Helpify Help Document

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Introduction

This document provides clear instructions on how to start and interact with the "Helpify" platform, catering to different user roles such as Administrator, Service Provider, and Customer.

1. Steps to Start the Platform

Launch Application:
Access the Helpify platform via the designated web or mobile application.

User Type Selection:
On the selection screen, choose your role:
- Administrator
- Service Provider
- Customer

Login Process:
Enter your login credentials to access the dashboard tailored to your role.

1. User Interaction Sequences

Administrator:
- Manage Service Providers
- Navigate to the Service Provider tab.
- Search, view, edit, update, or delete provider records.
- Register new service providers and receive confirmation.

- Manage Customers:
- Access the Customer tab to manage user records.
- Update or delete customer details.

- View Complaints:
- Review and address complaints via the Complaints tab.
- Click "View Details" for specifics.

- Dashboard Overview:
- Monitor active bookings, revenue statistics, and complaint resolution rates.

Service Provider:
- Order Management:
- Use the Order List tab to track and act on orders.
- Accept or reject orders with confirmation feedback.

- Wallet Management:
- Access the Wallet tab for payment tracking and withdrawals.

- Customer Interaction:
- Use the Chat tab for real-time communication with customers.

- Notifications:
- Stay updated with system changes via the Notifications tab.

Customer:
- Browse Services:
- Search services by category on the homepage.

- Book a Service:
- Select a service and input details.
- Use the bargaining feature or activate emergency mode.- Confirm bookings to get a summary and cost estimate.

- Order History:
- Review your past bookings in the Order History tab.

- Submit Complaints:
- File service-related or payment-related complaints through the Complaints tab.

1. Common Features

Search and Filters:
Use the search bar to find specific records quickly.

Dynamic Buttons:
Interactive buttons such as "View Details," "Submit," and "Accept" adapt to user selections.

Confirmation Messages:
Success messages appear for all completed actions, ensuring user clarity.

1. Troubleshooting

Feature Unresponsive:
Refresh the page or restart the application.

Technical Support:
For unresolved issues, contact the system administrator.