



For Users



Help Page

Help Page

Welcome to the help section of the Dispute Resolution Engine! This page will guide you through using our platform, including account creation, managing your profile, and interacting with disputes.

Table of Contents

- [Help Page](#)
 - [Table of Contents](#)
 - [Creating an Account](#)
 - [Logging In](#)
 - [Navigating the Dashboard](#)
 - [Creating and Managing Disputes](#)
 - [Viewing Resolved Disputes \(Archive\)](#)
 - [Updating Your Profile](#)
 - [Contact Us](#)
-

Creating an Account

You can create an account as a **User** or an **Expert**. Here's how:

1. Navigate to the [Sign Up](#) page.
2. Choose your account type:
 - **User**: For individuals seeking to resolve disputes.

- **Expert:** For professionals offering dispute resolution services.

This screenshot shows the first step of a registration process. At the top, a blue header contains a logo, links for 'Help', 'Home', and 'Archive', and buttons for 'Login' and 'Signup'. Below the header, three tabs are visible: 'Step 1 User Type' (active), 'Step 2 The Basics', and 'Step 3 Personal Details'. The main content area is titled 'Step 1 User Type' and contains two input fields: 'User' and 'Expert'. At the bottom, there is a link 'Already have an account? Login' and a right-pointing arrow button.

3. Fill in your personal information and create a password.

This screenshot shows the second step of the registration process. The header and tabs are identical to the previous screen. The 'Step 2 The Basics' tab is active. The form includes input fields for 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password'. At the bottom, there is a link 'Already have an account? Login' and a right-pointing arrow button.

This screenshot shows the third and final step of the registration process. The header and tabs are identical. The 'Step 3 Personal Details' tab is active. The form includes dropdown menus for 'Gender', 'Preferred Language', and 'Nationality', and a date input field for 'Date of Birth' with a calendar icon. At the bottom, there is a link 'Already have an account? Login' and a blue 'Sign Up' button.

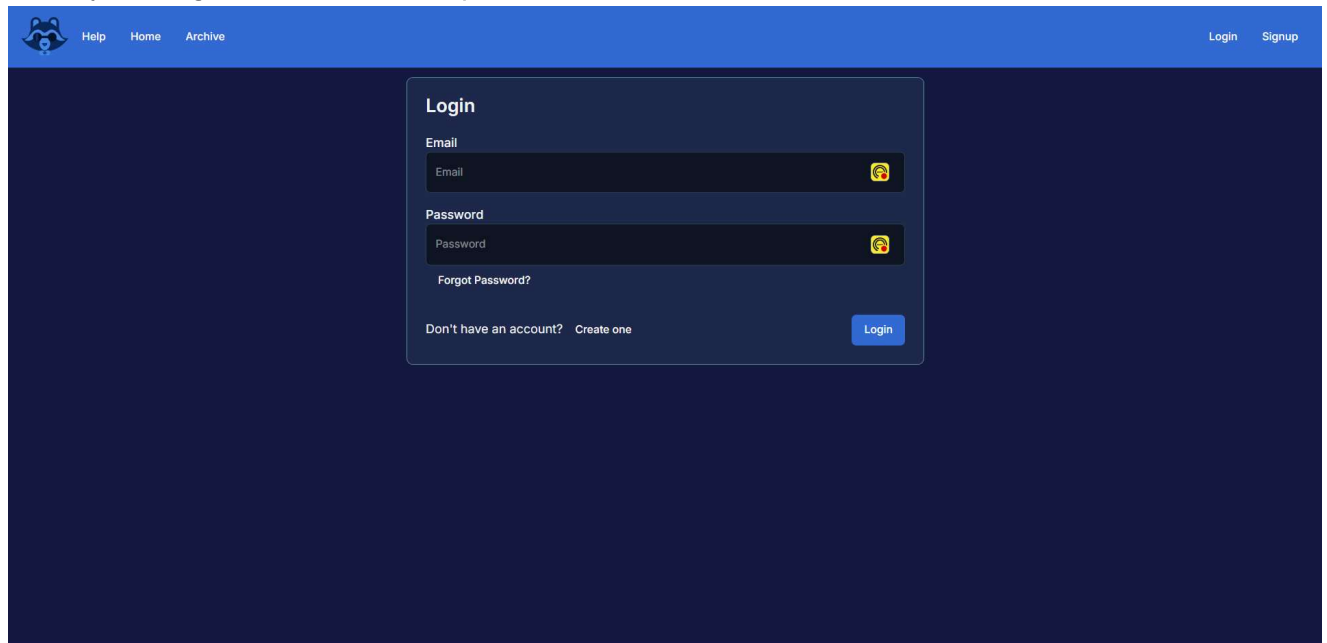
4. Click the "Sign Up" button.

Once registered, you'll receive a confirmation email to verify your account.

Logging In

To log in to your account:

1. Go to the [Login](#) page.
2. Enter your registered email and password.

A screenshot of a web application's login page. The page has a dark blue background. At the top, there is a blue header bar with a logo on the left and links for 'Help', 'Home', 'Archive', 'Login', and 'Signup' on the right. In the center, there is a white login form. The form has a title 'Login'. It contains two input fields: 'Email' and 'Password', each with a placeholder text and a yellow eye icon for toggling visibility. Below the password field is a link 'Forgot Password?'. At the bottom of the form, there is a link 'Don't have an account? Create one' and a blue 'Login' button.

3. Click "Login".

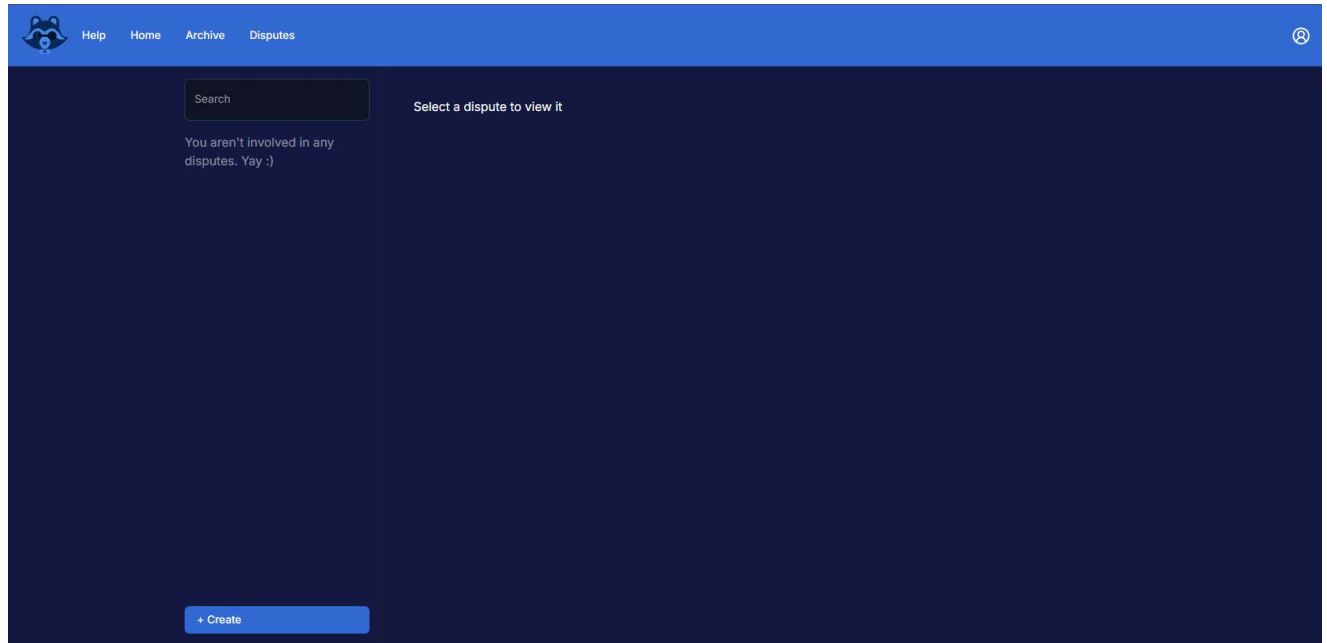
Once logged in, you can access all platform features, including dispute management and your profile page.

Navigating the Dashboard

After logging in, you will be taken to the disputes dashboard. Here, you can:

- View active disputes.
- Access your profile (top right).

- Browse resolved disputes in the **Archive**.

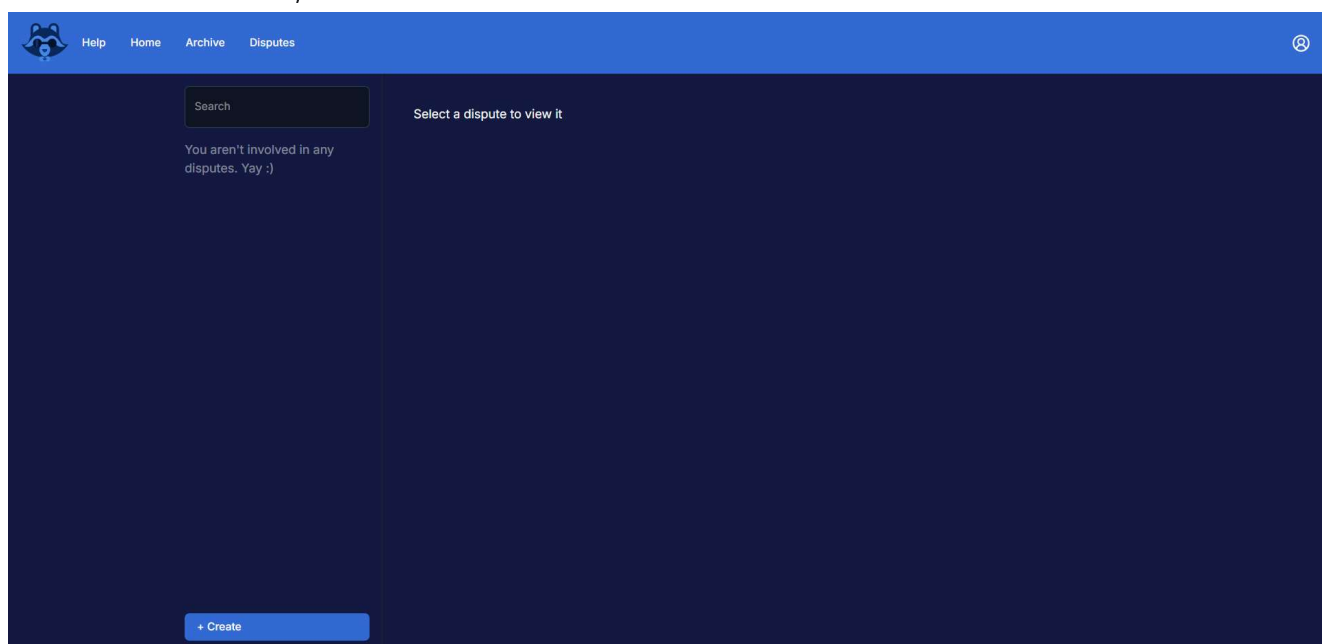


The navigation bar at the top of the page allows you to easily move between different sections of the platform.

Creating and Managing Disputes

To create or manage disputes:

1. Log in to your account.
2. From the dashboard, click on the "Create" button.



3. Fill in the necessary details, including parties involved and dispute description.

The image displays two screenshots of a web application interface for creating a dispute. The top screenshot shows the 'Respondant Information' section, which includes fields for 'Respondent Name' (John Doe), 'Respondent Email' (abc@example.com), and 'Respondent Telephone' (012 345 6789). The bottom screenshot shows the 'Dispute Details' section, which includes a 'Workflow' dropdown menu, a 'Dispute Title' field, a 'Dispute Summary' text area, and an 'Evidence' section with a 'Choose Files' button. Both screenshots show a navigation bar with 'Help', 'Home', 'Archive', and 'Disputes' links, and a search bar on the left.

4. Submit your dispute, and it will appear in your dashboard where you can track its progress.

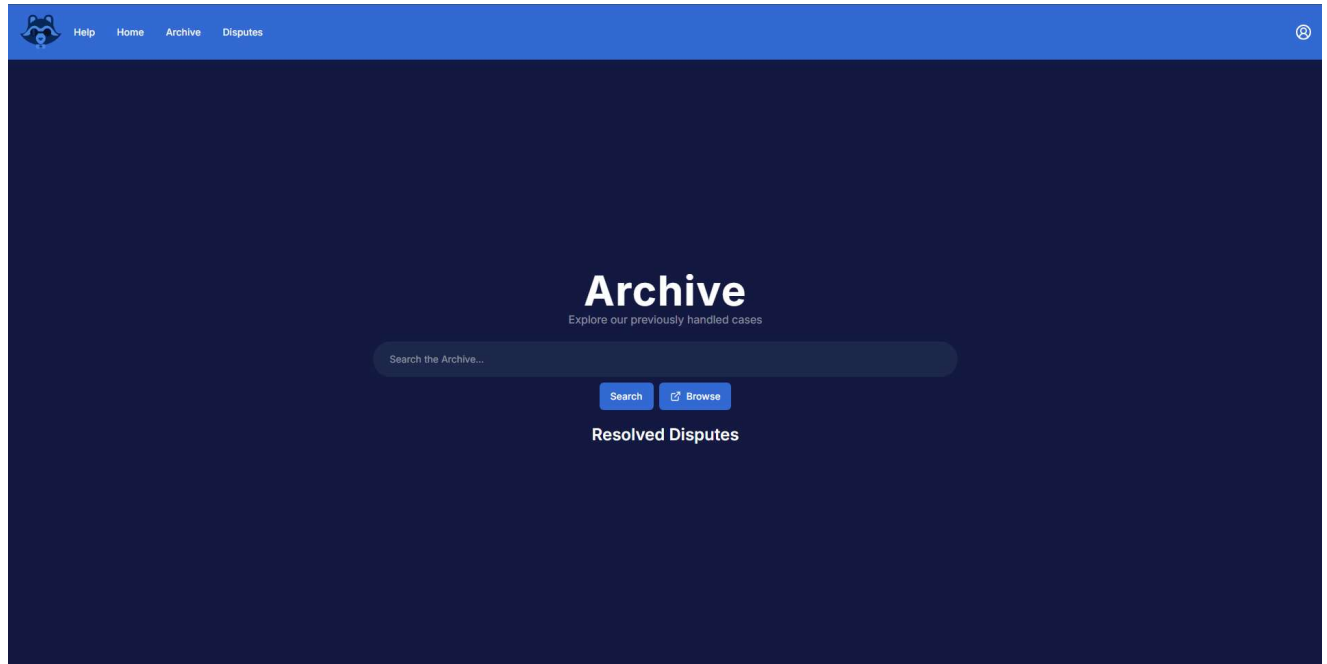
You can interact with your disputes at any time through the dashboard by providing updates or viewing resolutions.

Viewing Resolved Disputes (Archive)

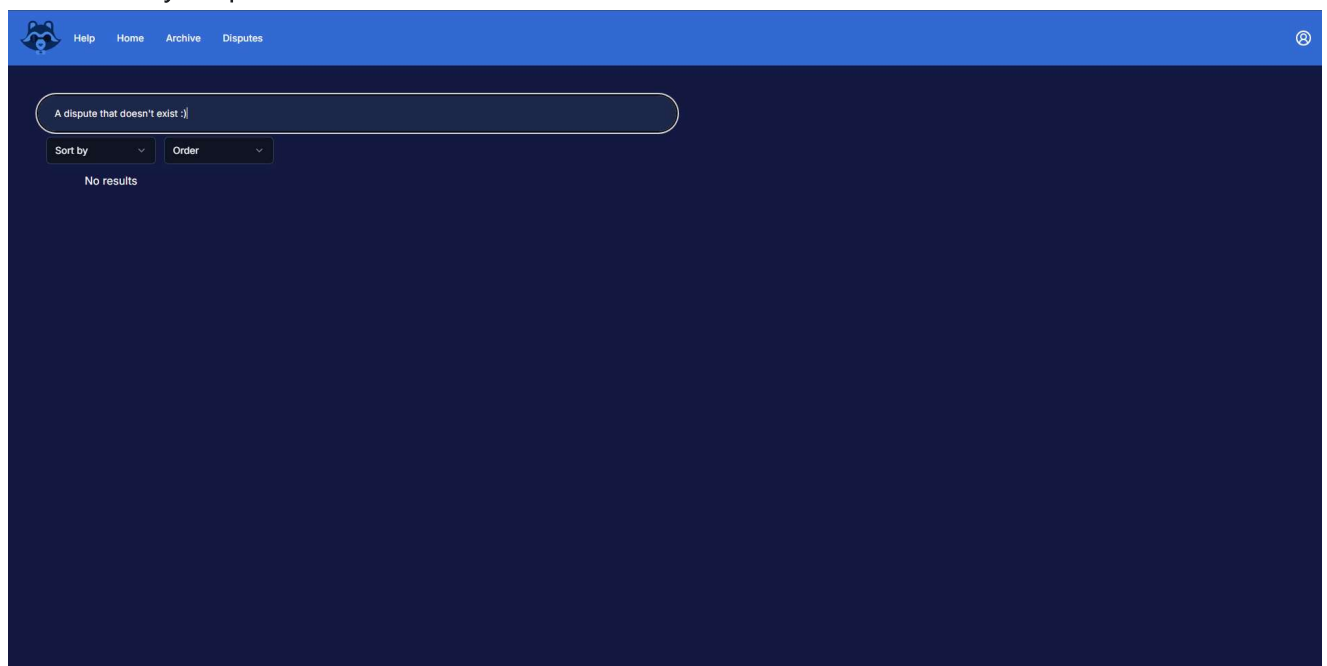
You can browse through previously resolved disputes at any time, whether logged in or not.

1. Navigate to the [Archive](#) page.

2. Use the search bar to find specific disputes by keywords, dates, or categories.



3. Click on any dispute to view its details.



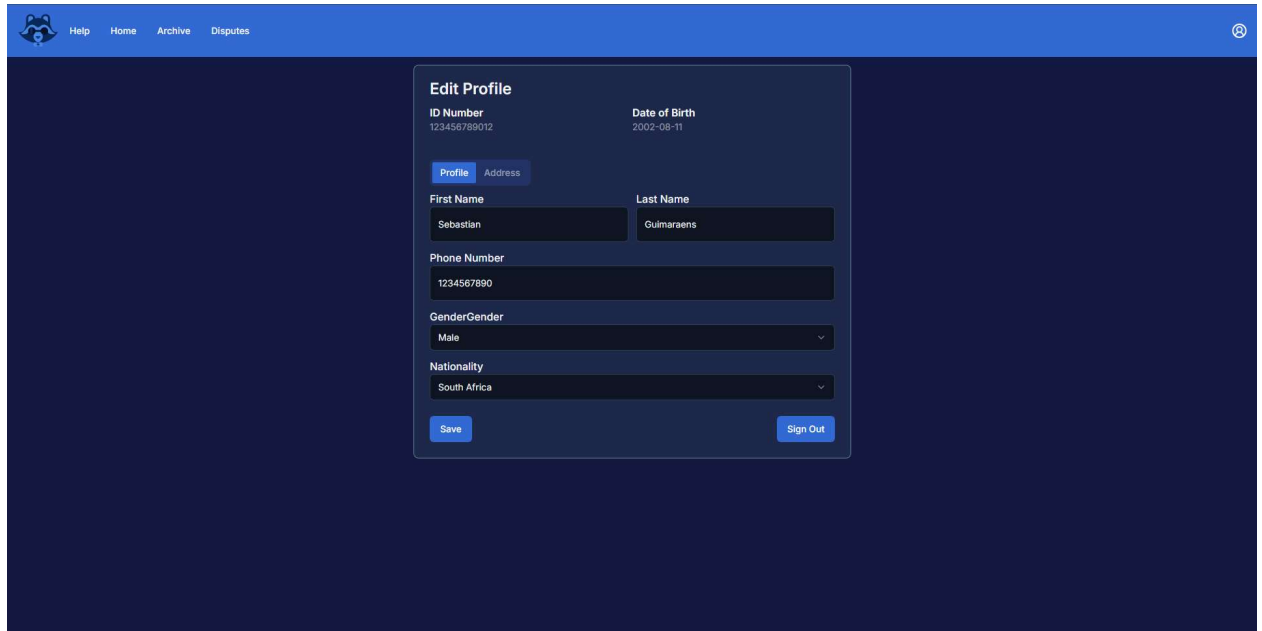
The archive is a great way to research how similar disputes have been resolved.

Updating Your Profile

To update your profile information:

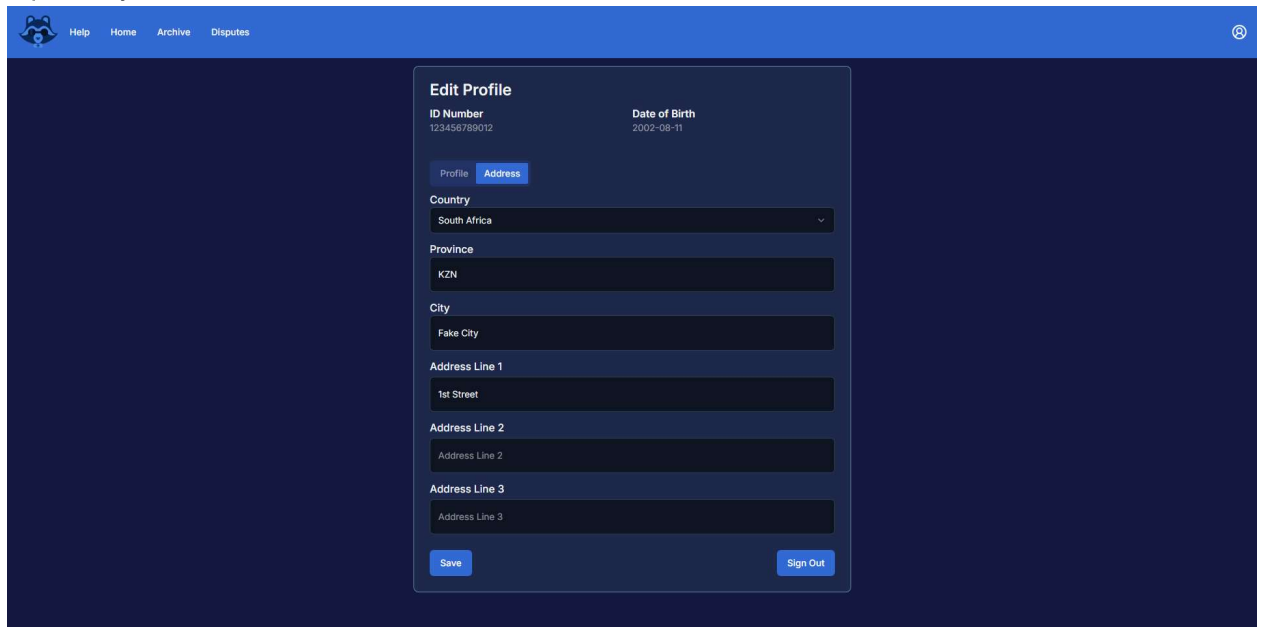
1. **Sign in** to your account.
2. Click on your **profile icon** at the top right corner of any page.
3. You will be taken to your **Profile** page, where you can:

- Edit your personal details (name, email, etc.).



The screenshot shows a web application interface with a blue header bar containing a logo and navigation links: Help, Home, Archive, Disputes. A user profile icon is in the top right. The main content area is dark blue. A white 'Edit Profile' form is centered. It displays the user's ID Number (123456789012) and Date of Birth (2002-08-11). Below these are two tabs: 'Profile' (selected) and 'Address'. The 'Profile' tab contains fields for First Name (Sebastian), Last Name (Guimaraens), Phone Number (1234567890), Gender (Male), and Nationality (South Africa). At the bottom of the form are 'Save' and 'Sign Out' buttons.

- Update your address.



This screenshot shows the same 'Edit Profile' form, but the 'Address' tab is selected. The 'Profile' tab is now inactive. The 'Address' tab contains fields for Country (South Africa), Province (KZN), City (Fake City), and three lines for the address (Address Line 1: 1st Street, Address Line 2, Address Line 3). The 'Save' and 'Sign Out' buttons remain at the bottom.

4. Click **Save** to update your information.

Keep your profile up-to-date to ensure smooth communication on the platform.

Contact Us

If you have any questions or encounter any issues, feel free to reach out to our support team at:

- **Email:** the.techtonic.team@gmail.com

Thank you for using the Dispute Resolution Engine!

