



## ACTIVE WORKDESK

W O R K   F R O M   H O M E

# DOCUMENTATION

**Author :** Active IT zone  
**Software Framework :** Laravel  
**Provided by :** codecanyon



## **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 bidden 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 or 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 or 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.

#	Name	Email	User Type	Verification Status	Actions
1	Stephanie	client3@example.com	Client	Not Received Yet	<span>...</span>
2	Samantha Norton	client2@example.com	Client	Not Received Yet	<span>...</span>
3	Lucas H.	freelancer3@example.com	Freelancer	Not Received Yet	<span>...</span>
4	Lisa Elizabeth	client@example.com	Client	New Request	<span>...</span> <span>Reject</span>
5	Mr. Jon Doe	freelancer2@example.com	Freelancer	Not Received Yet	<span>...</span>
6	Mr. Freelancer	freelancer@example.com	Freelancer	Not Received Yet	<span>...</span>

- 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.

#	Client	Freelancer	Chat Started	Options
1	Lisa Elizabeth	Mr. Jon Doe	2020-07-28 19:54:11	
2	Lisa Elizabeth	Mr. Freelancer	2020-07-28 18:50:41	
3	Lisa Elizabeth	Lucas H.	2020-07-28 18:50:25	

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

Chats Between Lisa Elizabeth & Mr. Jon Doe

Yes 1 day ago	Hello Lisa 1 day ago
Are you interested in this job? 1 day ago	I got a project Proposal 1 day ago

## 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**.
  - **SSIComerz** – Insert the **SSLCZ store ID**, **SSLCZ store password** and **switched off** the sandbox mode. Then click on **save**.
    - **\*\*\*Please note that for SSIComerz you have to set your site default currency is BDT. This method is only for Bangladesh.**

The screenshot shows the Active IT Zone Admin Dashboard. On the left, a sidebar menu is open under the 'Setting' section, with 'Payment Gateways' highlighted. The main content area displays six configuration panels for different payment gateways:

- PayPal Configuration:** Activation is enabled. PAYPAL CLIENT ID and PAYPAL CLIENT SECRET fields are present. An 'Update' button is at the bottom right.
- Stripe Configuration:** Activation is enabled. STRIPE KEY and STRIPE SECRET fields are present. Sandbox Activation is also enabled. An 'Update' button is at the bottom right.
- SSICommerz Configuration:** Activation is enabled. Selicz Store id and Selicz store password fields are present. Selicommerce Sandbox Mode is enabled. An 'Update' button is at the bottom right.
- PayStack Configuration:** Activation is enabled. Public Key and Secret Key fields are present. Merchant Key field contains the value '3'. An 'Update' button is at the bottom right.
- Instamojo Configuration:** Activation is enabled. API Key and Auth Token fields are present. Sandbox Activation is enabled. An 'Update' button is at the bottom right.
- Paytm Configuration:** Activation is enabled. Environment (set to production), Merchant ID, Merchant Key, Merchant Website (set to DEFAULT), Paytm Channel (set to WEB), and Industry Type (set to Retail) fields are present. An 'Update' button is at the bottom right.

### 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

Website Pages

All Pages

#	Name	URL	Actions
1	Home Page	http://localhost/workdesk	

Add New Page

© workdesk

ACTIVE IT ZONE

Add New Page

Page Content

Title

Link  
 http://domain.com/ page-title  
use character number hyphen only

Add Content

Content.

Seo Fields

Meta Title

Meta description

Keywords  
 Keyword, Keyword

Separate with comma

Meta Image

Browse  Choose File

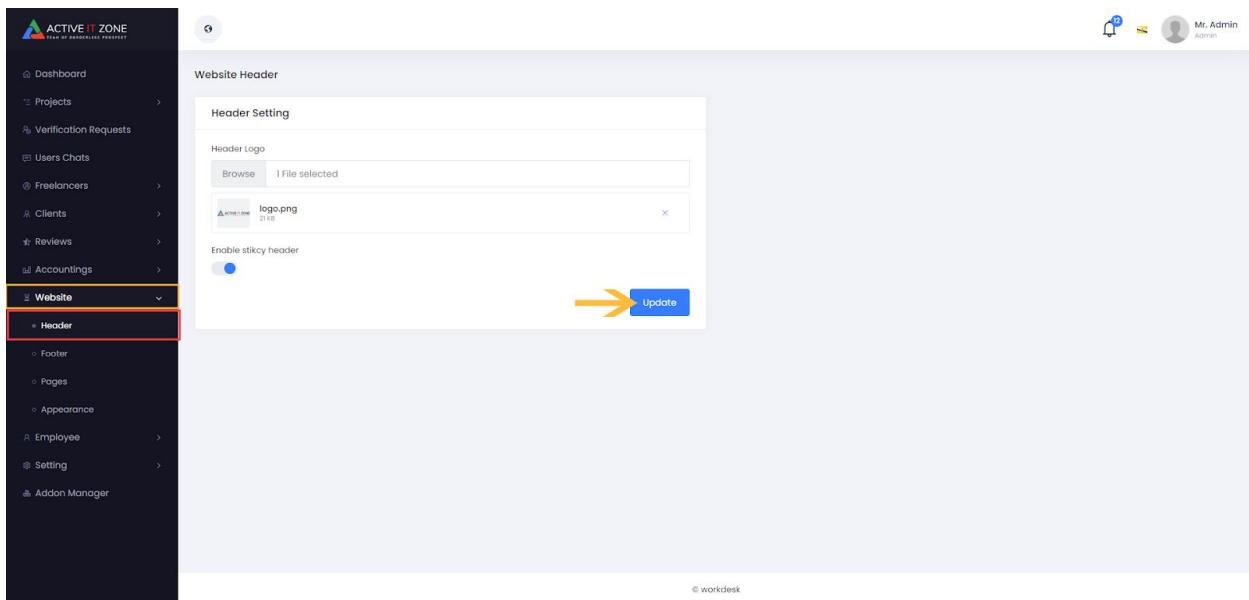
Add Page

© 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.

The screenshot displays the 'Website Footer' configuration page within the Active IT Zone Admin Dashboard. The left sidebar is organized into sections: Dashboard, Projects, Verification Requests, Users Chats, Freelancers, Clients, Reviews, Accountings, Website (selected), Header, Footer (highlighted with a yellow arrow), Pages, Appearance, Employee, Setting, and Addon Manager.

The main content area is titled 'Website Footer' and contains four distinct footer widget configurations:

- About Widget**: An orange-bordered box containing an 'About description' editor with rich text tools and a preview area. It includes a 'Footer Logo' section with a 'Browse' button and a file selection box showing 'logo-light.png'. A blue 'Update' button is at the bottom right.
- Link Widget Two**: A red-bordered box containing a 'Title' field ('RESOURCES') and a 'Links' table with five entries: 'RESOURCES' (http://example.com), 'Customer Support' (http://example.com), 'Customer Stories' (http://example.com), 'Business Resources' (http://example.com), and 'Payroll Services' (http://example.com). Each entry has a red 'X' icon for deletion. A blue 'Add New' button and a blue 'Update' button are present.
- Link Widget One**: A purple-bordered box containing a 'Title' field ('Company') and a 'Links' table with five entries: 'About Us' (http://example.com), 'Careers' (http://example.com), 'Terms of Service' (http://example.com), 'Privacy Policy' (http://example.com), and 'Accessibility' (http://example.com). Each entry has a red 'X' icon for deletion. A blue 'Add New' button and a blue 'Update' button are present.
- Social Widget**: A blue-bordered box containing a 'Title' field ('Aliquid totam ea eni') and a 'Social Links' table with five entries: 'f' (Quaerat non dolore i), 'v' (Possimus mollitia a), '@' (Sit ut consectetur), 'o' (Velit qui debitis m), and 'in' (Qui officia quam aut). Each entry has a red 'X' icon for deletion. A blue 'Update' button is at the bottom right.

The 'Footer Bottom' section features a 'Show Language Switcher' toggle switch (set to 'On'), a 'Copyright Text' input field containing the placeholder '©2020 Active Workdesk® Active IT Zone.', and a blue 'Update' button.

## 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.

**ACTIV WORKZONE**

- Dashboard
- Projects
- Validation Requests
- Team Checks
- Freelancers
- Clients
- Reviews
- Accountings
- Website
  - Header
  - Footer
  - Pages
  - Appearance
- Employee
- Setting
- Active Manager

**Website Home**

**Sliders Section**

Title: Hire expert freelancers for your job, continue from component

Sub Title:

Millions of small businesses use Freelancer to turn their ideas into reality.

Slider Images (Maximum 4 images selected)

Selected: 4 files selected

Choose file... Choose file... Choose file... Choose file...

Update

**Clients Section**

Clients Logos (Maximum 5 clients selected)

Selected: 5 files selected

User-1.jpg User-2.jpg User-3.jpg User-4.jpg User-5.jpg

Update

**How It Works Section**

Title: How It Works

Sub Title: It's easy, simply post a job you need completed and receive competitive bids from freelancers within minutes.

**Step 1**

Image: Choose file...

About description:

**Post a job**

It's easy, simply post a job you need completed and receive competitive bids from freelancers within minutes.

**Step 2**

Image: Choose file...

About description:

**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**

Image: Choose file...

About description:

**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**

Title: Welcome to our latest project.

Sub Title: See our latest project.

Update

**Featured Category Section**

Title: Our featured categories

Sub Title: We have expert freelancers in the below categories.

Select 2 Categories: Nothing selected

Left banner: Choose file...

Right banner: Choose file...

Middle: Choose file...

Update

**CTA Section**

Title: Ready to get started?

Sub Title: JOIN US

Update

**SEO Fields**

Meta title: Active Workzone

Meta description: Tell us about your project. Active Workzone connects you with top talent and agencies around the world, for nearly any

Keywords: workzone, freelancer

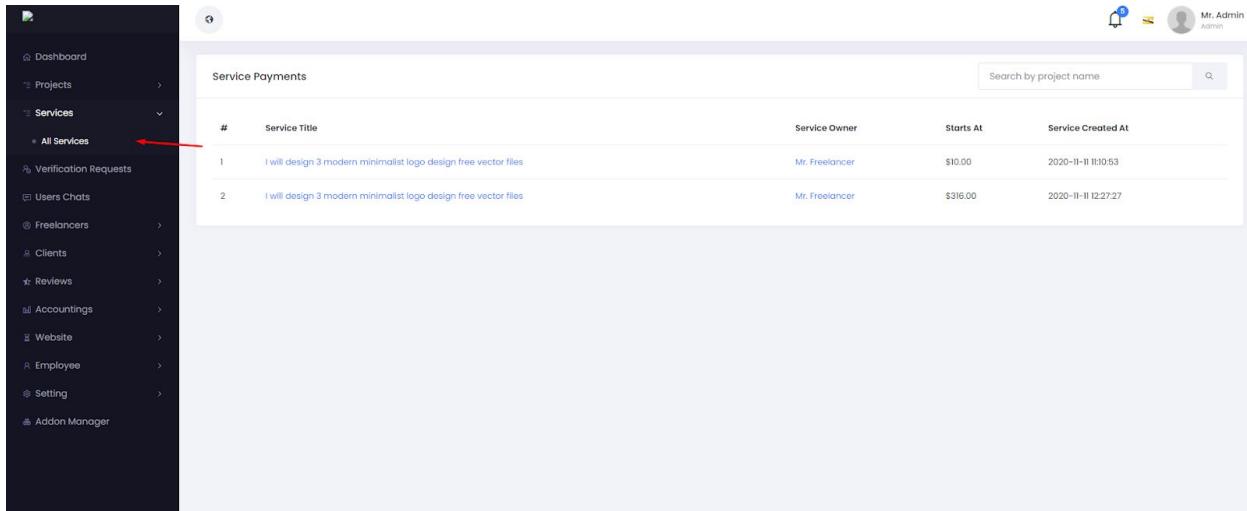
Meta image: Choose file...

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.



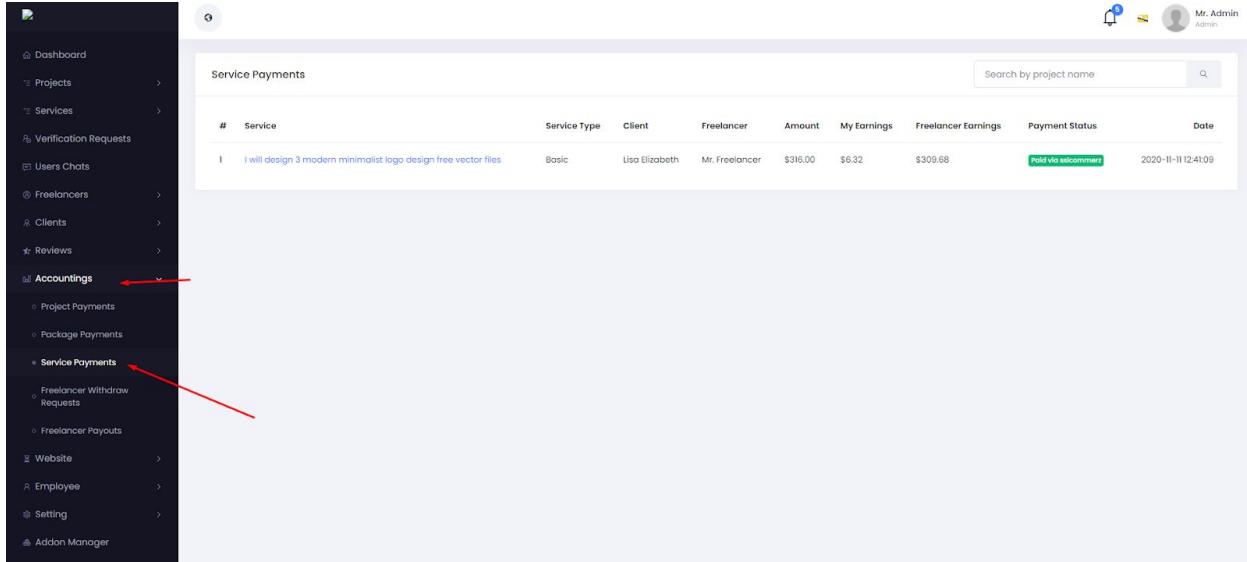
The screenshot shows the left sidebar of the admin dashboard with various menu items. A red arrow points to the 'All Services' option under the 'Services' menu. The main content area displays a table titled 'Service Payments' with two entries. The table has columns for #, Service Title, Service Owner, Starts At, and Service Created At. The first entry is 'I will design 3 modern minimalist logo design free vector files' by Mr. Freelancer, starting at \$10.00 on 2020-II-II 10:53. The second entry is 'I will design 3 modern minimalist logo design free vector files' by Mr. Freelancer, starting at \$316.00 on 2020-II-II 12:27:27.

#	Service Title	Service Owner	Starts At	Service Created At
1	I will design 3 modern minimalist logo design free vector files	Mr. Freelancer	\$10.00	2020-II-II 10:53
2	I will design 3 modern minimalist logo design free vector files	Mr. Freelancer	\$316.00	2020-II-II 12:27:27

## 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.



The screenshot shows the left sidebar of the admin dashboard with various menu items. A red arrow points to the 'Service Payments' option under the 'All Accountings' menu. The main content area displays a table titled 'Service Payments' with one entry. The table has columns for #, Service, Service Type, Client, Freelancer, Amount, My Earnings, Freelancer Earnings, Payment Status, and Date. The entry is 'I will design 3 modern minimalist logo design free vector files' by Basic, Client Lisa Elizabeth, Freelancer Mr. Freelancer, Amount \$316.00, My Earnings \$6.32, Freelancer Earnings \$309.68, Payment Status Paid via e-commerce, and Date 2020-II-II 12:41:09.

#	Service	Service Type	Client	Freelancer	Amount	My Earnings	Freelancer Earnings	Payment Status	Date
1	I will design 3 modern minimalist logo design free vector files	Basic	Lisa Elizabeth	Mr. Freelancer	\$316.00	\$6.32	\$309.68	Paid via e-commerce	2020-II-II 12:41:09

**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**'.

The screenshot shows a registration form titled "Join with us" with the sub-instruction "Fill out the form to get started." It contains the following fields:

- Full Name (input field)
- Email address (input field)
- Password (input field with placeholder "\*\*\*\*\*")  
Minimum 6 characters
- Confirm password (input field with placeholder "\*\*\*\*\*")  
Minimum 6 characters
- Radio button selection:
  - As A Freelancer (unchecked)
  - As A Client (checked)A red arrow points to the "As A Client" radio button.
- Checkboxes:
  - By signing up you agree to our terms and conditions.
- A large blue "Join With Us" button.

At the bottom, there's a "Or Login With" section featuring social media icons for Facebook, Twitter, Google+, and LinkedIn. A link "Already have an account? Login to your account" is also visible.

## 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.

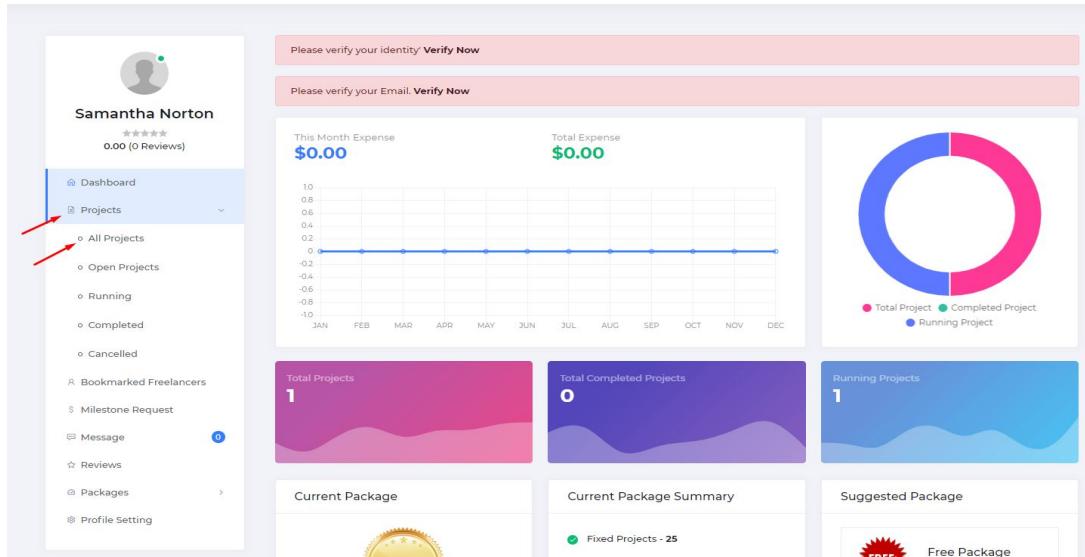
There are also two types of project and they are:

1. Fixed type project
2. Long term project

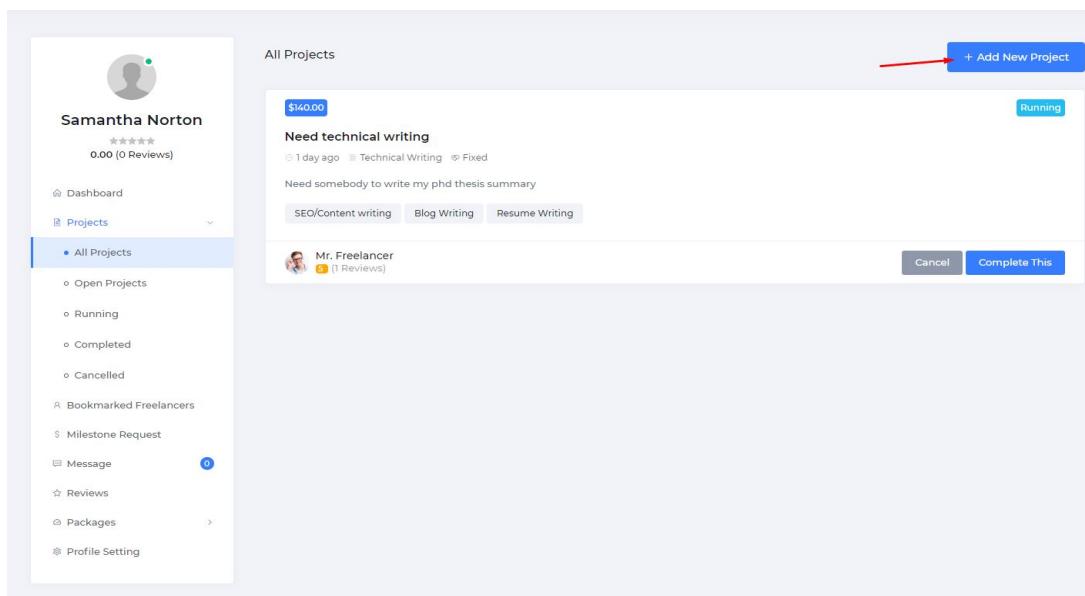
### 31. How to create an open project? (Video)

**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.



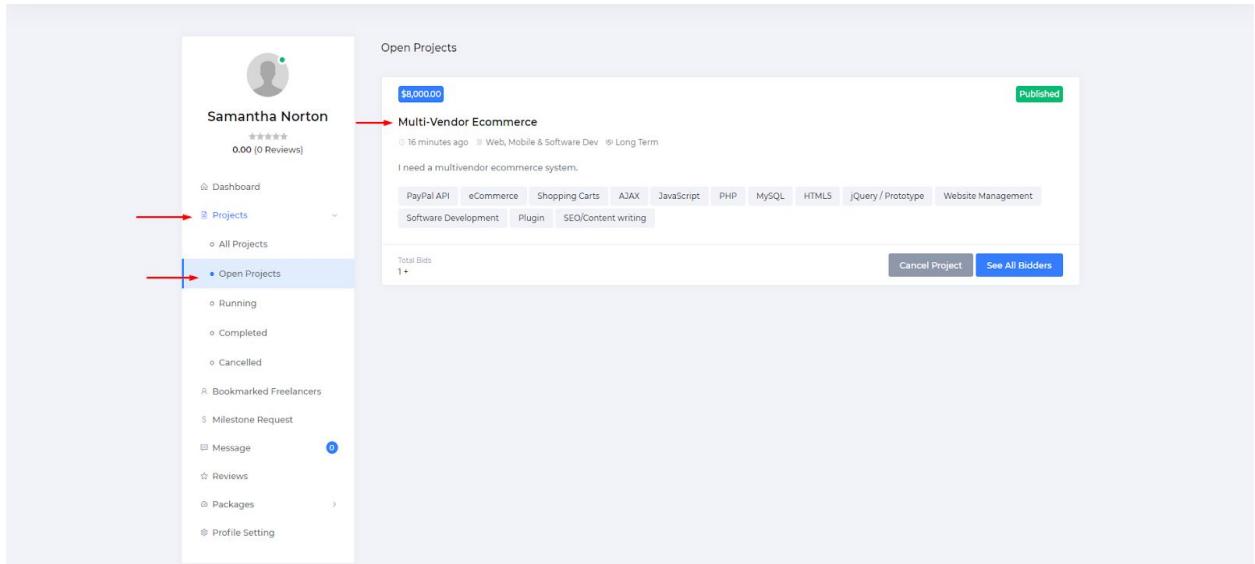
- Then the client will get a form to fill up.
- The client needs to fill up that form with project name, type, category, description, skills needed to accomplish the project etc and click on the '**Post Project**' button.

The screenshot displays the 'Post A New Project' interface on the Active IT Zone website. On the left, a sidebar shows the user's profile picture and name, 'Samantha Norton', along with a rating of 0.00 (0 reviews). Below the profile are various navigation links under 'Projects': Dashboard, Projects (selected), All Projects (highlighted in blue), Open Projects, Running, Completed, Cancelled, Bookmarked Freelancers, Milestone Request, Message (with 5 notifications), Reviews, Packages, and Profile Setting. The main content area is titled 'Post A New Project'. It contains several input fields: 'Project title \*' with placeholder 'Enter project title', 'Project type \*' with 'Fixed' selected and 'Long term' as an option, 'Project budget \*' with placeholder 'Enter project budget' and a dollar sign icon, 'Project category \*' set to 'Default', 'Project summary' with a large text input field, 'Skills required \*' with 'Nothing selected', and 'Project Details \*' with a rich text editor. At the bottom, there is a 'File attachment' section with 'Browse' and 'Choose File' buttons, and a large orange arrow points to the 'Post Project' button.

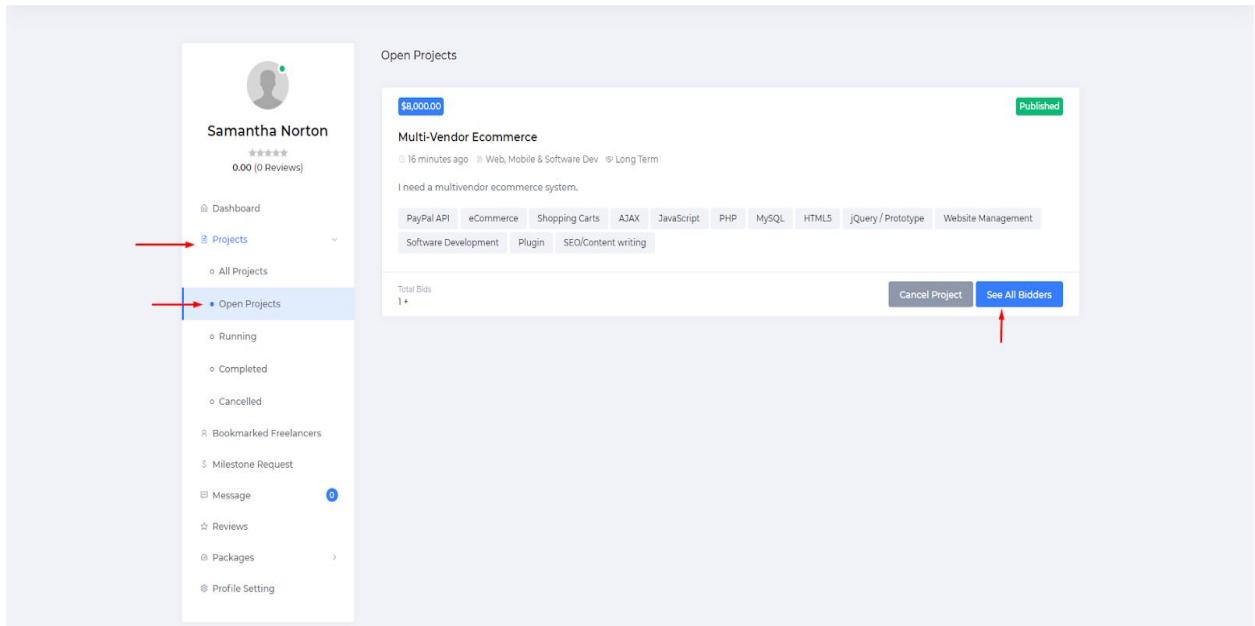
## 32. How to hire a freelancer for an open project? (Video)

**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 bidden for that particular project.

The screenshot shows a user profile for Samantha Norton. On the left, there's a sidebar with navigation options: Dashboard, Projects (with sub-options All Projects, Open Projects, Running, Completed, Cancelled), Bookmarked Freelancers, Milestone Request, Message (with 1 notification), Reviews, Packages, and Profile Setting. The main area displays a bid for a 'Multi-Vendor Ecommerce' project from 'Mr. Freelancer'. Mr. Freelancer's profile includes a photo, a 5-star rating, 1 review, and a location in London, United Kingdom. The bid amount is \$8,050.00. Below the bid, there are two buttons: 'Hire now' (with a red arrow pointing to it) and 'Call for Interview' (with a green arrow pointing to it).

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

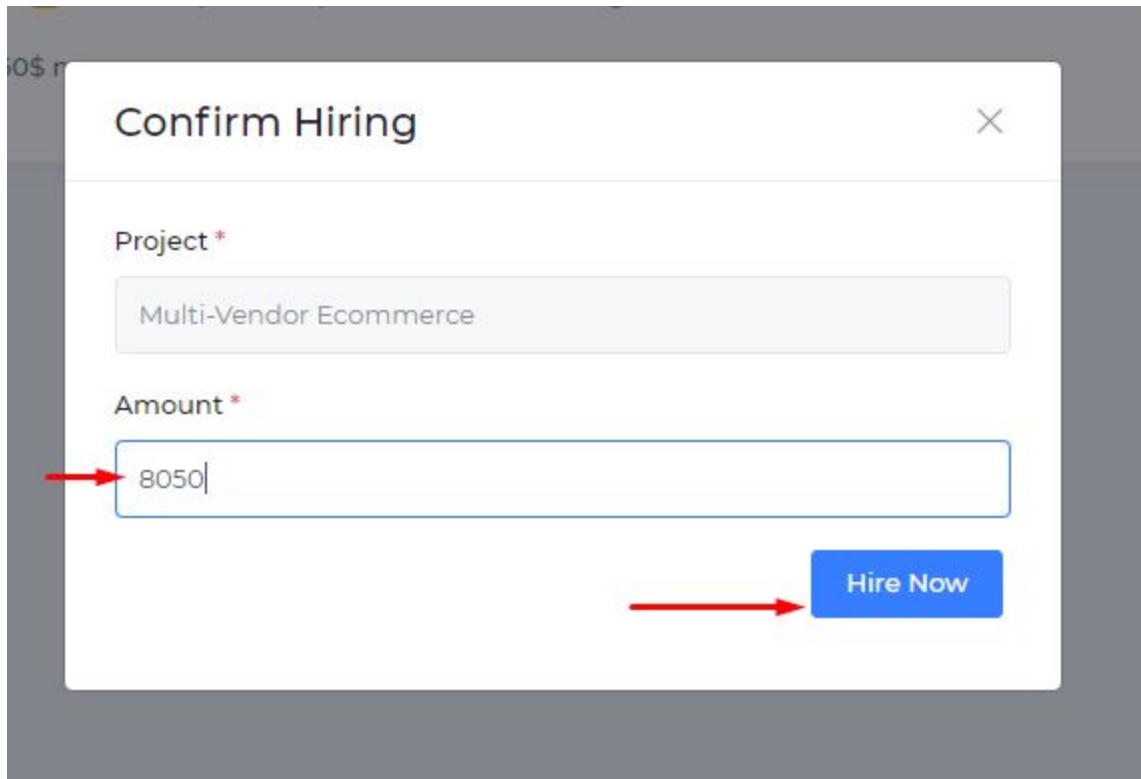
The screenshot shows a messaging conversation between a client and a freelancer named 'Mr. Freelancer'. The client sends a message: 'Hello I want to hire you?' followed by a timestamp '1 second ago'. Mr. Freelancer responds: 'Ok. But My bid rate is fixed. You have to give me 50\$ more.' followed by a timestamp '1 second ago'. The client then confirms: 'Ok deal. I will confirm hiring you now.' followed by a timestamp '1 second ago'. At the bottom, there's a text input field labeled 'Your Message..' and a blue send button.

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

The screenshot shows a user profile for Samantha Norton on the left, with a rating of 0.00 (0 reviews). The main area displays a bid from Mr. Freelancer for a project, listing a bid amount of \$8,050.00. A red arrow points to the 'Hire now' button. Below the bid, there is a 'Call for Interview' button.

- 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.

The screenshot shows the same user interface as the first one, but with a green success message at the bottom stating 'You have hired successfully.' A red arrow points to this message. The 'Hire now' button has been replaced by a blue 'Hired' button.



### 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.

The screenshot illustrates the hiring process on a platform. At the top, there's a search bar with 'I'm looking for' and a dropdown menu set to 'Freelancers'. Below this, a profile card for 'Mr. Jon Doe' is displayed, featuring a photo, a rating of 4.0 stars, and a location in Punjab, Pakistan. His hourly rate is listed as \$50.00. A 'Hire Me' button is prominent. The profile includes sections for 'Bio', 'Portfolio', 'Skills' (Social media marketing, Voice talent, Accounting, Blog Writing, Understanding & Interpreting Analytics), 'Badges', and 'Verifications' (Identity Verification, Email Verified). At the bottom, there are download links for screenshots: 'screenshot-localh...png', 'screenshot-localh...png', and 'download (1).png'.

- Choose the freelancer who is suitable for the job.

The screenshot shows a search results page for a freelance marketplace. On the left, there are filtering options for 'ONLINE STATUS' (Any status, Online Only) and 'RATING' (Any rating, 4 star, 3 to 4 star, 2 to 3 star, 1 to 2 star, 0 to 1 star). The main area displays three profiles:

- Mr. Freelancer**: Web, Mobile & Software Dev. \$35.00 Per Hour. Bio: Hi, my name is Mr. Freelancer and I head a software house in the United Kingdom. I've built many large-scale web application projects from the ground up, including a powerful hotel booking management system, various bespoke CMS and support ticketing systems and more. I take great pride in my work. Lets discuss your project.... Skills: eCommerce, CMS, AJAX, JavaScript, PHP, MySQL, HTML5, jQuery / Prototype, Stripe. Badges: None. Verification: None.
- Mr. Jon Doe**: Accounting & Consulting. \$50.00 Per Hour. Bio: Financial Modeling and Valuation Analyst (FMVA®) • Expert MS Excel and PowerPoint User • Certified QuickBooks ProAdvisor • Over 10 years of experience in accounting, bookkeeping, financial modeling and analysis I can assist you with: • Budgets and Forecasts • Financial Statements • Business Plans • Investor... Skills: Social media marketing, Voice talent, Accounting, Blog Writing. Badges: None. Verification: None.
- Lucas H.**: Web & Mobile Design. \$45.00 Per Hour. Bio: I am graphic/web designer with a lot experience. Since 2015, I am working as a graphic and web designer freelance, with international clients from Belgium, United Kingdom, Germany, United States, Argentina, Chili, Brazil, Australia, Canada, France and Switzerland. Quality is my ability. I work with very short deadlines with a... Skills: None. Badges: None. Verification: None.

- Then click on the 'Hire Me' button.

This screenshot shows a detailed profile page for Mr. Jon Doe. The top section includes his profile picture, name, location (Punjab, Pakistan), and a 'Hire Me' button with a red arrow pointing to it.

**Mr. Jon Doe's Bio**

Financial Modeling and Valuation Analyst (FMVA®) • Expert MS Excel and PowerPoint User • Certified QuickBooks ProAdvisor • Over 10 years of experience in accounting, bookkeeping, financial modeling and analysis I can assist you with: • Budgets and Forecasts • Financial Statements • Business Plans • Investor-Ready Pitchbooks • Financial Planning and Analysis • Dashboards and Visualizations • Rolling Cash Flow Statements and Waterfalls • Start-up and Company Valuations • Real Estate Financial Modeling and Valuations • Bookkeeping in Excel, QuickBooks, Xero, Wave or Zoho ...and more! I look forward to hearing from you and understanding your needs so I can provide the best solutions.

**Mr. Jon Doe's Portfolio**

Apply Now for an Online Payroll Job

**Skills**

Social media marketing, Voice talent, Accounting, Blog Writing, Understanding & Interpreting Analytics

**Badges**

**Verifications**

- Identity Verification (green checkmark)
- Email Verified (green checkmark)

- 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.

The screenshot shows the Active IT Zone website interface. At the top, there is a navigation bar with the logo 'ACTIVE IT ZONE TEAM OF BUSINESS PROFESSIONALS', a search bar ('I'm looking for'), a dropdown menu ('Freelancers'), and a user profile ('Samantha Norton'). Below the navigation bar, a client profile for 'Mr. Jon Doe' is displayed, showing a photo, name, location ('Punjab, Pakistan'), and rate ('\$50.00 per Hour'). A large central box contains a form titled 'Send invitation for a private project'. The form fields include 'Project title\*', 'Project type\*' (radio buttons for 'Fixed' and 'Long term' with 'Fixed' selected), 'Project budget offer\*', 'Project category\*' (dropdown menu showing 'Default'), 'Project summary\*', and a rich text editor for 'Project Details\*'. Below the rich text editor is a file attachment section with 'Browse' and 'Choose File' buttons. At the bottom of the form is a blue 'Send invitation' button, which has a yellow arrow pointing to it from the left.

### 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.

The screenshot shows a user profile for Samantha Norton with a rating of 0.00 (0 reviews). The sidebar includes links for Dashboard, Projects, Bookmarked Freelancers, Milestone Request (highlighted with a blue border), Message, Reviews, Packages, and Profile Setting. The main content area is titled 'Project Milestone Requests' and shows a table titled 'All Requests'. The table has columns for #, Project, Freelancer, Time, Amount, Status, and Actions. One row is visible: '1 Multi-Vendor Ecommerce Mr. Freelancer 2020-07-30 06:19:17 \$1,000.00 Unpaid'. The 'Actions' column contains a 'Pay now' button and an 'eye' icon. Red arrows point to both the 'Milestone Request' menu item and the 'Pay now' button.

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

The screenshot shows the same user profile and sidebar as the previous image. The main content area displays the 'All Requests' table. A modal window titled 'Details' is open over the table. It has two input fields: 'Sending Amount \*' with the value '1000' and 'Payment System \*' with the value 'PayPal'. At the bottom of the modal is a blue 'Pay Now' button with a red arrow pointing to it.

- 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.

Pay With Your Credit Card

Payment Details

Name on Card

Samantha Norton

Card Number

4111111111111111

CVC

123

Expiration Month

05

Expiration Year

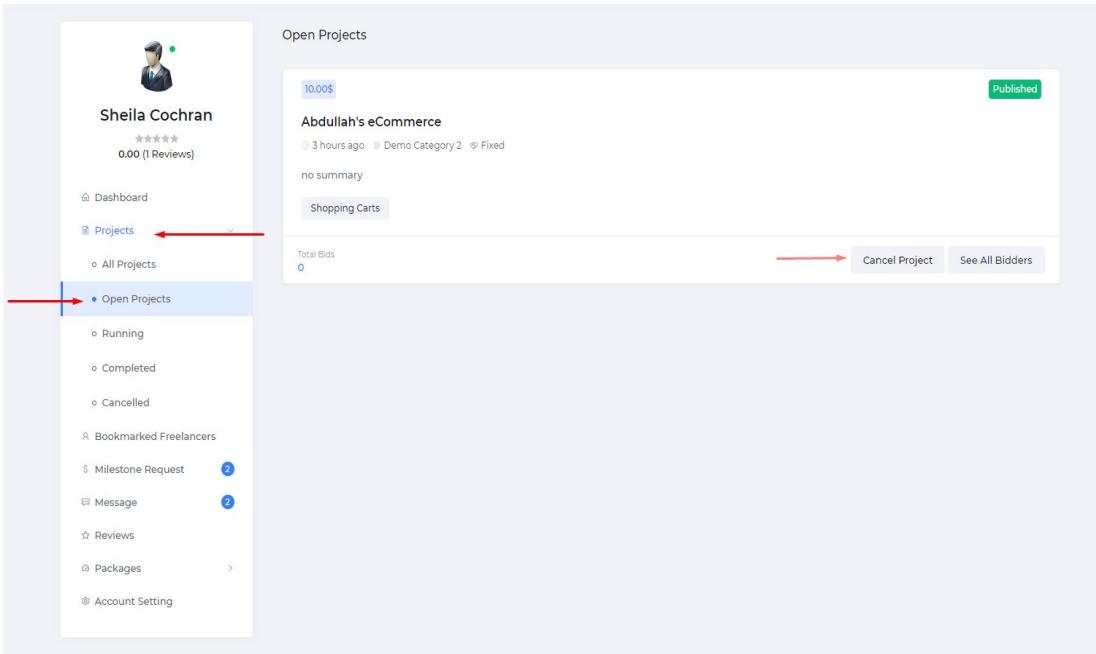
2021

Pay Now (\$150.00)

### 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 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.

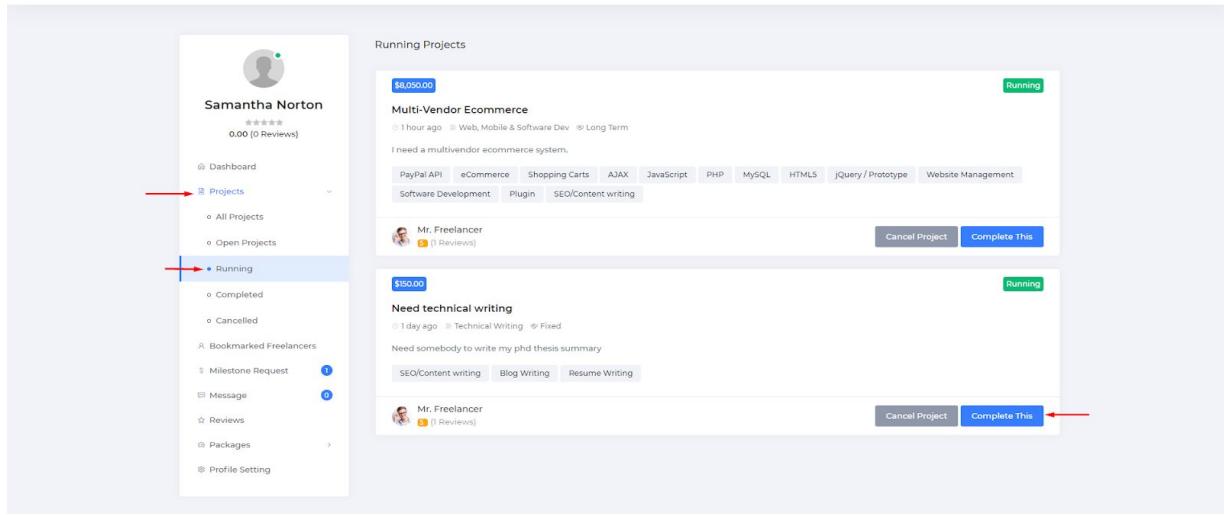


### 36. How to complete a running project?

**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.**

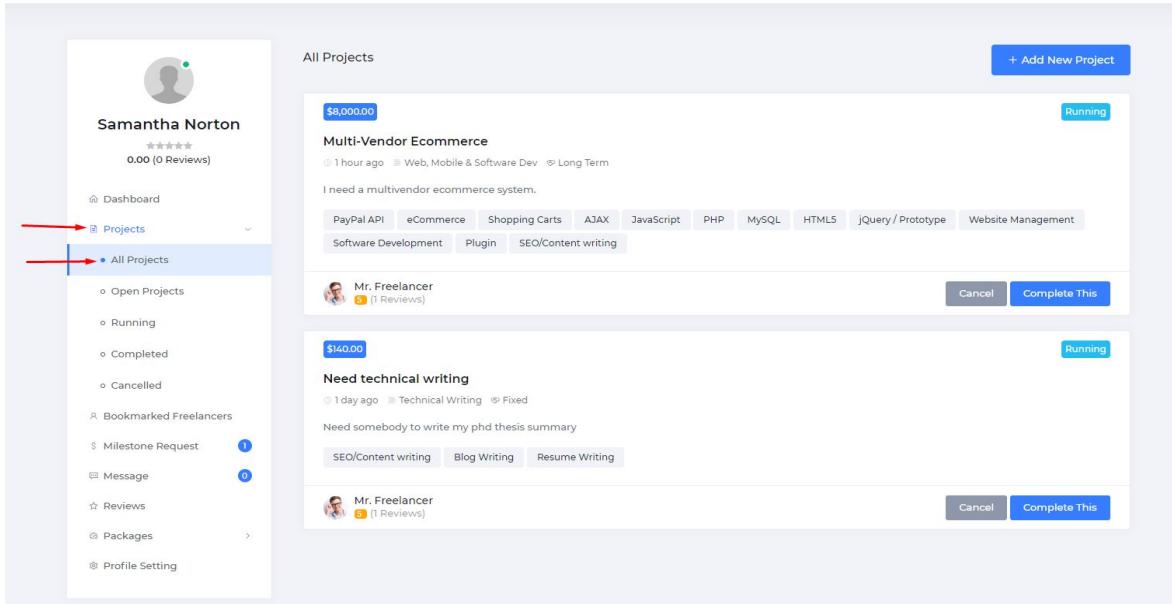
Otherwise, The completing operation will be withheld and a warning message will be shown to the client saying '**The payment needs to be completed before completing the project**'.



### 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:

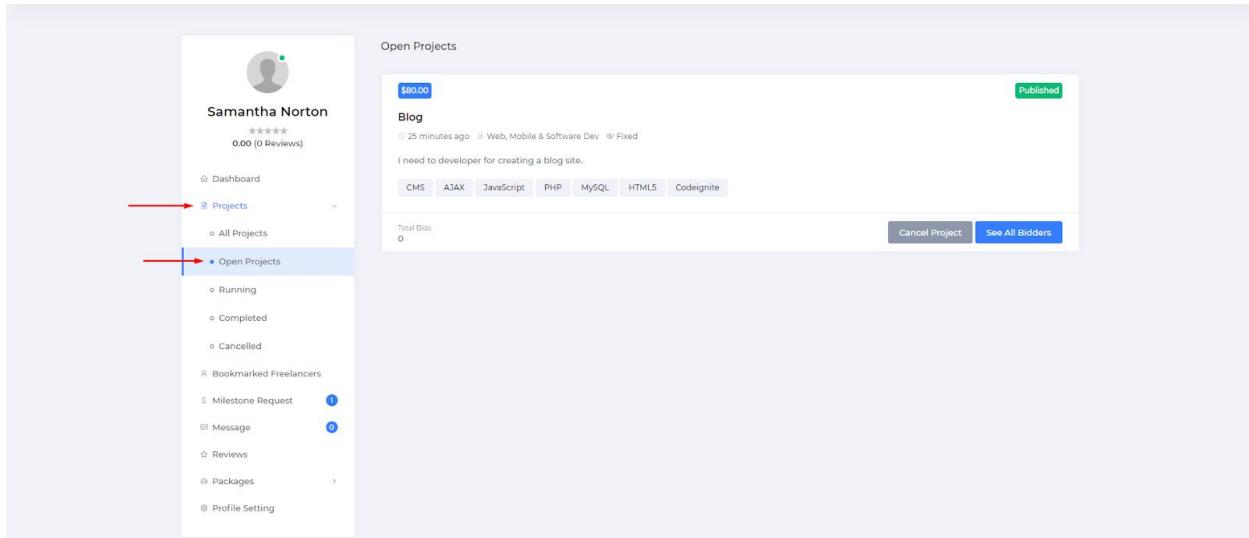
- Login as client.
- Go to the '**All Projects**' submenu under the '**Projects**' menu.



### 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:

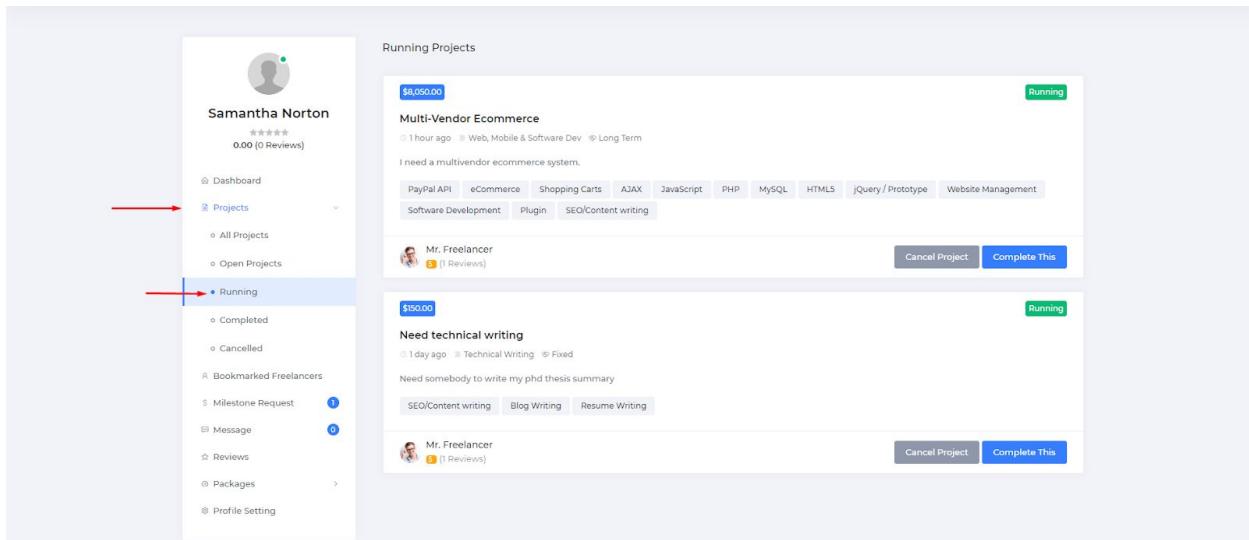
- Login as a Client.
- Go to the '**Open Projects**' submenu under the '**Projects**' menu.



### 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.

The screenshot shows the ACTIVE IT ZONE platform's user interface. At the top, there is a navigation bar with the logo 'ACTIVE IT ZONE', a search bar containing 'I'm looking for', a dropdown menu for 'Freelancers', and a magnifying glass icon. To the right, there is a user profile for 'Samantha Norton' with a blue status indicator, a message icon, and a save changes button.

The main content area is titled 'Profile Setting'. It is divided into several sections:

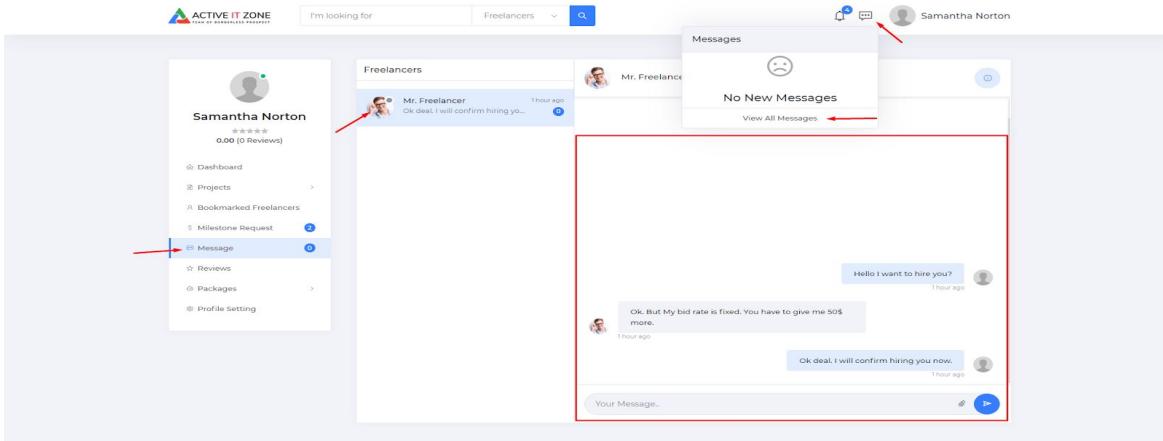
- Identity Verification**: A section for uploading an NID Passport PDF. It includes a 'Browse' button, a 'Choose File' input field, and a 'Save Changes' button.
- Account Info**: A section for managing account details. It includes fields for 'Username' (samantha-norton20200728-082922), 'Email address' (client2@example.com), a 'Send Verification Link' button, 'New Password', 'Confirm Password', and a 'Bio' section where the user describes themselves as a software developer.
- Basic Info**: A section for basic personal information. It includes fields for 'Name' (Samantha Norton), 'Gender' (Female), 'Country' (United Kingdom), 'City' (Birmingham), 'Postal Code' (1155), 'Address' (22B, Baker Street), 'Phone' (32465465), 'Nationality' (EUROPEANUNION), and a 'Save Changes' button.
- Profile Images**: A section for managing profile images. It includes a 'Profile Image' field with a file selection button ('Browse') and a preview area showing an uploaded file named 'avatar\_pong' (20 kB). It also includes a 'Cover Image' field with a 'Browse' button and a '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.

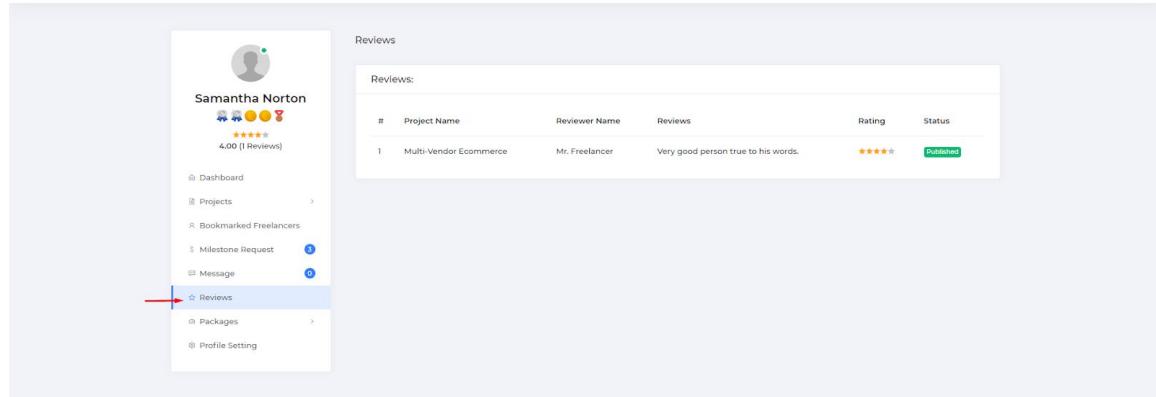


- The user can attach multiple files if he wishes.
- Then finally click the Send icon residing at the right side of the clip icon.

#### 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.

The screenshot shows the homepage of the Active IT Zone website. At the top, there is a search bar with the placeholder "I'm looking for" and a dropdown menu below it. The dropdown menu has three options: "Freelancers" (which is highlighted in blue), "Projects", and "Jobs". To the right of the search bar, there is a user profile for "Samantha Norton" and a "Hire Me" button. Below the search bar, there is a featured freelancer profile for "Mr. Jon Doe". The profile includes a thumbnail image of Mr. Jon Doe, his name, a 5-star rating with 0 reviews, and a location in Punjab, Pakistan. It also shows his hourly rate of \$50.00 per hour and a "Hire Me" button. On the left side of the profile, there is a section titled "Mr. Jon Doe's Bio" which lists his skills and experience. On the right side, there are sections for "Badges", "Skills", and "Verifications". The "Skills" section lists "Social media marketing", "Voice talent", "Accounting", "Blog Writing", and "Understanding & Interpreting Analytics". The "Verifications" section shows "Identity Verification" and "Email Verified". At the bottom of the page, there is a navigation bar with several icons and a "Show all" link.

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

Mr. Jon Doe

**\$50.00**  
Per Hour

Hire Me

**Mr. Jon Doe's Bio**

Financial Modeling and Valuation Analyst (FMA/B) • Expert MS Excel and PowerPoint User • Certified QuickBooks ProAdvisor • Over 10 years of experience in accounting, bookkeeping, financial modeling and analysis I can assist you with: • Budgets and Forecasts • Financial Statements • Business Plans • Investor-Ready Pitchbooks • Financial Planning and Analysis • Dashboards and Visualizations • Rolling Cash Flow Statements and Waterfalls • Start-up and Company Valuations • Real Estate Financial Modeling and Valuations • Bookkeeping in Excel, QuickBooks, Xero, Wave or Zoho ...and more! I look forward to hearing from you and understanding your needs so I can provide the best solutions.

**Mr. Jon Doe's Portfolio**

Loan Application  
Financial Analysis & Modeling

**Badges**

**Skills**

Social media marketing Voice talent  
Accounting Blog Writing  
Understanding & Interpreting Analytics

**Verifications**

Identity Verification Email Verified

Bookmark 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.

Samantha Norton

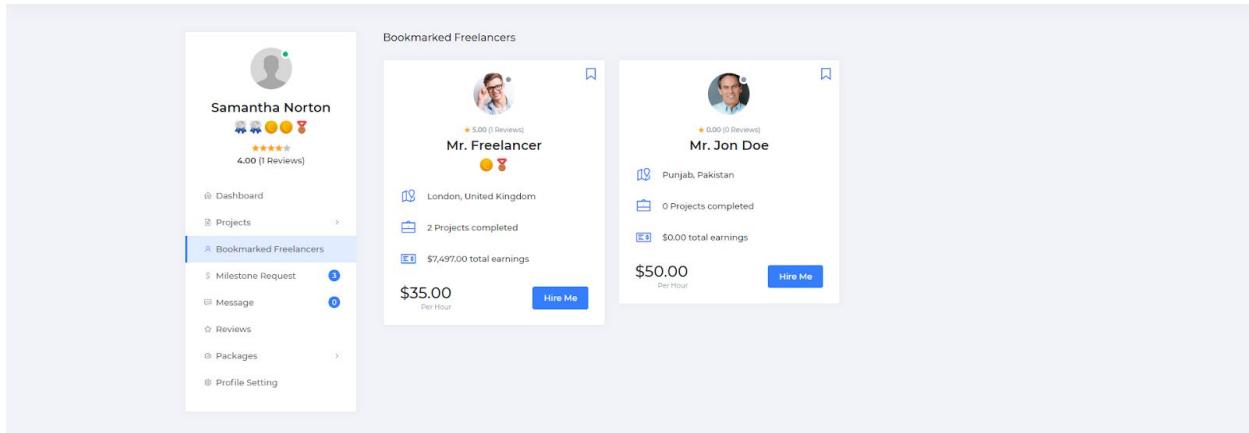
Dashboard Projects Bookmarked Freelancers Milestone Request Message Reviews Packages Profile Setting

Please verify your identity Verify Now

Please verify your Email Verify Now

This Month Expense \$8,200.00 Total Expense \$8,200.00

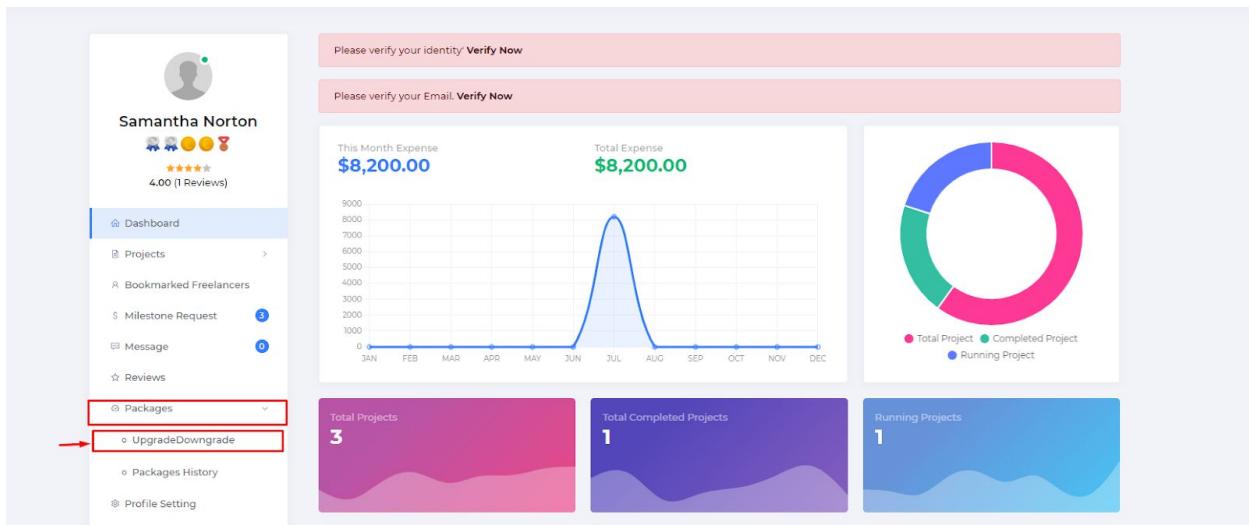
Total Projects 3 Total Completed Projects 1 Running Projects 1



## 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.

## Choose Your Package



**Free Package**

RECOMMENDED

- ✓ 5 Fixed Projects
- ✓ 5 Long Term Projects
- ✓ 50 Bio Word Limit
- ✓ Freelancer Following

**Free** | 30 Days

[Start Free Trial](#)



**Economy**

RECOMMENDED

- ✓ 10 Fixed Projects
- ✓ 10 Long Term Projects
- ✓ 100 Bio Word Limit
- ✓ Freelancer Following

**\$10.00** | 60 Days

[Purchase This Package](#)



**Express**

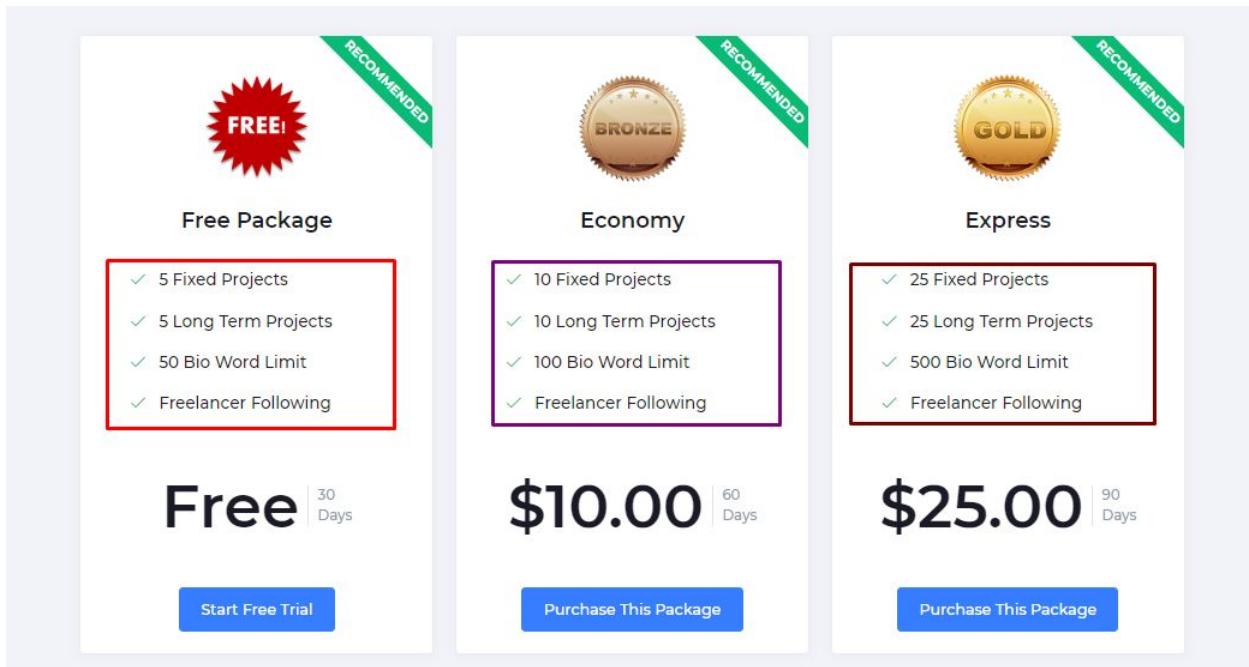
RECOMMENDED

- ✓ 25 Fixed Projects
- ✓ 25 Long Term Projects
- ✓ 500 Bio Word Limit
- ✓ Freelancer Following

**\$25.00** | 90 Days

[Purchase This Package](#)

- 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.

The screenshot shows the freelancer's dashboard with the following details:

- User Profile:** Samantha Norton, 4.00 (1 Reviews)
- Dashboard Navigation:** Projects > Completed (highlighted with a red arrow).
- Verification Notices:** Please verify your identity Verify Now and Please verify your Email Verify Now.
- Financial Overview:** This Month Expense \$8,200.00, Total Expense \$8,200.00. A line chart shows spending peaking in July.
- Project Status Summary:** Total Projects 3, Total Completed Projects 1, Running Projects 1.
- Current Package:** Express (Gold seal).
- Current Package Summary:** Fixed Projects - 25, Long Term Projects - 22, Bio Word Limit - 500, Freelancer Bookmark option.
- Suggested Package:** Free Package (\$0.00 / 30 Days) and Economy (\$10.00 / 60 Days).

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

Samantha Norton  
4.00 (1 Reviews)

Completed Projects

**Multi-Vendor Ecommerce**  
\$8,050.00 Completed

5 hours ago Web, Mobile & Software Dev Long Term

I need a multivendor ecommerce system.

PayPal API eCommerce Shopping Carts AJAX JavaScript PHP MySQL HTML5 jQuery / Prototype Website Management Software Development Plugin SEO/Content writing

Mr. Freelancer 5 [1 Reviews]

**Rate This Freelancer**

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

\$8,050.00

ton

**Multi-Vendor Ecommerce**

5 hours ago Web, Mobile & Software Dev Long Term

I need a multivendor ecommerce system.

PayPal API eCommerce Shopping Carts AJAX JavaScript PHP MySQL HTML5 jQuery / Prototype Website Management Software Development Plugin SEO/Content writing

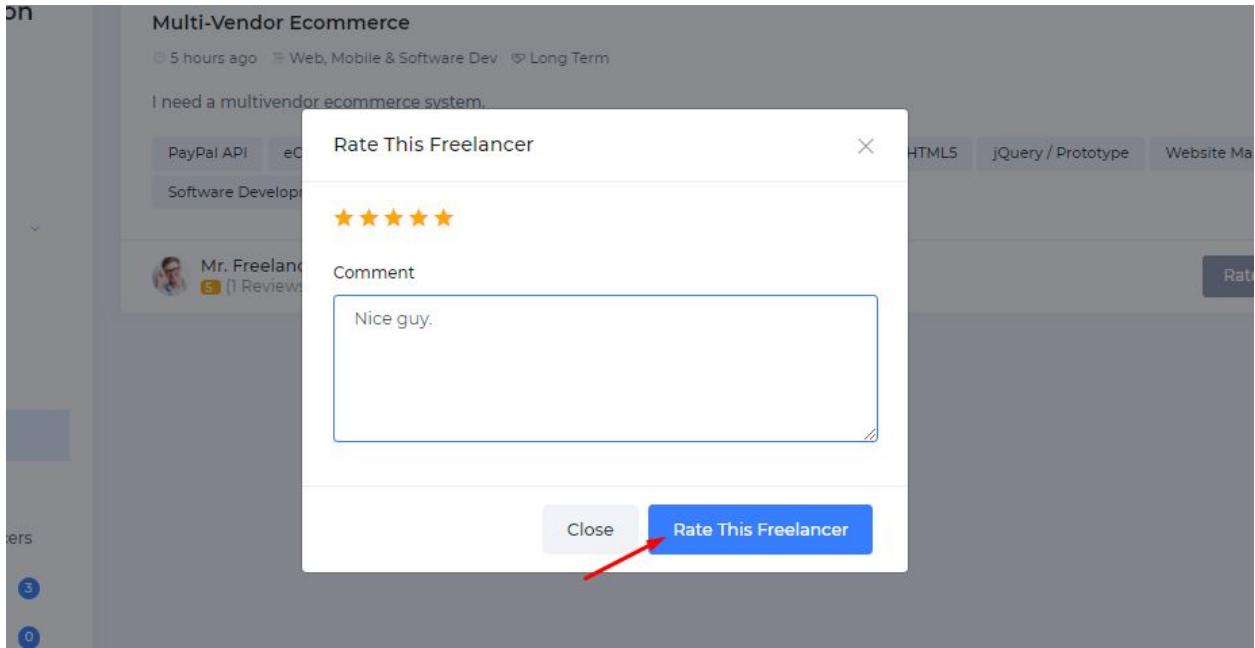
Mr. Freelancer 5 [1 Reviews]

**Rate This Freelancer**

Comment

Close Rate This Freelancer

- 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.

Completed Projects

**\$1050.00**

**Multi-Vendor Ecommerce**

5 hours ago Web, Mobile & Software Dev Long Term

I need a multivendor ecommerce system.

PayPal API eCommerce Shopping Carts AJAX JavaScript PHP MySQL HTML5 jQuery / Prototype Website Management

Software Development Plugin SEO/Content writing

**Mr. Freelancer**

You Already rated this client

Review has been submitted successfully

#### 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.

 <b>Demo Freelancer</b> ✓ 33 Fixed Project Bids ✓ 0 Long Term Project Bids ✓ 6 Portfolio Adding Limit ✓ 11 Skills Adding Limit ✓ 26 Project Bookmark Limit ✓ 55 Experience Add Limit ✓ 95 Bio Words Limit ✗ Client Following	 <b>Bronze Package</b> ✓ 5 Fixed Project Bids ✓ 6 Long Term Project Bids ✓ 2 Portfolio Adding Limit ✓ 6 Skills Adding Limit ✓ 2 Project Bookmark Limit ✓ 5 Experience Add Limit ✓ 120 Bio Words Limit ✓ Client Following	 <b>Britanni Johnston</b> ✓ 60 Fixed Project Bids ✓ 30 Long Term Project Bids ✓ 2 Portfolio Adding Limit ✓ 32 Skills Adding Limit ✓ 39 Project Bookmark Limit ✓ 3 Experience Add Limit ✓ 86 Bio Words Limit ✓ Client Following
<b>\$25.00</b>   250 Days	<b>\$0.00</b>   25 Days	<b>\$907.00</b>   725 Days
<a href="#">Purchase This Package</a>	<a href="#">Get This Package</a>	<a href="#">Purchase This Package</a>

## 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.

**Profile Setting**

**Identity Verification**

Nid / Passport PDF

Browse Choose File

Save Changes

**Basic Info**

Name \* Sheila Cochran Gender \* Male

Displayed on your public profile, notifications and other places.

Country \* Barbados City Christ Church Postal Code 1203

Address \* Contrary to popular belief

Phone \* 015556226262 Nationality \* BD

Save Changes

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

**Profile Setting**

**Identity Verification**

Your identity verified successfully.

**Basic Info**

Name \* Sheila Cochran Gender \* Male

Displayed on your public profile, notifications and other places.

Country \* Barbados City Christ Church Postal Code 1203

Address \* Contrary to popular belief

Phone \* 015556226262 Nationality \* BD

Save Changes

## 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.

The screenshot shows the Fiverr platform's service listing page. At the top, there's a navigation bar with a home icon, the text 'ACTIVE WORKDESK WORK FROM HOME', a search bar containing 'I'm looking for', a dropdown set to 'Freelancers', and a magnifying glass icon. To the right are notification and message icons, and a profile picture for 'Lisa Elizabeth'. Below the navigation, the word 'Services' is centered above a grid of service cards. Each card features a thumbnail, the service name, the freelancer's profile picture, and a brief description. The first service card for 'Vintage logo design' has a red arrow pointing to its description.

- 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:**

Engineering & Architecture

I will design 3 modern minimalist logo design free vector files

Mr. Freelancer | ★★★★★ 5.00 (1 Reviews)



EXCLUSIVELY ON WWW.FIVERR.COM

**fiverr®**

UNLIMITED REVISIONS FOR FREE  
Pro Customer Support • 100 % Satisfaction

Basic	Standard	Premium
BASIC Package - Popular	\$10.00	\$15.00
<input type="radio"/> 1 Days Delivery	<input type="radio"/> 3 Revisions	<input type="radio"/> 7 Revisions
<b>What's Included</b>		
<input checked="" type="checkbox"/> Hello world		
<a href="#" style="color: #0072BD; text-decoration: none;">Continue (\$10.00)</a>		

- **Standard:**

Engineering & Architecture

I will design 3 modern minimalist logo design free vector files

Mr. Freelancer | ★★★★★ 5.00 (1 Reviews)



EXCLUSIVELY ON WWW.FIVERR.COM

**fiverr®**

UNLIMITED REVISIONS FOR FREE  
Pro Customer Support • 100 % Satisfaction

Basic	Standard	Premium
STANDARD Package - Recommended	\$20.00	\$25.00
<input type="radio"/> 5 Days Delivery	<input type="radio"/> Unlimited Revisions	<input type="radio"/> 7 Revisions
<b>What's Included</b>		
<input checked="" type="checkbox"/> Hi		
<a href="#" style="color: #0072BD; text-decoration: none;">Continue (\$20.00)</a>		

- **Premium:**

The screenshot shows a Fiverr listing for "I will design 3 modern minimalist logo design free vector files". The listing includes a profile picture of "Mr. Freelancer" with a 5.00 rating and 1 review. The main image is a logo for "Vintage logo design" featuring three stars and a banner. To the right, a sidebar shows three package options: Basic, Standard, and Premium. The Premium option is selected and highlighted in blue. It includes details: "PREMIUM Package - Must for Pro" at \$80.00, "6 Days Delivery" (radio button), "351 Revisions" (radio button), and a "What's Included" section with a checked checkbox for "Never back up". A red arrow points to the "Continue (\$80.00)" button.

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

The screenshot shows the same Fiverr listing and sidebar as above. A modal dialog box titled "Select a payment option" is open over the listing. It displays "Premium (\$80.00)" and a "Payment System" dropdown menu set to "PayPal". A "Pay" button is visible at the bottom right of the dialog. The rest of the page remains the same, showing the listing details and package options.

## 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.

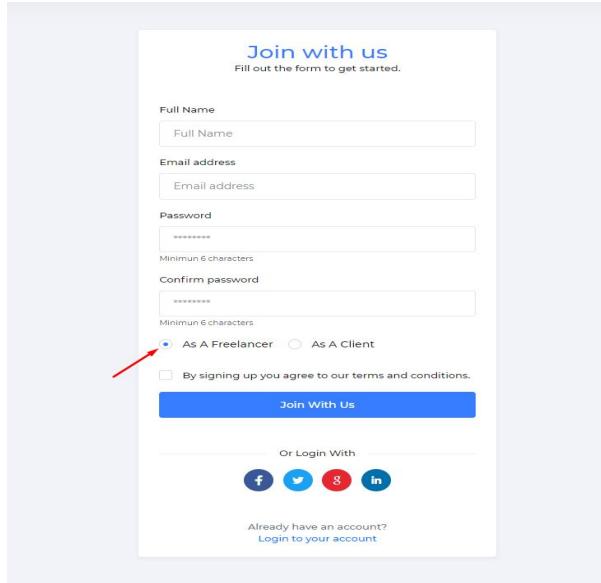
The screenshot shows the Active Workdesk client dashboard. At the top, there is a search bar with 'I'm looking for' and a dropdown set to 'Freelancers'. On the right, there is a user profile for 'Lisa Elizabeth' with a notification count of 6. Below the search bar is a sidebar with various menu items: Dashboard, Purchased Services (which is highlighted with a red arrow), Projects, Bookmarked Freelancers, Milestone Request, Message (with 0 notifications), Reviews, Packages, Profile Setting, and Logout. The main content area is titled 'Purchased Services' and shows a table with one row of data. The table columns are #, Service Title, Freelancer, Service Type, Bought At, and Purchased At. The data row is: 1, I will design 3..., Mr. Freelancer, Basic, \$316.00, 2020-11-11 12:41:09. A red arrow points from the 'Dashboard' link in the user profile menu to the 'Dashboard' link in the sidebar.

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 :

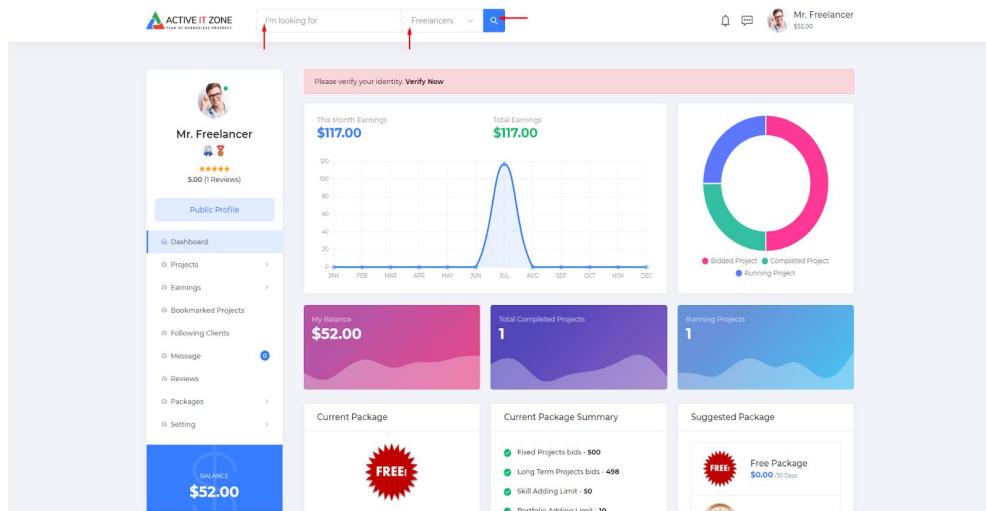
- Go to the homepage.
- At the top corner of the page there is a '**Log In**' button and a 'Get Started' button.
  - If you are already registered into the system then Log in with your credentials.
  - Otherwise, Click the Get Started button and register your account.
- To register, the user has to provide 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.

**Filter By**

**CATEGORIES**

- < All Categories
- < Default
- < Web, Mobile & Software Dev
- < IT & Networking
- < Engineering & Architecture
- < Design & Creative
- < Writing
- < Translation
- < Legal
- < Admin Support
- < Customer Service
- < Sales & Marketing
- < Accounting & Consulting

**PROJECT TYPE**

- Fixed Price (200)
- Long Term (200)

**NUMBERS OF BIDS**

- Any Number of bids (200)
- 0 to 5 (200)
- 5 to 10 (200)

**Search Keyword**

Newest first

**I want a good banner design for my eCommerce.**  
Design for my ecommerce banner and Branding  
1 day ago • Project Category • Design & Creative  
Animation Logo design

Budget \$50.00  
1+ Bids

Lisa Elizabeth ★ 5.00 (1 Reviews)

**I need an android application developer**  
I need an android application developer in delhi (mandatory) specially those who can make filters like snapchat.  
1 day ago • Project Category • Web, Mobile & Software Dev  
Android development

Budget \$1,500.00  
0 Bids

Stephanie ★ 0.00 (0 Reviews)

**Multi-Vendor Ecommerce**  
I need a multivendor ecommerce system.  
10 minutes ago • Project Category • Web, Mobile & Software Dev  
PayPal API eCommerce Shopping Carts AJAX JavaScript PHP MySQL HTML5  
jQuery / Prototype Website Management Software Development Plugin SEO/Content writing

Budget \$8,000.00  
0 Bids

Samantha Norton ★ 0.00 (0 Reviews)

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

**Multi-Vendor Ecommerce**

11 minutes ago • Web, Mobile & Software Dev • Long Term

I need a wonderful UI to attract the consumers.

**Skills Required**

PayPal API eCommerce Shopping Carts AJAX JavaScript PHP MySQL HTML5 jQuery / Prototype  
Website Management Software Development Plugin SEO/Content writing

**Attachments**

No attachment

**Budget** **\$8,000.00** **Place Bid**

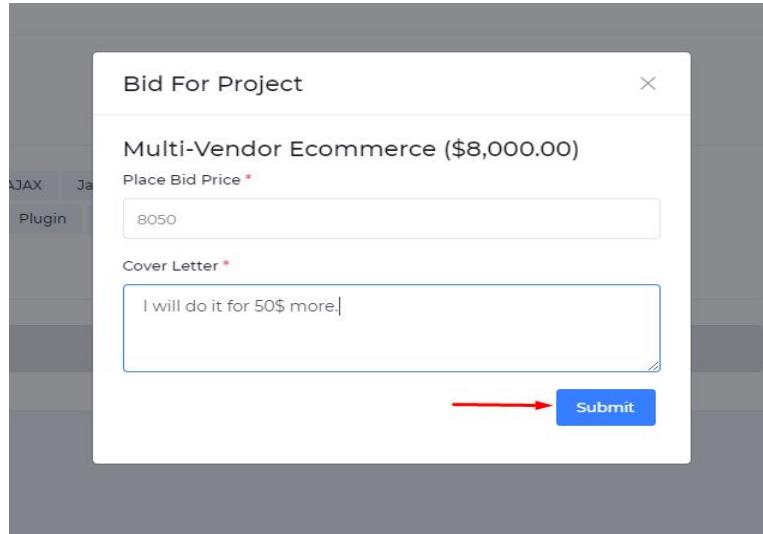
Posted - 11 minutes ago  
Posted in - Web, Mobile & Software Dev  
Project type - Long Term

**About This Client**

Samantha Norton ★ 0.00 (0 Reviews)  
Birmingham, United Kingdom  
2 Jobs posted  
\$0.00 Total spent

Bookmark Project

- 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.

Multi-Vendor Ecommerce

13 minutes ago • Web, Mobile & Software Dev • Long Term

I need a wonderful UI to attract the consumers.

**Skills Required**

- PayPal API
- eCommerce
- Shopping Carts
- AJAX
- JavaScript
- PHP
- MySQL
- HTML5
- jQuery / Prototype
- Website Management
- Software Development
- Plugin
- SEO/Content writing

**Attachments**

No attachment

**Budget** **\$8,000.00** You have already submitted bid for this project

Posted - 13 minutes ago

Posted in - Web, Mobile & Software Dev

Project type - Long Term

**About This Client**

Samantha Norton

0.00 (0 reviews)

Birmingham, United Kingdom

2 Jobs posted

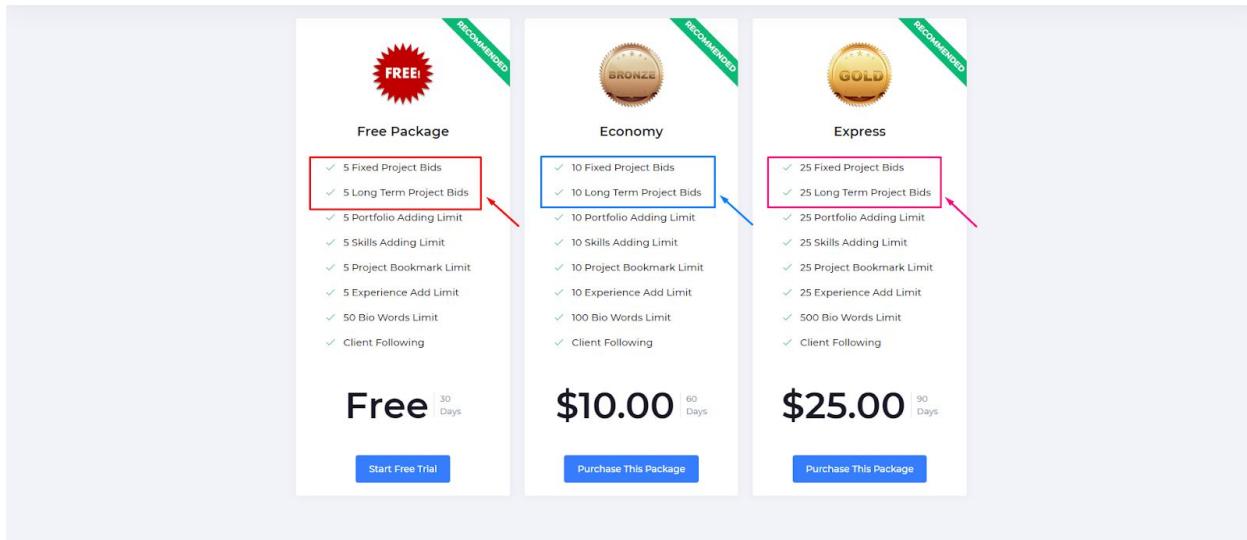
\$0.00 Total spent

Bookmark Project

Bid has been submitted successfully

## 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.

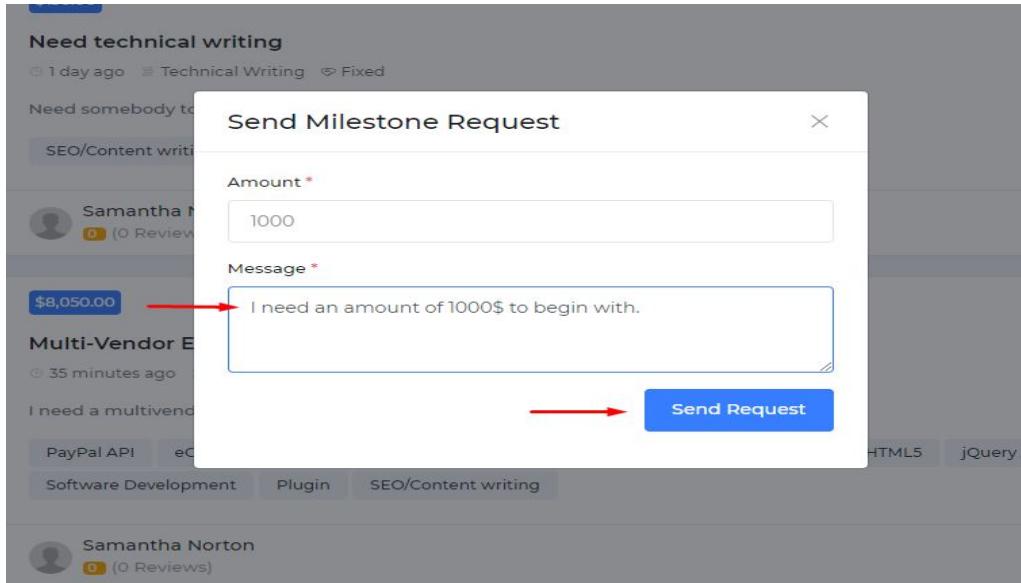


## 56. How to send milestone payment requests to clients?

**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.

The screenshot shows a freelancer's profile page with a sidebar and a main content area. The sidebar on the left has a navigation menu with various options like Dashboard, Projects, Earnings, etc. The 'Withdraw Request' option under the Earnings section is highlighted with a red box and a blue arrow pointing to it. The main content area is titled 'Make a withdrawal'. It displays the available balance (\$7,567.00) and the minimum withdrawal amount (\$15.00). The withdrawal amount input field contains '7567'. The payment method is set to 'Bank'. A message field contains 'Any message \*'. A blue button at the bottom right is labeled 'Request for withdraw'.

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

This screenshot shows the same withdrawal request form as the previous one, but with different values entered. The withdrawal amount is now '1200'. The message field contains 'I need this money.' A red arrow points to the blue 'Request for withdraw' button at the bottom right of the form.

## 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**

Free listing for Freelancers

Mr. Freelancer

Profile Settings

Identity Verification

My Profile & PDF

Choose file

Save Changes

Dashboard Projects Portfolio Following Clients Message Details Packages Setting Account Setting

**\$6,367.00**

Logout

Avatar

Mr. Freelancer

Software Developer

3,000 (Reviews)

Update Profile

Dashboard Projects Portfolio Following Clients Message Details Packages Setting Account Setting

**\$6,367.00**

Logout

Account Info

Username: Mr. Freelancer

Email address: Freelancer@example.com

New Password: New Password

Current Password: Current Password

Skills: Microsoft Office

Bio: "I'm a software developer with a passion for the United Kingdom. I've built many large-scale web and desktop projects from the ground up, including a powerful local business management system, various bespoke CRM and support systems, and more. I take great pride in my work. Let's discuss your project. That's what I can build for you."

Save Changes

Name: Mr. Freelancer

Description: I am a software developer with a passion for the United Kingdom.

Specialist At: Web, Mobile & Backend Dev

Hourly Rate: £0

Carrier: None

Address: Address Scheme

Country: United Kingdom

City: London

Postal Code: SE16

Latitude: 51.50740000000001

Longitude: -0.12780000000000001

Nationality: ENGLAND

Save Changes

Profile Images

Profile Image: Choose file (1 file selected)

Cover Image: Choose file

Save Changes

Portfolio

Title: Portfolio title

Category: Portfolio category

Details:

Image: Choose file

Add Portfolio

Work Experience

Software Developer

Test Company

London, United Kingdom

Employer Name: Company Name

Hiring Date: Select Date

Leaving Date: Select Date

Company Website: Company Website

Degradate: Designation

Company Location: Company Location

Add Work Experience

Education Information

Software Engineering

Salford University of Salford

Finishing Year: 2016

Qualification: Bachelor's Degree

School Name: School Name

Degree: B.Sc. Bachelor of Science

Finishing Year: Ex-2000

Diploma: Diploma

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 bidden projects?

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

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

The screenshot shows a freelancer's dashboard with a sidebar on the left and a main content area on the right.

**Sidebar (Left):**

- User profile: Mr. Freelancer, 5.00 (2 Reviews)
- Public Profile
- Navigation menu:
  - Dashboard
  - Projects
    - Bidden
    - Running
    - Completed
    - Cancelled
  - Project Proposal
  - Earnings
  - Bookmarked Projects
  - Following Clients
  - Message
  - Reviews
  - Packages
  - Setting
- Balance: \$6,367.00
- Logout

**Main Content Area (Right):**

### Bidden Projects

**Project 1:** \$100.00 - I want to add paypal to my ecommerce (1 day ago) - Web, Mobile & Software Dev - Fixed  
Hired You

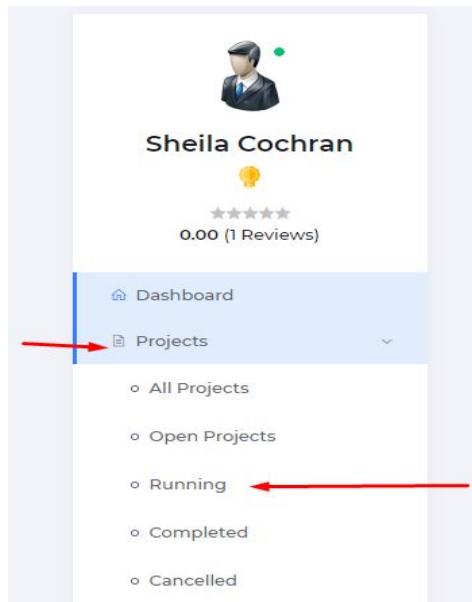
**Project 2:** \$140.00 - Need technical writing (1 day ago) - Technical Writing - Fixed  
Lisa Elizabeth (3 Reviews)  
Total bids: 2 | My bid: \$100.00

**Project 3:** \$1000.00 - Multi-Vendor Ecommerce (5 hours ago) - Web, Mobile & Software Dev - Long Term  
I need a multivendor ecommerce system.  
Samantha Norton (1 Review)  
Total bids: 1 | My bid: \$100.00

## 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:

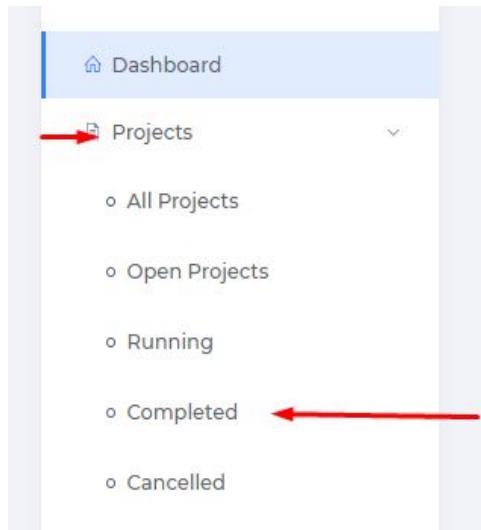
- Log in as a freelancer.
- Go to the '**Running**' sub-menu under the '**Projects**' Menu.



## 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:

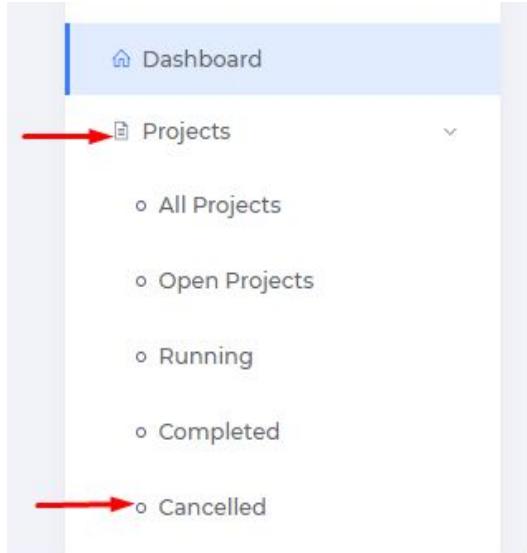
- Log in as a freelancer.
- Go to the '**Completed**' sub-menu under the '**Projects**' Menu.



## 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.

The screenshot shows the 'Public Profile' section of the dashboard. On the left, there's a sidebar with various links: 'Dashboard', 'Projects' (with 'Earnings' expanded), 'Earnings History' (highlighted with a red box), 'Withdraw Request', 'Withdraw History', 'Milestone Requests', 'Bookmarked Projects', 'Following Clients', 'Message', 'Reviews', 'Packages', and 'Setting'. On the right, a table titled 'Your earnings history' is displayed, showing five rows of data. This table is also highlighted with a pink box.

#	Project Name	Paid Amount	Your Earnings	Paid at	Admin Charge
1	Multi-Vendor Ecommerce	\$7,050.00	\$6,345.00	2020-07-30 09:35:28	\$705.00
2	Need technical writing	\$150.00	\$135.00	2020-07-30 07:06:30	\$15.00
3	Multi-Vendor Ecommerce	\$1,000.00	\$900.00	2020-07-30 06:19:17	\$100.00
4	I want to add paypal to my ecommerce	\$60.00	\$54.00	2020-07-28 19:06:38	\$6.00
5	I want to add paypal to my ecommerce	\$70.00	\$63.00	2020-07-28 19:01:05	\$7.00

#### 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.

The screenshot shows a freelancer's profile on the left with a 5.00 rating and 2 reviews. The sidebar menu is open, with 'Earnings' selected and its sub-menu 'Withdraw History' highlighted. The main content area displays a table titled 'Your withdrawal history' with two entries:

#	Requested Amount	Paid Amount	Payment Method	Date	Receipt	Status
1	\$15.00	\$0.00	paypal	2020-07-28 20:52:22	<span>NA</span>	Pending
2	\$50.00	\$50.00	bank	2020-07-28 19:14:07	Show Receipt	<span>Paid</span>

## 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.

The screenshot shows a freelancer's profile on the left with a 5.00 rating and 2 reviews. The sidebar menu is open, with 'Earnings' selected and its sub-menu 'Milestone Requests' highlighted. The main content area displays a table titled 'Total Requests' with five entries:

#	Project Name	Client	Sending date	Requested Amount	Client Status	Payment Status	Actions
1	Multi-Vendor Ecommerce	Samantha Norton	2020-07-30 09:35:28	\$7,050.00	Unseen	<span>Paid</span>	Show
2	Need technical writing	Samantha Norton	2020-07-30 07:06:30	\$150.00	Unseen	<span>Paid</span>	Show
3	Multi-Vendor Ecommerce	Samantha Norton	2020-07-30 06:19:17	\$1,000.00	Unseen	<span>Paid</span>	Show
4	I want to add paypal to my ecommerce	Lisa Elizabeth	2020-07-28 19:06:38	\$60.00	Seen	<span>Paid</span>	Show
5	I want to add paypal to my ecommerce	Lisa Elizabeth	2020-07-28 19:01:05	\$70.00	Seen	<span>Paid</span>	Show

## 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.

The screenshot shows a user profile for 'Mr. Freelancer' with a 5.00 rating and 2 reviews. The sidebar menu includes 'Dashboard', 'Projects', 'Earnings', 'Bookmarked Projects' (which is highlighted with a red box and has a red arrow pointing to it), 'Following Clients', 'Message' (with a blue notification badge), 'Reviews', 'Packages', and 'Setting'. The main content area displays a 'Bookmarked Projects' card for a client named 'Lisa Elizabeth' with a budget of \$120.00. The card contains the project description: 'I want to add paypal to my ecommerce' and 'I have an ecommerce site where I want to add a paypal payment gateway.' Below the card is a small placeholder for another client.

## 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:

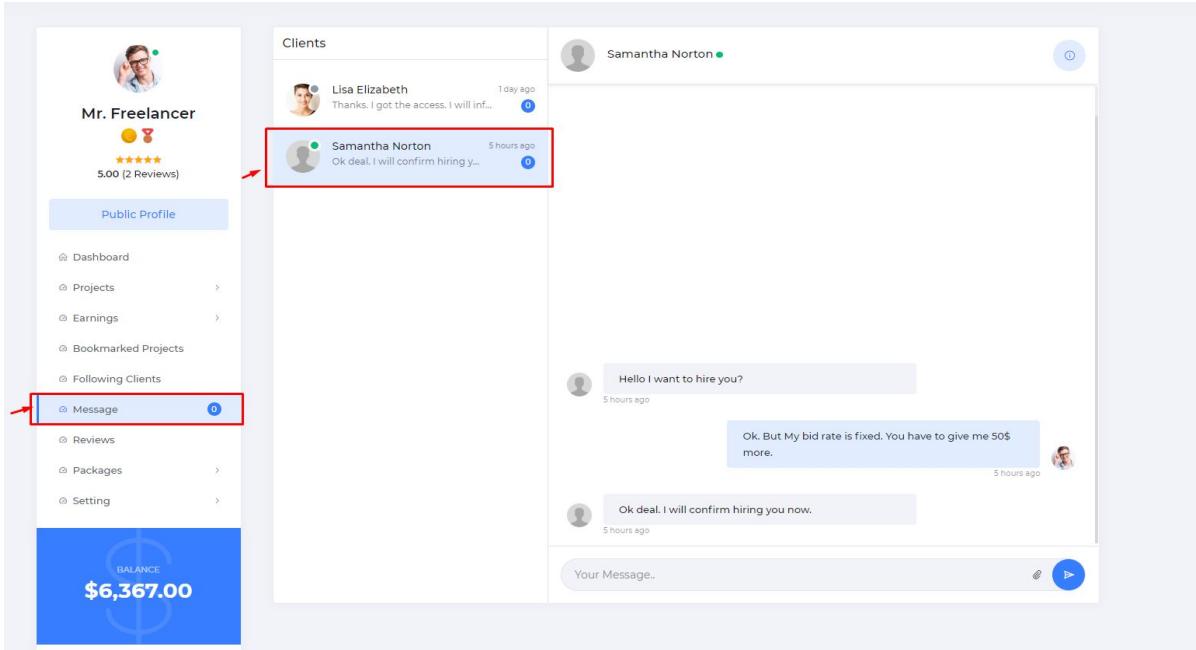
- Log in as a freelancer.
- Go to the '**Following Clients**' menu.

The screenshot shows the same user profile for 'Mr. Freelancer'. The sidebar menu highlights 'Following Clients' with a red box and a red arrow pointing to it. The main content area displays a 'Following Clients' card for a client named 'Samantha Norton' from Birmingham, United Kingdom. The card shows '3 Jobs posted' and '\$8,200.00 Total spent'. Below the card is a small placeholder for another client.

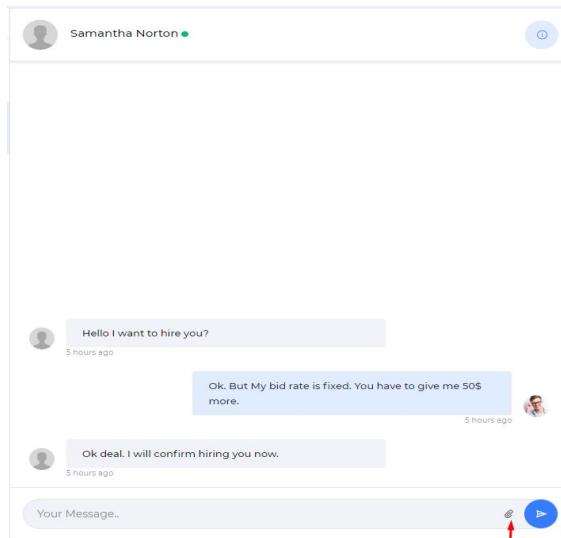
## 69. How does a freelancer chat with his clients?

**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.

The screenshot shows a user profile for 'Samantha Norton'. On the left, there's a sidebar with navigation links: Dashboard, Projects, Bookmarked Freelancers, Milestone Request, Message, Reviews (which is highlighted with a blue box), Packages, and Profile Setting. The main area is titled 'Reviews' and contains a table with one row of data. The table columns are: #, Project Name, Reviewer Name, Reviews, Rating, and Status. The data row shows: 1, Multi-Vendor Ecommerce, Mr. Freelancer, Very good person true to his words., ★★★★☆, Published.

#	Project Name	Reviewer Name	Reviews	Rating	Status
1	Multi-Vendor Ecommerce	Mr. Freelancer	Very good person true to his words.	★★★★☆	Published

## 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 screenshot shows the Freelancer's dashboard. At the top, there is a search bar with the placeholder "I'm looking for" and a dropdown menu set to "Freelancers". Below the search bar is a button labeled "Projects". To the right of the search bar, there are notification icons for messages and projects, and a profile picture for "JhonSon" with 205.50\$.

**Dashboard Statistics:**

- This Month Earnings: **301.50\$**
- Total Earnings: **301.50\$**
- My Balance: **205.50\$**
- Total Completed Projects: **5**
- Ongoing Projects: **2**

**Project Status Donut Chart:**

- Bidded Project (Red)
- Completed Project (Green)
- Running Project (Blue)

○ The Project listing page will appear.

The screenshot shows the Project listing page for "Mr. Freelancer". At the top, there is a search bar with the placeholder "I'm looking for" and a dropdown menu set to "Freelancers". Below the search bar is a button labeled "Projects". There is also a red notification bubble with the number "8" and a profile picture for "Mr. Freelancer" with \$6,367.00.

**Dashboard Statistics:**

- This Month Earnings: **\$7,497.00**
- Total Earnings: **\$7,497.00**
- My Balance: **\$6,367.00**
- Total Completed Projects: **2**
- Running Projects: **1**

**Current Package:**

- FREE!**
- Free Package**

**Current Package Summary:**

- Fixed Projects bids - 500
- Long Term Projects bids - 497
- Skill Adding Limit - 50
- Portfolio Adding Limit - 10
- Project Bookmark Limit - 99

**Suggested Package:**

- FREE!** Free Package \$0.00 /30 Days
- BRONZE** Economy \$10.00 /60 Days

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

The screenshot shows a search results page for freelance projects. On the left, there are filters for Categories (All Categories, Default, Web, Mobile & Software Dev, IT & Networking, Engineering & Architecture, Design & Creative, Writing, Translation, Legal, Admin Support, Customer Service, Sales & Marketing, Accounting & Consulting) and Project Type (Fixed Price, Long Term). Below these are filters for Numbers of Bids (Any Number of bids, 0 to 5, 5 to 10, 10 to 20). The main area displays three project cards:

- I want a good banner design for my eCommerce.** Budget: \$50.00. Posted 1 day ago. Project Category: Design & Creative. Tags: Animation, Logo design. By Lisa Elizabeth (5.00 | 1 Review).
- I need an android application developer.** Budget: \$1,500.00. Posted 1 day ago. Project Category: Web, Mobile & Software Dev. Tags: Android development. By Stephanie (0.00 | 0 Reviews).
- Blog** (highlighted with a red box). Budget: \$80.00. Posted 4 hours ago. Project Category: Web, Mobile & Software Dev. Tags: CMS, AJAX, JavaScript, PHP, MySQL, HTML5, Codeigniter. By Samantha Norton (4.00 | 1 Review).

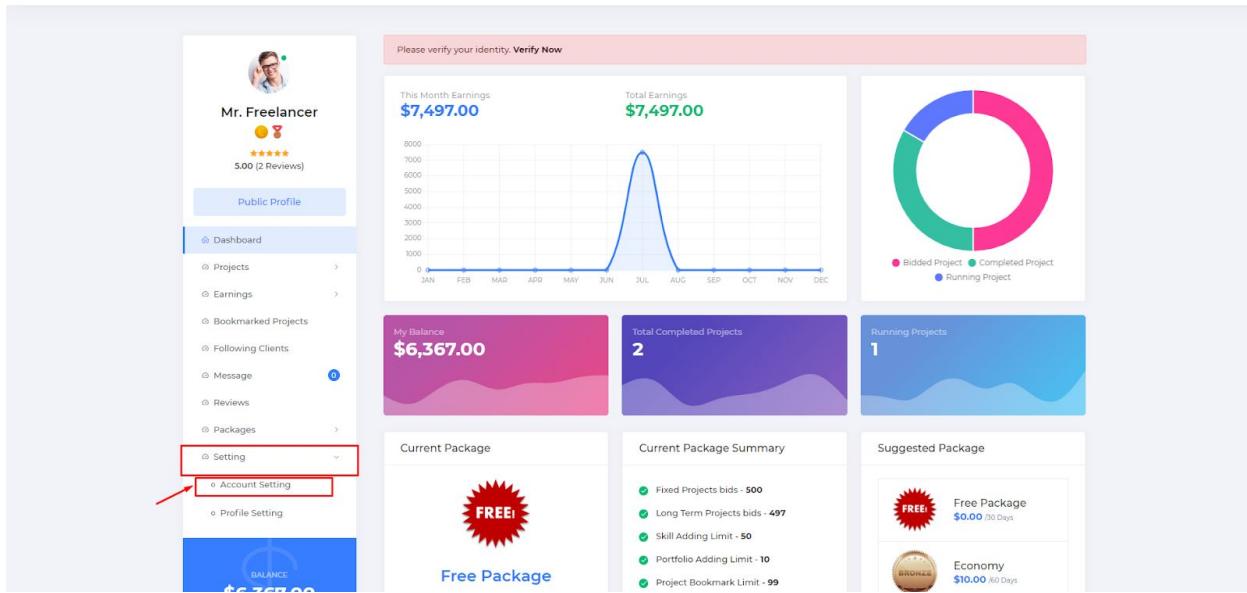
- It will take the user to the details of that project.
- There at the bottom right corner of the page resides a button that says '**Bookmark Project**'.
- By clicking that button the user will have bookmarked the desired project.

The screenshot shows the details page for the 'Blog' project. The left sidebar contains the project description: 'Simple easy to use UI blog.' and 'Skills Required: CMS, AJAX, JavaScript, PHP, MySQL, HTML5, Codeigniter'. The right sidebar provides client information: 'Posted - 4 hours ago', 'Posted in - Web, Mobile & Software Dev', 'Project type - Fixed', 'About This Client: Samantha Norton (4.00 | 1 Review)', 'Birmingham, United Kingdom', '3 Jobs posted', and '\$8,200.00 Total spent'. At the bottom right, a red box highlights the 'Place Bid' button, and a red arrow points to the 'Bookmark Project' button.

## 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.

This screenshot shows the 'Account Settings' page. It's divided into two main sections: 'Bank Info' and 'Paypal Info'. Under 'Bank Info', fields include 'Bank Name \*' (Demo Bank), 'Bank Account Name \*' (Demo Account Name), 'Bank Account Number \*' (0123456789), and 'Routing/IBAN/SWIFT/BIC number \*' (Enter Routing/IBAN/SWIFT/BIC number). A 'Save Changes' button is at the bottom. Under 'Paypal Info', fields include 'Account Name \*' (demo@paypal.com) and 'Account Email \*' (PayPal). Another 'Save Changes' button is at the bottom. The left sidebar of the dashboard is visible, showing the 'Setting' menu expanded with 'Account Setting' selected.

### 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.

The screenshot shows the 'Completed Projects' section of the Active IT Zone website. On the left, there's a sidebar with a navigation menu. The 'Completed' tab is highlighted with a blue background and a white border. A red arrow points to this tab. To the right, there are two completed projects listed. The first project is for 'I want to add paypal to my ecommerce' with a budget of \$130.00. The second project is for 'Multi-Vendor Ecommerce' with a budget of \$8,050.00. Both projects have a 'Completed' status indicator. At the bottom of the completed projects list, there's a button labeled 'Rate This Client'. A red arrow points to this button. The top right corner of the screen shows the user profile of 'Mr. Freelancer'.

- After that a modal will pop up.

The screenshot shows a modal window titled 'Rate This Freelancer'. Inside the modal, there's a 'Rating' section showing a 5-star rating. Below it is a 'Comment' section with a large text input field. At the bottom right of the modal, there is a prominent blue button labeled 'Rate This Client'. A red arrow points to this button. The background of the modal is semi-transparent, showing parts of the main website interface, including another project listing for 'Samantha Norton'.

- 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.

The screenshot shows a freelancer's profile page. On the left, there's a sidebar with navigation options like Dashboard, Projects (with sub-options Bidded, Running, Completed), and Message. The main area displays 'Completed Projects'. There are two entries:

- Mr. Freelancer**: Budget \$100.00, Project: I want to add paypal to my ecommerce, Status: Completed. It includes tags: PayPal API, eCommerce, PHP.
- Lisa Elizabeth**: Budget \$1,050.00, Project: Multi-Vendor Ecommerce, Status: Completed. It includes tags: PayPal API, eCommerce, Shopping Carts, AJAX, JavaScript, PHP, MySQL, HTML5, jQuery / Prototype, Website Management.

A green banner at the bottom left says 'Review has been submitted successfully'.

## 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.

The screenshot shows the Active IT Zone platform. At the top, there's a search bar with 'I'm looking for' and 'Projects' dropdown, followed by a magnifying glass icon. The sidebar on the left has 'Filter By' sections for 'CATEGORIES' (All Categories, Default, Web, Mobile & Software Dev, IT & Networking, Engineering & Architecture, Design & Creative, Writing, Translation, Legal, Admin Support, Customer Service, Sales & Marketing, Accounting & Consulting) and 'PROJECT TYPE' (Fixed Price, Long Term). Below that are 'NUMBERS OF BIDS' options (Any Number of bids, 0 to 5, 5 to 10).

The main area shows search results:

- I want a good banner design for my ecommerce.** Budget: \$50.00, Bids: 1+, Client: Lisa Elizabeth (5.00 | 1 Review).
- I need an android application developer** Budget: \$1,500.00, Bids: 0, Client: Stephanie (0.00 | 0 Reviews).
- Blog** Budget: \$80.00, Bids: 0, Client: Samantha Norton (4.00 | 1 Review). This entry is highlighted with a red border.

- 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.

The screenshot shows a freelance project listing for a 'Blog' project. The client's profile on the right includes a placeholder profile picture, a 4.00 rating with 1 review, and the name 'Samantha Norton'. A red arrow points to the blue 'Follow' button located on the right side of her profile card. Below the profile, there are sections for 'About This Client', 'Birmingham, United Kingdom', '3 Jobs posted', and '\$8,200.00 Total spent'. At the bottom, there is a 'Bookmark Project' button.

- 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.

The screenshot shows a client's profile page for 'Samantha Norton'. The profile card on the right features a placeholder profile picture, the name 'Samantha Norton', a 4.00 rating with 1 review, and the location 'Birmingham, United Kingdom'. A red arrow points to the blue 'Follow' button. Below the profile card, there are sections for 'Samantha Norton's Bio', 'Samantha Norton's Open Projects', 'Samantha Norton's Reviews', 'Badges', and 'Verifications'.

## 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.

The screenshot shows the 'Profile Settings' section of a Fiverr account. On the left, there's a sidebar with navigation links like Dashboard, Projects, Earnings, etc. The main area has a heading 'Profile Settings' and a sub-section 'Identity Verification' with a 'Nid Passport PDF' input field. Below it is 'Account Info' with fields for Username, Email address (marked as 'Verified'), New Password, Confirm Password, and Skill (Max 50). A blue bar at the bottom indicates '9 items selected'. A red box surrounds the 'Identity Verification' section, and two red arrows point to the 'Browse' button and 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.

The screenshot shows the Fiverr dashboard. On the left, there's a sidebar with 'Public Profile' and a list of menu items: Dashboard, Services (with 'All Services' highlighted), Projects, Earnings, Bookmarked Projects, Following Clients, and a 'Logout' link. The main area shows a service card for 'Vintage logo design' with a logo, price, and a brief description. At the top right of the dashboard, there's a blue button labeled '+ Add New Service'. A red box highlights the 'All Services' option in the sidebar, and a red arrow points from the '+ Add New Service' button to the 'Edit' button on the service card.

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

Create new service

**Service Info**

Title of Service \*

Enter your service title

**Service Image**

Browse Choose File

**About Service**

Type..

**Select Category**

Default

Please select a category.

**Packages**

Basic Standard **Premium**

**Basic Package**

Price

Enter Price

Delivery Within

Enter Delivery Time

Revision Limit

Enter Revision Limit

What is included section

Add New

Save Changes

- 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.

The screenshot shows a user's profile on the left with a 5.00 rating and 2 reviews. The main area is titled 'Services' with a '+Add New Service' button. A service card for 'Vintage logo design' is displayed, featuring a logo, 'UNLIMITED REVISIONS FOR FREE', and a brief description: 'I will design 3 modern minimalist logo d...'. On the left sidebar, under 'Services', the 'All Services' option is highlighted with a red box.

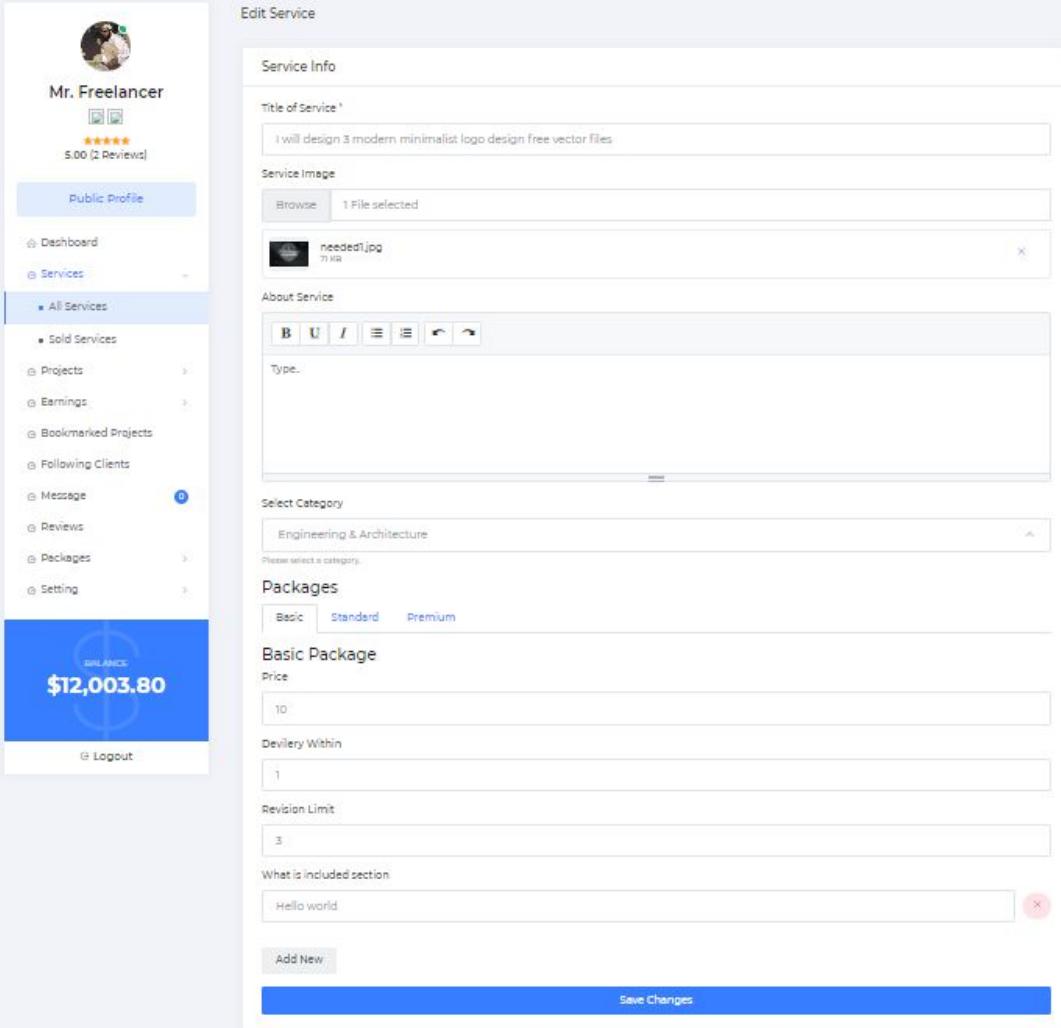
## 78. How does a freelancer edit his/her created service?

**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.

The screenshot shows a similar view to the first one, but the 'Edit' button on the service card is now highlighted with a red box. This indicates the step where the freelancer clicks the 'Edit' button to begin modifying their service.

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



The screenshot shows a freelancer's profile page on a platform. On the left, there's a sidebar with a user icon, the name "Mr. Freelancer", a 5-star rating, and a balance of "\$12,003.80". The main area is titled "Edit Service" and contains several input fields:

- Service Info:** A text input field containing the text "I will design 3 modern minimalist logo design free vector files".
- Service Image:** A file upload section showing a selected file named "needed1.jpg" (71 KB). There are "Browse" and "Remove" buttons.
- About Service:** A rich text editor with a toolbar (B, U, I, etc.) and a text input field containing "Type...".
- Select Category:** A dropdown menu set to "Engineering & Architecture". A note below says "Please select a category."
- Packages:** A tabbed section with "Basic", "Standard" (selected), and "Premium" tabs.
- Basic Package:** Fields include "Price" (\$10), "Delivery Within" (1), and "Revision Limit" (3).
- What is included section:** A text input field containing "Hello world". An "Add New" button is available to add more items.
- Buttons:** "Save Changes" (blue) and "Cancel" (grey).

- 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.

The screenshot shows the Active Workdesk platform interface. At the top, there is a navigation bar with the logo "ACTIVE WORKDESK" and the tagline "WORK FROM HOME". A search bar contains the placeholder "I'm looking for" and a dropdown menu set to "Freelancers". On the right side, a user profile for "Mr. Freelancer" is displayed, showing a profile picture, the name "Mr. Freelancer", the email "freelancer@example.com", and a balance of "\$12,313.48". Below the profile are two buttons: "Dashboard" (with a red arrow pointing to it) and "Log Out".

The main content area is titled "Purchased Services" and displays a table titled "List of service sold". The table has columns: #, Service Title, Client Name, Service Type, Amount, My Earning, and Purchased At. One row is shown:

#	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

On the left side, there is a sidebar with a "Public Profile" section and a navigation menu. The navigation menu includes: "Dashboard", "Services" (selected), "All Services", "Sold Services" (highlighted with a blue dot and a red arrow pointing to it), "Projects", "Earnings", "Bookmarked Projects", "Following Clients", and "Message" (with a blue circle containing the number 0).