envato

codecanyon

ACTIVE WORKDESK

WORK FROM HOME

DOCUMENTATION

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Software Framework : Laravel
Provided by : codecanyon

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QUESTIONS

This portion deals with the admin side login

1. What is workdesk?
2. How to install the script?
    a. How to update to the latest version?
3. How to activate the script?
4. How many types of users are there?
5. How does the admin create Packages for users?
6. How does the admin create Project Category?
7. How does the admin create Badges for users?
8. How does the admin create Skills for freelancers?
9. How does the admin manage projects?
10. How does the admin manage Project Cancel Request?
11. How does the admin set policy pages?
12. How does the admin manage review?
13. How does the admin manage accounts?
14. How does the admin manage employees?
15. How does the admin add currency?
16. How does the admin add language?
17. How does the admin send money to freelancers?
18. How does the admin configure social media and 3rd party configurations?
19. How does the admin configure payment procedures for freelancers?
20. How does the admin confirm or reject the verification request of the client?
21. How to view the client-freelancer conversation as an admin?
22. How does the admin configure payment gateways?
23. How to create a custom page as an admin?
24. How to edit the header of the site as an admin?
25. How to edit the footer of the site as an admin?
26. How to edit the homepage of the site as an admin?
27. How does an admin view all the services created by the freelancers?
28. How does an admin view all the service payments that happened between clients and freelancers?

This portion deals with the client-side login

29. How does the user get registered as a Client?
30. Who can create a project and how many types of project?
31. How to create an open project?
32. How to hire a freelancer for an open project ?
33. How to hire a freelancer for a private project?
34. How to send milestone payment to freelancers?
35. How to cancel an open project?
36. How to complete a running project?
37. How to see all projects as a client ?
38. How to see open projects as a client ?
39. How to see Running projects as a client ?
40. How to see Completed projects as a client ?
41. How to see Cancelled projects as a client ?
42. How to set up a client profile?
43. How does a client chat with his freelancers?
44. How does a client see all reviews?
45. How does a client bookmark a freelancer?
46. How does a client see all bookmarked freelancers?
47. How to purchase any package as a client?
48. How does a client rate a freelancer?
49. How does a client verify his/her identity?
50. How does a client purchase a service?
51. How does a client view all of his purchased services?

This portion deals with the freelancer-side login

52. How does the user get registered as a freelancer?
53. How to purchase any package as a freelancer?
54. How to bid for a project?
55. In how many projects can a freelancer bid?
56. How to send milestone payment requests to clients?
57. How to withdraw money as a freelancer?
58. How to set up a freelancer profile?
59. How does a freelancer manage a project proposal?
60. How does a freelancer see all of the bidded projects?
61. How does a freelancer see all the running projects?
62. How does a freelancer see all the completed projects?
63. How does a freelancer see all the canceled projects?
64. How does a freelancer see all the earnings history?
65. How does a freelancer see all the withdrawal history?
66. How does a freelancer see all the milestone requests?
67. How does a freelancer see all the bookmarked projects?
68. How does a freelancer see all the bookmarked clients?
69. How does a freelancer chat with his clients?
70. How does a freelancer see all reviews?
71. How does a freelancer bookmark a project?
72. How does a freelancer set his account?
73. How does a freelancer rate a client?
74. How does a freelancer follow a client?
75. How does a freelancer verify his/her identity?
76. How does a freelancer create a new service?
77. How can a freelancer see all of his created services?
78. How does a freelancer edit his/her created service?
79. How does a freelancer view all of his sold services?

ANSWERS

This section elaborates the actions of the admin

1. **What is workdesk?**

   Answer: Workdesk is a simple web application online platform where clients can post projects and freelancers can bid for those projects. It's developed with Laravel, a framework of php and Bootstrap for making this completely responsive .

2. **How to install the script? (Video)**

   Answer: To install the script, one needs to follow the below steps:

   - Extract downloaded from codecanyon on your PC.
   - **Upload** the Install.zip file to your server **public_html** or any other **directory** you intend to run the script.
   - **Extract** the zip file in that directory.
   - Create a new database from your server **MySQL database**.
   - Create a db **user** to the database and link that **database** to the **db user**.
   - First hit your **site url** and it will automatically take you to the **installation**.
   - Click on **Start Installation Process**.
   - You will get the **Checking File Permission** page. If everything is ok then click on **Go to the next step**.
   - Now you need to set **Database Host, Database Name, Database Username, Database Password** and click **Continue**.
   - Now you need to **import the sql file**.
   - Now **fill up the information for the website** and click **Continue**.
   - Click on **Go to Home/ Login to the admin panel**.

a. **How to update to the latest version?**

Ans :

- Extract the downloaded file from codecanyon.
- There you will get a zipped folder named 'updates.zip'. upload that to the root directory on your server where your previous version is running & Unzip that file and replace all files.
- Now reload the home page and click on '**Update Now**'.
- It's Done! The full system has been updated with a single click.
- Let's Browse Active Workdesk cms Latest Version

3. How to activate the script?

Answer: Following the given procedure below will make the license activated for your domain and you'll be able to use the script smoothly:

- Open the link in the browser. https://activeitzone.com/check
- In the respective fields, put your Name, E-mail, **CodeCanyon Username, Purchase Key** and your intended **domain name** for the script and verify the captcha.
- The form will be submitted to check the purchase key and then activate the licence for that domain.
- You can change the activation later from this same form. Activating a Regular License again with another domain name will remove the activation of the previous domain.

4. How many types of users are there?

Answer: There are mainly four types of user in **workdesk** and they are:

I. System Admin
II. System Staff
III. Clients
IV. Freelancers

5. How does the admin create Packages for users? (Video)

Answer: There are two types of package in workdesk and they are:

- Client Package
- Freelancer Package

Admin can create these package by following the below steps:

- First of all, the Admin needs to login into his panel.

Client Package:

- Go to the **Client Package** sub-menu under the **Clients** menu.
- Click on **Create New Package**
- Fill up the fields with information
- Finally click on **Save** Button.

Freelancer Package:

- Go to the **Freelancer Package** sub-menu under the **Freelancer** menu.
- Click on **Create New Package**
- Fill up the fields with information
- Finally click on **Save** Button.

6. How does the admin create Project Category?

Answer: Admin can create **Project Category** for clients and freelancers. To create **Project Category** Admin needs to follow the below steps after login into his panel:

- Go to the **Project Category** sub-menu under the **Projects** menu.
- There, admin will get a form for creating a new **Project Category** at the right side of that page.
- Admin needs to fill up that form with name, parent category(if parent category exists) and icon image.
- Finally, Click on **Save New Category.**

7. How does the admin create Badges for users? (Video)

Answer: Admin can create **Badges** for clients and freelancers. To create a new **Badge** Admin needs to follow the below steps after login into his panel:

Freelancer Badge:

- Go to the **Freelancer Badge** sub-menu under the **Freelancers** menu.
- There, admin will get a form for creating a new **Badge** for freelancers at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally Click on **Save New badge.**

Client Badge:

- Go to the **Client Badge** sub-menu under the **Client** menu.
- There, admin will get a form for creating a new **Badge** for clients at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally Click on **Save New badge.**

8. How does the admin create Skills for freelancers? (Video)

Answer: Admin can create **Skills** for freelancers. To create a new **Skill** Admin needs to follow the below steps after login into his panel:

- Go to the **Freelancer Skill** sub-menu under the **Freelancers** menu.

- There, admin will get a form for creating a new **Skill** for freelancers at the right side of that page.
- Admin needs to fill up that form with appropriate data.
- Finally Click on **Save New Skill.**

9. How does the admin manage projects?

Answer: Admin can check all types of projects from the admin panel. There are individually listed all projects.

- All Projects List
- Running Project List
- Open Project List
- Cancelled Project List

These all are under the **Projects** menu at the left side bar.

10. How does the admin manage Project cancel Request?

Answer: If any client hires any freelancer for any project and then if the client wants to cancel the project, in that case the admin will manage the entire procedure.

- The client who wants to cancel the project sends a project cancellation request to the admin.
- Admin can find that request by going to the **Project Cancel Request** sub-menu under the **Projects** menu from the left sidebar.
- Admin will check the reason for project cancellation and contact with the other side.
- By following a conversation procedure finally the admin will decide what he/she needs to do.

11. How does the admin set policy pages?

Answer: There are five types of policy for workdesk and they are:

- Freelancer Policy
- Client Policy
- Refund Policy
- Copyright Policy
- Privacy Policy

To set these policies, the admin needs to go to the **specific policy** sub-menu under the **System Policy** menu from the left side bar. Then Click on that policy and next he will get a page with **Text-field.** The admin will write down the policy and click on the **Update** button**.**

12. How does the admin manage review?

Answer: The admin can manage the reviews for clients and freelancers. Admin can see the all clients rating lists and if the admin wants he can also check any specific client's all reviews by going to the **Client Review** sub-menu under the **Reviews** Menu. Admin can also see the all Freelancers rating lists and if the admin wants he can also check any specific Freelancer's all reviews by going to the **Freelancer Review** sub-menu under the **Reviews** Menu.

13. How does the admin manage accounts?

Answer: The admin can manage and check all accounts related information like:

- Project Payment History
- Client package purchase history
- Freelancer package purchase history
- All request for milestone payments
- Account Summary

Admin will get all of this submenus under the **Accountings** menu into the admin panel from the left sidebar.

14. How does the admin manage employees?

Answer: The admin can manage all employees and their role. To manage this admin needs to follow below steps:

Step - 1:

- Login into the admin panel and go to the **Employees Role** sub-menu under the **Employee** menu from the left sidebar.
- There, the admin will get a form to create a new role for the employee.
- Admin just need to put the role name and click on Add new role button.

Step - 2:

- After creating a role, role name will append on the left sidebar under the **Employee** menu.
- Admin needs to click on the role name for adding a new employee from the left sidebar.
- Admin will get the all employee list of that specific role.
- There, the admin will get a button named **Add New Employee.**
- Click on **Add New Employee** and get a form for adding a new employee.
- Fill up the form with data and click on **Add Employee.**

Step - 3:

- Now admin needs to set the access permission for newly added employees.

- To do this Admin needs to click on the role name of a newly added employee from the left sidebar.
- Admin will get the all employee list of that specific role and find that employee and click on **Options** button and then click on **Set Access Permission.**
- Now set the access permission and click on the **Update** button.

15. How does the admin add currency?

Answer: To add currency Admin needs to follow the below steps:

- Go to the **All Currency sub-sub-menu** under the **Currency** menu under the **System Configurations** menu from the left side bar.
- There, the admin will find the all currency list and to add a new currency he/she needs to click on **Add New Currency** from the top right side of that page.
- Admin needs to fill the form with appropriate data and click on **Save Button.**

16. How does the admin add language?

Answer: To add language Admin needs to follow the below steps:

- Go to the **System Language** sub-menu under the **System Configurations** menu from the left side bar.
- There, the admin will find the all language list and to add a new language he/she will find a form at the top right side of that page.
- Admin needs to fill the form with appropriate data and click on **Save Button.**
- From there Admin can also set the default language for the system.

17. How does the admin send money to freelancers?

Answer: To send money to freelancers there is two way and they are:

1. After getting withdraw request from freelancer
2. Without getting withdraw request

After getting withdraw request from freelancer :

- Go to the **Withdraw Request** sub-menu under the **Freelancers** menu from the left side bar.
- There, the admin will find the all withdraw requests lists.
- Admin will click on the **Options** button and then click on **Pay Now**.
- From there Admin will insert the money sending details with receipt and then click on the **Paid** button.
- .Admin can send money to freelancers via bank on paypal and for this freelancer needs to set his/her payout information.

Without getting withdraw request :

- Go to the **All Freelancers** sub-menu under the **Freelancers** menu from the left side bar.
- There, the admin will find the all freelancers lists.
- Admin will click on the **Options** button and then click on **Pay Now**.
- From there Admin will insert the money sending details with receipt and then click on the **Paid** button.
- .Admin can send money to freelancers via bank on paypal and for this freelancer needs to set his/her payout information.

18. How does the admin configure social media and 3rd party configurations? (Video) M

Answer: To configure social media and 3rd party configurations Admin needs to follow the below steps:

- Go to the **Social Media & Other 3rd Party Configuration** sub-menu under the **System Configurations** menu from the left side bar.
- In there, Admin will get the necessary form for all social media and 3rd party configurations.
- Admin just needs to fill up them with appropriate data information and Click on the **Update** button.

19. How does the admin configure payment procedures for freelancers?

Answer: There are three steps to configure payment procedure for freelancers and they are:

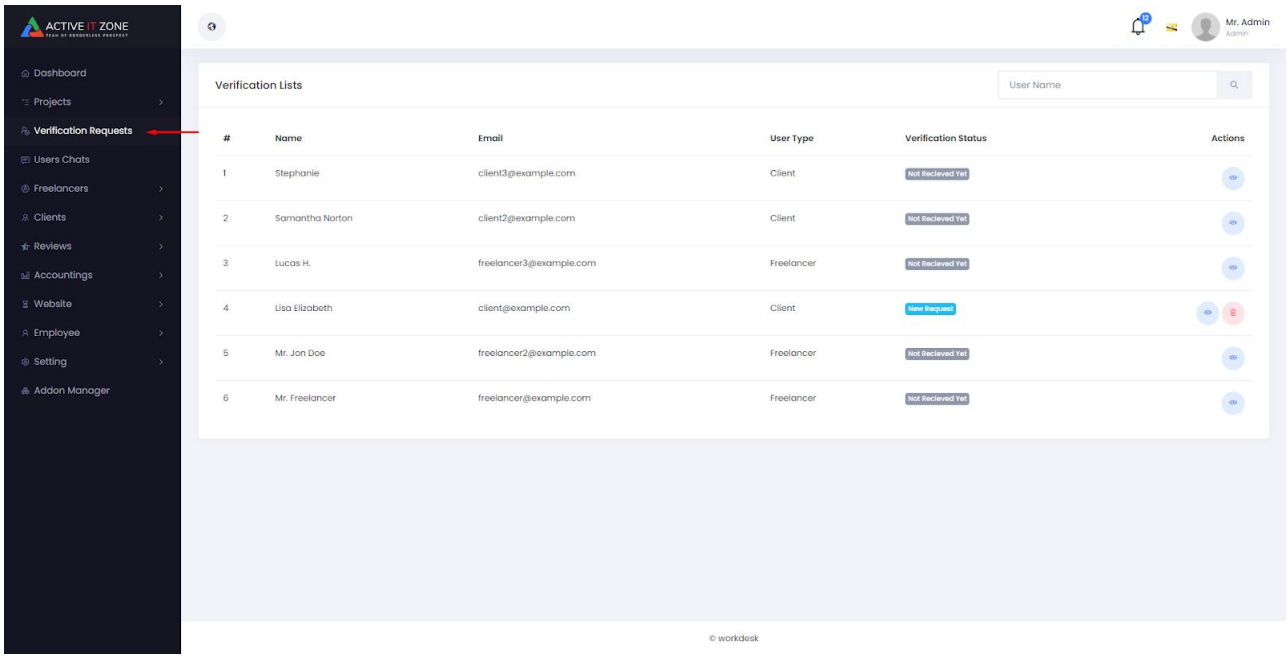
1. Minimum amount for sending withdraw request
2. Paypal payment Charge
3. Bank Payment Charge

To set this admin needs to go to the **Freelancer Payment Config** sub-menu under the **System Configurations** menu from the left side bar.

20. How does the admin confirm or reject the verification request of the client?

Answer: For the admin to confirm or reject the verification request of the client the user needs to do the following:

- Login as an admin.
- Go to the 'Verification Requests' menu.
- Click on the eye icon of the user he wants to verify.

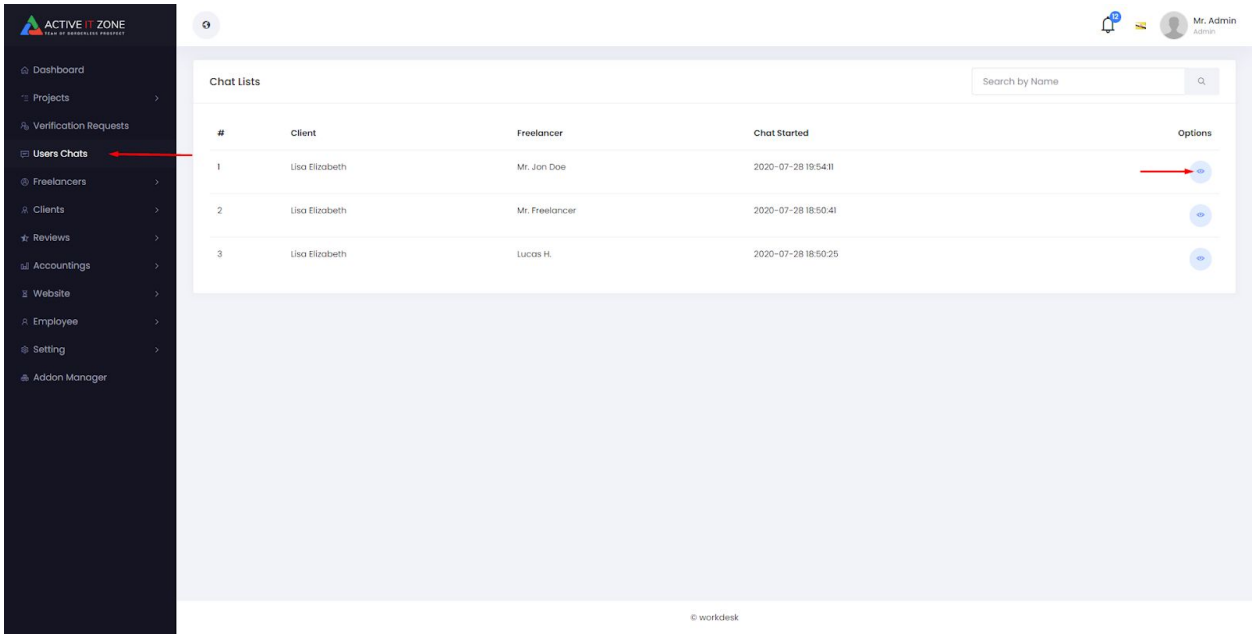


- There the admin will see two buttons:
    - By clicking the ‘Accept’ button the admin accepts the request of the user.
    - By clicking the ‘Reject’ button the admin rejects the request of the user.

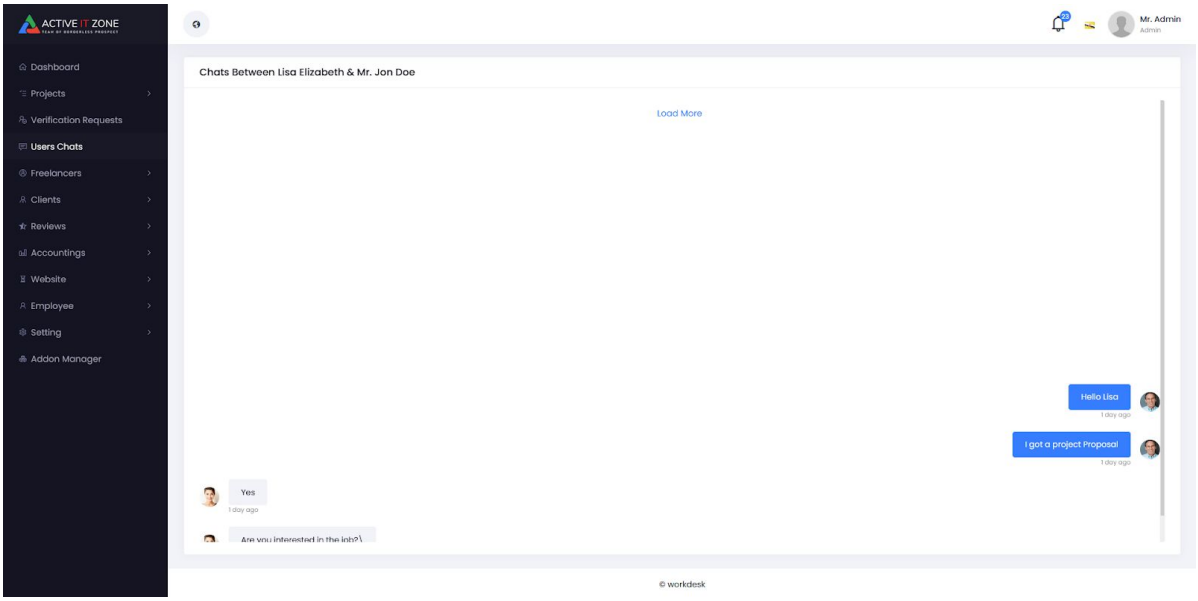
21. How to view the client-freelancer conversation as an admin?

Answer: For an admin to view the client-freelancer conversation as an admin he needs to do the following procedure:

- Firstly, login as an admin.
- Then Go to the ‘User Chat’ Menu visible at the left sidebar of the admin dashboard.
- Then click on the eye icon of any client-freelancer row available at the options column.



- And finally, He will be able to see all the conversations that happened and are happening between any two client and freelancer.



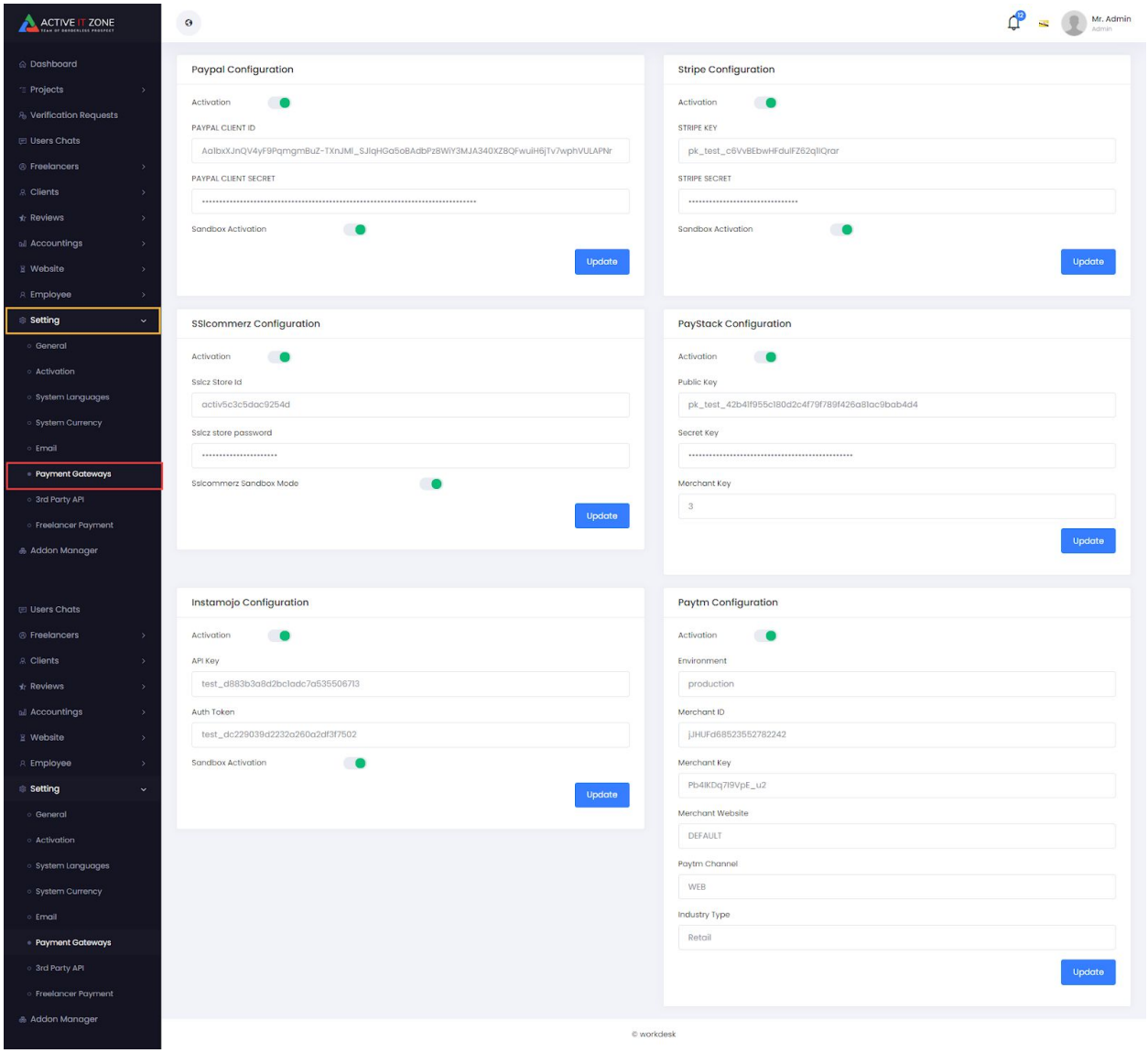
22. How does the admin configure payment gateways? (Video) M

Answer: For a admin to configure the payment gateways he needs to do the following:

Seven types of payment gateway configuration available there. To configure them follow the steps :

- **Log in** to the **admin** panel.
- From the **navigation**, go to **Business settings > Activation.**

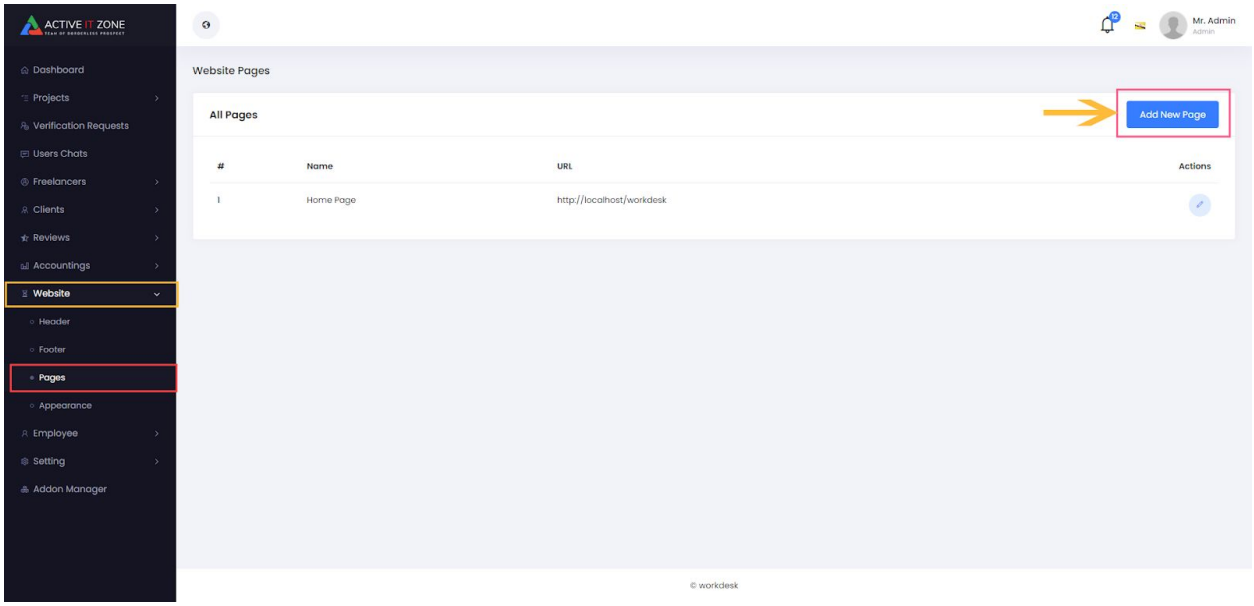
- Scroll down to the **Payment Related** section.
- **Switch on** by clicking the switch of the methods which you want to activate.
- Then again from navigation, **Business settings > Payment method**.
- Insert necessary Information of the methods.
    - **Paypal** – Insert the paypal **client ID**, **Client secret** and **switched off** the sandbox mode(which for demo transactions). Then click on **save**.
    - **Stripe** – Insert the **stripe key**, **stripe secret** which you will get from your stripe account and **switched off** the sandbox mode(which for demo transactions). Then click on **save**.
    - **Instamojo** – Insert the **instamojo api key**, **instamojo auth token** which you will get from your instamojo account and **switched off** the sandbox mode(which for demo transactions). Then click on **save**.
    - **Paystack** – Insert the **public key**, **secret key, merchant email** which you will get from your paystack account. Then click on **save**.
    - **Paytm** – Insert the **environment**, **merchant id, merchant key, merchant website, Paytm channel, industry type** which you will get from your paystack account. Then click on **save**.
    - **SSlCommerz** – Insert the **SSLCZ store ID**, **SSLCZ store password** and **switched off** the sandbox mode. Then click on **save**.
        - ***Please note that for SSLCommerz you have to set your site default currency is **BDT**. This method is only for **Bangladesh.**

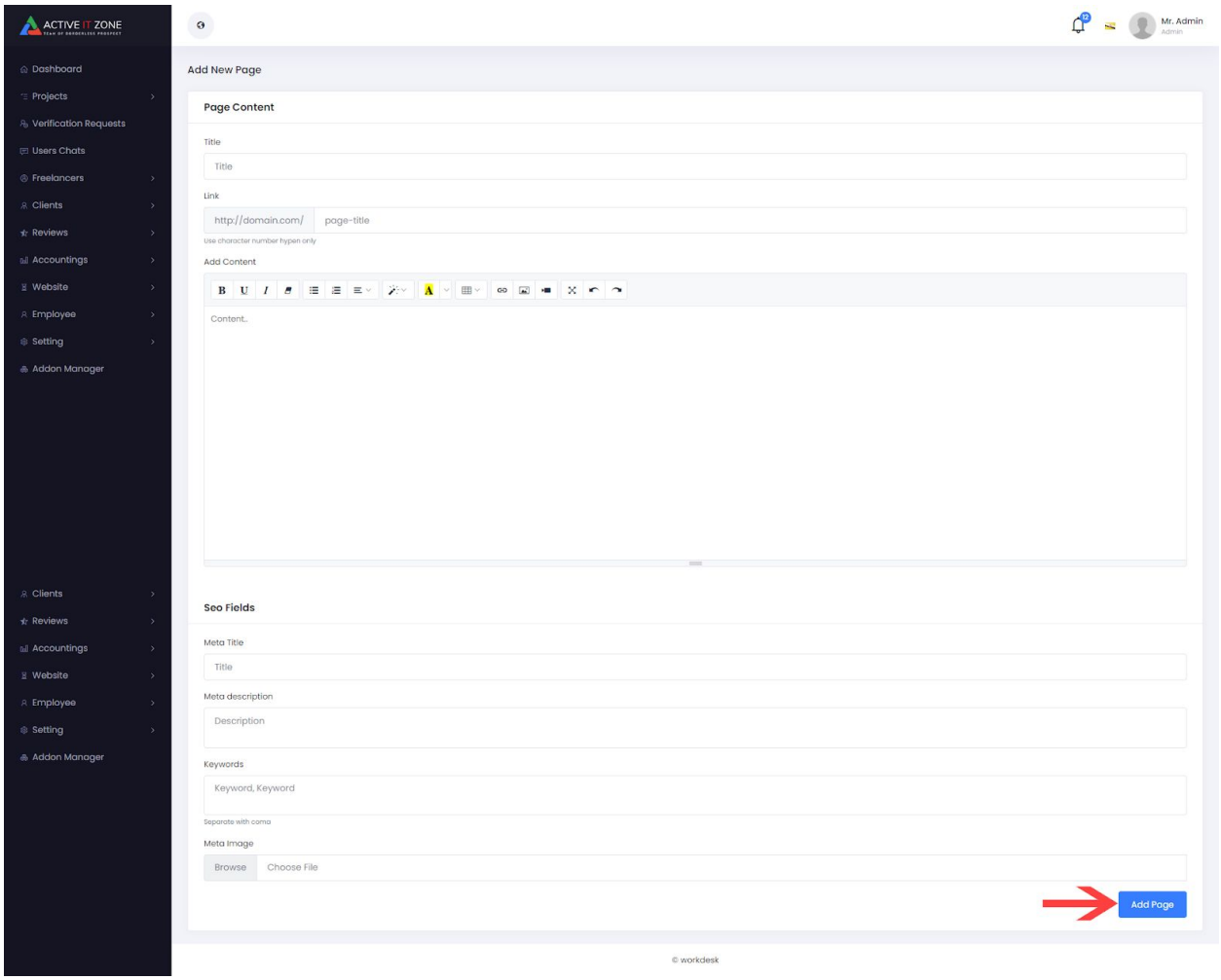


23. How to create a custom page as an admin?

Ans: For an admin to create a custom page he needs to do the following:

- Firstly, the admin needs to login as an admin.
- Then the user needs to '**Pages**' submenu under the '**Website**' menu.
- And click the '**Add New Page**' button.
- There he will get a form where he will be able to set the detailed information about the page.
- Finally, by clicking the 'Add Page' button he will be able to add the new page to his website.

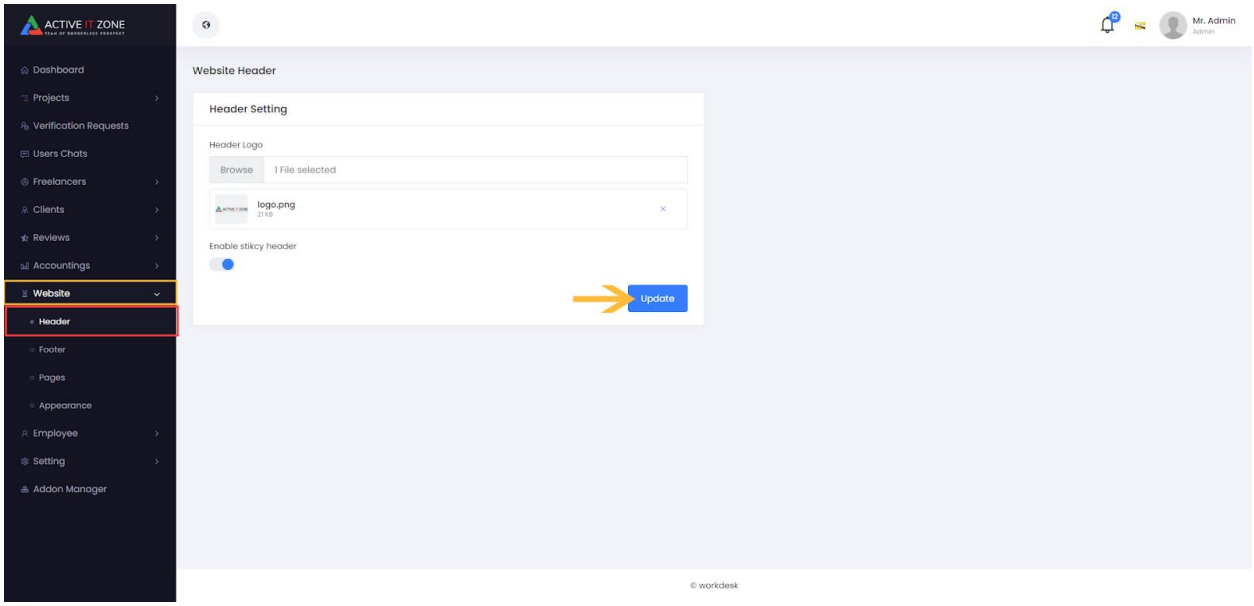

ACTIVE IT ZONE
Dashboard
Projects
Verification Requests
Users Chats
Freelancers
Clients
Reviews
Accountings
Website
Header
Footer
Pages
Appearance
Employee
Setting
Addon Manager
Mr. Admin
Website Pages
All Pages
Add New Page
Name URL Actions
1 Home Page http://localhost/workdesk
© workdesk


ACTIVE IT ZONE
Dashboard
Projects
Verification Requests
Users Chats
Freelancers
Clients
Reviews
Accountings
Website
Employee
Setting
Addon Manager
Mr. Admin
Add New Page
Page Content
Title
Title
Link
http://domain.com/ page-title
Use character number hypen only
Add Content
Content..
Seo Fields
Meta Title
Title
Meta description
Description
Keywords
Keyword, Keyword
Separate with coma
Meta Image
Browse Choose File
Add Page
© workdesk

24. How to edit the header of the site as an admin?

Answer: For an admin to edit the header of the site he needs to do the following:

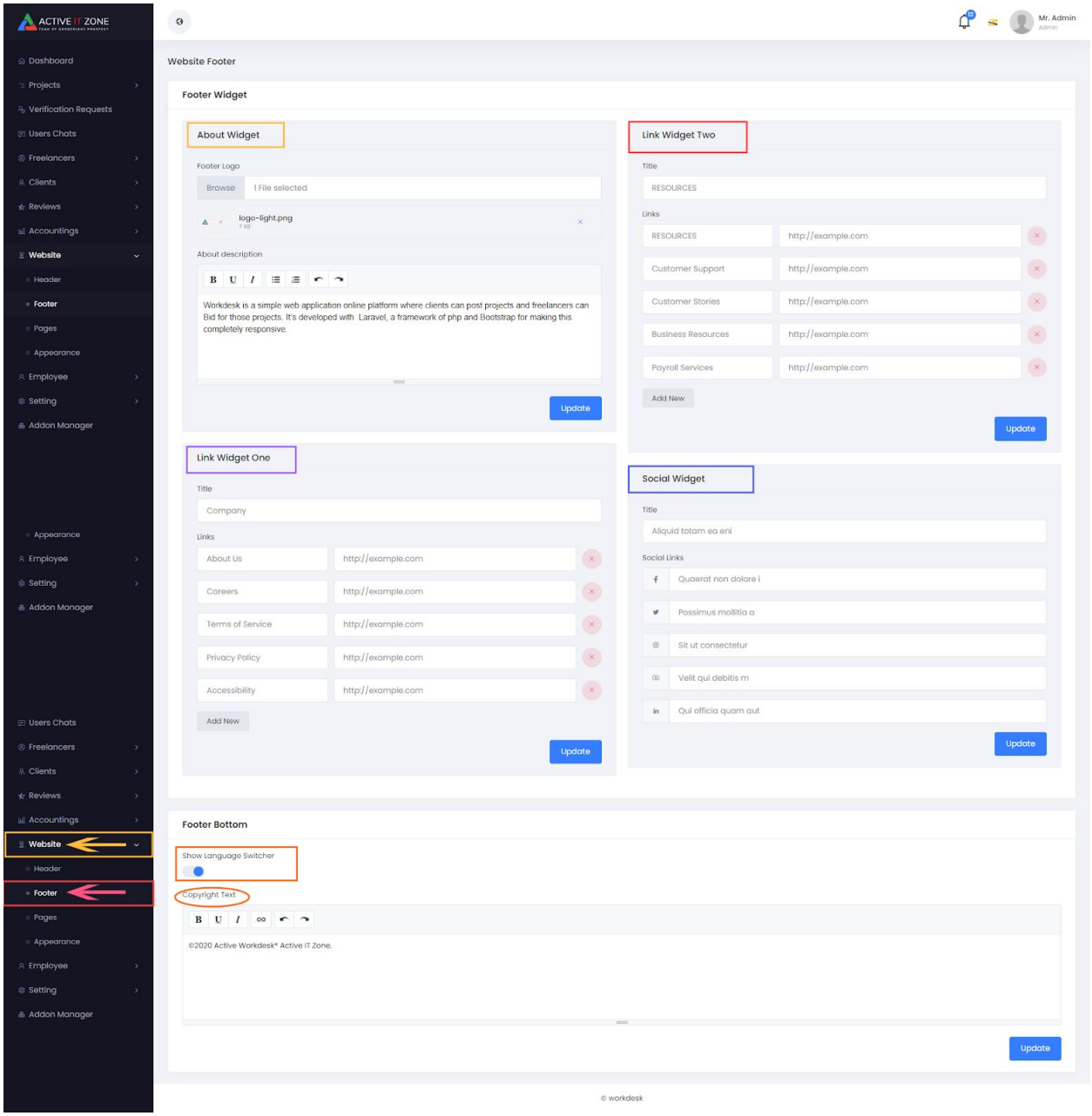
- Firstly, he needs to log in to the admin panel.
- Then go to the ‘Header sub-menu under the ‘Website’ menu.
- There he will be provided with two functions.
- He will be able to make the site header sticky as well he will be able to set the icon of the header.
- Through these form fields the admin will be able to edit the header of the website.



25. How to edit the footer of the site as an admin?

Answer: For an admin to edit the footer of the site he needs to do the following:

- Firstly, he needs to log in to the admin panel.
- Then go to the ‘footer’ sub-menu under the ‘Website’ menu.
- There he will be provided with two functions.
- There he will be able to set all the widgets of his website.
- He will be able to set the footer widgets.
- He will be able to set the about widget.
- He will be able to set the social widget.
- He will be able to enable/disable the ‘**switching between language**’ feature.
- And also have the feature of setting his copyright text.

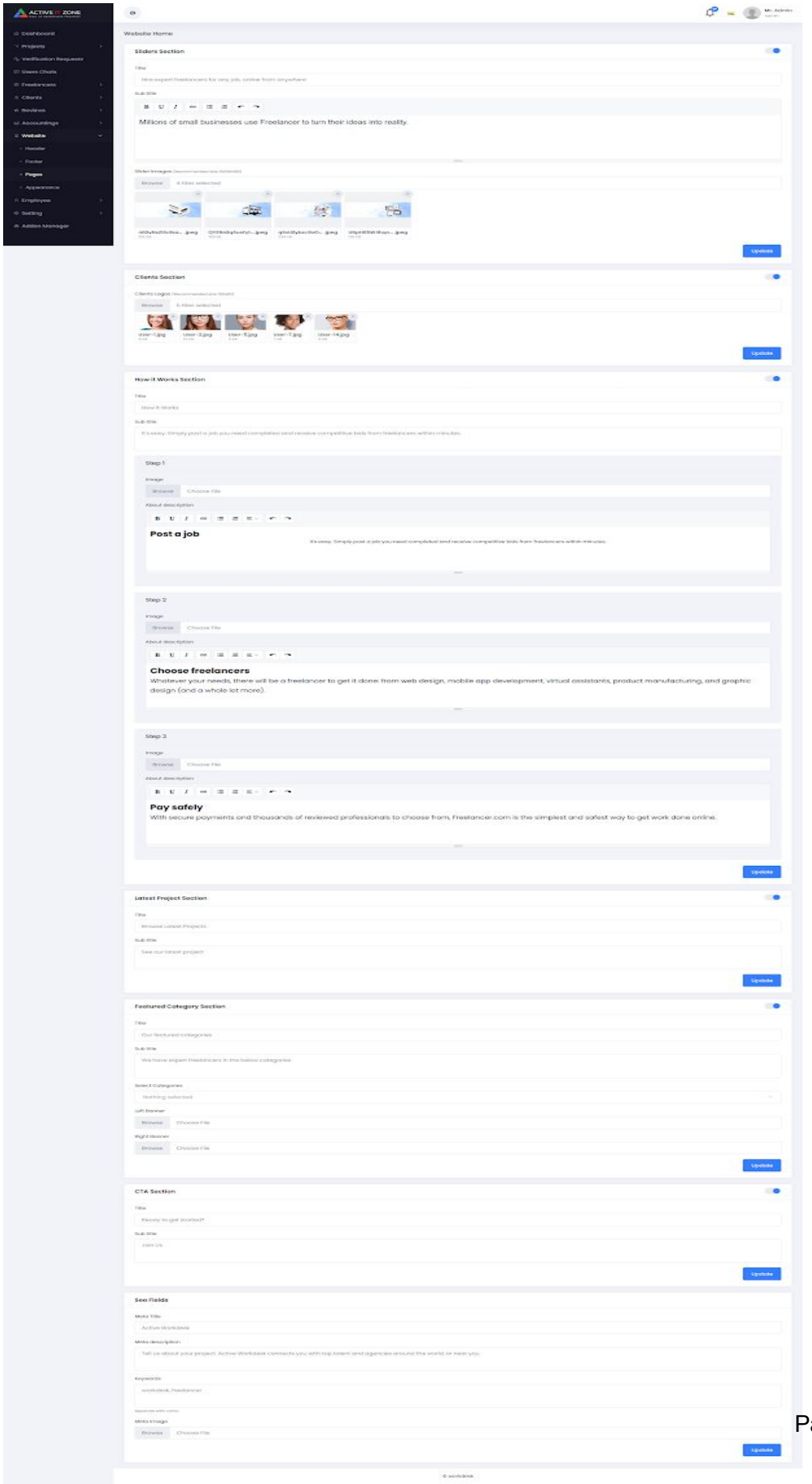


26. How to edit the homepage of the site as an admin?

Answer: For an admin to edit the homepage of the site he needs to do the following:

- Firstly, he needs to log in to the admin panel.
- Then go to the 'Pages' sub-menu under the 'Website' menu.
- There he will find a page named 'Homepage'.
- There he will be able to set all the widgets of his website.

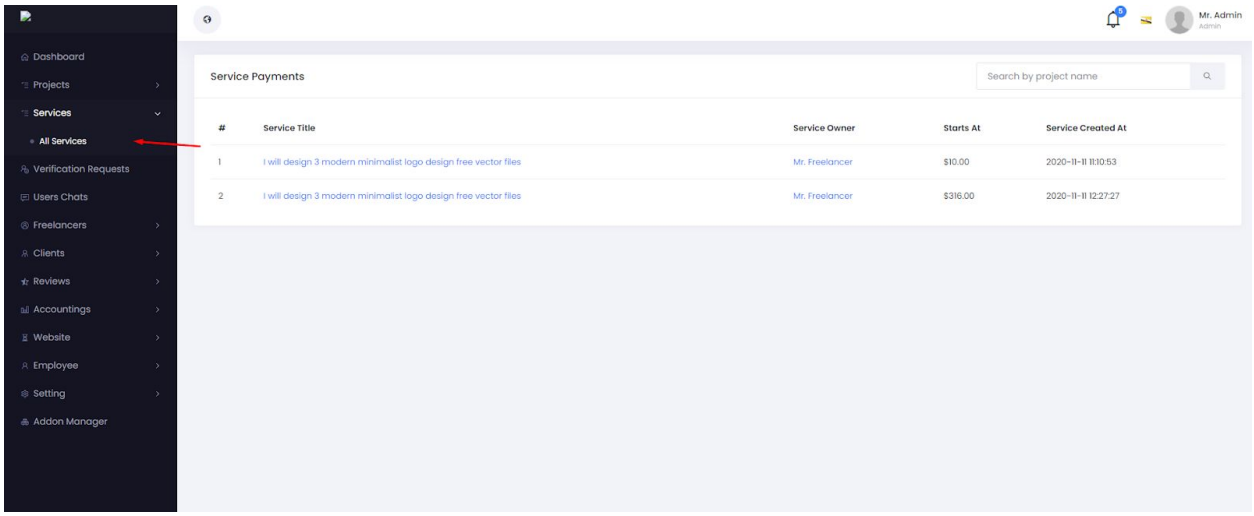
- He will be able to set the footer widgets.
- He will be able to set the about widget.
- He will be able to set the social widget.
- He will be able to enable/disable the '**switching between languages**' feature.
- And also have the feature of setting his copyright text.


Website Home
Sliders Section
Millions of small businesses use Freelancer to turn their ideas into reality.
Update
Clients Section
Update
How it Works Section
Step 1
Post a job
Step 2
Choose freelancers
Whatever your needs, there will be a freelancer to get it done from web design, mobile app development, virtual assistants, product manufacturing, and graphic design (and a whole lot more).
Step 3
Pay safely
With secure payments and thousands of reviewed professionals to choose from, Freelancer.com is the simplest and safest way to get work done online.
Update
Latest Project Section
Update
Featured Category Section
Update
CTA Section
Update
Seo Fields
Update

27. How does an admin view all services created by the freelancers?

Answer: In order for an admin to view all the services created by the freelancers the admin needs to do the following:

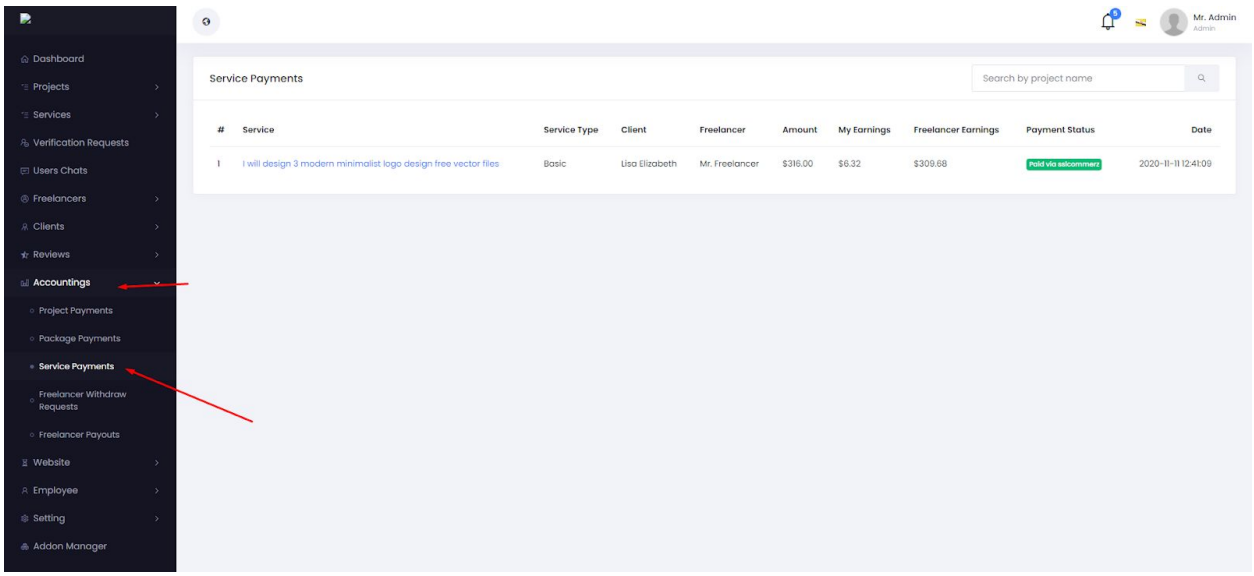
- After logging in the admin needs to go to the submenu **All services** submenu under the **Services** menu.



28. How does an admin view all the service payments that happened between clients and freelancers?

Answer: In order for an admin to view all the payment that has happened between the clients and the freelancers he/she needs to do the following:

- After logging in the admin needs to go to the **Service Payments** sub menu under the **Accounting** Menu.

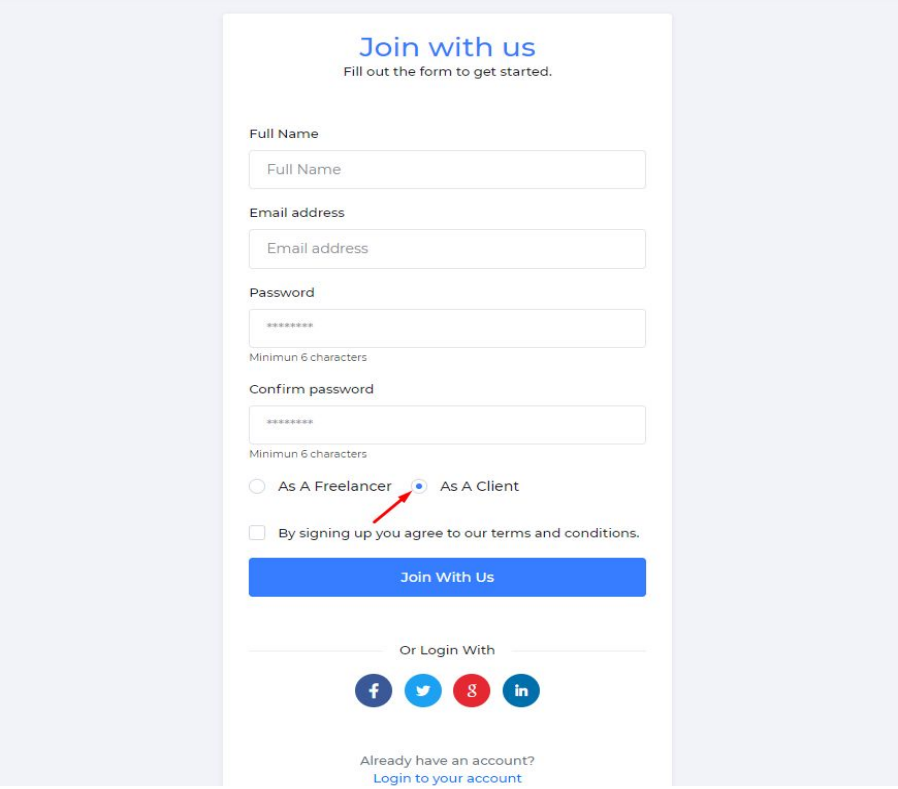


This portion deals with the client-side login

29. How does the user get registered as a client?

Answer: Registration system is very simple and easy. To get registered as a client, a user needs to follow the steps mentioned below:

- Go to the homepage.
- At the top right corner of the page there is a '**Log In**' button and a '**Get Started**' button.
  - If you are already registered into the system then Log in with your credentials.
  - Else Click the '**Get Started button**' and register your account.
- To register, user should provide proper information inside the form .
- Choose '**As A Client**' radio button.
- And then Click '**Join With Us**'.



30. Who can create a project and how many types of project?

Answer: The Client can only create the projects.The Client can create a project in two ways.

1. Open projects for any freelancer
2. Private project for any specific freelancer.

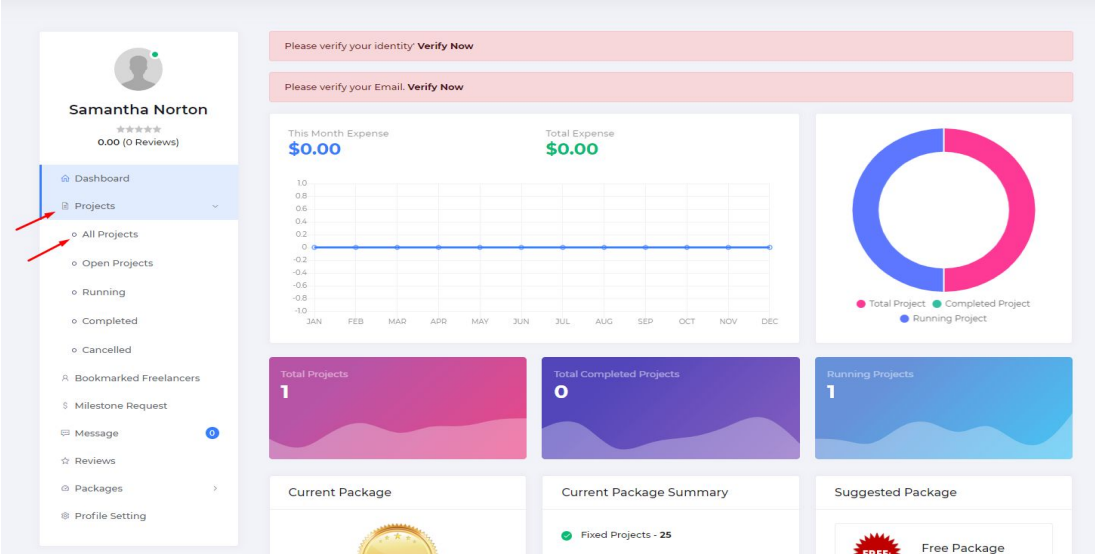
There are also two types of project and they are:

1. Fixed type project
2. Long term project

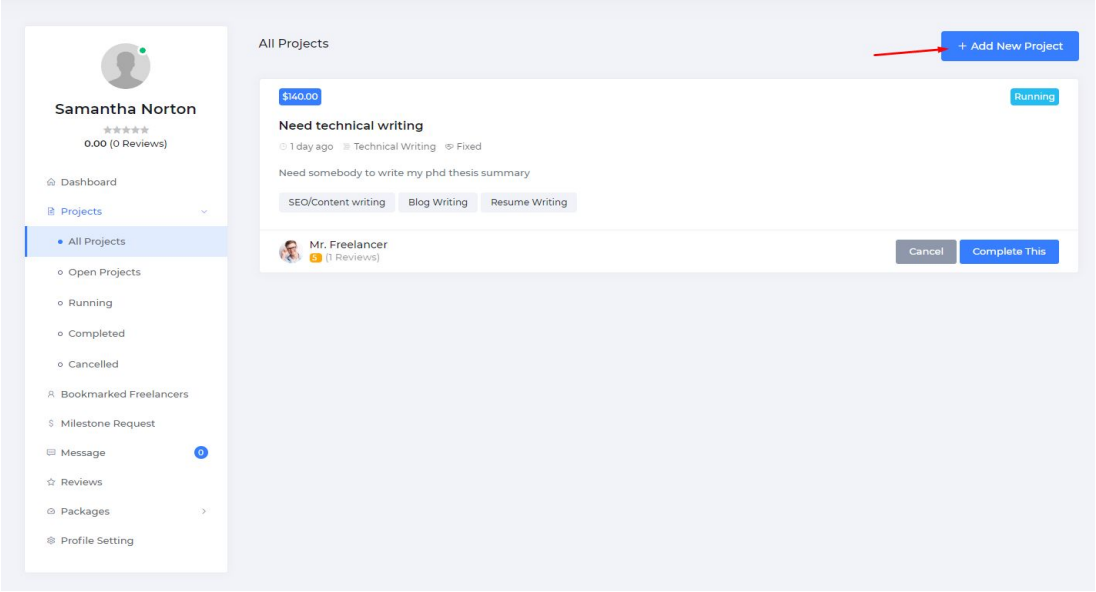
31. How to create an open project? (Video)

Answer: To create a new open project a client needs to follow the below steps:

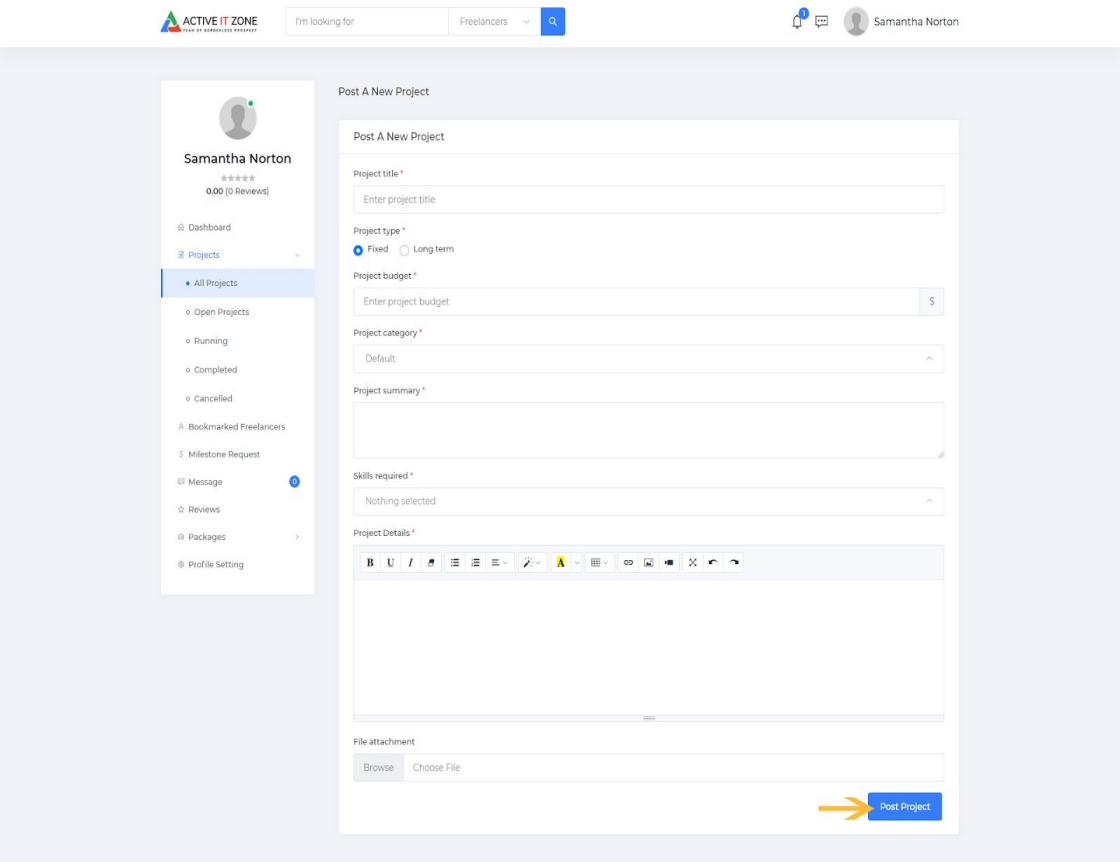
- Login into the client panel and go to the '**All Projects'** sub-menu under the '**Project'** menu.



- The client will be able to create an open project provided that he has not exceeded the limit of creating open projects mentioned by the package that he purchased.
- In there, the client will find the '**Add New Project'** button at the top right side of that page and click on it.



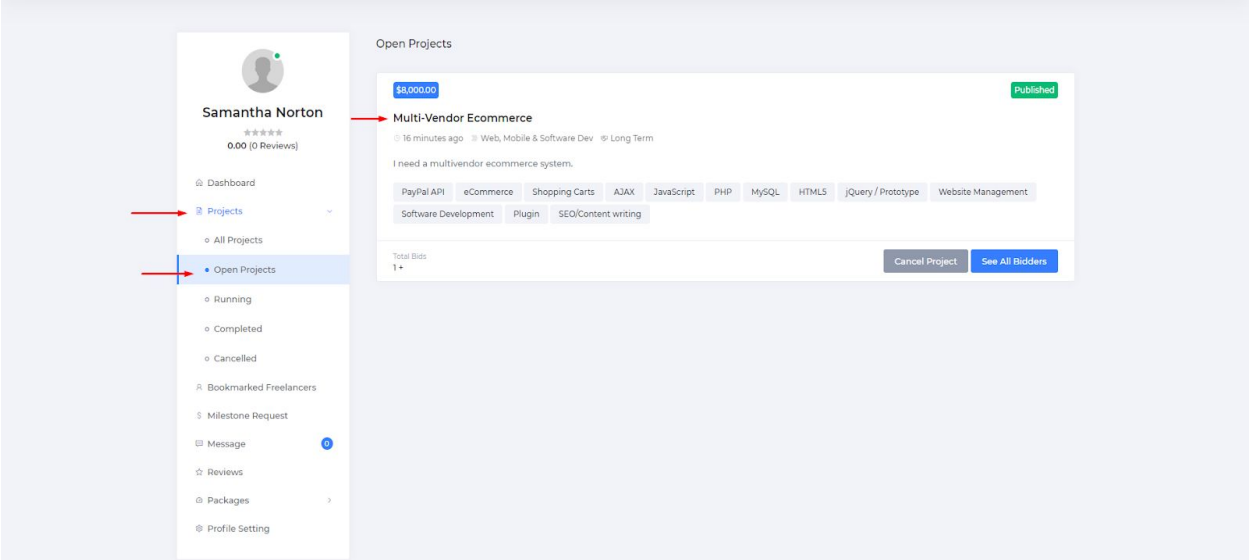
- Then the client will get a form to fill up.
- The client needs to fill up that form with project name, type, category, description,skills needed to accomplish the project etc and click on the '**Post Project**' button.



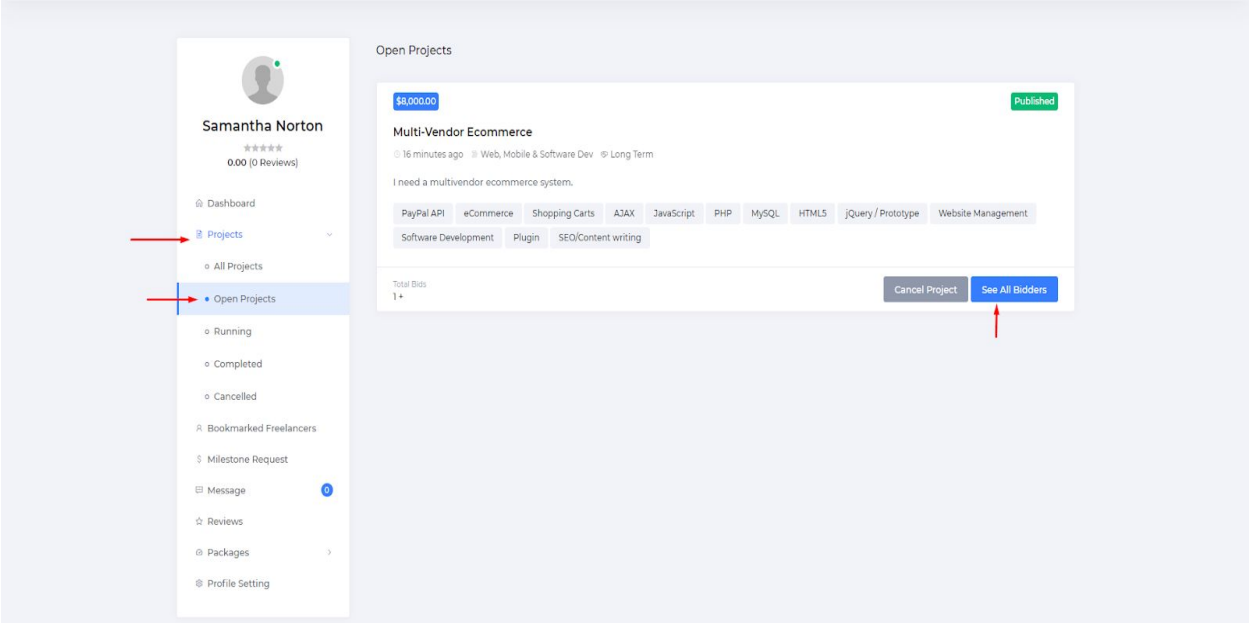
32. How to hire a freelancer for an open project? (Video)

Answer: To hire a freelancer for an open project the steps below should be followed:

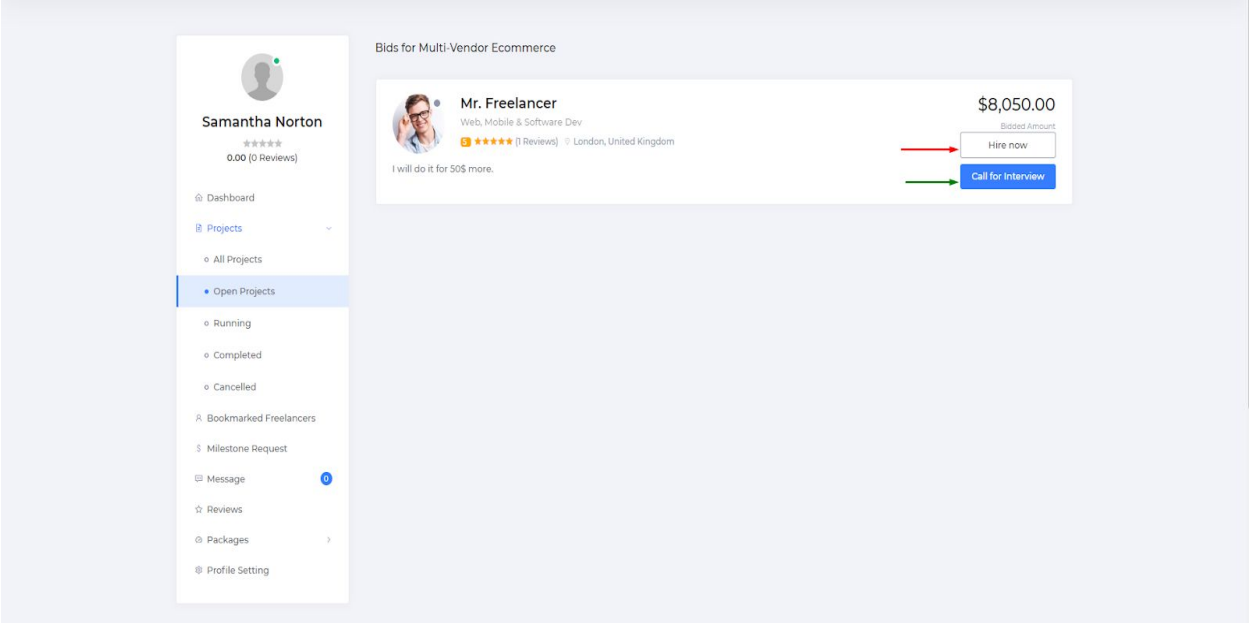
- Firstly, the user needs to log in as a client.
- The client will be able to hire freelancers for an open project provided that he has not exceeded the limit of hiring freelancers for private projects mentioned in the terms of the **package** that he purchased.
- Then go to the '**Open project**' submenu under the '**Projects**' menu.



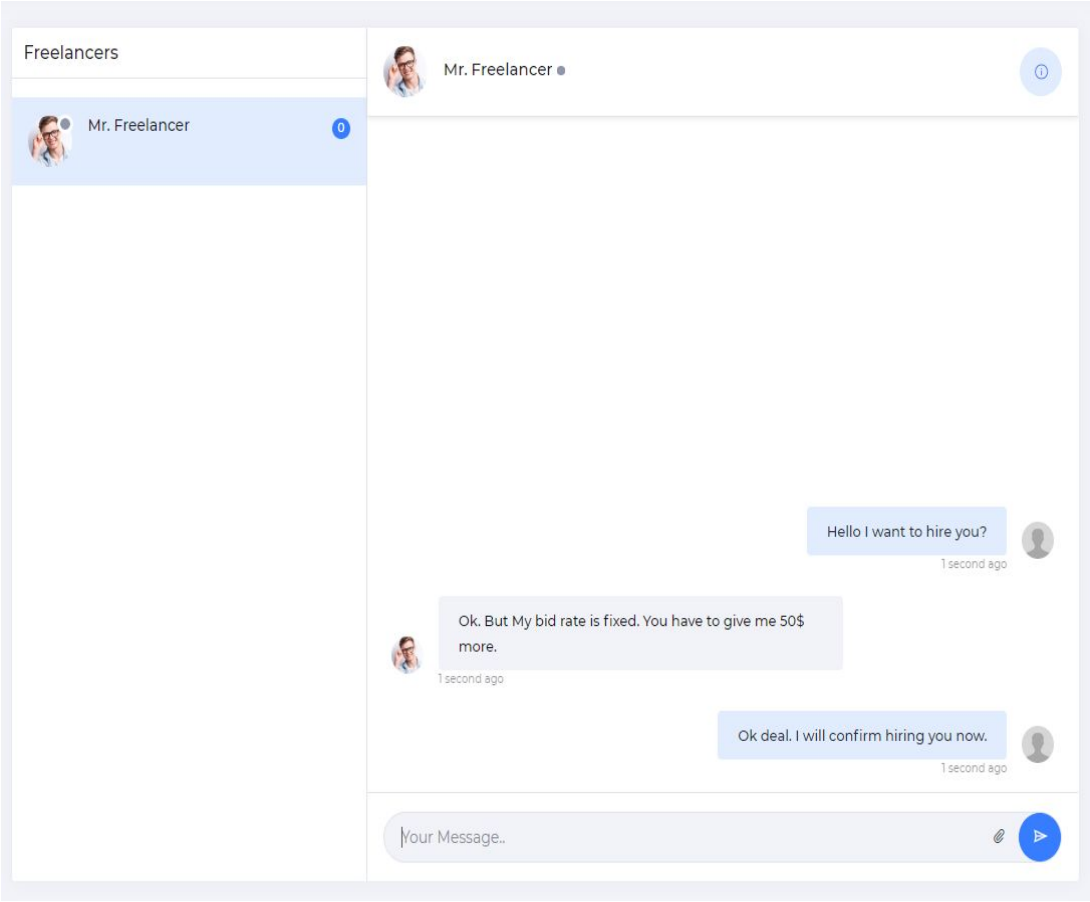
- There the user has to click the '**See All Bidders**' button of the particular project.



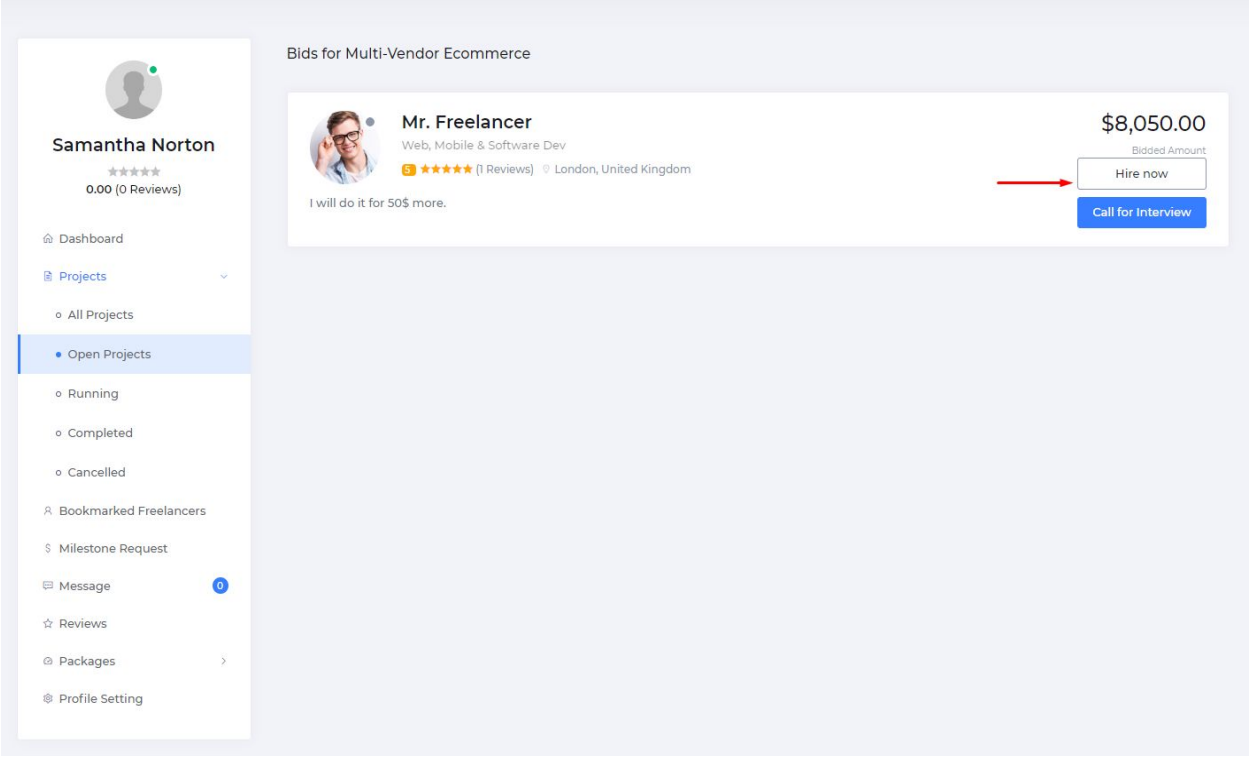
- Then he will be able to see all the bidders that bidded for that particular project.



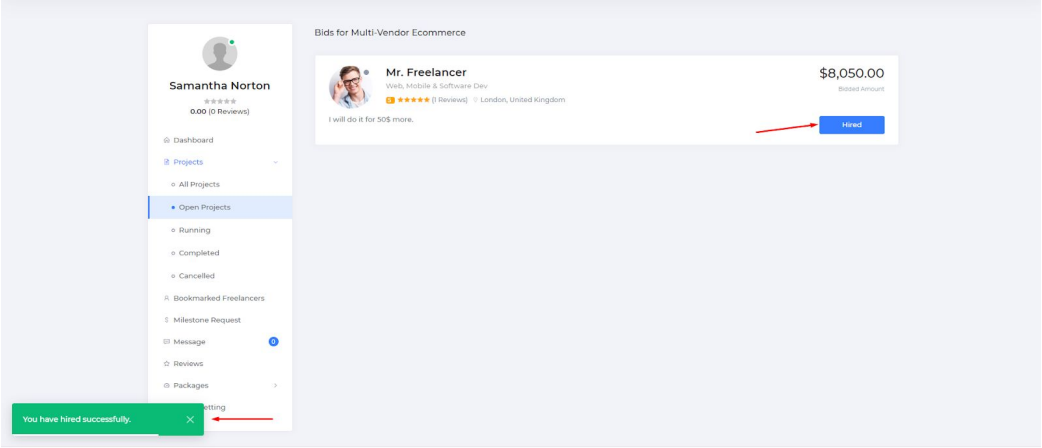
- Then he will be able to chat or interview that particular user.

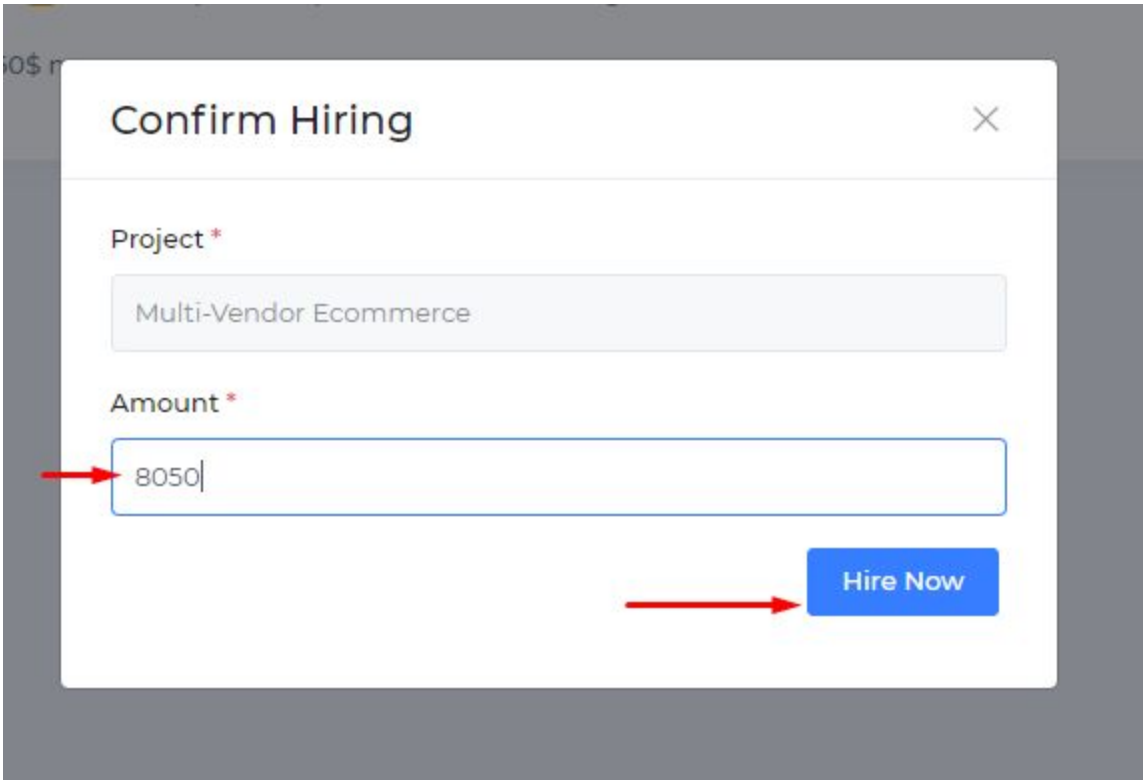


- After chatting and interviewing the client can hire the freelancer of his choice for his project.



- This can be achieved by performing the following operations:
  - Go to the '**Open project'** submenu under the '**Projects'** menu.
  - There the user has to click the '**See All Bidders**' button of the particular project.
  - The bidders list will appear on the screen.
  - There he has to click the '**Hire**' button of the particular user he wants to hire.

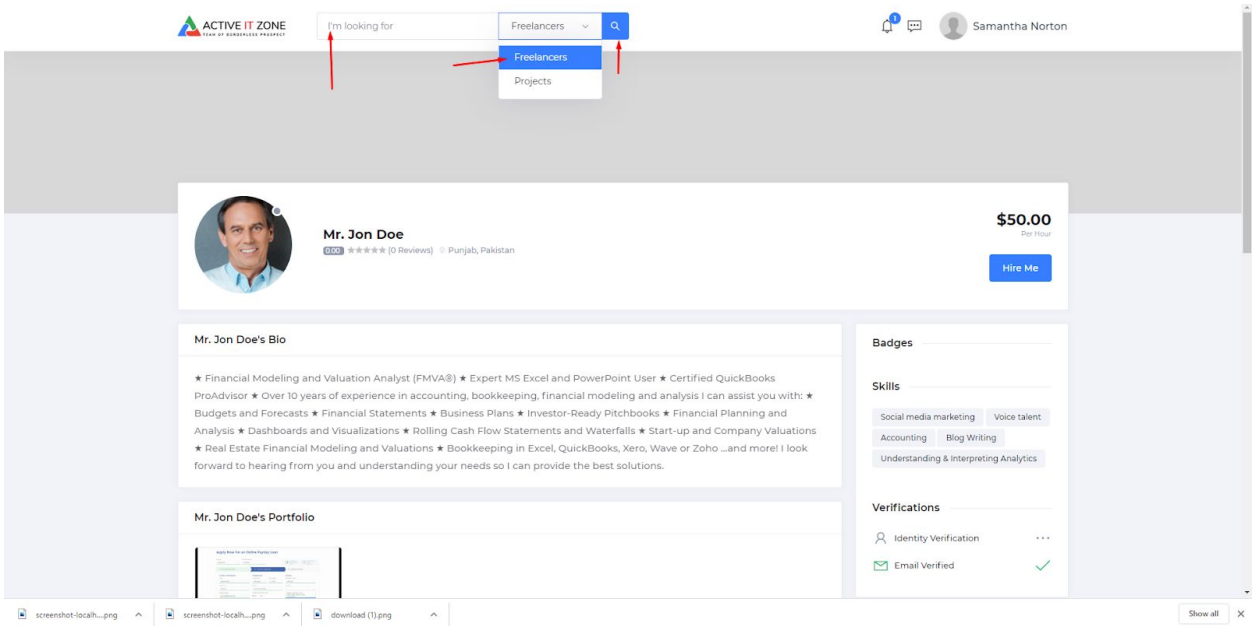




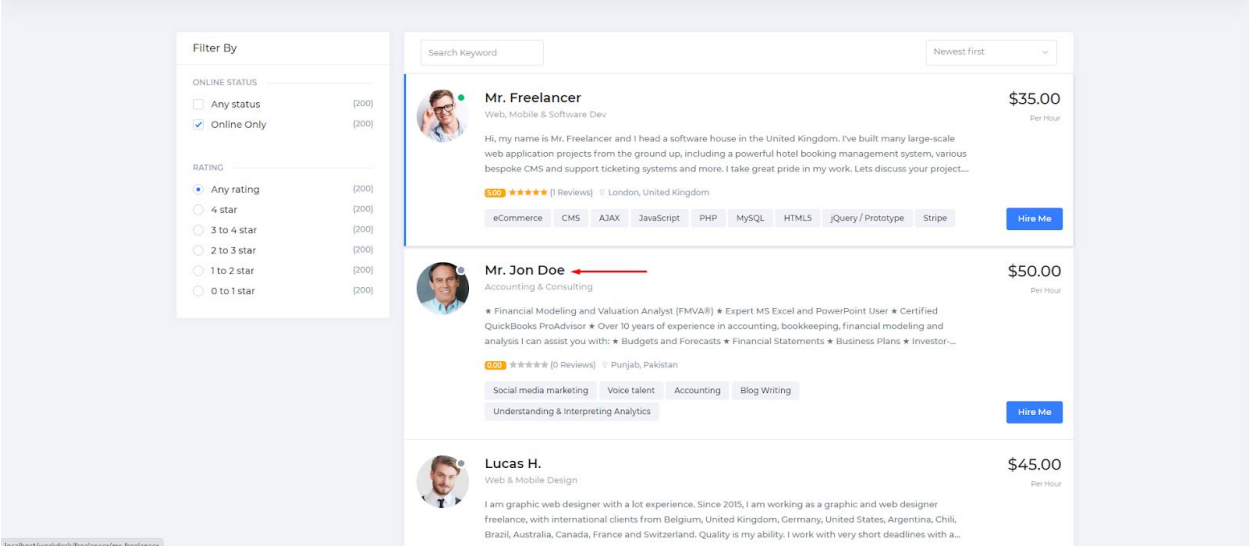
33. How to hire a freelancer for a private project? (Video)

Answer: To hire a freelancer for a private project the steps mentioned below should be followed:

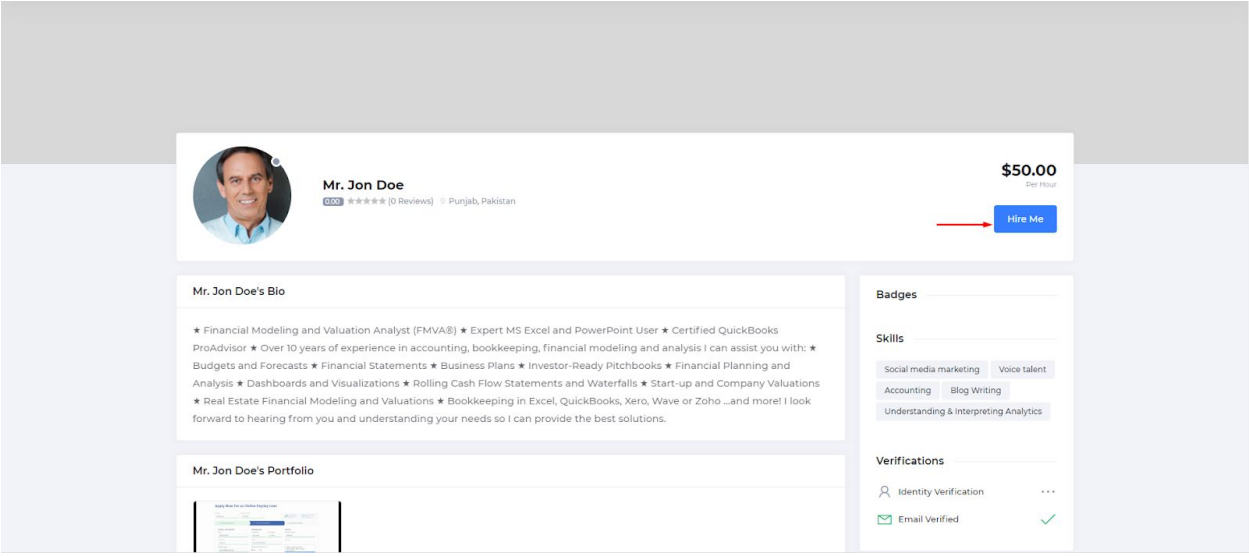
- Login as Client
- Go to the freelancer listing page.



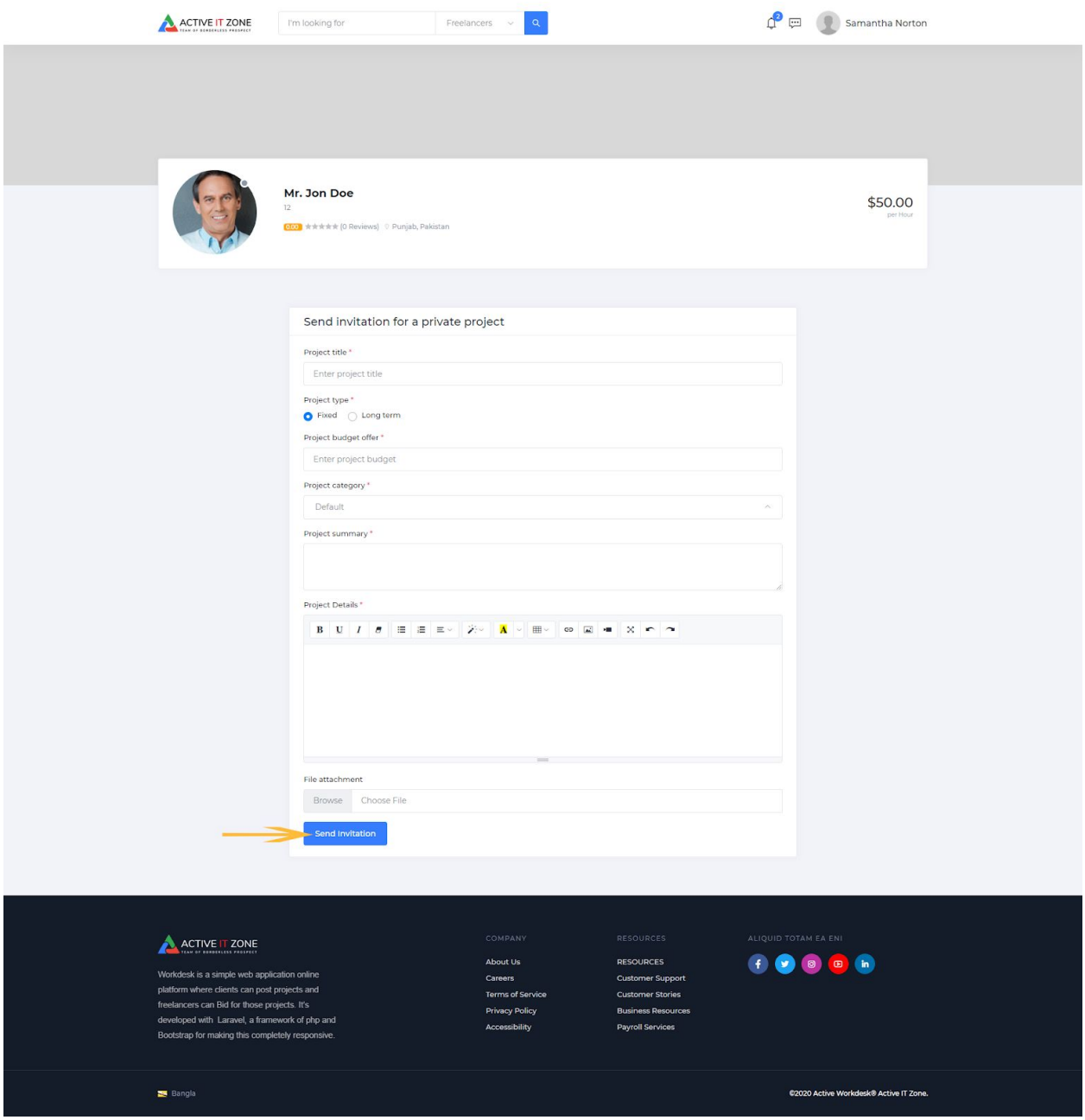
- Choose the freelancer who is suitable for the job.



- Then click on the '**Hire Me**' button.



- It'll redirect the user into another page where there will be a form. The client needs to fill out the form. And then click the '**Send Invitation**' button.

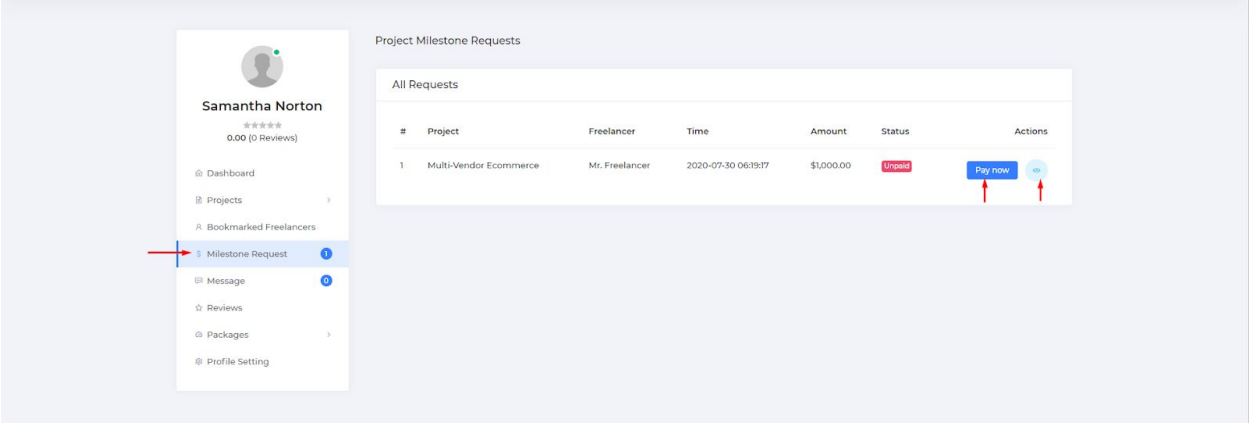


34. How to send milestone payment to freelancers? (Video)

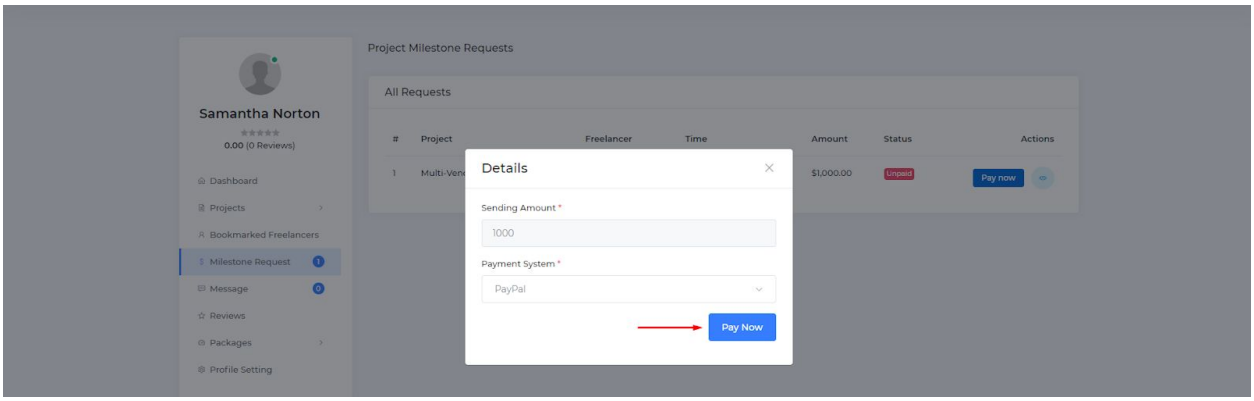
Answer: To send milestone payment to freelancers the steps below should be followed:

- Firstly, the user has to log in as a client.
- Then go to the '**Milestone Request**' menu.

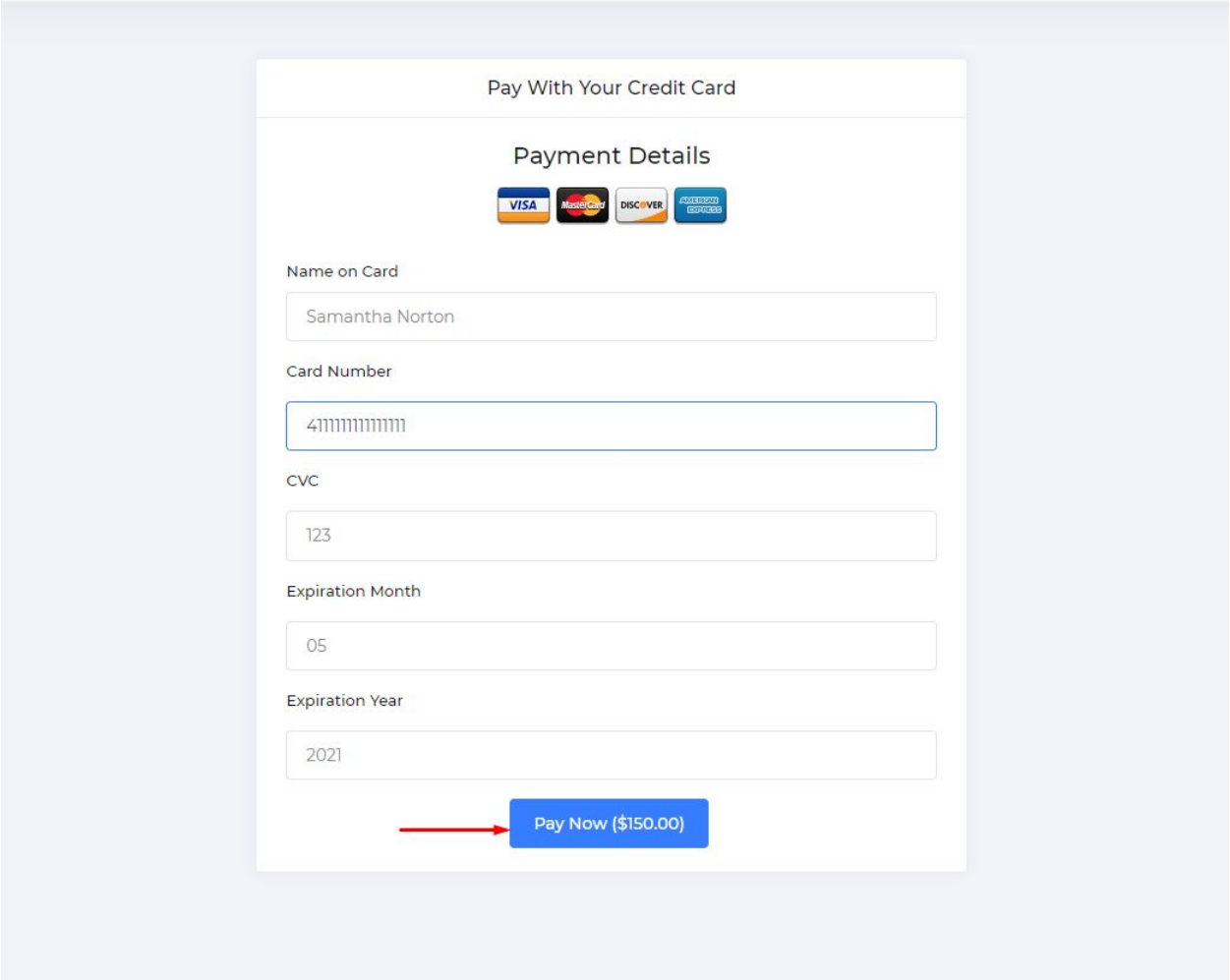
- The client can see what is the message sent with the milestone request by clicking on the '**eye**' icon residing at the rightmost column pointed by the red arrow.
- There he will have to click the '**Pay now**' Button for the particular freelancer he wants to pay to.



- After that a modal will pop up.There again the client user has to click the '**Pay Now**' button.



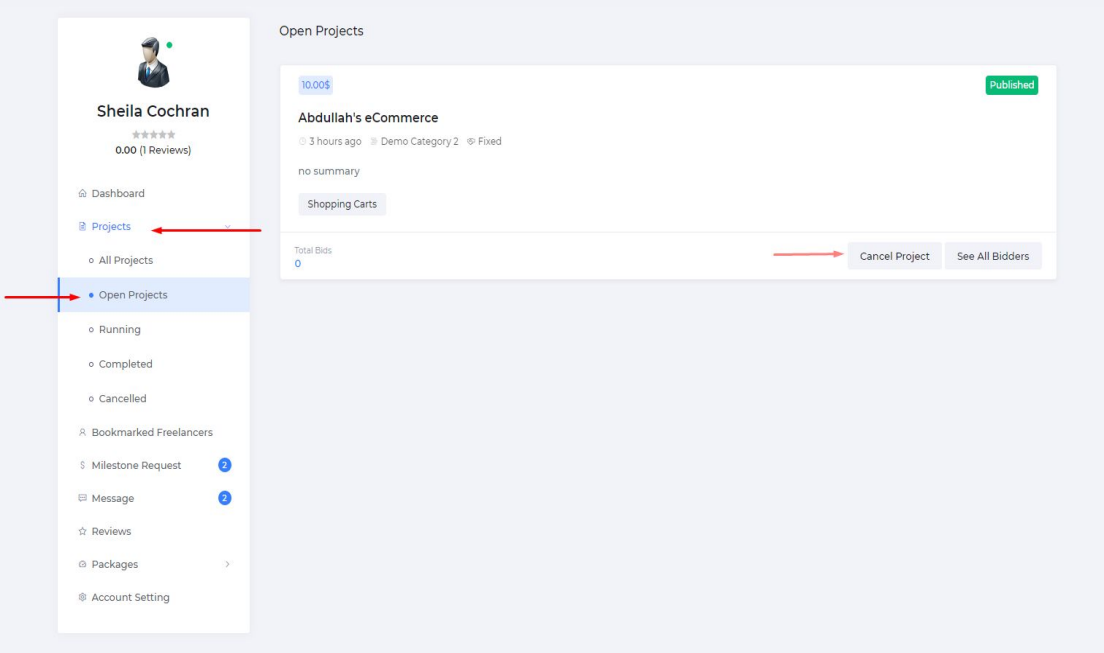
- It will lead him to a new page with a form in it where he will have to provide his credit card credentials and click the '**Pay Now**' button residing at the bottom of the form.



35. How to cancel an open project?

Answer: To cancel a project the client needs to follow the steps mentioned below:

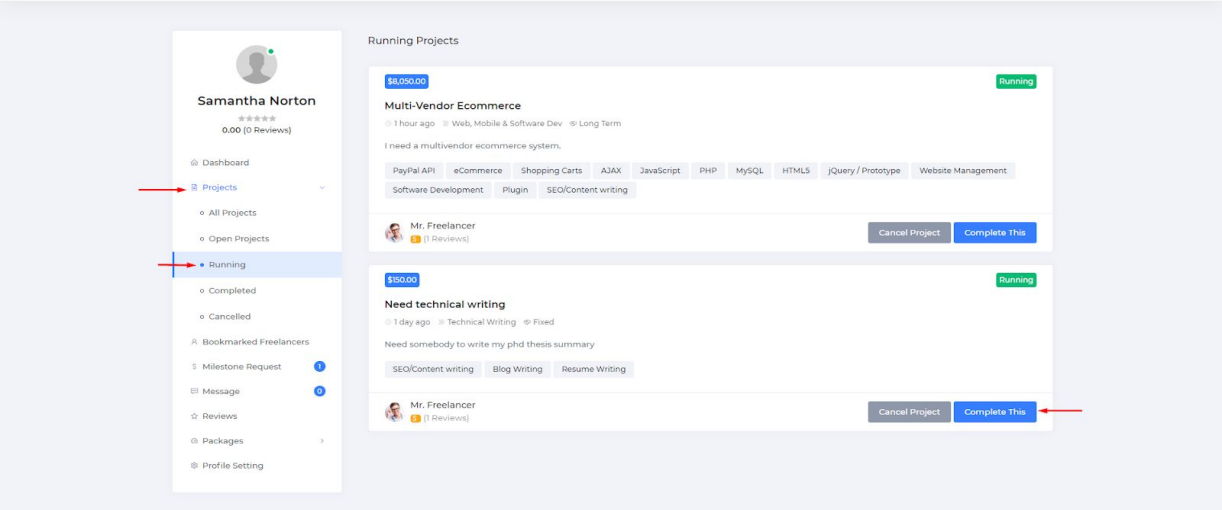
- Login into the client panel and go to the **Open Project** sub-menu under the **Project** menu.
- There, the client will find all the **Open Projects** .
- Every single open project is shown in the form of a in the form of a card. On every single card, at the right bottom-right corner there is a button that says '**Cancel Project**'.
- Click on the specific project's '**Cancel Project**' button to cancel that project.



36. How to complete a running project?

Answer: To complete a project the user has to do the following:

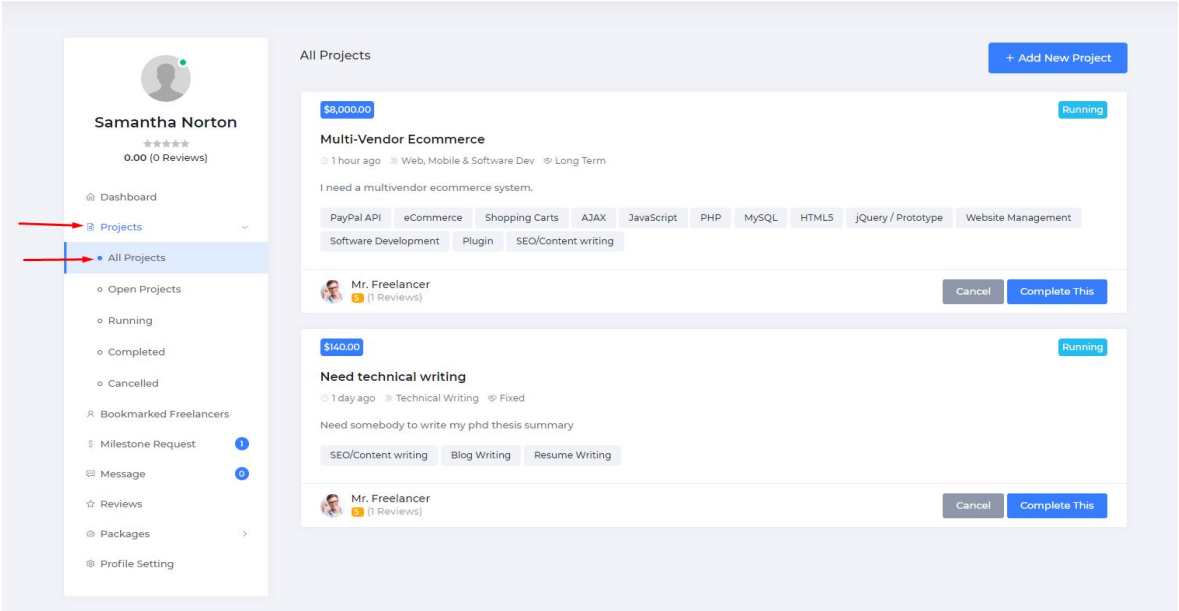
- Firstly, login as a client. Because only clients can complete a project.
- Go to the **Running** submenu under the **Projects** menu.
- There the client will find two buttons.
- One of them says '**Complete this**'.
- By clicking that button the client submits the project as being completed.
- And finally the project will move to the **Completed** submenu under the **Projects** menu.
- ** The payment should also be completed before completing a project. Otherwise, The completing operation will be withheld and a warning message will be shown to the client saying 'The payment needs to be completed before completing the project'.



37. How to see all projects as a client ? new

Answer: To see all projects as a client the user has to follow the steps mentioned below:

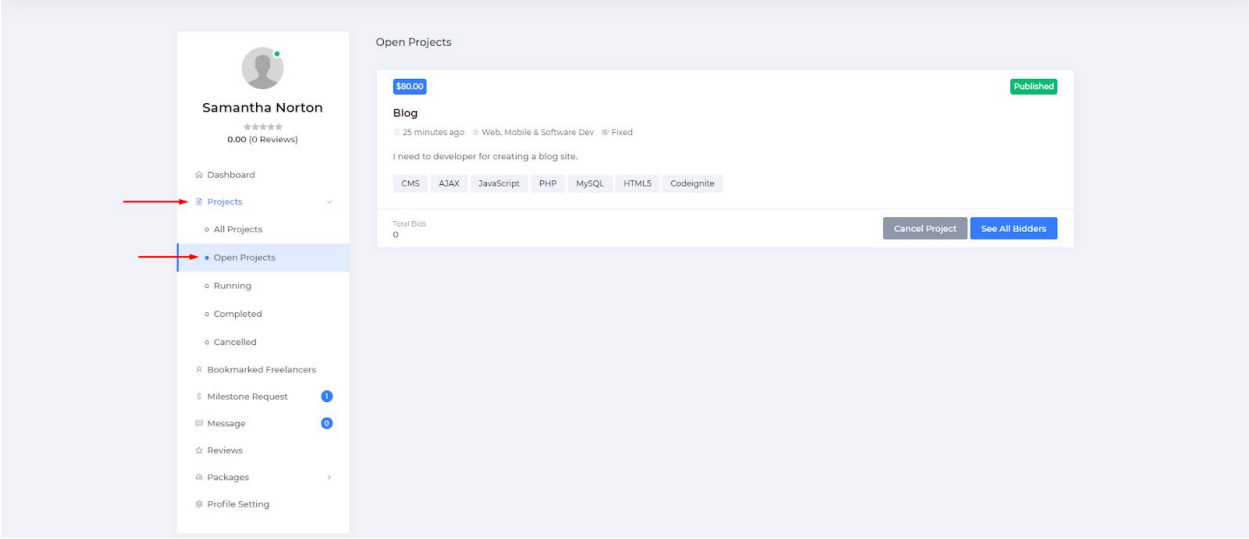
- Login as client.
- Go to the '**All Projects**' submenu under the '**Projects**' menu.



38. How to see open projects as a client ? new

Answer: To see open projects as a client the user has to follow the steps mentioned below:

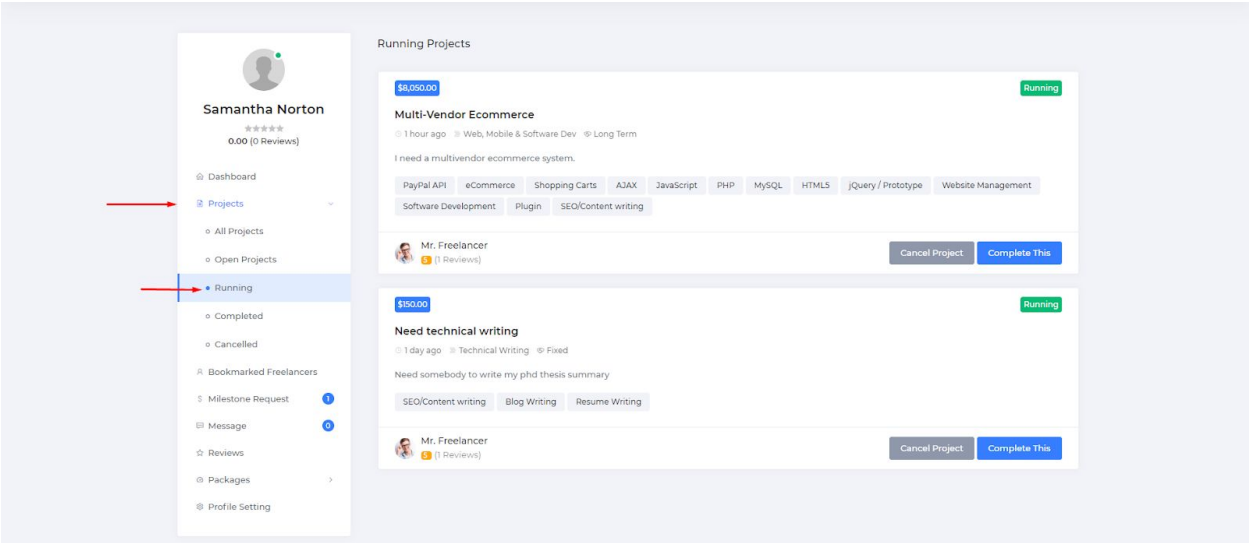
- Login as a Client.
- Go to the '**Open Projects**' submenu under the '**Projects**' menu.



39. How to see Running projects as a client ? new

Answer: To see Running projects as a client the user has to follow the steps mentioned below:

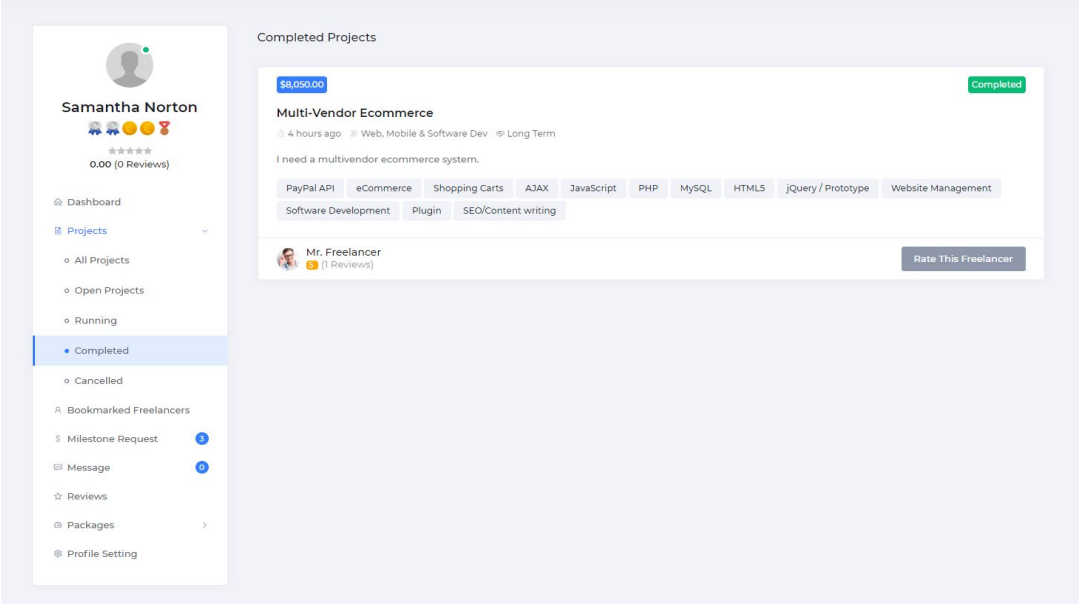
- Login as a Client.
- Go to the '**Running Projects**' submenu under the '**Projects**' menu.



40. How to see Completed projects as a client ? new

Answer: To see Completed projects as a client the user has to follow the steps mentioned below:

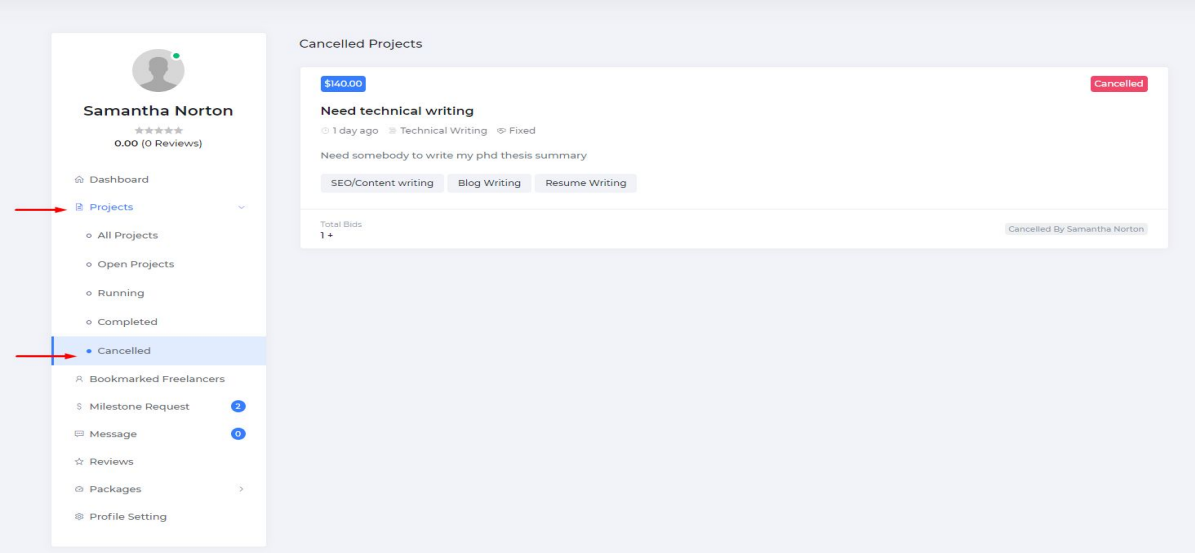
- Login as a Client.
- Go to the '**Completed Projects**' submenu under the '**Projects**' menu.



41. How to see Cancelled projects as a client ? new

Answer: To see Canceled projects as a client the user has to follow the steps mentioned below:

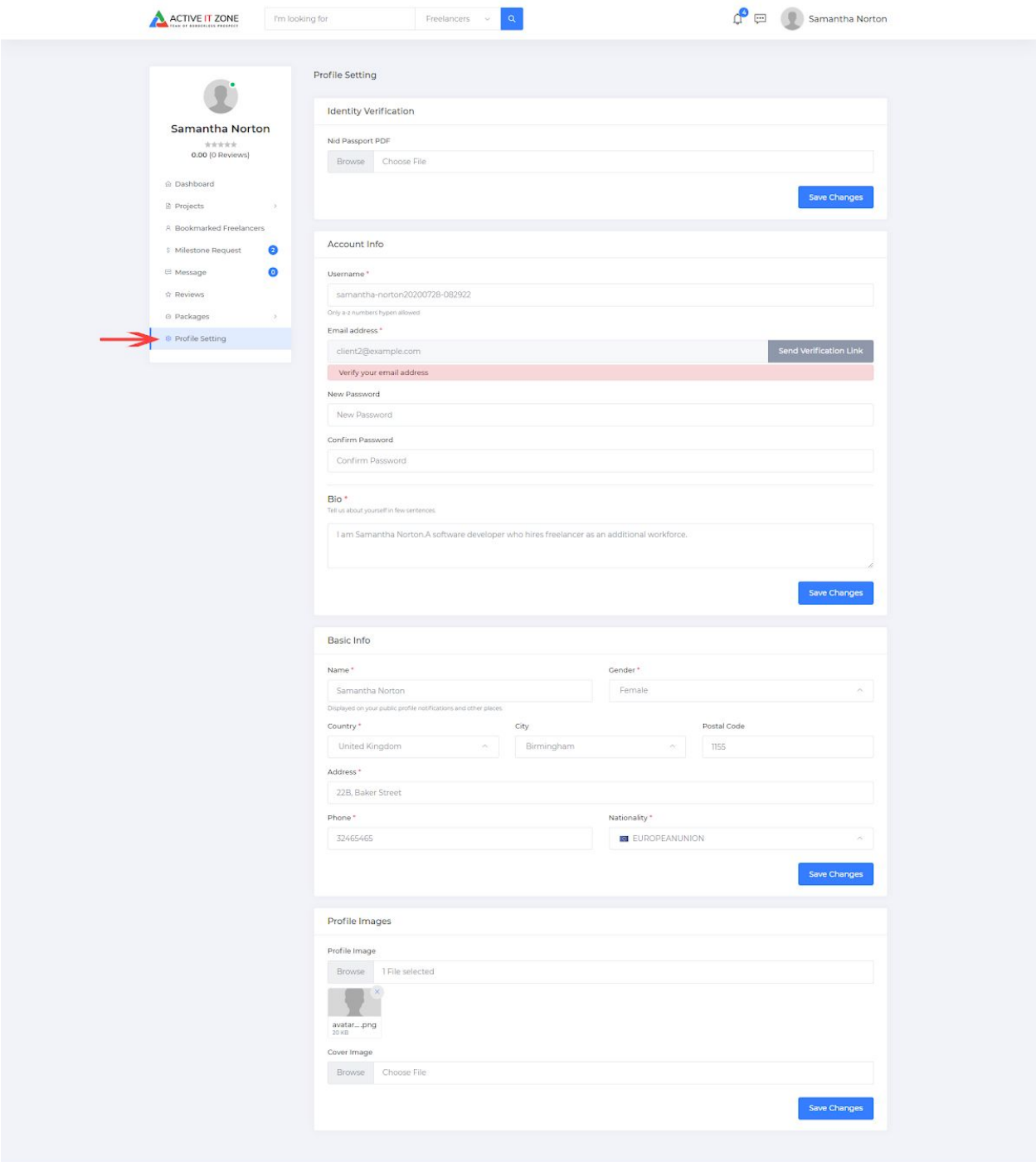
- Login as a Client.
- Go to the '**Canceled Projects**' submenu under the '**Projects**' menu.



42. How to set up a client profile?

Answer: To set up a client profile the user has to follow the steps below:

- Firstly, Login as a client.
- Then go to the '**Account setting**' menu.
- There the user will be able to set his/her profile.
- Then click on the '**save changes**' button.

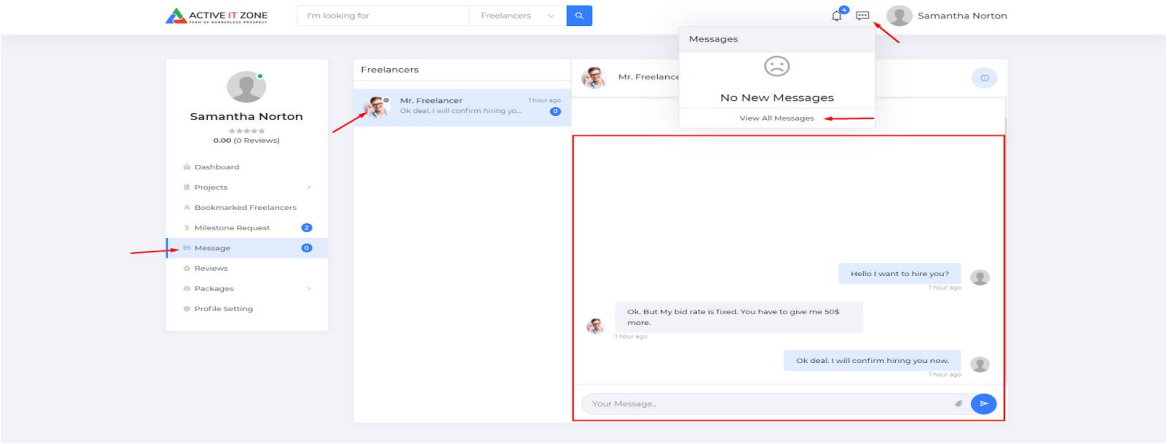


43. How does a client chat with his freelancers? New

Answer: For a client to chat with his freelancers he needs to do the following:

- Log in as a client.
- Go to the 'Message' menu.
- Then choose the freelancer he wants to chat with.

- Type in the message inside the message field.
- Attach files by clicking the clip button residing at the right side of the message field.
- Choose files and click on them.
- Click the **Add files** button.

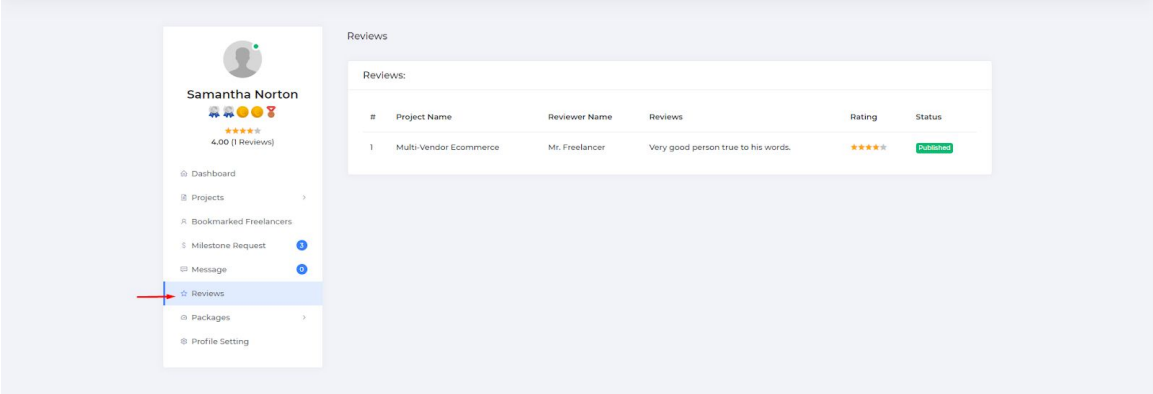


- The user can attach multiple files if he wishes.
- Then finally click the Send icon residing at the right side of the clip icon.

44. How does a client see all reviews?

Answer: For a client to see all reviews the user needs to do the following steps:

- Firstly, the user needs to login as a client.
- Click on the '**Reviews**' button .
- Then he will be able to see all the reviews that the freelancers made about him.

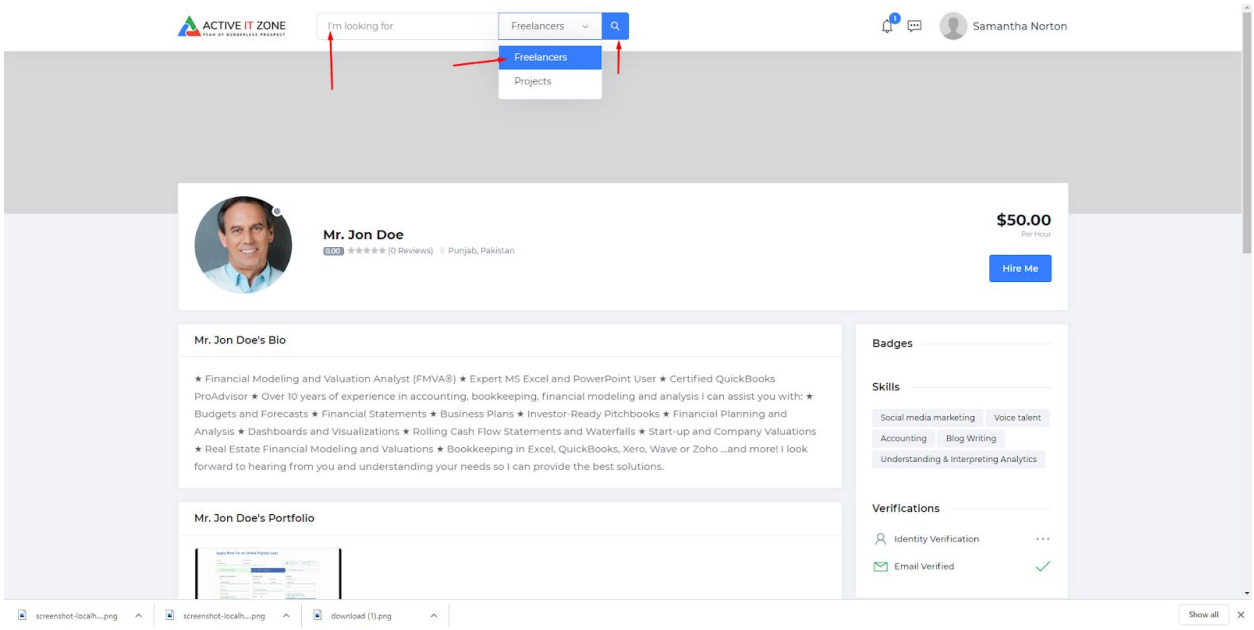


45. How does a client bookmark a freelancer? New

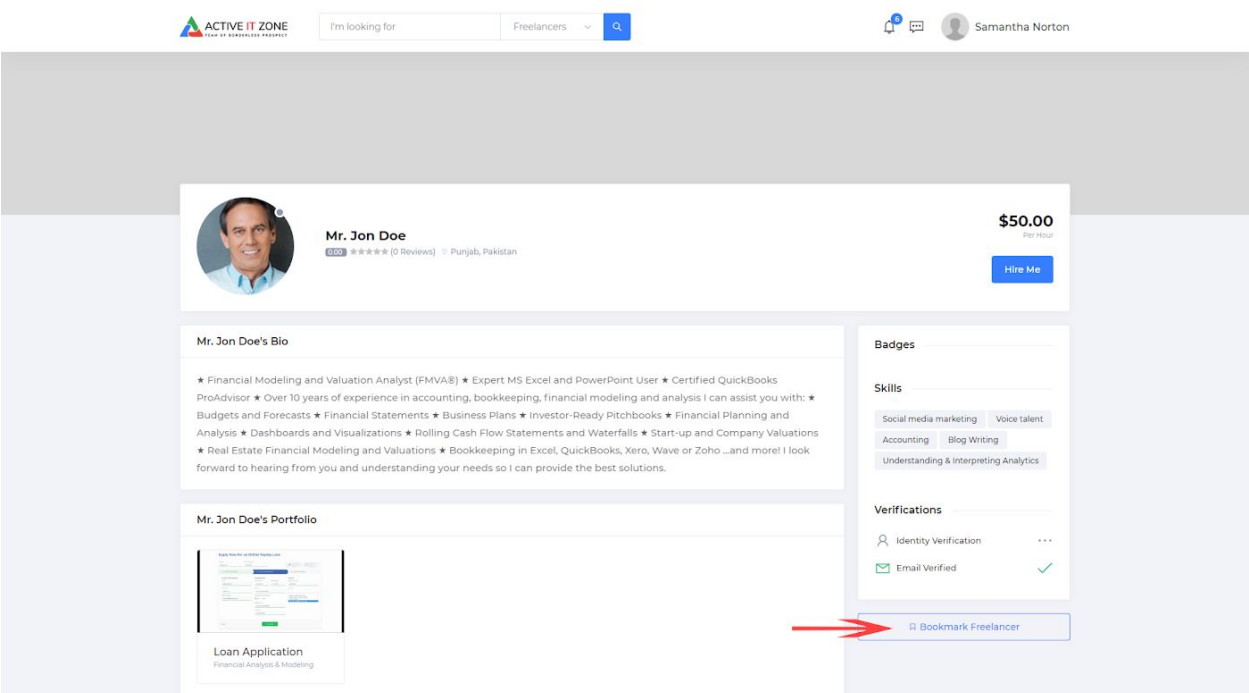
Answer: For a client to bookmark a freelancer he needs to do the following steps:

- Firstly, he needs to login as a client.
- Then search for the freelancer.To search for a freelancer he needs to do the following:

- Search for the freelancer.
- Go to the search bar residing at the top navbar of the site.
- The user should type in the name of the freelancer he is searching for or keep it blank if he wants the list of all the freelancers.
- Then select the freelancer option from the select option.
- Finally, click the search icon residing at the right side of the select option.



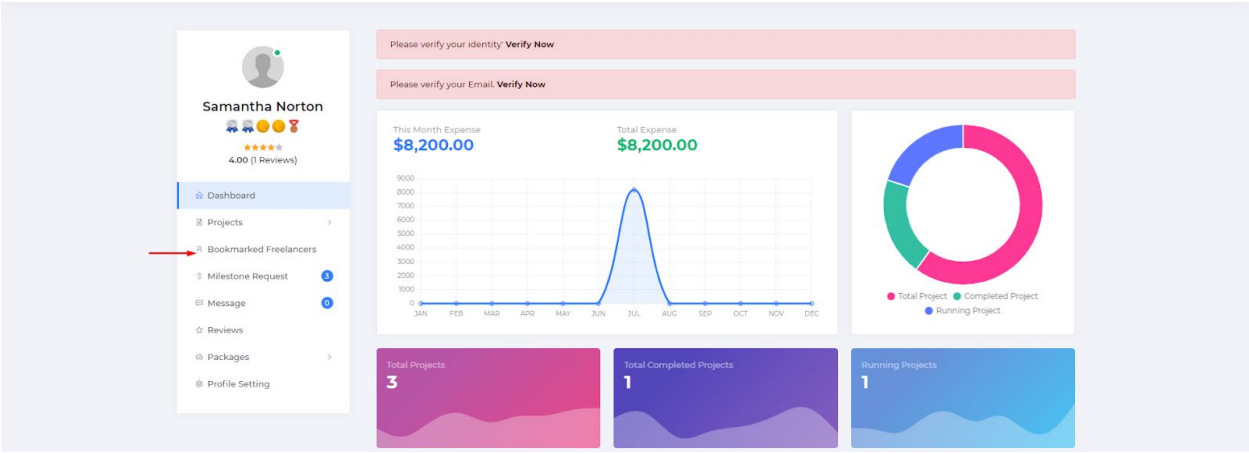
- There he will find a '**Bookmark Freelancer**' button.
- Just by clicking that button a client can bookmark a freelancer.

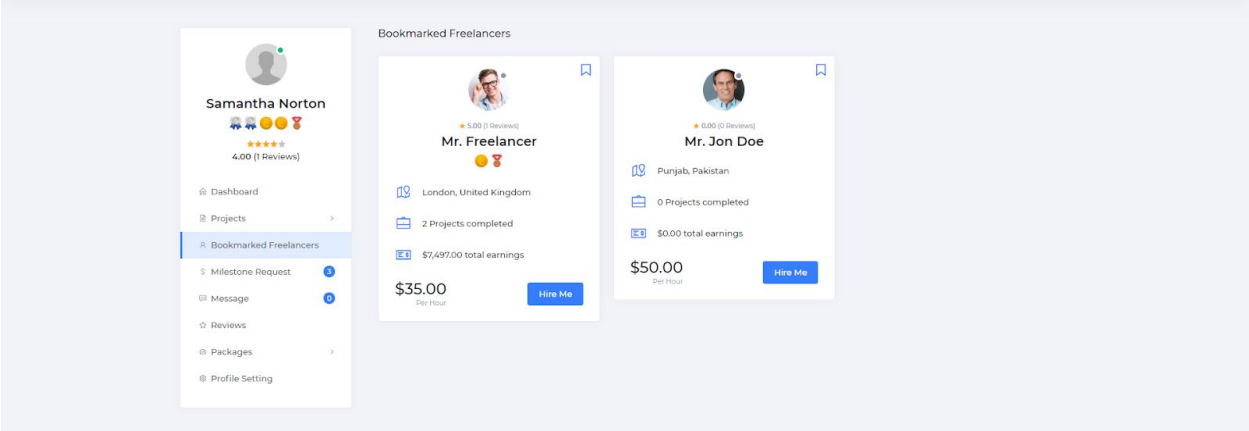


46. How does a client see all bookmarked freelancers? New

Answer: For a client to see all bookmarked freelancers he needs to follow the following steps:

- Firstly, he needs to login as a client.
- Then go to the '**Bookmarked Freelancers**' menu residing on the left side-bar.
- There he will be able to see all the bookmarked freelancers.

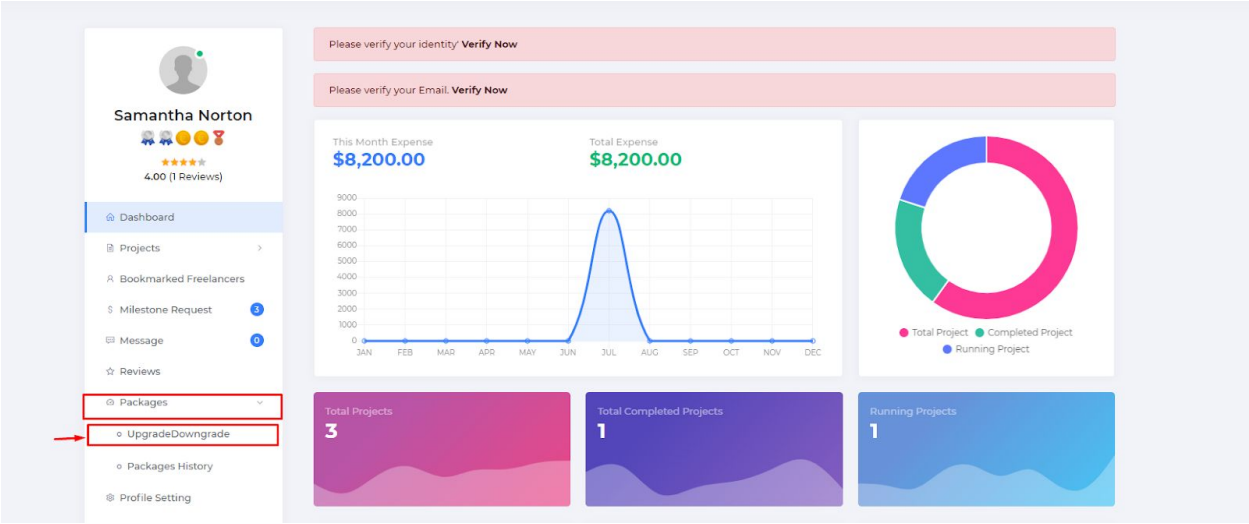




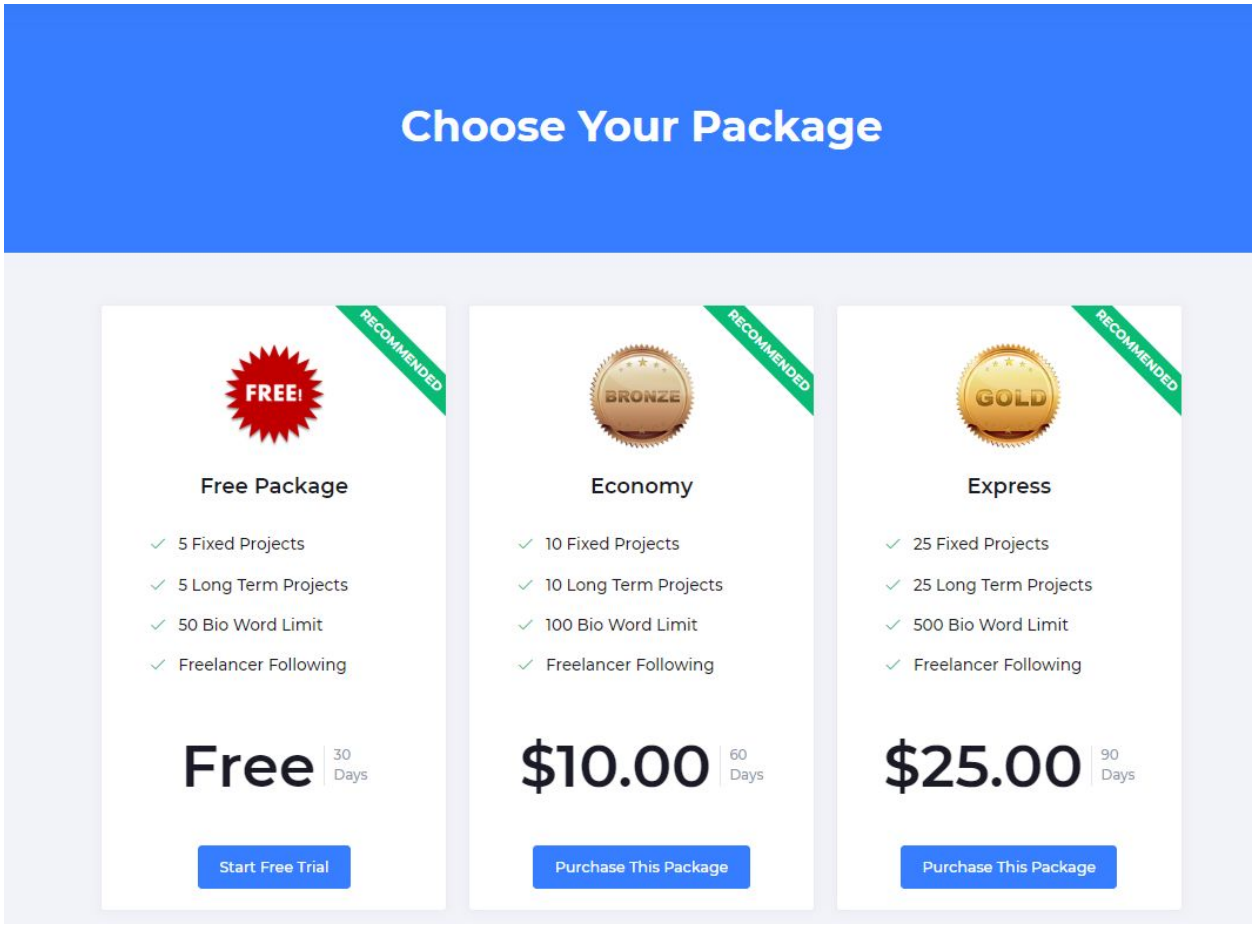
47. How to purchase any package as a client?

Answer: To purchase a package the user has to follow the steps below:

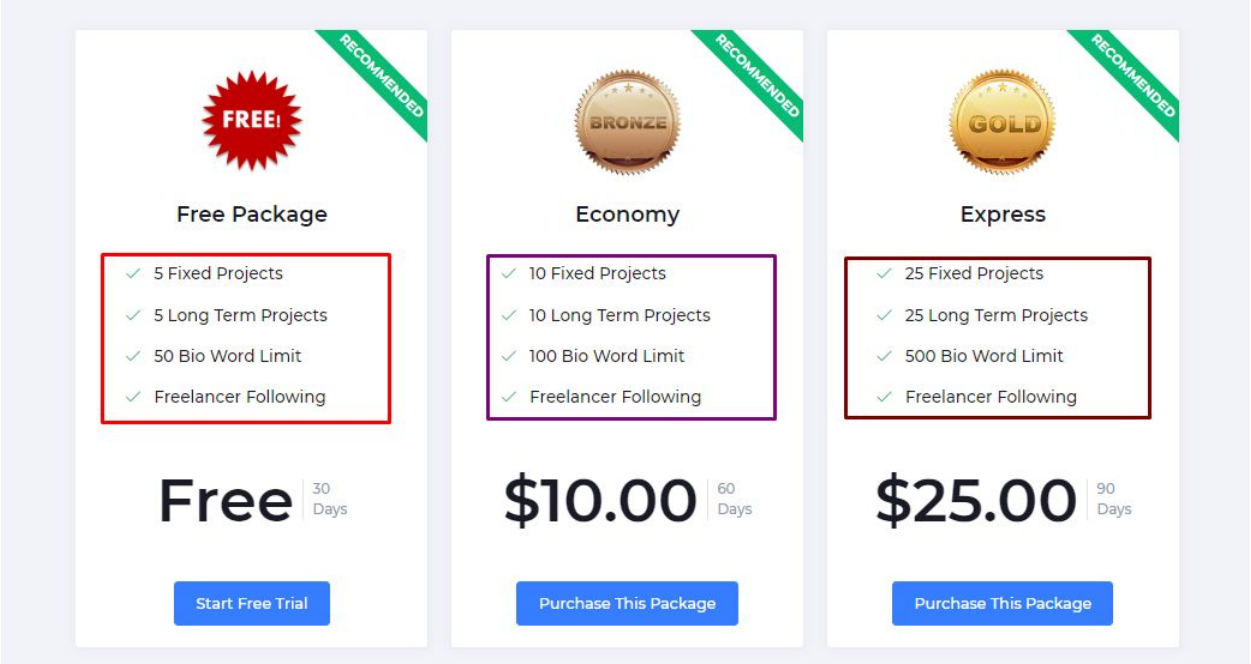
- At first login as a client.
- Then go to the '**Upgrade/Downgrade**' sub menu under the '**Packages**' menu.



- The user has to click on the '**Purchase This Package**' button on the package he thinks is suitable.



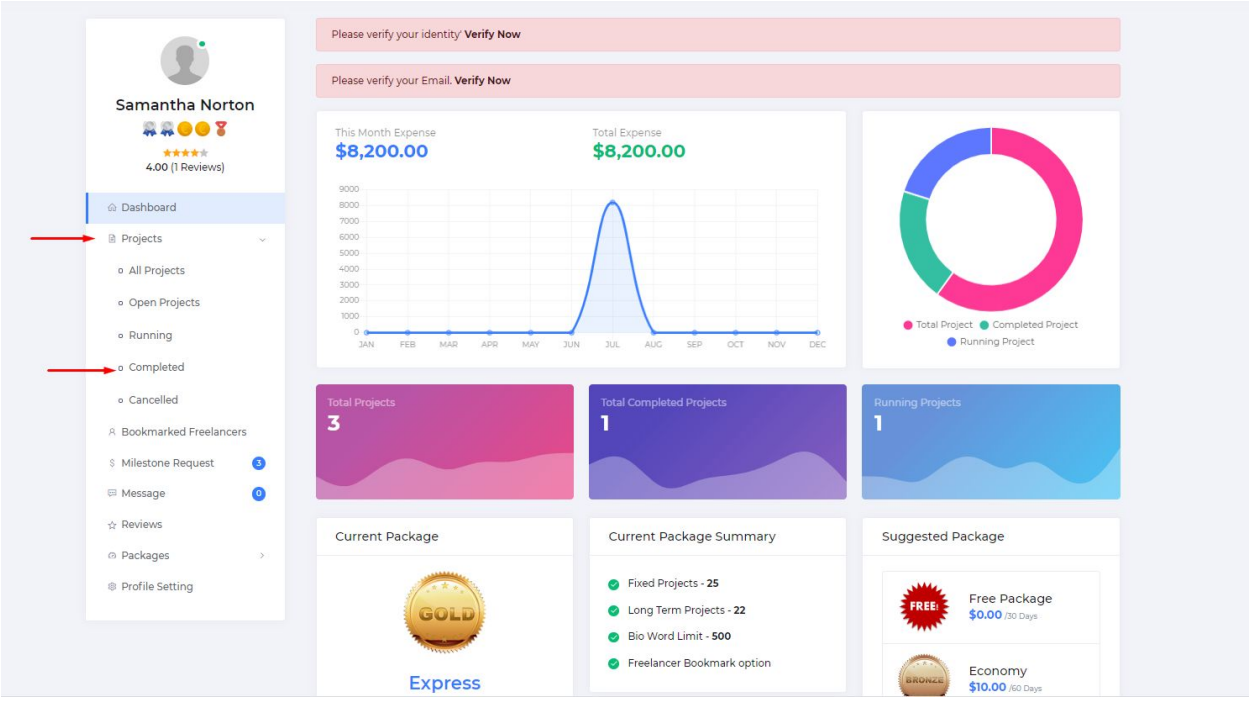
- Enter the desirable payment system and click the '**Purchase This Package' .**
- Finally, the user has to provide his credit card credentials and press '**Pay Now' .**
- These packages will be related to almost all the actions of a client.
    - How many open projects he can create.
        - How many fixed projects he can create.
        - How many long term projects he can create.
    - How many private projects he can create.
        - How many fixed private projects he can create.
        - How many long term private projects he can create.
    - How many words he can write inside his bio.
    - How many freelancers he can follow.



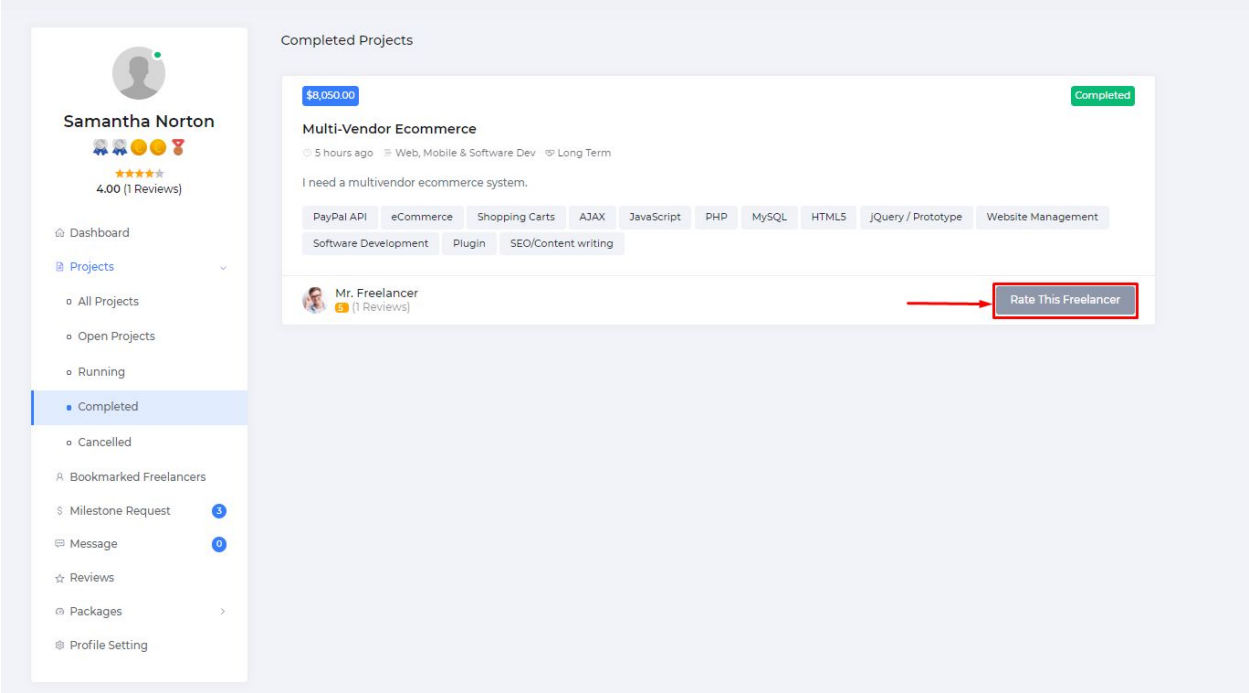
48. How does a client rate a freelancer? new

Answer: To rate a client the user needs to follow the steps mentioned below:

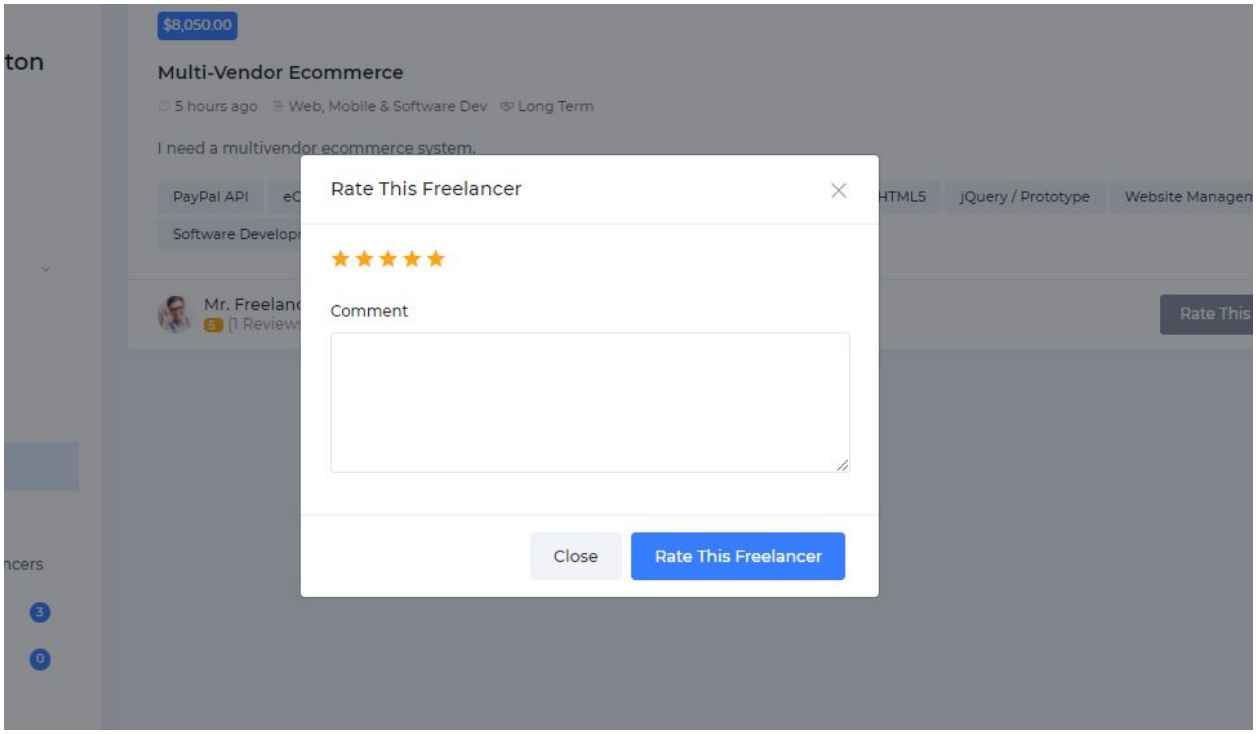
- Firstly, Login as a freelancer.
- Then go to The '**Completed**' submenu under the '**Projects**' menu.



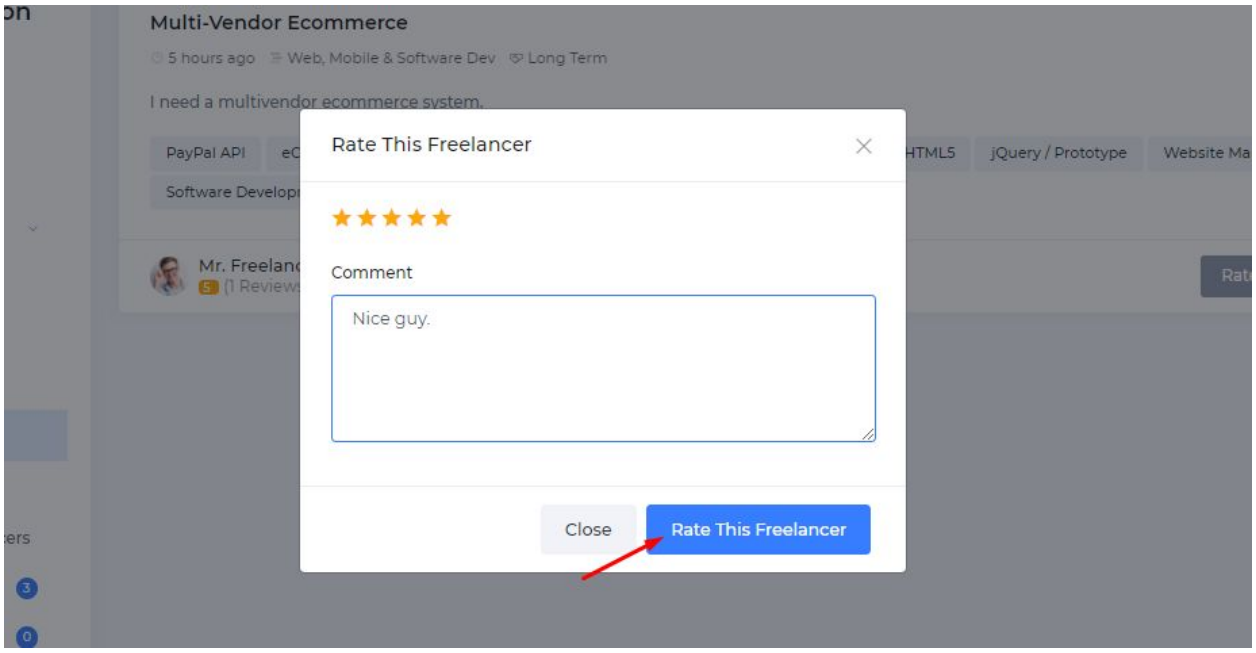
- There on every single completed project card he will find a button '**Rate This Freelancer**' .



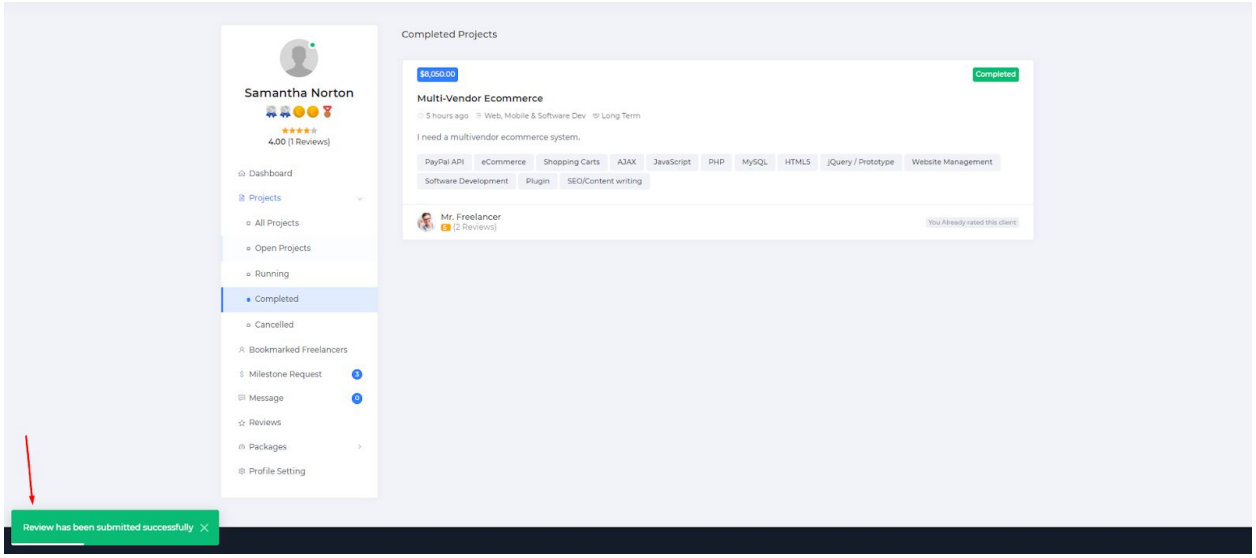
- Clicking on the button he will be presented with a form.



- He can rate the client by clicking on different numbers of stars. 1/2/3/4/5 stars.
- As well, he can give his reviewing comment.
- Finally, clicking on the '**Rate this Freelancer**' button he may finalize the rating process.



- After the reviewing process is complete he will be given a success message.

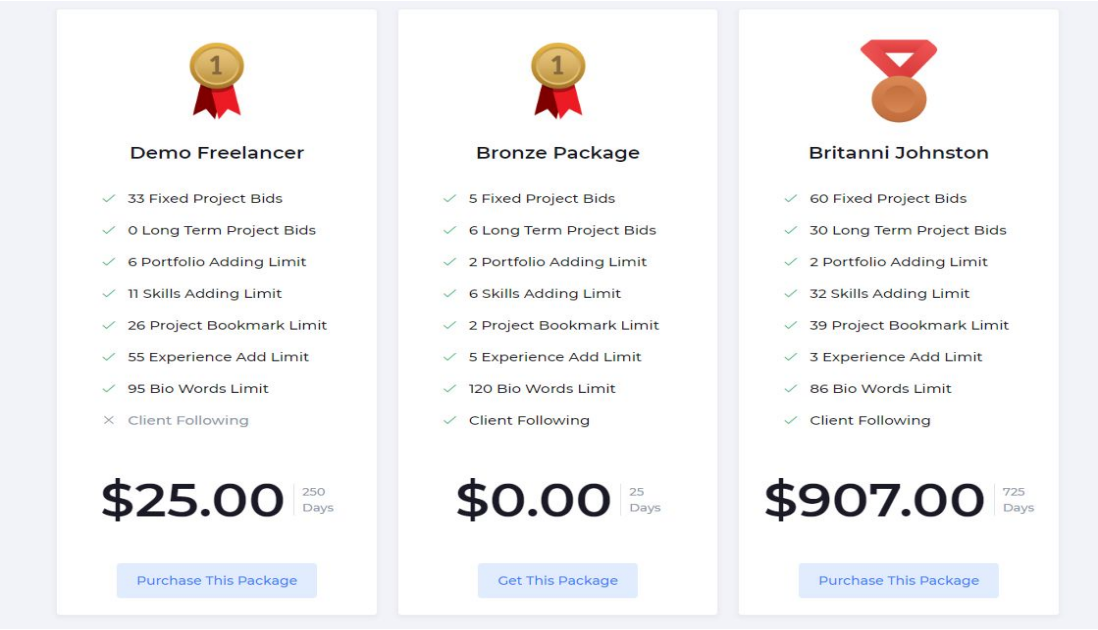


49. How to purchase any package as a freelancer? new

Answer: To purchase a package the user has to follow the steps below:

- At first login as a freelancer.
- Then go to the '**Upgrade/Downgrade**' sub menu under the '**Packages'** menu.
- The user has to click on the '**Purchase This Package**' button on the package he thinks is suitable.
- Enter the desirable payment system and click the '**Purchase button' .**

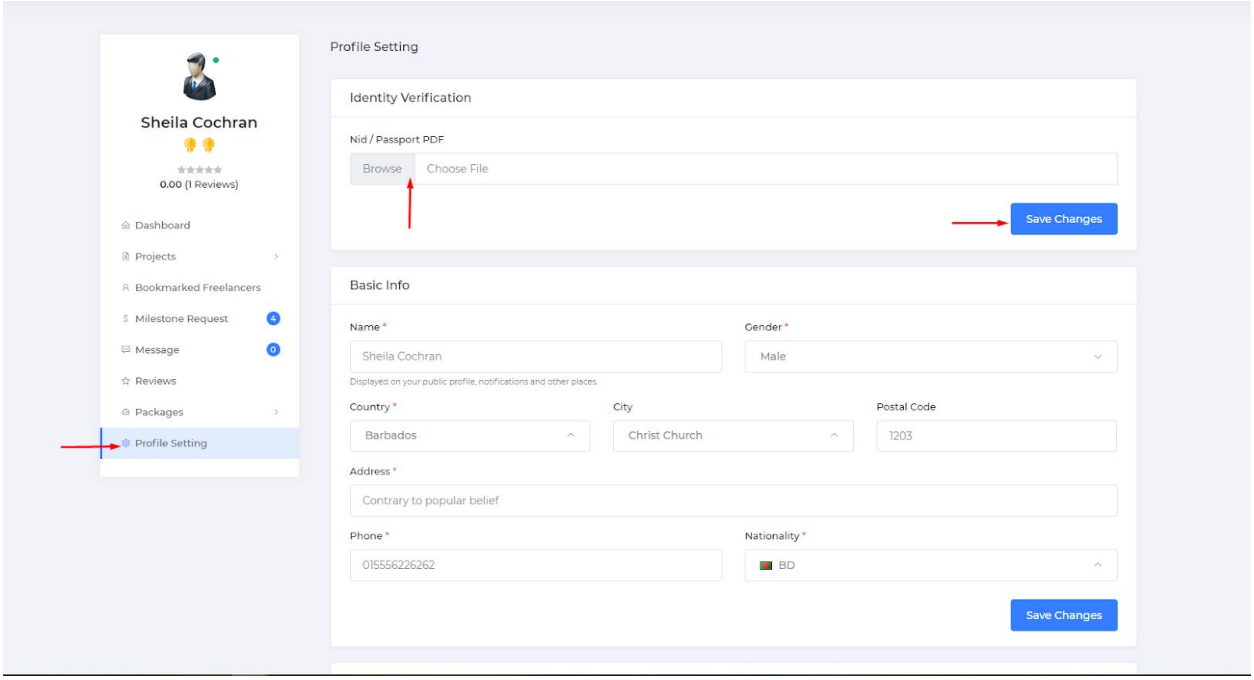
- Finally, the user has to provide his credit card credentials and press '**Pay Now' .**
- These packages will be related to almost all the actions of a client.
    - In how many open projects he can bid.
        - In how many fixed projects bids he can make.
        - In how many long term projects bids he can make.
    - How many private project proposals he can accept.
        - In how many fixed projects bids he can make.
        - How many long term private projects he can create.
    - How many words he can write inside his bio.
    - How many freelancers he can follow.



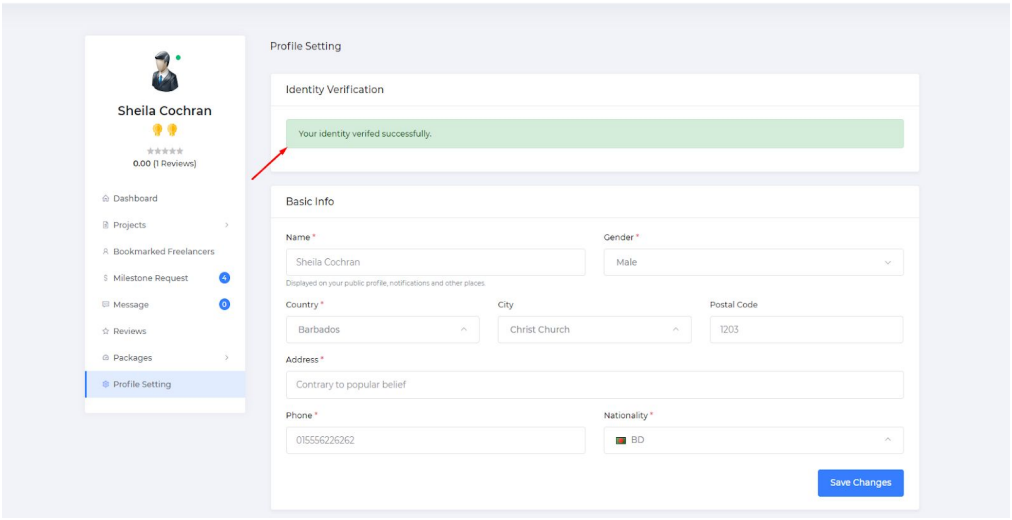
50. How does the client verify his/her identity?

Answer: For a client to verify his identity he needs to do the following:

- Log in as a client.
- Go to the Profile Settings menu from the left side bar of his dashboard.
- Browse for the NID/Passport pdf to be uploaded.
- Click the '**Save Changes**' button.



- Finally, when the admin verifies his identity. He will be able to see it in his profile settings.

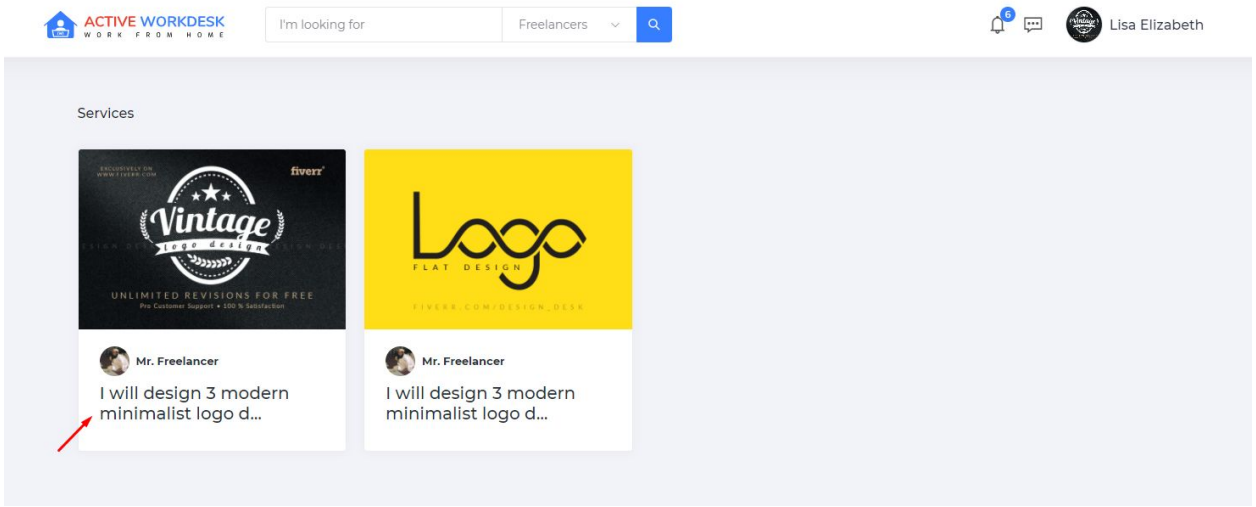


51. How does a client purchase a service?

Answer: In order for a client to purchase a service the client needs to follow the steps mentioned below.

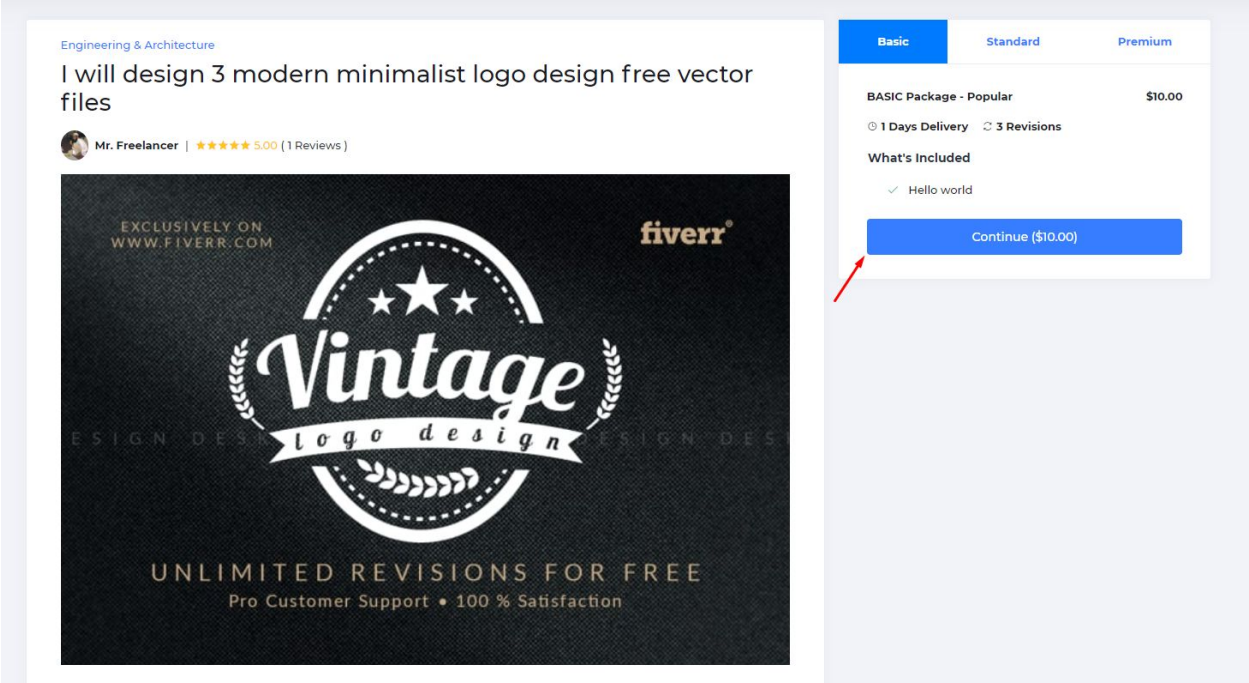
- Firstly, the client needs to login.
- After logging in the client can go to the service listing page or search for specific services from the search bar visible at the top header nav.
- Beside the search bar, there is a dropdown from that dropdown the client needs to select **Services.** And then press enter or click the search icon.

- After that the matched results of services will be shown in the screen or the service listing page will be visible.

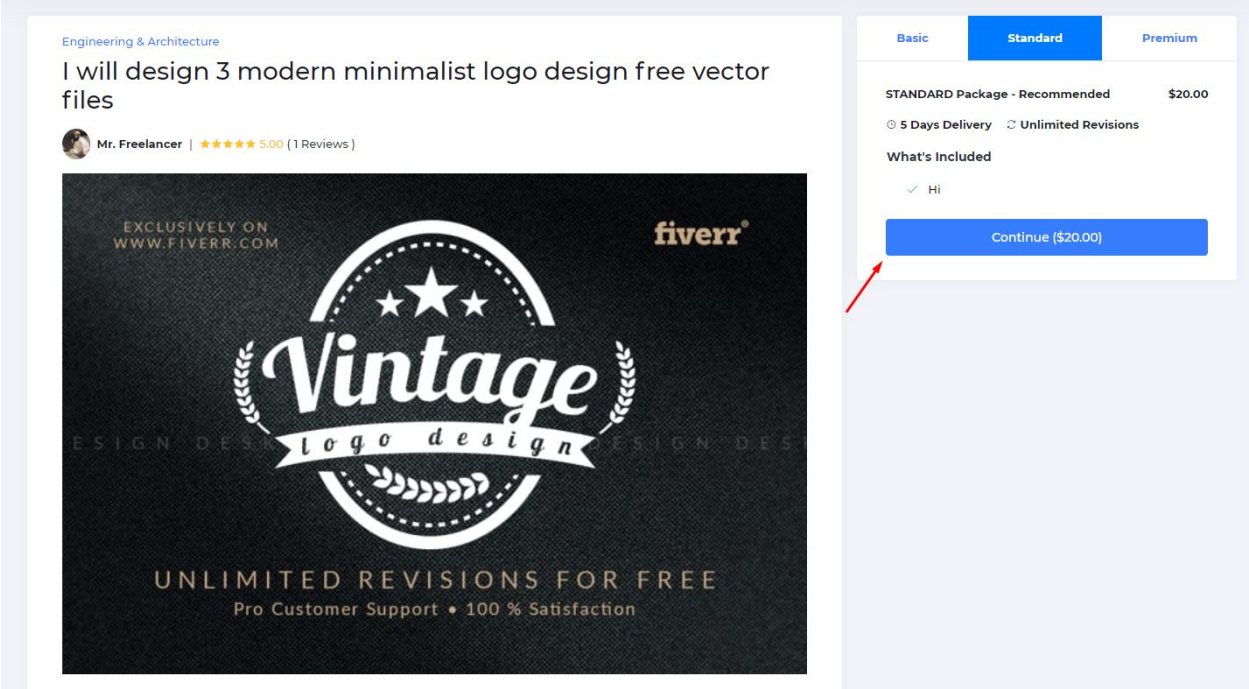


- After that the client can select any of the services of his/her choice.
- Not only that he can choose the service but he what class of that service he wants to purchase. I.e: Basic, Standard and Premium. See images below for better understanding.

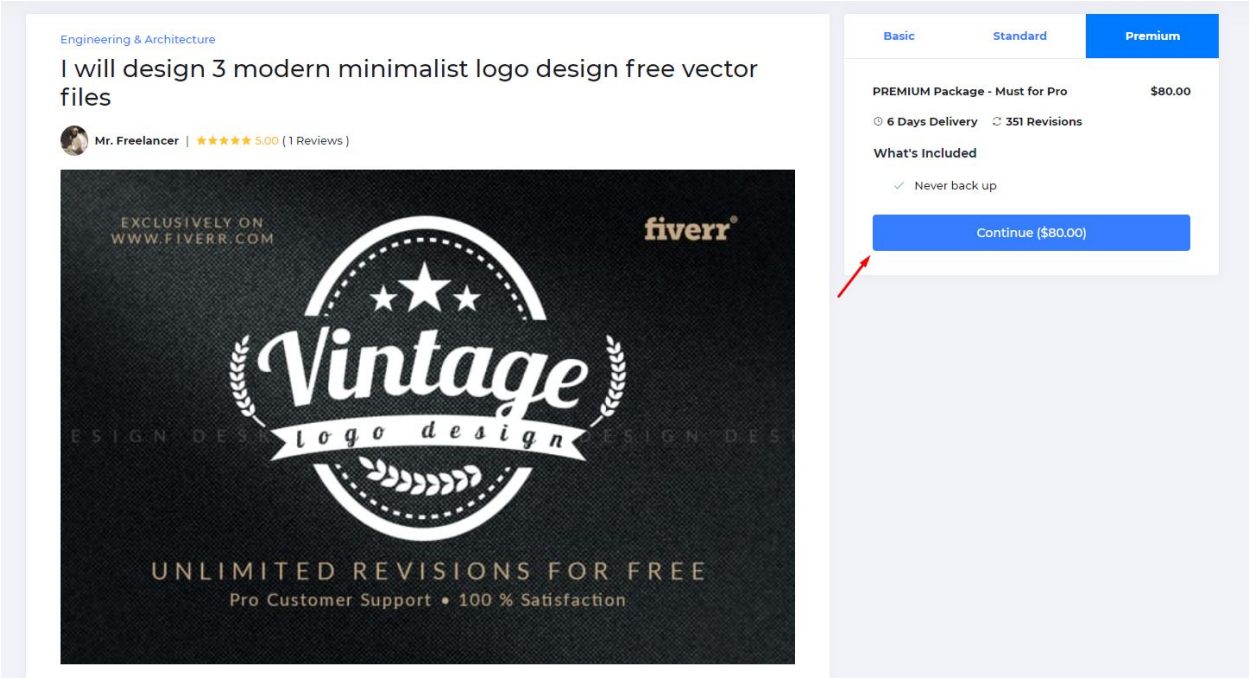
- **Basic:**



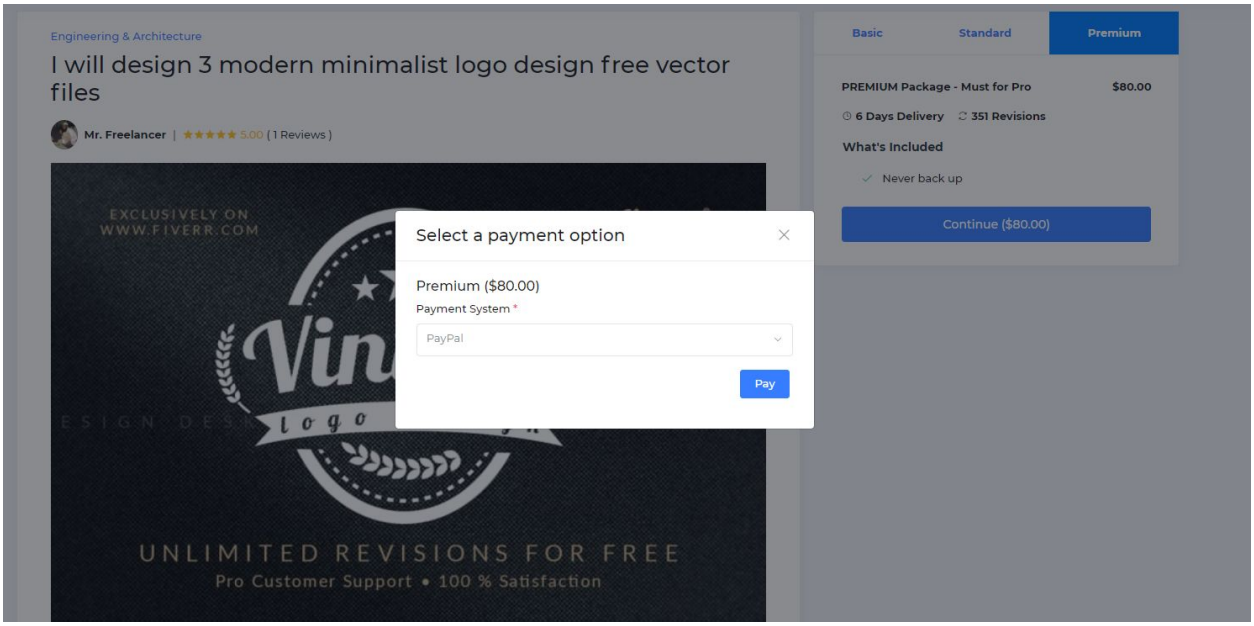
- **Standard:**



- **Premium:**



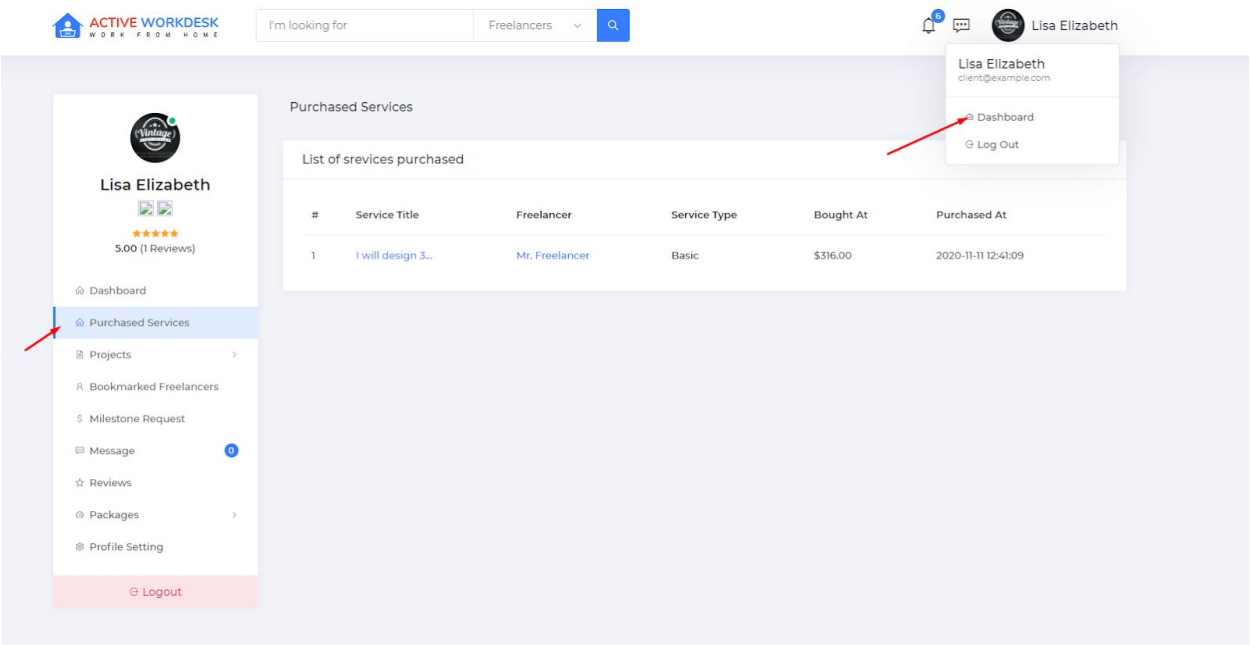
- After Clicking the **Continue** button the client can select the payment method of his/her choice to finalize the purchase.



52. How does a freelancer view all of his purchased services?

Answer: In order for a client to view all of his purchased services the client needs to do the following:

- At first, the client needs to go to his/her dashboard. Then the client needs to go to the **Purchased Services** menu shown in the picture below.

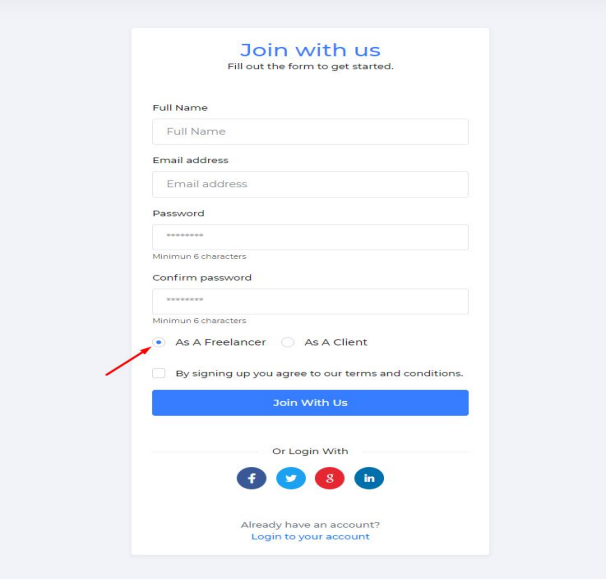


This portion deals with the freelancer-side login

53. How does the user get registered as a freelancer? (Video)

Answer: Registration system is very simple and easy. To get registered as a freelancer a user needs to follow the steps below :

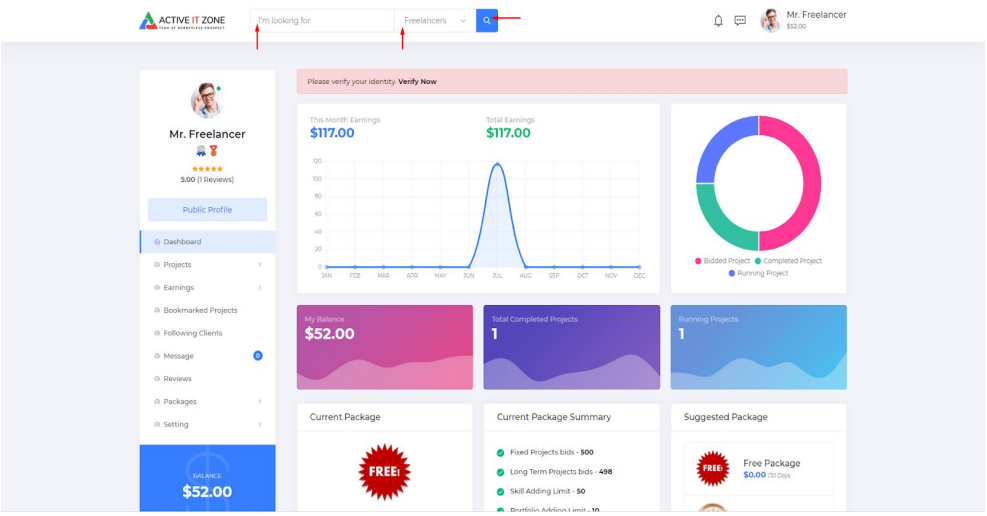
- Go to the homepage.
- At the top corner of the page there is a '**Log In**' button and a 'Get Started' button.
    - If you are already registered into the system then Log in with your credentials.
    - Otherwise, Click the Get Started button and register your account.
- To register, the use has to provide proper information inside the registration form.
- Then select '**As A Freelancer**' radio button.
- Finally, Click the '**Join With Us**' button residing at the bottom.
- If the user wants he can also join with Facebook, Google, Twitter or LinkedIn.



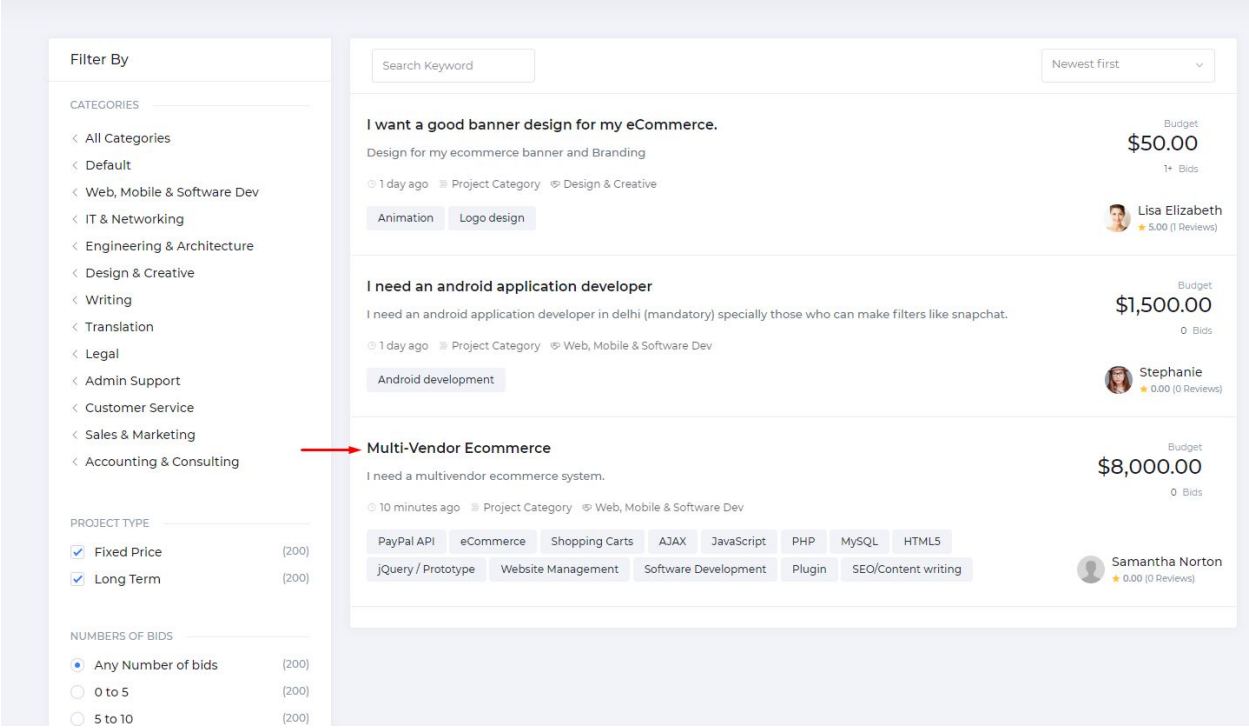
54. How to bid for a project? (Video)

Answer: To bid for a project the user has to follow the steps mentioned below:

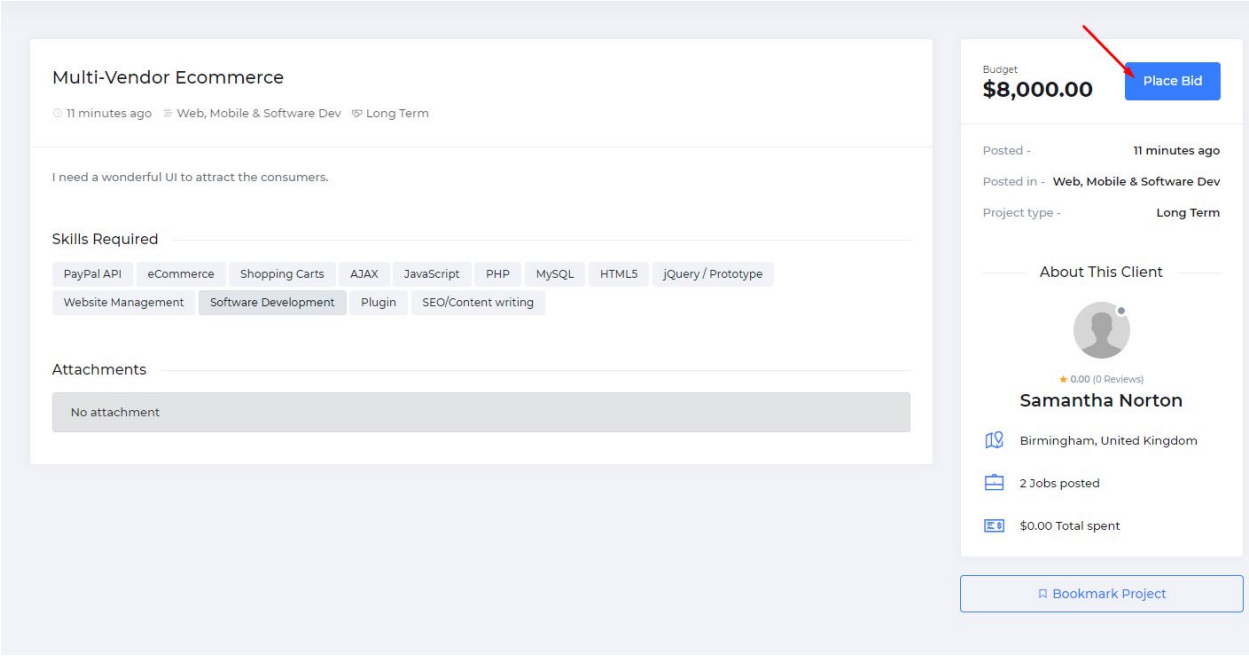
- The Freelancer will be able to place bids provided that he has not exceeded his bidding limit which was mentioned in the package which he purchased.
- Login into the freelancer panel.
- Then go to all projects listing page
  - To do that he needs to go to the freelancer dashboard.
  - There is a search bar at the top. Select Projects and then click the search button.



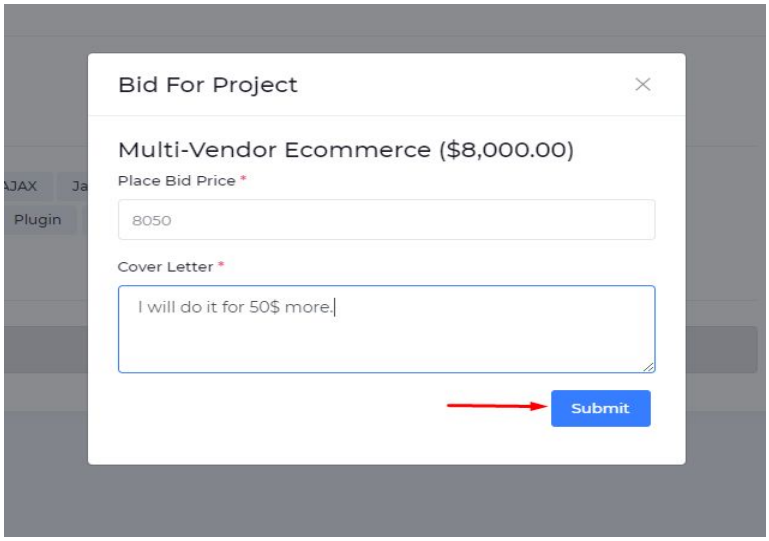
- After the listing page arrives. The user should select the project he wants to bid.



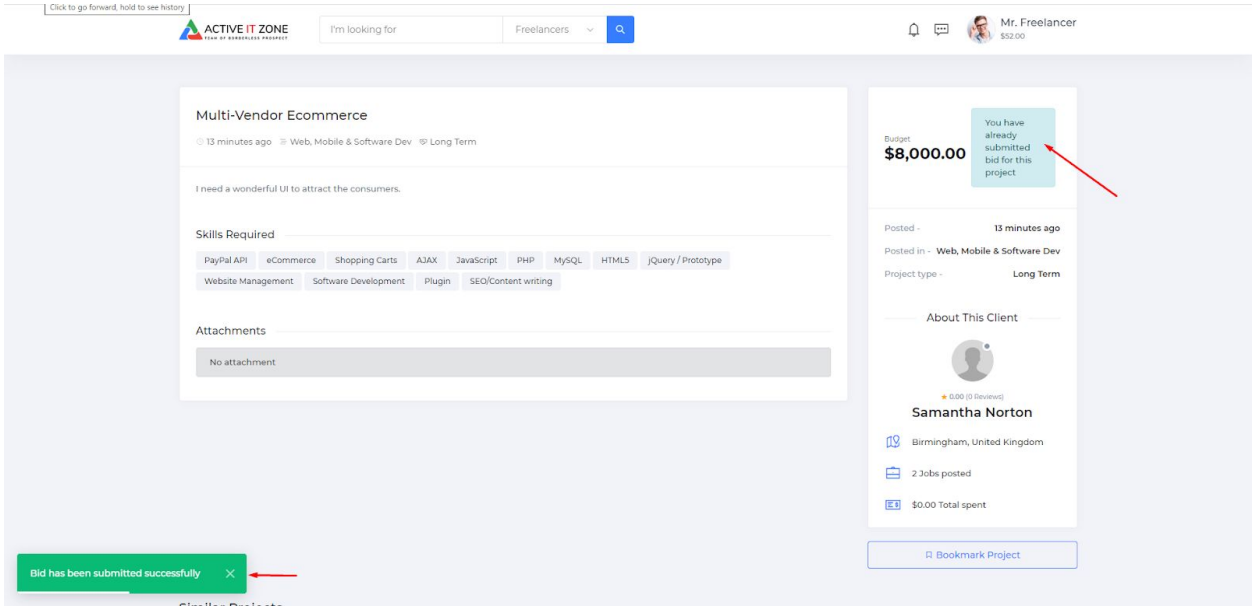
- Then click on the '**Place Bid**' button.



- A form will come up and the user has to Place bid price and give a cover letter and click submit.

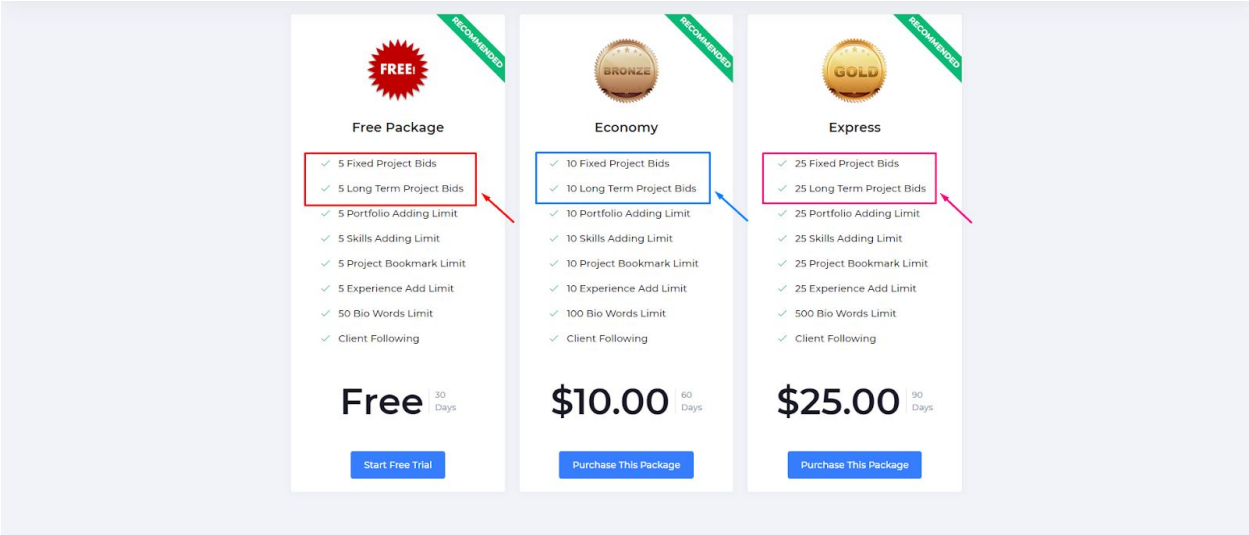


- After that, he'll be given a success message and his bid will be placed.



55. In how many projects can a freelancer bid?

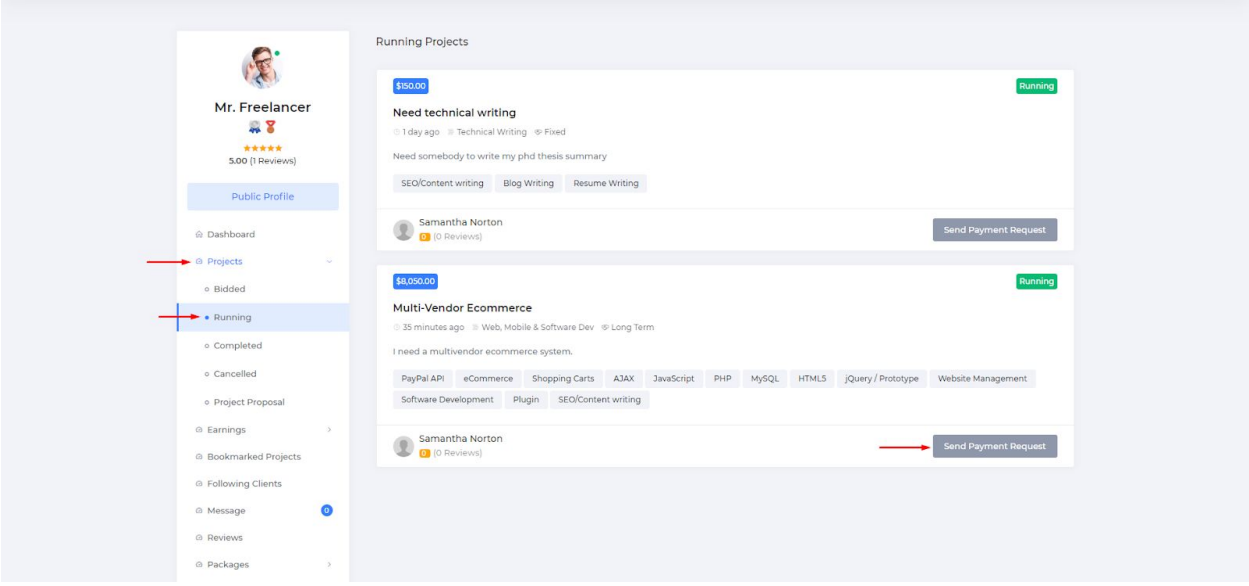
Answer: The freelancer will be able to bid on the number of projects mentioned in the terms of the package he purchased.



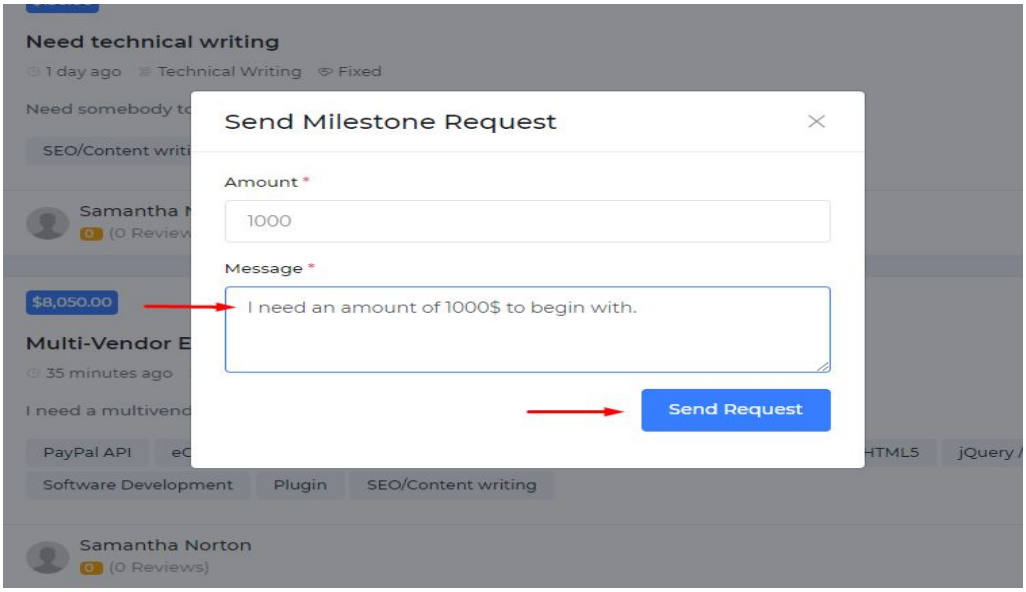
56. How to send milestone payment requests to clients?

Answer: To send milestone requests the user have to follow the steps below:

- Log in as a freelancer.
- Freelancer will be able to send payment requests to the clients if he has not exceeded the limit for sending payment requests to the clients mentioned inside the terms of the package that he purchased.
- Go to the '**Running**' sub-menu under the '**Projects** Menu.



- Then click on the '**Send Payment Request**' button of a particular project.



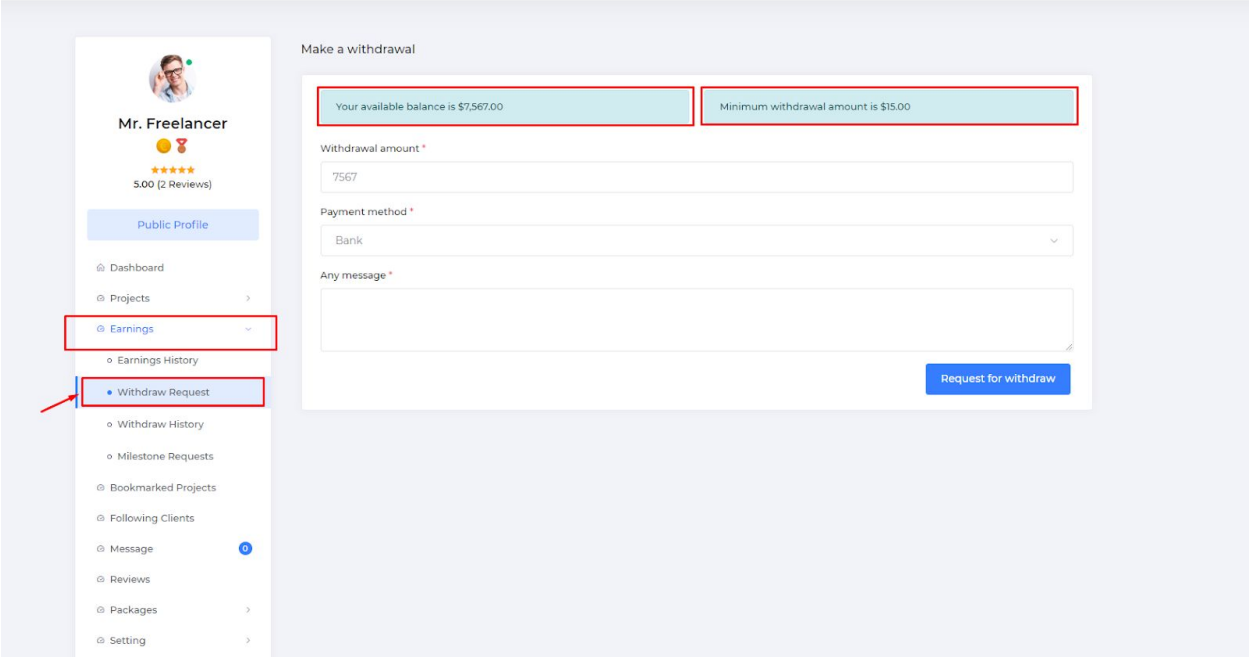
- Finally, the user has to enter the payment amount and a message and send the request.

    - **One thing should be noticed, when the client pays the freelancer. The freelancer does not get all of the payment. Rather, a certain amount(commision amount according to the freelancer package) of the payment is deducted by the admin from the payment that has been sent. To get the money in hand from his/her balance, the freelancer needs to send a withdrawal request to the site admin.

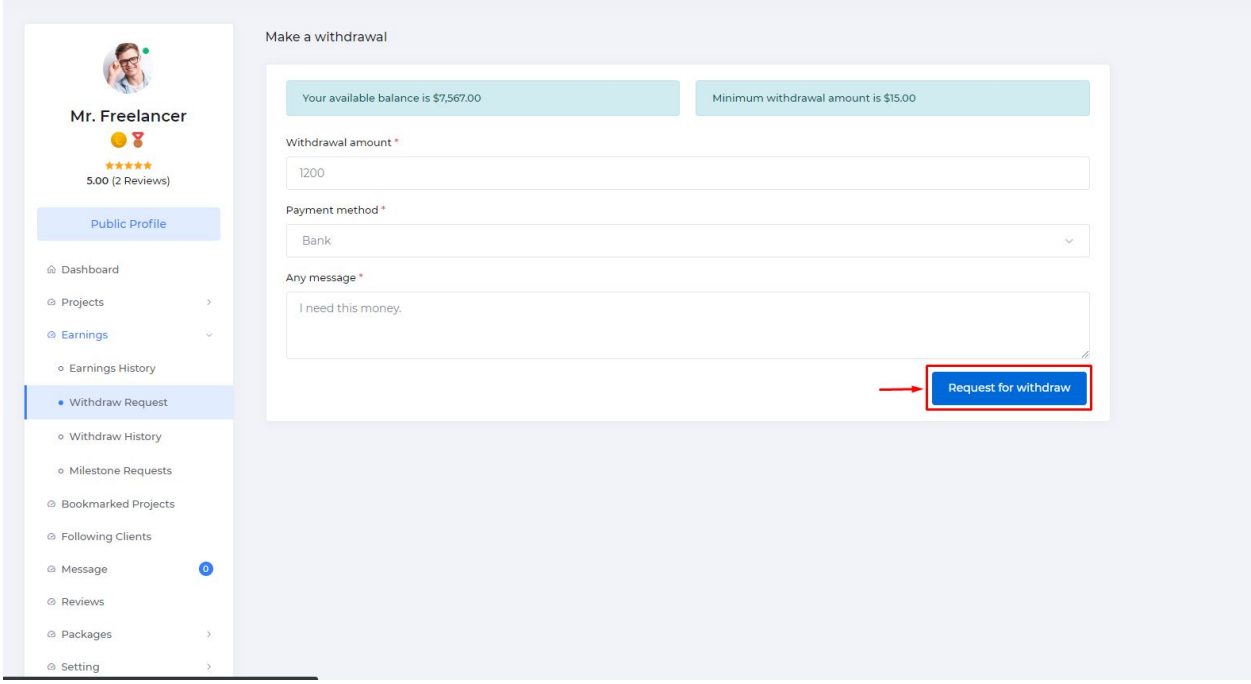
57. How to withdraw money as a freelancer?

Answer: To withdraw money as a freelancer the user must follow the steps mentioned below:

- It is noticeable that the freelancer will be able to request for withdrawal of money provided that he has not exceeded the limit of withdrawal requests mentioned by the admin inside the terms and conditions section.
- Log in as a freelancer.
- Go to the '**Withdraw Request**' sub-menu under the '**Earnings**' Menu.



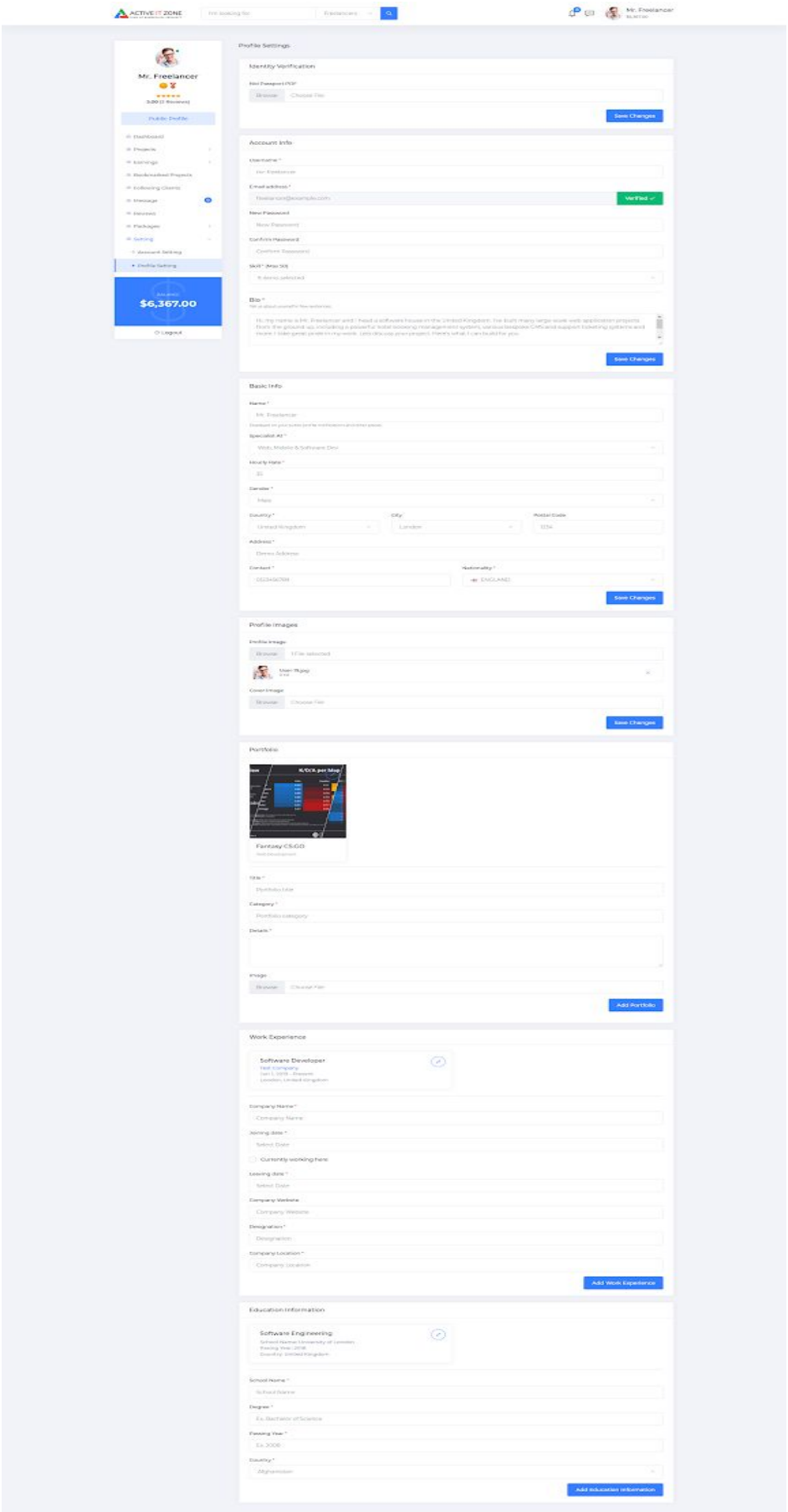
- User should enter the amount he wants to withdraw along with the payment method and a message.
- Finally, click the '**Request For Withdraw**' button.



58. How to set up a freelancer profile?

Answer: To set up a freelancer profile the user has to follow the steps mentioned below:

- Firstly, log in as a freelancer.
- Then go to the '**Profile Setting**' sub menu under the '**Setting**' menu.
- There the user will be able to set his profile.
- Freelancers can add skills, bio, portfolio, job experiences, educational history etc according to his current package.
- After entering proper information about himself the user has to click the '**Save Changes**' button.


ACTIVE IT ZONE
Mr. Freelancer
Profile Settings
Identity Verification
Save Changes
Account Info
Verified
Save Changes
Basic Info
Save Changes
Profile Images
Save Changes
Portfolio
Fantasy CS:GO
Add Portfolio
Work Experience
Software Developer
Add Work Experience
Education Information
Software Engineering
Add education information

59. How does a freelancer manage a project proposal?

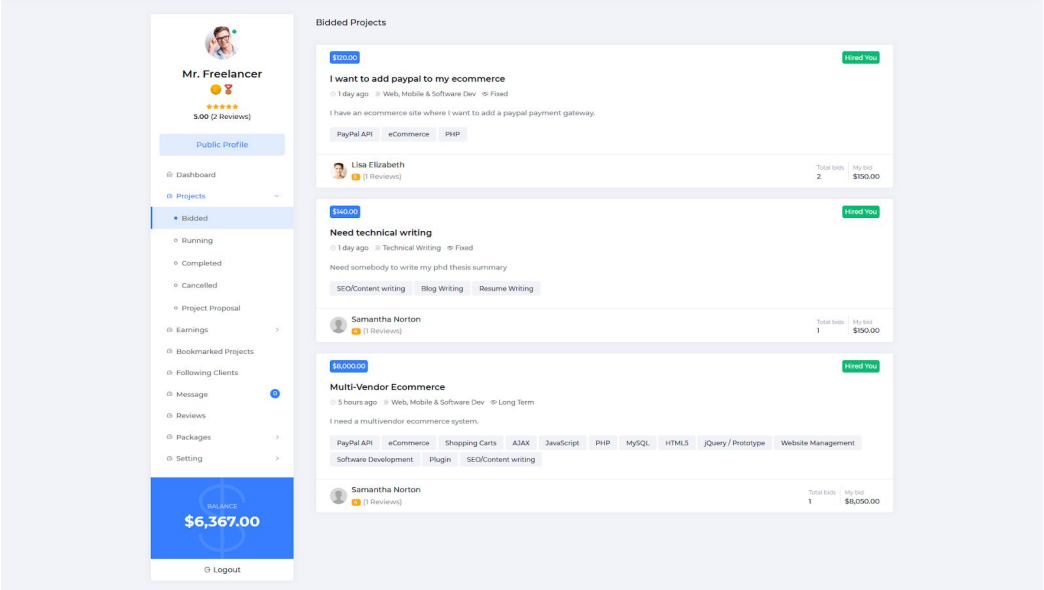
Answer: To manage a project the user has to do the following:

- Firstly, the user should login as a freelancer.
- The client will be able to propose a specific freelancer for a project.
- The Freelancer will get notified.
- The freelancer will be able to accept the request in the following manner.
    - The freelancer has to go to the '**Project Proposal**' sub menu under the '**Project**' menu.
    - All of the projects that have been proposed to the freelancer will be visible on that page.
    - There he will be able to accept or reject the proposal made by the client.
    - User has to click accept to accept the proposal.
    - Else click reject to reject the proposal.

60. How does a freelancer see all of the bidded projects?

Answer: To see all of the bidded projects the user has to do the following:

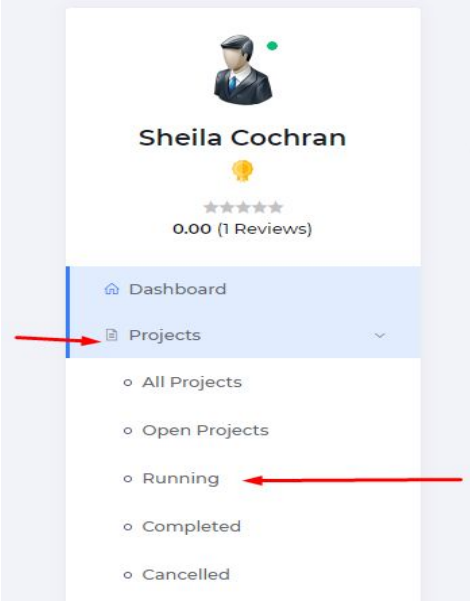
- Log in as a freelancer.
- The freelancer has to go to the '**Bidded**' sub menu under the '**Project'** menu.
- There he/she will be able to see all the bidded projects as well as seeing the status of the bidding. I.e: rejected, hired / not hired.



61. How does a freelancer see all the running projects?

Answer: To see all of the running projects the user has to do the following:

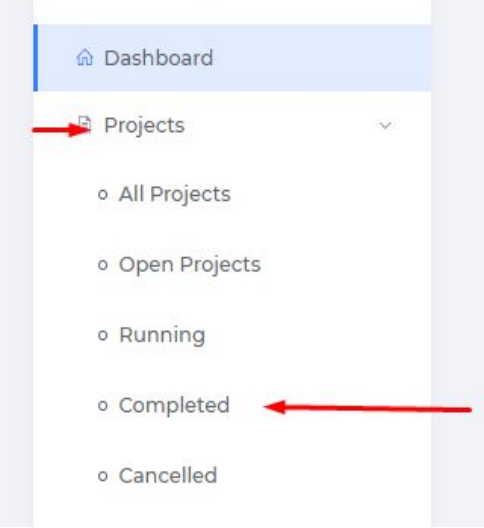
- Log in as a freelancer.
- Go to the **'Running'** sub-menu under the '**Projects** Menu.



62. How does a freelancer see all the completed projects?

Answer: To see all of the completed projects the user has to do the following:

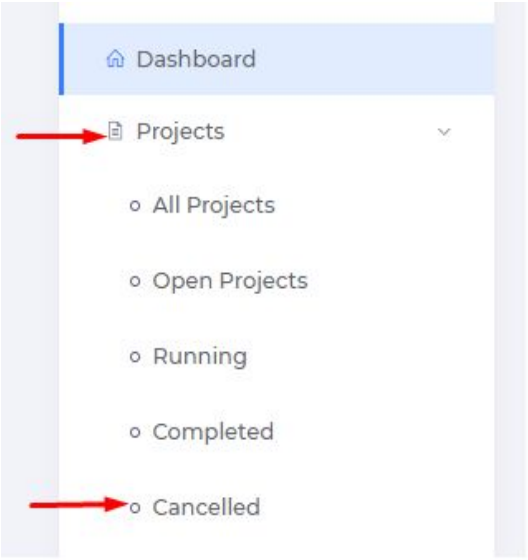
- Log in as a freelancer.
- Go to the '**Completed**' sub-menu under the '**Projects**' Menu.



63. How does a freelancer see all the canceled projects?

Answer: To see all of the canceled projects the user has to do the following:

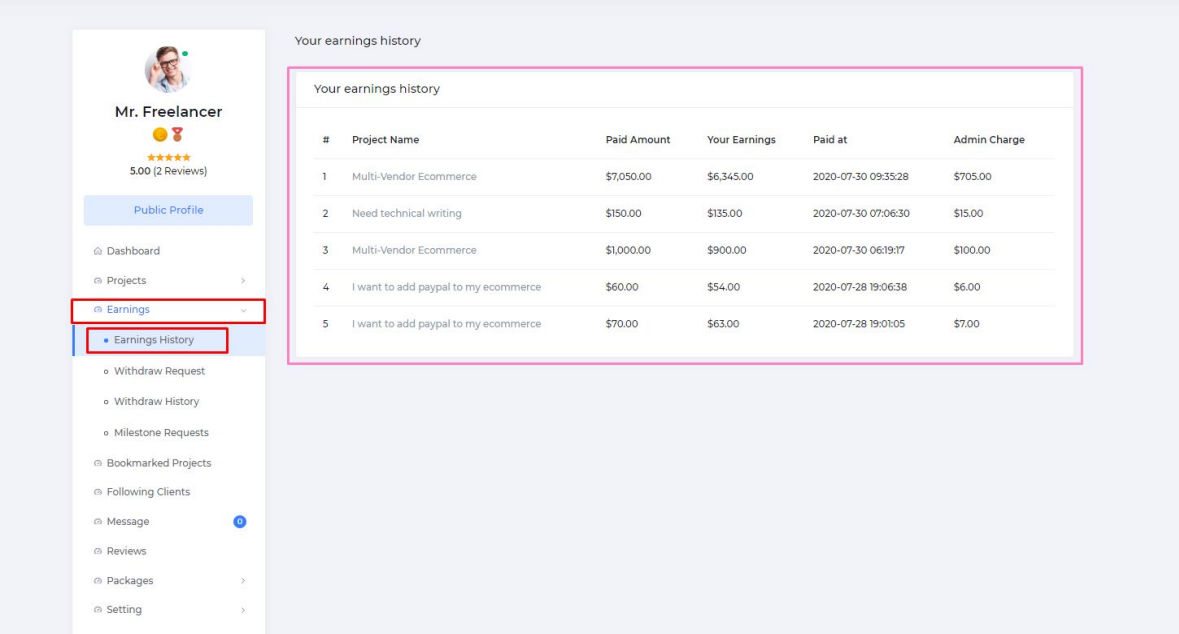
- Log in as a freelancer.
- Go to the '**Canceled**' sub-menu under the '**Projects**' Menu.



64. How does a freelancer see all the earnings history?

Answer: To see all of the earnings history the user has to do the following:

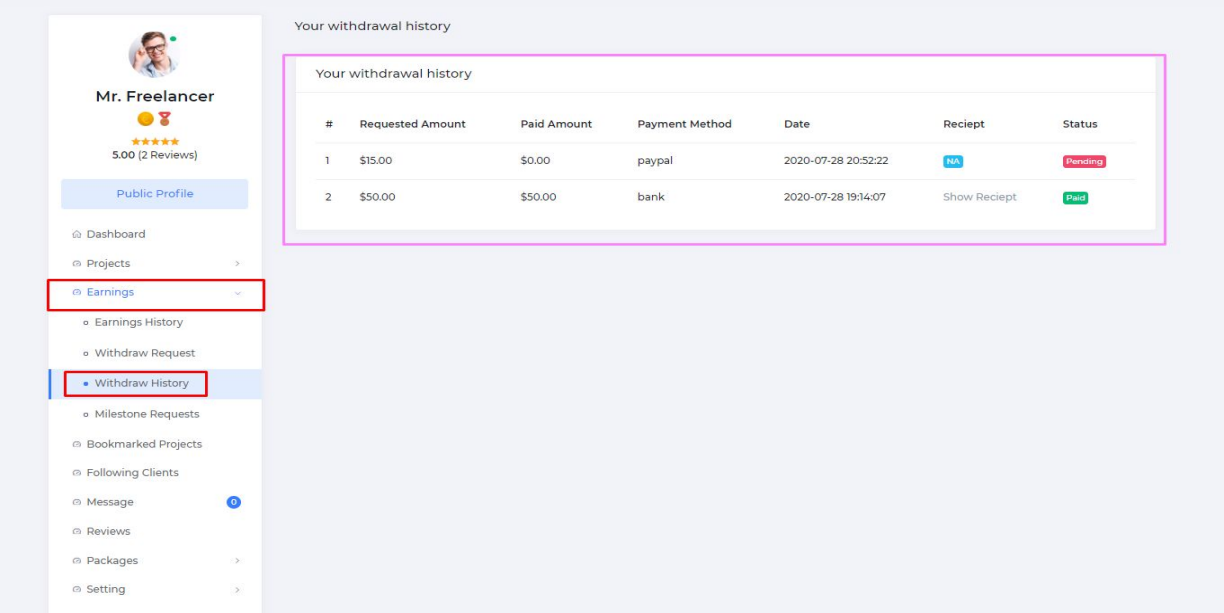
- Log in as a freelancer.
- Go to the '**Earnings History**' sub-menu under the '**Earnings**' Menu.



65. How does a freelancer see all the withdrawal history?

Answer: To see all of the withdrawal history the user has to do the following:

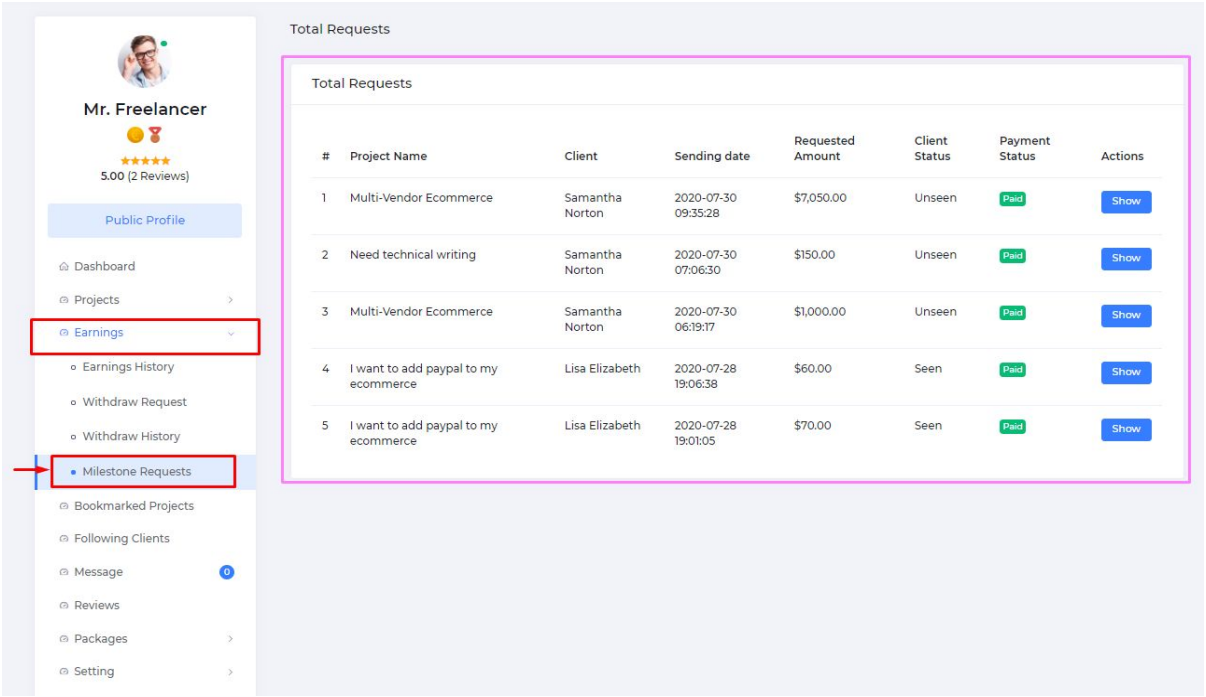
- Log in as a freelancer.
- Go to the '**Withdraw History**' sub-menu under the '**Earnings**' Menu.



66. How does a freelancer see all the milestone requests?

Answer: To see all of the milestone requests the user has to do the following:

- Log in as a freelancer.
- Go to the '**Milestone Requests**' sub-menu under the '**Earnings**' Menu.

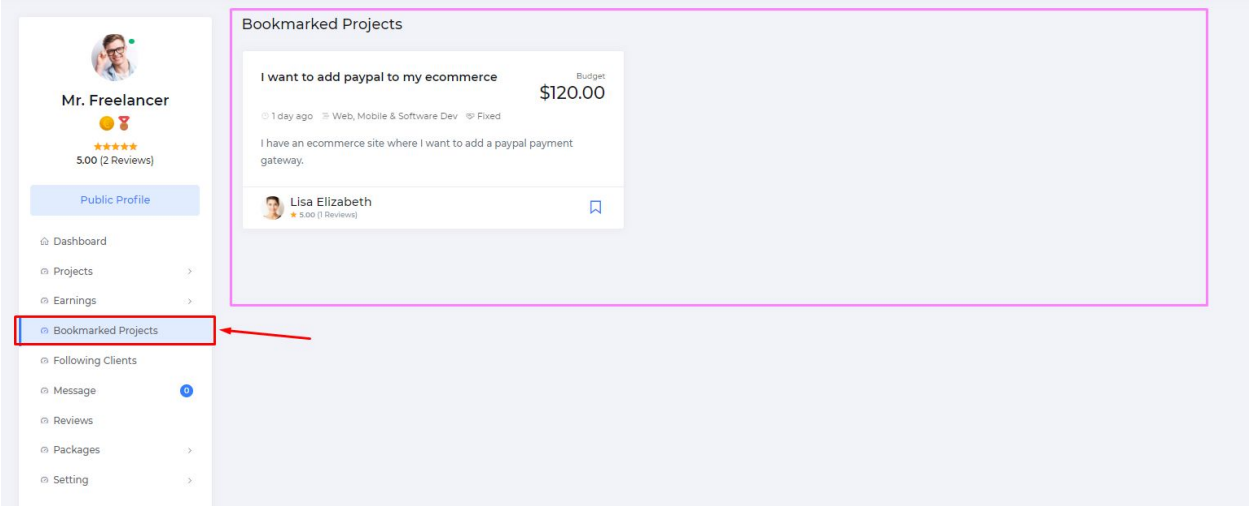


67. How does a freelancer see all the bookmarked projects?

Answer: To see all of the bookmarked projects the user has to do the following:

- Log in as a freelancer.

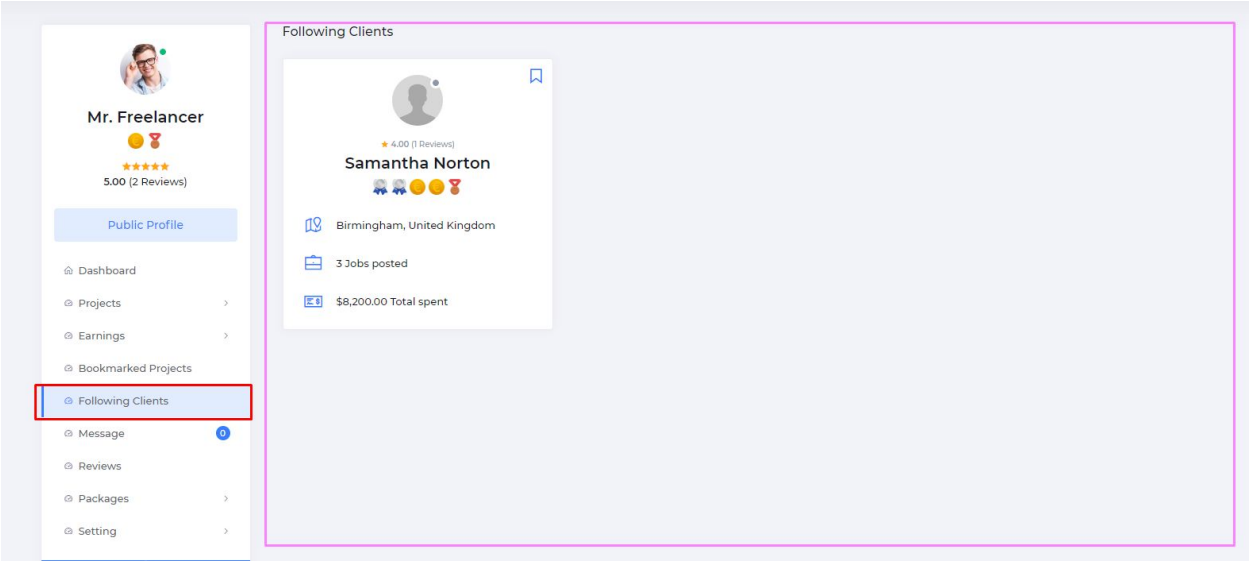
- Go to the '**Bookmarked Projects**' menu.



68. How does a freelancer see all the following clients?

Answer: To see all of the bookmarked clients the user has to do the following:

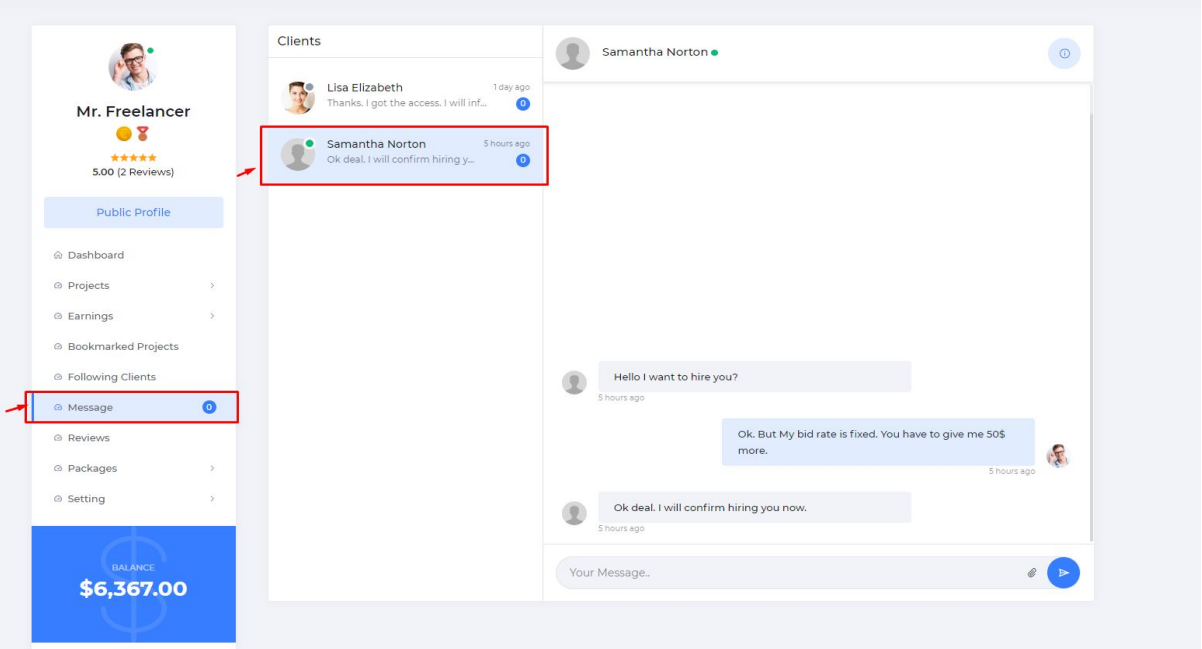
- Log in as a freelancer.
- Go to the '**Following Clients**' menu.



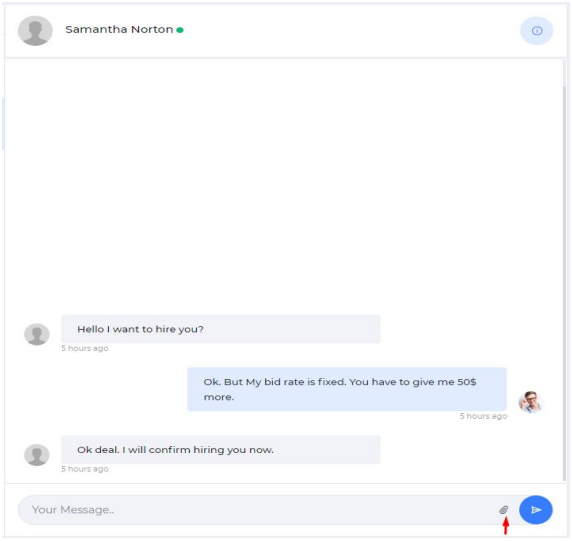
69. How does a freelancer chat with his clients?

Answer: To chat with clients the user has to do the following:

- Log in as a freelancer.
- Go to the '**Message**' menu.
- Select the client to chat with from the client list.



- Select a client.
- Type in message inside the message field.
- The user can also attach files to his message.
- To do that click on the clip button visible at the right side of the message field.



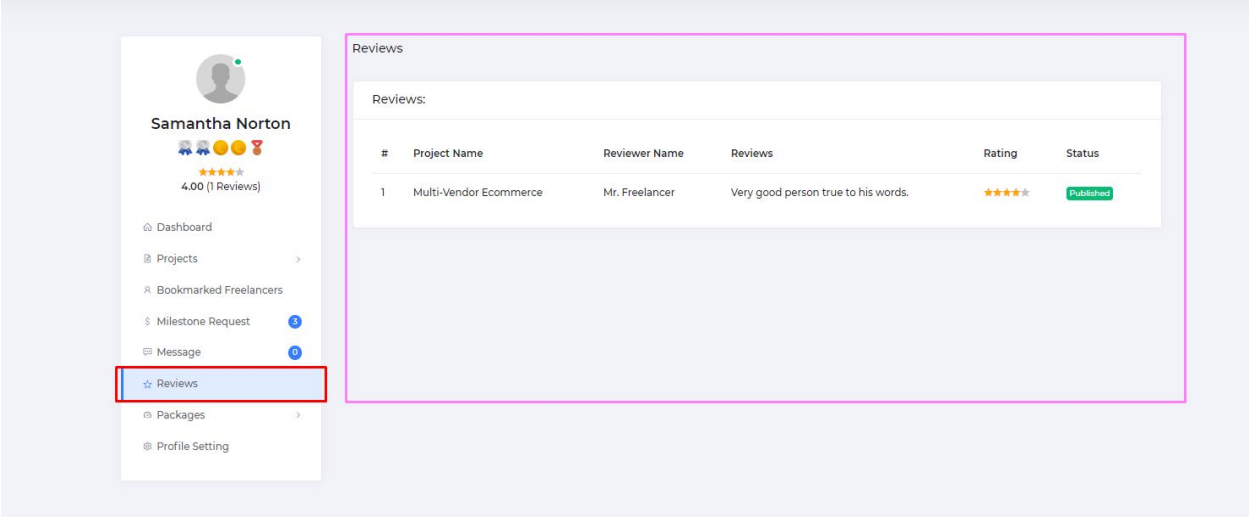
- The user can select multiple files and attach to his/her message.
- Finally, click the send icon to send the message.

70. How does a freelancer see all reviews?

Answer: To see all of the reviews of the clients the user has to do the following:

- Log in as a freelancer.

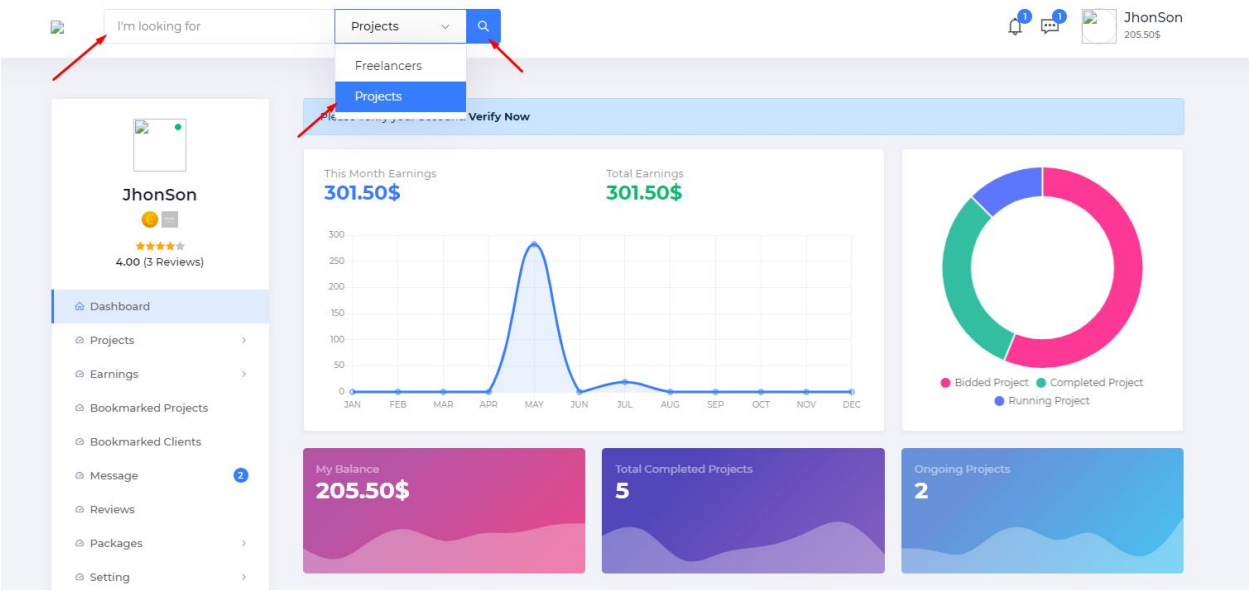
- Go to the '**Reviews**' menu.
- There the freelancer will be able to read all the reviews made by the clients about his profile.



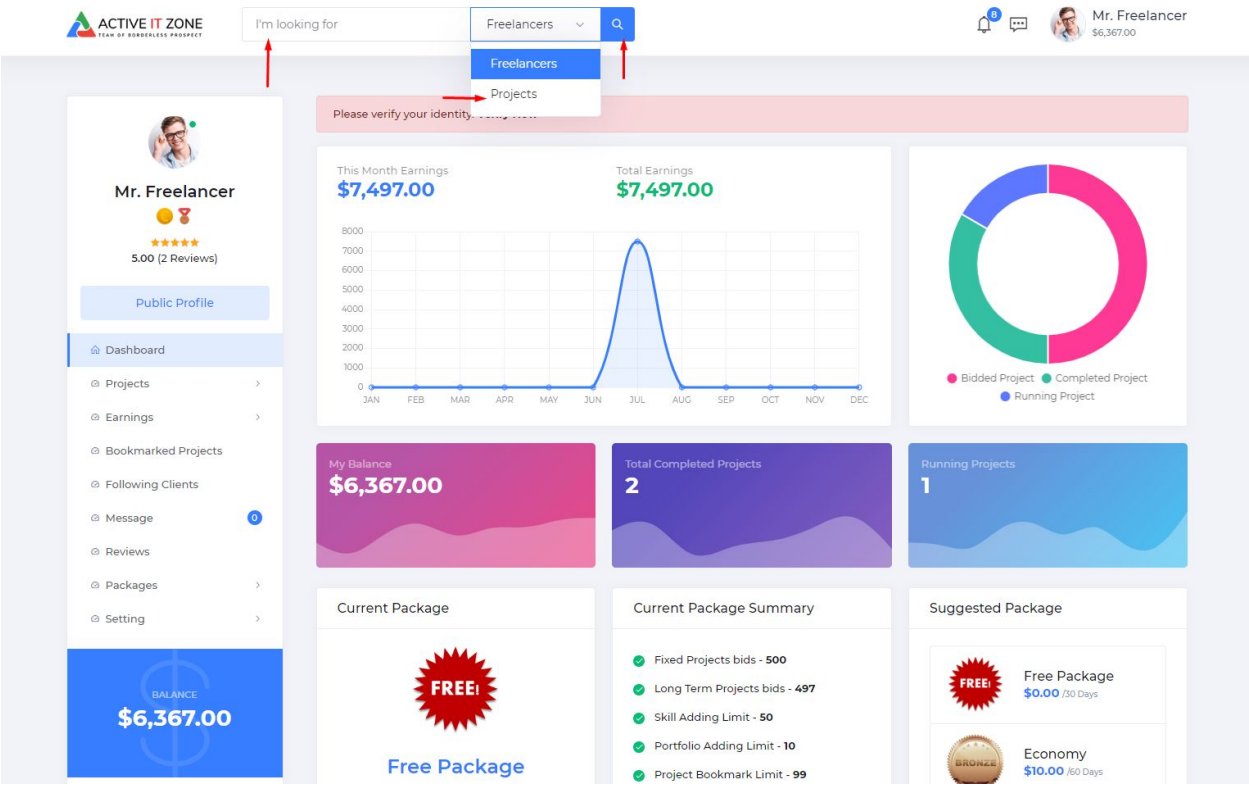
71. How does a freelancer bookmark a project?

Answer: To bookmark a certain project the user has to do the following:

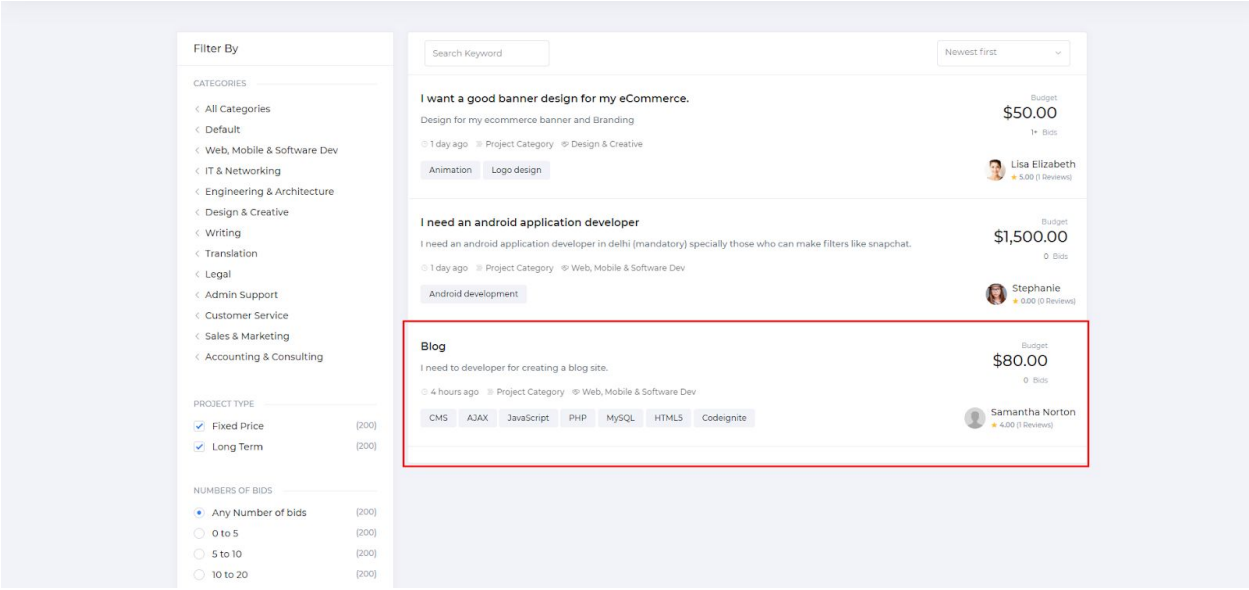
- Log in as a freelancer.
- Search for a project.
    - To search for a project the user has to type in the name of the project inside the search bar residing at the top of the page.
    - And then select project from the dropdown list.
    - After that click the search icon residing at the right side of the search field.



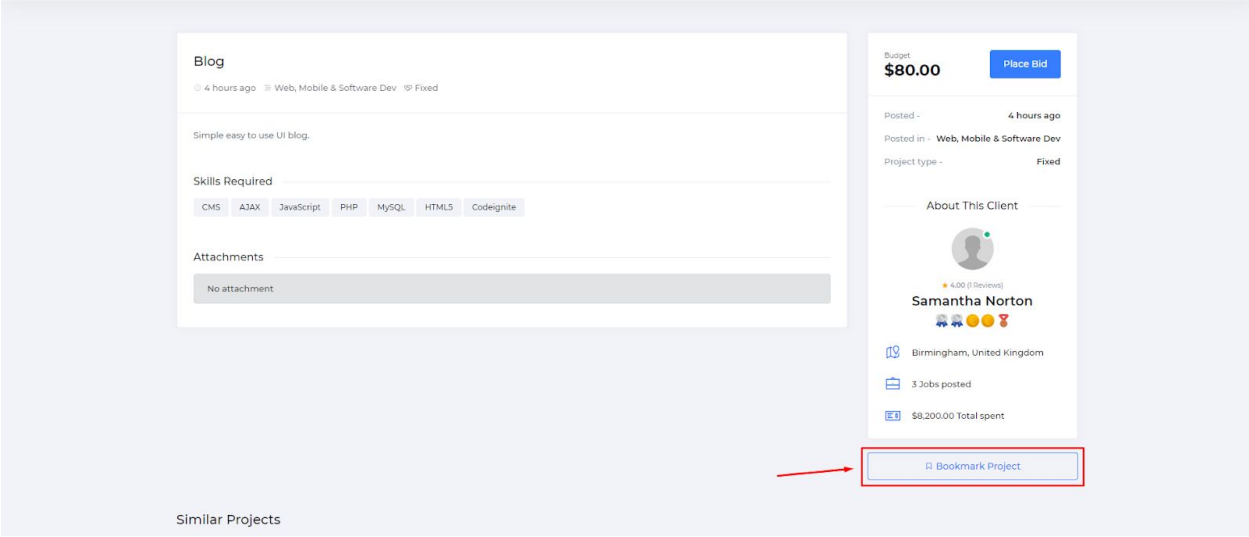
- **The Project listing page will appear.**



- From there the user will select the desired project by clicking on the name of the project.



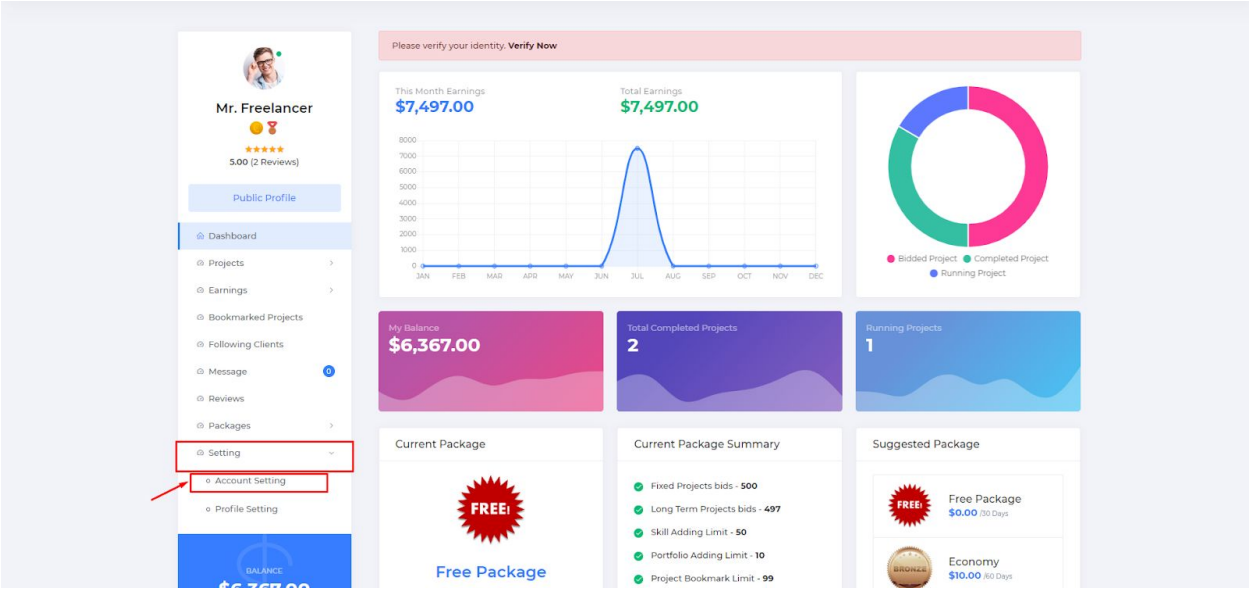
- It will take the user to the details of that project.
- There at the bottom right corner of the page resides a button that says '**Bookmark Project**'.
- By clicking that button the user will have bookmarked the desired project.



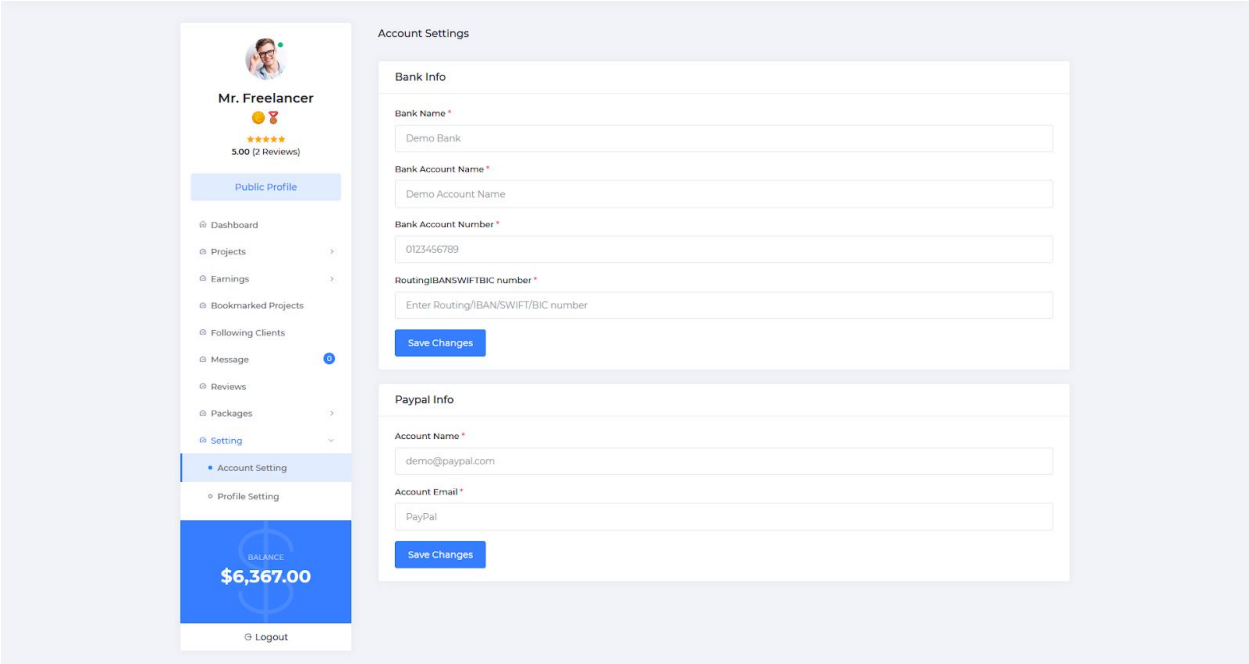
72. How does a freelancer set his account?

Answer: To set freelancer account the user has to do the following:

- Log in as a freelancer.
- Go to the '**Account Setting**' submenu under the '**Setting**' menu.



- There the freelancer will be able to set his account with his/hers desired information.

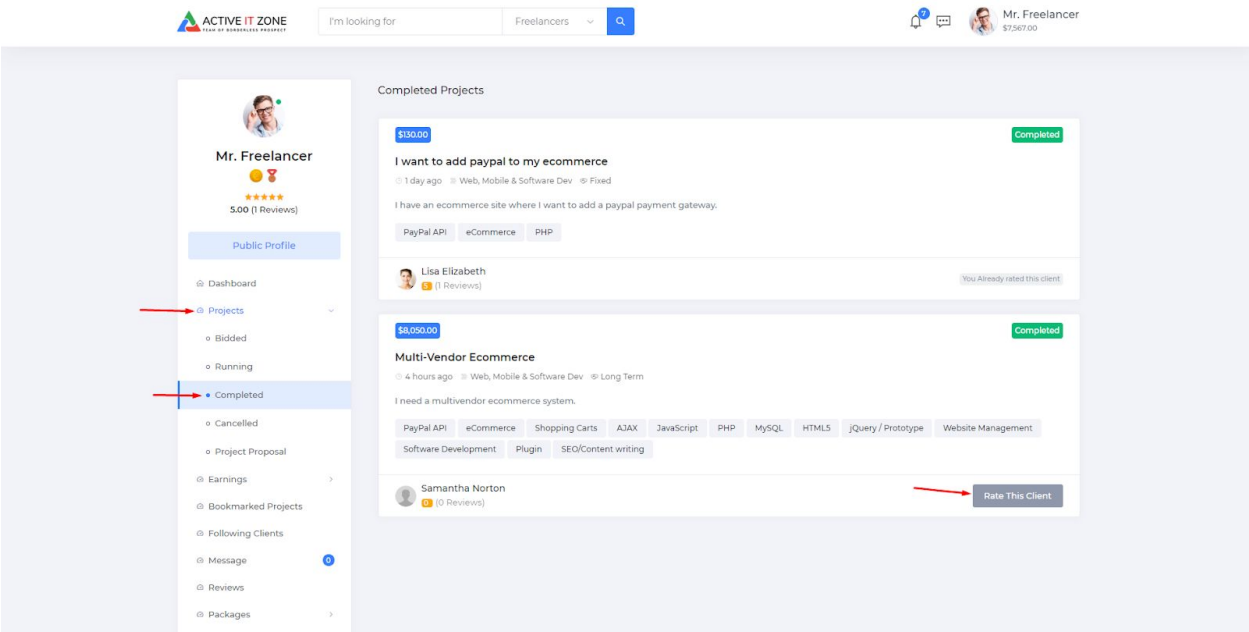


73. How does a freelancer rate a client?

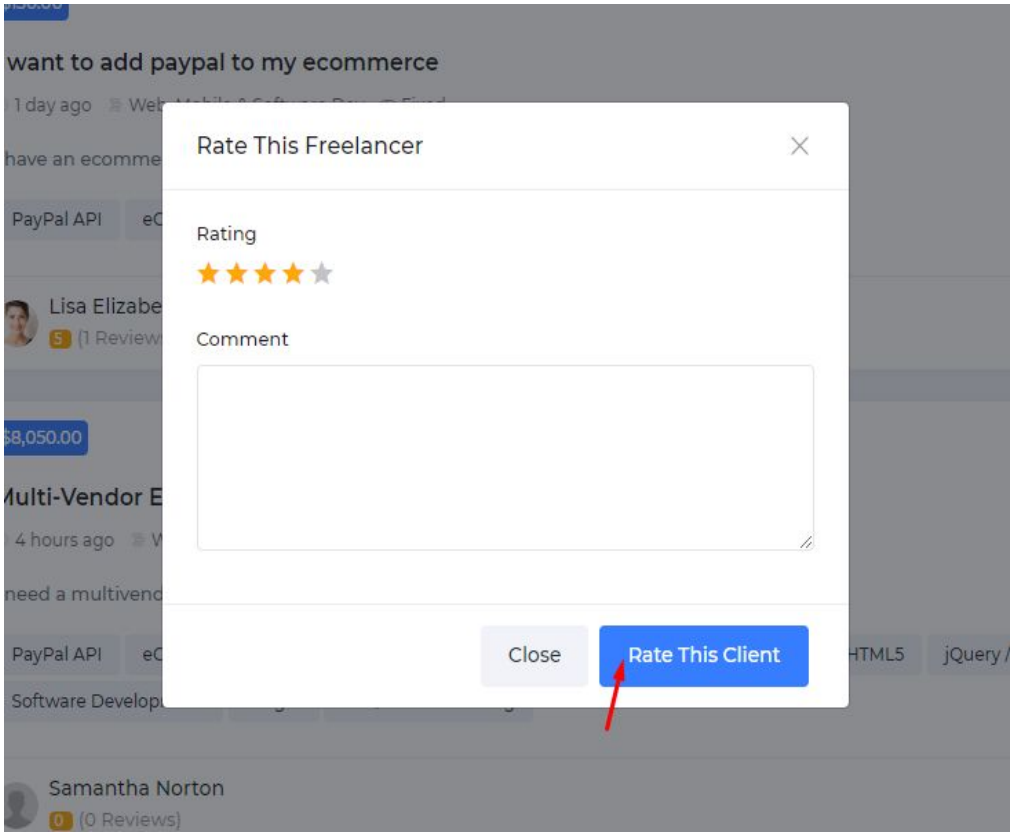
Answer: To rate a client user has to do the following:

- Log in as a freelancer.
- Go to the '**Completed**' sub-menu under the '**Projects**' Menu.
- There the freelancer will be able to rate particular clients.

- Click the '**Rate This Client**' button.

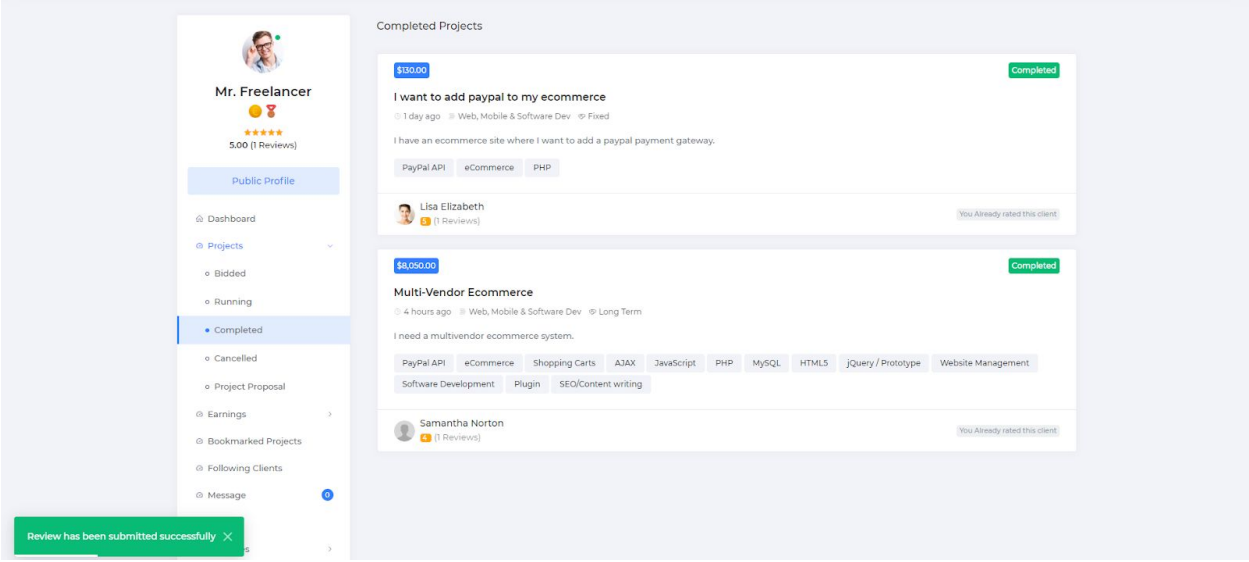


- After that a modal will pop up.



- There he will be able to rate the client for the particular project.
- He can add a reviewing comment also if he wishes to.

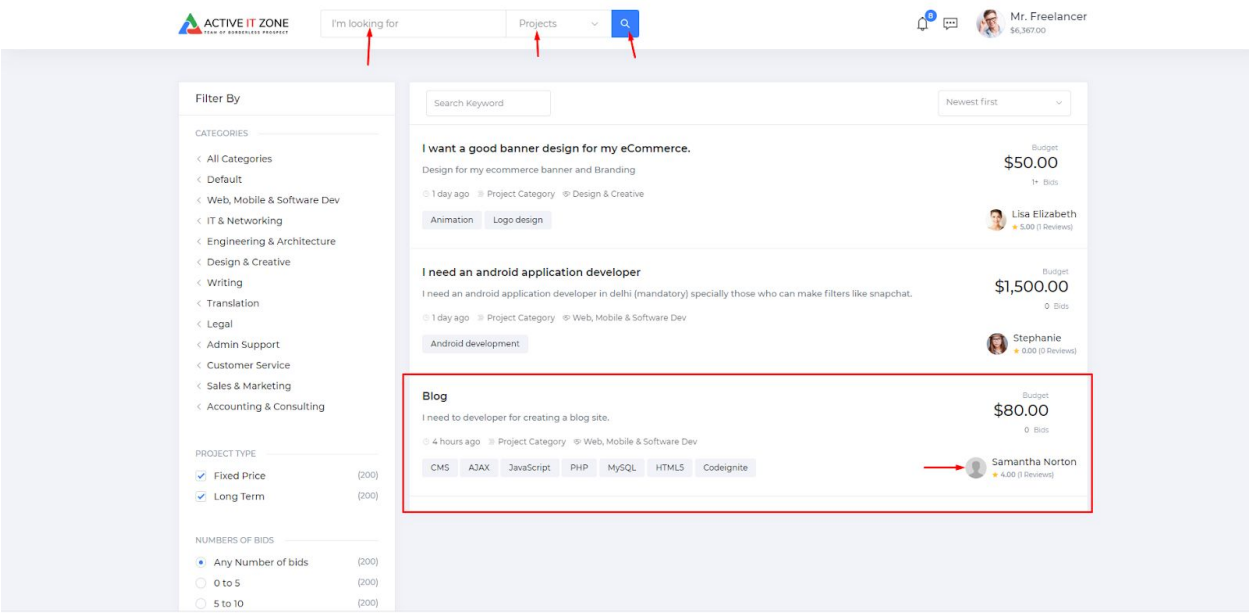
- Finally, click the '**Rate This Client**' button to finalize the rating.
- If all went well he will be able to see the success message on the bottom-left corner of the screen.



74. How does a freelancer follow a client?

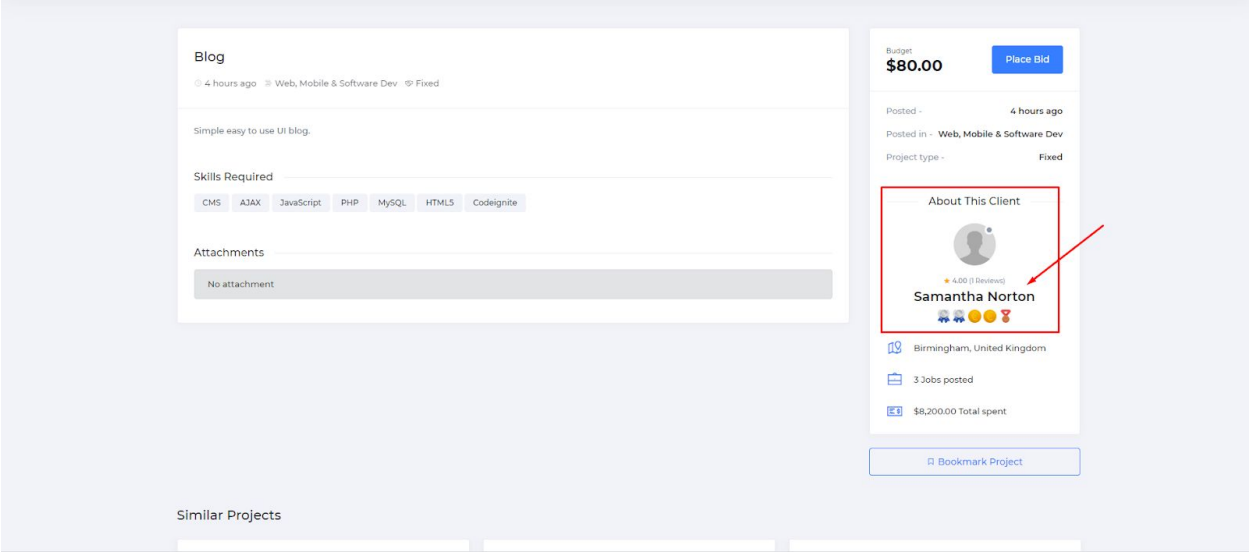
Answer: To follow a client user has to do the following:

- Log in as a freelancer.
- Search for a project.

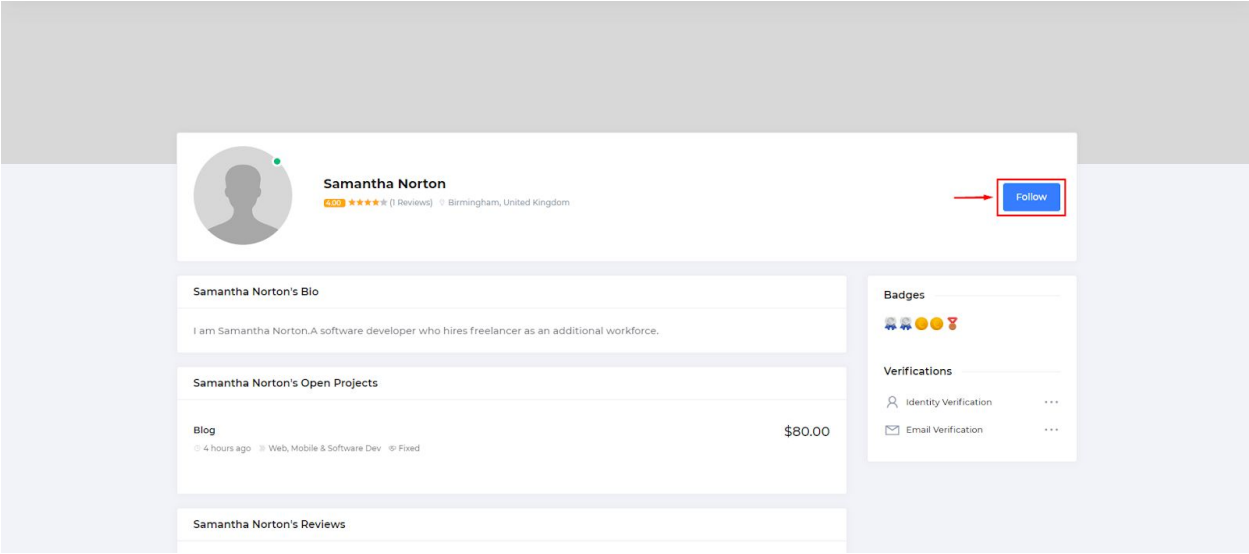


- Then click on the name of the client.
- At the right sidebar there is the profile picture and name of the client .

- Click on any of them.



- It will take the user to the client's profile.
- There the user will find the light-blue button that says '**Follow**'.
- By clicking on that button the freelancer follows that particular client.

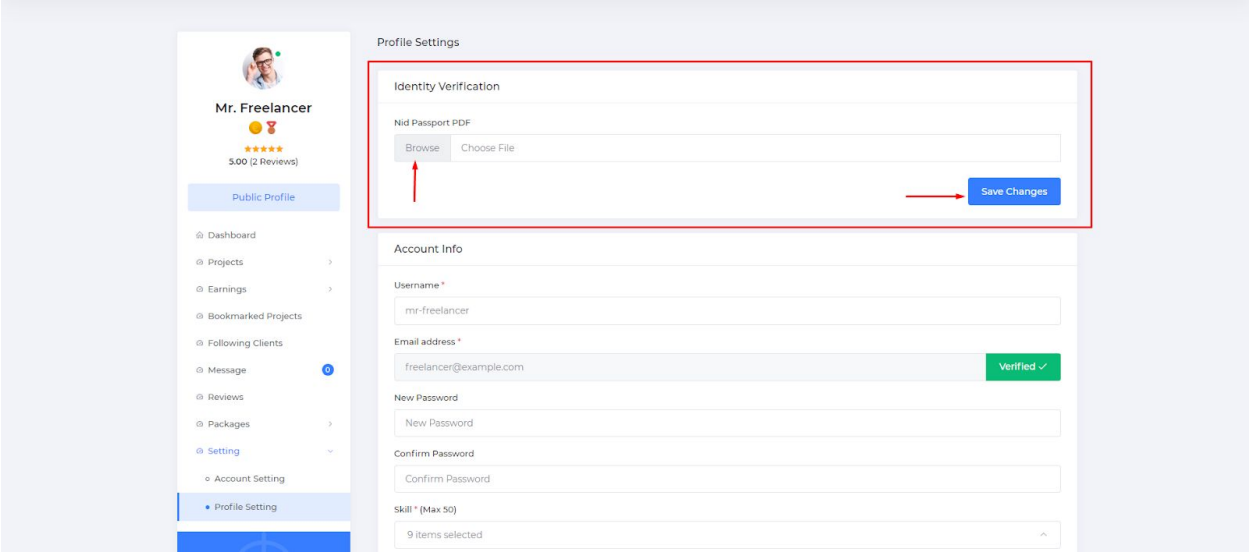


75. How does a freelancer verify his/her identity?

Answer: To verify his/her identity the freelancer needs to follow the steps mentioned below:

- Login as a freelancer.
- Go to the 'Profile Setting' sub-menu under the 'Setting' menu.
- Then upload the pdf file of his NID/Passport.

- Then click the ‘Save Changes’ button.

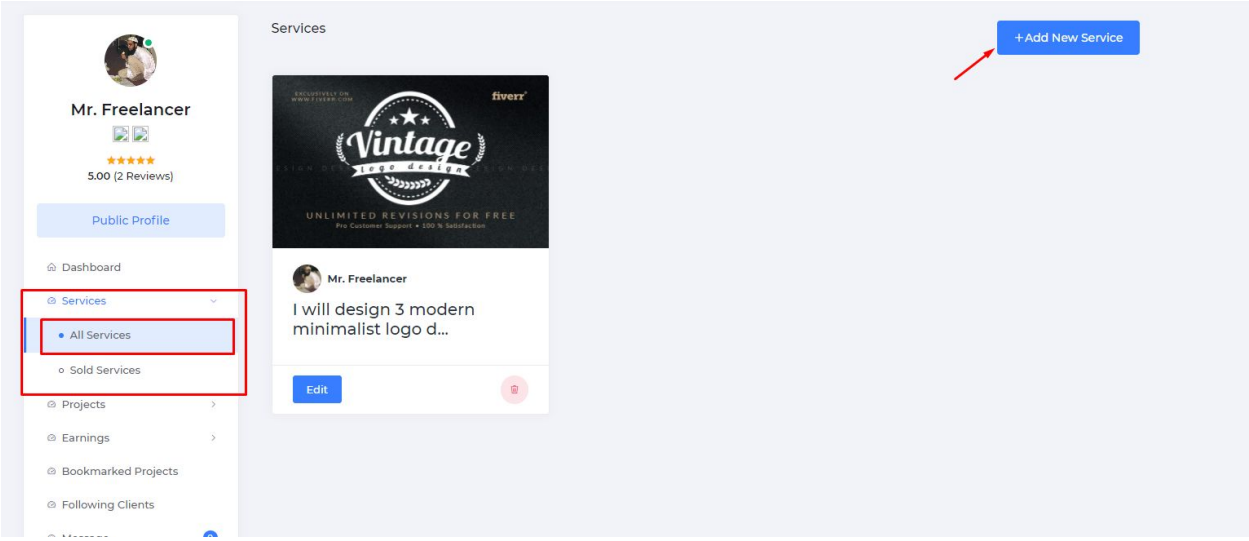


- Finally, he will be able to see if the admin approved his verification request.

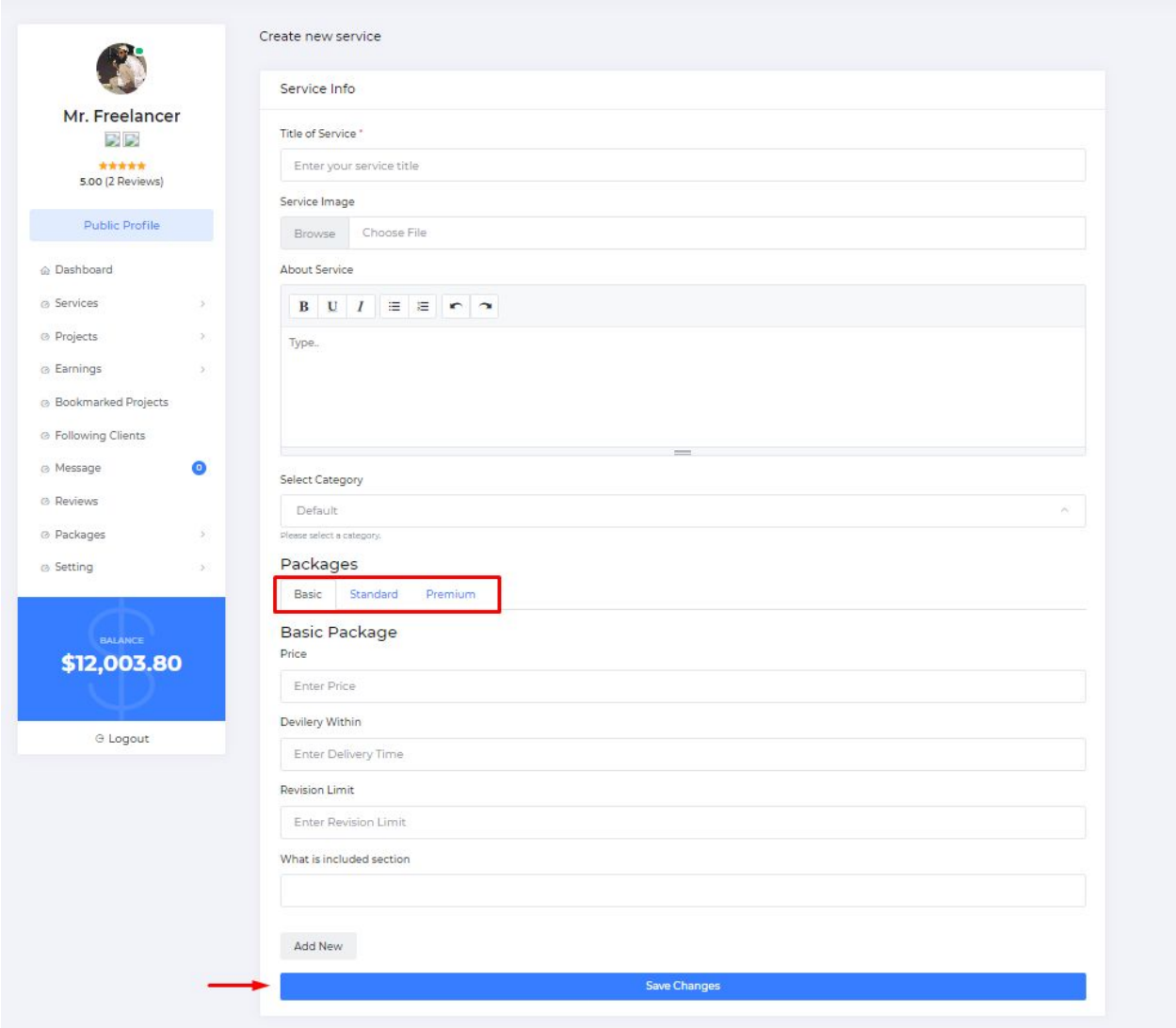
76. How does a freelancer create a new service?

Answer: For a freelancer to create a new service he/she needs to follow the procedures explained below:-

- First and foremost, he/she needs to be logged in as a freelancer.
- Then he/she needs to go to the dashboard and there he/she will find a menu that says “**Services**” there will be other submenus under that menu. From there the freelancer needs to select the **All services** menu.
- He will need to go to that menu and then he or she needs to click on the **Add new service** button visible at the top right corner.



- After clicking the mentioned button he/she will be presented with a form which he/she will need to fill up.

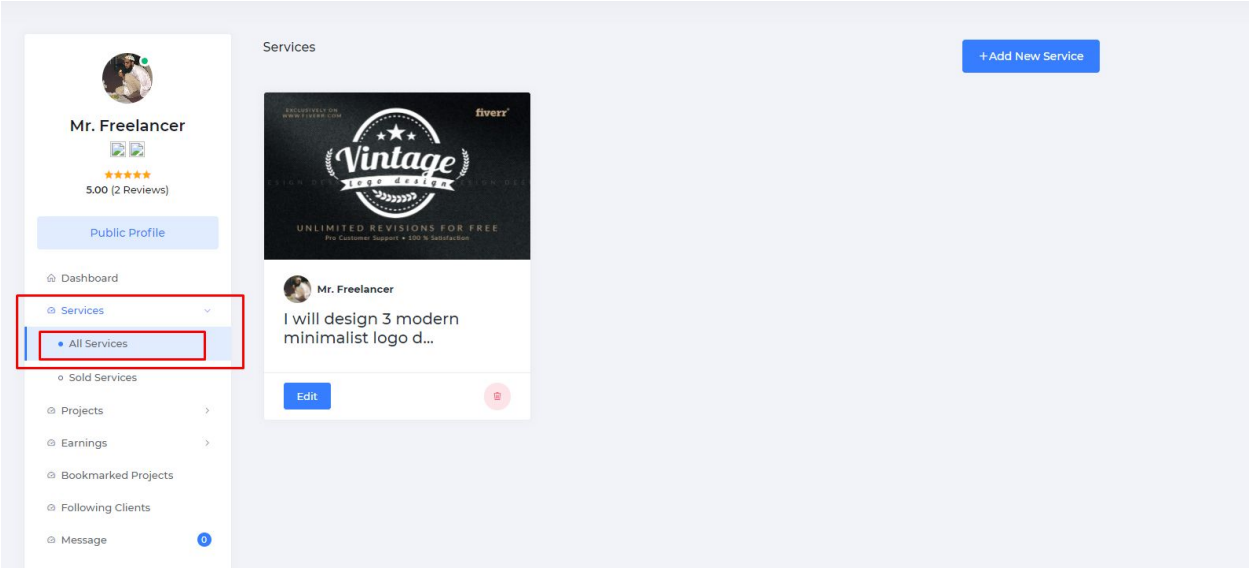


- After filling up the form he/she can create the desired service by clicking the create button.

77. How can a freelancer see all his created services?

Answer: In order for a freelancer to see all of his created services he/she needs to follow the steps mentioned below:

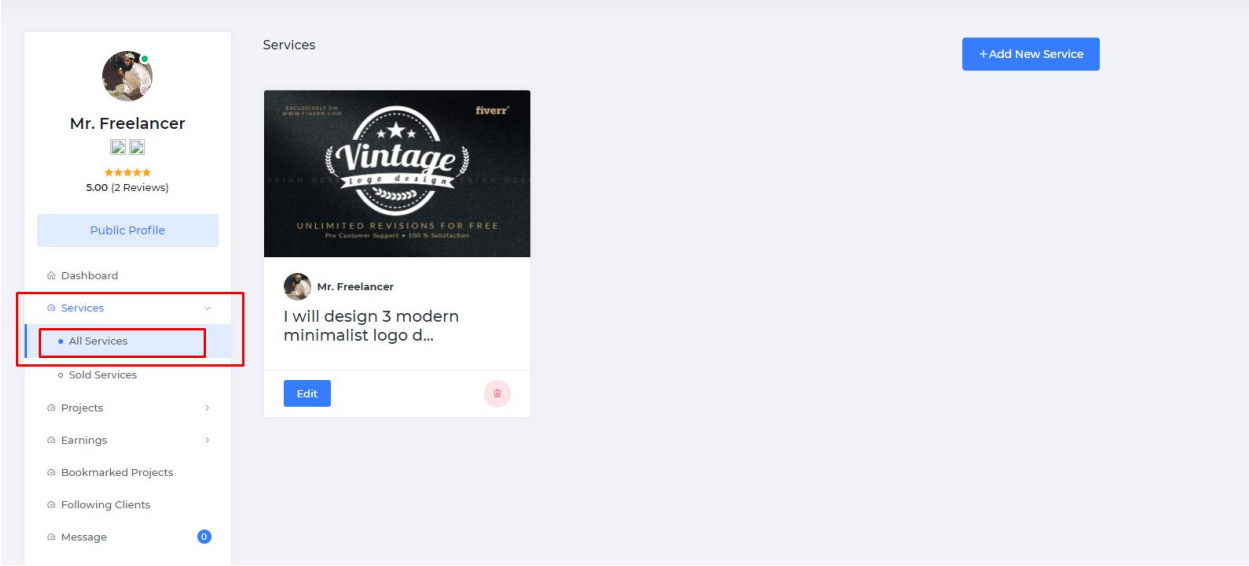
- Firstly, he/she needs to login as a freelancer.
- Then he/she needs to go to the **All Service** submenu under the **Service** menu.



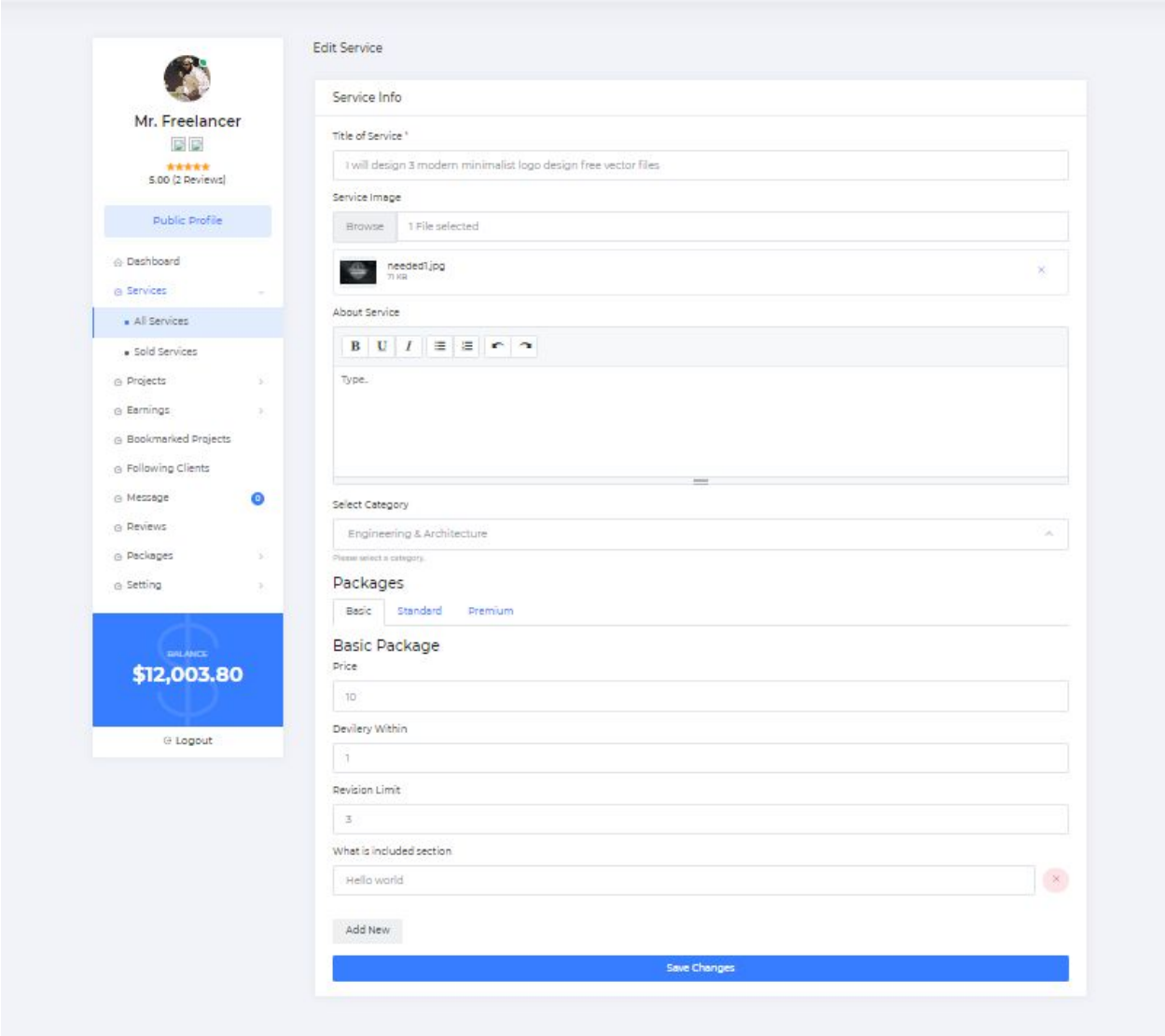
78. How does a freelancer edit his/her created service?

Answer: In order for a freelancer to edit his/her service he/she needs to follow the steps below:

- The freelancer after logging in he/she needs to go to his/her service listing page by going to the **All service** submenu under the **Services** menu.



- There at the bottom left corner of each service card there is an **Edit** button. the freelancer will need to click that button.

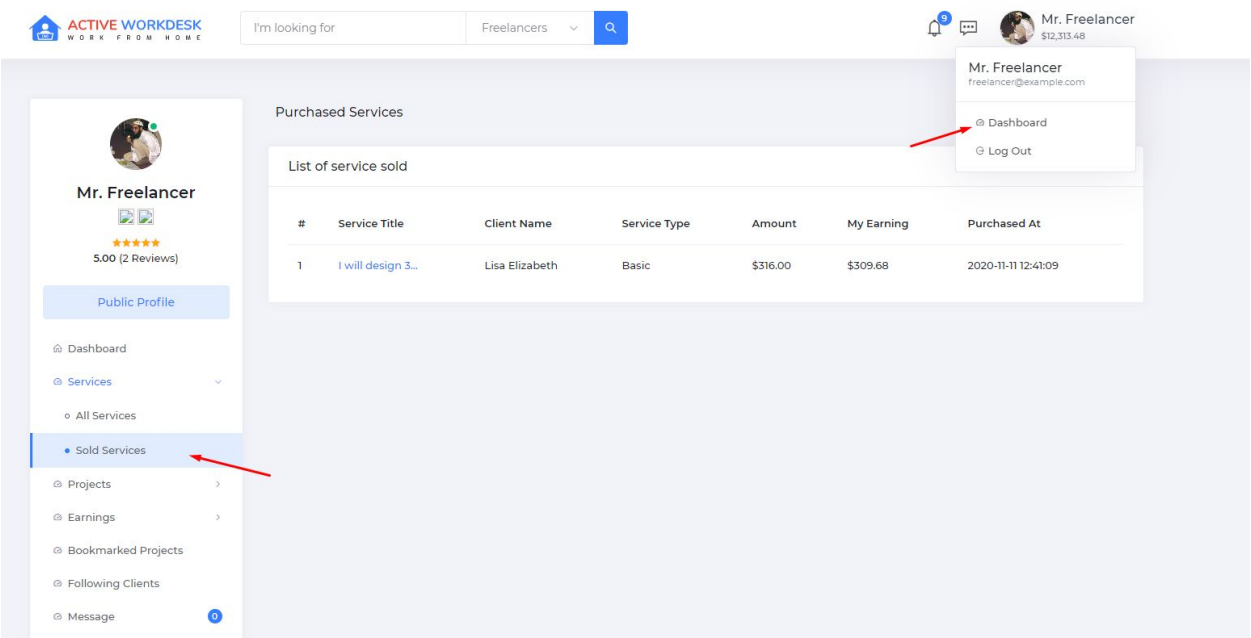


- After that a form will be generated on clicking the mentioned button. Then the freelancer will be able to save his/her changes.

79. How does a freelancer view all of his sold services?

Answer: In order for a freelancer to view all of his sold services the freelancer needs to follow the instruction provided below:

- At first, the freelancer needs to go to his/her dashboard. Then the freelancer needs to go to the **Sold Services** submenu **Services** menu shown in the picture below.


ACTIVE WORKDESK
WORK FROM HOME
I'm looking for
Freelancers
Mr. Freelancer
$12,313.48
Mr. Freelancer
freelancer@example.com
Dashboard
Log Out
Purchased Services
List of service sold
Service Title Client Name Service Type Amount My Earning Purchased At
1 I will design 3... Lisa Elizabeth Basic $316.00 $309.68 2020-11-11 12:41:09
Mr. Freelancer
5.00 (2 Reviews)
Public Profile
Dashboard
Services
All Services
Sold Services
Projects
Earnings
Bookmarked Projects
Following Clients
Message