* **System Users:**

1. Developers:

They are responsible for creating & designing the webpages, managing the system operations and contents. If the website user faces a problem & reports a place for example, we directly send him/her an email with a form containing some questions which are the place name, the issue, when did this problem happened , was it the first time, what could the place do to compensate you? , and any other comment, this helps us a lot, because if a certain place got a certain number of reports, we as the supervisors send him an email and warn him/her, and if they don’t take an action, we delete the project from the website after giving him/her enough time to do something.

1. Owners:

The owner of the startup can create his own page, he/she can control it by writing description, uploading pictures or videos of the place & he/she can also update them, he/she can put their location so it helps the user to reach the destination faster. One of the important features he/she has, is replying to the customers and communicating with them. But his/her account has some different features than the user, he/she can’t search for any other page using this account, They have to make another account as a user, Because the user is the one who can do that.

1. Customers:

Customer can create account, search for a nearby start-up (for example: co-working space, café or restaurant ), add likes, comments and feedback. Customer can use the report button to announce for a problem so we send him an email containing a form to tell us his issue. The owner will be informed if the reports about a problem exceeds a certain number, in order to reach the customer’s satisfaction and trust. There is also ‘contact’ us form if the user faces any problem with the website, if he wants to leave a message or a comment and it also have a rating question concerning the website.