Bots Jobs Connect - Complete App Guide

A Simple Guide to Understanding All Features (For Everyone)

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What is Bots Jobs Connect?

Bots Jobs Connect is a mobile application that connects four groups of people:

- **Job Seekers** - People looking for work or freelance opportunities
- **Employers** - Companies and businesses posting jobs
- **Trainers** - Teachers and mentors offering courses and guidance
- **Administrators** - Managers ensuring platform safety and compliance

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Who Can Use This App?

1. Job Seekers / Freelancers

People looking to: - Find job opportunities - Apply for jobs - Build their professional profile - Get career advice - Learn new skills from mentors - Track their job applications

2. Employers / Companies

Companies and businesses that want to: - Post jobs they need filled - Review applications from qualified people - Interview candidates - Manage their hiring process - Find the right people for their team

3. Trainers / Mentors

Professionals who want to: - Create and teach online courses - Conduct live training sessions - Mentor job seekers - Share their knowledge and experience

4. Administrators *(Platform Managers)*

People responsible for: - Approving companies - Moderating content - Handling disputes - Managing user accounts - Ensuring platform safety

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Getting Started

Creating Your Account

1. **Open the App** - Launch getJOBS on your phone
2. **Sign Up** - Click "Register" button
3. **Choose Your Role** - Select what you are:
4. Job Seeker (looking for work)
5. Employer (hiring people)
6. Trainer (teaching people)
7. **Enter Your Information**:
8. Email address
9. Password
10. Full name
11. Phone number (optional)
12. Location/Address (optional)

13. **Add Your Profile Picture** - Upload a photo of yourself
14. **Complete Additional Details** - Based on your role:
15. **If Employer**: Add company name, registration number, industry
16. **If Trainer**: Add specialization and experience
17. **If Job Seeker**: Add skills and experience

Logging In

1. Click **"Login"** on the welcome screen
2. Enter your email address
3. Enter your password
4. Click **"Sign In"**

Tip: If you forgot your password, click "Forgot Password" to reset it.

Job Seeker Guide

For people looking for jobs and freelance work

Main Home Screen

When you log in as a Job Seeker, you'll see:

- **Your Balance** - Money you've earned from completed jobs
- **Quick Action Buttons** - Fast access to key features
- **Recommended Jobs** - Jobs suggested just for you
- **Recent Jobs** - Latest jobs posted on the platform
- **Job Categories** - Browse jobs by type (IT, Design, Marketing, etc.)

1. Finding Jobs

Browsing Jobs

- Tap **"Browse Jobs"** or scroll through the home screen
- See job title, company name, pay, and deadline
- Tap any job to see full details

- View the company's profile and rating

Searching for Specific Jobs

1. Click the **"Search"** icon (magnifying glass)
2. Type what you're looking for:
3. Job title (e.g., "Web Designer")
4. Skill you have (e.g., "Python")
5. Location
6. Filter results by:
7. Category (Development, Design, Marketing, etc.)
8. Salary range
9. Job type

Job Details

When you open a job, you'll see: - **Job Title** - Name of the job - **Description** - What the job is about - **Required Skills** - Skills you need - **Salary/Payment** - How much you'll earn - **Deadline** - Last day to apply - **Company Info** - Name and rating of the company - **Comments** - Questions and discussions about the job - **Number of Applicants** - How many people applied

2. Applying for Jobs

1. Find a job you're interested in
2. Click the **"Apply Now"** button
3. Your application is sent instantly
4. You'll receive notifications about the application status:
5. **Accepted** - You're being considered
6. **Rejected** - The company chose someone else
7. **Shortlisted** - You made it to the next round
8. **Interview Scheduled** - You have an interview

Remember: You can only apply once per job. You cannot apply twice.

3. Building Your CV (Resume)

Your CV is your digital resume that shows employers who you are.

Using the CV Builder

1. Tap **"CV Builder"** on the home screen
2. Fill in your information:
3. **Personal Details** - Name, email, phone, location
4. **Professional Summary** - 2-3 sentences about yourself
5. **Work Experience** - Previous jobs and what you did
6. **Education** - Schools and degrees
7. **Skills** - What you're good at (coding, design, writing, etc.)
8. **Languages** - Languages you speak
9. **Certifications** - Courses you've completed
10. **Save Your CV** - It's automatically saved to your profile
11. **Download as PDF** - Share it with employers or keep a copy

Pro Tip: Update your CV regularly so employers see your latest skills.

4. Video Resume

A **Video Resume** is a short video (30-60 seconds) where you introduce yourself.

Creating Your Video Resume

1. Tap **"Video Resume"** on the home screen
2. Click **"Record Video"**
3. Introduce yourself:
4. Say your name
5. Mention your main skills
6. Briefly explain what you're looking for
7. Click **"Stop"** when done
8. Review and save

Why it matters: Video resumes help employers get to know you better and make you stand out.

5. Job Matching & AI Recommendations

The app uses **Artificial Intelligence (AI)** to suggest jobs that match your skills.

How It Works

1. The AI reads your CV
2. It understands what skills you have
3. It finds jobs that need your skills
4. It shows you the best matches first

Result: You see jobs most likely to hire you

Viewing Recommendations

- **"Recommended for You"** section on home screen
- Jobs are ranked by how well they match your skills

6. Managing Your Applications

Tracking Applications

1. Tap **"My Applications"** or **"Application History"**
2. See all jobs you've applied to
3. View status of each application:
4. ⏳ **Pending** - Waiting to hear back
5. ✅ **Accepted** - You made progress
6. ❌ **Rejected** - Not selected
7. 🎯 **Shortlisted** - Moving forward
8. 📅 **Interview Scheduled** - You have an interview date

Application Details

Click on any application to see: - When you applied - Current status - Messages from the employer - Interview details (if applicable)

7. Interview Preparation & Coaching

Getting ready for an interview? Use these tools:

Interview Coach

An AI-powered tool that helps you prepare:

1. Tap **"Interview Coach"**
2. Choose an interview type:
3. General interview
4. Technical interview (for tech jobs)
5. Behavioral interview
6. Role-specific interview
7. The AI coach:
8. Asks you practice questions
9. Records your answers
10. Gives you feedback
11. Suggests improvements

Mock Interviews

Practice with simulated interviews: - Answer interview questions - Get real-time feedback - Improve your confidence - Practice different scenarios

Interview Scheduler

1. Employers send you interview invitations
2. You see the date and time
3. Click **"Accept"** or **"Reschedule"**
4. Get reminders before the interview

8. Career Development

Career Tracker

Monitor your job search progress: - Total applications sent - Response rate (how many companies replied) - Interviews scheduled - Jobs completed - Earnings

Career Roadmap

A personalized guide for your career: - Shows your current skill level - Recommends next steps - Suggests skills to learn - Points you to training courses

Mentorship Corner

Connect with experienced professionals: 1. Browse available mentors 2. See their expertise and ratings 3. Request a mentorship session 4. Get guidance on: - Career decisions - Skill development - Interview preparation - Job negotiations

9. Completed Jobs

View jobs you've finished: - Job title and company - Payment received - Completion date - Employer rating - Your rating of the employer

10. Wallet & Payments

Your Wallet

Your personal money container for jobs:

Balance: Shows total money earned and available

Transaction History: See all payments: - Job completed → Money earned - Withdrawal → Money taken out

Earning Money

1. Complete a job successfully
2. Employer pays through the app
3. Money goes to your Wallet
4. You can withdraw anytime

Withdrawing Money

1. Tap **"Wallet"**
2. Click **"Withdraw"**

3. Enter amount
4. Confirm bank details
5. Money transfers to your bank account (usually 1-3 days)

11. User Profile

Your public profile shows: - **Profile Picture** - Your photo - **Name & Bio** - Who you are - **Skills** - What you can do - **CV** - Your resume - **Ratings** - Stars and reviews from employers - **Work History** - Completed jobs - **Hourly Rate** - What you charge - **Location** - Where you're based

Keep it updated! Employers check profiles before hiring.

12. Communication & Messaging

In-App Messaging

Chat directly with employers: 1. Go to **"Messages"** or **"Chat"** 2. Find a conversation or start new one 3. Type your message 4. Press send 5. Messages are saved for reference

Why Use In-App Chat?

- Keeps everything in one place
- You have a record of conversations
- Platform monitors for safety
- Quick and direct communication

13. Notifications

Stay updated about important events:

What You'll Be Notified About: - Job application responses - Interview invitations - New recommended jobs - Messages from employers - Mentor connection requests - Course updates

Notification Settings: 1. Go to **"Settings"** 2. Click **"Notifications"** 3. Choose what to be notified about 4. Turn on/off notifications

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Employer / Company Guide

For companies and businesses hiring people

Main Home Screen

When you log in as an Employer, you'll see:

- **Quick Stats** - Active jobs, applications received, interviews scheduled
- **Recent Applicants** - New applications from candidates
- **Job Postings** - Your published jobs
- **Action Buttons** - Quick access to key features

1. Posting Jobs

Creating a job listing so candidates can find you.

Step-by-Step Job Posting

1. **Tap "Post a Job"** button
2. **Enter Job Details:**
3. **Job Title** - What's the position? (e.g., "Senior Web Developer")
4. **Job Category** - Type of job (Development, Design, Marketing, etc.)
5. **Description** - What does the job involve? Be detailed.
6. **Required Skills** - Skills candidates need
7. **Payment/Salary** - How much will you pay?
8. **Deadline** - Last day candidates can apply
9. **Optional Information:**
10. Job level (Junior, Mid, Senior)
11. Experience required (years)
12. Employment type (Full-time, Part-time, Contract)
13. Work location
14. **Click "Publish"** - Job goes live and candidates can see it

After Posting

- Job appears on the platform

- Candidates start applying
- You get notifications for new applications
- You can edit job details anytime
- You can mark "Recruitment Closed" when you've hired

2. Managing Job Postings

Viewing Your Jobs

1. Go to **"My Jobs"** or **"Job Management"**
2. See all your active job postings
3. Each job shows:
4. Number of applicants
5. How long it's been posted
6. Application deadline
7. Status (Active, Closed, Expired)

Editing a Job

1. Click the job you want to edit
2. Click **"Edit"** button
3. Update information
4. Save changes

Closing a Job

When you've hired someone: 1. Click the job 2. Click **"Close Recruitment"** 3. Job no longer appears to new applicants 4. Existing applicants can't apply, but you keep communication open

Deleting a Job

1. Click the job
2. Click **"Delete"**
3. Confirm deletion

Note: Keep posted jobs even after hiring - candidates like to know what you're looking for.

3. Reviewing Applications

Application Dashboard

1. Go to **"Applications"** or **"Application Management"**
2. See all applications for all your jobs
3. Filter by:
4. Job title
5. Status (New, Reviewed, Shortlisted, Rejected)
6. Date received

Viewing a Single Application

Click on any application to see: - **Candidate Profile** - Name, location, contact info - **CV** - Full resume and qualifications - **Video Resume** - If they uploaded one - **Application Date** - When they applied - **Candidate Ratings** - What other employers said about them

Taking Action on Applications

1. View Profile - Click candidate name to see their full profile - Check ratings from other employers - See their work history

2. Message Candidate - Click **"Message"** button - Send a message directly - Ask questions about their experience - Schedule interviews

3. Review & Rate - Click **"Review"** button - Rate their qualifications (1-5 stars) - Add notes about fit for position

4. Shortlist Candidate - Click **"Shortlist"** - Move them to next round - They get notified - You can message them

5. Reject Application - Click **"Reject"** - Optionally send message explaining why - They're notified - Application appears in "Rejected" folder

6. Schedule Interview - Click **"Schedule Interview"** - Pick date and time - Add interview details - Candidate gets notification with invite

4. Interview Management

Scheduling Interviews

1. Go to **"Interview Management"**
2. Click **"Schedule New Interview"**
3. Enter details:
4. Select candidate
5. Select job position
6. Choose date and time
7. Add interview type (Phone, Video Call, In-Person)
8. Add interview notes/questions
9. Click **"Send Invite"**

Candidate receives invitation and can accept or request reschedule.

Interview Calendar

- See all scheduled interviews
- Get reminders before interviews
- View interview details
- Connect via video call (if using video interviews)

After Interview

1. Complete interview notes
2. Rate candidate performance
3. Decide: Hire, Maybe Later, or Reject
4. Send decision to candidate

5. AI Candidate Suggestions

The app's AI helps you find the best candidates automatically.

How It Works

1. You post a job

2. AI reads your job description
3. AI searches all candidates
4. AI finds people with matching skills
5. AI shows you top candidates first

Viewing AI Suggestions

1. Go to **"Candidate Suggestions"**
2. See recommended candidates ranked by match
3. Each suggestion shows:
4. Match percentage (how well they fit)
5. Key skills they have
6. Their profile and CV
7. Their rating

Taking Action

- Click any suggestion to view full profile
- Message them directly
- Start interview process
- Add notes

Benefit: Save time by finding perfect candidates faster

6. Candidate Browsing

Looking for candidates who haven't applied yet?

Browse All Candidates

1. Go to **"Browse Candidates"** or **"Candidate Suggestions"**
2. See list of all available candidates
3. Filter by:
4. Skills
5. Location
6. Experience level

7. Rating
8. Hourly rate

Candidate Profile

Click on any candidate to see: - **Skills** - What they can do - **CV** - Full resume - **Work History** - Jobs they've completed - **Ratings** - Reviews from other employers - **Availability** - If they're looking for work - **Rates** - What they charge

Contacting Candidates

- Click **"Message"**
- Invite them to your job opening
- Build relationship for future hiring

7. Company Verification

Verification builds trust with candidates.

Why Verify Your Company?

- Candidates see you're a legitimate business
- Higher application rates
- More trust in hiring process
- Better candidate quality

Verification Process

1. Go to **"Company Verification"**
2. Submit:
3. Company registration number
4. Business license
5. Proof of address
6. Company details
7. Platform reviews your documents
8. You get approved or asked for more info
9. Once verified, badge appears on your profile

Timeline: Usually takes 1-5 business days

8. Hiring Workflow

Complete process from job posting to hiring:

```
1. Post Job
   ↓
2. Receive Applications
   ↓
3. Review Candidates
   ↓
4. Shortlist Best Matches
   ↓
5. Schedule Interviews
   ↓
6. Conduct Interviews
   ↓
7. Make Decision
   ↓
8. Send Offer to Selected Candidate
   ↓
9. Mark Job as Closed
   ↓
10. After Job Completion: Rate the Candidate
```

9. Completed Jobs

Monitor jobs you've filled: 1. Go to **"Completed Jobs"** 2. See: - Job title and description - Person you hired - Completion date - Whether it's marked complete

Rating Candidates

After a job is complete: 1. Click the completed job 2. Click **"Rate Candidate"** 3. Give rating (1-5 stars) 4. Write review about working with them 5. Submit

Note: These ratings help future employers trust your judgment.

10. Company Profile

Your public business profile shows: - **Company Logo** - Your business image - **Company Name** - Official business name - **Description** - About your business - **Industry** - What business you're in - **Location** - Where you're based - **Contact Info** - Phone, email, website - **Ratings** - Stars from candidates you've hired - **Verification Status** - ✅ Verified or ⏳ Pending - **Active Jobs** - Number of open positions

Keep it updated! Good candidates choose companies based on profile.

11. Messaging & Communication

In-App Chat

Direct communication with candidates: 1. Go to **"Messages"** 2. Click a conversation or start new one 3. Type your message 4. Send and receive responses

Best Practices

- **Be clear** about job requirements
- **Be professional** in all messages
- **Respond promptly** to show respect
- **Keep records** of important conversations

12. Notifications & Alerts

Get notified about important events: - New applications - Candidate messages - Interview reminders - Application deadlines approaching

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Trainer / Mentor Guide

For professionals teaching and mentoring others

Main Home Screen

When you log in as a Trainer, you'll see:

- **Your Courses** - Classes you've created
- **Live Sessions** - Upcoming training sessions
- **Students** - People learning from you
- **Action Buttons** - Quick access to training tools

1. Creating Courses

Share your knowledge through online courses.

Starting a New Course

1. **Tap "Create Course"** button
2. **Enter Course Information:**
3. **Course Title** - What's the name? (e.g., "Python for Beginners")
4. **Description** - What will students learn?
5. **Category** - Type of course (Programming, Design, Business, etc.)
6. **Level** - Difficulty (Beginner, Intermediate, Advanced)
7. **Price** - What will you charge? (or Free)
8. **Duration** - How long is the course?
9. **Thumbnail Image** - Cover image for the course
10. **Add Course Content:**
11. Break course into modules (chapters)
12. Each module has lessons
13. Each lesson has:
    - Title
    - Description
    - Video (if available)
    - Reading material
    - Assignments/Quizzes
14. **Set Learning Goals:**
15. What will students be able to do after course?
16. Skills they'll learn
17. **Publish Course** - Course goes live, students can enroll

Course Structure Example

```
Web Design Course
├─ Module 1: HTML Basics
│  ├─ Lesson 1.1: Introduction to HTML
│  ├─ Lesson 1.2: HTML Tags
│  └─ Lesson 1.3: Building First Page
├─ Module 2: CSS Styling
│  ├─ Lesson 2.1: CSS Basics
│  ├─ Lesson 2.2: Layouts
│  └─ Lesson 2.3: Responsive Design
└─ Module 3: JavaScript Basics
   ├─ Lesson 3.1: JavaScript Introduction
   └─ Lesson 3.2: DOM Manipulation
```

2. Managing Your Courses

Viewing Your Courses

1. Go to **"My Courses"**
2. See all courses you've created
3. Each course shows:
4. Number of students enrolled
5. Course rating
6. Number of lessons
7. Status (Active, Draft, Archived)

Editing Courses

1. Click the course
2. Click **"Edit"**
3. Update content, price, or details
4. Save changes
5. Changes appear immediately to students

Updating Course Content

- Add new lessons anytime

- Students always see latest content
- You can update videos or materials
- Keep content current and relevant

Deleting a Course

1. Click course settings
2. Click **"Delete Course"**
3. Confirm deletion
4. **Note:** Existing students lose access

3. Live Training Sessions

Real-time teaching sessions with students.

Scheduling a Live Session

1. **Tap "Schedule Session"**
2. **Enter Details:**
3. **Title** - What will you teach?
4. **Description** - Topic and learning outcomes
5. **Date & Time** - When is the session?
6. **Duration** - How long? (usually 30-90 minutes)
7. **Max Participants** - How many students?
8. **Session Link** - Video call link (Zoom, Google Meet, etc.)
9. **Send Invites** - Students get notified
10. **Conduct Session** - Teach and interact live

During a Live Session

- Share your screen to show examples
- Answer student questions in real-time
- Use chat for discussions
- Record session for students who can't attend

After a Live Session

- Recording is saved
- Students can watch anytime
- You can reuse recordings in courses

4. Student Management

Viewing Your Students

1. Go to **"My Students"**
2. See all students enrolled in your courses
3. For each student:
4. Which courses they're in
5. Progress (% complete)
6. Lessons completed
7. Quiz scores
8. Last activity date

Monitoring Progress

1. Click on a student name
2. See their detailed progress:
3. Which lessons they've done
4. Time spent on each lesson
5. Quiz scores and answers
6. Comments and feedback

Sending Messages

1. Click student name
2. Click **"Message"**
3. Send encouragement or feedback
4. Answer their questions

Giving Feedback

1. Review student's work/assignments
2. Click **"Give Feedback"**
3. Type comments
4. Suggest improvements
5. Send to student

5. Mentorship Programs

One-on-one guidance for career development.

Offering Mentorship

1. Go to **"Mentorship"**
2. Click **"Create Profile"**
3. Tell about your:
4. Experience and background
5. Areas you can mentor (skills, career guidance, etc.)
6. Hourly rate for sessions
7. Availability (hours you can meet)
8. Publish profile

Accepting Mentorship Requests

1. Job seekers request you as mentor
2. You get notification
3. Review their profile
4. Click **"Accept"** or **"Decline"**
5. Set first meeting time

Conducting Mentorship Sessions

1. **Schedule Meeting** - Set date and time
2. **Connect** - Join video call at scheduled time
3. **Discuss Goals** - What do they want to achieve?
4. **Provide Guidance** - Share your knowledge

5. **Follow Up** - Send notes and resources

Mentorship Topics

- Career planning
- Skill development
- Interview preparation
- Resume review
- Job search strategy
- Negotiation skills
- Industry insights

6. Courses & Payments

Course Pricing Options

- **Free Courses** - Build your reputation
- **Paid Courses** - Earn money
- **Discount Codes** - Offer limited-time deals

Earnings

1. Students pay to enroll
2. Money goes to your account
3. View earnings in **"Wallet"**
4. Withdraw anytime

Managing Refunds

- Student requests refund
- You can approve or deny
- Usually happens if student not satisfied

7. Course Analytics

Understand how your courses perform.

Viewing Statistics

1. Click on a course
2. Go to **"Analytics"**
3. See:
4. Total students enrolled
5. Average completion rate
6. Course rating
7. Revenue earned
8. Most popular lessons
9. Student feedback

Using Analytics to Improve

- **Low completion?** Check difficult lessons, add support
- **Low ratings?** Read reviews, improve content
- **High interest in topic?** Create more courses like it

8. Reviews & Ratings

Students leave feedback on your courses.

Viewing Reviews

1. Click on course
2. Go to **"Reviews"**
3. See all student ratings and comments
4. Response to reviews (optional)

Responding to Reviews

- **Good reviews?** Thank students, show appreciation
- **Bad reviews?** Respond professionally, offer help
- **Constructive feedback?** Thank them and improve course

9. Building Your Profile

Your trainer profile is important for attracting students.

Profile Information

- **Profile Picture** - Your photo
- **Bio** - About you and your experience
- **Expertise Areas** - Topics you teach
- **Qualifications** - Degrees, certifications
- **Experience** - Years in field
- **Courses** - All courses you offer
- **Ratings** - Star ratings from students
- **Student Reviews** - What students say about you

Making Your Profile Stand Out

- Professional profile photo
- Detailed, engaging bio
- Clear expertise areas
- Regular updates to courses
- Respond to all student inquiries

10. Marketing Your Courses

Share Your Courses

1. Each course has a **Share Link**
2. Share on social media (Facebook, LinkedIn, etc.)
3. Share with friends and professional network
4. Share in relevant online groups

Give Discounts

1. Create discount codes
2. Offer to specific students
3. Use for promotions
4. Track who uses codes

Getting Reviews

- Encourage students to leave reviews
- Respond to all reviews
- Reviews help attract new students

Administrator Guide

For platform managers and moderators

Main Dashboard

When you log in as Administrator, you see:

- **Overall Statistics** - Users, jobs, companies, transactions
- **Pending Approvals** - Companies and jobs waiting review
- **System Alerts** - Issues or problems needing attention
- **Recent Activity** - Latest user actions on platform
- **Navigation Menu** - Access to all admin tools

1. Company Management

Approving and managing businesses on the platform.

Company Verification Process

Companies must be verified before posting many jobs.

Review Process: 1. Go to **"Companies"** → **"Pending Approval"** 2. Click on company application 3. Review submitted documents: - Company registration papers - Business license - Proof of address - Tax ID or business registration

1. Check company details:
2. Legal company name
3. Industry
4. Number of employees
5. Website
6. Contact information

7. **Make Decision:**
8. ✅ **Approve** - Company is legitimate
9. ❌ **Reject** - Documents insufficient or company seems fraudulent
10. ⏳ **Request More Info** - Need additional documents

Company Status Levels

Pending: Waiting for review **Approved:** Verified and trusted **Rejected:** Not approved, can't operate fully **Suspended:** Banned from platform due to violations

Managing Approved Companies

1. Go to **"Companies"** → **"Approved"**
2. View all verified companies
3. Click company to see:
4. Posted jobs
5. Applicants hired
6. Ratings and reviews
7. Contact information
8. Verification date

Handling Company Issues

If company violates rules: 1. Click company 2. Go to **"Actions"** 3. Options: - **Warning** - First notice for minor violations - **Suspension** - Temporarily block from platform - **Removal** - Permanently delete from platform

2. Job Moderation

Reviewing job postings to ensure quality and safety.

Pending Jobs

1. Go to **"Jobs"** → **"Pending Review"**
2. See all jobs awaiting approval
3. Click job to review:
4. Job title and description

5. Posted by which company
6. Salary and requirements
7. Comments and feedback

Job Review Criteria

Check if job: - ✅ Has clear description - ✅ Reasonable salary - ✅ Realistic requirements - ❌ Contains illegal content - ❌ Discriminates based on protected characteristics - ❌ Looks like scam or spam

Job Approval Actions

- ✅ **Approve** - Job is good, goes live
- ❌ **Reject** - Job violates guidelines
- ⏸️ **Request Revision** - Ask company to fix issues
- 🚩 **Flag for Review** - Mark for further investigation

Managing Live Jobs

1. Go to **"Jobs"** → **"Active"**
2. See all published jobs
3. Monitor for:
4. User complaints about job
5. Expired jobs
6. Company violations
7. Job scams

Removing Jobs

If job violates rules: 1. Click job 2. Click **"Remove"** 3. Give reason (Spam, Fraud, Violates Guidelines, etc.) 4. Send notification to company

3. Content Moderation

Reviewing comments, messages, and user-generated content.

Flagged Content

1. Go to **"Content Moderation"**
2. See flagged comments and messages
3. Each shows:
4. Content itself
5. Who posted it
6. Why it was flagged
7. When it was reported

Review Reasons

- **Inappropriate Language** - Swearing or offensive content
- **Harassment** - Bullying or threatening language
- **Spam** - Unwanted promotional content
- **Scam** - Fraudulent offers
- **Hate Speech** - Discriminatory language
- **Adult Content** - Sexual or explicit material

Moderation Actions

- ✅ **Approve** - Content is fine, unreport it
- ❌ **Remove** - Delete inappropriate content
- ⚠️ **Warn User** - Send message about behavior
- 🚫 **Suspend User** - Temporarily block account
- 🔒 **Ban User** - Permanently remove from platform

4. User Management

Managing user accounts and handling violations.

User Account Information

1. Go to **"Users"**
2. Search for specific user
3. Click user to see:
4. Profile information

5. Activity history
6. Jobs/applications
7. Ratings and reviews
8. Account status (Active, Suspended, Banned)

Account Status Actions

Warnings - For minor violations - User receives message about behavior - Account remains active

Suspensions - For serious violations - User temporarily can't access platform - Can be lifted after investigation or time period - User can appeal

Bans - For severe or repeated violations - User permanently removed from platform - Cannot create new account with same email

5. Dispute Resolution

Handling conflicts between users.

Types of Disputes

- **Hiring Disputes** - Disagreement about job payment
- **Quality Disputes** - Work quality not as promised
- **Contract Disputes** - Terms not fulfilled
- **Scam Reports** - User suspects fraud

Reviewing Disputes

1. Go to **"Disputes"**
2. Click on dispute
3. Review:
4. Complainant's story
5. Respondent's response
6. Evidence provided
7. Job details

Making a Decision

As mediator, you: 1. **Investigate** - Ask questions if needed 2. **Analyze** - Review evidence from both sides 3. **Decide** - Determine who's right 4. **Enforce** - Order remedy (money back, etc.)

Common Resolutions

- **Full Refund** - Employer pays candidate back
- **Partial Payment** - Split payment between parties
- **Reputational Action** - Warn or suspend abuser
- **Work Redo** - Candidate completes work properly

6. User Suspension

Handling misbehaving users.

Why Suspend Users?

- Spam/scam activity
- Fraud or dishonesty
- Harassment of others
- Repeated policy violations
- Safety concerns

Suspension Process

1. Go to **"User Suspension"**
2. Click **"New Suspension"**
3. Enter details:
4. Which user to suspend
5. Reason for suspension
6. Duration (days or permanent)
7. Description of violation
8. **Effects of Suspension:**
9. User can't log in
10. Can't apply for jobs (if job seeker)

11. Can't post jobs (if employer)
12. Can't send messages
13. Account goes dormant

Lifting Suspensions

When suspension period ends: 1. Review user's appeal (if any) 2. Decide if sufficient time has passed 3. Click **"Lift Suspension"** 4. User regains access

7. Compliance & Warnings

Monitoring and enforcing platform rules.

Warning System

Warnings are used before suspending:

1. First Warning - For first minor violation
2. Final Warning - After second violation
3. Suspension - If behavior continues

Issuing Warnings

1. Click user
2. Go to **"Compliance"**
3. Click **"Issue Warning"**
4. Enter:
5. What they did wrong
6. Which rule they violated
7. How they should behave
8. Send warning

Warning Records

- User sees warning in their account
- Admin can view warning history
- Used to track repeat offenders

- Evidence for future actions

8. Financial Management

Monitoring money and transactions.

Overview

- Total platform revenue
- Money distributed to users
- Transaction volume
- Payment processing

Transaction Monitoring

1. Go to **"Finance"** or **"Transactions"**
2. See all money movements
3. Look for:
4. Unusual large payments
5. Suspicious patterns
6. Failed payments
7. Refund requests

Handling Payment Issues

- User claims payment not received
- Payment appears stuck
- Refund request
- Fraud investigation

9. Analytics & Reports

Understanding platform usage and health.

Statistics Dashboard

View metrics like: - **Users** - Total, active, new this month - **Jobs** - Posted, filled, pending - **Applications** - Total, accepted, rejected - **Companies** - Approved, pending, rejected -

Revenue - Money earned - **Ratings** - Average platform rating

Detailed Reports

1. Click **"Reports"**
2. Choose report type
3. Select time period
4. Generate report showing:
5. Trends over time
6. User behavior
7. Platform health
8. Areas needing improvement

Using Reports to Improve

- **Low user signups?** Marketing needs boost
- **High dispute rate?** User support needs improvement
- **Low job completion?** Job quality or matching needs work
- **High complaints?** Need better moderation

10. Audit Logs

Tracking all admin actions for accountability.

What's Logged

- Company approvals/rejections
- Job removals
- User suspensions
- Content moderation actions
- Warning issuances
- Dispute decisions

Reviewing Logs

1. Go to **"Audit Logs"**

2. See list of all admin actions
3. Filter by:
4. Date range
5. Admin who took action
6. Type of action
7. Affected user

Why Audit Logs Matter

- Shows who made decisions
- When decisions were made
- Reason for action
- Creates accountability
- Legal protection

11. System Settings

Configuring platform features.

API Settings

- API keys for integrations
- Third-party service credentials
- System integrations
- Data sync settings

Email Settings

- Email templates
- Notification settings
- Email schedules
- Communication preferences

Platform Configuration

- Job categories available

- Currency settings
- Timezone
- Languages supported
- Feature toggles

Role-Based Access Control

- Define what admins can do
- Restrict dangerous operations
- Create role hierarchy
- Assign permissions to admins

12. Admin Support Tools

Helpful utilities for managing platform.

Bulk Operations

- Approve multiple companies at once
- Remove multiple jobs
- Send announcements to users
- Apply settings across multiple items

Search & Filter Tools

- Find specific users
- Search jobs by criteria
- Find companies
- View user relationships

Communication Tools

- Send messages to users
- Broadcast announcements
- Alert notifications
- System messages

Common Features for Everyone

1. User Profile

Every user has a profile showing:

Basic Information

- **Name** - Your full name
- **Email** - Contact email
- **Phone** - Phone number (optional)
- **Location/Address** - Where you're based
- **Profile Picture** - Your photo
- **Bio** - Short description about you

Role-Specific Information

- **Job Seeker:** Skills, CV, experience
- **Employer:** Company info, verification status
- **Trainer:** Expertise, qualifications, courses
- **Admin:** Permission level, access rights

Ratings

- **Stars** - Average rating from interactions
- **Reviews** - What people say about you
- **Verified Badge** ✅ - If you're verified

Privacy Settings

Control who sees your information: - Public - Everyone can see - Private - Only connections see - Hidden - Only you and admins see

2. Notifications

Stay informed about important events.

Types of Notifications

- **Messages** - New messages from others
- **Job Updates** - Application status changes
- **Interview Invites** - Interview scheduled
- **Course Updates** - New course content
- **System Alerts** - Important platform news

Notification Settings

1. Go to **"Settings"**
2. Click **"Notifications"**
3. Choose what to be notified about
4. Turn notifications on/off
5. Set notification frequency (instant, daily, weekly)

Notification Methods

- **In-App** - Bell icon on app
- **Email** - Messages to your email
- **Push** - Phone notifications (if enabled)

3. Messaging & Chat

Direct communication with other users.

Starting a Conversation

1. Go to **"Messages"** or **"Chat"**
2. Click **"New Message"**
3. Search for person's name
4. Click to start conversation
5. Type your message
6. Press send

Message Features

- **Text messages** - Write your message

- **Read receipts** - See if message was read
- **Timestamps** - Know when message was sent
- **Message history** - All past messages saved
- **Block users** - Block someone from messaging you

Safety in Messaging

- Don't share passwords or personal data
- Never send money before meeting
- Meet in safe public places if meeting offline
- Report suspicious messages
- Use platform messaging, not personal info

4. Ratings & Reviews

Users rate each other after interactions.

Leaving a Review

After working with someone: 1. Click **"Leave Review"** 2. Rate from 1-5 stars ⭐ 3. Write your comments - What you appreciated - What could improve - Would you work together again? 4. Submit review

Review Guidelines: - Be honest and fair - Specific feedback is helpful - No profanity or personal attacks - Based on actual experience only

Viewing Reviews

Click on user profile to see: - Average star rating - Individual reviews from others - Review dates - Your reputation score

What Good Reviews Do

- Help you get hired more
- Build trust on platform
- Show professional behavior
- Attract better opportunities

How Bad Reviews Affect You

- Reduce your rating
- Companies less likely to hire
- May limit certain features
- Can lead to account review

5. Search & Filtering

Finding what you're looking for.

Search Functionality

- **Search Bar** - Type keywords
- **Advanced Search** - Use filters
- **Browse by Category** - Click category
- **Popular** - Trending items

Available Filters

Depending on what you're searching: - **Category** - Type of job/course/mentor - **Location** - Geographic area - **Salary/Price** - Budget range - **Rating** - Minimum rating - **Date Posted** - Recent or older - **Experience Level** - Junior, Mid, Senior - **Availability** - Open positions

Search Tips

- Be specific with keywords
- Use filters to narrow results
- Save favorite searches
- Set alerts for matching items

6. Activity Log

See your own activity history.

What's Tracked

- Jobs applied to

- Jobs posted
- Courses viewed/completed
- Messages sent/received
- Profile updates
- Login dates
- Account changes

Viewing Your Activity

1. Go to **"Settings"**
2. Click **"Activity Log"** or **"My Activity"**
3. See timeline of your actions
4. Click on activity for details

Privacy & Data

- Activity is private to you
- Admin can see for safety/disputes
- Some activity public (posted jobs, reviews)
- You can request data export

7. Settings & Preferences

Customize your experience.

Account Settings

- **Email Address** - Change email
- **Password** - Change password
- **Phone Number** - Update phone
- **Location** - Update location

Privacy Settings

- **Profile Visibility** - Who can see profile
- **Search Privacy** - Appear in searches?

- **Message Permissions** - Who can message?
- **Data Collection** - What data shared

Notification Preferences

- Frequency (instant, daily, weekly, never)
- Channel (in-app, email, push)
- Which types to notify

Account Status

- **Active** - Normal account
- **Verification Pending** - Waiting approval
- **Suspended** - Temporarily blocked
- **Deleted** - Closed account

8. Support & Help

Getting help when you need it.

Help Center

1. Go to **"Help"** or **"Support"**
2. Search for topics
3. Browse common questions
4. Find step-by-step guides
5. Watch tutorial videos

Contact Support

If help center doesn't help: 1. Click **"Contact Us"** 2. Choose issue category 3. Describe your problem 4. Attach screenshots if helpful 5. Submit ticket 6. Support team responds in 24-48 hours

FAQ (Frequently Asked Questions)

Most common questions with answers: - How do I...? - Why can't I...? - What does this mean? - How do I fix...?

How Jobs Work

Complete Job Workflow

```
EMPLOYER                                      JOB SEEKER
   │                                              │
   │─── 1. Posts Job ──────────────────────→ │ (Job appears in feed)
   │                                              │
   │ ← ──── 2. Applies for Job ─────────     │
   │                                              │
   │─── 3. Reviews Application ────────→ │ (Gets notification)
   │                                              │
   │ ← ──── 4. Interviews (optional) ──     │
   │                                              │
   │─── 5. Hires Candidate ───────────→  │ (Accepted)
   │                                              │
   │ ← ──── 6. Works on Job ────────────     │
   │                                              │
   │─── 7. Reviews Work ────────────────→ │
   │                                              │
   │ ← ──── 8. Marks Complete ─────────     │
   │                                              │
   │─── 9. Makes Payment ─────────────→     │ (Money earned)
   │                                              │
   │ ← ──── 10. Leaves Review ────────      │ (Rates each other)
```

Detailed Steps

Step 1: Employer Posts Job

- Company enters job details
- Sets requirements and salary
- Sets deadline for applications
- Job goes live

Step 2: Job Seeker Applies

- Sees job on platform
- Clicks "Apply"
- Application sent instantly
- Job seeker gets confirmation

Step 3: Employer Reviews

- Sees new application
- Reviews candidate's CV
- Checks ratings and reviews
- Decides to move forward or reject

Step 4: Interview (Optional)

- Employer may schedule interview
- Job seeker accepts invite
- Both prepare for interview
- Conduct interview (phone, video, or in-person)
- Employer decides to hire or not

Step 5: Employer Hires

- Employer offers job to selected candidate
- Job seeker accepts offer
- Job seeker is "hired"
- Both parties confirm dates

Step 6: Job Seeker Works

- Job seeker completes the work
- Keeps employer updated on progress
- Communicates regularly
- Delivers completed work by deadline

Step 7: Employer Reviews Work

- Checks work quality
- Gives feedback
- Asks for changes if needed
- Approves work or requests revision

Step 8: Both Mark Complete

- Job seeker marks job complete
- Employer approves completion
- Job is now "finished"

Step 9: Payment

- Employer pays job seeker through app
- Payment processed securely
- Money goes to job seeker's wallet
- Receipt created for both parties

Step 10: Leave Reviews

- Both leave ratings and reviews
- Feedback becomes part of profile
- Helps build reputation on platform

Job Status Timeline

Job States:

1. **Draft** - Employer is still writing job
2. **Pending Review** - Admin reviewing job
3. **Active/Published** - Job is live, accepting applications
4. **Applications Received** - People have applied
5. **In Progress** - Someone is hired and working
6. **Completed** - Job is done
7. **Closed** - No longer accepting applications
8. **Expired** - Deadline has passed

Application States:

1. **Submitted** - Just applied
2. **Under Review** - Employer looking at it
3. **Shortlisted** - Moved to next round
4. **Interview Scheduled** - Got interview invite
5. **Hired** - Employer chose you
6. **Working** - Currently working on job
7. **Completed** - Finished and paid
8. **Rejected** - Not selected

Safety & Security Features

Protecting Users

The platform has built-in safety measures:

1. Verification System

Company Verification

- Companies submit documents to prove legitimacy
- Admin reviews verification
- Verified badge appears on profile
- Candidates know company is real

User Verification

- Email verification - You must confirm email
- Phone verification (optional) - Confirm phone number
- ID verification (for some users) - Prove identity

Benefits: - Reduces fraud - Builds trust - Creates accountability - Protects all users

2. Content Moderation

What's Monitored

- Job postings
- Comments and reviews
- Messages between users
- User profiles
- Reported content

What's Not Allowed

- Discrimination based on race, gender, age, religion
- Harassment or bullying
- Sexual or explicit content
- Spam or scams
- Hate speech
- Violence or threats
- Adult content
- Copyright infringement

How Reports Work

1. You see inappropriate content
2. Click **"Report"** button
3. Select reason for report
4. Admin reviews
5. Content removed if it breaks rules

3. User Blocking

If someone bothers you: 1. Click their profile 2. Click **"Block User"** 3. They can't: - Message you - See your profile - Apply to your jobs (if employer) - View your reviews 4. You can unblock anytime

4. Scam Detection

Platform watches for common scams:

Advance Payment Scams - Never pay upfront before work starts - Use platform payments only - Don't transfer money outside app

Fake Job Scams - Too-good-to-be-true salary - Vague job description - Poor grammar/spelling - Can't verify company

Phishing Scams - Links to fake login pages - Asking for password - Suspicious emails - Always go directly to app

Prevention Tips: - Never share passwords - Don't click suspicious links - Verify company legitimately - Trust your instincts - Report suspicious activity

5. Secure Payments

How Payments Work Safely

1. Employer puts money into platform (in escrow)
2. Job seeker completes work
3. Employer releases payment
4. System processes securely
5. Money goes to job seeker

Why This Works: - Both parties protected - Money held safely - Proof of transaction - Dispute resolution available - No sharing of financial info

6. Data Privacy

What Data We Collect

- Profile information you provide
- Job applications and history
- Messages and communications
- Payment information (secure)
- Usage activity (for improvement)

How We Protect Data

- Encrypted connections (HTTPS)
- Secure servers

- Access controls
- Regular security audits
- Compliance with privacy laws

Your Rights

- See what data we have about you
- Download your data
- Delete your account
- Control privacy settings
- Report data breaches

7. Dispute Resolution

If there's a problem:

1. **Contact the Other Party**
2. Message them through platform
3. Try to resolve directly
4. Give details about issue
5. **Request Admin Help**
6. If you can't resolve
7. Submit dispute to platform
8. Provide evidence
9. Admin investigates
10. **Resolution**
11. Admin reviews both sides
12. Makes fair decision
13. Orders remedy (payment, etc.)
14. Sends official resolution

8. Account Security

Strong Passwords

- Mix uppercase and lowercase
- Include numbers and symbols
- At least 8 characters
- Don't use personal info
- Don't share your password

Two-Factor Authentication

Extra security layer: 1. Password login (first factor) 2. Code on phone (second factor) 3. Both required to access account

Suspicious Activity

Platform alerts you to: - Login from new location - Multiple failed login attempts - Unusual account activity - Unauthorized access attempts

If You See Suspicious Activity: 1. Change password immediately 2. Check recent login history 3. Contact support if needed 4. Review connected devices

9. Reporting System

Report Abuse

Found something wrong? 1. Click **"Report"** button 2. Select reason: - Scam/fraud - Harassment - Illegal activity - Inappropriate content - Other 3. Provide details 4. Attach evidence if available 5. Submit

What Happens

- Admin receives report
- Investigates thoroughly
- Takes appropriate action
- Notifies both parties if relevant

Protection for Reporters

- Your identity can be anonymous
- No retaliation allowed

- Protected against complaints
- Taken seriously

10. Safe Hiring Practices

For Employers

- Verify candidate information
- Check references/reviews
- Use platform messaging
- Don't share personal info
- Never ask for passwords
- Meet in safe places if meeting offline

For Job Seekers

- Verify company legitimacy
- Check company reviews
- Ask detailed job questions
- Get details in writing
- Never pay upfront
- Trust your gut

When Meeting in Person

- Meet in public places
- Tell someone where you're going
- Have emergency contact ready
- Trust your instincts
- Leave if uncomfortable

Platform Statistics

Understanding how the platform works:

User Base

- **Job Seekers:** Majority of users
- **Employers:** Growing business segment
- **Trainers:** Supporting mentorship
- **Admins:** Platform governance

Currency & Payments

- **Currency:** Botswana Pula (P) or other local currencies
- **Payment Method:** Secure processing
- **Fees:** Transaction fees apply
- **Withdrawal:** 1-3 business days to bank account

Job Categories

- Development - Programming
- Design & Creative
- Marketing & Sales
- Business & Management
- Education & Training
- Human Resources
- Information Technology
- Architecture & Construction
- Accounting & Finance
- Other

Ratings Scale

- ⭐ 5 stars - Excellent
- ⭐⭐⭐⭐ 4 stars - Very Good
- ⭐⭐⭐ 3 stars - Good
- ⭐⭐ 2 stars - Fair
- ⭐ 1 star - Poor

Troubleshooting Guide

Common Issues & Solutions

Can't Login

Problem: "Incorrect email or password" message

Solutions: 1. Check email spelling - typos are common 2. Passwords are case-sensitive 3. Click "Forgot Password" to reset 4. Check if email is verified 5. Contact support if still stuck

Didn't Receive Verification Email

Problem: Can't verify account

Solutions: 1. Check spam/junk folder 2. Click "Resend Email" 3. Wait a few minutes (takes time) 4. Use different email if possible 5. Contact support

Application Not Submitted

Problem: Applied but don't see confirmation

Solutions: 1. Refresh page or close and reopen app 2. Check "My Applications" to confirm 3. Check notifications 4. Try again if it failed 5. Contact support if error

Can't Upload Files

Problem: CV or video won't upload

Solutions: 1. Check file size - not too large 2. Check internet connection - must be strong 3. Try different file format 4. Close other apps using internet 5. Restart phone and try again

Payment Didn't Go Through

Problem: Money not received or transfer failed

Solutions: 1. Check "Transaction History" for status 2. Verify bank account details 3. Check if withdrawal is pending 4. Confirm payment method works 5. Contact support with transaction ID

Account Suspended

Problem: "Your account has been suspended"

Solutions: 1. Check email for reason 2. If unfair, click "Appeal Suspension" 3. Provide context about issue 4. Support reviews appeal 5. Account may be reinstated

Getting Spam or Harassment

Problem: Unwanted messages or inappropriate contacts

Solutions: 1. Click **"Block"** to block user 2. Click **"Report"** to report behavior 3. Don't respond to spam 4. Save evidence 5. Contact support if serious

Poor Job Recommendation

Problem: Suggested jobs don't match you

Solutions: 1. Update CV with latest skills 2. Update profile information 3. Clear job preferences in settings 4. Search specific jobs you want 5. Filter by category you prefer

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Platform Rules & Policies

Code of Conduct

All users agree to:

DO: - ✅ Be honest and truthful - ✅ Treat others with respect - ✅ Complete jobs professionally - ✅ Pay workers on time - ✅ Communicate clearly - ✅ Use platform for intended purpose - ✅ Report problems

DON'T: - ❌ Scam or defraud others - ❌ Harass or bully anyone - ❌ Post discriminatory content - ❌ Use fake information - ❌ Copy others' work - ❌ Spam or promote unwanted content - ❌ Violate intellectual property

Consequences

Violating rules results in:

1. **Warning** - First offense, minor issue
2. **Temporary Suspension** - 7-30 days off platform
3. **Permanent Ban** - Removed forever
4. **Legal Action** - For serious crimes

Job Posting Guidelines

Employers must ensure jobs: - Comply with local labor laws - Have legal requirements - Specify clear responsibilities - Pay fair wages - Don't discriminate - Aren't fraudulent

Application Process Rules

Job seekers must: - Submit honest information - Only apply for realistic jobs - Not apply multiple times - Not share contact info - Respect privacy of others

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Frequently Asked Questions

Q: How much does it cost to use the app? A: Most features are free. Employers may pay fees to post jobs. Job seekers are free. Trainers keep most course revenue.

Q: Is my payment information safe? A: Yes, platform uses industry-standard encryption and secure payment processors.

Q: How long does it take to get paid? A: Once job is complete and employer approves, payment goes to your wallet. Withdrawals to bank take 1-3 business days.

Q: Can I change my role (job seeker to employer)? A: Yes, contact support to upgrade or change your account type.

Q: What if I have a problem with a transaction? A: Submit a dispute through the platform. Admin investigates and makes fair decision.

Q: How do I delete my account? A: Go to Settings > Account > Delete Account. This is permanent.

Q: Can companies see my location? A: Only what you share in profile. You control privacy settings.

Q: How do I become a verified employer? A: Submit company documents. Admin reviews and approves within 1-5 business days.

Getting Help

Support Options

In-App Help: - Go to Settings > Help Center - Browse FAQs - Search for topic - Contact support form

Email Support: - Send email to: support@getjobs.com - Response in 24-48 hours

Live Chat: - Available during business hours - Chat with support team directly - Get instant help

Phone Support: - Call support phone number - Speak to representative - For urgent issues

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Conclusion

getJOBS is designed to be easy to use for everyone. Whether you're: - 🔍 Searching for work - 📢 Hiring talent - 📚 Teaching skills - 🛡️ Managing platform

The app provides tools and support to succeed.

Key Takeaways

1. **Easy Account Setup** - Create account in minutes
2. **Safe Platform** - Verified users and secure payments
3. **For Everyone** - Features for all user types
4. **Trusted System** - Ratings and reviews build trust
5. **Support Available** - Help whenever you need

Important Contacts

Customer Support: support@getjobs.com
Report Abuse: abuse@getjobs.com
General Inquiries: info@getjobs.com

This guide covers all major features of getJOBS. For the latest information and updates, check the Help Center in the app.

Last Updated: December 2025