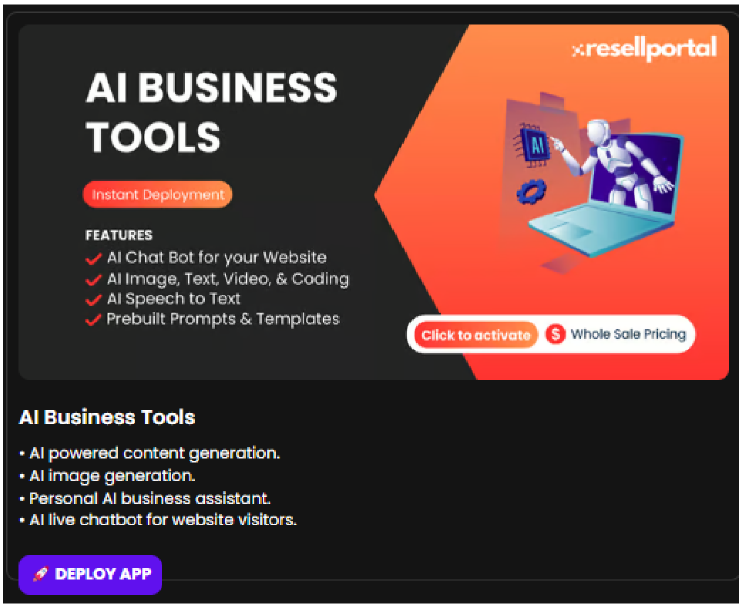

## 3. CRM (Customer Relationship Management)

- Manage contacts, leads, and pipelines
- Workflow automation
- Built-in analytics and reporting
- Integration with third-party tools




## 4. AI Business Tools

- Content generation with AI
- Image generation from text
- AI-powered business assistant
- Live chatbot for client websites

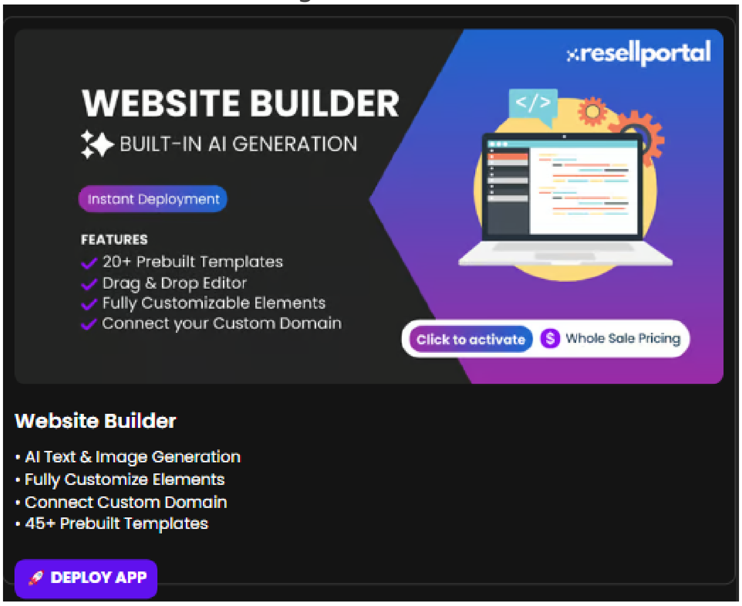



## 5. Social Media Marketing Tool

- Post to Facebook, Instagram, and X (formerly Twitter)
- Schedule unlimited posts
- Use AI to generate engaging content
- Bulk posting features for social managers

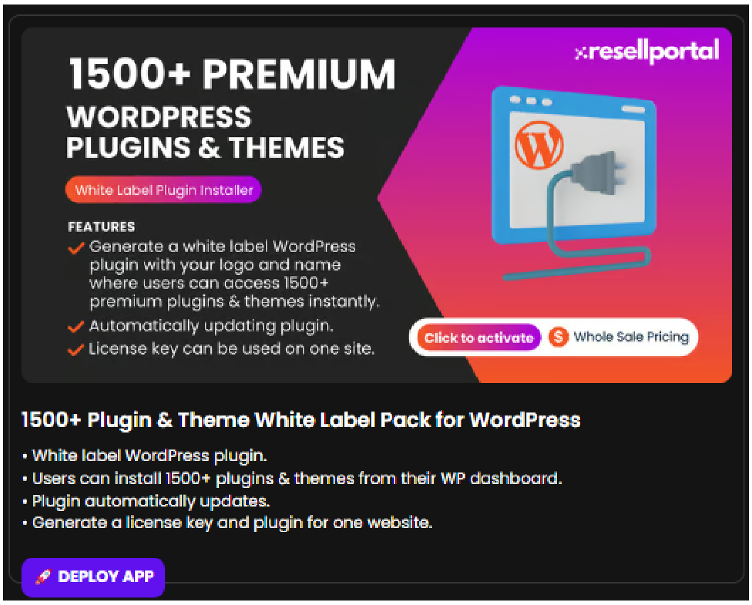

## 6. Website Builder

- Drag-and-drop editor with AI text/image assistance
- Custom domain connection
- 45+ prebuilt templates
- Full control over design elements



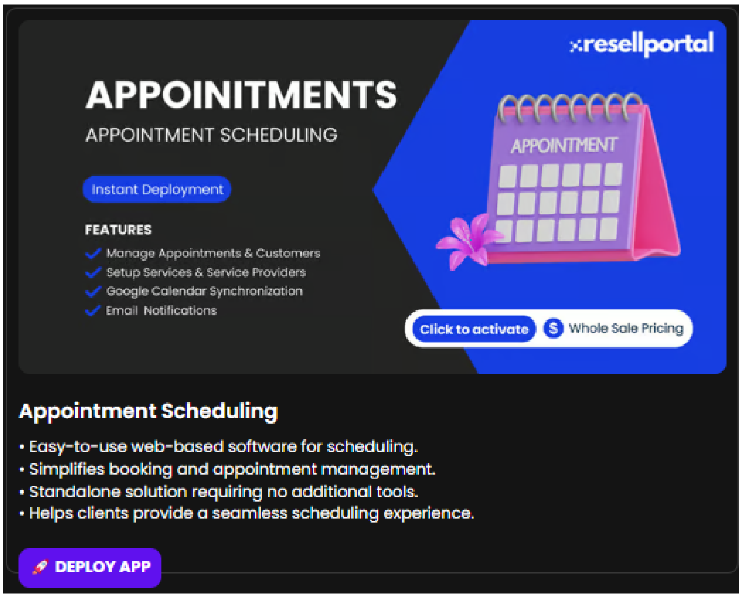

## 7. 1500+ Plugin & Theme White Label Pack for WordPress

- Installable from WP dashboard
- Auto-updating plugin
- Supports license key generation for individual websites



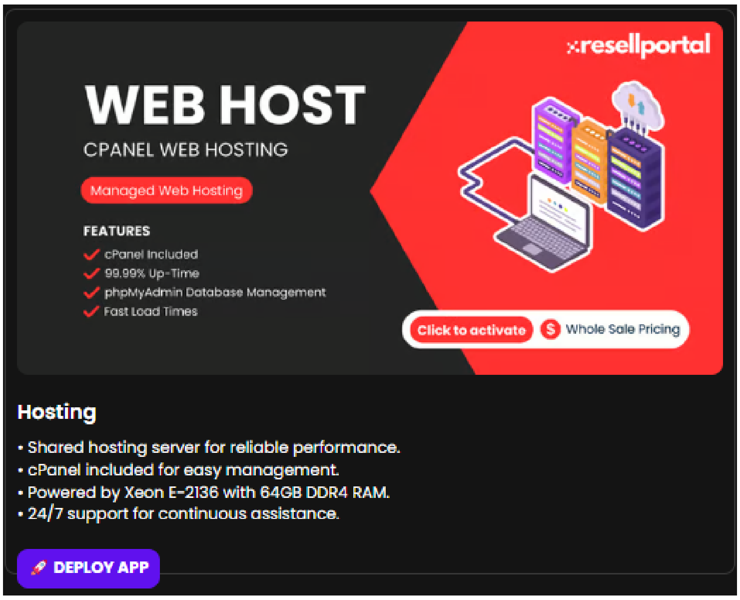

## 8. Appointment Scheduling Software

- Web-based appointment booking system
- No third-party tools required
- Clean interface for managing time slots and availability
- Ideal for service-based businesses



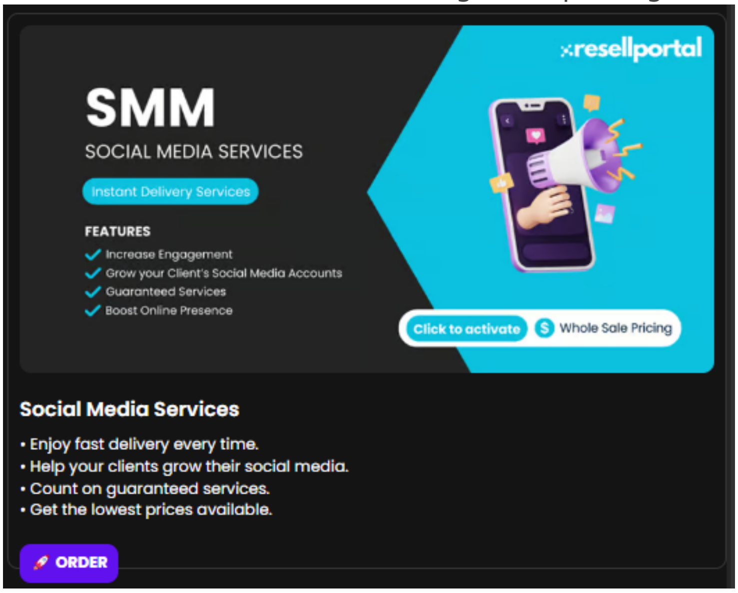

## 9. Hosting Services

- Shared hosting with Xeon E-2136 and 64GB DDR4 RAM
- cPanel included
- Reliable uptime and 24/7 technical support



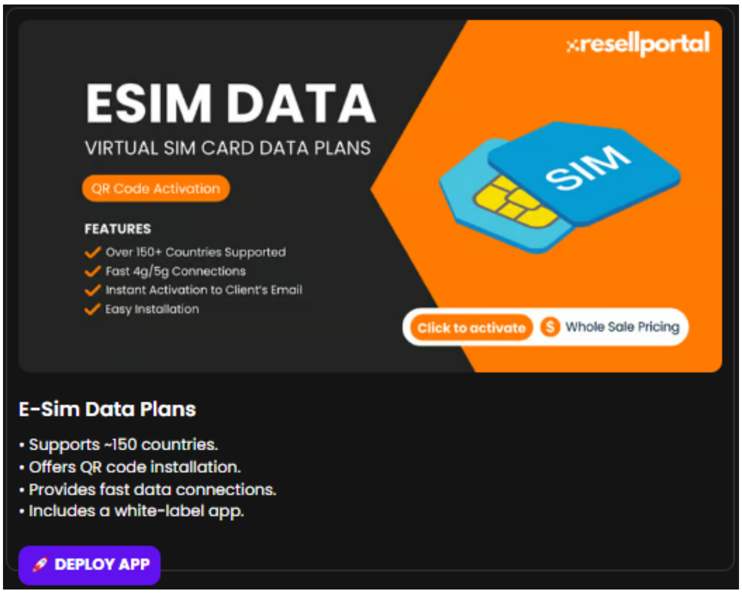

## 10. Social Media Services

- Resell social growth services
- Fast delivery guaranteed
- Competitive wholesale pricing
- Great for influencer or business growth packages



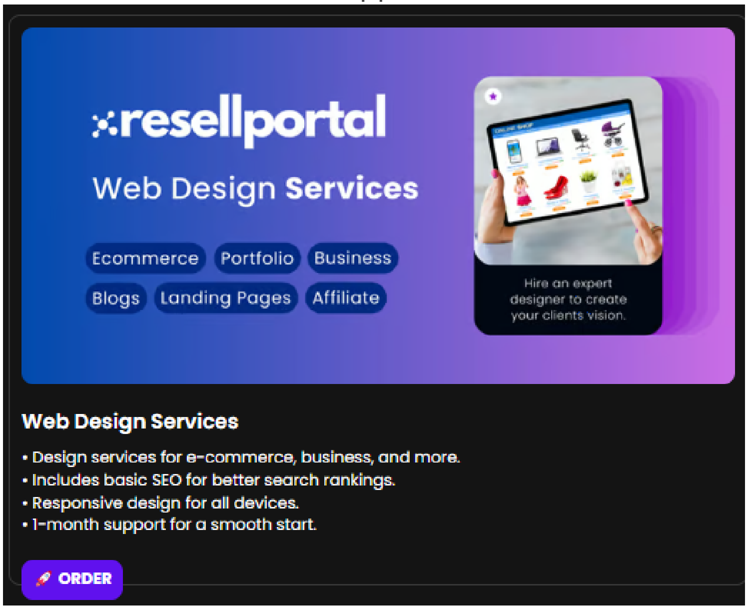

## 11. E-SIM Data Plans

- Coverage in ~150 countries
- QR code setup for instant activation
- High-speed global data
- White-label mobile app provided



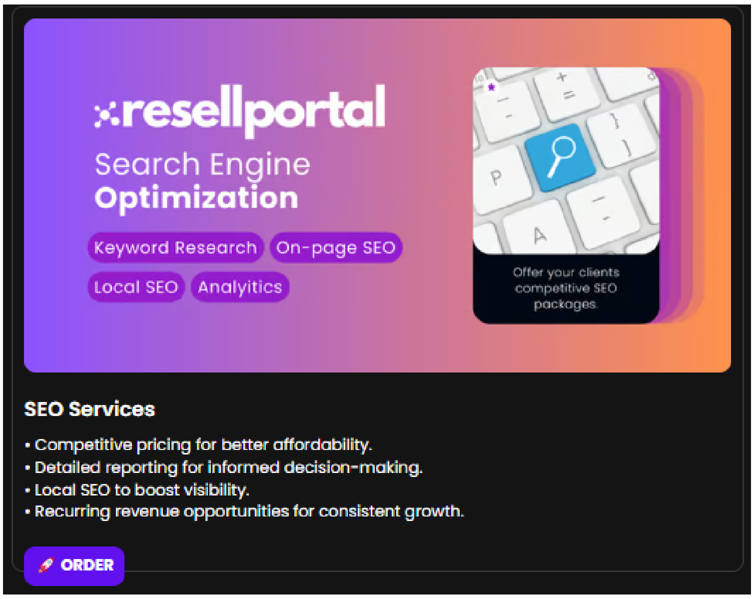

## 12. Web Design Services

- Professionally designed websites for business, e-commerce, and more
- Mobile-friendly and responsive
- Basic SEO included
- One-month after-sales support




## 13. SEO Services

- Affordable local and global SEO options
- Recurring service packages available
- White-label monthly reporting
- Ideal for digital marketing agencies




# Best Practices for Resellers

- **Check your balance** before initiating any activation.
- Use client-specific emails to keep service access organized.
- Clearly communicate billing intervals (monthly, quarterly, etc.) if applicable.
- Review configuration fields carefully on the product's activation topic—many services cannot be edited after deployment.
- **Bundle services** (e.g., E-Commerce Builder + Hosting + SEO) to increase value and revenue per client.

# Summary

| Section | Purpose |
|---|---|
| Dashboard > Activate (Manual) | Manually deploy products using your wallet balance |
| Product List | View all available digital products for resale |
| Deployment | Redirects to a detailed product setup form |
| Activation | Processes the request and delivers access to your client |

With **Activate (Manual)**, you maintain full control over how and when your digital services are deployed. Whether you're managing a single client or operating at scale, this section allows you to deliver customized, white-labeled solutions quickly and efficiently.

For more details and information on how to use each product and access it, refer to the ***Software Usage*** section.

# Navigating Resellportal: Storefront (Auto)

The **Storefront (Auto)** feature allows you to set up a fully automated SaaS store under your reseller account. With just a few steps, you can launch a branded storefront where clients can browse, purchase, and subscribe to digital products without you needing to activate them manually.

This is ideal for resellers who want to **sell at scale** or **offer 24/7 self-service access** without building a website or handling each sale directly.


## What Is the Storefront?

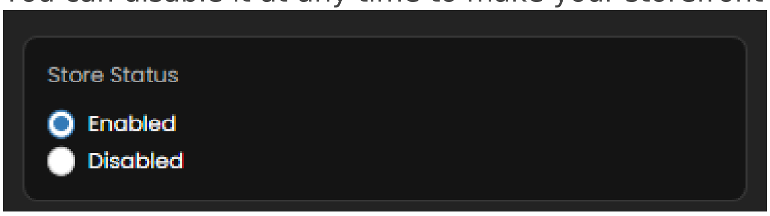
- A **public-facing online store** hosted on your subdomain or custom domain
- Clients can browse and purchase SaaS products
- Prices are automatically adjusted based on your profit margin
- Products are fulfilled and managed automatically by the platform
- You receive **bi-weekly payouts** for your profits

## Step-by-Step Setup

### Section 1: Storefront Main Settings

### a. Enable the Storefront

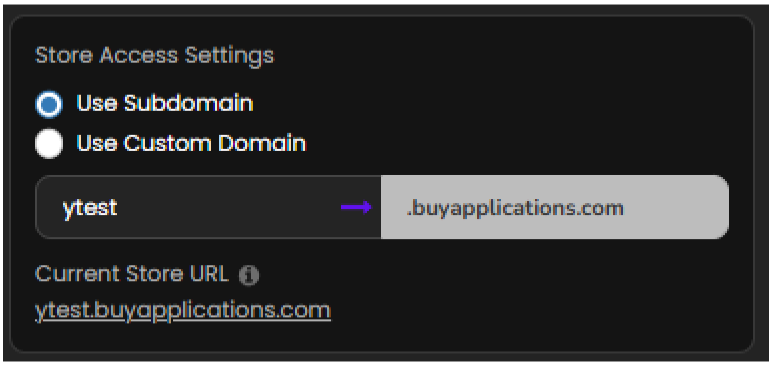
- Go to **Storefront Settings** in your dashboard.
- Toggle the **Store Status** to “Enabled” to activate your store.
- You can disable it at any time to make your storefront temporarily inaccessible.




### b. Store Access Settings

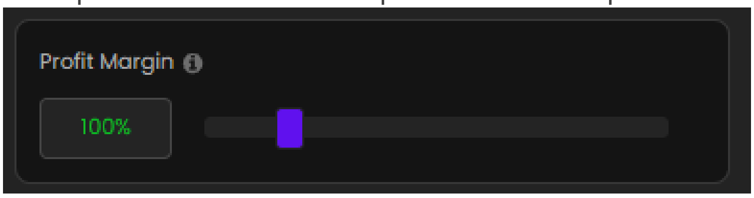
- Choose how customers will access your storefront:

- Use your **default subdomain** (e.g., yourname.resellportal.store)
  - Or connect a **custom domain** you own
- Once you fill in and save your settings, you'll be able to **copy your live storefront URL** from this section.




## c. Set Your Global Profit Margin

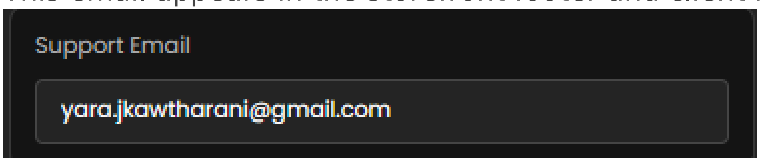
- Choose a **profit margin percentage** (up to 500%) that applies to all products.
- Your profit is added to the platform's base price to form the final sale price.




**Example:**
If the platform price of a product is $10, and you set a 100% margin, the customer pays $20 — you earn $10 on every sale or renewal.

## d. Support Email

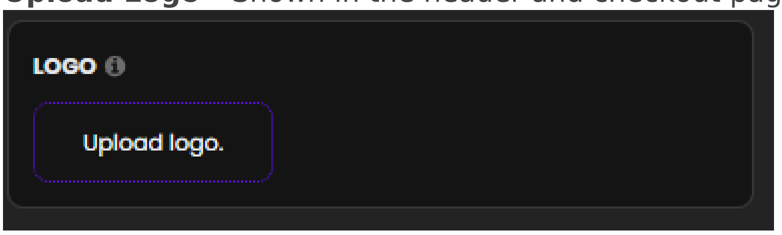
- Enter a valid **support email address** where clients can contact you for assistance.
- This email appears in the storefront footer and client invoices.



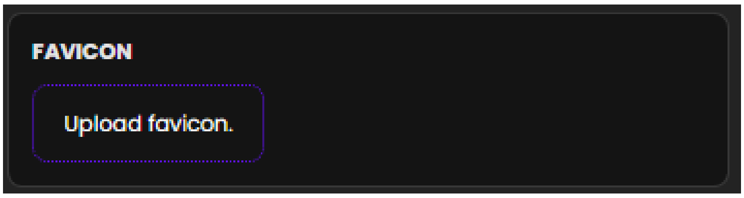

# Section 2: Store Appearance

Customize the visual identity of your storefront to reflect your brand:

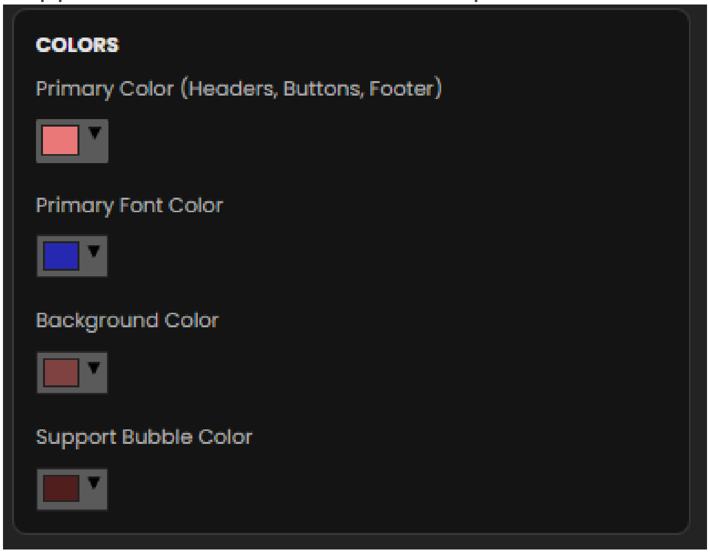
- **Upload Logo** – Shown in the header and checkout pages




- **Favicon** – Browser tab icon (small icon that appears in the browser tab)

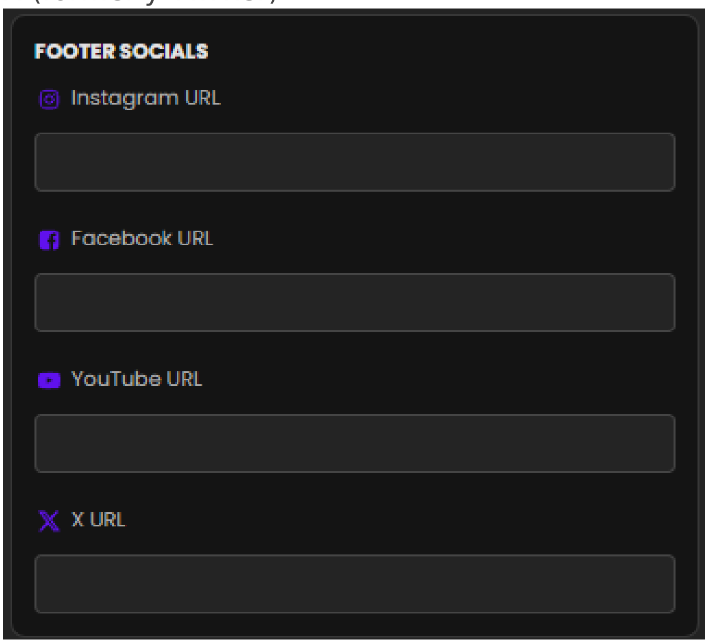



- **Choose Colors:**
  - Primary Color (used for headers, buttons, and footer)
  - Primary Font Color
  - Background Color
  - Support Bubble Color (chat or help bubble)




## Social Media Links (Footer)

- Add links for:
  - Instagram
  - Facebook
  - YouTube
  - X (formerly Twitter)

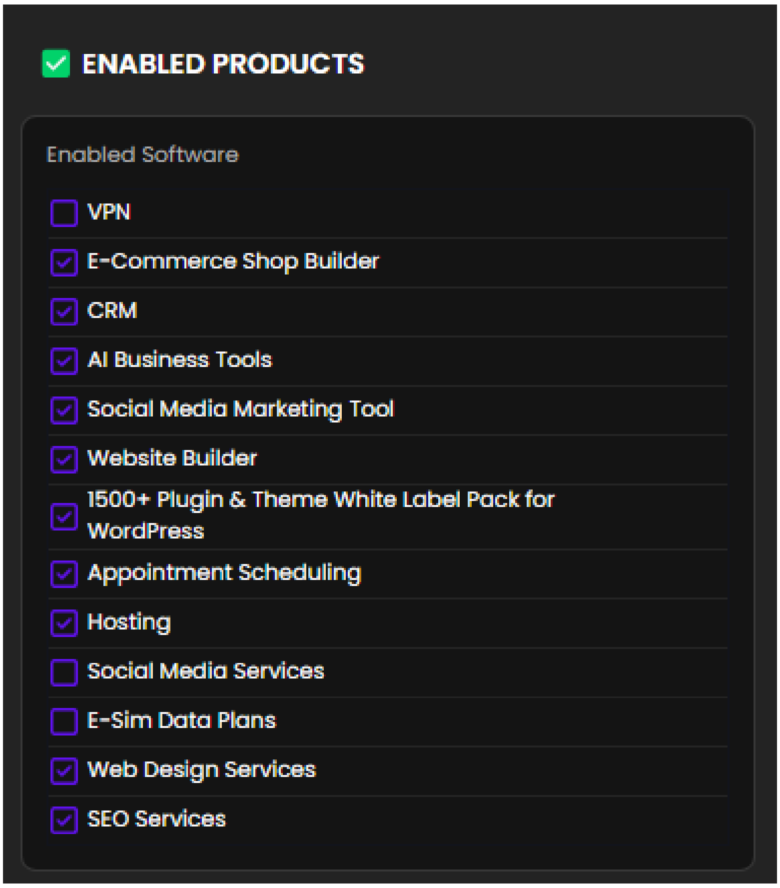


These links appear in the footer for added credibility and branding.

## Section 3: Product Selection

Here you decide **which digital products you want to offer** in your storefront.

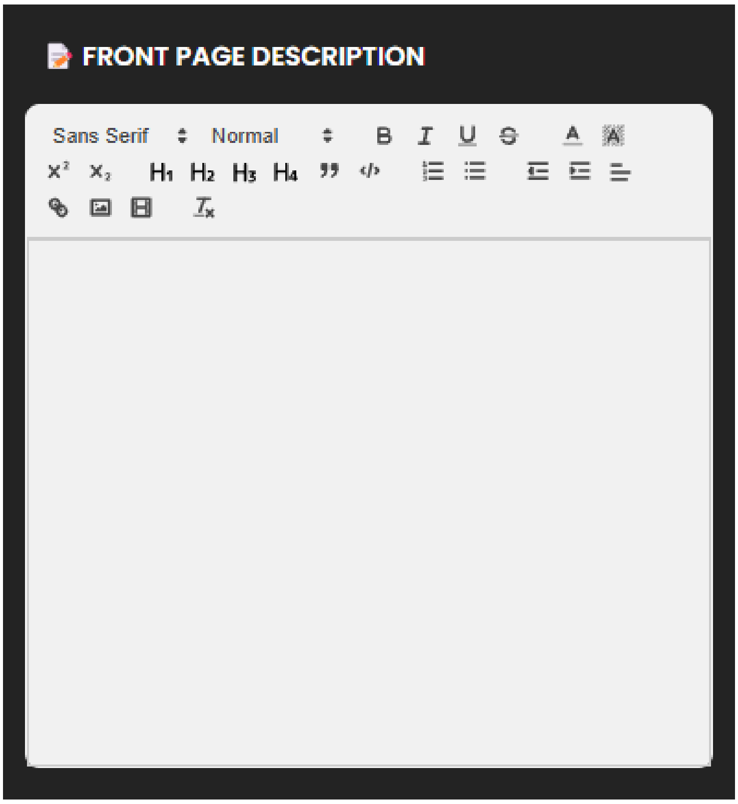
- Toggle products ON/OFF to include or exclude them from your public store.
- Only activated products will be visible to buyers.




## Section 4: Front Page Description

This is where you set the tone of your storefront.

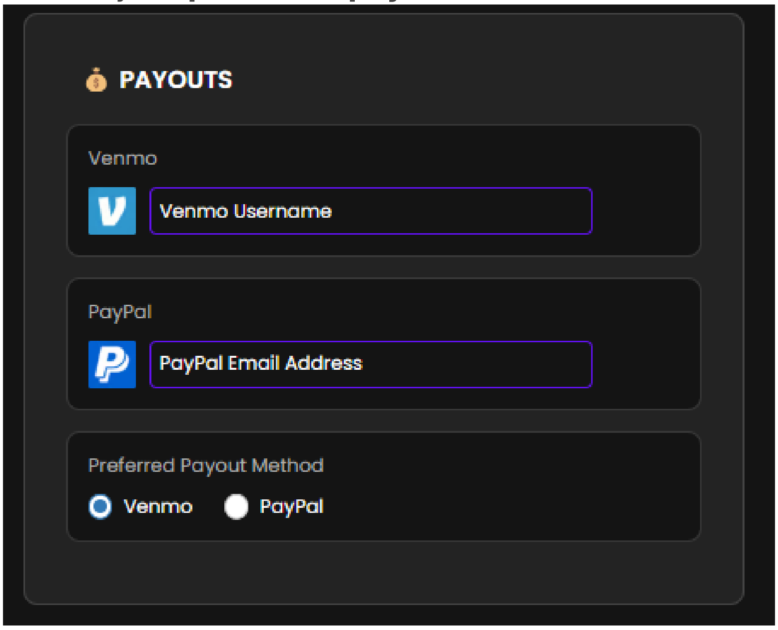
- Write a **custom description** that will appear on your store's homepage.
- Introduce your brand, explain your services, or highlight what makes you unique.
- Use simple, clear language to build trust and convert visitors into buyers.




# Section 5: Payout Settings

Set up how you get paid:

- Enter your **Venmo username** and/or **PayPal email** address.
- Choose your **preferred payout method** (Venmo or PayPal).




**Payout Schedule:**

- Profits are disbursed **bi-weekly**, on the **1st and 15th of each month**.
- Your total profit (based on sales margin) will be paid out accordingly.

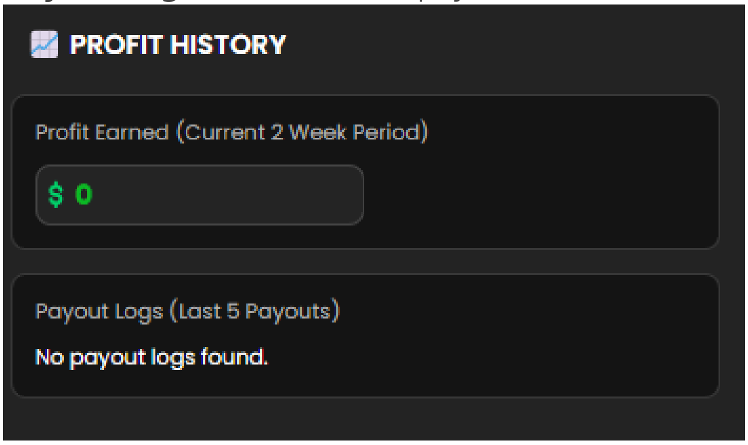
# Final Step: Save All Settings

- Once all sections are completed, click **Save Settings** at the bottom of the page.
- This will apply all your changes and make your storefront live and functional.

# Profit Tracking & History

A dedicated section shows your **financial performance**:

- **Profit History**: View earnings for the current 2-week period
- **Payout Logs**: See the last 5 payout records including date, amount, and method




Use this area to track your performance, monitor sales cycles, and reconcile payouts with your payment account.

# Summary of Key Benefits for Resellers

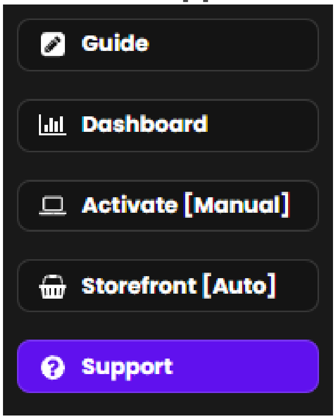
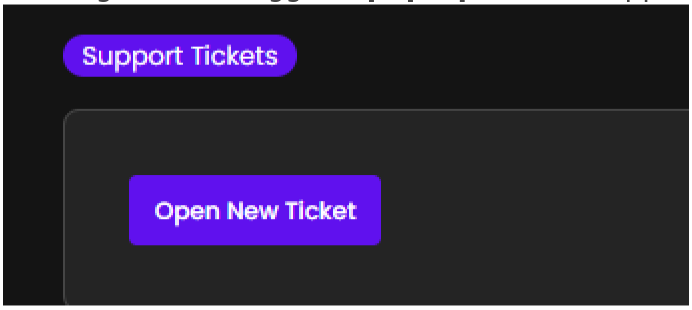
| Feature | Benefit |
|---|---|
| Storefront URL | Launch without needing your own website |
| Profit Margin | Full control over pricing and profit per sale |
| Branding Options | Customize the appearance to match your business |
| Product Control | Choose exactly what to sell |
| Automated Fulfillment | No manual activation needed |
| Payout Integration | Receive earnings via PayPal or Venmo |

# Request Support

**Need help? Our team is here for you.**
This guide will walk you, as a reseller, through the steps of opening a support ticket via your ResellPortal dashboard, how to describe your issue properly, and what to expect after submitting your request.

## Step-by-Step: How to Open a Support Ticket

1. **Login to Your ResellPortal Account**

   Visit [https://app.resellportal.com](https://app.resellportal.com) and log in with your reseller credentials.
2. **Access the Support Section**
   - From your dashboard, navigate to the **left-hand menu**.
   - Click on **"Support"** to open the support center.
   
   
3. **Click "Open Ticket"**
   - A button labeled **"Open Ticket"** will be available.
   - Clicking this will trigger a **pop-up form** to appear where you can submit your issue.
   
   

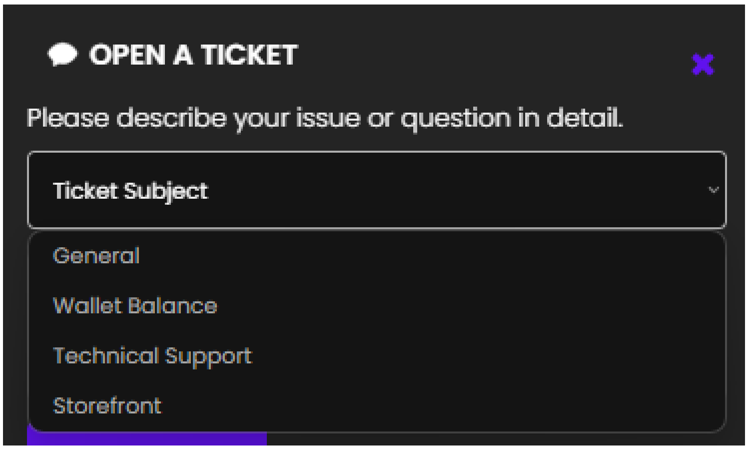
### *What to Fill Out*

The support ticket form includes two important fields:

### 1. **Ticket Subject** *(Dropdown Menu)*

Choose the most relevant category for your request:

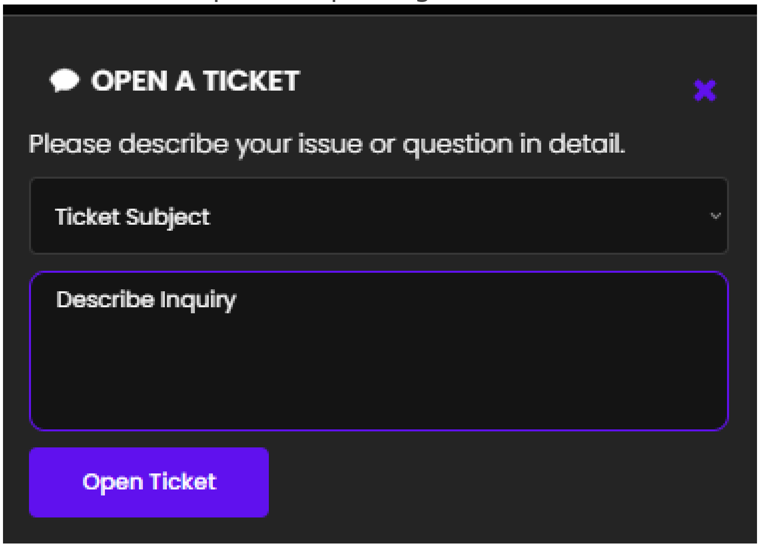
- **General** – For general questions about services, platform navigation, or account info.
- **Wallet Balance** – For issues related to funds, wallet transactions, payment history, or withdrawals.
- **Technical Support** – For platform errors, bugs, system issues, or deployment problems.
- **Storefront** – For client-facing store issues (e.g., product visibility, checkout errors, API issues).




## 2. **Inquiry/Issue Description** *(Text Field)*

Provide a **clear and detailed description** of your issue or question. Be sure to include:

- What you were trying to do
- What went wrong or what you're confused about
- Any error messages (if applicable)
- Store name or product/package involved (if relevant).




*The more context you provide, the faster we can resolve the issue.*

4. **Click "Open Ticket"** to submit the request.

### *How It Works on Our End*

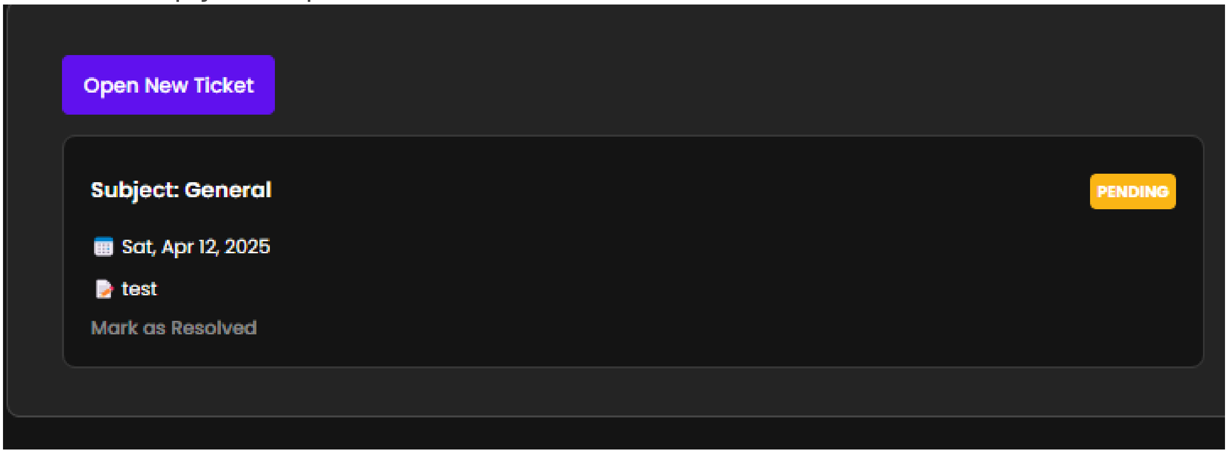
Once you submit the ticket:

- Our support team receives the request in real time
- The ticket is **routed to the appropriate department** based on your selected subject
- A support agent will review your inquiry, investigate the issue if needed, and respond directly within the support section

You will be notified inside your ResellPortal dashboard when your ticket receives a response or resolution.

### Where to Check Ticket Status

- Return to the **Support** section at any time to:
  - View open tickets
  - See ticket status (Pending, In Progress, Resolved)
  - Read and reply to responses from our team




### Response Times

We aim to respond to all reseller tickets within **24 business hours**, though most are addressed much faster depending on the complexity and priority of the issue.

## Best Practices for Fast Support

| Do This | Why it Helps |
| --- | --- |
| Choose the right subject | Ensures your ticket goes to the right team faster |
| Include screenshots (if relevant) | Helps support staff quickly understand technical issues |
| Be specific in your message | Reduces back-and-forth and speeds up resolution |
| Include store names or client IDs | Useful when troubleshooting client-specific problems |

## When to Use the Ticket System

Use support tickets for:

- Wallet or payment discrepancies
- Platform bugs or deployment issues

- Storefront or feature concerns
- Account or reseller dashboard help

**Avoid using tickets for**:

- General how-to guidance (use our documentation and onboarding materials first)
- Issues outside the ResellPortal system (e.g., 3rd-party account issues)

# Final Note

The ticket system is your **direct line to ResellPortal's dedicated support team**. Use it any time you or your clients need help resolving issues quickly and efficiently. We're here to help you succeed!

Alternatively, if you prefer, you can reach us directly via email at contact@resellportal.com for support or inquiries.

# Website Updates

The **Updates** section—also known as the **Changelog**—is your official source for all platform-related announcements on ResellPortal. It is where the ResellPortal team publishes changes, improvements, new features, bug fixes, and scheduled maintenance notices.

As a reseller, staying informed through this section is critical for supporting your clients, adjusting your offerings, and taking advantage of new tools as they're released.


## What Is the Changelog?

The **Changelog** is a running list of updates that have been made to the platform. It helps you:

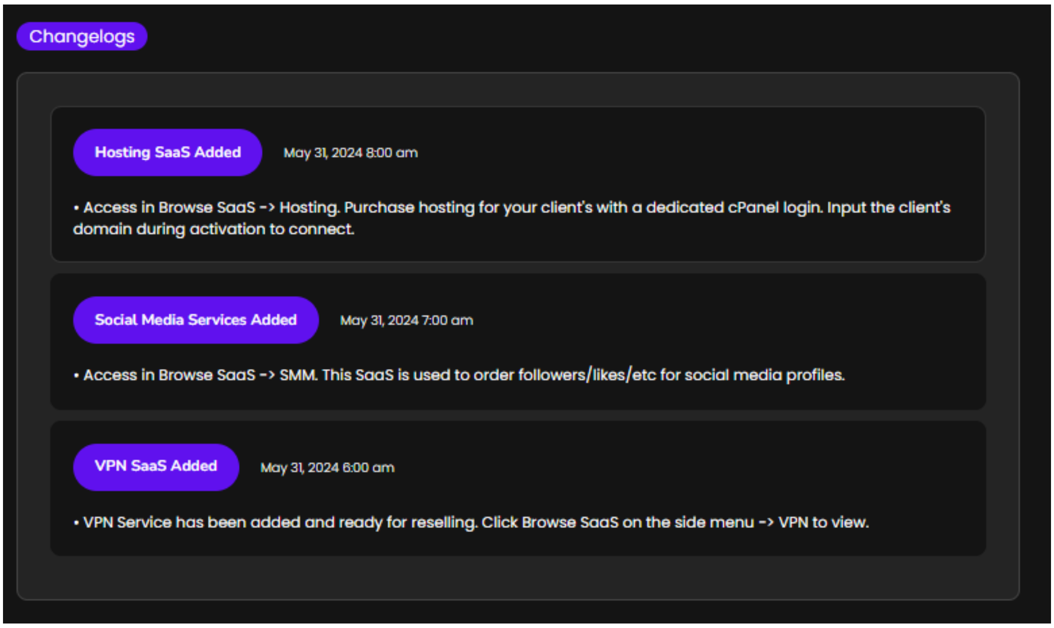
- Stay up-to-date on **new features** and tools
- Get notified about **improvements** or changes to existing products
- Know when **bugs are fixed** or performance is improved
- Prepare for **scheduled maintenance** or possible service disruptions
- Keep track of **billing or payout policy updates**

## Where to Find It

1. Log into your **ResellPortal dashboard**.
2. Click on the **"Updates"** or **"Changelog"** tab in the navigation menu (typically found in the sidebar or footer).
3. You'll see a **timeline or list format** with the most recent updates at the top.

Each update includes:

- **Date of release**
- **Title or summary**
- **Details of the change** (feature description, improvements, fixes)
- **Category tags** like [New], [Improved], [Fixed], [Notice], or [Beta]




## Types of Updates You'll See

| Type | Description |
|---|---|
| New | A newly released feature, product, or tool added to the platform. |
| Improved | Enhancements to existing tools or UI updates. |
| Fixed | Bug fixes or performance upgrades. |
| Notice | Important system changes, maintenance schedules, or policy updates. |
| Beta | New tools released in early access for testing and feedback. |

## Why It's Important for Resellers

- **Client Communication:** You'll be the first to know about features your clients may ask about.
- **Product Updates:** If you're reselling a tool that gets new capabilities, you can adjust pricing or upsell.
- **Troubleshooting:** If something isn't working correctly, a fix might already be listed.
- **Proactive Support:** Inform your clients about updates before they experience changes.

## Best Practices

- Check the Changelog **at least once a week**, or whenever something seems new or different.
- **Bookmark** the updates topic if it's hosted outside the dashboard.

- If updates affect client-facing services (like storefront changes or payout rules), send out an **email or announcement** to your clients to keep them informed.
- Use update notes to **enhance your marketing materials** by highlighting new features.

# Example Update (Typical Format)

> **□□ April 10, 2025**
> **[New] AI Video to Video Tool Added to Storefronts**
> We’ve launched a new AI-powered video transformation tool available for manual and storefront activations. Customize short video clips with filters and styles. Now available in the Activate (Manual) and Storefront product lists.

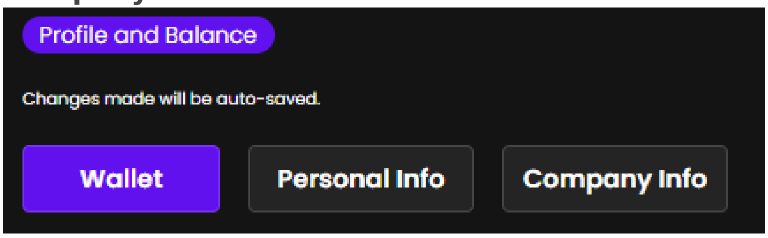
# Summary

| Feature | Purpose |
|---|---|
| Updates / Changelog | Official source for all platform changes and announcements |
| Frequency | Updated regularly by the ResellPortal team |
| Benefits for Resellers | Stay informed, adapt faster, and support clients better |

# Your Profile

The **Reseller Profile** section allows resellers to manage all key aspects of their account, including wallet settings, personal details, and company branding. This section is crucial for customizing the reseller experience and maintaining accurate billing and communication information. It is divided into three main tabs:

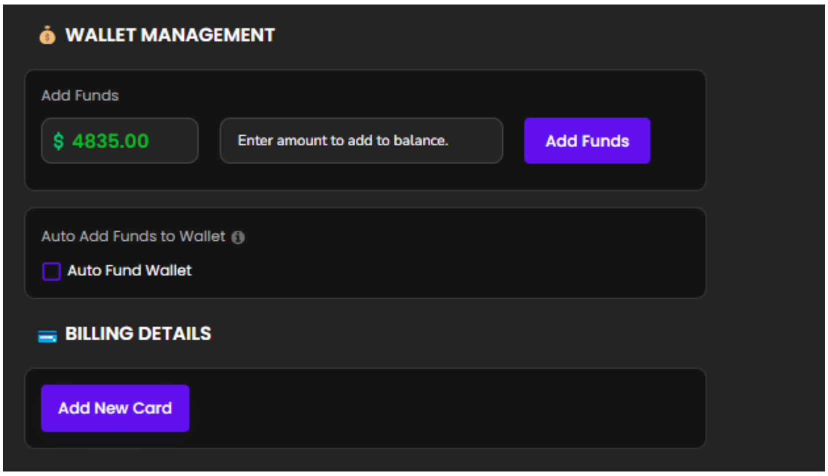

1. **Wallet**
2. **Personal Information**
3. **Company Info**




## 1. Wallet Tab

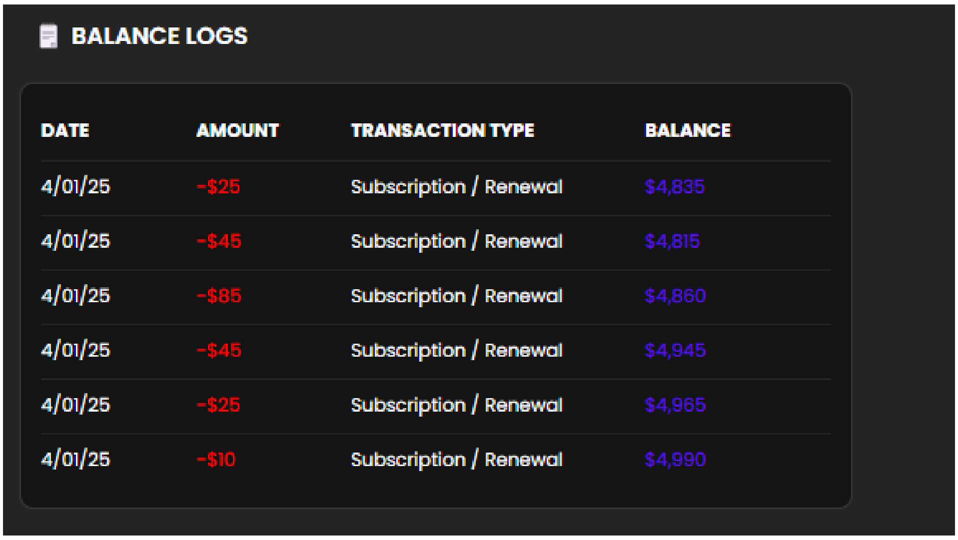
The **Wallet** tab is dedicated to wallet management and billing details. It provides resellers with the tools to fund their account and monitor all wallet-related activity.

### Wallet Management:




- **Add Funds**
  - Allows resellers to manually add money to their wallet balance using saved payment methods.

- Supports common payment options like credit/debit cards.
- **Auto Add Funds**
  - Option to enable **automatic top-up** when the wallet balance falls below a specified threshold.
  - Resellers can define:
    - **Trigger balance threshold**
    - **Amount to auto-add**
    - **Preferred payment method** for auto-funding
- **Billing Details**
  - A secure area to manage billing information and saved payment methods.
  - Resellers can:
    - Add new credit/debit cards
    - Set a default card for transactions
    - Remove outdated or unused cards
- **Balance Logs**
  - A detailed log of all wallet transactions, providing transparency and easy financial tracking.
  - Log table includes the following columns:
    - **Date**: Timestamp of the transaction
    - **Amount**: Value of the transaction
    - **Transaction Type**: E.g., "Fund Added", "Auto Top-Up", "Deduction", etc.
    - **Balance**: Wallet balance after the transaction

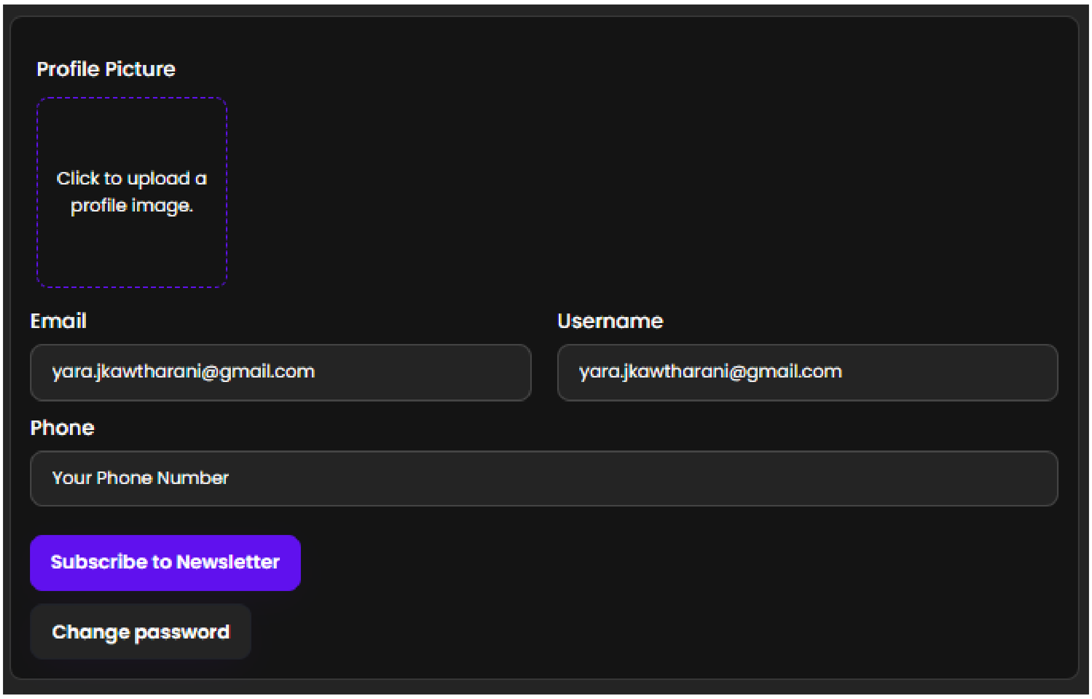


BALANCE LOGS

| DATE | AMOUNT | TRANSACTION TYPE | BALANCE |
|---|---|---|---|
| 4/01/25 | -$25 | Subscription / Renewal | $4,835 |
| 4/01/25 | -$45 | Subscription / Renewal | $4,815 |
| 4/01/25 | -$85 | Subscription / Renewal | $4,860 |
| 4/01/25 | -$45 | Subscription / Renewal | $4,945 |
| 4/01/25 | -$25 | Subscription / Renewal | $4,965 |
| 4/01/25 | -$10 | Subscription / Renewal | $4,990 |

# 2. Personal Information Tab

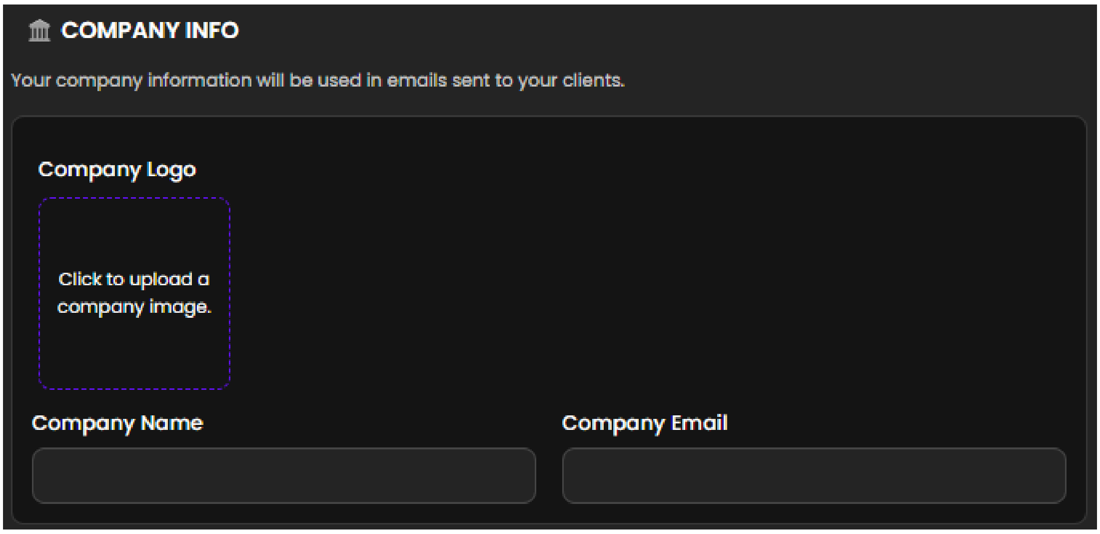
This tab allows resellers to manage and personalize their individual profile. Keeping this information up to date is essential for account security and communication.




- **Upload Profile Picture**
  - Resellers can upload a profile image to personalize their dashboard.
- **Email**
  - Used as the primary contact and login credential.
  - Editable with proper verification for changes.
- **Username**
  - Display name shown in various sections of the platform.
- **Phone Number**
  - Used for verification, support, and account recovery purposes.
- **Newsletter Subscription**
  - Checkbox to opt in or out of promotional emails and product update newsletters.

# 3. Company Info Tab

This section controls how the reseller’s brand is presented to their own clients. The details entered here will appear in outbound client communications (e.g., order confirmations, invoices, support emails).




- **Company Logo**
  - Upload a logo to brand client-facing emails and documents.
- **Company Name**
  - The official business name that appears in emails sent to clients.
- **Company Email**
  - The sender email used in communication with end clients (e.g., support@yourcompany.com).
  - This field helps maintain consistent and professional branding.

# Summary

The **Reseller Profile** section centralizes all personal, financial, and business settings for resellers. It offers flexibility, automation, and branding tools to enhance the reseller's experience and streamline operations.

> Keeping these settings accurate and up to date ensures smooth transactions, strong brand representation, and seamless communication with both the platform and end clients.

# Become an Affiliate

The **Affiliates** section in the Resell Portal allows users to earn recurring commissions by referring new users to the platform.

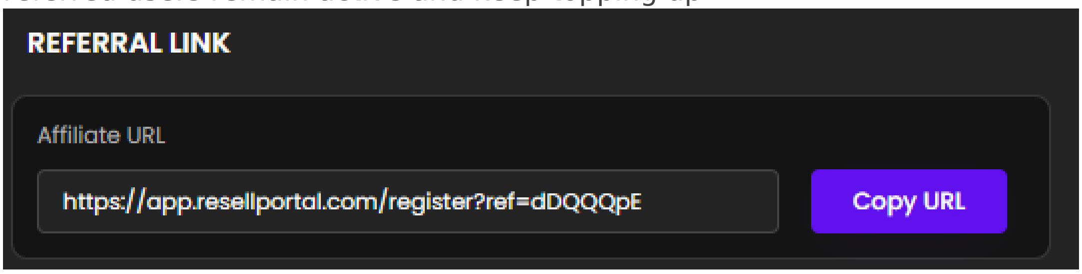

It is divided into three parts:

1. **Referral Link**
2. **Earnings**
3. **Payouts**

## 1. Referral Link

The **Referral Link** section provides the unique affiliate URL that users can share with others. When someone signs up using this link and adds funds to their wallet, the affiliate earns a commission.

- **Affiliate URL**
  Example: `https://app.resellportal.com/register?ref=dDQQQpE`
- **Copy URL Button**
  Allows affiliates to quickly copy their referral link for easy sharing.
- **Commission Structure**
  - Affiliates earn **5% commission** on every wallet top-up made by users who sign up through their referral link.
  - Commissions are **recurring**, meaning affiliates continue to earn as long as the referred users remain active and keep topping up.




### Benefits of the Affiliate Program

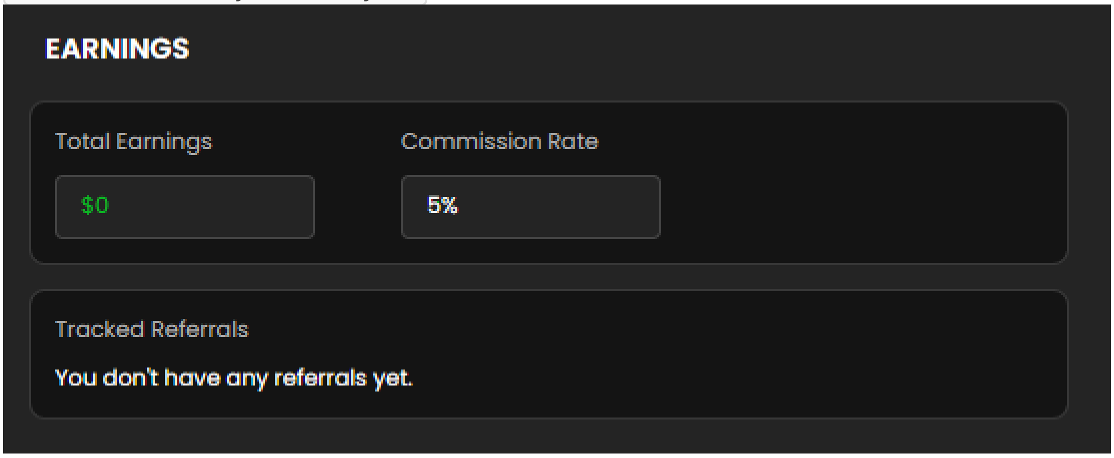
- **5% Commission on All Referrals**
  Affiliates receive a flat 5% of the total value added to wallets by referred users.
- **Passive, Recurring Income**
  Earnings are generated automatically whenever referred users fund their wallets.

- **Scalable Revenue Model**
  Affiliates can grow their income not just from direct referrals, but also indirectly through the business activity of those referrals.

# 2. Earnings

The **Earnings** section provides an overview of the affiliate's performance.

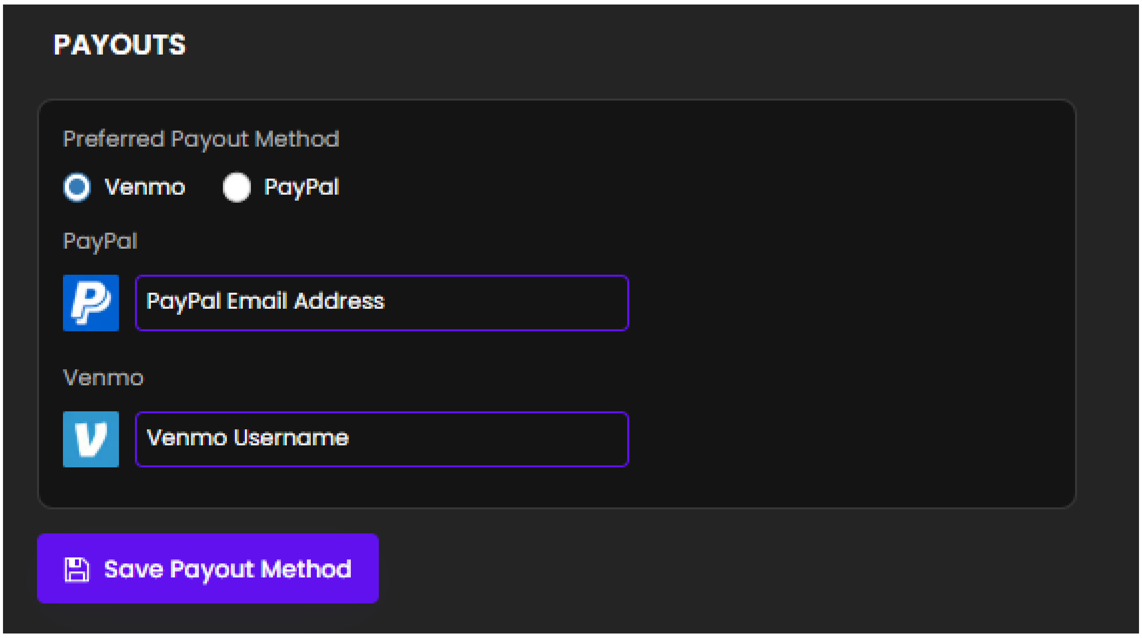
- **Total Earnings**
  Displays the cumulative amount earned through affiliate commissions.
  Example: `$0` (when no referrals have been made yet)
- **Commission Rate**
  Shows the current commission percentage.
  Default: `5%`
- **Tracked Referrals**
  Indicates the number of users who have registered using the affiliate's link. If no users have signed up, this section will display a message such as:
  `"You don't have any referrals yet."`




# 3. Payouts

This section allows affiliates to set and manage their preferred payout method for receiving commissions.

- **Preferred Payout Method**
  Affiliates can choose between supported options:
  - PayPal
  - Venmo
- **PayPal Details**
  - Field to enter the PayPal email address where payments should be sent.
- **Venmo Details**
  - Field to enter the Venmo username for payouts.
- **Save Payout Method Button**
  Users must save their payout information to ensure proper processing of commission payments.




## Summary

The Affiliates section empowers users to generate additional income through referrals. With recurring commissions, multiple payout options, and a scalable earnings model, it offers a powerful way to monetize your network and activity within the Resell Portal ecosystem.