



# COMMON FEATURES GUIDE

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

Based on Real Code Analysis

Updated: December 25, 2025

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

#### 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
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## 2. MESSAGING - COMMUNICATE WITH OTHER USERS

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### 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

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

### 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

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## 4. USER PROFILES - YOUR PUBLIC PRESENCE

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### 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



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



Sarah Johnson

4.8 (32 reviews)

### EXPERTISE

- Excel Training
- PowerPoint Design
- Office Suite

### EXPERIENCE

8 years training experience

500+ students trained

2,000+ hours delivered

### QUALIFICATIONS

- Microsoft Certified
- Training Certificate
- Professional Development

### 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]

## 6. ACCOUNT SECURITY & PRIVACY

### 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

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*