

SAG operations

Inbox, support & platform

Internal staff only. Triage partner intake, verify Host Nodes, manage engagements and organisations. The **support queue is separate** from the general inbox — treat family submissions with care.

Demo: <http://localhost:3001/login>

ops@sag.local / Password123! → lands on /admin

SAVING A GENERATION

Portal login

Ops, CSR, and Host access — routed by role after sign-in (ops_* → /admin, csr_* → /csr, host_* → /host).

Email

Password

Log in

Seed logins

- Ops: ops@sag.local / Password123!
- CSR: csr@acme.local / Password123!
- Host: host@sigona.local / Password123!

Walkthrough

1

Admin home

Open </admin>. Confirm you are in the ops workspace before navigating to queues.

The screenshot shows the 'Admin portal' interface for 'SAG Ops Admin'. On the left is a sidebar with navigation links: Inbox, Support, Nodes, Orgs, Engagements, Users, and Audit. The main content area is titled 'Submissions inbox' and includes a filter bar with 'All', 'Support', and 'Sponsor kinds' buttons, and a search input field. Below this is a table with four columns: KIND, SUBJECT, STATUS, and CREATED. The table contains four rows of submission data.

KIND	SUBJECT	STATUS	CREATED
contact	General enquiry	new	8/10/2026, 1:11:33 PM
csr_inquiry	CSR interest	new	8/10/2026, 1:11:33 PM
support	Family needs support	new	8/10/2026, 1:11:33 PM
payment-sim (simulation)	Simulated donation	new	8/10/2026, 1:11:33 PM

11 — Admin home · </admin>

2

Partner inbox

</admin/inbox> — CSR and Host registration interest, partner forms. Open a row for triage when available.

The screenshot shows the 'Admin portal' interface for 'SAG Ops Admin' at the 'Submission inbox' page. The sidebar is the same as in the previous screenshot. The main content area has a title 'Submission inbox' and a filter instruction 'Filter by kind and search subject (F-ADM-002)'. It includes a 'Kind' dropdown menu set to 'All kinds' and a search input field. Below is a table with five columns: KIND, SUBJECT, STATUS, PAYMENT, and CREATED. The table contains four rows of submission data.

KIND	SUBJECT	STATUS	PAYMENT	CREATED
contact	General enquiry	new	—	8/10/2026, 1:11:33 PM
csr_inquiry	CSR interest	new	—	8/10/2026, 1:11:33 PM
support	Family needs support	new	—	8/10/2026, 1:11:33 PM
payment_sim	Simulated donation	new	SIM	8/10/2026, 1:11:33 PM

12 — Inbox · </admin/inbox>

SAGAdmin portalSAG Ops Admin

Inbox

Support

Nodes

Orgs

Engagements

Users

Audit

N

Log out

General enquiry

contact · sub_contact

Back to inbox

Status: new

Created 8/10/2026, 1:11:33 PM

Payload

```
{  "message": "Hello SAG"}
```

Triage status

new

Internal note

Save triage

Create engagement

19 — Inbox detail (optional) · triage + status updates.

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Support queue (ops only)

/admin/support — Need-support family submissions. **Keep this separate** from Host/CSR workshops. Do not share screens in mixed rooms.

SAGAdmin portalSAG Ops Admin

Inbox

Support

Nodes

Orgs

Engagements

Users

Audit

N

Log out

Support queue

Need-support submissions only — isolated from sponsor inbox (F-ADM-007).

SUBJECT	STATUS	CREATED
Family needs support	new	8/10/2026, 1:11:33 PM

13 — Support queue · /admin/support — confidential; ops only.

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Engagements, nodes & organisations

Create and review engagements; verify Host Nodes; manage CSR organisations.

SAGAdmin portalSAG Ops Admin

Inbox

Support

Nodes

Orgs

Engagements

Users

Audit

N

Log out

Engagements

Theme + node + sponsor matches.

THEME

ORG

NODE

STATUS

UPDATED

Yard Day

Acme CSR Kenya

PCEA Sigona

triage

8/10/2026, 1:11:33 PM

Yard Day

Other Org Ltd

Other Parish

triage

8/10/2026, 1:11:33 PM

New engagement

SAGAdmin portalSAG Ops Admin

Inbox

Support

Nodes

Orgs

Engagements

Users

Audit

N

Log out

Host nodes

Verify nodes before public fundability.

NAME

LOCATION

VERIFIED

ACTION

PCEA Sigona

Sigona, Kiambu

Yes

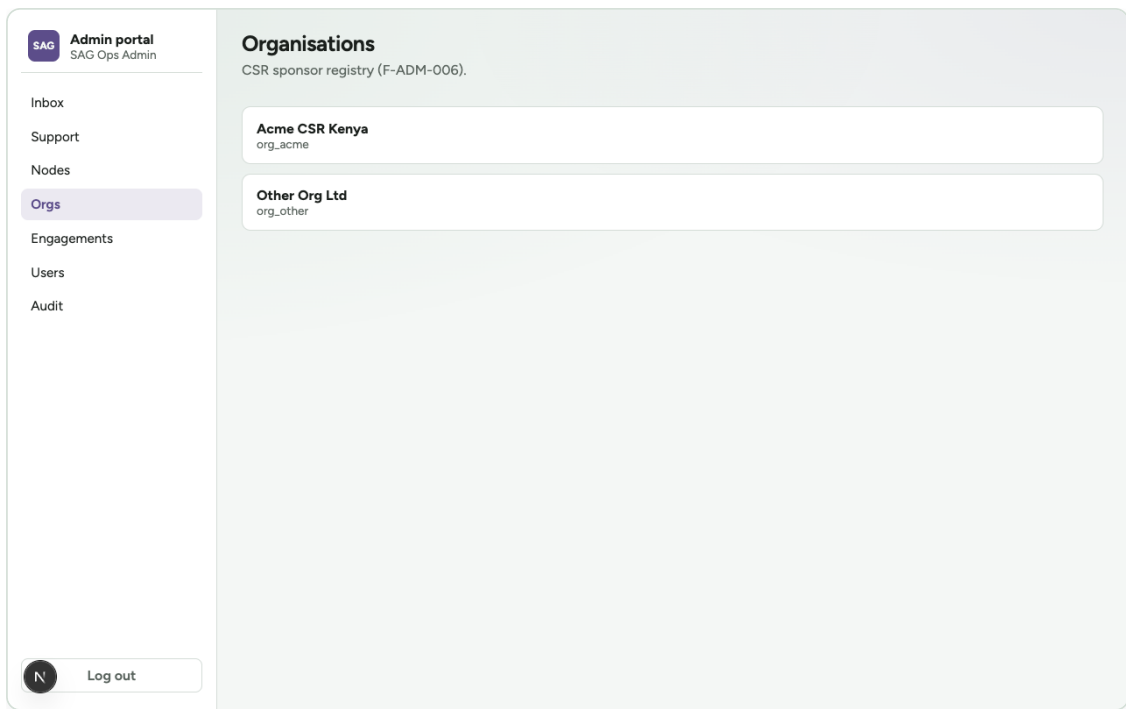
Unverify

Other Parish

Westlands, Nairobi

No

Verify

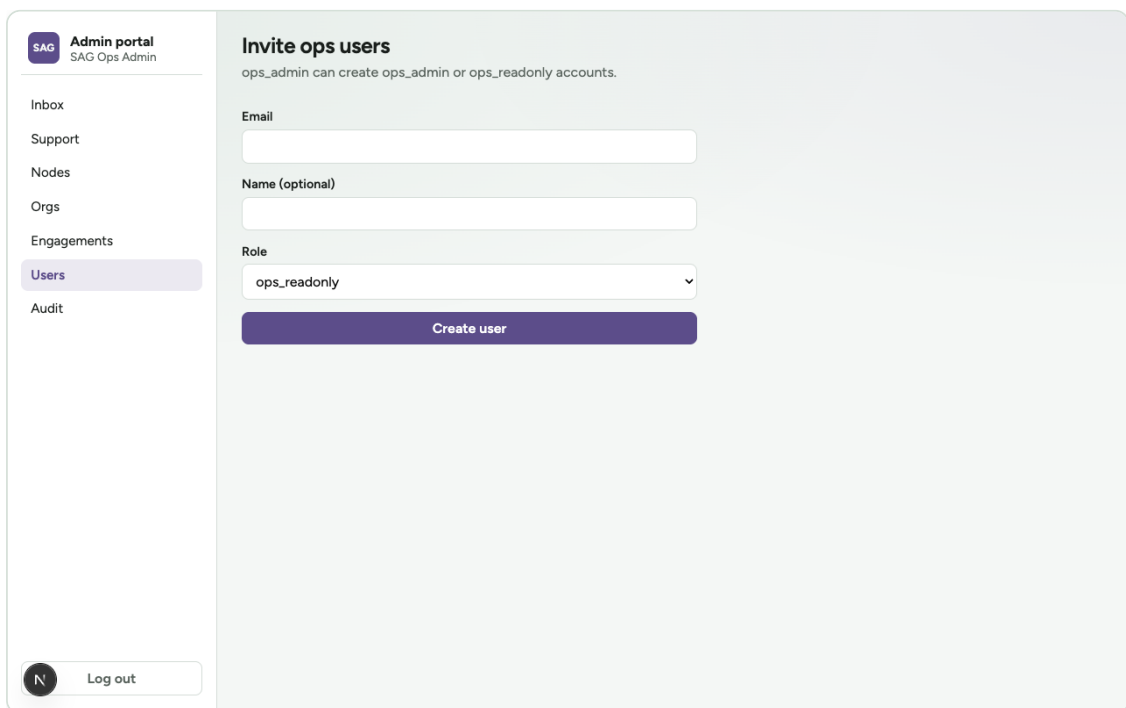


16 — Organisations · /admin/organisations

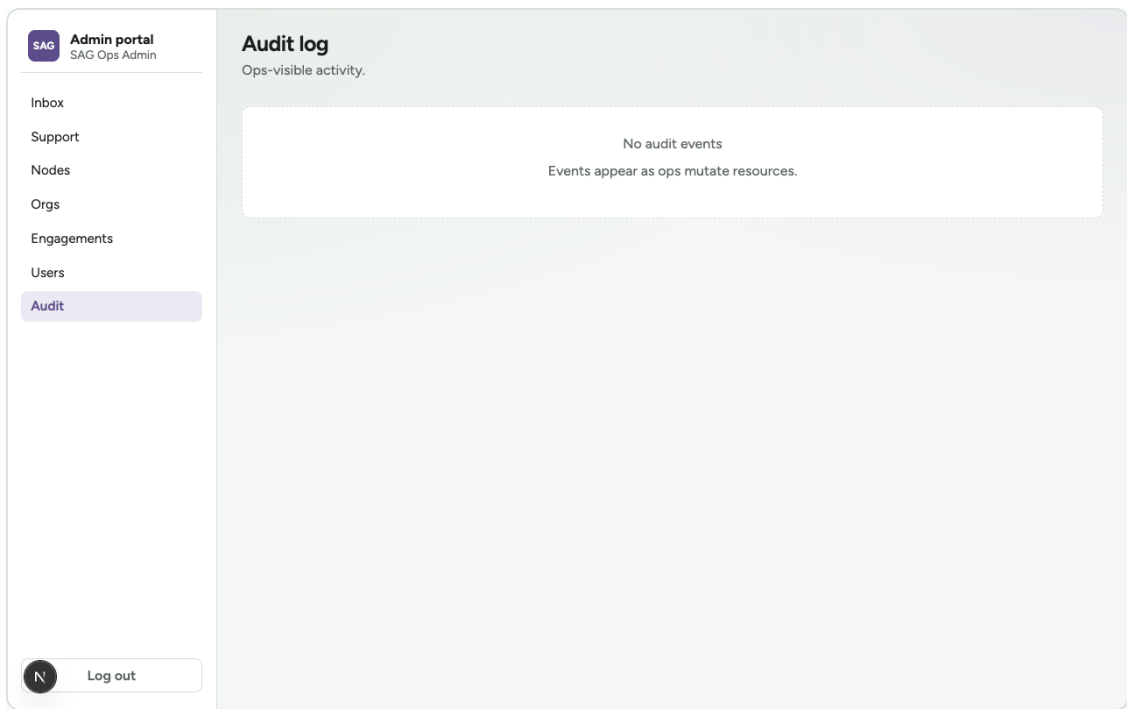
5

Users & audit

Invite ops users; review audit events after verify / triage / engagement create.



17 — Users · /admin/users



18 — Audit · /admin/audit

⚠ Common mistakes

- **Mixing inbox and support** — partner intake ≠ family Need-support.
- **Projecting support in Host/CSR rooms** — never show Need-support content outside ops.
- **Using CSR or Host login for ops demos** — tenant walls hide global tools.
- **Skipping audit after verify** — check /admin/audit so the room sees the trail.

Quick reference — Ops

Task	Route
Login	http://localhost:3001/login
Home	/admin
Partner inbox	/admin/inbox
Support (families)	/admin/support
Engagements	/admin/engagements
Nodes / orgs / users / audit	/admin/nodes · organisations · users · audit