



Admin Guide

A complete reference to the admin dashboard — every tab a channel owner uses, what each screen does, and how to read the numbers and settings.

This guide is for company and creator accounts that have subscribed to a Zop It plan (Starter, Pro, or Enterprise) and run their own single channel. Your viewers and subscribers do not see any of this — they only see your public channel.

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1 Core concepts

Before the tabs, a few ideas make everything else clear.

One account = one channel. Each admin account owns exactly one channel. The channel is your public storefront (e.g. `zopit.space/your-channel`), where viewers browse and watch your content.

Publisher vs. viewer accounts are different. You (the publisher/admin) sign in at the main login. Your viewers sign up separately, scoped to your channel. The same person can be a viewer on many channels, but you have one global publisher account.

Content = “media items”. Every video, audio file, or document you upload is a media item. Each item is either Live (visible to viewers) or Draft (hidden).

Plans gate features. Starter is the base plan; Pro / Enterprise unlock White Label and the AI Agent. Storage and limits scale with the plan.

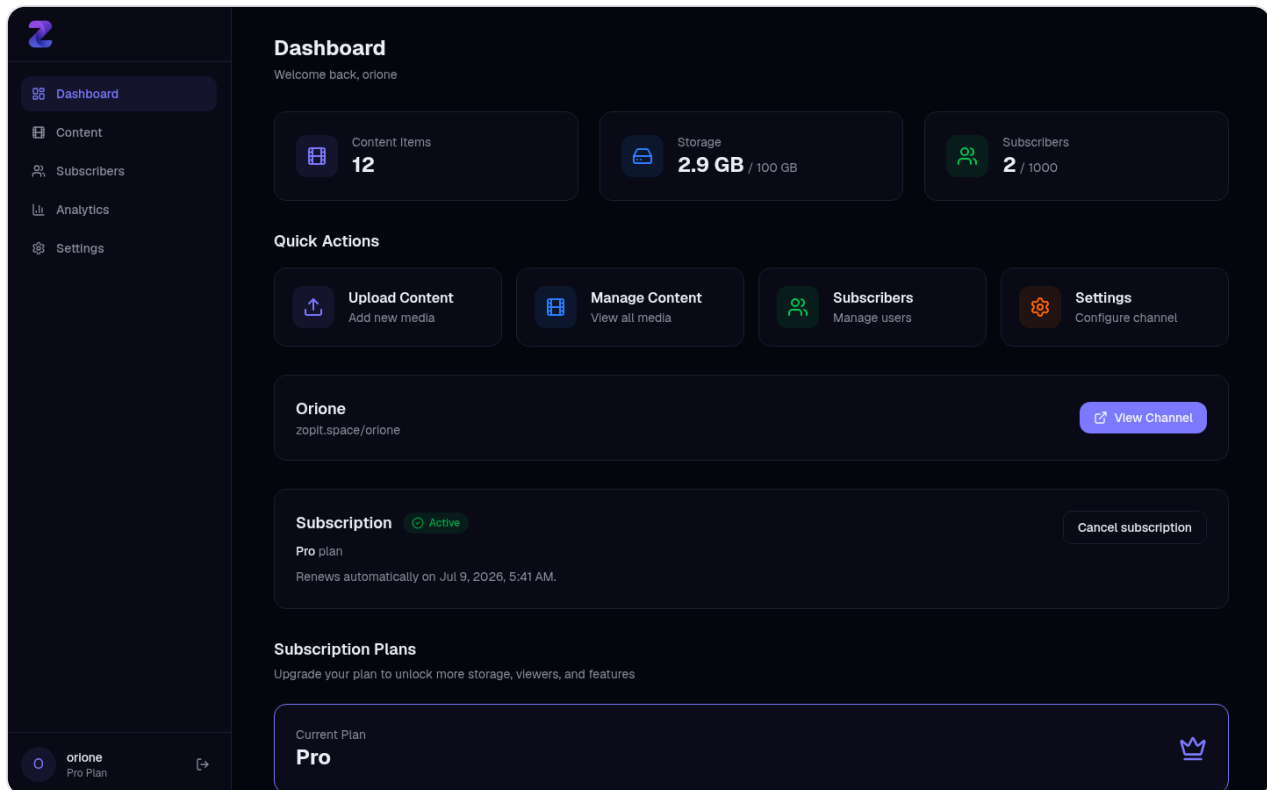
Publish vs. preview. Changes you make are saved to your account immediately, but customer-facing branding and pricing always reflect your saved settings on the live domain.

The five main tabs (left sidebar)

Tab	What it's for
Dashboard	At-a-glance stats, quick actions, your plan & billing status.
Content	Your media library — upload, edit, publish/unpublish, organize.
Subscribers	Everyone who has access to your channel, plus their orders.
Analytics	Views, engagement, revenue trends, and payouts.
Settings	Account, channel identity, branding, AI Agent, restrictions, SEO.

2 Dashboard

The landing screen when you sign in — your at-a-glance health check. It has four sections.



Dashboard home: stat cards, quick actions, channel card, and subscription status.

Stat cards

Content Items — total number of media items in your channel (Live + Draft).

Storage — how much of your plan's storage you've used, shown as used / total (e.g. 1.4 GB / 100 GB). When you hit the limit, uploads are blocked until you remove content or upgrade.

Subscribers — number of distinct people who have access to your channel, shown against your plan's viewer allowance (or “Unlimited”).

How to interpret: These are live numbers pulled from real data. If a number looks like 0 right after a change, it usually means the page just needs a refresh, or (rarely) that a recent change hasn't finished syncing.

Quick Actions

Shortcut cards to the four things you do most: Upload Content, Manage Content, Subscribers, and Settings.

Channel card

Shows your channel name and public URL (zopit.space/your-slug) with a View Channel button that opens your live channel in a new tab — exactly what your viewers see.

Subscription status & plan

Subscription status card — your current plan, status (Active, Trialing, etc.), trial countdown if you're in a free trial, your next billing date, and Cancel / Resume controls.

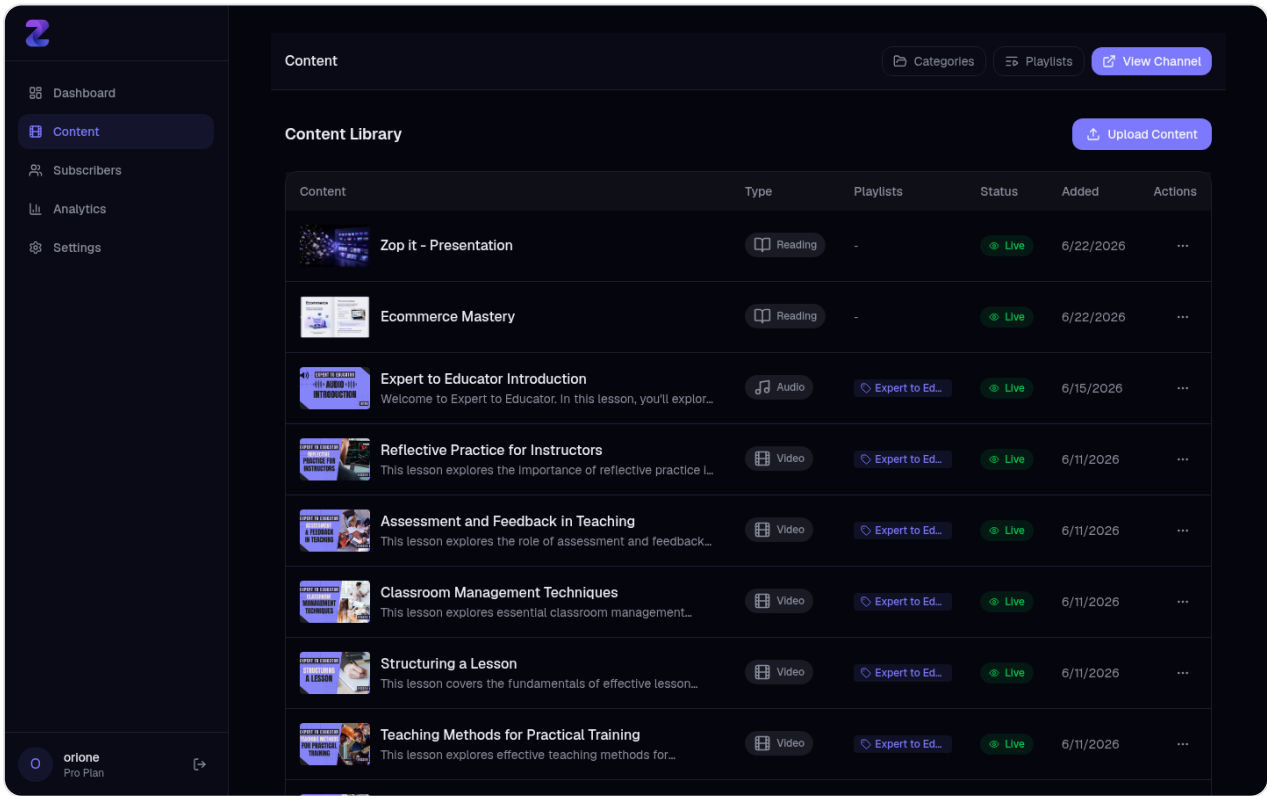
During a free trial you have full access; you're only charged when the trial ends unless you cancel first.

Cancelling keeps your plan active until the end of the current billing period — you won't be billed again after that.

Upgrade plans — compare plans and upgrade. Upgrading an active subscription switches your plan immediately and bills the prorated difference; Enterprise shows a Contact Sales link instead of a price.

3 Content

Your media library and the heart of day-to-day work. Top-right buttons: Categories, Playlists, View Channel, and Upload Content.



Content library: each row is a media item with its type, playlists, status, and actions.

The content table

Each row is one media item:

Content — thumbnail, title, and short description.

Type — Video, Audio, or Reading. “Reading” covers documents and slideshows: PDF, Word (DOC/DOCX), eBooks (EPUB), and slideshows (PowerPoint). Word files are automatically converted to PDF on upload so they display pixel-accurately in the viewer.

Playlists — which playlists the item belongs to (if any).

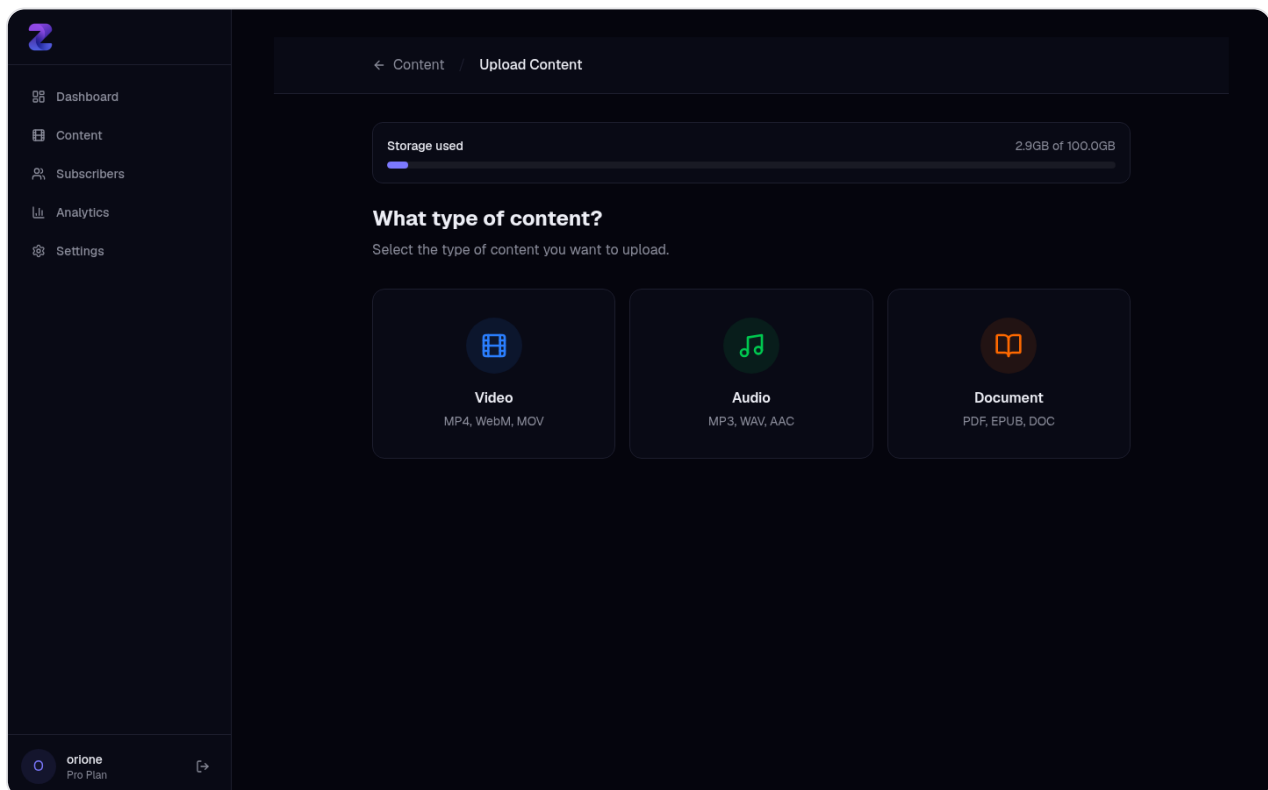
Status — Live (green, visible to viewers) or Draft (grey, hidden).

Added — the upload date.

Actions (the ... menu) — Edit, Set to Live / Set to Draft, Delete.

Publishing tip: New uploads can be set Live or Draft. Use Draft to stage content before release, then flip it Live when ready. Publishing/unpublishing also controls whether the item is included in your AI Agent's knowledge base.

Uploading content (Upload Content button)



Start an upload by picking the content type. A storage bar shows your remaining space.

The uploader walks you through:

Choose a type — Video, Audio, or Document. The Document option (shown as “Reading” in your content library) accepts PDF, eBooks (EPUB), Word (DOC/DOCX), and PowerPoint slideshows (Word is auto-converted to PDF). Video accepts MP4/WebM/MOV; Audio accepts MP3/WAV/AAC.

Upload the main file. Duration is auto-detected for audio/video. A storage usage bar shows your remaining space and blocks the upload if you're full.

Title & Description — the title auto-fills from the filename; edit as needed.

Thumbnail (optional) — uploaded images are cropped to a 16:9 frame.

Category — assign the item to a category for organization.

Original language (optional) — helps the AI Agent answer and recommend in the right language.

Subtitles (video) — add multiple subtitle tracks; mark one as default.

Alternate audio tracks (video) — add dubbed/alternate audio; the original stays the default.

Narration / transcript (audio only) — attach a .txt/.pdf/.docx so the AI Agent can “read” the audio's content without transcription.

Read-along text (audio only) — optional text shown to listeners while they play.

No per-item access setting: You won't find a “Public / Members-only” choice on an individual item. Whether content is free, login-gated, or paid is decided once for the whole channel in Settings → Channel Settings → Access type & pricing (see §6.2). Every published item follows that single channel-level rule.

Categories

A simple manager to create and organize the categories you assign to content. Categories group items into rows/sections on your public channel.

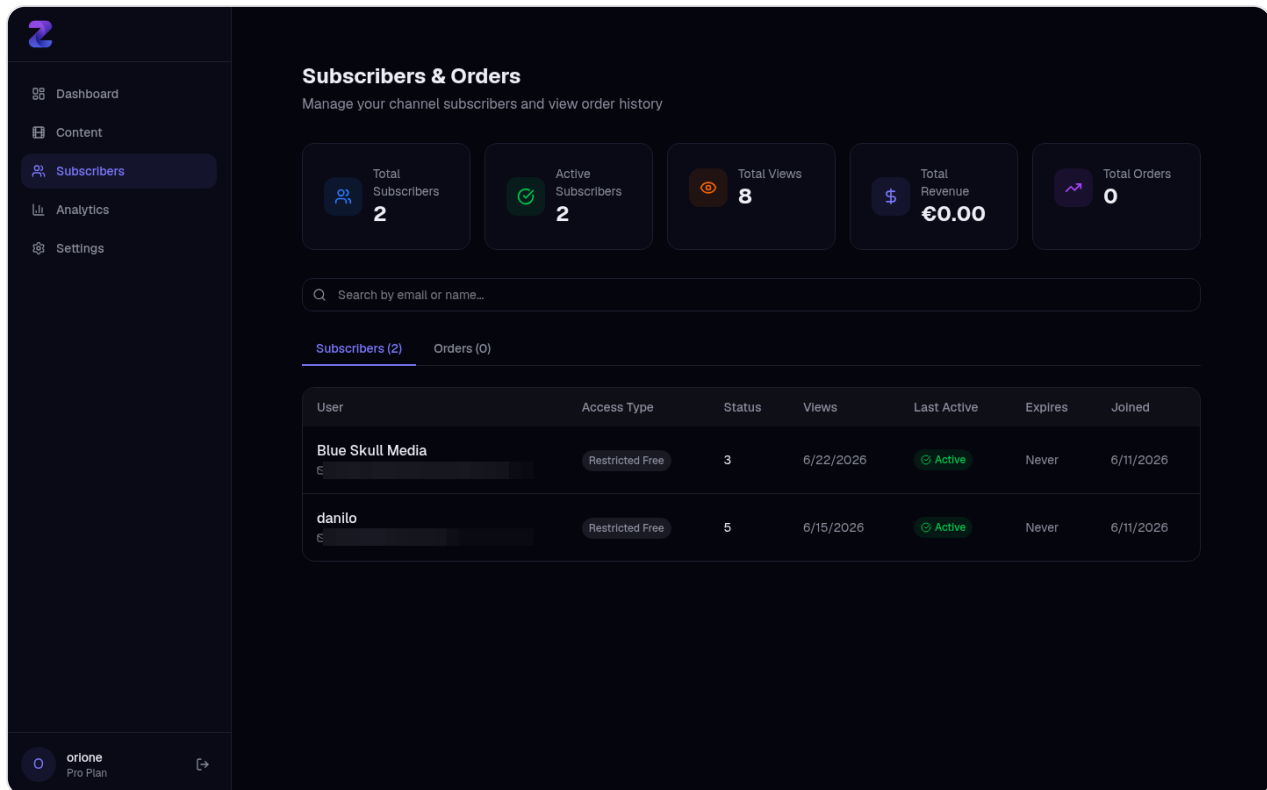
Playlists

Create ordered collections of media (like a course or series). Items can belong to multiple playlists; playlists appear on your channel for viewers to follow in sequence.

4

Subscribers

Everyone who has access to your channel, plus the orders behind that access.



Subscriber stats plus the subscriber and order lists.

Stats at the top

Total subscribers — everyone who has ever been granted access.

Active subscribers — those whose access hasn't expired.

Total views / access count — how often subscribers have opened your channel.

Revenue — the sum of completed orders.

Orders — the number of completed orders.

Subscriber & order lists

Each subscriber row shows their email/name, access type, and expiry.

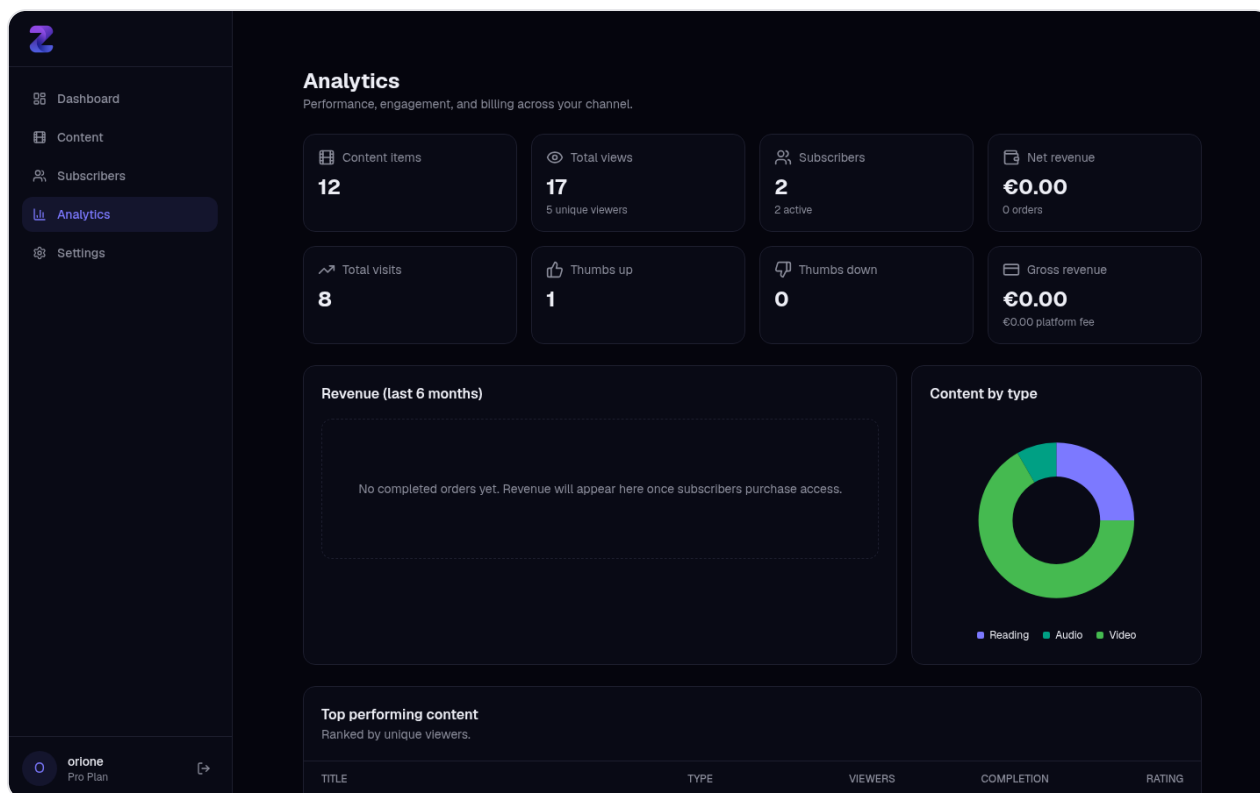
Each order shows buyer, amount, status, access type, and date.

Access types you'll see: Public Free (anyone, no account needed); Restricted Free (account required, no payment); One-Off Access (single payment, optionally expiring after N days); Recurring Subscription (automatic recurring billing).

Self-correcting orders: If a payment succeeded but an order is briefly stuck as “pending”, this page automatically verifies it against the payment provider and grants access — so a paid buyer always ends up listed as a subscriber.

5 Analytics

Deeper performance data than the Dashboard. (If you haven't created any content yet, this page will say so.)



Totals, content performance, revenue trends, and payouts.

Totals

Total content, total views, and unique viewers.

Total subscribers and active subscribers.

Thumbs up / thumbs down across your content.

Revenue: Gross (what buyers paid), platform fee (Zop It's share), and Net (what you keep).

Charts & tables

Content performance — per item: unique viewers, completions, completion rate, and thumbs up/down. Use this to spot your strongest and weakest content.

Content-type distribution — how your library splits across Video / Audio / Reading.

Revenue over the last 6 months — gross vs. net trend.

Recent orders — your latest transactions with buyer, amount, status, and type.

Payouts

If your channel is connected to payments (Stripe Connect) and onboarded, you'll see live payout information from the payment provider — what's been paid out to your bank and what's pending.

How to read completion rate: Completions ÷ unique viewers. A low rate on long content is normal; a low rate on short content may mean the intro or thumbnail is over-promising.

6 Settings

Settings is organized into its own set of tabs. Some require a Pro (or Enterprise) plan — those show a small Pro badge and are locked on Starter.

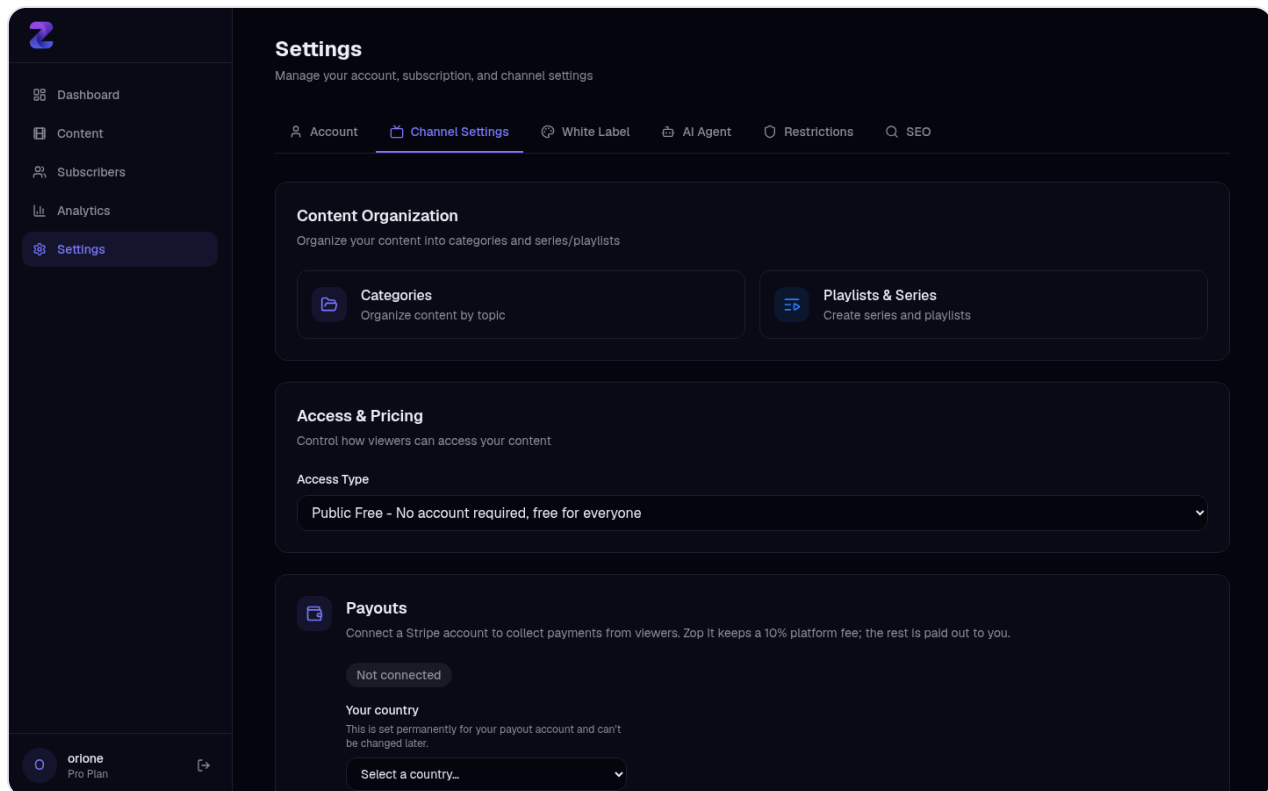
6.1 — Account

Your name, company name, and email.

Company / billing details — legal name, VAT ID, registration number, billing contact, billing email, phone, and full address. These appear on invoices.

Danger Zone — permanently delete your account and all content (irreversible; requires typing a confirmation phrase).

6.2 — Channel Settings



Channel Settings: identity, branding, channel-wide Access & Pricing, payouts, and notifications.

The public identity and commercial setup of your channel:

Channel Identity — channel name and slug (your URL). Names that impersonate well-known brands are blocked; if blocked, you'll see a Contact-sales link.

Description, hero title & subtitle — the description plus the large headline and supporting line shown at the top of your channel homepage.

Logo & banner — both uploaded with a built-in crop tool (reposition and zoom before saving). Logo is a square image shown rounded; Banner is a wide 3:1 image across the top of your homepage.

Checkout blurb — a short “what you get” message shown to buyers on the payment screen (most useful for paid channels).

Access type & pricing — this single setting controls how your entire channel is gated. Choose one of:

Public Free — no account required, free for everyone.

Restricted Free — a free account is required to view, but no payment.

One-Off — viewers pay once; set the price and an optional expiration in days (after which they must buy again).

Recurring Subscription — viewers pay on a repeating schedule; set the price and billing period (Daily / Weekly / Monthly / Yearly).

Payouts (Stripe Connect) — connect your bank/payout account so you can receive money from subscribers. This is required before a One-Off or Recurring channel can actually collect payments — if your channel is paid but payouts aren't connected, this card warns you that you can't receive money yet. Zop It takes a small platform fee on each transaction; the rest is paid out to you.

Email notifications — toggle which emails you receive:

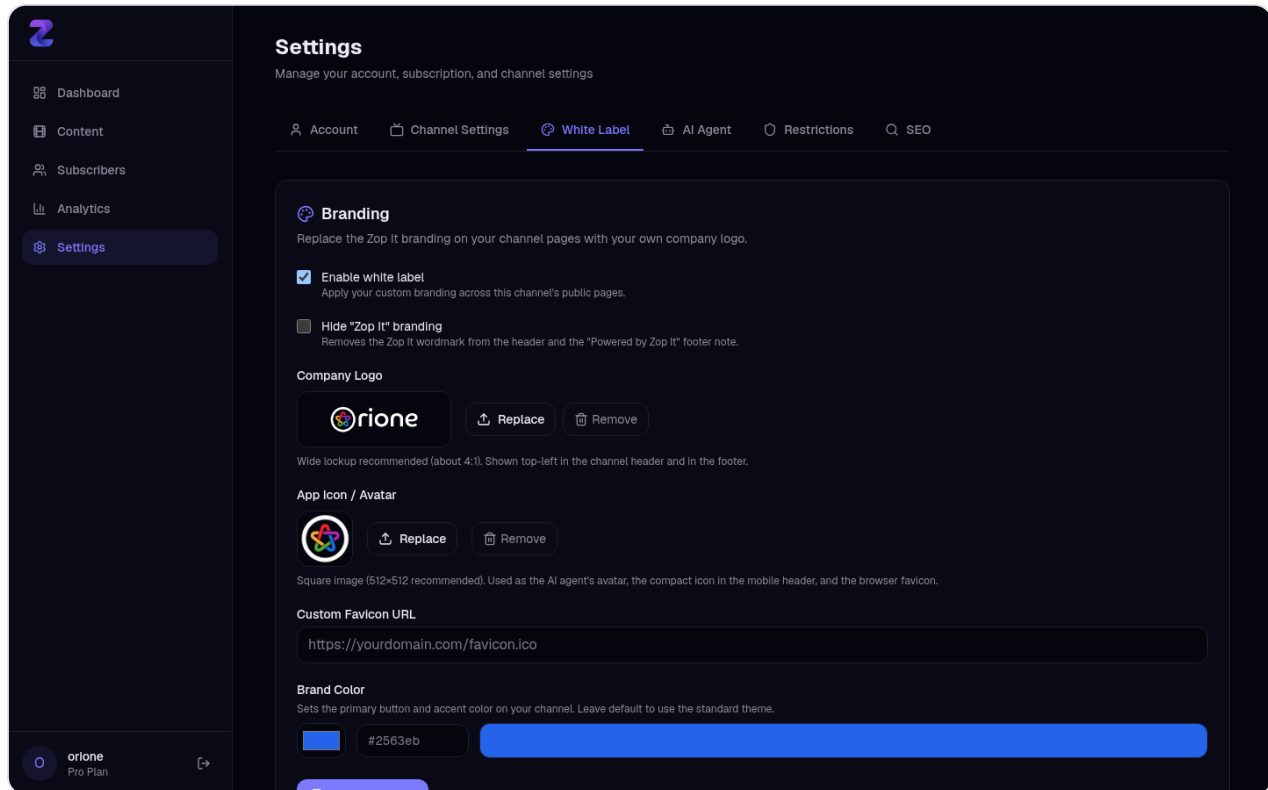
New subscriber — when someone gains access to your channel.

New payment received — when a one-off or recurring payment succeeds.

Subscription cancelled — when a subscriber cancels.

Weekly summary — a periodic recap digest (off by default).

6.3 — White Label (Pro)



White Label: hide platform branding, custom logo/app icon, custom domain, and CSS.

White Label re-skins the viewer experience as fully your own brand, with no Zop It branding. It includes:

Hide platform branding — a toggle that removes the Zop It wordmark from your channel pages.

Custom brand logo — a wide (about 4:1) logo that replaces the Zop It wordmark in your channel's navigation and views. Uploaded with the same crop tool as your other images.

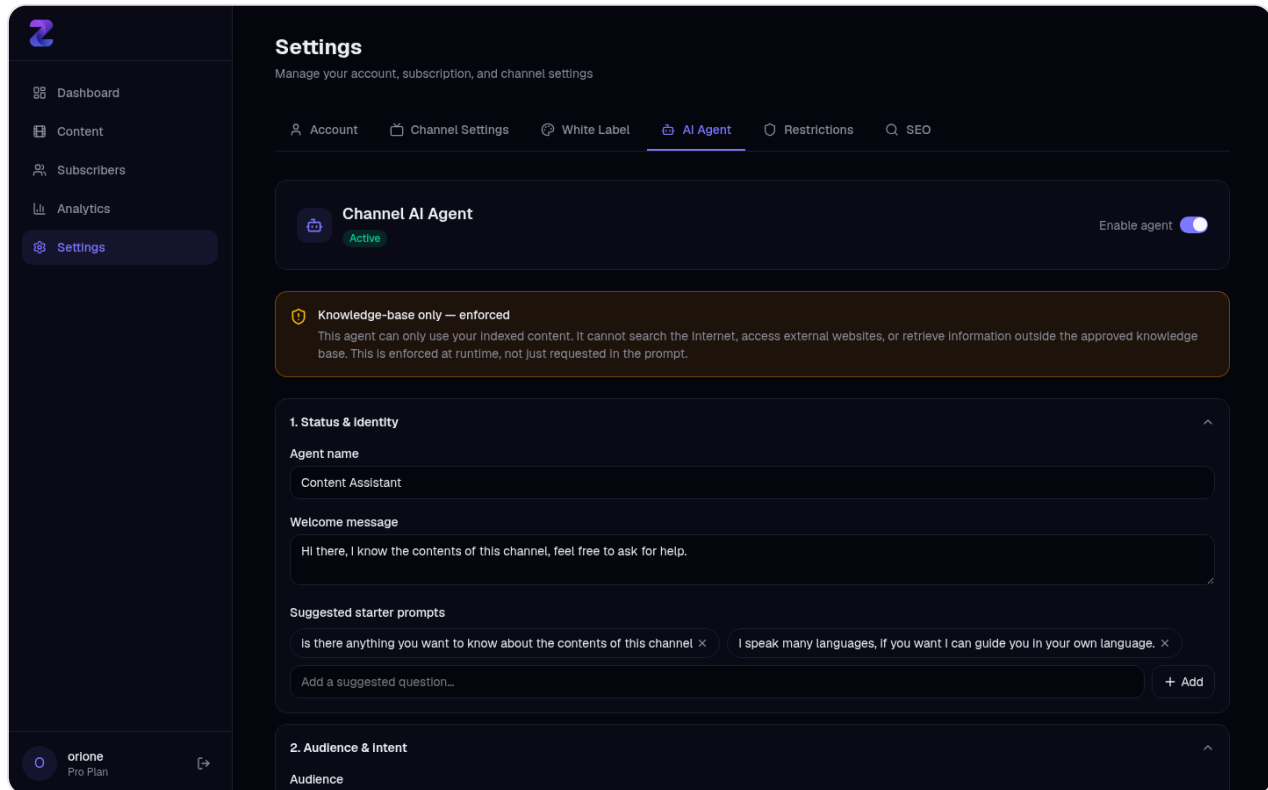
App icon — a single square image (512×512 recommended) reused in three places at once: the AI Agent's avatar, the compact icon in the mobile header, and the browser favicon.

Custom favicon URL — optionally point directly to your own favicon file instead of using the app icon.

Custom domain — serve your channel from your own domain (e.g. app.yourcompany.com) instead of zopit.space/your-slug. Zop It registers it and provisions an HTTPS certificate automatically; you point your DNS at us (typically a CNAME); the panel shows a live connection status that moves from “Connecting...” to “Connected over HTTPS”. Your publisher/admin login still lives on the main platform host; only the public channel is served from your domain.

Custom CSS — advanced styling to fine-tune the look of your channel beyond logo and colors.

6.4 — AI Agent (Pro)



AI Agent: knowledge-base-only (enforced at runtime), identity, persona, retrieval, and access controls.

Give your audience an AI assistant grounded only in your published content. The key guarantee: the agent is knowledge-base only, enforced at runtime — it cannot search the internet, browse external sites, or use information outside your indexed library. If a question isn't covered by your content, it declines rather than inventing an answer.

Configure it with these controls:

- Enable agent toggle and a status indicator: Disabled, Needs indexing, or Active.

- Agent name, welcome message, and suggested starter prompts.

- Persona & behavior controls — Audience, Primary user intent, Agent outcome, Knowledge boundary, Agent purpose, Interaction style, Detail level, Formality, and User expertise.

- Retrieval controls — Search scope, Answer strictness, what to do when the answer is missing, and Source/citation behavior.

- Safety & access — Who can use the agent (public / logged-in / subscribers) and an optional custom refusal message.

- Test panel — ask sample questions to see how the agent responds before going live.

Indexing: When you publish content, it's added to the agent's knowledge base; unpublishing removes it. If the status says Needs indexing, save/enable the agent to (re)build its knowledge. The agent goes Active automatically once at least one item is indexed.

Language-aware: The agent detects each visitor's language and replies in it, can summarize content from any language, and only recommends an item when the visitor can understand its language. Setting an item's Original language at upload improves this.

Auto-generated prompt: All the choices above are compiled into a complete instruction prompt for you — you can preview it, and advanced users can manually override it (with a one-click reset back to the generated version).

6.5 — Restrictions

Control who can access content (most are stored and applied where supported):

Embed domains — domains allowed to embed your content.

Geo restrictions, and IP whitelist / blacklist.

Email allowlist / blocklist.

Age rating and allowed languages.

6.6 — SEO

How your channel appears in search and when shared: SEO title & description, keywords, and an Open Graph image for social link previews.

7

Common questions

Why can't I create a second channel?

Each account is single-channel by design.

Why is a tab greyed out with a “Pro” badge?

White Label and AI Agent require a Pro or Enterprise plan. Upgrade from the Dashboard.

I uploaded content but viewers can't see it.

Check the item's Status in the Content tab — if it's Draft, set it to Live.

A subscriber paid but doesn't appear.

Open the Subscribers tab; it automatically reconciles recently-paid orders. If they still don't appear after a refresh, the payment may not have completed.

My storage is full.

Delete unused media in the Content tab or upgrade your plan for more storage. Thumbnails and subtitles don't count against your quota.

How do I cancel?

Dashboard → subscription status card → Cancel. You keep access until the end of your current billing period.

This guide reflects the current admin dashboard. Feature availability depends on your plan.



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