

## COMMON FEATURES GUIDE

### Easy-to-Understand Guide for Features Used Across All Roles

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**Based on Real Code Analysis**

**Updated:** December 25, 2025

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## 1. USER AUTHENTICATION - CREATE & LOGIN TO YOUR ACCOUNT

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### What This Is

The system that lets you create an account and login securely.

### Account Creation Process

#### Step 1: Sign Up Screen

CREATE YOUR ACCOUNT
Select Your Role:
[Job Seeker] [Employer]
[Trainer] [Admin]
Email Address:
[email@example.com]
✓ Valid email required
Password:
[.....]
✓ Minimum 8 characters
✓ Must have uppercase

✓ Must have numbers
✓ Must have symbols (!@#\$%...)
Full Name:
[Your Full Name]
[Create Account]

## Step 2: Email Verification

You'll receive an email with a link.

- Click the link to verify email
- This proves your email is real
- Without verification, limited features
- Takes 2-3 minutes

## Step 3: Complete Your Profile

After verification, add:

- Phone number
- Profile picture
- Bio/description
- Location
- Skills/experience
- (depending on your role)

## Password Requirements

**Your password MUST have:** - ✓ At least 8 characters - ✓ At least 1 UPPERCASE letter (A-Z) - ✓ At least 1 lowercase letter (a-z) - ✓ At least 1 number (0-9) - ✓ At least 1 special character (!@#\$%^&\*)

**Good Password Examples:** - MyPassword123! - SecurePass@2024 - LongPassword#456

**Bad Password Examples:** - password (no uppercase, number, symbol) - 12345678 (only numbers) - Password (no number, symbol)

## Login Process

### Step 1: Login Screen

WELCOME BACK
Email:
[your@email.com]
Password:
[.....]
[Show Password]
[Login]
[Forgot Password?]
[Create Account]

### Step 2: System Validates

1. Checks email exists
2. Verifies password correct
3. Checks if account verified
4. Checks if account suspended
5. Logs you in

### Step 3: You're In!

- Your dashboard appears
- All your information
  - Personalized content
  - Your history
  - Your messages
  - Your actions

## Password Reset

### If You Forget Your Password:

1. Click "Forgot Password?" link
2. Enter your email
3. Check your email inbox
4. Click reset link in email
5. Create new password
6. Login with new password



## 2. MESSAGING - COMMUNICATE WITH OTHER USERS

### What This Is

Built-in chat system to message employers, job seekers, trainers, admins, etc.

### Messaging Types

**Job Seeker to Employer:** - Ask questions about job - Send application details - Discuss pay/terms - Negotiate offer

**Employer to Job Seeker:** - Ask about experience - Clarify job details - Offer interview - Send job offer

**Trainer to Student:** - Schedule sessions - Send resources - Answer questions - Provide feedback

**Admin to User:** - Explain decisions - Request information - Send notifications - Provide support

### Messaging Interface

#### Message List View:

YOUR MESSAGES		
[Unread: 3] [All] [Archived]		

1. Sarah Johnson
Last: "When can you start?"
2 hours ago
[Unread] ●
[Open Chat]
2. TechCorp Ltd
Last: "Interview tomorrow"
8 hours ago
[Read]
[Open Chat]
3. John Trainer
Last: "Session at 2pm"
1 day ago
[Unread] ●
[Open Chat]
4. Admin Support
Last: "Your question:"
3 days ago
[Read]
[Open Chat]

### Individual Chat View:

Sarah Johnson
[MESSAGES]
← Sarah: Hey! Interested in
the Developer role?

10:30 AM	
	Me: →
Yes, I'm very interested!	
When can I start?	
10:45 AM	
← Sarah: Next Monday OK?	
We'll discuss salary	
10:50 AM	
[Type message...] [Send] [Attach]	

## Message Features

**Send Text:** - Type message - Send immediately - See "read" status

**Send Files:** - Upload documents - Share images - Send CVs/portfolios

**Search Messages:** - Find old conversations - Search by keyword - Filter by person

**Notifications:** - Get alert when message arrives - Badge shows unread count - Can turn on/off

## Best Practices

**Professional Tone:** - Be courteous - Spell correctly - Avoid slang - Stay on topic

**Clear Communication:** - Be specific - Ask clear questions - Provide context - Quick responses

**Safety:** - Don't share passwords - Don't send financial info - Report harassment - Block bad users

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## ★ 3. RATINGS & REVIEWS - RATE YOUR EXPERIENCE

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### What This Is

System for rating people after you work with them. Helps others know who's good.

### Rating Scale

★ ★ ★ ★ ★ **(5 Stars)** - Excellent experience - Would work again - Highly recommend - No complaints

★ ★ ★ ★ **(4 Stars)** - Good experience - Minor issues - Would work again - Worth recommending

★ ★ ★ **(3 Stars)** - Average experience - Some issues - Got the job done - Not sure about next time

★ ★ **(2 Stars)** - Poor experience - Multiple issues - Job incomplete - Not recommended

★ **(1 Star)** - Very bad experience - Major problems - Won't work again - Bad quality

### How to Rate

**When You Can Rate:** - After job completion - After training session - After gig work ends - After transaction finishes

#### Rating Process:

1. Click "Rate" button
2. Choose 1-5 stars
3. Write optional comment
4. Submit rating
5. Rating appears on profile

#### Good Review Example:



"Excellent trainer! Very patient, explained everything clearly, great communication. Would definitely book again!"

#### Bad Review Example:



"Never delivered the work promised.  
Unresponsive to messages. Total  
waste of money. Avoid!"

## Review Features

**Your Profile Shows:** - Average rating (out of 5) - Total number of reviews - Latest reviews - Rating breakdown (% at each star)

**Using Reviews:** - People read before hiring you - Good reviews attract work - Bad reviews lose jobs - Build your reputation














## 4. USER PROFILES - YOUR PUBLIC PRESENCE

### What Your Profile Shows

Different information depending on your role.

### Job Seeker Profile

YOUR PROFILE
 [Profile Photo]
John Smith
 4.8 (15 reviews)
ABOUT
Experienced developer with 5 years in web development. Passionate about clean code.
SKILLS
• Python     
• JavaScript    



• React ★★★★★

• AWS ★★★

#### EXPERIENCE

5 years Software Development

2 years Full-Stack Dev

Freelance: 1 year

#### EDUCATION

BSc Computer Science

University of Botswana

#### LOCATION

Gaborone, Botswana

#### CONTACT

Email: john@email.com

Phone: +267-xxx-xxxx

LinkedIn: john-dev

#### PORTFOLIO

[View My Projects]

[View My CV]

## Employer Profile

#### COMPANY PROFILE



[Company Logo]

TechCorp Limited

✓ Verified ✓



4.9 (42 reviews)

## ABOUT COMPANY

Leading technology company  
specializing in software  
development and consulting.

## INDUSTRY

Information Technology

## SIZE

50-100 employees

## LOCATION

Gaborone, Botswana  
Remote work available

## CONTACT

Email: hr@techcorp.bw  
Phone: +267-xxx-xxxx  
Website: www.techcorp.bw

## RECENT JOBS POSTED

- Senior Developer (Open)
- QA Engineer (3 hired)
- DevOps Engineer (Filled)

## HIRING STATS

Jobs Posted: 25  
Successfully Filled: 23  
Average Rating: 4.9

[Browse Their Jobs]

[Contact Company]

## Trainer Profile

TRAINER PROFILE
 [Trainer Photo]
Sarah Johnson
★ 4.8 (32 reviews)
EXPERTISE
<ul style="list-style-type: none"><li>• Excel Training</li><li>• PowerPoint Design</li><li>• Office Suite</li></ul>
EXPERIENCE
8 years training experience
500+ students trained
2,000+ hours delivered
QUALIFICATIONS
<ul style="list-style-type: none"><li>• Microsoft Certified</li><li>• Training Certificate</li><li>• Professional Development</li></ul>
RATE
350 BWP per hour
Session Duration: 1 hour
AVAILABILITY
Weekdays: 9AM - 6PM
Weekends: By appointment
ABOUT
Patient and engaging trainer.

Customize lessons for each	
student's learning style.	
[Book Training] [Send Message]	
[View Reviews]	

## Profile Visibility

**Public (Everyone Sees):** - Name & photo - About/bio - Skills & experience - Average rating - Reviews - Contact info (if public)

**Private (Only You See):** - Email - Full phone number - Passwords - Financial info - Private messages

**Privacy Settings:** - Control what's public - Hide contact info - Block specific users - Report harassment

## 5. NOTIFICATIONS - STAY UPDATED

### What Notifications Are

Alerts that tell you about important events happening on the platform.

### Notification Types

**Application Notifications:** - Job application received - Application status change - Interview scheduled - Offer sent/accepted

**Messaging Notifications:** - New message received - Someone commented - Group chat activity - Message replies

**Account Notifications:** - Login from new device - Password changed - Account verified - Suspension notice

**Platform Notifications:** - Job approved/rejected - Company verified - Payment received - Bid accepted

**Payment Notifications:** - Payment sent - Payment received - Refund processed - Wallet updated

### Where Notifications Appear

**In-App (Inside the App):** - Bell icon at top - Badge with number - Notification center - Click to see details

**Push Notifications (Phone):** - Alert at top of screen - Sound (if enabled) - On lock screen - Click to open app

**Email Notifications:** - Sent to your email - Summary of events - Once per day - Can unsubscribe

### Notification Settings

#### What You Can Control:

NOTIFICATION SETTINGS	
✓ Applications	
[Receive] [Email] [Push]	
✓ Messages	
[Receive] [Email] [Push]	
X Marketing	
[Don't receive]	
✓ Account Activity	
[Receive] [Email only]	
✓ Payment Alerts	
[Receive] [Email] [Push]	
[Save Preferences]	

## Notification Examples:

### Job Application:

 "New Application Received"


Sarah Smith applied for  
Developer position  
\$10,000/month  
[\[View Application\]](#)

### Message Received:

 "New Message from TechCorp"

"Can you start next Monday?"  
[\[Reply\]](#)

### Payment Received:

 "Payment Received!"

\$5,000 BWP for completed project  
Pending: \$500 | Paid: \$5,000  
[\[View Details\]](#)

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## 6. ACCOUNT SECURITY & PRIVACY

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### Password Security

**Keep Your Password Safe:** - ✓ Don't share password - ✓ Don't write it down - ✓ Use unique password (not same as other sites) - ✓ Change password regularly - ✓ Don't use personal info

**Strong Passwords:** - Minimum 8 characters - Mix of uppercase/lowercase - Include numbers - Include symbols - Not a dictionary word

### Two-Factor Authentication (2FA)

**What It Is:** Extra security layer - needs two things to login: 1. Your password 2. Code from phone

**How It Works:**

1. Enter email and password
2. System sends code to phone
3. Enter code to prove it's you
4. Login successful

**Advantages:** - Even if someone gets your password, they can't login - Extra protection - Takes 10 seconds - Highly recommended

**Privacy Settings**

**Control What's Visible:** - Hide phone number - Hide location - Hide email - Hide work history - Private profile option

**Block Users:** - Prevents them from messaging - They can't see your profile - They can't apply to your jobs - You can unblock later

**Report Issues:** - Report fraud - Report harassment - Report fake accounts - Report inappropriate content - Action taken within 24-48 hours

**Data Protection**

**Your Data Is Protected By:** - Secure servers - Encrypted connections (HTTPS) - Regular backups - Access controls - Privacy policy compliance

**What We Collect:** - Basic info: name, email, phone - Profile info: bio, skills, experience - Transaction info: jobs, payments - System info: login activity, device info

**What We Don't Share:** - Password (even we can't see it) - Credit card (never stored fully) - Personal info (unless you make public) - To third parties (except payment processors)



## FEATURES COMPARISON TABLE

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Feature	Job Seekers	Employers	Trainers	Admins
Authentication	✓	✓	✓	✓
Messaging	✓	✓	✓	✓
Ratings	✓	✓	✓	✗
Notifications	✓	✓	✓	✓
User Profile	✓	✓	✓	✓
2FA	✓	✓	✓	✓ Recommended
Privacy Control	✓	✓	✓	Limited
Block Users	✓	✓	✓	✗
Report Users	✓	✓	✓	✓

## COMMON QUESTIONS

### **Q: Is my password safe?**

A: Yes. Passwords are encrypted and we can't see them. Even if hacked, your password stays secret.

### **Q: How do I recover a deleted account?**

A: Contact support within 30 days. After 30 days, account is permanently deleted.

### **Q: Can I change my email?**

A: Yes, go to Account Settings → Email. You'll need to verify the new email.

### **Q: What if I forget my 2FA code?**

A: Use backup codes (saved during setup) or contact support for identity verification.

### **Q: How do I deactivate my account?**

A: Settings → Account → Deactivate Account. You can reactivate within 90 days.



**Q: Can I have multiple accounts?**

A: No. One email = one account. Multiple accounts violate terms.

**Q: How long are messages kept?**

A: Forever, unless you delete. Archived messages still kept.

**Q: What happens if I'm reported?**

A: Admin investigates within 24 hours. If rules broken, account suspended/banned.

**Q: Can I preview messages before sending?**

A: Yes. Type message, review, then click Send.

**Q: How do I get verified status?**

A: Employers: Submit company documents. Trainers: Complete verification process.  
System: Automatic for active users.

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**END OF COMMON FEATURES GUIDE**

*This guide covers features used by all user types.*

*All features described are real and implemented.*

*Last updated: December 25, 2025*