UPSKILL User Manual – Quick Pamphlet

Format: 8.5" × 13" • 3 columns • Up to 2 pages • For Users and Admins

About UPSKILL

UPSKILL delivers soft-skills workshops, an assessment, and guided learning with real-time notifications and an admin suite.

Getting Started (Users)

Create Account

- Go to `register.html` (or Sign Up).
- Enter Full Name, Email, Password, Birth Date (15+), Occupation, Phone, Government ID, Address, Emergency Contact.
- Submit to create your account and proceed to verification.

Email Verification

- Click the link sent to your email to verify (opens `verify-email.html`).
- If needed, use "Resend Email Verification" on `verification-pending.html`.

Log In

- Visit `login.html`. Verified users go to `index.html`.
- Unverified users are guided to `verification-pending.html`.

Navigating the Site

- **Home**: `index.html` – assessment + featured ratings.
- **Workshops**: `workshops.html` – browse/register, details, ratings.
- **About**: `aboutus.html` – mission, services, clients.
- **Contact**: `contact.html` – send inquiries.
- **Dashboard (admin)**: `admin-dashboard.html`
- **Notifications**: bell icon after login; full page at `notifications.html`.

Workshops

Browse & Details

- Grouped by status: Active, Upcoming, Postponed, Completed.
- Click a card for date/time, location, description, module objectives/materials, and video (if any).

Register

- Upcoming/Postponed: click "Register Now".
- If logged in: registration is saved if capacity allows; you see a success popup.
- If not logged in: a quick sign-up modal creates your account and sends email verification.

Ratings & Comments

- After completing a workshop you registered for, rate 1–5 and optionally comment.
- Recent testimonials appear on `index.html`.

Notifications

- Dropdown via bell icon; unread badge shows counts.
- Types: announcement, workshop_update, workshop_cancelled, workshop_reminder, system.
- Mark items as read, or "Mark All as Read".
- Some allow replies to admins; see full list at `notifications.html`.

Contact & Support

- Use `contact.html` to send questions/feedback.
- If signed in: name/email auto-fill; admins reply via in-app notifications.

Account Verification Status

- `verification-pending.html` shows steps: Email, Phone (simulated for now), Admin Review.
- Once verified, access all features normally.

Admin Quick Guide

Dashboard (`admin-dashboard.html`)

- Stats: Total Users, Active Workshops, Registrations; mini trends; recent activity.
- Shortcuts: User Management, Workshops & Notifications, Contact, Verification, Analytics.

Workshops & Notifications

- Create/update workshops (title, date/time, capacity, location, tags, status).
- Notify all/registered/specific users (priority: low–urgent).

Contact Management

- View contact messages + notification replies together; filter; reply; delete; real-time updates.

User Verification

- Search/sort by status; approve/reject with timestamps and reasons.

Analytics

- Registration trends, popularity by tag, demographics, CSV export.

FAQ

- **No verification email?** Check spam; use Resend on `verification-pending.html`.
- **No bell icon?** Log in; refresh if needed.
- **Cannot register?** Workshop may be Active/full; log in or sign up first.
- **Admin access denied?** Ensure your user has role `admin`.

Troubleshooting

- Login: verify email/password and email-verified status.
- Verification link invalid/expired: resend from `verification-pending.html`.
- Notifications stale: refresh while logged in and online.
- Contact not delivered: retry; include alternate email.

Policies & Help

- Privacy: `privacy.html`
- Terms: `terms.html`
- Email: `info@upskill.com`
- Address: Room 316 B, Lopez Building, Session Road, Baguio City 2600
- Phone: 0908-340-8351

Quick Links

Home: `index.html` • Workshops: `workshops.html` • About: `aboutus.html` • Contact: `contact.html` • Register: `register.html` • Login: `login.html` • Notifications: `notifications.html` • Verification: `verification-pending.html` • Verify Email: `verify-email.html` • Admin: `admin-dashboard.html` • User Verification: `user-verification.html` • Contact Mgmt: `contact-management.html` • Workshops & Notifications: `manage-workshops-notifications.html` • Analytics: `analytics.html`