SOEN 287-Web Programming

Service Company Website User Guide:

* 1. **Accessing the Website**
     1. Simply open your web browser and go to the website’s homepage.
  2. **Creating an Account**
     1. Go to the Register page by clicking the Sign-Up link on the homepage.
     2. Fill in the registration form with the necessary details (e.g., name, email, password, address).
     3. Click Submit to create your account.
     4. You’ll receive a confirmation message. Now you can log in to your account using your email and password
  3. **Logging In and Out**
     1. To log in, go to the Login page, enter your email and password, and click Sign In.
     2. You will be taken to the Client Dashboard or Business Dashboard (depending on your role).
     3. To log out, click the Log Off button in the top-right corner.
  4. **After logging in** 
     1. You’ll see your Client Dashboard with the following main options:
     2. Communication – Direct contact information for assistance.
     3. User Profile – View and edit your profile settings, account info, and security settings.
     4. Services – Search for available services, request services, cancel services, and view service history.
     5. Bills and Receipts – Access billing information and receipts.
     6. Notifications – View important notifications from the service company.
     7. FAQs – Common questions and help resources.

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   1. **Searching for Services**
      1. From the Client Dashboard, click on Services.
      2. Select Search for Offered Services to see a list of services available.
      3. Browse through the list or search for specific services using the search function.
   2. **Requesting a Service**
      1. In the Services section, click Request Specific Services.
      2. Select the service you wish to request.
      3. Confirm your request by clicking Request Service.
      4. You will receive a confirmation message, and the service will appear under Requested Services.
   3. **Viewing Requested Services**
      1. From the Client Dashboard, go to Services > Overview of Past and Future Services.
      2. Here, you can see the services you have scheduled and those you have already received.
   4. **Canceling a Service**
      1. Go to Services > Requested Services.
      2. Find the service you wish to cancel and click Remove.
      3. Confirm the cancellation, and the service will be removed from your requested services list.
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   1. **In the Client Dashboard**
      1. Click on Bills and Receipts.
      2. You will see a list of your bills for completed services.
      3. Click on each bill to view more details or download a copy of your receipt.
   2. **Notifications**
      1. To view notifications, click Notifications in the Client Dashboard.
      2. Here, you’ll see any new messages or alerts, such as reminders for unpaid bills or updates on requested services.
   3. **Editing Business Information**
      1. In the Business Dashboard, click Edit Business Information.
      2. Update fields like Name, Logo, and Address.
      3. Click Save Changes to apply updates.
   4. **Managing Services**
      1. Click Edit Services to see a list of services offered.
      2. You can Add, Modify, or Delete a service.
      3. For each service, you’ll see options to edit or remove it.
   5. **Confirming Service Completion**
      1. In the Business Dashboard, go to See Requested Services.
      2. For each pending service, click Confirm once the service has been completed. The client will be notified.
   6. **To get help with common questions** 
      1. Go to the FAQs and Help Section:
      2. Access FAQs from the Client Dashboard or Business Dashboard.
      3. Browse through the FAQ topics for answers to common questions about services, billing, and account management.

Thank you for using our Service Company Website. This guide should cover all basic functionalities.