



User Manual

1. Introduction

1.1 Brief Description of the System

This system is a **Local Community Service Web Application** designed to connect service providers (such as plumbers, electricians, tutors, etc.) with users in their locality. The platform enables users to browse available services, make bookings, manage appointments, and complete payments securely. Service providers can manage their service listings, track bookings, and communicate with customers in real time. Admins oversee the platform, ensuring smooth operation, user authentication, and service quality.

1.2 Who Can Use the System

- **Users (Customers):**

- Browse and search for local services.
- Book and manage appointments.
- Make secure payments and track service status.
- Communicate with providers through integrated chat/notifications.

- **Service Providers:**

- Create and manage service listings.
- Accept, reschedule, or cancel bookings.
- Receive payments and update service status.
- Communicate with customers in real time.

- **Admins:**

- Manage users and providers (authentication, approvals, and role assignments).

- Monitor bookings and transactions.
- Handle disputes and maintain service quality.
- Generate reports and analytics for overall system performance.

1.3 System Requirements

To access and use the system effectively, the following requirements must be met:

- **Device:**

- Desktop, laptop, tablet, or smartphone.

- **Operating System:**

- Compatible with Windows, macOS, Linux, Android, and iOS.

- **Browser:**

- Google Chrome (latest version recommended)
- Mozilla Firefox
- Microsoft Edge
- Safari

- **Internet Connection:**

- Stable internet connection with minimum speed of 2 Mbps.

- **Other Requirements:**

- JavaScript and cookies must be enabled in the browser.
- For service providers and admins, a valid registered account is required to log in.

2. Getting Started

2.1 How to Access the System

The system can be accessed through any modern web browser by visiting the following URL:

<http://localhost:5173> (for local testing)

or

<https://localserve-mocha.vercel.app/> (for deployed version).

Make sure you have a stable internet connection and the latest version of your browser for the best experience.

2.2 Creating an Account

To use the system, new users and service providers must create an account. Follow these steps to create your account:

Steps:

1. Go to the system URL. <https://localserve-mocha.vercel.app/>

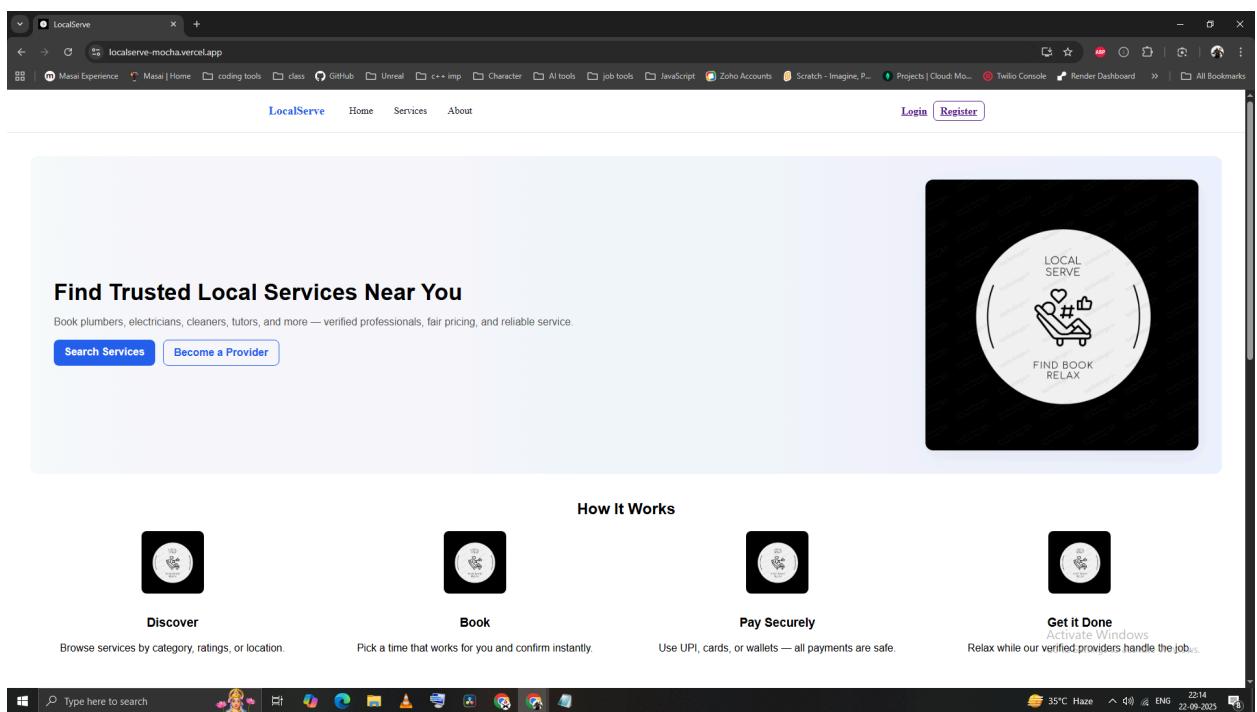


Figure 2.1 – Homepage with Login and Register Buttons

2. Click on the “**Register**” button on the homepage.
3. Select your role:
 - **User (Customer)** → For booking services.
 - **Provider (Service Provider)** → For offering services.

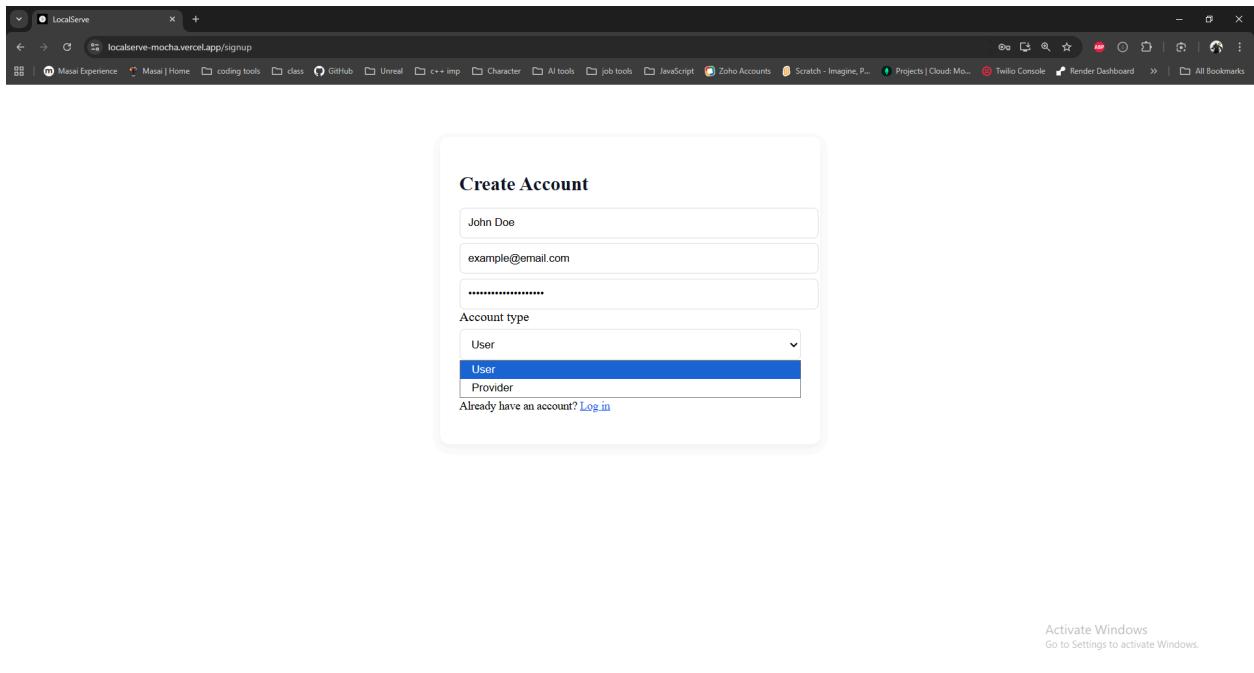


Figure 2.2 – Selecting A Role

4. Fill in the registration form with details such as:
 - Full Name
 - Email Address
 - Phone Number
 - Password
5. Click “**Sign up**” to complete the process.

6. A creating message will appear, and you can now log in using your credentials.

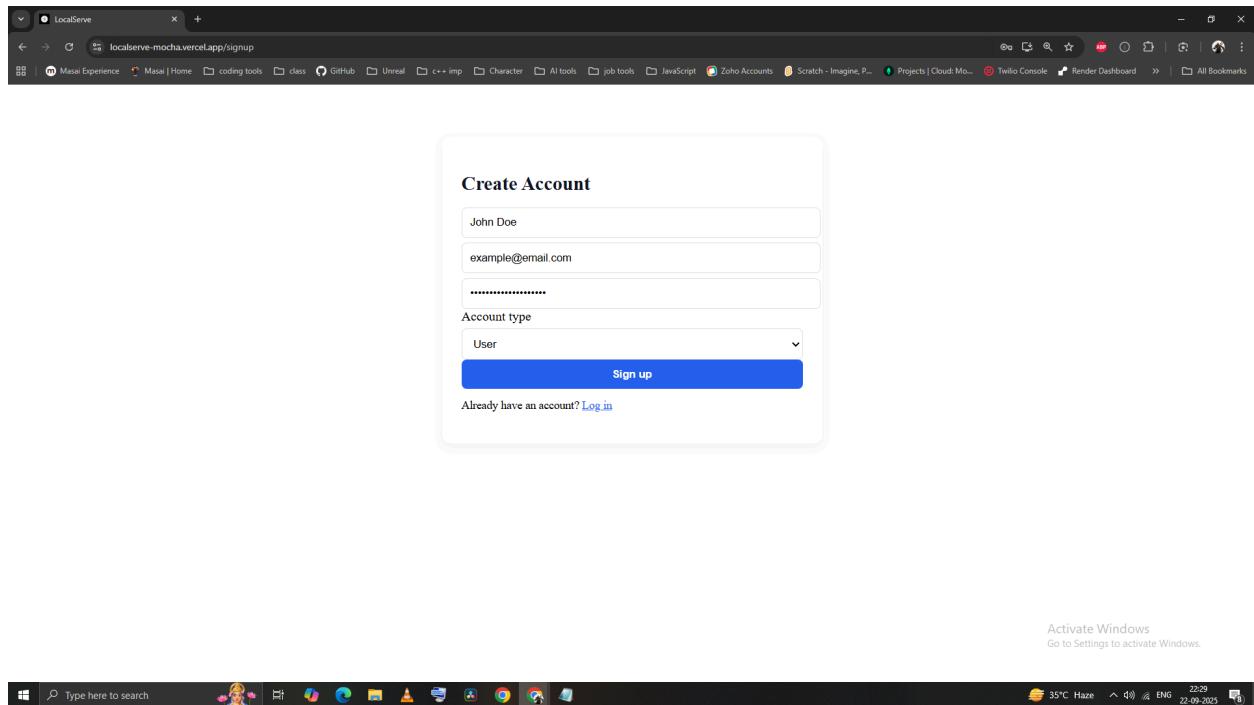


Figure 2.3 – Signing up

2.3 Logging In

After creating an account a user or provider can log in later with the same credentials. Follow these steps to log in.

Steps:

1. On the homepage, click on the “**Login**” button.
2. Enter your **Email** and **Password**.
3. Click “**Login**”.

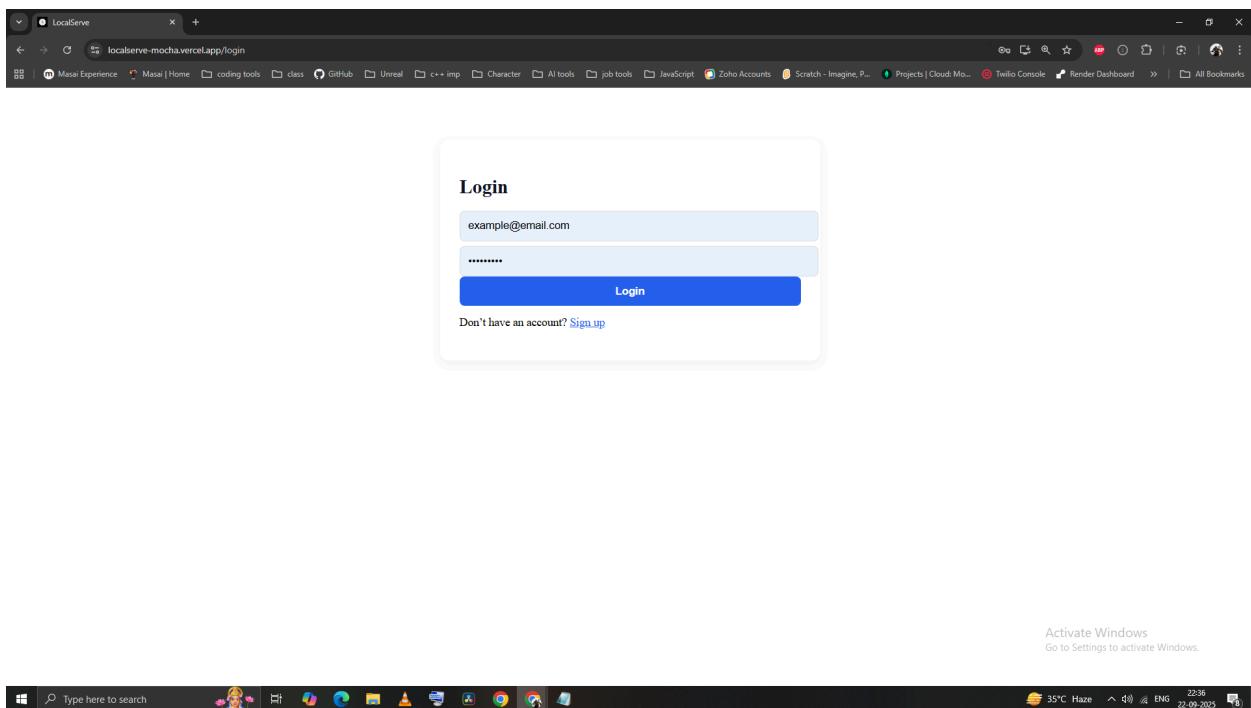


Figure 2.4 – Logging in

4. If the credentials are correct:

- **Users** will be redirected to their dashboard (service browsing & booking).
- **Providers** will be redirected to their dashboard (service management).
- **Admins** will be redirected to the admin panel.

2.4 Logging Out

To securely exit the system:

1. Click on your profile icon or name or the **menu bar** in the dashboard.
2. Select “**Logout**” from the dropdown.
3. You will be redirected to the homepage after a successful log out.

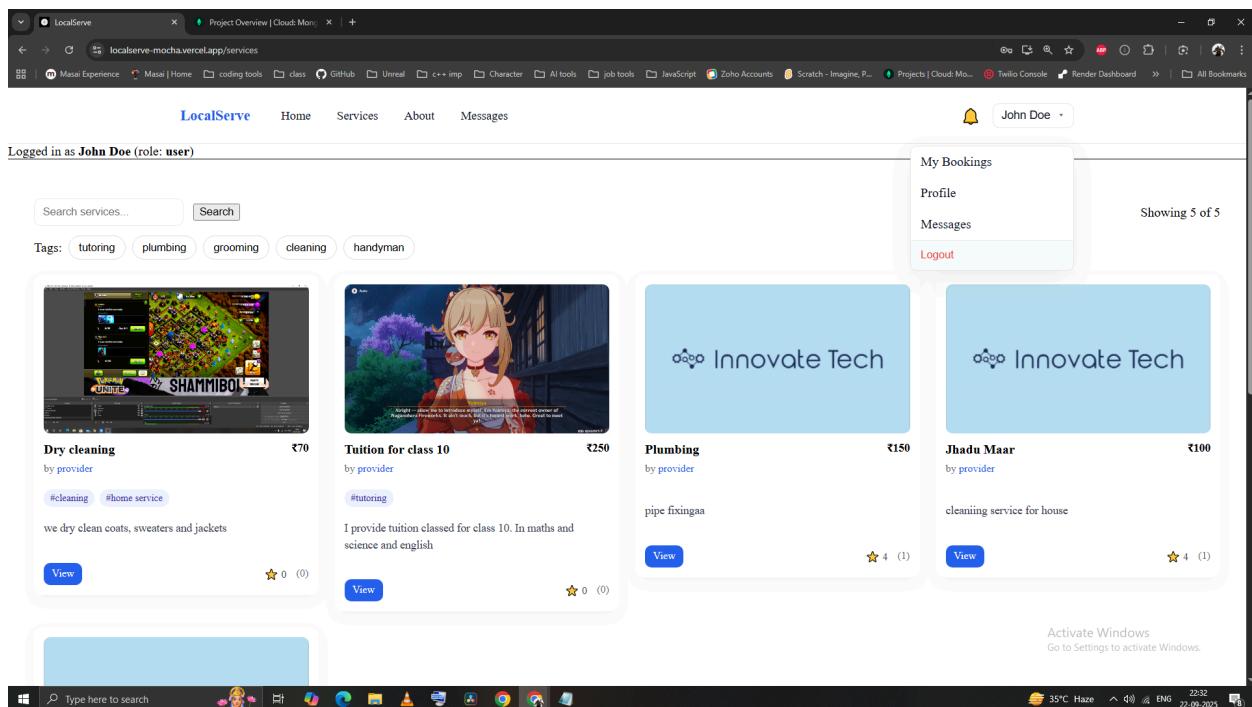


Figure 2.5 – Logging out

3. Features for Users

3.1 Browsing Services

Users can explore the available local services listed on the platform.

Steps:

1. Log in to your account.
2. On the navbar, click on the “**Services**” option.
3. Use the **search bar** or **filters** (category, price, location, etc.) to find the desired service.
4. Click on a service to view details such as description, provider information, and pricing.

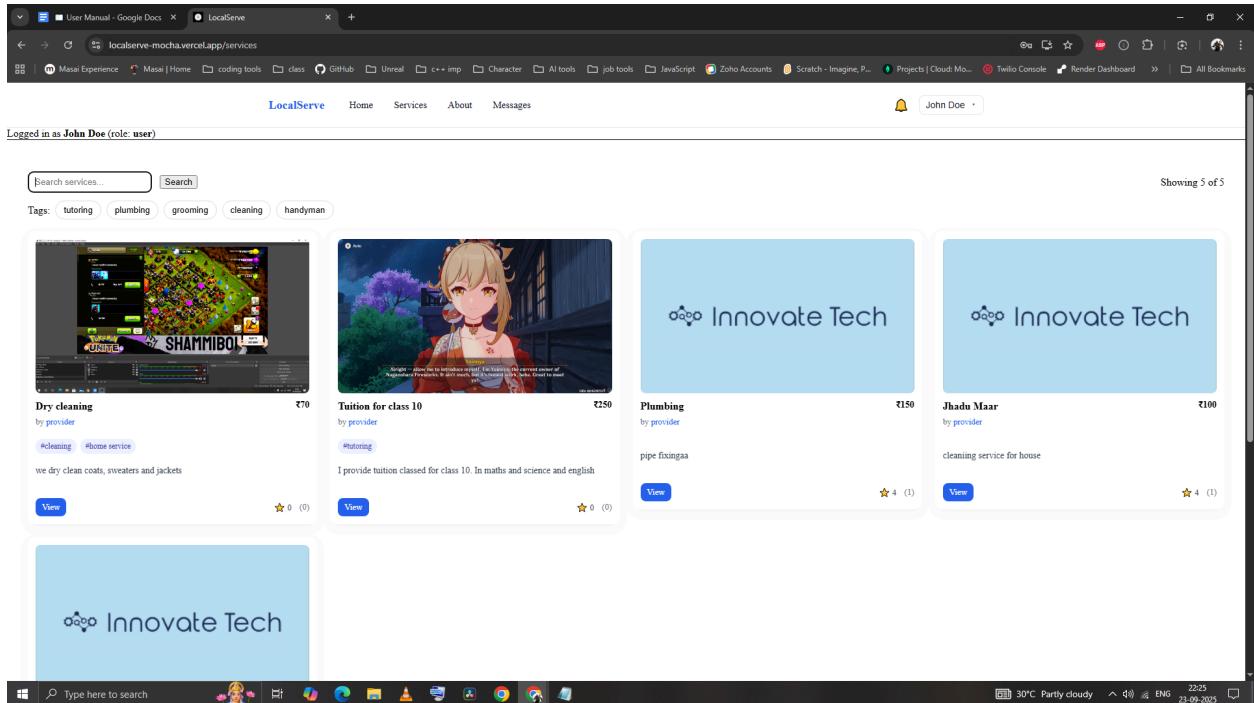


Figure 3.1 – Browsing available services

3.2 Booking a Service

Users can book any listed service directly through the platform.

Steps:

1. Select the service you want to book.
 2. Click the “**Book Now**” button.

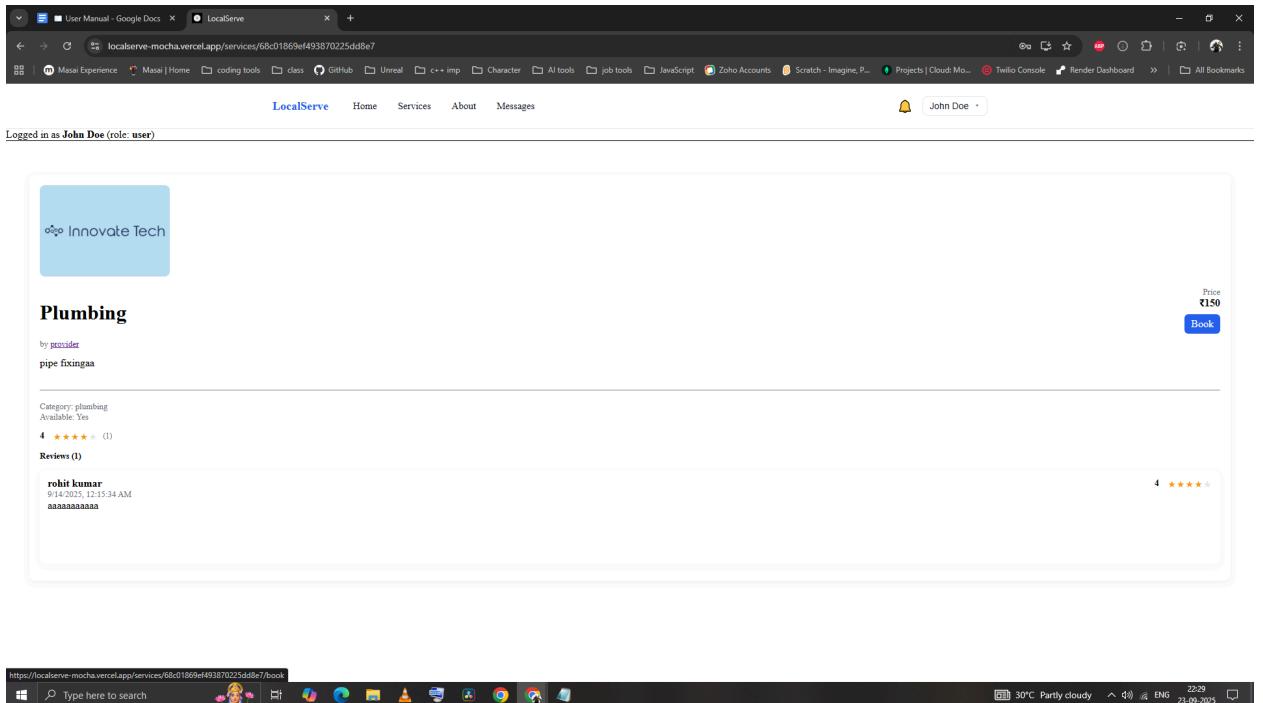


Figure 3.2 – Initiate booking a service

3. Fill in booking details (date, time, note, etc.).
 4. Confirm the booking.
 5. A confirmation message and notification will be shown.

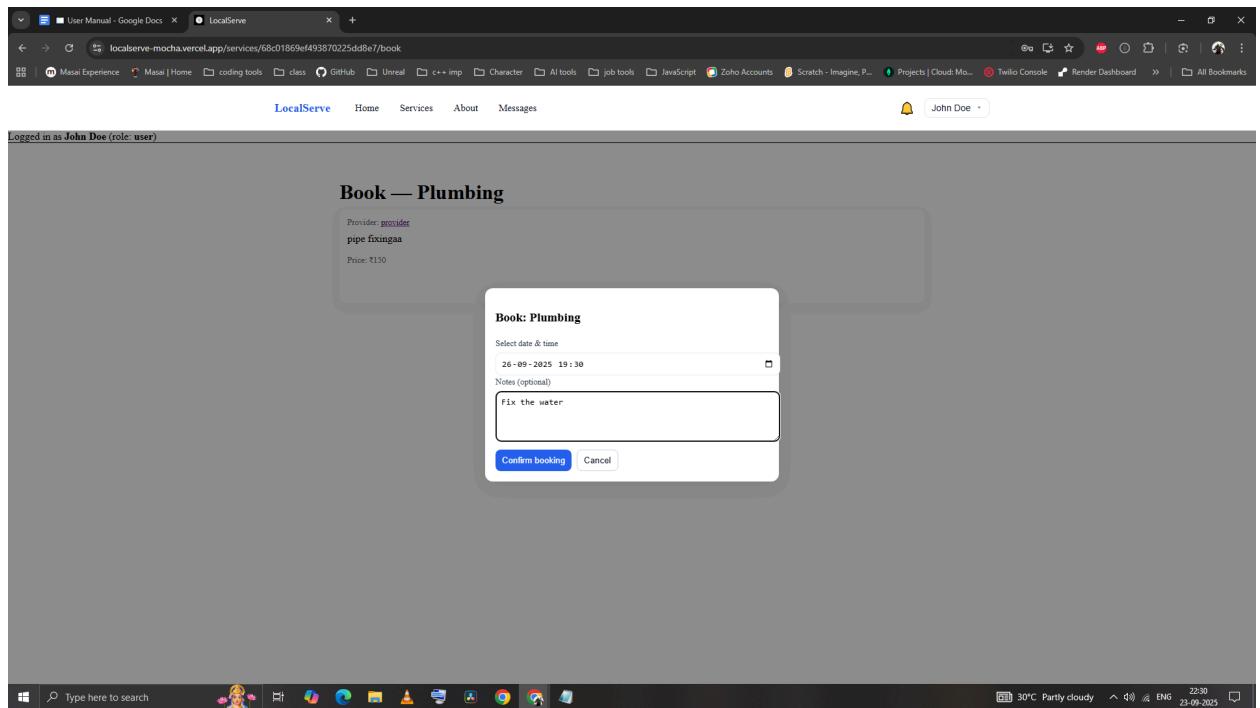


Figure 3.3 – Booking a service

3.3 Viewing and Managing Bookings

Users can keep track of all their bookings in one place.

Steps:

1. From the dashboard, go to “**My Bookings**”.
2. Here, you can:
 - View upcoming and past bookings.
 - Cancel or Pay for a booking.
 - Check the booking status (pending, confirmed, completed, or cancelled).

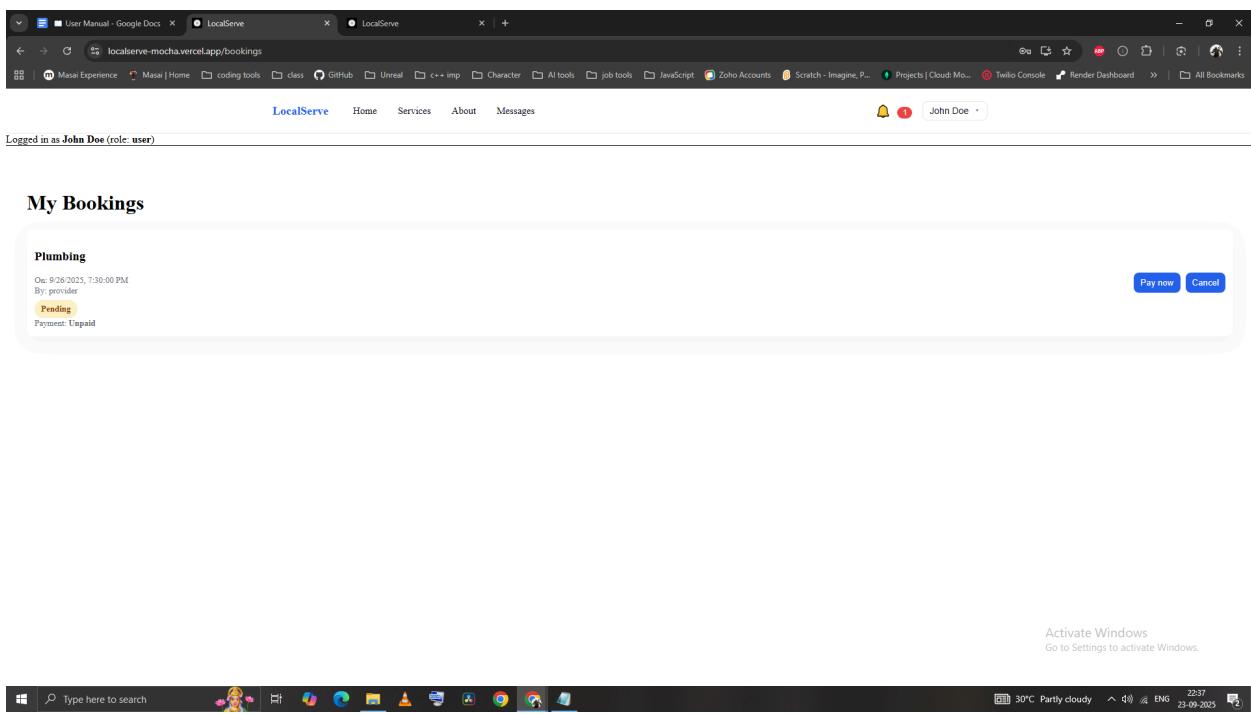


Figure 3.4 – Viewing and managing bookings

3.4 Making Payments

The system supports secure online payments for services.

Steps:

1. After confirming a booking, click on the **Pay now** button.
2. Choose a payment method (e.g., credit/debit card, UPI, net banking).
3. Enter the required details and complete the payment.
4. A payment receipt and confirmation will appear.

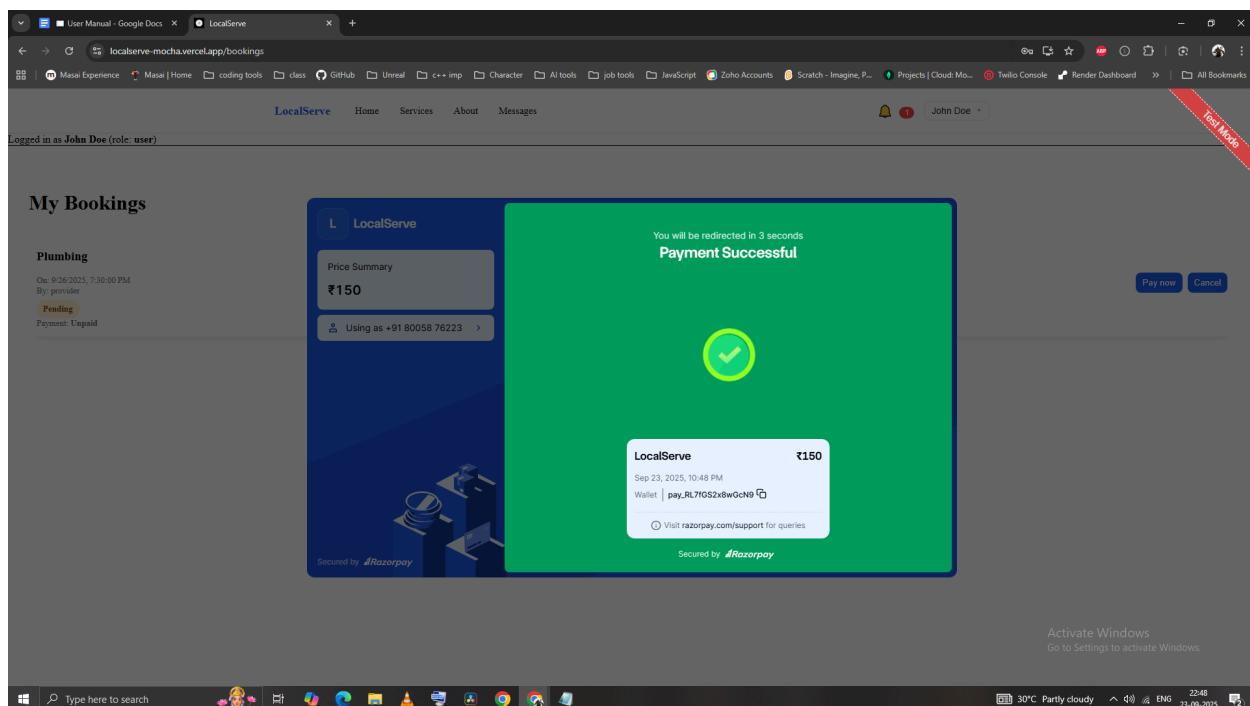


Figure 3.5 – Making payments

3.5 Viewing Notifications

Users are kept updated with booking and service notifications.

Steps:

1. Go to the **Notifications** tab on your dashboard.
2. View updates such as:
 - Booking confirmation or cancellation.
 - Service provider updates (e.g., rescheduling).
 - Payment confirmations.
3. Notifications appear both on the dashboard and via in-app alerts.

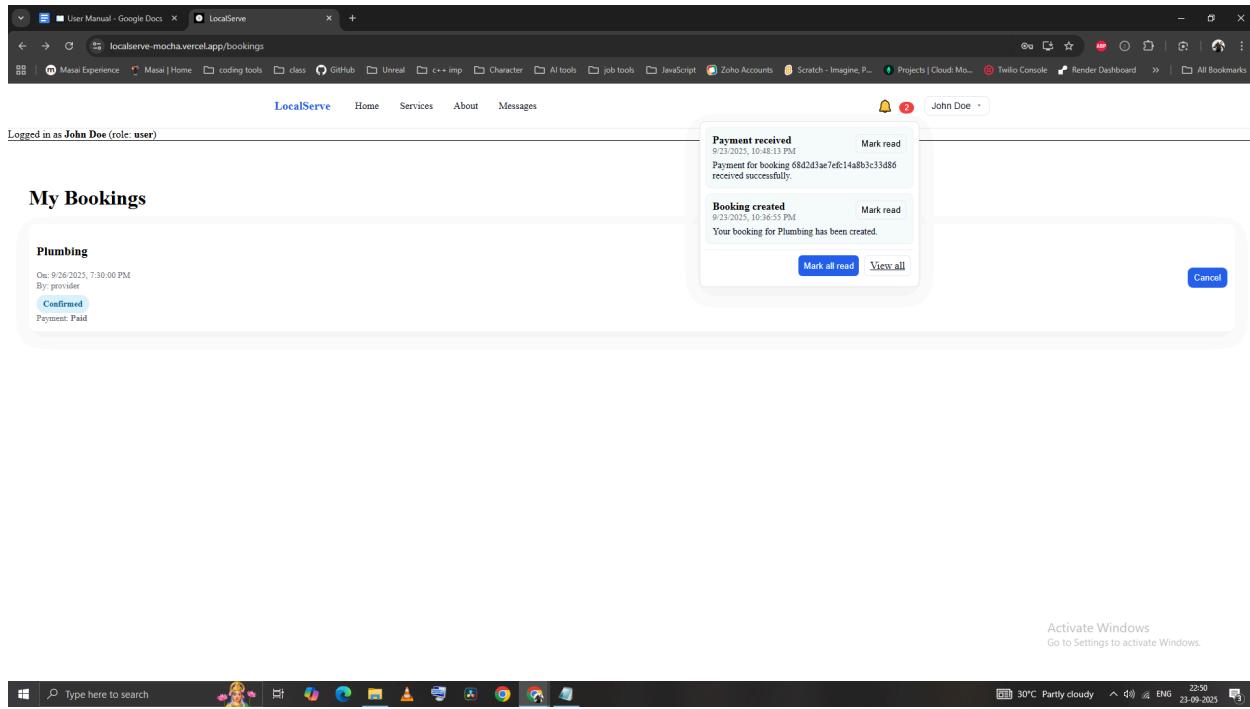


Figure 3.6 – Viewing notifications

3.6 Chat with Service Providers

The system provides a built-in chat feature that allows users to directly communicate with service providers for clarifications, rescheduling, or discussing service details.

Steps:

1. Go to the **view** page of a service.
2. Click on the name of the service provider.
3. Click on the "**Message Provider**" button.

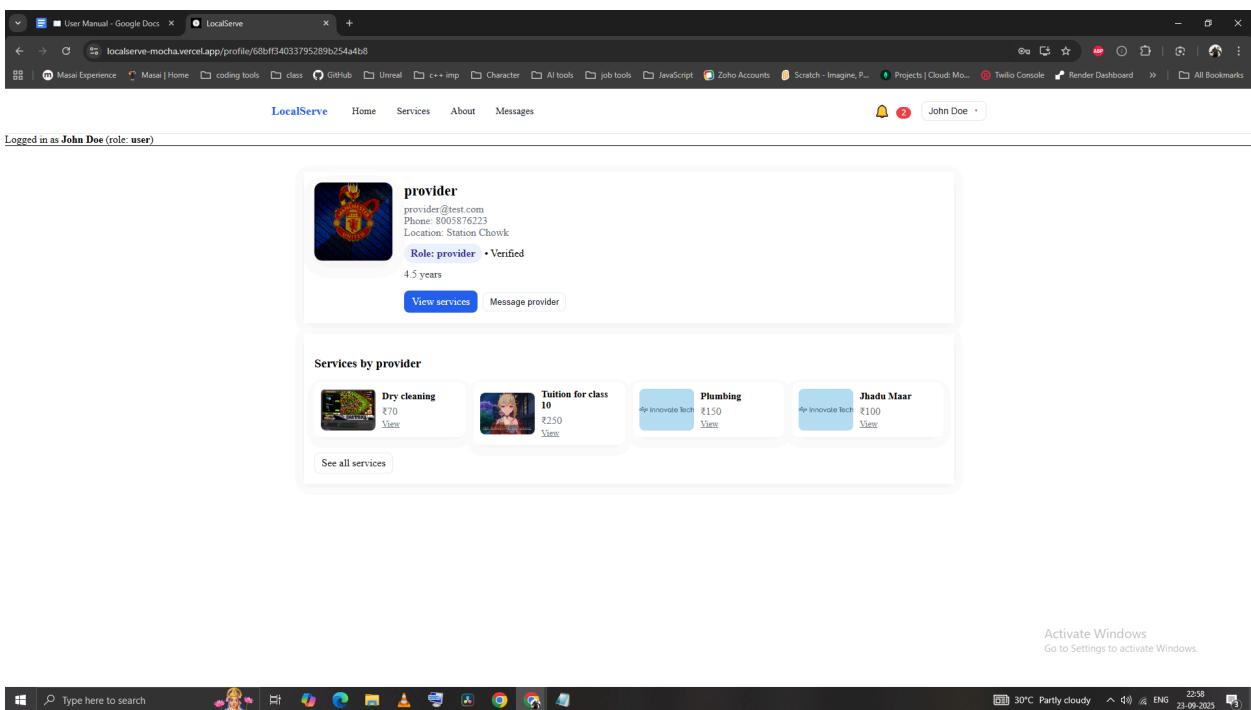


Figure 3.7 – Start Chat with service providers

4. A chat window will open where you can:

- Send and receive real-time messages.
- Ask questions about the service.
- Receive updates from the provider.
- Share an image to clarify.

5. All chat history is saved in the messages section for future reference.

4. Features for Providers

4.1 Adding Services

Service providers can add their services to the platform so that users can browse and book them.

Steps:

1. Firstly you have to be approved/ verified by the admin. Then
2. Log in as a provider.
3. From the dashboard, click on “**Add Service**”.

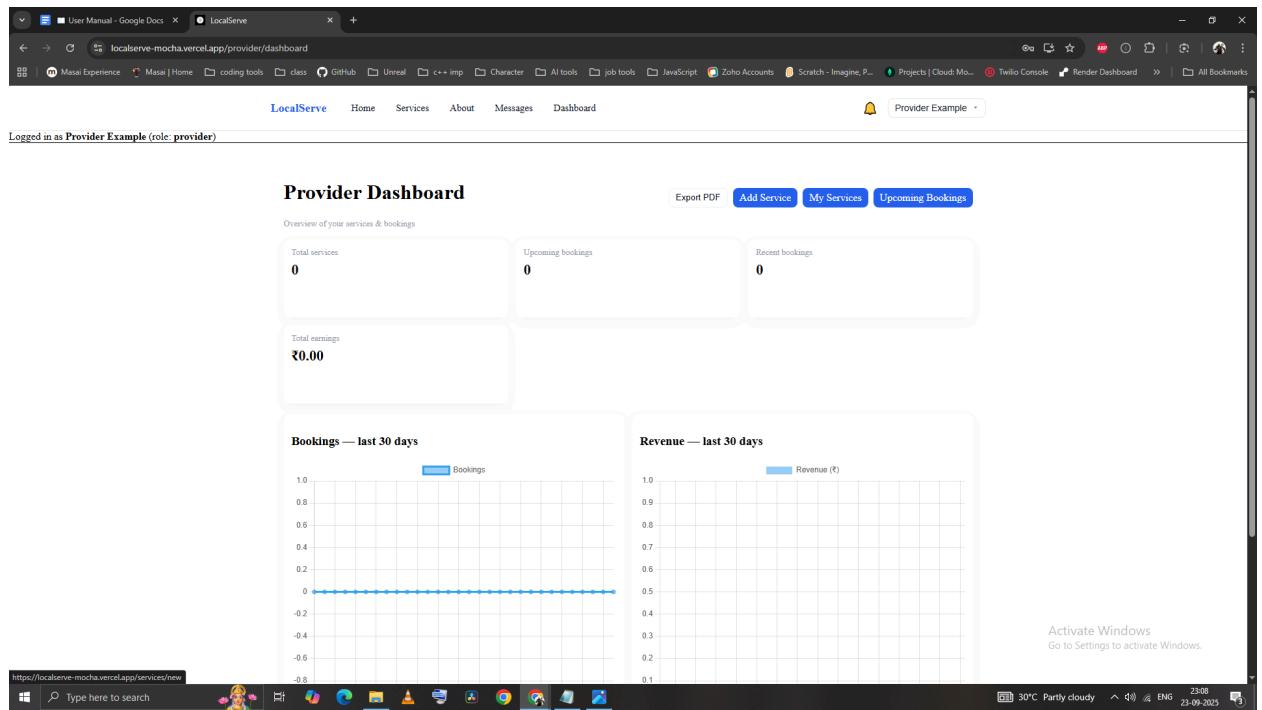


Figure 4.1 – Adding a new service

4. Fill in the service details, including:

- Service name
- Category
- Description
- Price
- Tags (optional)

5. Upload an image (if applicable).

6. Click “**Create Service**” to publish the service.

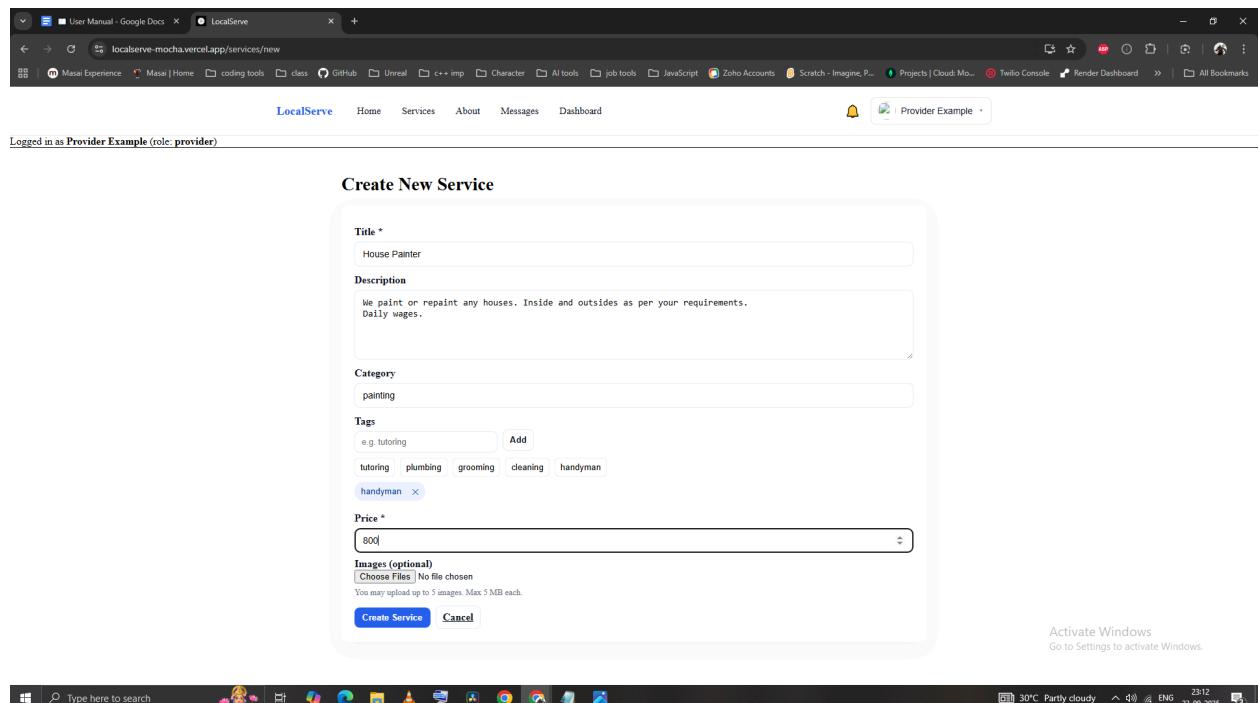


Figure 4.2 – Publishing a new service

4.2 Managing Services (Update/Delete)

Providers can edit or remove their existing services at any time.

Steps:

1. From the dashboard, go to “**My Services**”.
2. Select the service you want to modify.
3. Choose one of the following:
 - **Update** → Edit details (price, description, availability, etc.), then click “**Save Changes**”.
 - **Disable** → Soft delete the service so it is no longer visible to users.
4. A confirmation message will appear after the change.

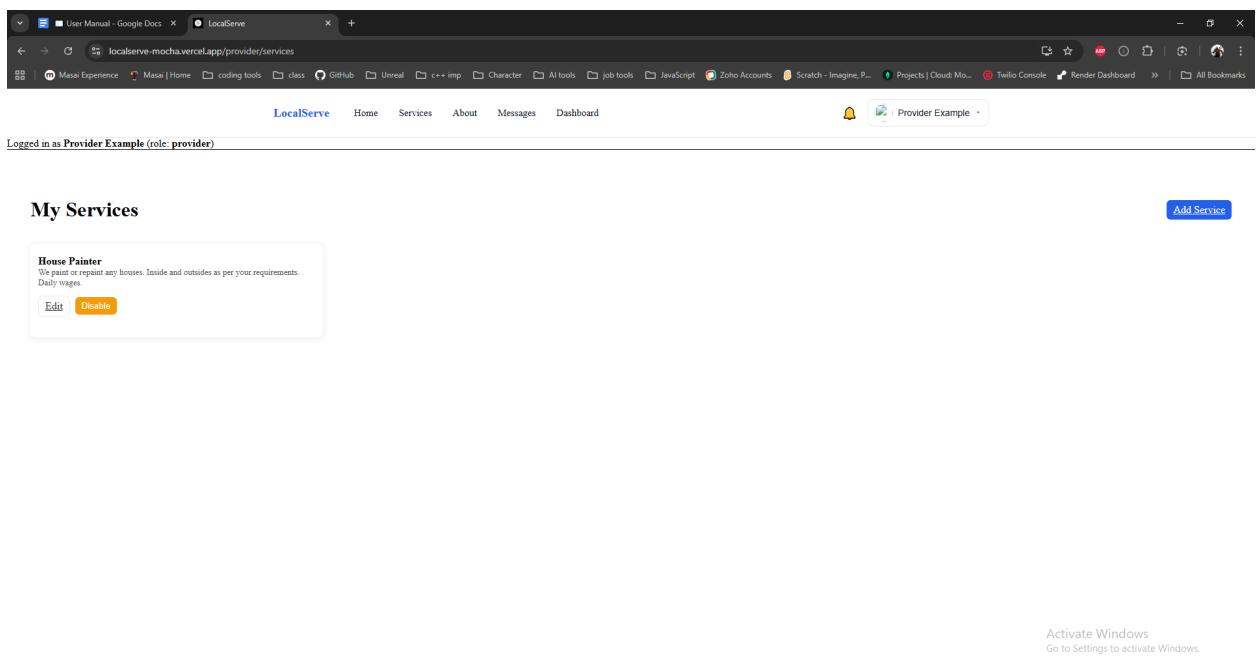


Figure 4.3 – Managing services (update/delete)

4.3 Viewing and Managing Bookings

Providers can view all incoming bookings and take action as needed.

Steps:

1. From the dashboard, click on “**Upcoming Bookings**”.
2. Here you can see all the bookings and their details.
3. Providers can:
 - Accept or reject a booking.
 - Reschedule the date/time if required.
 - Mark the service as completed after delivery.
4. Booking updates will notify both provider and user.

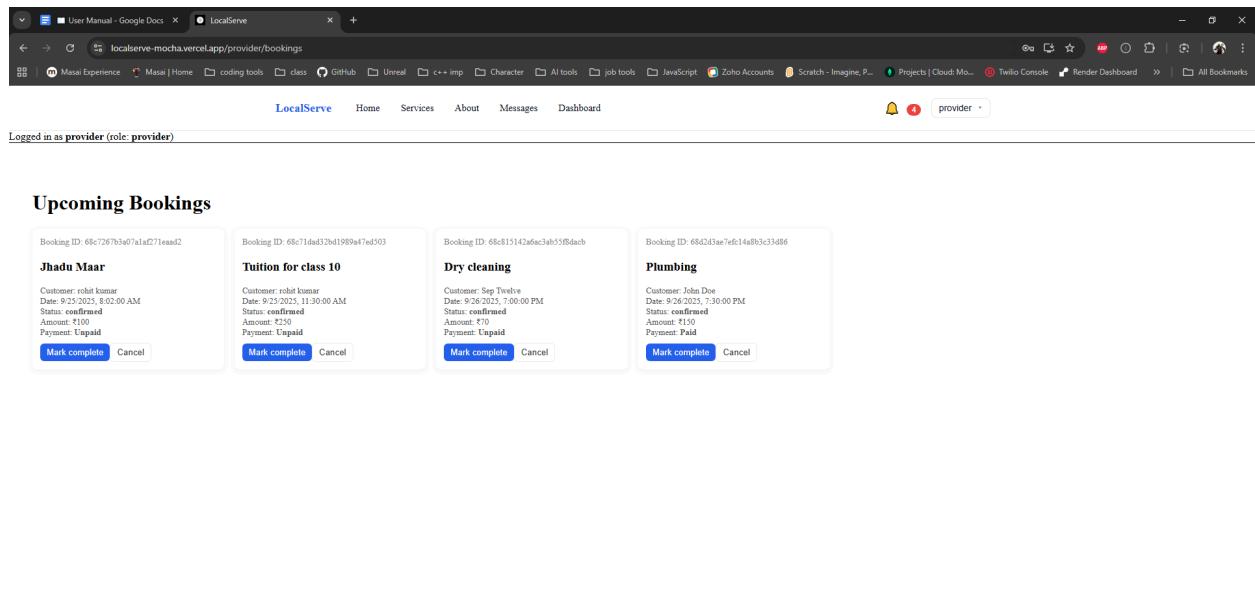


Figure 4.4 – Viewing and managing bookings

4.4 Checking Earnings and Other Details

Providers can track their earnings, upcoming and recent bookings.

Steps:

1. From the dashboard, scroll down.
2. Under **Revenue**, view:
 - Total earnings
 - Completed transactions
3. Under **Bookings**, view all, upcoming and completed services.
4. Use reviews to improve service quality and build trust.

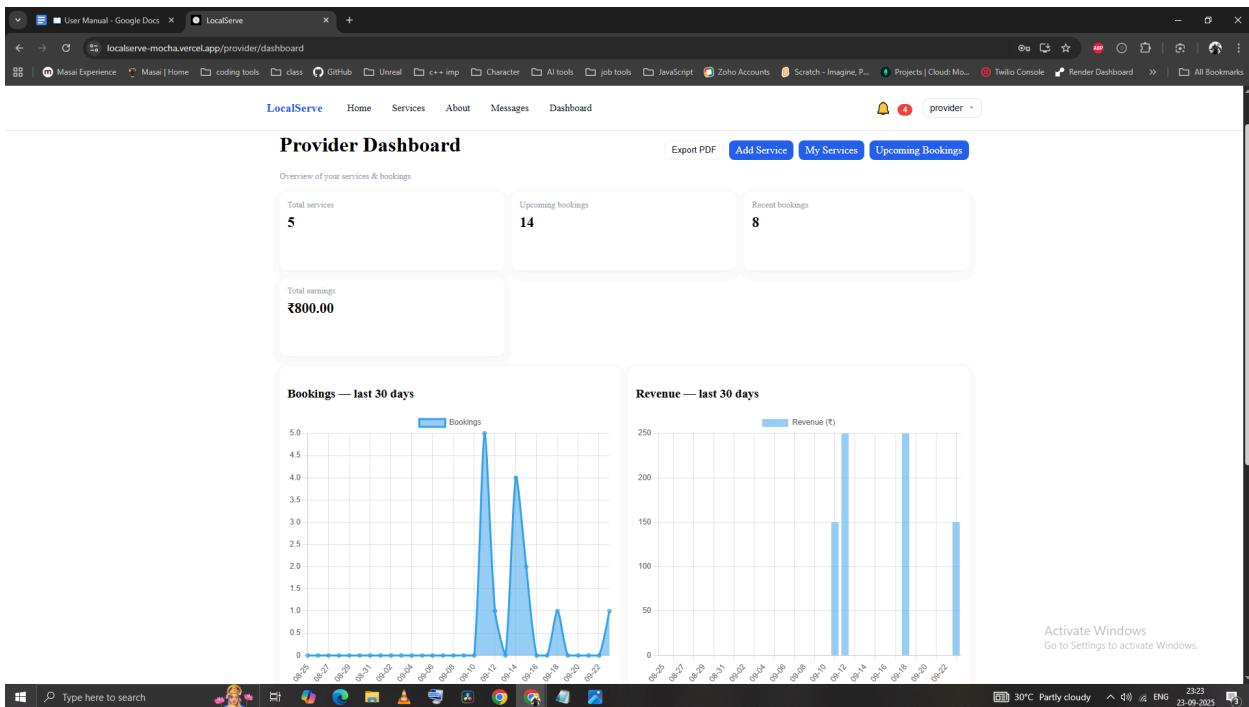


Figure 4.5 – Checking revenue

5. Features for Admins

5.1 Accessing the Admin Dashboard

Admins have access to a dedicated dashboard to oversee and manage the entire system.

Steps:

1. Log in with an **Admin account**.
2. Click on “**Admin Dashboard**” and you will be taken to the dashboard .
3. The dashboard provides an overview of site activity, statistics, and management tools.

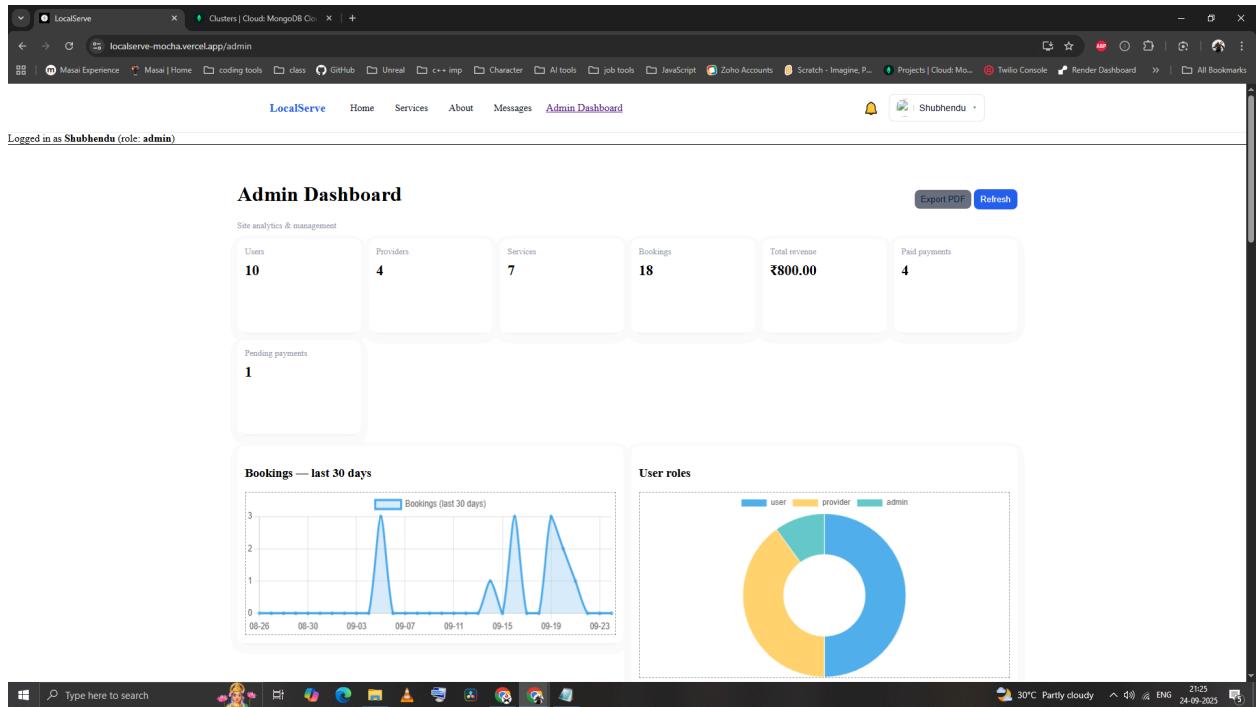


Figure 5.1 – Admin Dashboard

5.2 Viewing Site Statistics

Admins can monitor overall platform performance and usage trends.

Steps:

1. From the Admin Dashboard, scroll to “**Statistics/Reports**”.
2. View system-wide analytics such as:
 - Total users and providers
 - Number of active services
 - Number of bookings (completed, pending, cancelled)
 - Revenue reports
3. Data is presented in graphs, tables, or charts for easy analysis.

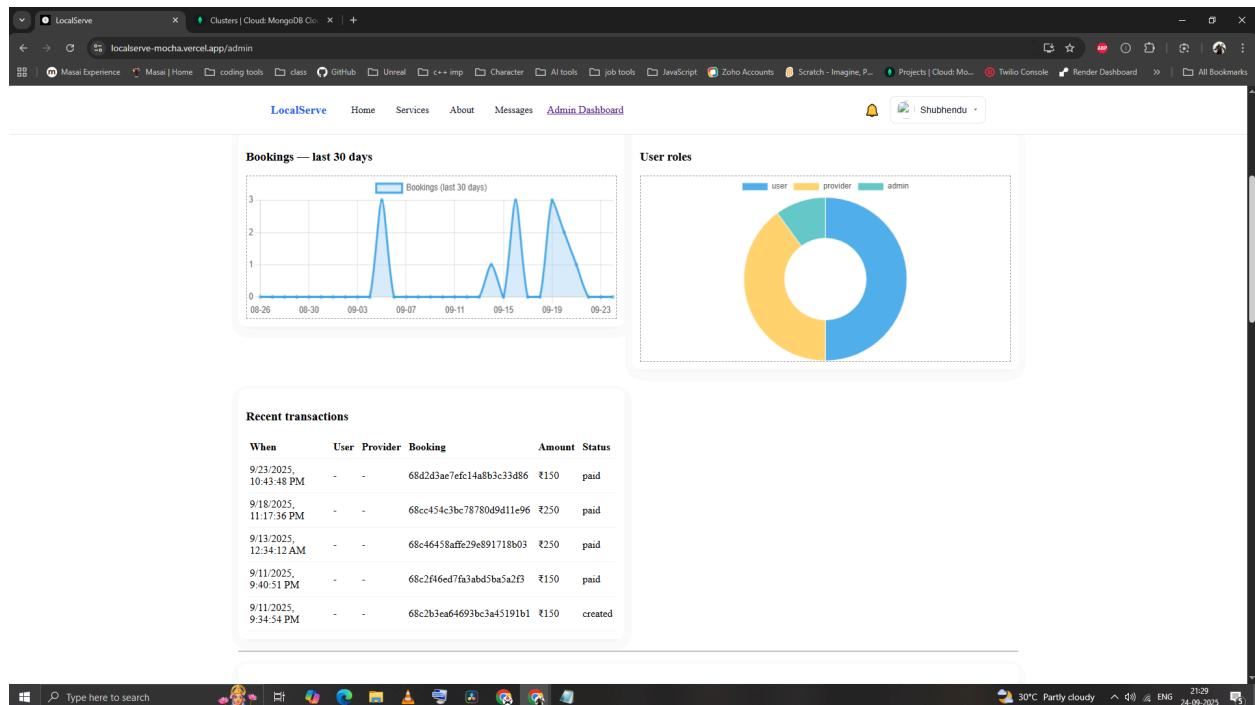


Figure 5.2 – Viewing site statistics

5.3 Managing Users (Verify, Delete)

Admins control user and provider accounts to ensure security and quality.

Steps:

1. From the dashboard, scroll to “**Manage Users**”.
2. Select a user or provider account.
3. Available actions:
 - **Verify/Approve** new providers before their services are listed.
 - **Suspend/Delete** accounts that violate policies.
4. Changes take effect immediately, and affected users are notified.

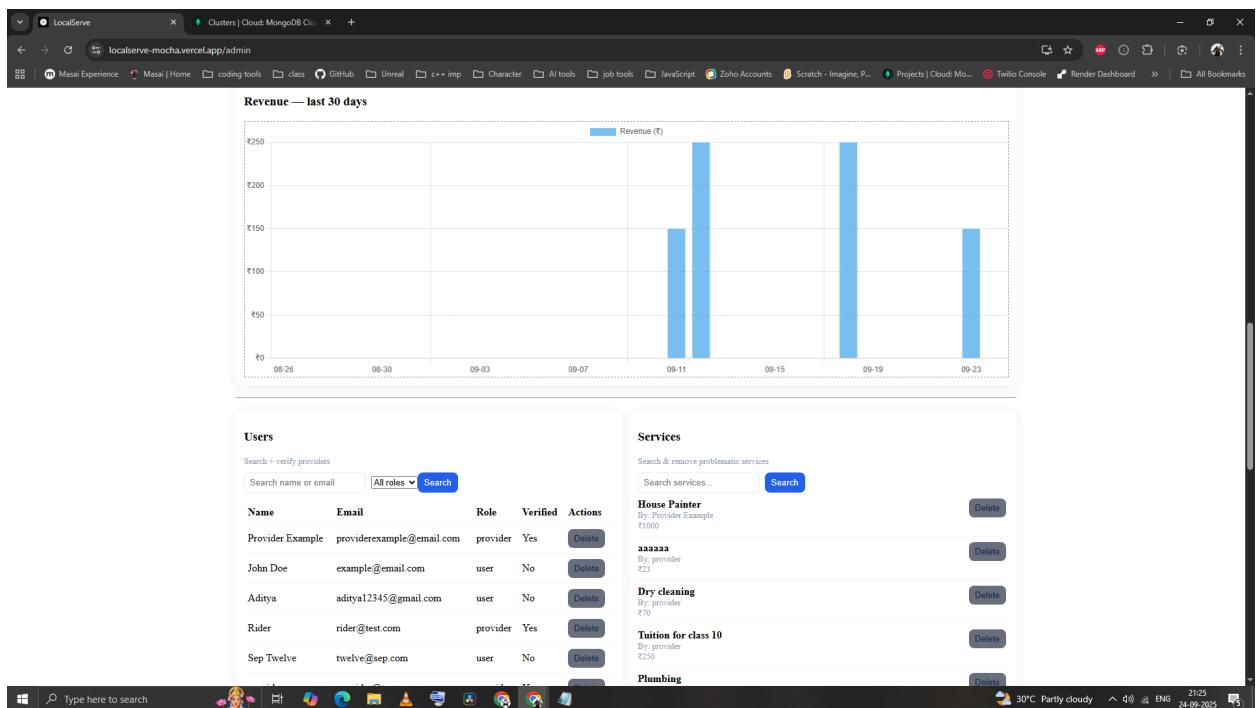


Figure 5.3 – Managing users

5.4 Managing Services and Bookings

Admins oversee services and bookings across the system.

Steps:

1. Go to “**Manage Services/Bookings**” from the dashboard.
2. Admins can:
 - View all listed services.
 - Remove inappropriate or duplicate services.
 - Monitor active bookings and intervene if disputes arise.
3. Actions taken are logged for accountability.

| Recent bookings | | | | | | |
|---------------------------|----------------------|-------------|-------------|------------------------|-----------|---|
| ID | Service | User | Provider | Date | Status | Action |
| 68c2b5eed64693bc3a451923b | Tuition for class 10 | rohit kumar | provider | 9/5/2025, 5:13:00 PM | pending | <input type="button" value="pending"/> <input type="button" value="Set"/> |
| 68b999f7b92326ab39c0be4e | Hair Grooming | New User | Take Screen | 9/5/2025, 8:00:00 PM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68b999238b92326ab39c0be47 | — | New User | Take Screen | 9/5/2025, 8:00:00 PM | cancelled | <input type="button" value="cancelled"/> <input type="button" value="Set"/> |
| 68c2b3ea64693bc3a45191b1 | Plumbing | rohit kumar | provider | 9/14/2025, 6:05:00 PM | completed | <input type="button" value="completed"/> <input type="button" value="Set"/> |
| 68c2e2258e28a20ed2fn3e93 | Jhadu Maar | rohit kumar | provider | 9/16/2025, 10:00:00 AM | completed | <input type="button" value="completed"/> <input type="button" value="Set"/> |
| 68c2f46ed7fn3abd5ba5a2f3 | Plumbing | rohit kumar | provider | 9/16/2025, 3:40:00 PM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68c84981c0cd7d428cb98935 | Jhadu Maar | Sep Twelve | provider | 9/16/2025, 4:30:00 PM | pending | <input type="button" value="pending"/> <input type="button" value="Set"/> |
| 68c72d0b726832d13ede639e | Tuition for class 10 | rohit kumar | provider | 9/19/2025, 8:35:00 AM | pending | <input type="button" value="pending"/> <input type="button" value="Set"/> |
| 68c00e2cef493870225dd8a9 | Hair Grooming | rohit kumar | Take Screen | 9/19/2025, 6:50:00 PM | cancelled | <input type="button" value="cancelled"/> <input type="button" value="Set"/> |
| 68cc454c3bc7878089d411e96 | Tuition for class 10 | Aditya | provider | 9/19/2025, 11:17:00 PM | completed | <input type="button" value="completed"/> <input type="button" value="Set"/> |
| 68bfff0c33795289b254a505 | Hair Grooming | rohit kumar | Take Screen | 9/20/2025, 12:36:00 PM | pending | <input type="button" value="pending"/> <input type="button" value="Set"/> |
| 68c46458affe29e891718b03 | Tuition for class 10 | Sep Twelve | provider | 9/20/2025, 4:00:00 PM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68c71c1e32bd1989a47ed48a | Dry cleaning | rohit kumar | provider | 9/21/2025, 2:18:00 PM | pending | <input type="button" value="pending"/> <input type="button" value="Set"/> |
| 68c7267b3a07a1af271ead2 | Jhadu Maar | rohit kumar | provider | 9/25/2025, 8:02:00 AM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68c71dad32bd1989a47ed503 | Tuition for class 10 | rohit kumar | provider | 9/25/2025, 11:30:00 AM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68c815142a6ac5ab55fdacb | Dry cleaning | Sep Twelve | provider | 9/26/2025, 7:00:00 PM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |
| 68ad2d3ae7ef14a8b3c33d86 | Plumbing | John Doe | provider | 9/26/2025, 7:30:00 PM | confirmed | <input type="button" value="confirmed"/> <input type="button" value="Set"/> |

Figure 5.4 – Managing services and bookings

5.5 Viewing Payments

Admins can monitor financial transactions on the platform.

Steps:

1. From the dashboard, scroll to “**Payments**”.
2. View details such as:
 - Total revenue generated.
 - Completed and pending payments.
 - Provider earnings distribution.
3. Admins can export payment reports for auditing or record-keeping.

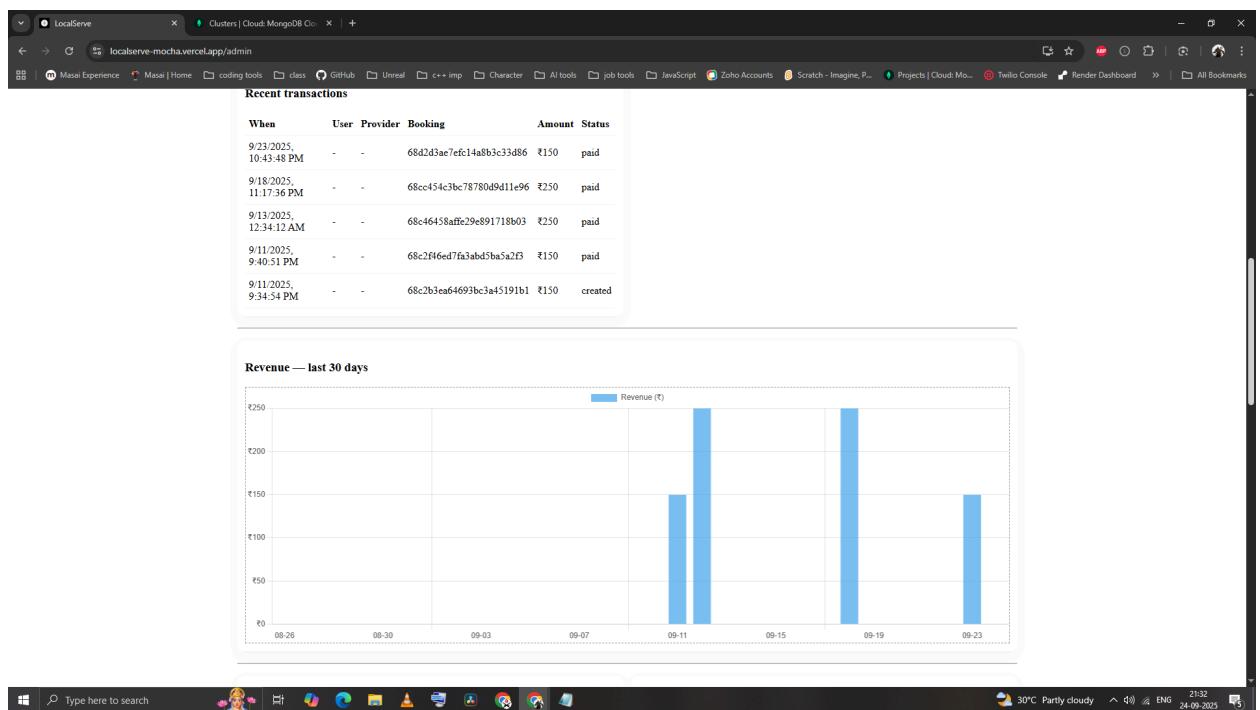


Figure 5.5 – Viewing payments

6. Troubleshooting

6.1 Common Issues and Solutions

- **Unable to Log In**

- Make sure you are using the correct email/username and password.
- Check if the **Caps Lock** key is off when entering your password.
- Clear your browser cache and try again.

- **Service Not Visible**

- If you are a **User**, ensure that you are browsing under the correct category or using the right filters.
- If you are a **Provider**, confirm that your service was successfully added and not deleted or suspended.
- If recently added, refresh the page or log out and log back in.

- **Booking Not Confirmed**

- Check your **Notifications** to see if the provider has accepted or rejected the booking.
- Ensure your internet connection is stable while booking.
- If payment was made but booking is pending, wait a few minutes for confirmation.

- **Payment Issues**
 - Verify that your payment method (card/UPI/net banking) is active.
 - Check your bank statement to confirm if the payment went through.
 - If charged but booking not confirmed, contact support with transaction details.
- **Notifications Not Showing**
 - Refresh the page or log out and log back in.
 - Ensure browser notifications are enabled.
 - Check the **Notifications tab** in your dashboard for updates.
- **Slow Loading/ Page Not Opening**

Check your internet, try refreshing, or use another browser.

6.2 Who to Contact for Support

If issues persist, please contact the system's support team:

- **Email:** support@localserve.com
- **Phone/WhatsApp:** +91-9876543210
- **Helpdesk:** Available through the “**Contact Us**” form on the about page on the website.

Support is available from **9:00 AM – 9:00 PM IST, Monday to Saturday.**

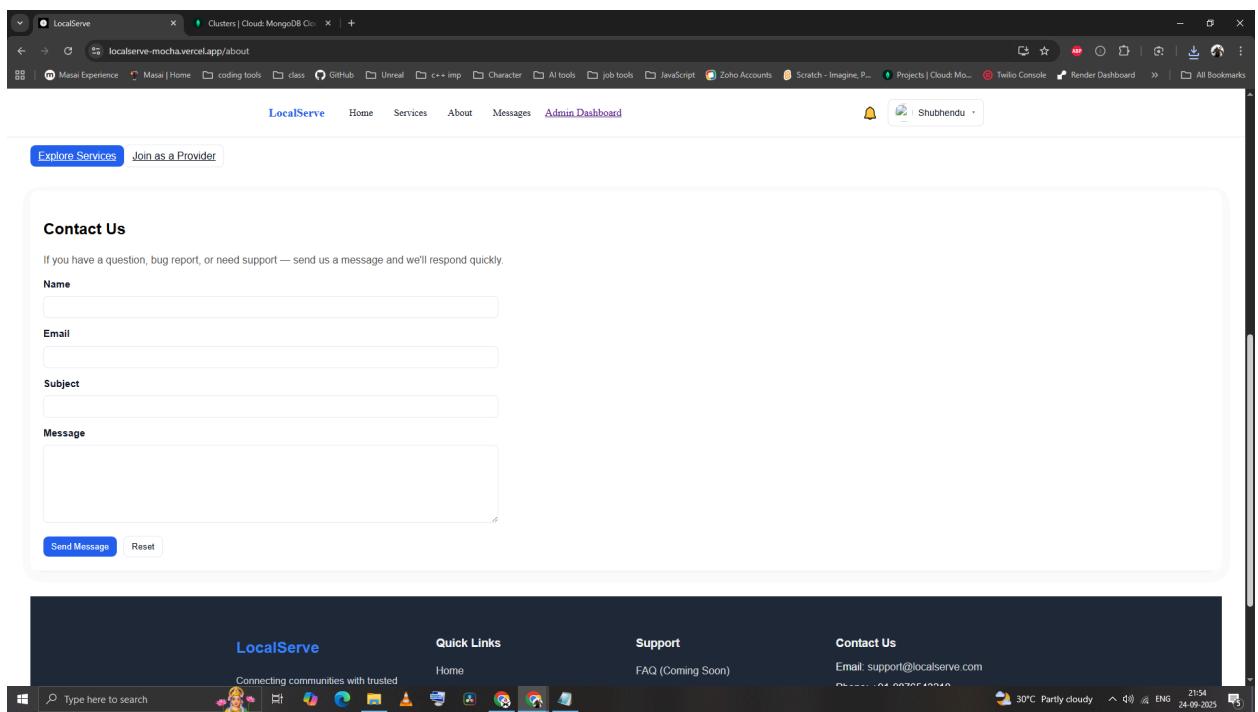


Figure 6.1 – Contact Us form