

# Getting Started & Common Features Guide

A comprehensive guide covering features available to all users on the getJOBS Freelance App.

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## Account Management

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### Creating Your Account

**Step 1: Launch the App** - Open getJOBS Freelance App - You'll see the Welcome Screen

**Step 2: Sign Up** 1. Tap the "**Sign Up**" button 2. Choose your account type: - **Job Seeker**: Looking for jobs or freelance work - **Company/Employer**: Posting jobs and hiring - **Trainer**: Offering training and courses 3. Fill in your basic information: - Full Name - Email Address - Password (minimum 8 characters, mixed case recommended) - Phone Number (for verification) - Account Type

**Step 3: Email Verification** 1. Check your email for verification link 2. Click the verification link 3. Return to app and log in 4. Your email is now verified

**Step 4: Complete Your Profile** 1. Add a profile photo 2. Fill in your bio/summary 3. Add location information 4. Set your preferences 5. (Optional) Add additional details based

on account type

## Logging In

1. Tap "**Log In**" on Welcome Screen
2. Enter your **Email** and **Password**
3. Tap "**Log In**"
4. You'll be taken to your home screen

## Forgot Password

If you forget your password:

1. Tap "**Forgot Password**" on Login Screen
2. Enter your **Email**
3. Check your email for reset link
4. Click the link in the email
5. Create a new password
6. Return to app and log in with new password

## Account Security

**Best Practices:** -  Use strong password (12+ characters) -  Don't share your password -  Enable 2FA if available -  Keep email address updated -  Review login activity in Settings

**If Your Account Is Compromised:** 1. Change password immediately 2. Check account activity in Settings 3. Review connected sessions 4. Revoke suspicious sessions 5. Contact support if necessary

## Deleting Your Account

**Warning:** Account deletion is permanent!

1. Go to **Settings**
2. Scroll to bottom
3. Tap "**Delete Account**"
4. Confirm by entering your password

5. Account will be deleted within 7 days
  6. During this period, you can still recover
  7. After 7 days, all data is permanently deleted
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## Navigation & Interface

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### Home Screen Layout

**Top Section:** - App logo/name - Notification bell icon - Settings icon - User profile icon

**Main Content:** - Quick action buttons (varies by user type) - Featured jobs/opportunities - Personalized recommendations - Activity feed

**Bottom Navigation Bar:** - **Home:** Main dashboard - **Search:** Browse jobs/courses/freelancers - **Messages:** Chat and conversations - **Activity:** Your activity and history - **Profile:** Your account details

### Bottom Navigation Tabs

#### 1. Home Tab

- Dashboard for your account type
- Quick stats and summaries
- Upcoming events/deadlines
- Recent activities

#### 2. Search Tab

- Browse available opportunities
- Filter and search
- Save favorites
- View recommendations

#### 3. Messages Tab

- Chat with other users
- Conversation history

- Message notifications
- Search conversations

#### 4. Activity Tab

- Your recent actions
- Timeline of events
- Notifications feed
- Action items

#### 5. Profile Tab

- Account information
- Profile settings
- Document management
- Account preferences

### Interface Elements

**Cards:** Clickable containers for jobs, courses, profiles, etc. - Tap to view details - Swipe left/right to see more options

**Buttons:** - **Filled Button** (Blue): Primary action - **Outlined Button:** Secondary action - **Text Button:** Tertiary action

**Floating Action Button (FAB):** - Usually in bottom-right corner - Primary action for screen (Post Job, Start Chat, etc.)

**Filter Icon:** - Filter results by category, date, etc. - Usually in top-right corner

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## Profile Management

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### Viewing Your Profile

1. Tap the **Profile** icon (bottom right)
2. View your profile card with:
3. Profile photo
4. Name and bio

5. Profile completion percentage
6. Key information

## Editing Your Profile

1. Go to **Profile** tab
2. Tap "**Edit Profile**" button
3. Update your information:
4. **Photo**: Tap to change profile picture
5. **Name**: Full name
6. **Bio**: About you (100-500 characters)
7. **Location**: City, Country
8. **Phone**: Contact number
9. **Website**: Portfolio or personal website (optional)
10. **Social Links**: LinkedIn, GitHub, Twitter, etc.
11. Tap "**Save**" when done

## Profile Completion

The app shows a **profile completion percentage**: - 0-33%: Incomplete - 34-66%: Partially complete - 67-99%: Nearly complete - 100%: Complete

**Benefits of Complete Profile**: -  Better job matches -  Higher visibility -  More interview invitations -  Better credibility

## Profile Photo

**Requirements**: - Clear, professional photo - Face clearly visible - Well-lit image - Neutral background - JPG or PNG format - Maximum 5MB

**Tips**: - Use professional headshot - Dress professionally - Smile naturally - Avoid filters - Good quality camera

## Bio/About Section

**Tips for Writing Bio**: - Be specific about your skills - Highlight unique strengths - Keep it professional - Use keywords relevant to your field - Update regularly

## Examples:

*Job Seeker:* "Experienced Flutter developer with 5 years in mobile app development. Skilled in Dart, Firebase, and UI/UX. Looking for remote opportunities."

*Employer:* "Tech startup specializing in AI solutions. We're looking for passionate developers to join our growing team. Competitive salary and great benefits."

*Trainer:* "Professional Flutter trainer with 1000+ students. Offering advanced courses in Flutter, Dart, and Firebase. Certification available."

## Notifications System

### Types of Notifications

**Job Seekers:** - New job matches found - Application status updates - Interview invitations - Messages from employers - Recommended jobs

**Employers:** - New applications received - Candidate profile updates - Application status changes - Message notifications - Approval updates

**Trainers:** - New course enrollments - Student messages - Course reviews - Payment notifications - Class updates

### Managing Notifications

**View All Notifications:** 1. Tap the **Bell Icon** (top right) 2. See list of recent notifications 3. Tap to navigate to notification details

**Notification Badge:** - Red number shows unread notifications - Disappears when you view the notification - Shows on bell icon and bottom nav

**Mark as Read:** - Tap notification to read - Swipe left to delete - Tap "Mark All as Read"

### Notification Settings

1. Go to **Settings**
2. Tap "**Notifications**"
3. Choose what to enable/disable:
4. Email notifications

5. Push notifications (in-app)
6. SMS notifications (if available)
7. Sound and vibration

**Categories:** - Job matches - Application updates - Messages - Interviews - Course updates - Payment notifications - System messages

**Notification Frequency:** - Real-time - Daily digest - Weekly digest - Never

## Email Notifications

Important emails sent to your address: - Account verification - Password reset - Application decisions - Interview invitations - Payment confirmations - Course updates

**Check Email Settings:** 1. Go to **Settings** → **Email Preferences** 2. Choose which emails to receive 3. Change email address if needed

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## Messaging & Chat

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### Starting a Conversation

**Option 1: From Profile** 1. Find a user profile 2. Tap "**Message**" button 3. Conversation opens

**Option 2: From Messages Tab** 1. Tap the "**Messages**" tab (bottom) 2. Tap "+" button or "**New Message**" 3. Search for user by name or email 4. Select user 5. Send first message

**Option 3: From Notification** - Tap message notification - Conversation opens directly

### Sending Messages

1. Open conversation
2. Type message in text field
3. Tap "**Send**" button (or press Enter)
4. Message is sent immediately

**Message Features:** -  Text messages -  Images (not supported yet) -  Files (not supported yet) -  Links -  Emojis

## Message Types

**Professional Messages:** - Job inquiries - Application follow-ups - Interview questions - Course questions - Payment inquiries

**Best Practices:** - Be clear and concise - Use professional language - Respond within 24 hours - Keep records of important conversations

## Blocking/Reporting Users

**Block a User:** 1. Open their conversation 2. Tap "**More Options**" (...) 3. Select "**Block User**" 4. You won't see messages from this user

**Report a User:** 1. Open their conversation 2. Tap "**More Options**" (...) 3. Select "**Report User**" 4. Provide reason and details 5. Submit report to admin

**Unblock a User:** 1. Go to **Settings** → **Blocked Users** 2. Find the user 3. Tap "**Unblock**"

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## Wallet & Payments

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### Wallet Overview

Your **Wallet** stores money for: - Job payments received - Training course fees paid - Transaction balances - Refunds

**Access Wallet:** 1. Go to **Profile** tab 2. Tap "**Wallet**" or "**Payments**" 3. See your balance and history

### Payment Methods

**Supported Methods** (varies by region): - Credit/Debit Card (Visa, Mastercard) - Bank Transfer - Mobile Wallet (GCash, PayMaya in Philippines) - Digital Wallets (varies)

**Adding Payment Method:** 1. Go to **Wallet** 2. Tap "**Add Payment Method**" 3. Select payment type 4. Enter details 5. Verify (may require OTP)

### Making Payments

**For Job Seekers** (if applicable): 1. Find course or service 2. Tap "**Enroll**" or "**Buy**" 3. Review price 4. Select payment method 5. Complete payment 6. Receive confirmation

**Process:** - Click "Proceed to Payment" - Select payment method - Enter payment details  
- Confirm transaction - Receive confirmation and receipt

## Receiving Payments

**For Employers/Trainers:** 1. Complete job or deliver course 2. Payment is held temporarily (verification) 3. Once verified, money transfers to wallet 4. You can withdraw or use for other services

## Withdrawal/Cash Out

**How to Withdraw:** 1. Go to **Wallet** 2. Tap "**Withdraw**" 3. Enter amount (minimum varies) 4. Select bank account 5. Confirm details 6. Submit withdrawal request

**Processing Time:** - Usually 1-3 business days - Bank transfer dependent - Check status in Wallet history

**Withdrawal Fees:** - May have small transaction fee - Varies by payment method - Shown before confirming

## Transaction History

**View Transactions:** 1. Go to **Wallet** 2. Tap "**History**" or "**Transactions**" 3. See all transactions with: - Date and time - Amount - Description - Status (Completed, Pending, Failed)

**Filter:** - By date range - By type (Deposit, Withdrawal, Payment) - By status

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## Settings & Preferences

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### Accessing Settings

1. Tap the **Settings icon** (top right of home screen) Or
2. Go to **Profile** → Tap "**Settings**"

### Account Settings

**Basic Info:** - Email address - Phone number - Password - Name

**Change Password:** 1. Go to Settings 2. Tap "**Change Password**" 3. Enter current password 4. Enter new password twice 5. Tap "**Update**"

**Change Email:** 1. Go to Settings 2. Tap "**Change Email**" 3. Enter new email 4. Verify via email confirmation link 5. Email is updated

## Notification Preferences

1. Go to **Settings** → "**Notifications**"
2. Enable/Disable:
3. Push notifications
4. Email notifications
5. SMS (if available)
6. Sound
7. Vibration
8. Set preferences:
9. Frequency (real-time, daily, weekly)
10. Categories to receive

## Privacy Settings

1. Go to **Settings** → "**Privacy**"
2. Choose who can see your profile:
  3. Everyone
  4. Registered users only
  5. Connections only
  6. Only me
7. Choose what's visible:
  8. Phone number
  9. Email address
10. Location
11. Work experience

## 12. Education

### Display & Theme

1. Go to **Settings** → "Display"
2. Choose:
3. Light theme
4. Dark theme
5. System default

### Language

1. Go to **Settings** → "Language"
  2. Select language:
  3. English
  4. Tagalog
  5. Other available languages
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## Search & Discovery

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### Using Search

**Open Search:** 1. Tap the "Search" tab (bottom) Or 2. Tap the search icon from home screen

**Search Features:** - Type keywords - Filter by category - Sort by relevance, date, etc. - Save favorite results

### Filters

**Common Filters:** - **Category:** Job type, course topic, etc. - **Location:** City, country, remote - **Date:** Posted today, this week, etc. - **Experience Level:** Entry, mid, senior - **Salary/Price:** Budget range

**Applying Filters:** 1. Tap the "Filter" icon 2. Select criteria 3. Tap "Apply" 4. Results update automatically

## Saving Favorites

**Save Item:** 1. Tap the "**Heart**" icon on any card 2. Item is saved to favorites

**View Favorites:** 1. Go to **Search** tab 2. Tap "**Favorites**" or "**Saved**" 3. See all saved items

## Search Tips

- **Use Keywords:** Search for specific terms
  - **Be Specific:** "Flutter developer" vs "Developer"
  - **Check Filters:** Narrow results with filters
  - **Save Favorites:** Keep track of interesting items
  - **Sort Results:** By date, relevance, rating
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## Common Issues

### Can't Log In

**Problem:** "Invalid email or password"

**Solutions:** 1. Check email spelling 2. Verify caps lock is off 3. Reset password if forgotten  
4. Check if account is suspended 5. Try different browser/device

### Not Receiving Emails

**Problem:** Verification, password reset, or notification emails not arriving

**Solutions:** 1. Check spam/junk folder 2. Check if email is verified in app 3. Verify email address is correct in Settings 4. Check notification settings 5. Resend email (if option available)

### Can't Upload Profile Photo

**Problem:** Photo upload fails

**Solutions:** 1. Check file size (max 5MB) 2. Use JPG or PNG format 3. Check internet connection 4. Try different photo 5. Clear app cache (Settings → Apps → Clear Cache)

### Messages Not Sending

**Problem:** Messages stuck as "Sending"

**Solutions:** 1. Check internet connection 2. Wait a few seconds 3. Try sending again 4. Restart the app 5. Restart your device

## Notifications Not Working

**Problem:** Not getting notifications

**Solutions:** 1. Check notification permissions (Device Settings) 2. Go to app **Settings** → **Notifications** and enable 3. Check if notification type is enabled 4. Ensure app is updated 5. Restart app and device

## Search Not Working

**Problem:** No results or slow search

**Solutions:** 1. Check internet connection 2. Try different search terms 3. Remove filters and try again 4. Clear cache: Settings → Apps → Clear Cache 5. Update app to latest version

## Payment Failed

**Problem:** Payment declined or failed

**Solutions:** 1. Check payment method has sufficient balance 2. Verify payment details are correct 3. Contact your bank 4. Try different payment method 5. Contact support with error message

## Can't Complete Profile

**Problem:** Can't update or save profile information

**Solutions:** 1. Check internet connection 2. Try updating one section at a time 3. Clear browser cache 4. Log out and back in 5. Update app to latest version

## App Crashes

**Problem:** App keeps crashing

**Solutions:** 1. Restart your device 2. Clear app cache (Settings → Apps → Clear Cache) 3. Update app to latest version 4. Uninstall and reinstall app 5. Check device storage (at least 100MB free)

## Getting Help

### Support Channels

**In-App Help:** 1. Go to **Settings** 2. Tap "**Help & Support**" 3. Browse FAQs

**Email Support:** - support@getjobs.com - Include: account email, issue description, screenshots

**Chat Support:** - Available during business hours - Chat icon in Settings

**Reporting Issues:** 1. Go to **Settings** 2. Tap "**Report Issue**" 3. Describe problem 4. Submit

## Security Tips

### Protect Your Account

- Use strong password (12+ characters)
- Don't share password with anyone
- Enable 2FA if available
- Keep email updated
- Review login activity
- Log out after use on shared devices
- Don't click suspicious links
- Verify sender of messages

### Data Privacy

- The app collects minimal personal data
- Your data is encrypted
- Only shared with verified users
- Never shared with third parties without consent
- Check Privacy Policy for full details

## Reporting Issues

**Report Inappropriate User:** 1. Go to their profile 2. Tap "More Options" (...) 3. Select "Report User" 4. Choose reason 5. Submit

**Report Inappropriate Content:** 1. Tap on the content 2. Tap "More Options" (...) 3. Select "Report Content" 4. Choose reason 5. Submit

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## Conclusion

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This guide covers common features available to all users. For user-type-specific features, refer to:  
- **Job Seekers:** USER\_MANUAL\_JOB\_SEEKERS.md  
- **Employers:** USER\_MANUAL\_EMPLOYERS.md  
- **Trainers:** USER\_MANUAL\_TRAINERS.md  
- **Admins:** ADMIN\_GUIDE\_COMPLETE.md

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*Last Updated: 2024 Platform: getJOBS Freelance App*