-web app

-database mysql aws

-javascript

-Simple to use

-users may have difficulty with technology

-two sides, volunteer

-volunteer would pay for request

-people donating their time & resources

**0. Account Creation**

-create requester/volunteer user account general area, general area, email, phone (2)

-profile page (2)

**1. Request repair**

A requester (user) can submit a request for a home repair to be fulfilled by a volunteer.

-name, give brief description, type of repair (dropdown), give schedule constraints/ general availability (maybe add calendar later), status of repair (3)

-update status of request (2)

-put on list/database (3)

**2. Accept request**

A volunteer (user) can accept a repair request, which connects the volunteer with the requester for purposes of scheduling, etc.

-view list (3)

-requesting user is notified, conversation is initiated (through app) (30)

**3. View requests**

A volunteer (user) can view a list of open repair requests, sorted/filtered by location or repair type.

-sees list or map of requests (3)

-based on capability/availability can accept request (2)

-starts conversation with requester to schedule repair (30)

**4. Submit feedback/rating of volunteer**

A requester (user) can fill out a feedback/rating form regarding a volunteer who serviced their request, which may or may not be anonymous, and which may or may not be shared with the volunteer.

-requester gives feedback (description, rating 1-5 star) about volunteer, important for safety (were you comfortable, etc?) (2)

-display volunteer profile with feedback (2)

**5. Submit feedback/rating of requester**

A volunteer (user) can fill our a feedback/rating form regarding a requester whose request they serviced, which may or may not be anonymous, and which may or may not be shared with the volunteer.

-volunteer give feedback (description, rating 1-5 star) (2)

-opportunity to alert staff about requesters who don’t meet eligibly requirements, comment on suspicious or dangerous activities, send message to staff if under 3 stars (2)

-display requester profile with feedback (2)

-would email to customer support be better? No, might need more staff, overhead.

**6. Verify eligibility of requester**

A requester (user) can submit an eligibility verification form which is reviewed by Helping Hands staff to determine whether the requester meets the eligibility criteria.

-no need at this point for verification as it is more of a case by case, wouldn’t want to be discriminatory (want to be tactful)