

Getting Started & Common Features Guide

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

Table of Contents

1. [Account Management](#)
 2. [Navigation & Interface](#)
 3. [Profile Management](#)
 4. [Notifications System](#)
 5. [Messaging & Chat](#)
 6. [Wallet & Payments](#)
 7. [Settings & Preferences](#)
 8. [Search & Discovery](#)
 9. [Common Issues](#)
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Account Management

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

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

Profile Management

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

Messaging & Chat

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**"

Wallet & Payments

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

Settings & Preferences

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

Search & Discovery

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

Conclusion

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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