



# **User Guide**

**Version 1.0 | April 2017**

**Beaton / Butler / Carder / Greeson**

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## 1 Introduction

Ketch is a peer to peer mobile application marketplace that is intended for users to be able to make safe transactions between each other. After installing the mobile app, you will be able to:

- Buy and Sell items to other users within the app
- Make secure transactions
- Search for items based off of the user's Zip Code
- Send messages between users

## 2 Installation and Login

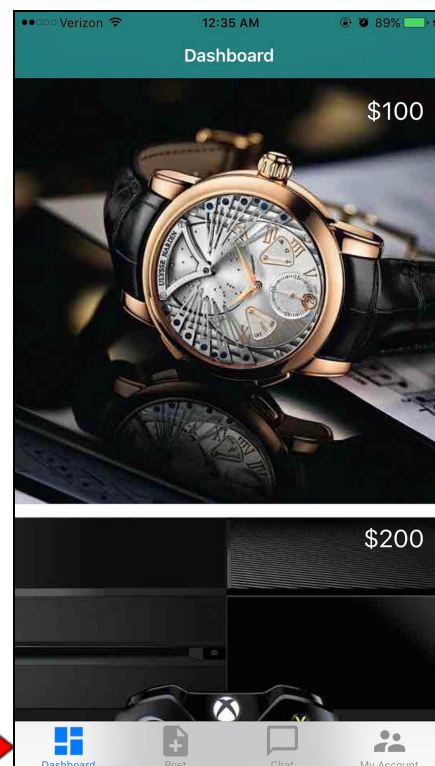
Prior to downloading the mobile app, make sure you are using an iOS device that is running version 10.0.0 or after. Also make sure your iOS device has at least 100mb of storage for the download. The download is available from the github page <<https://github.com/connorbutler44/Ketch>>. Once downloaded to your local machine, you may proceed to download it from xcode onto your mobile device.

Once the mobile app is opened for the first time, you will come to the login in screen, where the user must log in using Facebook. Once the user enters their Facebook credentials, a screen will pop up where the user must authorize Ketch so the mobile app may pull the user's Name and Email that the app requires for use. After completed the user will be prompted to enter their zip code for access to items in that area.

## 3 Application Usage Overview

Ketch is a Tabbed Mobile Application where the user has access to several functions from the tabbed menu.

- Dashboard
- Post
- Chat
- My Account



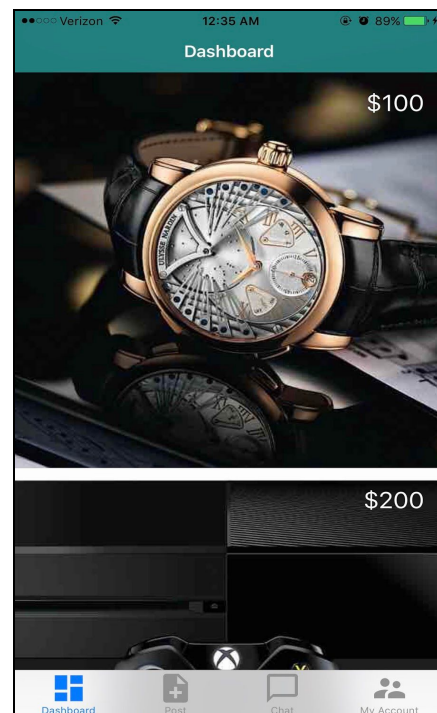
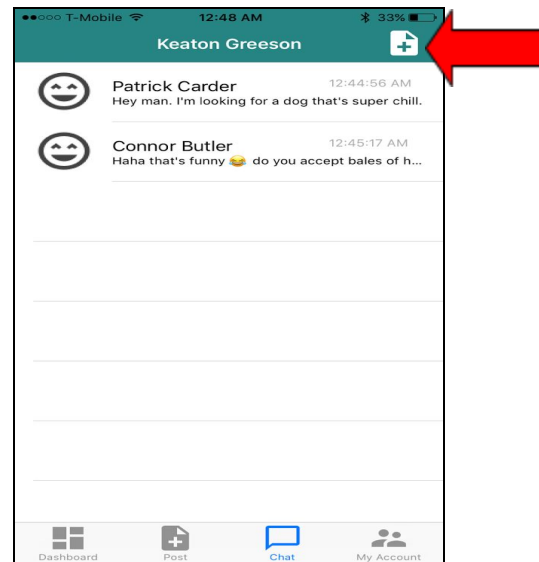
## 4 Cases

Users have all of the practical features of the mobile application which will be mentioned in the following sub headings below.

Admins have a special feature in app that the users do not have access to and that is a page that has access to every account's email so if the admins need to contact a user, the can message them at anytime.

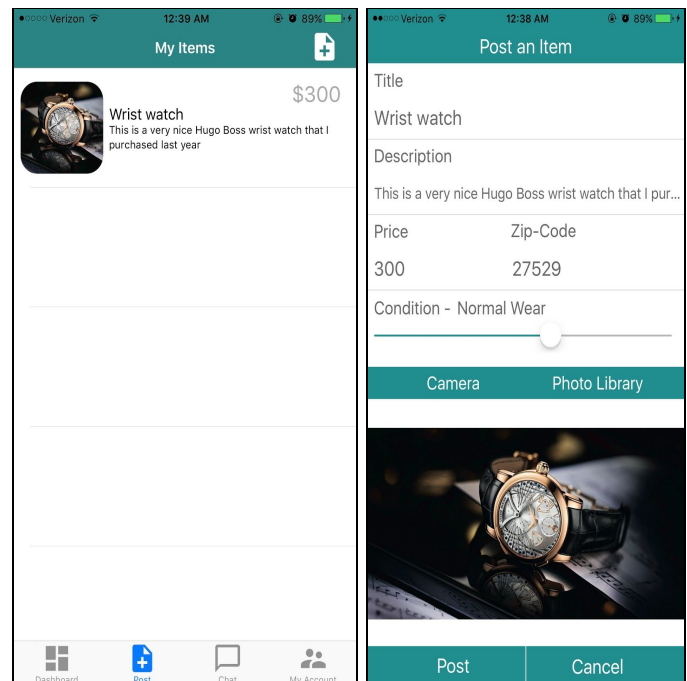
### 4.1 Using Dashboard

The Dashboard is the central station for buying items in the mobile app. The user can scroll down through the items that are in their zip code area. If the user clicks on one of the item pictures, it will bring them to the item page where they can see the item details and have the option to contact the buyer about the item. The user may also click the heart shape logo in the corner of the page to favorite the item to view it late from the My Account tab. You can reach the Dashboard from any of the other features in the tabbed bar.



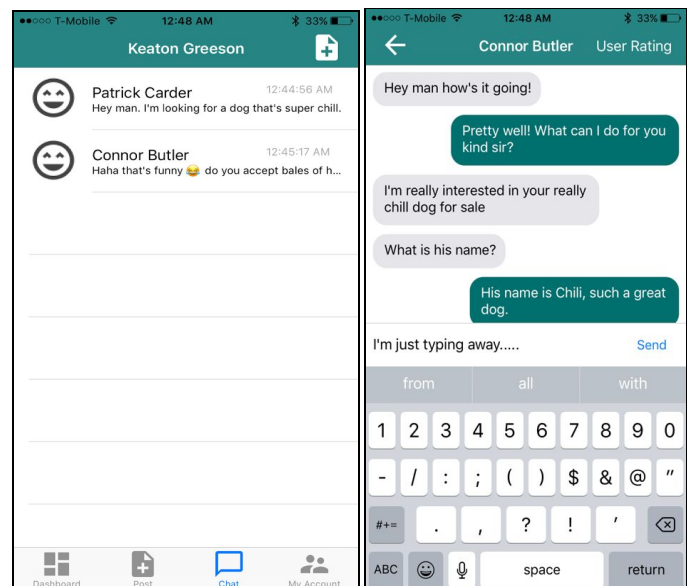
## 4.2 Posting Items

After clicking the Post Tab, the user can see the items that they have put up for sale. At anytime, the user can click on one of the previous posted items and change the details for it, as well as delete it. For posting a new item, The Post tab has a pressable button in the top right hand corner that allows a user to create a new item for sale. The user may set a Title, Description, Price, and Zip-code as well as setting a picture.



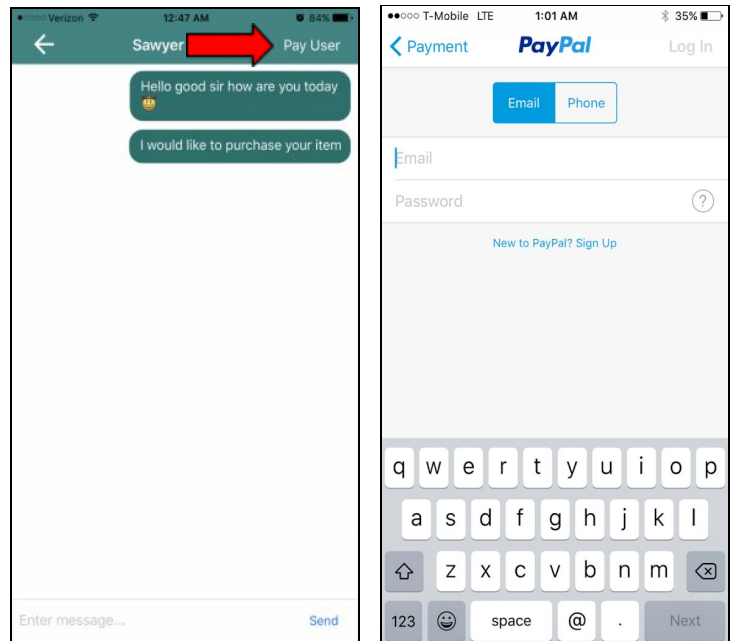
## 4.3 Messaging Between users

The Chat Tab will bring the user to the message inbox. From here, The user can see their messages with either buyers or sellers. The user may click on one of these conversations to view the whole conversation and message the other user. If you click the user's name you are talking to, at the top, in the conversation, you can read the reviews for that user.



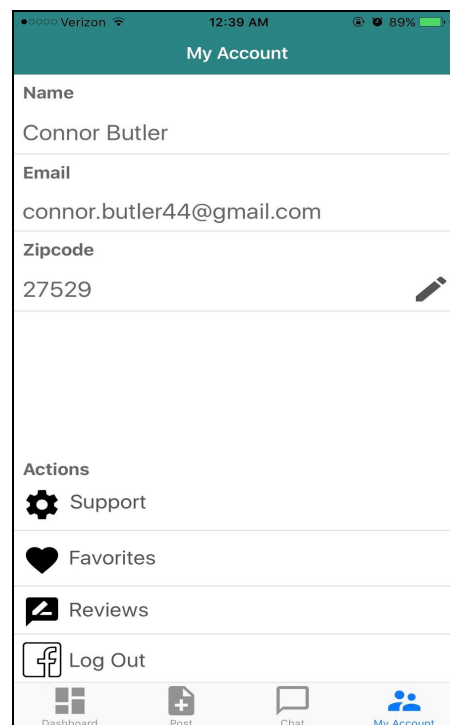
#### 4.4 Purchasing An Item

The user can purchase an item through the messaging feature. Within the conversation, in the top right hand corner, there is a Pay User button that connects the user that is buying an item to PayPal. The user must log in, then the items information, name and price, gets loaded into PayPal along with the seller's id. The user then picks the card they want to use then completes the transaction.



#### 4.5 Account Settings

The My Account tab stores the user's information. The user's Name and Email can not be changed. The Zipcode can be changed. The user also can access their favorited items from the items they have liked as well as their reviews that other users have wrote about them. users also log out of their account from this tab as well.



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## 6 Questions about This Mobile App

For any questions, comments, or the need of an additional tutorial, please visit our website: <<https://ketch-b8d8a.firebaseio.com/>>

## 7 About This user Guide

The information contained herein is proprietary and confidential and cannot be disclosed or duplicated without the prior written consent of Ketch.

### About Ketch

Ketch is the up and coming market leader in local peer to peer transactions. We help the users have a safe and secure transaction between each other to sell their own goods. The Ketch Customer Experience provides the optimal customer journey during their transactions. Ketch has roughly 4 users in 1 country to orchestrate more than 2 interactions with the mobile app per day.

Go to <https://ketch-b8d8a.firebaseio.com/> for more info.

### Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Ketch cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

### Your Responsibility For Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

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