DATA ENTRY TRAINING

Arch Travel CRM

Module 16 — Android App Control

Connect Firebase, set what the Android app shows, publish updates, manage phones and permissions, and send inbox messages and phone alerts.

TRAINING GUIDE · SIMPLE ENGLISH

FIREBASE | APP SETTINGS | PEOPLE & DEVICES | APP INBOX | PHONE ALERTS | ERRORS | CHECKLIST

For trained staff and customers

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START HERE

How to use this guide

This guide teaches you to enter data in the **Android App Control** module of Arch Travel CRM. Follow the parts in order the first time. Later, use Section 4 (field tables) and Section 7 (checklist) as a quick reference.

Field names
Names written like `Customer:` are shown exactly as they appear on the screen.

Buttons and menus
Names written like **Save** are buttons or menu items you click.

Required
In the field tables: **Yes** you must fill it **No** optional **Auto** the system fills it.

Messages
Text in *italics* is a message the system shows. ... stands for a name or number.

TIP
Practise with demo data first. Use the checklist in Section 7 before you finalise anything.

WARNING
Never share your password. Sign out when you leave your desk.

NOTE
Your menu shows only the screens your administrator has given you. If a menu item is missing, ask your administrator.

SECTION 1

1 Module introduction and menu path

Android app control is one page for everything about the mobile apps (the customer app and the CRM staff app). First connect **Firebase** so phones can receive alerts. Then set the app content, modules and APK updates and **publish** them. You can also see registered phones, approve customer booking requests, set staff permissions, and send messages. Only an **administrator** can use this page.

MENU PATH

Admin
top menu
→
Android App Control
Website & CMS group

You will use these menu items in this guide:

MENU GROUP	ITEMS USED IN THIS GUIDE
Admin	**Android App Control** (old links App Management, App Notifications, App Workspace and Firebase open this page)

HOW THE WORK FLOWS

Connect Firebase
google-services.json + server credential
→
App settings
Content, modules, APK
→
Publish
Draft → app
→
Communicate
Inbox and alerts

SECTION 2

2 Prerequisites: set up these first

Make sure the items below exist before you start. Ask your administrator if one is missing.

SET UP THIS FIRST	WHERE	WHY IT IS NEEDED
Administrator login	Roles & Permissions	*Only an administrator can configure Firebase.*
Firebase project files	Firebase console (Google)	CRM and Flutter **google-services.json** and the **service-account JSON**.
APK download link	Your web host	**HTTPS APK download link** for updates.

SECTION 3

3 Step-by-step data entry

Follow the parts in order. Each part matches one screen or task.

Part A — Connect Firebase

Open the **Connect Firebase** section.

Connect Firebase

1. **Import app files**
   Use **Import CRM google-services.json** and **Import Flutter google-services.json** (under 128 KB). The IDs fill in.

2. **Check IDs**
   Project ID (not the display name), **Sender ID / project number** (numbers), **CRM Android app ID**, **CRM Android API key**, **Flutter Android app ID**, **Flutter Android API key**.

3. **Server credential**
   Use **Upload service-account JSON** (under 32 KB) from the same Firebase project.

4. **Save and test**
   Click **Save configuration**. Then **Check Google authentication**. You see *Google authentication verified.* **Reload saved settings** reloads.

NOTE
The check does not send a notification. After saving, open the app and enable notifications from Profile.

Part B — Android app settings and publishing

App content

1. **Text**
   Welcome text, Announcement, Banner title, Banner opens (No action, Hotel Kruki, Tickets, Umrah groups, Voucher preview), Banner description.

2. **Modules and Home page**
   Turn modules on or off and choose the home page blocks.

APK updates

1. **Version**
   Latest version code, Minimum supported code (older apps must update), Display version.

2. **Download**
   HTTPS APK download link and Release notes.

Maintenance

1. **Pause**
   Tick Pause app booking changes and type Message shown in the app.

Publish

1. **Save draft**
   Click Save draft, then Preview saved draft to see **App preview**.

2. **Publish**
   Click Publish to app. It appears in **Published versions** and **Change history**.

Part C — People, devices and requests

User permissions

1. **Rule**
   Type the Exact CRM username, set what the user may do in the app, click Save permissions. With no rule, staff keep default CRM access.

Registered devices

1. **Find**
   Use **Find user or device**. Remove a phone that should not get alerts.

Booking requests

1. **Review**
   Filter **Status** (Pending, In review, Completed, Declined, All). Open a customer booking waiting for approval and process it.

Support contacts

1. **Contacts**
   Support email, **Support phone**, **Working hours**. Click **Save support contacts**.

Part D — App inbox and phone alerts

App inbox

1. **Write**
   Title and Message. Choose Audience: All eligible users or Selected users (Find a user).

2. **Publish**
   Click Preview message, check **Review before publishing**, then Publish to app inbox.

Phone alerts

1. **Recipients**
   Choose All eligible phones or Selected users.

2. **Send**
   Type the message, click Review recipients, then Send this notification. See **Send history**.

3. **Pending**
   If some phones are pending use Continue pending phones or Stop pending phones.

SECTION 4

4 Field tables for every screen

Field names are written exactly as on screen.

Connect Firebase

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
CRM / Flutter google-services.json	Under 128 KB.	Yes
Project ID	Firebase project ID.	Yes
Sender ID / project number	Numbers only.	Yes
Android app ID / API key	From the json file.	Yes
Service-account JSON	Under 32 KB, same project.	Yes

App settings

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Welcome text / Announcement / Banner	App home.	No
Latest version code / Minimum supported code / Display version	Updates.	No
HTTPS APK download link	Must be https.	No
Pause app booking changes / Message	Maintenance.	No

Inbox / alerts

FIELD (AS ON SCREEN)	WHAT TO ENTER	REQUIRE
Title / Message	Content.	Yes
Audience / Recipients	Who gets it.	Yes

SECTION 5

5 After you save: find, edit, print

TASK	HOW
Check alerts	**Booking alerts** and **Phones registered for alerts** show which phones get alerts.
Staff phones	**Staff phones signed in to CRM** lists staff devices.
History	**Change history**, **Access change history**, **Send history**.

SECTION 6

6 Common errors and how to fix them

The messages below are the real messages the system shows. ... stands for a name or number.

Firebase

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Choose a google-services.json file smaller than 128 KB.	Pick the right file.
The selected file is not valid JSON.	Download it again.
This is a server credential. Use the Server credential upload below.	Upload it in Server credential.
Enter the Firebase project ID, not its display name.	Use the ID.
Enter the numeric Firebase sender / project number.	Numbers only.
The service account must belong to the Firebase project being saved.	Use the same project.
Google authentication failed. Check the service account, key status, server time and internet connection.	Check the key and server time.
Only an administrator can configure Firebase.	Use an admin login.

Devices and page

MESSAGE ON SCREEN	WHAT IT MEANS AND HOW TO FIX IT
Choose a registered phone.	Pick a phone first.
That phone is no longer registered.	Refresh the list.
Administrator access required.	Use an admin login.
The control page could not reach CRM.	Reload the page.

SECTION 7

7 Quick checklist

Setup

- [ ] Both google-services.json imported
- [ ] Service account uploaded
- [ ] Google authentication verified

Every release

- [ ] Version codes and APK link
- [ ] Draft previewed
- [ ] Published

Daily

- [ ] Booking requests reviewed
- [ ] Messages sent to the right audience

Trainee name _____ Date _____ Trainer _____