

Home Service Application

Graduation project

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Software User Manual

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# 1. Introduction

* **Project Title**: Home Service Application
* **Description**: A mobile application that connects users with reliable home service providers for tasks such as cleaning, plumbing, electrical work, gardening, and other handyman services.
* **Objectives**: To create an efficient platform for users to find, schedule, and manage home services, while also providing a space for service providers to reach potential clients.
* **Target Users**: Homeowners, renters, property managers.
* **Platform**: Mobile application for iOS and Android, built using Flutter.

# 2. System Requirements

* **Function Requirements:**

User Registration and Authentication :Allow users to create accounts, log in, and authenticate themselves securely.

* **Non\_Function Requirement:**

Accessibility :Easy design that is suited for different users.

Adaptability :Adaptable to different devices and operating systems, providing a consistent experience across platforms.

Scalability: Scale and accommodate an increasing number of users and data.

**User Requirements**

Are statements, in a natural language plus diagrams, of what services the system is expected to provide to users and the constraints under which it must operate.

* User can create new account.
* User can login with email and password.
* User can change his password in case they forget.
* User can search for specific services and filter results based on location, availability, and ratings.
* Enables users to book and schedule services.
* Rating and Review System: Users can rate and review service providers.

# 3. Installation Guide

Follow these steps to install the “Home Service” app:

For iOS Users:

1. Open the App Store on your iPhone or iPad.

2. Search for "Home Service."

3. Tap “Download” to install the app.

4. Once installed, tap the app icon to launch.

For Android Users:

1. Open the Google Play Store on your smartphone.

2. Search for "Home Service."

3. Tap “Install.”

4. After installation, open the app by tapping the icon.

# 4. Getting Started

After installing the “Home Service” app, you’ll need to set up your account to start using its features.

1. User Registration:

- Open the app and tap “Sign Up.”

- Fill in the required information (name, email, phone number, and password).

- Verify your account through the email.

2. Service Provider Registration:

- Service providers can sign up by selecting the “Service Provider” option during registration.

- Fill out your business profile, including service types, rates, and availability.

* Upon launching the app, you will be greeted with the home screen, which displays the available home services.
* Explore the different service categories and navigate through the app using the bottom navigation bar.
* Follow the prompts and instructions within the app to perform various tasks.

# 5. Features Overview

“Home Service” offers a variety of features to enhance the user experience:

- User Profiles: Both users and service providers can create personalized profiles.

- Search and Filter Services: Users can search for services based on category (cleaning, plumbing, gardening, etc.) and filter results by location, rating, or availability.

- Booking and Scheduling: Users can book services based on their preferred date and time, with real-time availability shown.

- Ratings and Reviews: After receiving a service, users can leave ratings and reviews for the provider.

- Notifications and Messaging: Instant notifications about bookings, upcoming services, and in-app messaging between users and service providers.

# 6. User Interface Guide

-Login and Registration: users and service providers can create personalized profiles.

- Main Menu: Access all major sections such as Search Services, My Bookings, and Profile from the main navigation bar at the bottom.

- Search Bar: Located at the top of the screen, this allows you to quickly search for services by keyword or category.

- Service Cards: Each service provider is represented by a card showing the provider's name, rating, and availability.

- Booking Calendar: Easily choose your preferred date and time for booking a service.

# 7. How to Perform Tasks

Task 1: Creating a User Profile

1.Open the app

2.Choosethe way to register (Email,google,phone)

3.Complete the registration form and submit.

Task 2: Searching for a Service Provider

1. From the home screen, tap the “Search” icon.

2. Choose a service category (e.g., Cleaning, Plumbing).

3. Filter results by ratings, distance, and availability if needed.

4. Scroll through service providers and tap to view detailed profiles.

Task 3: Booking a Service

1. Once on a service provider’s profile, tap “Book Service.”

2. Select the service type (e.g., Electrical Work), preferred date, and time.

3. Confirm the booking by tapping “Book Now.”

4. You’ll receive a confirmation notification with booking details.

# 8. Troubleshooting

-Issue: I cannot log in to my account.

- Solution: Ensure you are using the correct email and password. If forgotten, tap “Forgot Password” to reset it.

-Issue: Service providers are not showing up in my area.

- Solution: Check your location settings in the app and enable GPS services on your device.

-Issue: My booking is not confirmed.

- Solution: Make sure your internet connection is stable. Retry the booking or check your messages for any missed notifications.

# 9. FAQ

-Q: How do I cancel a booking?

- A: Go to “My Bookings” in the menu, select the booking you wish to cancel, and tap “Cancel Booking.”

-Q: Can I contact the service provider directly?

- A: Yes, the app includes a messaging feature that allows you to communicate directly with the service provider after booking.

-Q: What payment methods are available?

- A: Payment is made directly to service providers, with options such as cash, bank transfer, or in-app payment coming soon.

# 10. Class diagram

A diagram of a server

Description automatically generated

# 11. Contact us

For any further assistance , contact our support team:

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