



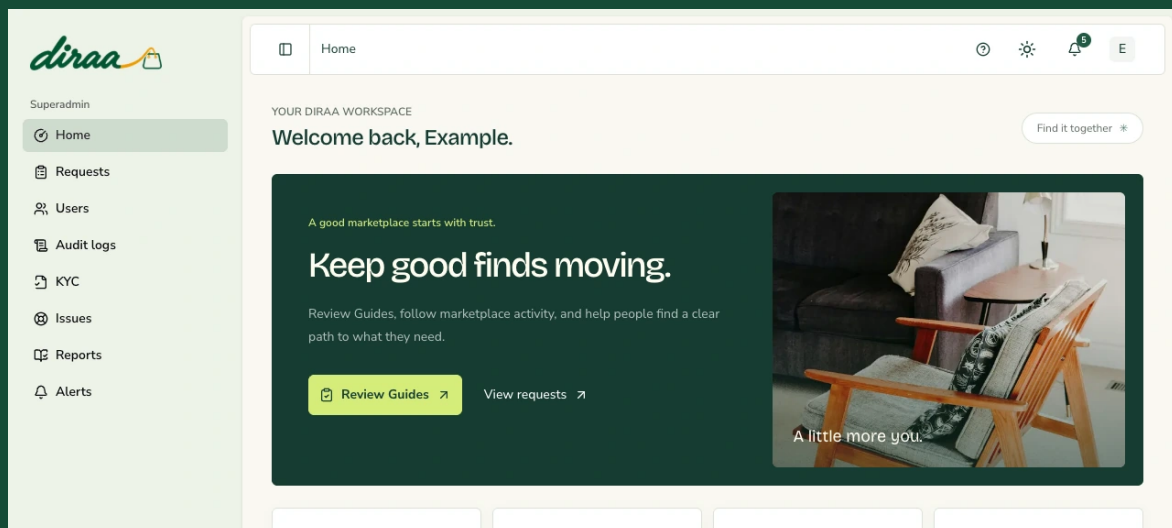
USER MANUAL / SUPERADMIN

Superadmin manual

Run the marketplace with clear records and decisions

English edition 1.3 | 12 October 2026

[Review](#) > [Verify](#) > [Support](#) > [Reconcile](#) > [Audit](#)



Illustrated with demonstration records from the Diraa interface.

Read the matching online guide: diraa.africa/en/manuals/superadmin

Contents

Choose a chapter below, or use the PDF bookmarks. On the website, the same contents and chapter headings let you jump directly to a process.

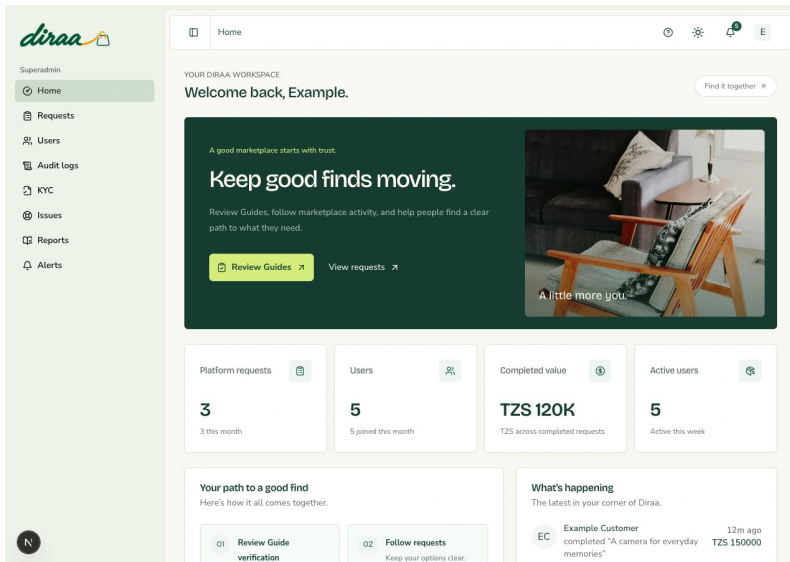
01 Your role and the daily operating cycle	3
02 Sign in and manage your own access	4
03 Review users and control access	6
04 Deactivate an account without erasing history	8
05 Review Guide requests and verify identity	9
06 Inspect requests and understand their status	11
07 Investigate issues and record resolutions	12
08 Handle payment exceptions and manual settlement	13
09 Read the audit trail	14
10 Use platform reports correctly	15
11 Send a useful platform email	16
12 Stay informed and keep your account current	17
13 Use a repeatable operating checklist	19
Glossary and edition notes	20

About the examples. Screenshots use demonstration accounts and records captured from the Diraa interface. They do not show real customer information. Amounts and business details are examples.

CHAPTER 01

Your role and the daily operating cycle

A Superadmin oversees platform access, Guide verification and exceptions. This role does not replace the customer or Guide in ordinary fulfilment.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Start the operating day

Before you start. Use only an account granted administrator access by an authorised operator.

1. Open Home and review the request and user summaries.
2. Check KYC for Guide submissions waiting for review.
3. Check Issues for unresolved customer or Guide problems.
4. Review Audit logs and Reports for actions or patterns that need attention.

What happens next. You have a prioritised list of operational work.

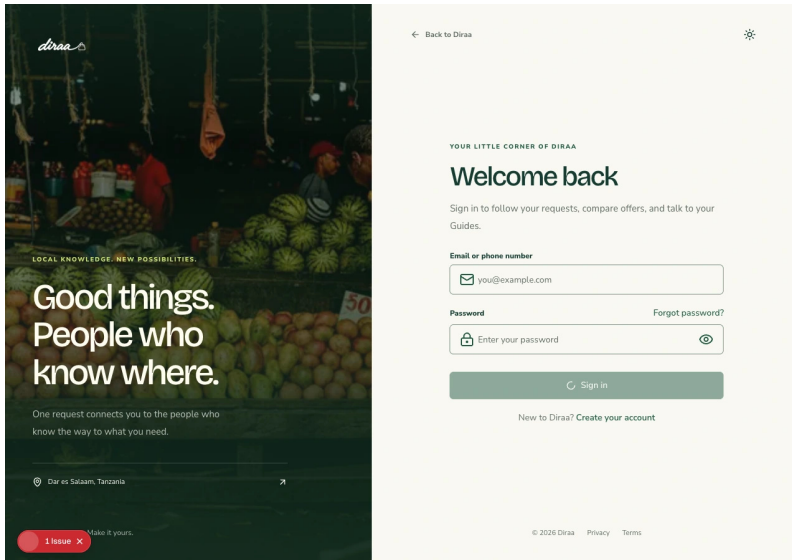
Keep in mind

Superadmin access is not a public sign-up choice. Protect the account and give administrator access only to authorised staff.

CHAPTER 02

Sign in and manage your own access

Use individual administrator accounts so actions can be attributed to the right person.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot](#) online.

Open the workspace safely

Before you start. Your administrator account already exists.

1. Sign in at [diraa.africa](#) using your own account.
2. Confirm that Users, KYC, Issues, Audit logs, Reports and Alerts are available in navigation.
3. Use the profile icon for Profile or Log out; sign out on shared computers.

What happens next. You are in the administrator workspace.

Keep in mind

A password reset does not grant administrator access. Do not share passwords, one-time codes or the administrator account with colleagues.

Keep your profile details current

Before you start. Sign in using your own account.

1. Use the top-bar profile icon to open Profile.
2. Open Personal details, choose Edit Profile, and update the permitted personal or contact fields.
3. Choose Save Changes and wait for confirmation. Use Cancel to abandon an edit.
4. Use the profile-photo control to choose an appropriate image, and wait until its upload finishes.

What happens next. Your saved details and photo are available for the permitted account and delivery uses.

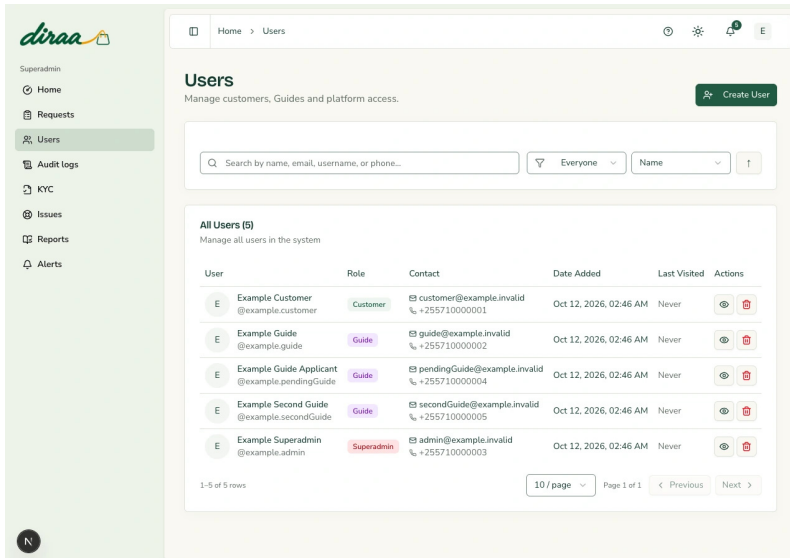
Keep in mind

Changing profile details does not change your role or complete Guide verification. Keep contact details useful for fulfilment.

CHAPTER 03

Review users and control access

The Users page provides search, role filtering, pagination, account creation and account details.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Find and inspect an account

Before you start. Have the person's name, email, username or phone number.

1. Choose Users and search for the account.
2. Use the role filter and page controls if needed.
3. Select the row's view button to inspect the account details.
4. In Role Management, change a role only after confirming the person is authorised. The change is applied immediately.

What happens next. You can review the account and apply an authorised access decision.

Keep in mind

Administrator access exposes sensitive operating information. Prefer the least access the person needs.

Create an account for an authorised person

Before you start. Confirm the identity, role and approved private handover process.

1. Choose Create User and enter the requested account details.
2. Choose the correct role. A Guide must still meet business-verification requirements.
3. Set and hand over the initial access details using the approved private process.
4. Ask the recipient to use their own credentials and reset the password where appropriate.

What happens next. The new account is recorded with its assigned role.

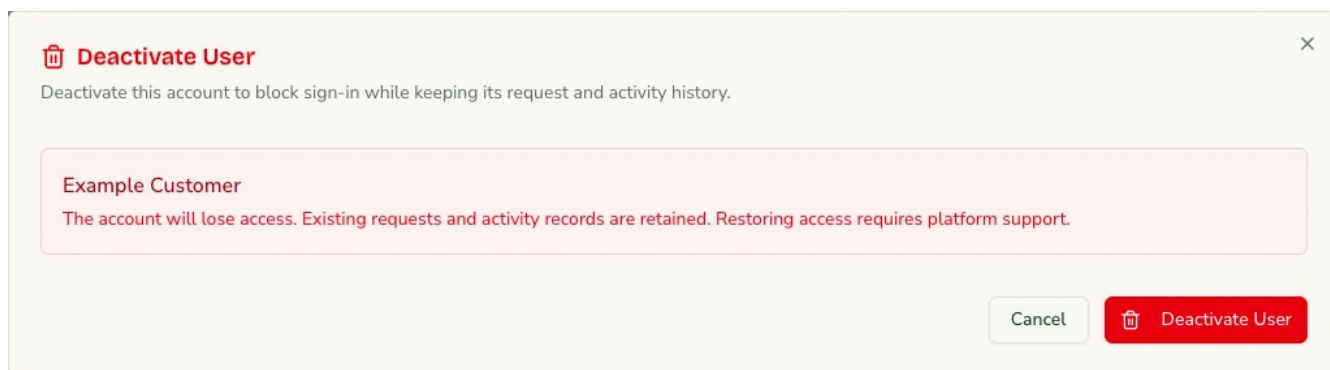
Keep in mind

Do not put passwords or verification codes into bulk emails, issue remarks or audit notes.

CHAPTER 04

Deactivate an account without erasing history

Deactivation blocks access while preserving requests and recorded activity. It is not permanent deletion.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Deactivate an account

Before you start. Confirm the account and the business reason before changing access.

1. Open Users and find the exact account.
2. Choose its deactivation button and read the confirmation.
3. Check the person's identity again, then choose Deactivate User.
4. Record and follow the organisation's access-review decision; ask platform support if access must later be restored.

What happens next. The account cannot sign in; existing records remain available.

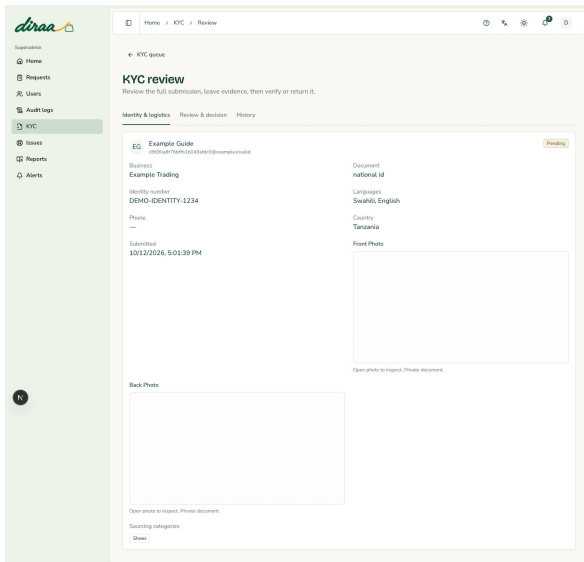
Keep in mind

The current Users page does not provide a restore-access button. Deactivation does not cancel orders, refund payments, or settle Guide obligations. Review any active requests separately.

CHAPTER 05

Review Guide requests and verify identity

Guide-role approval and KYC approval are separate decisions. Paid subscription access follows verified KYC.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Approve or return a Customer's Guide request

Before you start. A Customer has confirmed a request to become a Guide.

1. Open KYC and find Guide requests.
2. Open Review for the Customer. Approve the role request, or return it with a clear reason.
3. Approval changes the account to Guide. Active web sessions refresh into the Guide dashboard; the user is notified by email and push.
4. Wait for the new Guide to submit identity KYC. Review that submission separately.

What happens next. The approved person becomes a Guide but cannot receive requests until KYC is approved and a bundle is paid.

Keep in mind

Role approval takes the Customer into their Guide dashboard. Identity verification is completed separately on its KYC page; no Business Licence or TIN is requested.

Make a documented verification decision

Before you start. Have the submitted business details and the evidence needed by your verification policy.

1. Open KYC and choose the Guide submission.
2. Review the selected identity type and number, both private document photos, country of residence, spoken languages and sourcing categories.
3. Write a remark describing what you checked and any required correction.
4. Choose Verify when satisfied, or Return when changes are needed.

What happens next. The decision and remarks are saved. Verified Guides can purchase a bundle; new requests remain locked until payment is confirmed.

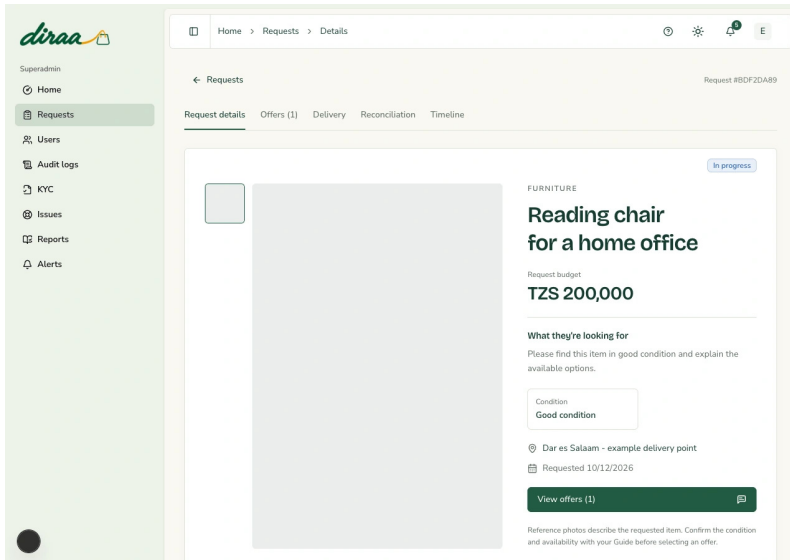
Keep in mind

A pending or returned Guide cannot source requests. Do not approve a submission merely to clear the queue, or invent evidence. The current screen records business details; evidence collection can require a separate approved process.

CHAPTER 06

Inspect requests and understand their status

The request is the shared record of the agreed item, offers, delivery point and outcome.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Review the whole request

Before you start. Have a request ID or locate the item in Requests.

1. Open Requests and select the item.
2. Use Request details for the specification, Offers for proposals, and Delivery for agreed terms, route and selected-party contacts.
3. Use Reconciliation for confirmations and Timeline for recorded actions and remarks.
4. Use that record to investigate a support problem before deciding what to do.

What happens next. You can distinguish a new request, accepted work and a completed outcome.

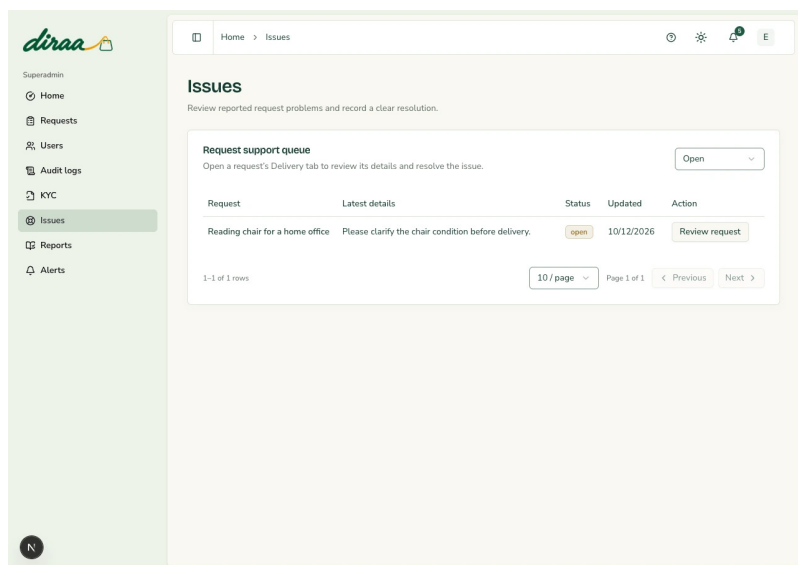
Keep in mind

Payment pending is not paid. The route is an estimate, not a courier commitment. Customer and Guide contact details are for authorised fulfilment and support only.

CHAPTER 07

Investigate issues and record resolutions

The Issues queue now uses reported request problems. An empty queue means there are no matching recorded issues.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Resolve a reported request problem

Before you start. A customer or selected Guide has reported an issue.

1. Open Issues and choose Open, Resolved or All issues. Use the page controls if needed.
2. Choose Review request to open Delivery. Read the reported problem, agreed offer and Timeline.
3. Contact the relevant parties using the authorised request contact options and verify the facts.
4. Choose Record resolution, explain the outcome and actions taken, then choose Save resolution.

What happens next. The issue becomes resolved, its history is preserved, and eligible users receive an update.

Keep in mind

Open issues pause completion and new payment attempts. Saving a resolution does not send a refund or money transfer; verify any outside payment action before describing it as completed.

CHAPTER 08

Handle payment exceptions and manual settlement

Snippe collects payments. Guide payouts and refunds are separate manual operating tasks in this MVP. New request and subscription payments add a separately recorded 3% platform fee. Guide bundle totals are TZS 1,030 daily, 3,090 weekly and 12,360 monthly.

Investigate a payment concern

Before you start. Have the request ID, agreed amount, currency and any provider reference.

1. Read the Diraa request and payment outcome reported by the customer.
2. Have the authorised finance operator check the transaction in the correct payment-provider account.
3. Match the reference, amount, currency and status to the request. A screenshot of a payment prompt is not confirmation.
4. If funds arrived after cancellation or need review, prevent duplicate payment and follow the approved resolution process.

What happens next. You have a verified financial outcome to support the decision.

Keep in mind

Do not invent a refund status. If Diraa shows payment under review, reconcile it with the provider before another payment is attempted.

Complete a Guide settlement or refund through the approved process

Before you start. The authorised operator has confirmed the payable or refundable amount.

1. Confirm the recipient, reason, amount and approval required by the business.
2. Have the authorised finance person perform the transaction through the approved payment channel.
3. Verify the completed transfer or refund using the provider or bank reference.
4. Keep an approved operating record containing the request ID, recipient, amount, currency, date, reference and responsible operator. Record a related support resolution only after verifying the outcome.

What happens next. Money movement is supported by a real reference and an operating record.

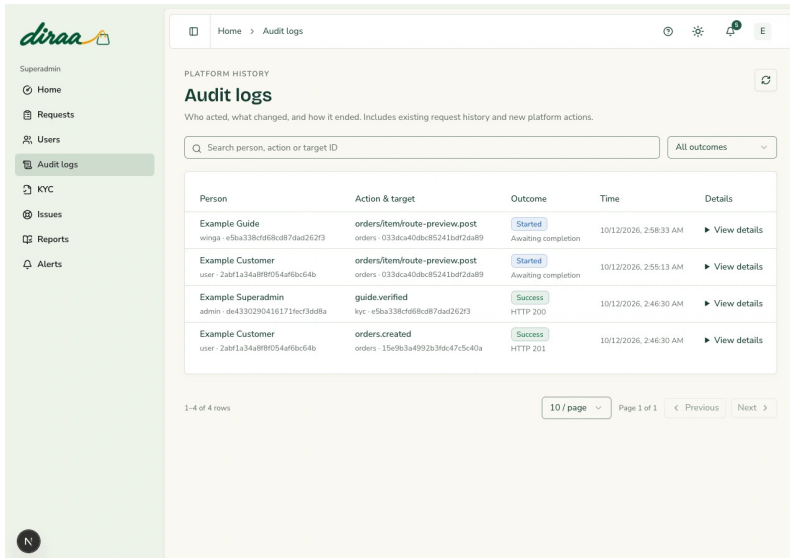
Keep in mind

Diraa's completed-value cards are not payout balances. There is no automatic refund or payout button in the current workspace.

CHAPTER 09

Read the audit trail

Audit logs help answer who did what, when it happened, and whether it succeeded or was blocked.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Investigate a recorded action

Before you start. Know the user, request or approximate time involved.

1. Open Audit logs and use the available search, filters and date controls.
2. Review the actor, action, resource, time, outcome and recorded details.
3. Use table page controls to reach older entries, and compare the record with the request Timeline.
4. Escalate unexplained access or repeated failures to the responsible operator.

What happens next. You have evidence for a support or operating investigation.

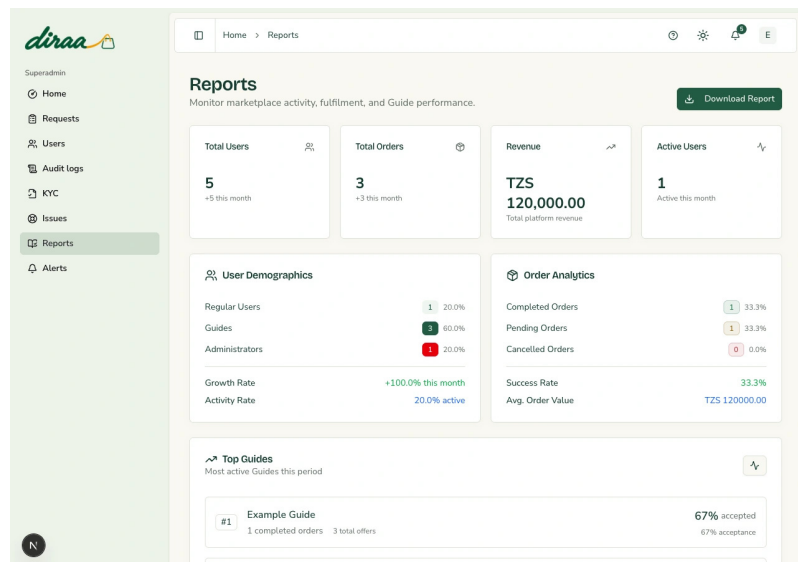
Keep in mind

A blocked action may be rate limiting rather than wrongdoing. Audit details should not be treated as a place to store passwords, PINs or card data.

CHAPTER 10

Use platform reports correctly

Reports describe recorded platform activity. They do not prove a Guide has been paid.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. View [full-size screenshot online](#).

Review and export a report

Before you start. Decide the reporting period and question you need to answer.

1. Open Reports and choose the available date-range filter.
2. Review users, request counts, completed value and Guide activity.
3. Read offer-acceptance percentages as operational counts, not customer ratings.
4. Use the report's PDF export control when you need an offline copy.

What happens next. You have a report based on recorded activity.

Keep in mind

Completed values use agreed offer prices. Report periods and provider settlement periods can differ; reconcile financial records separately.

CHAPTER 11

Send a useful platform email

Alerts sends email. It is separate from the bell inbox and browser-push settings.

Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Compose an approved audience email

Before you start. Have a legitimate purpose, approved wording and the intended recipients.

1. Open Alerts and choose Compose email.
2. Choose the audience and, when applicable, select specific recipients.
3. Write a clear subject and message, then check the recipient count.
4. Review the message and choose Send email only when the audience and wording are correct.

What happens next. The service reports whether the email send succeeded.

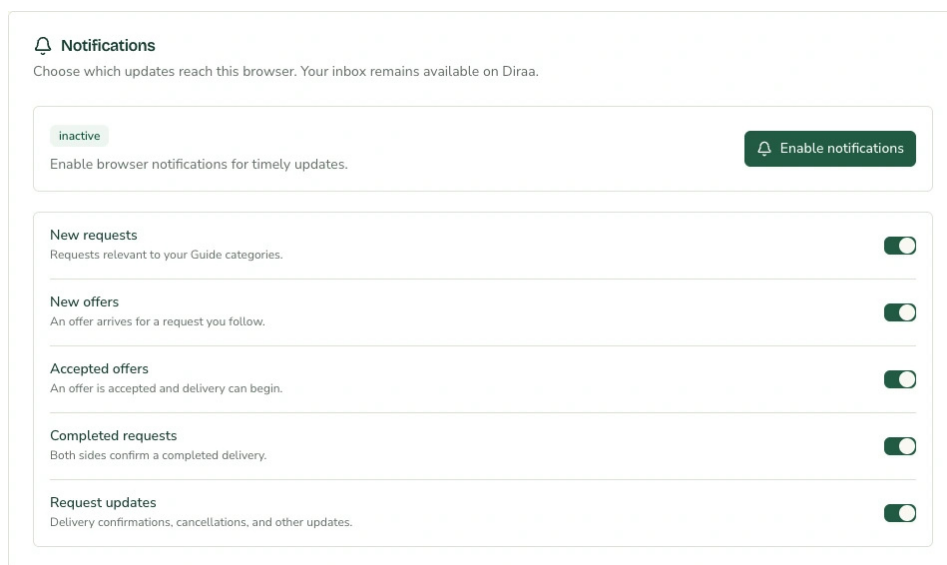
Keep in mind

Do not include private account, payment or identity information in a broad email. Email success is not proof that every recipient opened the message.

CHAPTER 12

Stay informed and keep your account current

The bell shows updates inside Diraa. Browser notifications are optional and must be enabled on each device.



Screen example. Demonstration records are shown. Names, amounts and business details are examples. [View full-size screenshot online.](#)

Read and clear notifications

Before you start. Sign in to your workspace.

1. Select the bell in the top bar. Open an update to visit its request or account page.
2. Use Mark as read for a single update, or Mark all as read to clear the current unread list.
3. Refresh the page if needed. Read updates should stay read; a genuinely new event may add another unread update.

What happens next. Your notification inbox reflects what you have already read.

Enable notifications on a device

Before you start. Use a supported browser and open Diraa over HTTPS.

1. Open the profile menu, choose Profile, then open the Notifications tab.
2. Choose Enable notifications and allow the browser permission when prompted.
3. Choose the types of updates you want. Changes are saved as you change the controls.
4. Repeat on every phone or laptop you use. If permission is blocked, allow it in that browser's site settings and try again.

What happens next. The device is registered to receive eligible updates.

Keep in mind

Permissions, browser support, device settings and connectivity affect delivery. On an iPhone or iPad, use a supported Home Screen web app where required. Do not rely only on a push alert; check your Diraa inbox.

These are device notifications, which can appear when Diraa is in the background or its tab is closed. A completely closed browser, blocked operating-system notifications or an offline device can prevent alerts.

CHAPTER 13

Use a repeatable operating checklist

Keep account decisions, support outcomes and money movement clear and accountable.

Close the operating day

Before you start. Review unresolved work before signing out.

1. Check open Issues and unreviewed KYC submissions.
2. Confirm that important decisions have useful remarks and an identifiable responsible operator.
3. Reconcile any payment exception, refund or Guide settlement against real provider records.
4. Record outstanding work for the next authorised operator and sign out of the shared device.

What happens next. The next operator can continue without guessing.

Keep in mind

Before a public launch, check real payment settlement and notifications on the actual supported phones and laptops. Documentation is not a substitute for those acceptance checks.

Glossary and edition notes

Request

A description of something a customer wants a Guide to find.

Guide

A verified sourcing person or business that sends offers and arranges fulfilment.

Offer

A Guide's proposed price, delivery time and explanation.

KYC

Identity verification using a valid document, its number, two photos and residence details.

Delivery point

The place where the customer wants to receive the item.

Reconciliation

The completion-review tab where the customer and Guide confirm what happened.

Settlement

The actual movement of collected money to its intended recipient. A completed request is not proof of a payout.

Audit log

A dated record of an action, who performed it, and its result.

About this edition

This English edition describes the Diraa MVP as of 12 October 2026. The web and PDF manuals share the same source content. Screens and operating processes may change in later releases.

If you cannot sign in or open a request, use the published Diraa contact number: +255 676 907 776. Have your request ID ready when relevant.

Documentation design references

Atlassian how-to article template

GitBook documentation structure guidance