

USER GUIDE

Admin User Guide

Operating The Motor Guild platform: moderation, governance, billing, growth

Audience Platform administrators
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Support support@themotorguild.com

Overview

Admins operate the Guild day-to-day. This guide covers the admin dashboard, member moderation, content & supplier moderation, consulting pipeline management, billing & ledger, newsletter operations, ad guidelines & review, and audit & governance tools.

1. Admin access

Admin role is assigned via the `user_roles` table — never via profile fields, to prevent privilege escalation. Only an existing admin can grant admin to another user.

TIPS

- Admin status is reflected in the header (the Admin link appears).
- All admin actions are logged in `audit_log`.
- Two-factor authentication is strongly recommended for all admin accounts.

2. The Admin Overview

Land at `/admin`. The overview shows pending applications, unread consulting enquiries, recent moderation flags, and platform health metrics.

TIPS

- Unread consulting enquiries are also badged on the Admin nav link.
- Click any metric to drill into the underlying queue.

3. Member moderation

Manage member statuses (pending, approved, rejected, suspended) from `/admin/members`. All status changes are logged.

1. Open `/admin/members`.
2. Filter by status — start with Pending.
3. Open the applicant profile, read the application and any notes.
4. Approve, reject, or request more info via the inline action menu.
5. Suspensions require a reason. The member receives an email and is logged out within 5 minutes.

4. Content moderation

Reported discussions, comments, messages, and reviews surface in the moderation queue at `/admin/moderation`.

1. Open `/admin/moderation`.

2. Review each flag — context includes reporter reason and the surrounding thread.
3. Decide: Approve (no action), Hide (content removed, author notified), or Escalate to suspension.
4. Document the decision in the case notes for audit.

5. Supplier moderation

Pending supplier listings, review reports, and self-listing submissions live at `/admin/suppliers`.

1. Approve or reject pending listings based on website verification and category fit.
2. Investigate review reports — confirm reviewer is a real member, then either keep or remove.
3. Deduplicate suppliers using the supplier-dedup tool when entries overlap.

6. Consulting pipeline

Track every project brief through the pipeline at `/admin/consulting`. Stages: New → Triage → Routed → In Proposal → Engaged → Closed.

TIPS

- New briefs auto-route based on AI sector match, but admins can override.
- Use the consultant grid view to see who is available, who is overloaded, and recent ratings.
- Approve TMG-branded proposals before they're sent to the client.

7. Billing & ledger

The IFRS-compliant double-entry billing engine is at `/admin/billing`. Invoices, payments, VAT, fiscal year close, and audit reports all run from here.

1. Open `/admin/billing`.
2. Review invoices pending issue (consultant engagements, ad campaigns, recruiter seats).
3. Issue invoices in batch or individually — PDFs are generated and emailed automatically.
4. Reconcile payments via the bank import tool.
5. At fiscal year-end, run the year-close to generate IFRS-compliant statements.

8. Newsletter operations

Newsletter broadcasts are managed at `/admin/newsletter`. Subscribers sync to Brevo. Drafts can be generated by AI (Monday brief, Friday digest) and require approval before send.

1. Sync subscribers to Brevo — runs nightly but can be triggered manually.
2. Generate a draft via 'Monday draft' or 'Friday draft' buttons.
3. Review the draft in `/newsletter/approve/{token}` — edit subject, preview text, and HTML body.
4. Approve & send (immediate) or schedule for later.
5. Track sends in the Recent Broadcasts panel and in Brevo directly.

9. Email infrastructure

Digest mail sends from support@themotorguild.com via Brevo. Transactional & concierge mail sends from consultingsupport@themotorguild.com via the same Brevo account.

TIPS

- Authenticated sender domains are managed in Brevo. Any new sender requires SPF/DKIM setup.
- Quiet hours respected for non-urgent transactional mail.
- All sends logged in consulting_email_log with idempotency keys to prevent duplicates.

10. Ad operations

Review ad creatives at /admin/advertising. The full ad guidelines are at /admin/ad-guidelines — shareable with advertisers and suppliers.

1. Open /admin/advertising → Pending review.
2. Open each creative, check against guidelines.
3. Approve, request revision, or reject with reason.
4. Spot-check live campaigns weekly to ensure landing pages still match the ad.

11. Academy & certificates

Courses, modules, and certificates are managed at /admin/academy. Certificates are auto-issued on course completion via a DB trigger — no manual step required.

TIPS

- Use the backfill tool if a member completed a course before the trigger was deployed.
- Verify any certificate publicly at /certificates/{certId}.
- Review and approve new training requests from the Training Requests queue.

12. Audit log & governance

Every privileged action writes to audit_log. View at /admin/audit. Consent changes, role grants, suspensions, and moderation decisions are all tracked.

TIPS

- Filter by actor, target, action type, or date range.
- Export to CSV for external review.
- Audit log entries are immutable — never edited or deleted.

13. Concierge & user support

Concierge tools at `/admin/concierge` let you impersonate-with-consent, send manual reset links, and view the full user timeline.

TIPS

- Impersonation requires the user's explicit written consent and is logged in audit.
- Use the timeline to diagnose 'why didn't I get the email' issues — it pulls from email logs and notification logs.

14. Backups, recovery, incident response

Database is on Lovable Cloud with point-in-time recovery. For incidents follow the response playbook in `/admin/playbooks`.

How do I disable an admin's access immediately?

Remove the admin role from `user_roles`. The next request will return 403. Force-logout from the user's Concierge view.

Where do I find security scan results?

`/admin/security` — runs nightly and on-demand. High/critical findings should be triaged within 24h.

How do I add a new admin?

From the user's profile in `/admin/members`, click 'Grant admin'. Action is logged.

15. Getting help

Internal escalations: support@themotorguild.com. Platform-level issues (Lovable Cloud outage, DNS): contact Lovable support.