

SIMSERVICE HUB

A. How to Use the Site, *SimserviceHub*

1. Website Layout Overview

- **Logo:** Located on the far left at the top, click it anytime to return to the homepage.



- **Top Navigation Bar:** In the middle, you'll find the following:
 - **Post A Job:** For customers looking to hire artisans.
 - **Customer:** For customer-specific features like reviews, saved artisans, and advice.
 - **About Us:** Learn about our company's values, mission, and quality assurance process.

Post a Job

Customer

About Us

- **On the far right:**
 - **Artisan Sign-Up:** For artisans who want to register and join the platform.
 - **Customer Sign-Up:** For new customers who wish to create an account.
 - **Login:** For returning users to log in and access their dashboard.

Artisan Sign-Up

Account

Logout

2. Post a Job

- **How It Works:** If you're a customer looking to hire an artisan, click the "**Post A Job**" button located in the top navigation bar.
- **What You'll Do:** On the Post a Job page, you'll provide details about the job you need done. This includes:

- **Job Description:** Describe the work you need help with (e.g., plumbing, electrical work).
- **Location:** Provide your location for local artisans to respond.
- **Timeline and Budget:** Let artisans know your timeline and budget to help them make an informed decision.
- Once your job is posted, artisans will be able to view it and reach out to you.

3. Customer Features (Under the "Customer" Section)

- The **Customer** button gives you access to a range of features:
 - **Leave a Review:** Share your feedback about an artisan's work. After clicking "**Leave a Review**", you'll be prompted to rate the artisan's performance (reliability, quality of work, tidiness, etc.), and write a detailed review about your experience.
 - **View Saved Artisans:** Here, you can view and manage artisans you've saved for future projects. It's easy to keep track of professionals you'd like to hire again.
 - **Advice Centre:** Need some guidance? The **Advice Centre** provides expert tips, industry insights, and inspiration for various home projects. You'll also find advice from our vetted tradespeople to help you make the best decisions for your home.



Review a Trade

Have you completed a project recently? Let your Artisan know how they did.

Leave a review



Saved Trades

Easily access your saved Artisan and keep track of those you may want to hire in the future.

View saved trades



Advice Centre

Get Inspired! Check the latest industry expertise and read insider tips from our vetted tradespeople.

Visit Advice Centre

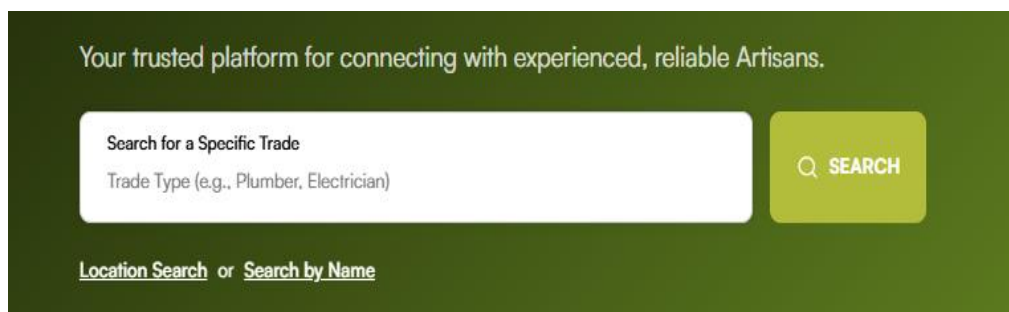
4. About Us

- **What You'll Learn:** The **About Us** section gives you a deeper understanding of who we are as a company, our values, and what sets us apart.
- **Company Values:** Discover the core principles that drive us, such as integrity, transparency, and customer satisfaction.
- **Commitment to Quality:** Learn about our rigorous artisan screening process and how we ensure top-quality service for every project.
- **Ongoing Quality Assurance:** We don't just stop at finding great artisans—we continuously monitor feedback and provide support to maintain high standards throughout every job.

- This section is a great resource if you want to know more about our mission and how we're dedicated to connecting you with trusted professionals.

5. Search for Artisans

- **Search Column:** In the middle of the page, you'll find the "**Search For A Specific Trade**" column. Type in the trade you're looking for, such as "**plumber**", "**electrician**", or "**carpenter**".
 - Once you've entered the trade type, click the **search icon** (magnifying glass) to begin your search.
- **Refined Search Options:** For more accurate results, you can use:
 - **Location Search:** Narrow your results to artisans in your area.
 - **Search by Service Name:** Find artisans who specialize in specific services (e.g., "**Plumber**", "**Electrician**").



The screenshot shows a search interface on a green background. At the top, it says "Your trusted platform for connecting with experienced, reliable Artisans." Below this is a white search bar with the placeholder text "Search for a Specific Trade" and "Trade Type (e.g., Plumber, Electrician)". To the right of the search bar is a green button with a magnifying glass icon and the word "SEARCH". Below the search bar, there are two links: "Location Search" and "Search by Name", separated by the word "or".

6. Sign Up and Log In

- **Sign Up:** Click on the **Artisan Sign-Up** or **Customer Sign-Up** buttons to create your account.
 - **For Customers:** You'll be able to post jobs, leave reviews, save artisans, and more.
 - **For Artisans:** Register to create your profile, manage job requests, and showcase your skills.
- **Log In:** Already have an account? Click **Login** to access your dashboard, whether you're a customer or an artisan.

[Artisan Sign-Up](#)

[Account](#)

[Logout](#)

B. How to Post a Job as a Customer

1. **Navigate to the Home Page:** Open your web browser and go to the homepage of our website.
2. **Click the "Post a Job" Button:** In the centre of the homepage, you'll see the "Post a Job" button. Click on it to start the process of posting your job.
3. **Select the Type of Service You Need:**
 - **Question 1: "What would you like to have done?"** You'll be asked to choose the type of service you need. Select from an array of services such as:
 - Plumber
 - Electrician
 - Carpenter
 - Tiler
 - etc.
4. **Select Specific Service (Tailored to Your Choice):** After selecting a specific artisan (e.g., plumber), the next question will change based on your selection. For example:
 - If you selected **Plumber**, the question will be: **"What do you need a plumber for?"**
 - You will then choose from options such as:
 - Pipe installations
 - Leak repairs
 - General plumbing maintenance
 - Drain cleaning, etc.
 - If you selected **Electrician**, the question will be: **"What do you need an electrician for?"**
 - You can then choose from options like:
 - Wiring installations and repairs
 - Light installations
 - General electrical maintenance
 - Troubleshooting electrical issues, etc.
5. **Choose the Issue Complexity:**

- **Question 3: "Which best describes your issue?"** Here, you'll need to select whether your issue is:

- **Simple** or
- **Complex**

6. **Provide a Description:**

- If you chose **Simple** for the issue complexity:
 - A field will pop up asking: **"Add a description to your job."** You can describe your issue briefly.
- If you chose **Complex** for the issue complexity:
 - A field will pop up asking: **"Add a description to your job."** You can describe the issue in more detail to help the artisan understand the complexity.

7. **Review and Submit:**

- Once you've added a description of your job, you'll see two options at the bottom of the form:
 - **Back** – If you need to go back and verify or change any information, click "Back."
 - **Submit** – When you're ready, click **"Submit"** to post your job.

Post a job

Receive responses from SimserviceHub's trusted and verified local tradespeople nearby

What would you like to have done?

Electrical



What do you need an Electrician for?

Wiring installation and repairs



Lighting installations



Troubleshooting electrical issues



General electrical maintenance



Which best describes your issues?

Simple

E.g. Item which trips the electrics identified, issues with appliances, or few sockets.



Complex

E.g. Multiple appliances affected with several issues.



Back

Submit

C. How-to: Explore Our "About Us" Page

1. Click the "About Us" Button

- From the homepage, locate the **"About Us"** button at the top of the page.
- It's easy to find, right alongside other essential navigation buttons like **"Customer"**, and **"Post A Job"**.

2. Understand Our Mission and Vision

- The first section of the **"About Us"** page explains who we are as a company and our mission to connect homeowners with trusted, skilled artisans.

- You'll see a brief overview of our company, designed to give you a clear understanding of what drives us every day.

3. Learn About Our Artisan Screening Process

- We believe in quality, and we make sure every artisan who joins our platform undergoes a detailed screening process.
- In this section, you'll find information about how we carefully select and vet each artisan before allowing them to join our network, ensuring you always get the best service.

4. Read About Our Ongoing Quality Assurance

- Quality isn't a one-time check; it's something we maintain consistently.
- Discover how we continue to monitor and support artisans to ensure they meet the highest standards throughout your entire experience.

5. Explore Our Core Values

- Learn about the principles that guide us in everything we do, from **integrity** and **transparency** to **customer satisfaction**.
- Our values shape the way we work with both customers and artisans, helping to foster trust and long-term relationships.

6. Get to Know Our Approach

- We don't just connect customers with artisans – we make the process as smooth and efficient as possible.
- Find out about our approach, which includes easy-to-use features on our website, customer support, and more that set us apart in the industry.

About SimserviceHub

Simservicehub > About SimserviceHub

Our Commitment to Quality

At SimserviceHub, we know that trust and quality matter when it comes to finding skilled tradespeople for your home or business. Rogue trades are a global issue, impacting millions, and we are dedicated to setting a new standard for excellence across Africa.

A Seal of Approval You Can Trust

Every trade professional who wants to join SimserviceHub must pass a thorough screening process before earning our trusted seal of approval. This process includes:

- Verification of identity and necessary qualifications.
- Background checks to ensure a clean record, including business integrity and accountability
- A proven track record of delivering exceptional customer experiences.

We're proud to be selective and turn down numerous trades who did not meet our standards.

D. How to Register as an Artisan or Customer

SimserviceHub caters to both artisans and customers. Here's how to register for each role:

For Artisans:

1. **Click the "Artisan Sign Up" Button:** On the homepage, look for the "Artisan Sign Up" button. Once you find it, click on it. This will take you to a new page.
2. **Select How You Want to Join:** On the new page, you will see two options:
 - **"Join Now"** button in the middle of the page.
 - **"Artisan Sign-Up"** button at the bottom of the page.
3. **Complete the Artisan Registration Form:** On the registration page, fill out the following details:
 - **Category of Work:** Select from the list of work categories that best describes your profession (e.g., Electrician, Plumber, Tiler, etc.).
 - **Business Name:** Enter the name of your business.
 - **Business Location:** Provide the location of your business (city, region, etc.).
 - **What Are You Looking For?** Choose one of the available options that best describes what you are looking for (e.g., I'm looking to fill the gaps in my diary, I need a steady flow of leads, I need as many leads as possible etc.)

- **Business Type:** Select whether your business is self-employed, a limited company, or if you're just starting a business.
 - **Number of Employees:** Specify how many employees work in your business (1 employee, 2-5 employees, 6-9 employees, 10+ employees)
 - **Skills:** List the skills you offer. You can add as many skills as needed by clicking the "**Add Skill**" button.
 - **Cost of Services/Skills (Optional):** Enter the price for your services or skills, if applicable.
4. **Enter Final Details:** Provide additional information about yourself and your business:
- a. **First Name**
 - b. **Surname**
 - c. **Email Address**
 - d. **Password** (Choose a secure password)
 - e. **Confirm Password**
 - f. **Business Email**
 - g. **Business Phone** (Include the country code)
 - h. **Mobile Number** (Include the country code)
 - i. **Tell Us About Yourself** (Write a brief introduction about your business or background)

Artisan Registration

What type of work do you do?

Plumbers

What is your business called?

Enter your business name*

Where is your business located?

Enter your business address*

What are you looking for?

I'm looking to fill the gaps in my diary

☐

I need a steady flow of leads

☐

I need as many leads as possible

☐

I just want a Simservicehub profile

☐

I'm not sure

☐

Tell us more about your business

BUSINESS TYPE

Self Employed

☐

Limited company

☐

Looking to start a business

☐

Final details

Your first name

Your surname

Search for your address

Post code

Password should be at least 8 characters long

Confirm Password

Your business email

Please enter business phone with country Code (+23491234567678)

Please enter mobile with country Code (+23491234567678)

Tell us about yourself..

Continue

For Customers:

1. **Click "Customer Sign up":** On the left side of the homepage, you'll see a prominent **Customer Sign-Up Button**. This button is labelled clearly for easy navigation.
2. **Enter Personal Details:** Provide your surname, full name, email address, phone number, and password.
3. **Click Continue:** After filling in your details, click the "Continue" button. This will submit your information and take you directly to your dashboard.

4. **Verification:** Check your inbox for an email from **SimserviceHub**. Open the email and enter the 5-digit number sent to confirm your account. Alternatively, check your phone number for a message from **SimserviceHub**. Open the message and enter the 5-digit number sent to confirm your account.

Sign in or create an account

With a simservicehub account, you can easily chat with, manage, and hire tradespeople for your job. Enter your email address, and we'll send you a verification email to begin.

Last Name

First Name

Email

Phone Number

Password

Confirm Password

Continue

E. What the "Customer" Button Does

The **"Customer"** button at the top of the homepage gives customers access to three main features:

1. Review a Trade:

- Leave feedback about an artisan's work and competence. You can rate their performance, including reliability, quality of work, tidiness, and courtesy.

2. Saved Trades:

- Keep track of artisans you may want to hire in the future. Easily view and manage your saved artisans.

3. Advice Centre:

- Get expert tips and advice on various home projects from vetted tradespeople. Find useful industry insights and inspiration.

Review Process:

When you click **"Leave a Review"**, you'll be asked to provide details about your experience with the artisan, such as:

- Which artisan you want to review.
- Ratings for reliability, quality, tidiness, and courtesy.
- A brief description of the work (e.g., bathroom fitting).
- An overall review and details about the services you requested, the job date, and the cost.

Once submitted, your review will be shared with others.

Saved Trades:

Click **"View Saved Trades"** to see a list of artisans you've saved, along with their reviews, so you can easily decide who to hire next.

Advice Centre:

Click **"Visit Advice Centre"** to access expert advice and resources on various home projects and how we can help you find the right artisan for the job.



Review a Trade

Have you completed a project recently? Let your Artisan know how they did.

Leave a review



Saved Trades

Easily access your saved Artisan and keep track of those you may want to hire in the future.

View saved trades



Advice Centre

Get Inspired! Check the latest industry expertise and read insider tips from our vetted tradespeople.

Visit Advice Centre

F. How to Login to Your Account

Whether you're a customer or an artisan, logging in to your account is quick and easy. Follow the steps below to access your dashboard:

1. Click the "Login" Button

- On the **home page**, look for the **"Login"** button on the **right-hand side**.
- It's simple to spot and is always available when you're ready to log in.

2. Enter Your Email or Phone Number

- After clicking the **"Login"** button, you'll be taken to a page where you'll need to enter your **email address** or **phone number**.
- This should be the same email or phone number you used when you registered your account.

3. Get Your 5-Digit Verification Code

- Once you submit your details, we'll send you a **5-digit verification code** to the email or phone number you entered.
- Please check your inbox (or your SMS messages) for the code.

4. Enter the Verification Code

- On the login page, you'll see fields to enter the **5-digit code** sent to you.
- Type the code into the boxes exactly as it appears.

5. You're In!

- Once you enter the code correctly, you'll be automatically logged in and directed to your **dashboard**.

6. Need Help?

- If you didn't receive the verification code, please double-check that you entered your email or phone number correctly. You can also click **"Resend Code"** to try again.
- If you're still having trouble, you can use the **"Forgot Password"** link to reset your login details.

Sign in or create an account

With a simservicehub account, you can easily chat with, manage, and hire tradespeople for your job. Enter your email address, and we'll send you a verification email to begin.

Select where to receive Auth code

Email



Email

Type your email

☐ Remember me

Continue

G. How Customers Can Find and Connect with Artisans

Step 1: Search for an Artisan

Use the search bar in the middle to find artisans by typing in specific services or keywords (e.g., "plumber," "carpenter").

For a more refined search, you can also use the "Location Search" or "Search by Service Name" options.

Step 2: Browse Artisan Profiles

After performing a search, browse through the list of artisans. When you click on an artisan's profile, you'll find detailed information such as their portfolio, skills, pricing, and reviews.

Step 3: Read Reviews and Portfolio

Check out the artisan's ratings and reviews left by past clients. Reviews often provide useful insights into the artisan's reliability and quality of work.

Also, explore their portfolio to assess the quality and variety of their previous projects.

Step 4: Contact the Artisan

Once you've chosen an artisan, use the "Contact" or "Message" button to reach out.

Introduce yourself, describe the work you need, and feel free to ask any questions about their process or experience.

Step 5: Negotiate and Confirm the Job

After discussing the project details with the artisan, negotiate the terms—pricing, timeline, materials, etc. Once both parties agree, book the artisan for the job.

Tip: Always make sure both sides are on the same page about expectations before confirming the job. Clear communication up front helps avoid any misunderstandings.

H. How Artisans Can Connect with Customers

Step 1: Complete Your Profile

Ensure your artisan profile is fully updated with all the necessary details—skills, services offered, pricing, and a portfolio showcasing your work. A complete profile increases your chances of being noticed by potential clients.

Step 2: Receive Job Requests

Customers will come across your profile when searching for the services you offer. If they're interested, they'll reach out to you through the messaging system. Respond promptly to increase your chances of getting hired.

Step 3: Communicate with Clients

Once you've received an inquiry, use the agreed messaging system to discuss the details. This is where you can ask clients for more information about the job and give them a clear idea of what you can offer.

Step 4: Offer a Quote/Proposal

Once you understand the project's needs, provide the client with a quote or proposal. Make sure your offer aligns with the scope of work and the client's budget.

Step 5: Confirm the Project

Once both you and the client are on the same page, confirm the project through the platform. Set up a start date and make sure all terms (price, timeline, deliverables) are clear.