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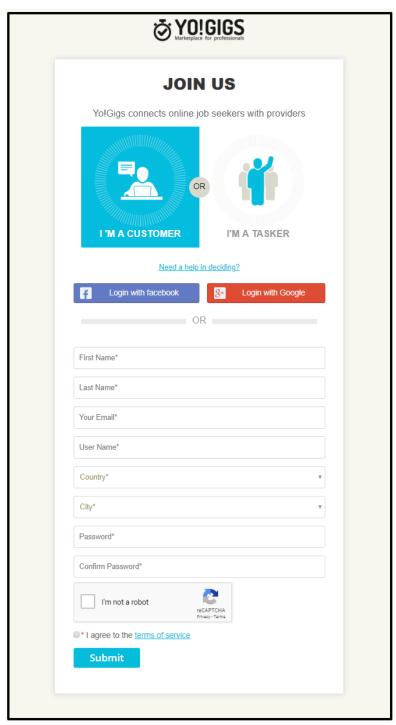


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1. SignUp

On click of Sign Up button available at top navigation bar on home page, user will redirect to the Registration page. See the screenshot below

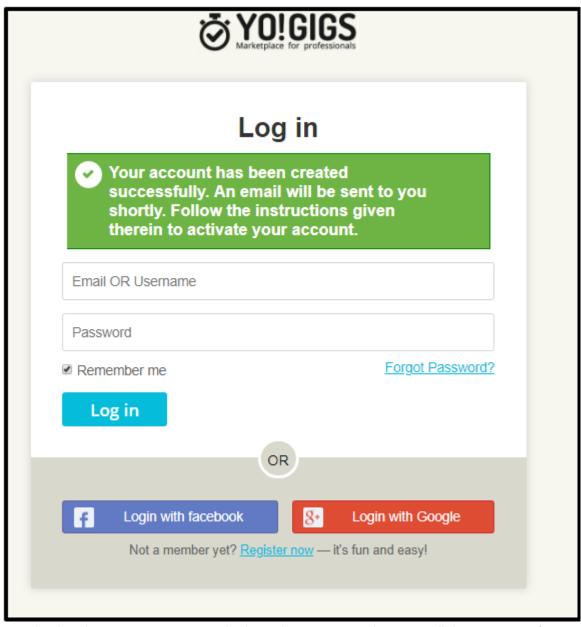




Select **I'm a Customer** and complete the signup form to register to the site. Customer can also Signup with Facebook and Google by clicking on **Login with Facebook** or **Login with Google** buttons.

Upon successful submission of sign up form, system will send an email notification to the entered email address to activate the account and user will redirect to the login page, see the screenshot below:



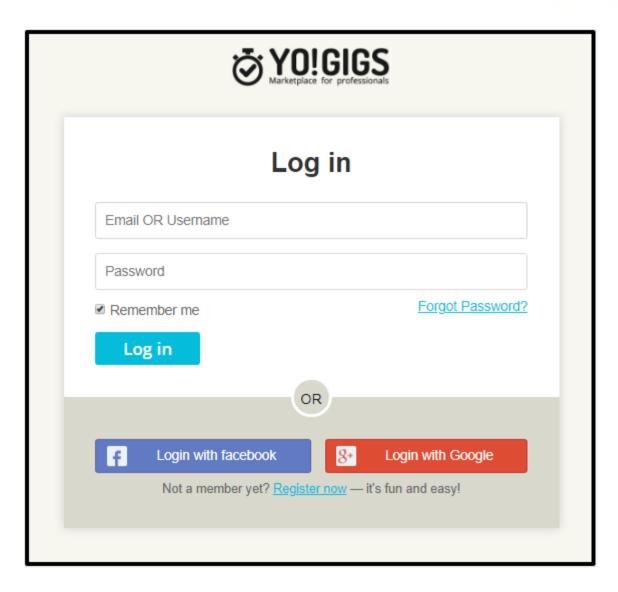


After activating the account, user can login to the system and access all the customer features.

2. Login

On click of Login button available at top navigation bar on home page, user will redirect to the Login page. See the screenshot below





Customer can either enter registered username or email address with correct password to login to the system. Customer can also Login with Facebook and Google by clicking on **Login with Facebook** or **Login with Google** buttons.

3. Forgot Password

On click of Forgot Password link from Login page, user will redirect to the Forgot Password page. See the screenshot below:



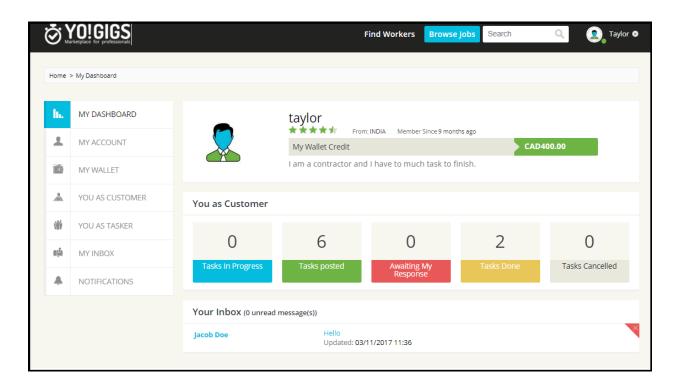


After submitting the registered and correct email address, customer will get an email notification with reset password link to reset the password. After resetting the password, customer can login with the new password.

4. My Dashboard

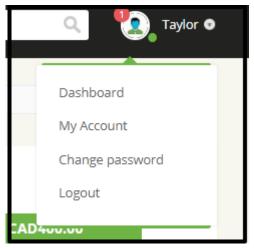
After successful login to the site, customer will redirect to the My Dashboard page from where he/she can view his/her tasks details like number of tasks in progress etc, see the screenshot of the page below:





4.1. Top Right Navigation Bar

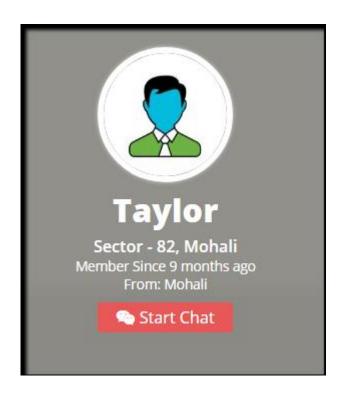
On click of customer's name or profile picture, top right navigation bar will open, see the screenshot below:



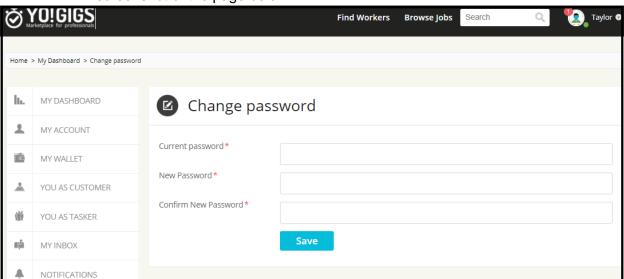
Under this top navigation bar, you can do the following actions:

- On click of red icon, customer will redirect to the notification page and number on the icon shows the number of unread notifications.
- On click of green icon, customer status will be changed to offline and vice versa. Offline status will be displayed in red icon. If customer is online then taskers can see the start chat button on customer's profile page and can chat with him/her. See the screenshot below:





- On click of Dashboard option, customer will redirect to the My Dashboard page.
- On click of My Account option, customer will redirect to the My Account page.
 See My Account section for more details.
- On click of Change Password option, customer will redirect to the Change Password page from there he/she can change his/her password. See the screenshot of the page below:



• On click of Logout option, customer will log out from the system and redirect to the login page.



4.2. Basic Details Section

Under this section, customer can see his/her basic details like name, average rating, wallet credits etc. See the screenshot of the section below:

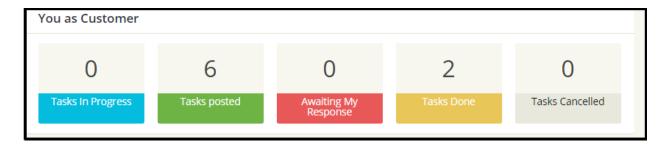


4.3. Task Details Section

Under this section, customer can see his/her following task details:

- Number of tasks in progress.
- Number of tasks posted in the system from my account created to today.
- Number of active tasks on which I got bids from the taskers and I haven't yet assigned them to any taskers.
- Number of completed tasks till the time in the system.
- Number of cancelled tasks till the time in the system.

See the screenshot of the section below:

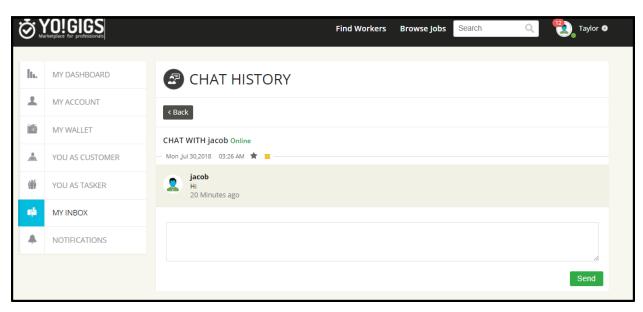


4.4. Your Inbox Section

Under this section, customer can see all the unread recent received messages. On click of User's Name or message, customer will redirect to the Chat History page with that user. See the screenshot of Your Inbox section and Chat History page below:



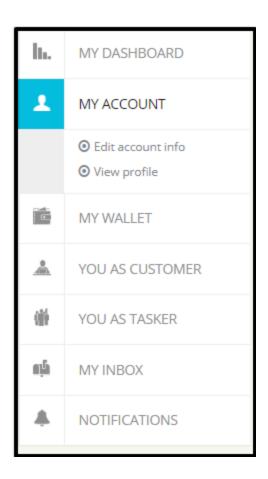




5. My Account

On click of My Account menu from the side navigation bar, two options will be displayed which are -- **Edit Account Info** and **View Profile.** See the screenshot of the navigation bar below:

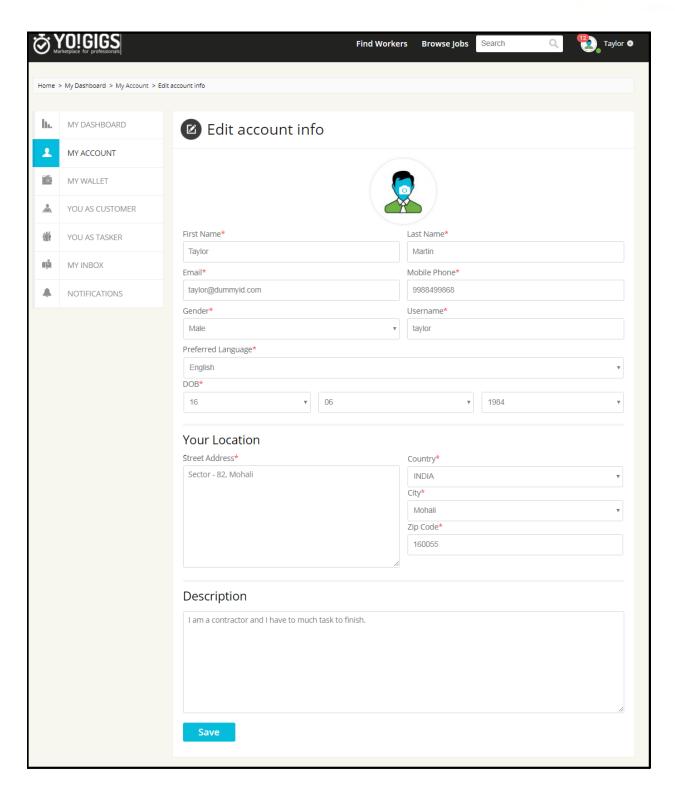




5.1. Edit Account Info

On click of Edit account info option, customer will redirect to the Edit Account Info page from where he/she can change his/her profile information. See the screenshot of the page below:

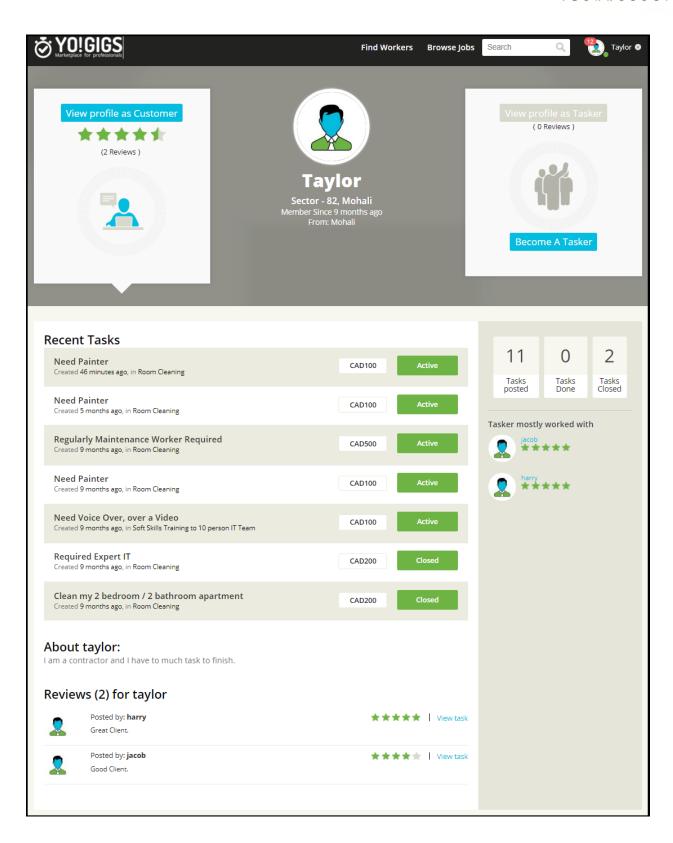




5.2. View Profile

On click of View Profile option, customer will redirect to the front end Profile View page from where he/she can view his/her basic details, average rating, recent active tasks, reviews on the completed tasks etc. See the screenshot of the page below:





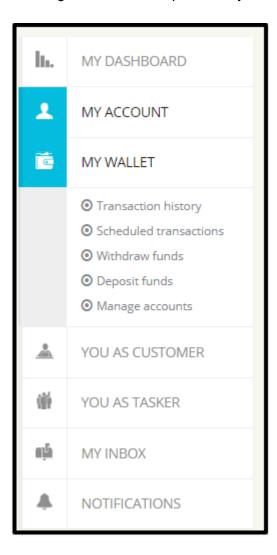


6. My Wallet

On click of My Wallet menu from the side navigation bar, five options will be displayed which are:

- 6.1 Transaction History
- 6.2 Scheduled Transactions
- 6.3 Withdraw Funds
- 6.4 Deposit Funds
- 6.5 Manage Accounts

See the screenshot of the side navigation bar with expanded My Wallet menu:

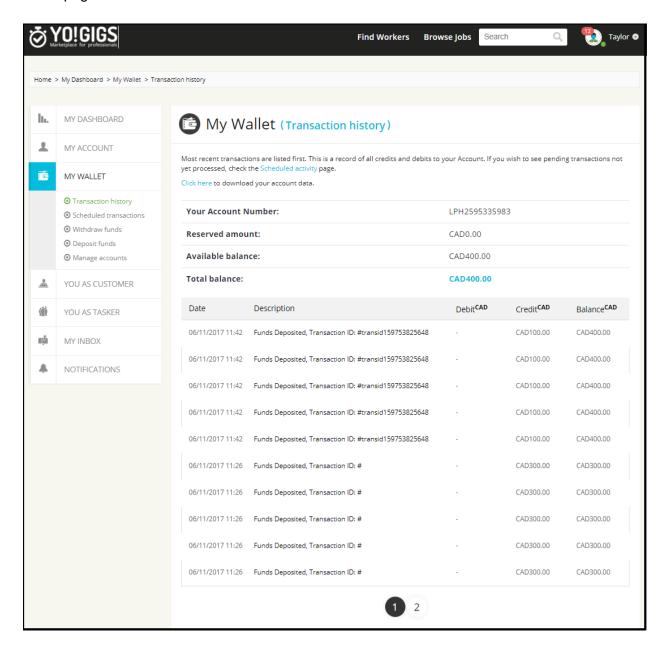


6.1. Transaction History

On click of Transaction History option, customer will redirect to the My Wallet (Transaction History) page where he/she can see basic account details, all the past transaction



history (credit & debit) and able to download it in csv file. Only the transaction listed on the current page can be downloaded by clicking on **Click Here** link on the page. See the screenshot of the page below:

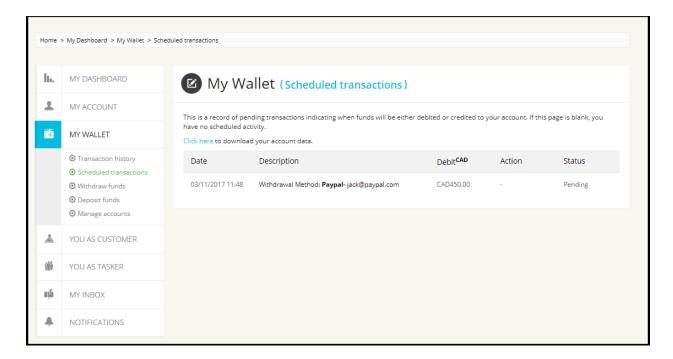


6.2. Scheduled Transactions

On click of Scheduled Transactions option, customer will redirect to **My Wallet** (scheduled transactions) page from where he/she can view his/her pending withdrawal



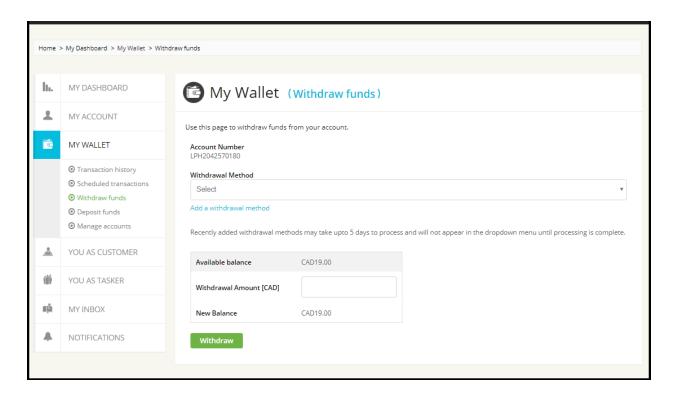
requests. Also, customer can download the scheduled transactions by clicking on **Click Here** link. See the screenshot of the page below:



6.3. Withdraw Funds

On click of Withdraw funds option, customer will redirect to **My Wallet (withdraw funds)** page from where he/she can add withdrawal requests. If there is pending withdrawal request then customer can't add new request until admin approve/reject the previous request. Withdrawal amount should be greater than zero and less than available wallet credits. See the screenshot of the page below:



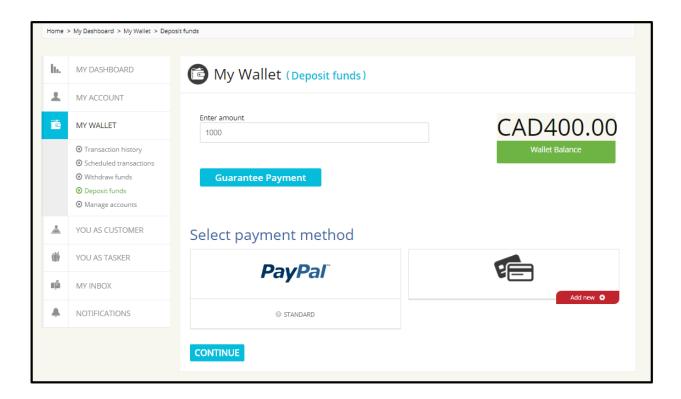


If there is no withdrawal method added by customer then he/she can add withdrawal method by clicking on **Add a Withdrawal Method** link.

6.4. Deposit Funds

On click of Deposit Funds option, customer will redirect to **My Wallet (Deposit Funds)** page and able to add credits to his/her wallet. The actual money will be transferred to admin account while virtual money (credits) will be added to customer wallet account. Customer can use wallet credits while assigning tasks to the tasker. See the screenshot of the **My Wallet (Deposit Funds)** page below:



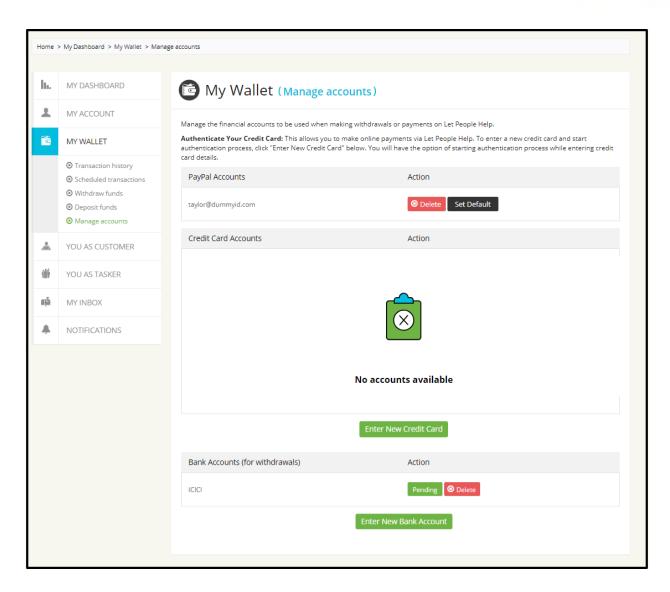


The amount limit & available payment gateways will be managed by admin.

6.5. Manage Accounts

On click of Manage Accounts option, customer will redirect to **My Wallet (manage Accounts)** page and able to manage his/her paypal account, credit card accounts and bank accounts. See the screenshot of the page below:





For paypal accounts, no need of admin approval. But for credit card accounts and bank accounts, customer can only use after getting admin approval.

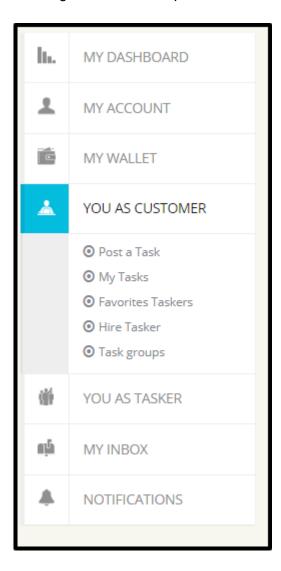


7. You As Customer

On click of **You As Customer** menu from the side navigation bar, five options will be displayed which are:

- 7.1 Post a Task
- 7.2 My Tasks
- 7.3 Favorites Taskers
- 7.4 Hire Taskers
- 7.5 Task Groups

See the screenshot of the side navigation bar with expanded You As Customer menu:

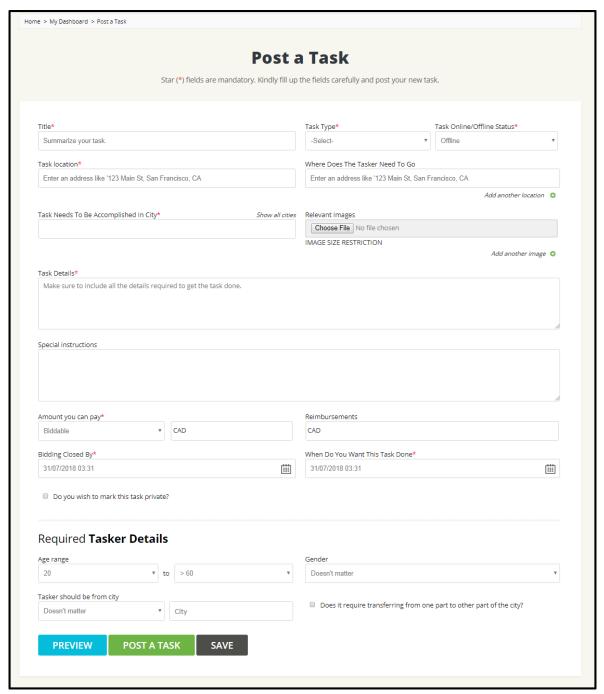


7.1. Post a Task

On click of **Post a Task** option, customer will redirect to Post a Task page and able to add a new task by filling the form. Customer can also click on Post a Task button on **Browse**

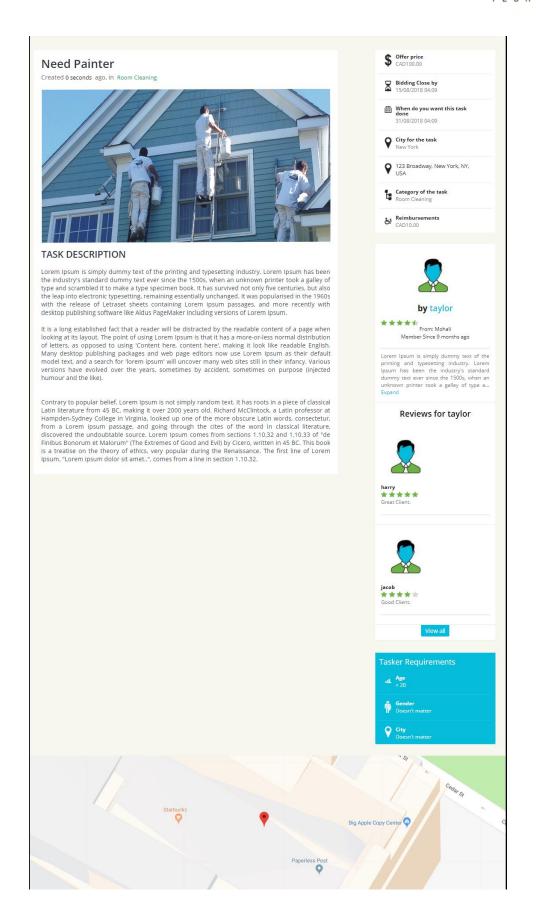


Jobs page from front end to add a new task. See the screenshot of the Post a Task page below:



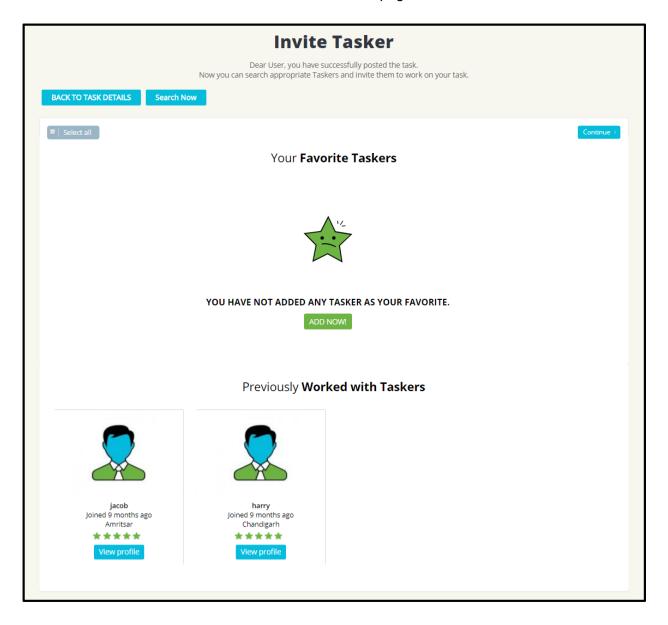
On click of **Preview** button, customer can see the front end view of the task. See the screenshot below:





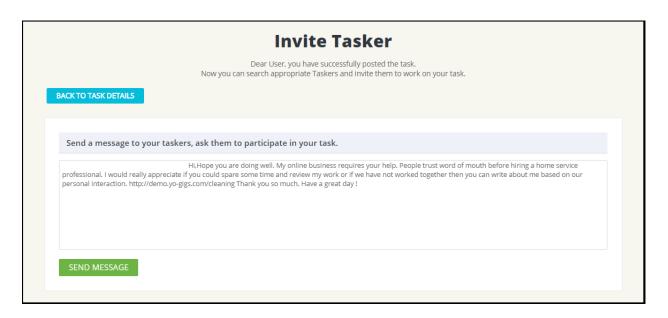


On click of **Post a Task** button from Post a Task page, a new task will be created and customer will redirect to the Invite Tasker page from where he/she can select relevant taskers to apply/bid on the task. Customer can also skip this step by clicking on **Back To Task Details** button. See the screenshot of the page below:

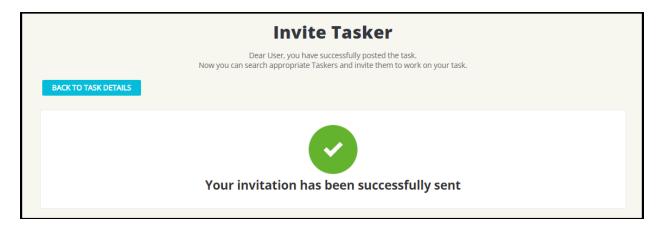


On click of Continue button from the Invite Tasker page, customer will redirect to the next Step of Invite Tasker page from where he/she can type custom message that he/she want to send to the taskers. See the screenshot of the page below:





On click of **Send Message** button from the above page, message will be sent to the selected taskers and a successful message will be displayed on the screen. See the screenshot of the page below:

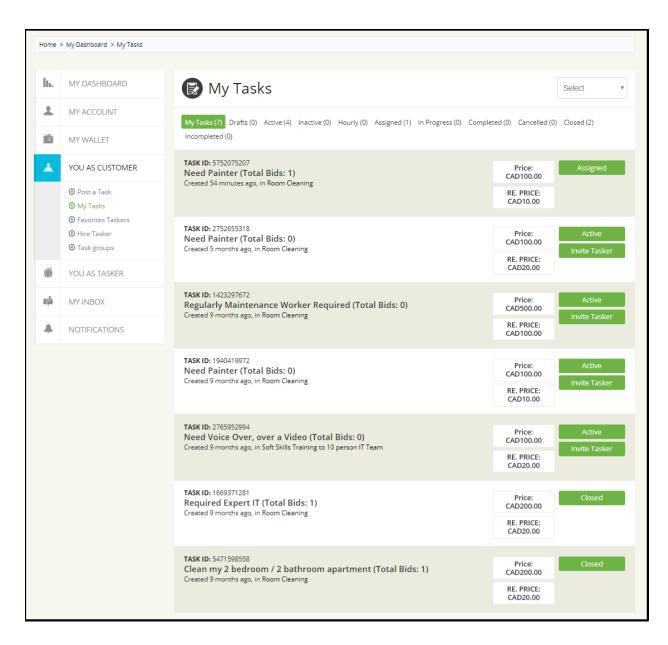


On click of Back to Task details button, customer will redirect to the Task details page.

7.2. My Tasks

On click on My Tasks option, customer will redirect to the My Tasks page from where he/she can manage all the tasks. See the screenshot of the page below:





The top section of the page shows the number of tasks in various statuses. See the details below:

- My Tasks: Total number of tasks that customer posted till the time.
- Drafts: Number of tasks which are saved by customer but not yet posted on front end.
- Active: Number of active task which are posted on the website but not yet assigned to any tasker.
- Inactive: Number of tasks marked as Inactive by admin.
- **Hourly:** There are 2 types of tasks can be posted in the site --- Bid or Hourly. Here customer can see number of hourly tasks posted by him/her.
- Assigned: Number of tasks assigned to the taskers by customer but not yet confirmed by tasker.



- In Progress: Number of tasks assigned to the tasker and confirmed by the tasker as well.
- **Completed:** Number of tasks marked as completed by taskers but not by customer.
- Cancelled: Number of cancelled tasks.
- **Closed:** Number of tasks marked as completed by both taskers and customer. Payment of these tasks will be transferred to taskers.
- **Incompleted:** Number of tasks that has been marked as completed by tasker but customer marked it as incomplete.

Below are the tasks details in each status and the actions that customer can do:

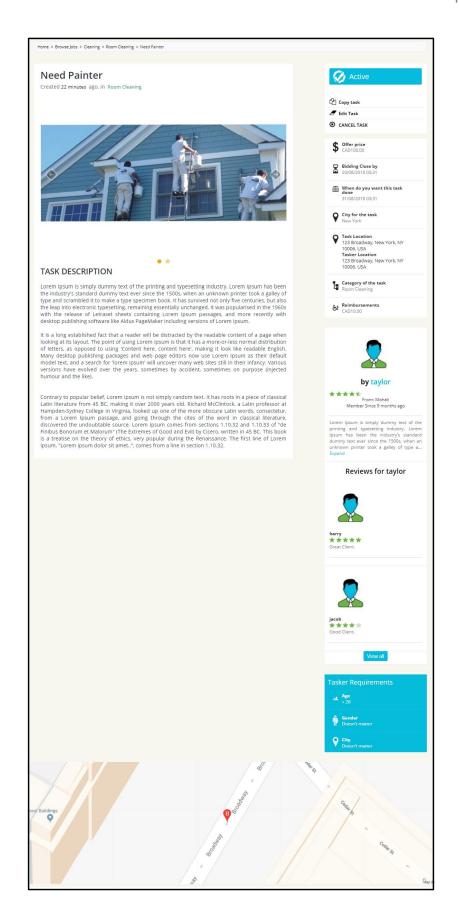
7.2.1. Active Task

After successful posting of the task by customer, the status of the task will be active and customer can do the following operations:

- See the status of the task which should be **Active**.
- Copy task and create a new task with the same details.
- Edit task to update the details.
- Cancel task so that it will not showing on the website for taskers and no tasker can bid on it.

See the Task details page in Active status below:





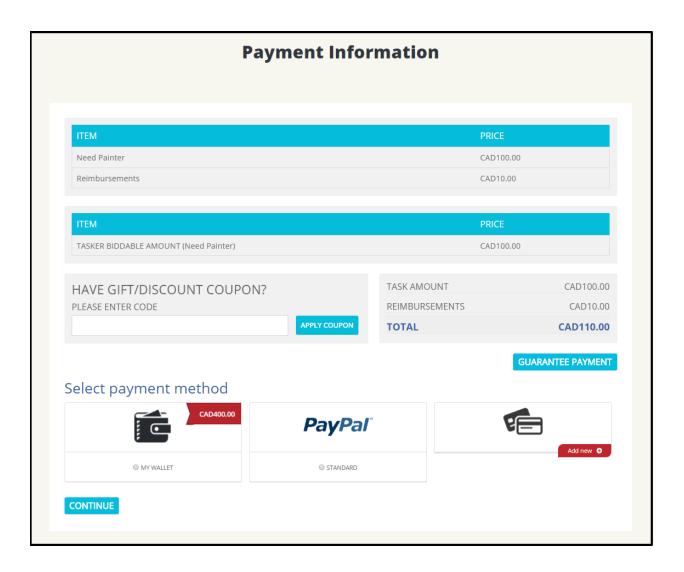


7.2.2. Assigned Task

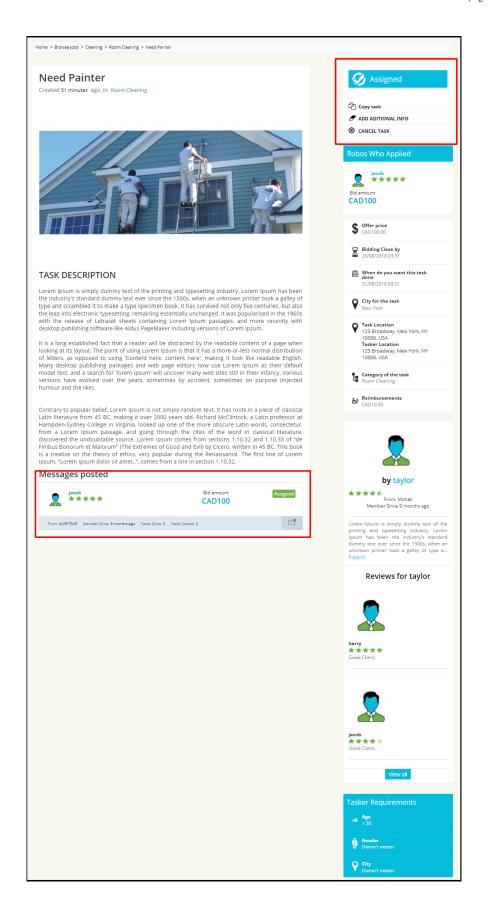
After getting the bids by the taskers and assigned task to one of the taskers, task status will be changed to Assigned. Customer need to make the payment of the task at this step. This payment will be transferred to admin account. Once task will be masked as completed by customer, it will be transferred to tasker. See the screenshot of the Task Details page in Assigned status below:

Customers can do the following operations in tasks in Assigned status:

- See the status of the task which should be Assigned.
- Copy task and create a new task with the same details.
- Customer can't edit the task but can add additional information in the task.
- Cancel task so that it will not showing on the website for taskers and no tasker can bid on it.









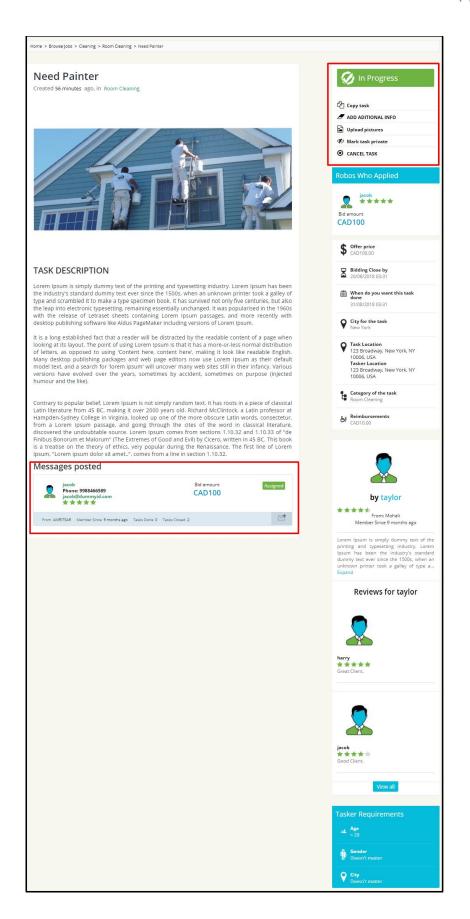
7.2.3. In Progress Task

After confirming the task by tasker, the status of the task will be changed to In Progress. See the screenshot of the In Progress task below:

Customer can do the following operations on In Progress tasks:

- See the status of the task which should be In Progress.
- Copy task and create a new task with the same details.
- Customer can't edit the task but can add additional information and upload pictures in the task.
- Customer can mark the tasks as private so that it will not display on the front end.
- Cancel task so that it will not showing on the website for taskers and no tasker can bid on it.







7.2.4. Completed Task

After marking the task as completed by the tasker, task status will be changed to completed. See the screenshot of the In Progress task below:

Customer can do the following operations on Completed tasks:

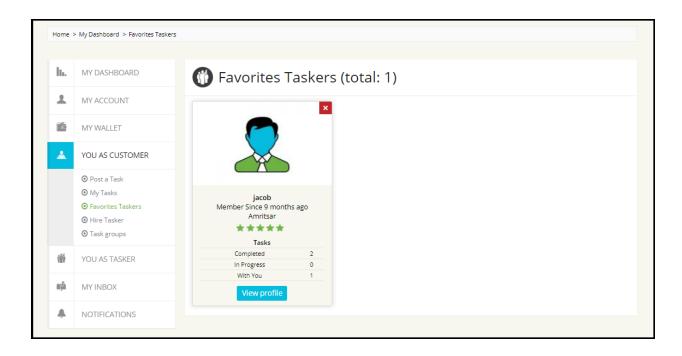
- See the status of the task which should be **Completed**.
- Copy task and create a new task with the same details.
- Customer can't edit the task but can upload pictures in the task.
- Customer can mark the tasks as private so that it will not display on the front end.
- Mark the task as closed so that tasker will get paid. While marking the task as closed, customer can mark the task as incomplete as well. For incompleted task, tasker will not get paid and the dispute will be handled by admin offline.



7.3. Favorites Taskers

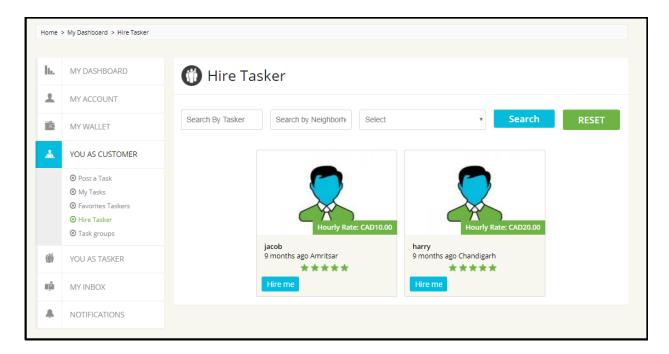
On click of Favorites Taskers option, customer will redirect to the Favorites Taskers page from where he/she can view favorite taskers. See the screenshot of the page below:





7.4. Hire Tasker

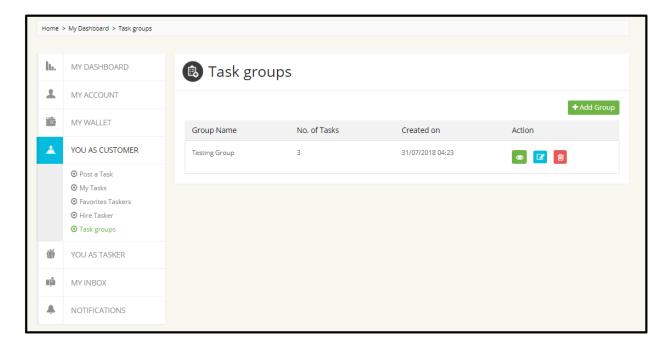
On click of Hire Tasker option, customer will redirect to the Hire Tasker page from where he/she can view list of taskers that has been hired by him/her. See the screenshot of the page below:





7.5. Task Groups

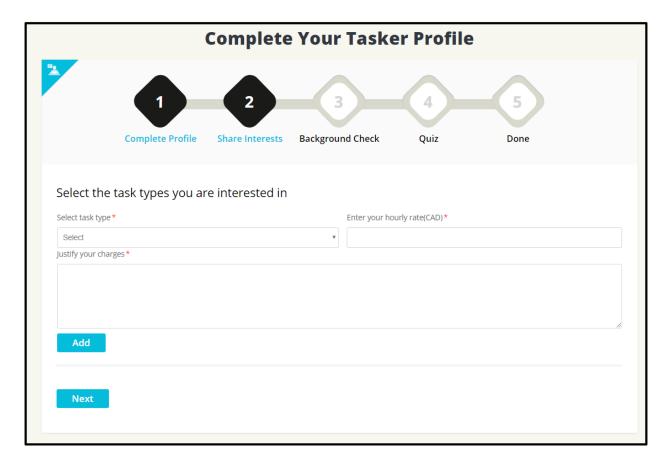
On click of Task Groups option, customer can manage task groups and add tasks in the groups. See the screenshot of the page below:





8. You As Tasker

On click of You as Tasker menu, customer can see option to become a tasker. And on click of Become a Tasker option, customer will redirect to the Step 2 of Complete Your Tasker Profile page. See the screenshot of the page below:





9. My Inbox

On click of My Inbox menu, customer will redirect to the Inbox page from where he/she can view all messages (Read, Unread, Starred & Archived). See the screenshot of the page below:





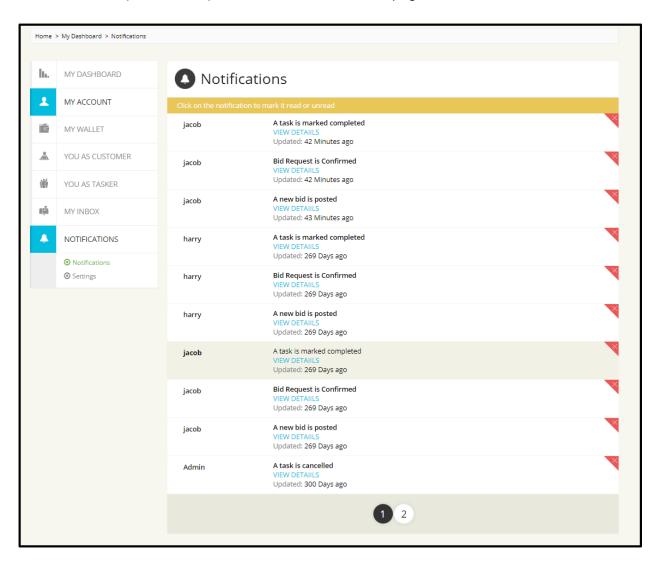
10. Notifications

On click of Notifications menu from the side navigation bar, two options will be displayed which are:

- 10.1 Notifications
- 10.2 Settings

10.1. Notifications

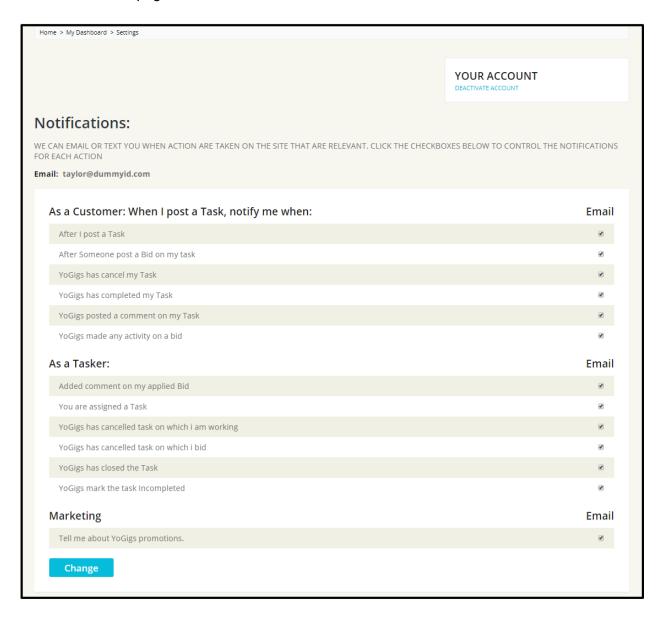
On click of Notifications option, notification page will be open and customer can see all the notifications (read/unread). See the screenshot of the page below:





10.2. Settings

On click of Settings option, customer will be redirect to the Notification Settings page from where he can choose what kind of notifications he/she wants to receive. See the screenshot of the page below:



Customer can also deactivate his/her account by clicking on Deactivate Account option from the page. Customer will not able to login to the account once deactivated.