

# RCC Champions Framework

## Administrator Quick Reference Guide

### Common Issues & Solutions

<b>Issue</b>	<b>Solution</b>	<b>Location</b>
User cannot log in	Verify user account exists in system. Check Manus OAuth connection. <a href="#">Clear browser cache and cookies.</a> Try incognito mode.	<a href="#">Admin → Applications</a>
Application stuck in pending	Review application at Admin → Applications. Approve or reject with feed. <a href="#">Check Application notifications are enabled.</a>	<a href="#">Admin → Applications</a>
Badge not awarded	Verify user meets criteria. Check badge_awards table in database. <a href="#">Manually award badge.</a> <a href="#">Admin → Users → [User] → Badges</a>	<a href="#">Admin → Applications</a>
Impact story not published	Review story at Admin → Impact Stories. Check for required fields. <a href="#">Publish Impact Story.</a>	<a href="#">Admin → Impact Stories</a>
Leaderboard not updating	Restart dev server. Check database connection. Run: <code>pnpm db:push</code> to <a href="#">Terminal schema.</a>	<a href="#">Admin → Impact Stories</a>
Email not sending	Check email service credentials. Verify recipient email address. Check <a href="#">Admin → Settings</a> . Review logs at <code>.manus-logs/</code>	<a href="#">Admin → Settings</a>

### Quick Actions

<b>Task</b>	<b>Steps</b>
Approve Champion Application	1. Navigate to Admin → Applications 2. Click application to review 3. Click "Approve" button 4. Update status to "Approved"
Publish Impact Story	1. Navigate to Admin → Impact Stories 2. Click story to review 3. Verify content quality and appropriateness 4. Click "Publish" button
Manually Award Badge	1. Navigate to Admin → Users 2. Search for user 3. Click user profile 4. Go to Badges tab → Click "Manually Award" button
Send Spotlight Email	1. Navigate to Admin → Spotlight 2. Review auto-selected Champion 3. Preview email content 4. Click "Send" button
Generate Widget Embed Code	1. Navigate to Admin → Widget Generator 2. Customize colors and settings 3. Preview widget appearance
View Analytics Dashboard	1. Navigate to Admin → Analytics → Impact Stories 2. Select time range (week/month/quarter/year)

### Useful Database Queries

<b>Query Purpose</b>	<b>SQL Command</b>
Count pending applications	<code>&lt;font name="Courier" size="7"&gt;SELECT COUNT(*) FROM champion_applications WHERE status = 'pending';&lt;/font&gt;</code>
Find users without badges	<code>&lt;font name="Courier" size="7"&gt;SELECT u.name FROM user u LEFT JOIN badge_awards b ON u.id = b.user_id WHERE b.id IS NULL;&lt;/font&gt;</code>
List top 10 Champions by activities	<code>&lt;font name="Courier" size="7"&gt;SELECT u.name, COUNT(a.id) as total FROM user u JOIN activities a ON u.id = a.user_id GROUP BY u.id ORDER BY total DESC LIMIT 10;&lt;/font&gt;</code>
Check spotlight email history	<code>&lt;font name="Courier" size="7"&gt;SELECT * FROM champion_spotlights ORDER BY sent_at DESC LIMIT 5;&lt;/font&gt;</code>
Find stories awaiting review	<code>&lt;font name="Courier" size="7"&gt;SELECT title, author, created_at FROM impact_stories WHERE status = 'pending';&lt;/font&gt;</code>

### Emergency Contacts & Resources

<b>&lt;b&gt;Resource&lt;/b&gt;</b>	<b>&lt;b&gt;Contact/Location&lt;/b&gt;</b>
Technical Support	support@rcc.mass.edu
Database Admin	Admin → Database (connection info in settings)
Server Logs	.manus-logs/ directory (devserver.log, browserConsole.log)
Admin Manual	RCC_Champions_Framework_Admin_Manual.docx
User Guide	RCC_Champions_Framework_User_Guide.docx
Scheduler Documentation	SCHEDULER_SETUP.md in project root
Restart Server	Use webdev_restart_server tool or pnpm dev
Database Sync	Run: pnpm db:push from project directory

For detailed troubleshooting procedures, refer to the RCC Champions Framework Admin Manual. Keep this guide accessible for quick reference during daily operations.