# BorrowMe

## USER MANUAL

# Contents

# Starting Out

## Welcome

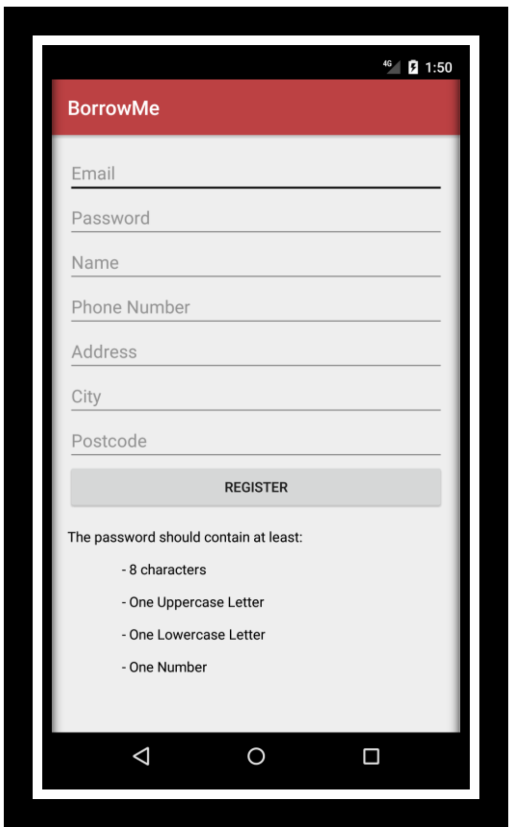
To BorrowMe, this guide will give you all the information you need to use this app and explain how all the features work.

First, you will see the login page when you open the application. You will need an account to login. So, if you are new to our application, you will need to register. Once you got the account you are ready to login.

## Creating your account

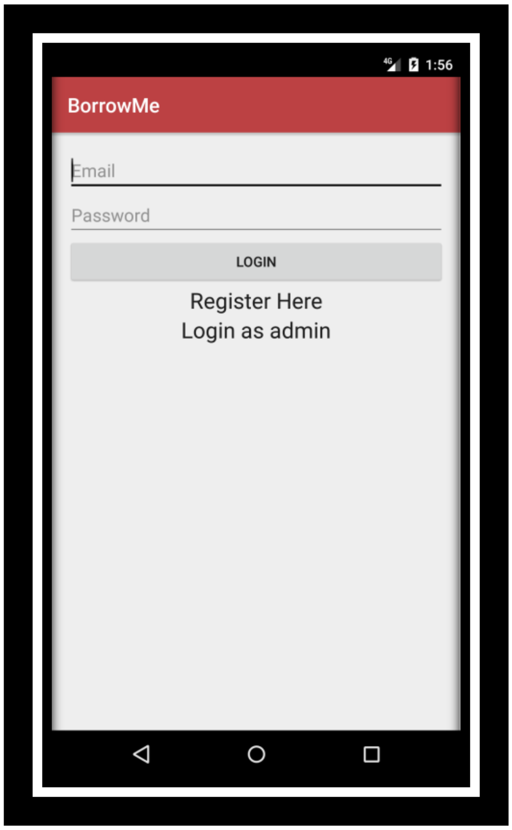
To Register you will need to enter:

1. Enter your email, emails that already registered will not allow to use again.
2. Enter the password, must contain at least:
   - 8 characters.
   - 1 Uppercase letter.
   - 1 Lowercase letter.
   - 1 Number.
3. Enter your name.
4. Enter your phone number.
5. Enter your address.
6. Enter the postcode.
7. Read the terms and conditions.
8. Confirm that you agree with the terms and conditions.
9. Click the “Register Button”.



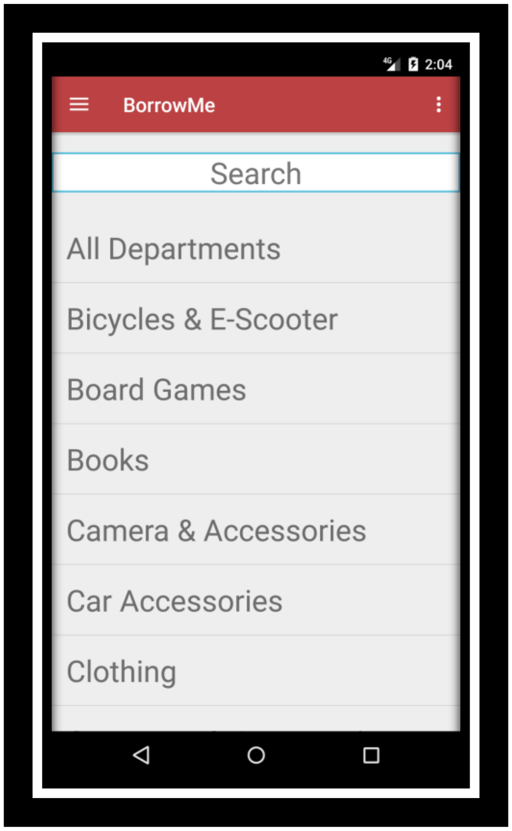
## Log in

To log in, just enter your email and password and press the “Login” button.




After you log in successfully, you will be sent to your main page.

## Main Menu Page

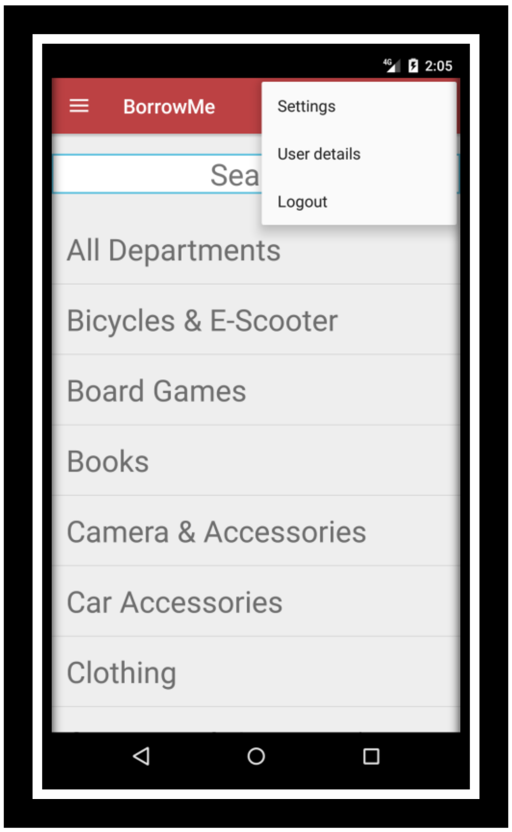



This is your main page, here you can search items to borrow by category and by using the search bar (labeled as "Search"), for information on searching and borrowing, go to the "Borrowing an Item" section of this guide.

On your main page you will see two major buttons, on your top-right corner you will see the options menu in the top-left corner you will see your features menu.

## Options Menu

Clicking the top-left button will display three options, your app details, user details and your log out option.

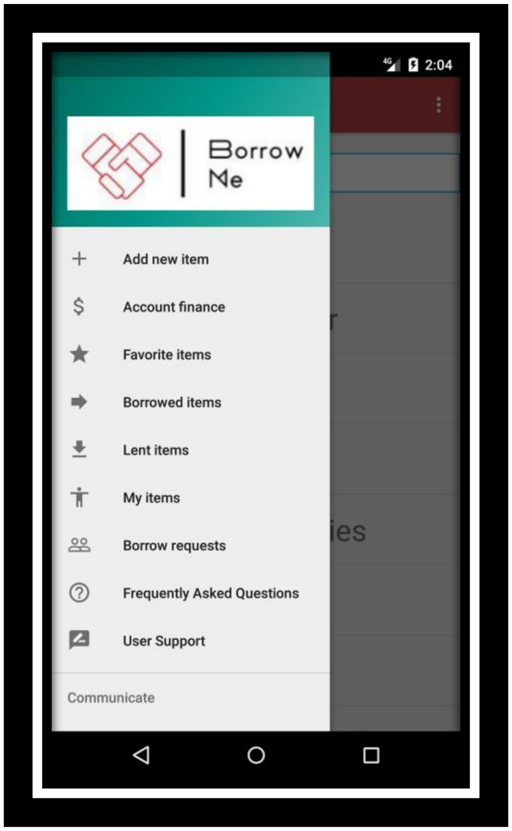



The "User Details" option will display all your account information and you have an option to change this information.

The "Settings" option allows you to set up the notifications and sync the data.

The "Log out" option will log you out of your account and take you to the log in page.

## Features Menu




In this menu you will see your app features, these are:

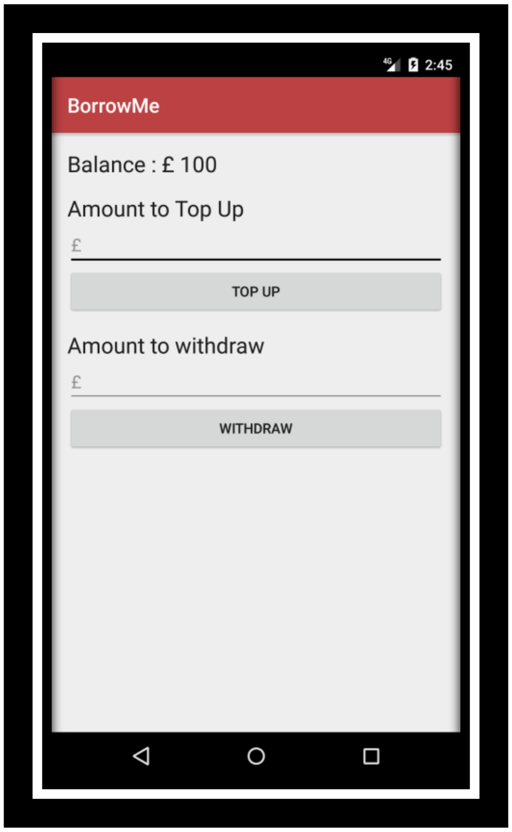
1. Add item: where you can add an item to the system.
2. Account Finance: This feature displays your balance and gives you the option to top up
3. Favorite items: Create your own list of favorite items.
4. Borrowed items: A list that shows all the items you have borrowed and their information.
5. Lent items: A list that shows all the items you have lent to other users.
6. My items: a list of all the items you have added (includes the ones that haven't been requested and the ones that have).
7. Borrow Request: Contains all the requests submitted by users who want to borrow your items.
8. Frequently Asked Questions.
9. User Support: This feature allows you to create support

# Borrowing an Item

Before you can borrow an item, you first must top up, this is how you will get some money into your account, after you top up you can search for your item and then borrow it.

## Top up

To top up you must click the “Account Finance” button from your features menu.




Once in this menu you can see your balance at the top.

You can enter an amount to top up and click the “Top up” button, this will add money your account.

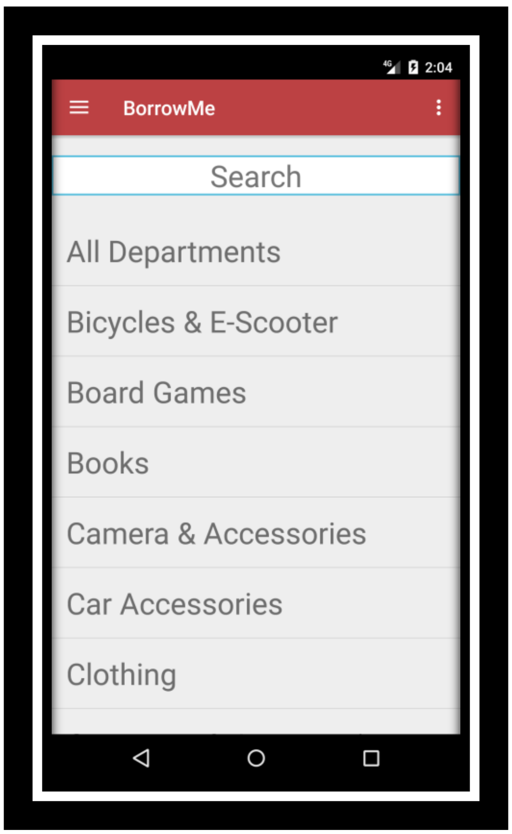
You can enter an amount to withdraw and click the “Withdraw” button, this will deduce money from your account.

## Search

There are two ways for you to search for an item, you can search by department or use the search bar.

Search by Department

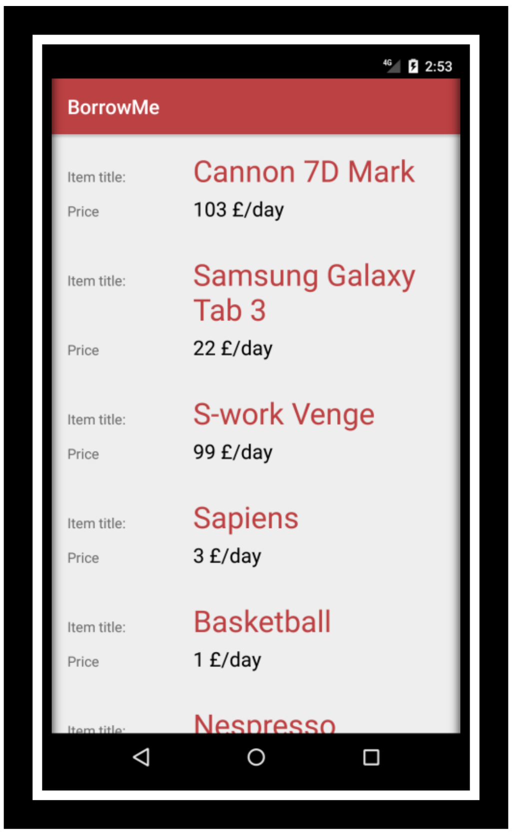
In your main page you will see a list containing all departments, you can select here the department of your desired item or you can choose to display all item by choosing the option "All Departments".



Search by Words (Search Bar)

In the top of your main page you will see a search bar, you can select it and enter words to find your item.

In both cases, a list of items will appear, and you can click on the item you want to borrow.



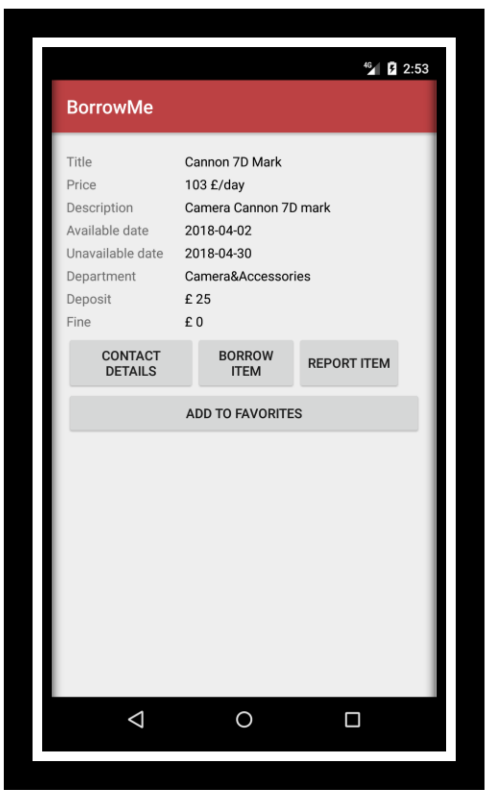
## Item Details

When you click on the item, all its information will appear on screen, and four buttons will appear.

The “Contact Details” button will give you the contact information of the lender in case you have any doubts.

The “Borrow Item” button will let you choose the dates in which you want to borrow this item. After you pick the dates then you will see a page with your borrow request and a button to submit.

Once you submit your request you can wait for the owner of the item to approve it, if your request is approved, the item’s deposit as well as the “rent” amount will be deducted from your account and you will be shown all the information about collection and return of the item.



Favorite

When you click on an item, you can add this item to your Favorite Items list, which you can access from the menu on the Top-Left corner of your app.

Reporting an Item

All the items that appear as available have been previously approved by an administrator, however if you see an item that you consider shouldn't have been approved you can submit a report request, simply select the "Report Item" button and you can type the reason for your report submission and our admins will take your report into consideration.

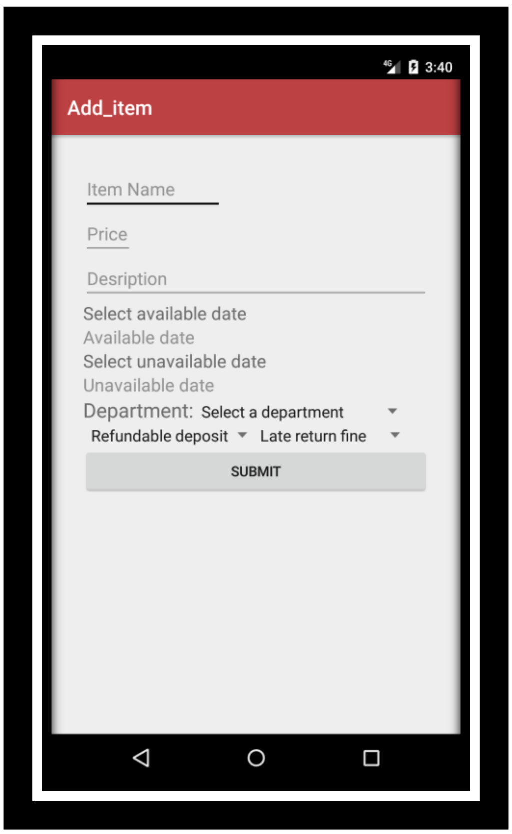
## List of Borrowed Items

You can access a list of the items you have borrowed by selecting the “Borrowed Items” option from the features menu.

# Lending an Item

To add an item, you must select the “Add new item” option from the features menu.

## Adding an Item

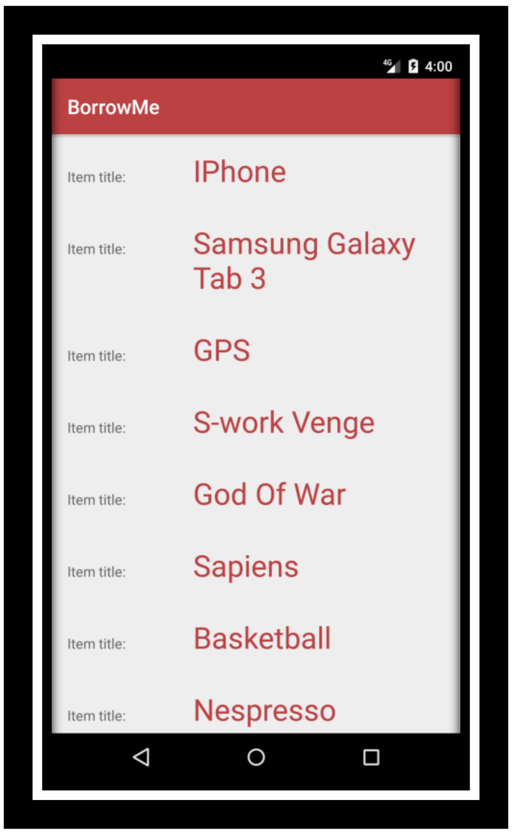


You will have to enter the following information about your item:

1. Enter the name of the item.
2. Enter the price per day, you can enter 0 as free.
3. Enter the description of the item, conditions, damages, how to use etc.
4. Select the available date, the start date that the item is available to borrow. (can’t be a past date)
5. Select the unavailable date, the end date that the item is not available to borrow. (can’t be a past date or before the available date)
6. Choose a deposit plan.
7. Choose a fine plan, the amount of money that will be charged to the borrower if the item is not retuned on time.
8. Click Submit.

## Your Added items

After you submit a new item, this will have to be approved by an admin, you can access a list of all approved items you have submitted by selecting the “My Items” option from the features menu.




You can click on any item to see its details and you can choose to delete the item or change its details.

You can also check all the items you are currently lending by selecting the “Lent items” option from the features menu.

## Borrow Requests

You can check all the borrow requests submitted by users who want to borrow one of your items by selecting the “Borrow Requests” option from the features menu.

(s)

You can accept or deny the borrow requests.

# Support

You may have questions or require help from an admin, so you can check our frequently asked questions or submit a support ticket to get extra help.

## Frequently Asked Questions

You can access the FAQs section by selecting the "Frequently Asked Questions" option from the features menu.

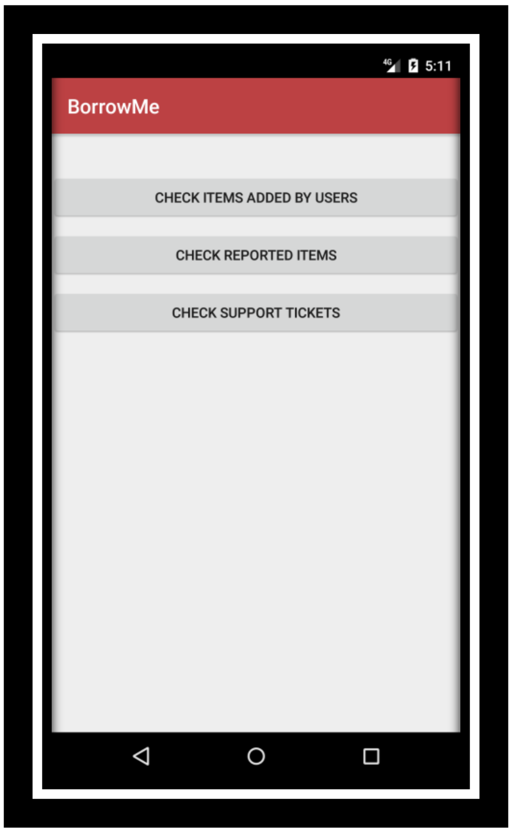
## Submit a Support Ticket

To submit a support ticket, you can select the "User Support" option from the features menu.


You will have to select the type of support ticket from a menu, enter a description and submit.

# Admin

As an admin, you have access to a special account, you can log in as an admin from the main log in page, then after entering your username and password correctly, you will be sent to the main admin page.



## Check Items submitted by the user

By selecting this option from the main page, you can check the items that have been submitted by users and either approve them or reject them.

## Check Reported Items

By selecting this option from the main page, you can check the items that have been reported by users and either approve them or reject them.

## Check support ticket

By selecting this option from the main page, you can check the support tickets submitted by users, and reply to them.