Actions for users

1. For all users

Search – The user can choose to do a simple or an advanced search. After inputting a string, they are presented with a list of items relevant for their search. Advanced search adds the option to filter the results. The filters can also be changed on the results page.

User profiles – Accessing the profile pages of users who’ve created a listing. These will display data such as the number of transactions made and the history and overview of the feedback they’ve received from other users.

Report – Creates a ticket to report a certain user or a listing; a reason will be selected from a list and more details will optionally be given.

1. Users who are not logged in

Register – Creates account.

Forgot password – Request an email containing login information for an email address associated with an existing account; provides a link to a page user for changing the password.

Sign in – Logs into an account.

1. Users who are logged in

Buy – (for Buy-it-now type items) The user places an order for an item. After inputting and confirming the payment data, the transaction is finalized.

Bid – (for Auction type items) The user places a bid (higher than the current one) for an item. The user can place another bid later on in case they’ve been outbid. After the item listing time expires, the user pays for the product.

Sell – Creates a new listing. The user must provide a picture and details about the item they want to sell and select the listing type. For the Buy-it-now type they will add a price, and the Auction type requires a starting price and the listing duration.

Account settings – The page facilitates the deletion of listings created by the user, changing the password and viewing the transaction and feedback history.

Ask question – The user can add a public question for a certain listing.

Add feedback – User adds feedback for their transaction with the seller.

Ask for refund – User asks for a refund for a product they paid for but didn’t receive. After a certain amount of time has passed, the user can report the seller for fraud.

Log out – Signs out of an account.

1. Administrator

Ban account – Bans a user account that broke the site rules. The reason for deletion will be specified and a notification email will be sent to the user.

Remove listing – Removes a listing that breaks the site rules. The reason for deletion will be specified and a notification email will be sent to the user. After a certain number of deleted listings, the user will be banned.

Report overview – The administrator is presented a list of report tickets submitted by users. The administrator can validate or invalidate them and take the appropriate course of action. Too many invalid tickets sent by a user will lead to a notification email, and eventually a ban for the user who sent them.

Solved tickets overview - The administrator is presented a list of report tickets that have been marked as solved, ordered by the date at which they’ve been solved.

Log out – Signs out of the account.