

Store settings

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Tutorial on Store Account and Operator Settings



elink supports creating multiple stores under one account, unified account settings, and adding operators.

I. Account Settings

Step 1: Enter the store management console, click on the personal account avatar in the top - right corner, and select [Account Settings].

image.png

Step 2: Modify the login password, the bound WeChat account, and the avatar.

image.png

II. Operator Settings

Step 1: Open the store backend. In [AI Assistant - Settings - Account Permissions - Employee Management], click [Add Employee].

image.png

Step 2: Fill in the employee's basic information.

If the added operator is already a registered elink user, the permissions will be automatically bound. If the operator has not registered for elink, you can actively send an invitation SMS to invite the user to become a store operator.

****Note:** If it is before December 29, 2019 the bound operators can still log in with their original account passwords.

image.png

Step 3: Fill in the role management. You can select the default role or customize a role.

image.png

Step 4: Finally, confirm the employee's permissions and save to complete the settings.

How to get the store name/link?



After registering and opening an elink Online Store, merchants can obtain it through the following two channels:

Option 1: Click [AI Assistant - Settings - Store Settings] and copy the link in [Store Information] to get the store address.

Option 2: After entering the store management console, click the [Visit Store] icon in the upper right corner and obtain it from the pop - up window for visiting the store.

image.png

image.png

How to view store information/store link/modify store name?



Operation path: Log in to the desktop management console, click [AI Assistant - Settings - Store Settings] to enter the store settings details page, and find [Store Name] to make modifications.

In the [Store Information] module, you can view the store name, store address, store administrator, Storeappid, store verification, and main business categories.

Click [Copy Link] to get the store address, then embed the link in the menu bar of the Official Account, or send it via WeChat in private chats, Communities, or Moments.

image.png

Can operation records in the operation log be deleted?



Once the operation is successful, it will be permanently saved in the operation log and cannot be deleted.

Operation Log Usage Tutorial



I. Feature Introduction

To help merchants better manage store staff and determine responsibilities, the [Operation Log] module has been newly launched. Merchants can query sensitive operations performed by store staff on the management console at any time.

****Note:**Currently, the elink management console only records some important and sensitive operations. It does not provide records of all functional operations. If you have new requirements, you can report the sensitive operations you expect to be recorded through the service steward. We will regularly update and maintain this function.

II. Operation Path

elink Management Console - AI Assistant - Settings - Operation Log

III. Usage Tutorial

1. By default, the operation records recently executed in the current store are provided. If there are too many records, merchants can narrow the query scope and obtain more accurate operation records by filtering by operator, operation module, operation type, and operation time.

2. Courses and physical products can be restored with one click within 30 days after deletion.

3. By default, the [Operation Log] permission is assigned to senior administrators and ordinary administrators. Administrators can independently configure permissions for other roles.

image.png

Can the operation records in the operation log be exported?



Operation records can be viewed on the management console and are not currently supported for export.

When will the operation records in the store backend be synchronized in the operation log?



The operation records on the management console are synchronized in real-time.

Tutorial on Changing the Store Administrator



I. Feature Introduction

During the operation of an online store, there may be changes in the administrator (person - in - charge). In the past, it was necessary to contact customer service to go through the process. Now, you can change the store administrator self - service.

II. Purpose of Use

When an online store needs to change its administrator, you can change it self - service, which is safe and efficient.

III. Operation Path

Merchant side: Merchant backend AI Assistant → Settings → Store Settings → Store Administrator

image (4).png

IV. Usage Tutorial

Step 1: Click the 'Change' button on the store settings page (*Management backend*)

On the store settings page, find the store administrator and click the [Change] button.

****Special attention:**

1. The change is only allowed after the verification of the original store administrator.
2. Only one change is allowed within 30 days.
3. For old accounts, there will be a pop - up window prompting that the account needs to be upgraded before the change can be made.

image.png

Step 2: Administrator identity verification *(H5 store)*

1. For the identity verification of the original store administrator, you need to enter the SMS verification code.

image.png

(Identity verification step)

2. For the identity verification of the new store administrator, you need to enter the SMS verification code.

****Special attention:** The mobile phone number of the new store administrator must be registered on elink. If not, please register in advance.

image.png

(Change step)

Step 3: The name should be consistent with that in the flow chart *(H5 store)*

After the change is successful, the system will automatically jump to the login page. At this time, you can log in with the new store administrator account to view the store;

image.png

(Pop - up window for successful change)

Tutorial on the restricted use of login devices



I. Feature Introduction

Restrict students from logging in to the same account simultaneously on different browsers at the same time. The restriction applies to channels opened via browsers on PC and mobile devices.

II. Purpose of Use

Merchants can independently control the number of devices that students can log in to simultaneously, preventing phenomena such as malicious account sharing, selling course accounts, and course viewing fraud by students, thus protecting the interests of merchants.

III. Use Scenarios

This feature is used in scenarios where merchants need to prevent students from sharing accounts or engaging in course viewing fraud.

IV. Operation Path

Merchant side: AI Assistant - Settings - Store Settings - User Account Settings - Login Device Restrictions

image.png

V. Usage Tutorial

Step 1: Store Settings *(Management Backend)*

Enter the merchant management backend, click [Store Settings], find [Login Device Restrictions], and click [Settings].

image.png

Step 2: Set the Restriction Quantity *(Management Backend)*

The default limit for login devices is 10, and the custom range is from 1 to 10.

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View store information/store link/Modify store name



Click 'Settings' and then 'Store Settings' in the left sidebar to enter the store settings details page..The 'Store Information' includes the store name and store address. You can customize the store name to facilitate user identification.

Click 'Copy Link' to get the store address. Then, embed the link in the menu bar of the Official Account, or send it via WeChat in private chats, communities, or on Moments.

image.png