PAID CONNECTIONS

Administrator Manual

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Welcome to Paid Communications Unlimited!

PC Unlimited is a Web-Based Phone Service that allows companies to provide information, advice and/or entertainment by phone. It serves as a venue for their members to receive the information, advice and/or entertainment.

Advisors (or the system admin) decide on what rate to charge Members, and PC Unlimited processes the phone calls and payments.

PC Unlimited will never reveal any personal information to Advisors or Members. As an Administrator, you have access to all the information stored on Member and Advisors in a secure database which you can access using your login information.

How Do I Begin?

Requirements
In order to purchase a PC Unlimited for your business, you will need the following:

- A credit card
- Access to the Internet
- A Web Host & Domain Name with SSL Encryption
- A Merchant/Business Bank Account

On the following page you'll find some information about getting your Paid Communications Unlimited set up.

Before You Order Your PC Unlimited

The following are prerequisites to embarking on ownership of a *Paid Communications Unlimited:*

An Internet Merchant Account:

This does not include 3rd party payment processors such as PayPal or CC Bill. Your internet merchant account should be through your bank or a provider such as Moneris or First Data. You will need to have it set up to accepvt all 4 major CC types, Visa, Mastercard, Discover and American Express. If your company is unable to qualify for your own internet merchant account you can temporarily use our merchant account until you are able to obtain your own. We charge a 20% processing fee if you need to use our merchant account.

Domain and Sub Domain Name:

You will most likely already have a domain name at this point in your business development. We recommend hosting your own homepage and other informational pages such as terms and conditions and a privacy policy using a basic web hosting service such as those found very inexpensively at GoDaddy.com. This usually runs around $10 per month. We will provide you with an editable Terms of Use and Privacy policy unless you plan to have your own written. We will host your PC Unlimited service using a subdomain (secure.yourdomainname.com) that you will need to have your hosting company create for you. This is something that is usually simple to do from your hosting provider's control panel. We will provide you with an IP address that secure.yourdomainname.com will be pointed to. Your hosting provider will help you with this.

Security Certi icate/SSL:

You will also need to purchase an SSL Certificate. This can be done through your hosting company or a 3rd party provider. You can pay for 1 year at a time or up to 5 years at a time and can expect to pay from $60 to $270 per year from GoDaddy.com,https://www.godaddy.com/ssl/ssl-certificates.aspx?ci=87234 Other companies such as GeoTrust & Symantec provide great SSL product but in our opinion are overpriced when compared to GoDaddy.

Graphics/Logo and Copy:

OurOur Unlimited Plan setup fee of $600 includes:
* Dedicated IP address for your own custom domain name.
* Unlimited extensions and automated signup processes for your clients and agents that all take place on your custom domain on a completely private branded website that has no mention of our company or affiliates.
* We connect your Payflow Pro or Authorize.net (sold separately by 3rd party providers) credit card processing gateway that will use your own merchant account.
* We connect your own business email server (Google Workspace, Microsoft 365, etc.) so your website's automated emails to your customers and agents will be sent to them from your custom business email address.
* If you need additional help building your website, our custom development and website design hours are billed at $50 per hour. We use time-tracking software with screenshots to ensure the developer devotes 100% of the time to your site.

Our $300 Professional Plan includes features in our Unlimited Plan except for your own custom domain name and your own merchant account.

Prerequisites Continued

Business Plan:
As with any business we highly recommend starting with a solid business plan which will include current market research into the industry you will be competing with as well as researching the financials involved, including advertising costs and monthly service fees. You will also want to look into your local and state regulations regarding your industry and decide how to organize your business (Sole Proprietorship, Partnership, C Corp, S Corp, LLC etc.). We do not offer business consulting or legal advice so be sure to do all the necessary research and/or hire a professional for assistance.

Time to complete and included revisions

Setup Time:
This will normally range from a couple of days to a couple of weeks depending on your skill level and how quickly you can provide us with our setup requirements.

Getting Started

In order to begin, go to Paidconnection.com and click on the **Paid Communications Unlimited** button from the package options.

You then have the option to order by **phone** or **online**.

If you prefer to call us, our number is **(888) 439-8984** and we're available 9am-5pm Monday through Friday.

Otherwise go ahead and click on "**Order**".

Unlimited

$600 Installation

$150 Monthly Maintenance, $0.10 Per Min. Fee

Start your own call center with our UNLIMITED package. Pick a theme from our templates (Coaching, Astrology Reading, Tech Support or Adult PSO) and be ready to go in as little as 3 days. Have full control over audio, phone extensions and the look of your site, and keep track of every transaction and interaction between callers, agents and your company.

Order Now   Learn More

Logging Into Your Account

Once we have installed your PC Unlimited for you, you will be able to log in from anywhere on the site by clicking the "Sign In" button in the menu.
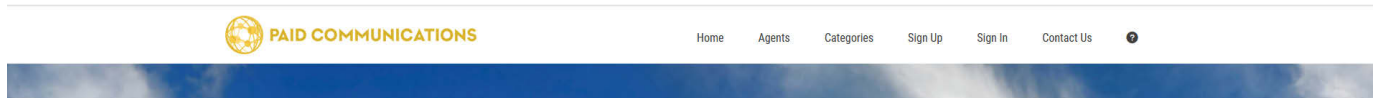
The login page for Administrators, Advisors and Members is the same. The system will automatically recognize if your account is an Administrator Account and take you to the appropraite Dashboard.

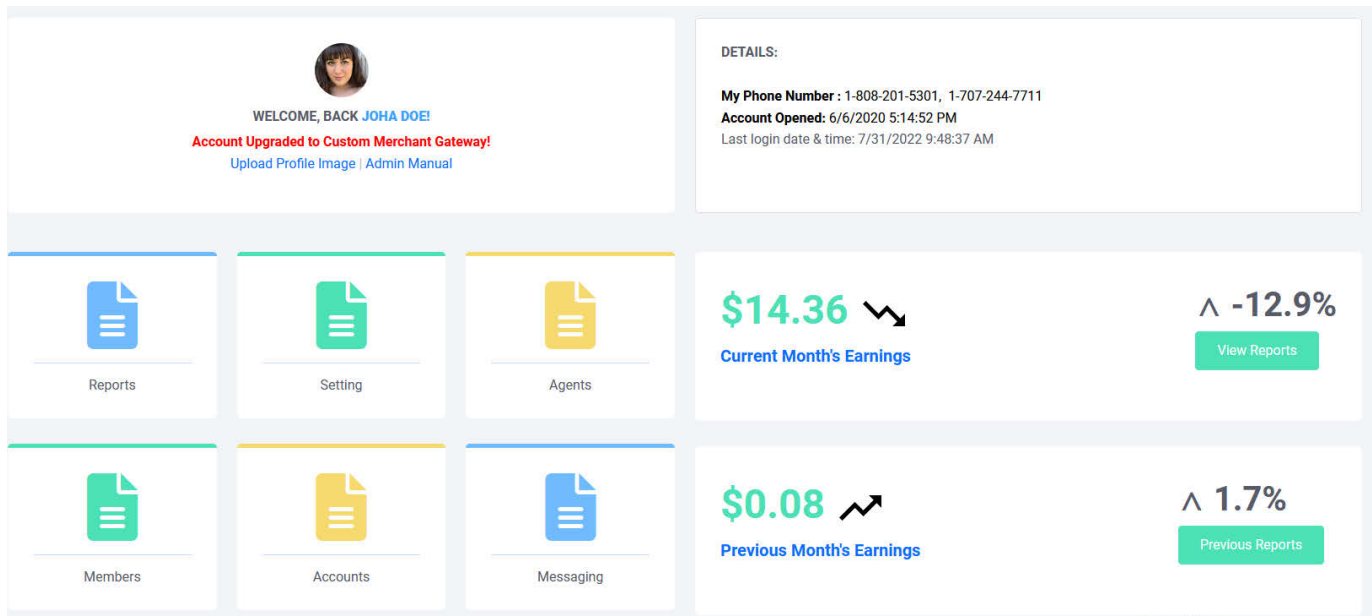You will then be prompted to enter the Email Address and Password which you used to create the account.

If you do not remember your password, click the link at the bottom which says **"Click here to retrieve it"**.

Account Settings Overview

Once you are logged into your account, you will see the following Dashboard page:

From here you have full access to all the information contained in your PC Unlimited.

In the upper right hand corner is your vital information, such as your company's **unique 800 number**, when you opened your account and when you last logged in.

- Clicking on **Reports** will show a breakdown of all transactions.
- In **Settings** you can change categories, audio, security settings and more.
- If you need to access profiles for **Advisors** or **Members**, each of these links will take you to their complete profile and financial information.
- In **Account** you can change your basic information and edit bank and payment info.
- Click **Contact** to message Advisors and Members within the control panel.

Below you can see your **Current** and **Last Month's Earnings**. Click *"View Reports"* to go to a detailed breakdown for either month.

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Editing Your Account

You can edit your account by clicking the **"Account Info"** link from the Account tab.

💼 Account ⌄
Account Information
Company Information
Payout Account
Billing Information
Make a Payment
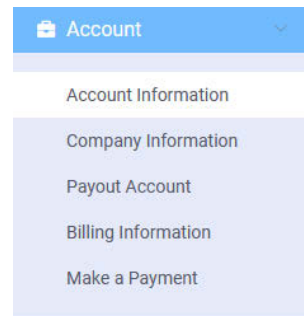
Once you're on the **Edit Account Info** page, you can edit your basic information in one form.

Your information will never be shared with Members or Advisors.

The **First** and **Last Names** you have listed on your account do not have to match your credit card information.

Your **Password** is used to gain access to your account through the Paid Communications website.

EDIT ACCOUNT INFORMATION
All of your personal information will be **kept safe -** your personals information will not be revealed.

First Name :

Last Name :

Email Address :

Password:

Re-Type Password:

Phone:

☐ This phone can receive text alerts

Save   Cancel

Editing Your Bank Account for Payouts

EDIT ACCOUNT INFORMATION
Tell us how we should PAY you. Select the payment option and fill in the details so that we can send your profits to the appropriate account.

Payout Type:	Account Address 1:
Direct Deposit	929 Nord Ave.

Contact/Business Name:	Account Address 2:
Camilla Montoya	Apt. 17

Email:	Account City:
camillamontoya@gmail.com	CHICO

Phone:	Account State:
7074079935	CA

SSN/TaxID: ◉ SSN (123-45-6789) ○ Tax ID (12-3456789)	Account Zip
632-68-4844	95926

Account Type:	
Checking	Save Cancel

Routing Number:
322271627

Account Number:
950718870

This page is for startup companies that do not have their own merchant account. If you need to use our merchant account *(Paid Communications LLC)*, we charge a **20% processing fee** and make a monthly payment to you on the 25th of each month *(following business day if on holiday or weekend)* for earnings made during the previous month. Since in this situation you will not need your own Payflow Pro Gateway *your monthly fee will be reduced from $250 to $200*.

Companies Using Their Own Merchant Account

This page will not be editable and will read:
"Using Pay   ow Pro Gateway".

PC Unlimited uses Payflow Pro Gateway to process credit cards. *The cost for this service is included with your $2500 setup fee and $250 monthly fee.*

We will setup your Payflow Pro account for you and will need the following information from your merchant account provider:

- **Merchant Name**   For safety and security reasons this
- **Merchant Account Number** information will be setup on our backend
- **Processor Type**   database to ensure it is never changed by
- **MID** (Merchant Identification)   accident.
- **TID** (Terminal Identification)

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Editing Your Credit Cards for Payments

Fees associated with your account will be made using the Credit Card we have on file. You can edit this information by going to the *"Payment Info"* tab from the **Account** dropdown in the menu.

Account ⌄

Account Information

Company Information

Payout Account

Billing Information

Make a Payment

Primary	Card type	Account Number	Expiration	Action
✓	MasterCard	************1111	01/24	View/Edit
Make Primary	Visa	************1111	05/24	View/Edit | Delete

✓ - primary payment account.

Add New Credit Card

Add a Credit Card

Click on "Add a Card" in order to store additional credit cards in your system.

Add New Credit Card:

Please enter your name as it appears on your credit card, and verify that the address shown is the billing address for your credit card.

Choose payment method:

○ AmericanExpress   ○ MasterCard   ○ Visa   ○ Discover

Card number

Name On Card* :

(Enter the name exactly as it appears on your credit card.)

Expiration Month*: -- Select Month --

Expiration Year* -- Select Year --

CVC (What is this?):

Address 1* :

Address 2 :
option

Country* : UNITED STATES

State* : -- Select State --

City* :

Zip Code* :

Save   Cancel

Remember:

Your name and address must match those on file for your credit card.

Making a Payment

When you're ready to pay off a current or past balance, you can do so by clicking on the *"Make a Payment"* dropdown from the **Account** tab.

What is this payment for?

partial

Enter the amount of your payment:$

100.00

Continue

☐ Apply to My Balance Due

Account

Account Information

Company Information

Payout Account

Billing Information

Make a Payment

Enter the **amount** you'd like to pay in the second dialog box.

Checking the *"Apply to My Balance Due"* checkbox will automatically pre-fill the textbox above with the memo **"Partial Payment for..."** followed by the date of the invoice for the current balance due.

Click *"Continue"* when you're ready. **You will have a chance to confirm payment and add/edit your credit card on the next screen.**

Select the card you'd like to use to make the payment. Click Process when you're finished.

Payment Amount: **$2,334.00**

Pay With: MasterCard-********111

Add   Edit/Remove

Back   Process Payment

Here you will see your **Payment Summary**.

You can also **Add a Credit Card**, and **Edit** or **Remove** the current Credit Card.

Click *"Process Payment"* once you've confirmed all the information.

Company Information

Your pertinent company information can be edited on this page. It will be listed at the bottom of all pages of your website.

EDIT COMPANY INFORMATION

The information on this page will be shown in the footer of your site and in the system generated emails sent to your agents and customers.

Credit Card Descriptor:	Your card will be billed by Remote Tutors
	Please check with your merchant account company if you are unsure of this. The Credit Card Descriptor is your company name that shows on your customers' credit cards when they pay you.
Company Name :	Remote Tutors
Company Tagline:	Straight As guaranteed!
Address :	824 Northwest Newport Ave., Unit 1
City:	Bend
State:	OR
Zip:	97703
Phone:	(888) 439-8984
Fax:	(888) 439-8984
Email:*	rs@paidcommunications.com
Website Url:	Paid Communications LLC

check this box to link the "Home" menu to the above Url

☐ Let your callers press [7 ▾] to transfer to a customer service representative. This phone number will be hidden from public page.

Customer Service Number: 🇺🇸 +1 ▾ 201-555-0123

Business Hours: Monday ▾ To Friday ▾
Time:* 9:00 AM 🕐 To 5:00 PM 🕐
Time Zone:* Pacific Standard Time (North America) ▾
Saturday:* Open ▾
Sunday:* Closed ▾

Agent Title: Advisor ▾
Member Title Member ▾

[Save]

Company Name should reflect your registered business name, or the name you'd like to display on the website.

Your **Address** should include your street number and name, and **City, State** and **Zip Code** go in their respective fields.

The **Phone** and **Fax** numbers will be listed at the bottom of all pages and can be clicked on to reach you directly from any browser or mobile device.

Likewise, your **Email Address** is clickable and will lead users directly to their mail client.

Under **Business Hours**, choose which **Day** you open and which you close, as well as the **Hours** from when you open to when you close. If you need customized hours for specific days, please email our support staff to have this adjusted.

Agents are considered the experts which your business contracts with. You can give them the following titles: **Advisor, Agent, Expert, Mentor** or **Guru**.

Members are the callers into your site - they are your primary source of income. You can give them these titles: **Member, Partner, Client, User** or **Customer**.

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Reading Your Reports

As an Administrator, you have access to a variety of reports which show you a breakdown of each transaction, member and advisor in your PC Unlimited. We'll help you sort through what they all mean.

Monthly Fees Summary

This page displays **Fees** charged to your account by Paid Communications for our services.

Minutes Used is the number of minutes your Members spoke with Advisors, calculated from when the call was connected to when they hung up.

The Per Minute Fee is $0.10, and is calculated by multiplying that amount by all inbound minutes called into your phone number(s).

Member Purchases are the total dollar amount your Members added to their Account Balance during the month. *To see the actual amount your member spent out of their Account Balance please go to Monthly Call Report and see the Total Call Charges.*

The **# of Card Transactions** is the total number of credit card transactions by Members.

The **Credit Card Transaction Fee** is calculated at **$0.10 per transaction**.

The **Service Fee** for the PC Unlimited is **$250.00**.

All these charges are then added and reflected in **Total Fees.**

Monthly Phone Reports

This chart shows a breakdown of **Charges** to your Members by you, and provides easy access to each call's speci ic details.

The **Call Start Date** is when the calls were conducted. You can click this link to get to the **Daily Phone Report**.

The **Call Duration** is the total length of calls on this date, calculated from when they're connected to when either Members or Advisors disconnect the call.

Call Charges to Members are calculated by adding all charges by Advisors to their callers for a particular day.

Monthly Phone Report

	Monthly Phone Report

Month	Year	Ordered By:	Sort by:	Display:
July	2022	Call Start	Ascending	ALL

Search | Export to Excel

Show 10 entries | Search:

Call Start	Total Duration	Call Charges	Agent Per Min Charge	Agent % Charge	Total Call Profit
7/1/2022	0	$0.00	$0.00	$0.00	$0.00
7/10/2022	27	$66.99	$2.80	$13.40	$16.20
7/11/2022	85	$137.65	$8.40	$27.53	$35.96
7/12/2022	25	$33.06	$2.20	$6.61	$8.81
7/13/2022	87	$144.65	$8.68	$28.93	$37.61
7/14/2022	18	$27.45	$1.90	$5.49	$7.39
7/15/2022	17	$32.40	$1.80	$6.48	$8.28
7/16/2022	49	$90.05	$5.00	$18.01	$23.01
7/17/2022	6	$7.50	$0.63	$1.50	$2.13
7/18/2022	73	$129.10	$7.35	$25.82	$33.17
TOTALS:	**1782**	**$3,496.81**	**$176.00**	**$698.00**	**$875.56**

Showing 1 to 10 of 31 entries | Previous 1 2 3 4 Next

Examples:
These examples are based on a charge to your Members of $2.00 per minute.

1) You charge your Advisor 10 cents per minute and 30%. Your Advisor earns $1.30 per minute.

2) You charge your Advisor 0 cents per minute and 40%. Your Advisor earns $1.20 per minute.

Advisor Per Minute Charge is based on your Payout Settings. *(In the above example, we are using $0.10 per minute.)* This number is calculated by multiplying the per minute amount by the *Minutes Used by Members* from the minute they call your toll free number until they're disconnected from the Advisor. All per minute charges are applied weather or not they are successfully connected to an advisor. **This is a variable that you define under the Payout Settings tab and it will be used to determine the amount you pay your advisors.**

When Applying Per Minute Charge Please Note: If you decide to deduct a per minute charge from your advisors' earnings, this amount is calculated from the minute the member enters the advisor's extension and includes the hold time it takes for your advisor to answer the call. If this is not desired then you will want to enter 0 for a per minute fee and calculate your advisor earnings with a percentage only.

Advisor % Charge is calculated by multiplying the Call Charges by the percent set in your Payout Settings. *(In the above example we are using 20%.)*

Total Call Profits are calculated by adding the *Total Per Min. Fees* and *Total Profit %*.

You can export the table by clicking the *"Export Table to Excel"* button at the bottom.

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Daily Phone Report

Here you will find a detailed summary of the calls on any selected date:

The **Advisor's ID Number** is listed in the first column, and the Member's ID Number in the second column.

Call Types are listed as:

- *Web* (calls placed through the website using the Web Call button)
- *Phone* (calls placed over your telephone using the 800 number)
- *Extended* (calls which are continued upon adding funds midway through the call)

The **Member Logged In** lists the time when the Member connected to the system. The **Advisor Chosen** time refers to when they entered the Advisor's ID into the system. The **Call Connected** time is the time from when charges begin. The **Call End** lists the time when the call was ended and when charges stop.

The **Duration** of the call is then calculated into the **Call Charge**. **On Hold** time is not charged to the Member. The total **Connected** time is the time Members are charged for.

Then Charges by you to your Advisors are calculated as above:

- $**x.xx for every minute** of connected call time, reflected in the **Per Min. Charge** column.
- **xx% of each call charge**, reflected in **Profit % Charge**.
- These settings can be changed by going to *Settings > Payout Settings*.

Your gross take-home profit is listed in the **Call Profit** column. This does not include your monthly service fee.

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Transaction Details Report

Here you will find a detailed summary of all transactions for a particular Member based on the chosen Month:

Transaction Details					

Month: June **Year**: 2022 **Ordered By**: Purchase Date **Sort by:**: Ascending **Display**: ALL

Search

Show 10 entries   Search:

Customer Number	Purchase Date	Amount	Transaction ID	Transaction Status
00314	6/21/2022 4:09:08 PM	+ $10.00	AK1A9DEDAF03	APPROVED
02917	6/2/2022 4:06:20 PM	+ $30.00	AQ0A7EDE9895	APPROVED
02917	6/2/2022 4:48:17 PM	+ $0.06	USBAP0A7B81FCC0	APPROVED
02917	6/18/2022 9:07:55 PM	+ $30.00	AL0A7F0C89B7	APPROVED
04064	6/29/2022 5:52:20 PM	+ $20.00	AQ1A7F5F65DD	APPROVED
05575	6/28/2022 5:38:29 PM	+ $20.00	AL0A7F3AF04D	APPROVED
09675	6/7/2022 3:45:21 PM	+ $100.00	AJ0A4DC4C7F0	APPROVED
13145	6/22/2022 2:00:11 PM	+ $10.00	AK0A9DF271D2	APPROVED
14225	6/3/2022 5:43:29 PM	+ $15.90	AQ0A7EE3F228	APPROVED
14225	6/14/2022 12:04:12 PM	+ $20.00	AF0A4DD21739	APPROVED
	TOTALS:	**$935.32**		

Showing 1 to 10 of 64 entries   Previous 1 2 3 4 5 6 7 Next

The **Member's ID Number** is listed in the first column. You can click on this to see their profile.

The **Purchase Date** lists the date of when they made their purchase.

The **Amount** reflects the total amount of their purchase.

The **Transaction ID** is listed on the right and can be used to track the purchase both in your PC Unlimited and with our support staff.

Payouts

Here you will find a summary of payouts made to Advisors for a chosen month:

Payouts										Payouts ⌄

Month	Year	Agent:	Ordered By	Sort By	Display
July ⌄	2022 ⌄	All ⌄	Agent Name ⌄	Ascending ⌄	ALL ⌄

☐ By Date Range

Search

Show [10 ⌄] entries　　　　　　　　　　　　　　　　　　　　　　　　　Search: [　　　　]

Agents Name	Extension	Total Net Profits	Payout Account	Payout Account Updated	Tips	Total Calls	Total Inbound Minutes	Total Connected Minutes	Total Gross
KALIKHIA MILLER	14332	$209.40	test@gmail.com		$0.00	26	219m 23s	195m 42s	$289.50
Kelly Mills	21818	$1,314.15	123456789	Thursday, February 17, 2022	$0.00	50	761m 46s	704m 30s	$1,734.65
Nimat Claytor	11119	$1,001.86	test@yahoo.com	Saturday, July 2, 2022	$0.00	61	725m 7s	697m 33s	$1,343.01
Remy Arthurs	57577	$23.94	test@gmail.com	Thursday, July 14, 2022	$0.00	2	25m 46s	13m 50s	$32.14
Remy Arthurs	57577	$15.65	test@gmail.com	Thursday, July 14, 2022	$0.00	0	0m 0s	0m 0s	$0.00
Sarita Mileta	19830	$72.21	test@gmail.com		$0.00	4	59m 16s	55m 26s	$97.51
	TOTALS:	$2,637.19			$0.00	143	59m 16s	55m 26s	$3,496.81

Showing 1 to 6 of 6 entries　　　　　　　　　　　　　　　　Previous [1] Next

The **Advisor's Name** is listed in the first column, and their **Extension** is listed in the second column.

The **Total Inbound Minutes** lists the total amount of time a Member was connected to this Advisor and includes time spent On Hold.

The **Total Connected Minutes** reflects the total amount of connected time between these Advisors and Members, and the amount of time that is reflected in the charges.

The **Total Gross Profits** are calculated by multiplying the *Connected Time by their Per Minute Charge,* and includes any *Flat Fee Charges* the Advisor has specified in their account.

The **Total Per Minute Charge** is calculated by multiplying the amount of **Connected Time by $0.xx per minute**. In this example we use $0.10 per minute but you control this amount in the *Payout Settings*.

The **Total % Charge** is calculated by multiplying their *Gross Pro   ts by the % Charge* you've set in *Payout Settings*.

Chargebacks and Refunds reflects the amount of money that the Advisor chose to Refund their callers and/or funds that did not clear from various bank accounts.

The **Total Net Profits** is the Advisor's take-home pay at the end of the monthly cycle.

You can click on *"Call Report"* to go to that Advisor's **Monthly Call Report**.

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Manual Payment Report

When you make payments using the *"Make A Payment"* page under the Account tab, those payment are tracked on the **Manual Payments Report** that can be found under the Reports Tab.

Description	Amount	Payment Date	Transaction ID
Partial Payment january 2022	$480.00	2/12/2022	12345
BPC Design Support	$320.00	1/12/2022	67890
TOTALS:	**$800.00**		

The first column shows the **Description** you entered when you made the payment. If you had clicked the *"Apply to My Balance Due"* button when you made the payment, the Description will read "Partial Payment for" followed by the date of the payment made.

The **Amount** is listed in the second column.

The **Payment Date** is listed in the third column.

The **Trasaction ID** is listed in the fourth column, and can be used to reference this transaction whenever speaking with BillPerCall support staff.

Remember:
You can make a payment by going to the *"Make a Payment"* page under the Account tab.

What is this payment for?

Partial Payment for 07/20/2022

Enter the amount of your payment:$

$800

Continue

✓ Apply to My Balance Due

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Call Computation Log

This report gives you access to see every transaction that's occurred this month in order by date and time.

Call Computation Log

Call Computation Log

| June | | 2022 | |

Ordered by
Call ID | | Ascending | | Display ALL |

Search

Show 10 entries   Search:

Date	Call ID	Customer Number	Agent Extension	Customer Balance	Max Call Time	Global Pricing	First Time Promo	Minutes Free	Flat Rate Call
6/1/2022 2:28:57 PM	40031	08467	14332	$0.00	300	False	False	0	$0.00
6/1/2022 4:41:38 PM	40032	87674	21818	$0.00	300	False	False	0	$0.00
6/1/2022 6:29:34 PM	40033	94829	14332	$0.00	300	False	False	0	$0.00
6/1/2022 6:34:52 PM	40034	94829	14332	$0.00	1200	False	False	0	$0.00
6/1/2022 6:45:28 PM	40035	17626	11119	$15.24	606	False	False	0	$15.00
6/1/2022 6:55:11 PM	40036	94829	14332	$0.00	900	False	False	0	$0.00
6/1/2022 7:10:33 PM	40038	94829	14332	$0.00	600	False	False	0	$0.00
6/10/2022 11:34:59 AM	40149	08467	14332	$0.00	300	False	False	0	$0.00
6/10/2022 11:40:17 AM	40150	08467	14332	$0.00	300	False	False	0	$0.00
6/10/2022 12:11:37 PM	40151	08467	14332	$0.00	300	False	False	0	$0.00

Showing 1 to 10 of 199 entries   Previous 1 2 3 4 5 … 20 Next

The **Call ID** gives you a unique ID number to identify the transaction.

The **Member Balance** shows you the amount of money in a Member's account before the transaction cocurred.

The **Max Call Time** is displayed in milliseconds and is calculated at the beginning of each call to determine the amount of time that it will take to deplete the amount of funds the member currently has in their account.

Global Pricing: When this is enabled in your Admin account, you will set one price for all of your Advisors. If this was enabled at the time of the call it will display as *True*. If it was not enabled it will display here as *False*. *(These records are sometimes needed to determine how the charges for a call were calculated if it were to be questioned by the Advisor or the Member.)*

First Time Promo refers to whether the Member is taking advantage of a promotion that the Advisor offered to first time callers.

Minutes Free refers to how many free minutes the Member received during this call.

Flat Rate Call Charge will only show a charge is an Advisor has a Flat Rate for the first session of calls indicated in their account. **Max Time for Flat Rate** refers to their indicated maximum time for Flat Rate before it rolls over to a *Per Minute Charge*.

The **Per Minute Charge** is then how much that Advisor charges after the Flat Rate charge has expired.

Settings

This section gives you full access to updating your PC Unlimited with the desired settings.

Agent Settings

Here you can edit your Agents' settings.
Their Advisor ID is listed in the first column, and their Screen Name in the second. Their real name is listed under Contact - this information is only visible to you.

Advisor	Name	Contact	Last login	Signup Date	Masquerade	Attachments	Status	Hide ❓	Close ❓	Delete ❓	Save Featured ❓
00000	HBP	Julian Montoya	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑
00000	Patti Pokorchak Small Biz Sales Coach	Patti pokorchak	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑
00000	Confidence	Miriam Shaw	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑
00000	HealthCoachCrystal	Crystal Wooten	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑
00000	Therapeutic Life Coaching	Rebecca Kason	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑
00000	Saundra K Lockwood	Saundra Lockwood	7/31/2022 9:37:12 AM	6/20/2020 2:24:05 PM	📝	No File Found	ACTIVE	❌	❌	❌	☑

Page 1 of 1:

Showing 1 to 1 of 1 entries

Previous **1** Next

Their Last **Login Date** and **Signup Date** are listed side by side in MM/DD/YYYY format followed by time in HH:MM:SS.

Clicking the editing icon under **"Masquerade"** will allow you to enter that Agent's account as though you logged in with their information into their control panel, thereby allowing you see and edit their profile exactly as they do.

The **Status** indicator will tell you if their account is *Active* (all requirements satisfied) or *Pending* (if they still need to upload their photo will be the most common reason why their account is not yet active).

Disable: makes the profile temporarily hidden from the site until it is re-enabled. The user is still able to login to their account and view their data but will be unable to use the services.

Closed: Removes the account and the user will no longer be able to login. The system administrator can still reactivate a closed account. All data is saved but it is not visible to the Admin and the emails used to create the account will not be able to be used to create a new account because they are considered "already in use".

Delete: **Wipes the account and all its data from the site and it is not recoverable.** The email addresses can be used again to create a new account.

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PAID CONNECTIONS

Member Settings

Select All ☐	Member ↑↓	First Name ↑↓	Last Name ↑↓	Last login	Signup Date ↑↓	Masquerade ↑↓	Status ↑↓	Balance ↑↓	Admin Credit ↑↓	Trusted ↑↓	Close ❓ ↑↓
☐	11248	RM	Sai	7/30/2022 4:24:45 PM	8/10/2020 5:46:09 AM	📝	ACTIVE	$0.00	$	✅	❌
☐	45787	Raechelle	doa	7/26/2022 4:24:45 PM	8/10/2020 5:46:09 AM	📝	ACTIVE	$0.00	$	✅	❌
☐	54687	Eduardo	montaya	7/15/2022 3:04:45 PM	8/10/2020 5:46:09 AM	📝	ACTIVE	$0.00	$	✅	❌
☐	5588	Carlotta	lay	6/26/2022 2:24:45 PM	8/10/2020 5:46:09 AM	📝	ACTIVE	$0.00	$	✅	❌
☐	89654	Kateri	mick	6/20/2022 2:24:05 PM	8/10/2020 5:46:09 AM	📝	ACTIVE	$0.00	$	✅	❌

Here you can edit your Members' settings.

Their **Member ID Number** is listed in the first column, their First Name in the second and their Last Name in the third. Only their First Name is visible to their Advisors, and not to any other Members.

Their Last **Login Date** and **Signup Date** are listed side by side in MM/DD/YYYY format followed by time in HH:MM:SS.

Clicking the editing icon under *"Masquerade"* will allow you to enter that Advisor's account as though you logged in with their information into their control panel, thereby allowing you see and edit their profile exactly as they do.

The **Status** indicator will tell you if their account is *Active* (all requirements satisfied) or *New* if they just signed up and haven't made any calls yet.

The **Refund** button will allow you to initiate refunds from your PC Unlimited. The amount of the refund is put back on their credit card and is subtracted from the balance in their
Paid Communications account.

Disabling the account makes the member unable to use the site until it is re-enabled. The Member can still log in to their account and view their data but will be unable to make calls.

Closing removes the account and the user will no longer be able to log in. The system administrator can still re-activate a closed account. All data is saved but it is not visible to the Admin and the emails used to create the account will not be able to be used to create a new account because they are considered "already in use".

Deleting the account wipes it and all its data from the system and it is not recoverable. The email addresses can be used again to create a new account.

PAID CONNECTIONS

Audio Settings

You have full control over the audio clips which play when someone is using the system over the phone.

Audio Files

Please save the mp3 file format as Mono and sample rate of 22k.
How to Record Audio Files?

Member Greeting

▶ ●————— 0:00 / 0:00 🔊———●

| Browse… No fil…ected. | Upload Audio | Delete Audio | Text to Speech |

Non-Member Greeting

▶ ●————— 0:00 / 0:17 🔊———●

| Browse… No fil…ected. | Upload Audio | Delete Audio | Text to Speech |

EnterTheExtension/PayByPhone Greeting

▶ ●————— 0:00 / 0:00 🔊———●
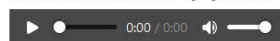
| Browse… No fil…ected. | Upload Audio | Delete Audio | Text to Speech |

Generic Voicemail

▶ ●————— 0:00 / 0:00 🔊———●

| Browse… No fil…ected. | Upload Audio | Delete Audio | Text to Speech |

Changing the Audio Clips in your system is a breeze. Simply click the audio clip you'd like to listen to from the left column which lists them by name, or sometimes by the first few words of the sound clip.

The file will show up in the audio player on the right. Click the **triangle** to listen to the clip.

If you'd like to edit the clip, either click the *"Choose File"* and then the **Upload Audio** button to overwrite the current clip with a new one, or **Delete Track** to erase the current track.

Note: We also have *TTS (Text To Speech)* that uses a very natural and realistic sounding female voice that is computer generated. You can provide us with all your customized audio scripts and we will replace our standard audio files with your scripts to be read as TTS. Please contact us for a demo of this service.

Security Settings

Placing limits on an Advisor's account can give you control over their earnings.

The **Advisor's Extension** and **Screen Name** are listed on the left.

Same Member Per Block references how many minutes any particular Member can speak with this Advisor per day. *The default is 180 Minutes.*

Earnings Per Day Block is a cap on how much an Advisor can earn in a given day. When that limit has been reached, the system will automatically make that Advisor unavailable to take calls. *The default cap is $500 per day.*

Clicking on their *Extension Number* will take you to the screen where you can make manual changes to these settings.

Editing Categories & Subcategories

It's important to target what types of categories your site should have to the audience you cater to. Our control panel makes it easy to update these settings.

CATEGORIES

Add New Category   Set Display Order

Show 10 ∨ entries   Search:

Category	Edit	Delete
Chemistry Tutoring	📝	✖
Math Tutoring	📝	✖
English Tutoring	📝	✖
Biology Tutoring	📝	✖
Physics	📝	✖

SUBCATEGORIES

Add New Subcategories

Show 10 ∨ entries   Search:

Category	SubCategory	Edit	Delete
Biology Tutoring	Bio Tut1	📝	✖
Math Tutoring	Math tuts f	📝	✖

Showing 1 to 2 of 2 entries   Previous   1   Next

The default **Main Categories** are: *Relationship Counseling, Life Coaching, Spiritual Guidance, Legal Consulting, Health & Diet Coaching, Financial Consulting, Home Gardening, Psychic Readings, and Computer Tech Support.* These are just suggested categories - feel free to create and change these to suit your business.

To add a new Category, click the *"Add New Category"* button at the top. A new category box will pop up, prompting you for a name. Type it in and press *"enter"*.

To add a new Subcategory, simply fill in a new name in the textbox provided at the bottom of each category list and click *"Add"*.

Categories and Subcategories will automatically sort themselves alphabetically.

Click the large **X** on the right side to delete the category, and the smaller **X** next to the Subcategory to delete that one.

Agent Settings

These Agent Settings are the amounts charged by you to your Agents for their calls. The defaults are set to $0.10 per minute and 20% of every transaction. If you'd like to change this default, or change the default for a particular Agent, you can do so on this page.

The **Advisor's Extension** number is listed in the left column.

Their real name is listed under **"Advisor Name".**

Then you see the **Charge Per Min.** and **Charge %** which are *$0.10 per minute* and *20%*, respectively. At the top of this page you can change these settings for all Advisors at once, or to change the settings for a particular Advisor you can do so by clicking their extension link.

To change these for a particular Advisor click on their *Extension Number* to go to the editing page.

Agent Preferences

You can control additional features which will affect all your Advisors on this page.

"Do not allow Advisors to change their availability buttons" will prevent Advisors from editing the graphics which represent whether they're currently taking calls or not. These buttons ONLY appear on their own website, and the advantage of doing this may help your business branding and keep the "look" of your business the same across all Advisors' websites. The availaibility buttons in your PC Unlimited will remain the same for all Advisors. However, if Advisors prefer to appear as an independent business which simply uses your PC Unlimited as a service, you may want to allow them to customize their graphics.

Checking **"Next Available Adivsor Search"** will allow the system to select a different Advisor than the one the Member called in the case that their chosen Advisor isn't available. They will be notified before dialing in that this option is available to them.

Checking **"One Price for All Advisors"** allows you to control prices system-wide. This keeps competition to a minimum and based on merit rather than cost. However, you then run the risk of Members expecting the same service from professionals and Advisors just starting out.

If you want to require any kind of documentation before approving a new Agent's account, you can check the "Require documents before account is activated" button. Below, you can enter the description of what types of documents you require.

"Turn on Agent Monthly Billing"....

On the right you have options for what kinds of Payout settings your Advisors can choose: **Check by Mail, Direct Deposit** and **Paypal**. Uncheck any of these you don't wish to offer.   **28**

Agent Availability Buttons

You can change the Availability buttons on this page.

Internal Availability Buttons are those that Members can see from within your website on a given Agent's profile page.

External Availability Buttons are those that Agents can choose to display on their own personal website which will allow a Member to use the same services without having to go through your main site.

To change the buttons click the **"Choose File"** buttons beneath each image. Suggested dimensions are **178px x 34px**, but you can choose any size. *It is recommended that all three of your images are the same dimensions.*

When you've finished choosing the files click *"Upload Images"* and the graphics will update on this page and throughout your PC Unlimited.

Documents

If you would like to require that your Agents use certain documents in order for their profile to become active, you can store those files on this page.

When you first arrive on this page, you will have just one *"Choose File"* option. If you'd like to add more files to work on, click the *"Add File"* button until you have reached the number of files you'd like.

You may upload the following file types: **Doc, PDF, PNG** or **JPG**.

Once you've chosen the files, the *"Upload"* button on the right will turn green. Click it to upload that file. That file is now automatically saved to your portal.

You will now see a file type icon followed by the file name in the preview window.

Once uploaded, a red *"Delete"* button will appear, allowing you to remove a particular file.

Web Pages

This page includes several default pages that you can include in your website footer and/or require Agents or Members to read through them before they are able to complete signing up for an account.

Use this section to create new web pages. After the page has been created you can use the check boxes to assign the pages to be linked from the Header Navigation, Web Footer and you can make the pages required reading for the signup pages.

[Add New Web Page]

Editable Content in Default Template Sections

Why Seek Advice by Phone? Contents are showing at the bottom of the home page.	**Is it Confidential?** Contents are showing at the bottom of the home page.	**Safe Secure Confidential** Contents are showing at the bottom of the home page.
Satisfaction Guarantee Contents are showing at the bottom of the home page.	**How It Works** Accessible through question(?) mark icon showing on top right of the home page.	**Tips for Agents** Contents are showing at the bottom of Advisor dashboard.
Contact Us(Page Bottom) Contents are showing at the bottom of the page.	**Homepage Categories Heading** Categories heading show on home page.	**Member Dashboard** Contents will show on Member Dashboard.
Agent Dashboard Contents will show on Agent Dashboard.	**Member Registration** Contents will show on Member Sign Up page.	

The default pages included are: **About Us, Earnings Disclaimer, Give Advice, Privacy Policy** and **Terms of Service**. You can create a new page by clicking the *"Add a Page"* button at the bottom.

Checking the *"Include in Footer"* box will automatically create a link at the bottom of each page in your website that links to this file.

Checking the *"Required for New Member"* and/or *"Required for New Agents"* will make a link to this page appear at the bottom of the Sign Up page, and a checkmark required in order for the form to be processed.

See the next page for editing these files.

Editing Web Pages

On this page you can use our built in text editor to customize the web pages without having to use any code.

Use the formatting toolbar at the top to customize your text.

From left to right the customization options are:
Add HTML Code, Pre-formatted text options, Bold, Italic, Strikethrough, Bulleted List, Numbered List, Indent Left, Indent Right, Insert Image, Insert Link, Alignment Options, Insert Horizontal Rule, Font Color, Background Color, Font Size.

As previously mentioned, checking the ***"Require this page be read at Member/Advisor Signup"*** will prompt new users to read and check off that they agree to the contents of this file.

"Show on Footer" will create a link at the bottom of each page within the website.

Click ***"Save Changes"*** to save, "***Delete Page"*** to remove this file permanently, or ***"Cancel"*** to return to the **Files** page.

Order of Top Agents

Agents will appear in an order on the category and search page results based on these settings.

Use this setting to control which of your agents are moved to the top of all category pages and search results pages.

Drag and Drop to arrange these in your desired order. Your search and category pages will display agents on top of the pages in the order of these criteria. Your phone system will call in this order when you use Next Available Agent Search feature in your Settings.

Currently Available

Repeat Callers

Number of calls taken

Ratings

Number of total minutes spoken

Save Settings

"Currently Available" will order your agents by who has had their status set to "Available" the longest today.

"Number of Calls Taken" will order your agents by who has taken the most number of calls since the induction of your website.

"Number of Total Minutes Spoken" will order your agents by who has had the most number of paid minutes exchanged with customers since the launch of your service.

"Ratings" will order your agents by who has the highest customer ratings.

"Repeat Callers" will order your agents by who has had the most number of repeat callers over time.

User Manuals

If you would like to provide your Agents and Members with a user manual, you can upload them on this page.

On this page you can download our default manuals. Feel free to edit and rebrand them with your company logo and upload the edited manuals below.

Download Advisor Manual
Download Member/Customer Manual

Advisor User's Manual   Browse…   No file selected.   Upload

Member User's Manual   Browse…   No file selected.   Upload

Analytics

If you are using Google Analytics, you can paste the code on this page to have it included on your website. Click the *"How to Create Google Analytics Account"* to learn more.

Please don't use <script> start and </script> closing html tag within analytical code to save.

Save   Cancel

How to Create Google Analytics Account

RCT Code

Similarly, you can paste your RCT code into this page.

Please don't use <script> start and </script> closing html tag within analytical code to save.

Save   Cancel

How to Create Google Analytics Account

Max charges Per hour/day

These fields lets you select the amount of times per day/hour that any individual member can add funds to their account. This security measure can help reduce the potential for abuse that can lead to a member disputing the charges to their credit card.

These fields lets you select the amount of times per day/hour that any individual member can add funds to their account. This security measure can help reduce the potential for abuse that can lead to a member disputing the charges to their credit card.

These fields lets you select the amount that any individual Member can spend per day/month.

Per day max transaction(s) are allowed?   20

Per hour max transaction(s) are allowed?   5

Save

"Per Day max transactions are allowed" refers to how many times a Member can add money to their account per 24 hour period.

"Per Hour max transactions are allowed" refers to how many times a Member can add money to their account per 60 minute period.

PAID CONNECTIONS

Messaging

Your PC Unlimited comes with an easy to use internal messaging system that all Members, Advisors and Admins can use.

Type	Extension	Sender Name	Send Date	Action
ADVISOR	00000	Julian Montoya	5/11/2022 2:32:44 AM	Delete
ADVISOR	00000	Camilla Montoya	7/24/2021 4:38:57 AM	Delete
MEMBER	11248	rah sai	3/24/2022 9:51:42 AM	Delete

Showing 1 to 3 of 3 entries   Previous 1 Next

Here you will see all of your conversations with Advisors and Members. NEW messages will be marked as such. You can click on an *Extension Number* to see the whole conversation with a particular Member or Advisor. There you can see your chat history and send additional messages.

Sending Messages

By going to the Send Message or Send Email pages you can send either a new internal **Chat Message** or **Email** to a variety of users: *All Advisors or Members,* or chosen users in either list. *You cannot email Advisors and Members at the same time.*

Composing message to ADVISOR 00000 (1500 characters left)

Type reply...

[Send]   [Go Back]

Messages

YOU — 6/14/2022 10:15:39 PM
fff

YOU — 5/30/2022 8:00:49 PM
jdskdsklkdsvdfbfd

Julian Montoya — 5/11/2022 4:32:44 AM
Hi, I logged a rating dispute. You can see it here

Julian Montoya — 5/11/2022 4:32:23 AM
Hi, I logged a rating dispute. You can see it here

When you've finished writing your message, click *"Send Message"*. **Remember: no HTML is allowed in this textbox.**

NOTE: Emails are **not** saved in our internal messaging system and are delivered directly to the user's specified email account.

Recipients: ○ All Advisors   ○ All Members

○ Choose Advisors   ◉ Choose Members

Julian Montoya 00000   Rah Sai 11248

Message:

Message

[Send]

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PAID CONNECTIONS

User Messages

You can also see all communication between Advisors and Members on this page.

Type	Extension	Sender Name	Send Date
ADVISOR	12345	Biology Tutor	7/22/2022 10:44:16 AM
ADVISOR	45678	Biology Tutor	7/22/2022 10:44:16 AM
MEMBER	12348	Biology Tutor	7/22/2022 10:44:16 AM
ADVISOR	45628	Biology Tutor	7/22/2022 10:44:16 AM
MEMBER	78451	Biology Tutor	7/22/2022 10:44:16 AM

Showing 1 to 1 of 1 entries   Previous [1] Next

NEW messages will be marked as such.

You can click on an ***Extension Number*** to see the whole conversation that was initiated by a particular Member or Advisor. There you can see their entire chat history for reference with disputes and other issues.

Go Back

Biology Tutor to Michael(00000 to 11248) Hello member	7/22/2022 12:44:16 PM
Michael to Biology Tutor(11248 to 00000) Test 5th May 3	5/5/2022 8:55:18 AM
Michael to Biology Tutor(11248 to 00000) test 5th May 2	5/5/2022 8:44:17 AM
Michael to Biology Tutor(11248 to 00000) test 5th May	5/5/2022 8:39:41 AM

Voicemail

All calls to your help system are recorded under Voicemail.

Voice Mail	Advisor	Member	Create Date
Play Voicemail | Download File	13234	11248	7/30/2022 12:14:31 PM
Play Voicemail | Download File	34212	11248	7/27/2022 12:14:31 PM
Play Voicemail | Download File	21234	11248	7/22/2022 12:14:31 PM
Play Voicemail | Download File	32536	11248	7/18/2022 12:14:31 PM
Play Voicemail | Download File	23453	11248	7/16/2022 12:14:31 PM

Showing 1 to 1 of 1 entries   Previous [1] Next

Play Voicemail will playback the message in the browser. **Download File** will save the *.wav* file onto your desktop.

You can click on the **Advisor's** or **Member's ID** number to go directly to your ***Messaging History*** with that user.

The date of the message is also listed for your reference.

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Support Tickets

Any support tickets that have been submitted by either Advisors or Members can be seen on this page.

Search:	My Tickets ⌄	Search

Show 10 ⌄ entries   Search: [   ]

Ticket ID ⇅	Summary ⇅	Status ⇅	Assigned To ⇅	Createed by ⇅	Create Date ⇅
1112	Another test fom advisor	OPEN	Camilla	Biology Tutor	5/28/2021 6:31:04 AM
1111	Another test ticket	CLOSED	Julian	Julzian	5/26/2021 4:01:28 AM
1110	Test ticket 3	CLOSED	Julian	Julzian	5/25/2021 7:30:04 AM
1109	Testing Member Tickets	CLOSED	Camilla	Julzian	5/22/2021 7:30:04 AM
1108	Testing me support system	CLOSED	Stephen	The Test Man	5/20/2021 2:32:00 AM
1107	Test Ticket	OPEN	Camilla	HBP	5/15/2021 6:31:04 AM

Showing 1 to 1 of 1 entries   Previous 1 Next

Here you'll see the **Ticket ID**, which you can click to see the whole conversation.

There is a short **Summary** which displays the subject which the user filled out.

The **Status** indicates whether the ticket is currently *Open* or *Closed*.

Assigned To refers to which PaidConnections staff member is servicing this issue.

Created By shows which Advisor or Member opened the ticket, and clicking on their screen name will take you to their profile.

The **Create Date** shows when the ticket was first opened.

Thank you!

Thank you for using Paid Communications!

We strive for excellence, and are happy to hear your feedback.

If anything has not been to your satisfaction, please don't hesitate to call us at **(888) 439-8984** so we can resolve your issue.