**FYP User Stories  
Rhys Jones  
J016984C@student.staffs.ac.uk**

**User**

A user must be able to sign in, sign out and register for an account.

After registering, a user must provide a clear copy of photographic ID, alongside proof of address before they are able to advertise either a job or their services. This will be verified by an administrator.

User’s may opt into also being a carer, to do this, they must have been verified by an administrator, they then must also state whether they have a valid animal boarding license. If they state that they do, they must provide an image of the license to be verified by an administrator. If they state they do not, then they will be unable to offer quotes or offer services on jobs that require the carer to care for either a dog or a cat in their own home, this is also the case for carers who are pending verification on their license.

Until a user’s identification, proof of address and email are verified, they will be unable to create jobs, offer their services or request to book a carer. If the user changes their email address, the email verification will be reset and require re-verifying by an admin.

If a user’s address or email changes, the corresponding verification status will be reset, and they will be prompted to upload new documents or re-verify upon viewing their own profile and will receive an email prompting them to upload new documents.

A carer will be unable to offer dog or cat boarding if they do not hold a verified animal boarding establishment license.

A user’s account will display the status of each area of vetting or validation clearly, at the top of the user’s profile. Areas of vetting being the status of their identification check, address check, email verification and their proof of ownership of an animal boarding establishment license.

A user will be able to delete their account, and all personal data associated with their account.

Verified users will be able to post job listings. They will also be able to request to book a carer from the carers profile. Which will create a pending Job listing.

Verified carers will be able to offer their services on jobs and set rates for services they wish to offer.

Users will be able to send messages to each other.

A user will be able to edit and update their profile. This includes:

* Uploading a photograph.
* Editing a description.
* View reviews.
* Change the services offered, and services being looked for.
* Quick viewing of jobs.
* Edit service rates.

Quick viewing jobs means that a user will be able view the jobs they have posted and open them to the full job page.

Users will be able to search for jobs and will be able to filter a search by postcode area or city. Postcode area meaning the first section of a postcode, E.G. ST16

Users will be able to search for carers and will be able to filter by postcode area or city, as well as service type. Meaning a user will be able to search for another user offering the services they require.

When a carer receives a request for a booking, a job is created and remains in a pending state until the carer accepts or declines the booking.

The following are the services a user may choose to offer:

* Dog walking.
* Dog boarding.
* Cat boarding.
* Dog sitting (In owner’s home).
* Cat sitting (In owner’s home).
* Small animal care.

A user does not need to be logged in to search for users providing services within an area, however they must be logged in to request a booking.

Only verified Carers will be able to search for job listings, to prevent potential thieves from determining dates during which another user may be away from home.

A user may leave a review on a user profile and select whether to give a positive or negative rating. (Recommend or Not Recommend)

A user may report another user and must provide a reason for the report claim.

A user may view their list of bookings, and open chosen bookings to be able to view the details of them.

When a carer is chosen for a job, a new booking record is created for that job.

**Admin**

Administrators will be able to view a list of users pending verification, they will then be able to open the user’s profile, view the provided documents for verification and may choose to approve or reject the user’s documents.

If an administrator rejects a user’s documents, they must provide a reason.

If the user’s documents are rejected, then an email will be sent to alert the user, and they must re-submit their documents.

Administrators will be able to Search for users with the normal filters, and additionally by their ID.

Administrators will be able to ban users from posting jobs or offering services for a specified amount of time. They may also ban a user’s account for a specified amount of time. Bans may also be indefinite.

The admin may search for jobs by their usual filters, and additionally by their ID. They may also remove job listings.

The admin may view a list of reported accounts, and they may also choose to ban an account if they feel it is necessary.

A help page will also exist to guide users towards understanding where to find certain features, and what must be done in order to become verified etc.