

# Help Abode Provider App - User Guide

Version 1.0 | 12th -13th February 2025

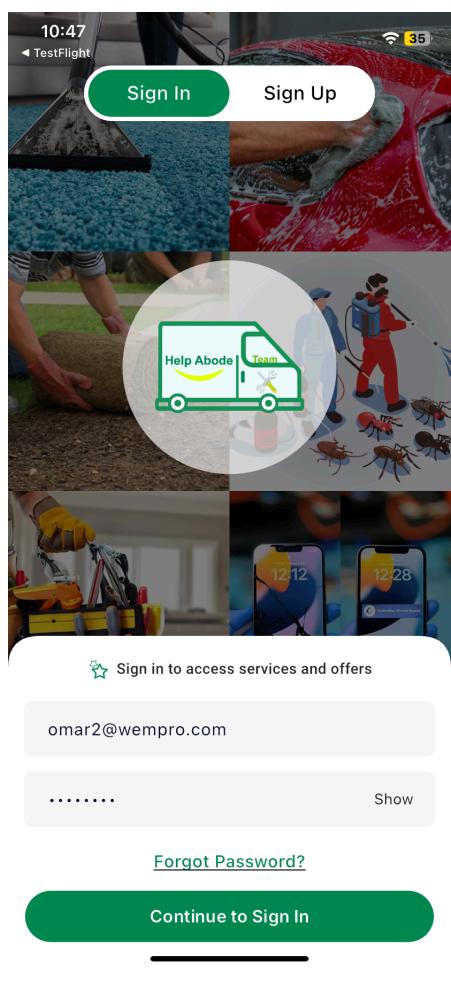
Prepared by Omar Faruk

Support: faruk@wempro.com

## → Getting Started

### Sign-In & Sign-Up

- **Sign In:** Enter email & password, tap **Sign In**.
- **Sign Up:** Fill in personal details: **First Name, last Name, Email, Phone Number, Password** and Select Provider type (**Individual/Corporate**)

The sign-up screen shows a background image of a person laying sod. At the top, there are two buttons: "Sign In" and "Sign Up". Below the buttons is a circular overlay containing a green icon of a van labeled "Help Abode" and "Team", with various service-related icons like a wrench and a spray bottle. The screen then transitions into a form with fields for "First Name" and "Last Name", "Email Address", "Phone Number" (with a dropdown for "US"), and "Password" (with a note about length). At the bottom, there are two radio buttons for provider type: "Individual service provider" (selected) and "Corporation Officer/Representative". A large green "Continue to Sign Up" button is located at the very bottom.

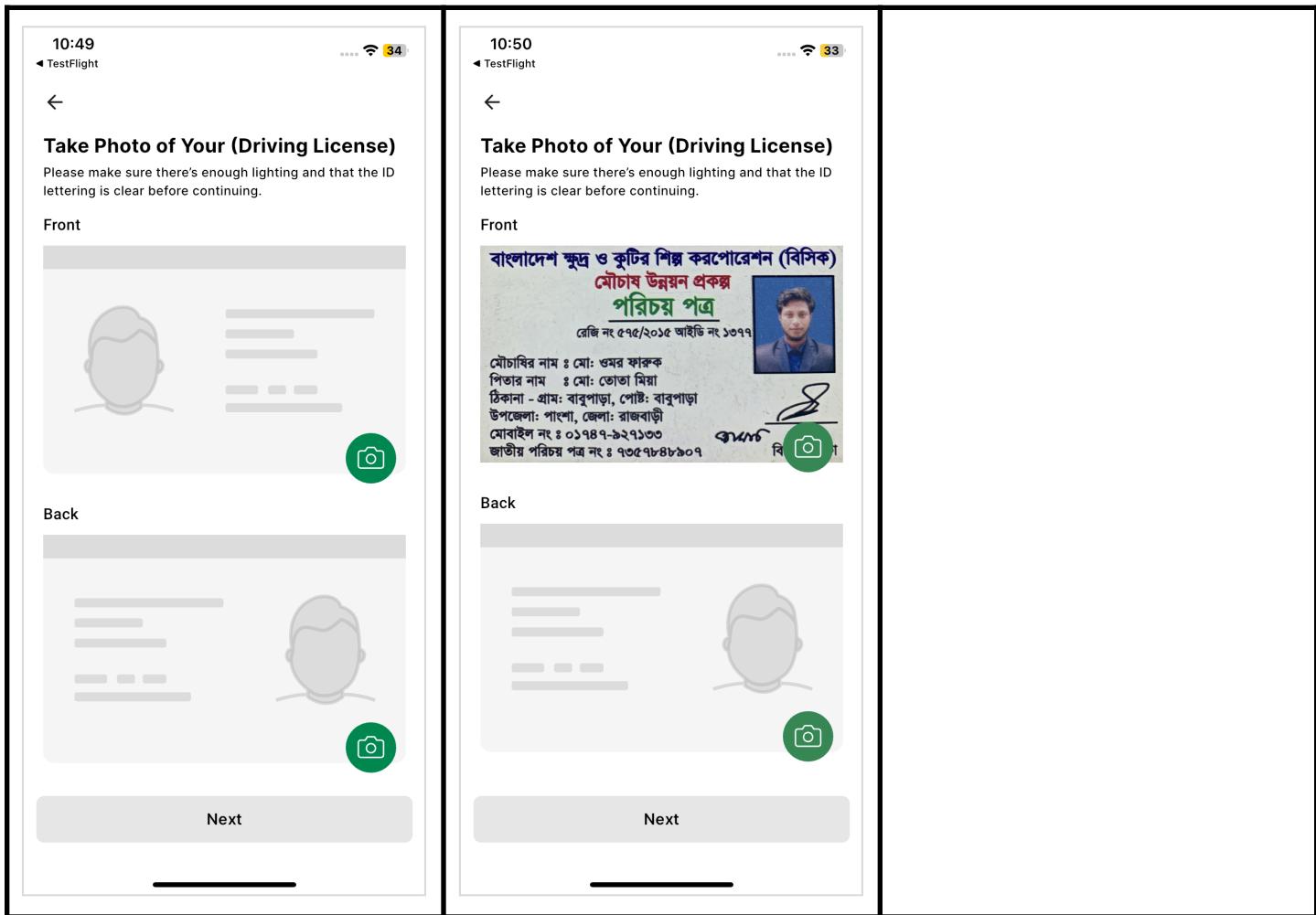
# → Verification Process

## Mailing Address & Photo ID Verification

- After signing up, enter your **mailing address** to complete identity verification. Then click '**Next'**
- Select your **ID type** (Passport, Driver's License, or National ID).
- Enter your **ID number** and **expiry date**.
- Tap "**Scan & Save Your ID**" to upload a clear photo of your ID.
- Upload Front & Back Images for the selected ID.
- Tap "**Next**" to proceed.

The image displays three screenshots of a mobile application interface for identity verification, arranged horizontally. Each screenshot shows a top status bar with the time (10:48 or 10:49), signal strength, and battery level (34%).

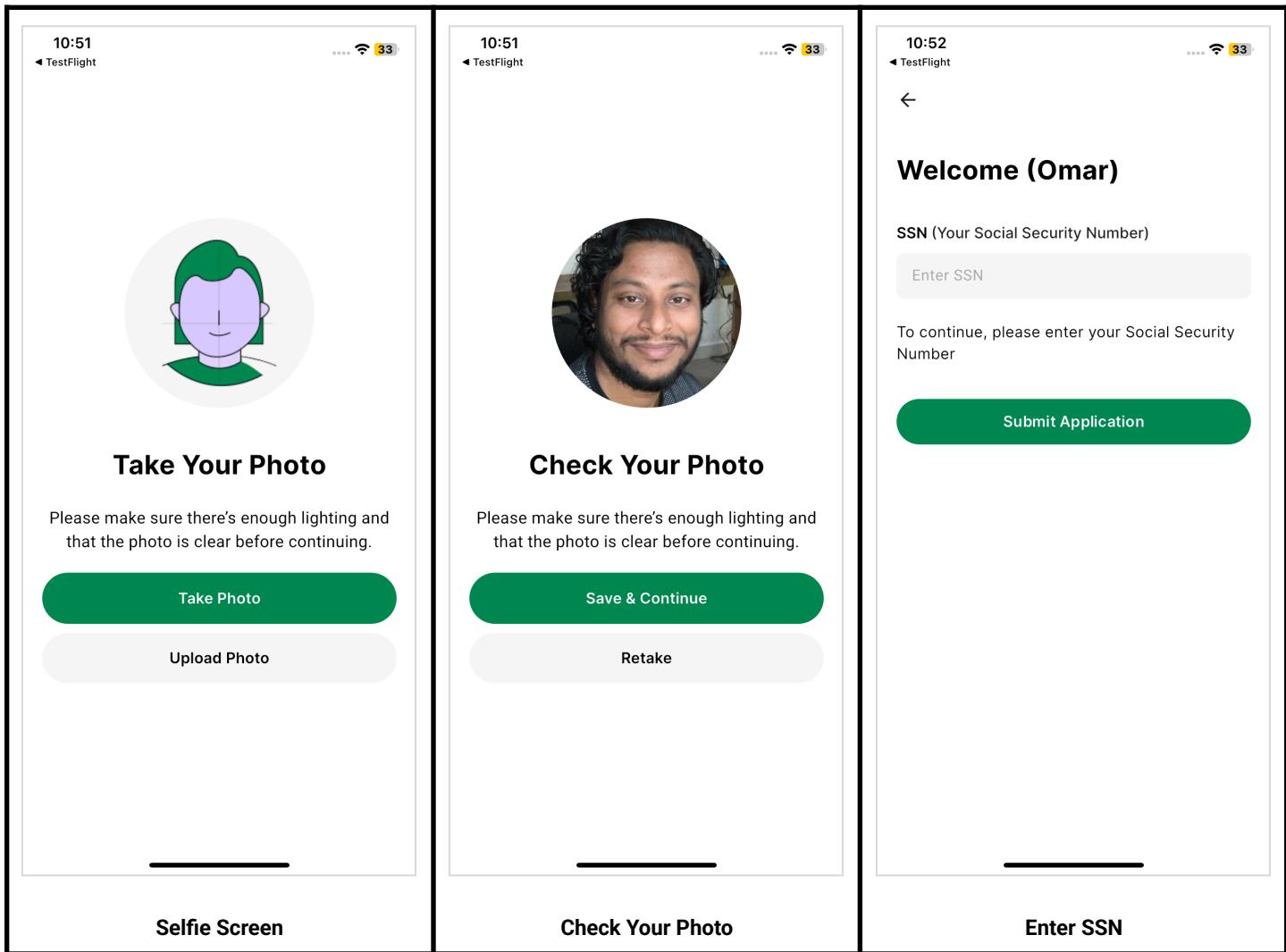
- Mailing Address Screen:** Shows fields for "Address Line 1\*" and "Address Line 2". Below these are dropdown menus for "State" (with "Select State" placeholder) and "City" (with "Select City" placeholder). To the right of the city field is a "Zip" input field. A large green "Next" button is at the bottom.
- Photo ID Selection Screen:** Displays the heading "Select a Photo ID to capture" and a note: "We require a photo of a government-issued ID to verify your identity..". It includes a dropdown menu labeled "ID TYPE" with options: "Choose ID", "Driving License", "State ID", "Passport", and "Passport Card".
- ID Number & Expiry Date Screen:** Shows the heading "Select a Photo ID to capture" again. It includes fields for "ID No." (containing "A1234567") and "Expiration Date" (with a placeholder "MM-DD-YYYY" and a calendar icon). Below this is a section titled "Scan your Driving License" with the sub-note "We'll verify your identity". A note at the bottom states: "By continuing, you agree that your biometric data will be collected and stored by Help Abode or its vendors for purposes of identity verification. Your data will be permanently deleted from the system after it is no longer necessary. For more information, please see our Privacy Policy". A large green "Save & Scan Your ID" button is at the bottom.



## → Selfie & SSN Verification

### Selfie & SSN Verification

- Take a **selfie** to match your uploaded ID. Ensure good lighting and a clear face. Then click '**Save & Next'**
- Enter your **Social Security Number (SSN)** for additional verification. Click '**Submit Application**'



## → Selecting Services & Service Area Setup

### Step 1: Select Services

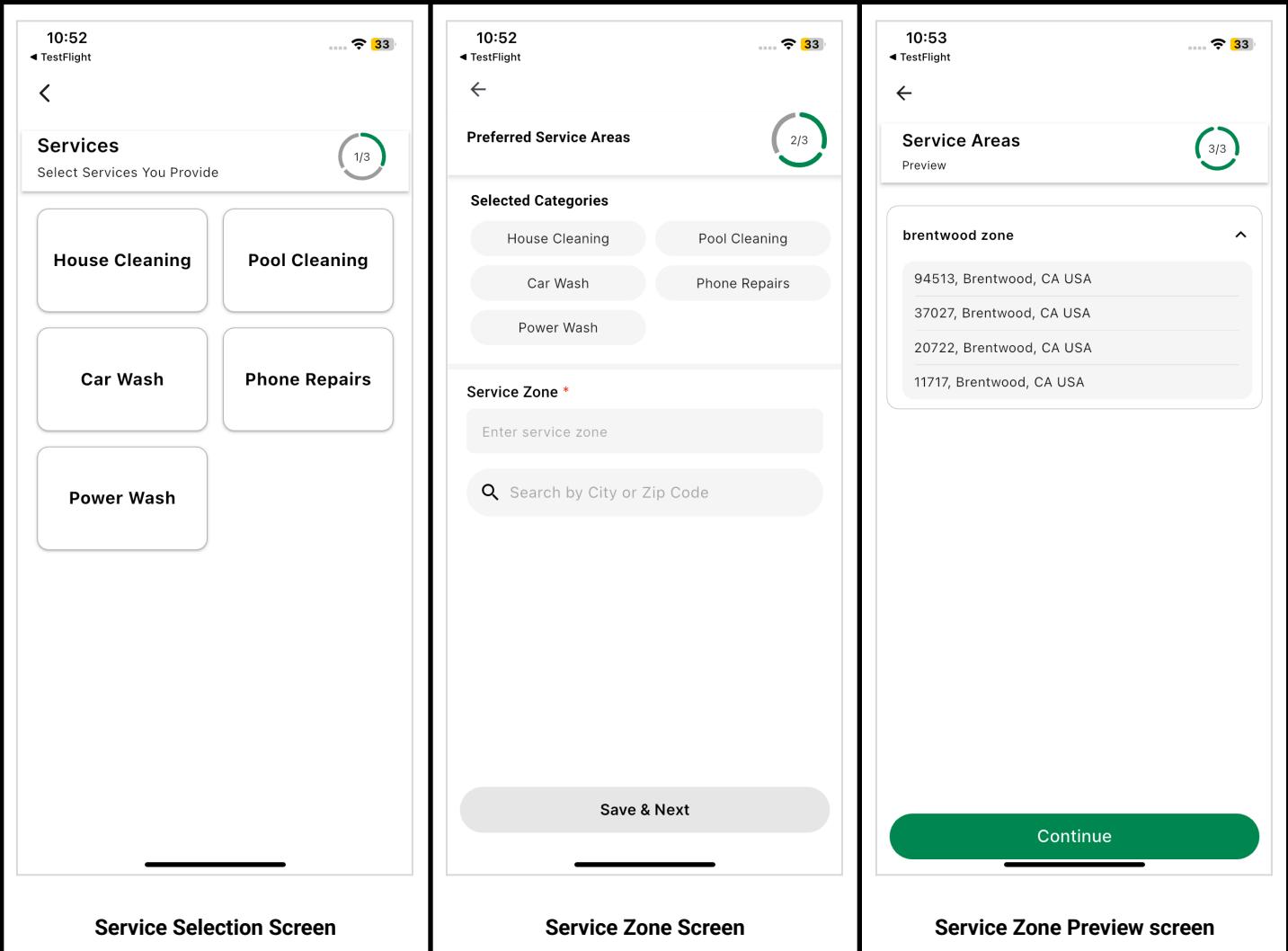
- Choose the services you provide from the available options (e.g., **House Cleaning, Pool Cleaning, Car Wash, Phone Repairs, Power Wash**).
- Tap **Next** to proceed.

### Step 2: Add Service Areas

- Select your **Preferred Service Areas** based on your chosen service categories.
- Enter a **Service Zone** or search by **City or Zip Code**.
- Tap **Save & Next** to continue.

### Step 3: Area/Zone Preview

- Review your selected **Service Areas** in the preview screen.
- If correct, tap **Continue** to finalize your service setup.



## → Application Submission & Verification

### Application Submitted / Explore App

- After completing the verification steps, you'll see the **Application Submitted** screen.
- You can explore the app while your application is under review.
- Some features may be limited until verification is completed.

The image consists of three side-by-side screenshots of a mobile application interface, likely for service providers.

**Screenshot 1: Application Submitted / Explore App**

This screen shows a map with a green checkmark icon. Below the map, the text "We have received your application" is displayed. A message below states: "You are currently in the verification process. Please wait until the process is complete. We will notify or confirm you via email at [omar3@wempro.com](mailto:omar3@wempro.com) and the mobile number **646-454-8181** that you provided." It also says, "If you have any query, please visit our [Help Center](#)". A green button labeled "Explore app" is at the bottom.

**Screenshot 2: Pending Approval**

This screen shows a map with a green checkmark icon. A message at the top says, "We have received your submission. Check the verification status". A callout box says "Check your submitted documents" with a "See Documents" button. Below the map are several buttons: "Add Schedule", "Add New Services", "Service Areas", "Pricing", "My Services", "My Teams", "Open Orders", and "Tips & Rewards". At the bottom are navigation icons for "Home", "Schedule", "Account", "Ratings", and "Earnings".

**Screenshot 3: Verified Message**

This screen shows a map with a green checkmark icon. A message at the top says, "Provider account verified now. Congratulations! Your sign-up as a service provider has been completed and you are no...". Another message below says, "We have received your submission. Check the verification status". A large green button labeled "Login" is at the bottom. Below the login button are navigation icons for "My Services", "My Teams", "Open Orders", and "Tips & Rewards".

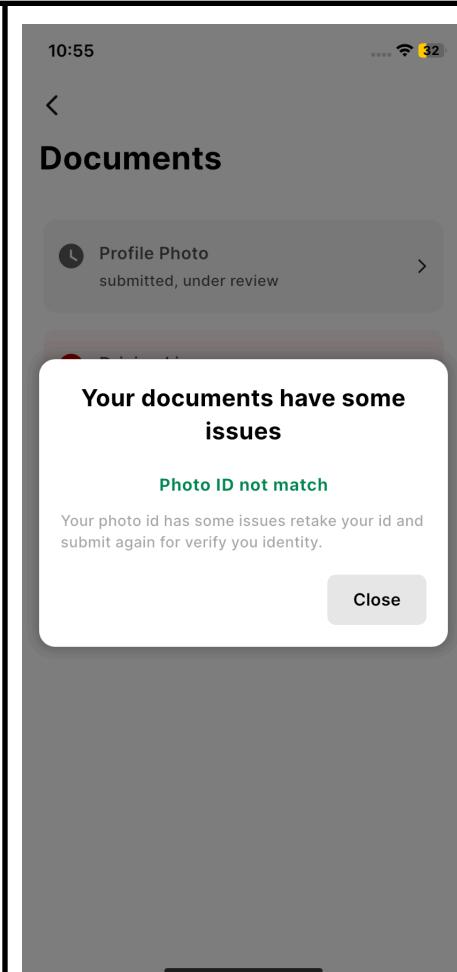
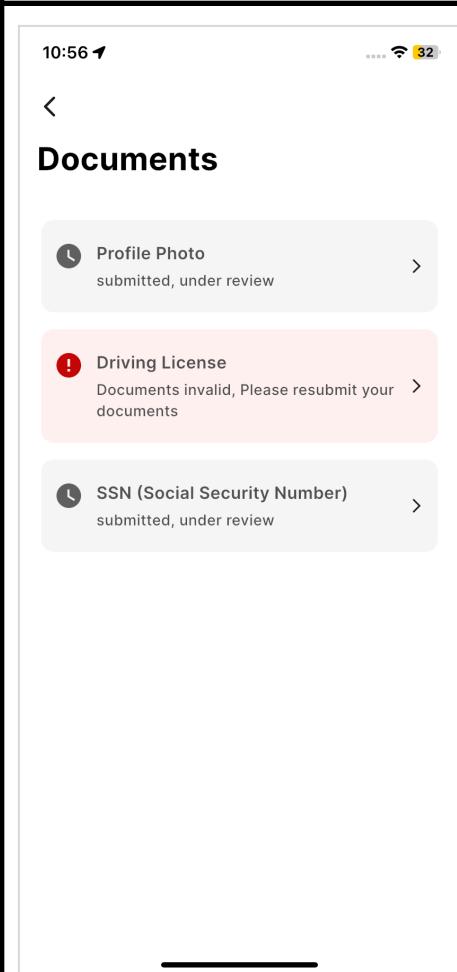
## → Document Resubmission Process - If Documents Are Not Approved

### Pending Approval - Document Issues

1. If there are issues with your submitted documents, you will see an **issue message** on the Pending

## Approval screen.

2. The message will specify what needs to be corrected or resubmitted.
3. Check the details carefully before proceeding.



### Access the Documents Section

- Go to the **Documents** screen from your account.
- Find the document that was rejected.
- You will see a **red warning label** or an issue message explaining why it was not approved..

### Document Issues

- If there are issues with your submitted documents, you will see an issue message on the Pending Approval screen.
- The message will specify what needs to be corrected or resubmitted.
- Check the details carefully before proceeding.

### Correct and Resubmit Your Documents

- Tap on Resubmit Docs to upload a new, correct document.
- Make sure the document is clear, valid, and meets the requirements.
- Double-check details like ID number, expiry date, and image quality.
- After resubmitting, your application will return to Pending Approval for review.

→ Home Screen - Top Menu

The Home Screen provides quick access to all essential features. The Top Menu includes the Bell Icon (Notifications) and Message Icon for user alerts and communication, as well as Open Orders, Schedule, and Support options for easy access to tasks and assistance.

### Left Section:

- **Bell Icon - Notification Screen**  
Clicking this icon will take you to the notification center, where you can view alerts and updates related to your account and orders.
- **Message Icon - Message Screen**  
This will open the message center where you can communicate with your customers, support team, or other providers.
- **Open Orders - Open Orders Screen**  
Tapping this will show a list of your active, pending, or uncompleted orders. From here, you can review details or take action on any order that needs your attention.

The image displays three side-by-side screenshots of a mobile application's home screen. The first screenshot shows the 'Notifications' section with a message about a provider account being verified. The second screenshot shows the 'Messages' section with a list of customer conversations. The third screenshot shows the 'Open orders' section, which is currently empty. Each screenshot includes a timestamp at the top, battery level, signal strength, and a back arrow.

Screenshot	Section	Description
Left	Bell Icon - Notification Screen	Notifications Provider account verified Congratulations! Your sign-up as a service provider has been completed and you are now verified by our team. Start offering your services... 11 Feb, 05:03:AM
Middle	Message Icon - Message Screen	Messages You'll see your conversations with customers that have in-app chat installed here. Omar Faruk: Hi Jason- I'm having trouble finding... (4:53 PM) Liam Carter: Hey Alex! I'm struggling to locate th... (4:53 PM) Sofia Patel: Hello Sam! I'm having a hard time tr... (4:53 PM) Ethan Nguyen: Hi Taylor! I'm finding it difficult to di... (4:53 PM) Ava Johnson: Hey Jordan! I'm having issues pinpo... (4:53 PM)
Right	Open Orders - Open Orders Screen	Open orders PENDING (selected) IN PROGRESS No Order Found

notification center, where you can view alerts and updates related to your account and orders.	you can communicate with your customers, support team, or other providers.	Pending, or uncompleted orders. From here, you can review details or take action on any order that needs your attention.
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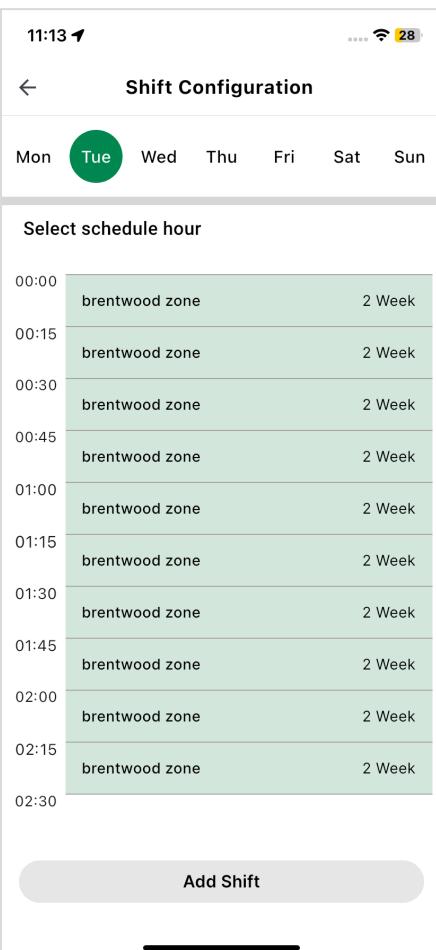
## Right Section:

- **Schedule Icon - Schedule Screen**

This icon allows you to view your upcoming work schedule, including appointments and shifts. You can add, modify, or delete schedules as needed.

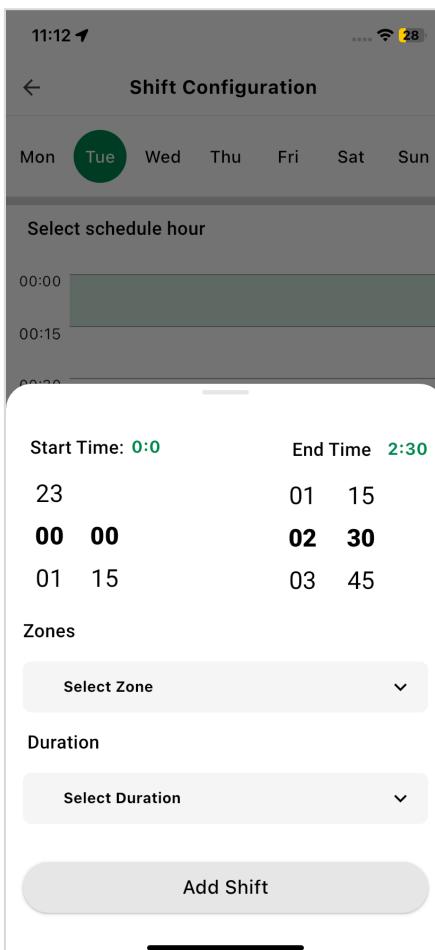
- **Support Icon - Support Screen**

Clicking this will take you to the support section, where you can access help articles, contact customer support, or submit inquiries.

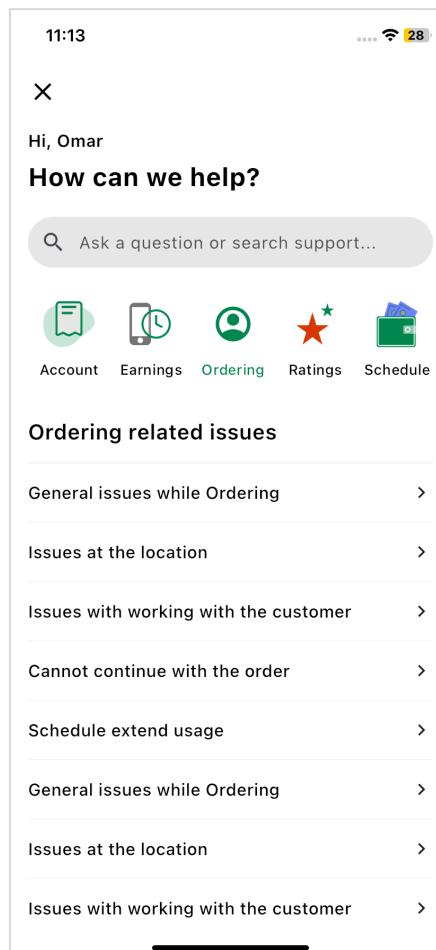


**Schedule Icon: Personal Schedule**

View your upcoming shifts or appointments. Stay organized by tracking your daily, weekly, or monthly schedule.



**Schedule Icon: Personal Schedule**



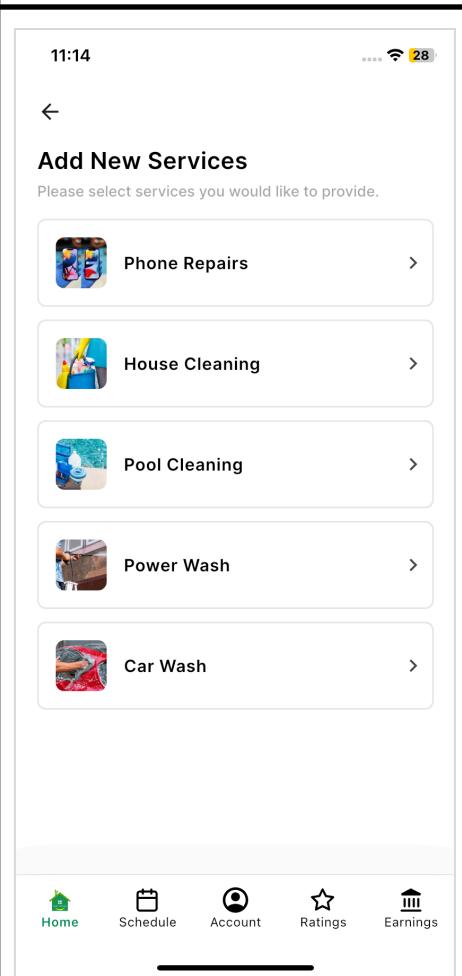
**Support Icon: Customer Support**

Get the help you need. The support section provides access to FAQs, troubleshooting guides, and customer service contact.

# → Add New Services Process

The **Add New Services** process allows users to easily add a new service by selecting a category, choosing services, defining the service area, and setting up pricing. Users can view service details, configure pricing, and review their entries before confirming. Once completed, the new service is successfully added and available for use.

1. Add New Services - Screen
2. Main Category Details - Screen
3. Service Area/Zone - Screen
4. Pricing List - Screen
5. Service Details - Screen
6. Price Configuration - Screen



11:14      ⚡ 28°

←

### Add New Services

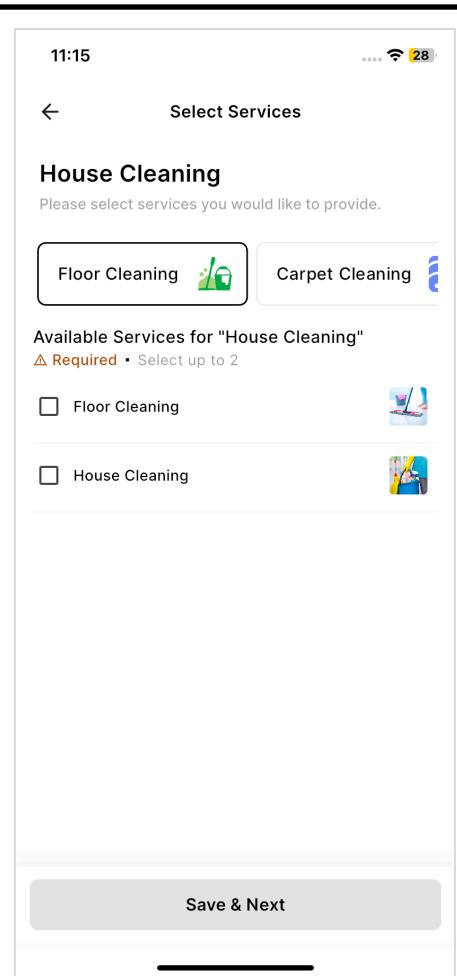
Please select services you would like to provide.

- Phone Repairs >
- House Cleaning >
- Pool Cleaning >
- Power Wash >
- Car Wash >

Home   Schedule   Account   Ratings   Earnings

**Add New Services - Screen**

On this screen, all the **active categories** will be displayed. The user can select a



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←      Select Services

### House Cleaning

Please select services you would like to provide.

- Floor Cleaning
- Carpet Cleaning

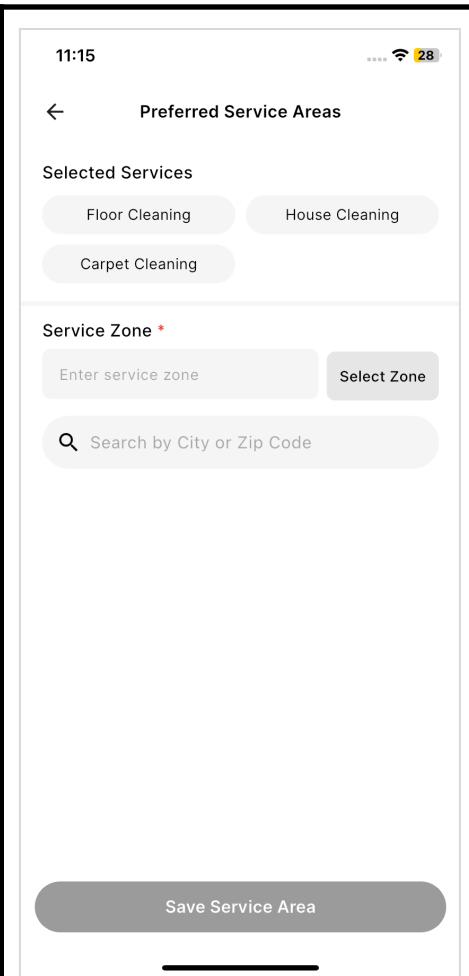
Available Services for "House Cleaning"  
⚠ Required • Select up to 2

- Floor Cleaning
- House Cleaning

Save & Next

**Main Category Details - Screen**

After selecting the category, the user will be shown a list of **multiple services** within



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←      Preferred Service Areas

Selected Services

- Floor Cleaning
- House Cleaning
- Carpet Cleaning

Service Zone \*

Enter service zone  Select Zone

Search by City or Zip Code

Save Service Area

**Service Area/Zone - Screen**

On this screen, the user will see the selected services from the previous

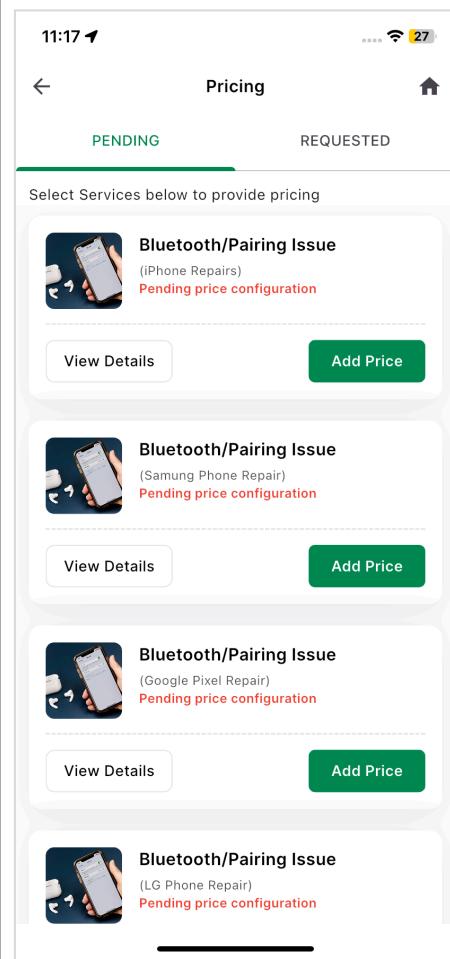
specific category that best fits the service they wish to add. Once selected, they will proceed to the **Main Category Details** screen.

that category, each with a checkbox. The user can select one or more services to add to the new offering.

screen. There will be a field to enter the **zone name** and a **zip code search field** to define the service area more precisely. Once the information is filled, the user clicks the **Save Service Area** button.

A **success message** will appear confirming that the service area has been successfully saved.

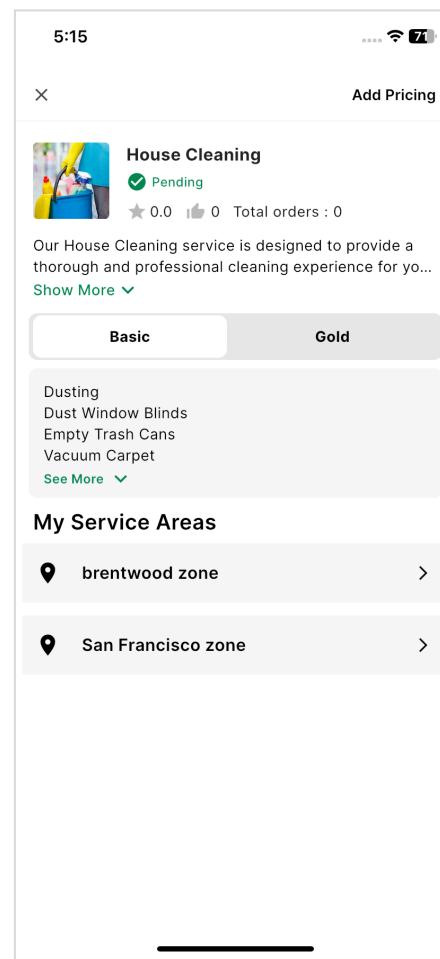
After clicking **Okay**, the user will proceed to the **Pricing List** screen



### Pricing List - Screen

Once the service area has been saved, the user will be taken to the **Pricing List** screen. Here, the selected services will appear in cards, each with two CTA buttons:

**View Details**: Clicking this will take the user to the **Service Details** screen, where they will see a **service image, description, and available plans** along with the **plan details**. Additionally, a **zone list** will be



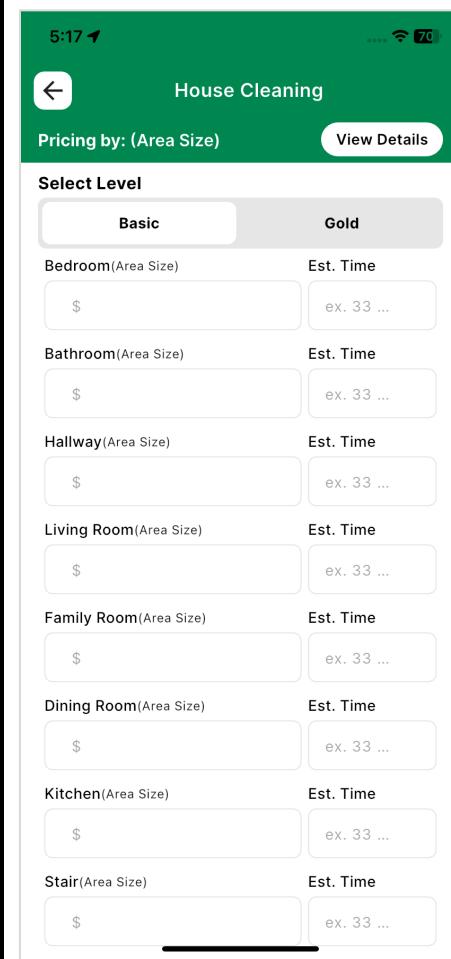
### Service Details - Screen

On this screen, the user will see:

**Service Image**: A visual representation of the service.

**Service Description**: A detailed description of the service, including any important features or unique offerings.

**Available Plans**: A list of available plans for the service, along with details about



### Price Configuration - Screen

<p>displayed showing which zones the service is available in.</p> <p><b>Add Price:</b> Clicking this will take the user to the <b>Price Configuration</b> screen to set up pricing options for the selected service</p>	<p>each plan</p> <p><b>Zone List:</b> A list showing which zones the service is available in</p>	
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## → My Service Areas Process

The **My Service Areas** process allows users to manage their service zones efficiently. Users can view existing service zones, edit service areas, add or remove services, and pause or update zones as needed.

### Key Functionalities:

- View & Manage Service Zones** – Easily access and modify assigned service areas.
- Edit & Update Zones** – Change service details, locations, or assigned services.
- Pause & Reactivate Services** – Temporarily disable zones when needed.
- Add New Services** – Expand service offerings within zones.

**My Service Areas - Screen**

Displays all the existing service zones with assigned categories.

Users can search for a service area using a city or zip code.

Clicking on a zone card opens the **Edit Service Zone** screen.

**Edit Service Area/Zone - Screen**

Shows the **selected services** within the zone.

Users can **edit the service area name** and **search by city or zip code** to modify locations.

Allows adding or removing zip codes for more precise service targeting.

Two actions available:

- **Pause:** Temporarily disables the service zone (Confirmation required).
- **Update:** Saves modifications to the service area.

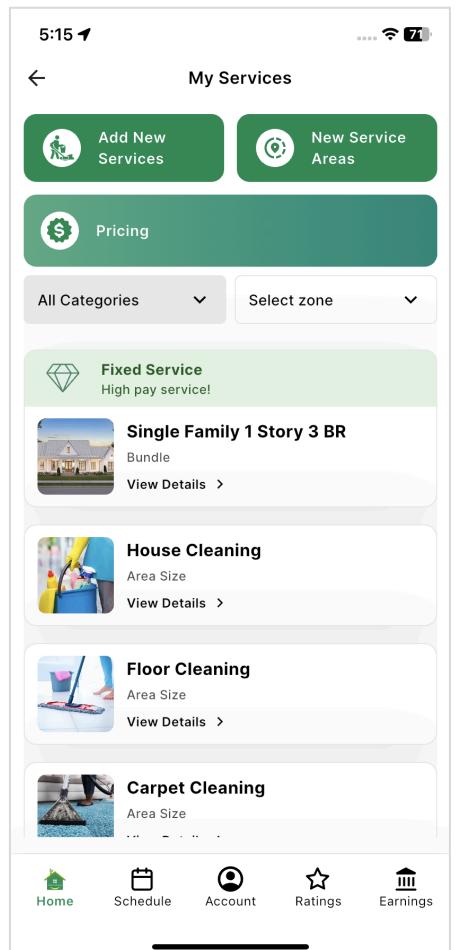
**Pause Confirmation - Screen**

If the **Pause** button is clicked, a confirmation sheet appears asking the user to confirm.

If confirmed, the service zone is paused until reactivated.

## → My Services Process

The **My Services** section allows providers to manage their available services, pricing, and service areas efficiently. Users can view, edit, and customize their offerings based on their preferences and service zones.



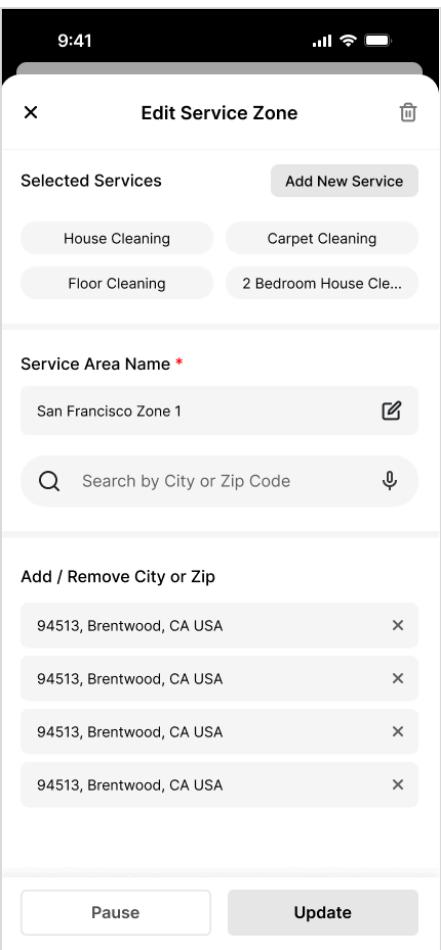
**My Services - Screen**

Displays a list of all active services with category filters and zone selection.

Users can:

- Add New Services – Add new service categories to their profile.
- New Service Areas – Define service zones for specific locations.
- Pricing – Manage pricing structures for different service types.

Each service card includes details like area size, service type, and a "View Details" button.



**Service Details - Screen**

Shows comprehensive details of a selected service, including:

**Service description** – Overview of the service.

**Pricing Options** – Users can add or modify pricing tiers (Basic, Deep, Stain Buster, etc.).

**Status Indicator** – Displays whether the service is active, pending, or requires approval.

**My Service Areas** – Lists all assigned zones where the service is available (e.g., San Francisco Zone 1).

Details" button.

Brentwood Zone, San Francisco Zone).

Users can tap on a zone to edit or update service area details.

## → My Teams

The **My Teams** feature enables providers to manage their teams, invite new members, and oversee their status. The process includes invitation, verification, approval, and final onboarding.

### Key Functionalities:

- Automated Email Invitations – Member gets login credentials upon invitation.
- ✓ Multi-Step Verification – Ensures profile and identity validation.
- ✓ Real-Time Notifications – Alerts for leaders and members at each step.
- ✓ Role-Based Approvals – Leader reviews first, admin gives final approval.
- ✓ Status Tracking – Easily monitor where each member is in the process.

The image displays three screenshots of a mobile application interface for managing teams. The first screenshot shows the 'Add team member' screen with fields for First Name, Last Name, Phone Number, and Member Email. The second screenshot shows the 'My Teams' dashboard with a verified member profile for 'Omar Faruk'. The third screenshot shows the 'Review member details' screen, which includes sections for Personal information, Address, and Verification Documents, along with acknowledgment and confirmation checkboxes.

**Add team member**

First Name: Enter first Name  
Last Name: Enter last Name

Phone Number: +1 (US) ▾ Phone Number

Member Email: Enter member email

**Save & Next**

**My Teams**

+ Invite Team

Verified  
Omar Faruk

**Review member details**

**1 Personal information**

First Name : Faruk  
Last Name : Omar  
Email : faruk99@wempro.com  
Phone number : 0000000000

**2 Address**

Address Line 1 : 775 Waterville drive  
State : California  
City : Brentwood  
Zip code : 94513

**3 Verification Documents**

Photo Id : Driving License  
Selfie : Submitted  
Driving License No : A1345677  
Expiry Date : 2026-02-13  
SSN : 555458855

I acknowledge that all information provided is true and accurate to the best of my knowledge. I understand that any falsification or misrepresentation of information may result in disciplinary action, up to and including termination of account.

I hereby confirm that **Faruk Omar** is authorized to work. This authorization is in compliance with all

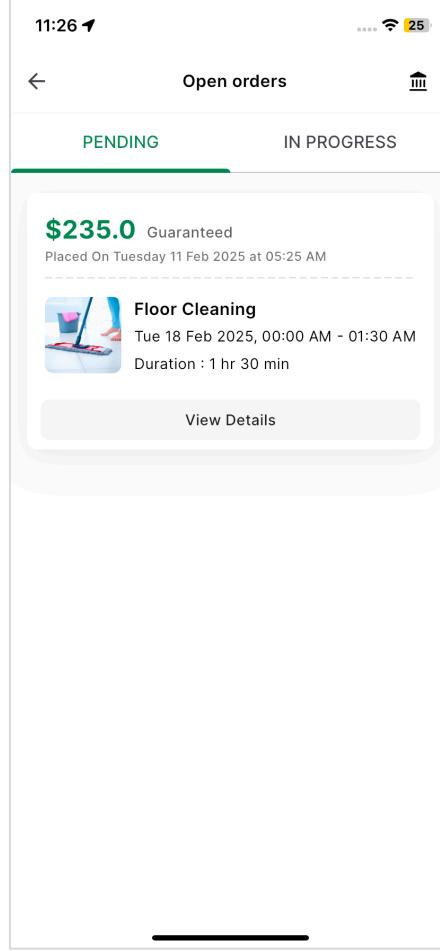
**Submit Document**

<p><b>Add Team Member - Screen</b></p> <p>The team leader enters the following:</p> <p><b>Name, Email, or Phone Number</b> (used for sending the invitation).</p> <p><b>Role Selection</b> (e.g., Cleaner, Supervisor, Manager).</p> <p><b>Assign Service Areas</b> (where the member will work).</p> <p>Once submitted: The invited member receives an email with login credentials.</p> <p>Their status appears as "<b>Pending Invitation</b>".</p>	<p><b>My Teams - Screen</b></p> <p>Displays a list of all team members with their status:</p> <p><b>Pending Invitation</b> (not accepted yet).</p> <p><b>Verification in Progress</b> (member is completing verification).</p> <p><b>Awaiting Admin Approval</b> (waiting for final admin approval).</p> <p><b>Verified Member</b> (approved and active).</p> <p>Includes options: <b>Add Team Member – Invite a new member</b>.</p> <p><b>View Member Profiles</b> – Access individual details.</p>	<p><b>Team Leader Review &amp; Approval</b></p> <p>The team leader clicks on the member to review their information.</p> <p>They land on the Member Info Review Screen, where they:</p> <p>Check submitted details.</p> <p>Must agree to two checkboxes for Terms of Service.</p> <p>Click Submit to send it for admin approval.</p> <p>Member status updates to "Awaiting Admin Approval".</p>
<p><b>Team Member Profile.</b></p>	<p><b>Member Invitation &amp; Verification Process</b></p> <p>① Members log in using credentials from the email.</p> <p>② Verification Process Begins:</p> <p>Completes profile details (photo, ID verification, service preferences).</p> <p>Submits required documents.</p> <p>③ After completion, the team leader receives a notification:</p> <p>Your invited member has completed the verification process.</p>	

# → Open Orders Process

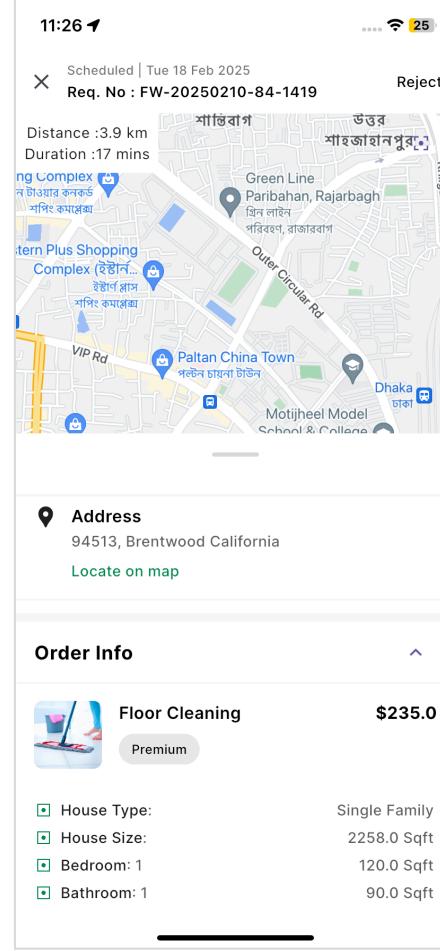
The **Open Orders** feature in the provider app allows service providers to manage their job requests efficiently.

1. Open Orders Screen
2. Order Details Screen
3. Order Acceptance Process



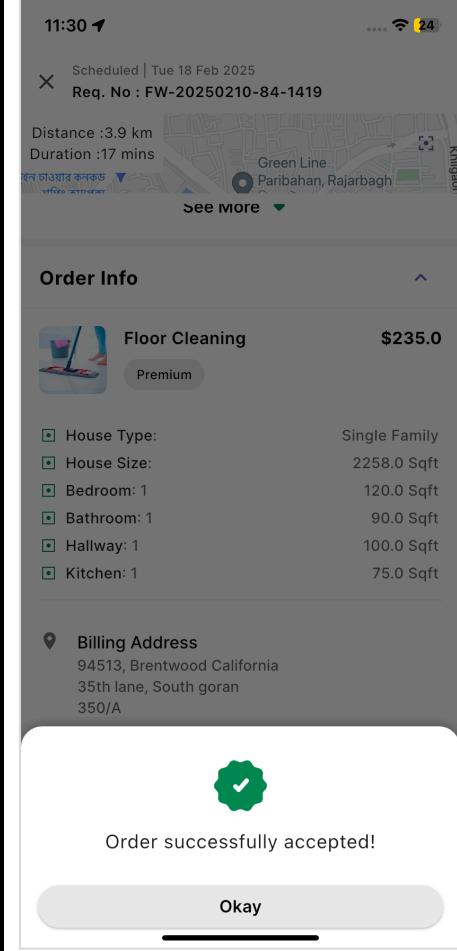
**Open Orders Screen**  
Displays available orders.  
If no orders are found, show "No Orders Available."  
Each order card contains:

- Service details
- Address
- Schedule



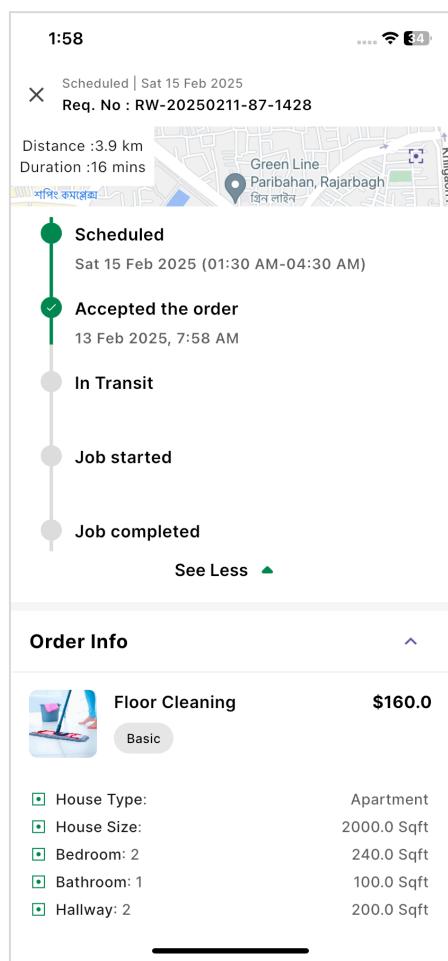
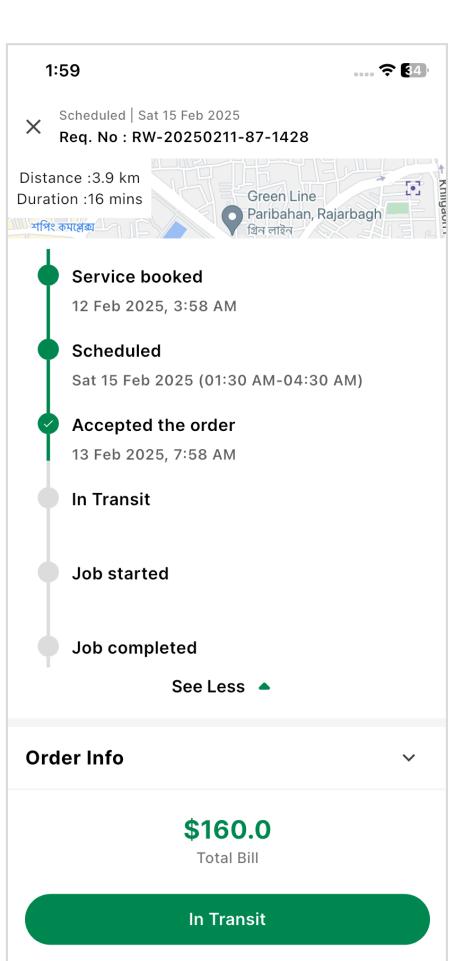
**Order Details Screen**  
When a provider clicks "View Details", they can see:

- Order Info (service type, customer instructions)
- Address (with navigation option)
- Schedule (date & time)
- Action Buttons:
  - Accept Order



**Order Acceptance Process**  
Clicking "Accept Order" opens a confirmation screen.  
If confirmed:

- Status updates to "Accepted"
- Order moves to the tracking

<ul style="list-style-type: none"> <li>View Details button</li> </ul>	<ul style="list-style-type: none"> <li>Reject Order</li> </ul>	timeline
 <p><b>Real-Time Order Tracking Timeline</b></p> <p>The screenshot shows the 'Order Details' screen with a timeline of events:</p> <ul style="list-style-type: none"> <li>Scheduled: Sat 15 Feb 2025 (01:30 AM-04:30 AM)</li> <li>Accepted the order: 13 Feb 2025, 7:58 AM</li> <li>In Transit</li> <li>Job started</li> <li>Job completed</li> </ul> <p>Below the timeline, there's an 'Order Info' section for 'Floor Cleaning' (Basic) with a total bill of \$160.0. It lists house details: Apartment, 2000.0 Sqft, 240.0 Sqft, 100.0 Sqft, and 200.0 Sqft.</p>	 <p><b>Real-Time Order Tracking Timeline</b></p> <p>The screenshot shows the 'Order Details' screen with a timeline of events:</p> <ul style="list-style-type: none"> <li>Service booked: 12 Feb 2025, 3:58 AM</li> <li>Scheduled: Sat 15 Feb 2025 (01:30 AM-04:30 AM)</li> <li>Accepted the order: 13 Feb 2025, 7:58 AM</li> <li>In Transit</li> <li>Job started</li> <li>Job completed</li> </ul> <p>Below the timeline, there's an 'Order Info' section for 'Floor Cleaning' (Basic) with a total bill of \$160.0. It lists house details: Apartment, 2000.0 Sqft, 240.0 Sqft, 100.0 Sqft, and 200.0 Sqft.</p>	<h2>Real-Time Order Tracking</h2> <p>Once accepted, the <b>Order Details</b> screen shows a <b>tracking timeline</b> with live updates:</p> <ul style="list-style-type: none"> <li><b>Accepted</b> – Order confirmed by the provider</li> <li><b>In Transit</b> – Provider is en route to the location</li> <li><b>Job Started</b> – Service has begun</li> <li><b>Job Completed</b> – Service is finished</li> </ul>

## → Ratings & Earnings - Overview

The **Ratings & Earnings** section in the provider app helps service providers track their performance, customer feedback, and overall job completion efficiency.

### Ratings Screen - Overview

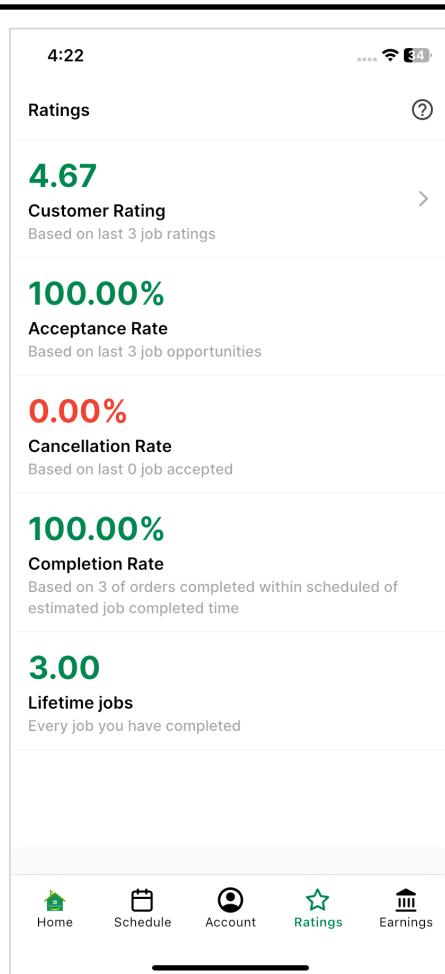
The **Ratings** screen provides service providers with insights into their performance, acceptance, and job completion rates.

#### Key Metrics

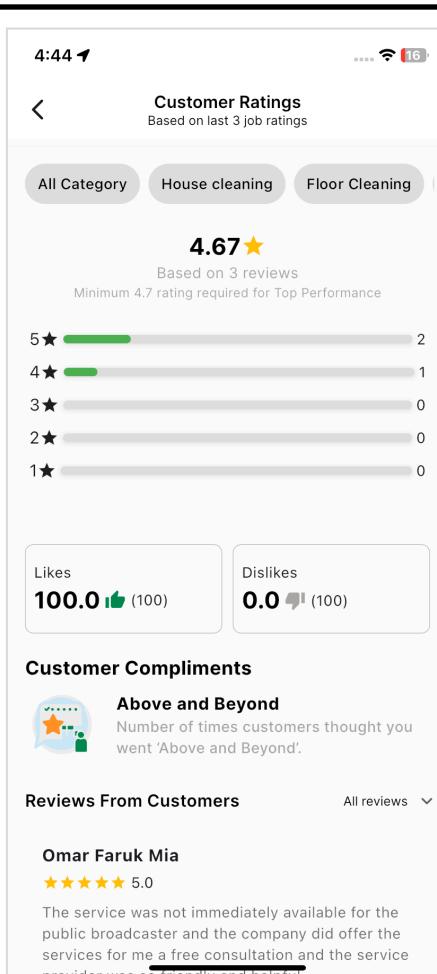
- Overall Rating
- Customer Rating
- Acceptance Rate
- Cancellation Rate
- Completion Rate
- Lifetime Jobs

### Customer Rating - Navigation & Details

When the user clicks on the Customer Rating option, they are redirected to the Rating Details screen.



Ratings - Screen



Rating Details Screen Features

#### Overall Ratings

- **Displayed at the top** (e.g., ★ 4.87)
- **Based on the last 100 job ratings**

#### Category-Specific Ratings

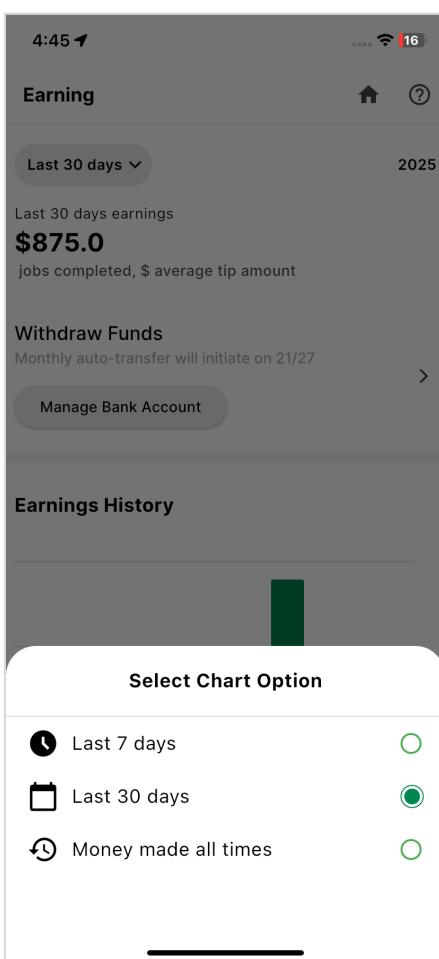
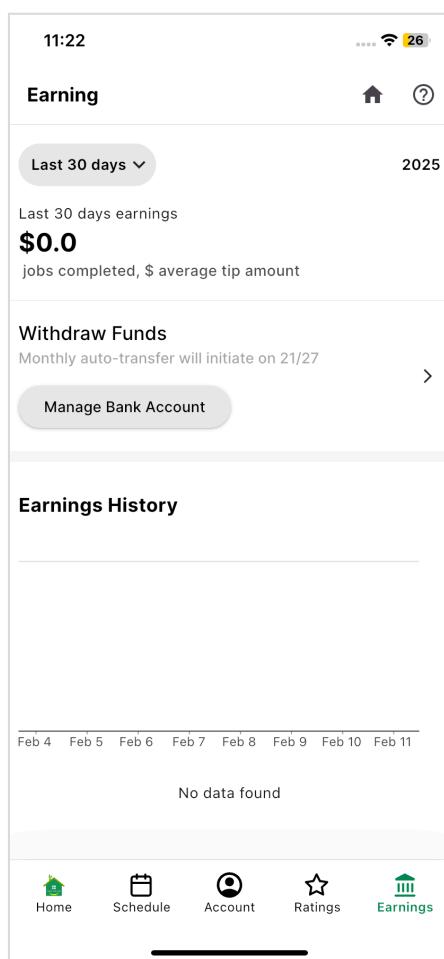
- Ratings breakdown based on **services provided** (e.g., House Cleaning, Floor Cleaning, Power)

- Wash)
- Each category displays the **average rating** received

#### Sorting Options

- Lowest to Highest
- Highest to Lowest

## Earnings Screen - Overview



**Default View:** Displays **last day's earnings** with:

- Date (e.g., Feb 12, 2025)
- Total earnings amount
- Chart representation (Daily earnings trend)
- Order list with earnings per order

#### Filter Options

Users can filter earnings based on:

**Last 7 days**

**Last 30 days**

**All-time earnings**

Graphical insights (Bar/Line chart for earnings trend)

Comparison Metrics (e.g., This week vs. Last week earnings)